Help Icons

The following icons display in the online help.

Side Bar Icons

Icon	Description
	Click icon to open and close the table of contents.
	Click icon to view index entries.
	Click icon to enable dynamic content filtering in the online help. This feature allows you to filter the table of contents to show only topics that are of immediate concern to you. Filter options are: • No filter selected: Shows all topics in the table of contents. This is the default filter. • Overview of the Online Help: Shows only the topics that describe how to use the online help and its structure. • Global Account and Portal Access: Shows only the topics in the table of contents that provide general information about the ERT Global Account and Global Dashboard. • Portal and Global Dashboard: Shows only the topics in the table of contents that describe study portal and Global Dashboard features. • Register a Site or Join a Study: Shows only the topics that describe site registration and how to join a study.
	A checkmark in the filter icon indicates that dynamic content filtering is turned on. Multiple filter selection is allowable.

| | Click icon to search for specific help topics. You can enter one or more search words (separate multiple search words with a comma. |

Function Bar Icons

Icon	Description
	Click icon to print the online help topic. You can also click the **Destination** drop-down list in the Print dialog box for more print options.
	Click icon to go to the next or previous page in the online help.

Go to Top Icon

| | The Go to Top icon displays on in the bottom right-hand corner of all help topics. Click icon to go to the top of the online help topic from current location. |

Questions and Support

Email Us

For questions that are not urgent (for example, changing an email address or phone number), contact ERT Customer Care by email using this email address: customercare@ert.com.

Call Us

For urgent or technical issues, including anything that requires troubleshooting (for example, transmission, device, or portal issues can only be done over the phone), call ERT Customer Care using the numbers available by clicking the **Customer Care** link at the bottom of the ERT Global Account login page.

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Tip: For a faster response, you might want to call ERT Customer Care.