

How to Call a Participant From the Dashboard

Q. How do I call a participant from the Site Coordinator dashboard?

A. If the participant was registered with a valid phone number, you can follow the steps below to call them:

1. Log into the AiCure portal (login.aicure.com) and select your study
2. Click on the Participant ID to get the dropdown menus
3. Click on **CONTACT PARTICIPANT**
4. A dialogue box will appear. Please fill out the following fields:
 - Select a reason for contacting the participant
 - Select “Call Mobile”
 - Click “Call Participant”
5. You will first receive a call from **646-681-7440**, please answer
6. The system will next connect the call to the participant. They will receive a call from the same number: **646-681-7440**
7. When they answer, you will be able to speak with them
8. Once the call is complete, a date and time stamp of the call will be recorded on the dashboard

