University of Minnesota faculty, staff, and students may access eProtocol by using their x.500 User ID. Additionally, all personnel listed on your protocol must have an active User ID. This job aid explains how to request a User ID for yourself or a member of your research team and how to add personnel to your protocol application.

**ACCESS REQUEST FORM**

If you are unable to login or add a person as personnel, complete the “eProtocol Access Request – Add User” form. This request may be submitted for yourself or for a colleague. A link to this form is found on the Office of the Vice President for Research (OVPR) eProtocol website and within eProtocol in the Help section for the Personnel Information page.

Complete all required sections of the form, then scroll to the bottom and click <Submit>. eProtocol Access Request forms are typically processed in one business day. You (or the person for whom you have requested the account) will receive an email with your new User ID and temporary password. It is recommended that you change the temporary password to a password of your choice. Note this user ID does not provide access to other University sites or services that require x.500 authentication.

**ADDING OR CHANGING PERSONNEL INFORMATION IN EPROTOCOL**

When you create an application, your information will default to the PI role. You can change, update, or add personnel, including assigning someone else as the PI, by clicking the lookup icon next to the Name field. You cannot type directly into the gray boxes.
Click the lookup icon to launch the **Find User** window. You may enter either the x.500 in the **User ID** field, or the first and last name of the person you wish to add. You may enter full or partial names. Click **<Find>** to view results.

Select the radio button next to the desired record, then click **<OK>**.

This will pull information, such as department and contact information, directly into your application.
ADDING EXTERNAL USER AS PERSONNEL ON YOUR PROTOCOL

If your search returns “Currently there are no Users” or if you do not see the correct individual you wish to add, they may not have an active User ID.

In this case, use the “eProtocol Access Request –Add User” form to request a User ID. The form can be accessed in three ways:

1. On the OVPR eProtocol website (www.research.umn.edu/about/eprotocol.html).
2. Within eProtocol via a link in the Help section on the Personnel Information page. The <Help> link is found in the upper right section of the Add Personnel page.
3. Call the Helpline listed in the Help section. Staff will assist with submitting the Add User form on your behalf.
Access Request/Adding Personnel

Note that Help associated with the Personnel Information page will launch in a separate window. Click the <eProtocol Access Request – Add User Form> link. This will launch the form in a new window.

All personnel assigned to your protocol must have an active UMN x.500. You may request an x.500 id for external collaborators by completing the eProtocol Access Request – Add User Form. Clicking this link will take you directly to the form. For more information about requesting users please see the job aid – “Adding Personnel – Non University Access Request” available on the OVPR eProtocol Information and training web page.

Please note the x.500 requested for external collaborators will allow the user access to eProtocol but does not provide them access to other University websites or services requiring x.500 authentication.

You will be notified via email when the user ID is created. This typically takes one business day.

STILL HAVE QUESTIONS?

For additional assistance, view the “Getting Started” video on the OVPR eProtocol website. You may also contact the compliance office for the application you wish to submit.

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