

Frequently Asked Questions (FAQs)

Getting Started in eProtocol

- [Who can log in?](#)
- [What are the system requirements?](#)
- [Does my research require a protocol submission?](#)
- [How do I change my password?](#)
- [How do I access protocols?](#)
- [What should I expect when I log in to eProtocol?](#)
- [How do I create a new protocol?](#)
- [How do I submit a protocol to the IRB?](#)
- [How do I create an SPA form linked to an existing IRB protocol?](#)
- [How do I create an SPA form that is not linked to an IRB protocol?](#)

Working in eProtocol

- [What does it mean if my protocol is returned?](#)
- [How do I respond to IRB comments?](#)
- [How do I print a protocol?](#)
- [How do I update protocol personnel?](#)
- [How do I report an adverse event or unanticipated problem?](#)
- [How do I submit an Amendment?](#)
- [How do I submit a Continuing Review application?](#)
- [When do I use the Miscellaneous Form?](#)
- [How do I close a study?](#)

Troubleshooting Problems in eProtocol

- [I click EDIT, but the protocol does not open.](#)
- [I can't see my approved protocols.](#)
- [I can't find the protocol I need to modify.](#)
- [The option to "Start Amendment" or "Start Continuing Review" is not available; it appears gray.](#)
- [I select "Start Amendment" and click OK, but the screen returns to the page where I started.](#)
- [I received an error stating "Session expired."](#)
- [I am trying to respond to IRB comments, but it appears as if there are none.](#)
- [I can't open the PDF of my protocol or approval letter.](#)
- [My browser doesn't allow pop-up windows.](#)

Who can log in?

Anyone who has signed a [user agreement](#) and has received a user ID and password may log in to eProtocol.

[Top](#)

What are the system requirements?

To access eProtocol, you'll need a computer with an Internet connection.

- If you have a PC, use Internet Explorer (IE) or Mozilla Firefox as your browser.
- If you have a Macintosh, use Safari as your browser.
- Disable any pop-up blocking software (pop-ups must be allowed) while using eProtocol. See the [instructions](#) for allowing pop-ups in your browser.

[Top](#)

Does my research require a protocol submission?

Federal regulations require IRB review of all research involving human subjects. The nature of some research projects makes it difficult to discern whether or not they constitute human subjects research. The IRB has established policies and procedures to assist in this determination. For help, consult the [IRB Policies & Procedures Manual](#).

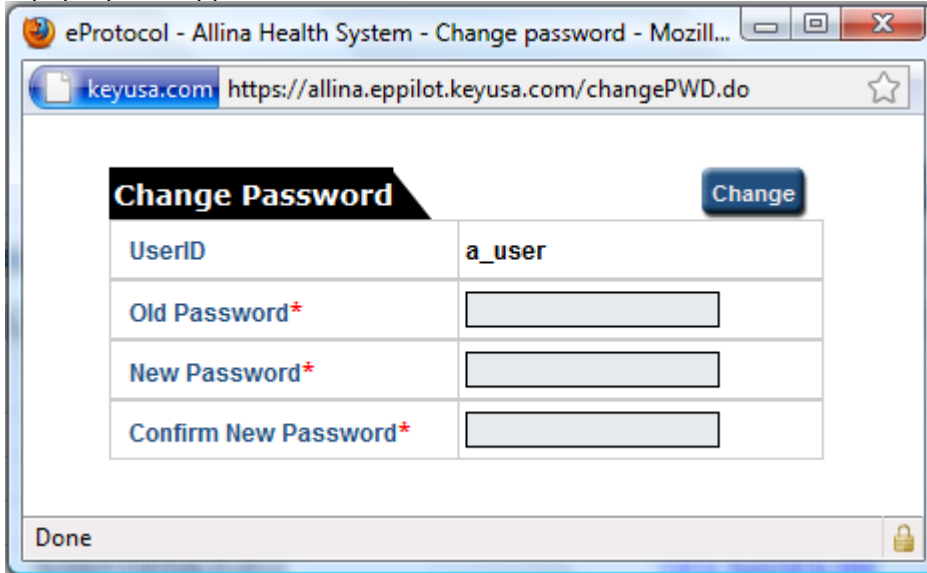
[Top](#)

How do I change my password?

1. Log in to eProtocol.
2. Click the "Change Password" link in the upper right corner of your home page.



3. A pop-up will appear as shown below.



4. Enter your old password or the default password you received via email.
5. Enter your new password.
6. Then confirm your new password by retyping it.
7. Click **CHANGE**.
8. A pop-up will appear stating that your user password has been updated successfully. Click **CLOSE** to return to your home page.

[Top](#)

How do I access protocols?

After you log in to eProtocol, you will see all the protocols on which you have been listed in the **Personnel Information** section. You will be able to edit only those protocols on which you are listed as one of the following:

- Principal Investigator
- Co-Investigator
- Study Coordinator
- SPA Contact

You must have edit access for a particular protocol in order to initiate an Amendment (Change to Approved Study) or Continuing Review for that protocol.

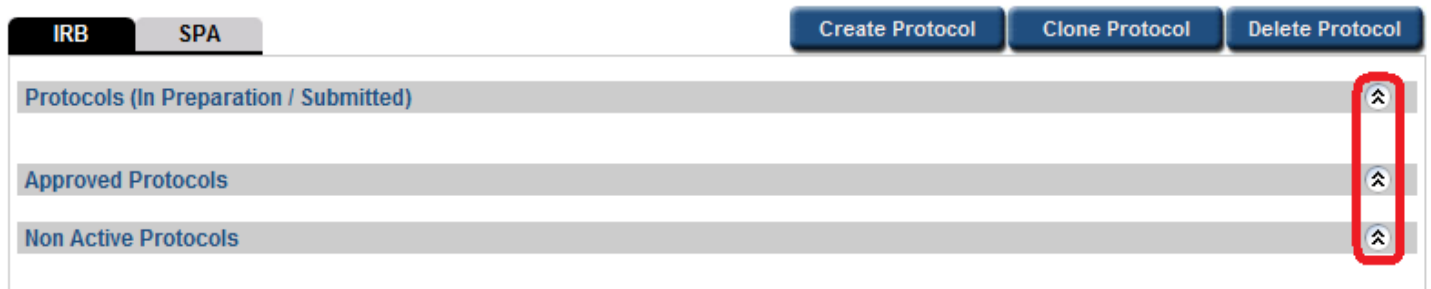
PLEASE NOTE: If you are listed in the **Other Personnel** section of a protocol, you have only **read (view) access** to that protocol.

[Top](#)

What should I expect when I log in to eProtocol?

After logging in, you will see your HOME page, which has two main tabs—one for the IRB, one for SPA. The IRB tab has three sections: Protocols (In Preparation/Submitted), Approved Protocols, and Non-Active Protocols.

Home



You can expand or collapse these sections by clicking the arrows on the right of the section bar as shown above.

Protocols (In-Preparation/Submitted)

Think of this as your "work-in-progress" area. It displays all of your protocol applications that are not yet approved, including applications you have just begun working on (new, amendments, continuing reviews) as well as those that have been submitted and are in various stages of the IRB review process. Protocol applications will be displayed here until they are officially approved in the system.

Approved Protocols

Think of this as your "work completed" area. It displays a list of your approved protocol applications. Click the protocol number to view the most recent approved version of the protocol or to initiate an amendment or continuing review application. Note: The option to start an amendment or continuing review application is available only to those listed on the protocol in a personnel role that grants **EDIT** access.

[Top](#)

How do I create a new protocol?

You can create a new protocol from the beginning or by "cloning" it from a copy of an existing protocol.

Create a new protocol from the beginning. To create a new protocol, simply click the **CREATE PROTOCOL** button in the upper right-hand corner of your HOME page; after you enter the Protocol Title and the Personnel Information, your application will be generated, the protocol number assigned, and the initial information that you have entered will be saved. Once you have your protocol application number, you may continue to complete the application, or you may exit the system and return at a later time to complete the form.

PLEASE NOTE: If nothing happens when you click **CREATE**, then your browser or a toolbar is blocking pop-ups. Even if you believe you have allowed pop-ups, there may be additional toolbars that are blocking your pop-ups. See the [instructions](#) for allowing pop-ups in your browser.

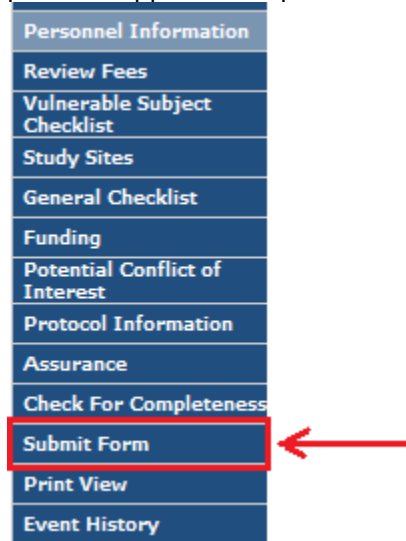
Create a new protocol from an existing protocol.

To create a new protocol from an existing protocol, click the **CLONE PROTOCOL** button in the upper right-hand corner of your HOME page and follow the instructions on the page.

[Top](#)

How do I submit a protocol to the IRB?

After completing your protocol application form, you can submit it to the IRB by clicking the **SUBMIT FORM** button in the left-hand menu of the protocol application form as shown below. You will need to have the protocol application open in the **EDIT** mode.



Be patient after you click submit. The system will automatically check to make sure that all parts of the application form are complete. If the application is complete, a small window will open, thanking you for submitting your protocol.

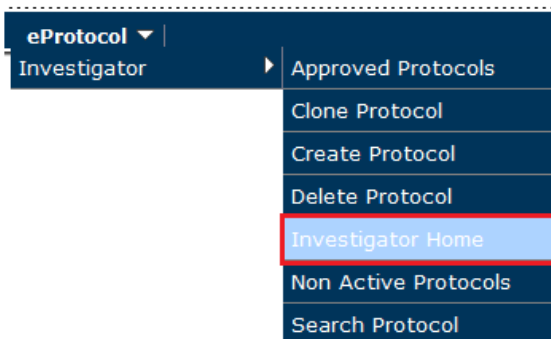
If the application is not complete, a window will open, indicating the portions of the application that require completion. Navigate to those areas, and answer the questions before attempting to submit again.

PLEASE NOTE: Once a protocol is submitted, you will not be able to edit it or add to it, unless requested to do so as part of the IRB review.

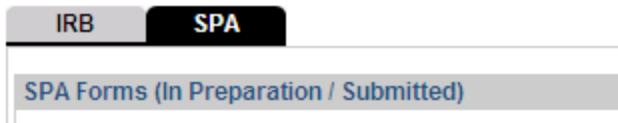
[Top](#)

How do I create a SPA form linked to an existing IRB protocol?

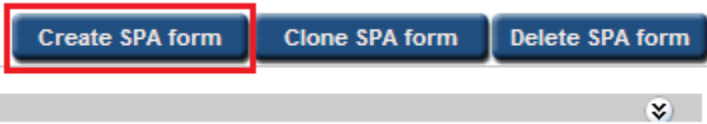
1. Sign into the system with your user ID and password.
2. Using the left-hand drop-down menu, ensure you are on the Investigator Home Page.



3. Click the SPA folder tab to go to the SPA system. (The SPA tab will be black when you are working in SPA.)

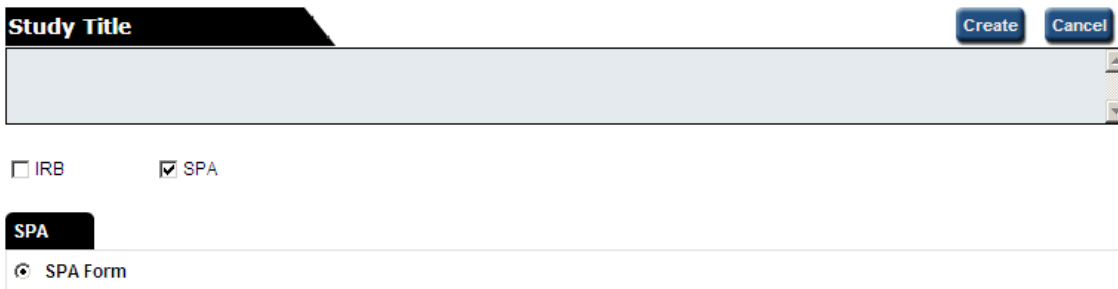


4. Click the "Create SPA Form" button.

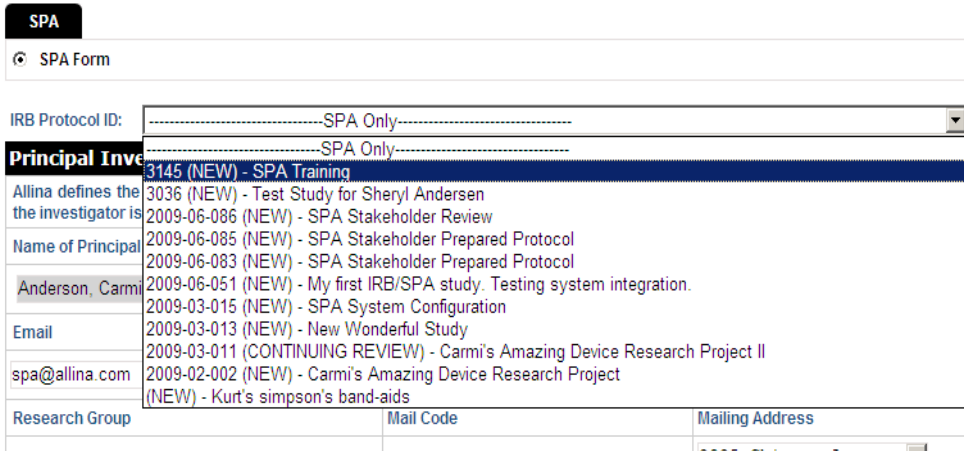


5. Click the SPA checkbox. Do not enter the Study Title.

[Home](#) » Create Protocol



6. From the "IRB Protocol ID:" drop-down menu, select the IRB Protocol you wish to link to SPA.



7. The form will load again, and the personnel will change to "Read Only" since they transfer from the IRB Protocol.

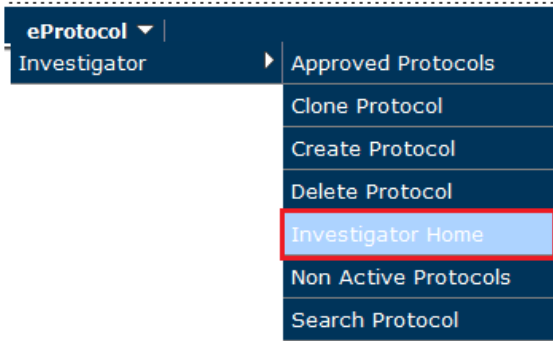
8. Click "Create" button at the top of the form to create the SPA Form for this study.



[Top](#)

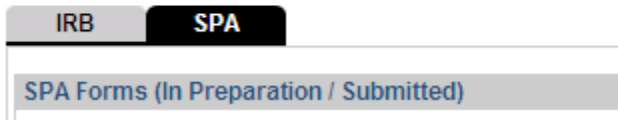
How do I create an SPA form that is not linked to an IRB protocol?

1. Sign into the system with your user ID and password.
2. Using the left-hand drop-down menu, ensure you are on the Investigator Home Page as shown below.

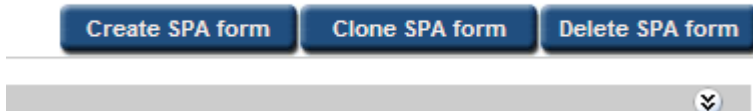


3. Click the SPA folder tab to go to the SPA system. (The SPA tab will be black when you are working in SPA.)

Home

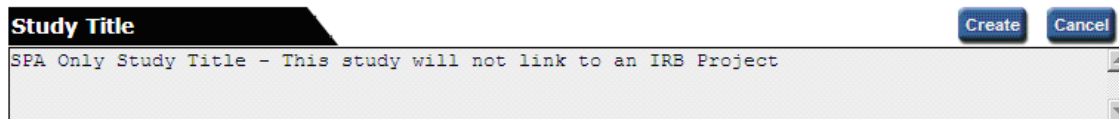


4. Click "Create SPA Form" button.



5. Enter the Study Title.
6. Click the SPA checkbox.

[Home](#) » Create Protocol




IRB SPA



- a. You will automatically be added as the Principal Investigator; you may change the PI here or later in the form.
- b. You may enter a Study Coordinator and/or SPA Contact here, but these fields are not required.

Principal Investigator*

Allina defines the "Investigator" as an individual who conducts a research study. If the study is conducted by the investigator is the responsible leader of the team (21 CFR § 312.3[b]). Also referred to as the principal invest

| | | |
|---|------------------|-------------------------|
| Name of Principal Investigator | Degree: (MS/PhD) | Title |
| Anderson, Carmi .  | B.S. | Research Compliance Spe |
| Email | Phone | Fax |
| carmi.m.anderson@allina.com | 612-262-4927 | 612-262-4953 |
| Practice Group | Mailing Address | |
| Research Administration | 10105 | |

7. Click the "Create" button at the top of the form.



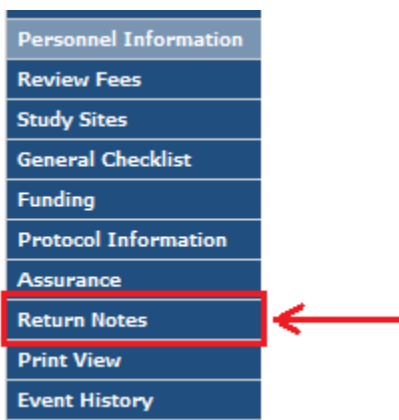
[Top](#)

What does it mean if my protocol is returned?

After your protocol has been submitted, the IRB Administrative Office will conduct an initial check before assigning it to an IRB for review. In its pre-review office staff will check to ensure that . . .

- The correct application form was used.
- The application is complete.
- It includes all of the necessary attachments, etc.

Sometimes it's necessary to **Return** a protocol. This action releases the protocol to you with full **EDIT** capability so that you can make any necessary adjustments. If a protocol is returned, you will receive an email notification, alerting you to the return. The **Protocol Status** that displays on your HOME page will change to "Submission Returned." You'll need to open the protocol and click the button in the left-hand menu labeled **Return Notes** as shown below.



Clicking **Return Notes** will open a small window with information about the reason for the protocol return and instructions on how to proceed. When you are ready to re-submit the protocol, simply click the **SUBMIT PROTOCOL** button just as you did for the initial submission.

PLEASE NOTE: Return Notes are used only for instructions relating to returned protocols; they are not where you will view comments entered as part of the full IRB review.

[Top](#)

How do I respond to IRB comments?

Once your protocol has been accepted for review, it will be assigned a meeting date for a specific IRB. You will receive an email for each major event in the review process, alerting you to when you need to log into the system and take a particular action. You can also see the status by looking at the protocol listing on your HOME page in eProtocol (shown below).

| IRB | | SPA | | Create Protocol | Clone Protocol | Delete Protocol |
|---|------------------------|--|--------------------------------------|-----------------|----------------|-----------------|
| Protocols (In Preparation / Submitted) | | | | | | |
| NEW | | | | | | |
| Protocol ID | Principal Investigator | Title | Protocol Event | Panel | Meeting Date | |
| 3138 | Rumsey, Yvonne | Effects of Sleep Deprivation on College Students | Yet to Submit to IRB | | | |
| 3053 | Rumsey, Yvonne | Reasons for Clinical Research Study Participation: A Phenomenological Study of Oncology Patients in Phase II Trials | SUBMITTED TO IRB | Allina 2 | | |
| 2009-0 | Rumsey, Yvonne | Evaluation of the Effectiveness of Using Computerized Assessments of Reading Level to Improve the Readability of Consent Forms | SUBMITTED TO IRB | Allina 2 | | |
| AMENDMENT | | | | | | |
| Currently there are no Amendment protocols. | | | | | | |
| CONTINUING REVIEW | | | | | | |
| Currently there are no Continuing Review protocols. | | | | | | |
| REPORT | | | | | | |
| Currently there are no Report forms. | | | | | | |
| DEVIATION | | | | | | |
| Currently there are no Deviation forms for review. | | | | | | |
| FINAL REPORT | | | | | | |
| Currently there are no Final Report forms. | | | | | | |
| MISCELLANEOUS FORM | | | | | | |
| Currently there are no Miscellaneous forms. | | | | | | |

Click the link in the **Protocol Event** column to access the Comments page.

You'll need to . . .

- Revise the protocol itself. (Click the **Protocol ID** or **Protocol Event** link; then click **EDIT** to make changes to the application.)
- Enter a response for each comment; then click **SAVE**.
- Click the **SUBMIT TO IRB** button to send your responses back to the IRB.

PLEASE NOTE: SAVE will save your responses to the comments; however, these responses are not "sent to the IRB" until you click the **SUBMIT TO IRB** button.

[Top](#)

How do I print a protocol?

You may generate an Adobe.PDF file of any of the forms that can be printed or saved on your computer. In the left-hand menu of the protocol application form, click the **Print View** button (shown below).

- Personnel Information
- Review Fees
- Vulnerable Subject Checklist
- Study Sites
- General Checklist
- Funding
- Potential Conflict of Interest
- Protocol Information
- Assurance
- Print View**
- Event History



A small window will open. (The example below is the Print View of the main application form.)

| Sections to Print | Select Orientation | |
|---|----------------------------------|-----------------------|
| | Portrait | Landscape |
| <input checked="" type="checkbox"/> Personnel Information | <input checked="" type="radio"/> | <input type="radio"/> |
| <input checked="" type="checkbox"/> Review Fees | <input checked="" type="radio"/> | <input type="radio"/> |
| <input checked="" type="checkbox"/> Vulnerable Subject Checklist | <input checked="" type="radio"/> | <input type="radio"/> |
| <input checked="" type="checkbox"/> Study Sites | <input checked="" type="radio"/> | <input type="radio"/> |
| <input checked="" type="checkbox"/> General Checklist | <input checked="" type="radio"/> | <input type="radio"/> |
| <input checked="" type="checkbox"/> Funding | <input checked="" type="radio"/> | <input type="radio"/> |
| <input checked="" type="checkbox"/> Potential Conflict of Interest | <input checked="" type="radio"/> | <input type="radio"/> |
| <input checked="" type="checkbox"/> Expedited Paragraphs | <input checked="" type="radio"/> | <input type="radio"/> |
| <input checked="" type="checkbox"/> Purpose, Background, Collaborative Research | <input checked="" type="radio"/> | <input type="radio"/> |

Select the option—Protocol Only, Protocol with Comments, or Comments Only—sections, and page orientation that you wish to print. (The term “Comments” refers to the IRB’s comments about your study.) Then click **OK** at the bottom of the window. An Adobe.PDF file will be created and opened. You may save it to your computer by clicking **File**, then **Save As** in the upper left-hand corner of the window.

[Top](#)


How do I update protocol personnel?

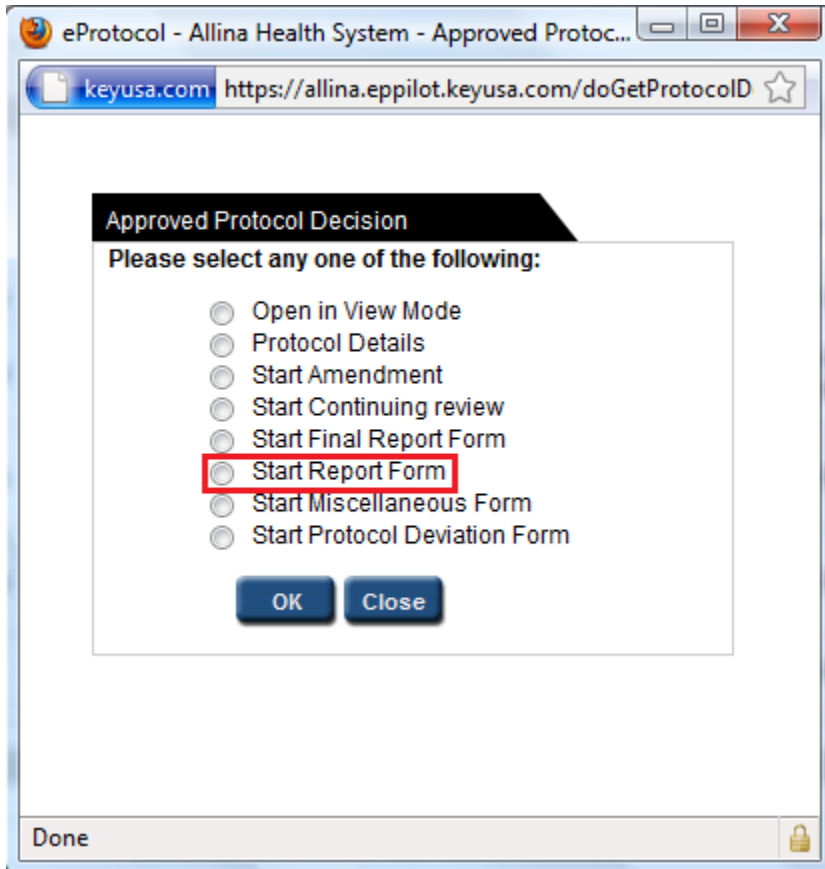
If the personnel for a particular protocol have changed, you'll need to include these changes as part of an

Amendment or Continuing Review application. State the personnel changes in the appropriate section of the form; then open the protocol in **EDIT** mode, and add or delete the affected individuals in the **Personnel Information** section of the application. Click **SAVE** and **SUBMIT PROTOCOL** when you have completed all of the necessary personnel revisions.

[Top](#)

How do I report an adverse event or unanticipated problem?

1. On your eProtocol **HOME** page (the page you see when you first log in), scroll down to the **Approved Protocols** list. You may need to click the  at the right side of the section header to expand this section.
2. Click the **Protocol ID** link of the protocol for which you wish to submit an adverse event or unanticipated problem report. A small window should open as shown below:



3. Select "Start Report Form," and click OK.

PLEASE NOTE: If the Report Form does not open when you click OK, then your browser or a toolbar is blocking pop-ups. Even if you believe you have allowed pop-ups, there may be additional toolbars, etc. that are blocking your pop-ups. See [instructions](#) for allowing pop-ups in your browser.

4. Note that the event must meet all three of the criteria shown below to warrant reporting it to the IRB. However, if you are in doubt as to whether or not the event requires reporting, submit the report to the IRB.

Event Assessment

To be an unanticipated problem (UP), an event must meet the three criteria described below. If one or more of these criteria do NOT apply, this event does not need to be reported to the IRB. For more information, consult the FDA's "[Guidance for Clinical Investigators, Sponsors, and IRBs: Adverse Event Reporting to IRBs Improving Human Subject Protection.](#)"

1) UNEXPECTED

The event is not mentioned in the consent form, investigator brochure, protocol, package insert, or label. OR it is unexpected in its frequency, severity, or specificity.

2) RELATED

The event was associated with, caused by, or probably caused by a study activity, agent (e.g., device or drug), or procedure.

3) SERIOUS

The event caused harm to participants or others or placed them at increased risk of harm (including physical, psychological, economic, or social harm).

5. If the event meets the criteria for reporting, click **ADD** on the tab next to "Serious Adverse Event." Another pop-up will appear.


| | | | |
|---|--|---|---------------------------|
| What is the study's current status? * | | Which report type are you making? | |
| <input type="checkbox"/> Recruiting/Enrolling | | <input type="checkbox"/> Initial Report | |
| <input type="checkbox"/> Enrollment Closed | | <input type="checkbox"/> Follow-up Report | |
| <input type="checkbox"/> On Hold | | | |
| Event Key Word or Phrase: * | <input type="text"/> | | |
| | (e.g., Loss of Confidentiality, Death) | | |
| Date of the Event: * | <input type="text"/> | <input type="text"/> | |
| Date PI Learned of the Event: * | <input type="text"/> | <input type="text"/> | |
| Attachment(if Applicable) | <input type="text"/> | <input type="button" value="Browse..."/> | |
| Has this event been reported to the FDA? * | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Has this event been reported to the sponsor? * | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the occurrence of this adverse event necessitate a change in the consent form or protocol? If Yes, prepare and submit an Amendment Form, and reference this report. | <input type="radio"/> Yes | <input checked="" type="radio"/> No | <input type="radio"/> N/A |
| Did the subject withdraw from the study as a result of this adverse event? | <input type="radio"/> Yes | <input checked="" type="radio"/> No | <input type="radio"/> N/A |
| Provide a detailed description of the event * | <input type="text"/> | | |

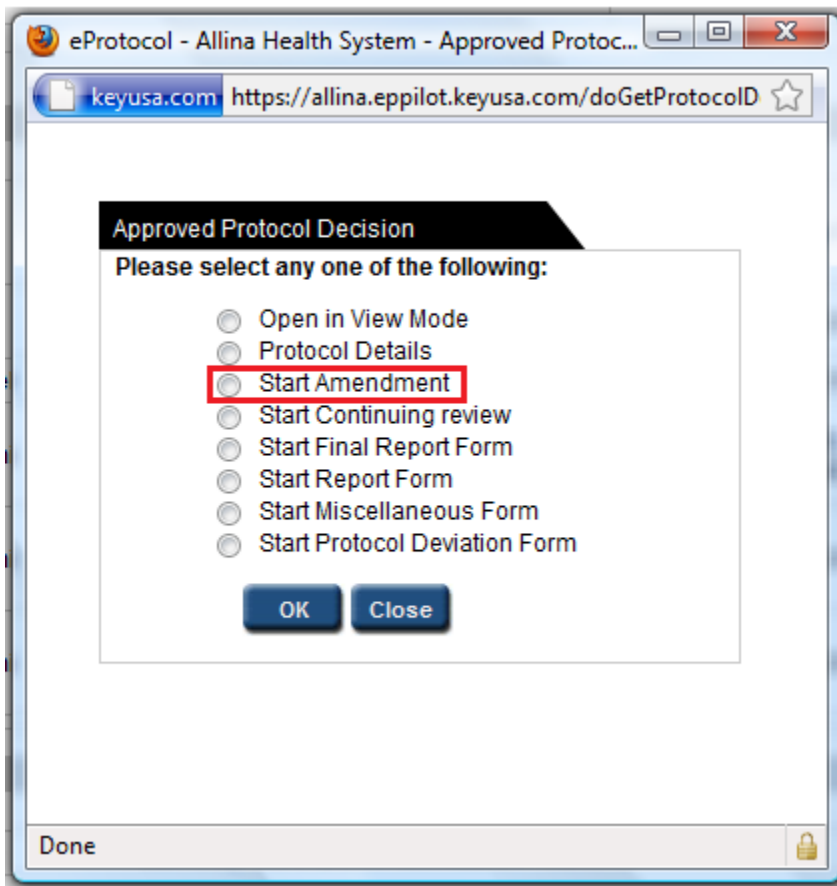
6. Enter all required information on the Report Form, describing the event or unanticipated problem.
7. Click the **SUBMIT PROTOCOL** option in the left-hand menu to submit the Report Form to the IRB.

How do I submit an Amendment?

Before you begin an Amendment, you should consider the date that the current protocol approval will expire. Keep in mind that once an amendment is submitted, you will not be able to start a Continuing Review application until the amendment has been reviewed and approved. If the expiration date of your protocol is near, you should start a [Continuing Review](#) application instead. As part of the Continuing Review application, you may include any proposed changes to the protocol.

To begin an Amendment, follow these steps:

1. On your eProtocol **HOME** page (the page you see when you first log in), scroll down to the **Approved Protocols** list. You may need to click the  at the right side of the section header to expand this section.
2. Click the **Protocol ID** link of the protocol you wish to modify. A small window should open as shown below.



If the option to "**Start Amendment**" is not available (you cannot click on it), then one of the following may be true:

- You may not have **EDIT** access to this protocol. Select "**Open in View Mode**," and click the left-hand menu option "Personnel Information." Only those individuals listed in the first five roles (PI, Co-Investigator, Study Coordinator, Academic Advisor, or SPA Contact) have access to **EDIT** the protocol and start Amendments.
- An amendment or continuing review may already have been started or is in-process for this protocol. Check on your HOME page in the **Protocols (In-Preparation/Submitted)** section to see if the protocol is listed there.

3. Select "Start Amendment," and click OK.


PLEASE NOTE: If a protocol Amendment application does not open when you click OK, then your browser or a toolbar is blocking pop-ups. Even if you believe you have allowed pop-ups, there may be additional toolbars, etc. that are blocking your pop-ups. See [instructions](#) for allowing pop-ups in your browser.

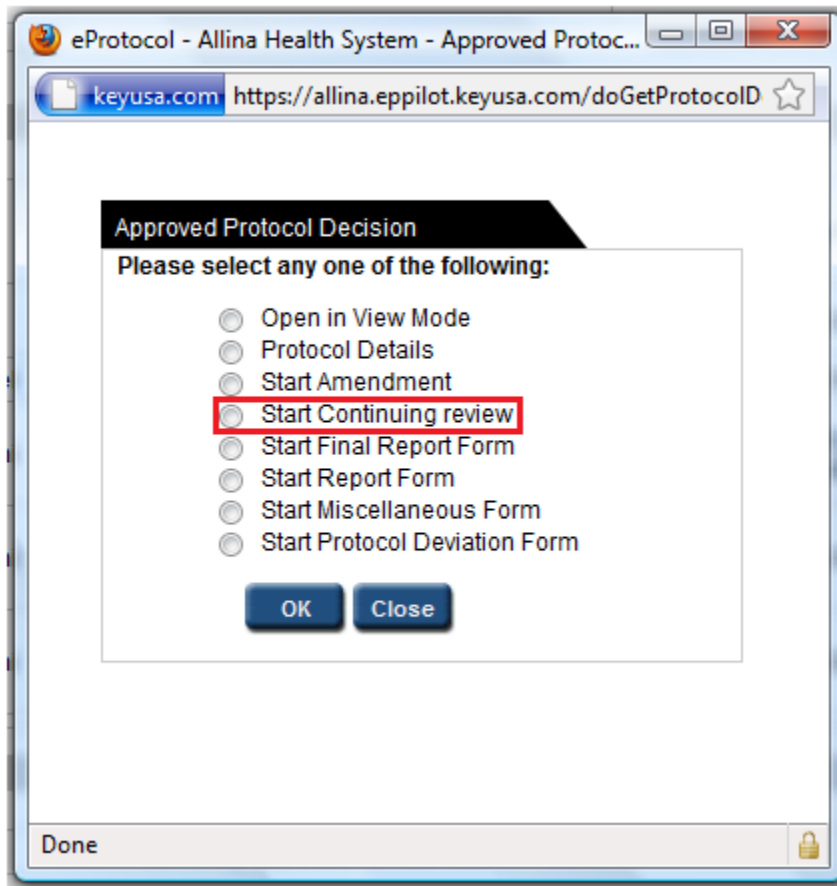
4. Enter all required information on the Amendment Form, describing the changes that you wish to make. **You must also proceed to the appropriate sections in the protocol application form, and update your answers to reflect those changes.**
5. Click the **SUBMIT PROTOCOL** option in the left-hand menu to submit the Amendment to the IRB.

[Top](#)

How do I submit a Continuing Review application?

To start a Continuing Review (Renewal) application, follow these steps:

1. On your eProtocol **HOME** page (the page you see when you first log in), scroll down to the **Approved Protocols** list. You may need to click the  at the right side of the section header to expand this section.
2. Click the **Protocol ID** link of the protocol that requires continuing review. A small window should open as shown below:



If the option to start a Continuing Review application is not available (you cannot click on it) then:

- You may not have EDIT access to this protocol. Select "Open in View mode" and click on the left-hand menu option "Personnel Information." Only those individuals listed in the first four roles (PI, Co-Investigator, Study Coordinator, Academic Advisor, or SPA Contact) have access to **EDIT** the protocol and start continuing review applications.

- An amendment (revision) or continuing review (renewal) may have already been started or is in-process for this protocol. Check on your HOME page in the *Protocols (In-Preparation/Submitted)* section to see if the protocol is listed there.

3. Select "Start Continuing Review" and click OK.

PLEASE NOTE: *If a continuing review application does not open when you click OK, then your browser or a toolbar is blocking pop-ups. Even if you believe you have allowed pop-ups, there may be additional toolbars, etc. that are blocking your pop-ups. See [instructions](#) for allowing pop-ups in your browser.*


4. Answer all of the questions on the Continuing Review Form page, including any changes that you wish to make. **You will also need to go to the appropriate sections in the protocol application form, and update your answers to reflect those changes.**
5. Click the **SUBMIT PROTOCOL** option in the left-hand menu to submit the Continuing Review Form to the IRB.

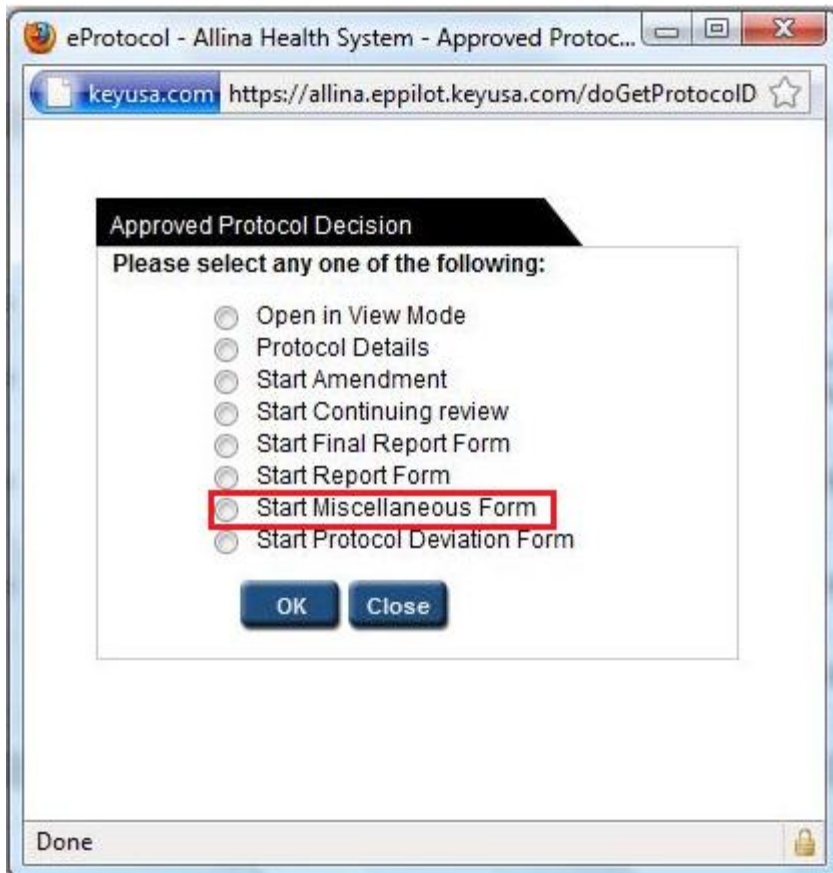
[Top](#)

When do I use the Miscellaneous Form?

Use the Miscellaneous Form to submit documents that do not fall under any of the other forms: amendment, continuing review, adverse events, or protocol deviations. Typically, these documents include annual progress reports, DSMB reports, or communications from sponsors. You may also select "Other" if the document does not fit any of the listed categories.

To start a Miscellaneous Form, follow these steps:

1. On your eProtocol **HOME** page (the page you see when you first log in), scroll down to the **Approved Protocols** list. You may need to click the  at the right side of the section header to expand this section.
2. Click the **Protocol ID** link of the protocol that for which you wish to submit a **Miscellaneous Form**. A small window should open as shown below.



3. Select "Start Miscellaneous Form" and click OK.


PLEASE NOTE: If a Miscellaneous Form does not open when you click, then your browser or a toolbar is blocking pop-ups. Even if you believe you have allowed pop-ups, there may be additional toolbars, etc. that are blocking your pop-ups. See [instructions](#) for allowing pop-ups in your browser.

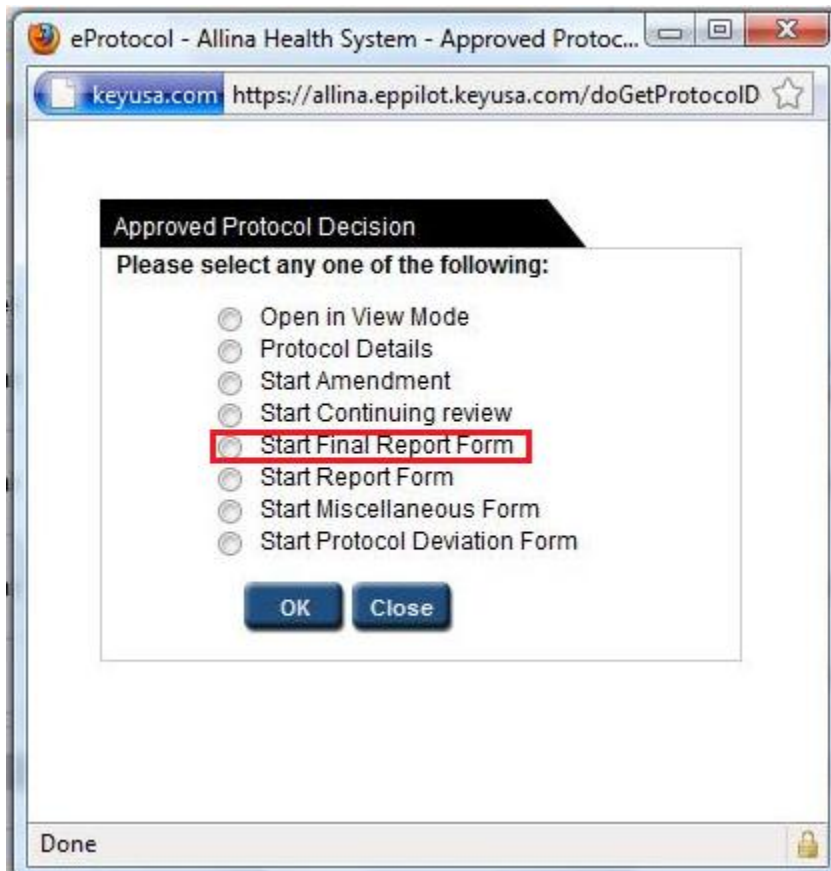
4. Respond to the items on the Miscellaneous Form page.
5. Click the **SUBMIT PROTOCOL** option in the left-hand menu to submit the Miscellaneous Form to the IRB.

[Top](#)

How do I close a protocol?

To Close a Protocol, follow these steps:

1. On your eProtocol **HOME** page (the page you see when you first log in), scroll down to the **Approved Protocols** list. You may need to click the  at the right side of the section header to expand this section.
2. Click the **Protocol ID** link of the protocol to close. A small window should open as shown below:



3. Select "Start Final Report" and click OK.

PLEASE NOTE: If the Final Report form does not open when you click OK, then your browser or a toolbar is blocking pop-ups. Even if you believe you have allowed pop-ups, there may be additional toolbars, etc. that are blocking your pop-ups. See [instructions](#) for allowing pop-ups in your browser.


4. Answer all of the questions on the Final Report page.
5. Click the **SUBMIT PROTOCOL** option in the left-hand menu to submit the Final Report to the IRB when it is complete.

I click EDIT, but the protocol does not open.

You have pop-up blocking software on in your browser. Even if you believe you have allowed pop-ups, there may be additional toolbars, etc. that are blocking your pop-ups. See [instructions](#) for allowing pop-ups in your browser.

[Top](#)

I can't see my approved protocols.

Your approved protocols appear on your eProtocol HOME page (the page you see when you first log in) in the section labeled **Approved Protocols** near the bottom of the screen. You may need to click the  at the right side of the section header to expand this section.

[Top](#)

I can't find the protocol I need to modify.

Please refer to the instructions for submitting an [Amendment](#). If you do not see a protocol listed in your

Approved Protocols section, it may be that you were not listed as personnel on the protocol.

[Top](#)

The option to "Start Amendment" or "Start Continuing Review" is not available; it appears gray.

- You may not have **EDIT** access to this protocol. Select "Open in View Mode"; then click the menu option "Personnel Information." Only those individuals listed in the first five roles (PI, Co-Investigator, Study Coordinator, Academic Advisor, or SPA Contact) have access to **EDIT** the protocol or to start amendments or continuing review applications.
- An amendment (revision) or continuing review (renewal) may have already been started or is in-process for this protocol. Check your **HOME** page in the *Protocols (In-Preparation/Submitted)* section to see if the protocol is listed there.

[Top](#)

I select "Start Amendment" and click OK, but the screen returns to the page where I started.

You have pop-up blocking software on in your browser. Even if you believe you have allowed pop-ups, there may be additional toolbars, etc. that are blocking your pop-ups. See the [instructions](#) for allowing pop-ups in your browser.

[Top](#)

I received an error stating "Session expired."

Your application was left idle for longer than 45 minutes and has timed out. Close all of your browser windows, and log back in to eProtocol.

[Top](#)

I am trying to respond to IRB comments, but it appears as if there are none.

You might be confusing the **IRB Return Notes** item in the left-hand menu with the **IRB Comments** page, which is used during the official review cycle. If you are attempting to access comments from the IRB for a protocol that has already been assigned to a meeting date, please see the instructions about how to [respond to IRB comments](#). If your protocol was returned, please see the instructions for [returned protocols](#).

[Top](#)

I can't open the PDF of my protocol or approval letter.

Recent changes in security may require Internet Explorer 7 users to change settings to download PDFs using the Print View (or View Approval Letter) function in eProtocol. Please perform the following to adjust your settings.

1. In Internet Explorer 7 click "Tools" in the Menu Bar.
2. Choose "Internet Options."
3. Click the "Security" tab at the top of the window.
4. Click the "Custom Level" button.
5. In the Security Settings Window make sure the following are set to "**Enable.**"
 - a. ActiveX controls and plug-ins—"Binary and script behaviors"
 - b. ActiveX controls and plug-ins—"Automatic prompting for ActiveX controls"
 - c. Downloads—"Automatic prompting for file downloads"
 - d. Downloads—"File download"
6. Click "OK" in the Security Settings window.
7. Click "Yes" in response to the warning about changing security settings.
8. Click "OK" in the Internet Options window.

Now you should be able to open the PDF of your protocol (or approval letter).

My browser doesn't allow pop-up windows.

The instructions for enabling pop-ups for Internet Explorer and Safari appear below. Please check to see if you currently have the Google or Yahoo toolbars installed in your browser. These toolbars add their own layer of pop-up blocking software in addition to the browser's pop-up blocking software. **You may need to follow more than one set of instructions below before your browser will allow pop-ups.**

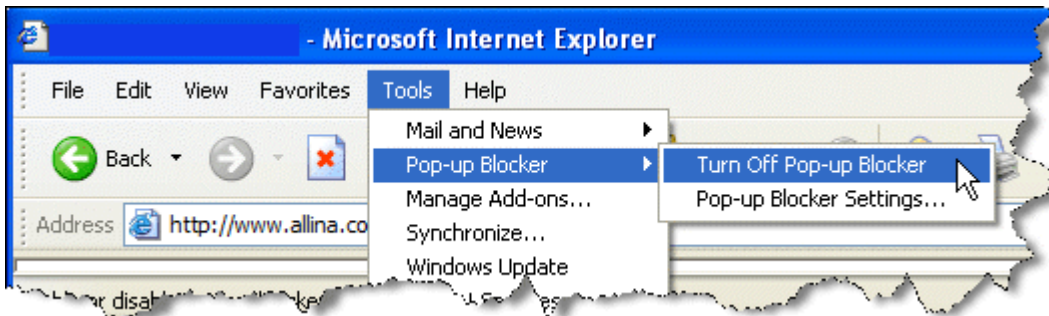
How to Enable Pop-up Windows

- [Internet Explorer](#)
- [Safari](#)
- [Google Toolbar](#)
- [Yahoo Toolbar](#)

Depending on the particular version of your browser or toolbar, the instructions and images shown may or may not match exactly what you see on your screen. If you still require assistance in configuring your browser to allow pop-ups, contact your IT or IS department.

Internet Explorer: Allowing Pop-ups

1. Start Internet Explorer.
2. On the **Tools** menu, click **Pop-up Blocker** and select **Turn Off Pop-up Blocker**.



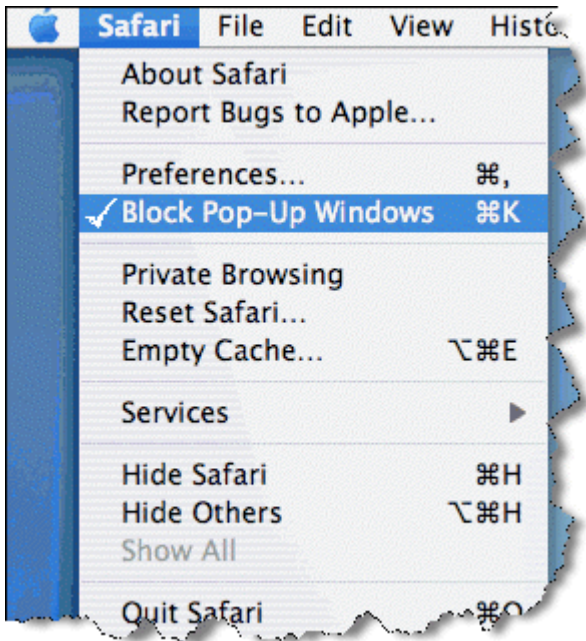
3. When the Pop-up Blocker is correctly turned off, it will show **Turn On Pop-up Blocker**.



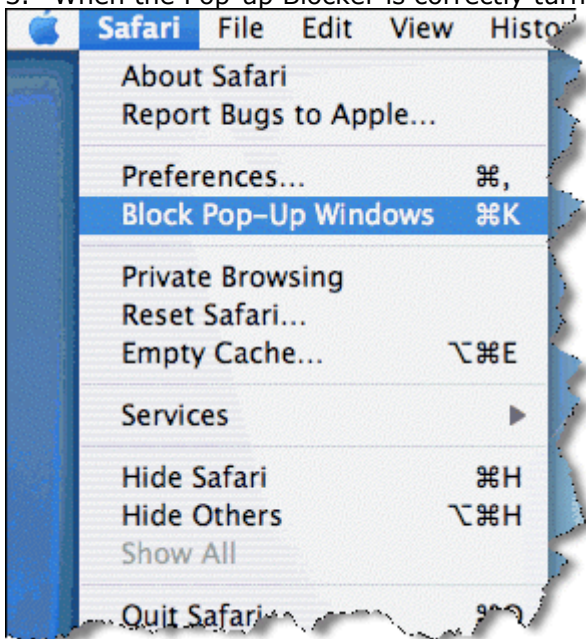
Safari: Allowing Pop-ups

1. Start Safari.
2. On the **Safari** menu, look to see if **Block Pop-up Windows** is checked. If so, click this line once to turn

off pop-up blocking.

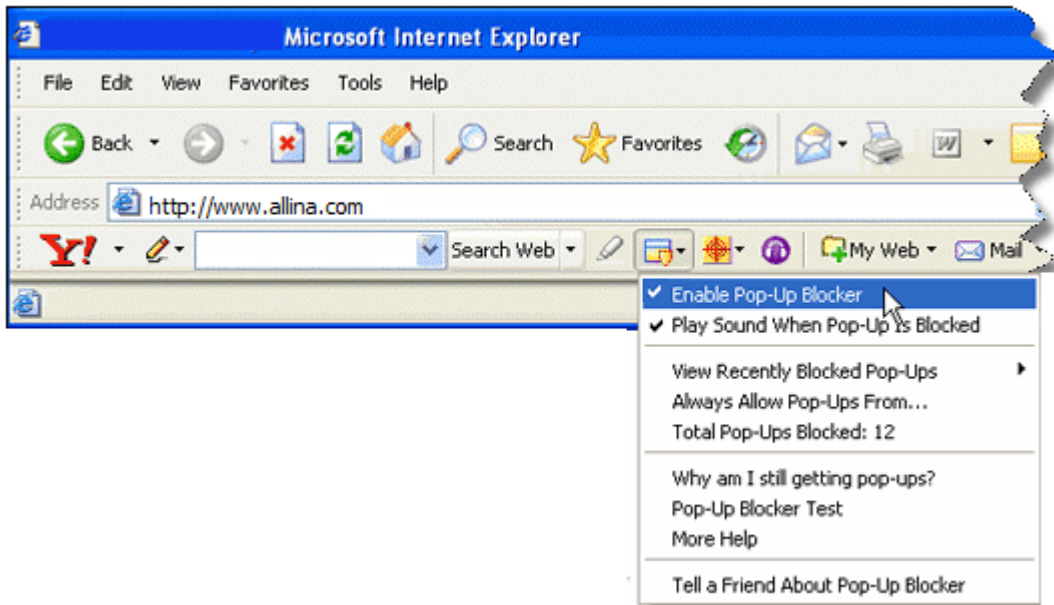


3. When the Pop-up Blocker is correctly turned off, it will show **Block Pop-up Windows** as unchecked.

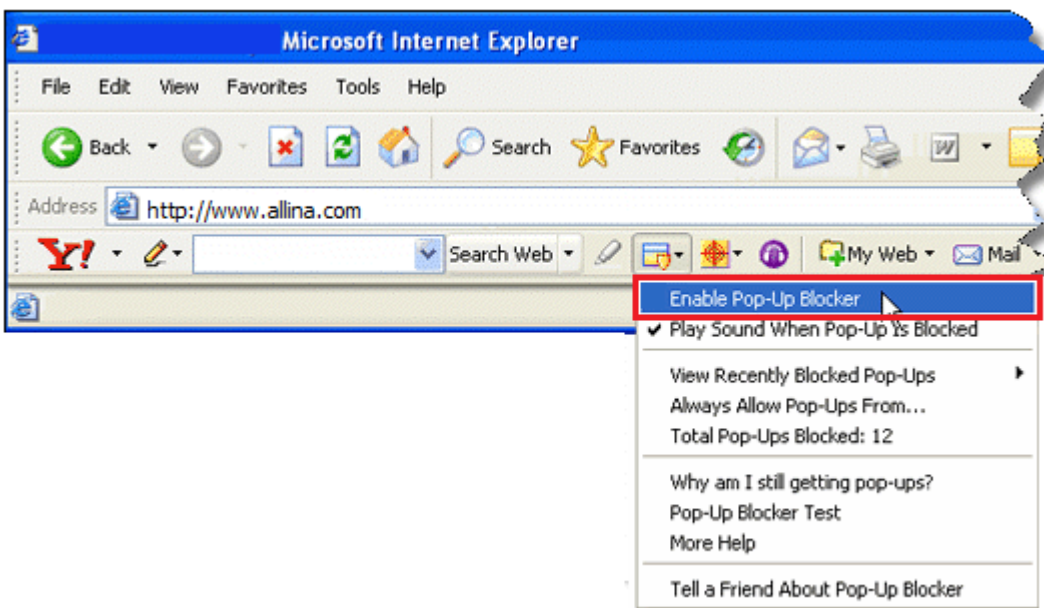


Yahoo Toolbar: Allowing Pop-ups

1. On the Yahoo Toolbar, click the pop-up blocker icon to see if **Enable Pop-up Blocker** is checked. If so, click this line once to turn off pop-up blocking.



2. When the Pop-up Blocker is correctly turned off, it will show **Enable Pop-up Blocker** as unchecked.

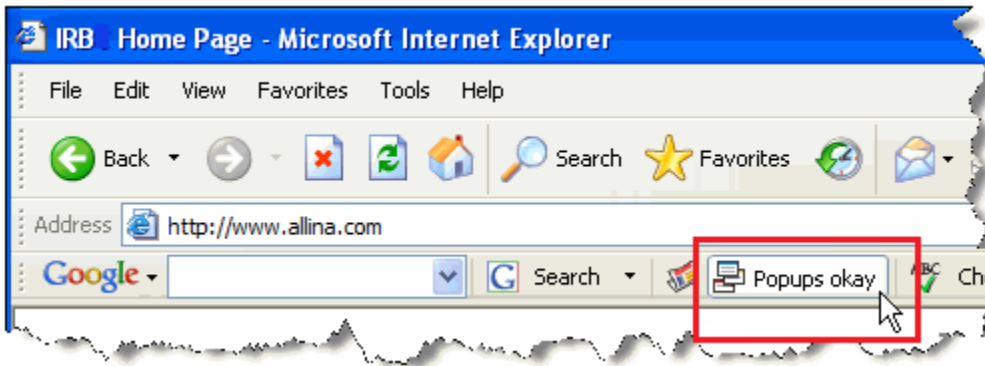


Google Toolbar: Allowing Pop-ups

1. On the Google Toolbar, look to see if the pop-up blocker icon is shown as **blocked**. If so, click this button once to turn off pop-up blocking.



2. When the Pop-up Blocker is correctly turned off, the button will show **Pop-ups okay**.



[Top](#)