

The first step of creating an application is to apply for a User ID and password. For assistance with your registration please view the ['How to Register'](#) video tutorial on our website.

### Verifying new registrations

Bellberry is committed to maintaining and upholding excellence in privacy and security for all those who use our service, including all who register and use the eProtocol system. To further strengthen the security of the registration process, all new applicants will be required to complete the organisational verification of personnel form (BA F2.1.3). This form provides information that allows Bellberry to efficiently and effectively process new applications, while maintaining appropriate security of data.

### Authorised representatives

Each organisation must have a dedicated person(s) that assumes responsibility for the authorisation of new personnel registering for eProtocol access from that organisation. The authorised representative should be known by staff as they will need to verify the applicant as part of the registration process.

Larger organisations may choose to delegate this role to a departmental level, e.g. a hospital may select the Clinical Trials Manager in each department. For stand-alone clinics, it may be the practice manager or Principal Investigator. The organisation is responsible for determining the person responsible and declaring this person to Bellberry. Bellberry will maintain a list of authorised representatives, and each new registration for that organisation will be verified with the nominated representative.

### New organisations

New organisations registering with Bellberry will be required to provide additional information, including full address, phone number and ABN. This information is to be included within the relevant sections of the organisational verification of personnel form (BA F2.1.3). Completed organisational verification of personnel forms should be emailed to [bellberry@bellberry.com.au](mailto:bellberry@bellberry.com.au).

Please do not use acronyms in the organisation field on the registration form. The organisation name and address that you enter will appear on all correspondence from Bellberry.

Please ensure that all people that will be involved in the study, i.e. the Principal Investigator, Co-Investigators and any other nominated contacts are all registered with the same organisation.

### Working across multiple organisations

A researcher or nominated contact registering for multiple organisations will be required to register with a different user IDs for each organisation. We suggest using an identifier such as the organisation name and surname or initials.

### Nominated Contacts

If authorised by a Principal Investigator, a nominated contact from another organisation, including sponsors, clinical research organisations (CROs), site management organisations (SMOs) etc., may prepare an application on behalf of the Principal Investigator. The nominated contact must be registered with the site at which the study is being conducted. Please note that this may be different to the organisation that the nominated contact is employed by.

**Public**

**User ID**

It is suggested that sponsors, CROs and SMOs use their surname, initial and organisation name for the User ID, i.e. 'SmithJ – organisation name'.

Please note that apostrophes cannot be used within a user ID.

**Registering in eProtocol**

As for all applicants, the authorised representative of the organisation (see definition above) must verify the nominated contact by signing the organisational verification of personnel form (BA F2.1.3). This form should be completed and emailed to [bellberry@bellberry.com.au](mailto:bellberry@bellberry.com.au) for each separate organisation, prior to registration.

Following completion and submission of the organisational verification of personnel form, open the eProtocol homepage. Click register > complete registration form > user ID (select a username such as last name, first initial) > organisation name (must be the organisation that the user is to be linked to – e.g. the PI's organisation) > click submit.

The registration request will be processed by the Bellberry registrations team and a confirmation email acknowledging receipt of the registration request will be sent to the listed email address.

Once the registration has been processed, the user will receive an automated email from [bellberry@bellberry.com.au](mailto:bellberry@bellberry.com.au) with temporary login details. When the new user accesses eProtocol for the first time, the system will generate a prompt to change the password. This link is time-sensitive and should be accessed as soon as possible.

Passwords are required to be a minimum of 8 characters with a minimum of 3 of the following:

- lowercase
- uppercase
- numbers
- symbols (!, @, #, \$, %, ^, &, \* etc.).

eProtocol will generate automatic emails whenever a transaction between the site and the HREC occurs, e.g. when an application is submitted, comments are returned, and so on. All contacts listed on the personnel information page will receive these automated emails.

