



CENTER FOR GLOBAL CLINICAL RESEARCH DATA

Quick start guide: Vivli users

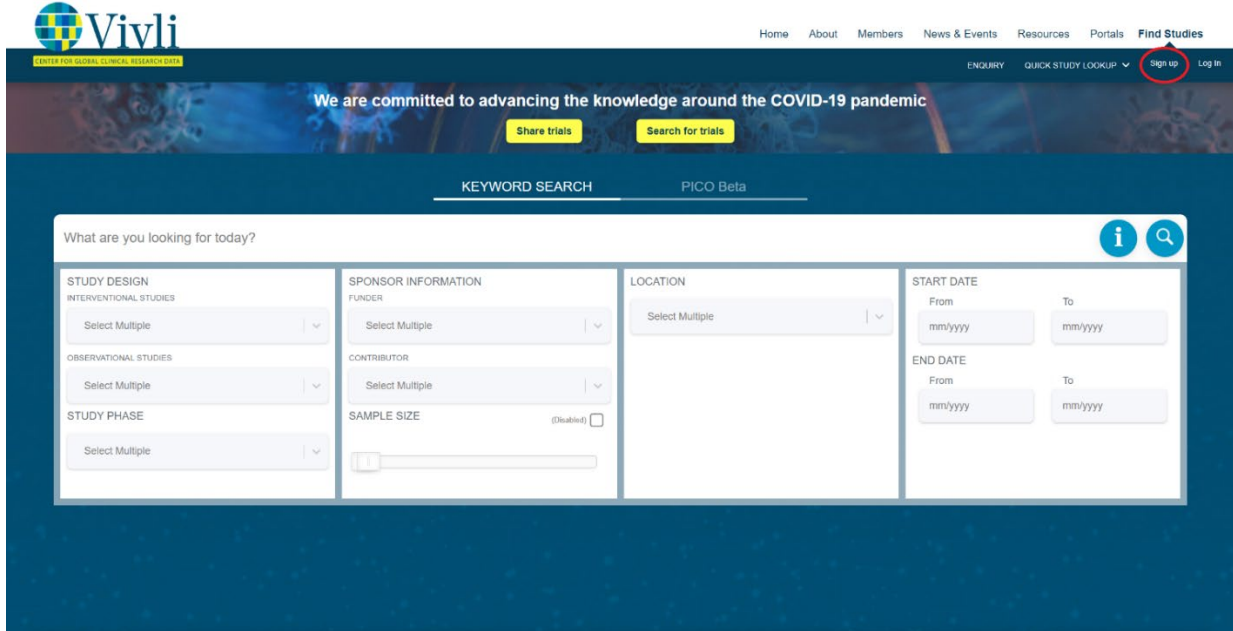
Platform Version 4.0

27 June 2026

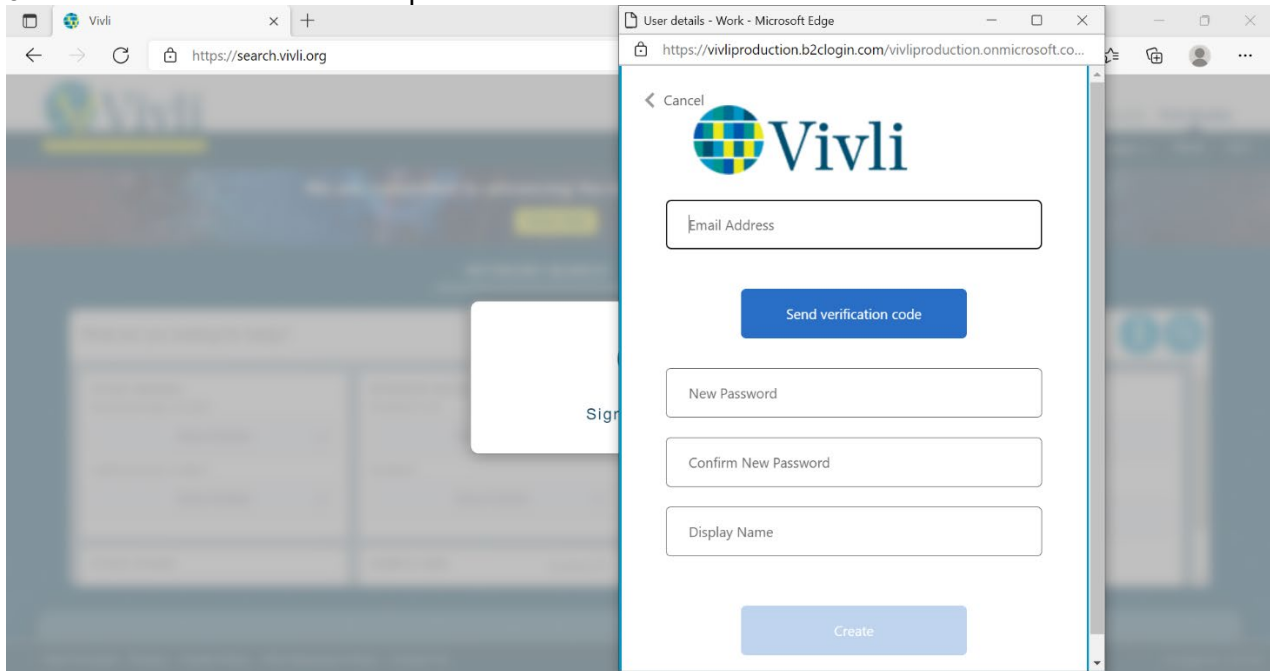
1. Vivli User Account

1.1 Sign up for a new Vivli Account

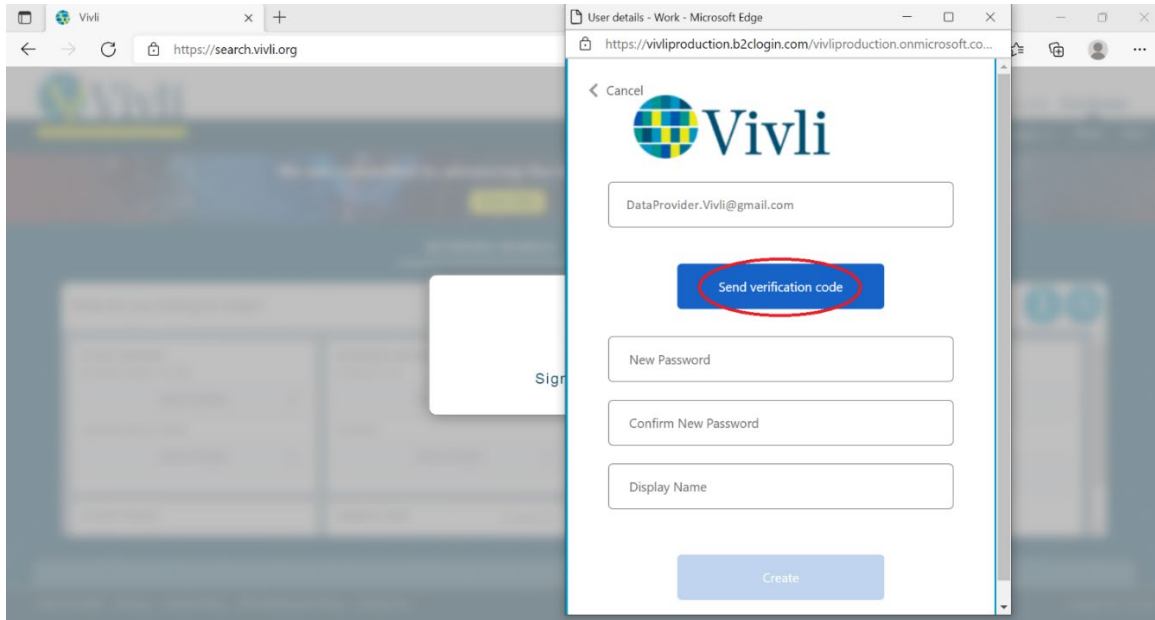
1. From a supported browser (see section 2 below for details), go to search.vivli.org to access the platform
2. Click on the Sign-up button in the upper-right hand corner



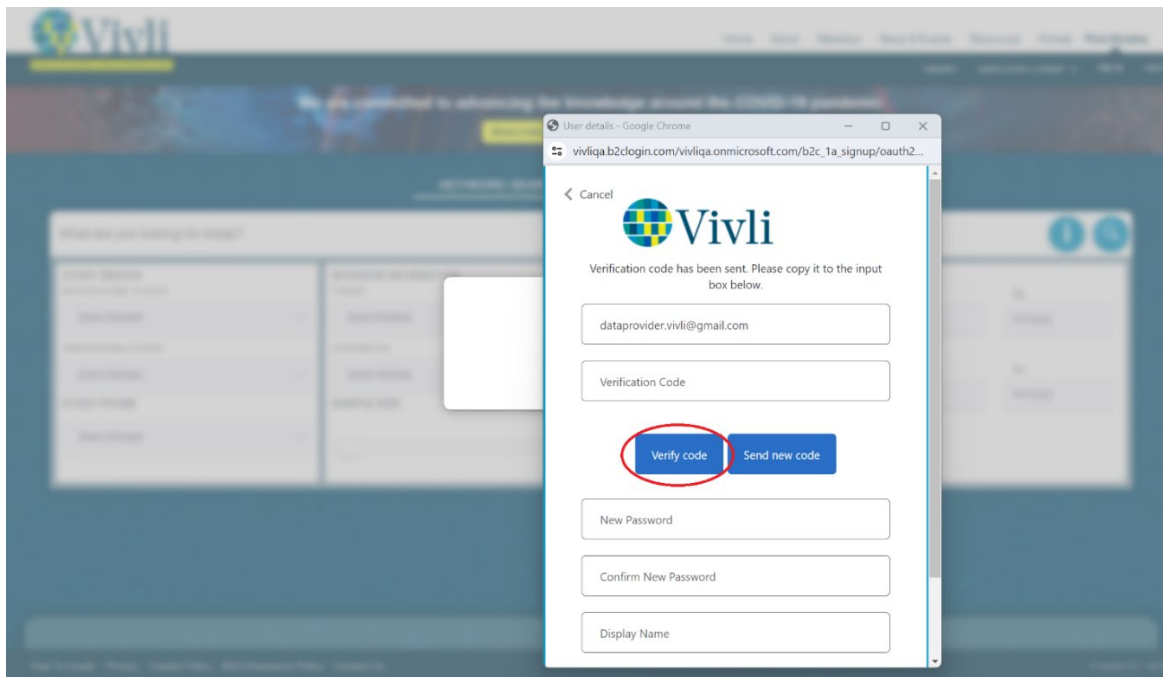
3. A new user details window opens:



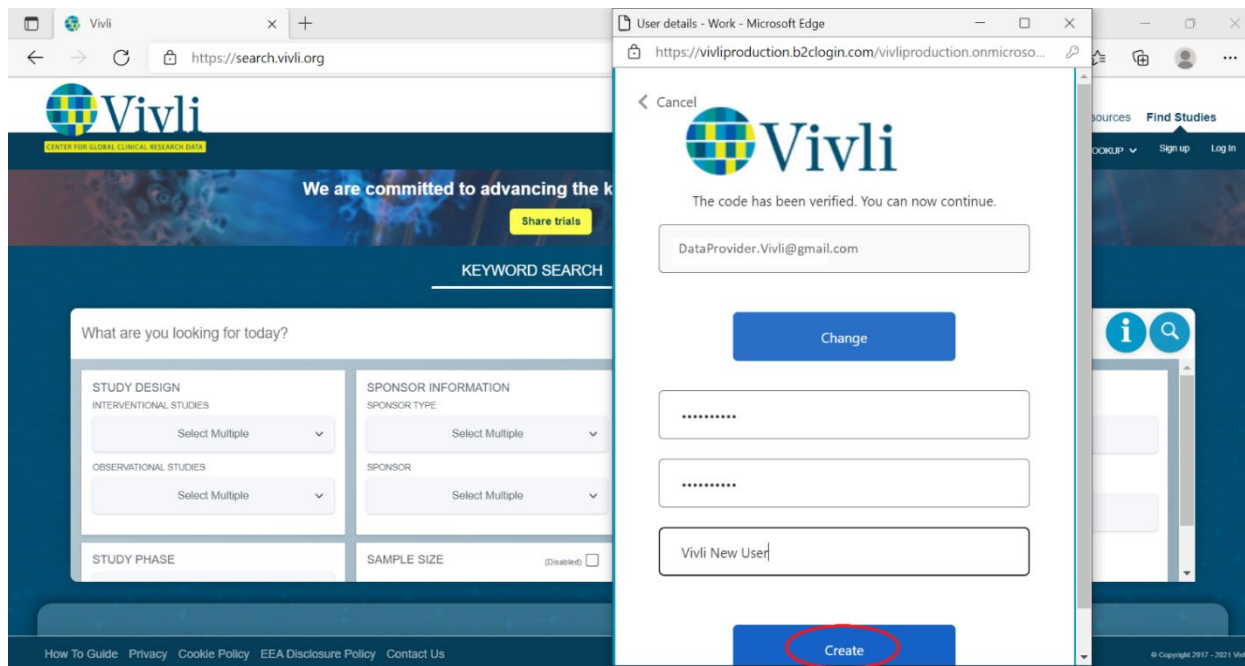
4. Enter your email address and click **Send Verification Code**. A verification code is sent to the email address entered. That invite will come from the address noreply@vivli.org, and the subject will be "Welcome to Vivli". Please copy the 6-digit verification code in the email message.



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)

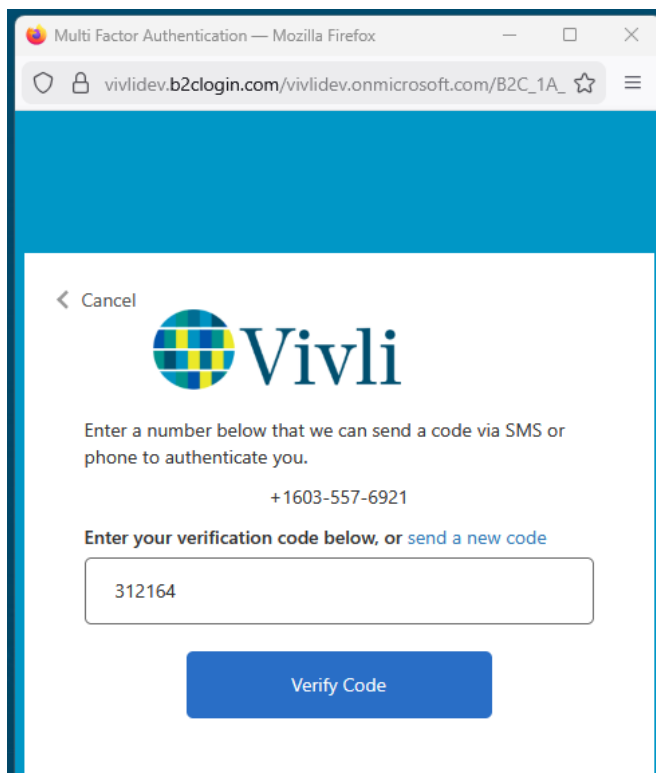
Multi-Factor Authentication (MFA) is an enhanced authentication method that requires an additional verification factor beyond your username and password. It relies on access to a secure physical device in your possession to confirm your identity.

Vivli's implementation of MFA is based on sending a 6-digit code to your phone, which you will then type into a screen on the browser you are using to login. Microsoft Enforces the use of one phone number per email.

1.2.1 Enabling MFA

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.



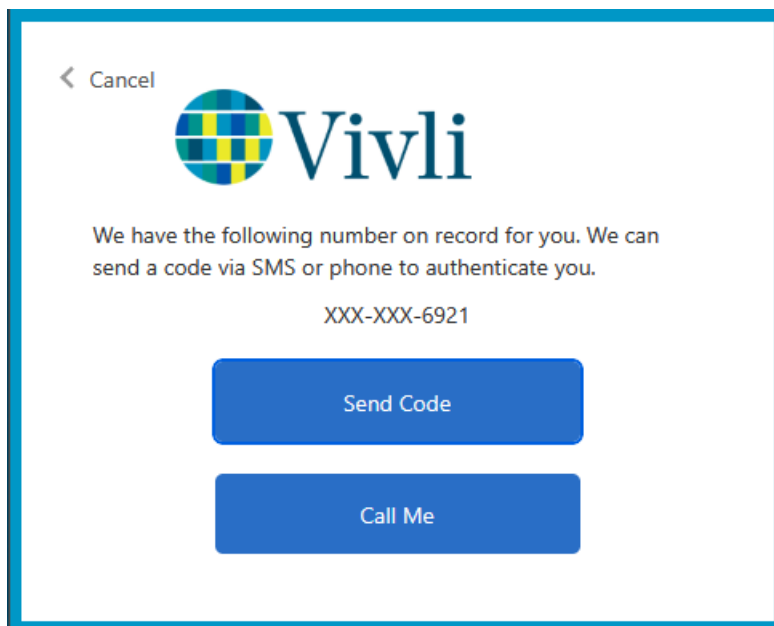
1.2.2 Using MFA

You will be prompted to use the additional factor (your phone) for authentication weekly. It is used to confirm that you have access to the registered phone number, adding a second layer of

security beyond your password.

Following the usual account name and password authentication, you will get the following prompts:

1. If you select **Send Code** option, the system will send a **one-time verification code** to you to confirm your identity. You enter the code to the login screen to complete sign-in. As above, the code will expire after 10 minutes.
2. If you select the **call me** option, the system places an automated call to your registered phone number to verify your identity.



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

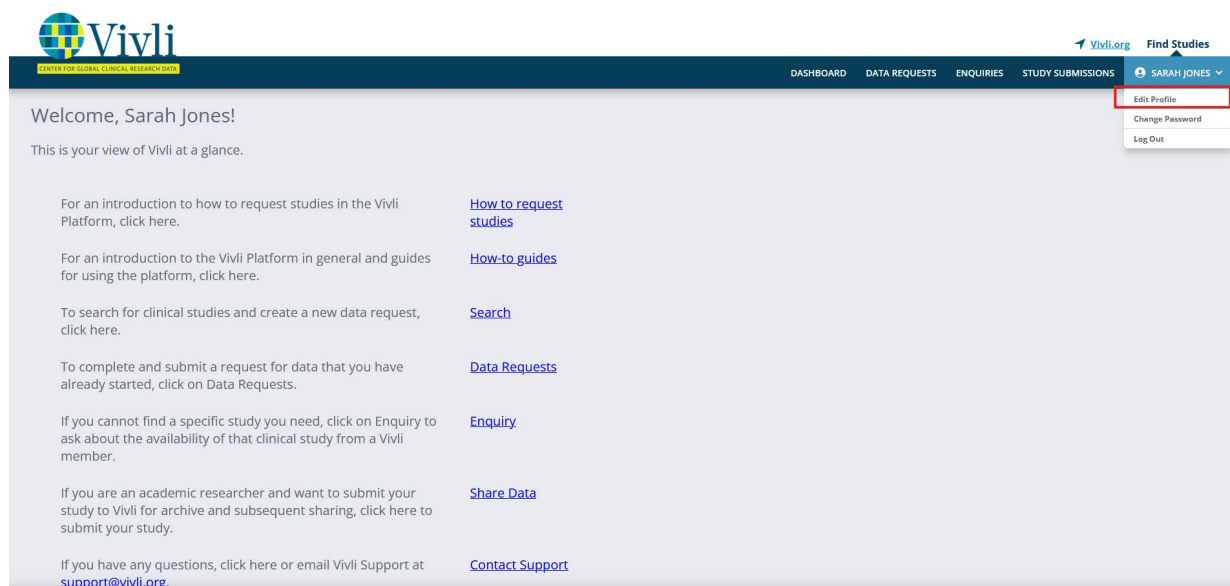
To start the process, you must first sign in to confirm that you are the authorized user. As part of the sign-in process, you’ll need to provide your MFA credentials. Then, when **changing** your password, you’ll be required to verify your MFA credentials once more.

1.2.5 Change your phone number

To change the phone number associated with your account, please contact Vivli team at support@vivli.org.

1.4 Edit display name in profile

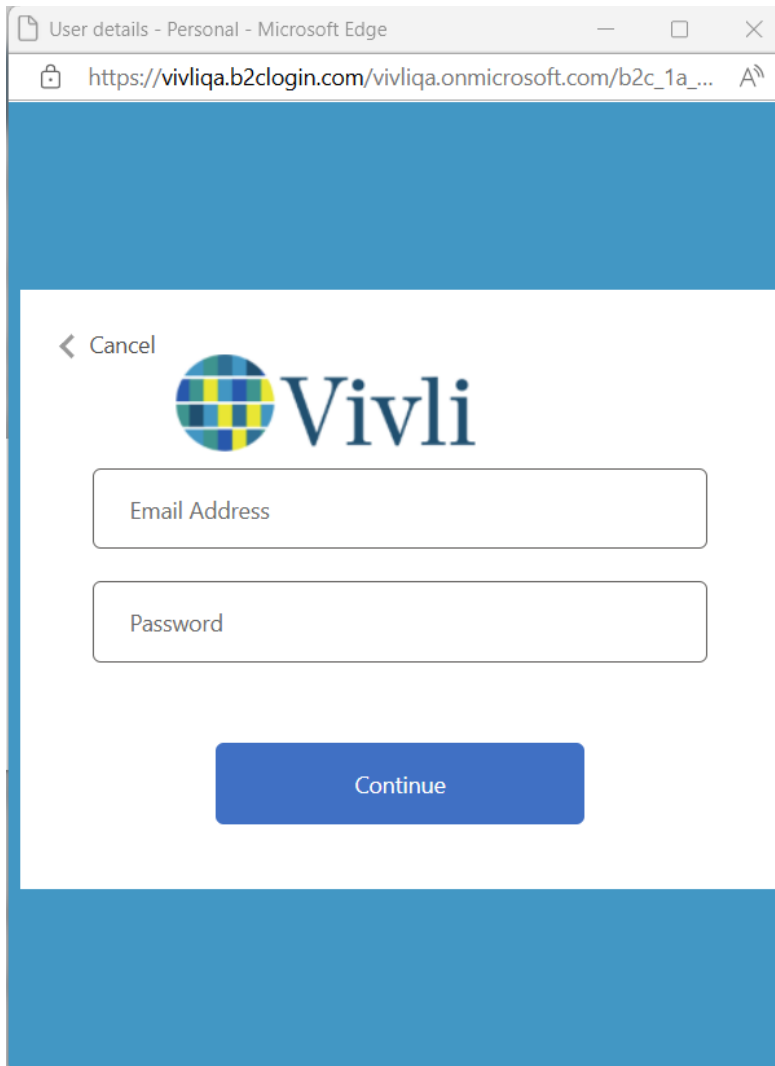
1. To edit your display name, click “Edit My Profile” on the right-hand side of the platform underneath your name



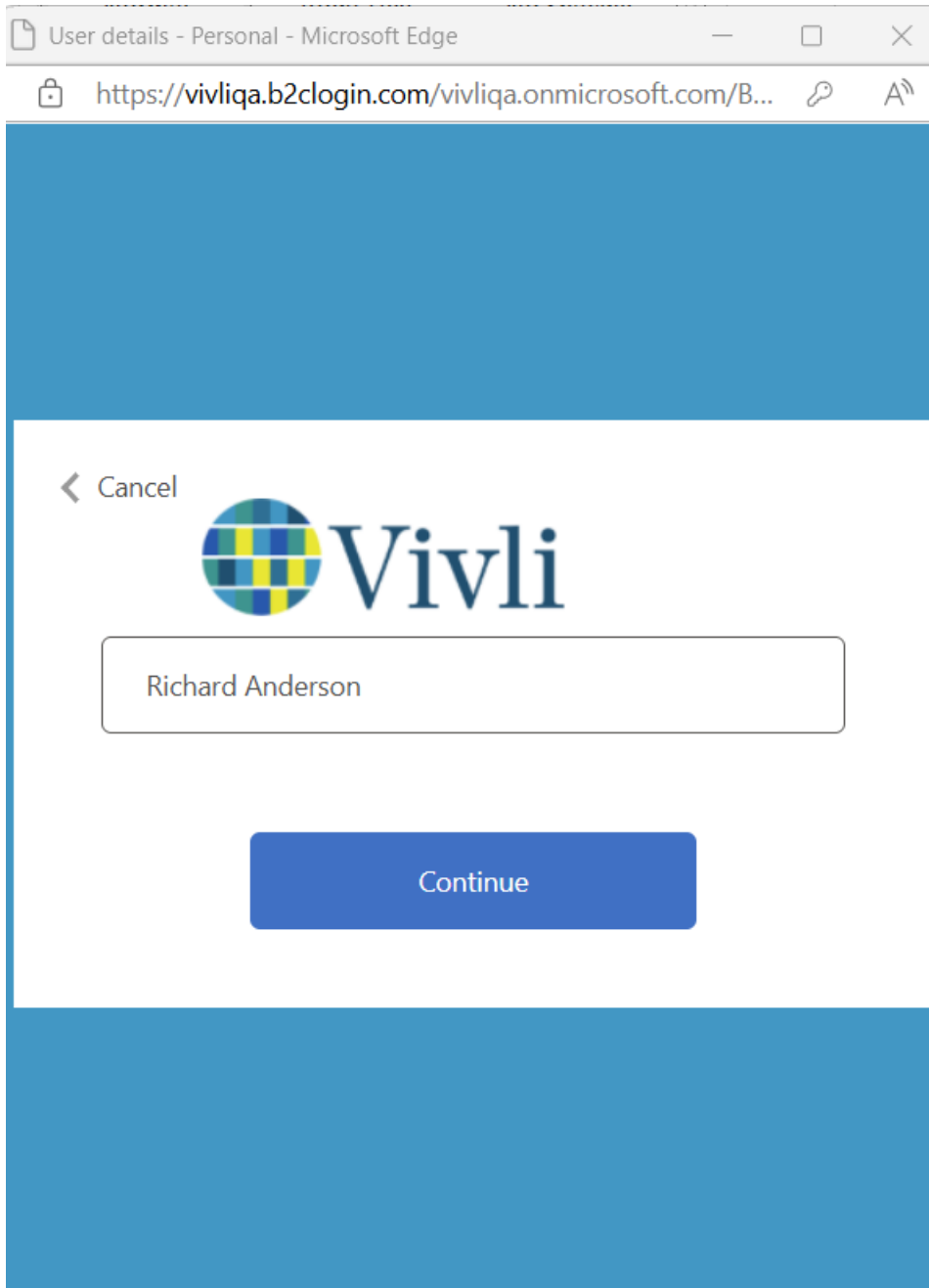
The screenshot shows the Vivli user dashboard. The top navigation bar includes the Vivli logo, navigation links (DASHBOARD, DATA REQUESTS, ENQUIRIES, STUDY SUBMISSIONS), and a user profile dropdown for SARAH JONES. The dropdown menu is open, showing options: Edit Profile (highlighted with a red box), Change Password, and Log Out. The main content area displays a welcome message and a list of helpful links for various user actions.

Action	Link
For an introduction to how to request studies in the Vivli Platform, click here.	How to request studies
For an introduction to the Vivli Platform in general and guides for using the platform, click here.	How-to guides
To search for clinical studies and create a new data request, click here.	Search
To complete and submit a request for data that you have already started, click on Data Requests.	Data Requests
If you cannot find a specific study you need, click on Enquiry to ask about the availability of that clinical study from a Vivli member.	Enquiry
If you are an academic researcher and want to submit your study to Vivli for archive and subsequent sharing, click here to submit your study.	Share Data
If you have any questions, click here or email Vivli Support at support@vivli.org .	Contact Support

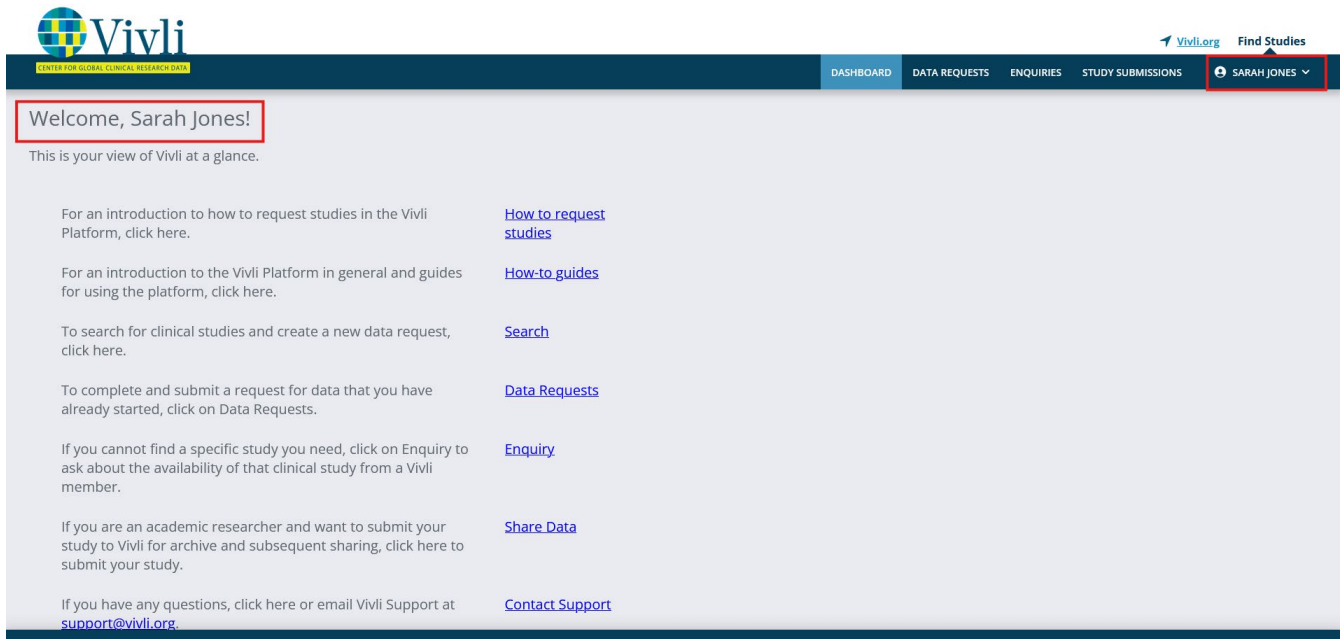
2. You will be prompted to log in again with your credentials



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

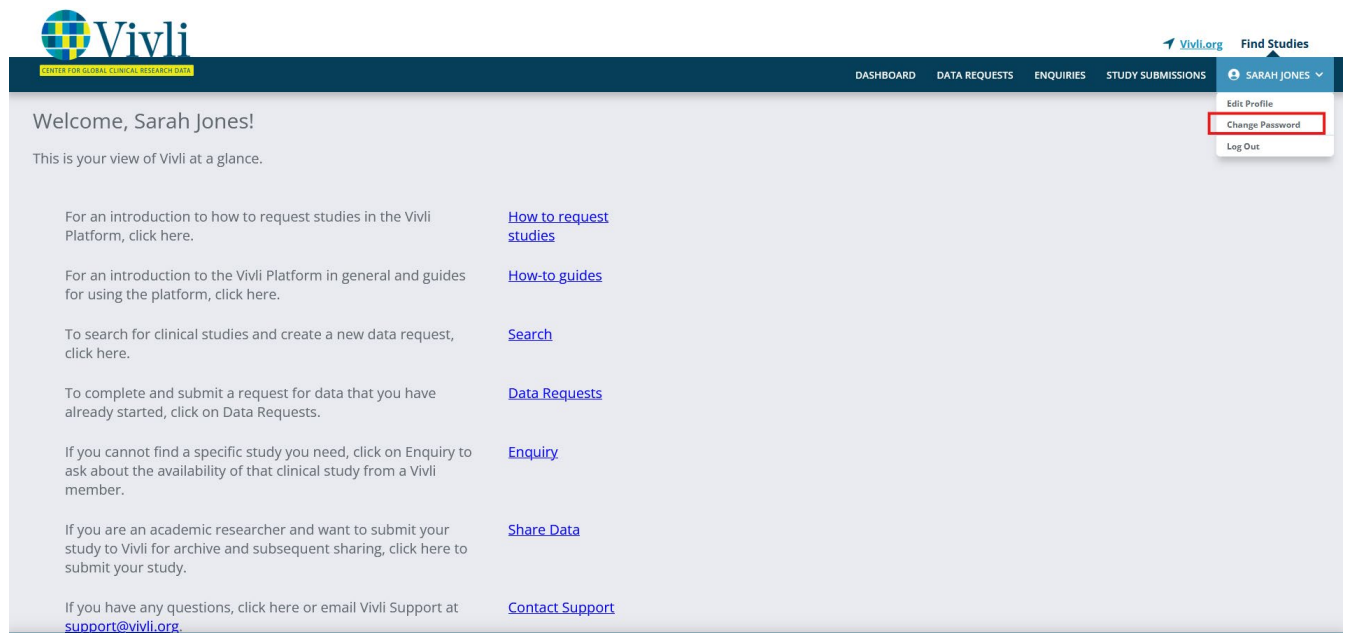


4. The system will take you to the Dashboard where you can see the updated name.



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.

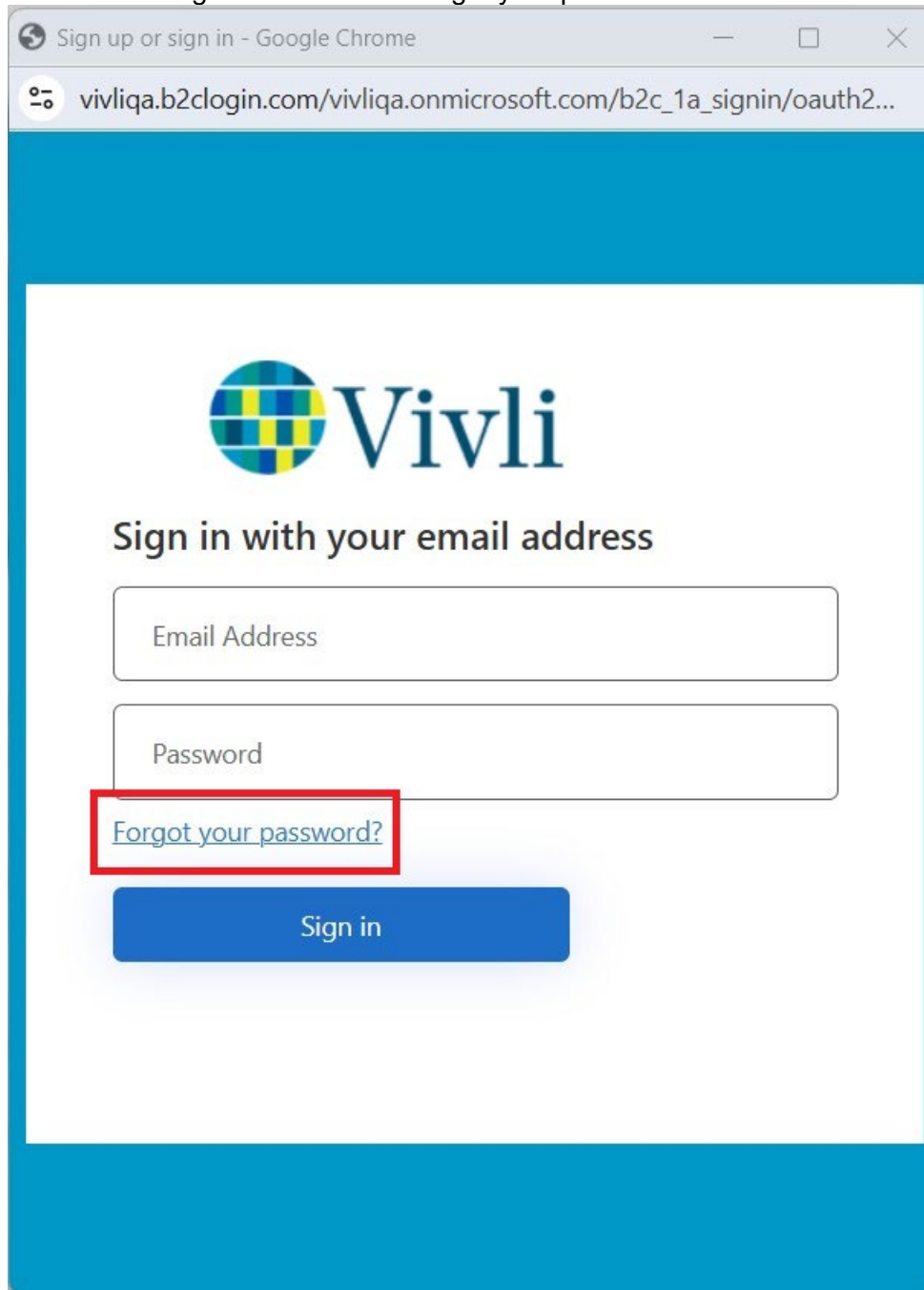
< Cancel



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.

User details - Google Chrome

vivliqa.b2clogin.com/vivliqa.onmicrosoft.com/B2C_1A_SignIn/api/C...

< Cancel

 Vivli

Email Address

Send verification code


Set New Password

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.]

User details - Google Chrome

vivliqa.b2clogin.com/vivliqa.onmicrosoft.com/B2C_1A_SignIn/api/C...

< Cancel



Verification code has been sent. Please copy it to the input box below.

researcher@gmail.com

Verification Code

Verify code Send new code

Set New Password

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



2. Browser Compatibility & System Requirements

Windows	Mac
Supported browser: Chrome, Firefox or Edge	Supported browser: Chrome, Firefox or Safari
Version: Use the latest version of your preferred browser	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 blocked and give you an option to see it. To turn off pop-up blocker, follow these instructions: <ol style="list-style-type: none">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 allow any site to show pop-ups (recommended) and click Exceptions and enter the URL(s). Firefox (Windows) <ol style="list-style-type: none">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) <ol style="list-style-type: none">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.	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: <ol style="list-style-type: none">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) <ol style="list-style-type: none">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) <ol style="list-style-type: none">1. From the Safari menu, select Preferences.2. Click Websites at the top of the window3. Select Pop-up Windows from the left panel4. 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.