

**Title:** **Public Website and Portal Gateway Overview and User Registration Guide**

Document ID: CP-CTNet USRMAN02

Version: 4.0

Subject Matter Expert(s): James Chambers, User Support Specialist  
Scott Galas, Software Engineer  
David Goss, Software Engineering Business Analyst  
Alex Krolikowski, Training and Documentation Specialist

Approver: Kayla Denson, Co-Manager of the Data Management and Reporting Unit

Approver Signature: *Kayla Denson*  
Electronically signed by: Kayla Denson  
Reason: I approve this document.  
Date: Mar 4, 2026 09:53:26 EST

Approver: Kelly Dunn, Co-Manager of the Data Management and Reporting Unit

Approver Signature: *Kelly Dunn*  
Electronically signed by: Kelly Dunn  
Reason: I approve this document.  
Date: Mar 4, 2026 08:39:55 EST

Reviewer(s): James Chambers, User Support Specialist  
Kayla Denson, Co-Manager of the Data Management and Reporting Unit  
Kelly Dunn, Co-Manager of the Data Management and Reporting Unit  
Scott Galas, Software Engineer  
David Goss, Software Engineering Business Analyst  
Alex Krolikowski, Training and Documentation Specialist  
Leslie Mundy, Documentation and Protocol Specialist

Technical Writer: Leslie Mundy, Documentation and Protocol Specialist

Date Version is Effective: 12 March 2026

Date Reviewed: 04 March 2026

Notice: All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.

REVISION HISTORY (most recent first)

Version	Effective Date	Summary of Changes
4.0	12 March 2026	Updated the <i>Program Resources</i> section to align with the public website. Added the <i>Requesting New Access for Other Users</i> section. Updated DMACC to DMASC throughout the document.
3.0	16 July 2025	Updated the <i>User Registration</i> section to include the External Lab Collaborator study role. Made minor updates throughout the document for consistency.
2.1	20 February 2025	Made minor updates to the <i>Program Resources</i> section to reflect the updated <i>Resources</i> page on the public website.
2.0	24 April 2024	Updated screenshots to reflect updates to the user interface of the public website and Portal Gateway. Made minor updates throughout the document for clarity.
1.0	21 February 2023	Converted CP-CTNet REFGD08 to CP-CTNet USRMAN02, restarted versioning and revision history.

## **PUBLIC WEBSITE AND PORTAL GATEWAY OVERVIEW AND USER REGISTRATION GUIDE**

About This Document.....	4
Definitions .....	4
CP-CTNet DMASC Public Website and Portal Gateway Overview .....	4
Public Website .....	4
Program Resources .....	4
Portal Gateway .....	6
User Registration .....	6
LAO Access Request.....	7
LAO Proxy-Access Request for AO, Accruing LAO, or LAO Staff .....	10
Requesting Access Changes.....	13
Requesting New Access .....	14
Requesting New Access for Other Users .....	16
Updating Profile Account Information .....	19
Updating Organization Details and Contact Information .....	20
Viewing Request History.....	20

## About This Document

This document provides guidance on navigating the Cancer Prevention Clinical Trials Network (CP-CTNet) Data Management, Auditing, and Statistical Center (DMASC) public website and Portal Gateway. It also outlines the procedure for requesting new Portal Gateway accounts and access to DMASC systems (e.g., Stars registration/randomization system, Medidata Rave electronic data capture system, Audit System, etc.), and provides instructions for submitting access change requests via the Portal Gateway.

## Definitions

Term/Acronym	Definition
AO	Affiliated Organization
CP-CTNet	Cancer Prevention Clinical Trials Network
DCP	Division of Cancer Prevention
DMASC	Data Management, Auditing, and Statistical Center
DSS	Data Submission System
LAO	Lead Academic Organization
MM	Medical Monitor
NC	Nurse Consultant
NCI	National Cancer Institute
NIH	National Institutes of Health
SL	Scientific Lead
SOP	Standard Operating Procedure

## CP-CTNet DMASC Public Website and Portal Gateway Overview

The CP-CTNet DMASC website is divided into two access areas: the public section and the member section. The public section provides access to general information about DMASC and resources to support study conduct. The Portal Gateway (member section) provides entry points and support material for DMASC systems, network documentation, educational materials, and other resources. Access to the Portal Gateway and study-specific access to Stars, Medidata Rave, DSS, and the Audit System can be requested via the [Request Account](#) page on the CP-CTNet DMASC website.

## Public Website

The public section of the website is accessed at <http://www.cp-ctnet-dmasc.org> and provides access to general information about the DMASC team, active and approved CP-CTNet studies, resources, news, events, funding opportunities, contact information, and a link to the secure sign in for the Portal Gateway.

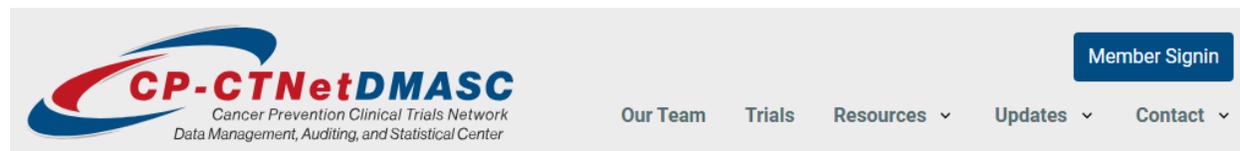


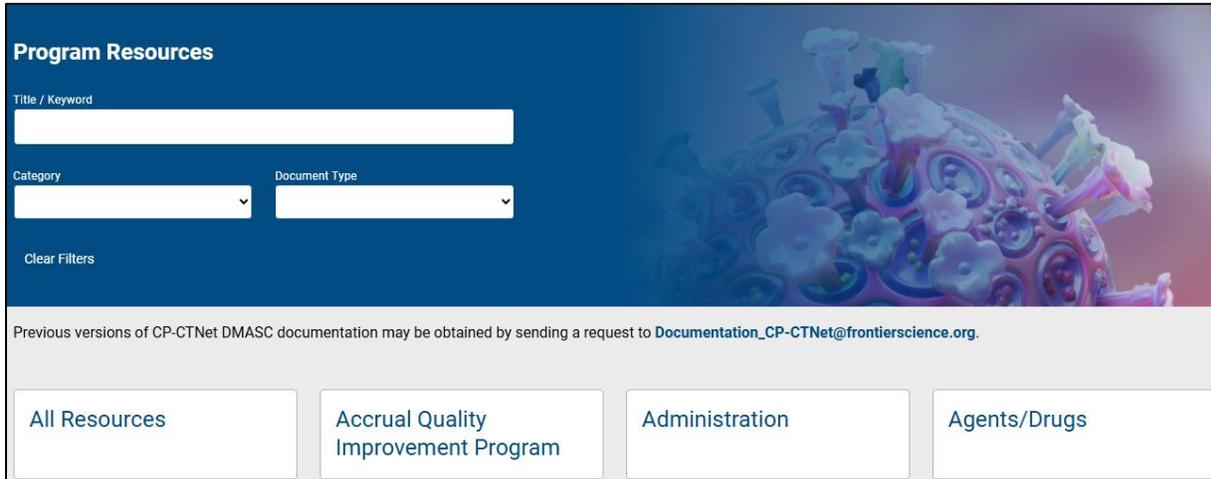
Figure 1: Public website navigation links and Portal Gateway Member Signin button.

## Program Resources

The *Program Resources* page is available via the [Resources](#) navigation link on the public website homepage. This page includes an extensive list of publicly available documents and materials that are used to support AOs, accruing LAOs, and LAOs from concept development to study closeout, including SOPs, reference guides, forms, and templates.

To make searching easier, these resources may be filtered by title, category, or document type.

**Note:** Resource categories may be selected from the *Category* dropdown or from the cards listed below the filters.



**Figure 2:** Program Resources page on the public website.

## Portal Gateway

The Portal Gateway is a member-only section of the website that requires user registration and houses a wide variety of applications and tools for facilitating the progress of CP-CTNet. It provides access to training materials and registration links, video tutorials, links to DMASC systems, system user guides, electronic Case Report Form completion guides, memorandums, and other documents.

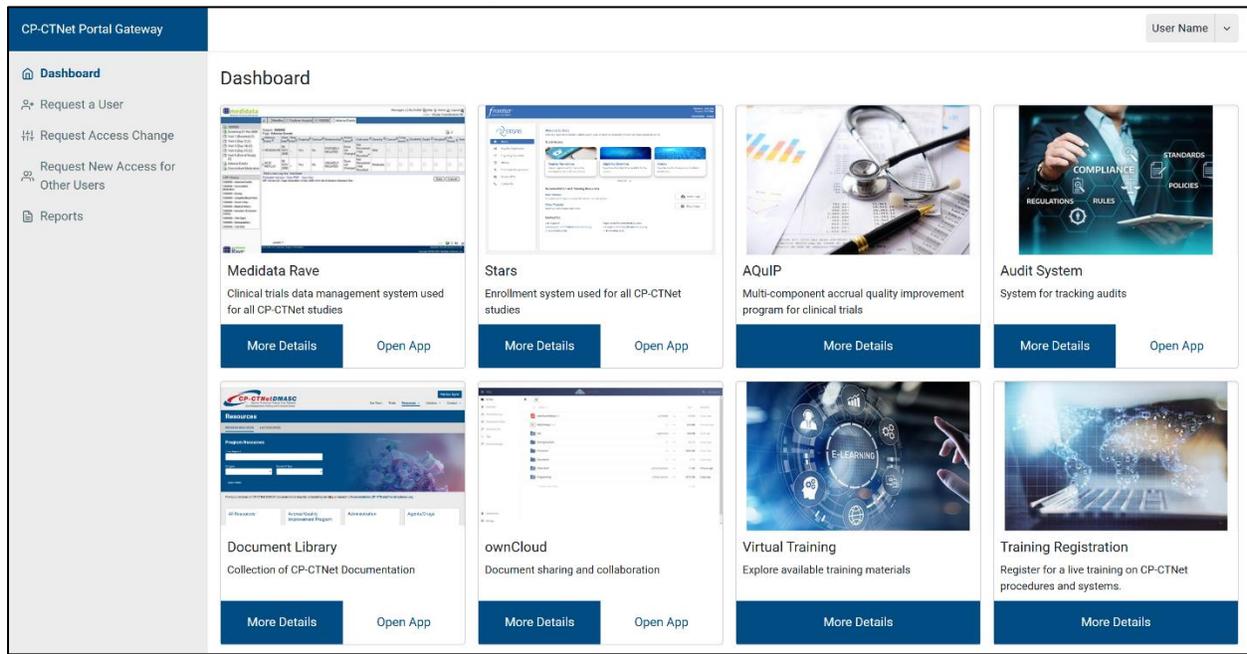


Figure 3: Portal Gateway dashboard.

## User Registration

An LAO Coordinator should register for access to the Portal Gateway and study-specific access to DMASC systems (as needed). After the LAO Coordinator has a Portal Gateway account, they are responsible for proxy-requesting access for study personnel at their AOs, accruing LAO, and LAO. In this way, the LAOs can confirm that the appropriate staff are granted the appropriate level of access based on their study role(s). There are ten study roles that can be requested within the Portal Gateway. The Portal Gateway and most common applications associated with the selected study role are pre-selected by default. Users may deselect any pre-selected applications (other than the Portal Gateway) and add other applications to the access request (as appropriate). Each study role with the pre-selected applications is listed below:

Study Role	Description	Pre-Selected Applications
Audit System User	Expected to participate in site audits in some capacity (e.g., auditor, site representative, or audit report reviewer/approver)	Audit System Portal Gateway
Clinical Research Coordinator	Manages a participant's clinical trial participation and conducts the day-to-day activities of a clinical trial. Clinical Research Coordinators typically need the ability to enroll participants in Stars and view and edit participant data in Medidata Rave.	Audit System Medidata Rave Portal Gateway Stars
DCP Staff	Staff affiliated with DCP, including NCs.	Medidata Rave

Study Role	Description	Pre-Selected Applications
		Portal Gateway
DMASC Staff	Staff affiliated with DMASC.	Portal Gateway
External Lab Collaborator	General role for laboratory staff collaborating with DMASC for a CP-CTNet study.	Portal Gateway
LAO Staff	Staff affiliated with an LAO. LAO staff typically need the ability to view participant data in Medidata Rave and enrollment history in Stars for their AOs and accruing LAO.	Medidata Rave Portal Gateway Stars
Medical Monitor (MM)	Responsible for evaluation of the safety aspects of a clinical trial.	Audit System Medidata Rave Portal Gateway
Pharmacist	Responsible for drug preparation and dispensation. Pharmacists typically need access to the <i>Treatment Assignments</i> module in Stars.	Portal Gateway Stars
Scientific Lead (SL)	Responsible for evaluation and review of scientific data generated during a clinical trial.	Portal Gateway
Site Investigator	Responsible for the conduct of a clinical trial at a clinical trial site. Site investigators typically need the ability to view participant data in Medidata Rave.	Audit System Medidata Rave Portal Gateway

Additional systems access can be selected and requested for each study role. Access to Stars and Medidata Rave is granted on a study-specific basis and is available to request once a study is added to the Portal Gateway. Access may be requested prior to a study opening, but the user only receives an account for the Portal Gateway upon initial registration. Access to Stars and/or Medidata Rave is not provided until the study opens, and the AO or accruing LAO is activated to the study.

**Note:** Most systems have accounts that are managed independently from the Portal Gateway. Seeing a system on their Portal Gateway dashboard does not mean users have access to that system.

**Note:** DCP staff/NCs, MMs, and SLs may request Portal Gateway and study-specific access to DMASC systems by following the steps listed in the *LAO Access Request* section.

### ***LAO Access Request***

To request a Portal Gateway account, the LAO Coordinator completes the following steps.

1. Go to <https://www.cp-ctnet-dmasc.org/portal/register>.
2. Enter the requested information: *First Name, Last Name, Job Title, Organization Name, Phone Number, Phone Extension* (optional), and *Email Address*.

3. Click the *Add new role* button to provide information about your *Study Role*, *LAO*, and *Study(s)*, as applicable.

The screenshot shows the 'Request Account' form. At the top, it says 'Request Account' and 'Already have an account? Sign in.' Below that, it explains that users need a CP-CTNet account and that the review process takes 1-3 business days. It also provides contact information for assistance: support@frontierscience.org. A note states that all fields are required unless indicated. The form contains several input fields: 'First Name' (0/45), 'Last Name' (0/45), 'Job Title' (0/45), 'Organization Name' (0/64), 'Phone Number' (0/15), 'Phone Extension (optional)' (0/5), and 'Email Address' (0/256). A red circle with the number '1' is placed over the 'First Name' field. Below the input fields is the 'Access Needed' section, which says 'No access specified: click *Add new role* to request new access.' A red circle with the number '2' is placed over the 'Add new role' button. Below that is the 'Additional Information' section with a 'Comments' text area (0/512). At the bottom, there is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Submit Request' button, along with a 'Reset' link.

Figure 4: Request Account page. (1) Enter the requested information. (2) Click the Add new role button.

- Select *LAO Staff* from the *Study Role* dropdown list (**Note:** DCP staff/NCs, MMs, or SLs should select the DCP Staff, Medical Monitor, or Scientific Lead study roles, respectively).
- Select your LAO name from the *AOs or LAOs* dropdown list (**Note:** DCP staff/NCs, MMs, and SLs may skip the *AOs or LAOs* dropdown list).

**Note:** The LAO Staff study role does not allow the selection of AOs from the *AOs or LAOs* dropdown list.

- Select the study(s) to which you are requesting systems access from the *Study(s)* dropdown list. If you are only requesting access for the CP-CTNet Portal Gateway, you should leave the *Study(s)* field blank.

4. Select the system(s) to which you are requesting access. The most common applications associated with the selected study role are pre-selected by default (e.g., CP-CTNet Portal Gateway, Medidata Rave, and Stars).

**Figure 5: Access Needed request page.** (1) Type in each dropdown list to quickly navigate to the desired study role, LAO, and study. (2) Select each response sequentially. The fields dynamically populate based on the previous selections. (3) Select the DMASC system(s) to which you are requesting access. The CP-CTNet Portal Gateway, Medidata Rave, and Stars are selected by default.

5. Enter additional information about your access request (as applicable).
6. Check the *I'm not a robot* reCAPTCHA box.
7. Click the *Submit Request* button.

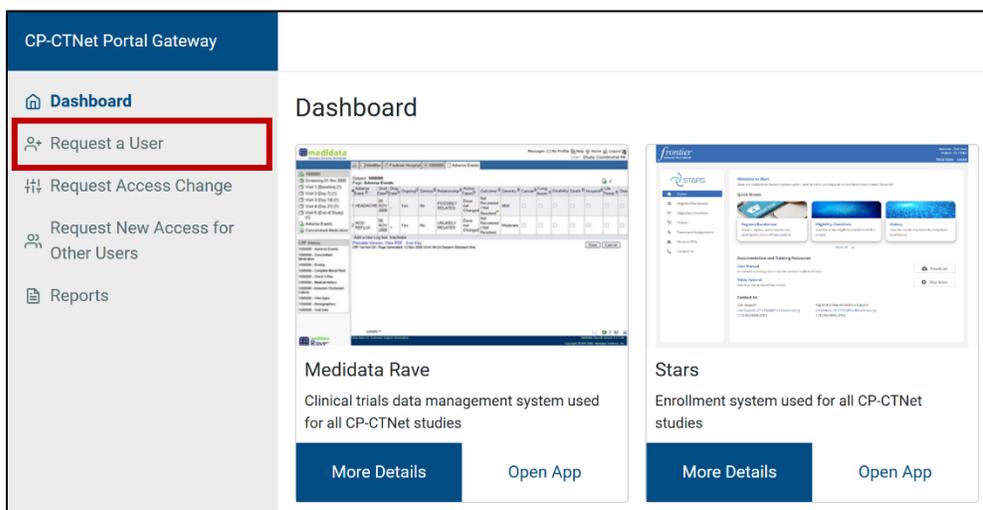
**Figure 6: Access Needed request page.** (1) Enter additional information about the access request (as applicable). (2) Check the *I'm not a robot* reCAPTCHA box. (3) Click the *Submit Request* button.

8. Successful requests are confirmed on the next page and via an auto-generated confirmation email that is sent to the user indicating that the request is being reviewed.
9. Once the request has been approved, the LAO Coordinator receives a second confirmation email with instructions for how to set up a password (required). This password must be set up within 48 hours. If the LAO Coordinator is unable to set up their password within 48 hours, they should contact User Support for assistance. After setting up their Portal Gateway password, the LAO Coordinator may sign into the Portal Gateway and access member-only content as well as register other users to the Portal Gateway.

### **LAO Proxy-Access Request for AO, Accruing LAO, or LAO Staff**

The LAO Coordinator completes a registration request for each AO, accruing LAO, or LAO staff member that needs access to the Portal Gateway and/or DMASC systems.

1. Sign into the Portal Gateway.
2. Select *Request a User* from the menu bar on the left side of the Portal Gateway dashboard.



**Figure 7: Request a User link on the Portal Gateway dashboard.**

3. The *Request a User* page is available for the LAO Coordinator to complete.
4. Complete the requested information for the AO, accruing LAO, or LAO staff member: First Name, Last Name, Job Title, Organization Name, Phone Number, Phone Extension (optional), and Email Address.

5. Click the *Add new role* button to provide information about the *Study Role*, *AO or LAO*, and *Study(s)* for the AO, accruing LAO, or LAO staff member.

Request a User

Complete this form to request access for another user. If we have any questions about this user, we may contact you.

All fields are required unless indicated

First Name 1 Last Name

Job Title Organization

Phone Number Phone Extension (optional)

Email Address

Access Needed

No access specified; click *Add new role* to request new access.

Add new role

Additional Information

Comments

Submit Request Reset

**Figure 8: Request a User page. (1) Enter the requested information. (2) Click the Add new role button.**

- Select the AO, accruing LAO, or LAO staff member's study role from the *Study Role* dropdown list (e.g., Clinical Research Coordinator).
    - The available study roles include Audit System User, Clinical Research Coordinator, DCP Staff, DMASC Staff, External Lab Collaborator, LAO Staff, Medical Monitor (MM), Pharmacist, Scientific Lead (SL), and Site Investigator.
  - Select the staff member's AO, accruing LAO, or LAO from the *AOs or LAOs* dropdown list. If the staff member is associated with more than one AO, accruing LAO, or LAO, select the additional AO, accruing LAO, or LAO name(s) from the dropdown list.

**Note:** Only the Audit System User and LAO Staff study roles allow the selection of LAOs from the *AOs or LAOs* dropdown list. The LAO Staff study role does not allow the selection of AOs or accruing LAOs from the *AOs or LAOs* dropdown list.
  - Select the study(s) for which you are requesting systems access on behalf of the AO, accruing LAO, or LAO staff member from the *Study(s)* dropdown list. If the AO, accruing LAO, or LAO staff member only requires access to the Portal Gateway, leave the *Study(s)* field blank.
6. Select the system(s) that the AO, accruing LAO, or LAO staff member requires access to. The most common systems associated with the selected study role are pre-selected by default (e.g., Audit System, CP-CTNet Portal Gateway, Medidata Rave, and Stars).

- Click the *Add new role* button and complete the second study role section if the AO, accruing LAO, or LAO staff member is associated with more than one study role (as applicable).

**Figure 9: Access Needed request page.** (1) Type in each dropdown list to quickly navigate to the desired study role, accruing LAO, and study. (2) Select each response sequentially. The fields dynamically populate based on the previous selections. (3) Select the DMASC system(s) to which you are proxy-requesting access. The Audit System, CP-CTNet Portal Gateway, Medidata Rave, and Stars are selected by default. (4) Click the Add new role button and provide details about the second study role and associated systems (as applicable).

- Enter additional information about the proxy-access request (as applicable).
- Click the *Submit Request* button.

**Figure 10: Access Needed request page.** (1) Enter additional information about the access request (as applicable). (2) Click the Submit Request button.

**Note:** After submitting a request, users have the option to click the *Submit a Similar Request* button. Clicking this button retains the following information on the next registration form: *Organization Name*, *Study Role*, *AOs or LAOs*, *Study(s)*, *Systems*, and any comments entered in the *Additional Information* field. This button helps to streamline the process of submitting multiple registrations for users that require the same access.

10. Successful requests are confirmed on the next page and via an auto-generated confirmation email that is sent to the proxy-requested AO, accruing LAO, or LAO staff member indicating that the request is being reviewed. The user who submitted the proxy-request (e.g., the LAO Coordinator) is copied on this email.
11. Once the request has been approved, a second confirmation email is sent to the proxy-requested AO, accruing LAO, or LAO staff member with instructions on how to set up a password (required). This password must be set up within 48 hours. If the AO, accruing LAO, or LAO staff member is unable to set up their password within 48 hours, they should contact User Support for assistance. After setting up the Portal Gateway password, the AO, accruing LAO, or LAO staff member may sign into the Portal Gateway and access member-only content.

## Requesting Access Changes

Changes to existing access can be made by users who currently have access to the Portal Gateway within their Portal Gateway profile settings. For example, if an LAO staff member needs to participate in a DMASC audit and does not currently have access to the Audit System, they may complete an access change request for their LAO Staff study role to add Audit System access for the study that is being audited via the Portal Gateway. Similarly, if an AO or accruing LAO staff member's site is added as an enrolling site for a new study, they may complete an access change request for their Clinical Research Coordinator study role to add access to the new study via the Portal Gateway. Access change requests are completed within the Portal Gateway and must be reviewed by User Support and approved by the appropriate party.

**Note:** The steps covered in this section demonstrate how individual users may request changes to their own Portal Gateway accounts. If an LAO needs to add new access for another user or a set of users associated with their AOs, accruing LAO, and/or LAO, follow the steps listed in the *Requesting New Access for Other Users* section below. If an LAO needs to update or remove access for another user or a set of users associated with their AOs, accruing LAO, and/or LAO, contact User Support for assistance.

1. Sign into the Portal Gateway.
2. Select *Request Access Change* from the menu bar on the left side of the screen.

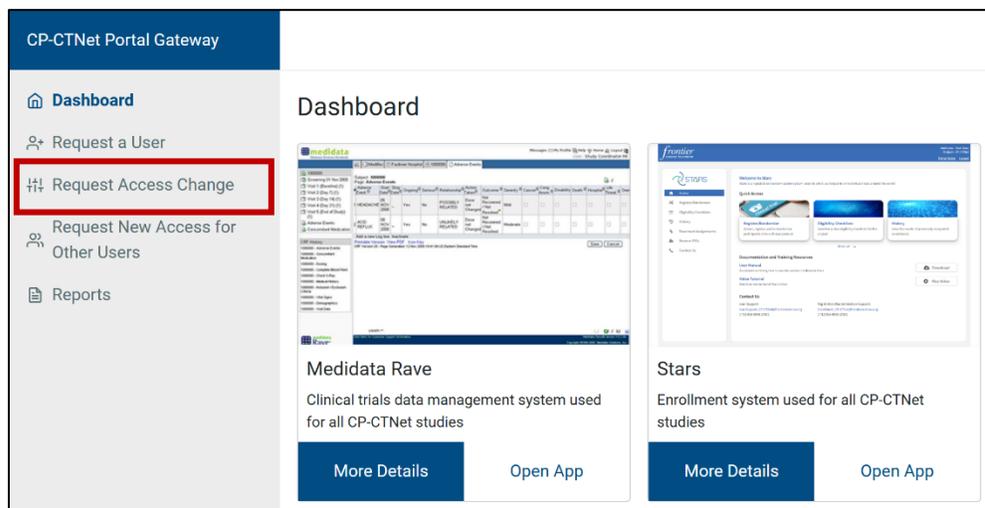


Figure 11: Request Access Change via the Portal Gateway dashboard.

3. Your current access is displayed on the *Access* tab of your *Profile* page.
4. To request a change to existing access, click the table row that includes the study role that requires the access change. You will automatically navigate to the *Request Modified Access* page for the

selected study role.

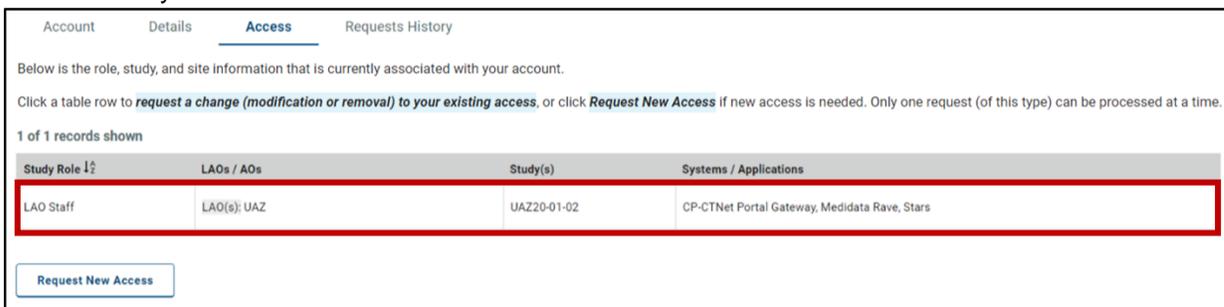


Figure 12: Access tab with current access table.

5. Select any desired updates to the AOs or LAOs, Study(s), and/or Systems from the Request Modified Access page.
6. Enter additional information (as needed) in the Comments field.
7. Click the Submit Request button.

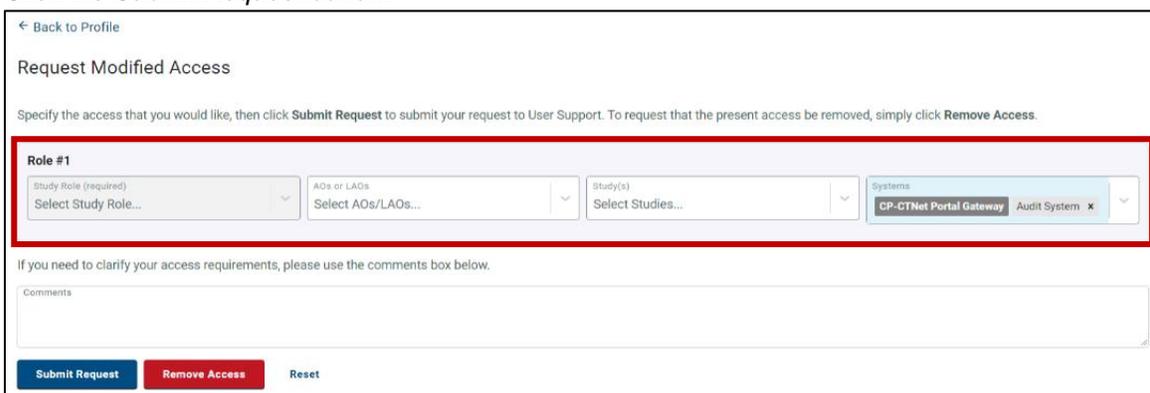


Figure 13: Request Modified Access page.

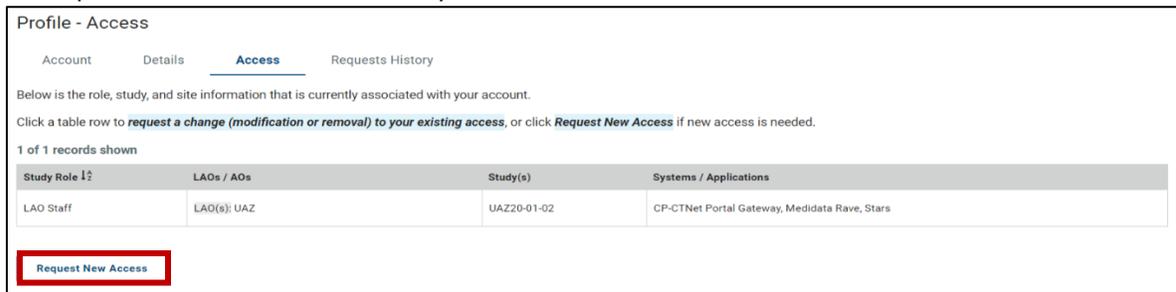
8. If the change request involves removing access for the selected study role, enter additional information (as needed) in the Comments field and click the Remove Access button.
9. Successful access change requests are confirmed on the next page and via an auto-generated confirmation email that is sent to the user indicating that the request is being reviewed.
10. Once the request has been approved, a second confirmation email is sent to the user.

### Requesting New Access

Requests for a new study role or new access can be submitted by users who currently have access to the Portal Gateway within their Portal Gateway profile settings. For example, a new access request can be completed for an LAO staff member who currently has access to the Portal Gateway for existing studies but will now serve as a backup Clinical Research Coordinator for an accruing LAO on a new study. The LAO staff member may request new access for a Clinical Research Coordinator study role that includes Stars and Medidata Rave systems access for the new study, without altering their existing access for studies where they perform an oversight role, via the Portal Gateway. New access requests are completed within the Portal Gateway and must be reviewed by User Support and approved by the appropriate party.

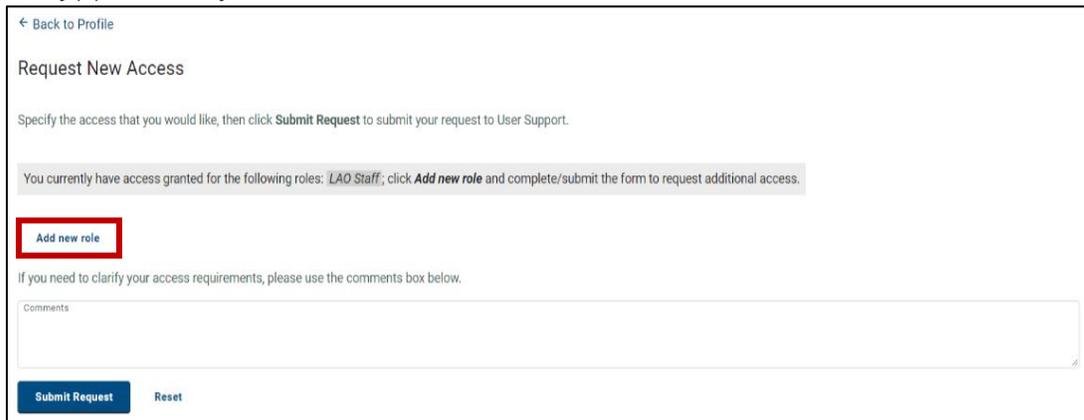
1. Sign into the Portal Gateway.
2. Select Request Access Change from the menu bar on the left side of the screen.
3. Your current access is displayed on the Access tab of your Profile page.

- To request new access, click the *Request New Access* button below the table.



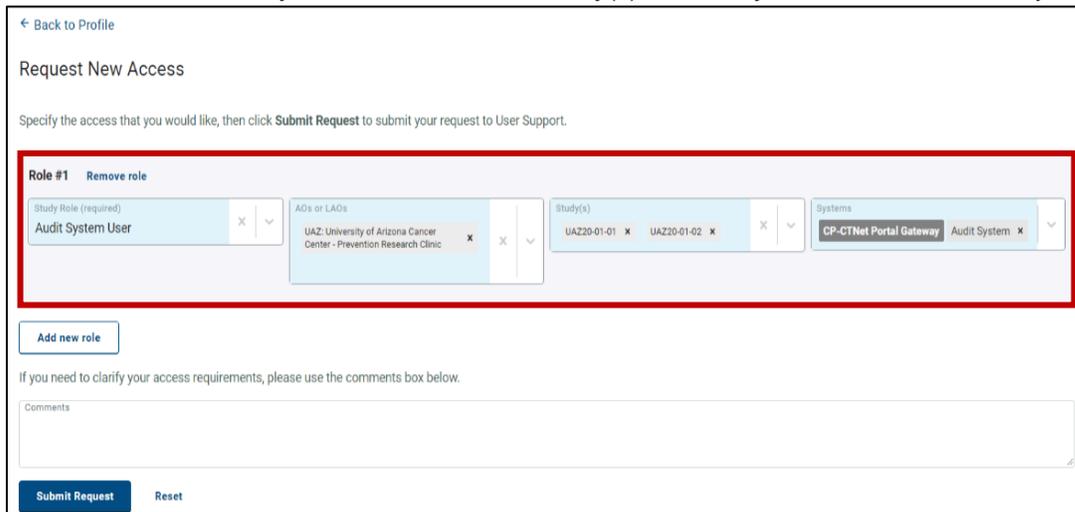
**Figure 14: Access tab with Request New Access button.**

- Click the *Add new role* button to provide information about the new *Study Role*, *AOs or LAOs*, *Study(s)*, and/or *Systems*.



**Figure 15: Request New Access page with Add new role button.**

- Select the desired *Study Role*, *AOs or LAOs*, *Study(s)*, and/or *Systems* for the new study role.



**Figure 16: Request New Access page with user-selected Study Role, LAO, Studies, and Systems.**

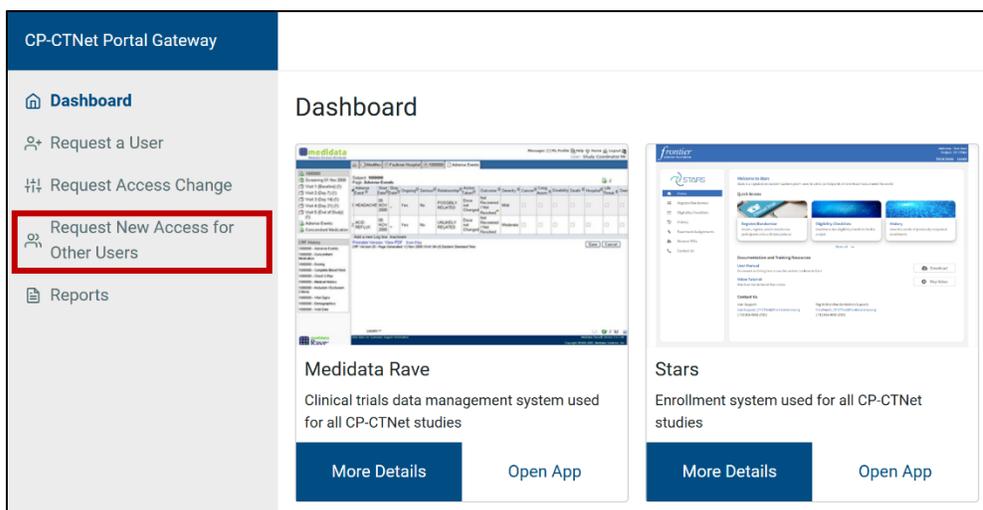
- Enter additional information (as needed) in the *Comments* field.
- Click the *Submit Request* button.
- Successful new access requests are confirmed on the next page and via an auto-generated confirmation email that is sent to the user indicating that the request is being reviewed.
- Once the request has been approved, a second confirmation email is sent to the user.

## Requesting New Access for Other Users

Users with the LAO Staff study role can request new access for another user or a set of users associated with their AOs, accruing LAO, and/or LAO from within their Portal Gateway account. For example, if an LAO staff member needs to add new study access for members of one of their AOs, they may complete a bulk new access request on behalf of all relevant users to add access to the study via the Portal Gateway. Requests for new access for other users are completed within the Portal Gateway and must be reviewed by User Support and approved by the appropriate party.

**Note:** Only new access can be proxy-requested for other users (i.e., LAOs cannot submit requests to update or remove other users' access).

1. Sign into the Portal Gateway.
2. Select *Request New Access for Other Users* from the menu bar on the left side of the screen.



**Figure 17: Request New Access for Other Users via the Portal Gateway dashboard.**

3. The *Request New Access for Other Users* page includes two headings:
  - LAOs: Click the appropriate LAO link below this heading to load the users at the LAO and its associated AOs and accruing LAO.
  - AOs: Click the appropriate AO or accruing LAO link below this heading to load the users at the AO or accruing LAO.

### Request New Access for Other Users

This page allows you to make bulk [Access-Change Requests](#) on behalf of one or more [other users](#) that are associated with your AOs/LAOs.

Presently, only **NEW** access can be requested for other users. This page does not support requests for the **modification or removal** of other users' existing access. If that is your goal, then either: (a) select the affected users and submit a comments-only request describing your intentions, or (b) contact [User Support](#) directly.

Follow these steps to submit a new bulk (multi-user) access-change request:

1. Select one of the available AOs or LAOs to load a list of associated users. (Selecting an LAO also loads all the users at its associated AOs.)
2. Select the users you want to include in your access-change request.
3. Specify the access (roles/studies/sites/systems) you would like added to those users.
4. Add comments, if desired.
5. Submit the request.

**LAOs** – click one of the following link(s) to load the users at that LAO and its associated AOs:

[MDA -- MD Anderson Cancer Center](#)

**AOs** – click one of the following link(s) to load users at that AO:

[CA043 -- City of Hope Comprehensive Cancer Center](#)  
[TX035 -- MD Anderson Cancer Center](#)  
[TX041 -- Baylor College of Medicine/Dan L Duncan Comprehensive Cancer Center](#)

**Figure 18: Request New Access for Other Users page.**

4. Select the users that you want to include in your new access request by clicking the checkbox in the row of each relevant user or by clicking the checkbox in the heading row to select all displayed users.

[Selected Institution](#) (click to filter users): TX035 – MD Anderson Cancer Center

[Associated AOs](#) (click to filter users): N/A

29 matching users found.

Use the checkboxes in the table to select the users you want to include in your access-change request, then specify the request details below.

You can filter the table of matching users by manually entering text into the [Filter users](#) field or by clicking on the [Selected Institution](#) or one of the [Associated AOs](#) above (which applies that site's AO/LAO code to the filter field).

Filter users

29 of 29 records shown (29 selected in total)

<input checked="" type="checkbox"/>	First Name	Last Name ↓	Email	Organization	AO Member ID(s)	LAO Affiliation(s)
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	MD Anderson Cancer Center	TX035	--
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	MD Anderson Cancer Center	TX035	--
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	MD Anderson Cancer Center	TX035	--
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	MD Anderson Cancer Center	TX035	--
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	MD Anderson Cancer Center	TX035	--
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	MD Anderson Cancer Center	TX035	--

**Figure 19: Selected users associated with the selected accruing LAO.**

5. Click the **Add new role** button to provide information about the new *Study Role*, *AOs or LAOs*, *Study(s)*, and/or *Systems*.

### Request Access For Your Selected Users

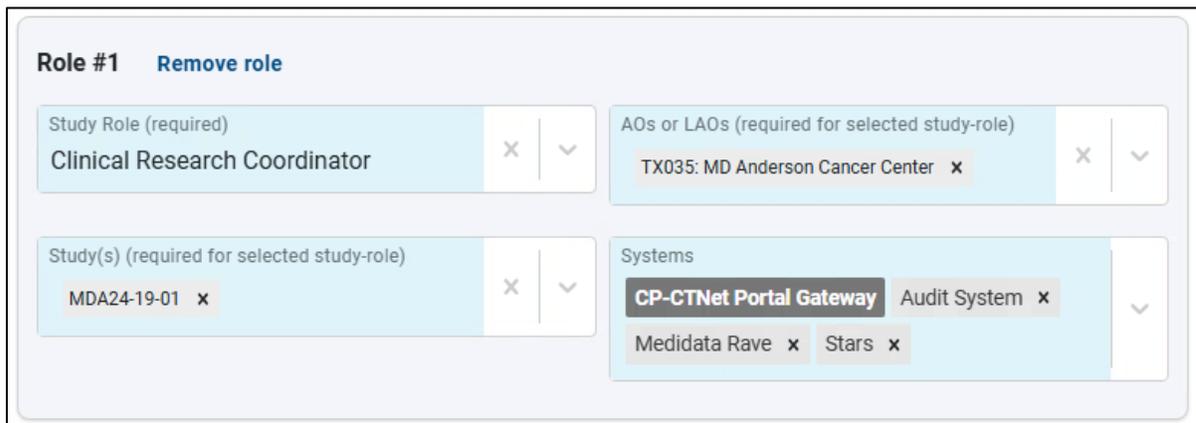
Specify the access that you would like to request for the above [Selected Users](#), then click **Submit Request**.

You currently have no roles selected; click "Add new role" to add one.

[Add new role](#)

**Figure 20: Request New Access for Other Users page with Add new role button.**

6. Select the desired *Study Role*, *AOs or LAOs*, *Study(s)*, and/or *Systems* that you would like to add to the user accounts.

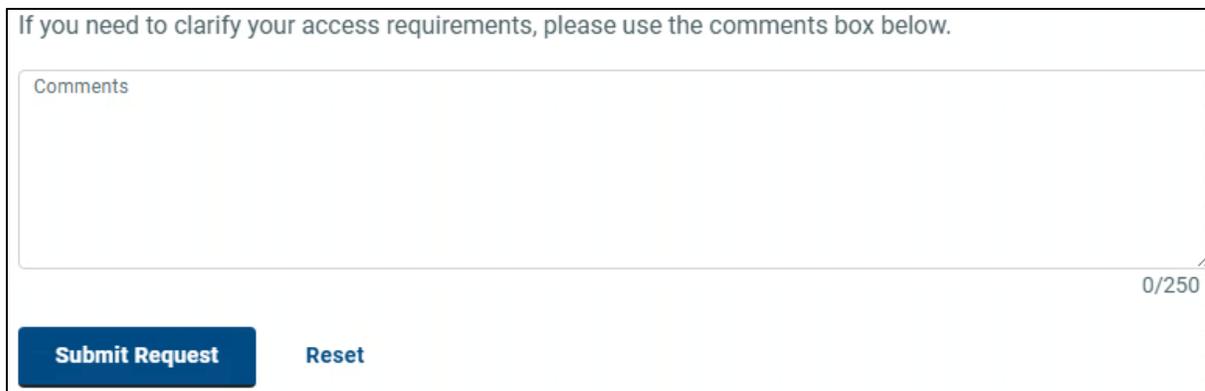


The screenshot shows a form titled "Role #1 Remove role". It contains four selection fields:

- Study Role (required):** Clinical Research Coordinator
- AOs or LAOs (required for selected study-role):** TX035: MD Anderson Cancer Center
- Study(s) (required for selected study-role):** MDA24-19-01
- Systems:** CP-CTNet Portal Gateway, Audit System, Medidata Rave, Stars

**Figure 21: Request New Access for Other Users page with user-selected Study Role, accruing LAO, Study, and Systems.**

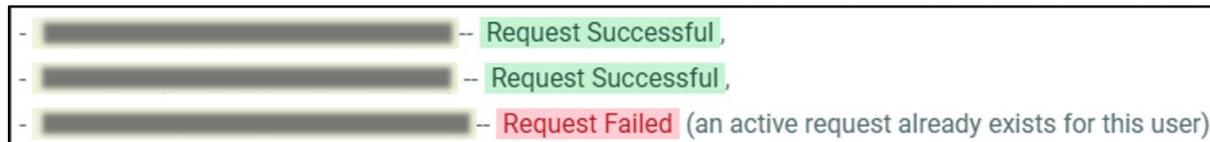
7. Enter additional information (as needed) in the *Comments* field.
8. Click the *Submit Request* button.



The screenshot shows a text area for "Comments" with a "0/250" character count indicator. Below the text area are two buttons: "Submit Request" (in a blue box) and "Reset".

**Figure 22: Comments field and Submit Request button.**

9. The results of the requests for new access for other users are confirmed on the next page. Successful requests are indicated by adjacent *Request Successful* text highlighted in green next to each user. Unsuccessful requests are indicated by adjacent *Request Failed* text highlighted in red and an associated reason for failure in parentheses next to each user.



The screenshot shows a list of three entries:

- [Redacted] -- Request Successful,
- [Redacted] -- Request Successful,
- [Redacted] -- Request Failed (an active request already exists for this user)

**Figure 23: Requests for new access for other users result list.**

10. Successful requests for new access for other users are also confirmed via an auto-generated confirmation email that is sent to the proxy-requested AO, accruing LAO, and/or LAO staff member(s) indicating that the request is being reviewed.
11. Once the request has been approved, a second confirmation email is sent to the proxy-requested AO, accruing LAO, and/or LAO staff member(s).
12. The user who submitted the proxy-request (e.g., the LAO Coordinator) is notified of approved and rejected requests via an auto-generated confirmation email. The user can also see all their submitted

requests (and each request's current status) by looking at the *Your Portal Gateway Access Requests* table on the *Requests History* tab. See the *Viewing Request History* section below for more information.

## Updating Profile Account Information

Users (except Frontier Science DMASC users) can request an update to their name and/or email address via the *Account* tab of their *Profile* page. User Support must review all changes to a user's name or email address and have them approved by the appropriate party. Only one change request for profile account information can be processed at a time.

1. Sign into the Portal Gateway.
2. Click your name in the upper-right corner of the Portal Gateway dashboard.

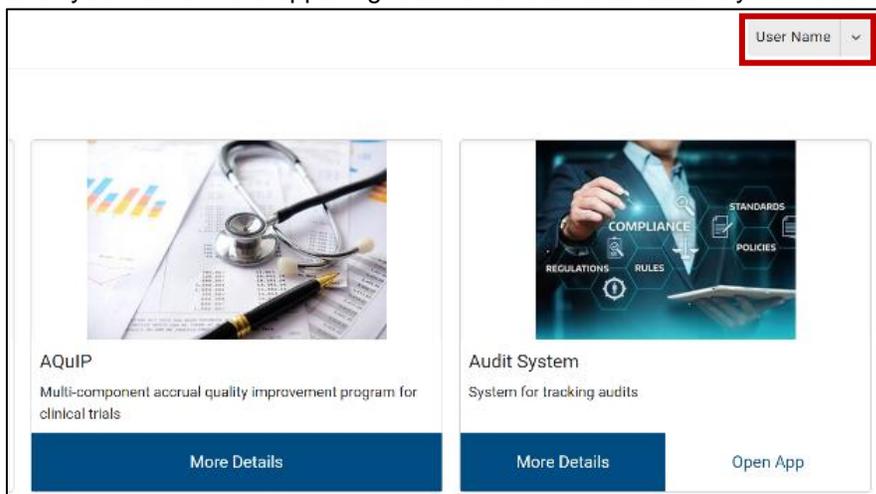
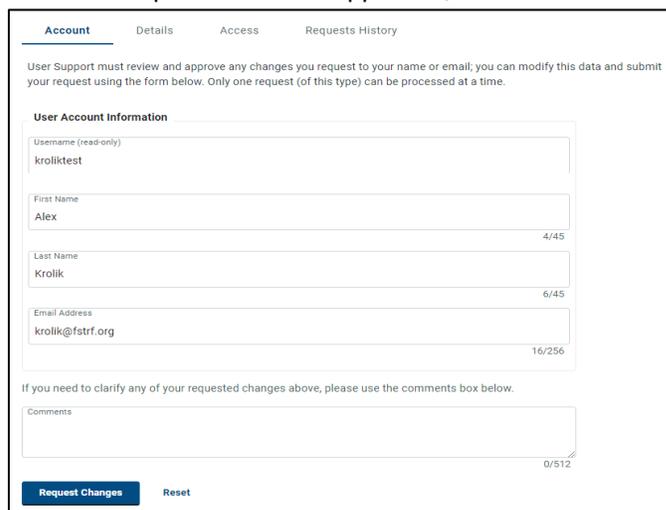


Figure 24: The Name button in the upper-right corner of the Portal Gateway dashboard.

3. The current profile account information is displayed on the *Account* tab of your *Profile* page.
4. Enter updated information into the *First Name*, *Last Name*, or *Email Address* fields.
5. Enter any clarifying information in the *Comments* field.
6. Click the *Request Changes* button.
7. Successful change requests are confirmed on the next page and via an auto-generated confirmation email that is sent to the user indicating that the request is being reviewed.
8. Once the request has been approved, a second confirmation email is sent to the user.



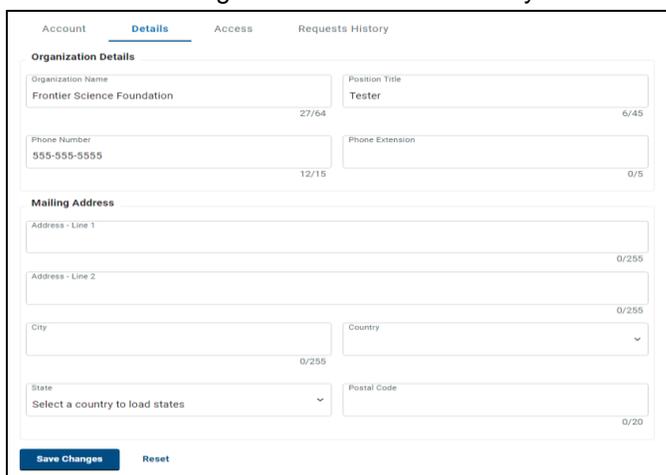
**Figure 25: User Account Information update page.**

## Updating Organization Details and Contact Information

Users can view and update their organization details and contact information via the *Details* tab of their *Profile* page.

1. Sign into the Portal Gateway.
2. Click your name in the upper-right corner of the Portal Gateway dashboard.
3. Select the *Details* tab of your *Profile* page to display your current organization details and contact information.
4. Enter updated information into the *Organization Details* or *Mailing Address* sections of the form.
5. Click the *Save Changes* button.

**Note:** These changes take effect immediately and do not require User Support approval.



The screenshot shows a user profile page with four tabs: Account, Details (selected), Access, and Requests History. The 'Organization Details' section contains two columns of text input fields. The first column includes 'Organization Name' (Frontier Science Foundation, 27/64 characters) and 'Phone Number' (555-555-5555, 12/15 characters). The second column includes 'Position Title' (Tester, 6/45 characters) and 'Phone Extension' (0/5 characters). Below this is the 'Mailing Address' section with four input fields: 'Address - Line 1' (0/255), 'Address - Line 2' (0/255), 'City' (0/255), and 'Country' (a dropdown menu). At the bottom of the form are 'State' (a dropdown menu with the text 'Select a country to load states') and 'Postal Code' (0/20). At the very bottom are two buttons: 'Save Changes' and 'Reset'.

**Figure 26: Organization Details and Mailing Address update page.**

## Viewing Request History

Users can view a history of their own access, profile change, and proxy-registration requests via the *Requests History* tab.

1. Sign into the Portal Gateway.
2. Click your name in the upper-right corner of the Portal Gateway dashboard.
3. Select the *Requests History* tab of your *Profile* page to display a list of *Access Requests*, *Profile Change Requests*, and *Registration-by-proxy Requests* that you have made for the Portal Gateway.

- Filter access requests and proxy-registration requests by typing keywords into the field above each request table (optional).

The screenshot shows the 'Requests History' page with the following content:

Account Details Access **Requests History**

This page shows a history of your **Access**, **Profile (Name/Email) Change**, and **Proxy-Registration** requests. Note that these are requests and may not reflect the access that User Support has actually granted.

**Your Portal Gateway Access Requests**

Filter access requests

1 of 1 records shown

Date Submitted ↓	Request Type	Study Role	LADs / ADs	Study(s)	Systems	Requester Comments	Request Status
2021-07-23	INITIAL ACCESS (Registration)	---	---	---	---	---	APPROVED

**Your Portal Gateway Profile (Name/Email) Change Requests**

0 of 0 records shown

Date Submitted ↓	Requested First Name Change	Requested Last Name Change	Requested Email Change	Requester Comments	Request Status
No records found					

**Your Portal Gateway Registration-by-proxy Requests**

Filter proxy registration requests

0 of 0 records shown

Date Submitted ↓	Name	LADs / ADs	Study(s)	Email	Phone	Roles Requested	Systems Requested	Registration Status	Last Modified
No records found									

**Figure 27: Requests History page.**

If you need assistance with performing user registration or submitting change requests, please send questions and comments to User Support at [UserSupport\\_CP-CTNet@frontierscience.org](mailto:UserSupport_CP-CTNet@frontierscience.org).

# CP-CTNet\_USRMAN02\_Public\_Website\_and\_Portal\_Gateway\_User\_Guide\_v4\_0

Final Audit Report

2026-03-04

Created:	2026-03-04
By:	Leslie Mundy (mundy@frontierscience.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAaH_vXEa19kkJfVlBw3haquy_hbkuoiKP

## "CP-CTNet\_USRMAN02\_Public\_Website\_and\_Portal\_Gateway\_User\_Guide\_v4\_0" History

-  Document created by Leslie Mundy (mundy@frontierscience.org)  
2026-03-04 - 12:55:41 PM GMT
-  Document emailed to Kayla Denson (denson@frontierscience.org) for signature  
2026-03-04 - 12:56:21 PM GMT
-  Document emailed to Kelly Dunn (dunn@frontierscience.org) for signature  
2026-03-04 - 12:56:21 PM GMT
-  Email viewed by Kelly Dunn (dunn@frontierscience.org)  
2026-03-04 - 1:33:46 PM GMT
-  Kelly Dunn (dunn@frontierscience.org) authenticated with Adobe Acrobat Sign.  
Challenge: The user opened the agreement.  
2026-03-04 - 1:38:29 PM GMT
-  Kelly Dunn (dunn@frontierscience.org) authenticated with Adobe Acrobat Sign.  
Challenge: The user completed the signing ceremony.  
2026-03-04 - 1:39:54 PM GMT
-  Document e-signed by Kelly Dunn (dunn@frontierscience.org)  
Signing reason: I approve this document.  
Signature Date: 2026-03-04 - 1:39:55 PM GMT - Time Source: server
-  Email viewed by Kayla Denson (denson@frontierscience.org)  
2026-03-04 - 2:52:09 PM GMT

✔ Kayla Denson (denson@frontierscience.org) authenticated with Adobe Acrobat Sign.

Challenge: The user opened the agreement.

2026-03-04 - 2:52:40 PM GMT

✔ Kayla Denson (denson@frontierscience.org) authenticated with Adobe Acrobat Sign.

Challenge: The user completed the signing ceremony.

2026-03-04 - 2:53:25 PM GMT

👤 Document e-signed by Kayla Denson (denson@frontierscience.org)

Signing reason: I approve this document.

Signature Date: 2026-03-04 - 2:53:26 PM GMT - Time Source: server

✔ Agreement completed.

2026-03-04 - 2:53:26 PM GMT