Greenphire ClinCard
Team Dynamix ticket requests
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Entering a Team Dynamix ticket request is the first step to setting up your study in Greenphire. This request process will also be the mechanism you will use for changes to your study in Greenphire, changes to users in Greenphire or making a request for additional cards.

The below link is the link to use for all requests in Greenphire:

To start, click on above link
The below screen will appear
- Click on ‘Submit a Ticket’

The below screen will appear
- Requestor and Acct/Dept should be auto-populated
- Enter Callback Number
- Click on drop down arrow for Request Type
The below drop-down box will appear

- You will have the following options to choose from:
  - Set up a new study
  - Change an existing study
  - Add a new user to a study
  - Request additional cards
  - Other

**Set Up a New Study**
After clicking on Set up a new study, the below screens will appear

The fields with a red asterisk are required to be populated.
Study Budget is asking for the total amount of participant payments for entire study. Participant Payment has a drop-down field.

Choose one payment or more than one payment. If you click on One payment, another field will appear asking for the payment amount.
If you click on More than one payment, please attach a milestone schedule to your request.

For mileage reimbursement, click on the drop-down box and answer either yes or no.
Flat rate means you will enter the mileage rate at the time you make a participant payment. If you click on per mile, the below screen will appear.
A Study Voucher Authorization Form is required for ALL studies and must be attached. AP will not add your study to Greenphire without this completed/approved form.

If your participants will be paid $100 or more, or if participant is receiving payments from other studies, regardless of dollar amount of each payment, you will also need to attach a completed/signed Consent to Collect, Use and Disclose Social Security Number form.

Note: If either of these forms are a DocuSign document, please save first before uploading. (If you do not save before uploading, signatures/approvals will not appear in attachment).

These two forms are on the Greenphire webpage – below is a link to this webpage: [https://financialservices.ecu.edu/greenphire/](https://financialservices.ecu.edu/greenphire/)

Once form(s) are attached, click REQUEST. This will complete and submit your request to AP.
Change an Existing Study

After clicking on Change an Existing Study, the below screens will appear. The fields with a red asterisk are required to be completed. All 4 types of changes require the completion of fields on the next two screen shots.
If you click on ‘Change in User Role’, you will have to complete two more fields – see below:

- **Type of change(s) needed**
  - □ Change in Milestones
  - □ Change in Study
  - □ Change in User Role
  - □ Other

- **User’s Name, Email & Phone**
  - 

- **Permission(s) Needed**
  - □ Add
  - □ Modify
  - □ Delete

Clicking REQUEST at end of form will complete and submit your request to AP.

**Add a New User to a Study**

After clicking on Add a New User to a Study, the below screens will appear. The fields with a red asterisk are required to be completed. All 3 types of roles require the completion of fields on the next two screens. Click on the type of role.
If you click on ‘Other’ role, another field will appear that requires completion.
Clicking REQUEST at end for form will complete and submit your request to AP.

**Request Additional Cards**
After clicking on Request Additional Cards, the below screens will appear. The fields with a red asterisk are required to be completed.
Clicking REQUEST at end for form will complete and submit your request to AP.

**Other**

After clicking on Other, the below screen will appear.

The fields with a red asterisk are required to be completed.

Clicking REQUEST at end for form will complete and submit your request to AP.