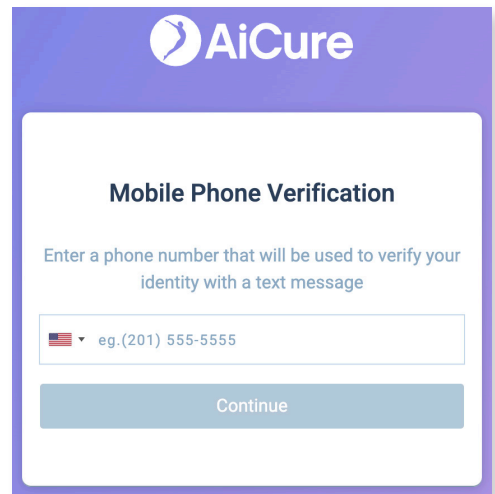


How is a User or Site added to the AiCure Dashboards

Q. How can I have a user or site added to the AiCure Dashboard?

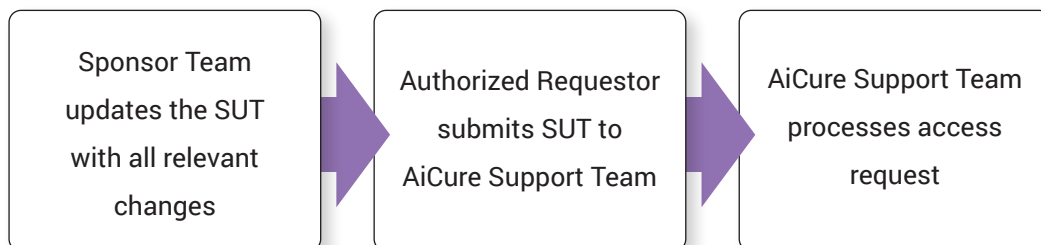
- A.** After a Site is confirmed by the sponsor/CRO, **Authorized Requestors** submit the User/Site information to AiCure via the Site and User Tracker (SUT). The SUT contains Site shipping information and sponsor and site user contact information.
- The site is responsible for providing any changes to this information to the sponsor/CRO
 - The sponsor/CRO is responsible for updating and maintaining the SUT
 - The Site cannot submit access change requests. If you need to make an update to user accounts, please contact your CRA
 - The user submitting the request cannot ask for their own access. This needs to be completed by another authorized user

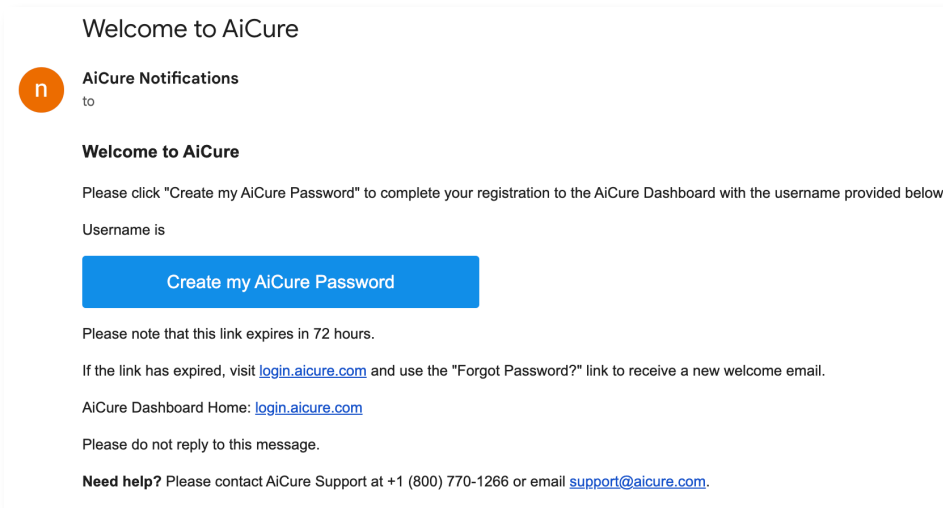
Once access is granted, Site/Sponsor-CRO users will receive a **Welcome Email** from AiCure with login credentials to the AiCure Site Dashboard. To activate their account, they can follow the instructions provided in the welcome email. **MFA** is required for access to the dashboards. During the account activation process, they must enter a cellular number for multi-factor authentication to receive the SMS code.



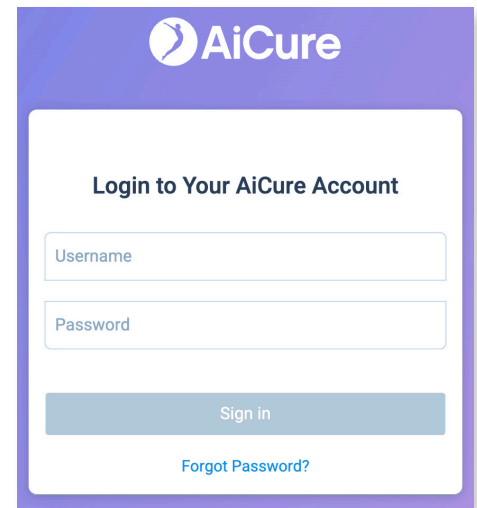
For any questions or issues, please submit a request in the AiCure Help Center “<https://support.aicure.com>”.

Prior to completing any actions in the AiCure Site Dashboard, **Site** users must complete a 10-minute e-learning tutorial. This tutorial is required for each new study they gain access to within AiCure.





AiCure Welcome Email



AiCure Login Screen

Q. Why was my access request rejected?

A. AiCure will not accept SUT updates from a site user or a person who is not authorized. Access/Change requests contained in SUTs must only contain **new** actionable items. If the submitted SUT form has priorly requested items or is not identified correctly it will be returned for clarification.

Q. Why didn't I receive a Welcome Email?

A. Please check your junk folder and see if your site has a corporate spam filter. You can also check with your site's internal IT department to have the address notify@aicure.com whitelisted. You can request a new welcome email by clicking the "Forgot Password" link on the login screen.

Q. What are the password requirements?

A. AiCure requires the following criteria to be met for passwords:

- At least one uppercase character
- At least one lowercase character
- At least one special character
- At least one number
- At least 8 characters

Q. What is Multi-Factor Authentication?

A. Multi-Factor Authentication (MFA) is a secondary means of verifying your identity by employing a multi-step account login process that requires users to enter more information than just a password. For example, along with the password, users might be asked to enter a code sent to their cell phone.

Q. Can I have my Multi-Factor Authentication Code sent to my email instead of SMS?

A. Sending the code somewhere other than your email is crucial to protecting your AiCure account if your email ever becomes compromised. Due to this, we cannot send the code to your email.

Q. I wasn't able to use the Welcome Email before the 72-hour window expired. How do I get a new one?

A. You can use the "Forgot Password?" link on the login page (login.aicure.com) to have a new one sent automatically. The system is designed so that, if it detects that your account has not yet been activated, it will send a new Welcome Email instead of the Password Reset email.

Q. Some information on my account is incorrect or needs to be updated (first name, last name, email). How do I have this fixed?

A. If you are a Site user please reach out to your site's assigned CRA to let them know of the change/correction to your information. Sponsor/CRO users can reach out to the sponsor team. The Authorized Requestors can then submit a request to AiCure support with an updated SUT so we can update your information.