GLOBALLEARN V2.6 – PRE-RELEASE NOTES VERSION 0.2
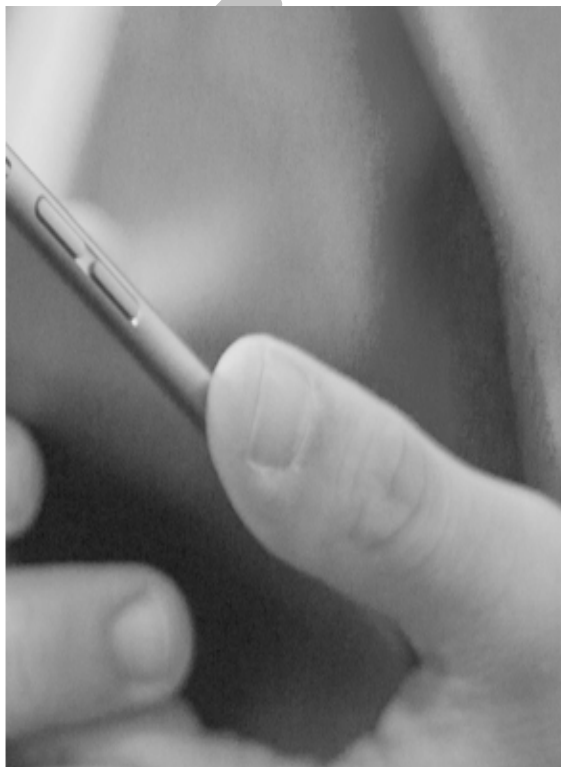
Table of Contents

1.   Version History

Author	Revision #	Date	Comment
Salil Joshi	0.1	24-Oct-2025	Initial Version: Pre-Release Notes issued.
Salil Joshi	0.2	19-Nov-2025	Added Open Defects table

2. Purpose

The purpose of this document is for **Trans**Perfect 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 in evaluating 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 scope of the Release.

	NOTE: **Trans**Perfect 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	2.6
Release Type	Minor

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
Testiny	A web-based test management software that facilitates software quality assurance; it produces reports on a release candidate and documents the nature and category of bugs
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. CROSS-SPONSOR USERS

GL-1121 - Empower users to be associated with multiple sponsors while maintaining strict data isolation and security controls. The multi-sponsor login capability removes the previous 'one user, one sponsor' restriction, enabling true cross-sponsor access while keeping data strictly isolated.

B. CENTRALIZED EMAIL QUEUE SYSTEM

GL-1122 – The newly implemented Centralized Email Queue System ensures every message is logged, monitored, and delivered, backed by troubleshooting and error handling capabilities.

Key Highlights

- All outgoing emails are first routed through a central queue.
- Every email record captures the recipient, subject, content reference, timestamp, and status.
- A dedicated polling process runs every 60 seconds.
- Failed deliveries are logged with detailed error information.
- Error Details are available for troubleshooting failed deliveries
- Real-time status visibility for pending emails

C. DIRECT REPORTS LABEL

GL-1142 - Updated terminology to 'Other Transcripts' to be context-agnostic and work across all LMS use cases, not just corporate training environments.

D. BULK USER IMPORT WITH DEFERRED INVITATION

GL-1144 and **GL-1123** - Stage large user populations during onboarding without triggering immediate access. Upload users in bulk, validate data, and control exactly when invitation emails are sent, ultimately eliminating premature logins and rollout confusion.

E. DIRECT ASSIGNMENT OF MANAGER TO LEARNERS

GL-1144 and **GL-1123** - — Establish accurate reporting relationships by directly linking users to their managers during creation or bulk import i.e. define manager assignments in the Bulk User Import template. You can also do it directly via the user record, ensuring clear managerial hierarchy from day one. Manager associations are visible within User Management for quick verification, reducing administrative rework and improving data integrity for training oversight and reporting accuracy.

.

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	05-Dec-2025
Estimated US MTI Upgrade Date/Time:	12/Dec/2025 9:00 PM
Estimated EU MTI Upgrade Date/Time:	05/Dec/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 v2.6 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 v2.6 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)

TRIAL INTERACTIVE

A. NEW/ENHANCED FEATURES

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1121	GlobalLearn (LMS)	This release introduces the multi-company user login, allowing users to be associated with multiple companies and access the correct training content and data. **Key Features** • Users with multiple company associations can select their company at login or switch via a company selector; users with a default company are routed automatically. • Training data (groups, assignments, completions, dashboards) is scoped to the active company, preventing cross-company visibility. • Company-specific compliance reporting and audit trails are preserved. • Company Admins can manage users within their own company and map existing users from other companies. • Company Admins cannot view or manage a user's affiliations with other companies.	No	Yes	Minor	**Affected Users:** Learners **Impact:** This feature has a major impact on the users' association with multiple companies while maintaining strict data isolation and security controls.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1122	GlobalLearn (LMS)	A centralized email queue system is implemented with full logging, monitoring, and error handling capabilities to ensure reliable email delivery and troubleshoot issues. With a centralized email queue system: • All outgoing emails are first routed through a central queue table (no direct sending), and each record stores recipients, subject, body/reference, timestamp, and status. • Status values include **queued**, **sent**, and **failed**. • The system maintains a full audit trail of the email communications. • A polling process runs every 60 seconds to process queued emails. • Failed dispatches are logged with error details and are available for troubleshooting failed deliveries. • Administrators can monitor all queued, sent, and failed messages.	No	Yes	Minor	**Affected Users**: Admins **Impact**: This feature has a minor impact on providing visibility into all outbound email communications while enabling systematic troubleshooting and audit compliance through a centralized email queue system.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1123	GlobalLearn (LMS)	Company Admins can now create user profiles and configure training assignments with controlled invitation release, enabling systematic onboarding without granting premature system access. The new 'Invite Later' option allows profile creation without immediate account provisioning or sending email notifications. **Key Features** • Selecting 'Invite Later' creates only a local user profile with a clear visual indicator showing the 'Invite Later' status. • IAM account creation and welcome email are triggered only after the invitation is released. • All system emails remain suppressed until the invite is released. • Bulk import supports the 'Invite Later' status for multiple users. • Support direct assignment of manager via bulk import or by user record • Once the invitation is released, preconfigured course enrollments become active, and notifications are triggered.	No	Yes	Minor	**Affected Users**: All Users **Impact**: This feature has a minor impact on user profile creation and configuring training assignments in staging mode with controlled invitation release, allowing systematic user onboarding without premature system access.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1142	GlobalLearn (LMS)	The label 'Direct Reports' has been updated to 'Other Transcripts' (or a similar generic term) to improve clarity.	Yes	No	Minor	**Affected Users**: All Users **Impact:** This improvement has a minor impact on the 'Direct Reports' label.
GL-1144	GlobalLearn (LMS)	Company Admins can now import users in bulk with the 'Invite Later' status, ensuring multiple user account creation without granting immediate access. **Key Features** • CSV template is dynamically generated from the customer's user profile schema with the default and custom profile fields. • File upload supports the CSV and Excel formats. • Required columns, email format, and role are validated against the client schema. • Visibility regarding parsed rows, per-row status, and inline error messages. • Users are locally created with 'Invite Later' status, and all email notifications are suppressed until the invite is released.	No	Yes	Minor	**Affected Users**: Admins **Impact:** This improvement has a minor impact on the Bulk User Import process.

B. DEFECT RESOLUTIONS

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-11612	GlobalLearn (LMS)	When hovering over the '?' icon beside the 'Send User Course Completion Reminder emails' setting, the tooltip text did not display correctly within its container, with the content overlapping or extending beyond the tooltip boundary.	Minor	This bug had a minor impact on the 'Send User Course Completion Reminder Emails' tooltip. The resolution ensures that the tooltip displays the text without overlapping the boundaries.
TILMS-11673	GlobalLearn (LMS)	The body of the 'Course Completion' email template appeared differently from the default version when users tried to edit it in the Email Template settings.	Minor	This bug had a minor impact on the 'Course Completion' email body. The resolution ensures the display of the default email body.
TILMS-11797	GlobalLearn (LMS)	The 'Course section created' event was incorrectly appearing in the Audit Trail logs when a standard course was created.	Minor	This bug had a minor impact on course creation events in the audit trail. The resolution ensures that only the following three events are correctly logged when a course is created: • Version of Course Created • Role Assigned • User Enrolled in Course
TILMS-11798	GlobalLearn (LMS)	An issue was observed where extra events were displayed within the Audit Trail logs when a course was updated or modified.	Minor	This bug had a minor impact on the audit trail events when a course is updated or modified. The resolution ensures that only the following events are correctly logged when a course is updated or modified. • Version of the course published • Course inactivated • Role assigned • User enrolled in course

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-11829	GlobalLearn (LMS)	Courses that users were unenrolled from through Direct Enrollment were incorrectly included in Training Assignment statistics.	Minor	This bug had a minor impact on the Training Assignment statistics. The resolution ensures that courses unenrolled via Direct Enrollment are now excluded from Training Assignment statistics.
TILMS-11907	GlobalLearn (LMS)	When the default training group for newly added users was changed, the corresponding event did not appear in the Audit Trail logs.	Minor	This bug had a minor impact on the Audit Trail. The resolution ensures that an event with updated and old settings is displayed in the Audit trail if the Default Training Group for Added New Users is changed.
TILMS-11909	GlobalLearn (LMS)	An issue occurred where user profiles were generated with guest usernames when users were invited without providing their first and last names.	Major	This bug had a major impact on user profile details. The resolution now enforces first and last names as mandatory fields when inviting users.
TILMS-11920	GlobalLearn (LMS)	When hovering over the default group name on the Manage Training Groups page, the label tooltip is incorrectly displayed instead of the complete group name.	Minor	This bug had a minor impact on the display of the training group name tooltip. The resolution ensures that when hovering over the default group name, the tooltip with the full group name appears correctly.
TILMS-11925	GlobalLearn (LMS)	When no sessions are created within classroom training courses, the 'No Sessions Yet' text appears misaligned and is shifted to the left side of the screen instead of being centered.	Minor	This bug had a minor impact on the classroom training courses. The resolution ensures that the 'No Sessions Yet' text remains centered on the screen.
TILMS-11932	GlobalLearn (LMS)	Users encountered a 404 error during the second step of the classroom training course creation, i.e., the User Enrollment step.	Major	This bug had a major impact on the classroom training course. The resolution ensures users can create classroom training courses without any errors.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-11934	GlobalLearn (LMS)	When navigating between pages on the My Trainings page using pagination, the loader did not appear.	Minor	This bug had a minor impact on the My Trainings page user interface. The resolution now displays a loader while navigating between pages.
TILMS-11948	GlobalLearn (LMS)	The 'SCORM package administration' block was not displayed in the left-hand navigation menu within the 'SCORM' activity page.	Minor	This bug had a minor impact on courses containing a SCORM activity. The resolution displays the 'SCORM package administration' block within the left-hand navigation pane.
TILMS-11966	GlobalLearn (LMS)	When mapping users or courses to a training group, the Manage Users and Manage Courses modals displayed only 100 selectable records, regardless of the total number of available records.	Minor	This bug had a minor impact on mapping users and courses to training groups. The resolution ensures that additional records beyond 100 now load as the user scrolls through the page.
TILMS-12026	GlobalLearn (LMS)	The Learning Plan completion certificate did not display the eSign reason, even when all courses associated with the learning plan were completed and electronically signed.	Major	This bug had a major impact on the display of the eSign reason on the Learning Plan certificate. The resolution ensures that the eSign reason appears beneath the eSign date on the certificate.
TILMS-12028	GlobalLearn (LMS)	An empty email template appeared when users accessed the Edit Email Template section through the navigation breadcrumbs.	Major	This bug had a major impact on accessing the 'Edit email template' section. The resolution restores the correct system behavior.
TILMS-12054	GlobalLearn (LMS)	The 'Map Learners' button was incorrectly displayed even when an empty standard or site-level Learning Plan was selected.	Major	This bug had a major impact on mapping users with learning plans. The resolution ensures that the 'Map Learners' button is disabled if an empty standard or site-level Learning Plan was selected.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-12062	GlobalLearn (LMS)	When creating a course from the Content Library using a course name that previously existed and was deleted, the newly created course does not appear on the Course Management page.	Major	This bug has a major impact by preventing newly created courses, when using a name previously deleted, from appearing on the Course Management page. The resolution ensures all courses created via the Content Library are properly displayed, regardless of name reuse.
TILMS-12138	GlobalLearn (LMS)	An issue was identified where, if a course was created using a published document from the Collaborate room. Any activities and descriptions added to the course were removed in the new version after the document was updated and republished in GlobalLearn.	Critical	This bug had a critical impact on the GlobalLearn and Collaborate integration. The resolution ensures that all activities and descriptions are still presented for the new version of the course.
TILMS-12146	GlobalLearn (LMS)	The Course Completion Certificate was being generated with incorrect variable data, resulting in different learner names appearing on certificates.	Major	This bug had a major impact on certificate accuracy. The resolution ensures that learners now receive a certificate with the correct details.
TILMS-12149	GlobalLearn (LMS)	An issue was identified where, if a course was created using a published document from the Collaborate room. An incorrect notification was sent to learners when the document used for creating a course is up versioned in the Collaborate room.	Major	This bug had a critical impact on the GlobalLearn and Collaborate integration. The resolution ensures that the 'Welcome to [CourseName]' notification is sent to Learners when the document is up versioned.
TILMS-12378	GlobalLearn (LMS)	The 'Intended Site Role' filter within the 'Add Training Assignment' form did not have spaces between the checkboxes and values.	Minor	This bug had a minor impact on the 'Intended Site Role' filter. The resolution ensures that there is space between check boxes and values.

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.

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 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 Forum: • Focus Group Q&A • 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:	