

Submitting a Ticket for CCN Safety Clearance

Refer to this page for instructions on how to submit a ticket for CCN staff to review your participant's implant or device, prior to clearing them for a scan.

1. Safety clearance requests ***need to be made at least 3 business days (M-F) prior to the scan:***
 - a. *Last minute requests might not be cleared in time for your scan.*
 - b. If your scan is on a Friday-Saturday-Sunday, submit your documentation by Tuesday prior.
 - c. If your scan is on a Monday, submit your documentation by Wednesday prior.
2. Only one participant safety clearance request per ticket
3. Prepare your supporting documentation
 - a. ****FULLY REDACT**** any and all Personal Health Information (PHI) and Personal Identifying Information (PII) that appears in the documentation before you attach it.
 - b. See [HIPAA Research Guidelines & Information](#) from OHRPP for a discussion of variables considered PHI/PII. The List of 18 PHI identifiers is reproduced at the bottom of this document for your reference.
 - c. This means that information needs to be removed in a permanent way, such that someone could not undo the redaction. The best is to use a tool to black out PHI/PII and then reprint that to a new PDF file, then use that new file for upload.
4. Go to <https://support.idre.ucla.edu/helpdesk/> (no need to log in)
5. Click on “**New Ticket**”
6. For the dropdown field called “**Category**”, choose “**Group Support**”, then “**CCN MRI Safety**”. Ensure you do **not** choose “**CCN (Hoffman2 Cluster)**”; doing so will drastically delay the safety review. That category is for IT issues related to Hoffman2.
7. Enter a subject line and describe the safety request in the body of the form. Please use a bulleted format (see (d) below for a template). If you have more than one device, enumerate them properly.
 - a. ****DO NOT**** include any PHI or PII anywhere on this form.
 - b. The more research into the device you do on your own and the more supporting information you provide, the more efficiently CCN personnel can clear or disqualify the device. If you submit a vague and/or under-documented ticket (e.g., “*Participant has a rod in his leg. Doctor says it is fine. Am I cleared to scan?*”), we will need to follow up requesting more details, which will make the process take longer. If the medical implant is complicated, we will need more time to

review. When you reference manufacturer documentation, make sure to include a link to that information.

- c. ***DO NOT TRUST GOOGLE AI or CHATGPT***
- d. Please try to follow the template below:
 - Implant Type:
 - Manufacturer:
 - Model/serial number:
 - Implant location:
 - Date implanted:
 - Composition:
 - MRI Safety Status at 3T (if found):
 - Any documents that you could find or that your participant sends you:
- e. Example:
 - Implant Type: Hip Implant-Acetabular shell
 - Manufacturer: Zimmer Biomet
 - Model number/serial number: 123456
 - Implant location: Hip
 - Date implanted: 1/1/2000
 - Composition: Titanium
 - MRI Safety Status at 3T (if found): MR conditional at 3T
 - Any documents that you could find or that your participant sends you:
Attach all doctor's notes, surgeon's reports, manufacturer manuals, proof of prior clinical 3T head MRI, and so on related to this implant.
8. Attach all relevant documentation – again, ensure it is properly redacted.
9. Click Submit.

Replying to a Ticket

Once you submit a ticket, you should receive an automatically-generated confirmation email from IDRE that looks something like this (test ticket):

{95216602} [IDRE Support] New Ticket: TEST: MRI Clearance

I IDRE<support@idre.jitbit.com>
 To: **USER**
Wed 1/28/2026 8:54 AM



Caution: External sender from outside our organization.

Proceed with caution with regard to links and attachments.

[Report Suspicious](#)

-- reply above this line --

Your request was submitted to the IDRE helpdesk. One of our experts will get back to you shortly. Thank you.

In the meantime, please avail yourself of the resources in the knowledgebase at:
<https://support.idre.ucla.edu/helpdesk/KB> and the HPC website at
<http://www.hoffman2.idre.ucla.edu/>

 You submitted the following ticket:

(TEST EMAIL)
 Hello,

I need to clear a tattoo for our scan 2/6/2026. Our Participant has a tattoo on their arm about 6 inches long and 4 inches wide. It was completed over a year ago and done healing.

Best,

USER

<https://support.idre.ucla.edu/helpdesk/User/AutoLogin?username=CCaldera%40mednet.ucla.edu&email=ccaldera%40mednet.ucla.edu&userHash=C55CC2764F625DC0048501CF6A88&ReturnUrl=https%3A%2F%2Fsupport.idre.ucla.edu%2Fhelpdesk%2FTicket%2F95216602>

NOTE: When replying to this email please leave the subject-line intact.

From Email

If you want to add information, simply reply to this email and keep your message above the indicated line (highlighted in yellow on the screenshot). You should be above it by default—just avoid directly editing text from previous messages. When CCN staff reply, you will receive a new email in this thread that you can also reply to with follow-up information. It should function like a typical email conversation.

From IDRE Portal

You can also click the link (highlighted in green on the screenshot) to quickly jump to your ticket in the IDRE portal. No logins are required at any point of this process. There is a "log in" button

at the top right of the IDRE dashboard, but it is not necessary to use it.

Since the ticket submission requires you to enter an email address, all you need to check or update the ticket thread is that email. Clicking the link will automatically take you to the relevant ticket in the portal, because it can look up the information it needs based on the configuration of the address.

List of 18 PHI Identifiers

To de-identify PHI, remove the following list of 18 identifiers of the individual and of the individual's relatives, employers, or household members:

1. Names
2. All geographic subdivisions smaller than a state, including street address, city, county, precinct, zip code, and their equivalent geocodes, except for the initial three digits of a zip code if, according to the current publicly available data from the Bureau of the Census: (1) the geographic unit formed by combining all zip codes with the same three initial digits contains more than 20,000 people; and (2) the initial three digits of a zip code for all such geographic units containing 20,000 or fewer people is changed to 000.
3. All elements of dates (except year) for dates directly related to an individual, including birth date, admission date, discharge date, date of death; and all ages over 89 and all elements of dates (including year) indicative of such age, except that such ages and elements may be aggregated into a single category of age 90 or older.
4. Telephone numbers
5. Fax numbers
6. Electronic mail addresses
7. Social Security numbers
8. Medical record numbers
9. Health plan beneficiary numbers
10. Account numbers
11. Certificate/license numbers
12. Vehicle identifiers and serial numbers, including license plate numbers
13. Device identifiers and serial numbers
14. Web universal resource locators (URLs)
15. Internet protocol (IP) address numbers
16. Biometric identifiers, including finger and voice prints
17. Full face photographic images and any comparable images
18. Any other unique identifying number, characteristic or code

Where only certain identifiers are needed, a covered entity may provide a researcher with a ***limited data set***. Unlike de-identified data, PHI in limited data sets may include the following: **city, state, ZIP code, date of birth, date of death, or date(s) or service**. See the section "[Limited Data Set with a Data Use Agreement](#)" below for how a limited data set may be used.