

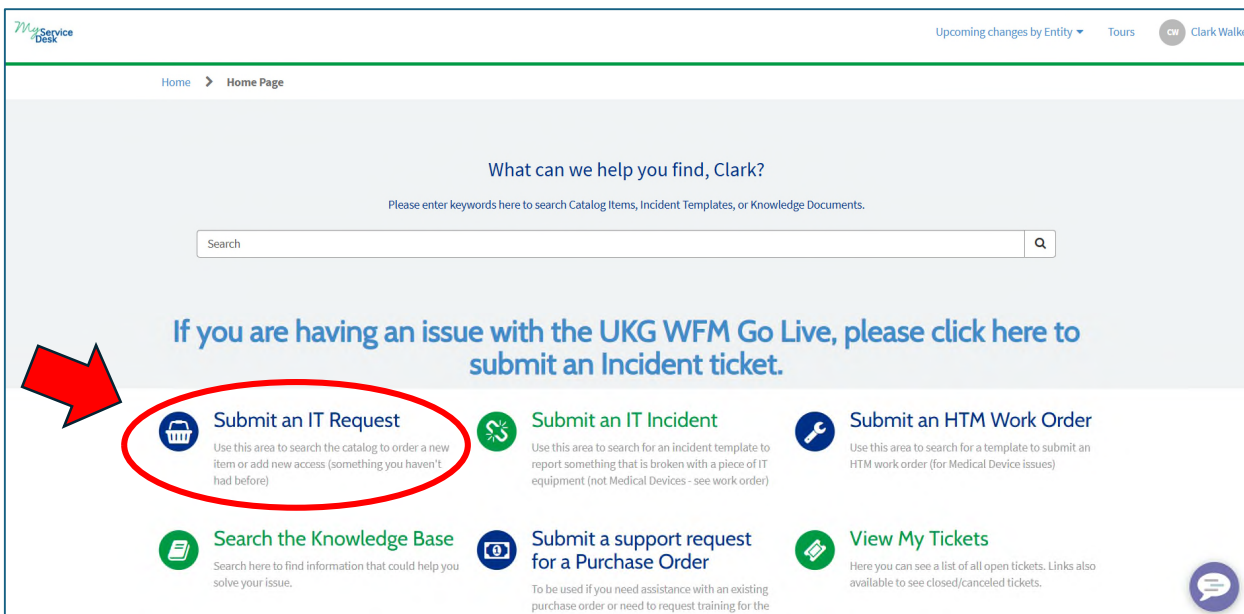
# Submitting a Ticket for Research Data

## Submit request via MyServiceDesk

**THR Researchers** should have access to this system, it is similar to submitting any type of IT or Access request from the THR intranet. Select 'Service Desk' from the menu on the right side of the screen.

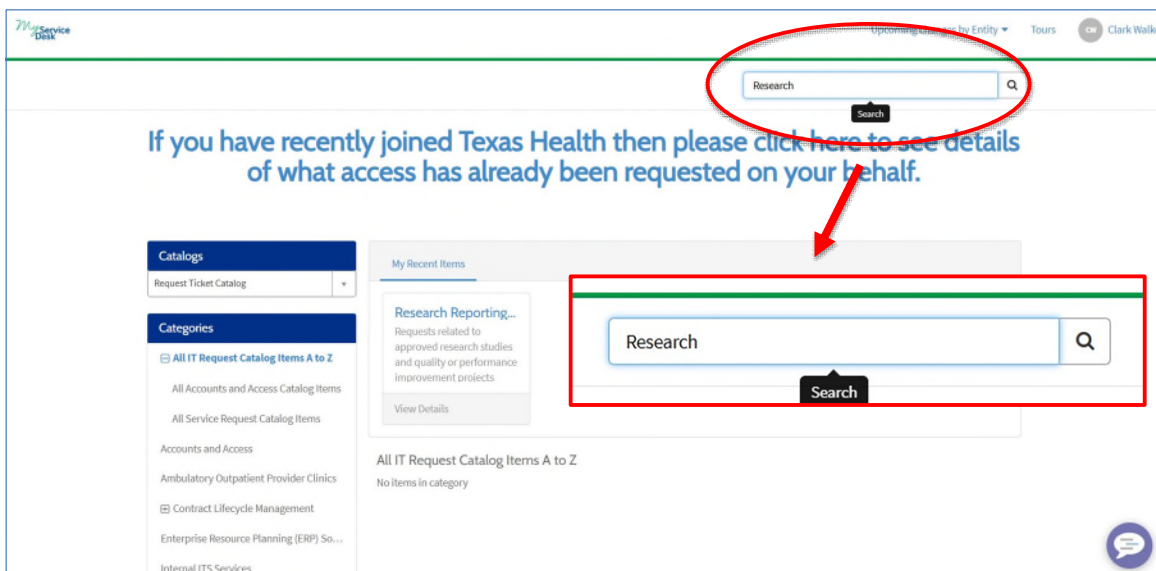
**Non-THR researchers** will either need a THR email and login, or have someone from THR submit the ticket on your behalf <https://txhealth.sharepoint.com/>

## Click on "Submit IT Request"



The screenshot shows the MyServiceDesk home page. At the top right, it says "Upcoming changes by Entity" and "Tours" with a user profile for "Clark Walker". Below the header is a search bar with the text "What can we help you find, Clark?" and "Please enter keywords here to search Catalog Items, Incident Templates, or Knowledge Documents." A large red arrow points to the "Submit an IT Request" button, which is circled in red. Other buttons include "Submit an IT Incident", "Submit an HTM Work Order", "Search the Knowledge Base", "Submit a support request for a Purchase Order", and "View My Tickets".

## In the search bar type "Research"



The screenshot shows the MyServiceDesk search results page. The search bar at the top contains the word "Research" and is circled in red. Below the search bar is a message: "If you have recently joined Texas Health then please click here to see details of what access has already been requested on your behalf." The search results are displayed in a grid. The first result is "Research Reporting..." with a sub-header "My Recent Items" and a description "Requests related to approved research studies and quality or performance improvement projects". Below this is a "View Details" button. The second result is "All IT Request Catalog Items A to Z" with a sub-header "All IT Request Catalog Items A to Z" and a description "No items in category". A red arrow points from the search bar to the "Research Reporting..." result. The search bar in the results section is also circled in red.

Select "Reporting Services"

Home > Search

Request Catalog Order Guides results for "Research"

Sources

- All
- Request Catalog Order Guides**
- Request Catalog Single Items
- HTM Knowledge Base
- Catalogs
- ITS Knowledge Bases
- Hardware Assets
- Incident Catalog
- Open Tickets

**Reporting Services**  
Category: Patient Care/EHR Systems Support · Short description: CareConnect One (CC1) (Clarity, Workbench, Radar Dashboards), Tableau Dashboards, Web Intelligence (WebI), Cubes, Epic Crystal Reports (ECI), **Research Reporting**

**CC1 Maintenance**  
Category: Patient Care/EHR Systems Support · Short description: Billing (Resolute HB), Claims (Resolute HB Claims), EHR Insurance Payor-Plan, Patient Movement (Grand Central), Registration (Prelude) Maintenance

End of results

Check "Research Reporting Services" and click "Next".

Home > All Catalogs > Request Ticket Catalog > Patient Care/EHR Systems Support > Reporting Services

Reporting Services  
CareConnect One (CC1) (Clarity, Workbench, Radar Dashboards), Tableau Dashboards, Web Intelligence (WebI), Cubes, Epic Crystal Reports (ECI), Research Reporting

Describe Needs Choose Options Summary

\*Primary Contact ⓘ  
Who should be contacted for further info about this request.  
Change the primary contact by typing the last name or first name or user id and selecting from list

Clark Walker

\*Options

- New CareConnect One (CC1) Report/Dashboard
- Modify Existing CareConnect One (CC1) Report/Dashboard
- Research Reporting Services

Next

Select your Organizations (THR or UTSW) and what type of Data Request it is. Then click “Next”.

\* Primary Contact ⓘ  
Who should be contacted for further info about this request.  
Change the primary contact by typing the last name or first name or user id and selecting from list

Clark Walker

\* Select Requesting Organization  
-- None --

\* Request type  
 Pre-research feasibility data  
 Data request (study recruitment, IRB approved research, consultation)

Add attachments

Previous Next

#### For IRB Approved Studies:

- Provide the Principal Investigator Name and email
- IRB Approval Number
- Study/Project Title
- Brief Description of Your Project
- Date that the data is needed
- Attach IRB Approval Letter, Research Protocol, and List of Data that is Needed (Inclusion/Exclusion Criteria and fields or example spreadsheet of data)

#### For QI, and other IRB-exempt (non-human subject research) Projects

- Provide Primary Contact
- Purpose of Your Project
- Description of the Data that is Needed
- Attach your Inclusion/Exclusion Criteria and List of Fields, or a Sample of the Data You Are Needing

#### How is data received?

- THR – Depending on the data type and file size, we can share data through secure email or OneNote
- UTSW – UTSW has set up a secure BOX (box.com), we will create a folder from which you can access and download datasets

#### Contacts

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