

# HEALTH NIMHD – RCMi

Addictions Research and Cancer Prevention

## Submitting a NIMHD U54 RCMi Service Request

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

**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, please **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, please 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](#). You may also find the link on our [HEALTH-RCMI website](#) – select [Contact](#) – then [Service Request](#). If you experience any issues accessing NITRO through either of these options, you may copy and paste the entire link (provided below) into any browser:

<https://uofh.sharepoint.com/sites/dor-hri/SitePages/CCSNewForm.aspx?ListID=bod6ea06-1f51-4ddd-89ea-44ab00c9a172&ItemID=&Source=https://uofh.sharepoint.com/sites/DOR-HRI/Lists/Ticket%20System/AllItems.aspx>

(continued on next page)

1. Once you have accessed the [NITRO](#) Ticketing System, you will see this fillable form to complete your request\*:

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

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

Requesting Personnel\*

4. Enter your Position/Title with the University

Position\*

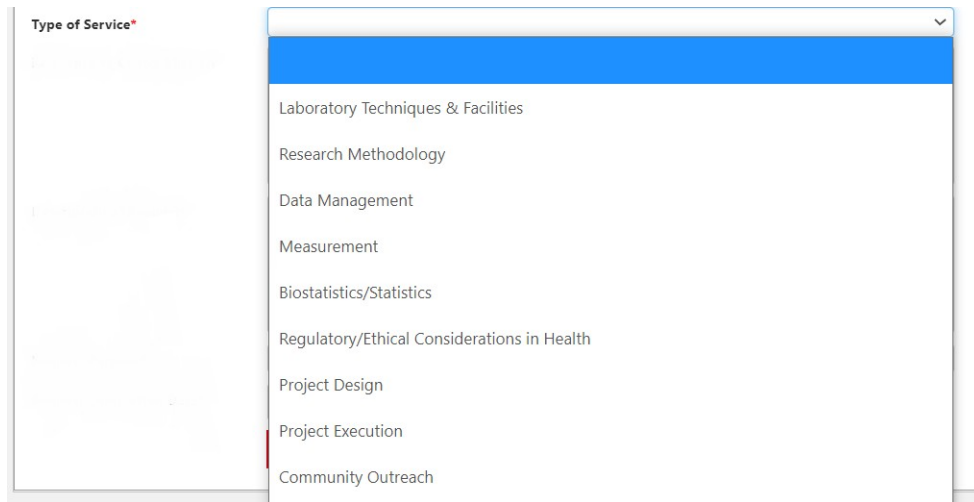
5. Enter the College where you work.

College\*

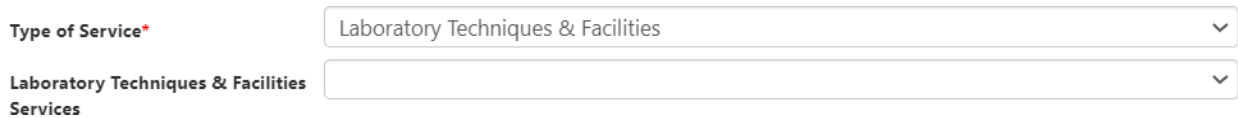
6. Enter the Department where you work.

Department\*

7. Select the service\*\* for which you are seeking assistance.



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

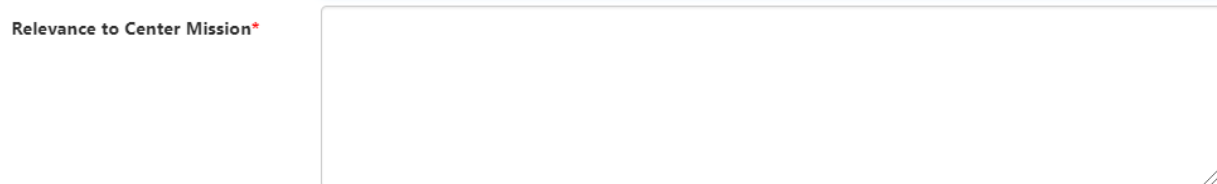


\*\*To assist in choosing the appropriate service, please reference the following links to learn more about the services offered by each of the Center's cores.

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

\*\*If you are still unsure which service to select, please feel free to reach out to the appropriate [Core Director](#) or [HEALTH-RCMI Staff](#) for further guidance.

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



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

**10.** Provide a brief description of the assistance needed.

Description of Request\*

**11.** Select a category for the service being requested.

Request Purpose\*

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

**12.** Attach any documents helpful to the nature of the service request (i.e., flyers, interview scripts, etc.).

Attachments

Select files...

**13.** Submit the request.

Submit

**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, please email [healthrcmi@central.uh.edu](mailto:healthrcmi@central.uh.edu).