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|  | **CSHD – Access Query and Issue Form** |

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| **Warning message concept represented by exclamation mark icon ...Warning message concept represented by exclamation mark icon ...This form should be used to:**1. Submit a request for **urgent access** to any application except CDMS or myLesson.
2. Notify the helpdesk of an **issue preventing access** to any clinical system.

***Note****: For urgent* ***access to CDMS*** *and/or* ***myLesson*** *please contact a CRA.*For an **Existing Open Ticket *(Escalation or Inquiry)*** 1. **Send an email** to the [GSK Clinical Support Helpdesk](https://www.clinicalsupporthd.gsk.com/contact.html) *with the Subject line: ESCALATE & [Ticket Number]*
2. Please provide the necessary details so that the CSHD can assess the issue, acknowledge the escalation and determine the appropriate course of action.

**\*** Mandatory Fields |
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| **User Details** |

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| Requester Name: Click or tap here to enter text. | Requester Email Address: \* Click or tap here to enter text.Requester Phone number: Click or tap here to enter text. |
| Are you submitting a ticket on behalf of another user?\* | [x] Yes [ ] No If No, proceed directly to Request Details section |
| If submitting on behalf of someone else provide the Email address that is used for GSK systems:*If the query applies to many Users, please click + to add more emails* | Please add Email here |

***Note: For several users, please submit a separate form.*** |
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| **Request Details** |

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| **URGENCY (Provide the rationale for requests that need expediting to help the CSHD assess the priority)** |
| Please specify the impact of the request by selecting one of the options in the dropdown list | Patient on Site |
| Provide a comprehensive explanation based on the impact selected above including details such as Milestones, Dates submissions etc. If the justification is not clear the ticket’s priority will be adjusted. test |

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| Type of Request: \* | Access Request (New access to an application) |
| What application is access impacted? \* | Choose an item.For Other: Click or tap here to enter text. |
| What is the Access Level (requested or impacted) for the User(s)? \*  | Choose an item. |
| Study(ies) Number(s): \* Enter Study Number Here | Country(ies): Enter Country Here | Site Number(s): Enter Site Number Here |
| Detailed description of the issue or query (attached any error or screenshot to the email): \*Click or tap here to enter text. |

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