



## Viedoc User Account Management

6 Lessons   ■ 6 from Viedoc System

### Managing your user account

6 lessons



Activating your Viedoc account

1.1



Logging in to Viedoc

1.2



Password management

1.3



User settings

1.4



Security settings

1.5



Authentication log

1.6



Activating your Viedoc account

# Activating your Viedoc account

Published by Viedoc System 2024-03-13

## [1. Activating your Viedoc account](#)

### 1 Activating your Viedoc account

The first time you are invited to be a part of a study in Viedoc, you will get an invitation by email containing an activation link.

To activate your account:

- 1 Select the link in the invitation email. The account activation window is displayed:

- 2 Read the **Terms of use** and the **Privacy policy** documents, and then select the box to confirm you have read them.

### 3 Select **Continue**. You will be directed to Step 2/2:

viedoc

1 Terms & privacy policy 2 Enter your data English

You're almost done.  
Please enter your data.

**Personal info**

Email address  
DoctorDemo@viedoc.com

Your first name

Your last name

**Password**

Set a password that you will use to log in to Viedoc from now on. Be creative, include both letters, numbers, and special characters. Mix uppercase and lowercase letters.

8 characters 1 uppercase letter  
1 lowercase letter 1 digit  
1 special character (!, @, #, \$, %, ^, &, -, +, etc.)

Enter your new password.

Confirm your new password.

**Phone number**

This phone number will be used to verify your identity if you've lost your authentication credentials or if we detect suspicious activity on your account. Also, please indicate if your phone can receive text messages, as this will be a preferred means of communication.

+CountryCode PhoneNumber

☐ This phone can receive text messages

Back Continue

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Viedoc - version 4.7.0.0  
2023-10-01 12:24:25Z

- 4 Enter your first name and last name in the **Your first name** and **Your last name** fields.
- 5 Enter a password in the **Enter your new password** field. The indicators to the right inform you when you have fulfilled all of the requirements for a strong password.
- 6 Confirm the chosen password by entering it again in the **Confirm your new password** field.
- 7 Enter your phone number in the format +[CountryCodePhoneNumber] and select the checkbox if the phone can receive text messages.

**Note!** You must select the checkbox to receive an authentication code as a text message to this phone number.

8

Select **Continue**. You will get a notification message saying that your account was created.

viedoc

English ↓

Welcome to the team, **Fredrick**.

[Go to the login page](#)

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Viedoc, version 4.72.0307.20240  
2023-10-10 14:58:12



Logging in to Viedoc

# Logging in to Viedoc

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## 1. Logging in to Viedoc

### 1 Logging in to Viedoc

To log into Viedoc:

- 1 Go to the Viedoc login page:

- 2 Enter your primary email address and your password.

**Note!** After three failed attempts to enter a correct password, your account will be locked. To unlock it, you need to change your password. To do so, select the link to recover your password, see [Recover your password](#).

- 3 Optionally, select your language from the dropdown list.

**Note!** This language setting applies only to this login page. For instructions on how to change the language after login, see [User settings](#).

- 4 Select **Log In** to access Viedoc.  
If you are using two-factor authentication (see [Security settings](#)), you will be prompted to enter a security code before you are given access to Viedoc.

5

The **Two-factor authentication** page opens and you will be required to enter the authentication code you received via email or text message, according to your settings in [Security settings](#):

**Note!** After three failed attempts to enter the correct code the user account will be locked.

6

In case you did not receive an authentication code or you want the code to be sent using the other method than the one set up in Security settings (for example, if it is set to text message and you want to get the code by email), you can select the link next to **Didn't receive a code?** at the bottom of the page.

A new pop-up appears, where you can select how the new authentication code will be sent.

**Note!** A new authentication code can be requested up to 5 times and is reset to 5 requests after a successful user login.

- 7** Optionally, you can select **Trust this device for 30 days**. If selected, you won't be asked again for the authentication code for the next 30 days when logging in with the same username from the same device using the same browser (unless the browser session is in private mode or the cookies are cleared). The list of trusted devices is shown in the **Security settings**. After a password recovery, all the trusted devices are removed.
- 8** If the Privacy policy or Terms of use changed since the latest login, you will be prompted to read and accept the new terms.
- 9** If you have been invited to a new study since your latest login, the Pending invitations pop-up is displayed prompting you to accept or reject the invitation to the respective study. See [Pending invitations](#) for more details.



Password management

# Password management

Published by Viedoc System 2024-03-13

## [1. Password management](#)

[1.1 Resetting your password](#)

[1.2 Changing your password](#)

### 1 Password management

#### 1.1 Resetting your password

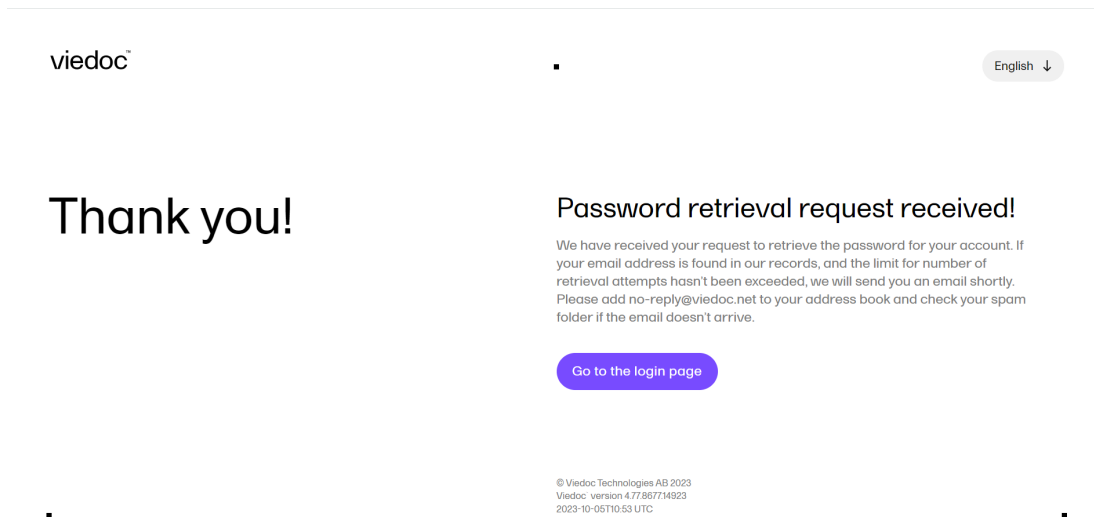
To reset your password:

- 1 On the login page, next to Forgot your password?, select **Click here**. The following dialog is displayed:

The screenshot shows the Viedoc login interface. At the top left is the 'viedoc' logo. At the top right is a language selector dropdown set to 'English'. The main content area is split into two columns. The left column has the heading 'Let's renew your password.' in large black text. The right column has the heading 'Forgot your password?' in bold, followed by the instruction 'Enter your email address to reset your password.' Below this is a label 'Your email address' above a text input field containing 'DoctorDemo@viedoc.com'. A purple 'Submit' button is positioned below the input field. At the bottom right of the dialog, there is small copyright text: '© Viedoc Technologies AB 2023', 'Viedoc version 4.73.0.0', and '2023-03-01 12:54:37Z'.

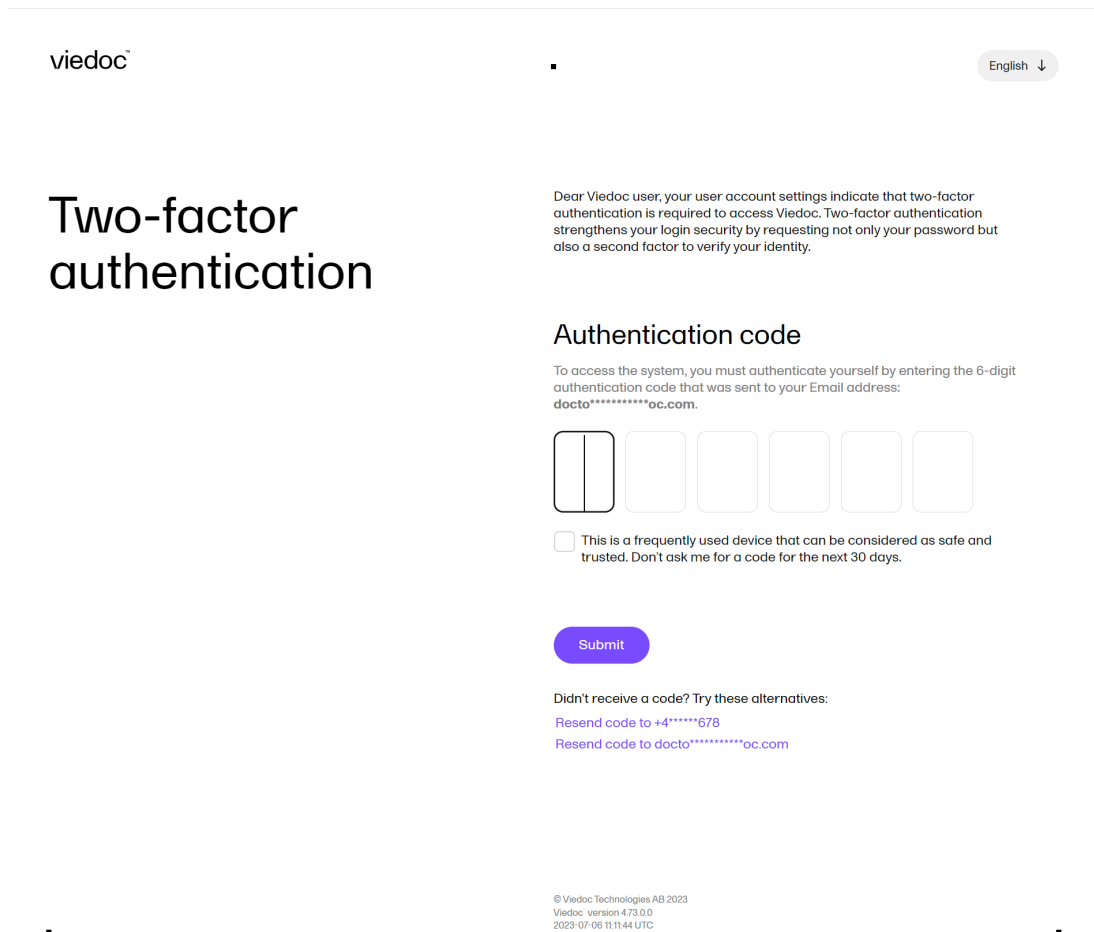


- 2 Enter your email address and select **Submit**. The system sends you a password recovery email and a Password retrieval request confirmation message is shown:



- 3 Select the link in the password recovery email. This directs you to the **Reset your password** page.

**Note!** You will first be prompted to enter a security code before you can access Viedoc:



The authentication code is sent to the phone number you set to receive text messages or to your secondary email address. If neither of these options are selected, you will need to contact your Study Manager to receive a link to reset your password. For more information on setting your phone number and secondary email address, see [User settings](#).

To reset your password, you need to fill in the fields **Enter your new password** and **Confirm your new password**, and then select **Submit**:

viedoc™

English ↓

# Reset your password

## Set a new password

Set a password that you will use to log in to Viedoc from now on. Be creative, include both letters, numbers, and special characters. Mix uppercase and lowercase letters.

The password must contain at least

- ✓ 8 characters
- ✓ 1 lowercase letter
- ✓ 1 digit
- ✓ 1 special character (!, @, #, \$, %, ^, &, \_., +, etc.)

Email address  
DoctorDemo@viedoc.com

Enter your new password  
.....

Confirm your new password  
.....

Submit

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Viedoc - version 4.73.0.0  
2023-03-07 09:21:02 UTC

10/21

- For security reasons, the password recovery email is only valid for 3 hours. If 3 hours have passed and you haven't reset your password, you have to apply for a new recovery password email, by repeating steps **1** and **2** above.
- You can send up to three password recovery requests within a 24-hour time frame.

## 1.2 Changing your password

To change your password once you are logged in to Viedoc:

- 1** Select the settings button (wheel) in the top right corner of the landing page, and select **Change password**. The **Change password** window opens:

- 2** Enter the **Current password**.
- 3** Enter the new password in the **New password** and **Confirm new password** fields.  
The indicators to the right inform you when you have fulfilled all requirements for a strong password. The new password must be different from the previous 10 passwords you have used. If this requirement is not fulfilled, a message will notify you.
- 4** Select **Save changes**.  
**Note!** After entering an incorrect current password three times in a row, your account will be locked.

The process is similar for the case when your password expires and you are required to change it.



User settings

# User settings

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## 1. User settings

- [1.1 Adding a secondary email address](#)
- [1.2 Verifying a secondary email address](#)
- [1.3 Changing the primary email address](#)
- [1.4 Editing your phone number](#)
- [1.5 Verifying your phone number](#)

## 1 User settings

Once logged in, you can edit your profile.

To view or edit your user settings, select the settings button (wheel) in the top right corner of the landing page, and select **Edit your profile**. The **User Settings** page opens, where you can configure the following:

**1. User name** - this is your primary email address used for your Viedoc account. This is the user name you use to log in to Viedoc. See below information on primary email address.

**2. First name and Last name** - fill in these fields that will be used to compose the **Display name** which will be used in Viedoc to identify your user.

**3. System language** - select the language of your choice from the drop-down menu.

**4. Primary email address** - this is the same as the **User name** described above. It is the email address used in Viedoc to log in, as well as for Viedoc user account-related operations (account setup, password recovery, study invitations).

By default, this is set to the email address used to initiate the Viedoc user account.

The primary email address must be unique and is mandatory. Therefore, it is not possible to delete the primary email address.

See [Changing the primary email address](#).

**5, 6, 7, 8. Secondary email addresses** - you can add up to 3 additional email addresses that will be used by Viedoc to send notifications on alerts and trackers as configured in Viedoc Designer. Viedoc alert emails will be sent to all the primary and verified secondary email addresses set up for your account.

See [Adding a secondary email address](#) and [Verifying a secondary email address](#).

**9, 10, 11. Phone number** - enter your phone number in format +[CountryCodePhoneNumber] (for example +46123456789) and if you want to receive text messages, select **This phone can receive text messages**.

See [Editing your phone number](#) and [Verifying your phone number](#).

### Notes!

Phone number formats are also supported with:

- Separators between number groups, for example spaces, hyphens, and dots.
- Parentheses around area codes or other number groups.
- An optional country code with a plus sign is also permitted.
- Extensions marked by "x" or "ext".

**Important!**

- You must either select one of the options **This phone can receive text messages**, or configure a secondary email address to be able to recover your password yourself. If neither of these options are selected, you will need to contact your Study Manager to receive a link to reset your password.
- One of the above options is needed in order to send the authentication code you will need to provide for resetting your password. The phone number or secondary email address provided will be used to send the authentication code even if these are not verified.

**12. Contact information** - fill in the following fields: your street address, city, state, postal code and country.

## User Settings

▲ Ownership of [redacted]@viedoc.com has not been verified!

13

▲ Ownership of [redacted] has not been verified!

## User name

This is used to log in to Viedoc

DoctorDemo@viedoc.com

1

## First name

Doctor

## Last name

Demo

## Display name

This is your Viedoc user name.

Doctor Demo

2

## System language

This language will be used when available.

Select language

3

## Primary email address

DoctorDemo@viedoc.com



4

## Secondary email addresses

Emails from Viedoc will also be sent to these addresses

[redacted]@viedoc.com



Set as primary



Delete

5

6

[redacted]@viedoc.com



Verify email address



Delete

7

+ Add another email address

8

## Phone number

+4612345678



Verify phone number

10

☒ This phone can receive text messages

11

9

## Contact information

Please keep your contact information up to date

## Street address

Street address

## City

City

## Postal code

Postal code

## Country

Select country

## State

State

12

Cancel

Save changes

## 1.1 Adding a secondary email address

To add a new (secondary) email address to your account:

- 1 Select **Add another email address** link (8) next to the current primary email address.
- 2 Enter the email address in the new field under **Secondary email addresses**.
- 3 Select **Save changes**. A notification email is sent to both the primary email address and to the newly added email address to inform you about the change. At the top of the **Edit your profile** pop-up, you will see a warning message saying that the newly entered email address is not verified (13).

## 1.2 Verifying a secondary email address

To verify a secondary email address:

- 1 Select the **Verify email** (7) link next to the newly added email address. A six-digit code will be sent to your new email address and a **Verify ownership** pop-up is displayed asking you to provide the code in order to verify the new email address.

**Note!** The verification link for the secondary email address is shown only after having saved the changes you may have performed on the other fields on the same page.

- 2 Enter the received code and select **Confirm**. The newly added secondary email address is now verified.

## 1.3 Changing the primary email address

To change the primary address to one of the existing secondary email addresses:

- 1 Select **Set as primary** (5) next to the secondary email address that is to be set as the primary email address.
- 2 Select **Save changes**. A notification email will be sent to both email addresses to inform you about the change. You will use the new primary email address the next time you log in to Viedoc.

**Note!** For a secondary email address to be able to be set as primary, it has to be verified first.

## 1.4 Editing your phone number

To edit your phone number:

- 1 Enter the number in the **Phone number** field in the format +[CountryCodePhoneNumber] (for example: +46123456789).
- 2 Select **Save changes**. A notification email will be sent to your primary email address to inform you about the change.

## 1.5 Verifying your phone number

To verify your phone number:

- 1 Make sure that the phone number is correctly entered and that the **Phone can receive text messages** option is selected.
- 2 Select the **Verify phone number** link. A six-digit code will be sent as a text message to your phone and a **Verify ownership** pop-up is displayed. It will ask you to provide the code in order to verify the phone number.

- 3** Enter the code and select **Confirm**. The phone number is now verified.



## Security settings

# Security settings

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## 1. Security settings

### 1 Security settings

Select the settings button (wheel) in the top right corner of the window, and select **Security settings**. A window opens where you can configure the two-factor authentication settings and view your trusted devices:

Security Settings

---

**Current password** 8  
Please provide your current password to change security settings

---

**Two-factor authentication** 1

☒ Use two-factor authentication only if any of my studies requires it. 2

☐ Use two-factor authentication always. 3

---

**Default method to receive the authentication code**

Email - to your primary email address  
Text message - to your registered phone number if your phone can receive text messages

☒ Email 4 ☐ Text message 5

---

**Alternative login** 6

☐ Enable login via IQVIA One Home for Sites

---

**List of trusted devices** 7

Device ID	Valid until
No trusted devices	

---

9

Here you can configure the following:

**1. Two-factor authentication** - Using two-factor authentication is an extra security measure that would require an extra confirmation step at login, in addition to the user name and the password. For more information, see [Logging in to Viedoc](#).

- a. Choose when you want to use two-factor authentication:
  - Only if any of your studies requires it 2
  - Always 3
- b. Select if you want the authentication code to be sent via:
  - **Email** 4 - the authentication code required at login will be sent to your primary email address, as set in [User settings](#).
  - **Text message** 5 - to the verified phone number set in [User settings](#). Please note that the **Phone can receive text messages** option must be selected in [User settings](#) in order for the authentication code to be able to be sent as a text message.



**6. Alternative login** - select **Enable login via IQVIA One Home for Sites** to be able to log in to Viedoc directly from IQVIA One Home for Sites. This option is shown if it is configured for your instance. If the option is selected, you will still be able to log in with your user name and password. **Note!** The alternative login does not work if single-sign on is configured for the domain of your email address.

**7. List of trusted devices** - the list of devices you have marked as trusted at log-in time (for more information see [Logging in to Viedoc](#)). To remove a trusted device from the list, select the delete button next to the respective entry and select **Save changes**. **Note!** These are used for sending the authentication code only to log in to Viedoc and are not used for resetting the password.

**8, 9.** Enter your password in the **Current password (8)** field and select **Save changes (9)** to apply the changes you made.

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Authentication log

# Authentication log

Published by Viedoc System 2024-03-13

1. Authentication log

1

## Authentication log

To view the Authentication log:

1

Select **Authentication Log** on the left-hand side of the page. A list is displayed, providing information on the latest login sessions up to 20 login sessions:

User Settings

Change Password

Security Settings

Authentication Log

viedoc learning »

Authentication Log

Complete authentication log

Download (2023-12-11 10:31) | Regenerate

Date and time (UTC)	IP address	Agent	Event description
2023-12-11 12:04 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✓ Successful login
2023-12-11 10:27 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✓ Successful login
2023-12-11 07:46 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✓ Successful login
2023-12-11 07:44 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✗ Failed login using incorrect password. The account was locked after 3 failed attempts
2023-12-11 07:43 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✗ Failed login using incorrect password
2023-12-11 07:43 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✗ Failed login using incorrect password
2023-12-01 08:57 UTC	78.79.165.66	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-24 12:48 UTC	95.193.177.244	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-24 12:18 UTC	95.193.177.244	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-24 10:39 UTC	95.193.177.244	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-24 10:05 UTC	95.193.177.244	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-17 07:43 UTC	78.79.169.84	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-16 07:40 UTC	78.79.169.84	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-15 14:37 UTC	78.79.169.84	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-10 12:47 UTC	78.79.169.84	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-09 08:08 UTC	78.79.169.84	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-08 14:53 UTC	78.79.169.84	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-08 14:51 UTC	78.79.169.84	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-08 08:31 UTC	94.254.34.43	Chrome 119.0.0 / Windows 10	✓ Successful login
2023-11-02 14:49 UTC	94.254.34.43	Chrome 118.0.0 / Windows 10	✓ Successful login

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Viedoc™ version 4.78.8744.27193 • 2023-12-11 12:04:05 UTC

The list is ordered by date and time in descending order.

A successful action, for example a login, is shown with a green check mark in the **Event description** column. A red check mark is shown for an unsuccessful/failed action, and the text next to it explains the result and the reason for the result.

- The message displayed for Viedoc users is: Successful login.
- The message displayed for SSO users is: Successful login using identity provider @username.sso.com

- 2
- Select **Complete authentication log** in the top right corner of the displayed authentication log list to generate an Excel file with the complete login history. After generating the authentication log for the first time, you can either regenerate or download the latest previously generated file. The latest file to be generated is datetime stamped according to UTC (Coordinated Universal Time).

User Settings

Change Password

Security Settings

Authentication Log

Authentication Log

Date and time (UTC)	IP address	Agent	Event description
2023-12-11 12:04 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✓ Successful login
2023-12-11 10:27 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✓ Successful login
2023-12-11 07:46 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✓ Successful login
2023-12-11 07:44 UTC	95.193.35.17	Chrome 120.0.0 / Windows 10	✗ Failed login using incorrect password. The account was locked after 3 failed attempts

Complete authentication log

Download (2023-12-11 10:31) | Regenerate

viedoc learning

The following authentication log messages are displayed for unsuccessful login attempts:

Viedoc users	
Event description in the Authentication Log	User actions
Failed login - password expired.	The user has tried to log in with an expired password.
Failed login - pending Terms of Use and Privacy Policy.	The user has tried to log in but has not accepted the Terms of Use and Privacy Policy.
Failed login - due to locked account.	The user has tried to log in with a locked account.
Failed login - password expired. The account was locked after 3 failed attempts.	User has tried to log in with an expired password and has then entered the wrong password three times on the <b>Change password</b> page.
Failed login - using incorrect password. The account was locked after 3 failed attempts.	The user has tried to log in but has entered the wrong password three times.
Failed login - wrong/missing authentication code. The account was locked after 3 failed attempts.	The user has tried to log in and has entered the wrong two-factor authentication code three times.
Failed login - wrong/missing authentication code.	The user has tried to log in and has entered the wrong/missing two-factor authentication code
SSO (single sign-on users)	
Authentication Log messages	User actions
Failed login - pending Terms of Use and Privacy Policy.	The user has tried to log in but has not accepted the Terms of Use and Privacy Policy.
Failed login - SSO user login attempt using Viedoc identity provider.	The user has tried to log in but has entered the wrong password three times.
Failed login - wrong/missing authentication code. The account was locked after 3 failed attempts.	The user has tried to log in and has entered the wrong two-factor authentication code three times.
Helipad users	
Authentication Log messages	User actions
Failed login due to locked account.	When calling <code>Get token</code> but the user is locked out.
Failed login using old password.	When calling <code>Get token</code> but an old password was provided.
Failed login using old password. The account was locked after 3 failed attempts.	When calling <code>Get token</code> but an old password was used three times in a row.
Failed login using incorrect password.	When calling <code>Get token</code> but an incorrect password was provided.
Failed login - SSO user cannot access API.	When calling <code>Get token</code> for SSO user when using WCF Client ID.

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