



External Account Creation & Login Instructions

Contents

CREATE A SPIRIT ACCOUNT	SYSTEM SUPPORT
--------------------------------	-----------------------

CREATE A SPIRIT ACCOUNT

1

Access the SPIRIT portal, from the **Investigator-Initiated Studies** site <https://www.abbvie.com/science/clinical-trials/investigator-initiated-studies.html>

Or by clicking this direct link to the [IIS Study Submission Portal](#)



How to apply

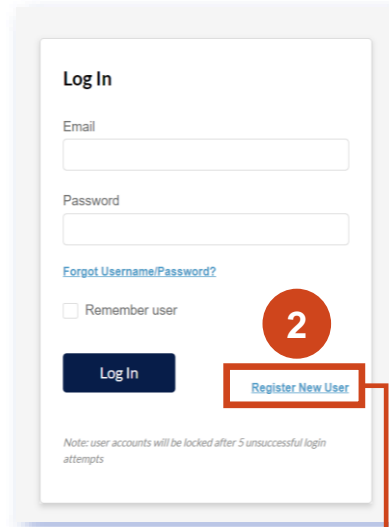
If you're an investigator, you can initiate the application process by submitting a brief summary of the proposed research for AbbVie associated products through the: [IIS Study Submission Portal](#).

IIS applications are accepted on a rolling submission basis.

CREATE A SPIRIT ACCOUNT

2 From the login page, select **Register New User**.

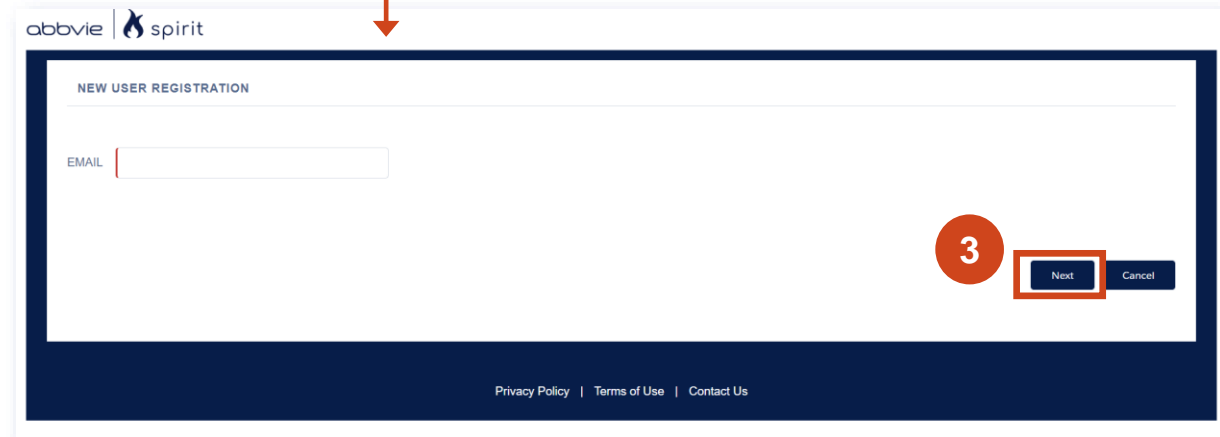
3 Enter your **Email** and select **Next** to set-up your account.



The screenshot shows a 'Log In' form with fields for 'Email' and 'Password', a 'Remember user' checkbox, and 'Log In' and 'Register New User' buttons. A red circle with the number '2' is placed over the 'Register New User' button, which is also enclosed in a red rectangular box. A red arrow points from this box down to the registration page below.

If you already have an account and any of your information needs to be updated, contact spirit@abbvie.com

If you have changed affiliate institutions, please register as a new user with your new affiliate email address



The screenshot shows the 'NEW USER REGISTRATION' page with the 'abbvie | spirit' logo at the top. It features an 'EMAIL' input field and 'Next' and 'Cancel' buttons. A red circle with the number '3' is placed over the 'Next' button, which is also enclosed in a red rectangular box.

CREATE A SPIRIT ACCOUNT

4 Complete all required fields on the **New User Registration** page.

5 Select **Next**.

NEW USER REGISTRATION 4

FIRST NAME |

MIDDLE NAME

LAST NAME

EMAIL

PHONE

TITLE

INSTITUTION

DEPARTMENT

SUFFIX

CREDENTIALS

Bldg/Apt #/Room #

ADDRESS 1

CITY

COUNTRY

STATE

POSTAL CODE

MEDICAL LICENSE NUMBER

NPI ID

Fields marked in red are required

5

US and Puerto Rico are required to complete the NPI ID, Medical License Number, State, and Postal Code in addition to the marked fields

CREATE A SPIRIT ACCOUNT

6

An email will be sent to the email provided in step 3 with your SPIRIT username and a link to reset your password. Click the link and update the **Password** fields.

7

Select **Reset Password**. Upon successful reset, you will be directed to the SPIRIT homepage.

abbvie | spirit

RESET PASSWORD

New Password
Use at least 8 characters, 1 letter and 1 number

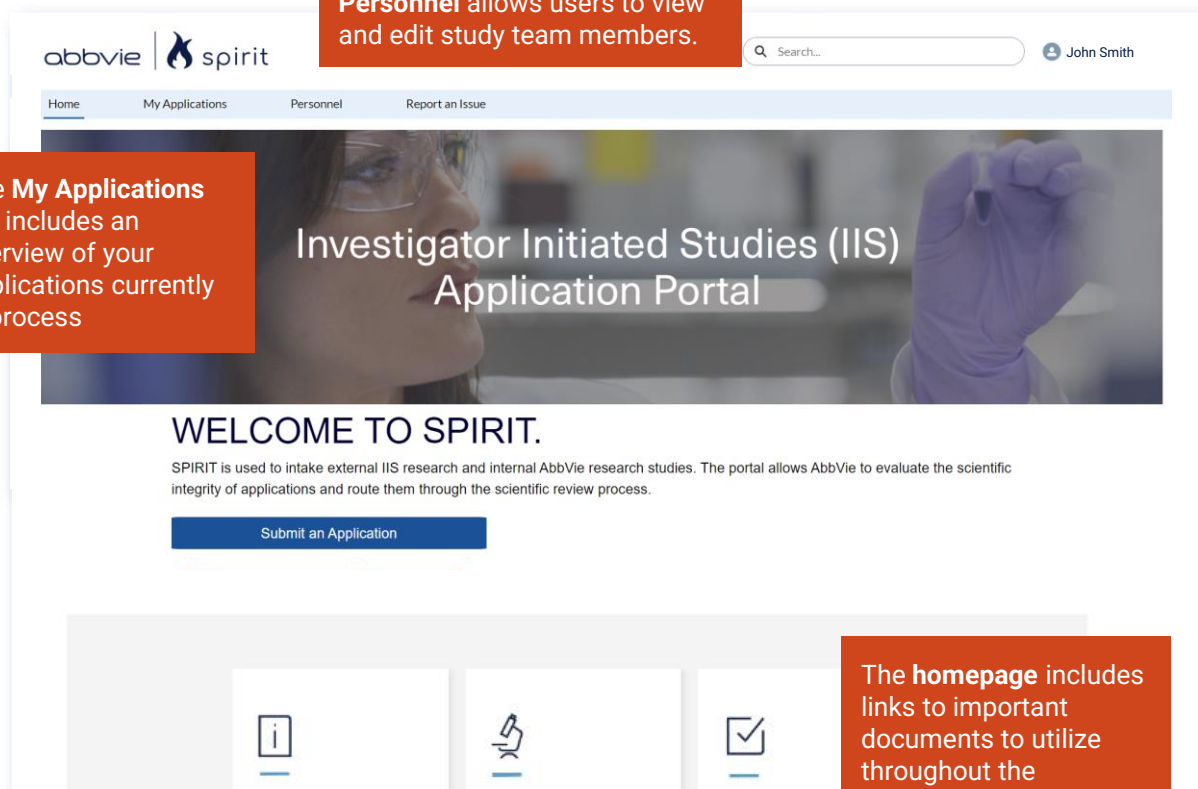
Re-Enter New Password

7

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CREATE A SPIRIT ACCOUNT

- 8 Navigate to the SPIRIT submission portal homepage.



Contents

CREATE A SPIRIT ACCOUNT	SYSTEM SUPPORT
-------------------------	----------------

REPORT A SYSTEM ISSUE (LOGIN)

There are 2 ways to report a system issue from the **SPiRiT login page**

- Option 1:** Click Report an Issue at the bottom of the page
- Option 2:** If you are not yet registered, Click **Register New User** on the SPiRiT login screen. At the bottom of the page, click **Report an Issue**.

For either option, clicking the **Report an Issue** will open the issue creation screen (shown on the [next slide](#))

- Once you click **Save**, a success message will appear.

A support member will reach out within 24-48 hours to the email provided during issue creation.

The image shows a sequence of three screenshots illustrating the process to report a system issue from the SPiRiT login page. The first screenshot shows the 'Log In' page with the 'Register New User' link highlighted in a red box and labeled '2'. A red arrow points from this link to the second screenshot, which is the 'NEW USER REGISTRATION' form with the 'EMAIL' field highlighted and labeled '2'. A red arrow points from the 'EMAIL' field to the third screenshot, which is a success message 'Issue Reported Successfully' with an 'OK' button labeled '3'. A red box at the bottom of the first screenshot highlights the 'Report an Issue' link in the footer, labeled '1'.

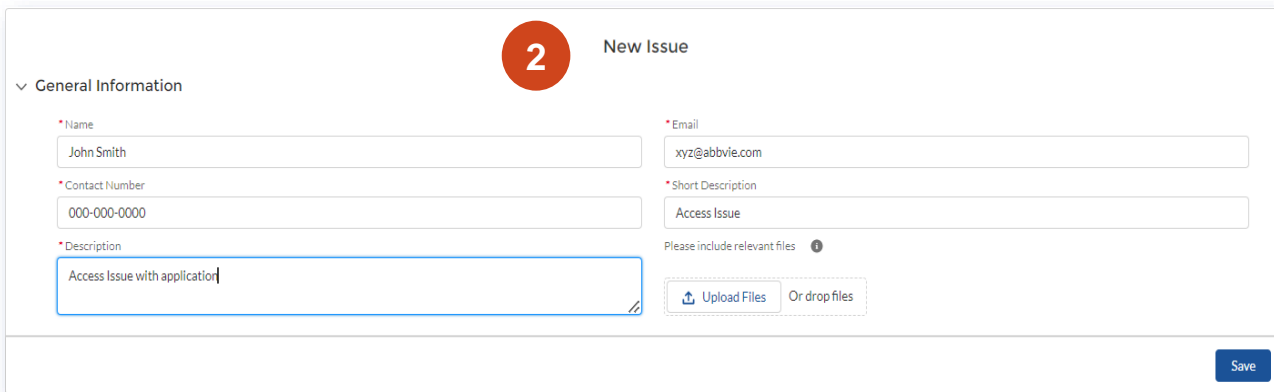
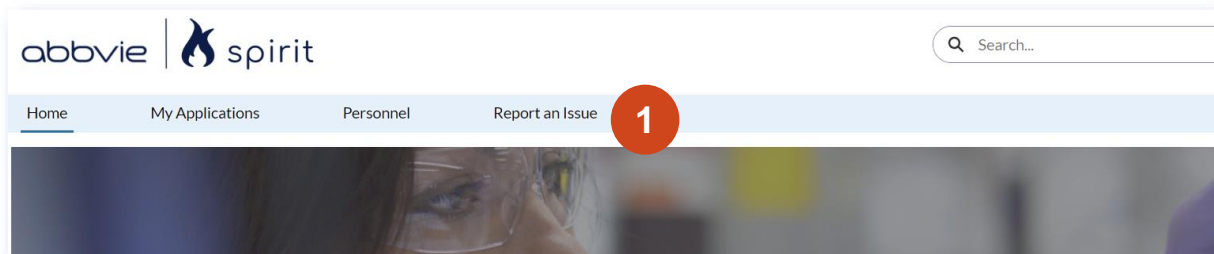
REPORT A SYSTEM ISSUE (WITHIN SPIRIT)

1 Select the **Report an Issue** tab across the top toolbar.

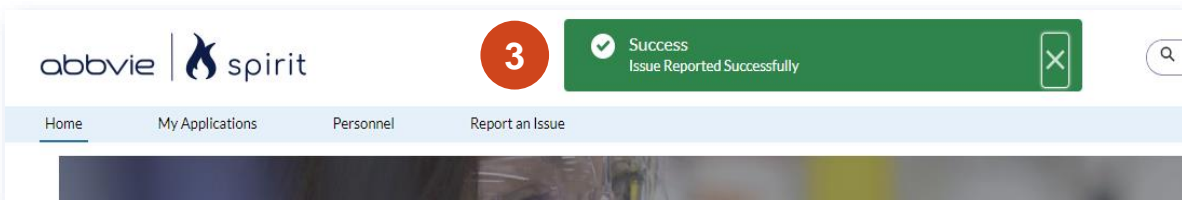
2 A **New Issue** screen prompt appears. Fill in the required details such as Name, Email, Contact, Summary and Description. Add supporting attachments using the **Upload Files** button as applicable.

3 After you click **Save**, a success message will appear.

A support member will reach out within 24-48 hours to the email provided during issue creation.



This screenshot shows the 'New Issue' form. A red circle with the number '2' is positioned above the form. The form is titled 'New Issue' and has a 'General Information' section. Fields include: Name (John Smith), Email (xyz@abbvie.com), Contact Number (000-000-0000), Short Description (Access Issue), and Description (Access Issue with application). There is an 'Upload Files' button and a 'Save' button at the bottom right.



System Support

For questions around the **Submission Process**, please view additional resources and FAQs on the [Investigator-Initiated Study homepage](#) or contact the MRS team at medicalresearchsupport@abbvie.com

For questions around the **Technical Support**, use the following contact information:

Phone: 1-800-252-4415
(toll-free within the US)

For more information, please click:

[Getting Support on Your Issue](#)

International Toll Free:
[SPIRIT Global Service Toll-Free Listing Per Location](#)

Business Hours

English – 24x7
French – 07:00-19:00 (Monday-Friday)
Spanish – 06:00-00:00 (Monday-Friday)
German – 24x7
Chinese – 08:00-17:00 (Monday-Friday)
Japanese – 08:00-20:00 (Monday-Friday)
Russian 07:00-19:00 (Monday-Friday)

If your request is outside of business hours, you will receive a response on the next business day.

Note: The above business hours are local Time zone Hours for the country listed.