

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.

**If you are not an Affiliate but are a community member seeking services, please email your request to 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*

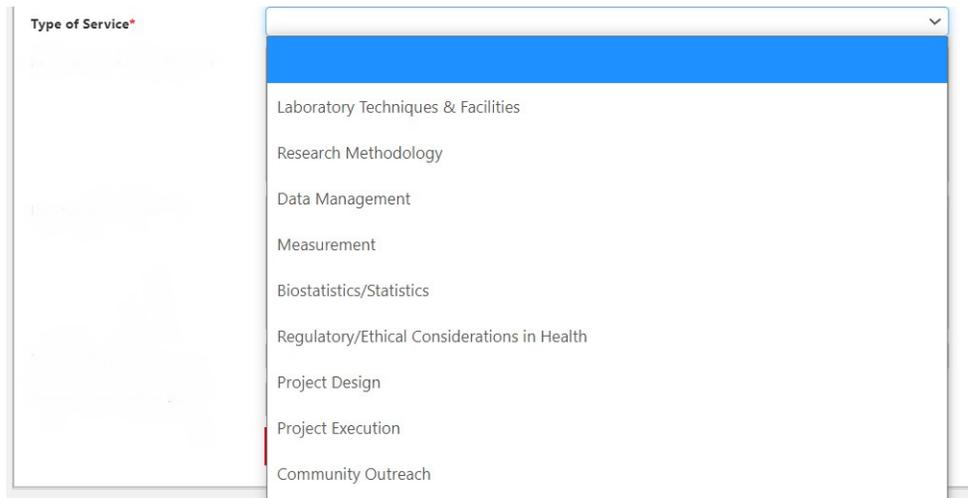
5. Enter the College where you work.

College*

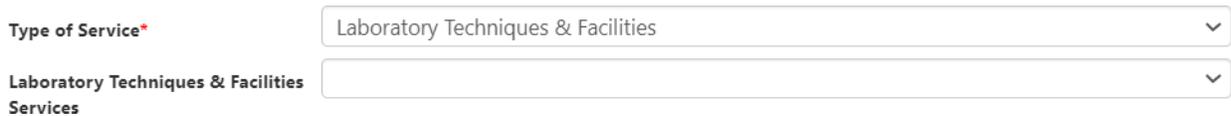
6. Enter the Department where you work.

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.

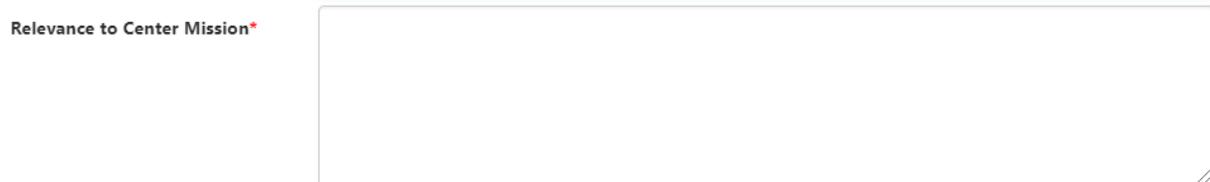


**To assist in choosing the appropriate service, please reference the following links to learn more about the services offered by each of the Center's cores.

- [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.