FREQUENTLY ASKED QUESTIONS

1. **Question: Why should I list my study on the URMC Health Research Website**
    http://www.urmc.rochester.edu/health-research/ ?

Answer: By listing your study on this website you can reach potential volunteers looking for a study like yours. Volunteers can contact you with their questions and indicate their interest.

It also provides the local community with an idea of the types of studies the U of R is involved with. As much as we think they 'know', the reality is they do not. By listing your study we can increase their awareness of research activities and that is beneficial to the broader institution.

2. **Question: Do I need additional IRB approval to list my study as a recruitment tool?**

Answer: RSRB and WIRB have stated that separate IRB approval of listings of clinical studies on an Internet site listing various studies is not required when the information provided is limited to basic study information, such as: *the title; purpose of the study; protocol summary; basic eligibility criteria; study site location(s); and how to contact the site for further information.* For more information, please visit the FDA website.

3. **Question: I cannot attend a training session. How do I get help?**

Answer: Help is always available to answer your questions. You can e-mail RecruitmentHelp@urmc.rochester.edu and the posting administrator will respond to your questions. Someone can even come to your work area and sit with you to review the posting process if needed.

4. **Question: How do I edit a study posting?**

Answer: On the Poster Admin page (**https://clinicalstudies.mc.rochester.edu**) find the study you wish to update. (If you have a lot of studies posted, find it quickly by typing the IRB # in the search box which is located in the top left corner of the page). Once your study appears, select the pencil icon (to edit) and make changes as needed. **Be sure to save your changes.**

5. **Question: When will my study be visible on the ROC Health website?**

Answer: Your study will become visible when it has been reviewed by the website's Administrator. Once the study is approved an e-mail notification will be sent to the study's Poster, Additional Poster, and PI.

6. **Question: I want to add a video link to my study posting information. How do I do that?**

Answer: There currently is no functionality to upload a video to a study. If it is already hosted on the URMC servers or YouTube channel, a link to the video can be added in the "**Additional Study Links**" section on the admin/poster page (**https://clinicalstudies.mc.rochester.edu).**

FREQUENTLY ASKED QUESTIONS

7. **Question: I am worried about getting people who don't qualify. How do I prevent this?**

    Answer: You can add pre-screen questions to your study posting. Those who don't answer questions correctly will receive an automated message saying they do not qualify.

8. **Question**: I am listed as the Study Contact but I am not able to see my name on the Poster Admin Page.

    Answer: Study Contacts do not have access to the Poster/Admin page because not all study contacts are people. Some are general department e-mail addresses and are not a specific person. For a Study Contact to see a study on their Admin page the contact needs to also be listed as an additional poster. If you have further questions, contact RecruitmentHelp@urmc.rochester.edu.

9. **Question: I entered a new study but it isn't showing up in "MY Studies" on the Poster Admin site, Why?**

Answer: Possible reasons could be:

*   You forgot to select "Save" before you exited the system.
*   The system timed out before you finished and the system didn't save your study.
*   The expiration dates (IRB approval ending date or the study ending date) have passed so it moved to the **"Inactive Section"** at the bottom of the page.
*   If none of the above reasons apply to you, contact RecruitmentHelp@urmc.rochester.edu and the website posting admin can help identify the problem for you.

(HINT: When you first select "Add Study" click the "SAVE" button and then complete just the boxes that have turned red. These red boxes are required information that must be completed before your initial save. You can then return to the study and complete the additional fields. (MAKE SURE YOU CLICK THE SAVE BUTTON BEFORE YOU EXIT OR ANY INFORMATION YOU'VE ADDED WILL NOT BE SAVED.)