

Instructions for Using SONA and Managing Your Account

The Experiment Management System provides an easy method for you to sign up for studies, and track your progress throughout the term. Everything is done through the software's web-based interface, so you can access the system at any time, from any computer, with a standard web browser

Logging In Go to <http://lehigh.sona-systems.com/> and enter your user ID and password to login (this information was provided to you in an e-mail from the site administrator)



LEHIGH UNIVERSITY

Department of Psychology Psychology Department Participant Pool

PSYCHOLOGY DEPARTMENT PARTICIPANT POOL

User ID
lehigh.edu

Password

Log In

Request Account

Forgot Password?

Email questions to inppool@lehigh.edu
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(9:29 AM)

Once you login, you will see the Main Menu

LEHIGH UNIVERSITY

Department of Psychology Psychology Department Participant Pool

Studies My Schedule/Credits My Profile Logout

Dude (Participant)

Study Sign-Up

VIEW AVAILABLE STUDIES

My Schedule & Credits

- View or cancel my study appointments
- View studies I've participated in, and see if credit has been granted
- View other Credits I've earned

My Profile

- Change password
- Modify contact information
- Provide an alternate email address

Credits Overview

0

- Earned
- Pending
- Required

Upcoming Appointments

No Upcoming Appointments

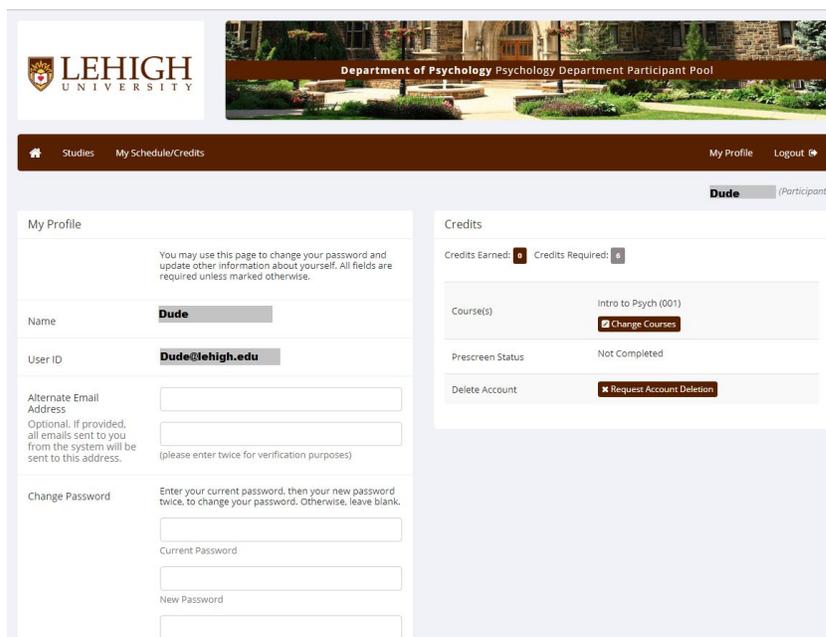
Email questions to inppool@lehigh.edu
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Human Subjects/Privacy Policy
(9:51 AM)

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Retrieving a Lost Password If you have forgotten or do not have your password then you may choose to have your password emailed to you. You will see an option on the front login page if this feature is enabled. Your password will be emailed after you submit the form, and should arrive in your email box momentarily. If you provided an alternate email address (see the Email Address Options section of this documentation), it will be sent there. Otherwise, it will be sent to your main email address, which is derived from your user ID (XXXXX@lehigh.edu).

Logging Out When you are done using the system, choose Log Out from the toolbar on the left side to log out. You are now logged out. It is always a good security measure to close all your browser windows as well, especially if you are using a computer that is shared by others.

Changing Your Password and Other Information If you would like to change your password or other information about yourself, choose My Profile from the top toolbar. If you would like to change your password, type your new password (twice, for confirmation) in the provided boxes. If you would not like to change your password, simply leave these boxes empty. If you change your password, please be sure to select a password you do not use on any other systems or websites. This is good computing practice, and especially important as in some cases, your password may be sent over email.

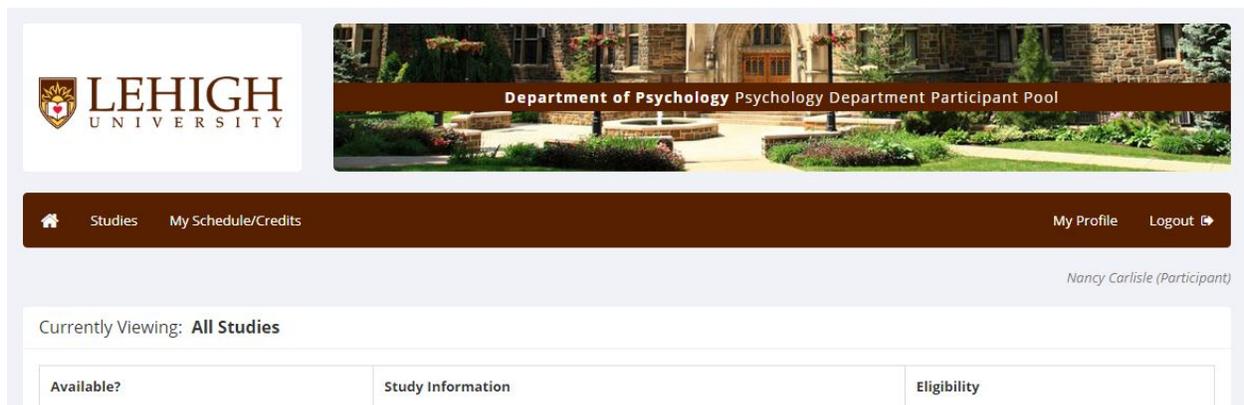


The screenshot shows the SONA user profile page for a participant named 'Dude'. The page is divided into two main sections: 'My Profile' and 'Credits'. The 'My Profile' section contains fields for Name (Dude), User ID (Dude@lehigh.edu), and an Alternate Email Address field. Below these is a 'Change Password' section with three input fields: Current Password, New Password, and a confirmation field. The 'Credits' section shows 'Credits Earned' and 'Credits Required' both at 0, a list of courses (Intro to Psych (001)) with a 'Change Courses' button, a 'Prescreen Status' of 'Not Completed', and a 'Delete Account' button with a 'Request Account Deletion' link.

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Email Address Options There are certain events in the system which will cause an email notification to be sent to you. Most often, these are notifications that you have received credit for a study, or a confirmation that you have signed up for a study. You have two choices for your email address. When you update your profile, you will see a box where you may provide an alternate email address. If you provide such an address, this is the address where any notifications will be sent, and this is also the address that will be displayed to researchers.

Viewing Studies You will be sent an e-mail from the administrator assigning you to specific experiments which you must complete. You may be assigned to up to 6 credit hours or 10 experiments. To view a list of studies and find those you have been assigned to, click on Studies from top toolbar. You will see a list of studies and a brief description of each study will be listed.



The screenshot shows the SONA web interface for Lehigh University. At the top left is the Lehigh University logo. To its right is a banner image of a campus scene with a fountain, overlaid with the text "Department of Psychology Psychology Department Participant Pool". Below the banner is a dark navigation bar with a home icon, "Studies", "My Schedule/Credits", "My Profile", and "Logout" with a dropdown arrow. The user's name "Nancy Carlisle (Participant)" is displayed in the top right corner. Below the navigation bar, it says "Currently Viewing: All Studies". At the bottom, there is a table with three columns: "Available?", "Study Information", and "Eligibility".

Signing Up For Studies You may only participate in studies to which you were assigned by the administrator. You will receive assignment e-mails specifying the experiment name and other information. To sign up to participate in a study, find the study you would like to participate in (see Viewing Studies in this documentation). Click on the study name for more information. You will see contact information for the person in charge of the study if you have questions about the study.

If you are viewing a study which you have signed up for in the past and already participated, you are not allowed to sign up for it again, thus you will not see the list of timeslots for the study.

You may only sign up for a timeslot up until a certain time before that timeslot is scheduled to occur. The system will not show a Sign Up button for timeslots where it is too late to sign up. If you sign up for a timeslot and you already have another

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signup in the system that conflicts with that appointment time, the system will warn you of the scheduling conflict (though it will not prevent the sign-up).

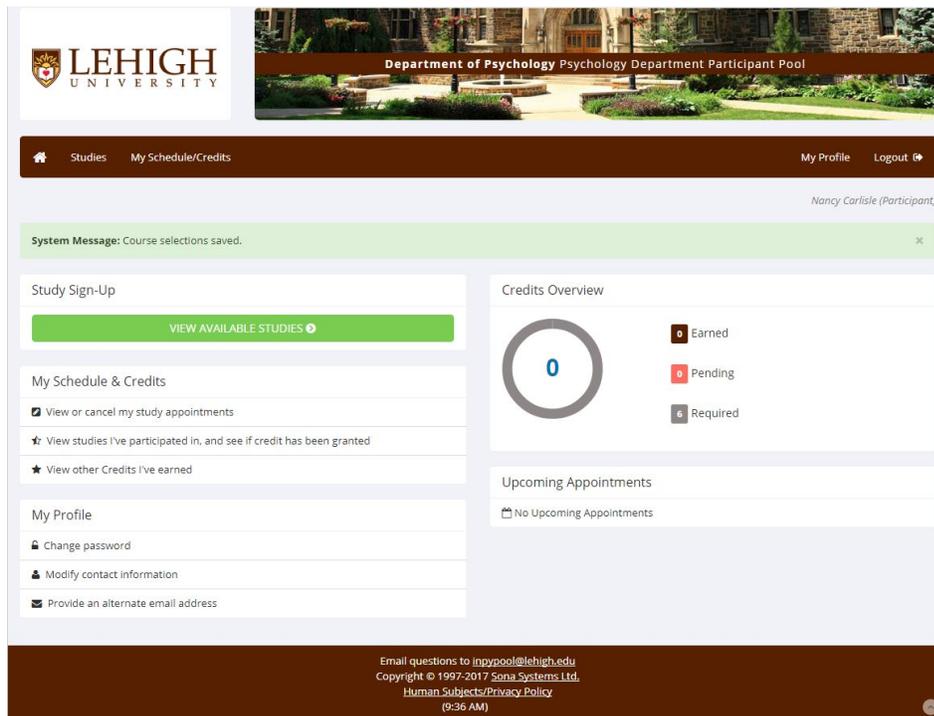
Click on 'View Timeslots for This Study' and you will see a list of available timeslots. Choose a timeslot that is convenient for you, and click Sign Up. After you click Sign Up, you will see information displayed confirming the time and location of the study you plan to participate in. You will receive an email confirmation as well.

Canceling a Sign-Up If you need to cancel a timeslot you have signed up for, you can do this from the My Schedule and Credits page. Choose the My Schedule/Credits option from top toolbar. You will see listed all the studies you have signed up for, as well as those you have completed (see the Tracking Your Progress section of this documentation for more information). Studies you have signed up for that you are allowed to cancel will have a Cancel button next to them. There is a time limit before the study is to occur, when it is too late to cancel. This restriction may be listed at the bottom of the page, or can be found by clicking on the study name and viewing the study details. *If you can't cancel, but are unable to attend your session, please contact the researcher directly.*

Once you click Cancel to cancel your sign-up, you will see a confirmation page. You will also be warned if your cancellation might affect your ability to participate in other studies you have signed up for, due to pre-requisite restrictions. If the cancellation will affect your ability to participate in another study you are signed up for, it is your responsibility to deal with this issue (usually by canceling the depending study as well). The system will warn you, but will not block the cancellation. Click Yes to cancel your sign-up, and the sign-up will be cancelled immediately. If you cancel the first part of a two-part study, the second part will also be cancelled. If you cancel the second part of a two-part study, the first part will not be cancelled, but you will need to ask the researcher to sign you up for the second part again, if you would like to participate in it at a later date

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Tracking Your Progress You may track your progress at any time by looking at the Main page. When you view this page, you will see at the top a list of the number of credits you are required to earn (you may earn a maximum of 6 credits but are only required to earn the total number that you were assigned which may be less than 6), and how many you have earned so far. You may also have an option to view how many credits you have earned for each course.



The screenshot shows the SONA system interface for the Psychology Department Participant Pool at Lehigh University. The user is Nancy Carlisle (Participant). The interface includes a navigation bar with 'Studies' and 'My Schedule/Credits' tabs, and 'My Profile' and 'Logout' links. A system message indicates 'Course selections saved.' The main content area is divided into three sections: 'Study Sign-Up' with a 'VIEW AVAILABLE STUDIES' button, 'My Schedule & Credits' with links to view appointments, participation, and earned credits, and 'My Profile' with links to change password, modify contact information, and provide an alternate email address. The 'Credits Overview' section features a circular progress indicator showing 0 credits earned, with a legend for 0 Earned, 8 Pending, and 6 Required. The 'Upcoming Appointments' section shows 'No Upcoming Appointments'. The footer contains contact information for the participant pool and copyright information for SONA Systems Ltd.

Possible Credit Status Labels:

- **Participated:** You have attended the experimental session and earned the credit amount that the study was worth (ranging from .5 and up).
- **Unexcused No Show:** You scheduled an appointment for a study but failed to attend the session. Your account will be debited the number of credits that the study was worth (ranging from .5 and up). Contact the experimenter to discuss whether or not making up the session is possible or if you believe the debit is an error. You **MAY NOT** complete alternate experiments to make up for missing an experimental session (e.g., If you have a debit for Experiment 3 you cannot complete Experiment 6 to makeup up the credits. You can only participate in the experiments to which you have been assigned).
- **Awaiting action:** This indicates that the experimenter has not yet credited or debited your account. If more than one week passes and you have not received credit it is appropriate to e-mail the experimenter to ensure that your account is updated.

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- If you fail to sign up for an assigned experiment, you will not see a credit status listed on SONA. However, failing to sign up for a study you are assigned will count as failure to complete the requirement and lead to a $\frac{1}{2}$ grade deduction at the end of the course. Remember, check SONA right away if you are assigned an experiment. If you do not see a slot that works with your class schedule, contact the researcher right away to arrange an alternate time.

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Frequently Asked Questions

Immediately after I login, 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?

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 thing to try is simply to use another computer. Usually the computers in university computer labs are configured correctly.

I participated in a study, but I have yet to receive credit. How do I receive credit?

The researcher must grant you credit. This is usually done shortly after your participation. If it has been some time and you have still not received credit, contact the researcher.

Who can see the information about my sign-ups? I don't want everyone to know which studies I signed up for.

Only the researcher and principal investigator of the study may see that you have signed up for it, along with the subject pool administrator. No other users, including other researchers or your instructor, may see this information.

How do I change the email address where email notifications from the system are sent? Provide an Alternate Email address and notifications will be sent there. See the Email Address Options section of this documentation for more information. In some cases, this option may not be available.

I attempted to sign up for a study, and I was prevented from doing so because the study I was trying to sign up for is a disqualifier for another study I am scheduled to participate in. Why is this?

If you have signed up for a study that has disqualifiers (studies you must not have participated in to participate in that study), you may not then sign up for the studies that are listed as the disqualifier studies. You are allowed to sign up for the disqualifier studies if the disqualifier study will take place after the study with disqualifiers, or if you have already participated in (and received credit for) the study with disqualifiers. The easiest way to sign up for both studies is to schedule the disqualifier study at a time later than the study with disqualifiers