Research Request Application

User Manual

City Health
Specialised Health

12 Hertzog Boulevard, 22nd Floor, Cape Town Civic Centre

Tel: +27 (0)21 400 4283
Fax: +27 (0)21 421 4894

http://www.capetown.gov.za/en/cityhealth

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Introduction

The research requests system has the following benefits:

- Reduce submission time of research requests
- Improve quality of information on research requests submissions
- Decrease the time to interrogate, approve and reject research requests
- Decrease the time and man hours to produce reports on research request data, a requirement from City and Province.

The research requests are performed by post-graduate students or research institutions, which require assistance from the City of Cape Town's Health department. This assistance can either be in the form of informational assistance or assistance in terms of providing a City of Cape Town Health facility where the research can be conducted. Research which requires provincial resources such as Groote Schuur Hospital cannot be requested via this application. Please click here for a list of City Health Facilities.

The design of the application centers on a five stage process. The **first process** revolves around the registration of a researcher administrator, who will be the primary liaison between the research team/institution and City Health.

The **second process** revolves around the compiling and submission of a research request. Please refer to "Mandatory" for a list of mandatory information needed for research request submission.

The **third process** revolves around the approval process of research requests. This will be performed by internal City Health staff and researchers will be able to view at which stage in the approval process their submission is in.

The **fourth process** revolves around research updates. On a bi-annual basis, research administrators are requested to upload feedback from their approved research projects.

The **fifth and last process** revolves around the upload of the final research summary report, which by the policy of City Health, requires the research administrator to upload the file no later than 6 months after the research conclusion date

Definitions

Types of researchers

Below is the type of researchers and their descriptions which can be affiliated to a research request:

Researcher Type	Description
Principle Investigator	This is the head researcher and the main person of contact within the researcher pool.
Research Admin	This is the primary contact person on the research, who has both captured the research request and assigned researchers to the research. The researcher admin will have edit rights to researcher requests, which includes: • The ability to delete un-submitted research requests • Capture and submit a research request • Register a new researcher/s • Create a research institution • Assign Researcher Type roles when selecting a researcher • Provide quarterly and closure updates • Upload final research report, during and after closure
Researcher	This is a standard researcher, who will have view rights to the research request. Thus, this person will not be able to edit a research request nor provide progress or closure updates. The researcher will only have viewing-rights.
Secondary Admin	This researcher type will share the same permissions as the Research Admin.

General terms

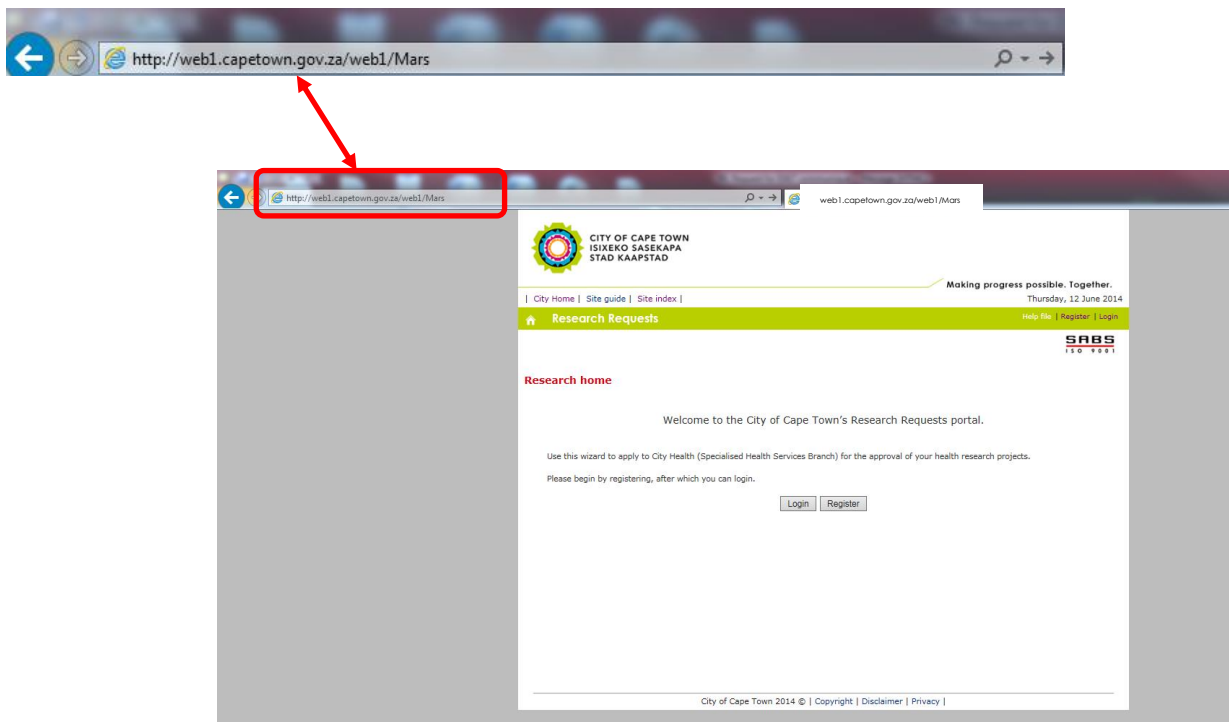| Term	Description
Branch Head	The Branch Head is the person responsible for a specific or multi-functional area within the Specialised Health Branch of City Health.
City Health	City of Cape Town directorate, responsible for the management of health related functions within the metro pole
Facility	Clinical or medical facility managed by City Health
Focus Area	Functional branch within the Specialised Health department of City Health
HMT	Health Management Team
Impacted resource	This is a City Health asset which a research request will impact
Mandatory	An information item which is compulsory
Non-City Health facilities	A facility not managed by City Health. These facilities are normally Provincial facilities managed by the Western Cape Government
Register	To create a user account on the Research Request system
Research request	A request from a researcher or research institution to perform a research study, using City Health resources/ facilities.
Specialised Health	Department within the City Health directorate which in the context of research is responsible for the managing and approval of research requests
Work list	A work list is a list of research requests/ notifications which require your attention or review

Application home

Access

To access the City Health's online Research Request Application, you will need internet access and a standard web browser. The following are recommended web browsers for application use:

- Internet Explorer 8 and above
- Google Chrome v34 and above
- Mozilla Firefox
- Safari

To access the application, enter the following URL into your web browser's address bar.

http://web1.capetown.gov.za/web1/Mars

For example:

Navigation

Below is a description of the navigation links which can be accessed from the application's Home Page.

No.	Description
1	This is the standard link to the City of Cape Town's homepage
2	This link provides you with a guide to the standard format of a City of Cape Town website
3	This link provides you with a link to an index page of all the web pages which can be found on the City of Cape Town's website
4	This is the link to the application help file/guide
5	This is the link to the Registration screen of the Research Request Application
6	This is the link to the Login page of the Research Request Application
7	This is a link to the Copyright policy of the City of Cape Town's website
8	This is a link to the Disclaimer policy of the City of Cape Town's website
9	This is a link to the Privacy policy of the City of Cape Town's website

Registration

Initial use of application

Before a research request can be submitted or reviewed by yourself, you need to have a registered account on the system.

To register an account, click the "Register" link which is situated on the right-hand side of the navigation bar and in the body of the application Homepage (see image below).

Once the "Register" link has been clicked, you will be presented with the registration screen below:

Step 1:	**Capture your email address** • This is the email address to which all system notifications will be sent to • This is email address will also act as one of the login components, for subsequent access *NB: If the email address is already registered, you will be required to enter a new email address or perform a "Forgot your password" process to retrieve access to the already registered account.
Step 2:	**Capture and confirm password** • This is the password that will be used for login access to the application
Step 3:	**Capture a SA ID or Passport Number** • This number will be used as a unique identifier, when searching for a researcher and their details *NB: If the SA ID or Passport Number is already registered, you will not be allowed to register the account
Step 4:	**Capture First Name and Surname**
Step 5:	**Capture a Contact Number** This will be the primary contact number when City Health needs to contact the researcher/ research administrator. A contact number can be a fax, telephone or mobile number or a combination of all 3
Step 6:	**Insert image code**
Step 7:	**Click Register**

Account verification

Once the "New Account" registration form has been completed, a verification email link will be sent to the email address captured on the registration form. Once the link has been received, you will be required to click the link in order to verify the registered account. Below is an example of the verification email which will be received.
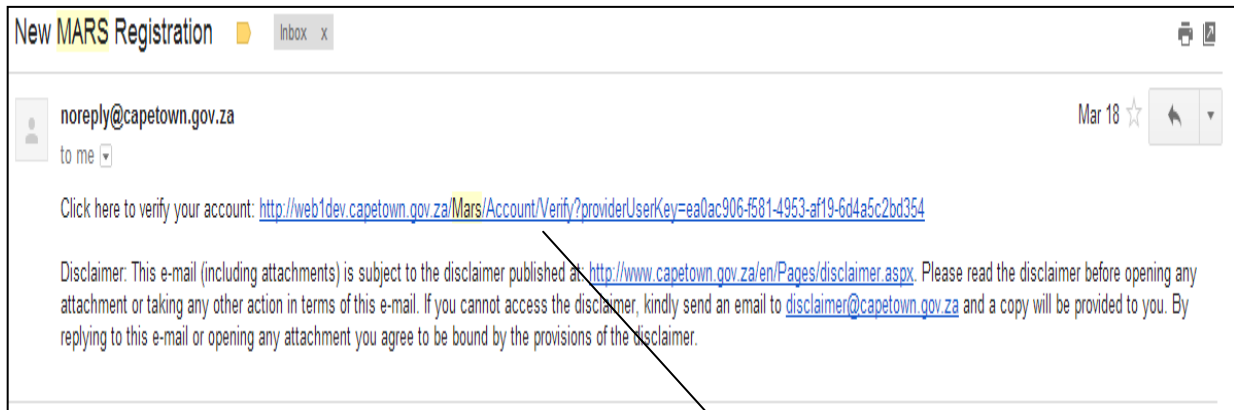
Click to verify account

Subsequent use of application

Registration has to only be completed once. On your subsequent visit to the application, you will be required to enter your email address and password for application access.

To access the Login Screen click the "Login" link, this is situated on the right-hand side of the navigation bar and in the body of the application Homepage (see image below).
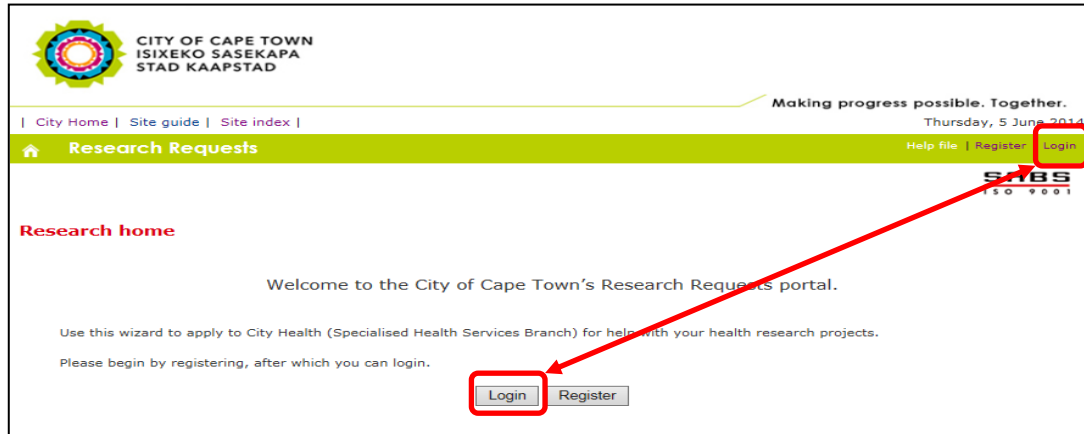
Once the "Log in" screen is accessed, you will be presented with the fields below:

Forgot password

If you have mistakenly forgotten the password for your user account, the "forgot your password" function will assist you in capturing a new one. The "forgot your password" function can be accessed via a link on the application "Login" screen, as shown below

Once the link is clicked, you will be presented with the screen below. To reset your password, enter the email address associated with your account and the image code shown on the screen.

Once the submit button is clicked, an email with a temporary system generated password will be sent to the associated email address. Below is an example of the email which will be received

You will then be required to use this password to log on to the application on your next access. This password can be changed using the "Change Password" function on the account management screen, once you have successfully logged into the application.

Researcher dashboard

Researcher navigation

Below is a description of the navigation links which can be accessed from the Researcher Dashboard

No.	Directs you to…
1	the Researcher Dashboard
2	the Research Request capture tabs
3	the User Account Management screens
4	the Application Home screen and logs you out of the application

Researcher work lists

Research Request information can be viewed via work lists situated on the Researcher Home screen. Below is a view of each researcher's dashboard along with the different work lists:

A description of each work list is discussed below:

Work lists	Description
Draft Research Requests	All research requests that you have not yet submitted to the City of Cape Town for review. These requests can be edited still or removed.
Research Requested	This is all your research requests that you have submitted for review but you are awaiting the City's response. These requests are locked for editing and cannot be changed.
Outcomes	These are all your research requests that have been either approved or rejected. For the approved requests you have to continue to supply the research update statuses. This information will be found under the research updates tab.
Concluded	These are all your research requests that have been completed. These are requests where the actual end date was captured by the research admin

Research requests

Once you have been registered on the application, you may start the process of submitting and monitoring research requests.

Submit a new research request

New Research Requests can be submitted from the link provided on the Researcher Dashboard, situated on the left of the navigation bar (as highlighted in the Researcher Navigation section above). Once the link has been clicked, you will be presented with an introduction page describing the role of the person capturing a research request (See image below).

Once you've read the information, you may click the "Create a project request" button and start capturing the request information required.

There are seven tabs where research information can be captured. Mandatory information required will be indicated on the relevant pages and all tabs don't have to be completed in one capture session. Below are screenshots of each tab and the information required.

Tab 1: Researchers

This page details the researchers involved in the research request. The researcher capturing the request will always be considered as the Administrator of the research. A Secondary Administrator may be assigned, however this can be done when a new researcher is allocated. In addition to the administrator roles, the following roles can also be also be assigned to researchers

Role	Description
Principle Investigator	The Principle Investigator role is the head researcher and the main person of contact within the researcher pool. By Default this role will be assigned to the Admin, however once additional researchers are allocated, the role can be re-assigned to someone else.
Researcher	The Researcher role is assigned when the Admin allocates a researcher. By default this role is assigned to the Admin and Secondary Admin, however if this person is not a researcher, the role can be removed by de-selecting the "Is researcher" tab.

In order to assign additional researchers to the research, you will have to click the "Allocate researcher" button. Once clicked you will be presented with the screen below, which allows you to search for already registered researchers or add one if he/she is not a registered user on the system.

The process of adding a new researcher is similar to that of registering as a first time application user. Once you have completed the relevant researcher information, the researcher will receive an email with a system generated password which he/she will use along with their registered email address to access the system.

To allocate a research institution to a researcher, one has to click the "Add" link within the institution column of the researchers table above. Once clicked, you will be presented with the institution search page below.

Tab 2: Research Details

NB: Mandatory fields on this page are indicated by a (*). The dates surrounding the research, such as the "Start Date" will be validated against the Facility and Focus Area interaction dates selected.

Tab 4: Facilities

Facilities whereby your research will be conducted can be allocated on this page. City Health facilities such as clinics can be allocated to the research request by clicking "Allocate a Facility" button within the "Facilities" section of the page. Non-City Health facilities such as those not managed by the City of Cape Town can be allocated to the research request by clicking the "Allocate Facility" button within the Other Facilities section of the page.

Below is a screenshot of the page where City Health facilities can be viewed and selected

Please note:

- Facilities are listed per sub-district. Thus when you select a certain sub-district, only the facilities found within that sub-district will be populated in the "Facility" select box

- Multiple facilities can be selected by holding the *Ctrl* key and simultaneously selecting the facilities with the left mouse button.

- If the facility start and end dates are before or after the research start or end dates, respectively, you will not be allowed to submit your research request for approval.

Tab 5: Focus Areas

If there is a non-facility type study required by your research, you may select the relevant City Health Focus area which you feel is the most appropriate to interact with regarding the study. This useful when your research requires information/data from the City Health department and not a facility where a research exercise will be executed.

To select/assign a focus are, you will have to click the "Allocate a focus area" button, which will present you with the screen below whereby you will be able to select the focus area and date of interaction.

Tab 6: Resources

This page allows you to indicate the City Health facility resources which you feel will be implicated by your research study. To select the resource/s impacted, you will have to click the "Resource Impacted" button which will present you with the screen below whereby you are able to describe how the resource/s will be impacted.

Tab 7: Attachments

There are three attachments which City Health requires from a research request, they are:

Document Type	Description
Ethics approval	This is the ethics approval document received by from a Health or Research Ethics Committee. In compliance with the HPSCA, all Health research conducted requires an ethics approval document to be granted by a registered Ethics Committee
Research Request letter	The research letter is a written request from the Principle Investigator or Head Researcher, to the City Health department, requesting the approval to perform a research study within the Cape Metro pole
Research Proposal	This is the document detailing the research study and its objectives.

Please note:

- The Research Request Letter and Research Proposal document, are both mandatory when submitting a research request. The ethics approval document can be uploaded during the approval process.

Tab 8: Submit for consideration

Once you have captured all the necessary research information, you may submit the request for approval. This page will detail the research request approval process and once submitted the research request will be locked for editing until approval is granted, by which time only research updates can be uploaded.

Monitoring of a research request approval

The statuses of a research request's approval are as follows:

Status	Description
Submitted for SHM review	This is when the research request has been submitted for first level of approval with the Specialized Health Manager
Submitted to Branch Head	This is the second level of approval where the Specialized Health Manager has assigned the request to an expert Branch Head for review.
Submitted to HMT	This is the third level of approval where the expert Branch Head has supported the research request for final approval by the Health Management Team.
Ethics Required	This is when the Health Management Team's final approval is pending due to your Ethics Approval not being uploaded.

Once your research requests have been submitted, you may monitor the outcomes of the approval via the Research Requested work list below.

Ethics required research requests

Research requests with the status of "Ethics required" are those which have been provisionally approved. However before final approval can be granted, the research admin will be required to upload the ethics approval document. The link to upload the ethics document can be accessed by clicking the "view" link shown below.

Once the link is clicked, the research admin will be presented with the "Upload ethics" page, as shown below.

Approved and on-going research requests

Approved research requests can be viewed within the "Outcome work list" found on the Researcher Dashboard.

To view the outcome of an approved research request, you can click the "view" link which will direct you to the screen below.

On the screen above one will be able to view the following main information:

No.	Description
1	City Health official responsible for the approval of the research request
2	Approval comment
3	Official City Health Research request approval letter

As per City Health policy, research requests which have been approved require quarterly updates. The quarterly updates allow City Health as well as researchers to monitor the progress of research requests. Research administrators will be notified by the system when to provide the research updates, up until the research end date has been reached, by which time research closure update will be requested.

Quarterly progress update/s

To capture the quarterly progress updates, you have to click the "Update" link of the research within the "Outcome" work list. Once clicked, you will be presented with the screen below:

The **first** request update will request you to capture the following information:

Subsequent request update/s will request you to just capture a comment on the status of the research request, as shown below.

Research closure update/s

To capture the research closure update/s, you have to click the "Close" link of the research within the "Outcome" work list. Once clicked, you will be presented with the screen below:

Click to capture a closure update

If the research study has not concluded, you will be requested to capture the expected end date. Once the expected end date is reached the system will prompt you for another closure update, until you indicate that the research study has completed by capturing an actual end date. Below is a screenshot of the closure update capturing page.

Please note:

- A research report summary can be uploaded during and after the capturing of the actual research end date.

Rejected research requests

Rejected research requests will also appear in the outcome work list, on the Researcher Dashboard.

Research title	Start date	End date	Outcome	
Improving Care through Bidirectional Screening and Unraveling the Casual Link through Study of Genetic Susceptibility Factors	2013-09-11	2016-12-31	Rejected	View

Outcome

A reason for the decision will be provided and can be viewed by clicking the "view" link of the research request.

Concluded research

Concluded research requests can be viewed within the "Conclude work list" found on the Researcher Dashboard. These are research projects which have been completed and where an actual end date was captured.

Research Title	Start Date	Actual End Date	Final Report	Outcome	
Characterization of diarrhoeal diseases in children under 5 years in the Western Cape: A Surveillance evaluation of the childhood diarrhoeal reporting system in Cape Town Metropolitan Health District	2012-02-01	2012-12-17	No	Concluded	View

Concluded

To view the details of a concluded research request, you may click the "view" link.

System notifications

Notification Type	Description
Verification email	This is the email that is sent to you when you register onto the system, which you need to click in order to confirm access
Assigning to a project	When you as a researcher is assigned to a research request by a Research Admin
Ethics upload	During HMT approval when you have not uploaded an ethics approval document or when your initial ethics approval document has expired
Approval of a research request	When the research request has been approved by City Health. An email with an approval letter will be received, as well as an update to the outcome tab of your research request
Decline of research request	When the research request has been declined by City Health. An email with the reason of decline will be received, as well as an update to the outcome tab of your research request
Quarterly progress update/s	System alerts Researcher to update quarterly progress
Closure update/s	Five days after the research end date, the system will send the research admin a notification to capture a closure update
Report upload	Six month after the research end date, the system will send the research admin a notification to upload a research report

Account management

Your user account can be managed from your login in name, on the navigation bar above the application screens (see image below).

Once clicked, you will be presented with the screen below, from which you are able to edit your personal details (e.g. contact details) or change your application password.