

MOODS Enrollment Address Confirmation Follow-Up Response Email

Purpose: This email response is to follow-up with participants who have enrolled in the study and submitted their address for smartwatch shipment, but who have not confirmed their address to the auto-generated enrollment response email. Using this template is likely necessary as emails from MOODS@md2k.org may be assigned to participants' Junk, Spam, or "Promotions" (as in Gmail) folder.

Instructions: Send this email if no confirmation email is received from the participant within one calendar day (e.g., at least 12 hours) of the auto-generated email being sent. Ensure that MOODS@md2k.org is cc'd.

Hi {participant first name}!

We are following up to confirm your address for shipment of the study smartwatch (found in the below email). Please take a look and let us know if it is correct or needs any changes.

Once we receive confirmation of your mailing address, we will proceed with shipping the smartwatch for your participation in this 100-day stressor research study. We require this extra confirmation step due to the all-virtual nature of the study and to make sure the smartwatch reaches the correct location for our participants.

We appreciate your participation! Please, let us know if you have any questions about your participation now or in the future.

****Because study-related emails (e.g., visualizations) will come from MOODS@md2k.org, we recommend adding that email address to your "safe senders" list or otherwise ensure it reaches your Inbox instead of a "Junk", "Promotions", or similar folder.**

Regards and thanks again for participating,
The MOODS Study Team

Second attempt template language:

Hi {participant first name}!

We are following up to confirm your address for shipment of the study smartwatch (found in the below email). Please take a look and let us know if it is correct or needs any changes.

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Regards and thanks again for participating, The MOODS Study Team

Third attempt template language:

Hi {participant first name},

We just wanted to reach out one more time to verify your shipping address for the MOODS study (see below in this email thread). We require this step due to the all-virtual nature of the study.

In the event you have changed your mind about participating the study, just let us know and we will remove you from our roster with no further obligation. We may then offer the enrollment slot to another participant.

Regards,
The MOODS Study Team