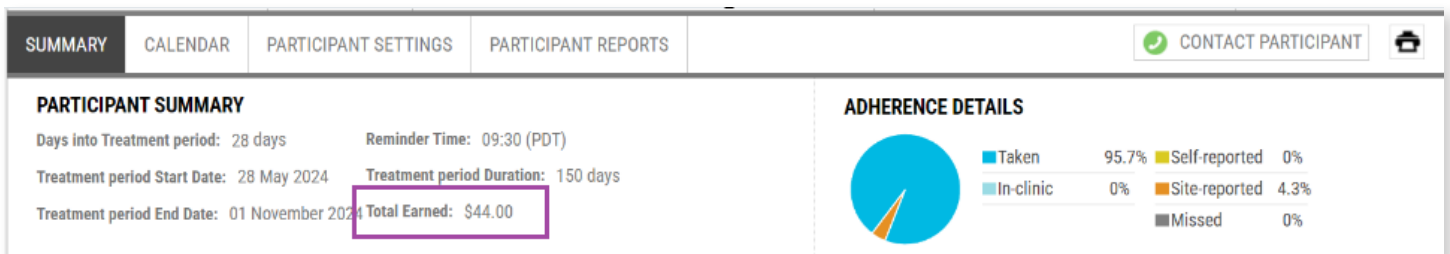


How To Check Total Reimbursements Earned on the Dashboard and in the App

Q. How can I see the total reimbursements my participant earned over the course of the trial on the dashboard?

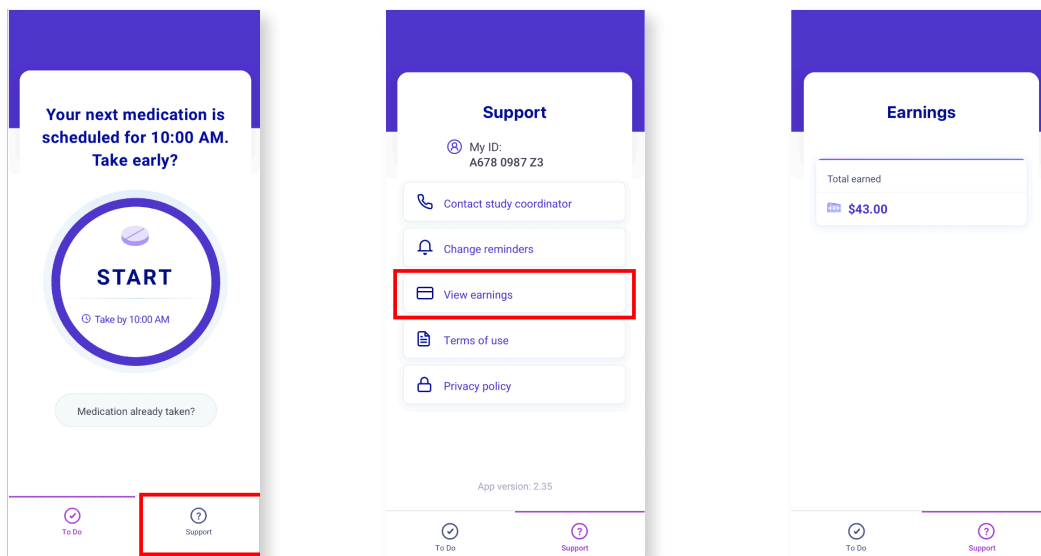
A. Depending on the trial, participants are provided monetary reimbursements for their time and effort of using the app. Also dependent on the trial, they will receive reimbursed when they either fully complete all of the dosing steps in the app, complete questionnaires, or both. Doses that are Self-Reported, reclassified by the site, and missed are not reimbursed.

The total amount they earned will be displayed on the **SUMMARY** tab under **Total Earned**. This amount incorporates all doses since they were registered in AiCure until the current date.



Q. How can my participant see how much they earned over the course of the trial in the Patient Connect app?

A. Participants can view the the total amount they earned by tapping on the **Support** tab in the app and selecting **View Earnings**



Please Note

*These are calculations of how much the participant should have earned based on the data recorded on the dashboard. The earnings reported on the dashboard and in the app are in no way linked to any payment cards issued to the participants. As such, the amounts displayed are **NOT** representative of their card's current balance.*

Q. Why doesn't the system calculate the total earned for Self-Reported doses?

A. The calculations for the total earned only reflect doses confirmed as "Taken" with the app or Questionnaires answered for the effort while using the app. Some trials will reward effort for Self-Reported doses however this is not recorded for the total earned on AiCure. If the SC feels that the participants should receive payment for a self-reported dose they should reach out to the trials CRA for additional information.

Q. How does my participant retrieve their earnings?

A. AiCure only tracks and reports participant earnings. We do not disperse payments. Please reach out to your sponsor team for more information on how payments are managed for your trial. For more information see the following KB Article: [How Can I Resolve Reimbursement Concerns for my Participants?](#)