Research Study Monitor Access FAQs

General Troubleshooting Tips

- Monitors <u>must</u> reset their password via the https://myidentity.nebraskamed.com. Passwords cannot be reset from the One Chart Link or eReg webpages.
- DUO <u>must</u> be setup prior to accessing any of the applications or errors will generate.
- For password or account issues, monitors need to call the Help Desk at 402-559-7700, option 2.
  - Monitors will be asked to provide their DOB which is the default DOB provided by the study team.
  - If a monitor cannot recall the DOB, contact the study team member you have been working with for the study.

What if I have a monitor that will be coming for multiple studies?

- If the visit dates are the <u>same</u> for all the studies, one ticket can be submitted, with the multiple PID's listed in the request.
- If the visit dates are <u>different</u> for each study, a separate ticket will need entered for each visit date. Use the comment section of the ticket to state "1 of 3 studies for this monitor," "2 of 3 studies for this monitor," etc. to help IT differentiate.

*IRB#
123-23, 456-23, 789-22

*PID#
12345, 67891, 111223

*Visit Start Date
2023-08-07

*Visit End Date
2023-08-09

*Contracted End Date
2023-09-21

What if there is no regulatory coordinator for my study?

- You do not need to check the box for "click here to provide an alternate contact."

What if the monitor needs access to regulatory documents but it doesn't use eReg?

- <u>Do not</u> select the Advarra- eRegulatory box in the ticket.
- By adding the regulatory coordinator as the alternate contact to the ticket, they will be notified of the monitor's upcoming visit and will provide the regulatory documents.

When do I know that the monitor's access to has been setup so that patients can be released to their username?

- The email notification that the ticket has been closed is the confirmation that their username is active in One Chart.
- Please wait to email the completed Monitor Visit Request form (along with the user credentials) to the Access Coordinator until after the ticket has been closed

Government audits sometimes only give 24 hours' notice before coming for a visit, how can I expedite the access request ticket?

- For expedited requests, you will still submit the ticket, as well send an email with the ticket #, Monitor's name, date of visit, PID, and IRB#, to the following groups so they know to look for your request:
  - NM Contracts- contracts@nebraskamed.com
  - UNeHealth- acarson@unmc.edu and amanda.leingang@unmc.edu
  - SPA- spadmin@unmc.edu
  - IT- KiNelson@nebraskamed.com, bmolczyk@nebraskamed.com
  - One Chart- OneChartSecurity@nebraskamed.com

What if the Monitor cancels their visit before I receive the notice that the ticket has been closed?

- Email the following groups to let them know the request for access is canceled:
  - IT - KiNelson@nebraskamed.com, bmolczyk@nebraskamed.com
  - One Chart- OneChartSecurity@nebraskamed.com (if applicable)
  - Advarra- CTMS@nebraskamed.com (if applicable)

The Monitor changed the date they plan to complete their visit but already has their AD account activated. Do I need to enter a new ticket?

- If the new date is *more than* 45 days after the original visit date, then a new ticket will need entered.
- If the new date is *within* 45 days of the original visit date listed in the ticket, then no additional setup is needed from IT. You will need to notify the individuals that provide access to each individual application (Epic, eReg, Vestigo, etc.) to ensure access to subject records and regulatory documents will be available on the new date.
  - eReg= contact your regulatory coordinator
  - Vestigo= email investigationalpharmacy@nebraskamed.com
  - Epic Access
    - For General Studies- email rshmonitoraccess@unmc.edu
    - Oncology Studies- data coordinators grant access
- This only applies, in the situation where the monitor is changing the date for the same study of the original request.