

## Pink Sheet, Scrip, In Vivo, Medtech Insight and Rose Sheet Access Management Trouble Shooting Guide

Pink Sheet, Scrip, In Vivo, Medtech Insight and Rose Sheet are moving to a robust new state-of-the-art identity and access management system. Most users will not experience any issues during registration or sign in, but in the event you have any difficulty, here are some tips.

### 1. If you use a username and password, you must sign in manually when you first access the new system

If you access these products via username and password, you must type in your existing username and password when you sign into our sites for the first time after the upgrade. NOTE: IP authenticated users will continue to access the sites as before.

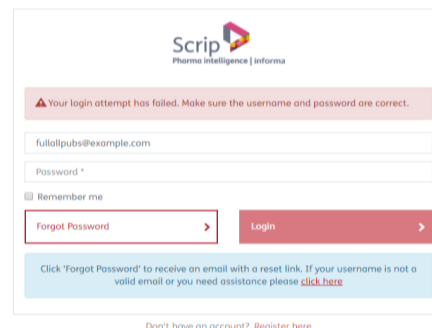
### 2. You don't remember your password or your password doesn't work

If you see this message, you should reset your password by clicking on the Forgot Password button. This will trigger an automated password reset email. Click on the link in the email to reset your password.

**Note:** if your old password does not meet the new security requirements, you cannot sign in and will need to reset it.

### 3. You attempt to reset your password, but you don't receive a reset email

First, check your junk or spam email folder. If you still haven't received the email, please contact client services (see below) for assistance.



The screenshot shows the Scrip login interface. At the top is the Scrip logo with the tagline 'Pharma Intelligence | Informa'. Below the logo is a red error message: 'Your login attempt has failed. Make sure the username and password are correct.' There are two input fields: 'Username' with the placeholder 'fullalpubs@example.com' and 'Password \*'. Below these is a 'Remember me' checkbox. At the bottom are two buttons: 'Forgot Password' and 'Login', both with right-pointing arrows. A blue informational box at the bottom states: '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 very bottom, it says 'Don't have an account? [Register here](#)'.

### 4. You have stopped receiving email newsletters

First, make sure that you can sign into your account. If not, follow the steps above. If you can sign in, go to My Account -> Email Preferences and make sure that the correct email newsletters are selected. If the correct newsletters are selected, you may need to white list our new sender email address: [alert@mail.pharmaintelligence.informa.com](mailto:alert@mail.pharmaintelligence.informa.com)

If you run into any issues that cannot be resolved by using these tips, please contact client services at:

[clientservices@pharma.informa.com](mailto:clientservices@pharma.informa.com) US: 888-670-8900 UK: +44 (20) 337 73737 Australia: +61 2 8705 6907