

# NHG ROAM System


## User Guide to ROAM One-Time Password (OTP) Verification Process

Version 2 Rel 27 April 2023




# Implementation of OTP Verification


- As a part of efforts to enhance the cyber-security posture of our systems, we will be implementing a **ONE-TIME PASSWORD (OTP)** verification to the User Login process for the ROAM System.
- With effect from **10.30 PM, FRIDAY 5 May 2023**, **ALL USERS** (including *NHG / NUHS ADID Users*) will be required to use the OTP verification to successfully complete their login to the ROAM system.


 **ROAM Username**

+

 **ROAM Password**

+

 **One-Time Password**

**NEW** 

*Effective from 10.30 PM, FRIDAY 5 May 2023*

# How the OTP works

- After successfully authenticating your usual ROAM Username and Password login, the OTP code will be automatically sent to your Email Address, as **registered in your ROAM Account Profile**.
- The OTP code will be sent by **roam-admin@nhg.com.sg** with the Subject **“[NHG-ROAM] - One-Time Password (OTP)”**.
- Do check your **Spam/Junk mail folders** in case the OTP-Email is filtered there automatically or by your Email Filter rules.
- The OTP Code will be only **valid for 5 Minutes (300 seconds)**.
- The Login process will need to be re-started if the wrong OTP code has been entered, or if the OTP code has expired.

# What You Need to Do

- We **strongly recommend** that you login to the ROAM System **BEFORE FRIDAY 5 MAY 2023** to **ensure that your registered Email Address is correct** in the ROAM Account Profile.
- You will be **locked out from your ROAM Account** if the registered Email Address is wrong or has been changed, and you **do not receive the OTP Code**.

**Update User Profile**

Account Info | Personal Info | **Contact Info**

This Section contains your Contact information. > [Help](#)

**Email**

Registered Email Address: \*  ←

**Contact Information**

Telephone (Work): \*

This will be used for the DSRB to contact you when necessary.

# STEP 1: Login to ROAM

Login as usual with your ROAM Username and Password\*.



**National Healthcare Group**

Welcome to the NHG Research Online Administration & Management (ROAM) portal.

**Login Here**

UserName:  
tanahkow

Password:  
••••••••

ROAM Account Login Type  
NHG Active-Directory Login

**ATTENTION** Staff from Yishun Health Campus

**Login**

[Forgot Password](#)  
[Unlock or Unsuspend](#)

[Login help](#)  
[Personal Data Protection Notification](#)

\* For NHG & NUHS Staff, this would be your usual ADID Username and Password.

# STEP 2: Check your Email Account for OTP

- If your login is successful, the ROAM System will automatically send you the OTP code to your registered Email Address in your ROAM Account Profile.
- Check your Email Account\* for the OTP Email.
- The OTP Code will be **ONLY VALID for 5 Minutes (300 seconds)**.

All		Unread					By Date ▾	
!	📧	📄	📧	From	Subject	Received ▾	Size	🔍
				roam-admin@nhg.com.sg	NHG Research - Study Team Members Have Responded to Qu...	Mon 17/4/2023 11:43 am	52 KB	
				<b>roam-admin@nhg.com.sg</b>	<b>[NHG-ROAM] - One-Time Password(OTP)</b>	<b>Mon 17/4/2023 10:50 am</b>	<b>53 KB</b>	
				roam-admin@nhg.com.sg	NHG Research - DSRB: Domain Chair has rejected the Draft Ap...	Mon 17/4/2023 10:04 am	50 KB	
				roam-admin@nhg.com.sg	NHG Research - Study Team Members Have Responded to Qu...	Mon 17/4/2023 9:13 am	51 KB	
				roam-admin@nhg.com.sg	NHG Research - Study Team Members Have Responded to Qu...	Mon 17/4/2023 7:47 am	56 KB	

\* Do check your Spam/Junk mail folders in case the OTP email is filtered there automatically by Junk mail filters or by your own Filter rules.

# STEP 3: Enter the OTP Code

- Enter the OTP code and click on “**Next**”.
- If the OTP is correct, you will then be logged in to the ROAM System, and you will be brought to the ROAM Workspace as per normal.



**ROAM Login - Enter your OTP**

Please enter the OTP number sent to your registered email address.

OTP Number: \*

**Next** **Cancel**

# Error: OTP Timeout

- If you see this message below, then you have exceeded the valid time period of the OTP. The OTP Code is only valid for 5 Minutes (300 seconds).
- Click on the “**Resend OTP**” button to request for a new OTP and try again.



**ROAM Login - Enter your OTP**

You have exceeded the time limit to enter the correct OTP. Please login and try again.

Please enter the OTP number sent to your registered email address.

OTP Number:\*  **Resend OTP**

**Next** **Cancel**





# ERROR: Incorrect OTP

- If you see this error below, then you have provided an incorrect OTP code.
- Check the OTP Email again, and make sure you are using the **latest OTP Email**.
- Make sure your keyboard's CAPSLOCK / NUMLOCK are in the correct position, and no spaces entered after the code.

## ROAM Login - Enter your OTP



The wrong OTP code has been entered. Please check and try again.

Please enter the OTP number sent to your registered email address.

OTP Number:\*

XXXXXXXXXX

Next

Cancel

# Error: OTP Email not received

If you did not receive the OTP Email, then please check the following:

- (1) Have you checked your **Spam / Junk mail folder** of your Email Account?
  - (2) Are you checking the **right Email Account**? Is this the Email Account which has been registered in your ROAM Account Profile?
  - (3) Check with your IT Support if your organization's **Email system** is **automatically blocking or rejecting** such automated OTP Emails from NHG as Spam/Junk Mail?
- (1) Contact the ROAM Helpdesk if there is nothing obviously wrong.

# Contact Us

- You may contact us at [researchonline@nhg.com.sg](mailto:researchonline@nhg.com.sg).
- If you have encounter any technical difficulties, please provide us with the following information so that we can efficient and effectively assist you.
  - **Your ADID username**
  - **A description of the problem together with screen-capture of the error where possible.**
  - **Study Reference number** (*if applicable*)
- Do provide as much information as possible about the problem (*eg: steps/actions leading to the error; the error message*) so that we can efficiently pin-point and troubleshoot the problem for you.