

# OnCore Support Services

Welcome to the new site for OnCore support documentation at Washington University in St. Louis. Documentation is now available as user-friendly, web-based wiki pages that allow you to search for specific issues and quickly link between information and instructions. Also included are troubleshooting articles so that you can get workflow solutions even faster. Please peruse the links to the left to understand how the content is structured. Here you will find a "Basic Support Info" section, followed by "User Manuals" which contains work instructions as well as [How-To](#) and [Troubleshooting](#) articles, and then a section for "Archival Info."

This is a dynamic site that will be enhanced on an ongoing basis, so expect to see additional content added regularly. To minimize confusion for our users, some webpages will be phased out on the old site (<http://oncorehelp.wustl.edu>) as they are made available here, and links will be provided for redirection. If there are specific topics or information you would like to see included here, please email the OST.

## New OnCore User Manual

Having our work instructions in a web-based format will allow the OST to make updates as needed which will then be immediately available to our users. Therefore, you will no longer need to keep track of the most current version of the work instructions - Confluence will always be up to date. Rather than printing role-based work instructions, we encourage you to bookmark the [OnCore Support Services](#) Confluence page in your internet browser of choice, and access it as needed.

Looking for something specific? Use the search tool below to find corresponding articles/instructions:

## Frequently Asked Questions

- [How Do I Gain Access to OnCore?](#)
- [I Can't Find the Subject I'm Trying to Register](#)
- [I'm Following the Work Instructions. But the Boxes Aren't Showing Up for Me](#)

## Need more help? Contact the OnCore Support Team:

- [oncore@wustl.edu](mailto:oncore@wustl.edu)
- 314-747-0347

## Other Resources

- More documentation can be found at <http://oncorehelp.wustl.edu>

## Browse support articles by topic

### A-K

administrator  
calendar  
coordinator  
cra  
duplicate  
enterprise  
epic  
financial  
irb







### L-Q

logout  
managers  
merging  
mrn  
patients  
prmc  
protocol

### R-Z

regulatory  
replacement  
review  
rollout  
rpe  
staff  
subject  
trigger

## Recently updated articles

-  [C. Request Forms](#)  
Aug 16, 2019 • updated by Sonya Izadi • [view change](#)
-  [2019 Archived Newsletters](#)  
Aug 14, 2019 • updated by Ana Fuentes Arzola • [view change](#)
-  [III. OnCore Enterprise Implementation](#)  
Aug 14, 2019 • updated by Ana Fuentes Arzola • [view change](#)
-  [PRMC Submissions: A Basic Guide](#)  
Aug 14, 2019 • updated by Ana Fuentes Arzola • [view change](#)
-  [I. OnCore Support Tools](#)  
Aug 12, 2019 • updated by Kayla Allen • [view change](#)
-  [D. QA/QI Management Tools](#)

Aug 12, 2019 • updated by Kayla Allen • [view change](#)



[C. Request Forms](#)

Aug 12, 2019 • updated by Kayla Allen • [view change](#)



[A. Basic Information](#)

Aug 12, 2019 • updated by Kayla Allen • [view change](#)



[B. User Manuals & Articles](#)

Aug 12, 2019 • updated by Kayla Allen • [view change](#)



[III. OnCore Enterprise Implementation](#)

Aug 12, 2019 • updated by Kayla Allen • [view change](#)