


## **LSU CMST Research Participation System: Most Frequently Asked Questions**

1. How do I sign up for the research participation system?
2. How do I find the studies to sign up for?
3. When I am establishing an account, it says I already have an account but I have never signed up with the system before. Specifically, the error message reads "The student ID number you entered already exists and is linked to a different user ID. You should login with the existing account linked to your student ID number." What do I do?
4. I accidentally put some wrong information when I established my account. How can I change this?
5. I lost my password, how can I get it?
6. How do I allocate credits?
7. How do I apply research credits to more than one professor?
8. What do I do if the research credits I have earned have not shown up? Who do I contact?
9. Why have I been locked out of the research participation system?
10. If I have been locked out of the system, can I be let back in?
11. Immediately after I login, as soon as I click on any menu option, I am taken back to the login page and I see a message that my authentication has expired. What does this mean?
12. Who can see the information about my sign-ups? I don't want everyone to know which studies I signed up for?

## 1. How do I sign up for the research participation system?

To access the **Research Participation System (RPS)** sign-up program do the following:

1. Access [www.lsu.edu/cmst](http://www.lsu.edu/cmst)
2. Click on RESOURCES.
3. Click on RESEARCH PARTICIPATION SYSTEM
4. Find RESEARCH PARTICIPATION SYSTEM (log in page).



The screenshot shows a web browser window displaying the LSU Communication Studies website. The browser's address bar shows the URL: [uiswcmweb.prod.lsu.edu/hss/cmst/Resources/Research%20Participation%20System/item56894.html](http://uiswcmweb.prod.lsu.edu/hss/cmst/Resources/Research%20Participation%20System/item56894.html). The website header features the LSU logo and the text "LSU Communication Studies". A navigation menu on the left includes links for "About", "People", "Undergraduate", "Graduate", "Student Organizations", "HopKins Black Box Theater", "Mixon Lycaem Debate", "Resources", and "Make a Gift". The main content area is titled "Research Participation Studies" and includes a breadcrumb trail: "Home > Resources > Research Participation System". The text describes the department's research focus and the RPS system, providing instructions on how to sign up and use the system. The system clock at the bottom right indicates the time is 2:33 PM on 8/16/2014.

## 2. How do I find the studies to sign up for?

All studies are located at <https://lsuhumanresearch.sona-systems.com/Default.aspx?ReturnUrl=/>

You must FIRST ESTABLISH AN ACCOUNT. If you have not already, please read RPS-INSTRUCTIONS FOR STUDENTS found on the LSU-CMST website (see above).

If you have an account, do the following:

- To view a list of experiments, click on View Available Studies. A brief description of each experiment will be listed.
  - NOTE: *Some studies require you to attend a laboratory session on campus, while others can be completed online.*
- To sign up for an experiment, click on the experiment name to view more information.
  - You will be able to read about the study – the requirements and so forth – so you can make an informed decision about which study or studies you want to complete to fulfill your research credit requirement.
- Once you have read about the study and decided you are willing to participate, click on View Time Slots for This Study (the green bar at the bottom). You will see a list of available timeslots and a drop down box “Courses to Credit” which lists the CMST courses that you are registered for.
- Choose an available timeslot that is convenient for you.
- **Choose the course that you want the credits to count towards** and then click Sign Up (in green).
- After you click Sign Up, you will see information displayed confirming the time and location of the study you plan to participate in. You will receive an email confirmation as well. You are now signed up for the study.
- You will also receive an email reminder the day before the experiment, reminding you of the location and time of the experiment.
- Be aware that if you fail to appear for two experiments without prior notification (**see Canceling a Sign-Up Section**), you will be sent an email informing you that you are restricted from completing any studies for the remainder of the semester. If you feel this email is in error, please contact the researcher in charge of the study with a university-approved excuse.

**3. When I am establishing an account, it says I already have an account but I have never signed up with the system before. Specifically, the error message reads "The student ID number you entered already exists and is linked to a different user ID. You should login with the existing account linked to your student ID number." What do I do?**

First, make sure that you do not have an account from an existing semester. Since we share the system with the Department of Psychology you may have an account from when you had a PSYCH course.

Go to <https://lsuhumanresearch.sona-systems.com/Default.aspx?ReturnUrl=/> and click on "Forgot Password?" located in the top right corner of the screen. Enter your email address (try all of your email addresses) or User ID (likely your PAWS User ID). If you are in the system, an email will be sent with your login information.

If you are not in the system, the system message (at the top in yellow font) will read "No user was found matching the specified user ID or email address."

If the problem is still not resolved, contact the research administrator (researchadmin@lsu.edu)

**4. I accidentally put some wrong information when I established my account. How can I change this?**

To change your password or other information, choose "My Profile" from the toolbar on the main menu. *If you provide an alternate email address (e.g., Hotmail), this is where emails will be sent rather than to your LSU email.*

**5. I lost my password, how can I get it?**

If you have forgotten or do not have your password, you can click on "Forgot Password?" located in the top right corner of the log in screen. Your password will then be emailed to you.

**6. How do I allocate credits?**

When you sign up for a credit option you are asked to choose the course that you want the credits to count towards.

If you are in multiple CMST courses, you can reassign a credit from one course to another. To do so, use the Reassign link that appears when you view your progress. The link appears under the course entry for each item in your progress listing.

**7. How do I apply research credits to more than one professor?**

Upon your first log in during a new semester, you will need to select the class or classes in which you are enrolled for that semester. **CAREFULLY** select your course or courses from the drop down box of CMST courses. If you do not select a course, the system will not allow you to add credits to that course! Unless you are enrolled in a course, do not select it. Selecting courses in which you are not enrolled serves no advantage since you won't be able to obtain credit in those courses anyway.

If you did not properly select your courses, you'll be unable to apply your credits to different courses. To change the courses for which you are enrolled, go to "My Profile." Scroll down and click on "Change Courses." Then, carefully select your courses from the drop down menu holding the Ctrl or Apple key to click for multiple courses.

#### **8. What do I do if the research credits I have earned have not shown up? Who do I contact?**

If your credits are not showing up, you should contact the researcher of the study in question. If that researcher does not respond to your email within 48 hours, THEN contact the PI associated with the study.

#### **9. Why have I been locked out of the research participation system?**

Students are locked out of the system for failing to show up for a study without canceling the sign up twice during one semester. To cancel a timeslot you have signed up for, click on My Schedule/Credits option from toolbar. You will see listed all the experiments you have signed up for, and those you have completed. Experiments you have signed up for but not completed will have a Cancel button next to them. Click Cancel to cancel your sign-up. You will see a confirmation page. Click Yes to cancel your sign-up, and the sign-up will be cancelled immediately. There is a time limit before the experiment is to occur when it is too late to cancel (see the information for the specific experiment).

#### **10. If I have been locked out of the system, can I be let back in?**

If you miss a credit option for a valid reason you can email the researcher (NOT the administrator). Under his or her discretion, he or she may cancel your registration and act as if you did not miss the study. Valid excuses are found in the LSU Policy Statement 31 and include, but are not necessarily limited to, illness, car accident, weather emergencies, and childcare.

#### **11. Immediately after I login, as soon as I click on any menu option, I am taken back to the login page and I see a message that my authentication has expired. What does this mean?**

When this happens the problem is most likely that your web browser has a configuration problem. Often the software detects this automatically and sends you to a page with information about how to correct it, but it does not detect the problem in all cases.

You should turn on cookies in your web browser, use a different web browser (for example, try Firefox if you are currently using Internet Explorer), or try a different computer. Detailed instructions can be found if you go to the site and enter the url "cookie\_help.asp" in place of "default.asp" in the address bar of the browser, when you are on the front page of the site.

**12. Who can see the information about my sign-ups? I don't want everyone to know which studies I signed up for?** Only the researcher and principal investigator of the study may see that you have signed up for it, along with the subject pool administrator. No other users, including other researchers, may see this information.