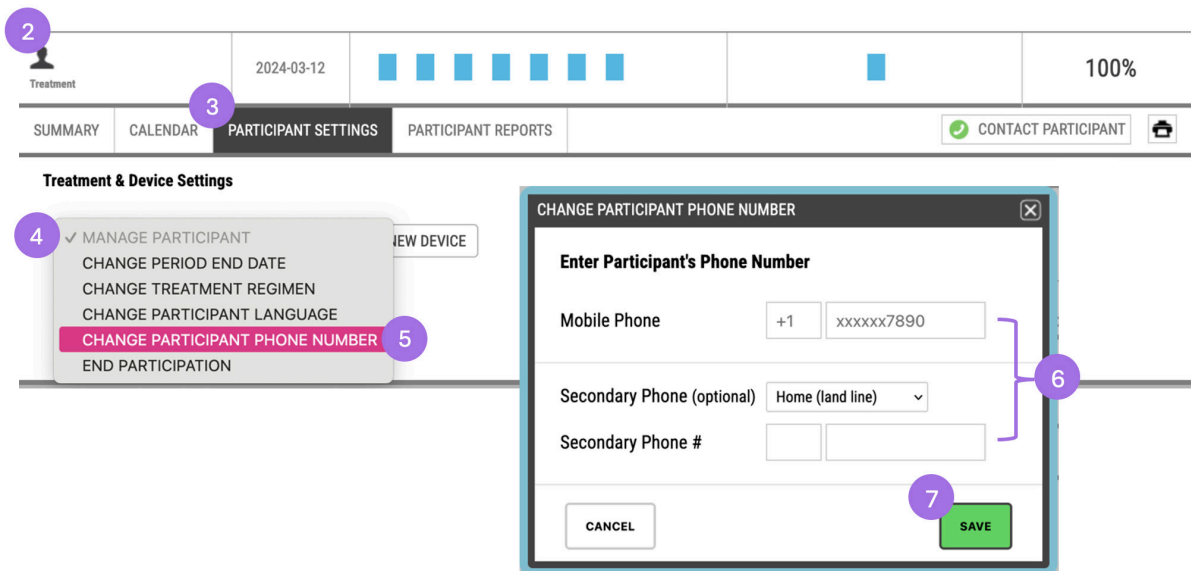


How to Update Participant's Phone Number on the Dashboard

Q. My participant's phone number has changed. How do I update it on the dashboard?

A. You can update your participant's phone number by following the steps below:

1. Log into the AiCure portal (login.aicure.com) and select your study
2. Click on the Participant ID to get the dropdown menus
3. Click on **PARTICIPANT SETTINGS**
4. Click on the **MANAGE PARTICIPANT** dropdown
5. Select **CHANGE PARTICIPANT PHONE NUMBER**
6. Input the new phone number (and a secondary number if needed)
7. Click on the green **SAVE** button to apply the change



Q. I cannot recall what number is currently set as the participant's phone number. Is there a way to see what it is?

A. For privacy, we do not display the whole number that is currently set. However, the last four digits will appear in the **CHANGE PARTICIPANT PHONE NUMBER** window prior to typing in the new number (see above).

Q. My participant wishes to remove their phone number from the system. How do I do that?

A. You can remove their number by using the steps above. When it asks to input a new phone number in **Step 6**, you can use the participant's ID number instead.

- Q. My participant is switching to an AiCure provisioned device to participate in the trial. What phone number do I use?**
- A.** The AiCure provisioned devices do not come with phone numbers, so you should still use the participant's personal mobile number so they can continue to receive the SMS Text Message Reminders.