

Dear Greenphire client,

In our continued efforts to improve security within Greenphire's platform, ClinCard will be moving to an eight (8) digit token number system for card assignment. We have compiled FAQs that will help you better understand the change and any action needed.

Q. What are the changes being made?

A. The 16 digit card number will no longer be visible through the card package. Instead, site coordinators will use the 8 digit token number visible through the card package to assign cards to subjects.

Q. How will this change the card assignment process?

A. Tokenization will not affect the card assignment process. The 8 digit token number that appears on the front of the card package should be used when assigning a card (see new card package below). If your site has any card stock remaining that contains the full 16 digit card number on the front of the card package, you can continue to assign these cards using the full 16 digit card number in the 'Assign ClinCard' tab



Q: To look up a subject under the Look Up subject screen, can the last 4 of the card still be used or would the token number be used?

A: The last 4 digits can either be that of the token number or the card number.

Q. Why is this change being implemented?

A. Greenphire has implemented this change to increase the security of our platform.

Q. What are the changes being made to the card carrier?

A.

- Removal of 16 digit card number

- Addition of 8 digit token number

- Expiration date visible

- Card carrier attached with MasterCard language changes



Q. When will this change be effective?

A. This change will be effective July 15th, 2015

Q. Will my site need to get new card packages?

A. No, your site can use card packages until supply is gone and can enter the card or token number into ClinCard for card assignment. Upon reorder, new card packages will have the updated information

Q. What does a site do with the card packages that have already been provided to subject?

A. There is no impact to subjects.

Q. Are these changes something that need to be reviewed by the IRB?

A. The need for further IRB review is up to each client. We have provided as much advance as possible in the event that further review is needed.

Q. Who can I contact if I have further questions?

A. Please contact your Greenphire Program Manager or you can contact Greenphire's client support at support@greenphire.com.

We appreciate your partnership with this important initiative in providing your ClinCard cardholders with added security measures.