TRIAL INTERACTIVE

How to Reply to a Query

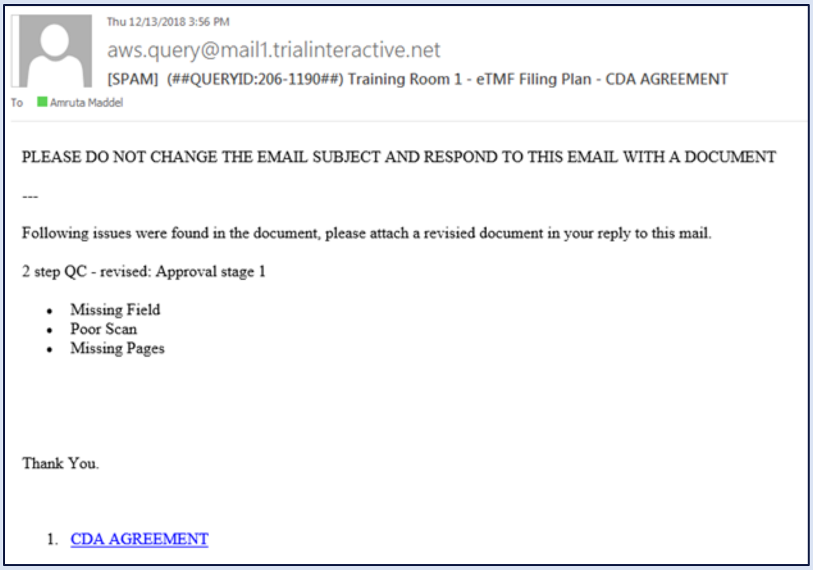
TI v 10.2

APPLICABLE TO: All Users eTMF

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

Recipients should check their Spam/ Junk folder for queries in case the email is not recognized by the recipient's server.

2. When replying via email, be sure to leave the **Subject Line** unchanged to ensure that the reply is received.


Thu 12/13/2018 3:56 PM

aws.query@mail1.trialinteractive.net

[SPAM] (##QUERYID:206-1190##) Training Room 1 - eTMF Filing Plan - CDA AGREEMENT

To Amruta Maddel

PLEASE DO NOT CHANGE THE EMAIL SUBJECT AND RESPOND TO THIS EMAIL WITH A DOCUMENT

Following issues were found in the document, please attach a revisied document in your reply to this mail.

2 step QC - revised: Approval stage 1

- Missing Field
- Poor Scan
- Missing Pages

Thank You.

1. CDA AGREEMENT

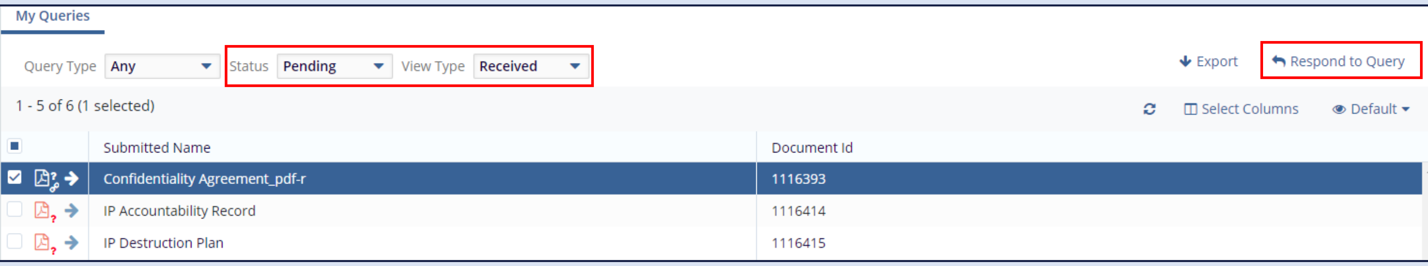
3. For each query reply, the system sends an email stating the reply was received.

Query recipients can be any contact or user listed in the study room.

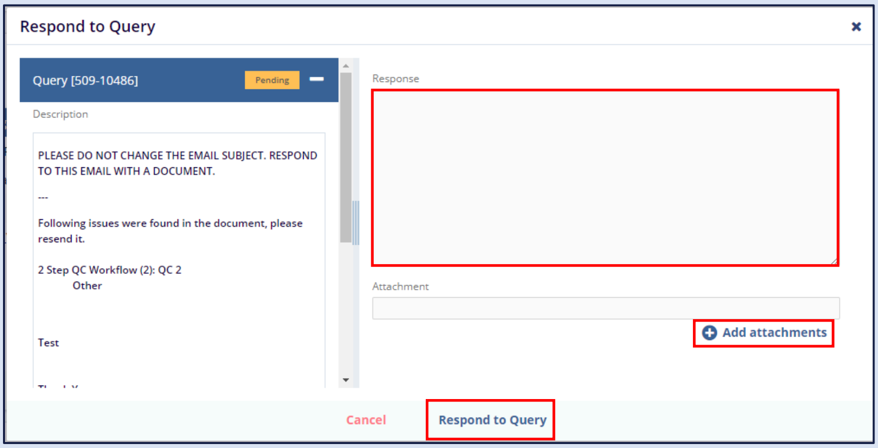
If the recipient does not reply, automatic query responses are sent until a reply is received based on room settings.

Users can also respond to a query from within a Trial Interactive room.

Using the My Queries Dashlet



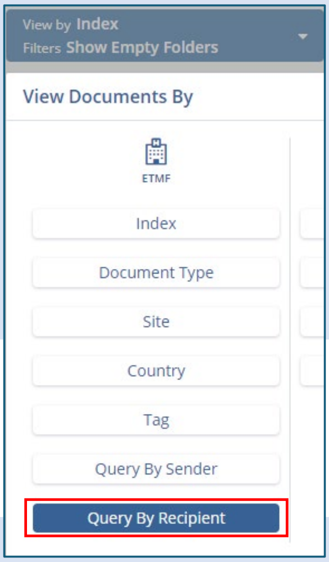
1. Using the dropdown menus, select **Pending** queries which were **Received** by you.
2. Select a query and click on the **Respond to Query** button.
3. The **Respond to Query** window will open.
4. Type a response in the window and attach any documents as necessary.



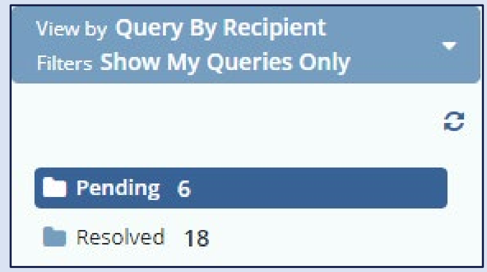
Press **Respond to Query** when done.

Users can also respond to a query from within a Trial Interactive room.

Using the eTMF Documents Module

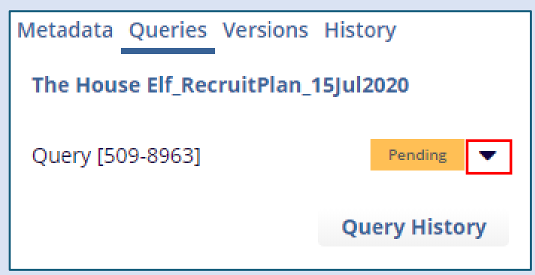


1. Change your view to **Query by Recipient.**



2. Select the Pending folder to see queries which still require a response from you.

3. Select one of the documents from the grid. This will cause the Metadata pane to populate. The **Queries tab** will be selected by default.



4. Expand the Pending query by clicking the arrow.

5. Press the Respond to Query button at the bottom of the metadata pane.

6. The **Response** area will open.

7. Type any response in the field and attach any documents as required.

8. Press **Update and Save** when you are done.