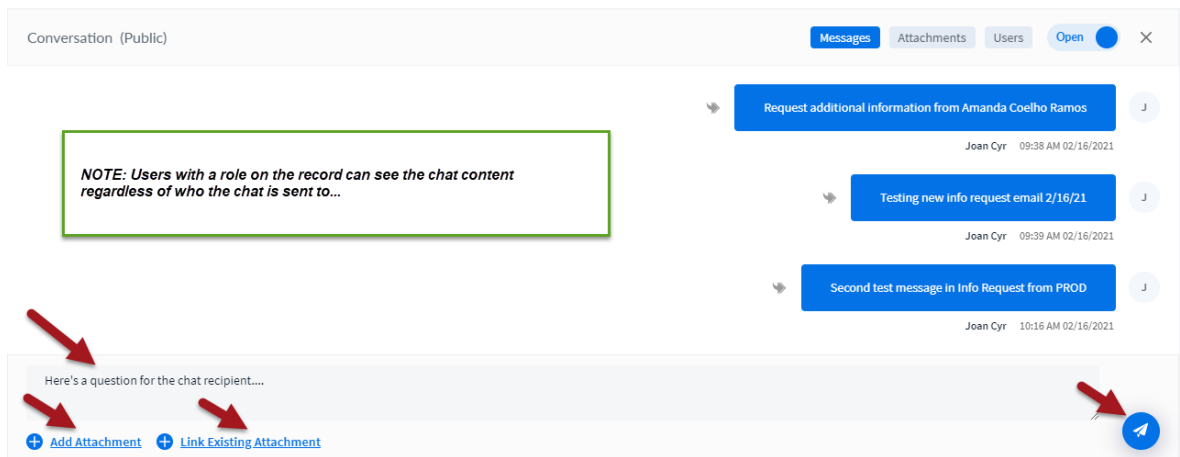


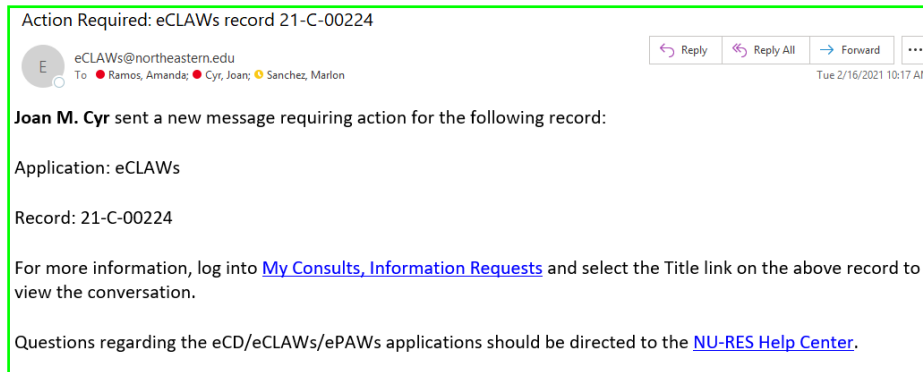
# QuickCard: Info Requests/Consults

## Information Requests and Consults

1. If the Reviewer has a question and wishes to communicate with an individual or subject matter expert(s) about an agreement (eCLAWs) or conflict disclosure (eCD), they may initiate an "Information Request" (to an individual) or a "Consult" (particular institutional groups configured for questions directed to a group, e.g. Center for Research Innovation, Risk Services, Environmental Health/Safety, etc.). This is a 'chat' feature within the record so correspondence about the contract remains part of the record. The two functions work the same, the only difference being the addressees.
  - a. The Reviewer will type the message in a chat window, add new attachments, link an existing attachment from the File Cabinet, then select the "paper airplane" to send the chat to the recipient:



- b. The recipient will receive an email alerting them to the request for information, will indicate the application from which the message was sent, the record number, and that an Action is Required:



### Getting Help

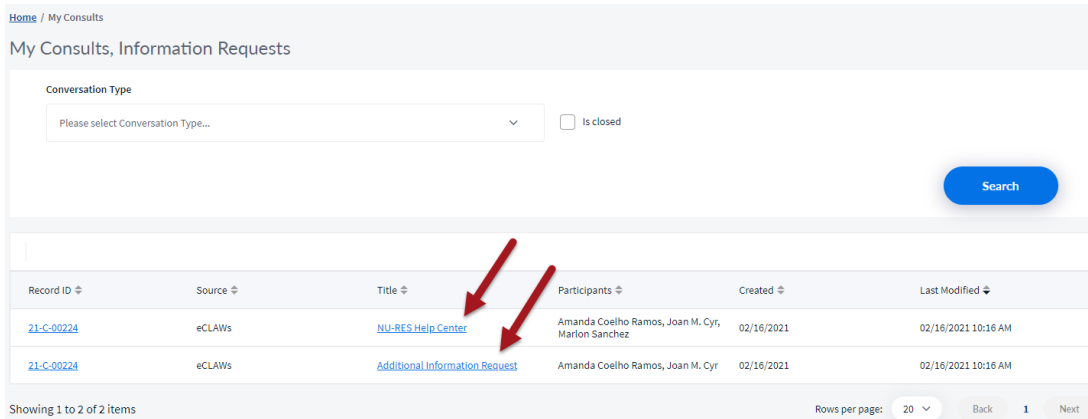
Support: [NU-RESHC@northeastern.edu](mailto:NU-RESHC@northeastern.edu)

Grant Officer: <https://research.northeastern.edu/nu-res/contact/>

Last Updated: 2-16-2021

# QuickCard: Info Requests/Consults

- c. The recipient selects the “My Consults, Information Requests” link in the email, logs into the system, and selects the Title link on the subject record to view the chat:



Home / My Consults

My Consults, Information Requests

Conversation Type:   Is closed

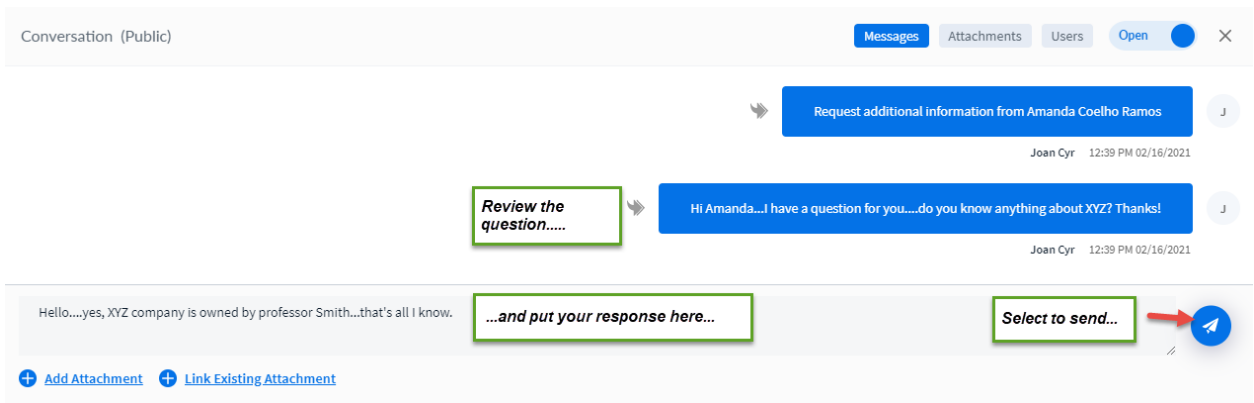
Search

Record ID	Source	Title	Participants	Created	Last Modified
<a href="#">21-C-00224</a>	eCLAWs	<a href="#">NU-RES Help Center</a>	Amanda Coelho Ramos, Joan M. Cyr, Marlon Sanchez	02/16/2021	02/16/2021 10:16 AM
<a href="#">21-C-00224</a>	eCLAWs	<a href="#">Additional Information Request</a>	Amanda Coelho Ramos, Joan M. Cyr	02/16/2021	02/16/2021 10:16 AM

Showing 1 to 2 of 2 items

Rows per page: 20 Back 1 Next

- d. Review the chat, and respond in the chat window, adding any new attachments as required, then selecting the “paper airplane” to send the chat response back to the reviewer:



Conversation (Public)

Messages Attachments Users Open

Request additional information from Amanda Coelho Ramos

Joan Cyr 12:39 PM 02/16/2021

Review the question.....

Hi Amanda...I have a question for you....do you know anything about XYZ? Thanks!

Joan Cyr 12:39 PM 02/16/2021

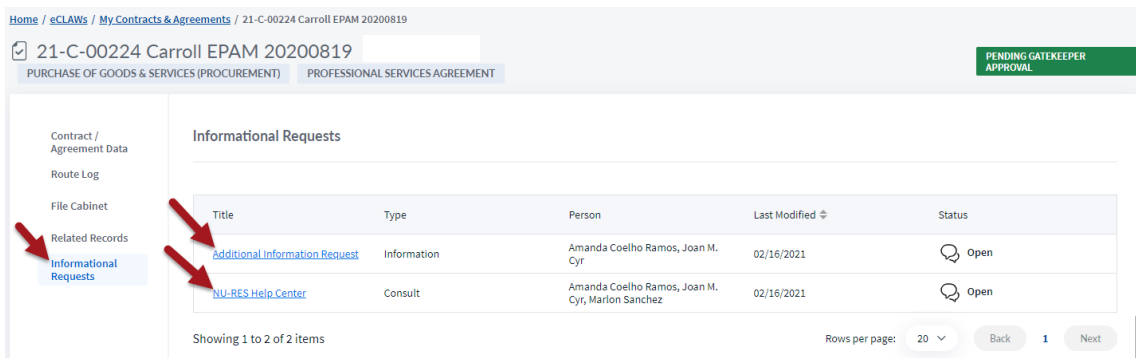
Hello...yes, XYZ company is owned by professor Smith...that's all I know.

...and put your response here...

Select to send...

Add Attachment Link Existing Attachment

Note: Selecting the title link takes you directly to the chat; you could also access the chat by selecting the Record ID link, navigating to the Informational Requests tab, and then selecting the title link:



Home / eCLAWs / My Contracts & Agreements / 21-C-00224 Carroll EPAM 20200819

21-C-00224 Carroll EPAM 20200819

PURCHASE OF GOODS & SERVICES (PROCUREMENT) PROFESSIONAL SERVICES AGREEMENT

PENDING GATEKEEPER APPROVAL

Contract / Agreement Data

Route Log

File Cabinet

Related Records

Informational Requests

Informational Requests

Title	Type	Person	Last Modified	Status
<a href="#">Additional Information Request</a>	Information	Amanda Coelho Ramos, Joan M. Cyr	02/16/2021	Open
<a href="#">NU-RES Help Center</a>	Consult	Amanda Coelho Ramos, Joan M. Cyr, Marlon Sanchez	02/16/2021	Open

Showing 1 to 2 of 2 items

Rows per page: 20 Back 1 Next

## Getting Help

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## QuickCard: Info Requests/Consults

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- e. *Notes about Informational Request and Consult chats:*
  - i. *All users with a role on the record can see the chat...the chat is not private between the members of the chat*
  - ii. *For Informational Requests, Chat members who do not have a role on the record can only see the chat and any attachments in the chat (they cannot see the entire record); Consult group members can see the entire record, as they have a pre-assigned role as members of the Consult Group*
  - iii. *Additional users can be added to a chat by selecting "Users" in the upper right corner of the chat box, then and "+Add User"*

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