

User Registration and Password Management FAQs

3.0

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How to Register

• How can I register in SIP?

To register in SIP, you must be invited to the SIP platform by a Study Sponsor or a registered Site User. If you have not been invited and would like to join SIP, contact your Sponsor organization to determine when they will be adopting SIP and request an invitation. If you are not able to locate the invitation e-mail, you can contact the [SIP Help Desk](#).

Add the following e-mail addresses to the Trusted Source Settings in your mailbox to ensure that all system-generated e-mails and notifications are delivered to you:

- support@sharedinvestigator.com
- SIPSupport@exostar.com
- do-not-reply@sharedinvestigator.com

This will ensure that all system-generated emails and notifications are delivered to you.

The [User Registration Job Aid](#) explains the Registration process.

• Is there any limitation on the characters that I can use in my registration email address?

Yes. You can use the following characters in an email address. If your email address is [Name@Domain.Com](#): You can use a-zA-Z0-9._'+- as part of Name. For example, John_Doe9. You can use a-zA-Z0-9 as part of Domain. For example, Gmail or Hotmail. You can use a-zA-Z as part of Com. For example, Net or Edu. The total number of characters in your email ID cannot exceed 100.

• Is there any limitation on the first or last names that I can use during registration?

Yes. You can use a-z A-Z 0-9 , . # () ? : ; / space ' \ - ISO 8859-1, ISO 8859-15 version of UTF-8 character set.

• How do I log on to SIP for the first time and set my password after registering in Exostar?

After you register in SIP, you will receive an email containing a link and instructions to activate your SIP User account. Follow the instructions to set your account password and answers to the Security/Challenge questions.

• What are the criteria to set up a valid password?

The password needs to be a minimum of eight and a maximum of 16 characters. The password needs to contain at least one letter, one numeric value, and one special character (such as _ * & ^ % \$ # @ !).

• What should I do if I do not receive the email with the link to activate my account?

If you do not receive the activation email, it is possible that the email was delivered to the **Junk** or **Spam** folder of your mailbox. Check the **Junk** or **Spam** folder. Before you register, you should add the following email addresses to the Trusted Source Settings in your mailbox:

- support@sharedinvestigator.com
- SIPSupport@exostar.com
- do-not-reply@sharedinvestigator.com

This will ensure that all system-generated emails and/or notifications are delivered to you. If you are not able to locate the invitation email sent by a Sponsor, you can contact the [SIP Help Desk](#).

Access Issues after Registration

- **What should I do if I forget my SIP ID?**

You can log in using either your SIP User ID or your registered email address. If you have forgotten both of these, you can call the [SIP Help Desk](#) for assistance.

- **What should I do if I have forgotten my password?**

To reset your password, refer to [Site User Job Aid Password Management](#).

- **When resetting my password, what should I do if I have forgotten the security questions and answers?**

If you have forgotten the security questions and answers, please contact the [SIP Help Desk](#).

Others

- **What can I do if I am not receiving the expected notifications and/or emails from SIP?**

If you are not receiving SIP notifications, it is possible that the emails were delivered to the **Junk** or **Spam** folder of your mailbox. Check the **Junk** or **Spam** folder. Before you register, you should add the following email addresses to the Trusted Source Settings in your mailbox:

- support@sharedinvestigator.com
- SIPSupport@exostar.com
- do-not-reply@sharedinvestigator.com

This will ensure that the system-generated emails and notifications are delivered to you.

- **How can I contact the SIP Help Desk?**

You can reach the SIP Help Desk by using the following options, which are also found in the footer of the SIP Public Landing Page:

- For Global Help Desk numbers, click [here](#).
- E-mail: SIPHelp@Cognizant.com

To report an issue, you can raise a ticket by using the Service Now Ticketing tool, after logging on as a Site User, click **Support** in the footer. Only Registered SIP Users with a SIP account can use this tool to log an incident. Examples of incidents are:

- A login issue
- A functional issue
- A password-related issue
- Unable to see a Survey

You can also log other issues.

- **What is the purpose of registering your device in Exostar?**

You can register your device (cell/mobile number) for additional security and also to simplify the password reset process. Registering your device would allow you to reset your password using a One Time Password (OTP) received on your registered device (cell/mobile number). For more information, refer to [Manage OTP Password Job Aid](#).

- **What is the process of registering a new device in Exostar?**

After you log on to Exostar, navigate to **My Account > OTP > Manage OTP – One time Password** section, click **Register**. You need to register your phone number and enter the verification code. Your verification code expires in two minutes. You can regenerate the code by clicking **Resend Code**. In the **Manage Phone** section, set the required phone number as the default phone number.

- **Can I revoke the OTP feature in Exostar?**

Yes, you can revoke the OTP feature. After you revoke the OTP feature, you cannot use the phone to reset your password and will need to register again for availing this service. For more information, refer to [Manage OTP Password Job Aid](#).