

Greenphire Patient Payments

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 the Study Coordinator's Landing page, which is the Look Up Participant page, enter one of the following search criteria:</p> <ul style="list-style-type: none"> • Study (select from the dropdown menu) • First and last name • Subject ID • Participant Code • Participant's initials • Participant's email • The last four (4) digits of the participant's ClinCard <p>Note: Only studies with registered participants will appear in the Study dropdown.</p>
2	<p>Click Search.</p> <p>The list of applicable participants (if multiple matches are found) will populate below.</p> <p>The search results will be displayed in a table with the following columns:</p> <ul style="list-style-type: none"> • Last Name: The participant's last name (clickable hyperlink to their profile) • First Name: The participant's first name • Last Four: The last four digits of the participant's ClinCard • Location: The site associated with the participant • Participant Code: A unique identifier assigned to the participant (based on the configuration) • Study: The study the participant is enrolled in • ID: The participant's Subject ID • Delivery Model: Indicates Travel and Reimbursement study configuration <p>Note: The Last Name field for each participant will be a hyperlink.</p>
3	<p>Click the appropriate last name hyperlink on the Participant Information page. The right-hand section of the page provides a menu of available activities for the selected participant. The available actions reflect the Greenphire Patient Payments services to which the study is subscribed.</p> <p>The full list of possible activities includes:</p> <ul style="list-style-type: none"> • Manage Payment Method • Request Payment • Request Reimbursement • Create Travel Profile • Edit Participant Information • Schedule an Appointment • Request a Ride (if Rideshare is enabled) • Resend GreenSpace Invite (for GreenSpace enabled studies) • Reset GreenSpace Password (for GreenSpace enabled studies) <p>Note: Clicking any of these links will initiate the corresponding activity.</p>
4	<p>View Recent Activity</p> <p>The Recent Activity section, on the right-hand side of the page, displays a concise summary of the latest activities related to participants.</p> <p>This includes:</p>

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- New participant enrollments
- Updates to participant information (e.g., address changes)
- Caregiver updates
- Changes in study configurations

Click **View All** to access a detailed history of all recent activities.

Related Topics:

[Register a Participant](#)

[Edit a Registered Participant's Information](#)

[About the Payment and Travel Delivery Models](#)

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 Study Administrator.

Suvoda Support Site:

[Suvoda Support](#)