Can I let someone else on my study log in to iRIS for me, using my USER ID and password?

No. Investigators and their study staff must not share their USER IDs and passwords with each other. You must not use anyone else’s USER ID and password to access any Duke system. This includes the iRIS system. The sharing of USER IDs and passwords is considered a very serious offense at Duke. Click Here for the Duke Confidentiality Agreement.

Click Here for iRIS FAQs on the DOCR iMedRIS Support Page

Please note the iRIS FAQs are under the section “iRIS Tip Sheets and Job Aids” on the DOCR iMedRIS Support Page.

For help with iRIS:

Chat with the DHTS Service Desk for Help (24/7): https://duke.service-now.com/ess/fix_it.do

Submit a Self-Service Ticket to the DHTS Service Desk for Help (24/7): https://duke.service-now.com/ess/fix_it.do

Phone Support: (919) 684-2243 (Press 4 for Research Support and Navigation)

Email Support: ResearchServiceDesk@duke.edu