CTO STREAM

Collaboration Features - Roles and Sharing

CTO Helpdesk: 1 (877) 715-2700
streamline@ctontario.ca

CLINICAL
TRIALS
ONTARIO

Table of Contents

Collaboration Features

CTO Stream supports collaboration through two different features:
- **Roles** – Provides ongoing access and permissions to users based on the role assigned. CTO has determined the access and permissions for each role, making collaboration easy and efficient;
- **Sharing** – Provides access and permission to a user on a single form. The person sharing the form determines the level of access and permission when sharing the form.

When a project (study) is first created, only the project owner (the person who created the project) will be able to see it. The project owner will need to use the collaboration features to give access and permissions to other research team members. Once other users have permission (e.g., through their new role or when the form is shared), they can also use the collaboration features to set up collaborators at their site.

In general, most collaboration is done through the 'Roles' functionality; 'Sharing' is used less often. This manual provides details on both, as well as suggestions for specific groups of users.

Access

Access refers to what a user can see:
- **Provincial** – Users with provincial roles will automatically have access to provincial forms and all centre forms. These roles are given on the Provincial Initial Application;
- **Centre** – Users with a centre role will automatically have access to application forms from that centre only. Users can be given centre roles for more than one centre (e.g., if a research coordinator is working on the application forms for more than one participating site, they would have a centre role for each of those sites). These roles are given on the Centre Initial Application;
- **Single Form** – Through the sharing functionality, a user can be granted access to a single form.

Permission

Permission refers to what a user can do. In addition to form access, collaboration features also include different permissions:

- **Read –** Users can view the form/forms for which they have access;
- **Write –** Users can make changes to the form/forms for which they have access, including uploading documents;
- **Submit –** Users can press the submit button on the form/forms for which they have access. This is only relevant if the 'submit automatically' feature has been disabled (the default is that all forms automatically submit once all required signatures are applied);
- **Share –** Users can share the form/forms for which they have access to other users;
- **Create all subforms –** Users can create sub-forms corresponding to the level of access. For example, a user with centre access can create any centre sub-forms (like a centre amendment, centre continuing review, etc.);
- **Receive notifications –** Users will receive notifications through the Notifications tile in their Work Area.

It is important to note that access and permissions are granted through the collaboration features only. Identifying a person in a form (e.g., inserting the Provincial Applicant details into the Provincial Initial Application) does not automatically grant access; the user must also be given the corresponding role.

Roles

The 'Roles' functionality is the most commonly used collaboration feature because it gives the user access and permissions for the entire study period. This means that, as new application forms are created, users with the appropriate role will automatically be given corresponding access and permissions. Similarly, if a user is given a role later in the life of the study they will have access and permissions to currently existing forms and all previous forms based on their role.

Users can usually only give the same or less access or permission as they hold on a study. For example, a user with "Centre Study Staff" role can't give someone else a "Provincial Study Staff" role. Similarly, a user who has been given access through the share functionality cannot then give another user a role. The exception to this is the 'read only' study staff roles – an individual with "provincial study staff (read only)" role can give another user the "Provincial study staff" role. Appendix 1 provides additional details on this.

Roles refer only to the level of access and permission needed within CTO Stream. This is not a delegation of duties log, and the titles of the roles in CTO Stream may not correspond to those used for a given study. Each research team needs to ensure that they are documenting any assigned duties via an appropriate mechanism.

Roles can be updated in real time and should be maintained throughout the course of the study.
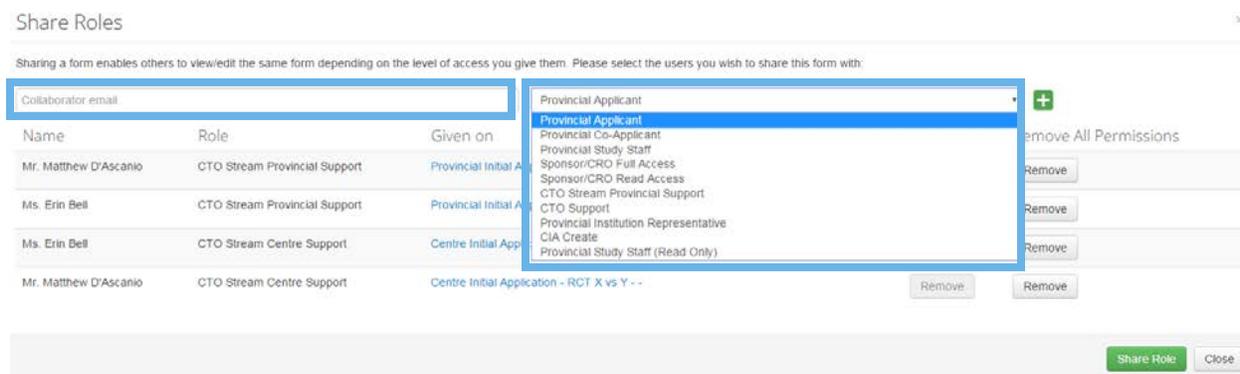
Giving a User a Role

To set-up provincial roles select the Provincial Initial Application form from the project tree. To set-up centre roles select the appropriate Centre Initial Application form from the project tree.
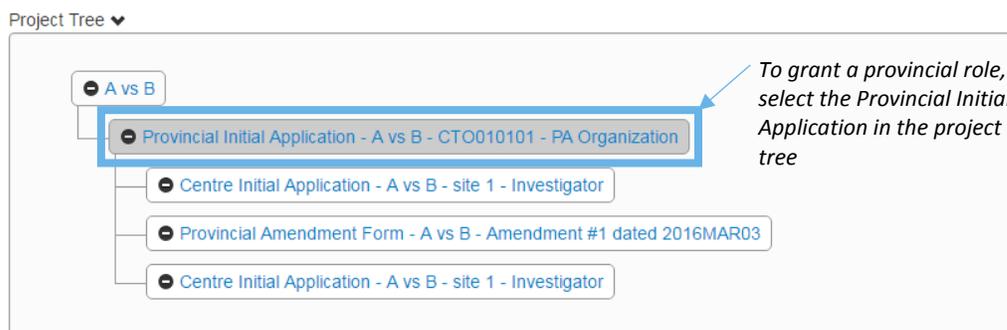
Once in the correct application (e.g., Provincial Initial Application for Provincial roles, or the corresponding Centre Initial Application for Centre roles), click on the 'Roles' button in the Actions toolbar.
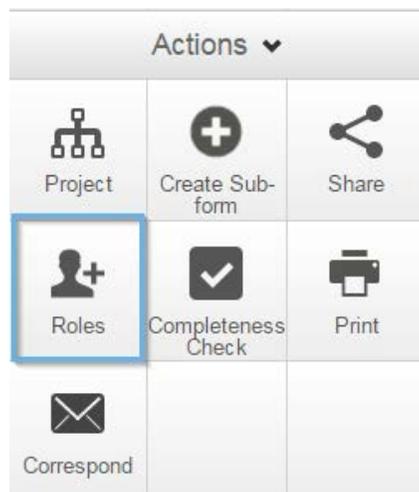
From here, you will be presented with a dialog box where you can enter the person's email address and select a role from the drop down list. The available roles will correspond to the form you are in. If the email entered does not match a user in the system you will receive an error message. You can then invite this individual to register for an account, or you can also separately (outside of CTO Stream) request that this individual to contact CTO to get an account.

Appendix 1 provides a list of roles currently available in CTO Stream.

Removing a User's Role

Access to a study or form can be removed at any time by a user with a role on that study/form. This is done from the Actions toolbar.

To find any collaborator on a project, select the Provincial Initial Application in the project tree.

Click on the 'Roles' button on the Actions toolbar.

This will bring up a list of all collaborators on the form and show the roles they currently have. From here, there are two options:

- **Remove** – If a user has more than one role on a study (for example, if a user was accidentally given two different roles), the 'Remove' button is used to remove one role;
- **Remove all permissions** – this will remove all roles on the study, effectively eliminating the user's access to the entire study (if a form has been shared with the user they will still have access through the share permission). This is the best option for individuals who are no longer part of the study team.

You can see who has access to a form/study at any time by viewing the collaborators.

Removing user access to multiple studies/removing access to CTO Stream

In some cases there may be a need to remove an individual's access to multiple studies/entirely remove their access to CTO Stream. While access to individual studies can be managed via the process above, we encourage institutions to contact CTO; we can help identify studies that an individual has access to and ensure access to all studies is removed if needed.

Who Gets What Role?

Appendix 1 outlines the specific roles that are available, but CTO has some tips that might be helpful.

Sponsors and CROs:

If members of the Sponsor or CRO team will be entering data or making changes to the forms, requesting signatures from investigators, or want to receive notifications and emails they should be given the "Sponsor/CRO Full Access" role.

If the Sponsor or CRO will only be viewing the applications (e.g., for remote monitoring), they can be given the "Sponsor/CRO Read Only" role. These users will not receive notifications or emails and will not be able to make any changes to the applications.

Reminder: These individuals will not receive any notifications or emails unless they are given the "Sponsor/CRO Full Access" role, even if their email is included in the REB application form as Main CRO Contact or Main Sponsor Contact.

Provincial Applicant and Provincial Co-Applicant

Although the Provincial Applicant will be able to view the Provincial Initial Application when they are asked to electronically sign the form (prior to submission), they need to be given the role of "Provincial Applicant" to ensure ongoing access and emails. They will not be able to see the study until this happens, even if they have been identified within the form.

Provincial Co-Applicants can also be given a role on the study. This is optional, but can be useful if the Co-Applicant(s) want to view application forms, make changes, and receive emails and notifications.

Although the application forms within CTO Stream only allow for a single individual to be identified as the Provincial Applicant or Provincial Co-Applicant, there is no limit on how many users can be given these roles as collaborators.

Provincial Study Team:

In general, each Provincial research team will have at least one main user who completes the forms, answers questions from the REB, and wants to receive emails and notifications when the REB sends letters through the system. This person is typically given the "Provincial Study Staff" role. CTO strongly recommends that another individual also have this access for back-up purposes. There are no limits on how many times this role can be given, and users do not have to be formally affiliated with the Provincial Applicant centre in order to be given this role.

Other members of the provincial team may need to access to view approved documents, but do not want to receive notifications and emails or make changes to applications. These individuals can be given the "Provincial Study Staff (Read only)" role.

Centre Principal Investigator and Centre Co-Investigators

Although the Centre Principal Investigator will be able to view the Centre Initial Application when asked to electronically sign the form (prior to submission), they need to be given the role of "Centre Principal

Investigator" to ensure ongoing access. They will not be able to see the study until this happens, even if they have been identified within the form.

Access and permissions can also be granted to Co-Investigators by giving them the "Centre Co-Investigator" role. Individuals with this role can view, make changes, and receive emails and notifications for example. This is optional, and can be used based on each individual Co-Investigator(s) preference. Although only a single Principal Investigator and Centre Co-Investigator can be identified within each Centre Initial Application form, multiple individuals can be granted this role for the purposes of collaboration.

Site Study Team

As with provincial research teams, site teams will have at least one main user who completes centre forms, answers questions from the REB, and receives notifications and emails from CTO Stream. This person is usually given the "Centre Study Staff" role. We strongly recommend that at least one other individual have the same role for back-up purposes. There are no limits on how many times the role can be given, and users do not have to be formally affiliated with the site in order to be given this role.

Other members of the study team that only need access to view approved documents but do not want to receive emails and notifications or make changes to applications can be given "Centre Study Staff (Read Only)" role.

Institutional Representatives and Institutional Admin

Each participating site has a document called the SRERS Administration Form. This form outlines other users at each participating site that need access to each study for research administration purposes. These users are often given the "Provincial Institutional Representative", "Centre Institutional Representative" or "Institutional Admin".

For example, for the Provincial Initial Application, the details of the Institutional Representative(s) are inserted into question 1.16/1.17. These individuals would also be given the role of Provincial Institutional Representative.
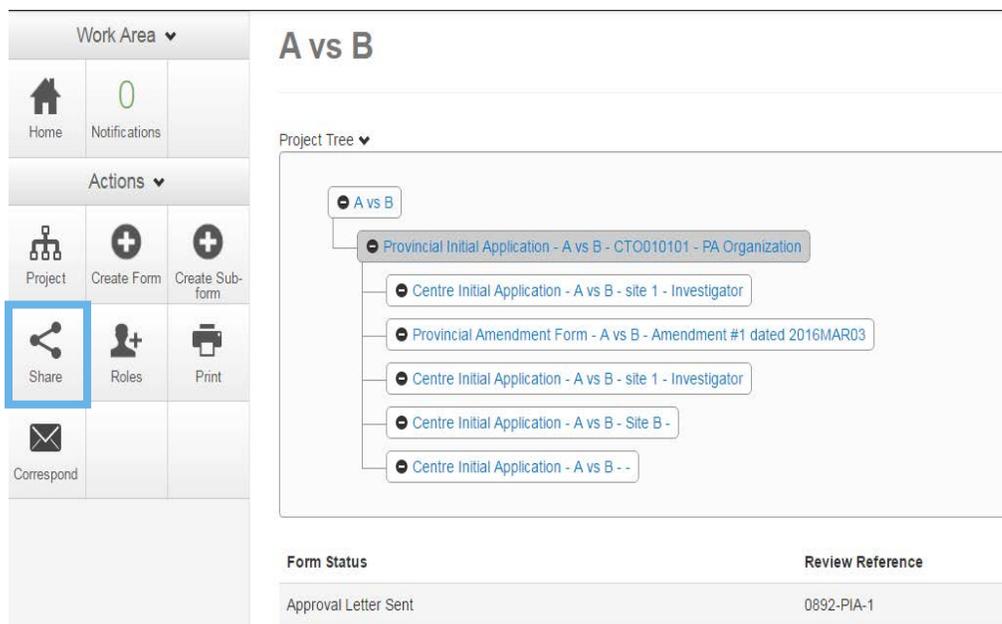
For the Centre Initial Application, the details of the Institutional Representative(s) at each site are inserted into question 1.13/1.14. These individuals are also automatically given the role of Centre Institutional Representative.

Some sites require collaboration with other members of the research administration team. These will be identified on the SRERS Administration form, which also indicates the role that should be given.

Sharing

Sharing is another collaboration feature, and is best when another user only needs access to a specific form. For example, if you want the study statistician to review the Provincial Initial Application before it is submitted, you could share this form with them.

To share a form, select the form in the project tree. Click on the 'Share' button in the Actions toolbar.

Type in the email address of the person you want to share the form with, and identify what types of permission the recipient should have by clicking the appropriate checkboxes. You can share with multiple users at once by clicking the green '+' sign. Click the green 'Share' button when done.
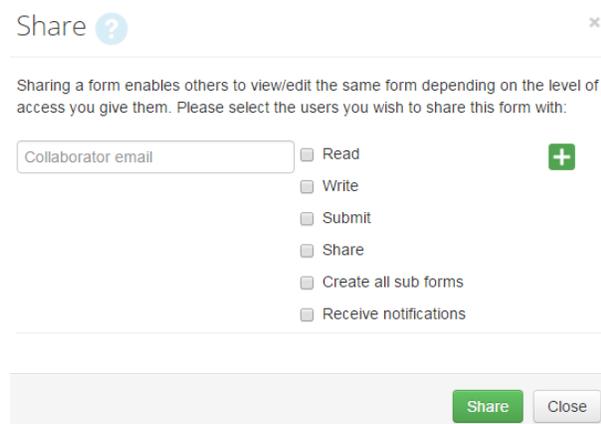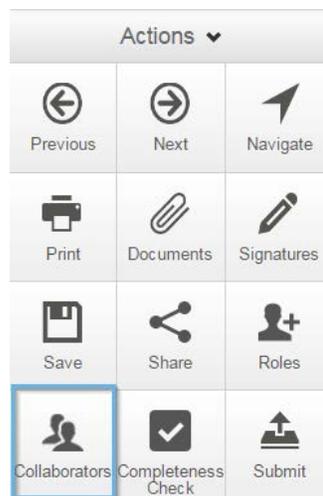
Viewing Collaborators

CTO Stream keeps an up-to-date list of all collaborators for every form. This list can be accessed via the Actions toolbar or via the Collaborators tab of the application, and includes users added by role or by sharing.

Option 1: 'Collaborators' button

Users can easily view collaborators while working on a form by selecting the 'collaborators' button on the Actions toolbar.

Option 2: Collaborators tab

Alternately, users can view collaborators from the main project screen by clicking on the collaborators tab.

Clicking on the 'Collaborators' tab will take you to a list of users with access to that form

Form Status		Review Reference		Date Modified
Approval Letter Sent		0892-PIA-1		28-Apr-2016 12:46

Navigation   Documents   Signatures   **Collaborators**   Submissions   Correspondence   Centre   History

Collaborators

Name	Access	Edit Permissions
Mr. Matthew D'Ascanio	Read, Write, Submit, Share, Create all sub forms, Receive notifications	Edit Permissions
Ms. Erin Bell	Project Owner and Form Owner	Edit Permissions

If the user isn't listed amongst the collaborators they do not have access to the form. Identifying a person (e.g., Provincial Applicant, Centre Principal Investigator) in the application does not automatically give them a role on the study.

Appendix 1 –Roles in CTO Stream

Role	Provincial or Centre Role?	Permissions on Provincial Applications	Permissions on Centre Applications	Can grant the following roles:	Comments
Provincial Applicant	Provincial	Read Write Submit Share Create all subform Receive notifications Receive emails*	All Centres: Read Write Submit Share Create all subforms Receive notifications Receive emails*	Provincial Applicant Provincial Co-Applicant Provincial Study Staff Provincial Study Staff (read only) Centre Institutional Representative Provincial Institutional Representative Centre Principal Investigator Centre Co-Investigator Centre Study Staff Centre Study Staff (read only) Department Head/Approver Sponsor/CRO Full Access Sponsor/CRO Read Access	None

Role	Provincial or Centre Role?	Permissions on Provincial Applications	Permissions on Centre Applications	Can grant the following roles:	Comments
Provincial Co-Applicant	Provincial	Read Write Submit Share Create all subforms Receive notifications Receive emails*	All Centres: Read Write Submit Share Create all subforms Receive notifications Receive emails*	Provincial Applicant Provincial Co-Applicant Provincial Study Staff Provincial Study Staff (read only) Centre Institutional Representative Provincial Institutional Representative Centre Principal Investigator Centre Co-Investigator Centre Study Staff Centre Study Staff (read only) Department Head/Approver Sponsor/CRO Full Access Sponsor/CRO Read Access	None
Provincial Study Staff	Provincial	Read Write Submit Share Create all subforms Receive notifications Receive emails*	All Centres: Read Write Submit Share Create all subforms Receive notifications Receive emails*	Provincial Applicant Provincial Co-Applicant Provincial Study Staff Provincial Study Staff (read only) Centre Institutional Representative Provincial Institutional Representative Centre Principal Investigator Centre Co-Investigator Centre Study Staff Centre Study Staff (read only) Department Head/Approver Sponsor/CRO Full Access Sponsor/CRO Read Access	None

Role	Provincial or Centre Role?	Permissions on Provincial Applications	Permissions on Centre Applications	Can grant the following roles:	Comments
Provincial Study Staff (read only)	Provincial	Read Share	All Centres: Read Share	Provincial Study Staff	New Role (March 2017)
Centre Institutional Representative	Centre	Read Receive Notifications	Centre-specific: Read Write Share Receive Notifications Receive emails*	Centre Institutional Representatives Institutional Admin	Previously "institutional representative" (March 2017)
Provincial Institutional Representative	Provincial	Read Receive Notifications		Provincial Institutional Representative	Previously "Institutional Representative - no centre" (March 2017)
Centre Principal Investigator	Centre	Read Receive Notifications Receive emails*	Centre-specific: Read Write Submit Share Create all subforms Receive Notifications Receive emails*	Centre Institutional Representative Centre Principal Investigator Centre Co-Investigator Centre Study Staff Centre Study Staff (read only) Department Head/Approver	None

Role	Provincial or Centre Role?	Permissions on Provincial Applications	Permissions on Centre Applications	Can grant the following roles:	Comments
Centre Principal Co-Investigator	Centre	Read Receive Notifications Receive emails*	Centre-Specific: Read Write Submit Share Create all subforms Receive Notifications Receive emails*	Centre Institutional Representative Centre Principal Investigator Centre Co-Investigator Centre Study Staff Centre Study Staff (read only) Department Head/Approver	None
Centre Study Staff	Centre	Read Receive Notifications Receive emails*	Centre specific: Read Write Submit Share Create all subforms Receive Notifications Receive emails*	Centre Institutional Representative Centre Principal Investigator Centre Co-Investigator Centre Study Staff Centre Study Staff (read only) Department Head/Approver	New Role (March 2017)
Centre Study Staff (read only)	Centre	Read	Centre Specific: Read Share	Centre Study Staff	None
Department Head/Approver	Centre	Read	Centre Specific: Read Receive Notifications	Department Head/Approver	None

Role	Provincial or Centre Role?	Permissions on Provincial Applications	Permissions on Centre Applications	Can grant the following roles:	Comments
Institutional Admin	Centre	Read Receive Notifications	Centre Specific: Read Share Receive Notifications	Institutional Admin	None
Sponsor/CRO Full Access	Provincial	Read Write Share Create all subforms Receive notifications Receive emails*	All Centres: Read Write Share Create all subforms Receive notifications Receive emails*	Provincial Applicant Provincial Co-Applicant Provincial Study Staff Provincial Study Staff (read only) Centre Institutional Representative Provincial Institutional Representative Centre Principal Investigator Centre Co-Investigator Centre Study Staff Centre Study Staff (read only) Department Head/Approver Sponsor/CRO Full Access Sponsor/CRO Read Access	Previously "Sponsor - full access" (March 2017)
Sponsor/CRO Read Access	Provincial	Read	All Centres: Read	Sponsor/CRO Read Access	Previously "Sponsor - Read Access" (March 2017)