



Academic and Clinical Central Office for Research and Development



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Lothian projects managed by Lothian Research Safe Haven (LRSH) or DataLoch accessing data on the National Safe Haven Analytical Platform

Frequently Asked Questions

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A. Who do I contact if I have a query about my project managed by LRSH/DataLoch?

The LRSH team can be contacted by email LRSH@nhslothian.scot.nhs.uk with further information about LRSH available on the [ACCORD website](#)

For Dataloch projects the contact details are Dataloch@ed.ac.uk with more information available at <https://www.ed.ac.uk/usher/dataloch>

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B. What is the reference number for my LRSH/DataLoch Project?

Each project managed through LRSH/DataLoch is allocated a **Project Reference Number** comprising: SH-2020-*nnn* for LRSH projects or DL-2020-*nnn* for Dataloch projects

These Lothian managed projects accessing data on the eDRIS analytic platform will also have a **Platform Folder Area Number** for the project folder area setup through eDRIS
Comprises: LOT-YY-*nnn*

****References to be quoted in documentation and correspondence with LRSH/DataLoch or eDRIS.**

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C. What paperwork is required to set up a new project folder and logins on the platform?

Each new project requires completion and submission of the following sets of documentation:

C1 - Set up form -

A single setup form can be used when setting up a new account with several users. This includes details to set up a Platform Folder Area and to set up individual user logins on this platform area. This includes:

- Details for the Platform Folder Area and Project Reference(s)
- Nominated Project Lead for this Platform Folder Area
- A separate **Researcher (User) details** sections for each user seeking a login to the folder
- Estimated disk size requirement (seek advice from the Project Coordinator if not clear)
- Software requirements (It may or may not be possible to accommodate all requests)

C2 - User agreement(s) –

Each separate user must sign a User agreement. The latest version of the agreement is available [here](#).

Please note:

- The Highlighted text within 3 sections (title, 1.3 and 9.2) of the User agreement must be replaced by **Project Name** (i.e. title of the project) and **Project Reference Number** (i.e. SH-2020-*nnn* or DL-2020*nnn*) or **Platform Folder Area Number** (i.e. LOT-20-*nnn*) as specified (see Section B).
- Students require signoff by their supervisor.
- All User agreements require signoff by the head of department

**** Sign-off - due to the current extenuating circumstances email confirmation from the user, their senior person from the organisation, PhD student supervisor where applicable will be**

acceptable. The agreement will then be signed off via email by one of the eDRIS senior team. The emails along with a copy of the User agreement should be retained by all parties.

C3 - Confidentiality and Data Protection training –

All users are required to have completed training within the last 3 years and this should be renewed within 3 years of completing that training.

Link to training courses are available on the eDRIS website. The course researchers are advised to complete is the free [MRC Online Training](#) ‘Research, GDPR and confidentiality – What you need to know’

If completing this training, users are required to provide:

- screen shot of the list of modules with tick boxes showing that each module has been completed **AND** Certificate showing that you have passed the quiz. Please provide these as one 2 page PDF document per researcher.

Please refer to the eDRIS website or the LRSB team for guidance on other training.

Users are required to send a copy of their certificate (and screenshot) to LRSB before access can be granted.

****Setup form, User agreements and certificates to be sent to LRSB@nhslothian.scot.nhs.uk or Dataloch@ed.ac.uk**

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D. Can I set up a new user on an existing Platform Folder Area on the platform?

New users can be granted access to an existing **Platform Folder Area** on the platform if their work falls **within the scope of the original project**. The Project Lead is required to:

- Provide confirmation to LRSB/Dataloch that the activity is within the original scope
- Ask the new user to complete the required paperwork (See ** below) and submit these to LRSB@nhslothian.scot.nhs.uk Or Dataloch@ed.ac.uk
- No further approval should be required

If the proposed activity falls **outside of the scope of the original project** then the Project Lead is required to:

- Request the new user completes a new LRSB or Dataloch application form and for the Project Lead to endorse this application
- Submit the application to LRSB@nhslothian.scot.nhs.uk or DataLoch@ed.ac.uk for proportionate review depending on the nature of the proposed use.
- Ask the new user to complete the required paperwork (See * below) and submit these to LRSB@nhslothian.scot.nhs.uk or Dataloch@ed.ac.uk

****All New Users are required to complete a [Setup form](#) (to set up individual user login), a signed [User agreement](#) and provide a certificate of up-to-date [Confidentiality and data protection training](#) as described under “[What paperwork is required to set up a new project folder and logins on the platform?](#)” (See Section C above)**

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E. How will I know when my account is ready to use?

When the account is ready for access the new users will be sent:

- Copy of their fully signed-off user agreement from LRSB/Dataloch

- Login details for the account from eDRIS
- Guidance document on getting connected from eDRIS
- Specific guidance on submitting queries and requests for release of outputs from LRSH

Once the project data has been transferred to the platform project area the Researcher should:

- review the data and check that all the datasets and fields expected have been released
- check that the data looks sensible.

If there are any issues with the data please report this to the LRSH/Dataloch inbox. Any problems that are reported within 2 weeks of release of the data will be investigated as a priority.

If notification of a problem is not received within 2 weeks of data release then it is assumed that the data are accurate. Any subsequent problems with the data, or any queries, will need to be scheduled into our existing priorities.

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F. How do I arrange for files to be released from the platform?

All files must be disclosure checked before they can be released from the platform.

LRSH/Dataloch analysts will undertake the disclosure checking of outputs for Lothian projects.

(Requests should be directed to LRSH@nhslothian.scot.nhs.uk or Dataloch@ed.ac.uk and not to eDRIS)

LRSH/Dataloch and eDRIS requires all Researchers to following the requirements set out by eDRIS in their [Researcher Guide: requesting outputs from the safe haven and disclosure control](#)

****Abiding by these guidelines will reduce the risk of requests being rejected**

Requests for outputs to be released should:

- be sent by email to LRSH@nhslothian.scot.nhs.uk or Dataloch@ed.ac.uk
- include “**DISCLOSURE REQUEST Project reference number on Platform Folder Area Number – Your Name**” in the email subject field
- include information as set out in the **Requirements for release of outputs from NSH** section of the eDRIS [Researcher Guide](#) in the following table format (This table will be included in the disclosure report so providing clear and comprehensive information will speed up the disclosure checking process)
- If requesting multiple files please number the files within the filename. (e.g. “1. Plot of...”, “2. Report of...”)

Full File Path				
File number	File Names	Timestamp (Date time)	What each file represents	What the output will be used for
If multiple files requested please include number in filename (e.g.			e.g. population size, range of data, demographic characteristics/parameters considered etc.	e.g. publication, conference, further analysis, discussion with colleagues etc.

"1. Plot of...", "2. Report..")			<i>Short but thorough description required</i>	

****To assist the disclosure checking processes Researchers should highlight and provide an explanation and justification for any small numbers or areas of concern within the files requested for release.**

Once the LRSH/Dataloch Disclosure Reviewer is happy there are no outstanding disclosure issues LRSH/Dataloch will instruct eDRIS to release the disclosure checked files to the user. At busy times eDRIS require at least a couple of days notice to release the files.

****Users are asked to provide as much notice as possible and give forewarning of any substantive files/reports with deadlines.**

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G. Who do I direct queries to?

- **All queries or request (apart from technical issues of access – see below) should be directed to the LRSH@nhslothian.scot.nhs.uk or Dataloch@ed.ac.uk in the first instance.**
 - These include issues with the data e.g. release of output files, request for additional user accounts etc
- **Technical issues would be raised directly to eDRIS via the generic mailbox [pht.edris@pht.scot](mailto:phs.edris@phs.scot).**
 - These include: non receipt of PIN, password reset, application crashes (not related to syntax*), URL not working, enquiries or issues with software etc
*Memory errors – researchers should first check if their syntax is causing the problem. Where email is used, LRSH@nhslothian.scot.nhs.uk or Dataloch@ed.ac.uk should be copied in to the email.

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H. Who can have access to the platform?

Only approved users working on approved projects can have access to specific Platform Folders Area on the platform.

Applicants from outside the EEA must have some sort of contract with a UK NHS or academic institution and come in via that institution's network. The UK institution then takes responsibility for the behaviour of the individual and we know they are coming in from a safe IP address.

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I. How do we manage multiple users on project accounts?

Each project will have a **Project Lead** with overall responsibility for the project.

Where multiple users are accessing the same project folder an individual within that group should be nominated as a **User Coordination** (and recorded on the Setup form). They will oversee and coordinate requests for new users, oversee user account management and coordinate requests for disclosure.

Students accessing the project folder must engage with their supervisor and the **User Coordinator** for further instruction on accessing the account.

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J. What software will be available on the platform?

The eDRIS national platform works on the basis of bring your own licence

<http://www.isdscotland.org/Products-and-services/Edris/FAQ-eDRIS/index.asp#f7>

****Queries or difficulties with software should be directed to eDRIS**

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K. What will it cost for a LRSB project hosted on the National Safe Haven analytic platform?

LRSB/Dataloch and the National Safe Haven (eDRIS) are required to charge for the activity they undertake.

- **LRSB** activity is charged on a cost recovery basis and a quote is provided once the scope of the required activity is clear (usually after completion of the initial enquiry form)
- **Dataloch** charges will be notified by and managed by the Dataloch team on request
- **eDRIS** operates to a standard of £500 per project per year (where eDRIS setup and manage the account folder and logins but LRSB/Dataloch perform the disclosure checking of outputs)

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L. How do I arrange payment for work undertaken by LRSB or Dataloch?

LRSB/Dataloch will request a purchase order be raised by the researcher's finance department after which LRSB/Dataloch's finance dept. will issue an invoice. This will cover the cost for the LRSB/Dataloch activity.

For LRSB activity:

The purchase order quoting the **LRSB Project Reference number** (SH-2020-**nnn**), **Project Name** (title) and **Platform Folder Area Number** (LOT-20-**nnn**) should be sent to: Glen.merrit@nhslothian.scot.nhs.uk (cc LRSB@nhslothian.scot.nhs.uk)

R&D finance will issue an invoice and request payment

For Dataloch activity:

The purchase order quoting the **Dataloch Project Reference Number** (DL-2020-**nnn**), **Project Name** (title) and **Platform Folder Area Number** (LOT-20-**nnn**) should be sent to: dataloch@ed.ac.uk

University of Edinburgh finance will issue an invoice and request payment

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M. How do I arrange payment for eDRIS activity?

Payment for the use of the platform should be arranged directly with eDRIS (and Public Health Scotland)

LRSH/Dataloch will request a purchase order be raised by the researcher's finance department for the cost of the eDRIS activity (currently £500 per year).

This Purchase Orders should be made out to:

Public Health Scotland (PHS)
C/o NSS Accounts Receivable
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB
0131 275 6084

New Bank details for payment are:

Bank: RBS Sort Code: 60-70-80 Account Number: 10030956

The purchase order quoting the **Platform Folder Area Reference** (LOT-2020-**nnn**) should be sent to: eDRIS at PHS.eDRIS@phs.scot copying in LRSH@nhsllothian.scot.nhs.uk or Dataloch@ed.ac.uk so they can track the payment.

PHS finance will issue an invoice and request payment

N. What do I need to consider when resetting my password?

eDRIS will issue a temporary password when you are first set up with an account or have requested a reset. When you log in you will be prompted to enter a new password. If the new password you enter does not meet the security criteria (please see guidance below) then usually you should be able to login with the temporary password where you will be prompted again to choose a new password. If you have 3 incorrect attempts at the password then you will be locked out and will need a password reset.

The new password will usually be texted to the users mobile number from "NHSNoReply"

Password format requirements:

Note: if you enter a password which does not meet the requirements, no error message is displayed.

Enter your new password and click Submit. It must conform to the following requirements.

- Be at least nine characters long.
- Contains a combination of at least three of the following: uppercase letters, lowercase letters, numbers, symbols (punctuation marks etc.).
- Does not contain the user's user name or screen name.
- Does not match your previous password in a significant way e.g. if your old password was 'MyPassword01' do not change it to 'MyPassword02' or 'MyPa55word01' etc.

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