Introduction

Frontier Science Foundation is a not-for-profit research organization dedicated to the improvement of data management and statistical quality in clinical trials and medical research. The Frontier Science Portal is maintained with the primary purpose of providing information and tools to assist site and laboratory staff with the data management facet of their clinical trial work.

Finding the Frontier Science Portal

The Frontier Science Portal is accessed from the Frontier Science Foundation home page (https://www.frontierscience.org/).

Logging on to the Frontier Science Portal

The Frontier Science Portal provides access to documents, reports, applications, and resources for registered users of Frontier Science websites. Portal features include:

- Standard navigation tabs and buttons

- Application-specific help

- Dynamic notification of new or updated content

Applying for and Changing Portal Access

Complete the New User Registration Form at https://www.frontierscience.org/register to register for a Portal account, or to request a change in your level of access or permissions.

Accessing the DMC Portal

Logging In

Once your Portal account is active, you can access the Portal by going to www.frontierscience.org/portal or by clicking the *Portal* link from the Frontier Science home page.
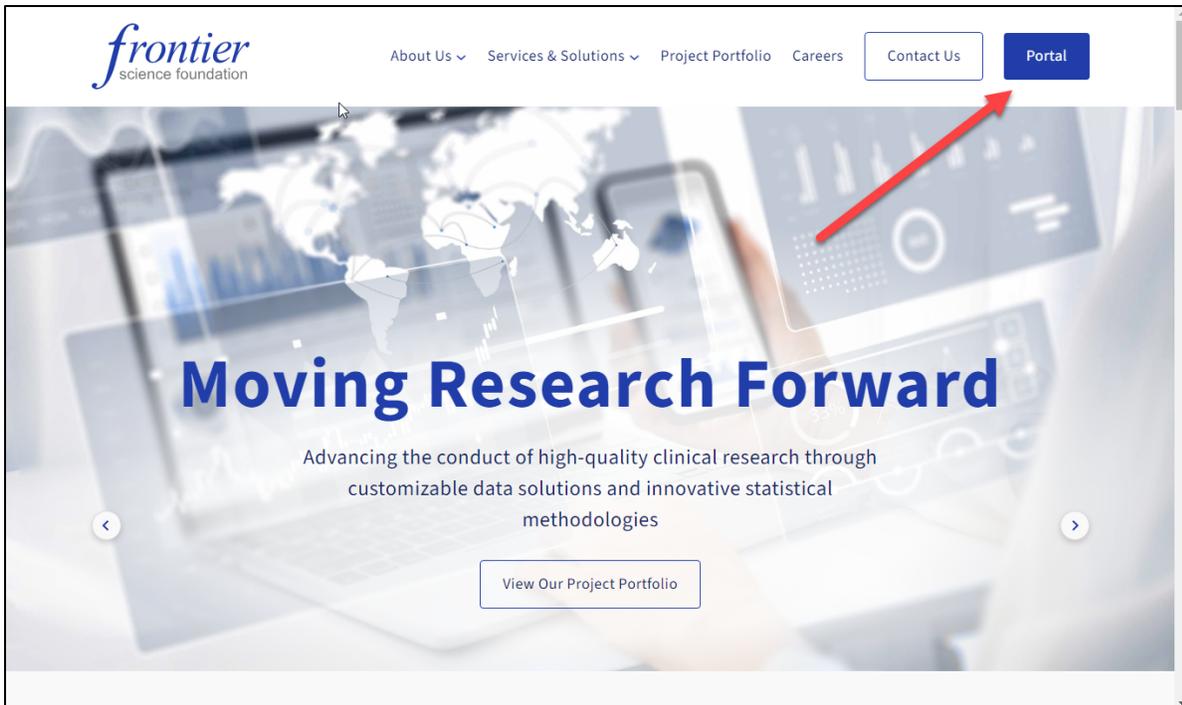
Password Policy

A login screen appears. Enter your user name in the format *lastname.firstname* as indicated on your registration confirmation email, and the password that you set up when registering for Portal web access.

Your password must be a secure password that contains between 10 and 50 characters, a combination of upper-case and lower-case letters, and at least one number and special character.
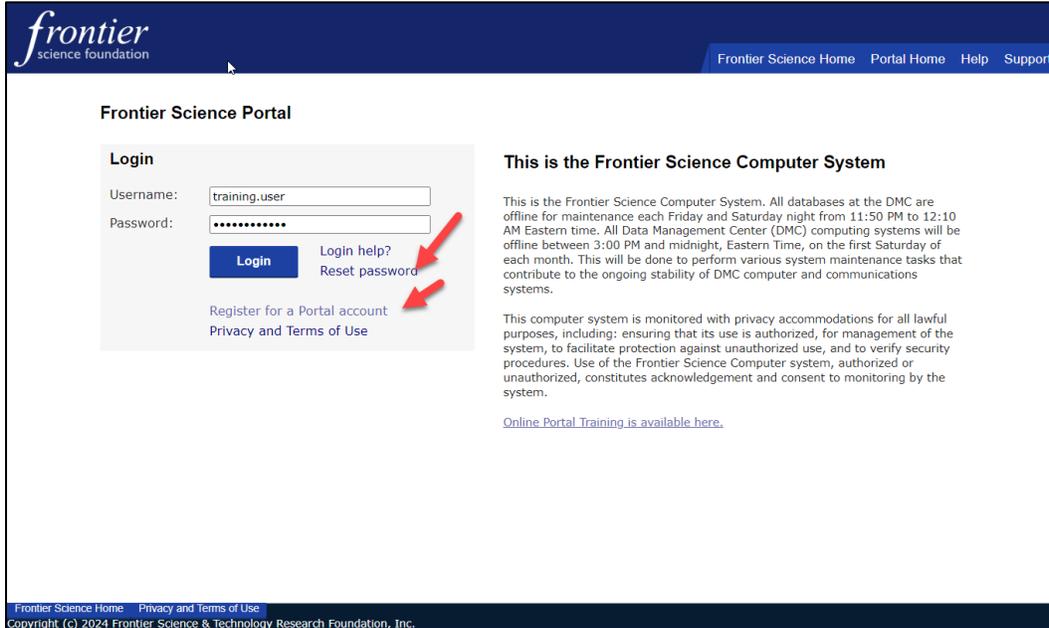
If you are a new user, click *Register for a Portal Account.* Our User Support staff will need to verify your request, so access is not instantaneous.

If you are an active user, the *Reset Password* link allows you to reset your web password.

Terms of Use

If you are logging into the Portal for the first time, you must first review and acknowledge the Frontier Science Foundation *Terms of Use*.

The *Terms of Use* will be presented to you the first time you log in. After reading, click the *Agree* button in the bottom left-hand corner. Entering your login credentials and clicking *eSign* constitutes an electronic signature that you have read, understand, and agree to the terms of use for the Frontier Science Portal.

Portal Contents

After logging in, you will be taken to the Portal homepage.
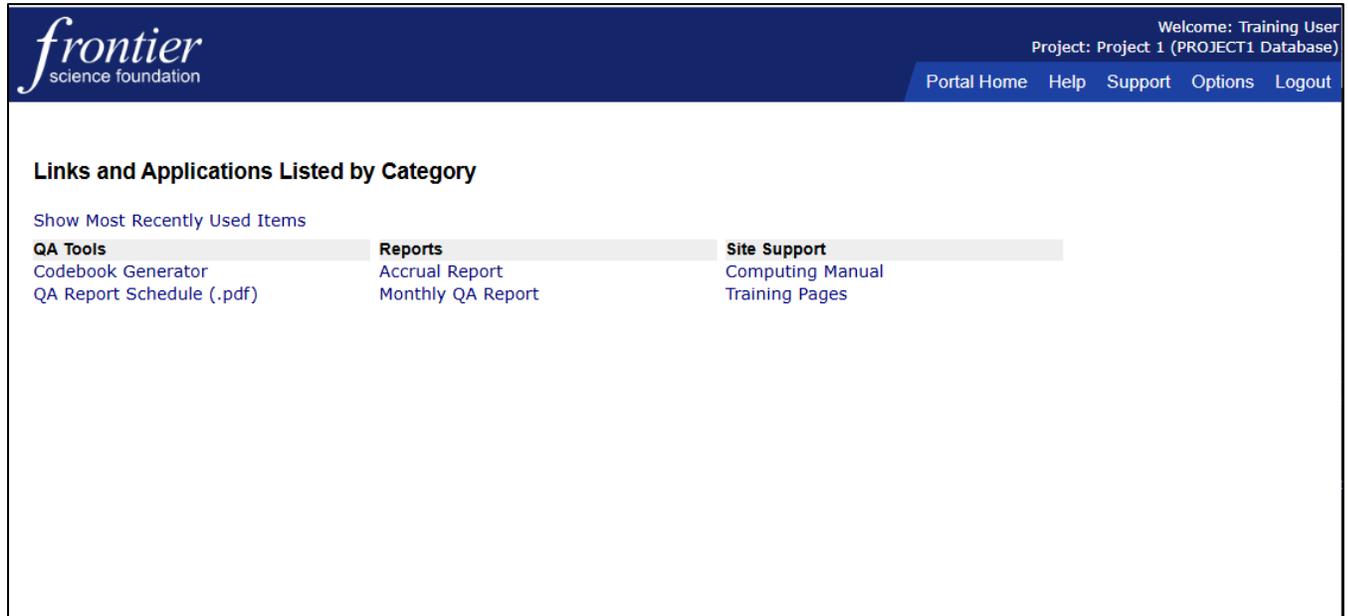
Header

In the header, you can see your user name and project to the right.
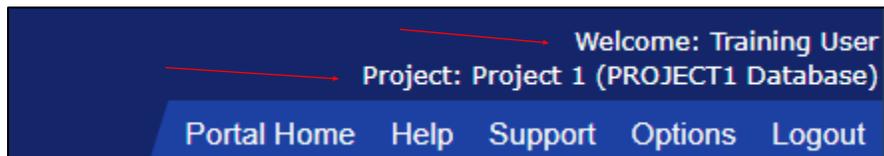
Navigation buttons are below your name and project.

Button	Description
Portal Home	Returns to the Portal home page.
Help	Displays item-specific help text or documents where applicable. Help contents will change depending upon the link or application that you have clicked.
Support	Displays contact information for our User Support Department.
Options	Allows access to a password reset utility.
Logout	Logs the user out of the Portal and returns to the login screen.

Project-Specific Announcements

If there are any project-specific announcements, they will appear in the center of the header.
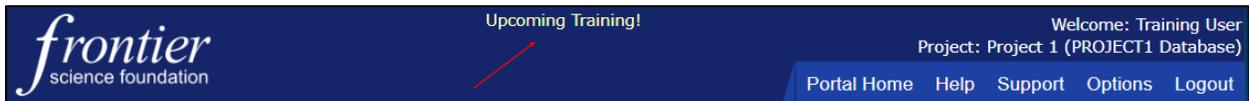
Footer

Links to *Privacy and Terms of Use* are found in the footer of the page.

Clicking *Frontier Science Home* will return you to the Frontier Science homepage. If you wish to review the *Terms of Use*, you can access it by clicking the *Privacy and Terms of Use* link.

Body

In the body of the page, all of the links and applications are separated by category. Categories appear in the grey header above each section.
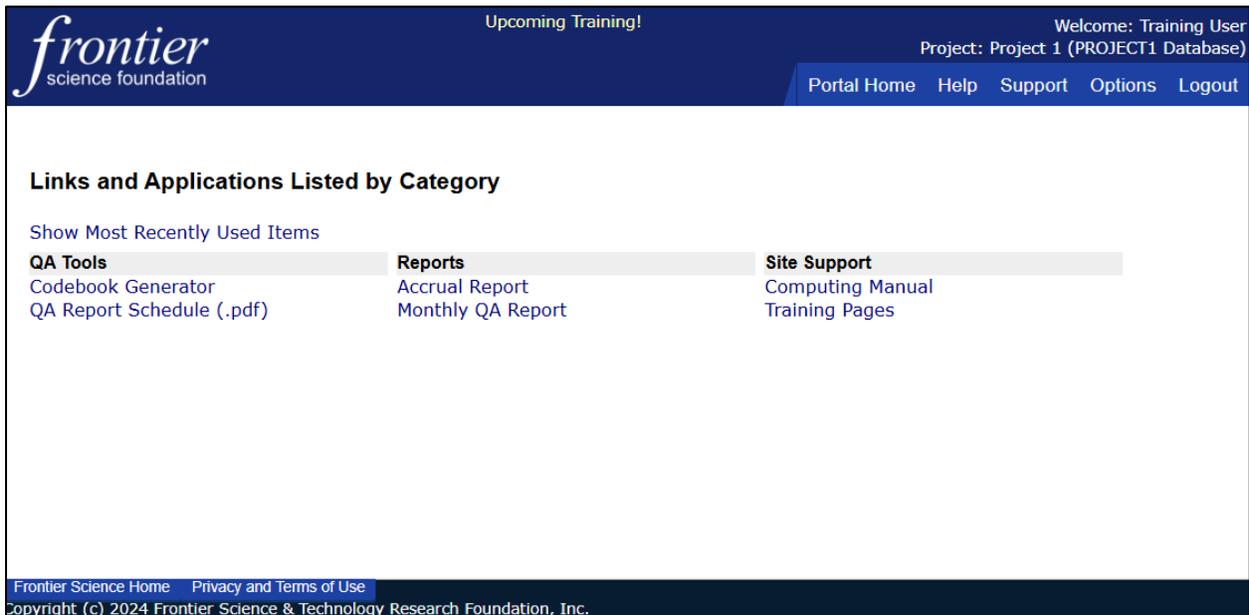
Under a category, click a link to open an item. Items available on the Frontier Science Portal will be based on access requested at registration, and for which you have been approved.

Item-Specific Help

Clicking the *Help* button on most pages in the Portal will bring up item-specific help. Contents change according to where you are in the Portal. Clicking *Help* from an application, such as the Email Directory Lookup, will bring up the Email Directory Lookup help file in a new window.
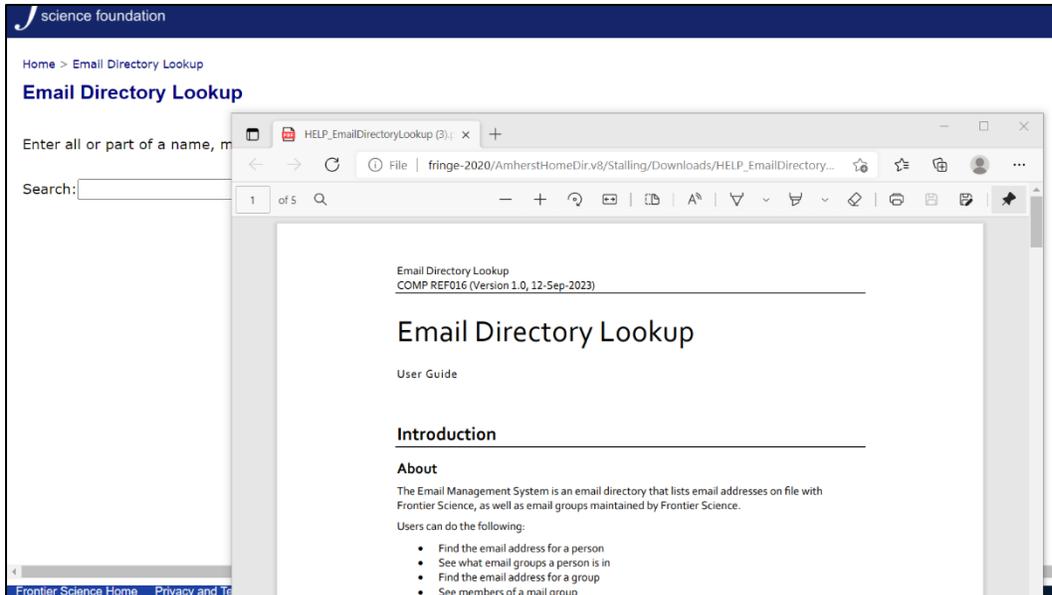
Returning to the Portal

To return to the Portal Home page, click Portal Home, or click Logout to end your Portal session.
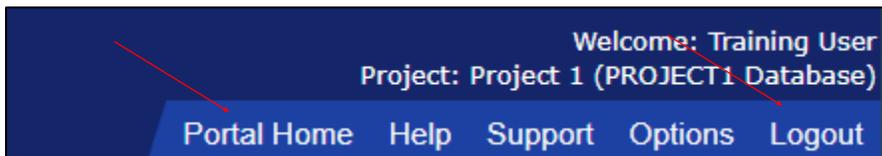
User Support

If you have any questions, please contact our User Support department using the contact information in the *Support* link.

Frontier Science User Support

Hours of Operation
User Support is available 24 hours a day, 365 days a year with the exception of the holidays listed below. If you experience problems, or have questions about the Frontier Science website or systems, please contact the appropriate group listed below and provide a detailed description of the problem you encountered.

Site User Support
Phone: +1 716 834-0900 x7302
Email: user.support@fstrf.org

Registration/Randomization Support
Phone: +1 716 834-0900 x7301
Email: rando.support@fstrf.org

IBCSG Registration/Randomization Support
Phone: +1 716 834-0900 x7301
Email: bc.helpdesk@fstrf.org

LDMS and Laboratory User Support
Phone: +1 716 834-0900 x7311
Email: ldmshelp@fstrf.org

DataFax User Support
Phone: +1 716 834-0900 x7302
Email: datafax.user.support@fstrf.org

OlympiA Centers User Support
Phone: +1 716 834-0900 x7301
Email: olympia.rando@fstrf.org
https://frontierscience.org/olympia/support/home.view

Observed Holidays List
Support is not available on the following holidays:
New Year's Day
Memorial Day (US Holiday)
Independence Day (US Holiday)
Thanksgiving Day (US Holiday)
Christmas Day

Thank you for taking the time to review this manual.