Program Leadership

Program	Issue	Contact Information
Experimental Therapeutics Clinical Trials Network (ETCTN)	ETCTN Scientific Questions	S. Percy Ivy, M.D. ETCTN Program Director Associate Chief, Investigational Drug Branch Cancer Therapy Evaluation Program Division of Cancer Treatment and Diagnosis ivyp@ctep.nci.nih.gov Steven Gore, M.D. ETCTN Scientific Officer Branch Chief, Investigational Drug Branch Cancer Therapy Evaluation Program Division of Cancer Treatment and Diagnosis Steven.gore@nih.gov
	ETCTN Grant Questions	Yolanda Lake Investigational Drug Branch Cancer Therapy Evaluation Program Division of Cancer Treatment and Diagnosis yolanda.lake@nih.gov
	General ETCTN Questions	Andrecia Cunningham, MSN, RN Clinical Operations Manager Investigational Drug Branch National Cancer Institute, NIH andrecia.cunningham@nih.gov

ETCTN Help Desk Contacts

Issue	Contact	Contact Information	Hours (Monday – Friday, except on Federal holidays)
Cancer Therapy Evaluation Program – Identity and Access Management (CTEP-IAM) Account − Account & Password Issues	IAM Help Desk	ctepreghelp@ctep.nci.nih.gov	8:00 am – 4:30 pm ET
Registration and Credential Repository (RCR) − **RCR login issues**	RCR Help Desk	RCRHelpDesk@nih.gov 703-738-9171	8:30 am – 4:30 pm ET
Central Institutional Review Board (CIRB) − CIRB Documents − Site Participation	CIRB Help Desk	support@ncicirbcontact.zendesk.com 888-657-3711	8:00 am – 4:00 pm ET
Regulatory Process − Institutional Review Board (IRB) Approval − Other Credentialing	CTSU Regulatory Help Desk	CTSURegHelp@coccg.org 1-866-651-2878	9:00 am – 6:00 pm ET
Roster − Lead Academic Organization (LAO) Rosters − Person Roles	CTSU Help Desk	CTSUContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET

CTSU Website – Access – Protocol Postings – Dashboard	CTSU Help Desk	CTSUContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET
Roster Update Management System (RUMS) – Roster updates via CTSU website	CTSU Help Desk	CTSUContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET
Oncology Patient Enrollment Network (OPEN) – Access – Crediting Rules – Enrollment Issues	CTSU Help Desk	CTSUContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET
Interactive Web Response System (IWRS) – Slot Reservations – Cohort Management – Patient Eligibility	Theradex Clinical Trials Monitoring Service (CTMS) Help Desk	CTMSSupport@theradex.com 609-619-7802 (or Theradex main number: 609-799-7580)	8:00 am – 6:00 pm ET
Rave Roles – Roles and Access	CTSU Help Desk	CTSUContact@westat.com 1-888-823-5923	9:00 am – 6:00 pm ET
Rave Other – Legacy trials – General Rave Questions – Case Report Form (CRF) Related Questions	Theradex CTMS Help Desk	CTMSSupport@theradex.com 609-619-7802 (or Theradex main number: 609-799-7580)	8:00 am – 6:00 pm ET
Agent Ordering/Supply – Agent Orders – Agent Supply – Agent Returns	Pharmaceutical Management Branch (PMB) Help Desk	PMBAfterHours@mail.nih.gov 240-276-6575	8:30 am – 4:30 pm ET

Cancer Therapy Evaluation Program Adverse Event Reporting System (CTEP-AERS) − Serious Adverse Event (SAE) Reporting	NCI CTEP Help Desk	ncictephelp@ctep.nci.nih.gov	8:30 am – 5:30 pm ET