



Refresher Course – Human Subjects Protection Training

All DU investigators are required to complete the mandatory Human Subjects Protection training through the Collaborative Institutional Training Initiative (CITI) Program. This training is valid for four years. After four years, investigators must complete the CITI refresher course.

Step 1: Log into your CITI account at www.citiprogram.org. If you don't remember your username or password, you must contact the CITI Help Desk. To reach the Help Desk, click on 'Help' next to the Log In tab. You can send an email or call them directly for assistance. The DU IRB does not have access to your password.



Support Center

(888) 529-5929

Contact Us

The purpose of this **Support Center** is to provide technical support, resources, tips, and answers to frequently asked questions regarding the CITI Program. We welcome contributions and feedback so please [contact us](#) with anything regarding the CITI Program or this Support Center.

Have a Question? Ask or enter a search term here.

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CITI Administrators

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BRANY-CITI

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Contact Us

Email

support@citiprogram.org

Phone (U.S. Toll Free)

[\(888\) 529-5929](tel:(888)529-5929)

Phone (International)

[+1 \(305\) 907-3100](tel:+1(305)907-3100)

Hours of Operation

Phone Support

Monday through Friday

8:30 a.m. to 7:30 p.m.

U.S. Eastern Time (EST/EDT)

Step 2: On the Main Menu page, select 'University of Denver' and select 'Add a Course' from the Learner Tools for University of Denver. From **Question 1 – Human Subjects Research**, select the appropriate learner group – Social Behavioral Educational Research or Biomedical Research. If you have completed the Basic Modules for this curriculum, the refresher curriculum (modules) will be listed. If the refresher modules are not listed, please check to make sure you have completed the basic human subjects protection modules. To troubleshoot any other issues regarding your CITI training, please contact the [CITI Help Desk](#) at:

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If you completed your initial training through another institution, you will need to affiliate your training records with the University of Denver. The IRB staff cannot validate that the appropriate training has been completed if the records have not been affiliated with DU. Please refer to the reference document [Transfer Certification from Another Institution](#).