

CTO **STREAM**



Correspondence (REBs)

CTO Helpdesk:
support.ctontario.ca

Contents

Correspondence	2
Correspondence Tab on Submission Timeline View.....	2
Sending a New Correspondence Message	3
Replying to a Correspondence From the Research Team	4

Correspondence

The correspondence feature allows for communication and transmission of documents between the REB of Record and the Research team(s). **Correspondence messages are attached to a specific submission version of the application form.** This means that when the study team sends a correspondence message to the REB on their application, any subsequent submissions of the same application form will not have the original correspondence message attached to it. To go back and view the message, the reviewer must open the submission that the comment was originally made on, or access the Correspondence tab in the Project Overview as described below.

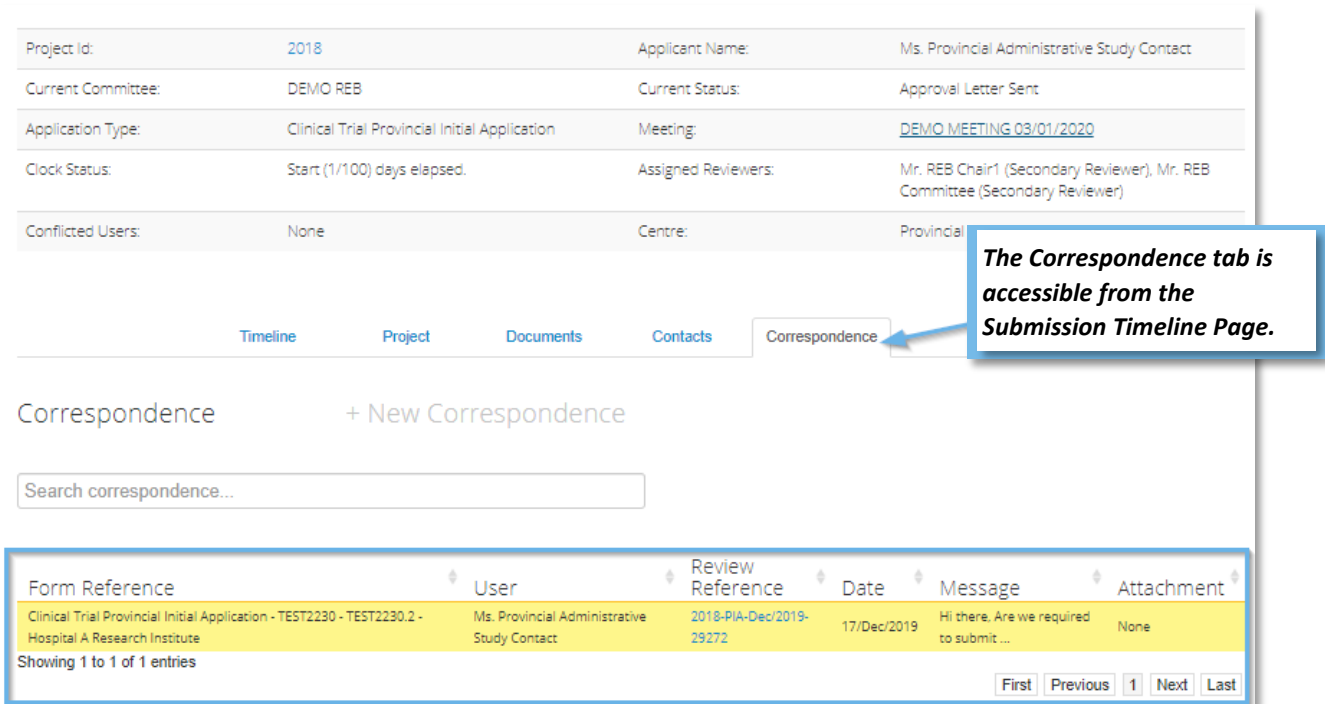
CTO Stream cannot be used for correspondence between members of the REB, or between the REB office staff and REB members. This can be done through Panel and Form comments, or through external email, at the REB’s discretion.

REB users can access a repository of all correspondence sent for a study via the Correspondence tab in the Project overview. More information about the project overview can be found in the [Navigating CTO Stream](#) user manual.

Correspondence Tab on Submission Timeline View

The Correspondence tab in the submission timeline contains a table showing each correspondence sent by the study team for the submission under review, displayed as a row.

Information about each correspondence message is separated into six columns, described below in Table 1. The table of correspondence messages can be sorted by any of these columns by clicking the grey triangles to the right of the column header.



Project Id:	2018	Applicant Name:	Ms. Provincial Administrative Study Contact	
Current Committee:	DEMO REB	Current Status:	Approval Letter Sent	
Application Type:	Clinical Trial Provincial Initial Application	Meeting:	DEMO MEETING 03/01/2020	
Clock Status:	Start (1/100) days elapsed.	Assigned Reviewers:	Mr. REB Chair1 (Secondary Reviewer), Mr. REB Committee (Secondary Reviewer)	
Conflicted Users:	None	Centre:	Provincial	

Timeline Project Documents Contacts **Correspondence**

Correspondence + New Correspondence

Search correspondence...

Form Reference	User	Review Reference	Date	Message	Attachment
Clinical Trial Provincial Initial Application - TEST2230 - TEST2230.2 - Hospital A Research Institute	Ms. Provincial Administrative Study Contact	2018-PIA-Dec/2019-29272	17/Dec/2019	Hi there, Are we required to submit ...	None

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

Figure 1

Table 1 – Correspondence Tab Information

	Description
Form Reference	The name of the application form, as displayed in the Project Tree
User	Name of the user who created and sent the correspondence message.
Review Reference	A unique identifier for the specific submission where the correspondence message was created.
Date	The date the message was sent/received.
Message	Displays the first 40 characters of the correspondence message. Click the message to open the complete message in a pop-up window.
Attachment	A paper clip icon will appear if a document was attached to the correspondence, or the word “none” will appear if no document is attached. Click the paper clip icon to open the message in a pop-up window with the option to download the attachments to your computer.

Sending a New Correspondence Message

1. To send a new correspondence message to the study team, click the ‘+ New Correspondence’ button (Figure 2) from under the correspondence tab, while on the timeline view of a submission.
2. Once + New Correspondence is pressed, the “Correspond” pop-up window will appear with a text box for the message to be entered and an upload button for any documents to be uploaded, if necessary.

Tip: The Form Owner and the Project Owner will be automatically included on any correspondence message sent by the REB.

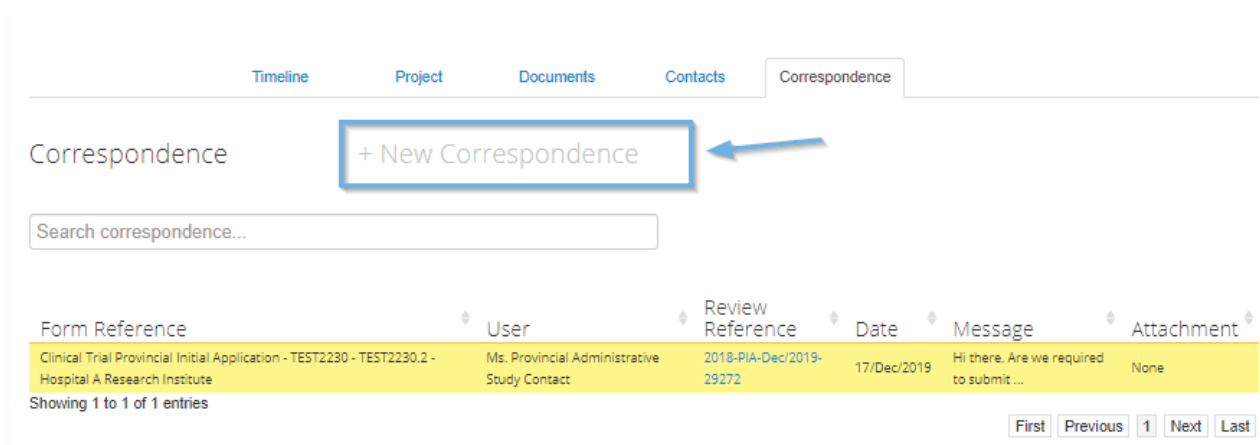


Figure 2

3. By default, a notification about the new correspondence message is sent to all applicants with a role on the application. If desired, reviewers can select the applicants who they want to receive the notification by unchecking the ‘Include all collaborators in notification’ checkbox (Figure 3) and then selecting the names of each person they

want to include. Those who are selected receive an in-system notification and email to notify them of the new correspondence message from the REB.

Any member of the study team with access to the application in CTO Stream can view a correspondence message sent by the REB, regardless of whether they received a notification of the message.

Tip: Only individuals with a role on the project can be selected as a recipient.

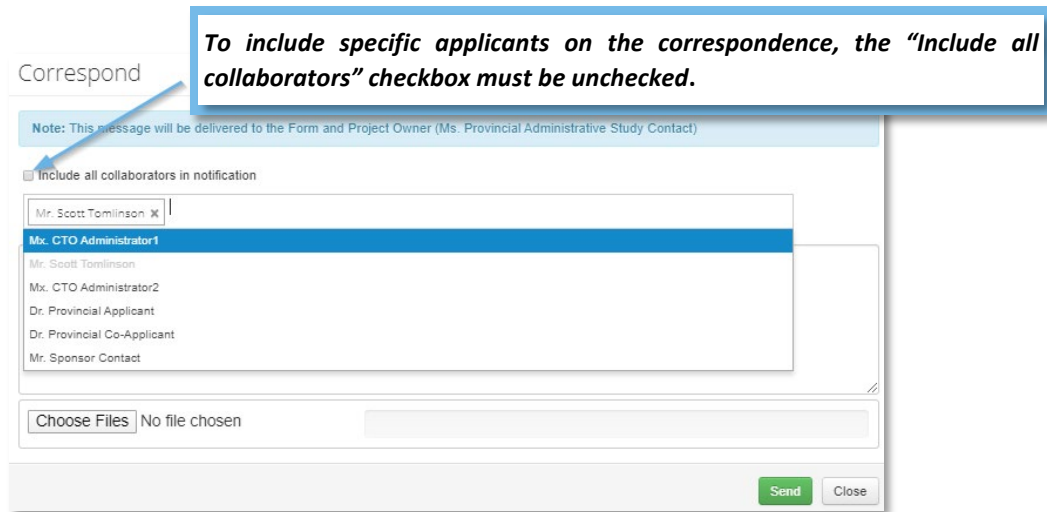


Figure 3

- REB users can attach a document to a correspondence message by clicking 'Choose Files' and then selecting a file from the computer to be uploaded. The size of the file cannot exceed the 100 MB limit.

Tip: Multiple files can be uploaded to a message. After pressing press 'Choose Files', hold Ctrl then select multiple files to upload.

Replying to a Correspondence from the Research Team

REB users can initiate a new correspondence message and can also reply to messages sent by the research team. To reply to a message, click on the message within the correspondence tab to open it and then click the green 'Reply' button to draft a response (Figure 4).

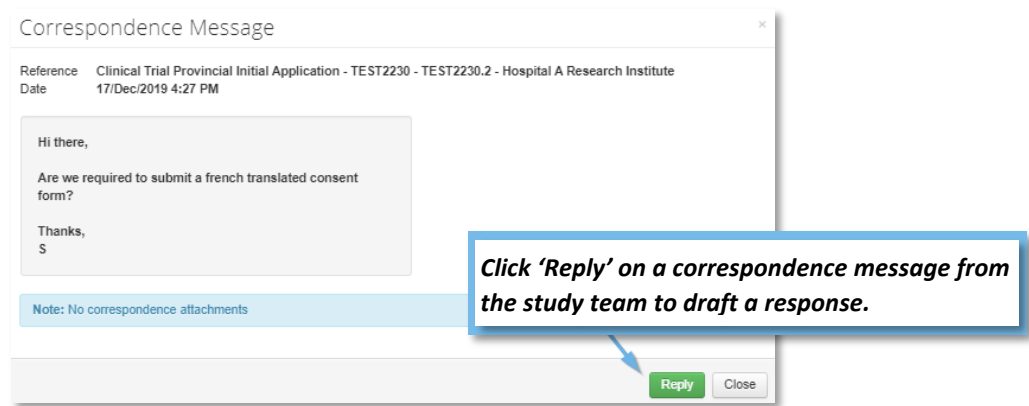


Figure 4

