# CTMS New User Access Request Guidelines

*Disclaimer:* *These guidelines are intended solely for use by SVHM staff. They are not applicable to, nor required to be followed by, third-party companies or external entities.*

*These guidelines are intended for Study Coordinators and Research Team members involved in conducting interventional clinical trials at SVHM, who are required to request access to the Clinical Trials Management System.*

## Clinical Conductor Site (CCS) - New User Access Request

CTMS is managed by SVHA Service Desk. The application name is **Clinical Conductor**.

> **Step 1.** Make a D&T Service Desk Request
> **Step 2**. Access Clinical Conductor Site
> **Step 3.** Contact CTMS Team to set up Access Privileges to access studies within your clinical trial unit.

## Step 1. Make a Request via D&T Service Desk

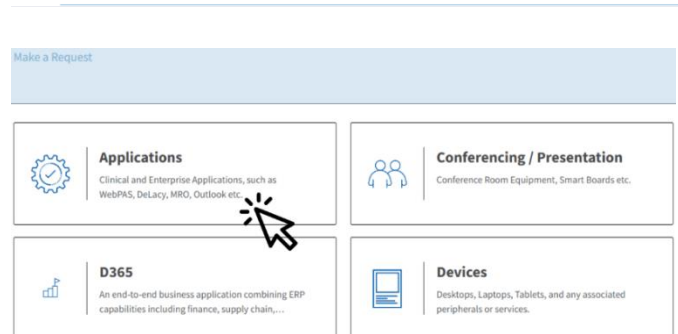1.1 On St Vincent's opendoor, navigate to "**My tools**" on the upper-right corner, and select "**D&T Service Desk**"
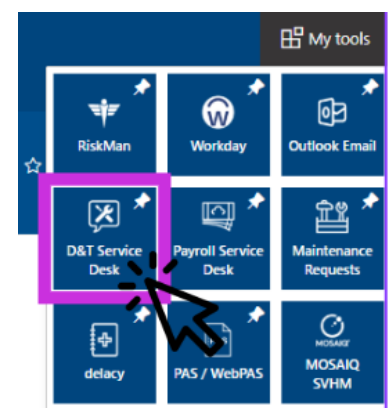


Alternatively, copy and paste this URL on your browser.
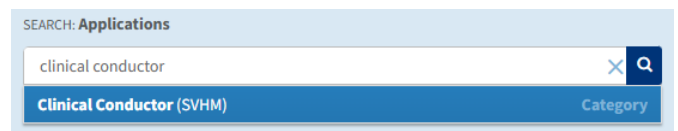https://servicedesk.svha.org.au/CherwellPortal/SVHA?_=201fd336#0

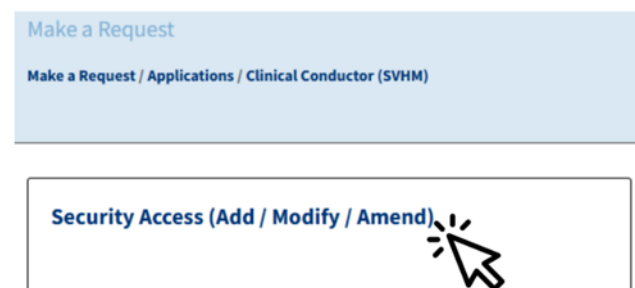1.2 Select "**Make a Request"** on the SVHA Digital & Technology Support Portal.

1.3 Then, select "**Applications**"

1.4 In the search bar on the upper-right corner, enter "*Clinical Conductor*" and select the returned option: **Clinical Conductor (SVHM)**

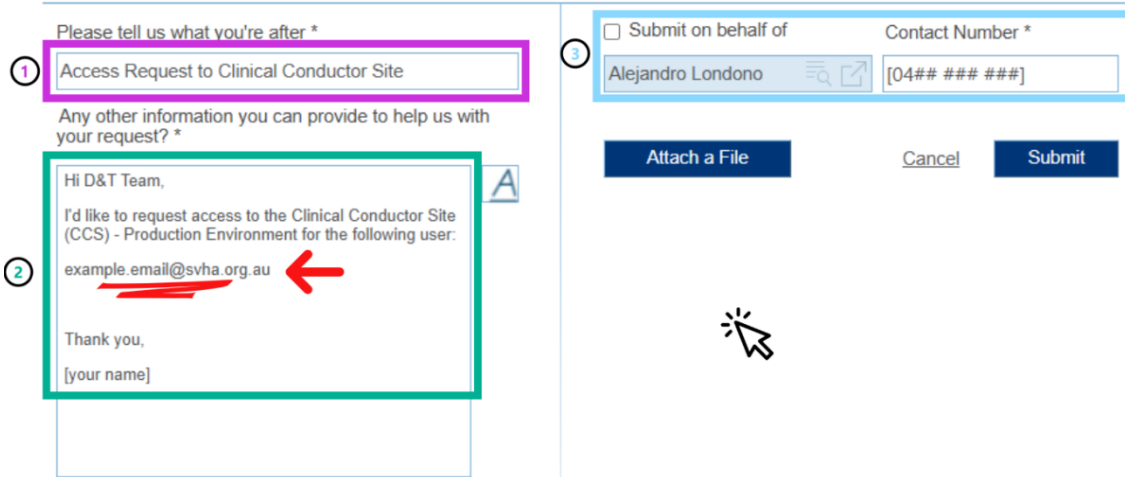1.5 Select '**Security Access (Add / Modify / Amend)**' to open a ticket

## Complete the IT Service Desk Ticket.

**2.1** Specify your request – "***Access to Clinical Conductor Site***".
**2.2** Specify user accessing the request in the text field – Enter the email address (SVHM email address) of the new user.
**2.3** Enter the appropriate contact number.
**2.4** Hit "**Submit**".



## Step 2: Access Clinical Conductor Site (CCS)

When you will receive a notification from the Service Desk notifying that your request has been resolved, please access Clinical Conductor Site to trigger a login attempt.



URL for Clinical Conductor:
https://svhmsite.clinicalconductor.com/CCSWeb/Forms/frmLoginRequired.aspx

*Note: It is recommended to bookmark this page on your browser for ease of access.*

Select **"Return to Login Screen."**

If prompted for a username and password, please use your SVHA staff login credentials (the same ones you use to access your SVHA work devices).

## Step 3: Request Access Privileges for Your Clinical Trial Unit

On your first login, you may notice that you do not have access to any "Site" (i.e., clinical trial unit).

**To request access privileges, please email [research.directorate@svha.org.au](mailto:research.directorate@svha.org.au) with the following details:**

- Your full name
- The name of your department (e.g., Research Governance Unit)
- Your role within the department (e.g., study coordinator)

The CTMS team will assign the appropriate Site access based on this information.

Once access is granted, you can begin the optional [CTMS Workbooks](#) available on the SVHM Research Intranet.