
Troubleshooting Guide for iMedRIS

This document outlines steps to take when trying to solve problems in iMedRIS. We will be adding sections to this document, so be sure to check back for additional information.

For more information about how to convert a paper study to an iMedRIS study (registering a study in iMedRIS), see the guide for *Converting a Paper Study to an iMedRIS Study*.

Getting Started

Web Address

Make sure the iMedRIS Home page web address is correct: <https://ris01.utmem.edu>



Internet Browsers

Make sure you are using a version of an Internet browser that is supported by iMedRIS. For all browsers, the version number listed below is the oldest version supported.

Windows – *Internet Explorer*

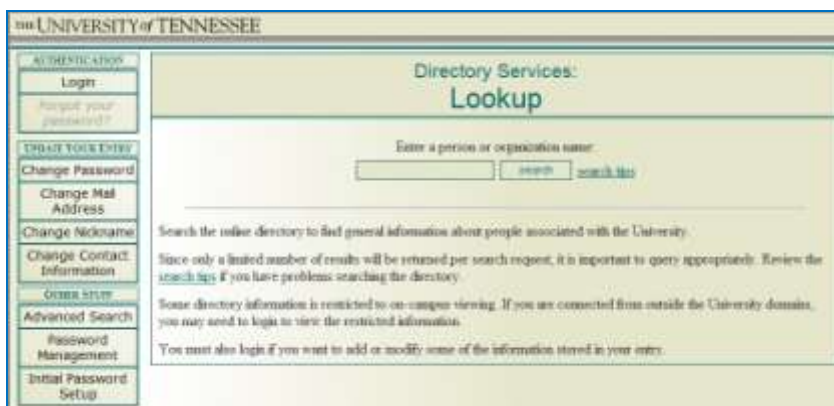
Mac – *Firefox, Mozilla, Netscape, or Safari*

*Currently, iMedRIS does not support Google Chrome

Logging In

Net ID and Net ID Password

Make sure that all key study personnel associated with the study have a UT username and password, as iMedRIS uses the UT Net ID system to allow initial access to the electronic system, iMedRIS. If you or any of the key study personnel associated with your study do not have a UT Net ID, then you will not be able to log in to iMedRIS. If you have been issued a UTHSC email account, then you have a UT Net ID. Should you need to look up your UT Net ID, open your web browser and type in the following web address:
<http://directory.utk.edu>:



The screenshot shows the 'Directory Services: Lookup' page from the University of Tennessee. On the left is a navigation menu with links for 'AUTHENTICATION' (Login, Forgot your password?), 'UPDATE YOUR ENTRY' (Change Password, Change Mail Address, Change Nickname, Change Contact Information), and 'OTHER STUFF' (Advanced Search, Password Management, Initial Password Setup). The main content area has a search box with the prompt 'Enter a person or organization name:' and a 'search' button. Below the search box is a paragraph of instructions: 'Search the online directory to find general information about people associated with the University. Since only a limited number of results will be returned per search request, it is important to query appropriately. Review the search tips if you have problems searching the directory. Some directory information is restricted to on-campus viewing. If you are connected from outside the University domains, you may need to login to view the restricted information. You must also login if you want to add or modify some of the information stored in your entry.'

Once the Directory Services Lookup screen appears, type in your full name in the search field and click search. Locate your entry and note your assigned UT Net ID.

Requesting a UT Net ID

To receive a UT username and password for a non-UT employee, a UT faculty/staff member will have to sponsor the non-UT employee in the UT system. This may be accomplished through the following steps:

- a. The UT faculty/staff member should go to the UTHSC home page at <http://www.utmem.edu/>
- b. Click on “iLogin” at the top right of screen in the orange bar, near “Blackboard.”
- c. Type in your UT username and password and click the “login” button
- d. Click on “Administration.”
- e. Click on “Net ID Online Request/Renewal” and follow the on-line instructions.
- f. Usually within a few days, the UT faculty/staff member will receive a UT username and password that they may then forward to the non-UT employee.
- g. Once the non-UT employee receives a UT Net ID and password, he/she must log in to iMedRIS for the first time at <https://ris01.utmem.edu> and then immediately log out. Next, he/she must contact Tricia Page at ppage@utmem.edu so that his/her department access can be set up and the account can be fully active.

Your iMedRIS Account

If you have determined that your Net ID and password are correct, there might be a problem with the way your account is set up in iMedRIS.

How to get an iMedRIS Account

If you do not have an iMedRIS account, you will receive the message “**Invalid User ID and Password**” on the login page. This will occur if you have never used iMedRIS. If you have a UT Net ID, send an email to Tricia Page, Program Manager for iMedRIS (ppage@utmem.edu), requesting an iMedRIS account. Include your name, department affiliation, and the roles you have on research studies (e.g., investigator, coordinator, etc.).

How to Change Your iMedRIS Account

If you are able to log in to iMedRIS, but you do not have the correct access rights, send e-mail to Tricia Page, iMedRIS Program Manager (ppage@utmem.edu), and request the appropriate rights.

Other Technical Problems

To troubleshoot technical problems:

- See if you can access other UTHSC systems that would normally travel over the network, such as the UTHSC IRB Office web site: http://www.utmem.edu/research/research_compliance/IRB/. If you are unable to access other sites, you are probably having general connectivity problems. Contact your local computer support person or the UTHSC Help Desk at 448-2222.
- See if others in your area can access iMedRIS. If no one in your area can access iMedRIS, there might be a technical problem with iMedRIS. Contact the IRB office at 448-4824.

Navigating iMedRIS

Once you have logged in to iMedRIS, you will see your menu selections on the left side of the home screen and your task lists to the right of the menu selections. Consider this screen your dashboard. After you login, iMedRIS defaults to the “**Incomplete Tasks**” tab, alerting you to any assignments that need your attention. **However, if you do not see the menu selections outlined below, contact Tricia Page, Program Manager for iMedRIS at ppage@utmem.edu, and she will set up your account access.**



The [My Assistant](#) tab on the left contains your account information including your CITI training, iMedRIS announcements, and operating procedures with links to SOPs and help files.

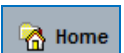
The [Study Assistant](#) tab on the left contains all the studies to which you have access. In addition, it allows you to register your currently approved studies and submit new studies for approval by the UTHSC IRB.

Navigation links

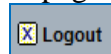
The iMedRIS Banner at the top of your screen in gray contains several navigation links to assist you as you work in the program. **Navigation links** show you the path you have taken through the program. Clicking on the links in this path will take you back to that part of the program.



The **Home** button on the top right will take you back to your iMedRIS home page.



The **Logout** button also on the top right allows you to logout of iMedRIS.



Back Button

The **Back** button in the top right corner of the screen will take you to the previous page.

Do Not Use the **Back** button in your Internet browser when you are in iMedRIS.



How to Find Studies

Click on the [Study Assistant](#) tab on the left side of your screen and then click on My Studies.

Under the **My Studies** you will see a list of all the studies to which you are associated. On this screen you may view your studies by study status. At the top of your screen, under **Filter my studies by study status:** and select All. Alternatively, you may filter your studies by the study status, e.g., Draft, Approved, Approved – Pending Payment, etc.

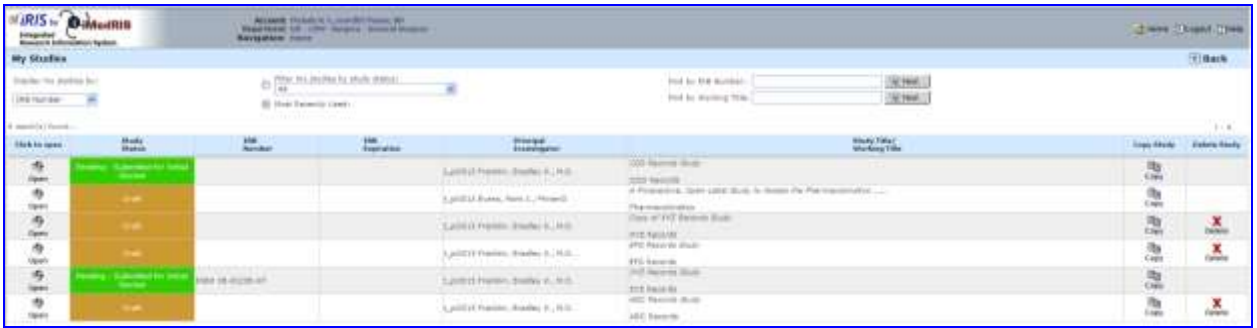
Returning to a Study

Log in to iMedRIS

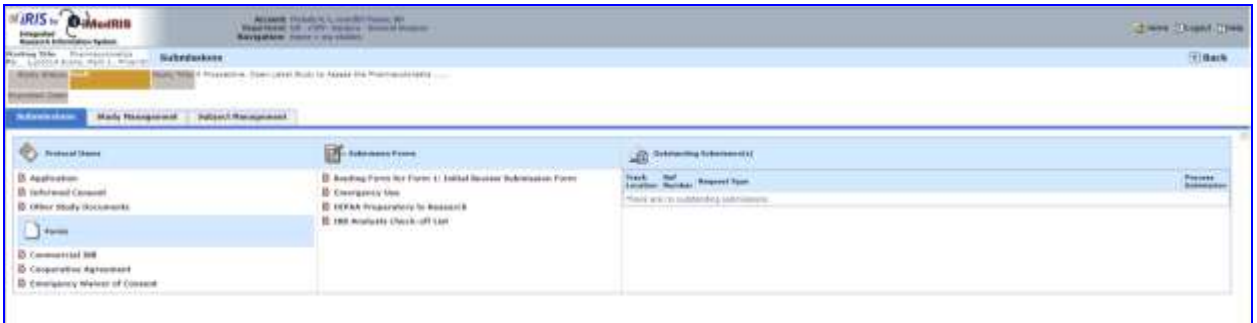
Click on the [Study Assistant](#) tab on the left side of your screen and then click on My Studies.



Next, on the left side of the screen click the **Open** icon next to the study you want to work on.



Click the [Submission](#) tab, and then click **Application**, which is listed under **Protocol Items** on the left side of the screen.



Click the **Edit/View** icon.



This will return you to the **Section View of the Application**. On the left side of the screen, a list has formed of all of the sections you have completed. You may move between sections of the application in any order by simply clicking on a section in the left column.



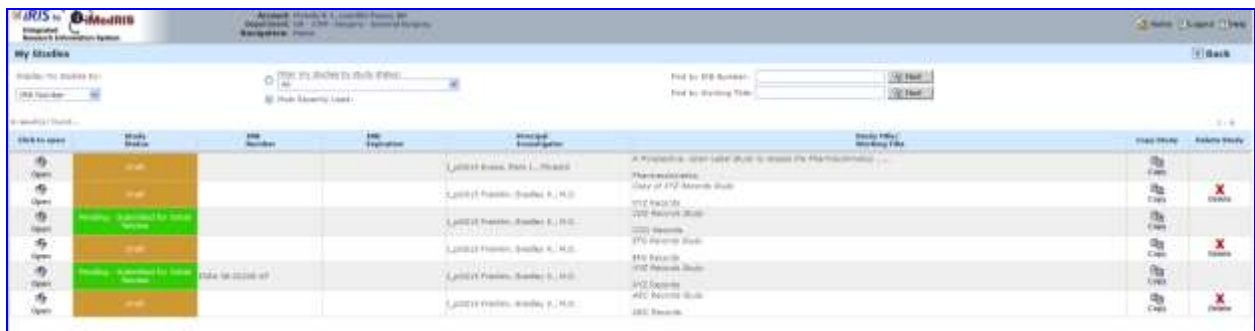
Correspondence in iMedRIS

Viewing Correspondence

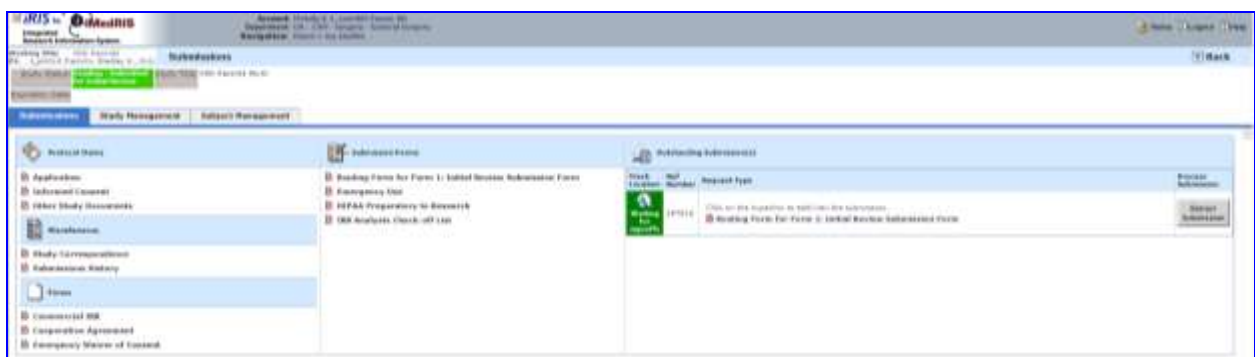
To view correspondence in iMedRIS, click the [Study Assistant](#) tab and then click on [My Studies](#).



On the left side of the screen, **Click to Open** the appropriate study.



Under the [Miscellaneous](#) tab on the left, click **Study Correspondence**.



Next, Click the **View Message** icon to read the email message.

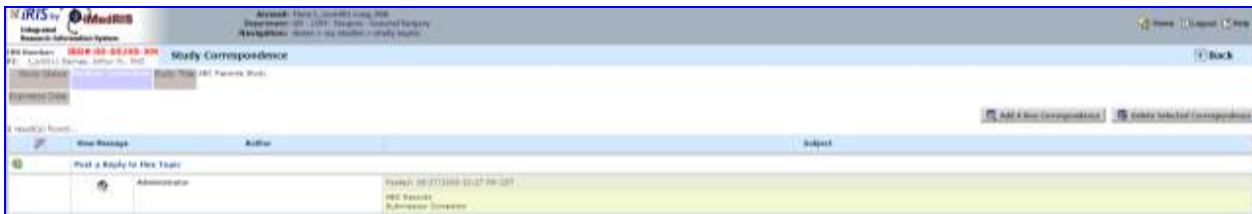


The correspondence will display who sent the email, the IRB #, the study title, the study status and the email correspondence.



Sending Correspondence

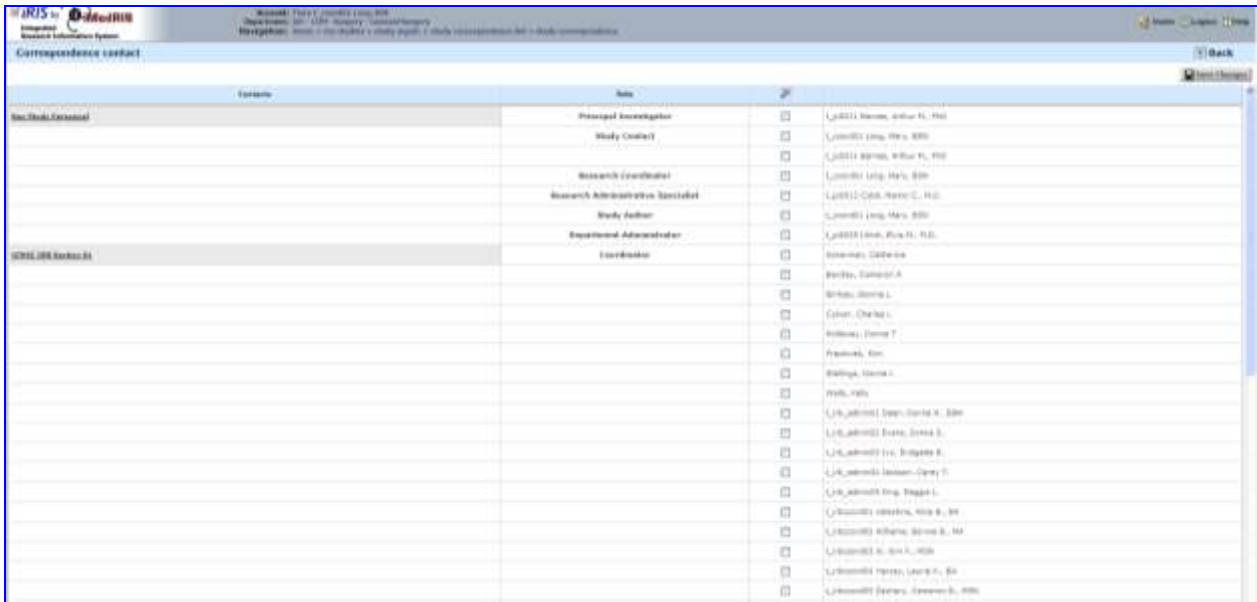
Click **Add A New Correspondence** button on the upper right side.



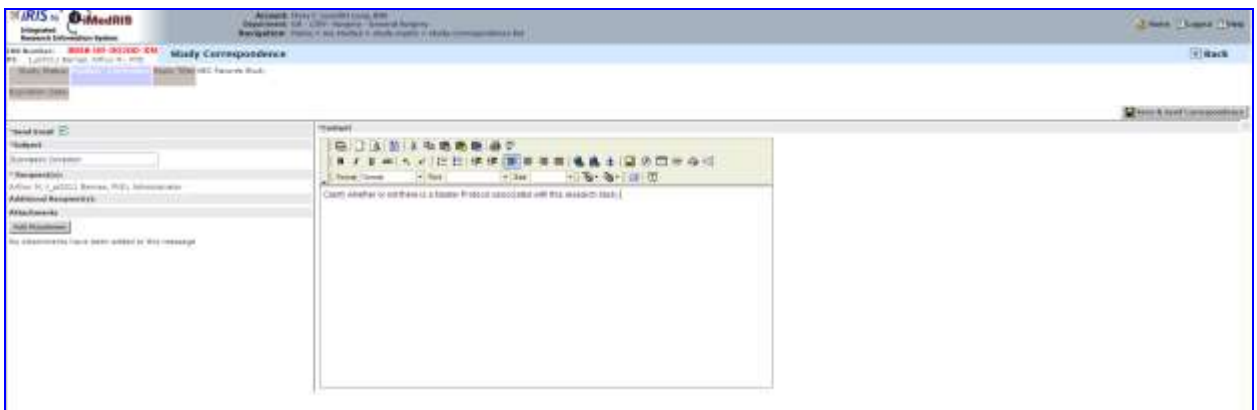
On the left side of the screen, type in the Subject of the email.



Next, click on **Recipients**. Check the box next to the name of each additional recipient.



Once you have completed checking the appropriate box(es) click **Save Changes** in the upper right hand corner.



Type your message in the Content box. Once you have completed your email message, click **Save & Send Correspondence** in the upper right hand corner.

Responding to Correspondence

To reply to the message, click **Post a Reply to this Topic**.

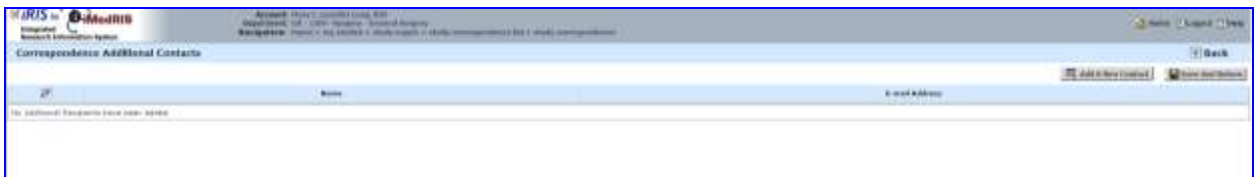


Verify that the information in the Recipient and Subject boxes are correct and type your message in the content box. Once you have completed your email message, click **Save and Send Correspondence** in the upper right hand corner.



Adding Additional Recipients

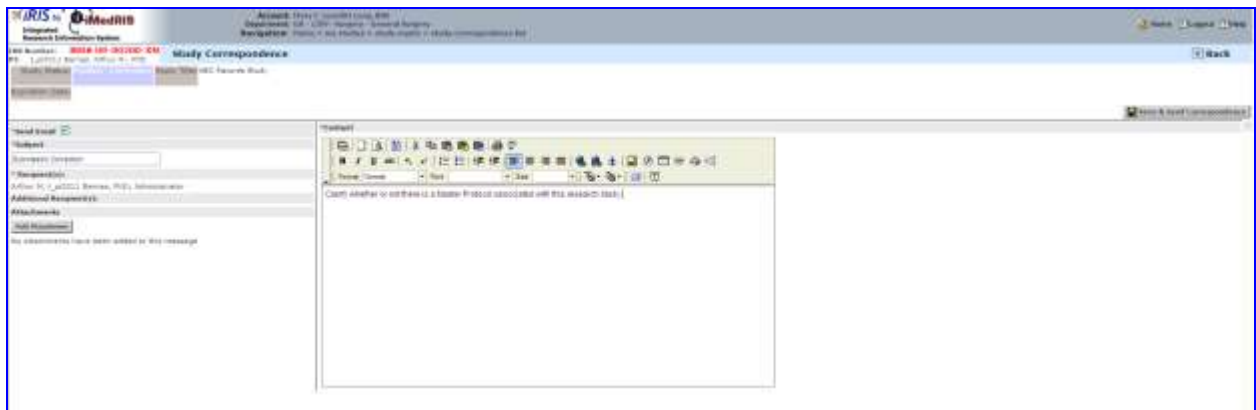
Make sure that the information in the Subject and Recipient boxes are correct. If you need to include someone else on the list of recipients, click **Additional Recipients**.



Then, click **Add A New Contact button** on the right side of the screen.



Type in the name and email address of the recipient. If more than one recipient needs to be added, click the **Add A New Contact** button for each additional recipient. Once all of the additional recipients' names and email addresses have been included, click **Save And Return** in the upper right hand corner.



Type your message in the Content box. Once you have completed your email message, click **Save & Send Correspondence** in the upper right hand corner.

iMedRIS Downtime

How to Prepare for iMedRIS Downtime

Study Staff must maintain local copies of any iMedRIS study information that must be available when the iMedRIS system is unavailable, such as approved consent forms. Research Informatics in conjunction with the IRB office will make every effort to keep the system available. The IRB office will not maintain paper copies of iMedRIS studies.

How to Prepare for Planned Maintenance

Research Informatics in conjunction with the UTHSC IRB office will notify users in advance when system maintenance is planned. Before the planned maintenance begins, you should make copies of any study information that you anticipate you will need during the planned downtime.

iMedRIS Support

If your questions are not answered in this document or the other Guides available on the UTHSC IRB website:

1. Contact an IRB Analyst at 448-4824.
2. Contact Tricia Page, iMedRIS Program Manager at ppage@utmem.edu.

Urgent Technical Problems

If you have an urgent technical problem, call the UTHSC Help Desk at: 448-2222.