

# StudyPages FAQs

## Why can't I sign into the StudyPages platform?

StudyPages uses single sign-on (SSO), meaning you can use your OHSU credentials to log into the platform. From the main login page (<https://studypages.com/login/>), ensure you are selecting OHSU under the institution account listing on the left-hand side of the screen (screenshot below), which will direct you to OHSU's SSO. Since SSO is being used, make sure you are accessing StudyPages from the on-campus network or are connected to VPN, Citrix or Duo Mobile app if off-campus.

If you are having issues logging in, first confirm you are logging in through the institution account (as detailed above) and not through the 'StudyPages Account' option on the right-hand side of the screen (screenshot below), which is for users not connected to an institution. Next, confirm you are connected to the OHSU server, VPN, Citrix, or Duo Mobile app. If you are still having issues signing in, please reach out to [octrirecruitment@ohsu.edu](mailto:octrirecruitment@ohsu.edu).

The screenshot shows the StudyPages login interface. At the top left is the StudyPages logo. To the right are navigation links: About, News, Contact, Demo, and a Login button with a lock icon. Below the navigation is a link for 'Need an account?' with a sub-link 'Request access as a Researcher'. The main content is divided into two columns. The left column is titled 'Login with Institution Account' and lists five options: UC DAVIS (UNIVERSITY OF CALIFORNIA UC Davis login), OREGON HEALTH & SCIENCE University (OHSU login), TEXAS A&M UNIVERSITY (Texas A&M login), Stanford University (Stanford login), and THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL (UNC Chapel Hill login). The right column is titled 'Login with StudyPages Account' and contains an Email input field, a Password input field, a blue Login button, and a 'Forgot password?' link.

## I used the institution account login, but the system is prompting me to create a new account.

On your very first log in to the platform, after entering your OHSU credentials, the system will first bring you to a webpage to complete your user information before redirecting you to the homepage. The appearance of the webpage can cause confusion (screenshot below), but this page is only completing your user profile and not creating a new account. After the first time, on subsequent log ins, you will no longer be brought to this webpage, but directly to the homepage for your account.

### Why are some of my studies not listed in the 'My Studies' section of my account?

Team members associated with a study in StudyPages are the same as those individuals on a study's IRB approved study team list. Once an individual is an IRB approved team member, through initial IRB submission or modification approval, they will be associated with that study in StudyPages. This association results in the study appearing in a user's 'My Studies' section and the user being listed under the 'Teams' tab in the study's workspace.

Additionally, only those individuals assigned to roles on the study team in the IRB approval qualify for access to StudyPages. IRB approved team members assigned to roles as guest, administration, financial, etc. do not qualify for access to the study in StudyPages as these roles in the IRB are not approved to interact with participants or see participant data. As StudyPages captures and shows potential participant data through the 'sign up' feature, these individuals therefore cannot have access to StudyPages.

### Why are some team members or the investigator missing from the 'Teams' tab of the study's workspace?

Most likely this is due to the individual not signing into StudyPages yet or not having logged in for a while. Once someone signs into the platform for the first time, it activates their account and associates them with all of the studies they are on the IRB approved team list for that are currently in StudyPages. On subsequent logins, the system will associate them with all new studies that were added to StudyPages since their last login. Once that happens, you will see the individual(s) listed in the 'Teams' tab of the study's workspace.

### What information should I put into the individual fields of a study's studypage?

Overall, content on a studypage should be simple/lay language, 6<sup>th</sup> grade reading level and understandable to the general public. It should not be a copy/paste from your protocol or grant application. Additionally, teams need to ensure all content is in line with the study's current IRB approved protocol and adheres to any related IRB policies, such as [HRP-402 – Advertisements](#).

For detailed instructions on creating a studypage, please see the training manual under the StudyPages section on the OCTRI Recruitment [webpage](#).

### **I'm editing the 'Investigator' field of my studypage and can't locate my investigator's profile - how do I add one?**

OHSU's StudyPages underwent an initial upload of investigator information and profile creation, however, there is always the possibility investigators were missed or information is not up to date or complete. For detailed instructions on how to link, add, or edit an investigator profile in a studypage, please see the training manual under the StudyPages section on the OCTRI Recruitment [webpage](#).

### **What final steps should be completed before submitting a studypage for publishing?**

Once you've completed a studypage and are ready to submit the publish request, ensure you've taken these final steps:

- Previewed the studypage to ensure it looks okay in desktop and mobile view
- Tagged the gallery for visibility, type, topic and center
- Selected the preferred contact method for potential participants (self-contact vs. signup)

For instructions on how to complete a studypage and these final steps, please see the training manual under the StudyPages section on the OCTRI Recruitment [webpage](#).

### **After I click the 'Publish StudyPage' button, will my investigator be notified there's an approval needed?**

Yes, the system will send an email to the investigator alerting them that there is a studypage ready for their review and approval. Please note, investigators will need to log into the StudyPages platform to review and approve studypages.

### **How long does the process take from requesting a studypage be published to it appearing in the public gallery?**

The process for publishing a studypage includes: publish request submitted → investigator attestation → Admin review and approval → StudyPages (vendor) finishing details and publishing → studypage published and findable in the public facing [gallery](#). The timing for this entire process can vary based on the time needed by individual investigators to review and approve studypages. Once the Admin receives the investigator attestation, it takes on average 2-3 business days from process completion to gallery publication.

### **Will the study team be notified when a studypage has been published and is now live on the gallery?**

Yes, the system will send an email to the team members listed in the 'Team' tab of the study's workspace alerting them the studypage has been published and is now live in the gallery. Additionally, teams can check on the progress of a studypage from the 'Studypage' tab of the study's workspace, which displays the current status of the studypage, including what phase of the review process it is in.

### **What happens when I don't want my studypage to be public on the gallery anymore?**

When your study is done recruiting, you can remove the public facing studypage by submitting a removal request. This removes the studypage from being public and visible in the gallery, however, the workspace for the study will remain in the internal facing part of the platform. For instructions on how to submit a removal request, please see the training manual under the StudyPages section on the OCTRI Recruitment [webpage](#).

### What if our team knows a study will never need or have a studypage?

In cases where a team knows a study is not a good fit for the platform or that a studypage is not needed or wanted, teams are able to archive the study's workspace. Archiving a workspace moves it from "Current Studies" to "Archived Studies" in the "My Studies" section. For instructions on how to archive a study's workspace, please see the training manual under the StudyPages section on the OCTRI Recruitment [webpage](#).

### Who do I contact with questions, issues or concerns?

OCTRI Recruitment is the Administrator for OHSU's StudyPages. For any questions, concerns, or training needs, please email [octrirecruitment@ohsu.edu](mailto:octrirecruitment@ohsu.edu).

For more information on StudyPages, including training materials and resources, visit the StudyPages section of the OCTRI Recruitment [webpage](#) or email us at [octrirecruitment@ohsu.edu](mailto:octrirecruitment@ohsu.edu).