Information for participants of studies on WhiteCloud

What is WhiteCloud?

WhiteCloud-solutions.com is a website that helps to connect researchers and participants. It does this by enabling researchers to advertise their studies to our visitors, and to registered users that receive new study notifications. WhiteCloud also provides researchers will a management system to support research management, and a *MyParticipation* portal which helps participants to stay connected. WhiteCloud is an independent company and is not involved in the research studies that use the website.

What's involved with registering and enrolling?

To participate in a study with WhiteCloud, you will need to have a WhiteCloud user account and be registered in the study. There are a couple of ways this can work, with both options achieving the same outcome:

1. You already have an account with WhiteCloud and have applied to participate in the study on the WhiteCloud website. In this situation, there is nothing more anyone needs to do to register you.
2. You do not have a WhiteCloud account, and instead expressed your interest in the study with the researcher directly. In this situation, the researcher may need to create an account for you. Once this is done, you will automatically be registered into the study, and you will receive an email from WhiteCloud confirming your account and login details.

How will I use the account?

When you log in for the first time you will be prompted to complete your account profile. The information you provide will only be visible to you and the researchers that are managing the study.

To access the study, go to your Dashboard then click on the study name. This will open the *MyParticipation* page for this study. From here you may be able to:

*   Access study and researcher information
*   See all study messages, and send messages to your researcher
*   See your participation schedule (if relevant)
*   Access and complete data collection forms (e.g. questionnaires, if relevant)

Who will have access to my data?

Researchers from the study, or studies, that you have registered with will have access to your information. These researchers control who can access your data, and to what extent. For specific information on who can access your data from a study, please contact your researcher. Your data is otherwise kept private and confidential (see below in *How secure is WhiteCloud?*).

Will I receive emails from WhiteCloud?

If you are registered by your researcher, then by default you will only receive emails that are directly related to your participation in the study, and occasional important updates from WhiteCloud. However, you will have the option to enable study notifications - emails to inform you of new study opportunities that match your profile (age, sex, location).

Does it cost?

No, this is completely free for participants.

Can I still participate in the study if I say "no" to registering with WhiteCloud?

This is up to the discretion of the researcher, please check with them directly.

How secure is WhiteCloud?

We take your security of your data seriously, and implement very strong server and client side security protocols, as well as ensuring that what happens in-between cannot be intercepted.

ResearchStudies is hosted with WPEngine, a managed host selected specially for high processing speed and security standards, including disk protection, script detection, external penetration testing and daily backups.

All data are securely stored and accessible only to those that have been explicitly granted access. User role control means that you have full control over who can access, or edit, just about everything. Participant names (and other data) may be concealed for some users, and sensitive form data can be selectively hidden if necessary when sharing form data.

More broadly, data access restrictions comply with the Health Information Privacy Code (1994) and Good Clinical Practice guidelines (1996) for personal health information. Data are stored on a physically secured, fire-walled and SAS 70 Type II compliant server, and transmitted via SSL encryption. We limit brute-force attacks, however recommend that you choose a strong and unique password to prevent malicious guessing of your password.

MyParticipation
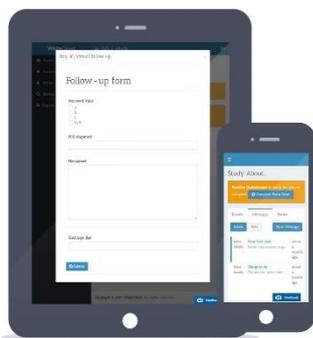
Participating in research is made easier with the *MyParticipation* web page. Whenever you are enrolled in a study, you will have access to relevant researcher information, messages, your study schedule, and any forms that you need to complete.

By default, all messages that you receive from your researcher will include a link to read the message. This is a unique link that will take you to your *MyParticipation* page without you needing to login. Of course, you can change this setting from your profile.

Messages are held on WhiteCloud servers to help keep potentially sensitive information private, and to ensure that all communications are kept in a single and easy-to-manage location.