

How can we help?



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Help

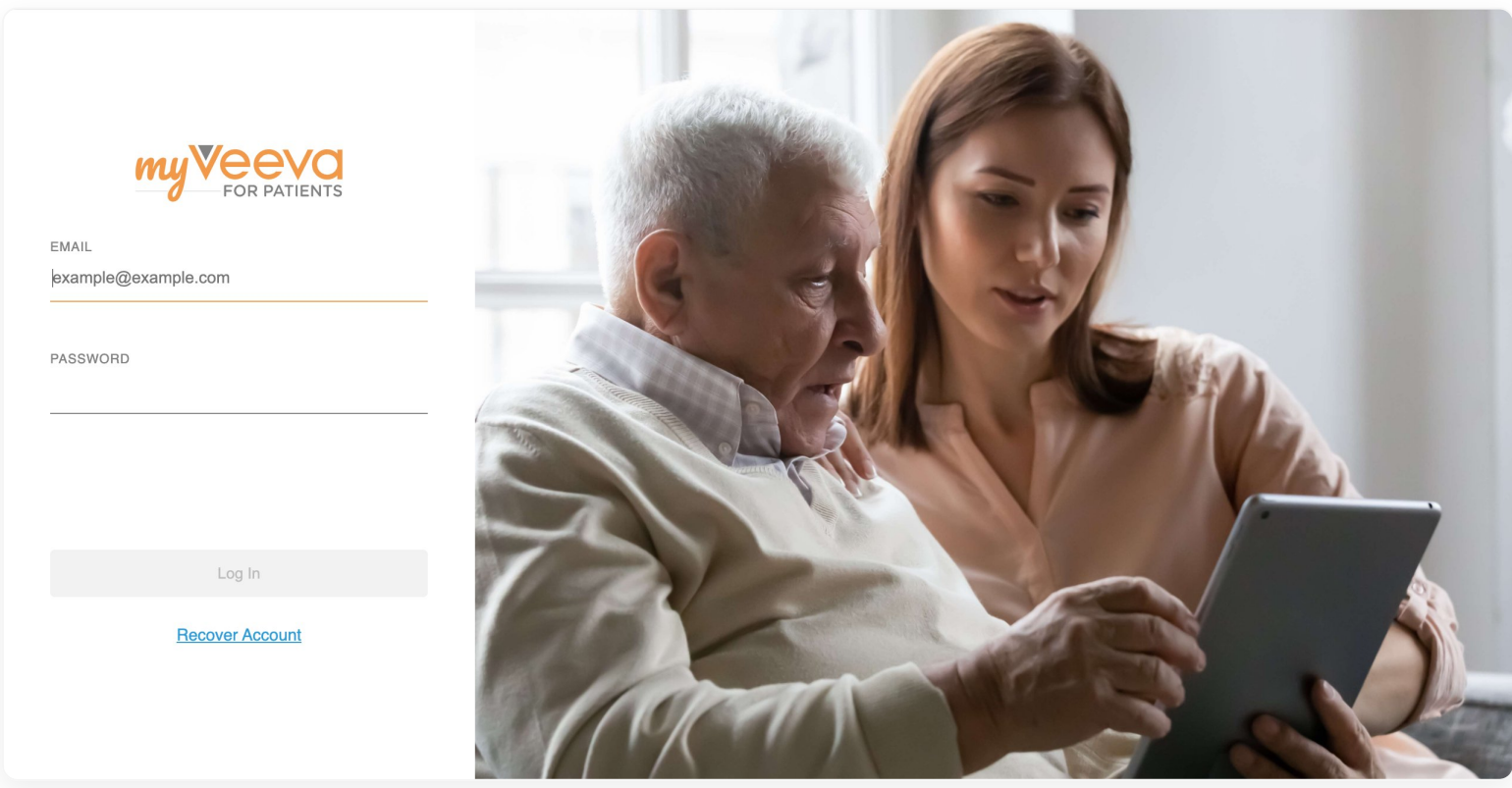
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Getting Started

Welcome to MyVeeva for Patients!

Our goal is to be your one-stop destination for communicating online with research hospitals and clinics, saving everyone time and speeding up studies. Currently, you can use MyVeeva for Patients to complete consent forms, complete surveys, view visits and join virtual visits, and view documents that study sites share with you.

You can use your MyVeeva for Patients account for different studies throughout your life, and it's free for participants, guardians or representatives, proxies, witnesses, and translators. To log in, you'll need to register your account in our web app after receiving an invitation from a study.



Getting Started

Registering Your Account	Registering your account is easy, secure, and familiar in MyVeeva for Patients. You'll need to register in our web app before you can log into the Android or iOS app. See the Registration and Login page for more information.
Downloading the App	If you have an Android device and want to use our Android app, you can download it from Google Play . If you have an iPhone or iPad and want to use our iOS app, you can download it from the App Store . If you use our mobile web app, we ask you if you want to download the Android or iOS app instead. Otherwise, you can use our web app in your browser.
Managing Your Account Settings	Once your account is created, you can manage your account settings such as your email address, password, language, and time zone in MyVeeva for Patients. See the Account Settings page for more information.
Completing Consent Forms	If a study site sends a consent form to you, you can use MyVeeva for Patients to review the form, answer any included questions, and sign and submit the form. See the Consent Forms page for more information.
Taking Your Surveys	If a study site assigns surveys to you, you can complete them in MyVeeva for Patients. See the Surveys page for more information.
Viewing Your Visits and Joining Your Virtual Visits	If a study site schedules visits for you, you can view details about them or join them virtually in MyVeeva for Patients. See the Visits page for more information.
Viewing Your Documents	If a study site shares an informational document with you, you can view and download it as a .PDF file in MyVeeva for Patients. See the Documents page for more information.

Supported Operating Systems and Browsers

APPLICATION	DESCRIPTION
Android App	We currently support Android version 8.0 and later for our Android app. If you have an earlier version of Android, please update your device.
iOS App	We currently support iOS version 15 and later for our iOS app. If you have an earlier version of iOS, please update your device.
Web App	We test our web app in the desktop and mobile browsers below to make sure it works well in them. The web app might work in other browsers, but we recommend that you use one of the following: <ul style="list-style-type: none">• Apple® Safari® on Mac® and iOS• Google Chrome™ on Android™, Mac®, and Windows™• Microsoft Edge® on Windows™• Mozilla® Firefox® on Windows™ As of April 2022, we no longer support Microsoft® Internet Explorer®.

Supported Languages

Currently, MyVeeva for Patients supports the following languages:

- Chinese (Singapore)
 - Dutch
 - English
 - French
 - German
 - Italian
 - Japanese
 - Korean
 - Norwegian
- Polish
 - Portuguese (Brazil)
 - Spanish
 - Spanish (Mexico)
 - Swedish
 - Thai
 - Turkish

You can update your preferred language in your account settings. See the [Account Settings](#) page for more information.

Note

When you register an account, we base your language on what the study site entered for you. If you're having trouble registering or logging in, please contact the study site.

Notifications

Notification Bell

You can view notifications you receive from MyVeeva for Patients by selecting your notification bell (🔔) in the Android, iOS, and web apps. If you use MyVeeva for Patients in more than one role, you can view notifications for all your roles in your notification bell.

You can tell how many new notifications you have by viewing the number on the bell. When you complete a task related to an unread notification, the notification is removed from your bell.

To clear a single notification from your bell in the Android or iOS app, swipe the notification and select **Clear**. If you're using the mobile web app, swipe the notification and select the X icon (✕). To clear a single notification from your bell in the web app, hover over the notification and select the X icon (✕).

To clear all notifications from your bell, select **Clear All** and confirm when prompted.

Push Notifications

You can enable push notifications if you use the MyVeeva for Patients Android or iOS app. The first time you log in to the app, we ask if you want to enable push notifications. When they're enabled, we group them by type in your device's notification center, and you can select one to automatically navigate to the related task or page. You can turn push notifications on or off in your settings.

Accessibility

We aim to make MyVeeva for Patients accessible to you regardless of the device you're using or disabilities you may have. Currently, our apps provide the following features:

FEATURE	APPS	DESCRIPTION
Alternative Text	Android, iOS, Web	We support alternative text for images, and you can use a screen reader to hear it. The alternative text depends on the information that the study site includes on the consent form or survey.
Image Size	Web	You can use your mobile device's functionality to zoom in and pan around images as needed.
Keyboard Navigation	Web	We support keyboard navigation so you can move through the application without a mouse. For example, you can press TAB to move between items, ENTER to click a button or link, and ESC to close a dialog box. If you set your keys differently or your device or browser uses different keys, you can press your alternative.
Screen Readers	Android, iOS, Web	We designed MyVeeva for Patients to work with screen readers, but the level of support may vary depending on your device, operating system, browser, and screen reader.
Screen Size	Android, iOS, Web	We designed MyVeeva for Patients to adjust to your screen size so you can use the device of your choice.
Text Size	Web	You can zoom in using your browser if you're having trouble reading something such as a consent form. See the help documentation for your browser for more information.

Note

If you notice an issue while using the accessibility features above, please contact your study team. They can report it to us, and we can look into it.

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Registration and Login

Your account can be used for multiple studies. You only need to register once.

When you’re first invited to use MyVeeva for Patients for a study, you must register your account using the email address and phone number entered by the study site. Afterward, you can use your account for other studies and manage your own account settings.

If you’re a registered user or are registering your account, make sure you have your mobile phone nearby if you’re not already using it. You’ll need it to verify your identity.

If the study team doesn’t enter contact information for you and you’re not registering an account, the information on this page doesn’t apply to you. You’ll complete your consent forms in person and won’t register an account. See the [Consent Forms](#) page for more information.

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- ANDROID AND IOS APPS

Registering Your Account

1. Click the button in the invitation email, or scan the QR code shown to you by the site coordinator with your device's camera. We open MyVeeva for Patients in your web browser.
2. If you want to view the MyVeeva for Patients terms of use or privacy policy, select the **Terms of Use** or **Privacy Policy** link. By registering an account, you agree to the terms of use and privacy policy.
3. Enter a password in the Password field, and reenter it in the Confirm Password field. The password must be at least eight characters and include one number, uppercase letter, lowercase letter, and special character.
4. Select **Set Password and Continue**. We send a code to your mobile number in a text message.
5. Enter the code and select **Next**. We register your account and display your task or document.

If you don't receive the code, make sure your mobile phone has a signal. You can select **Send Another Code** to request another text message or **Get a Voice Call** to request a phone call.

If you still don't receive the code when registering your account, your phone number may be wrong in the system. Check with your study team to make sure your phone number is correct.

Logging In

1. Go to [patients.myveeva.com](#) in your web browser. If you've logged in before with this browser and device and selected **Remember My Email**, skip to Step 5 below.
2. Enter your full email address.
3. If you want us to remember your email the next time you log in using this browser and device, select the **Remember My Email** checkbox.
4. Select **Next**. We display the login page for your area.
5. Enter your password and select **Log In**. We send a code to your mobile number in a text message. If you don't receive the code, you can select **Send Another Code** to request another text message or **Get a Voice Call** to request a phone call with the code.


Note If you want to use a different email address and account, select the **Use Different Account** link to return to the first page. If you need to update your phone number or email address, see the [Account Settings](#) topic. You can also contact your study team if you're having trouble logging in.

6. Enter the code and select **Next**. If you have incomplete tasks, we display them. If you’ve completed all your study tasks, we display your documents.

Switching Roles

Some MyVeeva for Patients users play more than one role in studies. For example, you might be a participant in one study and a translator or witness for another. Or you might be a guardian, representative, or proxy signing with or for a participant.

If you use MyVeeva for Patients in more than one role, you can switch between them to view the documents and tasks for that role. When you switch roles, a colored banner at the top of your screen indicates which role you’re currently in.

1. Select the Account icon () in the upper-right corner. The role you’re currently in is selected.
2. Select a new role from the list.

Note We show you notifications for all roles, regardless of which one you’re using MyVeeva for Patients as. You can also select a notification to view the item as that role.

Logging Out

1. Select the Account icon () in the upper-right corner.
2. Select **Log Out**.

To help protect your personal information, we also log you out of MyVeeva for Patients when you close your web browser, if you’re inactive for fifteen minutes, and if you complete all your consent forms while consenting in person on a study site's device.

Recovering Your Account

1. On the login page, select **Recover Account**.
2. Enter your email address and select **Submit**. We send a code to your mobile number in a text message. If you don't receive the code, you can select **Send Another Code** to request another text message or **Get a Voice Call** to request a phone call with the code.
3. Enter the code and select **Next**. We send an email to your email address.
4. In the email, select **Reset Password**.
5. Enter your new password in the Password field.
6. Reenter your new password in the Confirm Password field.
7. Select **Change Password and Continue**. We display the Password Updated page.
8. Select the **Here** link. We display the login page, and you can use your new password to log in.

Note If you think your account may have been compromised, contact Veeva’s security team at security@veeva.com.

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Account Settings



You can manage your account settings when you need to update your personal information.

You can update your email address, phone number, language, and time zone in your MyVeeva for Patients account settings. By default, your email address, phone number, and language are entered for you by your study team, and your time zone is the same as your study team’s.

- WEB APP
- ANDROID AND IOS APPS

Updating Your Email Address

We use your email address as your username and to help verify your identity when you update your password or phone number. We also send notifications from study sites about new consent forms to the email address on your profile.

1. Select the Account icon () in the upper-right corner.
2. Select **Account**.
3. Select the **Edit** button () next to your email address.
4. Enter your new email address and select **Confirm**. Make sure to include the at sign (@) and domain, for example, patient@veeva.com.
5. Enter your password and select **Continue**. We send an email to the new address to confirm your change and your old address to notify you.
6. In your new email account, select **Confirm Change**. We open the Confirm Identity page in your browser and send a code to your mobile number in a text message. If you don't receive the code, you can select **Send Another Code** to request another text message or **Get a Voice Call** to request a phone call with the code.
7. Enter the code and select **Next**. Your change is verified.



Updating Your Phone Number

We use your phone number only to verify your identity when you perform actions such as logging in or submitting a consent form. The phone number you use must be able to receive text messages so you can receive verification codes.

Updating Your Phone Number While Logged Out

1. Enter your email and password on the login page, and select **Log In**.
2. Select **Incorrect Number**. We send an email to your email address.
3. In the email, select **Confirm Change**. We open the Update Phone Number page in your browser.
4. If you need to change your country code, select an option from the list next to the number field.
5. Enter your new phone number and select **Update**. We send a code to your new number in a text message. If you don't receive the code, you can select **Send Another Code** to request another text message or **Get a Voice Call** to request a phone call with the code.
6. Enter the code and select **Next**. Your change is verified.

Updating Your Phone Number While Logged In



1. Select the Account icon () in the upper-right corner.
2. Select **Account**.
3. Select the **Edit** button () next to your phone number.
4. If you need to change your country code, select an option from the list next to the number field.
5. Enter your new phone number and select **Confirm**.
6. Enter your password and select **Continue**. We send a code to your mobile number in a text message. If you don't receive the code, you can select **Send Another Code** to request another text message or **Get a Voice Call** to request a phone call with the code.
7. Enter the code and select **Next**. Your change is verified.

Updating Your Preferred Language

Your preferred language and locale apply to the labels in our apps and the messages we send you. Currently, we support:

- | | |
|---|--|
| <ul style="list-style-type: none">Chinese (Singapore)DutchEnglishFrenchGermanItalianJapaneseKoreanNorwegian | <ul style="list-style-type: none">PolishPortuguese (Brazil)SpanishSpanish (Mexico)SwedishThaiTurkish |
|---|--|



The materials such as consent forms that study sites send you may not be in your preferred locale-specific language. Please contact the study site if you have questions about the materials.

1. Select the Account icon () in the upper-right corner.
2. Select **Account**.
3. Select the **Edit** button () next to your preferred language.
4. Select a language and locale from the list.
5. Select **Confirm**.
6. Select **Change**.

Your selected language and locale will be reflected in our Android, iOS, and web apps, as well as in notifications from MyVeeva for Patients.

Updating Your Time Zone

You can change your time zone so that your tasks, visits, and notifications make sense for your location.

1. Select the Account icon () in the upper-right corner.
2. Select **Account**.
3. Select the **Edit** button () next to your time zone.
4. Select one of the time zones from the list.
5. Select **Confirm**.
6. Select **Change**.

We update our web app and messages to be in the new time zone, and we'll display our Android and iOS apps in the new time zone if you log in there.

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Consent Forms

MyVeeva for Patients allows you to review, complete, and download study consent forms.

Clinical studies are required to have participants review and sign consent forms to participate. You might even sign different versions of the forms over time. For many studies, these forms are signed on paper. MyVeeva for Patients allows you to review, complete, and download consent forms online.

For some studies, you might review the form with the site coordinator in person, on the phone, or online. No matter how you communicate with the site, you can contact them if you have questions about the study before you sign or decline a form, and you can also download the form if you want to share it with your family or care team offline.

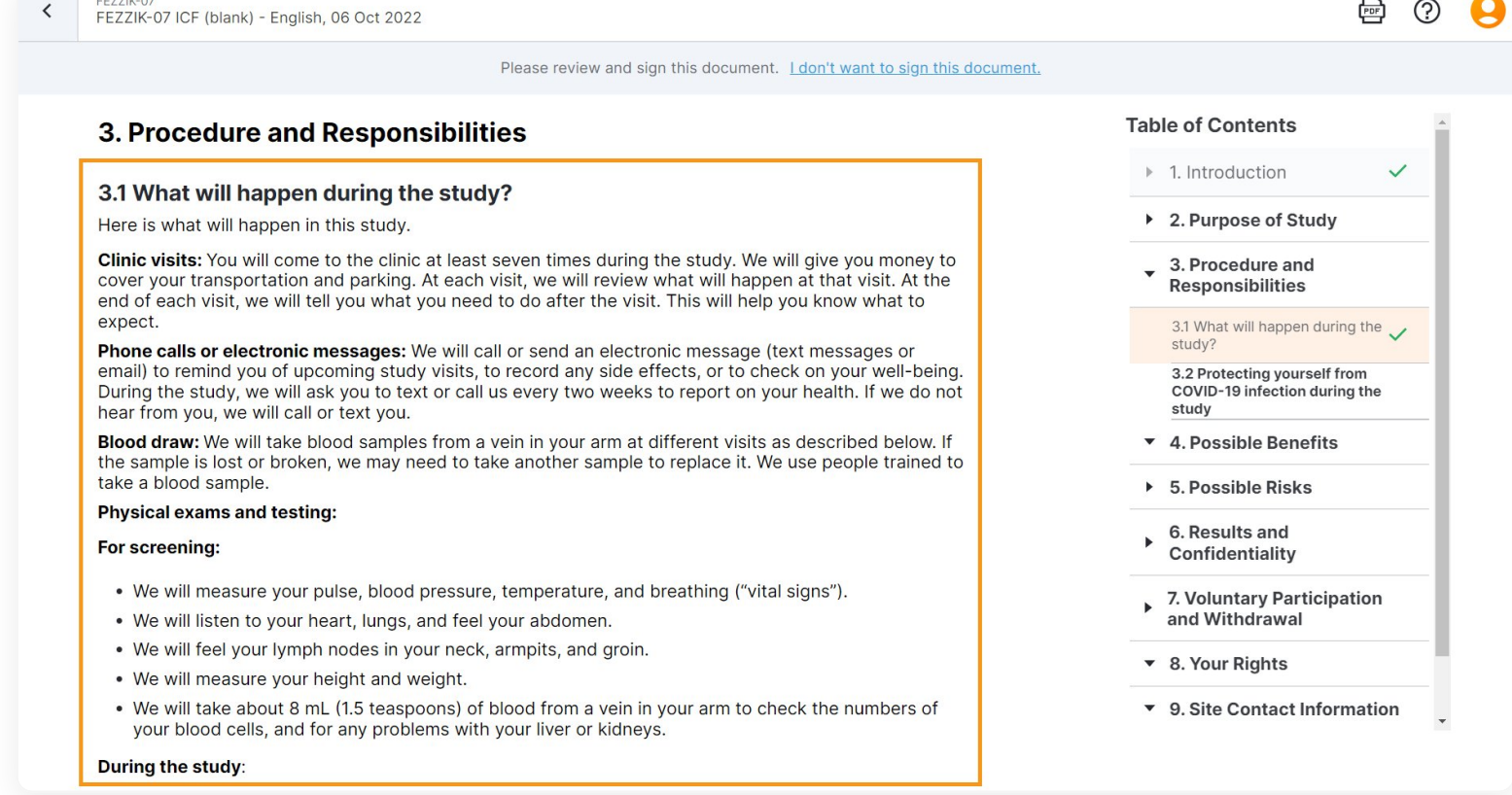
And if you're a witness, translator, guardian, representative, or proxy, you can also use MyVeeva for Patients to sign consent forms.


Tip

If you're a registered user, make sure you have your mobile phone nearby if you're not already using it. You may need it to verify your identity. If the study team didn't enter contact information for you and you're not registering an account, you'll complete your forms in person and won't need to verify your identity with your mobile phone.

- WEB APP
- ANDROID AND IOS APPS

Reviewing Consent Forms



1. Select **View Consent Form** in the invitation email, scan the QR code shown to you by the site coordinator, or select the **Tasks** page in the sidebar. If you use MyVeeva for Patients in more than one role, you may need to select the Account icon () in the upper-right corner and select your role after you log in.
2. Select one of the consent forms on the Tasks page.
3. Scroll through the form and review it. As you view its sections, your progress is displayed on the table of contents. The table of contents is displayed to the right of the form on larger screens and in the hamburger menu on smaller screens. A checkmark on the table of contents means you've viewed that section or answered its required question.
4. If you're done reading a section and the form includes more than one, select **Next Section** at the bottom of the page. You can also select a section on the table of contents to skip to it, but you'll need to view all sections before you can sign.

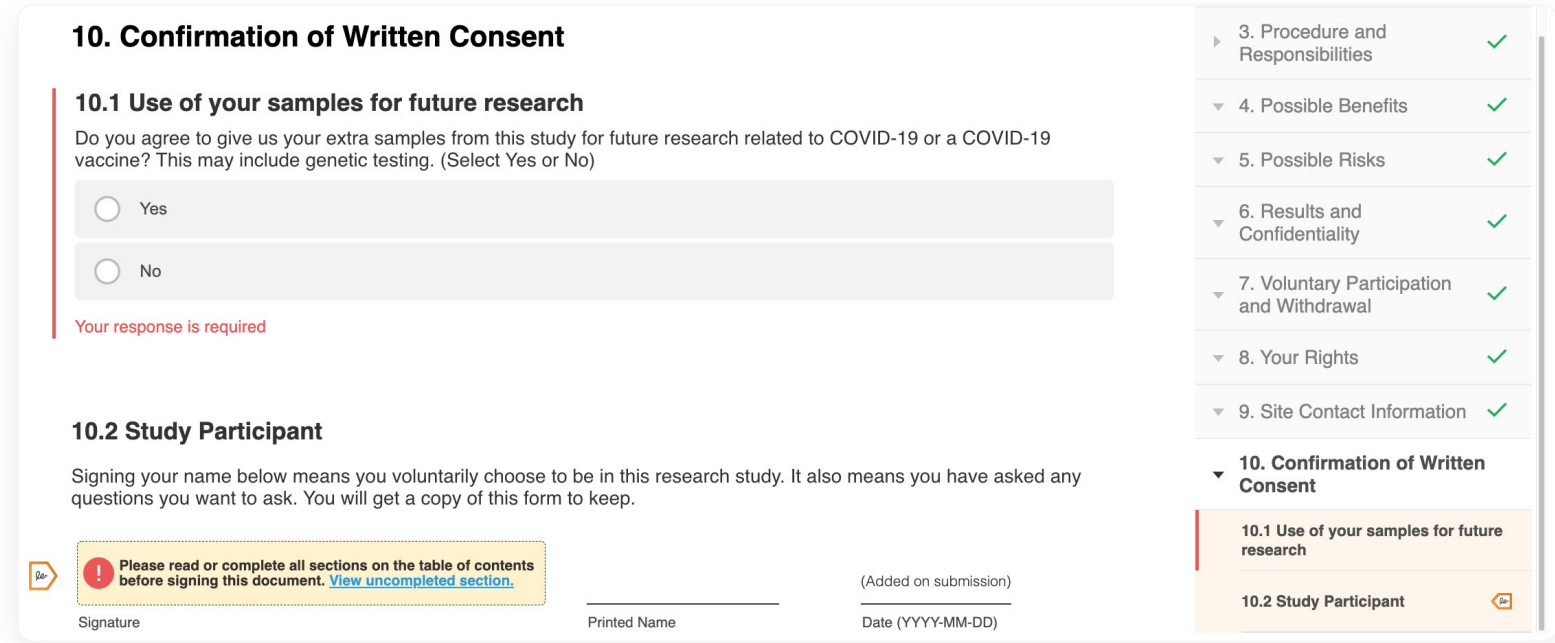
Tip

You can zoom in using your browser if you're having difficulty reading the form, and you can use your mobile device to zoom in on images and pan around them.

Answering Questions on Consent Forms

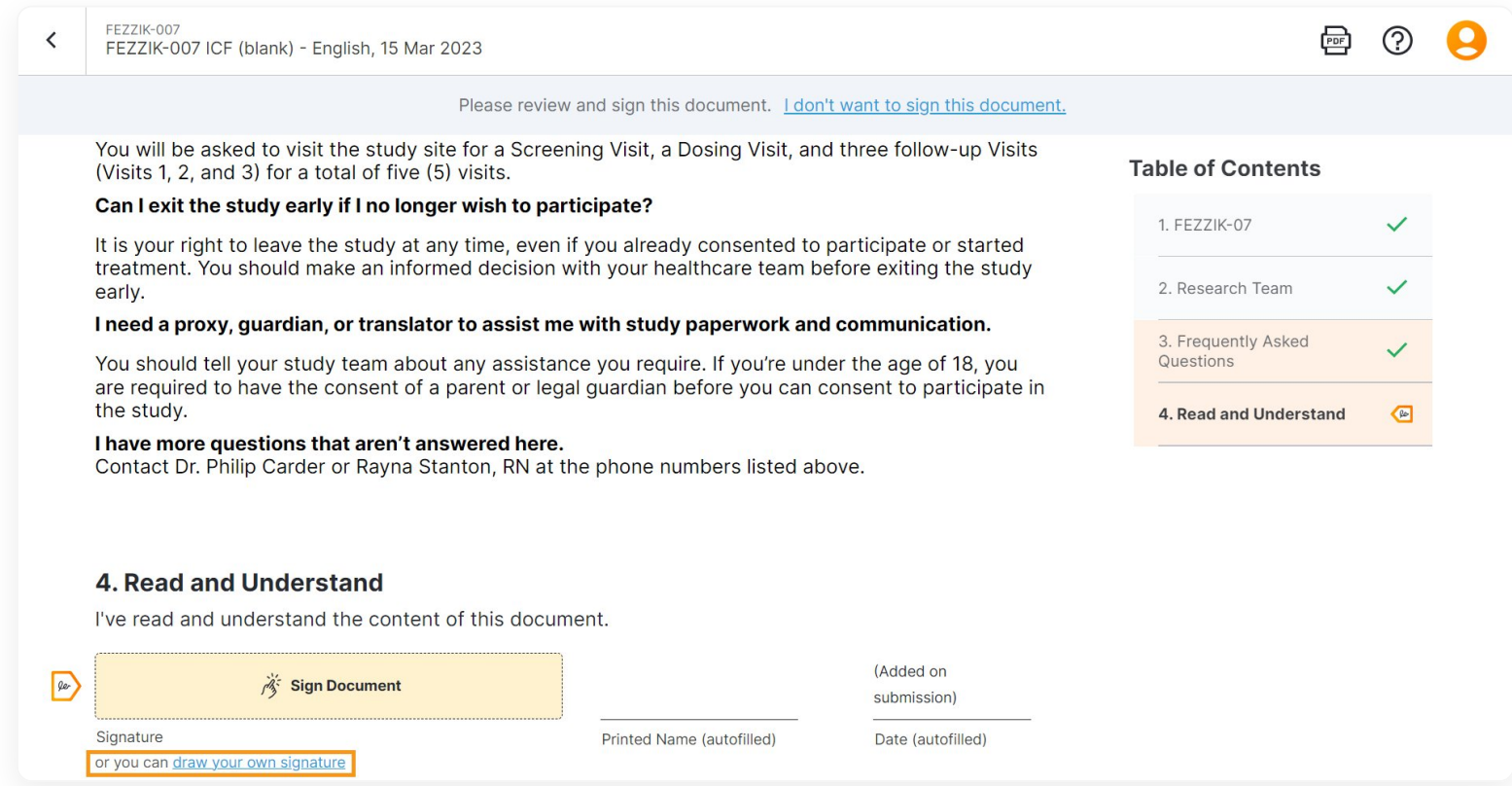
If you're the main reviewer on the form, you have to answer any required questions to mark their sections complete and sign the form. If a question is optional, you can either answer it or submit the form without an answer.

If multiple people review a form (for example, if a proxy is signing for a participant as well as a witness), only the main reviewer answers the questions. The other reviewers see their answers when reviewing the form. If two guardians are signing, only the first to review answers the questions.



- **One Answer:** For questions with only one answer, select the checkbox next to the answer if it applies to you. Questions with only one answer are always optional.
- **More Than One Answer:** For questions with more than one answer, select the option for your answer. Questions with more than one answer can be optional or required. We display required questions with a red bar next to them.

Signing and Submitting Consent Forms



1. Go to the document's signature section. The section is indicated by an orange box that points to it on the table of contents and the page. You might need to complete the following steps:
- If you haven't viewed all of the form or answered all of its required questions, select **View Uncompleted Section** in the signature block. Complete that section and any others that don't have a green checkmark on the table of contents.

▪ If the form requires an unlock code, select the signature block and enter the code when the study team gives it to you. Some studies use unlock codes to make sure you have a chance to ask questions before you sign.
2. Apply your signature by completing one of the steps below. For some studies, you may be required to draw your signature. For others, you can choose how you want to sign by selecting **Sign Document** or **Draw Your Own Signature**.
- **Click or Tap to Sign:** Select the signature block for your role. We'll automatically fill in your printed name and the date when you submit the form, so you only need to click or tap to sign.

▪ **Draw Your Signature:** Draw your signature in the signature box and select **Apply**. If you want to redraw your signature, select **Clear**.
3. Select **Submit** at the top of the page to send the form to the study team. If you clicked or tapped to sign, you'll need to enter the six-digit code we send you in a text message. If you don't receive it, select **Send Another Code** to get another text message or **Get a Voice Call** to get a phone call.

When a study team member signs the form, we'll update the .PDF file in MyVeeva for Patients to include their electronic signature at the end.

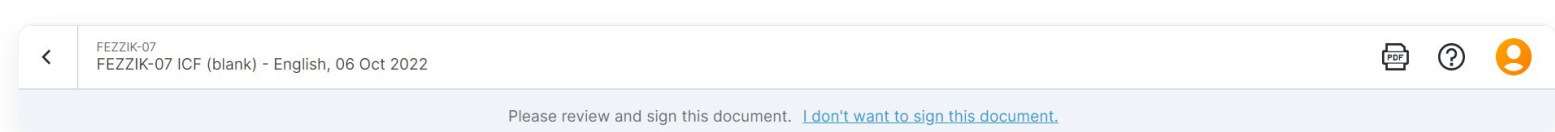
Note

At times, your study team may send multiple forms for you to review in a specific order. You can return to the Tasks page to ensure you review forms in the correct order.

Declining Consent Forms

When you decline a form, it means you don't consent to what's on it. This might mean that you or the participant can't take part in the study, so please talk with your site coordinator if you're unsure.

If multiple people are reviewing the form and one of them declines it, the form is declined for everyone but is still on the Documents page if they want to read it. If someone declines when they don't mean to or changes their mind, contact the study site and ask them to resend the form.




1. In the banner at the top of the form, select **I don't want to sign this document**.
2. Select **Decline**.

Note

You can't select the link to decline if you've applied your signature but haven't submitted the form yet. To view the link again, select the **X** in the signature field to clear it.

Downloading Consent Forms

Select the **Download PDF** button () at the top of consent form. You can also download the form later on the Documents page.

Withdrawing From a Study

To withdraw from a study or withdraw a participant, call or email the study site.

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You can view and download consent forms and other documents on the Documents page.

Consent forms are added to the Documents page when you sign or decline them. When a study team member signs a consent form that you signed, we update the .PDF file in MyVeeva for Patients to include their electronic signature at the end.

You can also view and download other study documents if you’re a participant, guardian, or proxy. The documents could include instructions for using home medical devices, information about payments, or other information that your study site shares with you.

WEB APP

ANDROID AND IOS APPS

Viewing Your Documents



1. Select **View Documents** in the invitation email, or log in and select the **Documents** page in the sidebar. If all your tasks are complete, we also open the Documents page when you log in.
2. To view a document, select its linked name in the Document Name column.
3. To find a document, you can complete any of the following actions:
 - Enter text in the Search Documents box to search for a document by name.
 - Select an option from the Sorted By list to sort the documents by name or recent activity.
 - Select a study from the All Studies list next to the search box to filter the list by study.

Downloading Your Documents

Select the **Download PDF** button () to download a .PDF copy of a document. The file is saved to the default location used by your browser.

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Surveys

MyVeeva for Patients allows you to complete surveys.

Surveys ask you questions about different aspects of your health. As a participant in a clinical trial, your study team may assign surveys to you in order to measure your experience in the study. MyVeeva for Patients allows you to easily complete your surveys and securely send your responses to your study team.

In your tasks, surveys are assigned to you and shown with their due dates. For example, you may have a survey due once per day by a specific time, or you may have a survey that allows you to take it as many times per day as you need. Ask your study team if you have questions about your specific surveys or their due dates.

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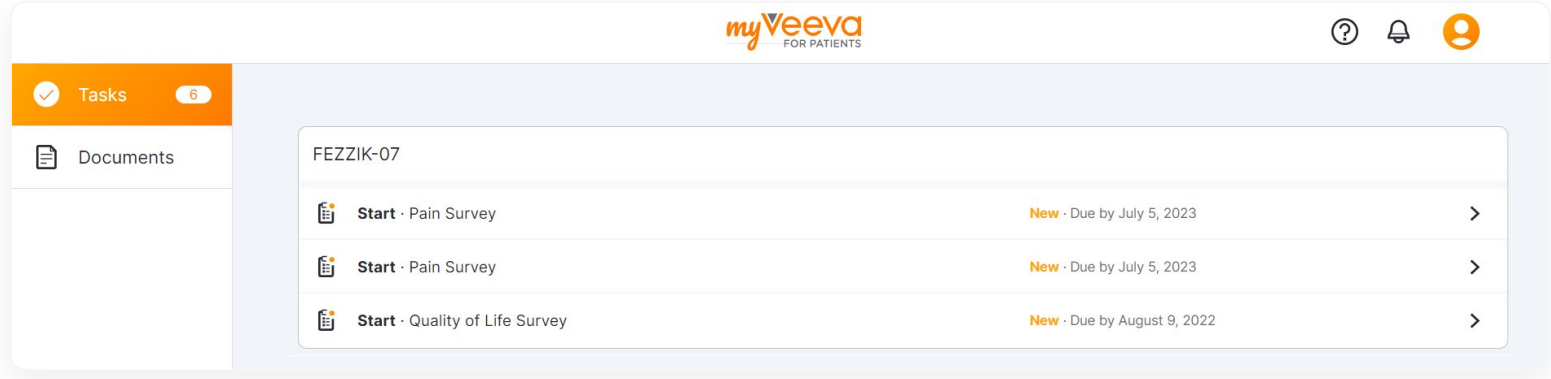
Registering Your MyVeeva Account

When your study team first assigns surveys to you, you receive an email welcoming you to MyVeeva for Patients. If you don't already have a MyVeeva account, you can create one using the link in the welcome email.

You may have surveys waiting for you, so it's important to create your account and begin completing your surveys as soon as you receive your welcome email.

See the [Registration](#) and [Login](#) article for more information.

Taking Your Surveys



1. Log in and select the **Tasks** page in the sidebar.
2. Select the survey you want to begin or resume from the list.
3. Answer the questions in the survey.
4. When you reach the end of the survey, select **Submit**.

Note At times, your study team may want you to complete surveys in a specific order. If there is a grayed out and unavailable survey on the Tasks page, first complete any available surveys above it.

Survey Due Dates and Times

Each survey in your tasks is shown with its due date. If a survey is due today or tomorrow, the time of day when it's due is also shown. If a survey is due anytime after tomorrow, only the due date is shown. Future surveys don't appear until they become available to you.

Starting and Resuming Surveys

If your survey task is labeled with **Start**, you haven't started it yet. You can start it at any time before it's due.

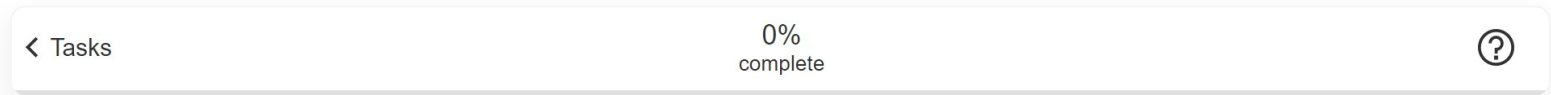
If your survey task is labeled with **Resume**, you started it but didn't finish it. You can resume it at any time before it's due.

Question Types and Skipped Questions

Surveys may include the following types of questions and content:

QUESTION TYPE	DESCRIPTION
Instructions	Carefully read any shown text and select OK to confirm that you read it. You must select OK to continue to the next question
Single-Choice	A single-choice question asks a question and presents you with a selection of responses in a list or a drop-down menu. You may only select one response.
Multiple-Choice	A multiple-choice question asks a question and presents you with a selection of responses in a list or a drop-down menu. You can select one or more responses.
Number Scale	A number scale question asks a question and presents you with a selection of numbers to respond with. You may only select one response.
Visual Scale	A visual scale question asks you to apply a rating on a scale. The top of the scale indicates the highest possible value you can respond with. The bottom of the scale indicates the lowest possible value you can respond with. Select a point on the scale to answer the question.
Number Entry	A number entry question asks you to respond by entering a number. If you try to enter a number that isn't allowed, an error message appears with information about which numbers you can enter.
Text Entry	A text entry question asks you to respond by entering text. There is a maximum number of characters you can enter as a response.
Date and/or Time Entry	A date and/or time entry question asks you to respond by entering a date, time, or date and time. At times, there may be limits to how far into the past or how recent of a date and/or time you can enter as a response. Read the question text carefully for information about how far into the past or future of a date and/or time you can enter.
Skipped Questions	At times, you may only be asked a question if it's applicable to you based on how you responded to previous questions. A skipped question does not require a response and will not be shown as you complete your survey.

Survey Progress Bar

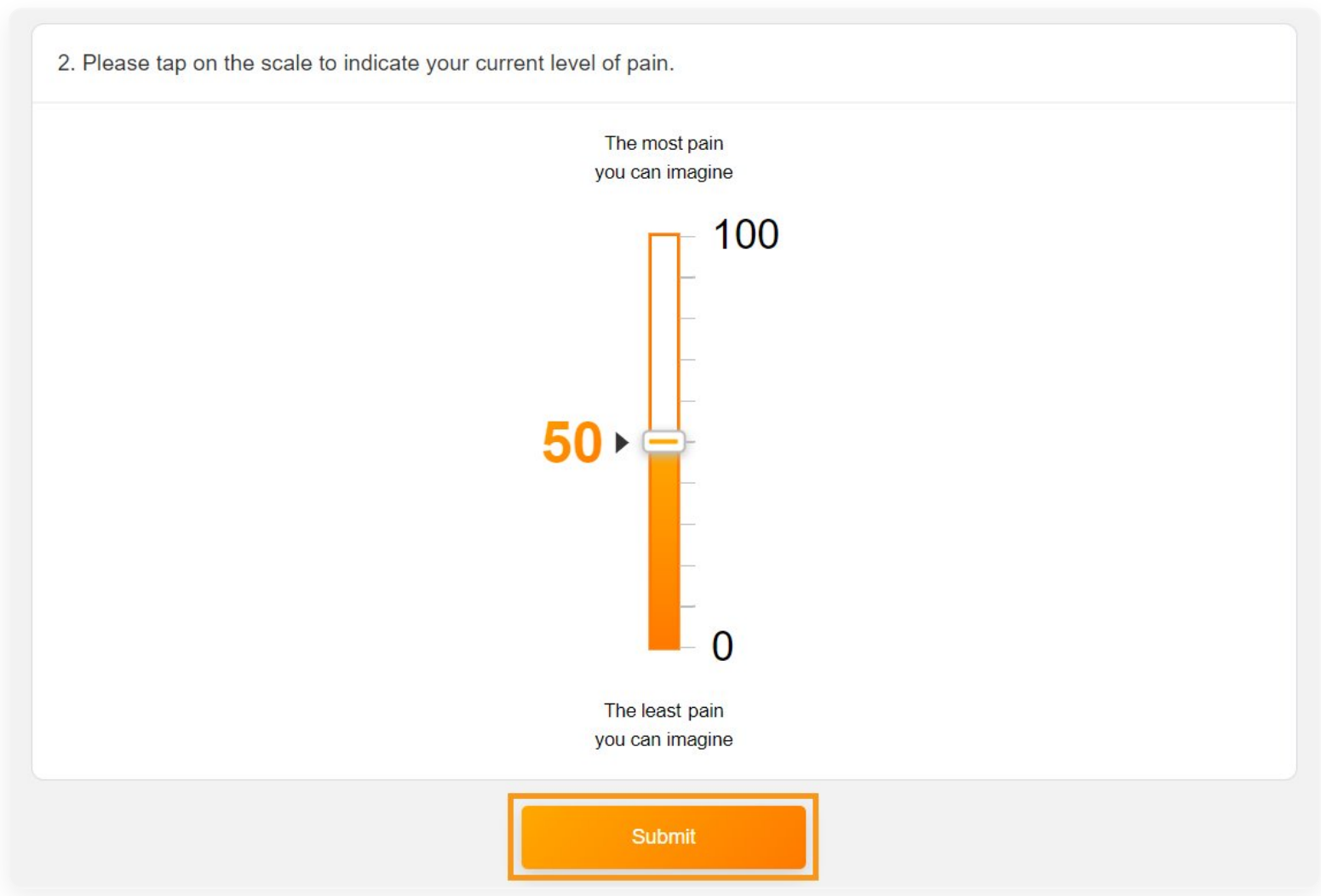


While completing a survey, you can see how far you've progressed by viewing the % complete and the orange progress bar at the top of your screen.

Navigating and Exiting a Survey

- If you need to return to a question you already answered that's before where you currently are in the survey, scroll up or select the up arrow button () to return to the previous question.
- If you need to return to a question you already answered that's after where you currently are in the survey, scroll down or select the down arrow button () to return to the next question.
- If you need to exit a survey without submitting it, select the back arrow button () to return to your tasks.
 - When you exit a survey without submitting it, your progress is saved and you can resume the survey at any time before the due date. If the due date passes before you resume and submit the survey, your responses are lost and the survey is considered missed.

Submitting a Survey



When you respond to all applicable questions in a survey and you're ready to finish, select **Submit** to submit your answers. Once your answers are successfully submitted, you return to your tasks.

Survey Notifications

While you're participating in a study, MyVeeva for Patients sends you notifications to notify you of approaching survey due dates, when new surveys are available, or if you missed a survey.

Surveys and Your Preferred Language

If your surveys aren't available in your MyVeeva for Patients preferred language, you may see your surveys in one language and the rest of the application in another language. Contact your study team to understand which languages your study supports.

All notifications are sent in your MyVeeva for Patients preferred language. See the [Account Settings](#) article for more information.

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— Visits

Visits

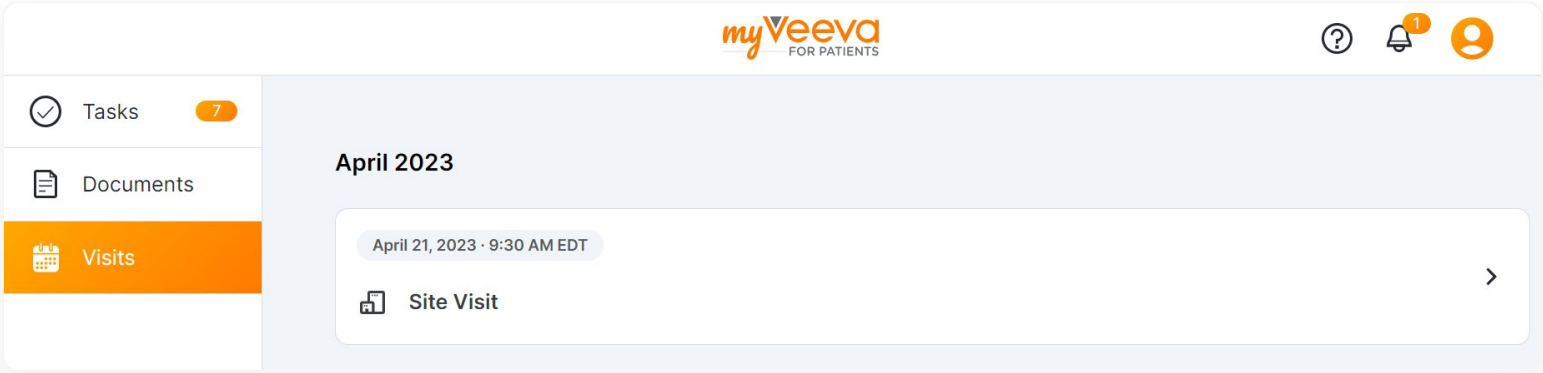
You can view and join visits and virtual visits on the Visits page.

As a participant in a clinical study, your study team may schedule visits for you to attend in person or online. MyVeeva for Patients allows you to review the dates, times, and details for all your visits and join your virtual visits in the app.

WEB APP

ANDROID AND IOS APPS

Viewing Your Visits

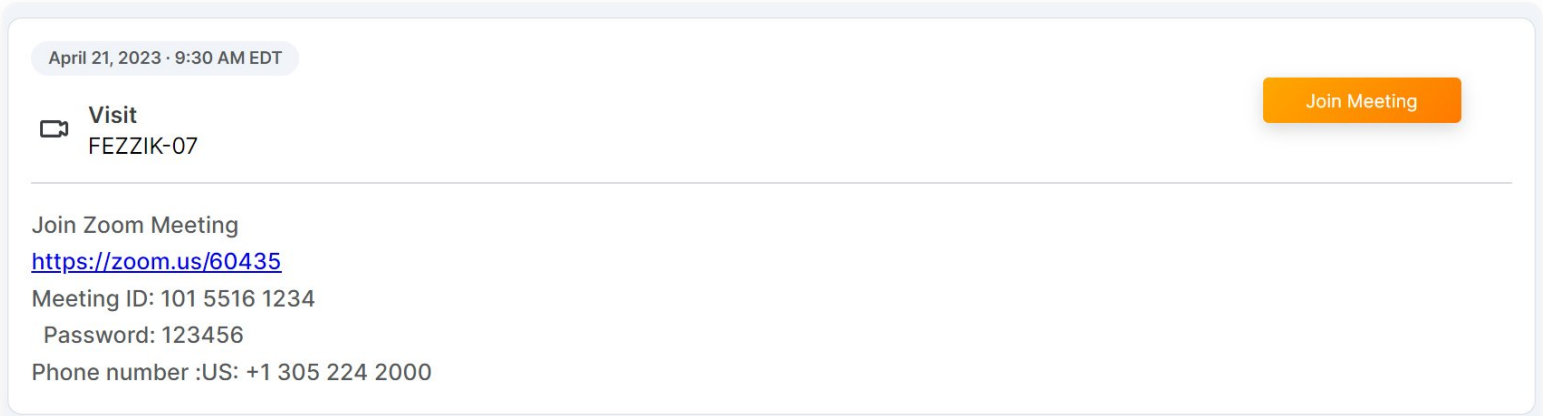


You can view your upcoming in-person and virtual visits by selecting **View** in the invitation or notification email or by selecting the **Visits** page in the sidebar. Visits are ordered from soonest to furthest away.

You can select a visit to view its date, time, and details. If your study team changes or cancels a visit, we notify you of the change and update or remove the visit.

If you think a visit may be missing from the list, contact your site coordinator.

Joining Your Virtual Visits



To join a virtual visit, select the visit from the Visits page. Select **Join Meeting** or the virtual meeting link in the details at the meeting start time.

Surveys

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