



# Frequently Asked Questions General System Access

Modernization of the Electronic  
Institutional Review Board System (EIRB)

Version 1.2 June 1, 2017

## General System Access

Question	How do I obtain an EIRB Account?
Answer	<p>You have two options:</p> <ol style="list-style-type: none"> <li>1. Initiate the request directly from the EIRB web page at <a href="https://eirb.csd.disa.mil">https://eirb.csd.disa.mil</a>.</li> <li>2. You will be asked to submit the information necessary to validate and create your account.</li> <li>3. You can contact the DHA Global Service Center at <a href="mailto:dhagsc@mail.mil">dhagsc@mail.mil</a> or <b>800.600.9332</b>, when prompted for the name of the product, application or software that you need assistance with, be sure you say EIRB or enter EIRB (3472) on your keypad followed by the (#) key, to request an account.</li> </ol> <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>

Question	I don't have a CAC card. Can I still request an account to access EIRB?
Answer	<p>Yes, if you hold an External Certificate Authority (ECA) certificate or VA Personal Identity Verification (PIV) authentication you can request an EIRB account. Contact your Component Lead for additional information regarding ECA system access requirements.</p>

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

Question	Do I need to take special training to obtain an EIRB account?
Answer	<p>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.</p> <p>Training can be found at:  <a href="http://iatraining.disa.mil/eta/cyberchallenge/launchpage.htm">http://iatraining.disa.mil/eta/cyberchallenge/launchpage.htm</a></p>

Question	What do I do if my account is locked?
Answer	<p>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 DHA Global Service Center at <a href="mailto:dhagsc@mail.mil">dhagsc@mail.mil</a> or <b>800.600.9332</b>. When prompted for the name of the product, application or software that you need assistance with, be sure you say EIRB or enter EIRB (3472) on your keypad followed by the (#) key for assistance.</p>

Question	What do I do if I cannot access EIRB with my Common Access Card (CAC)?
Answer	<p>Please visit the DoD Common Access Card website to obtain further information.  <a href="http://www.cac.mil/common-access-card/managing-your-cac/">http://www.cac.mil/common-access-card/managing-your-cac/</a></p> <p>Should you still require assistance, please contact the Global Service Center at <a href="mailto:dhagsc@mail.mil">dhagsc@mail.mil</a> or <b>1-800-600-9332</b>. When prompted for the name of the product, application or software that you need assistance with, be sure you say EIRB or enter EIRB (3472) on your keypad followed by the (#) key for assistance.</p>

Question	How do I sign into my EIRB account?
Answer	Access the EIRB application using the following link: <a href="https://eirb.csd.disa.mil">https://eirb.csd.disa.mil</a> Log in through the CAC authentication process. Once you have correctly entered your pin number, you will see your EIRB home screen.

## Trouble Shooting Issues

Question	What is the EIRB Production URL?
Answer	EIRB URL to connect: <a href="https://eirb.csd.disa.mil">https://eirb.csd.disa.mil</a>

Question	Which Browsers can be used to access EIRB Production?
Answer	The following browsers are supported by the COTS product: <ol style="list-style-type: none"> <li>1. Internet Explorer (IE), versions 9+</li> <li>2. Safari, versions 6.0+</li> <li>3. Chrome, versions 30.0+</li> <li>4. Firefox, versions 24.0+</li> </ol>

Question	Why did my EIRB Bookmark stop working?										
Answer	<p>Sometimes browser bookmarks can accidentally be changed. It is recommended that you validate that your bookmark to ensure it still contains the correct URL. The URL for EIRB is <a href="https://eirb.csd.disa.mil">https://eirb.csd.disa.mil</a></p> <table border="0"> <thead> <tr> <th data-bbox="440 558 565 590"><u>Browser</u></th> <th data-bbox="784 558 1089 590"><u>Verify/Fix Bookmarks</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="423 642 581 667">Microsoft IE</td> <td data-bbox="683 642 1344 785"> <ol style="list-style-type: none"> <li>1. Use “ALT + A,” then select ‘Organize Favorites’</li> <li>2. Find the bookmark, then right click it and choose ‘Properties’</li> <li>3. Verify the “URL”</li> </ol> </td> </tr> <tr> <td data-bbox="423 835 634 861">Mozilla Fire Fox</td> <td data-bbox="683 835 1325 940"> <ol style="list-style-type: none"> <li>1. Use “ALT + B,” then select ‘Show All Bookmark</li> <li>2. Find the bookmark, then select it</li> <li>3. Verify the “Location” section</li> </ol> </td> </tr> <tr> <td data-bbox="423 991 634 1016">Google Chrome</td> <td data-bbox="683 991 1414 1134"> <ol style="list-style-type: none"> <li>1. Use “ALT + F,” then select ‘Bookmarks/Bookmark manager’</li> <li>2. Find the bookmark, then right click it and choose ‘Edit’</li> <li>3. Verify the URL in the second column</li> </ol> </td> </tr> <tr> <td data-bbox="423 1184 586 1209">Apple Safari</td> <td data-bbox="683 1184 1344 1327"> <ol style="list-style-type: none"> <li>1. Use “Option + Command + B”</li> <li>2. Find the bookmark, then right click it and choose ‘Edit Address’</li> <li>3. Verify the “Location” section</li> </ol> </td> </tr> </tbody> </table>	<u>Browser</u>	<u>Verify/Fix Bookmarks</u>	Microsoft IE	<ol style="list-style-type: none"> <li>1. Use “ALT + A,” then select ‘Organize Favorites’</li> <li>2. Find the bookmark, then right click it and choose ‘Properties’</li> <li>3. Verify the “URL”</li> </ol>	Mozilla Fire Fox	<ol style="list-style-type: none"> <li>1. Use “ALT + B,” then select ‘Show All Bookmark</li> <li>2. Find the bookmark, then select it</li> <li>3. Verify the “Location” section</li> </ol>	Google Chrome	<ol style="list-style-type: none"> <li>1. Use “ALT + F,” then select ‘Bookmarks/Bookmark manager’</li> <li>2. Find the bookmark, then right click it and choose ‘Edit’</li> <li>3. Verify the URL in the second column</li> </ol>	Apple Safari	<ol style="list-style-type: none"> <li>1. Use “Option + Command + B”</li> <li>2. Find the bookmark, then right click it and choose ‘Edit Address’</li> <li>3. Verify the “Location” section</li> </ol>
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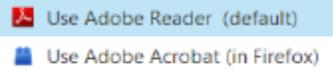
Question	How do I add images to the Rich Text Editor?		
Answer	The rich text editor found throughout EIRB allows adding images through either up-loading or copying/pasting. However, depending on the browser being used and its security configurations, the strategy used to add images can vary.		
	Image Location	Recommended Browser (success rate depends on local site configuration)	Steps to Add Image
	Microsoft Word	Microsoft IE, Safari	<ul style="list-style-type: none"> <li>• Copy an image (selecting the image, 'CTR + C' or right clicking and choosing "copy") from within Microsoft Word</li> <li>• Use 'Command + C' on macOS</li> <li>• Paste (try either 'CTR + V' or 'Paste from Word') within the editor</li> <li>• Use 'Command + V' on macOS</li> </ul>
	Microsoft Photo Viewer	Microsoft IE and Mozilla Firefox (when using 'Paste from Word')	<ul style="list-style-type: none"> <li>• An image opened with the default image viewer within Windows opens in Photo Viewer</li> <li>• An image from within a Microsoft Word document can be saved (right clicking, "Save as Picture") and then opened in Photo Viewer.)</li> <li>• Once open in Photo Viewer, copy it (either 'CTR + C' or right clicking, "copy")</li> <li>• Paste into the EIRB text editor ('CTR + V' or 'Paste from Word')</li> </ul>

	PowerShell / Bash	Microsoft IE, Mozilla Firefox, Google Chrome, Apple Safari	<ul style="list-style-type: none"> <li>• Save the image to a folder. The “Pictures” folder will be used for this example</li> <li>• Launch PowerShell (command prompt tool using “powershell.exe” from within Windows search.)</li> <li>• Change directory to the Pictures directory: cd Pictures Convert the picture to base64, replacing FILENAME with the name of the image: [convert]::ToBase64String((Get-Content FILENAME –Encoding byte)) &gt; output.txt</li> <li>• Open the recently created file and copy all the text using ‘CTR + A’ and ‘CTR + C’, close notepad when finished: notepad output.txt</li> <li>• Within the text editor, select the “Image” icon. Within the “URL” section, type the following, then paste ‘CTR + V’ the base64 information: data:image/png;base64</li> <li>• If it is a large file, set the “Width” to 100; the “Height” should autofill, if not set it to 50</li> </ul>
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	Microsoft Word	Microsoft IE, Safari	<ul style="list-style-type: none"> <li>• Copy an image (selecting the image, 'CTR + C' or right clicking and choosing "copy") from within Microsoft Word</li> <li>• Use 'Command + C' on macOS</li> <li>• Paste (try either 'CTR + V' or 'Paste from Word') within the editor</li> <li>• Use 'Command + V' on macOS</li> </ul>
	Apple Photos	Safari	<ul style="list-style-type: none"> <li>• An image opened with the default image viewer within macOS opens in Photos.</li> <li>• Once open in Photo Viewer, copy it ('Command + C') then paste into the EIRB text editor (try either 'Command + V' or 'Paste from Word').</li> </ul>

<p><b>Question</b></p>	<p>How should end user browsers be configured to work with EIRB?</p>
<p>Answer</p>	<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><b>TLS 1.2:</b> This is the minimum allowed security protocol allowed as the browser attempts to establish a connection. The major browsers are configured with this setting “enabled” during the default install, and should remain configured to meet DoD STIGs requirements.</p> <p><b>a. IE:</b> The Microsoft IE browser can be configured by going to “Tools\Internet Options” from within the browser. Then, on the “Advanced” tab, scroll to the very bottom. At minimum, the SSL 2.0 box needs to be unselected, and the TLS 1.2 box needs to be selected. It is the user’s option to select SSL 3.0, TLS 1.0 and TLS 1.1, however there are known vulnerabilities with the lower standards and numerous sites still using them. IE has a small nuance that when SSL 2.0 is enabled, the browser does not attempt to try the higher security protocol(s) and will fail to connect.</p> <p><b>b. Firefox:</b> The Mozilla Firefox browser can be configured by going to “about:config” from within the browser’s address bar. Using the search, search for “security.tls.version.max.” The value should be 3 to correspond to TLS 1.2. The minimum version is the user’s choice, but there are known vulnerabilities with the lower standards and numerous sites still using them.</p> <p><b>c. Chrome:</b> The Google Chrome browser uses the settings configured within Windows; use the above instructions provided for the IE browser.</p> <p><b>d. Safari:</b> The Apple Safari browser automatically configures TLS 1.2; ensure the latest version is installed.</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 help desk.</p>

Question	What are the firewall and services settings for EIRB and how do I validate them?
Answer	<p>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.</p> <p>The following DNS entries need to resolve properly and can be verified using either ping or nslookup on the local workstation. Please work with your Site's local IT department to have them verify both name resolution and firewall settings are accessible.</p> <ul style="list-style-type: none"> <li>a. EIRB: https://eirb.csd.disa.mil (TCP 443)</li> <li>b. iAS (main): sso.csd.disa.mil (TCP 443)</li> <li>c. iAS (auth 1): cac1.csd.disa.mil (TCP 443)</li> <li>d. iAS (auth 2): cac3.csd.disa.mil (TCP 443)</li> </ul>

Question	When reviewing a protocol within the Protocol Documents Review, I encounter issues with viewing digital signature approvals while opening a document within Firefox. I do not encounter the issue with other browsers. Why does this occur and what can I do to fix this?
Answer	<p>Firefox uses a built-in PDF viewer as its default which currently does not work with the systems functionality. You can disable this built-in PDF viewer and use Adobe Reader as the default. Follow the instructions below:</p> <ol style="list-style-type: none"> <li>1. Click the Open menu icon button  and choose the Options icon .</li> <li>2. Select the Applications panel  from the left side.</li> <li>3. Find  Portable Document Format (PDF) in the list and click on it to select it.</li> <li>4. On the corresponding Action column, click on the drop-down arrow , then select  Use any of the following:</li> </ol> <div style="margin-left: 40px;">  <p>The screenshot shows two options in a list: "Use Adobe Reader (default)" which is highlighted in blue, and "Use Adobe Acrobat (in Firefox)".</p> </div>

Question	I receive a 404 error when attempting to open a protocol. Why does this occur and what can I do to resolve this issue?
Answer	<p>When users access EIRB they may need to clear their browser cache if they experience any errors with pages loading. Clearing cache files will resolve the issue by forcing the browser to receive the latest updated files. Instructions to clear cache are listed below:</p> <p><b>Within IE:</b></p> <ol style="list-style-type: none"> <li>1. Log out of EIRB</li> <li>2. Open “Tools” \ “Internet Options” from the browser menu Select the “General” tab</li> <li>3. Within the section “Browsing history”, Click “Delete...”</li> <li>4. Select “Temporary Internet files and website files” and “Cookies and website data” and click “Delete”</li> <li>5. Click “Apply’, then Click “OK” for the “Internet Options” dialog box</li> </ol> <p><b>Within Firefox:</b></p> <ol style="list-style-type: none"> <li>1. Log out of EIRB</li> <li>2. Open “History” \ “Clear Recent History” from the browser menu Select “Everything” for the “Time range to clear”</li> <li>3. Select “Cache” and “Cookies” and deselect the remainder options</li> <li>4. Click “Clear Now”</li> </ol> <p><b>Within Chrome:</b></p> <ol style="list-style-type: none"> <li>1. Log out of EIRB</li> <li>2. Open “Setting” and “History” from the browser menu Click “Clear browsing data...”</li> <li>3. Select “the beginning of time” for the “Obliterate the following items from:”</li> <li>4. Select “Cached images and files” and “Cookies and other site and plugin data” and deselect the remainder options</li> <li>5. Click “Clear browsing data”</li> <li>6. Close the Chrome settings tab</li> </ol> <p>If clearing the cache does not resolve the issue, or if users do not have permission to clear their cache, please perform the following steps:</p> <ol style="list-style-type: none"> <li>1. When the users click on a protocol on the “My Protocols” page and receives a 404 error, they need to use the browser’s back button to go back one page, or use the keyboard shortcut of “ALT + Left-Arrow”</li> <li>2. With the EIRB “My Protocols” page shown, force a page reload using the keyboard shortcut of “CTRL + F5”</li> <li>3. After the page has reloaded, attempt to open the protocol again</li> </ol>