

June 14, 2021

## Contacting the Office of IRB Administration

As part of our customer support for the upcoming launch of Kualii IRB, we have gone live with the ServiceNow ticketing system already used by units across UC San Diego.

When you send an e-mail to our general or reliance addresses or when you leave a voicemail at our general contact number, a ticket will be automatically generated. For e-mails, you will receive a confirmation of the ticket. This confirmation does not require any action on your part.

ServiceNow does not change how you can get in touch with us, it simply helps us better route and track your questions. Our goal is not just to promptly take care of your question, but to make sure we are actively identifying patterns and getting information or solutions out to everyone who might have similar questions.

You also now have the option of opening and updating tickets at UC San Diego's [Research Support Portal](#) without sending an email or calling us. That page will also become the home for IRB-related Knowledge Base articles as we update our guidance and frequently asked questions.

### Our current general contact information is:

<b>General questions</b>	<a href="mailto:irb@health.ucsd.edu">irb@health.ucsd.edu</a> * 858.246.4777 <i>voicemail only</i>
<b>Reliance/Single IRB questions</b> <ul style="list-style-type: none"><li>• Reviewing for another institution</li><li>• Relying on IRB of another institution</li></ul>	<a href="mailto:irbrely@health.ucsd.edu">irbrely@health.ucsd.edu</a>
<b>Kualii IRB implementation questions</b>	<a href="mailto:esr-irb@ucsd.edu">esr-irb@ucsd.edu</a>
<b>Websites</b>	IRB: <a href="https://irb.ucsd.edu">https://irb.ucsd.edu</a> Research Support Portal: <a href="https://support.ucsd.edu/research">https://support.ucsd.edu/research</a> Kualii IRB Project Pages: <a href="https://esr.ucsd.edu/projects/kualii-irb/">https://esr.ucsd.edu/projects/kualii-irb/</a>

\*Note: our hrpp@ e-mail handle will continue to work but will no longer be publicized.

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