

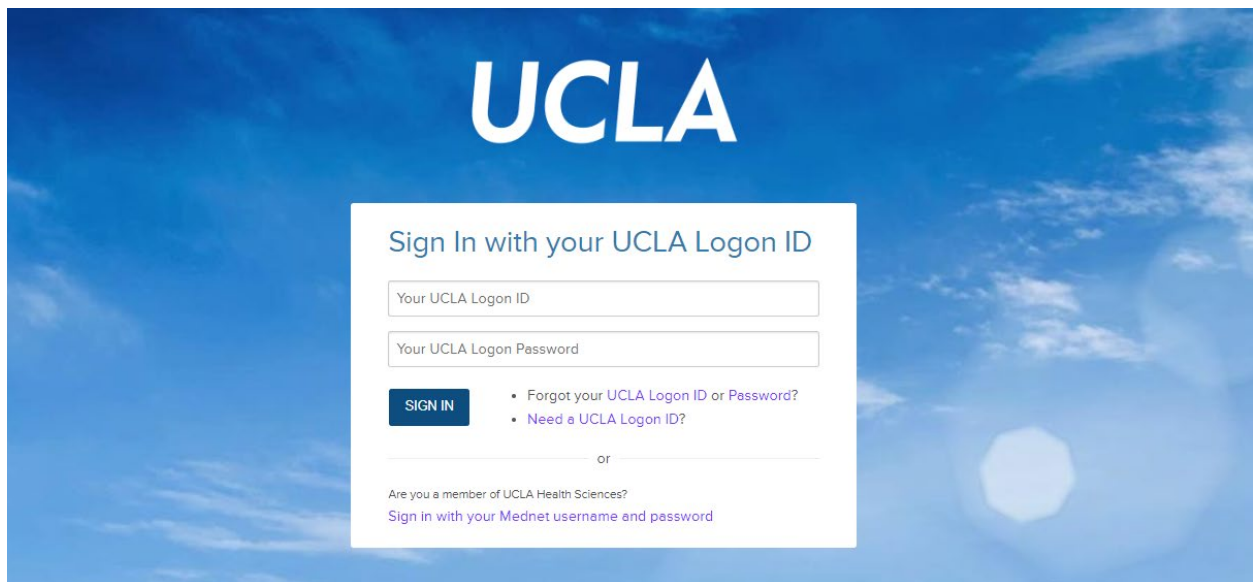
Quick Guide: CITI Linking Troubleshooting (3/22/2024)

Log into CITI using UCLA SSO

1. Navigate to the [CITI website](#), where you will be asked to sign in via your UCLA SSO.

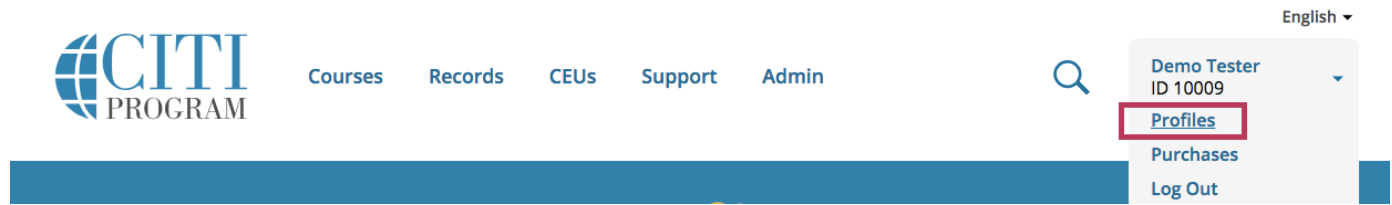


2. Please note, you must sign in via your UCLA SSO and not your Mednet Login. If you try to log in use your Mednet Login, you will receive an error message. *If you are automatically redirected to the Mednet Login screen, please clear your internet browser history or please try to log in using a different internet browser.*



Update Institutional Profile Information

1. Once you have logged in to your CITI account, please use the drop-down menu located under your name (located in the top right-hand corner) and select **Profiles**.



2. Next, select **Edit Profile** under Institutional Profiles.

Institutional Profiles

Institutional Profiles contain additional data requested by institutions with which you are affiliated, for management and monitoring of your learning activities. To view or edit this information, use one of the Edit Profile buttons below. If an institution with which you are affiliated is not listed, you may want to [add an affiliation](#). If you are no longer associated with a listed institution, you may want to [remove an affiliation](#).

University of California, Los Angeles (UCLA) **Edit Profile**

Would you like to affiliate with another Institution? **Add An Affiliation**

3. Then, please ensure that your CITI UCLA Profile **Institutional email address** matches the “Preferred Email” address that is listed on your webIRB and BruinIRB account profiles to assure that your UCLA SSO is properly linked to your webIRB and BruinIRB accounts by the system.

If needed, please see the [Updating your webIRB Profile and Contact Information](#) and the BruinIRB [Updating Your Contact Information and Profile](#) quick guides for instructions on how to update your “Preferred Email” address in webIRB and BruinIRB.

Also, please add your **nine-digit University ID number** where indicated, to your CITI Institutional Profile.

Profiles

University of California, Los Angeles (UCLA)

[Home](#) > [Profiles](#) > Institution Profile

Please provide the following information requested by: **University of California, Los Angeles (UCLA)**

Fields marked with an asterisk (*) are required.

Language Preference

English ▼

Institutional email address *

We recommend providing an email address issued by University of California, Los Angeles (UCLA) or an approved affiliate, rather than a personal one like @gmail, @hotmail, etc. This will help University of California, Los Angeles (UCLA) officials identify your learning records in reports.

Example@ucla.edu

Verify Institutional email address *

Example@ucla.edu

Highest degree

...

UID#

123456789

4. Once you have updated your Institutional profile information, click **Update** to save your changes.



5. The system should automatically update your webIRB and BruinIRB accounts to include your CITI data within 24 – 48 hours. If your CITI data is still missing after 48 hours, please contact our office via telephone: (310) 825-5344 or email: ohrpp@research.ucla.edu.