

# SilverLink Frequently Asked Questions

## 1. What is SilverLink?

SilverLink is Sterling IRB's secure web portal. It can be used by Sponsors, CROs and Investigative sites to submit documents such as new study submissions, principal investigator applications, continuing review reports and site final reports. It is also a means to instantly download documents from Sterling IRB like approval letters and acknowledgements. SilverLink is compliant with 21 CFR Part 11 federal regulations.

## 2. How do I sign up?

It is easy to sign up! You may e-mail us directly at [portal-access@sterlingirb.com](mailto:portal-access@sterlingirb.com) or visit [www.sterlingirb.com](http://www.sterlingirb.com) and click on the SilverLink Web Portal in the upper right-hand corner and select "Web Portal Information." A link to the form is at the bottom of the page. Please include which studies (if any) you need access to.

Your request will be reviewed within a couple of hours. Then you will receive a temporary password to access SilverLink. After entering your email address and temporary password, you will be prompted to create a unique password.

## 3. How do I add/remove users?

Multiple users may be added to each study and investigative site. Email [portal-access@sterlingirb.com](mailto:portal-access@sterlingirb.com) to add people to a study. Please include the new user's email address, the study's protocol number and/or Sterling IRB ID number and the principal investigator's name.

If individuals leave your company, please email us at [portal-access@sterlingirb.com](mailto:portal-access@sterlingirb.com) to have their access removed.

## 4. How do I reset my password?

If you are a sponsor, click [here](#), or if you are a site, click [here](#). Otherwise, you may use the "[Forgot your password?](#)" link on the login page to reset your password.

## 5. How do I submit documents?

After logging in, select "Submit Documents" from the **Documents** menu and select the study from the drop-down menu (Site Contacts, please select a PI first). Individual forms may be submitted through the **Sterling Forms** menu.

## 6. How do I download documents from Sterling IRB?

If it is a recent document, you may download it directly from the notification window after you log in. You may also locate it by selecting "Search for Documents." Select the study from the drop-down menu (Site Contacts, please select a PI first). Advanced search features (such as viewing only Sterling IRB documents) are available.

## 7. Are smartforms available with electronic signature?

Yes! A smartform is a form-filler software to help you complete forms electronically, not manually. It is designed to be easy and accurate to use. Sponsors/CROs currently have the New Study Submission Application available as a smartform. Principal Investigators currently have the Submission Application for the Investigator/Site and Continuing Review Status Report available as smartforms. If you prefer not to use smartforms, you are still able to upload your applications and status reports.

**IMPORTANT: A PI or Sponsor/CRO user may not share their login credentials, per the SilverLink Electronic User Signature Agreement and 21 CFR Part 11 federal regulations.**

## 8. When do I receive SilverLink notifications?

You will receive an email from Sterling IRB when the following happens:

- You request a **password reset** or send **submissions** to Sterling IRB.
- **New documents** are available to you from Sterling IRB.
- **Significant actions** such as when a response from you is requested.

## 9. Are SilverLink Demos Available?

Scheduled demo sessions will be offered to all SilverLink users. Please contact us at [support@sterlingirb.zendesk.com](mailto:support@sterlingirb.zendesk.com) to schedule a demonstration.