

April 6, 2026

As part of our commitment to excellence, we have launched our ConnectOne portal enhancements, which have gone live today.

As part of this enhancement, all studies currently housed in SponsorREACH are moving to the ConnectOne portal by the end of April. This will be completed with minimal disruption to you. Communications will be shared in the portal as it relates to migration status. As a courtesy we will also send a direct email to each study as its migration has been complete.

As such it remains important that all users who currently interface with SponsorReach migrate their login credentials to the ConnectOne portal.

As a reminder, log on instructions are outlined below for your convenience.

A brief instructional video for accessing and navigating within ConnectOne can be reached through this link:

<https://www.labconnect.com/connect-one.html>

Access to ConnectOne:

- Access the ConnectOne system using the following link: <https://connectone.labconnect.com/>
- Click **Client Log In** in the upper right corner of the screen.
- Enter your email address as your username, and your existing SponsorREACH portal password to log into ConnectOne. If the "password expired" notification pops up, click the "forgot password" link to update it.
- Complete the electronic user agreement that opens directly in the ConnectOne portal.
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Note: All historic laboratory reports are available on the ConnectONE portal, ensuring seamless access to your data.

What to Expect:

- **Enhanced Functionality:** ConnectOne offers improved performance, designed to streamline your clinical trial processes. In addition to current functionality, future PowerBI capabilities will be available in 2026.
- **Support:** Our team will be available to assist you with any questions or concerns during this period.

We understand the importance of continuity and reliability in your clinical trials. Rest assured; we have taken extensive measures to ensure a smooth transition for your operations. Our legacy SponsorREACH portal will remain active during your transition to ConnectOne.

If you have any questions or need further information, please do not hesitate to contact us.

Thank you for your continued trust and partnership.