

# HEALTH NIMHD – RCMI

Addictions Research and Cancer Prevention

## Submitting a NIMHD U54 RCMI Service Request

### Before you submit a request:

*Please note: Only Affiliates of the HEALTH–RCMI may submit a ticketing request. Additionally, a valid UH email address is required to complete the service request.*

If you are not an Affiliate but would like to become one, email a completed [Affiliate Application](#) to [HEALTHrcmi@central.uh.edu](mailto:HEALTHrcmi@central.uh.edu).

If you are not an Affiliate but are a community member seeking services, email your request to [HEALTHrcmi@central.uh.edu](mailto:HEALTHrcmi@central.uh.edu), and we will evaluate ways we can support you.

The NITRO Ticketing System link may be accessed [here](#) or through the link on our [HEALTH–RCMI website](#) in the Service Request tab. You may also, copy and paste the entire link below into any browser:

<https://uofh.sharepoint.com/sites/dor-hri/SitePages/CCSNewForm.aspx?ListID=bod6eao6-1f51-4ddd-89ea-44abooc9a172&ItemID=&Source=https://uofh.sharepoint.com/sites/DOR-HRI/Lists/Ticket%20System/AllItems.aspx>

To submit a request for HEALTH–RCMI services, resources, or support, follow the instructions provided to access the **NITRO Ticketing Request System**.

### How to submit a request:

1. Once you have accessed the **NITRO** Ticketing System, you will see this fillable form to complete your request. All items with a red asterisk must be filled in.

The screenshot shows a web form titled "HEALTH NIMHD - RCMI Addictions Research and Cancer Prevention". The form is titled "Ticket Information" and contains several required fields marked with a red asterisk: "Requesting Personnel\*", "Position\*", "College\*", "Department\*", "Type of Service\*", "Relevance to Center Mission\*", "Description of Request\*", "Request Purpose\*", and "Request Completion Date\*". There is a "Submit" button at the bottom of the form. Below the form is an "Attachments" section with a "Select files..." button. The form is displayed in a browser window with "Cancel" and "Attach File" buttons at the top.

*Please submit a separate request for each item, even if multiple services are needed for the same project.*

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2. Enter your UH email address in the “Requesting Personnel” field.

Requesting Personnel\*

3. Enter your Position/Title with the University.

Position\*

4. Enter the College where you work.

College\*

5. Enter the Department where you work.

Department\*

6. Select the Service\* for which you are seeking assistance by clicking the drop down.

Type of Service\*

Relevance to Center Mission\*

Description of Request\*

Request Purpose\*

- Laboratory Techniques & Facilities
- Research Methodology
- Data Management
- Measurement
- Biostatistics/Statistics
- Regulatory/Ethical Considerations in Health
- Project Design
- Project Execution
- Community Outreach
- Dissemination
- Community Services
- RCMI Operations

*\*To assist in choosing the appropriate service, reference the following links to learn more about the services offered by each of the Center's Cores.*

- [Administrative Core \(AC\)](#)
- [Community Engagement Core \(CEC\)](#)
- [Investigator Development Core \(IDC\)](#)
- [Research Infrastructure Core \(RIC\)](#)

*If you are still unsure which service to select, email [HEALTHrcmi@central.uh.edu](mailto:HEALTHrcmi@central.uh.edu) for further guidance.*

7. Once a Service\* is selected, a new drop-down menu will appear to choose a more specific service.

Laboratory Techniques & Facilities Services

Relevance to Center Mission\*

Description of Request\*

Request Purpose\*

Request Completion Date\*

- Anxiety or Addiction Treatment
- Consultation for work with LGBT communities
- Acute Stress Physiology
- Stress Neurobiology
- Physiological Metabolite Monitoring
- Drug & Alcohol Administration
- Consultation for work with Latinx communities
- Social Determinants of Addiction & Cancer Prevention
- Health Disparities in Addiction & Cancer Prevention
- Dissemination & Implementation Science
- Molecular Pathways & Biomarker Analysis
- Sequencing, Gene Expression, Proteomics
- Multidimensional Optical Imaging
- Advanced Electron & Atomic Force Imaging
- Quantitative Image Analysis
- Other

8. Provide a brief explanation of your project’s relevance to the mission of the U54 RCMI\*\*.

Relevance to Center Mission\*

*\*\*For additional information about the Center, read more [here](#).*

9. Provide a brief description of the assistance needed.

Description of Request\*

10. Select a category for the service being requested.

Request Purpose\*

Request Completion Date\*

Attachments

- Manuscript
- Presentation
- Dissemination Material
- Research/Pilot project
- Grant Application
- RCMI Operations

11. Request a completion date by clicking the drop down and selecting a date.

Request Completion Date\*

12. Before clicking submit, attach any documents helpful to the nature of the service request (i.e., flyers, interview scripts, etc.)

Attachments

Select files...

13. Submit the request.

14. Once the request is submitted, a confirmation email will be sent to the UH email provided in step 2.

15. Once the HEALTH–RCMI receives the request, it will be routed to the proper HEALTH–RCMI core. Then, the appropriate personnel will contact you via email to fulfill the service request.

16. Once the service request is fulfilled, you will receive a [HEALTH–RCMI Satisfaction Survey](#) to gauge your experience regarding the service(s) received.

*\*\*\*If you experience any difficulty with the NITRO Ticketing System or have additional questions or concerns, email [HEALTHrcmi@central.uh.edu](mailto:HEALTHrcmi@central.uh.edu).*

