

# Frequently Asked Questions

## Research Administration System (RAS)

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## Access

**Q:** Where is the link to log in to RAS Production environment?

**A:** To log in to the RAS Production environment, you can click the link here <https://researchadminsystem.umanitoba.ca/home/>

**Q:** Where is the link to log in to RAS Training environment?

**A:** To log in to the RAS Training environment, you can click the link here <https://ras-trng.ad.umanitoba.ca/home/>

**Q:** I logged into the system, and I just get a white screen.

**A:** This means you do not have a profile setup in RAS. Please contact IST and request a profile.

**Q:** I logged into the system, and I get an SAML error message.

**A:** If you are using a student email account (UMNetID@myumanitoba.ca) but also have a staff account, try to login using your staff account (FirstName.LastName@umanitoba.ca). If you are still getting the SAML error message, contact IST.

**Q:** Why does my colleague require a sponsored account for the RAS?

**A:** It is UM Policy for non-UM persons.

**Q:** How do I create a sponsored account?

**A:** Please fill out the following form: [Individual Sponsored Account](#) and send to [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca)

Ensure you check the UM Learn (to access training materials) and RAS checkbox on the form.

**Q:** Do Graduate students/RA's require access to RAS?

**A:** Anyone who is required to submit/view Human ethics protocols will need RAS access.

**Q:** How do I get access to the RAS if I'm a Student Principal Investigator (Researcher)?

**A:** Email the IST service desk at [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca) and request access to the RAS, you must include the following information in the body of the email:

- Legal First Name
- Legal Last Name
- Department Name – this is the department the research is being conducted under
- Student UM Email Address

**Q:** How do I get access to the RAS if I'm an External Researcher/Personnel?

**A:** A UofM employee must sponsor an account, this is usually the PI. They must fill out the following form and attach it to your request: [Individual Sponsored Account](#). Ensure you check the RAS and UM Learn checkbox on the form.

Email the form to IST service desk at [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca) and request access to the RAS, you must include the following information in the body of the email:

- Legal First Name
- Legal Last Name
- Department Name

**Q:** I already have a sponsored account; how do I request access to RAS?

**A:** Email the IST service desk at [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca) and request access to the RAS, you must include the following information in the body of the email:

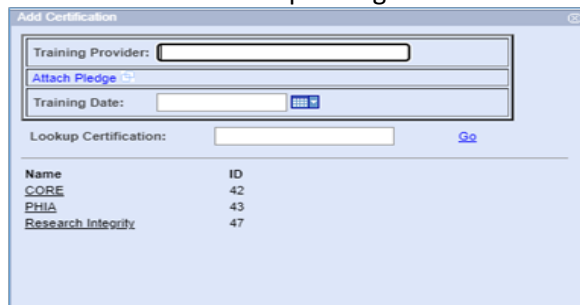
- Legal First Name
- Legal Last Name
- Department Name
- UM Email Address

## General

**Q:** How do I upload my CORE and PHIA certificate?

**A:** How to Upload Certificates:

1. Click Manage > User Profile under the main menu
2. Click on the **Certifications** tab
3. Click on **Add Certification**
4. Enter data as follows:
  - a. **Training Provider:** Type in who provided the training i.e. TCPS-2
  - b. **Attach Pledge:** Click Attach Pledge > Choose File, find the file then and click Upload (Please ensure there are no characters in the file name).
  - c. **Training Date:** Enter in the certification date
  - d. **Lookup Certification:** Select the corresponding Certification from the list i.e. CORE



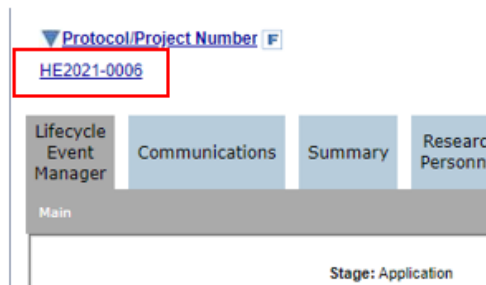
Name	ID
CORE	42
PHIA	43
Research Integrity	47

**Q:** I uploaded my PHIA certificate but its not showing up in the Certification section, what do I do?

**A:** The system doesn't like certain characters in the filename that is generated by the HPIA certificate when you download it from UM Learn. Simply rename your PHIA file to "PHIA your name" and reupload it again.

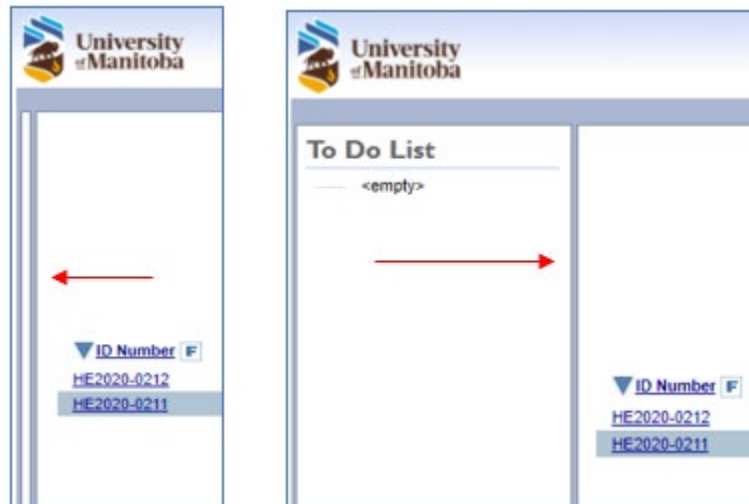
**Q:** How do I go back to the LiveList when I'm viewing a protocol in the Lifecycle Event Manager?

**A:** Click on the protocol number to return to the LiveList. **Do not use the Back button on your browser.**



**Q:** I can't see the To Do List pane, where is it?

**A:** This pane is sometimes moved all the way to the left. This means you do not have any to do list items. Place your cursor over the double bar and drag the pane to the right to view it.



**Q:** When we get a task ie. Renewal, will it show up in the To Do List?

**A:** Yes, any task that requires action will appear in your To Do List.

**Q:** How do I search a partial protocol number or the migrated protocol number?

**A:** To search in the finder enter one of the following:

a. Protocol Number

**Note:** For searching migrated protocol numbers with colons or brackets, the wildcard (\*) is required for searching. This means that you cannot copy and paste the full migrated protocol number "HS12345 (P2000:123)" into the finder.

i. to search for P2000:123, type **\*P2000\*123**

ii. to search the HS number, type **HS12345**

b. PI First and/or Last Name

c. Partial string from the Title

**Q:** Will I be able to see my currently approved protocols in RAS?

**A:** Yes, after RAS went live on June 28<sup>th</sup>, 2021, all approved protocols are available in the system.

**Q:** If I submit a protocol that hasn't been approved by June 28<sup>th</sup> 2021, will it be approved in RAS or the old process?

**A:** If your protocol was submitted prior to June 28<sup>th</sup> 2021, but not yet approved, the old approval process will be followed, and the protocol will be migrated over to the new system periodically after go live.

## Submissions

**Q:** How do I print the entire application/protocol submission?

**A:** To print or save your protocol as a PDF, click your protocol number in your LiveList. Then in the Lifecycle Event Manager tab, under the **Details** column, click **View**. A new window will open with all the tabs of your protocol, at the top of this new window is the **Print** button. Just as a note when you click print it sometimes takes a minute or two to load. If you get a pop up that says the page is not responding, please click 'Wait' and the page will continue to load.

A new window will open with your Protocol where you can either save as a PDF or Print. If you click print and nothing happens, please ensure your pop-up blocker is disabled.

You can also click the **Print** button at the top of your window if you are currently in your protocol working on it.

**Q:** How do I create a follow-on submission (i.e. Amendment, Renewal etc.)?

**A:** To create any follow-on submissions (Amendments, Personnel Changes, Renewals etc.) click the Protocol Number in your LiveList. Then in the Lifecycle Even Manager tab, there is an **Actions** drop down. Click the dropdown and select the type of submission that you would like to complete and click **OK**. This will bring you to the submission form to complete.

**Q:** Does the researcher have the ability to assign research team members with edit access? (i.e. a research assistant to the PI)?

**A:** Yes. Under the Research Personnel tab of the protocol the PI can assign Edit Access to a user. If this user submits an application or submission on the PIs behalf, the system will send it to the PI for signature prior to going to the HEO.

**Q:** Can more than one research team member have edit access, and how does the system prevent edits being over written?

**A:** Yes, more than one research team member can have edit access. The system is task based, so changes to the protocol can only be made through a task. Only one person can hold a task at a time meaning only one person can edit the protocol at a time.

**Q:** What happens when I am interrupted in the middle of creating a protocol, will I lose my changes?

**A:** The system automatically saves the protocol and when you return to the task, the system will remember the tab you were last on.

**Q:** If I delete/withdraw a submission, is it permanent? Do I have to re-enter everything I typed?

**A:** Yes. You will have to retype everything entered into a deleted/withdrawn submission.

**Q:** Why do I see a TEMP protocol listed in my LiveList but no To Do List task for it?

**A:** This TEMP protocol was created by a designate - so a study coordinator may have created it for you and will complete the protocol. If you need to complete the protocol you can click on it then reassign task to yourself or someone else.

**Q:** I am submitting a protocol that's approved at another Canadian Institution, who do I put as the PI under the Research Personnel tab?

**A:** The UM contact (yourself) should be the PI stated on the protocol that is being submitted to the UM REB. The external PI or Co-PI(s) at the other institution can be added to the Research Personnel table as well but they must be listed as Co-Is with No Access. You will then enter all the details of everyone's role (including yourself) in the question below the table as to who everyone is on the project and what their role is.

The reason we do this is because the external personnel do not need access to the RAS system and all approvals from the UM will go to yourself to forward on to them.