

# Quick Start Guide: Ethics & Compliance Online System (ECOS)

# Getting Started - Ethics and Compliance Online System (ECOS)



ECOS, launched on 10 May 2024, is the new IRB IT system co-developed by NHG Health and SingHealth that supports the research lifecycle and provides centralised oversight for IRBs, institutions, and researchers.



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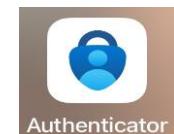
1

# Account Creation

- ECOS Login
- User Profile Set-Up

# Public Healthcare Institutions (PHI) Users – Login

- 1) PHI - Agency for Integrated Care (AIC), Ministry of Health (MOH), MOH Holdings (MOHH), National Healthcare Group (NHG), SingHealth, National University Health Systems (NUHS)
- 2) ECOS Login <https://www.ecos-research.com.sg/login/>
- 3) Login with your corporate M365 email address & Password
- 4) ECOS account will be automatically generated for users with corporate M365 email accounts
- 5) Two factor authentication (2FA) via Microsoft Authenticator is required



  
ECOS

[PHI User](#)

[Non-PHI User](#)

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[LOG IN WITH CORPORATE EMAIL ADDRESS](#)

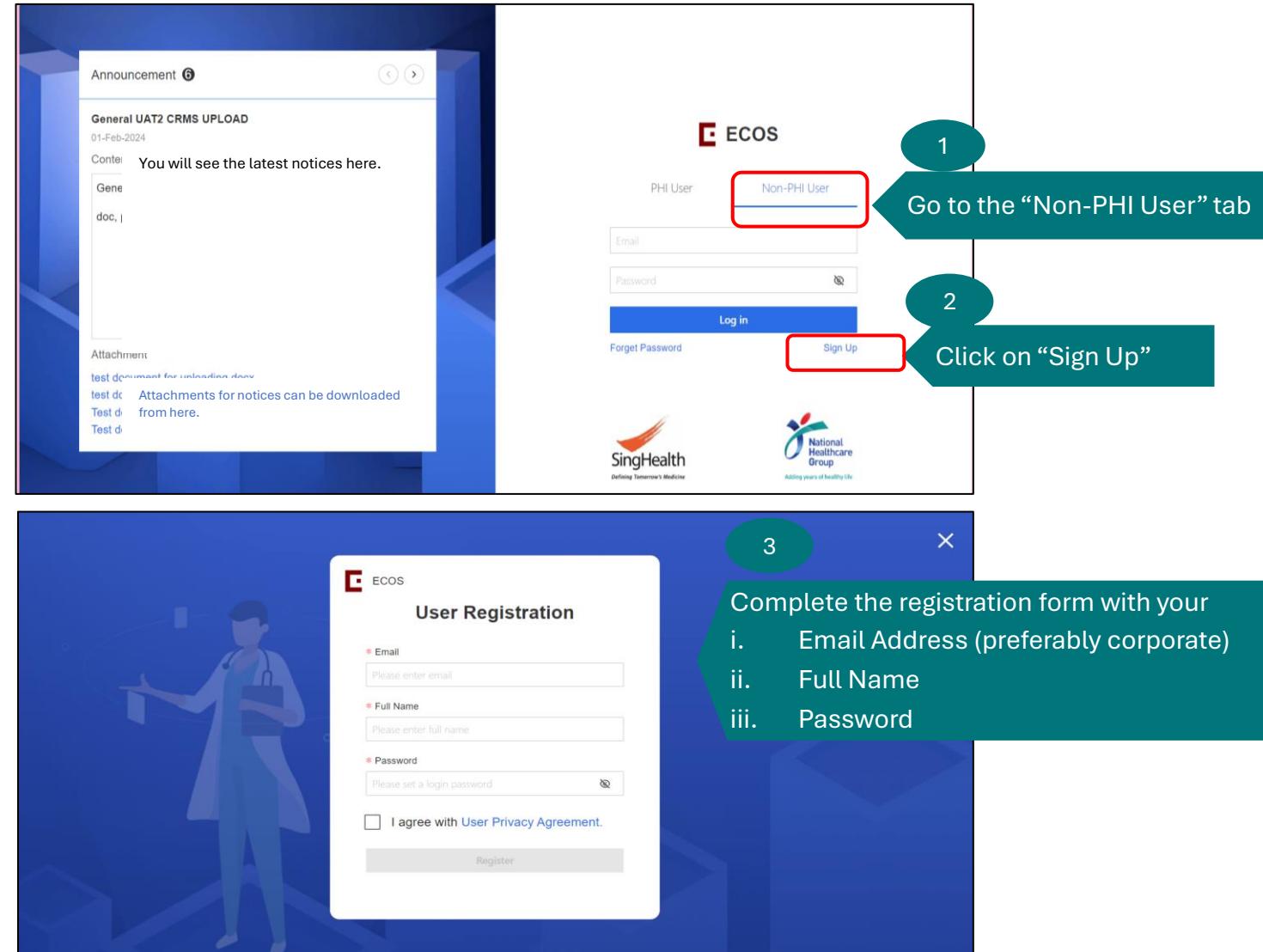
PHI: Public Healthcare Institutions

  
SingHealth  
Defining Tomorrow's Medicine

  
National  
Healthcare  
Group  
Adding years of healthy life

# Non-Public Health Institution (PHI) Users – Login

- 1) Non-PHI - Pharma Sponsors, Academic Institutions (e.g. NUS)
- 2) ECOS Login  
<https://www.ecos-research.com.sg/login/>



The diagram illustrates the ECOS User Registration process in three steps:

1. Go to the “Non-PHI User” tab (highlighted in red box).
2. Click on “Sign Up” (highlighted in red box).
3. Complete the registration form with your:
  - i. Email Address (preferably corporate)
  - ii. Full Name
  - iii. Password



## Non-PHI Users – Login (continued)

### Microsoft Authenticator App

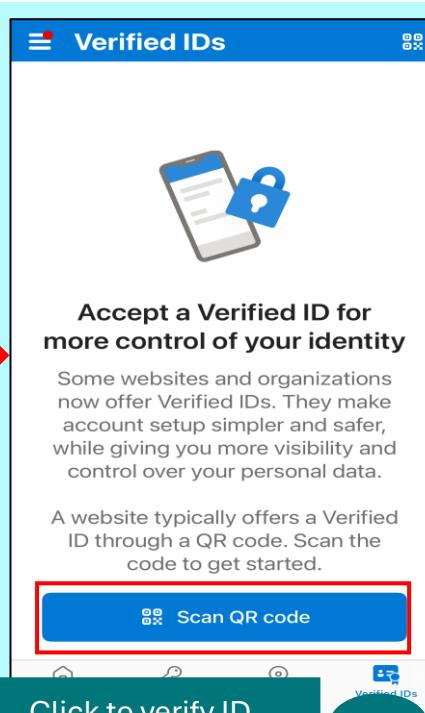
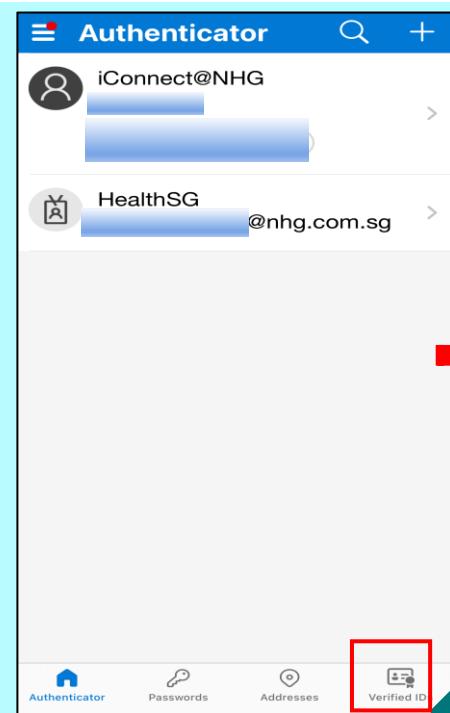
First-time users of ECOS with the App on your mobile device will need to pair it to this account, by clicking “Verify ID”

If you do not already have the App, you will need to Download it from Apple App Store or Google Play and create an account.

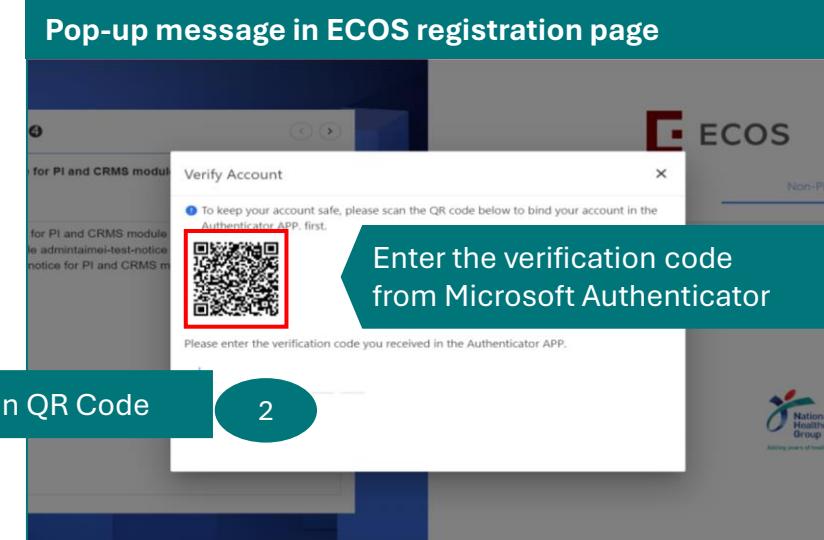


Authenticator

#### In Microsoft Authenticator

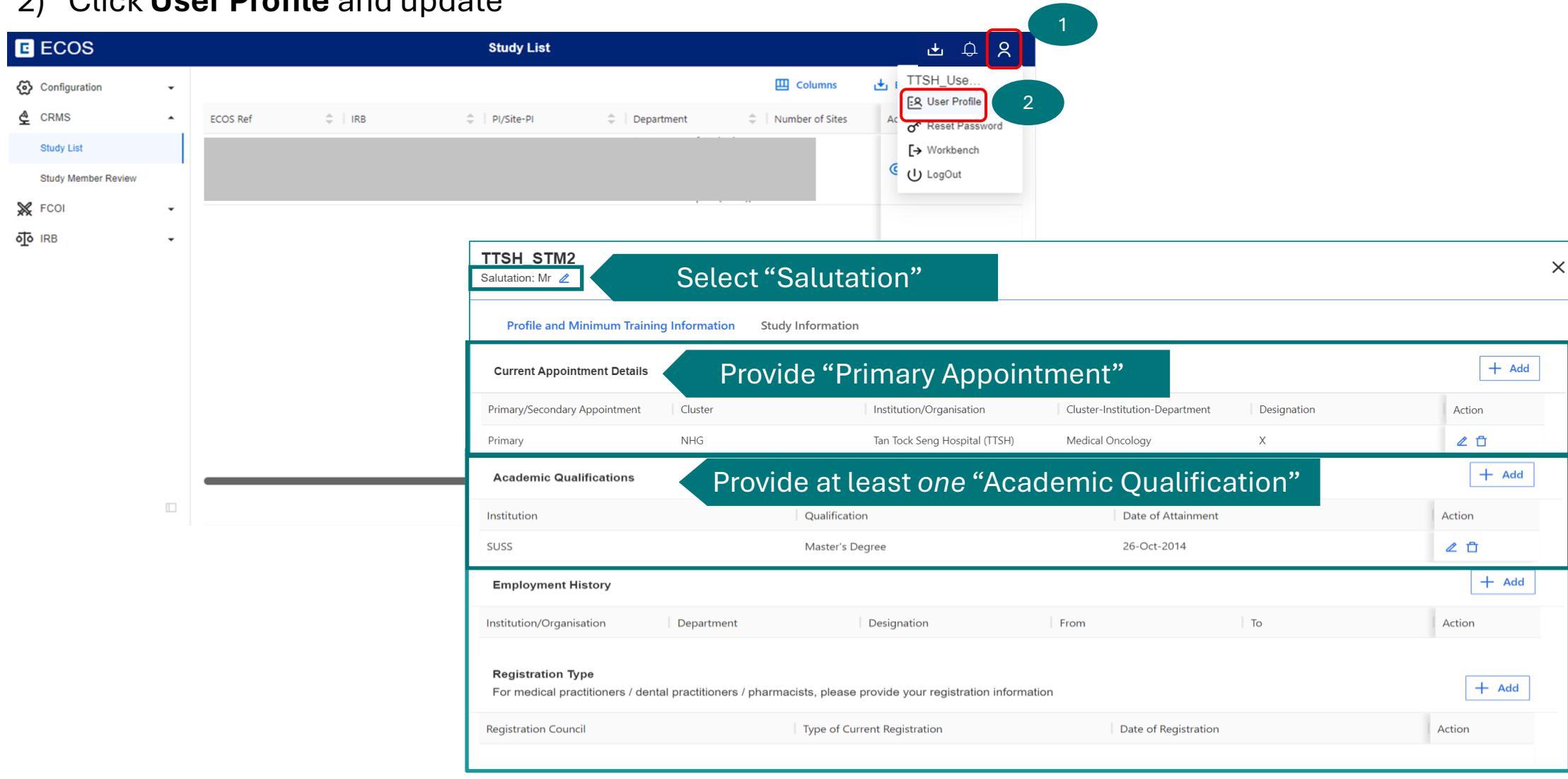


#### Pop-up message in ECOS registration page



# User Profile Set Up

- 1) Click  **Profile icon** (top right corner)
- 2) Click **User Profile** and update



1

2

ECOS

Study List

ECOS Ref | IRB | PI/Site-PI | Department | Number of Sites

Configuration | CRMS | Study List | Study Member Review | FCOI | IRB

Columns

TTSH\_Used... | User Profile | Reset Password | Workbench | LogOut

TTSH STM2

Salutation: Mr 

Select “Salutation”

Profile and Minimum Training Information | Study Information

Provide “Primary Appointment”

Current Appointment Details

Primary/Secondary Appointment	Cluster	Institution/Organisation	Cluster-Institution-Department	Designation	Action
Primary	NHG	Tan Tock Seng Hospital (TTSH)	Medical Oncology	X	 

Provide at least one “Academic Qualification”

Academic Qualifications

Institution	Qualification	Date of Attainment	Action
SUSS	Master's Degree	26-Oct-2014	 

Employment History

Institution/Organisation	Department	Designation	From	To	Action
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Registration Type

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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Restricted, Sensitive - Normal



2

## Mandatory Training Requirements & FCOI Declaration

- Complete Minimum Training Requirements To Receive ECOS Labels to Submit Studies
- FCOI Declaration



# Overview

- 1) Only PIs, Site PIs, Co-Is are listed in the Application Form - Section B2(a) Investigator List. These investigators must submit their minimum training certificates for validation and issuance of **“ECOS Labels”**.
- 2) **ECOS Labels** allows users to submit studies they are qualified to conduct based on completed minimum training requirements. If the requirements are not met, the system will prompt, and no "label" will be issued.
- 3) All other study team members (Study Administrator, Study Member and Sponsors) are added in the **Clinical Research Management System (CRMS)** ([slide 25](#)).

<b>For NHG Health Staff and Partner Institutions</b> <b>(Please refer to your cluster's/institution's minimum training policy/requirements.)</b>		
<b>Type of Study</b>	<b>Minimum Training Requirements</b>	<b>ECOS Labels</b>
Non-Human Biomedical Research	CITI Biomed CITI FCOI <sup>^</sup>	Non-HBR
Human Biomedical Research regulated by HBRA	CITI Biomed CITI FCOI <sup>^</sup> HBRA Training <sup>*</sup>	HBR
Clinical Trials regulated by HSA	GCP CITI FCOI <sup>^</sup>	Clinical Trials
Social, Behavioural, Educational Research (applicable to submissions to NHG Health DSRB Domain F)	CITI SBE CITI FCOI <sup>^</sup>	SBE

<sup>^</sup>The FCOI declaration form will be given a “Reviewed and Completed” status.  
<sup>\*</sup>Name of HBRA Training Certification might differ for different cluster/institution.

**Note:**

- a) CITI Biomed, CITI FCOI, CITI GCP and CITI SBE → Please upload the **completion report showing all completed modules** (slide 10 for example)
- b) HBRA Training Certificate → Please upload the eCertificate

**For more information, refer to [Overview of Minimum Training Requirements](#)**



# Example of CITI Completion Report

**COLLABORATIVE INSTITUTIONAL TRAINING INITIATIVE (CITI PROGRAM)**  
COMPLETION REPORT - PART 2 OF 2  
COURSEWORK TRANSCRIPT\*\*

\*\* NOTE: Scores on this Transcript Report reflect the most current quiz completions, including quizzes on optional (supplemental) elements of the course. See list below for details. See separate Requirements Report for the reported scores at the time all requirements for the course were met.

\* Name: [REDACTED]  
\* Institution Affiliation: National Healthcare Group Pte Ltd. (ID: 527)  
\* Institution Email: [REDACTED]  
\* Institution Unit: [REDACTED]  
\* Phone: [REDACTED]

\* Curriculum Group: [REDACTED]  
\* Course Learner Group: [REDACTED]  
\* Stage: [REDACTED]

\* Record ID: [REDACTED]  
\* Report Date: [REDACTED]  
\* Current Score\*\*: [REDACTED]

**REQUIRED, ELECTIVE, AND SUPPLEMENTAL MODULES**

	MOST RECENT	SCORE
Informed Consent (ID: 3)	25-Jan-2023	5/5 (100%)
Defining Research with Human Subjects - SBE (ID: 401)	26-Jan-2023	4/5 (80%)
Belmont Report and Its Principles (ID: 1127)	25-Jan-2023	3/3 (100%)
Social and Behavioral Research (SBR) for Biomedical Researchers (ID: 4)	25-Jan-2023	4/4 (100%)
The Federal Regulations - SBE (ID: 502)	26-Jan-2023	5/5 (100%)
Assessing Risk - SBE (ID: 503)	26-Jan-2023	5/5 (100%)
Records-Based Research (ID: 5)	25-Jan-2023	4/4 (100%)
Internet-Based Research - SBE (ID: 510)	26-Jan-2023	3/5 (60%)
History and Ethics of Human Subjects Research (ID: 498)	25-Jan-2023	5/5 (100%)
History and Ethical Principles - SBE (ID: 490)	26-Jan-2023	4/5 (80%)
Populations in Research Requiring Additional Considerations and/or Protections (ID: 16680)	25-Jan-2023	5/5 (100%)
Conflicts of Interest in Human Subjects Research (ID: 17464)	25-Jan-2023	4/5 (80%)
NHG-Singapore. Overview of the Regulatory Framework and Guidelines in Singapore (ID: 809)	25-Jan-2023	No Quiz
NHG - Singapore. Overview of Domain Specific Review Board (DSRB) Review Process (ID: 810)	25-Jan-2023	No Quiz
National Healthcare Group - Singapore (ID: 808)	25-Jan-2023	No Quiz

For this Report to be valid, the learner identified above must have had a valid affiliation with the CITI Program subscribing institution identified above or have been a paid Independent Learner.

Completion Date 28-Oct-2022  
Expiration Date N/A  
Record ID [REDACTED]

**CITI PROGRAM**



This is to certify that:

Has completed the following CITI Program course:

**CITI Good Clinical Practice**  
(Curriculum Group)  
**CITI Good Clinical Practice Course**  
(Course Learner Group)  
**1 - Basic Course**  
(Stage)

**X**

Not valid for renewal of certification through CME.

Under requirements set by:

[REDACTED]

This GCP training contains all of the attested CITI Program modules from the GCP for Clinical Trials with Investigational Drugs and Medical Devices (U.S. FDA Focus) Version 2. This ICH E6 GCP Investigator Site Training meets the Minimum Criteria for ICH GCP Investigator Site Personnel Training identified by TransCelerate BioPharma as necessary to enable mutual recognition of GCP training among trial sponsors.

Verify at [www.citiprogram.org/verify/?w78b299b7-e656-43d4-a482-7a8274a6b921-51738529](http://www.citiprogram.org/verify/?w78b299b7-e656-43d4-a482-7a8274a6b921-51738529)

# How To: Upload/Update Minimum Training Certificates

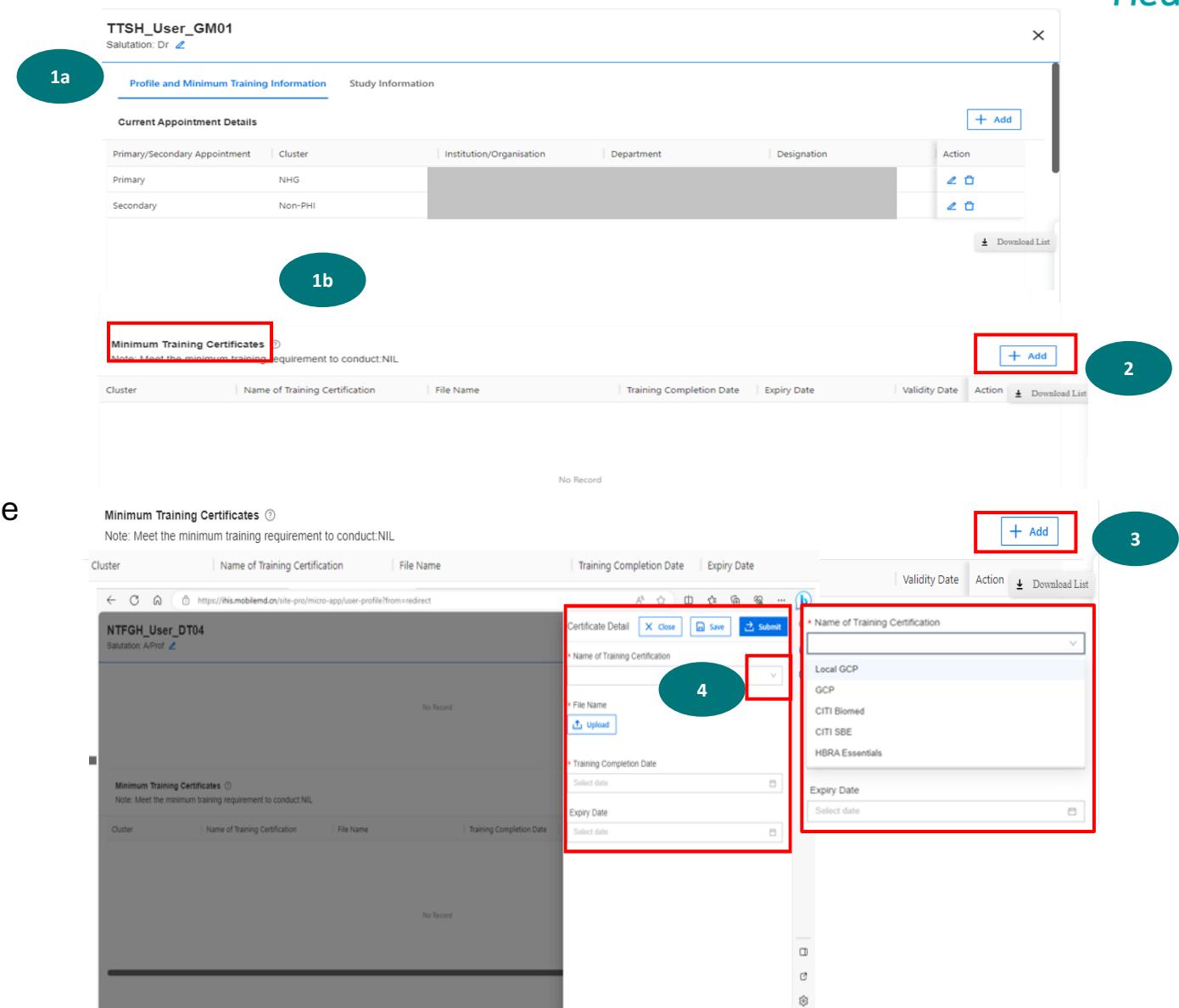
1(a) At “User Profile”, locate the “Profile and Minimum Training Information” tab

1(b) Scroll down to select “Minimum Training Certificates”

2) Click on  to upload/update certificate/s

3) Click on  for “Certificate Detail”

4) Click on  dropdown menu and to select the training certificate to be uploaded



TTSH\_User\_GM01  
Salutation: Dr

Profile and Minimum Training Information   Study Information

Current Appointment Details

Primary/Secondary Appointment	Cluster	Institution/Organisation	Department	Designation	Action
Primary	NHG				  
Secondary	Non-PHI				  

**Minimum Training Certificates** Note: Meet the minimum training requirement to conduct: NIL

Cluster	Name of Training Certification	File Name	Training Completion Date	Expiry Date	Validity Date	Action	Download List
No Record							

**Minimum Training Certificates** Note: Meet the minimum training requirement to conduct: NIL

Cluster	Name of Training Certification	File Name	Training Completion Date	Expiry Date	Validity Date	Action	Download List
No Record							

**NTFGH\_User\_DT04**  
Salutation: A/Prof

**Minimum Training Certificates** Note: Meet the minimum training requirement to conduct: NIL

Cluster	Name of Training Certification	File Name	Training Completion Date	Expiry Date	Validity Date	Action	Download List
No Record							

**Certificate Detail**

**Name of Training Certification**    

**File Name** 

**Training Completion Date** 

**Expiry Date** 

**Name of Training Certification** 

- Local GCP
- GCP
- CITI Biomed
- CITI SBE
- HBRA Essentials

**Expiry Date** 

# How To: Upload/Update Minimum Training Certificates (continued)

- 4) Select “Name of Training Certification”
- 5) Click  to browse and upload the training certificate. (Limited to one file upload for each type of Training Certificate)
- 6(a) Click the **Calendar icon** for the calendar window
- 6(b) Select “Completion Date” on the training certificate
- 7) “Save” the Training Certificate and details
- 8) Click  to send certificates to your cluster / institution’s designated Minimum Training Secretariat for review

**Certificate Detail**

 Close
 Save
 Submit

**\* Name of Training Certification**

**\* File Name**

 Upload
 5

**\* Training Completion Date**

Select date
 6a

**Expiry Date**

Select date
*(Optional field)*
 6b

**\* Training Completion Date**

01-Sep-2023  6a

« < Sep 2023 > »

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

**• Record ID:** 58018505  
**• Completion Date:** 01-Sep-2023  
**• Expiration Date:** 01-Sep-2026  
**• Minimum Passing:** 80  
**• Reported Score\*:** 96

REQUIRED AND ELECTIVE MODULES ONLY

DATE COMPLETED SCORE



# Review Training Certificate – Document Review Status

- 1) Upon submission of the Training Certificate view its status under the “**Minimum Training Certificates**” section
- 2) View “**Document Review Status**”: Pending Verification/Completed/ Rejected/Expired (*at the far right of the screen*)

Note: You will receive an email notification when there is a review outcome from the Minimum Training Secretariat

Minimum Training Certificates ? 1

Note: Meet the minimum training requirement to conduct: NIL

+ Add

Cluster	Name of Training Certification	File Name	Training Completion Date	Expiry Date	Validity Date	Action	Download List
NUHS	CITI Biomed	citiCompletionReport_12892325_601...	01-Sep-2023	-	31-Aug-2024	<span>🕒</span>	

Validity Date Document Review Status Comments/Reje Action

31-Aug-2024 Pending Verification 2 🕒

Document Review Status	Description
Pending Verification	Training Certificate is pending verification by your Cluster / Institution’s Minimum Training Secretariat
Completed	Training Certificate has been verified and accepted by your Cluster / Institution’s Minimum Training Secretariat
Rejected	Training Certificate is rejected by your Cluster / Institution’s Minimum Training Secretariat
Expired	Validity Date of Training Certificate has passed. Please complete the Refresher course and upload the new Training Certificate.



# Edit & Review Training Certificate Status & ECOS Labels

## Minimum Training Certificates

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

 Add

Name of Training Certificate	File Name	Training Completion Date	Expiry Date	Validity Date	Document Review Status	Comments/Rejection Reason	Action
CITI SBE	.docx	19-Apr-2024	19-Apr-2024	Permanent	Rejected	Did not complete at least 5 SBE modules.	 

1

2

## Profile and Minimum Training Information

## Study Information

### Minimum Training Certificates

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

 Add

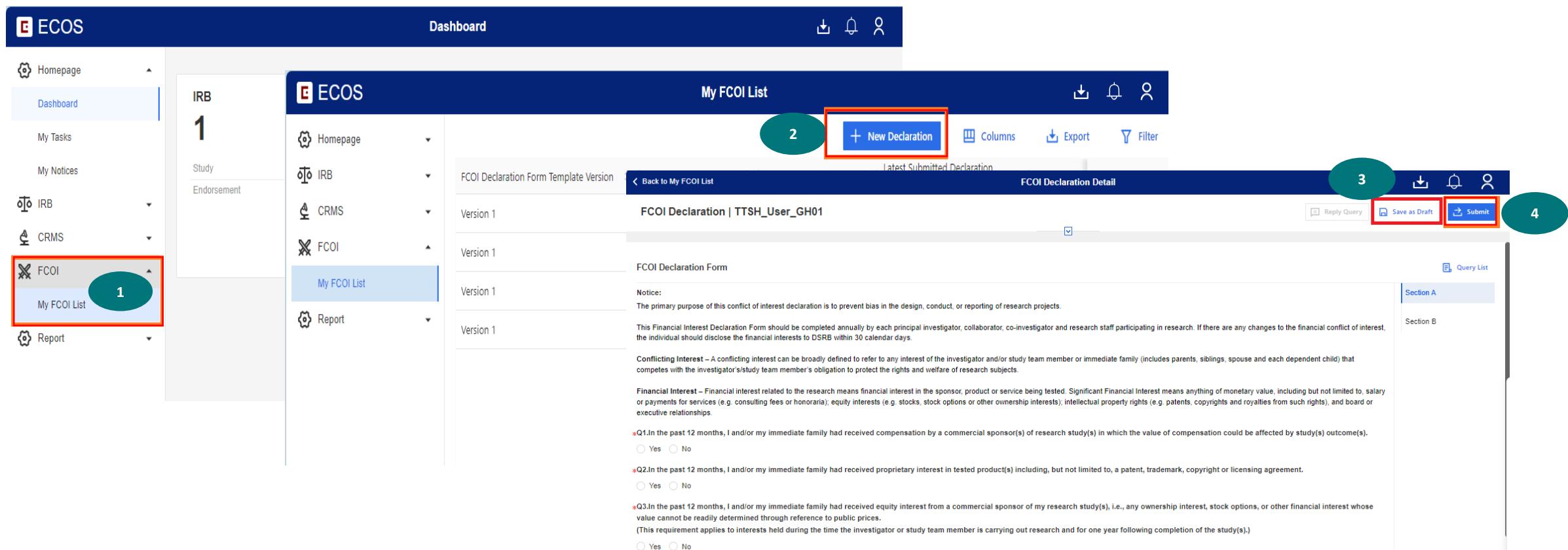
Name	Name of Training Certification	File Name	Training Completion Date	Expiry Date	Validity Date	Document Review Status	Comments/Rejection Reason	Action
NHG								
NHG	GCP	GCP Certific...	01-Apr-2023	-	Permanent	Completed		 
NHG	HBRA Essentials	HBR CERTIFI...	01-Dec-2022	-	Permanent	Completed		 
NHG	CITI FCOI	CITI CERTIFI...	01-Nov-2021	-	Permanent	Completed		 

3

- 1) Under “**Document Review Status**” field, the reason for a training certificate being “**Rejected**” will be indicated in “**Comments/Rejection Reason**”
- 2) To resubmit Training Certification
  - Click “**Edit**” 
  - Delete the incorrect Training Certificate
  - Re-do steps recommended in slides 10 to 12
- 3) The Minimum Training Secretariat will issue “**ECOS Labels**” (slide 9 – Type of Research) for the type of study that a user can conduct according to the training certificate that was submitted for verification. Do ensure that you have obtained the relevant ECOS Labels for your research.

# How To Submit FCOI Declaration Form

- 1) On the “Dashboard” page, click “My FCOI List” (left sidebar)
- 2) Click **+ New Declaration** to submit a new FCOI Declaration Form & provide details of any Financial Conflict of Interest
- 3) Click “Save as Draft” if you are not ready to submit your FCOI Declaration yet
- 4) Click “Submit” when you are ready to submit to the FCOI Secretariat for review



ECOS Dashboard

My FCOI List

FCOI Declaration Form Template Version

FCOI Declaration Detail

FCOI Declaration Form

Section A

Section B

1

2

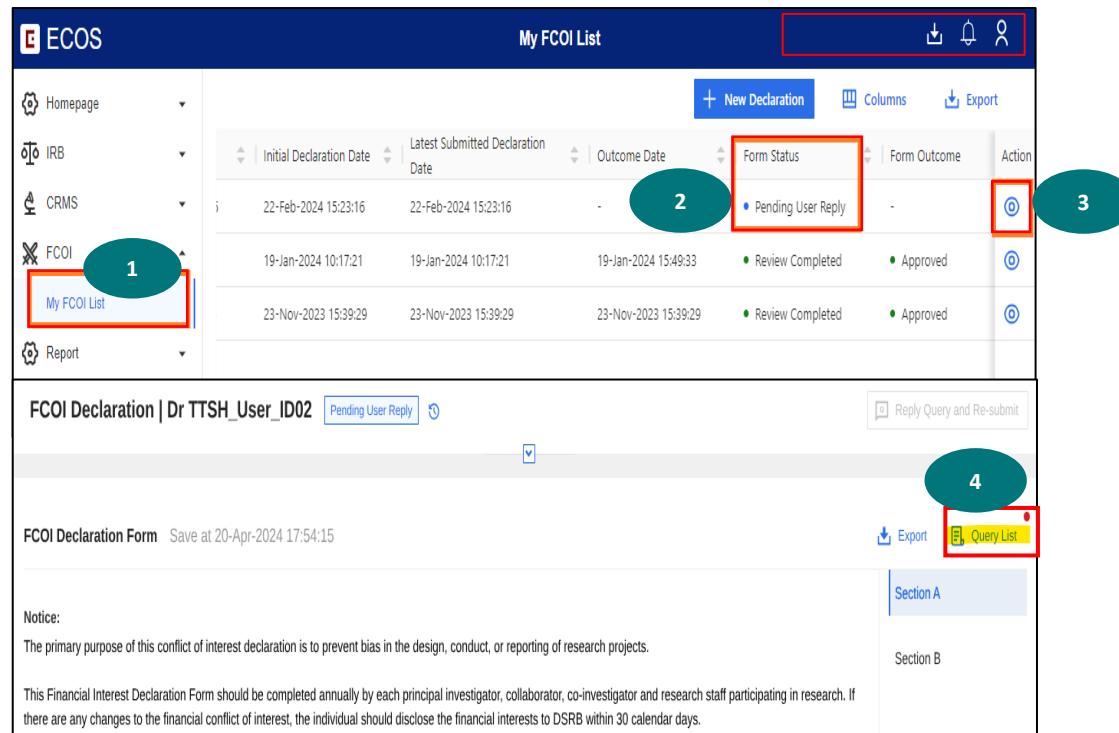
3

4

For more information, refer to [Financial Conflict of Interest \(COI\) Part 1:Declarations](#) & [Financial Conflict of Interest \(FCOI\) Part2: Training](#)

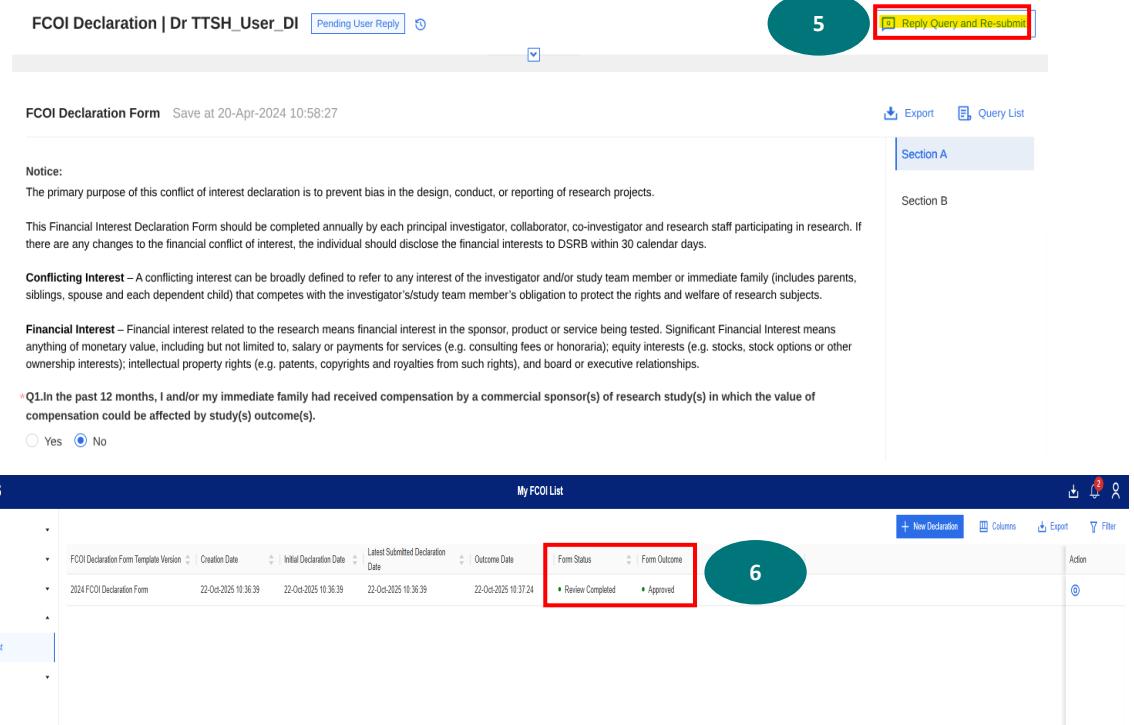


# Respond to FCOI Secretariat's Queries



The image shows the ECOS interface. The top navigation bar includes 'ECOS', 'My FCOI List', and icons for download, bell, and user. The sidebar on the left has 'Homepage', 'IRB', 'CRMS', 'FCOI' (which is highlighted with a red box and a green circle labeled 1), and 'Report'. The 'My FCOI List' section shows a table with columns: 'Initial Declaration Date', 'Latest Submitted Declaration Date', 'Outcome Date', 'Form Status', 'Form Outcome', and 'Action'. A row is selected with 'Form Status' set to 'Pending User Reply' (highlighted with a red box and green circle 2), and the 'Action' column contains an eye icon (highlighted with a red box and green circle 3). Below this is the 'FCOI Declaration' section for 'Dr TTSH\_User\_ID02' with a 'Pending User Reply' status (highlighted with a red box and green circle 4). It includes a 'Query List' button with a red dot (highlighted with a red box and green circle 4).

- 1) Click “My FCOI List” (left sidebar)
- 2) At “Form Status” – “Pending User Reply”, your action is required
- 3) Click the  eye icon to view the “FCOI Declaration Form”
- 4) Click “Query List” to view the query/queries from the FCOI Secretariat. The  indicates that there is a query to be addressed.



The image shows the 'FCOI Declaration' page for 'Dr TTSH\_User\_ID1' with a 'Pending User Reply' status (highlighted with a red box and green circle 5). It includes a 'Query List' button with a red box and green circle 5. The 'My FCOI List' section at the bottom shows a table with columns: 'FCOI Declaration Form Template Version', 'Creation Date', 'Initial Declaration Date', 'Latest Submitted Declaration Date', 'Outcome Date', 'Form Status', and 'Form Outcome'. A row is selected with 'Form Status' set to 'Review Completed' and 'Form Outcome' set to 'Approved' (highlighted with a red box and green circle 6).

- After you have addressed the queries from the FCOI Secretariat and edited your FCOI Declaration Form, where applicable,
- 5) Click “Reply Query and Re-submit” to send the responses and FCOI Declaration Form back to the FCOI Secretariat
- 6) If the FCOI Declaration “Form Outcome” is “Approved”, “Form Status” will show “Review Completed”

After you have obtained (a) ECOS Label **and** received (b) FCOI Review Completed, you can now proceed to submit an application for the respective study.

**Profile and Minimum Training Information**      **Study Information**

**Minimum Training Certificates** ?

Note: Meet the minimum training requirement to conduct:

**ECOS Label**

**✓ Non-HBR, Clinical Trials, HBR**

**+ Add**

Cluster	Name of Training Certification	File Name	Training Completion Date	Expiry Date	Validity Date	Document Review Status	Comments/Rejection Reason	Action
SingH...	GCP	GCP Certific...	01-Apr-2023	-	Permanent	● Completed		 
SingH...	HBRA Essentials	HBR CERTIFI...	01-Dec-2022	-	30-Nov-2023	● Expired		 
SingH...	CITI Biomed	CITI CERTIFI...	01-Nov-2021	-	31-Oct-2024	● Completed		 

**ECOS**

**My FCOI List**

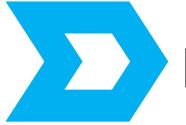
**+ New Declaration** **Columns** **Export** **Filter**

Form Status	Form Outcome	FCOI Status	Action
● Review Completed	● Approved	No	

 3

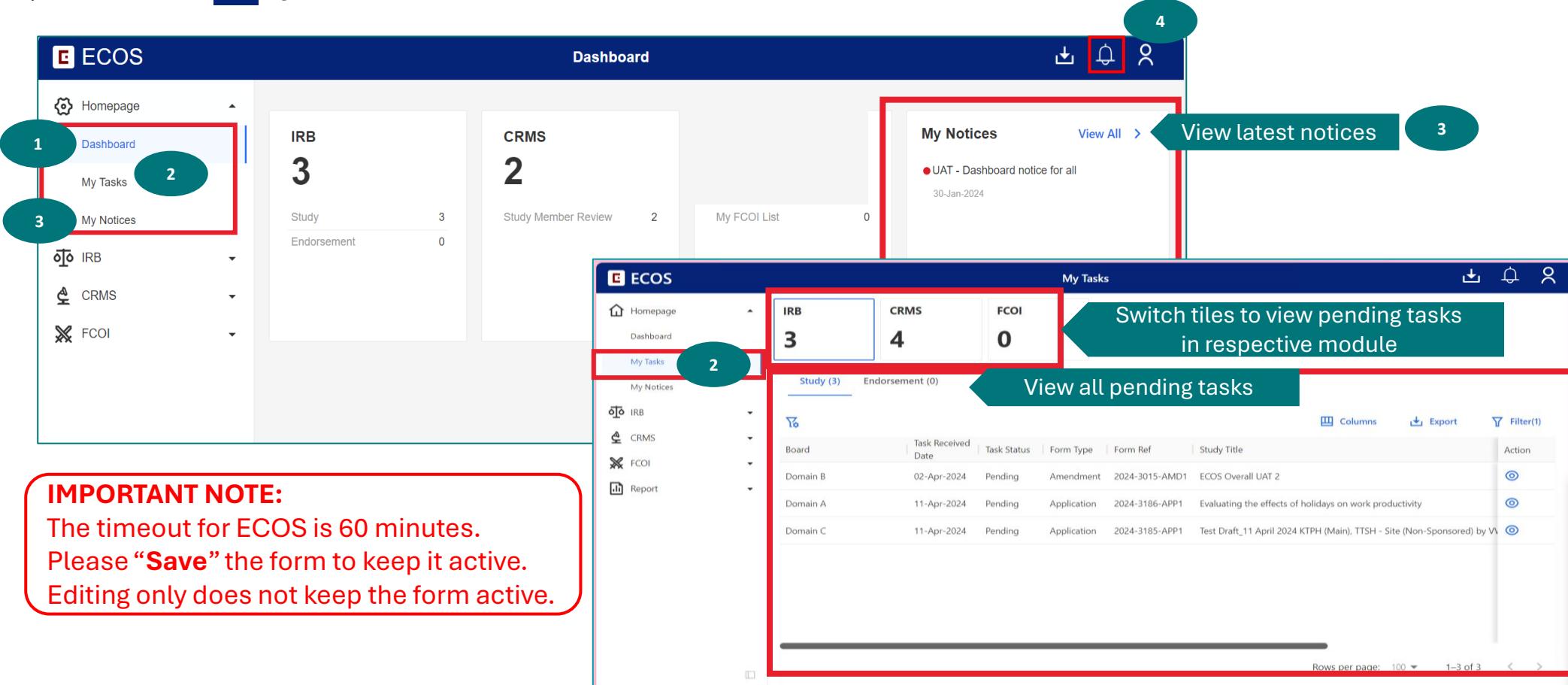
# Navigating ECOS

- Dashboard - My Tasks / Notices / Study List



# Navigating ECOS – Dashboard, My Tasks, My Notices

- 1) View pending tasks for each module on your “**Dashboard**”.
- 2) “**My Tasks**” – Switch tiles to review pending tasks in respective modules.
- 3) “**My Notices**” - View latest notices here. The ‘ ● ’ indicates that the notice has not been read.
- 4) Click to view  **System Notifications**.



The image displays two screenshots of the ECOS interface. The top screenshot shows the 'Dashboard' page with a red box around the 'My Tasks' and 'My Notices' sections. Callouts 1, 2, 3, and 4 are numbered circles pointing to these sections. The bottom screenshot shows the 'My Tasks' page with a red box around the 'IRB' and 'CRMS' tiles. Callout 2 points to the 'My Tasks' tile, and callout 3 points to the 'Switch tiles to view pending tasks in respective module' text. Callout 4 points to the 'View latest notices' button on the right.

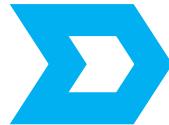
**IMPORTANT NOTE:**  
The timeout for ECOS is 60 minutes.  
Please “**Save**” the form to keep it active.  
Editing only does not keep the form active.

View latest notices

Switch tiles to view pending tasks in respective module

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 VV	



# Navigating ECOS – View “My Study List”

There are two ways to view the studies you are involved in:

- 1) At , click “**My Study List**” to view the list of studies that you are involved in
- 2) At “**User Profile**”, click “**Study Information**”
- 3) Click view to go into the study

The screenshot displays the ECOS interface with two main windows. The left window is titled 'My Study List' and shows a table of studies. The right window is titled 'My Tasks' and shows study details. Annotations with numbered circles and arrows explain the navigation steps:

- 1**: A red box highlights the 'My Study List' button in the left sidebar. A teal circle with '1' points to this button. A green arrow points from the text 'View the list of studies that you are involved in' to this button.
- 2a**: A red box highlights the user profile icon in the top right of the main window. A teal circle with '2a' points to this icon. A green arrow points from the text 'Click on the icon, then User Profile.' to this icon.
- 2b**: A red box highlights the 'Study Information' tab in the 'My Tasks' window. A teal circle with '2b' points to this tab. A green arrow points from the text 'View the list of studies that you are involved in' to this tab.
- 3**: A red box highlights the 'View' icon in the 'Action' column of the 'My Study List' table. A teal circle with '3' points to this icon. A green arrow points from the text 'View to go into the study' to this icon.

**My Study List** (Left Window):

ECOS Ref	IRB	Study Status	Study Title	PI/Site-PI Name	Action
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		
2024-3188	NHG DSRB-Domain B	Approved	KTPH_SP1		

**My Tasks** (Right Window):

IRB	FCOI
0	0

TTSH\_P1  
Salutation: Dr

Profile and Minimum Training Information **Study Information**

Current Appointment Details

Primary/Secondary Appointment	Cluster	Institution/Organisation	Department	Designation	Action
Primary	National Healthcare Group	Tan Tock Seng Hospital	Medical Oncology	Senior Nurse	

Academic Qualifications

Institution	Qualification	Date of Attainment	Action
NUS	MSc Nursing	01-Apr-2023	



## 4 Submit Application

- Who can make a submission on ECOS?
- Create New Application / Forms



# Who can make a submission on ECOS?

The Principal Investigator (PI) holds the overall responsibility for the preparation and completion of the submissions to the DSRB. The PI must maintain an overview of all submissions, even if tasks are delegated to other research staff.

For submissions on ECOS, Study Sponsors and site staff (i.e. Study Administrators or Study Team Member) can all view and edit the IRB forms.

Please refer to the table below on the roles and responsibilities PI, Site PI and Co-I:

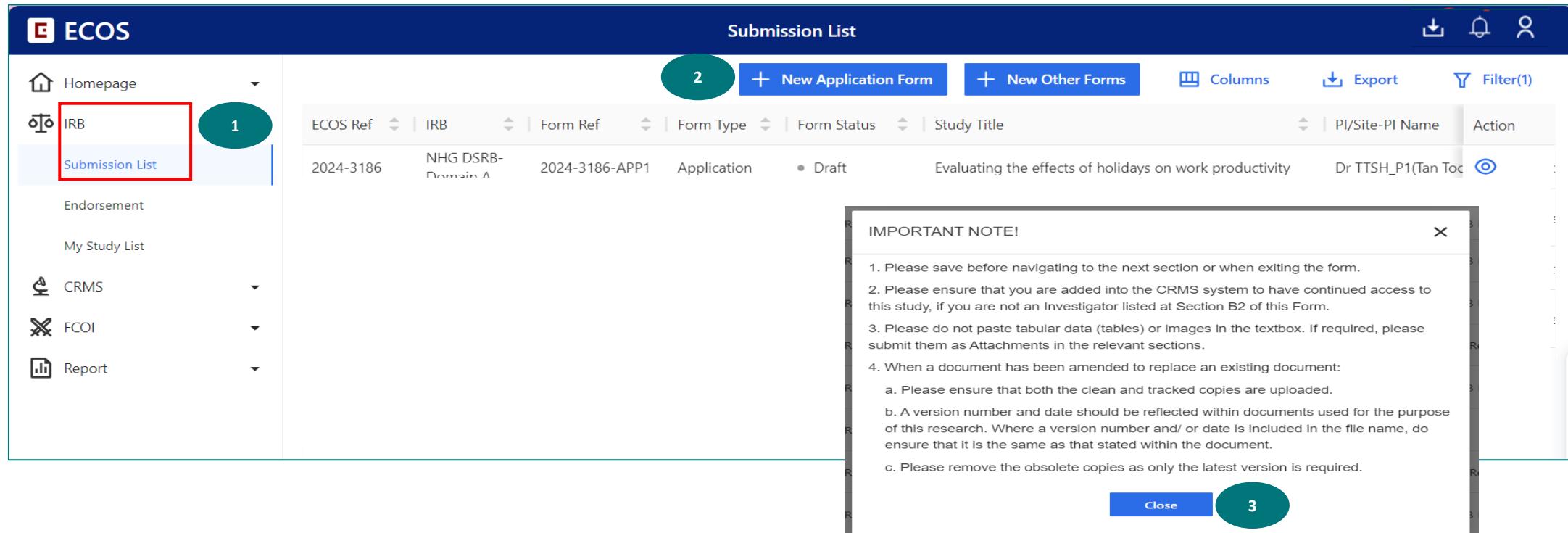
IRB Form	Who can submit on ECOS?		
	PI	Site PI	Co-I
➤ <b>Initial IRB Application</b> ➤ <b>Amendment</b> ➤ <b>Study Status Report (SSR)</b> ➤ <b>Study Deviation or Non-Compliance Report (DNC)</b> ➤ <b>Other Study Notification (OSN)</b>	✓	✗	✗
<b>Serious Adverse Event (SAE)</b>	✓	✓	✓
<b>UPIRTSO (UPT)</b>	✓	✓	✗

- All users who has access to IRB module will be able to create an IRB Application (APP) Form.
- Investigators (PI, Site-PI, Co-I) added to the IRB APP form will appear on the CRMS User Authorisation List following synchronisation between the IRB and CRMS modules. ([More information on CRMS in the later slides](#)).
- Investigators will be able to access CRMS pages for the study, in addition to the IRB APP Form.
- As for Study Team Members / Study Administrator / Study Sponsor (STM / SA / SS) since they cannot be added to the IRB APP Form, the system will prompt them to select their Study Site and Study Role when saving the form **for the first time**.
- Once completed, the STM / SA / SS will be added to the User Authorisation List in the study's CRMS. The STM / SA / SS will have access to CRMS and continue to have access to the IRB APP Form.



# Create New Application – PI/Site PI/Co-I

- 1) Click  > “Submission List”
- 2) Create a “New Application Form”
- 3) Upon reading the “Important Note!”, “Close” the window to proceed with form creation.



The screenshot shows the ECOS Submission List interface. On the left, there's a sidebar with links for 'Homepage', 'IRB' (which has 'Submission List' highlighted with a red box), 'Endorsement', 'My Study List', 'CRMS', 'FCOI', and 'Report'. The main area is titled 'Submission List' and shows a table with columns: ECOS Ref, IRB, Form Ref, Form Type, Form Status, Study Title, PI/Site-PI Name, and Action. One row is visible: ECOS Ref 2024-3186, IRB NHG DSRB-Domain A, Form Ref 2024-3186-APP1, Form Type Application, Form Status Draft, Study Title Evaluating the effects of holidays on work productivity, PI/Site-PI Name Dr TTSH\_P1(Tan To), and Action (with a blue eye icon). A modal window titled 'IMPORTANT NOTE!' is open in the bottom right, containing a list of instructions. A 'Close' button is at the bottom of the modal. A green circle labeled '3' is on the 'Close' button.

**Note:**

Complete **Sections A (Study Title)** and **B (Submission IRB and Board)** and save to generate a new ECOS reference number for your study

For more information, please refer to [Overview of IRB Ethics Submissions](#) and [IRB Ethics Application Form - List of Sections & Questions](#)



# Create New Application – PI/Site PI/Co-I

Submission Detail

2024-0193-APP1 Draft ①

ECOS Ref: 2024-0193 ②

Form Detail

Application Form

① A1. Please enter the Study Title for this Study.

CG23 - For Training Purposes

28 characters entered

② Mandatory Check ③ Save Save and Exit

Section A: Study Title

Section B: Submission ...

Section C: Study Fundi...

Click the down arrow to collapse part of the top header

Submission Detail

2024-0193-APP1 Draft ①

ECOS Ref: 2024-0193 ②

Form Type: Application Form Outcome: -

Initial Review Category: -

Current Editor: -

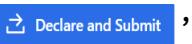
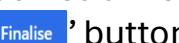
PI/Site PI: Mrs SNEC\_Basic1(Singapore National Eye Centre (SNEC))

Study Title: CG23 - For Training Purposes ⑤

Quick Link: [Study Summary, CRMS](#) ④

Click the down arrow to collapse part of the top header ⑥

Declare and Submit

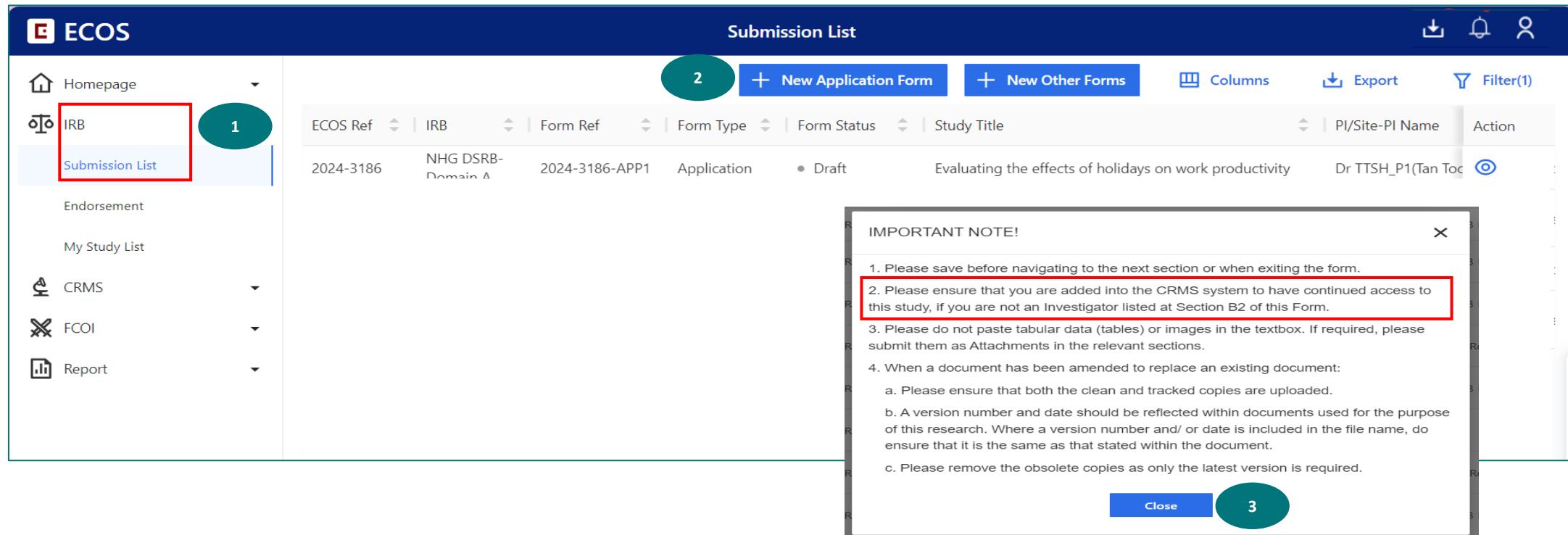
- 1) On the Application Form, click ‘Mandatory Check’ to ensure that all form fields are filled.
- 2) Use ‘Save’ frequently to ensure that all information are saved. Your form will not be autosaved.
- 3) Use ‘Save and Exit’ to save and exit editing mode.
- 4) View the ‘Study Summary’ such as Forms, Forms Attachments and Study Letter submitted for the study.
- 5) Refer to the CRMS section, slide 26 for more information.
- 6) For PI, the ‘’ button will be displayed, and form will be ‘Pending Endorsement’ upon submission. For all other roles, the ‘’ button will be displayed, and form will be ‘Pending PI Declaration’ upon submission.

**IMPORTANT NOTE:** The timeout for ECOS is 60 minutes. Please “Save” the form to keep it active. Editing only does not keep the form active.



# Create New Application – STM/SA/SS

- 1) Click  > “Submission List”
- 2) Create a “New Application Form”
- 3) Upon reading the “Important Note!”, “Close” the window to proceed with form creation.



ECOS

Submission List

1

2

3

IMPORTANT NOTE!

1. Please save before navigating to the next section or when exiting the form.
2. Please ensure that you are added into the CRMS system to have continued access to this study, if you are not an Investigator listed at Section B2 of this Form.
3. Please do not paste tabular data (tables) or images in the textbox. If required, please submit them as Attachments in the relevant sections.
4. When a document has been amended to replace an existing document:
  - a. Please ensure that both the clean and tracked copies are uploaded.
  - b. A version number and date should be reflected within documents used for the purpose of this research. Where a version number and/ or date is included in the file name, do ensure that it is the same as that stated within the document.
- c. Please remove the obsolete copies as only the latest version is required.

Close

**Note:**

Complete **Sections A (Study Title)** and **B (Submission IRB and Board)** and save to generate a new ECOS reference number for your study

For more information, please refer to [Overview of IRB Ethics Submissions](#) and [IRB Ethics Application Form - List of Sections & Questions](#)



# Create New Application – STM/SA/SS

**Role used: Study Team Member (TTSH STM1)**

Click the down arrow to collapse part of the top header

Form Detail

Application Form

Section B: Submission Board, Study Site, Study Investigator and Conflict of Interest

B2, Study Site and Study Investigator

B2. (a) Please select the study sites and investigator:

Study Site List

Study Site	Location	Endorsement needed	Action
* Tan Tock Seng Hospital	* TTSH2	* Yes	Edit Delete

Investigator List

Study Site	Name	Study Role	Designation	Department	Institution	Profile and Minimum Training	Conflict Interest	Action
Tan Tock Seng Hospital	Dr TTSH_NewPI1	PI	doctor	Geriatric Medicine	Tan Tock Seng Hospital	Detail	No	Edit Delete

Section A: Study Title

Section B: Submission ...

Section C: Study Fundi...

Section D: Study Type a...

Other Attachments

Declaration of Principal ...

Save

For continued access to the IRB Application Form, please select your Study Site and Study Role.

\* Site: Tan Tock Seng Hospital

\* Role: Study Team Member

Save

Section A: Study Title

Section B: Submission ...

Section C: Study Fundi...

Section D: Study Type a...

Other Attachments

Declaration of Principal ...

- 1) At the first save of the IRB APP Form, the system will recognise that (TTSH STM1) is not part of the Investigator List in Section B2 (a).
- 2) This will trigger a prompt (next slide).
- 3) Only 3 options for Role available for user to select: Study Administrator, Study Sponsor or Study Team Member.
- 4) Select the correct Site and Role, then click Save.
- 5) The system will register this and add (TTSH STM1) to the CRMS User Authorisation List (next slide).

**IMPORTANT NOTE:** The timeout for ECOS is 60 minutes. Please “Save” the form to keep it active. Editing only does not keep the form active.



# Create New Application – STM/SA/SS

**Role used: Study Team Member (TTS defence)**

**Submission Detail**

2025-0196-APP1 Draft

ECOS Ref: 2025-0196

Form Type: Application

Form Outcome: -

Initial Study Review Category: -

Current Editor: -

PI/Site-PI: Dr TTS defence (Tan Tock Seng Hospital)

Study Title: Test

Quick Link: [Study Summary](#) [CRMS](#)

**Form Detail**

**Application Form**

Section A: Study Title

**A1. Please enter the Study Title for this Study.**

Test

**Study Details**

IRB / Submission List / Submission Detail / Study Details

2025-0196, Test / Tan Tock Seng Hospital

ECOS Ref: 2025-0196

IRB: NHG DSRB Domain E

Study Status: Draft

Number of Sites: 1

Initial Outcome Date: -

Valid Till Date: -

PI/Site-PI: Dr TTS defence (Tan Tock Seng Hospital)

Department: Geriatric Medicine (Tan Tock Seng Hospital)

**User Authorisation List**

Member Name	Role	Cluster	Institution	Department	Designation	Email Address	Action
TTS defence	PI	National Healthcare Group	Tan Tock Seng Hospital	Geriatric Medicine	doctor	tts_defence@taipei.com	IRB
TTS defence	Study Team Member	National Healthcare Group	Tan Tock Seng Hospital	Medical Oncology	TEST	tts_defence@taipei.com	CRMS

4) Click on CRMS

5) (TTS defence) added to the User Authorisation List. You can view PI added in Section B2 (a) of the application form.

6) Refer to [Slide 26](#) to continue filling up the Application Form.

**IMPORTANT NOTE:** The timeout for ECOS is 60 minutes. Please “Save” the form to keep it active. Editing only does not keep the form active.



## ► **Create New Other Forms for Approved Study**



- 1(a) Click  **IRB** > **“Submission List”**
- 1(b) Filter - Search for the Approved Study via ECOS Ref.
- 2) Click **“New Other Forms”** - Amendment, Study Deviation / Non-Compliance Report Form (DNC), Other Study Notification Form (OSN), Serious Adverse Event Report Form (SAE) and Study Status Report Form (SSR).
- 3) Search for Study with **“ECOS Ref or Study Title”**, click on the study
- 4) Select **“Form Type”** to be created

The screenshot shows the ECOS Submission List interface. The top navigation bar includes the ECOS logo, a download icon with '1' notifications, a bell icon with '99+' notifications, and a user profile icon. The main title is 'Submission List'. On the left, a sidebar lists 'Homepage', 'IRB' (highlighted with a red box and green '1a' circle), 'Submission List' (highlighted with a red box and green '1a' circle), 'Endorsement', 'My Study List', 'CRMS', 'FCOI', and 'Report'. The main content area shows a submission for '2024-3186' (NHG DSRB-Domain A) titled 'Evaluating the effects of holidays on work productivity' (Status: Draft, PI: Dr TTSH\_P1/Tan Toc). A red box highlights the 'New Application Form' and 'New Other Forms' buttons. A green '2' circle highlights the 'Filter(1)' button. A modal window titled 'New Study Form' is open, containing fields for 'ECOS Ref or Study Title' (with a red box and green '3' circle) and 'Form Type' (with a red box and green '4' circle). The 'Form Type' dropdown is open, showing 'Amendment Form (Amendment)', 'Study Deviation/ Non-Compliance Report Form (DNC)', 'Other Study Notifications Report Form (OSN)' (highlighted with a red arrow), 'Serious Adverse Event Report Form (SAE)', and 'Study Status Report Form (SSR)'. A red box highlights the 'Confirm' button in the bottom right of the modal.

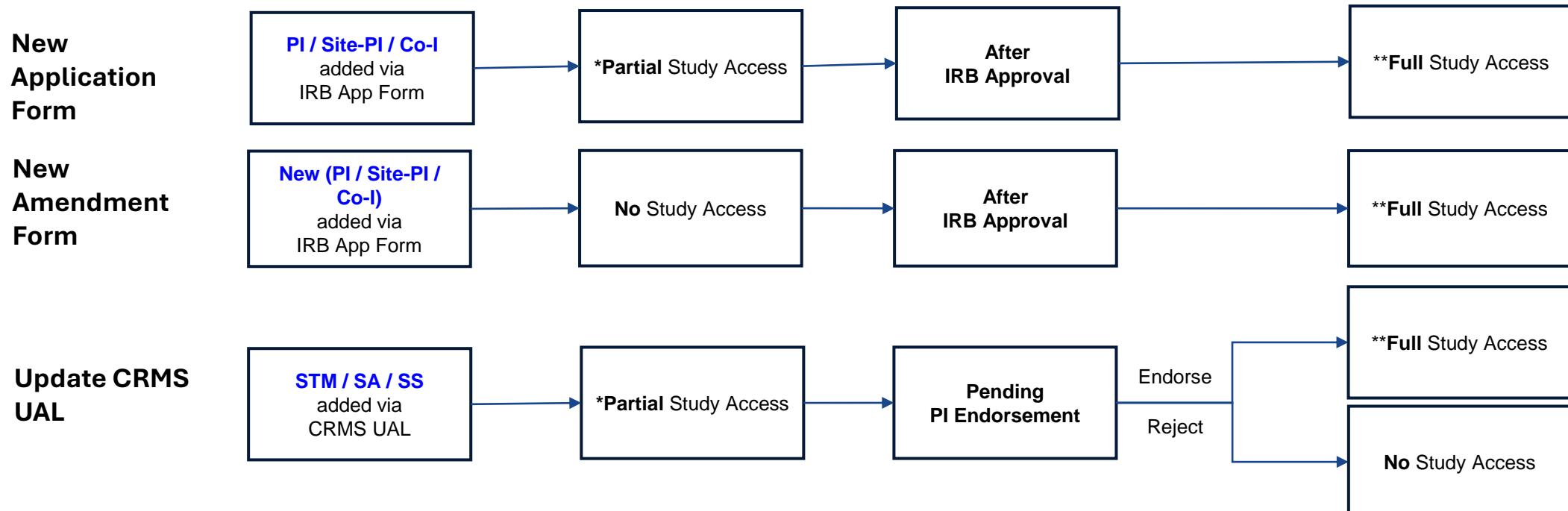


# 5

# Clinical Research Management System (CRMS)

- How to Add Study Team Members
- Managing My Studies

Who Gets Access?	Form	Approval
PI / Site-PI / Co-Investigator (Co-I)	IRB Application Form Section B2.(a)	IRB
Study Team Member (STM) / Study Administrator (SA) / Study Sponsor (SS)	Update CRMS UAL	PI / Site PI
Institutional Research Office Administrators	Write in to OHRPP mailbox to get access	CRMS Module Admin (OHRPP)



**\*Partial Study Access**  
Study Information / User Authorisation List

**\*\*Full Study Access**

Study Information / User Authorisation List  
Site Information / Milestones / Participants / Participants – Study Configuration / Study Member Review



# How To Add My Team Members to My Studies on ECOS?



1(a) Go to IRB > “Submission List”

1(b) Click “Filter” and search for the Study via “ECOS Ref.”

1(c) In the “Application Form” > “Section B: Submission Board, Study Site, Study Investigator and Conflict of Interest”, is updated in the “Dashboard” page

2) Go to CRMS, click dropdown menu

3) Click to view “Study List” available

4) Click “Filter” for your study

5) Click eye icon to view your study

The image displays three screenshots of the ECOS (Electronic Clinical Outcome System) interface, illustrating the steps to add team members to studies.

- Screenshot 1a:** The ECOS homepage shows the "Submission List" section. A red box highlights the "IRB" dropdown menu, and a green circle with "1a" indicates the step to click on "Submission List".
- Screenshot 1b:** The "Submission List" page. A red box highlights the "ECOS Ref." search field, which contains "2025-0145". A green circle with "1b" indicates the step to click the "Filter" button.
- Screenshot 1c:** The "Submission Detail" page for study "2025-0145-APP1". A green circle with "1c" indicates the step to click on "Section B: Submission".
- Screenshot 2:** The ECOS dashboard. A red box highlights the "CRMS" dropdown menu, and a green circle with "2" indicates the step to click on "Study List".
- Screenshot 3:** The "Study List" page. A red box highlights the "Filter" button, and a green circle with "3" indicates the step to click on "Study List".
- Screenshot 4:** The "Study List" page with a red box highlighting the "Filter" button, and a green circle with "4" indicating the step to click on "Filter".
- Screenshot 5:** The "Study List" page with a red box highlighting the "eye icon" in the "Action" column, and a green circle with "5" indicating the step to click on "eye icon".



# How To Add My Team Members to My Studies on ECOS?

- 1) Click “CRMS”, on the “Submission Detail” page
- 2) Click “User Authorization List”
- 3) Click “Add”
- 4) Enter “Member name/ email” to search for correct user. (User must have a valid ECOS Account)
- 5) Select the relevant role: Study Administrator/Study Member/ Study Sponsor.
- 6) Click “Submit”

The screenshot shows the ECOS User Authorization List interface. It consists of two main windows: a 'Submission Detail' window on the left and a 'User Authorization List' window on the right.

**Submission Detail Window (Left):**

- Header: 'Submission Detail' with a 'Back to Submission List' link.
- Form Type: Application.
- Current Editor: -
- PI/Site-PI: A/Prof TTSH\_User\_ID04 (Tan Tock Seng Hospital)
- Study Title: Test
- Quick Link: Study Summary (highlighted with a red box and circled 1)
- Form Detail tab is selected.
- Application Form tab is visible.
- Section A: Study Title

**User Authorization List Window (Right):**

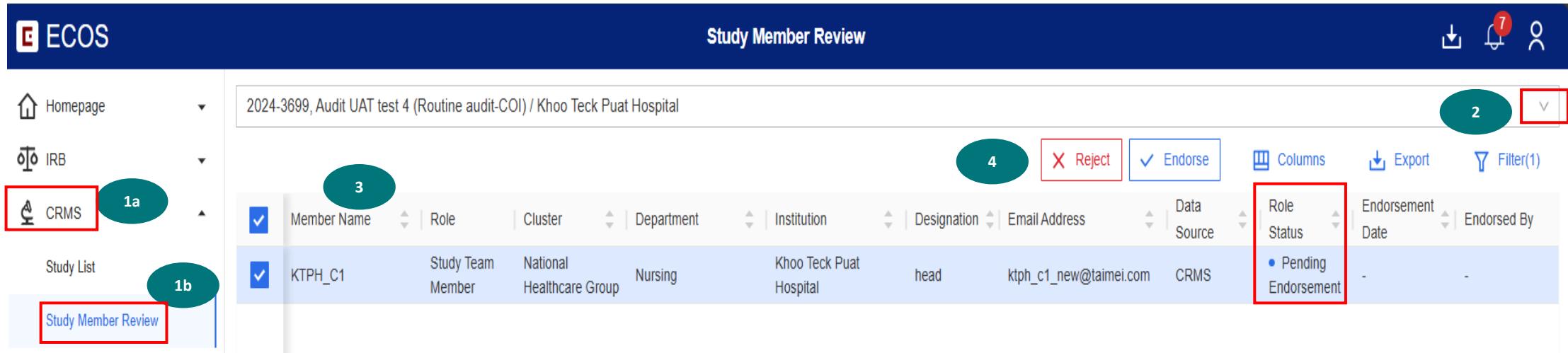
- Header: 'User Authorization List' with a 'Back to Submission Detail' link.
- Study Site: Tan Tock Seng Hospital
- Table: Shows a single row for TTSH\_User\_ID04 with the role 'PI'.
- Buttons: '+ Add' (highlighted with a red box and circled 3), 'Edit', and 'Submit' (highlighted with a red box and circled 6).
- Form fields: 'Member Name/Email' (highlighted with a red box and circled 4) and 'Role' (highlighted with a red box and circled 5).
- Buttons: 'Export' and 'Filter(1)'.

## IMPORTANT NOTE:

Each participant for the study should only have one role in ECOS.

Team Members	ECOS Defined Role Definition
Study Team Member	Site personnel directly involved in the research conduct e.g. CRCs, Study Nurses, Pharmacists, etc.
Study Administrator	Site personnel NOT directly involved in the research but provides administrative support only e.g. Dept Manager providing research administrative support.
Study Sponsor	Sponsor / CRO personnel, e.g. CRAs.

# How To Endorse / Reject / Deactivate My Team Members to My Studies on ECOS?



The screenshot shows the ECOS Study Member Review interface. The top navigation bar includes the ECOS logo, a search bar with the study ID '2024-3699, Audit UAT test 4 (Routine audit-COI) / Khoo Teck Puat Hospital', and a user profile icon with a red notification badge. The left sidebar has buttons for Homepage, IRB, CRMS (highlighted with a red box), Study List, and Study Member Review (highlighted with a red box). The main content area displays a table of study members. The table columns are: Member Name (highlighted with a teal circle labeled 3), Role, Cluster, Department, Institution, Designation, Email Address, Data Source, Role Status (highlighted with a teal circle labeled 4), Endorsement Date, and Endorsed By. A row for 'KTPH\_C1' is selected, showing the role 'Study Team Member', cluster 'National Healthcare Group', department 'Nursing', institution 'Khoo Teck Puat Hospital', designation 'head', email 'ktph\_c1\_new@taimei.com', data source 'CRMS', and role status 'Pending Endorsement'. Action buttons 'Reject' (red) and 'Endorse' (blue) are located above the table. A 'Columns' button, a 'dropdown arrow' (highlighted with a teal circle labeled 2), an 'Export' button, and a 'Filter(1)' button are also visible.

1(a) Click 

1(b) Go to “Study Member Review”

- 2) Click  dropdown arrow to Select your study
- 3) Select “Member Name” requiring PI Endorsement. This appears as “Role Status” - “Pending Endorsement”
- 4) PI can either “Reject” or “Endorse” the addition of the team member that are added by non-PI (e.g., Co-I, Study Administrator). (The option to “Endorse” is only available for IRB approved studies - Give Study Team Member and Study Administer roles additional access to Site Information, User Authorisation List, Site Information, Milestones and Participants.).

PI to **Deactivate**, if access was not appropriately given.

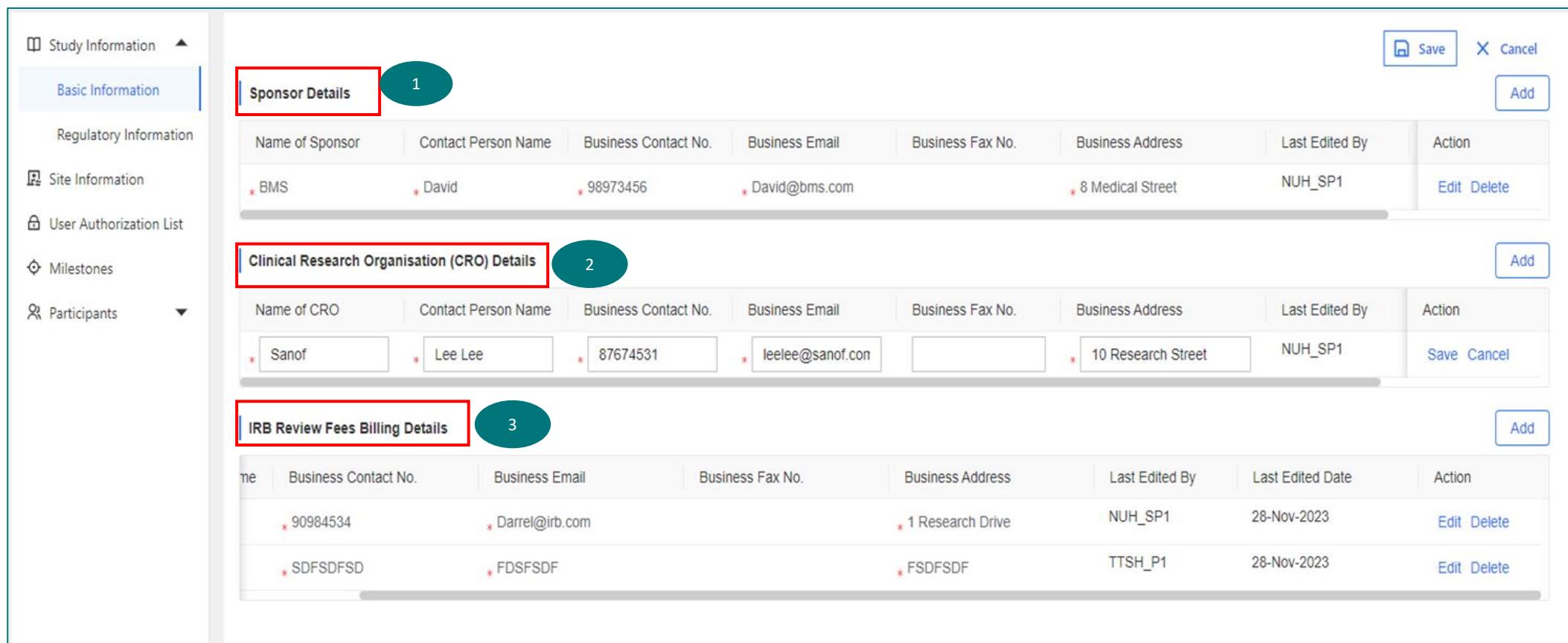
**IMPORTANT NOTE:** PI Endorsement is a pre-requisite for assigning team members in ECOS.



# Managing IRB Submission for Sponsored Study

The following CRMS sections in “**Study Information > Basic Information**” will need to be completed to support the IRB application, if Section C1 (funding information) “Pharmaceutical / Industry Sponsored” was selected:

- 1) Sponsor Details
- 2) CRO Details and,
- 3) IRB Review Fees Billing Details



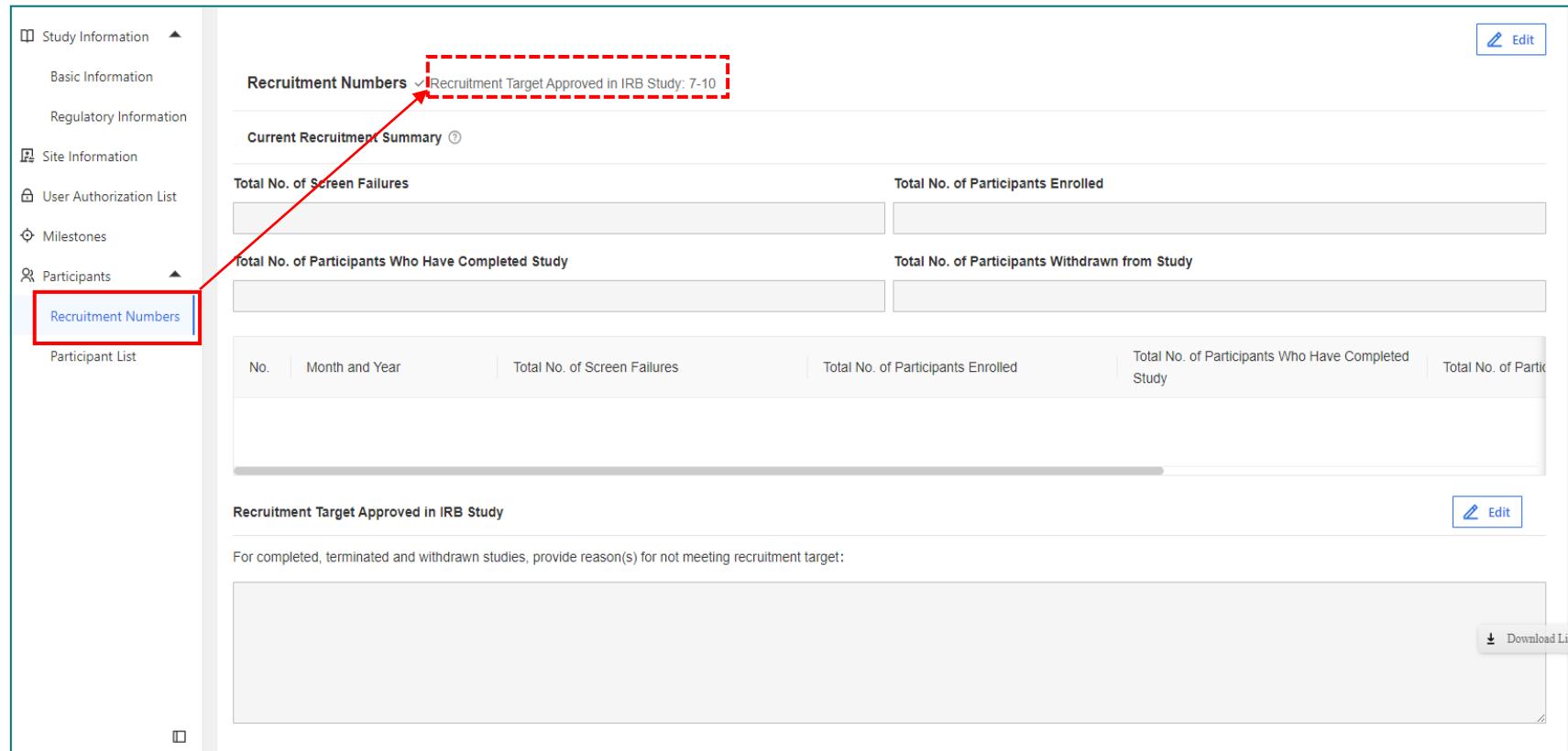
The screenshot shows the 'Basic Information' tab under 'Study Information' in the CRMS interface. The page is divided into three main sections, each with an 'Add' button in the top right corner:

- 1) Sponsor Details:** Contains fields for Name of Sponsor, Contact Person Name, Business Contact No., Business Email, Business Fax No., Business Address, Last Edited By, and Action. One row is listed: BMS, David, 98973456, David@bms.com, 8 Medical Street, NUH\_SP1, with Edit and Delete links.
- 2) Clinical Research Organisation (CRO) Details:** Contains fields for Name of CRO, Contact Person Name, Business Contact No., Business Email, Business Fax No., Business Address, Last Edited By, and Action. One row is listed: Sanof, Lee Lee, 87674531, leelee@sanof.com, 10 Research Street, NUH\_SP1, with Save and Cancel links.
- 3) IRB Review Fees Billing Details:** Contains fields for Name, Business Contact No., Business Email, Business Fax No., Business Address, Last Edited By, Last Edited Date, and Action. Two rows are listed: one with values 90984534, Darrel@irb.com, 1 Research Drive, NUH\_SP1, 28-Nov-2023, and another with values SDFSDFSD, FDSFSDF, FSDFSDF, TTSH\_P1, 28-Nov-2023.



# Managing Your Study Activities

You can now track and enter recruitment number



The screenshot shows a software interface for managing study activities. On the left, a sidebar lists categories: Study Information (Basic Information, Regulatory Information), Site Information, User Authorization List, Milestones, Participants (with 'Recruitment Numbers' highlighted by a red box and arrow), and Participant List. The main content area is titled 'Recruitment Numbers' and includes a note: 'Recruitment Target Approved in IRB Study: 7-10'. Below this is a 'Current Recruitment Summary' table with four rows: 'Total No. of Screen Failures' (empty), 'Total No. of Participants Enrolled' (empty), 'Total No. of Participants Who Have Completed Study' (empty), and 'Total No. of Participants Withdrawn from Study' (empty). At the bottom, there is a section for 'Recruitment Target Approved in IRB Study' with a text input field and a 'Download List' button.

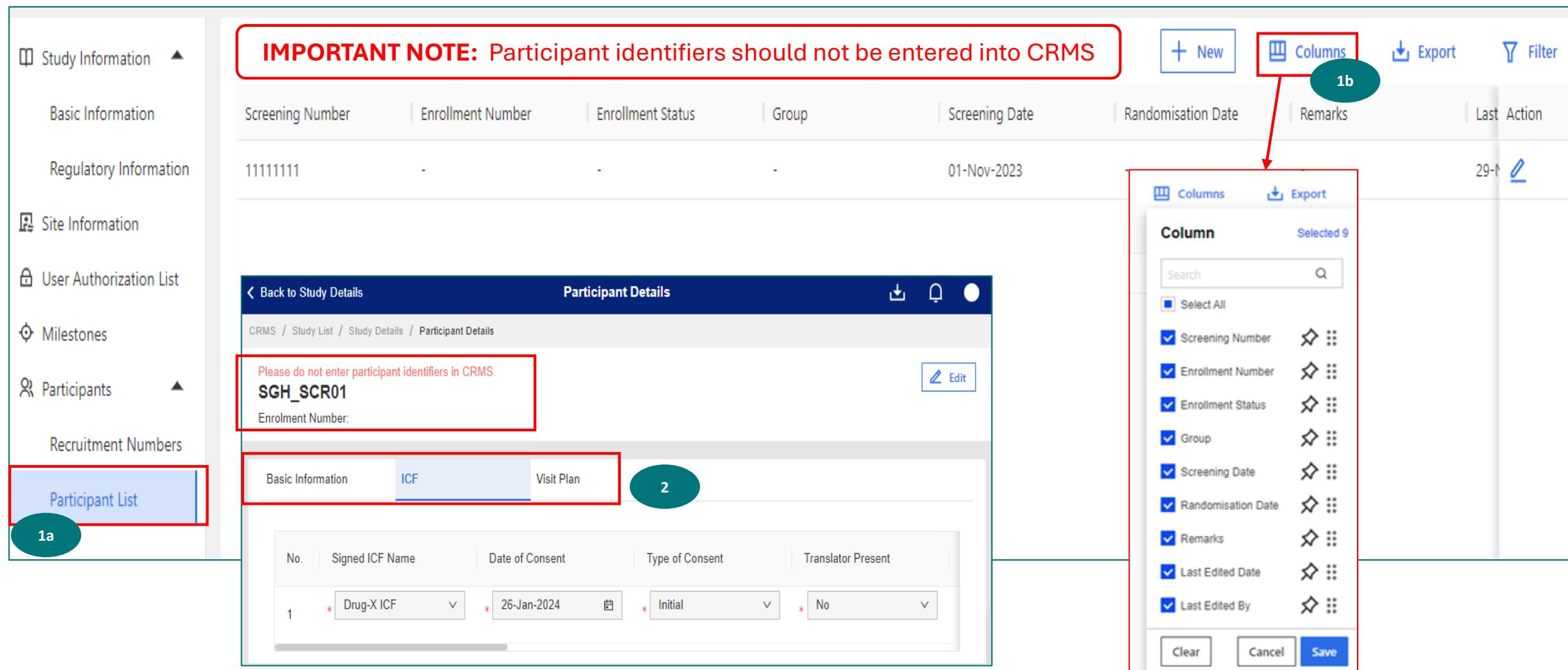
For step-by-step training on the navigation of Managing Your Research Activity, please refer to CRMS module guide in [ECOS User Guides](#)



# Managing Your Study Activities

(1a) Study “Participant List” may be sorted by (1b)“Columns” and selected fields such as “Screening Number”, “Enrollment Status” and “Randomization Date”.

2) “Participant Details” can be entered into three sub-pages - Basic Information/ICF Details/Visit Plan.



**IMPORTANT NOTE: Participant identifiers should not be entered into CRMS**

**1a** **1b**

**2**

**Participant Details**

Please do not enter participant identifiers in CRMS.  
SGH\_SCR01

Enrolment Number:

Basic Information ICF Visit Plan

Screening Number Enrollment Number Enrollment Status Group Screening Date Randomisation Date Remarks Last Action

11111111 - - - 01-Nov-2023 29-N **29-N**

Columns Export

Column Selected 9

Search

Select All

Screening Number

Enrollment Number

Enrollment Status

Group

Screening Date

Randomisation Date

Remarks

Last Edited Date

Last Edited By

Clear Cancel Save

# Resources

- ECOS Modules User Guides
- Useful Contacts

# ECOS Modules User Guides



[\*\*View the User Guides here.\*\*](#)

1. General ECOS Functionality & Overview	<ul style="list-style-type: none"><li>• Creating New User Accounts &amp; General Overview</li><li>• Minimum Training Certification submission</li><li>• Financial Conflict of Interest (FCOI) submission</li></ul>
2. IRB Ethics Submissions	<ul style="list-style-type: none"><li>• Overview of IRB Ethics Submissions</li><li>• IRB Ethics Application Form - List of Sections &amp; Questions</li><li>• Mastering IRB Submissions - Key points to note for effective response</li></ul>
3. Managing Your Research Activity	<ul style="list-style-type: none"><li>• Using the Clinical Research Management System (CRMS) to manage research projects and activities</li></ul>
4. Responding to the NHG Health Research Institution for Deviation/ Non-Compliance & Serious Adverse Events from HBR Studies	<ul style="list-style-type: none"><li>• How to manage DNC &amp; SAE from HBR Studies</li></ul>
5. Standing Database (SDB) Submissions	<ul style="list-style-type: none"><li>• SDB User Module Guide<ul style="list-style-type: none"><li>- For Users</li><li>- For Endorsers (RDOC/DR/IR)</li></ul></li><li>• SDB Forms Guidebook</li></ul>
6. For ECOS Institution & Department Representatives	For ECOS Users, who are appointed as Institution or Department Representatives (IR & DR), to locate and complete their Endorsement Tasks
7. Research Quality Programmes	<ul style="list-style-type: none"><li>• How to complete the Principal Investigator Self-Assessment Form (PISAF) &amp; Study Closure Checklist (SCC)</li><li>• ECOS Monitoring Module</li><li>• ECOS Audit Module</li></ul>

# Useful Contacts

## Institutions' Minimum Training Secretariat

To contact your Institutions' Minimum Training Secretariat (MTS) or NHG Health Research Course Admin (for HBR ERC), please refer to the following:

Institution	Institutional MTS Contact Information
Geriatric Education & Research Institute (GERI)	Ms Qiu Shijia: <a href="mailto:qiu.shijia@geri.com.sg">qiu.shijia@geri.com.sg</a> ↗
Institute of Mental Health (IMH)	Ms Jenny Tay: <a href="mailto:Jenny.am.tay@nhghealth.com.sg">Jenny.am.tay@nhghealth.com.sg</a> ↗
Khoo Teck Puat Hospital (KTPH)	Ms Jaclyn Ong: <a href="mailto:Jaclyn.yy.ong@nhghealth.com.sg">Jaclyn.yy.ong@nhghealth.com.sg</a> ↗ Ms Vimala: <a href="mailto:vimala.sadaiyappan@nhghealth.com.sg">vimala.sadaiyappan@nhghealth.com.sg</a> ↗ <a href="mailto:ktph.cru.admin@nhghealth.com.sg">ktph.cru.admin@nhghealth.com.sg</a> ↗
NHG Polyclinics	<a href="mailto:nhgp.cru@nhghealth.com.sg">nhgp.cru@nhghealth.com.sg</a> ↗
National Skin Centre (NSC)	<a href="mailto:nsc.research@nhghealth.com.sg">nsc.research@nhghealth.com.sg</a> ↗
Tan Tock Seng Hospital (TTSH)	<a href="mailto:ttsh.CRIO@nhghealth.com.sg">ttsh.CRIO@nhghealth.com.sg</a> ↗
Woodlands Health (WH)	Ms Liang Shanying: <a href="mailto:shanying.liang@nhghealth.com.sg">shanying.liang@nhghealth.com.sg</a> ↗

## NHG Health Minimum Ethics Training Secretariat

[nhggroup.min.ethics.training@nhghealth.com.sg](mailto:nhggroup.min.ethics.training@nhghealth.com.sg)

## NHG Health Research Course Admin (HBR only)

[nhggroup.research.courseadmin@nhghealth.com.sg](mailto:nhggroup.research.courseadmin@nhghealth.com.sg)

## FCOI Secretariat

[Nhggroup.DSRB.FCOI@nhghealth.com.sg](mailto:Nhggroup.DSRB.FCOI@nhghealth.com.sg)

# Useful Contacts *(continued)*



If you require any ECOS technical support, please contact your Institution's ITD Helpdesk, using the [\*\*ECOS Support Request Form\*\*](#) found on the ECOS Homepage.

## For PHI Users

### NHG users

[nhggroup.ITSHELP@nhghealth.com.sg](mailto:nhggroup.ITSHELP@nhghealth.com.sg)

(1800-483-4357)

### NUHS users

[ITSHELP@nuhs.edu.sg](mailto:ITSHELP@nuhs.edu.sg)

(1800-483-4357)

### SingHealth users

[it.helpdesk@singhealth.com.sg](mailto:it.helpdesk@singhealth.com.sg)

(1800-666-7777)

## For Non-PHI Users

<https://for.sg/acos-support-request>

You can email [synapxe.ecossupport@synapxe.sg](mailto:synapxe.ecossupport@synapxe.sg) with the ticket number for any updates on the tickets raised.



# Thank You

Tan Tock Seng Hospital • Khoo Teck Puat Hospital • Woodlands Hospital • Yishun Community Hospital • TTSH Integrated Care Hub  
Institute of Mental Health • National Skin Centre • National Centre for Infectious Diseases • NHG Cancer Institute • NHG Eye Institute • NHG Heart Institute  
Population Health • NHG Polyclinics • Diagnostics • Pharmacy • Community Care • NHG College • Centre for Healthcare Innovation