To start you please log in by either using your NetID/password (top option) if you are an MUSC affiliate or for outside accounts please proceed by creating a new account.

Once you are in the system you are able to click on your service providers on the left and add services or you may browse by using the search function above the providers. Once you find your services click “Add” and they will appear in the “My Services” shopping cart shown. To delete a service simply click the red X to the right of that service.

Step 1: Review Services and Assign a Study or Project

In step 1 select whether you are conducting a research study or research project from the first drop down box. Next select a study or project from the second drop down box if available or click the blue “New Study/Project” button to create a new one. You can edit an existing project/study by clicking the “Edit Study/Project” button to the right of that study/project selected. Please enter the appropriate information identified with an asterisk to continue. Also add the associated users and assign appropriate roles. Remember to add a PI to continue. Once you have all of the appropriate information filled in click save & continue to move to step 2.

Step 2: Enter Service Details

Enter the correct information in the Quantity field. It will automatically be populated with the minimum amount, but you are able to indicate more.

Add the correct number of ARMS that you will be using and fill in the number of Subjects and Visits in the correct boxes. Click Save & Continue.

Step 2A: Visit Calendar

Enter at which visits each service will be performed with a checkmark in the template tab. Then toggle to Quantity/Billing Tab to change the quantity of services and indicate how services are funded (R for research, T for third party, and/or % for percent effort). When completed, click Save & Continue.

Step 2B: Enter Subsidy Information

If your services are eligible for a subsidy you will be prompted to fill in PI Contribution. The PI Contribution is referring to how much the PI is contributing to the total cost of the individual services.
Step 3: Additional Notes & Information

If you have documents to share, click Add a New Document and be sure to click who you want to Allow Access to it, choose the Type of document, Choose File to upload, and click Upload.

Step 4: Review Your Request

Review all of the details of your service request. If you wish to make changes click Go Back. If everything is how you want it then you can either click Save as Draft, Obtain Research Pricing, or Submit to Start Services.

Step 5: Submission Confirmation

A confirmation screen will appear with contact information for each service provider and service request IDs.

From step 5 you can either access the user portal to edit information or you can click Download my Service Request to have a copy for your records.

Contact Us

SUCCESS Center
Phone: 843-792-8300
Email: success@musc.edu
125 Doughty St. Suite 100
Charleston, SC 29425