

## Structure and Intended Audience

This help describes the ERT Global Account and the ERT Portal Global Dashboard, and how to access studies and services that you have with ERT.

### Help Structure

This help contains the following major sections:

- About this Online Help describes the structure of this online help, and terminology and typographical conventions used in topics.
- ERT Global Account and Portal Access provides instructions for how to create an ERT Global Account, resetting your ERT Global Account and My Study Portal passwords. Also provides information for contacting ERT Customer Care.
- ERT Portal and Global Dashboard Features describes the layout of the ERT Global Dashboard and ERT Portal features, such as how to register your site for a study.
- Register a Site or Join a New Study provides setup instructions for joining a StudyWorks, ERT Portal, and MSP2 study.

### Intended Audience

This help provides information about the ERT Global Account, and ERT Portal and Global Dashboard for technical and non-technical users.

## 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.

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