



# 1.3 Logging In

## Getting Invited

You will receive an email invitation to participate in a study.

### Accepting an Invitation

1. Open the invitation email.
  2. Click **Let's Go**.
  3. You will be redirected to a screen where you can set your password.
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### Setting Your Password

Your password must:

- Be at least **8 characters** long.
- Contain at least one **lowercase letter (a-z)**.
- Contain at least one **uppercase letter (A-Z)**.
- Contain at least one **number (0-9)**.
- Contain at least one **special character (!@#\$%^&\*)**.

□ **Note:** Your environment may have different password requirements than those listed above.

### Additional Password and Login Rules

- Passwords expire every **180 days**.
- User accounts are locked after **10 failed login attempts** from the same IP address.

- The lockout resets after **15 minutes**.
- The failed login count resets every **24 hours**.
- When a user tries to login after their account has been locked, it is included in the **User Audit Log** as a failed login attempt.
- A new password cannot be the same as the previous password.
- Password reset links are valid for **24 hours**.
  - If not used within 24 hours, you must request a new reset link.
  - All reset requests are logged in the **User Audit Log**.
- Study invitations expire after **14 days** if not accepted.
- Users are automatically logged out after **one hour of inactivity**.

□ **Note:** Your environment may be configured with different rules (except for the one-hour inactivity timeout).

After you create a valid password, you will be prompted to log in using a supported browser.

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## Logging In

If you wish to bookmark OpenClinica, bookmark the **Home screen** after logging in — not the Login screen.

After your first login, the **Let's Go** link in your invitation will no longer work.

### To Log In After Your First Login

1. Open your supported browser.
2. Enter your study's OpenClinica URL (listed in your invitation email).
  - Or click your **Home screen bookmark** if you saved one.

3. Enter your **username**.
  4. Enter your **password**.
  5. Click **Log In**.
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## Supported Browsers

OpenClinica supports the latest versions of:

- **Google Chrome, Microsoft Edge, Firefox, and Safari** (desktop)
- **Google Chrome** (Android devices)
- **Safari** (iOS and iPadOS devices)

OpenClinica does **not** support **Internet Explorer (IE11)** or **Edge Legacy** (the original version of Microsoft Edge).

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## Multi-Factor Authentication (MFA)

If your environment requires **multi-factor authentication**, an additional verification step is required during login.

### To Log In with Multi-Factor Authentication

1. Install one of the following apps on your mobile device:
  - **FreeOTP** (iOS or Android)
  - **Google Authenticator** (iOS or Android)
2. Scan the **barcode** displayed on the OpenClinica login screen using the app.
3. Enter the **one-time passcode** generated by the app.

For future logins, use the same mobile device to retrieve your passcode from either FreeOTP or

Google Authenticator when prompted.

□ **Note:** MFA is an optional security feature. It is only required if it has been enabled for your OpenClinica domain.

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