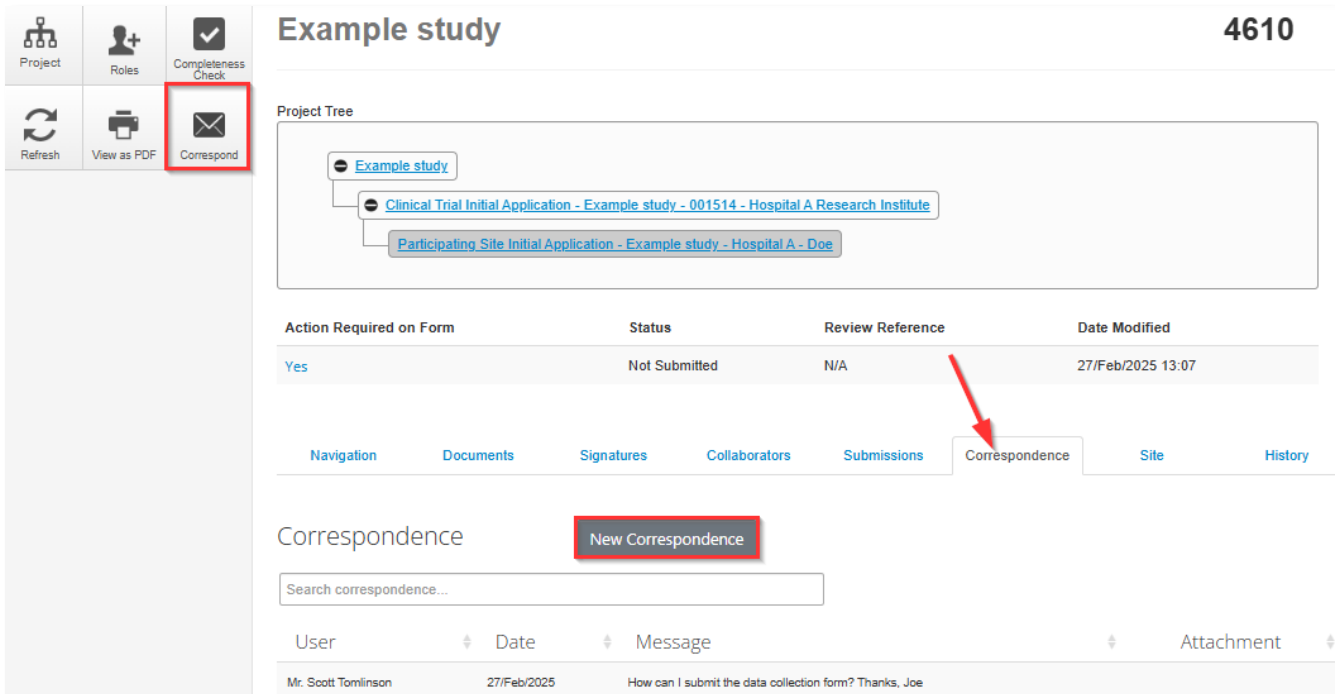


QuickGuide: Correspondence (For Research Teams)

The correspondence feature facilitates communication between the research team and the REB of Record. This is especially helpful when applicants are submitting to an REB from a different institution for which they may not be familiar with. **Please note: the Correspondence feature does not support communication between members of the research team.**

To send a correspondence message to the REB of Record:

1. Login to CTO Stream at apply.ctostream.ca.
2. Select the desired Project from the list of Projects list in your Work Area.
3. In the Project Tree, select the application you want to send a correspondence message for.
4. If your message is not application-specific and:
 - a) you are part of the lead study team; you can send the correspondence message on the Clinical Trial Initial Application or Observational Study Initial Application.
 - b) you are a member of the study team at a participating site; you can send the message on the Participating Site Initial Application for your site.
5. With the desired application selected in the project tree, press the 'Correspond' button from the list of actions on the left-hand side of the page, by pressing 'New Correspondence' under the Correspondence tab.



The screenshot shows the CTO Stream interface for a project titled "Example study" with ID 4610. On the left-hand side, there is a toolbar with several icons: Project, Roles, Completeness Check, Refresh, View as PDF, and Correspond. The "Correspond" icon, which is an envelope, is highlighted with a red box. Below the toolbar, the "Project Tree" shows a hierarchy of applications: "Example study", "Clinical Trial Initial Application - Example study - 001514 - Hospital A Research Institute", and "Participating Site Initial Application - Example study - Hospital A - Doe". Below the project tree, there is a table with columns: Action Required on Form, Status, Review Reference, and Date Modified. The table contains one row with the following data: Action Required on Form: Yes, Status: Not Submitted, Review Reference: N/A, Date Modified: 27/Feb/2025 13:07. Below the table, there are several tabs: Navigation, Documents, Signatures, Collaborators, Submissions, Correspondence, Site, and History. The "Correspondence" tab is selected and highlighted with a red box. Below the tabs, there is a "Correspondence" section with a "New Correspondence" button highlighted with a red box. Below the button, there is a search bar labeled "Search correspondence...". Below the search bar, there is a table with columns: User, Date, Message, and Attachment. The table contains one row with the following data: User: Mr. Scott Tomlinson, Date: 27/Feb/2025, Message: How can I submit the data collection form? Thanks, Joe, Attachment: (empty).

Figure 1

- Enter your message into the pop-up window (Figure 2) and upload any documents, if applicable. Press the green 'Send' button at the bottom of the window when you are ready to send the correspondence message.

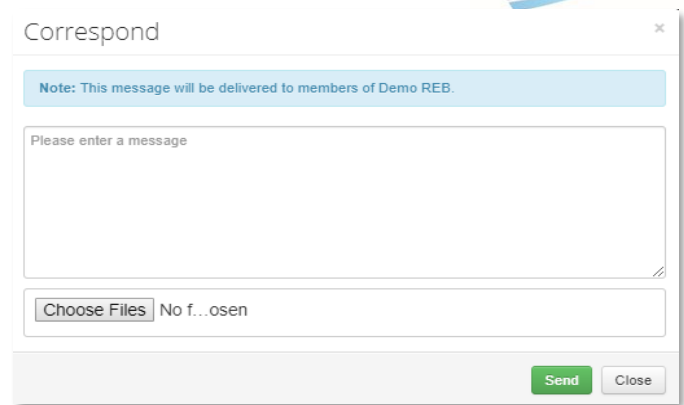


Figure 2

- A green banner will appear at the top of the page which says, "Correspondence Sent" to verify your Correspondence message was successfully sent (Figure 3).

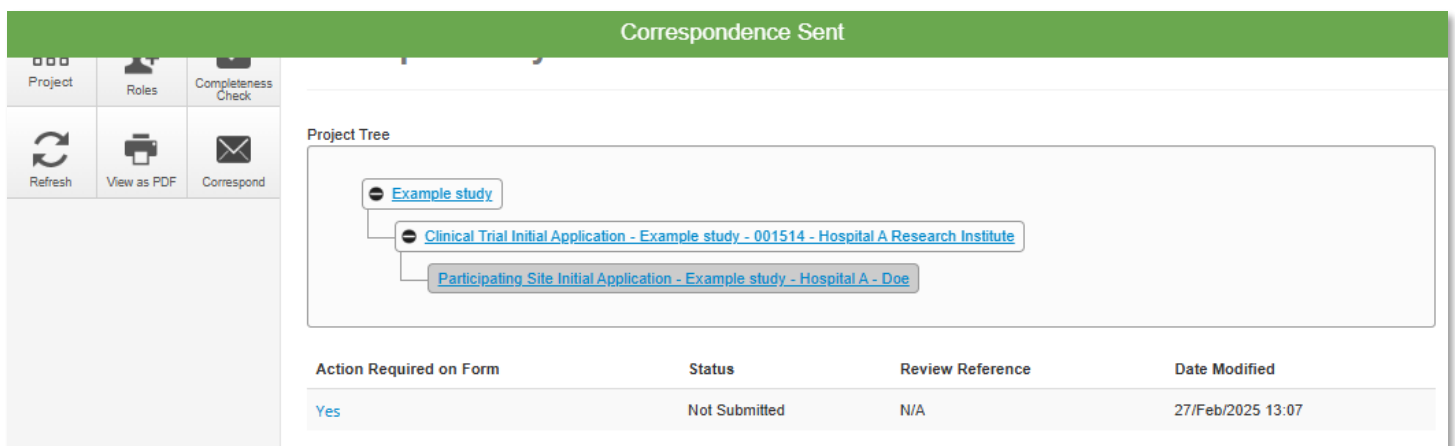


Figure 3

Questions? Submit a support ticket at support.ctontario.ca