

June 1, 2022

## Service Interruption: eIRB Services

Over the weekend, OIA worked with UCSD ITS to update our website. This involved the change of several website domain names, including the website on which eIRB services is housed. While much of the change was completed over the weekend, users are reporting not being able to access eIRB Services due to two outstanding issues.

The first issue is related to the privacy certificate associated with the eIRB services website. Because the domain name of the website changed, computers attempting to access the website notice the discrepancy in the domain name between the certificate and the webpage and issue a warning that the page users are attempting to connect to is unsecure. A screenshot of the warning is shown below. ITS is working to update the privacy certificate at this time.



### Warning: Potential Security Risk Ahead

Firefox detected a potential security threat and did not continue to irb2.ucsd.edu. If you visit this site, attackers could try to steal information like your passwords, emails, or credit card details.

#### What can you do about it?

The issue is most likely with the website, and there is nothing you can do to resolve it. You can notify the website's administrator about the problem.

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The second issue occurs when users push through the above warning. Users are then able to sign in to the eIRB system; however, when they attempt to access their studies or documents within those studies they are given a "Page Not Found" error. This is because the links within eIRB are attempting to send them to a webpage with the wrong domain name. Essentially, the link is sending users to a page that does not exist. ITS is working on a fix to this problem. We will send out another notification when the fix has been deployed.

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