

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 navigating 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](#) on web browsers and/or platforms for more details.

2. **Issue:** If you are inactive in the system for more than 30 minutes (scrolling and typing don’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. **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.
- If you’ve already used a “document type” for another attachment, select a different “document type” for the new attachment being uploaded.

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

5. **Issue:** Text boxes for Application Section comments and IRB Reviewer Determinations do not allow symbols, special characters, web addresses, email addresses, or images (characters on a standard keyboard should be ok). If something is entered that the text boxes don’t allow, user will lose any unsaved information upon attempt to save, and will get an error message. This is typically encountered when copying and pasting content from another source into the text box.

Workaround(s):

- If copying and pasting text into a text box, review for any of the disallowed content prior to saving.

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:** 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 font in the PDF produced using the “Print Protocol” tool 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.
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