

## QuickGuide: Correspondence (Research Teams)

The correspondence feature facilitates communication between the research team and the REB of Record. For communication between members of the research team, please use the comments features.

### To send a correspondence message to the REB of Record:

1. Login to CTO Stream at <https://apply.ctostream.ca>.
2. Select the desired Project from the list of Projects list in your Work Area.
3. Once inside the project, select the specific application that you want to send a correspondence message about, from the project tree (Figure 1).

**Note:** If your message is not application-specific, you can select the Provincial Initial Application (study-wide correspondence) or the applicable Centre Initial Application (centre-specific correspondence) to send your message.

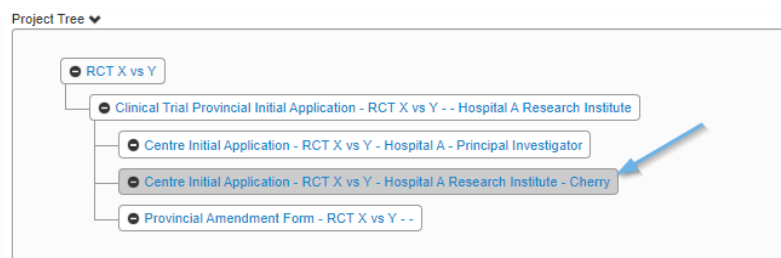


Figure 1

4. Create a new correspondence message on the selected application by either a) clicking the 'Correspond' button from the Actions Menu on the left-hand side of the page, or b) pressing '+ New Correspondence' after selecting the Correspondence tab.

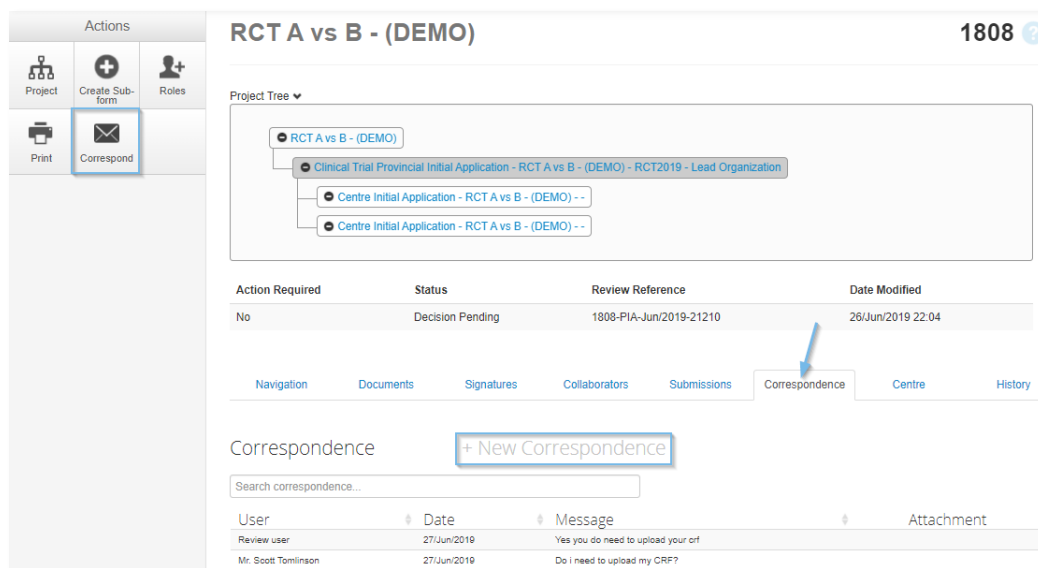


Figure 2

5. Enter your message into the pop-up window (Figure 3) and upload any documents, if applicable. When done press the green 'Send' button at the bottom of the window.

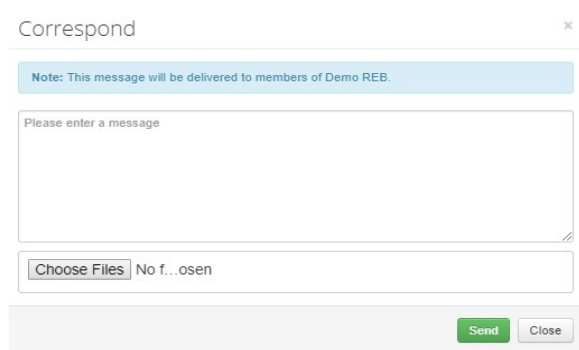
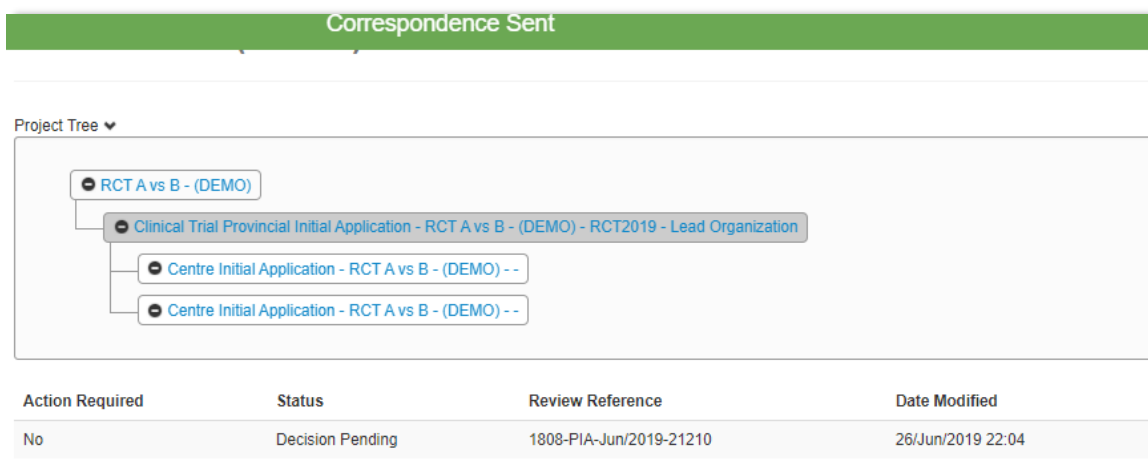


Figure 3

6. A green message will appear at the top of the screen which says "Correspondence Sent" to verify that your Correspondence message was sent (Figure 4).

**Note:** The REB has the option to reply to "All users with a role" or just a selection of users with a role on the application form. The Project Owner and Form Owner will automatically be copied anytime the REB replies to a correspondence.



| Action Required | Status           | Review Reference        | Date Modified     |
|-----------------|------------------|-------------------------|-------------------|
| No              | Decision Pending | 1808-PIA-Jun/2019-21210 | 26/Jun/2019 22:04 |

Figure 4

Questions? Submit a support ticket at [support.ctontario.ca](https://support.ctontario.ca)