

Using ZIVVER to obtain secure, digital consent

- ⇒ Prior to sending digital consent forms, confirm that you have the correct e-mail addresses and mobile phone numbers for the people you will be contacting. Potential recipients should have consented to being contacted via e-mail. For example:
 - ◇ If you received list of potential participants from a partner organization, that organization should have obtained consent from the potential participants to allow you to contact them via e-mail.
 - ◇ If you have contact information for a cohort from an earlier study and you need to get consent for a new purpose of using the data, call the participants first to obtain verbal consent to send the participants additional information about this new purpose and to conduct consent digitally. Note that you should also use this opportunity to confirm that the e-mail address information and associated mobile phone numbers (if there are more than the one you are using) are accurate.
- ⇒ NB: At the moment, the current policy regarding all WMO-applicable research is that consent must be obtained on paper. Due to the COVID-19 concerns, this may change, but at the moment, if your research falls under the WMO, you must obtain consent on paper.

Instructions for Windows users with green or orange VU workstations/laptops

1. Setup ZIVVER (see this [VUnet](#) page for details)
2. When you are ready, start a new e-mail.
3. Above the usual information you normally fill in (To..., Cc..., Subject) you will see an extra bar of information that states that ZIVVER is off. Click on the circle next to the blue shield symbol and ZIVVER will be activated for this e-mail. This bar of information will now turn blue.
4. Enter the recipients e-mail address in the "To" field. The recipient is probably not someone with a VU e-mail address so you will see, on the upper right side of the blue bar, a yellow exclamation mark appear on the symbol of a person with a checkmark in front of them. When you hover over this symbol you will see a pop-up that says "Choose an identity verification method for extra security". Click on this symbol.
5. You will now have the option to choose an identity verification method. Choose the default of sending an SMS to the recipient. Enter the recipients mobile phone number.
 - a. If the recipient does not have a mobile phone that can receive SMS's, you can choose the option "Access Code" and then provide the recipient with the chosen access code via other means. **Do NOT send the access code through e-mail** (e.g. you could call them to provide the access code).

6. Fill in the e-mail with the required text and add any attachments, as required.
 - a. A good process would be to include all of the detailed information (information letter and detailed consent form) that must be shared with the participants in the attachments. The body of the e-mail should be where the recipient can indicate whether or not they consent. State in the body of the e-mail, that the recipient must read the attachments before giving consent.
 - b. Make sure your consent forms and information letters follow ethical and legal requirements. See this [checklist](#) for assistance.
7. Send the e-mail!
8. The recipient will receive an e-mail that includes a link that redirects them to the ZIVVER environment. Once there, they will be directed to send an SMS to themselves. The mobile phone number is pre-defined as the number you entered earlier and cannot be changed by the recipient, so they can only click on the button that says "Send SMS". They will receive an SMS with the access code which they can now fill in. Finally they can click to unlock the message and will see your e-mail text and they can download the attachments, as desired.
9. The participant can simply click on reply to respond to your message; their reply will be securely sent through the ZIVVER environment.
 - a. Before consenting, participants should be allowed to ask questions. In the body of the e-mail, let the participants know that they can ask questions via ZIVVER by simply responding to this e-mail or by calling the primary researcher(s) via Skype for Business.
 - b. Once all questions have been answered, the participant should copy the text of the original e-mail that they received from you and fill in the sections of your research that they consent to (e.g. by stating *yes* next to what they do consent to and *no* next to what they don't consent to) and by signing off with a name and date.
10. Save the message you receive as a PDF and ensure that it is stored securely, e.g. on the G-drive with encryption on the folder in which all of the PDFs are stored.

Instructions for MacOS/Linux users and Windows users with personal computers or red VU workstations/laptops

- ⇒ There is, unfortunately, no ZIVVER plugin available in the version of Microsoft Outlook for MacOS and if you are working on a personal Windows computer or a red workstation, you likely won't have ZIVVER installed. For Windows users, you can download ZIVVER from download.vu.nl if you have a network cable that you can use for internet access; you cannot download ZIVVER over WiFi. If you **are** able to download ZIVVER, you can follow the instructions above for Windows users on green or orange workstations; otherwise, continue with the directions below.

1. Login to the ZIVVER online app (<https://app.zivver.com/>). Type your VU e-mail address into the field for e-mail address on the login page and you will automatically be redirected to a VUnet login page. Replace your e-mail address on that page with your VUnet ID and then provide your VUnet password. You will also need to authenticate your access to ZIVVER with your Tigr app.
 - ◇ **NB:** If you are not automatically redirected to the VUnet login page as soon as you type in your VU e-mail address, you will need to activate your VU e-mail address in Microsoft Outlook 2016 via Citrix. This version of Outlook has ZIVVER pre-installed; you simply need to select “Manage Accounts” and then activate your VU e-mail address (additional directions are available [here](#)). Please do not continue to use Citrix thereafter because there is not sufficient space on the server for all VU users to use Citrix simultaneously. Just use it to activate your VU e-mail address and then return to the online app.
2. Start a new e-mail by clicking on the pencil symbol (a white pencil on a blue circle) at the bottom of your screen.
3. Fill in the recipients e-mail address in the field for “Recipient” (or “Ontvanger”). If the e-mail address has not previously been used, you will see a warning that “Verification method for recipient is incomplete”. Click on the warning. This will bring up a box on the right side of the screen, explaining the warning and giving you the option to resolve. Click on “Resolve”.
4. You will now have the option to choose an identity verification method. Click on the pencil symbol next to the recipients e-mail address. Choose the default of sending an SMS to the recipient. Enter the recipients mobile phone number.
 - a. If the recipient does not have a mobile phone that can receive SMS’s, you can choose the option “Access Code” and then provide the recipient with the chosen access code via other means. **Do NOT send the access code through e-mail** (e.g. you could call them to provide the access code).
5. Follow steps 6 through 10 above.