



## Quintiles JReview Customer Access Guide

<b>System Name:</b>	<b>JReview</b>
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# User Manual

## 1.0 Document Revision History

### Initial Version:

Unique Identifier for Initial Version	Date of Initial Document Version
V01	15OCT2009

### Revisions:

Unique Identifier for this Revision	Date of the Document Revision	Significant Changes from Previous Authorized Version
1.1	06-Nov-2009	Add a troubleshooting issue correction
2.0	08-Mar-2011	Modify content to match single sign-on and ePortal integration
2.1	28-Mar-2011	Add entrust LIC certificate import
2.2	05-May-2011	Cosmetic changes
2.3	04-Apr-2013	Server names changes
2.4	24-Jul-2013	Change to single generic guide

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## 1.0 Purpose and Intended Usage

This document intends to describe JReview access procedure and connectivity setup. JReview is a java based application which connects securely through the Internet. Application users are expected to have been trained on the JReview usage and functionalities.

## 2.0 Requirements, Abbreviations & Conventions

### 2.1 Requirements

End User computer requirements:

Any Windows / Macintosh / Unix computer with graphical interface  
Windows Internet Explorer or Firefox or Safari Internet Navigator  
Printer (network or local)  
Java Run-Time Environment (JRE) version 1.6.0.24 at minimum  
Internet access with HTTPS (SSL port 443) enabled

### 2.2 Abbreviations

**JReview:** Patient data analysis software allowing the generation of reports, graphics and data grid of clinical patient data stored in Oracle Clinical or/and SAS from Integrated Clinical Systems.

**ePortal:** Quintiles Data Management portal platform sharing study specific information or application at link: <https://eportal.quintiles.com/>

**JRE:** Java runtime Environment, the java runtime application which need to be installed on the computer. It can be downloaded from the oracle web site (<http://www.java.com/>)

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## 3.0 Procedures for System Use

To access Quintiles JReview platform, your computer must comply with technical requirements listed in previous chapter.

Access to Quintiles JReview application is available through a link from Quintiles Data Management platform Portal (ePortal) web site at URL: <https://eportal.quintiles.com>

Figure 1 – login button

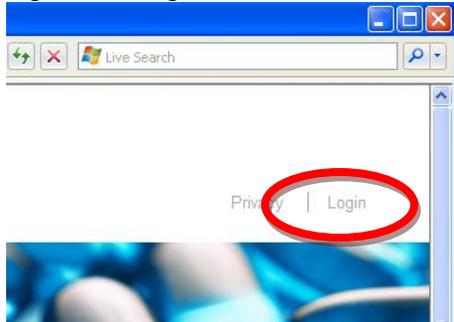


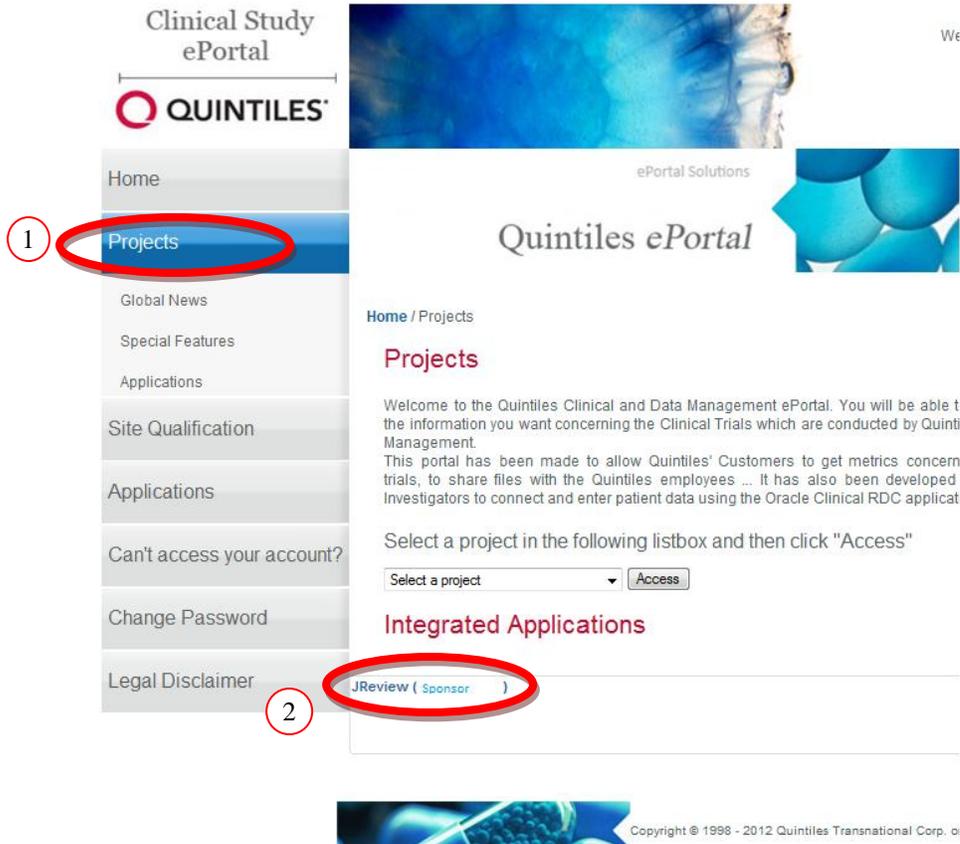
Figure 2 – Authentication page



On main ePortal page, you will need to logon the web site, select the “Login” link which is available from the main page (figure 1). Once the username and password which has been given initially by email are enter in the authentication page (figure 2), you will need to select through the ePortal navigation area the Application page (figure 3) and select the external application link relevant to your Oracle database. This information should have been provided at the time your username and password emails have been received.

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Figure 3 – Application list



The JReview application will then start automatically without the necessity to provide any additional information.

In the case your password has expired or a relative long time is taken to launch the application, you may need to reconnect the ePortal platform or you may receive the following JReview authentication window, which is requesting some connectivity parameters. Those should be filled automatically, if it's not the case, please review your initial account notification emails or contact Quintiles helpdesk.

The JReview single sign-on link is also available from the specific sponsor study portfolio or portal when existing.

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Figure 4 – JReview application authentication



Example:

Database UserID: M0042345 (Enter your ePortal SSO username)  
Database password: \*\*\*\*\* (Enter your ePortal SSO password)  
Database Server: ZY1WAP220PR:OCP25 (\*\* OCPxx is the database name)  
SAS Server: ZY1WAP220PR

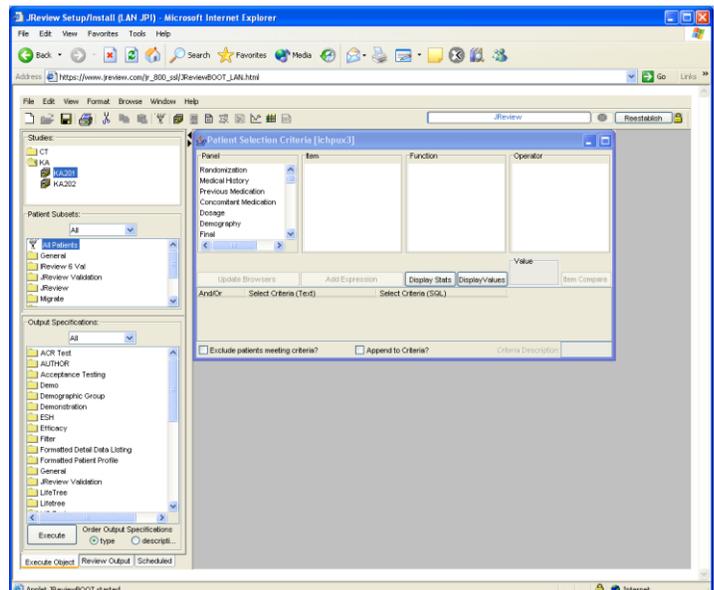
Database Server: FRSTR-VSAPP52:OCP23 (\*\* OCPxx is the database name)  
SAS Server: FRSTR-VSAPP52

Database Server: ZY1WAP238PR:OCP24 or OCP28, OCP29 , OCP30 or OCP31  
SAS Server: ZY1WAP238PR

\*\* OCPxx is your Oracle database name i.e. OCP25 and have been provided in your JReview account notification mail.

Once connected, you should be able to display JReview main page as showed in figure 2.

Figure 2 – JReview main page



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## 4.0 Support & Troubleshooting

### 4.1 JReview First time installation

The first time you will access the JReview application, there are set of steps that are required to enable the application to run.

First-time (& yearly thereafter) JReview users will be presented a Java Security Dialog. Users should confirm that “Integrated Clinical Systems, Inc.” signed the applet and Grant Always (or Always Trust) the JReview applet or application (similar to following)

Figure 5:



### 4.2 JReview Proxy Access setup issues

In the case your company does not permit direct Internet access (Error message Figure 6) and uses proxy to access the Internet, it may be necessary to setup the first time JReview detection of this proxy.

To do so, please follow the following instructions.

Figure 6:

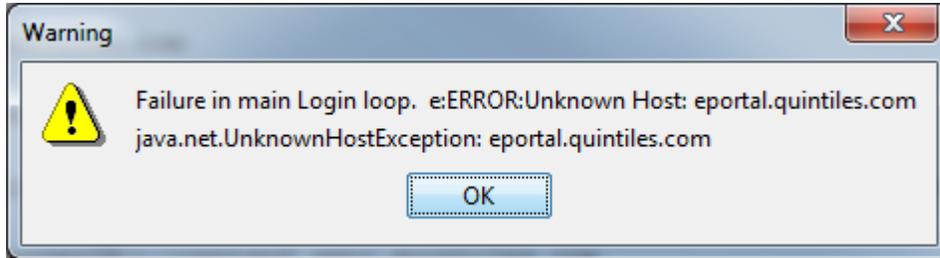


Figure 7:

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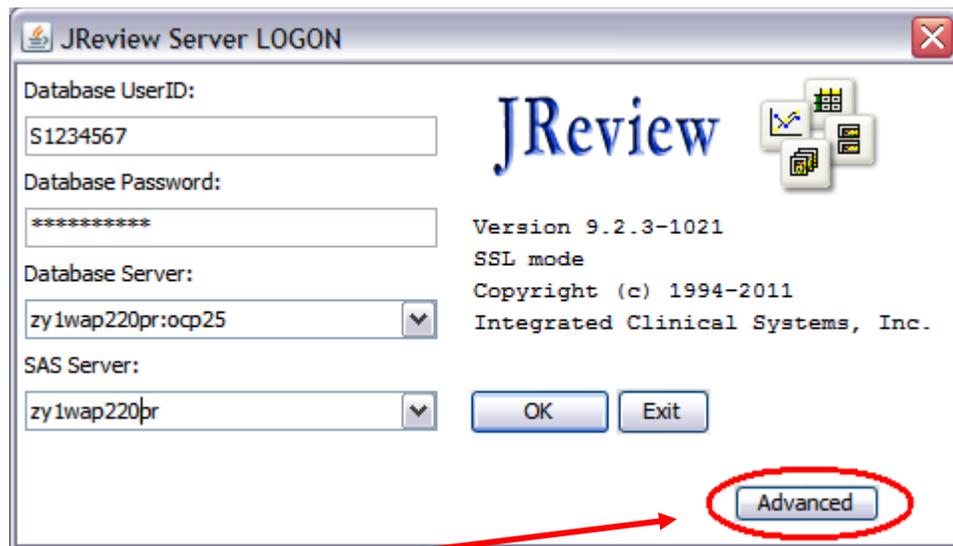


Figure 8:



Should you experience above error messages, please resolve by executing the below steps

Figure 9:

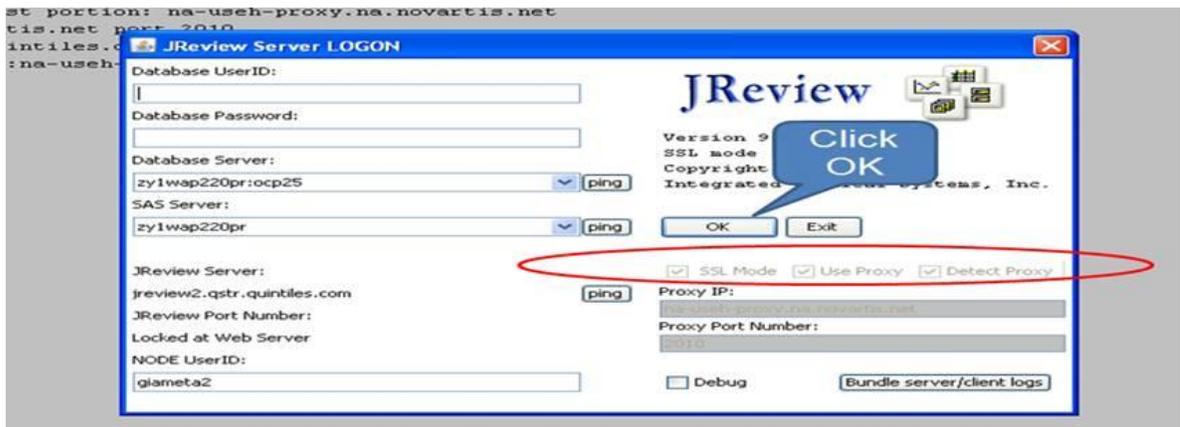


**Step 1:** Click the Advanced button in the lower right hand corner of the Login window to verify your Proxy settings.

**Step 1.1:** If the Proxy settings are **grayed out** no further action is required, click "OK" to login.

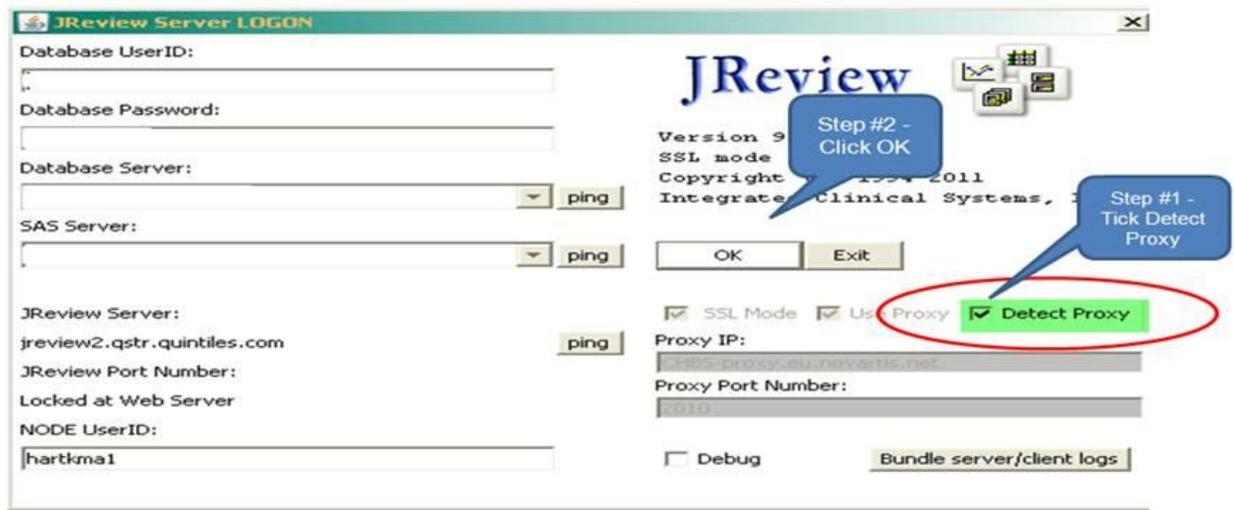
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Figure 10:



**Step 1.2:** If the Proxy settings are **NOT** grayed out, tick the check box “Detect Proxy” and then click “OK” to login.

Figure 11:



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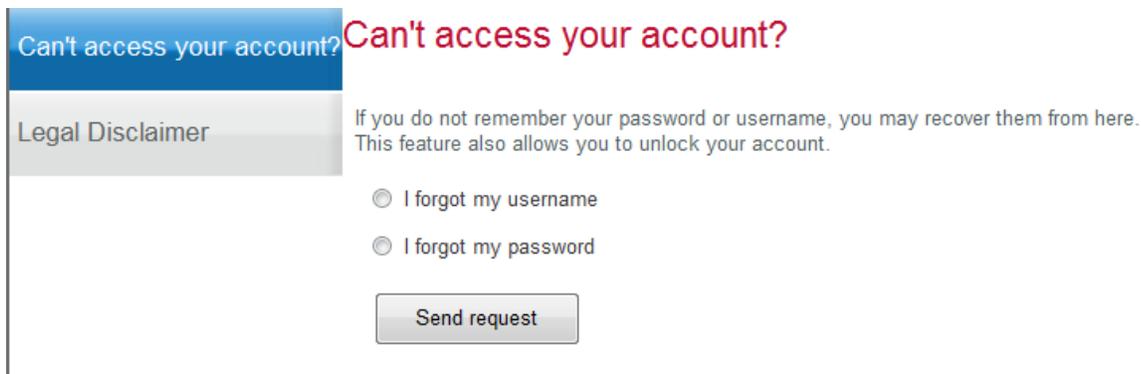
## 4.4 JReview Password Change

JReview is using Quintiles ePortal user repository and password changes/reset should be performed through the ePortal interface at link: <https://eportal.quintiles.com/> then select “Can’t Access your account’ page.

If the JReview application does not start or you encounter error message referencing a username or password issue, please try to reset your ePortal password as the application is not managing password pre-expiration during the password change grace period.

Do not use the change password feature within JReview.

Figure 12:



### Contact Information:

If you encounter a problem for which there is no solution in the **Troubleshooting** section, please contact Quintiles helpdesk by phone or email available from the following ePortal web page:

<https://eportal.quintiles.com/portal/page/portal/HOME/How%20to%20contact%20Quintiles>