

January 14, 2022

Service Interruption: IRB general email inboxes (Update)

For the past two weeks the Office of IRB Administration (OIA) experienced intermittent issues with its general email addresses (those starting with irb@, irbrely@ and hrpp@) and the connection to the ServiceNow ticketing system.

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.

After investigation by Campus and Health IT, the issue has been partially resolved. Email addresses ending in @ucsd.edu have resumed appropriate forwarding and ticket generation. As such, users can resume using these email addresses (i.e. IRB@ucsd.edu, IRBReIy@ucsd.edu, and HRPP@ucsd.edu) to submit inquiries or seek help from the OIA.

Email addresses ending in @health.ucsd.edu still continue not to generate tickets due to an ongoing issue.

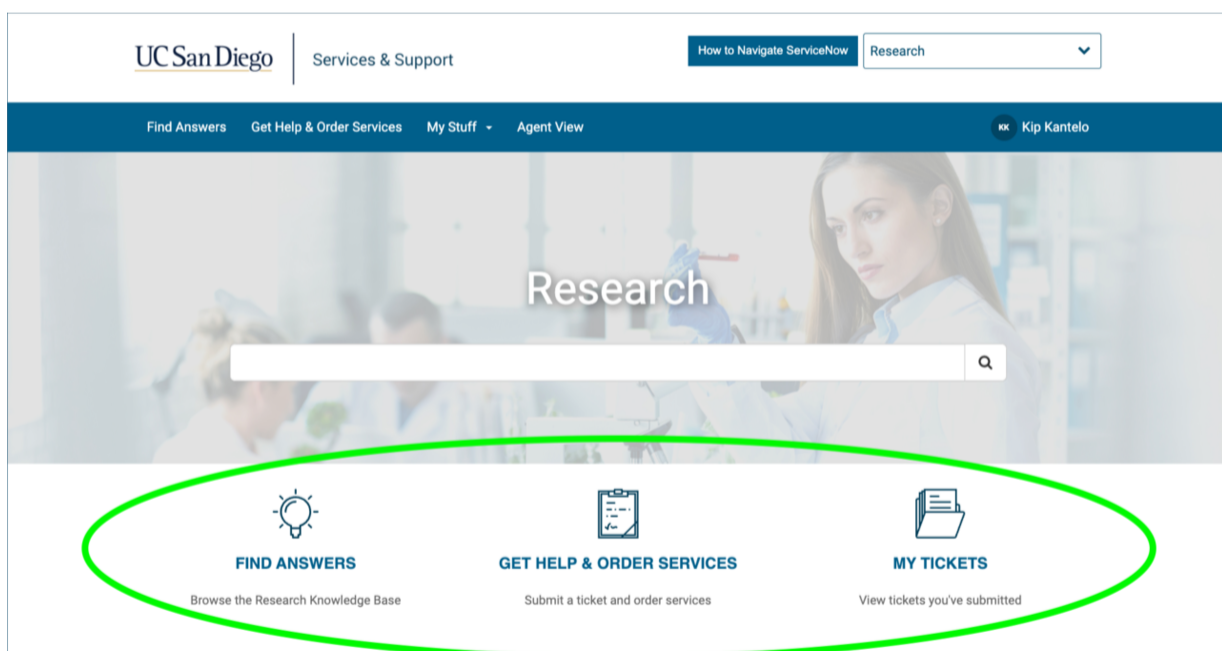
As always, users can also use the [Research Portal](#) to submit tickets and/or to view the status of existing tickets (or in this case, whether a ticket does not exist).

The [Research Portal](#) can be used to submit tickets at any time instead of email or voicemail, and is also the home of Quali 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:

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



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