

Beginning
December 15, 2025

ACCESS WVCTSI

Service Request Instructions



You must be a WVCTSI member to request services. If you have not signed up for membership, please do so here:

<https://www.wvctsi.org/membership/>

To request WVCTSI services:

1. Go to: <https://www.wvctsi.org/about-us/request-wvctsi-services/>
2. Click on the WVCTSI Service Requests button, which will open the Piestar portal.
3. If you are a WVCTSI member, an account has already been created for you using your primary e-mail address.
4. After entering the e-mail address and clicking "Next," you will be asked to create a password if this is your first time logging in to the new request system.
 - a. If you receive an error message, this is likely because you are either not a member or are entering an incorrect e-mail address. Contact our support team members (below) for assistance.
5. Once signed in, select the form that corresponds with your desired service type.
 - a. Because some services are managed outside of Piestar (clinical trials use OnCore and WRAP, for example), a general request option is available for those areas along with introductory overviews with our Research Services Manager.
6. As you complete the request form, please use the e-mail address you used when you created your WVCTSI membership profile*
7. Click submit when you have completed the request form and a staff member will be in touch.

*If you signed up as a WVCTSI member before December 2025, your membership has been rolled over to Piestar. Simply use the e-mail address you used when you signed up as a WVCTSI member to create your Piestar user account. If you need to confirm what e-mail address you used upon sign up, please contact our support team members noted below.

Service update e-mails sent from the system will come from "Piestar Support Team." Please check to ensure these e-mails are going to your inbox and not your spam or junk folders.

REQUEST



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CONNECT WITH US ON X,
INSTAGRAM, LINKEDIN &
FACEBOOK!

SUPPORT

Meg Hardman
mehaller@hsc.wvu.edu
304-293-5757
Holly Houston
holly.houston@hsc.wvu.edu
304-293-7015