

Overview:

MROQC currently has 2 **separate** databases:

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

Your issued Username will be used to access both MROQC & METS databases.

There are 3 **separate** levels of security for **each** database:

- Level 1 = VPN login
- Level 2 = MROQC or METS database login
- Level 3 = DUO (token) login

Before you begin!

You will receive a welcome email with your Username and Temporary Passwords.

- **Each database requires a unique password for Level 1 and Level 2 access.**

Example only:

MROQC Database (Breast & Lung)

- Level 1 VPN login “temporary” password: Mroqc123##
- Level 2 MROQC database login “temporary” password: Mroqc456##

METS Database (Bone Mets)

- Level 1 VPN login “temporary” password: Mets123##
- Level 2 METS database login “temporary” password: Mets456##

- You will use the same DUO token to access both MROQC & METS databases.

If you need assistance at any time during the login process, please contact support.

Please include your Username with your request:

- For support with the MROQC (Breast & Lung Database), please email support@mroqc.org
- For support with the METS (Bone Mets) Database, please email support@mroqc-mets.org

The MROQC Coordinating Center cannot unblock your account once you have been locked-out.

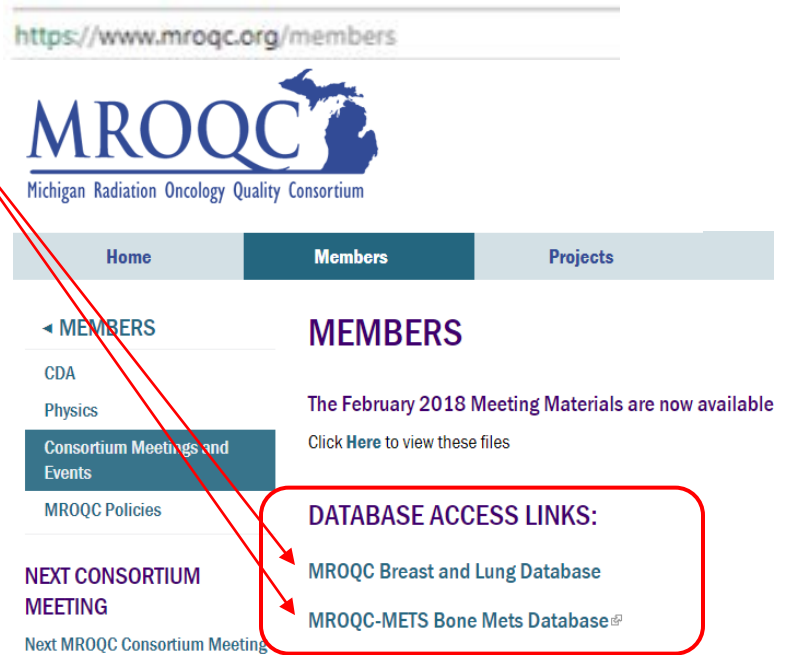
Please refrain from logging in after 3 failed attempts!

Links to access the MROQC and METS databases are located on the Members page of our MROQC website:

1. Open a web browser and go to URL: <https://www.mroqc.org/members>

2. Click on the database you wish to access:

Note: Do not bookmark these links; they contain embedded security that is updated by our database administrator, as needed.

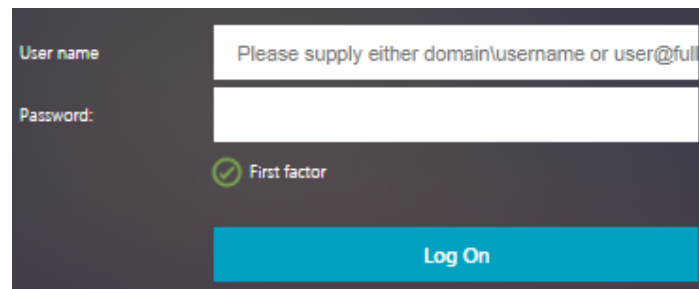


3. Level 1 - VPN Login:

Please refer to the welcome email you received for your Username and Temporary Password information.

- a. Enter your Username
- b. Enter your Temporary Level 1 Password

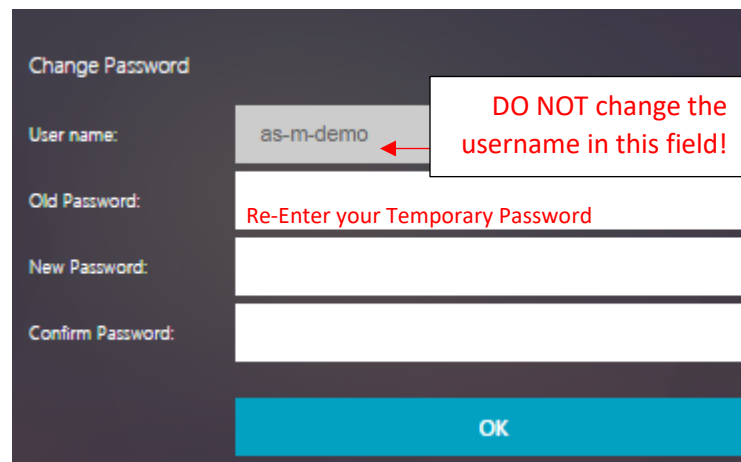
** Do not use copy and paste; passwords are case sensitive and include special characters.*



***The Level 1 VPN login screen looks exactly the same for both the MROQC & METS databases. Please double check you are entering the correct password for the database you are accessing.*

4. Changing your temporary Level 1 password:

- a. The User name will auto populate
Do not change the information in this field
- b. Re-enter your temporary password in the “Old Password” field.
- c. Enter a “New” password of your choice, carefully following the password criteria on the next page:



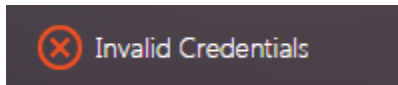
Your “New” password must meet ALL of the following criteria:

Level 1 – VPN Password Criteria:

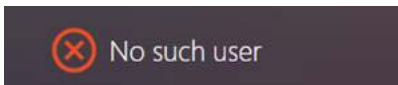
- Password must be at least 10 characters in length
- Password must have at least one uppercase letter
- Password must have at least one lowercase letter
- Password must have at least 2 numbers
- Password must have at least 2 special characters
- Password cannot contain your name

Troubleshooting Error Messages

If you receive the following error message(s):



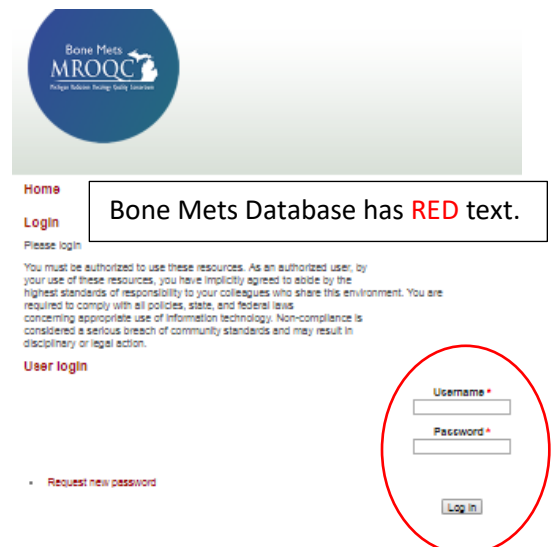
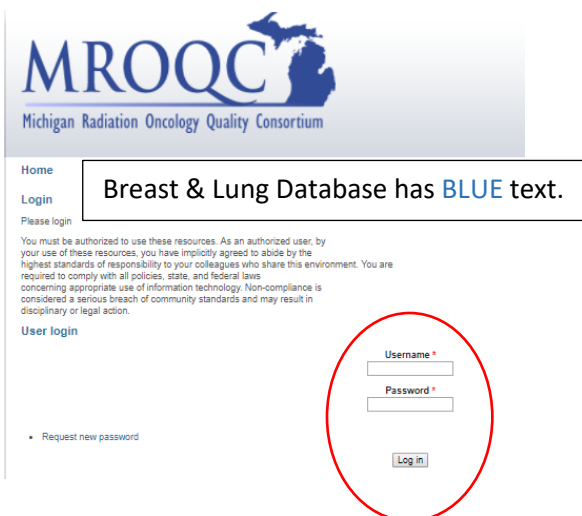
The new password you selected does not meet the required password criteria. Please review the above criteria and try again.



Please verify you have entered your username correctly. If you continue to receive this error, please contact support.

5. Level 2 - MROQC or METS Database Login:

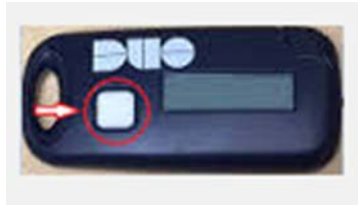
- a. Enter your Username (you will use your Username to access both MROQC & METS databases).
- b. Enter your (**MROQC or METS database**) Level 2 Temporary Password (Please refer to the welcome email you received for this information).
- c. Click Log In. You will be prompted to change your (MROQC or METS database) Level 2 password following Level 3 – DUO access.




6. Level 3 – DUO (token) Login:

- *You physically need your assigned DUO token to login.
- *Please follow these instructions in order.

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



Log in to **MROQC**


 Device: Samsung (XXX-XXX-0212)

Choose an authentication method

Call Me

Passcode

Powered by Duo Security

892485

7. Change your (MROQC or METS database) Level 2 Password:

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

Important Information

- ❖ The MROQC Coordinating Center cannot unblock your account once you have been locked-out. **Please refrain from logging in after 3 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 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 databases. If you have a change in MROQC personnel at your site, please notify the MROQC Coordinating Center and attempt to retrieve the provided DUO token.