

Q Consent FAQ for Study Participants

How do I log in to Q Consent?

Once your Study Investigator sets up your account, you will receive two emails.

1. In the first email, click **Activate Your Account Here**. This link will take you to the Q Consent portal (via [Consent Online](#)).

(Please note: The activation link expires after 48 hours. If you do not activate your account within this timeframe, please contact your site to send you an updated link.)

2. The second email you receive contains a unique system ID for you to:
 - Log on to the system
 - Sign your forms

Please keep a record of this unique ID so that you may access your forms at any time.

What devices and browsers should I use?

Q Consent (via [Consent Online](#)) is supported on any devices that run modern browsers. However, we do not recommend accessing Q Consent via your smart phone, as the platform may be difficult to navigate.

Q Consent can be viewed on the following browsers:

- Chrome
- Firefox
- IE
- Edge
- Safari

How do I reset my password?

Forgotten Password

From the Q Consent ([Consent Online](#)) login page, click **Forgot your Password?**

After answering your security question, you will be able to reset your password.

Note: Your password must contain a minimum of 8 characters and contain at least one uppercase letter, one lowercase letter, and one special character.

Forgotten ID

Contact your study staff and they can resend the email with your unique ID.

How do I submit a question to the study staff?

To ask a question, simply click **My Questions** in the upper right-hand corner while viewing a form, then click **Add Question**.

Select the page of the consent form that contains the language you have a question about and type your question into the **Question Text** area.

Click **Save** after you've entered your question.

You will receive an email notification when the study investigator or study staff member answers your question(s).

A red indicator will be displayed to the left-hand side of My Questions when there are new answers to your questions.

To view the answers, select **My Questions** in the upper right-hand corner of the form. Answers from the study investigator or study staff member will be displayed directly below the questions that you asked on the form.

The system does not require that the study investigator or study staff member respond to all your questions from within the system. However, you will receive an attestation prior to submitting your consent electronically confirming your questions have been addressed.

Why do I see a “form locked” message?

Forms are locked by default when your account is created. This is a read-only state, which ensures that you can review the consent forms prior to discussion with your study staff member without inadvertently signing the form before that discussion.

You will be able to sign the form after your study staff member has reviewed the consent form with you and unlocked the form for signing. You can ask your study staff member for additional information or assistance.

How do I submit a signed consent form?

When you are finished filling out your form and all your questions have been answered, you will be able to submit your form from the last page. Click the **Submit** button on the bottom right-hand corner.

If you are not ready to submit your form, you may click **Save** to save your progress, or click **Save and Exit** if you want to exit at any time while saving your progress.

When you select Submit, a confirmation window will appear confirming that all your questions have been answered.

The system does not require that the study investigator or study staff member respond to all your questions from within the system, but the confirmation indicates that you have had your questions answered before signing the form.

How do I know my data is secure?

Q Consent complies with the Health Information Technology for Economic and Clinical Health (HITECH) Act and FDA Electronic Records; Electronic Signatures Regulations (21 CFR Part 11). This procedural and technical compliance with HITECH and 21 CFR Part 11 is confirmed by a third party auditing firm.

Q Consent also complies with the Children's Online Privacy Protection Act (COPPA) and the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA).

Where can I find additional information?

You can find additional information about Q Consent at

www.QConsent.com

You can also request additional information by asking your study staff.

I received an email notifying me that I have new answers to my questions. How do I view the responses?

Log in to your online account. Choose the form you had questions on and click on **My Questions** to review your questions and the answers provided by the study staff.

I have (or I am) a Legally Authorized Representative (LAR). How do the LAR sign the consent form within Q Consent?

The study staff will create separate Q Consent accounts for research participants and any LAR required to sign on behalf of a research participant. (This includes participants who lack capacity to consent as well as participants who haven't reached the age of majority in their state.)

The LAR will receive email communications with instructions for accessing and signing the consent form(s) within Q Consent.

I have a minor child that is participating in the study, but only I have received an account activation. How does my child log in to view the study information?

To align with the Children's Online Privacy Protection Act (COPPA) and other protective laws, we require the parent/guardian or Legally Authorized Representative (LAR) to acknowledge that they allow the minor in their custody to use Q Consent to sign documents.

To provide this acknowledgement, log in to Q Consent (via [Participant Online](#)) with your account, and navigate to **Account Settings** in the upper right-hand corner.

Select **Manage Minor Account** and click **Accept** to agree to the terms and conditions of the minor's use of the account.

Once the terms and conditions are accepted, an email will be sent to the minor participant's email account with an activation link and unique ID.

The minor participant can use this link and ID to log in and view available resources and review and sign the consent form(s).

What if I want to sign a paper consent form?

If you prefer to review and sign a paper consent form, you or the study staff can print a paper copy, and the research site will retain a copy of the signed paper consent form for their records.

Except in specific circumstances, you will still have to sign the consent form at the research site, even if you print a copy before your first visit. You can ask the study staff if you have any questions.