

APPLICABLE TO:

All Users

eTMF

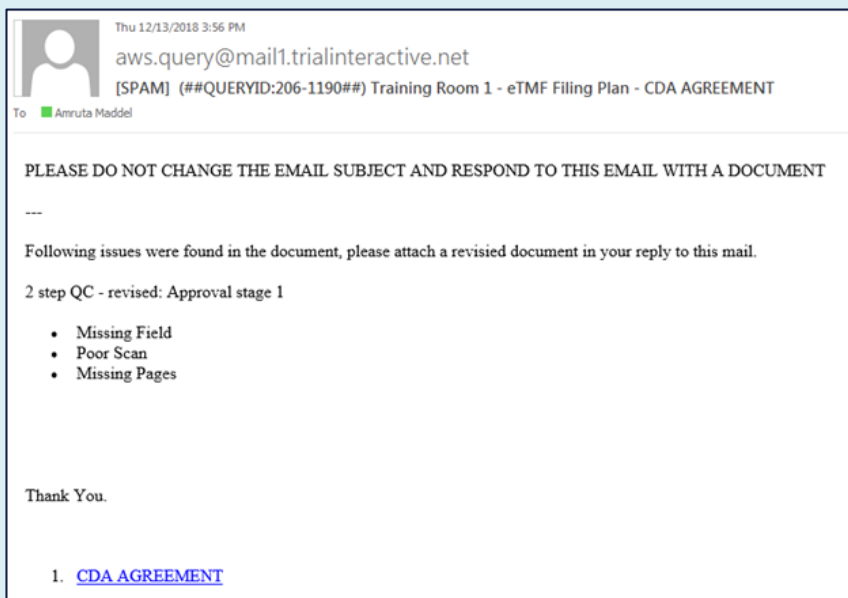
Replying via email

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.



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.

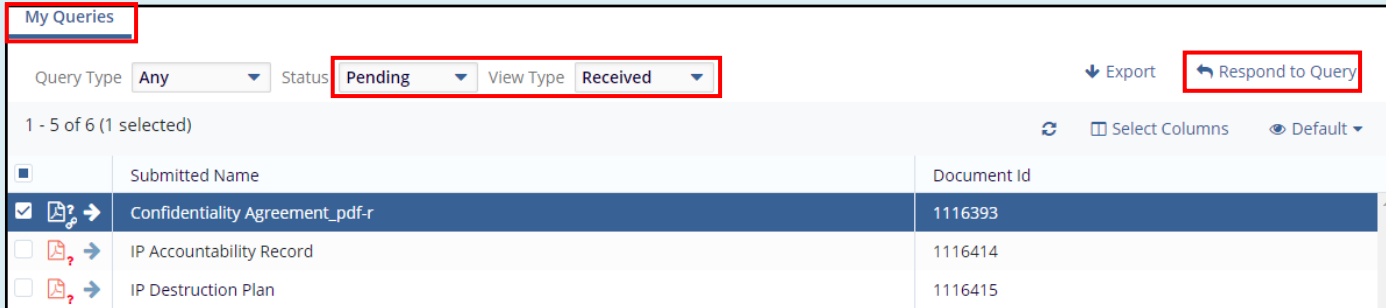


If a recipient does not reply, automatic reminders are sent until a reply is received, at intervals based on room settings.

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

Replying from the *My Queries* Dashlet

1. Locate My Queries on your dashboard.



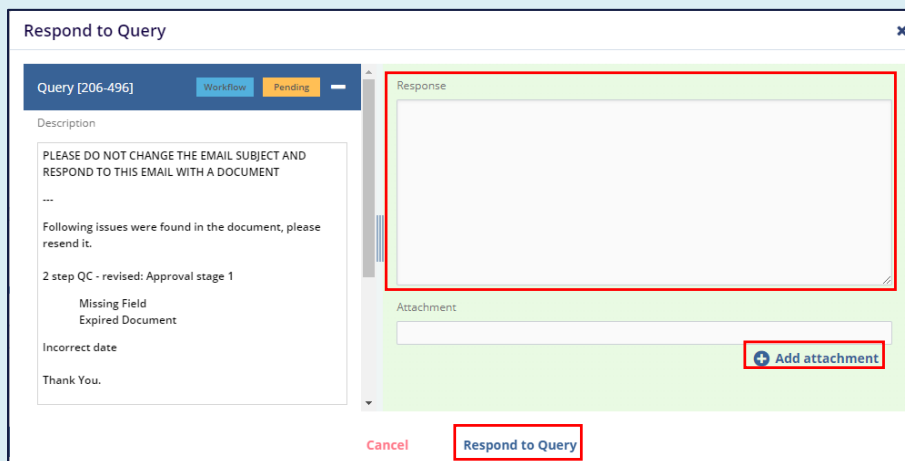
The screenshot shows the 'My Queries' dashboard. At the top left, the 'My Queries' tab is highlighted. Below it, there are three dropdown menus: 'Query Type' set to 'Any', 'Status' set to 'Pending', and 'View Type' set to 'Received'. To the right of these are 'Export' and 'Respond to Query' buttons. Below the filters, it shows '1 - 5 of 6 (1 selected)'. A table lists the queries:

	Submitted Name	Document Id
<input checked="" type="checkbox"/>	Confidentiality Agreement_pdf-r	1116393
<input type="checkbox"/>	IP Accountability Record	1116414
<input type="checkbox"/>	IP Destruction Plan	1116415

2. Using the dropdown menus, select **Pending and **Received** as shown. This selects only those queries which are awaiting your reply.**

3. Select a query and click on the **Respond to Query button. The **Respond to Query** window will open.**

4. Type your response in the text box and attach any documents as necessary. Press **Respond to Query when done.**



The screenshot shows the 'Respond to Query' window. On the left, there is a sidebar with 'Query [206-496]', 'Workflow', and 'Pending' tabs. Below this is a 'Description' section containing the following text:

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

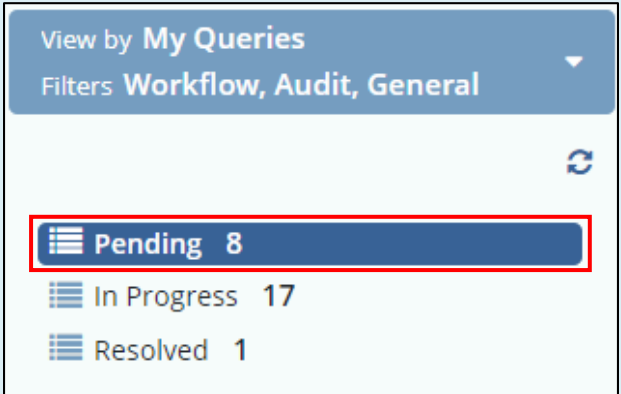
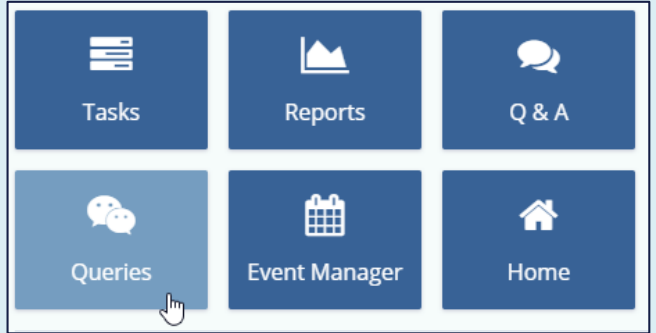
Incorrect date

Thank You.

On the right side of the window, there is a large text area labeled 'Response' and an 'Attachment' section with an 'Add attachment' button. At the bottom of the window, there are 'Cancel' and 'Respond to Query' buttons.

Replying from the Queries application

1. Open the Navigation Grid and click on the **Queries** item.



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

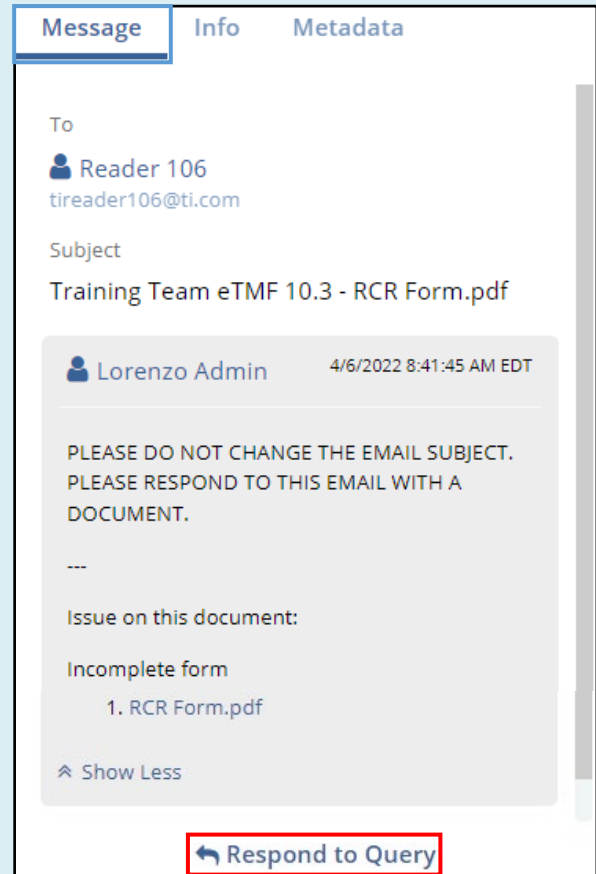
3. Select one of the entries from the central grid. This will show related query details in the Metadata pane on the right.

1 - 2 of 2 (1 selected)

<input type="checkbox"/>	Subject	Query Id	Status	Type
<input checked="" type="checkbox"/>	Traini...	509-16724	PENDING	General
<input type="checkbox"/>	Traini...	509-16541	PENDING	General

4. Read the query description under **Message**.

When ready, click on **Respond to Query** at the bottom.



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

 You can add an attachment here, using the related button.

