

# ERM Access Information for Sarawak-Based Swinburne Researchers & Students

A change in IT security processes has meant that some Sarawak-based researchers and students have lost access to the Ethics Research Manager (ERM) system with their @swinburne.edu.my login. The Ethics Office (in coordination with IT) are gradually changing all users over to their '@swin.edu.au' email address.

## How do I change my existing ERM account?

If you have an Australian Swinburne email address (@swin.edu.au) please **do not** try to login to ERM. Please first contact [ResEthics@swin.edu.au](mailto:ResEthics@swin.edu.au) and let us know both of your Swinburne emails. This is so we can ensure your continued access to all active ethics projects.

## I don't know my Australian Swinburne email:

Please make an appointment with Australian IT: <https://outlook.office365.com/book/OSITHelp@swin.edu.au/>

## My ERM account has been set up, but I can't login:

- Ensure you are logging in here: <https://ethicsapps.swin.edu.au/>
- Ensure you are logging in with your Australian Swinburne email address.
- Try to reset your password here: <https://passwordreset.swin.edu.au/Account/Login?ReturnUrl=%2F>
- If unsuccessful, make an appointment with Australian IT: <https://outlook.office365.com/book/OSITHelp@swin.edu.au/>

## My authenticator app isn't working:

The Australian Swinburne login has a requirement for two-factor authentication (2FA). This must be set up with your Australian login details in the Microsoft Authenticator app downloaded from the app store. Please make an appointment with Australian IT to set up or reset the app: <https://outlook.office365.com/book/OSITHelp@swin.edu.au/>

## I'm not getting email notifications from ERM:

Once your ERM account is set up, the system emails will be directed to your Australian Swinburne email account. Please set-up auto-forwarding if you do not check this inbox regularly.

Help guide: <https://support.microsoft.com/en-au/office/turn-on-automatic-forwarding-in-outlook-7f2670a1-7fff-4475-8a3c-5822d63b0c8e>

## I added an Investigator as a collaborator (via 'share') in ERM, but they can't see the project in their ERM account:

Please ensure you sent the request to the email associated with their ERM account (once their accounts have been changed over this will be their Australian Swinburne email).

## I sent the Chief Investigator a form to sign, but it's not in their ERM account

Please ensure you sent the request to the email associated with their ERM account (once their accounts have been changed over this will be their Australian Swinburne email).

## I need troubleshooting help with something not listed here:

Common trouble-shooting issues:

<https://ethicsapps.swin.edu.au/Personalisation/DisplayPage/9>

FAQs:

<https://ethicsapps.swin.edu.au/Personalisation/DisplayPage/10>

Templates:

<https://ethicsapps.swin.edu.au/Personalisation/DisplayPage/50>

## I need further assistance with ERM, who do I contact?

Please contact [ResEthics@swin.edu.au](mailto:ResEthics@swin.edu.au)

<https://www.swinburne.edu.my/research/ethics-integrity/human-research-ethics/>