## Contents

1. **Overview** .......................................................... 5

2. **Setting up Your Account** ........................................ 7
   2.1 Completing the Initial Email and Password Setup .................. 7
   2.2 Installing and Setting up the Security Token (One-Time Only) ... 8
   2.3 Open VIP Access / How the Token Works ................................... 11
   2.4 Registering Your Credential ID .................................................. 12
   2.5 Accepting Terms in the Portal .................................................... 18

3. **Accessing the Research Environment** .......................... 20
   3.1 Windows Users ........................................................................... 20
      3.1.1 Connecting to the Secure Access Portal ................................. 20
      3.1.2 Logging on to the Research Environment (Terminal Session) ... 26
   3.2 Mac Users .................................................................................. 28
      3.2.1 Connecting to the Secure Access Portal ................................. 28
      3.2.2 Logging into the Research Environment (Terminal Session) ... 35
   3.3 Logging off ................................................................................. 37

4. **Online Help** ............................................................ 38

5. **Troubleshooting** ....................................................... 40

## Information about This Document

- **Document Control** ...................................................... 41
- **Contacts** ......................................................................... 41
- **Revision History** ............................................................ 41
- **Typographical Conventions** ............................................. 42

## Figures

- Figure 1: Environment Overview ............................................ 6
- Figure 2: Welcome E-Mail ....................................................... 7
- Figure 3: Account Help ............................................................. 7
- Figure 4: SAS Secure Access Management ............................. 8
- Figure 5: Download VIP Access ............................................. 9
- Figure 6: Download and Install VIP Access ............................. 10
- Figure 7: VIP Access Setup ..................................................... 10
- Figure 8: VIP Access – Finish Installation ............................... 11
- Figure 9: VIP Access - Main Screen ........................................ 11
- Figure 10: Self Service Portal - Sign In ..................................... 12
- Figure 11: Confirm Your Identity .............................................. 13
- Figure 12: Temporary VIP Security Code ............................... 14
- Figure 13: Enter Your Temporary Security Code ........................ 15
- Figure 14: VIP Welcome Screen .............................................. 15
- Figure 15: Register Your Credential ........................................ 16
- Figure 16: Create Your PIN ...................................................... 17
- Figure 17: Manage Your Credentials ....................................... 17
Figure 18: SAS® Clinical Trial Data Transparency Portal Logon .......................................................... 18
Figure 19: SAS® Clinical Trial Data Transparency Portal Accept Terms (Start) .................................... 18
Figure 20: SAS® Clinical Trial Data Transparency Portal Accept Terms (Finish) ................................. 19
Figure 21: SAS® Clinical Trial Data Transparency Portal (Proceed to Home) ..................................... 19
Figure 22: Secure Access Portal - Logon Screen .................................................................................. 20
Figure 23: Copy Security Code ............................................................................................................ 21
Figure 24: Secure Access Portal – Welcome Screen ............................................................................. 21
Figure 25: Java Update Needed ............................................................................................................. 21
Figure 26: Download Java ..................................................................................................................... 22
Figure 27: Start Java Download ............................................................................................................. 22
Figure 28: Installing Java - Screen 1 ...................................................................................................... 22
Figure 29: Installing Java - Screen 2 ...................................................................................................... 23
Figure 30: Installing Java - Close Programs and Continue ..................................................................... 23
Figure 31: Installing Java - Screen 3 ...................................................................................................... 24
Figure 32: Installing Java - Screen 4 ...................................................................................................... 24
Figure 33: Launching Terminal Session ............................................................................................... 25
Figure 34: Install Juniper Terminal Services Client ............................................................................. 25
Figure 35: Logging on to the Computer that Hosts the Research Environment from Windows 7 machine .................................................................................................................. 26
Figure 36: Logging on to the Computer that Hosts the Research Environment from Windows 10 machine .................................................................................................................................. 26
Figure 37: Remote Desktop Session ..................................................................................................... 27
Figure 38: Secure Access Portal - Sign-in Screen .................................................................................. 28
Figure 39: Secure Access Portal - Welcome Screen ............................................................................. 28
Figure 40: Mac – Popup Blockers ......................................................................................................... 29
Figure 41: Mac – Remote Office Dialog ............................................................................................... 29
Figure 42: Mac – Remote Office Dialog (Java not installed) ................................................................. 30
Figure 43: Mac – Remote Office Dialog (Popup) .................................................................................. 31
Figure 44: Mac – Install Java Website .................................................................................................. 31
Figure 45: Mac – JRE DMG File ............................................................................................................ 32
Figure 46: Mac – JRE DMG File ............................................................................................................ 32
Figure 47: Mac – Java Install – Screen 1 ............................................................................................... 33
Figure 48: Mac – Java Install – Screen 2 ............................................................................................... 33
Figure 49: Mac – Install Admin Screen ............................................................................................... 34
Figure 50: Mac – Install Java Finish ..................................................................................................... 34
Figure 51: Mac – Accept Applet Dialog ............................................................................................... 35
Figure 52: Mac – Allow HOBLink Dialog ........................................................................................... 36
Figure 53: Mac – HOBLink JWT Logon ............................................................................................... 36
Figure 54: Mac – Research Environment Desktop .............................................................................. 37
Figure 55: Logging off the Research Environment .............................................................................. 37
Figure 56: Help and User Guide Desktop Icon ..................................................................................... 38
Figure 57: Help Link ............................................................................................................................. 38
Figure 58: Help Screen ........................................................................................................................ 38

Tables

Table 1: Common issues ....................................................................................................................... 40

The information contained in this document is considered confidential and covered under the terms of any SAS agreements as executed by Clinical Trial Data Transparency Multi-Sponsor Environment and SAS Institute Inc.

Copyright © 2017 SAS Institute Inc. All rights reserved. SAS and all other SAS Institute Inc. product or service names are registered trademarks or trademarks of SAS Institute Inc. in the USA and other countries. ® indicates USA registration. Other brand and product names are trademarks of their respective companies.
1 Overview

Three environments or websites encompass the SAS® Clinical Trial Data Transparency system:

- **Research Environment**
  - **How to access:** Log on to the SAS Solutions OnDemand Secure Portal [https://shqaccess.ondemand.sas.com/dana-na/auth/url_3/welcome.cgi](https://shqaccess.ondemand.sas.com/dana-na/auth/url_3/welcome.cgi). From the landing page, click the Clinical Trial Data Transparency Research Environment link. A remote terminal server session launches, requiring an additional logon (with same account). You then access the Research Environment.
  - **Tasks you can perform:**
    - Perform research work using SAS Clinical Trial Data Transparency or R.
    - Collect files for export from the Research Environment.
    - Review user guides and how-to videos.

- **SAS Clinical Trial Data Transparency (CTDT) Portal:**
  - **How to access:** Log on to the SAS Solutions OnDemand Secure Portal [https://mseportal.ondemand.sas.com/ctdt/](https://mseportal.ondemand.sas.com/ctdt/)
  - **Tasks you can perform:**
    - Import files into the Research Environment.
    - Receive exports from the Research Environment.
    - Administrators can review reporting.

- **SAS Secure Access Management:**
  - **How to access:** Enter [https://www.ondemand.sas.com/sam/](https://www.ondemand.sas.com/sam/) from your browser for access through the internet.
  - **Tasks you can perform:**
    - Set-up your password for the first time.
    - Reset your password.
    - Administrators can add and update users.

*Note:* Once you setup your password and challenge questions, you are required to accept the Terms of Use Agreement in the SAS Clinical Trial Data Transparency Portal. Accepting these terms unlocks your account in the SAS Clinical Trial Data Transparency Repository system, which is available at the Research Environment desktop.
Figure 1 provides an overview of the environments.

**Figure 1: Environment Overview**

![Environment Overview Diagram]

**Note:** Your account information (user name (or user ID) and password) enable you to access all the components of the SAS Clinical Trial Data Transparency system. An additional security code is required to access the Research Environment through the secure portal.
2 Setting up Your Account

2.1 Completing the Initial Email and Password Setup

1. Receive an e-mail from SAS Solutions OnDemand with your user name (or user ID) for the SAS Clinical Trial Data Transparency system. To activate the account and set-up a password, click the link in the e-mail (Figure 2).

Figure 2: Welcome E-Mail

Note: The link in the e-mail expires after 72 hours. If you do not activate your account within 72 hours, visit the Account Help tab (Figure 3) at the https://www.ondemand.sas.com/sam/ website. Use the My password expired or I don’t know my username options. Otherwise, contact SAS Technical Support as follows:

- Email: CTDTSupport@sas.com
- URL: http://support.sas.com/ctx/supportform/index.jsp
- North America: Call 919-677-8008

Figure 3: Account Help
2. Click the link to setup a password. The Secure Access Management system guides you through the process of setting up a password (Figure 4).

Figure 4: SAS Secure Access Management

Note: The Secure Access Management system provides password rules when you set a password. Your account’s password expires after 90 days. Beginning eight days prior to your password’s expiration, you receive a daily e-mail reminder to re-set your password.

2.2 Installing and Setting Up the Security Token (One-Time Only)

Access to the Research Environment requires a secure connection. To make this secure connection, you must enter your SAS Clinical Trial Data Transparency system user name (or user ID) and password and use a security token to provide a security code. This section outlines the steps necessary to install and set up the security token provided by Verisign. You only need to perform these steps once.

1. Download the VIP Access application by visiting the website link https://vip.symantec.com/
2. Click **Download for Windows** or **Download for Mac**, when appropriate, and follow the instructions provided *(Figure 5)*.

**Figure 5: Download VIP Access**

![VIP Access Desktop](image)

**Note:** The following are instructions for Windows users. Mac users follow similar steps, but use Mac DMG application setup files.
3. To initiate the VIP Access application, select Run when prompted (Figure 6).

**Figure 6: Download and Install VIP Access**

![VIP Access Setup Wizard](image)

4. The VIP Access Setup Wizard appears (Figure 7). Select Next for all screens, accept the terms in the license agreement, as well as all defaults, and select Install in the final step of the wizard screens.

**Figure 7: VIP Access Setup**

![VIP Access Setup Wizard](image)
5. Upon successful completion, the **InstallShield Wizard Completed** screen appears (Figure 8). Select **Finish** to launch the **VIP Access** application.

**Figure 8: VIP Access – Finish Installation**

![VIP Access – Finish Installation](image)

### 2.3 Open VIP Access / How the Token Works

Launch the **VIP Access** application (Figure 9). You must create a **Credential ID** to identify your computer. Using the **Security Code** identifies you as a registered user.

- **Credential ID**: This ID is machine or device-specific. You need to register this ID. (See 2.4 Registering Your Credential ID.)

- **Security Code**: Use this code to log on to the computer that hosts the Research Environment through a secure portal or connection.
  - The code changes every 30 seconds, with a countdown clock next to the Security Code that shows the time remaining before the code is changed.
  - Selecting the **copy** button next to the code copies the Security Code to the clipboard. This enables you to easily paste it into the required field when logging on to the Research Environment.

**Figure 9: VIP Access - Main Screen**

![VIP Access - Main Screen](image)
2.4 Registering Your Credential ID


2. The Welcome to the Symantec® VIP Self Service Portal appears ([Figure 10](#)). Enter your SAS Clinical Trial Data Transparency system User Name (or User ID) and Password from section 2.1 Completing the Initial Email and Password Setup and click Sign In.

Figure 10: Self Service Portal - Sign In
3. The **Confirm Your Identity** screen appears, prompting you for a location to send a temporary security code ([Figure 11](#)). Choose an option and click **Continue**.

![Figure 11: Confirm Your Identity](#)
4. Select **Email Address** (recommended). An e-mail containing a temporary VIP security code (**Figure 12**) is sent to the e-mail address you provided previously in the VIP setup process.

**Note:** If you have any questions or need further assistance, contact the SAS Technical Support as follows:

- Email: [CTDTsupport@sas.com](mailto:CTDTsupport@sas.com)
- URL: [http://support.sas.com/ctx/supportform/index.jsp](http://support.sas.com/ctx/supportform/index.jsp)
- North America: Call 919-677-8008

**Figure 12:** Temporary VIP Security Code

<table>
<thead>
<tr>
<th>From:</th>
<th>VIP Self Service <a href="mailto:noreply@verisign.com">noreply@verisign.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Cc:</td>
<td></td>
</tr>
<tr>
<td>Subject:</td>
<td>Your temporary VIP security code</td>
</tr>
</tbody>
</table>

Dear [Redacted],

Here is your temporary VIP security code:

[Redacted]

This security code can be used once and is valid until [Redacted].

If you have any questions or need further assistance, contact your organization's administrator.

Thank you,
VIP Self Service
5. The **Enter your Temporary Security Code** screen appears (Figure 13). Enter your temporary VIP Security Code and select Sign In.

![Figure 13: Enter Your Temporary Security Code](image)

6. The **Welcome to VIP Self Service** screen appears (Figure 14) where you can register your Credential ID for use. Click Select in the VIP Credential section.

![Figure 14: VIP Welcome Screen](image)
7. Register your credentials (Figure 15):
   - Enter a Credential Name (for example, *My Work Machine*).
   - Copy the current Credential ID number from the VIP Access window and paste it into the Credential ID field.

   **Note:** If you install the VIP Access application on a smart phone, and the smart phone is upgraded, your smart phone may change this credential ID. You need to log on to https://vip.sas.com/vipssp/ and change the Credential ID to the new one.

   - Copy the current Security Code number from the VIP Access window and paste it into the Security Code field.
   - Click Submit.

   **Note:** Ensure that enough time remains in the Security Code countdown before you paste the code. If a new Security Code is generated before you attempt to proceed to the next step, you must enter the new Security Code (Figure 15).

Figure 15: Register Your Credential
8. The Create Your PIN screen appears (Figure 16). Enter and re-enter a PIN that is 6 to 12 numbers and click Create.

   Note: This PIN is not your security code number. Use it to change any details associated with your registered security code.

Figure 16: Create Your PIN

9. When the PIN setup is successfully completed, the Credential Name you entered for your machine appears, along with your Credential ID (Figure 17).

Figure 17: Manage Your Credentials
2.5 Accepting Terms in the Portal

Before you can access files and study data in the Research Environment, you must first accept the Terms of Use Agreement at the SAS Clinical Trial Data Transparency Portal.

1. Access the SAS Clinical Trial Data Transparency Portal at https://mseportal.ondemand.sas.com/ctdt/
2. On the logon screen, enter your SAS Clinical Trial Data Transparency system User ID (or user name) and Password (Figure 18).

![SAS® Clinical Trial Data Transparency Portal Logon](image)

Figure 18: SAS® Clinical Trial Data Transparency Portal Logon

3. After logon is complete, Accept Terms is the only option that displays (Figure 19). Select the **Click and review this information** link.

![SAS® Clinical Trial Data Transparency Portal Accept Terms (Start)](image)

Figure 19: SAS® Clinical Trial Data Transparency Portal Accept Terms (Start)

4. A PDF of terms appears. Review the text of the PDF.

5. Once the review is complete, select the **Next** button.
6. A statement appears enabling you to accept the terms (Figure 20). Select the Yes, I agree radio button and then click the Finish button.

Figure 20: SAS® Clinical Trial Data Transparency Portal Accept Terms (Finish)

7. Once the statement is accepted, a confirmation appears (Figure 21). Click the Proceed to Home link to open the Home tab.

Note: A copy of the terms accepted is available on your research access request for reference.

Figure 21: SAS® Clinical Trial Data Transparency Portal (Proceed to Home)
3 Accessing the Research Environment

**Note:** If you have not accepted the terms at the SAS Clinical Trial Data Transparency Portal, you must follow those steps first. See section 2.5 Accepting Terms in the Portal.

Accessing the Research Environment involves two steps:

- Connect to the **SAS Solutions OnDemand Secure Portal** using your user name (or user ID), password, and security code.
- Log on to a remote terminal server session. (This is the computer that hosts the Research Environment.)

**Note:** The Research Environment is not accessible from tablet computers (for example, an iPad) or other devices.

3.1 Windows Users

3.1.1 Connecting to the Secure Access Portal

1. Visit the website: [https://shqaccess.ondemand.sas.com](https://shqaccess.ondemand.sas.com) and access the welcome screen (Figure 22).

![Figure 22: Secure Access Portal - Logon Screen](image)

2. For **Username**, enter your SAS Clinical Trial Data Transparency system user name (or user ID).
3. For **Password**, enter your SAS Clinical Trial Data Transparency system password.
4. For Security Code:
   a. Open your **VIP Access** application.
   b. Copy the **Security Code** by using the copy icon ![Copy Icon].
   c. Paste the **Security Code** into the field.
5. Click **Sign In**.

6. The **Welcome to the SAS Solutions OnDemand Secure Portal** page appears. Click the **Clinical Trial Data Transparency Research Environment** link listed under **Terminal Sessions** (Figure 24).

   **Note:** If your account has rights to the Test/UAT system, you might see multiple choices on the landing page.

### 3.1.1.1 Installing or Updating Java for Windows

If Java is not installed on your computer or your Java version is old, a dialog appears (Figure 25).

1. Click **Update**.

**Figure 25: Java Update Needed**
2. A web site launches in a separate tab or window of your internet browser (Figure 26). Click Free Java Download.

Figure 26: Download Java

![Free Java Download](image)

3. The screen changes (Figure 27). Click Agree and Start Free Download.

Figure 27: Start Java Download

![Download Java for Windows](image)

4. The Java installer appears (Figure 28). Click Install.

Figure 28: Installing Java - Screen 1

![Java Setup - Welcome](image)
5. Uncheck the boxes (Figure 29). Click Next.

Figure 29: Installing Java - Screen 2

6. If certain programs are running, a dialog appears asking you to close them before continuing (Figure 30). Save your work and click Close Programs and Continue. If a confirmation dialog appears, click OK.

Figure 30: Installing Java - Close Programs and Continue
7. The installer begins installing Java (Figure 31).

Figure 31: Installing Java - Screen 3

8. When the installer is finished, click Close (Figure 32).

Figure 32: Installing Java - Screen 4
3.1.1.2 Launching Terminal Server Session

A terminal server session launches.

1. If the Java(TM) needs your permission to run message appears, click Always run on this site (Figure 33).

2. The Welcome to the SAS Solutions OnDemand Secure Portal page appears again. Click the Clinical Trial Data Transparency Research Environment link listed under Terminal Sessions (Figure 24).

**Figure 33: Launching Terminal Session**

![Launch Terminal Session](image)

**Note:** You might be required to accept the installation of Juniper Terminal Services Client, as part of accessing the Research Environment (Figure 34). Click Yes.

**Figure 34: Install Juniper Terminal Services Client**

![Install Juniper Terminal Services Client](image)
3.1.2 Logging on to the Research Environment (Terminal Session)

The log on screen for the computer that hosts the Research Environment (terminal server) appears (Figure 35 or Figure 36 depending on Windows 7 version or Windows 10 version).

1. Select the icon with your User ID.

Figure 35: Logging on to the Computer that Hosts the Research Environment from Windows 7 machine

![Windows Server 2008 R2 Enterprise]

Figure 36: Logging on to the Computer that Hosts the Research Environment from Windows 10 machine

These credentials will be used to connect to mse06aw.vsp.sas.com.
2. Enter your SAS Clinical Trial Data Transparency **userid (NOTE: please make sure to first prepend \'vsp\', then endter your userid e.g vsp\mse0xyz)** and **password**, and click the arrow icon. The Research Environment appears (**Figure 37**).

**Figure 37: Remote Desktop Session**
3.2 Mac Users

3.2.1 Connecting to the Secure Access Portal

**Note:** The screens in this section show the use of Safari on a Mac. The screens for other browsers can vary.

1. Visit the website: [https://shgaccess.on-demand.sas.com](https://shgaccess.on-demand.sas.com). The sign-in screen appears (Figure 38).

   ![Figure 38: Secure Access Portal - Sign-in Screen](image)

2. For **Username**, enter your SAS Clinical Trial Data Transparency system **Username** (or User ID).

3. For **Password**, enter your SAS Clinical Trial Data Transparency system **Password**.

4. For Security Code:
   - Open your **VIP Access** application.
   - Copy the **Security Code** by using the copy icon.
   - Paste the **Security Code** into the field.
   - Click **Sign In**.

   **Note:** The VIP Access application provides a 30-second countdown to copy the **Security Code**. Make sure you have at least 15 seconds left in the countdown before copying the VIP **Security Code**.

5. The **Welcome to the SAS Solutions OnDemand Secure Portal** page appears. Select the **Clinical Trial Data Transparency Research Environment** link listed under Terminal Sessions (Figure 39).

   ![Figure 39: Secure Access Portal - Welcome Screen](image)
6.

<table>
<thead>
<tr>
<th>If…</th>
<th>Then…</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Remote Office dialog appears (Figure 41).</td>
<td>Proceed to step 7.</td>
</tr>
<tr>
<td>A Remote Office dialog is not displayed and you see a message about</td>
<td>• Use Safari Preferences to allow pop-ups.</td>
</tr>
<tr>
<td>pop-ups being blocked (Figure 40).</td>
<td>• Once complete, return to the Welcome Screen (Figure 39) and click</td>
</tr>
<tr>
<td></td>
<td>the Clinical Trial Data Transparency Research Environment link again.</td>
</tr>
</tbody>
</table>

Figure 40: Mac – Popup Blockers

Figure 41: Mac – Remote Office Dialog
7. **If...**  

<table>
<thead>
<tr>
<th>If...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>You see <strong>Missing Plug-in</strong> or <strong>Inactive Plug-in</strong> in the lower-right corner of the screen (Figure 41)</td>
<td>Install Java. (See section 3.2.1.1 Java Installation on Mac.)</td>
</tr>
<tr>
<td>You see <strong>Active Plug-in.</strong></td>
<td>Log on to the Research Environment (See section 3.2.2 Logging into the Research Environment (Terminal Session)).</td>
</tr>
</tbody>
</table>

### 3.2.1.1 Java Installation on Mac

This section is only applicable if the Remote Office dialog indicates a Java plug-in is not available (Figure 42).

1. From the dialog, click the link in the lower right corner of the dialog (**Missing Plug-in** or **Inactive Plugin**).

**Figure 42: Mac – Remote Office Dialog (Java not installed)**
2. A dialog appears, as shown in Figure 43. Click More info.

Figure 43: Mac – Remote Office Dialog (Popup)

3. A website launches in a separate tab or window of Safari (Figure 44). Click Agree and Start Free Download.

Note: Depending on your Mac Operating System (OS), you might see a different page, and the version of Java might be a later version.

Figure 44: Mac – Install Java Website
4. A Mac DMG install file is downloaded to your machine. Find and open the DMG file. **Figure 45** shows an example, *jre-7u25-macosx-x64.dmg*.

**Figure 45: Mac – JRE DMG File**

![Image of Mac DMG file]

5. When you open the DMG file, a dialog similar to the one below appears (**Figure 46**). Double-click the icon to start the installation.

**Figure 46: Mac – JRE DMG File**

![Image of Mac DMG file dialog]
6. The installation screens might differ depending on your OS and the Java version being installed. Click Continue (Figure 47).

Figure 47: Mac – Java Install – Screen 1

7. Click Install (Figure 48).

Figure 48: Mac – Java Install – Screen 2
8. You are prompted to enter for your machine’s administrator account (Figure 49). Enter this information and click **Install Software**.

![Figure 49: Mac – Install Admin Screen](image)

9. Figure 50 shows the final screen of the installation process. Click **Close**.

![Figure 50: Mac – Install Java Finish](image)
3.2.1.2 Launching Terminal Server Session

1. Close all dialogs and browser tabs or windows.

2. Repeat the steps for signing in as described in section 3.1.2 Logging on to the Research Environment (Terminal Session), which includes:
   - After logging in, select the Clinical Trial Data Transparency Research Environment link on the welcome screen.
   - The Remote Office dialog appears. Continue to section 3.2.2 Logging into the Research Environment (Terminal Session).

3.2.2 Logging into the Research Environment (Terminal Session)

1. When the Remote Office dialog appears, an additional message is also displayed (Figure 51). Click Allow.

   Note: If you do not have Java installed on your Mac, you need to download it to proceed further (see 3.2.1.1 Java Installation on Mac).

Figure 51: Mac – Accept Applet Dialog
2. An additional security warning appears. Check the box I accept...application and click Run (Figure 52).

Figure 52: Mac – Allow HOBLink Dialog

![Security Warning Dialog](image)

Running this application may be a security risk

Risk: This application will run with unrestricted access which may put your computer and personal information at risk. The information provided is unreliable or unknown so it is recommended not to run this application unless you are familiar with its source

Select the box below, then click Run to start the application

- Check I accept the risk and want to run this application.
- Click Run.
- Cancel

3. A HOBLink JWT dialog appears (Figure 53).

   - For **Username**, enter your SAS Clinical Trial Data Transparency system **Username** (or User ID).
   - For **Password**, enter your SAS Clinical Trial Data Transparency system **Password**.
   - For **Domain**, enter **VSP**.

Figure 53: Mac – HOBLink JWT Logon

![HOBLink JWT Logon](image)
4. The Research Environment appears (Figure 54).

**Figure 54: Mac – Research Environment Desktop**

![Mac - Research Environment Desktop](image)

### 3.3 Logging off

To log off the Research Environment, navigate to **Start Menu -> Log off** (Figure 55).

**Note:** If you close the session window without logging off, you can return to the session in the same state as you left it. However, sessions do expire after a specified time period; therefore, you should always save your work and log off.

**Figure 55: Logging off the Research Environment**

![Logging off the Research Environment](image)
4 Online Help

Online help is available in the terminal server and in the SAS Clinical Trial Data Transparency Portal.


2. From the Research Environment desktop, open the Help and User Guide folder (Figure 56).

   Figure 56: Help and User Guide Desktop Icon

   -Or

   From the SAS Clinical Trial Data Transparency Portal, click Help at the top of the screen (Figure 57).

   Figure 57: Help Link

3. The Help screen displays guides and how-to videos (Figure 58). To access them, click View.

   Note: QuickTime is the recommended media player to use when viewing the SAS Clinical Trials Data Transparency how-to videos. Using the Windows Media Player to view the videos hosted on the Clinical Trials Data Transparency Portal can sometimes result in short (one second or less) distortions in the visual display during the playback of some of the videos.

   Figure 58: Help Screen
Note: For help related to the SAS Clinical Trial Data Transparency system, you can also contact SAS Technical Support as follows:

- Email: CTDTsupport@sas.com
- URL: http://support.sas.com/ctx/supportform/index.jsp
- North America: Call 919-677-8008
## 5 Troubleshooting

Table 1 provides a quick reference for troubleshooting the most common issues.

### Table 1: Common issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Steps to Remedy</th>
</tr>
</thead>
</table>
| Trouble connecting to the Research Environment (Terminal Server Session) | • Verify that you have performed all steps of the one-time setup of your SAM Access Credential ID.  
• Verify that your account is not locked out, by selecting My account is locked in the problem menu under the Account Help tab at:  
| Lost password or account information                     | • Visit https://www.ondemand.sas.com/sam.  
• Select Account Help.  
• Select an appropriate problem in the menu under the Account Help tab.                                                                 |
| Account is locked                                        | Contact SAS Technical Support as follows:  
• Email: CTDTsupport@sas.com  
• URL: http://support.sas.com/ctx/supportform/index.jsp  
• North America: Call 919-677-8008                                                                              |
| Trouble viewing how-to videos in the Windows Media Player | QuickTime is the recommended media player to use when viewing the SAS Clinical Trials Data Transparency how-to videos. Using the Windows Media Player to view the videos hosted on the Clinical Trials Data Transparency Portal can sometimes result in short (one second or less) distortions in the visual display during the playback of some of the videos. Distortions in the visual display do not occur when the videos are viewed with QuickTime. If Windows Media Player is the user’s default media player, the user may download the video and play it locally on their computer using a different media player. The videos might start and stop intermittently if the user is attempting to view them while using a slow internet connection. If the user experiences viewing problems to the point that the video is unwatchable, the user may download the video and play it locally on their computer. To download the how-to video to their local computer, the user should right click on the “View” link and select “Save target as...” The user will then be prompted for a location to save the video. After downloading the video, the user may use any media player they have installed on their local computer to view the video. QuickTime is available for download at: https://www.apple.com/quicktime/download/ |
Document Information

Document Control

<table>
<thead>
<tr>
<th>Title</th>
<th>Multi-Sponsor Environment SAS® Clinical Trial Data Transparency Getting Started Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>5.0</td>
</tr>
<tr>
<td>Location</td>
<td>Help and How Tos &gt; Getting Started Guide</td>
</tr>
<tr>
<td>Date</td>
<td>12/1/2017 2:52 PM</td>
</tr>
</tbody>
</table>

Contacts

If you have questions regarding this document, contact one of the following individuals.

- E-mail: Adam.LaManna@sas.com
- E-mail: Sara.Vosinakis@sas.com
- Document Owner: Adam LaManna
- Project Manager: Sara Vosinakis
- Office Phone: (919) 531-0452
- Office Phone: (919) 531 3073

Revision History

<table>
<thead>
<tr>
<th>JIRA Ticket</th>
<th>Date</th>
<th>Version</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSE-16</td>
<td>19JUN2014</td>
<td>1.0</td>
<td>Eric Emerton, Donna Dutton, and Robin MacBain</td>
<td>Prepare for delivery</td>
</tr>
<tr>
<td>MSE-16</td>
<td>22DEC2014</td>
<td>2.0</td>
<td>Robin MacBain</td>
<td>Prepare for delivery.</td>
</tr>
<tr>
<td>MSE-249</td>
<td>16-MAR-2015</td>
<td>2.1</td>
<td>Eric Emerton</td>
<td>2.2.0 Portal changes</td>
</tr>
<tr>
<td>MSE-249</td>
<td>31-MAR-2015</td>
<td>2.2</td>
<td>Robin MacBain</td>
<td>Prepare for delivery.</td>
</tr>
<tr>
<td>MSE-249</td>
<td>15-APR-2015</td>
<td>3.0</td>
<td>Robin MacBain</td>
<td>Finalize for delivery for 2.2.0 Portal changes</td>
</tr>
<tr>
<td>MSE-569</td>
<td>11-APR-2017</td>
<td>4.0</td>
<td>Adam LaManna and Zachary Moser-Katz</td>
<td>Finalize for delivery.</td>
</tr>
<tr>
<td>MSE-750</td>
<td>29-NOV-2017</td>
<td>4.1</td>
<td>Adam LaManna and Zachary Moser-Katz</td>
<td>Updated section 3.1.2.</td>
</tr>
<tr>
<td>MSE-750</td>
<td>01-DEC-2017</td>
<td>5.0</td>
<td>Adam LaManna and Zachary Moser-Katz</td>
<td>Finalize for delivery.</td>
</tr>
</tbody>
</table>
## Typographical Conventions

<table>
<thead>
<tr>
<th>Style</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Underline</td>
<td>Hypertext link. Control + Click to open hyperlink target.</td>
</tr>
<tr>
<td>Calibri</td>
<td>Standard type style used for most text.</td>
</tr>
<tr>
<td>UPPERCASE</td>
<td>Names of variables and data sets, programming statements, options, and other language elements when they appear in the text. <strong>Within specific operating environments, these elements may be case-sensitive.</strong></td>
</tr>
<tr>
<td>UPPERCASE BOLD</td>
<td>Keywords such as the names of procedures, statements, and options.</td>
</tr>
<tr>
<td>bold</td>
<td>Window names, selectable items.</td>
</tr>
<tr>
<td><code>&lt;italics&gt;</code></td>
<td>User-supplied values, shown within angle brackets in statements where substitution should occur.</td>
</tr>
<tr>
<td>Monospace</td>
<td>Examples of programming statements in text, SAS code, and values of variables.</td>
</tr>
</tbody>
</table>