

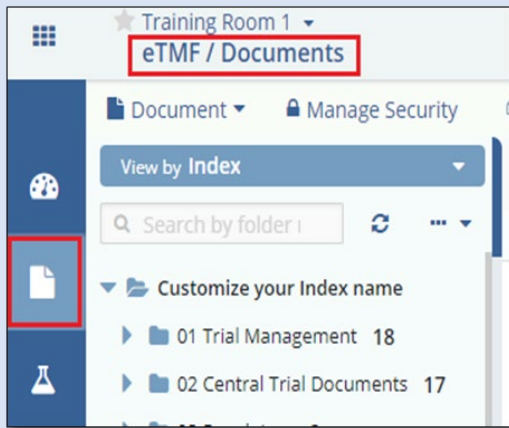
APPLICABLE TO:

- Administrators
- Editors
- Readers

- eTMF
- Study Start-Up
- myTI

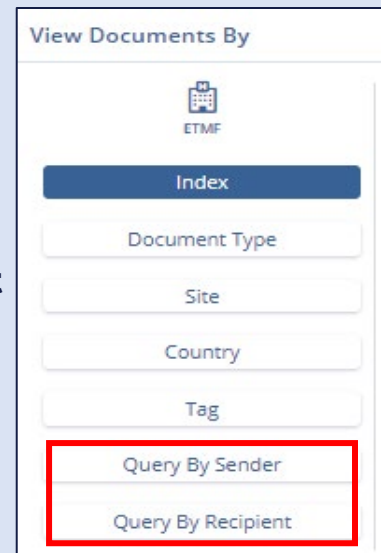
Users who receive Query messages from Trial Interactive can respond via email, or within the room, with information and/or new versions of documents.

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

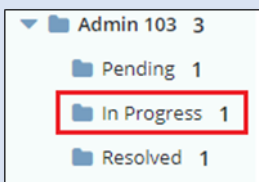


1. Login to a room to resolve a query. Select **eTMF** within the Navigation Grid, and navigate to the **Documents Module** on the left.

Note: Users must first be added to the Workflow group(s) by the room Administrator. Users who have been added to the Query Manager group can respond to **any** workflow query



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

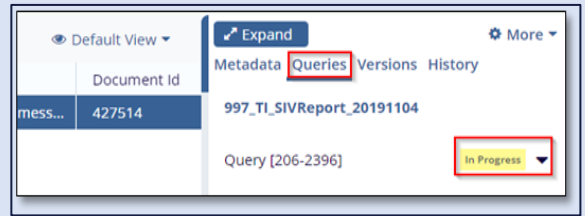


3. Find the **In Progress** query to be resolved.

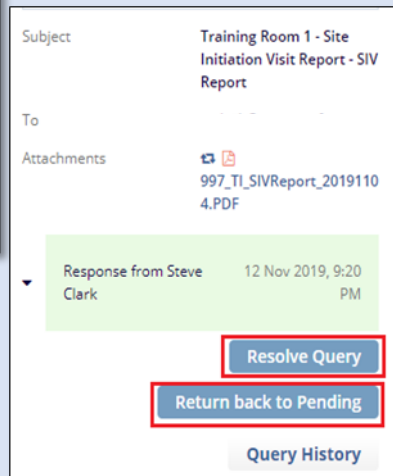
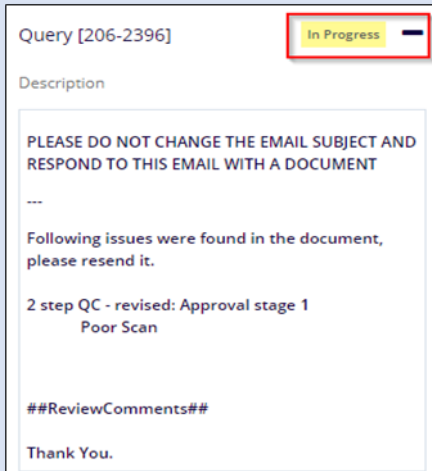
Note: **Pending** = query sent; **In Progress** = response received; **Resolved** = closed

	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** pane.



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

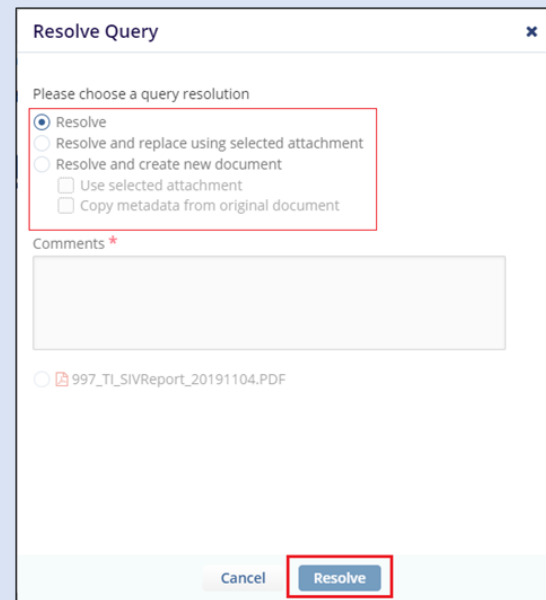


If an out-of-office message is received, the user can reset the status using the **Return back to Pending** button.

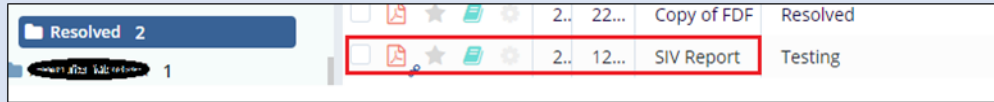
If the response adequately addresses the issue, click the **Resolve Query** button.

6. Choose from the following options:

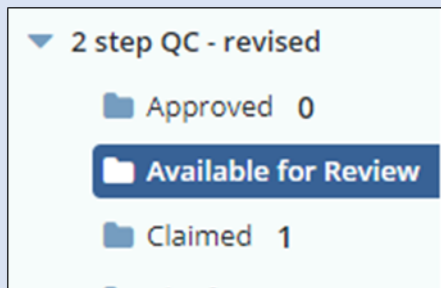
- a. Select **Resolve**
- b. Select **Resolve and replace using selected Attachment**
- c. Select **Resolve and create new document**



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.