1. My web browser (Internet Explorer, FireFox, Safari, Chrome) is currently open to the Access Code page like the one shown below, what do I do now?

In order to view the online documents, you will need an access code. One has been emailed to you. Therefore, leave this page open and open a new tab on your web browser. Do this by clicking on the “New Tab” icon next to the currently open tab. Look for the box next to the currently open tab.

Example 1: Internet Explorer
Example 2: Firefox

OR

On your keyboard, press the key “Ctrl” on your keyboard and, while keeping the Ctrl key pressed, also press the “T” key on your keyboard. (Ctrl + T)

In the New Tab, type in your e-mail service web address (gmail, Hotmail, aol, Yahoo, etc.) and log into your account.

Look for our e-mail in your Inbox, Junk, or Spam folder. Our e-mail should come from “research for her via DocuSign <dse_na2@docusign.net>” and the subject heading will read “Email Validation: Please Review”. Open this email.
In the center of the body of the message, you should find your access code. (See the example Email Validation message below)

This is an example of the access code. Do not use this code.

Return to the Access Code page that you still have open by clicking on the tab label. Do not click the “x” on the tab as this will close the tab page.

Enter your code in the Access Code box.
Click on the “Validate” button. You will be directed to the view documents page by choosing “Review Documents” on the “Request for Signature” window and will be able complete the registry consent form and questionnaire.

2. I entered my name and email address and got to the Access Code page, but I closed it. I went to my email service and have logged into my email account, what do I do now?
Look for our e-mail in your Inbox, Junk, or Spam folder. Our e-mail should come from “research for her via DocuSign <dse_na2@docusign.net>” and the subject heading will read “Email Validation: Please Review”. Open this email.

In the center of the body of the message, you should find your Access code. You can return to the Email Validation page by clicking on the “Resume” link found at the bottom of the email message.

This is an example of the access code. Do not use this code.
A new tab will open on your web browser displaying the Access Code page. Enter your code found on your message.
3. I have viewed the registry consent form and questionnaire, but have chosen to finish it later. How do I return to them?

Log in to your email account and look for the Email Validation message with the Access Code that you used the first time to view the registry consent form and questionnaire.
You can return to the documents by clicking on the “Resume” link found at the bottom of the email message. (See the example Email Validation message below). Because you have already viewed the consent form and questionnaire once, you will not be asked to enter your Access Code again.

4. I can’t find the Email Validation message from you in my Inbox, Spam, or Junk folder? Where is it?

You may have entered your email address incorrectly in the Welcome page. (See image below)

Contact the Study Coordinator, Diane Park, at (310) 423-5408, to confirm your email address. If you have entered your email incorrectly on the Welcome page, we will be able to correct your email address so that you will receive the Email Validation message with your access code.
5. I have entered all of my information on the registry consent form and questionnaire. How do I finish it?

Online registration is complete when both the registry consent form and questionnaire are electronically signed (or initialed) and dated.
Once this has been done, a yellow “Confirm Signing” button will appear to the left of the document. Click on the “Confirm Signing”. Once confirmed, a confirmation email will be sent to you that will include your completed consent and questionnaire.

Once confirmed, a confirmation email will be sent to you that will include your completed consent form and questionnaire.

You should review your questionnaire. If you find errors in it, please contact the Study Coordinator at (310) 423-5408 or at diane.park@cshs.org.

This “Confirm Signing” button will appear only after the documents have been signed and dated. Click on it.

This is what the Confirmation Email will look like.

This email includes a copy of your signed consent and completed questionnaire.

They are sent to you to keep for your records.
If you have a question that was not addressed, please contact the Study Coordinator, Diane Park, at (310) 423-5408 or Diane.Park@cshs.org.