Overview:

MROQC currently has 3 **separate** databases:

1. MROQC (Breast & Lung)
2. METS (Bone Mets)
3. Prostate

There are 3 separate levels of security for <u>each</u> database:

- Level 1 = VPN login
- Level 2 = MROQC or METS database login
- Level 3 = DUO Two-Factor Authentication

DUO access is required. You have the choice of using an assigned DUO token, or downloading the DUO mobile app and using your smartphone. You will use your chosen option to access both MROQC & METS databases.

Before you begin!
1. You will receive a welcome email with your Username and Temporary Passwords.
2. You must have established DUO access via smartphone, or token, before your first login attempt.
3. You will need internet access. Google Chrome is the preferred internet browser.
4. Please disable the "Autofill" feature in your internet settings.
    a. Click <u>HERE</u> for instructions on how to Disable & Clear Autofill Info.
5. Review these instructions <u>before</u> your first login attempt.

MROQC Database Access Assistance:
1. Please refrain from logging in after **THREE** failed attempts to avoid being blocked from the database.
2. If possible, screenshot any errors you receive; include the URL at the top of the page.
3. Email support: support@mroqc.org
    ➢ With your request, please include:
        1. Your Username:
        2. The security level you cannot access:
            - Level 1 = VPN login
            - Level 2 = MROQC or METS database login
            - Level 3 = DUO Two-Factor Authentication
        3. A description of your issue:
        4. Any screenshots of the errors you are experiencing:

Links to the databases are located on our MROQC website.

1. Open a web browser and go to URL:https://www.mroqc.org/
2. Click Data Abstraction tab and click on the database you wish to access:
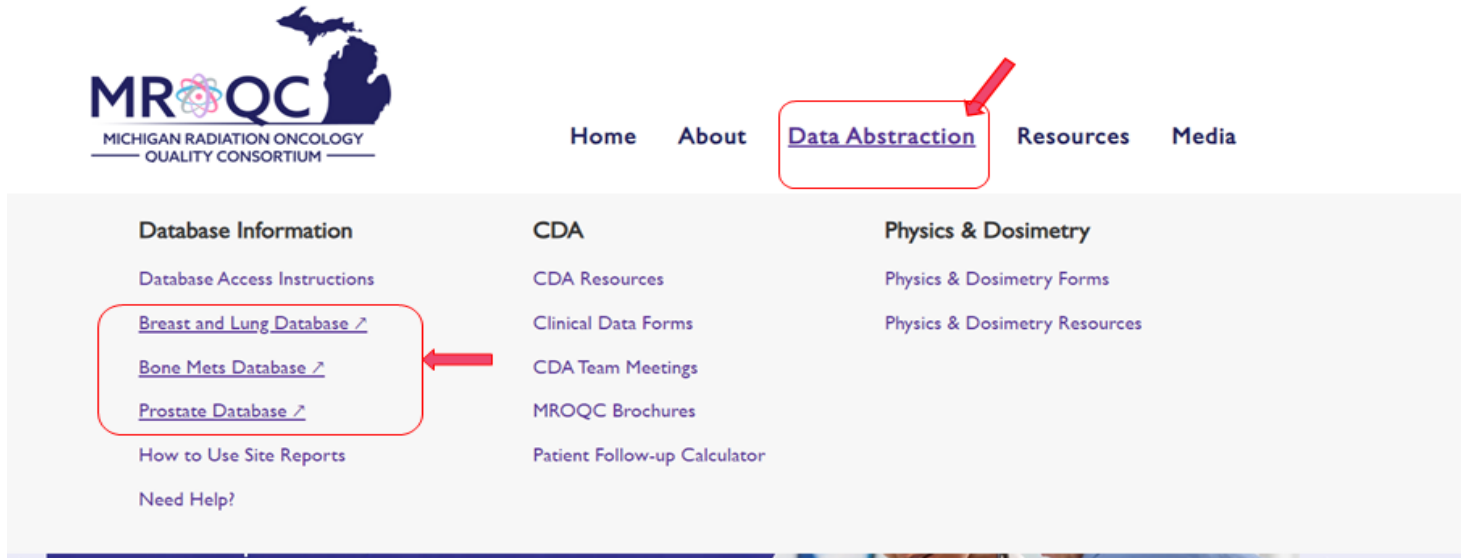
Step 1: Level 1 - MROQC/METS/Prostate VPN Login:

***** Do not use copy and paste; passwords are case sensitive and include special characters.

1. Enter your User name:
2. Enter your MROQC/METS/Prostate Temporary Level 1 Password included in your welcome email
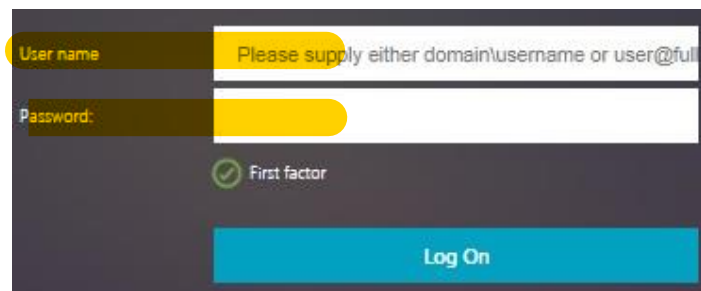
NOTE: The Level 1 VPN login screens looks exactly the same for all the databases. Please double check you are entering the correct password for the database you are accessing.

Step 2: Change your Temporary Level 1 password:

1. The User name will auto populate
   Do not change the text in this field
2. Re-enter the temporary password you used in Step 1 in the "Old Password" field.
3. Enter a "New" password of your choice, carefully following the password criteria on the next page:
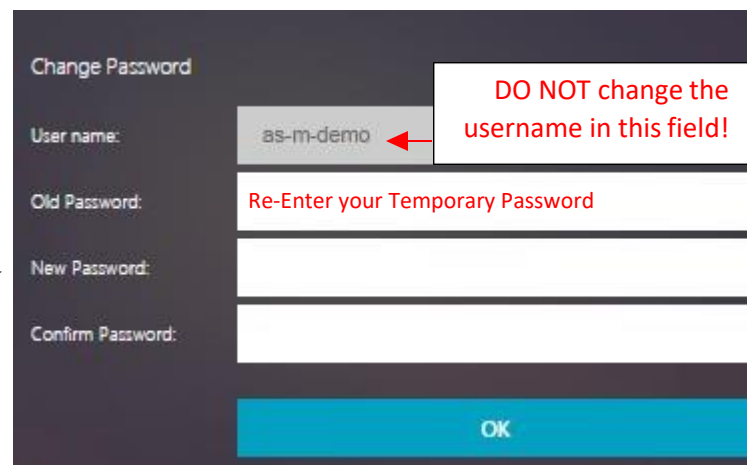
Your "New" password must meet ALL of the following criteria:

Level 1 – VPN Password Criteria:
— Password must be at least 10 characters in length
— Password must have at least one uppercase letter
— Password must have at least one lowercase letter
— Password must have at least 2 numbers
— Password must have at least 2 special characters
— Password cannot contain your name

Troubleshooting Error Messages

If you receive the following error message(s):

The new password you selected does not meet the required password criteria. Please review the above criteria and try again.
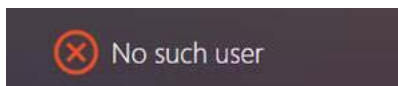
Please verify you have entered your User name correctly.
If you continue to receive this error, please contact support.

Step 3: Level 2 - MROQC /METS / Prostate Database Login:

1. Enter your Username:

2. Enter your Level 2 Temporary Password included in your welcome email.

3. Click "Log in". You will be prompted to change your Level 2 password following Level 3 – DUO access.
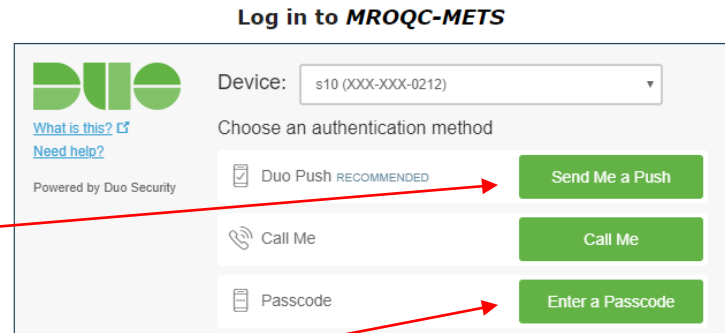

Breast & Lung Database has BLUE text.

Bone Mets Database has RED text.
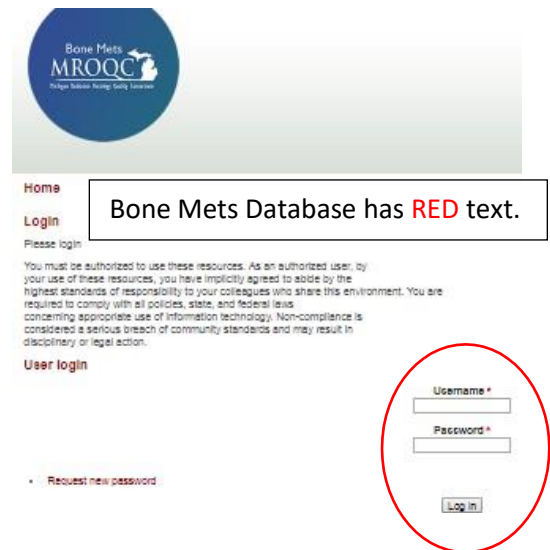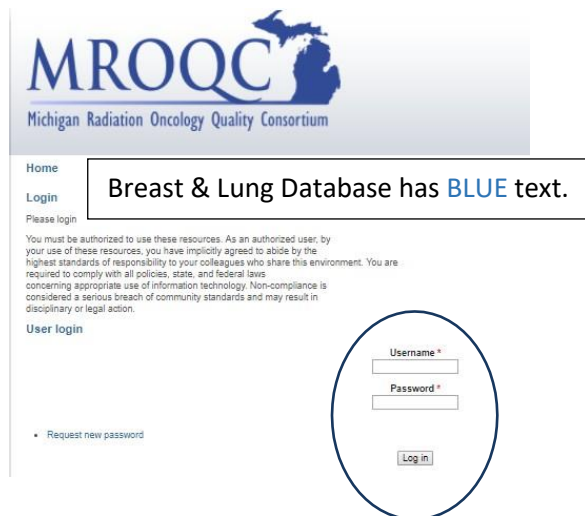
Step 4: Level 3 – DUO (Two-Factor Authentication):

* You physically need access to your assigned DUO token or linked smartphone to login.

Linked Smartphone:
1. Click on "Send Me a Push" to have a notification sent to your smartphone.
2. Tap the notification on your smartphone, then tap on "Approve".

DUO Token:
1. Click on "Enter a Passcode"
2. Click the white button on the front of your token.
3. A 6-digit Passcode will appear in the LED screen.
4. Enter the 6-digit code in the Passcode field.
5. Click Log In

Step 5: Change your Level 2 Password:
1. **Current Password: Enter your level 2 temp password**
2. **New Password: Create a "New" password of your choice**

Important Information

❖ The MROQC Coordinating Center cannot unblock your account once you have been locked-out. Please refrain from logging in after THREE failed attempts and contact support.

❖ Users that are blocked from the database due to multiple unsuccessful login attempts may need to wait up to 24hrs from their last login attempt before the block is lifted.

❖ Anyone entering data into the MROQC or METS or Prostate database MUST enter data using their own account. Please contact support to request "new user" access.

❖ It is imperative that we actively guard the integrity of our data within the MROQC & METS & Prostate databases. If you have a change in MROQC personnel at your site, please notify the MROQC Coordinating Center and attempt to retrieve their assigned DUO token, if applicable.