

APPLICABLE TO:

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

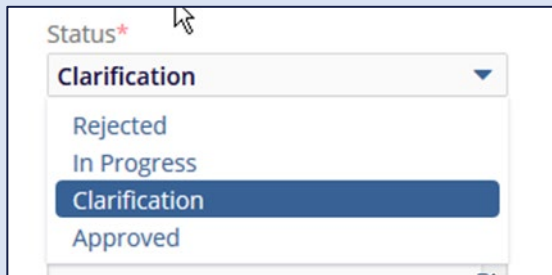
Note: The following steps assume the user is familiar with the QC Workflow and has been added to a Workflow group; see the related job aid: **How to QC a Document**



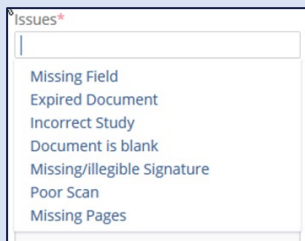
1. After performing a Quality Check (QC) of a workflow document, scroll down within the Metadata pane on the right to find **Status**.



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



3. Under **Issues**, select all that are applicable.

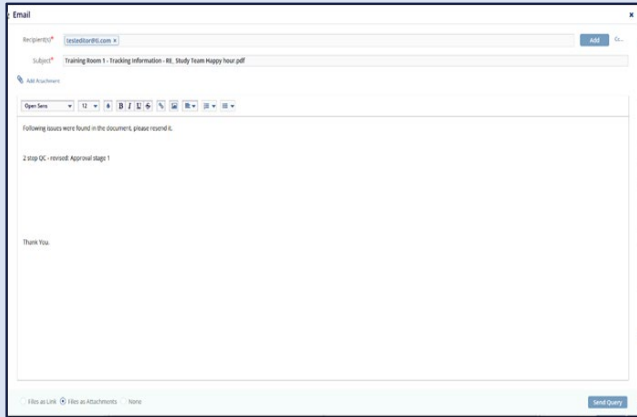
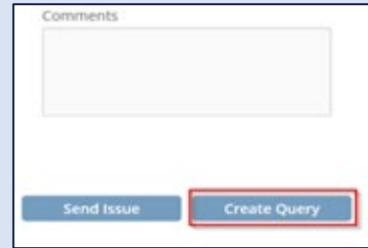


4. Enter any relevant **Comments**.



(these are Reviewer comments which are not the same as the general comments field)

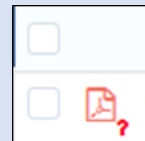
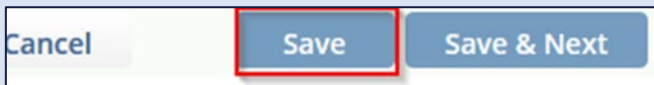
5. Initiate an email Query by clicking on the **Create Query** button.



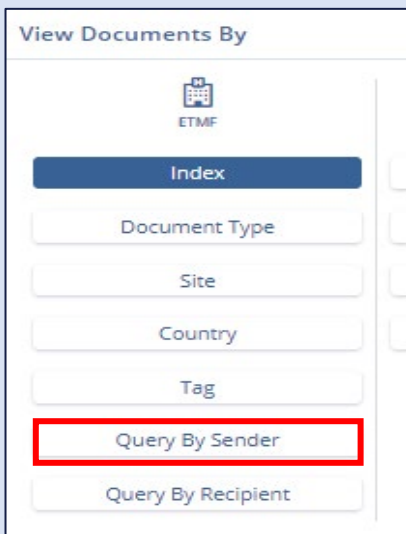
6. The Query email auto-populates. Click **Add** or **CC** to update recipients.

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

7. Click **Save** to update the document status.



The document icon in the grid updates with a “?”



8. View a **Query** by changing the document view to **Query by Sender**.