Ferring Pharmaceuticals Inc.

Educational Grant

Applicant Working Guide

2014

Visiontracker

POWERED BY
ENVISION PHARMA GROUP
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## FERRING

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I. INTRODUCTION

The purpose of this guide is to provide guidance to Applicants applying online for Ferring Pharmaceuticals Inc. (Ferring) support of Independent Education.

WHAT WE SUPPORT

Ferring is committed to supporting independent educational programs and activities that contribute to the improvement of patient care in disease states in which we focus. We support programs such as continuing education for healthcare professionals, scientific conferences and patient education.

WHO IS ELIGIBLE

Applicants with programs held within the United States may apply for education support involving:

- Educational programs specifically related to Ferring’s therapeutic areas

HOW TO PARTICIPATE

Applicants interested in Ferring’s Grant program must submit an online application outlining their education project and request for support. Submission of the application is made via an electronic internet-based tool.

BEFORE YOU BEGIN

Before initiating the online Educational Grant application process, potential applicants should carefully review the policies and requirements outlined in the Ferring Grant Submission Guidelines document.

ONLINE APPLICATION

After reviewing the Ferring Grant Submission Guidelines document, an application for grant support from Ferring may be initiated by using the applicant portal for online submissions in the Visiontracker system.

- Ferring Pharmaceuticals web link:
  
  https://ferring.envisionpharma.com/vt_ferring/

Registering in Visiontracker

Applicants must register/create an account in Visiontracker at the time of first use. This account may be used for all educational grant applications submitted by the applicant to Ferring.
II. HOW TO REGISTER AND LOG-IN

To register and receive a User ID and password for the Ferring Visiontracker system, begin by accessing the appropriate web link to Visiontracker:

- Ferring web link:
  https://ferring.envisionpharma.com/vt_ferring/#Login

REGISTER TO RECEIVE A USER ID AND PASSWORD

1. Click the *Need a User ID* link.

2. Complete the *Registration* form. Required fields are marked with an * [asterisk].

3. Click *OK* when complete.
4. Click OK when confirmation of registration request box appears

5. An email with your User ID will be sent to the email address provided during registration. If the message is not received in 20 minutes, search your Junk E-mail folder, in case it was classified as junk mail.

6. A second email will be sent containing a temporary password.

**LOGIN WITH USER ID AND PASSWORD**

1. **Log in** using the new User ID and the temporary password.

   ![Login Screen](image)

   **NOTE:** Notice the **Forgot Password** link; in the future, if you require a new password, click this link and follow the procedure below.

2. The temporary password works only once. You must create a new password prior to logging again. Follow the on-screen instructions.

   ![Change Password](image)
If a password does not meet the security requirements, the system will provide messages to guide you.

3. The following screen will appear after you have successfully created a new password.

III. HOW TO SUBMIT AN APPLICATION

1. Log in to the Visiontracker system.

2. Click on the “Would you like to start a New Application?” button.

3. Select *Application Type: Educational Grant* and then click OK.

4. Review the Application Submission Agreement; click the Read and Acknowledge box and then click OK.
MAIN NAVIGATION TABS

The main navigation tabs display at the top of the screen. Begin with the **Main** tab and fill-in all relevant information; and complete all of the required fields on each tab. Required fields are marked with (*) asterisks.

Each tab contains required fields. All required files are marked with an * [asterisk].

- Main
- Program Details
- Activity details
- Budget
- Attachments

To switch from one tab to another, click on the intended tab. You may also switch to the next tab in the series by clicking the arrow at the bottom of the page.

SAVE APPLICATION

1. Enter a **Title** and then click the **Save** button.

   - A **Save** confirmation displays. It contains a temporary application number. This is the application’s identification number prior to submission.
   - A new number will be assigned after the completed application has been submitted

ATTACHMENTS

To attach the request on letterhead, program agenda/overview, certificates of accreditation (if applicable) and Payee W9 during the original submission, follow these 6 steps.

If you have an attachment that is not one of these types of attachments, or if you are attaching a document after you have already submitted your original application, refer to the section titled **Additional Attachments** in this document.
1. Click on the **Attachments** tab.

2. Click on the *paperclip* icon.

3. A pop-up window appears; click the **Browse** button.

4. Navigate to the appropriate folder on your computer, click to highlight the file name and then click the **Open** button.

5. At the next screen, enter a description of the attachment (optional).

6. Click **OK**.

**SUBMIT APPLICATION**

1. When complete, click the **Submit** button.

   - When the submission is successful, a new number is assigned to the completed application.

   - Please record this number for future inquiries. An acknowledgement confirmation email will also be sent.

   - Red text indicates items that must be completed before the system will accept the application.

     - Click on each main tab and search for fields shown in red. These required fields must be completed in order for the system to accept the application.
Please fix the following errors:
Submission Type is a required field.
Tax ID is a required field.
Prefix is a required field.
Phone Number is a required field.

- Once corrected, click the **Submit** button again.

**TIPS**

- Click **Copy** to automatically copy information entered during registration (such as email address, address, etc.) into the Applicant Organization Details section on the **Main** tab.
- Click **Save** every 15 minutes to prevent loss of any data entered.
- Be sure your application is complete and accurate before submitting. Submitted applications cannot be edited.
- The **Submit** button quickly identifies missing required fields, by changing them to red text.
- Click **Save** to hide the red text.
- **Caution**: Do not click **Submit** until you are ready to submit because you will not be able to make any changes once the required fields are completed. **You cannot edit the application after it has been submitted.**

- To locate previously completed applications click the **All My Grants** tab.

- The **Copy Application** link is used to copy a previously submitted application.
ADDITIONAL ATTACHMENTS

If you are attaching a document after the original submission or attachments other than those listed as Required Attachments i.e. separate needs assessment document, follow the steps below.

1. Click on the **Attachments** tab.

2. Click the **Post New** link with the paperclip icon, under the Additional Attachments section.

3. A pop-up window displays; click the **Browse** button.

2. Navigate to the appropriate folder on your computer, click to **highlight** the **file name** and then click the **Open** button
3. At the next screen, select a **type** from the drop-down menu. In this example, *Other* is being selected.

4. Enter a description of the attachment (optional).

5. Click **OK**.
IV. HOW TO PROVIDE ADDITIONAL INFORMATION

You will be notified via email if additional information is required for your application.

1. Click the link in the email message and log in.
2. From the Task List tab, locate the application requiring additional information.
3. Click the Provide Additional Information link.
   • This link allows you to edit the application.

4. Add the requested information and click the Submit button when finished.
   • This application disappears from your Task List after submitting it.
V. FREQUENTLY ASKED QUESTIONS (FAQS)

1. HOW CAN I GET HELP?

To receive technical support while using the Visiontracker system contact the Envision Technology Solutions (ETS) help desk. ETS provides technical support for the Ferring Visiontracker application program.

There are several ways to contact the Envision Technology Solutions (ETS) help desk.

A) From the web screen:
   1. Click the Contact Us link (left corner of the web page).
   2. Select Technical Support from the Address to field.

   ![Contact Form](image)

   1. Select a Subject from the drop-down menu.
   2. Select a Related to item from the drop-down menu.
   3. Type your Message into the box.
   4. To attach a screen shot or other documentation, click the Browse button, navigate to the file location, click on the file name, and then click the Open button.
   5. Click Send.

B) Email the ETS help desk: visiontracker_general_requests@envisionpharmagroup.com

C) Call the ETS help desk:

   USA Hotline:  +1 860 266 4944 (9 AM – 4 PM EST)
   Europe Hotline:  +44 1403 322 075 (9 AM – 4 PM GMT)
2. WHAT IF I CAN’T LOGIN?

Double-check that you have your user ID entered correctly into the User ID field.

- If you have forgotten your password, click on the **Forgot Password** link. The system will send a temporary, one-time-use password. After you have received your new password and login, you will be required to create a new password. You can then log in with the new password.
- If you do not recall your User ID, email the ETS help desk:
  
  visiontracker_general_requests@envisionpharmagroup.com

- Call the ETS help desk:
  
  USA Hotline:  +1 860 266 4944 (9 AM – 4 PM EST)
  Europe Hotline:  +44 1403 322 075 (9 AM – 4 PM GMT)

3. WHAT IF I HAVE A QUESTION ABOUT MY APPLICATION?

Email the Ferring Grants Support inbox at Us1grantsandIT@ferring.com

4. WHAT IF I WANT TO ADD MORE INFORMATION AFTER I CLICK SUBMIT?

Unfortunately, you cannot edit it any further after you have submitted the study application.

If Ferring requests additional information from you, they can open-up the study application to allow you to add more information.

You may send Ferring a message explaining why you need to make changes to the study application already submitted via mailbox us1grantsandIT@ferring.com.

1. Click on the **Contact Us** link on the left side of the web page.

2. A **Contact Form** will appear. Required fields are marked with an * [asterisk].

3. From the *Address to* field, select the Appropriate Medical Affairs Office from the drop-down menu.

4. Select a *Subject* from the drop-down menu.
5. Select a **Related to** item from the drop-down menu.

6. Type your **Message** into the box.

7. To attach a screen shot or other documentation click the **Browse** button.

8. Navigate to the file location, click on the **file name**, and then click the **Open** button.

9. Click **Send**.
5. HOW LONG DOES MY VISIONTRACKER SESSION LAST?

Your web session will time out after 240 minutes and you will be prompted to re-enter your Username and Password information. Like many other Web applications, this time limit exists for security purposes.

If using Internet Explorer, you might try refreshing the browser memory. However, if you left the browser window open for more than 240 minutes with an incomplete application proposal:

1. Press **F5** and then click the **Logout** button in the left column.
2. **Exit** out of the browser, completely shutting it down.
3. **Open Internet Explorer** again and **log in** to the web link.
4. Press **F5** and see if your data were recovered.

We recommend that Applicants save their work often to avoid this issue. When stepping away for a while, Applicants should log off the system rather than leave the browser window open.

6. HOW DO I PRINT MY SUBMITTED APPLICATION?

Here is one way to print your submitted application.

1. **Log in** to the Visiontracker system.
2. Click on the **All My Applications** tab.
3. **Click on the Tracking Number** of the application you wish to print.
4. Click on the **Print** icon, located in the top right corner.
5. A PDF file is automatically created for you to print or save. You must open the PDF file in order to print or to save the file to your computer.

Note: You may see a security warning; if so click **Allow** giving yourself permission to open the file.

6. When the file opens, click the **open button** and then **click Print**.

7. You may see a security warning; if so, click **Allow** giving yourself permission to open the file.
8. When the file opens, click the **File menu** and then click **Print**.

The application will print to the printer that you have previously configured as your default printer.