User Manual

How to Claim and Manage Your CRO Profile on findCRO.com

Introduction

findCRO.com is a free listing platform designed to connect businesses with Contract Research Organizations (CROs) across India. If your CRO is listed on findCRO.com, you can claim and manage your profile to ensure accurate information and better visibility. This guide provides step-by-step instructions on how to claim and update your CRO profile.

Step 1: Sign In as an Author

1. Go to f**indCRO.com**.
2. Click on **"List Your CRO"**.
3. If you already have an account, log in using your credentials.
4. If you don't have an account, register as an **Author** by selecting the appropriate option and completing the required details.
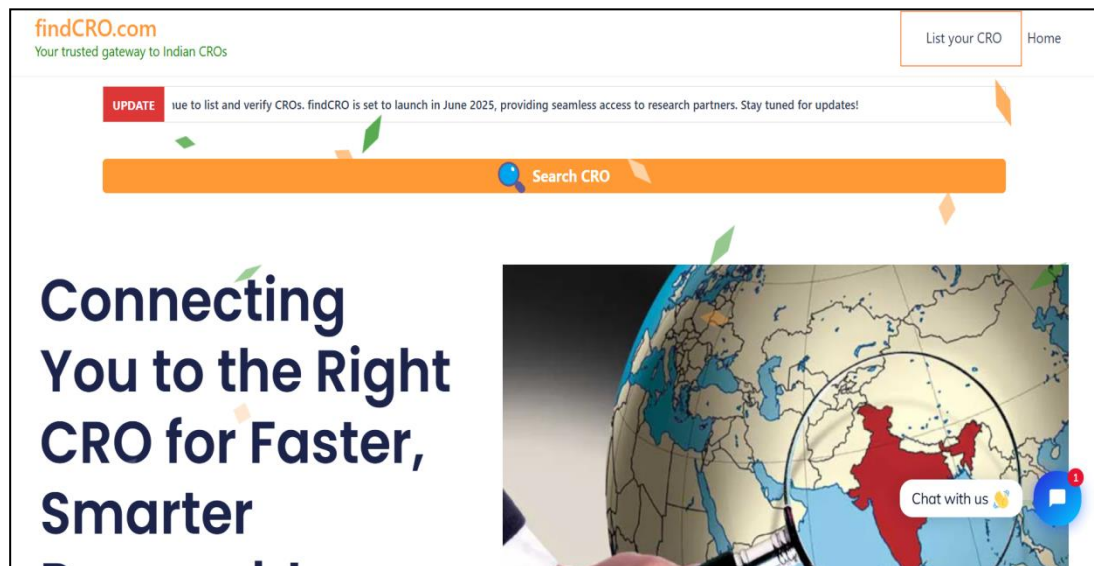

Figure 1 Screenshot showing "List your CRO"

Figure 2 Screenshot showing "signup page"

Step 2: Request Profile Ownership

To claim your CRO profile, an official representative must be assigned. Follow these steps:

1. The CRO should send an email to **clients@findcro.com** from an official email ID after registering as an author.
2. The email should include:
   - The **name and username** used for registering as an author on the website.
   - The **registered email ID** of the representative on findCRO.com.
   - Confirmation that they will manage the CRO profile on behalf of the organization.

Note: All inquiries submitted through the enquiry form on the CRO's page will be sent directly to the provided email ID, ensuring seamless communication. Please use an actively monitored email to avoid missing any business inquiries.

Step 3: Edit and Manage Your Profile

Once ownership is approved, you will receive an email, and the authorized representative can then edit and manage the CRO profile:

1. Log in to findCRO.com with the assigned author account.
2. Navigate to Dashboard > My Listings to access your CRO profile.
3. Click on Edit to update company details such as:
   - Company Description
   - Services Offered
   - Contact Information
   - Category and Tags
4. Save changes to update your listing.

If your CRO is not listed on the website, you may also submit it as a new entry. To do so, use the "Submit Listing" option highlighted in the green square in the screenshot below. The new entry will be reviewed by the admin within 24 hours.
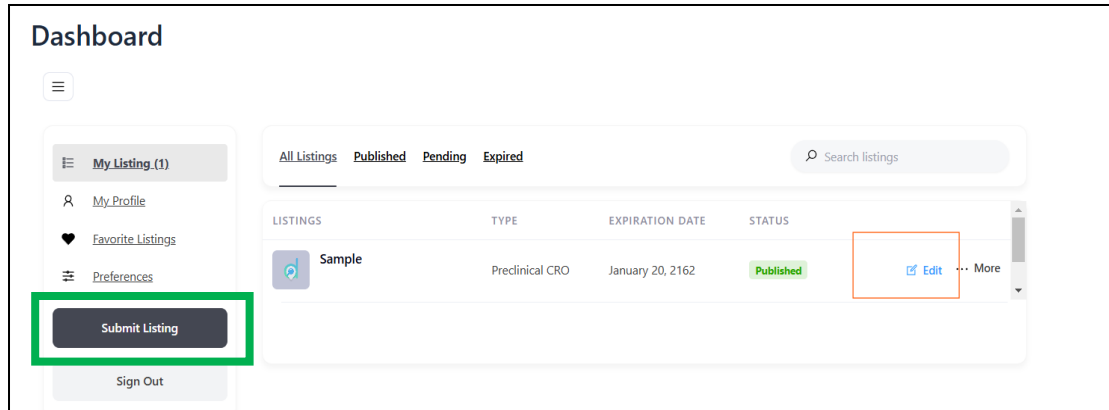
Figure 3 Screenshot showing "Dashboard Once CRO claim approved by findCRO admin"

To integrate a map, you need coordinates.

1. Open **Google Maps** and search for your company location.
2. Move the cursor to the exact location and **right-click**.
3. Select **"What's here?"** to see the latitude and longitude.

For example, searching **Indiagate** gives:

- **Latitude**: 28.61397
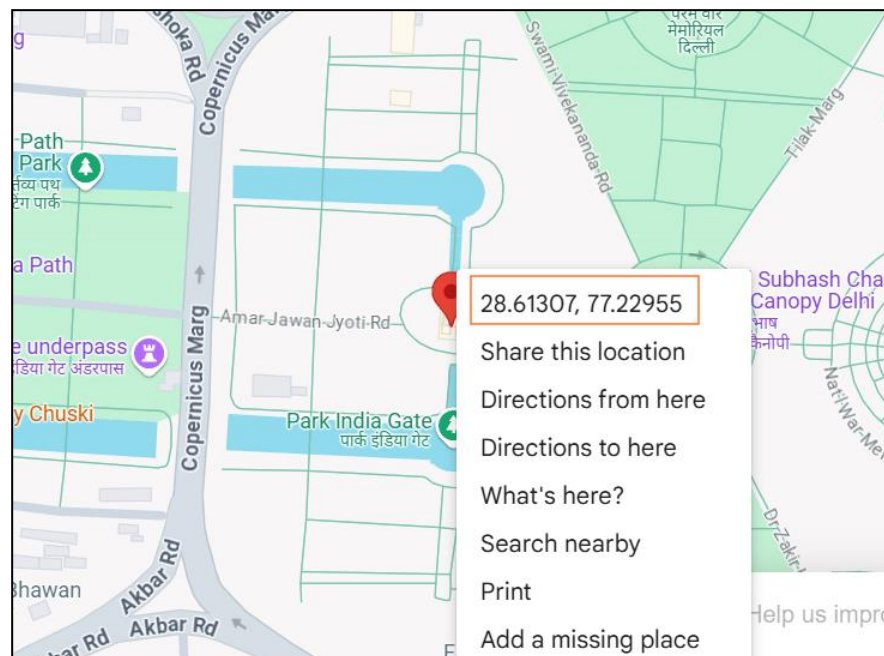- **Longitude**: 77.2295

Figure 4 Screenshot showing Location co-ordinates

Additional Features

- **Categories & Tags:** Utilize relevant tags and categories to enhance visibility and improve searchability.
- **Profile Updates:** Keep your profile updated with the latest offerings to ensure accurate and up-to-date information.
- **Customer Inquiries:** All inquiries submitted through the website will be forwarded to the designated email ID, ensuring smooth communication with potential clients.
- **Verified Feature (Upcoming):** CROs can obtain a verified status by submitting the required details as requested by the findCRO team. This feature is currently not active.

What Happens If a Page Is Not Claimed?

- **Limited Control:** The CRO will not be able to update or modify its profile details.
- **Missed Inquiries:** Potential clients may not receive accurate or updated information, leading to missed business opportunities.
- **Lower Visibility:** An unclaimed page may have reduced search rankings, making it harder to discover.
- **No Verification:** The CRO will not be eligible for the upcoming verified status feature.

To ensure accurate representation and maximize visibility, it is recommended to claim and update the page regularly.

Support

For any issues or further assistance, please contact **clients@findcro.com**.

Thank you for being a part of findCRO.com – **Gateway to Indian CROs**!