User Guide

IQVIA Site Training - ICH GCP Training

How to Register on the IQVIA Site Training Platform:
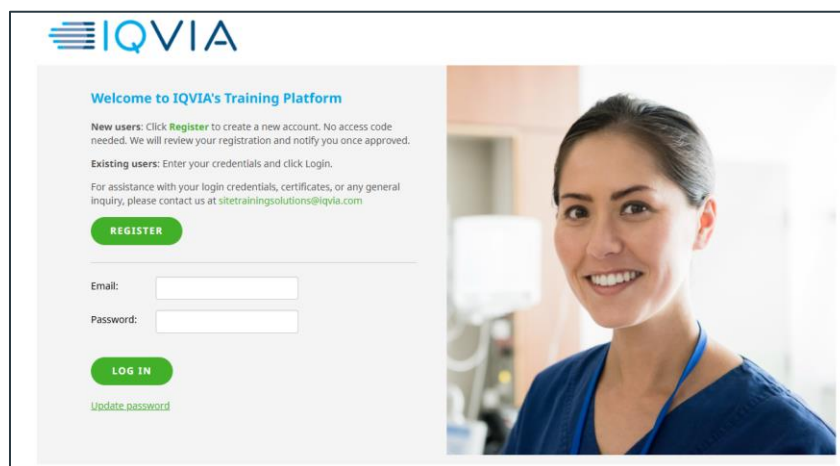
To begin your registration, please follow the steps below:

1. Access the Training Platform

- Open your web browser and go to the following URL:

  - https://iqviasitetraining.thinkingcap.com/Login/Login.aspx

2. Register on the Platform

- New Users: Click "Register" to create a new account.

- Existing Users: Log in using your existing credentials.

3. Complete the Registration Form

- Fill out the form with accurate and complete information.

- IQVIA Employees: Use your company email address and specify your department.

- Project Code/Study Name:

- If you know the study name or project code, please enter it.

- If not applicable, type "N/A."

4. Submit Your Registration

- Ensure all required fields are completed, including the CAPTCHA for security verification.

- Click "Submit" to finalize your registration.

- Your registration will be reviewed within 24 hours. Once approved, you will receive a confirmation email at your registered address.
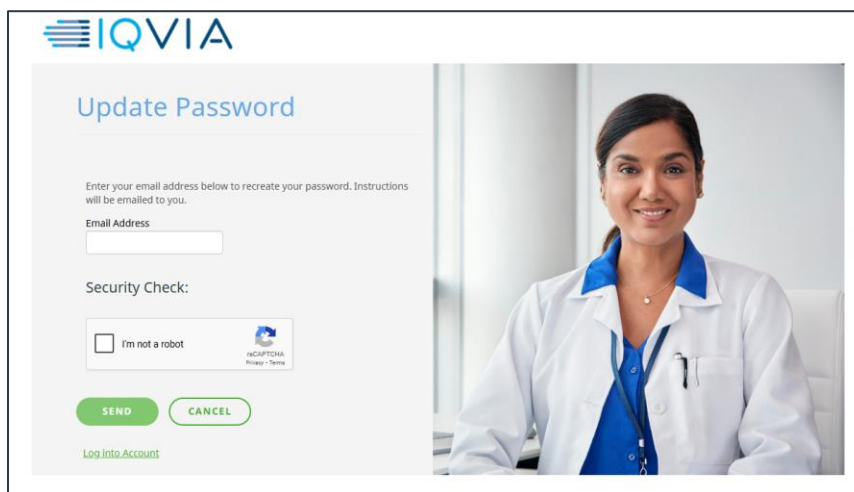

Need Help Accessing the Platform?

- If you don't have the URL, send an email to **sitetrainingsolutions@iqvia.com**.

- You will receive an automated response containing a link to the IQVIA Site Training Platform.

- Click the link in the email to access the platform.

How to Reset Password:

If you forgot your password or need to update it, follow these steps:

- On the login page, click the **"Update Password"** button.

- Enter your registered email address and complete the security verification.

- Click **"Send."**

- You will receive an email with instructions. Open the email and click the link provided to reset your password.

Account Unlock, Certificate Requests, and Other Inquiries:

For any of the following requests, please send an email to sitetrainingsolutions@iqvia.com:

- Unlocking your account

- Requesting a copy of your training certificate

- General inquiries or assistance

How to Request a Course Re-take or Refresher

If you need to re-take a course and update your completion certificate, please follow these steps:

1. Access the Course

- Go to My Training and open the course you wish to re-take.

2. Request Withdrawal

- Scroll to the bottom of the course page.

- Click the **"Withdraw from Course"** button to submit a withdrawal request.

- Note: Withdrawing from the course will reset your progress and allow you to re-take it.
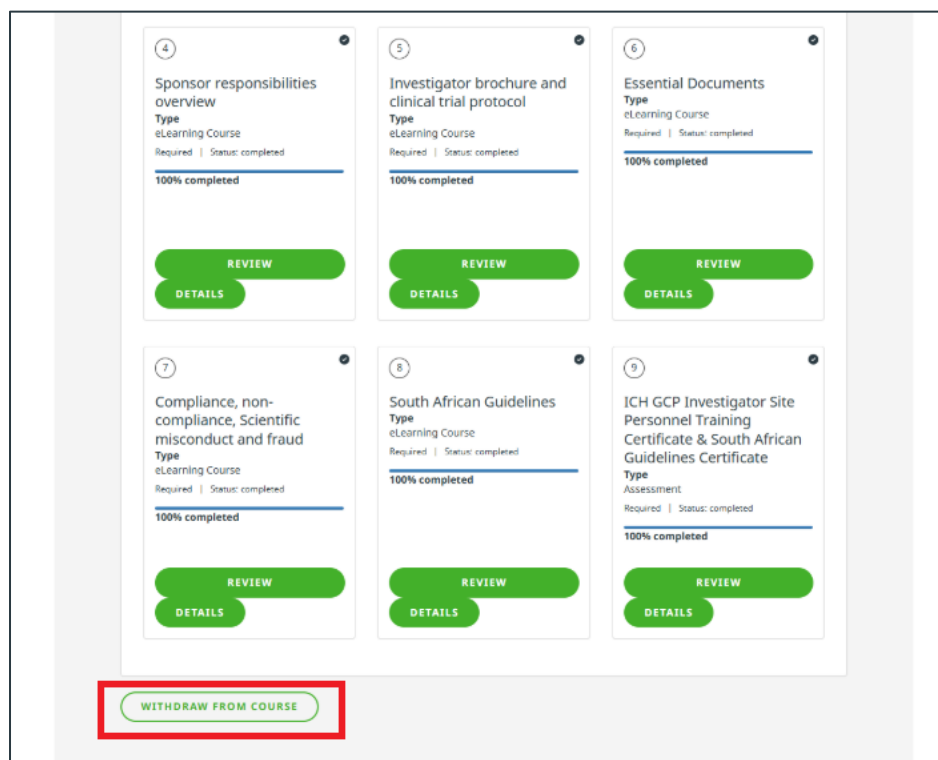
3. Wait for Approval

- Your withdrawal request will be reviewed and is subject to approval.

- Once approved, you will receive a notification via email.

4. Re-take the Course

- After receiving approval, return to the Home page.

- Click on the course you wish to re-take and complete it as usual.
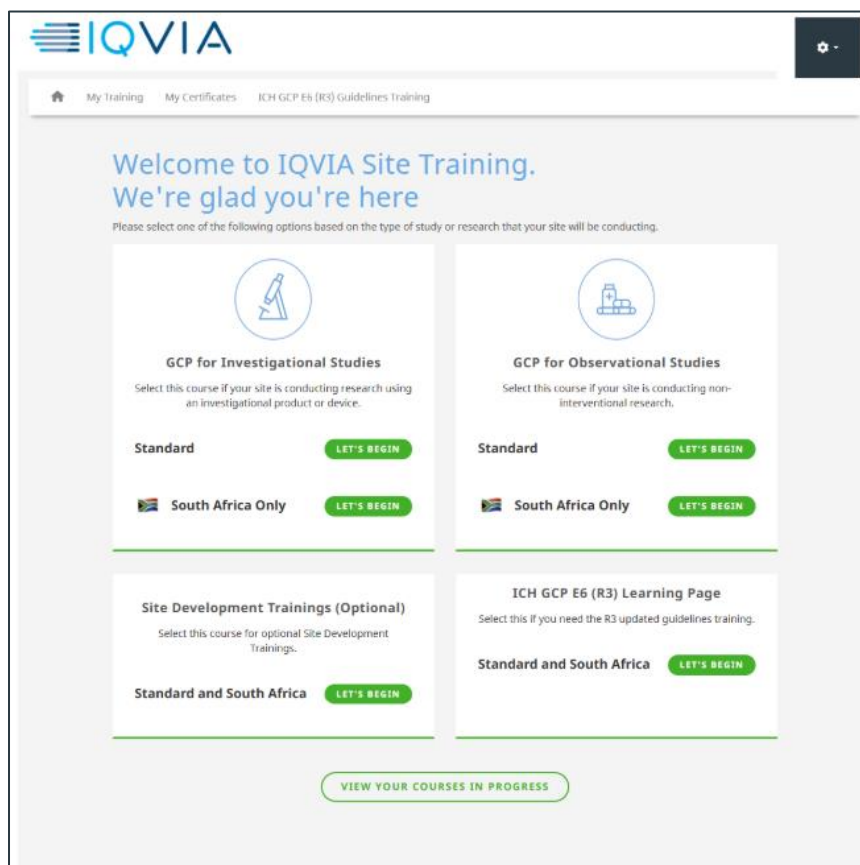
5. Receive Updated Certificate

- Upon successful completion, a new and updated completion certificate will be automatically generated

How to Access the Latest ICH GCP E6 (R3) Courses

Follow these steps to locate and take the ICH GCP E6 (R3) courses:

1. Navigate to the Learning Page

- On the Home page, click the dedicated section for the **ICH GCP E6 (R3) Learning Page**.

2. Open the Course Catalog

- Click the **"Let's Begin"** button to access the course catalog.

3. Select the Appropriate Course

- Choose the course you wish to take.

- If you are assigned to the Sub-Saharan Africa Region or South Africa, make sure to select the course designated for your specific region.

4. Complete the Course

- After completing the course, a Certificate of Completion will be automatically generated.

How to Download Your Completion Certificate

1. Click the **"My Certificate"** tab at the top of the page.

2. Scroll through the "My Transcripts" page and locate the activity you have completed.

3. Click the **"Certificate"** button next to the completed activity to generate your certificate.

Title	Code	Type	Due Date	Date Completed	Certification Expiry Date	Badge	
GCP for Investigational Studies in South Africa	GCP2020_LP3	Learning Path		03/06/2024	--		CERTIFICATE
ICH GCP Investigator Site Personnel Training Certificate & South African Guidelines Certificate	GCPASM_2020_003	Assessment		03/06/2024	--		

4. Download the certificate by clicking the downward arrow icon in the upper-right corner of the certificate page. The file will be saved to your local device.