Q: What is the difference between an External Affiliate NetID and a "traditionally" sponsored NetID obtained through MUSC Human Resources (HR)?
A: Individuals with an External Affiliate NetID will ONLY be able to access the following MUSC systems 1) REDCap, 2) eIRB, 3) SPARCRequest, 4) RMID or 5) CITI systems. Those with a "traditionally" sponsored NetID obtained through HR allows for greater access (upon background check) to other MUSC systems (i.e., library, SharePoint, etc.) and may also include an MUSC email address.

Q: Where can I access information about the MUSC External Affiliate NetID process?
A: Information about the process and instructions for how the sponsor of the NetID can request a password reset, visit https://research.musc.edu/resources/sctr/research-resources/tools/external-affiliate-netid

Q: Does an External Affiliate NetID expire?
A: Yes. External Affiliate NetIDs are valid for one year. To request an extension for an additional year, submit a REDCap form requesting an extension if required.

Q: If the External Affiliate stops working on the project before his/her year sponsorship is up, can I terminate his/her External Affiliate NetID early?
A: External Affiliate NetIDs can be terminated at any point by simply completing the request via the REDCap link, and indicating that you are requesting External Affiliate NetID termination.

Q: What MUSC systems will those with an External Affiliate NetID be able to access?
A: Individuals with an External Affiliate NetID will ONLY be able to access the following MUSC systems: 1) REDCap, 2) eIRB, 3) SPARCRequest, 4) RMID or 5) CITI systems.

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.

Q: Who can sponsor an External Affiliate NetID?
A: Any member of the study team listed on the SPARCRequest who has edit privileges may submit a request for an External Affiliate NetID. The affiliate cannot submit a request on their own behalf.

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 NetID through this process for one study, you do not have to request a new NetID for another study the affiliate may be working on.

Q: I have multiple people working on my project that will need an External Affiliate NetID. Do I need to submit a SPARCRequest for each person?
A: No. You need to complete only one SPARCRequest, but you will need to complete the associated REDCap form for each External Affiliate NetID that is required. The REDCap form is unique to each External Affiliate.

Q: What is the registration process in eIRB for individuals with External Affiliate NetIDs?

A: External Affiliates will not need to self-register in eIRB. They will automatically be registered in the eIRB system when the External Affiliate NetID is created.

Q: How do External Affiliates log-in to the systems they will have access to?
A: A Where-Are-You-From (WAYF) screen will be displayed on the log in screen for each system External Affiliates are able to access. They should click "MUSC External Affiliate" to appropriately authenticate to REDCap, eIRB, SPARCRequest, RMID or CITI systems.

Q: Will individuals with an External Affiliate NetID also be provided an MUSC email address?
A: No. External Affiliates will not be provided an MUSC email address. If an MUSC Email address is required for the work they do as part of the study, 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 NetID?
A: No. There is not cost for obtaining an External Affiliate NetID

Q: Is a background check performed on individuals with External Affiliate NetIDs?
A: No. No background check is performed on individuals with External Affiliate NetIDs.

Q: What should I do if the External Affiliate will need access to a system that is not accessible with an External Affiliate NetID?
A: If access to another MUSC system is required for the work they do as part of the study, a member of the research team should instead submit a request to MUSC HR for a "traditional" NetID.

Q: When an External Affiliate NetID is issued, does the individual still have to activate their NetID?
A: Yes. The recipient of the External Affiliate NetID will need to follow the instructions included within the email that accompanies their NetID notification to activate their NetID and change their temporary password. Individuals will be instructed to go to the NetID Management site, http://netid.musc.edu, Review MUSC's Security and Confidentiality Agreement, and Change their initial password. This is required to successfully log in as an MUSC External Affiliate.

Q: I have questions about this process. Who should I contact?
A: For questions about sponsoring an External Affiliate NetID, please contact the SUCCESS Center at 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 NetID. The individual who sponsored the NetID can submit a request for assistance for a password reset via ServiceNow. If the affiliate's email address needs to be changed as a part of the password reset, the sponsor or external affiliate should contact the SUCCESS Center at SUCCESS@musc.edu for assistance.

Q: Does the External Affiliate NetId process apply to outside Research Monitors/Sponsors?
A: No. For information on how to obtain NetIDs 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

Q: How long will it take for the External Affiliate to obtain their NetID once the REDCap form has been submitted?

A: New NetIDs will be issued by the SCTR SUCCESS Center and emailed directly to the affiliate within 2 business days. They will receive the NetID and password in separate emails.