

RIVRS Quick Reference Card

Accessing the IxRS

You will need:

- Your 7 digit user ID: this was provided by mail/e-mail when you were registered, if you have lost/forgotten this contact the helpdesk
- Your 6 digit password: a temporary password was issued when you were registered. This is required to be changed upon first log-in and every 90 days thereafter. If you have forgotten your password contact the helpdesk

IVRS

See [IVRS Telephone Numbers Sheet](#) for a listing of local toll-free numbers

The following prompts will be played in English:

“Please enter your assigned User ID”

“Please enter your Password”

once you are logged-in all other prompts will be played in your chosen language.

IWRS

Go to the [IWRS](#) log-in page

The following browsers are supported and must have *Cookies* and *JavaScript* enabled:

- Mozilla Firefox 3.6
- Google Chrome 9
- Internet Explorer 7/8
- Apple Safari 5

Demonstration Mode

Enter “000000” as your password. All visit options available in the live system can be performed in demo mode.

Changing Your Password

You will be prompted to change your password the first time you log-in after its expiry. You will be asked to enter your new password twice to confirm correct entry. Your new password must obey the following rules:

It must

- be numeric
- be 6 digits
- differ from the expired password

It must not

- be an ascending or descending sequence
- consist of a single, repeated, digit
- equal part of the user ID

Main Menu

Dependent upon the study and your user role you will be presented with a selection of the following options

01 Screening (includes re-screening, subsequent screening visits and supplemental screening visits)

02 Enrollment (includes re-enrollment, subsequent enrollment visits and supplemental enrollment visits)

03 Randomization

04 Subject Status Change (includes screen failure, enrollment failure, discontinuation, completion, eligibility for enrollment, eligibility for randomization, eligibility for LTE)

05 Subsequent Visit (within the short term, long term, open label and rescue periods)

06 Enter an Alternate Study Phase (includes entry into rescue, open label and long term extension periods)

07 Site Drug Management (includes shipment receipt, report damaged/missing containers and container replacement)

08 Order Non-Drug Supplies

09 Order Drug Supplies

10 Third Party Data Entry

11 Emergency Unblinding (includes subject and/or container unblinding)

12 Change Your Password

13 Request Additional Notifications

14 Transfer to System Support (IVRS only)

15 Public Patient ID Management

16 Container Verification

IVRS Hot Keys

0	*	#
Contact System Support (when 0 is not a valid response)	Return to previous question (when * is not used to enter a decimal point)	Return to Main Menu (when # is not used to terminate a variable length response)

IVRS Language Options

01 English	13 Greek	25 Ukrainian
02 European Spanish	14 Turkish	26 Canadian French
03 European French	15 Russian	27 Cantonese
04 German	16 Brazilian Portuguese	28 Estonian
05 European Portuguese	17 South American Spanish	29 Flemish
06 Italian	18 Romanian	30 Croatian
07 Dutch	19 Hungarian	31 Hebrew
08 Danish	20 Norwegian	32 Lithuanian
09 Finnish	21 Mandarin Chinese	33 Latvian
10 Swedish	22 Japanese	34 Slovak
11 Polish	23 Thai	35 Slovenian
12 Czech	24 Korean	(NB. IWRS is English only)

Frequently Asked Questions / Issues

How can I contact system support?

For urgent issues:

- 1) via the IVRS by selecting option 14
- 2) via the direct toll-free helpdesk number or direct using +44 (0)203 024 9479

(a translation service is available if required, please inform the operator of the desired language and hold whilst an interpreter is contacted)

For non-urgent issues:

- 1) email the support team at IRT-support@worldwide.com
- 2) complete and submit an [online assistance form](#)

The system says my password is invalid

Your password was changed upon first use of the IxRS and subsequently when it has expired. If you are unable to remember to your password please contact system support who will be able to email a new temporary password.

I have not received a confirmation notification for a transaction I made

You can request a notification for a time dependent visit (for which your user role has access) to be resent via the IxRS (option 13). For any other notifications please contact system support.

There are no options listed in the main menu

Your user account has been created with an invalid role for the study. Please contact your site manager requesting that they correct your role.

When I log-in I only have demo access

If you have logged in with your standard password (i.e. not 000000) then your site has not been activated. Please contact your site manager requesting that they activate your site.

How do I get access to the IxRS?

Your site manager is responsible for creating your account.

Once this has been created your account will be registered and you will be emailed a User ID and password.

The scanner converts the container barcode to non-numeric characters

If you are using an AZERTY keyboard activate the MAJ button and then re-scan the barcode.

The scanner isn't reading the container number / is appending additional digits

The outer packaging should be scanned rather than the individual kits contained therein. If this does not resolve the issue or the barcode has been damaged then you can enter the barcode number manually.