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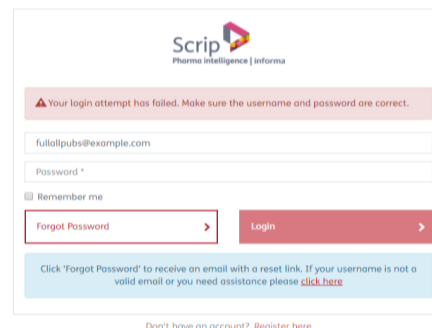
2. **You don't remember your password or your password doesn't work**

   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.

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

If you run into any issues that cannot be resolved by using these tips, please contact client services at:
clientservices@pharma.informa.com US: 888-670-8900 UK: +44 (20) 337 73737 Australia: +61 2 8705 6907