



# Look Up a Participant

As a **Study Coordinator**, you can look up a previously registered participant and view their profile, which is provided on the Participant Information page.

## Steps:

1	<p>On ClinCard's <b>Look Up Participant</b> page, (which is the Study Coordinator's <b>landing page</b>), enter <b>one</b> of the following:</p> <ul style="list-style-type: none"> <li>• First and last name</li> <li>• Subject ID</li> <li>• Participant's initials</li> <li>• Participant's email</li> <li>• Last four (4) digits of the participant's ClinCard</li> </ul> <p>Note that if no participants have been registered yet for a given study, the study will not appear in the Study dropdown on the Look Up Participant page.</p>
2	<p>Click <b>Search</b>. The list of applicable <b>participants</b> (if there are more than one) will populate. Note that the last name of any applicable participants will be a hyperlink.</p>
3	<p>Click the appropriate last name <b>hyperlink</b>. The <b>Participant Information</b> page for that participant will display.</p> <p>The right-hand column of this page will provide a list of activities you can perform in connection with this participant. This list will always reflect the ClinCard services to which this study is subscribed. For example, if you are a site in a Sponsor/CRO study that subscribes to ConneX (available to Sponsor/CRO studies only), you will likely see options related to travel, such as Create a Travel Profile.</p> <p>The full list of possible activities includes:</p> <ul style="list-style-type: none"> <li>• Assign/Replace ClinCard</li> <li>• Assign/Edit Bank Account (Sponsor/CRO clients)</li> <li>• Request Payment</li> <li>• Request Reimbursement</li> <li>• Create Travel Profile</li> <li>• Edit Participant</li> <li>• Schedule Appointment</li> <li>• Request a Ride (if Rideshare is enabled)</li> </ul> <p>Clicking on any of the displayed links will initiate that activity.</p>

## Frequently Asked Questions

Why can't I find a participant I'm trying to locate?	You may not have the appropriate access for the study in which the participant is registered. Contact your Sponsor Study Contact or Site Administrator.
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<b>Greenphire Support Site:</b>	
<a href="#">Greenphire Support</a>	

<b>Greenphire Support Lines:</b>			
<b>United States Toll Free:</b>	1-844-847-0107	<b>United Kingdom:</b>	0208-150-5470
<b>United States / Canada:</b>	1-215-609-4378	<b>International:</b>	(+44) 208-150-6470