

REGISTERING AS A SAROS RESEARCH PARTICIPANT

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Articles

Why do I have to validate my email address?

When you initially register with Saros Research, we ask you a number of different questions about yourself, and how to contact you.

We will use that information to send invitations to you to take part in paid research events, but before we do so - we want to make 100% certain that this is your email address, you submitted your application voluntarily, and you are the person receiving mail directed to you at this destination.

You will NOT be able to receive any invitations to paid research events unless you complete this step.

Make sure you validate...

REGISTER

Thank you M, your registration was successful. Before trying to login, please read the following important information.

An email confirmation will be sent to you at fred@sarostestparticipant.com within one hour. The email contains a link which you will need to click to validate your registration with Saros before you can access your information.

If the confirmation has not been received within this time, and you have already checked your junk /bulk /clutter folders or anywhere else it might have got stuck, please email support@sarosresearch.com with your name, email address and the approximate time you submitted your registration form.

If you have not received your email - and you have checked in all the usual places where it may have got lost or filtered - please contact us for further advice.

Why does it say my email addresses don't match?

Occasionally our registration form triggers an error, despite the fact you have correctly and carefully typed your email address into the appropriate fields.

This matching is case sensitive:

Who are you?

First name(s) *	<input type="text" value="Fred"/>
Last name(s) *	<input type="text" value="Bloggs"/>
Email *	<input type="text" value="fred@sarostestparticipant.com"/>
Confirm email: *	<input type="text" value="Fred@sarostestparticipant.com"/>

Please enter your email address with accuracy and care. We recommend that you use a personal (rather than work-related) private email address.

The most frequent explanation of this is simply that your browser is autocorrecting to a capital letter in one of the fields - a usually-helpful behaviour, which in this case causes difficulties.

Simply edit one of these letters so that the two match exactly - it doesn't matter whether you use capitals or lowercase, because it doesn't matter to the email addressing. However, it does matter to the form... Sorry about that!

If you are still having difficulties, please contact Saros Support at support@sarosresearch.com.

Why can't I change and update my email address or date of birth?

You control your own data in the Saros database, and can edit and update it whenever you like, simply by logging in to your profile.

However, it is fundamentally important that you retain secure and direct access to that data, and that it can never be confused with anybody else's.

Your email and your date of birth are used by us to uniquely identify you on the database, and to confirm your identity if you contact the Saros office or attend an event. For this reason, we need to carefully track any changes which are made to it, so that we can make certain we know exactly whose record we're dealing with.

Of course, email addresses may need to be changed, if you move jobs or providers. Dates of birth not so much - but, they can be entered incorrectly.

If you need to make changes to either of these fields, it's no problem - just email support@sarosresearch.com and we'll get it sorted for you. Please include a phone number we can reach you on, in order to verify any information needed to alter your record for you.

If you have contacted us as a member currently on our 'Old database' wanting to re-register on our new database but with a different email address...

We are working on all of the requests we have received during this last run-up to the closedown of our Old database as quickly as we can. Please bear with us! We want to be absolutely sure we only allow your personal data to be accessed by you. Therefore, during this final stage of the transition from old to new database we will continue to follow our verification process.

We will be contacting you soon.

Why do I have to re-register with Saros?

We are sorry that you have to re-register on the new Saros Research database.

Our new database which was in development for some time, has now replaced our old database. The General Data Protection Regulation (GDPR) became effective from 25th May 2018 and, we no longer have a legitimate basis for holding your membership details from the old database and they will be removed.

In particular it is designed to put YOU in charge of your data, and with the ability to update it and keep it accurate in the future.

We hope you have chosen to remain a member of Saros Research

If you have any problems with re-registering, please contact Saros Support by emailing support@sarosresearch.com.