

## Accessing VDSS Human Research Protection Training in CITI

The CITI (Collaborative Institutional Training Initiative) is an online learning management system (LMS), used by many universities and research organizations for delivering training on human research protection regulations and other research topics. This is the preferred source for HRP training used by the Virginia Department of Social Services (VDSS) and its Institutional Review Board (IRB). The CITI courses are available, at no cost, to investigators and their research personnel, VDSS IRB members (including the Chairperson), and anyone engaged in human research who are affiliated with VDSS and the local departments of social services. \*This includes contractors.\*

From the CITI Program home page (<https://about.citiprogram.org/>), log in to your existing account or register a new account. [This is the bookmark for the [login page](#).]

- If you have an active account with CITI, use the same username and password. You will need to affiliate with the “Virginia Department of Social Services” to be able to access the CITI courses chosen by VDSS.
- If you do NOT have an active account with CITI, click the “Register” link and follow the prompts for affiliating with VDSS, setting up your login credentials, and starting a profile. Registering a new account is a four-step process. See illustrations in the “Getting Started Guide” mentioned below.
- As a subscriber program, VDSS does not use the Single Sign On (SSO) feature. All users must enter their username and password.

For new and returning users, we recommend reviewing the [Getting Started Guide](#), including the “Quick Guide for New Learners” video, on the CITI website. The Guide will answer most of your questions about how to use the CITI platform. If you still have questions, contact the VDSS IRB ([irb@dss.virginia.gov](mailto:irb@dss.virginia.gov)). If you have any technical problems using the CITI learning management system, contact CITI Customer Support (<https://support.citiprogram.org/s/>).

### Registering a New User Account:

1. In **Step 1 (Select Your Organization Affiliation)**, click the option “Select Your Organization Affiliation” instead of “Independent Learner Registration”. Type “Virginia Department of Social Services” in the text field provided. The full name of the subscriber program (Virginia Department of Social Services) should pop up in the pick list.

CITI PROGRAM

English ▾

LOG IN    LOG IN THROUGH MY ORGANIZATION    REGISTER

CITI - Learner Registration

Steps: **1** 2 3 4

Select Your Organization Affiliation    Independent Learner Registration

This option is for persons affiliated with a CITI Program subscriber organization.


Use this option if you are paying for your courses. This option is for persons not affiliated with a CITI Program subscriber organization, or who require content that their organization does not provide. Fees apply. Credit card payment with American Express, Discover, MasterCard or Visa is required. Checks are not accepted.

CITI - Learner Registration

Steps: **1** 2 3 4

Select Your Organization Affiliation

This option is for persons affiliated with a CITI Program subscriber organization.

To find your organization, enter its name in the box below, then pick from the list of choices provided. 


- Virginia Department of Health Institutional Review Board (IRB)
- Virginia Department of Social Services**

[Return to Options](#)

- 2. Check the box “I AGREE to the Terms of Service for accessing CITI Program materials.” Then check the box underneath which states “I affirm that I am an affiliate of Virginia Department of Social Services.”

Select Your Organization Affiliation

This option is for persons affiliated with a CITI Program subscriber organization.

To find your organization, enter its name in the box below, then pick from the list of choices provided. 

Virginia Department of Social Services only allows the use of a CITI Program username/password for access. You will create this username and password in step 2 of registration.

- I AGREE to the [Terms of Service](#) and [Privacy Policy](#) for accessing CITI Program materials.
- I affirm that I am an affiliate of Virginia Department of Social Services.

[Create a CITI Program account](#)

- 3. In **Step 2 (Personal Information)**, enter your first and last names and a primary email address where you can be reached. These are required (\*) fields. Entering a secondary email address is optional, but recommended in case your primary email address is forgotten or inactivated.<sup>1</sup> When resetting a password, you will be contacted through the email address(es) you provide in the registration form.

<sup>1</sup> If you previously created a CITI user account using an email address that is no longer active, please consult with [CITI customer support](#) to retrieve your CITI account and update the email address associated with your account.

Steps : [1](#) **[2](#)** [3](#) [4](#)

### Personal Information

\* indicates a required field.

\* First Name

\* Last Name

\* Email Address

\* Verify email address

We urge you to provide a second email address, if you have one, in case messages are blocked or you lose the ability to access the first one. If you forget your username or password, you can recover that information using either email address.


Secondary email address

Verify secondary email address



[Continue To Step 3](#)

- If the email address is already in the system, you will be prompted to retrieve your account information (username) by using the primary email address.

 **We're Sorry, but that email address is already in the system. Please do not create a new account.**  
Click [here](#) to retrieve your account information.

## CITI - Learner Registration - Virginia Department of Social Services

Steps : [1](#) **[2](#)** [3](#) [4](#)

### Personal Information

\* indicates a required field.

\* First Name

\* Last Name

\* Email Address

\* Verify email address

### Retrieve your CITI Username

If you have forgotten your username, enter an email address that you used for registration of that account. Your username will be sent to this email address.

Email Address

[Send My Username](#)

### Reset Your CITI Password

If you have forgotten your password, enter the username and an email address you used for registration of that account. You will receive an email at this address that contains instructions on how to reset your password.

Email Address

Username

[Reset My Password](#)

5. In **Step 3**, you will set up your login credentials (i.e., username, password, security question).
6. In **Step 4**, you will enter your Country of Residence from the pick list.
7. Optional: Linking your ORCID (Open Researcher and Contributor ID) to your CITI program account is optional. For more information about ORCID, click [here](#).
8. For people employed in an external organization (e.g., university or college, other government agency, non-profit organization, for-profit organization), enter your work organization's name under "Department" and the mailing or street address.

## Course Registration

Through our paid subscription, VDSS offers the following course series:\*

- [Human Subjects Research - Social-Behavioral-Educational \(HSR\)](#) – **REQUIRED**
- [Information Privacy & Security \(IPS\)](#) - OPTIONAL
- [Responsible Conduct of Research \(RCR\)](#) - OPTIONAL

\*The required modules within a series will vary depending on which learner group you select.

Each course is comprised of one or more modules. Some modules are required, others are supplementary (offered but not required). For each course, we selected modules that are most appropriate for specific learner groups. The HSR series offers supplemental modules on Public Health and FERPA (Family Educational Rights and Privacy Act). **You are welcome to register for any supplemental modules that are of interest to you.**

Aside from the Basic HSR course, there are supplemental, role-based courses offered to other members of the IRB and/or research institution.

- [Institutional/Signatory Official: Human Subject Research](#)
- [IRB Chair](#)
- [IRB Member – Social-Behavioral-Educational Focus](#)

These are new courses available to all users:

- [OHRP Participant-Centered Informed Consent Training \(NEW\)](#)
- [IRB Protocol Review \(NEW\)](#) – **RECOMMENDED**

To learn more about each course series, click the hyperlink. If you are not certain which course or learner group to select, consult with the IRB ([irb@dss.virginia.gov](mailto:irb@dss.virginia.gov)).

To register for a course:

1. Login to your account. The dashboard will display the name of Active Courses, Courses Ready to Begin, and Completed Courses. New users will not have any courses listed on the dashboard.
2. Under Learner Tools, select "Add a course".

## Learner Tools for Virginia Department of Social Services

- [Add a Course](#)
- [Remove a Course](#)
- [View Previously Completed Coursework](#)
- [Update Institution Profile](#)
- [Remove Affiliation](#)

3. When completing the form, select the course in which you want to enroll (e.g., Human Subjects Research, or HSR) and the associated learner group (e.g., IRB members) for the course. In the example below, the user is enrolling in the Human Subjects Research (HSR) course; the course is open to IRB members, IRB administrators, Principal Investigators and/or Researchers, and so forth.

# Select Curriculum

Virginia Department of Social Services

## Question 1

### Human Subjects Research (HSR)

Please choose one learner group below based on your role and the type of human subjects activities you will conduct. You will be enrolled in the Basic Course for that group.

- IRB Members
- IRB Administrator
- Principal Investigators and/or Researchers
- Other
- Revised Common Rule
- Not at this time.

If none of the categories fit you, select "Other". If you are not enrolling in a particular course, select "Not at this time" or do not check any option. You can enroll in more than one course when filling out this form.

NOTES:

- To be certified, the learner must achieve a Passing Score of 80% or higher for the course (not each module). The training certificate expires four (4) years after the date of completion.
- Refresher courses, which provide a brief overview of the material covered in the Basic course, are available for the HSR and RCR series upon completion of the Basic course.
- If you successfully completed another Human Research Protection training through your host institution, and the certificate of completion has not expired, this training may fulfill the training requirement for IRB members. Please consult with the VDSS IRB.
- For a fee, the user can register for continuing education credits (CEUs) for select CITI courses. The user – not the Virginia Department of Social Services -- is obligated to pay this fee. By selecting 'Yes', you are not obligated to purchase CEU credits upfront, only when you register for a course.
- VDSS no longer offers the Revised Common Rule course as the material is already incorporated in the Basic HSR training.