

Obtaining ETCTN Help

Topic	Online	Email/Telephone	ETCTN Guidance Appendix
General Assistance	ETCTN website ETCTN FAQ Sheet		
Registration and CTEP-IAM	https://ctep.cancer.gov/investigatorResources/default.htm	Investigator Registration: Email: RCRHelpDesk@nih.gov CTEP-IAM Account Creation: Email: ctepreghelp@ctep.nci.nih.gov	Person Registration and CTEP-IAM Information Sheet
Rosters and Roles	CTSU Rave Roles Mapping		Rosters and Roles Information Sheet
CTSU	CTSU	CTSU Regulatory Office (for submission of site registration documents): Phone: 866-651-CTSU (866-651-2878); Fax: 215-569-0206 CTSU Help Desk: Phone: 1-888-823-5923; Email: ctscontact@westat.com	CTSU Information Sheet
Regulatory Procedures	CTSU	Questions about regulatory processing: CTSU Regulatory Help Desk: 866-651-CTSU (2878); CTSURegulatory@ctsu.cocccg.org Questions related to the CIRB program: CIRB Help Desk: NCICIRBContact@emmes.com	Regulatory Processing Information Sheet
OPEN	OPEN Site User Guide OPEN Demo Video OPEN Portal FAQ	Questions about OPEN or patient enrollment process: CTSU Help Desk: 888-823-5923; CTSUContact@westat.com	Patient Enrollment Information Sheet
IWRS		Questions about IWRS for slot reservations: Theradex Help Desk: 855-828-6113 or Theradex main number 609-799-7580; CTMSSupport@theradex.com	Patient Enrollment Information Sheet

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Data Management	Rave FAQ	<p>Questions about Rave user roles: CTSU Help Desk: 888-823-5923; https://ctep.cancer.gov/initiativesprograms/docs/ETCTN_Data_Management.pdf</p> <p>Technical questions about use of the system: Theradex Help Desk: 855-828-6113 or Theradex main number 609-799-7580; CTMSSupport@theradex.com</p> <p>Technical questions regarding the Specimen Tracking System: please email STS.Support@theradex.com</p>	Data Management Information Sheet
CIRB	CIRB	<p>CIRB Helpdesk from 8am-4pm Eastern at: 1-888-657-3711 NCICIRBContact@emmes.com</p>	CIRB Information Sheet
Protocol Development, Revisions, Amendments, and Access	Protocol Development Tools	<p>Questions about submitting protocol revisions and amendments: PIO Help Desk: PIO@ctep.nci.nih.gov</p> <p>Questions about the CTSU website and protocol posting: CTSU Help Desk: 888-823-5923; CTSUContact@westat.com</p>	Protocol Development Information Sheet Protocol Revisions and Amendments Information Sheet Protocol Access and Communication Information Sheet

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Agent Ordering	Agent Management Online Agent Order Processing (OAOP)	Questions related to PMB and the OAOP application: PMB Contacts: 240-276-6575; pmbafterhours@mail.nih.gov	Agent Ordering Information Sheet
Serious Adverse Event Reporting	CTEP-AERS Training Slides CTEP-AERS Training Recording	Technical questions related to the use of CTEP-AERS: CTEP Help Desk: ncictephelp@ctep.nci.nih.gov or 888-283-7457 Medical-related questions that arise during the use of CTEP-AERS: AEMD Help Desk: aemd@tech-res.com or (301) 897-7497	Serious Adverse Event Reporting Information Sheet
CDUS and Other Reporting	CDUS Instructions and Guidelines	Questions about CDUS reporting: CTEP Help Desk: 301-840-8202 or toll free 888-283-7457; ncictephelp@ctep.nci.nih.gov	Clinical Data Update System Information Sheet
Auditing/Monitoring	Auditing Guidelines	Questions about CTMS data management -: CTMSSupport@theradex.com General questions related to auditing: CTMB: 240-276-6545	Monitoring and Auditing Information Sheet Auditing Guidelines
EET Biobank		General questions about the Biorepository: hala.makhlouf@nih.gov	