GLOBALLEARN V 2.5.1 - RELEASE NOTES – VERSION 1.0

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1.   Version History

Author	Revision #	Date	Comment
Marc Gracieux	0.1	06-Dec-2024	Initial Document Creation
Salil Joshi	0.2	10-Dec-2024	Updated Feature Descriptions.
Salil Joshi	0.3	13-Dec-2024	Added Defect Resolutions.
Salil Joshi	0.4	18-Dec-2024	Updated 'Enabled by Default?' And 'Config Change?' fields.
Salil Joshi	0.5	19-Dec-2024	Updated 'Config Change' fields for GL-1039
Salil Joshi	1.0	20-Dec-2024	Initial version finalized.

2. Purpose

The purpose of this document is for **TransPerfect** to disseminate information to end-users (internal and clients) prior to a system release and detail the new features and important changes. This is performed several weeks in advance of the Upgrade Date by issuing Pre-Release Notes. The end-users of the system can use the Pre-Release Notes to evaluate if their intended use of the system will be impacted by the changes introduced in the system release. The Final Release Notes are then issued once the internal Validation Package has been reviewed/approved by Trial Interactive Quality Assurance. The Final Release Notes will contain the final list of items in the scope of the Release.

> NOTE: **TransPerfect** will make commercial best efforts to minimize the differences between the Pre-Release Notes and the Final Release Notes, but due to Trial Interactive's Agile Software Development methodology, cannot guarantee there will be no changes in scope.

3.   Scope

The scope of this document applies to the release of the following computerized system:

System In Scope	
System Name	GlobalLearn
System Version	v2.5.1
Release Type	Patch

4. Definitions / Acronyms

Term	Definition/Description
21 CFR Part 11	The part of the United States Code of Federal Regulations regulates electronic records and electronic signatures.
Annex 11	The European Union's guidance for using electronic records and signatures in the pharmaceutical industry.
API	Application Programming Interface
CRO	Clinical Research Organization
CSM	Customer Success Manager
CTMS	Clinical Trial Management System
eISF	Electronic Investigative Site File
ERES	This document provides guidance in the United States for using electronic systems, records, and signatures in clinical investigations.
eTMF	Electronic Trial Master File
GDPR	The General Data Protection Regulation is a set of rules laid out by the European Union regarding data privacy rights.
GL	GlobalLearn
GxP	An abbreviation generally accepted to refer to accepted standards of good practices.
KPI	Key Performance Indicator
OOTB	Out of the Box
SAAS	Software as a Service
SFTP	A secure File Transfer Protocol
SLA	Service Level Agreement
SOP	Standard Operating Procedure
SQA	Software Quality Assurance
SSU	Study Start-Up
TI	Trial Interactive
TP	TransPerfect

5. System Overview

A. TRIAL INTERACTIVE

TransPerfect's *Trial Interactive* has been used successfully by TransPerfect customers for over 15 years in hundreds of clinical trials to store critical trial documents as part of the Electronic Trial Master File. Trial Interactive's platform is a web-based and mobile-enabled software-as-a-service (SaaS) application that provides eClinical solutions for eTMF and content management, Study Start-Up, and various other tools used in conducting a clinical trial. Trial Interactive's products deliver a wide range of benefits to any organization looking to leverage new efficiencies and opportunities in their Trial Master File, clinical trial management, content management, and eLearning:

- An electronic Trial Master File archive that meets all regulatory, security, access, and storage requirements in all countries and regions.

- A Clinical Trial Management System (CTMS) that meets all eClinical requirements for managing and tracking clinical studies and works seamlessly with the eTMF, Content Management, Learning Management, Mobile app, and other Trial Interactive solutions.

- A fully hosted SaaS solution that is 21 CFR Part 11, Annex 11, ERES, GDPR, and GxP compliant.

- A single access point for all trial content as well as sponsor and site personnel documentation.

- Supports a series of TMF workflows, including document import and indexing, quality review, audit and inspection, document certification, remote monitoring, redaction, and the capture of other Clinical Trial documentation.

- Effective management of documents that are created internally or externally. Trial Interactive is the only solution that provides a best practice and validation-ready approach to creating, collecting, reviewing, and finalizing documents bound for the eTMF archive.

- A thin-client, consumer-grade user interface that supports most major browsers and a mobile app that supports iOS and Android devices.

- A powerful, flexible technical stack with many integration options, including an API, Event Service Bus, SFTP Dropbox, and Corporate Directory Integration with Single Sign On.

- Increases teamwork and collaboration via one global view of clinical trials, training, and supporting documentation.

- A flexible, configurable document management solution for Clinical, Quality, and Regulatory documentation that supports a series of reviews and authoring solutions.

- Dashboards and reports that provide KPIs, measurable metrics, simple Excel exports, as well as complex standardized and custom reports.

- Adaptable, built-in machine learning features such as auto-classification and metadata extraction enable AI auto-coding capabilities.

- A full-featured eLearning system designed for GxP compliance, study training, and virtual investigator meetings.

- Effectively manage the entire clinical trial process from protocol conception through closeout.

B. GLOBALLEARN

Trial Interactive's GlobalLearn is a compliance-focused learning management system that enables sponsors, CROs, and sites to experience exponential savings in study training logistics with compliance learning that is integrated with TI eTMF and clinical content collaboration solutions. The integrated experience creates a seamless flow from clinical document authoring, review, and approval to training delivery to archival in the eTMF. Key features:

- A single access point for a single view of compliance assurance.
- With the "My Transcript" feature, Global Learn users have a consolidated view of their complete training history, including reported external training outside of Global Learn.
- Visual dashboards help with quick insights. Learners can monitor their progress while managers benefit from a single view of learning compliance.
- Rather than enrolling staff in one course at a time, assign an entire collection of training specific to a defined training group.
- A fully hosted solution that is 21 CFR Part 11, ERES, and GxP compliant.

GlobalLearn can help your organization:

- Track and manage live, in-person, and virtual training courses for blending training
- Get better insight into compliance and make actionable decisions through Visual Dashboards
- Designate due dates for each course (with training completion reminders) so learners move progressively through their training and have it completed in an appropriate timeframe
- Maintain a consolidated view of the complete training history, including reported external training outside of Global Learn
- Streamline compliance training processes and reduce costs

GlobalLearn supports core regulatory requirements, including:

- Comprehensive audit trails
- Record protection and their accurate and ready retrieval
- Security by design (including unique login credentials and levels of access)
- Course archival options

Solutions within GlobalLearn

QDMS

This solution integrates a Quality Document Management System (QDMS) with a Learning Management System (LMS). It is designed for organizations that need to ensure compliance and training consistency. The system helps manage training records alongside quality documents, ensuring employees can access the latest training materials and compliance guidelines. It streamlines document control and version management and integrates directly with training modules, making it ideal for regulated industries.

Site Training

This solution is tailored for training sites involved in clinical trials conducted by sponsors. It is ideal for ensuring that all participating sites adhere to study protocols, regulatory requirements, and standard operating procedures. The system allows for the distribution of customized training content specific to each trial, tracking of site-specific certifications, and monitoring the progress of site personnel in completing necessary training modules. It ensures that each site's staff is properly trained, maintains compliance, and

is aligned with the trial's goals and requirements, thus facilitating smoother study operations and consistent data collection.

Corporate LMS

This solution caters to the training needs of larger organizations with a focus on centralized management of employee development programs. It offers a comprehensive platform to manage various types of training, from onboarding to professional development, including support for training internal clinical study teams.

6. Release Overview

This patch release includes minor, low-impact improvements and defect resolutions. Please see the table below in the next section for the release schedule.

7.   Release Schedule

Once approved for release on the date noted below, this version will be deployed to the Multi-tenant (MTI) environment during the normal maintenance windows:

Schedule (All time zones are in ET)	
Date of Release	20-Dec-2024
Estimated US MTI Upgrade Date/Time:	20/Dec/2024 9:00 PM
Estimated EU MTI Upgrade Date/Time:	20/Dec/2024 9:00 PM
Date of Dedicated Client Upgrade:	For information about upgrading your dedicated instance to this new version, please contact your **TransPerfect** Customer Success Manager.

8.   Hardware and Software Requirements

The following describes the hardware and software requirements in order to use the GlobalLearn v2.5.1 platform.

System Requirements	
Operating System	• Windows Version 7 or higher • All currently supported Mac OSX releases • iOS and Android for myTI mobile app (see myTI v2.1 Release Notes)
Browser	• Microsoft Edge: Version 88 and later • Google Chrome: Current release and earlier • Mozilla Firefox: Current and ESR releases • Apple Safari: Current release and earlier NOTE: Microsoft® concluded support of Internet Explorer™ 11 in January 2022. We expect degraded performance with Internet Explorer™ 11, and it is no longer supported with 10.3. x.
Client Software	N/A
Optional Add-Ons	N/A

9. Changes

Legend for Impacts

GlobalLearn v2.5.1 has been released with these enhanced features and defect fixes. These tables use the following definitions of customer Impact:

- **Critical** - A core functionality returns invalid results or does not function as expected.
- **Major** - This Defect has an impact on basic functionality.
- **Minor** - There may be a small impact on business in specific use cases.

Legend for Offering/Room Types

- GlobalLearn (LMS)

A. NEW/ENHANCED FEATURES

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1024	GlobalLearn (LMS)	This improvement removes unused/ unnecessary fields of the Learning Plan during the creation process.	No	Yes	Minor	**Affected Users**: Company Administrators **Impact**: This improvement has a minor impact on the '**Create A Learning Plan**' form.
GL-1037	GlobalLearn (LMS)	This improvement allows Administrators to define CC'd email recipients at the study profile level who should receive copies of completed course certificates	Yes	Yes	Minor	**Affected Users**: Company Administrators **Impact**: This improvement enhances the Company Administrators' capability to define a list of recipients at the Study Profile level.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1038	GlobalLearn (LMS)	This improvement allows for Learning Plans to be created directly from Study Profiles.	No	Yes	Minor	**Affected Users**: Company Administrators. **Impact**: This improvement has a minor impact on the Study & Sites module and the course creation process allowing Company Administrators to create a course directly from a study profile.
GL-1039	GlobalLearn (LMS)	This improvement allows for Courses to be created directly from Study Profiles.	Yes	Yes	Minor	**Affected Users**: Company Administrators **Impact**: This new feature has a minor impact on the Manage Study and Sites module and the learning plan creation process which streamlines the site training content creation.
GL-1040	GlobalLearn (LMS)	Improvement to the Course Completion Chart – Chart will now show the number of courses as well as percentages for each completion state	No	Yes	Minor	**Affected Users**: All Users **Impact**: This new feature has a minor impact on the Course Completion Status, Compliance Health, and Course Statistics dashlets.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1041	GlobalLearn (LMS)	System logic has been updated to allow users to complete courses on due date up until 23:59 without being recorded as being overdue	No	Yes	Minor	**Affected Users**: All Users **Impact**: This new feature has a minor impact on the UI displaying course details, course completion notifications, and reminders.
GL-1042	GlobalLearn (LMS)	The improvement Excludes Optional Courses from Learner Course Completion Status	No	Yes	Minor	**Affected Users**: All Users. **Impact**: This improvement has a minor impact on the course completion calculation metrics as well as on the Dashlets and Reports displaying course completion metrics.
GL-1043	GlobalLearn (LMS)	This improvement allows Catalogs in dropdown menus to displayed alphabetically across all interfaces	No	Yes	Minor	**Affected Users**: All Users **Impact**: This improvement has a minor impact on all dropdown menus listing course catalogs across sections.
GL-1044	GlobalLearn (LMS)	Content library has added filters that allows users to sort (Ascending/Descending) by **Content Name**, **Content Date** and **Content status**.	No	Yes	Minor	**Affected Users**: Company Administrators. **Impact**: This improvement has a minor impact on the Sort functionality in the Content Library module within the Company Dashboard.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1045	GlobalLearn (LMS)	A new Notification Center provides in-app alerts for the bulk user invitation process.	No	No	Minor	**Affected Users**: Company Administrators. **Impact**: This improvement has a minor impact on the Bulk User Invite process.

B. DEFECT RESOLUTIONS

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-7348	GlobalLearn (LMS)	Learner users did not receive the email notification for LMS course enrollment if they were mapped to a training group through the List/Edit users' page.	MINOR	**Affected Users**: Learners **Impact**: This bug had a minor impact on receiving the course enrollment email notification. The resolution resets the correct system behavior and now learner users will receive the course enrollment email notification if mapped to a training group through the List/Edit users.
TILMS-8224	GlobalLearn (LMS)	Users with a Group Owner + Manager access could not view all the courses in the 'Courses' filter within the Manage Certificate module.	MINOR	**Affected Users**: Group Owners. **Impact**: This bug had a minor impact on the 'Manage Certificate' module filters. The resolution resets the correct system behavior and Group Owners, responsible for managing some groups, can see all the courses within the filter.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-9212	GlobalLearn (LMS)	On the Audit Trail Search page, the signature text was displayed in an incorrect format when Company Administrators modified the settings for Transcripts.	MINOR	**Affected Users**: Company Administrators **Impact**: This bug had a minor impact on the Audit Trail Search page, affecting the display of eSign text. The resolution ensures that the eSign text is displayed in the correct format on the Audit Trail Search page.
TILMS-9386	GlobalLearn (LMS)	The 'Add Document from Content Library' popup had UI inconsistencies in the footer section.	MINOR	**Affected Users**: Company Administrators. **Impact**: This bug had a minor impact on the 'Add Document from Content Library' popup on the Course Details page. The resolution removes the UI inconsistencies and restores the correct view.
TILMS-9431	GlobalLearn (LMS)	Users created in GlobalLearn via IAM were unable to access the content. The sign-in page displayed an error, and clicking the 'Continue' button redirected users to the 'Edit User' page. Additionally, navigating to any other page also incorrectly opened the 'Edit User' page.	MINOR	**Affected Users**: All Users **Impact**: This bug had a minor impact on the login process for IAM users. The resolution now ensures that IAM users can log in successfully and access the correct GlobalLearn content and pages.
TILMS-9468	GlobalLearn (LMS)	The Edit Course popup of an external training course disappeared if the 'Enroll Users & Manage Evidence' popup was closed before Step 2 and Step 3.	MINOR	**Affected Users**: Company Administrators **Impact**: This bug had a minor impact on the External Training Course. The resolution successfully displays the 'Edit Course' popup if the 'Enroll Users & Manage Evidence' popup is closed before Steps 2 and 3.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-9709	GlobalLearn (LMS)	The 'Inactive' status on the Sites tab in a study profile was not centrally aligned.	MINOR	**Affected Users**: Company Administrators **Impact**: This bug had a minor impact on the Sites tab within a study profile. The resolution removes the UI inconsistencies and ensures that the 'Inactive' status is centrally aligned.
TILMS-9824	GlobalLearn (LMS)	An issue affected the Export functionality in the 'Available Courses' tab of the study profile, where the first 10 records were always exported regardless of user selection.	MINOR	**Affected Users**: Company Administrators. **Impact**: This bug had a minor impact on the Export functionality on the 'Available Courses' tab within a study profile. The resolution resets the default system behavior ensuring only the selected records are exported.
TILMS-9952	GlobalLearn (LMS)	The 'Manage Site Roles' window displayed an error when users attempted to add a previously deleted site role.	MINOR	**Affected Users**: Company Administrators **Impact**: This bug had a minor impact on the 'Manage Site' roles window. The resolution enables adding a site role that was previously deleted.
TILMS-9972	GlobalLearn (LMS)	Site coordinators could view KPI Analytics under the Dashboard section even when the 'View Transcripts' setting was disabled.	MINOR	**Affected Users**: Site Coordinators **Impact**: This issue had a minor impact on the Manage Study and Site module. The resolution ensures KPI Analytics are no longer visible to users without the appropriate access enabled.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-9993	GlobalLearn (LMS)	The 'Delete Record' confirmation popup for deleting an External Training record displayed incorrect text instead of the user's name.	MINOR	**Affected Users**: Company Administrators **Impact**: This bug had a minor impact on the External Training section under Transcripts. The resolution ensures the correct text is displayed in the 'Delete Record' popup, indicating: 'The record for (Username) was successfully deleted'.
TILMS-9996	GlobalLearn (LMS)	The 'My Direct Reports' page failed to display records when users with the QA + Site Coordinator role applied the 'Employee Name' and 'Course Name' filters.	MINOR	**Affected Users**: QA + Site coordinator's **Impact**: This bug had a minor impact on the 'My Direct Reports' page. The correct system behavior has been restored, and records are displayed successfully.
TILMS-10029	GlobalLearn (LMS)	The 'Record Changed' and 'Record Deletion' success message pop-ups incorrectly included the extra word 'Course' when users edited or deleted an external training record via Transcripts > External Training.	MINOR	**Affected Users:** Company Administrators **Impact:** This issue had a minor impact on the External Training page. The resolution ensures the pop-ups now display the correct success messages: 'The record for the (User name) was successfully changed/deleted'.
TILMS-10035	GlobalLearn (LMS)	The Export dropdown on the 'My Transcript' page was partially cut off, preventing full visibility of all options.	MINOR	**Affected Users:** All users **Impact:** This bug had a minor impact on the Export functionality of the My Transcript page. The resolution fixes the UI error, ensuring the Export dropdown is fully visible and all options are correctly displayed.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10039	GlobalLearn (LMS)	On the 'Edit Company' page, selecting the 'Cancel' button failed to redirect users to the Company Dashboard if an attempt was made to save the existing company name.	MINOR	**Affected Users:** Company Administrators. **Impact:** This bug had a minor impact on the 'Edit Company' page within Company Dashboard > Company Management. The resolution restores the correct system behavior.
TILMS-10043	GlobalLearn (LMS)	The 'Study' filter on the Course Management page displayed records in inconsistent font sizes and lacked the scroll option.	MINOR	**Affected Users:** Company Administrators. **Impact:** This bug had a minor impact on the 'Study' filter on the Course Management page. The resolution ensures all filter records are displayed in a consistent font size and includes a scroll option.
TILMS-10046	GlobalLearn (LMS)	The UI icon for 'Activity' appeared in varying sizes on the Activity Completion page.	MINOR	**Affected Users:** Company Administrators **Impact:** This bug had a minor impact on the Activity Completion page. The resolution ensures that all Activity icons are displayed in a consistent size.
TILMS-10073	GlobalLearn (LMS)	The 'Group' column was missing in Step 2: User Enrollment of the 'Create External Training' and 'Create Classroom Training' forms.	MINOR	**Affected Users:** Company Administrators **Impact:** This bug had a minor impact on the User Enrollment step of the External Training and Classroom Training courses. The resolution ensures that the 'Group' column is visible displaying the group associated with each user.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10079	GlobalLearn (LMS)	The 'Issued' column on the 'Certificate of Completion' page displayed an incorrect time when a course creator was enrolled and had previously previewed the certificate using the 'Preview Certificate' button.	MINOR	**Affected Users:** Course Creators. **Impact:** This bug has a minor impact on the 'Certificate of Completion' page. The resolution ensures that the correct time is displayed in the 'Issued' column.
TILMS-10103	GlobalLearn (LMS)	The 'Study/Site' tooltip appeared in the wrong position when users hovered over a record in the corresponding column. A similar issue was also observed in Step 2: User Enrollment on the External and Classroom Training forms.	MINOR	**Affected Users:** Company Administrators. **Impact:** This bug had a minor impact on the External and Classroom Training course creation forms and the Manage Users page. The resolution ensures that the tooltip now appears directly above the record when users hover over it.
TILMS-10115	GlobalLearn (LMS)	The 'Pending eSign Reminder' email notification displayed an incorrect message preceding the eSign link when the number of courses was more than 20.	MINOR	**Affected Users**: Company Administrators **Impact**: This bug had a minor impact on the 'Pending eSign Reminder' notification. The resolution ensures that the correct text is displayed the correct text before the eSign link.
TILMS-10116	GlobalLearn (LMS)	The 'Course Completion Reminder' email notification incorrectly displayed the column name as 'Due Date' instead of 'Due' when triggered through the My Direct Reports page.	MINOR	**Affected Users**: Learners **Impact**: This bug has a minor impact on the 'Course Completion Reminder' notification. The resolution ensures that the column name 'Due' is displayed.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10117	GlobalLearn (LMS)	The 'Course Completion' and 'Pending eSign Reminder' emails displayed the 'Course name' column header without camel case, with the first letter of the second word not capitalized.	MINOR	**Affected Users**: Learners **Impact**: This bug had a minor impact on the 'Course Completion' and 'Pending eSign Reminder' email notifications. The resolution ensures that the column header is correctly capitalized as 'Course Name.'
TILMS-10120	GlobalLearn (LMS)	The 'Delete' button in the top menu bar of the Course Management page remained disabled when all courses were initially selected, and one course was later unselected.	MINOR	**Affected Users**: Company Administrators. **Impact**: This bug had a minor impact on the Course Management page. The resolution corrects the system behavior and ensures that the Delete button is enabled when multiple records are selected.
TILMS-10122	GlobalLearn (LMS)	The filter for the additional profile field created and displayed on the Manage Studies & Sites page was not displaying any options.	MINOR	**Affected Users**: Company Administrators. **Impact**: This issue had a minor impact on the Manage Studies & Sites filters. The resolution ensures that filters for the additional profile field now function correctly on the Manage Studies & Sites page.
TILMS-10130	GlobalLearn (LMS)	The Manage Site Roles page displayed a long study name that was not wrapped properly, causing the text to overflow horizontally.	MINOR	**Affected Users**: Company Administrators. **Impact**: This bug had a minor impact on the 'Manage Site Roles' page. The resolution ensures the UI displays long text properly by wrapping it, and the full text is visible when hovered over.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10132	GlobalLearn (LMS)	The 'My Direct Reports' page displayed the 'Select on This Page' and 'Select on All Pages' options in the dropdown beside the checkbox, even when a record was already selected.	MINOR	**Affected Users**: Company Administrators, Managers, and QA. **Impact**: This bug had a minor impact on the 'My Direct Reports' page. The resolution resets the correct system behavior ensuring both options are hidden if a record is selected.
TILMS-10139	GlobalLearn (LMS)	The 'My Transcripts' page displayed the 'Inactive' status incorrectly under the Course Status header for courses associated with inactive learning plans.	MINOR	**Affected Users**: All Users. **Impact**: This bug had a minor impact on the 'My Transcripts' page. The resolution ensures the correct system behavior by displaying the 'Inactive' status under the course name for courses linked to inactive learning plans.
TILMS-10141	GlobalLearn (LMS)	Learner users mapped to an inactive learning plan were incorrectly enrolled in courses associated with that inactive plan.	MINOR	**Affected Users**: Learners **Impact**: This bug had a minor impact on the user enrollment process. The resolution ensures correct system behavior by allowing users to be enrolled in courses within a learning plan only when the learning plan is activated by administrators.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10142	GlobalLearn (LMS)	In Step 2: User Enrollment of the 'Create External Training' and 'Create Classroom Training' forms, the tooltip failed to appear when users hovered over the group count icon.	MINOR	**Affected Users**: Company Administrators. **Impact**: This issue had a minor impact on the 'Create External Training' and 'Create Classroom Training' forms. The resolution ensures that the tooltip now displays the list of groups when users hover over the group count icon.
TILMS-10148	GlobalLearn (LMS)	The My Courses dashlet, My Transcripts, and the Course Catalog page displayed an incorrect number of learning plans for learner users.	MINOR	**Affected Users**: Learners **Impact**: This bug had a minor impact on viewing assigned learning plans in the My Courses dashlet, My Transcripts, and the Course Catalog page. The resolution ensures the correct number of learning plans is displayed as expected.
TILMS-10149	GlobalLearn (LMS)	The association between a manager and a learner user persisted even after the mapping between them was removed.	MINOR	**Affected Users**: Managers and Learners. **Impact**: This bug had a minor impact on the mapping process between users. The resolution restores the correct system behavior, ensuring that users within a training group no longer display an association with a removed manager.
TILMS-10151	GlobalLearn (LMS)	An issue was identified where users were not enrolled in an external training course when added through the 'Enroll Users & Manage Evidence' option on the Course Details page of an External Training course.	MINOR	**Affected Users**: Company Administrators. **Impact**: This bug had a minor impact on the user enrollment process. The resolution ensures correct system behavior, allowing users to be successfully enrolled in an External Training course.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10153	GlobalLearn (LMS)	The course progress for a learner user did not update even after the admin selected 'Unlock Completion Options' from the 'Activity Completion' settings of a course.	MINOR	**Affected Users**: Company Administrators **Impact**: This issue had a minor impact on the Activity Completion settings. The resolution ensures correct system behavior, updating the course progress as expected after the admin selects 'Unlock Completion Options.'
TILMS-10157	GlobalLearn (LMS)	An issue was identified in the Create Site form where the Site Role of the initially added site personnel was reset if an additional user was added during the process.	MINOR	**Affected Users**: Company Administrators. **Impact**: This issue had a minor impact on the site creation process. The resolution ensures correct system behavior, maintaining the Site Role of the initially added user when another user is added.
TILMS-10158	GlobalLearn (LMS)	The 'Site Personnel' tab within a site in a study profile failed to open if no site roles were present in the Manage Site Roles section.	MINOR	**Affected Users**: Company Administrators. **Impact**: This bug had a minor impact on adding site personnel to a site within a study profile. The resolution ensures the 'Site Personnel' tab remains accessible even when no site roles are defined.
TILMS-10162	GlobalLearn (LMS)	The 'Group' column was missing in Step 4: Completion Settings on the 'Create External Training' form.	MINOR	**Affected Users**: Company Administrators. **Impact**: This bug had a minor impact on the Create External Training course form. The resolution restores the correct UI, ensuring the 'Group' column is displayed in Step 4: Completion Settings.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10163	GlobalLearn (LMS)	The Manage Studies & Sites page displayed duplicate entries for a study when users were added to a site within the study profile as Site Coordinators.	MINOR	**Affected Users**: Site Coordinators **Impact**: This bug had a minor impact on the Manage Studies & Sites page. The resolution removes the duplicate entries, ensuring each study is displayed only once.
TILMS-10164	GlobalLearn (LMS)	The Learning Plan column incorrectly displayed a course as part of a learning plan on the 'My Courses' dashlet, 'My Transcript,' and the Course Catalog page, even when it was not associated with any learning plan.	MINOR	**Affected Users**: Learners **Impact**: This bug had a minor impact on the display of learning plan courses. The resolution ensures that only courses associated with a learning plan are shown in the Learning Plan column across relevant dashlets and sections.
TILMS-10165	GlobalLearn (LMS)	Users were not automatically enrolled in a course when its status was changed from Inactive to Active. This issue occurred when users were added to a site after the course had been marked as Inactive.	MINOR	Affected Users: **Company Administrators** and **Learners**. Impact: This bug had a minor impact on the user enrollment for the study and site process. The resolution restores the correct system behavior ensuring users are auto-enrolled in a course when the course status is changed to Active.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10166	GlobalLearn (LMS)	Learner users received course completion certificates listing only one site, even when mapped to multiple sites with the same site roles within a study profile.	MINOR	**Affected Users**: Learners **Impact**: This issue had a minor impact on the accuracy of course completion certificates for courses associated with studies and sites. The resolution ensures that all relevant sites are displayed on the certificate when a user is mapped to multiple sites within a study profile.
TILMS-10170	GlobalLearn (LMS)	The 'Group' column was missing on Step 5: Review & Confirm on the 'Create External Training' form.	MINOR	**Affected Users**: Company Administrators **Impact**: This bug had a minor impact on the 'Create External Training' form. The resolution resets the correct UI ensuring that the 'Groups' column is now visible on the Review & Confirm step.
TILMS-10176	GlobalLearn (LMS)	Learner users received course completion certificates with incorrect Study ID and Site ID in the certificate name when mapped to two different study profiles.	MINOR	**Affected Users**: Learners + Site Coordinators **Impact**: This bug had a minor impact on the accuracy of course completion certificates for courses associated with studies and sites. The resolution now ensures that the correct Study ID and Site ID are displayed in the certificate name when a user is mapped to two study profiles.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10179	GlobalLearn (LMS)	On Step 2: User Enrollment of the 'Create External Training' and 'Create Classroom Training' forms, the 'Group' icon did not display the group name when users hovered over it if the group name was too long.	MINOR	**Affected Users**: Company Administrators. **Impact**: This issue had a minor impact on the ability to view associated group names on the 'Create External Training' and 'Create Classroom Training' forms. The resolution ensures that group names, regardless of length, are fully displayed when users hover over the 'Group' icon.
TILMS-10185	GlobalLearn (LMS)	In the User Profile section on the My Dashboard screen, the Study/Site tooltip displayed an incorrect color when hovering over the icon.	MINOR	**Affected Users**: Site Users. **Impact**: This bug had a minor impact on the Study/Site tooltip within the User Profile details. The tooltip now displays in the correct color, when hovering over the Study/Site icon.
TILMS-10187	GlobalLearn (LMS)	Suspended users were incorrectly displayed in the list of potential users in the 'Update Training Assignment' section during the process of updating or modifying a course version.	MINOR	**Affected Users**: Company Administrator + Instructor. **Impact**: This bug had a minor impact on updating/modifying the course version. The restores the correct system behavior ensuring that the suspended users do not show in the list of potential users when updating the course version.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10191	GlobalLearn (LMS)	In the 'Available Learning Plans' tab within a study profile, the 'Intended Site Role' column incorrectly displayed '0' when a learning plan was created without specifying an intended site role.	MINOR	**Affected Users:** Company Administrators **Impact:** This bug has a minor impact on the 'Available Learning Plans' tab within a study profile. The system now ensures that the 'Intended Site Role' column remains blank if no value is entered in the corresponding field during learning plan creation.
TILMS-10192	GlobalLearn (LMS)	The tooltip for the learning plan name and due date did not appear at the center of the learning plan name and date respectively. Instead, it was displayed in an incorrect position. This issue persisted on the 'Available Learning Plans tab' within a study profile.	MINOR	**Affected Users:** Company Administrators **Impact:** This bug had a minor impact on the tooltip position for the learning plan name and due date fields. The resolution restores the correct UI with the tooltip displayed at the center.
TILMS-10197	GlobalLearn (LMS)	The Export dropdown on the 'My Transcript' page was partially cut off, preventing full visibility of all options.	MINOR	**Affected Users:** All users **Impact:** This bug had a minor impact on the Export functionality of the My Transcript page. The resolution fixes the UI error, ensuring the Export dropdown is fully visible and all options are correctly displayed.
TILMS-10198	GlobalLearn (LMS)	The tooltip for the course name and due date did not appear at the center of the learning plan name and date respectively. Instead, it was displayed in an incorrect position. This issue persisted on the 'Available Courses tab' within a study profile.	MINOR	**Affected Users:** Company Administrators **Impact:** This bug had a minor impact on the tooltip position for the learning plan name and due date fields. The resolution restores the correct UI with the tooltip displayed at the center.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10200	GlobalLearn (LMS)	The 'Completed Site Training Status' report displayed records for courses without an eSignature.	MINOR	**Affected Users: Company Administrators** **Impact:** This bug has a minor impact on the Jasper Report. The resolution resets the correct system behavior by presenting the "Completed site training status" report with completed and e-signed courses.
TILMS-10203	GlobalLearn (LMS)	The Training Certificate page of External Training displayed an incorrect message i.e., The certificate will be available after the document is approved on the Certificate page. This happened if the user hadn't uploaded a document.	MINOR	**Affected Users:** Learners **Impact:** This bug had a minor impact on the 'Training Certificate' page. The resolution resets the correct system behavior by presenting the correct message i.e., 'You should complete the following activities to view this one: self-upload'.
TILMS-10205	GlobalLearn (LMS)	The 'In Progress Site Training Status' report displayed only one role in the 'Role' column if a user had 2 roles and a training assignment was created for both roles.	MINOR	**Affected Users:** Company Administrators. **Impact:** This bug has a minor impact on the Jasper Reports. The resolution resets the correct system behavior ensuring the 'Role' column contains all the roles if a training assignment is created for those roles.
TILMS-10212	GlobalLearn (LMS)	Company Administrators were able to delete learning plan courses added to a Training Assignment.	MINOR	**Affected Users:** Company Administrators **Impact:** This bug had a minor impact on the Course Management page. The resolution resets the correct system behavior ensuring the 'Delete' button is disabled for courses added to the Training Assignment.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10221	GlobalLearn (LMS)	Studies from other companies were accessible by clicking on the direct link within a study profile.	MINOR	**Affected Users:** Company Administrators. **Impact:** This bug had a minor impact on the study profile within Manage Studies & Sites. The resolution resets the correct system behavior ensuring studies from other companies cannot be opened through the direct link.
TILMS-10244	GlobalLearn (LMS)	The Course Completion certificate displayed additional fields even when they were not selected on the Certificate Settings page.	MINOR	**Affected Users:** Learners **Impact:** This bug has a minor impact on the Course Complete Certificate. The resolution resets the correct system behavior ensuring the correct number of fields are present on the Course Completion certificate.
TILMS-10252	GlobalLearn (LMS)	The 'Old Settings' field in the Audit Trail was empty even if Company Administrators deleted and saved the data in the 'CC Email for Certificate' field.	MINOR	**Affected Users:** Company Administrators **Impact:** This bug had a minor impact on the Audit Trail. The resolution resets the correct system behavior by displaying accurate data in the 'Old Settings' field.
TILMS-10258	GlobalLearn (LMS)	The 'Send Reminder' button was accessible even if 'Completed' and 'In-Progress' courses were selected.	MINOR	**Affected Users:** Company Administrators **Impact:** This bug has a minor impact on the My Direct Reports page. The resolution resets the correct system behavior by disabling the 'Send Reminder' button when the status is Completed.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10302	GlobalLearn (LMS)	Across relevant sections and interfaces, the time was displayed in AM/PM format instead of the standard 24-hour format.	MINOR	**Affected Users:** All users **Impact**: This bug had a minor impact on the consistency of the time format display. The resolution ensures that the time is consistently displayed in the standard 24-hour format across all sections and interfaces.

10. Customer Support

A. REPORTING ISSUES WITH THE RELEASE

Once **TransPerfect Trial Interactive** releases a system into a Production environment, the Support Service department is responsible for providing Client and Authorized Users with technical support via phone or email. This support shall consist of commercial best efforts by **TransPerfect** to provide the User or the Client's designated personnel or helpdesk, with but not limited to the following:

- Error corrections and temporary workarounds
- Technical assistance relating to the operation of the system
- Processing service requests
- Processing configuration change requests

TransPerfect will respond in accordance with the levels of priority, as reasonably determined by **TransPerfect**. Support Services will be available at all times via phone and email from **TransPerfect** Service Desk centers set forth below:

Phone	**Email**	**Business Hours**
US: 888-391-5111 (TOLL-FREE)	help@trialinteractive.com	Available twenty-four (24) hours a day, seven (7) days a week, three-hundred-sixty-five (365) days a year
European Union, Madrid, Spain +44 (20) 45182755	eu.help@trialinteractive.com	Monday – Friday, 9 AM – 6 PM CET.
China +86 (755) 66856062	cn.help@trialinteractive.com	Monday – Friday, 9 AM – 6 PM Beijing Time

B.   REQUESTING FUTURE ENHANCEMENTS

If you would like to submit requests for enhancing the system, please submit your ideas through one of the following methods:

Customer Success Manager

(CSM)

Focus Group

Your CSM can submit Ideas to our Perfective Change Management on your behalf	Meet with other Trial Interactive customers for an immersive: • Focus Group • Early Access • Hosted Beta • Usability Studies

11. Approvals

Product Owner

Name: Marc Gracieux	Title: Product Manager
Signature: Reason for signature: Date:	

Quality Assurance

Name: Conor McCabe	Title: Senior QA Specialist
Signature: Reason for signature: Date:	