



Ethics Review Manager

User Guide

Troubleshooting

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Introduction

This troubleshooting guide has been created to help with the most commonly occurring difficulties encountered when using the system. If you are experiencing a difficulty that is not covered in this troubleshooting guide, please contact the relevant team listed in the 'Contacts' section of this document.

Getting started

Click [here](#) to log into the applicant side of the system (University MWS login required).

On campus:

Username: your username

Password: your password

Off campus:

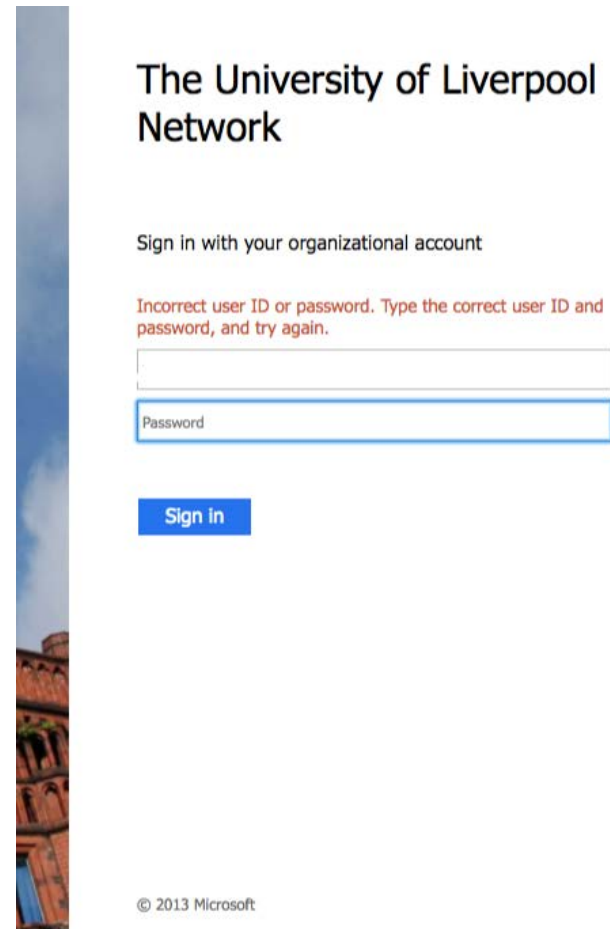
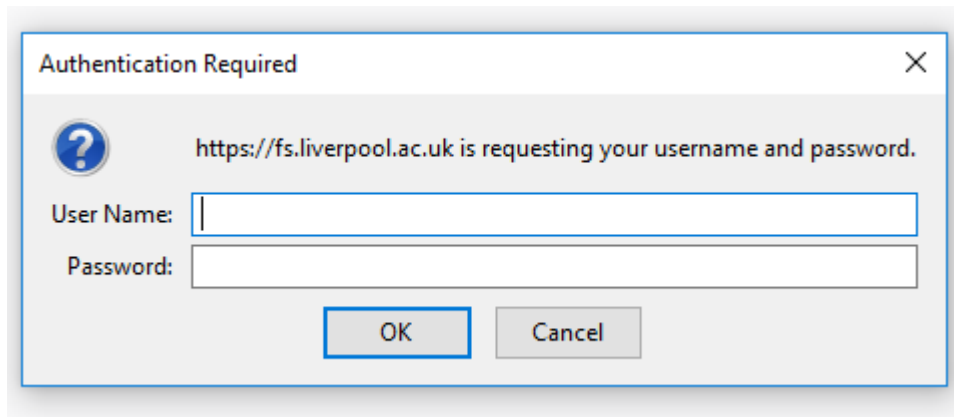
Username: yourusername@liverpool.ac.uk

Password: your password

Logging into the system – Problem with login details

When trying to log into the system, you may receive a message to state that your login details are incorrect. On most browsers, the following message will appear:

For Mozilla Firefox users, problems with login details will result in the following box reappearing at each unsuccessful login:



Logging into the system – Resolving login problems

Most login issues can be resolved by following the steps outline below.

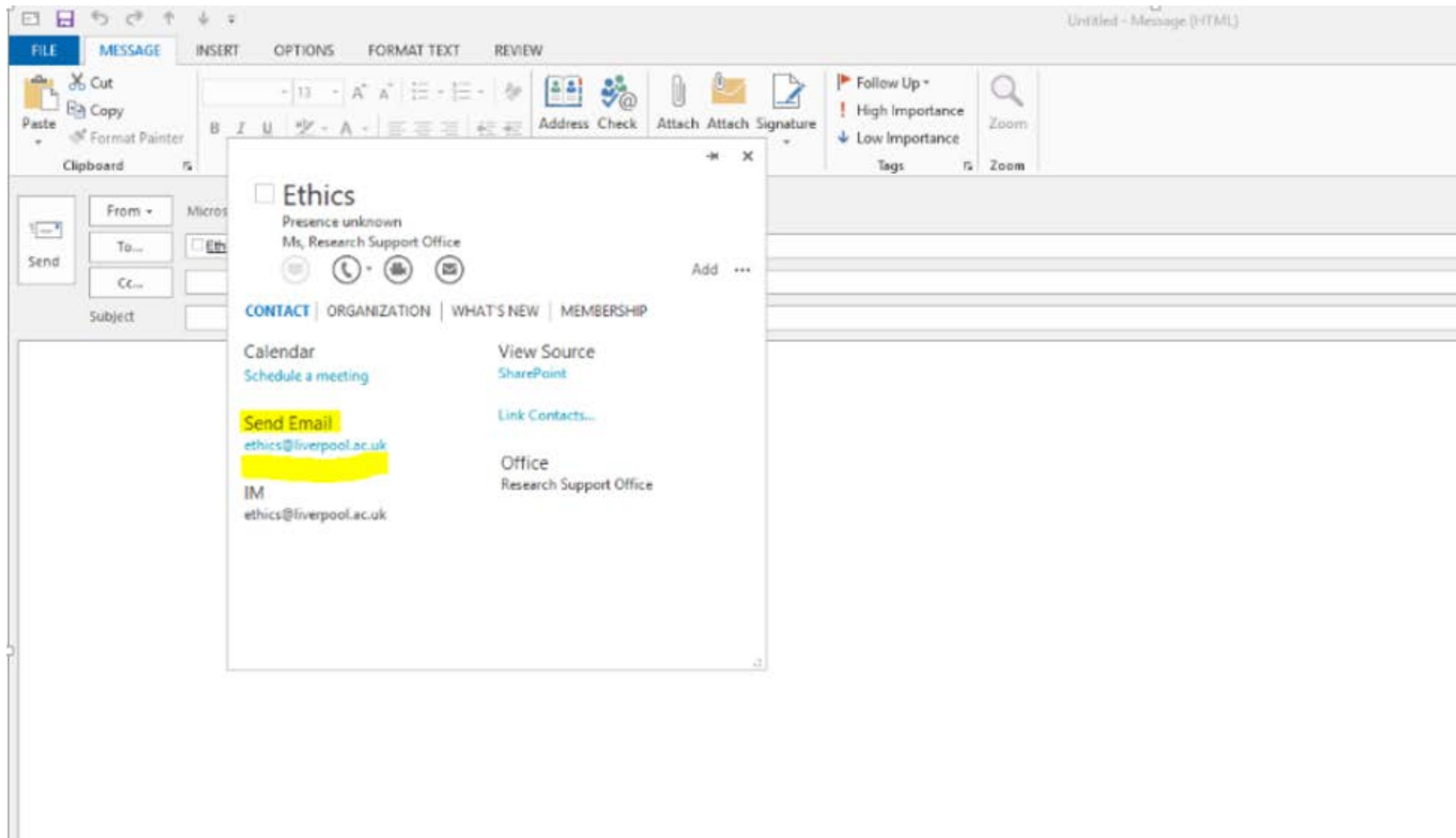
1. Make sure that you are entering '**@liverpool.ac.uk**' after your username. For example, use 'ethics@liverpool.ac.uk' (rather than just 'ethics') in the username box
2. Make sure you are using the password associated with your MWS account. The ethics system uses the same login details as other University systems – such as VITAL, SPIDER etc.; and so you should use the same password as you use for your University account
3. Make sure you are logging in using your **primary email address**.

How to find your primary email address

Your primary email address can be found by selecting your contact card within Microsoft Outlook

- a. Open Microsoft Outlook
- b. Click 'New email'
- c. Click the 'To' field
- d. Search for your name, and add this to the 'To' field

- e. Then double click on your name, and your contact card will display your primary email address as follows:

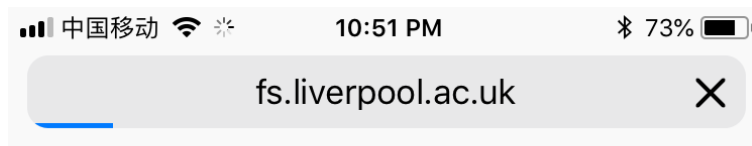


4. If you are using your full primary email address, but are still experiencing problems, check to see if you can log into other University systems (VITAL, SPIDER etc.). If you cannot log into other systems, this may indicate a problem with your MWS account. You should contact the Computing Services Department (servicedesk@liverpool.ac.uk / 0151 794 4567) to request further help.

5. If you have tried the above steps, but are still having difficulty logging into the ethics system, please contact ethicssy@liverpool.ac.uk for further help.

Page error messages – Problems with page error messages

Occasionally, you may receive an error message either when trying to log into the system or when trying to move between pages. Examples of the error message can be seen below:

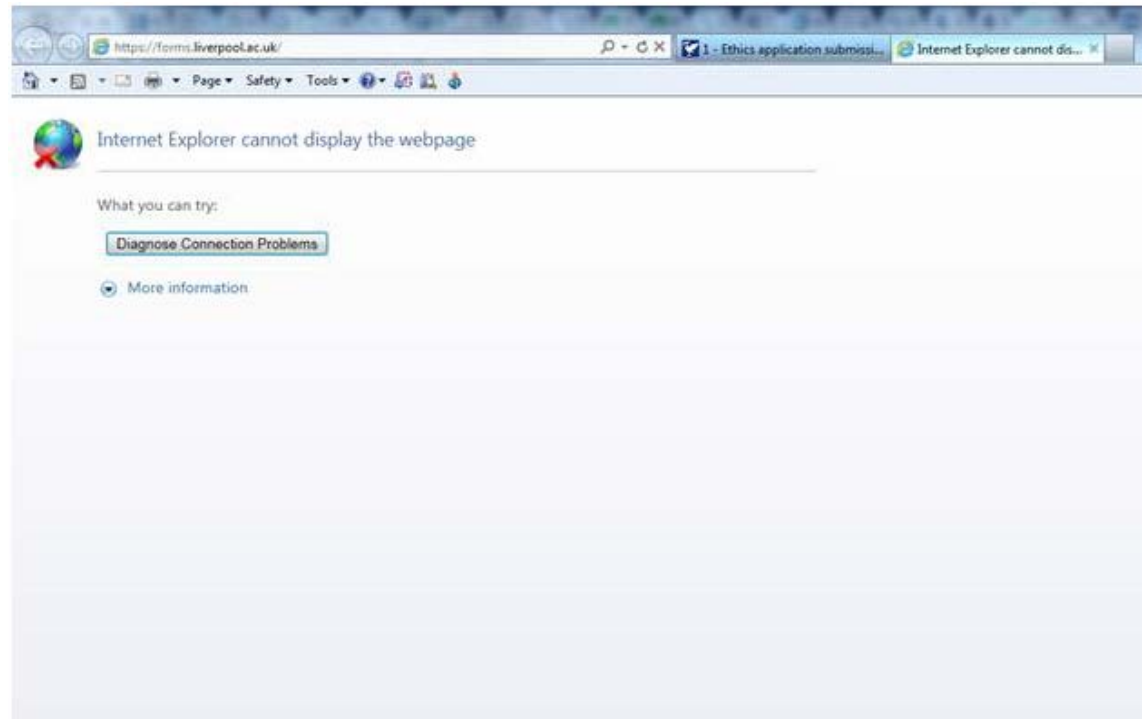


The University of Liverpool
Network

An error occurred

An error occurred. Contact your administrator for more information.

[Error details](#)





The University of Liverpool Network

An error occurred

An error occurred. Contact your administrator for more information.

Error details

- Activity ID: 00000000-0000-0000-c752-0080000000ee
- Relying party: forms.liverpool.ac.uk - Infonetica
- Error time: Wed, 16 May 2018 08:48:16 GMT
- Cookie: enabled
- User agent string: Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.170 Safari/537.36

© 2013 Microsoft

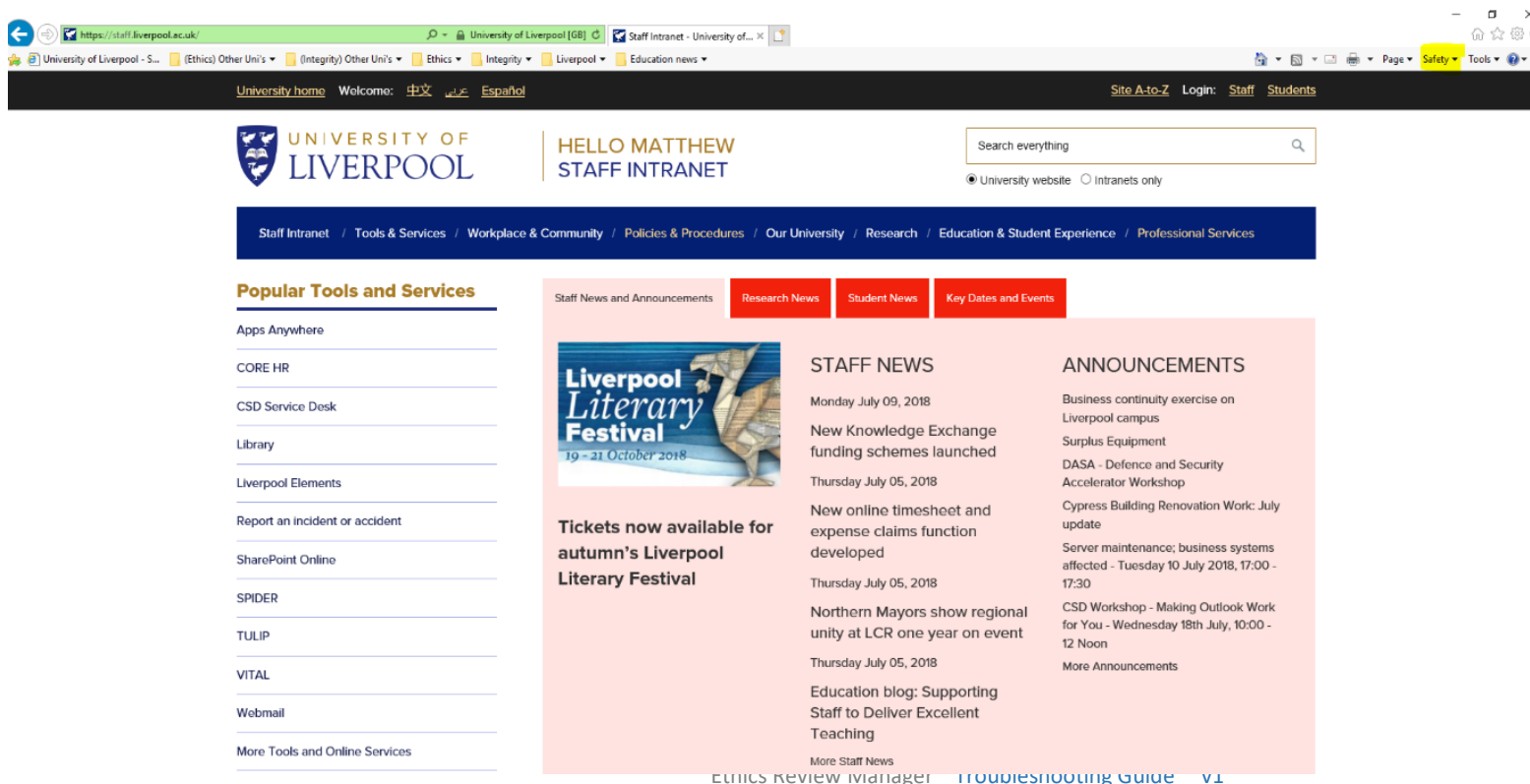
Page error messages – Resolving problems with page error messages

Most page error issues can be resolved by following the steps outline below.

1. Try deleting your internet cookies and history and then refreshing the page

How to delete your internet cookies and history

- Internet explorer
 - a) Select the 'Safety' tab from the top right hand corner of the toolbar (screenshot below)

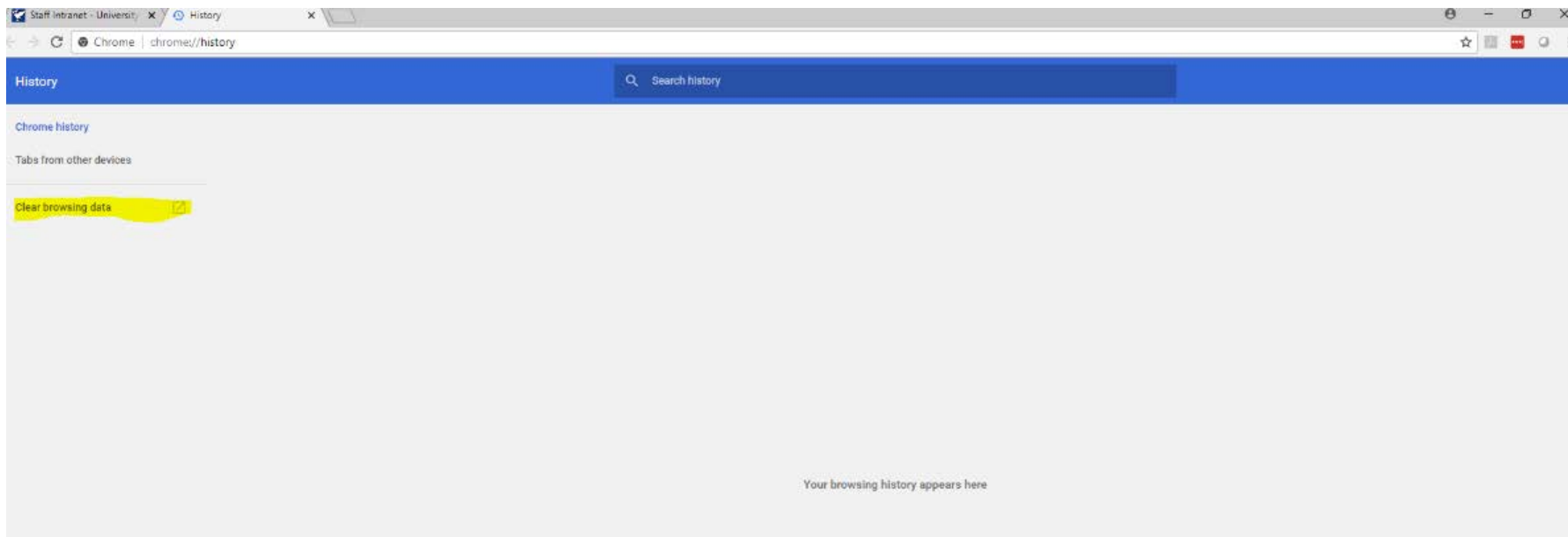


The screenshot shows a web browser window displaying the University of Liverpool Staff Intranet. The address bar shows the URL <https://staff.liverpool.ac.uk/>. The browser's toolbar at the top right has the 'Safety' tab highlighted in yellow. The website header includes the University of Liverpool logo, the text 'HELLO MATTHEW STAFF INTRANET', and a search bar. Below the header is a navigation menu with links such as 'Staff Intranet', 'Tools & Services', 'Workplace & Community', 'Policies & Procedures', 'Our University', 'Research', 'Education & Student Experience', and 'Professional Services'. The main content area features a 'Popular Tools and Services' sidebar on the left and a central section with 'STAFF NEWS' and 'ANNOUNCEMENTS'. The 'STAFF NEWS' section includes a banner for the 'Liverpool Literary Festival' and several news items with dates. The 'ANNOUNCEMENTS' section lists various events and updates. At the bottom of the page, there is a footer with the text 'ETHICS REVIEW | Manager | TROUBLESHOOTING Guide | v1'.

- b) Then click “Delete browsing history” and ensure that the ‘Cookies and website data’ option is ticked
- c) Then refresh the page (by clicking ‘F5’) and retype “forms.liverpool.ac.uk” into the search bar

- Google Chrome

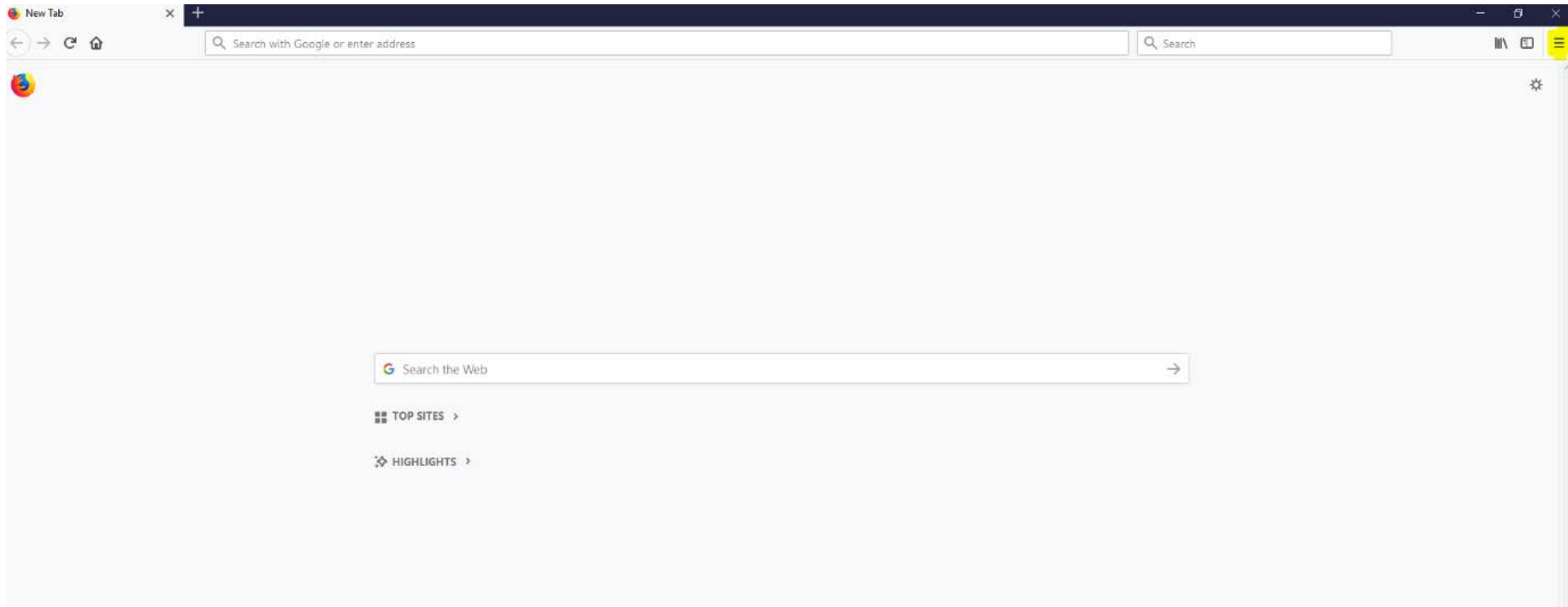
- a) Hold down ‘Ctrl’ and ‘H’ to bring up your browsing history
- b) Then select ‘Clear browsing data’ from the menu on the left hand side (screenshot below)
- c) Then click “Clear data” and ensure that the ‘Cookies and other site data’ option is ticked



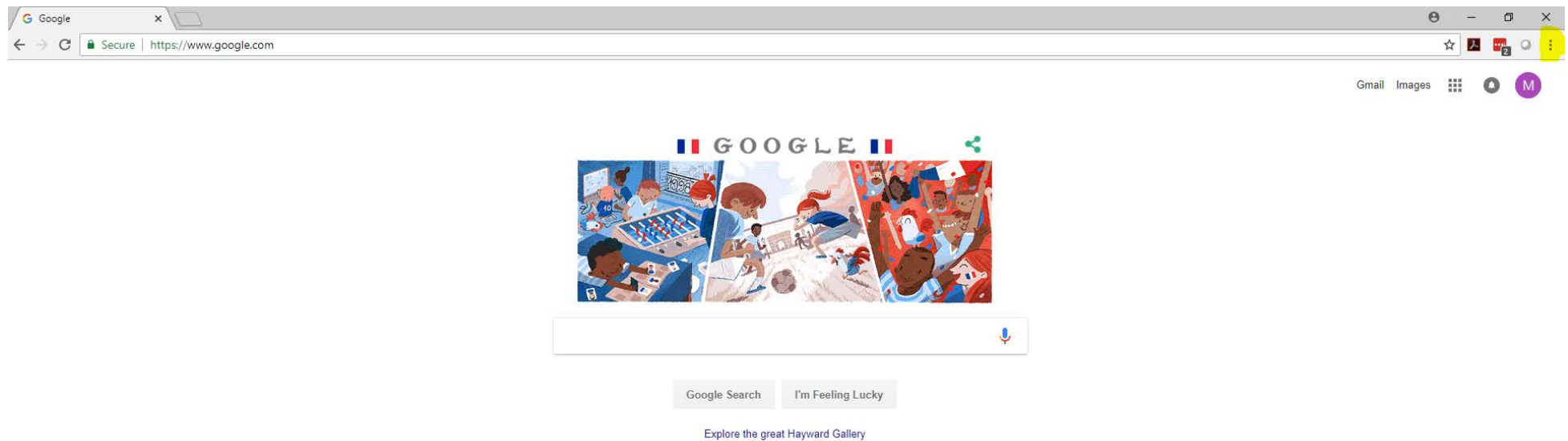
- d) Then refresh the page (by clicking ‘F5’) and retype “forms.liverpool.ac.uk” into the search bar

- Mozilla Firefox

a) Select the 'Menu' button from the top right hand corner of the toolbar (screenshot below)



- b) Then select 'Library' and then 'History' and click "Clear recent history"; ensuring that the 'Cookies' option is ticked
 - c) Then click "Clear data" and ensure that the 'Cookies and other site data' option is ticked
 - d) Then refresh the page (by clicking 'F5') and retype "forms.liverpool.ac.uk" into the search bar
2. If you have tried deleting your Internet histories and cookies, but you are still receiving the error message, try accessing the system in a private browsing mode.
- Internet explorer
 - a) Select the 'Safety' tab from the top right hand corner of the toolbar (see the screenshot on page 10)
 - b) Select 'InPrivate Browsing'
 - c) Type "forms.liverpool.ac.uk" into the web address search bar
 - Google Chrome
 - a) Select the menu tab from the top right hand corner of the toolbar (screenshot below)
 - b) Select 'New Incognito window'
 - c) Type "forms.liverpool.ac.uk" into the web address search bar



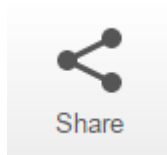
- Mozilla Firefox
 - a) Select the 'Menu' button from the top right hand corner of the toolbar (see the screenshot on page 12)
 - b) Select 'New Private Window'
 - c) Type "forms.liverpool.ac.uk" into the web address search bar
- 3. If you have tried deleting Internet histories and using a private browsing window, but you are still receiving the error message, try using a different internet browser. For example, if you are using Internet Explorer, try gaining access to the system on Google Chrome or Mozilla Firefox and vice versa
- 4. If you are still receiving the error message, try accessing the system on a different device. For example, if you are using a computer or laptop, try accessing the device on a mobile phone or tablet.
- 5. If you have tried the above steps, and are still receiving an error message, please contact ethicssy@liverpool.ac.uk for further help.

Sharing the form – Problems sharing the form

Occasionally you may experience problems when sharing the form with Supervisors or collaborators.

It is important to note that the system can only be accessed by users with a University of Liverpool MWS account (staff, students, and individuals with honorary contracts). If it is necessary to share the form with external collaborators, you should download the form using the 'Print' function, and send a PDF copy of the form to the external collaborators.

The form can be shared by going into your application and selecting the **Share** button from the left side panel.



Please check all fields:

Share ? ×

Sharing a form enables others to view/edit the same form depending on the level of access you give them. Please select the users you wish to share this form with:

Read +

Write

Submit

Share

Create all sub forms

Receive notifications

The email address should be in the following format:

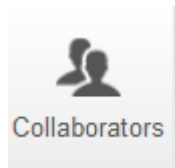
a.n.other@liverpool.ac.uk *

* not liv.ac.uk

Sharing the form – Resolving problems sharing the form

Most problems sharing the form can be resolved by following the steps outline below.

1. You can check who the form has been shared with by selecting the **Collaborators** button from the left side panel:

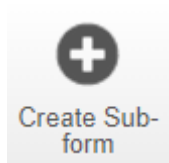


2. If the person who you are trying to share the form with is not listed in the Collaborators pop-up window, then follow the steps on page 16 to share the form
3. If the person who you are trying to share the form with is listed in the Collaborators pop-up window – but the form has not been shared successfully – then this is likely to be due to the incorrect email address being used when sharing the form. To resolve this, repeat the steps on page 16 to share the form, but ensure that you use the other person’s primary email address (please see pages 5 – 6 for information on how to check the primary email address.
4. If you have tried the above steps, and are still having problems sharing the form, please contact ethicssy@liverpool.ac.uk for further help.

Creating an amendment – Problems creating an amendment

How to create an amendment form:

To amend a project that has previously been approved, you will need to click onto the project in question, and then select the **Create Sub-form** button from the left side panel.



Then select **Research Ethics Amendment Form** from the list of sub-forms:

Create Sub-form ×

Select the sub-form that you would like to apply to this form

Research Ethics Amendment Form ▼

Create Close

Please fill in the amendment form and press the **Submit** button from the left side panel once the form is completed.

Creating an amendment – Resolving problems creating an amendment

Amendment sub-form not available.

For some applications, you may experience difficulties creating an amendment form as the **Create Sub-form** button does not appear from the left side panel.

Problems with the Create Sub-form button not showing can normally be resolved by following the steps outline below.

1. If you the 'Create sub-form' button is not available on the left side panel, please contact [Ethics System Support](#) for help.

Contacts

For password support, please contact:

Computing Services

Email: servicedesk@liverpool.ac.uk

Telephone: 794-4567

For systems support, please contact:

Ethics System Support

Email: ethicssy@liverpool.ac.uk

Telephone: 794-8776

For ethics support, please contact:

Research Ethics and Integrity

Email: ethics@liverpool.ac.uk

Telephone: 794-8290 | 795-8355 | 794-8278