

ViiV ISR Portal Access Support

Table of Contents

1. Creating an Account to Log In.....	1
1.1 Password Requirements.....	1
1.2 Password Reset and Login Guidance.....	1
2. Profile Review	3
3. Questions or Support.....	3
4. Document History	3

1. Creating an Account to Log In

Select the "Create Profile" command on the menu bar. This will provide a screen which will prompt for the information necessary to create an account and walk you through the steps. The steps will include a "verification" where an email will be sent to you to verify that the account email address (used as your id) was entered correctly.

1.1 Password Requirements

When creating a password within this portal, the following requirements must be met for the password to be valid:

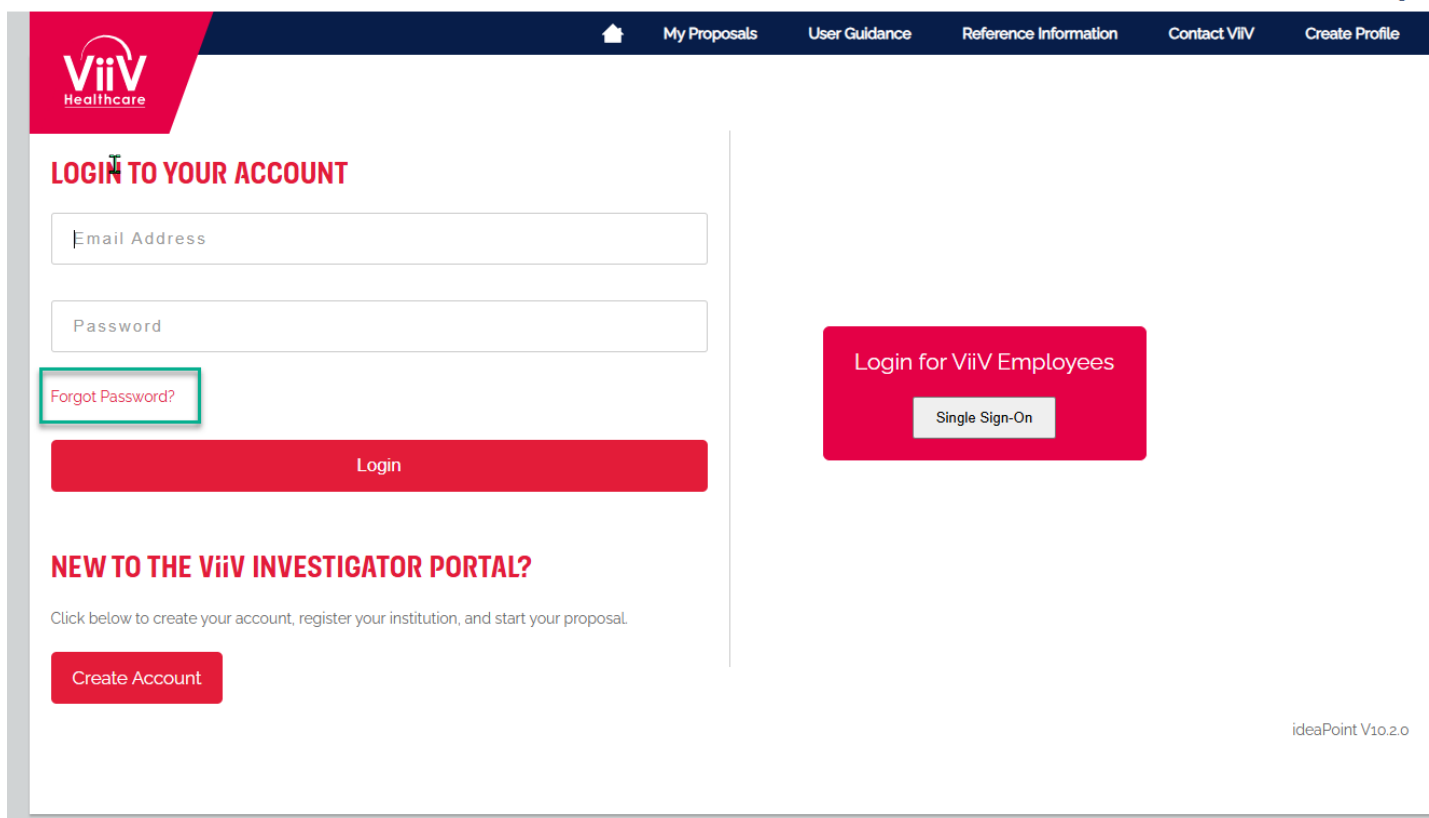
- The password should be at least 8 characters
- The password must include at least 1 UPPER case letter (A-Z)
- The password must include at least 1 lower case letter (a-z)
- The password must include at least 1 numeric character (0-9)
- The password must include at least 1 symbol character (e.g. &, #, @)

1.2 Password Reset and Login Guidance

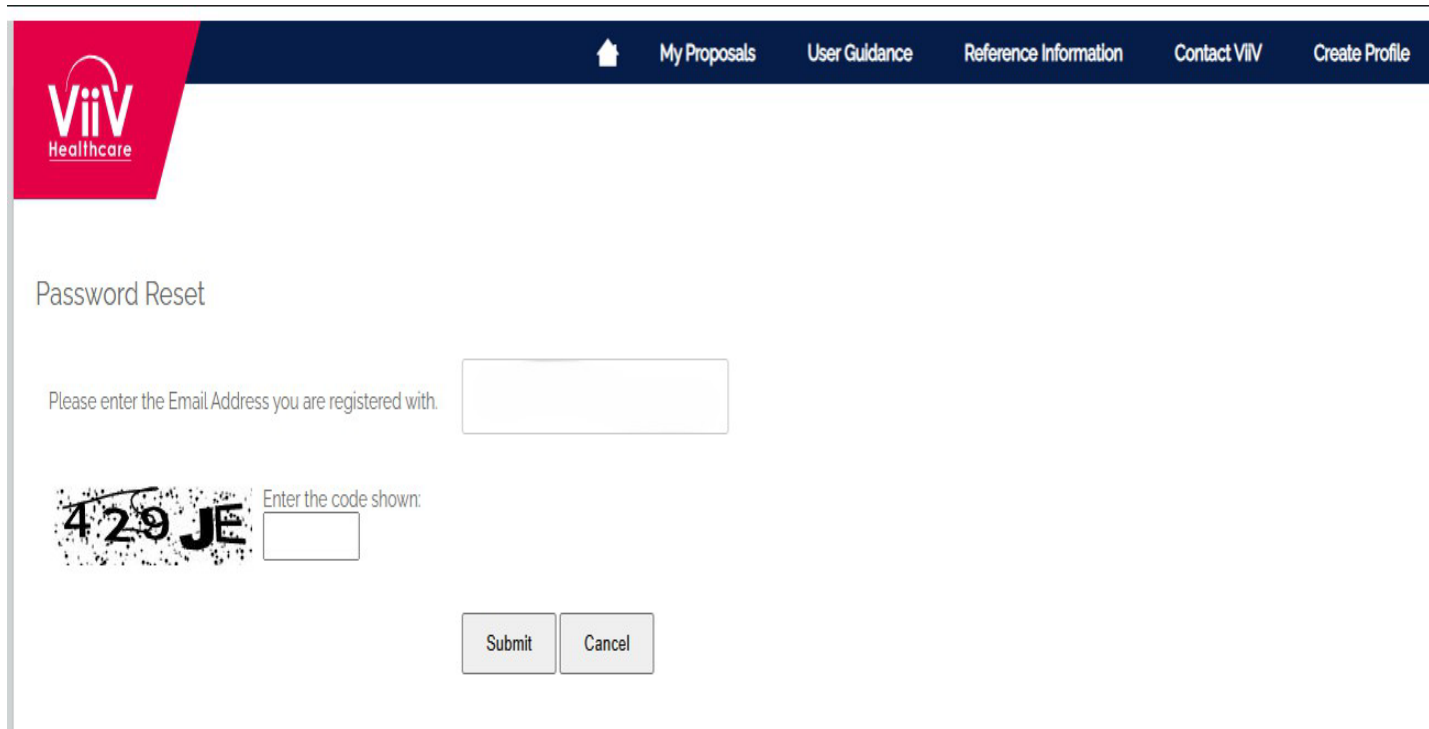
This guidance is intended for external users who need to reset their password or regain access to the ViiV ISR portal.

Please follow the steps below to reset your password:

1. Go to the [ViiV Supported Studies Programme Login page](#).
2. Click the Forgot Password on the page. *Do not enter your username or password before selecting 'Forgot Password'.*



1. Enter your email address used to create the account into the email box and type the code you see shown on the page. Below is an example, but the code will be different when you are in the system:



2. Click Submit.
3. You will receive an email to the above address with a link to reset your password. The email is not valid for long so please action only when you are ready. Please be sure to check your spam and junk folders as this is a system email and can sometimes be routed to places other than your inbox.
4. If you have done the following and still have trouble, please email Ops.ViSiONS@viiivhealthcare.com. Please include your full name, email address used for the portal, and a brief description of the issue when emailing the mailbox.

2. Profile Review

We must have a complete and accurate profile on all investigators who are submitting a response. This information supports the overall review and approval process. The system is designed to return you to your profile to assure that the information is complete and to encourage you to verify that your contact and medical license information are up to date. Please review the information each time and select update profile when your review and/or changes are complete.

3. Questions or Support

For questions about this system or the overall process, please contact: Ops.ViSiONS@viiVhealthcare.com

If you are interested in access to anonymised patient-level data from ViiV Sponsored clinical trials that have evaluated authorized or terminated medicines and are accepted for publication, please visit:

<https://clinicalstudydatarequest.com>

4. Document History

Version	Date	Changes
1.0	27 July 2026	Initial document created from ViiV ISR Portal Access Support content.