

# Pharma Intelligence Log In and Access Guide





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# Products

# Pharma Intelligence Products on the Common Access System

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## This guide applies to the following products

- Next Generation Citeline
  - Trialtrove
  - Sitetrove
  - Pharmaprojects
- Biomedtracker
- Meddevicetracker
- Catalysttracker
- Datamonitor Healthcare
- Scrip
- Pink Sheet
- In Vivo
- Medtech Insight
- Rose Sheet

**NOTE:** If your company accesses these products via Federated Authentication/Single Sign-on (SSO), please refer to your SSO instructions rather than this guide.

# Registration

# Self-Registration and Instant Access

Simply select Register to get started.

The image shows three login forms for different products: Citeline, Biomedtracker, and Datamonitor Healthcare. Each form has fields for 'Email Address/Username \*' and 'Password \*', a 'Remember me' checkbox, and buttons for 'Forgot Password' and 'Login'. Below the login fields, there is a message: 'Click \'Forgot Password\' to receive an email with a reset link. If your username is not a valid email or you need assistance please [click here](#)'. At the bottom of each form, there is a link: 'Don't have an account? [Register here](#)'. A red arrow points to the 'Register here' link in each form.

If you have never registered for any of our products, you may be able to self-register and gain instant access. If you are not sure if your company has enabled instant access, check with your administrator.

Note: registering for one product automatically registers you for other products as well, and allows you to use the same username and password for all products you subscribe to.

The image shows the top navigation bar of the Informa website. It includes the 'Pink Sheet' logo, a search bar, a 'MY VIEW' button, and links for 'Other Products: Scrip | Medtech Insight | In Vivo | Rose Sheet | Report Store'. There are also buttons for 'START TRIAL', 'Register', and 'Sign In'. A red arrow points to the 'Register' button.

# Self-Registration and Instant Access

informa ▾

**Citeline**  
Pharma intelligence | informa

Please complete the form below to register your Citeline account.

testingtester@testtest.com

Testing

Tester

AnyPharma

Australia ▾

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\*\*\*\*\*

Your password must be at least 8 characters long. Your password must have a mix of letters and numbers

☐ By ticking this box, you agree to receive emails such as relevant news, updates and offers from Citeline and carefully selected similar products from our portfolio

☐ By ticking this box, you agree to receive emails such as promotional offers from other members of the Informa group and selected 3rd party companies

Register >

Already registered? [Login here](#)



**Citeline**  
Pharma intelligence | informa

## Welcome to Citeline

Please complete all fields below to finish your registration.

Please complete all fields [Already Registered? Log in](#)

Company Type  
Please select ▾

Job Role  
Please select ▾

Job title  
\_\_\_\_\_

☒ I have read and agree with [Terms & Conditions](#)

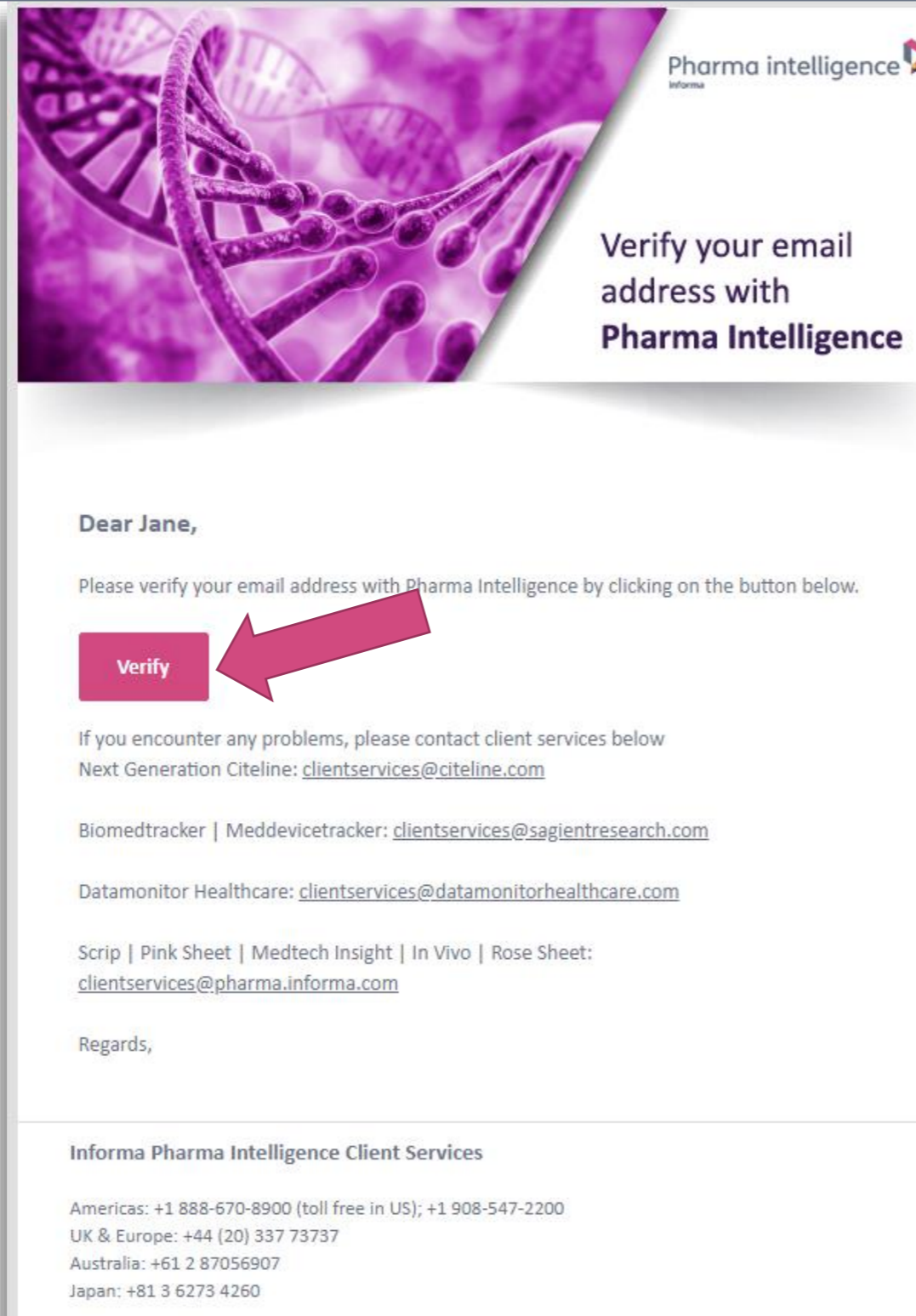
Complete My Registration

If you encounter any problems registering, please contact [clientservices@citeline.com](mailto:clientservices@citeline.com)

Complete the required information to register.

Note that you may need to provide additional information to complete your registration.

# Email Verification



You may be asked to verify your email address when you register. You will receive an automated email asking you to verify. Simply click on the verification link in the email to start your access.

If you have issues with verification, contact client services for assistance.

# Registration Via Client Services or Administrator

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**In addition to self-registration, you can be registered by Client Services or a company Administrator.**

- If you are registered by Client Services or a company Administrator, you will receive an email requesting that you set your password, or a company Administrator can set your password for you. Your username is your company email address.
- When you first log in, you will be asked to provide supplemental registration information, and then will be able to proceed to the product. If you are registered in this way, you will not receive a separate verification email.

# Self-Registration Trouble Shooting

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**Having trouble with self-registration? Follow the links below for help.**

- [It appears I am already registered, but I don't remember my password.](#)
- [I already have a username and password for one or more Pharma Intelligence products and I can't register for another.](#)
- [My company subscribes to multiple products. What can I access if I register?](#)
- [I think I've registered, but I still can't access content.](#)

# Logging In

# Logging In

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**In general, you will log in with your work email address and the password that you set for your account.**

## ***Notes:***

- If you already have a username and password for any Informa Pharma Intelligence products on the common access system, you will use the same username and password for all of the products.
- If you haven't logged into a product for a long time, you may need to reset your password.
- If your company has federated authentication/single sign on(SSO), you will log in via your company network, not an Informa username and password.

When you log into any of the products you subscribe to, you will be automatically logged into any other products that share the same username and password. You can then move between products without logging in a second time.

# Log In Trouble Shooting

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**Having trouble logging in? Follow the links below for help.**

- [I don't remember my password.](#)
- [I can't reset my password](#)
- [It looks like I logged in, but I can't access content \(I'm seeing a paywall\).](#)
- [I reset my password on one product now my password for another product isn't working.](#)

# Access Between Informa Products

# Single Registration and Login In for Pharma Intelligence Products

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## This means:

- You have one username and password for all products on the common access system.
- When you log into one of these products, you will be automatically logged into all others that you have access to and can seamlessly move between products.
- If a new product is added to the common access system, you can use your existing username and password to access that product too.

# Multiple Product Trouble Shooting

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**Having trouble logging into multiple products? Follow the links below for help.**

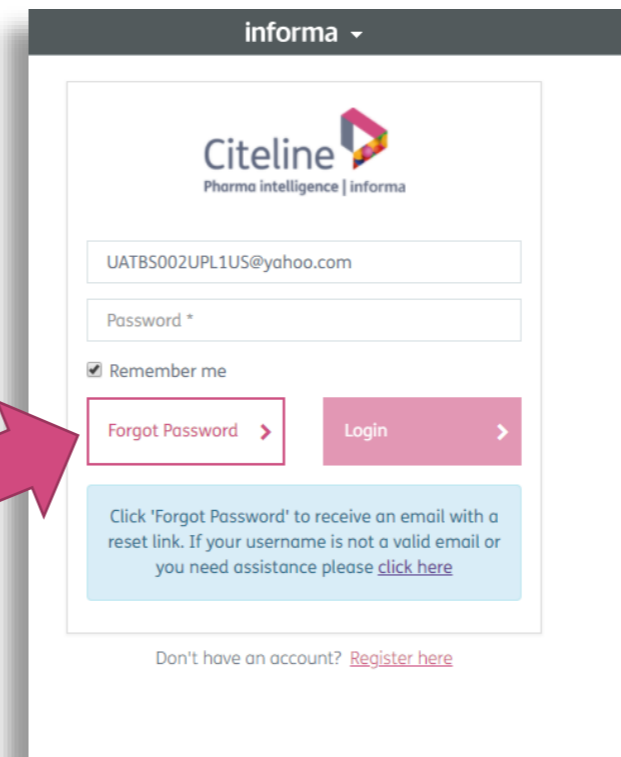
- [I reset my password on one product and now my old password isn't working on another product.](#)
- [I use IP authentication \(I read articles from my company network without needing to log in\) to access Scrip, Pink Sheet, In Vivo, Medtech Insight or Rose Sheet. How does this impact my access?](#)
- [I have two different usernames for different products. What happens now?](#)
- [I've logged in, but I still don't have full access to some products.](#)
- [I also use a product that isn't on the common access system. What password do I use?](#)

# Password Reset

# How to Reset Your Password

Follow these steps to reset your password.

1. Click on Reset My password.
2. Make sure your username is entered and click “Submit”.



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**Citeline**  
Pharma intelligence | informa

UATBS002UPL1US@yahoo.com

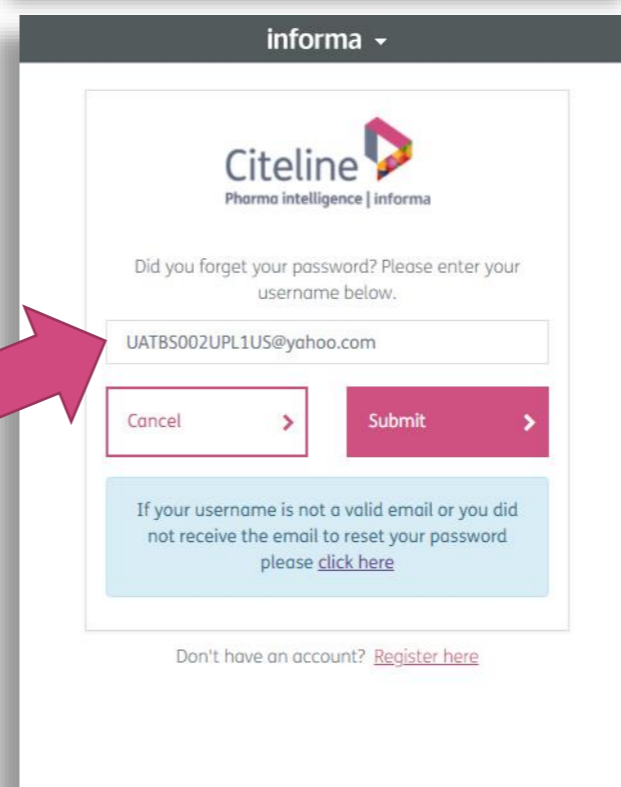
Password \*

☒ Remember me

[Forgot Password >](#) [Login >](#)

Click 'Forgot Password' to receive an email with a reset link. If your username is not a valid email or you need assistance please [click here](#)

Don't have an account? [Register here](#)



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**Citeline**  
Pharma intelligence | informa

Did you forget your password? Please enter your username below.

UATBS002UPL1US@yahoo.com

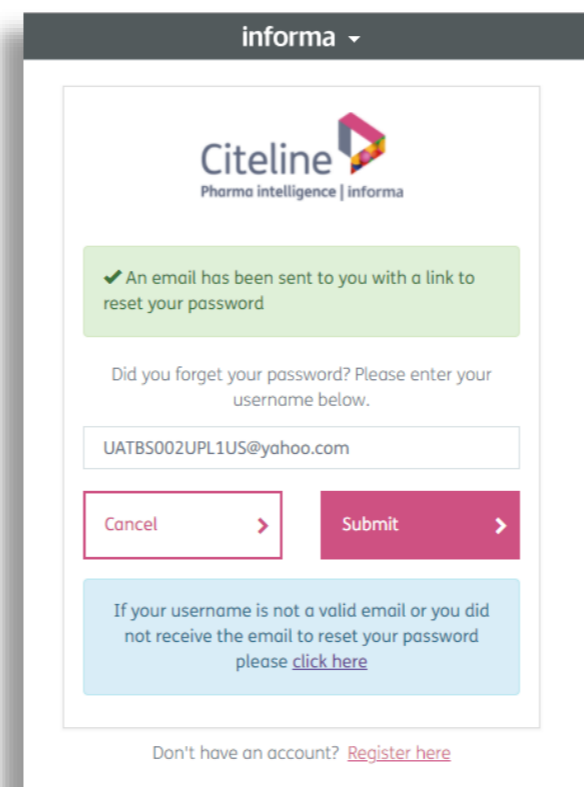
[Cancel >](#) [Submit >](#)

If your username is not a valid email or you did not receive the email to reset your password please [click here](#)

Don't have an account? [Register here](#)

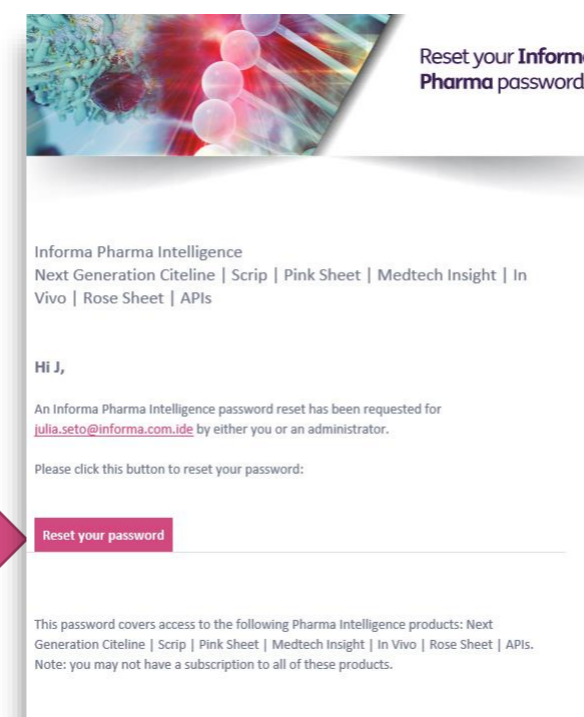
# How to Reset Your Password

3. When you see this message, look for the reset email in your in box.



The screenshot shows a web form for resetting a password. At the top is the 'informa' logo. Below it is the 'Citeline Pharma intelligence | informa' logo. A green box contains a checkmark and the text: 'An email has been sent to you with a link to reset your password'. Below this, it asks 'Did you forget your password? Please enter your username below.' and shows a text input field with the email 'UATBS002UPL1US@yahoo.com'. There are two buttons: 'Cancel' and 'Submit'. A blue box at the bottom says: 'If your username is not a valid email or you did not receive the email to reset your password please [click here](#)'. At the very bottom, it says 'Don't have an account? [Register here](#)'.

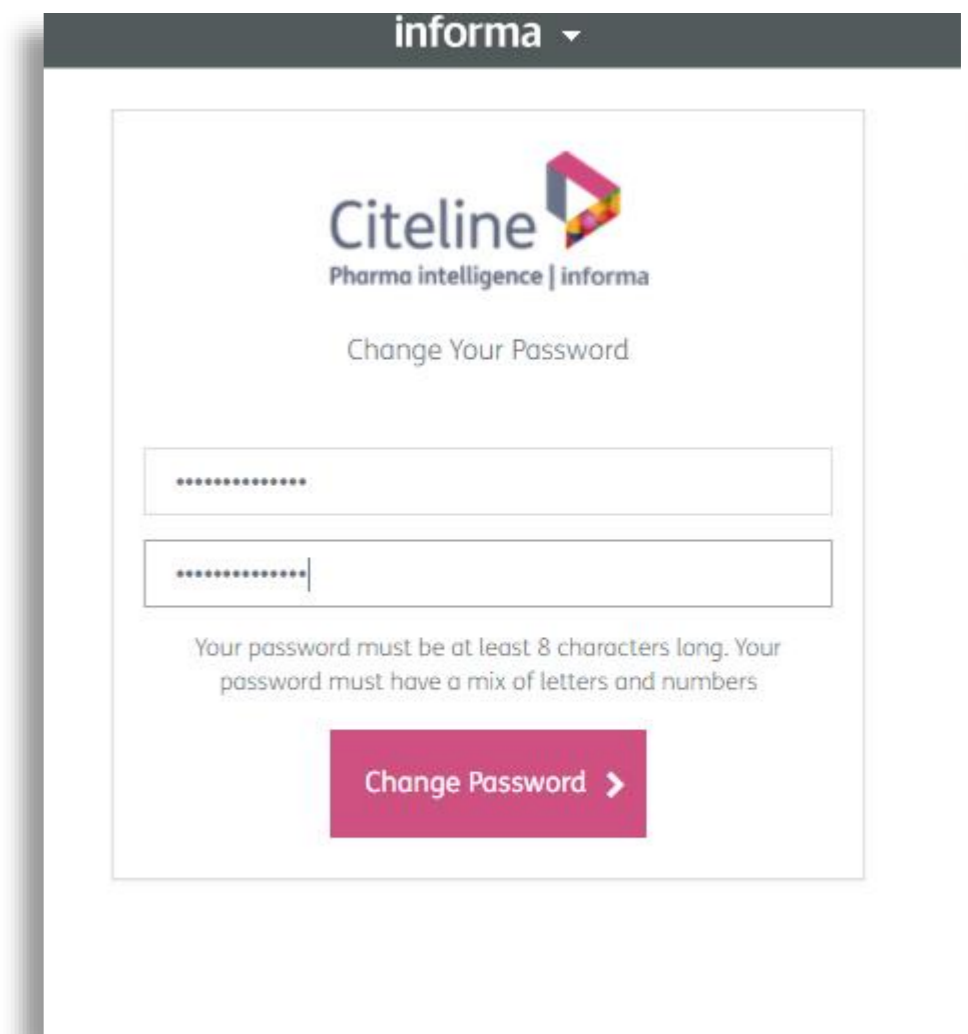
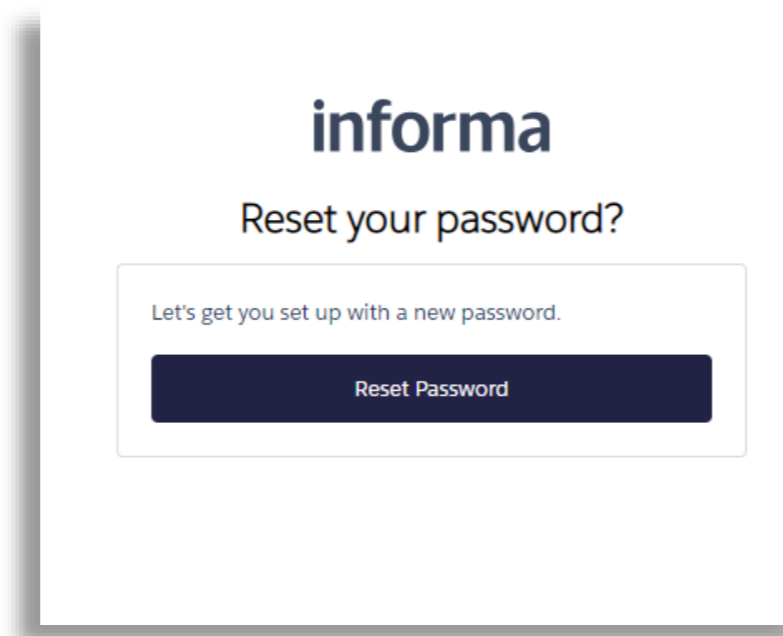
4. Click on the link in the email to go to the reset password screen.



The screenshot shows an email titled 'Reset your Informa Pharma password'. The header includes 'Informa Pharma Intelligence' and a list of products: 'Next Generation Citeline | Scrip | Pink Sheet | Medtech Insight | In Vivo | Rose Sheet | APIs'. The body of the email says 'Hi J,' followed by 'An Informa Pharma Intelligence password reset has been requested for [julia.seto@informa.com.id](#) by either you or an administrator.' It then says 'Please click this button to reset your password:' and shows a red button labeled 'Reset your password'. At the bottom, it states 'This password covers access to the following Pharma Intelligence products: Next Generation Citeline | Scrip | Pink Sheet | Medtech Insight | In Vivo | Rose Sheet | APIs. Note: you may not have a subscription to all of these products.'

# How to Reset Your Password

5. Click “Reset Password”, then enter your new password and click “Change Password”.



6. Now you may log in with your new password.

# Password Reset Trouble Shooting

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**Having trouble resetting your password? Follow the links below for help.**

- [I reset my password on one product and now my old password isn't working on another product.](#)
- [I don't see a password reset email in my in box.](#)

# Trouble Shooting

# FAQ

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Q: I believe I'm registered, but I don't know my username

A: Your username is generally your work email address. If you are unable to login or reset your password with this username, you can follow the steps to self-register using your work email address. If you encounter any issues, please contact Client Services.

Q: I am trying to register, but I'm getting a message that my username is already registered.

A: Your username was previously registered under another Pharma Intelligence product. If you don't know your password, follow the instructions to [reset your password](#).

Q: I appear to be successfully registered or logged in, but I can't access the products my company subscribes to.

A: If you are able to log in, but can't reach or access the full content of your subscription, please contact Client Services. They will be able to confirm the products your company subscribes to and give you access if you are eligible.

# FAQ

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**Q: My company subscribes to multiple Pharma Intelligence products. What does this mean when I access these products?**

**A:** If all of these products are on the same registration and log in system, this means:

- You may be able to access all products your company subscribes to via one username and password. Please contact your administrator for more details about which products you can access.
- You will use one username and password to log into all of these products.
- Registering for one product registers you for all of the products.
- When you log into one product, you will be automatically logged in when you navigate to any of the other products.
- If you change your password on one product, it will be changed when you log into the other products.

**Q: What happens if I use separate email addresses (usernames) to access different products?**

**A:** You will have to continue to log into the products separately. If you want to consolidate your access on a single username and email address, please contact Client Services.

# FAQ

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**Q: When I log into some products, I can remain logged in for several days, but I am automatically logged out of other products after a shorter period of time. Why is that?**

**A:** The period of time you can remain logged in varies from product to product. For products that have a shorter logged in period, you will have to log in again, even if you remain logged into one of the other products.

**Q: Are other Informa Pharma Intelligence products like Pharmapremia, Medtrack, or Strategic Transactions on the same registration and log in system too?**

**A:** As yet, these products do not share the same registration and log in system, so you should continue to sign in with your current username and password for each of those products. You will be informed if additional products you subscribe to are added to the common access system.

# FAQ

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**Q: I don't need a username and password to read Scrip, Pink Sheet, In Vivo, Medtech Insight, or Rose Sheet when I'm on my company network. How does this work with the common access system?**

**A:** If your company has IP authentication enabled, you will be able to access these products without logging in when you are on your company network. However, since other products do not allow you access without a username and password, you must log in to access any products not listed above. If you had never created a username and password for Scrip, Pink Sheet, In Vivo, Medtech Insight or Rose Sheet, you will still need a username and password to access the other products, and should follow [the self-registration steps](#).

**Q: If my company uses federated authentication/single sign-on (SSO), how will I know it is active, and is registration and log in different from using an Informa username and password?**

**A:** You should receive separate instructions regarding SSO, but generally if you are using SSO for the first time, go to the log in screen and enter your work email address. If your company has federated authentication, you will be automatically redirected to your company's authentication system, and if you are already logged into that system, you will immediately gain access.

# FAQ

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**Q: I followed the reset password steps, but I didn't receive a reset password email. What should I do?**

**A:** First, check your Spam or Junk folder. If you still can't find the email, we suggest whitelisting the sender email address (noreply@informa.com) or adding the sender email address to your safe sender list ([see this article for instructions for Microsoft Outlook](#)) and follow the reset password steps again. You can also contact Client Services and ask for a reset email to be sent.

Alternately, it is possible that your username was not previously registered. If you suspect this is the case, follow [the registration steps](#) to see if you can self-register successfully.

# Contact Us



## Contact Us for Assistance

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### Informa Pharma Intelligence Client Services

Email us:

Citeline: [clientservices@citeline.com](mailto:clientservices@citeline.com)

Biomedtracker | Meddevicetracker: [clientservices@sagientresearch.com](mailto:clientservices@sagientresearch.com)

Datamonitor Healthcare: [clientservices@datamonitorhealthcare.com](mailto:clientservices@datamonitorhealthcare.com)

Scrip | Pink Sheet | Medtech Insight | In Vivo | Rose Sheet:  
[clientservices@pharma.informa.com](mailto:clientservices@pharma.informa.com)

Americas: 1 888-670-8900 (toll free in US); +1 908-547-2200

UK & Europe: +44 (20) 337 73737

Australia: +61 2 87056907

Japan: +81 3 6273 4260