

## HELPFUL LINKS AND EMAILS

### Velos eResearch URL

<https://uthscsaprod.velosresearch.com>

### Technical Support

[CTMS-Support@uthscsa.edu](mailto:CTMS-Support@uthscsa.edu)

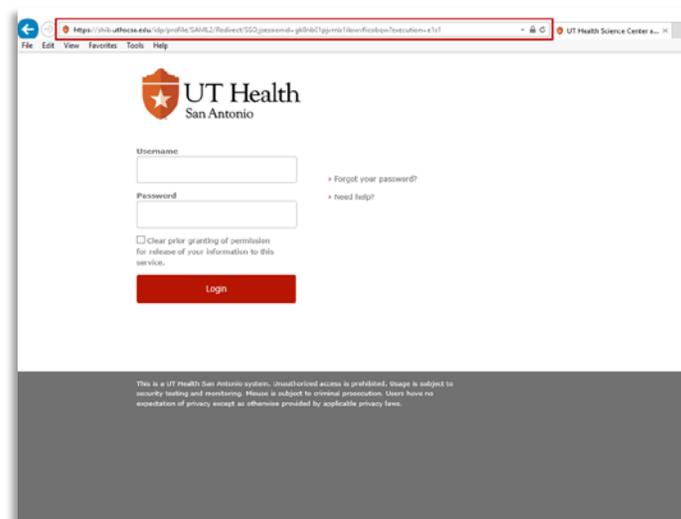
### VPR Clinical Trials Office

[VPRCTO@uthscsa.edu](mailto:VPRCTO@uthscsa.edu)

## HOW TO BOOKMARK THE eRESEARCH APPLICATION WEBSITE

eResearch Version 10 is compatible with **Internet Explorer v11** and **Mozilla Firefox v39 and above**. Users may also use **Chrome**, however it is not a vendor supported browser.

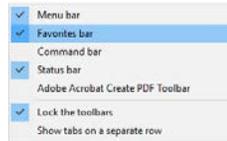
When bookmarking the eResearch application website for the first time, your bookmark URL will default to the Shibboleth Authentication site below. Please refer to the steps outlined below to create the bookmark in the browser of your choice, then update the URL:



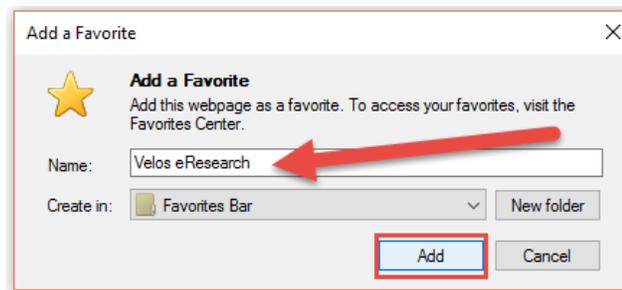


## INTERNET EXPLORER

- 1) Open a new browser window.
- 2) If you do not see a **Favorites Bar**, right click at the top of the browser window, then select **Menu bar** and the **Favorites bar**.

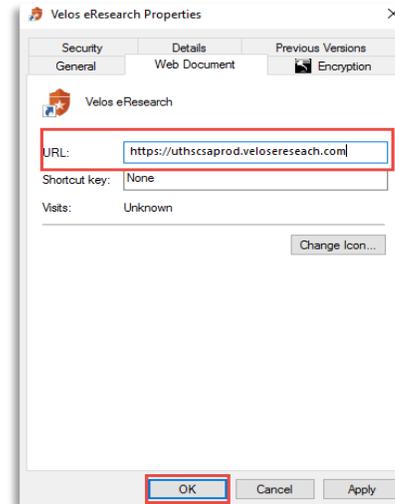


- 3) Navigate to the Velos eResearch application website at <https://uthscsaproduct.velosresearch.com>
- 4) From the **Menu bar**, click on **Favorites**, then select **Add to favorites...**
- 5) In the pop up that appears, update the **Name** field and navigate to the Favorites Bar in the **Create In** field as seen below. Click the **Add** button.



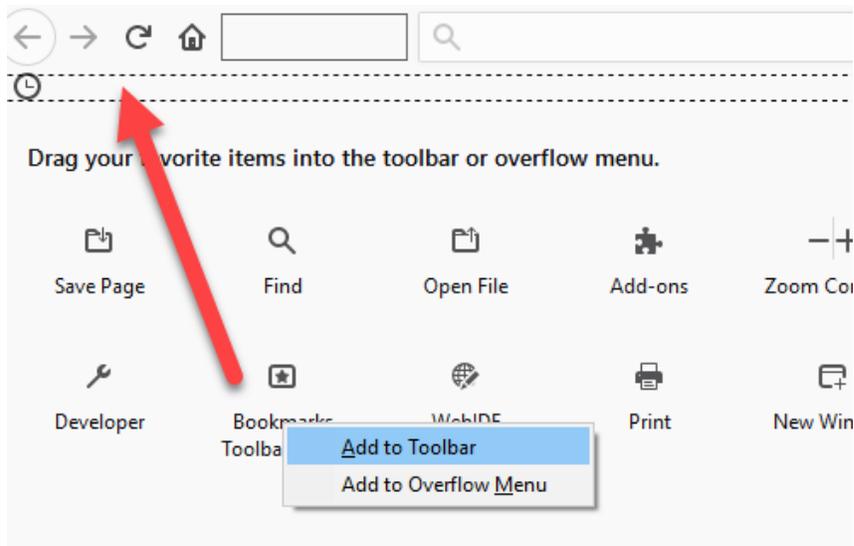
- 6) By default, the Shibboleth Authentication site will be saved in your bookmark. You must update the URL to ensure the bookmark will work properly. To do this, locate the **Velos eResearch** bookmark in your **Favorites Bar** that you just created. Right click on it and select **Properties**

- 7) Update the URL field to <https://uthscsaprod.veloserearch.com> and click the **OK** button to save your changes.



## Mozilla Firefox

- 1) Open a new browser window.
- 2) If you cannot see your bookmarks at the upper toolbar, click the menu button  then select **Customize**
- 3) Right click on the **Bookmarks Toolbar Items** and select **Add to Toolbar** or drag the icon to toolbar.

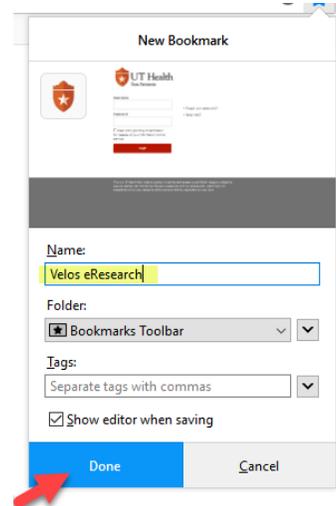


- 4) Click the **Done** button on the lower corner of the window to save your changes.

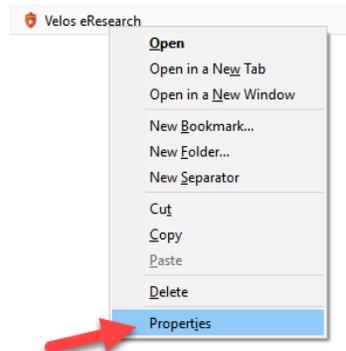
- 5) Navigate to the Velos eResearch application site <https://uthscsaprod.veloseresearch.com> and click on the **star** in the address bar



- 6) In the **Name** field, rename the bookmark and save it to the folder location of your choosing (Bookmarks Toolbar is recommended). Click the **Done** button to save your bookmark.



- 7) By default, the Shibboleth Authentication site will be saved in your bookmark. You must update URL to ensure the bookmark will work properly. To do this, locate the **Velos eResearch** bookmark that you just created. Right click on the bookmark and select **Properties**



- 8) Update the **Location** field to <https://uthscsaprod.veloseresearch.com> and click the **Save** button to save your changes.

Properties for "Velos eResearch" X

**N**ame:  
Velos eResearch

**L**ocation:  
https://uthscsaprod.veloseresearch.com

**T**ags:  
Separate tags with commas

**K**eyword:

Save Cancel

### HOW TO LOG INTO VELOS eRESEARCH

Now that you have successfully bookmarked the Velos eResearch application website, log into the system.

- 1) Select the **Velos eResearch** bookmark you have just created in your browser.
- 2) Enter your **UTHSCSA** domain Username and Password.
- 3) Click the **Login** button.
- 4) Select the **Do not ask me again** radio button then click the **Accept** button.  
This is your consent to allow the eResearch application to access your login information in order to provide access. (This page will appear again if you clear your browser cache).

UT Health San Antonio You are about to access the service: uthscsaprod.veloseresearch.com

**Information to be Provided to Service**

eduPersonPrincipalName xxxxxxxx@uthscsa.edu

The information above would be shared with the service if you proceed. Do you agree to release this information to the service every time you access it?

Select an information release consent duration:

Ask me again at next login  
• I agree to send my information this time.

Ask me again if information to be provided to this service changes  
• I agree that the same information will be sent automatically to this service in the future.

Do not ask me again →  
• I agree that **all** of my information will be released to **any** service.  
This setting can be revoked at any time with the checkbox on the login page.

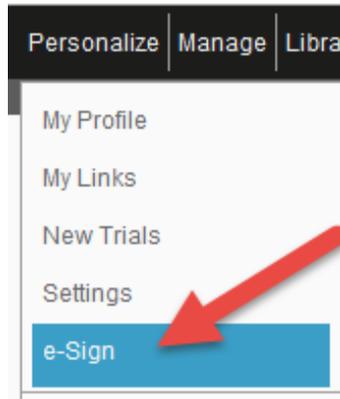
Reject Accept

[What is this page?](#)

## HOW TO CHANGE YOUR e-SIGNATURE

If you have forgotten your **e-Signature**, please contact CTMS-Support to have your e-Signature reset. At any time, you may change your e-Signature to the 4 digits of your choosing by following these steps:

- 1) From the Homepage,  select **Personalize** from the Menu bar, then select **e-Sign**



- 2) Complete the required fields to reset your e-Signature.
  - a) Select the checkbox to confirm you would like to change your e-Signature.
  - b) Enter your current e-Signature.
  - c) Enter your **new e-Signature**, then enter it once more to confirm it. (Your new e-Signature can be any 4-digits of your choosing – except 1234)
  - d) Ignore the last field as this is a read-only field that is determined by the system configuration.

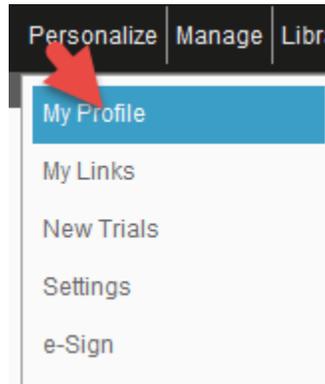


- 3) Enter your current **e-Signature** and click the **Submit** button at the bottom of the form. After the system has saved your new e-Signature, it will become effective in the system immediately.



**HOW TO UPDATE YOUR CONTACT INFORMATION**

- 1) From the Homepage,  select **Personalize** from the Menu bar, then select **My Profile**



- 2) Update your work contact information as needed.

- 1) Ignore User ID. This is a read-only field.
- 2) Various contact information is sent to **EPIC** via an application interface, therefore it is important to keep this information current
  - Primary Investigator name, email, and work and cell phone numbers
  - Study Contact name, email and work phone number
- 3) For readability purposes in **EPIC**, please enter phone numbers using the format xxx-xxx-xxxx

- 3) Enter your **e-Signature** at the bottom of the page to save changes to your Contact Information.

## HOW TO LOG OUT OF VELOS eRESEARCH

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- 1) To log out of eResearch properly, use the **Logout** button found on the upper right side of the Homepage. Logging out properly ensures your session is closed in the audit trail.



- 2) If you forget to log out properly, you may encounter the following message:  
"You are currently logged in from a different session. All unsaved data in the existing session will be lost if you login again. Do you want to proceed?"  
Click **OK** to login, but note that you may lose data if you did not previously save it by entering your e-Signature where appropriate.

END OF DOCUMENT