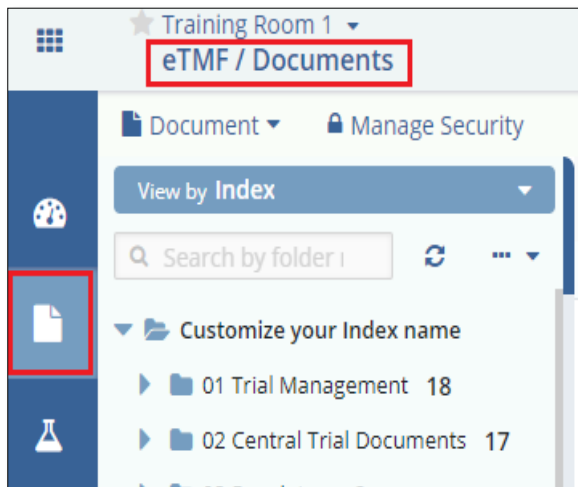


Applicable to: Administrators Editors Readers
 eTMF Study Start-up

Users who receive Query messages from Trial Interactive can respond via email with information and/or new versions of documents.

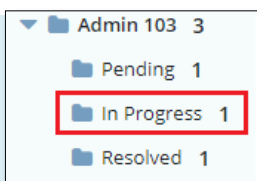
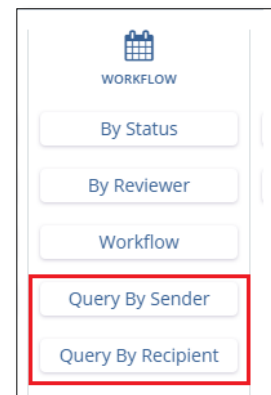
The reply email, will be captured within the unique Query ID thread for resolution review so long as the responder does not change the Subject line of the email when replying.



1. Login to the room to resolve a query. Select **eTMF** within the Navigation grid and navigate to the **Documents** module on the left.

Note: users must *first* be added to the Workflow group(s) by the room Administrator

Select **Query By Sender** or **Query By Recipient** from the drop down menu.

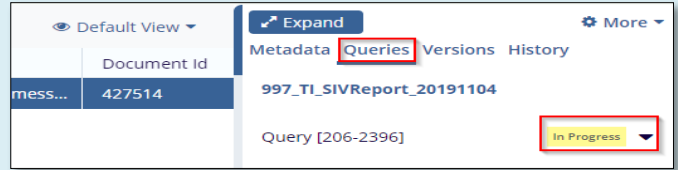


3. Find the **In Progress** query to be resolved.

Note: Pending = query sent; In Progress = response received; Resolved = closed

<input type="checkbox"/>	Query Id ▲	Query Date	Submitted Na...	Query	Document Id
<input type="checkbox"/>	206-2396	12 Nov 2019	SIV Report	Thank you for your message. I a...	427514

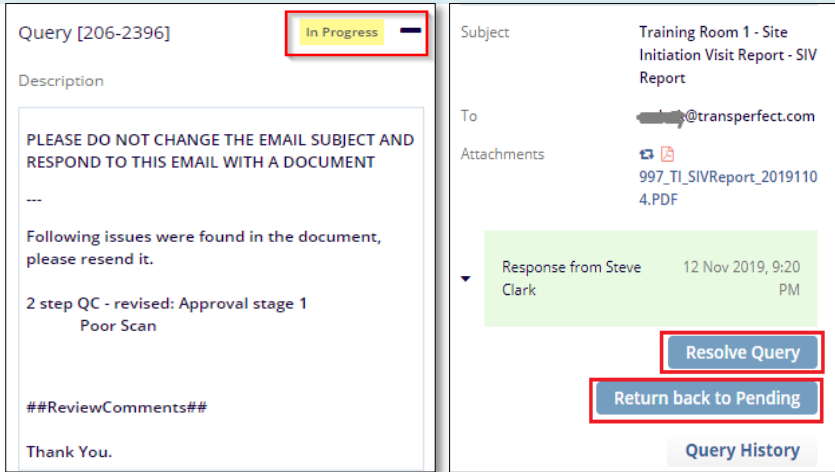
4. Select the record and click **Queries** in the **Metadata** section.



5. View the reply and any attachments by expanding the **In Progress** query.

If an out-of-office message is received, the user can reset the status using the **Return back to Pending** button.

If the response adequately address the issue, click the **Resolve Query** button.

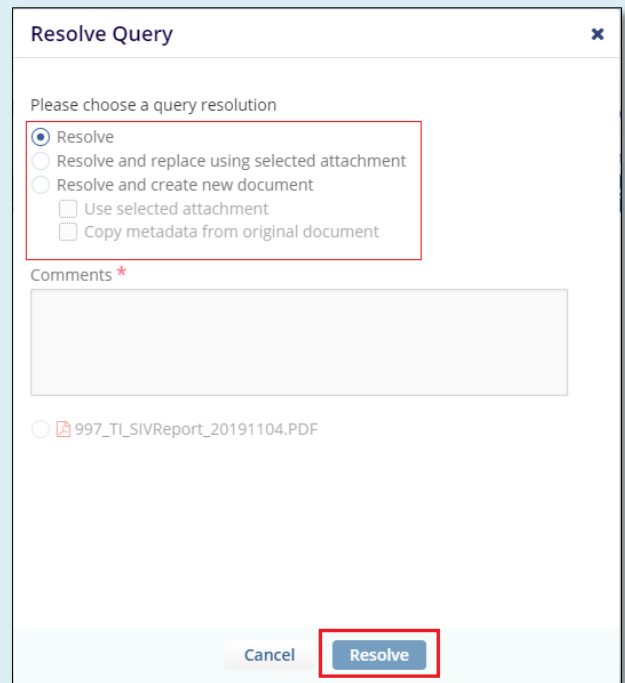


6. Choose from multiple options:

a. Select **Resolve**.

b. Select **Resolve and replace using selected Attachment**.

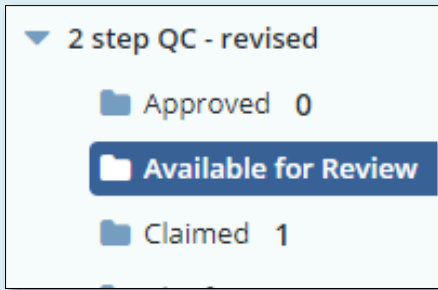
c. Select **Resolve and create new document**.



7. The query will then move to the "Resolved" folder.



The document icon will update in the Grid to reflect the fact that the query is now resolved.



8. Complete the Workflow review for the resolved document.

For any additional assistance, click ...

