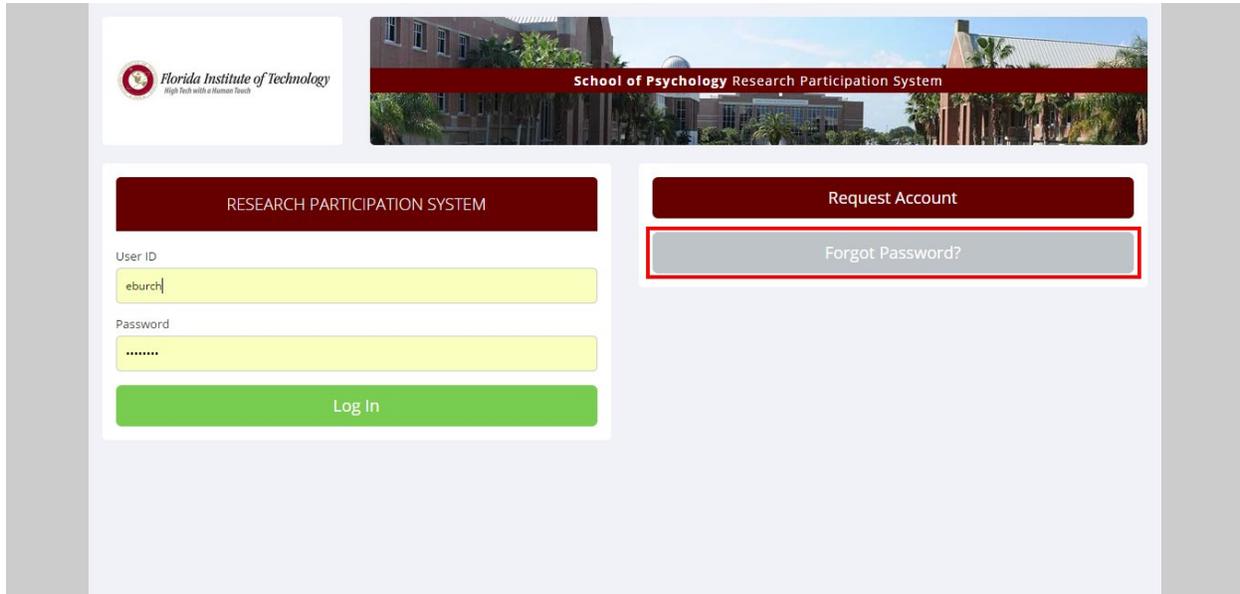


### How do I change/recover my Sona-created password?

Log in, then click My Profile, enter your current and new password, and click update.

If you have lost your password, click on “Lost your password?” to retrieve it.



### How do I cancel participants?

Sign into Sona, go to *My Studies*, and then click on *Timeslots*. Look for the participants that you want to cancel, and click *modify*, which is the last column on the right. Click *cancel*, next to the participant’s name. You must click *yes, perform cancellation*. You have the option to type in a message. The participant will now receive an email notification. Note: cancelling a participant does not automatically cancel a timeslot. If you do not cancel a timeslot, new participants can still sign up. Refer to the next question to get information on how to cancel a timeslot.

At this point, a different page will come up. Scroll down and click yes to perform cancellation. Add a message if you would like.

If you have multiple participants to cancel, click on *cancel all sign-ups for this timeslot* towards the bottom of the page.

### How do I cancel an entire timeslot?

Click on *My Studies*, then *timeslots*, then *modify*. All participants must have been canceled before you are able to cancel the entire timeslot (refer to the question above for details). Then click delete.

### How do I manually sign up participants?

Click on *My Studies*, then *Timeslots*, add a timeslot, then click on *modify* and scroll down. If you do not see the option for manual sign-up, but instead see “Manual sign-up is not currently available for this timeslot, because the timeslot is full,” you must adjust the number of participants first or use a different timeslot.

Survey ID [redacted]@my.fit.edu

Phone: [redacted]

Unexcused

Excused

[Update Sign-Ups](#)

[Contact All Participants](#)

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Manual Sign-Up [Batch Credit Grant](#)

You may sign up a specific participant for this timeslot, using the feature below. You may also sign up and immediately credit participants in bulk for this timeslot, using the feature.

Username Manual Sign-Up:

Last Name Manual Sign-Up:

[SIGN UP](#) [SIGN UP](#)

### Do I have to give credit to participants of an online study?

Yes, credit must be given through Sona Systems within 24 hours of the participants completing the study. Students will not receive credit automatically. Refer to the document “Crediting participants of online studies.”

### I received an email notification saying that a participant for my on-campus study is awaiting action. What do I do?

Check whether the individual has participated, then pick the corresponding option. If you have research assistants, you can either assign credit yourself or ask your assistant to assign credit.

### I keep getting email notifications saying that participants are awaiting action. However, they have not yet taken my online survey. What do I do?

Do not assign credit until they have participated. We recommend that you check whether they have participated every 24 hours. Once they have, assign credit to them in Sona Systems.