FIRECREST

ICON

Site Portal

User Guide

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Introduction

The FIRECREST Site portal is a one-stop resource center. It provides you with the tools, documentation, and training that you need to gather clinical data in line with regulations. Each person enrolled on the portal receives their own unique username and password by email.

The FIRECREST Site portal and its associated support functions are accessible 24 hours a day, 7 days a week.

If you have activated Single Sign-On (SSO) on your account, there will be differences in how you log in and how you manage your login details. This User Guide is intended to cover the non-SSO features; however, for completeness, the SSO differences are noted briefly **in blue** where applicable.

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Accessing the FIRECREST Site Portal

1. Open an Internet browser and add the FIRECREST URL: www.firecrestclinical.com/login

   SSO Users: Please use the following FIRECREST SSO URL: www.firecrestclinical.com/ssologin

2. The welcome email you received will contain your username and a link to reset your password.

   If you are new to FIRECREST or you have forgotten your password, you can click on this link to set a new password for your account. Please see the *Forgotten Your Password?* section of this guide for more information on how to reset your password.

3. Enter your username and the password and click the **Log In** button.

   SSO Users: Enter your username and the password and click the **Sign in** button
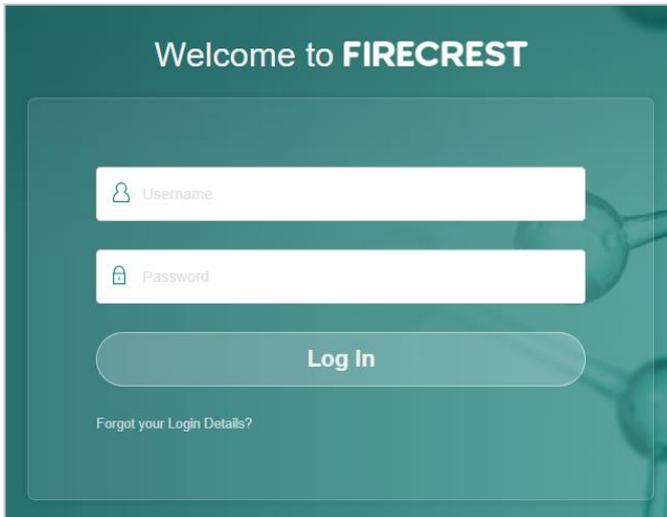
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Login and Password Security

Please note the following security requirements regarding login details:

1. If a password is concurrently entered incorrectly 5 or more times, your account on FIRECREST will automatically become inactive and you will not be able to log in. An email notification will be sent to notify you if this occurs.

   To regain access to your account, please follow the instructions in the *Forgotten Your Password?* section of this guide.

   SSO Users: To regain access to your FIRECREST account, please contact customer support.

2. **FIRECREST Password Policy**: Please see below the required password rules that need to be followed in order to change or update your FIRECREST password successfully.

   – Previously used passwords cannot be reused.

   – Password changes may be restricted to once only every 24 hours; you will get a pop-up message informing you if this is the case.

   – Only non-alphanumeric characters as listed below can be used:

   ⊗ Be at least 8 characters in length.

   ⊗ Contain at least 1 uppercase character from A to Z.

   ⊗ Contain at least 1 lowercase character from a to z.

   ⊗ Contain at least 1 numeric character from 0 to 9.

   ⊗ Contain at least 1 of the following non-alphanumeric characters:
   ! \ " # $ ' ( ) * , - . / : ; > = < ? @ ^ _ ` { | } ~

   ⊗ Both passwords must match.

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Forgotten your password?

If you are new to FIRECREST or have forgotten your password, you can set a new password for your account by using the **Forgot your Login Details** link on the Log In page.

SSO Users: You can set a new password for your SSO account by clicking on the **Forgot your password?** link on the FIRECREST SSO Sign in page, and following the instructions and guidance in the subsequent **Reset Password** dialog.

1. Click on the **Forgot your Login Details?** link on the Log In page

Login Details Retrieval

Please enter your email address and click **Submit**.

You will receive an email shortly containing your login details.

Email Address

[   ]

Cancel   Submit

2. Enter your username (email address) and click **Submit.**

   If your username is valid, you will receive an email with instructions on how to reset your password.

3. Click on the reset password link in the email, which will bring you to the **Change Password** page.

Change Password

NOTE: Previously used **passwords cannot be reused**.

⊗ Be at least 8 characters in length.
⊗ Contain at least 1 uppercase character from A to Z.
⊗ Contain at least 1 lowercase character from a to z.
⊗ Contain at least 1 numeric character from 0 to 9.
⊗ Contain at least 1 of the following non-alphanumeric characters:
   ! \ " # $ ' ( ) * , - . / : ; > = < ? @ ^ _ ` { | } ~
⊗ Both passwords must match.

New Password

[   ]

New Password is required.

Re-enter Password

[   ]

New Password Retype is required.

Change Password

4. Enter your new password in the **Change Password** page and click **Change Password** to save your changes.

Note: The password you enter will be assessed according to the password policy defined in the *Login and Password Security* section of this guide.
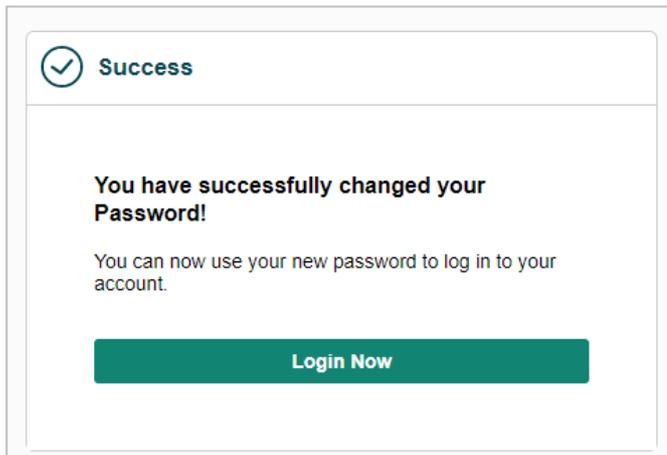
5. You should now be able to log in with your new password.

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Changing Your Password

To change your password, follow the steps below

SSO Users: The equivalent **Update Password** page for SSO accounts will have slightly different field names and may enforce a different password policy.

1. Click the **My Account** link located on the upper-right corner of the screen.

2. Click the **Change Password** button:

3. In the **Current Password** field, enter your current password.

4. In the **New Password** and **Re-enter Password** fields, enter your new password.

    Note 1: The passwords you enter in the **New Password** and **Re-enter Password** fields must match or the change will not take effect.

    Note 2: The passwords you enter in the **New Password** and **Re-enter Password** fields will be assessed according to the password policy defined in the *Login and Password Security* section of this guide.

5. Click the **Save & Close** button.

Viewing Your Role

To view your role:

1. Click the **My Account** link located on the upper-right corner of the screen.

2. Click the **Account Details** sub-tab. Your username and role will be displayed here.
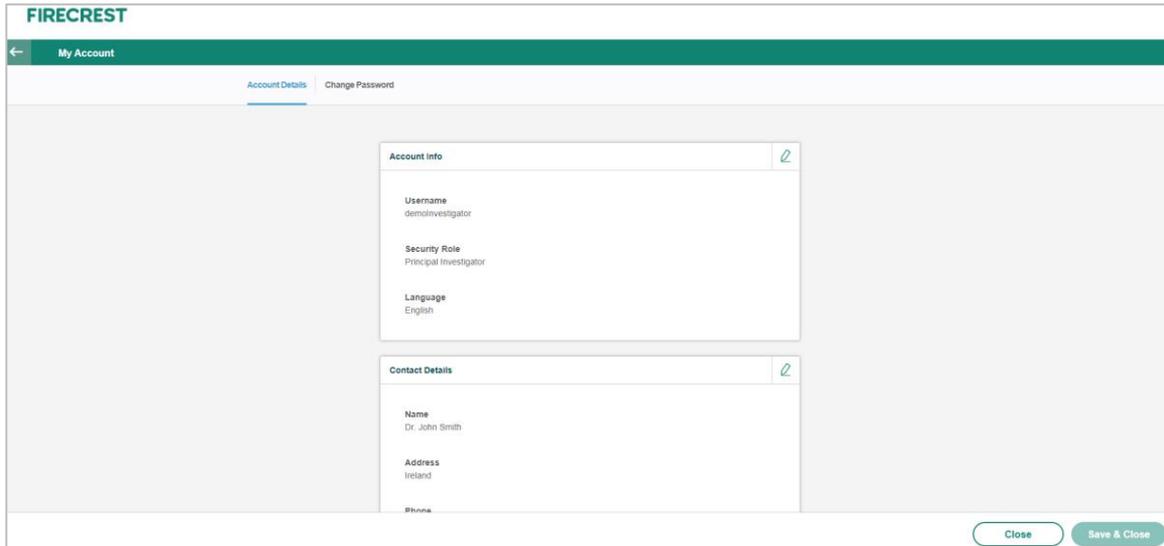
To update your role on the study portal, please contact the FIRECREST Customer Support team.

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Portal Timeout

A user will be automatically logged out after a period of inactivity.

To prevent this (i.e., extend your session):

- Continue your activity on the Portal (by clicking on Navigation menu or other buttons/links on the portal), or

- Click on the **Continue Session** button on the alert pop-up which will appear 3 minutes before your session is due to time out.
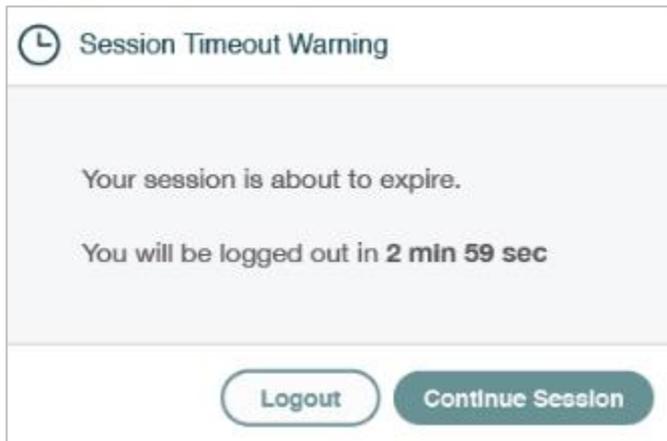
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Appendix I

FIRECREST Customer Support

We are always happy to receive feedback, queries, or comments from users of the FIRECREST Site Portal and will always respond as quickly as possible. Our Customer Support team manages, coordinates, and resolves issues for study personnel located all over the world.

If you cannot access the FIRECREST Site Portal, contact FIRECREST Customer Support, as follows:

1. On the **Home** page, go to the upper-right corner and select **Support**. The **FIRECREST Customer Support** page will display.

2. In the **Contact Us** tab, you can access contact information specific to your country.

Contact us using the toll-free telephone number for your country. If your country is not listed, call **+1 857 957 501**.

All services are accessible 24 hours a day, seven days a week.

Australia	1800 216053
Austria	0800 297510
Belgium	0800 78035
Canada	1800 6080352
Denmark	8088 8592
France	0800 915468
Germany	0800 1801629
Greece	00800 35312006
Hong Kong	800 901758
Italy	800 874629
Japan	00531 73 0005
Netherlands	800 19429
Norway	0800 0229427
Portugal	800 853323
Russia	810 80020061353
Spain	900 982936
Sweden	020 799199
U.K.	8082341108
USA	1877 8608211