

## Frequent Caller Questions

Many questions can be answered by referencing the [CGIRB Investigator Guidebook](#) or the **CGIRB Connexus® User Guide**, accessible under the Forms and Guides tab after [logging in](#) to **Connexus**. **Connexus** gives 24-hour access to your open studies and allows you to track your submissions immediately. Learn more and register at [CGIRB Connexus](#).

**Help us to serve you better!** During business hours we have a live receptionist to assist in routing your call. For efficient service, please be prepared to provide:

- The **IRB Tracking Number or Protocol Number** for the study about which you are calling and
- **Name of PI**, if calling from a Principal Investigator's Site

### Frequently Asked Questions:

1. "How do I submit advertisements or recruitment material?"
  - Upload directly to **Connexus** - From study work space see [Add Submission to Site](#) > then choose > Site Specific Advertisement **or**
  - Email to [irb@cgirb.com](mailto:irb@cgirb.com). The [Submission Letter Form](#) can be completed and sent with the submission.
2. "How do I submit a change of sub-investigator, study coordinator, contact information, address, or Principal Investigator?"
  - Submit the [Site-Specific Change Request Form](#). For additional details, please see the [CGIRB Investigator Guidebook](#).
3. "How do I submit a protocol deviation; violation; AE; SAE, etc.?"
  - Use the [UP Submission Form](#) (Unanticipated Problem Form)
    - Section 1 will help you determine if the event is reportable to the IRB
    - For more about what kind of events are reportable refer to:
      - [CGIRB Investigator Guidebook](#), and
      - [Reducing the Reporting Burden](#): Guidelines for Improving the Protection of Trail Subjects
4. "Where is the California Bill of Rights?"
  - Guidance for California Sites is at the bottom of our [Regulatory Guidance Page](#). CGIRB does not include the California Experimental Subject's Bill of Rights in its Subject Information and Consent Form. Investigators should obtain that documentation directly from the information published by the State of California.
5. "I need access to a particular study on **Connexus**."
  - [Log In](#) to **Connexus** > click **Contact Us > Request Access to Additional Workspace**.
6. "I'm locked out of **Connexus**."
  - Go to the **Connexus** [Log In](#) page, click **Forgot Password** and complete the questions.
7. "Where do I find the CGIRB Membership Roster?"
  - Click here to [Request IRB Roster](#).
8. "What is the process for obtaining a Federalwide Assurance (FWA)?"
  - Applying for an FWA involves filling out an electronic application with OHRP and identifying the OHRP registered IRB that will review the proposed research. CGIRB's registration number with OHRP is 00001313. Instructions, including application forms, can be found at the OHRP [Federalwide Assurance](#) page.