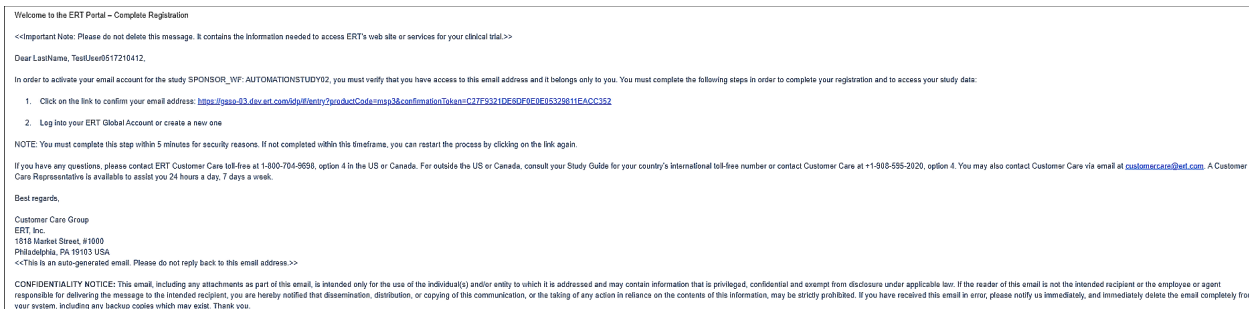


## How Do I Complete Registration for My ERT Global Account?

In order to access ERT services and clinical trial data for a study, you must register your ERT Global Account. You can do this by clicking the link to confirm your email address in the "Welcome to the ERT Portal – Complete Registration" email that was sent to you after you successfully created your ERT Global Account.



On the COMPLETE YOUR REGISTRATION screen that displays after you click the link in the email, you are asked to complete the registration of your ERT Global Account by confirming your email address and either logging in to your existing account, or creating a new account. For security reasons, the ERT Global Account registration process must be completed within five minutes. If you cannot complete the registration process in the time allotted, the system disconnects you and you will have to start the registration process over again.

The following topics take you through the steps for completing your ERT Global Account registration based on whether you need to create a new ERT Global Account, or have an existing account.

### If You Do Not Have an Existing ERT Global Account

1. On the COMPLETE YOUR REGISTRATION screen, click the **No** radio button in response to 'do you have an existing ERT Global Account' to create a new account. The COMPLETE YOUR REGISTRATION screen expands to show several required fields that you must complete to create your new ERT Global Account.
2. Fill in the required fields indicated by a red asterisk (\*), and click the **Create Account** button.

## COMPLETE YOUR REGISTRATION ?

You have been invited to ERT services. To get access, please complete the registration of your ERT Global Account.

NOTE: You must complete this step within 5 minutes for security reasons. If not completed within this timeframe, you can restart the process by clicking on the link in your invite email again.

Do you have an existing ERT Global Account?

Yes  No

Please enter the following information to create your new ERT Global Account. Then click "Create Account".

Email	user_051821042888@ert-expert.com	Password *	
First Name *		Confirm New Password *	
	<input type="checkbox"/> I want to provide my middle name		<input checked="" type="checkbox"/> I accept the terms and conditions as outlined in ERT's <a href="#">Privacy Policy</a> , <a href="#">Data Privacy Statement</a> and <a href="#">Cookie Policy</a> .
Last Name *			<input type="checkbox"/> I want to receive alerts and notifications on my phone

\* Mandatory fields

[Customer Care](#) Create Account

3. The REGISTRATION COMPLETED screen displays if the registration is successful. Click the **Okay** button to close the screen.


## REGISTRATION COMPLETED

Thank you for completing the registration. Your ERT Global Account permissions have been updated.


Okay

4. The registration process is complete and you are automatically logged into your ERT Global Account. You can view your studies in the **Linked Accounts & Connected Studies and Organizations** table at the bottom of the LINK PRODUCT ACCOUNTS screen.


**LINK PRODUCT ACCOUNTS**

Select the ERT Portal of Your Account 


Please select which ERT Portal accounts you have today to link them to your ERT Global Account.



Link to Your ERT Global Account



Link to Your ERT Global Account




Link to Your ERT Global Account

Linked Accounts & Connected Studies and Organizations

Account	Account User Name	Connected Studies and Organizations
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If You Do Have an Existing ERT Global Account

1. On the COMPLETE YOUR REGISTRATION screen, click the **Yes** radio button in response to 'do you have an existing ERT Global Account?'. The COMPLETE YOUR REGISTRATION screen expands to show your email address and password.

**COMPLETE YOUR REGISTRATION** 

You have been invited to ERT services. To get access, please complete the registration of your ERT Global Account.


NOTE: You must complete this step within 5 minutes for security reasons. If not completed within this timeframe, you can restart the process by clicking on the link in your invite email again.

Do you have an existing ERT Global Account?


Yes  No

Log in with your account below:

Email \*

Password \*  

[Reset Password](#)  
Problems logging in? [Go to Login Help](#)

 [Customer Care](#) Log in

2. Click the **Log In** button to log in to your ERT Global Account.

**Note:** If the email address you enter to log in to your ERT Global Account is different from the email address you provided on the SQF, a CONFIRMATION

screen displays asking you to confirm that you are the owner of the accounts.

**CONFIRMATION** ?

You are about to link your **My Study Portal 3** account to your ERT Global Account.  
Please confirm that both accounts are yours.

THE ERT GLOBAL ACCOUNT	MY STUDY PORTAL 3 ACCOUNT
First Name: Stanley	First Name: Abcd0518210427
Last Name: Doh	Last Name: Xyz
Email: stanleydoh796@gmail.com	Email: user_051821042888@ert-expert.com

3. Confirm that you are the owner of the accounts by clicking the **Confirm** button.
4. The REGISTRATION COMPLETED screen displays if the registration is successful. Click the **Okay** button to close the screen.

**REGISTRATION COMPLETED**


Thank you for completing the registration. Your ERT Global Account permissions have been updated.

5. The registration process is complete and the selected product account is linked to your ERT Global Account. You can view it in the Linked Accounts & Connected Studies and Organizations table on the LINK PRODUCT ACCOUNTS screen.


**LINK PRODUCT ACCOUNTS**

Select the ERT Portal of Your Account ?


Please select which ERT Portal accounts you have today to link them to your ERT Global Account.



Link to Your ERT Global Account



Link to Your ERT Global Account



Link to Your ERT Global Account

Linked Accounts & Connected Studies and Organizations

Account	Account User Name	Connected Studies and Organizations
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## 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](mailto: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.

[Privacy Policy](#) | [Imprint](#) | [Customer Care](#) | [Data Privacy Statement](#) | [Cookie Policy](#)

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