RDC FAQ – Web Browser Settings

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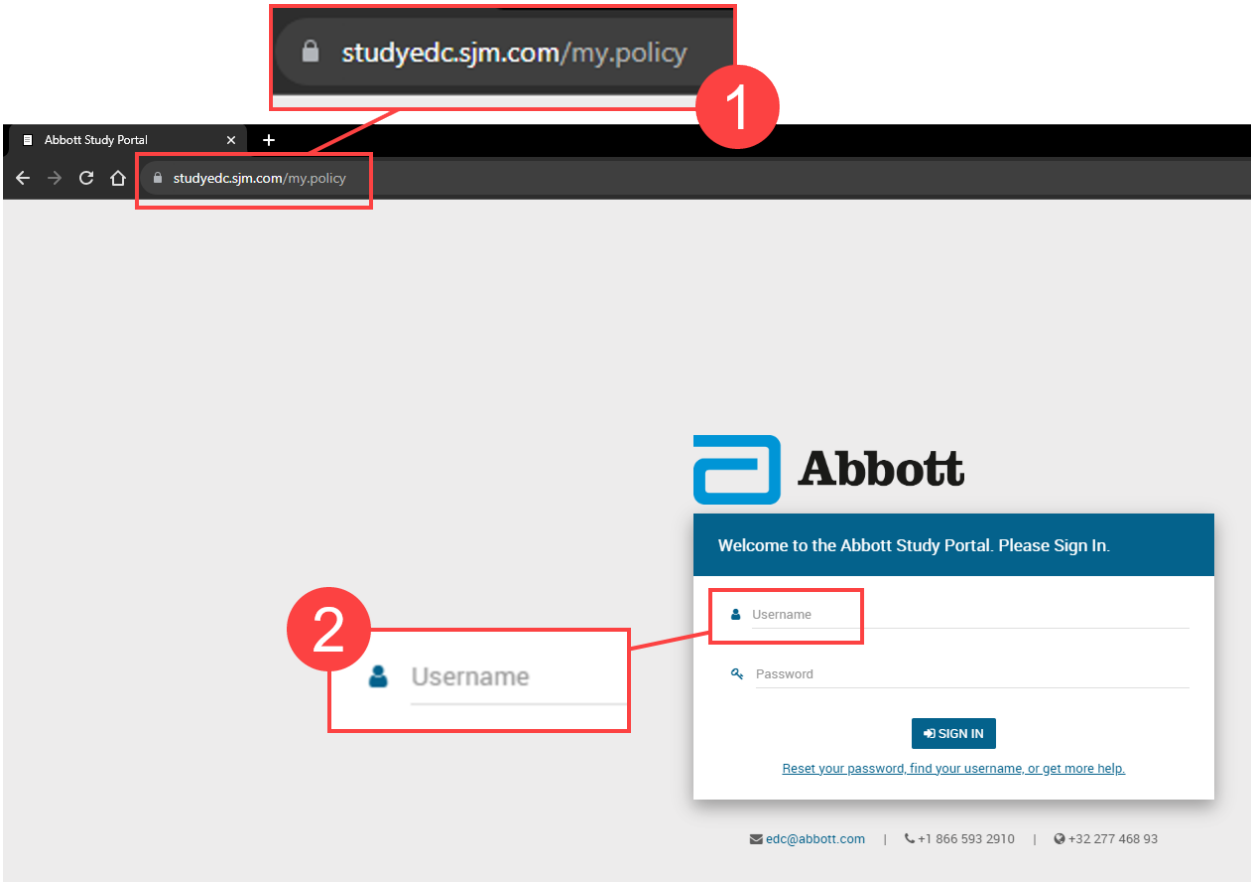
Abbott

GENERAL RECOMMENDATIONS

This document shows internet browser requirements and settings to successfully login and use the Remote Data Capture (RDC) at clinical sites.

EDC Demo Area

It is recommended to test 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 hospital computer(s):



Hospital IT Support

Some internet-browser settings may require the assistance from the **Hospital IT Administrator**, i.e., web-browser version upgrade, pop-up blocker updates, and security setting updates.

WEB BROWSER VERSION AND SETTINGS

RDC has been validated for use with both **Microsoft Edge** and **Google Chrome**. Please use the below sections to adjust your web-browser settings appropriately.

Computer Requirements

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

- Microsoft Windows 10
- 1 GB RAM
- Broadband Internet Connection (DSL, Cable, T1, T3, or Fiber Optic)

- **Preferred:** Hardwired connection

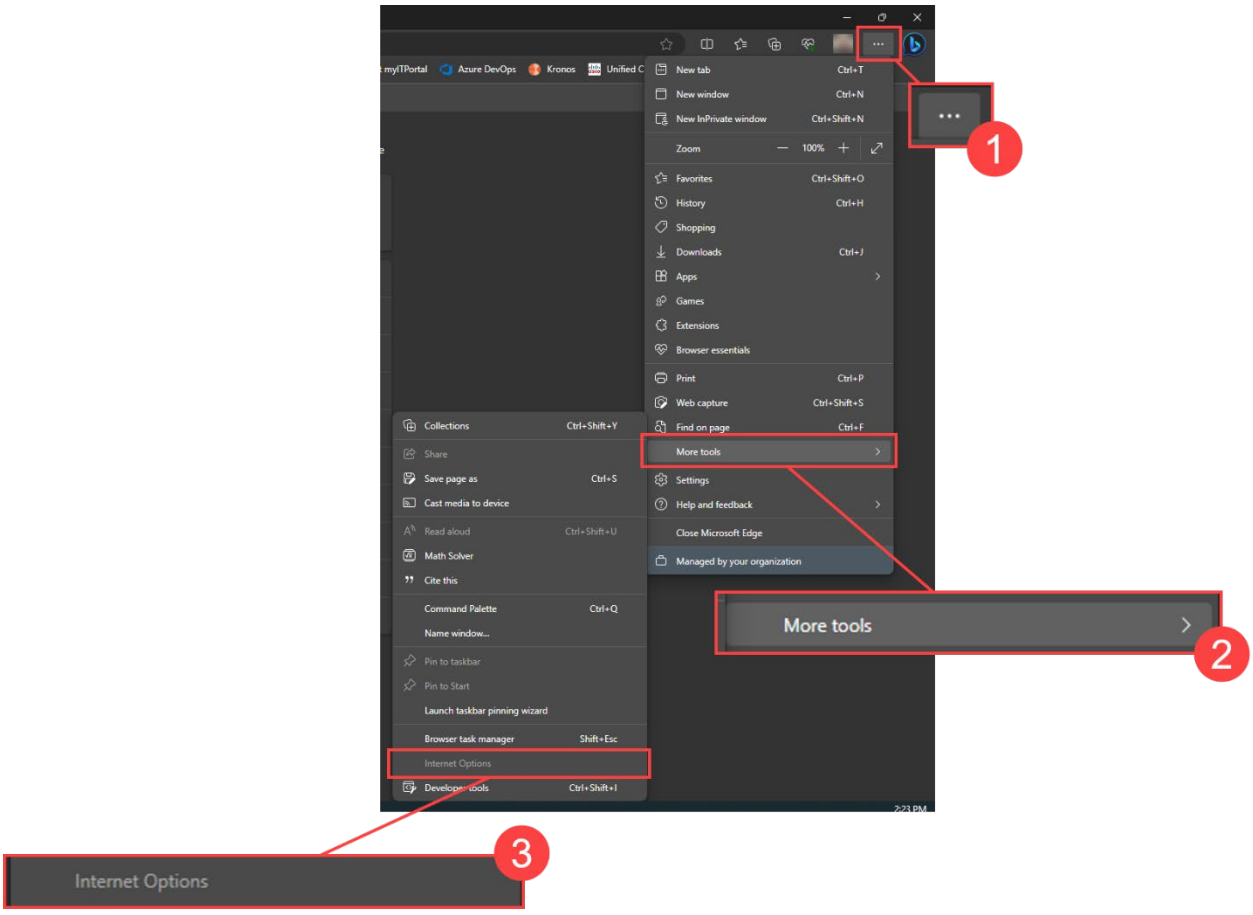
Microsoft Edge (and Computers with Windows Operating Systems)

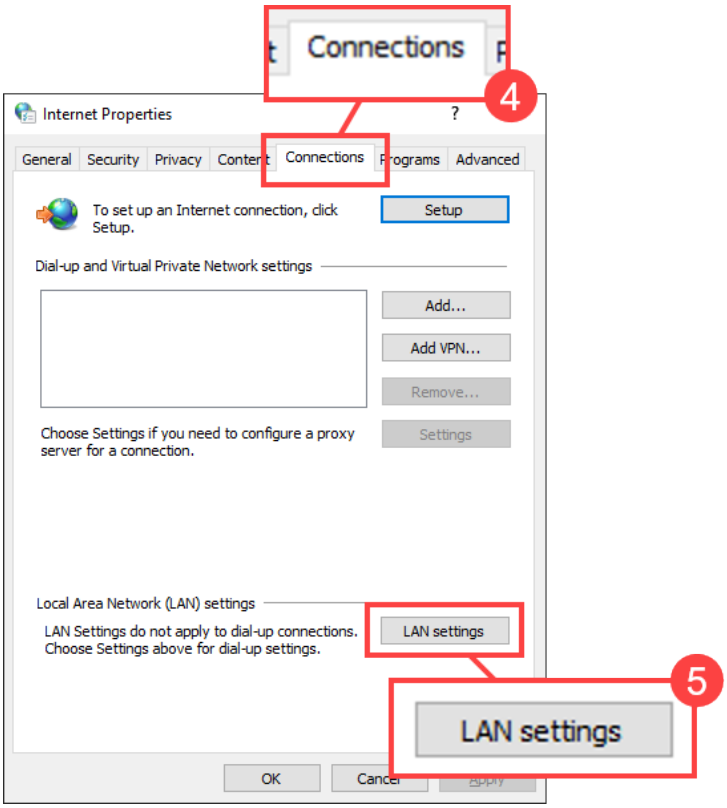
Internet-Browser Proxy Settings

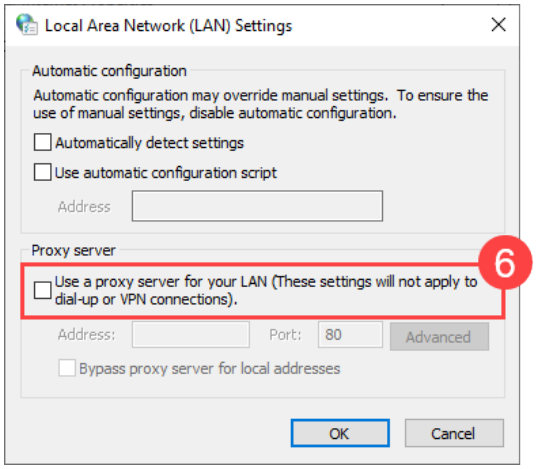
From Microsoft Edge, launch the Internet Properties menu (steps below). Alternatively, it might be necessary to launch the Internet Properties menu from your desktop (steps below).

From Microsoft Edge

1. In the upper, right-hand corner of the Microsoft Edge window, click on the three dots […]
2. Select [More tools]
3. Select [Internet Options]
4. Select the [Connections] tab
5. Select [LAN Settings]
6. Uncheck the check-box next to “Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections”





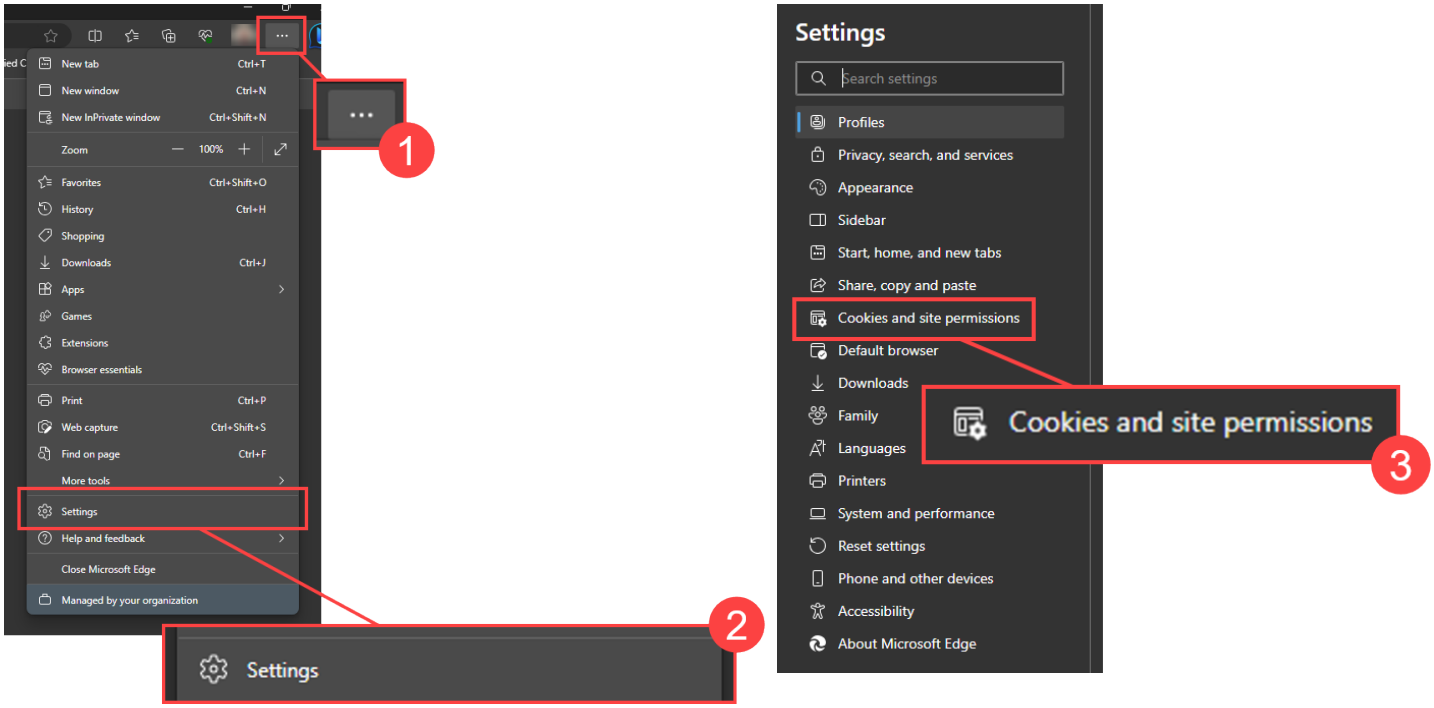


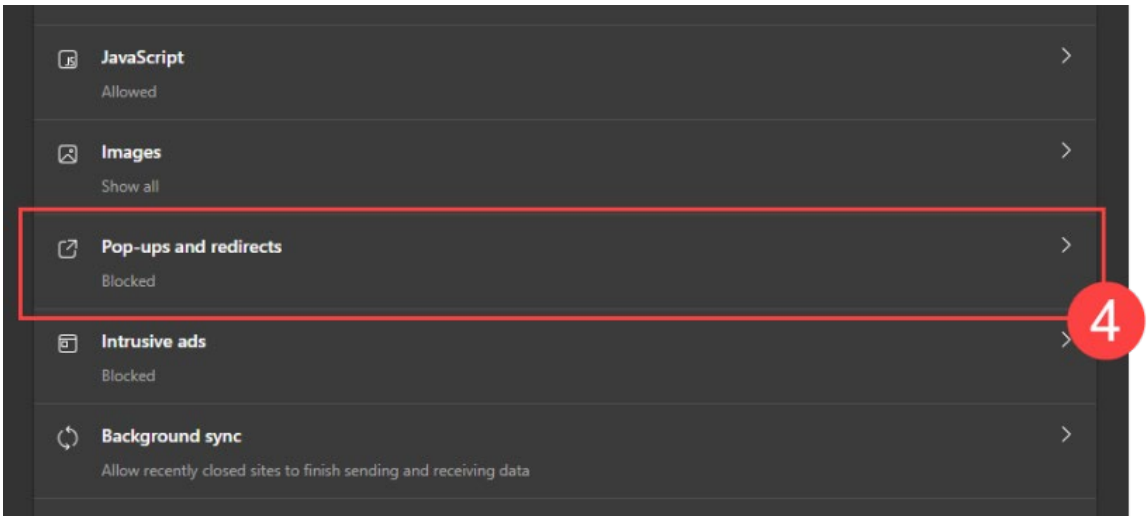
From Windows Desktop

1. Click the magnifying-glass icon in the lower, left-hand corner of the desktop
2. Search for “Internet Options”
3. Select the Internet Properties menu
4. Follow steps 4-6 from the above steps

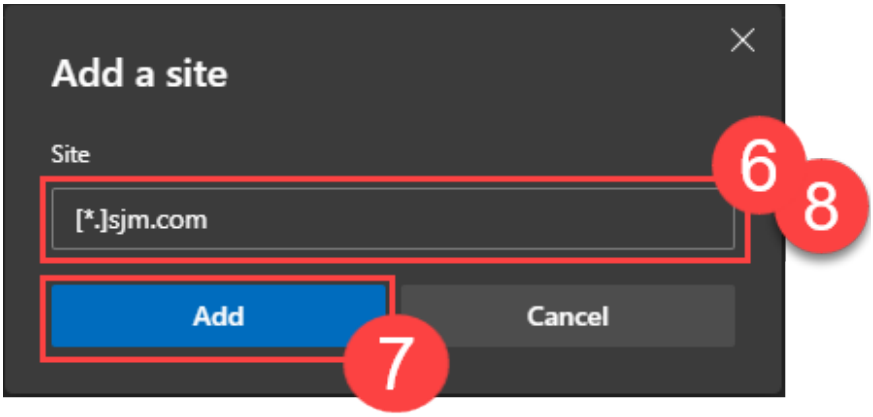
Update Pop-up Blocker Settings to Allow [*.]sjm.com and [*.]abbott.com

1. In the upper, right-hand corner of the Microsoft Edge window, click on the three dots […]
2. Select [Settings]
3. On the left-hand panel of the Settings Menu, select [Cookies and site permissions]
4. In the **Cookies and site permissions** menu, scroll down and select [Pop-ups and redirects]
5. In the **Allow** section of the Pop-ups and redirects menu, select [Add]
6. In the text box, type **[*.]sjm.com**
7. Click [Add]
8. Repeat steps 6 and 7 for **[*.]abbott.com**



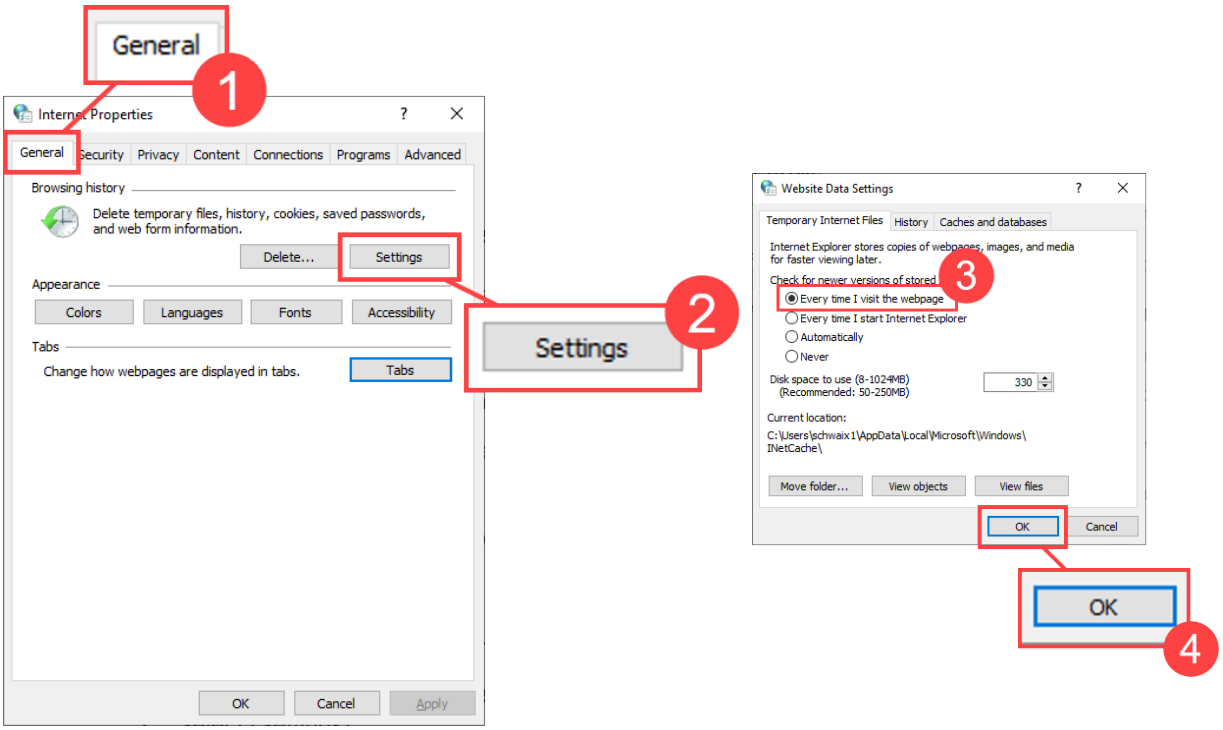


Site permissions / Pop-ups and redirects
Blocked (recommended)
Block
Add
No sites added
Allow
Add
[*.]abbott.com
5
Add


Add a site
Site
[*.]sjm.com
6
8
Add
Cancel
7

Configure Browsing History Settings

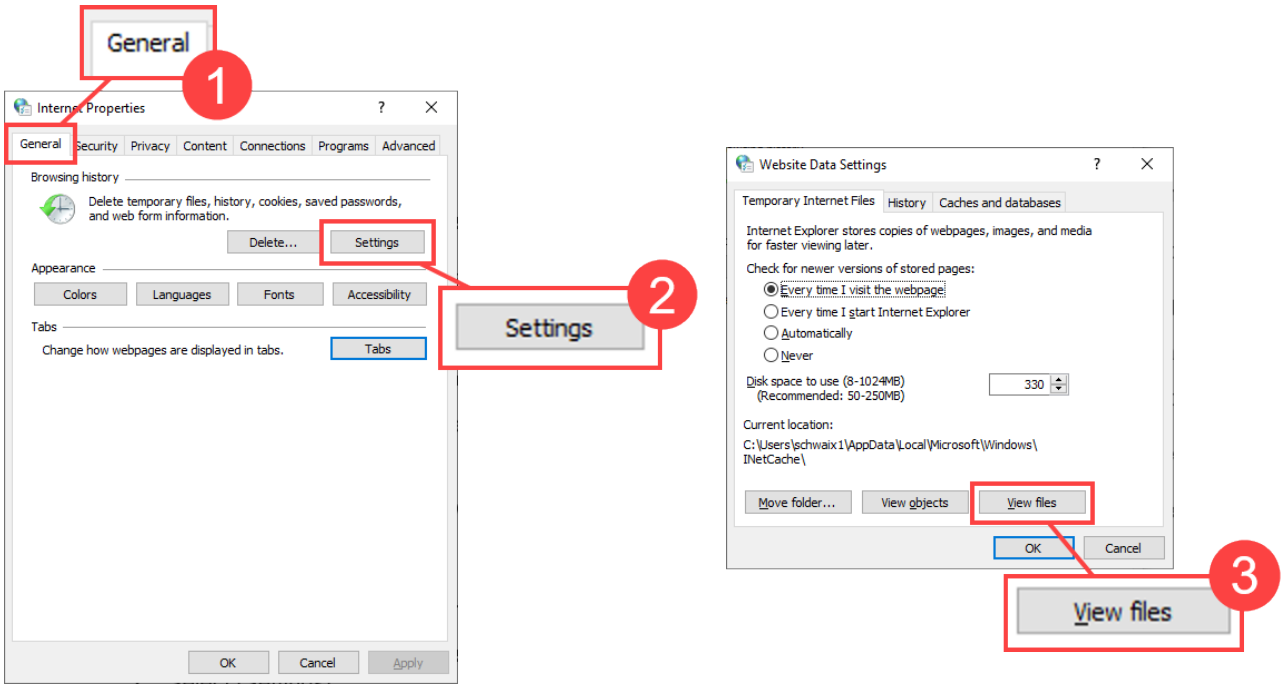
1. From the **Internet Properties** menu used in the **Internet-Browser Proxy Settings** section, click on the [General] tab
2. Select [Settings]
3. Select “Every time I visit the webpage”
4. Click [OK]

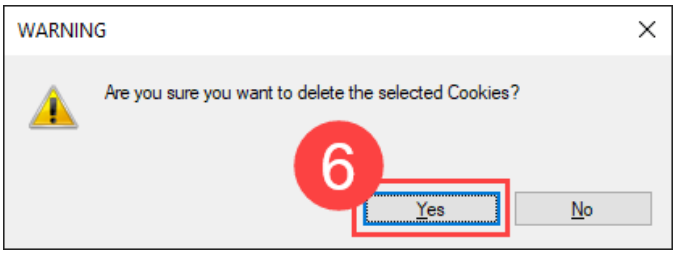


Additional Website Data Settings

NOTE: It may be necessary to modify these additional settings in cases of persisting issues.

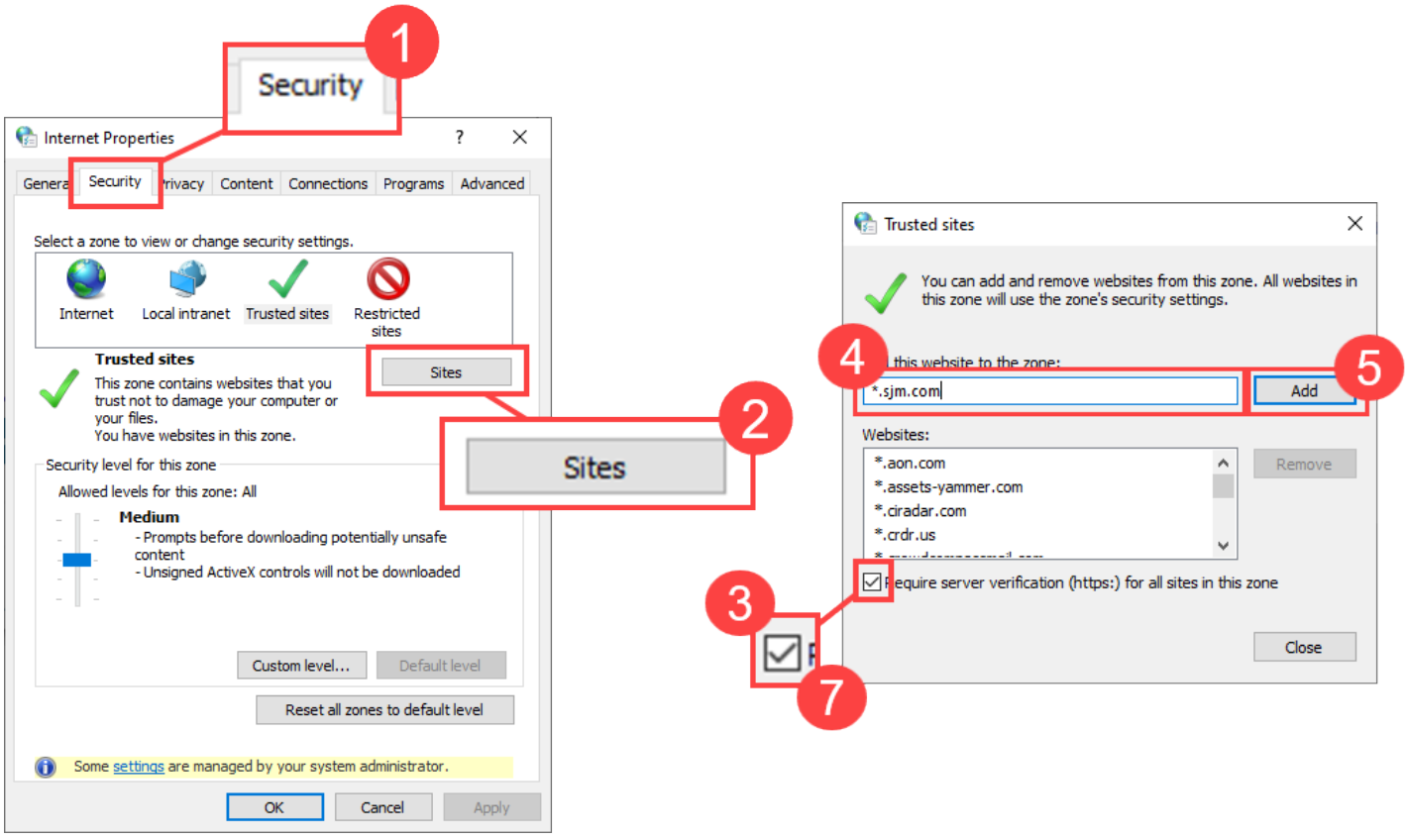
1. From the **Internet Properties** menu used in **Internet-Browser Proxy Settings** section, click on the [General] tab
2. Select [Settings]
3. Select [View Files]
4. Click on any file then press [CTRL]+[A] on your keyboard to select all files
    a. All files in the window should be selected/highlighted
5. Press [Delete] on your keyboard
6. Select [Yes]





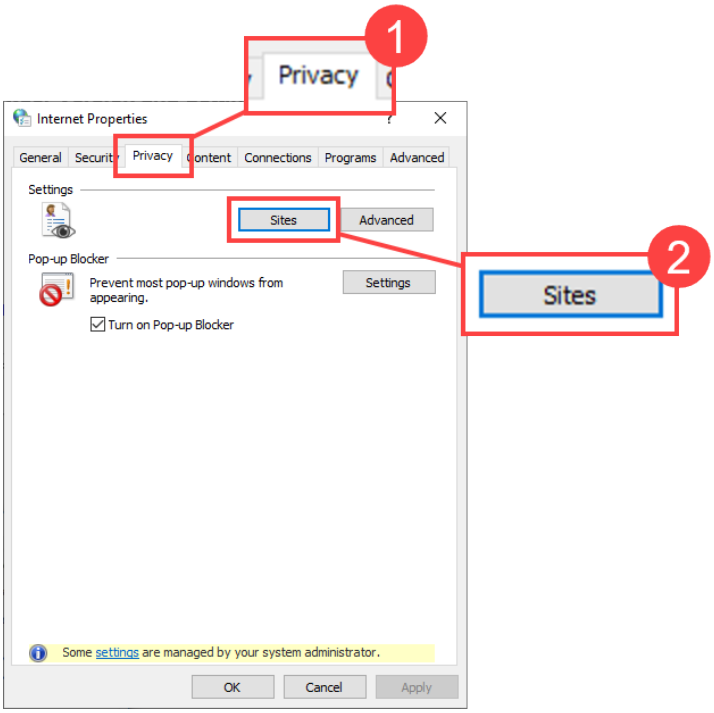
Add *.sjm.com and *.abbott.com to Trusted Sites

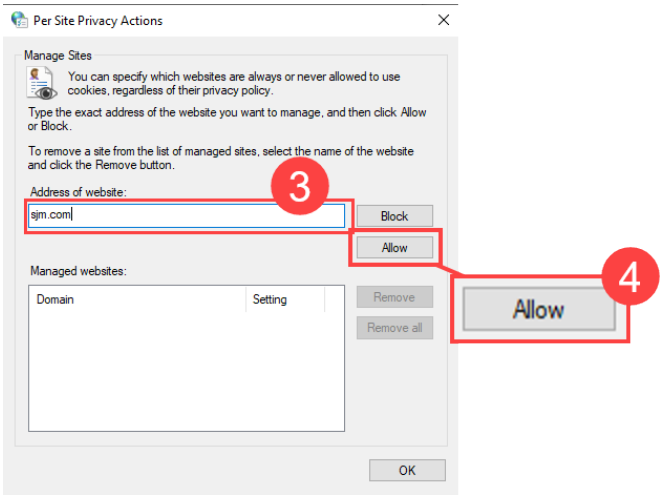
1. From the **Internet Properties** menu used in **Internet-Browser Proxy Settings** section, click on the [Security] tab
2. Next to the **Trusted sites** heading, select [Sites]
3. Uncheck the checkbox next to “Require server verification (https:) for all sites in this zone”
4. In the central text box, type ***.sjm.com**
5. Click [Add]
6. Repeat steps 4 and 5 for ***.abbott.com**
7. Recheck the checkbox next to “Require server verification (https:) for all sites in this zone”



Add .sjm.com and .abbott.com to Privacy Sites

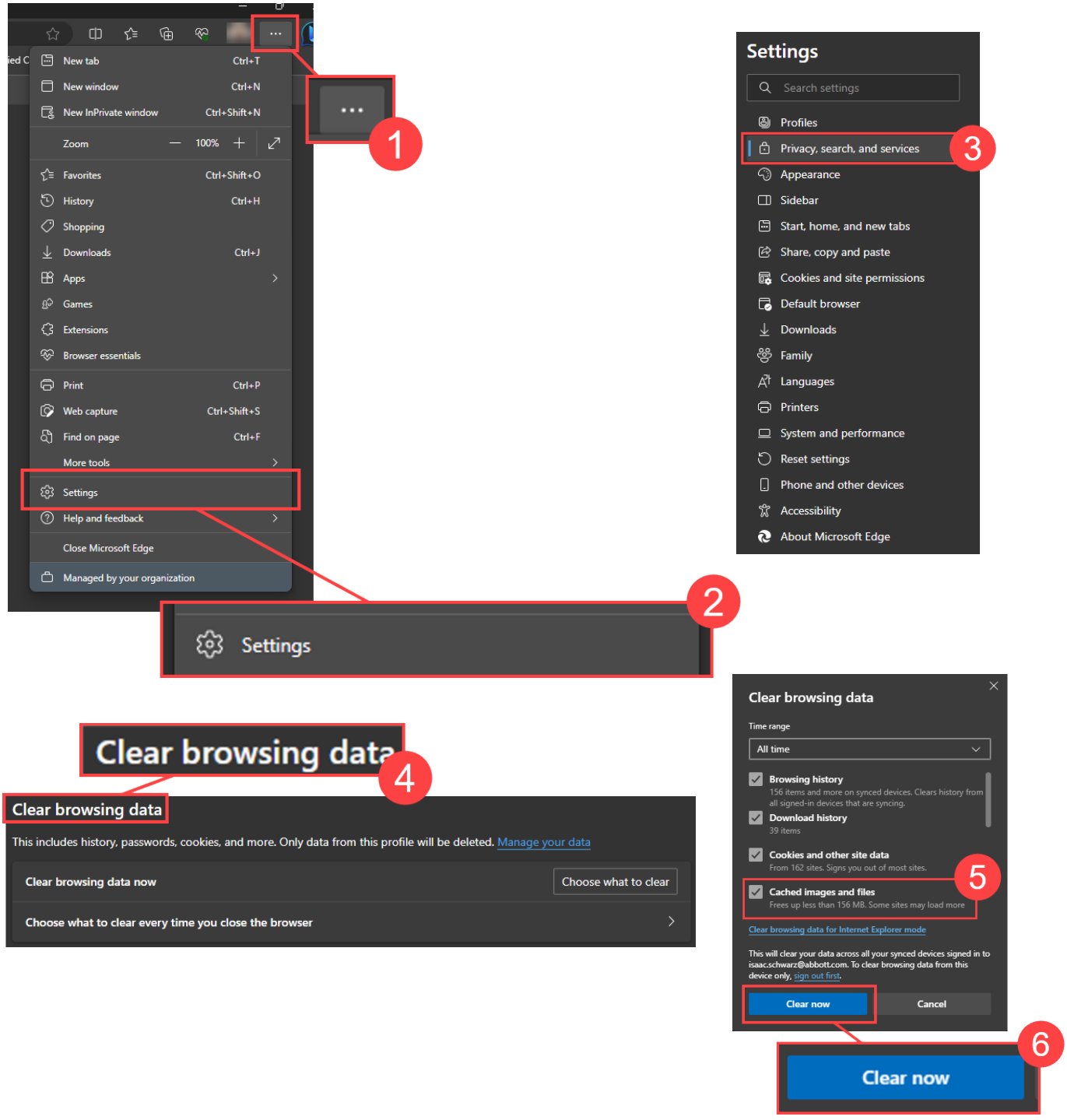
1. From the **Internet Properties** menu used in **Internet-Browser Proxy Settings** section, click on the [Privacy] tab
2. Click the [Sites] button
3. In the **Address of website** textbox type **sjm.com**
4. Click **[Allow]**
5. Repeat steps 3 and 4 for **abbott.com**





Clean the Internet Cache of Temporary Files

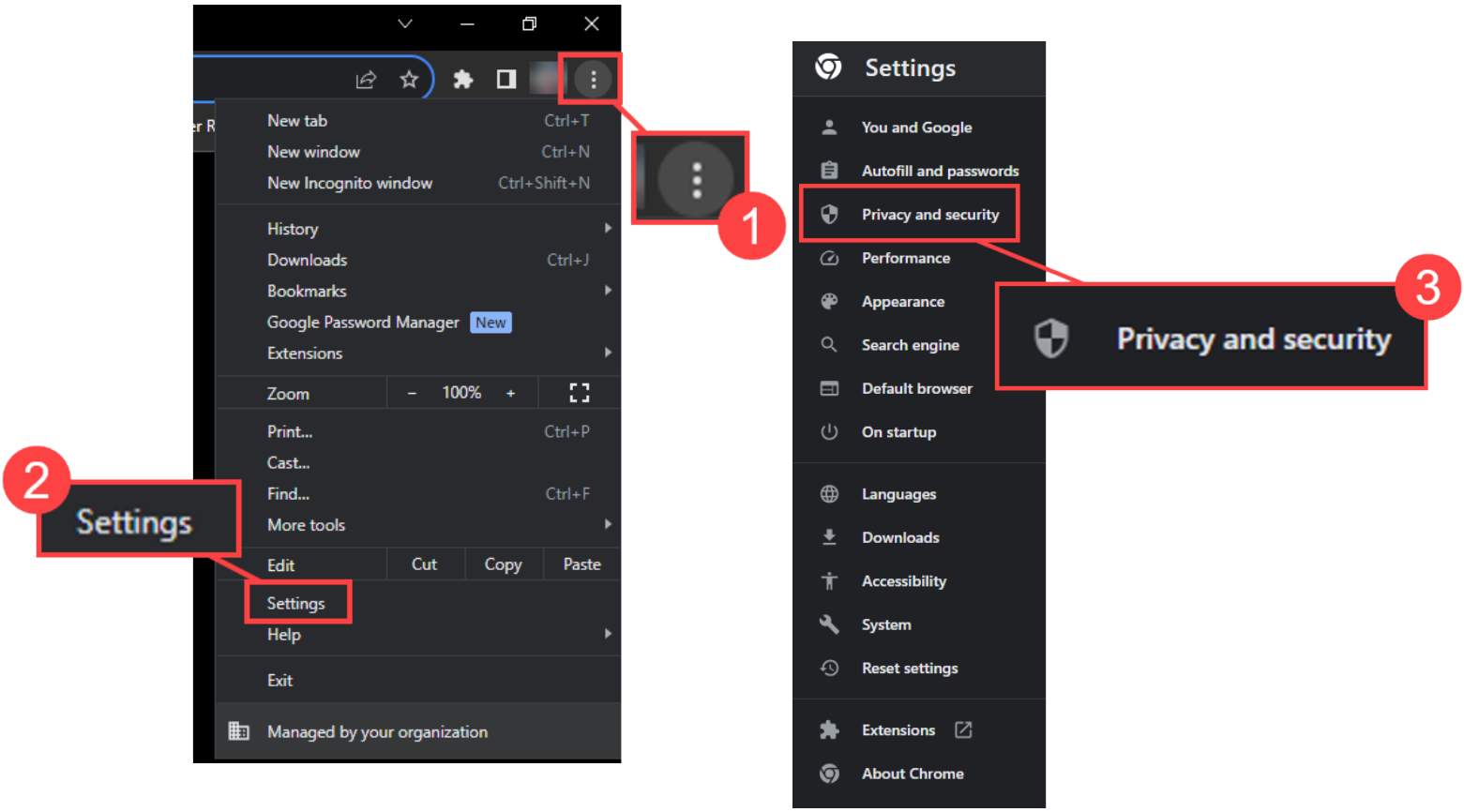
1. In the upper, right-hand corner of the Microsoft Edge window, click on the three dots […]
2. Select [Settings]
3. On the left-hand panel of the Settings Menu, select [Privacy, search, and services]
4. Scroll down to the “Clear browsing data” section
5. Ensure “Cached images and files” is selected
6. Click [Clear now]

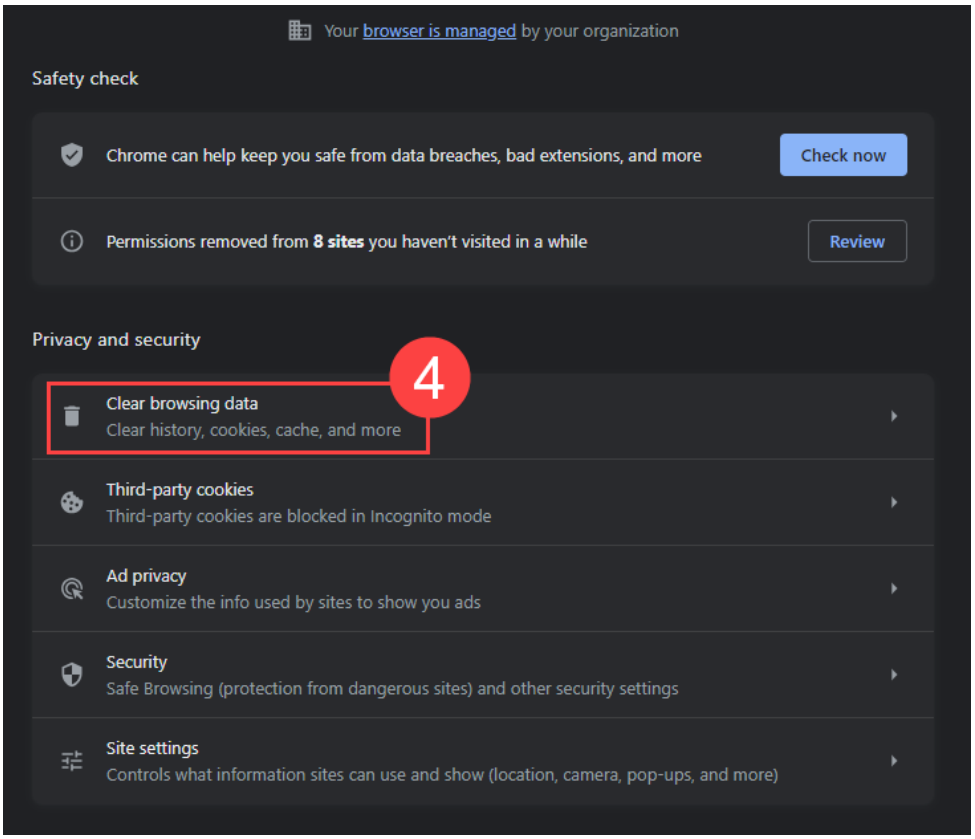


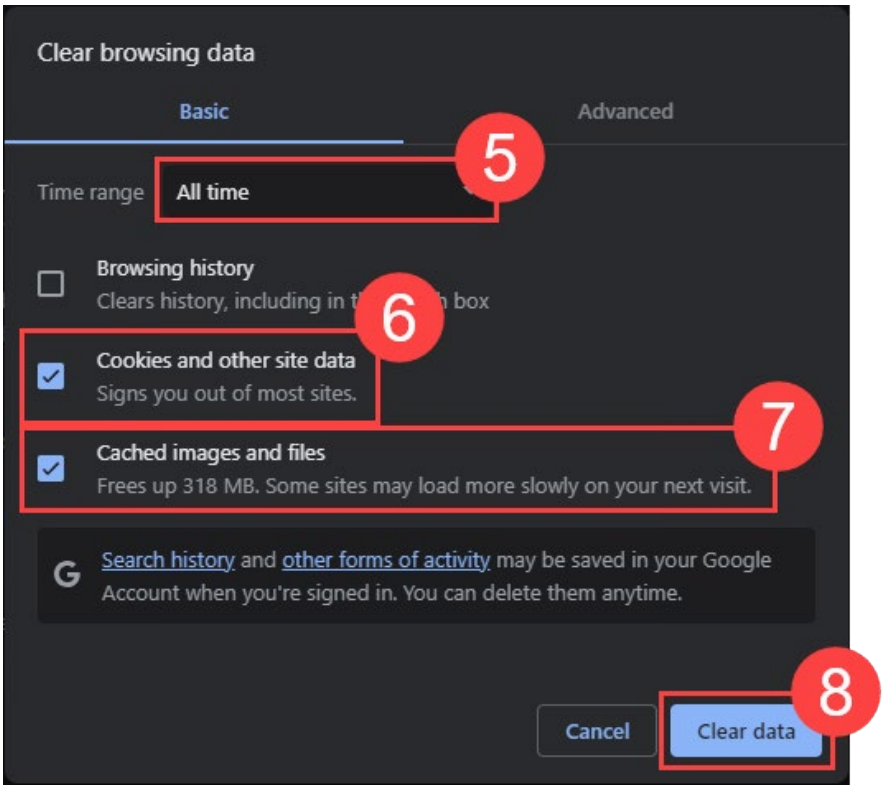
Google Chrome

Clear Internet Cache of Temporary Files

1. In Chrome, select the three vertical dots icon in the upper, right-hand corner of the screen
2. Select “Settings”
3. On the left-hand panel, select “Privacy and security”
4. Select “Clear browsing data”
5. Change time range to “All time”
6. Check “Cached images and files”
7. Check “Cookies and other site data”
    a. Note: ensure ALL OTHER options in this window are **unchecked**, including “Browsing history”
8. Select [Clear data]




Your browser is managed by your organization
Safety check
Chrome can help keep you safe from data breaches, bad extensions, and more
Check now
Permissions removed from 8 sites you haven't visited in a while
Review
Privacy and security
4
Clear browsing data
Clear history, cookies, cache, and more
Third-party cookies
Third-party cookies are blocked in Incognito mode
Ad privacy
Customize the info used by sites to show you ads
Security
Safe Browsing (protection from dangerous sites) and other security settings
Site settings
Controls what information sites can use and show (location, camera, pop-ups, and more)


Clear browsing data
Basic
Advanced
5
Time range
All time
Browsing history
6
Cookies and other site data
Signs you out of most sites.
7
Cached images and files
Frees up 318 MB. Some sites may load more slowly on your next visit.
Search history and other forms of activity may be saved in your Google Account when you're signed in. You can delete them anytime.
8
Cancel
Clear data

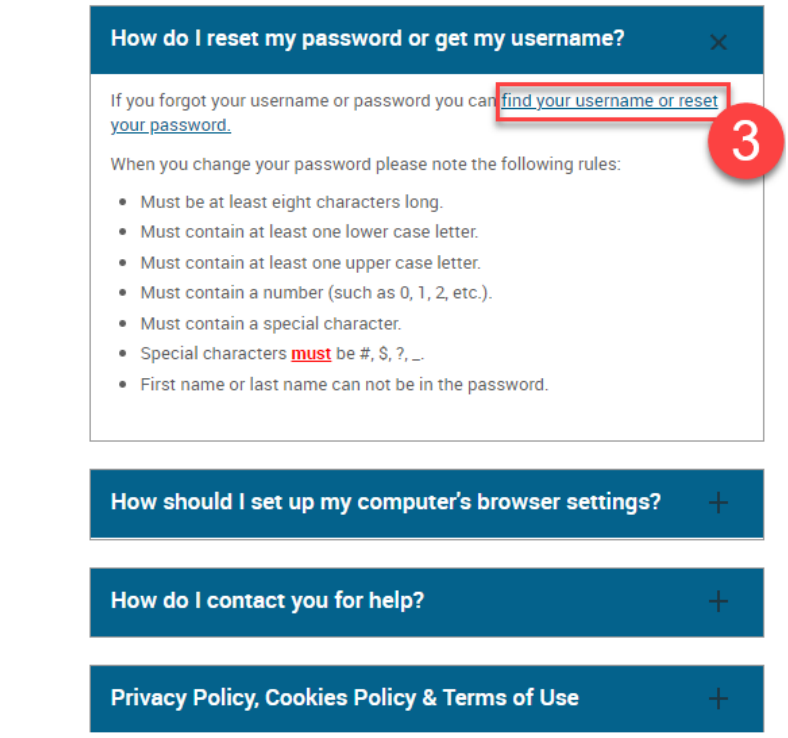
EDC Access Issues Only, Password Reset

Issues with access to the EDC Study Portal—but not Remote Data Capture (RDC)—may be caused by various special characters in the **password**. The only special characters that are supported are: **#**, **$**, and **_**.

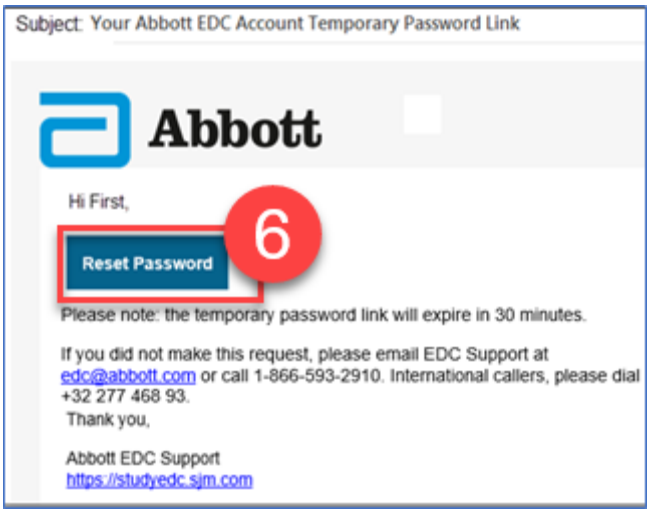
To reset your password:

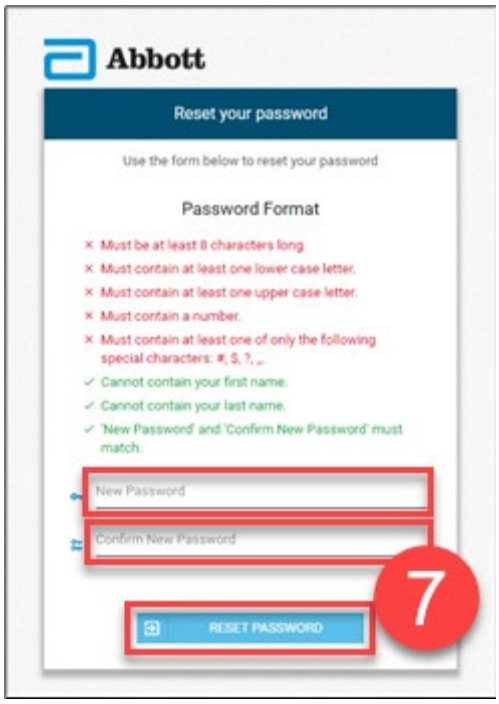
1. Go to the EDC Study Portal login screen
2. Select the link underneath the sign in button labeled “Reset your password, find your username, or get more help.”
3. Click on the additional link within the FAQ labeled “find your username or reset your password.”
4. Enter the email address provided to your study project team. Email must match what is entered in our system.
5. Press [REQUEST PASSWORD]
    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. For the “REQUEST PASSWORD” option, you will be sent an email containing a 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]
    a. **NOTE:** You can only click on the [RESET PASSWORD] button once all password requirements have been 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 +1(866) 583-2910 (US) or +32 277 468 93 (international), or send an email to EDC@abbott.com


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.
3
When you change your password please note the following rules:
Must be at least eight characters long.
Must contain at least one lower case letter.
Must contain at least one upper case letter.
Must contain a number (such as 0, 1, 2, etc.).
Must contain a special character.
Special characters must be #, $, ?, _.
First name or last name can not be in the password.
How should I set up my computer's browser settings?
How do I contact you for help?
Privacy Policy, Cookies Policy & Terms of Use

Abbott
Forgot Username or Password
Please enter your email address below and select an option
Email Address*
example@email.com
4
GET USERNAME
REQUEST PASSWORD
5


Subject: Your Abbott EDC Account Temporary Password Link
Abbott
Hi First,
Reset Password
6
Please note: the temporary password link will expire in 30 minutes.
If you did not make this request, please email EDC Support at edc@abbott.com or call 1-866-593-2910. International callers, please dial +32 277 468 93.
Thank you,
Abbott EDC Support
https://studyedc.sjm.com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Reset your password
Use the form below to reset your password
Password Format
Must be at least 8 characters long.
Must contain at least one lower case letter.
Must contain at least one upper case letter.
Must contain a number.
Must contain at least one of only the following special characters: #, $, ?, _
Cannot contain your first name.
Cannot contain your last name.
'New Password' and 'Confirm New Password' must match.
New Password
Confirm New Password
RESET PASSWORD
7

Abbott
8
Password Reset Successful
Your password has successfully been reset.
You will be redirected shortly, or click here to return to the main screen.