

## eSMART Service: General Requests

This quick guide details the submission of an eSMART General Request. General Requests are submitted to request access and for more general study questions. Billing Requests are to correct incorrect charges/bills and modifications are for Billing Plan or Protocol updates.

**System link:** <https://starbrite.vanderbilt.edu> **Financial Training link:** [https://finance.mc.vanderbilt.edu/ft/esmart\\_training.aspx](https://finance.mc.vanderbilt.edu/ft/esmart_training.aspx)

### Step 1: Navigate to eSMART Service

- 1 Hover your mouse over the menu bar on the left side of the eSMART Home page. The menu options will appear.
- 2 Select [eSMART Service](#) to initiate a Service request.
- 3 Initiate a New Service Request by clicking [New Request](#)

### Step 2. Complete Request Basics for General Request Type

- 1 Select [Type](#) dropdown.
- 2 Choose the most appropriate [General Request](#) from the list within the dropdown.
- 3 Add a brief, but descriptive, **Description** of the detail of the request.
- 4 Select [+ Add Associated Study](#) and enter the name of the study, U-number, or PI name in **Study ID** box. Choose your study from studies returned.
- 5 Select [+ Add Request Access Delegate](#) to search for a Person to add as an **Access Delegate**. Note: Only you can view the status of your Request unless another Study Contact is added here.
- 6 Select [Save and Continue](#) to complete **Request Basics**.

### Step 3. Add Supporting Documents

- 1 Select [+ Add Supporting Document](#) and choose file to upload to Supporting Documents, as necessary.
- 2 Select the **Type** of Supporting Documentation, such as Charges, Claims, Reports, etc.
- 3 Select **Version**, either Final or Draft.
- 4 When complete, select: [Save and Continue](#)

### Step 4. Review and Submit Service Request

Review the content of your Service Request for accuracy. If you need to make an edit, refer to the Progress Bar:

- 1 Select **Request Basics** to edit information entered in Step 2.
- 2 Select **Supporting Documents** to edit information entered in Step 3.
- 3 To complete and submit your General Request to CTBC, select: [Submit Request](#)

[Submit Request](#)

For general questions about eSMART email [CRFSS@Vanderbilt.edu](mailto:CRFSS@Vanderbilt.edu)

Service Request: R680 StarBRITE / eSMART / Service / R680

The eSMART Service is the online support tool for your research study's approval and billing process. The information submitted through this tool will assist in resolving your request in a timely manner.

Progress Bar: 1 Request Basics, 2 Supporting Documents, 3 Review

Review details prior to submitting request.

<b>Request Type</b>	General Request » eSMART System Access & Privileges	<b>Request ID</b>	R680
<b>Status</b>	Draft	<b>Priority</b>	Standard
<b>Status Date</b>	08/03/2017	<b>Request Assignee</b>	CTBC (unassigned)
<b>Requestor</b>	Wear, Edith		
<b>Created</b>	08/03/2017 11:51 am by wearew	<b>Updated</b>	08/03/2017 11:51 am by wearew
<b>Description</b>	J. B. Jones eSMART Access Needed		

Access Delegates

VUNetID	Name	Email	Department
crosbym	Crosby, Marc	<a href="mailto:marc.crosby@vumc.org">marc.crosby@vumc.org</a>	VUMC Financial Training

Supporting Documents

Filename	Size	Uploaded	Type	Version
No documents submitted.				

3 [Submit Request](#)