# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>What’s New in this Document</td>
<td>4</td>
</tr>
<tr>
<td>Platform Security Enhancements</td>
<td>4</td>
</tr>
<tr>
<td><strong>Introduction</strong></td>
<td>6</td>
</tr>
<tr>
<td>System Requirements</td>
<td>6</td>
</tr>
<tr>
<td>Logging In</td>
<td>7</td>
</tr>
<tr>
<td><strong>Action Center</strong></td>
<td>8</td>
</tr>
<tr>
<td>Tool Bar</td>
<td>9</td>
</tr>
<tr>
<td>Curriculum View</td>
<td>9</td>
</tr>
<tr>
<td>To-Do View</td>
<td>10</td>
</tr>
<tr>
<td>History</td>
<td>11</td>
</tr>
<tr>
<td>Catalog</td>
<td>11</td>
</tr>
<tr>
<td>Reports</td>
<td>12</td>
</tr>
<tr>
<td>Course Credits</td>
<td>24</td>
</tr>
<tr>
<td><strong>Tools Menu</strong></td>
<td>30</td>
</tr>
<tr>
<td>Platform Documents</td>
<td>30</td>
</tr>
<tr>
<td><strong>User Profile Menu</strong></td>
<td>30</td>
</tr>
<tr>
<td>My Reports</td>
<td>31</td>
</tr>
<tr>
<td>Curriculum Vitae (CV)</td>
<td>31</td>
</tr>
<tr>
<td>Change Password</td>
<td>31</td>
</tr>
<tr>
<td>Date / Time Format</td>
<td>31</td>
</tr>
<tr>
<td>Forgotten Password Question</td>
<td>32</td>
</tr>
<tr>
<td>Language Setting</td>
<td>32</td>
</tr>
<tr>
<td>Preferred View</td>
<td>33</td>
</tr>
<tr>
<td><strong>Completing a Learning Activity</strong></td>
<td>34</td>
</tr>
<tr>
<td>Email Reminders</td>
<td>34</td>
</tr>
<tr>
<td>Instructor Led Course (ILC)</td>
<td>34</td>
</tr>
<tr>
<td>Print/Add to Calendar</td>
<td>34</td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td>35</td>
</tr>
<tr>
<td>Glossary</td>
<td>36</td>
</tr>
</tbody>
</table>
## Document Version Updates

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Update Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2016</td>
<td>1.0</td>
<td>Initial Release</td>
</tr>
</tbody>
</table>
| October 2016 | 2.0     | 2016R2 ComplianceWire Platform Release Enhancements:  
|            |         | • Course Credit                                                                 |
| April 2017 | 2.1     | 2017R1 ComplianceWire Platform Release Enhancements:  
|            |         | • Browser Auto-Complete Prevention  
|            |         | • Updates to Privacy, Privacy, Copyright & Terms of Use Statements  
|            |         | • Support for Microsoft Edge                                                   |
| October 2017 | 2.2     | 2017R2 ComplianceWire Platform Release Enhancements:  
|            |         | • Screen header - Operative Time Zone-Based Localization  
|            |         | • Added FAQs section                                                           |
| May 2018   | 2.3     | 2018R1 ComplianceWire Platform Release Enhancements:  
|            |         | • Forgotten Password Retrieval via Email  
|            |         | • Learner’s Guide in other languages (Chinese, Japanese, and Korean)  
|            |         | • Updated the Password Security questions section                              |
| Nov 2018   | 3.0     | 2018R2 ComplianceWire Platform Release Enhancements:  
|            |         | • Reporting enhancements  
|            |         | • New corporate cover page                                                     |
| April 2019 | 3.1     | 2019R1 ComplianceWire Platform Release Enhancements:  
|            |         | • Continuation of the Reporting enhancements                                   |
| June 2019  | 3.2     | 2019R2 ComplianceWire Platform Release Enhancements:  
|            |         | • End of Life of the Reporting Solution application.                           |
| November 2019 | 3.3     | 2019R3 ComplianceWire Platform Release Enhancements:  
|            |         | • Platform security enhancements                                               |
What’s New in this Document

This section provides an overview of the changes to the ComplianceWire platform in the 2019R3 release.

Platform Security Enhancements

As part of UL's continuous monitoring of platform security, the following enhancements will be included in the 2019R3 release. These security enhancements cannot be disabled.

Non-functional Enhancements

The following are the non-functional enhancements in the release that will not have any visible impact on the users. However, we recommend that our clients follow their standard regression testing procedure to ensure that all aspects of the system are working as expected.

Encrypted URLs

ComplianceWire URLs are encrypted to protect the system and data. This enhancement will impact both the Learner and Administration pages within the system.

Increased User Interface (UI) Security

The web “cookies,” primarily used for authentication and maintaining sessions, will be strengthened as a security improvement initiative. This enhancement will ensure that the ComplianceWire platform is accessed only via the secure Hypertext Transfer Protocol Secure (HTTPS) protocol. Data sent using HTTPS is secured via Transport Layer Security protocol (TLS), which provides three key layers of protection – encryption, data integrity, and authentication.

Elevated Security for User Password

User passwords will be stored using one-way hash for added security.

Streamlined Single Sign On (SSO) process

The SSO authentication process will ensure that the ComplianceWire user credentials are not exposed at any point during the login process by the user’s browser setup.

Functional Enhancement

The following are the functional enhancements in the release that has visible changes to the platform.

Enhanced Password Expiry Workflow

- For a password that is going to expire shortly (for example, in a day), the new workflow will be as follows:
  a. The system will present the Password Expiration screen with an option to Change Password (new) as shown below.

  ![Password Expiration Screen]

  b. Clicking Change Password will present the Change Password screen (no change).
  c. After changing the password successfully, click Continue Login. You will remain in ComplianceWire without being logged out.

    - For a password that has already expired when logging in, the workflow remains the same.
For a forgotten password, the prompts will be the same as the existing workflow set up in the system for your company. However, instead of being able to continue working in ComplianceWire after the reset password process is completed, the system will log you out of ComplianceWire and present the login screen again for entering your credentials. This additional step is to enhance the security of the system with the login process.

Enhanced Change/Reset Password Notification Workflow

Changing or resetting of a user’s password (existing or expired) will ensure that the user’s credentials are not exposed at any point during the process, and the user will receive a notification indicating a password change via email. See the example below.

![Example email notification](image)

Administrators can customize this e-mail notification template using the ‘Manage E-Mail translations’ functionality that currently exists in ComplianceWire.

An email notification is sent to the impacted user when a password change is completed via the following areas in the system via the User Interface:

- **Login page**: The user has reset the password using the **Forgot your Password** link from the Login page.
- **Expired password**: The user is attempting to log in using an expired password and is forced to reset.
- **User Profile menu**: The user has reset the password by accessing the **Change Password** option from their user profile menu.
- **Administrator initiated**: The Administrator has reset the user’s password.

**Note**: Password changes via other means such as feeds or upload tools will not trigger an email notification.
Introduction

ComplianceWire is a fully-validated knowledge and Learning Management System (LMS) that facilitates the management of training activities, learner proficiency and compliance status in industries such as Pharmaceutical, Medical Device, and Biologics. The software ensures compliance with 21 CFR Part 11 requirements.

System Requirements

<table>
<thead>
<tr>
<th></th>
<th>Support Applications</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browser</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Internet Explorer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11 and higher¹</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Google Chrome</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mozilla Firefox</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Version 20 &amp; higher</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Safari Version 9</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Microsoft Edge</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Course narration is not available for HIP2 CBT Training Type in Firefox and Chrome.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Browser must be set to allow cookies.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All pop-up blockers should be turned off for best performance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iPhones (or any other types of phones) are not supported at this time.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Although not officially supported, we are unaware of any issues running the ComplianceWire software application on mobile browsers such as Chrome, Firefox, and Internet Explorer.</td>
</tr>
</tbody>
</table>

¹ For Internet Explorer, each user’s browser must be set to include .compliancewire.com as a “trusted site.” In many cases, an organization’s IT department includes the “*.compliancewire.com” web address as a trusted site for all users within the organization.

² the Auto-complete prevention feature is not supported for Safari browsers (all versions) and Firefox version 52 and beyond. We recognize that browsers can provide upgrades at any time, and our team at UL will continue to monitor these upgrades and their potential impact on our browser auto-complete prevention functionality. In order to maintain 21 CFR Part 11 compliance, we strongly recommend that your IT policies regarding browser upgrades reflect appropriate testing of the browser auto-complete prevention feature.

| Connectivity | Broadband | Application responsiveness is directly related to the speed of your network and the connection to the internet. Faster internet connections will yield better application performance. |

| Other Software | Adobe Acrobat Reader 10 | Acrobat Reader is only necessary when accessing downloadable files. |
|               | Shockwave 11           | The full version of shockwave is required for some courses. |
|               | Flash 10               | Flash is required for course interactions. |
Logging In

Launch a compatible browser and then enter the supplied web address in the Address field to launch ComplianceWire. The Login screen displays. You must enter the User ID, Password, and Company Code to access the system.

**Note:** Passwords are case-sensitive. If your password has lowercase or UPPERCASE letters, they must be entered in the appropriate case to be able to log in successfully.

First-time access

When you login to ComplianceWire software for the first time, the system prompts you to change the temporary password assigned by the Administrator. Enter the temporary password and then provide a new password. You must Confirm New Password.

**Note:** A password must be greater than 3 characters and less than 12 characters long.

Security Questions

If your Administrator has set up security questions related to your password, you will be prompted to provide answers.

**Note:** Answers to the security questions are case sensitive. For example, “New york” is not the same as “New York.”

Expired Password

If your password has expired, the system prompts you to change your password before being given access to the system.

After changing the password select Continue Login to bring up the Knowledge Center screen.

Forgotten password

The system administrator for the ComplianceWire instance may request you to set up answers to password security questions. Upon setting up answers to the security questions, you can then reset the passwords through these security questions by clicking on the Forgot your password link. When all questions have been answered correctly, you will be logged in and then forced to provide a new password. Answers to the security questions are case sensitive.

Alternately, you can also submit a request to your system administrator outside of the system.

**Note:** This is an optional feature. If you do not see this feature on the Login screen, then it may not be available for your instance of ComplianceWire.

Additional Security

See the What’s New in this Document section on page 4 for details on additional platform security.
Action Center

Click **I Accept** on the Login screen to display the Action Center.

<table>
<thead>
<tr>
<th>CURRICULUM</th>
<th>TO-DO</th>
<th>HISTORY</th>
<th>CATALOG</th>
<th>REPORTS</th>
<th>ACTION CENTER</th>
</tr>
</thead>
</table>
| **My Curriculum Report**  
Show my Curriculum Qualification Report |  |  |  |  |  |
| **My Suggested/Other Groups**  
Show other groups suggested for me by my manager or administrator so that I can check my qualification status |  |  |  |  |  |
| **Offline Queued Report Requests**  
Reports that were queued for offline processing |  |  |  |  |  |
| **Shared Reports**  
List of all reports that have been shared with you |  |  |  |  |  |

The **Action Center** is available to all users and provides access to training and compliance-related tasks.

The **Training Dashboard** in the above example displays five Training Items that require the learner’s attention (overdue or due soon).

**Note:** The Date displayed in the header will be based on the user’s Operative Time Zone and preferred date format. The UTC offset will be displayed if it is selected as the date format, else the offset is visible when hovering over the date.

Click on the Training Item to launch the course.

<table>
<thead>
<tr>
<th>ACTION CENTER</th>
<th>Expand or Collapse the Dashboard by clicking the <strong>ACTION CENTER</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; &gt; &gt;</td>
<td>Show or hide the Status Dashboard by clicking on these icons. The Status Dashboard provides an overview of the total Training Items; Assignments that are Overdue, Due Now (within 1 day) or Due Soon.</td>
</tr>
</tbody>
</table>
Tool Bar
The options on the toolbar gives you access to various useful tools about your assignments as shown below.

On the right-hand side there are action icons that support the tools:

- **SORT** – arrange the assignment list by ascending/descending order.
- **SEARCH** – locate a specific assignment(s) from the TO-DO list (not available under the Curriculum tab). The Advanced search allows you to locate an item by Keyword, Title, Course Code or Description.
- **PRINT** – print the assignment list.
- **DOWNLOAD** – save the assignment list to a local or network drive. You save the list as a .CSV or Microsoft Excel format.

Curriculum View
This view provides a list of assignments due.

1. **Curriculum Title**: Click to list the Training Items due within a specific curriculum.
2. **Items due**: Displays the number of Training Items due for the curriculum title.
3. Click on a curriculum row to list the Training Items item due within a curriculum.
4. Click on the Training Item to read more information about the Training Item or to launch, print or add it to your calendar.
**To-Do View**

This view provides a list of Training Items that are assigned but incomplete.

1. Click on an action button to sort items by date, download the “To-Do” list, search for a specific items, or print the list.

2. Click the down arrow icon to read more information about the Training Item or to launch, print or add it to your calendar.

**Navigation Controls:**

When you launch a training item from either the To-Do list or the Curriculum View, you will be returned to the tab from which you launched it regardless of their Preferred View setting. This enhancement will be particularly beneficial when launching Training Items from a Curriculum to make the process of interacting with Training Items in ComplianceWire more intuitive for Learners. For example,

1. Select a Curriculum from the Curriculum tab.

2. Launch and complete a training item from the curriculum.

3. The “Return” button takes you to the Curriculum you launched the training Item from.

**Note:** This feature will work the same for those clients who have a post-login landing page.
History
This view provides a list of the completed Training Items.

Icon indicators:
- Qualified completion
- Equivalent completion (the learner did not take the course but was given a completion because an equivalent Training Item was setup in the system)
- Effective version of the Training Item
- Retired (Training Item is no longer assigned to learners)
- E-signature
- Completion certificate

Catalog
This view provides a list of all Training Items available in ComplianceWire.

The Basic search allows you to search for a Training Item by Keyword, Title, Course Code or Description.

Using the Advanced search you can select a specific Category, Training Type, or Curriculum by the clicking on the + icon to expand the list.
The Reports tab is available to all users of ComplianceWire. The options displayed under the Reports Tab are as follows. The My Reports option under the User Profile menu also displays the same options.

- **My Curriculum Report**
- **My Suggested/Other Groups report**
- **Offline Queued Report Requests**
- **Shared Reports**

**Note:** The Shared Reports option is displayed only if you are a recipient of a shared report.

### My Curriculum Report

This report lists the curriculums assigned to you with the status:

- **Qualified:** Training item has a current passing score and no current assignment
- **Partially Trained:** Training item has no current qualifying score, for one of these reasons:
  - Training item was not begun
  - Training item was begun/bookmarked but not completed
  - Training item has a failing score
- **Not Qualified:** Training item has a current qualifying score and a new assignment.

Clicking on a specific curriculum will display the current status for each training item in the curriculum. The list may contain up to five levels of nested curriculums (curriculums within other curriculums). Sub curriculums are
distinguished from their master by one level of right indentation.

**My Suggested/Other Groups**

This report displays all the user groups in which you are a “suggested” or “recommended” member and view your qualification status against that group, without being assigned that entire curriculum or being an actual member of that group.

**Shared Reports**

Selecting this option displays a list of reports shared with you as shown in the example below. The Shared Reports option will only be visible if the user is a recipient of a shared report.

Selecting the **Shared Reports** option displays the:

The columns displayed in the list includes the following details:

- **Report name.** Clicking on the information icon next to the Report name provide a description of the report.
- **Report Type**
- **Shared by** (who shared the report with you)
- **Security:** Data security applied by the report sharer. In the above example, the report will show data based on the recipient’s (KenT) rights within the system.

Clicking **Go to Report** will display the Report page as shown in the example below.
The recipient can now choose to Run Report immediately or Queue Report for offline processing and view it at a later time. Upon running the report, the recipient can view the data based on the security applied. They will be also be presented with the Print and Download options.

**Running a Report**

This option provides the ability to generate the report data with either the system default, my default or saved report configuration. For information on performance limits for report data see page 12.

The following example shows the generated report with data in the columns.

The following details will be displayed on the Report page.

1. Report heading and description.
2. Default report criteria for Filters, Group, and Sort order.
3. Number of records to display on a page. Default is 25. Click to change this number to 50, 100 or 250 records per page.
4. Current page, total number of pages, and the total record count.
5. Time stamp when the report was generated (based on the user’s preferred date and time format). The Generated On date translates to the report runner's PC time zone on the User Interface (UI). The UTC offset will be displayed if it is the user's preferred format, else the offset is visible when hovering over the date.
6. Refresh button to update the report with the latest data.
7. Page controls for navigation.
8. After the report is successfully generated, the Print and Download options will appear on the top right corner of the Report page next to the Edit option. Download options available are PDF, CSV (Comma Separated Value), and XLSX (Microsoft Excel).
Report Limits

The following are some of the report limits enforced when generating the report data for Tabular Reports:

- **Record Count Limit**: 50,000 records for display on the UI, Shared Reports, and PDFs for Scheduled Reports. For record count greater than this limit, the user has the option to queue the report.

- **Timeout Limit**: 60 seconds for UI. The report will timeout after this limit and the system will automatically queue the report for offline processing.

- **Offline Processing Limits** (including Scheduled reports of all file types):
  - Record Count: No limit
  - Timeout: Five minutes. If the offline report does not timeout, the result will include all the report data per the criteria defined.

The following are the row/column limits that are enforced when generating the Matrix report:

- **UI**: Column limit: 50   Row limit: 50,000

  **Note**: If you expect the number of Curricula to be a larger set of data against a smaller set of users (below 50) the Flip Axes feature can be utilized to view more data on the UI. This will move the Users to the Top (as columns) and the Curricula to the left (as rows).

- **Queued Reports**: There will be no row/column limit for Queued reports.

- **Scheduled Reports**: There will be no row/column limit for Excel and CSV file types. The 50,000 row limit and 50 column limit will be enforced for the PDF file type.

- **Timeout Limit**: A *five-minute* timeout for file generation is applied for Offline and Scheduled reports for all file types. This limit is in addition to the five-minute data retrieval timeout. This means that the system can take up to a total of 10 minutes to generate the report.

Customizing a Shared Report

The report Sharer may allow you (the recipient of the report) perform restricted editing of the Shared reports as outlined below:

- For Tabular reports, the recipients may be allowed to customize the following settings using the Edit Drawer:
  - Column selections and sorting order of the report within the saved report’s column selections (defined by the Administrator).
  - Group and Sort by option within the saved report’s column selections.
  - Apply filters (if enabled on selected fields).

- For Matrix Report, the recipients may be allowed to view the report format as well as customize the following settings using the Edit drawer:
  - Flip Axes and select from available User, Curricula and Qualification formats.
  - Sort User and Curricula using their selected formats.
  - Apply filters (if enabled on selected fields).

- Run report without saving.

- Save the personalized configuration of the Shared report.

- Reset to the sharer’s report configuration.
**Shared Reports Configuration**

When the Recipients access the Shared Reports, they will see the Edit option which will be enabled or disabled depending on report Sharer’s prerogative.

If enabled, the Recipients will see a blue Edit option on the Landing Page, if disabled, the Edit option will be greyed.

Note that the Edit option in the above example is blue indicating that the Sharer has enabled the “Allow Restricted Edit Feature” for the report. The Recipient can click on the Edit option to select customizable options. These changes (when Saved) will be applied atop of the report Sharer’s configuration.

If the Sharer did not enable the “Allow Restricted Edit Feature” option for the report, the Landing Page will display a grey Edit button as shown below.

**Edit Options (available to Recipients) for a Shared Tabular Report**

For the Tabular Reports, the report Sharer may allow the Recipients to customize the following options using the Edit drawer.
Columns and Ordering tab:

1. Select or unselect column within the saved report’s column selections defined by the report Sharer (the columns unavailable are greyed).
2. Reorder the column sequence using the drag and drop tool.

**Note:** The Filters tab is displayed only if the report Sharer has selected filters to allow the Recipients to use.

Filters tab:

The Recipients can select filters within the selections allowed by the report Sharer. The example here shows that the Recipients have two filters that they can include in the report atop of the existing filter sets by the Sharer.

The filters set by the report Sharer will appear locked 🗝️.
Group and Sort By options:

The Recipients of a Tabular report can group and sort the data within the saved report’s saved values. They can also change the sort order (primary and secondary values) by clicking on the Sort switch - left for descending or right for ascending.

Edit Options (available to Recipients) for a Shared Matrix Report

For the Matrix Report, the report Sharer may allow the recipients to customize the following options using the Edit drawer:

Layout and Formatting:

1. Flip the Axes
2. Select Curriculum format User format, and Qualification Status format

Note: The Filters tab is displayed only if the report Sharer has selected filters to allow the Recipients to use.

Filters:

The Recipients can select filters within the selections allowed by the report Sharer. The example here shows that the Recipients have three filters to include in the report atop of the existing filters (if any) set by the Sharer.
The Filters selected by the Sharer are locked as shown in the example below.

Sort By options:
A Recipient of the Matrix Report can the Sort Order of the rows and column by clicking on the Sort switch.

Run/Save Options
After customizing a Shared report, the Recipient can choose one of the action buttons described below. These options are the same for both Tabular and Matrix Reports.

Set as My Report Configuration:
Using this option, the Recipients can set a personalized configuration of the Shared report.

Note: This option saves the new report configuration but not the data. The data will be updated dynamically when you run the report.
The Report Title will change to *My Configuration* from *Shared Configuration*.

![ComplianceWire Learner's Quick Reference Guide - Version 3.3](image)

After the data is generated, the Landing Page will show the Print and Download options.

Upon returning to the Edit Drawer, the Recipients will see the **Reset to Shared Report Configuration** option as shown below.
**Reset to Shared Report Configuration:**

Selecting this option will remove the personalized configuration the Recipient has applied to the Shared report. This option works in relation to the *Set as My Report Configuration* option and will only appear if you have made changes to the Shared Configuration and saved the report.

Upon selecting this option, the system displays the following warning message:

Upon confirmation, the system reverts the Landing page to the Shared Configuration view. See the example below.

**Updating a Saved Report that has been Shared**

The system ensures that when a Sharer makes changes to the Shared report, the Recipients are notified as shown below.
Queuing a Report

If you anticipate the report data to be significantly large and hence will require more time to generate, we recommend using the Queue option for offline processing. For information on performance limits for report data see page 13.

Upon clicking the Queue Report option, the following message is displayed.

Click on the hyperlink message:

Your report has been queued and will be available from the Reports tab on the Knowledge Center

The system will display the Offline Queued Report Requests list under the new Reports tab in the Knowledge Center with the addition of the Offline Queued Report Requests.

**Note:** Reports queued for offline processing do not have a record count limit. If the offline report does not timeout, the result will include all the report data per the criteria defined.

**Offline Queued Report Requests**

To view the queued reports, from the Reports tab in the Knowledge Centers select Offline Queued Report Requests.
The Reports page will display a list of Queued reports as shown in the example below.

![Example of Queued Report Requests](image)

The columns displayed in the list includes the following details:

- **Report name.** Clicking on the information icon next to the report name provides a description of the report.
- **Report Type**
- **Requested On.** Date and time when the report was requested for queuing.
- **Request status**

The following table describes the various states of a queued report:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queued</td>
<td>The report generation has not yet started.</td>
</tr>
<tr>
<td>In Progress</td>
<td>The report is being generated.</td>
</tr>
<tr>
<td>Completed</td>
<td>The report generation is completed. When completed, the Download button will be displayed along with a timer. The Queued report will be available for download for 24 hours from the time the request is completed. The download File Type is only available in CSV format.</td>
</tr>
<tr>
<td>Error</td>
<td>A problem has been detected during the report generation. Note that this error is not related to the report timeout described below.</td>
</tr>
<tr>
<td>Timed Out</td>
<td>The report has reached the time limit set (five minutes) for generating the data. The system will timeout after five minutes if the report generation is unsuccessful. You will be given one more attempt to re-queue the report. If the system continues to timeout, we recommend using filters to work with a smaller data set.</td>
</tr>
</tbody>
</table>
Scheduled Reports

If you are a recipient of a Scheduled Report, then based on the frequency setup for the scheduled report, the recipients will receive an email notification with a link to download the report from a secure server location. This link will only be active for 24 hours after which it will expire. See example below.

If the system cannot successfully generate the scheduled report, the recipients will receive an email notification stating that an error is preventing the report from running successfully.

Course Credits

The Course Credit feature is designed to provide Learners credit for a Training Assignment completed outside of ComplianceWire. For example, if a Learner attends a seminar that covers the same content as a ComplianceWire assignment, a Course Credit could be given.

When the ‘Course Credit Request & Approval’ feature is enabled, a Learner can ‘request’ a Course Credit and the authorized ‘credit approvers’ can then be able to review the request and approve or reject it. Once the request is approved, a completion for the ComplianceWire Training Item is issued in the form of a Course Credit and the Training Item no longer appears in the Learner’s To-Do List.

The features related to Course Credit are not On by default. When enabled, these features can be configured so that Course Credits can be – (a) ‘requested’ by Learners followed by an approval process, (b) simply ‘granted’ by the Administrator.

Additional configurable options are available when Course Credit features are enabled:

<table>
<thead>
<tr>
<th>Course Credit Features</th>
<th>Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Credit Request (Learner)</td>
<td>When enabled, ALL Learners will be able to submit a request Credit for ANY Training Item and Type on their To-Do list.</td>
</tr>
<tr>
<td>Course Credit Grant</td>
<td>When enabled, Administrators (with appropriate security permissions) will be able to ‘grant’ Course Credit to a Learner for assignments on their To-Do List.</td>
</tr>
<tr>
<td>Credit Reasons</td>
<td>When requesting a reason must be selected.</td>
</tr>
<tr>
<td>Course Credit File Attachment (Required)</td>
<td>When requesting a file must be attached in support of the course completion if the Administrator has made this a requirement.</td>
</tr>
</tbody>
</table>
Request Course Credit

When the Course Credit feature is enabled, the expanded view of an assignment on the Learner’s To-Do list screen will include an option to ‘Request Credit.’

**Note:** When turned *On* this feature is available to all Learners and for all Training Types.

To request Credit, complete the following steps:

1. Search for the assignment in the To-Do list.
2. Click the expand icon to view the details of the assignment.
3. Click **Request Credit**.

   The Request Credit screen is displayed.

   The **User** section displays the Learner’s (Credit requester) credentials, the **Training** section displays the details of the Training Item for which Learner is requesting Credit, the **Assignment** section displays the Complete By date for the assignment that is currently on their to-do list.

4. Select a **Reason** for the Credit request from the drop-down list and then the actual **Completion Date** for the training that warrants a Credit being given for the current assignment.

   To attach a document or image in support of the external training completion, click **Browse** to select the file from the computer.

   ![Attachment](image)

   To delete the file selected, click **Remove**. To select a different file, select **Browse**.

   **Note:** The file size limit and the acceptable file types are listed. A warning message is displayed when the File Size exceeds the System limit of 1 MB or an incompatible file type is selected.

5. Click **Submit** to complete the Credit Request or **Cancel** to return to the To-Do list without completing the request.
A confirmation screen is displayed upon successful submission of the request as shown in the example below:

6. Select **Return** to go back to the To-Do list.
   Notice the new Credit status for the Assignment in the To-Do list.

   To view the details for the submitted Credit request, search for the assignment in the To-Do list.
   Click the expand icon and then select **View Request**.
When a Credit Request is submitted, the designated approver with valid email addresses will receive an email notification with instructions to login to ComplianceWire to process the request.

Learners with valid e-mail addresses will receive an email notification when the requested Credit is approved or rejected as shown in the example below:

```
From: ComplianceWire@Eduneeing.com [mailto:ComplianceWire@Eduneeing.com]
Sent: Friday, September 09, 2016 11:14 AM
To: Sam Miller

Subject: Request for Credit - Approved

Sam,

Your request for credit has been approved for the following item for which you had requested a credit.

<table>
<thead>
<tr>
<th>Training Title</th>
<th>Training Code</th>
<th>Training Version</th>
<th>Training Type</th>
<th>Approved By</th>
<th>Approved On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Management Plan</td>
<td>UL-EDU-Training-Mgmt-Plan</td>
<td>1.0</td>
<td>UL-EDU DOCUMENT</td>
<td>Sinha, Leena (Sinha)</td>
<td>9/6/2016</td>
</tr>
</tbody>
</table>
```

```
From: ComplianceWire@Eduneeing.com [mailto:ComplianceWire@Eduneeing.com]
Sent: Friday, September 09, 2016 11:14 AM
To: Sinha, Leena

Subject: Request for Credit - Rejected

Leena,

The request for credit for the following item has been rejected.

<table>
<thead>
<tr>
<th>Training Title</th>
<th>Training Code</th>
<th>Training Version</th>
<th>Training Type</th>
<th>Rejected By</th>
<th>Rejected On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager Only Form</td>
<td>Manager Only Form</td>
<td>1.0</td>
<td>Forms</td>
<td>Sinha, Leena (Sinha)</td>
<td>9/7/2016</td>
</tr>
</tbody>
</table>
```

**Monitor the Credit Status**

In addition to receiving an email notification when a Credit is approved or rejected, Learners can monitor the status of the Credit on their To List as described below.

<table>
<thead>
<tr>
<th>Credit Request Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Requested</td>
<td>No action has been taken by the approver after a credit request was placed.</td>
</tr>
<tr>
<td>Credit Approved</td>
<td>Not displayed on Learner’s to-do list. When a Credit request is approved, the assignment will no longer appear in the Learner’s To-Do list.</td>
</tr>
<tr>
<td>Credit Rejected</td>
<td>The rejected Credit request will remain on their To-Do list with the “Credit Rejected” status.</td>
</tr>
</tbody>
</table>
To view the details of the rejected Credit, click the expand icon and then select View Request.

The Learner can choose to Request Credit again by submitting a new request for Credit.

**Learner’s Credit History**

After a Course Credit is Approved or Granted, the Training Item will be displayed in the Learner’s history.

**Note:** The Certificate of Completion icon will not be displayed for a Training Item that received Credit as shown in the example below.
Click on the Training Item line to view the Credit Information.

The screen displays three sections as shown in the example below: (1) User information (2) Training information (3) Credit information - Credit Reason, Result, Completion Date, Expiration Date, file attachment (if any), comments, who granted the Credit, and when (date/time).

<table>
<thead>
<tr>
<th>USER</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>User ID</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRAINING</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>CD_RA3</td>
</tr>
<tr>
<td>Code</td>
<td>CD_RA3</td>
</tr>
<tr>
<td>Version</td>
<td>1.0</td>
</tr>
<tr>
<td>Type</td>
<td>CONTROL DOCUMENT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CREDIT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reason</td>
<td>Test Reason</td>
</tr>
<tr>
<td>Result</td>
<td>Qualified</td>
</tr>
<tr>
<td>Completion Date</td>
<td>09/08/2016 12:00:00 AM</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>- NONE -</td>
</tr>
<tr>
<td>Attachment</td>
<td>Training Certificate for HSE.jpg</td>
</tr>
<tr>
<td>Comments</td>
<td>External Course Satisfactory</td>
</tr>
<tr>
<td>Granted By</td>
<td>Dilek, Nils (nobilav)</td>
</tr>
<tr>
<td>Granted On</td>
<td>09/22/2016 05:12:33 PM</td>
</tr>
</tbody>
</table>
Tools Menu

The Tools Menu provides access to platform documents, job aids, the connection test and system info. You can also submit comments.

Platform Documents

In addition to English, the ComplianceWire Learner’s Guide will be available in Simplified Chinese, Japanese and Korean (if these languages are included in your ComplianceWire instance).

User Profile Menu

You have access to customize various settings under your user profile menu.
My Reports
When you select this option, the available reports are presented under the Reports tab. See page 12 for details.

Curriculum Vitae (CV)
Your user information is displayed.

Note: This is an optional feature. If you do not see this feature under your user profile menu, then it may not be available for your instance of ComplianceWire.

CVs typically contain a summary of the educational and academic backgrounds, as well as employment history, publications, presentations, awards, honors, affiliations, and other details.

Return – closes the Curriculum Vitae screen.

Pending CV – CVs that are uploaded, but not yet approved are in 'Pending' status.

Upload CV – allows you to add a CV as a PDF file instead of copying and pasting the content into the Curriculum Vitae Builder.

Print CV – click on the print icon (top right corner of the Curriculum Vitae screen).

Change Password
Password rules are described and you can enter their Current and new password to complete the change.

Date / Time Format
You can manage the input and display format settings, as well as the time display settings.

Drop down option menus provide the choices available.

International standards for date formats apply.

Note: You may be asked to complete your Curriculum Vitae as a training item. Launch the training and complete the sections.
Forgotten Password Question
You can manage a series of questions that will be used to verify your credentials if you forget your password.

- Questions that have answers are marked with a check in the Answer column.
- You can edit the answers for questions previously entered or answer additional questions.
- Clicking on the question or on the edit icon will open the edit screen.

Language Setting
The ComplianceWire languages configured will be available from the drop down option menu.

Once the language is chosen, click Save Language Change.

All languages will now appear as translated along with the language name in English for ease of selection.

In this example, English is the preferred language.

The option from the drop down menu for Italian displays as: Italiano / Italian

Note: Only licensed languages are displayed in the drop down option menu. Once the preference is saved, ComplianceWire will be displayed in the language selected.
Preferred View
You can set a preference to see the To-Do List or Curriculum View as the default landing page here.

Set Default View: When you switch from one view to another, the system will remember the last setting when you next login to ComplianceWire.

Action Center Settings:
- You will have an option to override the Company Preference that determines if the Action Center should appear in a collapsed or expanded state upon login.
- Additionally, you can set the following Action Center options:
  - Click on the star to select a “favorite” dashboard. This selection will be the default dashboard that will appear on the Action Center when expanded upon login.
  - Change the order in which the dashboard types (Training, Status and My Team) are displayed using the drag and drop feature.
Completing a Learning Activity

You may be required to complete a Learning Activity or Quiz at the end of the course. Select **Click to Start**, answer each question, and then click **Continue**.

An eSignature may be required. Enter your User ID and Password. Then click **Electronically Sign**.

Email Reminders

**New Assignments** – You will receive a confirmation email after the item is assigned based on your Company's choice.

**Reminders** – You will receive periodic reminder emails prior to the assignment Due Date.

**Overdue Items** – You and your manager (optionally) will receive an email after a Due Date has passed for an assignment.

Instructor Led Course (ILC)

The instructor for an ILC you have been assigned to may request you to electronically register (to eliminate the need for paper check-in).

Click on **Class Information**, select the **Class Code** and then click **Register for Class**.

Print/Add to Calendar

You can print the training item information by clicking the **Print** icon.

You can also add an ILC to your personal calendar (such as Microsoft Outlook) by clicking the **Add to Calendar** icon.

In Download dialog box select, Open, Save, and Cancel.

A hyperlink to ComplianceWire is provided. Clicking on the link takes you to the Login screen.

Clicking **“Save and Close”** saves the reminder to your calendar. You will receive a reminder when the assignment is due.

**Note:** If an ILC is cancelled, it will remain on your calendar and must be manually removed.
Frequently Asked Questions

I forgot my password, what do I do?
You may request your password by email or answer the security questions.

Can I Login from home or away from my desk?
Yes, you can login from your computer anywhere you have internet access.

What happens when I exit a Training Item before completion?
Your progress in a training item is automatically “bookmarked.” If you need to interrupt your training session and continue later, click Exit.

The course remains on your To-Do List and you can re-launch it at a later date. You will continue the course from where you left off – or review sections you have already completed.

How do I reset my password?
To change your password at any time, click the Support tab, then select Change Password.

How do I print the Certificate of Completion for a Training Item?
To print your Certificate of Completion after successfully completing a Training Item:
1. Click History.
2. Click the Certificate icon for the training completed. The Certificate screen displays.
3. Click the Print button.

Can I review a completed Training Item?
Yes. The ‘History’ tab lists all the Training Items you have completed. Click on a training to review. You can may also print your Certificate of Completion from this screen.

Where can I find completed training items?
The Catalog enables you to search for specific words or phrases within a Training Item. This contains all training materials available to you. Click the Catalog button; then click the applicable type link to view the training items by type.

What do I have to score on my quiz to pass?
You will complete a quiz at the end of each topic in order to proceed to the next topic. You can retake a quiz as many times as needed to advance to the next topic.

At the end of the course, you must successfully complete a quiz to receive credit for the Training Item based on the proficiency level set. Additionally, you may have to sign off by typing “I acknowledge” at the prompt.
Glossary

This document contains a general glossary of terms, acronyms, and abbreviations used in ComplianceWire.

<table>
<thead>
<tr>
<th>Terminology</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBT (Computer based training)</td>
<td>Refers to an electronic media used for education.</td>
</tr>
<tr>
<td>Certifications</td>
<td>The procedure and action of determining, verifying, and attesting to the qualifications of personnel in accordance with applicable requirements. The purpose of certification is twofold. The first is to validate knowledge in a particular course of study (curriculum). The second is to pass a &quot;certification&quot; exam. Qualiﬁed has the appropriate knowledge. Certified has passed an exam to verify proficiency.</td>
</tr>
<tr>
<td>21 CFR Part 11 SOP.</td>
<td>Details how the system addresses the technical requirements of 21 CFR Part 11. Complying with: Electronic Records &amp; Signatures</td>
</tr>
<tr>
<td>Class</td>
<td>Specific offering of an Instructor Based Training. It takes place at a specific time and location. There may be several classes for each course.</td>
</tr>
<tr>
<td>ComplianceWire</td>
<td>A learning management system of UL. The LMS is the software that operates and tracks training activity of customers. LMS is not course content.</td>
</tr>
<tr>
<td>Control Document</td>
<td>A particular type of training. Used to present such documents as SOPs, functional specifications, mechanical drawings, etc. Any document that provides an evidentiary trail that a process has been followed. Control Documents can be forms, lists, checklists etc. Control Documents must be signed and approved.</td>
</tr>
<tr>
<td>Credit</td>
<td>A type of completion that is given when a Learner has taken training outside of ComplianceWire that is equivalent to the training that is currently assigned to them in ComplianceWire. When a completion is given in the form of a credit, all requirements of the training assignment on their To-Do List must be met.</td>
</tr>
<tr>
<td>Credit History</td>
<td>Information associated with a course Credit request: Training Courses, request status (approved or rejected), the person who last modified the status and the date/time stamp.</td>
</tr>
<tr>
<td>Credit Reason</td>
<td>A purpose associated with requesting or granting course Credit for an assignment.</td>
</tr>
<tr>
<td>Curriculum</td>
<td>Course of study. Related training items grouped according to subject matter (e.g., department, position, task, product, job function, skill, etc.).</td>
</tr>
<tr>
<td>Terminology</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Curriculum Vitae (CV)</td>
<td>A Curriculum Vitae (CV) provides a detailed synopsis of your background and skills. Typically, a CV includes a summary of your educational and academic backgrounds, as well as employment history, publications, presentations, awards, honors, affiliations, and other details.</td>
</tr>
<tr>
<td>Digital Signature</td>
<td>An electronic signature based upon cryptographic methods of originator authentication, computed by using a set of rules and a set of parameters such that the identity of the signer and the integrity of the data can be verified.</td>
</tr>
<tr>
<td>Drop-Down</td>
<td>Displays a list of items from which users can select an option when they click the accompanying down arrow. Users can scroll through the list to view choices.</td>
</tr>
<tr>
<td>EDT</td>
<td>Eastern Daylight Time (EDT), when observing daylight saving time (spring/summer) is 4 hours behind Coordinated Universal Time (UTC−04:00).</td>
</tr>
<tr>
<td>Electronic Signature</td>
<td>A computer data compilation of any symbol or series of symbols, executed, adopted, or authorized by an individual to be the legally binding equivalent of the individual’s handwritten signature.</td>
</tr>
<tr>
<td>Equivalency</td>
<td>Issued when a Learner completes a ComplianceWire Training Assignment that is considered ‘equivalent’ to other ComplianceWire Training Assignments.</td>
</tr>
<tr>
<td>EST</td>
<td>Eastern Standard Time (EST) when observing standard time (autumn/winter) are 5 hours behind Coordinated Universal Time (UTC−05:00).</td>
</tr>
<tr>
<td>ET</td>
<td>The Eastern Time Zone (ET) is a time zone encompassing 17 U.S. states in the eastern part of the contiguous United States, parts of eastern Canada, the state of Quintana Roo in Mexico, Panama in Central America and the Caribbean Islands.</td>
</tr>
<tr>
<td>Form</td>
<td>A specific training item type in ComplianceWire that can be assigned to a singular user or group of users. Forms contain text boxes and various question types that can be configured to collect and track various training related information.</td>
</tr>
<tr>
<td>Granting Credit</td>
<td>When the Grant Credit feature is enabled, an Administrator with appropriate permissions will be able to ‘grant’ Course Credit to a Learner for assignments on their To-Do List without a formal Request/Approval process.</td>
</tr>
<tr>
<td>Historical Completions</td>
<td>Issued when a Learner has completed a ComplianceWire Training Assignment in the past.</td>
</tr>
<tr>
<td>Instructor Led Training</td>
<td>The terms Instructor Led Training and Instructor Based Training are often used interchangeably. Used to track external (outside the system) training.</td>
</tr>
<tr>
<td>Terminology</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Platform</td>
<td>Process, operation, function, or activity. It is defined as a collection of subsystems operating together as UL learning management system. The terms platform and system are often used interchangeably. Both terms refer to UL learning management.</td>
</tr>
<tr>
<td>Quiz</td>
<td>Attached to a control document. A short test (with questions and possible answers) used to examine knowledge of the control document.</td>
</tr>
<tr>
<td>Requesting Credit</td>
<td>When the Course Credit feature is enabled, an additional option is presented in the expanded view of Training Items on the Learners To-Do list to request credit for training taken outside of ComplianceWire.</td>
</tr>
<tr>
<td>System Administrator</td>
<td>An individual responsible for administering user accounts, setting system parameters and defining permissions within the software environment.</td>
</tr>
<tr>
<td>System Requirement</td>
<td>A requirement that specifies a function that the system must be capable of performing.</td>
</tr>
<tr>
<td>Time Zone Offset</td>
<td>The definition for time zones can be written in short form as UTC±n (or GMT±n), where n is the offset in hours.</td>
</tr>
<tr>
<td>To-Do List</td>
<td>A list that shows your current training requirements. When your administrator assigns tasks to you, they appear in your To-Do List.</td>
</tr>
<tr>
<td>User ID</td>
<td>Assigned to each user within a company. It is used to login to the system. No two User IDs can be the same.</td>
</tr>
</tbody>
</table>