One of the most common technical resolutions for the eIRB system is something the IRB office calls the "hidden windows" issue. Have you ever clicked a command in eIRB (e.g., the "Edit" button) and nothing seems to happen? You click again thinking something might be wrong and again nothing seems to happen? Usually this issue is because of "hidden windows". Occasionally, forms or pop-ups get lost behind other screens on your desktop and commands do not seem to work. In this month's tip, we'll demonstrate this issue and a few tricks for finding the window you are looking for. Please see the attached tip.

For further tips or instruction, please see the eIRB user guides and quick sheets on the IRB web site. Previous tips may also be accessed here.

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The experience can sometimes feel like this: You are trying to open your protocol. The first box appears and asks, “Do you want to open IRB Protocol XXXXX (PI Last Name) for Editing?” (See figure 1). [Please note: this experience can happen with other pop-up functions in eIRB. For example, using the check for completeness feature, after hitting the submit form button, etc.] Next you select the “Edit” option (or other type of command) and the first box disappears, but nothing else happens on your screen (see figure 2). If the hidden windows issue has occurred, the window you need may be hiding behind the other open windows on your desktop.

Figure 1:

[Image of a pop-up window asking to open a protocol for editing]

Figure 2:

[Image of a desktop with multiple windows and no visible protocol editing window]
To find the hidden window you can:

1. Search on the taskbar for a second or third window. The window may be labeled “eProtocol” or “http://eirb.slu.edu”. (See figure 3a and 3b). Please note that the taskbar may appear differently depending on the operating system of your computer.

2. Minimize all open windows to until you locate the hidden one (See figure 4).

Figure 3a:

Figure 3b:

Figure 4: