

Richards, Kacey

From: eReg Support <message@message.yale.edu>
Sent: Tuesday, May 24, 2022 9:15 AM
To: Richards, Kacey
Subject: Yale eReg Notice Regarding System Issue with Placed Electronic Signatures



eREG™



Yale Center for
Clinical Investigation

Yale eREG Notice Regarding System Issue with Placed Electronic Signatures

Dear eReg Users,

The eReg Support Staff in the Yale Center for Clinical Investigation (YCCI) have been made aware of several instances where Placed Signatures do not appear on certain documents after being electronically signed in eReg.

For the time being, please only use the Placed Signature workflow for FDA documents (forms 1571, 1572, 3454 and 3455). For all other documents (protocol signature pages, receipt pages, etc.), only use the standard signature workflow (default) where the signature appends to the bottom of the document.

What do I need to do?

Please check any non-FDA documents routed for signature using the Placed Signature workflow to determine if the electronic signature populated correctly onto the document. If the signature populated correctly, you do not need to do anything. If the placed signature did not populate correctly, please ensure the document is routed again using the standard signature workflow.

Where can I get more information about electronic signatures?

Please refer to the eReg Learning Portal for more information on electronic signatures.

We will be updating the YCCI eReg guidance documents and training materials, located on the YCCI eReg website, in the upcoming weeks to reflect this change.

Who do I contact with questions?

Please contact eReg Support (eReg.Support@yale.edu) with any questions.

[eReg Production Site](#) | [eReg Support](#) | [YCCI Research Services](#)

Please contact eReg.support@yale.edu with any questions or system related feedback.

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