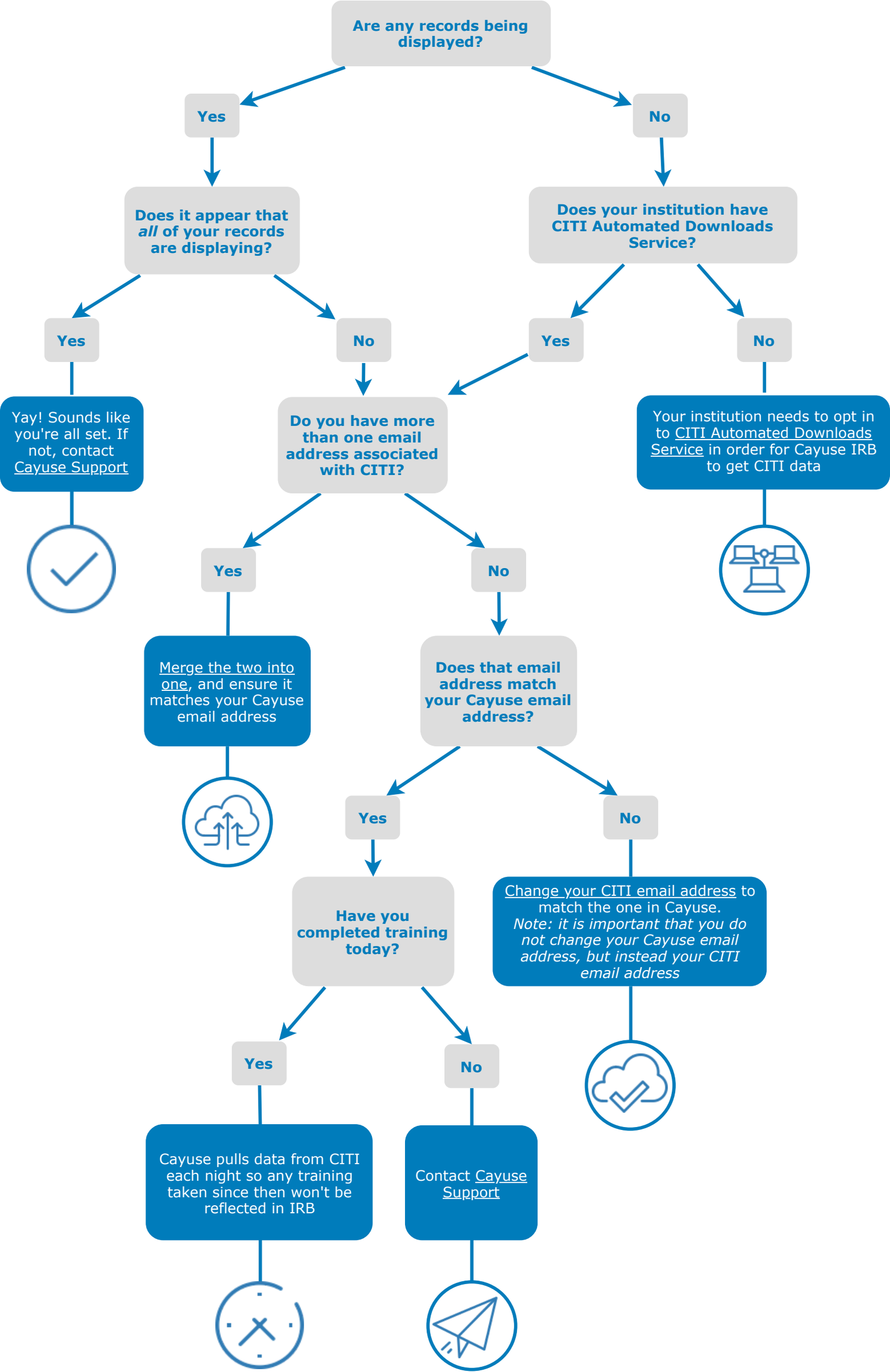
Are any records being displayed?
Yes
No
Does it appear that *all* of your records are displaying?
Does your institution have CITI Automated Downloads Service?
Yes
No
Yes
No
Yay! Sounds like you're all set. If not, contact Cayuse Support
Do you have more than one email address associated with CITI?
Your institution needs to opt in to CITI Automated Downloads Service in order for Cayuse IRB to get CITI data
Yes
No
Merge the two into one, and ensure it matches your Cayuse email address
Does that email address match your Cayuse email address?
Yes
No
Have you completed training today?
Change your CITI email address to match the one in Cayuse. *Note: it is important that you do not change your Cayuse email address, but instead your CITI email address*
Yes
No
Cayuse pulls data from CITI each night so any training taken since then won't be reflected in IRB
Contact Cayuse Support