

Subject: SimpleTrials Did you Know Administrators can Unlock Accounts?

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From: Trial By Fire Solutions

To: Marissa Moore

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SimpleTrials

CTMS + eTMF

Hello SimpleTrials user,

We hope your journey with SimpleTrials is going well! Did you know that SimpleTrials administrators are able to unlock user accounts for their studies? SimpleTrials offers the ability for administrators to unlock user accounts for any user that has been locked for inactivity.

Tips for managing user accounts in SimpleTrials:

- Navigate to the User Management tab under the Administration section in SimpleTrials
- After selecting a user, administrators can choose from a drop-down list of Account Actions to unlock any user that has been locked out of their account
- Administrators also have the option to send a forgot/reset password email to users, as well as to deactivate/reactivate or suspend user accounts

The screenshot shows the SimpleTrials User Management interface. On the left, a navigation sidebar is visible with 'Portfolio' and 'Administration' sections. The 'Administration' section is expanded, showing 'User Management' and 'Subscription & Settings'. The main area is titled 'User Management' and shows a list of users. A user named 'Murray, Bo' is selected, and a modal window titled 'User Details - Murray, Bo' is open. In this modal, under the 'Account Details' tab, the 'Account Status' is listed as 'Locked for inactivity'. A dropdown menu titled 'Account Actions' is open, showing options: 'Edit User Details', 'Unlock User Account' (which is highlighted in purple), and 'Deactivate/Suspend Account'. Other users listed in the main table include 'Carvey, Dan', 'Curtain, Je', 'Morris, Ga', and 'Murray, Bo' (another entry for the same user).

If you have any questions or if we can be of any assistance, please contact your assigned client manager (Premium Plus clients) or email us at customersuccess@simpletrials.com.

Sincerely,

The SimpleTrials Team

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