

Submitting a Request on ePROVIDE™

April 2024

Mapi™ 
Research Trust

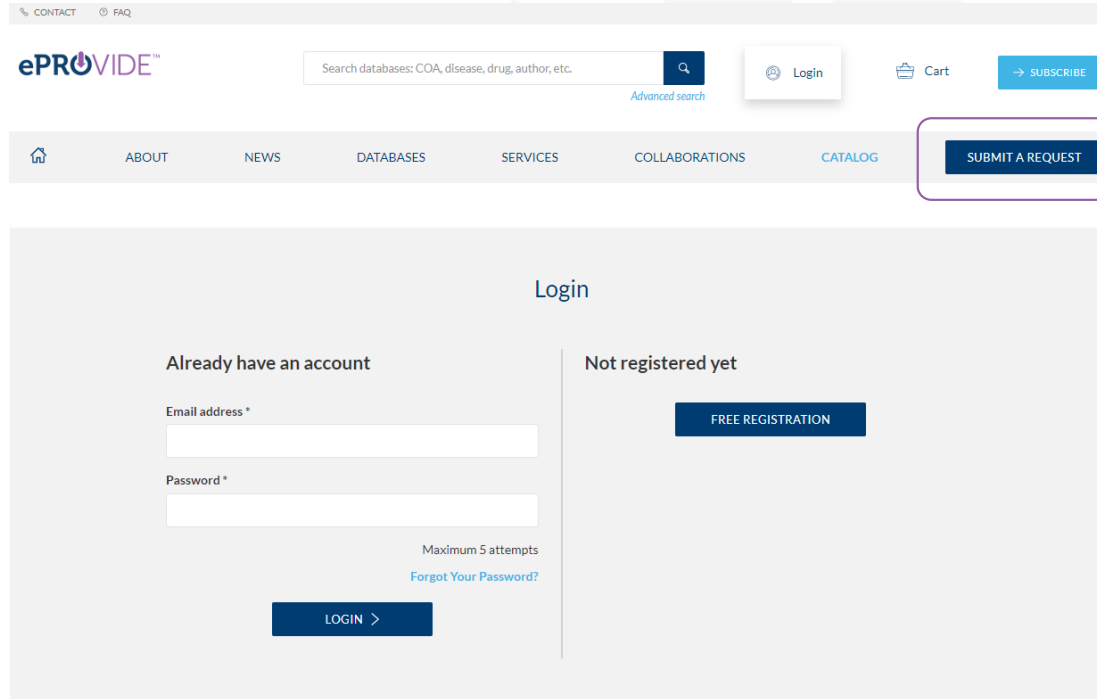
Why submitting a request?

- Submitting a request is completely free of charge and will ensure an optimized service
- It does not commit you to purchasing a COA or a service
- Once you've decided to use a COA or a service, fees may apply. The PROVIDE™ team member in charge of your request will provide you with additional information.

Step 1: Access ePROVIDE™

Go to <https://eprovide.mapi-trust.org/>

1. Click **Submit a request** in the top menu

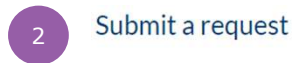
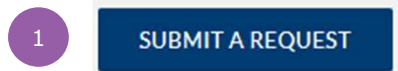


The screenshot shows the ePROVIDE website interface. At the top, there is a navigation bar with links for CONTACT and FAQ. Below this is the ePROVIDE logo, a search bar with the placeholder text "Search databases: COA, disease, drug, author, etc.", and buttons for Login, Cart, and SUBSCRIBE. A secondary navigation bar contains links for ABOUT, NEWS, DATABASES, SERVICES, COLLABORATIONS, and CATALOG. The "SUBMIT A REQUEST" button is highlighted with a purple box and a purple circle containing the number 1. Below the navigation bar is a large grey area containing a "Login" form. The form is split into two columns: "Already have an account" and "Not registered yet". The "Already have an account" column has input fields for "Email address *" and "Password *", a "LOGIN >" button, and a link for "Forgot Your Password?". The "Not registered yet" column has a "FREE REGISTRATION" button.

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Step 2: Submit a Request

1. Click on “Submit a Request”
2. Follow the Request workflow by clicking in the boxes that best suit your needs



How can we help?

We're here to help you with your COA (Clinical Outcome Assessment) and eCOA (Electronic Clinical Outcome Assessment) needs. Whether you're looking for licensing, translation, printing, or eCOA services, we have the expertise to assist you.

Note: the workflow varies according to the user's needs and profile

Step 3: Complete the request form

1 Subject *
Enter the subject of your request

Description *
Please describe your need

Other recipients (CC) [Attention, users in CC are allowed for request view and updates]
Enter email and press Enter

COAs of interest (select all needed) *

Others COAs
Specify:

Country *
Select country

Mode of administration *
No information

Target date to receive COA/eCOA (e.g., submission date) *
Please indicate your ideal COA reception date

I need printing and shipping.
 Yes No Our team can print and ship out the versions for you

3 Request Information
Study/Protocol number
Study/Protocol number

PO Number
PO Number

Request type (Select "Subscription" to use the credit package of your PROVIDE subscription)
 Ad-Hoc Subscription

5 ADD FILES
Drag and drop files here
or
ADD FILES
10 mo max per file

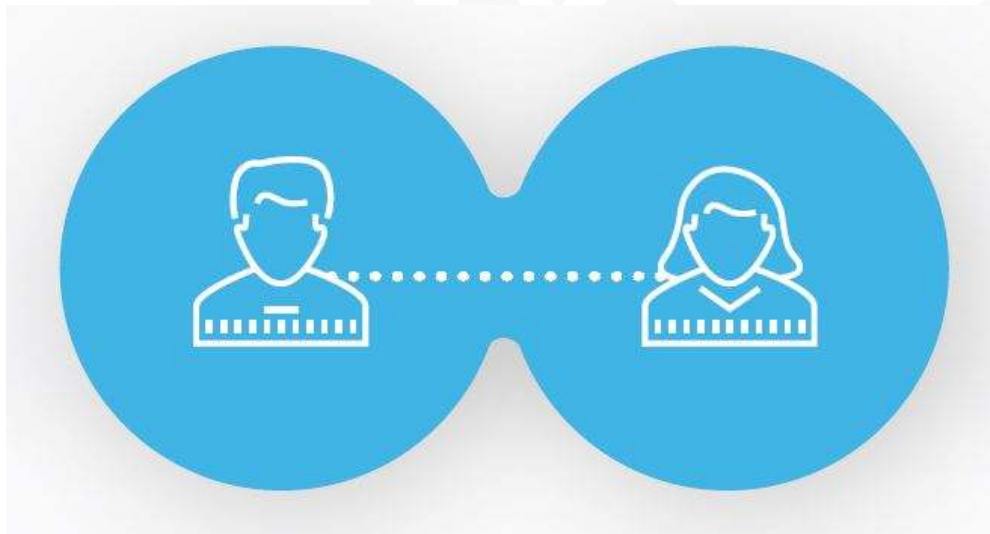
6 ← PREVIOUS SEND

1. Tell us what you need
2. Tell us about the COAs and translations you need
3. Complete the rest of the fields (optional)
4. For PROVIDE™ subscribers: If you want to use your PROVIDE™ budget for this request, select **Subscription**
5. Attach documents if needed
6. Click **Send**

Note: if you have selected several COAs in the form, the system may duplicate the request when appropriate. You will receive the corresponding notifications

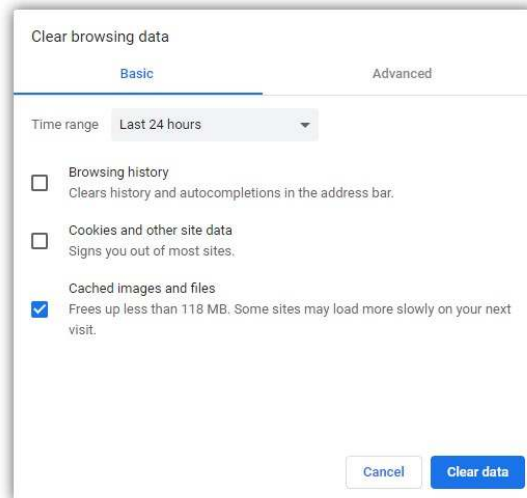
Step 4: Your request is processed

1. You are notified by email that your request is registered
2. A member of the PROVIDE™ team is assigned to your request(s)
3. You are notified by email when the status of your request changes
4. Your PROVIDE™ contact gets back to you within 2 business days



Any issue to view all your request's content?

- Chrome is the preferred browser to allow the best display
- Please make sure you have cleared the caches from your browser:
 - Press simultaneously the following keys: Ctrl + Shift + Suppr (or DEL for QWERTY keyboards)
 - Select “cached images and files” and then click on “Clear data” in the popin:



- Go back to your Request page in ePROVIDE™
- Press simultaneously the following keys: Ctrl + F5

Thank you.

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