

How to Deactivate a Patient Connect App Participant

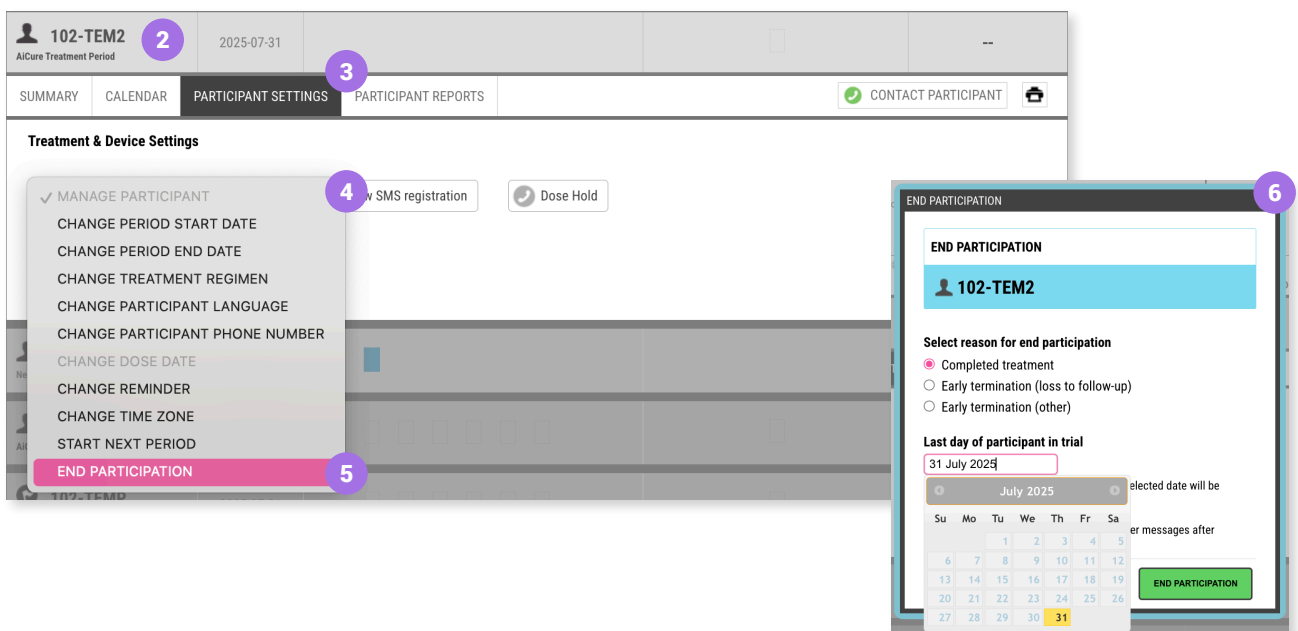
Q. Can you briefly describe the main steps involved in deactivating a participant on the dashboard?

A. Deactivation of participants is completed in two steps: (1) Initiating the Deactivation on the AiCure Dashboard, and (2) Downloading the Deactivation Update on the participant’s device. To end a participant’s participation in AiCure, please follow these main steps:

Part 1: Initiating the Deactivation on the Dashboard

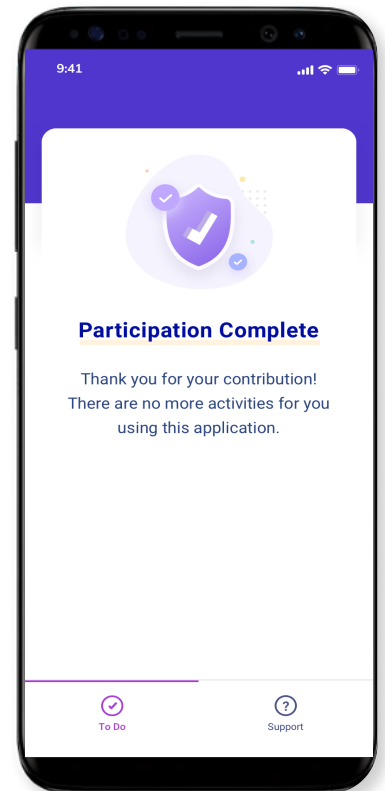
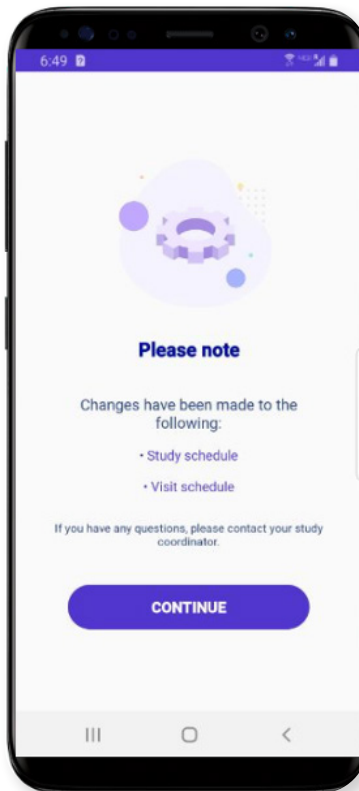
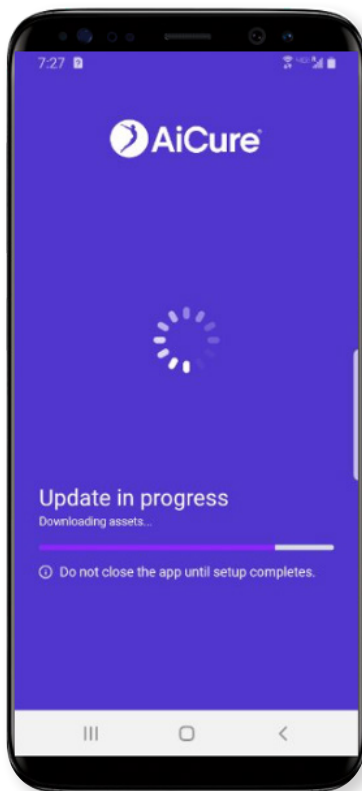
1. Log into the AiCure portal (login.aicure.com) and select your study
2. Click on the Participant ID to get the menus
3. Click on **PARTICIPANT SETTINGS**
4. Click on the **MANAGE PARTICIPANT** dropdown
5. Select **END PARTICIPATION**
6. A window will open allowing you to configure the final details for the participant’s deactivation
 - Select a reason (E.g. Completed Treatment)
 - Select the End Date for the Participant using the calendar
 - Press the **END PARTICIPATION** Button.

You will now see Update Pending on the dashboard. This update needs to be accepted by the device to complete the process.



Part 2: Completing the Deactivation on the Participant's Device

1. Ensure that the device has an internet connection then open or instruct the Participant to open the Patient Connect App.
2. The update should begin downloading immediately, please wait until it is fully complete
3. After the update completes on the patient's device you will need to reset/remove the App.
 - **For Provisioned Devices:**
 1. Press Support.
 2. Press Reset to reset the AiCure app.
 - **For BYOD Devices:**
 1. Remind the participant to delete the app.



Q. What can I do if participant is not available to download the update or the update gives an error on their device?

A. Your options here depend on whether the participant was able to upload all of their doses/questionnaires prior to deleting the app and there are no “Pending” doses on the dashboard.

- **If there is no pending data for the participant noted on the SC dashboard:** On the Participant Settings tab for this participant, you may click on the **REMOVE** button. This will complete the deactivation on the dashboard and allow the device to be used again for any other studies they may be participating in.
- **If there is data pending for the participant:** Please open up a ticket with support so we can send you a DCR to correct the information for you.

To reset the App on the provisioned device, open a Support Ticket in the Help Center

Q. What does it mean when you see “Update pending” in yellow text?

A. Seeing an “Update pending” before you try to end the participation indicates that a previous update has been pushed to the participant’s device. The pending update needs to be completed before you can process an **END PARTICIPATION**. Open a Support Ticket in the Help Center if the previous update fails to download on the participant’s device.

Q. What does it mean if I can not select the date I want as their End Date?

A. Being unable to select a specific date can be indicative of a few things:

- **Moving the End Date to the past can erase data.** You cannot select an End Date if it contains dosing or questionnaire data. Dates with self-reported, site-reported, or in-clinic doses must be reclassified as missed or not expected first prior to selecting a new End Date. App confirmed doses and dates with completed questionnaires on the other hand cannot be removed or reclassified.
- **The Date may exceed the maximum number of days defined by the treatment.** Please verify the Trial protocol is correct before selecting the end date. If you feel, there’s an error please open a Support Ticket in the Help Center.
- **The participants’ Treatment End Date set in the system may have passed.** You can only select the current available End Date. If the desired date is earlier than the participant’s treatment End Date, you’ll need to extend the period end date first. Follow the “Change Period End Date” process, then return to end participation with the updated date.

Q. What do I do if the participant deleted the application off their phone before accepting the update?

A. Your options here also depend on whether the participant was able to upload all of their doses/questionnaires prior to deleting the app. You can tell if there are any doses still in a “Pending” status:

- **If there is no pending data for the participant noted on the SC dashboard:** On the Participant Settings tab for this participant, you may click on the “REMOVE” button. This will complete the deactivation on the dashboard and allow the device to be used again for any other studies they may be participating in.
- **If there is data pending for the participant:** Please open up a ticket with support so we can send you a DCR to correct the information for you.