



Request Sponsor's ARM Customization

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ARM 2015+ Feature: Request Corporate ARM Customization

Advantage of using Corporate Customizations for trial communication:

- Increases value to Sponsor of Contract Researcher's trial because information is directly entered in the sponsor's format using the sponsor's code dictionaries.
- Trial will include all required information for both Sponsor and Contract Researcher.

Any Contract Researcher can use the new **Help - Request Corporate ARM Customization** feature to send an email to their corporate sponsor representative to request the sponsor's ARM customization.

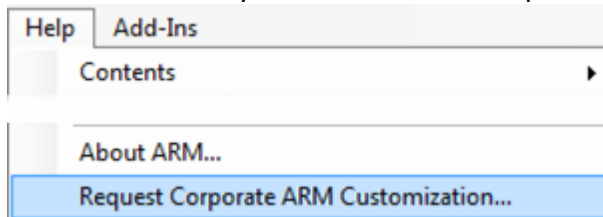
- If you are not currently using a sponsor's corporate customizations, then please ask during your discussion with the sponsor. When a contractor is not using a sponsor's ARM customizations, the most common reason given is that "I have never been asked to send in this format".

A Contract Researcher ("CR") can use these steps to request a sponsor's ARM customizations:

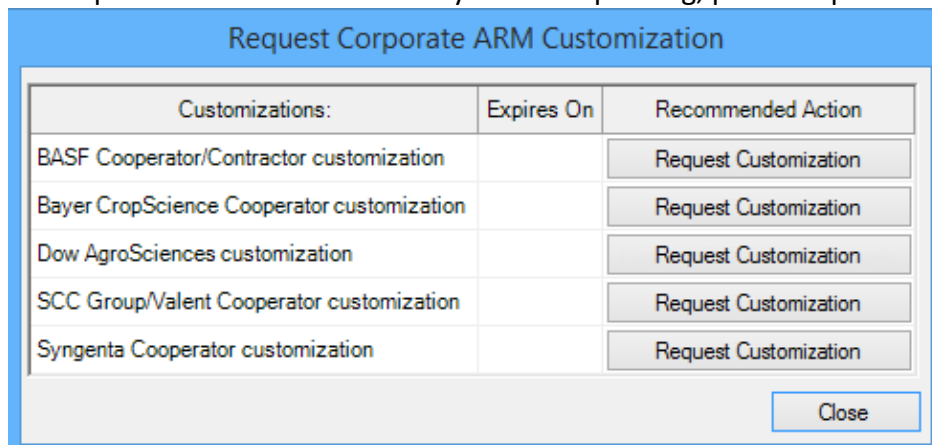
CR Step 1 Go to Help then Check for Updates to confirm you are using ARM 2015 or newer version. If not, select Help then Check for Updates to install the latest ARM update.

CR Step 2 Go to Help then Request Corporate ARM Customizations.

- This feature is only available on non-corporate ARM versions.



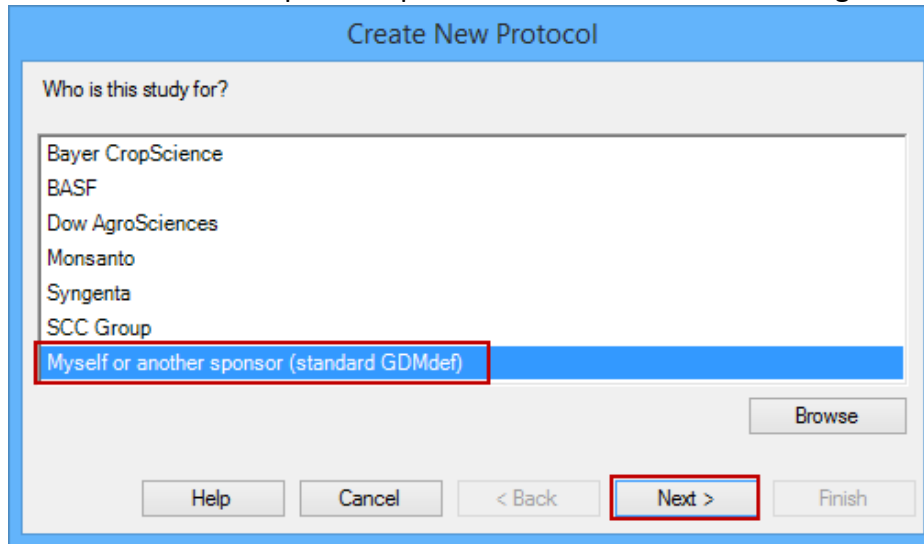
CR Step 3 For the Corporate ARM Customization you are requesting, press Request Customization button.



- All customization installs that are downloaded from our GDM website have been tested and approved by the sponsor's company, that they do install correctly.
- Each company customization is installed in its own unique directory, so a single ARM install can use multiple customizations on the same computer.
- ARM remembers the customization used to create each trial, to always open with correct customizations.

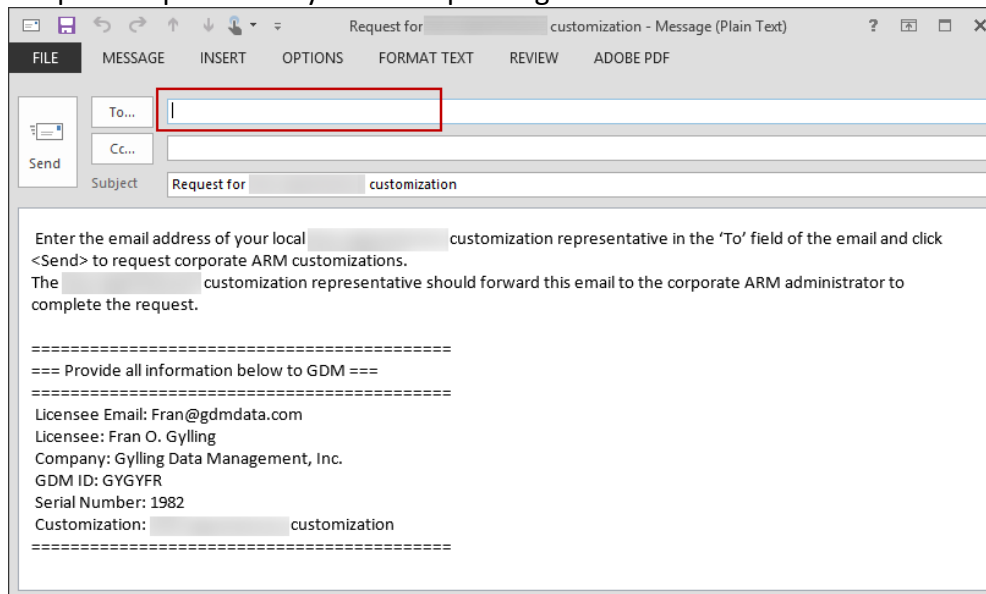
Which customization should Contract Researchers use for trials from other sponsors?

- When creating new protocols choose "Myself or another sponsor (standard GDMdef)" for sponsors that are not listed on the "Request Corporate ARM Customization" dialog.



CR Step 4 Enter in "To" the email address of your local Representative for the selected company, and send the email requesting their ARM customization.

- Repeat steps 1 to 4 if you are requesting additional customizations.



Email providers other than Outlook: ARM recommends that you copy the email text to the clipboard, and then paste the license information into your email message to continue.

Local Company Representative Steps:

1. The email includes all needed ARM license information for GDM to link the customization request to the contractor's ARM license. This replaces the previous GDM website order form.
2. Follow your company policy on providing customizations to the Contract Researcher.
3. Forward email to your company Data Coordinator who approves contractor customization request.

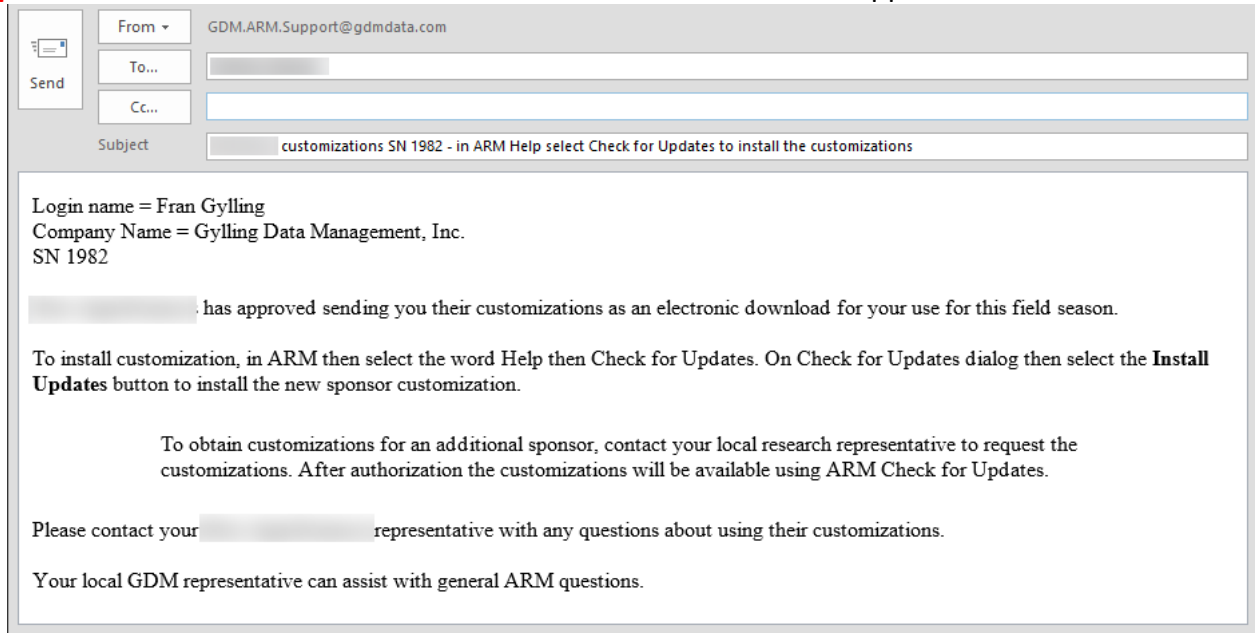
Company Data Coordinator Steps:

After approval, then forward the original email to GDM.

GDM Steps:

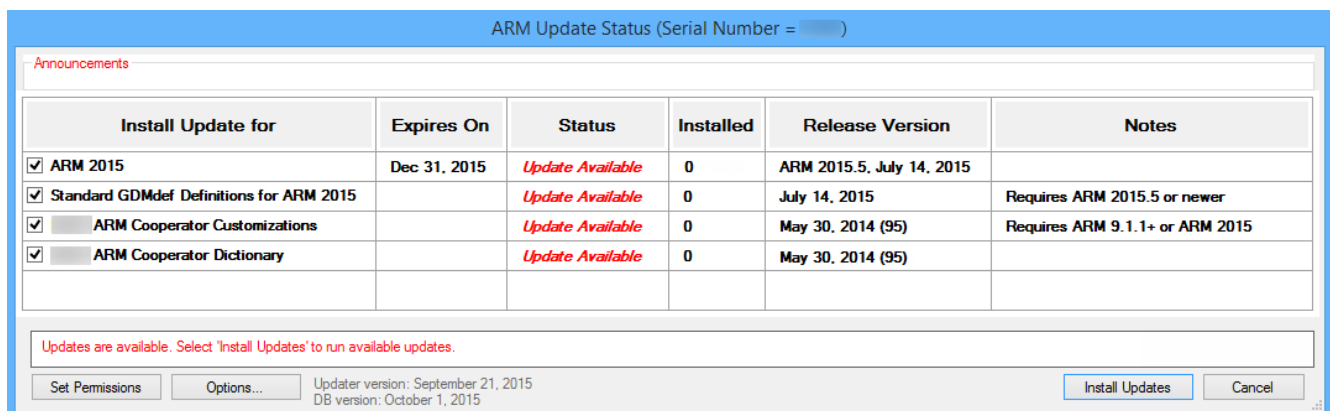
1. Processes the Cooperator customization order by identifying in our database the Contract Researcher licensee who is authorized to receive the sponsor customization.
2. Sends contractor an email to confirm that corporate ARM customizations have been approved.
3. Provides Company Data Coordinator:
 - a. A list of Contract Researchers using their customization.
 - b. Keeps track of customizations provided for your yearly expense invoice.

CR Step 5 Receives email from GDM that customizations have been approved.



CR Step 6 Go to Check for Updates and download any ARM and company customizations.

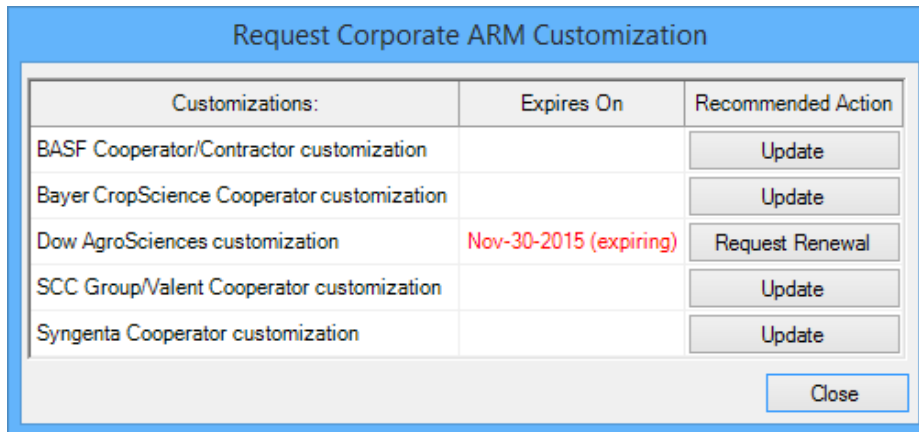
- The ARM Update Status identifies all software and customizations a client is licensed or authorized to install.
- "Expires On" lists when program maintenance is due or when customization access expires, if applicable.
- "Notes" lists with required and approved ARM version for each of customization.
- Client selects "Install Updates" button to install all available software and customizations.
- All ARM and customization installs are provided as downloads.



Renew Customization Steps:

Some company customizations are approved for a particular period of time (e.g. a single research season). A contract researcher must then request to renew the customization in order to continue using the customization on their computer.

1. Go to Help then Request Corporate ARM Customizations.
2. Customizations that are due to expire soon will list the expiration date in red.
3. Select the "Request Renewal" button to generate a renewal request email.
4. Follow CR Steps 4 to 6 to send the renewal email and install customization updates once approved.



Customizations:	Expires On	Recommended Action
BASF Cooperator/Contractor customization		Update
Bayer CropScience Cooperator customization		Update
Dow AgroSciences customization	Nov-30-2015 (expiring)	Request Renewal
SCC Group/Valent Cooperator customization		Update
Syngenta Cooperator customization		Update

Close