eRequest

Frequently Asked Questions

Inspired by patients.
Driven by science.

Overview

eRequest is an application that assists UCB in request life cycle management. UCB has clear guidance in place on what we can support or sponsor. Online requests will go through an internal review and approval process with no guaranteed favorable outcome. This document will assist you by answering the most frequent questions about the use of the web based interface.

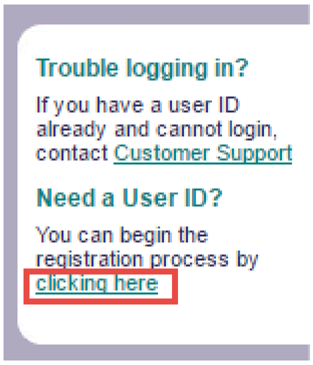
Which browsers work with eRequest?

The following browsers are compatible with eRequest:

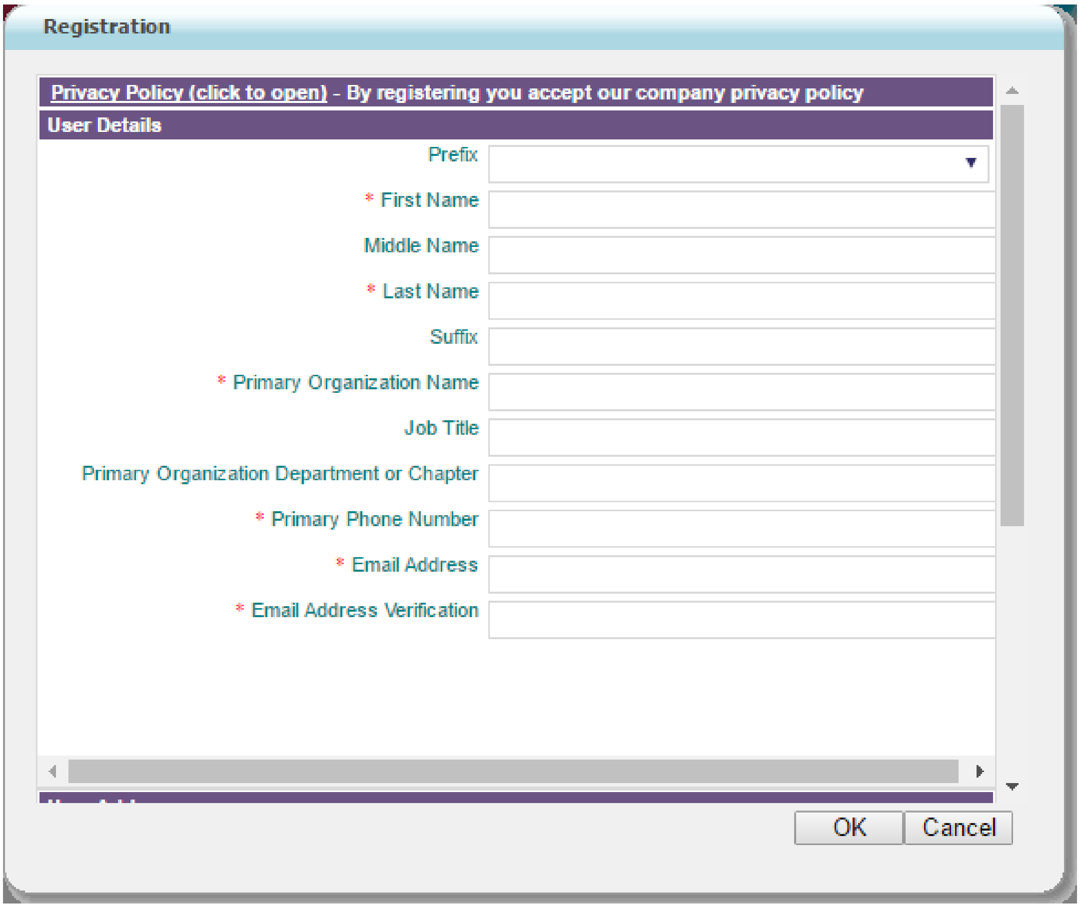
- Internet Explorer version 9 to 11
- Mozilla Firefox
- Google Chrome
- Apple Safari

How do I register?

1. If you need to request an ID and password, you may do so by navigating the “Need a User ID?” section and clicking on the link called "clicking here" and then filling out the registration form.

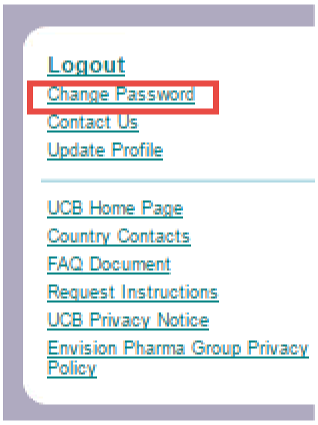


2. Required fields are indicated with an asterisk (*).
3. Click "OK" after completing the form.
4. After submitting your request, registration information will be sent to the e-mail address on file.



How do I update my e-mail address or password?

You can change your password at any time by clicking on the “Change Password” link on the left navigation pane of the homepage.

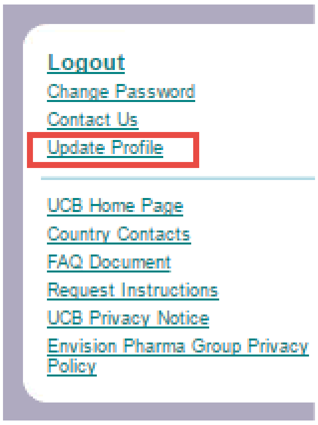


Password configurations are as follows:

- User ID: defaulted to your e-mail address
  (Your e-mail address can change in the future, but your User ID will stay the ***same****)*
- Password Configurations:
  - Minimum 8 characters
  - Current password cannot be reused as the new password
  - Last 10 passwords cannot be reused as the new password
  - At least one character from 3 of the 4 following categories must be used in a password:
    - Upper case letter
    - Lower case letter
    - Number
    - Special characters (e.g.!@#$%^&*?/)
- Lockout Configurations:
  - User accounts lock out after 10 invalid login attempts

How do I update my profile?

You can update your profile by simply clicking on “Update Profile” on the left side of the screen or on the top right side of the homepage after you have successfully logged in.



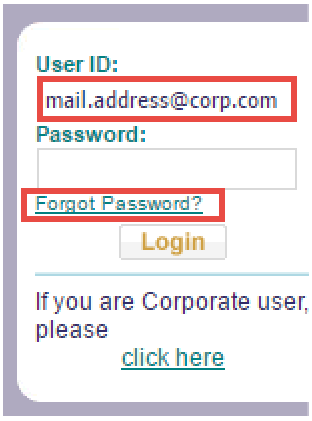
Your profile will appear in a pop-up window which will allow making any necessary changes and/or updates.

Click “Save” to update the information entered or “Cancel” to revert back to the homepage.

How do I recover my password?

If you forgot your password, click on the "Forgot Password" link.

eRequest will send a new randomly generated password on your e-mail address. You can then update it or keep it, at your convenience.



How long does my eRequest session last?

For security reasons, your web session times out after 1 hour of inactivity and you will be prompted to reenter your user name and password information.

Lockout after failed attempts

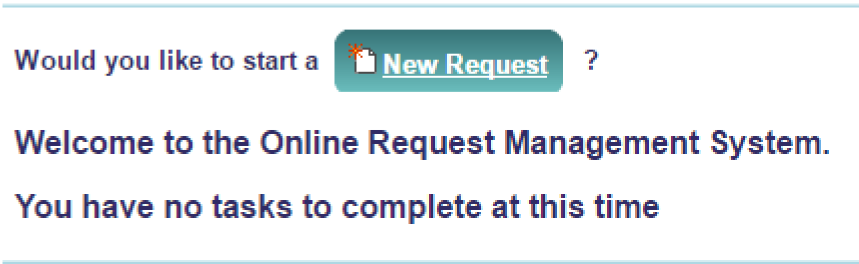
If you are locked out of the system after 10 failed login attempts, you will need to request a new password (see above).

After receiving a new password, close all open browser windows, re-open and then try again. You may also need to clear any cached pages from your browser – please follow the instructions below if you are still receiving the failed login message after closing and re-opening your browser. The instructions below apply to Internet Explorer. Similar steps should be applied to other browsers.

1. On the browser menu, click on Tools.
2. Click on Internet Options.
3. On the General tab, under Browsing history section, click on the Delete button.
4. Mark the box for Temporary Internet Files and click on the Delete button once again.
5. Click OK.

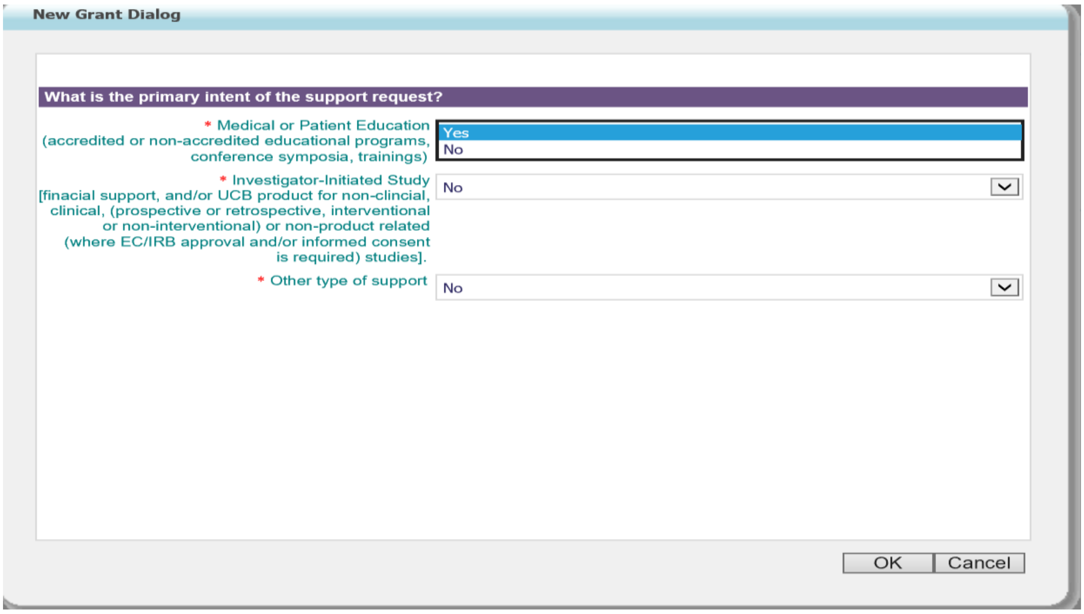
How do I start a new request?

Once logged in, select "New Request" at the top of the eRequest homepage.

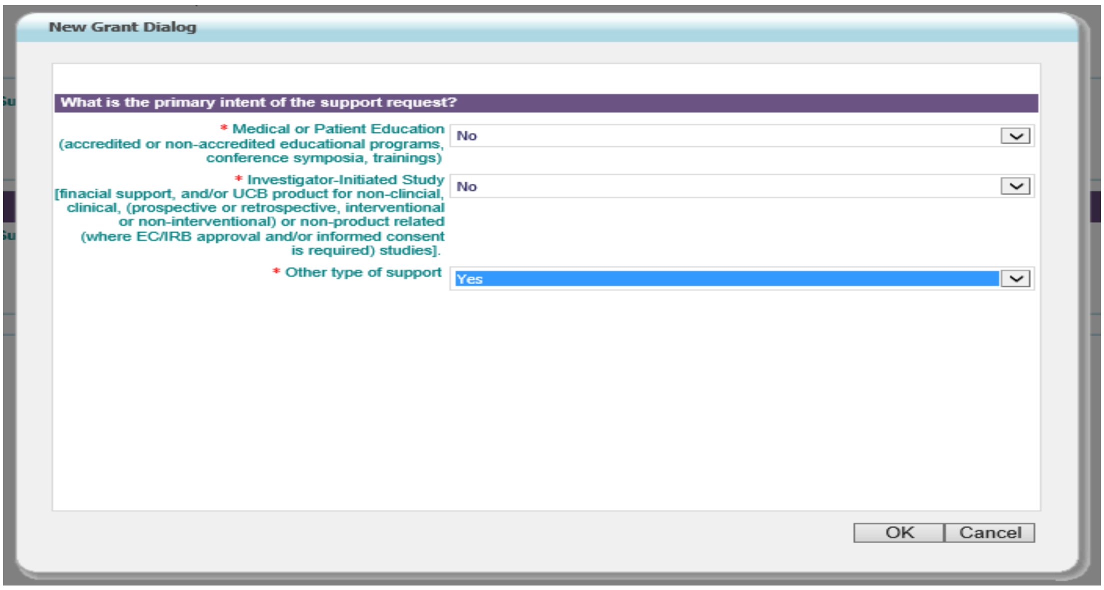


How do I select the category of my funding request?

1. Submission of a MEDICAL OR PATIENT EDUCATION request
   Click on the drop-down menu of “Medical or Patient Education (accredited or non-accredited educational programs, conference symposia, trainings)”, then select “Yes”. Click “ok” to proceed.

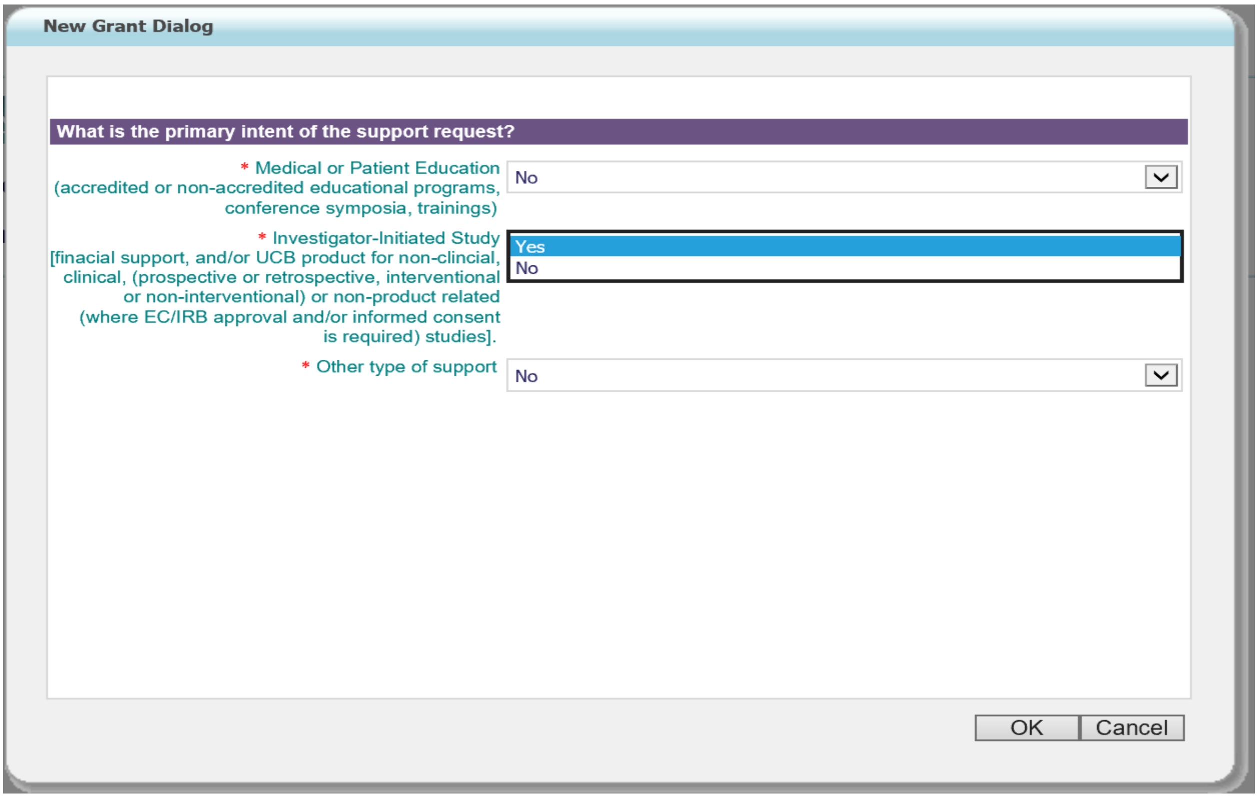


2. Submission of a DONATION / GRANT / SPONSORSHIP request
   Click on the drop-down menu of “Other type of support”, then select “Yes”. Click “OK” to proceed.



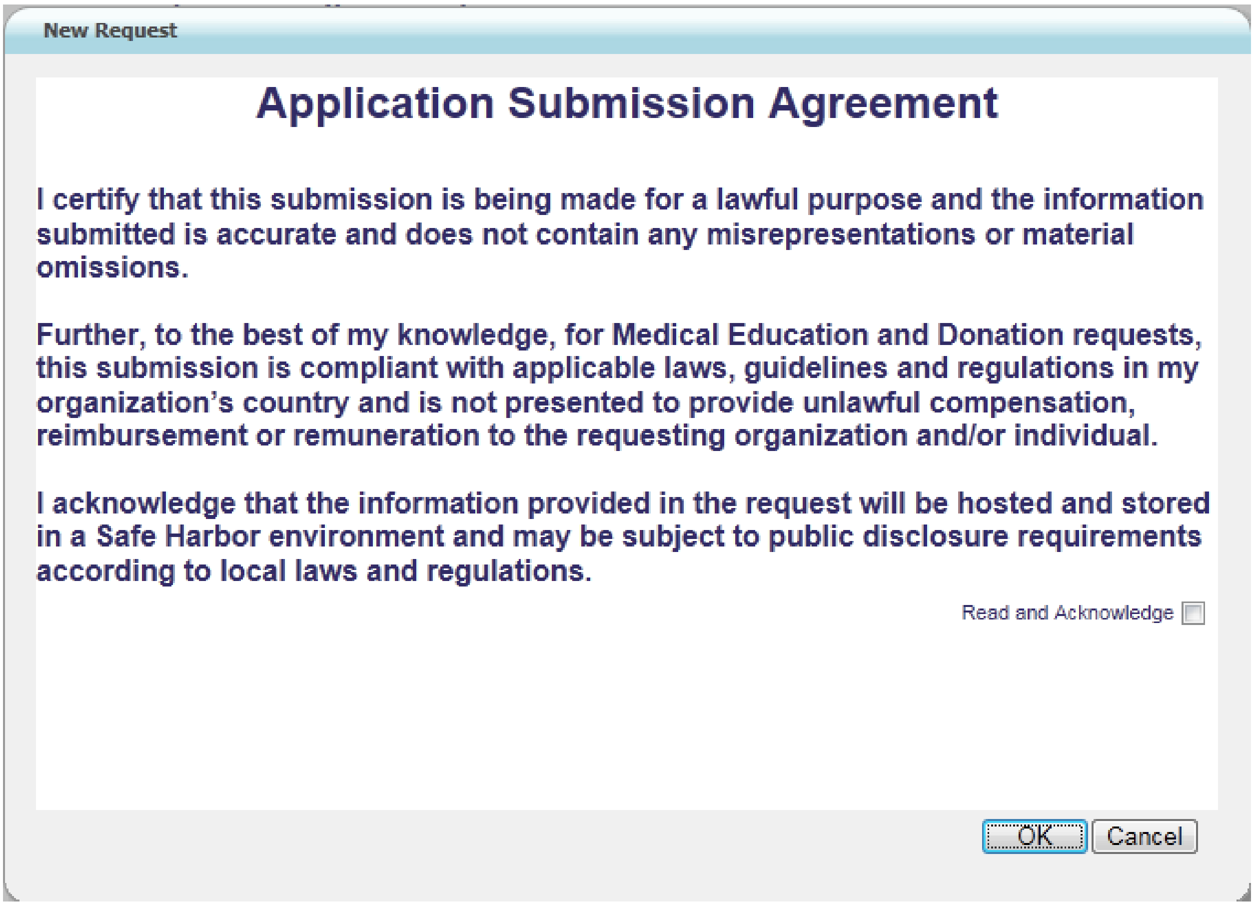
3. Submission of Investigator-Initiated Study request

   Click on the drop-down menu of "Investigator-Initiated Study [financial support, and/or UCB product for non-clinical, clinical, (prospective or retrospective, interventional or non-interventional) or non-product related (where EC/IRB approval and/or informed consent is required) studies]", then select "Yes". Click "ok" to proceed.



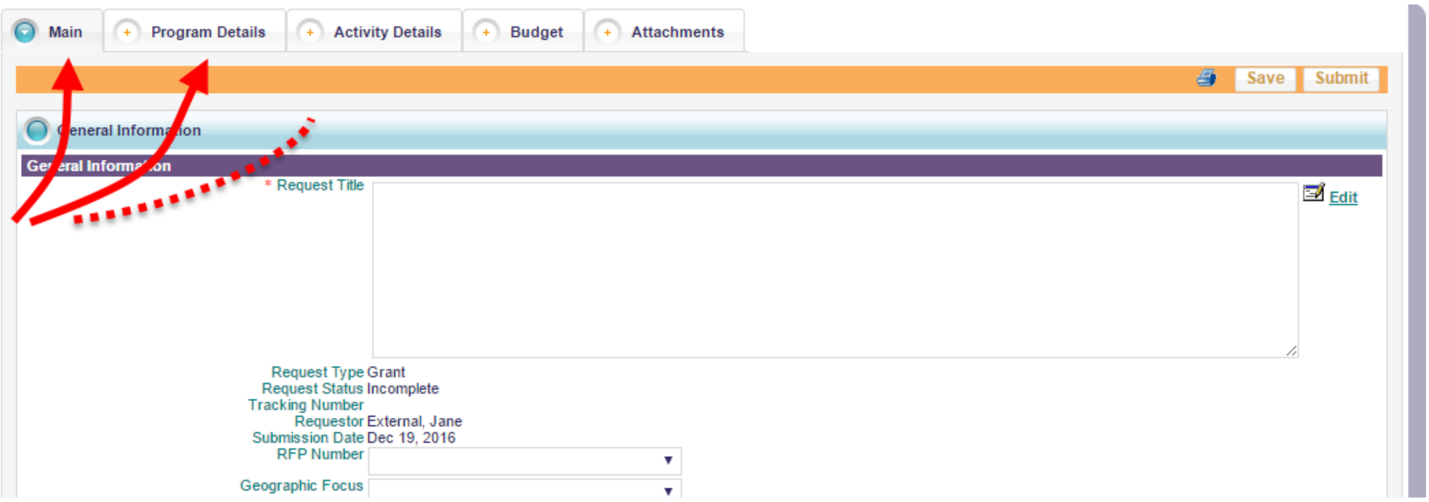
How do I continue a new request?

Tick the “Read and Acknowledge” box of the "Application Submission Agreement", then click “OK” to proceed:

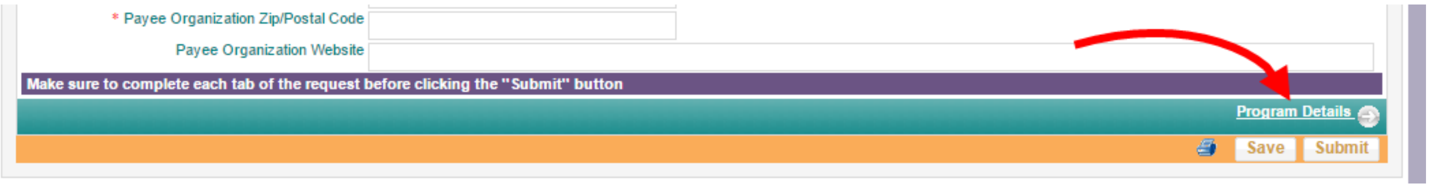


Tabs

1. Begin from the “Main” tab to the “Attachments” tab and fill out all the fields under each of the sections (mandatory fields are marked with an asterisk *):

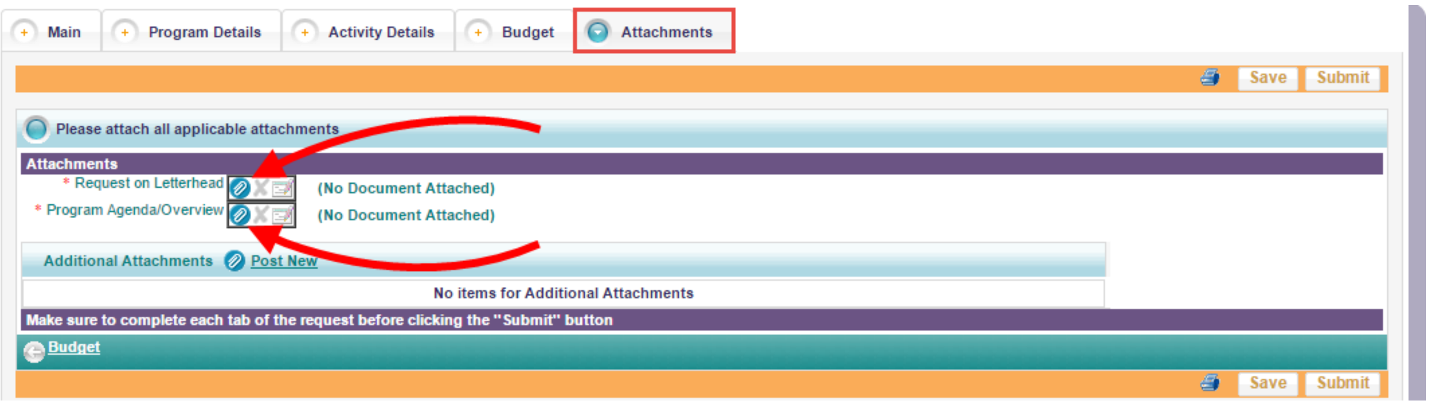


2. To switch from one tab to another, click on the actual tab or click on the next tab name at the bottom of the page by scrolling to the bottom of the screen:

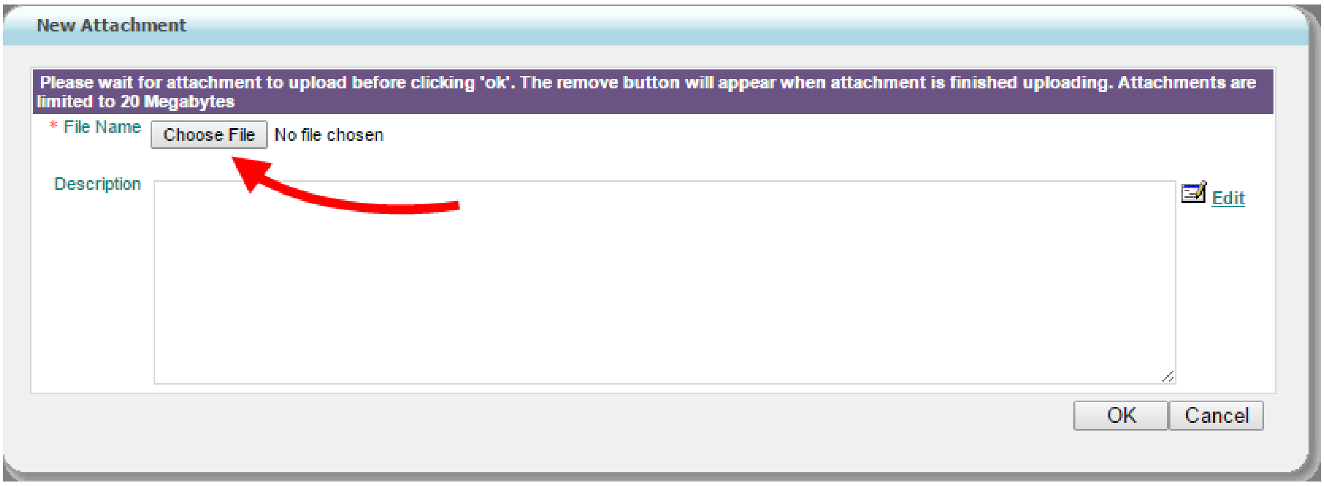


Attachments

1. Click on the paperclip icon to attach a required document (mandatory attachments are marked with an asterisk *):



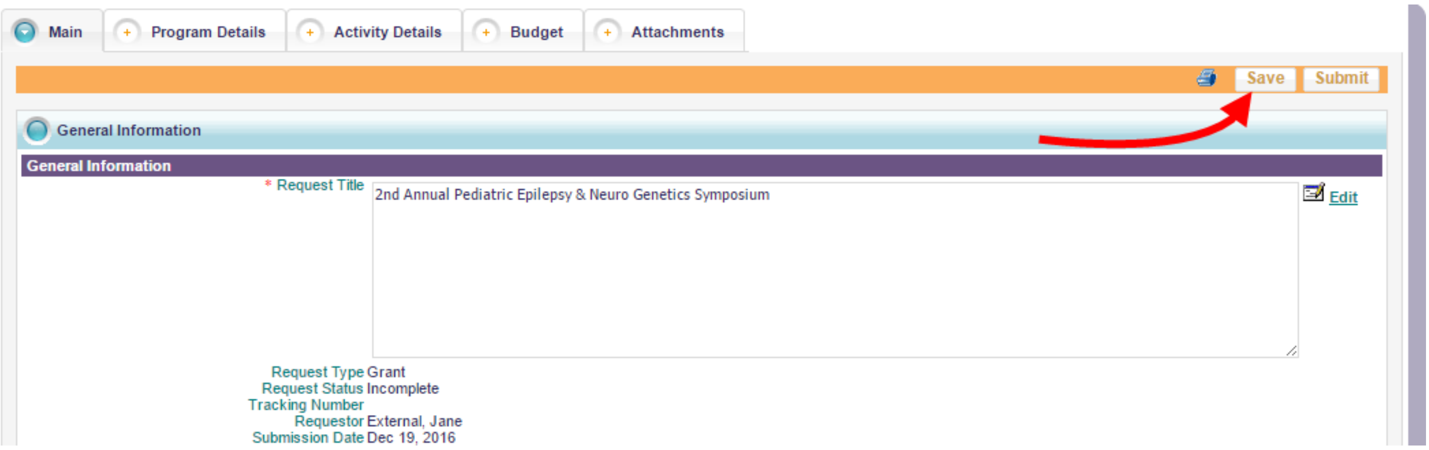
2. A pop-up window appears; select the "Choose File" button to upload your attachment. If you want to provide a description of the attachment, simply fill out the field called "Description" and click "OK" when done with the upload:



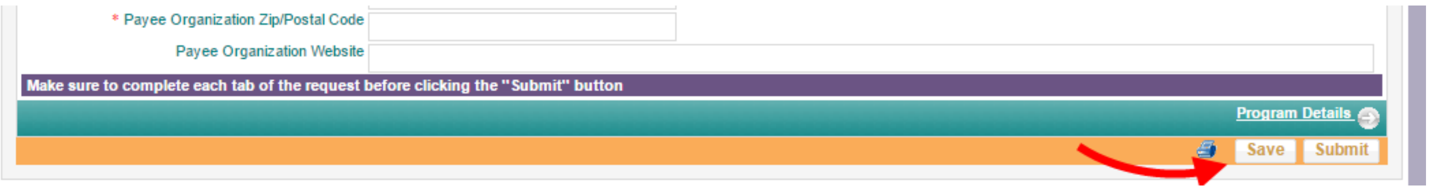
3. To upload any additional attachments, click on the "Post New" and select the "Choose File" button to upload your attachment. Select the type and provide a description (The description field may be optional or required if marked with an asterisk *).

Saving

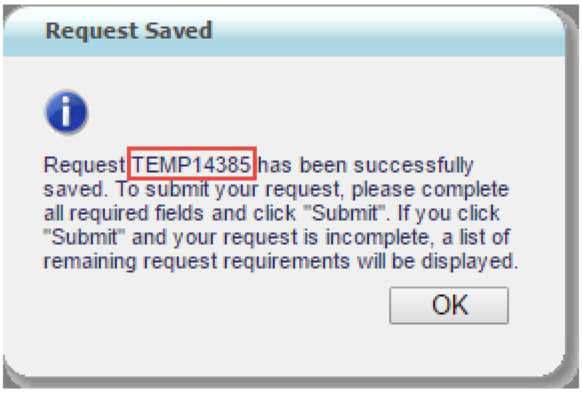
Once you have begun your request, you can save it by clicking on “Save” at the top or bottom of the page. This will allow you to retrieve your saved request and continue your workat a later time. :



or



Before leaving the web site to return at a later time, it is important to make sure that your work has been successfully saved. A successful save will display a message on the screen stating that your request has been saved and will provide you with a temporary tracking number.



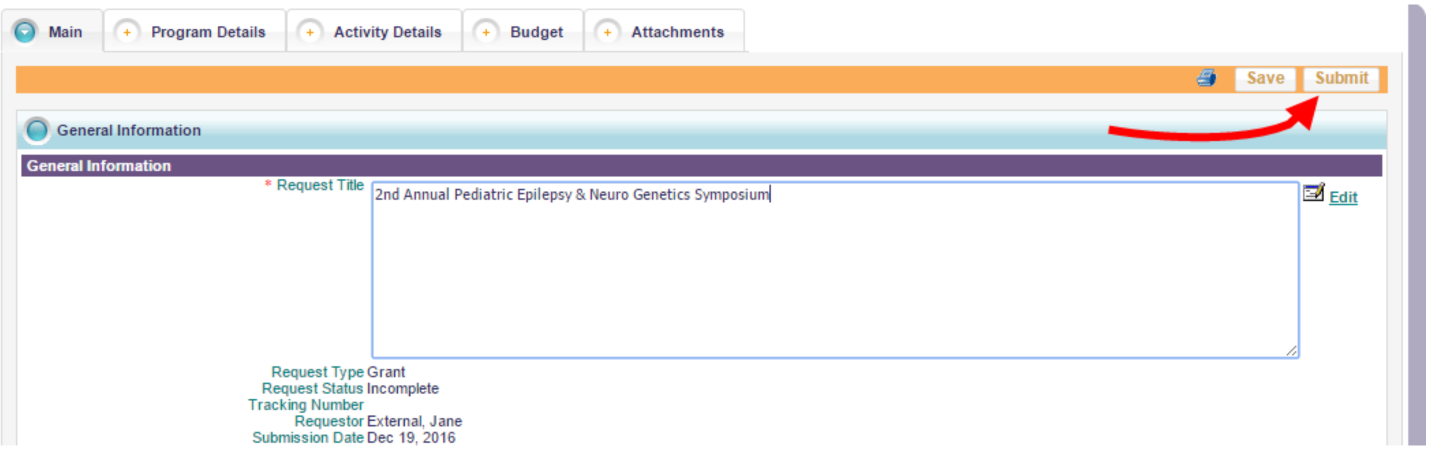
Temporary requests will appear in your task list on the eRequest home page:

A temporary request is automatically deleted after 30 days of inactivity. By updating a request, the date of deletion will be postponed and the 30 days countdown will reset.

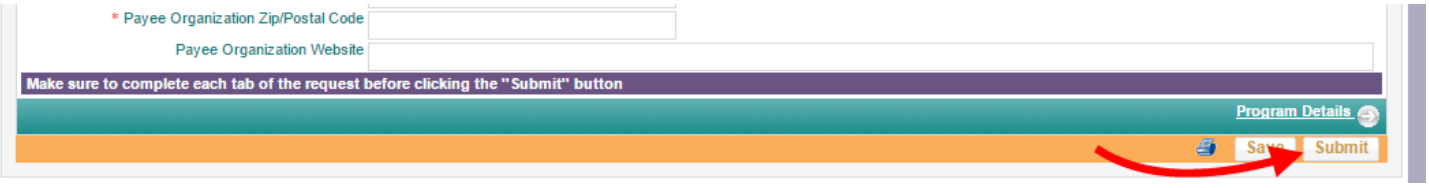
E-mail reminders are sent starting 10 days after the date of creation (the day of the first save / temporary request number assignment), and every 10 days after that regardless of the updates until submission or deletion.

Submitting

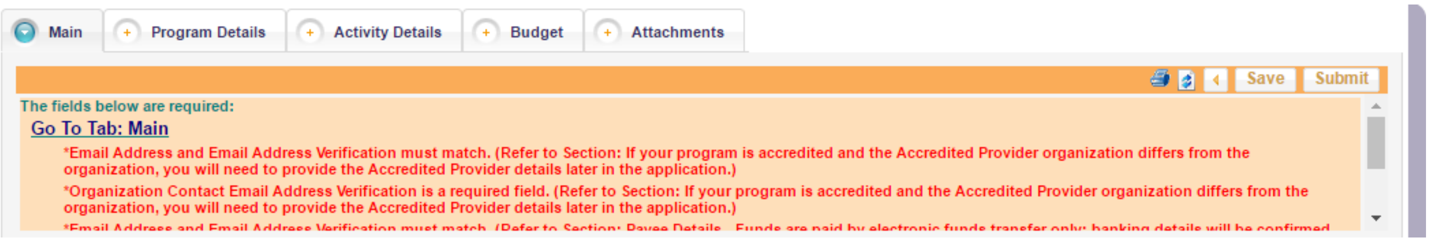
To submit your request, complete all required fields and click on "Submit" at the top or bottom of the page.



or

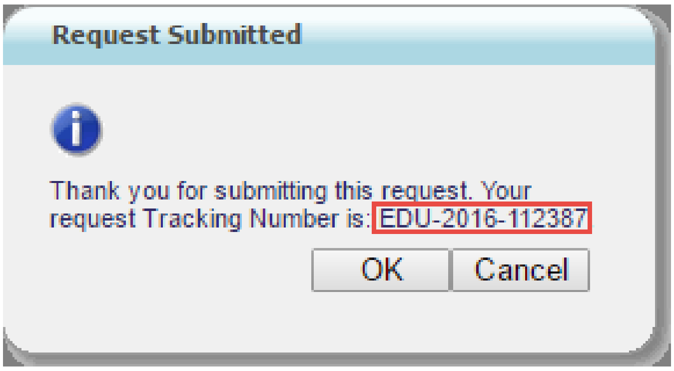


If you click on "Submit" while your application is incomplete, a list of remaining mandatory request fields will be displayed, e.g.:



Successful Submission

Once the request has been successfully submitted, a pop-up window will display a message with your Request Tracking number. Keep this number for future inquiries. An acknowledgement confirmation e-mail will also be sent.



I created a new request but cannot save it, why?

A temporary request can be saved only after the field “Request Title” has been completed. This is the only requirement to save a request for the first time and obtain a TEMP request number.

Also, if using Internet Explorer and have left the browser window open for 60 minutes with a request proposal half-started, try refreshing the browser:

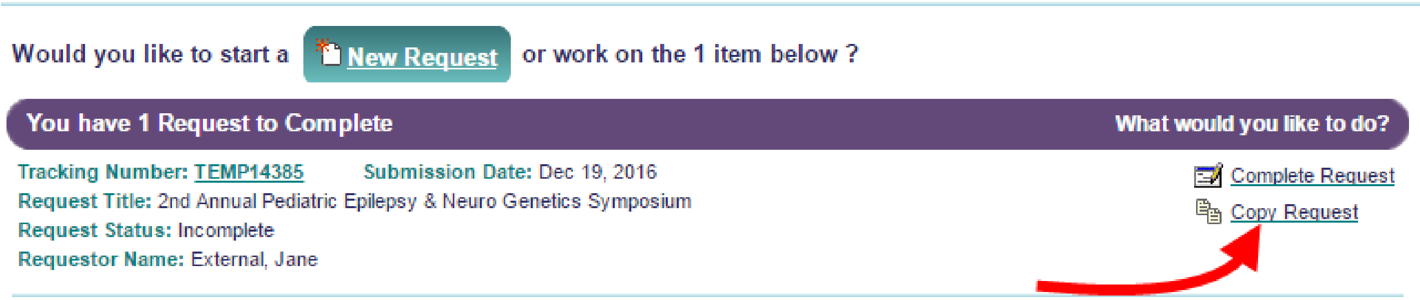
1. Press F5 then click the Logout button in the left column.
2. Close down your browser completely, all tabs.
3. Open Internet Explorer again and login to the web link.
4. Press F5 and see if your data was recovered.

We recommend that requestors save their work often to avoid this type of issue. When stepping away for a while, users should log off from the system rather than leave the browser window open.

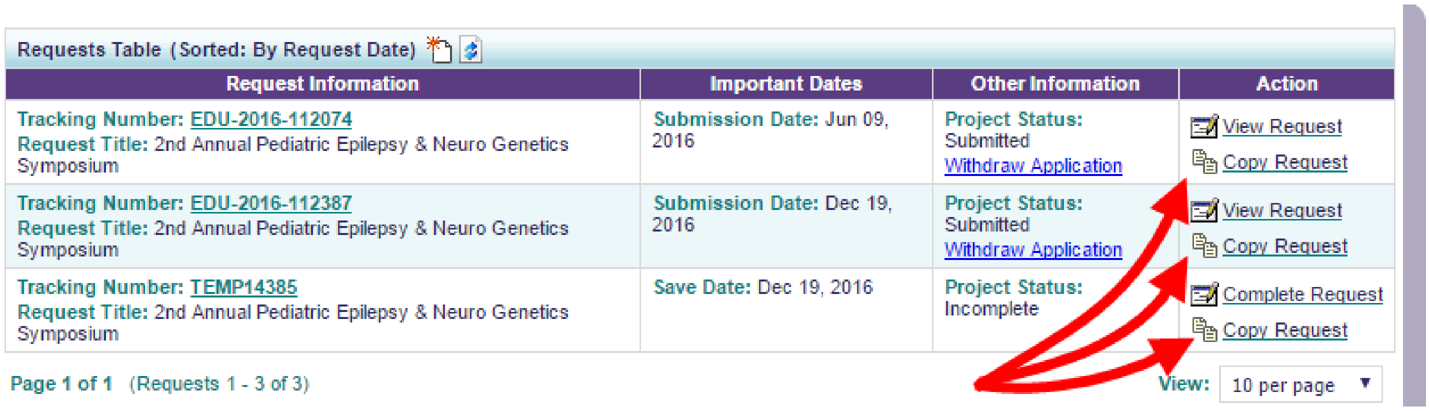
How do I copy a request?

The “Copy Request” feature is available on the “Task List” or “All My Requests” list:

1. Locate your request from either tab section.
2. Below the banner that reads “What would you like to do?” select “Copy Request”.
3. You must agree to the submission agreement, then click “Ok”.
4. Begin your new copied request.



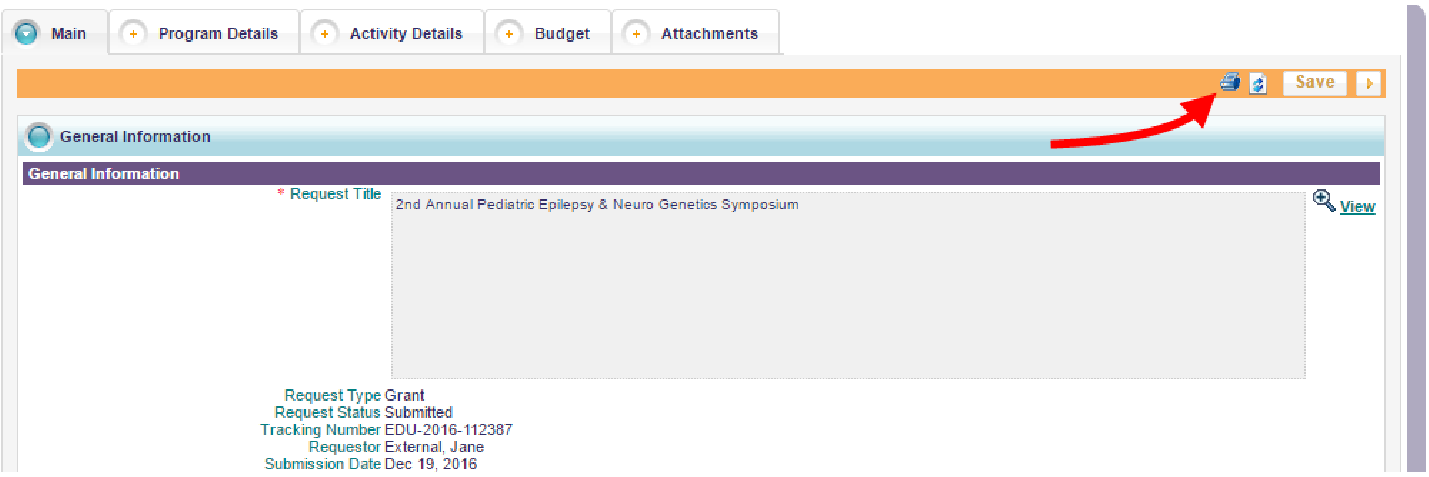
or



How do I print my request?

During any point of the Request process you have the ability to generate a PDF printout of your entire request. The print icon is located in the Request toolbar, next to the “Save” and “Submit” button.

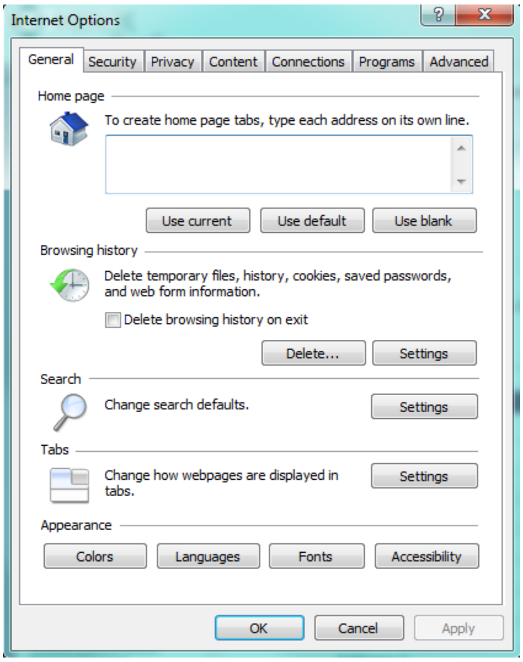
It is important that you use this print button and not the printing function of your web browser.



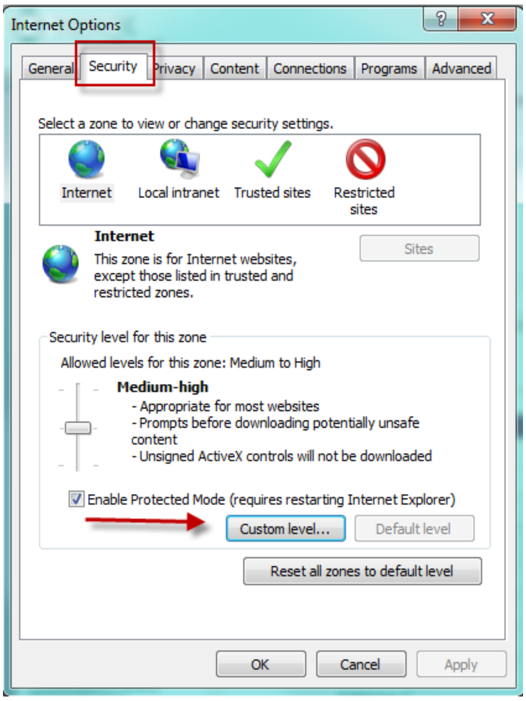
If you are using Internet Explorer, it may be necessary to alter your download settings in order to see the PDF print-out. If nothing happens when you click print, please follow the instructions below.

Correcting the Internet Explorer Settings

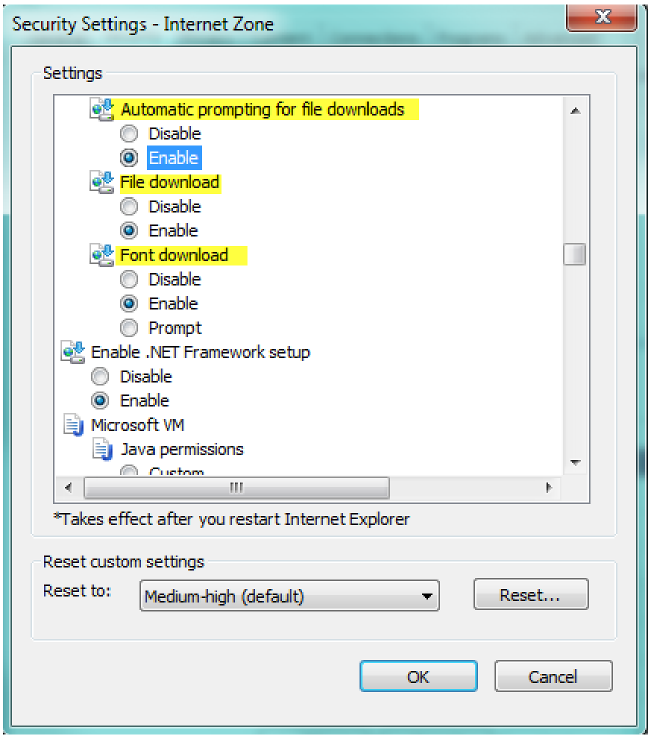
1. Select Internet Options from the Tools Menu, click on “Internet Options”.



2. Select the tab called “Security” and then the “Custom Level” button. This will open the Security Settings window.

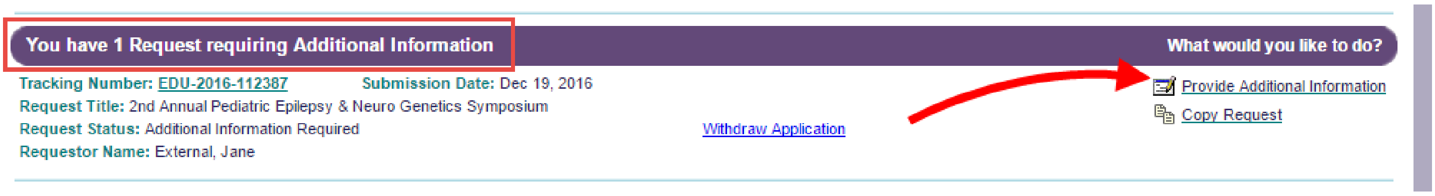


3. Scroll down to the Downloads section and make sure all three options (Automatic prompting for downloads; File download; Font download) are set to 'Enable'. Then click OK.

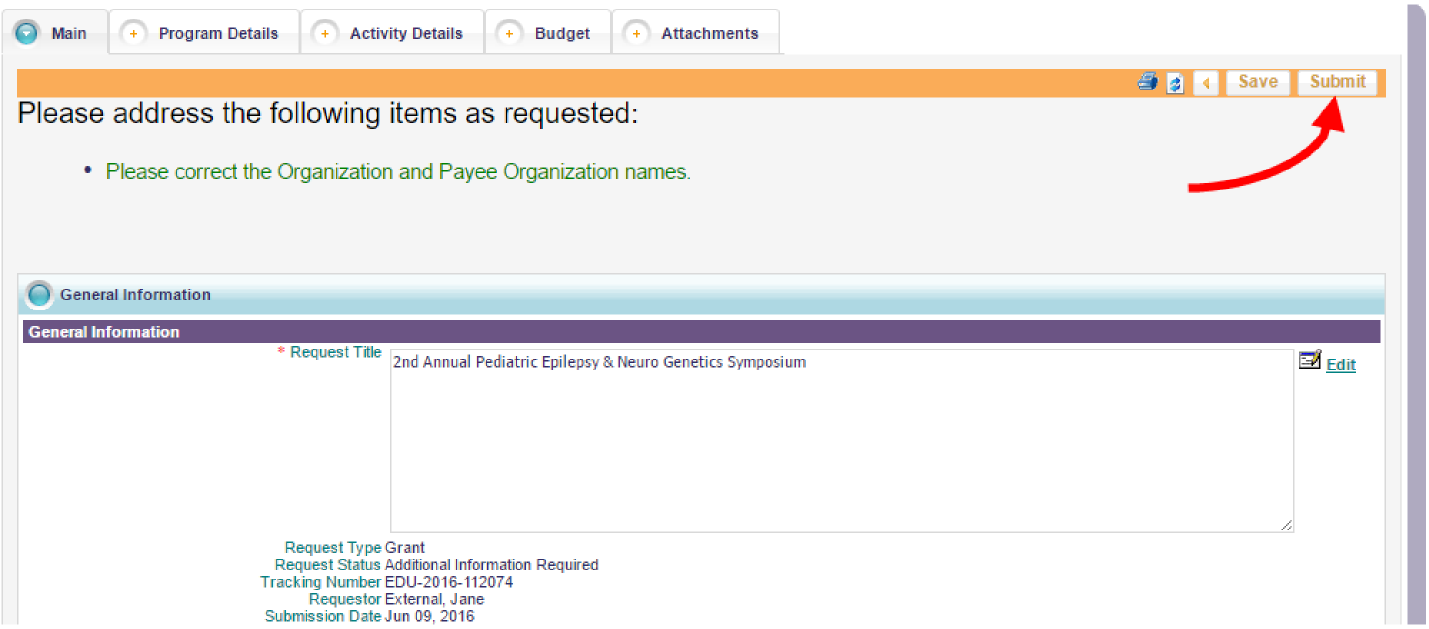


How do I provide additional information to a submitted request?

1. You will receive an e-mail requesting further information for your request. The e-mail contains a link to the eRequest submission portal.
2. Log into eRequest, which will take you to your "Task List".
3. Within the task list you will see a banner titled "You have X Requests requiring Additional Information".
4. From the task list, select the request for which you need to provide additional information by clicking on "Provide Additional Information":



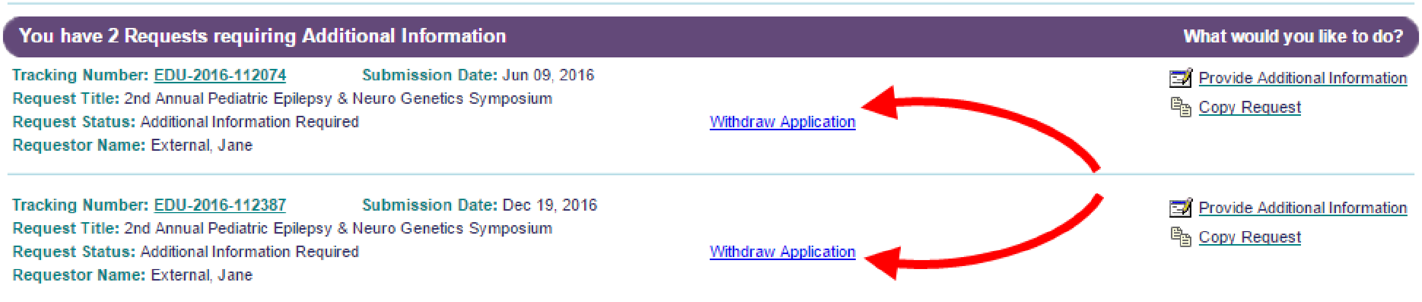
5. Clicking on the link will take you back into your request.
6. Provide the requested additional information within the appropriate section.
7. Click Submit:



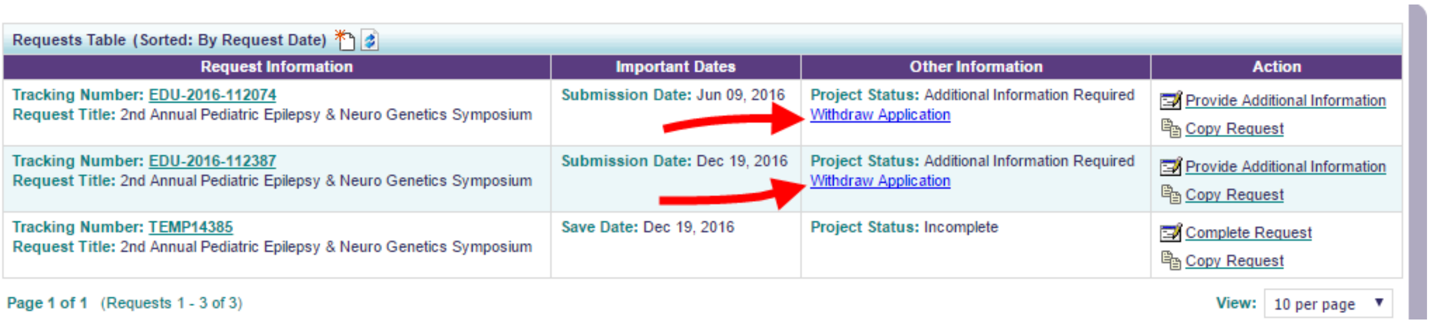
How do I withdraw a request?

The “Withdrawn Application” feature is available on the “Task List” or “All My Requests” list. At any point during the eRequest process you are able to withdraw your request:

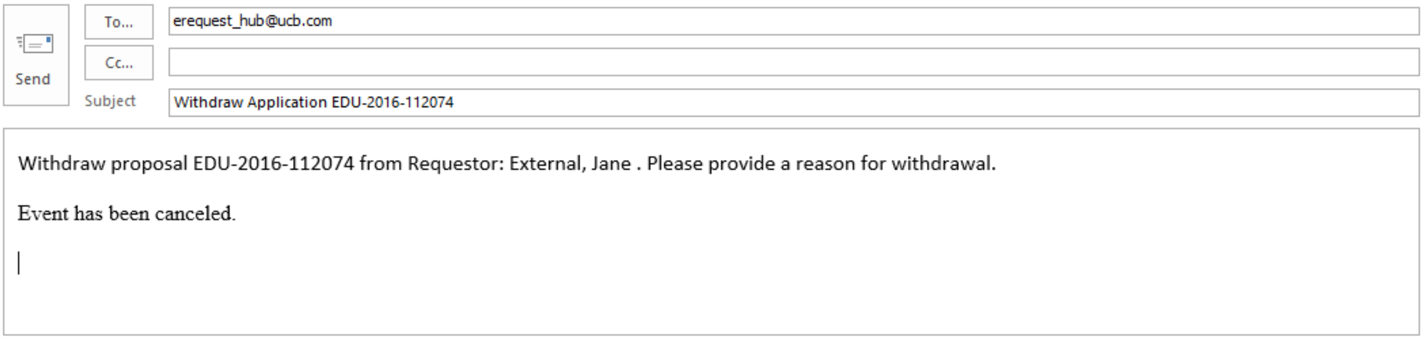
1. Click on the “Withdraw Application” link for the request you want to cancel:



or



2. An e-mail template will pop up
3. Define the reason for withdrawal within the e-mail and send:

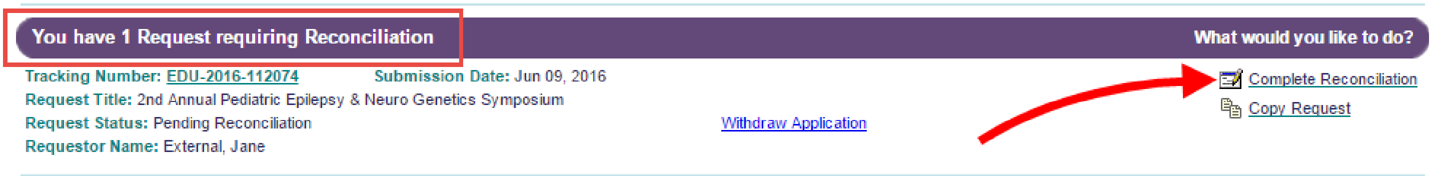


4. The UCB coordinator will then close the request on your behalf.

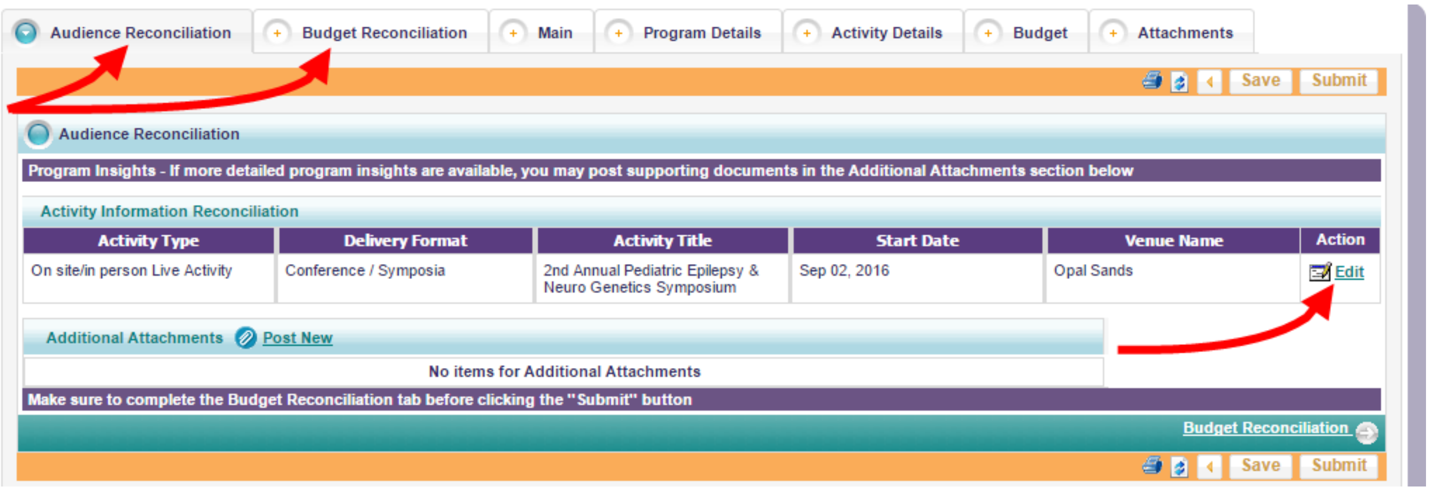
How do I reconcile a request?

When the request has been completed, you will need to provide reconciliation information for the activity. You will be notified of this via e-mail.

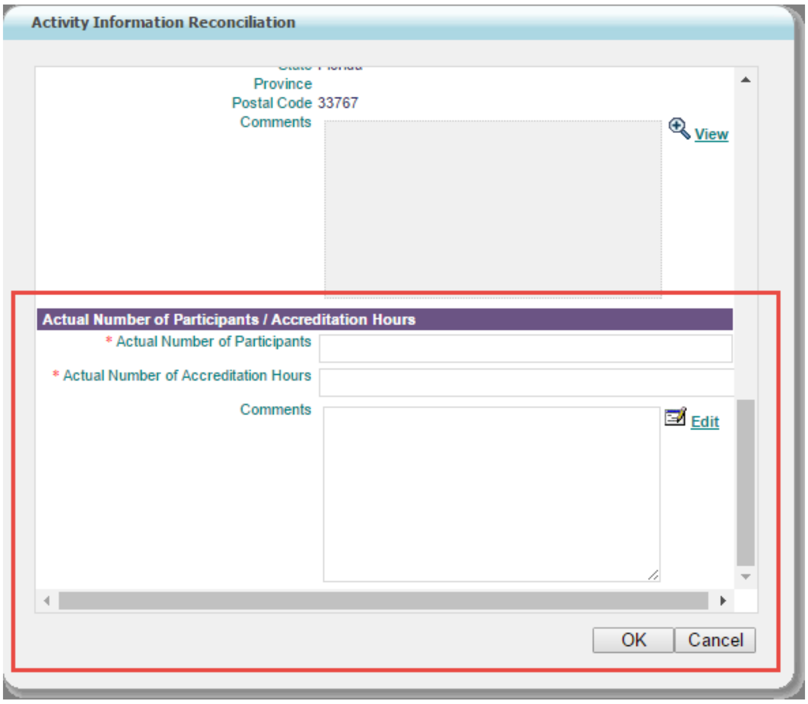
1. You will receive an e-mail asking for you to complete reconciliation. Within the e-mail you will see a link to the eRequest submission portal.
2. Log into eRequest, which will take you to your ‘Task List’.
3. Within the task list you will see a banner titled ‘You have X Requests requiring Reconciliation’.
4. From the task list, select the request that you need to provide reconciliation for by clicking on ‘Complete Reconciliation’:



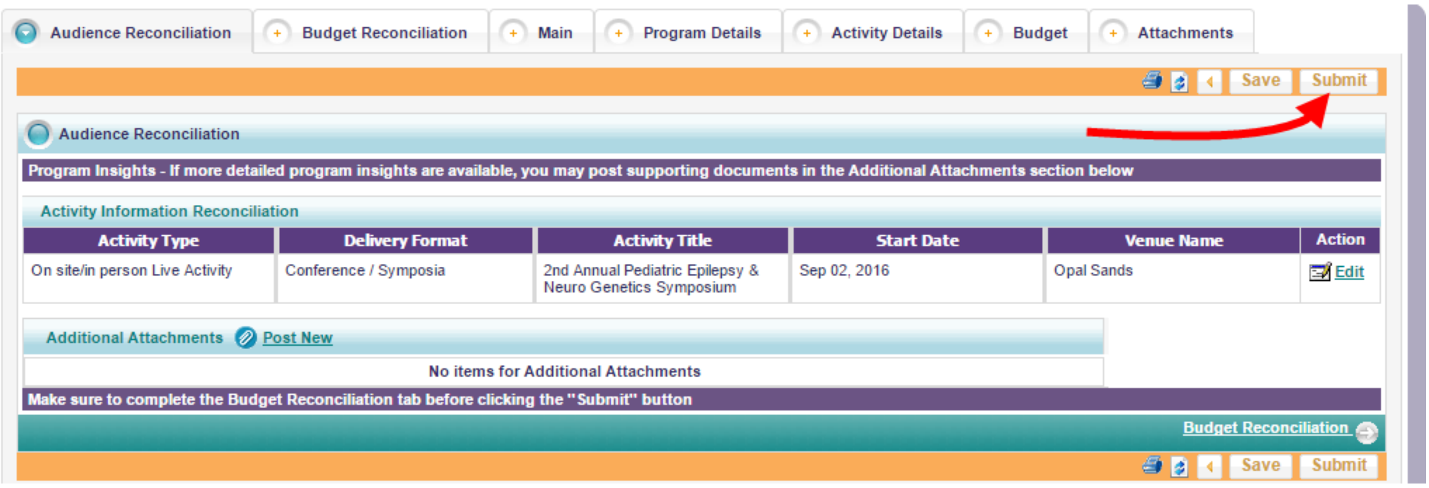
5. This will take you back to the original request which now contains 1 or more additional reconciliation tabs.
6. Go into each reconciliation tab and ensure that the information is correct and updated where necessary:



7. Where you have a table of data (containing 1 or more lines) you will need to click the edit icon to open a pop up to complete the reconciliation on a line by line basis. NB: you may need to scroll to the bottom of the table to add the reconciliation data.



8. Once all the fields have been completed/updated, click on "Submit":



Data Privacy

Our Data Privacy Notice is available here. You have the right to be informed about the Personal Data we hold on You, to request the deactivation of Your account and to ask Your Personal Data to be amended or deleted (as long as it doesn't collide with our need to maintain Your Personal Data to comply with our legal obligations under applicable laws or resolve (legal) disputes). For these privacy purposes, please contact Us at erequest_support@ucb.com

Point of contact?

For **technical** issues and inquiries, you can contact erequest_support@ucb.com

For **business-related** issues and inquiries, you can contact erequest_hub@ucb.com