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FAQ: How do I access OAOP (Online Agent Order Processing)?

Answer: OAOP is PMB's new web application for online agent ordering. It is available to all shipping & ordering designees and can be accessed at the following URL:

<https://eapps-ctep.nci.nih.gov/OAOP/pages/login.jspx>

Very shortly, on-line ordering will replace the manual submission of the Clinical Drug Request via fax for all requestors.

How do I get started using PMB's new OAOP application?

There are two requirements to use OAOP to order investigational agent ...

1. Establish a CTEP IAM account with an "active" account status and a "current" password.

- To register and obtain a user account, Associates will need to ...
 - access the CTEP Identity and Access Management application at <https://eapps-ctep.nci.nih.gov/iam/>
 - select "Request New Account"
 - answer the question "Are you a physician?" by selecting "No" and then "Proceed"
 - complete the CTEP Associate Registration Form including ...
 - Prefix
 - FIRST NAME (mandatory field)
 - Middle Name / Initial
 - LAST NAME (mandatory field)
 - Suffix (if applicable)
 - Month of Birth
 - Year of Birth
 - Degrees and Certifications
 - ROLE(S) (mandatory field)
 - Completion of training in "Protection of Human Research Subjects"
 - Date of completion of training in "Protection of Human Research Subjects" (if previous item answered "yes")
 - INSTITUTION (mandatory field ... please select your institution from the list of values or, if your institution cannot be located in the list of values, please enter your institution on the second "Institution" line)
 - Internal Office (if applicable)
 - STREET (mandatory field)
 - Street (continued)
 - CITY (mandatory field)
 - State / Province
 - ZIP / POSTAL CODE (mandatory field)

- COUNTRY (mandatory field)
 - OFFICE PHONE (mandatory field)
 - OFFICE FAX (mandatory field)
 - USERNAME (mandatory field)
 - EMAIL ADDRESS (duplicate entry required) (mandatory field)
 - select "Continue"
 - select and answer three Security Questions
 - select "Confirm Request"
- Once an Associate receives the "Account Approved" email with their username and temporary password, they will need to activate their user account by ...
 - highlighting and copying the temporary password from their approval email
 - clicking the web link in their approval email
 - pasting the temporary password from their approval email in "Old Password"
 - entering a permanent password of their choice
 - Associates should make a note of their "username" and "permanent / new password", which will be their login for all CTEP password-protected applications (e.g., OAOP), as well as any CTSU password-protected applications (e.g., CTSU Members Website and OPEN) if applicable.
 - An "Active" account status requires an initial registration as well as an annual re-registration, both of which can be completed online using IAM. (Note ... you'll receive a "Re-registration Notification" email from "CTEP Identity and Access Management" 14 days in advance to let you know it's time to re-register.)
 - A "Current" password requires you to change your password every 60 days and follow the DHHS password requirements (see below). (Note ... OAOP will alert you when you try to login with an expired password and will allow you to change your password at that time.)

CTEP-IAM passwords must adhere to the following rules:

- *The length of the password must be at least 8 characters and not more than 30 characters.*
- *Only letters, numbers, and valid special characters (i.e., \$, _, #) can be used to create the password.*
- *The password must start with an alphabetic character (e.g., "A", "B", "C").*
- *The password cannot have any spaces between the characters.*
- *The password must have at least one numeric character (i.e., 1, 2, 3, 4, 5, 6, 7, 8, 9, 0).*
- *The password must have at least one special character (i.e., \$, _, #).*
- *The password and user name cannot be the same.*
- *The password cannot be set to any of the past 24 previously used passwords.*
- *The new password must differ by at least three characters from the previous password.*

For any questions or problems with the Associate registration or account establishment process, please contact the CTEP Registration Help Desk by email at <CTEPREGHelp@ctep.nci.nih.gov> or by phone at 703-738-9171. Phone help is available Monday through Friday from 8:30am to 4:30pm Eastern Time.

2. Become a shipping designee (box 11) or an ordering designee (box 12) on the most recent Supplemental Investigator Data Form (IDF) on file with PMB for each investigator for whom you will need to order investigational agent.

- Same as the current requirement on who can sign the Clinical Drug Request for a given investigator.

- For assistance with updating the shipping and ordering designees on an investigator's Supplemental Investigator Data Form, contact the PMB Registration Help Desk <PMBRegPend@ctep.nci.nih.gov>.
- If updates to the shipping and/or ordering designees for a given investigator are required, a pdf writable version of the Supplemental IDF can be accessed from the CTEP web site at <http://ctep.cancer.gov/investigatorResources/investigator_registration.htm>.

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Information in this FAQ is subject to change without notice; check periodically for updates.
Please contact PMB at (301) 496-5725 if you have questions.*