What Issues May Users Encounter When Logging into the RMS on the Clinical Network or Other External Network? How Can They Be Corrected?

ALL Users
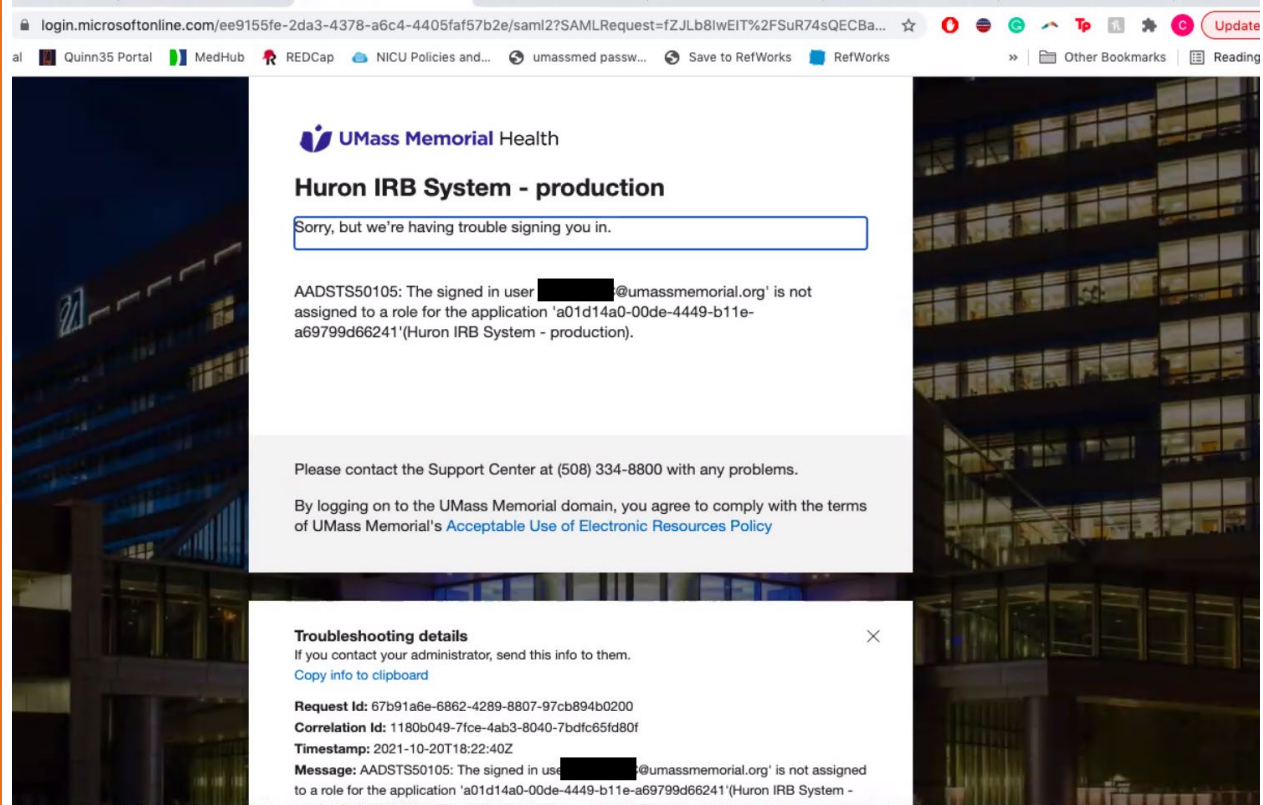
All RMS users must log into the RMS platform
using their umassmed.edu credentials.

UMassMemorial (Clinical) users may experience difficulties logging into the RMS if they are on the Clinical Network.

*This Job Aid provides **instructions for various web browsers** so the user* ***can log into the RMS while on the Clinical or other external network***.

Because they are separate entities, UMass Chan (Med School) and UMassMemorial (Clinical) maintain their own separate computing networks and employ their own Single Sign On (SSO) processes for security purposes.

- If a user is on the Clinical Network, the Clinical SSO process may attempt to log into the RMS system with the user's Clinical (umassmemorial.org) credentials. However, as the user can only log in to the RMS using Med School credentials, the process will fail.

- **For some users to access the eIRB system, you may need to open the link in an incognito (sometimes called private) browser. If you see the following error please use the steps below to access the site.**

<u>How to Access the eIRB System from an Incognito Browser</u>:

1. First, open an incognito browser window (instructions on how to do this for the various web browser programs are below)

2. Next, highlight the following link to the RMS eIRB: https://irb.umassmed.edu/ and select "copy" or "copy hyperlink".

3. Then, paste the link into the web address space at the top of the incognito browser window.

4. Finally, sign in with your umassmed.edu credentials.

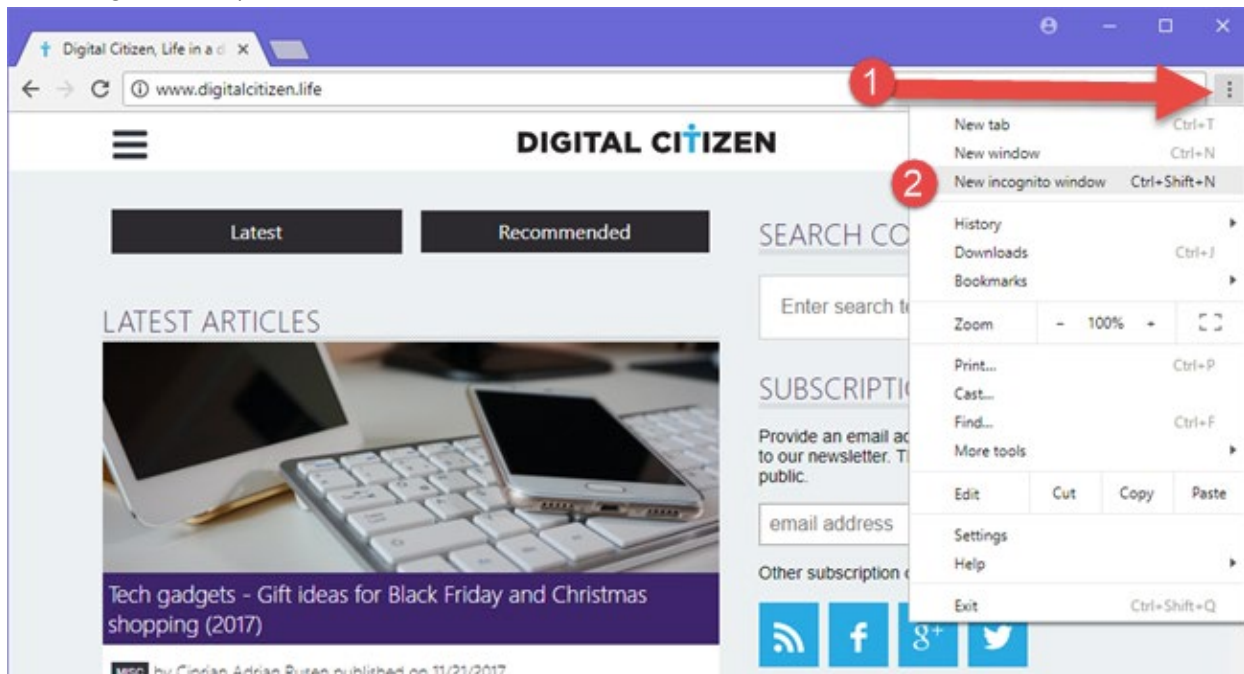## <u>How to Open an Incognito/Private Browser Window:</u>

(Instructions for Google Chrome, Firefox, Microsoft Edge, and Safari are listed below)
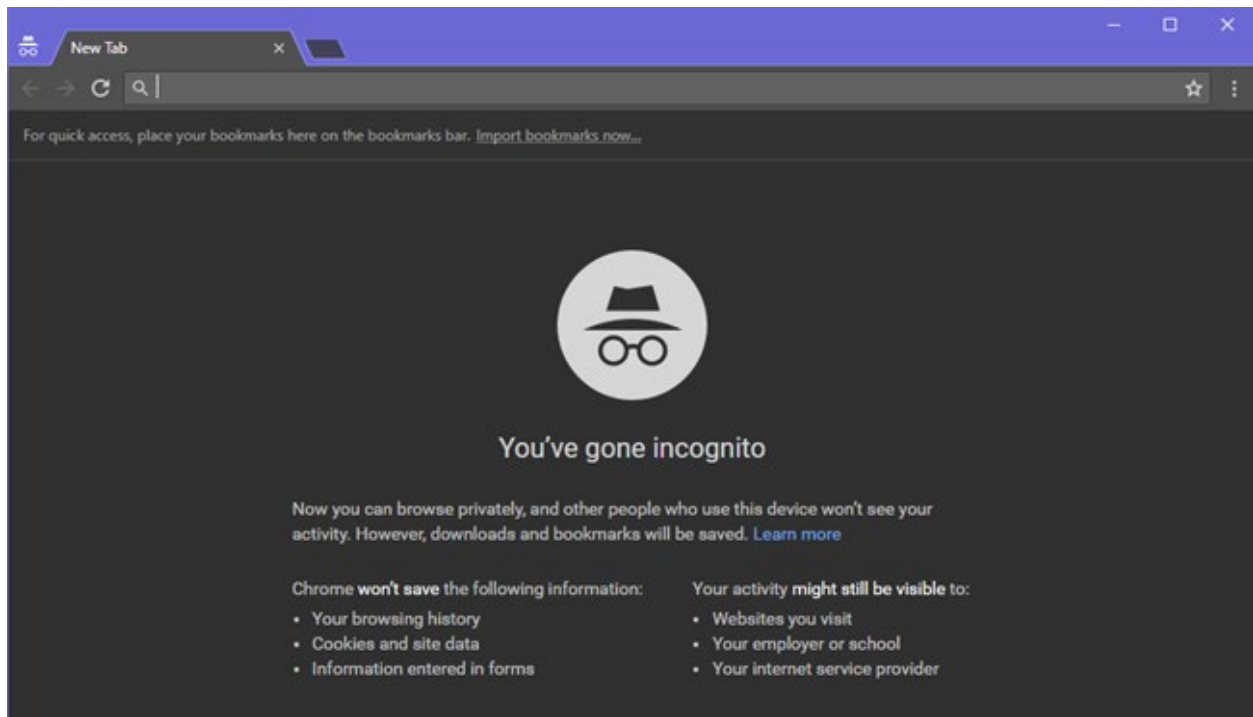
Google Chrome

Google Chrome calls private browsing 'Incognito'.

1. To open a new Incognito window, you have to press the "Customize and Control Google Chrome" button in the top right corner of the browser window. It looks like three dots.

2. Then, click or tap "New incognito window".

Note: there is also a Key Shortcut you can use instead: Click Control + Shift + N (when browsing Chrome) to open the drop-down menu
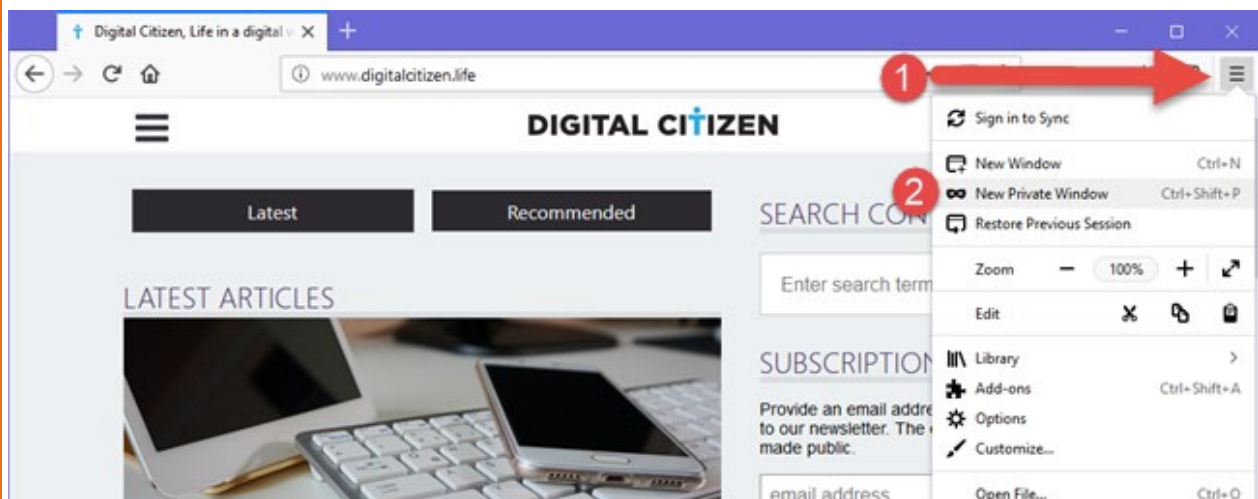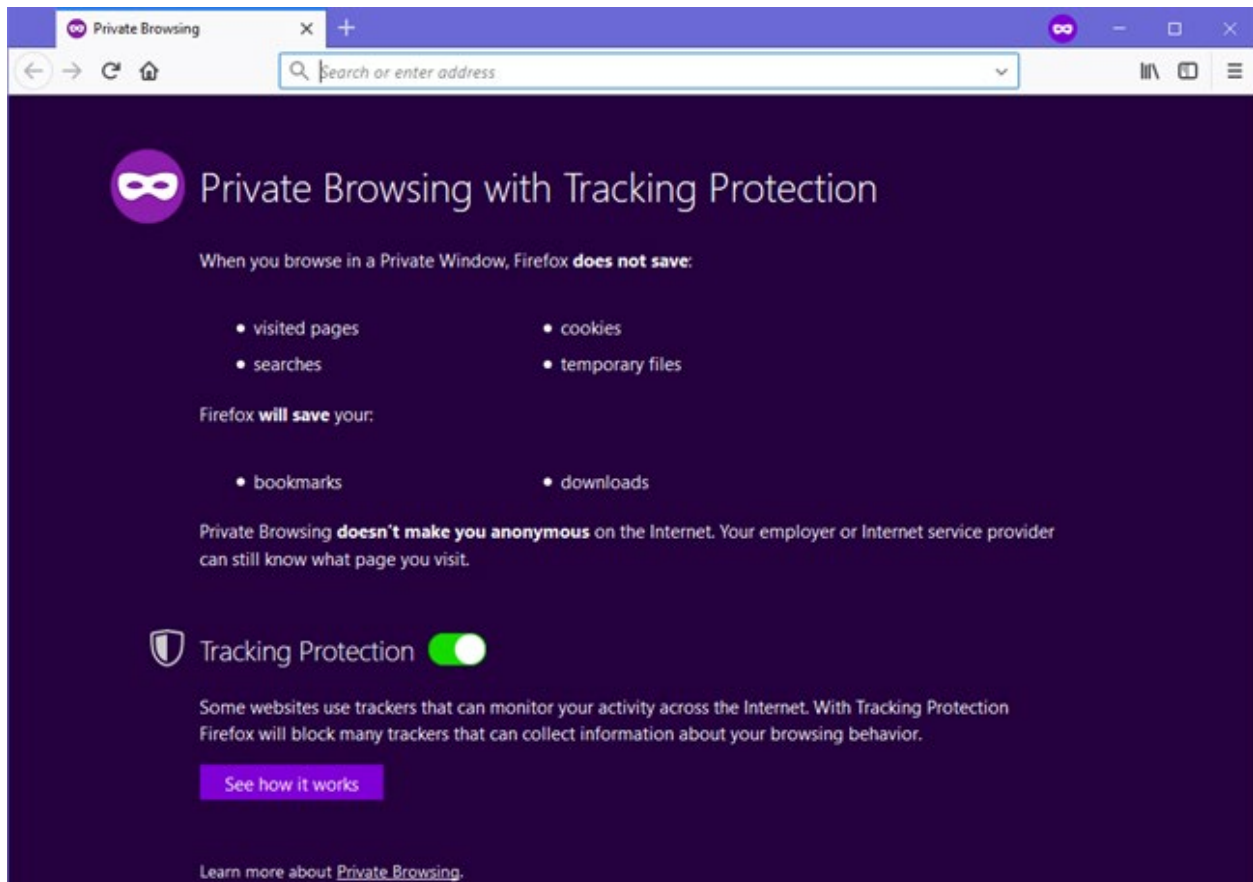
Example of Private Browser in Chrome

Firefox

1. To enable Private Browsing in Mozilla Firefox, click or tap the "Open menu" button in the top right side of the browser window. It has the shape of three parallel lines.
2. Then, choose "New Private Window."

Note: there is also a Key Shortcut you can use instead: Click Control + Shift + P (when browsing Firefox) to open the drop-down menu

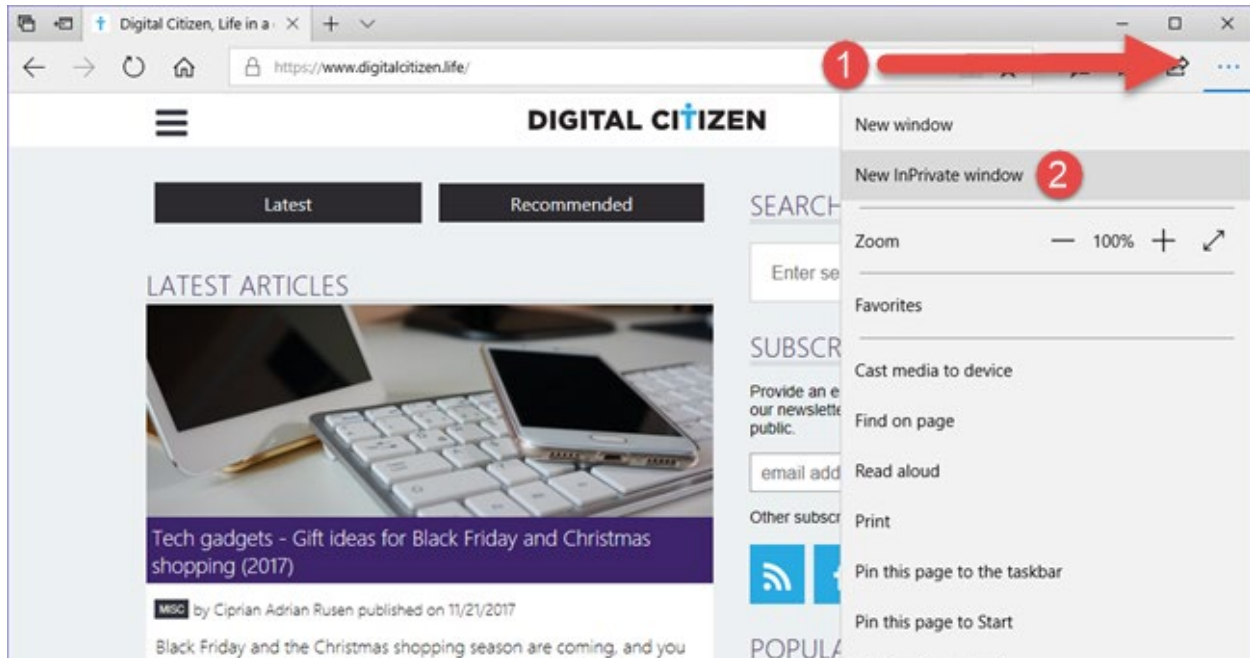## Example of a Private Browser in Firefox

Microsoft Edge

Microsoft Edge shares the same name for its private browsing mode as the old Internet Explorer: InPrivate browsing.

1. To start a new browser window in this mode, click or tap the "Settings and More" button in the top-right corner. It looks like three dots.
2. In the menu that is shown, choose "New InPrivate window."

Note: there is also a Key Shortcut you can use instead: Click Control + Shift + N (when browsing Edge) to open the drop-down menu

See screenshot below
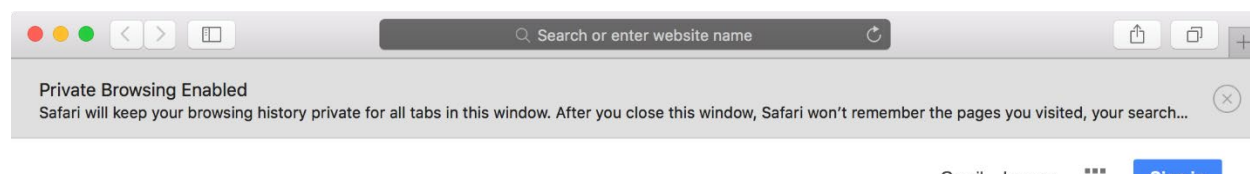
Microsoft Edge

Safari

- With Safari open, move your mouse to the Menu Bar, then click File – New Private Window. (Note: there is also a Keyboard you can use instead: Command + Shift+ N)

- If the browser opened with a dark colored smart search field with white letters (see below), then you are all set to paste the link.

Example of Private Browser in Safari

Job Aid – Tips for Logging Into the RMS for
UMassMemorial (Clinical) Users or Others on an External
Network

Document Version History:

Date	Status
10/29/2021	Initial Post
11/1/2021	Updated with external user information
2/23/2022	Updated to add link to RMS eIRB on page 2