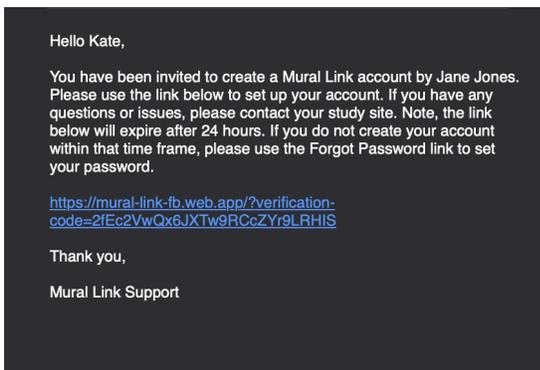


# Mural Link Reference Guide: Participant (and Caregiver) v2.0

If you are a caregiver, you will receive your own email and/or text message from **noreply@muralhealth.com** with a link to create your Mural Link profile. You will view and use the app or online webpage from the participant's vantage, with access to both your profile and the participant's profile. You can refer to all information below as your own.

To access Mural Link enter [www.app.murallink.com](http://www.app.murallink.com) into your browser or you can search "Mural Link" in your phone's App Store/Google Play store.

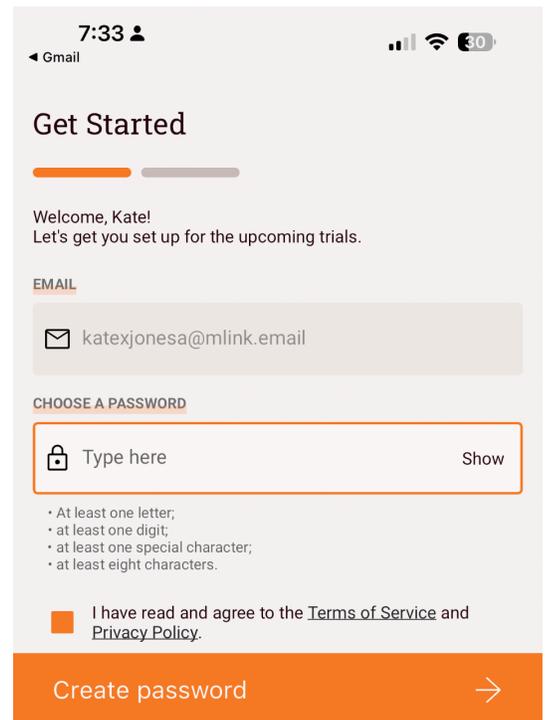
## How to Log in & Create Your Profile

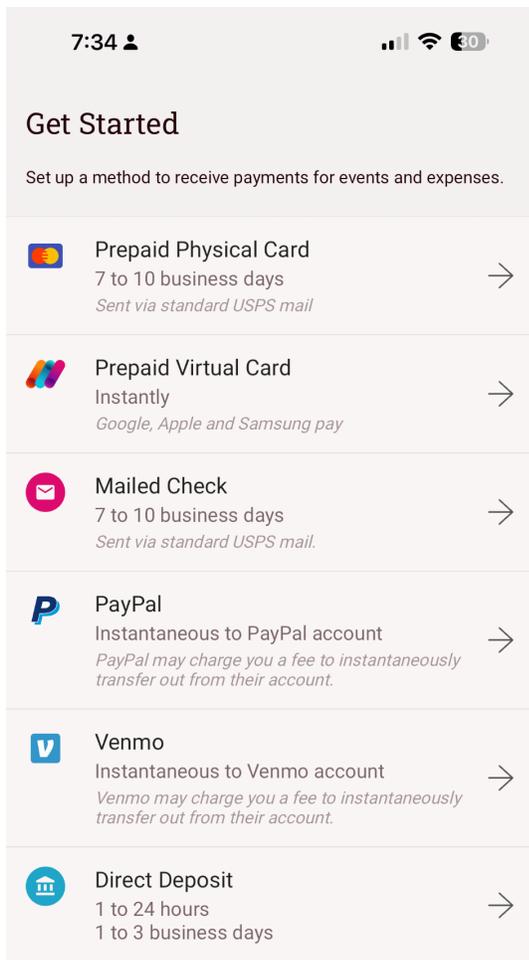


· Once registered by your site coordinator, you will receive an email and/or text message from **noreply@muralhealth.com** containing a link to create your Mural Link profile

After clicking the link, you will be brought to a registration page titled "Get Started":

- o Pre-populated fields:
  - Participant Name (if you are the caregiver, your name will appear as well)
  - Email address
- o Set a password ensuring it meets the necessary requirements
- o Review Terms of Service and Privacy Policy





Set your preferred payment: options vary by country

- **Fee Free Prepaid Debit Card (US/CA only)**
  - Virtual Card
  - Physical Card
    - You will be asked to confirm your mailing address
- **Transferred via Venmo (US only)**
  - You will be prompted to enter your Venmo username
- **Transferred via PayPal**
  - You will need to confirm your email address for PayPal
- **Deposited to your Debit Card (US only)**
  - You will be prompted to enter your 16-digit card number, expiration date/year
- **Direct Deposited to your Bank Account**
  - You will be prompted to enter your bank account number and bank routing number
- **Mailed via Check (US/CA only)**
  - You will be asked to confirm your mailing address

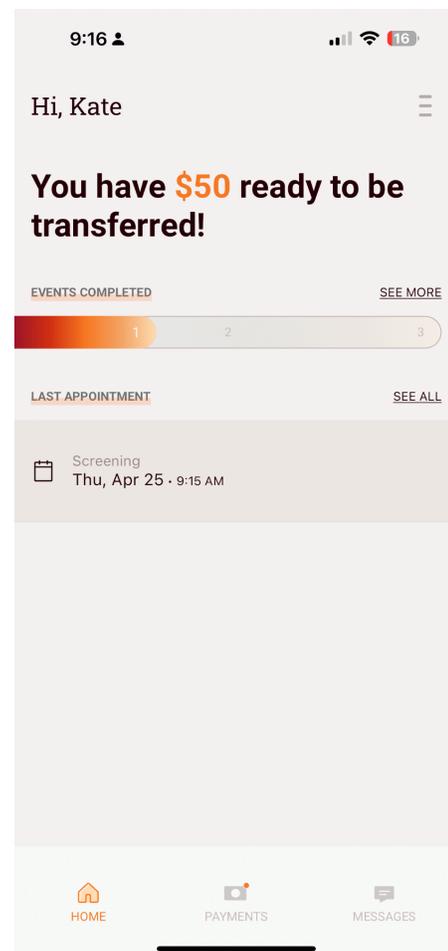
## How to Navigate the Mural Link App or Webpage:

*\*\*If you are in more than 1 trial, you can toggle between applicable trials by the name at the top of the app or webpage. Please note: the milestones and features listed below under "Dashboard Review" may differ based on each trial. You may see all of these features or only a selection of them, depending on your trial(s).*

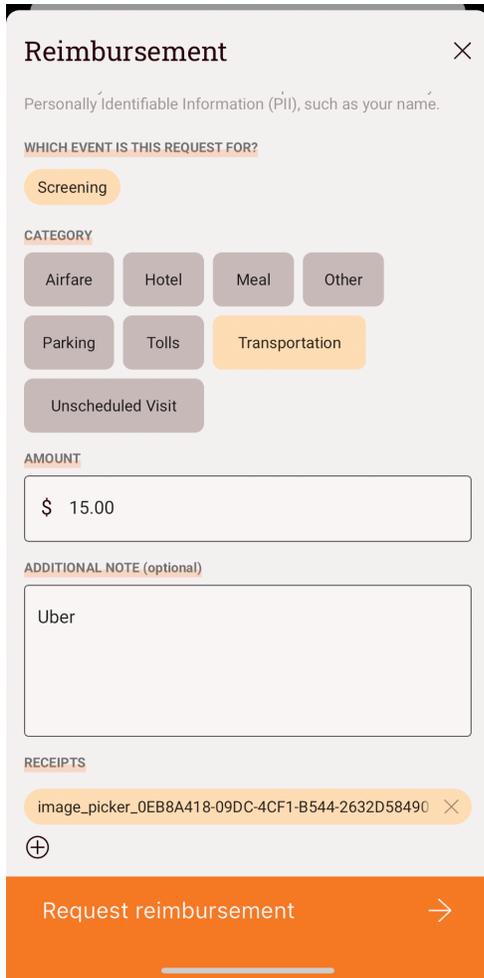
**Dashboard Review** (depending on the trials you have access to, some of the features below may not be available)

Upon initial login, you will be brought to your dashboard which will display the following details and/or action:

- o Events Completed
- o Next Appointment (if applicable)
- o Last Appointment (if applicable)
- o Funds Available (if applicable)
- o Book an Uber to your next visit (if configured for your trial)
  - Confirm the visit (event) the ride is for
  - Confirm address fields (will pre-populate your home address as provided to your trial site and your site's address)
  - Select ride option
  - Follow the location of the uber ride in the Mural Link App
- o Provide Feedback on your trial experience (if configured for your trial)
- o Message your Site (if configured for your trial)



## How to Request Reimbursement



**Reimbursement** ✕

Personally Identifiable Information (PII), such as your name.

WHICH EVENT IS THIS REQUEST FOR?

Screening

CATEGORY

Airfare Hotel Meal Other

Parking Tolls Transportation

Unscheduled Visit

AMOUNT

\$ 15.00

ADDITIONAL NOTE (optional)

Uber

RECEIPTS

image\_picker\_0EB8A418-09DC-4CF1-B544-2632D58490 ✕

+

Request reimbursement →

From the Payments menu:

- Click “Need Reimbursement for an Expense?”
  - Select the event the reimbursement is for
  - Select the category for the reimbursement
  - Enter the amount of the payment request
  - Include notes indicating what the reimbursement is for
  - Upload supporting documentation for your request (i.e., your receipt)
  - Click Request Reimbursement
  - Confirmation of Reimbursement

**Please note:** your reimbursement request will be reviewed by your Site Coordinator before being officially submitted and may also require sponsor approval before it’s made available to you in your Mural Link account.

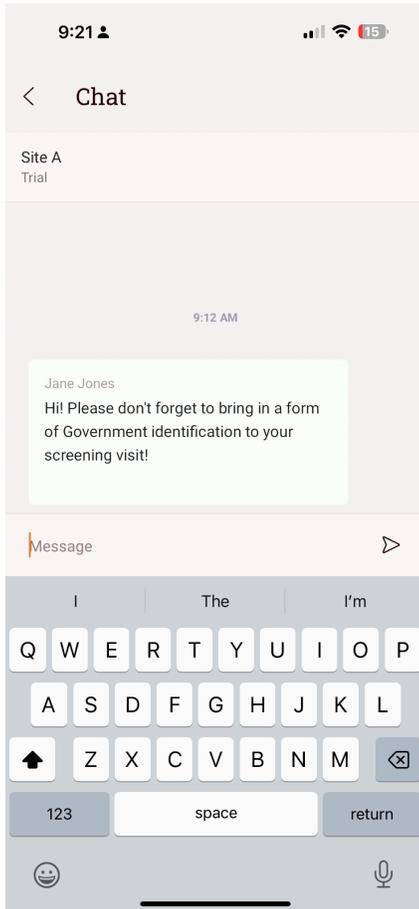
- If your reimbursement request is declined, you will receive a message indicating why
  - If you have further information or an updated amount for the declined request please submit a new request
  - If your request is approved, you will receive a notification alerting you to transfer your funds

## Transfer Payments

- Once funds are available, you will navigate to the “payments” section and click the “transfer now” button to initiate the funds transfer.
- With Mural Link, you get to choose how to receive your trial payments from several options:
  - Deposited via **Fee Free** Prepaid Debit Card - **US/CA Only**
    - Virtual Card
      - Virtual cards enable payments to be available immediately, and can be linked to Google Pay, Samsung Pay, and Apple Pay.
    - Physical Card
      - The physical card will ship directly to you and arrive in 7-10 business days
  - Transferred via Venmo **US Only**
    - Funds will be delivered to your Venmo account instantly when transferred
    - Transfers will display as “Mural Link Deposit”
  - Transferred via PayPal
    - Funds will be delivered to your PayPal account instantly when transferred
    - Transfers will display as “Mural Link Deposit”
  - Deposited to your Debit Card **US Only**
    - Funds will be deposited within 0-3 business days following transfer initiation
    - Transfers will display as “Mural Link Deposit”
  - Direct Deposited to your Bank Account
    - Routing numbers will be validated upon entry for accuracy; if your routing number cannot be validated, please select an alternative payment method
    - Funds will be deposited within 0-3 business days following transfer initiation
    - Transfers will display as “Mural Link Deposit”
  - Mailed via Check - **US/CA Only**
    - Your mailing address as provided to your coordinator will be used
    - Checks will be delivered via standard USPS mail and arrive within 7-10 business days

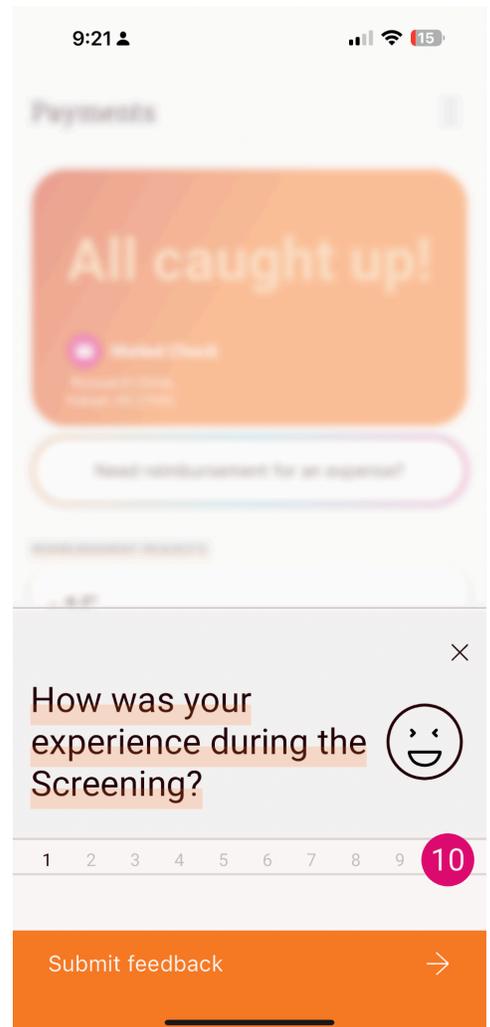


## How to Message (if configured)



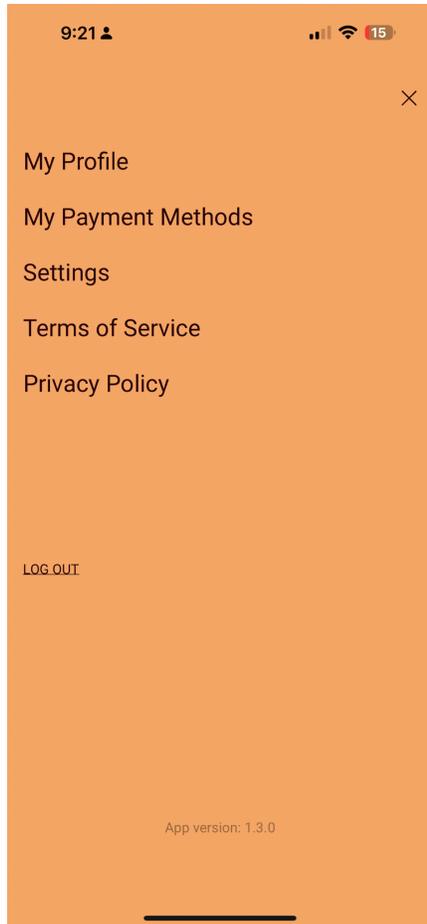
- Need to communicate with your trial site?
  - You can send messages to the staff at your trial site – as a note, these messages will be visible to all staff with Mural Link access, not just a single coordinator
  - Your trial site may send you messages as well, i.e. alerts about the trial, rescheduling an appointment, etc.

**Note:** this feature is not meant to be used to report any adverse events as a result of your trial participation – please report those incidents as directed by your trial site



## How to Submit Feedback (if configured)

- Want to offer some anonymous thoughts on how the trial is going?
- Once you have claimed a payment, a box will pop up with a scale to rate your experience from 1-10– this will be shared with your trial site, but rest assured, your identity will be kept completely anonymous!
- Note: this feature is not meant to be used to report any adverse events as a result of your trial participation – please report those incidents as directed by your trial site



### **Sidebar (on the app)**

- My Profile
  - You'll see your name, Participant ID and Trial
  - You can change your password, address and phone number
- My Payment Methods
  - You'll see your chosen payment method
  - You can view the other payment methods available if you'd like to change your selected payment method
- Settings
  - You'll see Notification options
    - You can toggle Push, SMS or Email
  - You can turn Biometric Authentication on/off (Face ID, Fingerprint ID, etc)
  - You can select your language for the app to display and receives notifications
- Terms of Service
  - You'll be redirected to our Terms of Service page
- Privacy Policy
  - You'll be redirected to our Private Notice

## **Frequently Asked Questions (FAQ):**

- **How can I change the information on my profile?**

*Participants can update their payment information, address and phone number. Please note to modify anything outside of what was addressed above you will need to reach out to Mural Support.*

- **I received a notification from Mural Link, who is Mural Link?**

*Mural Link is your site's chosen participant management platform and payment avenue for your clinical trial. You received a notification because you have an account that you can access to keep track of your appointments, get paid and more. You can visit <https://www.muralhealth.com/for-participants> for more information on our company and clinical trial technology.*

- **I can't find the registration link, what should I do? I deleted the email with the registration link, what should I do?**

*Please click the "forgot password" or "register" button on the app or website (<https://app.murallink.com/>) and follow the prompts provided.*

- **Where's my payment?**

*Please refer to the provided timelines and information above for payment depending on which option you chose. For inquiries regarding payment status, you can also reach out to Mural support.*

- **Where can I download the Mural Link app?**

*You can download the app on the app store or the google play store. You can also access the website, <https://app.murallink.com/>*

- **What if I don't want to give the site coordinator my information for payment?**

*If you prefer not to provide your information to the site coordinator for payment, you can contact Mural support via email or phone. We can grant participants access to manage their payment information themselves.*

- **What if I have a question about the trial itself?**

*For questions related to the trial itself, please contact the site directly. We'll handle other parts of your trial including the payment portion.*

### **Contact Information:**

**Mural Health Global Support Email:** [support@muralhealth.com](mailto:support@muralhealth.com)

**Mural Health North American Participant Support Line:** 267-550-0936

**Mural Health Global Participant Support Line:** +1-855-648-8856