

Program Leadership

Program	Issue	Contact Information
Experimental Therapeutics Clinical Trials Network (ETCTN)	ETCTN Scientific Questions	<p>S. Percy Ivy, M.D. ETCTN Program Director Associate Chief, Investigational Drug Branch Cancer Therapy Evaluation Program Division of Cancer Treatment and Diagnosis ivyp@ctep.nci.nih.gov</p> <p>Steven Gore, M.D. ETCTN Scientific Officer Branch Chief, Investigational Drug Branch Cancer Therapy Evaluation Program Division of Cancer Treatment and Diagnosis Steven.gore@nih.gov</p>
	ETCTN Grant Questions	<p>Yolanda Lake Investigational Drug Branch Cancer Therapy Evaluation Program Division of Cancer Treatment and Diagnosis yolanda.lake@nih.gov</p>
	General ETCTN Questions	<p>Andrecia Cunningham, MSN, RN Clinical Operations Manager Investigational Drug Branch National Cancer Institute, NIH andrecia.cunningham@nih.gov</p>



ETCTN Help Desk Contacts

Issue	Contact	Contact Information	Hours (Monday – Friday, except on Federal holidays)
Cancer Therapy Evaluation Program – Identity and Access Management (CTEP-IAM) Account – Account & Password Issues	IAM Help Desk	ctepreghelp@ctep.nci.nih.gov	8:00 am – 4:30 pm ET
Registration and Credential Repository (RCR) – RCR login issues	RCR Help Desk	RCRHelpDesk@nih.gov 703-738-9171	8:30 am – 4:30 pm ET
Central Institutional Review Board (CIRB) – CIRB Documents – Site Participation	CIRB Help Desk	support@ncicirbcontact.zendesk.com 888-657-3711	8:00 am – 4:00 pm ET
Regulatory Process – Institutional Review Board (IRB) Approval – Other Credentialing	CTSU Regulatory Help Desk	CTSUSRegHelp@coaccg.org 1-866-651-2878	9:00 am – 6:00 pm ET
Roster – Lead Academic Organization (LAO) Rosters – Person Roles	CTSU Help Desk	CTSUSContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET



CTSU Website			
<ul style="list-style-type: none"> – Access – Protocol Postings – Dashboard 	CTSU Help Desk	CTSUContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET
Roster Update Management System (RUMS)			
<ul style="list-style-type: none"> – Roster updates via CTSU website 	CTSU Help Desk	CTSUContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET
Oncology Patient Enrollment Network (OPEN)			
<ul style="list-style-type: none"> – Access – Crediting Rules – Enrollment Issues 	CTSU Help Desk	CTSUContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET
Interactive Web Response System (IWRS)			
<ul style="list-style-type: none"> – Slot Reservations – Cohort Management – Patient Eligibility 	Theradex Clinical Trials Monitoring Service (CTMS) Help Desk	CTMSSupport@theradex.com 609-619-7802 (or Theradex main number: 609-799-7580)	8:00 am – 6:00 pm ET
Rave Roles			
<ul style="list-style-type: none"> – Roles and Access 	CTSU Help Desk	CTSUContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET
Rave Other			
<ul style="list-style-type: none"> – Legacy trials – General Rave Questions – Case Report Form (CRF) Related Questions 	Theradex CTMS Help Desk	CTMSSupport@theradex.com 609-619-7802 (or Theradex main number: 609-799-7580)	8:00 am – 6:00 pm ET
Agent Ordering/Supply			
<ul style="list-style-type: none"> – Agent Orders – Agent Supply – Agent Returns 	Pharmaceutical Management Branch (PMB) Help Desk	PMBAfterHours@mail.nih.gov 240-276-6575	8:30 am – 4:30 pm ET



**Cancer Therapy Evaluation Program
Adverse Event Reporting System
(CTEP-AERS)**

- Serious Adverse Event (SAE)
Reporting

NCI CTEP Help Desk

ncictephelp@ctep.nci.nih.gov

8:30 am – 5:30
pm ET