

Frequently Asked Questions

General System Access

Modernization of the Electronic Institutional Review Board System

EIRB

Version 1.5 April 21, 2016

General System Access

1. How do I obtain an EIRB Account?

Question	How do I obtain an EIRB Account?
Answer	<p>There are two options:</p> <p>Initiate the request directly from the EIRB web page at https://dmrncac.dhhq.health.mil. You will be asked to submit the information necessary to validate and create your account.</p> <p>You can contact the DHA Global Service Center at 800.600.9332 to request and account.</p> <p>Regardless of which option you select; your account must be approved by your local EIRB site administrator. After your account is approved, you will receive an email confirmation that your account is active.</p>

2. I don't have a CAC Card. Can I still request an account to access EIRB?

Question	I don't have a CAC card; can I still request an account to access EIRB?
Answer	No, not at this time; however, there will be a mechanism for non Cac users to access the system in the future.

3. I keep getting logged out of the system. What is the inactivity timeout?

Question	I keep getting logged out of the system. What is the inactivity timeout?
Answer	System timeout is set for 15 minutes.

4. Do I need to take special training to obtain an EIRB account?

Question	Do I need to take special training to obtain an EIRB account?
Answer	Yes, all new users will need to submit a copy of their completion certificate for the Department of Defense Cyber Awareness Training for Department of Defense Employees. Training can be found at: http://iatraining.disa.mil/eta/cyberchallenge/launchpage.htm

5. What do I do if my account is locked

Question	What do I do if my account is locked?
Answer	For security reasons, Individual accounts will be locked if a user has not logged into the system within 35 days. If you cannot login, please contact the Global Service Center at 1-800-600-9332 for assistance.

6. What do I do if I cannot access EIRB with my Common Access Card (CAC)?

Question	What do I do if I cannot access EIRB with my Common Access Card (CAC)?
Answer	Please visit the DoD Common Access Card website to obtain further information. http://www.cac.mil/common-access-card/managing-your-cac/ Should you still require assistance, please contact the Global Service Center at 1-800-600-9332 for further support.

7. How do I sign into my EIRB account?

Question	How do I sign into my EIRB account?
Answer	Access the EIRB application using the following link: https://dmrncac.dhhq.health.mil Log in through the CAC authentication process. Once you have correctly entered your pin number, you will see your EIRB home screen.

Trouble Shooting Access Issues

1. What is the EIRB Production URL?

Question	What is the EIRB Production URL?
Answer	EIRB URL to connect: https://dmrncac.dhhq.health.mil

2. Why did my EIRB Bookmark stop working?

Question	Why did my EIRB Bookmark stop working?
Answer	Sometimes browser bookmarks can accidentally be changed. Recommend you validate that your bookmark still contains the correct URL. The URL for EIRB is https://dmrncac.dhhq.health.mil

3. What are the Firewall and Services Settings for EIRB and how do I validate them?

Question	What are the firewall and services settings for EIRB and how do I validate them?
Answer	Please contact your local site's help desk to ensure that they open port 443/HTTPS from their end user's browser: End users access EIRB through the Internet/NIPRNet using port 443/HTTPS. The site must allow outbound traffic from an end user's workstation over 443/HTTPS.

4. How should the end user browser be configured to work with EIRB?

Question	How should end user browsers be configured to work with EIRB?
Answer	<p>Within your browser click Internet Options. In the Internet Options window on the Advanced tab, under Settings, scroll down to the Security section. In the Security section, locate the Use SSL and Use TLS options to:</p> <p>Enable: TLS 1.0, 1.1, and 1.2: EIRB requires that an end user's browser is configured to support TLS 1.0 or greater protocol for communication.</p> <p>Disable: SSL 2.0 and SSL 3.0</p> <p>The above configuration is standard across all commercial browsers (IE, Chrome, Firefox etc.)</p> <p>If you find your browser configurations are being re-set or if you do not have the ability to change your browser configurations, please contact your local site's</p>

5. I consistently have issues accessing EIRB from work. How can I validate that this is a site issue verses a system issue?

Question	I consistently have issues accessing EIRB from work. How can I validate that this is a site issue verses a system issue?
Answer	If you have a computer at home with a CAC reader, you can try and login from your home. If you can access EIRB from home, it is likely your access issue is related to system or network configurations at your work site, in which case please contact your local site's help desk.