Learning Objectives

- Understand the process of self-registration in CTIS through EMA’s Account Management Portal
- Remember how to log into CTIS and access the landing page
- Understand how the user profile management functionality works
User access management

CTIS is structured in two restricted and secured workspaces (one for sponsors and one for authorities), and a public portal accessible to the general public.

To access CTIS restricted workspace, users need to have EMA Accounts. Users of other EMA applications (e.g. IRIS, EudraVigilance, SPOR) that have already created EMA accounts can use their credentials to access CTIS restricted workspaces. If an account is inactive for 6 months, it will be automatically deleted.

If users do not have EMA Accounts, it is necessary to:

• Register in EMA's Account Management system.
• Obtain user credentials via EMA Account Management Portal to be able to access CTIS secure domains.

Once the user credentials are obtained, it is possible to access CTIS and manage the user profile. There are different tabs on the navigation panel depending on the roles and permissions. If users do not have a role in the system, it is not possible to access clinical trial information in CTIS until roles and permissions are assigned by the Administrator role. Additionally, roles can be requested by 'My roles' sub-tab.
Register in EMA’s Account Management system

How to register in EMA’s Account Management system

1. Users can open CTIS and click the ‘Register New User’.

2. The mandatory fields to populate are: First Name, Last Name, Email, Password and Confirm Password.

3. After reading the EMA privacy statement, users can click the check box and the ‘I agree’ button.

EMA’s Account Management system records user personal data (i.e. first name, last name, email address and phone), and provides user credentials to access CTIS.

Users will receive an automatic confirmation to the email address provided.
Register in EMA's Account Management system

How to register in EMA's Account Management system

4. Users need to select the **security questions** from the drop-down lists, provide the answers and respond to the “Captcha” question. After that, they can click the ‘Next’ button.

5. Next, they can open the **e-mail inbox** of the e-mail address provided for the registration and copy the **one-time token** value.

Dear (ipsum),

Thank you for your EMA Registration request. Please enter the following token value in the appropriate field when prompted. Note, once you have used this token, it will expire and you will be unable to use it again.

Your one-time token value is **MAJFRTNM**

If you did not make this request, please contact EMA via the Service Desk Portal with Token Request not requested as the email title stating that you did not request this EMA Registration. For urgent technical matters please contact +31 (0) 887917523.

Thank you.

6. Users can **note the username** indicated at the top of the Registration Confirmation Form and paste the token value received in the email provided in the Self-service registration form. After that, they click the ‘Confirm’ button.

The one-time token is valid for **24 hours**. Users are advised to **check the spam folder** if they do not receive the one-time token.

If users already have EMA Account Management credentials, they do **not need to re-register**. It should be noted that if an account is inactive for 6 months, it will be automatically deleted.
How to log in and manage user profile

1. Users can introduce the username and password and click on the **Log in** button.

![User login interface](image)

2. They can click the username at the **top-right corner** of the CTIS landing page.

![CTIS landing page](image)

3. Click the button **Personal profile**.

![Personal profile interface](image)

4. Click the link **Password reset** to update the password.

![Personal profile interface](image)

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#CTIS insights

When clicking the `Password reset` link, the user will be redirected to the [EMA Account Management Portal](https://www.ema.europa.eu). The password must be at least **8 characters** long and contain **4 different character types** (e.g. P4$$w0rd, Americ@52, M3d!cines).
Log in and user profile

How to log in and manage user profile

5. Click the link ‘Update personal information’ to modify the user’s personal information in the EMA Account Management Portal.

![Personal profile](image)

6. Click the ‘Update employer information’ button to update the user’s employer name, contact details, or address.

![Personal profile](image)

7. Back in the landing page, users can click the username at the top-right corner and click on the ‘My roles’ button.

![Personal profile](image)

8. If a user does not have a role assigned to him/her, the user can request a role by clicking the ‘Request role’ button (refer to Step-by-step guide: User administration).

![Search Results](image)

#CTIS insights

Users are able to see the roles assigned to them from the ‘My roles’ page.

When users click the button ‘Update employer information’, a search engine pop-up window will appear to search for a specific organisation.