To resolve eIRB access issues, please ensure:

1. **You are using your <u>SLU Net ID username</u> and SLU password.**
   a. Your SLU Net ID is distinct from your email address or Banner ID #
   b. If you were previously affiliated with SLU, but are not currently (even if you can access MySLU), you will not be able to log in (see below).
   c. If you do not know your SLU Net ID you can contact the SLU ITS Helpdesk to obtain that information.
2. **You did not include "@slu.edu" in the username field.**
3. **Your username is without capital letters.**
4. **You used the correct capital letters, numbers, and symbols in your password (it *is* case sensitive).**
5. **You are using Mozilla Firefox, Google Chrome, or Apple Safari. We do not recommend the use of Internet Explorer with eIRB.**

If the above steps do not resolve the issue:

1. Please answer a few questions about how you are affiliated with the University so that the eIRB Support Team may help you. [Click HERE to submit your answers](). Note: This is a Google form which requires you to access your SLU Google account.
2. You may need to ask ITS to reset your SLU password and then try to log in again with the new information. Contact SLU ITS at (314) 977-4000 or [helpdesk@slu.edu]().
3. Feel free to contact the eIRB Support Team at (314) 977-7744 or [irb@slu.edu]() for further assistance or with any additional questions.