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## iMedRIS Downtime

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### How to Prepare for iMedRIS Downtime

Study Staff must maintain local copies of any iMedRIS study information that must be available when the iMedRIS system is unavailable, such as approved consent forms. The Electronic Research Administration (eRA), in conjunction with the UTK IBC office, will make every effort to keep the system available. The IBC office will not maintain paper copies of iMedRIS studies.

### How to Prepare for Planned Maintenance

The Electronic Research Administration (eRA), in conjunction with the UTK IBC office, will notify users in advance when system maintenance is planned. Before the planned maintenance period begins, you should make copies of any study information that you anticipate you will need during the planned downtime.

## iMedRIS Support

If your questions are not answered in this document or the other iMedRIS guides available on the UTK IBC website:

1. Contact the IBC Coordinator at [utbiosafety@utk.edu](mailto:utbiosafety@utk.edu), or 865.974.5547.
2. Contact Tricia Page, eRA Senior Program Manager at [ppage@uthsc.edu](mailto:ppage@uthsc.edu) or Michelle Clayton, eRA Program Manager at [mclayto9@uthsc.edu](mailto:mclayto9@uthsc.edu).