UCLA JCCC Informatics

Velos eResearch

Phase 1B

Velos General Overview Module

Training Document

Version 3.0

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Getting Started

Requirements

To access Velos eResearch on the web, all you need is:

- A computer with a screen resolution of 1024 x 768 or higher
- An Internet connection behind the firewall
    - On-campus
    - VPN Access
- An Internet browser
- A Valid Velos User Account

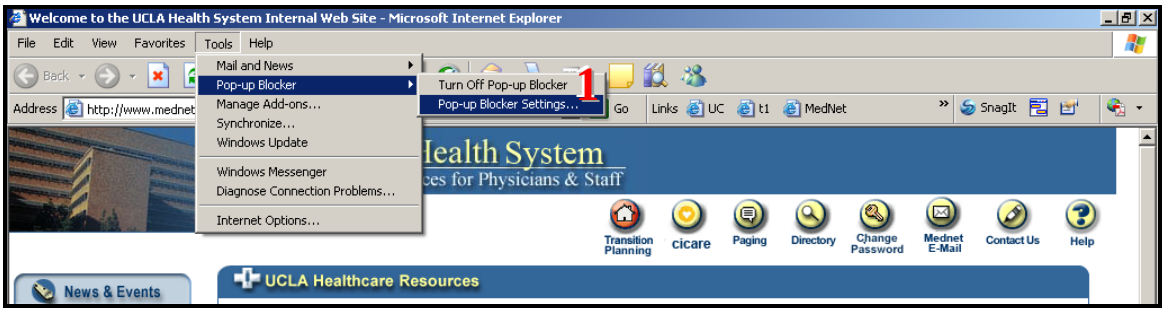
Velos eResearch supports the following platforms/Internet browsers:

- Windows PC: Internet Explorer 7 and higher; FireFox 3 and higher
- Mac: Safari; FireFox 3 and higher

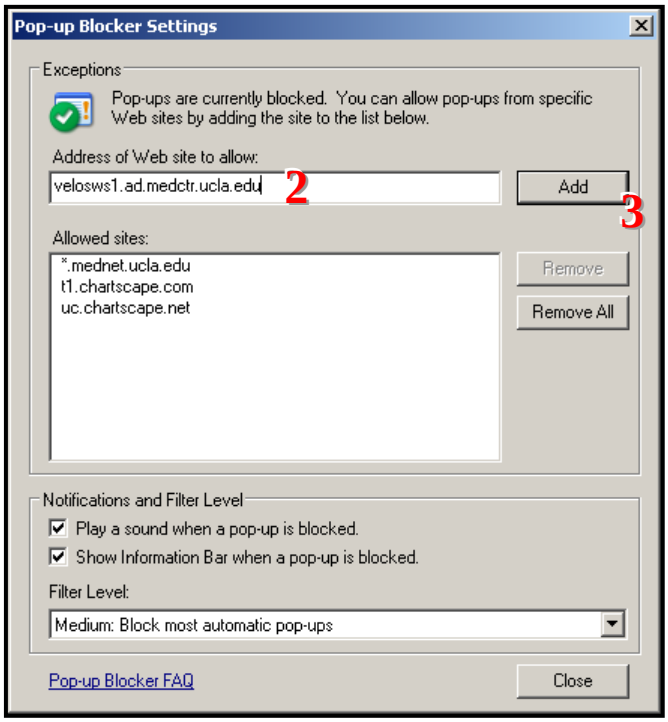
Disable pop-up blocker(s)

- All Pop-up blocker(s) must be set to allow pop-ups from Velos eResearch
- Pop-up blockers often are built-in to browser toolbars (Google, Yahoo, MSN)
- Pop-up blockers often are built-in to web browsers (Internet Explorer, Firefox)

Internet Explorer 6



1. Click on Tools → Pop-up Blocker → Pop-up Blocker Settings…



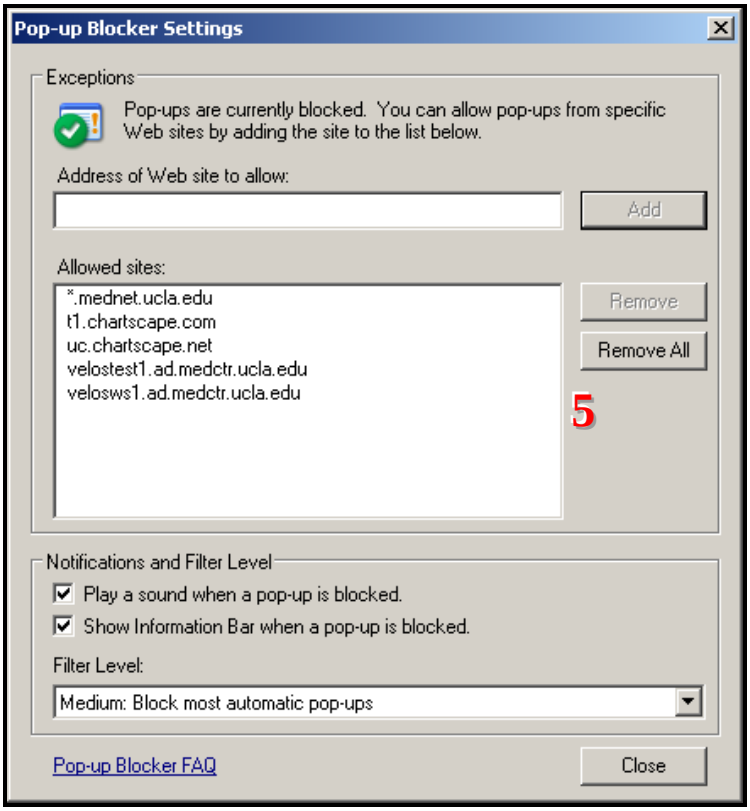
2. Enter the URL of website to allow

3. Click on the Add button

4. Repeat Steps 2 and 3 for both of the URLs below

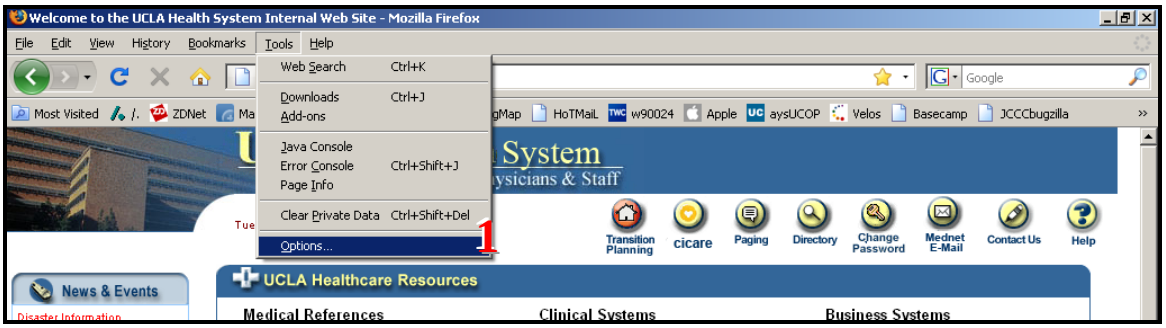
URL(s) of Velos eResearch
velosws1.ad.medctr.ucla.edu
velostest1.ad.medctr.ucla.edu

5. Once added, the list should look like this:

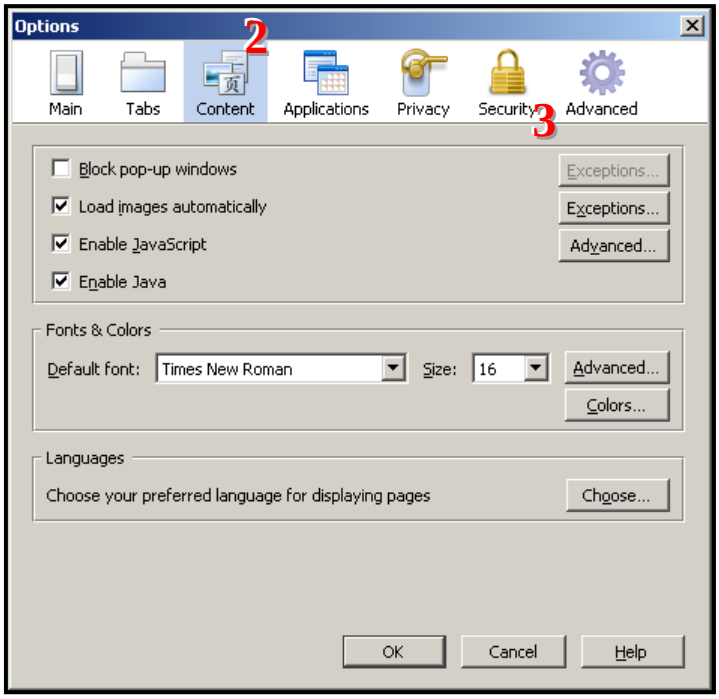


The Allowed sites now lists the test & production server URLs

FireFox 3

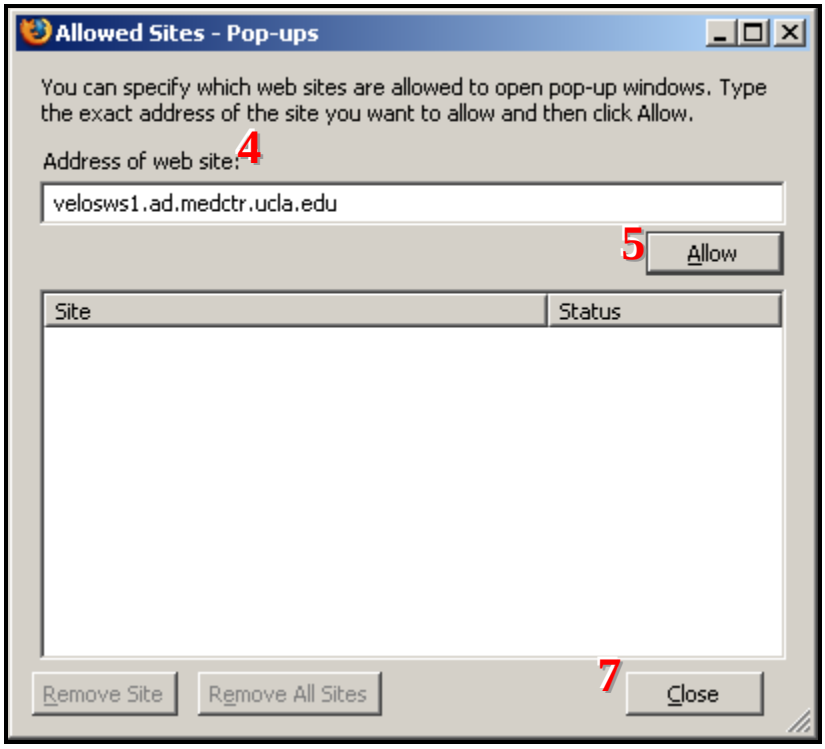


1. Click on Tools → Options



2. On the Options window that appears, click on the Content Tab

3. Click on the Exceptions button to the right of the "Block pop-up windows" checkbox



4. Enter the URL of website to allow

5. Click on the Allow button

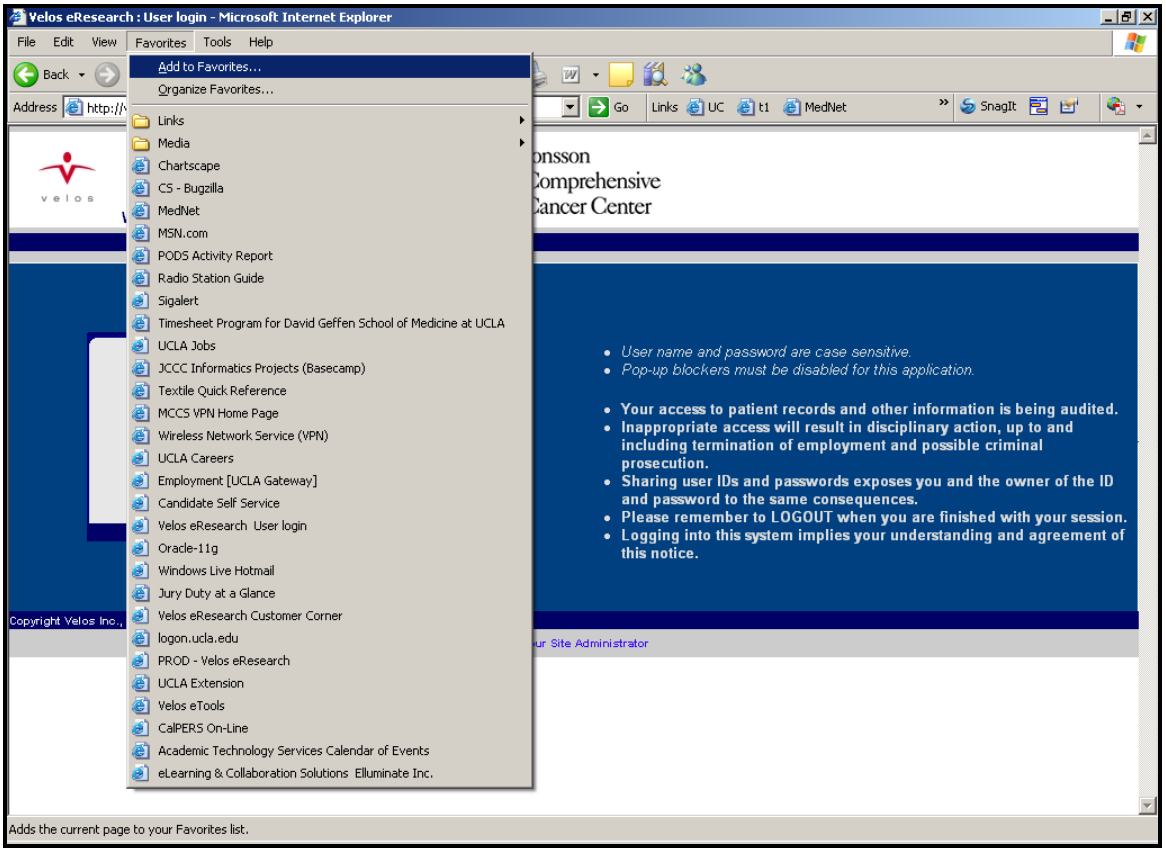
6. Repeat Steps 4 and 5 for both of the URLs below

<u>URL(s) of Velos eResearch</u>
velosws1.ad.medctr.ucla.edu
velostest1.ad.medctr.ucla.edu

7. Click Close

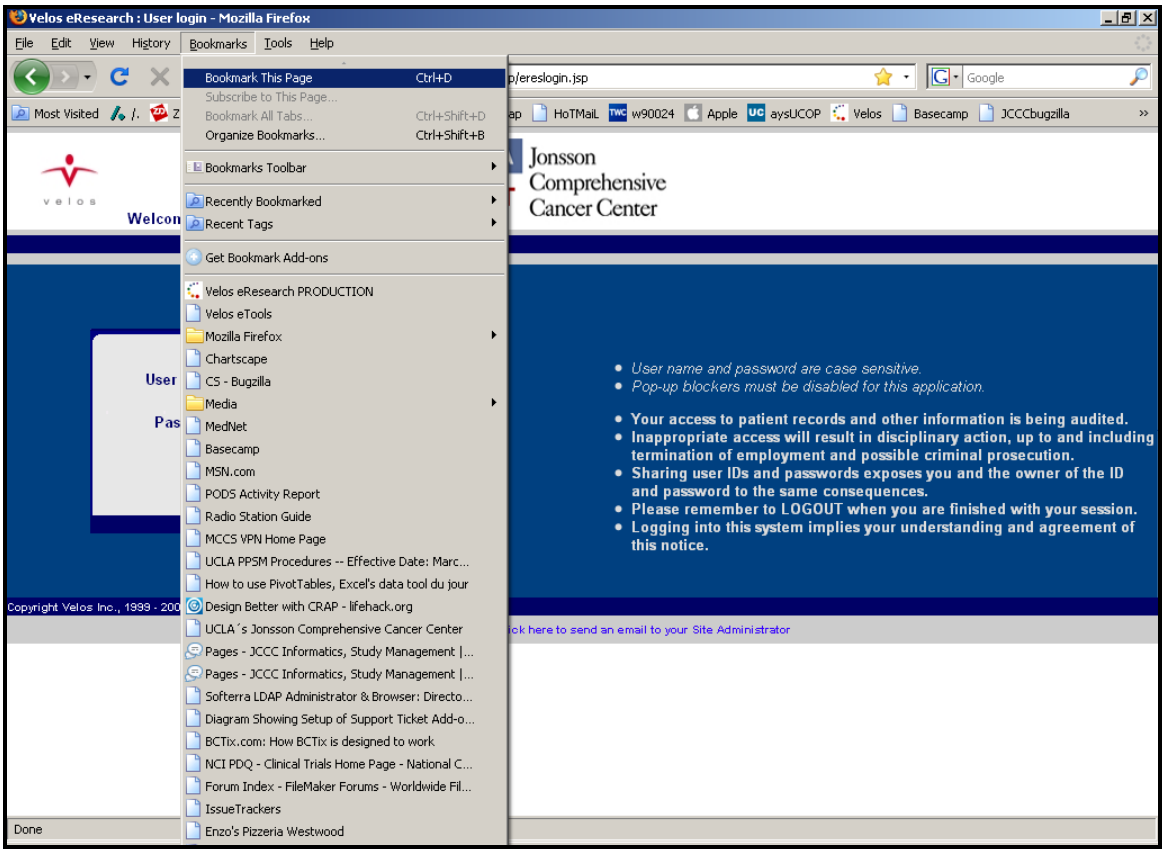
Bookmark the site

Internet Explorer 6



1. Go to **http://velosws1.ad.medctr.ucla.edu**
2. Click on “Favorites” → Click on “Add to Favorites…”

Firefox 3



1. Go to: **http://velosws1.ad.medctr.ucla.edu**
2. Click on Bookmarks → Bookmark This Page

Logging on

1. Direct your web browser to:

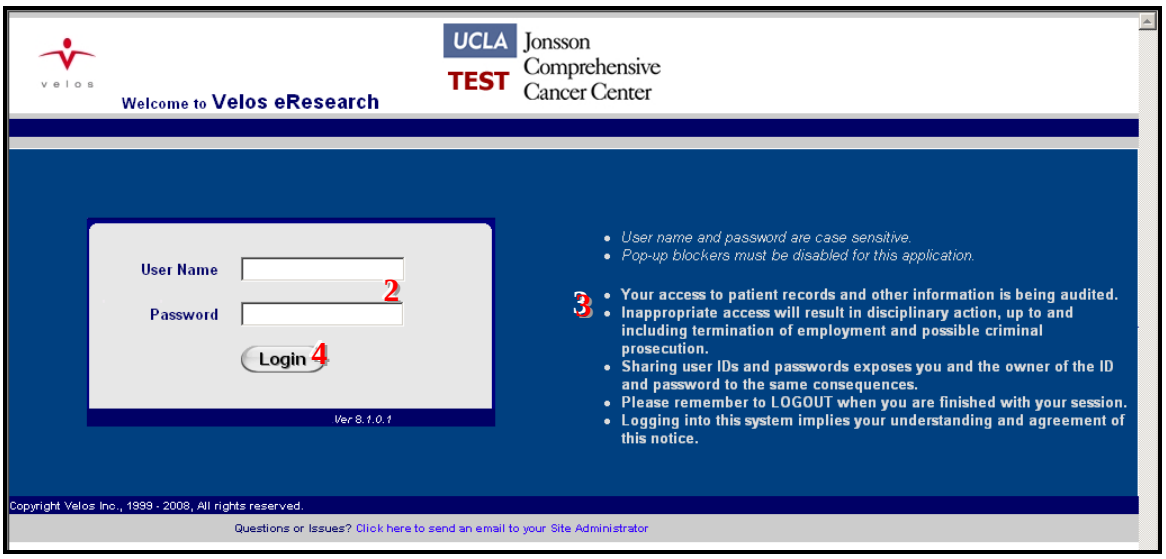
UCLA Jonsson Comprehensive Cancer Center TEST

Velos Test System: (Test/Training System)
http://velostest1.ad.medctr.ucla.edu

OR

Velos PRODUCTION System: (**LIVE** System)
http://velosws1.ad.medctr.ucla.edu

UCLA Jonsson Comprehensive Cancer Center



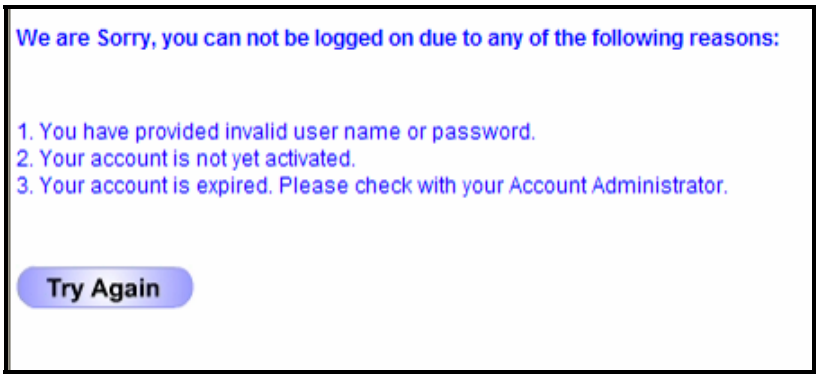
2. Enter your Username and Password
- These will match your Mednet username and password
- If your email is jdoe@mednet.ucla.edu, your login Username is jdoe

3. Read the security notice

4. Click Login (logging in implies your agreement with the security notice)

Troubleshooting

Access Details

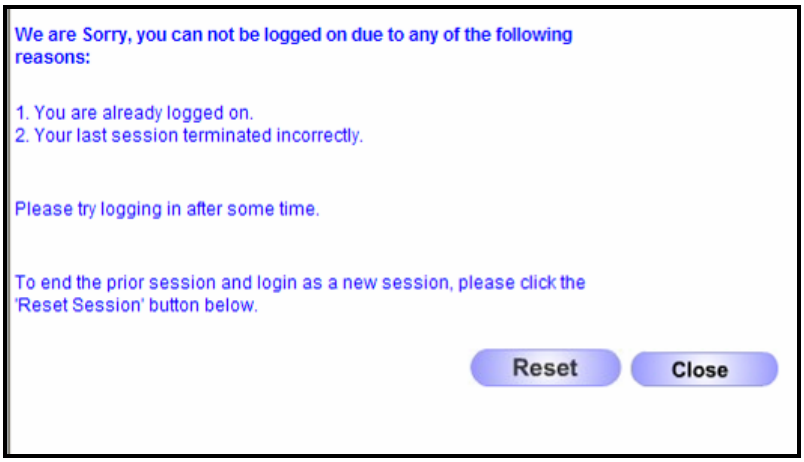


- Check that the correct URL is being accessed.
- Make sure the Caps Lock is not on.
- If copying the User Name or Password, try typing in the information, as sometimes an extra space is copied.
- If none of the above fixes the situation, please contact the Account Administrator for assistance.

Session Management

- If you exited the application browser without clicking

, your session may still be active.
- If so, you will receive a message informing you that your session is still active. Reset your own session by clicking the Reset button.



Pop-up Blocker

The eResearch application opens in a new window to comply with HIPAA regulations. If a user is utilizing a Pop-up Blocker, when they login the application will not appear; the Login page will just refresh. A page will appear instructing users how to manage the Pop-up Blocker to allow the application URL to have pop-ups. The browser may have a Pop-up Blocker and can be accessed through the Tools menu in the top tool bar within the browser window. Additionally, third-party tool bars may feature a Pop-up Blocker. Usually, these can be managed by clicking on the appropriate menu option within that tool bar.

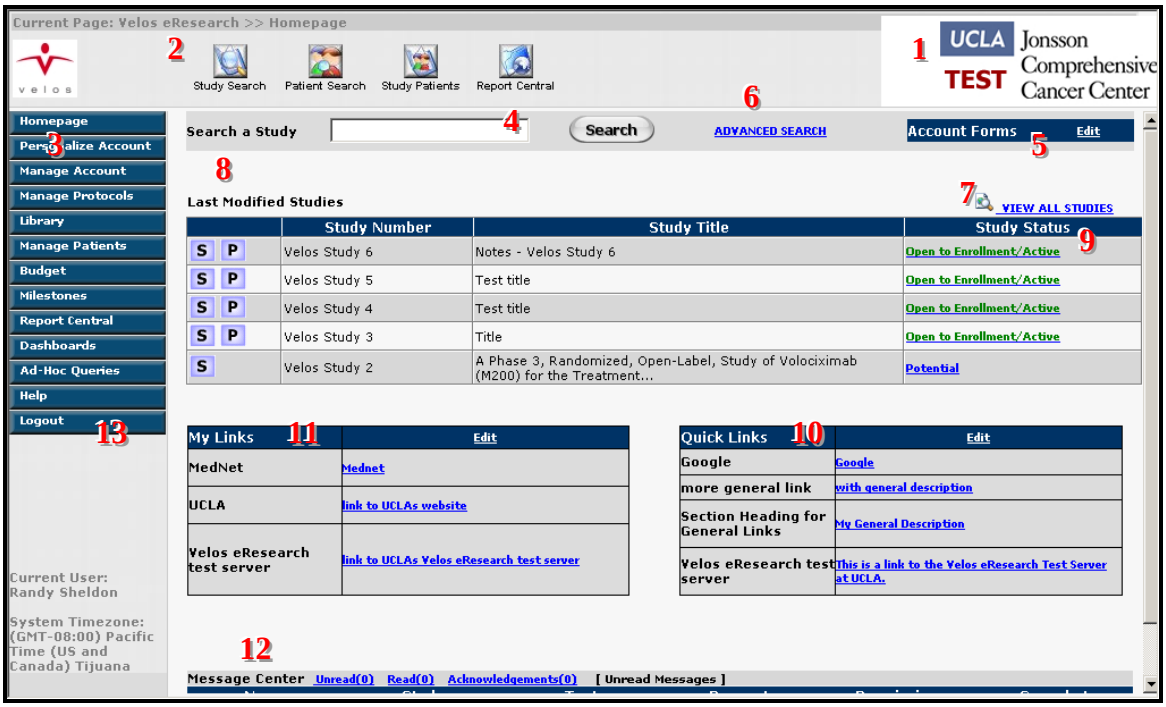
HINTS

- **If you are locked out due to too many incorrect login attempts, please contact JCCC Informatics.**
- **If you do not recall your password or it has expired, please contact your Computer Support Coordinator or the MCCS Helpdesk, which can be reached 24 hours a day, 7 days a week at (310) 794-HELP or (310) 794-4357.**
- **If talking to the Helpdesk, DO NOT ask for Velos, eResearch, or Velos eResearch. They will have no idea what you are talking about.**

Using Velos

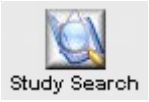
Homepage

Once you have logged in to eResearch, you will be taken to your “Homepage” by default:

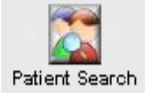


1. The UCLA logo in the top right hand corner tells you which system you are currently using. If the logo has the word TEST in it, you are on the test system.

2. The Top Menu, with 4 shortcut buttons, is available from every page in the system



Go to Advanced Study Search Screen



Go to Patient Search

Go to Study Patient Search

Go to Report Central

3. The left-hand Navigation Menu provides links to all of the functions of the application to which you have access. It is also available from every page in the system.

   - Your navigation menu may have fewer buttons based on your access rights

4. Study Quick Search searches for a study by JCCC Study ID, Title or Keywords

5. Access to Account Level Forms

6. Another link to Advanced Study Search Screen

7. View All Studies to which you have access

8. Last Modified Studies lists 5 most recently updated studies to which you have access

   S Click S to view the Study Record
   P Click P to view the Patient List for the Study

9. Click the Study Status link to view the Status History for the Study

   - The Status shown here is referred to as the "Status Displayed"
   - The Status Displayed automatically equals the Study Status where the Status Date is greatest and the Status Type = "Study"

10. Quick Links provides account-wide one-click access to other websites

    - **BEWARE**: Making changes to this section affects all system users

11. My Links provides user-based one-click access to other websites

    - To add new links, make changes under My Links, which is unique to your user account

12. Message Center will be covered in later training sessions

13. Logout is the last item in the Navigation Menu

    - In order to comply with HIPAA, don't forget to logout of the system when you are done
    - You will be automatically logged out of the system **WITHOUT WARNING** after 10 minutes of inactivity, so SUBMIT your work often

Navigation

Homepage

- Returns you to your homepage, as discussed in the previous section

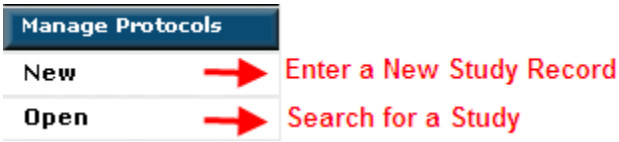
Personalize Account

- Edit Member Profile
  - ***It is your responsibility to make certain that all of your demographic/contact information is correct and up to date***.
- Manage your "My Links" section
- Sign up for New Trials Notifications
- Change your Account Settings
  - **Automatic Logout Time**: you cannot change this as it is set by the Account Administrator according to UCLA Compliance Policy
  - **Color Schema**: pick the colors you like best for application viewing
  - **Default Homepage**

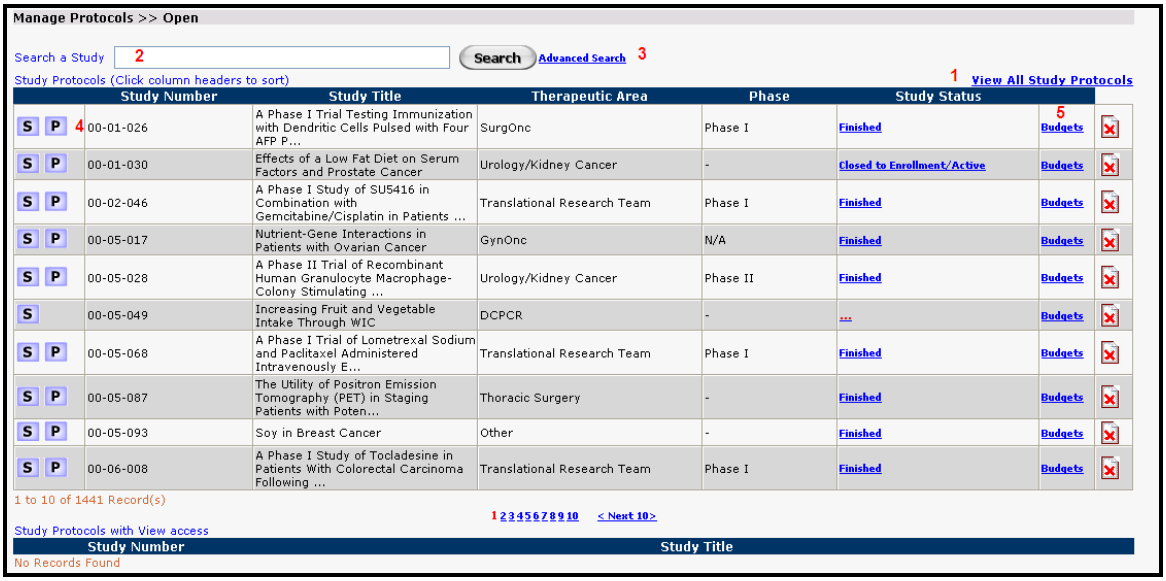
    OPTIONS
    - Ad Hoc Query Home
    - Budget > Open
    - Manage Patients > Enrolled
    - Manage Patients > Open
    - Manage Protocols > Advanced Search
    - Milestones
    - My HomePage
    - Report Central

- Manage Password/eSignature

Manage Protocols



Manage Protocols > Open



1. Opens to a list of all Studies to which you have access
2. Quick Study Search by JCCC Study ID, Title or Keywords
3. Link to Advanced Study Search
4. Links to Study Record or Patient List

   S Click S to view the Study Record

   P Click P to view the Patient List for the Study

5. Links to Study Budget(s)

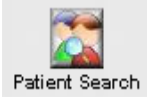
Library

The Library holds all of the templates that are used throughout the system. Utilizing Calendars, Events, Forms and Fields from the Library helps to maintain data consistency and makes for quicker data entry and data creation.

Manage Patients

Enter a New Patient Record

Search for a Patient



Patient Search is a shortcut to Manage Patients > Open

Budget

Create a New Budget

Search for an Exisiting Budget

Milestones

Search for Milestones by Study

Report Central

Run canned reports

Ad-Hoc Queries

Create custom queries and reports on the fly

Help

Access the Velos Help pages

Logout

Logout of the system

- C lick on Logout when you are done so that you are protecting PHI
- Remember 15 minutes of “Inactivity” will result in an automatic disconnect that will force you to log in again when you try to navigate to another screen.

Getting Help

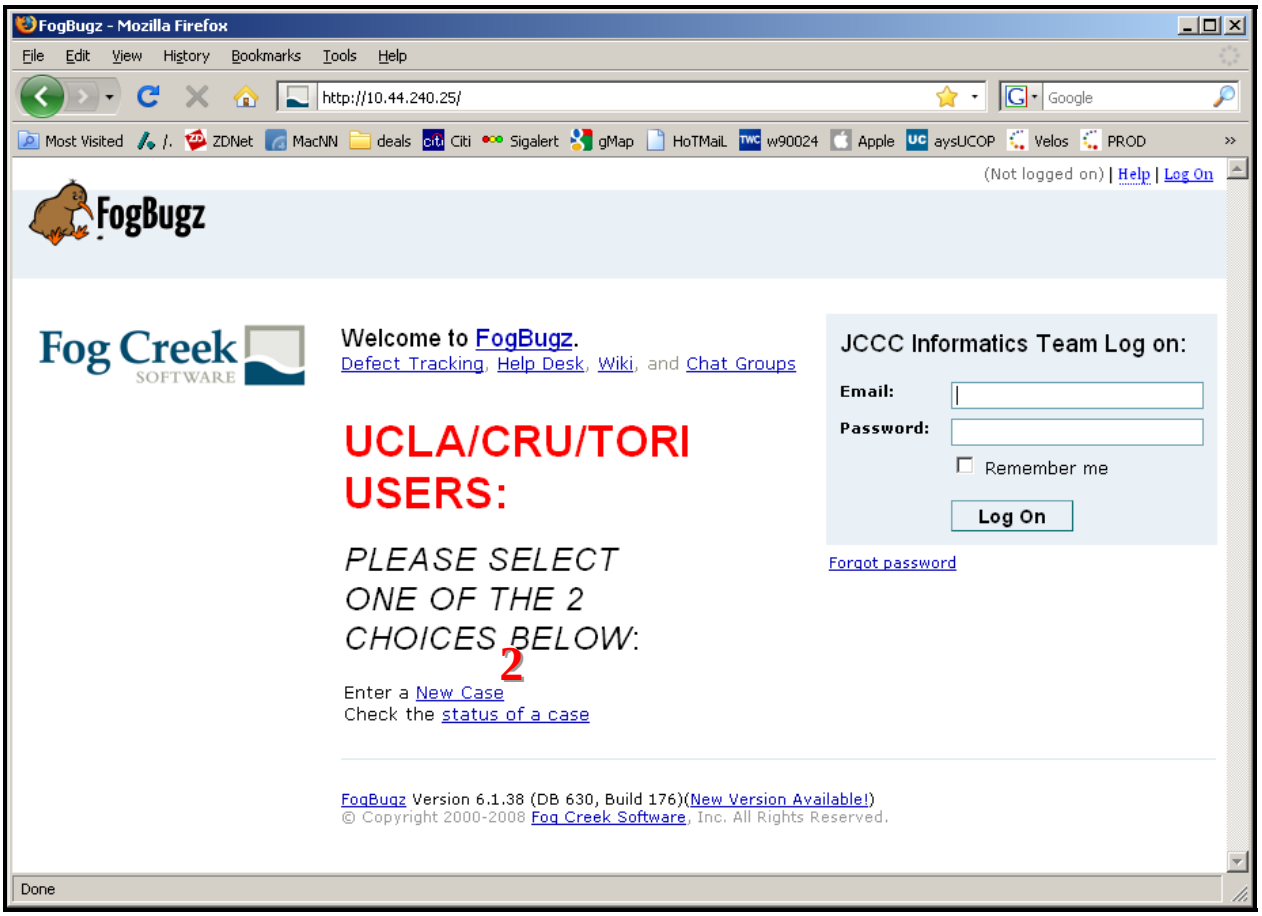
There are 3 ways to report issues and get help:

- FogBugz
- Email
- Phone

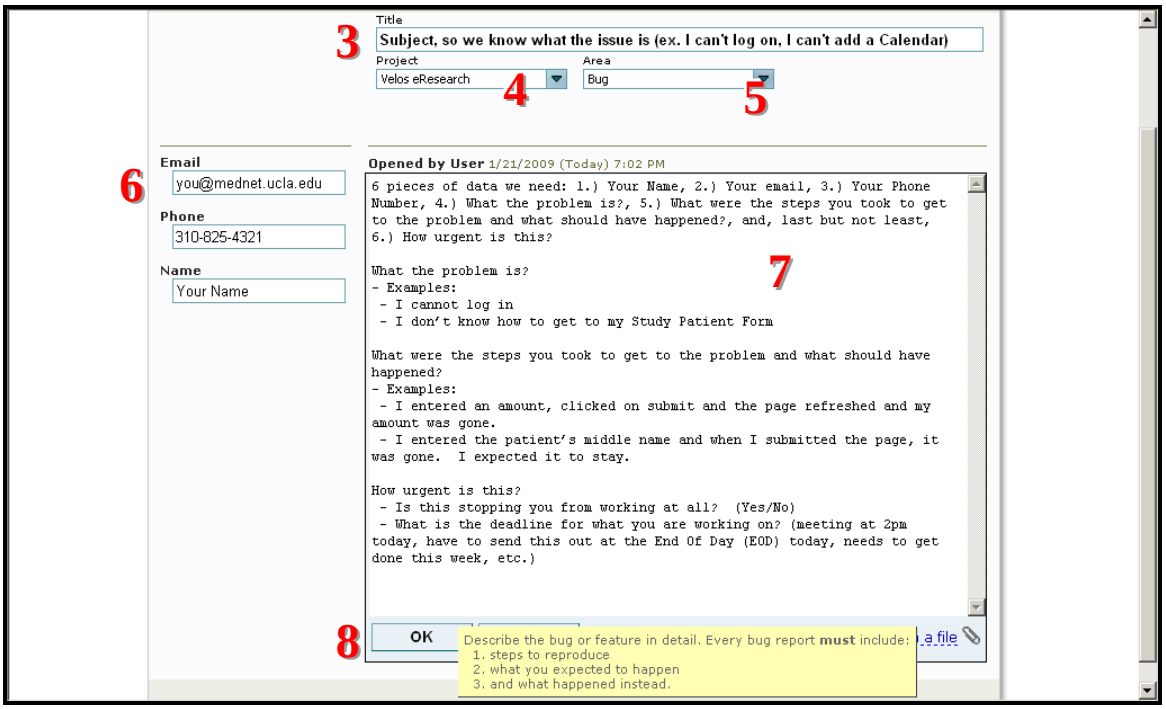
FogBugz

1. Enter http://jccc-inform/ or http://10.44.240.25 in a browser window

- Just like Velos, this address will only work within the UCLA firewall



2. Click on Enter a **New Case**



3. Enter a descriptive title for the issue
4. The Project is defaulted to "Help Desk"
5. The Area is defaulted to "Misc"
6. Enter your email address, phone number and name
7. Describe the issue in the Opened by User text area

- **What is the issue?**
  - I cannot log in
  - I do not have access to ????
  - I don't know how to get to my Study Patient Form

- **What were the steps you took and what should have happened that did not?**
  - I click on More Study Details and instead of a screen popping up like it should have, I got nothing
  - I entered an amount, clicked on submit and the page refreshed and my amount was gone.
  - I entered the patient's middle name and when I submitted the page, it was gone. I expected it to stay.

- **How urgent is this?**
  - Is this stopping you from working at all? (Yes/No)
  - What is the deadline for what you are working on? (meeting at 2pm today, have to send this out at the end of today, needs to get done this week, etc.)

8. Click the OK button to submit your issue

Email

velosadmin@mednet.ucla.edu

Phone

Call the Helpdesk at: 310-983-3478 (3-3478 from on campus)
Phone coverage is only from 9am – 5pm M – F, and closed all UCLA holidays

HINTS

- FogBugz or email work best as there are multiple people monitoring those accounts
- The more information we have, the quicker we can diagnose and solve the problem

Quick Reference

URLs

Velos Test System: (Test/Training System)

http://velostest1.ad.medctr.ucla.edu

Velos PRODUCTION System: (**LIVE** System)

http://velosws1.ad.medctr.ucla.edu

FogBugz: (bug/Issue reporting)

http://jccc-inform/
http://10.44.240.25/

Email

velosadmin@mednet.ucla.edu

Phone Numbers

JCCC Informatics:
Helpdesk line: (310) 983-3478

MCCS Helpdesk (VPN password resets ONLY, NOT related to Velos):
(310) 794-HELP or (310) 794-4357

*** Password Tip: To help you manage your passwords, you might consider changing all your passwords at the same time. Your mainframe and AD passwords will expire every 95 days. ***