

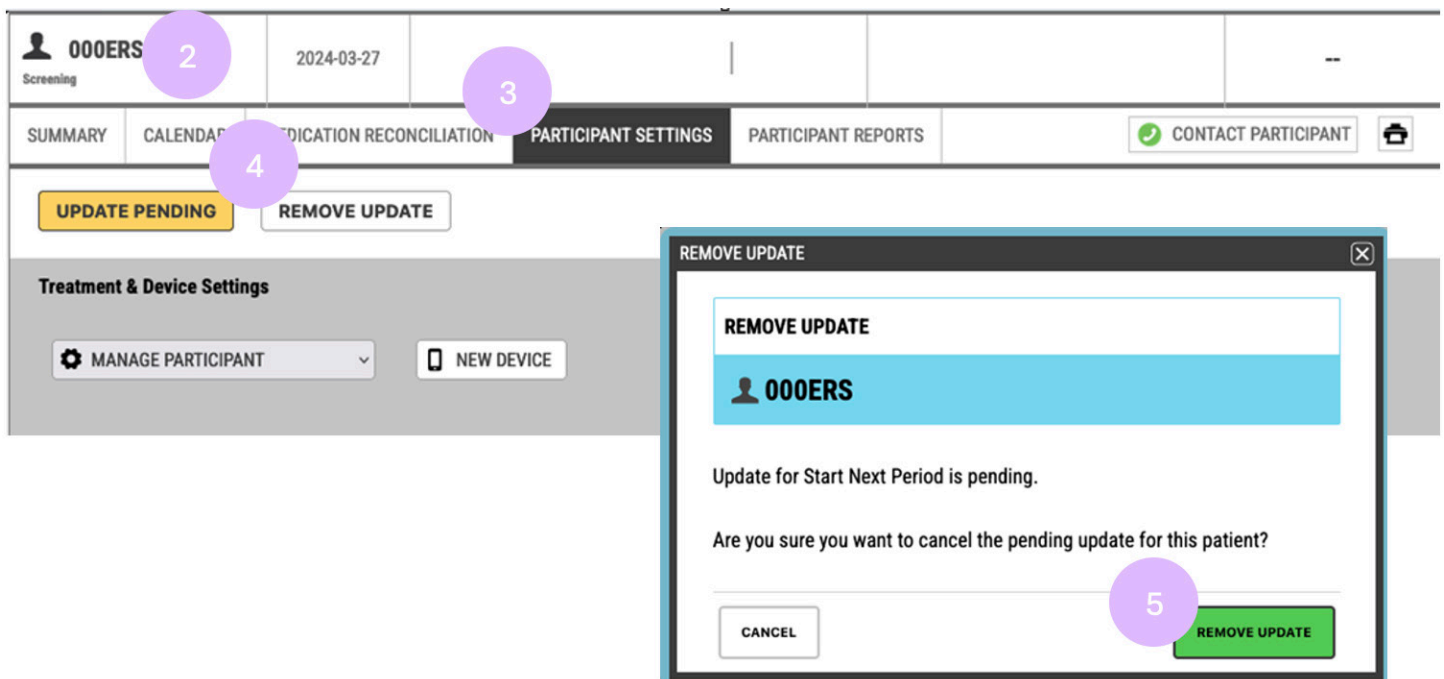
How to Remove A Pending Update From the Dashboard

Q. I accidentally initiated an update on the dashboard, how do I remove it?

A. Updates can be removed from the dashboard if the participant has not yet opened their app and started downloading it. Please follow the steps below to remove it:

1. Log into the AiCure portal (login.aicure.com) and select your study
2. Click on the Participant ID
3. Click on the **PARTICIPANT SETTINGS** tab
4. Next to the “Update Pending” icon there is a “Remove Update” button. Click on the **REMOVE UPDATE** button
5. A pop-up window will appear with a description of the pending update. If you are sure you wish to remove the update, click on the **REMOVE UPDATE** button.

After you refresh the page the “Update Pending” icon should no longer be on the Participant Settings tab of the participant, and you can process a new change if needed.



Q. I am on the Participant Settings tab, but I don't see the REMOVE UPDATE button. Why is it missing?

- A.** There are a couple of instances that would prevent the Remove Update button from appearing while the Update Pending icon is present.

Some updates, such as Changing the App Language, are not possible to remove. For other updates that can be removed, the Remove Update button disappears if the participant opens the app, starts downloading it, but it does not complete it (due to an error or the app closing prematurely).

If this is the case, we recommend reaching out to our support team over the phone, through email (support@aicure.com), via our Live Chat, or by submitting a ticket through our Help Center.

Q. I clicked on the REMOVE UPDATE Button, but it did not work. Why is this happening?

- A.** This likely occurs when the update that is pending was to modify a visit on the calendar. These updates cannot be removed, but still cause the Remove Update button to appear.

If this occurs, you can instruct the participant to download the update and change the visit again from the CALENDAR tab.