

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 Amuta Maddel	3. For each query
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	reply, the system sends an email stating the reply was received.
Thank You. 1. <u>CDA AGREEMENT</u>	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.







### TI v 10.3

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

### Using the My Queries Dashlet

My Queries		
Query Type	e Any   Status Pending  View Type Received	✤ Export  Respond to Query
1 - 5 of 6 (1	selected)	😂 🔲 Select Columns 🔹 Default 🔻
	Submitted Name	Document Id
☑ 🖓 >	Confidentiality Agreement_pdf-r	1116393
🗆 🖪, 🗲	IP Accountability Record	1116414
A 10 10 10 10 10 10 10 10 10 10 10 10 10	IP Destruction Plan	1116415

- 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.

Query [206-496] Workflow Pending -	- Î	Response
Description		
PLEASE DO NOT CHANGE THE EMAIL SUBJECT AND RESPOND TO THIS EMAIL WITH A DOCUMENT		
Following issues were found in the document, please resend it.		
2 step QC - revised: Approval stage 1		
Missing Field Expired Document		Attachment
Incorrect date		G Add attachn
Thank You.		

Press Respond to Query when done.



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1 - 5 of 6 (1	selected)	C 🔟 Select Columns 🔹 Default 🗸
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Query [206-496] Workflow Pending -	- Î	Response
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Missing Field Expired Document		Attachment
Incorrect date		G Add attachn
Thank You.		

Press Respond to Query when done.



### How to Reply to a Query

# T R I A L INTERACTIVE

## TI v 10.3

- 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.
- Response
  Attachment
  Attachment
  Attachment
  Cancel
  Update and Save

#### Using the Queries application

Click the **Queries** application 1.  $\bigcirc$ \_\_\_ from the Navigation Grid. Q & A Tasks Reports 62 Queries **Event Manager** Home Select the Pending folder to see 2. View by My Queries queries which require a 2 C response from you. Pending 2



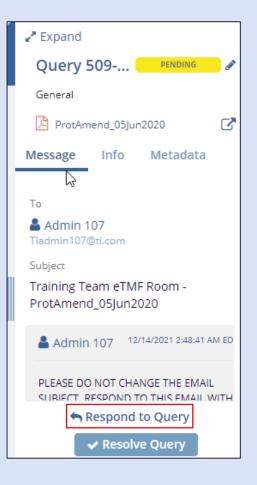
## T R I A L INTERACTIVE

## TI v 10.3

3. Select one of the documents from the grid. This will show Query details in the Metadata pane.

Subject     Query Id     Status     Type       Traini     509-16724     PENDING     General	1 - 2 of 2 (1 selected)					
Contraini 509-16724 Contraining Generation		Subject	Query Id	Status	Туре	
		🍋 Traini	509-16724	PENDING	General	
C 🌑 Traini 509-16541 🛛 🖉 Genera		🇠 Traini	509-16541	PENDING	General	

4. Read the details of the query in the Message dashlet and select **Respond to Query** to provide a response.



5. A message box will open in the Metadata pane Respond to the query as appropriate and click **Save**.

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Use **Resolve Query** to close the query without further action (no attachments).

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[	Message	Info	Metadata
	Attachment		
		<b>C</b> Ac	ld attachment
	Can	cel	Save



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