

6 PRODUCTION SUPPORT: BioSense Platform Service Desk

Sites may submit support requests to the BioSense Platform Service Desk when transitioning from one phase of the onboarding cycle to the next, as well as when questions arise or support is needed.

The BioSense Platform Service Desk provides a central repository for all support requests, including management of facilities, technical problems related to message transmission, and ad hoc requests such as accessing the BioSense Platform.

Once a site enters the Operate Phase, a primary point of contact should register for access to the BioSense Platform Service Desk. To register, go to <http://support.syndromicsurveillance.org>.

Once registered, sites will be able to submit support requests, monitor progress on open requests, and review closed requests. Additional training on using the BioSense Platform Service Desk is available at <https://vimeo.com/118708825>.