

# GLOBALLEARN V2.5 - RELEASE NOTES – VERSION 1.0



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## 1. Version History

Author	Revision #	Date	Comment
Salil Joshi	1.0	18-Nov-2024	Initial version finalized.

## 2. Purpose

The purpose of this document is for **TransPerfect** to disseminate information to end-users (internal and clients) prior to a system release and detail the new features and important changes. This is performed several weeks in advance of the Upgrade Date by issuing Pre-Release Notes. The end-users of the system can use the Pre-Release Notes to evaluate if their intended use of the system will be impacted by the changes introduced in the system release. The Final Release Notes are then issued once the internal Validation Package has been reviewed/approved by Trial Interactive Quality Assurance. The Final Release Notes will contain the final list of items in the scope of the Release.



**NOTE:** **TransPerfect** will make commercial best efforts to minimize the differences between the Pre-Release Notes and the Final Release Notes, but due to Trial Interactive's Agile Software Development methodology, cannot guarantee there will be no changes in scope.

### 3. Scope

The scope of this document applies to the release of the following computerized system:

System In Scope	
System Name	GlobalLearn
System Version	v2.5
Release Type	Minor

## 4. Definitions / Acronyms

Term	Definition/Description
21 CFR Part 11	The part of the United States Code of Federal Regulations regulates electronic records and electronic signatures.
Annex 11	The European Union's guidance for using electronic records and signatures in the pharmaceutical industry.
API	Application Programming Interface
CRO	Clinical Research Organization
CTMS	Clinical Trial Management System
eISF	Electronic Investigative Site File
ERES	This document provides guidance in the United States for using electronic systems, records, and signatures in clinical investigations.
eTMF	Electronic Trial Master File
GDPR	The General Data Protection Regulation is a set of rules laid out by the European Union regarding data privacy rights.
GxP	An abbreviation generally accepted to refer to accepted standards of good practices.
KPI	Key Performance Indicator
OOTB	Out of the Box
SAAS	Software as a Service
SFTP	A secure File Transfer Protocol
SLA	Service Level Agreement
SOP	Standard Operating Procedure
SQA	Software Quality Assurance
SSU	Study Start-Up
TI	Trial Interactive
TP	TransPerfect

## 5. System Overview

### A. TRIAL INTERACTIVE

TransPerfect's *Trial Interactive* has been used successfully by TransPerfect customers for over 15 years in hundreds of clinical trials to store critical trial documents as part of the Electronic Trial Master File. Trial Interactive's platform is a web-based and mobile-enabled software-as-a-service (SaaS) application that provides eClinical solutions for eTMF and content management, Study Start-Up, and various other tools used in conducting a clinical trial. Trial Interactive's products deliver a wide range of benefits to any organization looking to leverage new efficiencies and opportunities in their Trial Master File, clinical trial management, content management, and eLearning:

- An electronic Trial Master File archive that meets all regulatory, security, access, and storage requirements in all countries and regions.
- A Clinical Trial Management System (CTMS) that meets all eClinical requirements for managing and tracking clinical studies and works seamlessly with the eTMF, Content Management, Learning Management, Mobile app, and other Trial Interactive solutions.
- A fully hosted SaaS solution that is 21 CFR Part 11, Annex 11, ERES, GDPR, and GxP compliant.
- A single access point for all trial content as well as sponsor and site personnel documentation.
- Supports a series of TMF workflows, including document import and indexing, quality review, audit and inspection, document certification, remote monitoring, redaction, and the capture of other Clinical Trial documentation.
- Effective management of documents that are created internally or externally. Trial Interactive is the only solution that provides a best practice and validation-ready approach to creating, collecting, reviewing, and finalizing documents bound for the eTMF archive.
- A thin-client, consumer-grade user interface that supports most major browsers and a mobile app that supports iOS and Android devices.
- A powerful, flexible technical stack with many integration options, including an API, Event Service Bus, SFTP Dropbox, and Corporate Directory Integration with Single Sign On.
- Increases teamwork and collaboration via one global view of clinical trials, training, and supporting documentation.
- A flexible, configurable document management solution for Clinical, Quality, and Regulatory documentation that supports a series of reviews and authoring solutions.
- Dashboards and reports that provide KPIs, measurable metrics, simple Excel exports, as well as complex standardized and custom reports.
- Adaptable, built-in machine learning features such as auto-classification and metadata extraction enable AI auto-coding capabilities.
- A full-featured eLearning system designed for GxP compliance, study training, and virtual investigator meetings.
- Effectively manage the entire clinical trial process from protocol conception through closeout.

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## B. GLOBALLEARN

Trial Interactive's [GlobalLearn](#) is a compliance-focused learning management system that enables sponsors, CROs, and sites to experience exponential savings in study training logistics with compliance learning that is integrated with TI eTMF and clinical content collaboration solutions. The integrated experience creates a seamless flow from clinical document authoring, review, and approval to training delivery to archival in the eTMF. Key features:

- A single access point for a single view of compliance assurance.
- With the “My Transcript” feature, Global Learn users have a consolidated view of their complete training history, including reported external training outside of Global Learn.
- Visual dashboards help with quick insights. Learners can monitor their progress while managers benefit from a single view of learning compliance.
- Rather than enrolling staff in one course at a time, assign an entire collection of training specific to a defined training group.
- A fully hosted solution that is 21 CFR Part 11, ERES, and GxP compliant.

Global Learn can help your organization:

- Track and manage live, in-person, and virtual training courses for blending training
- Get better insight into compliance and make actionable decisions through Visual Dashboards
- Designate due dates for each course (with training completion reminders) so learners move progressively through their training and have it completed in an appropriate timeframe
- Maintain a consolidated view of the complete training history, including reported external training outside of Global Learn
- Streamline compliance training processes and reduce costs

Global Learn supports core regulatory requirements, including:

- Comprehensive audit trails
- Record protection and their accurate and ready retrieval
- Security by design (including unique login credentials and levels of access)
- Course archival options



## Solutions within GlobalLearn

### QDMS

This solution integrates a Quality Document Management System (QDMS) with a Learning Management System (LMS). It is designed for organizations that need to ensure compliance and training consistency. The system helps manage training records alongside quality documents, ensuring employees can access the latest training materials and compliance guidelines. It streamlines document control and version management and integrates directly with training modules, making it ideal for regulated industries.

### Site Training

This solution is tailored for training sites involved in clinical trials conducted by sponsors. It is ideal for ensuring that all participating sites adhere to study protocols, regulatory requirements, and standard operating procedures. The system allows for the distribution of customized training content specific to each trial, tracking of site-specific certifications, and monitoring the progress of site personnel in completing necessary training modules. It ensures that each site's staff is properly trained, maintains compliance, and is aligned with the trial's goals and requirements, thus facilitating smoother study operations and consistent data collection.

### Corporate LMS

This solution caters to the training needs of larger organizations with a focus on centralized management of employee development programs. It offers a comprehensive platform to manage various types of training, from onboarding to professional development, including support for training internal clinical study teams.

## 6. Release Overview

### A. STUDY AND SITES MODULE FOR SITE TRAINING

**GI-950** - GlobalLearn v2.5 is a minor release to our Learning Management System (LMS), specifically designed to streamline, centralize, and scale training processes for study-based organizations. GlobalLearn v2.5 allows training administrators and study teams to manage study and site-specific training better.

Key Features and Enhancements

#### 1. Centralized Study Profile Management

- **Unified Data Access:** GlobalLearn 2.5 introduces the Study Profile, a centralized hub for managing study-specific details, including Study Name, Study Number, Study Owner, and Description.
- **Integrated Room Configuration:** For studies with integrated rooms, this feature allows admins to link study profiles to specific rooms, facilitating seamless content delivery.
- **Customizable Filtering Options:** Quickly locate and organize studies by name, owner, or business unit for faster access and streamlined management.

#### 2. Site Training Enhanced Enrollment and Assignment Process

- **Role-Based Training Assignments:** Courses and learning plans can now be assigned based on site roles, automating enrollment based on predefined study requirements.
- **Differentiated Course Access:** Site-related courses are configured specifically for study use, allowing only eligible roles to access them. This new workflow keeps the enrollment process focused and organized, enhancing user experience.
- **Progress Preservation Options:** Admins can decide how to handle ongoing training for users affected by changes. Options include keeping them enrolled or unenrolling and removing their progress data, depending on operational needs.

#### 3. Site Training Module – Optimized for Scalability

- **Site and Personnel Management:** Each study profile can be linked to specific sites and site roles. Adding or removing personnel from a site automatically updates training assignments, saving time and reducing errors.
- **Training Path Customization:** Courses and learning plans are mapped to study roles, allowing organizations to create study-specific curricula that align with various roles across different sites.
- **Enhanced Site Role Management:** Site personnel can hold multiple roles within a site, with each role dictating their assigned training curriculum. This feature enables nuanced control over individual learning paths.

#### 4. Site Training Course Enablement

- **Site-Specific Training Designation:**
  - Administrators can mark certain courses as "Site Training Courses" during the course creation process. This designation makes the courses available specifically within the Site Training Module, ensuring that they are directly tied to specific studies and site personnel roles, and they are not open for general enrollment.

- ii. Once enabled as a Site Training Course, the course enrollment and progress tracking are managed within the Study Profile module, aligning all training with study-specific requirements.
  - **Role-Based Enrollment:**
    - i. **Targeted Training by Role:** By setting a course as a Site Training Course, admins can further specify which site roles (e.g., Principal Investigator, Coordinator) the course is intended for. This feature helps in filtering and assigning relevant courses to the right personnel, supporting role-based learning paths that match study protocols. When a site role is assigned to personnel at a study site, they are automatically enrolled in the relevant Site Training Courses. This reduces the manual effort of assigning courses individually and ensures that all site personnel receive the training necessary for their roles within each study.
  - **Visibility and Filtering in Study Profiles:**
    - i. Site Training Courses enabled for a particular study are easily visible within the Study Profile, creating a clear and organized view of all training requirements for that study. Admins can filter by study or site role to see which courses are associated with each study, enabling quick updates and adjustments as needed
    - ii. A dedicated column on the Course Management Page shows the associated study for each course, simplifying the identification and management of training needs for multi-study organizations.
5. **Managing Site Training Course Enrollment: Enrollment Status** is controlled at the **Site Level**, allowing administrators to manage when and how training is rolled out to personnel at specific sites within a study. This site-based control provides greater flexibility and precision in handling enrollment notifications and course access across different locations, especially useful in multi-site studies where training.

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## B. ENHANCED STUDY OWNER ROLE

**GL-1035** - In this release, the Study Owner role is enhanced with additional permissions and streamlined access to essential Studies and Sites.

### What's New for Study Owners?

- **Flexible Role Assignment:** Grant the Study Owner role to any user in GlobalLearn.
- **Enhanced Study Profile Management:** Seamlessly add sites, coordinators, and personnel, and assign training within the study profile.
- **Complete Site Management:** Effortlessly oversee Site Coordinators and personnel.
- **Unlimited Learning Access:** View all courses and learning plans associated with studies, no matter who created them.
- **Certificate Management:** Easily view, re-generate, and resend certificates for site personnel.

This release empowers Study Owners with additional permissions to manage Studies and Sites.

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## C. AUTO CC CUSTOMIZATION FOR CERTIFICATE SHARING

**GL-1036** - The Auto CC feature in GlobalLearn 2.5 allows administrators to automatically include specific recipients on certificate emails whenever a user completes a course. This automation ensures that critical training completion records are promptly sent to relevant stakeholders or document management systems without manual intervention.

### Key Benefits of Auto CC:

1. **Enhanced Compliance and Record-Keeping:** Auto CC ensures that completed certificates are immediately shared with stakeholders who need them, such as study records managers, quality control teams, or external systems (e.g., eTMF). This feature reduces the risk of missed documentation and supports robust compliance practices.
2. **Streamlined Documentation Workflow:** For organizations that require certificates to be stored in multiple locations (e.g., both the LMS and an external system), Auto CC automates the forwarding process, eliminating manual steps and potential errors.
3. **Non-TI eTMF Integration:** For customers using non-TI eTMF systems, Auto CC can automatically send certificates to designated email addresses within those systems, supporting seamless integration between the LMS and eTMF platforms.

## 7. Release Schedule

Once approved for release on the date noted below, this version will be deployed to the Multi-tenant (MTI) environment during the normal maintenance windows:

Schedule (All time zones are in ET)	
Date of Release	15-Nov-2024
Estimated US MTI Upgrade Date/Time:	29/Nov/2024 12:00 AM
Estimated EU MTI Upgrade Date/Time:	29/Nov/2024 12:00 AM
Date of Dedicated Client Upgrade:	For information about upgrading your dedicated instance to this new version, please contact your <a href="#">TransPerfect</a> Project Manager.

## 8. Hardware and Software Requirements

The following describes the hardware and software requirements to use the GlobalLearn v2.5 platform.

System Requirements	
Operating System	<ul style="list-style-type: none"> <li>Windows Version 7 or higher</li> <li>All currently supported Mac OSX releases</li> <li>iOS and Android for myTI mobile app (see myTI release notes)</li> </ul>
Browser	<ul style="list-style-type: none"> <li>Microsoft Edge: Version 88 and later</li> <li>Google Chrome: Current release and earlier</li> <li>Mozilla Firefox: Current and ESR releases</li> <li>Apple Safari: Current release and earlier</li> </ul> <p><b>NOTE:</b> Microsoft® concluded support of Internet Explorer™ 11 in January 2022. We expect degraded performance with Internet Explorer™ 11, and it is no longer supported with 10.3. x.</p>
Client Software	N/A
Optional Add-Ons	N/A

## 9. Changes

### Legend for Impacts

GlobalLearn v2.5 has been released with these enhanced features and defect fixes. These tables use the following definitions of customer Impact:

- **Critical** - A core functionality returns invalid results or does not function as expected.
- **Major** - This Defect has an impact on basic functionality.
- **Minor** - There may be a small impact on business in specific use cases.

### Legend for Offering/Room Types

- GlobalLearn (LMS)

#### A. NEW/ENHANCED FEATURES

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-871	GlobalLearn (LMS)	This improvement enhances the system's data management capabilities. This update introduces a soft delete feature to selected tables, providing greater transparency and over-data modifications.	No	Yes	MINOR	<p><b>Affected Users:</b> Company Administrators.</p> <p><b>Impact:</b> This improvement has a minor impact on data exports, keeping a record of all entries that have been logically deleted.</p>

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-875	GlobalLearn (LMS)	<p>The Learning Plan is improved in the following way</p> <ul style="list-style-type: none"> <li>Allows the association of a learning plan to a study profile and site role.</li> <li>Study-specific information i.e., study name, study number, and site role has been added as contextual detailed information in the header of the Site Training Learning Plan.</li> </ul>	No	Yes	MINOR	<p><b>Affected Users:</b> Company Administrators and Learners.</p> <p><b>Impact:</b> This update streamlines site training delivery.</p>
GL-938	GlobalLearn (LMS)	<p>This improvement enhances the certificate generation logic to enhance the accuracy of training documentation. Certificates will now display only the relevant study-site details for which the training requirement has been defined for the site user. This modification ensures that each certificate clearly indicates the specific study site, improving the precision and ease of classifying training evidence.</p>	No	Yes	MINOR	<p><b>Affected Users:</b> All Users.</p> <p><b>Impact:</b> This improvement enhances the certificate generation logic by ensuring that certificates display only the relevant study-site details based on the specific training requirements for each site user.</p>
GL-949	GlobalLearn (LMS)	<p><b>Certificate Security:</b> Certificates will now be generated as non-editable PDF files. This ensures the integrity and authenticity of the certificates by preventing unauthorized edits.</p>	No	Yes	MINOR	<p><b>Affected Users:</b> All Users.</p> <p><b>Impact:</b> These updates aim to improve the security certificates, ensuring both their authenticity.</p>



Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-950	GlobalLearn (LMS)	There is a new Study Management Module to address the need for better contextualization and oversight of study-related training i.e., site training. This module addresses the core challenges of site training management by providing an intuitive and streamlined system that enhances efficiency, oversight, and accountability.	Yes	Yes	MINOR	<p><b>Affected Users:</b> All Users.</p> <p><b>Impact:</b> These enhancements aim to improve the efficiency of study-related training management, making it easier to assign tasks, track responsibilities, and ensure effective oversight.</p>
GL-951	GlobalLearn (LMS)	The manual or ad-hoc course completion reminder trigger from the My Direct Reports page is enhanced to include courses without due dates and now provides the ability to select multiple training records to send course completion reminders.	No	Yes	MINOR	<p><b>Affected Users:</b> All Users.</p> <p><b>Impact:</b> This new feature aims to streamline the process of reminding users about incomplete courses, ensuring that appropriate and timely notifications are sent based on the specific status of each course.</p>
GL-963	GlobalLearn (LMS)	This new feature will enhance the user interface and user experience where the users can now view the group owner directly from the main group listing page. A new column has been added that displays the name of the group owner for each training group.	No	Yes	MINOR	<p><b>Affected Users:</b> All Users.</p> <p><b>Impact:</b> This new feature helps to locate and identify group owners across multiple groups, reducing the time spent navigating through each group individually.</p>

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1006	GlobalLearn (LMS)	With this update, the Certificate of Completion will now be automatically positioned as the final activity, ensuring it appears at the end of the training sequence. Additionally, the Read and Acknowledge activity will be placed second to last, right before the Certificate of Completion. These changes aim to simplify the default ordering of activities, reducing the need for manual reordering and ensuring a consistent and intuitive training experience.	Yes	Yes	MINOR	<p><b>Affected Users:</b> Company Administrators and course Creators.</p> <p><b>Impact:</b> This new feature improves workflow efficiency but also saves time and maintains a uniform structure across all training modules.</p>
GL-1035	GlobalLearn (LMS)	<p>With this release, the abilities of a Study Owner role are enhanced by providing additional permissions and access to key modules and features in Study Management.</p> <p>Key Enhancements:</p> <ul style="list-style-type: none"> <li>Assign the Study Owner role to any user in GlobalLearn</li> <li>Manage Study profiles including adding sites, coordinators, personnel, and training assignments</li> <li>Manage Site Coordinators and Personnel</li> <li>View all courses and learning plans linked to the studies regardless of the creator</li> <li>View certificates for site personnel with the capability to re-generate and resend the certificate.</li> </ul>	Yes	No	MINOR	<p><b>Affected Users:</b> Study Owners</p> <p><b>Impact:</b> This enhancement to the Study Owner role improves flexibility in managing studies, sites, personnel, and training assignments thereby ensuring broader visibility across assigned sites.</p>

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1036	GlobalLearn (LMS)	GlobalLearn supports the automated CC functionality for certificate-related emails, allowing designated email addresses to be automatically cc'd when certificates are generated and sent, regardless of course type. This functionality is configurable by company administrators at both global and project-specific levels.	Yes	Yes	MINOR	<b>Affected Users:</b> Company Administrators  <b>Impact:</b> This new feature ensures flexibility for company administrators to customize the recipient list for certificate-related emails.

## B. DEFECT RESOLUTIONS

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-9227	GlobalLearn (LMS)	The calendar view did not display while editing the effective date in the Content Library module on the Company Dashboard.	MINOR	<b>Affected Users:</b> Company Administrators  <b>Comment:</b> This bug has a minor impact on the Content Library user interface. The issue has been resolved and the effective date for the uploaded content can be edited without any hassle.
TILMS-9246	GlobalLearn (LMS)	The text color for the eSign checkbox within the Modules section and the eSign Reason checkbox in the 'My Direct Reports,' 'My Transcript,' and 'External Training' subsections of the Transcript section, all located on the Settings page of the Company Dashboard, was previously rendered in gray, whereas the remaining options were displayed in black.	MINOR	<b>Affected Users:</b> Company Administrators  <b>Comment:</b> This bug has a minor impact on the Settings page in Company Dashboard. The issue is resolved ensuring that the checkbox text color for eSign settings now matches the standard text color used for other settings.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-9312	GlobalLearn (LMS)	When users upload an evidence tracking document with a long title, it gets incorrectly truncated and is visible on the Completion Settings and Review & Confirm Steps. This is observed on the External Training page.	MINOR	<p><b>Affected Users:</b> Company Administrators</p> <p><b>Comment:</b> This bug has a minor impact on the External Training user interface. With the resolution, the system now displays long document titles in the standard format:</p> <p>First 30 characters, then three dots (...), and the last 7 characters. File extension.</p>
TILMS-9322	GlobalLearn (LMS)	An issue was detected on the Transcripts > My Direct Reports page, where users could send course completion reminders to suspended users, and the Send Reminder button was not disabled for them.	MINOR	<p><b>Affected Users:</b> Managers, QA, and Company Administrators</p> <p><b>Comment:</b> This bug has a minor impact on the My Direct Reports page. The resolution resets the expected system behavior by disabling the send reminder button for suspended users.</p>
TILMS-9365	GlobalLearn (LMS)	The 'Create a Course' form displays the calendar icon incorrectly placed below the date added into the Due Date* field.	MINOR	<p><b>Affected Users:</b> Company Administrators</p> <p><b>Comment:</b> This bug has a minor impact on the 'Create a Course' form. The resolution ensures the display of UI elements in their proper positions.</p>

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-9378	GlobalLearn (LMS)	The 'Inactive Courses' tab on the Course Management page did not display the count of inactive courses if the tab contained only courses with the 'Draft' status.	MINOR	<p><b>Affected Users:</b> Company Administrators</p> <p><b>Comment:</b> This bug has a minor impact on the Course Management page. The resolution resets the correct system behavior where the courses in draft status are categorized as Inactive courses, and the corresponding count is displayed.</p>
TILMS-9399	GlobalLearn (LMS)	An issue persisted with the My Direct Reports dashlet where clicking on a username would result in an error page being displayed, thereby preventing users from accessing the intended records.	MINOR	<p><b>Affected Users:</b> Managers, QA, and Company Administrators.</p> <p><b>Comment:</b> This bug has a minor impact on the My Direct Reports dashlet. The resolution resets the correct system behavior where the My Direct Reports page opens with the pre-selected user upon clicking the username of the dashlet.</p>
TILMS-9439	GlobalLearn (LMS)	Learner users received a welcome notification message upon successful course enrollment even when the 'Welcome Notification' setting was disabled.	MINOR	<p><b>Affected Users:</b> Learners</p> <p><b>Comment:</b> This bug has a minor impact on the notifications feature. The resolution resets the correct system behavior and going forward, learners will receive a welcome notification upon course enrollment only if the 'Welcome notification' setting is enabled.</p>

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-9450	GlobalLearn (LMS)	Learner users within designated training groups did not receive course enrollment notifications upon version upgrades, despite the training group being correctly added and notification setting being enabled in Version Settings.	MINOR	<p><b>Affected Users:</b> Learners</p> <p><b>Comment:</b> This issue has a minor impact on the Version Settings on the Course Management page. The resolution resets the correct system behavior ensuring that learner users within the specified training groups receive enrollment notifications for updated course versions.</p>
TILMS-9465	GlobalLearn (LMS)	The Group Owner's name was truncated and displayed incorrectly on the Manage Training Groups page.	MINOR	<p><b>Affected Users:</b> Company Administrators.</p> <p><b>Comment:</b> This issue has a minor impact on the Manage Training Groups page under the Company Dashboard. The resolution restores the correct display of the training group owner's name.</p>
TILMS-9470	GlobalLearn (LMS)	The Topic section within a course automatically collapses even though all activities are not yet completed.	MINOR	<p><b>Affected Users:</b> All Users</p> <p><b>Comment:</b> This issue has a minor impact on an individual course page. The resolution resets the correct system behavior, ensuring that the Topic automatically collapses only if all activities within the topic are complete.</p>

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-9473	GlobalLearn (LMS)	The 'Edit a Course' page displayed the 404 error when users attempted to edit and save a course using a course name that had already been used.	MINOR	<p><b>Affected Users:</b> Company Administrators.</p> <p><b>Comment:</b> This issue has a minor impact on the Edit Course form within the Course Management module. The resolution restores correct system behavior, allowing previously used course names to be added and saved successfully.</p>
TILMS-9474	GlobalLearn (LMS)	Users with the Instructor role were unable to view all system users when attempting to add participants to a course while upgrading the course version.	MINOR	<p><b>Affected Users:</b> Instructors</p> <p><b>Comment:</b> This issue has a minor impact on the Version Settings page within the Course Management module. The resolution restores the correct system behavior and now displays all active users within the system while adding users during the course version upgrade.</p>
TILMS-9483	GlobalLearn (LMS)	<p>An issue was identified when updating the course version and attempting to add an unsuspended user to the training group.</p> <p>Users with course creation permissions were unable to enroll a user who had previously been suspended but whose suspension status was later revoked, making the user active.</p>	MINOR	<p><b>Affected Users:</b> Learners and Course Creators.</p> <p><b>Impact:</b> This issue has a minor impact on the user enrollment functionality for training courses. The resolution restores correct system behavior, allowing learners to be successfully enrolled in the course once their suspension is revoked.</p>

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-9490	GlobalLearn (LMS)	<p>An issue was identified where the course due date was not recalculated for courses configured with a 'Max Date' upon upgrading the course version.</p> <p>Additionally, the due date was not recalculated when a suspended user was assigned to a course through a training group, even after the suspension period was over.</p>	MINOR	<p><b>Affected Users:</b> Learners and Course Creators.</p> <p><b>Impact:</b> This issue has a minor impact on the user enrollment functionality for training courses. The resolution restores correct system logic, ensuring that the due date is recalculated for users once their suspension period is lifted.</p>
TILMS-10045	GlobalLearn (LMS)	<p>The Activity Completion page displayed the course status as 'Completed' despite Company Administrators selecting the 'Mark not-completed' option.</p>	MINOR	<p><b>Affected Users:</b> Company Administrators</p> <p><b>Impact:</b> This issue has a minor impact on the View Activity Completion page in the Course Management module. The resolution restores correct system behavior, ensuring that the course status displays as 'In Progress' when any activity within the course is marked as incomplete.</p>



## 10. Customer Support

### A. REPORTING ISSUES WITH THE RELEASE

Once **TransPerfect Trial Interactive** releases a system into a Production environment, the Support Service department is responsible for providing Client and Authorized Users with technical support via phone or email. This support shall consist of commercial best efforts by **TransPerfect** to provide the User or the Client's designated personnel or helpdesk, with but not limited to the following:

- Error corrections and temporary workarounds
- Technical assistance relating to the operation of the system
- Processing service requests
- Processing configuration change requests

**TransPerfect** will respond in accordance with the levels of priority, as reasonably determined by **TransPerfect**. Support Services will be available at all times via phone and email from **TransPerfect** Service Desk centers set forth below:



#### Phone



#### Email



#### Business Hours

US: 888-391-5111 (TOLL-FREE)	<a href="mailto:help@trialinteractive.com">help@trialinteractive.com</a>	Available twenty-four (24) hours a day, seven (7) days a week, three-hundred-sixty-five (365) days a year
European Union, Madrid, Spain +44 (20) 45182755	<a href="mailto:eu.help@trialinteractive.com">eu.help@trialinteractive.com</a>	Monday – Friday, 9 AM – 6 PM CET.
China +86 (755) 66856062	<a href="mailto:cn.help@trialinteractive.com">cn.help@trialinteractive.com</a>	Monday – Friday, 9 AM – 6 PM Beijing Time

## B. REQUESTING FUTURE ENHANCEMENTS

If you would like to submit requests for enhancing the system, please submit your ideas through one of the following methods:



### **Project Manager (PM)**

Your PM can submit Ideas to our  
Perfective Change Management on  
your behalf



### **Customer Experience Program (CEP)**

Meet with other Trial Interactive customers for an  
immersive CEP Forum:

- Focus Group
- Early Access
- Hosted Beta
- Usability Studies

## 11. Approvals

### Product Owner

Name: Marc Gracieux	Title: Product Manager
Signature:	
Reason for signature:	
Date:	

### Quality Assurance

Name: Conor McCabe	Title: Sr QA Specialist
Signature:	
Reason for signature:	
Date:	