CENTER FOR GLOBAL CLINICAL RESEARCH DATA

Quick start guide: Vivli users

Platform Version 3.9

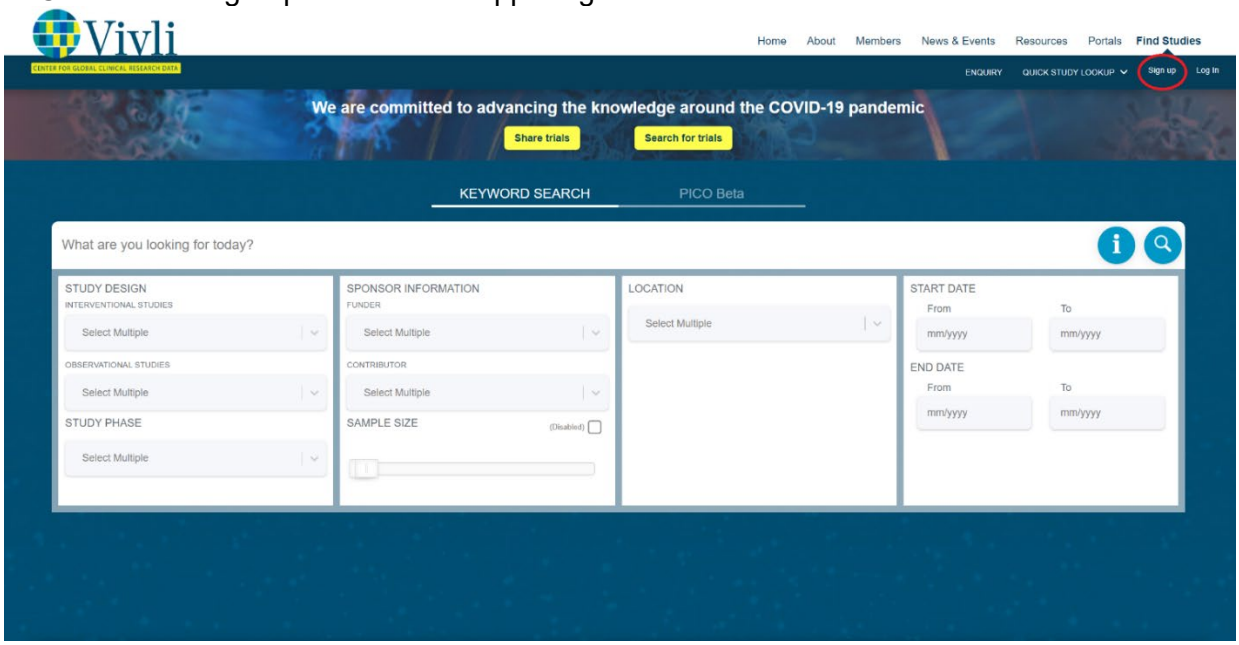
28 February 2026

1. Vivli User Account

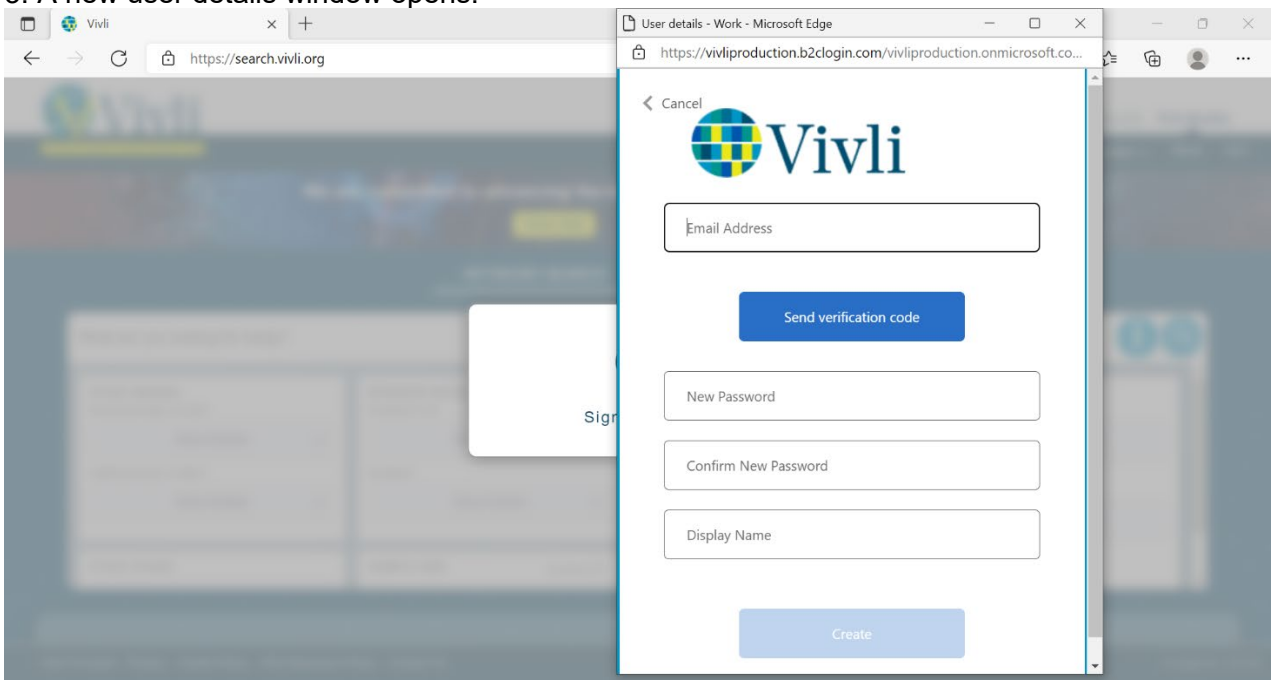
1.1 Sign up for a new Vivli Account

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

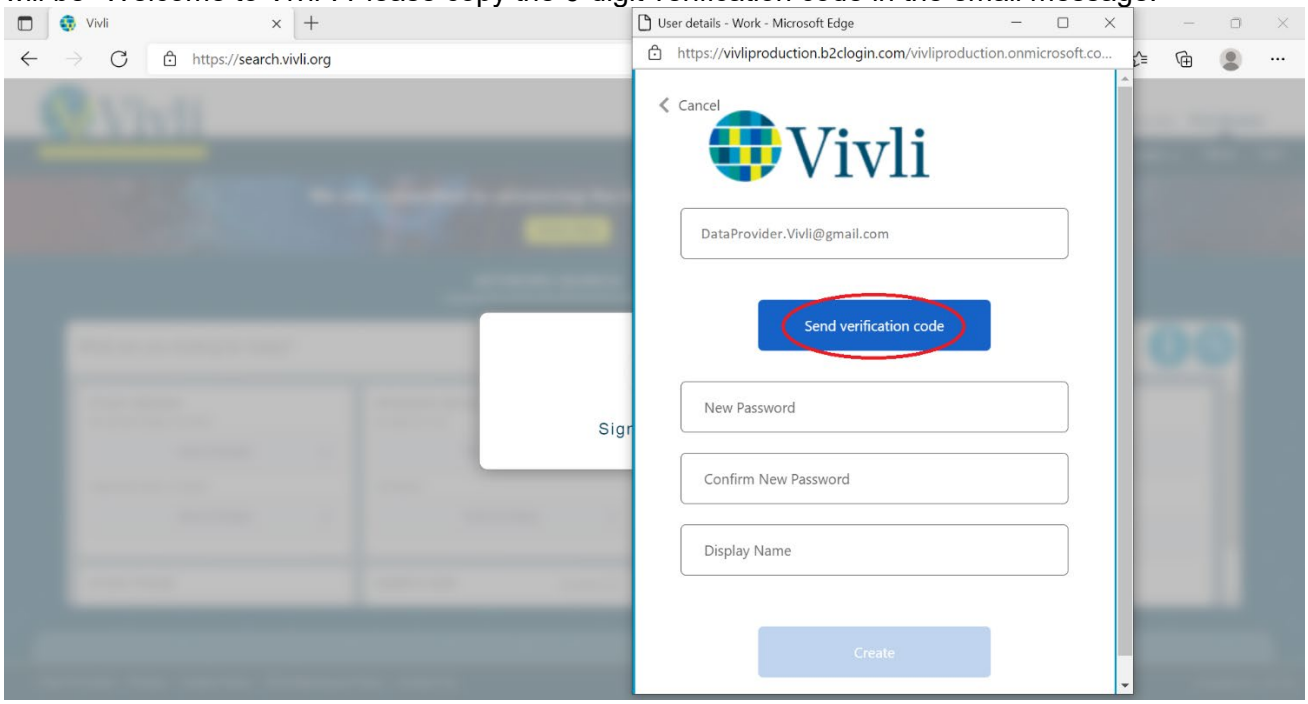
2. Click on the Sign-up button in the upper-right hand corner



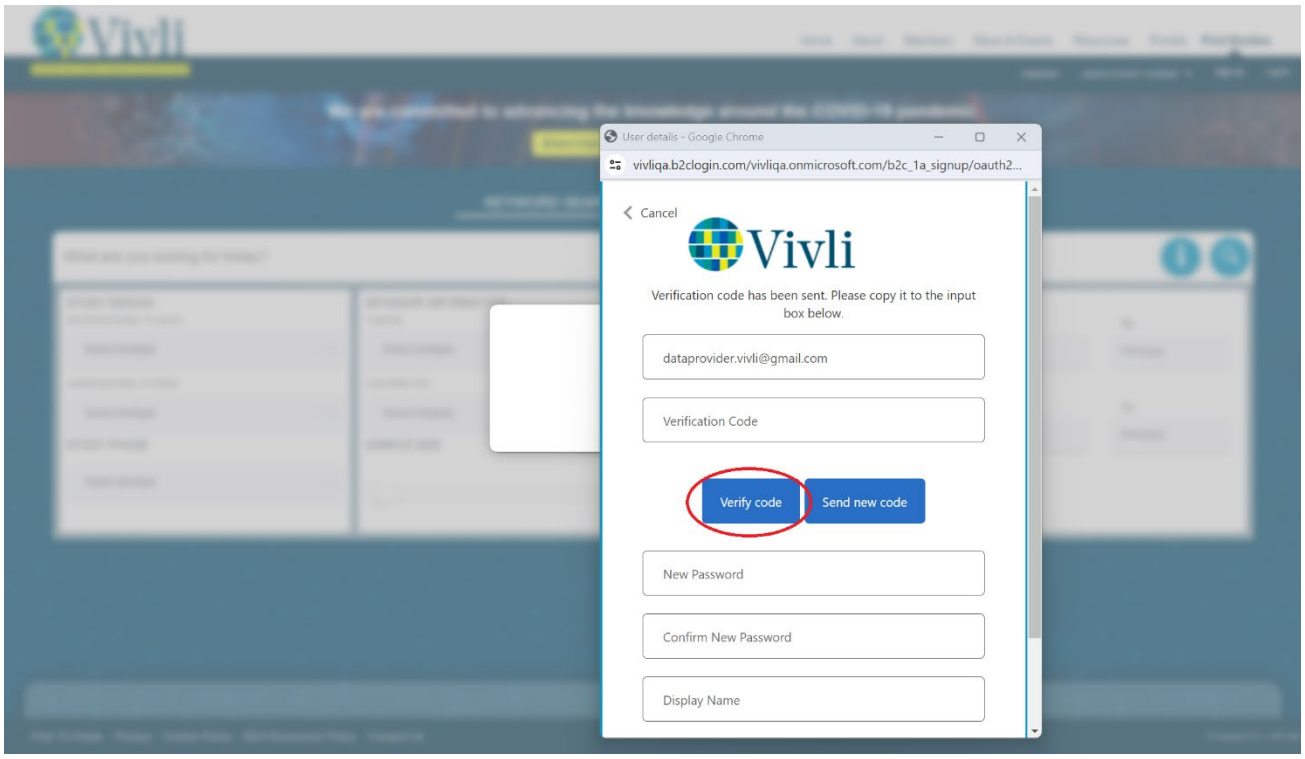
3. A new user details window opens:



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.

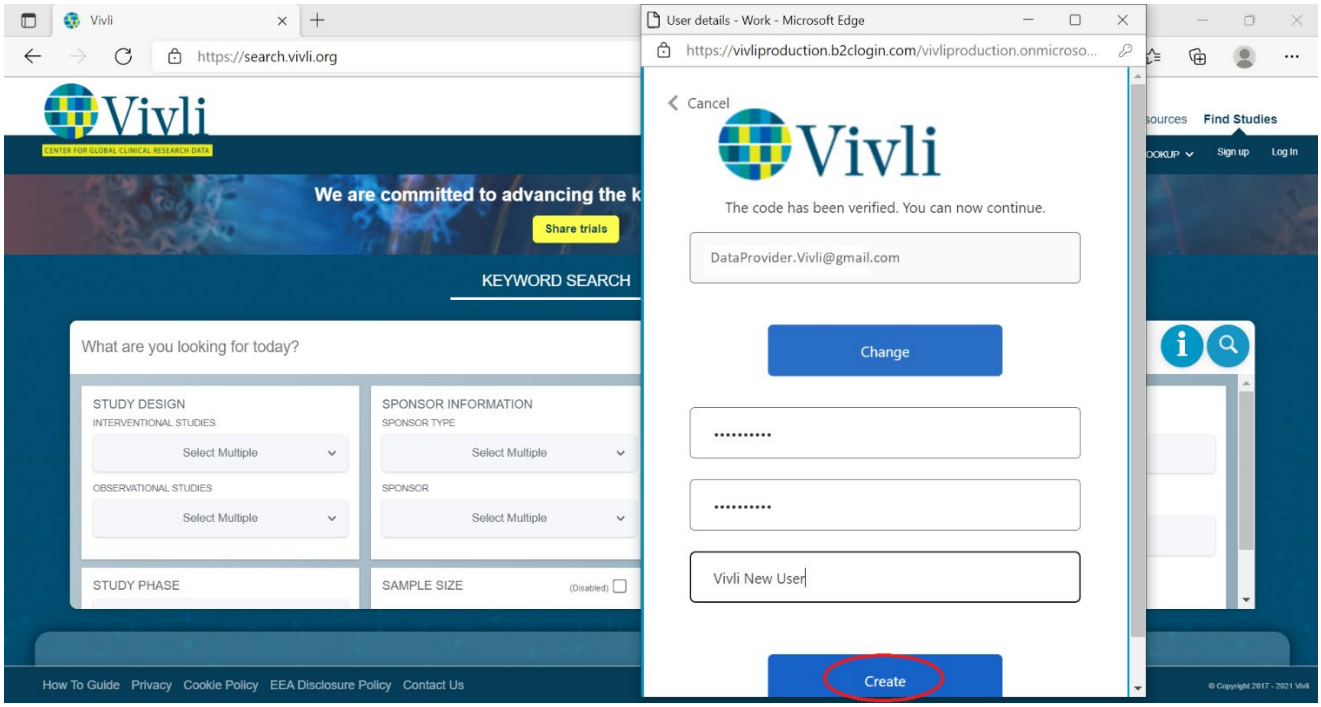


5. Enter the verification code into the appropriate field and click the **Verify Code** button. Once the code is verified, proceed to the next step. [Note: If you encounter problems with verifying the code, you have the option of requesting another code.]

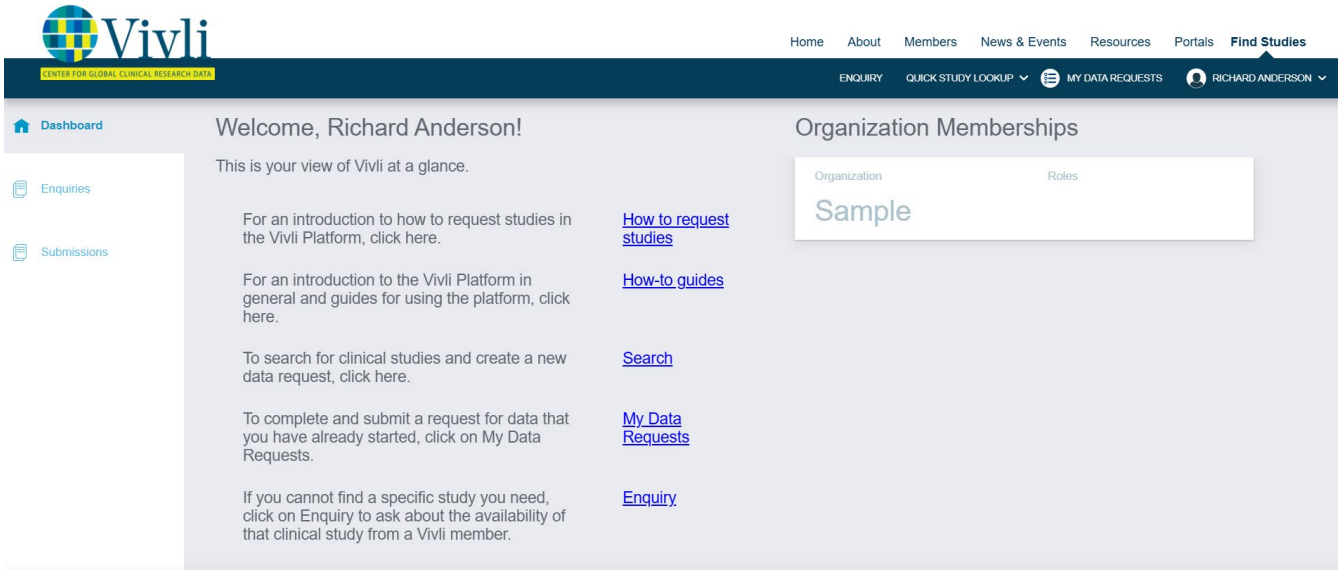


6. Enter a password to be used for the new account. Passwords should be 8-16 characters and contain 3 out of 4 of the following: upper and lowercase letters, numbers and special characters. Enter the same password into the second password field as confirmation.

7. Enter a display name to be used in the Vivli platform and then click the **Create** button.



8. Your account is created, and you are now logged into the Vivli platform.



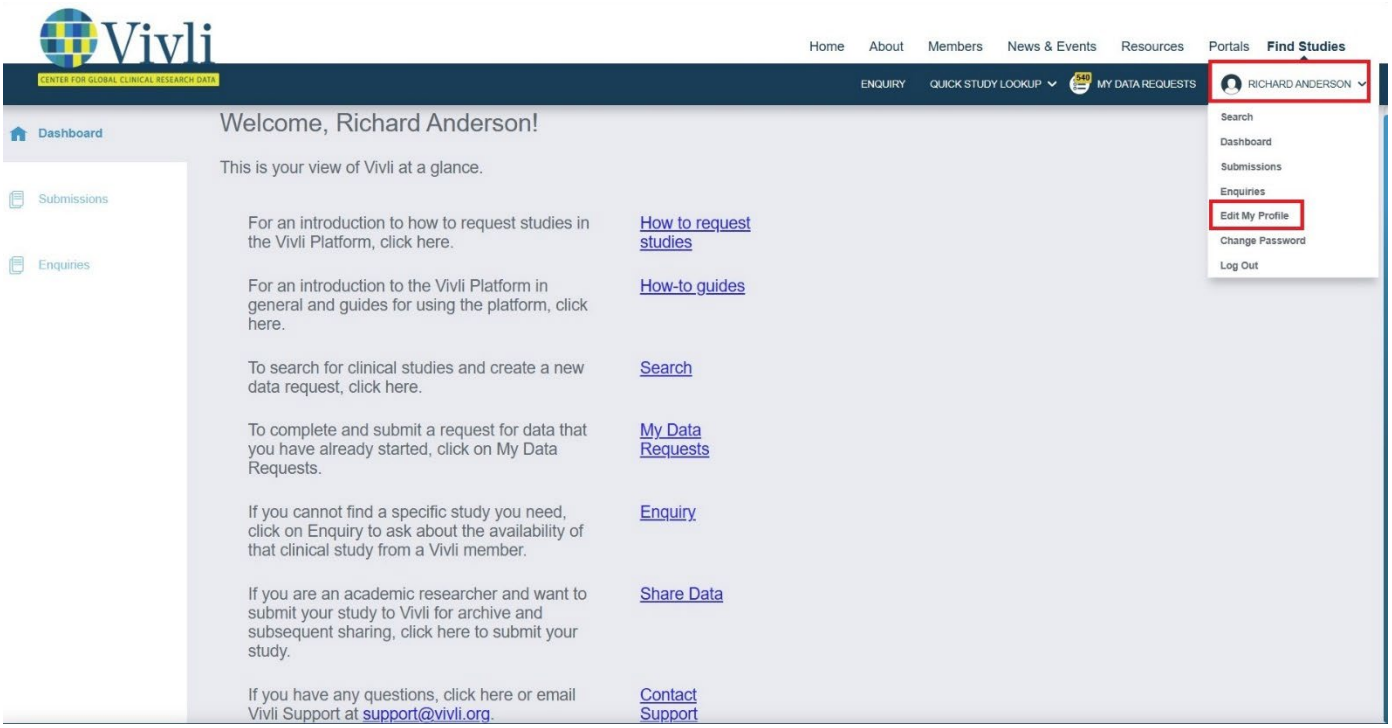
1.2 Active Platform Accounts

1. As part of Vivli's security policy, for accounts to remain active on the platform, users must log in every six months.

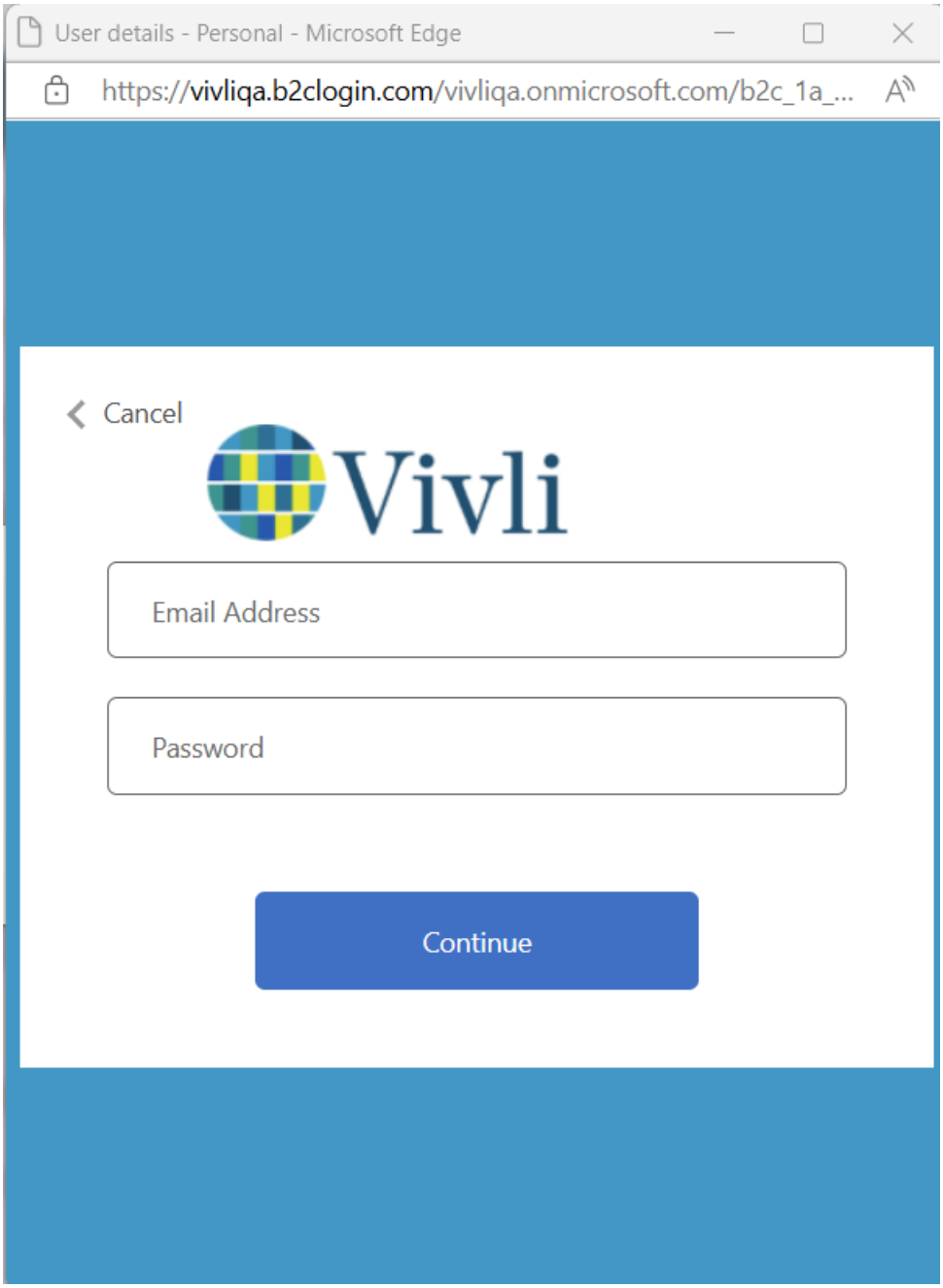
2. If you have not logged in for more than six months, the Vivli team will email you asking that you log in to your account. The Vivli team cannot accept notifications via email to keep these accounts active. It will require you to log in every six months.
3. If this is not done within 10 business days of the six-month notification email, the account will be deactivated. If you want your account reactivated, you can email us at support@vivli.org, and we can reactivate it at any time.

1.3 Edit display name in profile

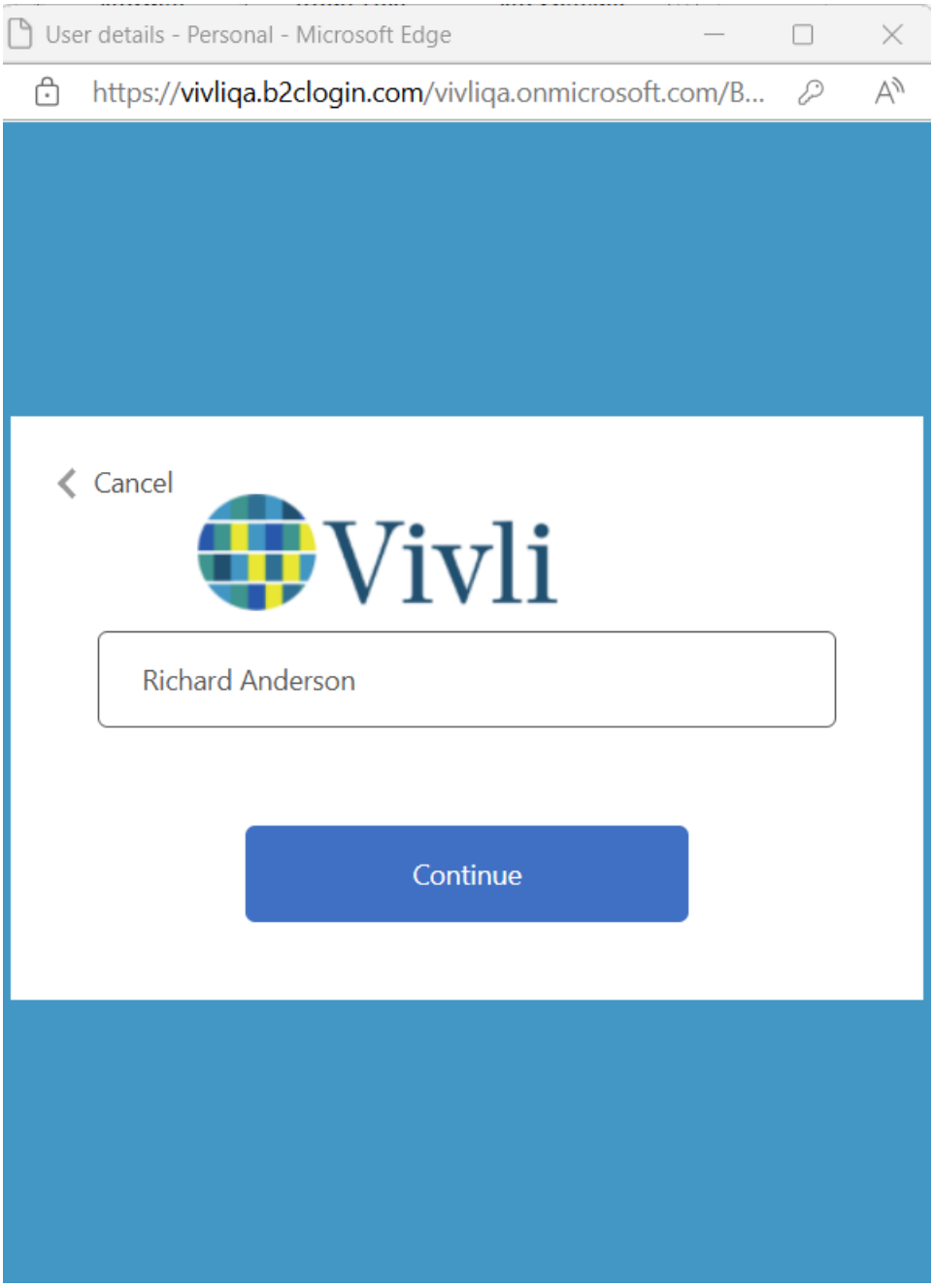
1. To edit your display name, click “Edit My Profile” on the right-hand side of the platform underneath your name



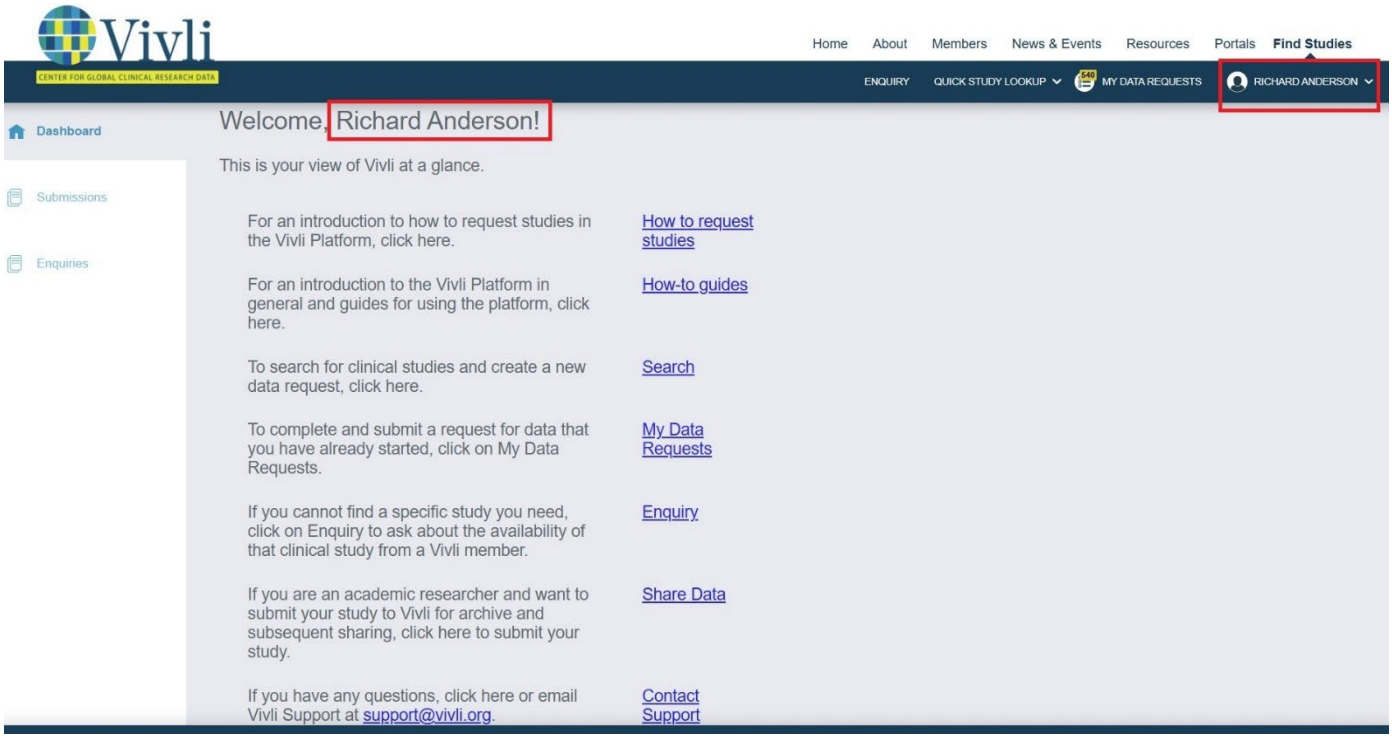
2. You will be prompted to log in again with your credentials



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

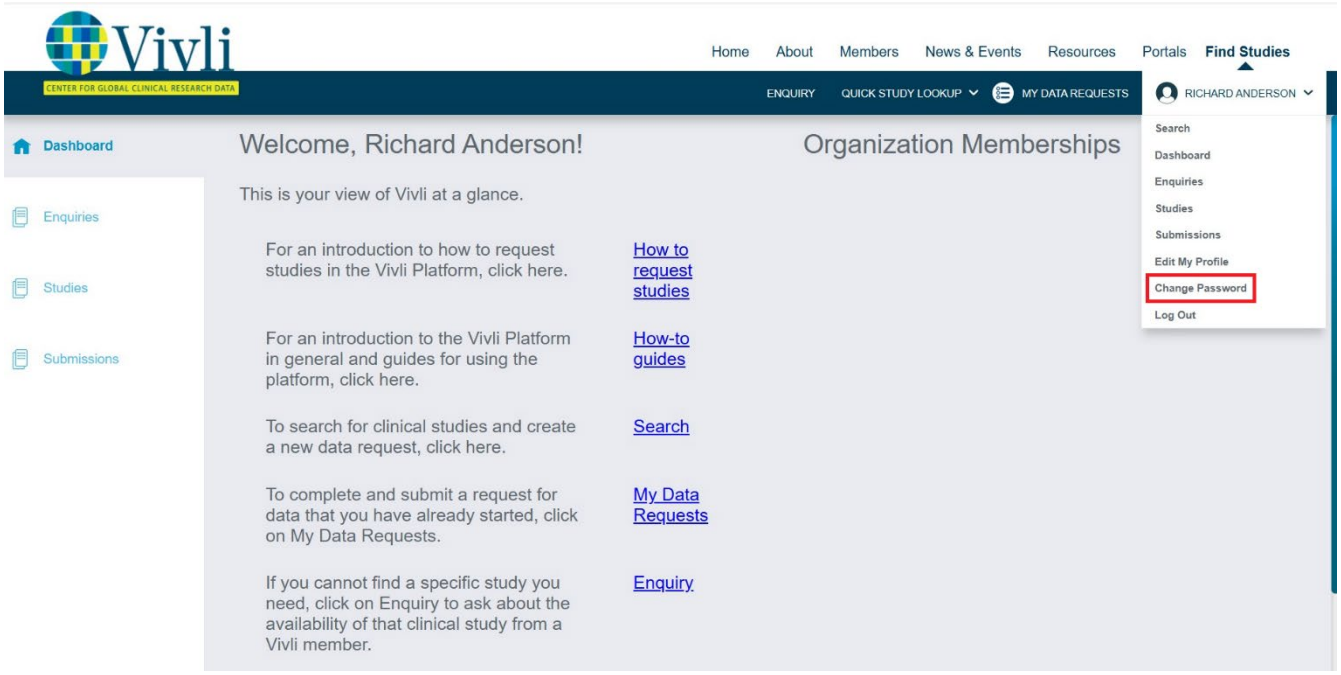


4. The system will take you to the Dashboard where you can see the updated name.

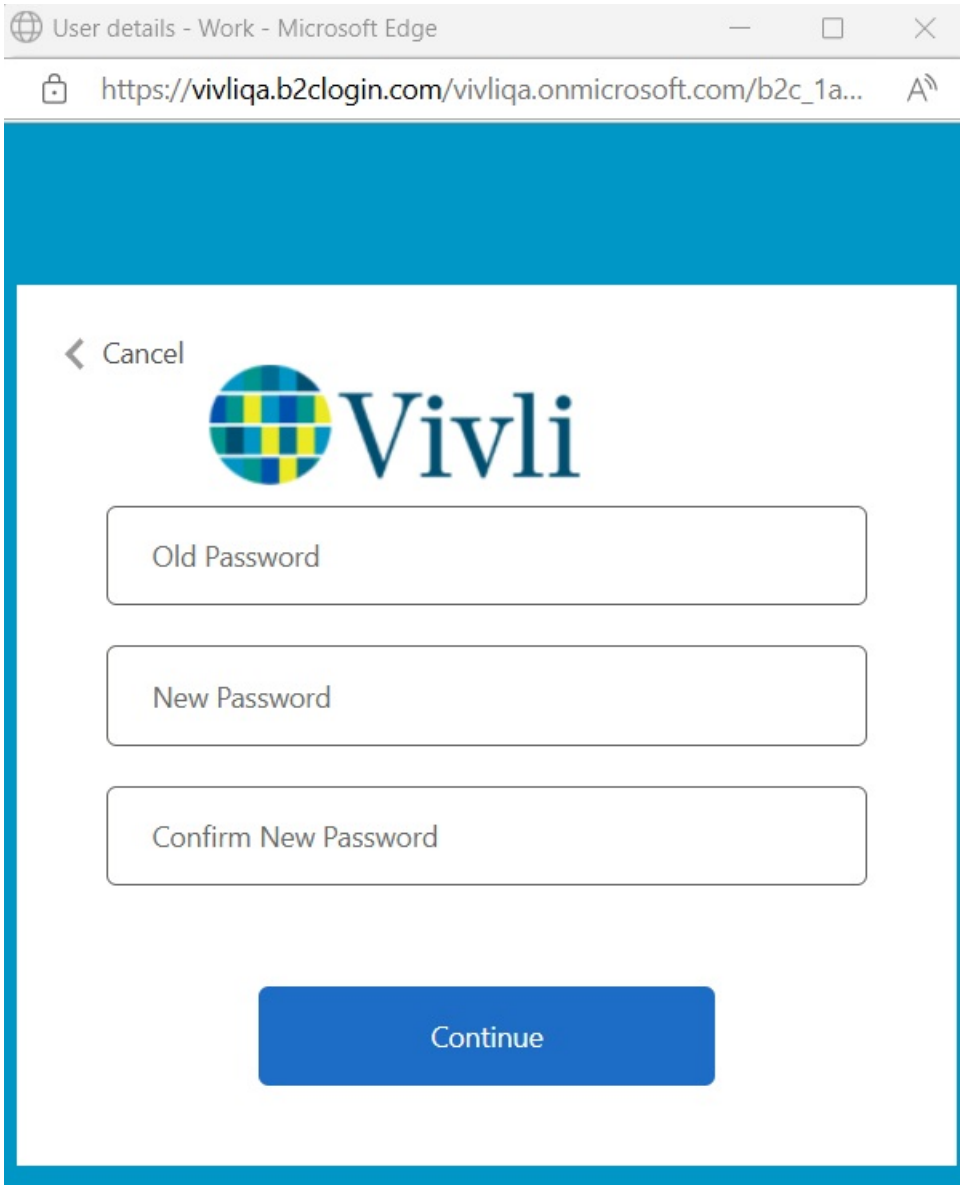


1.4. Change Password

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

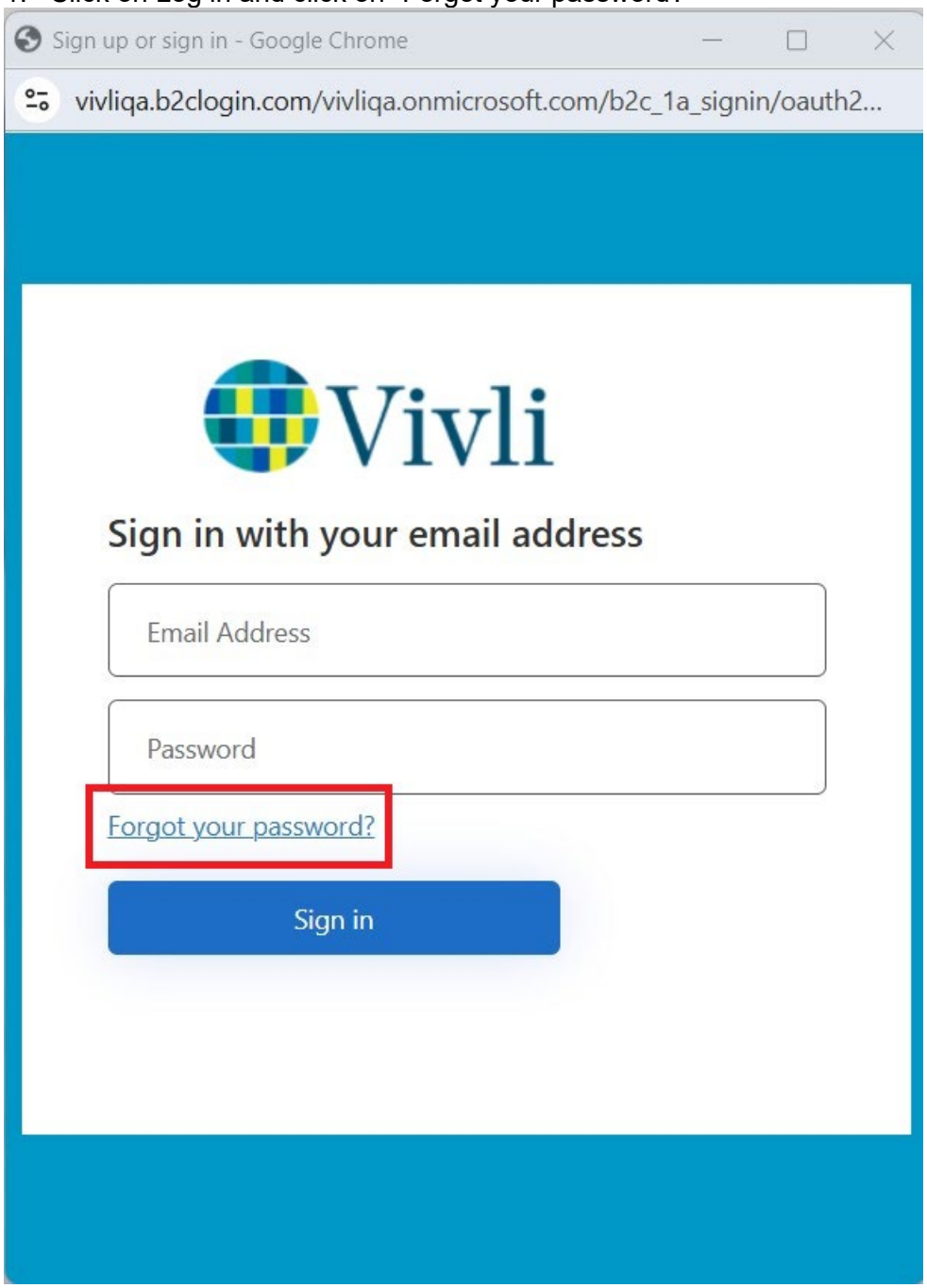


2. Enter your old password and confirm your new password and click Continue. Your new password cannot be the same as the previously used password.

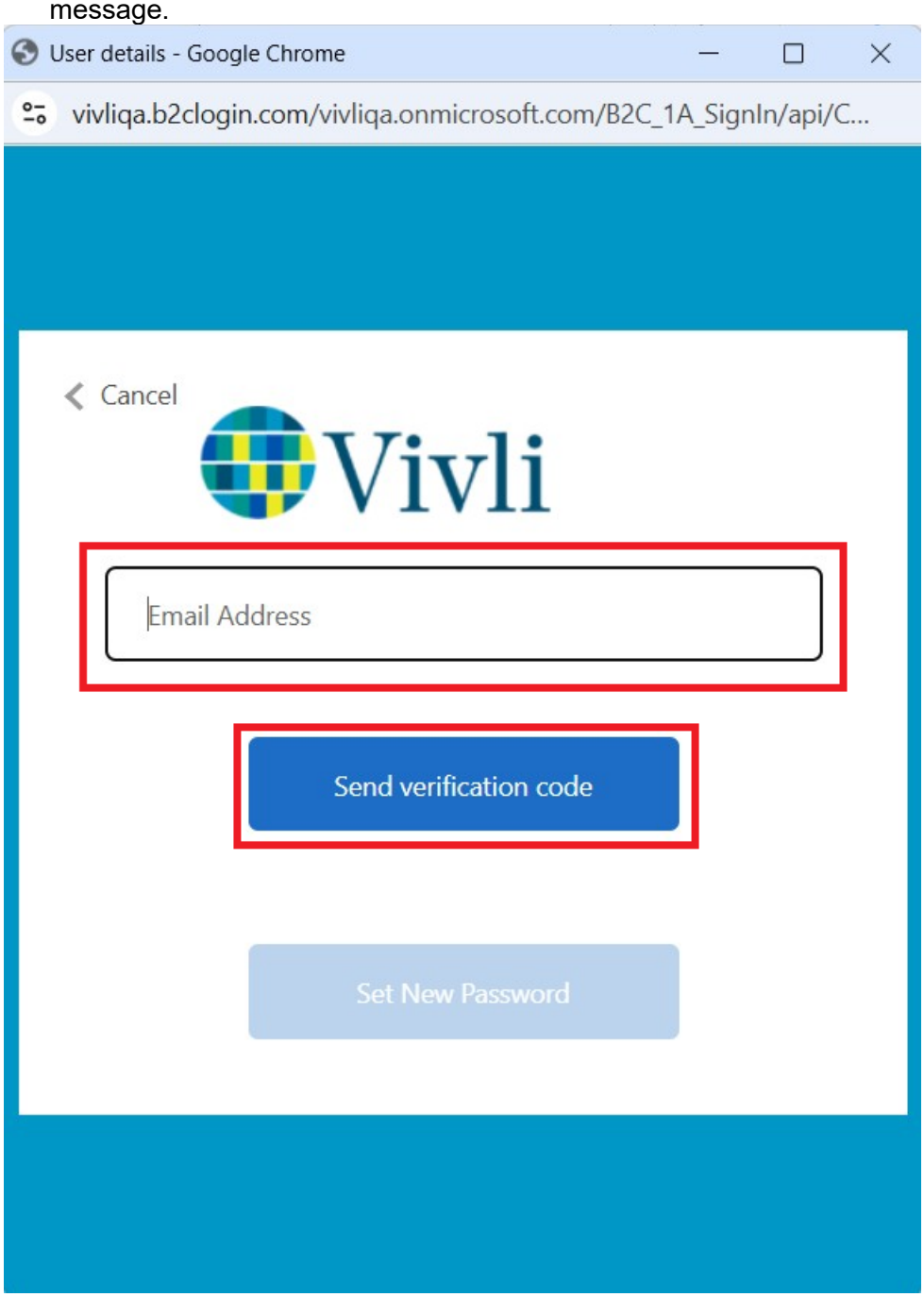

User details - Work - Microsoft Edge
https://vivliqa.b2clogin.com/vivliqa.onmicrosoft.com/b2c_1a...
Cancel
Vivli
Old Password
New Password
Confirm New Password
Continue

1.5. Forgot Password

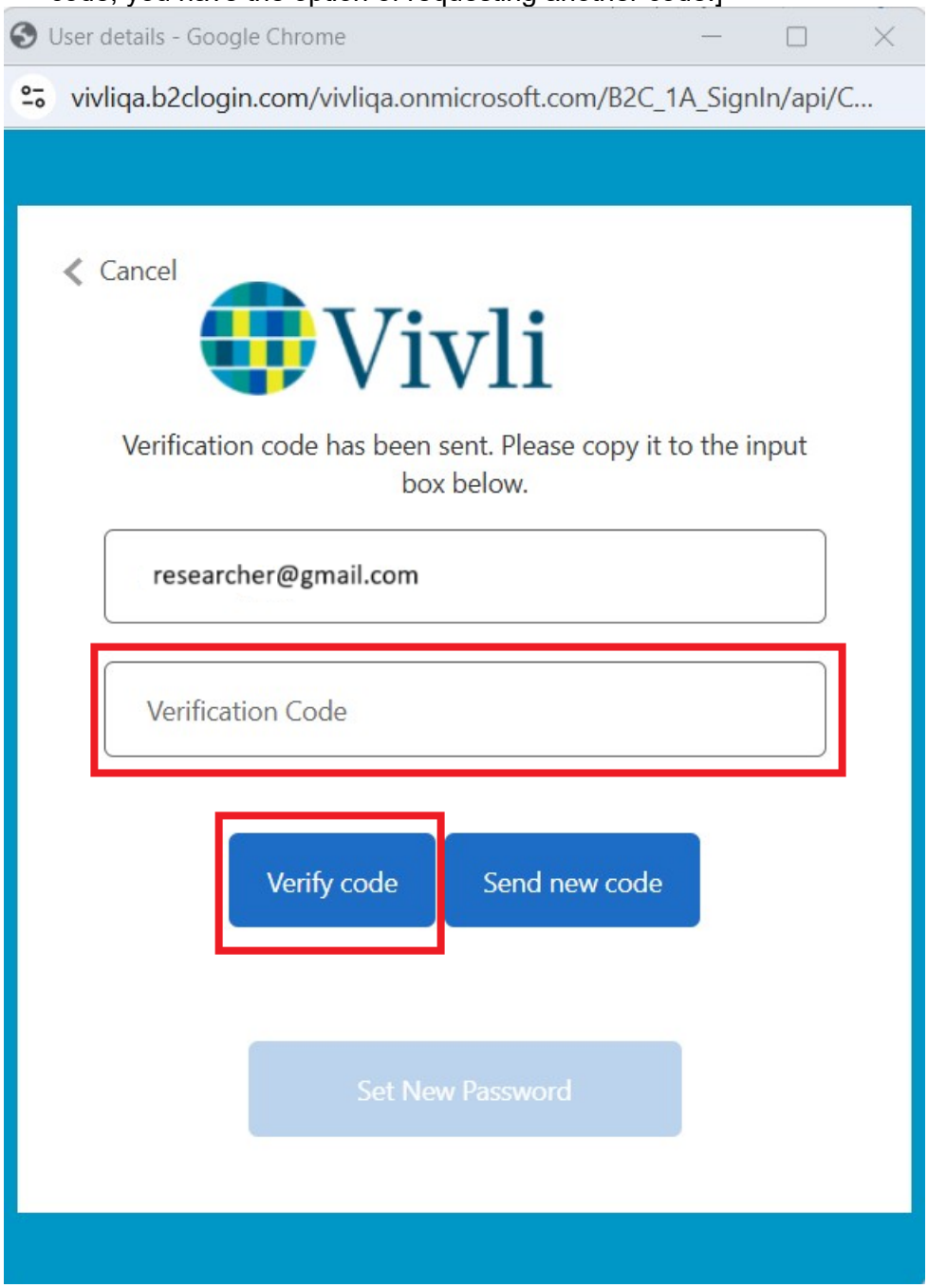
1. Click on Log in and click on “Forgot your password?”



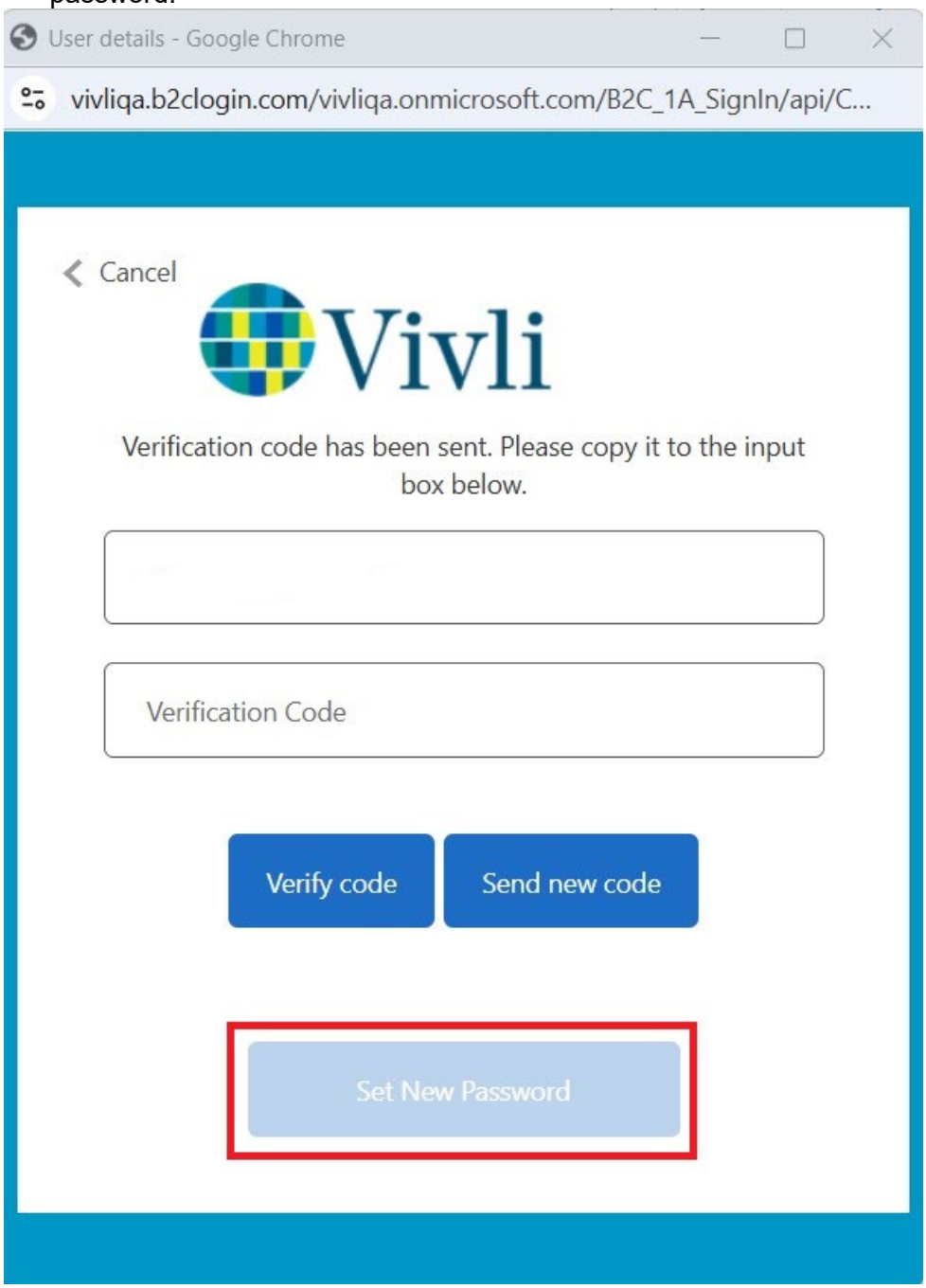
2. Enter your email address and click **Send Verification Code.** A verification code is sent to the email address entered. That invite will come from the address noreply@vivli.org, and the subject will be “Welcome to Vivli”. Please copy the 6-digit verification code in the email message.



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.