

## **Merck Mobile Application FAQs**

### **How do I install the application? Mobile Applications:**

Follow the standard iTunes and GooglePlay™ Marketplace based installation procedures for mobile applications.

### **How do I open the application?**

To launch the application, select the appropriate icon from your device menu screen.

### **How do I reset my password?**

Your password may be changed through the Settings tab by tapping the Edit key at the top right corner and following the on-screen instructions.

### **What do I do if I forget my security question answer?**

To safeguard the data stored, a valid password is required. The password may be reset by answering the security question. However, if you cannot provide your password or answer the security question, you must delete the application and reinstall it to regain access. This process will cause the loss of all stored data.

### **How do I change the auto-logout time?**

To safeguard the data stored, auto-logout is defaulted to 5 minutes. This default may be changed by accessing the settings screen and tapping the Edit key at the top right corner.

**Does Merck have access to the Information stored on the device?** No, the information stored on the device is held locally and is only available to the user.

### **What are the requirements for user name/password/security question?**

This application does not enforce restrictions on number of characters or use of special characters; However, we do recommend that passwords be kept secret, have a minimum of 8 letters, be changed regularly, and use a combination of the following: upper & lower case letters, numbers, and special characters (\*&^%\$).