Subject Registry/Tracking System Users Manual

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Welcome to the Subject Registry / Tracking System users manual. This manual will cover all of the steps necessary for you to successfully navigate and operate the Data Management Unit’s Web Based System. We ask that you please keep this manual readily available at all times when using the system so that in the event that a question arises you will be prepared. In the event that questions arise which are not addressed in this manual, we ask that you immediately contact the Data Management Unit, at either the e-mail or phone numbers listed in Appendix I of this manual.

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In order to successfully and efficiently utilize the Subject Registry / Tracking system, a few key procedural issues must be addressed. Specifically; system security and user access, meeting minimum system requirements, safeguards in the event of system failure, and passwords.

**System Security and User Access**

System security is maintained through the use of a double authentication system. What this means is that a system user is assigned two username/password combinations.

The first is one selected by the registered user and provides access to the both the main Data Management Web Site and the Data Management Tracking Site. Access to the web site is limited to authorized users by the following condition: All users must become registered with the Data Management Unit (DMU). To register for access to the web site please use the following URL: [http://dmu.trc.upenn.edu/register](http://dmu.trc.upenn.edu/register). Access to the Data Management Unit’s Web Site is limited to Center personnel only and must be approved by the Director of DMU and the Scientific Director for the Center.

The second username and password is assigned by the DMU, and provides access to the tracking system web site. Strict standards are enforced when providing access to the tracking system. Users are only assigned to designated studies within the tracking system, and only the Study PI can authorize this assignment. The Study PI will validate users in writing for access. If you do not have access to a specific study within the tracking system, and feel you should, please contact the Study PI.

In order to maintain system security users must adhere to the procedures detailed in *Logging off the Patient Tracking System (pg 17)*. The Data Management Unit will not be accountable for the improper use of any user account. In the event that your account becomes compromised please inform the DMU immediately. If the DMU notices unusual behavior associated with a user account, the account will be suspended and the user will be notified.

**System Requirements**

Minimum system requirements have been established by the Data Management Unit as an effective means of limiting technical problems associated with older incompatible systems. The DMU has spent a significant amount of time evaluating both PC and Macintosh based systems and browser technologies available for both. The minimum system requirements are based on these evaluations and are continually updated to include recent developments. *(See Minimum System Requirements, Appendix II).* The Data Management Unit cannot guarantee the stability or functionality of those users attempting to access the system without meeting the minimum system requirements, nor can the DMU take responsibility for issues associated with a client’s system inability to
access the Subject Registry / Tracking System due to configuration or internet service provider issues.

If requested the Data Management Unit will review and validate any system that is being prepared for use with the tracking system. During the review process the Data Management Unit will assess system capabilities, as well as make recommendations on system improvements that may enhance ease of use and stability.

**Safeguards in the event of system failure**

The Data Management Unit strives to ensure that the tracking system is fully operational, but realizes that system failures may occur. System failure procedures require that interviewers have paper copies of all tracking instruments that are administered for a specific study. This procedure is required so that in the event of an un-recoverable system failure, the capturing of the data point can occur. In the event that during the data entry process you encounter a system related error, that is, one that is program related, print out or document any messages that may appear and immediately contact the Data Management Unit (See Contact Information, Appendix I). If possible, attempt to correctly exit the system and discontinue use until the Data Management Unit has reviewed and contacted you with instructions. We ask that you follow these procedures to avoid any data loss. Data Management staff will attempt to recreate the steps leading up to the incident and correct any system related issues, as necessary. If the situation cannot be resolved in a reasonable amount of time, the data will be collected on paper copies of the instruments for entry later into the tracking system.

When contacting DMU because of system failure, in addition to documenting the error, please attempt to obtain the following information.

- Location
- Machine Type / Specifications
- Browser / Version
- Acrobat / Version
- Media Player / Version
- Has System been modified? / Connectivity changed?

**Passwords**

The entry of your passwords via the double authentication system, described in System Security and User Access, is considered to be the binding equivalent of your handwritten signature. Passwords are **SOLELY** for the individual users they are assigned to, and are not to be shared. Any user caught sharing their login information will have their supervisors alerted, and their accounts closed. We require strict security procedures due to the sensitive nature of the data being collected, as well as for tracking and auditing purposes. DMU requests that you destroy your System Access Agreement after you have committed your password combination to memory. In the event you forget your username or password you will be required to contact DMU. We will contact you via
telephone and, after validating who you are, will provide you with the requested information. If you feel your password has been comprised contact DMU and we will assign you a new password.

**Accessing The Patient Tracking System**

To successfully access the tracking system web site, enter the following URL into your browser address bar:

https://dmu.trc.upenn.edu/tracking

Please note the URL above states “HTTPS”, this is very important as this is a secure site, encrypted with 128-bit encryption. You will not be able to access this site with “HTTP” in the URL, you will also not be able to access the site if you browser does not support 128-bit encryption.

Please verify that your system is in secure mode. In Internet Explorer and Netscape secure mode is signified by a locked pad lock located in the lower right portion of your screen for Internet Explorer (Figure 1A), or lower left portion of your screen for Netscape Navigator. (Figure 1B).

**Figure 1A**

![Image of the login page for the tracking system](https://dmu.trc.upenn.edu/tracking)
Next enter the username and password that you selected during the registration process (Figure 1B).

Once you have successfully entered your username and password, you will be redirected to the study selection page.

**Selecting a Study**

Once you have successfully entered your username and password, you will be presented with a list of studies that you currently have access to (Figure 2).
Please note on the bottom left hand corner of your browser, you should see the words LOGIN, followed by your name. If you do not see this, please exit the system and try logging in again. If after a second attempt your username is not being displayed, we ask that you immediately contact the Data Management Unit.

From this page you can select the study for which you would like to begin entering tracking data. To select a study and begin the entry process, click on the study name (Figure 2). At this point, you will be prompted to enter the username and password provide to you by Data Management Unit (Figure 3).

**Figure 3**

After successfully entering your username and password, you will be presented with the tracking home page (Figure 4).
The tracking home page provides several navigation options, located on the top portion of the screen, as well as a quick view of subjects due at the bottom of the screen.

We will review each item on the tracking home page in order:

**Register A New Subject**

Selecting this option on the tracking home page allows you to enter a new subject into the tracking system. When this option is selected you are provided with a generic data entry screen for capturing simple demographic information. (Figure 5 & 6)
On this screen simply click into a field to enter data, or click on a drop-down menu to select a response. Navigation can also be made using the tab key to move from field to field. Please note that you will need to scroll down to view all the questions and navigation buttons. (Figure 6)
While entering basic demographic information for a subject, you will also notice a link to add contact information. (Highlighted in Figure 6). Clicking this link will open an additional window for capturing contact information. (Figure 7).

Please note that the Subject’s ID and Name can not be filled in, this information will be taken from the main page. You can not click or tab into these fields to enter data. Starting with the address field you can enter data and navigate using the tab key or the mouse.
Again, this form requires you to scroll down to view remaining questions and navigation buttons. (Figure 8).

**Figure 8**

At the bottom of the contact form there are three navigation buttons; Submit, which will send the information collected in the contact form to the Data Management Unit database server. Reset, which will clear out all information collected in the contact form, and Return to Mainmenu, which allows you to exit without saving any data to the Data Management Unit database. Clicking either Submit or Return to Mainmenu will provide you with a confirmation page (Figure 9). Please note that when selecting Return to Mainmenu, no data is updated, although you will received the confirmation page. To return to the main subject addition form, simply close the form.

**Figure 9**
On the main subject addition form, the same three navigation buttons are present. Selecting either Submit or Return to Mainmenu will provide you with a confirmation page, and a link to return to the tracking home page. (Figure 10).

**Figure 10**

![Figure 10](image1)

Clicking the link will return you to the tracking home page.

**Update/View An Existing Subject**

The Update/View an Existing Subject option provides two main functions. One is to allow you to make changes to information entered during the Add a Subject phase, and the second is to allow for entry and changes of study specific information. In addition to these two functions, is the ability to review both generic and study specific information on a particular subject. To begin, select the Update/View An Existing Subject option, once done you will be prompted to select how you would like to select subjects (Figure 11). This can be done by either Subject ID, or Subject Name. Please note that subjects that are missing either their name or subject id will be omitted from the lists.

**Figure 11**

![Figure 11](image2)
Click the drop-down and select the ordering desired, once selected a list ordered in the manner selected will be provided in a drop-down list. (Figure 12)

**Figure 12**

From the list provided, select a subject that you wish to view or update. To do this simply click on the subject, then click the submit button. If you wish to reset the subject selected, click the reset button. There is also a link to return you to the main tracking home page.

Once you have selected a patient you will be prompted to select which portion of the tracking forms you would like to access; generic subject registration information or study related information (Figure 13). You again are also provided a link to return to the tracking home page.
Figure 13

Update/View: Subject Registration Information

Selecting this link will provide you with the information that was previously entered for the subject, as well as all contact information. To make a change simply move to the field you would like to change and enter the new information. For drop-downs, simply select the new value from the list provided. The navigation at the bottom of the form is the same as when entering the data; Submit, Reset, and Return to Mainmenu. Refer to page 9 for a detailed explanation of these buttons. Clicking on the Add Contact Information Link will load any additional contact information provided. Again, changes are made by simply moving to the desired field and entering the new value. Navigation is also the same, closing the window after selecting Submit, or Return to Mainmenu returns you to the main form. Like the addition option, you will be provided a confirmation screen when data is submitted, and accepted into the Data Management Unit databases.

Update/View Study Related Information

Selecting this link will provide you with a form for viewing and updating study related information (Figure 14). Information captured in this form will be associated with the subject that was selected. Please note that the Subject’s ID and Name can not be modified. Navigation of the form can be done via the tab key, or the mouse.
Figure 14

Like the previous forms, this form requires you to scroll down to view the remaining questions and navigation buttons (Figure 15).

Links to both the subject’s registration information and contact information are provided on the study related form. Clicking either link will display the related information for the subject in a separate window. To exit from these windows simply close them and you will be returned to the study related form.
Figure 15

The navigation at the bottom of the form is the same as when entering the data; Submit, Reset, and Return to Mainmenu. Refer to page 9 for a detailed explanation of these buttons. Like the addition option, you will be provided a confirmation screen when data is submitted, and accepted into the Data Management Unit databases.

**List and Summary Reports**

This option provides links to a series of canned reports that can be used to review the status of subjects, the population makeup, and simple counts. Clicking the option will provide a list of links (Figure 16). Currently the links create the following reports:

- Listing of Subjects and Due Dates
- Summary of Patients Broken Down by Race, Sex and Ethnicity.
- Weekly Numbers.
Simply click the link and the report will be displayed.

**Current Subject Status**

The bottom portion of the tracking home page provides an easy-to-use tickler system, which provides announcements of subject with upcoming and past due follow-up dates (Figure 17). Subjects are listed under the heading of the follow-up they need to complete. The subject name, and due date will be displayed. A red flag will also be displayed if the subject has missed a due date. Each subject will appear on this screen 3 days prior to the follow-up due date, and remain on this screen 4 days after their due date. Once this window has passed they will be removed from this screen. They will also be removed once the follow-up point has been completed, and the information entered into the tracking system.
Study related information for subjects listed in the bottom portion of the tracking system home page can be obtained by simply clicking on their names. You will be redirected to the study information form where you can view or update the subject’s information.

**Logging off the Patient Tracking System**

Once you have completed operations within the Tracking System, you are required to properly log off the system. It is very important that you log off the system properly so that your account is closed and not active. An account left open would be available for use by someone other than you. To log off, simply close your web browser application within any screen. For more information on operating systems and Internet browsers (See Minimum System Requirements, Appendix II).

For **Internet Explorer (IE) PC users** log off can performed by clicking either the ![close button](close.png) button in the upper right corner or the program icon in the left corner. You may also select the File, then Close option from the drop down menu (Figure 18).
For Netscape PC users log off is performed by the File then Exit option only (Figure 19). This method on Netscape Navigator insures that if you have multiple copies running that you are prompted to close all of them.
For Netscape MAC users log off is performed by the File then Quit option only (Figure 20). Clicking the ☐ in the upper left corner or the ☐ or ☐ buttons in the upper right corner on Macintosh systems do not close the browser application.

Figure 20: MAC Netscape Navigator
Appendix I – Contact Information

Below you will find contact information for the Data Management Unit. We ask that you please use the pager number first when attempting to contact the department. The pager is available 24 hours a day. Phone and E-mail are also available Monday thru Friday. When leaving information please state you name, contact information, and a brief description. If immediate contact is not made, the Data Management Unit will make an attempt to contact you as soon as possible.

24 Hour DMU Contact Information:

Pager: 877-237-4095  
E-mail: 8772374095@archwireless.net

7:30AM – 4:00PM Contact Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ming Li</td>
<td>215-746-7717</td>
<td><a href="mailto:Li_m@mail.trc.upenn.edu">Li_m@mail.trc.upenn.edu</a></td>
</tr>
<tr>
<td>Christopher Petro</td>
<td>215-746-7708</td>
<td><a href="mailto:Petro_c@mail.trc.upenn.edu">Petro_c@mail.trc.upenn.edu</a></td>
</tr>
</tbody>
</table>
Appendix II - Minimum System Requirements

The following are minimum hardware and software requirements needed to effectively operate the Data Management Unit’s Web Application.

**Intel/AMD Based Computers**

**Software**
- Adobe Acrobat 4.05c (Version 5.0.5 Preferred)
- Internet Explorer 5.0 or greater (Version 6.0 Preferred), with 128-Bit Encryption
- Windows 95/98/NT/2000
- Windows Media Player 6.4 or Greater

**Hardware**
- Intel/AMD Based System 200Mhz or Greater
- 64MB of RAM (128MB or Greater Preferred)
- No Minimum Hard Disk Requirements (only what is required to install above software)

A Minimum Screen Resolution of 800x600 is also recommended, but not required.

**MAC Computers**

**Software**
- Adobe Acrobat 4.05c (Version 5.0.5 Preferred)
- Netscape Navigator 4.79, with 128-Bit Encryption
- MAC OS 8.6 or greater
- Apple QuickTime Player 5.0 or greater

**Hardware**
- MAC Based System 200Mhz or Greater
- 64MB of RAM (128MB or Greater Preferred)
- No Minimum Hard Disk Requirements (only what is required to install above software)

A Minimum Screen Resolution of 800x600 is also recommended, but not required.

It is recommended the all machines accessing the Data Management Unit Data Acquisition System have both a current antivirus program and firewall protection.