

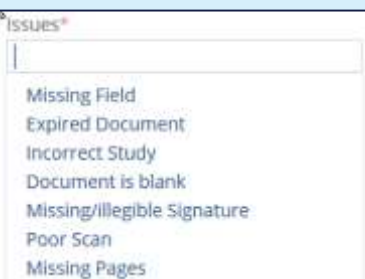
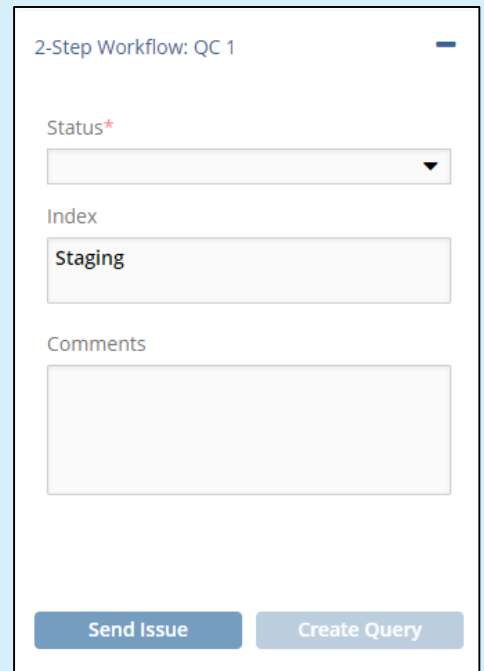
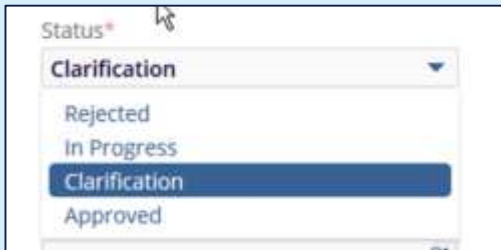
APPLICABLE TO:

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

Note: The following steps assume the user is familiar with the QC Workflow and has been added to a Workflow group; see the related job aid: **How to QC a Document**.

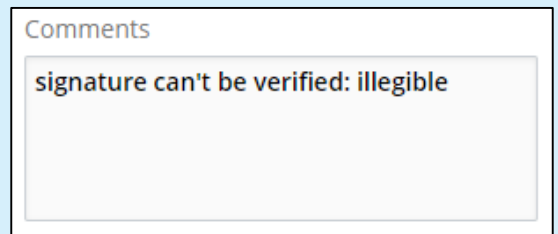
1. After performing Quality Check (QC) of a document where a need for clarification is determined, scroll down within the Metadata pane on the right to find **Status**.

2. Under **Status**, select **Clarification**.



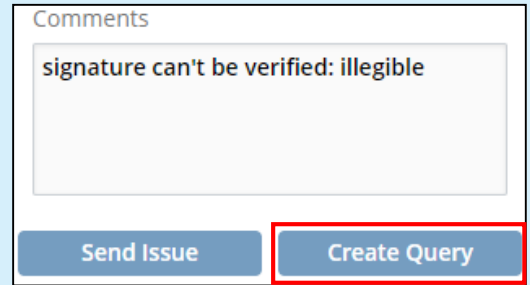
3. An **Issues** field appears as a required field. Select all that are applicable.

4. Enter any relevant **Comments**.



these are Reviewer comments which are workflow-specific and separate from the general Comments metadata field.

5. Initiate a Query by clicking on the **Create Query** button.

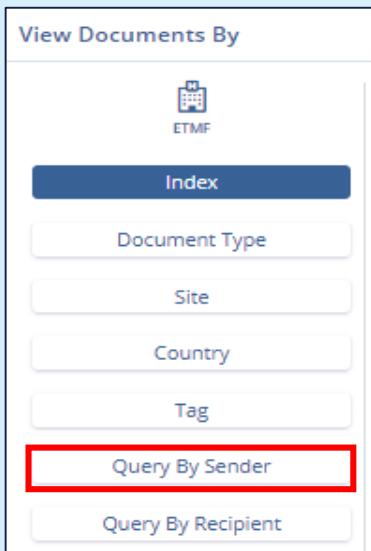


6. The Query email dialog auto-populates. Click **Add** or **CC** to edit Responders (i.e. recipients).

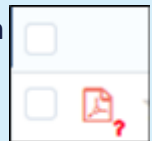
- Do **not** change the **Subject**
- Update the email body as necessary

7. Click **Send Query**. An email is issued to all responders.

8. In the Metadata pane, click **Save** to update the document review status.



The document icon in the grid updates with a “?” for any document that has an open query.



8. You can review **Queries** by changing the document view to **Query by Sender**.



Also refer to related job aids **Workflow:How to Resolve a Document Query** and **How to Reply to a Query**.