

## 🍯 9. Resolve query

## 1 Unresolved queries links

- Unresolved queries are displayed in the Message center at the Home Page (first page after having logged in) and the Start page.
- To go to the query list click the "Go to list" button in the Message center or when study center has been launched, click the "Unresolved queries" link on the start page. The left menu link [Queries] will also take you to the unresolved queries listing.

## 2 To resolve a query

- Mouse-over the cells in the Queries listing to view the contents in full.
- Click the Patient ID for the query you want to resolve.
- · Click at resolve.
- State yes or no, depending on if the answer involves correction of entered data or not.
- If the answer does **not** involve a correction: Specify the reason in the clarification field and click <u>Save</u>.

If the answer does involve a correction: Change the data in the data entry field and enter an optional comment in the text field, click the link <u>Resolve query and save CRF</u>.

• The query is signed in the Signing console together with the other data for that visit.

Include Unresolved Unapproved Unsigned Signed	Show 10 ▼	Export >>
Patient ID Visit/Module/Variable	Question	Answer   Status   Locke
R 999 0020 Background Examinations Weight	Is the weight correct?	- 🛕 <no:< td=""></no:<>
$\overline{\mathbf{v}}$		
KR 999 00020	GENDER Female BIRTH D.	ATE 1964-02-07
KR 999 00020	STATUS Dead	
KR 999 00020 Examinations, Background, 2010-08-10	STATUS Dead	1
KR 999 00020 Examinations, Background, 2010-08-10 Physical examination	STATUS Dead	면 60 kg Not done
KK 999 00020 Examinations, Background, 2010-08-10 Physical examination	STATUS Dead	60 kg Not done
Examinations, Background, 2010-08-10       Physical examination       Weight       Comment (0)     Query (1)	STATUS Dead	60 kg Not done
Examinations, Background, 2010-08-10       Physical examination       Weight       Comment (0)     Query (1       Question     Question	Correction 3 Sign CRF	60 kg Not done
Examinations, Background, 2010-08-10 Physical examination B Weight Comment (0) Query (1 Question @ Clarification, Question	/ Correction 3 Sign CRF	60 kg Not done
Examinations, Background, 2010-08-10 Physical examination B Weight Comment (0) Query (1 Question Question Is the weight correct?	Correction 3 Sign CRF	60 kg Not done
Examinations, Background, 2010-08-10 Physical examination Weight Comment (0) Query (1 Question Question Is the weight correct? Resolve History	/ Correction 3 Sign CRF	60 kg Not done

Message Center Show All > Project > Location > Role

Go to list

2010-10-12, 10:27 CEST Viedoo™ There are 2 unresolved queries