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Agreements System Overview

Submission Types

The agreements system treats both types of submissions—initial submissions and amendments—very similarly. You perform the similar types of activities and follow the same process for each, with small exceptions. The questions asked are different for each type of submission, but the workflow follows a similar path.

At the highest level, agreement submissions use the following general process workflow:

<table>
<thead>
<tr>
<th>Step</th>
<th>Req.</th>
<th>Activity</th>
<th>Completed by</th>
<th>Resulting state</th>
<th>Step typically used for</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>✓</td>
<td>Create Agreement or Create Amendment PI/ DUA Team Pre-Submission</td>
<td>Creation of a request for an agreement (DUA) or amendment to an existing agreement (DUA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>✓</td>
<td>Submit                 PI/ Creator/ Proxy Unassigned</td>
<td>Official submission to the reviewing office to kick off the process after initial information is gathered.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>✓</td>
<td>Assign Owner           Reviewer Internal Review</td>
<td>Assignment of reviewer among the reviewing office team(s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Request Clarifications Reviewer Clarifications Requested</td>
<td>To allow for the PI/DUA team to make revision and submit changes to the</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Req.</td>
<td>Activity</td>
<td>Completed by</td>
<td>Resulting state</td>
<td>Step typically used for</td>
</tr>
<tr>
<td>------</td>
<td>------</td>
<td>----------</td>
<td>--------------</td>
<td>------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Track Agreement Elements</td>
<td>Reviewer</td>
<td>No state change</td>
<td>Record of Harvard-required elements of an agreement. Can be completed in many phases of review, as needed.</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Submit Changes</td>
<td>PI/ Creator/ Proxy</td>
<td>Internal Review</td>
<td>Re-initiate the review process with a response to requested changes or clarifications.</td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Generate Agreement</td>
<td>Reviewer</td>
<td>Internal Review</td>
<td>Only if an agreement draft is not included in the SmartForm. Generates an agreement pulling SmartForm data to a standard template format.</td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>Revise Agreement</td>
<td>Reviewer</td>
<td>No state change</td>
<td>Update the draft (edit version) of the agreement as many times as needed. Can be completed in many phases of review, as needed.</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>Log Correspondence</td>
<td>Reviewer</td>
<td>No state change</td>
<td>Activity used to log communications or review To Do items of any type. Can be completed in many phases of review, as needed.</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>Manage Ancillary Review</td>
<td>Reviewer (PI/ Creator can complete this activity also)</td>
<td>No state change</td>
<td>Indication that an additional review is requested (may or may not be required to complete review). Can be completed in many phases of review, as needed.</td>
</tr>
<tr>
<td>11</td>
<td></td>
<td>Email Agreement</td>
<td>Reviewer</td>
<td>No state change</td>
<td>Indication the agreement was email to another party (internal or external). Can be completed in many phases of review, as needed.</td>
</tr>
<tr>
<td>12*</td>
<td>✔</td>
<td>Move to External Review</td>
<td>Reviewer</td>
<td>External Review</td>
<td>Point in time measurement of when an item is sent to an external reviewing office for review/response.</td>
</tr>
<tr>
<td>13*</td>
<td>✔</td>
<td>Approve Language</td>
<td>Reviewer</td>
<td>Language Finalized</td>
<td>Indication agreement language has been finalized so the signing process can begin.</td>
</tr>
<tr>
<td>14</td>
<td></td>
<td>Route for Signature</td>
<td>Reviewer</td>
<td>Routing for Signature</td>
<td>Indication agreement is in the process of being signed by various parties (intended to be used for internal signatures).</td>
</tr>
<tr>
<td>15*</td>
<td>✔</td>
<td>Send out for Signature</td>
<td>Reviewer</td>
<td>Out for Signature</td>
<td>Indication agreement has been sent out to various parties for signature (intended to be used for external signatures).</td>
</tr>
<tr>
<td>16*</td>
<td>✔</td>
<td>Convert to PDF</td>
<td>Reviewer</td>
<td>Routing for Signature</td>
<td>Uploading of the official signed agreement converted to PDF format. Step required even if document is already PDF.</td>
</tr>
<tr>
<td>17*</td>
<td>✔</td>
<td>Activate or Approve</td>
<td>Reviewer</td>
<td>Active</td>
<td>Indication the agreement is active and in force.</td>
</tr>
</tbody>
</table>

* For amendments only, if it is determined that a revision to the signed agreement is not required and that the changes may be approved, the Bypass Signatures activity may be completed by the reviewer before moving to External Review to skip all other steps in the amendment review process.

Access to Submissions by Role

Access to a submission is personalized based on role in the system and the role one plays in relation to the particular submission. The following table summarizes the policies controlling the visibility of submissions (both Initial/Main Submissions and their Amendments):
<table>
<thead>
<tr>
<th>System user role</th>
<th>Information visibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study staff</td>
<td>Access to submissions that include you as the Principal Investigator/Agreement Manager, Creator, or Collaborator. Individuals with existing access to a submission can manage adding/removing access for other team members via an Amendment. The Amendment must be approved before permission are updated on the agreement.</td>
</tr>
<tr>
<td>Agreement reviewing office staff</td>
<td>Access to all submissions. Agreement staff and the site manager manage this access. Following official request sent to the <a href="mailto:duahelp@harvard.edu">duahelp@harvard.edu</a>, the site manager adds a system role to the individual person profile.</td>
</tr>
<tr>
<td>Ancillary reviewers</td>
<td>Full access to submissions assigned to you for review. Agreement reviewers manage this access by assigning or removing assignment via the Manage Ancillary Review activity. If a department requires group access, the site manager will manage this access. Following official request sent to the <a href="mailto:duahelp@harvard.edu">duahelp@harvard.edu</a>, the site manager adds reviewers to the appropriate department.</td>
</tr>
<tr>
<td>Administrative office viewers, those with read-only access to all submissions reviewed by the reviewing office or which are associated with a particular department</td>
<td>Read only access to all submissions associated with the reviewing office or department. Agreement staff and the site manager manage this access. Following official request sent to the <a href="mailto:duahelp@harvard.edu">duahelp@harvard.edu</a>, the site manager the individual to the department or school profile.</td>
</tr>
<tr>
<td>Site manager</td>
<td>Full access to all submissions. Current site manager manages this access on the person profile.</td>
</tr>
</tbody>
</table>

## My Inbox Overview

The list called My Inbox contains submissions that require you (or your team members) to take action. See the examples below to understand what you should and should not expect to appear in My Inbox.

**Tip:** Look at the State column in My Inbox and see the explanation for that state in the table below.

<table>
<thead>
<tr>
<th>Your role</th>
<th>State</th>
<th>In My Inbox</th>
<th>Not in My Inbox</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research team</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PI/Agreement Manager, Creator or Collaborators</td>
<td>Pre-Submission</td>
<td>Complete the submission forms. The PI or Creator must complete the submit activity to let the review begin.</td>
<td>Submissions already in review</td>
</tr>
<tr>
<td></td>
<td>Clarification Requested</td>
<td>Change the submission or clarification is needed. Opportunity to also provide summary notes to the reviewer when submitting the changes.</td>
<td>Approved submissions</td>
</tr>
<tr>
<td>Your role</td>
<td>In My Inbox</td>
<td>Not in My Inbox</td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>-------------</td>
<td>-----------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>Explanation</td>
<td></td>
</tr>
<tr>
<td>Ancillary</td>
<td>One of several</td>
<td>You have been selected as a reviewer (either by name or representing a specific organization). In some cases, the reviewing office can begin its review before you submit your review.</td>
<td></td>
</tr>
<tr>
<td>Reviewing office/Administrative staff</td>
<td>Internal Review</td>
<td>Newly submitted submissions appear in the Unassigned tab of the Submissions page. Once assigned to a reviewer, items will appear in that person’s Inbox.</td>
<td>Items submitted but not yet assigned</td>
</tr>
<tr>
<td>Agreement office staff</td>
<td>External Review, Language Finalized, Out for Signature, Route for Signature</td>
<td>Review and negotiation are in progress. You must proceed with coordinating party responses, obtaining signatures and complete activation/approval.</td>
<td>Submissions not yet submitted or assigned; and submissions where review is complete.</td>
</tr>
</tbody>
</table>

### Finding Submissions

To find submissions which are both assigned to you and others:

1. Log in to dua.harvard.edu
2. Click Agreements in the top left navigation area.
3. Click the tabs to view different types of filtered lists.

Lists will only display the items to which you already have access, based on your role or office.

- **My Work**: Submissions assigned to you as reviewer/owner which are in any state of review and where review is not yet complete. Only reviewing office staff can see this tab.
- **Unassigned**: Items submitted to your office that are not yet assigned to a reviewer/owner. Items can be assigned directly from this list by clicking the “Assign Owner” link. Only reviewing office staff can see this tab.
- **My Office’s Agreements**: Submissions associated with your office in any state. Only reviewing office staff can see this tab.
- **Pre-Submission**: All submissions in the pre-submission state. Items listed here are associated with any reviewing office across the University. Any person accessing the agreements application can view this tab.
- **In Progress**: All submissions in any in-review state (such as unassigned, internal review, or out for signatures). Items listed here are associated with any reviewing office across the University. Any person accessing the agreements application can view this tab.
- **Active**: All agreements in the Active state. Items listed here are associated with any reviewing office across the University. Any person accessing the agreements application can view this tab.

- **Archived**: All submissions in the expired, terminated or discarded states. Items listed here are associated with any reviewing office across the University. Any person accessing the agreements application can view this tab.

- **All Submissions**: All submissions in any state. This is a good tab to use if search is needed and the state of a submission is unknown. Items listed here are associated with any reviewing office across the University. Any person accessing the agreements application can view this tab.

4. Click on the ID or name of the submission to access submission details.

**Tips:**

- The tabbed lists can be filtered by some column heading, including by the submission name or principal investigator (PI). Next to Filter by, select **Name** or **PI(Last)**. Then type the beginning of the name and click **Go**.

- Use the “%” symbol to replace portions of a name which are unclear or possibly not spelled correctly. This is called a “wildcard” character.

- View the **State** column to see where the submission is in the review process.

---

**Navigating Submissions**

Once you open a submission, you see the webpage for this submission; also referred to as a “workspace”. The workspace is your access point for:

- Viewing the submission contents and details, including all actions performed on it
- Performing actions on the submission

The figure below identifies the key workspace elements that help you find your way around the agreements system and perform actions on the submission.

Initial/Main Agreement and Amendment submission workspaces are formatted similarly. However, the following general concepts apply to navigation:

- The Initial/Main Agreement workspace (labeled with numbers DUA##-####) always has the most current approved information and materials for an agreement.

- The Amendment workspace (webpage) is used actively during the review of that submission only (labeled with numbers DUA##-####AM##). Once a determination is made (or the submission is discarded), Amendment workspaces are used for reference only and should not be the go-to location for DUA information.
Workspace Regions

*Image displays the Initial/Main Agreement workspace for reference.*

**Region** | **Information in this region**
--- | ---
1 **Breadcrumb** Available in all workspaces, click the double arrow [>>] to view the breadcrumb bar. This provides additional navigation links to the parent page for each view. Use links to navigate to the following information:
  - Agreements for all submissions,
  - Agreement name to navigate to the Initial/Main Agreement workspace, or
  - Submission name to navigate to the submission workspace.

2 **Status** Visible in all workspaces, the status region will show:
  - The status of the submission once it is created and through the review process,
  - Information about when a submission was sent to the ORA/SPA/OSP and updated,
  - The name of the creator, PI/Agreement Manager, and Owner/Reviewer, and
  - Effective and expiration dates for reference, as applicable.

3 **Next Steps** Visible in all workspaces, this set of blue buttons allows for:
  - Editing or viewing the current submission SmartForm,
  - Displaying a printer version,
  - Viewing changes over time, and
  - On Initial/Main Agreement workspaces only: Creating new Amendment submission for the agreement.

4 **Activities** Visible on all workspaces, activity buttons display depending on the type of submission, the status of the submission, and your role on the agreement. Mostly, activities displayed take action on the submission only. Assign PI Proxy is only visible on the Initial/Main Agreement workspace.
Region | Information in this region
--- | ---
5 | **Submission Overview** This section displays the following submission-specific items for reference:
- Number and name of the submission/workspace being viewed
- Submission and agreement type
- Agreement office, Department and Contracting party
- Image of the state of review for the submission. Note that when viewing an Initial/Main Agreement workspace the image may indicate “Active” while an associated amendment submission is under review.
- At the bottom of this space, ORA/SPA/OSP and ancillary reviewers will also see a section summarizing ancillary review status.

6 | **Submission Tabs** On a submission, the Initial/Main Agreement workspace shows all current approved details (including documents and contacts) while all amendment submission workspaces display information that was proposed at the time of review. Click on tabs to view:
- **History** Information about each action taken on a submission and in-brief view of comments or activity attachments.
- **Communication Summary** Information about any correspondence logged. Visibility into correspondence (and the ability to manage correspondence status) is based on your role on the submission or how you are associated with the correspondence.
- **Amendments** Only if there are any amendments associated with the Initial/Main Agreement, links to all associated amendments are listed.
- **Agreement Documents** A list of all drafted and signed documents. Review details, including Highlighted Terms, the Data Security Level and specific regulatory elements are also listed here, as identified and as applicable.
- **Related Agreements** A list of agreement or IRB items associated with this request. This list is managed via the “Manage Relationships” activity.
- **Contacts** List of all individuals associated with this agreement: The Owner/Reviewer, Contracting Party, PI/Agreement Manager, Creator, and team members as listed on the SmartForm.
- **Snapshots** View of the application at each change in state (for example, the appearance of the SmartForm between internal review and changes submitted).

- Once a determination is made on an initial submission, two things change about the initial submission workspace, also referred to as the “main agreement workspace”:
- The main agreement workspace is the webpage where all current information about the agreement is located, including the most current approved / signed documents and the current expiration date, as applicable.
- Amendment submissions that follow initial activation may be created from the main submission workspace.

**Viewing Submission Details**

Depending on your role or the actions required, you may need to view detailed information provided as part of the submission.
To view the details of a submission:
1. From My Inbox, click the name of the submission to open it.
   Note: If the submission does not appear in your inbox, see Finding Submissions.
2. View the SmartForm
   a. Page by page, with linked documents
      For an initial submission, click View or Edit Agreement
      For an amendment, click View or Edit Amendment
      Use the Continue and Back buttons to view all of the pages and attachments.
   OR
   b. As one page with linked documents, click Printer Version

To view the documents included as part of the submission, you have these options:
1. While viewing the details of the agreement submission (as instructed above), click the name of each document when you encounter it on the various forms. Documents are listed on page(s) of the SmartForm.
2. When you have opened the submission workspace (as in step 1 above), you can view a list of all the attached documents in one place by clicking the Agreement Documents tab.

To view the information entered during review, negotiations, as part of ancillary or tracked elements (including data security level):
1. Open the submission as instructed in step 1 above.
2. View Ancillary notes on the workspace, under the workflow
3. View any review activity and notes on the History tab
4. View tracked elements on the Agreement Documents tab

Assigning Ownership of a Submission

Before a reviewer takes action on a submission, the submission must be assigned to them. Any staff user with agreement reviewer permissions or higher can take ownership of the submission or assign it to another staff member. The submission can be reassigned at any point OR unassigned to return to the queue of submissions, as needed.

When an item is first submitted, it will appear on the Unassigned tab on the Submissions page (see Finding Submissions for information about navigating the Submissions page). The Unassigned tab is only visible to staff. After an owner/reviewer is assigned, only this assigned reviewer sees the submission in My Inbox as the submission is reviewed. The submission will move to and from the owner/reviewer in box as actions are taken in the review process.

To assign an Owner/Reviewer:
1. Open the submission.

2. Click **Assign Owner** on the left.

3. Select yourself or another staff member.

4. Click **OK**.

The reviewer gains access to activities that are reserved for the assigned reviewer and can move the submission through the process.

**To un-assign an Owner/Reviewer:**  
*(and return the submission to the unassigned queue)*

1. Open the submission.

2. Click **Unassign Owner** on the left.

   This activity will only appear after an item is submitted but will not appear when a submission is in the Clarifications Requested state.

3. Click **OK**.

Even if an item is returned to the Unassigned state, the history of any completed review/negotiations are retained on the submission history.

### Reviewing a Submission

**To view the details of a submission:**

1. Log in to dua.harvard.edu

2. Navigate to the submission (see Finding Submissions for more instructions).

3. Read through the submission details (see Viewing Submission Details for more instructions).

### Requesting Clarifications on a Submission

During your review, you can request that the DUA team make changes to the submission or provide additional information. Requesting clarifications sends the submission back to the DUA team so they can edit it.

Requesting clarifications is a useful tool for when the DUA team must initiate an external process or provide required information, including when:

- There are **missing required details** in the SmartForm or on the record (for example, if no IRB review information is attached to the SmartForm or the DUA team has not associated an IRB record via Manage Relationships, or if there are other required internal/external approvals or training which the DUA team must obtain);

- There is **inconsistent information** between elements of the completed SmartForm which need to be clarified (for example, if the attached draft DUA indicates a different contracting party than the one indicated on the SmartForm);

- To **add a new item that was discovered during review** as missing or incomplete (for example, there were not additional collaborators listed but it was found that additional individuals should be listed); or

- To **obtain faculty sponsor or PI/Agreement Manager confirmation** of approval or approval of revised language.

The agreements system is the system of record for DUAs, so it is important to use these opportunities to ensure the submission is correct during review.
To request clarifications:
1. From My Inbox, click the name of the submission to open it.
2. Click Request Clarification on the left.
3. In the Request Clarification activity form, provide detailed questions or requests for changes.
   Note: You can also attach documents that further explain and/or show suggestions for resolving the problems (e.g. a track changes Word document).
4. Click OK to send the request to the DUA team and to open the SmartForm for edits. You will receive an e-mail notification when the response is submitted to the clarification request.

Viewing Changes to a Submission

When a submission changes based on reviewer requests and a response is submitted, you can click View Agreement or View Amendment in the workspace to re-review the revised submission, or to look only at what has changed, you can:
1. View the response submitted for a particular request
2. View the differences between two versions of a submission

View Differences

To view the response submitted for a clarification request:
1. From My Inbox, click the name of the submission to open it.
2. Click the History tab.
3. Click the Changes Submitted activity link to see any notes or documents added to the submission.

To view the differences between two versions of a submission:
1. From My Inbox, click the name of the submission to open it.
2. Click View Differences on the left.
3. Next to Show Changes, select a version to compare the current SmartForm to.
4. Look for red and green changes in the current form.
Click the arrow to show the details. The changes since the version you selected appear as follows:

- Additions to text since that version are shown with green highlighting.
- Deletions to text show in a light red box below the current text.
- Additions and deletions of selectable items show the changes (such as old values) in a light red box after the current values that appear normally.

5. Next to Changed Steps, click the double arrow (or use the drop-down list) to view each of the other forms that have changed.

6. Exit the View Differences screen by clicking Close on the right.

Tip: If the team updated the documents, they may contain tracked changes. You can use the review features in Word to toggle between showing the original and final versions of the document.

Snapshots

A snapshot is a record of a submission at a particular point in history. The snapshot includes all SmartForm fields, along with attachments. Snapshots can be used to see what was previously reviewed or approved.

Snapshots (noted with camera icon here) are taken at specific points during the review of each submission:
Snapshots are taken at minor (ex. 0.1, 0.2, 0.3…) and major increments (ex. 1.0, 2.0, 3.0…). When viewing snapshots on the tab in a workspace, it can be read:

<table>
<thead>
<tr>
<th>Version</th>
<th>State During Snapshot</th>
<th>Snapshot Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Snapshot 0.4</td>
<td>Routing for Signature</td>
<td>10/2/2018 1:47 PM</td>
</tr>
</tbody>
</table>

Note: Snapshots for amendments are only on the associated amendment workspace.

Basic Administration Tasks

Agreement Owners/Reviewers members play a key role in moving a submission through the stages of review and communicating the results to the DUA team. Here are a few key activities in the process:

- **Assign Owner.** Assigning each submission to an Owner/Reviewer is a crucial step to allowing further actions to be taken on the submission. Any reviewing/submitting office can assign an Owner/Reviewer, as described in Assigning Ownership of a Submission.

- **Track Agreement Elements.** Indicate highlighted terms, regulatory elements, and the agreement data security level. This activity can be completed throughout the review. While not required in the system, the best practice is to complete this activity with each review or update.

- **Generate Agreement.** When a draft version of the agreement is not included in the SmartForm, generate the agreement via this activity. Agreements generated will pull key information from the SmartForm into a Harvard template. Download the generated template to further revise and save the file.

- **Revise Agreement.** When a draft agreement is generated, revised, or updated; upload iterations of the revised agreement via this activity, as the document is changed.

- **Move to External Review.** Indicates to all individuals accessing the submission that an external review (such as review by the contracting party) is in progress.

- **Email Agreement.** Documents attached and notes on this activity are included with the system notification. This is also a useful way to communicate with external and contracting parties where Log Correspondence cannot be used because an individual/email cannot be included.

When a contact is not visible in the selection menus in the activity:

a) Put your name in the To space, receive the email, and forward it to the external recipient. If a contact is not available and must be selected within the activity, please contact duahelp@harvard.edu for assistance;

or
b) Use the *Use Email Client* link at the top left of the activity to use this feature. When your email client opens:

- Do not delete/change the address that appears in the CC line (this is the system address: dua_notification@harvard.edu)
- Do not delete/change the submission number tag in the subject (this will be the submission number and a colon (for example: "DUA12-5656: email subject"). You can add text to the right side of the colon; the submission number tag.

**Important!** An email recipient may reply to the message and one of two actions may occur:

1) **Inbound email/email catcher functionality is triggered:** If the system email is a recipient and the submission tag is in the subject of the email, the reply will be captured directly on the submission communication tab for further management (similar to logged correspondence). **You will only receive a notice that an email was captured if you are also included as a recipient of the email.**

   If this happens, ensure any information/attachments are appropriately updated in the required spaces. For example, if you receive a fully signed agreement in this way, make sure that the current version is logged in the expected place in the system by downloading it and completing the revise agreement activity.

   **Note:** When inbound email/email catcher functionality is working; you can forward any email into the submission record’s communications tab for further management as long as:
   - The system email is a recipient (dua_notification@harvard.edu)
     AND
   - The submission number is the start of the email subject (for example “DUA12-9989: title”)

OR

2) **You receive the notice to your personal address only:** The reply contains revisions to the subject tag or the email catcher function did not work as expected (for another unexpected reason) and is delivered only to your email address. If this happens, ensure any information/attachments are appropriately updated in the required spaces, as needed. For example, if you receive a fully signed agreement in this way, make sure that the current version is logged in the expected place in the system by downloading it and completing the revise agreement activity.

- **Terminate.** In many cases, an agreement will simply expire at the end of the term. However, to end the term of the agreement prior to the expiration date, the Owner/Reviewer can complete the terminate activity. Note:
  - The Owner/Reviewer may request that the DUA team submit an amendment to revise the period of the agreement.
  - Once an agreement is terminated, it cannot be re-initiated. DUA Teams can use the Copy Agreement activity to re-start an agreement review based off of the terminated agreement.
Logging and Managing Correspondence

Logging Correspondence in the Agreements system allows the reviewer to:

- Communicate directly with anyone with a Harvard University Identity (HUID), including members of the DUA team via notification;
- Indicate/log any points of communication with other parties (including phone call, external email, or meeting);
- View and manage review to-do items;
- Set up reminders via notification to conduct activities; and
- Mark completed activities.

To Log Correspondence:

1. From the My Work list on the submissions page, click the name of the submission to open it.
2. Click Log Correspondence on the left.
3. Fill in elements of the Correspondence pop-up:

   1. **Summary:** The name of the correspondence used to identify this item in the submission workspace and the message subject, if a notice is sent.
   2. **Created by:** Defaults to the person completing the activity. Select notify beside this name to send an email notification to this person. Selecting notify is not required, only a name is required in this space.
   3. **Assigned to:** Defaults to the person completing the activity and can be changed if needed. Select notify beside this name to send an email notification to this person. Selecting notify is not required, only a name is required in this space.
   4. **Related to:** Can be any person with an HUID. Allows for the inclusion of one additional person to relate to the communication or recipient on this notice. If there are no additional related individuals, replicate.
one of the names included in the created by or assigned to spaces. Select notify beside this name to send an email notification to this person. Selecting notify is not required, only a name is required in this space.

3. Due Date: Option to include a due date, if applicable.

4. Reminder: Option to include a reminder date, if applicable. The system will send a notice to all marked individuals in section 2 on the day of the reminder date.

5. Notes: Details related to this correspondence and the notice content, if a notice is sent.

6. Attachments: Relevant attachments, such as copies of external emails relevant to the record, or draft document information and notice attachment, if a notice is sent. If attaching a copy of an email, it must be first converted to pdf before upload to the activity.

7. Selections in this space are optional.
   - Status: Space to indicate the status of this item, such as if it is in progress or completed. If completed is chosen, this correspondence item will display in the workspace as completed all other statuses
   - Type: Space to indicate the method of communication. Can assist with guiding any needed method of follow up, as applicable.
   - Priority: Space to indicate priority of this item.

4. Click OK

If a check was placed in the notice space for any person on this activity, once completing this activity, a notice is sent.

To View Correspondence:
1. From the My Work list on the submissions page, click the name of the submission to open it.
2. On the workspace:
   - View correspondence in a single page-view format.
     You can also read through or print all correspondence by clicking View All Correspondence on the left.

   OR

   - View correspondence in list format.
     You can click items to view additional details on the Communication tab of the workspace. To read the correspondence details from this view, click Edit and choose cancel on the pop up to make no changes to the item after reading the details.

To Manage Correspondence:
1. From the My Work list on the submissions page, click the name of the submission to open it.
2. Click the Communication tab on the workspace.
3. Manage each correspondence item by using the links to the right of each correspondence item.

- **Edit** allows for review and/or revision to the existing item.
- **Complete** moves the status to completed and the correspondence item will move to the completed list.
- **Delete** will remove the correspondence item from the list.

### Managing Ancillary Review

Ancillary reviews allow individuals, departments, offices, and other additional reviewers to give feedback, approval, and/or provide documentation on the submission in parallel with the agreement review. During review, the owner/reviewer will manually select the reviewer or reviewing organization/department each time a review is needed or required. Ancillary reviewers can be added to an initial agreement or an amendment.

Ancillary review can be assigned from pre-submission through internal/external review. An ancillary reviewer can only complete their approval activity during this time (between pre-submission and internal/external review). If an ancillary review is left incomplete upon approval/activation, it can no longer be completed on that submission.

Assigning ancillary review is a useful tool for identifying the following necessary reviews on a submission which either a) must be recorded and tracked as a separate and specific review type; or b) if the ancillary reviewer must access the submission to complete their review.

Ancillary review can be used to provide access to the ancillary reviewer/reviewing office, and to track the following consultations or approvals during review of the agreement:

<table>
<thead>
<tr>
<th>Review Type</th>
<th>Ordinarily required, if applicable</th>
<th>Note about this review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Security Consultation</td>
<td>Yes</td>
<td>Can also use Log Correspondence for unofficial recommendations.</td>
</tr>
<tr>
<td>Local SSO Review</td>
<td>Yes</td>
<td>Can also use:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Clarifications requested for when the PI is responsible for initiating the review.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Log Correspondence for unofficial recommendations.</td>
</tr>
<tr>
<td>Local IT Review (such as for resources/provisioning)</td>
<td>No</td>
<td>Can also use:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Clarifications requested for when it is not clear if there are resources to meet the requirements of the DUA.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Log Correspondence for unofficial recommendations.</td>
</tr>
<tr>
<td>IRB Consultation</td>
<td>No</td>
<td>This is not intended to replace any required documentation of IRB approval. Can also use Log Correspondence for unofficial recommendations.</td>
</tr>
<tr>
<td>Export Control Consultation</td>
<td>Yes</td>
<td>Can also use Log Correspondence for unofficial recommendations.</td>
</tr>
<tr>
<td>COMS Consultation</td>
<td>No (could be Yes, if DURC)</td>
<td>Can also use Log Correspondence for unofficial recommendations.</td>
</tr>
<tr>
<td>Review Type</td>
<td>Ordinarily required, if applicable</td>
<td>Note about this review</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Provost Consultation</td>
<td>Yes</td>
<td>Can also use Log Correspondence for unofficial recommendations</td>
</tr>
<tr>
<td>OGC Consultation</td>
<td>Yes (in some cases – it is sought but not required)</td>
<td>Can also use Log Correspondence for unofficial recommendations</td>
</tr>
<tr>
<td>OTD Consultation</td>
<td>Yes (in some cases – it is sought but not required)</td>
<td>Can also use Log Correspondence for feedback/recommendations</td>
</tr>
<tr>
<td>Department / School Consultation</td>
<td>No (unless there are local requirements, unusual risks, or a substantial charge)</td>
<td>Can also use Log Correspondence for unofficial recommendations</td>
</tr>
<tr>
<td>Faculty</td>
<td>No (unless a non-faculty PI is listed, and a faculty sponsor must provide feedback on the record)</td>
<td>Can also use Log Correspondence for unofficial recommendations</td>
</tr>
<tr>
<td>Radiation Safety Consultation</td>
<td>No</td>
<td>Can also use Log Correspondence for unofficial recommendations</td>
</tr>
<tr>
<td>Other (and others)</td>
<td>No (use category only as applicable)</td>
<td></td>
</tr>
</tbody>
</table>

While the management of ancillary review can be completed by the DUA team, the best practice is for only the reviewing/submitting office to compete these activities. The owner/reviewer can assign an ancillary review for the reviewer to complete approval or they can record an ancillary review on behalf of the reviewer.

**To assign an ancillary review for the reviewer to complete approval:**

1. From the My Work list on the submissions page, click the name of the submission to open it.
2. Click the **Manage Ancillary Reviews** activity on the left.
3. In the pop up, click **Add** to add a new ancillary review. Another pop up will appear.

4. In this secondary pop up:
   1. **Select either an organization or a person as a reviewer:** Add individuals or organizations/departments as reviewers. Organizations are only available if they have a pre-defined reviewer/set of reviewers. If an expected organization is missing, indicate an individual named reviewer in the “Person” space. Contact duahelp@harvard.edu to initiate the process for adding reviewers to an organization.
   2. **Review type:** Indicate the applicable review type from those available. If the specific review type is not available, use Other and contact duahelp@harvard.edu to initiate the process for adding ancillary review types.
   3. **Is a response required?**
• Mark Yes: Only when a response is required and the DUA / DUA Amendment review cannot be completed until this review is completed. Activation/approval will be blocked until this review is completed. Marking yes will also send a notice to the assigned reviewer(s) once the manage ancillary reviews activity is completed. This submission will appear in the ancillary reviewer Inbox until their ancillary review is completed.

• Mark No: Only when a response is not required. No notice will be sent to the assigned reviewer(s) by completing this activity. The Notify Ancillary Reviewers activity must be completed for this reviewer to be notified. This submission will appear in the ancillary reviewer Inbox until their ancillary review is completed.

4. Click **OK** (on the Add Ancillary Review pop up)
   This action will list the assignment, but assignments will not save/notifications will not be sent by adding the review.

5. (optional) To withhold a notice from the system to the reviewer assigned on a required review, the owner/reviewer may either:
   • Assign yourself in Question 1 when adding the ancillary review. Remember to select the correct type of review and complete the steps to also “accept” the review.
   • Immediately after step 3, without closing the Manage Ancillary Reviews pop up (and all in the same set of actions) complete ancillary review on behalf of the reviewer, using the Update option (see below section):

6. (optional) Add any additional ancillary reviews as needed; repeating steps 3 and 4 above.

7. (optional) Remove any previously assigned reviews by clicking the circled x to the right of the item.

8. Click **OK** (on the Manage Ancillary Review pop up)
   This action will save the assignment and notifications will be sent to any reviewers assigned where response is required.

**To additionally notify ancillary reviewers:**
This activity can be used to a) notify an ancillary reviewer who was not notified when managing ancillary review (because the review is marked as not required); or b) to remind an ancillary reviewer of a pending review.

1. From the My Work list on the submissions page, click the name of the submission to open it.

2. Click the **Notify Ancillary Reviewers** activity on the left. This activity will only appear if ancillary reviews are assigned.

   ![Image of Notify Ancillary Reviewers activity]

3. In the pop up:
   1. **Select ancillary reviewers to notify.** Mark a check beside all individuals you wish to notify.
   2. **Message.** Include a message to the ancillary reviewer. Note that this message will be visible on the submission history.
   3. **Supporting documents.** Attach any relevant documents. Note that this attachment will be visible on the submission history.

4. Click **OK**
   A notification will be sent as indicated on the activity.

**To complete ancillary review on behalf of the reviewer:**
1. From the My Work list on the submissions page, click the name of the submission to open it.
2. Click the Manage Ancillary Reviews activity on the left.

3. In the pop up, click Update beside the review type. Another pop up will appear.

4. On the pop up:
   1. Fill in the spaces:
      Question 4 Mark “Yes” (This is OK. This is standard wording and based on the History and the attachment, it is known that you are completing this on behalf of the reviewer.)
      Question 5 Fill in a comment, if one is available.
      Question 6 Attach an electronic version of the separately received approval/confirmation documentation.
   2. Click OK, the additional (Edit Ancillary Review) pop up will close.
5. See the update to the item displayed on the table in the pop up.
6. Click OK.

Completing the Signing Ceremony

The signing ceremony includes a series of steps in- and outside the Agreement system. Steps do not need to be completed in one session and can be completed over the necessary time needed to obtain and record signatures.

To start the process to record signatures:
1. From the My Work list on the submissions page, click the name of the submission to open it.
2. Click the Approve Language activity on the left.

3. In the pop up:
   1. Signature type: Choose the signature type applicable for this agreement.
   2. Should the agreement be routed for internal signature first?
      Mark yes if moving to the internal signature process.
      Mark no if moving to the external signature process. (ordinarily this is marked no)
   3. Does the agreement contain evergreen clauses?
      Mark yes if the agreement contains evergreen clauses.
      Mark no if there is no evergreen clause. (ordinarily this is marked no)
   4. Effective date: Choose the effective date indicated on the agreement. Note that a month, year and day must be selected (in that order).
5. **Expiration date**: Choose the expiration date indicated on the agreement. Note that a month, year and day must be selected (in that order). The system will send notifications of approaching expiry and expiry, as applicable, based on the date entered here.

6. **Notes**: Indicate any notes. These will appear on the submission history.

7. **Supporting documents**: Shows documents as they are included on the SmartForm. **Important!** Changes to this space will change what is included on the first page of the SmartForm. Note that the agreement to be signed should not be attached here.

4. Click **OK**

5. (optional) If Harvard completes some signature activities first, use the **Revise Agreement** activity to upload the partially signed version of the agreement.

**To send for signature by the PI or other person at Harvard:**

1. From the My Work list on the submissions page, click the name of the submission to open it.

2. Click the **Route for Signatures** activity on the left. This indicates that internal signatures are being obtained.

3. Click **OK** on the pop up. *This activity only changes the state and does not send a notice.*

4. Click the **Email Agreement** activity.

5. In the pop up:
   1. **To**: Choose any individuals with an HUID to receive a notice from the system. CC and bcc may be filled in in the same way.
   2. **Subject**: Write in the subject, including the submission ID. This will be the subject of the email that is sent from the system.
   3. **Body**: Write in the message body. Please consider salutations and formatting; this will be included in the body of the email.
   4. **Attachments**: Attach the version of the Agreement to be signed by the recipient.

6. Click **OK**.

**To send for signature by the contracting party:**

7. From the My Work list on the submissions page, click the name of the submission to open it.

8. Click the **Send out For Signatures** activity on the left. This indicates that contracting party signatures are being obtained.

9. In the pop up:
   1. **Select an organization**: Defaults to the contracting party indicated on the SmartForm. Choose or write in a different organization if the default is incorrect.
   2. **Contact name**: Indicate the contact name of the contracting party. Does not default to what is written in the SmartForm. Must be written in by the Owner/Reviewer.
   3. **Contact e-mail**: Indicate the contact email of the contracting party. Does not default to what is written in the SmartForm. Must be written in by the Owner/Reviewer.
4. **Contact phone**: Indicate the contact phone of the contracting party. Does not default to what is written in the SmartForm. Must be written in by the Owner/Reviewer.

10. Click **OK**

**Important! This activity does not send a notice.** To send the agreement to the contracting party for signature, Email Agreement or Log Correspondence must be completed.

**To finalize the fully signed version of the agreement:**

1. From the My Work list on the submissions page, click the name of the submission to open it.

2. Ensure that the correct version is associated with the submission via the Agreement Documents tab. If the fully signed version is not uploaded. Click **Revise Agreement** to upload the fully signed version.

3. Click the **Convert to PDF** activity on the left. A pop up will appear.

4. Click **OK**

**Important!** This step is required even if the current version of the agreement is .pdf.

---

**Activating or Approving an Agreement**

There are three ways to complete the review process on an agreement submission: activate, approve, and bypass signatures. Options depend on the type of submission.

**Initial Submission Activation**

**To activate an initial agreement:**

1. From the My Work list on the submissions page, click the name of the submission to open it.

2. Click the **Activate** activity on the left.

3. In the pop up:

   1. **People who have signed**: Indicate all individuals at Harvard who have signed.
   2. **Internal signing date**: Choose the Harvard date of signature. Note that a month, year and day must be selected (in that order).
   3. **External signing date**: Choose the contracting party date of signature. Note that a month, year and day must be selected (in that order).
   4. **Effective date**: Defaults to what was selected when completing the Approve Language Activity. May be revised. To revise, choose the effective date indicated on the agreement. Note that a month, year and day must be selected (in that order).
5. **Expiration date:** Defaults to what was selected when completing the Approve Language Activity. May be revised. To revise, choose the expiration date indicated on the agreement. Note that a month, year and day must be selected (in that order). The system will send notifications of approaching expiry and expiry, as applicable, based on the date entered here.

4. Click **OK**

The initial agreement transitions to the Active state and the PI/Agreement Manager, Creator, and Proxy are notified.

**Amendment Submission Approval**

There are two ways to approve a proposed amendment. If an amendment:

a) **Requires new/additional signatures** on an existing agreement or there is a separate amendment document that requires signatures, then the signing ceremony must be completed and then the amendment must be Approved.

b) **Does not require signatures** because the proposed revisions do not change the existing signed agreement and do not add a newly signed document, then the Owner/Reviewer may Bypass Signatures. These types of amendments can include updates to supporting documents, changes in collaborators, or minor updates to other elements of the SmartForm/agreement record.

a) **Only when a signing ceremony is completed, to approve the amendment:**

1. From the My Work list on the submissions page, click the name of the submission to open it.
2. Click the **Approve** activity on the left.

   **Next Steps**
   - 
   - 
   - 
   - ✔️ Approve

3. In the pop up:
   1. **People who have signed:** Indicate all individuals at Harvard who have signed.
   2. **Internal signing date:** Choose the Harvard date of signature. Note that a month, year and day must be selected (in that order).
   3. **External signing date:** Choose the contracting party date of signature. Note that a month, year and day must be selected (in that order).
   4. **Effective date:** Defaults to what was selected when completing the Approve Language Activity. May be revised. To revise, choose the effective date indicated on the agreement. Note that a month, year and day must be selected (in that order).
   5. **Expiration date:** Defaults to what was selected when completing the Approve Language Activity. May be revised. To revise, choose the expiration date indicated on the agreement. Note that a month, year and day must be selected (in that order). The system will send notifications of approaching expiry and expiry, as applicable, based on the date entered here.

4. Click **OK**

The amendment transitions to the Approved state and the PI/Agreement Manager, Creator, and Proxy are notified. Additionally, all the approved changes are copied to the Initial/Main Agreement workspace.

b) **Only when there is no signing ceremony, to approve the amendment:**

1. From the My Work list on the submissions page, click the name of the submission to open it.
2. Click the **Bypass Signatures** activity on the left.
3. In the pop up:

   1. **People who have signed**: Defaults to who was selected as signatories in the last activation/approval activity on this submission. Either leave the same names in this space or remove both. New signatories should not be added via this activity.

   2. **Internal signing date**: Leave blank.

   3. **External signing date**: Leave blank.

   4. **Effective date**: Choose the effective date indicated in the Initial/Main Agreement workspace. Note that a month, year and day must be selected (in that order).

   5. **Expiration date**: Choose the expiration date indicated in the Initial/Main Agreement workspace. Note that a month, year and day must be selected (in that order). The system will send notifications of approaching expiry and expiry, as applicable, based on the date entered here.

   **Important!** Effective and Expiration dates should not change with this approval type. Consider a different review process if dates must be changed.

   4. Click **OK**

   The amendment transitions to the Approved state and the PI/Agreement Manager, Creator, and Proxy are notified. Additionally, all the approved changes are copied to the Initial/Main Agreement workspace.

**Managing a Person Profile**

When reviewing a submission, some elements of a person profile may require update. Only the Site Administrator has permissions to view and edit certain details. For any updates, contact duahelp@harvard.edu.

To edit contact information in Agreements, the individual requiring the change must follow instructions provided at: [https://harvard.service-now.com/ithelp?id=kb_article&sys_id=840d9ad80f70fe802dfe5bd692050e42](https://harvard.service-now.com/ithelp?id=kb_article&sys_id=840d9ad80f70fe802dfe5bd692050e42) to update information associated with their central profile. This information comes from the central system, through the IRB system, and then to the Agreements system.

**Generating Standard Reports**

The Agreements system includes standard reports to help you find relevant submissions and understand the overall operation of the Agreement offices.

The reports provide links to the individual submissions, as well as sorting and filtering options.

Any user has access to reports, but the data in the reports is limited to the submissions visible to the individual because of their role in the system or on a submission.

To generate a standard report:

1. Log in to dua.harvard.edu
2. Click **Agreements** in the top navigator.

3. Click **Reports** on the left.
   
The list of standard reports appears.

4. Identify the report to generate and click the link.
   
The report appears, listing the relevant submissions.

---

**Tips:**

- Try filtering the list by status. Next to Filter by, select **Status**. Then type the state to view, such as **Active** for an agreement and click **Go**.

- When using the **Export** option, it is very important to only click this button once. The pop up takes a moment to appear. Clicking Export multiple times may cause many requests to queue, block your actual export request. If you receive a “your request is in queue…” message, it means that someone else is running an export also. Leave that pop up window open and the export will begin via that window as soon as the previous request is complete.

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If you or members of your office **require special access** to multiple studies or reports for a department or school, please contact your reviewing office or [duahelp@harvard.edu](mailto:duahelp@harvard.edu) for special access.

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**Reviewing Agreements Initiated Prior to System Availability**

DUA reviews initiated or DUAs activated prior to system availability may not have a record in the Agreements system. The following are steps to review or update of these pre-Agreements system DUAs.

- **DUAs activated under the pre-system process which may need to be revised or extended.**
  
  To review revision or extend the term of a DUA that does not currently have a record in the Agreements system:

  The PI/DUA Team is advised to enter the revision as an initial agreement.

  1. Review the amendment as an initial agreement, with the document for signature attached to Question 3 on the first page of the SmartForm, AND
  2. As part of the submission to create the record:
     a. Include any previous tracking number/reference in the name of the submission (if there is one);
     b. In the DUA Description, indicate: "**DUA initially activated prior to Agreements system use**";
     c. Add the previously executed agreement (and any other signed addenda or amendments) to the Supporting Documents (on the first page of the SmartForm); and
     d. Include all current details on the SmartForm, to support the review. The reviewer may allow for abbreviated entries of required items.

- **DUAs activated under the pre-system process where there is interest in having a record in the system (and no planned revision or extension).**
  
  The PI/DUA Team is advised to contact the reviewing office when there is interest in adding active DUAs to the system where no signatures are required. The record may be populated using the above steps (for DUAs activated under the pre-system process). If needed, signature workaround steps can be obtained by contacting duahelp@harvard.edu.
• **DUAs or DUA amendments that are under review and not yet activated at the time the system becomes available.** The office conducting review of the submission will consider the status of the review and will either: a) proceed with the review under the existing process or b) will initiate input of the DUA record in the Agreements system so that the review process can be completed in the system. The DUA reviewer should contact the PI/DUA Team during the remaining review to share the anticipated path for the existing review. If the DUA reviewer plans to initiate a record in the system, the Reviewer or the PI/DUA Team may:

1. Follow the steps in the DUA Submission Guide to create the record, see [Creating a New Data Use Agreement Request](#), AND

2. As part of the submission to create the record:
   a. Include any previous tracking number/reference in the name of the submission (if there is one);
   b. In the DUA Description, indicate: "**DUA review initiated prior to Agreements system use**";
   c. Add the previously executed agreement (and any other signed addenda or amendments) to the Supporting Documents (on the first page of the SmartForm), if there are any; and
   d. Include all current details on the SmartForm, to support the review. The reviewer may allow for abbreviated entries of required items.
# Finding More Information

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<tr>
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<th>Description</th>
<th>How to Access It</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help for a field or page</td>
<td>More information about a question or form.</td>
<td>Click 🔄 next to the question or at the top of the form.</td>
</tr>
<tr>
<td>Help system</td>
<td>The full online help system, with search and table of contents. The online help contains procedures and information for all users.</td>
<td>Click the <strong>Help Center</strong> sub-menu link at the top of the screen.</td>
</tr>
<tr>
<td>DUA Agreement Submission Guide</td>
<td>Instructions for submitting an agreement for review.</td>
<td>Click the <strong>Help Center</strong> sub-menu link at the top of the screen. On the Guides tab, click the name of the guide to open it.</td>
</tr>
<tr>
<td>DUA Agreement Reviewer's Guide</td>
<td>Instructions for reviewing an agreement submission.</td>
<td></td>
</tr>
<tr>
<td>Agreement Support</td>
<td>External website with additional information about using the Agreements system</td>
<td><a href="https://ras.fss.harvard.edu/agreements">https://ras.fss.harvard.edu/agreements</a></td>
</tr>
<tr>
<td>DUA Help Desk</td>
<td>Contact for help with DUA access and use</td>
<td><a href="mailto:duahelp@harvard.edu">duahelp@harvard.edu</a></td>
</tr>
</tbody>
</table>
| Reviewing Office Websites                     | Information about the DUA review process and requirements                   | ▪ Harvard T.H. Chan School of Public Health: [Sponsored Programs Administration (SPA)](https://ras.fss.harvard.edu/agreements)  
▪ Harvard Medical and Dental Schools: [Office of Research Administration (ORA)](https://ras.fss.harvard.edu/agreements)  
▪ University Area, all other Harvard schools: [Office for Sponsored Programs (OSP)](https://ras.fss.harvard.edu/agreements) |

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**December 2018**

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