ROAM System Announcement – Problems related to Section P and Section Q

There have been several updates and changes* made to the DSRB Application Form. The updates include new Sections/Questions, and changes to the Form logic.

*Click *here to download a FAQ on ROAM Enhancement (PDF) from the NHG Research website*

As a result, some users may be experiencing problems with their web-browsers being unable to load up or display the updated DSRB Application Form correctly.

The problem may manifest itself in the following ways:

- *Section P is missing*
- *Section Q is showing instead of Section P*
- *The same Form does not have the same Sections to different users.*
- *Draft DSRB Application Form or draft Study Amendment Form cannot be submitted, and there is no error message being shown to the PI.*

The problem is usually caused by the End-user's Web-Browser which does not load the updated form data from the ROAM server, but instead loads the form data from the Web-Browser's local cache.

ROAM Users can resolve this problem by following the steps below. *We strongly recommend that ALL ROAM USERS follow these steps before logging into the ROAM system.*

STEP (1): CLEAR THE WEB BROWSER CACHE

- **THIS IS A CRITICAL STEP THAT MUST BE COMPLETED.** If you are unsure or unable to do this, please contact your local IT Helpdesk for assistance. **This only needs to be done once on your computer.**
- Instructions on how to clear your web-browswer's cache this can be found here *(External Internet link)* (http://www.refreshyourcache.com/en/home)
- Users should use either **Google Chrome** or **Firefox** browsers.
- Some versions of **Internet Explorer (IE)** and **Safari (Apple, IOS)** have compatibility issues with the ROAM system and can cause problems with your submission. These Browsers should be avoided.

STEP (2): RECHECK YOUR FORM/SUBMISSION FOR NEW QUESTIONS/SECTIONS

- As **NEW** Questions/Sections have been added, please **RE-CHECK** the entire Form starting with the "**Main Section**" at the very beginning.
- Make sure that **ALL** of the compulsory questions that are marked with a red asterisk [*] has been answered, *and in particular, Section F, Question 18 (F18)*.
- DO NOT USE THE DROPDOWN SHORTCUT MENU to navigate or jump between the pages/sections of the Form. The forms have updated their question logic. Jumping Sections will cause Users to "miss" the new Questions/Sections.
- Only use the "**Next**" button at the bottom of the page to go through the rest of the Form.

IMPORTANT: *Both Steps (1) and (2) must be completed in order for your Web-Browser to correctly load up the updated application forms. If a user logs in without doing Step 1, it may corrupt the data that is saved in your draft application.*

If you are still experiencing difficulties, please contact us at researchonline@nhg.com.sg with following information. By providing detailed information about your problem, we can better pin-point the problem and efficiently respond to you.

- Your current ROAM Username/ID
- The Study Title
- DSRB Reference number *(if applicable)*
- Screenshot of the exact Error Message / Problem
- Brief description of the Problem faced
- Name and Version of the Web Browser being used to access the ROAM system.

ROAM Administrator
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