

# 1 SYSTEM ACCESS – GETTING STARTED

## 1.1 Logging In

### 1.1.1 How to Reset Password

To reset password click on below link: <https://register.covance.com/web/ups/passwordmanager>

Follow instructions as outlined in screenshots below. Email ID is the email address to which you have received the SPEED Portal welcome email/ access.

Passwordchange

**COVANCE** User Provisioning System

### Password Reset Request

Please provide the following information to reset your Password.

Email ID: covuat1speed+speedups2@gmail.co

Re-type Email ID: covuat1speed+speedups2@gmail.co

Text Verification (Required): 9660

Cancel Reset Password

Enter the email address in the email ID fields.

Add the numbers in the Text Verification field that will appear to the left on the screen.

Click the Reset Password button.

Once the Reset Password button is clicked, the user will receive an email with a link in it to reset their account password:

From: Password Manager <passwordmanager@labcorp.com>  
Date: Wed, Oct 7, 2020, 10:06 AM  
Subject: Action Required : Password Reset Request  
To: < >

Your request to reset the password for your Covance account was received, if you did not initiate the password reset please contact our Covance Service Desk.

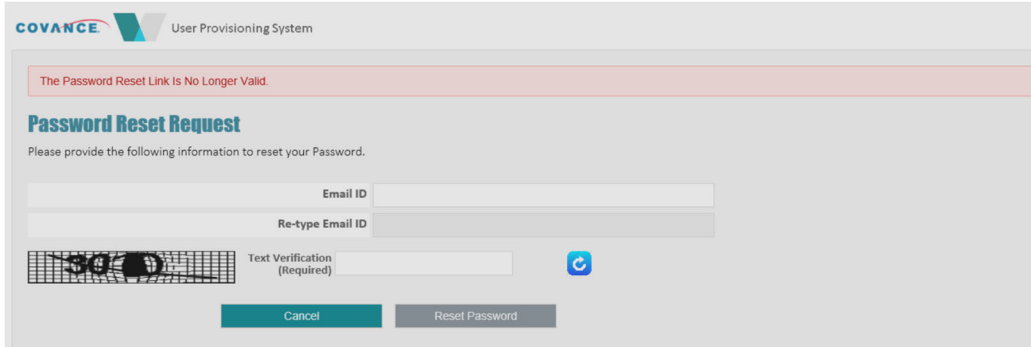
In order to reset your password, please use the below link. The link expires in 30 minutes. Please reset your password within 30 minutes of receipt of this email. If you are having trouble resetting, call the Covance Service Desk.

[Password Reset Link](#)

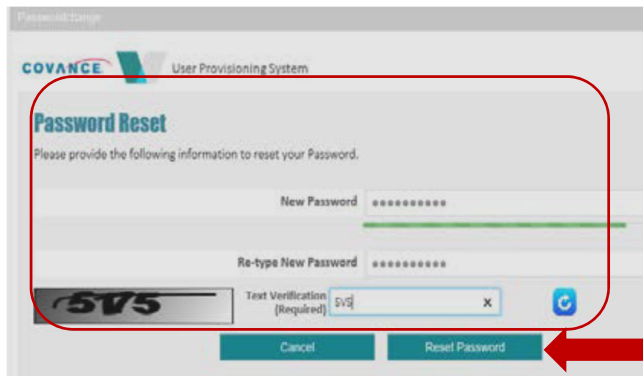


Please add [passwordmanager@labcorp.com](mailto:passwordmanager@labcorp.com) to your list of safe email senders.

**IMPORTANT NOTE:** If more than 30 minutes pass after receipt of the password reset email with the reset link in it, the page below will appear, the user will be routed back to the password reset screen, and the password reset process will need to be restarted as noted above.



When the Password Reset Link in the email is clicked on within the required 30 minutes, the screen below will appear:



Enter/Re-Enter your New Password in the fields.

\*Covance UPS System Password Requirements:

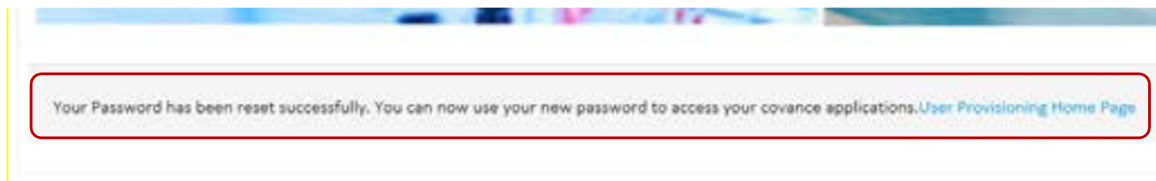
- Minimum 8 letters, maximum 32 letters
- Upper case and Lower case letters
- Must include a Number
- Must include a special characters

Passwords cannot include: Users first name or last name, consecutive numbers (ex 1234, or 111).

Users will not be able to login if their password does not meet the requirements.

Add the numbers in the Text Verification field that will appear to the left on your screen.

Once all required information is entered on this screen and the **Reset Password** button is clicked, a password reset confirmation message will appear and a confirmation email will be sent as shown below.



From: Password Manager [passwordmanager@labcorp.com]  
Date: Wed, Oct 7, 2020, 10:20 AM  
Subject: Password Reset Successful Notification  
To: [redacted]

Your password has been reset successfully. You can now use your new password to access your covance applications.

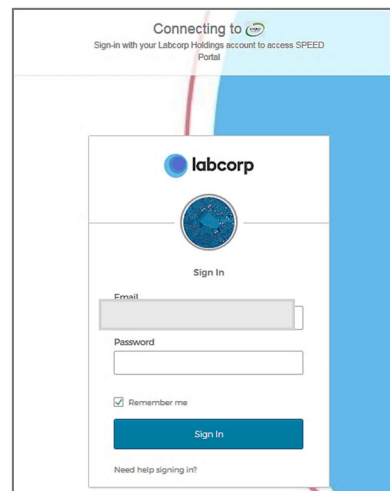
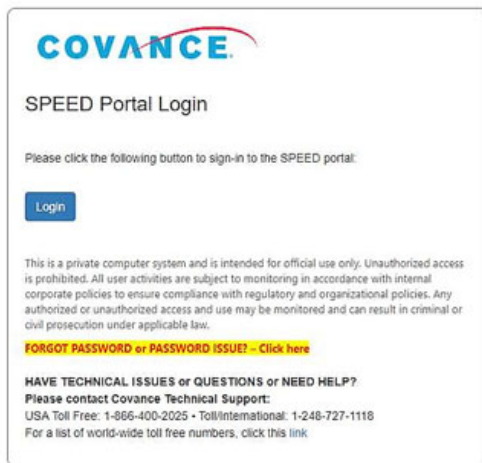
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If you are facing any issues resetting the password, contact Covance technical support team (phone numbers are available on page 6 to 8 of this document).

### 1.1.2 Log In

Use the password created / reset from above steps to login to SPEED SafetyPortal.

The initial log in screen for SPEED SafetyPortal will appear one of two ways:



After successfully logging in/accessing SafetyPortal, the screen below will appear:

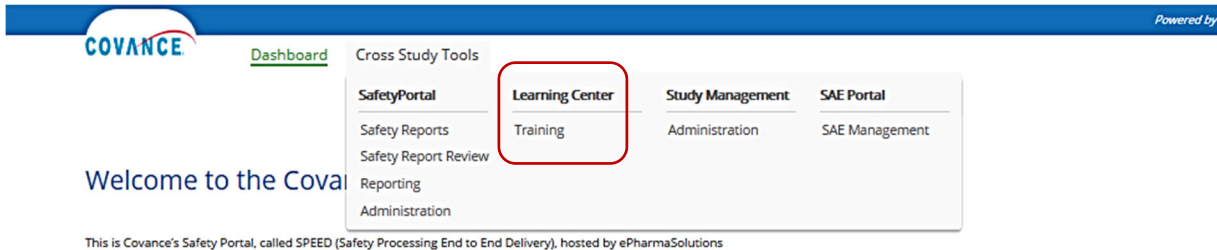
## Welcome to the Covance SPEED Portal

This is Covance's Safety Portal, called SPEED (Safety Processing End to End Delivery), hosted by ePharmaSolutions

### My Studies

Protocol Number	Study URL	Compound	Therapeutic Area	Protocol Status	Training
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
There are no studies					
Page size: 10 <span style="float: right;">0 items in 1 pages</span>					

New users are required to complete system training within SafetyPortal before they can access any system functionality. The user training will be located in one of two locations:



COVANCE [Dashboard](#) Cross Study Tools Powered by WCG ePharma

- SafetyPortal
- Safety Reports
- Safety Report Review
- Reporting
- Administration
- Learning Center**
  - Training**
- Study Management
  - Administration
- SAE Portal
  - SAE Management

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There are no studies					
Page size: 10 <span style="float: right;">0 items in 1 pages</span>					

Once the required training has been completed, users can access Safety Documents, manage Country Alerting Rules, and other permissioned functionality, from the Dashboard landing page.

If a user attempts to click on any greyed out links, a notification will be shown informing the user to complete training.

If any of the following occurs, Internal and External Users will be re-directed to the Covance SPEED Portal Login screen shown below and will be required to log into the portal again:

- the session times out

- the user logs out
- the user opens the link in a different browser
- the user's internet browser cache is cleared

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**Note:** Internet Explorer 11 is the required browser to access and use SafetyPortal.

**Note:** If after a user signs in using the Covance login page, the user is presented with the following message, 'Sorry, this site hasn't been shared with you.', then the user's account has not been provisioned correctly by Covance. The user will need to contact the Covance Help Desk, as per the Support section of this guide.

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## 2 SUPPORT

Technical support is provided to users of the SafetyPortal system. There are two ways for a Covance User to access this support.

1. Call one of the Support Numbers below:
  - a. USA Toll Free: 1-866-400-2025
  - b. Toll / International: 1-248-727-1118
2. For specific countries, call one of the numbers provided in the Table below, from the Covance Service Desk Directory.

Country	Toll-Free	Toll
Argentina	800-444-6028	+54 1152-184-097
Australia	1-800-88-7198	+61 284-05-8650
Austria	---	+1 248-727-1118
Brazil	0800-892-3770	+55-1133-517-293
Belgium	0800-58-154	+32 2620-0482
Bulgaria	800-118-4938	+1 248-727-1118
Canada	1-866-400-2025	1-248-727-1118
Chile	123 0020 1366	+1 248-727-1118
China (Beijing)	400-898-0505	+1 248-727-1118
Columbia	01-800-518-3878	+1 248-727-1118
Croatia	---	+1 248-727-1118
Costa Rica	1-866-400-2025	+1 248-727-1118
Czech Republic	---	+420-225-439-750
Denmark	---	+45 3515 8012
Dominican Republic	---	+1 248-727-1118
Egypt	---	+1 248-727-1118

Country	Toll-Free	Toll
Estonia	---	+372-686-8859
Finland	---	+358-981-710-546
France	0805-98-9960	+33(0) 1 70 485 258
Germany	0800-627-0104	+49-8923-129-010
Greece	---	+1 248-727-1118
Guatemala	---	+1 248-727-1118
Hong Kong	---	+852-3077-3459
Hungary	---	+1 248-727-1118
India	---	+91-226-187-5195
Ireland	---	+1 248-727-1118
Israel	180-9453-604	+1 248-727-1118
Italy	---	+39 069-974-8000
Japan	0800-805-0639	+81-344-559-670
Latvia	---	+1 248-727-1118
Lithuania	---	+370-5205-1143
Malaysia	---	+60-320-535-144
Mexico	01-800-282-2703	+1 248-727-1118
Netherlands	0800-020-5865	+31 262-018-001
New Zealand	---	+64 9367 0585
Norway	---	+47 235 00059
Peru	800-55-656	+1 248-727-1118
Philippines	1-800-1855-0260	+1 248-727-1118
Poland	800-331-1468	+48 225-839-067
Portugal	---	+351 214-245-136
Puerto Rico	1-866-813-6607	+1 248-727-1118
Romania	---	+40 216-550-703

Country	Toll-Free	Toll
Russia	8-800-500-9230	+7 499 4039 862
Serbia	---	+1 248-727-1118
Singapore	1-800-703-6990	+1 248-727-1118
Shanghai	400-898-0505	+1 248-727-1118
Slovakia	---	+421-250-112-104
South Africa	0800-00-7702	+1 248-727-1118
South Korea	00798-8521-6658	+82-234-833-261
Spain	800-000-025	+34-913-753-369
Sweden	---	+46-851-993-056
Switzerland	0800-199-177	+41 (0)22 5675-563
Taiwan	0800-88-8532	+886-287-231-198
Thailand	001-800-852-6772	+1 248-727-1118
Turkey	0800-142-077-199	+1 248-727-1118
Ukraine	0800-503-183	+1 248-727-1118
United Kingdom	0800-026-0003	+44-113-396-8000
United States	1-866-400-2025	1-248-727-1118
Vietnam	---	+1 248-727-1118