

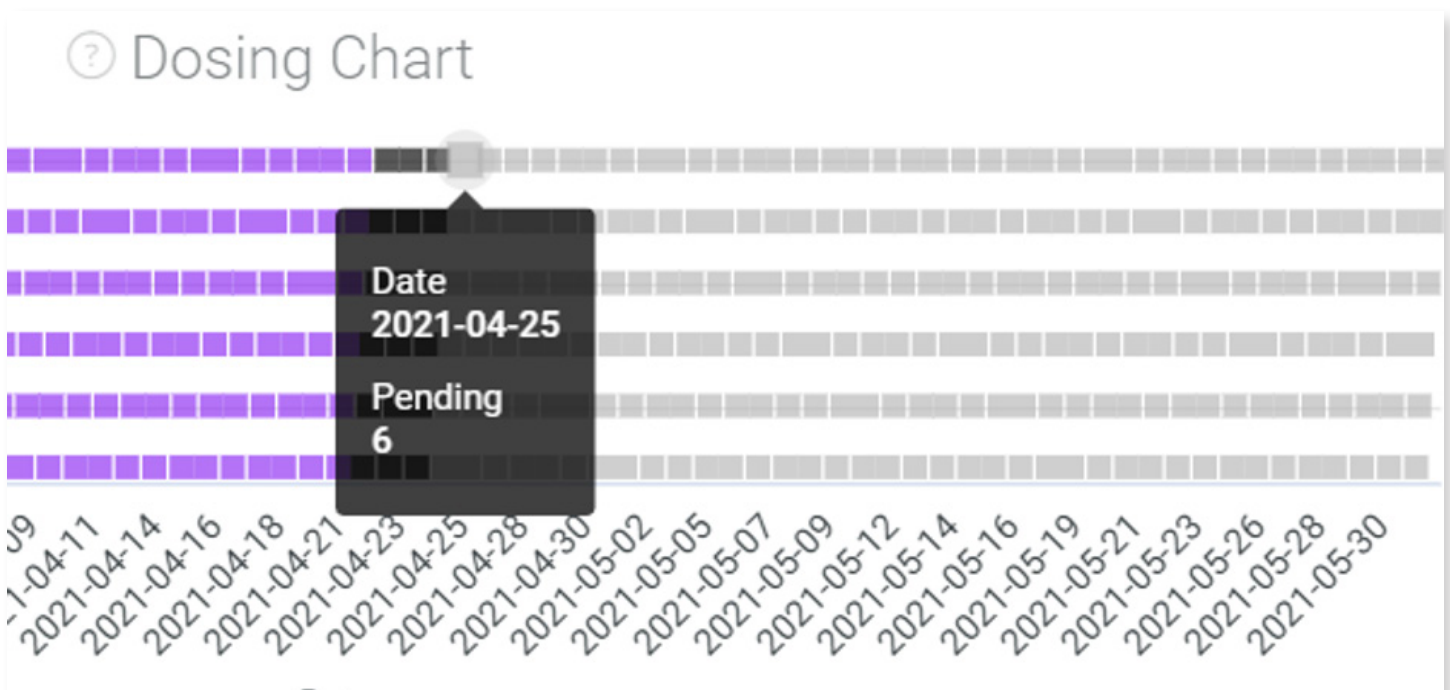
How to Identify and Remedy Pending Doses on the Dashboard

Q. The doses for my participant show as “Pending”. What does this mean and how do I resolve this?

A. On the Site Coordinator dashboard, pending doses display as rectangles with dashed lines

7 Day History ⓘ							Today (THU) ⓘ		Adherence ⓘ
THU	FRI	SAT	SUN	MON	TUE	WED	DOSE 1:		
□	□	□	□	□	□	□	LATE		
								100% (pending)	

While on the Sponsor/ADI dashboard, pending doses display as gray boxes



Doses show as “Pending” when the dashboard is waiting for the participant’s device to upload their completed doses. You may see multiple days of Pending doses if the participant has not connected their device to the internet while their app was open in a while.

If this happens, you can troubleshoot with the following steps:

1. Ask the participant to ensure the device is connected to a network, whether Wi-Fi or 4G. Stronger signal, e.g. 2 or more bars, works better.
2. Ask the participant to tap on the app to open it. Data should start uploading immediately and may take up to 1 or 2 minutes.
3. Follow the steps in our [How to Troubleshoot AiCure Device Internet Connection Issues](#) article if they are using an AiCure device

Please Note

*An internet connection is **NOT** required for dosing; data is stored encrypted within the app. AiCure devices can store 3+ months of doses and AiCure devices are equipped with a local SIM. Leaving the device on and connected for a few minutes often allows the data to upload.*