Integrated System in Healthcare for Research (iSHaRe)

User Guide for Account Creation and Password Reset

Document Version 4
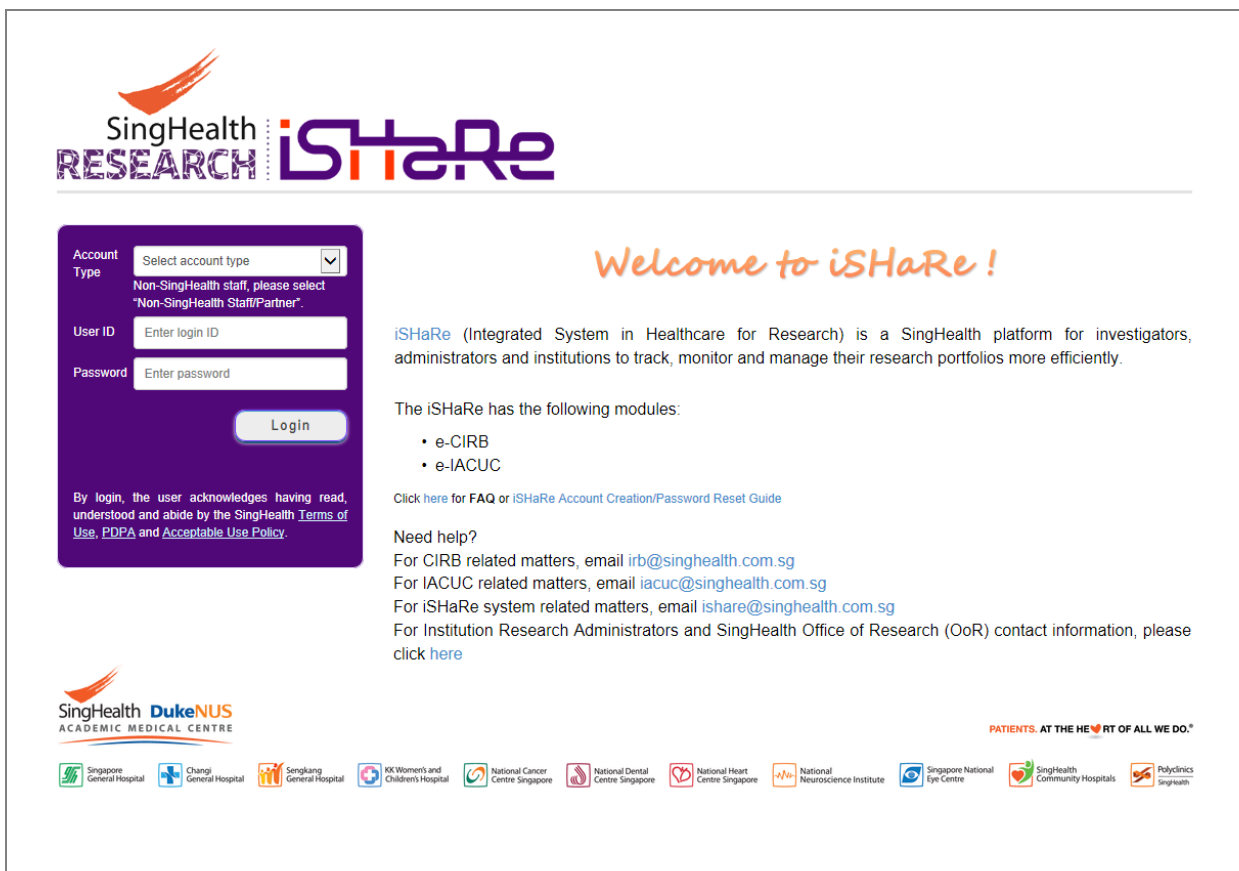
9 August 2021

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1. Overview

The Integrated System in Healthcare for Research (iSHaRe) is a SingHealth platform for Principal Investigators, Co-Investigator, Collaborators, Protocol Administrators, Delegates, Study Team Members and Institutions to track, monitor and manage their research portfolios and ethics applications more efficiently.

Effective from 15 September 2014 and 18 December 2015, all CIRB Applications and IACUC Applications must be submitted via iSHaRe for review and approval respectively.

Prior to creating new application via iSHaRe, you will first need to (a) register for an iSHaRe account and get it (b) activated.

This document is aimed to provide you with a step-by-step guide in the creation and activation of your iSHaRe account.

iSHaRe Common Login Page

2. System Requirements

The iSHaRe is optimized to work best with Microsoft Windows 7 and Internet Explorer 9 and above.

For optimal conditions, you will need to have the following requirements:
- An internet connection
- Microsoft Windows 7 and above
- Internet Explorer 9 and above

Alternatively, you may also install and use the following browser:
- Google Chrome
- Mozilla Firefox

Prior to registration for an iSHaRe Account, you must have the following:
- A valid email account (preferably an official one that you use for work)
- Password (standby with a password for your iSHaRe Account)

3. Account Log In & Creation for First-Time User

iSHaRe is assessable to the Staff of SingHealth as well as Non-SingHealth Staff and Partners.

This section provides you with the procedures in the Log In and Creation of an iSHaRe account by first *registering, then activating and setting up of your user profile*.

Important: Non-SingHealth Staff and Partners are required to activate your iSHaRe Account
Once registered, immediately go to your iSHaRe registered email inbox and follow the link to activate your iSHaRe Account. It is also recommended that you setup your profile at the same time (Proceed to Section 3.2).
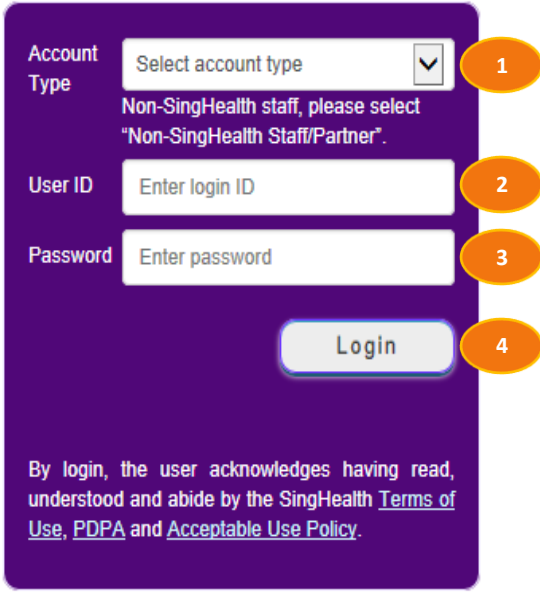
3.1 Account Log In for SingHealth Staff

SingHealth Staff may log into iSHaRe using your existing ADID and Password to setup your User Profile and update it when necessary. Account registration is not required for SingHealth Staff.

Changes to the ADID Password when it has expired will automatically result in a similar change to your iSHaRe Login Password. In the event that you have forgotten your ADID Password, please contact IT Helpdesk.

- Launch any browser and connect to iSHaRe at http://ishare.singhealth.com.sg/ that will bring you to the iSHaRe Common Login Page.

Account Log In for SingHealth Staff

At the Common iSHaRe Login Page:

1. **Select "Account Type"** from the Dropdown List

   Select account type
   SHHQ
   SINGHEALTH
   SGHAD
   KKHAD
   NCCD1
   SHSC
   SKHAD
   SHPC
   CGHAD
   Non-SingHealth Staff / Partners

2. **Enter "ADID"**
3. **Enter "Password"**
4. **Click "Login"**

- Upon successful Log In, you will be directed to the **"User Profile"** page where you will need to fill up your **"Personal Particulars"** and **"User Appointment"**.

Account Log In for SingHealth Staff

1. **Setup your User Profile** by Completing your Personal Particulars.
2. **Click "Next"** to proceed

User Profile

Important :
- Completing your user profile is pre-requisite for iSHaRe.
- Please do not use comma inside Family Name, Given Name and Alias.
- (*) denotes mandatory field.

Personal Particulars

User Appointment

1

Login ID	Auto-Populated After Successful Registration of iSHaRe Account
Given Name *	Enter your Given Name here (Mandatory Field)
Family Name *	Enter your Family Name here (Mandatory Field)
Alias	Enter your
Salutation *	- Please Select -
Gender *	- Please Select -
Nationality *	- Please Select -
Email *	Enter your Work Related Email Account here (Mandatory Field)
Fax No.	Enter your Fax No. here
Ext No.	Enter your Ext. No. here
Office No.	Enter your Office No. here
Mobile No. *	Enter your Mobile No. here
Address	Enter your Work Related / Correspondence Address here

2 Next

3. To setup User Appointment, **select your option(s)** from the Dropdown Lists
4. **Click "Add"** to confirm your selections
5. **Click "Update"** to complete the setup of your User Appointment

User Profile

Important :
- Completing your user profile is pre-requsite for iSHaRe.
- Please do not use comma inside Family Name, Given Name and Alias.
- (*) denotes mandatory field.

Personal Particulars

User Appointment

Institution

3 **4**

Institution	Department	Designation	Action
Singapore General Hospital (SGH)	Department of Dermatology	Senior Consultant	Add

Institution	Department	Designation	Action
Singapore General Hospital (SGH)	Department of Dermatology	Senior Consultant	Delete

NOTE: If your department is not listed in the above list, please contact irb@singhealth.com.sg (for IRB application) or iacuc@singhealth.com.sg (for IACUC application).

5 Update

3.2 Account Creation for Non-SingHealth Staff and Partners

If you are NOT a SingHealth Staff, you can create an account from the iSHaRe Common Login Page using your official email address as your User ID. Before you start, please have your official work-related email account and password ready for the registration of an iSHaRe Account.
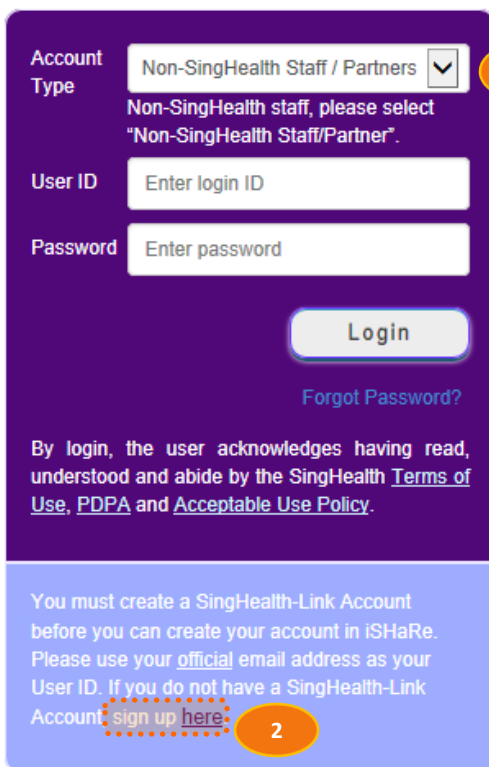
Creation of an iSHaRe Account for Non-SingHealth Staff and Partners involves 3 steps:

| 1. Account Registration | 2. Account Activation | 3. User Profile Setup |

3.2.1 Account Registration for Non-SingHealth Staff and Partners

- Launch any browser and connect to iSHaRe at **https://ishare.singhealth.com.sg/**

Account Registration for Non-SingHealth Staff and Partners

At the Common iSHaRe Login Page:

1. **Select "Non-SingHealth Staff/Partners"** from the Dropdown List
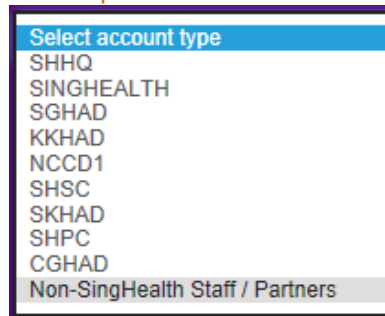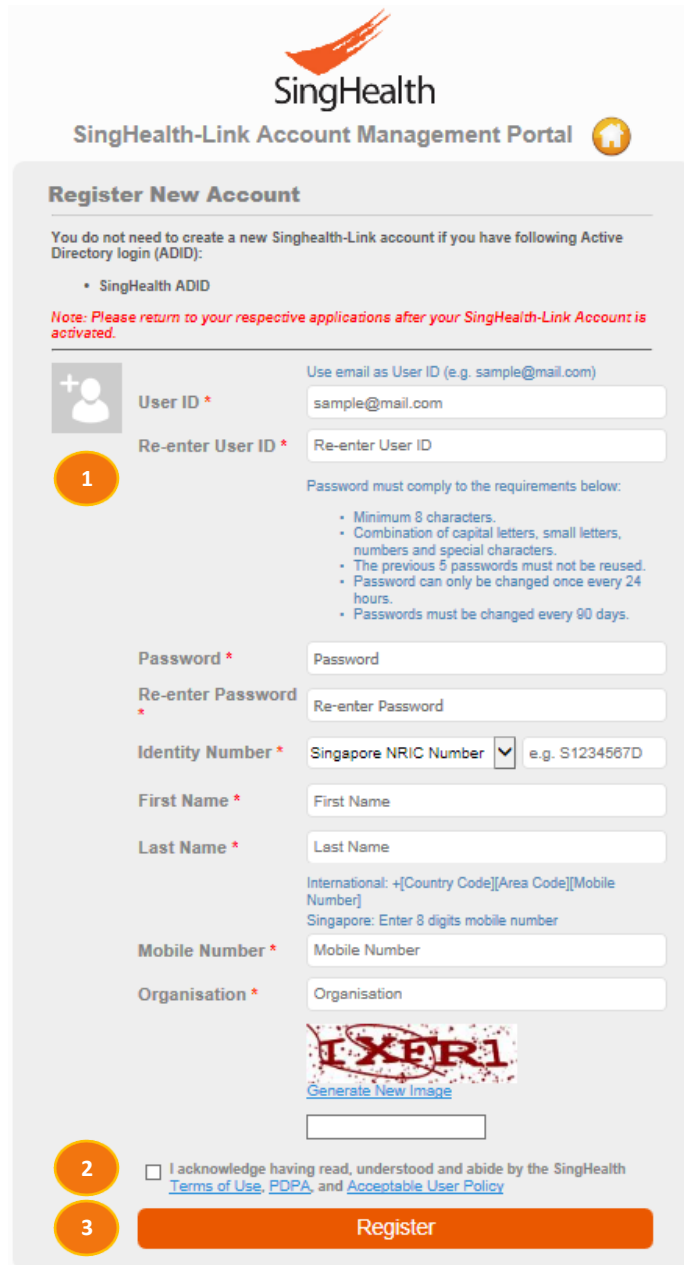
2. **Click** sign up **"Here"**

- You will be brought to the **"SingHealth-Link Account Management Portal"** page.

1. Account Registration	2. Account Activation	3. User Profile Setup

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Account Registration for Non-SingHealth Staff and Partners

SingHealth
SingHealth-Link Account Management Portal 🏠

Register New Account

You do not need to create a new Singhealth-Link account if you have following Active Directory login (ADID):

- SingHealth ADID

Note: Please return to your respective applications after your SingHealth-Link Account is activated.

Use email as User ID (e.g. sample@mail.com)

User ID * — sample@mail.com

Re-enter User ID * — Re-enter User ID

Password must comply to the requirements below:

- Minimum 8 characters.
- Combination of capital letters, small letters, numbers and special characters.
- The previous 5 passwords must not be reused.
- Password can only be changed once every 24 hours.
- Passwords must be changed every 90 days.

Password * — Password

Re-enter Password * — Re-enter Password

Identity Number * — Singapore NRIC Number — e.g. S1234567D

First Name * — First Name

Last Name * — Last Name

International: +[Country Code][Area Code][Mobile Number]
Singapore: Enter 8 digits mobile number

Mobile Number * — Mobile Number

Organisation * — Organisation

IXFR1
Generate New Image

☐ I acknowledge having read, understood and abide by the SingHealth Terms of Use, PDPA, and Acceptable User Policy

Register

Register your User ID using your Official Work-related email:
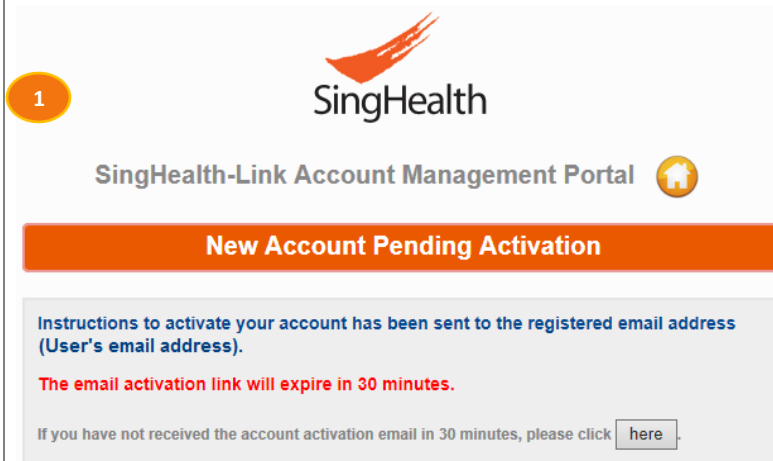
1. **Enter** your **Account Details**

2. **Check** "I acknowledged having read, understood and abide by the SingHealth Term of Use, PDPA and Acceptable User Policy."

3. **Click "Register"**

3.2.2 Account Activation for Non-SingHealth Staff and Partners

- Once registered, you will see the following message requiring you to access your mailbox.

| 1. Account Registration | 2. Account Activation | 3. User Profile Setup |

Account Activation for Non-SingHealth Staff and Partners

1

SingHealth

SingHealth-Link Account Management Portal 🏠

New Account Pending Activation

Instructions to activate your account has been sent to the registered email address (User's email address).
The email activation link will expire in 30 minutes.
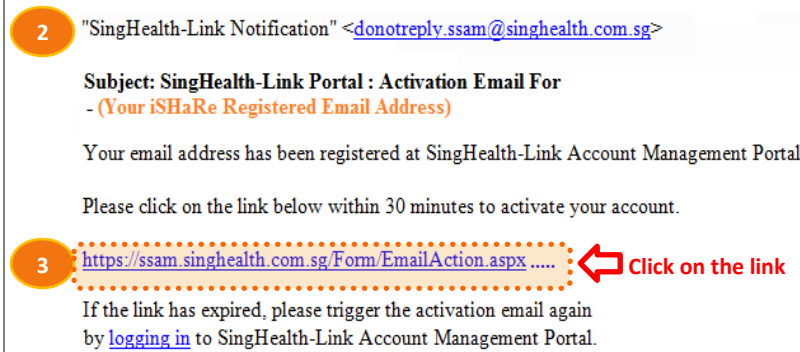
If you have not received the account activation email in 30 minutes, please click [here].

After you "Register", you will be prompted to activate your account:

1. **Go to your email Inbox** immediately

Note:
The email activation link will expire in **30 minutes**.

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2 "SingHealth-Link Notification" <donotreply.ssam@singhealth.com.sg>

Subject: SingHealth-Link Portal : Activation Email For
- (Your iSHaRe Registered Email Address)

Your email address has been registered at SingHealth-Link Account Management Portal.

Please click on the link below within 30 minutes to activate your account.

3 https://ssam.singhealth.com.sg/Form/EmailAction.aspx ..... ⬅ Click on the link

If the link has expired, please trigger the activation email again by logging in to SingHealth-Link Account Management Portal.

In your email inbox:

2. Look for email from **"SingHealth-Link Notification"**

3. **Click on the link** to activate your iSHaRe Account

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4 SingHealth

SingHealth-Link Account Management Portal 🏠

New Account Activated Successfully

Your account (iSHaRe registered email address) has been activated successfully.

Please proceed to the respective applications to login.

You can login to **SingHealth-Link Account Management Portal** to update your user profile.

Proceed to Login to iSHaRe:
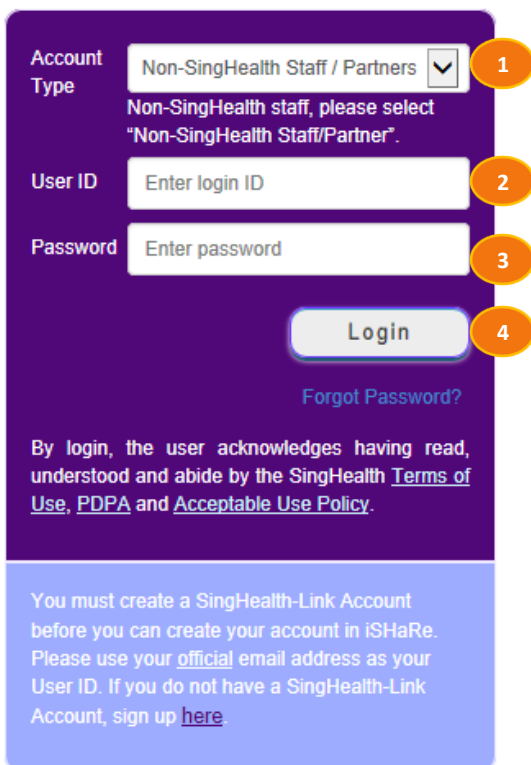
4. You will be prompted upon successful account activation

5. **Connect to iSHaRe** at **https://ishare.singhealth.com.sg/** to setup User Profile

3.2.3 User Profile Setup for Non-SingHealth Staff and Partners

- Connect to iSHaRe at **https://ishare.singhealth.com.sg/** for First Time User Profile Setup.

1. Account Registration	2. Account Activation	3. User Profile Setup

User Profile Setup for Non-SingHealth Staff and Partners

Account Type Non-SingHealth Staff / Partners ▾ ①
Non-SingHealth staff, please select "Non-SingHealth Staff/Partner".

User ID Enter login ID ②

Password Enter password ③

Login ④

Forgot Password?

By login, the user acknowledges having read, understood and abide by the SingHealth Terms of Use, PDPA and Acceptable Use Policy.

You must create a SingHealth-Link Account before you can create your account in iSHaRe. Please use your official email address as your User ID. If you do not have a SingHealth-Link Account, sign up here.

At the Common iSHaRe Login Page:

1. Select **"Non-SingHealth Staff/Partners"** from the Dropdown List

Select account type
SHHQ
SINGHEALTH
SGHAD
KKHAD
NCCD1
SHSC
SKHAD
SHPC
CGHAD
Non-SingHealth Staff / Partners
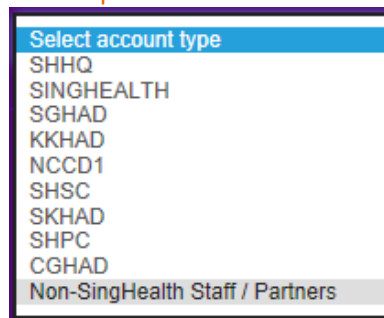
2. **Enter "User ID"**
3. **Enter "Password"**
4. **Click "Login"**

- Upon successful Log In, you will be directed to the "User Profile" page where you will need to fill up your "Personal Particulars" and **"User Appointment"**.

User Profile Setup for Non-SingHealth Staff and Partners

1. **Setup your User Profile** by Completing your Personal Particulars.
2. **Click "Next"** to proceed

Update User Profile

Important : - Completing your user profile is pre-requsite for iSHaRe.
- Please do not use comma inside Family Name, Given Name and Alias.
- (*) denotes mandatory field.

Personal Particulars	Login ID	Auto-Populated After Successful Registration of iSHaRe Account
User Appointment	Given Name *	Enter your Given Name here (Mandatory Field)
	Family Name *	Enter your Family Name here (Mandatory Field)
	Alias	Enter your Alia here
	Salutation *	- Please Select -
	Gender *	- Please Select -
	Nationality *	- Please Select -
	Email *	Enter your iSHaRe Registered Email Account here
	Fax No.	Enter your Fax No. here
	Ext No.	Enter your Ext. No. here
	Office No.	Enter your Office No. here
	Mobile No. *	Enter your Mobile No. here
	Address	Enter your Work Related / Correspondence Address here

(1) **(2)** **Next**

Continues on the following page…

- Continue User Profile Setup by completing your **"User Appointment"** details. Upon completion of your User Appointment, you will be able to proceed with your tasks in iSHaRe.

User Profile Setup for Non-SingHealth Staff and Partners
Continues from the previous page…

1. Setup your User Appointment, **select your option(s)** from Dropdown Lists where applicable
2. **Enter your details** where applicable
3. **Click "Add"** to confirm your selections where applicable
4. **Click "Submit"** to complete setup of your User Appointment

Personal Particulars

User Appointment

Institution

Institution # ①	Department #	Designation ②	Action ③
- Please Select -			Add

Institution	Department	Designation	Action

NOTE: If your organization/institution or department is not listed in the above list, please contact irb@singhealth.com.sg (for IRB application) or iacuc@singhealth.com.sg (for IACUC application).

Organization

Organization # ①	Action ③
- Please Select -	Add

Organization	Action

NOTE: If your organization/institution or department is not listed in the above list, please contact irb@singhealth.com.sg (for IRB application) or iacuc@singhealth.com.sg (for IACUC application).

By submitting, the user acknowledges having read, understood and abide by the SingHealth Terms of Use, PDPA and Acceptable Use Policy. ④ **Submit**

 # Click Here if you need help with your Institution, Department and/or Organization listings.

4. Forget/Reset Password

If you are a SingHealth Staff, please contact SingHealth IT Helpdesk for assistance to reset your ADID Password.

Non-SingHealth Staff and Partners can perform a password reset online if you have forgotten your iSHaRe Account Password or cannot sign-in to your iSHaRe Account (Refer to Section 4.2).
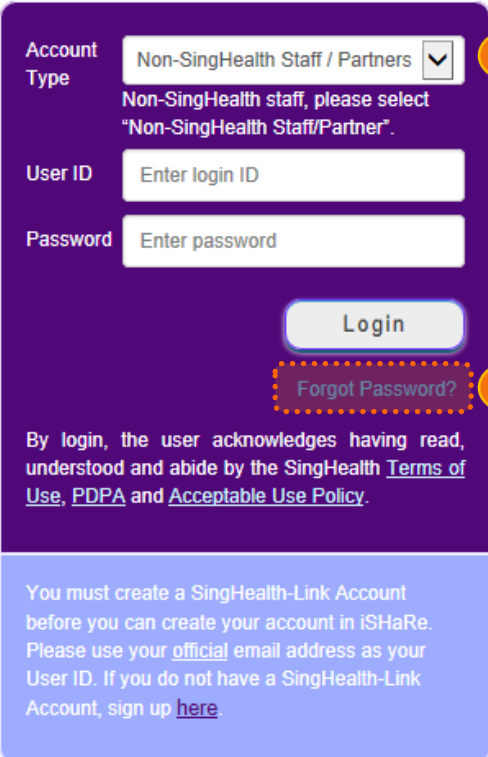
4.1 Password Reset for SingHealth Staff

Changes to the ADID Password when it has expired will automatically result in a similar change to your iSHaRe Login Password. In the event that you have forgotten your ADID Password, please contact SingHealth IT Helpdesk.

4.2 Password Reset for Non-SingHealth Staff and Partners
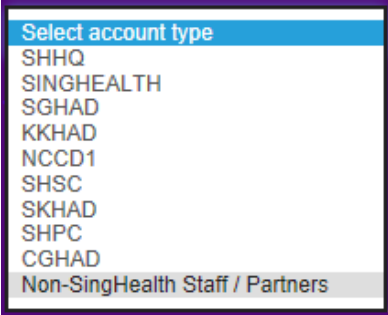
- Launch any browser and connect to iSHaRe at **https://ishare.singhealth.com.sg/**

Password Reset for Non-SingHealth Staff and Partners

At the Common iSHaRe Login Page:

1. **Select "Non-SingHealth Staff/Partners"** from the Dropdown List

2. **Click** on **"Forgot Password?"**

- Once you clicked on "Forgot Password", you will be directed to the SingHealth-Link Account Portal.

Password Reset for Non-SingHealth Staff and Partners
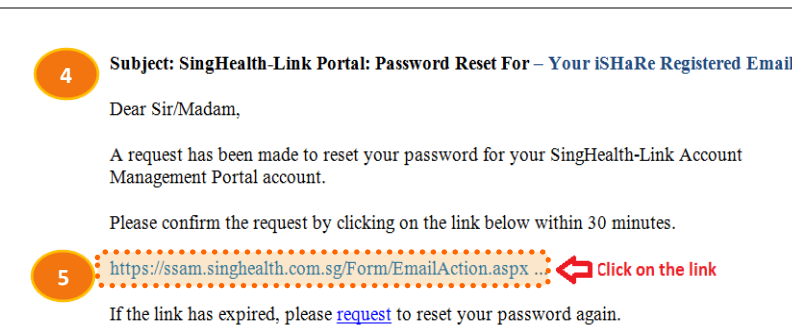
After you clicked "Forgot Password":

1. **Enter your iSHaRe Registered Email Address**

2. **Enter the text** you see in the CAPTCHA diagram

3. **Clicked "Reset Password"**

Note:
Log into your email account, the email activation link will expire in **30 minutes**.

Subject: SingHealth-Link Portal: Password Reset For – Your iSHaRe Registered Email

Dear Sir/Madam,

A request has been made to reset your password for your SingHealth-Link Account Management Portal account.

Please confirm the request by clicking on the link below within 30 minutes.

https://ssam.singhealth.com.sg/Form/EmailAction.aspx ... ⬅ Click on the link

If the link has expired, please request to reset your password again.

Go to your email inbox:

4. Look for email from **"SingHealth-Link Notification"**

5. **Click on the Link** to reset your password

In the SingHealth-Link Management Portal:

6. **Enter and confirm** your **"New Password"**

7. **Click "Change"**

8. You will be prompted upon successful password reset

9. **Connect to iSHaRe** at **https://ishare.singhealth.com.sg/** and log in as usual

SingHealth-Link Account Management Portal

Please reset your password

Password must comply to the requirements below:

- Minimum 8 characters.
- Combination of capital letters, small letters, numbers and special characters.
- The previous 5 passwords must not be reused.
- Password can only be changed once every 24 hours.
- Passwords must be changed every 90 days.

New Password

Re-enter New Password

Change

5. Troubleshoot

If you were to encounter any issue with iSHaRe, you may try to update your version of iSHaRe by clearing your browser's cache and try to log in to iSHaRe again.

5.1 Obtaining the Latest Version of iSHaRe

If you are accessing iSHaRe for the first time or as a return user, it is recommended that you obtain the latest update of iSHaRe by clearing your browser's cache before you login to the iSHaRe portal.

Follow these steps to clear your browser's cache and launch iSHaRe thereafter:
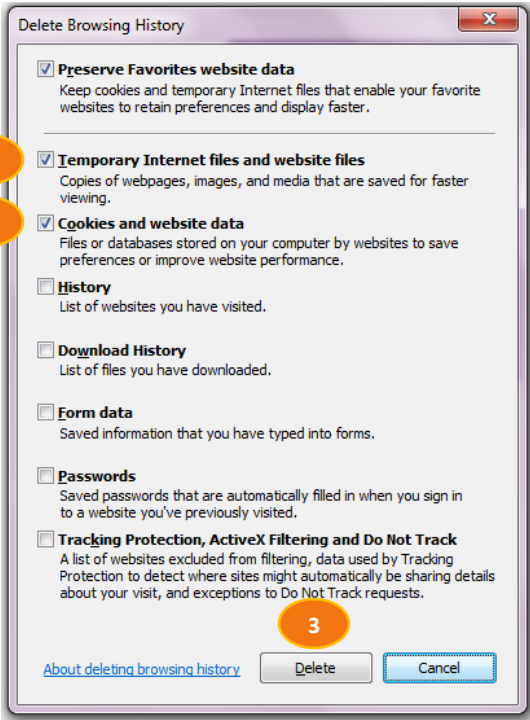
Clearing Internet Explorer Browser Cache

- Launch **Internet Explorer** and press **<CTRL> + <SHIFT> + <DELETE>**.

When in Internet Explorer

1. **Select** "Temporary Internet Files"

2. **Select** "Cookies and Website Data"

3. **Click "Delete"**

4. **Connect to iSHaRe** at
   https://ishare.singhealth.com.sg/

Delete Browsing History

☑ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

(1) ☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

(2) ☑ **Cookies and website data**
Files or databases stored on your computer by websites to save preferences or improve website performance.

☐ **History**
List of websites you have visited.

☐ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **Tracking Protection, ActiveX Filtering and Do Not Track**
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

About deleting browsing history   (3) Delete   Cancel

Clearing Google chrome Browser Cache

- Launch **Google Chrome**, click on **Menu** ☰ in the **top right** of the screen**.**

When in Google Chrome

1. **Click "Menu"** ☰

2. **Select** "More Tools"

3. **Select** "Clear Browsing Data…"

New tab	Ctrl+T
New window	Ctrl+N
New incognito window	Ctrl+Shift+N

History	▶
Downloads	Ctrl+J
Bookmarks	▶

Zoom — 100% +

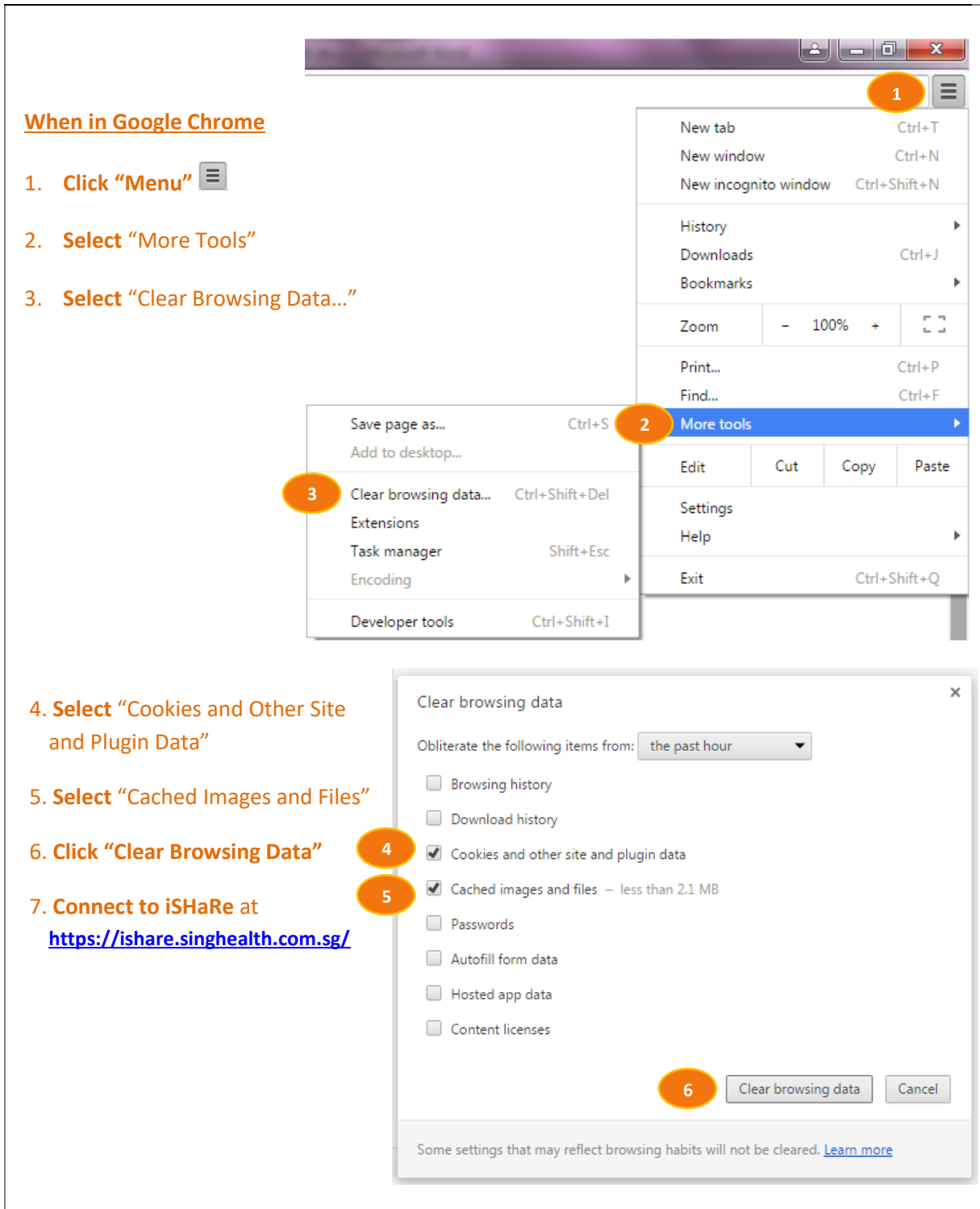|	
Print...	Ctrl+P
Find...	Ctrl+F
More tools	▶

Edit | Cut | Copy | Paste

Settings
Help ▶

Exit	Ctrl+Shift+Q

Save page as...	Ctrl+S
Add to desktop...	
Clear browsing data...	Ctrl+Shift+Del
Extensions	
Task manager	Shift+Esc
Encoding	▶
Developer tools	Ctrl+Shift+I

4. **Select** "Cookies and Other Site and Plugin Data"

5. **Select** "Cached Images and Files"

6. **Click "Clear Browsing Data"**

7. **Connect to iSHaRe** at
   https://ishare.singhealth.com.sg/

Clear browsing data

Obliterate the following items from: **the past hour** ▼

- ☐ Browsing history
- ☐ Download history
- ☑ Cookies and other site and plugin data
- ☑ Cached images and files – less than 2.1 MB
- ☐ Passwords
- ☐ Autofill form data
- ☐ Hosted app data
- ☐ Content licenses

Clear browsing data | Cancel

Some settings that may reflect browsing habits will not be cleared. Learn more

5.2 Access Using Other Browsers

The iSHaRe is optimized to work best with Microsoft Windows 7 and Internet Explorer 9 and above. You may try to access iSHaRe by installing Google Chrome or Mozilla Firefox browser if:

- Your current system does not meet the system requirements to run iSHaRe
- You are able to log into iSHaRe but is unable to load the requested pages

You may then try to **Connect to iSHaRe at https://ishare.singhealth.com.sg/** after the installation of your selected browser(s).

6. Contact Us

The following is a list of contact if you require support and/or to submit feedback:

Contact the SingHealth CIRB or IACUC:

CIRB Email:	irb@singhealth.com.sg
IACUC Email:	iacuc@singhealth.com.sg

For support for:

1. **USER PROFILE**
   You are unable to locate and/or identify your Institution, Department and/or Organization in the dropdown list under the User Profile Page.

2. **USER ACCOUNT AND PASSWORD**
   You are NOT a SingHealth Staff and require further assistance with your User Account and Password.

   For SingHealth Staff ADID Account and/or Password, please contact SingHealth IT Helpdesk.

3. **CIRB AND IACUC APPLICATIONS**
   You need help with your CIRB or IACUC Application Forms and Application Processes.

Contact the SingHealth iSHaRe Enquiry:

iSHaRe Email:	ishare@singhealth.com.sg

For support and/or feedback:

1. **Technical Enquiry**
   You encountered technical issues and require assistance while using iSHaRe.

2. **Feedback**
   You would like to send us feedback on iSHaRe.

Contact your Institutional Research Administration Office:

For Institutional enquiry and/or support:

1. **List of the Institution Research Administrators**
   Please click here for a list of the various Institutional Research Administrators.