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| **Remote Monitoring Introduction Email Template Instructions** |
| **Remove this table prior to sending****Purpose:** This memo is intended to be distributed to sites on an inflight or new study where Sponsor/CRO intends to use SiteVault for remote monitoring. This memo introduces SiteVault along with resources on how sites can learn more if they have additional questions. Sites should reach out to the customer contact if there are study related questions regarding customer’s intent to remote monitor via SiteVault. Sites should reach out to Veeva Site Support with any questions related to SiteVault.**Timepoint:** send in parallel with SIV communications. Follow up with Veeva provided additional language to reinforce remote monitoring via SiteVault with monitoring visit confirmation letter **Role Responsible to Sending:** Veeva recommends this is the study team member assigned as oversight to the study site (usually the Clinical Research Associate) |

Re: Study Name and Number- Remote Monitoring via Veeva SiteVault

Dear Dr. Investigator Name or Site Contact,

<Customer> is pleased to introduce you to [Veeva SiteVault](https://sites.veeva.com/products/sitevault-free/), a **no-cost** eRegulatory platform owned and maintained by sites. <Customer> will begin remote monitoring sites for <Study Name/Number> via SiteVault beginning on <date/timeframe>. <Customer> would like sites to sign up for SiteVault for purposes of remote monitoring. This will allow sites to provide <Customer> with controlled access to source and study documents for monitoring visits. Please take a moment to watch this [brief 2-minute](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fgo.veeva.com%2Fe%2F28972%2Fsitevaultfree-whatisit%2F93nm76%2F483228955%3Fh%3DQ8Q6dQPlVNG06EPiYxyTadBrU7DOVhTmsSIoQ8Nj43k&data=04%7C01%7Csylvia.davila1%40upr.edu%7C9c7a4d73a5c74f4d2d3508d8d4f5146a%7C0dfa5dc0036f461599e494af822f2b84%7C0%7C0%7C637493496361589177%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=C6B9P041X1HsJ1DaimYUIT497Ca4JuvMB3KqbfZWXMg%3D&reserved=0) overview of SiteVault.

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| **What is Veeva SiteVault?** | [Veeva SiteVault](https://sites.veeva.com/products/sitevault-free/), is a cloud based comprehensive solution that is 21 CFR Part 11, GDPR and HIPAA compliant and a dedicated space for study teams to manage and share study data. SiteVault is not a portal, your site can adopt and use Veeva SiteVault across your entire organization. It is owned and managed by you. |
| **How does Veeva SiteVault make monitoring visits easier for sites?** | * Compliant space for sites to manage source documents
* Provides monitors with timed access to SiteVault for source document review and verification
* Receive and address monitor feedback directly in SiteVault
* Cut down on manual administrative time for sites, no more scanning and printing for binders
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| **What can I do NOW to get started with SiteVault?** | * Complete the [sign up](https://sites.veeva.com/sitevault-free-sign-up/) for Veeva SiteVault, specify <Customer> in the “*How did you hear about SiteVault?*” field
* Check your inbox for an email from vault-emails@veeva.com with your username and temporary password, then [login](https://login.veevavault.com/)
* Download Veeva’s [Remote Monitoring Resource Kit](https://go.veeva.com/RemoteMonitoringGuide)
* [Join a live or on-demand training session](https://sites.veevavault.help/gr/resources/training-resources/) to get up to speed quickly. We strongly recommend your team attend one or more sessions for the following topics:
	+ Veeva SiteVault Free 101: The Basics
	+ Remote Monitoring Deep Dive
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| **More questions?** | * Reach out to [Veeva’s Site Support Team](https://sites.veevavault.help/gr/resources/support/) via phone, email, or chat bot at with any additional questions.
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| **What if I already have SiteVault?** | * Reply to this email with your Universal Site Number (USN) which was assigned by Veeva upon signup. Refer [here](https://sites.veevavault.help/gr/) to learn how to locate it in SiteVault.
* Make sure your site is remote monitoring ready in SiteVault
	+ Download Veeva’s [Remote Monitoring Resource Kit](https://go.veeva.com/RemoteMonitoringGuide)
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| **What if I decide not to sign up?** | * If your site does not plan to sign up, please reply so that we can prepare for <insert alternative remote monitoring method here>.
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Remote monitoring for the <Study Name/Number> will begin <date/timeframe> so please ensure your site has signed up for SiteVault by <date/timeframe>. Please email me at <Customer Email> if you have any questions specific to this study with <Customer> or Veeva at sitevaultsupport@veeva.com with any SiteVault related questions.

Sincerely,

Name

Title

Email: <Customer Email>