

Troubleshooting External Affiliate NetID Login Issues

- External Affiliate NetIDs may only access to only 4 research sites at MUSC
 - eIRB <https://eirb.scresearch.org>
 - SPARCRequest <https://sparc.musc.edu/>
 - REDCap <https://redcap.musc.edu/>
 - CITI
<https://www.citiprogram.org/Shibboleth.sso/Login?target=https%3A%2F%2Fwww.citiprogram.org%2FSecure%2FWelcome.cfm%3first%3d350&entityID=https%3A%2F%2Fshibbolethresearch.musc.edu%2Fshibboleth-idp>

Start by confirming whether the affiliate is having difficulty logging in to just one or ALL of the systems listed above. This will help to determine if the issue is likely NetID or website related. If they are unable to log in to ANY of the systems, please perform the following troubleshooting steps:

- 1) Did the affiliate ACTIVATE their NetID per the instructions emailed to them when they received their confirmation email provided by identity management? If no, the original NetID sponsor (or an authorized member of the study team as captured in SPARC) may submit a request for a manual password reset via [ServiceNow](#) and a temporary password will be sent to the affiliates email on file.
- 2) Is the sponsorship expired? Sponsorship is only good for a period of 1 year at which time an extension request must be submitted by an authorized member of the study team for continued access. Sponsors are cc'd on all emails to affiliates when initially created and extended which includes dates. If you are unsure, you can contact the MUSC Information Solutions Helpdesk at 792-9700 and ask them to check the affiliate's sponsorship status.
- 3) MUSC requires NetID password resets every 6 months. Has it been more than 6 months since the last password update? If it's been more than 6 months since their last password change, the original NetID sponsor (or an authorized member of the study team as captured in SPARC) may submit a request for a manual password reset via [ServiceNow](#) and a temporary password will be sent to the affiliates email on file. They cannot change their password at [MUSC NetID - Home](#) even if they remember it. Their login credentials won't be recognized if they did not update their password as required.
- 4) NetIDs are case sensitive. Are they entering it in lower case letters?
- 5) Is the affiliate selecting the "MUSC External Affiliate" option at the WAYF screen? See screen shot of one example WAYF screen below:

- 6) Did the affiliate verify the external email address when logging into REDCap for the first time? If the verification email cannot be found in any folder of the external email (inbox, junk, trash, or spam) please reach out to the SCTR SUCCESS Center.

Still having problems? Contact the SCTR SUCCESS Center at 792-8300 or success@musc.edu