ONE
Ocular Network Exchange

Frequently Asked Questions

Administrative Issues

How do I access ONE?	Visit https://one.restoresight.org
How do I register as a user?	The landing page has a prompt to register as a user. Note that each user name must be a unique email address; you will be given a temporary password, which must be changed when you log in the first time.
Who can use ONE?	Eye bank staff from any EBAA member eye bank; physicians may not use ONE.
What are the different user roles?	"Eye Bank Staff" can post tissue, request tissue and see the tissue history for their eye bank. "Eye Bank Administrators" can do all this plus add or delete users from their eye bank.
Can communications from ONE go to multiple people?	While each user must log in with a unique email address, their contact information can use a group address, such as distribution@abceyebank.org.
What systems are in place to prevent unauthorized users?	All user requests are approved by EBAA; other mechanisms are in place to monitor possible abuse of the system by individuals or eye banks.
What behaviors would be considered "abuse of the system"?	Please refer to our Rules and Guidelines document.
What is the cost to use ONE?	There is no cost; this is a complimentary benefit of EBAA membership.
Who should we notify if we have questions or problems with ONE?	Click on the "Contact Us" button in the top banner or email contact@one.restoresight.org. Responses will be provided within 24 hours on normal business days.

Posting Tissue

How do you post tissue to ONE?	Click on the Post Tissue link in the top banner; fill all the fields; attach the tissue report form; click on the green "Post This Tissue" button in the upper right corner.
Is the tissue report form required?	It is not required, but is strongly encouraged, so requesting banks have as much information as possible to make selections.
Can you post tissue that has not yet been cleared?	Tissue can be posted before being cleared, but that must be indicated under "surgical suitability release" when posted. This status must be updated, or the tissue removed ONE when its status has been determined.
How do you update information about a posted tissue?	Click on the Dashboard, click on Posted Tissue, find tissue to be remove, click on the edit icon in upper right corner of the tissue tile.
How do you unpost tissue?	Click on the Dashboard, click on Posted Tissue, find tissue to be remove, click on the red X in upper right corner of the tissue tile.
Will ONE draw information from the tissue's ISBT number?	No; all data must be entered manually, or imported from your existing tissue system.
Will tissue drop off after expiration date?	ONE automatically calculated a tissue expiration date as 14 days after preservation date and automatically drops it after that date.
How will I know if one of my tissues has been reserved?	ONE will send an email to your contact address to notify you that you have a request. A pop-up message will also appear on your ONE window.
Is my eye bank required to send tissue to the first eye bank that requests it?	Eye banks should only post tissue they don't intend to use, and EBAA hopes that all eye banks will collaborate through ONE. However, the source eye bank has the option to reject a request for any reason. If another eye bank has reserved the tissue, it will move to the top of the list.

Requesting Tissue

How do you request tissues on ONE?

Click on the Find Tissues link in the top banner, identify tissues to request then click the blue check mark in the upper righthand corner of the tile. ONE will notify the source eye bank of your request.

For how long can I reserve tissue?

Upon reserving tissue, you have 60 minutes to finalize the transfer with the source bank. If the transfer is not finalized, it will drop off your list of selected tissues.

How do I finalize my reserved tissue?

Click on the button on the right side of the top banner. The yellow circle will indicate how many tissue you have reserved. Use the comments box to communicate with the source eye bank, then click the blue check box to send the request to the source eye bank. The source eye bank will contact you by email to arrange details such as tissue processing, delivery address and transfer fees. Please note that these arrangements must be made before the tissue transfer is finalized.

What if we need more than 60 minutes to finalize the transfer?

The source eye bank can unpost tissue from ONE if it is in the process of finalizing a transfer with the requesting eye bank.

How can I narrow my selection of tissues?

You can sort all tissues by cell count, expiration date or donor age using the drop-down menu at the top of the page. You can filter tissues by criteria using the selection fields in the left column.

How many tissues can I reserve at one time?

The top of the Find Tissues page allows you to indicate how many tissues you need. Because you or your surgeon may not accept tissue you have reserved, you may reserve $n+2$ tissues, where n equals the number of tissues you need. If you return a tissue to the list, you may replace that tissue with another.

What if I'm interested in a tissue that someone else has claimed?

Tissues that have been reserved by other users will still appear in search results, and you may reserve them. On the Finalize Tissues page, ONE will tell you your position in line, and how much time remains before the tissue will revert to the next person in line.

How will I know if my tissues request has been accepted or rejected?

ONE will send an email to your contact address to notify you that the source eye bank has responded. A pop-up message will also appear on your ONE window.

What if I need to source eye bank to prepare the tissue for me?

Check the field in the Find Tissue filters and include your requirements in the comments section when requesting the tissue.