

What to do if the CITI completion course is not populating in eIRB.

Accepted course for IRB Human Participants training credit:

CITI TRAINING Biomedical or Social Behavioral Human Participants Research Module and Good Clinical Practice (GCP) Module

The IRB is aware of an issue where required CITI human subjects research and/or Good Clinical Practice training for some research personnel may be showing up as incomplete.

Case where this might be happening:

- The individual took the training at another institution that requires an expiration date;
- The individual did not complete the training under Penn's single sign on;
- The individual took the training prior to Penn removing the expiration date from their certificates and never updated their report to remove the expiration date.

While we further investigate this issue and determine if a larger fix can be applied, this can be rectified by the IRB office manually correcting training in research personnel eIRB user profiles. Once the training has been manually applied to each eIRB user's profile, it will apply the training credit for all protocols on which they are listed.

Instructions:

Please contact the CITI helpdesk (irbciti@pobox.upenn.edu) to request that the CITI training be manually applied by IRB staff in eIRB. **Please be sure to include each person's Penn Key so the training can be manually applied to the correct person (if applicable).**

Additionally, if you are new research personnel, your completion report may be assessed for module content prior to approval. Please forward any training completion reports from other institutions to the CITI help desk irbciti@pobox.upenn.edu and ask for an assessment of your modules. The document provided **must be a completion report** showing a full list of modules completed to be assessed (certificates alone do not include sufficient information for this assessment). If the modules are appropriate, the IRB CITI Support team can manually update your training. **Please be sure to include each person's 8-digit Penn ID number so the training can be manually applied to the correct person (if applicable).**

Renewal of human subjects training will not be required once your training is accepted and applied. If the modules are not appropriate, you will be required to complete Penn's Human Participants' Protections training to engage in research at Penn.

Also, if you took CITI at another institution, we recommend you please follow the instructions provided below so the previous completions are included in Penn's CITI feed.

1) Access the CITI Program website through the SSO link and login with your PennKey
<https://www.citiprogram.org/portal?site=898>

2) Choose the option "I already have a CITI program account" and enter the credentials from your previous institution

3) Your CITI accounts are now linked, and your past completions will now appear on Penn's CITI admin feed (please allow 24 hours).