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For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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1 Things to Do Before You Register

Before you register in SIP, you need to ensure that your system meets the minimum requirements for using SIP:

1.1 Check Your Browser Version and Installed Plugins

SIP is best viewed on Microsoft® Internet Explorer (IE) 11, Mozilla® Firefox 50 and above, Google® Chrome 53 and above, or Safari 9 and above, Microsoft® Edge 11. To confirm your browser and installed plugin versions, ask your local IT Administrator for assistance or contact the SIP Help Desk.

Check Your System Requirements (Display Resolution)



In addition, you need to disable pop-up blockers in your browser. To do this, ask your local IT administrator for assistance or contact the SIP Help Desk.

SIP is best viewed with a minimum screen resolution of 1024x768 pixels and a color depth of 16-bit.

To confirm the display resolution of your screen, ask your local IT Administrator for assistance or contact the SIP Help Desk.

1.2 What is Exostar?

Exostar is a company that provides identity, credentialing, and access solutions. We utilize Exostar's Secure Access Manager (SAM) to manage Single Sign-On (SSO) credentials and to provide secure access to applications you may utilize while participating in clinical trials.

1.3 How we use Exostar's SAM solution with SIP?

Your SIP username and password are managed and provided through SAM. When you access SIP, SAM authenticates your credentials. Through SAM, you can also reset your SIP/SSO registered email address, login password, and security questions.

Exostar also provides the following capabilities in SIP:

- Allows site users to securely e-sign documents in SIP
- Allows seamless access to other sponsor applications using SSO capabilities. Since your Exostar credentials are SSO enabled, you'll have the ability to access other SSO enabled systems without entering user names and passwords by clicking on a link to these systems in SIP.
- Allows site users to reset the SIP/SSO registered email address, login password, and security questions.

Note: SSO applications and SSO user access must be enabled by sponsors.

1.4 Allow Emails from SIP and Exostar Email Addresses



To avoid important emails from SIP and Exostar from going to your email Junk or Spam folder, add the following email addresses to the Trusted Source Settings in your mailbox:

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

To do this, ask your local IT Administrator for assistance or contact the SIP Help Desk.

1. From Control Panel, click **Internet Options**, and
2. Select the **Security** tab.
3. Click Trusted Sites.
4. Select **Sites**.
5. In the Add this website to the zone, type the following:

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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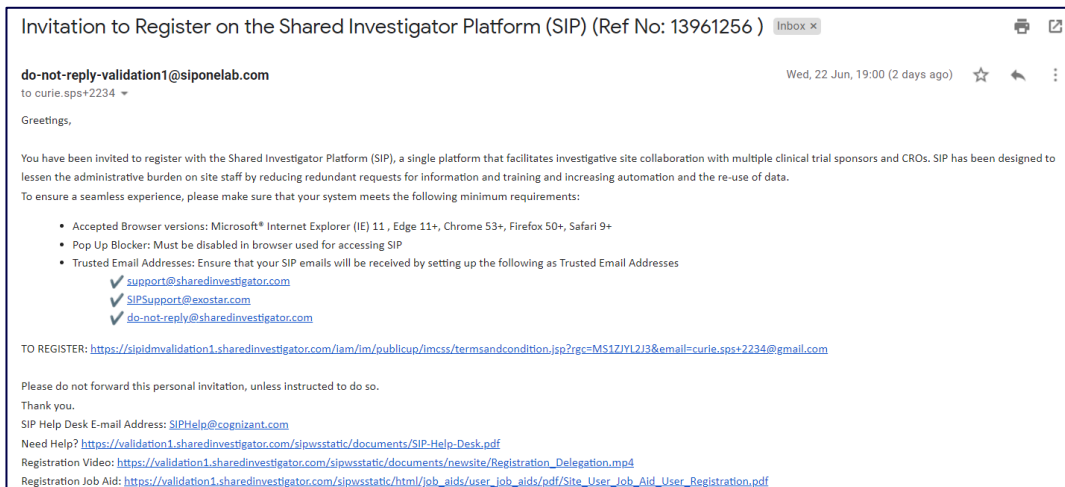
- *.sharedinvestigator.com;
- 6. Click **Add**.
- 7. Click **Close**.
- 8. Click **Ok**.

2 Register in SIP

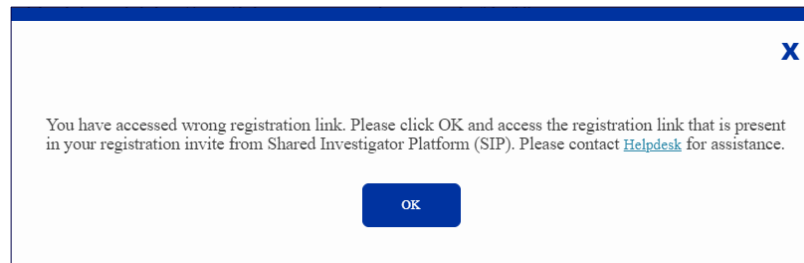
The registration process below is for Site User Registration.

2.1 Check Your Email Account for the Invitation Email

To register in SIP, you must first receive an invitation from a Sponsor User or a Site User. Site Users already in SIP can also request a registration email for a non-SIP user.



The invitation email includes the URL and instructions required to register. If the user clicks on a wrong invitation link, links that were forwarded from other users, the following pop-up message is displayed:



The verification code in the email received expires in 30 minutes.

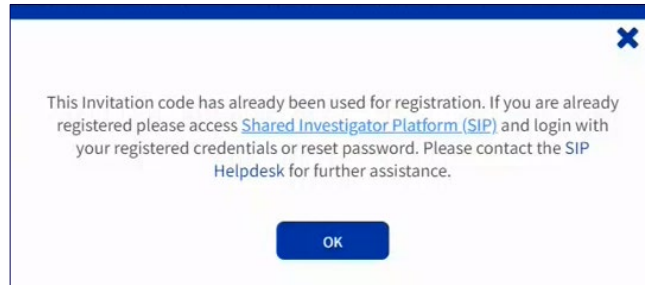
2.2 Click the registration URL in the Invitation Email

This step initiates the registration process and displays the Consent for Sharing Data with the SIP and Investigator Registry page in your browser.

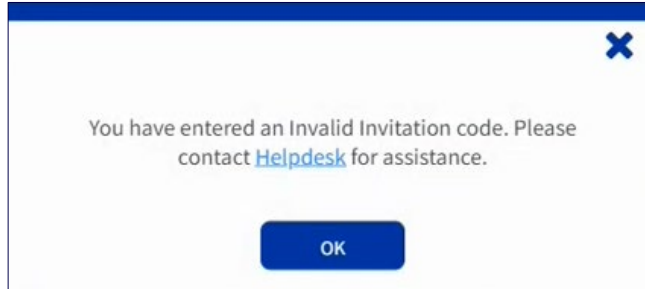
If the invitation code is already used for SIP registration, the following pop-up message is displayed:

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If the invitation code is invalid, the following pop-up message is displayed:



2.3 Accept the SIP Terms and Conditions

1. In the **Language** drop-down-list, English is displayed as the default language.

Welcome to SIP

CHOOSE THE LANGUAGE IN WHICH YOU WOULD LIKE TO VIEW THE SIP TERMS AND CONDITIONS

Select the language

English

The Shared Investigator Platform or ("SIP") is a shared platform that allows multiple participating clinical trial sponsors ("SIP Sponsors") to communicate directly with participating sites, investigators, and other users at participating sites while conducting clinical trials. The SIP also makes it easier for clinical trial sites, investigators and other users at participating sites to participate in trials by enabling them to enter required information once and allowing site users to choose to have that information be visible to multiple study sponsors.

- The personal information in your SIP User Profile is controlled by the Sponsors jointly and visible only to SIP Sponsors who you choose. You do this when you register, but you can update your choices at any time.
- You can find more detail of what information the SIP collects, how it uses your personal information, and your information rights, in the [Privacy Policy](#) and [FAQs](#). If your data is subject to the GDPR, the legal basis for processing your data is explained in the [Privacy Policy](#).
- You may also receive service messages about the operation of the platform from the SIP Sponsors' service provider. Rest assured your information will not be used to send you marketing.
- If you participate in a study, that SIP Sponsor is the individual controller of your SIP User Profile within its own study space and will keep that information in accordance with regulatory and recordkeeping obligations.
- As a SIP user, you may receive communications from SIP Sponsors about studies they are running or wish to run with you.

Your use of SIP is governed by the SIP Terms of Use. We recommend you read these terms. Please note that:

- Users must have individual email addresses. You must not use shared email addresses e.g. info@hospital.com
- Users must register in the SIP themselves.
- Users should only upload information that is required to fulfill the purposes of the processing, and shall not upload any national IDs, passport copies and/or files containing fingerprints or other biometric information.

Click Continue

CONTINUE CANCEL

Invitation Code : PR2ZM6X7W4

2. Select the language to view the SIP Terms and Conditions in the respective language. The list of languages include:
 - Arabic
 - Chinese (Mandarin)

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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- Chinese (Traditional)
 - English
 - French (Canadian)
 - French (European)
 - German
 - Italian
 - Japanese
 - Korean
 - Portuguese (Brazilian)
 - Portuguese (Portuguese)
 - Russian
 - Spanish (European)
 - Spanish (Latin American)
3. Review all SIP Terms and Conditions.
 4. Select all the check boxes.
 5. Click **Continue**. Consent is required for SIP registration.

2.4 Consent for Data Sharing to SIP Sponsors

1. In the Data Sharing Consent for SIP Sponsors, select the language to view the displayed content.
2. Select SIP sponsors with whom my SIP User Profile is shared to indicate which SIP sponsors may view your SIP User Profile.

Data Sharing Consent for SIP Sponsors

English

Please check the boxes below to indicate which SIP sponsors may view your SIP User Profile. If you do not consent to have your SIP User Profile shared with a particular SIP Sponsor, you will not be visible to them in the SIP.

- The SIP is designed to help you work with sponsors, so you need to select at least one SIP Sponsor to register.
- You can change your choices at any time by going to the Settings section of your User Profile and selecting "Update SIP and IR Consent".
- The list of SIP Sponsors may change over time as additional SIP Sponsors join or leave the SIP. When additional Sponsors join the SIP, you will be sent a notification and invited to change your consent preferences to allow your SIP User Profile to be shared with the new SIP Sponsors.

Select SIP sponsors with whom my SIP User Profile is shared

Select All

<input type="radio"/> No	BMS	<input type="radio"/> No	Curie	<input checked="" type="radio"/> Yes	Franklin
<input type="radio"/> No	Jupiter	<input type="radio"/> No	Lilly	<input type="radio"/> No	MSD
<input type="radio"/> No	Mars	<input type="radio"/> No	Mercury	<input type="radio"/> No	Pfizer
<input type="radio"/> No	Roche	<input type="radio"/> No	Venus		

Click Continue

CONTINUE **CANCEL**



Ensure you select atleast one SIP Sponsor to register. You can change your choices at any time by navgating to the Settings section of User Profile and selecting "Update SIP and IR Consent".

3. Click Continue.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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2.5 Consent for Data Storage in IR

1. Select the language to view the displayed content.
2. In the Where Your Data is Stored page, read through the content to understand that your data may be stored or accessed in countries other than your own country.
3. Select the check box to accept the consent related to data transfers and storage.
4. Click Continue.

2.6 Consent for Sharing the Contact and Profile Information with Investigator Registry

To Provide Consent for sharing your SIP User Profile that has the contact and profile information with the Sponsors listed in IR, where it will be visible to the IR Sponsors selected to have your data shared with IR Sponsors.

1. Select Yes to provide your consent for sharing your SIP User Profile with Sponsors listed in IR.



Consent for sharing the SIP User Profile with IR is optional. Storing the profile information in IR helps maintain the up to date user profile information of Investigators which is made visible to participating IR Sponsors. You can continue to the next screen without selecting to have your data shared with IR Sponsors listed in the page. There is an option to withdraw the consent for sharing with IR by navigating to the Settings section and selecting Update SIP and IR Consent.

2. Click **Continue**.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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2.7 Confirm Your Email Address and SIP Role

1. Verify your email address displayed below.



To modify the registered email address, contact the SIP Helpdesk.

2. Select your role as an Investigator or a Clinical Research User. Confirm your email address and follow the onscreen instructions to continue to login with existing Exostar credentials.

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Welcome to The Shared Investigator Platform

YOUR E-MAIL ADDRESS

Confirm that the e-mail address below is your Primary Business e-mail address and is being used for all Clinical Trials across all Sponsors. Use of multiple e-mail addresses may result in multiple Exostar/SAM IDs and cause issues with your training records and Single Sign-on applications. For security reasons, this cannot be a group or shared e-mail address. To change your e-mail address, contact the SIP HelpDesk.

Please note, this email address may be displayed on Regulatory Authority portals (e.g. EMA Clinical Trials Information System (CTIS) & ClinicalTrials.gov) and displayed on your CV

Primary Business E-mail Address : sup1456+iamu@yopmail.com

Verify the email address

YOUR SIP ROLE

Select "Investigator" if you are qualified by training and experience to conduct a clinical investigation as a Principal Investigator, otherwise select "Clinical Research User"

☒ Investigator

☐ Clinical Research User

Select the SIP role

Click Submit

SUBMIT CANCEL

Invitation Code: 3G2MBBCDAX

3. Click **Submit** to confirm. On clicking **Submit**, one of the following scenarios occur.

2.8 Scenarios and Navigations

Option A

- If the Exostar User has an existing account with active status and already provided the address details and if all mandatory details are filled and if the State/Province/Region is correctly set in Exostar, navigate to [section 2.12](#).

Option B

- If the Exostar user has an existing account with active status and if any one of the mandatory fields is NULL or if the State/Province/Region is not provided, navigate to [section 2.9](#) and [section 2.12](#).

Option C

- If the Exostar user has an existing account with inactive status or not completed the first time login and if all mandatory fields are filled with correct State/Province/Region details set in Exostar, navigate to [section 2.11](#).

Option D

- If the Exostar user has an existing account and inactive status or not completed the first time login and if all mandatory fields are filled and if any one of the mandatory fields is NULL or if the State/Province/Region details is incorrectly set in Exostar, navigate to [section 2.9](#) and [section 2.11](#).

Option E

- If you are not an Exostar user, navigate to [section 2.10](#) and [section 2.11](#).

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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2.9 Primary Business Address Update

1. In the Popup that is displayed, enter the valid Sate/Province/Region.

Please update the required primary business address to log into SIP

The address retrieved from Exostar does not have appropriate information available. Either it does not have a valid "State/Province/Region" defined or has "NULL" in some fields. Please provide correct details before you proceed with SIP login.

Street Name & Number	street 23	Update primary address, if required
Building/Floor/Room/Suites	Building 2	
Country	India	Enter valid state/province/region
State/Province/Region	Andhra Pradesh	
City	hyderabad	
Zip/Postal Code	Optional	

CONFIRM CANCEL

Click Confirm

Invitation Code: 3G2MBBCDAX

2. Update the required primary business address, if the retrieved address from Exostar does not have the correct state/province/region details.
3. Click Confirm.

2.10 Complete the Personal Information page

On the **SIP User Registration** page, please complete the Personal Information, Contact Information, and Time Zone sections. Optional fields are indicated on the screen.

Personal Information:

- Please use your legal/full name when registering to SIP. Your name as entered here will be used on regulatory documents such as your Curriculum Vitae, FDA Form 1572, and Financial Disclosure Form.
- Please do not enter more than 50 characters for the first, middle, or last name fields.
- If you have multiple family names, it is recommended that you enter only one name as your last name.
- Please refer to the table in the [Appendix 1](#) which provides the special characters and languages supported in Exostar.

Contact Information:

- Enter your primary business address. For Investigators, this should be the address you would include on the FDA Form 1572 or equivalent.
- If you are a Principal Investigator, your name and phone number as entered in SIP as well as the name and address of the primary facility selected for the study may be accessible via ClinicalTrials.gov for patients to inquire about the study being conducted at your facility.

Accept Exostar Terms and Conditions and submit the details

1. Review the Exostar Privacy Policy and select the I agree to Exostar LLC's Terms and have read the Exostar Privacy Policy check box.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

SIP Help Desk Email: SIPHelp@Cognizant.com | Telephone: See [Help Desk](#)

SIP User Registration

Registering on the Shared Investigator Platform will provide sponsors with visibility to your site.

PERSONAL INFORMATION

Please use your legal/full name when registering to SIP. Your name as entered here will be used on regulatory documents such as your Curriculum Vitae, FDA Form 1572 or equivalent, and Financial Disclosure Form.

Title	Dr.
First Name	James
Middle Name	Optional
Last Name	Henry
Suffix	e.g. Jr., Sr., I, II, III (Optional)
Credentials	e.g. MD, RN, PA (Optional)
Job Title	Optional

Suffix entered here shall follow your full name and will be visible on CV, FDA form 1572

Credentials entered here shall follow your full name and will be visible on CV, FDA form 1572

CONTACT INFORMATION

Enter your primary business address. For Investigators, this should be the address you would include on the FDA Form 1572 or equivalent. If you are a Principal Investigator, your name and phone number as entered in SIP as well as the name and address of the primary facility selected for the study may be accessible via ClinicalTrials.gov for patients to inquire about the study being conducted at your facility.

Street Name & Number	Street 2
Building/Floor/Room/Suites	Freestone County
Country	United States of America
State/Province/Region	Texas
City	Streetman
Zip/Postal Code	Optional
Phone	987626272

This number may be made publicly available on regulatory authority portals

TIME ZONE

Time Zone	ACT
-----------	-----

Exostar provides credentialing for access to SIP.

☒ I have read the Exostar Privacy Policy.

REGISTER

Hello, frank lee

Set up your security methods to start using Secure Access Manager.

Let's set up your account



Create your password.



Select your security questions and set your answers.



We'll take you straight to SAM.

LET'S GET STARTED

SAM and You

Find out what you can do in Secure Access Manager.



Your account for secure access and collaboration

SAM provides a single sign-on to your life science and healthcare sponsor's clinical applications and services.



In case the Site User closes the browser by mistake, during the setting up of a Password, the user need to follow the steps available in the [Appendix](#) section to complete the registration process.

The personal information and contact information shall be pre-filled with the information that is provided while sending the registration invitation.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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2.11 Set your Password and Security/Challenge Questions and Activate your Exostar Account

To set up your password and Security/Challenge Questions

1. In the following page that is displayed, click **Create Password**.

The screenshot shows a user interface for setting up an account. At the top, it says 'Hello, frank lee' and 'Set up your security methods to start using Secure Access Manager.' Below this, there's a section 'Let's set up your account' with three options: 'Create your password.' (highlighted with a blue icon), 'Select your security questions and set your answers.' (with a document icon), and 'We'll take you straight to SAM.' (with a clock icon). A 'LET'S GET STARTED' button is on the right. Below this, there's a section 'SAM and You' with a video player and text: 'Your account for secure access and collaboration. SAM provides a single sign-on to your life science and healthcare sponsor's clinical applications and services.'

2. On the **Create a password** page, enter the new password, confirm by re-entering the password, and then click **NEXT**.

The screenshot shows the 'Create password' page. It has a title 'Create password' and a subtitle 'Create a password to secure your account. The checklist below will help you meet our password strength requirements.' There are two input fields: 'New Password' and 'Confirm Password', both with masked characters. Below the fields, there's a strength indicator showing five green bars and the text 'Very strong'. A checklist of requirements is shown with green checkmarks: 'Minimum length: 8', 'Maximum length: 64', 'Minimum alphabetic character: 1', 'Minimum numbers: 1', 'Minimum special characters: 1', and 'No leading and trailing spaces'. At the bottom, there's a 'Need help?' link and a 'NEXT' button.



In case the Site User closes the browser by mistake, during the setting up of a Password, the new user or user with an inactive account need to follow the steps available in the [Appendix](#) section to complete the registration process.

3. On the **Set Security questions** page, select your four security questions and type your response for each of the question, and then click **NEXT**.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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Refer below link for Security Question and Answer policy details:

<https://my.exostar.com/display/EFD/Security+Question+and+Answer+Policy>

The Exostar system will encounter an error if users fail to provide the security answers within a specified time frame.

Step 2/2: Security Questions and Answers

Set security questions and answers ?

Further secure your account by setting your security questions and answers. These will be used to recover your account and for additional security. Please answer all 4 questions.

Question 1 What is your place of birth?	Answer to question 1 *****
Question 2 What is your favorite color?	Answer is not case sensitive Answer to question 2 *****
Question 3 What was your first school's name?	Answer is not case sensitive Answer to question 3 ****
Question 4 What is your favorite movie?	Answer is not case sensitive Answer to question 4 *****

☐ Show all answers

[Need help?](#)

NEXT

4. Your account is activated. Click on **NEXT**. The following page is displayed.

✓ **Your account is now active**

Your authentication methods have been set up successfully.

You can now access sponsor applications and services in SAM.

CONTINUE

5. On the **Service Agreement** page, select the required check boxes, and then click **Accept**. You must accept the Exostar terms and conditions of the Service Agreement in order to proceed.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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Service Agreement

Please read and agree in order to use Exostar Secure Access Manager Service (Individual User)

**Service Agreement
For Secure Access Manager (Individual User)
Service**

This Service Agreement for Secure Access Manager (Individual User) Service ("Service Agreement"), dated as of the Effective Date, is by and between Exostar LLC, a Delaware limited liability company ("Exostar"), and the undersigned individual ("Subscriber") (each a "Party" and, collectively, the "Parties").

The Parties intending to be legally bound agree as follows:

1. Definitions

a. Unless the context otherwise requires or as otherwise defined herein, capitalized terms used herein shall have the meaning set forth in the definitions section.

☐ I have read and agree to these terms and conditions
☐ I would like to have a copy emailed to me [Print a copy](#)

[click here to read Exostar Terms and Conditions](#)

[Cancel](#) [Agree](#)

To select or deselect the Facility

Site User may receive multiple invitations from Sponsor or from Site Staff.

If Site User receives invitation from Sponsor by one of the following methods in SIP, the following page is displayed:

- (Admin - Send Site User Registration Invitation)
 - Invite Site Users (Manual Entry)
 - Invite Site Users (Upload File)

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Additional Information Requested

Select Facility

Below is the list of facilities & departments which have been included as part of the SIP registration invitation(s) you have received from the requestor(s). To ensure you are study ready immediately after registration, we recommend you to select the appropriate facilities & departments from the below list. In case you are not associated with any of the given facilities & departments you can proceed without selection. You can always affiliate yourself to appropriate facilities & departments after completion of the registration process.

<input checked="" type="checkbox"/>	Facility Name ^	Department Name ☺	Address	Country ☺	View Study Details
<input checked="" type="checkbox"/>	BioSeek EndoClinics	Hello World	200 West 57th Street	United States of America	

[CONTINUE](#)

- Select or deselect the facility.
Or

If the Site User receives the invitation from the Other **Site Staff** page, the following screen is displayed.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

SIP Help Desk Email: SIPHelp@Cognizant.com | Telephone: See [Help Desk](#)

1. Click the Toggle button to provide Consent to the Sponsor.
2. Select/Deselect the Facility.
3. Click Continue.



If you do not provide consent to Sponsor, after completing the registration process, you will be added to the selected Facilities as part of the SIP registration invitation but will not be added to the Studies. You have the option to provide consent by navigating to the Settings screen in SIP. You may need to request the Principal Investigator or Study Site Maintenance Delegate to add you to studies manually..



If the Exostar Admin creates the site user profile, through the bulk upload process, it is mandatory for the Site User to review and accept the SIP Terms and Conditions. The Site User, in this case will need to perform steps 1-5 of the [Set your Password and Security/Challenge Questions and Activate your Exostar Account section](#) below, before proceeding to step 6.

4. Complete the Mandatory SIP Orientation (Site User Orientation Guide).

5. Click the link to view the Site User Orientation Guide.
6. After you have viewed the Site User Orientation Guide, close it, and click Read and Acknowledged. This button will be enabled after you open the Site User Orientation Guide.
7. You will be redirected to Shared Investigator Platform Home page.

To refer to Manage Password details, refer to the Manage Password Job aid.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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2.12 Existing User with an Active Account

1. In the Login page that is displayed with the email address registered with your Exostar Account, click **Next**.

Login

Enter your Email Address or User ID

Email Address or User ID
sipsiteuser@gmail.com

Use the Email or User ID registered with your Exostar account

[Need help?](#) **NEXT**

Unauthorized access to this system may constitute a criminal offense.

2. In the Enter your Password page, enter your password.

sipsiteuser@gmail.com

Enter Your Password

Password

This is your Exostar account password

[Use a different email or user ID](#) [Forgot password?](#) **NEXT**

3. In the Select a two-step verification method page, click Next.

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Select a two-step verification method

☒ Answer security questions
☐ Enter verification code from email

CANCEL **NEXT**

4. In the **Security Questions** page, set the security questions and answers.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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The Exostar system will encounter an error if users fail to provide the security answers within a specified time frame.

5. Click **Next**.

To Select/Deselect Facility

Site User may receive multiple invitations from Sponsor or from Site Staff.

If Site User receives invitation from Sponsor by one of the following methods in SIP, the following page is displayed:

- (Admin - Send Site User Registration Invitation)
 - Invite Site Users (Manual Entry)
 - Invite Site Users (Upload File)

<input checked="" type="checkbox"/>	Facility Name ^	Department Name ^	Address	Country ^	View Study Details
<input checked="" type="checkbox"/>	BioSeek EndoClinics	Hello World	200 West 57th Street	United States of America	

- Select or deselect the facility.
Or

If the Site User receives the invitation from the Other **Site Staff** page, the following screen is displayed.

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1. Click the Toggle button to provide Consent to the Sponsor.
2. Select/Deselect the Facility.
3. Click Continue.



If you do not provide consent to Sponsor, after completing the registration process, you will be added to the selected Facilities as part of the SIP registration invitation but will not be added to the Studies. You have the option to provide consent by navigating to the Settings screen in SIP. You may need to request the Principal Investigator or Study Site Maintenance Delegate to add you to studies manually.



If the Exostar Admin creates the site user profile, through the bulk upload process, it is mandatory for the Site User to review and accept the SIP Terms and Conditions. The Site User, in this case will need to perform steps 1-5 of the [Set your Password and Security/Challenge Questions and Activate your Exostar Account section](#) below, before proceeding to step 6.

4. In the SIP Orientation page that is displayed, complete the first time login training by reading and acknowledging the Site User Orientation Guide.

5. Click the link to view the Site User Orientation Guide.
6. After you have viewed the Site User Orientation Guide, close it, and click Read and Acknowledged. This button will be enabled after you open the Site User Orientation Guide.
7. You will be redirected to Shared Investigator Platform Home page.

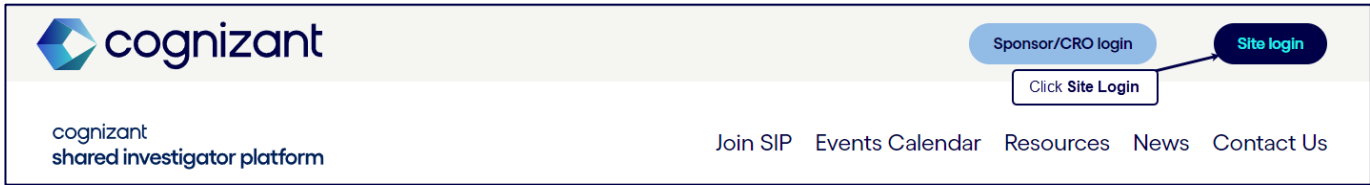
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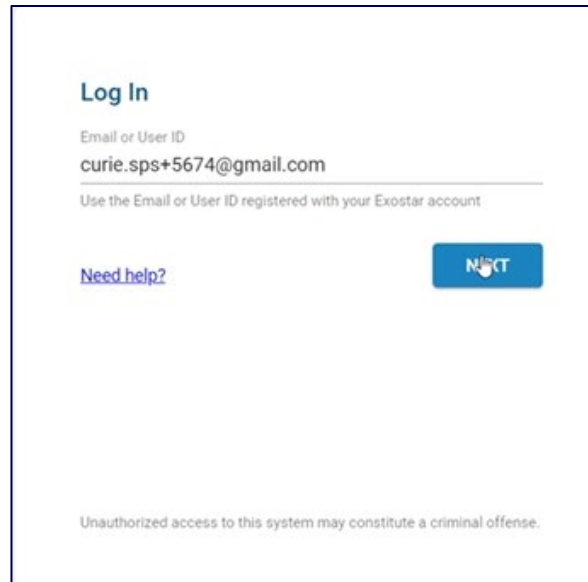
3 Appendix

To complete the Registration process

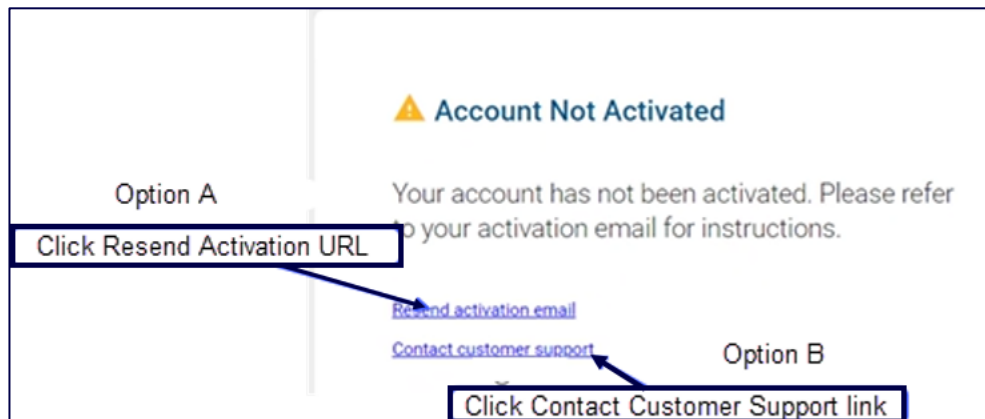
1. Log on to SIP by using the link www.sharedinvestigator.com.
2. Click Site Login.



3. In the Login page that is displayed, click enter the email or User ID registered with your Exostar account.



4. Click Next. The following page is displayed.



Option A: To activate your account to complete the first time login, click Resend activation email link. The activation email will be sent to your registered e-mail address.

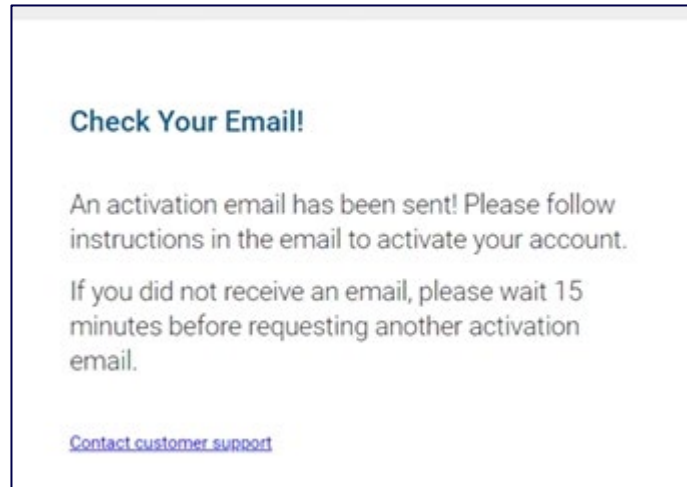
Option B: To contact the Customer Support, click the Contact Customer Support link.

To activate your account in Exostar

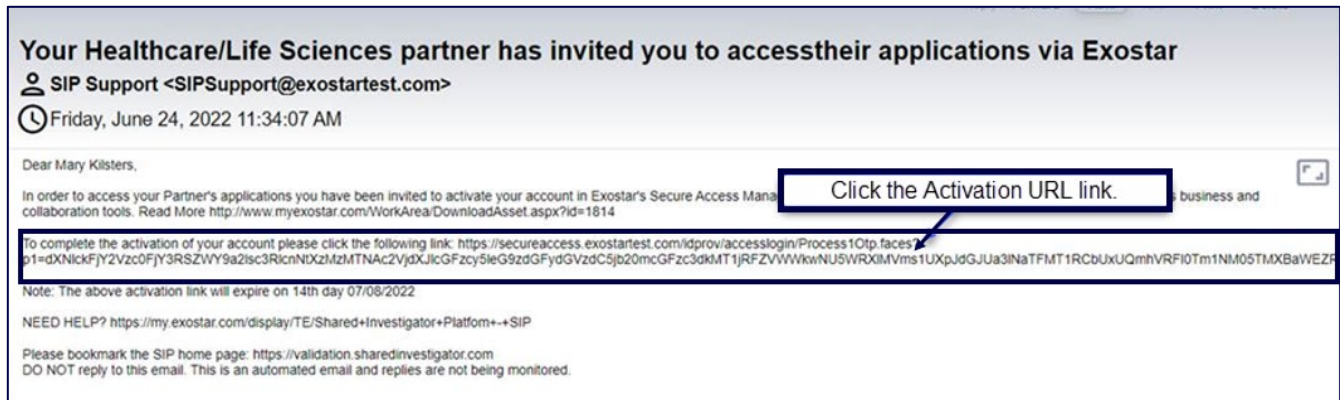
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- Click Resend Activation Email link. The following page is displayed. The email with activation link will be sent to your registered e-mail address.



- Check your Email. Click on the activation URL available in the email.



The validity of the activation URL link available in the email to activate your account is 14 days.

- In the **Create Password** page that is displayed, set your password and security challenge questions.

3.1 Appendix 1

The table below provides the list of special characters supported in Exostar.

Special Characters		Description
Ç	C	Majuscule C-cedilla
ü	u	Letter u with umlaut or diaeresis ; u-umlaut
é	e	Letter e with acute accent or e-acute
â	a	Letter a with circumflex accent or a-circumflex
ä	a	Letter a with umlaut or diaeresis ; a-umlaut
à	a	Letter a with grave accent

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â	aa	Letter a with a ring
ç	c	Minuscule c-cedilla
ê	e	Letter e with circumflex accent or e-circumflex
ë	e	Letter e with umlaut or diaeresis ; e-umlauts
è	e	Letter e with grave accent
ï	i	Letter i with umlaut or diaeresis ; i-umlaut
î	i	Letter i with circumflex accent or i-circumflex
ì	i	Letter i with grave accent
Ä	A	Letter A with umlaut or diaeresis ; A-umlaut
Å	Aa	Letter A with a ring
É	E	Letter E with acute accent or E-acute
æ	ae	Latin diphthong ae in lowercase
Æ	AE	Latin diphthong AE in uppercase
ô	o	Letter o with circumflex accent or o-circumflex
ö	o	Letter o with umlaut or diaeresis ; o-umlaut
ò	o	Letter o with grave accent
û	u	Letter u with circumflex accent or u-circumflex
ù	u	Letter u with grave accent
ÿ	ij	Lowercase letter y with diaeresis
Ÿ	IJ	Uppercase letter Y with diaeresis
Ö	O	Letter O with umlaut or diaeresis ; O-umlaut
Ü	U	Letter U with umlaut or diaeresis ; U-umlaut
ø	o	Lowercase slashed zero or empty set
£	_	Pound sign; symbol for the pound sterling
Ø	O	Uppercase slashed zero or empty set
×	_	Multiplication sign
á	a	Lowercase letter a with acute accent or a-acute
í	i	Lowercase letter i with acute accent or i-acute
ó	o	Lowercase letter o with acute accent or o-acute
ú	u	Lowercase letter u with acute accent or u-acute
ñ	n	Enie; spanish letter enye; lowercase n with tilde
Ñ	N	Spanish letter enye; uppercase N with tilde; enie
ª	a	Feminine ordinal indicator
º	o	Masculine ordinal indicator
¿	_	Inverted question marks
®	_	Registered trademark symbol
¬	_	Logical negation symbol
½		One half
¼		Quarter; one fourth
«	_	Angle quotes; guillemets; right-pointing quotation mark

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»	_	Guillemets; angle quotes; left-pointing quotation marks
Á	A	Capital letter A with acute accent or A-acute
Â	A	Capital letter A with circumflex accent or A-circumflex
À	A	Capital letter A with grave accent
©	_	Copyright symbol
¢	_	Cent symbol
¥	_	Yen and Yuan Sign
—	_	Macron (straight bar placed above a letter)
ã	a	Lowercase letter a with tilde or a-tilde
Ã	A	Capital letter A with tilde or A-tilde
¤	_	Generic currency sign
ð	th	Lowercase letter eth
Ð	Th	Capital letter Eth
Ê	E	Letter E with circumflex accent or E-circumflex
Ë	E	Letter E with umlaut or diaeresis; E-umlaut
È	E	Capital letter E with grave accent
Í	I	Capital letter I with acute accent or I-acute
Î	I	Letter I with circumflex accent or I-circumflex
Ï	I	Letter I with umlaut or diaeresis ; I-umlaut
¡	_	Vertical broken bar
ì	I	Capital letter I with grave accent
Ó	O	Capital letter O with acute accent or O-acute
ß	s	Letter Eszett ; scharfes S or sharp S
Ô	O	Letter O with circumflex accent or O-circumflex
Ò	O	Capital letter O with grave accent
õ	o	Lowercase letter o with tilde or o-tilde
Õ	O	Capital letter O with tilde or O-tilde
µ	_	Lowercase letter Mu ; micro sign or micron
þ	th	Lowercase letter Thorn
Þ	Th	Capital letter Thorn
Ú	U	Capital letter U with acute accent or U-acute
Û	U	Letter U with circumflex accent or U-circumflex
Ù	U	Capital letter U with grave accent
ý	y	Lowercase letter y with acute accent
Ý	Y	Capital letter Y with acute accent
´	_	Acute accent
±	_	Plus-minus sign
¾	_	Three quarters; three-fourths
¶		Paragraph sign or pilcrow ; end paragraph mark
§	_	Section sign

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÷	—	The division sign ; Obelus
¸	—	Cedilla; added under certain letters
°	—	Degree symbol
¨	—	Diaresis; placed over a letter
·	—	Interpunct or space dot
¹	—	Superscript one; exponent 1; first power
³	—	Superscript three; exponent 3; cube; third power
²	—	Superscript two; exponent 2; square; second power
¡	—	Inverted exclamation marks
€	—	The Euro sign
Š	S	Capital S with Caron
š	s	Lowercase s with Caron
Ž	Z	Capital Z with Caron
ž	z	Lowercase z with Caron
Œ	OE	Latin diphthong AE in uppercase
œ	oe	Latin diphthong ae in lowercase
-		Sofy Hyphen
		Non-Breaking Space; space character that prevents automatic line break at its position
The following symbols		: \!\"#\$%&'()*+,-./:;<=>?@[\\]^_`{ }~"
Language	Unicode	
Latin script	(U+0021 - U+007E) (U+00A1 - U+00FF) (U+0180 - U+01BF) (U+1E00 - U+1E9B)	
Greek alphabet	(U+0370 - U+03E1) (U+1F00 - U+1FFF)	
Cyrillic script	(U+0400 - U+04FF)	
Coptic alphabet	(U+03E2 - U+03EF)	
Armenian alphabet	(U+0530 - U+058F)	
Hebrew	(U+0590 - U+05FF)	
Arabic	(U+0600 - U+06FF)	
Syriac	(U+0700 - U+074F)	
Thaana	(U+0780 - U+07BF)	
Hangul	(U+1100 - U+11FF)	
N'Ko	(U+07C0 - U+07FF)	
English		
Katakana		
Hiragana		
Han		

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