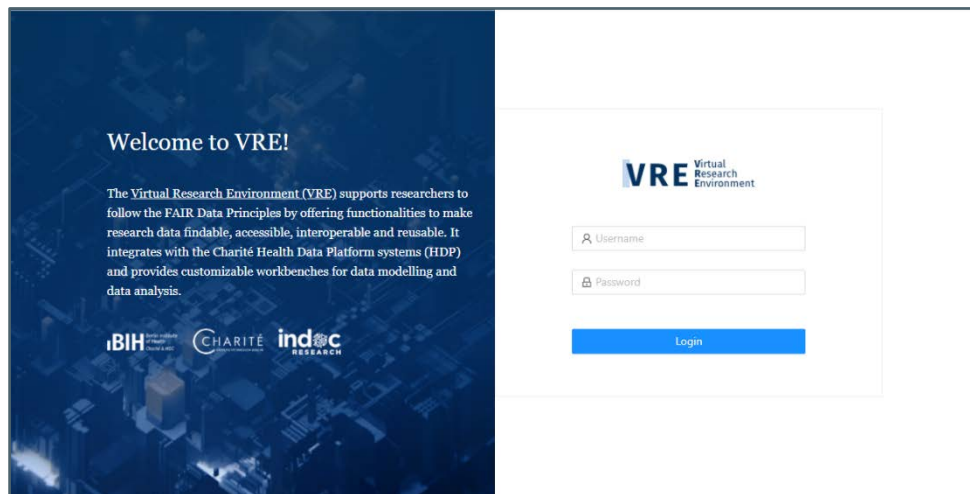




USER GUIDE



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Date: October 20, 2020

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1 Introduction

1.1 About the Platform

The Virtual Research Environment (VRE) was designed to make it easier for Researchers to find and securely access health data. Built on the FAIR guiding principles – Findability, Accessibility, Interoperability and Reusability – the VRE provides interoperability with international data commons like those developed under the European Open Science cloud, such as the Virtual Brain Cloud or the Human Brain Project, and operates as an extension of the Charité Health Data Platform (HDP) systems.

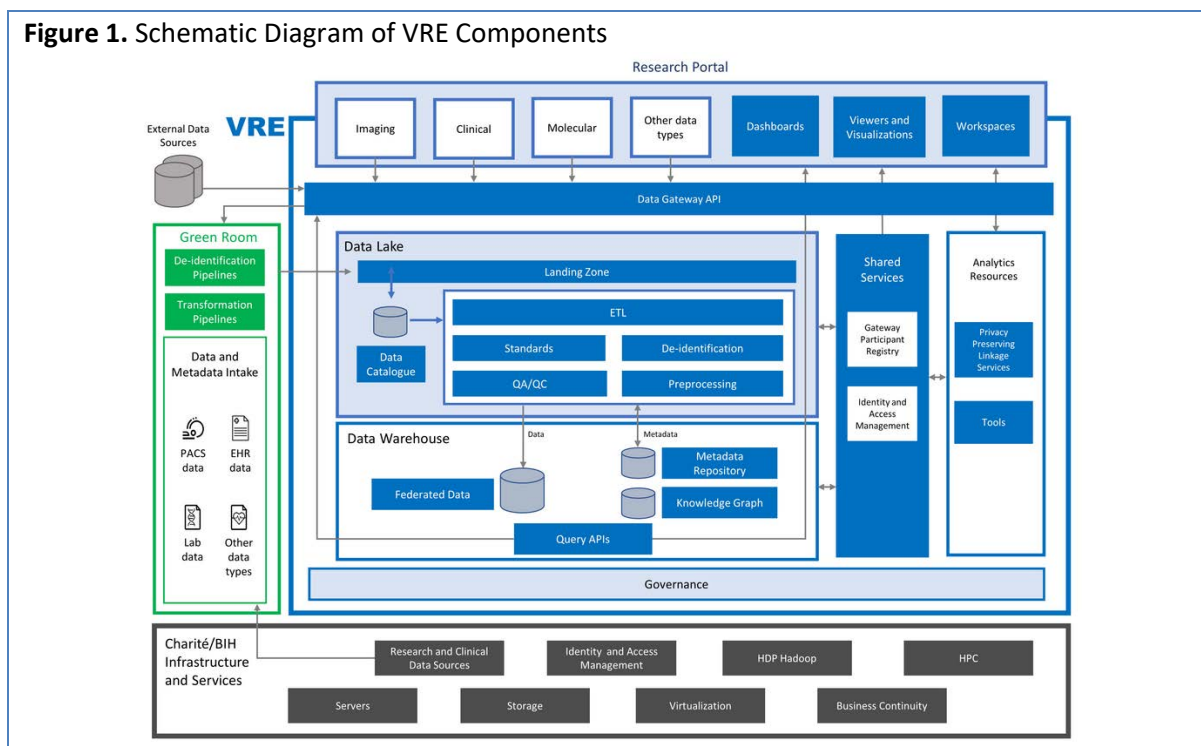
The VRE platform was designed by the Charité in collaboration with Indoc Research to extend and complement the functionalities of the Charité Health Data Platform (HDP). The VRE provides additional specialized methodology and technology capabilities for data processing, data management, visualization, and analysis including:

1. Workflows for radiologic imaging data
2. A model for cataloguing data and making it easier to find
3. Workbenches for modelling, simulating, and analyzing data
4. A Research Portal that is open also for external users who do not belong to Charité
5. Interoperability with international data commons like those developed under the European Open Science cloud, for example the Virtual Brain Cloud or the Human Brain Project

The development and requirement gathering process of the platform is ongoing. Existing architecture such as the Data Lake and data federation systems are designed to support the eventual integration of additional data sources and modalities such as clinical systems, electronic medical records, and genomics workflows.

1.2 Platform Architecture

The architecture of the VRE includes two distinct data storage areas: the Green Room and the VRE Core. The Green Room is a segregated data zone for the storage of data with personally identifiable information. The VRE Core supports the full lifecycle of data after being deidentified in the Green Room. The VRE provides a Researcher Portal to manage research projects, files and, users, data storage via Data Lake and Data Warehouse, and workbenches for researchers to perform secure modelling, simulation and analysis of data with Shared Services and Analytic Resources (Figure 1).

Figure 1. Schematic Diagram of VRE Components

1.3 Definitions

Charité/BIH Infrastructure and Services

Various IT systems and services are integrated to provide networking, computing, storage, and other infrastructure required by the VRE. Services include transfer of data from existing research and clinical data sources (e.g. file stores, REDCap, PACS) into the Green Room; Hadoop and other systems deployed within the Health Data Platform; high performance computing clusters for running preprocessing pipelines; and backup, recovery, and data archival systems that ensure that data are kept safe and available at all times.

Data Controller

Has the meaning ascribed to it under GDPR.

Data Gateway API

An application programming interface that enables the Research Portal to exchange data and metadata with VRE systems and allows the VRE to be interoperable with other data platforms, data sources and systems.

Data Lake

A zone within the VRE in which data of any type can be received, stored, catalogued, and ultimately ingested into platform databases. Standard data models and ontologies are applied to allow datasets to be aggregated and processed. Data can be further de-identified here for broader sharing. Quality assurance, quality control and preprocessing pipelines prepare the data for visualisation and analysis.

Data Processor

Has the meaning ascribed to it under GDPR.

Data Staging Pipelines

Workflows built into the VRE to allow automated processing of data. Pipelines help to eliminate or minimize manual intervention and facilitate a smooth flow of data from one stage to the next. Pipelines can be deployed to automate quality assurance, quality control, curation, validation, streaming, transformation, pre-processing, archival, and aggregation of data for downstream processes such as report generation, visualization, or query.

Data Warehouse

A set of databases and services which transform diverse data into a unified, federated context. Federation is critical for harmonizing data and metadata so that information about participants and datasets can be queried, visualized, and analyzed across studies, data sources, and modalities. The Metadata Repository and Knowledge Graph implement standardized and extensible schemas to represent metadata derived from datasets as well as annotations generated by researchers.

GDPR

The European Union General Data Protection Regulation.

Green Room

An environment in which hospital data, such as data derived from electronic health records (EHRs), picture archiving and communication systems (PACS), laboratories, and other sources, can be de-identified, transformed, and prepared prior to being transferred to VRE Core systems and made available for research use.

Research Portal

The primary interface for researchers to access VRE functions and resources, including data capture tools, interactive dashboards and viewers, query tools, and analysis workspaces.

Virtual Research Environment

A platform designed by the Charité in collaboration with Indoc Research to facilitate secure data storage, analysis and collaboration among members of a research project.

VRE Core

An environment in which de-identified hospital data, such as imaging, clinical and molecular data derived from electronic health records (EHRs) and other sources, can be securely stored, federated, and analyzed. Data is transferred to the VRE Core after undergoing de-identification and transformation pipelines in the VRE Green Room.

Workspaces and Analytics Resources

Workspaces are flexible and interactive environments in which users can access, visualise, and analyse their data with a range of analysis and visualisation tools. These are supported by underlying computing infrastructure as well as privacy preserving linkage systems that allow de-identified datasets to be linked and compared.

2 Getting Started

2.1 Creating a Project in the Virtual Research Environment

Researchers interested in using the VRE should contact the VRE Support Team at vre-support@charite.de to discuss the application process and next steps. As the Data Controller, the Principal Investigator of each research project is expected to obtain all necessary data sharing agreements, research ethics approvals, and institutional data protection office endorsements to protect the rights of the data subjects before using the VRE.

After these requirements have been met and the project is approved by the Charité, the VRE administrative team will initiate the Project in the VRE, invite the first Project Member, and grant them the role of Project Administrator. The Project Administrator can invite additional members of their research team.

2.2 User Account Registration

If you have been invited to a VRE Project, you will receive an email containing an invitation link. Click on the link to create your VRE account. You will be asked to provide:

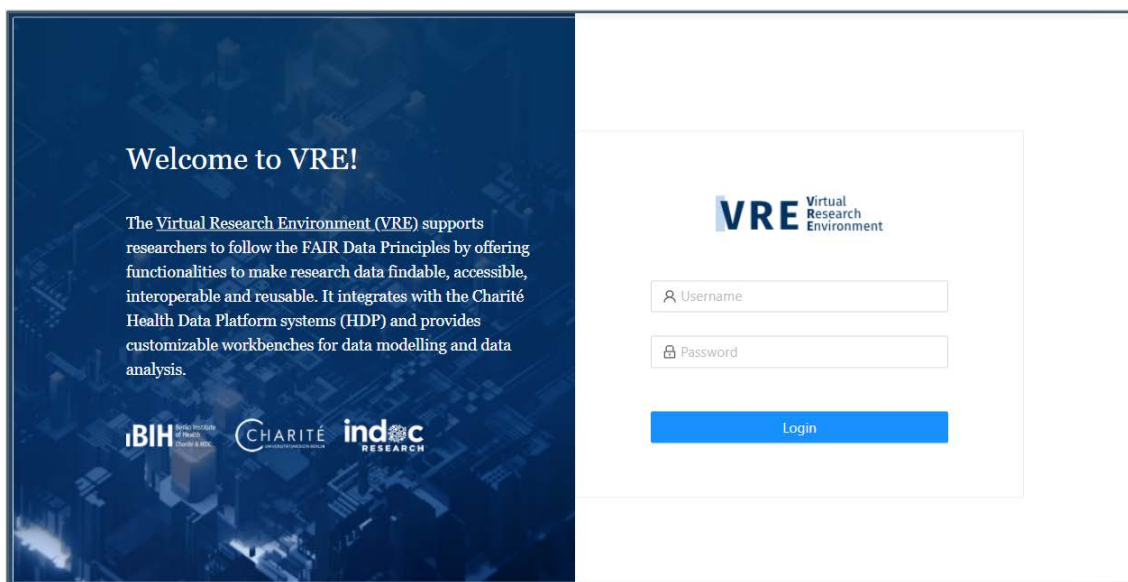
- Username (must be unique in the VRE)
- Your First and Last Name
- Your choice of password (see Section 2.4.1.1 Password Requirements:)

You will also be asked to review the Terms of Use and click **Agree** to finalize your registration. You are now a member of the VRE Project.

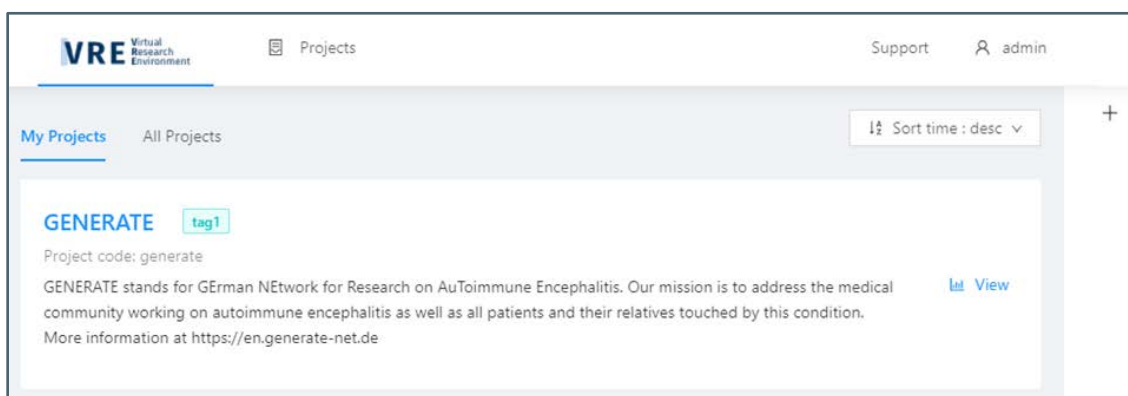
2.3 Logging into the Virtual Research Environment

To access the Virtual Research Environment (VRE):

1. Visit the VRE portal at <https://vre.charite.de> in your browser and enter your username and password.



2. The **Landing Page** is the first entry point after login. **My Projects** displays a list of the Projects to which you have been given access, along with some basic information about the project. **All Projects** displays all the projects registered in the VRE. Even though you can discover and browse the basic information about all projects, you can still only access the projects to which you have been given access.



3. For security reasons, you will be logged out automatically after five minutes of inactivity. To log out manually, click on your username in the top right of the Main Menu and select **Logout**.

2.4 Account Settings

2.4.1 Password Reset

To change your password:

1. Log in to the VRE portal <https://vre.charite.de> in your browser and enter your username and password.



Welcome to VRE!

The Virtual Research Environment (VRE) supports researchers to follow the FAIR Data Principles by offering functionalities to make research data findable, accessible, interoperable and reusable. It integrates with the Charité Health Data Platform systems (HDP) and provides customizable workbenches for data modelling and data analysis.

BIH Berlin Institute of Health CHARITÉ UNIVERSITÄT MEDIZINISCHES KOLLEGIUM indac RESEARCH


VRE Virtual Research Environment

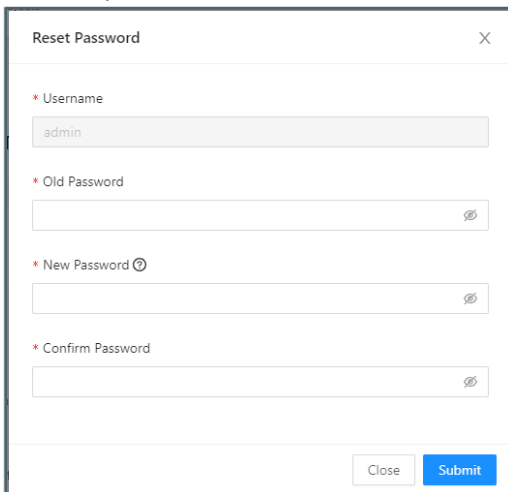
Username

Password

Login

Click on your username in the top right-hand corner of the *Projects* main page and select **Reset Password** from the dropdown

2. Enter your username, previous password, and new password. Use the  button to view the entered passwords.




Reset Password X

* Username

admin

* Old Password

* New Password 

* Confirm Password

Close Submit

3. Click **Submit**

2.4.2 Password Requirements

- Minimum password length: 11 characters
- Passwords must consist of at least three of the following four categories:
 - Capital letters (ABCDEFGH...XYZ)
 - lower case letters (abcdefgh...xyz)
 - Arabic numerals (0123456789)
 - Permitted special characters (-_!%&/()=?*+#,.;)
- Trivial and already compromised passwords as well as first names, family names or usernames (alone and exclusively or as part of the password) are not to be used
- Passwords must be changed after confirmation or if there is a reasonable suspicion that they have been compromised or have been noticed by third parties




Note: If you have forgotten your username or password, please contact the VRE support team at vre-support@charite.de for assistance.

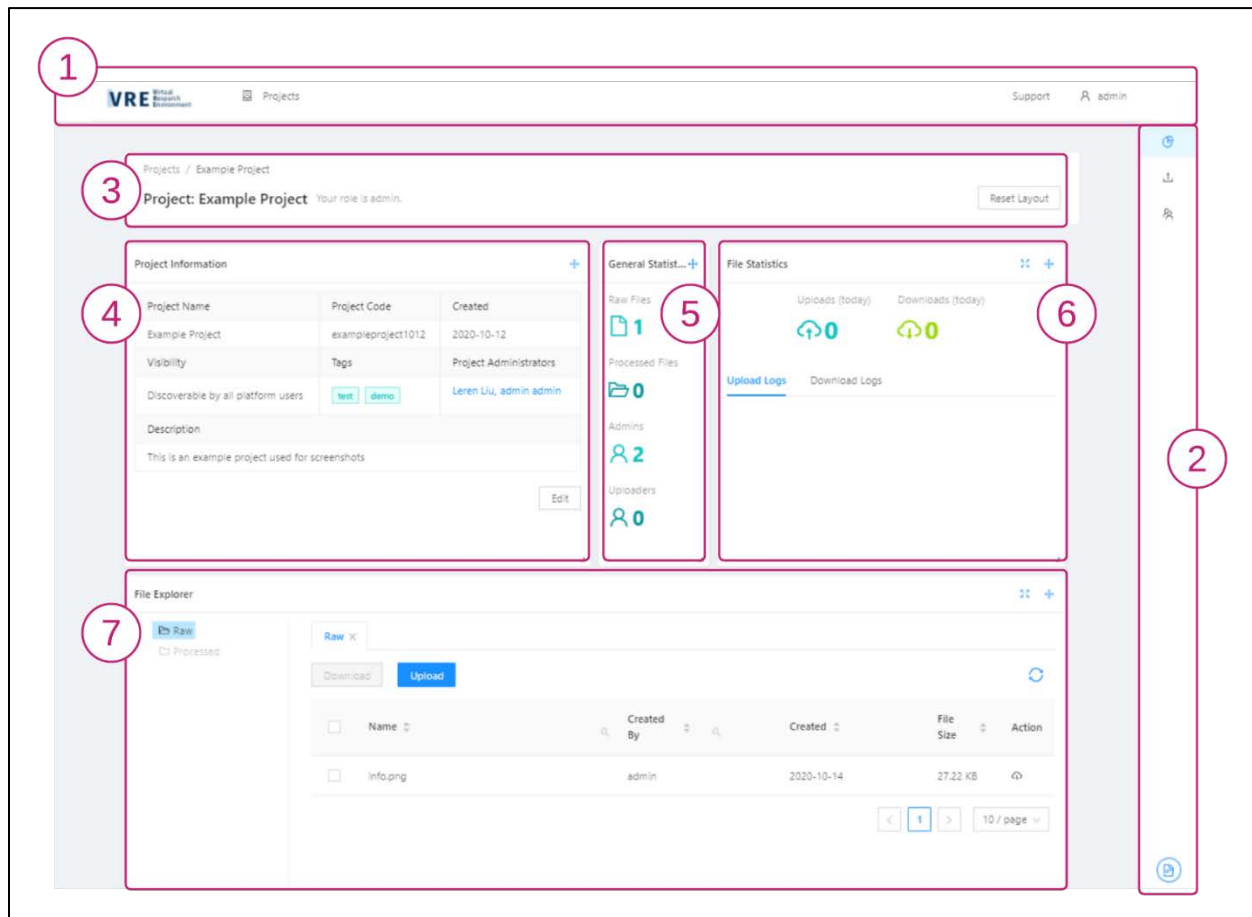
3 Project Canvas

3.1 General Layout

The Project Canvas has seven main components:

- 1) Main Menu
- 2) Right Sidebar
- 3) Project Title bar
- 4) Project Information card*
- 5) General Statistics card*
- 6) File Statistics card*
- 7) File Explorer card*

*cards can be rearranged by clicking and dragging cards with the  icon. The card configuration can be reset with the *Reset Layout* button in the Project Title bar.



3.1.1 Main Menu

The Main Menu is used to navigate to the *Projects Landing Page*, *Support Page*, or the open the *Profile* dropdown by clicking your username, where you can log out or access your account settings.

3.1.2 Right Sidebar

The Right Sidebar is used to access Project tools.



Canvas

Homepage of a VRE Project. Displays *Project Information*, *General Statistics*, *File Statistics*, and *File Explorer*.



Upload

Opens the *Upload Files* modal where Members can select files from their local machines to upload to the Project.



Teams

Navigation to the *Members* page where Administrators can view all Project Team Members, add Members, change Member's roles, and delete Members from the Project.



Files Panel

Opens the *Files Panel* in the current page. This panel displays the status of files that are currently uploading or downloading as well as the status of previously uploaded files.

3.1.3 Project Title Bar

The *Project Title bar* provides the Project navigation path, the Project Title, your role in the Project, and allows you to reset the *Project Canvas* to the original card configuration.

3.2 Project Canvas Cards

3.2.1 Project Information

The Project Information card displays basic information about the Project:

- **Project Name:** A short and user-friendly title assigned to the Project to make it easier for Members to identify and locate the Project. This information can be changed by the Project Administrator.
- **Project Code:** A code used by VRE backend services to uniquely identify the Project across the VRE. The Project Code cannot be changed.
- **Description:** A longer, more informative description of the study. This information can be changed by the Project Administrator.
- **Created:** The date the Project was created.
- **Visibility:** Provides information on who can see the project name and description in **All Projects** on the Landing Page. This information can be changed by the Project Administrator. Checking

the box makes Projects visible to all platform users; unchecking the box restricts visibility to Project Members only.

- **Tags:** Keywords that can be assigned to help organize and find information in the VRE. Tags can be added or changed by the Project Administrator.
- **Project Administrators:** Displays the Project Administrator(s) for the Project. Click a name to open an email and submit an inquiry to the Project Administrator.

The Project Information card also includes an *Edit* button for administrators to edit the *Project Name*, *Tags*, *Visibility*, and *Description*. After editing any of these fields, click the **Save** button to apply the changes to the Project. See Section 4.2 Modifying Projects for more details.

3.2.2 General Statistics

Only available for Project Administrators. Four statistics are displayed:

1. Number of **Raw files** in the Project
2. Number of **Processed files** in the Project
3. Number of Project Members with the **Administrator** role
4. Number of Project Members with the **Contributor** role.

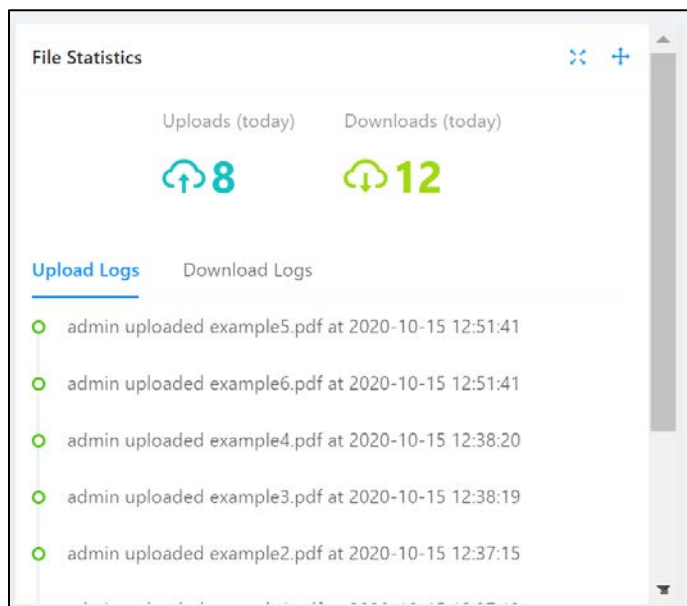
3.2.3 File Statistics

Two statistics are displayed:


1. **Uploads (today):** Number of files uploaded to the Project today
2. **Downloads (today):** Number of files downloaded from the Project today.

This card also lists the ten most recent Upload and Download events.


The information displayed is dependent on your user role. Project Administrators can view File Statistics for the entire Project, whereas Uploaders can only view File Statistics for their own files and actions.

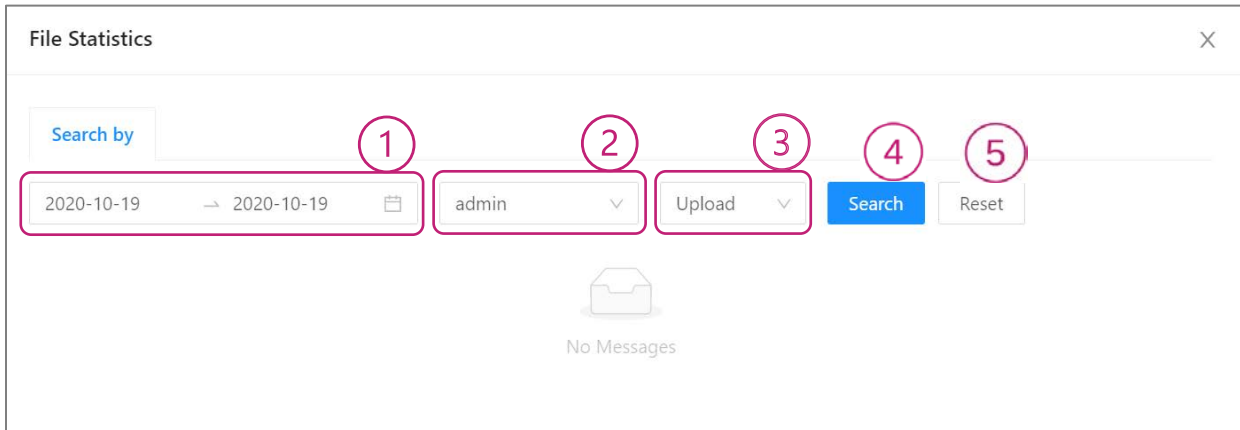


3.2.4 File Activity Logs

Search and view file activity logs by clicking the  icon in the top right of the *File Statistics* card, to open the Advanced Log Search.

Project Administrators can explore statistics for the entire Project, whereas Uploaders can only explore statistics for their own files and actions.

To search Project file logs by date, username, and action, navigate to the Project Main Page and click the  **Advanced Log Search** icon in the top right corner of the *File Statistics* card

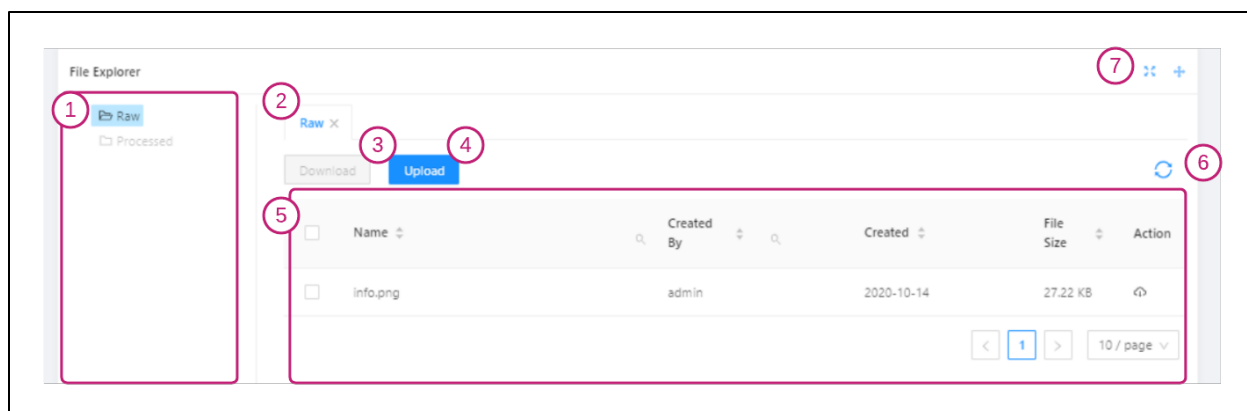




The screenshot shows the 'File Statistics' window with a search interface. At the top, there's a 'Search by' label. Below it, five elements are highlighted with numbered circles: 1. A date range picker showing '2020-10-19' to '2020-10-19'. 2. A dropdown menu for 'Username' with 'admin' selected. 3. A dropdown menu for 'Action' with 'Upload' selected. 4. A blue 'Search' button. 5. A 'Reset' button. Below these fields is a folder icon and the text 'No Messages'.

1. Choose the date range you wish to search, using the date picker or by typing the desired start and end dates into the *Search by* bar in the format YYYY-MM-DD
2. *Project Administrators only:* Select the Project Member you wish to search by selecting their username from the *Username* dropdown
3. Filter the Log entry type by selecting **Upload** or **Download** from the *Action* dropdown
4. Click **Search** to view all Log entries that match your search criteria
5. Click **Reset** to begin a new search


3.3 File Explorer

The *File Explorer* offers several features to view, upload, and download files and to search and sort files based on certain metadata elements.



1. Select a the folder to explore from the **File Explorer Folder list**.
2. Once a folder has been selected, the **Folder tab** is visible. Folder tabs are closed by clicking the **X** beside the folder name.
3. Use the **Download** button to download one or more files. See Section 3.4.2 File Download for more details.
4. Use the **Upload** button to upload files. See Section 3.4.1 File Upload for more details.
5. The **File List** displays all files in the Project folder tab.
 - a. Files can be searched and sorted by *Name*, Uploader (*Created By*), Upload Date (*Created*) and *File Size*.
 - b. Files can be downloaded by clicking the **Download** icon under the *Action* column of the *File List*.
6. The **Refresh** icon  refreshes the File list from the database. Refreshing your browser page will also refresh the File list.
7. The **Full Screen** icon  can be used to expand the *File Explorer* into a larger modal view.



Note: To view the upload and download logs of your current session click the  **Files** icon at the bottom of the Right Sidebar to open the *File Panel*.


3.4 File Upload

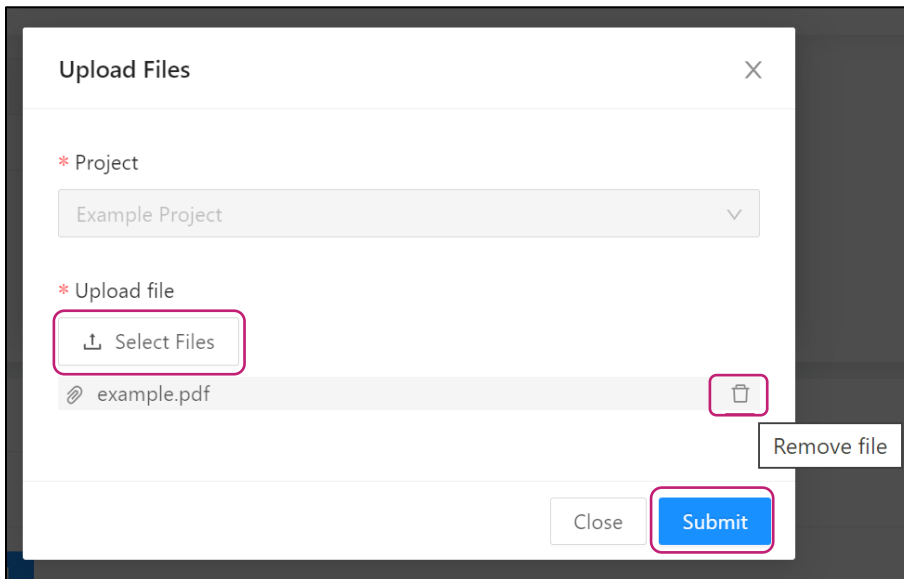
All Project Members are reminded to abide by the Platform Terms of Use and their obligations as Data Controllers when uploading files to the VRE.

All files uploaded to the VRE land in the Green Room storage. In this protected storage area, Project Administrators can configure automated sanitization pipelines or specify rules for manual inspection of incoming files to ensure no sensitive personal information is transmitted to the VRE Core where broader research collaboration and analysis occurs.

3.4.1 How to Upload a File to your Project

Files can be uploaded individually or in bulk from the *File Explorer*.

1. Begin by navigating to your Project and clicking either the Upload icon  in the *Right Sidebar* or the Upload button in the *File Explorer* to open up the *Upload Files* window.
2. Click **Select Files** to add one or more files from your local computer.
Optional: Project-specific information such as a Participant ID or other information specified by the Project administrator may also be requested on upload.
3. Review the file list to verify that you have selected the correct files. If you need to remove a selected file, click **Remove file**.
4. When ready, click **Submit** to begin uploading.



Once a file upload is initiated, the *Files Panel* will appear. This panel displays the status of files that are currently uploading or downloading. It also maintains the status history of all files uploaded or downloaded during your current login session.

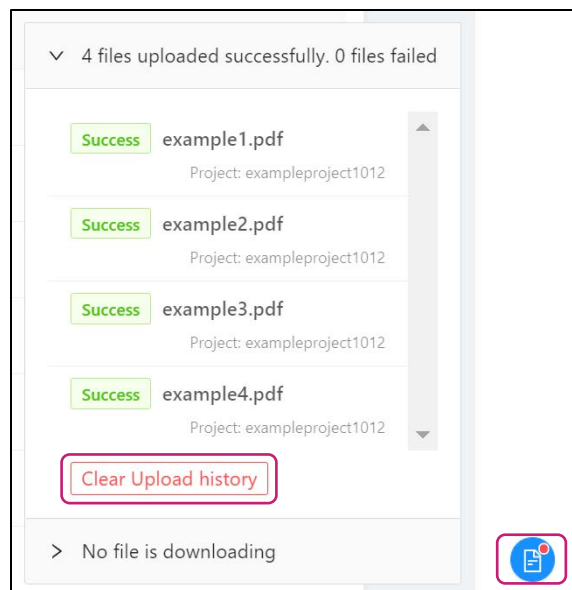
For Projects preconfigured with automated pipeline on file upload, refer to Section 3.4.3 Pipeline Management.



Note: Your session will remain active during file upload. You should not logout or close your browser during file upload.

3.4.2 File Upload Status

The Files Panel displays a status icon for each file uploaded during the current login session. A red dot on the Files Panel icon indicates that the status of one or more files has changed. To remove all previously listed File Upload logs, click **Clear Upload history**. The Files Panel is also cleared when you logout from the current session.



Possible file upload status icons are as follows:

Waiting

A grey **Waiting** status means that another file is currently being uploaded and the file is waiting in the upload queue.

Uploading

A blue **Uploading** status means that the file is currently uploading. A progress bar will appear showing the upload progress.

Uploading

A yellow **Uploading** status means that the file upload is being processed.

Success

A green **Success** status means that the file has successfully been uploaded and processed.

Error

A red **Error** status means that there was a problem encountered during file upload. An error message popup will also appear at the top of the your browser window.

3.5 File Download

All Project Members are reminded to abide by the Platform Terms of Use and their obligations as Data Controllers when downloading files from the VRE.

Project Administrators can access and download all Project Files, whereas Uploaders can only download their own files.

3.5.1 How to Download a File from your Project

Files can be downloaded individually or in bulk directly from the *File Explorer*.

1. Begin by navigating to your project and locating the folder of interest from the *File Explorer*.
2. For single file download, select the checkbox adjacent to the file. For bulk download, select checkboxes for more than one individual files or click the checkbox in the *File List* header to **Select All** files.
3. Click **Download**.
4. *Bulk Download only*: if you have selected multiple files for download the files will be packaged in a zip file. A filename containing the *Project Code* will be automatically generated.



Once a file download is initiated, the *Files Panel* will appear. This panel displays the status of files that are currently uploading or downloading. It also maintains the status history of all files uploaded or downloaded during your current login session.

3.5.2 File Download Statuses

The Files Panel displays a status icon to indicate the status of the file during download.

Possible file download status icons are as follows:

Downloading

A yellow **Downloading** status means that the file is currently being downloaded to your local machine.

Error

A red **Error** status means that there was an issue downloading the file. An error message will appear at the top of your screen if an error is encountered while downloading a file.

Once a file has successfully downloaded, the file notification will disappear from the *Files Panel*.

3.6 Pipeline Management

All Project files and data enter the VRE through the Green Room. The Project Administrator specifies the sanitization steps (pipelines) required for all incoming Project data files to ensure sensitive personal information is removed before the data reaches the VRE Core for broader research collaboration and analysis. Possibilities for processing of incoming files include no action (file is already pseudonymized

and no further sanitization is required) or execution of a pipeline to remove sensitive personal information. An example lifecycle of data files containing sensitive personal information uploaded to the VRE and processed with a preconfigured sanitization pipeline is described as follows:

1. File stored in user's local storage
2. User uploads file to Project using VRE Portal interface
3. File lands in Green Room storage - *Raw* folder
4. VRE services detect file properties. Files matching preconfigured conditions trigger pipeline execution.
5. Pipeline executes.
6. The processed output file is stored in Green Room *Processed* folder (named after the pipeline)

If the Project Administrator has configured one or more automated sanitization pipelines for your project, the files in both the Raw and Processed state will be visible in the File Explorer. *Note:* Project Members with the Uploader role are only permitted to view the files that they uploaded in the Raw folder. They do not have access to view any other folders.

Additional tools and features for managing pipelines will be available in future releases of the VRE.

4 Project Management

A **Project** is a data storage container that holds all the information, data, and pipeline configurations relating to a Principal Investigators' research project. Projects in the VRE can only be created by Portal Administrators.


4.1 Creating Projects

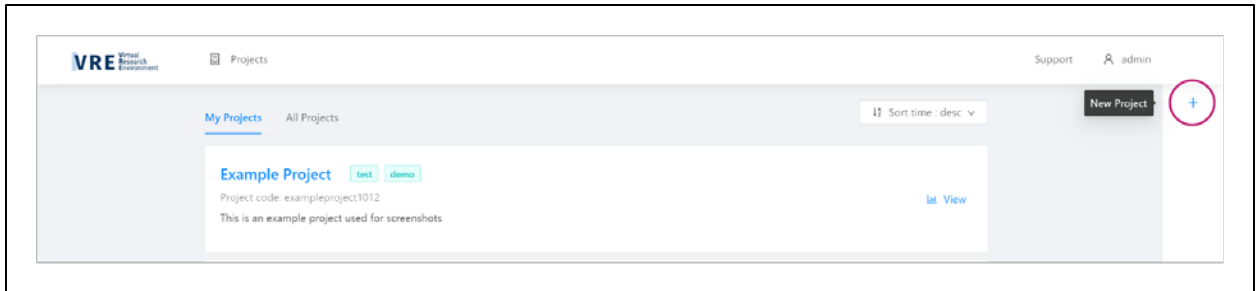
Project creation is only available to Portal Administrators.

4.1.1 Prerequisites to creating new Projects

Before adding a Project in the VRE Portal, the final approval of the VRE Governance Manager must be obtained signifying that all applicable data sharing agreements, research ethics board approvals and data protection authorizations are secured.

4.1.2 Project Creation

1. Log into the VRE Portal with Portal Administrator credentials.
2. On the Landing Page, click the  New Project icon in the Right Sidebar.



- Complete the required fields in the *Create Project* dialog box and click **OK**

- The newly created Project will appear in the Projects list in the Landing Page.

4.1.3 Project Details

- Project Code** (required)
 - The *Project Code* is used by VRE backend services to uniquely identify the Project across the VRE. Project Code is mandatory for Project creation. Select a Project Code in conjunction with the Project Administrators.
 - Once assigned, the *Project Code* cannot be changed. *Project Codes* must follow the naming convention: maximum 32 characters, consisting of any combination of lower case letters (a-z) and numbers (0-9).
- Project Name** (required)
 - A short and user-friendly title assigned to the Project to make it easier for users to identify and locate the Project. *Project Name* is mandatory for Project creation but can later be changed by a **Portal Administrator** or the **Project Administrator**.
- Description** (optional)

- A longer, more informative Project field that can be used to add more context and inform users of study details. *Description* is optional for Project creation and can later be added or changed by the **Portal Administrator** or **Project Administrator**.
4. **Tags** (optional)
 - Tags are keywords that can be assigned to help organize and find information in the VRE. Tags are optional and can later be added or changed by the **Portal Administrator** or **Project Administrator**.
 5. **Roles** (required)
 - Member Roles available in the Project. These roles will be made available to the Project Administrator when adding members of their research team to the Project. Refer to Section 5.1 Project Member Roles for a description of the available project roles. A Project cannot be created without a Project Administrator. Additional roles are optional.
 6. **Visibility** (optional)
 - This setting controls whether the basic Project information is discoverable by all platform users in the All Projects tab of the Landing Page.
 - By default, visibility is set at “*Make this project discoverable by all platform users*”. Uncheck this box if the Project should be private, only be discoverable by Project Members. The Project Administrator can edit this setting later using the Project Information card in the Project Canvas.



Note: If the *Project Visibility* is set to “Discoverable” the *Project Code*, *Project Name* and *Description* will be displayed to all VRE users in the Project Landing Page **All Projects** tab.

4.2 Modifying Projects

Project modification features are available to Portal Administrators and Project Administrators.

Project information may be changed on the *Project Canvas* in the Project Information card. Project Administrators can edit the Project information by clicking the **Edit** button in the bottom right corner of the card.

Project Information

Project Name	Project Code	Created
Example Project	exampleproject1012	2020-10-12
Visibility	Tags	Project Administrators
Discoverable by all platform users	<div>testdemo</div>	Leren Liu , admin admin
Description		
This is an example project used for screenshots		

Edit

Project Name, Tags, Visibility, and Description can be changed. After editing any of these fields, the **Save** button will apply the changes to the Project.

Project Information

Project Name	Project Code	Created
Example Project	exampleproject1012	2020-10-12
Visibility	Tags	Project Administrators
<input checked="" type="checkbox"/> Discoverable by all platform users	test x demo x	Leren Liu, admin admin
Description		
This is an example project used for screenshots		

Cancel
Save

5 User Management

5.1 Project Member Roles

Access to the VRE is controlled by project-based and role-based permissions. The combination of Project and user role defines which data and resources a user can access in the VRE. The VRE Portal Administrator creates the first Project Administrator user account. This is the first member of a Project. Thereafter, the Project Administrator can invite or remove members of their research team to their Project.

An individual person may become a member of one or more Projects in the VRE upon invitation from the Project Administrator of each project.

Member roles and functions available to Researchers are described Table 1.

Table 1. Project Member Roles

	Uploader	Project Administrator
Upload files	✓	✓
View my own files	✓	✓
Download my own files	✓	✓
View all Project files		✓
Download all Project files		✓
Authorize pseudonymization pipelines		✓
Add users		✓
Create Projects		

5.1.1 Project Administrator

The **Project Administrator** is the Principal Investigator (or their delegate) who has overall responsibility under GDPR as the Data Controller for the Research Project. They are responsible for all Project data stored in the VRE. They have the authority to invite other research members to the Project and assign their member roles. Project Administrators can access all data related to their project, can register pseudonymization pipelines, view activity logs for all Project Files and Members, and manage users for their Project. A project may have more than one individual person assigned to the role of Project Administrator. This ensures role redundancy in case of absence.

5.1.2 Uploader

The **Uploader** is a member of the Project invited by the Project Administrator. Members with this role can upload data to the Project, view the list of files they uploaded using the *File Explorer*, and download the files they originally uploaded. Members with the Uploader role cannot browse or download data contributed by any other Project Member.

5.1.3 Portal Administrator

The **Portal Administrator** is a member of the VRE administrative team. The Portal Administrator maintains the Portal and creates Projects in the VRE upon request from a Principal Investigator (PI) and after all appropriate data protection authorizations and data sharing agreements have been secured. The Portal Administrator can perform other administrative functions to assist the Project Administrator with support issues related to their Project.

5.2 Adding Project Members

5.2.1 Adding the First Project Administrator

Portal Administrator only.

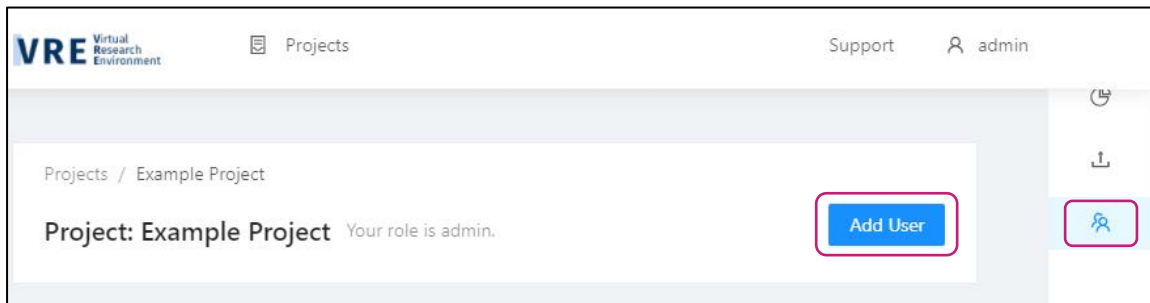
The first Project Administrator user account is initiated during Project creation by the Portal Administrator, and only after all appropriate data protection authorizations and data sharing

agreements have been secured for the Project. Researchers interested in adding a Project to the VRE should contact vre-support@charite.de.

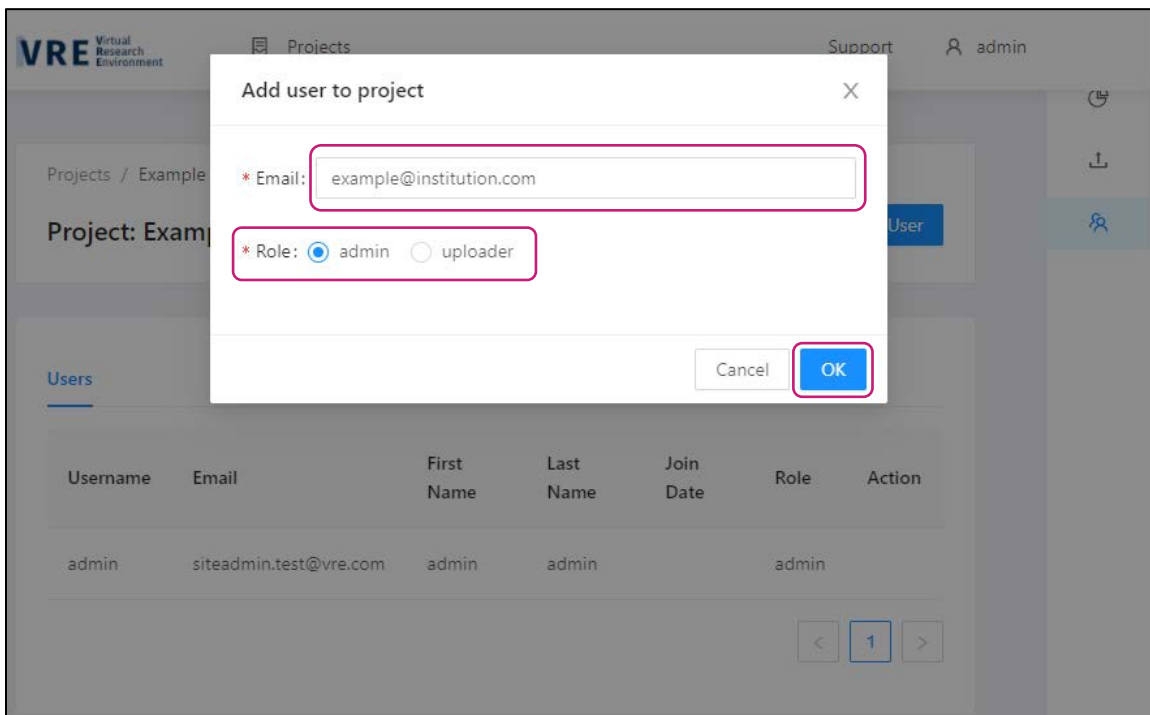
5.2.2 Adding Additional Project Members

Project Administrators have the authority to invite additional members of their research team to collaborate on their Project, and to assign their role.

1. Log into the VRE Portal as Project Administrator
2. Select your Project from the Landing Page
3. Click the **Teams** icon located in the Right Sidebar



4. Click **Add User** to open the New User dialogue box



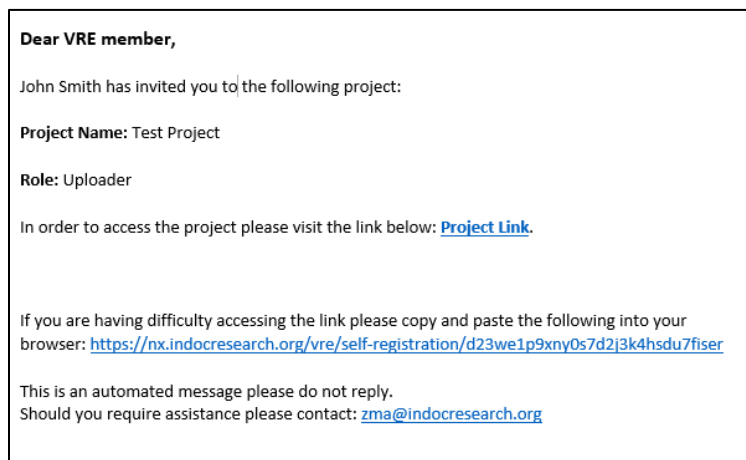
5. Enter the user's institutional email address, select the role you would like to assign to the new user, and click **OK**.

If the user has already been registered as Member of the VRE platform in one or more other Projects, they will be added to the Project immediately and be notified by email that their new Project access has been granted.

If the user has not previously been registered as a Member of a VRE Project, an email will be sent to the Member with instructions on setting up their VRE Account.

5.2.3 Completing the Member Registration Process

All new users of the VRE will receive a registration email containing information on the name of the Project to which they have been invited, and a registration link. Clicking the link directs the user to a registration page in which they will be prompted to provide their user information and to accept the Platform Terms of Use (See Section 2.2 User Account Registration).



After completing this process, the user can now log in and access the project resources according to their role.

5.3 Modifying or Removing Project Members

Project Administrators may modify a Member's role, or remove them from the Project. Start by logging into the VRE Portal as Project Administrator.

1. Select the Project from the Landing Page.
2. Click the **Teams** icon located in the Right Sidebar.
3. Click **Change role** in the *Action* column and choose one of the following options:
 - a. Select the new role from the dropdown menu.
 - b. Select *delete* to remove the user from the project.

VRE Virtual Research Environment

Support admin

Projects / Example Project

Project: Example Project Your role is admin. Add User

Users

Username	Email	First Name	Last Name	Join Date	Role	Action
harry	harrymissi@gmail.com	Leren	Liu	2020-09-23T15:47:19	admin	Change role ▾

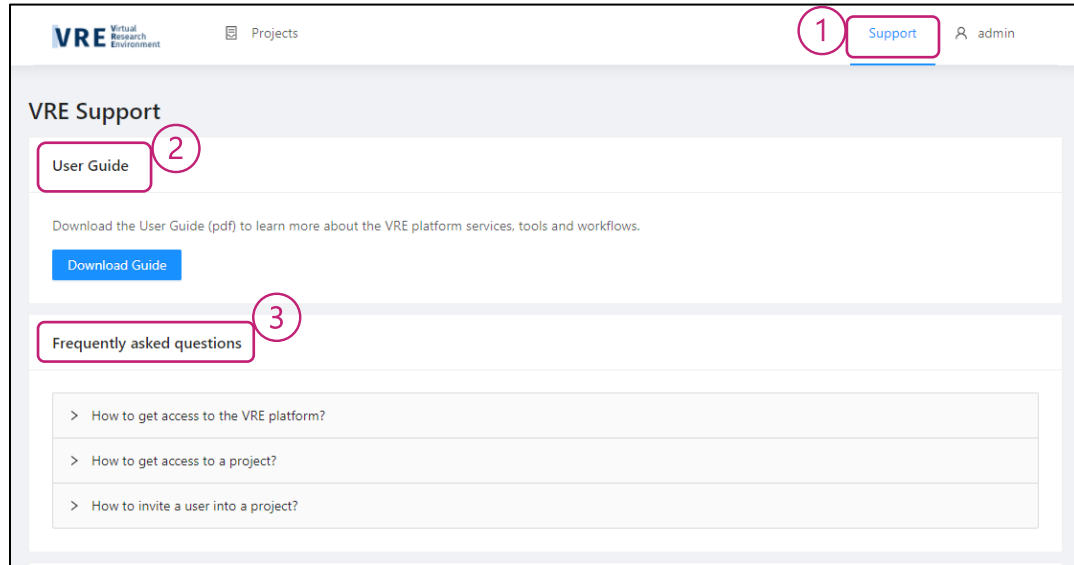


Note: Removing a Member from a Project removes access to all the Project data and resources, but does not affect their membership in any other Project. Only a Portal Administrator can remove a user from all Projects.

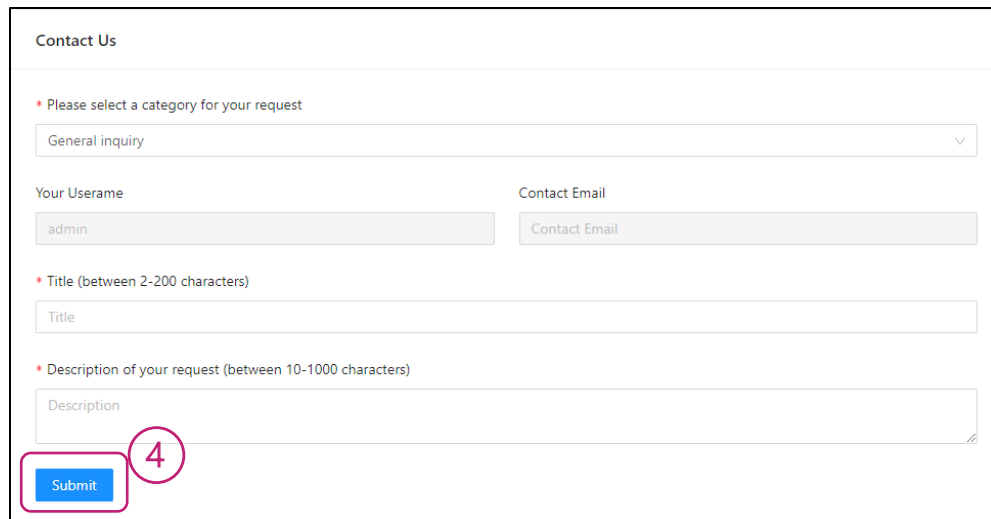
6 Support

Support resources can be accessed from any page of the VRE Portal, regardless of whether you are logged into a Project.

1. From the Main Menu, click **Support**.
2. Download the User Guide to review detailed information about the VRE.
3. Review **Frequently asked questions** to see if information is already available on the issue you are experiencing.



4. If you cannot find a solution on the Support page, click the **Contact Us** button to initiate a support inquiry.



The screenshot shows a 'Contact Us' form with the following fields and elements:

- Contact Us** (Section Header)
- * Please select a category for your request** (Dropdown menu with 'General inquiry' selected)
- Your Username** (Text input field with 'admin' entered)
- Contact Email** (Text input field with 'Contact Email' entered)
- * Title (between 2-200 characters)** (Text input field with 'Title' entered)
- * Description of your request (between 10-1000 characters)** (Text input field with 'Description' entered)
- Submit** (Blue button, highlighted with a red box and a red circle containing the number 4)

5. Complete the required fields to provide details on your support inquiry and click **Submit**. A member of the VRE Support Team will connect with you to resolve your issue.



Note: If you are unable to log into your account or access the Support page, you can contact a Service Desk agent directly by sending email to: vre-support@charite.de