

CTO **STREAM**



Correspondence

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**CLINICAL
TRIALS
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Correspondence

The correspondence feature allows for communication and transmission of documents between the REB of Record and the Research team(s). Correspondence is attached to an application form.

CTO Stream cannot be used for correspondence between members of the REB, or between the REB operations team and the REB members. This can be done through comments, or through usual email, at the REB's discretion.

REB users can view all correspondence sent on a study via the Correspondence tab in the Project view. More information about the project view can be found in the *Navigating CTO Stream* manual.

Correspondence tab in the Timeline View

The Correspondence tab in the timeline view displays any correspondence that has been sent or attached to that application.

Information about each correspondence is separated into six columns:

- **Form Reference** – The unique identification code assigned by the system for the form on which the correspondence was sent
- **User** – The name of the person who sent the message
- **Review Reference** – The unique identification code assigned by the system once that application is submitted to the REB.
- **Date** – The date the message was received/sent
- **Message** – Displays the first 40 characters of the correspondence. Clicking on the message will open a pop-up containing the remainder of the message.
- **Attachment** – Displays an image of a paper clip if a document was attached to the correspondence, or the word “none”, as applicable. Clicking on the paper clip icon will open a pop-up box containing the attachment and provide the option to download it to your computer.



Project Id:	0904	Applicant Name:	Ms. Erin Bell
Current Committee:	Research Ethics Board	Current Status:	Approval Letter Sent
Application Type:	Provincial Initial Application	Meeting:	Unassigned
Clock Status:	Start (23/100) days elapsed.	Assigned Reviewers:	Mr. Sys Admin (Review Staff)
Conflicted Users:	None		

Timeline Project Documents Contacts **Correspondence**

Correspondence + New Correspondence

Search correspondence

Form Reference	User	Review Reference	Date	Message	Attachment
Provincial Initial Application - RCT comparing A to B - CTO010101 - PA Organization	Ms. Erin Bell	0904-PIA-1	09-Jun-2016	This is correspondence from the Provinci...	None

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

Correspondence is sortable by clicking the arrows to the right of each column name, and is also searchable.

Sending New Correspondence

Click on the “+ New Correspondence” image in the correspondence tab of the Timeline view to send a new correspondence.

Project Id:	0904	Applicant Name:	Ms. Erin Bell
Current Committee:	Research Ethics Board	Current Status:	Approval Letter Sent
Application Type:	Provincial Initial Application	Meeting:	Unassigned
Clock Status:	Start (23/100) days elapsed.	Assigned Reviewers:	Mr. Sys Admin (Review Staff)
Conflicted Users:	None		

Timeline Project Documents Contacts **Correspondence**

Correspondence

+ New Correspondence

Search correspondence...

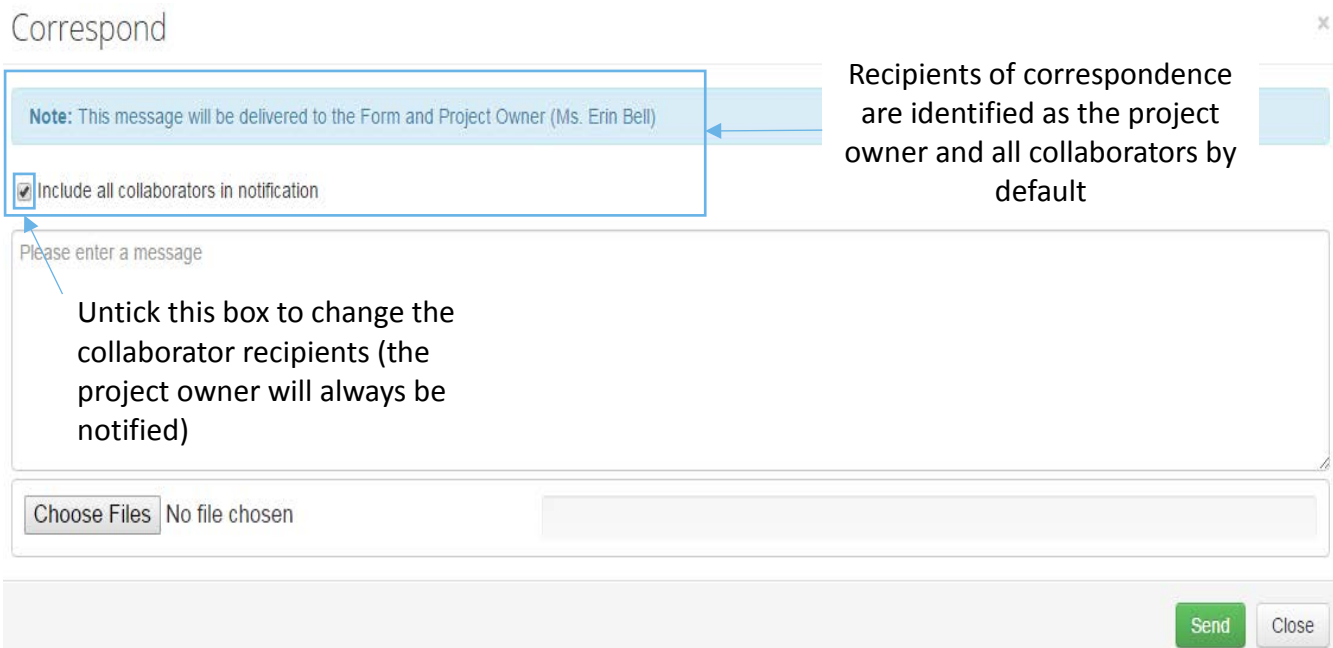
Form Reference	User	Review Reference	Date	Message	Attachment
Provincial Initial Application - RCT comparing A to B - CTO010101 - PA Organization	Ms. Erin Bell	0904-PIA-1	09-Jun-2016	This is correspondence from the Provinci...	None

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

Clicking the + New Correspondence button will open a pop-up message, in which REB users can identify recipients, enter their message, and attach a document (if applicable).

The recipient(s) of the message will receive a notification and an email that correspondence has been sent to them within CTO Stream. The message recipients will automatically be identified as the Form Owner and the Project Owner, as well as all collaborators on the form (e.g., all individuals with the ability to view the form on the applicant side of the system).



Correspond

Note: This message will be delivered to the Form and Project Owner (Ms. Erin Bell)

Include all collaborators in notification

Please enter a message

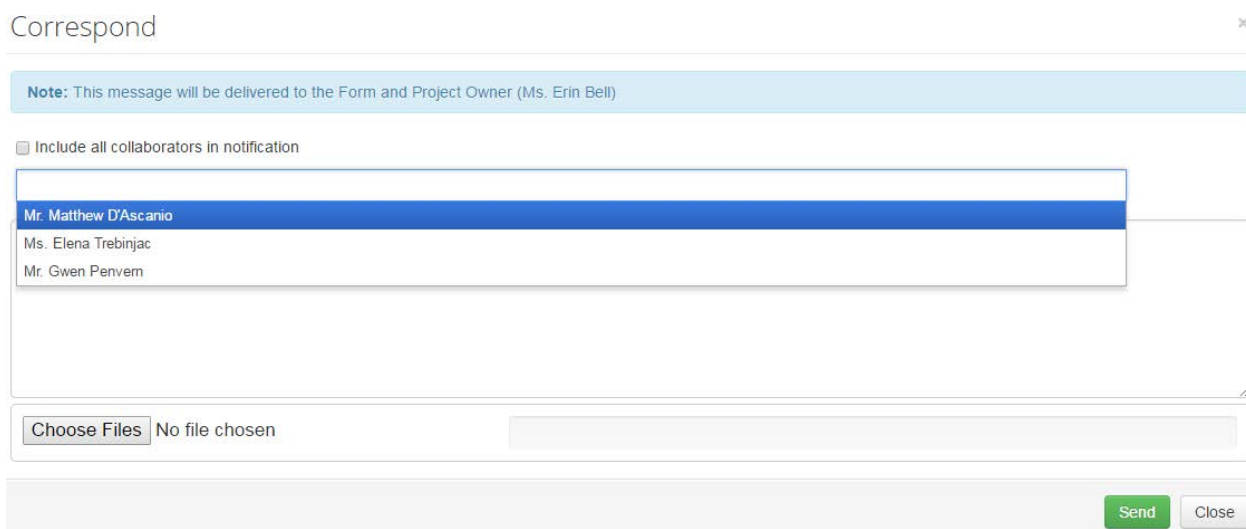
Untick this box to change the collaborator recipients (the project owner will always be notified)

Choose Files No file chosen

Send Close

Recipients of correspondence are identified as the project owner and all collaborators by default

REB users can change the recipient(s) by unticking the “Include all collaborators in notification” box. The project owner will always be notified (this can’t be changed by REB users). Unticking the box will open a drop-down menu from which recipients can be selected.



Correspond

Note: This message will be delivered to the Form and Project Owner (Ms. Erin Bell)

Include all collaborators in notification

Mr. Matthew D'Ascanio

Ms. Elena Trebinjac

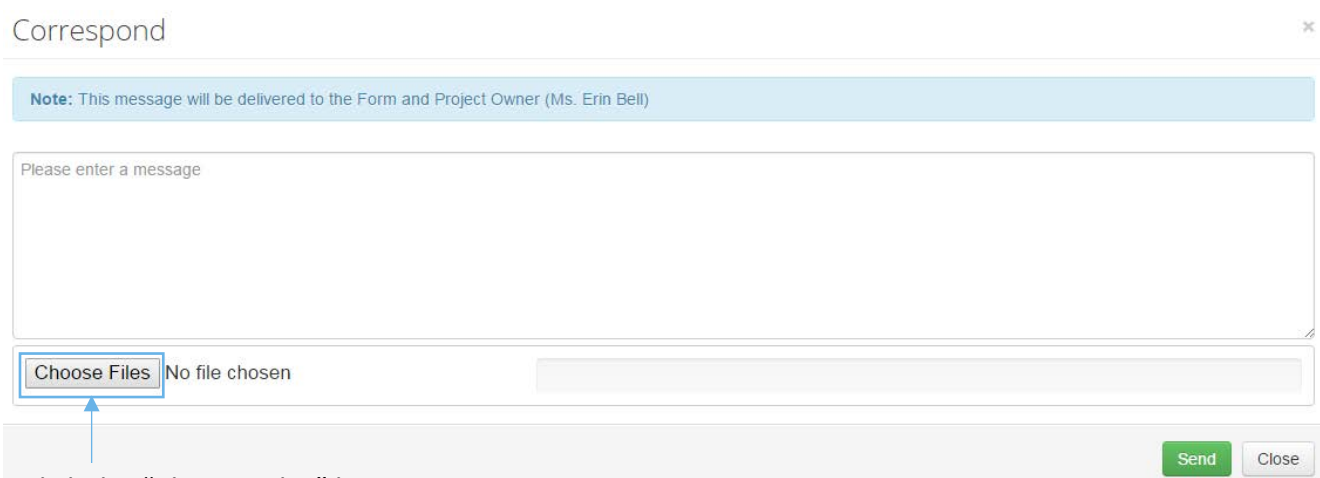
Mr. Gwen Penven

Choose Files No file chosen

Send Close

Correspondence sent by the REB is visible to all members of the research team with viewing privileges for the form on which the correspondence is sent, regardless of whether you have identified that individual as a recipient.

REB users can also attach a document to a message by clicking the “Choose Files” button. This will open a standard ‘browse documents’ window (like attaching a document to email). Browse your computer and locate the file you want to attach. Double click on the file and the file name will appear to the right of the “Choose Files” button. Only one document can be attached per message.



Click the “Choose Files” button to attach a document to your correspondence. Only one document can be attached per message.

Once the recipients have been select, the message has been typed, and any documents have been attached (as applicable), press the green “Send” button. Recipients will receive an email notification to log into CTO Stream to read the message. The sender will be displayed to research teams as “Review User” – it will not identify the specific REB member who sent the correspondence.



Replying to Correspondence

REB users can also reply to messages sent by research teams. To do this, click on the message within the correspondence tab. This will open a pop-up window containing the message and other information. Click on the green “Reply” button to begin drafting your reply.

Correspondence Message ✕

Reference **Provincial Amendment Form - RCT comparing A to B -**
Date **09-Jun-2016 11:20 AM**

This is a message to the REB

Note: No correspondence attachments

This will open up the standard [send correspondence](#) box, into which you can send your reply.

Correspond ✕

Note: This message will be delivered to the Form and Project Owner (Ms. Erin Bell)

Please enter a message

No file chosen