

# FAQs

## Frequently Asked Questions

**Q: What is the difference between an External Affiliate login and a “traditionally” sponsored NetID obtained through MUSC Human Resources (HR)?**

A: External Affiliate access is managed by the SCTR SUCCESS Center and BMIC. It is a separate process from MUSC NetIDs. Individuals with an External Affiliate login will ONLY be able to access the following MUSC systems:

- 1) REDCap
- 2) eIRB
- 3) SPARCRequest
- 4) RMID
- 5) CITI Training

Those with a “traditionally” sponsored NetID, [obtained through HR](#) have greater access to other MUSC systems (i.e., library, SharePoint, etc.) and may also include an MUSC email address.

**Q: What information about the External Affiliate will I need to request as a sponsor?**

A: You will be required to provide the following information about your affiliate via the [REDCap Sponsorship form](#) to prevent creating duplicate logins for an affiliate

- 1) First Name, Last Name
- 2) Email address
- 3) Date of Birth
- 4) Current Affiliate’s login name (if applicable)

**Q: Where can I access information about the MUSC External Affiliate login process?**

A: Information about the process, instructions, and support documents can be found by visiting the webpage: <https://research.musc.edu/resources/sctr/research-resources/tools/external-affiliate-netid>

**Q: Does an External Affiliate login expire?**

A: Yes. External Affiliate logins are valid for one year. To extend sponsorship for additional year, an authorized member of the study team must submit a [REDCap form](#) requesting an extension if required. The affiliate cannot submit an extension request on their own behalf.

**Q: When do Affiliate’s need to update their passwords?**

A: Affiliates are required to update their passwords at least once every 6 months.

**Q: If the External Affiliate stops working on the project before his/her year sponsorship is up, can I terminate his/her External Affiliate login early?**

A: External Affiliate logins should be terminated when the individual is no longer associated with the study. An authorized member of the study team should complete the termination request via the [REDCap form](#), and indicating that you are requesting External Affiliate login termination.

**Q: What MUSC systems will those with an External Affiliate login be able to access?**

A: Individuals with an External Affiliate login will ONLY be able to access the following MUSC systems: 1) REDCap, 2) eIRB, 3) SPARCRequest, 4) RMID and 5) CITI training.

**Q: Why can't the External Affiliate just log into REDCap for the first time without an error message?**

A: A verification email is sent to the external email on file before the user can access REDCap for the first time. Please check all folders (inbox, junk, spam, and trash) for the verification email. Once verified, the External Affiliate can be added as a user to the study's REDCap project, via the dropdown list.

**Q: Who can sponsor an External Affiliate login?**

A: Any authorized member of the study team listed on the SPARCRequest who has edit privileges may submit a request for an External Affiliate login. The affiliate cannot submit a request on their own behalf.

**Q: Why is the SPARCRequest "locked" when trying to request a new External Affiliate login?**

A: Only one External Affiliate SPARCRequest is required per study, whereas a [REDCap form](#) is submitted for *each* External Affiliate. If an "External Affiliate" SPARCRequest is already submitted for the study, SPARC will not allow duplicate submissions. The service will remain "Active" and un-editable. You only need reference the existing "Active" SPARCRequest number in the REDCap form.

**Q: My External Affiliate will be working on multiple research studies. Which study in SPARCRequest should I use to submit the request?**

A: If an External Affiliate will be working across multiple projects, submit the SPARCRequest based on the study they will spend the majority of their time working on. Similarly, if you have already obtained an External Affiliate login through this process for one study, you do not have to request a new login for another study the affiliate may be working on.

**Q: I have multiple people working on my project that will need an External Affiliate login. Do I need to submit a SPARCRequest for each person?**

A: No. You need to submit only *one* External Affiliate SPARCRequest, but you will need to complete an associated [REDCap form](#) for each individual Affiliate.

**Q: What is the eIRB registration process for External Affiliates?**

A: External Affiliates do not self-register in eIRB. Each External Affiliate will automatically be registered in the eIRB system when the External Affiliate login is created. They need only login with their credentials to access studies to which they have been added.

**Q: How do External Affiliates log-in to the systems they will have access to?**

A: The "MUSC External Affiliate" option should be selected by the affiliate when prompted on the Where-Are-You-From (WAYF) screen for each system to appropriately authenticate to the REDCap, eIRB, SPARCRequest, RMID or CITI training systems. If this option is not selected, the Affiliate will receive an error message.

**Q: Will individuals with an External Affiliate login also be provided an MUSC email address?**

A: No. External Affiliates will not receive a MUSC email address. If a MUSC Email address is required, a member of the research team should [submit a request to MUSC HR](#) for a "traditional" NetID.

**Q: Is there a cost associated with obtaining an External Affiliate login?**

A: No. There is no cost for obtaining an External Affiliate login.

**Q: Is a background check performed on individuals with External Affiliate logins?**

A: No. There are no background checks performed on External Affiliates.

**Q: What should I do if the External Affiliate requires access to a system that is not accessible with an External Affiliate login?**

A: A member of the study team should [submit a request to MUSC HR](#) for a “traditional” NetID that affords greater access to other MUSC systems (i.e., library, SharePoint, etc.) and may also include an MUSC email address.

**Q: When an External Affiliate Username/login is issued, does the individual still have to activate their Username?**

A: Yes. The recipient of the External Affiliate login will need to follow the instructions provided along with the confirmation notification. Individuals will be instructed to establish a custom password using a unique link to successfully log in to the approved systems.

**Q: What happens if an External Affiliate does not receive the activation email/steps?**

A: Reach out to the SUCCESS Center at [SUCCESS@musc.edu](mailto:SUCCESS@musc.edu) to verify the account information and have a new link emailed to the correct external email address.

**Q: I have questions about this process. Who should I contact?**

A: For questions about sponsoring an External Affiliate login, please contact the SUCCESS Center at [SUCCESS@musc.edu](mailto:SUCCESS@musc.edu).

**Q: My External Affiliate is having difficulty logging in. Who should I contact?**

A: Most login problems are related to incorrect or forgotten passwords, or failure to initially activate their login. The External Affiliate can reset the External Affiliate login password by selecting the “Forgot Password” hyperlink and completing the prompted instructions.

**Q: What should I do if the contact information for the External Affiliate has changed (name, email address, etc.)?**

A: Please contact the SUCCESS Center at [SUCCESS@musc.edu](mailto:SUCCESS@musc.edu) for assistance.

**Q: Can External Affiliates update/change their own external email address or Name?**

A: No. Any changes to an affiliate’s information (other than their password) must be submitted to the SCTR SUCCESS Center by an authorized member of the study team. Email addresses will be administratively updated by the SUCCESS Center.

**Q: What is the password reset process for the External Affiliate login?**

A: The External Affiliate should visit [SCresearch Directory](#) and select the hyperlink under “Password reset/forgot your username or password?” and complete the prompted instructions. A password reset link will be sent to the external email address on file. The MUSC IS team (i.e. the Service Desk and the Service Tickets) are no longer needed for this process.

**Q: Does the External Affiliate login process allow EMR access to outside Research Monitors/Sponsors?**

A: No. For information on how to obtain logins for External Research Monitors/Sponsor auditors who need on-site Electronic Medical Record (EMR) access, please see the [Electronic Medical Record Access](#)

[for Research Monitors/Sponsor Auditors Policy](#) and reach out to the EPIC Research team at [epicresearch@musc.edu](mailto:epicresearch@musc.edu).

**Q: How long will it take for the External Affiliate to obtain their login once requested by the sponsor?**

A: New logins will be issued by the SCTR SUCCESS Center and confirmed via email, directly to the affiliate and the listed MUSC sponsor, within 3 business days. Within the confirmation email, the External Affiliate will receive a unique link to set up the custom External Affiliate login password.

**Q: Does the External Affiliate login allow or require VPN/2-factor authentication?**

A: No. An External Affiliate login does not allow 2-factor authentication or VPN connection. The External Affiliate login does not require 2-factor authentication or VPN to access the approved MUSC systems.

**Q: Will activation of a new External Affiliate account require ProofPoint verification?**

A: No. ProofPoint verification is no longer required to active a new External Affiliate Username/login.

**Q: Will the External Affiliate sponsor receive notification that an affiliate's sponsorship is about to expire?**

A: Yes. The person who sponsored/requested the External Affiliate login will receive email reminders that a sponsorship is about to end. These auto-emails will be sent 30 and 14 days prior to the expiration date as well as on the day of termination if an extension request via the [REDCap form](#) is not received and processed.