

RDC FAQ – Web Browser Settings

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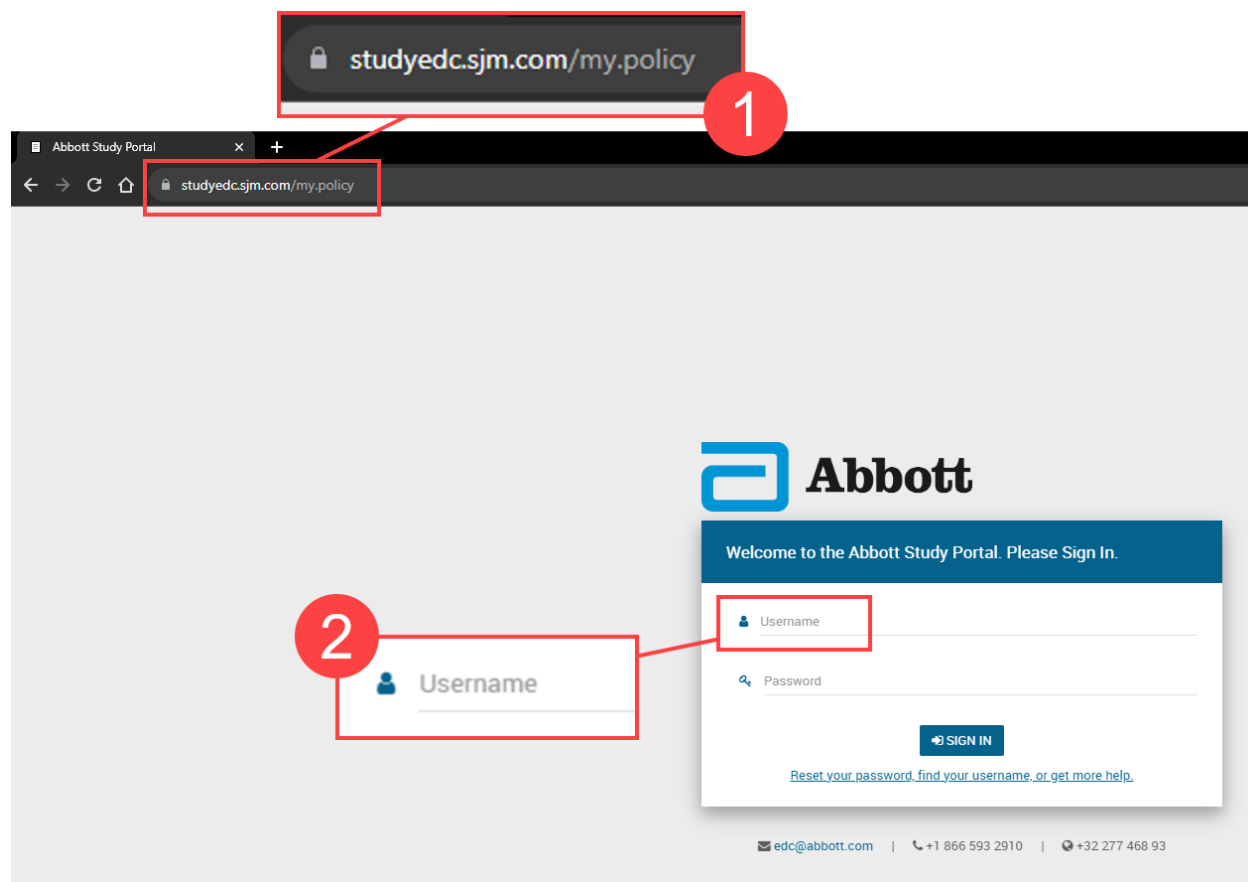
Abbott

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

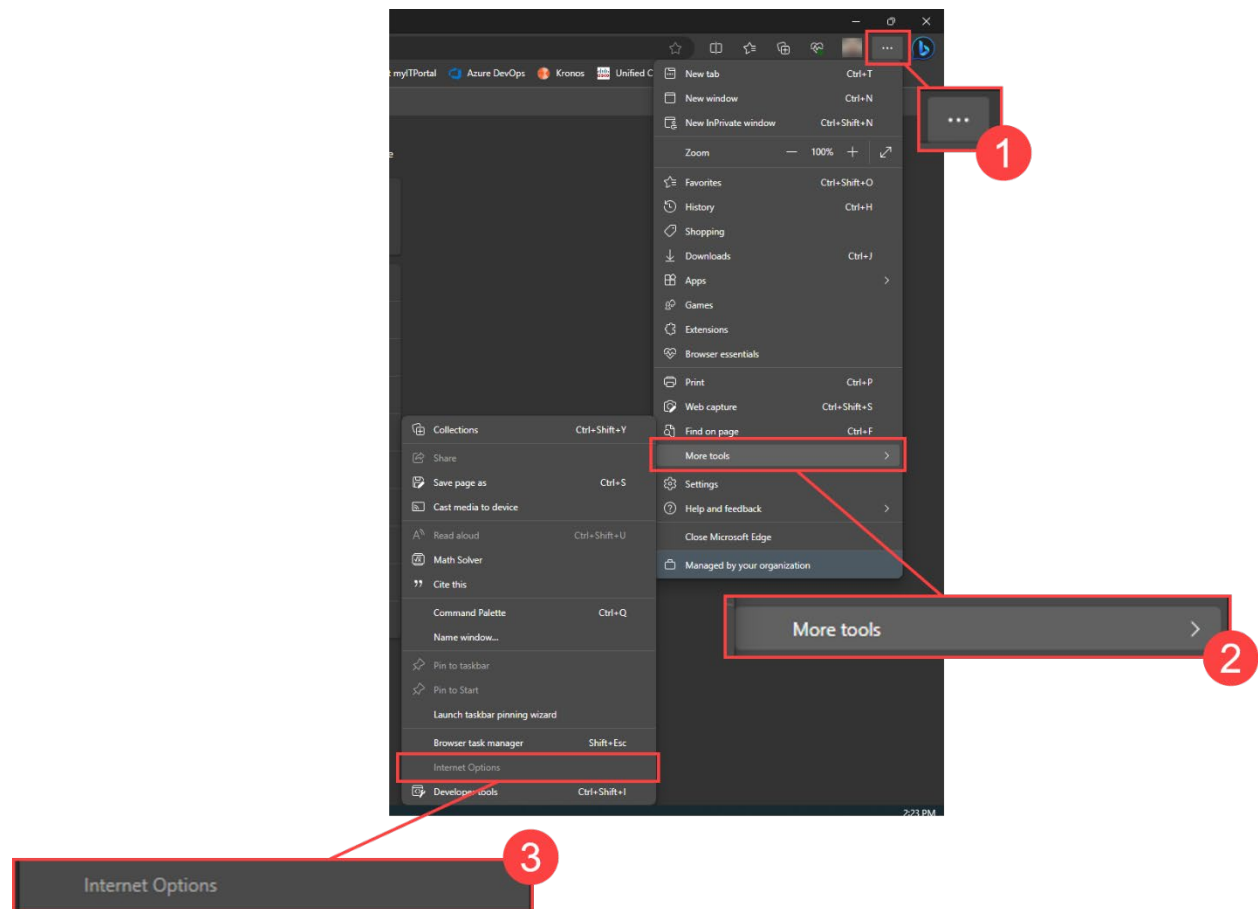
Microsoft Edge (and Computers with Windows Operating Systems)

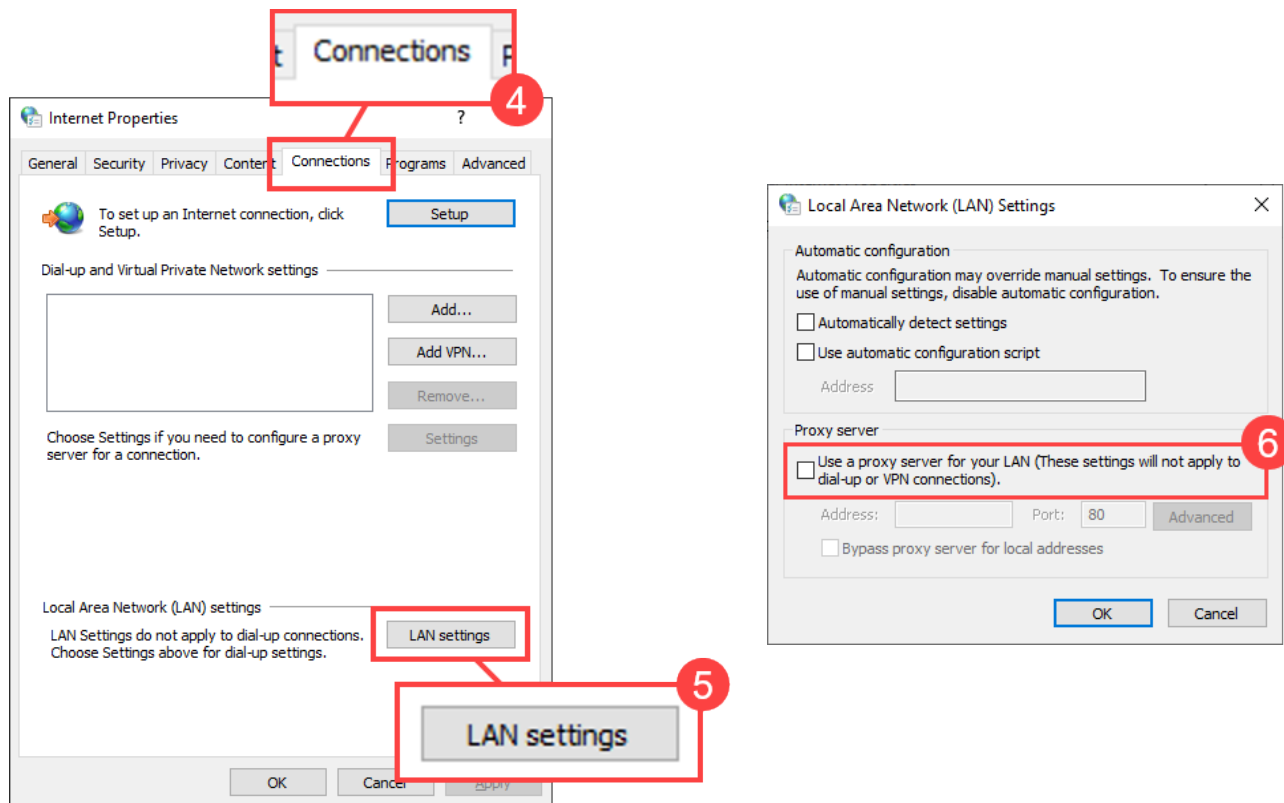
Internet-Browser Proxy Settings

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)"



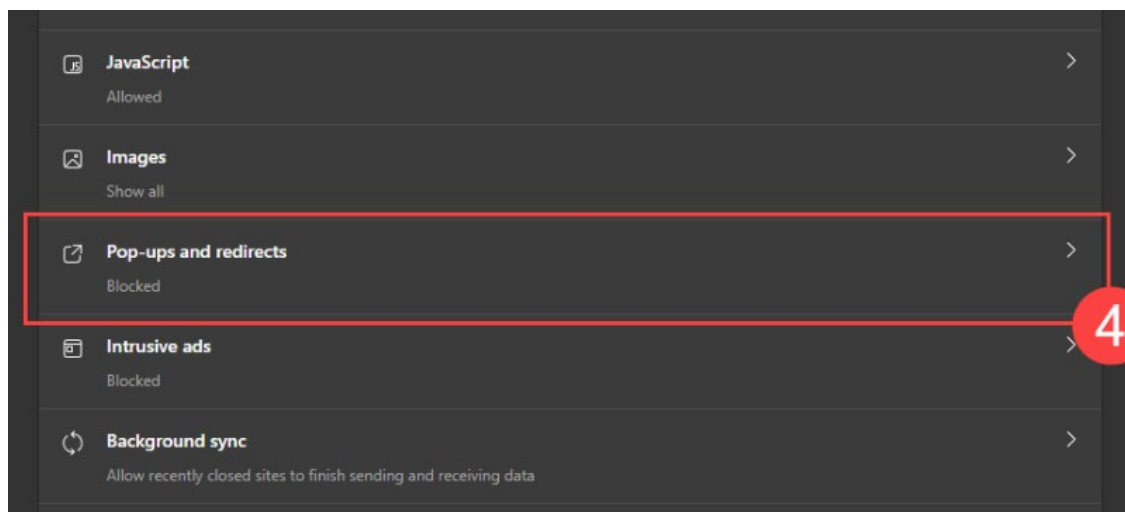
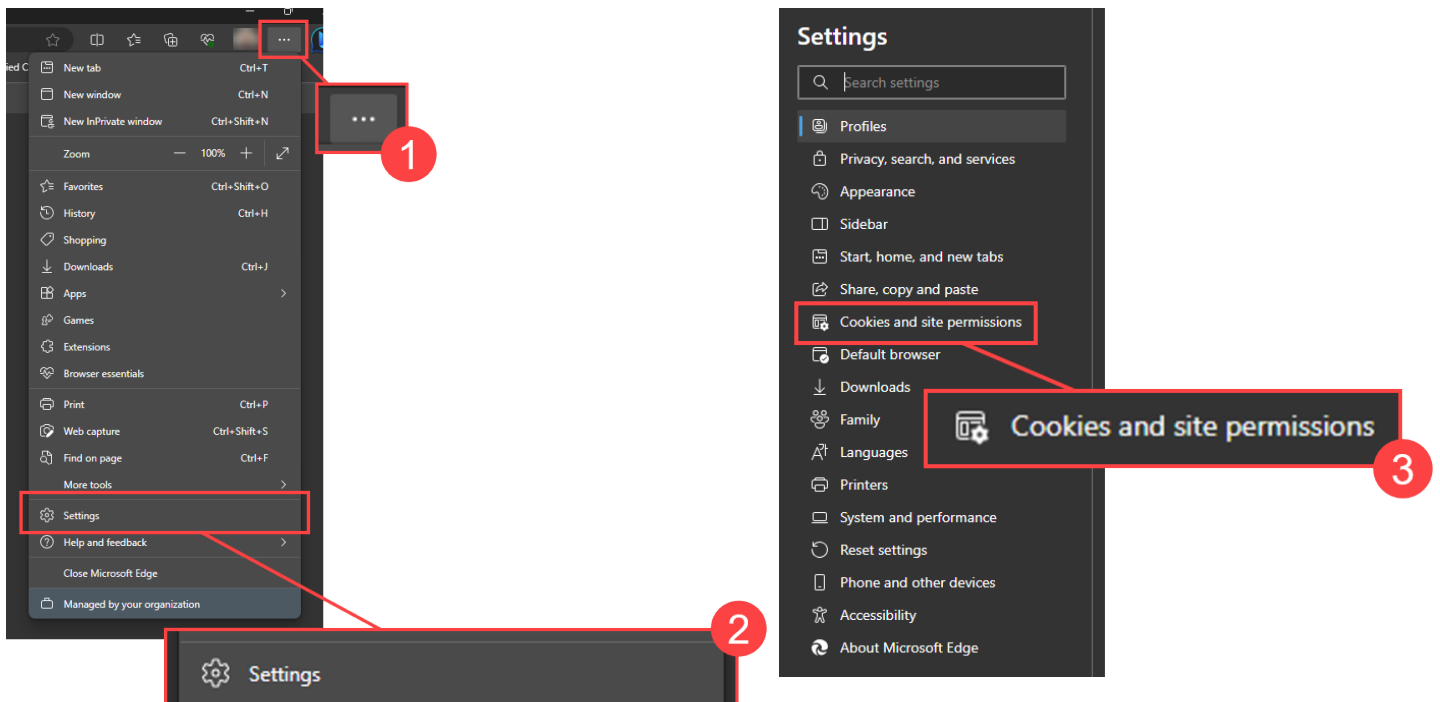


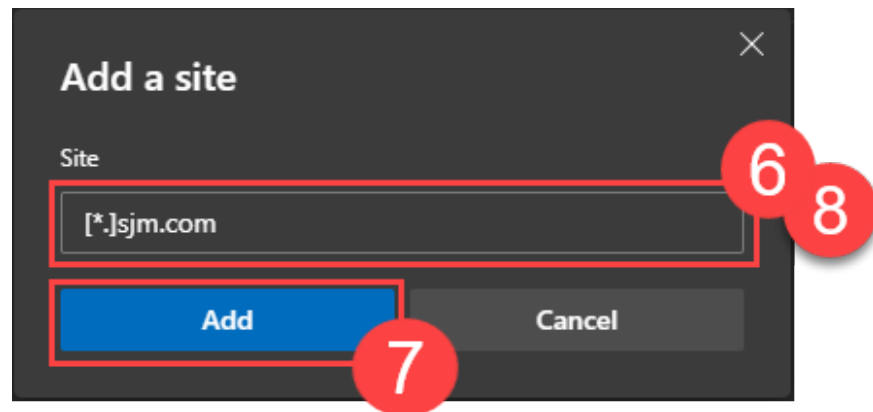
From Windows Desktop

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

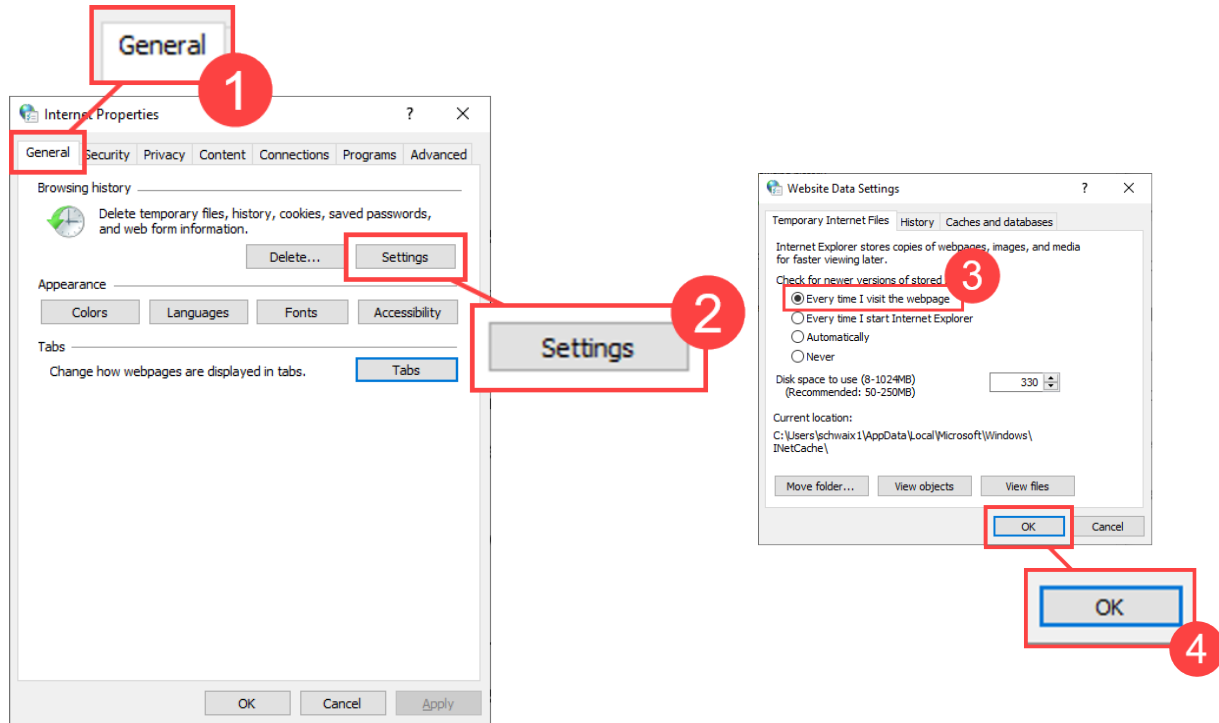
1. In the upper, right-hand corner of the Microsoft Edge window, click on the three dots [...]
2. Select [Settings]
3. On the left-hand panel of the Settings Menu, select [Cookies and site permissions]
4. In the **Cookies and site permissions** menu, scroll down and select [Pop-ups and redirects]
5. 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





Configure Browsing History Settings

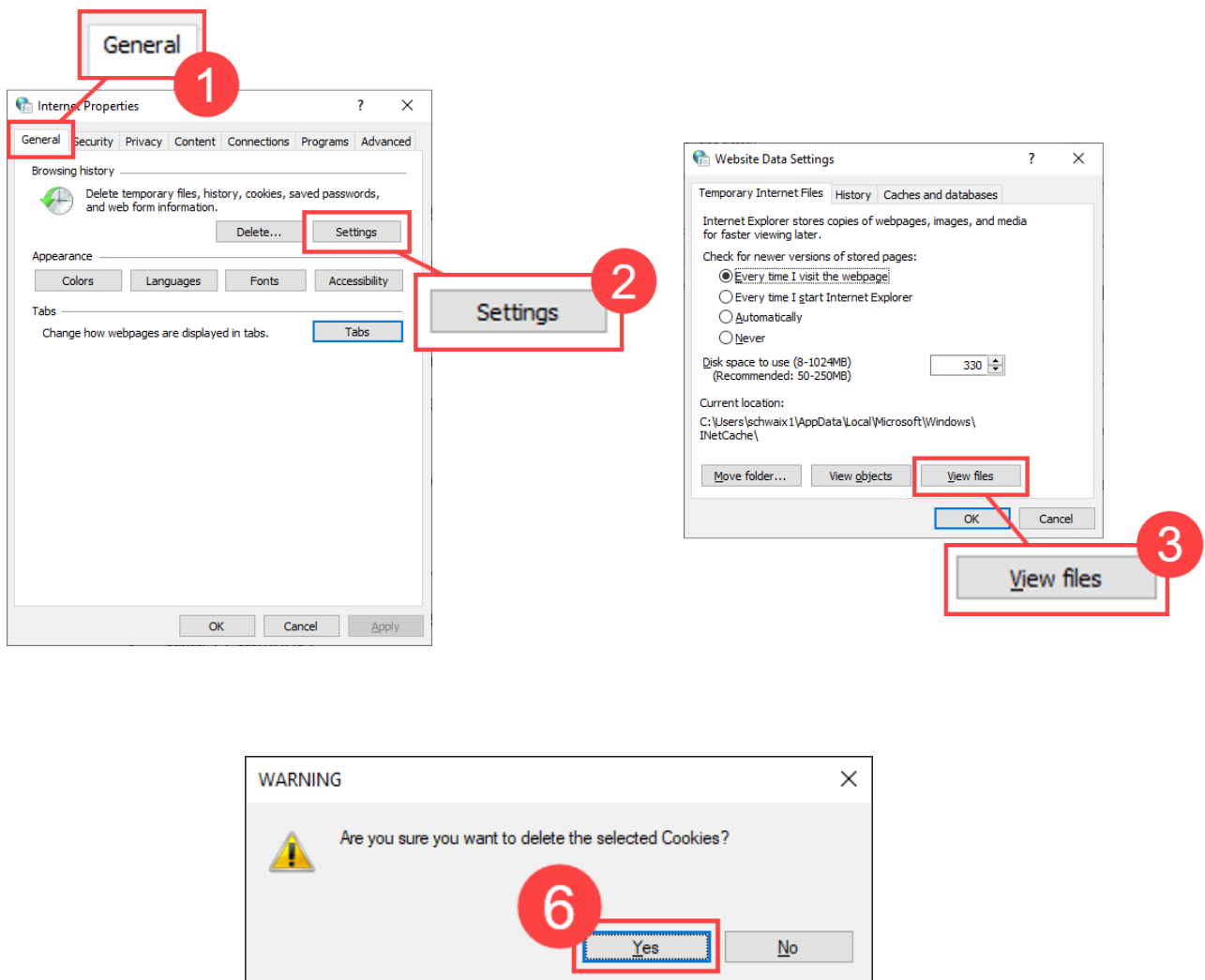
1. From the **Internet Properties** menu used in the **Internet-Browser Proxy Settings** section, click on the [General] tab
2. Select [Settings]
3. Select “Every time I visit the webpage”
4. Click [OK]



Additional Website Data Settings

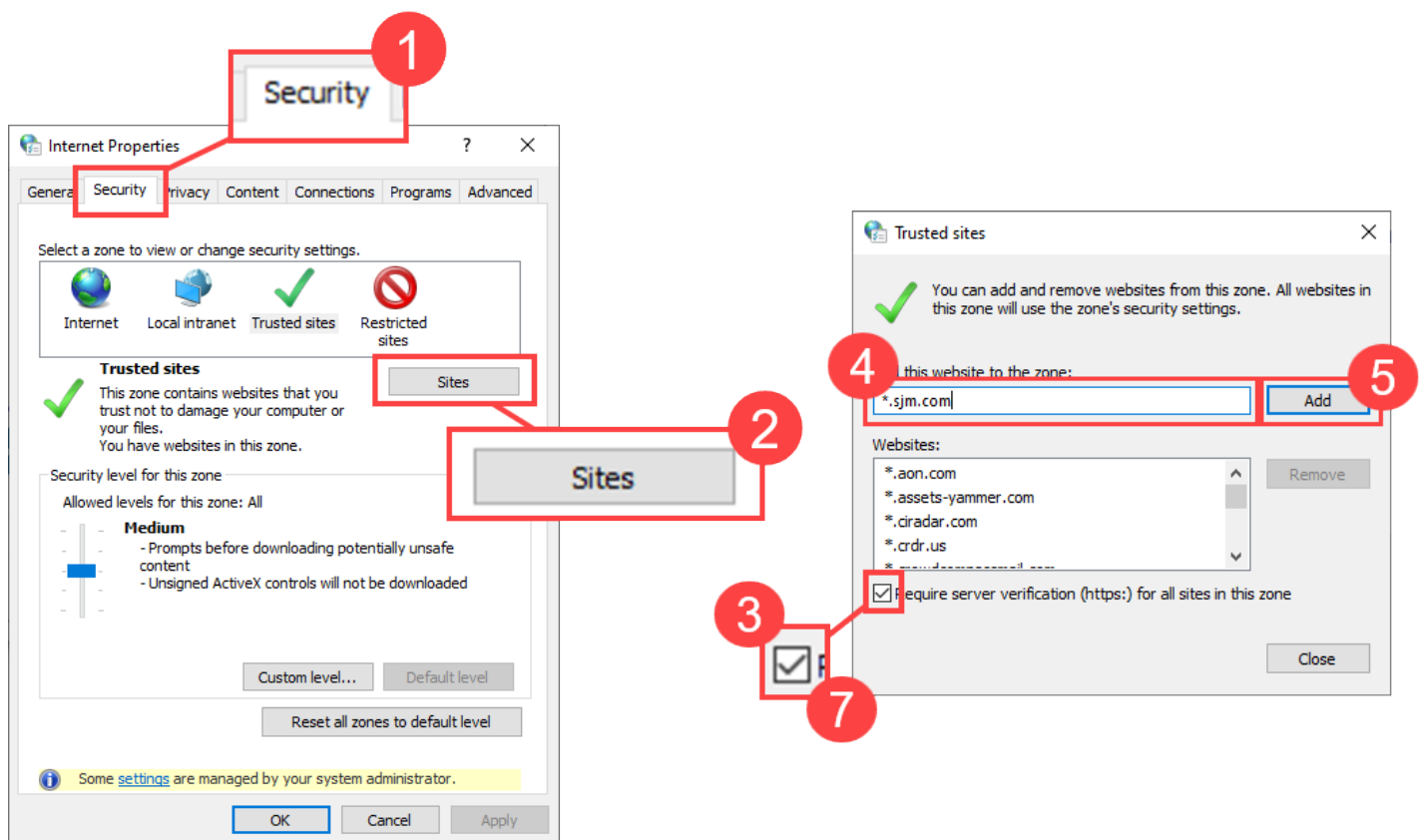
NOTE: It may be necessary to modify these additional settings in cases of persisting issues.

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]



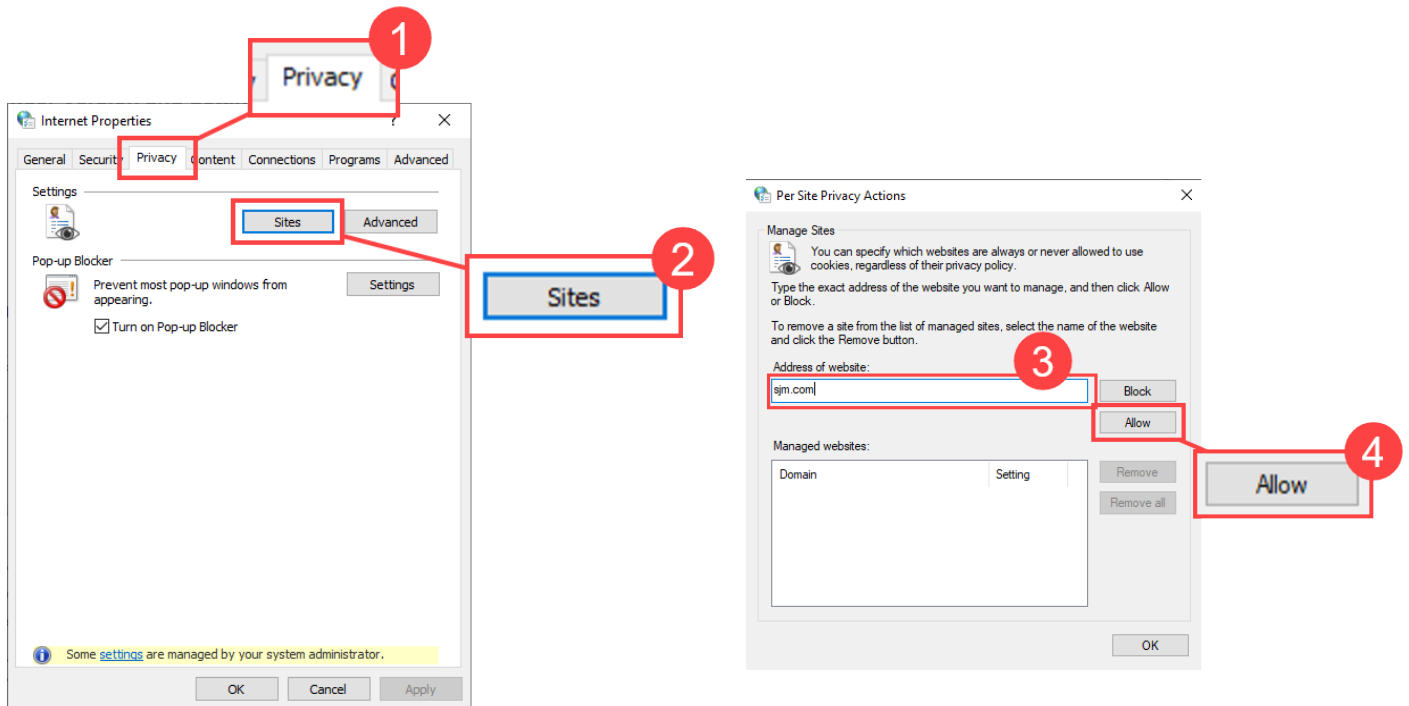
Add *.sjm.com and *.abbott.com to Trusted Sites

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”



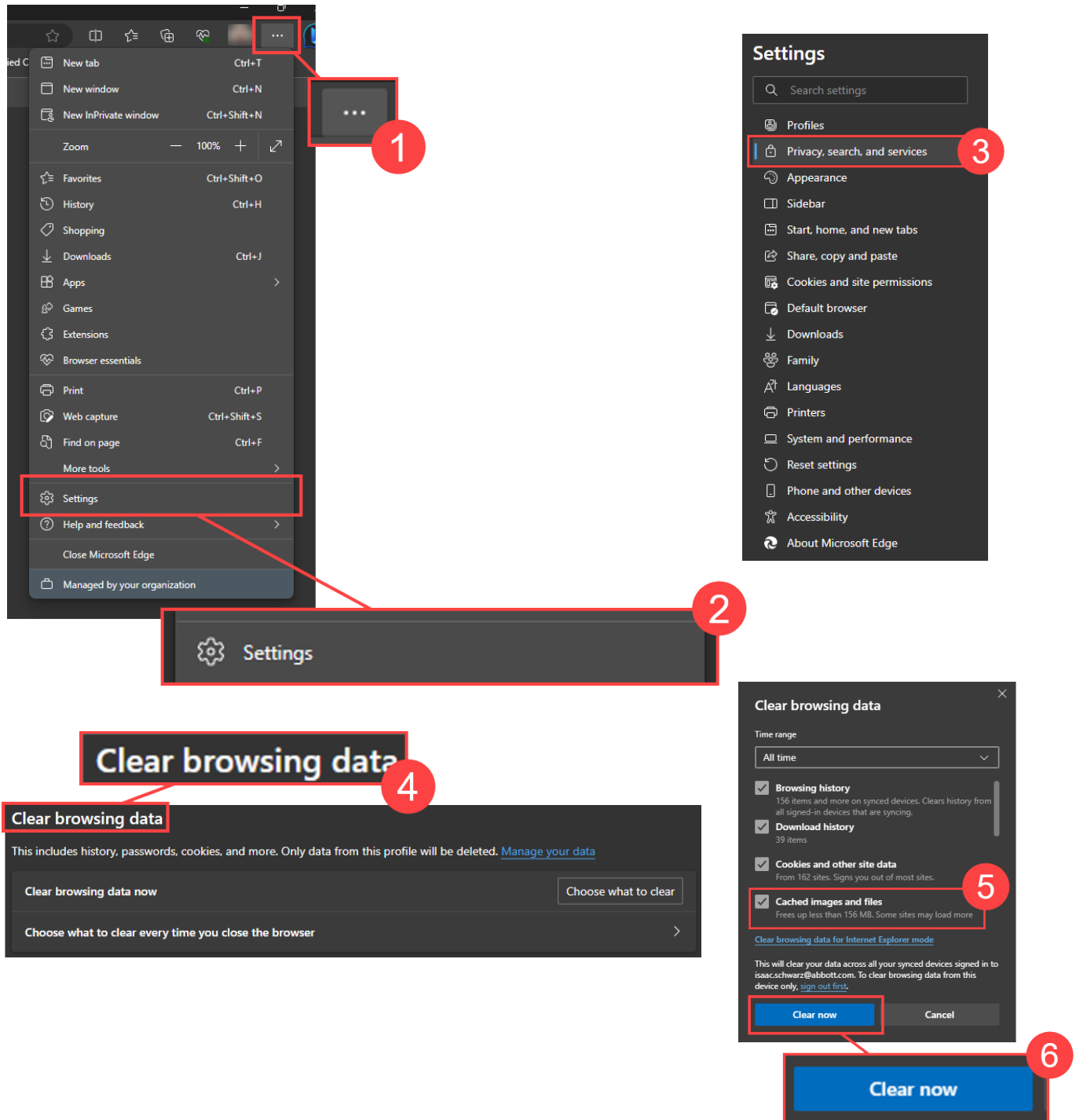
Add .sjm.com and .abbott.com to Privacy Sites

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

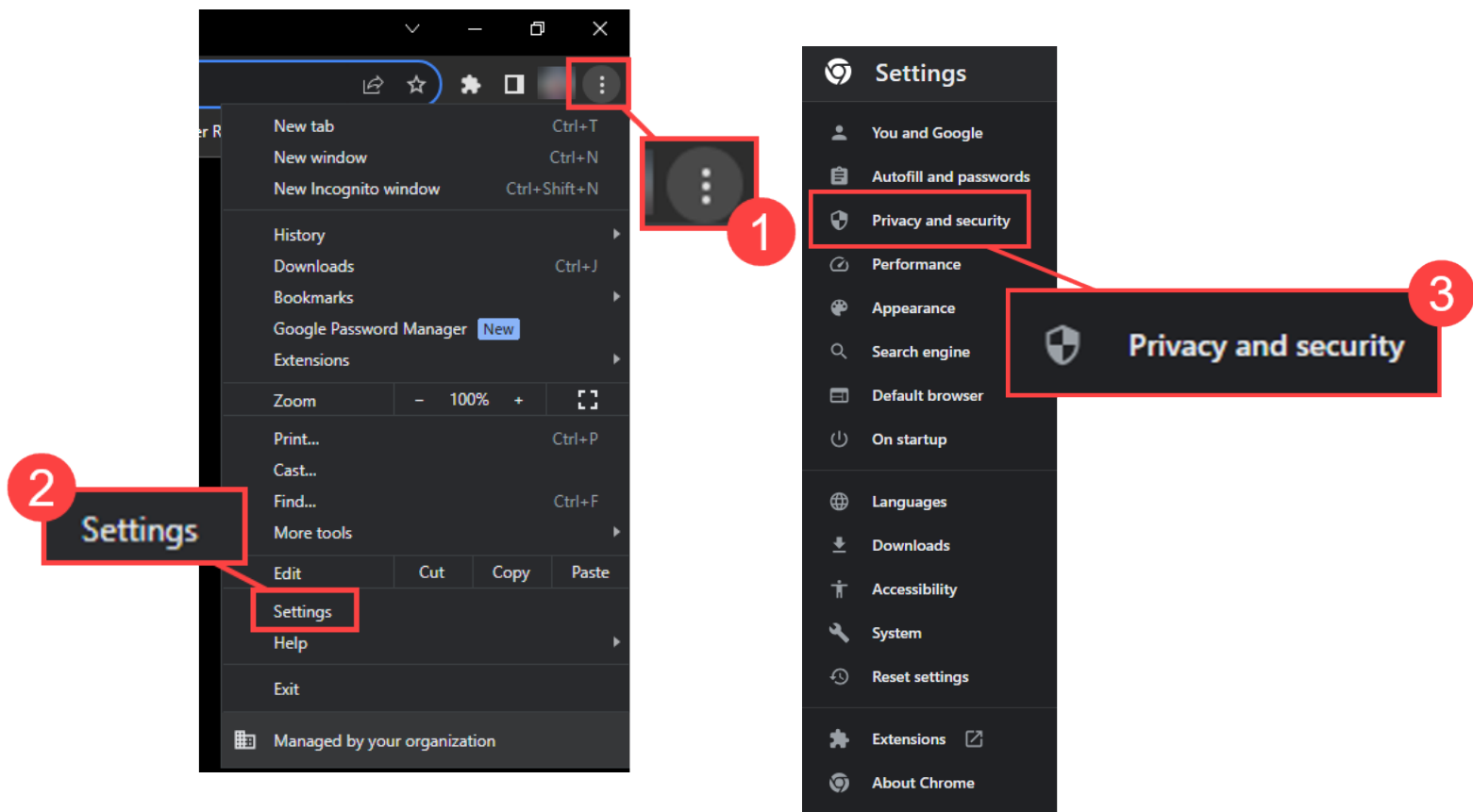
1. In the upper, right-hand corner of the Microsoft Edge window, click on the three dots [...]
2. Select [Settings]
3. On the left-hand panel of the Settings Menu, select [Privacy, search, and services]
4. Scroll down to the “Clear browsing data” section
5. Ensure “Cached images and files” is selected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

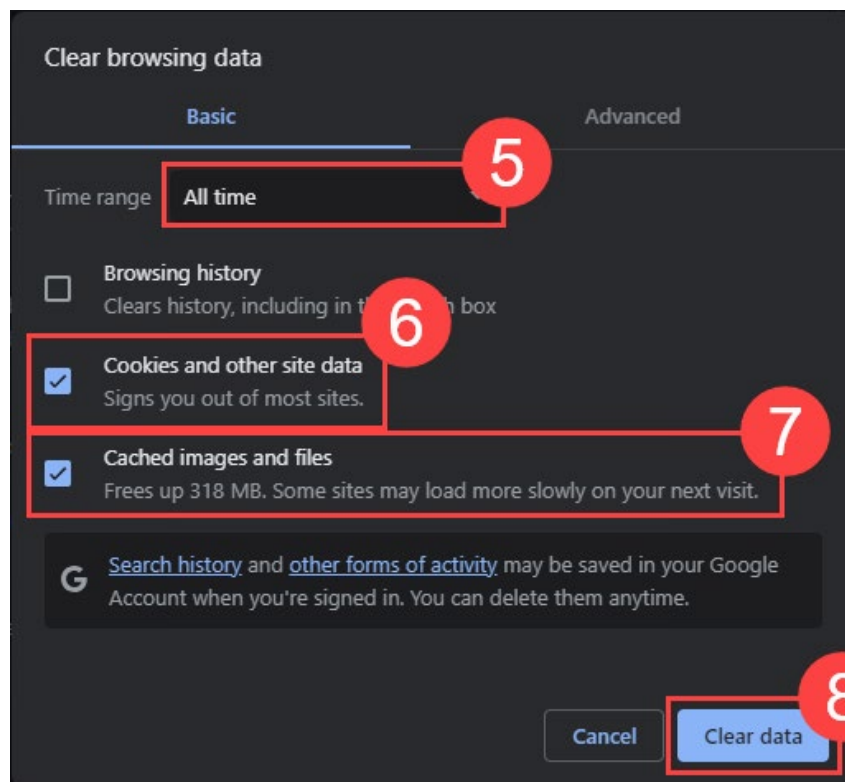
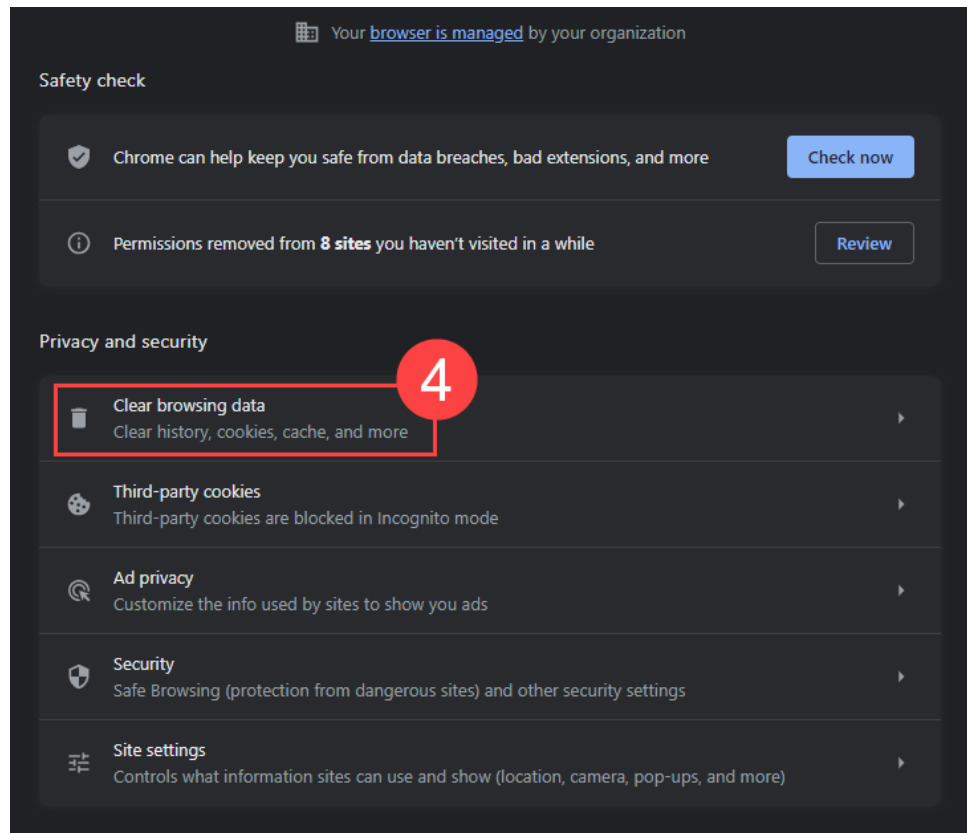


Google Chrome

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]





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

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Welcome to the Abbott Study Portal. Please Sign In.

Username

Password

SIGN IN

Reset your password, find your username, or get more help.

edc@abbott.com | +1 866 593 2910 | +32 277 468 93

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 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



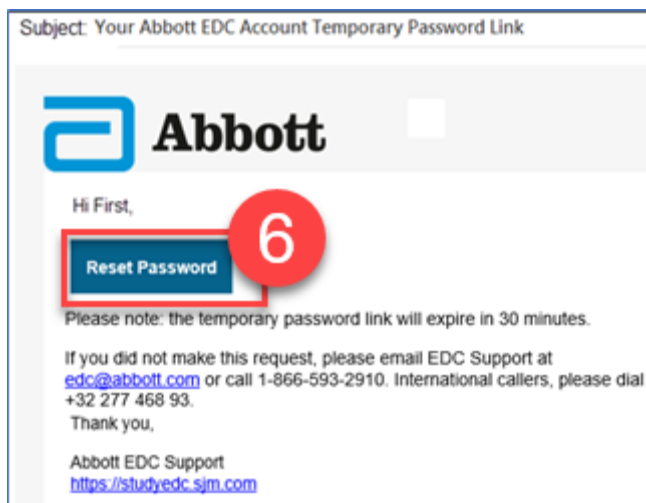
Forgot Username or Password

Please enter your email address below and select an option

Email Address*

example@email.com

 GET USERNAME  REQUEST PASSWORD



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Reset your password

Use the form below to reset your password

Password Format

- X Must be at least 8 characters long.
- X Must contain at least one lower case letter.
- X Must contain at least one upper case letter.
- X Must contain a number.
- X 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

