

Portal User Manual

Introduction

Frontier Science Foundation is a not-for-profit research organization dedicated to the improvement of data management and statistical quality in clinical trials and medical research. The Frontier Science Portal is maintained with the primary purpose of providing information and tools to assist site and laboratory staff with the data management facet of their clinical trial work.

Finding the Frontier Science Portal

The Frontier Science Portal is accessed from the Frontier Science Foundation home page (<https://www.frontierscience.org/>).

Browser Compatibility

Our websites and software are compatible with the latest stable versions of Google Chrome, Microsoft Edge, and Firefox ESR. For optimal functionality, please ensure that you are using an updated version of these web browsers.

Logging on to the Frontier Science Portal

The Frontier Science Portal provides access to documents, reports, applications, and resources for registered users of Frontier Science websites. Portal features include:

- Standard navigation tabs and buttons
- Application-specific help
- Dynamic notification of new or updated content

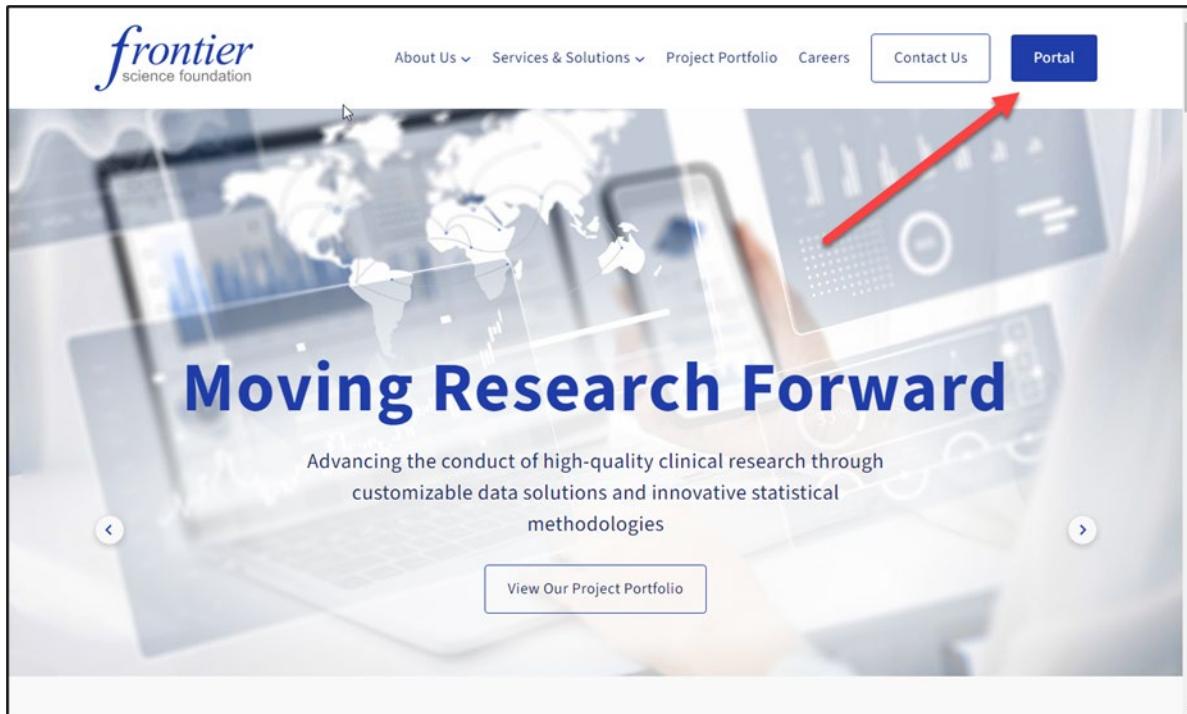
Applying for and Changing Portal Access

Complete the [New User Registration Form](#) at <https://www.frontierscience.org/register> to register for a Portal account, or to request a change in your level of access or permissions.

Accessing the DMC Portal

Logging In

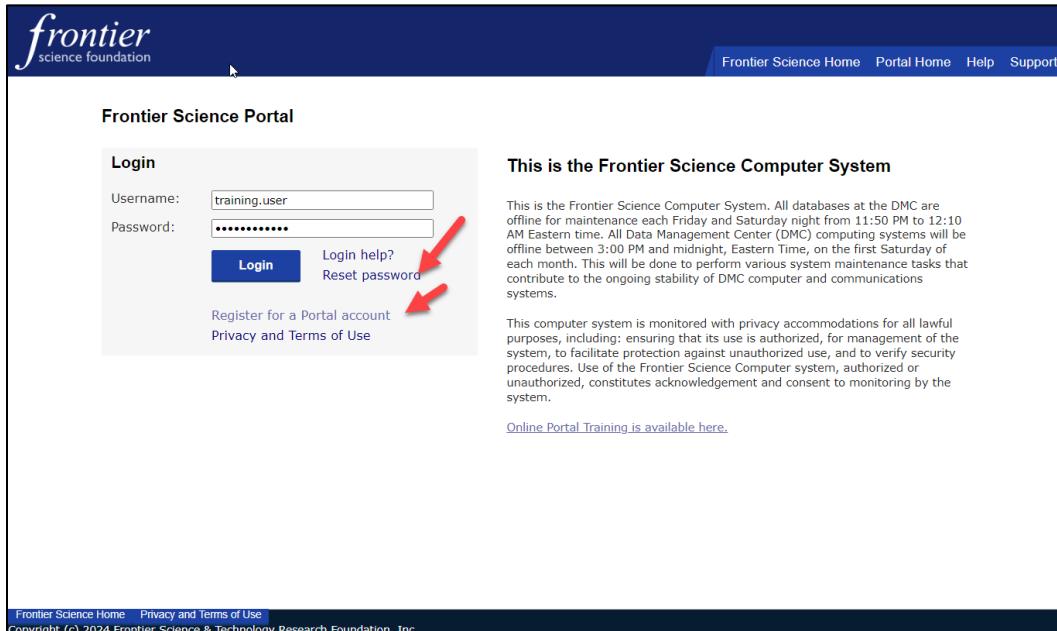
Once your Portal account is active, you can access the Portal by going to <https://www.frontierscience.org/portal> or by clicking the **Portal** link from the [Frontier Science home page](#).



Password Policy

A login screen appears. Enter your user name in the format *lastname.firstname* as indicated on your registration confirmation email, and the password that you set up when registering for Portal web access.

Your password must be a secure password that contains between 10 and 50 characters, a combination of upper-case and lower-case letters, and at least one number and special character.

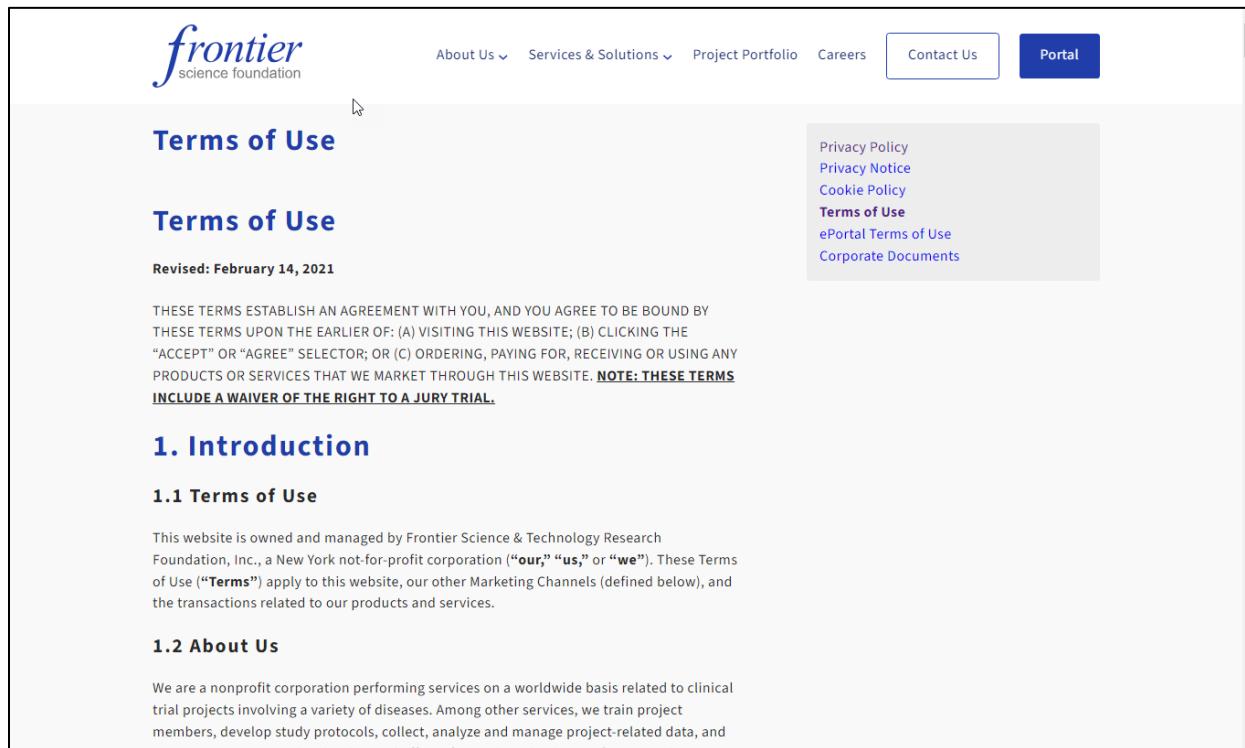


If you are a new user, click **Register for a Portal Account**. Our User Support staff will need to verify your request, so access is not instantaneous.

If you are an active user, the **Reset Password** link allows you to reset your web password.

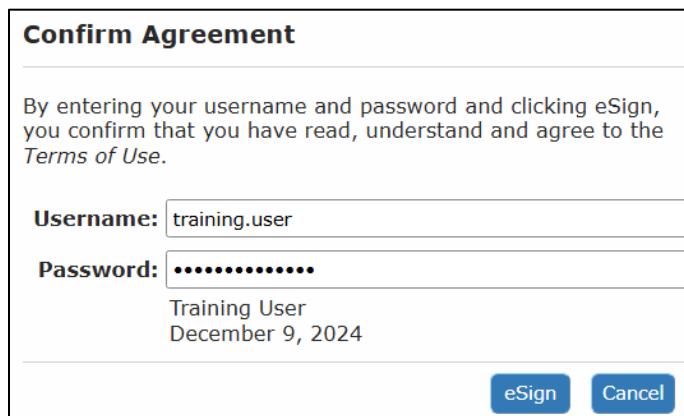
Terms of Use

If you are logging into the Portal for the first time, you must first review and acknowledge the Frontier Science Foundation *Terms of Use*.



The screenshot shows the Frontier Science Foundation website. At the top, there is a navigation bar with links: About Us, Services & Solutions, Project Portfolio, Careers, Contact Us, and a blue button labeled 'Portal'. Below the navigation bar, the word 'frontier' is displayed with 'science foundation' underneath. A sidebar on the right contains links to Privacy Policy, Privacy Notice, Cookie Policy, Terms of Use, ePortal Terms of Use, and Corporate Documents. The main content area is titled 'Terms of Use' and includes a sub-section titled 'Terms of Use' with the text 'Revised: February 14, 2021'. The main text of the 'Terms of Use' section states: 'THESE TERMS ESTABLISH AN AGREEMENT WITH YOU, AND YOU AGREE TO BE BOUND BY THESE TERMS UPON THE EARLIER OF: (A) VISITING THIS WEBSITE; (B) CLICKING THE "ACCEPT" OR "AGREE" SELECTOR; OR (C) ORDERING, PAYING FOR, RECEIVING OR USING ANY PRODUCTS OR SERVICES THAT WE MARKET THROUGH THIS WEBSITE. NOTE: THESE TERMS INCLUDE A WAIVER OF THE RIGHT TO A JURY TRIAL.' Below this, there is a section titled '1. Introduction' with a sub-section '1.1 Terms of Use' which describes the website's ownership and management by Frontier Science & Technology Research Foundation, Inc. The '1.2 About Us' section describes the website's purpose as a nonprofit corporation performing services on a worldwide basis related to clinical trial projects.

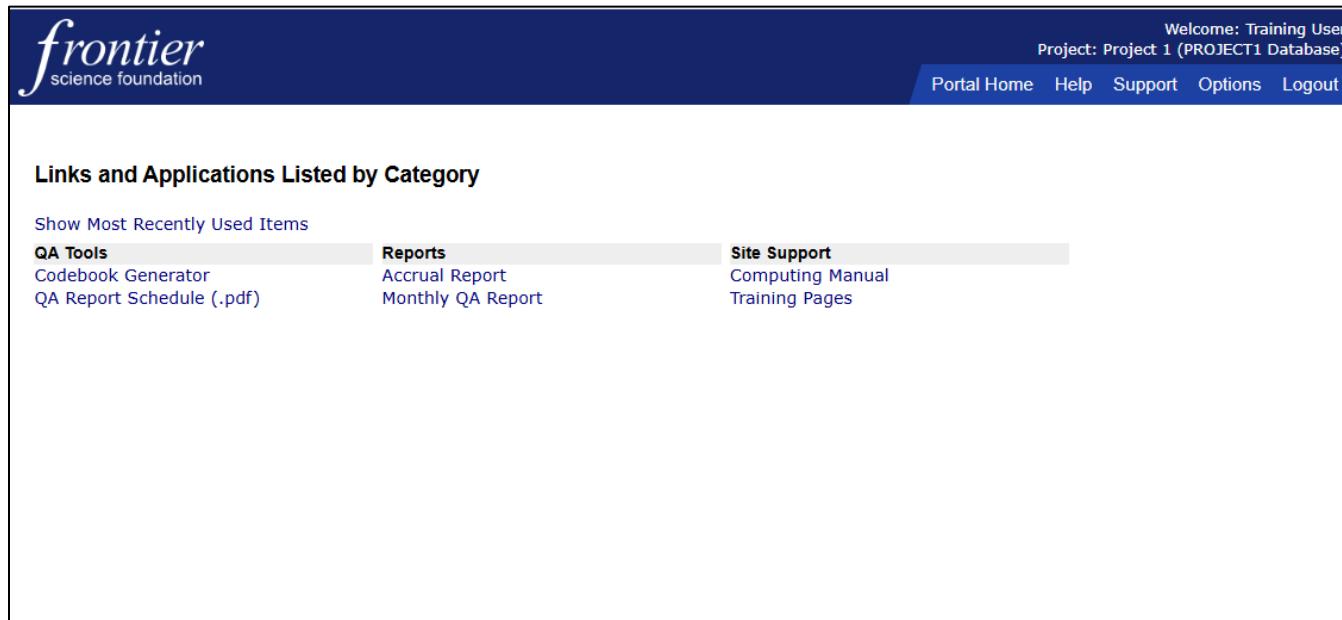
The *Terms of Use* will be presented to you the first time you log in. After reading, click the **Agree** button in the bottom left-hand corner. Entering your login credentials and clicking **eSign** constitutes an electronic signature that you have read, understand, and agree to the terms of use for the Frontier Science Portal.



The dialog box is titled 'Confirm Agreement'. It contains the text: 'By entering your username and password and clicking eSign, you confirm that you have read, understand and agree to the Terms of Use.' Below this, there are two input fields: 'Username: training.user' and 'Password:'. Underneath the password field, it says 'Training User' and 'December 9, 2024'. At the bottom of the dialog box are two buttons: 'eSign' and 'Cancel'.

Portal Contents

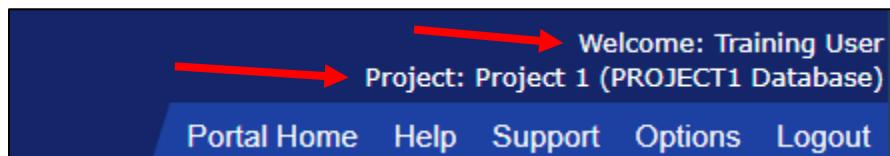
After logging in, you will be taken to the Portal homepage.



The screenshot shows the 'frontier science foundation' logo in the top left. The top right displays a welcome message: 'Welcome: Training User' and 'Project: Project 1 (PROJECT1 Database)'. A horizontal menu bar includes 'Portal Home', 'Help', 'Support', 'Options', and 'Logout'. Below the menu, a section titled 'Links and Applications Listed by Category' contains three columns: 'QA Tools' (Codebook Generator, QA Report Schedule (.pdf)), 'Reports' (Accrual Report, Monthly QA Report), and 'Site Support' (Computing Manual, Training Pages).

Header

In the header, you can see your username and project to the right.



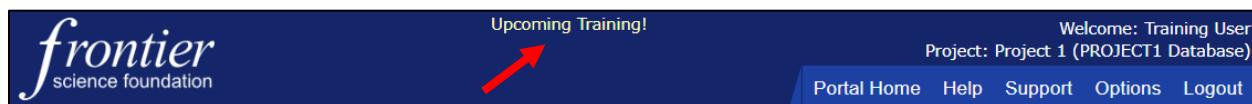
The header is highlighted with a red box. Two red arrows point to the text 'Welcome: Training User' and 'Project: Project 1 (PROJECT1 Database)'.

Navigation buttons are below your name and project.

Button	Description
Portal Home	Returns to the Portal home page.
Help	Displays item-specific help text or documents where applicable. Help contents will change depending upon the link or application that you have clicked.
Support	Displays contact information for our User Support Department.
Options	Allows access to a password reset utility.
Logout	Logs the user out of the Portal and returns to the login screen.

Project-Specific Announcements

If there are any project-specific announcements, they will appear in the center of the header.



The header is shown again with a red arrow pointing to the text 'Upcoming Training!' which is displayed in the center of the header area.

Footer

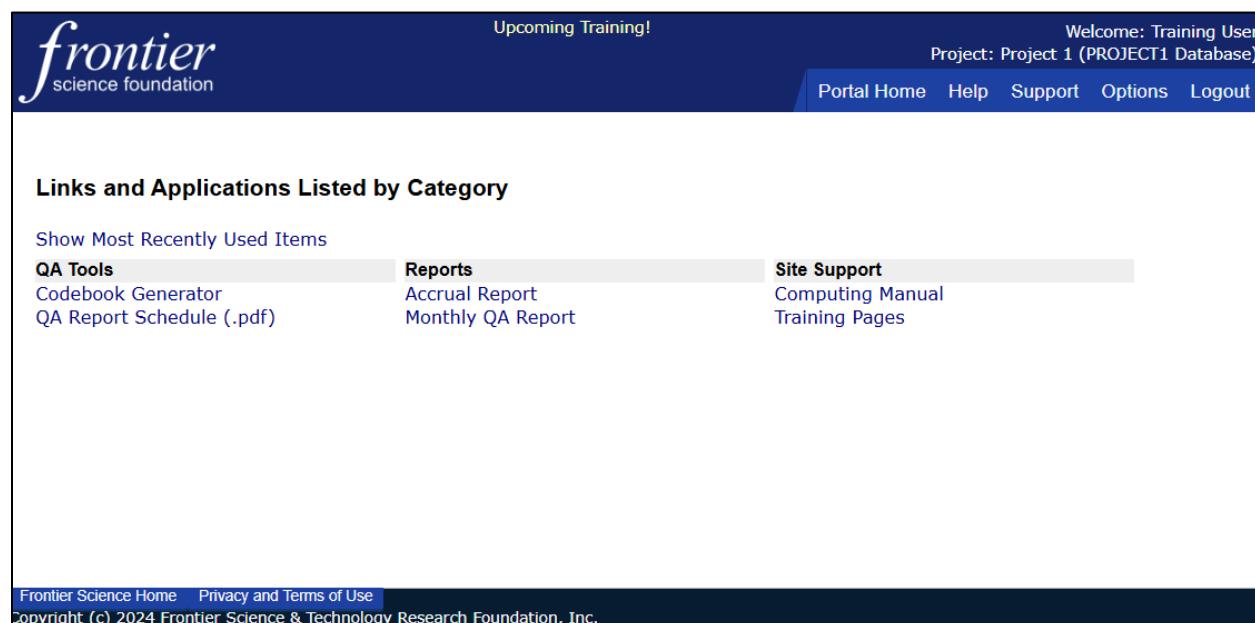
Links to *Privacy and Terms of Use* are found in the footer of the page.



Clicking **Frontier Science Home** will return you to the Frontier Science homepage. If you wish to review the **Terms of Use**, you can access it by clicking the **Privacy and Terms of Use** link.

Body

In the body of the page, all of the links and applications are separated by category. Categories appear in the grey header above each section.

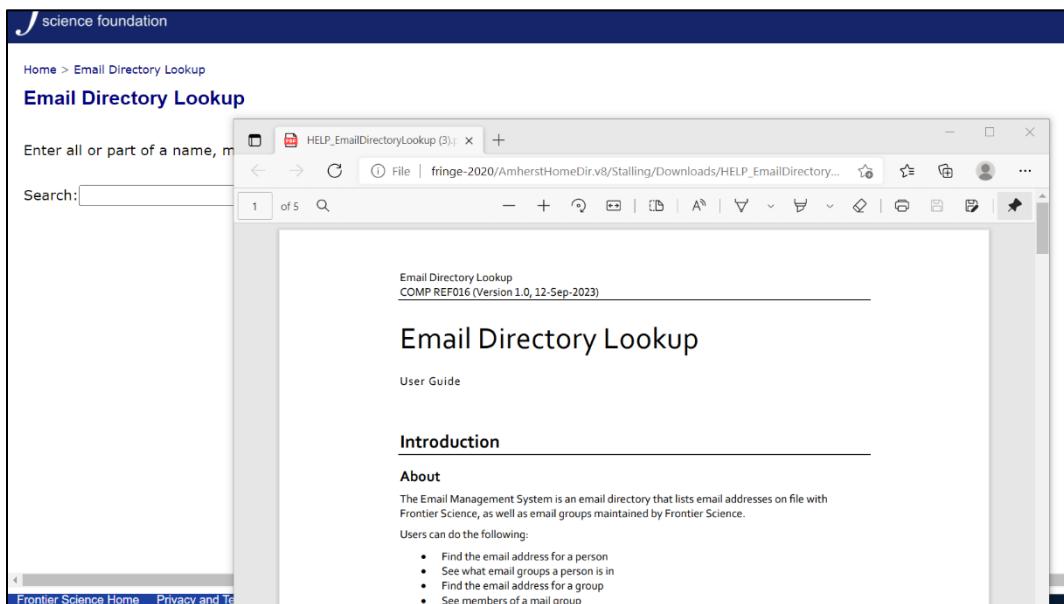


The screenshot shows a web-based application interface. At the top, there is a dark blue header bar with the 'frontier science foundation' logo on the left. To the right of the logo are several text elements: 'Upcoming Training!', 'Welcome: Training User', and 'Project: Project 1 (PROJECT1 Database)'. On the far right of the header are links for 'Portal Home', 'Help', 'Support', 'Options', and 'Logout'. Below the header, the main content area has a light blue background. The title 'Links and Applications Listed by Category' is centered at the top of this area. Below the title, there is a section titled 'Show Most Recently Used Items' with three columns: 'QA Tools', 'Reports', and 'Site Support'. Under 'QA Tools', there are links for 'Codebook Generator' and 'QA Report Schedule (.pdf)'. Under 'Reports', there are links for 'Accrual Report' and 'Monthly QA Report'. Under 'Site Support', there are links for 'Computing Manual' and 'Training Pages'. At the very bottom of the page, there is a dark blue footer bar with the same 'Frontier Science Home' and 'Privacy and Terms of Use' links as the top footer, along with the copyright notice 'Copyright (c) 2024 Frontier Science & Technology Research Foundation, Inc.'.

Under a category, click a link to open an item. Items available on the Frontier Science Portal will be based on access requested at registration, and for which you have been approved.

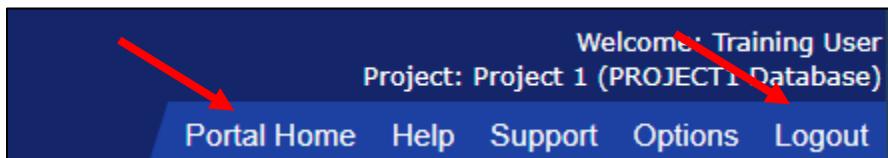
Item-Specific Help

Clicking the **Help** button on most pages in the Portal will bring up item-specific help. Contents change according to where you are in the Portal. Clicking **Help** from an application will bring up the help file for that application in a new window. For instance, clicking **Help** in the *Email Directory Lookup* utility will bring up the *Email Directory Lookup User Guide* [COMP REF016], as shown in the screenshot below.



Returning to the Portal

To return to the Portal Home page, click **Portal Home**, or click **Logout** to end your Portal session.



User Support

If you have any questions, please contact our User Support department using the contact information in the [Support](#) link.

Frontier Science User Support

Hours of Operation

User Support is available 24 hours a day, Monday through Friday with the exception of the holidays listed below. If you experience problems, or have questions about the Frontier Science website or systems, please contact the appropriate group listed below and provide a detailed description of the problem you encountered.

User Support

Phone: +1 716 834-0900 x7302
Email: support@frontierscience.org

Enrollment Support

Phone: +1 716 834-0900 x7301
Email: rando.support@fstrf.org

IBCSG Enrollment Support

Phone: +1 716 834-0900 x7301
Email: bc.helpdesk@fstrf.org

LDMS and Laboratory User Support

Phone: +1 716 834-0900 x7311
Email: ldmshelp@frontierscience.org

DataFax User Support

Phone: +1 716 834-0900 x7302
Email: datafax.user.support@fstrf.org

Olympia User Support

Phone: +1 716 834-0900 x7301
Email: olympia.rando@fstrf.org
<https://www.frontierscience.org/olympia/support/home.view>

Observed Holidays List

Support is not available on the following holidays:

New Year's Day
Memorial Day (US Holiday)
Independence Day (US Holiday)
Thanksgiving Day (US Holiday)
Christmas Day

Thank you for taking the time to review this manual.