

# Navigating Ethics & Compliance Online System (ECOS) User Guide

## General Functions

*(ECOS User Guide - General Functions, Ver 1, 7 May 24)*



# Contents

## In this training guide, learn

- How to login
- How to create an account (for new users)
- What to do on your 1st login



# Why do we need to move to ECOS?

**ECOS** is the new IRB IT System co-developed by NHG and SingHealth that will replace the current ROAM / iSHaRe system.

The system is funded by NMRC to enhance the efficiency and quality of ethics reviews.

## Question – Why do we need to move to **ECOS**?



iPhone 5 (2012)  
ROAM (2012)

[Image credits: [iPhone 5 - Wikipedia](#)]



iPhone 16 (2024)  
ECOS (May, July 2024)

[Image credits: [iPhone 16 Series To Have Two Major Upgrades, Tipster Hints They Are 'Quite Noteworthy'](#) (wccfttech.com)]

- Faster & agile
- Improved user interface
- Greater capacity
- Stronger cybersecurity features
- Common Platform for DSRB & CIRB
- Promotes research collaborations



# ECOS – Ethics & Compliance Online System

- One common IRB Form
- Research office checker for Institutions' - pre-endorsement checks (New / Optional)
- Minimum training validation
- No need to upload CVs

Institutional Review Board (IRB) & Minimum Training

Clinical Research Management System (CRMS)

Phase 1  
Launching May 2024

- Traction on recruitment
- Accessible by Sponsor, Study Team Members & Administrators

- Report HBRA safety events & non-compliances to MOH
- PI Self-Assessment Forms

Compliance & Reporting

Financial Conflict of Interest (FCOI)

FCOI declarations synced for DSRB applications

Phase 2  
Launching in Q3 2024

Submit SDB applications

Standing Database (SDB) (NHG & NUHS Only)

Quality Management

- Audit
- Monitoring

- ECOS is web-based! You may access it from your personal computers
- It is accessible to Public Healthcare Institutions (PHI) and non-PHIs users (e.g., Pharma Sponsors, Academic Institutions (i.e., NUS))



# ECOS – Key Actions for Users

## Soft Launch (Early-Mid May)

- Check & update migrated User Profiles.
- Submit new studies, min training records and FCOI declaration\*.
- Update CRMS.
- Create new account (for users who are not migrated).

## Launch (End May)

- Check studies that are migrated in Wave 1 (i.e., studies that have achieved an outcome as of 01 April 2024)
  - → Submit all other forms

## From July onwards

- Check studies that are migrated in Wave 2 (i.e., remaining studies that have achieved an outcome as of 01 June 2024)

\*More information on the next declaration cycle will be provided later.

# User profiles – Who will be migrated?

## The following accounts\* will be migrated from ROAM to ECOS

1. **PI, Site-PI or Co-I in an Active Study**
2. **ROAM Key Appointment Holder**

*(e.g., DR, IR, DSRB Chairpersons/ Members)*

*[Reference: ECOS Launch Frequently Asked Questions (FAQ) 1st published: FAQ #1, 27 Nov 23, Refreshed: FAQ #4, 19 Jan 24, FAQ #6, 28 Feb 24]*

## All other accounts will not be migrated to ECOS

- You will need to create your profile in ECOS when it is launched
- Study team members will be updated in CRMS

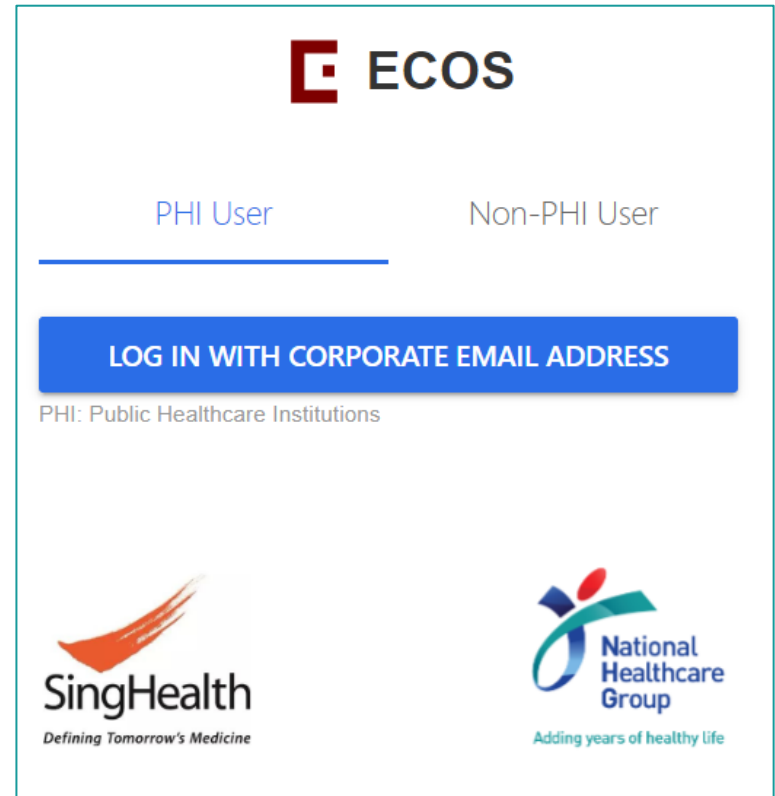


*\*This only applied to profiles that are valid and completed.  
Minimum Training Completion Records (i.e. CITI, FCOI, GCP) uploaded before  
01 March 2024 will be migrated together with the profiles.*

## Public Healthcare Institutions (PHI) Users – Logging In

Login via your corporate email address (M365) & Password

- ECOS account will be automatically generated for users with corporate email accounts (M365)
- Two factor authentication (2FA) via Microsoft Authenticator will be required



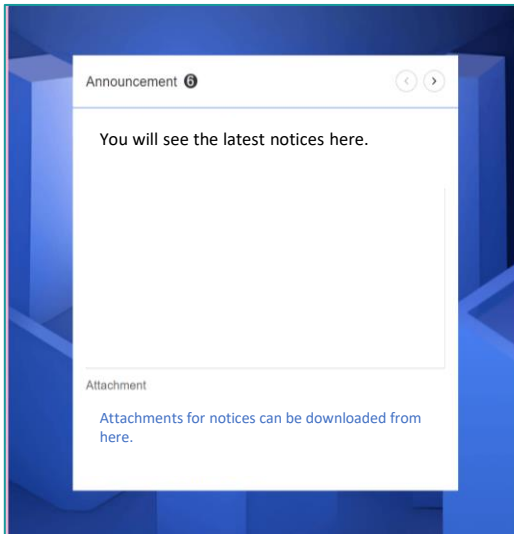
The screenshot shows the ECOS login interface. At the top is the ECOS logo. Below it are two tabs: "PHI User" (which is selected and underlined) and "Non-PHI User". A blue button labeled "LOG IN WITH CORPORATE EMAIL ADDRESS" is prominently displayed. Below the button, it says "PHI: Public Healthcare Institutions". At the bottom of the page, there are logos for SingHealth (with the tagline "Defining Tomorrow's Medicine") and the National Healthcare Group (with the tagline "Adding years of healthy life").



These include users from NHG, SingHealth, NUHS, MOH, MOHH, AIC

- All other users should log in using the “Non-PHI Users” tab

# Non-PHI Users – Creating a new account (1)



Non-PHIs users (e.g., Pharma Sponsors, Academic Institutions (i.e., NUS))



ECOS

PHI User  Non-PHI User

Email

Password

Log in

Forget Password

Sign Up

SingHealth  
Delivering Tomorrow's Medicine

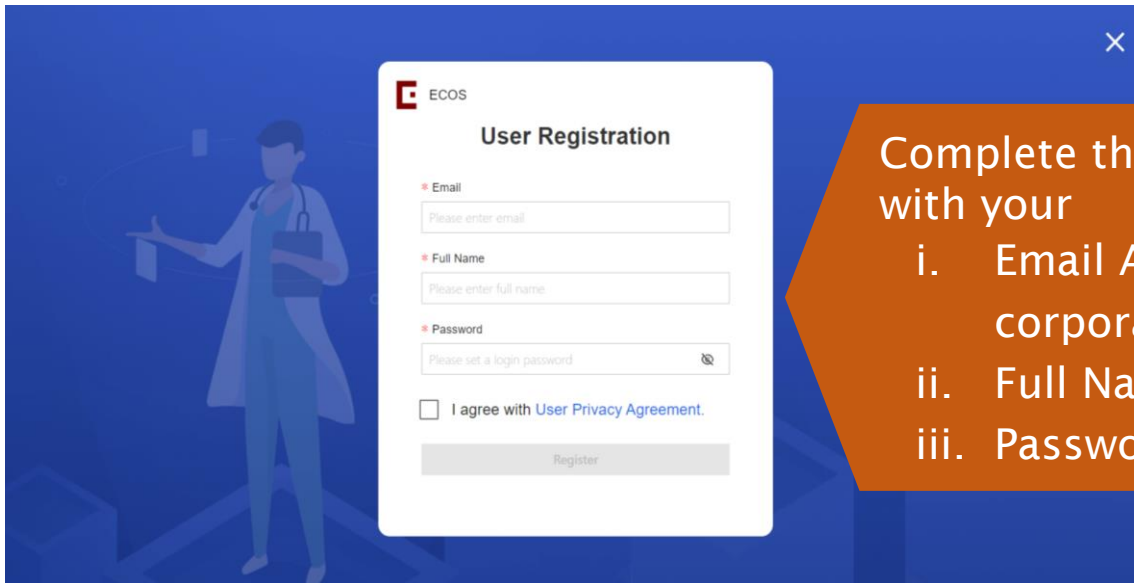
National Healthcare Group  
Adding years of healthy life

Go to the “Non-PHI User” tab

1

Click on “Sign Up”

2



ECOS

### User Registration

\* Email

\* Full Name

\* Password

I agree with [User Privacy Agreement](#).

Register

Complete the registration form with your

- i. Email Address (preferably corporate)
- ii. Full Name
- iii. Password

3

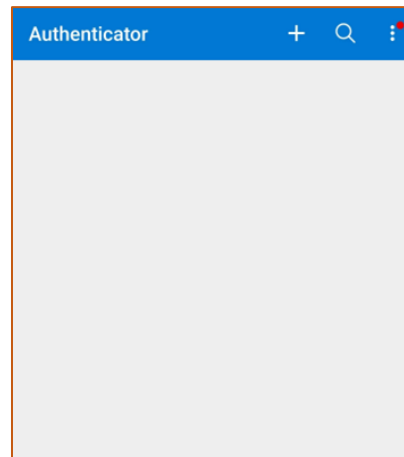


# 1<sup>st</sup> Time ECOS Users – Setting up your Microsoft Authenticator

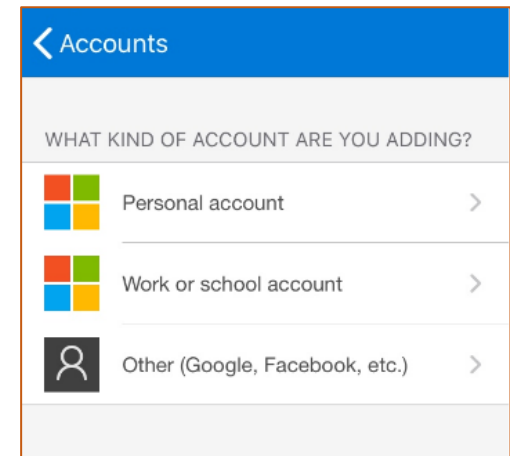
**Step 1:**  
Download Microsoft  
Authenticator



**Step 2:**  
Click '+' to add  
account.



**Step 3:**  
Select 'Other account  
(Google, Facebook, etc.)

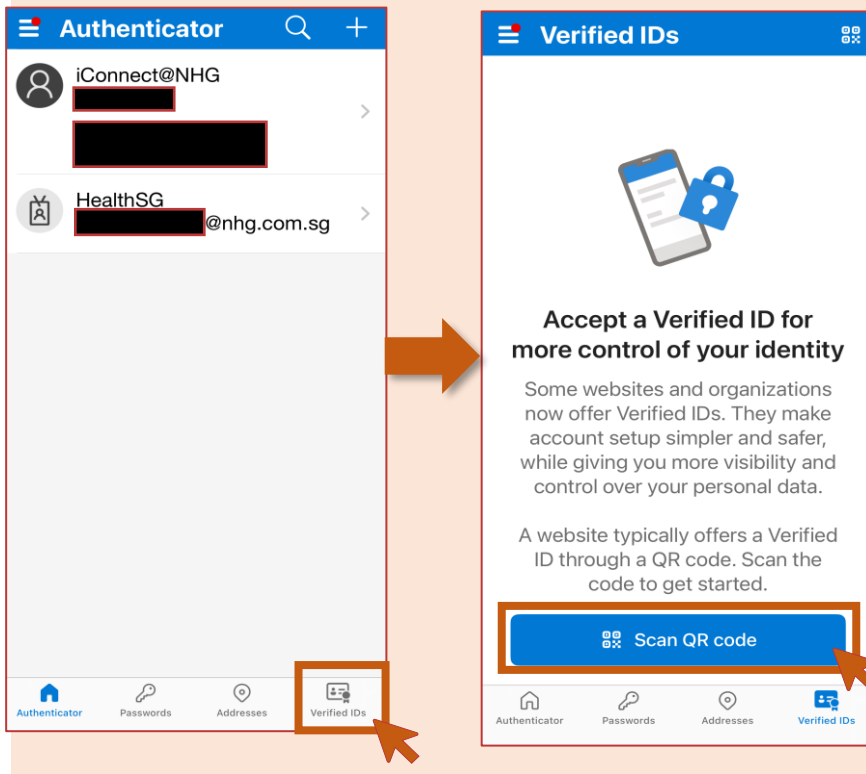


If you do not already have the Microsoft Authenticator, you will be prompted to download it from Apple Store or Playstore and create an account.

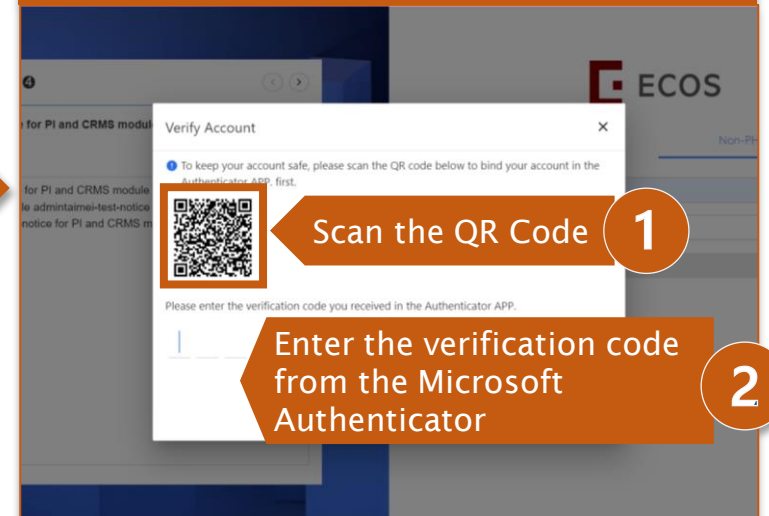
# 1<sup>st</sup> Time ECOS Users – Pairing of Microsoft Authenticator

If you already have the Microsoft Authenticator, you will need to pair it to this account for the first time.

## In Microsoft Authenticator



## Pop-up message in ECOS registration page



# Account Status

## Locked Account: Locked after 5 consecutive failed logins

- To unlock account
  - NHG users - Send a request to [ITDHELP@nhg.com.sg](mailto:ITDHELP@nhg.com.sg) or call 1 800-483-4357.
  - NUHS users – Send a request to [ITDHELP@nuhs.edu.sg](mailto:ITDHELP@nuhs.edu.sg) or call 1 800-483-4357.
  - Non-PHI users: Use the ‘Forgot Password’ feature.

## Disabled Account

- Disabled after 90 calendar days of user login inactivity.
  - NHG users - Send a request to [ITDHELP@nhg.com.sg](mailto:ITDHELP@nhg.com.sg) or call 1 800-483-4357.
  - NUHS users – Send a request to [ITDHELP@nuhs.edu.sg](mailto:ITDHELP@nuhs.edu.sg) or call 1 800-483-4357.
  - Non-PHI user – Send a request to [synapxe.ecosupport@synapxe.sg](mailto:synapxe.ecosupport@synapxe.sg).

## Forgot Password

- For PHI users, the ECOS login password would be your corporate email address (M365) password. In the event that you have forgotten your password, please reset your password via M365 or contact your Institution’s IT helpdesk.
- For non-PHI users, you may reset your password in ECOS using ‘Forgot Password’ feature.

# What to do on your 1st login (New Users) (1)

**TTSH\_STM2** Salutation: Mr Indicate your salutation **1**

Profile and Minimum Training Information Study Information

**Current Appointment Details** Provide 'Primary Appointment' **2** + Add

Primary/Secondary Appointment	Cluster	Institution/Organisation	Cluster-Institution-Department	Designation	Action
Primary	NHG	Tan Tock Seng Hospital (TTSH)	Medical Oncology	X	<a href="#">Edit</a> <a href="#">Delete</a>

**Academic Qualifications** Provide at least 1 'Academic Qualification' **3** + Add

Institution	Qualification	Date of Attainment	Action
SUSS	Master's Degree	26-Oct-2014	<a href="#">Edit</a> <a href="#">Delete</a>

**Employment History** + Add

Institution/Organisation	Department	Designation	From	To	Action
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**Registration Type** + Add  
For medical practitioners / dental practitioners / pharmacists, please provide your registration information

Registration Council	Type of Current Registration	Date of Registration	Action
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Users with migrated profiles should verify the information and update (if necessary).

# What to do on your 1st login (New Users) (2)

## Profile and Minimum Training Information

### Upload your Minimum Training Certificates 4

**Minimum Training Certificates** ⓘ

Note: Meet the minimum training requirement to conduct: ✓ Non-HBR, Clinical Trials, HBR A

+ Add B

*PI/ Site PI and Co-I must submit their training completion report (CITI, FCOI) and certificates (GCP &/or HBR – refer to your cluster’s minimum training requirements)*

Cluster	Name of Training Certification	File Name	Training Completion Date	Expiry Date	Validity Date	<span>C</span> Document Review Status	Comments/Rejection Reason	Action
SingH...	GCP	GCP Certific...	01-Apr-2023	-	Permanent	● Completed		<span>D</span> <span>E</span>
SingH...	HBRA Essentials	HBR CERTIFI...	01-Dec-2022	-	Permanent	● Completed		<span>E</span>
SingH...	CITI Biomed	CITI CERTIFI...	01-Nov-2021	-	Permanent	● Completed		<span>E</span>

- A** Display the type of studies that you can conduct.
- B** Click to add new training certification achieved.
- C** Check Document Review Status for latest update.  
*Type of Document Review Status: Draft, Pending Review, Completed and Rejected*
- D** Click to edit and update the training certification.
- E** View the history of the submission of the training certification.



- You will not be allowed to submit new applications and study amendments until your relevant training reports and certificates have been uploaded and verified.
- Users with migrated profiles should verify the information and update (if necessary).

# NHG Minimum Training Requirement

The Minimum Training Secretariat will review your training certification and update the type of studies that you can conduct based on the following criteria:



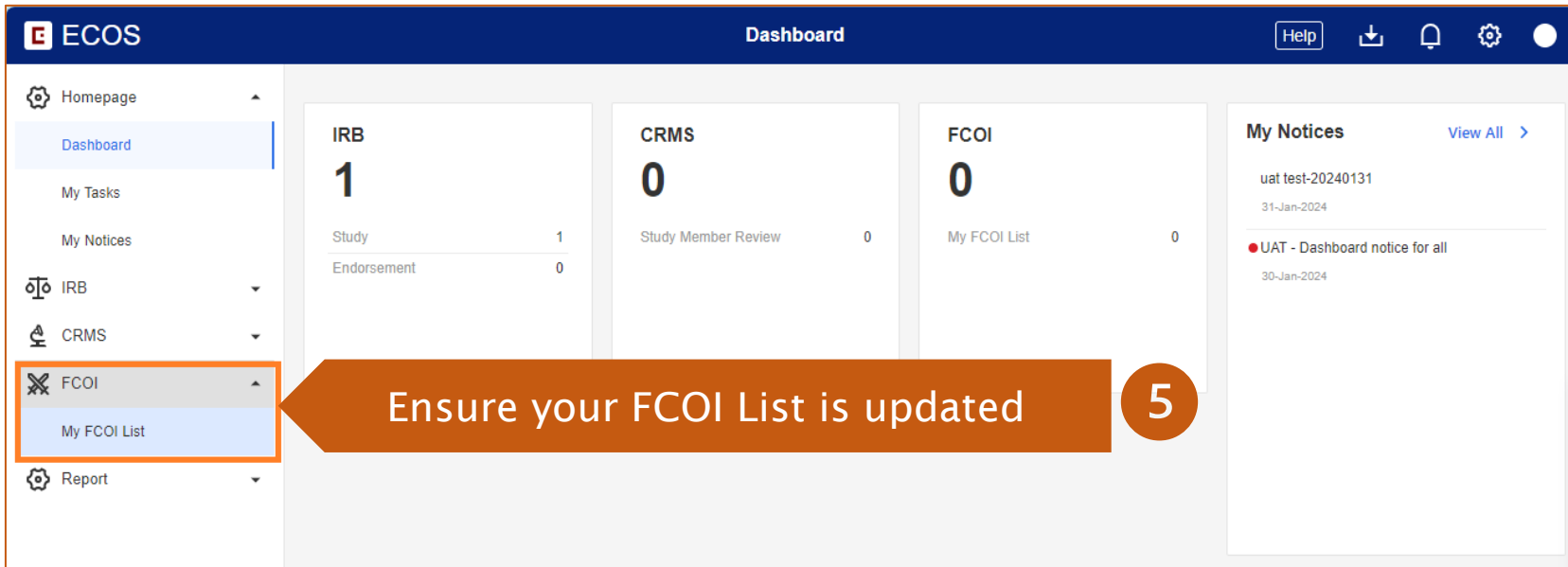
		Training Certification			
		<i>Please refer to NHG Research website for details of the minimum training requirements.</i>			
		NHG Collaborative Institutional Training Initiative (CITI)*	NHG CITI Financial Conflict of Interest (FCOI)	Human Biomedical Research (HBR) Minimum Training	Good Clinical Practice (GCP)
Type of Studies That You can Conduct	Non-HBR*	✓	✓		
	HBR	✓	✓	✓	
	Clinical Trials		✓		✓

\* For population health research, CITI should contain Social, Behavioural and Educational (SBE) modules.



# What to do on your 1st login (New Users) (3)

## On your Dashboard



ECOS Dashboard

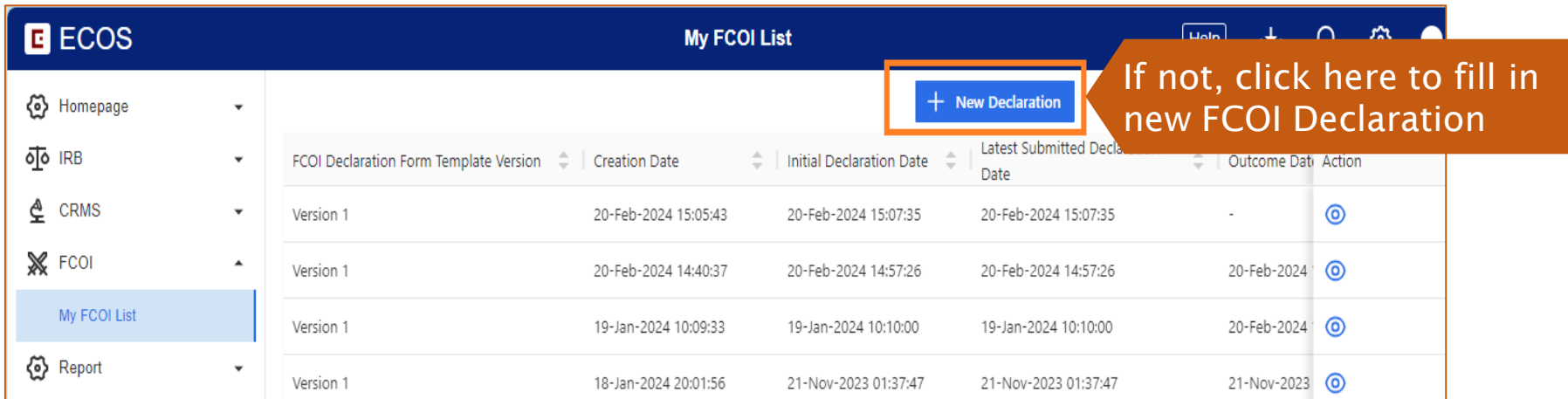
IRB: 1 Study, 0 Endorsement

CRMS: 0 Study Member Review

FCOI: 0 My FCOI List

My Notices: uat test-20240131 (31-Jan-2024), UAT - Dashboard notice for all (30-Jan-2024)

Ensure your FCOI List is updated 5



ECOS My FCOI List

+ New Declaration

FCOI Declaration Form Template Version	Creation Date	Initial Declaration Date	Latest Submitted Declaration Date	Outcome Date	Action
Version 1	20-Feb-2024 15:05:43	20-Feb-2024 15:07:35	20-Feb-2024 15:07:35	-	🕒
Version 1	20-Feb-2024 14:40:37	20-Feb-2024 14:57:26	20-Feb-2024 14:57:26	20-Feb-2024	🕒
Version 1	19-Jan-2024 10:09:33	19-Jan-2024 10:10:00	19-Jan-2024 10:10:00	20-Feb-2024	🕒
Version 1	18-Jan-2024 20:01:56	21-Nov-2023 01:37:47	21-Nov-2023 01:37:47	21-Nov-2023	🕒


If not, click here to fill in new FCOI Declaration

# What to do on your 1st login (New Users) (4)

## On the IRB Application Form



Submission Detail

ECOS Ref: - 

Form Detail

Application Form

* National University Hospital (NUH)	* Yes	Edit Delete
--------------------------------------	-------	-------------

Investigator List + Add

Training	Conflict of Interest	Action
		<b>Did Not Submit</b> Edit Delete

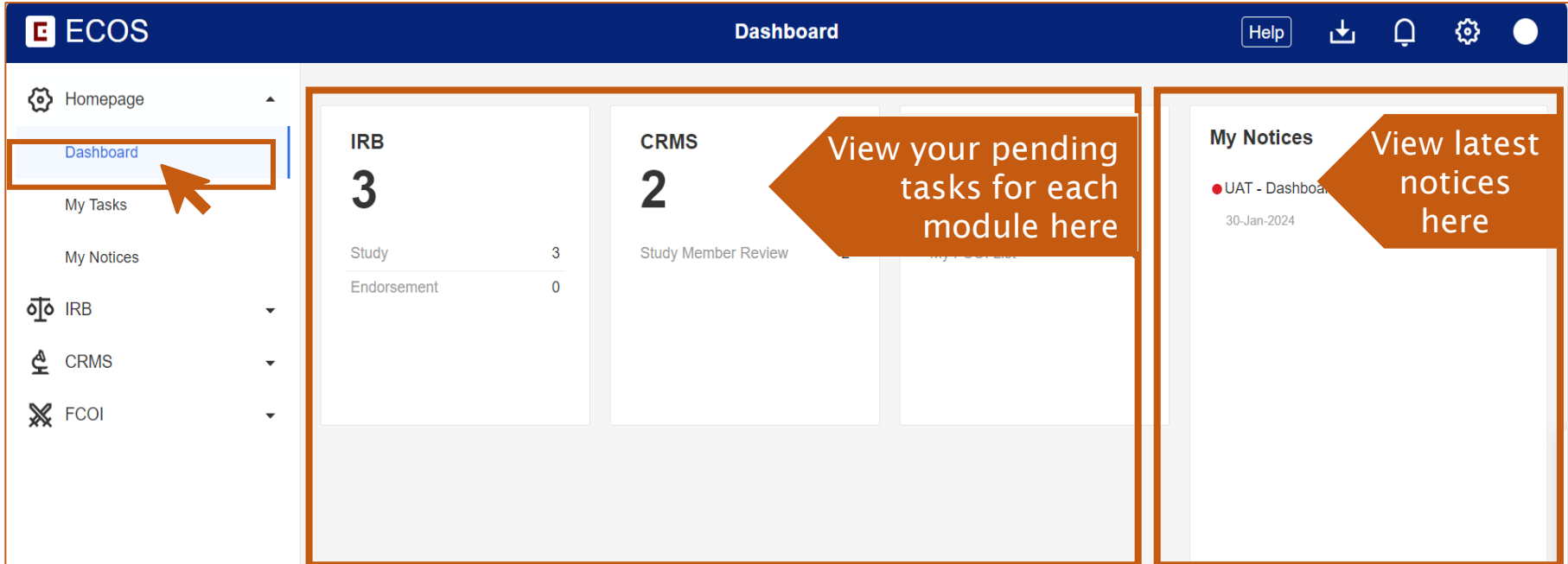
- Investigators will see info under 'Conflict of Interest' under Section B of the Application Form. E.g. Did not Submit
- Click and you will be prompted to submit the FCOI declaration in the FCOI module.

You will not be allowed to submit new applications and study amendments until your FCOI Declaration has been completed.





# Navigating the system – Dashboard

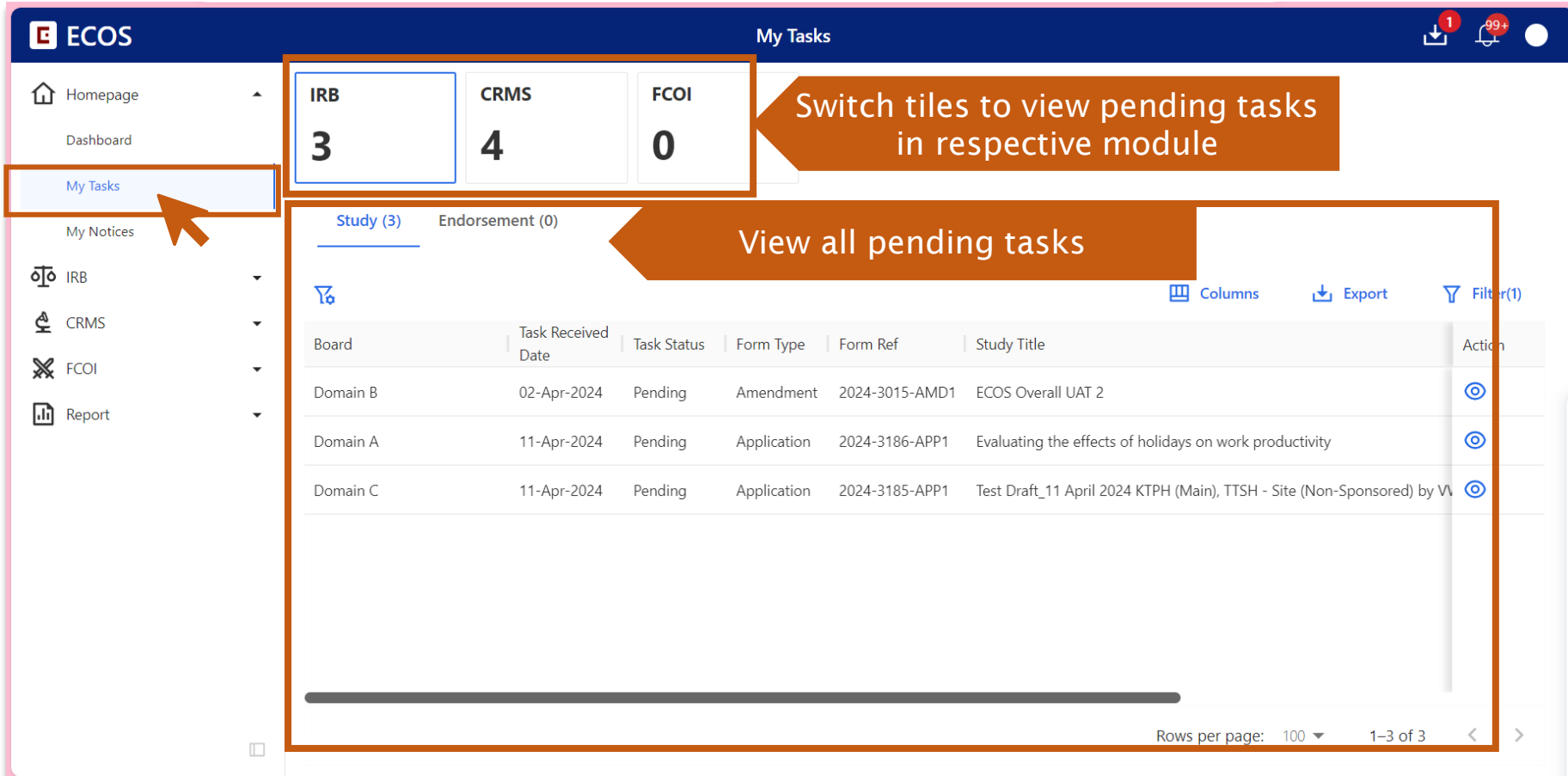


The screenshot shows the ECOS Dashboard interface. The top navigation bar includes the ECOS logo, the word "Dashboard", and utility icons for Help, download, notifications, settings, and a profile icon. A left-hand navigation menu lists "Homepage", "Dashboard" (highlighted with a blue bar and an orange arrow), "My Tasks", "My Notices", "IRB", "CRMS", and "FCOI". The main content area is divided into three sections: "IRB" with a large number "3" and a table showing "Study" (3) and "Endorsement" (0); "CRMS" with a large number "2" and a "Study Member Review" link; and "My Notices" with a "UAT - Dashboard" notice dated "30-Jan-2024". Two orange callout boxes with arrows point to the CRMS and My Notices sections, containing the text "View your pending tasks for each module here" and "View latest notices here" respectively.



The timeout for ECOS is 30 minutes.  
(Editing the form does not count as being active)

# Navigating the system – My Tasks



ECOS My Tasks

IRB 3 CRMS 4 FCOI 0

Switch tiles to view pending tasks in respective module

My Tasks

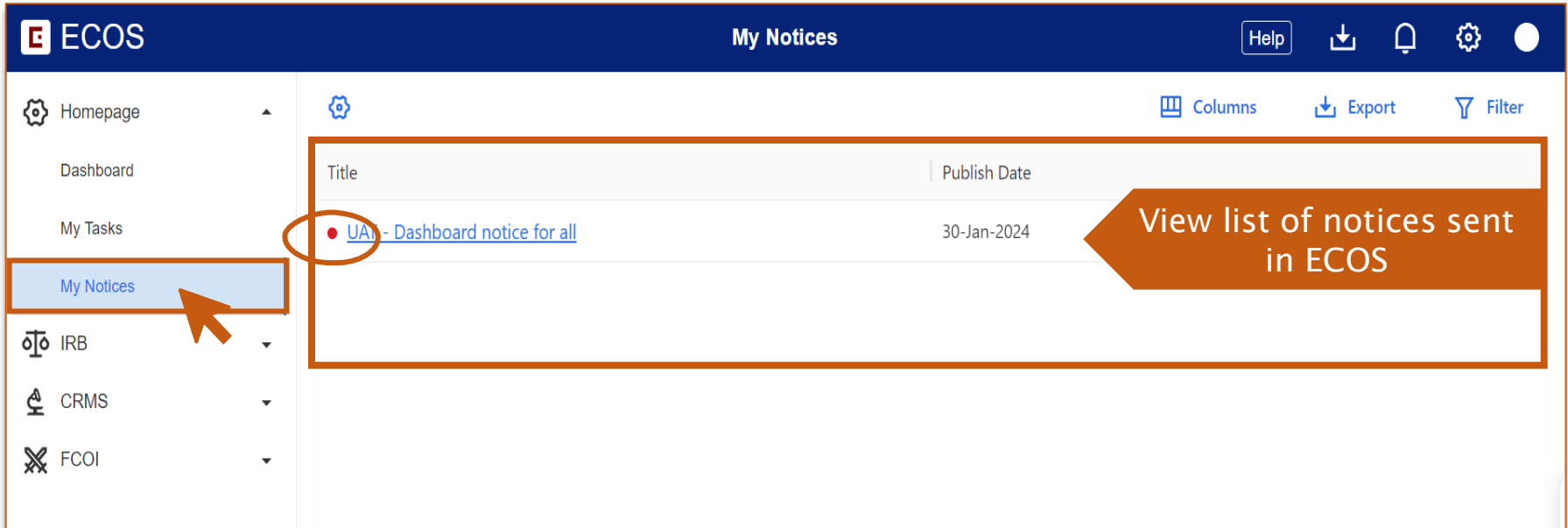
Study (3) Endorsement (0)

View all pending tasks

Board	Task Received Date	Task Status	Form Type	Form Ref	Study Title	Action
Domain B	02-Apr-2024	Pending	Amendment	2024-3015-AMD1	ECOS Overall UAT 2	
Domain A	11-Apr-2024	Pending	Application	2024-3186-APP1	Evaluating the effects of holidays on work productivity	
Domain C	11-Apr-2024	Pending	Application	2024-3185-APP1	Test Draft_11 April 2024 KTPH (Main), TTSH - Site (Non-Sponsored) by W	

Rows per page: 100 1-3 of 3

# Navigating the system – My Notices



ECOS My Notices

Help Download Notifications Settings Profile

Columns Export Filter


Title	Publish Date
• <a href="#">UA - Dashboard notice for all</a>	30-Jan-2024

View list of notices sent in ECOS



The '●' indicates that the notice has not been read.

# Navigating the system – System notifications

ECOS Study List [Click to view System Notifications](#) 

Homepage IRB CRMS **Study List** Study Member Review FCOI Report

ECOS Ref	IRB	PI/Site-PI	Department	Number of Sites	Study Title
2024-3189	NHG DSRB Domain B	Dr TTSH_P1 (Tan Tock Seng Hospital)	Medical Oncology(Tan Tock Seng Hospital)	1	Test study - TTSH single site sponsored for approval
2024-3186	NHG DSRB Domain A	Dr TTSH_P1 (Tan Tock Seng Hospital)	Medical Oncology(Tan Tock Seng Hospital)	1	Evaluating the effects of holidays on work productivity
2024-3185	NHG DSRB Domain C	A/Prof KTPH_SP1 (Khoo Teck Puat Hospital), Dr TTSH_P1 (Tan Tock Seng Hospital)	General Surgery(Khoo Teck Puat Hospital), Medical Oncology(Tan Tock Seng Hospital)	2	Test Draft_11 April 2024 KTPH (Main), TTSH (Non-Sponsored) by VW
2024-3083	NHG DSRB Domain B	Dr TTSH_P1 (Tan Tock Seng Hospital)	Department of Medical Oncology(Tan Tock Seng Hospital)	1	Please enter the Study Title for this Study
2024-3015	NHG DSRB Domain B	A/Prof KTPH_SP1 (Khoo Teck Puat Hospital), Dr TTSH_P1 (Tan Tock Seng Hospital)	Department of General Surgery(Khoo Teck Puat Hospital),Medical Oncology(Tan Tock Seng Hospital)	2	ECOS Overall UAT 2

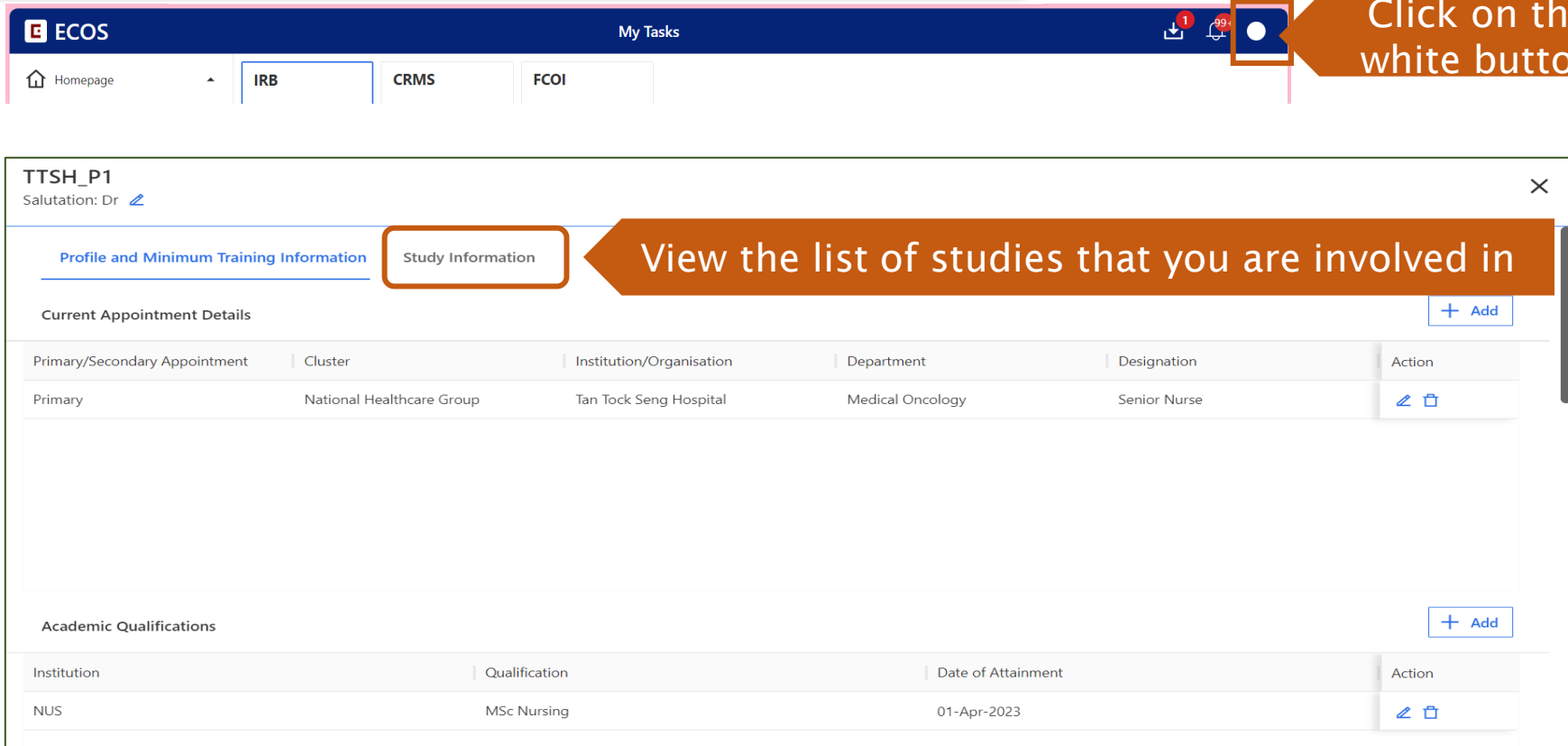
Pending Review Tasks Unfinished Tasks Unfinished Quality Co



A pop-up window will appear when the “  ” is clicked

# Where to find your studies? (1)

## Under your “User Profile” page



The screenshot shows the ECOS user profile page for user TTSH\_P1. The page has a dark blue header with the ECOS logo and 'My Tasks' text. Below the header is a navigation bar with tabs for 'Homepage', 'IRB', 'CRMS', and 'FCOI'. The 'IRB' tab is selected. On the right side of the header, there are notification icons, one of which is a white button with a blue circle, highlighted by an orange arrow pointing to it with the text 'Click on the white button'. Below the header is the user profile section for 'TTSH\_P1' with a 'Salutation: Dr' dropdown. There are two tabs: 'Profile and Minimum Training Information' and 'Study Information', with the latter highlighted by an orange arrow and the text 'View the list of studies that you are involved in'. Below the tabs are sections for 'Current Appointment Details' and 'Academic Qualifications', each with an '+ Add' button. The 'Current Appointment Details' section contains a table with one row of data.

Primary/Secondary Appointment	Cluster	Institution/Organisation	Department	Designation	Action
Primary	National Healthcare Group	Tan Tock Seng Hospital	Medical Oncology	Senior Nurse	<a href="#">Edit</a> <a href="#">Delete</a>

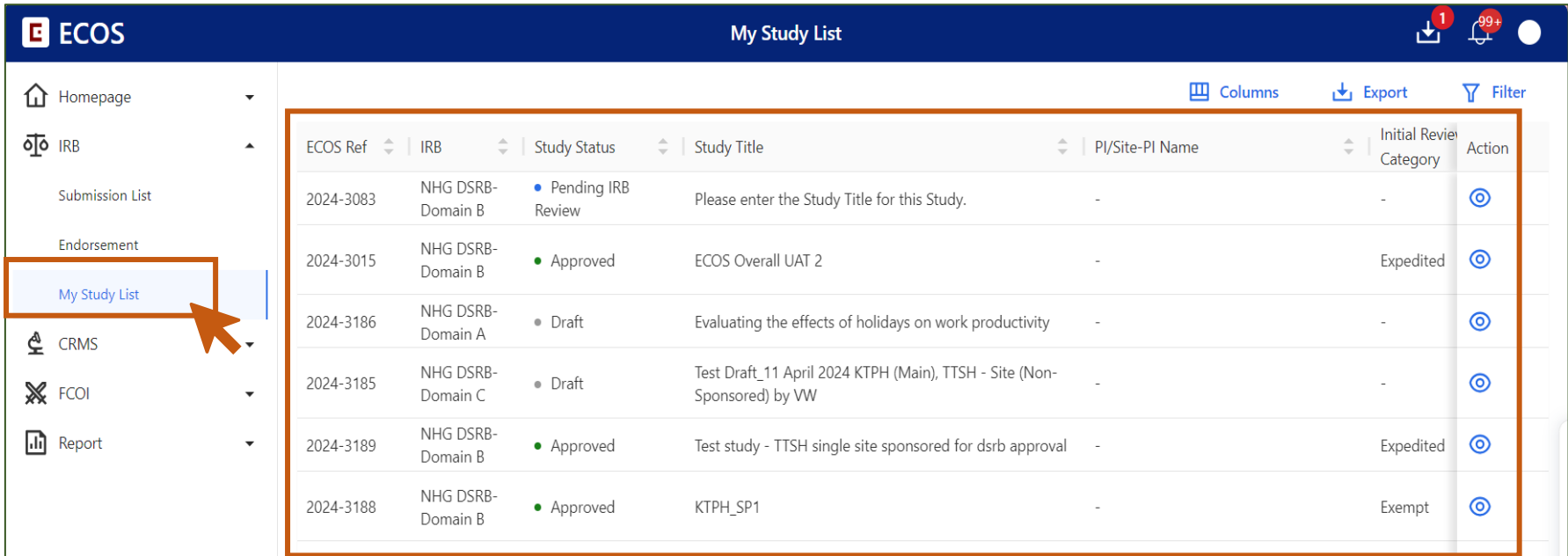
Institution	Qualification	Date of Attainment	Action
NUS	MSc Nursing	01-Apr-2023	<a href="#">Edit</a> <a href="#">Delete</a>



Your list of studies will only be available after the launch (end May 2024).

# Where to find your studies? (2)

## Under IRB Dashboard



**ECOS** My Study List

Columns Export Filter

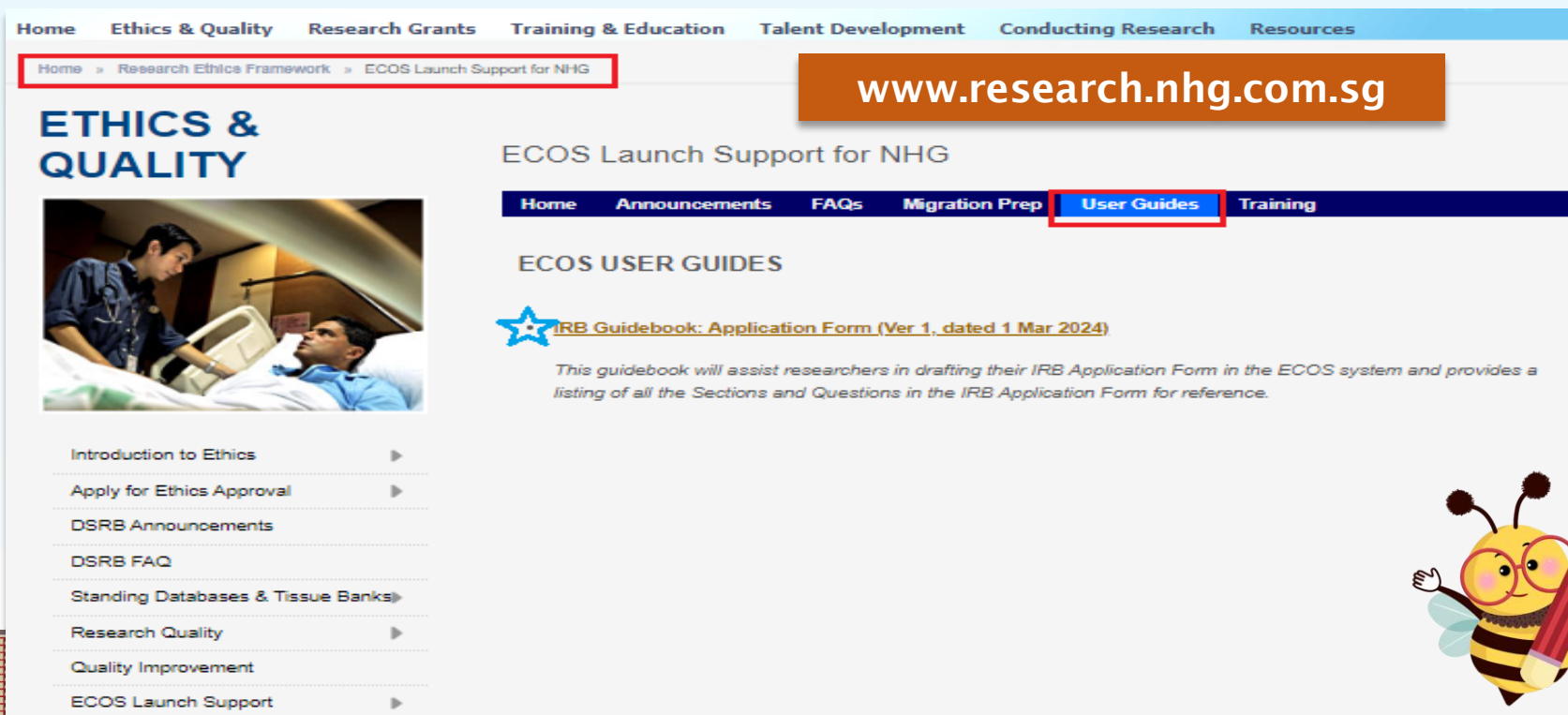
ECOS Ref	IRB	Study Status	Study Title	PI/Site-PI Name	Initial Review Category	Action
2024-3083	NHG DSRB-Domain B	Pending IRB Review	Please enter the Study Title for this Study.	-	-	
2024-3015	NHG DSRB-Domain B	Approved	ECOS Overall UAT 2	-	Expedited	
2024-3186	NHG DSRB-Domain A	Draft	Evaluating the effects of holidays on work productivity	-	-	
2024-3185	NHG DSRB-Domain C	Draft	Test Draft_11 April 2024 KTPH (Main), TTSH - Site (Non-Sponsored) by VW	-	-	
2024-3189	NHG DSRB-Domain B	Approved	Test study - TTSH single site sponsored for dsrb approval	-	Expedited	
2024-3188	NHG DSRB-Domain B	Approved	KTPH_SP1	-	Exempt	

Your list of studies will only be available after the launch (end May 2024).



# Module-Specific Training Materials & Recording

- IRB Guidebook is available on '[ECOS Launch Support Portal > User Guides](#)'.
- Module-specific training materials will be made available soon.
- Stay tuned to the NHG Research Website ([www.research.nhg.com.sg](http://www.research.nhg.com.sg)) **OR** look out for emails from [OHRPP@nhg.com.sg](mailto:OHRPP@nhg.com.sg)!



The screenshot displays the NHG Research Website interface. At the top, a navigation bar includes links for Home, Ethics & Quality, Research Grants, Training & Education, Talent Development, Conducting Research, and Resources. A breadcrumb trail shows the path: Home > Research Ethics Framework > ECOS Launch Support for NHG. A large orange banner prominently features the website URL: [www.research.nhg.com.sg](http://www.research.nhg.com.sg). Below this, the page title is "ECOS Launch Support for NHG". A secondary navigation bar contains links for Home, Announcements, FAQs, Migration Prep, User Guides (highlighted with a red box), and Training. The main content area is titled "ECOS USER GUIDES" and features a star icon next to the link "IRB Guidebook: Application Form (Ver 1, dated 1 Mar 2024)". A descriptive paragraph states: "This guidebook will assist researchers in drafting their IRB Application Form in the ECOS system and provides a listing of all the Sections and Questions in the IRB Application Form for reference." On the left side, there is a vertical menu under the heading "ETHICS & QUALITY" with a photograph of a doctor attending to a patient. The menu items are: Introduction to Ethics, Apply for Ethics Approval, DSRB Announcements, DSRB FAQ, Standing Databases & Tissue Banks, Research Quality, Quality Improvement, and ECOS Launch Support. A cartoon bee character holding a pencil is positioned in the bottom right corner of the page content.

# For more information on ECOS

Home » Research Ethics Framework » ECOS Launch Support for NHG

[www.research.nhg.com.sg](http://www.research.nhg.com.sg)

## ETHICS & QUALITY



- Introduction to Ethics ▶
- Apply for Ethics Approval ▶
- DSRB Announcements
- DSRB FAQ
- Standing Databases & Tissue Banks ▶
- Research Quality ▶
- Quality Improvement
- ECOS Launch Support** ▶

### ECOS Launch Support for NHG

[ECOS Home](#) | [ECOS Announcements](#) | **[ECOS FAQs](#)** | [ECOS Migration Prep](#) | [ECOS User Guides](#)

#### What is ECOS?

The **Ethics and Compliance Online System (ECOS)** is the new ethics review infrastructure that is co-developed by NHG and SingHealth. The ECOS system will replace the current NHG ROAM system in mid 2024.

The ECOS system is intended to support research enterprise functions across the research lifecycle from Study Initiation to Completion, allowing IRBs, institutions, and researchers to have a one stop oversight of research related activities.

As part of NHG's preparations to ensure a smooth transition from the current ROAM System over to the succeeding ECOS system, we have created a new information website to act as a central reference and information portal.

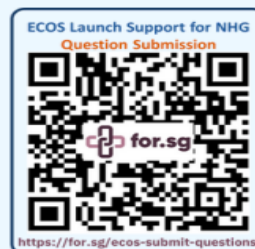
All posted announcements, news and guides related to the ECOS system and the decommissioning of the NHG ROAM System will be made available here on this portal.

ECOS Launch Support Site for NHG: <https://for.sg/ecos> (Both NHG-Intranet & Internet accessible)

#### For More Information



#### Any Questions?



#### Mailing List Subscription

