

User Guide: Participating Site User Account Creation

Intended Audience	Participating Site (pSITE) Users.
Summary	This guide will describe how the PI and Study Coordinator at a pSITE can request an account to access the NIH electronic IRB system known as PROTECT.
Date	06/27/2023

Terms

- | | |
|--------------------------------------|--|
| 1. pSITE (Participating Site) | An external site participating in an NIH led study and relying on the NIH IRB. |
| 2. pSITE PI (Principal Investigator) | The Principal Investigator at the pSITE. |
| 3. pSITE Study Coordinator | The Study Coordinator at the pSITE. |
| 4. pSITE User | The pSITE PI or an additional pSITE user such as the pSITE Coordinator. |
| 5. NIH Study Contact | The NIH PI or their designee in the study team, such as the NIH Study Coordinator, who will work with the pSITE to facilitate access to PROTECT. |

Instructions

The pSITE PI is required to have a PROTECT account and additional pSITE user(s) (e.g., pSITE Study Coordinator) may also have an account if the pSITE PI would like to assign them as a proxy in the system.

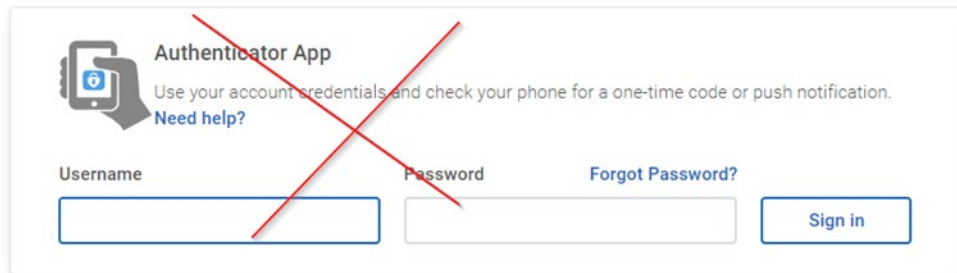
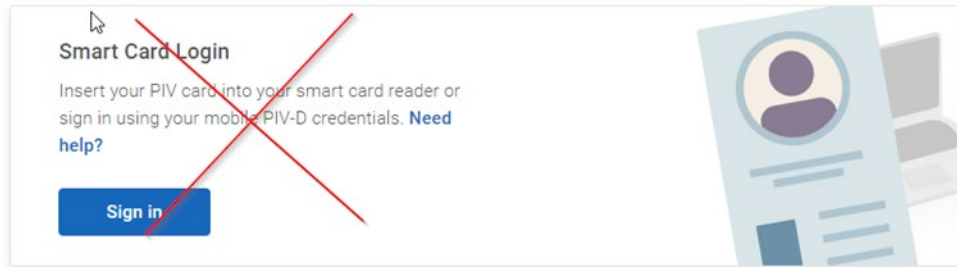
The following steps need to be completed by EACH pSITE User.

1. Please go to <https://protect.cc.nih.gov/PROD-IRB>

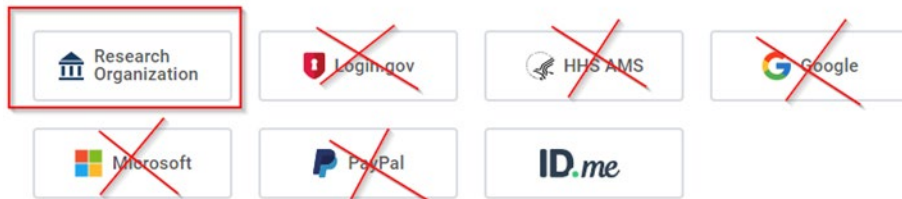
PROTECT IT Technical Support Team - <https://ohsrp.helpdesk.nih.gov>
(for technical issues, e.g., account setups/issues, error messages, etc.)

2. On the log-in page for PROTECT you will see several tiles as pictured below. If you are part of a research organization and have a research organization e-mail, choose the research organization tile.

Sign in

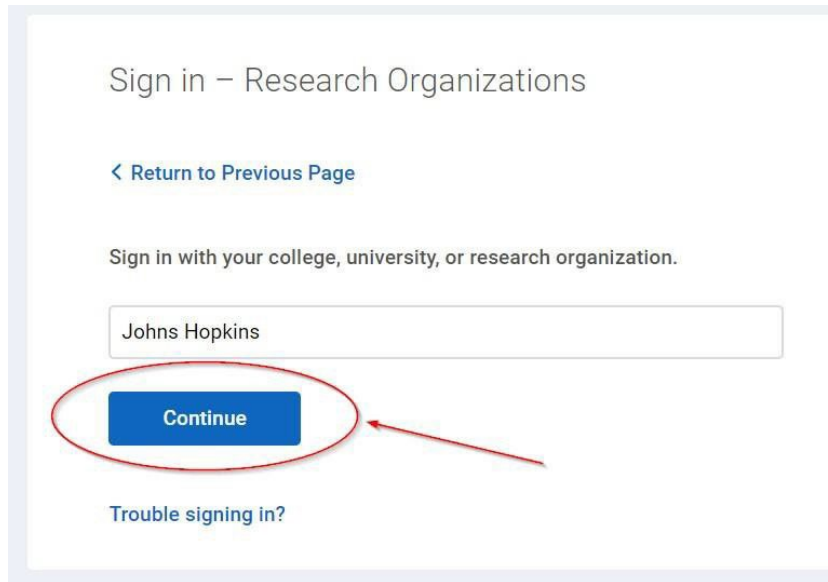


or



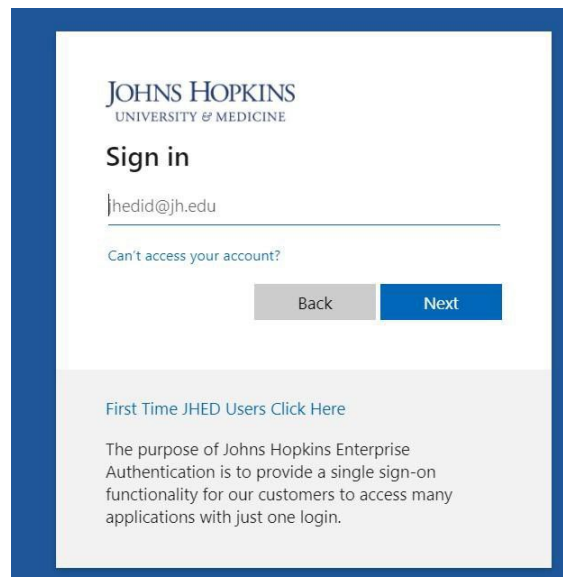
3. ***NOTE: If you are a part of the U.S. military you can log in with your military credentials in the username and password section above these tiles.
4. Start typing the name of your institution in the text box (for example: Johns Hopkins) and select your institution from the dropdown menu.

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*****NOTE:** If you do not find your institution in the list, click on “Return to Previous Page” and follow the instructions in the section below titled “Using ID.ME as your Login Credentials”. Although you may see options to use log-in.gov, Microsoft, PayPal and Google as log-in options do not use them. ONLY use a Research Organization or ID.me.

5. Login using your college, university, or research organization login. (Example: John Hopkins login page)



6. Once you have tried to log-in you will receive the screen shown below:

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NIH Users

Please visit ohsrp.helpdesk.nih.gov and submit a request to have your account enabled and configured with appropriate roles.

Non-NIH Users

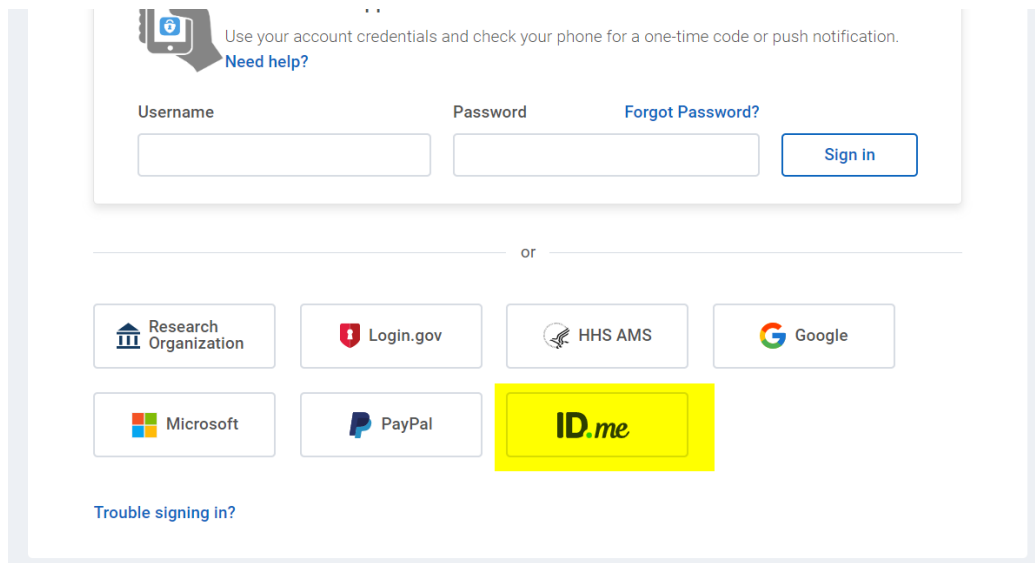
Please reach out to the NIH Study Coordinator, or your NIH Point of Contact, so that they can submit a request to have your account created and configured, or enabled if it has been disabled.

AUTHENTICATION ERROR: Account Disabled. Mention this user ID 'google. [redacted]@nih.gov' when submitting the request.

7. Contact your *NIH Study Contact* to submit an account request ticket on your behalf through the OHSRP helpdesk. **Tell the NIH Study Contact** the associated e-mail **you** used to log-in **so that they can include it on the ticket to request your account.**
8. You may be contacted by the NIH IT Team with further instructions or questions.
9. The *NIH Study Contact* will notify you when your PROTECT account has been enabled and ask you to not use PROTECT to access the study until an **invitation** is issued inviting your site to join as a Participating Site. This will be issued to the pSITE user identified by the NIH study team in either the Initial Study Form or Modification Form, depending on when the NIH protocol is requesting to become multi-site.

Using ID.ME as your Login Credentials

1. Only follow these steps if you are not able to login using the **Research Organization** option.
2. Please go to <https://protect.cc.nih.gov/PROD-IRB>
3. Click on the **ID.ME** button.



The screenshot shows the login interface for PROTECT. At the top, there is a message: "Use your account credentials and check your phone for a one-time code or push notification." with a "Need help?" link. Below this are input fields for "Username" and "Password", and a "Forgot Password?" link. A "Sign in" button is positioned to the right of the password field. Below the input fields, there is a horizontal line with "or" in the center. Underneath, there are several buttons for different login methods: "Research Organization", "Login.gov", "HHS AMS", "Google", "Microsoft", "PayPal", and "ID.me". The "ID.me" button is highlighted with a yellow background. At the bottom left, there is a "Trouble signing in?" link.

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4. If you already have an ID.me account proceed to log-in. Do note if your identity has not yet been verified by ID.me, you will be prompted to do so. If you do not already have an ID.me account, click the “create an ID.me account” title and proceed by following the instructions on the subsequent pages. You can also use one of the social log-in titles at the bottom of the page instead of creating a new account if you wish. You will be asked to provide personal identifiable information confirming your identity including a digital photo.

The image shows a mobile-style sign-in interface for ID.me. At the top, it says "Sign in to ID.me". Below that is a light blue banner with the text "New to ID.me?" and a link "Create an ID.me account". The main form area has two input fields: "Email" with the placeholder "Enter your email address" and "Password" with the placeholder "Enter password". Below the password field is a checkbox labeled "Remember me" with the subtext "For your security, select only on your devices." A large blue "Sign in" button is centered below the form. Underneath the button is a "Forgot password" link. A horizontal line with "OR" in the center separates this from the social login options, which are represented by icons for Facebook, Apple, Google, and LinkedIn. At the bottom of the form is a "View more options" link.

5. Once your ID.me identity has been identified and the account is created, attempt to log-in. You will then see the screen shown below:

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AUTHENTICATION ERROR: Account Disabled. Mention this user ID 'google_ [redacted]@nih.gov' when submitting the request.

Contact your *NIH Study Contact* to submit an account request ticket on your behalf through the OHSRP helpdesk. Tell the NIH Study Contact the associated e-mail you used to log-in so that they can include it on the ticket to request your account.

6. You may be contacted by the NIH IT Team with further instructions or questions.
7. The *NIH Study Contact* will submit a request for an PROTECT account to be created using your login information.
8. The *NIH Study Contact* will notify you when your PROTECT account has been created and ask you to not use PROTECT to access the study until an **invitation** is issued inviting your site to join as a Participating Site. This will be issued to the pSITE user identified by the NIH study team in either the Initial Study Form or Modification Form, depending on when the NIH protocol is requesting to become multi-site.

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