Frequently Asked Questions

Now that the new platform has hit the ground running we wanted to provide some tips from our most frequent help desk questions. See our next few issues for more suggestions!

- **I can’t edit my trial!** In the new system you need to click the “Edit” button after every time you hit the “Save” button. The tool bar helps you know if you are in edit mode by changing color and greying out certain buttons.

- **HUM Numbers are reformatted.** Now you only need to enter the leading zeroes and your number.

  Old Way: HUM000#### New Way: 000####

MLearning Update!

Looks like it’s been a busy month for all of us! We’ve had our MLearning modules completed over 100 times! We will be retaking screen-shots and releasing more modules but we want to hear from you about what you need! What modules do you want to see next? Contact the help desk to let us know.

Stay tuned for updates on training for the financial modules!

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Events

- **Please note that this week’s workshop is canceled.** See you next Friday!

- **Clinical Research Billing Town Hall**
  - **Where:** CVC Danto Auditorium
  - **When:** Friday April 19th, 2013 and Friday May 24th, 2013 from 2:00 PM - 3:00 PM

As always, we appreciate any form of feedback and would love to have your thoughts about how this style of communication works for you. Do you have topics you’d like addressed? Let us know! You can always contact our help desk at CRAO-MBECT-HELP@med.umich.edu or by calling 734-764-KNOW (5669).