

What Issues May Users Encounter When Logging into the Research Management System (RMS) on the Clinical Network or Other External Network? How Can They Be Corrected?

ALL
Users...

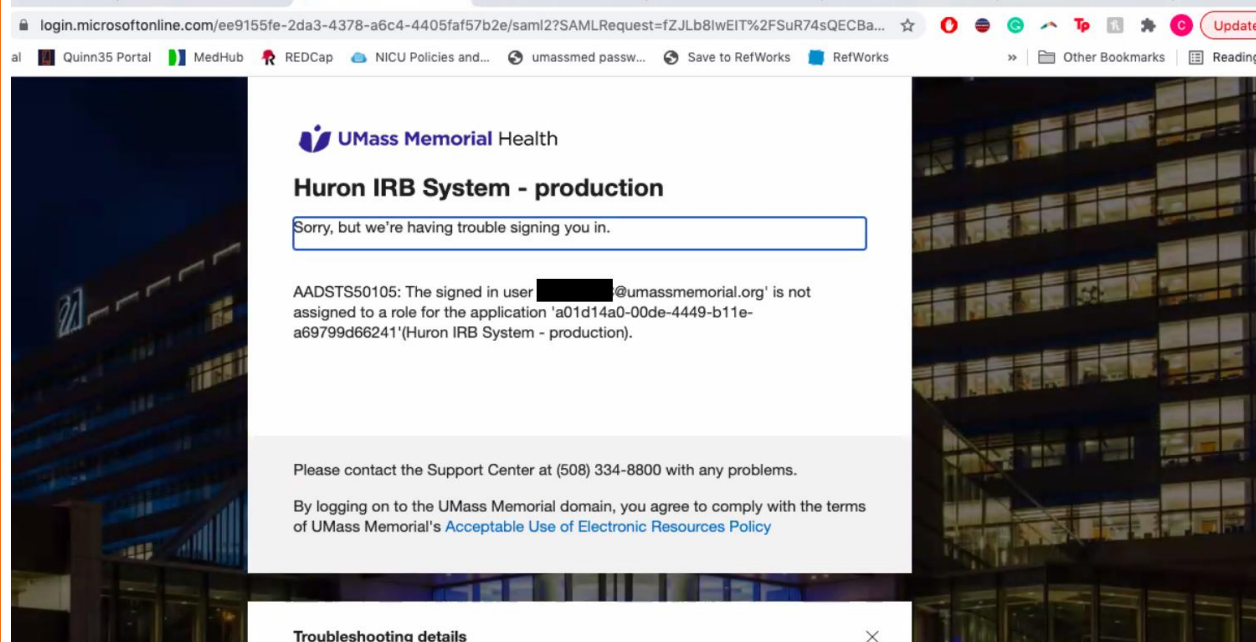
To access the RMS, including the eIRB module, users must log into the RMS platform using their umassmed.edu credentials.

UMassMemorial (Clinical) users may experience difficulties logging into the RMS if they are on the Clinical Network.

This Job Aid provides instructions for various web browsers so users can log into the RMS while on the Clinical or other external network.

Because they are separate entities, UMass Chan Med School and UMassMemorial (Clinical) maintain their own separate computing networks and employ their own Single Sign On (SSO) processes for security purposes.

- If a user is on the Clinical Network, the Clinical SSO process may attempt to log into the RMS system with the user's Clinical (umassmemorial.org) credentials. However, as the user can only log in to the RMS using UMass Chan credentials, the process will fail.
- To prevent this, you may need to open the link in an incognito (sometimes called private) browser window. If you see the following error, please use the steps below to access the site.



login.microsoftonline.com/ee9155fe-2da3-4378-a6c4-4405faf57b2e/saml2?SAMLRequest=fZJLb8lwEIT%2FSuR74sQECBa... ☆

Quinn35 Portal MedHub REDCap NICU Policies and... umassmed passw... Save to RefWorks RefWorks Other Bookmarks Reading

UMass Memorial Health

Huron IRB System - production

Sorry, but we're having trouble signing you in.

AADSTS50105: The signed in user [redacted]@umassmemorial.org is not assigned to a role for the application 'a01d14a0-00de-4449-b11e-a69799d66241'(Huron IRB System - production).

Please contact the Support Center at (508) 334-8800 with any problems.

By logging on to the UMass Memorial domain, you agree to comply with the terms of UMass Memorial's [Acceptable Use of Electronic Resources Policy](#)

Troubleshooting details

How to Access the eIRB System from an Incognito Browser:

1. First, open an incognito browser window (instructions on how to do this for the various web browser programs are below)
2. Next, highlight the following link to the RMS eIRB: <https://irb.umassmed.edu/> and select “copy” or “copy hyperlink”.
3. Then, paste the link into the web address space at the top of the incognito browser window.
4. Finally, sign in with your umassmed.edu credentials.

How to Open an Incognito/Private Browser Window:

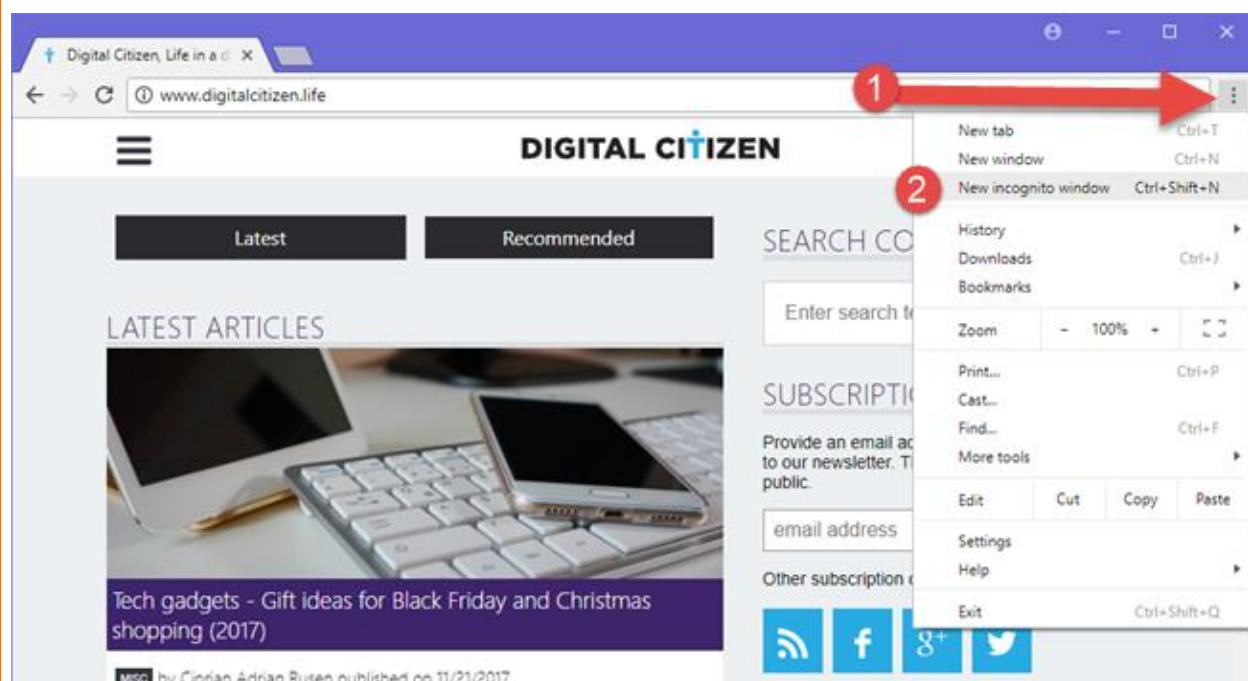
(Instructions for Google Chrome, Firefox, Microsoft Edge, and Safari are listed below)

Google Chrome

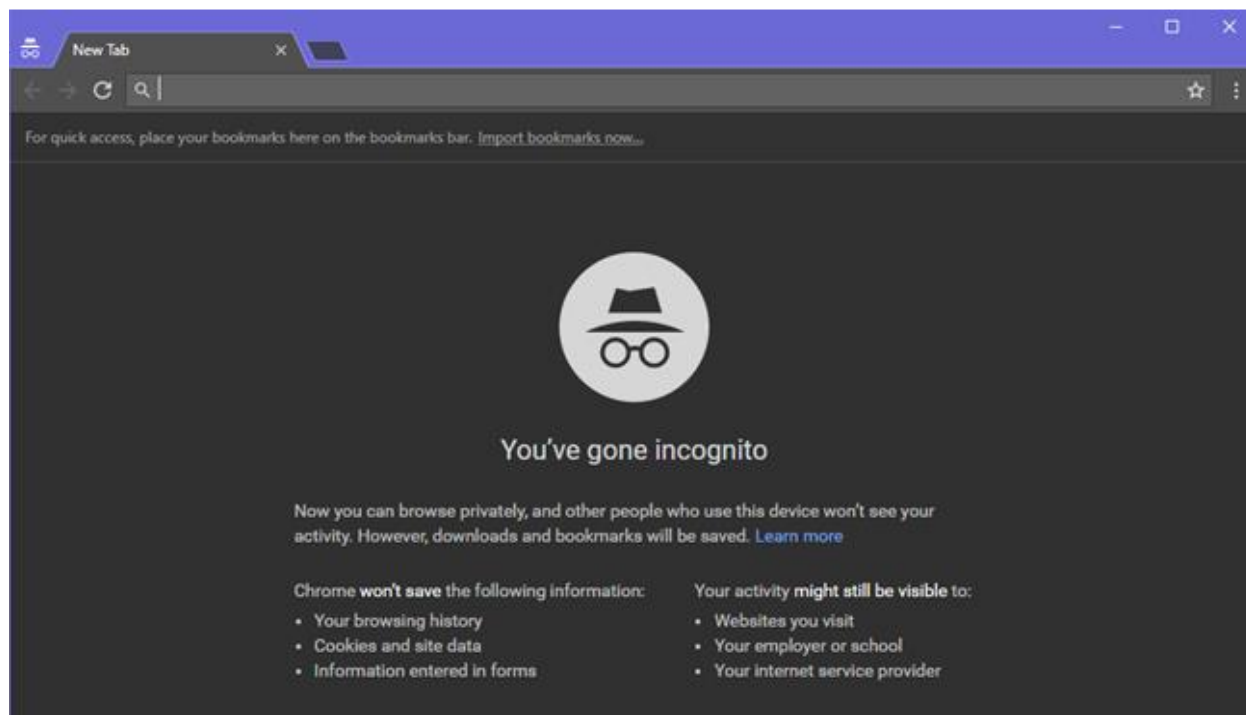
Google Chrome calls private browsing ‘Incognito’.

1. To open a new Incognito window, you have to press the "Customize and Control Google Chrome" button in the top right corner of the browser window. It looks like three dots.
2. Then, click or tap "New incognito window".

Note: there is also a Key Shortcut you can use instead: Click Control + Shift + N (when browsing Chrome) to open the drop-down menu



Example of Private Browser in Chrome



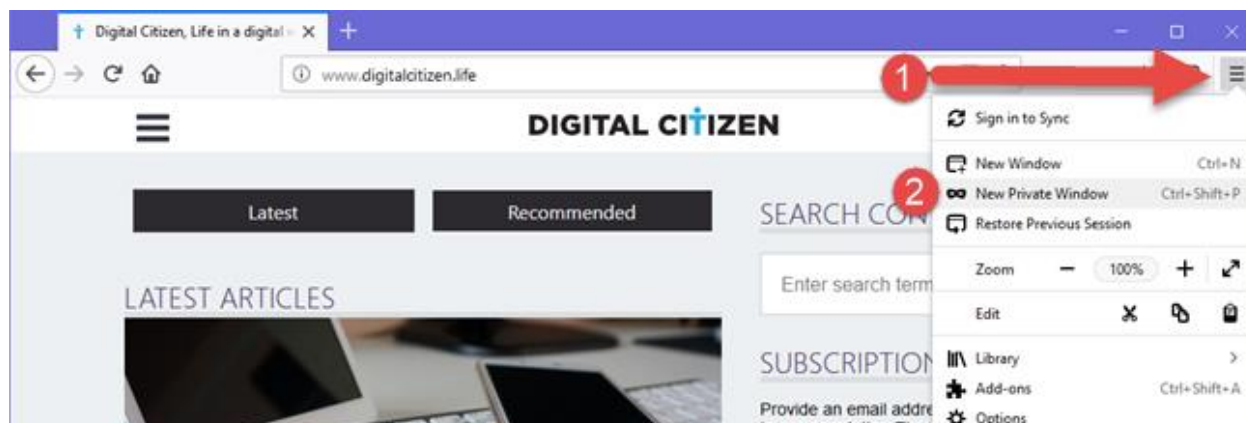
Firefox

1. To enable Private Browsing in Mozilla Firefox, click or tap the "Open menu" button in the top right side of the browser window. It has the shape of three parallel lines.
2. Then, choose "New Private Window."

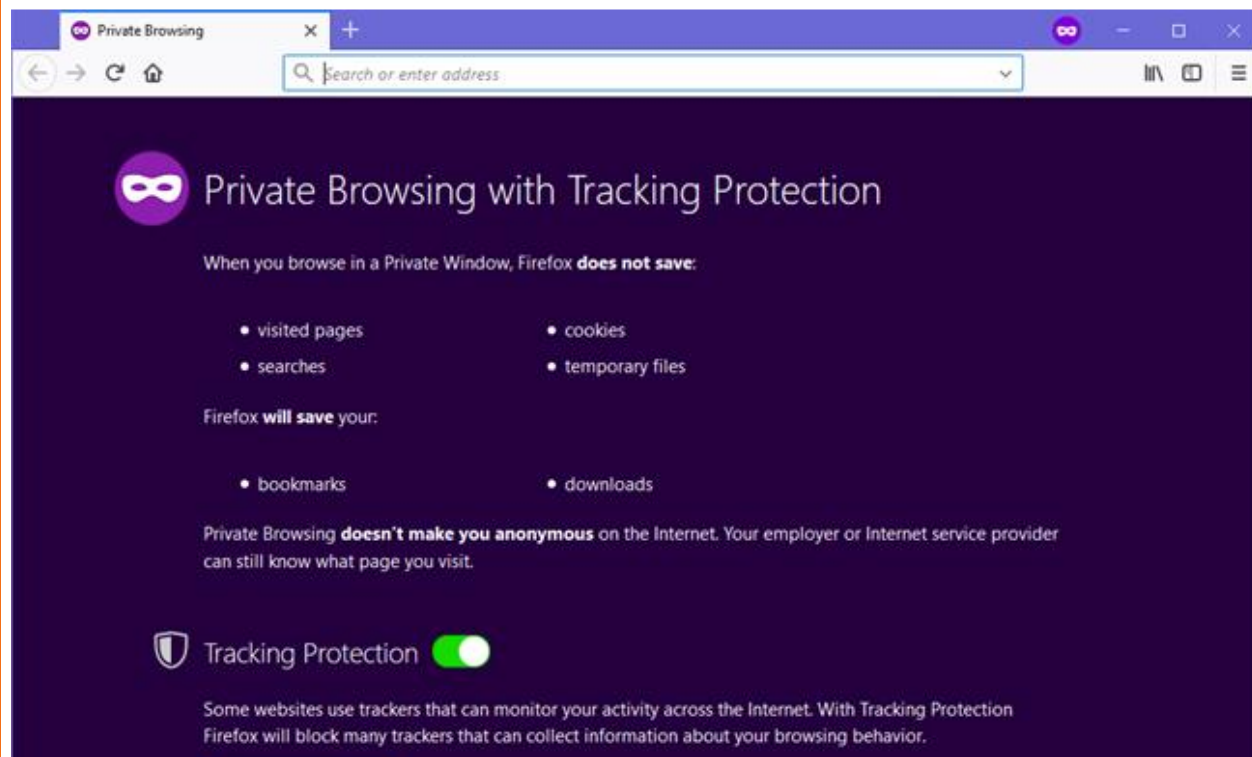
Screenshot showing a Google Chrome browser window. The Customize and Control Google Chrome menu is open and the 'New Incognito window' option is highlighted.

Note: there is also a Key Shortcut you can use instead:

Click Control + Shift + P (when browsing Firefox) to open the drop-down menu.



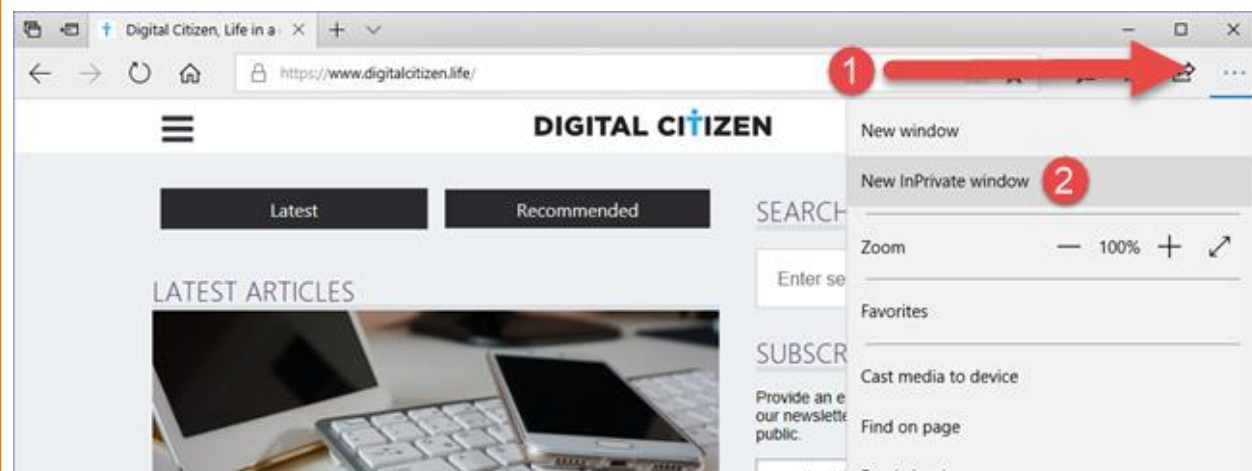
Example of a Private Browser in Firefox



Microsoft Edge

1. To start a new browser window in this mode, click or tap the “Settings and More” button in the top-right corner. It looks like three dots.
2. In the menu that is shown, choose “New InPrivate window.”

Note: there is also a Key Shortcut you can use instead: Click Control + Shift + N (when browsing Edge) to open the drop-down menu.

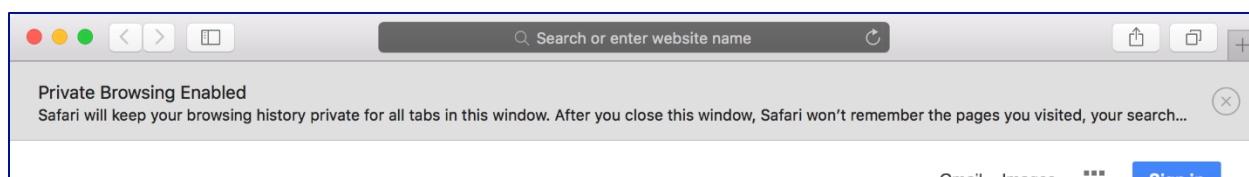


Safari

- With Safari open, move your mouse to the Menu Bar, then click File – New Private Window.
(Note: there is also a Keyboard you can use instead: Command + Shift+ N)
- If the browser opened with a dark colored smart search field with white letters (see below), then you are all set to paste the link.

New Window	⌘N
New Private Window	⇧⌘N
New Tab	⌘T
Open File...	⌘O
Open Location...	⌘L
Close Window	⇧⌘W
Close All Windows	⇧⌘⌘W
Close Tab	
Save As...	⇧⌘S
Share	▶
Export as PDF...	
Open in Dashboard...	
Import From	▶
Export Bookmarks...	
Print...	⌘P

Example of Private Browser in Safari



Document Version History:

Version Date	Reason for changes
10/29/2021	Initial Post
11/1/2021	Updated with external user information
2/23/2022	Updated to add link to RMS eIRB on page 2
04/22/2026	Updated to make the document more accessible / ADA compliant. Also updated to removed mention of Internet Explorer.