

CENTER FOR GLOBAL CLINICAL RESEARCH DATA

Quick start guide: Vivli users

Platform Version 4.1

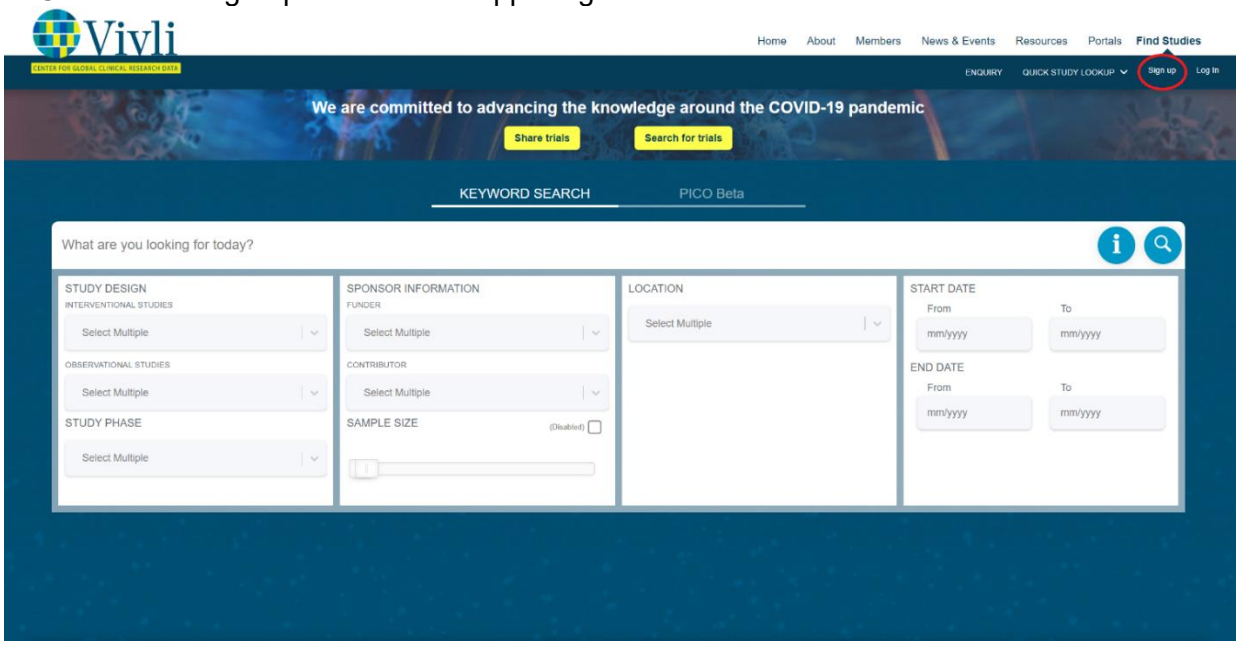
31 October 2026

1. Vivli User Account

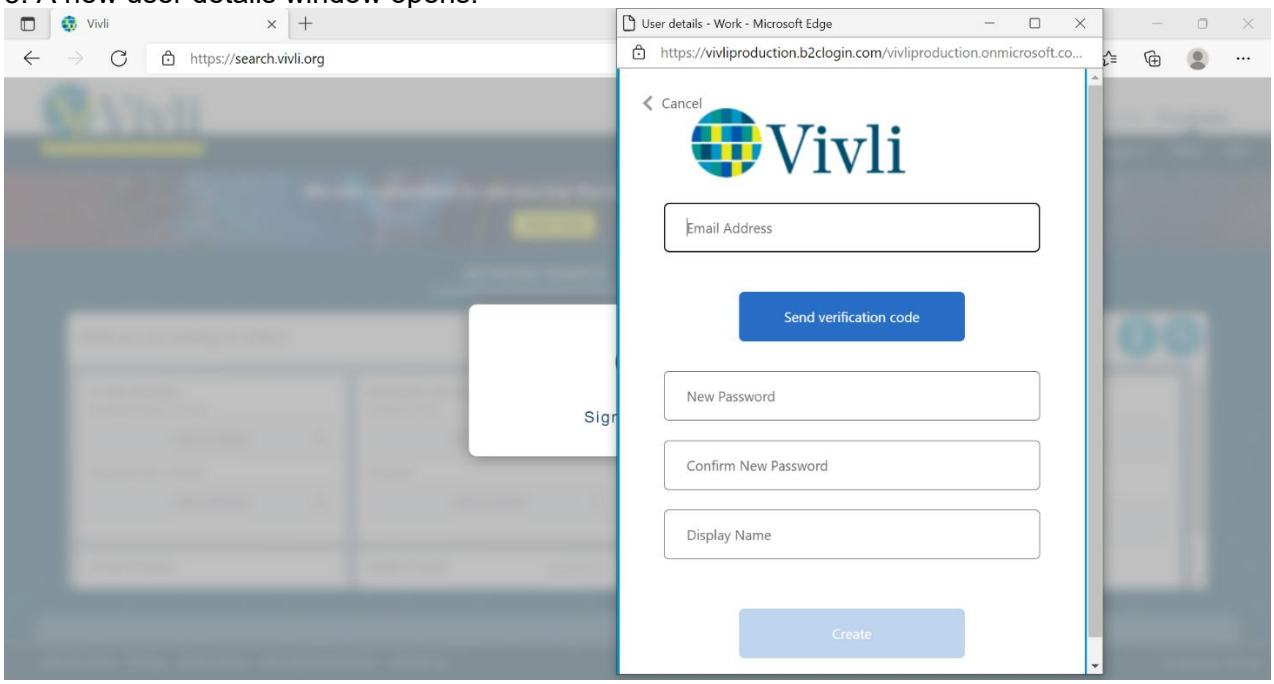
1.1 Sign up for a new Vivli Account

1. From a supported browser (see section 2 below for details), go to search.vivli.org to access the platform

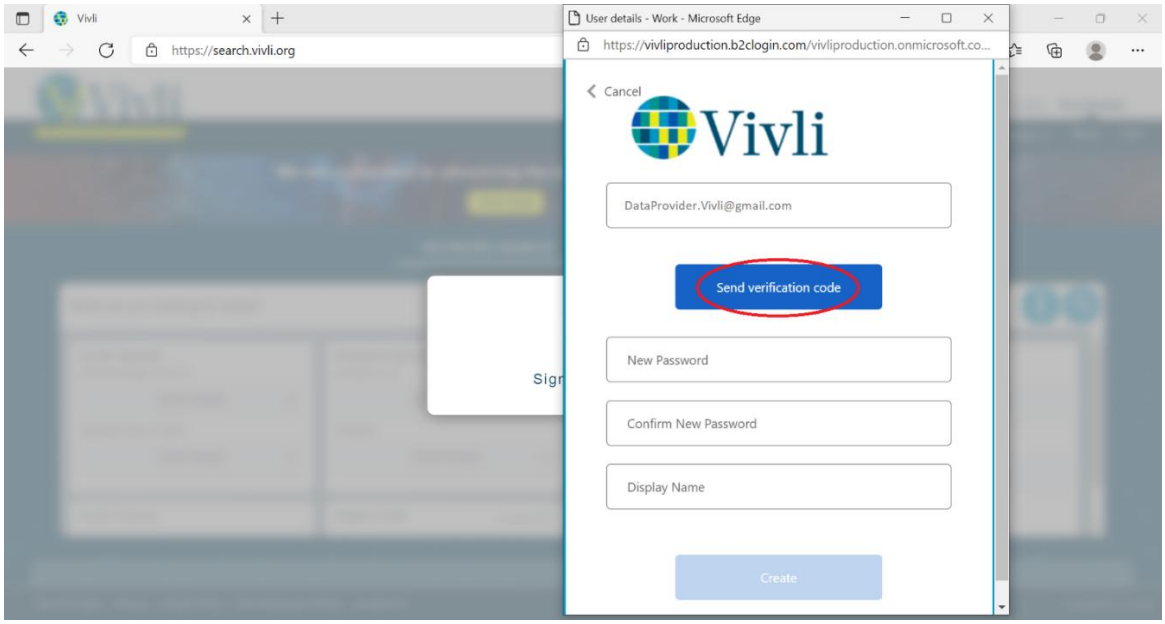
2. Click on the Sign-up button in the upper-right hand corner



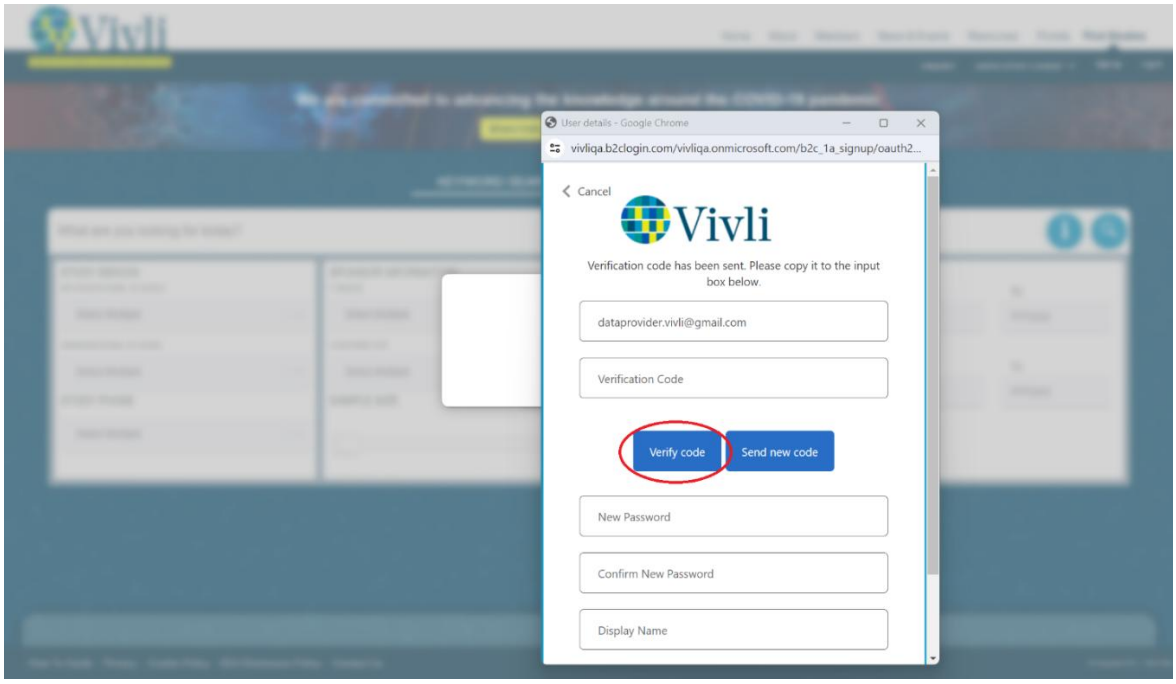
3. A new user details window opens:



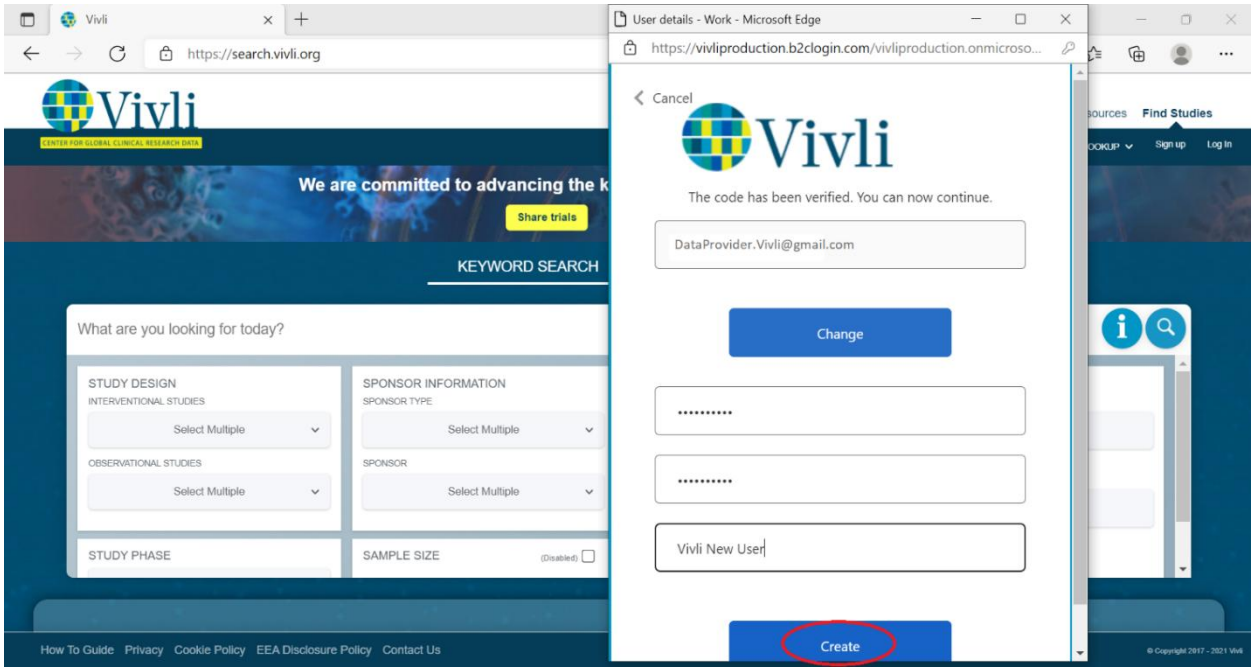
4. Enter your email address and click **Send Verification Code.** A verification code is sent to the email address entered. That invite will come from the address noreply@vivli.org, and the subject will be “Welcome to Vivli”. Please copy the 6-digit verification code in the email message.



5. Enter the verification code into the appropriate field and click the **Verify Code** button. Once the code is verified, proceed to the next step. [Note: If you encounter problems with verifying the code, you have the option of requesting another code.]



6. Enter a password to be used for the new account. Passwords should be 8-16 characters and contain 3 out of 4 of the following: upper and lowercase letters, numbers and special characters. Enter the same password into the second password field as confirmation.
7. Enter a display name to be used in the Vivli platform and then click the **Create** button.



8. Your account is created, and can now log into the Vivli platform.

1.2 Multi-Factor Authentication (MFA)

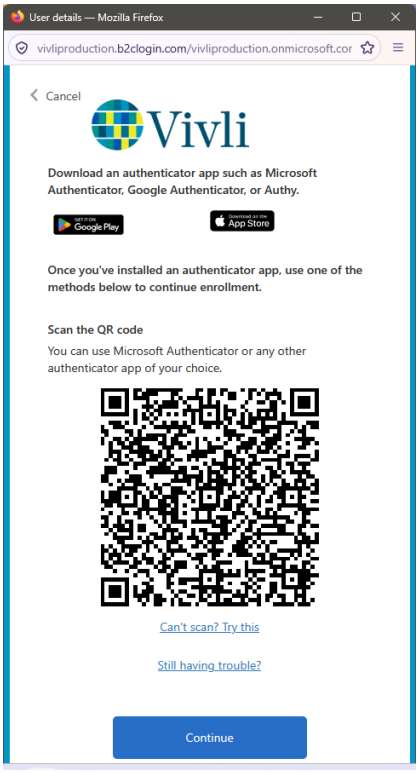
Multi-Factor Authentication (MFA) is an enhanced authentication method that requires an additional verification factor beyond your username and password. It relies on access to a secure physical device in your possession to confirm your identity.

Vivli's implementation of MFA is based on the Microsoft Authenticator, which is an app installed on your phone. Microsoft enforces the use of one phone per login account.

If you are creating a new account via the Sign Up, then after the initial creation of the account, including validation of your email address, and setting your display name and password, you will be prompted to set up the authenticator on your phone using the steps described below. If you are unable to use the authenticator, and would prefer to use SMS-based texts, contact Vivli at support@vivli.org, and Vivli can configure your account that way. (Note that using SMS texts can be difficult if you travel internationally, whereas the authenticator works regardless of where you are.)

1.2.1 Enabling MFA

After you have completed the initial creation of your new account, the system will shift to configure your phone's authenticator app as the addition factor for authentication. The system will display the following screen including a QR code:



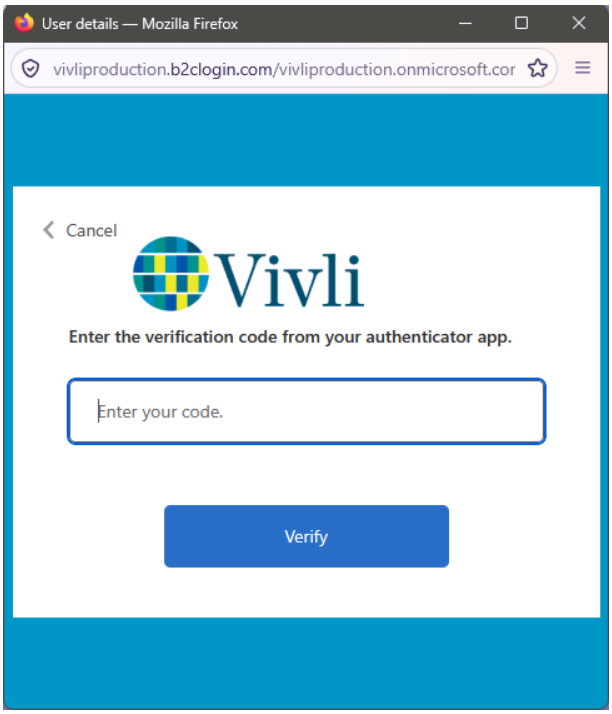
As noted on the screen, if you have not yet loaded the authenticator, do that now, and then start the authenticator. In the authenticator app Click “+” on the upper right.

For the account type, choose “Work or School account”

Click the choice “Scan QR Code”

Hold the phone’s camera up to the QR code on the screen. It will create a new item in the authenticator with the name “Vivli” and showing your email address.

Back to the laptop, click “Continue” on the screen with the QR code above (you may need to expand the window to show the “Continue” button). It will then ask you to enter the code from the authenticator app – this will be a 6-digit number shown at the bottom of the new entry that you just created. Note that the 6-digit code will change every 30 seconds.



Click “Verify” and at this point, the “Enter Verification Code…” screen above will be closed, and you will have completed configuration of the MFA feature.

Click back on the Vivli Platform screen and click on Login.

Enter your username and password. At that point, the system will then re-display the “enter verification code” screen above. As before, enter the 6-digit code displayed in the Vivli entry in the authenticator app.

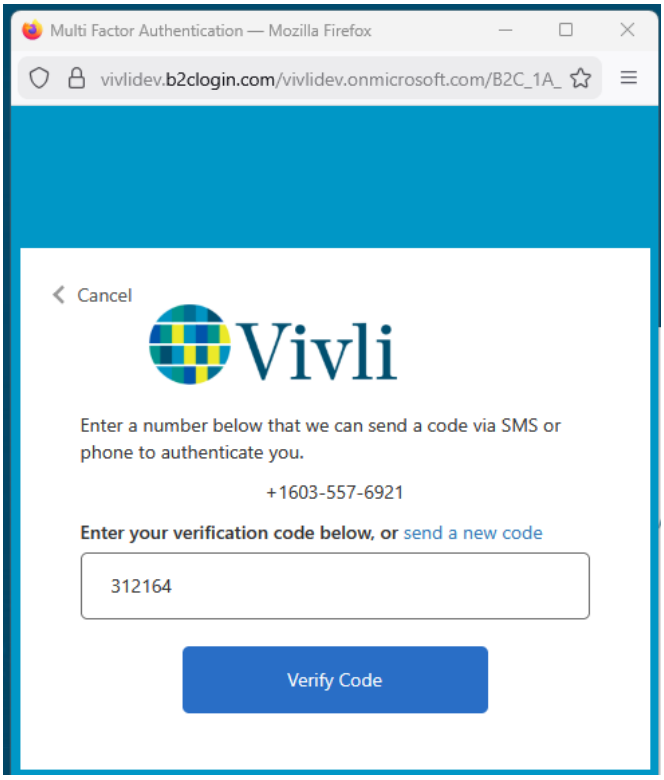
1.2.2 Using MFA with a phone number

The first time you log into your account, you will be prompted to enter a phone number and verify that you own and have access to that phone.

1. If you select **Send Code** option, the system will send a **one-time verification code** to you to confirm your identity. You have to enter the validation code to the login screen to complete set up. Validation code is good for 10 minutes – if it is more than 10 minutes before you enter the code, click on “send a new code”. Please note that during the initial setup, the verification code may take up to 3–4 minutes to arrive. For subsequent logins, delivery is usually much faster.
2. If you select the **call me** option, the system places an automated call to your registered phone number to complete set up

Once you complete setup, your phone will be associated with your Vivli account.





1.2.3 Forgot Password

The “Forgot Password” process begins by sending a standard verification email to confirm you

have access to your registered email address. It then proceeds with validation of your MFA credentials to complete the reset. Note that after resetting the password, you will need to refresh the Vivli Screen to log in.

1.2.4 Change Password

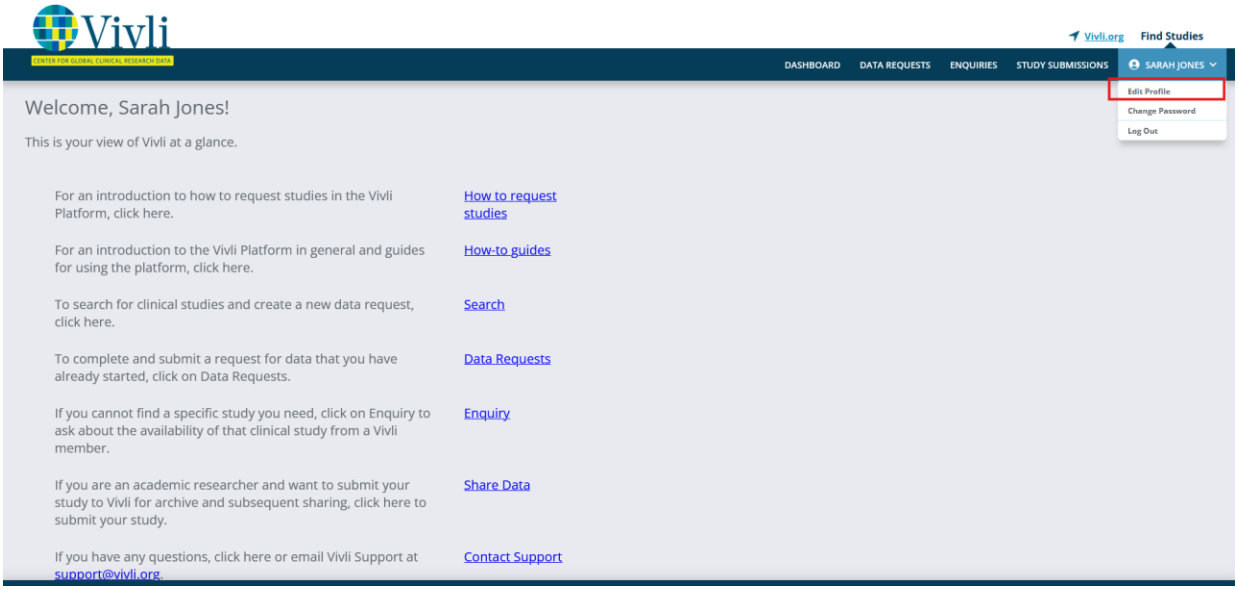
To start the process, you must first sign in to confirm that you are the authorized user. As part of the sign-in process, you'll need to provide your MFA credentials. Then, when **changing** your password, you'll be required to verify your MFA credentials once more.

1.2.5 Change your Phone or Phone Number

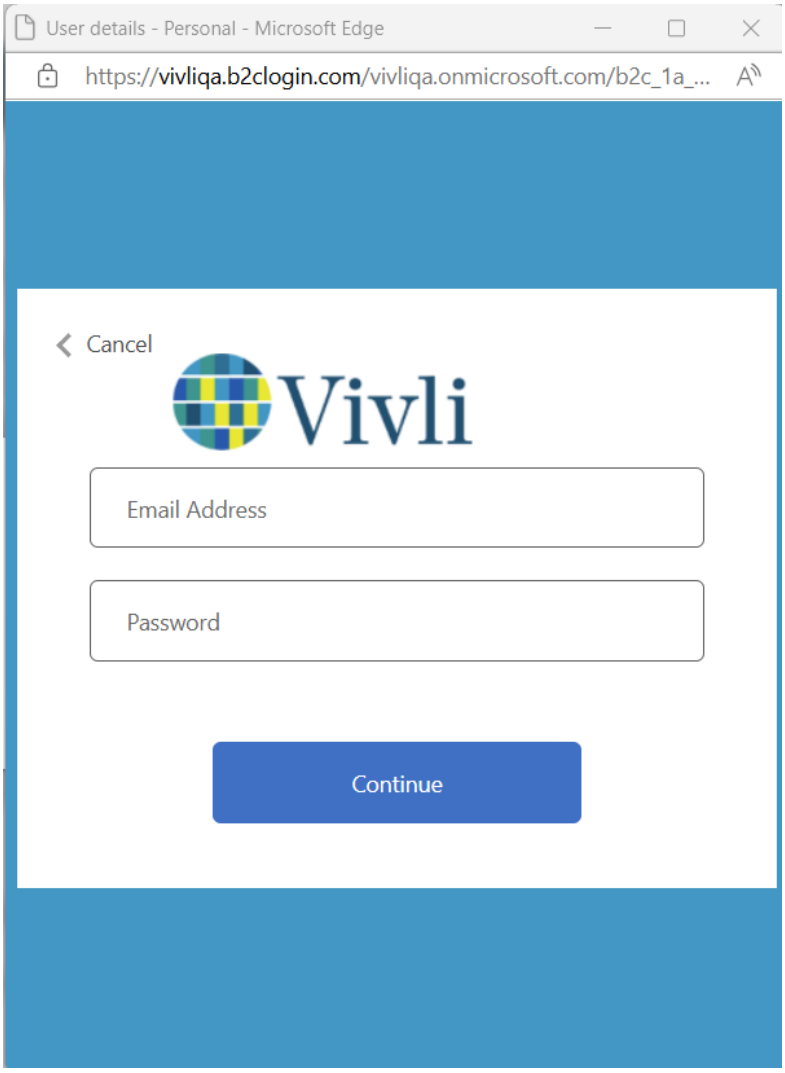
To change the phone number associated with your account, or if you are using the authenticator app and have a new phone, please contact Vivli team at support@vivli.org.

1.4 Edit display name in profile

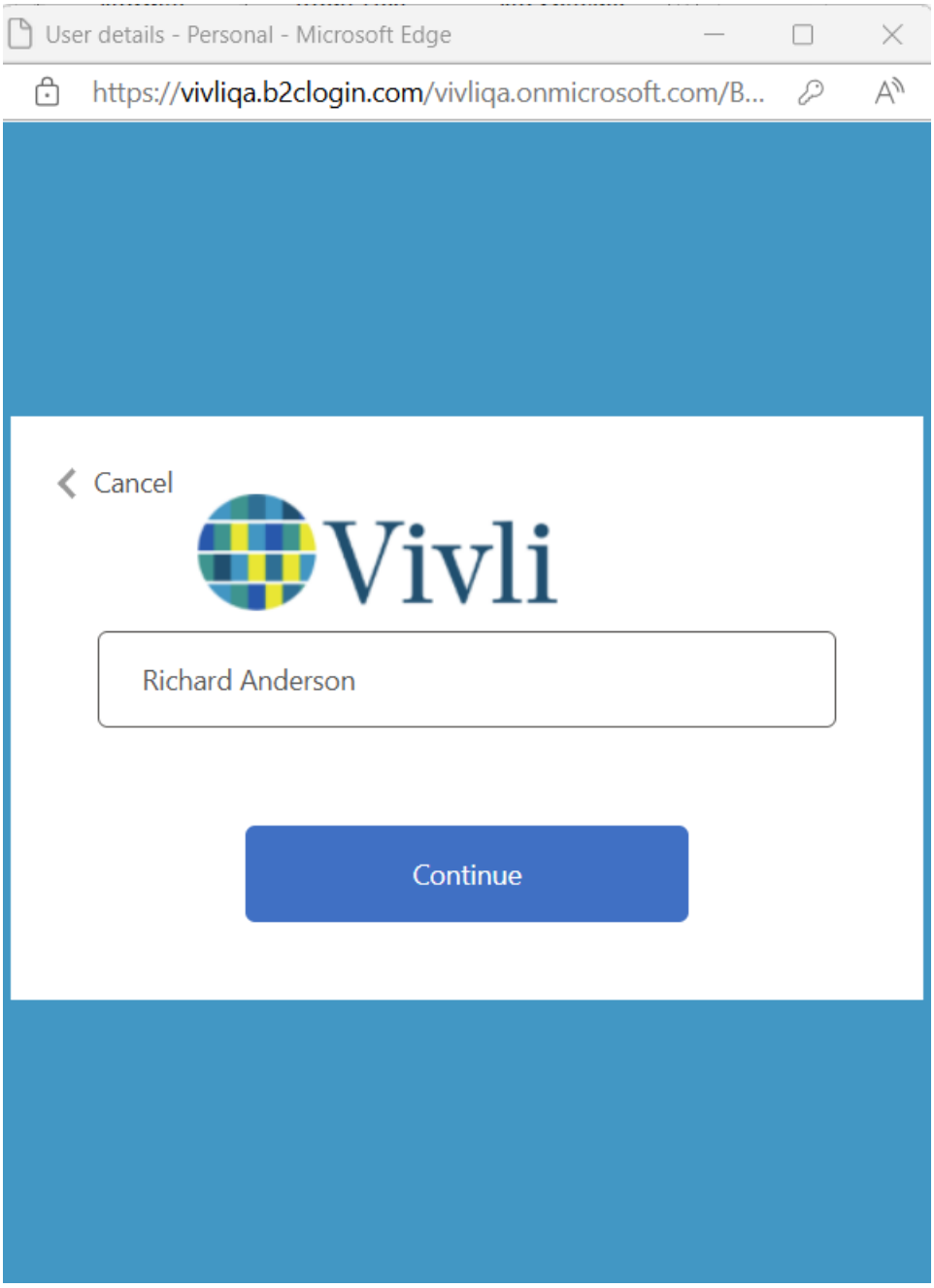
1. To edit your display name, click "Edit My Profile" on the right-hand side of the platform underneath your name



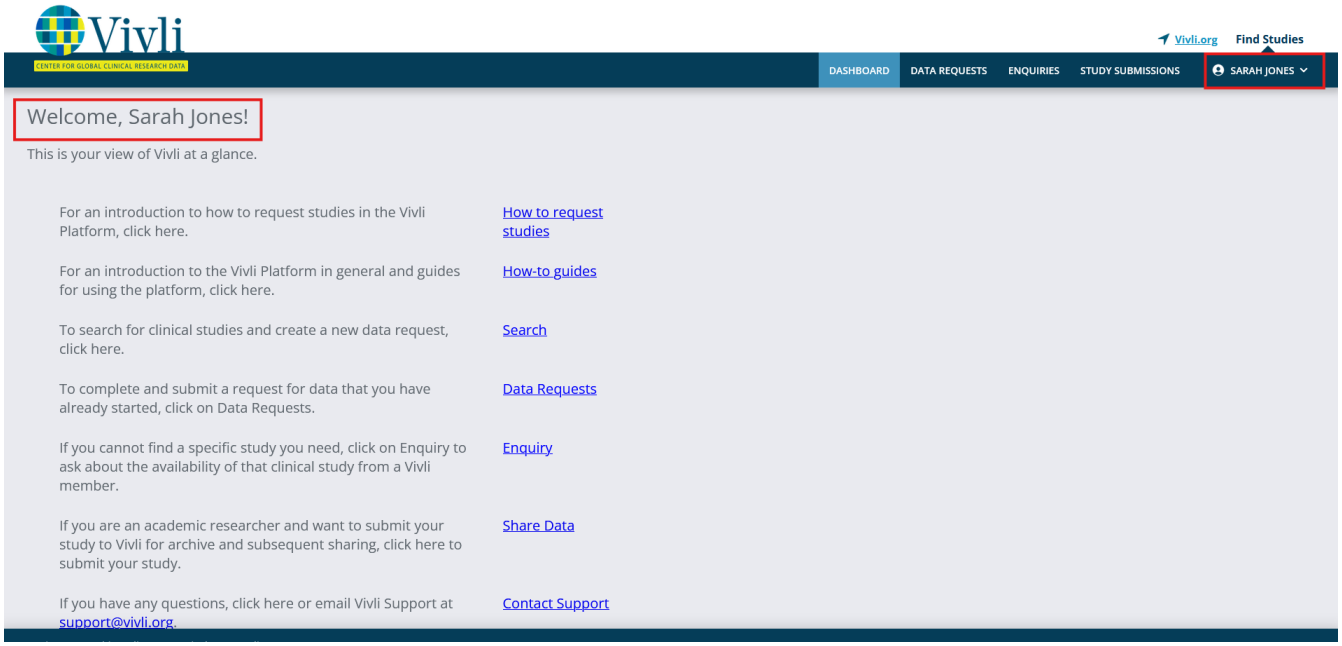
2. You will be prompted to log in again with your credentials



3. Provide your full name and click **Continue**

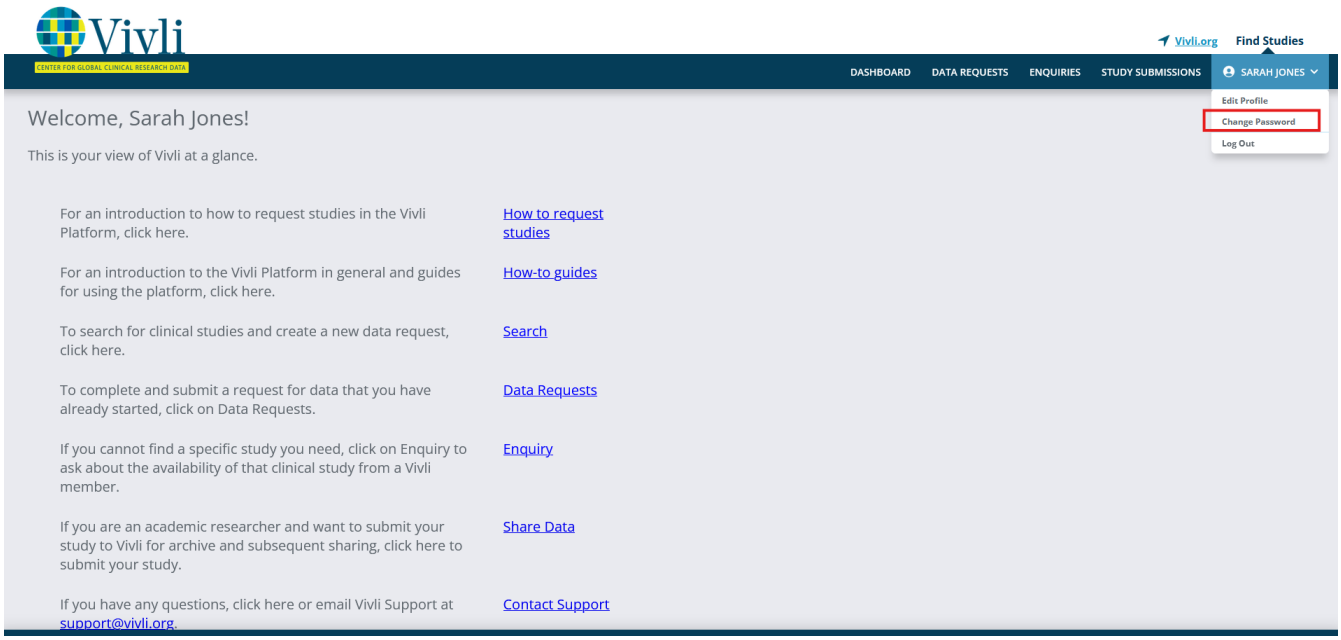


4. The system will take you to the Dashboard where you can see the updated name.

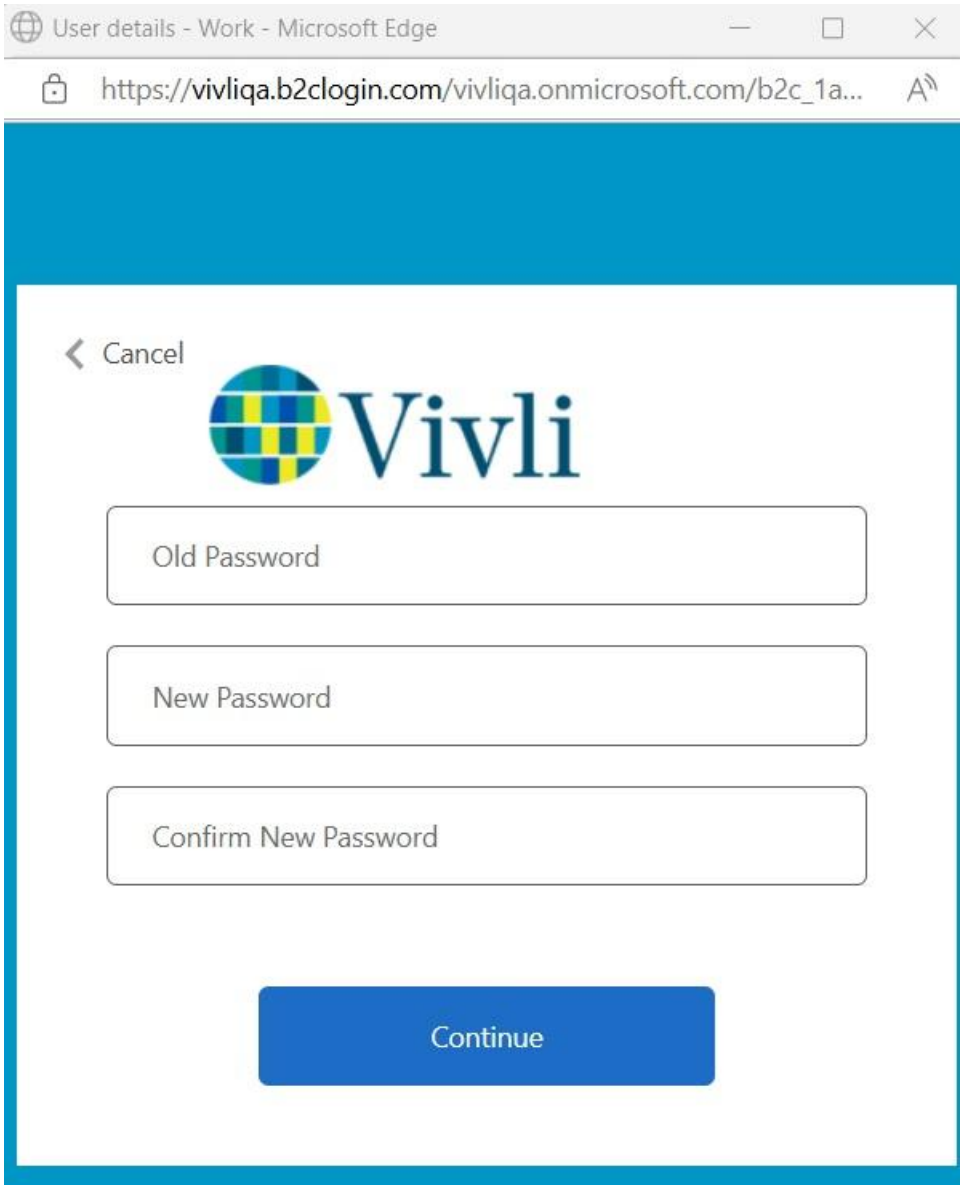


1.3 Change Password

1. To change your password, click “Change Password” on the right-hand side of the platform under your name

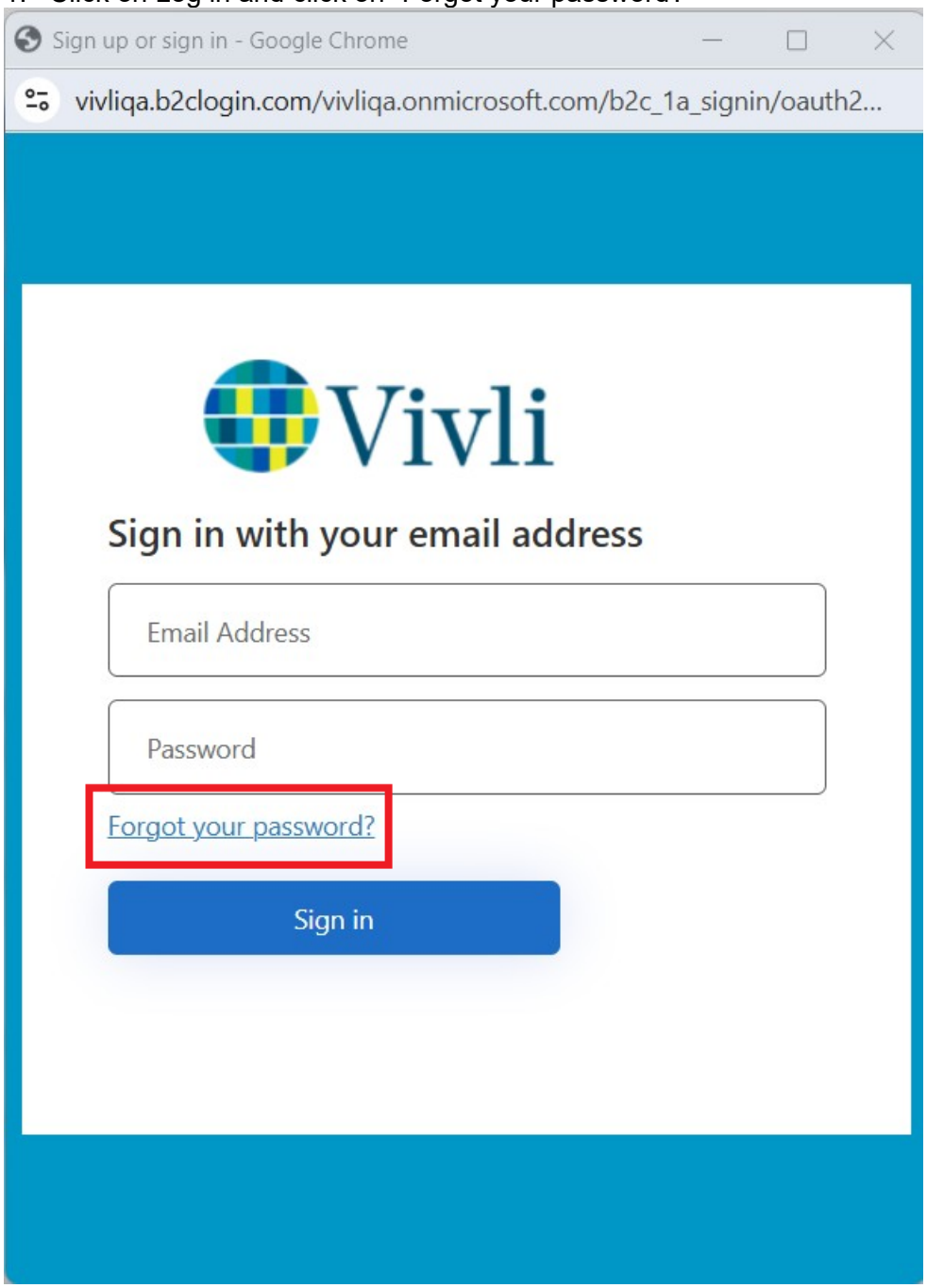


2. Enter your old password and confirm your new password and click Continue. Your new password cannot be the same as the previously used password.

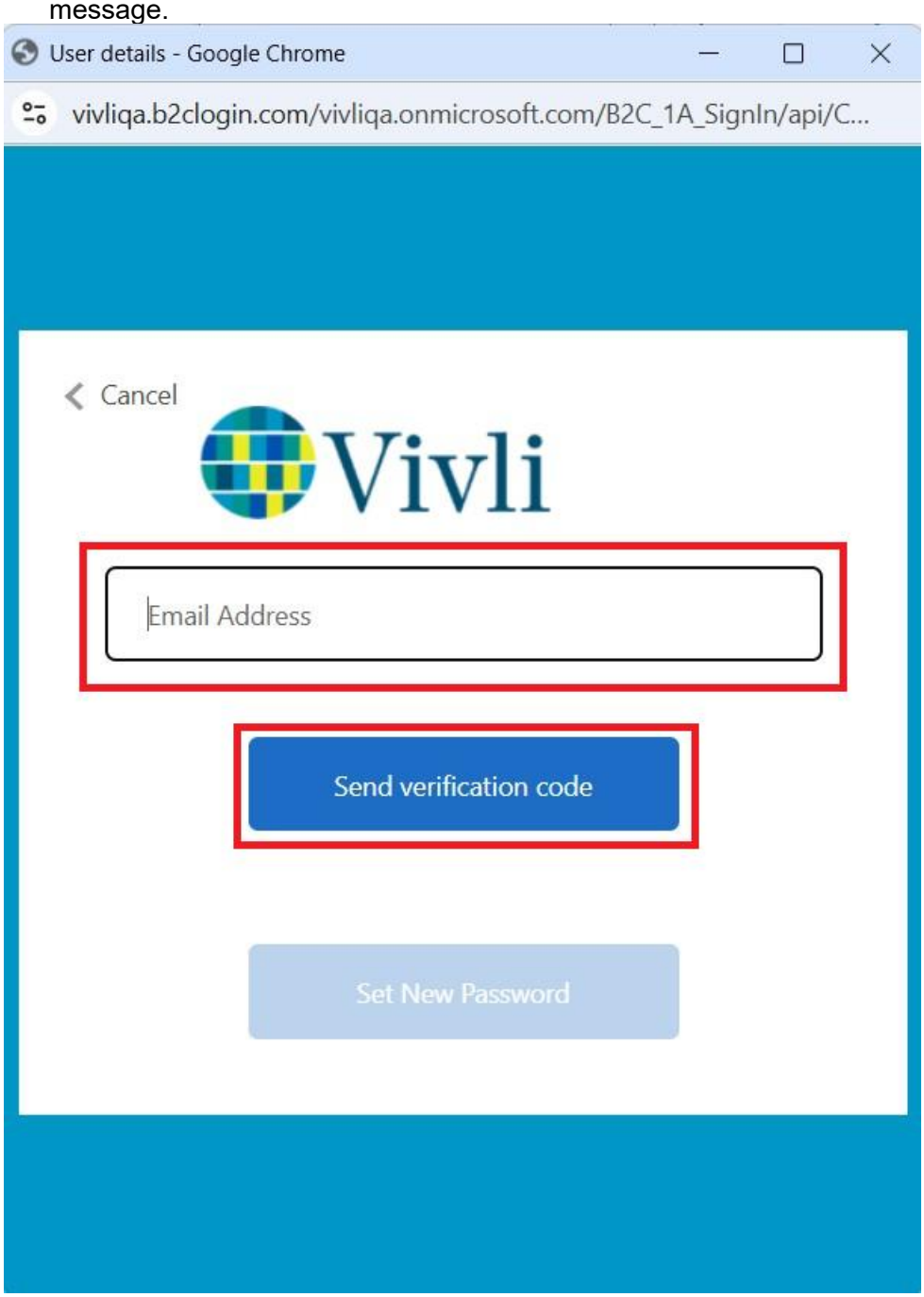

User details - Work - Microsoft Edge
https://vivliqa.b2clogin.com/vivliqa.onmicrosoft.com/b2c_1a...
Cancel
Vivli
Old Password
New Password
Confirm New Password
Continue

1.4 Forgot Password

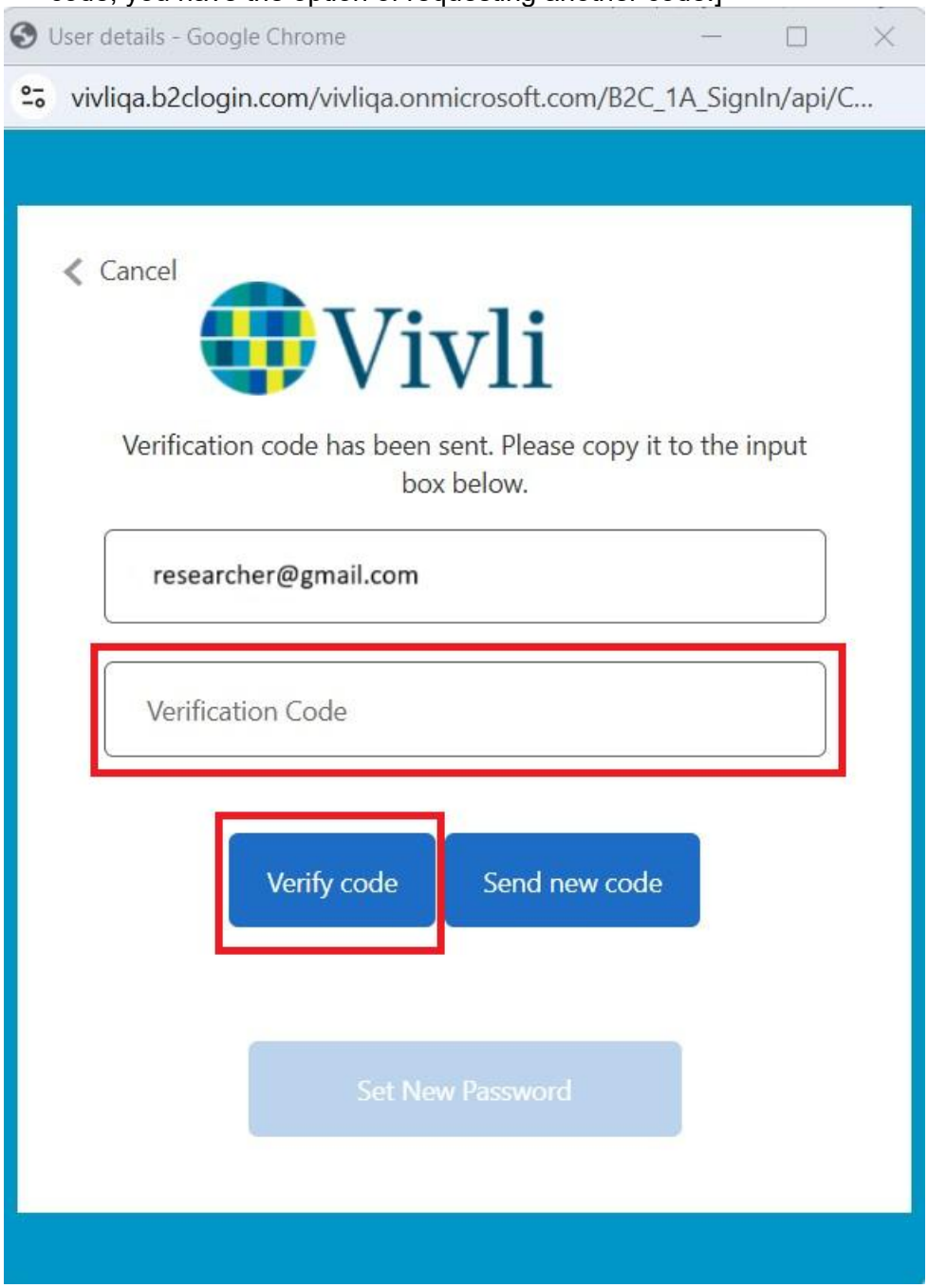
1. Click on Log in and click on “Forgot your password?”



2. Enter your email address and click **Send Verification Code.** A verification code is sent to the email address entered. That invite will come from the address noreply@vivli.org, and the subject will be “Welcome to Vivli”. Please copy the 6-digit verification code in the email message.



3. Enter the verification code into the appropriate field and click the Verify Code button. Once the code is verified, proceed to the next step. [Note: If you encounter problems with verifying the code, you have the option of requesting another code.]



4. Set your new password. Your new password cannot be the same as the previously used password.



2. Browser Compatibility & System Requirements

Windows

Supported browser: Chrome, Firefox or Edge

Version: Use the latest version of your preferred browser

Make sure you have enabled pop-ups:

Chrome (Windows)

By default, Chrome will notify you when a pop-up is blocks and give you an option to see it. To turn off pop-up blocker, follow these instructions:

1. Click the **Customize and control Google Chrome** menu (the three horizontal bars in the upper right corner).
2. Select **Settings**.
3. Under **Privacy and Security**, click **Site Settings**.
4. Go to Content and click Pop-ups and redirects.
5. To disable the pop-up blocker slide the Blocked to Allowed.
6. To enable pop-ups on specific sites, check **Do not allowanysitetoshowpop-ups**(recommended) and click **Exceptions** and enter the URL(s).

Firefox (Windows)

1. Click the **Firefox** menu in the left-hand corner of the window.
2. Select **Options**.
3. Click **Privacy & Security**.
4. Scroll of Permissions. To disable the pop-up blocker, uncheck the Block pop-up windows box.
5. To allow specific pop-ups, click **Exceptions** and enter the URL(s) and Save Changes.

Edge (Windows)

1. Open **Settings** by clicking on the three horizontal dots in the upper right-hand corner of the window.
2. Click **Settings.**
3. Click **Privacy and Security.**
4. Scroll down to **Security and** Switch **Block the Block Pop-ups** Toggle to Off.

Mac

Supported browser: Chrome, Firefox or Safari

Version: Use the latest version of your preferred browser

Make sure you have enabled popups:

Chrome (Macintosh)

By default, Chrome will notify you when a pop-up is blocked and give you an option to see it. To turn off pop-up blocker, follow these instructions:

1. Click the **Customize and control Google Chrome** menu (a red arrow in the upper right corner of the browser).
2. Select **Settings**.
3. Click the **Privacy and Security**...on the left panel.
4. Under **Site Settings**, click the **Pop-ups and redirects** button.
5. To disable the pop-up blocker toggle the Blocked (recommended) tab to Allow.
6. To enable pop-ups on specific sites, click Add and enter the URL(s).

Firefox (Macintosh)

1. Select **Preferences** from the **Firefox** menu.
2. Choose **Privacy and Security from the left panel**.
3. Uncheck the **Block pop-up windows** box.

Safari (Macintosh)

1. From the **Safari** menu, select **Preferences**.
2. Click **Websites** at the top of the window
3. Select Pop-up Windows from the left panel
4. Choose Allow from the When visiting other websites box.
5. To allow pop-ups on specific sites, open the site in a new browser window and return to this menu. Choose Allow from the Currently open websites.