

GLOBALLEARN V2.5.3 - RELEASE NOTES V1.0



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1. Version History

Author	Revision #	Date	Comment
Salil Joshi	0.1	20-Jun-2025	Initial Document Creation.
Salil Joshi	1.0	26-Jun-2025	<p>Removed the following open defects</p> <ul style="list-style-type: none"> • TILMS-11450 • TILMS-11456 • TILMS-11452 <p>Updated the Release Schedule section.</p> <p>Updated the Definitions and Acronyms section.</p>
Salil Joshi	1.0	27-Jun-2025	Document 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	2.5.3
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.
IDP	Identity Provider
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
SQS	Simple Queue Service
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. ENHANCED SQS PROCESSING

GL-1070 - In the latest release, the SQS message processing is enhanced to ensure accurate failure tracking. Previously, failed messages were incorrectly marked as 'Done', leading to a lack of visibility and potential data inconsistencies.

Key Benefits

- Every incoming SQS message is now logged in the system with a clear 'Pending' status, providing instant traceability.
- Only successfully validated and processed messages are marked as 'Success', ensuring data integrity across systems.
- If an error occurs, the message is flagged as 'Failed', and detailed error reasons are captured for fast and effective troubleshooting.
- Failed messages retain their status and include full payload and error context, eliminating ambiguity and making audits effortless.

B. PENDING COURSES DASHLET

GL-1087 - The enhanced 'My Dashboard' experience now prioritizes pending training by displaying the 'Pending Courses' dashlet, helping users focus on what matters most.

Key Features

- **Pending Courses' dashlet:** Users can see only what needs to be completed, with instant visibility into courses that are In Progress or Not Started.
- **My Trainings section:** The new 'My Trainings' section combines 'My Courses' and 'My Learning Plans' into one location on the left-hand navigation menu. From the new 'My Trainings' page, users can easily access all assigned courses and plans with intuitive filters for course status and learning plan.
- **Optimization for speed and simplicity:** The dashboard now loads only pending items, with paging and skeleton loading for a smoother, faster experience.

C. USER PROFILE MANAGEMENT

GL-1111 - With this latest enhancement, end users can now edit their profile details directly within the application.

Key Features

- Users can update key profile information such as Name, Email, and Role, with changes instantly synchronized with the Identity and Access Management (IAM) system.
- Once updates are validated by IAM, the LMS automatically receives and processes the updates received through SQS messaging.

- All requests are protected by JWT authentication, ensuring that only authorized changes are accepted and executed.

A. ENHANCED LEARNING PLAN NAVIGATION

GL-1115 - The enhanced Learning Plan navigation is designed to boost learner engagement, simplify certificate management, and give administrators powerful control over course configurations.

Key Features

- Learners are automatically guided to the next course upon completing the current one.
- With the new Consolidated Learning Plan Certificate, users receive a single, professional certificate covering the entire Learning Plan.
- Course completions are now displayed in a crisp, numbered list, ensuring every certificate looks polished and consistent.
- Learning Plans that are already in progress are now fully locked to preserve data integrity. Any attempt to edit triggers a clear warning, protecting the learner's progress.
- Admins can now easily switch between consolidated certificates for full Learning Plans or individual certificates for each course, depending on organizational needs.

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	27-Jun-2025
Estimated US MTI Upgrade Date/Time:	27/Jun/2025 9:00 PM
Estimated EU MTI Upgrade Date/Time:	27/Jun/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 v2.5.3 platform.

System Requirements	
Operating System	<ul style="list-style-type: none"> Windows Version 7 or higher All currently supported Mac OSX releases iOS and Android for myTI mobile app (see myTI release notes)
Browser	<ul style="list-style-type: none"> Microsoft Edge: Version 88 and later Google Chrome: Current release and earlier Mozilla Firefox: Current and ESR releases Apple Safari: Current release and earlier <p>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.</p>
Client Software	N/A
Optional Add-Ons	N/A

9. Changes

Legend for Impacts

GlobalLearn v2.5.3 has been released with these enhanced features and defect fixes. These tables use the following definitions of customer Impact:

- **Blocker:** A Blocker defect refers to a critical issue that completely prevents further progress in development or testing.
- **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-1033	GlobalLearn (LMS)	<p>Users logging into a Dedicated LMS instance are now automatically assigned to the dedicated company profile without IDP attribute checks.</p> <p>This eliminates onboarding delays, reduces admin effort, and ensures real-time access to the LMS dashboard.</p>	No	No	Minor	<p>Affected Users: All Users.</p> <p>Impact: This feature has a minor impact on how users are automatically assigned to a company profile following auto-provisioning in a dedicated instance.</p>
GL-1068	GlobalLearn (LMS)	<p>Architectural database upgrades have been applied to improve system performance and responsiveness. Users will notice faster load times and smoother interactions across key areas.</p>	No	Yes	Minor	<p>Affected Users: All Users</p> <p>Impact: This improvement has a minor impact on the MySQL version upgrade on all instances, ensuring performance and database efficiency.</p>
GL-1070	GlobalLearn (LMS)	<p>Improvements in how platform integration data messages are processed between eTMF, QDMS, and LMS systems to provide more reliable tracking and error visibility, strengthening the integrity of inter-system integrations.</p>	No	Yes	Minor	<p>Affected Users: All Users</p> <p>Impact: This improvement has a minor impact on the SQS processing.</p>
GL-1087	GlobalLearn (LMS)	<p>Previously, the 'My Dashboards' page displayed all courses by default regardless of their status i.e., Completed, In Progress, and Not Started.</p>	No	Yes	Minor	<p>Affected Users: All Users</p> <p>Impact: This enhancement has a minor impact on the 'My Dashboard' page.</p>

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
		<p>To enhance visibility and reduce the system load, the 'My Dashboard' is enhanced to display only pending courses along with the following key features.</p> <p><u>Key Features</u></p> <ul style="list-style-type: none"> The 'Pending Courses' dashlet is added to the 'My Dashboard' to display only courses with 'In Progress' and 'Not Started' statuses. The 'My Courses' and 'My Learning Plans' dashlets are combined into the newly introduced 'My Trainings' section in the left-hand navigation menu. The 'My Trainings' section navigates users to a dedicated page displaying all courses and learning plans assigned to a user. Users can apply the 'Course Status' filter to show courses with a specific status and 'Learning Plan' filter to show courses of a specific plan. The system performance is optimized to load only pending items on the dashboard. Additionally, paging and skeleton loading are implemented for a smoother experience. <p>This enhancement reduces system strain during the login and provides visibility</p>				

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
		regarding what is due or overdue with an improved user interface.				
GL-1111	GlobalLearn (LMS)	<p>The system is enhanced to allow end users to edit their own user profile data within the application.</p> <p><u>Key Features</u></p> <ul style="list-style-type: none"> • Updates to user profile details such as Name, Email, or Role are synchronized with IAM. • Upon successful update in IAM, a notification is sent to the LMS via SQS, which is then processed by the LMS. • A valid JWT token is required for authentication when a request is made to the IAM API. Any requests without proper authentication are rejected. 	No	Yes	Minor	<p>Affected Users: All Users</p> <p>Impact: This improvement has a minor impact on end users' capability to update the user profile.</p>
GL-1115	GlobalLearn (LMS)	<p>The 'Learning Plan' navigation is now improved to streamline the learning experience, improve the user experience, certificate handling, and configuration management for Learning Plans in the system.</p> <p><u>Key Features</u></p> <ul style="list-style-type: none"> • Users are now automatically redirected to the next course upon completion of 	No	Yes	Minor	<p>Affected Users: All Users</p> <p>Impact: This improvement has a minor impact on the Learning Plan navigation.</p>

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
		<p>the current one.</p> <ul style="list-style-type: none"> A single certificate is now generated for the entire Learning Plan upon successful completion of all included courses. This consolidated certificate replaces individual course certificates when the relevant system setting is enabled. Certificate layout has been standardized to display completed courses in a clean, numbered list format (e.g., "1. Course Name"). All extraneous formatting, such as columns or tables, are now removed. Learning Plans that have been assigned and started by learners are now fully locked for editing. Users are prevented from entering edit mode, and a warning message is displayed when an edit attempt is made. The 'Consolidated Learning Plan Certificate' system setting allows administrators to toggle between generating consolidated certificates for Learning Plans or individual certificates for each course. 				

B. DEFECT RESOLUTIONS

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-4250	GlobalLearn (LMS)	An issue was observed after creating a learning plan with certificate in the system. The certificate does not appear on the 'Manage Certificates' page. It appears in the list only after the learner opens the plan on the dashboard.	Major	This bug had a major impact on the display of the certificates on the Manage Certificates page. The resolution restores the correct system behavior, ensuring the certificate for the Learning Plan appears in Manage Certificates after the Learning Plan is completed.
TILMS-4285	GlobalLearn (LMS)	The 'Manage Learning Plan' option was present within the Company Dashboard even though Company Administrators disabled it from the settings > Modules section.	Minor	This bug had a minor impact on the display of Manage Learning Plans within the company dashboard, even though the setting was disabled. The resolution ensures that the settings are applied accurately.
TILMS-5846	GlobalLearn (LMS)	The 'Error 404' appeared when users performed the search function by entering single quotes (') in the search box on the 'External Training' page. Additionally, a similar error appeared when users selected a value with single quotes (') from the User, Course name, and School/Company filters.	Major	This bug has a major impact on displaying accurate search results on the External Training page. The resolution restores the correct system behavior, ensuring appropriate search results are displayed when a value with single quotes (') is selected or when searching for.
TILMS-7589	GlobalLearn (LMS)	Learner users incorrectly received the following notification when they completed the registration process upon user invitation. 'Welcome to GlobalLearn LMS!'	Major	This bug has a major impact on receiving notifications upon successful registration. The resolution ensures that users receive only 1 notification from IAM upon successful registration. 'You have successfully registered'

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-8241	GlobalLearn (LMS)	An issue was observed where the Learning Plan Certificate did not match the template configured within Company Dashboard > Settings > Certificates > Learning Plan. The footer was missing in the completion certificate, even if enabled in the settings for the learning plan.	Minor	This bug had a minor impact on the application of certificate template settings. The resolution ensures that the configured settings are correctly applied and accurately reflected in the issued certificate.
TILMS-9127	GlobalLearn (LMS)	Site Co-ordinators with an Instructor role were able to enroll any user or group to a course mapped to a site while modifying the course version.	Minor	This bug had a minor impact on enrolling learners in a course mapped to a site. The resolution ensures that only users from the site can be added as learners to a site related course.
TILMS-9190	GlobalLearn (LMS)	The 'Change Classroom Training Attendance Status' pop-up was incorrectly displayed instead of the Course eSign pop-up when eTMF users clicked the 'eSign' button after completing course activities.	Minor	This bug had a minor impact on the display of the appropriate pop-up window. The resolution ensures that the correct 'Course eSign' pop-up appears when users click the 'eSign' button.
TILMS-9650	GlobalLearn (LMS)	The search functionality within the Sites tab of a study profile failed to return results when users entered a special character in the search box.	Minor	This bug had a minor impact on search functionality. The resolution ensures the display of accurate search results even when special characters are used in the search inputs.
TILMS-9732	GlobalLearn (LMS)	An issue was observed where the size of the 'Edit Effective Date' popup is changed if Admin users opened the 'Document Preview' before changing the effective date in the Content Library.	Minor	This bug had a minor impact on the 'Edit Effective Date' popup in the Content Library. The resolution restores the correct UI display.
TILMS-10403	GlobalLearn (LMS)	Hovering over a long document name in the 'Evidence' column on the External Training Transcript page did not display the hint (tooltip).	Minor	This bug had a minor impact on tooltip visibility. The resolution ensures that the hint is properly displayed when users hover over the document name.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10566	GlobalLearn (LMS)	The 'Edit a Learning Plan' success pop-up displayed a long and empty footer section at the bottom of the pop-up.	Minor	This bug had a minor impact on the user interface of the 'Edit a Learning Plan' success pop-up. The correct UI has been restored.
TILMS-10567	GlobalLearn (LMS)	The 'Edit a Learning Plan' screen incorrectly displayed the 'Create Learning Plan' button instead of the 'Save' button.	Minor	This bug had a minor impact on the correct display of UI buttons. The resolution ensures that the 'Save' button is correctly shown on the 'Edit a Learning Plan' screen.
TILMS-10749	GlobalLearn (LMS)	The 'Users' filter on the 'Manage Certificates' screen did not display the list of users.	Major	This bug had a major impact on the filters on the Manage Certificates page. The resolution ensures that users with all statuses, i.e., Active, Inactive, Suspended, and Invited etc., are displayed in the filter list.
TILMS-10782	GlobalLearn (LMS)	The export file, retrieved from the 'Course Management' page, did not display the 'Study' column for site training courses.	Minor	This bug had a minor impact on the export functionality. The resolution ensures the display of the 'Study' column with appropriate details within the exported document.
TILMS-10832	GlobalLearn (LMS)	Suspended users received incorrect course enrollment notifications when site training courses were assigned through a training assignment.	Major	This bug had a major impact on the course enrollment notification. The resolution ensures that notifications are sent to users, per the configured email template.
TILMS-10836	GlobalLearn (LMS)	The Audit Trail log did not display the events where a 'Site Co-Ordinator' was removed from the site.	Major	This bug had a major impact on the events display in the Audit Trail. The resolution ensures that the removal of a site coordinator from a site is displayed in the Audit Trail.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10868	GlobalLearn (LMS)	Users were unable to upload a file that had been previously deleted from the Content Library page. The 'Upload Files' pop-up displayed that the deleted file already exists.	Minor	This bug had a minor impact on uploading files in the Content Library. The resolution ensures that a file deleted initially can be uploaded again.
TILMS-10890	GlobalLearn (LMS)	The 'Room Name' filter on the Transcripts > My Direct Reports page failed to display results when searching for specific rooms.	Major	This bug had a major impact on the 'Room Name' filter on the 'My Direct' reports page. The resolution ensures that records for groups from the selected room are shown.
TILMS-10929	GlobalLearn (LMS)	An incorrect Site ID was displayed in the Audit Trail logs for the Site Created event.	Minor	This bug had a minor impact on the display of the Site ID in the Audit Trail. The resolution ensures that the correct Site ID is shown for the 'Site Created' event.
TILMS-10939	GlobalLearn (LMS)	The 'Review & Confirm' step in the 'Create Classroom Training' form did not display the 'Group' column within the User section.	Minor	This bug had a minor impact on the 'Create Classroom Training' form. The resolution ensures the display of the 'Group' column in the 'Review & Confirm' step.
TILMS-10942	GlobalLearn (LMS)	The tooltip indicating user status was misaligned and appeared below the user's name on the 'Users' pop-up in the External Training.	Minor	This bug had a minor impact on the tooltip's positioning. The correct UI has been restored to ensure the tooltip now displays above the user's name.
TILMS-10961	GlobalLearn (LMS)	A standard course with an assigned due date experienced delayed loading, causing the success message pop-up to appear after a significant delay.	Minor	This bug had a minor impact on the course creation. The resolution reduces the time for creating courses.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10987	GlobalLearn (LMS)	The 'Send Reminder' button on the Transcripts > My Direct Reports page was disabled when invited users were selected.	Major	This bug had a major impact on sending course reminders to invited users. The resolution ensures the 'Send Reminder' button is enabled even when invited users are selected.
TILMS-11023	GlobalLearn (LMS)	The 'eSign' button for an 'In progress' course and the eSignature information (date and time) for a completed course were displayed on the My Dashboard page even though the 'eSign' setting was disabled at the company level.	Major	The resolution ensures the display of the 'eSign' button and the eSignature information for the relevant courses only if the 'eSign' setting is enabled at the company level.
TILMS-11072	GlobalLearn (LMS)	The 'Site Training Learning Plan' toggle switch was displayed on the standard Learning Plans with courses.	Minor	This bug had a minor impact on Learning Plans. The resolution ensures that the 'Site Training Learning Plan' toggle switch is disabled for standard Learning Plans with courses.
TILMS-11073	GlobalLearn (LMS)	The 'Edit a Learning Plan' form incorrectly allowed users to remove the study profiles associated with the learning plan.	Major	This bug had a major impact on removing study profiles from a learning plan. The resolution restricts users from removing studies from a learning plan and displays the standard text. <i>'The currently assigned Study cannot be removed. Still, new Studies can be added.'</i>
TILMS-11121	GlobalLearn (LMS)	The course enrollment notification was incorrectly sent again to the learner users when inactive courses associated with a learning plan were activated again.	Major	This bug had a major impact on sending course enrollment notifications. The resolution ensures that enrollment notification is sent only once when a learner is enrolled in a course.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-11469	GlobalLearn (LMS)	Learner users with the instructor role at the course level encountered the 404 error when attempting to update or modify a course.	Major	This bug had a major impact on updating courses as a learner + instructor. The resolution ensures that learner users with the instructor role can modify courses without errors.

10. Open Defects

GlobalLearn v2.5.3 has been released with these known issues. This table uses the following definitions of severity:

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

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-11437	GlobalLearn (LMS)	An issue is observed where the time is not present in the 'Date' column in the PDF file retrieved from Transcript > My Transcript > Export in PDF format with External Training.	Minor	This bug has a minor impact on export results retrieved from My Transcripts. The resolution will ensure that time is correctly displayed in the Date column.
TILMS-11441	GlobalLearn (LMS)	The 'Manage Certificates' screen did not display certificates after they were deleted. Additionally, certificate records remained visible on the Learning Plan tab even after the associated Learning Plans were removed.	Minor	This bug has a minor impact on the display of the course and Learning Plan certificates. Correct system behavior will be restored.

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	Available twenty-four (24) hours a day, seven (7) days a week, three-hundred-sixty-five (365) days a year.

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)

Your CSM can submit Ideas to our
Perfective Change Management on
your behalf



Customer Focus Group

Meet with other Trial Interactive customers for an
immersive Focus Group Forum:

- Focus Group Q&A
- 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:	