

# Introduction to the eRAP Self-Support Service

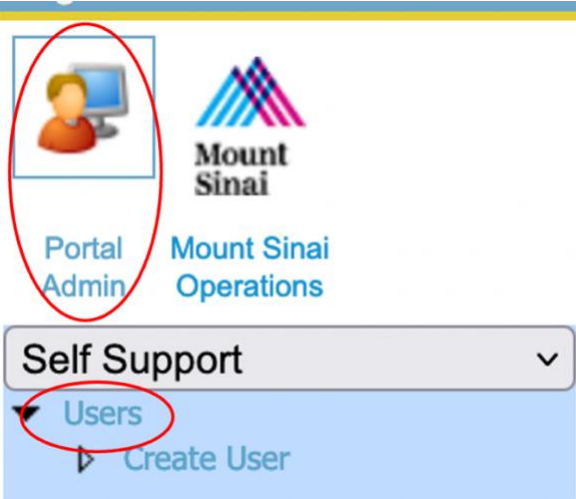
Effective March 31, 2023, eRAP will adopt a self-service support model that allows project owners to add new users and grant them access to their projects. An eRAP Self-Support Admin is a designated individual appointed by the project's PI. The purpose of this document is to provide comprehensive guidance to Self-Support Admins on how to effectively utilize the Self-Support Service.

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## Grant Project Access to a User

1. Log into your eRAP account. <https://erap.mssm.edu/>
2. Click on the “**Portal Admin**” icon and select “**User**” from the Self Support navigation panel



3. Find the user by navigating the search screen.
  - a. Enter user's login, name (first and last) or email address into the corresponding fields.
  - b. Click the "**Lookup**" button
  - c. If you cannot find a user, change the “**Project**” field from “My projects” to “All projects,” and click on the “Lookup.”

Self Support

Users

Create User

Project My projects

**User Search Criteria.**

DO NOT USE → ID

← Login is user's MS network ID Login

First Name


Last Name

Email





Status Any Status

Approved Yes

Lookup

- d. From the “**User List**”, Click on the “**edit icon** (  )” at the start of the row to open the user record, which brings you to the “**Personal Info**” page

**User List**

Status	Name	Login	Project
 	Alona Rabin	rabina12	Human Research / CCB
 	Alona Rabin	rabina12	Human Research / BioBank

4. Assign applications
- a. Click "Applications" tab to open user's applications.

Self Support

Users

Create User

Personal Info Status Finance **Applications** Application Modules Module Roles

**Profile**

\* User Name xxxx

\* First Name xxxx

Preferred Name

\* Last Name xxxx

\* E-mail xxxx@mountsinai.org

**Organizational Information**

Title

\* Company MSSM

\* Department xxxxxx

Life Number

**Address**

Address 1 150 East 42nd St

City New York

Zip 10017

Address 2

State -- select --

Country -- select --

**Other Information**

\* Work Phone xxx-xxx-xxxx

did not match the validation expression.

Mobile Phone

Other Phone

\* Domain School


Fax

AD Date 3/21/2023 8:43 AM

Comment

- b. User's existing applications are listed under **"User's Applications"** and application to be enabled are listed under **"Add Application."** As a Self-Support Admin, you are only able to view applications for which you hold a self-support role.
- c. Click the green plus sign button to add an application.

5. Assign modules/projects

- a. Click on the **"edit icon (  )"** next to relevant application name to open the **"Application Modules"** page.
- d. User's existing modules/projects are listed under **"User's Modules"** and modules/projects to be enabled are listed under **"Add Modules."** As a Self-Support Admin, you are only able to view modules/projects for which you hold a self-support role.
- b. Click the green plus sign button to add a module/project.

6. Assign role

- a. Once you click on the green plus sign button, the system will bring you to the **"Module Roles"** page. Click the **"roles"** next to relevant module/project name will also open the

**“Module Roles”** page. (Please see “Frequently asked questions” for projects with multiple sites)

- b. User’s existing roles are listed under **“User’s Modules Roles”** and roles to be enabled are listed under **“Roles Used in Project”**

User Module Roles		
Name	Description	Approved
Record Create	Record Create	True
User	User	True

Roles Used in Project	
Name	Description
Administrator	Administrator
Coordinator	Coordinator access role
CustomReports	Custom Reports

- c. Select the role from the "Roles Used in Project" section using the plus green button.
- d. Change “Role approved” from “No” to “Yes.”

**Role Approval**

Role Approved:

- e. Click on "Save" button to save a role.
- f. The saved role will appear in the user roles list.

## Remove a User from your project(s)

1. Follow the steps 1-5 in section “Grant a User Access to project(s)” to open the **“Application Modules”** page for a user.
2. From **“User’s Module”**, click on the red cross to remove a module/project for a user.

## Remove/change role(s) for a User

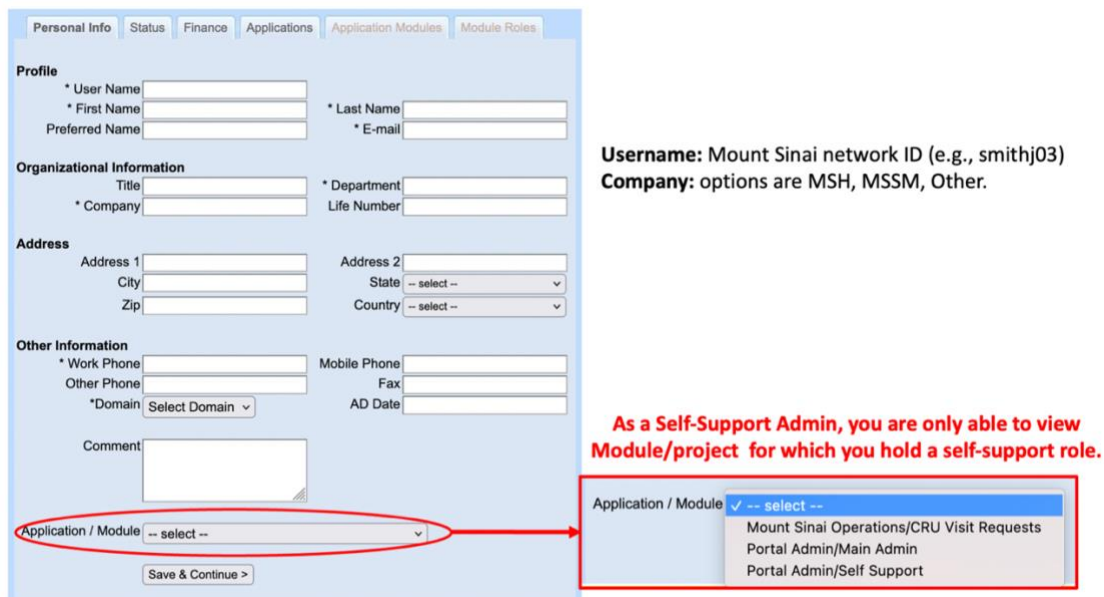
1. Follow the steps 1-6 in section “Grant a User Access to project(s)” to open the **“Module Roles”** page for a user.
2. From **“User Module Roles,”** click on the red cross to remove a role for a user.
3. Changing roles is equivalent to adding a new role and then removing an existing role.

## Create a new user account

1. Log into your eRAP account. <https://erap.mssm.edu/>
2. Navigate the "search screen" to ensure the user is not an existing eRAP user
  - a. Enter user's login, name (first and last) or email address into the corresponding fields.
  - b. Click the "**Lookup**" button
  - c. Only proceed to the next step if no existing user matches the provided search criteria
3. Click on "**Portal Admin**" and select "**Create User**" from the Self Support navigation panel



4. Enter all information, specifically required information (denoted by the asterisk \*)



**Username:** Mount Sinai network ID (e.g., smithj03)  
**Company:** options are MSH, MSSM, Other.

**As a Self-Support Admin, you are only able to view Module/project for which you hold a self-support role.**

5. User domain (under "Other information") can be determined by looking at the user email:
  - a. Email addresses with "@mountsinai.org" are Hospital users
  - b. Email addresses with "@mssm.edu" are School users
  - c. eRAP cannot be accessed from outside Mount Sinai; all external users will have a school domain because they will be set up with a School network login
6. Select a project under Application/Module. As a self-Support Admin, you are only able to view Module/Project for which you hold a self-support role.
7. Click "Save & Continue" to establish the user's account.
8. Proceed with "Grant Project Access to a User"

## Frequently asked questions

1. How can I set up my Self-Support access? The "Portal Admin" icon is not shown on my account (or I can see the "Portal Admin" icon, but I cannot find the "Self Support" page)  
Answer: Please contact the Main e-RAP Admins at [erap-support@mssm.edu](mailto:erap-support@mssm.edu) with [alona.rabin@mountsinai.org](mailto:alona.rabin@mountsinai.org) and [donald.louie@mssm.edu](mailto:donald.louie@mssm.edu) cc'd.

2. Is there anyone can walk me through the tutorial?  
Answer: Please visit the Digital Concierge and select the eRAP session. The Digital Concierge is hosted on every Wednesday from 3:30 – 4:30 pm.

3. How can I assist users to reset their eRAP password?  
Answer: Please contact Academic IT support Center, by phone 1-212-241-7091, or email: [ASCIT@mssm.edu](mailto:ASCIT@mssm.edu). Please note password cannot be reset via eRAP.

4. How can I assign roles for projects with multiple sites?  
Answer: On the "Module Roles" page, click on the dropdown list labelled "Site" and choose the desired site from the options available. An option labelled "All Sites" is available for each multi-site project. The other options may vary depending on the project. After selecting a site, the user's existing role for that specific site will be displayed under "User Module Roles," while the roles that can be added are listed under "Roles Used in Project." As a self-support admin, you may also set up the default site for a user.

The screenshot displays the eRAP system interface for user management. It is divided into several sections:

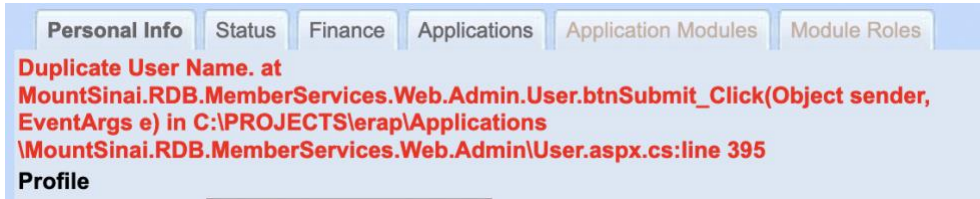
- Site:** A section with two dropdown menus. The first is labeled "Site:" and the second is labeled "Default Site:". Both are currently empty.
- Site:** A second section with two dropdown menus. The first is labeled "Site:" and has "Training Site" selected. The second is labeled "Default Site:" and is empty.
- User Module Roles:** A table with three columns: "Name", "Description", and "Approved".

Name	Description	Approved
User	User	True
- Roles Used in Project:** A list of roles with a green plus icon in a circle to the left of each row.

Name	Description
Administrator	Administrator
ApproverLevel3	Approver Level III
AuditViewer	AuditViewer
DTDashboard	Access to Document Tracking dashboard
Module Admin	Module Admin
PCDashboard	Access to PC dashboard
Reports	Reports
SelfSupport	SelfSupport
View Only	View Only

5. What should I do if I cannot create a new user account?  
Answer: "Prior to creating a new user account, it is important to verify that the user does not already have an existing account in the system. Click "User" from the Self Support navigation panel, enter user's login, name (first and last) or email address into the corresponding fields.

If the following error message is displayed, it means that the user already has an existing account and a new account should not be created.



**Duplicate User Name. at**  
**MountSinai.RDB.MemberServices.Web.Admin.User.btnSubmit\_Click(Object sender,**  
**EventArgs e) in C:\PROJECTS\erap\Applications**  
**\MountSinai.RDB.MemberServices.Web.Admin\User.aspx.cs:line 395**

**Profile**