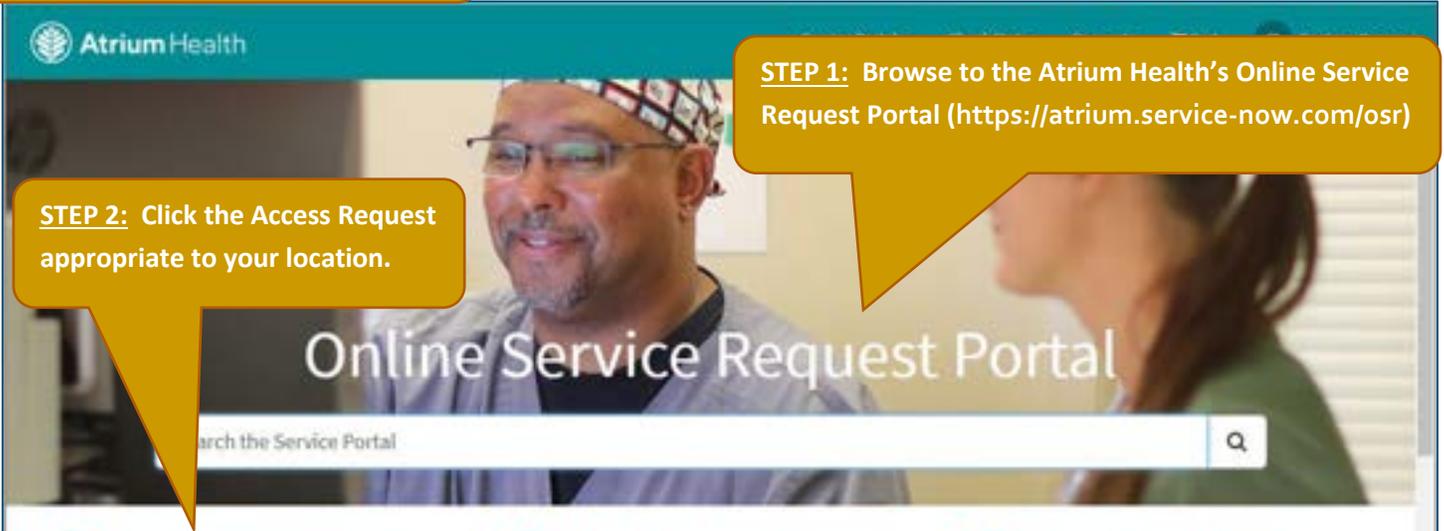




Enterprise Research Application access request

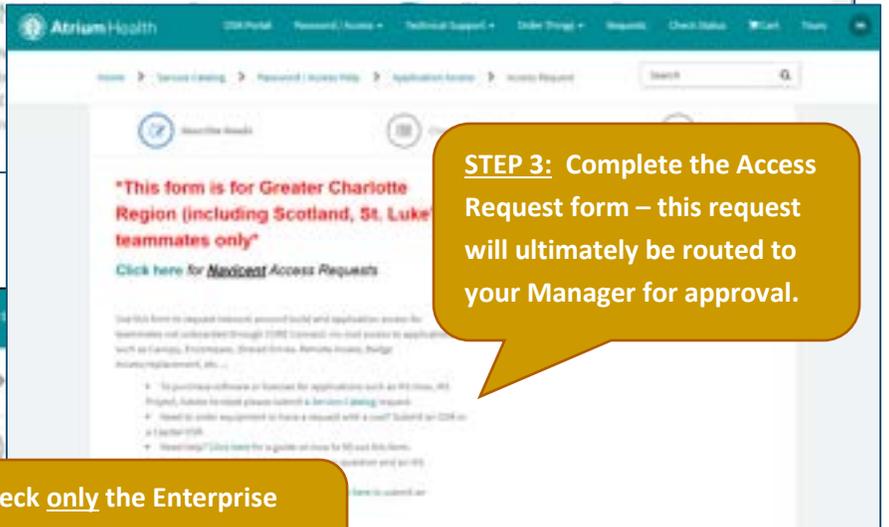
and @wakehealth.edu account creation

Questions about this Tipsheet?
Please contact Pamela Laws @
Pamela.Flawlaws@atriumhealth.org



STEP 1: Browse to the Atrium Health's Online Service Request Portal (<https://atrium.service-now.com/osr>)

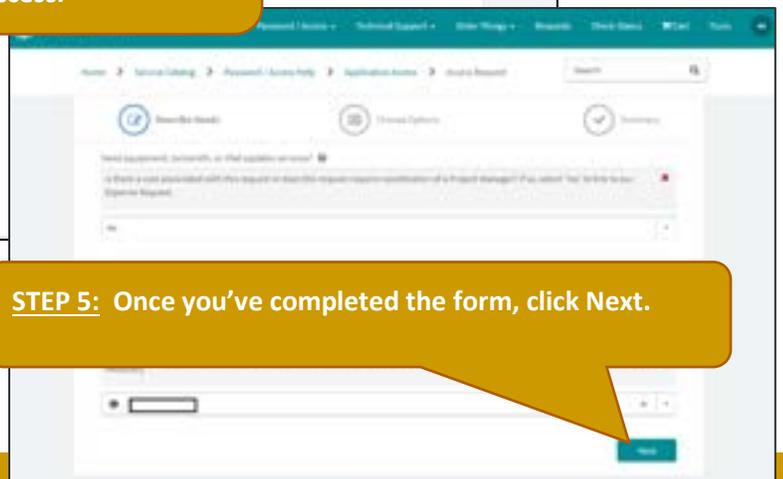
STEP 2: Click the Access Request appropriate to your location.



STEP 3: Complete the Access Request form – this request will ultimately be routed to your Manager for approval.



STEP 4: Check only the Enterprise Academic Research application(s) for which you need access.



STEP 5: Once you've completed the form, click Next.

Academic / Research Access Request

Options

Teammates should use this form to request access to one or more Enterprise Research Applications. Important to note is that all applications except IRB require that you've a @wakehealth.edu account.

- If you do have a Wake account, your account will auto-populate in the "Wake Email" form field.
- If you do not have a Wake account and you are an employee, you will automatically receive one as part of this request process.

Atrium email

Is the person requesting access an employee?

Yes No

Previous Next

STEP 6: Complete the form. Note that all applications except IRB require that you've a @wakehealth.edu account.

- If you do have a Wake account, your account will auto-populate in the "Wake Email" form field.
- If you do not have a Wake account and you are an employee, you will automatically receive a Wake account as part of this request process.
- If you do not have a Wake account, and you are not an employee, you will be prompted to email ContingentWorkforce@wakehealth.edu for onboarding requirements. You will not be able to request access to Enterprise Research Applications until your Wake account is created.

STEP 7: Once you've completed the form, click Next.

Access Request

Order Item	Quantity	Price (per)	Remaining (units)
Enterprise Academic Research Access Request	1		

Total: \$0.00 Add to Cart Add Options Order Now

STEP 8: Click Order Now.

What happens next? Once your Atrium Manager has approved your order, if you are an employee and you do not yet have a Wake account, your request will automatically route to AHWFB's Security team who will create your Wake account, then send a Welcome Package to your Atrium email providing you with your Wake email address, MEDCTR ID, and a temporary password along with instructions on setting up your account in Outlook and installing authentication apps on your smartphone (note that this process may take up to 2 weeks). After your Wake account is created, or if you already have a Wake account, your request is automatically routed to AHWFB's Academic Applications (Research) team who will import your account into all requested Research applications. Once the import is complete, notifications are automatically sent to each Research Application Operational owner responsible to complete account configurations. Upon fulfillment of your order, you will receive an email notification confirming closure, at which time you'll have access to each of your requested Research application(s). If after two weeks you have not received your Welcome Package email (if applicable) or any status updates pertaining to your request, please call AHWFB's Service Center as 336-716-4357 for assistance and provide them with your Service Now ticket number.