E-IRB Known Issues for IRB Members

1. **Issue:** If you are using a web browser other than Firefox or Chrome (e.g., Internet Explorer), or you are on a device rather than a laptop, you may experience issues with the E-IRB system, e.g., access, formatting issues (e.g., "save" button isn't displaying); functional issues (e.g., Print Protocol – doesn't produce a PDF).

   Workaround(s):
   - Use Firefox or Chrome. Use a laptop or desktop. See the E-IRB FAQ for details.

2. **Issue:** If you are inactive in the system for more than 30 minutes (scrolling doesn't count as activity), your session will be 'timed-out'. There is no auto-log-off feature at this time, so unless you refresh your page, it won't look like you've been logged out, and any data you enter after that point won't be saved.

   Workaround(s):
   - Save your work often.
   - Refresh your page if you've stepped away.

3. **Issues:** Some attachment buttons within a section are not activated. The plan is to have all attachment buttons in the sections activated for ease of access to the document applicable to the section under review.

   Workaround
   - See "All attachments" under the APPLICATION LINKS menu on the left to download and view applicable documents.

4. **Issue:** If ORI has assigned multiple reviewer forms for you to complete, when uploading the filled-in form you won't be able to select the same "Document Type" for more than one attachment. This might give the impression you are blocked from completing your 'IRB Review' task.

   Workaround
   - Make sure you are selecting the correct "Document Type" for the file you are uploading.

5. **Issue:** There may be views on your display where the text appears rather small.

   Workaround
   - Some display issues may be addressed by increasing the resolution of your computer monitor. You might need to communicate with IT support if you need assistance making such an adjustment.
   - If the "Print Protocol" PDF font appears too small for you, and you are viewing the PDF on your computer monitor, consider using the zoom-in tool to increase the size of your view. At this time there is no workaround for the small font in a printed-to-paper version of the "Print Protocol" PDF, but Research Information Services (RIS) is aware of the concern.

6. **Issue:** There may be portions of the "Print Protocol" PDF document, approval letter, or other documents converted to PDF by the E-IRB system with font that is very small.

    - There is no workaround at this time, but Research Information Services (RIS) is aware of the concern and hopes to be able to increase the font size in the PDFs created by E-IRB.

7. **Issue:** When reviewing the application on your computer monitor, the contrast is not very high between text and the shaded (disabled) text boxes.

    - There is no workaround at this time, but Research Information Services (RIS) is aware of the concern.

8. **Issue:** Members might get an email indicating materials are ready for review in E-IRB, but then not have any application displaying in the Dashboard.

    a. For Expedited Reviews it could be you were not a required reviewer, and the Primary Reviewer (PR) already documented his/her determinations. When the PR completes his/her review task, that eliminates the task from any non-required reviewers' Dashboard.

    Workaround

    - ORI staff are aware this is a possibility and will try to make sure individuals are selected as "required" reviewers when their feedback is necessary in order for the PR to make a fully informed determination. Otherwise, there is no other workaround at this time and it's possible you could still check E-IRB and not have any applications listed for review.

7. **Issue:** The "Print Protocol" feature in the E-IRB application will produce an .aspx file for some Chrome users.

    Workaround:

    - You may opt to use Firefox as your web browser instead; the correct .pdf extension will automatically be generated.
    - If remaining in Chrome You may override the .aspx extension and manually change it to .pdf.