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1. How do I get started with my subscription?

As a designated account administrator, your profile has already been created by Mapi Research Trust. Please follow the instructions below to set a new password and invite other users.

1st step: Reset your password
1. Go to: https://eprovide.mapi-trust.org/
2. Click on the login icon in the website header
3. Click on Forgot your password?
4. Enter your email address and click on **Send**

5. A reset link will be sent to you by e-mail. Once your password has been reset, please log in with your new password.
2nd step: Invite other users

1. Go to: https://eprovide.mapi-trust.org/
2. Click on the **login icon** in the website header
3. Enter your ‘Email address’ and ‘Password’ and click on **Login**

4. Click again on the **login icon** in the website header
5. Click on **My ePROVIDE**
6. Click on **My Client Account**
7. Once in **My Client Account**, click on **Manage Members**

8. An invite code is displayed
9. Please share it with other members of your organization for whom you want to give access so they can register and get affiliated to your subscription
3rd step: How to validate and customize access for different users

You will be notified by email once a user has used the invite code to join in. Please go back to your online account (click on Manage Members available from the section My Client Account).

In the list of members, for each user, you can:

10. Tick the box in the column Accept Member
11. Customize their access to different services by clicking the appropriate checkboxes
12. Click on Save at the end of the page to validate your choices

13. The approved users are then notified that they can start using the website

Important note: the above invitation process is valid throughout the subscription period.
2. How do I update accesses of users during the subscription?

During the subscription, you may need to modify or to deactivate the access of a user.

As the administrator, you can do this using the table available in the section Manage Members. To access this table, please go to your online account (click on Manage Members available from the section My Client Account).

To modify the access of a user: In the list of members, for each user whose access you wish to modify:

14. Tick or untick the checkboxes of your choice  
15. Click on Save at the end of the page to validate your update

To deactivate the access of a user: In the list of members, for each user you wish to deactivate:

16. Untick the box in the column Accept Member and validate by clicking on Save at the end of the page
3. Technical Support

For any technical issue (connections, passwords etc...) regarding ePROVIDE™, please contact our help desk at:

eprovidetechnicalsupport@mapi-trust.org