



SOP-06 FITBIR Forgot User Name

FITBIR is a restricted access portal that enables a search for 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:

Having a valid, active FITBIR account

Procedure:

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

Forgot FITBIR User Name

1. Point your browser to the FITBIR website at <http://fitbir.nih.gov>.
2. Click LOG INTO FITBIR
3. After page redirects, click 'Forgot your username?'
4. The Username Recovery page will prompt the user for the email associated with your account.
5. Then click [Recover Username].
6. If successful, a confirmation page will appear.

User Name Validation

1. Watch your email inbox for a message from "FITBIR-ops@mail.nih.gov" with subject "Your FITBIR account: Forgotten Username"
2. Return to the FITBIR website to login.