

# SIP 10.0\_TM.SI.04A\_Site\_User Registration\_FAQs\_Version 2.1

Release 10.0

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## User Registration and Password Management FAQs

- [How to Register](#)
- [Access Issues after Registration](#)
- [Others](#)

### How to Register

#### 1. How can I register in SIP?

To register in SIP, you must be invited to the SIP platform by a Study Sponsor. 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 sent by a Sponsor, 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](mailto:support@sharedinvestigator.com)
- [SIPSupport@exostar.com](mailto:SIPSupport@exostar.com)
- [do-not-reply@sharedinvestigator.com](mailto: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.

#### 2. Who can invite me to a study in SIP?

The following SIP registered site user roles can send you SIP Registration invitations:

- Site Users with Facility Roles - FPM, FCTC, HOF, HOF-D
- Site Users with Department Roles - DPM, DCTC
- Site user with Study Site Role - PI, Delegate for SIP Study Site Maintenance
- Site user with Organization Profile Manager (OPM) role

If you have additional questions about the study, you should reach out to your sponsor point of contact. For more information, please refer to the [User Registration Job Aid](#).

#### 3. 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. Follow the instructions to set your account password and answers to the Security/Challenge questions.

**4. What are the criteria to set up a valid password?**

Refer below link for password creation and reset policy details:

<https://my.exostar.com/display/EFD/Password+Policies>.

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](#).

**5. Can I submit a list of users to SIP to complete bulk SIP registrations?**

SIP cannot do registrations on behalf of site users. If we are talking about SIP invitations then Investigators can send bulk invitations using the bulk invitations template feature in Admin-> Send Site User Registration functionality.

## **Access Issues after Registration**

**1. 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.

**2. What should I do if I have forgotten my password?**

To reset your password, refer to the [User Registration Job Aid](#).

**3. How to change your SIP registered e-mail address?**

For information on how to change your e-mail address, please refer to the Add Alternative E-mail Address section in the [User Registration Job Aid](#).

**4. 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](#).

**5. If I had to change my password for Exostar, does that mean my SIP password also changed and vice versa?**

Yes, Exostar manages SIP password. If you change the password in Exostar, the SIP password is also changed.

**6. If a PI account is deactivated for 180 days of inactivity, can a delegate on their account still manage information in SIP?**

No, delegate cannot manage PI information.

**7. Will the account be locked after 180 day of no activity?**

Yes, the account will be deactivated after 180 days post registration.

#### 8. What happens when it is "locked" after the 180 days? Will the account be lost? Can we still delegate the individual?

Yes, the account will be suspended after 180 days and it will not be possible to delegate the individual.

## Others

### 1. How do I manage the allowed cookies information when using SIP?

Before logging on to SIP, Users' you can configure the allowed cookies information for SIP. You can select the following options to manage cookies information by clicking on Manage Cookies at the bottom of the page:

- **Essential cookies** - These Cookies are necessary to enable the basic features of this site to function, such as providing secure log-in, allowing images to load, or allowing you to select your cookie preferences. This option is selected by default.
- **Non-essential cookies** - Non-essential cookies allow SIP to analyze your usage of SIP and to evaluate and improve performance. This setting is not mandatory.

### 2. 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](mailto:support@sharedinvestigator.com)
- [SIPSupport@exostar.com](mailto:SIPSupport@exostar.com)
- [do-not-reply@sharedinvestigator.com](mailto:do-not-reply@sharedinvestigator.com)

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

### 3. How can I contact the SIP Help Desk?

You can reach the Service 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](mailto: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

#### 4. 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 [User Registration Job Aid](#).

#### 5. 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.

#### 6. Can we register with an e-mail address that serves as a central inbox at our site?

As per SIP Terms of Use and Privacy policy, each site user is required to complete the registration process independently and cannot utilize a central inbox e-mail address to register in SIP.

#### 7. What is an Investigator required to do upon registration?

Upon registration, an Investigator should review the **User Profile Approval Configuration** from the **Settings** menu and assign delegates from the **Manage Delegation** page.

#### 8. 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 [User Registration Job Aid](#).