



SliceVault User Guide for Trial Administrators

Role-specific handbook generated from the SliceVault support site.

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Links that point outside this handbook are preserved as live links to the support site.

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PREFACE

www.support.slicevault.com/support/preface

Preface

Intended Use

SliceVault is intended to be used by trained professionals to facilitate the management of imaging data in clinical trials. It is designed to:

- Transfer, store, manage, and share medical imaging data securely.
- Be used in clinical trials where the sponsor or responsible party ensures compliance with applicable laws, regulations, ICH guidelines for Good Clinical Practice, the Declaration of Helsinki, and study protocols.
- Support trials that have received the necessary approvals from regulatory authorities, ethics committees, or other relevant bodies.


Disclaimer

SliceVault is a cloud-based service (the “platform” or “SliceVault”) designed to transfer, store, manage, and share medical imaging data in clinical trials. Please note:

- No part of the platform is categorized as a medical device by the FDA or EMA.
- SliceVault includes automated systems for de-identification of medical imaging data. However, the responsibility for ensuring proper de-identification remains with the user importing data.
- SliceVault does not guarantee the accuracy or completeness of data processed through its services.

Symbols and Definitions

Below are the symbols used in this manual:

Symbol	Occurrence	Meaning
	In the user manual	Warning/Caution, always clarified with details.

Software Errors and Warnings

Occasionally, unforeseen software errors or warnings may appear in your browser while using SliceVault. To help improve future versions, please report any errors by visiting our [Support Page](#) (online), where you'll find guidance on who to contact based on your role.

Your feedback is essential in ensuring the quality and reliability of our platform.

OVERVIEW

www.support.slicevault.com/admin

Getting Started as a Trial Administrator

Use this guide when you are responsible for site access, user access, and audit oversight in SliceVault.

What You'll Do in SliceVault

Once logged in, you will work mainly from the administration area to manage sites, user access, and audit records.

Site Management

From the administration dashboard, you create investigator sites, adjust site-specific settings, and control whether sites remain active.

User Administration

You create user accounts, assign roles and add-on features, and update permissions when responsibilities change during the study.

System Oversight

Using the audit log, you monitor uploads, modifications, role changes, and other system events. You can also export activity for reporting.

Access Control

You also control whether sites are active, which directly affects whether site users can log in.

Most Trial Administrators start with [Manage Sites](#) or [Manage Users](#), depending on whether the problem affects a whole site or a single user.

Common Support Topics

- [Why can't a whole site access the study?](#)

GETTING STARTED

www.support.slicevault.com/start/account

Get Access to SliceVault

SliceVault is a secure, closed system designed for managing and storing study images. Access to the study repository is by invitation only, ensuring that only authorized users can view and access study data.

If you need access to a study repository on SliceVault, please contact your administrator, clinical research coordinator or clinical research associate to request an invitation. Only authorized personnel can create accounts, and users cannot create accounts themselves.

If you have been invited to join a study repository on SliceVault, you will receive an email with detailed login instructions. Please follow these steps carefully to access the repository.

Next Step

Continue to [Log In and Open Your Repository](#).

GETTING STARTED

www.support.slicevault.com/start/login

Log In and Open Your Repository

Use this page to sign in to SliceVault, complete MFA, and open the correct repository.

1. Open the Login Page

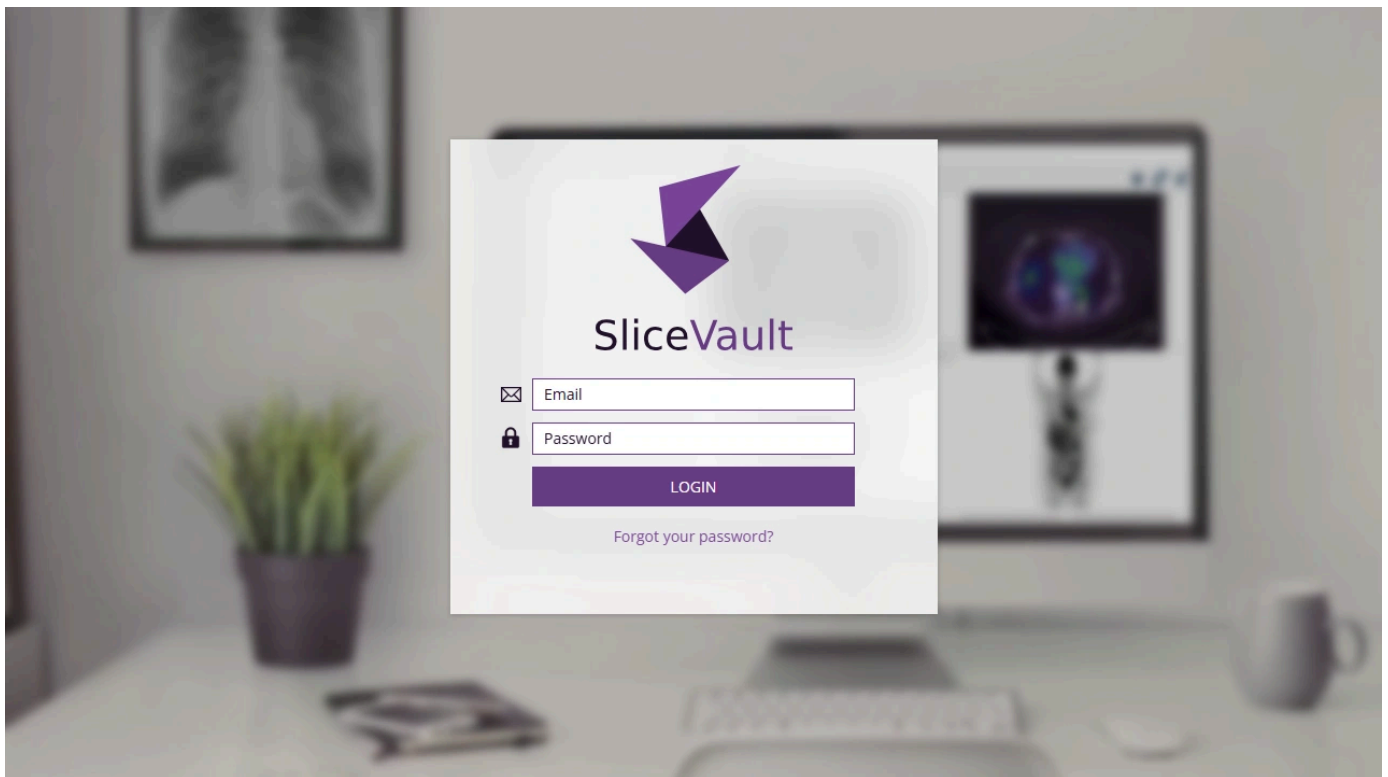
Use a modern browser on a computer. Tablets and mobile devices are not recommended for normal SliceVault work. See [system requirements](#) (online).

Go directly to <https://login.slicevault.com>, or go to slicevault.com and click **Sign in**.

2. Enter Your Email and Password

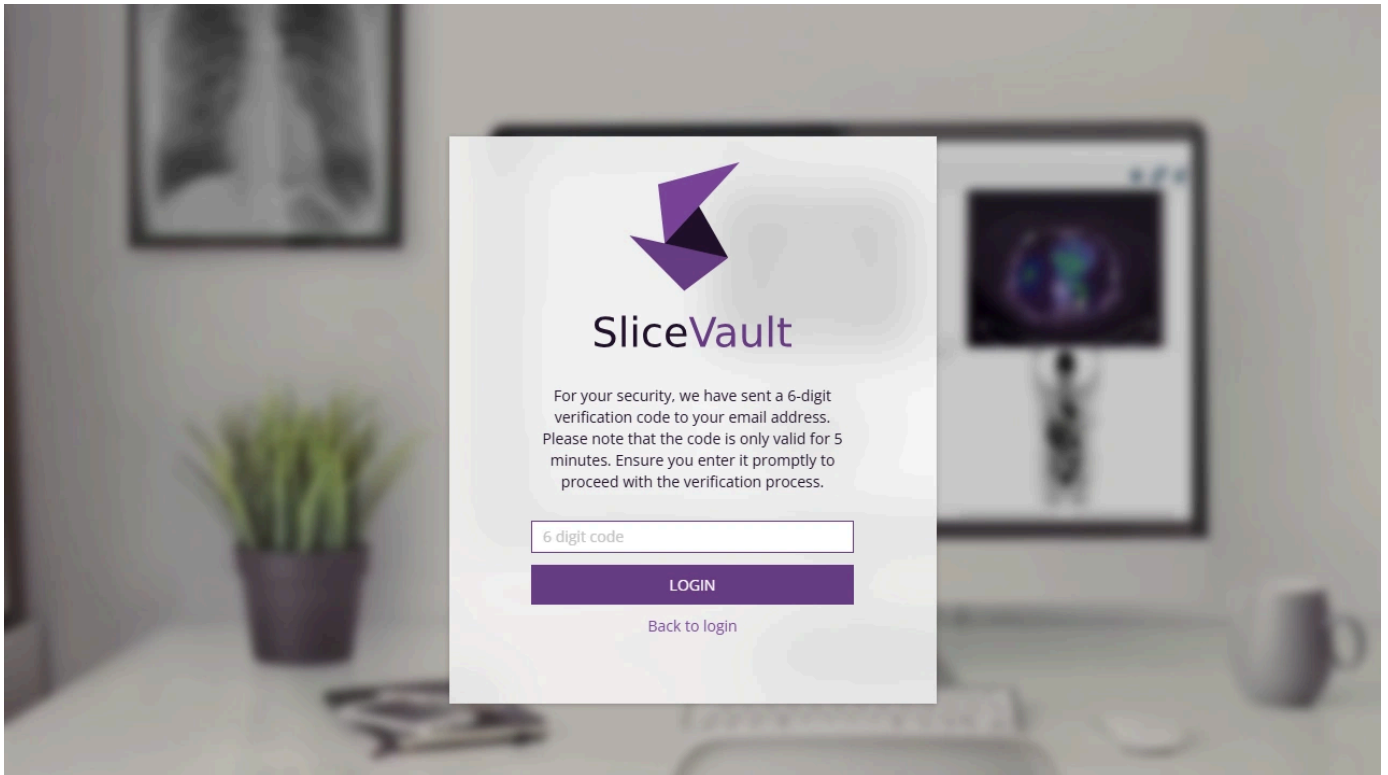
Enter your email address and password, then click **Login**.

If you have forgotten your password, type your email address in the username field, then click **Forgot your password?** on the login page. SliceVault will send an email with instructions for setting a new password.



3. Complete Multi-Factor Authentication

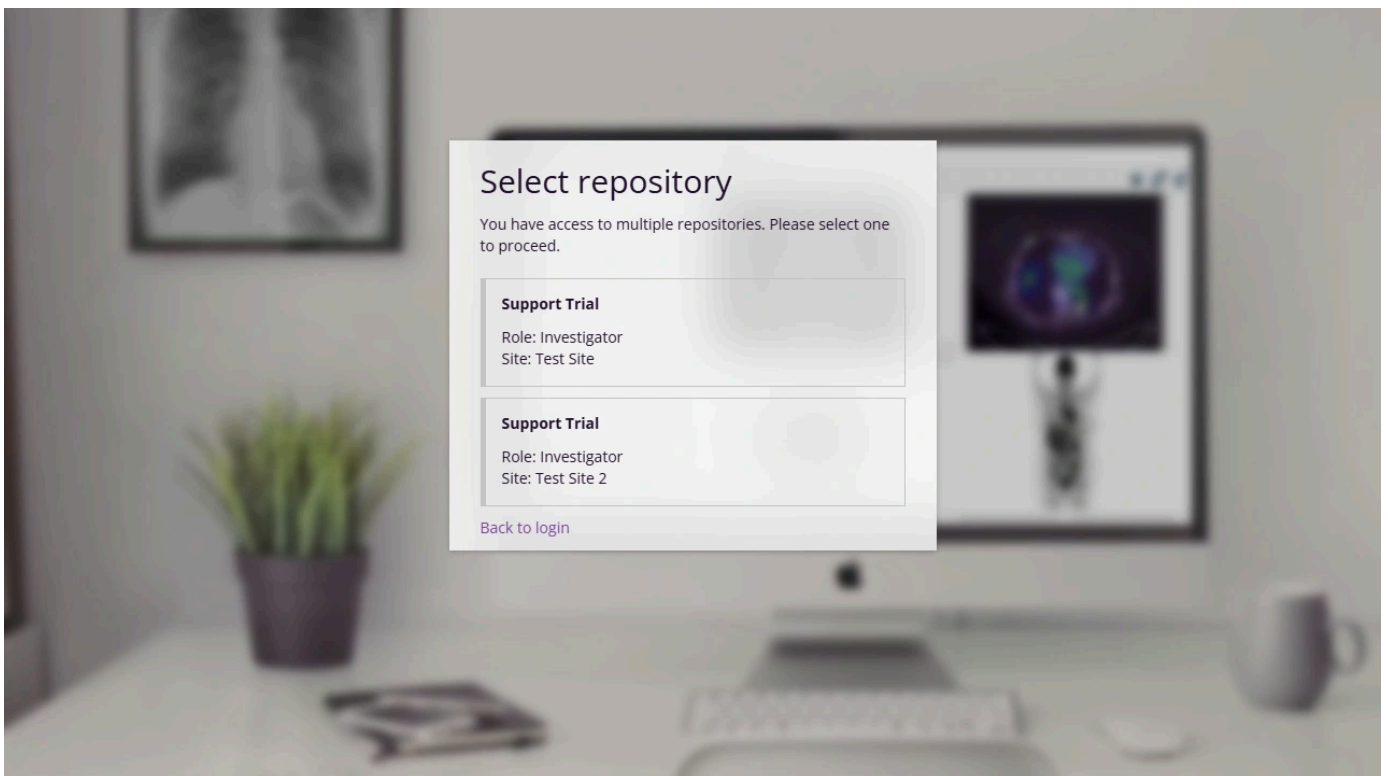
After login, check your email for the authentication code and enter it on the MFA page.



The code is valid for 5 minutes. Your device is normally remembered for 30 days, so you should not need to enter a code every time from the same device. If MFA has been disabled for the study by the Trial Administrator, this step may not appear.

4. Select the Correct Repository

If you only have one study and one role, SliceVault usually opens the repository directly. If you have several repositories or roles, choose the correct one from the list.



Common Login Questions

- [Why can't I log in?](#), if you forgot your password or cannot reach the repository
- [Why didn't the password reset email arrive?](#), if the reset email does not reach your inbox
- [Why can't I see the right repository after logging in?](#), if login succeeds but the repository is missing

Password Security

- First-time users are usually required to change their password after the first login.
- Users are prompted to update their password every 90 days.
- Passwords must meet the [Password Requirements](#) (online).

Next Step

After login, continue to your role guide. If something is blocking you or appear incorrect, continue to [Troubleshooting](#) (online).

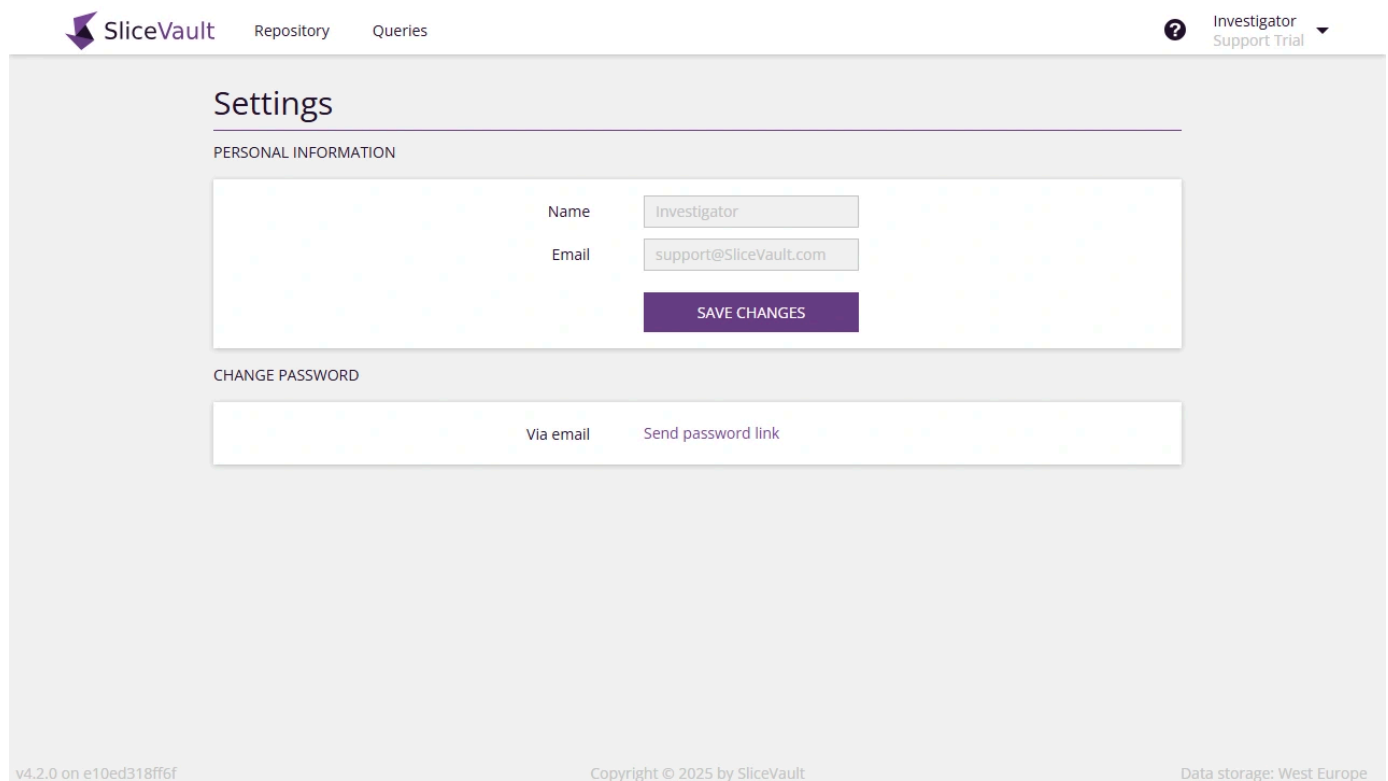
GETTING STARTED

www.support.slicevault.com/start/change-password

Change Password

Use this page only if you can already sign in and want to change your current password from inside SliceVault.

If you have forgotten your password and cannot sign in, use the reset link on the login page instead. See [Why can't I log in?](#)



The screenshot shows the SliceVault user interface. At the top, there is a navigation bar with the SliceVault logo, 'Repository', and 'Queries' links. On the right, there is a user profile dropdown for 'Investigator Support Trial'. The main content area is titled 'Settings' and is divided into two sections: 'PERSONAL INFORMATION' and 'CHANGE PASSWORD'. The 'PERSONAL INFORMATION' section contains input fields for 'Name' (with the value 'Investigator') and 'Email' (with the value 'support@SliceVault.com'), and a 'SAVE CHANGES' button. The 'CHANGE PASSWORD' section contains a 'Via email' label and a 'Send password link' button. At the bottom of the page, there is a footer with version information 'v4.2.0 on e10ed318ff6f', copyright 'Copyright © 2025 by SliceVault', and data storage location 'Data storage: West Europe'.

Click the **Send password link** and SliceVault will send an email with instructions for setting a new password.

Keeping your profile up to date ensures secure and uninterrupted access to study data in SliceVault.

Changing account name: For compliance reasons, users cannot change their account name.

Next Step

If password or access issues continue, see [Why can't I log in?](#) or [Why can't I see the right repository after logging in?](#)

CORE GUIDE

www.support.slicevault.com/admin/manage-sites

Manage Sites

After creating a site, you can manage its configuration, access rules, and investigator permissions from the site editor.

Access the Site Editor

From the trial administration dashboard, you can open the configuration page for any existing site by clicking on its name. This page allows you to adjust how the site operates within the trial, including patient ID handling, site details, access control, and investigator permissions.

The screenshot shows the SliceVault Trial Administration dashboard. At the top, there is a navigation bar with the SliceVault logo, 'Trial Administration', and a user profile 'Trial Admin'. Below the navigation bar is a table of site statistics:

Users	3
Patients added	3
Visits added	7
Submission pending	1
Pending QC 1	1
Rejected by QC 1	1
Approved by QC 1	1
Rejected by QC 2	0
Approved by QC 2	0
Pending Reader	2
Approved by Reader	1
Rejected by Reader	0
Completed by Reader	0

Below the statistics table is a section titled 'SUPPORT TRIAL' containing two buttons: 'ADD NEW SITE' and 'AUDIT TRAIL'. Underneath these buttons is a list of 'Investigator Sites':

- Test Site (marked with a red circle containing the number 1)
- Test Site 2
- New Support Site

At the bottom of the dashboard, there is a footer with the version 'v4.2.0 on e10ed318ff6f', copyright 'Copyright © 2025 by SliceVault', and data storage location 'Data storage: West Europe'.

1. Use **1** to open the site you want to edit.

Patient IDs

You control how Patient IDs are assigned at each site. A site must have at least one active method for assigning Patient IDs in order to add patients. You can configure one or both of the following:

- **Pre-assigned Patient IDs**

Create a predefined list or range of IDs. Investigators select an available (vacant) ID from a dropdown when uploading data. This ensures consistent formatting and prevents duplicates.

- **Investigator-defined Patient IDs**

Allow investigators to manually enter a Patient ID. The entered ID must follow the project-specific syntax defined for the trial.

Both options can be enabled at the same time, giving investigators the choice between selecting from the list or entering a valid ID manually.

Important The ability to create new patients and upload data is disabled if there are no vacant predefined Patient IDs and manual entry of Patient IDs is not enabled. At least one of these options must be active for the site to add new patients.

The screenshot displays the 'New Support Site' configuration interface. At the top, the 'AVAILABLE PATIENT IDS' section contains a table with one entry: '01-001' (Patient ID), 'Vacant' (Status), and 'Delete' (Action). Below this is the 'ADD NEW PATIENT ID' section, which includes a toggle for 'Users can specify ID' (currently off), a text input for 'Patient ID' with a placeholder '0x-xxx', and an 'ADD' button. A red circle with the number '1' is positioned over the 'ADD' button. The 'USERS' section shows 'No users added' and an 'ADD NEW USER' button. The 'CONTACT INFO' section has a text input for 'Name' with the value 'New Support Site'. The bottom left corner indicates 'v4.2.0 on e1' and the bottom right corner indicates 'West Europe'.

1. Use **1** to add or manage pre-assigned Patient IDs for the site.

Contact Information

You can update the site name, edit the primary contact, and add additional contacts if required.

Site Access Logic

Each site has a status that controls whether its users can log in to SliceVault. Access is determined by two conditions working together:

- The site must be active
- The current date must fall within the trial start and trial end dates

Only when both conditions are met can users from the site log in.

ADD NEW USER

CONTACT INFO

Name: New Support Site 1

Contact Person: SliceVault Support

Other:

TRIAL DURATION

Active: Yes 2

Trial Start: (yyyy-mm-dd)

Trial End: (yyyy-mm-dd)

SAVE

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1. Use **1** to review the lower site details section.
2. Use **2** to review the site activation setting.

ADD NEW USER

CONTACT INFO

Name: Test Site

Contact Person: Validation

Other:

TRIAL DURATION

Active: Yes 1

Trial Start: (yy-m-dd) 2

Trial End: (yy-m-dd) 3

SAVE

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1. Use **1** to activate or deactivate the site.
2. Use **2** to set the access start date.
3. Use **3** to set the access end date.

How This Works in Practice

- If a site is active, users can log in only during the defined trial date window
- If a site is inactive, users cannot log in, regardless of the trial dates
- When the trial end date is reached, the system automatically sets the site to inactive to block access

Users cannot log in after extending trial dates: Changing or extending the trial end date alone does not re-enable access. If a trial end date has already passed and you want to allow users to log in again, you must set a new future trial end date and manually set the site to active. If the trial dates are in the future but the site remains inactive, users will still be unable to log in.

For a focused troubleshooting guide on restoring site access, see [Why can't a whole site access the study?](#)

Investigator Access Levels

Configure how investigators can interact with the site and its data.

The screenshot shows the 'Trial Administration' interface for SliceVault. At the top, there is a navigation bar with the SliceVault logo, 'Trial Administration', a help icon, and a user profile 'Trial Admin'. Below the navigation bar, there are two rows of configuration for investigator access levels. The first row is for 'Investigator' with a dropdown menu set to 'Investigator' and a 'Send' button. The second row is for 'Trial Viewer' with a dropdown menu set to 'Investigator (lock for editing)' and a 'Send' button. A red circle with the number '1' highlights the dropdown menu for the 'Investigator' row. Below these rows is a purple button labeled 'ADD NEW USER'. The main content area is divided into two sections: 'CONTACT INFO' and 'TRIAL DURATION'. The 'CONTACT INFO' section has three input fields: 'Name' (containing 'Test Site'), 'Contact Person' (containing 'Validation'), and 'Other'. The 'TRIAL DURATION' section has three input fields: 'Active' (a dropdown menu set to 'Yes'), 'Trial Start' (a date input field with a placeholder '(yyyy-mm-dd)'), and 'Trial End' (a date input field with a placeholder '(yyyy-mm-dd)'). At the bottom of the interface, there is a footer with the version 'v4.2.0 on e10ed318ff6f', the copyright 'Copyright © 2025 by SliceVault', and the data storage location 'Data storage: West Europe'.

1. Use **1** to set the investigator access level for the site.

Available access levels include:

- Investigator, who can upload data and complete forms
- Investigator (locked for editing), who has read-only access and cannot upload or complete forms
- Access revoked, where the user cannot log in to the repository

For user management details, including roles and permissions, see [Manage Users](#).

CORE GUIDE

www.support.slicevault.com/admin/create-sites

Create a Site

As a Trial Administrator, you set up and maintain investigator sites from the administration dashboard.

Add a New Site

The screenshot shows the SliceVault Trial Administration dashboard. At the top left is the SliceVault logo and 'Trial Administration'. At the top right is a user profile 'Trial Admin'. The main content area features a table with the following data:

Investigator sites	2
Users	3
Patients added	3
Visits added	7
Submission pending	1
Pending QC 1	1
Rejected by QC 1	1
Approved by QC 1	1
Rejected by QC 2	0
Approved by QC 2	0
Pending Reader	2
Approved by Reader	1
Rejected by Reader	0
Completed by Reader	0

Below the table is a 'SUPPORT TRIAL' section with two buttons: 'ADD NEW SITE' (with a red circle containing the number 1) and 'AUDIT TRAIL'. Under 'ADD NEW SITE', there is a list of 'Investigator Sites' containing 'Test Site' and 'Test Site 2'. At the bottom of the dashboard, there is a footer with 'v4.2.0 on e10ed318ff6f', 'Copyright © 2025 by SliceVault', and 'Data storage: West Europe'.

1. Use **1** to open **Add New Site** from the trial administration dashboard.

Add New Site

CONTACT INFO

Name	<input type="text" value="New Support Site"/>	1
Contact Person	<input type="text" value="SliceVault Support"/>	
Other	<input type="text"/>	

ADD

1. Use **1** to complete the main site details and create the record.
2. Save the new site to open the site editor for further configuration.

After the site is created, continue to [Manage Sites](#) to configure patient ID rules, activation settings, and site access.

CORE GUIDE

www.support.slicevault.com/admin/site-activation

Why Can't a Whole Site Access the Study?

If users at a site cannot enter SliceVault even though their credentials are correct, the cause is often the site activation settings. Trial Administrators control this from the site editor.

Check the Site Status

Open the site from [Manage Sites](#) and scroll to the activation settings.

The screenshot shows the 'Trial Administration' page for a site named 'Test Site'. The 'CONTACT INFO' section includes fields for 'Name' (Test Site), 'Validation', and 'Other'. The 'TRIAL DURATION' section includes an 'Active' dropdown menu set to 'Yes', and 'Trial Start' and 'Trial End' date fields. A red circle with the number '3' is placed over the 'Active' dropdown. At the bottom, there is a 'SAVE' button. The footer contains version information 'v4.2.0 on e10ed318ff6f', copyright 'Copyright © 2025 by SliceVault', and data storage location 'Data storage: West Europe'.

1. Use **3** to confirm that the site is set to **active**.

A site can only be used when both of the following are true:

- the site is set to **active**
- the current date falls inside the configured trial start and trial end dates

Common Access Problems

The most common reasons users lose access are:

- the site was set to inactive manually
- the trial end date has already passed
- the trial dates were updated, but the site was not re-activated afterwards

If a trial end date has expired, extending the date alone may not be enough. After updating the dates, confirm that the site is also active.

When to Use This

Check site activation when:

- a whole site reports that nobody can log in
- a user disappears from repository access after a study pause
- access should be restored for a site after extending study dates

For broader site configuration, including patient ID rules and investigator access levels, see [Manage Sites](#).

CORE GUIDE

www.support.slicevault.com/admin/manage-users

Manage Users

As a Trial Administrator, you use **Manage Users** to create accounts, open existing users, adjust access, and reset passwords.

Users
 Edit existing users or invite new users to access SliceVault.

Users All users ADD USER

Email	Name	Project	User role	Center	Extra Roles	Blocked	Last login
support@SliceVault.com	Trial Admin	Support Trial	Trial Administrator	Support Trial		No	2026-04-11
support@SliceVault.com	User	Support Trial	Quality Control Manager 1	Support Trial		No	
support@SliceVault.com	Reader 1	Support Trial	Reader	Support Trial	Independent Review	No	2026-04-11
support@SliceVault.com	Reader 2	Support Trial	Reader	Support Trial	Independent Review	No	
support@SliceVault.com	Investigator	Support Trial	Investigator	Test Site		No	2026-04-11
support@SliceVault.com	Investigator	Support Trial	Investigator	Test Site 2		No	
support@SliceVault.com	QC1	Support Trial	Quality Control Manager 1	Support Trial		No	2026-04-11
support@SliceVault.com	Trial Viewer	Support Trial	Investigator (lock for editing)	Test Site		No	
support@SliceVault.com	Monitor	Support Trial	Monitor	Support Trial		No	2026-04-11

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Main Actions on This Page

Users

Edit existing users or invite new users to access SliceVault.

Email	Name	Project	User role	Center	Extra Roles	Blocked	Last login
support@SliceVault.com	Trial Admin	Support Trial	Trial Administrator	Support Trial		No	2026-04-11
support@SliceVault.com	User	Support Trial	Quality Control Manager 1	Support Trial		No	
support@SliceVault.com	Reader 1	Support Trial	Reader	Support Trial	Independent Review	No	2026-04-11
support@SliceVault.com	Reader 2	Support Trial	Reader	Support Trial	Independent Review	No	
support@SliceVault.com	Investigator	Support Trial	Investigator	Test Site		No	2026-04-11
support@SliceVault.com	Investigator	Support Trial	Investigator	Test Site 2		No	
support@SliceVault.com	QC1	Support Trial	Quality Control Manager 1	Support Trial		No	2026-04-11
support@SliceVault.com	Trial Viewer	Support Trial	Investigator (lock for editing)	Test Site		No	
support@SliceVault.com	Monitor	Support Trial	Monitor	Support Trial		No	2026-04-11

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1. Use 1 to add a new user.
2. Use 2 to open an existing user and update their access.

Create a New User

Users

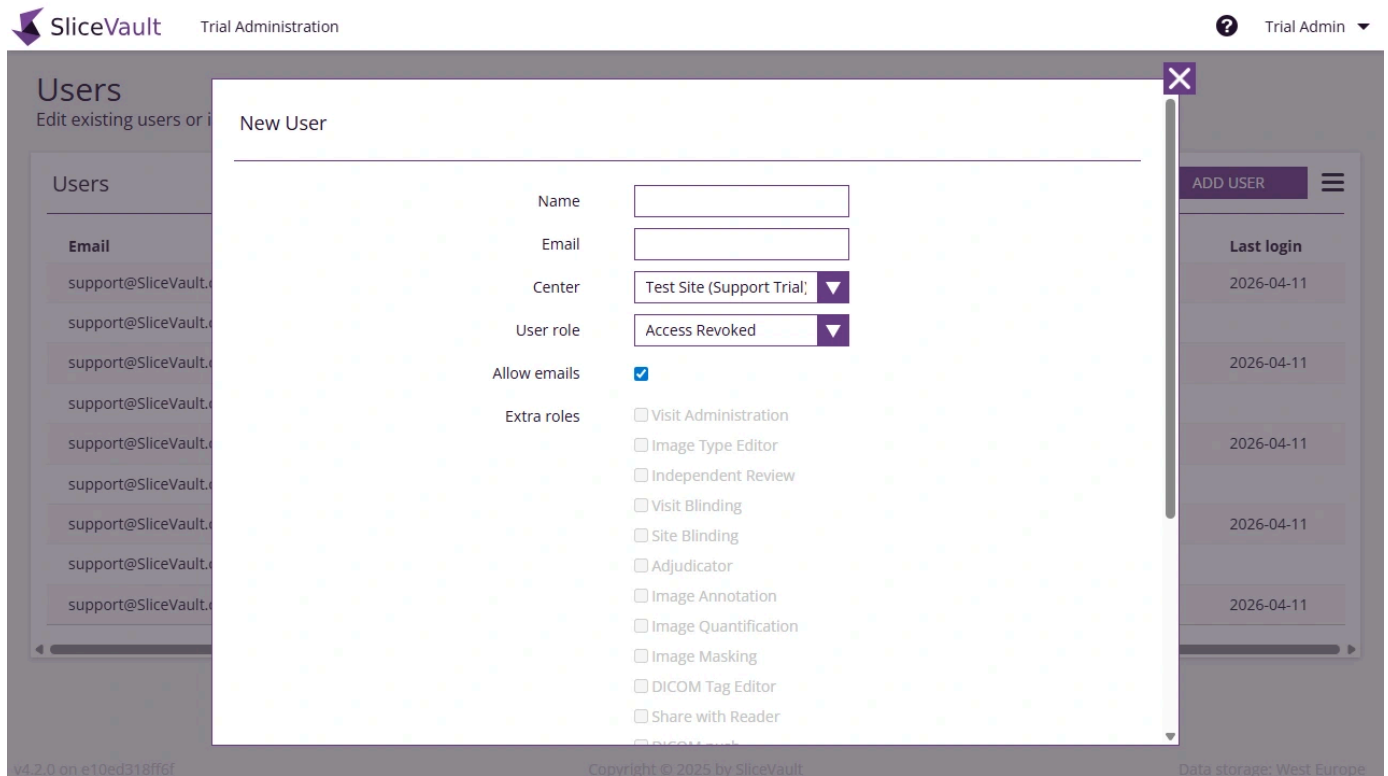
Edit existing users or invite new users to access SliceVault.

Email	Name	Project	User role	Center	Extra Roles	Blocked	Last login
support@SliceVault.com	Trial Admin	Support Trial	Trial Administrator	Support Trial		No	2026-04-11
support@SliceVault.com	User	Support Trial	Quality Control Manager 1	Support Trial		No	
support@SliceVault.com	Reader 1	Support Trial	Reader	Support Trial	Independent Review	No	2026-04-11
support@SliceVault.com	Reader 2	Support Trial	Reader	Support Trial	Independent Review	No	
support@SliceVault.com	Investigator	Support Trial	Investigator	Test Site		No	2026-04-11
support@SliceVault.com	Investigator	Support Trial	Investigator	Test Site 2		No	
support@SliceVault.com	QC1	Support Trial	Quality Control Manager 1	Support Trial		No	2026-04-11
support@SliceVault.com	Trial Viewer	Support Trial	Investigator (lock for editing)	Test Site		No	
support@SliceVault.com	Monitor	Support Trial	Monitor	Support Trial		No	2026-04-11

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1. Click **Add User** from the Manage Users page.
2. Enter the user details, assign the correct site, and choose the appropriate role.
3. Save the account so the user receives their invitation.

Each new user receives an automated email invitation with login credentials and instructions for accessing SliceVault.



Note The email address and assigned site cannot be changed after the account is created. If either is wrong, create a new account instead.

Core User Roles

User roles define what actions a person can perform in the system.

- **Investigator:** uploads and submits imaging data, completes site forms, and responds to queries
- **Quality Control Manager:** reviews submitted data, performs QC checks, and manages queries
- **Reader:** assesses images that have passed QC and records study-specific results
- **Trial Administrator:** manages sites, users, and overall study access
- **Monitor / Project Manager:** oversees progress, compliance, and submitted outputs

Add-on Features

Users can also receive add-on permissions for project-specific tasks such as DICOM tag editing, reader blinding, advanced QC support, or visit administration. Role changes and add-on permissions for an

existing user are managed from the user editor.

For the step-by-step edit flow, continue to [Edit User Access](#).

Password Reset and Access Support

The screenshot shows the SliceVault user editor interface. The main window is titled 'Users' and contains a list of users with email addresses. A modal window is open, displaying various settings for a selected user. The modal is divided into several sections:

- Site access:** Includes radio buttons for 'My Site', 'All Sites' (selected), and 'Selected Sites'.
- Visit access:** Includes radio buttons for 'All Visits' (selected) and 'Selected Visits'.
- User Authentication:** Contains three options: 'Enable Multi Factor Authentication', 'Send password reset email to the user' (highlighted with a red circle and the number 1), and 'Get reset password link'.

At the bottom of the modal is an 'UPDATE' button. The background interface shows a 'Users' table with columns for 'Email' and 'Last login', and a sidebar with an 'ADD USER' button.

1. Use **1** to send a password reset email or generate a reset link for the selected user.

Use the user editor to send a password reset email or generate a reset link when the user cannot access their account. If email delivery is unreliable, you can share the generated reset link directly with the user.

CORE GUIDE

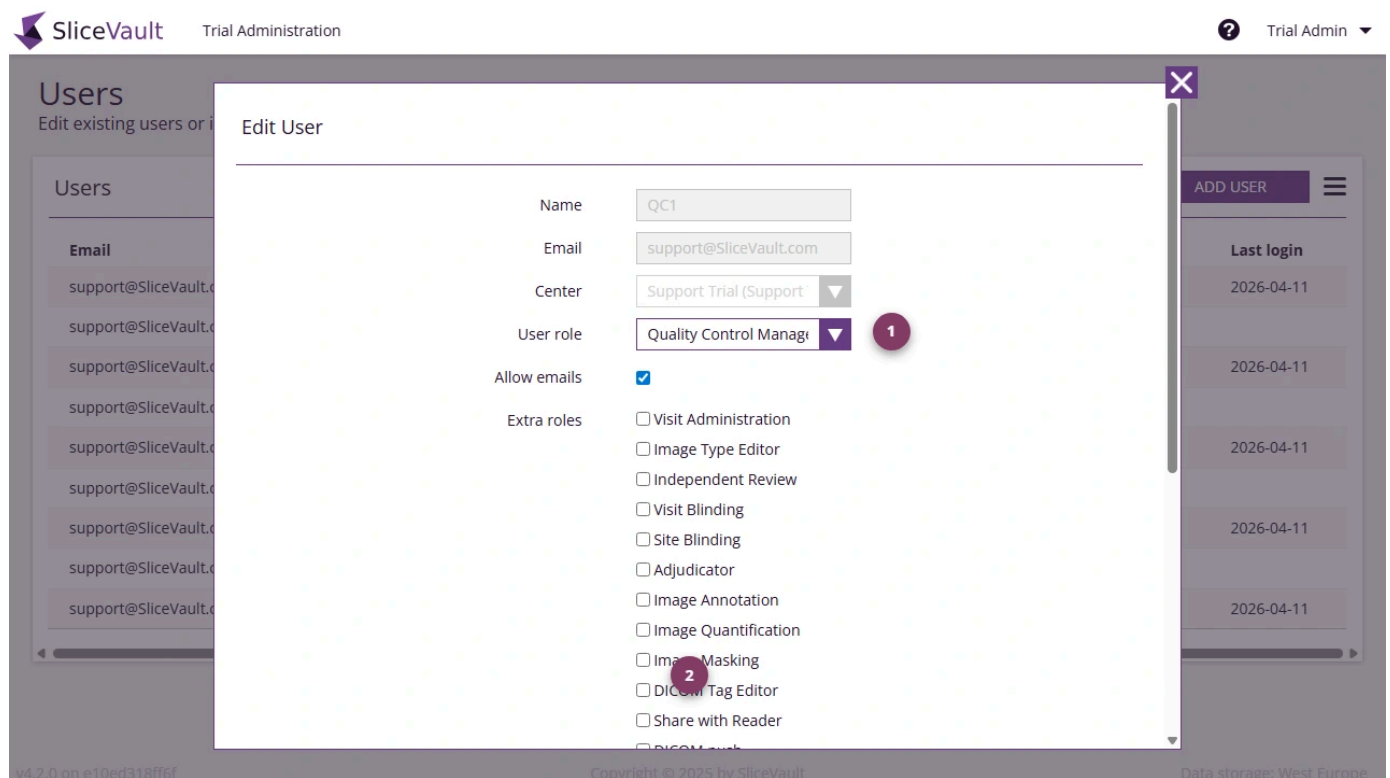
www.support.slicevault.com/admin/edit-user-access

Edit User Access

After a user has been created, Trial Administrators can return to the user editor to adjust roles, add-on permissions, and other study-specific access settings. This is the usual place to update access when responsibilities change during an ongoing study.

Open the User Editor

1. Go to **Manage Users** from the trial administration area.
2. Click the user you want to update.
3. Review the role and add-on settings in the user overlay.



1. Use **1** to change the user's primary trial role.
2. Use **2** to review or update add-on permissions.

Update Roles and Add-on Permissions

From the user editor you can typically:

- change the user's primary trial role
- grant or remove add-on features
- review whether the user should keep the same level of access for the current study

Make role changes carefully, especially in live studies, because they directly affect which workflow actions the user can perform.

Review Visit or Study-Specific Access

Some studies expose additional access controls further down in the user editor. These settings can be used to fine-tune what the user is allowed to see or work on inside the repository.

The screenshot shows the SliceVault 'Users' management interface. A modal window is open, displaying various access settings for a user. The settings are organized into sections:

- Site access:** Includes checkboxes for Site Binding, Adjudicator, Image Annotation, Image Quantification, Image Masking, DICOM Tag Editor, Share with Reader, DICOM push, Manage Study Reporting, Reporting Environment, Eligibility Confirmation, KPI Dashboard, Data Download Disable, and Reports Download Disabled.
- Visit access:** Includes radio buttons for My Site, All Sites (selected), and Selected Sites.
- User Authentication:** Includes checkboxes for Enable Multi Factor Authentication, Send password reset email to the user, and Get reset password link.

At the bottom of the modal is an 'UPDATE' button. The background interface shows a list of users with their email addresses and a 'Last login' column with dates.

Use these lower-level access settings when a user should not have the same scope as everyone else with the same primary role.

Related Tasks

- To create a brand new user, see [Manage Users](#)
- To reset a password from the same user editor, see [Manage Users](#)
- To control whether an entire site can log in, see [Why can't a whole site access the study?](#)

CORE GUIDE

www.support.slicevault.com/admin/audit-logging

Audit Log

The audit log is a read-only, immutable compliance record accessible from the main trial administration site. It lists significant user actions across the system and supports investigation and reporting.

Audit Trail

Support Trial ▼ From: mm/dd/yyyy To: mm/dd/yyyy

User type
 All | Monitor | Investigator | Quality Control Manager 1 | Quality Control Manager 2 | Project Manager | Reader | Trial Administrator | System | All incl. System

Action
 All | Info | New | Edit | Delete | PACS

Target
 All | Patient | Visit | Image | Checklist | Query | Case Report Form | User | Form | Envelope

Search by Patient ID ID All ▼ All ▼ EXPORT SEARCH

Envelope Download

Time ▼	Trial Key ▼	Trial Name ▼	Audit ID ▼	Site Key ▼	Site Name ▼	User Key ▼	User Name ▼	User Role Key ▼	User Role Name ▼	Patient Key ▼	Patient ID ▼
2026-04-11 14:18:41 CEST	Support Trial	Support Trial	96	Support Trial	Support Trial	34711	Trial Admin	TrialAdmin	Trial Administrator	-1	
2026-04-11 14:18:27 CEST	Support Trial	Support Trial	95	Support Trial	Support Trial	34711	Trial Admin	TrialAdmin	Trial Administrator	-1	

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Use filters to focus on relevant events, then click **Search**.

- **Date Range** - limit results to a specific period
- **Event Type** - uploads, modifications, role changes, etc.
- **User** - activity by a specific user or group
- **Patient ID** - events related to a patient
- **Site** - events scoped to an investigator site

Each result shows: - Audit log ID and timestamp
 - User who performed the action
 - Action type and affected data or system component
 - Additional context when available

After running a search: 1. Click **Export** to download the filtered entries
 2. Choose an available format (CSV, PDF)
 3. Exports include all columns from your current view

TROUBLESHOOTING

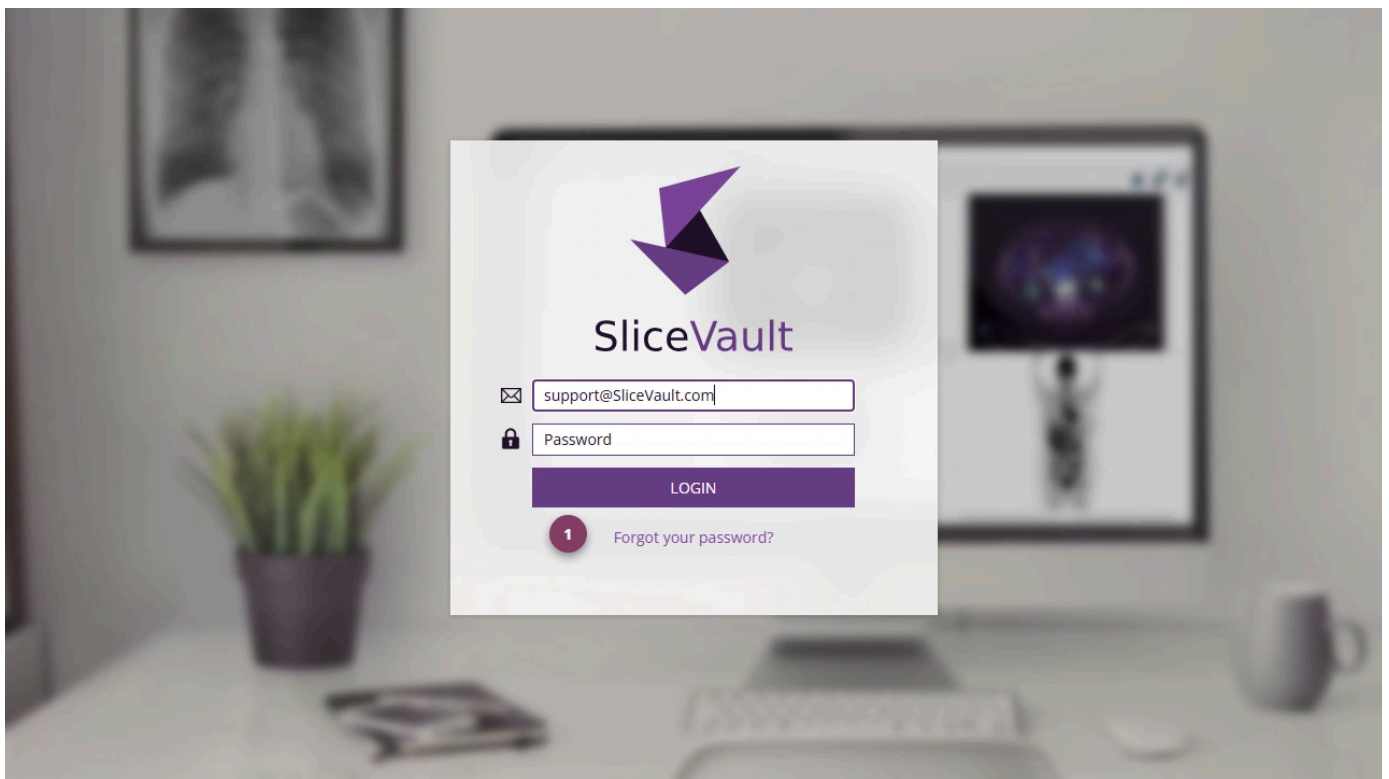
www.support.slicevault.com/troubleshooting/i-cant-log-in

Why Can't I Log In?

Use this page if the problem starts before you can reach the repository.

Check These First

- Confirm that you are using the correct email address and password.
- If the password is unknown, enter your email address on the login page and click **Forgot your password?**
- If multi-factor authentication fails, request a fresh code (by typing username and password again) and use the newest email.
- If you have tried the wrong password several times, the account may be suspended after five failed attempts. Contact the Trial Administrator or study contact to restore access.
- If the username and password appear correct but login still fails, check the invitation email and confirm that you are using the correct SliceVault login URL.
- If login works but the right repository does not appear, continue to [Why can't I see the right repository after logging in?](#)



1. Use **1** to request an email with instructions on how to reset your password after you enter your email address.

Best Next Pages

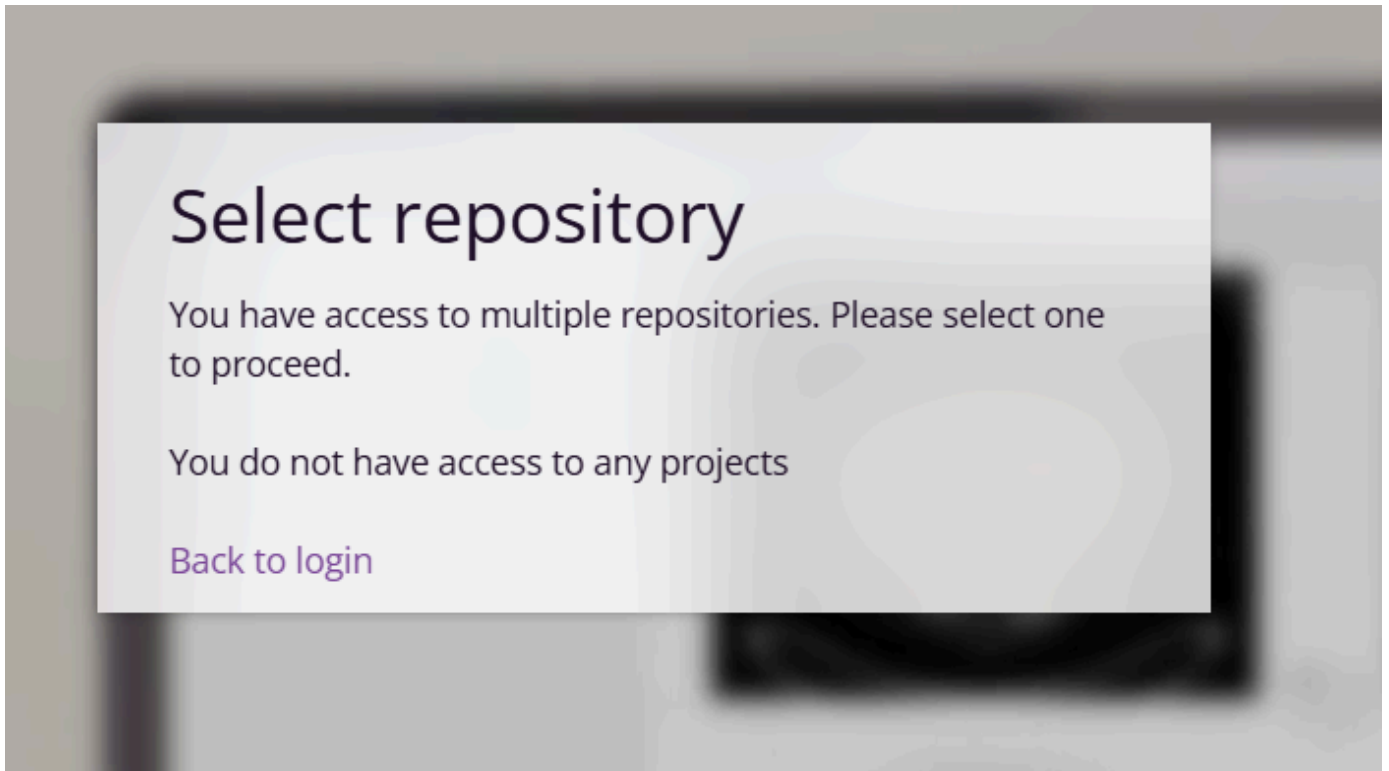
- [Log In and Open Your Repository](#)
- [Why didn't the password reset email arrive?](#)
- [Why can't I see the right repository after logging in?](#)

TROUBLESHOOTING

www.support.slicevault.com/troubleshooting/access-login

Why Can't I See the Right Repository After Logging In?

Use this page if you can sign in, but the correct repository is missing or no repositories are shown afterward.



If you can sign in but do not see the right repository, the most likely cause is that your role or site no longer has access. If you are a site user, contact your study administrator, coordinator, or main study contact. If you are the Trial Administrator, review [Why can't a whole site access the study?](#)

TROUBLESHOOTING

www.support.slicevault.com/troubleshooting/password-reset-email-did-not-arrive

Why Didn't the Password Reset Email Arrive?

Use this page when the user clicks **Forgot your password?** on the login page but the reset email does not arrive.

Check These First

- Confirm that the correct email address was entered on the login page.
- Check the junk, spam, and quarantine folders.
- Allow a few minutes for the email to arrive.
- If the email still does not arrive, contact the Trial Administrator or main study contact.

For Trial Administrators

Open [Manage Users](#), find the user, and open the user editor.

The screenshot shows the SliceVault Trial Administration interface. The main content area is a modal window titled "Users" with the subtitle "Edit existing users or i...". The modal contains several sections of settings:

- Site access:** Includes checkboxes for "Site Billing", "Adjudicator", "Image Annotation", "Image Quantification", "Image Masking", "DICOM Tag Editor", "Share with Reader", "DICOM push", "Manage Study Reporting", "Reporting Environment", "Eligibility Confirmation", "KPI Dashboard", "Data Download Disable", and "Reports Download Disabled".
- Site access:** Radio buttons for "My Site", "All Sites" (selected), and "Selected Sites".
- Visit access:** Radio buttons for "All Visits" (selected) and "Selected Visits".
- User Authentication:** Includes a red circle with the number "1" next to the "Send password reset email to the user" option, and "Get reset password link".

At the bottom of the modal is a purple "UPDATE" button. The background shows a "Users" list with email addresses and a "Last login" table with dates.

1. Use **1** to: - **Send password reset email to the user** to send a new auto-generated email to the user. - **Get reset password link** and share the generated reset link directly with the user if normal email delivery is not working.

Related Pages

- [Why can't I log in?](#)
- [Manage Users](#)
- [Edit User Access](#)