

How to Change the Language of the Patient Connect App

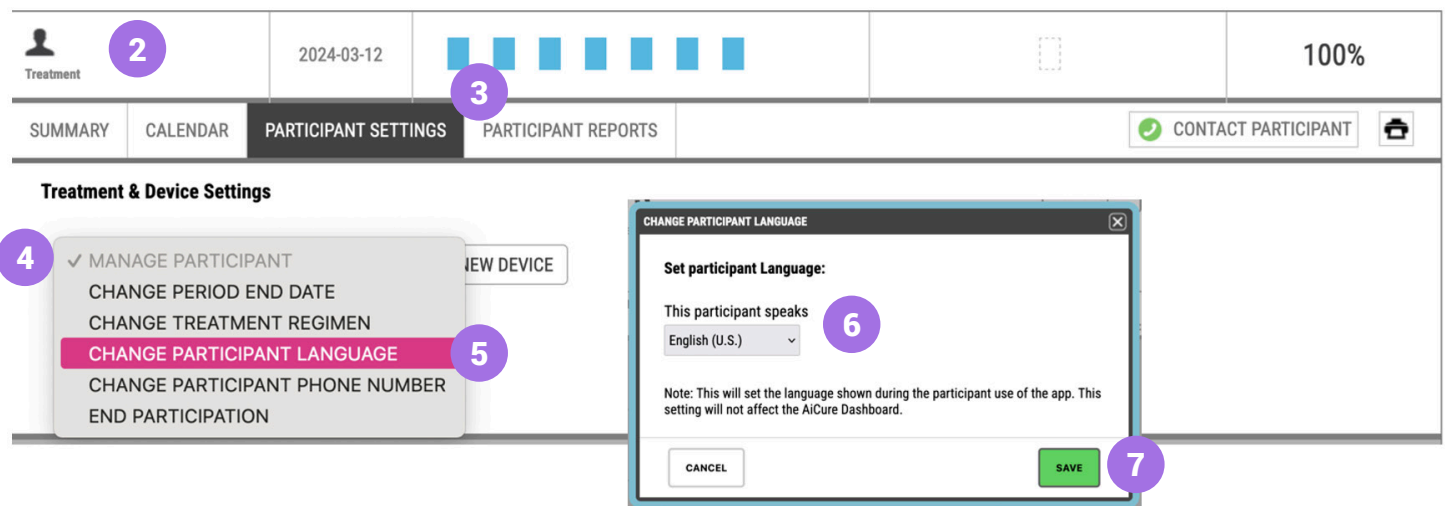
Q. How do I change the language of the Patient Connect App?

A. You can change the language of the Patient Connect app from the Site Coordinator Dashboard by following the steps below:

Part 1: On the Dashboard

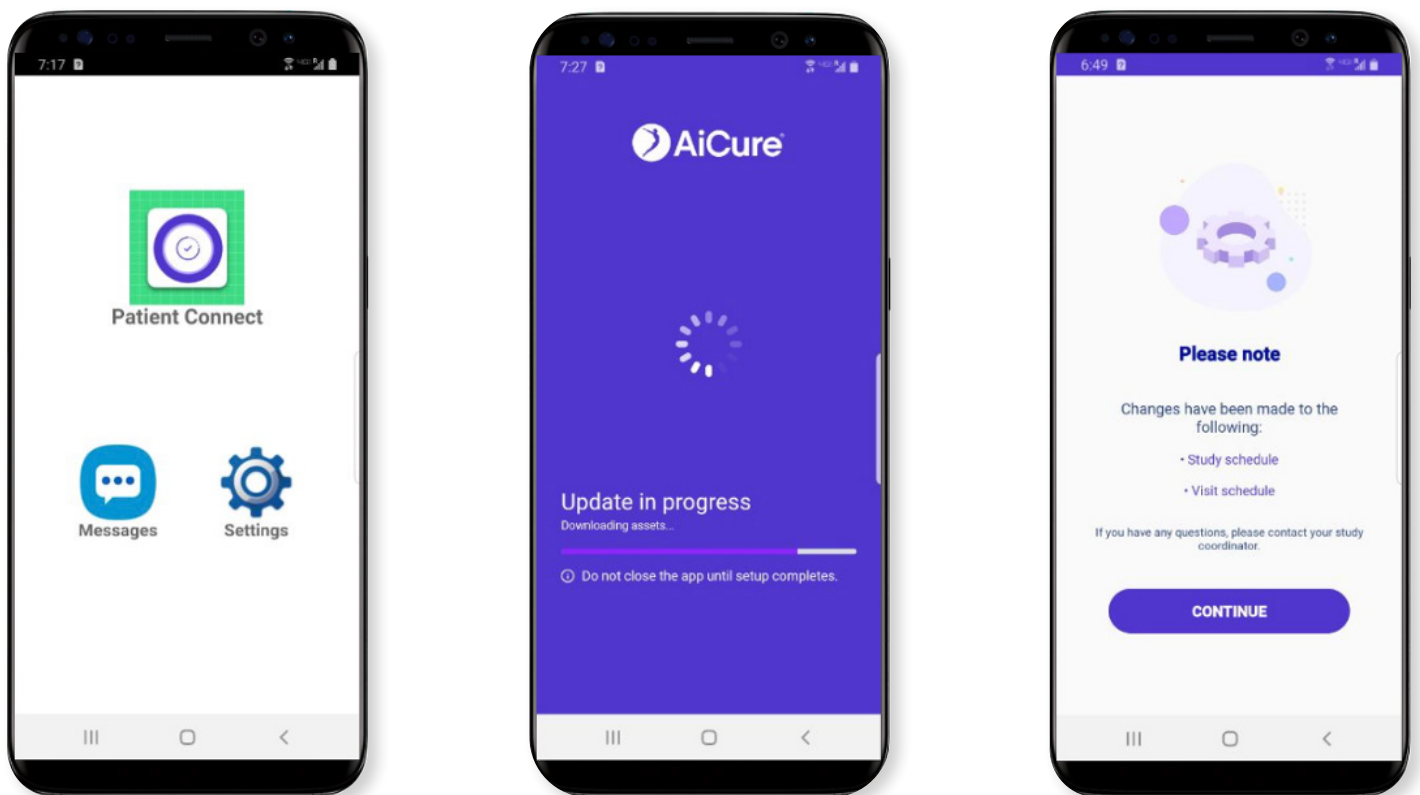
1. Log into the AiCure portal (login.aicure.com) and choose your study
2. Click on the Participant ID to get the dropdown menus
3. Click on the **PARTICIPANT SETTINGS** tab
4. Click on the **MANAGE PARTICIPANT** dropdown
5. Select **CHANGE PARTICIPANT LANGUAGE**
6. Select the language you wish to change them to
7. Click on the green **SAVE** button.

An update will then be sent to the participant's device



Part 2: On the Participant's Device

1. Instruct the participant to open the app while connected to the internet to download the update (if the app is already open, instruct them to close and reopen it)
2. Please wait while the update downloads
3. Once the update completes, the app will confirm there was an update made and the participant can proceed to using the app as normal



Q. How do I know what language the participant's app is currently in before I change it?

A. When you click on **CHANGE PARTICIPANT LANGUAGE**, the language it automatically shows in the dropdown list is the current language the app is in.

Q. Does this change the language of the device outside of the Patient Connect app as well?

A. No, this only changes the language used within the Patient Connect app. On an AiCure provisioned device, things such as the home screen displayed after closing the app, the device lock screen and the settings app would not be affected by this. Please reach out to our support team if you would like to change the entire device to a different language.

- Q. What do I do if, after the update finishes downloading on the device, it still shows as being in the old language?**
- A.** You may need to have the participant close and reopen the app after the update finishes installing. After being reopened, it should then display in the new language.