CyberIRB Troubleshooting and Common Questions

My department chair does not appear in the dropdown menu.

All department chairs are updated annually. If you do not see your department chair in the dropdown menu of the application, please e-mail us at irb@bc.edu with the person's name, e-mail address, and department so that we can make the correction. This should take 1-2 days at most, and then you will be able to resume your application.

My faculty advisor does not appear in the dropdown menu.

If you are a student and your faculty advisor does not appear in the dropdown menu, this simply means you did not add them to "My Contacts" before beginning your application. To do this, click "Home," then click the "My Contacts" tab and add your faculty advisor by following the instructions on the page. Once your advisor is added, they will appear in the dropdown menu in your application. If this does not work, please e-mail us at irb@bc.edu with the person's name and e-mail address so that we can look into it for you.

Please do not add a random person as your advisor or chair/dean to get past this step

I want to add/remove research staff from my protocol, but it's not letting me.

To add or remove staff from your protocol, you must submit an amendment. In sections II and III of the application, please specify the name(s) of who you would like to add or remove. If you are requesting to add staff, you must upload their training certificate(s). Our office must approve this change first, and then we will add/remove the person(s) on our end. You should be able to see your updated research staff list once you begin another amendment or continuing review application.

I'm trying to submit my application, but I'm getting an error message.

The most common error message you will see in CyberIRB is

"It appears that one or more of the supporting documents attached are not checked. Please be sure they are all complete and the complete checkbox is checked."

This error message means one of two things:

1. You uploaded your study materials, but did not check the boxes in the "Complete" column. To do this, navigate to the protocol summary page, then click the box next to each document in the "Complete" column. You do not need to check the boxes in the "Combine" column, as that is for office use.
2. If all of the boxes are checked, you are likely missing something in your application. The icon with a clipboard and pencil will appear next to the first item in the documents grid – your

application. On the left hand side, you can navigate to each section of the application. If data is missing from your application, the clipboard icon will appear next to at least one section of your application. Click the icon itself. At the bottom of that section, text will appear to tell you exactly what is missing. Click into the section of the application with missing data and complete it. Sometimes it's as simple as one box not being clicked, or a training date or e-mail address missing from one of your research staff entries.

If you are still unable to figure out what is missing after trying the above fixes, please e-mail us at irb@bc.edu with a screen shot of the protocol summary page **and** a screen shot of the section of your application that says there is missing information. Our office staff is well-trained in troubleshooting this issue, and will quickly be able to inform you of exactly what is missing.

My study involves an online survey – how do I handle the consent process?

If you are conducting research that includes an online survey, the easiest way to handle the informed consent process is to make the consent form the first page of the survey. Instead of subjects physically signing the consent form, add a button or check box for them to click to indicate consent.

In the IRB application, you must request a **consent alteration or waiver.** In section VI of the application, click **"Yes"** to request an alteration or waiver. If your study also includes consent forms that will be signed physically, click **"Both"** instead. Then, select "**Yes"** for a **partial waiver of consent** and also for **waiver of the documentation of consent.** Select **"No"** for **total waiver of consent.** You will be asked to indicate which elements you want to waive. You should select **"The consent form must be signed and dated, or…"** You will also be asked if you are requesting to waive the requirement for signature and name because this study will be conducted online. Select **"Yes."**