

TRIAL INTERACTIVE GLOBAL LEARN V2.4 - RELEASE NOTES - VERSION 1.2



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1. Version History

Author	Revision #	Date	Comment
Mansi Kandhare	0.1	14-Feb-2024	Initial Document Creation
Mansi Kandhare	0.2	05-Feb-2024	Added the feature TILMS-8057
Mansi Kandhare	0.3	11-March-2024	Removed feature TILMS-7613
Yogesh Inamdar	0.4	03-Apr-2024	Added the following <ul style="list-style-type: none"> • TILMS-3781 • TILMS-4260 • TILMS-4278 • TILMS-4406 • TILMS-4417 • TILMS-4616 • TILMS-4675 • TILMS-4714 • TILMS-4849 • TILMS-5205 • TILMS-5262 • TILMS-5346 • TILMS-5378 • TILMS-5670 • TILMS-5710 • TILMS-5850 • TILMS-5958 • TILMS-5959 • TILMS-5995 • TILMS-6301 • TILMS-6336 • TILMS-6337 • TILMS-6509 • TILMS-6863 • TILMS-6898 • TILMS-6948 • TILMS-7018 • TILMS-7097 • TILMS-7613 • TILMS-7704 • TILMS-8158
Yogesh Inamdar	1.0	19-Apr-2024	Initial version finalized.
Yogesh Inamdar	1.1	24-May-2024	Arranged the following per additions by Marc Gracieux <ul style="list-style-type: none"> • TILMS-4387 • TILMS-7456 • TILMS-7553

Author	Revision #	Date	Comment
Salil Joshi	1.2	07-Jan-2024	Updated GL-859 feature description.

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 advanced of Upgrade Date by issuing Pre-Release Notes. The end-users of the system can use the Pre-Release Notes in evaluating if their intended use of the system will be impacted with 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 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	V2.4
Release Type	Minor

4. Definitions / Acronyms

Term	Definition/Description
SQA	Software Quality Assurance
TP	TransPerfect
TI	Trial Interactive
21 CFR Part 11	The part of the United States Code of Federal Regulations that 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
ERES	This document provides guidance in the United States for using electronic systems, records, and signatures in clinical investigations.
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.
eTMF	Electronic Trial Master File
KPI	Key Performance Indicator
CTMS	Clinical Trial Management System
OOTB	Out of the Box
SFTP	A secure File Transfer Protocol
SLA	Service Level Agreement
SOP	Standard Operating Procedure
SSU	Study Start-Up
SAAS	Software as a Service

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.

B. TRIAL INTERACTIVE – ETMF

Trial Interactive's electronic Trial Master File (eTMF) is a secure, cloud-based solution enabling real-time collaboration for both sponsors and CROs, supplying value and ease of use for trial stakeholders across the board and now bringing enhanced transparency and visibility to your trial. Trial Interactive's eTMF can help your organization:

- Ensure quality with the ability to have a customized workflow for indexing and approval powered by AI and machine learning.
- Stay current with required document lists and placeholders based on the TMF Reference Model. Placeholders and required document lists ensure that all expected and essential documents are captured in your final TMF.
- Track timeliness with KPI metrics dashboards that measure document intake from receipt to submission through QC and finalization.
- Encourage better compliance with an eTMF that tracks responsibility and actively requests documents when they are due, supporting queries for document corrections through email or upload.
- Confirm and maintain the validity of the eTMF before inspections using quality review audit capabilities to support oversight, periodic reviews, and inspection readiness.
- Ensure overall reportable eTMF Health with Key Performance Indicator (KPI) metrics, reports, and portfolio dashboards for eTMF health, timeliness, quality, and completeness.
- Plan amendments, visits, and other key trial events and milestones while creating placeholders for the expected documents that need to be collected, including due dates and responsibility to help track eTMF health and timeliness.
- Automate the classification and metadata extraction of the TMF using powerful AI auto-coding with human-aided machine learning.
- eClinical platform interoperability provides a seamless connection and data flow between the eTMF and other critical applications such as a site portal, eISF and site binders, content management, document authoring, study startup, and clinical trial management systems.
- Email and study correspondence inbox with relevance checks captures all email correspondence for each study. Once a correspondence email is sent in, it is rendered to PDF and may be selected for inclusion in a separate interface by study staff. Attachments are checked for duplicates and are linked back to the original email. Emailing documents and site correspondence securely into the eTMF ensures GCP compliance.
- Document redaction, manipulation, and certification allow selected team members to remove personal information to meet data privacy requirements and repair, split, and merge documents. Additionally, document certification helps ensure proper paper disposal.

Additional features of the Trial Interactive eTMF include:

- A mobile content capture app that supports both iOS and Android, with support for CRA reconciliation, metadata classification, query management, training, redaction, and offline mode.
- Drag and drop emails and documents to import them automatically or drop them onto placeholders for auto-assignment.

- Full query and task management capability with three types of queries for requesting, verifying, and responding via email, web, and mobile apps.
- Automatic alerts and reminders with notifications and a daily digest.
- Built-in eSignature and digital signature solution for 21 CFR Part 11 and ER/ES compliance with pre-defined signature blocks, pages, and digital certificate.
- Universal document viewer that supports and renders over 300 document formats.
- Multi-document view with built-in document comparisons, bulk editing, page rotation, deletion, reordering, and annotations.
- Global search provides cross-study search results for documents, document types, full-text, contacts, sites, and other record types, with facets, filtering, and other advanced features.
- Configurable grid filters, column selection, saved public/private views, and built-in reporting tools for ad-hoc exports.
- Standard and ad-hoc reports that support all metadata fields and the ability to add columns to standard reports or fully customize your exports.
- Completeness view showing TMF structure, final documents, planned documents/placeholders, and required documents.
- Configurable support for the latest TMF reference model with full auto-routing and auto-naming rules.
- Automatic duplicate document detection and comparison verifies that a document is unique and does not have a duplicate in the eTMF archive based on identical metadata or an exact copy or duplicate scan.

C. TRIAL INTERACTIVE – STUDY START-UP (SSU)

Trial Interactive Study Start-up (SSU) is a cloud-based solution to manage essential documents per the regulatory requirements for site activation and IP release. Trial Interactive SSU can help your organization:

- Send the Regulatory Package and templates to sites with the list of required documents.
- A configurable one or two-step workflow for reviewing and approving collected required documents.
- TI Study Start-Up makes it easy to see what documents are missing and what documents need urgent attention to avoid unnecessary delays in submission and approval.
- TI Study Start-Up makes it easy to see the sites most likely to activate the fastest. Identify those sites during the process so you can make sure there are no distractions in the submission and approval process.
- Set and automatically track milestones and tasks. Ensure all study start-up processes are being managed effectively and completed on time.
- Effectively track site contracts and budgets with a dedicated section for managing them.
- Create submission packages for submission to regulatory agencies.
- Get real-time updates on package submissions for realistic estimates of site activation timelines.

- Real-time distribution of required document packages, tracking progress, IRB/EC submission, and meeting dates, providing realistic timeline projections and prediction of site activation timeframes.
- Efficiently manage protocol amendments, including tracking and sending reminder emails with just a button click.
- Robust OOTB reports for cycle time calculations, missing documents, and history of collected documents.
- Automatically create sites and site contacts for sites approved in Trial Interactive eFeasibility.
- Request for certified translated copies of documents to manage your global regulatory requirements.

D. COLLABORATE

Trial Interactive provides an online collaborative workspace, which enables collaborative and controlled document authoring, review, and approval. Designed to include 21 CFR Part 11 compliant workflows and approvals, the solution offers an end-to-end service platform for your organization's content management and document control requirements. These collaborative rooms allow users to benefit from the following solutions:

- Study Collaborate and the CTMS Collaboration Rooms are shared workspaces for clinical teams to manage and share documentation to be used in the clinical trial and ultimately shared with the eTMF.
- Site Collaborate/eISF and Remote Monitoring Rooms are shared workspaces for sites to manage, redact, reconcile, and share documentation with the sponsor and CRO to conduct the clinical trial and ultimately send it to the eTMF.
- The Quality Document Management solution provides controlled document workflows to an organization for use by clinicians, quality assurance, R&D, and other life sciences teams to collaboratively author, review, approve, sign off on, make effective, train, and distribute regulated content and documents.

TI Collaborate can provide your organization with:

- A single place to share and collaborate on clinical documentation.
- The ability to align document work streams with regulatory compliance practices for document authoring, approval, control, and related training.
- The ability to enforce quality document control workflows on policies, SOPs, work instructions, and other critical documentation and to fully automate the training management process through the LMS.
- The ability to co-author and collaborate with other authors in real time on new documentation both online and offline with MSWord®, Excel®, and PowerPoint®.
- The ability to complete the end-to-end document process with an electronic and digital signature for document approvals.
- The ability to send documents for certified translation through TransPerfect TransPort, track their status, and receive back the translated copies and certificates.

- The ability to work with clinical sites in a remote monitoring and collaboration room, supporting mobile document collection, reconciliation, expected and planned documents, eSignatures, and collaborative authoring with the clinical site.
- The ability to follow critical processes for metadata, approval, and signoffs by publishing or sharing directly with the TMF.

Solutions within the Room Type:

Trial Interactive QDMS

- The Trial Interactive QDMS leverages the TI Content Management functionality in-built Document Type management and configurable folder structure to provide a Quality Document Management System solution for controlled QMS documentation.

Trial Interactive eISF

- Trial Interactive's eISF solution reduces administration and improves speed and compliance for site personnel, CRAs, and study teams. Digital investigative site binder processes maintain certified copies of source file documentation and essential documents required for each clinical study. A seamless, connected eTMF allows for the automatic indexing of essential documents to the TMF. The ability to conduct remote site monitoring, when needed, recommended by the FDA and EMA, helps CRAs work more efficiently in today's increasingly virtual environment while reducing travel expenses.

E. GLOBAL LEARN

Trial Interactive's [Global Learn](#) 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

6. Release Overview

Global Learn v2.4 is a minor release packed with back-end enhancements to elevate your LMS experience. At the core of this update lies our revamped LMS Core Engine 4.0, delivering a more efficient application optimized across multiple fronts.

A. IMPROVED SPEED AND PERFORMANCE ENHANCEMENTS

We've bolstered scalability, ensuring smooth operation even during peak periods of mandatory training. Here's what's new:

- Enhanced code efficiency and execution speed for swift navigation.
- Streamlined processing of data through refined database queries, reducing response times.
- Integration of optimization techniques to minimize latency and enhance the user experience, tailored to real-time LMS usage patterns.

B. REFINED UI IMPROVEMENTS

This release also includes a refined user interface with subtle updates that provide a cleaner, more polished look. With each release, we strive to make cosmetic improvements that enhance both the learner and admin experience. Whether you are logging in as a learner or as an admin, you will notice a more polished interface.

- Fine-tuning of typography, color schemes, and iconography to create a cohesive and polished look
- Tighter cosmetic enhancements to the user interface, enhancing visual appeal and usability
- Streamlined navigation and layout adjustments for a more intuitive and user-friendly experience, i.e., mobile course UI from myTI 2.0

C. IDENTITY AND ACCESS MANAGEMENT (1.0) READINESS

The LMS platform is primed and ready for IAM integration, positioning us to seamlessly adopt advanced authentication and authorization capabilities. This will introduce a single and common user invitation flow across the TI platform to better support MFA and synchronized user training groups.

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	19-Apr-2024
Estimated US MTI Upgrade Date/Time:	19/Apr/2024 12:00 AM
Estimated EU MTI Upgrade Date/Time:	19/Apr/2024 12:00 AM
Date of Dedicated Client Upgrade:	For information about upgrading your dedicated instance to this new version, please contact your TransPerfect Project Manager.

8. Hardware and Software Requirements

The following describes the hardware and software requirements in order to use the GlobalLearn v2.4 platform.

System Requirements	
Operating System	<ul style="list-style-type: none"> Windows Version 7 or higher All currently supported Mac OSX releases iOS and Android for myTI mobile app (see myTI release notes)
Browser	<ul style="list-style-type: none"> Microsoft Edge: Version 88 and later Google Chrome: Current release and earlier Mozilla Firefox: Current and ESR releases Apple Safari: Current release and earlier <p>NOTE: 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 v2.4 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-859	GlobalLearn	<p>Integration of IAM 1.0 with Global Learn introduces a major technical upgrade, enhancing user management with improved MFA support and synchronization of user training groups. Company Admins can now efficiently update user account details, such as email addresses, through IAM, ensuring accurate and latest information.</p> <p><u>Key Features of IAM 1.0</u></p> <p>Password Change Management</p> <ul style="list-style-type: none"> • Users can update their passwords through the IAM-provided password 	No	No	MINOR	<p>Affected Users: Admins</p> <p>Impact: These enhancements collectively empower the administrators with robust user management tools, reinforcing security measures and optimizing the overall user experience.</p>

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
		<p>change form, accessible via an embedded iframe in GlobalLearn.</p> <ul style="list-style-type: none"> Company and Super Admins can perform bulk password resets for multiple users in a single operation. They can also use the 'Reset Password' button to send an email with a temporary password, requiring users to create a new password upon their next login. <p>Users Suspension & Deactivation</p> <ul style="list-style-type: none"> GlobalLearn supports training specific suspensions, restricting course enrollments. IAM manages global suspension or deactivation with suspended users highlighted with a red icon. <p>User Management Enhancements</p> <ul style="list-style-type: none"> User details (Name, Email, and Role) are managed exclusively in IAM and cannot be modified in GlobalLearn. Changes made in IAM are automatically synced with GlobalLearn. Bulk user upload currently does not support assigning training groups, but is planned for future releases. 				

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
		<p>Behavioral Changes</p> <p>User statuses from IAM are in sync with GlobalLearn and indicated by the following icons:</p> <ul style="list-style-type: none"> Red Icon: User is globally deactivated in IAM. Green Icon: User is active. Purple Icon: User invited but registration is incomplete. Yellow Icon: User has a training suspension in GlobalLearn. <p>User Invitation Process</p> <p>Admins can invite users individually or in bulk by uploading a CSV file with user details. IAM generates a unique registration link for each invited user, automatically emailed to prompt registration. Users complete the process by confirming details, setting a password, and agreeing to terms. Once registered, IAM activates the account, and syncs with GlobalLearn to assign the appropriate role.</p>				
GL-925	GlobalLearn	Technical back-end upgrade of our LMS Core Engine to Version 4.0. This significant enhancement brings a host of improvements, including enhanced performance, new features, and a refined user experience. Get ready for a smoother and more powerful	No	Yes	MINOR	<p>Affected Users: All Users</p> <p>Impact: This new feature enhances the system's software technology.</p>

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
		learning environment with this latest upgrade.				

B. DEFECT RESOLUTIONS

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-3188	Global Learn	The user faced an issue in the User Interface after downloading the CSV with records from Audit Trail. The output displayed some extra symbols.	MINOR	Company Admins. This bug has a minor impact on the Audi Trail export results. The resolution resets the correct data displayed with no extra symbols.
TILMS-3781	Global Learn	The attendees could complete a classroom training even if they do not complete the 'File' activity in a course where there is a necessity to complete both activities.	MINOR	Company Admins. This bug has a minor impact on the Course Management. The resolution resets the correct system behavior where the course status does not start unless the Attendee completes the File activity.
TILMS-4260	Global Learn	The Company Admin level users experienced an issue when they entered a field in the search and clicked the back arrow on the List/Edit Users page of the Company Dashboard. The search results get changed after returning to the List/Edit user's page.	MINOR	Company Admins. This bug has a minor impact on the search results on the Company Dashboard. The resolution resets the correct system behavior.
TILMS-4278	Global Learn	There are no lines seen under the column Due Date on the Enrolled users list when a Company Admin level user enters a unique value in the Search field on the Course Management page.	MINOR	Company Admin. This bug has a minor impact on the Enrolled Users list pop-up window's user interface. The resolution resets the correct display.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-4387	Global Learn	When uploading content to the GL system, users can only use the drag-and-drop method.	MINOR	Course Creators. This bug has a minor impact on course creators. The resolution allows these users to launch Windows Explorer or Finder to select the file within File eLearning activity of course.
TILMS-4406	Global Learn	The existing file alert message is shifted to the left side of the document upload window in the Content Library.	MINOR	Company Admin. This bug has a minor impact on the system user interface. The resolution resets the message size corresponding to the pop-up.
TILMS-4417	Global Learn	No message is seen upon clicking a locked course on the My Courses dashlet.	MINOR	All Users. This issue has a minor impact on the My Courses card view. The resolution restores the correct message for the locked courses.
TILMS-4616	Global Learn	The custom fields are not aligned when an External Training course is added from the Course Management page.	MINOR	Company Admins. This issue has a minor impact on the 'Create External Course' page user interface. The resolution resets the correct fields display.
TILMS-4668	Global Learn	The user gets an incorrect popup while eSigning an External Training course.	MINOR	Company Admins. This bug has a minor impact on the eSigning External Training course. The resolution resets the correct eSign course popups.
TILMS-4675	Global Learn	The picture is stretched if it does not match the recommended size on the Edit Details page of External Training.	MINOR	Company Admin. This issue has a minor impact on the Edit Details user experience. The resolution preserves the proportions of the uploaded picture.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-4714	Global Learn	There are a few Users Interface and User Experience issues observed on the Edit Course pop-up, like the element sizes are not correct and the paddings are not like on the mock-ups.	MINOR	Company Admins. This issue has a minor impact on the Course Management user interface. The resolution resets the correct display.
TILMS-4849	Global Learn	There was misaligned text seen on the 'Include Issue Certificate' option on the Edit Course Pop-up when adding an External Training via the Course Management menu.	MINOR	Company Admins. This issue gas a minor impact on the Course Management user interface. The resolution resets the correct display.
TILMS-4863	Global Learn	The user faced an issue in the User Interface after hovering on the Document button.	MINOR	Company Admins. This bug has a minor impact on the Documents button. The resolution resets the correct system behavior.
TILMS-4921	Global Learn	The user faced an issue when the white scroll bar on the right side blinked after the pop-up 'Upload New Evidence Document' was closed.	MINOR	Company Admin. This bug has a minor impact on the External Training course page. The resolution resets the correct system behavior.
TILMS-5205	Global Learn	An incorrect field name, 'Reason,' is displayed on the reject document pop-up when a Company admin tries to reject a document from an External Training via Course Management.	MINOR	Company Admin. This bug has a minor impact on the Reject Document pop-up's user interface. The resolution resets the correct field name to 'Status Change Reason.'
TILMS-5022	Global Learn	An issue occurred while downloading the document download icon disappeared before the document was fully uploaded. The gray screen is displayed for a long time without any indication.	MINOR	Company Admins. This bug has a minor impact on the disappearing of the document icon and grayed-out screen. The resolution resets the download icon without disappearing on the screen.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-5262	Global Learn	When a learner-level user uploads a file with a long name, the names are displayed incorrectly in the document preview.	MINOR	All Users. This bug has a minor impact on the uploaded file names. The resolution displays the file names correctly. If the file name is too long, it is moved to another line in the document preview.
TILMS-5346	Global Learn	The field 'Include Issue Certificate' is seen on the last (5 th) Step of creating an external training despite it being turned off.	MINOR	Company Admin. This bug has a minor impact on the External Training creation. The resolution resets the correct fields displayed.
TILMS-5378	Global Learn	There is an 'Evidence Doc History' option available in the menu for the created records by Course Admin on the External Training transcript page.	MINOR	Company Admin. This bug has a minor impact on the External Training records. The resolution removes the incorrect field 'Evidence Doc History' from the menu.
TILMS-5567	Global Learn	The user faced an issue with the Certificate page that appears blank in the External Training course.	MINOR	Company Admins. This bug has a minor impact on the Certificate page. The resolution resets the Certificate page by eSigning the Course, and the Certificate will show up.
TILMS-5670	Global Learn	A Learner + Group Owner user cannot see any records on the My Direct Reports and Manage Certificates page.	MINOR	Company Admin. This bug has a minor impact on the Group Owner user permissions. The resolution resets the correct system behavior where the Learner+ Group Owner user can see all the courses.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-5710	Global Learn	A user's site course is not presented on the My Direct Reports page when a Company Admin clicks the Site and 'Not Started' course on the Course Statistics.	MINOR	Company Admin. This bug has a minor impact on the My Direct Reports course statistics. The resolution resets the correct display.
TILMS-5850	Global Learn	The system displays a '404' error when a Course Instructor clicks the 'I' icon for a modified/updated course.	MINOR	Course Instructor. This bug has a minor impact on the course quick panel. The resolution removes the 404 error, and the quick panel opens as expected.
TILMS-5958	Global Learn	For the Classroom Training that is completed and eSigned, the system displays the course status as 'Not Started' with a progress of 0%.	MINOR	Company Admins. This issue has a minor impact on the Course statistics for the completed courses. The resolution resets the correct progress display with a 'Completed' status for the completed and signed classroom training.
TILMS-5959	Global Learn	The eSign pop-up closes after clicking the 'Next' button on the Change Attendance Status window of a course.	MINOR	Company Admin. This bug has a minor impact on the Classroom Training Course Management. The resolution resets the correct system behavior.
TILMS-5995	Global Learn	A document in image format is not displayed on the Document Preview pop-up on the External Training Transcripts page.	MINOR	Company Admin. This bug has a minor impact on the document preview. The resolution restores the correct display.
TILMS-6103	Global Learn	The system displays the error message 'error/Course Module ID was incorrect' only when the course is not e-signed and the user closes the e-sign reason popup window.	MINOR	Company Admins. This bug has a minor impact on closing the eSign reason popup window. The resolution resets the correct system behavior.
TILMS-6301	Global Learn	The progress indicators are displayed incorrectly on the Course Page.	MINOR	All Users. This bug has a minor impact on the Course page user interface. The resolution resets the correct display.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-6336	Global Learn	The system displayed an inconsistent user interface on the Date filter on the F2F activity page.	MINOR	All Users. This bug has a minor impact on the system user interface. The resolution resets the correct display.
TILMS-6337	Global Learn	A session that does not match the search parameters is displayed on the F2F activity page when the 'Is' value with date is selected in the Date Filter's dropdown list.	MINOR	Company Admins. This bug has a minor impact on the search parameters. The resolution resets the correct session name displayed.
TILMS-6509	Global Learn	The displays incorrect data in the user counter when the Company Admin is enrolled in their own created course.	MINOR	Company Admins. This bug has a minor impact on the course user counter. The resolution resets the correct user count.
TILMS-6863	Global Learn	On the External Training Transcript page- document preview pop-up, there is a 'Close' text present instead of a 'Cancel.'	MINOR	All Users. This bug has a minor impact on the system user interface. The resolution resets the correct text on the buttons.
TILMS-6898	Global Learn	The system displays additional scroll bars on the Course Management and Read & Acknowledgement pages.	MINOR	Company Admins. This bug has a minor impact on the system user interface. The resolution removes the additional scroll bars.
TILMS-6948	Global Learn	If a course is presented with a description, the sorting, searching, and pagination do not work.	MINOR	All Users. This bug has a minor impact on the system user interface. The resolution resets the correct system behavior.
TILMS-7018	Global Learn	The search field in the F2F activity does not work well in Classroom Training.	MINOR	Company Admin. This bug has a minor impact on the search results on the F2F activity page. The resolution resets the correct system behavior.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-7097	Global Learn	Incorrect sender name is presented in the Welcome to Training email configured via the Company Dashboard settings and Email templates.	MINOR	Company Admin. This bug has a minor impact on the system email templates. The resolution resets the correct sender names.
TILMS-7163	Global Learn	The user faced an issue while adding the users from the eTMF room to Global Learn training groups. The added users are not showing up.	MINOR	All Users. This bug has a minor impact on the API domain. The resolution resets the correct system behavior by showing the users to the GL training groups.
TILMS-7245	Global Learn	The tooltip 'Learner Is Required to e-Sign After Evidence Approval' is displayed on the Course page.	MINOR	All Users. This bug has a minor impact on the Global Learn Course page. The resolution resets the e-Sign button on the Course page.
TILMS-7320	Global Learn	The Completion Date is not showing up on the courses within the My Learning Plan dashlet (Card view and List view).	MINOR	Company Admin. This bug has a minor impact on the courses under the My Learning Plan dashlet. The resolution resets the correct system behavior by showing the Completion Date on the courses.
TILMS-7322	Global Learn	The long titles Learning Plan names do not appear correctly when the user hovers the mouse in both the Card view and List view.	MINOR	Company Admin. This bug has a minor impact on the User Interface of the Global Learn system. The resolution resets the correct system behavior by showing the tooltip with the full course name in both the Card view and the List view.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-7331	Global Learn	The system does not display the hint when hovering the mouse on the icon beside the course under Course Status for the External Training course on the My Direct Reports page.	MINOR	Company Admin. This bug has a minor impact on the External Training course. The resolution resets the correct system behavior by showing the hint 'Activity is changed by admin [AdminName]' under Course Status.
TILMS-7337	Global Learn	The system displays the Course Creation date under the Course Assigned Date column for enrolled Creator.	MINOR	Company Admin. This bug has a minor impact on the Course creation date. The resolution resets the correct system behavior by showing the date when the Creator is added to the course as a Learner.
TILMS-7339	Global Learn	The issue occurred when the user did not select the checkbox 'Use Same Document for All Users,' and the Evidence document was not selected under the Completion Status on the Add New Record page.	MINOR	Company Admin. This bug has a minor impact on the Completion Status. The resolution resets the correct behavior by pre-selecting the document in the drop-down with the 'Use Same Document for All Users' checkbox selected.
TILMS-7342	Global Learn	The user has access to the Jasper Reports only if the Individual or Group access is set to default.	MINOR	Company Admin. This bug has a minor impact on the access for the Jasper Reports. The resolution resets the correct system behavior by showing no access to the Jasper Reports.
TILMS-7347	Global Learn	The learner user gets an error message '404 error' while updating/modifying the version of the course when added as an Instructor User 2 course-level role.	MINOR	User 1 and User 2. This bug has a minor impact on the course on the Course Management page. The resolution resets the system behavior by allowing the Instructor User2 (course-level role) to update/modify the version of the course.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-7357	Global Learn	The learner user with an instructor course level role gets an error message '404 error' when clicking on 'Enroll Users' within the Course Management page for Standard, External Training, and Classroom Training Courses.	MINOR	Learner User. This bug has a minor impact on the course on the Course Management page. The resolution resets the behavior by displaying the 'Enroll Users' pop-up window.
TILMS-7358	Global Learn	The system presents the eSign with a Completed status when the user uploads the evidence for the External Training course on the 'View All Enrolled Users' page.	MINOR	Company Admin. This bug has a minor impact on the External Training course. The resolution resets the correct system behavior by displaying the eSign with In Progress status.
TILMS-7360	Global Learn	The learner user with an 'Instructor' course level role gets an error message '404 error' when clicking on the 'i' icon to open the Quick Panel near the created course under the Course name column.	MINOR	Learner User. This bug has a minor impact on the Course Management page. The resolution resets the correct system behavior by opening the Quick Panel.
TILMS-7361	Global Learn	The system displays the following activities in the 'Bulk Actions' drop-down list for the Manager and Site Coordinator within the Course Management page: <ul style="list-style-type: none"> • Training Plan (Disabled) • Export to Excel • Set Completion Reminder 	MINOR	Manager and Site Coordinator. This bug has a minor impact on the Course Management page 'Bulk Actions.' The resolution resets the 'Bulk Actions' drop-down list by displaying all options.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-7456	Global Learn	Despite applying filters based on the Room Name, the client sees content from all groups/rooms associated with the user, even those not linked to the specified room name.	Minor	Company Admin. Manager. QA. Group Owner. This bug has a minor impact on users with access to My Direct Reports. The resolution resets the filter to see groups/rooms to which the user is assigned and which match the specified room name in the filter. In this case, the user with the right permission should only see training groups associated with the specified 'Room Name.'
TILMS-7553	Global Learn	In the audit trail, the Name of the current user is displayed in the description of the 'User added to training group' event.	Minor	Company Admins. This bug has a minor impact on Company Admins. The Name of the user who added the learner to the group is displayed in the Description of the 'User added to training group' events.
TILMS-7572	Global Learn	The user faced an issue while previewing the document in the Document Preview window. The 'Added by' option is not showing up in the metadata panel under the General Information section.	MINOR	Company Admin. This bug has a minor impact on the Document Preview window. The resolution resets the correct system behavior by showing the 'Added by' option in the metadata panel.
TILMS-7613	Global Learn	The Course creators/admins can paste negative numbers in the Days/Hours/ Minutes fields in the general information section of a course.	MINOR	Company Admins. This bug has a minor impact on the course creation time details. The resolution resets the correct system behavior.
TILMS-7659	Global Learn	The space is shown at the beginning in the Training area, Type of training entity, and Course Code fields on the Create External Training page.	MINOR	Company Admin. This bug has a minor impact on the Create External Training page. The resolution resets the correct system behavior.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-7678	Global Learn	The system displays the Creator's name in the Record Created popup window on the External Training Course page.	MINOR	Users. This bug has a minor impact on the External Training Course page. The resolution resets the behavior by displaying the External Training Name in the Record Created popup window.
TILMS-7709	Global Learn	The issue occurred when the system did not display the 'Return to Course Management' button after creating multiple courses on the Content Library page.	MINOR	Company Admin. This bug has a minor impact on the Content Library page. The resolution resets the correct behavior by showing the Return to Course Management button.
TILMS-7763	Global Learn	The system did not display the 'i' icon near the Certificate of Completion option on the course page and the Read and Acknowledge Test page for unenrolled Course Creators.	MINOR	Company Admin. This bug has a minor impact on the Course page and the Read and Acknowledge Test page. The resolution resets the correct system behavior.
TILMS-7796	Global Learn	The system does not display the notification message 'Updated successfully' after making and saving the changes on the 'Certificate' page.	MINOR	Company Admin. This bug has a minor impact on the Certificate page. The resolution resets the correct system behavior by displaying the message.
TILMS-7853	Global Learn	An issue occurs when the system fails to display the 'Short name is already used' message if it contains some special characters on the Create a Course page.	MINOR	Company Admin. This bug has a minor impact on the Create a Course page. The resolution resets the correct system behavior by displaying the message.
TILMS-7936	Global Learn	The user is not able to see the green check mark on the Training Content if the course contains the activity with the settings Do not indicate.	MINOR	Company Admin. This bug has a minor impact on the Training Content page. The resolution resets the correct system behavior.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-7970	Global Learn	The user is not able to login to the SQA stage after entering the valid credentials.	MINOR	Users. This bug has a minor impact on the Sign-in page. The resolution resets the correct system behavior and now the users can log in to the system.
TILMS-7971	Global Learn	The user gets an error 'Writing Database' when adding the activity to the course on the Course Management page.	MINOR	Users. This bug has a minor impact on the Course Management page. The resolution resets the error, the activity gets added, and the edit activity page is opened.
TILMS-7985	Global Learn	The admin creates a new training group via the Origami panel. The users are added and mapped to TG on the eTMF side, but when logging into the Global Learn application, the issue occurs that the users did not get added to the Global Learn.	MINOR	Admin. This bug has a minor impact on the Global Learn application. The resolution resets the correct system behavior.
TILMS-7996	Global Learn	The error message is displayed when some Site Coordinators click the Manage Certificates module.	MINOR	Site Coordinator. This bug has a minor impact on the Manage Certificates page. The resolution resets the correct system behavior.
TILMS-7998	Global Learn	The error message is displayed when some Group Owners click the Manage Certificates module.	MINOR	Group Owners. This bug has a minor impact on the Manage Certificates page. The resolution resets the correct system behavior.
TILMS-8013	Global Learn	The user faced an issue in the User Interface of the eSign page that displays the different eSign popups for the Standard Course, External Training Course, and Classroom Training Course.	MINOR	Company Admin. This bug has a minor impact on the eSign page. The resolution resets the correct system behavior.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-8035	Global Learn	The user faced an issue with navigating the Course Activity pages that display the 3 buttons on each activity page.	MINOR	Company Admin. This bug has a minor impact on the Course Activity page. The resolution resets the correct system behavior.
TILMS-8036	Global Learn	The user faced an issue with the User Interface that displays the Global Learn versions on the bottom right corner of the page that overlaps the User Interface elements.	MINOR	Company Admin. This bug has a minor impact on the Course Management List Users page. The resolution resets the correct system behavior.
TILMS-8057	Global Learn	The user faced an issue while previewing the document in the Document Preview window. The 'Added by' option is not showing up in the metadata panel under the General Information section.	MINOR	Company Admin. This bug has a minor impact on the Document Preview window. The resolution resets the correct system behavior by showing the 'Added by' option in the metadata panel.
TILMS-8158	Global Learn	The Site Coordinators cannot configure Course Completion Reminders for the courses they have not created for their sites.	MINOR	Site Coordinators. This bug has a minor impact on the user authority. The resolution allows the Site Coordinators to configure the Course Completion reminders.
TILMS-8552	Global Learn	An issue where CamelCase email addresses during user data uploads and login processes caused login failures within the Learning Management System (LMS). This issue affected the ability of users to access the system when their email addresses included mixed case formatting.	MINOR	All users. This resolution impacts all users who utilize CSV uploads for user creation. The update ensures that email addresses are standardized to lowercase, which resolves the previously encountered login failures related to CamelCase email formats. This change has been implemented and is currently active in the system, effectively resolving the issue.

10. Open Defects

GlobalLearn v2.4 has been released with these known issues. This table uses the following definitions of severity:

- **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.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-7704	Global Learn	After unenrolling the user from the course, the user still has the 'Instructor' course-level role assigned on the External Training Course page.	MINOR	Company Admin. This bug has a minor impact on the External Training Course page. The resolution resets the correct behavior by showing the user loses the 'Instructor' course level role after unenrolling.
TILMS-8692	Global Learn	An issue affecting the appearance of the header and footer colors when the 'Select Scheme' option is set to 'Custom' in our application. This problem is preventing the chosen custom colors from being applied correctly.	MINOR	Company Admins. Company Admins intending to customize the appearance of the application by changing the header and footer colors are unable to do so when selecting the 'Custom' scheme.
TILMS-8415	Global Learn	Courses linked to a Quality Document Management System (QDMS) document fail to automatically generate a new course upon publishing an up-versioned document to the Learning Management System (LMS). This issue occurs when a new version of a document, previously linked to a course, is updated and published.	MINOR	All Users. This requires manual intervention to link the updated document version to the new course.

11. 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)	help@trialinteractive.com	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	eu.help@trialinteractive.com	Monday – Friday, 9 AM – 6 PM CET.
China +86 (755) 66856062	cn.help@trialinteractive.com	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

12. Approvals

Product Owner

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

Quality Assurance

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