How to Respond to a Clarification Request

During the Pre-Review process, RPO staff may need to return the submission 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.

- Click on the lab registration live Link.
  NOTE: Depending on your login status at the time, the system may require your UVM NetID /password login credentials.

- The submission will appear with a status of “Clarification Requested” or “Required Modifications” along with the step it relates to.
This example is looking for clarification during the Specialist 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 registration forms.

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

Example:

1. Attach additional supporting documents:

   ![Image of upload revision button]

   To version a document

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”.

   ![Image of save and exit buttons]

   **Important! The response has not yet been submitted back to the IBC Office for review.**

**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.

   ![Image of submit response button]

   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.

   ![Image of error/warning messages]

   **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: The bubble will change from “Clarification Requested” to “Specialist Review” (or the related “Committee Review”, or “Post Review”)