

SOP-05 FITBIR Forgot Password

FITBIR is a restricted access portal to research data relevant to traumatic brain injury (TBI) research. A FITBIR account is required to submit or access TBI-related data. Investigators and data managers at research sites are invited to request an account. To provide maximum protection for the confidentiality of research participants whose data is stored in FITBIR, professional credentials are verified by the FITBIR Data Access & Quality Committee (DAQ) during the account request process.

Prerequisites:

A valid, active FITBIR account

Procedure:

This procedure provides process steps for retrieving a forgotten password. The entire procedure typically requires 5-10 minutes (assuming Prerequisites are already met)

Forgot FITBIR Password

1. Point browser to the FITBIR website at <http://fitbir.nih.gov>.
2. Click on LOG INTO FITBIR
3. Click 'Forgot Your Password?' link.
4. Provide FITBIR user name or email address used when a FITBIR account was created.

Notes:

- The username or email address entered is not case sensitive.
 - If the user enters an invalid username or email address, an error message will be displayed next to the username/email field.
5. Click the [Reset Password] button.
 6. If a valid email address or username has been entered, a confirmation page will be displayed.



Password Validation

1. Watch email inbox for a message from "FITBIR-ops@mail.nih.gov" with subject "FITBIR Website Forgot Password Recovery."
2. Click on the link inside the email and enter the required information.
3. Click the [Change Password] button.

Note: The password must have not been used in the last 25 passwords.

4. Once redirected to the FITBIR homepage, log in as usual.