



## Request Setup of a New Site and User Accounts


Designed for Principal Investigators at Flinders University, this procedure outlines how to request new Sites and User Groups in OpenSpecimen to facilitate lab access to specimen data.

### Overview of User Access Roles within OpenSpecimen

Before requesting access to OpenSpecimen, it's important to understand the different levels of user access available. OpenSpecimen supports a variety of user roles, each with specific permissions tailored to different responsibilities. Below is a summary of the key roles commonly used within the system.

- **Administrator:** can perform all operations within the assigned Sites and has access to all Collection Protocols for the Site.
- **Principal Investigator:** has read only access to all data within the assigned protocols and can see personal health information data. Can also create and update Queries.
- **Researcher:** has read only access to Collection Protocols and can create and update Participants and Visits, can see personal health information data within the assigned protocol, and can create, edit, update and delete specimens.

Data access is controlled by assigning Roles to users. Each user will require at least one role. Each role is linked to a Site. Most staff and students in a research group will be allocated the 'Researcher' role. There may be other roles relevant to your research group. If a user works across two different laboratories/research groups, then a role will need to be added for each Site.

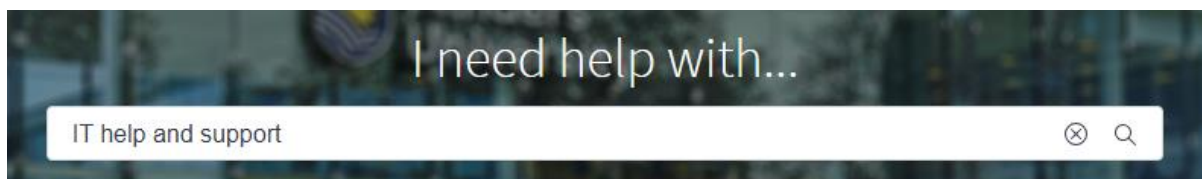
 **Note:** For specific permission requirements outside of the above roles, please post your request in the OpenSpecimen User Group Teams chat. A member of the OpenSpecimen Project Team will respond within 24 hours.

## How to Request New Site Setup and Access for Users in Your Group

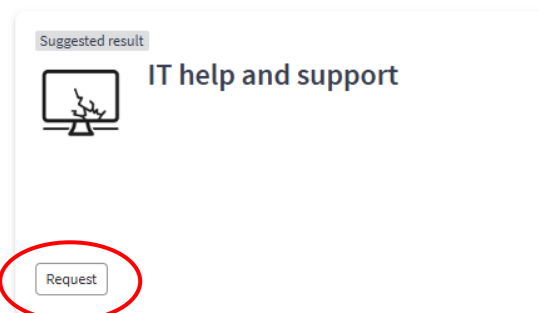
To get your Site (e.g. Tonsley, Bedford Park + lab/research group/museum collection/ collaborating institute, etc.) created in Open Specimen, a Principal Investigator will need to request access for users within their laboratory/research group.

To request a new Site/User Access, 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 provide access to OpenSpecimen Test and set up a new site for our lab group.**

**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.*

**Key Users:** *List the names and FANs of other users in the lab who require access.*

**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 provide access to OpenSpecimen Test.

Lab Name: Name of the lab requesting access.

Lab Head / Nominated Administrator: Include their full name and FAN (Flinders Authentication Number).

Key Users: List the names and FANs of other users in the lab who require access.

College Name: Indicate the college the lab belongs to.

 **Note:** Access requests must be submitted by the Principal Investigator.

**Once access has been granted and confirmed via your ServiceOne request, the Lab Head or Nominated Administrator can assign access to the users listed in the original request.**

Please refer to the next steps in the Onboarding Toolkit for detailed instructions on how to complete this process.