Training Agenda

What we will be covering...

- ROAM Accounts & the ROAM Workspace
- Drafting the DSRB Application Form
- Understanding the Submission Process
- Responding to Queries
- Creating Supplementary Report Forms (e.g., Study Amendment Form, Status Report Form)
- Common Issues & Best Practices
- Q & A
1. Connecting to the ROAM system
Introducing NHG ROAM

- The NHG Domain Specific Review Boards (DSRB) uses the Research Online Administration & Management (ROAM) platform to process applications for ethics approval.

- NHG-ROAM is available to you as long as you have an Internet connection and a compatible Web-Browser such as Mozilla Firefox or Google Chrome.

www.research.nhg.com.sg
ROAM Requirements

- Internet connection
- Compatible Browser
  - Firefox and Chrome (all versions) are the recommended Browsers.
  - Internet Explorer, Safari (eg iPads) → NOT RECOMMENDED due to compatibility issues

IMPORTANT: Please do not use incompatible browsers as it can corrupt or delete your DSRB Application and data.
2. Creating Your ROAM Accounts
What you will need for creating a new Account

• **Valid NRIC / FIN / Employment Pass number**
  Foreign Users need to apply separately for an ROAM account via Email to researchonline@nhg.com.sg

• **Softcopy of Resume / CV**
  Used by the DSRB to assess the person’s qualifications, experience and ability to conduct the proposed study.

• **Minimum Training Certifications**
  All key investigators, such as the **overall Principal Investigator, Site Principal Investigators**, and **Co-Investigators** are **required to have completed** basic research ethics training.

  “The intent of having minimum training requirements is for the research community to appreciate and apply the underlying ethical principles to their day-to-day research practice.”

More information on Minimum Training requirements are available at www.research.nhg.com.sg under “**Conducting Research**”.
What you will need for creating a new Account

FOR Staff of NHG Institutions and NUH
(TTSH, NSC, IMH, NHG Polyclinics, NHQ Diagnostics, NHG HQ, NUH)

• There is no need for you to go through the “Create ROAM Account” process.

• You can use your NHG Active Directory ID (ADID) to login directly to the ROAM system.

• Your ROAM account login would use your ADID login as follows:

<table>
<thead>
<tr>
<th>(ROAM) UserID:</th>
<th>Your ADID Username</th>
</tr>
</thead>
<tbody>
<tr>
<td>(RAOM) Password:</td>
<td>Use your latest ADID password.</td>
</tr>
<tr>
<td>Domain:</td>
<td>Select option “NHG”</td>
</tr>
</tbody>
</table>

(Note: When you update your ADID password, you must use that updated password for your ROAM login as well)

• If you have issues with your NHG ADID, you will need to contact the ITD Helpdesk at 1800 483 4357 for assistance
Creating your ROAM Account

1) Go to www.research.nhg.com.sg

2) Click on “Login” found on top-right corner of the page.

3) Click on “Create NHG ROAM Account”. Follow on-screen instructions.

4) You will need:
   • Valid NRIC / FIN
   • Resume/CV
   • Work email
Creating your ROAM Account

5) When your registration has been successfully submitted, the system will inform you that an **Account Activation Email** has been sent to you.

![User Registration](image)

6) Do **check your Spam folder** for the Activation Email in case it may have been filtered there.

7) You must **click on the link** in the email to **activate your account** for use.
Creating your ROAM Account

However, if you get this error message instead..

1) For **Staff of NHG Institutions & NUH**: You should be using your **NHG/NUH Active Directory ID (ADID)** to login to the ROAM system.

2) For **Ex-Staff of NHG Institutions**: You will need to contact us (researchonline@nhg.com.sg) with your full name, NRIC/FIN to reset your ROAM Login.

3) For **Non-Staff**: You already have an existing ROAM account. You cannot create another ROAM account.
To Login to ROAM


Click on the Login button found on the top-right of the page.

There are **TWO** types of Login Accounts.

(1) For **NHG & NUH Staff** – Active Directory Account Login (Domain: “NHG”)

(2) For **Non-NHG Staff** – Non-ADID Account Login (Domain: “Not Applicable”)

Chose the correct Domain
Login Problem – ‘User Session Does not Exist’

This error is caused by the default settings of the Internet Explorer Browser.

- **There is nothing wrong with your login information or your ROAM account.**
- We do recommend that you use other web browsers like **Mozilla Firefox** or **Google Chrome** when using the ROAM system.
- If you are unable to install new programs on your computer, you can consider using a **portable version of Firefox** which does not require installation and works directly from any USB thumb-drive. (Google “Portable Firefox”)
Completing your Account Profile

• On your first login, you will be prompted to complete your Account Profile.

Update User Profile

You have not completed your profile. Please complete the profile.

This Section shows your ROAM Account login information. > Help

Account Type: NHG Non-AD
User ID: demo
Display Name: Demo Account
Password Challenge Question:
Password Challenge Answer:
Password Challenge Hint:

Reset Password

Out Of Office Period: The Out-of-Office feature will be activated between the period as indicated. When the Out-of-Office feature is active, all endorsement requests to you (only where applicable) as the Department and/or Institution Representative will be automatically diverted to the next eligible Representative.
Completing your Account Profile

The Account Profile is made up of 5 tabs.

1) Account Info

2) Personal Info *(Most Important)*

3) Contact Info

4) Research Profile

5) Publications

*You have not completed your profile. Please complete the profile.*
Completing your Account Profile

1. Complete the compulsory questions as indicated with a red asterisk *, beginning with the [Account Info] Tab.

2. After filling out each tab, click on the {Next Tab} button until you reach the last tab with the {Save All Tabs} button.

3. When all Tabs are finished, click on the {Save All Tabs} button to save your information. Unless you do this, none of the information will be saved.

4. When the changes to your Profile are saved, you will be shown the message “Your Profile has been updated successfully”.
The **ROAM Account Profile** must be completed BEFORE the Account becomes validated and can be used for making submissions to the DSRB.

An **incomplete or outdated** ROAM Account Profile will cause problems with the submission process and delay any submissions made in the system.

Other ROAM users will also be unable search/locate you in the ROAM system or to add you as part of their Study Team.

Being able to login to your ROAM account **DOES NOT MEAN** the Account Profile is successfully completed.
Creating Additional Appointments

- If you hold other concurrent Appointments at other Institutions, you may list them under the *Additional Appointment* section.
### Some available options for Appointments

<table>
<thead>
<tr>
<th>Organization</th>
<th>Institution</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency for Science, Technology and Research (A*STAR)</td>
<td>• Singapore Institute of Clinical Sciences</td>
<td>• Cell and Molecular Biology (CMB)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Clinical Nutrition Research Centre (CNRC)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Human Development (HD)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Neurodevelopment Center (NDC)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Systems Biology (SB)</td>
</tr>
<tr>
<td>National University Health Systems (NUHS)</td>
<td>• National University Hospital (NUH)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Saw Swee Hock School of Public Health</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Yong Loo Lin School of Medicine</td>
<td></td>
</tr>
<tr>
<td>National University of Singapore (NUS)</td>
<td>• NUS Business School</td>
<td>* The full list of available Departments for each Institution will be shown to the user when the Organization and Institution options have been selected by the user.</td>
</tr>
<tr>
<td></td>
<td>• Faculty of Arts and Social Sciences</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Faculty of Engineering</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Faculty of Law</td>
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<tr>
<td></td>
<td>• Faculty of Science</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• School of Computing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• School of Design and Environment</td>
<td></td>
</tr>
</tbody>
</table>

**DO NOT USE** these choices in your Appointment selection. (These are ‘legacy data’ options.)

- Not Applicable (Non-NHG)
- Others (Non-NHG)
- ROAM-ORG
Choosing between multiple Appointments

• When you start a new DSRB Application Form, the system will by default, use your Primary Appointment in the Form.

• However, the System allows you to change and select the Appointment for which you are using for your DSRB Application.

<table>
<thead>
<tr>
<th>Name</th>
<th>Institution</th>
<th>Department</th>
<th>Email</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demo Account</td>
<td>Singapore Institute of Clinical Sciences (SICS)</td>
<td>Cell and Molecular Biology (CMB)</td>
<td><a href="mailto:researchonline@nhg.com.sg">researchonline@nhg.com.sg</a></td>
<td></td>
</tr>
<tr>
<td>Demo Account</td>
<td>NHG HQ</td>
<td>Research &amp; Development Office</td>
<td><a href="mailto:researchonline@nhg.com.sg">researchonline@nhg.com.sg</a></td>
<td></td>
</tr>
<tr>
<td>Demo Account</td>
<td>NUS - School of Computing</td>
<td>Department of Information Systems</td>
<td><a href="mailto:researchonline@nhg.com.sg">researchonline@nhg.com.sg</a></td>
<td></td>
</tr>
</tbody>
</table>

All three Appointments are available for selection.
The **Appointment that is used** in the DSRB Application Form, will determine which **Department** and **Institution Representative** will be assigned to endorse the Application.

**Primary Appointment**
- SICS Appointment
- Dept Rep
- Inst Rep

**Additional Appointment**
- NUH Appointment
- Dept Rep
- Inst Rep

**Additional Appointment**
- NUS Appointment
- Dept Rep
- Inst Rep

Tom has 3 concurrent appointments with different Institutions. He can choose to use a different appointment for his Application where applicable.

Default Selection for new Forms as PI.
Each Account **must have** a Primary Appointment.

By default, the system will **use the Primary Appointment** in a new DSRB Application but this can be changed in the Form.

The chosen Appointment **determines how** submissions are automatically **routed** for oversight **endorsements** by the respective **Department Representative** (DR) and **Institution Representative** (IR).

**DO NOT USE** these choices in your Appointment selection.

- Not Applicable (Non-NHG)
- Others (Non-NHG)
- ROAM-ORG

Once the DSRB Application Form has been submitted, it will **not be possible to change** the Appointment of the PI / Site PI.
Once the DSRB Application Form has been submitted, it will **not be possible to change** the Appointment of the PI / Site PI.

An **Outdated/Incorrect** Primary Appointment will cause delays to your submission as the assigned DR/IR **will reject** your application as they **do not recognize you** as part of their Staff.

Once an Application **is Rejected**, it will **NOT be reviewed** by the DSRB. There is no recourse.

The PI will have to **re-submit a new Application**.
3. Navigating the ROAM Workspace
ROAM – My Workspace

ROAM organizes all your activities into 3 main sections.

Announcements: Latest news

Notifications: Updates about your Submissions

TASKS: Action Items that the PI must do, such as responding to Queries from the DR/IR or DSRB.
ROAM – Tasks

- For Researchers, a **Task** is usually a **Query from the DR / IR or DSRB**.
- The entire Study Team & Administrators will receive Email notifications and see this in their Accounts.
- Any member of the Study Team may view, amend, save and post responses to the Query via the Task section.
- However, **ONLY** the **overall Principal Investigator** may **re-submit** the responses and amendments back to the querying party for review.
Ethics Submission – Submit New Study

- [Submissions] ➔ [Ethics Submissions] ➔ [My Studies]
- All your DSRB Applications are kept under [My Studies].
- You can also create new Applications via the [Submit New Study] button.
Study Summary Page (DSRB Approval Letters)

- [My Studies] ➔ [Click on ‘View Study’ Icon]
Study Summary Page (DSRB Approval Letters)

• [My Studies] ➔ [Click on ‘View Study’ Icon] ➔ [“Study Summary” page]

DSRB Approval Letters
4. Drafting your DSRB Application Form
Anyone* can create a new Draft DSRB Application Form.

By default, the Application Form creator will be automatically assigned as the Overall Principal Investigator (and using their Primary Appointment).

However, the Overall PI and their Appointment can be changed.

Only the Overall PI can ‘Submit’ the Application Form.

* ‘Anyone’ refers to any NHG or Partner Institution Staff whose account has been given Authoring Rights.

An Account may not been automatically given Authoring Rights due to the email domain used.
Choice of DSRB Application Forms

Select Study Form
Please select your study form type:
- Biomedical Study (Domain A-E)
- Population Health Study (Domain F)

Submit New Study

- Population Health Application Form
  Research Types
  1) Education Research
  2) Health Services and Outcomes Research
  3) Prevention & Health Promotion Programme
  4) Epidemiological Research
  5) Social and Behavioral Research
  6) Community-based Participatory Research

- ‘Exempt’ Application Form
  Research Types
  1) Normal Educational Practices and Settings
  2) Anonymous Educational Tests, Surveys, Interviews or Observations
  3) Identifiable Subjects in Special Circumstances
  4) Collection of Existing Data
  5) Public Benefit or Service Programs
  6) Taste and Food Evaluation and Acceptance Studies

- ‘Non-Exempt’ Application Form
  • PI should use the Non-Exempt Form if their research activity does not qualify under the Exempt Category.
  • Submissions using the Biomed Non-Exempt Form will be reviewed via the Full Board or Expedited route.

If you are not sure which Application Form to use, please refer to the Investigator’s Manual (Pg 32) or contact the DSRB (ohrpp@nhg.com.sg) for clarification.
Choice of DSRB Application Forms

- Decide carefully which **DSRB Application Form** is appropriate for your submission.
- If you use the **Wrong Form** for submission, you will need to **Start Over** again (including obtaining the DR / IR endorsements) with the right Form.
- There is **no function to change or switch the Form type**.

If you are not sure which Application Form to use, please refer to the **Investigator’s Manual (Pg 32)** or contact the DSRB (ohrpp@nhg.com.sg) for clarification.
Tips for Drafting your DSRB Application Form

- Download the “Online DSRB Application Form Guidebook” for the list of Questions and draft your Application content in a Word document first.

- When ready, you can ‘Copy/Paste’ your content/answers from your Word document draft. This prevents data loss should something go wrong. The text fields in the form only accept Plain Text.

- Remember to assign a Version Number & Date to all your Attachments/Documents.

- Check your entire Application (including your Attachments) before clicking Submit. There is no “Cancel Submit” or “Recall” function.

- Only the Overall PI can submit the Application. This is equivalent to the Study PI signing their signature on a paper-form.
AVOID AT ALL COSTS

There are some things that you must never do. These can irreversibly corrupt your Application Form and cause permanent data loss to your submission.

- **DO NOT** open Multiple Browser windows with Different Studies at any time.
- **DO NOT** edit the same Application Form **concurrently**.
- **DO NOT** leave your computer / idle the Form for more than 5 minutes. The website can time-out / disconnect if you take too long between **Saves or Action**. Editing text **does not** count as an **Action**.
- **DO NOT** Login **concurrently** with different logins on the **same computer**.
- Be careful when deleting Drafts (ie: multiple roles, multiple listings). **Once deleted, it cannot be retrieved.**
- **DO NOT** use any **special symbols** or **bullet-points** in the Forms. **Use Plain Text only.**
5. The Submission Process
Submission of the DSRB Application Form

- Submission is a 3-step process.
  - **Step 1:** Submission of Application Form by Overall PI.
  - **Step 2:** Department Representative (DR) reviews and endorses application form.
  - **Step 3:** Institution Representative (IR) reviews and endorses application form.
  - After which the System forwards the Application Form to the DSRB when the DR & IR Endorsement process is completed.

- The Application must be endorsed online by all relevant Department and Institution Representative(s) where the Study is being conducted.
- Only when the DSRB Application has been endorsed by all parties, will the DSRB receive and review the Application.
- The DSRB will only accept and review Applications which have completed the Endorsement Process **BEFORE** the monthly Deadline (applicable only for Full-Board review Studies).
Overview of the Submission process to DSRB

**DSRB Submission Deadline**

The Submission Deadline is the **End of the First Working day of each Month**.

The DSRB will only accept and review submissions that have completed the Endorsement process **BEFORE** the Deadline. Submissions received after the Deadline will be reviewed in the following Month.

This Deadline is only applicable for Full-Board Review submissions (ie: New Studies and major Study Amendments with more than Minimal Risks). There are no submission deadlines for Expedited & Exempt Review Studies (ie: Minimal Risks or less).
Endorsement Process for Multi-site Studies

SICS Site-PI, and Overall Principal Investigator

SICS Site-PI’s Department Representative → SICS Institution Representative

NUHS Site-PI

NUHS Site-PI’s Department Representative → NUHS Institution Representative

KTPH Site-PI

KTPH Site-PI’s Department Representative → KTPH Institution Representative

DSRB Ethics Review Board

DSRB receives Study Application for Review

Submission of Application by the Overall Principal Investigator

Concurrent Endorsement Process *

* The Application Form is sent to DSRB ONLY when ALL Endorsement decisions are made.
Possible Endorsement Outcomes

These are the possible Endorsement Decisions by your respective Department Representative (DR) or Institution Representative (IR).

**Endorse Application**
The DR / IR supports the Application “as-is” and it moves on to the next stage.

**Query PI**
The DR / IR has queries for the Overall PI. The Overall PI must respond to the queries, and make any changes if required.

**Reject Application**
The DR / IR rejects the Application. The Study will not be allowed to proceed for that particular Study Site.

If the Application is a single Site Study, the entire Application is rejected and no further review will take place.

The decision to reject an Application is final and irreversible.
6. Responding to Queries
Task: Responding to Queries

- During the Endorsement process, the DR or IR may query or seek clarifications from the PI about their Application.

- Likewise during the DSRB Review process, there would be queries posed to the PI as well.

- These queries are sent through the ROAM system and become ‘TASKS’ for the PI to complete. Email notifications are sent to the entire Study Team.

- When there is a Query, there are three possible Actions.

  1. **Post a Response to the Query.**
  2. **Make changes to the Application Form and/or Attachments.**
  3. **Re-Submit the Responses back for review (ONLY for Overall PI)**

- Any member of the Study Team, including Study Administrators may do Actions **(1)** and **(2)**.

- **Only the Overall Principal Investigator may do Action (3)** *(Resubmitting for review.)*
Task: Responding to Queries

- You can find all your Tasks in the [Tasks] section.
- You must go through the [Tasks] section in order to be able to respond to the Query.
(1) LOCATE THE TASK IN THE [TASK] TABLE

- Once the [Task] page is loaded, scroll down past the blue search box. You should see the Study listed in the Table. Click on the Study Reference number (eg: 2015/12345-AMD001) in the Table.

- The system will now load up an editable version of the Application Form for you to make amendments as required by the Query.

- To view / edit the Application Form, click on the blue [View Submission] button.
Task: Responding to Queries – Step 2

(2) TO POST A RESPONSE TO THE QUERY

- To post a comment, type in your response in the textbox and click on the blue [Add Comment] button.

Please note that DRMR/DSRB will not be able to read the comments posted until the Principal Investigator re-submits the form for review.

The online application form has been unlocked for you to make the necessary amendments (in response to the concerns raised in an Preliminary Review email that was sent to you on 22 June 2011):

1. Please reply directly (point by point) to the email.
2. Amend the relevant sections of the online application form and
3. Resubmit the application after addressing the requested clarifications.

DSRB will continue the review of this study once all necessary information is received.
Task: Responding to Queries – Step 3

(3) TO RE-SUBMIT THE RESPONSES / APPLICATION FORM FOR REVIEW

- To re-submit your changes and comments for review, the **Overall Principal Investigator** must click on the blue [Re-Submit Application] button.

- Once clicked, the system will then send back your response to the querying party. No further changes can be made.

- The DSRB / Dept Rep / Inst Rep **WILL NOT** be able to see your comments posted **UNTIL** the Overall Principal Investigator has **RE-SUBMITTED** the Form for review.

- Posting a new comment, and/or saving a change to the Form **DOES NOT** re-submit the Form for review.

- Only the current Overall Principal Investigator may re-submit the Form for Review.
7. Creating Supplementary Report Forms

- Study Amendment Form
- Study Status Report Form
- Other Reporting Forms
Creating “Supp” Forms

- Supplementary Report Forms or “Supp Forms” are the additional Report Forms that you will need to use for reporting certain information and/or events to the DSRB.

- Supp Forms include:
  - Study Amendment Form
  - Study Status Report Form
  - Non-Compliance / Study Deviation Report Form
  - UPIRTSO Report
  - Other Study Notifications

- These Forms are only available when the Study has been approved.
To create “Supp Forms”

[My Studies] ➔ [View Study Icon] ➔ “Study Summary” page

I want to create

- New Amendment
- Study Status Report + Self Assessment Checklist
- Non Compliance/Study Deviation Report
- UPIRTSO Report
- Other Study Notifications

Form Category: Non Exempt
DSRB Domain: -
DSRB Reference: 2011/01753
Study Title: Performance Test: 4 Aug 2011 (Level 3, NUH, Main Building)
7a. Creating Study Amendments
Each study can only have **ONE draft Study Amendment Form** at any time.

There is also **no “Undo” function** when you edit the Amendment Form.

You can only create another draft Study Amendment Form when the existing Study Amendment submission has been approved/rejected, or if the draft is deleted.

So plan your Amendments carefully.
Amendments cannot be implemented until DSRB has given its Approval.

Submission Deadlines apply for Study Amendments which require Full-Board Review.

This process is typical for all other submissions (eg: UPIRTSO, Study Deviation Report etc) to the DSRB.
7b. Study Status Reports

- Renewing your Ethics Approval
- Closing off a Study
The Study’s DSRB Ethics Approval is usually for 1 calendar year.

The PI is required to submit a Study Status Report at least 2 months prior to the expiry date.

Only one draft Study Status Report form is allowed at any one time.

If a Status Report is not received and reviewed by the Expiry date, the Ethics Approval for the Study will lapse, and ALL research activities must cease.
8. Common Issues
Login Problem – ‘User Session Does not Exist’

This error is caused by the default settings of the Internet Explorer Browser.

- **There is nothing wrong with your login information or your ROAM account.**
- We do recommend that you use other web browsers like **Mozilla Firefox** or **Google Chrome** when using the ROAM system.
- If you are unable to install new programs on your computer, you can consider using a **portable version of Firefox** which does not require installation and works directly from any USB thumb-drive. (Google “Portable Firefox”)

Web Browser Error - “User Session does not exist”

Web Browser Error - “Intranet Console Login”
Other Issues

- “I can’t find the ‘Submit New Study’ button.”
- “I can’t find my colleague to add to the Application Form.”
- “I accidently deleted my draft Application Form. Can I get it back?”
- Related: “Why is the same Study listed twice (or more) on my Study List?”
- I’ve submitted my Application but now I need to make some more changes or add new information. What can I do?”
- “Our Study’s Ethics Approval is expiring BUT the original PI has left the Institution, and we can’t submit the Status Report Form!”
9. Best Practices
Best Practices

- Use either Firefox or Google Chrome to access the ROAM system.
- Use the Question Lists and prepare your Application offline in a Word document.
- Ensure that the file names of your attachments are SHORT.
- Ensure that the file size of each attachment is no larger than 10MB.
- Save your work regularly.
- Read the User Guides on “how to do it”. (eg: Editing Section B)
- Use the provided document templates (eg: Consent Form).
- Check your entire Application (including your Attachments) for errors before clicking Submit.
- Prepare your submissions early.
AVOID AT ALL COSTS

There are some things that you must never do. These can irreversibly corrupt your Application Form and cause permanent data loss to your submission.

- **DO NOT** open Multiple Browser windows with Different Studies at any time.
- **DO NOT** edit the same Application Form concurrently.
- **DO NOT** leave your computer / idle the Form for more than 5 minutes. The website can time-out / disconnect if you take too long between Saves or Action. Editing text **does not** count as an Action.
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- Be careful when deleting Drafts (ie: multiple roles, multiple listings). **Once deleted, it cannot be retrieved.**
- **DO NOT** use any special symbols or bullet-points in the Forms. **Use Plain Text only.**
New users are STRONGLY ENCOURAGED to read the following guides BEFORE attempting to draft any new applications in the ROAM system to prevent any problems/delays in their submissions.

Guidebooks for ROAM Beginners

- NHG Investigators' Manual - All that an Investigator Needs to Know
- ROAM Researchers Guidebook
- Online DSRB Application Form Guidebook (Question List)
- Completing Section B (PI & Study Team) of the DSRB Application Form

www.research.nhg.com.sg

NHG Research Website → Resources → ROAM Guidebooks
Any Questions?
Thank you for your time!

Questions related to DSRB Ethics review and approval
• OHRPP@nhg.com.sg
• 6471 3266 (Office hours only)

Please provide the Study Reference number and Study Title where applicable.

Technical difficulties related to the ROAM System
• researchonline@nhg.com.sg

Please provide your Full name, NRIC/FIN and a brief description of the problem together with screen-capture where possible. And where applicable, please provide the Study Reference number and Study Title. The more information you provide, the better we can troubleshoot and resolve the problem.