

BWH Contacts for DF/HCC Systems Profiles and Access

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Important Reminders:

IS Service Hub tickets requesting OnCore profiles may be submitted by the PI, Research Manager, or staff member with the role of Enhanced Coordinator. Coordinators may not submit requests for themselves.

IS Service Hub tickets requesting OnCore access must be submitted or approved by the PI. If the IS Service Hub ticket is entered by anyone other than a PI, please ensure that the [DF/HCC OnCore Access Request Form for BWH Users](#) is signed by the PI and attached to the ticket.

Depending on the level of OnCore access requested, 1.5 – 2 hours of training will be assigned. Staff must be prepared to promptly complete the training and required assessment test(s).

Refer to the [DF/HCC OnCore Wiki](#) for instructions on how to submit a ticket.