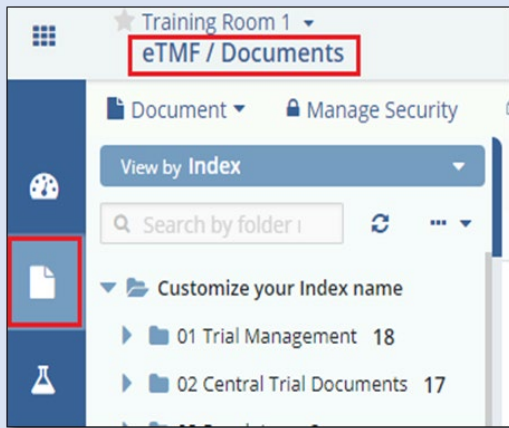


**APPLICABLE TO:**

- Administrators
- Room Managers
- Editors
- Readers
- eTMF
- Study Start-Up
- myTI

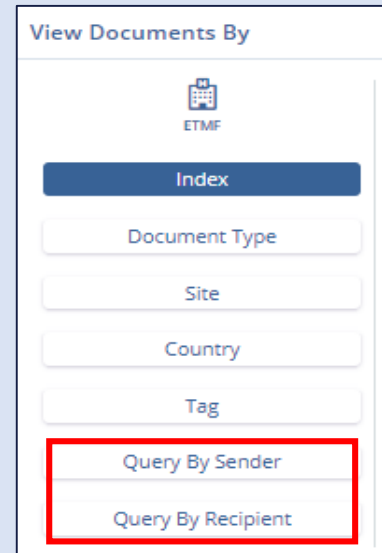
Users who receive Query messages from Trial Interactive can respond via email, or within the room, with information and/or new versions of documents.

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.

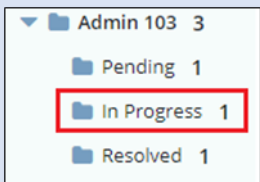


1. Login to a room to resolve a query. Select **eTMF** within the Navigation Grid, and navigate to the **Documents Module** on the left.

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.

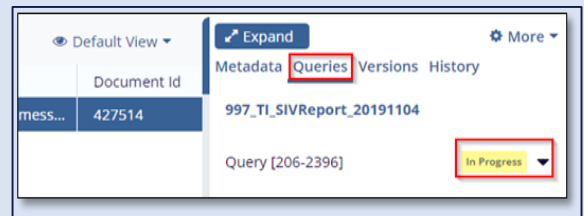


3. Find the **In Progress** query to be resolved.

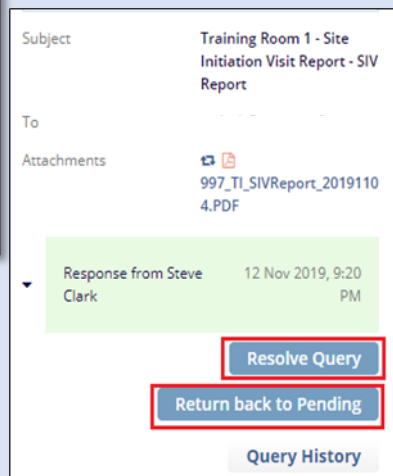
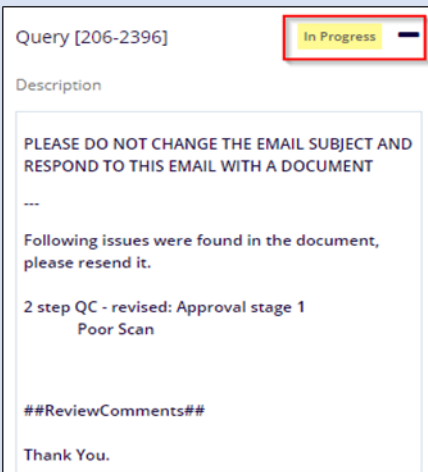
Note: **Pending** = query sent; **In Progress** = response received; **Resolved** = closed

<input type="checkbox"/>	Document Id	Query ID	Query Date ▲	Submitted Name	Query
<input type="checkbox"/>	1203343	509-12012	02 Oct 2020	Clinical Protocol ...	This document is not missing pages

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



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

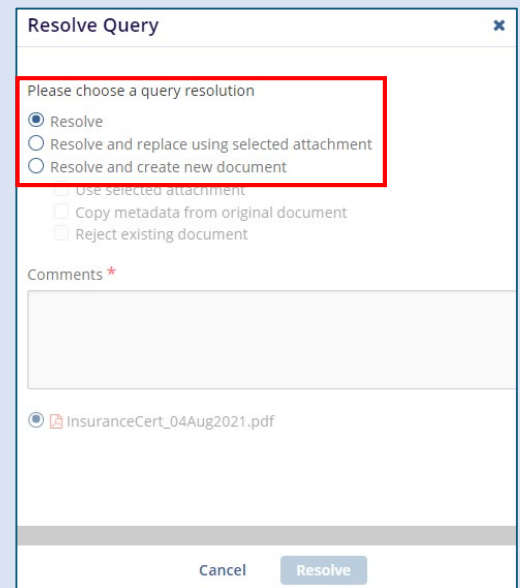


If an out-of-office message is received, the user can reset the status using the **Return back to Pending** button.

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

6. Choose from the following options:

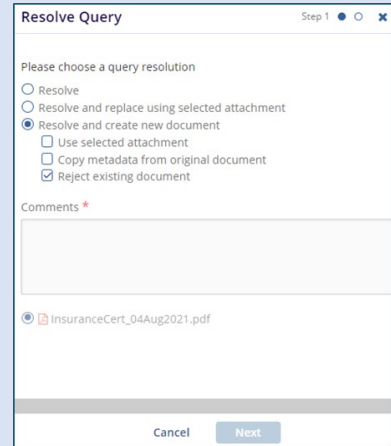
- a. Select **Resolve**
- b. Select **Resolve and replace using selected Attachment**
- c. Select **Resolve and create new document**



Note: If **Resolve and Create New Document** is selected, users will be able to choose **Reject Existing Document** which will allow them to reject the current document and create a new one using the attachment they received in the query response.

Metadata for the new document will need to be completed before the query can be marked as **Resolved**.

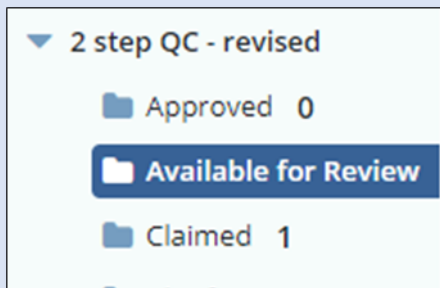
The **Reject Existing Document** option will appear if the user is a **“Workflow Reviewer,”** a **“Query Creator,”** or if the **“Resolve and Create New Document”** option is chosen.



### 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.