

# Frequently Asked Questions

## What is Electronic Consent (eConsent)?

eConsent allows study participants and sites to complete the informed consent process electronically. **Your provider will walk through the informed consent process with you and answer any of your questions.**

You will need to use a device with internet connectivity and a web browser to view and complete an electronic consent form.

## Signing an Electronic Consent Form

Fields in the consent form that require a signature will be highlighted in yellow. Click on those yellow boxes and enter your account password to sign. Repeat these steps with the remaining yellow boxes.

## Signature Confirmation

The signature box will appear green with your name, date, and time once the signature is complete.

You will receive a confirmation email when the document is complete. Please download the document for your records.

## Downloading an Electronic Consent Form

Tap the "Download" button located at the bottom of the consent page. This will download a pdf file onto your device.

## Email Notifications

You will receive emails when your consent document is ready to be viewed, when you have finished signing, and when your study team has finished signing.

## Questions

If you have questions about your consent form at any time, contact your provider.

If you have additional questions, contact technical support representatives at this link: [medable.com/support/participant-support-intl](https://medable.com/support/participant-support-intl) or by scanning the QR code.

