Responding to a request for information (SSA application)

What is a request for information?

Upon submission, your SSA application will be reviewed by a research governance officer (RGO). As part of this review, you may be asked to provide more information.

Information Requested

When this occurs your application will be returned with a status of **Information Requested**, and you will receive an email directing you action one of the following:

- **1)** [More Information form]
  - A More Information Required form is created for you to complete.
  - This option is selected when the RGO requires information before a recommendation can be made, but no changes to the application are needed.
- **2)** [New Version]
  - Changes to the application documents are required.
  - You will need to create a new version of the SSA application to edit and resubmit.

What do you need to be able to respond?

You should have the following information ready to respond to a request for more information:

- your GEMS username and password
- the email sent from GEMS describing what information or documentation is required by the RGO
- documentation to upload, if required.

User access

Only the Principal Investigator (PI) and authorised delegates can create a new version of an SSA application. More Information Required forms can be accessed and submitted by editors.

For information on sharing applications and permissions, see user guide Sharing access to an application/project.

How to locate your SSA application in Research GEMS

When you login to Research GEMS you can access your applications two ways:

1. via the **Top 5 projects** section of the GEMS homepage; or

   Top 5 projects

   2021/GEM00090 Post Approval flow - co

2. via the **Projects** header tab on the GEMS homepage.

   Projects

How to complete and submit a More Information Required form

Step 1. Access the form

- Click the title of the application to expand the application menu.
- Select 'Application information.'

  Application information
- Select 'Forms' from the top menu.

Step 2. Complete the form

- Click the More Information Required form link.
- Provide the requested information.
- Upload any documents, if required.
- Click on the 'Submit' button.

The Form will now show as 'Submitted' with the date in the Submitted Date column.

How to complete and submit a new version

Create new version of application

Important Note:
If you have been asked to update documents, this should be completed outside of GEMS.

New versions of the documents should be created and uploaded in GEMS. *See 3A for further information.*

Research offices require a tracked version of any updated documents. Keep the filename and description similar but include 'tracked' in the filename.

Step 1. Update the application form
Click on the application title to expand the left hand menu and select 'New version'. The status of the application will change to **In Progress**.

Step 2. Update SSA application
Click on the application identifier link to open an editable new version of the SSA application.

Step 3. Update/add/remove documents
On the left-hand side menu of the form select: ***Part F Attachments – Site Specific Documents.***

For information on documents and descriptors, see the File Naming Conventions user guide.

3A. To update a document
Document type: Do not change unless specifically directed to.
Document descriptor: Enter a clear and descriptive document name.

Note: How you describe your documents are how they will be listed on the approval notification so ensure you are clear and descriptive i.e. Participant Consent Form – v4.0 – dd.mm.yyy.

Document version: As listed in document footer.
Document date: As listed in document footer.

Any tracked documents should have 'tracked' in the electronic filename and in the GEMS "Document descriptor" field.

3B. To add a new document
Tracked copies of documents should be uploaded as a new document.

- Click on the 'Add row' button at the bottom of the document table. A new document row will appear.

- Click 'Browse' to locate the file and upload it.

As in **3A** above, add the appropriate document type, descriptor, version and date for the new file.

If the applicant has been asked to respond to specific items that are in addition to changes to the form or other documents, the researcher can create a response /cover letter and upload here.

3C. To remove a document

- Select the document to be removed by ticking the red 'bin' icon next to the document title.

Step 4. Submit the application
Once you have completed all the changes to the application, click on 'Complete SSA'. The status of the application will then change to **Information Provided**.

● Information provided

Important Note:
If a new Head of Department (HOD) was included in the new version of the application the status will now be '**Completed pending HOD**.

● Completed pending HOD

The NEW HOD will receive a notification from GEMS that an SSA application is ready for their decision.

The PI and relevant team members will receive an email from GEMS when all HODs have made their decision.

What next?

The RGO will receive the new version of the SSA application or the returned More Information Required form.

There may be further requests for information before the SSA application can be authorised.

If you have any questions, contact the relevant research office.

Remember: You cannot start your research at the site until you receive the site governance authorisation letter/email.