

V5, 08/08/2025

Website: <https://coroprevention.eu/>

Target group: Case nurses

Frequently Asked Questions

How can I install the CoroPrevention caregiver dashboard?

You do not need to install the CoroPrevention caregiver dashboard. You can just go to the following URL and login using your login credentials.

URL: <https://dashboard.coroprevention.eu/>

How can I create an account for the CoroPrevention caregiver dashboard?

Your account has been created before you have started to use the EDC. Both EDC and the CoroPrevention caregiver dashboard are using the same log in credentials.

How can I login to the CoroPrevention caregiver dashboard?

You should fill in your username and password to log in to the CoroPrevention caregiver dashboard. Your login credentials for the CoroPrevention caregiver dashboard are the same as for the EDC system. After you log in to the CoroPrevention caregiver dashboard, you will be asked to fill in a two-factor authentication code from the Google Authenticator app (or equivalent), as set up when your EDC system account was created.

What should I do if I lost my login credentials for the CoroPrevention caregiver dashboard?

Your login credentials for the CoroPrevention caregiver dashboard are the same as for the EDC system. If you forgot your login credentials, you can reset your password from the EDC system on the following link: <https://edc.coroprevention.eu/forgot-password>.

Can I use the CoroPrevention caregiver dashboard on multiple computers/laptops?

You can use the CoroPrevention caregiver dashboard on multiple computers or laptops. However, we recommend to logout of the CoroPrevention caregiver dashboard if you are not using it.

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Can I use the CoroPrevention caregiver dashboard on a smartphone or tablet?

Due to the limited screen size, it is not recommended to use the CoroPrevention caregiver dashboard on a smartphone or tablet.

How can I logout of the CoroPrevention caregiver dashboard?

You can select the "Logout" option in the dropdown menu of your account, from the menu in the right-upper corner.

Where can I find the document with the patient's login credentials for the CoroPrevention mobile application?

The login credentials (study id, password, QR code) are unique for each patient. You can find the document in the patient record in the CoroPrevention caregiver dashboard. You can download the document to send it by mail or print it to give it on paper to the patient.

What should I do if the patient lost his/her smartphone?

You should initiate the remote logout of the CoroPrevention mobile application on the patient's smartphone. You can do this from the patient record in the CoroPrevention caregiver dashboard.

Can I use the CoroPrevention caregiver dashboard when I do not have an internet connection?

No, you cannot use the CoroPrevention caregiver dashboard without internet connection.

Does the CoroPrevention caregiver dashboard use any other applications?

No, you do not need to install any additional applications to be able to use the CoroPrevention caregiver dashboard.

Can I open multiple patient records at the same time in the CoroPrevention caregiver dashboard?

No, it is not advised to open multiple patient records at the same time in the CoroPrevention caregiver dashboard. It is advised to close a patient record when you are not actively working with it.

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What should I do if the CoroPrevention caregiver dashboard crashes?

If the CoroPrevention caregiver dashboard crashes, you should contact the hub nurse.

Can I open multiple browser tabs simultaneously showing the CoroPrevention caregiver dashboard?

It is advised to close a patient record when you are not actively working with it. As a result, it is not recommended to open multiple browser tabs simultaneously showing the CoroPrevention caregiver dashboard.

Can I leave the CoroPrevention caregiver dashboard open when I am not working with it?

It is advised to close the patient record when you are not actively working with it, but you can still leave the CoroPrevention caregiver dashboard open (e.g. the alerts overview).

It is important that you lock your computer when you are not sitting behind it.

Can I view the patient records of patients of other trial centres?

No, you can only view the records of patients that are registered for the CoroPrevention trial in your trial centre.

Who can I contact if I have a problem with the CoroPrevention caregiver dashboard?

If you experience any problems with the CoroPrevention caregiver dashboard, you can contact the hub nurse.

How can I change the language of the CoroPrevention caregiver dashboard?

You can change the language of the CoroPrevention caregiver dashboard in the settings (in the dropdown menu of your account, at the upper-right corner).

What should I do after a patient is randomized into the PPP group?

When a patient is randomized into the PPP group of the CoroPrevention trial, you have to prepare for the second patient visit by:

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- Creating a patient record in the CoroPrevention caregiver dashboard by importing information from the EDC system and completing the missing information;
- Recording the patient's medication prescription using the medication decision support system in the CoroPrevention caregiver dashboard;
- Creating an exercise prescription (i.e., weekly sports goal) for the patient using the EXPERT tool in the CoroPrevention caregiver dashboard.

When should I use the EDC system and the CoroPrevention caregiver dashboard?

When a patient enrolls in the CoroPrevention trial, you have to register this patient in the EDC system. Only afterwards, when the patient is randomized to the PPP group of the CoroPrevention trial, you can create a patient record for the patient in the CoroPrevention caregiver dashboard.

For follow-up visits, you should use the CoroPrevention caregiver dashboard during the patient visit. You can fill in the information in the EDC system at any moment that is convenient for you, e.g. after the patient visit.

How can I enlarge the font size of the CoroPrevention caregiver dashboard?

You can use the "Zoom" feature of your internet browser.

Where can I find more information about the functionalities of the CoroPrevention caregiver dashboard?

You can find more information about the CoroPrevention caregiver dashboard in the case nurse manual. You can find the case nurse manual on the website.

What are the internet browser requirements for CoroPrevention caregiver dashboard?

The CoroPrevention dashboard has been optimised for the Google Chrome browser with latest supported version, or equivalent Chromium-based browser. It is not recommended to use the caregiver dashboard in another browser.

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Why can I not open the medication decision support system?

You can only open the medication decision support system when you are allowed to prescribe medication. If you are allowed to prescribe medication but you do not have access to the medication decision support system, please contact the Clinical Trial Manager Dr. Sippy Kaur. Note however that the medication decision support system can only be used at visit 2 and visit 6 when a consultation with a medical doctor is foreseen. An error message will appear if the medication decision support system is opened at any other visit.

How can I login in the CoroPrevention ePRO application?

The login method for the CoroPrevention ePRO application depends on who wants to use the ePRO application.

Usage by the patient

When the patient needs to use the CoroPrevention ePRO application, you can login either by filling in the unique temporary URL, or by scanning the QR code that is available in the CoroPrevention caregiver dashboard (i.e. in the patient record) or in the EDC system. The QR code is unique for a given combination of a patient and a visit. Please only use this QR code when the patient is filling in the information in the ePRO application.

Usage by yourself

For the intervention group

When you want to view or complete the data that was entered by the patient in the CoroPrevention ePRO application, you should use the “Timeline in the study” in the patient record in the CoroPrevention caregiver dashboard to open the ePRO application.

For the usual care group

When you want to view or complete the data that was entered by the patient in the CoroPrevention ePRO application, you should go in the EDC system to the page “EproLink”. In this page, you can retrieve the links for any subject, in any language, for any visit. These links can be used to view or edit the data that was entered in the CoroPrevention ePRO application.

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Can I use the CoroPrevention ePRO application on a smartphone or tablet?

Yes, you can use the CoroPrevention ePRO application on any device that has an internet connection.

Can I use the CoroPrevention ePRO application on a laptop or computer?

Yes, you can use the CoroPrevention ePRO application on any device that has an internet connection.

When should the patient fill in the questionnaires in the CoroPrevention ePRO application?

Before the encounter (in the waiting room), the patient has to complete the questionnaires in the CoroPrevention ePRO application.

After some encounters, the patient also has to complete some questionnaires at home. The patient will get an application reminder for this in the CoroPrevention mobile application.

What are the internet browser requirements for CoroPrevention ePRO application?

The CoroPrevention ePRO application has been optimised for the Google Chrome browser with latest supported version, or equivalent Chromium-based browser. It is not recommended to use the caregiver dashboard in another browser.

What is Health Connect?

Health Connect is an easy-to-use application that allows you to manage your health and fitness data and app connections within a single app. You can download Health Connect on your Android smartphone through the Google Play Store.

What is Apple Health?

The Apple Health application comes built into each Apple smartphone (i.e., iPhone). The Health application gathers health data from your iPhone, Apple Watch, and other (health or fitness) applications that you already use. The CoroPrevention application only uses the recorded steps from the Apple Health application. Note that the Apple Health application is not available for Android devices (e.g., Samsung, Huawei, Xiaomi).

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How can I help the patient in getting started with the CoroPrevention mobile application?

To install the CoroPrevention mobile application on a smartphone, complete the following steps:

1. Go to either the Apple Store or the Google Play Store on the smartphone
2. Search for the CoroPrevention mobile application
3. Download the CoroPrevention mobile application
4. [Log in](#) to the CoroPrevention mobile application

When you install the CoroPrevention mobile application on an Android smartphone, you should also install [Health Connect](#) (<https://support.google.com/android/answer/12201227?hl=en>) (if it is not yet installed). For any smartphone (both Android and iOS, independent of the version), you should enable step tracking (in the [Apple Health](#) or [Health Connect](#) app).

Does the CoroPrevention mobile application use any other applications?

The CoroPrevention mobile application uses [Health Connect](#) or [Apple Health](#) to track steps. Depending on the type of smartphone, Health Connect or Apple Health should be installed:

- On iPhones (iOS devices), you need Apple Health, which is already installed by default. Furthermore, you need to ensure that step tracking is enabled (<https://support.apple.com/en-us/HT203037>).

On any other smartphone (Android devices, e.g., Samsung, Huawei, Xiaomi), you need Health Connect, which you need to install from the Google Play Store. Furthermore, you need to enable step tracking (<https://support.google.com/android/answer/12201227?hl=en>).