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

**Log into CITI using UCLA SSO**

1. Navigate to the [CITI website](https://www.citrinet.edu/citiprogram/), 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 using 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.
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.
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.