

January 11, 2022

Service Interruption: IRB general email inboxes

The Office of IRB Administration (OIA) is experiencing intermittent issues with its general email addresses (those starting with irb@, irbrelly@ and hrpp@) and the connection to the ServiceNow ticketing system.

Since late last week, this has prevented the handling of some messages. In those cases, you would not have received the usual automatic confirmation of ticket creation. OIA team members would not have received your message.

We apologize for the inconvenience. Both Campus IT and Health IT are troubleshooting. We will post an update when available.

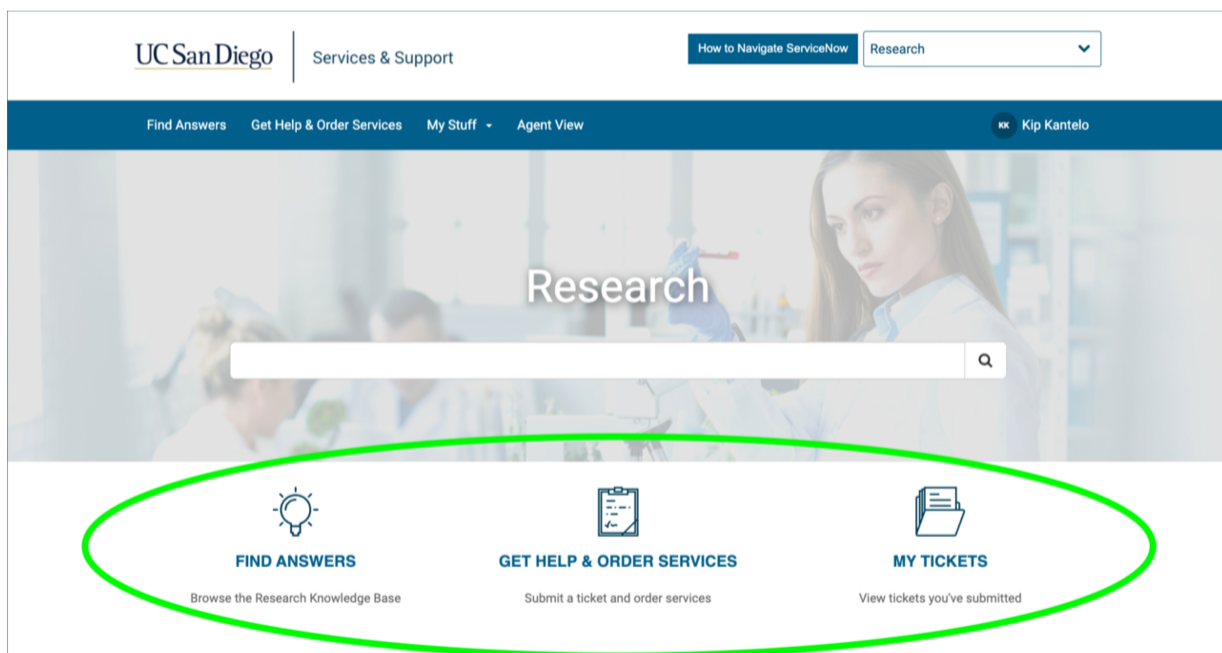
In the meantime, you can use the [Research Portal](#) to submit tickets and/or to view the status of your existing tickets (or in this case, whether a ticket does not exist).

The [Research Portal](#) can be used to submit tickets at any time instead of email or voicemail, and is also the home of Kualii IRB Knowledge Base Articles (KBAs) covering a growing number of key topics.

To open a new ticket, go to the [Research Portal](#) and click *Get Help & Order Services*. See below screenshot.

Please note that this Service Interruption is **not** affecting:

- Kualii IRB system
- e-IRB Services (legacy system)
- email addresses of individual OIA team members
- existing tickets within ServiceNow



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