**User Support**

BIC offers multiple mechanisms for User Support depending on the nature of the issue, its urgency and when the problem occurs:

1) **User Guides** and/or **Operating Manuals** for several of our scanners can be found on the BIC Wiki under Resources / Imaging Systems.

2) For **non-urgent issues** we recommend using our ServiceNow system to request assistance by submitting an Imaging Equipment Support request.

We aim to provide an initial response to each service ticket (i.e. support request) within 1 - 2 business days.

3) **Urgent / Emergency Support** can be obtained by calling BIC staff directly – contact details are listed on the contact sheets found at each system and listed here: NHB contact list, HDB contact list. For After-Hours support, check the front page of the BIC Wiki to see which member of BIC staff is on-call, and use a variety of mechanisms to initiate contact – phone, text, Teams message – as we cannot guarantee an immediate response. We will attempt to resolve urgent support issues over the phone, but on-site support will only be provided for a participant or system-related emergency.

4) For **Incidental Findings**, follow the procedure outlined here: In incidental Findings

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**Scan Cancellations**

BIC has a generous policy regarding the waiving of fees for unforeseen circumstances that prevent the use of our resources. Fee waiver requests arising from a failure of BIC maintained equipment will be approved, but we cannot accept liability for a lab’s own equipment. Fee waiver requests for participant no-shows will also be honored up to a maximum of two (2) per semester. Persistent issues with participant no-shows will require a review of screening and scheduling procedures.

To request waiver of resource fees or to correct an invoice, please complete the Scan fee waiver request form. Scan waiver requests or corrections must be submitted within 2 billing cycles.

**FBS Issues**

If you have been trained on a BIC imaging system and need scheduling privileges for this or other BIC resources via FBS – our online booking system – submit the FBS Access Request Form.

For issues with initial access to your FBS account, please contact BIC Support.

For all other problems related to FBS the first point of contact should be the Priority Software Helpdesk.

A basic User Guide for Scheduling BIC resources with FBS is on our Wiki, and additional support can be found in the Priority Software Knowledgebase.