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GENERAL RECOMMENDATIONS

This document shows the requirements for Web Browser Version and Settings in order to successfully login and use the Remote Data Capture (RDC) at the clinical sites.

EDC Demo Area

It is recommended to test the Hospital Computer(s) to ensure that the Site Users’ Computer Settings are appropriate for using the Remote Data Capture (RDC).

If the Site User EDC accounts have not been released yet, the EDC Demo Area is available for testing the Hospital Computer(s):

Use Internet Explorer (IE) version 11

1. Go to Internet Explorer ‘Gear’ icon
2. Select ‘About Internet Explorer’ to confirm the IE version
Note: If an older IE version is used, go to Internet Explorer Menu in ‘Help’ or Go to Internet Explorer ‘Help’ icon in order to locate ‘About Internet Explorer’:

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Computer Requirements

The following minimum specifications are needed to run RDC from your computer:

- Microsoft Windows 7
- 1 GB RAM
- Broadband Internet Connection (DSL, Cable, T1, T3, Fiber Optic)
- Preferred: Hardwired connection
RDC login Web Browser Proxy Settings

Take the following steps to check the Internet Explorer (IE) settings:

1. Go to Internet Explorer Menu in 'Tools'
2. Select 'Internet options'
3. In the 'Connections' tab click 'LAN settings' button
4. Uncheck under 'Use a proxy server for your LAN'

   ==> Close all Internet Explorer windows and open the EDC Login Page again

Update Pop-up blocker settings to allow *.sjm.com

5. Go to Internet Explorer Menu in 'Tools'
6. Select ‘Pop-up Blocker Settings’
7. Add *.sjm.com to the list of sites
8. Click on ‘Close’

   ==> Close all Internet Explorer windows and open the EDC Login Page again
FAQ Tip Sheet for RDC – Web Browser Version and Settings

Add SJM to Trusted sites

1. Go to Internet Explorer ‘Gear’ icon
2. Select ‘Internet Options’
3. In the ‘Security’ tab, Select ‘Trusted sites’ and Click on ‘Sites’
4. Add *.sjm.com in the list of Trusted sites
   ==> Close all Internet Explorer windows and open the EDC Login Page again
FAQ Tip Sheet for RDC – Web Browser Version and Settings

Add SJM to Privacy Sites

1. Go to Internet Explorer ‘Gear’ icon
2. Select ‘Internet Options’
3. In the ‘Privacy’ tab, Click on ‘Sites’
4. Type sjm.com in the ‘Address of website’ and Click Allow

==> Close all Internet Explorer windows and open the EDC Login Page again

Disable SJM from Compatibility View Settings

1. Go to Internet Explorer ‘Gear’ icon
2. Select ‘Compatibility View Settings’
3. Remove *.sjm.com, if present
4. Click on Close

==> Close all Internet Explorer windows and open the EDC Login Page again
Clean the Internet Cache of Temporary Files

1. Go to Internet Explorer ‘Gear’ icon
2. Select ‘Internet Options’
3. In ‘General’ tab, Click on ‘Delete’
4. Check ‘Temporary Internet Files and website files’ AND ‘Cookies and website data’
   ==> Unsure ALL other options in this window are unchecked including ‘Preserve Favorites website data’
5. Click on ‘Delete’
   ==> Close all Internet Explorer windows and open the EDC Login Page again
Configure Browsing History Settings

1. Go to Internet Explorer ‘Gear’ icon
2. Select ‘Internet Options’
3. In ‘General’ tab, Click on ‘Settings’
4. Select ‘Every time I visit the webpage’
5. Click on ‘OK’

>>> Close all Internet Explorer windows and open the EDC Login Page again

Note: Additional Website Data Settings may be required in case of issues:

1. Go to Internet Explorer ‘Gear’ icon
2. Select ‘Internet Options’
3. In ‘General’ tab, Click on ‘Settings’
4. Click on ‘View files’
5. Click onto any file within the window and press CTRL+A on your keyboard to ‘Select All’
   >>> All the files inside the window should be highlighted / selected
6. Press the ‘Delete’ key on your keyboard to delete the selected files and Click on ‘Yes’
   >>> Close all Internet Explorer windows and open the EDC Login Page again
In case of issues to access the Remote Data Capture (RDC) only, Reset Password

Access to EDC study site portal but not to Remote Data Capture (RDC), Password Issues may be caused by special characters @, ', &, é, ö

1. Go to the EDC Study Portal Login Screen
2. Select the link underneath the SIGN IN button labeled ‘Reset your password, find your username, or get more help.’
3. Click on the additional link within the FAQ labeled ‘find your username or reset your password.’

Frequently Asked Questions
(Click anywhere outside of this window to close it)

How do I reset my password or get my username?

If you forgot your username or password you can find your username or reset
your password.

When you change your password please note the following rules:
  • Must be at least six characters long.
  • Must contain a number (such as 0, 1, 2, etc.).
  • Must contain a special character.
  • Special characters can not be @, &, or ‘
  • First name or last name can not be in the password.
  • All other characters except for any special character must be alphanumeric.

How should I set up my computer’s browser settings?

How do I contact you for help?

(Click anywhere outside of this window to close it)

4. Enter the email address provided to your study project team. Email must match what is entered in our system.
5. Press ‘REQUEST PASSWORD’ to continue.
   a. If your account is found, a confirmation message will be displayed and you will be sent an email containing information about your EDC account.

6. Check your email for the automated message from our EDC system.
a. For ‘REQUEST PASSWORD’ option, you will be sent an email containing a link (button) to the password reset page. In the email body, click on the Reset Password button to launch a web browser page:


7. Choose a new password that meets the requirements listed on the screen, type it into both fields and click ‘RESET PASSWORD’ button.

**NOTE:** You can only click on the ‘RESET PASSWORD’ button once all password requirements are met, and all red text turns to green.
8. A confirmation message will appear on the screen and you will also be sent an email confirming the change.
9. You may now log in with your username and new password at https://studyedc.sjm.com:

NOTE: If you are still unable to reset your password, call our toll-free help line at 866-593-2910 (US) or +32 2 774 69 26 (Internationally), or send an e-mail to EDC@sjm.com.