

## We invite you to our Project Management Portal

Explore our customer experience software, where you can access our Project Management Portal, serving as a convenient Help Center.

Our portal provides a user-friendly interface for initiating inquiries, tracking ticket status, and accessing published articles. Additionally, it facilitates real-time communication with our team members through live chat functionality, improving the overall customer experience.

**To gain access to our portal, simply submit your request to [Project.team@oximio.com](mailto:Project.team@oximio.com) and one of our team will send you an email invitation.**



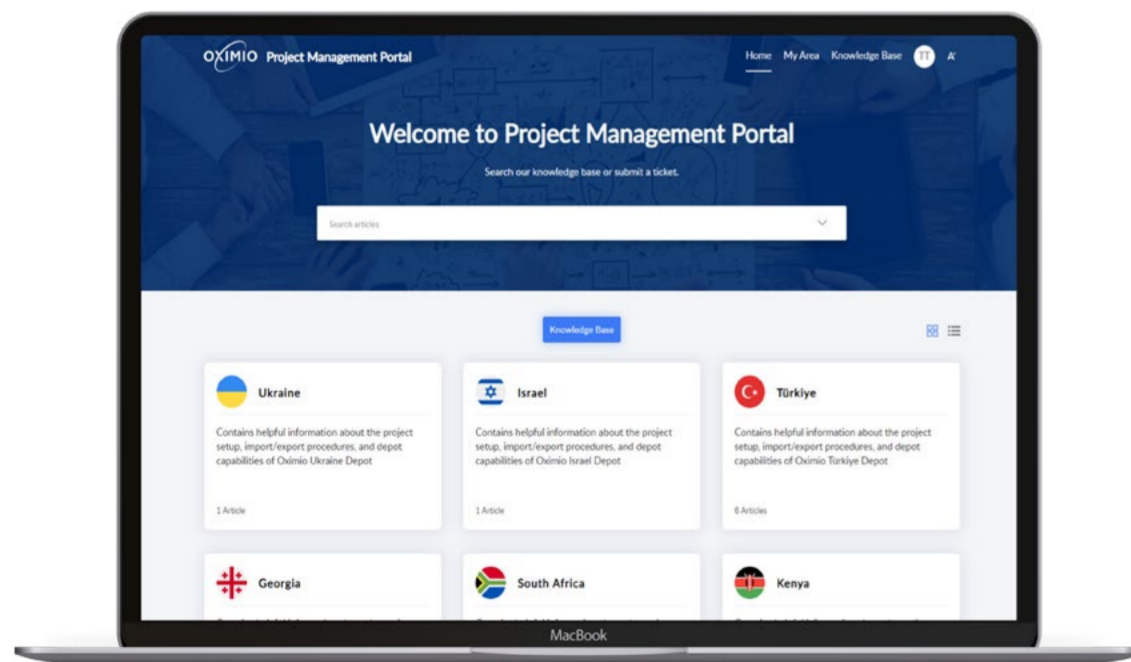


# Home Page

We are delighted to welcome you to our Project Management Portal and eager to assist you with any questions or concerns you may have. Our Help Center is designed to provide you with comprehensive guidance and support to ensure a seamless experience with our project management services and processes.

Here's how you can make the most out of our Help Center:

**Browse Our Knowledge Base:** Explore our extensive library of articles covering a wide range of topics related to operations and services at each Oximio Location.



#### Search for Answers:

Unable to find what you need? Utilize the search bar located at the top of the page to swiftly locate pertinent articles and solutions. Simply input keywords relating to your query, and our advanced search algorithm will retrieve the most relevant results to quickly address your requirements. If you are still unable to find the answer you seek and require immediate assistance, you can engage with one of our team members via the live-chat functionality.

#### Submit a Ticket:

If you encounter an issue or need personalized assistance, our team is just a click away. Submit a ticket directly either from the Help Center or from your outlook, and one of our dedicated team members will promptly attend to your request and provide you with the assistance you require.

#### Track and Trace Status and History:

Easily monitor the progress of your support requests by accessing the ticket tracking feature. Keep tabs on the status of your tickets, view updates, and track resolutions in real-time. Additionally, access your ticket history to review past interactions and solutions, ensuring continuity and efficiency in resolving issues.



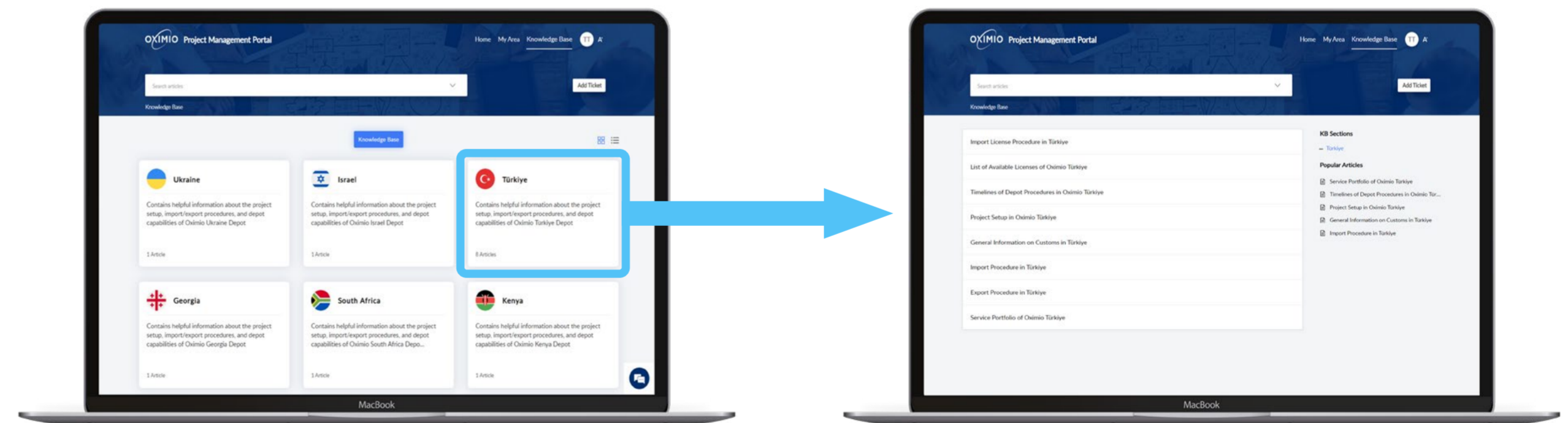
# Knowledge Base



Not every issue requires direct contact for resolution.

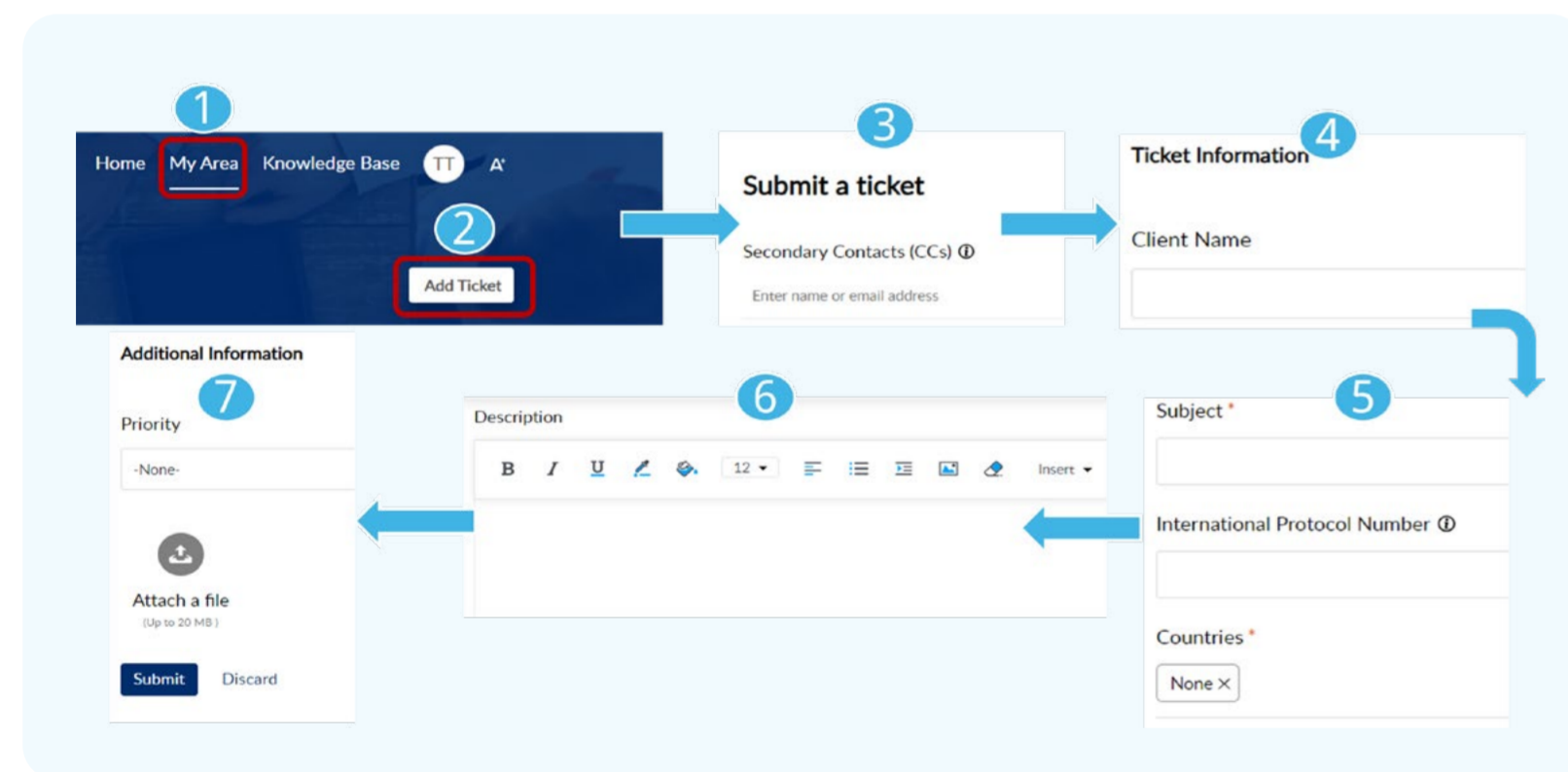
By establishing a repository of articles within our Project Management portal, we aim to empower you to find answers independently, eliminating the need to wait for a support agent. The knowledge base available in the portal serves as an information hub where you can browse articles and self-assist in resolving any issues.

You can access articles published for each Oximio location by clicking the Knowledge Base button available in the upper-left corner, as shown in the screenshots.





# Submitting Tickets



When you need a more comprehensive solution, submit your tickets directly from the Help Center or through Outlook by sending an email to **Project.team@oximio.com** - You can also conveniently track the status of your tickets using the same interface.

## Steps:

1. Click the «My Area» button located in the left corner of the website.
2. Click the «Add Ticket» button to access the ticket creation page.
3. Similar to Outlook, you can CC secondary contacts by typing their emails as additional requesters of a ticket. They will be automatically added as recipients in the replies of associated tickets and can access those tickets via the portal if they have access.
4. Select a client from the dropdown list with which you will be associated by our team members.
5. Indicate the subject name of your ticket, enter the «International Protocol Number» of the trial in question in free-text format and specify the countries to which your question or ticket is related to. If it is not related to any specific location, you may select “None” from the dropdown list.
6. Write the content of your ticket in the description section.
7. Set the priority of your ticket (None, High, Medium, Low), attach any documents pertaining to your ticket if applicable, and submit your ticket by pressing the «Submit» button.





# My Area

This section enables you to track and trace the status of your tickets.

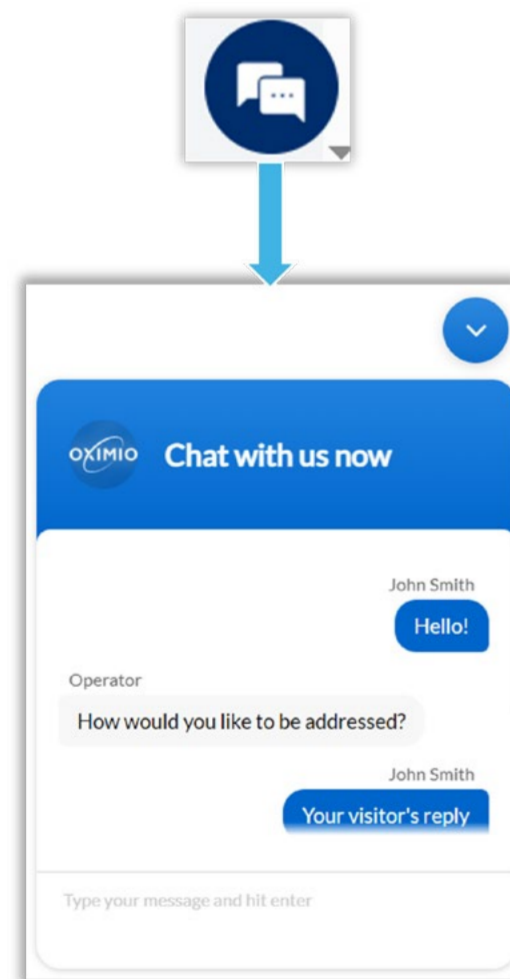
By clicking «My Area» button, available in the left-corner of the website, you may easily access your tickets and view their status, regardless of the communication channel through which they were submitted, using predefined views and filters available.

My Area provides you with an efficient way to locate and address support tickets through a range of views and filters. From Views, located at the upper-left or right corner of the page, you can access various categories of tickets, including your own tickets, your team's tickets, and those who have been CC'ed. These tickets are organized according to their status: open, closed, on hold, or overdue. Some predefined views are: my overdue requests, cc'd requests, and cc'd closed request.

The screenshot illustrates the 'My Area' interface. At the top, a navigation bar includes 'Home', 'My Area' (highlighted with a red box and a blue circle '1'), 'Knowledge Base', 'TT', and 'A'. Below this, a blue header bar contains 'My Area' and a blue circle '2'. A red box highlights a set of filters: 'All Department', 'Priority', 'Email', 'All Accounts', and 'All Custom Status'. To the right, a 'Predefined ticket list views' section is highlighted with a red box, containing a 'Views' list with the following items: 'My Tickets', 'My Open Tickets', 'My Closed Tickets', 'My On Hold Tickets', 'My Overdue Tickets', 'CC'd Tickets', 'CC'd Open Tickets', 'CC'd Closed Tickets', 'CC'd On Hold Tickets', and 'CC'd Overdue Tickets'. Below the filters, the 'Additional Filters' section is visible, detailing 'Priority', 'Channels', 'Accounts', and 'Customs Statuses' with their respective options and descriptions.



# Embedded Live-Chat Widget



We understand that sometimes you need immediate assistance, which is why we're excited to offer live chat support right here in our Help Center. Our team of knowledgeable agents is standing by, ready to provide real-time assistance and personalized support to address your inquiries and concerns.

#### **Initiate a Chat:**

Have a question or need assistance? Simply click on the live chat icon located in the bottom left corner of your screen to initiate a chat session with one of our team members. No waiting on hold or navigating complex phone menus - just instant access to the help you need.

#### **Real-Time Assistance:**

Once you've initiated a chat, you'll be connected with a team member in real-time. Feel free to ask any questions or describe the issues you're experiencing, and our agent will work with you to provide prompt and effective solutions. If you cannot connect to a team member due to unavailability within 2 minutes, your chat request will be turned into a «ticket» automatically in our internal system and we will contact you via email.

#### **Multitasking Made Easy:**

While chatting with our support team, you can continue browsing our Help Center for additional resources or information related to your inquiry. Our chat window stays open and accessible, allowing you to multitask without losing connection to our support team.

#### **Documentation and Follow-Up:**

Rest assured that our live chat interactions are documented for future reference. If you need to revisit a previous conversation or follow up on an ongoing issue, our support team can easily access the chat history to provide continuity of service.



# Profile

To access your profile, simply click on the flat icon containing the initials of your name and surname, as shown in the screenshot. Clicking “View Profile” will automatically redirect you to your profile page, where you can edit your profile information, change your password, or delete your profile as part of GDPR compliance requirements.

