

## 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

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

### Browser Compatibility

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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

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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

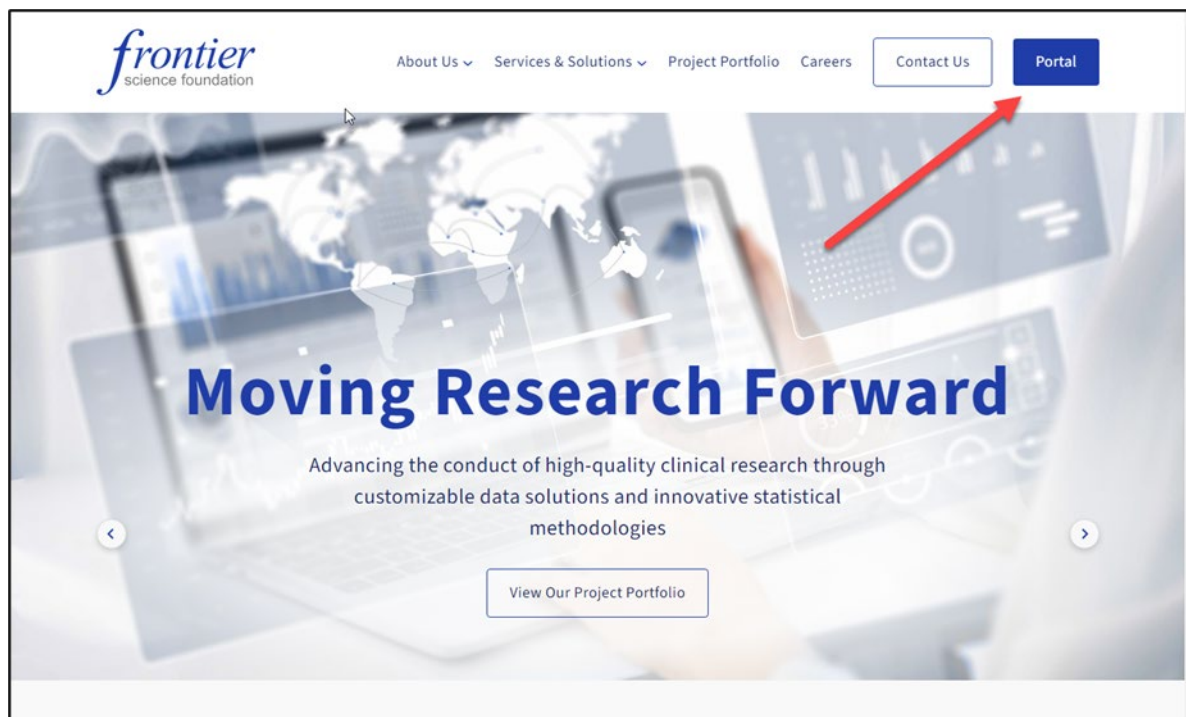
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Complete the [New User Registration Form](#) at <https://www.frontierscience.org/register> to register for a Portal account, or to request a change in your level of access or permissions.

## Accessing the DMC Portal

### Logging In

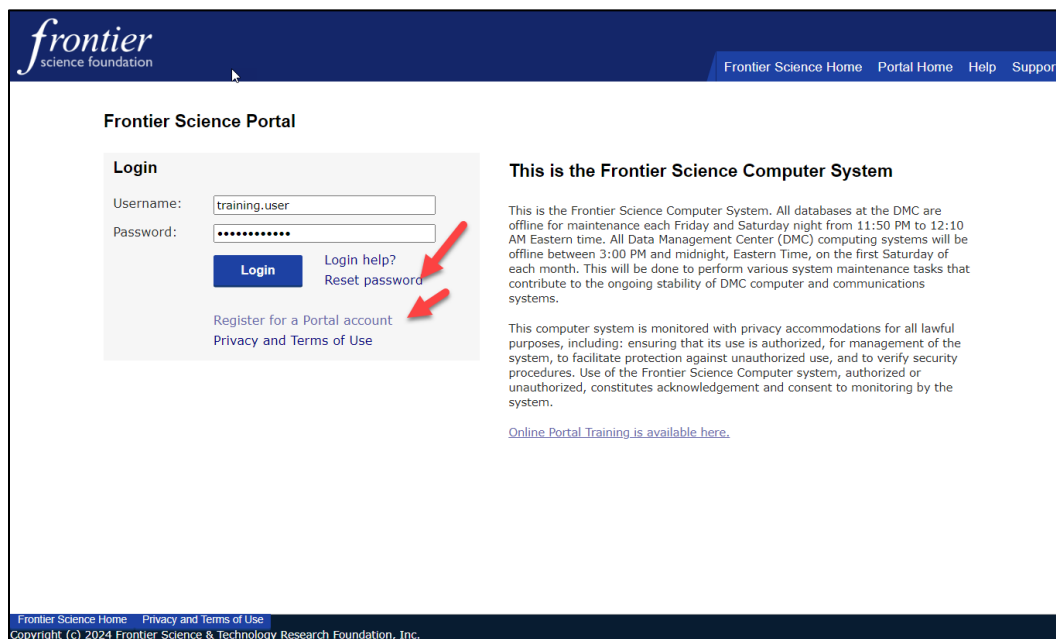
Once your Portal account is active, you can access the Portal by going to <https://www.frontierscience.org/portal> or by clicking the **Portal** link from the [Frontier Science home page](#).



## 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.

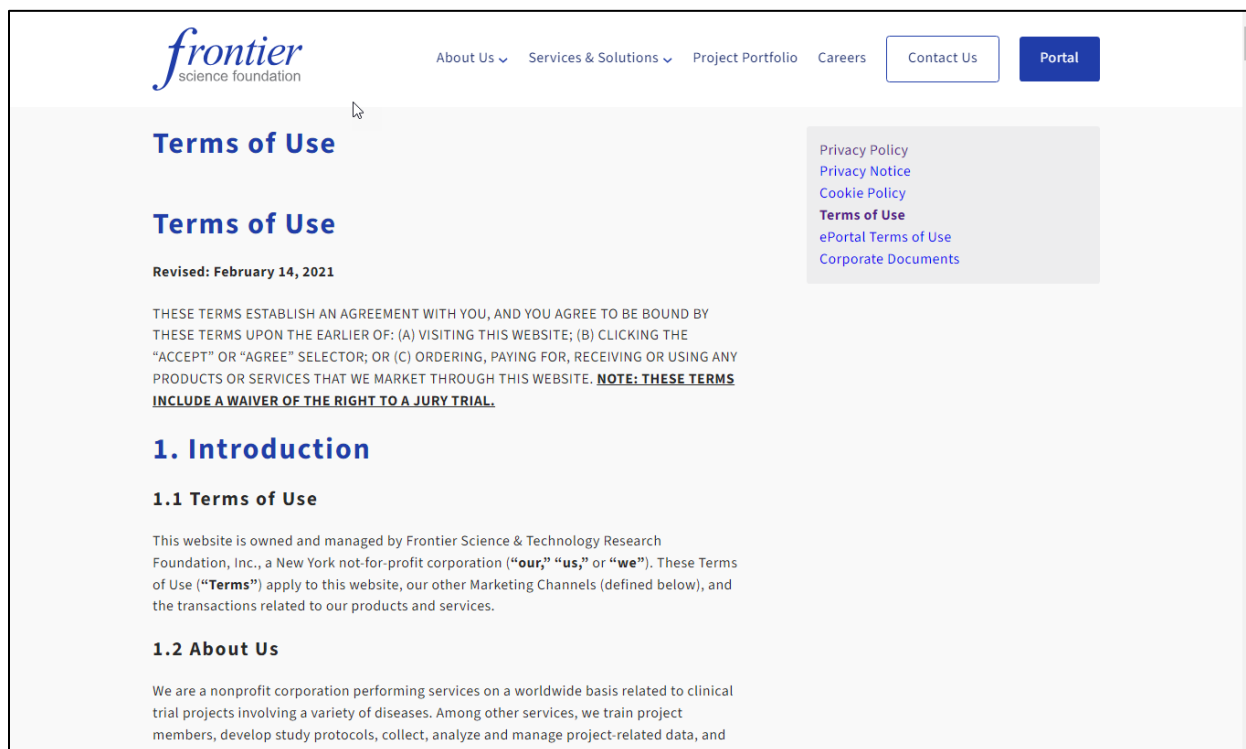
A screenshot of the Frontier Science Portal login page. The page has a dark blue header with the "frontier science foundation" logo on the left and navigation links "Frontier Science Home", "Portal Home", "Help", and "Support" on the right. The main content area is white. On the left, there is a "Login" section with a "Username:" field containing "training.user", a "Password:" field with masked characters, a "Login" button, and links for "Login help?", "Reset password", "Register for a Portal account", and "Privacy and Terms of Use". Two red arrows point to the "Reset password" and "Register for a Portal account" links. On the right, there is a section titled "This is the Frontier Science Computer System" with a paragraph about system maintenance and a link for "Online Portal Training is available here." The footer contains links for "Frontier Science Home" and "Privacy and Terms of Use", and a copyright notice for 2024 Frontier Science & Technology Research Foundation, Inc.

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.

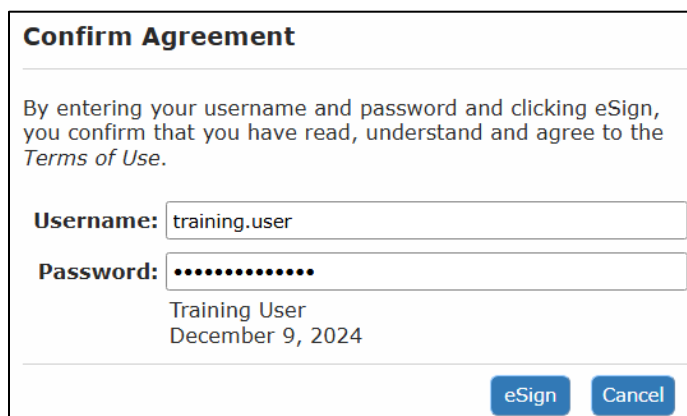
If you are an active user, the **Reset Password** link allows you to reset your web password.

## 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*.

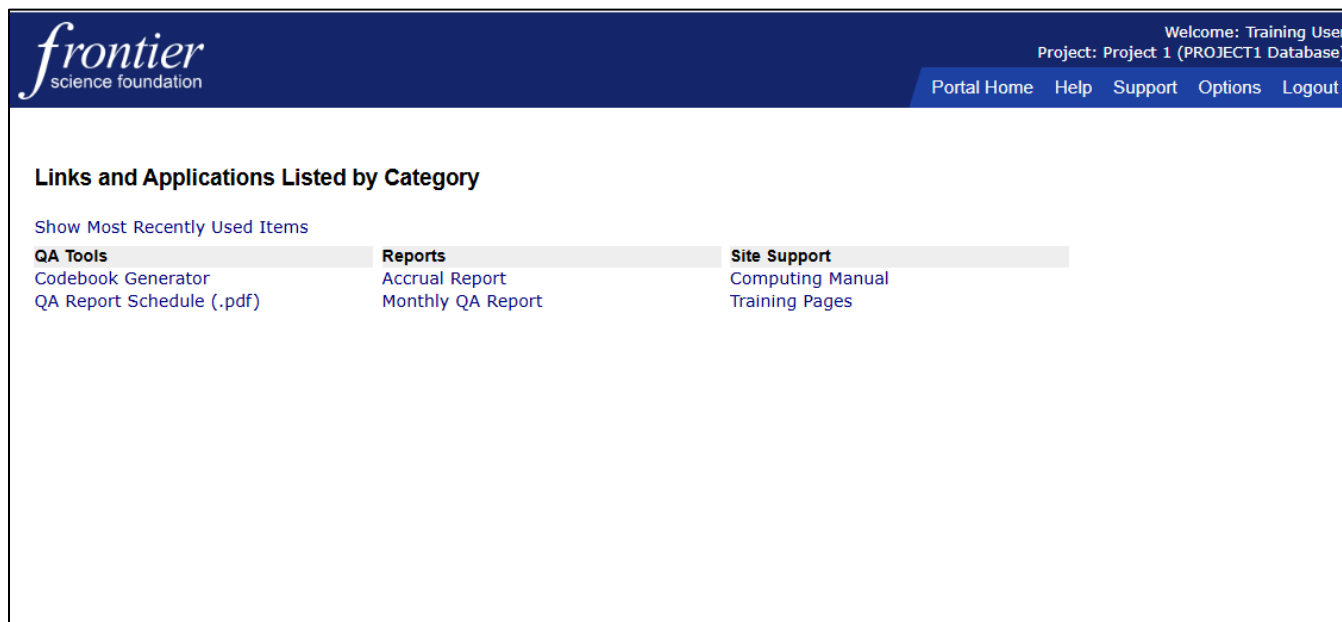
A screenshot of the Frontier Science Foundation website's Terms of Use page. The page has a light blue header with the Frontier Science Foundation logo on the left and navigation links (About Us, Services & Solutions, Project Portfolio, Careers, Contact Us, Portal) on the right. The main content area has a light blue background. The title "Terms of Use" is prominently displayed in a large, bold, blue font. Below the title, it says "Revised: February 14, 2021". The text explains that these terms establish an agreement with the user and lists conditions for acceptance. A note states: "NOTE: THESE TERMS INCLUDE A WAIVER OF THE RIGHT TO A JURY TRIAL." The page is organized into sections: "1. Introduction" and "1.1 Terms of Use". Under "1.1 Terms of Use", it states that the website is owned by Frontier Science & Technology Research Foundation, Inc., a New York not-for-profit corporation, and that these terms apply to the website, other marketing channels, and transactions. A sub-section "1.2 About Us" follows, describing the organization as a nonprofit performing services on a worldwide basis related to clinical trial projects. On the right side of the page, there is a vertical list of links: Privacy Policy, Privacy Notice, Cookie Policy, Terms of Use (highlighted in blue), ePortal Terms of Use, and Corporate Documents.

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.

A screenshot of a "Confirm Agreement" dialog box. The title "Confirm Agreement" is in a bold, black font. Below the title, the text reads: "By entering your username and password and clicking eSign, you confirm that you have read, understand and agree to the *Terms of Use*." There are two input fields: "Username:" with the text "training.user" and "Password:" with a masked password ".....". Below the password field, the text "Training User" and "December 9, 2024" is displayed. At the bottom right, there are two buttons: "eSign" and "Cancel".

## Portal Contents

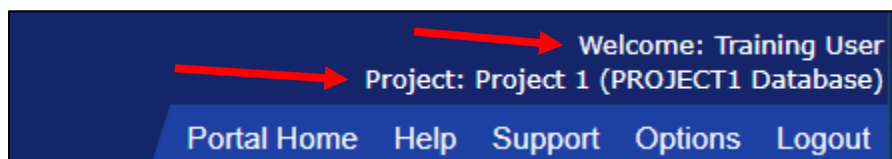
After logging in, you will be taken to the Portal homepage.



The screenshot shows the top of the Portal homepage. On the left is the "frontier science foundation" logo. On the right, it says "Welcome: Training User" and "Project: Project 1 (PROJECT1 Database)". Below this is a navigation bar with links: "Portal Home", "Help", "Support", "Options", and "Logout". Below the navigation bar, there is a section titled "Links and Applications Listed by Category". Under this section, there are three columns of links: "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.



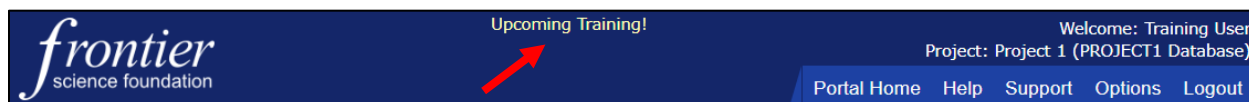
This close-up shows the header area with red arrows pointing to the text "Welcome: Training User" and "Project: Project 1 (PROJECT1 Database)". Below this text is the navigation bar with links: "Portal Home", "Help", "Support", "Options", and "Logout".

Navigation buttons are below your name and project.

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

## Project-Specific Announcements

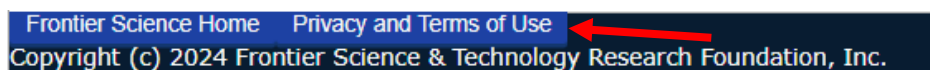
If there are any project-specific announcements, they will appear in the center of the header.



This screenshot shows the header area with a red arrow pointing to the text "Upcoming Training!". The rest of the header, including the logo, username, project name, and navigation bar, is the same as in the previous screenshot.

## Footer

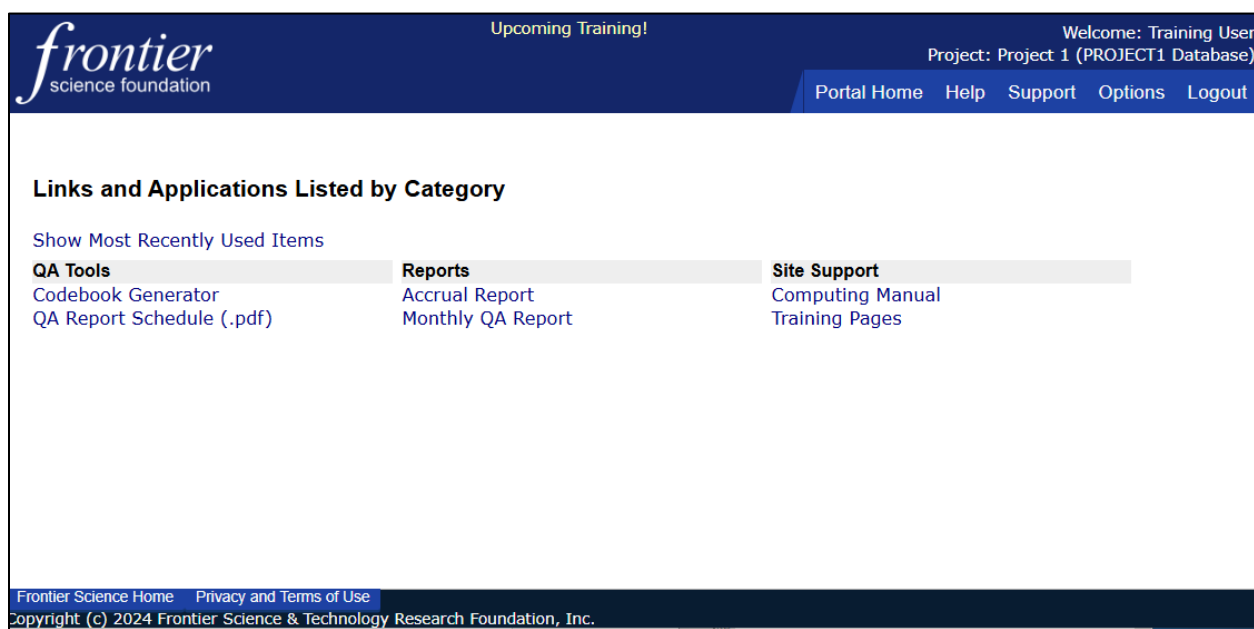
Links to *Privacy and Terms of Use* are found in the footer of the page.



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

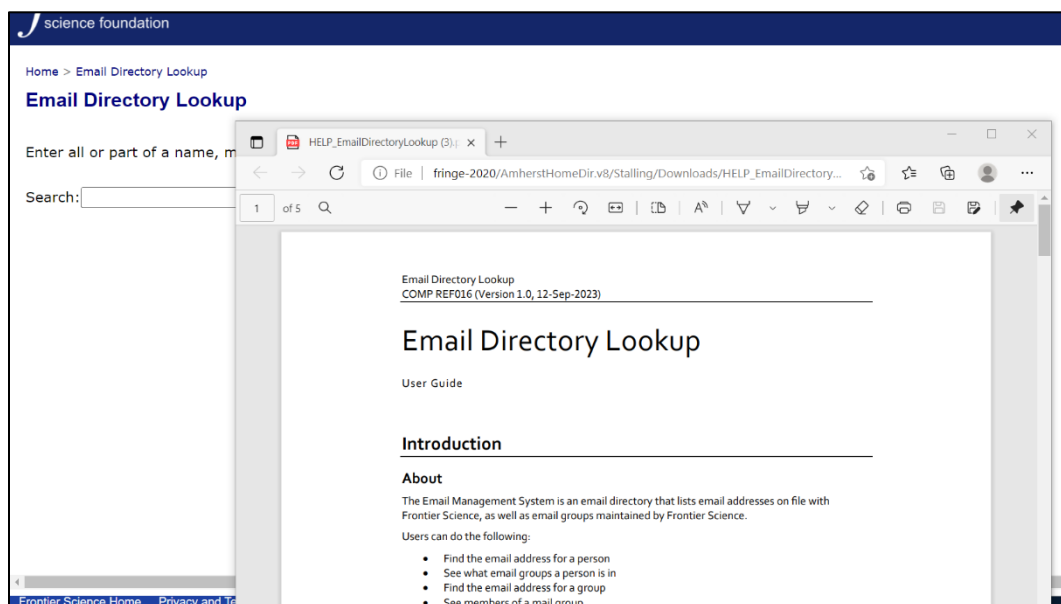
In the body of the page, all of the links and applications are separated by category. Categories appear in the grey header above each section.



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.

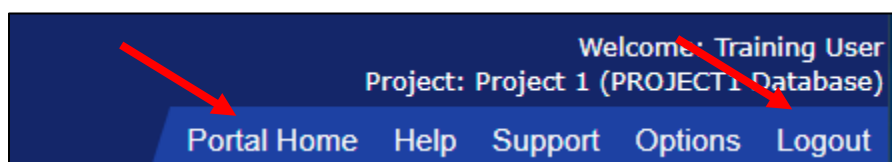
## Item-Specific Help

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](mailto:support@frontierscience.org)

#### Enrollment Support

Phone: +1 716 834-0900 x7301

Email: [rando.support@fstrf.org](mailto:rando.support@fstrf.org)

#### IBCSG Enrollment Support

Phone: +1 716 834-0900 x7301

Email: [bc.helpdesk@fstrf.org](mailto:bc.helpdesk@fstrf.org)

#### LDMS and Laboratory User Support

Phone: +1 716 834-0900 x7311

Email: [ldmshelp@frontierscience.org](mailto:ldmshelp@frontierscience.org)

#### DataFax User Support

Phone: +1 716 834-0900 x7302

Email: [datafax.user.support@fstrf.org](mailto:datafax.user.support@fstrf.org)

#### OlympiA User Support

Phone: +1 716 834-0900 x7301

Email: [olympia.rando@fstrf.org](mailto: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.