CCOS CTSA Coordination, Communication, & Operations Support

Reviewing and Approving Member Requests in CTSA Collaborative Space User Guide

V1.0 – October 28, 2025: Estimated **5-minute read**

Overview

This guidance document provides a structured overview of how to approve member requests in the **Collaborative Space**, a secure online environment designed to enhance teamwork within **CCOS Working Groups**.

If you have questions, email our support team.

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Who Can Use This Feature?

This feature is designed for the following roles:

- **Working Group Chair:**
  A **Working Group Chair** is the lead of a Working Group. The chair must be part of a CTSA Program Hub and a member of CCOS.

Glossary

Quick definitions for terms used in this guide:

- **CCOS:**
  Coordination, Communication, and Operations Support Center
- **Support Ticket:**
  Each new user request creates a support ticket that the CCOS Support Team uses to track and manage the request. It is recommended that you use the support ticket number in your communications with the CCOS Support Team so they can help you with any questions or issues identified with the new user request.
- **Collaborative Space:**
  A secure, shared Google Drive environment owned by NCATS, where Group members can upload, share, and co-edit documents in real time.
- **NCATS:**
  The National Center for Advancing Translational Sciences. NCATS manages the backend infrastructure (including Google Shared Drives) for the Collaborative Space feature.
- **Working Group:**
  CTSA Program Working Groups are focused on solving specific clinical and translational science issues. These groups are designed to fill gaps in translational research and achieve the CTSA Program's objectives in important areas of clinical and translational science, including consensus papers, white

papers, publications, and plans for workshops, symposiums, meetings, or conferences.

Version History

V1.0 – October 28, 2025

Guidance

Before You Begin

Make sure you have the following before starting:

- Access to **the CCOS website via a user account**
- Are a **Working Group Chair**

Estimated time to complete: 5 minutes

Accessibility Tip: Use keyboard shortcuts or screen reader navigation if needed.

Access the Collaborative Space

In This Section

1. Navigate to and Log into the Collaborative Space

Navigate to and Log into the Collaborative Space

Goal: Learn how to navigate to the Collaborative Space for your working group via the CCOS website and how to login to access the Collaborative space

Step 1: Navigate to the Collaborative Space

1. Log in to the [CCOS website](#).

2. Navigate to your CTSA Group's landing page.

3. Click the **"Collaborative Space"** button located on the page. This link will redirect you to the Google login portal for your group's designated Shared Drive.

Note: While access starts on the CCOS site, the Collaborative Space itself is hosted on the NCATS Google Suite platform and managed by NCATS.

Step 2: Logging In

1. To access the Collaborative Space, you'll need to log in using an identity provider such as **NIH**, **InCommon**, or **Login.gov**.

   a. If you have never logged in, choose **New User** and sign up using your InCommon Credentials

   b. If you have previously accessed the Collaborative space, select **Returning User** and enter the credentials you used when creating your account.

2. For additional information regarding Collaborative Spaces, [view our Guidance for Accessing and Using Collaborative Spaces](#) or [watch the Collaborative Spaces video tutorial](#)

Please note: If you do not login to the collaborative space after 6 months, your account will be deactivated, and you will need to register again as a new user.

Collaborative Space Membership via Google Groups

In This Section

Google Groups Features

Goal: Learn how to navigate Google Groups to review and approve member requests

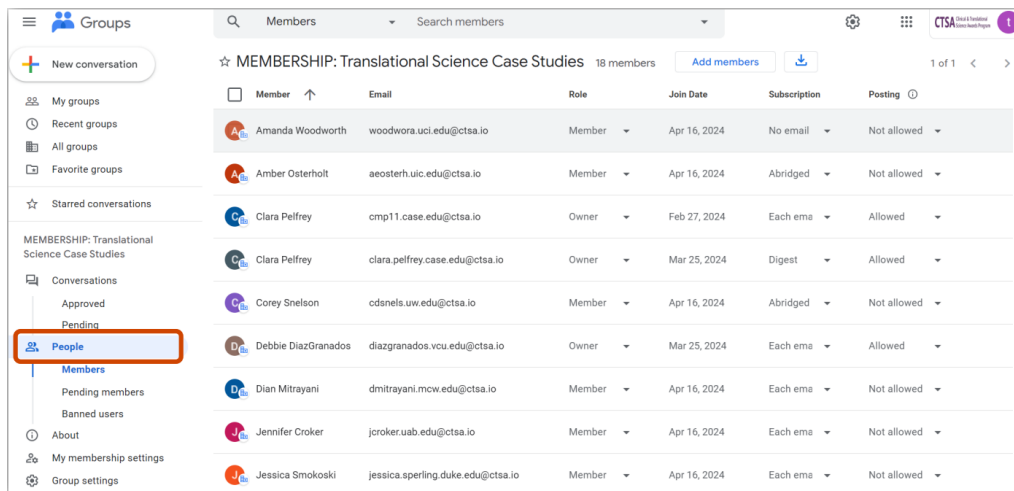## Step 1: Landing Page

1. Once logged in, to see any new or pending membership requests, select the Manage Your Membership button.
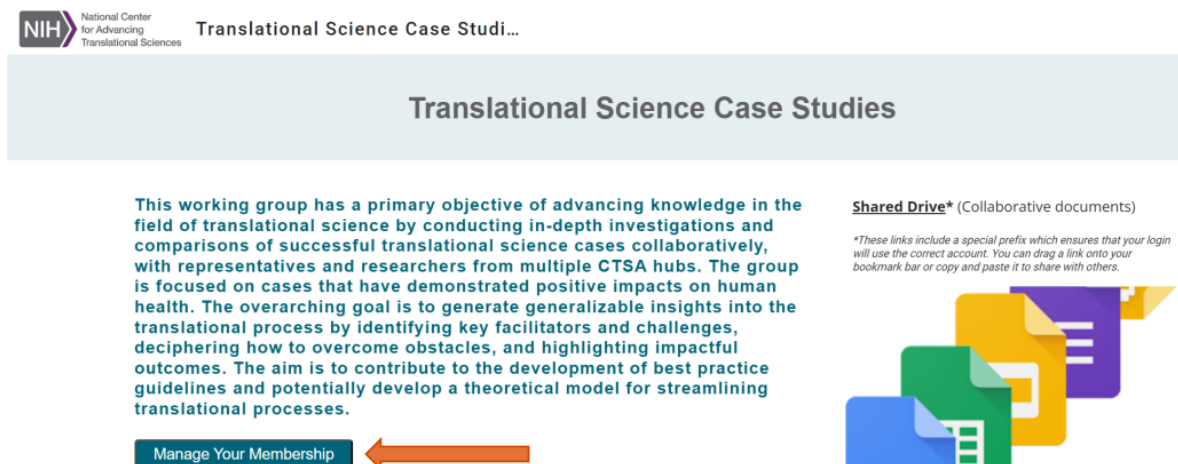
Step 2: Managing Members

1. From the Membership page you can view current members, pending members, and banned members.
2. You can also change the membership role for users. Membership roles are *Owner*, *Manager*, and *Member*.
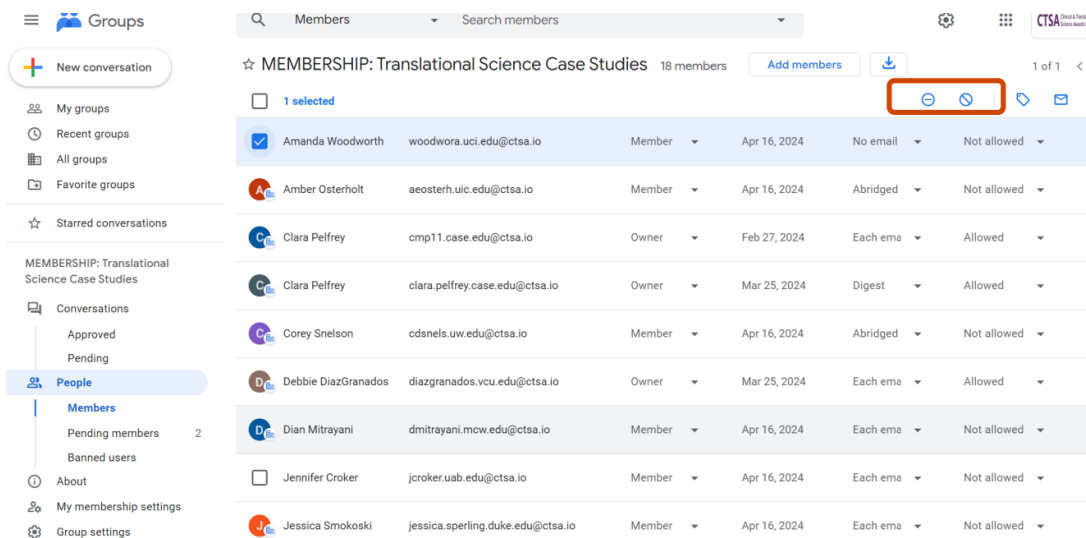3. You can also choose Posting status. Options for this are *Allowed*, *Not Allowed*, or *Moderated*.

Please Note: Moderated means anything posted needs to be approved by an owner/manager


Step 3: Approving Requests

1. To **remove** a member, select the member and click the circle button with the dash in the center.
2. To **ban** a member, select the member and click the circle button with the diagonal dash.

## Step 4: Membership Settings

1. To **review** pending membership requests, select Pending Members under the People tab.
    a. To **approve** the user request, select the check mark.
    b. To **decline** the user request, select the x mark
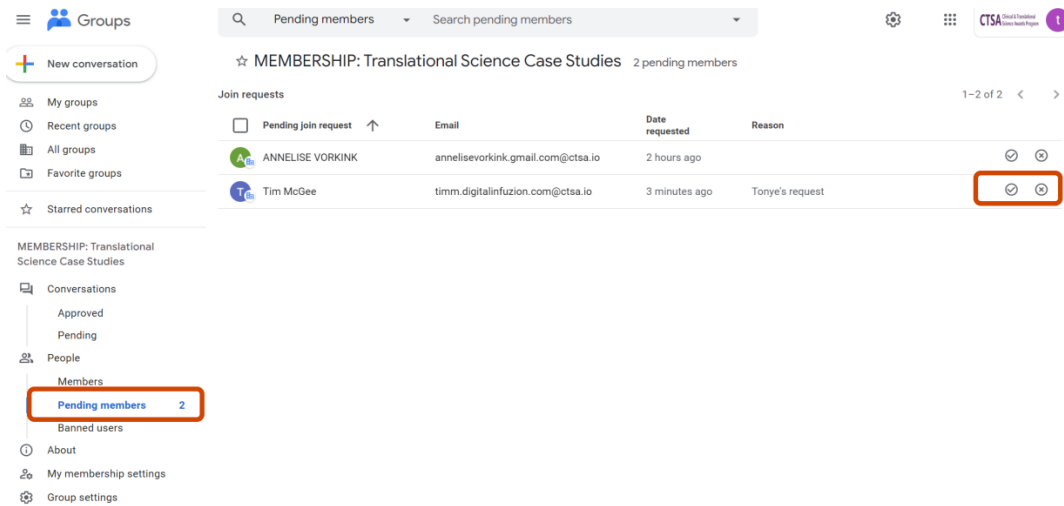
Step 5: Group Settings

1. From the Membership Settings page you can view your levels of access and update your subscription preferences for receiving emails.
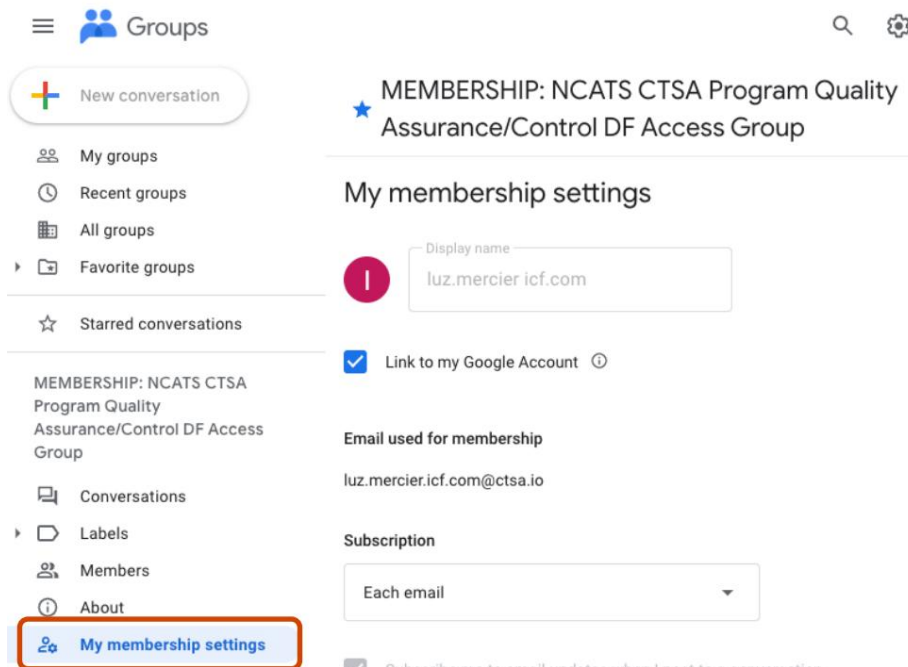
Need help?

[Email support](#) with the following information so we can help you faster:

- **Your name:** [First and last name]
- **Your role or team:** [e.g., Program Analyst, HR Specialist]
- **Feature or task you were using:** [e.g., Uploading a document in File Manager]
- **What you expected to happen:** [e.g., I expected the file to upload and show a confirmation message]
- **What actually happened:** [e.g., I received an error message that said "Upload failed"]
- **Steps you took before the issue occurred:**
  - [Step 1]
  - [Step 2]
  - [Step 3]
- **Screenshot (if possible):** [Attach image]

We'd Love Your Feedback

Have thoughts on this guide? Send us an email and let us know what you think. Your feedback helps us understand what's working well and where we can improve.