eReg Frequently Asked Questions (FAQs)

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Acronyms

CFR: Code of Federal Regulations
FDA: U.S. Food and Drug Administration
FDF: Financial Disclosure Form
HIC: Human Investigation Committee
HRPP: Human Research Protection Program
IDS: Investigational Drug Services
IRB: Institutional Review Board
NCT: National Clinical Trial
PI: Principal Investigator
YCCI: Yale Center for Clinical Investigation

Delegation of Authority

1. Where are wet-ink signatures and initials documented if not on a paper Delegation of Authority Log?
   Hand-written printed name, signature, initials, and numbers 0-9 are documented on the Signature Sample form for each study staff member and submitted to ereg.credentials@yale.edu. The document is uploaded in the user’s Credential record, with the Credential Type: Signature Sample.

2. How do I know which tasks to assign to each study team member?
   The eReg Guidance Document – Delegation of Authority includes a table of tasks that are assigned by staff role and are signed off at the contact level. At the protocol level, a staff member’s delegated tasks can be revised (including addition of custom, study-specific tasks as needed), until the PI signs off.

3. Can I route the Delegation of Authority Log for final sign-off by the Principal Investigator (PI) at the time of IRB study closure if the PI has already been Stop Dated?
   Yes, you can route the final Delegation of Authority Log for PI sign-off after the PI is stop dated in the Staff section and on the Delegation of Authority Log. The PI will need to sign-off on his/her Stop Date on the Delegation of Authority Log prior to routing the Log for final signature upon IRB study closure.

4. Why does the Delegation of Authority log show that study staff signed off on their delegated tasks well before their Start Date?
   Yale is utilizing the Master Delegation workflow in eReg. Therefore, study team members are asked to sign off on their typically delegated tasks at the contact level when they are first added to the eReg system. Their signed, delegated tasks then populate into the studies for which they are on the Delegation of Authority Log. The Protocol Staff Signoff date on the Delegation of Authority Log is
the date they initially signed off on their tasks. The Start Date is when they started performing those tasks on the specific protocol.

5. When using the Master Delegation of Authority workflow, will staff members who are assigned additional delegated tasks by role need to re-sign off on tasks at the protocol level?
Yes. If additional or custom delegated tasks are added to a staff member after they have signed off on the Master delegated tasks or a staff member is assigned an additional role, the staff member will need to re-sign off on their tasks.

6. What is the difference between the Protocol Staff Start/Stop Dates and the Delegation of Authority Start/Stop Dates?
The Protocol Staff Start and Stop Dates reflect when the staff member needs access to the eReg protocol record in order to manage files, view documents, and/or electronically sign protocol documents. The Delegation of Authority Start and Stop Dates reflect when the staff member is trained (and IRB approved, if required) and able to participate in the research study. A Protocol Start Date must be entered when adding an eReg user to a protocol. The Delegation of Authority Start Date will automatically default to be the Protocol Start Date. However, the Delegation of Authority Start Date can and should be corrected to reflect when the staff member is trained and able to work on the protocol (see Adding Start Dates section in the eReg Guidance Document – Delegation of Authority Section).

7. Why is my Credential Status ‘Incomplete’ even though my credentials are filed in eReg and cover the time I was delegated on the protocol?
eReg looks for credentials effective starting from your Protocol Staff Start Date listed in the Staff section of the protocol record. If you do not have a Protocol Staff Stop Date, eReg is looking at credentials effective through today. Protocol-required contact credentials must cover the period from Protocol Staff Start Date through present, or through Protocol Staff Stop Date once entered, regardless of start and stop dates on the Delegation of Authority Log.

**Electronic Signatures in eReg**

1. How can I use eReg to collect regulatory documents during study activation?
Once a new protocol is imported from OnCore into eReg by eReg Support, the regulatory designee can begin adding staff members and regulatory documents requiring signature during start-up. Documents can be routed for signature to staff members who have active user accounts. See the eReg Guidance Document – Electronic Signatures for further recommendations for when to use electronic signatures on various regulatory documents.

If the site protocol is linked to a multi-site protocol, the site can “Send a Copy” of each signed document to the coordinating center in eReg. A Review Session can also be set up during study activation to share regulatory documents with the study start-up contact.
2. **Can I route Financial Disclosure Forms (FDFs) and the FDA Form 1572 for signature in eReg?**

Most FDFs require that the signer check Yes/No boxes to complete the form prior to signing. Since eReg does not currently have a tool to allow checking boxes prior to placing a signature, FDFs must be completed wet-ink or signed with a 21 CRF Part 11 compliant system outside of eReg.

Note, boxes 2 and 8 on the Form FDA 1572 can be checked in the PDF by the individual preparing the document. The prepared 1572 is then routed to the PI within eReg for approval, using a placed signature in box 11.

3. **Why can’t I route a document or delegated tasks to a protocol team member who is listed in the staff section of my protocol?**

In order to route documents and/or tasks to protocol staff members in eReg, the staff member must have an active eReg User Account. All protocol staff members listed in eReg have a contact record; however, not all of those people will have a user account.

Please note, staff members can be added to protocols without having an active user account. You can check their eReg contact record to determine if they have an active user account by searching their name in the contacts search bar and looking to see what is written in the ‘Active User Account’ column. The person has an active eReg user account only if ‘Yes’ is listed in the column. If it is blank or ‘No’, please have the staff member submit an eReg user access request form. Once the contact activates their user account, they will be able to electronically sign documents and delegated tasks in eReg.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Home Organization</th>
<th>Active Contact</th>
<th>Active User Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kacey</td>
<td>Richards</td>
<td>Yale Center for Clinical Investigation</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

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**Filing Documents**

1. **How do I file IRB and other committee approvals?**

Upon receipt of a committee approval letter (IRB, PRC, PPRC, YNHH RSC, etc.), upload the letter to the appropriate protocol section in eReg (see eReg Guidance Document – Regulatory Templates for available sections). The approval letter serves as the main document for that committee review.

Add the following associated documents and communications as Related Documents:

- Application and/or submission screenshot
- Submission acknowledgement of receipt
- Notification of outcome letter
- Required modifications letter
- Team notification of approval
- Other relevant correspondence
2. Where do I file Yale Human Research Protection Program (HRPP) Authorization to use an External IRB?

Upon receipt of the Yale HRPP Authorization Letter in IRES-IRB, upload the letter to the “Other Committee Approvals & Acknowledgements” section of the Investigator Site File in eReg. The authorization letter serves as the main document.

Add the following associated documents and communications as Related Documents:

- Application and/or submission screenshot
- HRPP Acknowledgement of External IRB Approval letter
- Notification of reliance confirmed
- PI notification of authorization
- Other relevant correspondence

Screenshot of a sample HRPP Authorization Letter and Related Documents:
3. How do I file protocol training?
File the IRB-approved protocol in both the Protocol section and in the Staff Training section. Route the protocol document to the applicable staff for electronic signatures from the Staff Training section only. Select the meaning “Read and Understood.” The electronic signatures serve as documentation of protocol training.

If wet signatures on a paper training log are collected, all training for that protocol version must be collected as wet signatures. Additional signers can be added as training is documented. Individual training attestations and/or additional logs can be uploaded as related documents.

It is recommended that wet-ink training logs and attestations are not collected, and electronic signatures are used exclusively, if the protocol is managed in the eReg system.

4. Where do I file Investigational Drug Services (IDS) documents?
The regulatory templates for drug studies include a section titled Investigational Product. There are a number of Requirements within the section that are used to organize IDS documents. IDS documents that require site staff training should also be filed in the Staff Training section of the Investigator Site File and should be routed for electronic signature from that section to document training.

5. What do I use as the Effective Date and Valid Until date?
The effective date is the version date of the document, wet signature date, or the date of IRB-approval if approval is required prior to use. The Valid Until date is the expiration date, if applicable. See eReg Guidance Document – Regulatory Templates for further guidance and examples.
While some documents may be valid indefinitely (never expire), other documents may be valid only until a new version is received or a new version is IRB-approved for use. For example, a Laboratory Manual is effective as of the document’s version date and does not expire. Upon receipt of a new Laboratory Manual, change the Valid Until date for the outdated version to the Effective Date of the new version. The new, current version will not have a valid until date until a subsequent version is available for use.

6. What if the document I am filing does not have an effective date nor expiration date? A document uploaded to a requirement must have either an Effective Date or Valid Until date (expiration date) entered in the Create Document or Create Document Version window. We recommend using 01 Jan 1900 as an effective date for documents without any version control.


**Importing Protocols and Staff from OnCore into eReg**

1. When are protocols imported from OnCore into eReg?
   All protocols requiring International Conference on Harmonization (ICH) Good Clinical Practice (GCP) compliance will automatically be imported from OnCore into eReg by the eReg Support staff for those departments who are using eReg. The import occurs upon completion of the protocol risk assessment in OnCore. See the [eReg Protocol Import/Create Guide](#) for additional information.

2. Where do I find my protocols in eReg?
   In the Protocols menu of eReg, you can search by protocol number (HIC number), protocol title, or NCT number. If the HIC number is not available when the protocol is built in OnCore, a placeholder number will be used in OnCore and will flow into eReg. Once the HIC number is entered into OnCore, it will update in eReg.

   You can “favorite” specific protocols by selecting the star icon to the left of the protocol number. Favorited protocols will appear on your eReg landing page when you log in.

3. How do I add study staff from OnCore into eReg?
   Principal Investigators, Yale Regulatory Managers, Yale Regulatory Coordinators, those with Multi-site Access, and select Administrative roles have the ability to add protocol staff members directly to the Staff section of protocols in eReg. Staff members must first be added to the eReg system before they can be added to a protocol.

   Refer to the eReg Guidance Document – Regulatory Templates and the eReg Learning Portal for more information on adding staff to protocols.
Regulatory Templates

1. Can I move the order of Sections and Requirements in a protocol record?
   Regulatory Templates have been built so that all sections and requirements are in alphabetical order. You can change the section order by clicking the six dots to the left of a section name and dragging it up or down when you are in the protocol outline.

   You can change the order of requirements within a section when you are in the “Choose Requirements” menu.

Review Sessions

1. Are eReg reports available to monitors and auditors during Review Sessions?
   Auditors and Sponsor Monitors do not have access to reports and the Staff Training Tracker report is not included in Review Sessions. YCCI Reviewers have access to reports.

eReg System

1. Is eReg compliant with 21 CFR Part 11?
   Yes, Advarra eRegulatory Management System (Advarra eReg) is a 21 CFR Part 11 compliant system. Please see the YCCI eReg website for 21 CFR Part 11 Compliance Documents.

2. How are protocols archived in eReg upon IRB Closure?
   Once a protocol is permanently closed with the IRB of record, the protocol can be locked in eReg. Yale Regulatory Coordinator, Yale Regulatory Manager, and Yale Administrator roles have permission to lock protocols. Locked protocols remain in eReg indefinitely and can be selected for review sessions as needed. See the Yale eReg System Assessment document for additional details related to archiving.

3. Can I change my email settings/preferences?
   Certain user roles have the ability to manage contact records, including email notification preferences and frequency. Email Settings are under the Details section of a contact record. Contact eReg Support if you do not have access to change the frequency of your Electronic Signature Notifications and/or Expiring Protocol Document Notifications.

eReg System Training

1. How can new staff receive eReg training?
   New eReg users must fill out the eReg User Access Request Form. Upon submission of the form, eReg Support will assign the appropriate training.
System training for Advarra eReg is role-based. All users will complete system training via Advarra University. Additional content-specific training will be required for certain user roles and will be conducted on a regular basis by YCCI.

**User Access**

1. **What is the Yale-eReg login page?**
   
   [https://yale-ereg-prod.fortereresearchapps.com](https://yale-ereg-prod.fortereresearchapps.com)
   
   It is recommended to bookmark the Yale eReg Production page for easy access.

2. **Who do I contact to obtain eReg access for a new internal staff member?**
   
   New internal staff members must complete the [eReg User Access Request Form](https://medicine.yale.edu/ycci/researchservices/systems/ereg/). The same form is used for internal and external users.

3. **Who do I contact to obtain eReg access for an auditor or monitor?**
   
   Request that the external user completes the [eReg User Access Request Form](https://medicine.yale.edu/ycci/researchservices/systems/ereg/). The same form is used for internal and external users.

4. **Can we submit the User Access Request form on behalf of a PI, study team member or a study monitor?**
   
   No, users (both internal and external) must submit their own user access request, as it includes an attestation. The attestation indicates they have read and understand Yale University's [Information Technology Appropriate Use Policy](https://medicine.yale.edu/ycci/researchservices/systems/ereg/).

**Additional Resources**

**What additional resources are available?**

- **YCCI eReg website** ([https://medicine.yale.edu/ycci/researchservices/systems/ereg/](https://medicine.yale.edu/ycci/researchservices/systems/ereg/))
  - eReg Guidance Document – Delegation of Authority
  - eReg Guidance Document – Electronic Signatures
  - eReg Guidance Document – Regulatory Templates
  - eReg Guidance Document – Sending Copies from Investigator Site File to Trial Master File
  - eReg Guidance Document – Staff Training Protocol Section
  - Yale eReg System Assessment Document
  - YCCI Training Slides
- **Advarra University** ([https://advarrauniversity.learnupon.com/store](https://advarrauniversity.learnupon.com/store))
- eReg Learning Portal
- **Yale eReg Support Team** ([ereg.support@yale.edu](mailto:ereg.support@yale.edu))
- **Yale eReg Credentials Team** ([ereg.credentials@yale.edu](mailto:ereg.credentials@yale.edu))