Accessing the IxRS

If IVRS is enabled for your study:

Call the telephone number for your country (**IVRS Telephone Numbers** are printed on the IVRS Telephone Numbers Sheet).

The first messages will be played in English:

"Please enter your assigned User ID" - Enter your 8 digit **User ID Number** provided.

"Please enter your Password" - Enter your 6 digit **Password** provided.

Select a language - see list of options *(you only need to do this the first time that you call).*

To use the IVRS in **demonstration mode**, enter **000000** as your Password.

Change your Password - select a new 6 digit Password *(you only need to do this the first time that you call or if your Password has expired)*

HOT KEYS:

During your IVRS call, the following functions apply:

\#   Return to Main Menu

*   Return to previous question

0   Contact System Support

If IWRS is enabled for your study:

Go to https://www.wwctrials.net/smartiwrs/

Use one of the following browsers: Mozilla Firefox (18); Google Chrome (24); Internet Explorer (9); Safari (5) v6 to v9

You must also have **Cookies and JavaScript enabled**.

To use the IWRS in **demonstration mode**, enter **00000000** as your Password.

Change your Password - select a new 8 character Password *(you only need to do this the first time that you access the IWRS or if your Password has expired)*

Main Menu

Investigators/Study Co-ordinators will be offered options 01, 03, 04, 05, 07, 09, 11-14

Pharmacists will be offered options 07, 12, 14

01   **FOR SCREENING / RE-SCREENING**
Complete IVRS Worksheet 1

03   **FOR RANDOMIZATION**
Complete IVRS Worksheet 2

04   **FOR SUBJECT STATUS CHANGE (ENROL FAIL / DISCONTINUE)**
Complete IVRS Worksheet 2

05   **FOR SUBSEQUENT VISIT**
Complete IVRS Worksheet 3

06   **FOR ENTRY INTO ALTERNATE STUDY PHASE**
Complete IVRS Worksheet 3

07   **FOR SITE DRUG MANAGEMENT**
Complete IVRS Worksheet 4

11   **FOR UNBLINDING**

12   **TO CHANGE YOUR PASSWORD**

14   **TO TRANSFER TO SYSTEM SUPPORT**

*Note that a confirmation notification will be sent following each successful call into the system. The notification will contain data entered during the call, and data read out by the System

LANGUAGE OPTIONS

For English,	enter 01	For Turkish,	enter 14	For Cantonese,	enter 27
For European Spanish,	enter 02	For Russian,	enter 15	For Estonian,	enter 28
For European French,	enter 03	For Brazilian Portuguese,	enter 16	For Flemish,	enter 29
For German,	enter 04	For South American Spanish,	enter 17	For Croatian,	enter 30
For European Portuguese,	enter 05	For Romanian,	enter 18	For Hebrew,	enter 31
For Italian,	enter 06	For Hungarian,	enter 19	For Lithuanian,	enter 32
For Dutch,	enter 07	For Norwegian,	enter 20	For Latvian,	enter 33
For Danish,	enter 08	For Mandarin Chinese,	enter 21	For Slovak,	enter 34
For Finnish,	enter 09	For Japanese,	enter 22	For Slovenian,	enter 35
For Swedish,	enter 10	For Thai,	enter 23	For Georgian,	enter 36
For Polish,	enter 11	For Korean,	enter 24	For Malay,	enter 37
For Czech,	enter 12	For Ukrainian,	enter 25	For Serbian,	enter38
For Greek,	enter 13	For Canadian French,	enter 26		

FREQUENTLY ASKED QUESTIONS

How can I contact system support?

If you are experiencing problems using the IxRS and you require assistance you can contact the 24-hour system support by selecting option 14 from the IVRS Main Menu. A translation service is available, if required. If you are having difficulty reaching system support you can call directly on +44 (0)7968 989 063.

For non-urgent enquiries please email the support team at IRT-support@worldwide.com or complete an **IxRS Helpdesk – Assistance Form** located at www.worldwide.com/ixrshelpdesk.

The system says my password is not valid

If this is not the first time that you have accessed the IxRS, remember that you changed your password on first access. If you cannot find your new password then please call system support on +44 (0)7968 989 063.

I have not received a confirmation notification for a call I made to the system

Please ensure that you have checked your Junk Email folders.

If you receive confirmations via fax, ensure your fax machine is switched on and has not run out of paper.

If you have not received the confirmation within 24 hours of the IxRS transaction, contact the IVRS Support Team at IRT-support@worldwide.com or complete an **IxRS Helpdesk – Assistance Form** located at www.worldwide.com/ixrshelpdesk.

I want to change the method by which I receive confirmations.

You may receive confirmations by e-mail and fax. Please contact your monitor to request the correct method by which confirmations should be sent to you.

I did not hear the randomisation number or treatment group assigned

Any information entered, or read out during the IxRS transaction will be detailed on your confirmation notification.

I need to amend data entered into the IxRS

Fill out the Data Change Form (DCF) detailing the data that needs to be changed.

When possible please scan the form and email to the support team at IRT-support@worldwide.com or complete an **IxRS Helpdesk – Assistance Form** located at www.worldwide.com/ixrshelpdesk.

If scanning is not possible then please fax the form to: +44 (0)115 8229351