

# Everything your sites need to feel comfortable when their patients use the Kayentis BYOD solution to collect eCOA data

## WHAT IF...



...a patient experiences an issue with downloading or using the Clin'form App?

**They can contact the Kayentis helpdesk, and benefit from the exact same services as if they had a provisioned device**



...a patient fears using the Clin'form App on their own smartphone will be more difficult than on a provisioned device?

**The same app with the same display is used for both personal devices and provisioned devices. Patients are supported throughout the clinical trial thanks to a dedicated user guide, directly available in the app, in their own language**



...a patient breaks or loses their smartphone during the study?

**Sites can temporarily activate a web back-up option, so the patient can complete their questionnaires from any web browser**



...a patient doesn't want to use their own smartphone for the study?

**Site staff can provide them with a provisioned device at any time**