How to Respond to a Clarification Request

During the Pre-Review process, RPO staff may need to return the submission to you for clarifications or edits that are needed. The PI/contact/Proxy will receive an email notification if RPO staff does request clarification.

How do you know a clarification is required?

You (and any assigned proxy or contact) will receive an email notification requesting a clarification on a submission. An example of that email is below.

Notification of Requested Clarifications

To: Jane Doe
Link: STUDY000000034
P.I.: John Smith
Title: Cure for the Common Cold
Description: Clarifications have been requested on this submission. This requires a response from you. For additional details, click on the link above to review and provide clarification.

- Click on the protocol hyperlink. Depending on your login status at the time, the system may require your UVM Net ID/password login credentials.
- The submission will appear with a status of “Clarification Requested” or “Required Modifications” along with the step it relates to.

The below example is looking for clarification during the Pre-Review workflow stage.
To Respond to Request for Clarifications

1. On the History tab, you may see a recent entry that says “Clarification Requested” or “Letter Sent” or “Required Modifications Reviewed”. Directly underneath, you will see comments and/or attached files. Review the comments and the content of any attachments (if applicable). The comments and attachments (if applicable) should provide you with the additional information or changes that are required.

2. Click the dark grey button called “Edit Protocol” to open your smartforms.

   **Tip** If you need to upload a new version of a previously uploaded document:
   - Click the UPDATE button. Not the +Add button.

   Example:

3. Depending upon the requested change, you will be required to modify the specific fields or uploaded documents in your form. Once you have edited the applicable fields, select “Save”. Then select “Exit”.
Submitting the Clarification back to the RPO Office

4. Click the activity on the left that says “Submit Response” to send this submission back to the RPO Office for review and processing.

If there are any required fields that you forgot to enter, the Submit process will display them. You can use the pop-up to Jump To those particular screens quickly and enter the missing data.

NOTE: These Errors/Warning Messages only appear if required field entry was missed.

5. When submitting a response, you have the opportunity to optionally add notes and/or upload supporting documents. Clicking OK will remove this submission from your “My Inbox,” and place it in the RPO Office “My Inbox” for processing.

Note: Example below shows the bubble will change from “Clarification Requested” to “Pre-Review”.