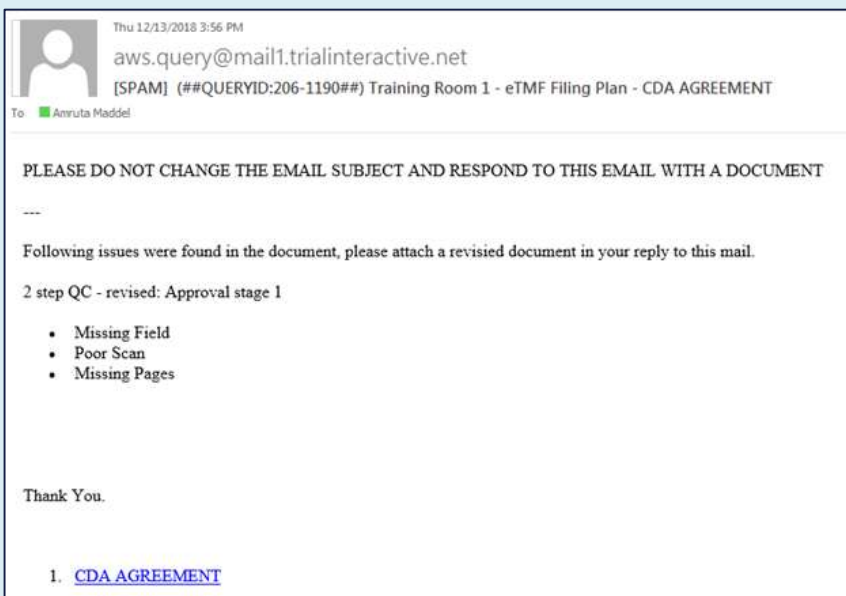**APPLICABLE TO:** ● All Users ● eTMF

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.

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.

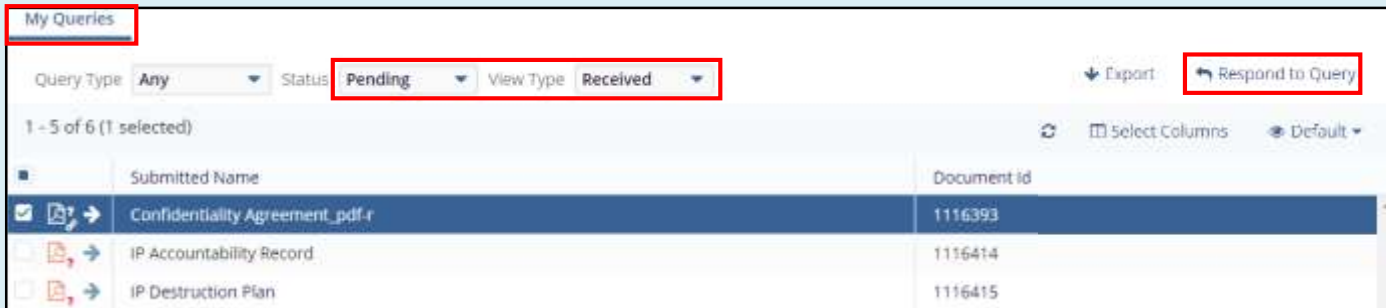> Query recipients can be any contact or user listed in the study room.

> If 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.

2. Using the dropdown menus, select **Pending** and **Received** as shown. This selects only those queries which are awaiting your reply.
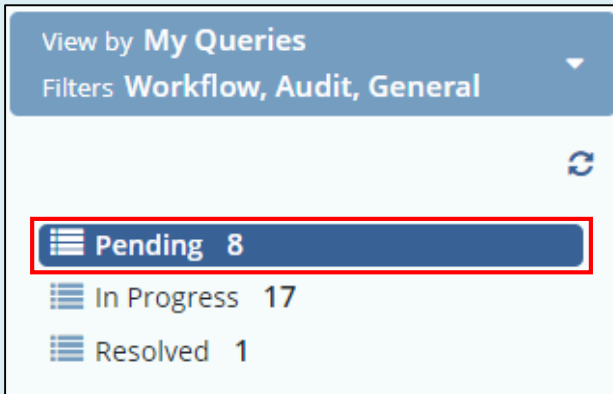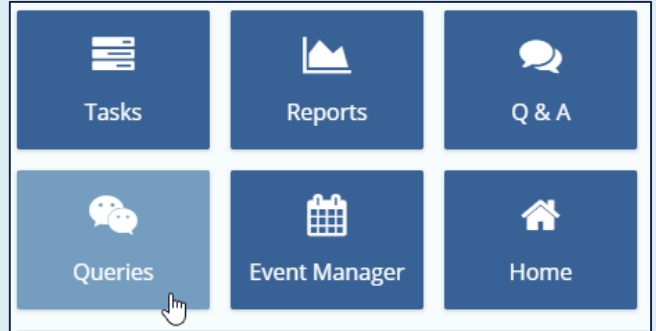
3. Select a query and click on the **Respond to Query** button.
The **Respond to Query** window will open.

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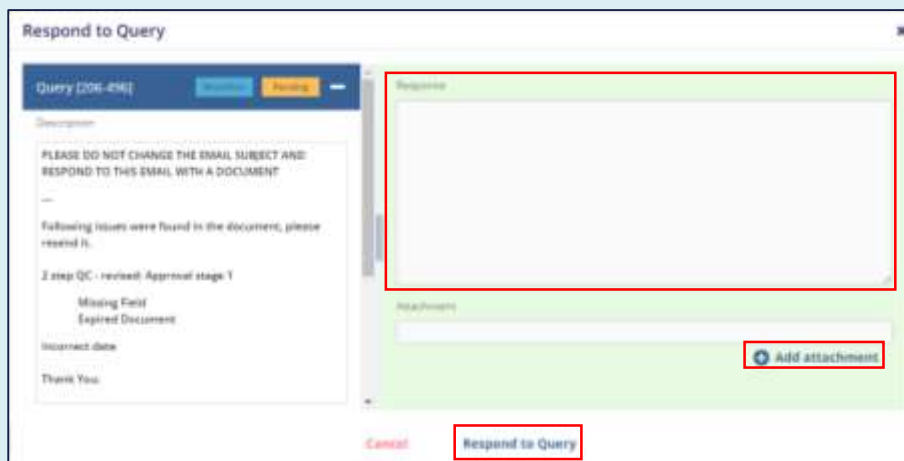
Replying from the Queries application

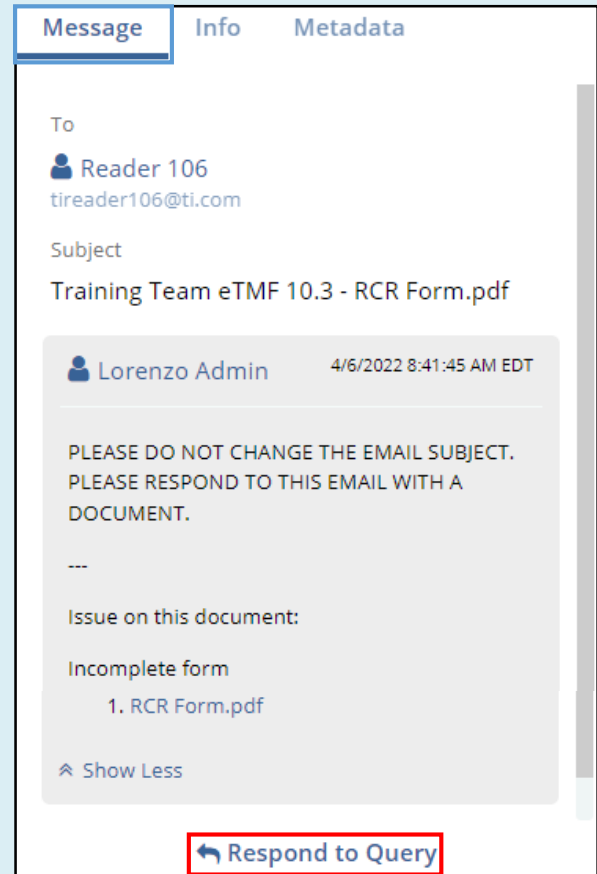1. Open the Navigation Grid and click on the **Queries** item**.**

☰ **Tasks**	⯈ **Reports**	💬 **Q & A**
💬 **Queries**	📅 **Event Manager**	⌂ **Home**

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

View by **My Queries**
Filters **Workflow, Audit, General**

↻

☰ Pending 8
☰ In Progress 17
☰ Resolved 1

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)

☑	Subject	Query Id	Status	Type
☑	💬 Traini...	509-16724	PENDING	General
☐	💬 Traini...	509-16541	PENDING	General

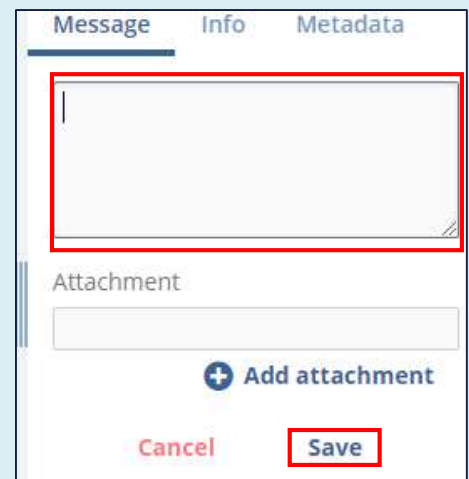4. Read the query description under **Message**. When ready, click on **Respond to Query** at the bottom.

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

You can add a file to your message here, using the **Add attachment** button.