



Request Migration from Test to Production

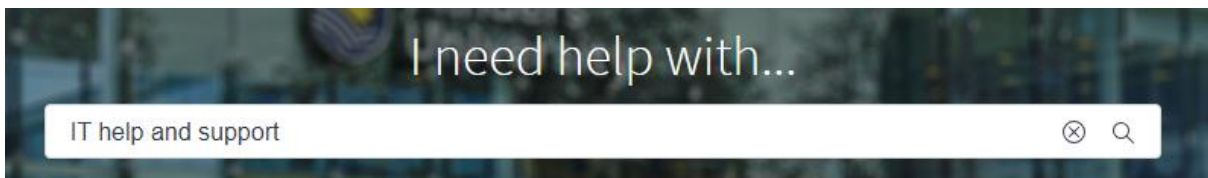
Once you've completed the Onboarding Toolkit and feel ready to move your specimen data into the live Production Environment, please follow the steps outlined in the User Guide.

How to Request Migration from Test to Production

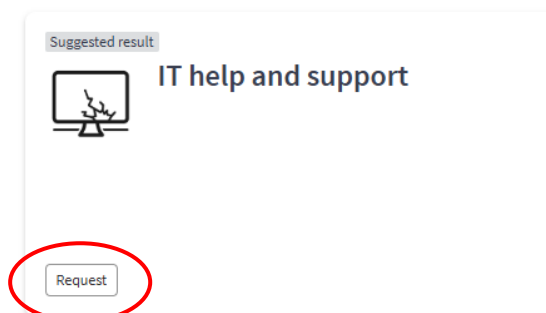
To migrate your OpenSpecimen site from the Test environment to Production, the designated Principal Investigator for your lab or research group will need to submit a data migration request on behalf of the team.

To request migration from the Test environment, please **lodge a ServiceOne request**.

1. Enter **"IT help and support"** into the Search banner on ServiceOne.



2. Click on **Request** under this request type:




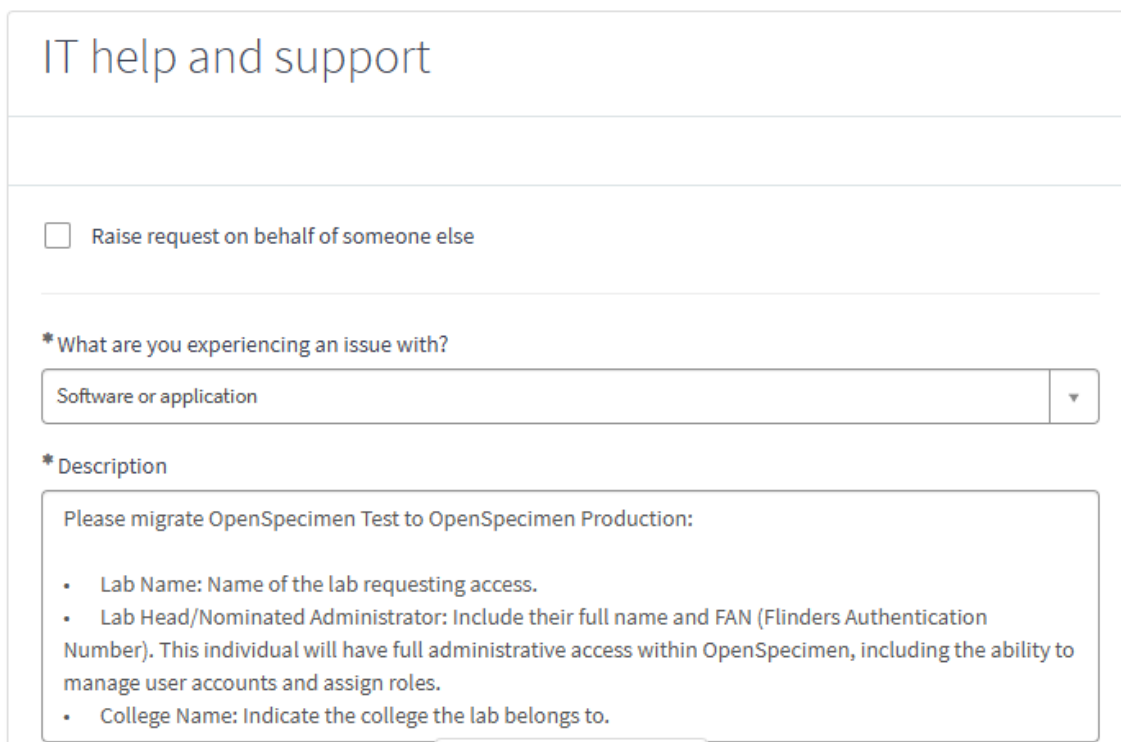
3. From the 'What are you experiencing an issue with' drop-down menu, select **Software or Application**.

4. Make sure you include the following information in your request:

“Please migrate OpenSpecimen Test to OpenSpecimen Production”

- **Lab Name:** *Name of the lab requesting access.*
- **Lab Head/Nominated Administrator:** *Include their full name and FAN (Flinders Authentication Number). This individual will have full administrative access within OpenSpecimen, including the ability to manage user accounts and assign roles.*
- **College Name:** *Indicate the college the lab belongs to.”*

 **Tip:** To save time, copy and paste the information above into your ServiceOne request. Be sure to replace any *italicized placeholder text* with the relevant details before submitting.



IT help and support

Raise request on behalf of someone else

*What are you experiencing an issue with?

Software or application

*Description

Please migrate OpenSpecimen Test to OpenSpecimen Production:

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- Lab Head/Nominated Administrator: Include their full name and FAN (Flinders Authentication Number). This individual will have full administrative access within OpenSpecimen, including the ability to manage user accounts and assign roles.
- College Name: Indicate the college the lab belongs to.

 **Note:** Migration requests must be submitted in ServiceOne by the **Principal Investigator**.

Once migration has been performed and confirmed via your ServiceOne request, the Lab Head or Nominated Administrator can commence working directly in the Production environment of OpenSpecimen.