



Job Aid Title	How to log into eIRB/forgot my user name or password
Relevant Users	All Users
Covered Topics	<ul style="list-style-type: none"> ○ How to log into eIRB ○ Forgot my user name ○ Forgot my password

Please try the following steps to log into eIRB. If you need further assistance, contact IRB@umassmed.edu or call the IRB office at 508-856-4261.

! Note: If you need to add a new user to eIRB (for example, if you are a new employee and require access to eIRB), use the following link and submit the web request form to add a new user: <http://www.umassmed.edu/ccts/irb/access/>. Please allow 1 week for processing. Once the request is reviewed and verified by the IRB office, the requester will be notified and the new user will be provided with an eIRB user name and temporary password.

1. Log into eIRB

- Log into eIRB at: <https://eresearch.umassmed.edu/OVPR>
- Enter your eIRB user name and password.

2. Forgot your user name/Forgot your password

If you have an eIRB user profile, there are two hyperlinks in the eIRB login page that you can click on to retrieve your eIRB user name or reset your eIRB password.



Forgot User Name:

- Click on **Forgot user name** if you need to retrieve your user name.

University of Massachusetts
UMASS Medical School

eResearch

Login As
User Name:
Password:
 Remember me
Forgot password? **Forgot user name?**

After signing into this site, you are bound by the terms and conditions set forth when you received your account.

- You will be prompted to enter your email address.

Please enter the following information:

E-mail:

- **You must enter the email address listed in your eIRB user profile.**
An e-mail containing your user name will be sent to the e-mail address on file in the eIRB system.

Forgot Password:

- Click on **Forgot password** if you have forgotten your eIRB password.

University of Massachusetts
UMASS Medical School

eResearch

Login As
User Name:
Password:
 Remember me
Forgot password? Forgot user name?

After signing into this site, you are bound by the terms and conditions set forth when you received your account.

- You will be prompted to enter your user name and your email address.



Please enter the following information:

User Name:

E-mail:

- **You must enter the user name and the email address listed in your eIRB user profile.** An e-mail containing your new password will be sent to the e-mail address.

! Important:

- If you try the above steps but receive an error message (e.g., invalid credentials), then it is usually because the user name or the email address you provided do not match what is listed in the eIRB system. **Call the IRB office at x6-4261 for help.**
- Your password is case sensitive. Your user name is not case sensitive.
- Always type out your user name and password. Do NOT copy and paste as this can capture extra spaces that register incorrectly.
- When first logging in with your temporary password, you will immediately be prompted to change your temporary password to a secure new password. **Your new password must be 9 characters in length and must contain one uppercase letter, one lowercase letter, and one number.** Be sure to note your new password for future use.
- After **9** failed login attempts, you will automatically be locked out of the eIRB system. **Call the IRB office at x6-4261 for help.**