Troubleshooting for ePAS

This document is designed to help users of ePAS quickly address issues they may have with ePAS's main pages. If a problem you have is not included, carefully read the directions provided on the ePAS pages. These will often answer your questions.

Logging In

❖ How do I access ePAS?

Go to the University of Cincinnati’s Research Compliance page; click on Institutional Review Board, then on ePAS Overview. The ePAS link is provided on this screen. Or go there directly from here.

❖ How do I log into ePAS? Why isn’t the login screen working?

To sign in as a UC user, scroll down to the bottom of the login screen. Click the University of Cincinnati logo and you will be taken to the UC login screen. You will use your Central login name and password to log in.

❖ What boxes must I click on the “Confidentiality and Network Access Agreement” screen? Why can’t I get past this screen?

You must select all the boxes in order to proceed. Once you do, you will be approved as a user and will never see this screen again.

Starting ePAS

❖ Why can’t I do anything on the ePAS landing screen?

Go to the upper right corner of the screen and select the “My Home” link. This will take you to your personal page where you can start a new study and access and track your existing studies.

Creating a New Study

❖ How do I start the application process?

Go to your personal page and select the appropriate button on the left-hand side of the page (most users will select “New IRB Application”). The button will take you to the first SmartForm page of the ePAS submission process.

❖ Do I have to complete the application in one sitting?

No, you can exit at any time. Make sure you save the work on your page before exiting. You can save changes by clicking the “Save” button in the top bar of the page or by clicking the “Continue” button at the top and bottom of each page.

❖ I’m working alone, so why do I have to list another researcher?

Everyone must list at least one other researcher in his/her study. Find someone who is willing to be listed as a co-researcher or contact the IRB.
Why can’t I advance through this page? Why can’t I advance to the next page?

If a question has a red asterisk, it must be filled in before you can proceed to the next question. You must also answer all required questions on a page to be able to advance to the next page.

Should I list UC as a sponsor on the “UC Funding Information” page?

No. The University of Cincinnati cannot be listed as a sponsor on any research study.

Do I have to type or paste in information from my protocol that the submission form asks for?

No. You only need to reference the section title and/or page number where the appropriate information is located in the protocol.

What should I put for the “performance site” on the “Study Management – Research Locations” page?

A performance site is anywhere outside of UC. If you are performing research only on UC’s campus, then select “N/A” for the question about performance sites.

What if my college is not on the list of affiliated UC colleges on the “Study Management – Research Locations” page?

If your college is not listed, check the “Other UC College Location” box and type your college’s name into the textbox.

What format should I use to upload my protocol and other required documents?

Consent documents need to be uploaded as Word documents. Protocols and other study-related documents can be uploaded as Word documents or PDFs.

Does clicking the “Finish” button at the end of the SmartForm submit my study to the IRB?

No. Clicking the “Finish” button only completes the SmartForm for your study proposal. When you click the “Finish” button, you will be taken to the main workspace of your study, where you can complete the submission process.

Returning To the Study

How do I complete or edit my study?

Log into ePAS; go to your personal page; then click on the study you want to edit. This will take you to the study’s main workspace. Click the “Edit Study” button and you will be taken back to the first page of your study.

How do I jump to a particular page in the ePAS SmartForm?

To jump to another ePAS page, click the box next to “Jump To:” in the top menu bar to view a drop-down menu of your study’s pages. Find the page you want to go to, click it, and you will be taken to that page.
Completing the Submission Process

❖ I clicked the “Finish” button. Why is my study still labeled a “Pre-Submission?”

You need to have your research staff agree to participate before the study can be officially submitted. On your study’s main workspace, click the button labeled “Send Agree to Participate Instructions.” This will bring up a list of you study staff. Click “OK” and they will be sent an email notifying them to log into ePAS and agree to participate.

❖ How do I check to see if all my research staff have officially agreed to participate?

Go to your study’s main workspace and click the “Staff” tab. All participants who have agreed will be listed under “Agreed Participants.”

❖ On the “PI Assurance” page, what do I type into the “Divisional Review Assignment” box?

First, click the check box to certify that the information you have provided is correct and complete. To fill in the “Divisional Review Assignment” box, type in the name of your college and then click “Select.” Scroll through the drop-down list to choose the college and department that your study will be affiliated with. Click “OK” to confirm your selection.

❖ How will I know if my study has been successfully submitted?

Your study’s status will change from “Pre-Submission” to “IRB Assignment.”

❖ How will I know if the IRB has questions or directions for me?

If the IRB has questions or directions for you, they will post them in the “Reviewer Notes” tab of the study’s main workspace. You’ll automatically receive an email to log back into ePAS and respond to the notes.

❖ How long will it take for the IRB to review my study?

The amount of time will vary depending on the study. You can contact the IRB to check the status of your study.

❖ How will I know when my study has been approved by the IRB?

When your study has been approved, you will be notified by email.