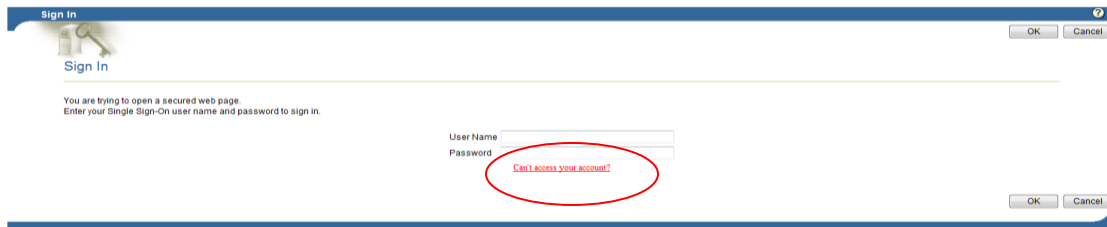


How to recover your login username, lost/forgotten/unkown password or unlock account

1- Access the Quintiles ePortal Home Page - <https://eportal.quintiles.com/sso/pages/login.jsp>



2- Using the Login feature in the top right hand corner, access the login page and click on the red link <https://eportal.quintiles.com>

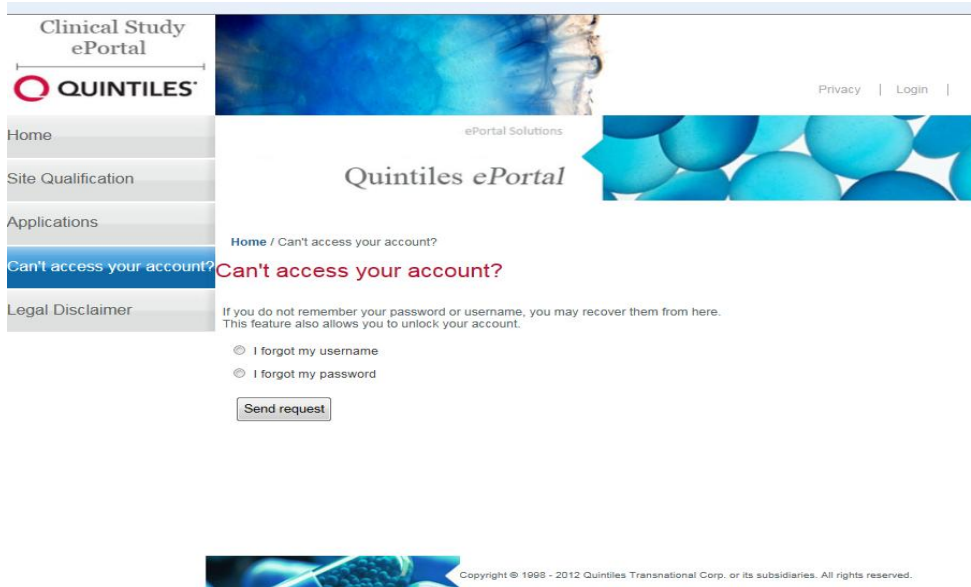


Or

3- From the Quintiles ePortal Home Page click on the "Can't access your account?" option on the left hand side of the screen



4- Following either Step 2 or 3 above, a window will appear requesting you to select the type of issue you are having



5- Select the appropriate radio button.

Ex: if the password is lost/forgotten/unknown, just not working or the account is locked:

Select 'I forgot my password'.

Then complete Email address and username and click on 'Send request'.

A mail is automatically sent to the email address **with a new password**.

Note: if you do not know your username you will need to select this option first to recover your username and then you can proceed to reset your password.



Home / Can't access your account?

Can't access your account?

If you do not remember your password or username, you may recover them from here. This feature also allows you to unlock your account.

- I forgot my username
- I forgot my password

Please enter the recovery email address you provided when creating your account and your username in order to reset your ePortal (and also Oracle OC/RDC, JReview or Citrix) password.

Email address

ePortal Username

Send request

