TROUBLESHOOTING

Submission

Issue: I am ready to submit my application, but I don’t see a submit tab.

Recommendation: First, please make sure that you are accessing the protocol from the To Do List, rather than the Live List. Once you have confirmed that you have accessed the protocol from the To Do List, please check to see if your advisor and all other personnel have accepted the invitation to join the protocol by viewing the Current Research Personnel tab. Please note that all members of protocol personnel, including faculty advisors, who are engaged in research should be listed on the Current Research Personnel tab. Only personnel serving on the protocol in a purely administrative capacity, such as those involved in grant administration or analysis of de-identified data, may be listed in the Other Personnel tab. If you see the word “Pending” next to someone’s name, it means that they have not yet confirmed their participation. Please reach out to them and ask them to log in to IDEATE and click on the invitation to join the protocol from the To Do List on the left of the screen.

Issue: My advisor (or other personnel member) cannot find the invitation to join the project in their To Do List. Can I send it again?

Recommendation: When you add someone to the Personnel tab, they will automatically receive an invitation to join your protocol. If that person cannot find the invitation on their To Do List, there is no need to (and no way to) send it again. Please provide your advisor or other personnel member with the protocol number and request that they scroll carefully through their To Do List. Note that the most recent notifications will appear at the bottom of the list. Depending on how many protocols are in that person’s list, they may not see yours at first glance.

Issue: I am trying to submit my protocol, but I’m receiving a message saying the application is incomplete.

Recommendation: You are required to complete all text fields and upload all required documents before you will be able to submit. Return to the tabs marked with red asterisks to identify which fields are incomplete.

Issue: I think I submitted my protocol, but I’m not sure if it went through.

Recommendation: Please check to see if the protocol is still on your To Do List. If it is, it means that it was not successfully submitted. Please try again to submit.

Personnel

Issue: I am trying to add someone to the Personnel tab, but their name is not coming up in the system.

Recommendation: Please note that only CUNY-affiliated researchers with CUNY Portal accounts can access IDEATE and be added to a protocol. If the person you would like to add does have a CUNY Portal account but their name does not show up when you search, ask them to log in to IDEATE at http://ideate.cuny.edu/home. Once they log in for the first time using their Portal user ID and password, their name will be added to the system and you will be able to add them to the protocol.

Research Sites

Issue: I am affiliated with the Graduate Center, but my research will take place off campus. What should I put here? Should I add the name of the city or country where the research will take place?

Recommendation: If you are a Graduate Center student or faculty member, you should add the Graduate Center here. To determine whether other institutions are also engaged in the research, please consult the OHRP Engagement Memo [http://www.hhs.gov/ohrp/policy/engage08.html](http://www.hhs.gov/ohrp/policy/engage08.html). Specifically, please see section III, “Interpretation of Engagement of Institutions in Human Subjects Research.” There is no need to add “New York, NY” or the name of any other city or country where you will be doing the research. Note that the actual research location (e.g. Cobble Hills...
Cinema, Brooklyn, New York) must be listed in the Procedures and Risks tab for each corresponding research procedure.

**Issue:** I have determined that another institution is engaged with the research, but the name of that institution does not come up when I search for it. How can I add that site?

Recommendation: Email ideate@cuny.edu to have the institution added to the system.

**Funding Sources**

**Issue:** I am trying to add a Funding Source, but the name of the source does not come up when I search for it. How can I add a funding source?

Recommendation: Email ideate@cuny.edu to request that the funding source be added to the system.

**Attachments**

**Issue:** I am trying to add an attachment, but it’s not working.

Recommendation: Please make sure that the document you are trying to attach is in Word or PDF format. If there are any symbols in the document name (e.g. &, -, #, @, +, etc.), please rename the document and try uploading it again.

**Other issues**

**Issue:** I am trying to type information into the application, but it’s not saving.

Recommendation: Please make sure you are using Firefox as your browser, working from a computer (rather than a mobile device) and that you are accessing the project from your To Do List to the left of the screen. If you access the project from your LiveList, anything you type into the text fields will not save.

**Issue:** I am not receiving auto-generated emails from IDEATE.

Recommendation: Please log into IDEATE, click on Manage in the menu located at the top of the page, select My User Profile, then Contact Info, and review the email address that is specified in the Email Addresses field. Note that only CUNY email addresses are supported. If an incorrect email address is listed, please email ideate@cuny.edu to request that the email address be revised.

**More Help**

If you need additional information regarding how to submit in IDEATE please refer to the help documents link: http://cuny.edu/research/compliance/human-subjects-research-1/hrpp-policies-procedures/how-to-use-ideate.html

Use the username: CUNY_Ideate_rollout and the password: musicbzxyrp123q7 to log in. Please note that these documents are proprietary and that the log-in information should not be shared.

Still have questions?

Write us at sschimmel@gc.cuny.ed or call 212-817-7532. Please include your IDEATE protocol number in all correspondence. If you are a student, please also include the full name of your faculty advisor in your initial message to us.