



PIMMS-WL Trial



Feasibility and acceptability of a brief routine weight management intervention for postnatal women embedded within the national child immunisation programme in primary care: randomised controlled cluster feasibility trial with nested qualitative study

PARTICIPANT FAQs FOR POWeR

Login issues

Ask:

- Are you unable to login?
- Are you using the correct URL? It is: <https://powerpimms.lifeguidehealth.org>
- Are you sure that you used the same email address that you registered with?
- Are you sure that you have entered the password correctly? Remember it is case-sensitive. Did you use capital letters? Have you accidentally left the 'caps lock' button on?

How to reset password:

- Go to the login page
- Click on the 'Forgotten your password? Click here for help' link (under the password box)
- You will be asked to enter your email address – make sure you enter the same email address that you signed up to the study with.
- You should receive the email instantly, although sometimes it can take a few minutes. Once you get the email (check your spam inbox if you do not receive it) you can then log in using the password in the email.

It is a good idea to then use the 'change your password' link (available on the first page after you sign in) to change the new password to something that will be easier for you to remember

Not receiving emails

Ask:

- Have you checked your 'spam' folder in your email? If it is in the spam folder, you can right click on the email and set it as 'not junk'. This may be slightly different depending on the email system.
- Are you sure you are checking the correct email address (the address you registered with)?

Browser issues

Examples: information not displaying correctly, website 'crashing' or freezing, website slow.


Ask:


- Are you viewing POWeR on a tablet or smartphone? (if yes, we recommend trying POWeR on a computer)
- Do you have a good internet connection? (Are other websites running slowly? Can you access your emails quickly?)
- Do you have any other browsers already downloaded? (If yes, it will be quickest to try using the other browser.)
- What browser are you using?

- Try downloading another browser (Chrome and Firefox are recommended)
or
- Upgrade to the latest version of the current browser.

If you have any trouble at all, you can contact the study team:

PIMMS-WL Trial Office

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