Request Sponsor's ARM Customization

Some of GDM's global clients use customized ARM study definitions and validation lists. They also provide their customized study definitions to independent contract researchers. This approach ensures uniformity and enhanced data management.

Contract Researcher Steps

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

CR Step 1   Select Help > Request Corporate ARM Customization…
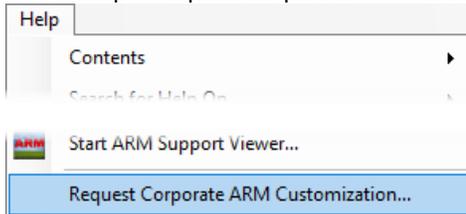
CR Step 2   For the ARM Customization you are requesting, press Request Customization button.
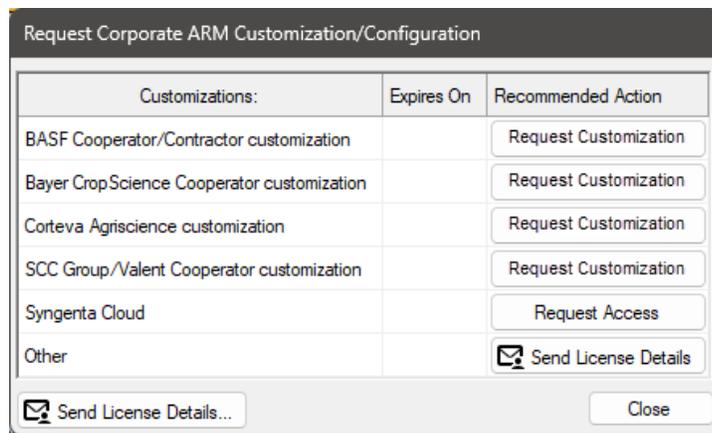
- All customization installs that are downloaded from our GDM website have been tested and approved by the sponsor's company, that they do install correctly.

- 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?

Contract researchers should use the ARM protocol/trial provided by the sponsor. If not provided with an ARM file and so creating a new protocol, choose "Myself or another sponsor (standard GDMdef)" for sponsors that are not listed on the "Request Corporate ARM Customization" dialog.
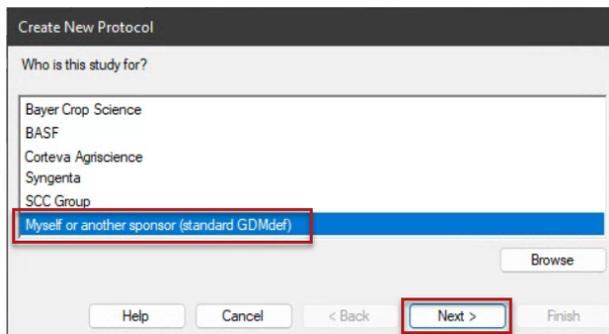
CR Step 3   Enter in "To" the email address of your local Representative for the selected company, and send the email requesting their ARM customization.
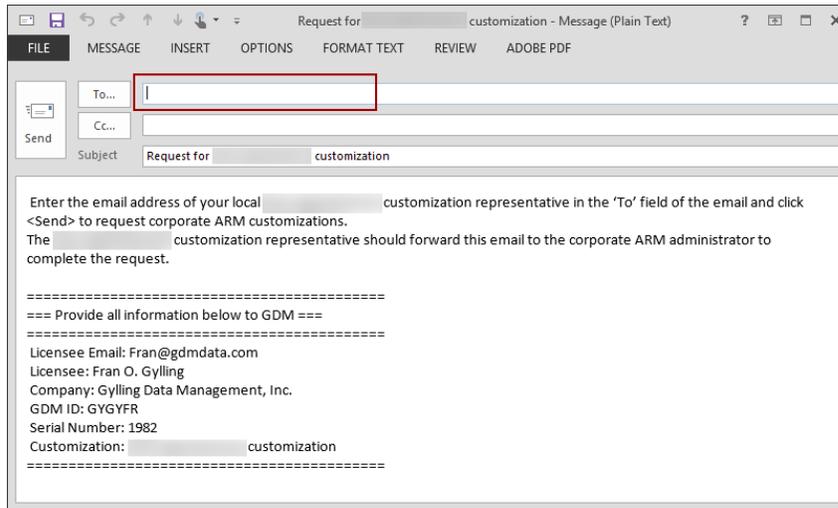
Email providers other than Outlook: ARM recommends that you copy the email text to the clipboard, and then paste the license information into your email message to continue.

Repeat steps 1-4 if you are requesting additional customizations from other companies.

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. Please do not edit the license details portion of the email.

2. Follow your company's policy on providing customizations to the contract researcher.

3. Forward the email to your company Data Coordinator who approves contract customization requests.

Company Data Coordinator Steps

After approval, please forward the original email to GDM for processing.

GDM steps

1. Processes the Cooperator customization request 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.
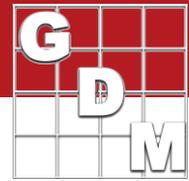
Contract Researcher Steps (cont'd)

CR Step 4   Upon receiving a confirmation email from GDM that customizations have been approved, go to Check for Updates to download the customization.

- 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.
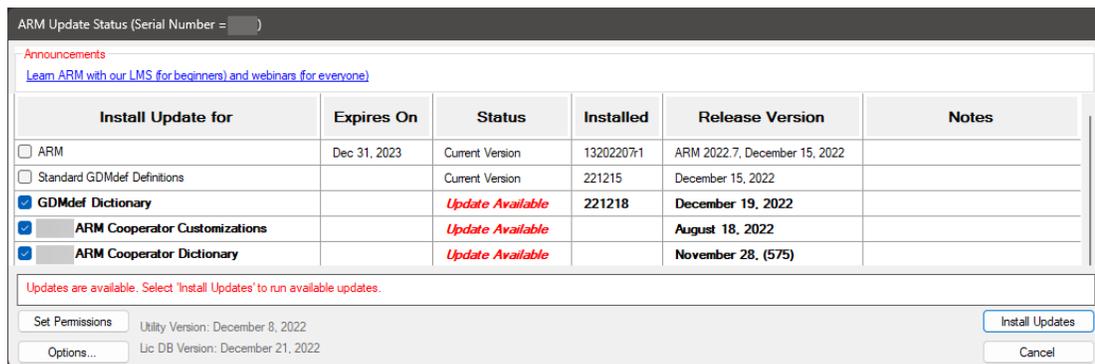
Renew Customization Steps

Some company customizations are approved for a particular period of time (e.g. a single research season). A contract researcher may then be asked 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 3 and 4 to send the renewal email and install customization updates once approved.