



CITY OF CAPE TOWN
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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>

Table of contents

Introduction	2
Definitions	3
Types of researchers	3
General terms	3
Application home	4
Access	4
Navigation	5
Registration	6
Initial use of application.....	6
Account verification.....	8
Subsequent use of application.....	9
Forgot password.....	10
Researcher dashboard	12
Researcher navigation.....	12
Researcher work lists	13
Research requests	14
Submit a new research request	14
Monitoring of a research request approval.....	25
Approved and on-going research requests	26
Rejected research requests	30
Concluded research	30
System notifications	31
Account management	32

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: <ul style="list-style-type: none"> • 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

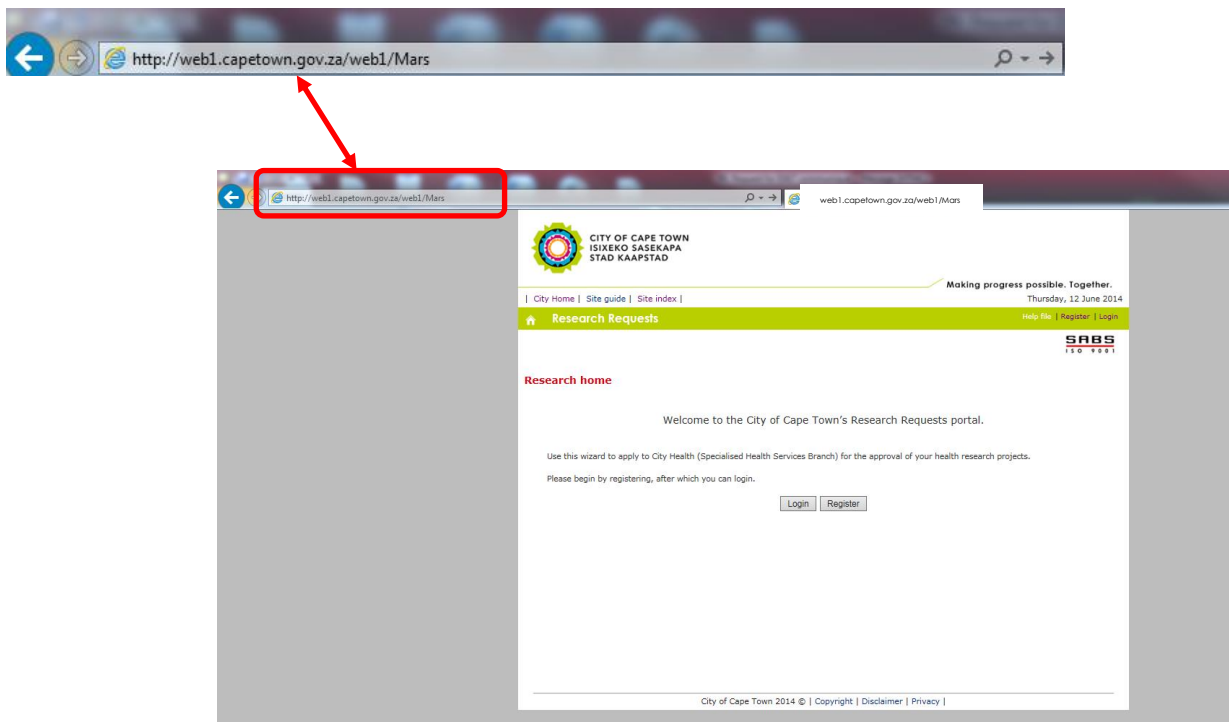
To access the City Health's online Research Request Application, you will need internet access and a standard web browser. The following are recommended web browsers for application use:

- 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:



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City Home | Site guide | Site index |
Help file | Register | Login

Research Requests

Create a new account



Fields marked with an asterisk are compulsory

Email address : *

Password must be at least eight characters in length and include one special character

Password : *

Confirm password : *

Either your South African ID number or your passport number must be entered

SA ID No :

Passport number :

First name : *

Surname : *

Enter at least one mobile, telephone or fax number below

Mobile number :

Tel number :

Fax number :

Please retype the random generated security code without spaces in the "Enter code" block. A window confirming successful submission will pop up after clicking the "Register" button. If you have difficulty deciphering the image code below, click on the image to generate a new code

Image code: 

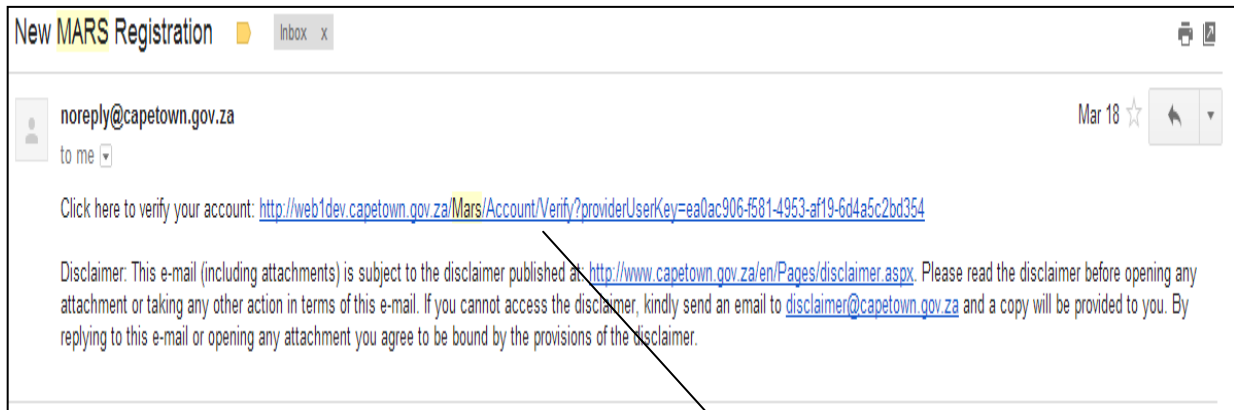
Enter code without spaces: *

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Step 1:	<p>Capture your email address</p> <ul style="list-style-type: none"> 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 <p>*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.</p>
Step 2:	<p>Capture and confirm password</p> <ul style="list-style-type: none"> This is the password that will be used for login access to the application
Step 3:	<p>Capture a SA ID or Passport Number</p> <ul style="list-style-type: none"> This number will be used as a unique identifier, when searching for a researcher and their details <p>*NB: If the SA ID or Passport Number is already registered, you will not be allowed to register the account</p>
Step 4:	<p>Capture First Name and Surname</p>
Step 5:	<p>Capture a Contact Number</p> <p>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</p>
Step 6:	<p>Insert image code</p>
Step 7:	<p>Click Register</p>

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.

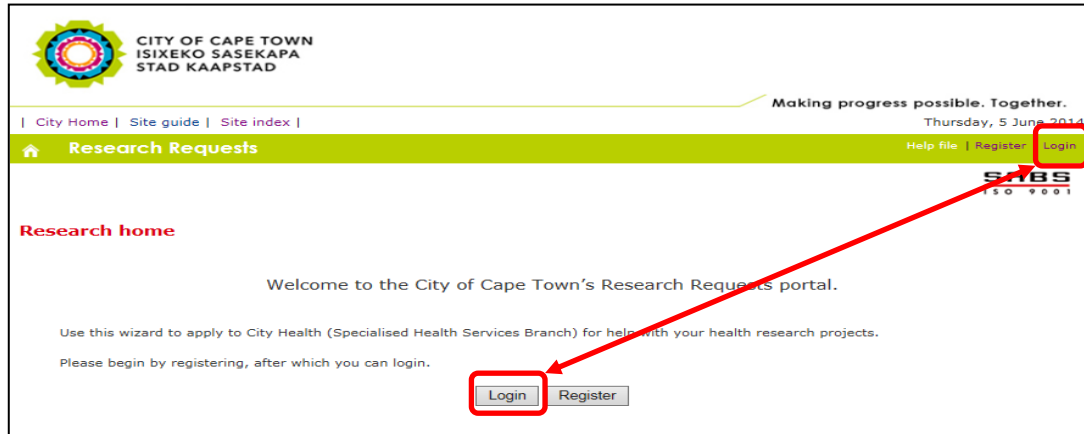


Click to verify
account

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:

The screenshot shows the login screen of the City of Cape Town's Research Requests portal. At the top left is the City of Cape Town logo with the text 'CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD'. To the right is the slogan 'Making progress possible. Together.' and the date 'Thursday, 5 June 2014'. Below this is a navigation bar with links for 'City Home', 'Site guide', and 'Site index'. The main navigation bar is green and contains a home icon, 'Research Requests', 'Help file', 'Register', and 'Login'. The 'Login' link in the navigation bar is highlighted with a red box. Below the navigation bar, the page title is 'Log in'. The main content area contains a form with the following fields: 'Email address :', 'Password :', and a 'Remember me' checkbox. Below the form is a 'Login' button and a link for 'Forgot your Password'. At the bottom of the form area, there is a link that says 'If you do not have an account register here'. A blue box with the text 'Enter your email address and password for application access' is positioned at the bottom right of the form area, with two lines pointing to the 'Email address' and 'Password' input fields.

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

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Research Requests Help file | Register | Login

Log in

Email address : *

Password : *

Remember me

Login

Forgot your Password

If you do not have an account register here

Access to the “Forgot your password” function

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.

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| City Home | Site guide | Site index | Thursday, 29 May 2014

Research Requests Register | Login

Forgotten password

Email address :

Please retype the random generated security code without spaces in the "Enter code" block. If you have difficulty deciphering the image code below, click on the image to generate a new code

Image code :

Enter code without spaces : *

Submit

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

The screenshot shows the Researcher Dashboard interface. At the top left is the City of Cape Town logo and name in three languages: CITY OF CAPE TOWN, ISIXEKO SASEKAPA, and STAD KAAPSTAD. To the right is the slogan 'Making progress possible. Together.' and the date 'Thursday, 24 April 2014'. Below this is a navigation bar with links for 'City Home', 'Site guide', and 'Site index'. The main header area is green and contains 'Research Requests' with a home icon and a 'New Research Request' link. On the right of the header, there is a user profile for 'jodylee.maart@capetown.gov.za' with a 'Logout' link. A 'SABS ISO 9001' logo is also present. The main content area is titled 'Researcher Dashboard' and contains four numbered callouts: 1 points to the 'Home' link, 2 points to the 'New Research Request' link, 3 points to the user profile, and 4 points to the SABS logo. Below the dashboard title, there is a paragraph explaining the dashboard's purpose and a list of four categories: Draft Research Requests, Research Requested, Outcome, and Concluded. Each category has a corresponding table with columns for Research Title, Start Date, End Date, and other relevant fields.

Here at your researcher's dashboard you will be kept up to date on the status of your research projects. The information is categorised into four areas:

- 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.
- Outcome:** These are all your research requests that have been either approved or declined. 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.

Draft Research Requests				
Research Title	Start Date	End Date	Status	

Research Requested				
Research Title	Start Date	End Date	Approval Status	

Outcome				
Research Title	Start Date	End Date	Outcome	

Concluded				
Research Title	Start Date	Actual End Date	Final Report	Outcome

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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:

Draft Research Requests					
Research Title	Start Date	End Date	Status		
The nexus of Tuberculosis (TB) and substance use in state institutions for care	2014-02-03	2015-01-30	Draft	View	Delete

Research Requested					
Research Title	Start Date	End Date	Approval Status		
Psychosocial Treatment for Methamphetamine Use Disorders in South Africa: A Pilot Study of a Cognitive Behavioural Therapy Programme	2013-06-03	2014-03-01	Ethics required	View	

Outcome					
Research Title	Start Date	End Date	Outcome		
Improving Care through Bidirectional Screening and Unraveling the Casual Link through Study of Genetic Susceptibility Factors	2013-09-15	2016-12-31	Approved	View	Update Close

Concluded					
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

A description of each work list is discussed below:

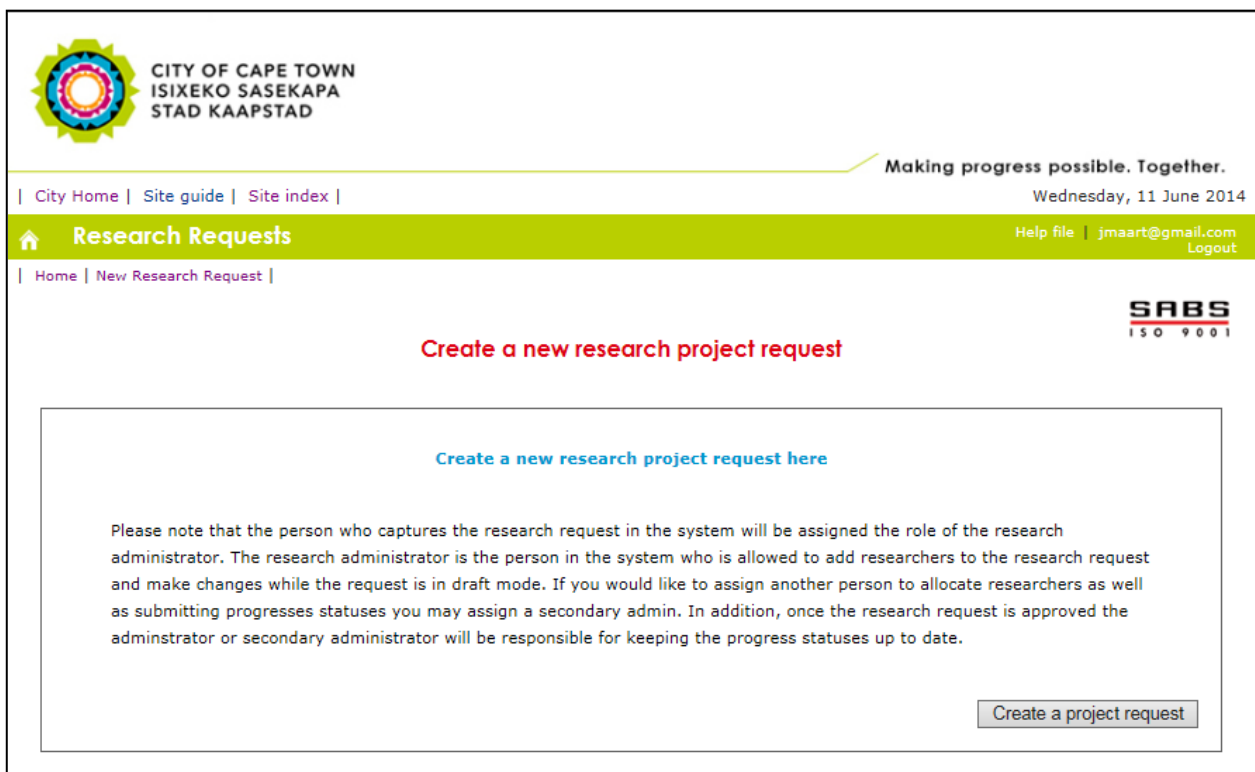
Work lists	Description
Draft Research Requests	All research requests that you have not yet submitted to the City of Cape Town for review. These requests can be edited still or removed.
Research Requested	This is all your research requests that you have submitted for review but you are awaiting the City's 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).



The screenshot displays the SABS (150 9001) website interface. At the top left is the City of Cape Town logo with the text 'CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD'. The top right features the slogan 'Making progress possible. Together.' and the date 'Wednesday, 11 June 2014'. A navigation bar includes links for 'City Home', 'Site guide', and 'Site index'. Below this, a green header bar contains 'Research Requests' and a home icon, with additional links for 'Help file', 'jmaart@gmail.com', and 'Logout'. The main content area has a breadcrumb trail 'Home | New Research Request |' and a prominent red heading 'Create a new research project request'. A blue link 'Create a new research project request here' is centered within a white box. Below this, a paragraph explains the role of the research administrator. A 'Create a project request' button is located at the bottom right of the white box.

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

The screenshot displays the 'Researchers' page in the City of Cape Town system. At the top, there is a header with the city logo and the slogan 'Making progress possible. Together.' The page title is 'Researchers'. Below the title, there is a table with the following data:

First name	Surname	Email address	Institution	Role	Principle investigator	Is researcher
Jody	Maart	jmaart@gmail.com	Add	Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

A red circle highlights the 'Surname' cell 'Maart'. A callout box points to this cell with the text: 'Click on the Researcher's surname to view their contact details'. Below the table is an 'Allocate researcher' button and a 'Next >>' button.

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 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 screenshot shows the 'Research Requests' page of the City of Cape Town website. The page header includes the city logo and name, the slogan 'Making progress possible. Together.', and the date 'Thursday, 29 May 2014'. The user is logged in as 'jmaart@gmail.com'. The main heading is 'Search for researcher' with a sub-link 'Researchers | Allocate Researcher |'. Below this is a form with three input fields: 'SA ID number', 'Passport number', and 'Email address', followed by a 'Search for researcher' button. At the bottom right, there are two buttons: 'Cancel' and 'Add a researcher', with the latter highlighted by a red box. A callout box points to the 'Add a researcher' button.

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City Home | Site guide | Site index |

Research Requests jmaart@gmail.com Logout

Home | New Research Request |

Search for researcher

Researchers | Allocate Researcher |

Please type the ID number, passport number or email address of the researcher and click the **Search for Researcher** button to see whether he/she exists on our database. If he/she is listed, click the **Select** link. If you cannot find him/her, click the **Add a Researcher** button.

SA ID number :

Passport number :

Email address :

Search for researcher

First name	Surname	Email address
------------	---------	---------------

Cancel Add a researcher

If the relevant researcher is not found in the search results, you may add one to 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.

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City Home | Site guide | Site index | Thursday, 29 May 2014

Research Requests jmaart@gmail.com Logout

Home | New Research Request |

Search for institution

Institution | Allocate Institution |

Please enter your institution's Name or Institution Number and click the **Search for Institution** button to see whether your Institution has been listed. When you find it, click **Select**, then **Allocate to project**. If it is not listed, click **Add an institution**.


Name :

Institution number :

Name	Institution number

If your desired research institution cannot be found, you may add one to the system

Tab 2: Research Details



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City Home | Site guide | Site index | Wednesday, 11 June 2014

Home | New Research Request | Help file | jmaart@gmail.com
Logout

Research Requests

Home | New Research Request |

Research details

Researchers | Research details | Facilities | Focus areas | Resources | Attachments | Submit for consideration |

Please enter your research details below. The asterisks denote compulsory fields. When the details are entered, please click on the **Next** >> button to save the details

Title : *

500 characters remaining

Aim : *

500 characters remaining

Objective : *

1,000 characters remaining

Budget : *

Funding source : *

Start date : *

End date : *

Report date :

This date is automatically calculated six months after the project's end date.

Study type :

<< Prev Next >>

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

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| City Home | Site guide | Site index | Wednesday, 11 June 2014

Home | New Research Request | Help file | jmaart@gmail.com
Logout

Request facilities

Researchers | Research details | Facilities | Focus areas | Resources | Attachments | Submit for consideration |

Please note if your research request requires any involvement of City Health's facilities please complete the information requested below. Approval of your request will be subject to the information provided.

[List of facilities](#)

Sub district	Facility	Start date	End date
--------------	----------	------------	----------

Allocate a facility

How will the facilities be prepared by the researchers to participate in your research?

1,000 characters remaining

Save

Facilities that are not affiliated with City Health

Other facilities

Facility	Start date	End date
----------	------------	----------

Allocate a facility

<< Prev Next >>

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

The screenshot shows the 'Allocate facility to research request' page on the City of Cape Town website. The page header includes the City of Cape Town logo and the slogan 'Making progress possible. Together.' The navigation bar shows 'Research Requests' and a user profile 'jmaart@gmail.com'. The main content area is titled 'Allocate facility to research request' and contains a form with the following fields:

- Subdistrict :** A dropdown menu with 'Khayelitsha' selected.
- Facility :** A multi-select list box containing 'Kuyasa Clinic', 'Luvuyo Clinic', 'Matthew Goniwe Clinic', 'Mayenzeke Clinic', and 'Nolungile Youth Centre'.
- Start date :** A text input field with a red asterisk and a tooltip: 'This indicates when you would like to start interacting with the facility.'
- End date :** A text input field with a red asterisk and a tooltip: 'The final date of your interactions with the facility.'

Annotations in the screenshot:

- A box pointing to the Facility list: 'Allows for multi or single select of facilities'
- A box pointing to the Start and End date fields: 'Cannot be before research start date or after research end date'

Buttons at the bottom right: 'Cancel' and 'Allocate facility'.

Footer: City of Cape Town 2014 © | Copyright | Disclaimer | Privacy |

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

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City Home | Site guide | Site index | Help file | jmaart@gmail.com
Logout

Research Requests

Home | New Research Request |

Focus areas

Researchers | Research details | Facilities | Focus areas | Resources | Attachments | Submit for consideration |

Please add the Focus Areas in City Health that are relevant to your research e.g. HIV/AIDS and TB

Please note if your research request requires any involvement of City Health's focus areas please complete the information requested below. Approval of your request will be subject to the information provided.

Focus area	Start date	End date
Allocate a focus area		

<< Prev Next >>

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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 is 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 area, 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.

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City Home | Site guide | Site index | Help file | jmaart@gmail.com
Logout

Research Requests

Home | New Research Request |

Allocate focus area to research request

Focus areas | Allocate focus area |

Focus area : HIV/AIDS and TB

Start date : 2014-04-01

End date : 2014-04-30

Cancel Allocate a focus area

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Tab 6: Resources

The screenshot shows the 'Impact on resources' page. At the top left is the City of Cape Town logo and name in English and Afrikaans. The header includes navigation links like 'City Home', 'Site guide', and 'Site index', along with the date 'Wednesday, 11 June 2014' and a user profile 'jmaart@gmail.com'. The main heading is 'Impact on resources' in red. Below it are links for 'Researchers', 'Research details', 'Facilities', 'Focus areas', 'Resources', 'Attachments', and 'Submit for consideration'. A paragraph explains that users should add City Health resources impacted by their research by clicking the 'Affected resource' button. A note states that approval of the request is subject to the information provided. A table with two columns, 'Resource type' and 'Description', is shown with a single row containing the 'Affected resource' button. Navigation buttons '<< Prev' and 'Next >>' are at the bottom. The footer contains copyright and privacy information.

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.

The screenshot shows the 'Detail - impact on resources' page. It features the same header as the previous page but with the date 'Thursday, 29 May 2014'. The main heading is 'Detail - impact on resources' in red. Below it are links for 'Resources' and 'Allocate Resource'. The form contains a 'Resource type' dropdown menu set to 'Space' and a 'Description' text area. The description text reads: 'We have rooms (modified containers) permanently on site at Uitsig, Adriaanse, Elsie'sriver and Ravensmead. For the other clinics (Fisantekraal, Sarepta) we will use our mobile units (modified caravans), which would be parked at the premises during the morning early'. A character count shows '236 characters remaining'. 'Cancel' and 'Save' buttons are at the bottom right. The footer is identical to the previous page.

Tab 7: Attachments

The screenshot shows the 'Research Requests' section of the City of Cape Town website. The header includes the City logo and name, the slogan 'Making progress possible. Together.', and navigation links like 'City Home', 'Site guide', and 'Site index'. The date is Wednesday, 11 June 2014. The main content area is titled 'Research attachments' and includes a sub-header 'Research documents' with an 'Upload' button. Below this is a table listing two documents: 'Research Proposal - nexus TB.pdf' and 'Research request letter - nexus TB.pdf', both with 'Remove' links. A second section titled 'Ethics document' also has an 'Upload' button and a table listing 'Ethics approval - nexus TB.pdf' with details on approval and expiry dates. Navigation buttons '<< Prev' and 'Next >>' are at the bottom.

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

The screenshot shows a web page for the City of Cape Town. At the top left is the city logo and name: CITY OF CAPE TOWN, ISIXEKO SASEKAPA, STAD KAAPSTAD. To the right is the slogan 'Making progress possible. Together.' and the date 'Wednesday, 11 June 2014'. Below this is a navigation bar with links for 'City Home', 'Site guide', and 'Site index'. A green banner contains the text 'Research Requests' and a 'Home' icon. To the right of the banner are links for 'Help file', 'jmaart@gmail.com', and 'Logout'. Below the banner is another navigation bar with 'Home' and 'New Research Request' links. The main content area features the heading 'Submit research request' in red. Below this is a horizontal menu with links: 'Researchers', 'Research details', 'Facilities', 'Focus areas', 'Resources', 'Attachments', and 'Submit for consideration'. A paragraph of text reads: 'In order to send your request to the Department of Health, click the **Submit** button.' Below this text is a large rectangular box containing a 'Submit' button. At the bottom of the page is a '<< Prev' button. In the top right corner of the main content area, there is a logo for 'SABS ISO 9001'.

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.

Research Requested

Research title	Start date	End date	Approval status	
Psychosocial Treatment for Methamphetamine Use Disorders in South Africa: A Pilot Study of a Cognitive Behavioural Therapy Programme	2014-06-02	2014-06-25	Submitted to HMT	View

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.

Research Requested

Research Title	Start Date	End Date	Approval Status	
Psychosocial Treatment for Methamphetamine Use Disorders in South Africa: A Pilot Study of a Cognitive Behavioural Therapy Programme	2013-06-03	2014-03-01	Ethics required	View

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

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Thursday, 12 June 2014

City Home | Site guide | Site index | Help file | jmeant@gmail.com
Logout

Research Requests

Home | New Research Request | **SABS** ISO 9001

Upload ethics document

Psychosocial Treatment for Methamphetamine Use Disorders in South Africa: A Pilot Study of a Cognitive Behavioural Therapy Programme

Researchers | Research details | Facilities | Focus areas | Resources | Attachments | Upload ethics | Outcome

Document type : Ethics Approval letter

File name : No file chosen

Approval date :

Expiry date :

Ethics institution :

Approved and on-going research requests

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

Outcome				
Research Title	Start Date	End Date	Outcome	
Improving Care through Bidirectional Screening and Unraveling the Casual Link through Study of Genetic Susceptibility Factors	2013-09-15	2016-12-31	Approved	View Update Close

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

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City Home | Site guide | Site index | Help file | jmaart@gmail.com | Logout

Research Requests

Home | New Research Request |

HMT outcome

Improving Care through Bidirectional Screening and Unraveling the Casual Link through Study of Genetic Susceptibility Factors

Researchers | Research details | Facilities | Focus areas | Resources | Attachments | Research update | Research closure | Outcome |

Status : Approved

Comment by : Dr. G.H. Viseer
Manager: Specialised Health

Comment : Approved, you may begin

Approval letter : [Research Approval letter - Improv.pdf](#)

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CITY HEALTH — Specialised Health

2013-05-19

Re: Research Request: Improving Care through Bidirectional Screening and Unraveling the Casual Link through Study of Genetic Susceptibility Factors

Dear

Permission has been granted to do your research as per your protocol at the following City Health facilities:

Northern Sub District: Durbanville CHC and Fisantekraai Clinic
Contact people: Dr A.Zimba (Sub-District Manager)
Tel/Cel: (021) 890-1230 / 094 927 2425
Ms J. Coetzee (Head: PHC & Programmes)
Tel/Cel: (021) 890-1211

Tygerberg Sub District: Adriaans, Eldersvlei, Ryensmoed and Utzig Clinics
Contact People: Mrs M Alexander (Sub-District Manager)
Tel: (021) 444-0807 / 084 222 1471
Mrs D Tlou (Head: PHC & Programmes)
Tel: (021) 444-0804 / 084 308 0595

Please note the following:

- All individual patient information obtained must be kept confidential.
- Access to the clinic and its patient must be arranged with the relevant Managers such that normal activities are not disrupted.
- A copy of the final report must be sent to the City Health Head Office, P O Box 2815 Cape Town 8001, within 6 months of its completion and feedback must also be given to the clinics involved.
- Your project has been given an ID Number (10387). Please use this in any future correspondence with us.

Thank you for your co-operation and please contact me if you require any further information or assistance.

Yours sincerely

G.H. Viseer

DR G H VISEER
MANAGER: SPECIALISED HEALTH

cc: Mrs M Alexander & Mrs D Tlou
Dr A Zimba & Ms J Coetzee
Dr K Jennings
Ms J Coetzee
Dr S Mutharane

CITY HEALTH — Specialised Health
11 HERIOTD ROAD, CAPE TOWN 8001 | PO BOX 2815 CAPE TOWN 8000
www.health.gov.za

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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:

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Thursday, 24 April 2014

City Home | Site guide | Site index | jmaart@gmail.com
Logout

Research Requests

Home | New Research Request |

Update a Research

SABS
ISO 9001

Improving Care through Bidirectional Screening and Unraveling the Casual Link through Study of Genetic Susceptibility Factors

Researchers | Research details | Facilities | Focus areas | Resources | Attachments | | Research Update | Research Closure | Outcome |

Research Update

No	Research Start Date	Actual Research Start Date	Research End Date	Expected Research End Date	Captured Date
----	---------------------	----------------------------	-------------------	----------------------------	---------------

Add an Update

Click to capture a request update

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

Research Update

Research Started As Planned? : Yes No

Planned Start Date :

Research End Date Correct? : Yes No

Planned Research End Date :

Comment :

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

Research Update

Comment : Project is still on track, no major issues experienced thus far

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:

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Thursday, 24 April 2014

City Home | Site guide | Site index | jmaart@gmail.com
Logout

Research Requests

Home | New Research Request |

Close a Research

SABS
ISO 9001

Improving Care through Bidirectional Screening and Unraveling the Casual Link through Study of Genetic Susceptibility Factors

Researchers | Research details | Facilities | Focus areas | Resources | Attachments | Research Update | Research Closure | Outcome |

Research Closure

No	Actual Research End Date	Research End Date	Expected Research End Date	Captured Date
<input type="button" value="Create New"/> <input type="button" value="Upload Report"/>				

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.

The screenshot shows a web interface for the City of Cape Town. At the top left is the city logo and name: CITY OF CAPE TOWN, ISIXEKO SASEKAPA, STAD KAAPSTAD. To the right is the slogan 'Making progress possible. Together.' and the date 'Thursday, 24 April 2014'. Below this is a navigation bar with 'City Home | Site guide | Site index |' and a user profile 'jmaart@gmail.com Logout'. A green banner reads 'Research Requests' with a home icon and 'Home | New Research Request |'. The main heading is 'Add a Research Closure' in red, with the SABS ISO 9001 logo to the right. The form itself is titled 'Research Closure' and contains the following fields: 'Research Concluded?' with 'Yes' selected and 'No' unselected; 'Research End Date' with the value '2016-12-31'; 'Actual Research End Date' with the value '2017-01-31'; and a 'Comment' text area. 'Cancel' and 'Submit' buttons are at the bottom right of the form. The footer contains 'City of Cape Town 2014 © | Copyright | Disclaimer | Privacy |'.

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.

Outcome				
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

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.

Concluded					
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

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).

The screenshot shows the 'Researcher Dashboard' page. At the top left is the City of Cape Town logo and name in three languages: 'CITY OF CAPE TOWN', 'ISIXEKO SASEKAPA', and 'STAD KAAPSTAD'. Below this is a navigation bar with links for 'City Home', 'Site guide', and 'Site index'. The date 'Friday, 25 April 2014' is displayed on the right. A green header bar contains 'Research Requests' and a user profile for 'jmaart@gmail.com' with a 'Log off' link. Below the header, there are links for 'Home' and 'New Research Request'. The main heading is 'Researcher Dashboard'. A paragraph explains that users will be kept up to date on their research projects. Below this is a list of three categories: 1. Draft Research Requests, 2. Research Requested, and 3. Outcome.

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.

The screenshot shows the 'Maintain Account' page. It features the same header and navigation as the previous page. The main heading is 'Maintain Account'. Below this is a section titled 'Account' which contains two menu items: 'Maintain Personal Details' and 'Change Password'. The SABS ISO 9001 logo is visible in the bottom right corner.