

# Study Monitor Access Setup Guide

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# Active Directory Accounts

All Study Monitors are required to have an Active Directory (AD) Account to access any of the systems at UNMC/Nebraska Medicine. The information you provide on the [Study Monitor Access Request Form](#) will be used to set up your AD account.

- AD accounts require a DOB however, Monitors are not required to provide a personal identifier.
  - All monitors will have a **default DOB** that will be provided by your Study Team



**Write down the default DOB.** If you need to reset your password or call the Help Desk, the DOB is required to verify your identity.

## Email Communication

You will receive two emails from the Nebraska Medicine Identity and Access Management Team. The first email indicates that an AD account has been generated and provides instructions on how to claim your account. The second email is sent as a confirmation that you have completed the account setup process.

Be sure to check your spam folders in your email inbox.

- Sender: IAM-noreply@unmc.edu

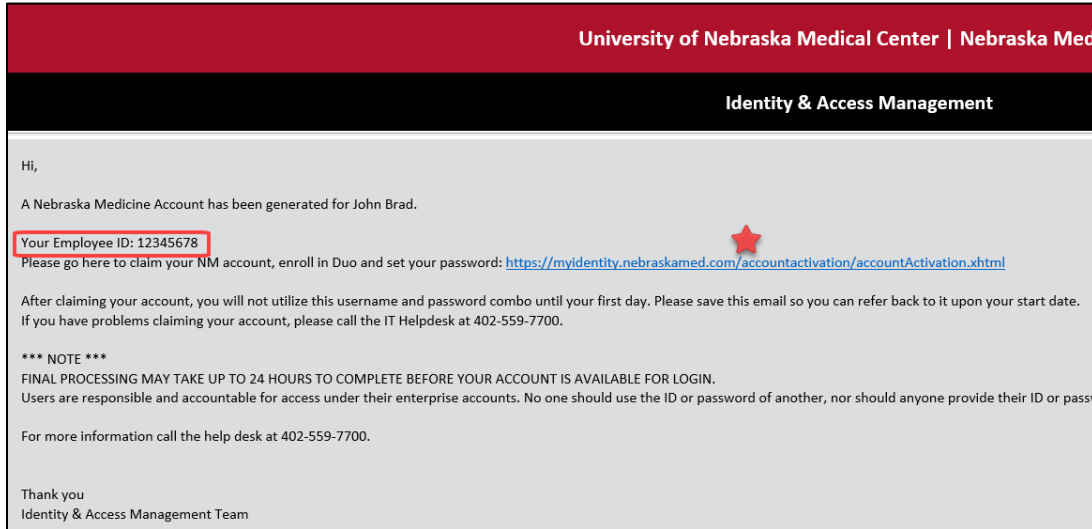


After claiming your AD account, you will utilize this username and password on your first day. Final processing *may* take up to 24 hours to complete before you are able to log in to the Research Applications such as One Chart Link, EDC, and eREG.

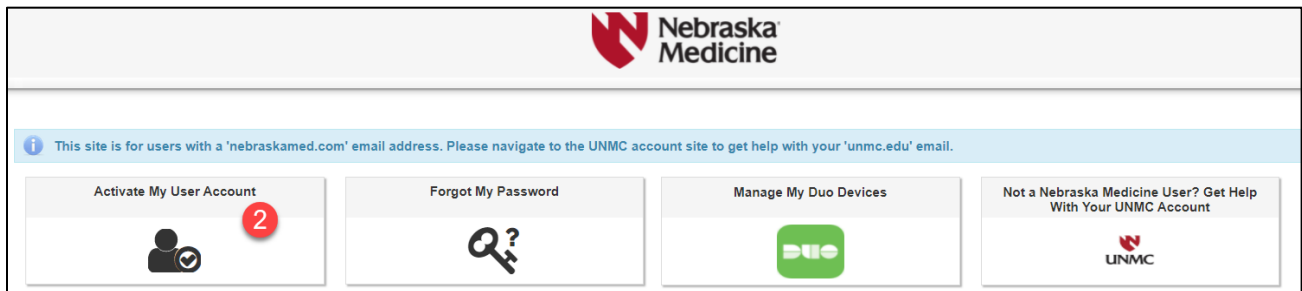
# Claim your Account and DUO Mobile Setup

Monitors will have to setup a DUO account for your Two-Factor Authentication (2FA) to be able to access One Chart Link, Advarra EDC, and Advarra eREG. Before being able to setup DUO, you will need to complete the steps to claim your account. Follow the steps below:

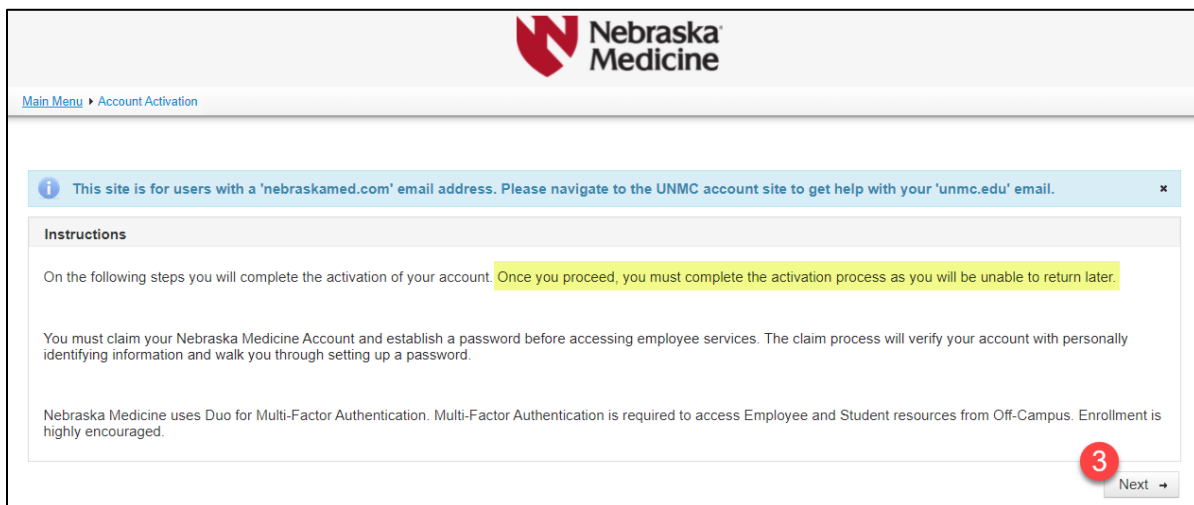
1. Note your "Employee ID" which will be used in step 4. To begin claiming your account, click the hyperlink.



2. Click Activate My User Account.



3. Review the instructions and click Next.



4. Complete all fields. Note your DOB will be provided by the Study Team and is NOT your true DOB.

Nebraska Medicine

Main Menu > Account Activation

This site is for users with a 'nebraskamed.com' email address. Please navigate to the UNMC account site to get help with your 'unmc.edu' email.

**Identity**

Enter your personally identifying information to claim your identity.

Legal First Name \*

Legal Last Name \*

Employee ID \*  **Provided in email**

Date of Birth \*  **Provided by Study team** 4

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5. Accept the user policy.

Nebraska Medicine

Main Menu > Account Activation

Account Activation: John Brad (12345678)

**Acceptable Use Policy**

Unauthorized use of the system is not permitted. For more information, please review the Acceptable Use Policy.  
[View 'Acceptable Use Policy'...](#)

I Accept.

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6. Create your unique password which must contain 15 characters.

Nebraska Medicine

Main Menu > Account Activation

Account Activation: John Brad (12345678)

**Enter New Password**

- Password must have at least 8 character(s)
- Password must have at most 20 character(s)
- Password must have at least 1 digit(s)
- Password must have at least 1 uppercase letter(s)
- Password must have at least 1 lowercase letter(s)
- Password must have at least 1 special character(s)
- Cannot reuse any of your last 24 passwords.

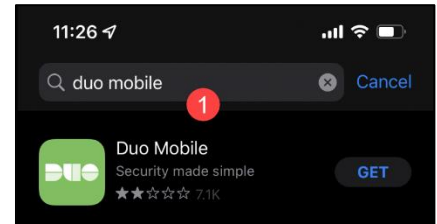
New Password: \*

Confirm New Password: \*

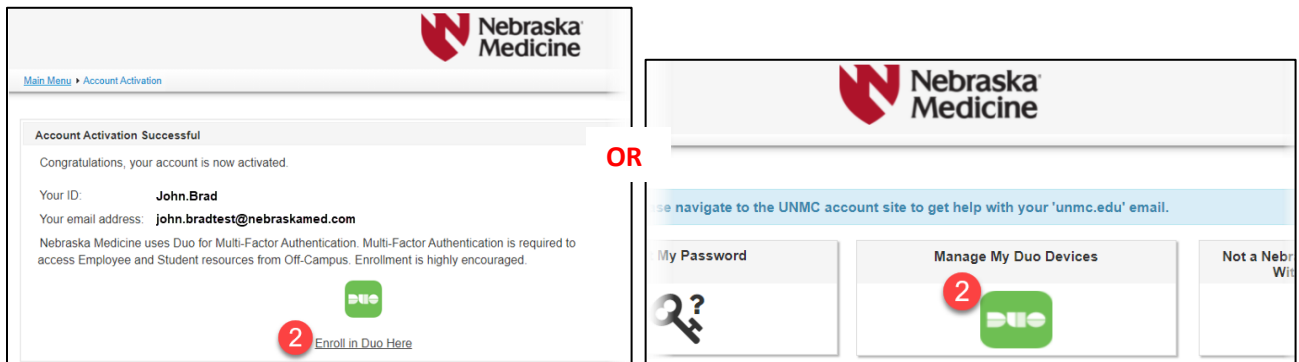
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## DUO Mobile Setup

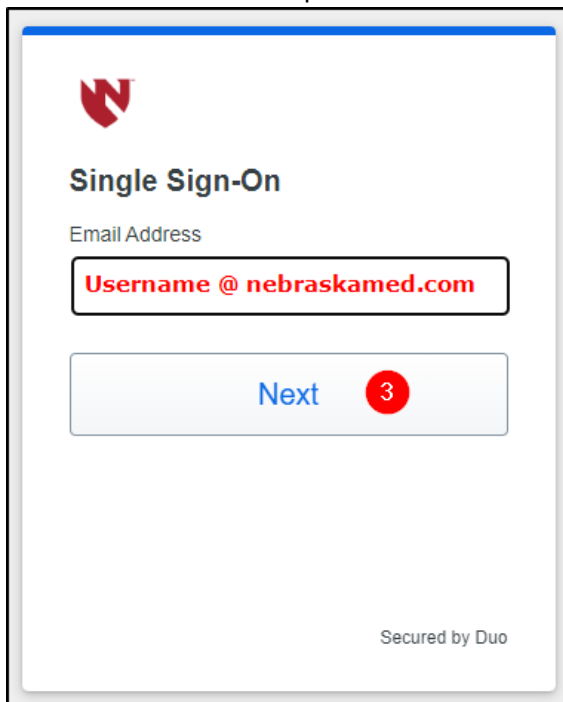
1. On your mobile device, download and install the Duo Mobile app from the Apple AppStore or Google Play store.



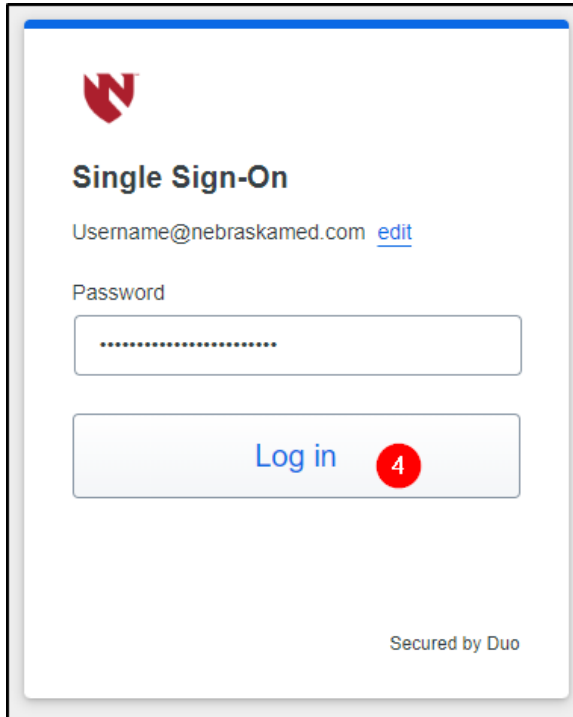
2. If you just completed the process of creating your password, click the “Enroll in Duo Here”
  - Otherwise Navigate to <https://myidentity.nebraskamed.com/> and click Manage My DUO



3. Enter an email address as seen below.
  - The username is provided in the Claim your Account email.

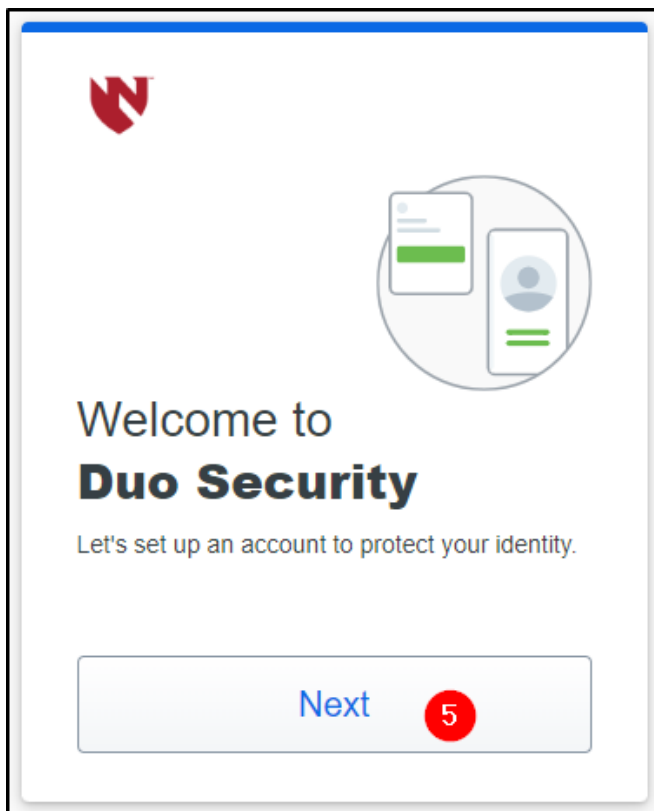


4. Type in the password that you created when you claimed your account and click Log In.



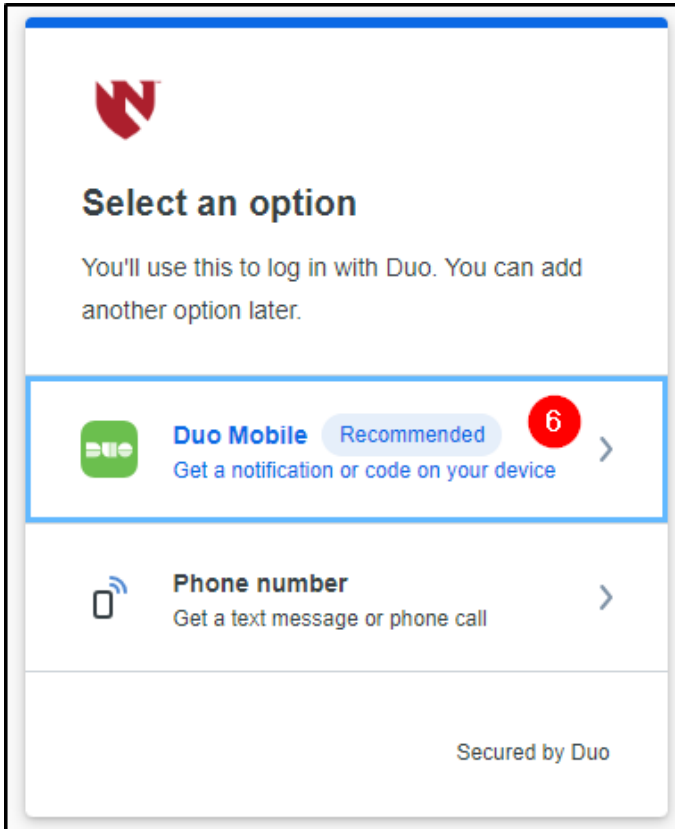
The image shows a web form titled "Single Sign-On" with a red logo at the top left. Below the title, the username "Username@nebraskamed.com" is displayed with an "edit" link. A "Password" label is followed by a text input field containing a series of dots. Below the password field is a "Log in" button with a red circle containing the number "4" next to it. At the bottom right of the form, it says "Secured by Duo".

5. Welcome Screen: Next

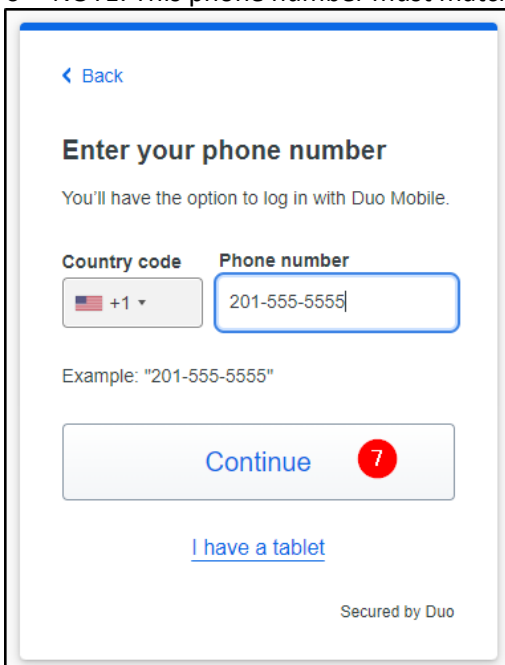


The image shows a "Welcome to Duo Security" screen. It features a red logo at the top left and a circular graphic in the center containing icons for a document and a smartphone. Below the graphic, the text reads "Welcome to Duo Security" and "Let's set up an account to protect your identity." At the bottom, there is a "Next" button with a red circle containing the number "5" next to it.

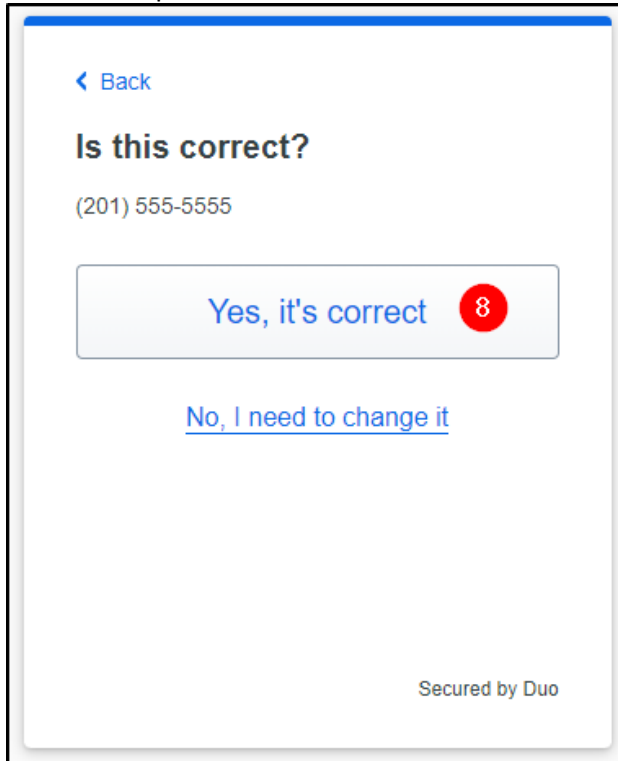
6. Select an option: Use Duo Mobile.



7. Enter the phone number associated with the phone being used to authenticate the monitor's identity.
  - o NOTE: This phone number must match the phone number used to set up the AD account.

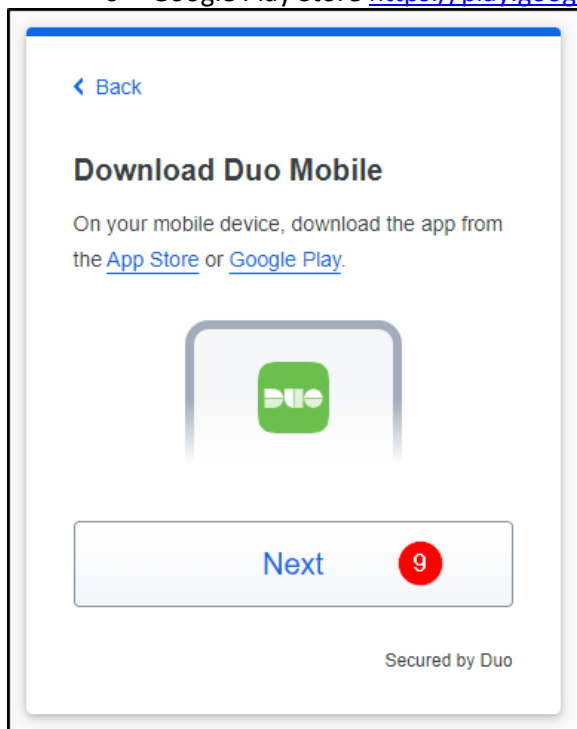


8. Confirm the phone number is correct.



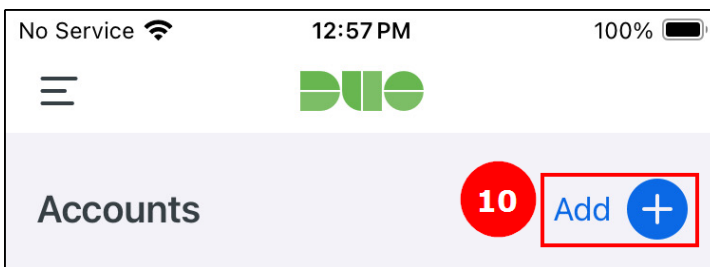
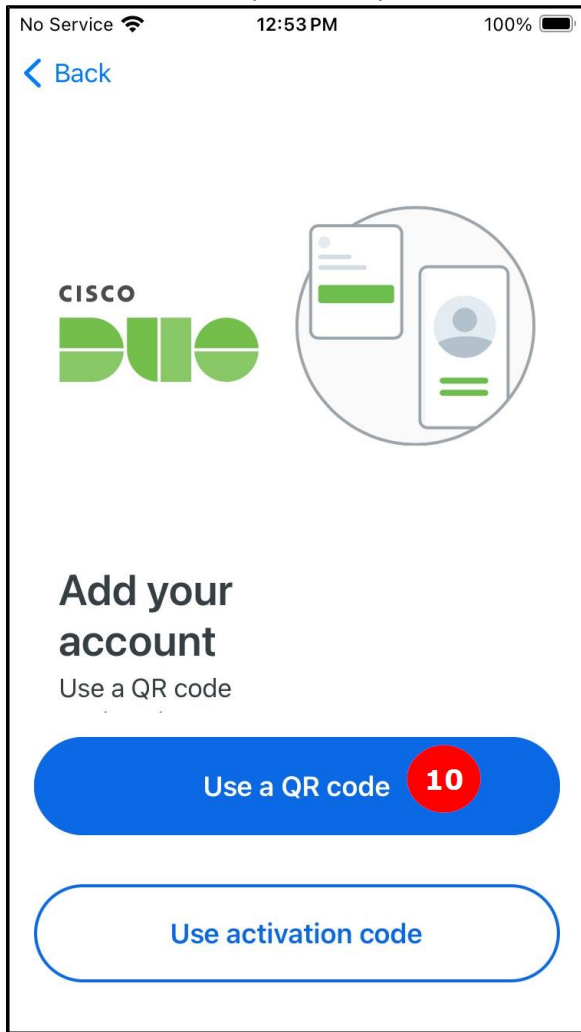
9. Download Duo mobile for the type of phone you use.

- Apple App Store <https://itunes.apple.com/us/app/duo-mobile/id422663827>
- Google Play Store <https://play.google.com/store/apps/details?id=com.duosecurity.duomobile>

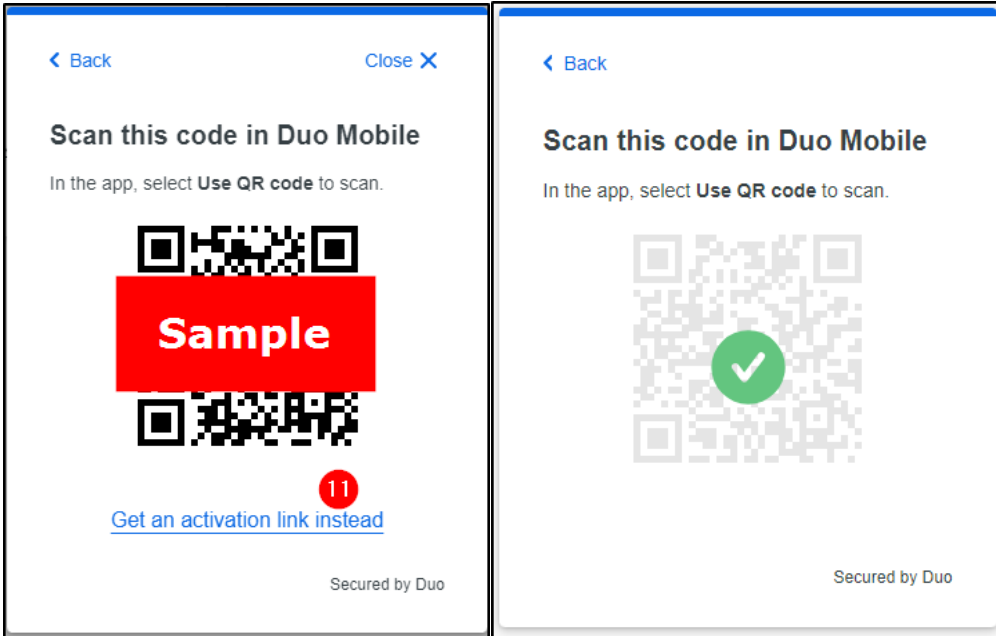




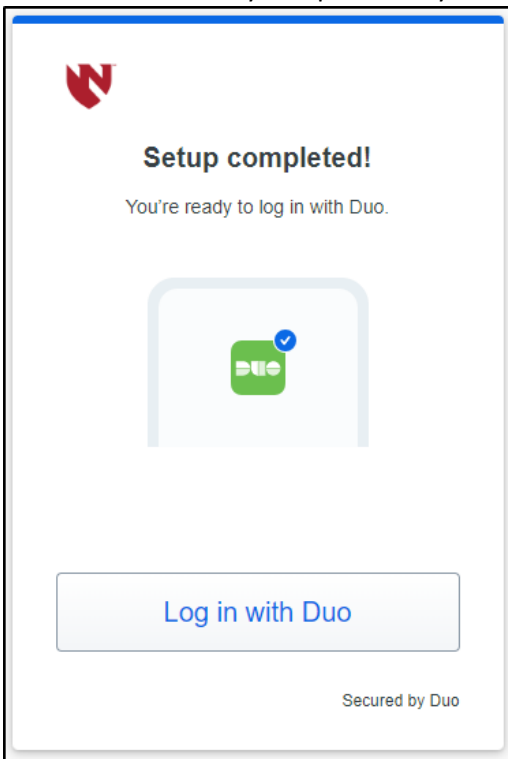
10. Open your Duo mobile app and choose Use a QR code
- click Add+ if you already have other accounts in your Duo App



11. Scan the QR barcode on the computer screen.
- If the barcode can't be scanned, click [Get an activation link instead](#) and follow the instructions.



12. You have successfully setup Duo for your account.



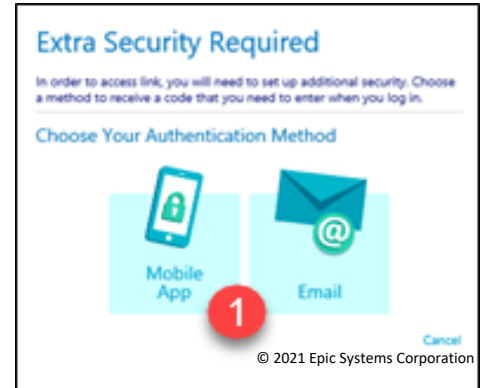
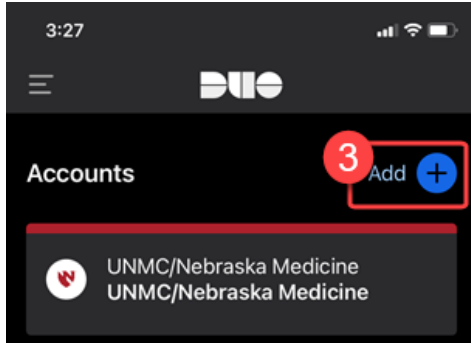
You are now setup to authenticate for Advarra eREG and Advarra EDC!  
DUO Support: Please contact the IT Help Desk at 402-559-7700, option 2.

## One Chart Link Two Factor Authentication Setup

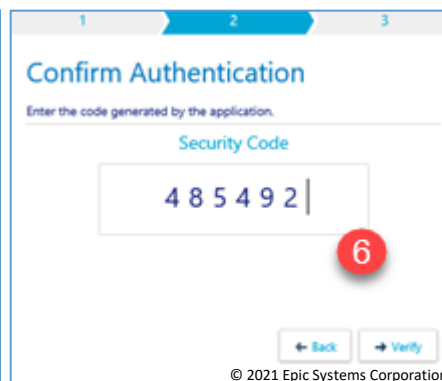
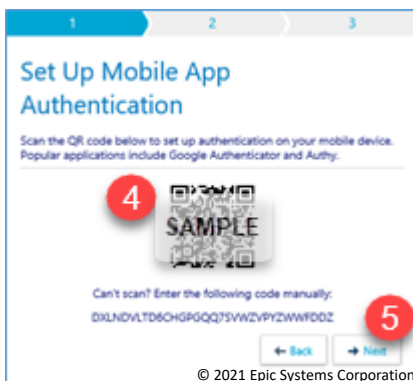
The first time you login to One Chart Link, you will be prompted to set up 2FA, which is specific to this application. This can be done with the DUO Mobile App that was setup earlier in this guide. Complete the setup as instructed below.

### Mobile App Authentication

1. Select **Mobile App** from the Extra Security Required window.
2. Open the DUO Mobile App on your smartphone.
3. **Add an Account** by clicking the + in the DUO toolbar.
  - a. If needed, enable the camera on your Authenticator Mobile App



4. When the Add Account window appears, aim the smartphone camera at the QR code on the screen.
  - a. The App may automatically capture the QR code or may require you to “take a picture”
  - b. Once the phone provides a 6 digit code, move to the next step. (This code will expire after 30 seconds).
5. Within the “Set Up Mobile App” window, select **Next**
6. Enter the 6 digit code in the “Confirm Authentication” window and select **Verify**
  - a. If you are unable to enter the 6 digit code before the time expires, wait for the next code to appear in the DUO Mobile app.
7. Review the Keep Your Code Safe window. Store the reset code in a safe and private location.
8. Select “I wrote down the reset code”
9. Click **Finish** to finish the 2FA set up.
10. Use [One Chart Link](#) as appropriate.



# Subsequent Visits



For password management, please visit the self-service portal: <https://myidentity.nebraskamed.com/>

## Reactivate Active Directory (AD) account

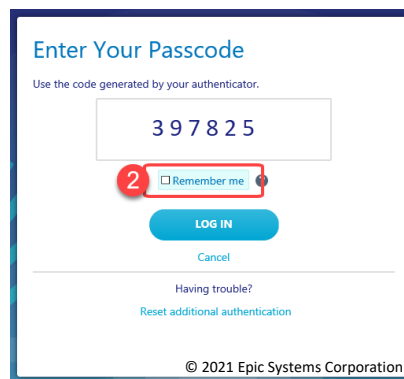
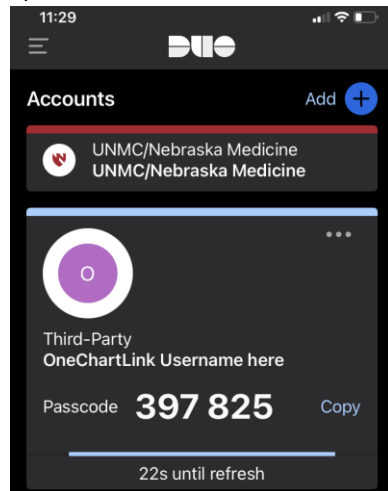
If your subsequent visit is *within* 45 days of your last visit date, then no additional setup is needed.

If your subsequent visit is *more than* 45 days from your last visit, then the Identity and Access Management Team will need to reactivate your account. You will receive an [email notification](#) as previously mentioned to complete the process of setting a new password.

## One Chart Link Log Ins

The next time you log into [One Chart Link](#), a verification code will need to be entered.

1. Open your DUO Mobile app and select the Link account to find the verification code to enter when prompted.
2. In One Chart Link, if you choose “remember me” you will not be prompted for 2FA for 30 days (or until your access is revoked).



# Research Applications

- [One Chart Link](#) (Subject’s Medical Records)
- [eREG](#) (Electronic Regulatory Binder)
- [Vestigo](#) (Investigational Pharmacy)
- [EDC](#) (Electronic Data Capture)

# eREG Tips and Troubleshooting

## I'm getting error: User is not associated with SAML 2.0 realm

This error occurs when the Active Directory (AD) account is disabled and/or needs to be reactivated. eREG will not work without an active AD account. A ticket must be entered with the Helpdesk to troubleshoot the AD account with the Nebraska Medicine Identity and Access Management team.



## I'm getting error: Your user account is not yet activated. Contact your system administrator to receive a new activation link.

This error occurs when the Research Monitor has not activated their eREG account within the 24-hour activation period. A ticket must be entered with the Helpdesk to resend the eREG activation link to the External Research Monitor.



**I'm getting error: On DUO screen and I enter my password, it says incorrect username or password.**

This error occurs when the Active Directory (AD) account is disabled and/or needs to be reactivated. eREG will not work without an active AD account. A ticket must be entered with the Helpdesk to troubleshoot the AD account with the Nebraska Medicine Identity and Access Management team.

