CITI PROGRAM
ADMINS

CITI Program Admins Access

➢ Search & add members
➢ Update member accounts: email, password reset, remove affiliation
➢ Add & remove courses for members, view course completion history for members
➢ Review course catalog and admin list

Campus Affiliations

➢ Admins cannot add an affiliation to an existing member. The member will need to do this.

CITI Program Admins Can Request:

(by emailing CustomerServices@rfsuny.org)
➢ Merge duplicate member accounts
➢ Updates to your course catalog
➢ Update to admins
➢ Training for CITI Program admins

Updated April 2024

Members

Adding members: individuals can create their own accounts and affiliate themselves to your institution, or you can create accounts for them by going to: Admin>Members>Add a Member to My Institution.

If you set up an account for a member, they will get an email from CITI Program once you complete the form with info on how to access CITI Program. You will also get an email letting you know the account has been created.

Members

Member Search: you can search for members by going to Admin>Members>Member Search.

You can search by name, email, etc.

Members

Member Information: from a member's profile, you can update their email addresses or send a password reset email.

You can also view when the account was created and when they last logged in.

Note: we highly recommend institutional emails be used for the username as this will help with the future SSO project. Once a username is established by the user, we cannot change it.

Member Information for Michael Tester (3325175)

Update Name and Email Addresses

Member:	Michael Tester (3325175)
Last Login:	05-Feb-2013 05:17:10 PM ET
Account Created:	28-Jan-2013 06:18:20 PM ET
Username:	mt28410
Email:	mt28410@aol.com
Secondary Email:	
Modules Completed:	View
Exams Completed:	View
Name Changes	No records found.

Send Password Reset Email

Update name and Email Addresses - Michael Tester (ID:3325175)

Member	Michael Tester (3325175)
First Name*	Michael
Last Name*	Tester
Primary Email*	mt28410@aol.com
Secondary Email	

Cancel   Update

Members

Member Information: from a member's profile, you can update their email addresses or send a password reset email.

Users can use the password reset functionality from the login screen or you can send them a password reset email from their account.

Member Information for Michael Tester (3325175)

Update Name and Email Addresses

Member:	Michael Tester (3325175)
Last Login:	05-Feb-2013 05:17:10 PM ET
Account Created:	28-Jan-2013 06:18:20 PM ET
Username:	mt28410
Email:	mt28410@aol.com
Secondary Email:	
Modules Completed:	View
Exams Completed:	View
Name Changes	No records found.

Send Password Reset Email

Send Password Reset Email - Michael Tester (ID:3325175)

⚠️ **Please confirm that you wish to resend the password reset email to the member shown below.**

Member:	Michael Tester (3325175)
Primary Email:	mt28410@aol.com

Cancel	**Send Password Reset Email**

CITI PROGRAM

Members

Affiliations: from the member's profile, you will be able to see SUNY institutions they are affiliated with and the courses under each institution.

You can add and remove courses for the member and if the member is no longer associated with your institution, we recommend that you remove their affiliation. They retain their course completion but cannot sign up for additional courses.

Affiliated Institutions:

⊖ **SUNY Upstate Medical University (ID: 283)**   Member Info | Add Courses | Remove Courses | Remove Affiliation

View Institution   **Course Completion History**

Curricula Information

Course	Stage	CR#	Status	View
Group 1.Biomedical Investigators and Key Personnel - Including Drug & Device Research	Refresher Course	43403656	Passed 09/21/2021	Modules Completed
Responsible Conduct of Research	Stage 1	38567409	Passed 03/10/2021	Modules Completed
Conflict of Interest	Stage 2	19913236	Passed 09/21/2021	Modules Completed

Note: All Dates and Times in U.S. Eastern Time.

Institution Management > Member Information > Remove Affiliation

🏛 Profile	📋 Enrollment Questions	👥 Members	📄 Reports

Remove Affiliation for Empire State College- Michael Tester (ID:3325175)

You have chosen to remove the affiliation with Empire State College for Michael Tester (3325175).
They will be unenrolled from all groups at Empire State College.
Completion Reports that they have earned from Empire State College will not be deleted.

Cancel	Remove

Members

Member list: You can view and export a list of all your members by going to Admin>Members>Member Search>View All Members>Download Excel Spreadsheet.

Courses

Active Courses: to see your list of active courses, go to: Admin>Reports>Report Menu> Active Courses Being Used

We recommend you review your list of courses and modules within the courses every 3 years.

Send any course updates to CustomerServices@rfsuny.org.

Courses

Active Courses: to see your list of active courses, go to:
Admin>Reports>Report Menu> Active Courses Being Used

This is what the report looks like. You can see the number of times the course has been taken and drill down even further to see modules in each course and how many people have taken the course.

Active Courses Being Used

Institution Management › Reports › Active Courses Being Used

Active Courses Being Used

- Click the stage to view the modules as they appear in the gradebook
- Click the number of completion reports earned to view a list of completion reports

GROUPS	STAGE	# OF CRS EARNED
Antibody Production in Animals (ID: 70133)	1 - Lab Animal Research (ID: 138416)	2
Biomedical Investigators (ID: 4788)	1 - Basic Course (ID: 45061)	27
	2 - Refresher Course (ID: 86269)	5
Biomedical Responsible Conduct of Research Course (ID: 26427)	1 - Basic Course (ID: 86232)	170
	2 - Refresher Course (ID: 167047)	15

Courses

All course changes must come through RF Central Office so that we can verify that they are in line with the RF Wide Agreement with CITI Program.

To add a new course that is part of our agreement:
1. Go to Admin>Series Selection Form and search for the course you would like to add.
2. Complete the form and email it to CustomerServices@rfsuny.org.

If you are interested in a course that is not part of our agreement, please email CustomerServices@rfsuny.org.

Admins

To see your current list of admins and the modules they can access: Admin>Members>Institutional Administrators.

Reminder: remove admins (and remove their affiliation with your campus) as they leave your organization or change roles. We recommend you review your list of admins annually.

Send all admin updates to CustomerServices@rfsuny.org.

CITI Program Admins are also added to the citiprogramadministrators@rfsuny.org distribution list. If you believe you are not on the list, please email CustomerServices@rfsuny.org.

Merge

Merging accounts: to merge duplicate accounts, send an email to CustomerServices@rfsuny.org with the following information:

1. Name and ID of the account you want to keep
2. Name and ID of the account(s) you want to merge

! CITI Program data is synced with PACS nightly. Cleaning up duplicate accounts will help with issues with the sync.

Support

For any questions related to CITI Program or requests for training, please send an email to CustomerServices@rfsuny.org.

Thank you!

CITI Program Support Team:

Anna Hartz, Linh Hoang