

Submitting a Request on ePROVIDE™



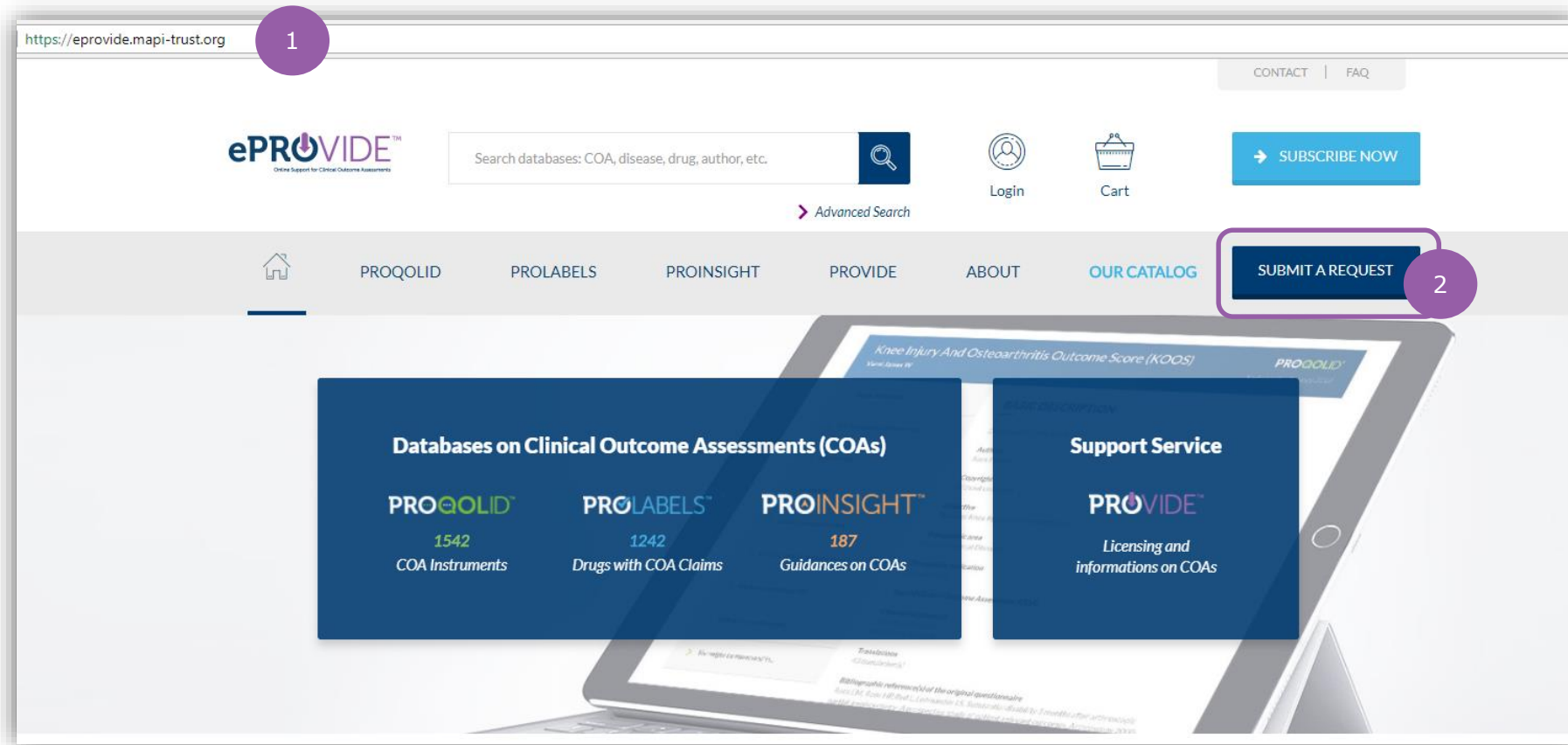
Why submitting a request?

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



Step 1: Access ePROVIDE™

1. Go to <https://eprovide.mapi-trust.org/>
2. Click **Submit a request** in the top menu



Step 2: Login or sign up free

1. If you already have an account, enter your credentials and click **Login**
2. If you are not registered yet, click **Free Registration**. Then complete and submit the registration form

The screenshot shows the ePROVIDE website interface. At the top, there is a search bar with the text "Search databases: COA, disease, drug, author, etc." and a magnifying glass icon. To the right of the search bar are icons for "Login" and "Cart", and a blue button labeled "SUBSCRIBE NOW". Below the search bar is a navigation bar with links for "PROQOLID", "PROLABELS", "PROINSIGHT", "PROVIDE", "ABOUT", "OUR CATALOG", and a dark blue button labeled "SUBMIT A REQUEST".

The main content area is split into two columns. The left column is titled "ALREADY HAVE AN ACCOUNT" and contains a login form. The form has two input fields: "Email address" and "Password". Below the "Password" field, it says "Maximum 5 attempts" and "Forgot Your Password?". A dark blue button labeled "LOGIN >" is at the bottom of the form. A purple circle with the number "1" is overlaid on the "LOGIN >" button.

The right column is titled "NOT REGISTERED YET" and contains a dark blue button labeled "FREE REGISTRATION". A purple circle with the number "2" is overlaid on the "FREE REGISTRATION" button.



Step 3: Complete the request form

The screenshot shows a request form with the following sections and callouts:

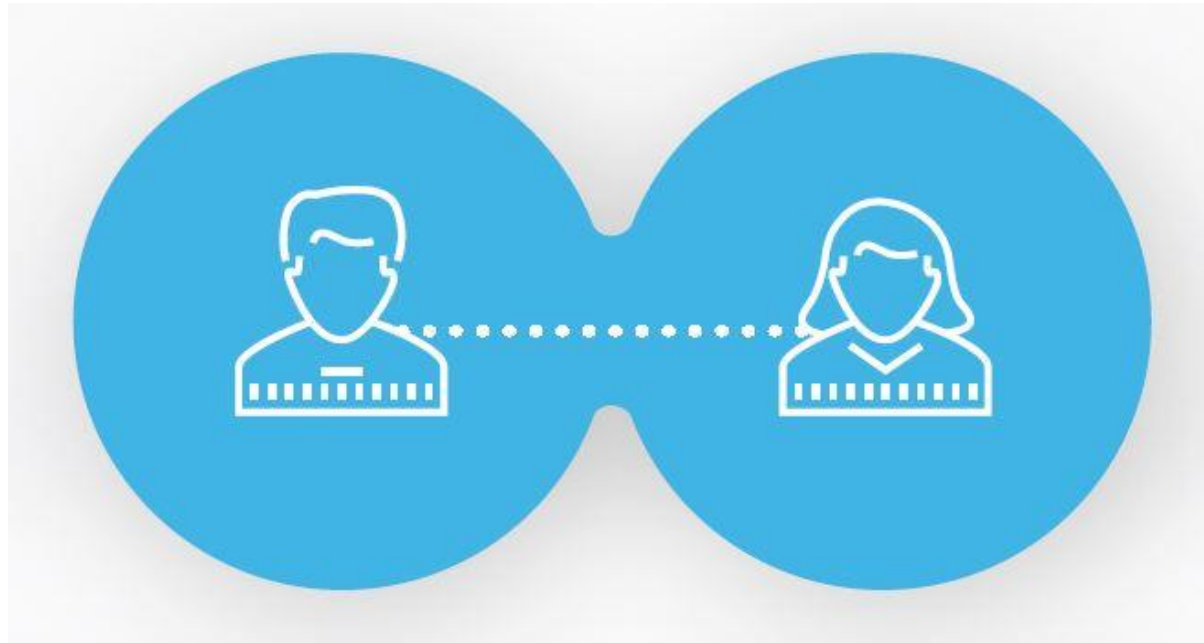
- Callout 1:** A purple box highlights the "Subject" and "Description" fields. The "Subject" field has a placeholder "Enter the subject of your request". The "Description" field has a placeholder "Provide us with details regarding your request".
- Callout 2:** A purple box highlights the "Instruments" section, including the "Instruments" list, "Other instrument" field (placeholder: "Type the name of the instrument(s) if not found in the list above"), "Languages" field (placeholder: "Start typing country name then select language"), "Mode of administration" dropdown (selected: "No information"), and "I need printing and shipping" radio buttons (selected: "No", "Yes"). A note below the radio buttons says "Our team can print and ship out the versions for you".
- Callout 3:** A purple box highlights the "Request information" section, including the "Study/Protocol number" and "PO Number" fields.
- Callout 4:** A purple box highlights the "Request type" section with radio buttons for "Ad-Hoc" (selected) and "Subscription".
- Callout 5:** A purple box highlights the "ADD FILES" section, which includes a dashed box for file upload, a "Drag and drop files here" instruction, an "or" option, an "ADD FILES" button, and a "10 Mo per file" limit.
- Callout 6:** A purple box highlights the "SEND REQUEST" button at the bottom of the form.

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



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
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



Step 5: Access your requests dashboard

My Requests (4)

Remaining budget 13100.00 € Estimated remaining budget 13100.00 € NEW REQUEST

QUESTIONNAIRE DISTRIBUTION OTHER REQUESTS

ID	Subject	Status	Contact Name	Reception Date	Estimated Budget	Ad-hoc Request	Mula	Work Order
49389	DEMO License	ASSIGNED	James White	09 Feb 2016	500	No	↓	↻
49390	WPAI-GH Translation certificates	CLOSED COMPLETED	James White	09 Feb 2016	1000	Yes	-	-
50183	DEMO-request for licensing	CLOSED COMPLETED	James White	18 Feb 2016	0	Yes	-	-

1. Open/Edit your requests by clicking their **Subject**
2. Track the status of your requests
3. For PROVIDE™ subscribers, track the status of your budget
4. Access your dashboard at any time by clicking on the **Login** icon > **My ePROVIDE** > **My Requests**



Step 6: View your request once selected from the previous listing

The screenshot shows the ePROVIDE user interface. At the top, there is a search bar with the text "Search databases: COA, disease, drug, author," and a "SUBSCRIBE NOW" button. Below the search bar, there are navigation links for "My Searches", "Advanced Search", "Hello James", "Cart", and "Credits". The main navigation menu includes "PROQOLID", "PROLABELS", "PROINSIGHT", "PROVIDE", "ABOUT", "OUR CATALOG", and "SUBMIT A REQUEST". The breadcrumb trail reads "Home > MyEProvide > My Requests > Update Request". The main content area has tabs for "MY SUBSCRIPTIONS", "MY ORDERS", "MY REQUESTS", and "COLL". The "MY REQUESTS" tab is active, showing a list of request sections: "REQUEST", "DOWNLOAD CENTER (3)", "MULA/WORK ORDER", "BUDGET", and "TIMELINE". A purple box highlights the dropdown arrows next to these sections. To the right, an "INFORMATION" panel displays details for the selected request: "Number: 49389", "Type of request: Questionnaire Distribution", "Assigned to: Test Admin MCX", "Creation date: 09-Feb-2016", "Modification date: 10-Nov-2020", and "Status: Pending Client". A "SAVE MODIFICATIONS" button is located at the bottom of the information panel.

1. Click on the title of each section of the request to view the details
2. New sections now available: **Download Center, MULA/Work order, Budget, and Timeline** where you will find the correspondence with the PROVIDE™ team member



Step 7: Viewing and sending a message

REQUEST

DOWNLOAD CENTER (3)

MULA/WORK ORDER

BUDGET

TIMELINE

INFORMATION

Number: 49389

Type of request: Questionnaire Distribution

Assigned to: Test Admin MCX

Creation date: 09-Feb-2016

Modification date: 10-Nov-2020

Status: Pending Client

SAVE MODIFICATIONS >

Cécile Perret 10-Nov-2020 12:54

Hello James,

CP

Please find in the budget section of this request the estimated budget for your need, thank you.

Add Message

Paragraph

Hello, could you please take care of my request?

Path: paragraph

REPLY

1. Click on the Timeline section
2. View the messages already posted
3. Type your message
4. Click on **Reply**
 - The page will be automatically refreshed, the status of the request changed to "Pending Mapi" and we'll receive your message in our system

Step 8: Uploading one or several files

< BACK TO MY REQUESTS DEMO License Account Administrator

REQUEST

DOWNLOAD CENTER (3) 1

Drag and drop files here
or
ADD FILES 2
10 Mo per file

test upload.pdf 3

Mapi Documents: ZBI_UserAgreement.doc

User Documents:

Mula and Work Order: MyDocument.pdf Demo_Co_Unlimited_49389_PedsQL™_WO.docx

Download All

MULA/WORK ORDER

BUDGET

TIMELINE

INFORMATION

Number: 49389

Type of request: Questionnaire Distribution

Assigned to: Test Admin MCX

Creation date: 09-Feb-2016

Modification date: 10-Nov-2020

Status: Pending Client

SAVE MODIFICATIONS > 4

1. Click on the Download Center section
2. Drag & drop files or click on **Add Files**
3. Your file is added
4. Click on **Save modifications** to have the file saved in your Download Center



Step 8bis: Uploading one or several files

< BACK TO MY REQUESTS DEMO License Account Administrator

Changes successfully saved! 1

REQUEST

DOWNLOAD CENTER (4)

Drag and drop files here
or
ADD FILES
10 Mo per file

Mapi Documents: ZBI_UserAgreement.doc

User Documents: test upload.pdf 2

Mula and Work Order: MyDocument.pdf Demo_Co_Unlimited_49389_PedsQL™_WO.docx

Download All

MULA/WORK ORDER

INFORMATION

Number: 49389
Type of request: Questionnaire Distribution
Assigned to: Test Admin MCX
Creation date: 09-Feb-2016
Modification date: 18-Nov-2020
Status: Pending Client

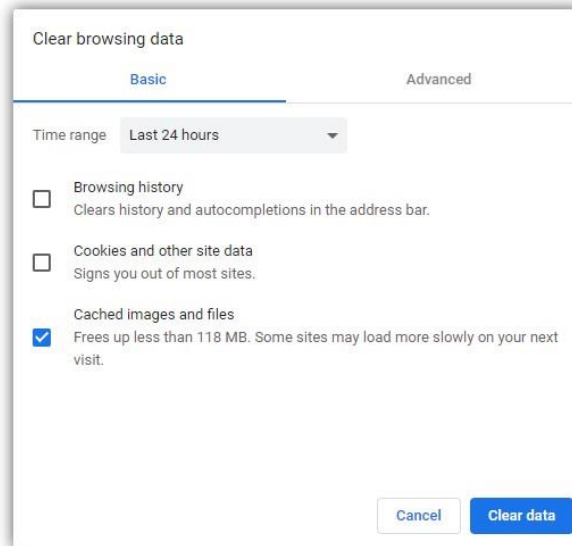
SAVE MODIFICATIONS >

1. A message of successful modification is displayed
2. Your file is added as your document (**User Documents**)
3. A red cross allows you to remove the file if needed



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 you browser:
 - Press simultaneously the following keys: Ctrl + Shift + Suppr (or DEL for QWERTY keyboards)
 - Select “caches 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!