
Browser and Device Requirements

What kind of device and software do I need to use eConsent?

- You can use eConsent on any device with any browser
- The Google Chrome browser works best and is preferred if possible
- You can bookmark the Florence eConsent page to be able to easily find it later:

<https://login.v2.researchbinders.com>

Creating a participant account

How do I create a participant account?

- Provide your email address to the research staff at Beacon Biologics so they can add you to the Florence eConsent system
- You will get an email invitation from "Florence@ResearchBinders.com"
 - The subject of the email will be "Welcome to Florence eConsent!"
- Open the email and click the "Create Account" button or copy the link in the invitation and paste it into your browser to create your account
- Use your **legal name to create your account** - the one that matches your driver's license or medical record information
- Choose a password. The password must include all of the following:
 - At least 10 characters
 - An uppercase letter
 - A lowercase letter
 - A number
- Activate the account - you will get an activation email from "Florence@ResearchBinders.com"
 - The subject of the email will be "Action Required! Let's Finish Activating Your Florence Account"
- Open the email and click the "Activate and Sign In" button or copy the link in the email and paste it into your browser to activate your account
- Save the email and bookmark the website to be able to return easily

What if I did not receive the invitation email?

- Check your junk/spam folder
- Search for: "Florence@ResearchBinders.com"
- Contact the research staff at Beacon Biologics and ask them to "Resend Invitation"

How do I change my email address?

- You can only change your email address before you create your account
- The research staff at Beacon Biologics must change this for you

What if I did not receive my activation email?

- Check your junk/spam folder
- Search for: “*Florence@ResearchBinders.com*”
- Contact the research staff at Beacon Biologics and ask them to “Resend the Invitation”
- You will get an email invitation from “*Florence@ResearchBinders.com*”
- Open the email and click the “Create Account” button or copy the link in the email and paste it into your browser - the system will remember where you are in the process and will allow you to activate your account using this link
- If you still do not receive the email, the research staff at Beacon Biologics can reach out to Florence for technical support
 - The research staff at Beacon Biologics will need to provide the email address used to invite you to eConsent to the Florence support team

What if I forgot my password?

- You can only enter an incorrect password **four** times before getting locked out of your account for 15 minutes
 - After the 15 minute lockout you can retry logging in with your current password
 - After the 15 minute lockout every wrong password attempt will lock you out again for 15 minutes (you do not get four new attempts)
 - You can reset your password right away if you have forgotten it
- If you’ve forgotten your password or if you are locked out and want to reset your password, navigate back to the login page and select “Forgot Password”
- Enter your email address and push the “Request Password Reset” button
- Wait for an email allowing you to reset your password
- The more times you select “Request Password Reset”, the more emails you’ll receive
- Only the most recent email will be valid
- Follow the instructions in the email to reset your password

Contacting Beacon Biologics

Where do I find contact information for Beacon Biologics?

- At the top of each form there will be a yellow “Questions?” box with a phone number and email for the research staff at Beacon Biologics. The contact information will also be listed in your study details
 - Your list of studies will be on the bottom left of the eConsent login screen
 - Click on a study name
 - You will see the study name, site name, and site contact information and all the forms you have for that study
- Some study forms will have site contact information listed in the text of the form - carefully read each form to see if it contains the contact information you need

Viewing and Signing Forms

What do I do in eConsent for my study?

- Login to your Florence account <https://login.v2.researchbinders.com>
- If you have forms to view and sign you will see a yellow button in the middle of the screen that says “Start Tasks” or “Resume Tasks”
- Click the button to view your forms
- You must view all forms before you can sign any form
- You can view the forms as many times as you want before you start signing
- You can download forms to save and share with your family or friends before you start signing
- When you are done viewing all the forms and are ready to sign you can click the “Start Signing” button on the bottom right hand side of the last form to start signing
- You will view all the forms again but now you will be able to complete all fields on the form
- At the end of each form you will enter your password and you may have to answer some identity questions asked by Beacon Biologics
 - Entering your password is required to create a valid electronic signature on your form
 - The identity questions allow the research staff at Beacon Biologics to confirm your identity before they finish signing your form

How will I know if I get new forms for my study?

- You will get an email invitation from “*Florence@ResearchBinders.com*”
- The email subject will be: “You have a new form”
- The email body will say: “Your research study team at *your healthcare provider* has sent you a new study form. Click the button below to review and complete it.”
- Click the “Sign In” button in the email to login to your Florence account or copy the URL at the bottom of the email and paste it into your internet browser
- Click the “Resume Tasks” button in the middle of your home page to see your new form

How do I see all the forms for my study if I don’t have any tasks?

- Login to your Florence account <https://login.v2.researchbinders.com>
- Your list of studies will be on the bottom left of the eConsent login screen
- Click on a study name
- You will see the study name, site name, site contact information and all the forms you have for that study
- You can see if and when forms were signed
- You can click on a form to view it
- To sign the forms, go back to the home page and click the “Start Tasks” or “Resume Tasks” button on the home page

After clicking on the “Resume Tasks” button, why am I unable to sign the form?

- Check to see if you are still in “View” mode:
 - Check the “(1) View -> (2) Sign” indicator at the top of the form
 - If the number 1 is highlighted you are still in view mode
 - Above the form, the title of the form will be in a dark blue box
 - When you change to sign mode the number 2 will be highlighted and the title of the form will be in a green box
- You must view all your forms before you can sign any form
- You must view the entire form by scrolling all the way down the form before the “Next Form” or “Start Signing” button becomes active
- At the bottom of the last form, when you click on “Start Signing” you will be taken back to the first form and the form fields that you need to fill out will become active
- Complete each form

What if I have a question before signing the consent?

- Do not sign the consent form yet
- Contact the research staff at Beacon Biologics to get your questions answered before you sign your forms
 - *For information on how to contact Beacon Biologics see the section above in this FAQ titled “Contacting Beacon Biologics”*

How do I print a form?

- At the top of each form is a “Download PDF” button
- Download the form to your computer
- Open the downloaded form
- Print the form like you print other documents from your computer

What if I made a mistake when signing my form?

- Contact the research staff at Beacon Biologics to let them know
- The research staff will send you a new blank copy of the form to complete
- You will complete the entire form again
- The form with the mistake will be saved in your account for you to view if needed

What if my study does not have any tasks or forms?

- The research staff at Beacon Biologics will send you forms when they are ready for you to see them
- Contact the research staff at Beacon Biologics for more details

What if my study forms will not load?

- Contact the research staff at Beacon Biologics and ask them to check on your forms

Once I sign my forms, do I need to do anything?

- Once you sign all forms you should wait for instructions from Beacon Biologics staff
- You can confirm that you are done on the home page
 - Under the “Welcome” message you will see this message: “There are no studies that need your attention right now” and there **will not** be a yellow “start tasks” or “resume tasks” button
- Beacon Biologics will be able to view your signed forms and finish the signing process
- You will get an email when your forms are finalized by Beacon Biologics

Troubleshooting

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