

## SONA SYSTEMS PARTICIPANT FAQ

*Q: Immediately after I sign in, as soon as I click on any menu option, I am taken back to the login page and I see a message that my authentication has expired. What does this mean?*

A: Your web browser is not properly configured to accept cookies. You should turn on cookies in your web browser, use a different web browser (for example, try Firefox if you are currently using Internet Explorer), or try a different computer. Detailed instructions can be found if you go to the site and enter the url “cookie\_help.asp” in place of “default.asp” in the address bar of the browser, when you are on the front page of the site. Another easy solution is to try another computer. Typically, ACC labs at MNSU are configured correctly.

*Q: What is my username and password?*

A: Your username is your MNSU email address. Your password is randomly assigned by the website, and should be included in an email sent to you at the beginning of the semester.

*Q: I've forgotten my password. What should I do?*

A: If you've forgotten your password, go to the login page and click the “Email my Password” button. Your password will be emailed to your MNSU email address, as well as any email address you have provided to the Sona System website.

*Q: I want to change my password. How do I do this?*

A: If you would like to change your password, log in and choose “My Profile” from the top menu bar. If you would like to change your password, type your new password (twice for confirmation) in the provided boxes. If you do not wish to change your password, simply leave these boxes empty.

*Q: I don't use my MNSU email very often. Can I have Sona System email me at another address?*

A: Yes. Log into Sona Systems and choose “My Profile” from the top menu bar. In the “Alternate Email Address” box, type in the full email address you would like Sona System to use. Also, make sure to allow Sona System emails into your email box, so they do not go into your junk mail!

*Q: I did a study, but my credit is not showing up on Sona Systems. What should I do?*

A: Researchers are required to give you credit for participation within 72 hours. If it has been over 72 hours and you do not have credit, you should contact the researcher. Click on the name of the study you want to ask about. This will bring up a screen that gives you information about the researchers involved in the research. You should email the **Principle Investigator** with questions about research credit. Do not contact your course instructor, as s/he does not have information about the studies you have participated in, only the total points you have earned.

*Q: I don't want my instructor to know what research studies I have completed. Who will know what studies I have done?*

A: Only the researcher and the research pool administrator can see that you have signed up for a particular study. No other users (including other researchers or your instructor) may see this information. Researchers working on the study have taken Institutional Research Board training,

and recognize that it is unethical for them to disclose any information about participants to other researchers, instructors, or participants.

*Q: I noticed that with some studies, I can sign up for them again even if I have already participated before, while others don't allow for this. Why is this?*

A: Researchers can choose if their studies allow you to participate more than once. Not all studies will allow you to participate more than once.

*Q: I attempted to sign up for a study, and I was prevented from doing so because the study I am trying to sign up for is a "disqualifier" for another study I am scheduled for (or another study I have completed). Why is this?*

A: In some cases, if you have participated in a certain study, it means you are no longer an appropriate candidate for a related study. In some cases, you can simply switch the order in which you do the studies. So, if you are told that Study A is a disqualifier for Study B, you may decide to sign up for Study B first, and then sign up for Study A second.

*Q: I can't make it to my study because of an emergency or a schedule conflict. What should I do?*

A: Login to Sona Systems and look under "My Schedule/Credits." You will see all studies you have signed up for, and you have the option of cancelling your appointment. If you are cancelling fewer than 12 hours before your scheduled appointment, you must contact the Primary Investigator directly. **If you miss more than 4 appointments within one semester, you are no longer eligible to participate in a study.**

*Q: Why should I fill out the pre-screen questions?*

A: You must fill out the pre-screen questions in order to participate in research. First, it ensures that you qualify for research (for example, if you are under 18 years old, you cannot participate in research at MNSU). Second, it helps match you to studies. For example, some studies may have special requirements (e.g. men only, left-handers only) and answering these items will help ensure you have access to ALL studies for which you are qualified.

*Q: I have several classes that offer research extra credit. Do credits I earn count for all those classes?*

A: No, they count for only one of your courses. The system is set up so that you may earn credits equal to the sum of all available points for your classes. For example, if you are in Psyc101, which allows 4 points, and Psyc340, which allows 3 points, you will be allowed to earn up to 7 points total. When you complete a study, you are allowed to choose which course it is counted towards. So if you are not doing as well in Psyc340, and you have only earned 2 points, you may choose to have all 2 points counted in Psyc340, and zero points counted in Psyc101.

*Q: I've changed my mind about which class I want my points to count toward. What do I do?*

A: When you look at the points you have earned for each study, you will notice a link that says "Reassign." Clicking on this will allow you to change which course the research credit will be counted toward. This option is no longer available after the last day of classes, so make sure the points are where you want them by then.

*Q: Do participation points carry over from the previous semester?*

A: No, points are not carried over to the next semester. However, we do keep records on which studies you have participated in; thus, if you participated in a particular study during fall semester, you may not be eligible to participate in it again in the spring.