

## iSHaRe

### Frequently Asked Questions (Part 1)

Have a question? Check out our FAQ for iSHaRe below:

#### **Q1 Where can I access iSHaRe?**

You can access iSHaRe via <http://ishare.singhealth.com.sg/>

#### **Q2 How do I access iSHaRe?**

All SingHealth and Changi General Hospital staff will be able to log into iSHaRe using your ADID and password. You will then be directed to fill in your particulars in the User Profile page. Upon successful submission, your iSHaRe account will be generated. If - in the User Profile page - you are unable to identify your department in the drop-down list, please contact [ishare@singhealth.com.sg](mailto:ishare@singhealth.com.sg) or [irb@singhealth.com.sg](mailto:irb@singhealth.com.sg).

For non-SingHealth staff –

1. You first need to sign up for a SingHealth-Link account by registering your email address through the SingHealth-Link Account Management Portal (<https://ssam.singhealth.com.sg/Form/NewRegister.aspx>). (Alternatively, you can access this portal by choosing Non-SingHealth Staff/Partners under Account Type in the iSHaRe login page, and clicking on the orange Sign Up button.) Once in this portal, you will be guided through the registration process. Upon successful activation of your SingHealth-Link account, you can proceed to iSHaRe and login using your email address and by choosing Non-SingHealth Staff/Partners under Account Type.
2. If you have already registered your email address through the SingHealth-Link Account Management Portal, you can proceed to iSHaRe and login using your email address and by choosing Non-SingHealth Staff/Partners under Account Type.

#### **Q3 What can I access in iSHaRe?**

iSHaRe is made up of many modules. e-CIRB is the first module to be rolled out and launched on 15 September 2014. With effect from 15 September 2014, all new IRB applications must be submitted through e-CIRB.

#### **Q4 Will I be able to see all my past and current studies in iSHaRe?**

As a FIRST TIME User, you will not find your studies which were approved or submitted before 15 September 2014 on your iSHaRe dashboard because these studies will only be migrated to e-CIRB at a later stage.

As a RETURNING user, you will be able to see drafts of the studies that you have saved, and/or studies submitted after 15 September 2014.

**Q5 Although I am able to login into iSHaRe, my system browser is unable to load the requested pages. What should I do?**

The iSHaRe system is optimized to work best with Windows 7 and above, together with Internet Explorer 8 and above. If your current system does not meet these requirements, install Google Chrome or Mozilla Firefox browser on your system and try accessing iSHaRe using these browsers.

**Q6 How do I obtain the latest version of iSHaRe?**

To ensure that you have the latest update of the iSHaRe software, please clear your browser's cache *before* you login into the iSHaRe portal.

To clear your browser's cache:

1. Press Ctrl + Shift + Delete while in your browser.
2. For Internet Explorer:
  - a. Select **Temporary Internet Files** and **Cookies**
  - b. Press **Delete**.
3. For Google Chrome:
  - a. Select **Cookies and other site and plug-in data** and **Cached images and files**.
  - b. Press **Clear browsing data**.
4. Log into iSHaRe and continue.

**Q7 Who can I contact for help while using iSHaRe?**

Please contact your institutional research administration office for help should you encounter problems while using iSHaRe. The institutional research administration office will help to redirect your queries to iSHaRe team if they are not able to assist further. [Click here](#) for the list of the various institutional research administrators.

Alternatively, you can email your technical enquiries on iSHaRe to [ishare@singhealth.com.sg](mailto:ishare@singhealth.com.sg). The iSHaRe administrators will respond within the next working day.

**Q8 Who should I approach if I would like to submit a feedback or report a technical failure about iSHaRe?**

Please email your feedback and report to our iSHaRe administrators via [ishare@singhealth.com.sg](mailto:ishare@singhealth.com.sg).

**Q9 Who do I contact if I have questions about CIRB forms and application process?**

Please email your questions about CIRB forms and applications to [irb@singhealth.com.sg](mailto:irb@singhealth.com.sg).