GLOBALLEARN V2.5.2 RELEASE NOTES – VERSION 1.0

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1. Version History

Author	Revision #	Date	Comment
Salil Joshi	0.1	13-Feb-2025	Initial Document Creation
Salil Joshi	0.2	14-Feb-2025	Updated 'Affected Users' field for GL-889
Marc Gracieux	0.3	21-Feb-2025	Added the following features • GL-1049 • GL-1085 Updated Feature Descriptions Updated Release Schedule section
Salil Joshi	0.4	21-Mar-2025	The following updates have been made: • Removed GL-1085 • Updated Release Schedule • Updated Feature Descriptions • Updated Defect Resolutions section o Added TILMS-10676 • Updated the 'Legend for Impacts' in Section 9. • Added 'Open Defects' section.
Salil Joshi	1.0	21-Mar-2025	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 advanced of Upgrade Date by issuing Pre-Release Notes. The end-users of the system can use the Pre-Release Notes in evaluating if their intended use of the system will be impacted with 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 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	v2.5.2
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
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.
IAM	Identity and Access Management
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.

Global Learn 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

Global Learn 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

A. CUSTOM FILE DOWNLOAD OPTION

GL- 889 - Course Creators now have the flexibility to manage file accessibility at the course level rather than relying on company-level settings. This enhancement provides greater flexibility in determining how course materials can be accessed.

Key Benefits

- The 'Allow File Download' toggle is easily accessible on the 'Create a Course' form, with defaults aligning to company-level settings.
- Override company-wide file settings to control access per course, enabling or restricting downloads as needed.

B. UNIFIED COURSE ASSIGNMENT

GL-1048 - The latest enhancement empowers Company Administrators to assign courses effortlessly across both the 'Manage Studies & Sites' and 'Manage Training Groups' modules, ensuring a unified and efficient training experience.

Key Benefits

- Simplify training management by allowing the same course to be assigned across multiple modules.
- Eliminate redundant training efforts ensuring a streamlined learning experience.

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	21-Mar-2025
Estimated US MTI Upgrade Date/Time:	21/Mar/2025 9:00 PM
Estimated EU MTI Upgrade Date/Time:	21/Mar/2025 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 v2.5.2 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 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 v2.5.2 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.

- **Blocker -** A Blocker defect refers to a critical issue that completely prevents further progress in development or testing.

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-889	GlobalLearn (LMS)	Course Creators can now manage the file accessibility at the course level overriding company-wide settings. This enhancement allows course creators to modify file download restrictions for individual courses. **Key Features** - **User Interface and Default Settings**: The 'Allow File Download' toggle switch is accessible on the 'Create a Course' form and defaults to company-level settings i.e., it is enabled by	No	Yes	Minor	**Affected Users:** Company Administrators and Course Creators. **Impact:** This improvement empowers the course creators to define the 'Allow File Download' setting at the course level allowing tailored file accessibility for individual training programs.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
		default if the File Download setting is enabled at the company level. • **Course-Specific File Downloads and Restrictions**: Enrolled users can download course-specific files when 'Allow File Download' is enabled, even if company-level restrictions apply. However, downloads are restricted if this setting is disabled at the course level, regardless of company-level permissions. • **TI Viewer Compatibility**: The file download from TI Viewer aligns with the course settings. • **Audit Trail**: Any changes made by the Administrators or Instructors are logged and accessible for audit purposes.				
GL-1048	GlobalLearn (LMS)	Company Administrators can now assign courses through both the 'Manage Studies & Sites' and 'Manage Training Groups' modules. This enhancement ensures that courses can be used for both site and study-specific training without duplication. Key Features	No	Yes	Minor	**Affected Users:** Company Administrators **Impact:** This enhancement allows the same courses to be assigned across the 'Manage Training Groups' and 'Manage Studies & Sites' modules eliminating redundant training

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
		• **Default Course Assignment**: Courses assigned via the 'Manage Training Groups' module are available for study-specific use as well. • **Dual-Use Course Assignment:** When the 'Site Training Course' toggle is enabled, courses can be assigned through both the 'Manage Studies & Sites' and 'Manage Training Groups' modules. • **Unified Course Selection: C**ourses marked for dual use appear in both the 'Manage Studies & Sites' module for site-specific training and the 'Manage Training Group' module for study-specific training. • **Course Visibility:** Company Administrators can view all courses within the 'Manage Training Groups' module, while only courses with the 'Site Training Course' enabled are visible in the 'Manage Studies & Sites' module. • **Progress Tracking**: When a course is assigned in both modules, completion in either module updates the completion status in				efforts, and ensuring a streamlined learning experience.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
		both. • **Data Synchronization:** Any updates to the course content are reflected in both modules. • **Course Unenrollment**: Dual-use courses follow the same unenrollment process of their respective module. The unenrollment process is independent for each module while preserving user progress and data integrity in the module where the course remains active.				
GL-1049	GlobalLearn (LMS)	The 'eSignature' modal is now enhanced and provides clear instructions to ensure users complete their signatures. The enhanced eSignature modal displays the following message. *"eSIGN REQUIRED* *Complete your signature reason below in order to fully complete this course. Without your eSignature, the course will remain as IN PROGRESS."*	No	Yes	Minor	**Affected Users:** All Users **Impact:** This enhancement improves user guidance and prevents misunderstandings about eSignature requirements. Without an eSignature, courses will now remain **IN PROGRESS.**

B. DEFECT RESOLUTIONS

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-8431	GlobalLearn (LMS)	An issue was identified when creating eSignature reasons for Standard courses, where users could create an eSign reason even if it already existed.	Minor	This bug had a minor impact on the creation of eSignature reasons. The resolution now restricts users from creating an eSignature reason with an existing name for Standard courses.
TILMS-8549	GlobalLearn (LMS)	An issue was found with the 'Invite User' confirmation popup. The 'Close' button was misaligned, and its color changed after clicking on it.	Minor	This bug had a minor impact on the 'List Users' screen. The resolution restores the correct UI alignment, with the 'Close' button now centered in the footer and its color remaining unchanged after clicking.
TILMS-8551	GlobalLearn (LMS)	Users were unable to create an eSignature reason for External Training courses when the reason with the same name was created for Standard courses.	Minor	This bug had a minor impact on creating eSignature reasons for external training courses. The resolution resets the correct system behavior to allow the creation of eSignature reasons for external training courses with the same name used in the Standard courses.
TILMS-10054	GlobalLearn (LMS)	Learner users did not receive course completion reminder notifications, even though the setting was enabled and multiple reminders were configured.	Blocker	This bug had a major impact on sending the course completion reminder notifications to the users. The resolution ensures that learner users receive timely reminders as configured in the system.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10176	GlobalLearn (LMS)	Learner users received course completion certificates with incorrect Study ID and Site ID in the certificate name when associated with two different study profiles.	Minor	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.
TILMS-10269	GlobalLearn (LMS)	Users were able to access the 'Send Reminder' button on the My Direct Reports page even if inactive and active courses were selected.	Minor	This bug had a minor impact on the 'My Direct Reports' page. The resolution resets the correct system behavior ensuring the 'Send Reminder' button is disabled when inactive courses are selected along with active courses.
TILMS-10294	GlobalLearn (LMS)	An issue was observed on the 'Create Site' form while adding users as site personnel within step two. The 'Selected Users' section displayed 'No Users Added' even though users were added from the 'All Users' list.	Minor	This bug had a minor impact on defining site personnel during the site creation process. The resolution resets the correct system behavior ensuring the users are displayed in the 'Selected Users' tab with Name, Email, Site Role, and Search fields.
TILMS-10306	GlobalLearn (LMS)	Courses when versioned up continued to display the course status as active. Additionally, the reports downloaded from the 'My Direct Reports' section did not display the previous version as inactive.	Minor	This bug had a minor impact on the course status display issue after up-versioning. The resolution ensures that the previous versions of a course display the inactive status and consistently reflect their actual state across all courses in the report.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10309	GlobalLearn (LMS)	The Transcript report downloaded from 'My Direct Reports' did not display the 'Inactive' label for a previous course version in the XLSX and CSV file formats.	Major	This bug had a major impact on the status display for previous course versions. The resolution ensures that the 'Inactive' label is correctly displayed for previous course versions in XLSX and CSV file formats of the transcript report.
TILMS-10310	GlobalLearn (LMS)	The Transcript report downloaded in XLSV or CSV file format from 'My Direct Reports' displayed extra symbols within the 'Course Due Date' and 'Course Completion Date' fields for a previous course version.	Minor	This bug had a minor impact on the display of dates for previous course versions. The resolution ensures that no extra symbols appear within the date fields for previous course versions.
TILMS-10358	GlobalLearn (LMS)	The 'Course Due Date' was incorrectly displayed in the Jasper Ad-hoc reports where the course due date was shifted by one additional day, compared to the 'My Direct Reports' page where the correct due date was present.	Minor	This bug had a minor impact on the accuracy of the due date in the Jasper Ad-hoc reports. The resolution ensures the 'Course Due Date' in reports correctly matches the date displayed on the "My Direct Reports" page.
TILMS-10419	GlobalLearn (LMS)	The Audit Trail results did not display the relevant learning plan actions when the following options were added in the 'Events' field within the Audit Trail search page. • Learning plan created • Learning plan updated • Learning plan deleted.	Minor	This bug had a minor impact on the display of correct events associated with learning plans within the Audit Trial search page. The resolution ensures that the Audit Trail page displays the learning plan actions for the specified user.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10440	GlobalLearn (LMS)	The 'Reset Password' popup displayed an error message when users selected the 'Reset Password' option from the 'Actions' or 'Bulk Actions' dropdown on the List/Edit Users page.	Critical	This issue affected the password reset functionality. The resolution restores correct system behavior, ensuring users receive a reset password notification and the following message is displayed after selecting 'Reset Password': **'Reset Password sent successfully'**
TILMS-10441	GlobalLearn (LMS)	The course completion certificate for a course associated with a study displayed the first created site in the certificate name instead of the site to which the user is mapped.	Minor	This bug had a minor impact on the display of the relevant Site ID on the course completion certificate. The resolution ensures that the certificate displays only the Site ID to which the user is mapped.
TILMS-10455	GlobalLearn (LMS)	Updates made in IAM were reflected in GlobalLearn only after the user logged into the GlobalLearn application. This happened when administrators updated user details in IAM.	Critical	This issue had a critical impact on the synchronization of updates between IAM and GlobalLearn. The resolution ensures that updates made in IAM are reflected in the application without requiring any action from the user.
TILMS-10485	GlobalLearn (LMS)	The 'Upload Users' page directly displayed 'Step 3: Users Uploading Results' when users accessed the 'Upload Users' page. This issue occurred when a previous user left the upload procedure unfinished, causing the new user to be directed to Step 3 instead of Step 1.	Major	This bug had a major impact on the 'Upload Users' page within the Company Dashboard. The resolution ensures that Step 1 is displayed by default when a user opens the 'Upload Users' page.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10491	GlobalLearn (LMS)	The user status displayed as 'Invited' on the 'List/Edit Users' page, even though the user had completed the registration process. This issue occurred in application environments integrated with IAM.	Blocker	This bug impacted the accuracy of the user status display on the 'List/Edit Users' page. The resolution ensures that the user status changes to 'Active' once the user completes the registration process.
TILMS-10499	GlobalLearn (LMS)	The 'List/Edit' users page incorrectly displayed the user status as "Invited" even though the user was successfully created on the Origami side with the 'Active' status. This issue occurred in the GlobalLearn environment integrated with Origami and IAM.	Critical	This bug had a critical impact on the synchronization of details between GlobalLearn, Origami, and IAM. The resolution ensures that the user status is accurately reflected in the GlobalLearn environment as 'Active'.
TILMS-10538	GlobalLearn (LMS)	Users were unable to open documents in the TI Viewer from the Content Library. When attempting to view a document, the TI Viewer displayed a blank page without any content. Additionally, users were unable to open the document after downloading it.	Critical	This bug impacted accessing and viewing a document in the Content Library. The correct system behavior is restored ensuring the document opens showing the content and can be opened after downloading.
TILMS-10540	GlobalLearn (LMS)	The Invite User page displayed the 'Invalid email address' error when inviting a user with an email address that had multiple dots in the domain part.	Major	This bug had a major impact on inviting users with valid emails with multiple dots in the domain part. The resolution ensures that users are successfully invited even when there are multiple dots in the domain name.
TILMS-10543	GlobalLearn (LMS)	The 'Actions' dropdown of a particular user on the List/Edit users page did not display the 'Suspend' option.	Blocker	This bug impacted the user suspension process in GlobalLearn. The resolution ensures that the 'Suspend' option is displayed and accessible in the 'Actions' dropdown.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10553	GlobalLearn (LMS)	The 'Suspend Users' popup did not display the 'Suspend user until date' and 'Reason' marked as mandatory.	Minor	This bug had a minor impact on the 'Suspend Users' popup on the 'List/Edit Users' page. The resolution ensures that both the fields are marked as mandatory and the user needs to add relevant details to proceed further.
TILMS-10560	GlobalLearn (LMS)	An issue was observed wherein users were not displayed on the 'List/Edit Users' page when removed from a training group.	Blocker	This bug impacted the display of users after they were removed from a training group. The resolution restores the correct system behavior, ensuring that users remain visible on the 'List/Edit Users' page even after being removed from the training group.
TILMS-10577	GlobalLearn (LMS)	An issue restricted the user invitation process even if the email domain part consisted of 4 characters.	Major	This bug had a major impact on the user invitation process. The resolution ensures that users with email addresses, where the domain part is at least 4 characters long and the top domain part is at least 2 characters long, can now be successfully invited.
TILMS-10676	GlobalLearn (LMS)	While exporting users, there is a discrepancy between the actual user count in the application and the exported user count. The exported user count does not match the expected total.	Major	This bug had a major impact on the user export functionality. The resolution ensures that the exported user count now matches the actual user count in the application, eliminating discrepancies and providing accurate data for reporting and integration purposes.

10. Open Defects

GlobalLearn v 2.5.2 has been released with these known issues. This table uses the following definitions of severity:

- **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.

- **Blocker -** A Blocker defect refers to a critical issue that completely prevents further progress in development or testing.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-4131	GlobalLearn (LMS)	The 'View All Courses' button is incorrectly displayed on the 'My Courses' dashlet if a user is enrolled in five or fewer courses.	Minor	This bug has a minor impact on the 'My Courses' dashlet. The dashlet should display the 'View All Courses' button only when a user is enrolled in five or more courses.
TILMS-5207	GlobalLearn (LMS)	Users with Learner + Group Owner access were not able to see the rooms in the 'Room' filter on the 'My Direct Reports' page.	Minor	This bug has a minor impact on the display rooms within the 'Rooms' filter on the 'My Direct Reports' page. The filter should display rooms for the Learner + Group owner user.
TILMS-10539	GlobalLearn (LMS)	A document, particularly in doc or xlsx file format, published via 'Send Document to LMS' from TI to the Content Library in GlobalLearn incorrectly displayed those files in PDF file format.	Minor	This bug has a minor impact on the display of the correct file format when a document is published to Content Library via 'Send Document to LMS' in TI.
TILMS-10933	GlobalLearn (LMS)	A session created within a classroom training course did not display the default time zone i.e., GMT-04:00 EDT.	Minor	This bug has a minor impact on the display of the default time zone for a session created as a part of a classroom training course.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10936	GlobalLearn (LMS)	The 'Cancel Booking Session' notification displayed an incorrect time format when users canceled a self-booked session in a classroom training course.	Minor	This bug has a minor impact on the display of time in the correct format on the 'Cancel Booking Session' notification.
TILMS-10939	GlobalLearn (LMS)	The 'Groups' column was missing from the 'Users' section in the 'Review and Confirm' step of the 'Create Classroom Training' form.	Minor	This bug has a minor impact on the 'Create Classroom Training' form.
TILMS-10942	GlobalLearn (LMS)	When a user is disabled or their training is suspended, the 'Account Suspended' and 'Training Suspended' tooltips on the 'Users' page within an External Training course to appear misaligned when hovering over the user's icon.	Minor	This bug has a minor impact on the 'Users' page within an External Training course.

11. 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.

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)

Customer Experience Program (CEP)

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

12. 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:	