

# Cayuse IRB Frequently Asked Questions (FAQs)

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**Q: Why is the faculty sponsor showing up as a co-researcher in the Cayuse system? The faculty sponsor was listed correctly under faculty sponsor on the application.**

A: Faculty sponsors will appear as co-researchers in the Cayuse system, even if you list them properly in the application as a faculty sponsor. Cayuse does not distinguish between faculty sponsors and co-researchers, but we do. If you see the faculty sponsor listed as a co-researcher, this is fine.

**Q: I've filled out my Cayuse application, but I don't see a submission button. What do I do?**

A: If you don't see a button to route or submit your application for review, make sure that each application section is showing a green check mark. If you have received revisions requests from the IRB, make sure that each request has been addressed, and that the "addressed" drop-down has been selected for each comment that was made. See the Cayuse How-to document for more detailed instructions and guidance. If you are still unable to submit, contact the IRB office.

**Q: I need to make a change to my study after it has been approved. How are modifications submitted?**

A: If you are using Cayuse IRB, you will need to log in, select your existing study, click "new submission" and select "modification." You will then be able to make edits to a copy of your application. See the Cayuse How-to document for further guidance.

**Q: If a faculty sponsor oversees several studies, will the sponsor be able to see all the studies that they are overseeing in the Cayuse IRB system?**

A: Yes. Studies that you are associated with will be listed under the "Studies" and/or "Submissions" tabs in Cayuse IRB. You can also search/filter within these tabs for specific names, statuses, etc. To see active tasks for each study, click on the tasks tab on the Cayuse dashboard.

**Q: How many times can you modify a study?**

A: Once a study is approved in Cayuse IRB, there is no limit to the number of times you can make modifications. However, only one modification submission can be active at a time (*e.g., If you already have a modification submission under review, you cannot submit another modification for review. You must wait for the existing modification to be approved or returned to you before submitting/making additional modifications.*)

**Q: If you change an attachment(s) in the attachments section of the application, will the attachment be changed in all other sections of the application?**

A: Yes. All attachment buttons are linked. Any changes to an attachment will be reflected in both locations (*e.g., If a recruitment document is changed in the attachment section, the same change will automatically be made in the recruitment section of the application and vice versa*).

**Q: Will all personnel listed on the application be notified/emailed if the application proceeds through the timeline?**

A: Yes. The Primary Contact, Principal Investigator, and any Co-Investigators/Faculty Sponsors will receive email notifications. Cayuse IRB will send notifications throughout the process. This includes when an application requires certification, has been submitted, approved, or returned.

**Q: Is there a video tutorial or additional support for Cayuse IRB?**

A: Yes. The orange help button on the Cayuse dashboard contains links to the Cayuse support center as well as various guides and videos. You can also create a separate account on Cayuse's support website (<https://support.cayuse.com/>). The IRB periodically offers information sessions as well. Contact the IRB for more information.

**Q: I'm seeing a "forbidden" message. If I'm not able to log in to Cayuse, how do I get access to the system?**

A: Please click [here](#) and complete the survey. We will need to create your profile in Cayuse, and you will have access the following business day.

**Q: I'm seeing an "account disabled" message or an error code. If I'm not able to log in to Cayuse, how do I get access to the system?**

A: Please send us an email ([irb@liberty.edu](mailto:irb@liberty.edu)), and we will examine your profile to see if there is a discrepancy that needs to be addressed.

**Q: I have completed the required CITI training. Where do I upload or attach my certificate?**

A: You do not need to attach, upload, or send us your CITI completion certificate. We receive CITI certificates automatically and can view CITI completion results in Cayuse.

Q: I am not receiving any emails from Cayuse. How do I fix this issue?

A: If you are not seeing any emails from Cayuse, there is a good chance the emails are going to your junk email folder. Please check your junk email folder. If you right click on an email in your junk folder, a menu will appear. Within this menu, scroll down to junk, then click on “not junk” and click ok. Future emails from Cayuse should now appear in your email inbox.

Q: Where can I find my IRB approval letter and/or stamped documents?

A: The IRB approval letter and/or stamped documents can be found in the letters and attachments tabs in Cayuse. To find these tabs, open Cayuse and click on your study. Make sure you are on the submissions page (not study details). You can determine what page you are on by looking in the top left of your screen: Studies / Study Details / Submission Details. Click on your initial submission. You should now be on the submission details page. At the bottom of this page, there will be a series of tabs: Approvals, Task History, Letters, Decisions, Attachments. You can find your approval letter in the letters tab, and your final/stamped documents in the attachments tab. Please note the attachments tab may have multiple pages.

Q: My study is in “pre-review.” What do the different stages in Cayuse mean? Why is it not “under review?”

A: When your application is submitted and certified by all study personnel, your study will move into the Pre-Review stage.

- Pre-Review means the IRB has received your submission and it is being reviewed.
- **Most of the IRB review occurs during the Pre-Review stage.**
- If additional information or documents are needed to facilitate our review, your submission will be returned to you to request these changes.
- Studies will only move into the “Under Review” stage in Cayuse when the analyst has completed his or her review and the study is ready for IRB approval.