

A. PURPOSE:

Documents that are part of the Management System for the Division of Scientific Services (DSS) are controlled to ensure that the most up to date version is being followed at all times. Control includes a method for distributing controlled documents, identifying controlled documents, making changes to controlled documents and archiving past versions of controlled documents. Qualtrax is the management software used as part of the Quality System of the DSS for document control.

The Division of Scientific Services has Management System Documents, (specifically SOPs) available in electronic form to all Division employees.

B. RESPONSIBILITY:

1. Managers: Responsible to provide direction to subordinate staff under their purview as indicated by the organization chart.
2. Supervisors: Responsible to provide supervision to subordinate staff under their purview as indicated by the organization chart.
3. FSE2: responsible as a working lead to subordinate staff as indicated on the organizational chart.
4. FSE1 and Lab Assistants: Responsible to adhere to this procedure as it pertains to their Unit.
5. ECO: Responsible to adhere to this procedure as it pertains to their Unit.
6. Support Personnel (however titled): Responsible to adhere to this procedure as it pertains to their Unit

C. DEFINITIONS:

1. MSD: Management System Documents - all documents contained in the Quality Manual, Division Standard Operating Procedures, Safety Manual, Section/Unit Standard Operating Procedures and Work Instructions as applicable.
2. SOP: Standard Operating Procedure – these can either be Section/Unit specific or Division wide
3. WAN: Wide Area Network
4. Qualtrax – compliance software used to assist in functions such as but not limited to document control. Qualtrax uses “groups” to allow for certain permissions in the document control workflow. Personnel in groups may be designated as an editor, reviewer(s) and/or approvers. (I.e. separate groups are prepared for each Section/Unit and job type) of documents.

Qualtrax Specific Definitions:

5. Group: created in Qualtrax to allow for specific permissions to be assigned; these are created based on the various Sections and Units and job titles.

6. Automatic File Transfer: feature of Qualtrax that allow for documents to be transferred into and out of Qualtrax for editing purposes.
7. Editor: an individual that is able to edit documents in Qualtrax. A member of the Quality Section will be the editor for all General Laboratory SOPs.
8. Reviewer: individual assigned to review edited documents and make suggestions prior to final approval and publishing. In the DNA Unit, the Technical Leader is a document reviewer. The TL's documented review/approval for DNA SOPs is viewable in the Qualtrax "document properties" tab for each DNA SOP. Deputy Directors and Assistant Directors are reviewers of GL SOPs.
9. Approver: the Director, Section Manager (DD and/or AD) and Quality Section are approvers. All documents require the Director's (or designee when not available) approval.
10. Section/Unit SOPs: the Deputy Director is the 1st approver, the Director is the final approver. A member of the Quality Section approves the document purely to allow the document to be published.
11. General Laboratory SOPs: The Director is the approver and a member of the Quality Section approves the document purely to allow the document to be published.
12. Published Document: this is equivalent to an authorized, controlled document.
13. Inbox: this is the main working page in Qualtrax; each person has their own inbox. The inbox lists what tasks are assigned to the individual. The inbox also has a calendar for displaying scheduled tasks.
14. Properties: each document in Qualtrax has a document properties button which contains multiple tabs which includes a tab labeled "History". From this tab, the history of the document can be viewed to identify items such as changes made, and the dates specific revisions were in effect.

D. PROCEDURE:

1. General Laboratory (GL) SOPs and Section or Unit SOPs are approved for use prior to their implementation, by the Director or their designee.
 - a. Changes to General Laboratory SOPs will be directed through the Quality Section via Qualtrax.
 - b. Unit specific SOPs which have been validated are reviewed and accepted for use by the Section/Unit's Manager(s) or their designee and approved by the Director. Each DSS Unit may only use procedures that have been approved for use. GL-22 "Policy on Validation and Performance Checks" provides guidance on method validation, additionally; each DSS Unit may have a specific SOP detailing the method development/validation and documentation process.

- c. Qualtrax will be used to direct the flow of document changes, review, and approvals. (See section 10 below for Use of Qualtrax).
- d. All MSD will be reviewed at least annually to ensure that they are still suitable for the task and are compliant to any applicable requirements. The review will be documented through Qualtrax by setting the document to “expire” and verifying that it is up to date or editing and revising the document if it is in need of edits.
 - i. The term “expire” in this manner is meant to mean it is due for review within Qualtrax. It does not mean the document is not appropriate for use. When the document “expires” in Qualtrax it is placed in a state to be reviewed by the document manager or current editor. Anyone accessing a SOP in this status will see the current published version only.
- e. General Laboratory and Unit specific SOPs may be edited as needed to meet the needs of the DSS. Employees are encouraged to bring suggested edits to their Unit Lead or Supervisor for Unit SOPs or to the Quality Section for General Laboratory SOPs.

2. Document Approval and Issue:

- a. Approval: Approval for all MSD will flow through Qualtrax.
 - i. Management System Documents: approval by Director or their designee.
 - ii. Section/Unit specific SOPs are reviewed/accepted by the Unit Manager(s) and approval by Director or their designee.
 - (a) Note: in the DNA Section, the DNA Technical Leader (TL), will also be responsible to edit and review DNA SOPs in Qualtrax. Edits of a technical nature by the TL will be incorporated. The TL will document his/her review/approval of DNA SOPs in Qualtrax.
 - (b) In DNA most SOP changes will be initiate by the DNA TL or Unit Manager. Edits are minimally reviewed by the TL, CODIS Administrator, FSE3 and Unit Manager(s). Once reviewed approval is gained by the Unit Manager(s) and the Director. The Quality Section will review the document but only to approve for publishing. More individuals may be involved in the review process in Qualtrax.
 - (c) The DNA TL’s edit and/or review in Qualtrax is documentation of their approval of the document.
- b. Preparation – preparation of Section/Unit MSD will, in general, be performed by the Unit Lead, Supervisor, Manager(s) or their designee (the preparer of the document may be designated as the editor in Qualtrax).
 - i. Unit SOP changes can be prepared by a member of the Unit as appointed by the Unit Manager and the changes will be directed through Qualtrax to the Director and Quality Section as noted above.

- ii. When Quality Records that are maintained in Qualtrax require editing the review process will occur in Qualtrax in a manner similar to Unit SOPs. Headers on the QRs contain the unique identifier. The revision number automatically updates when a new revision is published.
 - (a) Headers for these documents should not be edited, editing headers will cause errors with the Header tool within Qualtrax.
- iii. QRs placed into Qualtrax that are not macro enabled word documents do not allow for an automated header updates. This means when the QR is edited the revision must be updated by hand and part of the edit.
- iv. Quality Records (QR) and worksheets should be maintained in Qualtrax. Those that are not maintained in Qualtrax, will be edited, reviewed and approved through email documentation.
 - (a) The person making an edit and updating the QR will notify (by email) the Unit Manager (and TL if DNA Section) and the Quality Section. Once reviewed and approved by the necessary personnel, the Unit affected will be notified of the changes through an email when the updated QR or worksheet is put into effect. In general the approval will be by the Unit Manager and in DNA the TL must additionally approve of the changes.
 - (b) The current versions of QRs and worksheets not in Qualtrax will be maintained on a shared drive in the “Controlled SOP” folder.
 - (i) Unit Supervisors and Lead are responsible to ensure that the current version of QRs and worksheets are being used by Unit analysts.
 - (ii) Units should work to migrate QRs to Qualtrax. It is noted that exceptions may be needed for complex forms with macro embedded formulas or similar.
- v. Quality Records that are embedded in LIMS, such as report templates, require a Qualtrax Workflow to allow for the edit. A Qualtrax workflow should be initiated to instruct the LIMS Administrator what change is required., the change will minimally be approved by the Unit Manager prior to being put on line.
- c. Distribution – the Quality Section is responsible to issue the most recent versions of all MSDs. Issuance of SOPs and removal from use will all be directed by the Quality Section through Qualtrax.
 - i. DSS SOPs (General or Section/Unit Specific) will be published through Qualtrax. When the Quality Section publishes an SOP an email notice will be sent through Qualtrax to those responsible for the changes.
 - (a) Tests may be set up in Qualtrax that relate to changes in specific controlled documents. When this is done employees assigned to the affected Unit will be notified that there is a document change and a test to take. Each appropriate analyst is

required to read, and understand the changes and to complete this test prior to using the procedure.

- (b) DSS employees receiving notice are responsible to log into Qualtrax to review the changes. This must be performed in a timely manner to ensure that the latest guidance is being followed.
- (c) Employees should contact their Supervisors or Leads if there are questions concerning the changes.
- ii. All current SOPs are available through Qualtrax.
 - (a) Once printed, SOPs' are not controlled.
 - (b) Any Unit analyst that prints a copy of a current SOP is responsible to ensure they are working from the current SOP and that they destroy the paper copy when new versions are made available.
- iii. All MSDs will be maintained through Qualtrax by the Quality Section.
- iv. When a controlled document is software or a manufacturer's manual, the original will be maintained in the Unit that uses the document. This will be notated in the Management System Document list for that Unit. (Example: Computer Crimes will maintain the software used for their imaging process).
 - (a) Note: There will be occasions when "hard" copies (paper or CD) of software is not available (i.e. the purchase of the document is such that a copy is available only in the cloud or electronic manuals saved on a Division server). For these cases the Section will record the title, version, date in service and other pertinent information on the section instrument/software list.

3. **Identifiers:**

- a. All MSD will be uniquely identified. Each page of the controlled document will have a designator (with the exception noted above). When a controlled document is software or a manufacturer's manual, the original (or the case for the original) will have a sticker (when possible) designating it as a controlled copy with the Document ID, and version noted, unless otherwise noted on the cover.
- b. Each DSS Unit will have a unique prefix identifier as part of the documents ID these are designated as:
 - i. GL: General SOPs applicable to all Units
 - ii. Support Services Section
 - (a) CM: Case Management Unit
 - (b) ER: Evidence Receiving Unit
 - iii. Identification Section:
 - (a) CC: Computer Crimes Unit

- (b) LP: Latent Prints Unit
- (c) IM: Imprints Unit
- (d) MMIE: Multi Media Unit
- (e) FA: Firearms Unit
- iv. Forensic Biology and DNA Section
 - (a) FB: Forensic Biology Unit
 - (b) DNA: DNA Unit
- v. Chemical Analysis Section
 - (a) CH, CU, FLIN, CHEM: Chemistry Unit (Fire Debris and GSR)
 - (b) TX: Toxicology Unit
 - (c) CS: Controlled Substances Unit
- c. The complete identifier will include the prefix with a number designation for the specific document in the Unit. Worksheets/Appendixes may be designated in 1 of 2 ways. QR can be used to identify worksheets as Quality Records, this will generally be preceded by the Unit identifier and followed by a number designation (example DNA QR-123). Worksheets/appendixes that are specific to documents (if applicable) may be designated with the complete identifier and a second number for the worksheet/appendix.

Example: CC-1 (this would be the first SOP for the Computer Crimes Unit)
CC-1.1 (this is the 1st appendix/worksheet related to the 1st SOP for Computer Crimes)
CC-1.2 (this is the 2nd appendix/worksheet related to the 1st SOP for Computer Crimes)
- d. When software and published manuals are referred to in an SOP or work instruction as part of the method they must also be controlled documents. For software that is available only through the “cloud” see note in section 5.c.v. For these items, the version that is being used will, when possible, be marked with a control sticker by the Quality Section. This sticker will include the same information as the designator for documents. If the software or manual is only referred to as a reference, it does not need to be controlled. Software used to run instrumentation need not be controlled as long as the name and version number are referenced either in the equipment inventory list, the specific SOP or in the maintenance manual.
- e. The document title, current version/revision and document history of all MSD will be maintained in the Qualtrax system.

4. Changes to Management System Documents:

- a. General Laboratory Procedures:
 - i. Edits to GLs are generally performed by the Quality Section.
 - ii. The review of the edits will generally include all Managers.
- b. For Section/Unit- specific Procedures:
 - i. When a change to a Unit SOP is required, for any reason, the change will be directed through the Unit Supervisor, Technical Lead in DNA, or appropriate Manager.
 - ii. In Qualtrax edit permissions are given to those as required by the Unit, this will be determined by the Unit Manager(s). Edit permissions are set based on assigned Units (i.e. a DNA Lead cannot edit a Toxicology SOP).
- c. Hand written changes to procedures are not acceptable as official changes. Changes must go through the proper reviews and approvals in Qualtrax.
- d. Review: (Review step performed in Qualtrax)
 - i. The individual that prepared the original document (or the individual in that position) should be consulted concerning the change; in general this is part of the Qualtrax review process. The information should be reviewed to verify that the change would not adversely affect any other component of the procedure.
 - ii. The individual that approved the original document (or the person in that position) should review the changes to the document. It is important that the “approver” of the document have access to all background information concerning the change.
- e. Approval: (Approval is performed/documented within the Review/Approval steps in Qualtrax)
 - i. Changes to General Laboratory MSDs will be reviewed/approved by Management.
 - ii. Changes to Section/Unit SOPs will be reviewed/approved through the review stage in Qualtrax.
 - (a) Generally this may be by the respective DNA TL, Unit Lead, Unit Supervisor, and Unit Manager(s) (as appropriate to the Unit).
 - (i) Units Managers may designate specific personnel as reviewers for the Unit.
 - (ii) Note that it is not required for all personnel listed as reviewers for a document in QT to review edits prior to the document being sent to the approval stage. In some areas all unit personnel are designated as reviewers, this is set to give them an opportunity to review the document, it does not require their review.
 - (b) The Manager(s) of the Unit will document approval in the “approval” stage in Qualtrax.
 - iii. Final approval of General Laboratory and Unit Specific SOPs is by the Director
 - iv. Upon the approval by the Director the document is published by a member of the Quality Section through Qualtrax.
 - (a) Note that some SOPs that are approved may be held for publishing for strategic purposes, such as to meet a specific timeline.
- f. To track changes made between revisions of controlled documents, there is a “View Tracked Changes” feature in the tool bar. Clicking on this option allows review of the changes made to that

document. Previous versions edited after 07/31/18 will have the tracked changes document available as well in the archive.

- g. When the editor of an SOP releases the document for review, a note is to be made providing a general description of the change or a reference to view the tracked changed version can be used. An example of the note to type is; "Refer to Tracked Changes version". Qualtrax will be the **only** location to find a current controlled copy of an SOP.
 - i. When a revision occurs, those affected by the changes (those that use the document) will be informed by automated email through Qualtrax that the changes have occurred. If necessary, the Unit Leads, Supervisor or designee will be responsible to review the changes with their Section/Unit and ensure they understand the changes. The Unit Leads or Supervisor along with section Manager(s) are responsible to ensure that the changes are implemented when the document is issued.
 - ii. Unit Manager(s) are responsible to ensure DSS staff is aware of changes to Laboratory MSD (i.e. forms or macros not in Qualtrax). This will generally be communicated electronically.
- h. The Quality Section is responsible to maintain controlled documents through Qualtrax. Current versions of General Laboratory SOPs are available to all employees. All personnel are responsible for the destruction of any uncontrolled printed copies of SOPs, when new versions are made available.

5. **Archiving:**

- a. The Quality Section is responsible for maintaining an archive of old versions of MSD, these will be archived within Qualtrax. Out of Service SOPs will be accessible to members of Management. The effective/published date and the date retired from service will be maintained in the "document properties" tab in Qualtrax.
 - i. Members of Case Management have permissions in Qualtrax to allow them to retrieve historical versions of General and Unit specific SOPs; this is for the purposes of preparing discovery packets and responses to FOIAs.
- b. The archived MSDs will be maintained for a period not less than 10 years from the date of removal from service. Revisions prior to September 2014 will be maintained by paper or electronically on the LAN. Revisions after September 1, 2014 will be maintained within Qualtrax.
- c. One copy of each archived document will be stored with the Quality Section in either paper or electronic format based on the dates listed above. Individuals that need to access these documents should go through a member of the Quality Section to retrieve the needed documents. The Case Management Unit may have access to archived MSD for the purposes of discovery and FOIA requests.

6. Non-Controlled Documents:

- a. It is recognized that analysts may desire copies of SOPs for work that they perform. Any SOP printed from Qualtrax will contain a statement that the SOP is not controlled.
- b. If the Management of the DSS requires that all or specific analysts be given an uncontrolled copy of a SOP, then the copy will be printed from Qualtrax and as stated above, will not be controlled.
- c. When new versions of SOPs are issued, copies of old versions must be destroyed; this is the analysts' responsibility.
- d. When copies of MSDs are required for Freedom of Information Act or Discovery requests, refer to SOP GL-11 "Control of Records" for guidance.

7. Use of Qualtrax:

All DSS employees are entered in Qualtrax as users of the system and each employee has a profile. Employees are designated into a group with specified group permissions. The Qualtrax Administrator, Quality Manager and FB/DNA Quality Manager have administrator privileges; the Director may designate others to have this role as needed. Issues with the system; including adding new employees and changing groups must go through the Quality Section or Administrator.

a. Logging into Qualtrax:

- i. Open Qualtrax (<http://dps-qualtrax01/Qualtrax>) and click on Log In
- ii. This prompts the user for the User Name and Password.
 - (a) The User Name is the users employee number
 - (b) The Password is the same as that for the LAN computer.

Note: To simply view a document you do not need to log in to Qualtrax, but must be on a computer that has access to the Qualtrax server.

- b. Qualtrax Groups: Qualtrax is set up to contain "groups" which assigns permissions for individuals based on the needs of the Section/Unit. Permissions are given to these groups according to the level of access and control they require in the system.
 - i. Each Unit has a designated group. A group can contain many individuals or just one individual.
 - ii. Other groups have been made depending on the needs of the DSS; for example there is a group named DNA Technical Lead and a group named Deputy-Identification.
 - iii. Individuals within each group inherit the group permissions.
 - iv. The Quality Section is in every group as a group "manager" so that data reports can be run in Qualtrax.

c. Adding Controlled Documents to Qualtrax:

- i. Generally this is performed by the Quality Section or Administrator using the Automatic File Transfer Tool. Once documents are uploaded they are given a laboratory generated header. All documents must be saved as a macro-enabled word document to be uploaded.
- ii. Any QRs that are not macro enabled word documents require that the person editing the document to edit the revision number. A revision date will not be on these types of QRs. The revision date can be found within Qualtrax.
- iii. Click on a folder that the document is to go. In the tool bar click "Create document here".
- iv. Import the document by selecting "choose files" on the next screen and hit "upload".
- v. Ensure "Generate PDF" is selected and "Uncontrolled Document" and Automatically Publish First Revision" is NOT selected.
- vi. The Notify Lists with approval and review should reflect the parent folder's list.
- vii. Select the Document Manager if not selected automatically. This should be the Deputy or Assistant Director or a member of the Quality Section.
- viii. Click "Create"
- ix. The Document will be in "edit" in the editor's inbox and be available to add a header/footer and release for review.
- x. If possible, ensure the Quality Section is involved with any upload of a document.
- xi. Adding the Header – The Quality Section is responsible to add headers to MSD. For this the Qualtrax Header Footer Tool is used. The link to this tool is located on the Shared Drive in the Qualtrax folder. Open this tool and log in.
 - (a) A box will open with 3 Sections. The 1st box is labeled "Select Qualtrax Template", the 2nd is labeled "Select Qualtrax Files to Update", the 3rd is labeled "Comments to add to Revision History"
 - (i) Select the appropriate template. (Please see a member of Quality if necessary).
 - (ii) Select the file that is to be updated.
 - (iii) Add a comment to the revision history
 - (iv) Click "Apply Template"
 - (v) A box will appear showing the progress of the update, when it is complete click close.
 - (vi) The document will now be in Qualtrax with the Header.
 - (vii) Qualtrax automatically assigns a document ID to the document; this will be a unique number located at the bottom of the screen when a document is opened and in the top right hand corner of the header. This number is used internally by Qualtrax.

- d. Opening a Document: All employees can open General and Section/Unit SOPs to read or view them.
- Opening a document without logging in:
 - Click on the Qualtrax link. The main page will open.
 - In the blue navigation bar two options are listed Documents and Personnel. Click on Documents.
 - The Document Tree will open.
 - The Document Tree lists the various DSS Sections.
 - DSS Quality Manual
 - Forensic Biology/DNA Section
 - Identification Section
 - Chemistry Section
 - Laboratory Case Support Section
 - There may be other “non-SOP” folders in the document tree that can be seen with and without logging on.
 - Within each Section are Units, in each Unit are the current approved procedures.
 - Click on the needed document to view the document.
 - Note that from the document list only the current approved/published documents will open.
 - Opening a document when logging in:
 - Open Qualtrax and Login and follow the steps above.
 - This is necessary when a document is to be edited or a test is to be taken.
- e. Editing a Document: Editing can only be performed through Qualtrax by those with editing permissions. In general, the path is to edit, review, approve, and then publish the document.
- Log into Qualtrax and open the document to edit.
 - In the gray option bar click on ‘EDIT’ – this will open a dialogue box labeled ‘Edit Reason’ –type in the reason for the edit. Then click the blue ‘Check Out’ button.
 - A dialogue box will open asking to ‘Open or Save’ the document – click Open. (you must have previously downloaded the Automatic File Transfer (AFT) tool) Do NOT Click “Manually Transfer Document”
 - If you are using the AFT for the first time, you will be asked to make a working folder. Browse to a location on your computer or make a new folder for Qualtrax edits. Once this folder is made, do not move this folder from its original location.
 - Qualtrax will open the document in word format.

- (a) Important: this is the document that is to be edited, do not move it (i.e. save it in a new location). Qualtrax needs to know this path to be able to check the document back in with the changes made to it.
- vi. Edit the document as needed.
- vii. When edits are completed, save the document (remember just 'save' (not 'save as') so the location and name are the same) and close the document.
- viii. Open Qualtrax and Log In.
- ix. Go to the 'INBOX' – a list of the documents in edit assigned to the user will be on the top left corner of the screen.
- x. Click open the needed Document.
- xi. On the gray options bar click 'Check In' – and select open again with the AFT this imports the edited document from your working folder; this does not publish the document.
 - (a) If the editor would like a 2nd person to edit the document they can change the editor from themselves to the needed person. At that point the new editor becomes responsible for sending the document to the review stage.
- xii. On the gray options bar click 'Release for Review' – this releases the document to the "Reviewers" (and TL in DNA for review/approval) for review of the edits.
- xiii. A box will appear labeled "Changes Made" – type in a listing of the edits. The editor should give the overall reason for the edits, and can refer the reader to the tracked changes version for details. The information entered at this time will become the document history and the manner to track the changes made to the document..
- xiv. Emails are automatically sent via Qualtrax informing the reviewers that a document has been assigned to them for review. The information included in the "Changes Made" box are sent with this email notification.
- f. Reviewing a Document:
 - i. From the inbox open the document to review by clicking on the link.
 - ii. The reviewer assesses the edits made to determine if they are appropriate and do not conflict with other procedures.
 - iii. The reviewer cannot edit this document, they can only make comments.
 - iv. When the document is reviewed, click on the 'Review' button on the gray navigation bar. This opens a box labeled "Comments"
 - v. Type in comments concerning accepting or not accepting the edits.
 - (i) Example: need to add Quality Control measures for the new instrument.
 - (ii) Example: OK or reviewed
 - (iii) If the needed edits are lengthy it is best to notify the editor by email then in the comments box state emailed edits on (date).

- vi. Click the blue 'Review' button. This sends the document back to the editor, and sends an email to the editor to inform them of document status. If comments are not necessary, and the changes are acceptable, Qualtrax automatically documents the review and its acceptance.
- vii. When all reviewers have documented their review the status of the document will change from 'My Edits Awaiting Review' back to 'Documents in Edit' in the editors Qualtrax inbox.
- viii. The editor then clicks on the link in their Inbox to open the document.
- ix. Open the Properties link to view the reviewer's notes. This will be in the 'Reviewer History' on the General tab.
 - (a) If all the reviewers have accepted the edits, the editor can now release the document for approval.
 - (i) On the gray navigation bar click 'Release for Approval' (note if this is not present click on the 'More' button and a drop down menu will appear with this option).
 - (b) If the review has not been accepted: incorporate the needed information by repeating the 'Editing a Document' steps above.
 - (c) At any point the editor can cancel release from review and place the document back into "edit".
- g. Approving Documents:

The Director is the final approver of all Procedures. The Quality Section approves documents only in the role of publishing the Director approved document.

 - i. From the email notification or from the Qualtrax 'Inbox' click on the link to the document to be approved (must be logged in).
 - ii. Review the changes to the document.
 - (a) If acceptable click the 'approve' button on the gray navigation bar.
 - (i) A comments box will appear; a comment can be added here. Click the 'Approve' button.
 - (ii) This will send the approval to an individual in the Quality Section for publication. Publication is performed in the same manner as the approval.
 - (iii) When this approval is given, the document is published. All individuals assigned in the notify list to this document (based on groups) will be informed of the newly released document via an automated email.
 - (iv) It is the responsibility of all employees receiving the email to open the link and review the changes.
 - (b) If not accepted:
 - (i) Click the 'Reject' button on the gray navigation bar.

- (ii) A comments box will appear, add comments as to why the document edits are rejected.
- (iii) Click the blue 'Reject' button.
- (iv) This sends the document back to the Editor. Additionally an email notification will be sent saying the document rejected by the approver and the reason.
- (v) The editing process is followed again until approval is gained.

h. Document Properties:

This contains information about the document including editing, reviewers and approval notes and dates.

- i. Log in and open the appropriate document.
- ii. Click on Properties in the gray navigation bar. A Document Properties page will open with several tabs:
 - (a) General: contains information of dates, and notes of edits, reviewers and approvals for the current version.
 - (b) History: contains information of dates, changes made, and notes of edits, reviewers, and approvals for all past versions. The out of date revisions can be opened from this area by clicking on "view" next to the revision number. (if permissions allow)
 - (c) Custom Fields: Only used when there are "child" documents related to the parent.
 - (d) Document Lists: this shows what groups have responsibilities for this document (approvers, reviewers, and those to notify). These responsibilities can be edited in this field only by those with the permissions to do so.
 - (e) Locations: shows where in the document tree this document is located.
 - (f) References: if there are references linked to the document they are listed here.
 - (g) Security: lists what groups can view or edit the document.

E. REFERENCES:

1. Qualtrax 'Help Guide'
2. CT Division of Scientific Services Qualtrax Operating Manual