



External Submitter Guide

Change Log

Date	Change Description
11 December 2023	<ul style="list-style-type: none">• Edited field options for submitting a new Study Application (page 2 & 3)• Updated formatting and images
31 July 2023	<ul style="list-style-type: none">• Added feature Preventing Duplicate Personnel Entries for a Study Team• Added feature Removing a Team Member from an Assignment
05 October 2022	<ul style="list-style-type: none">• Mandatory field 'NPI id' added on Registration page• Added Instructions on 'How to withdraw a study application'
01 July 2022	<ul style="list-style-type: none">• Added Instructions on a New Feature: How to Report System Issue• Added Instructions on 'Email Reminder: Protocol Submission'
17 March 2022	<ul style="list-style-type: none">• Revised Support Contact Details(Refer System Support)
05 January 2022	<ul style="list-style-type: none">• Updated Support Contact Details(Refer System Support)
13 December 2021	<ul style="list-style-type: none">• Added the enhanced Statistical Analysis Plan field (Refer 'HOW TO COMPLETE A STUDY APPLICATION')

Contents

NAVIGATE TRAINING	PROCESS FLOW	YOUR ROLE	ROLE ACTIONS	SYSTEM SUPPORT
------------------------------	-----------------	--------------	-----------------	-------------------

Navigate Training

This training document is an interactive, clickable resource created to support you in your role in the SPIRIT study submission process

1

View process flow of entire Scientific Review Process and your specific highlight role

2

Click each of your actions to be navigated to the step-by-step training for that specific action(s)

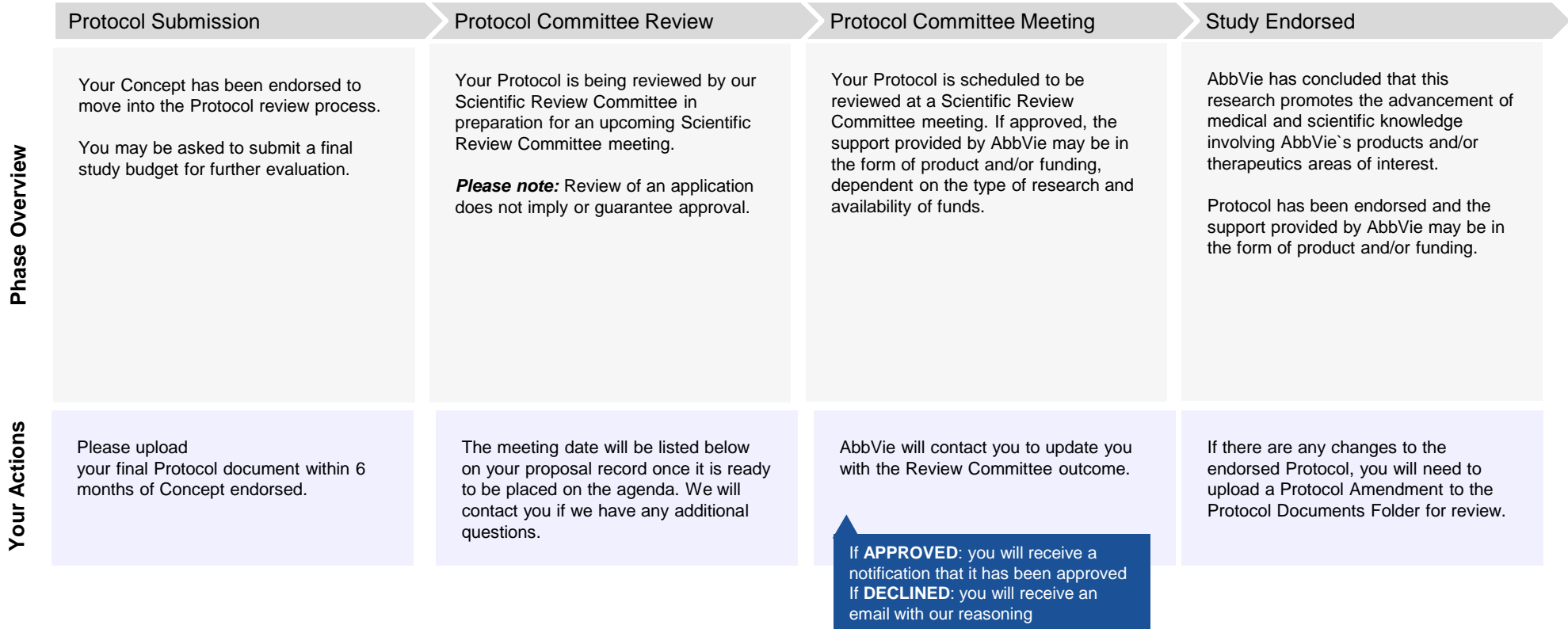
3

Access all training resources on the SPIRIT homepage at any time for on-the-job support

Contents

NAVIGATE TRAINING	PROCESS FLOW	YOUR ROLE	ROLE ACTIONS	SYSTEM SUPPORT
-------------------	---------------------	-----------	--------------	----------------

Process Flow





Click on this icon to be navigated back to the Process Flow at any time

Process Flow

Phase Overview

Your Actions

Draft Concept Submission Concept Committee Review Concept Committee Meeting

If your application is in "draft," it has not been submitted. In order to submit to AbbVie, please ensure to:

- Complete all required fields
- Upload the CV of the sponsor-investigator
- Upload the study budget, if requesting funding (We recommend you use AbbVie's Sponsor-Investigator Study Budget template. You can download it by navigating back to the home page and clicking the "Supporting Documents" button.)

During this phase, we are completing a preliminary review of your proposal to determine if it should move forward in our review process.

Please note: Submission of a Concept proposal does not imply or guarantee approval. A Review Committee evaluates proposals according to their scientific merit, alignment with our areas of research interest, and available funding. Financial and/or product support is contingent upon full execution of the research agreement by both parties.

If your application is approved to begin our review process, your Concept will be submitted to our Scientific Review Committee and placed on the agenda for an upcoming Scientific Review Committee meeting.

During this phase, our Committee members review your application in preparation for an upcoming Review meeting.

Please note: Review of a proposal does not imply or guarantee approval.

Your Concept application is complete and ready to be reviewed at the Scientific Review Committee meeting. In this forum, AbbVie will evaluate the scientific merit of the application and alignment with our areas of research interest.

Please note: Concept endorsement does not imply or guarantee the Protocol will be approved by our Scientific Review Committee.

Once you submit your application, you will receive an email confirming that we have received it.

Once you submit your application you will not be able to update it without contacting AbbVie first

We will reach out to you, should we have any questions about your submission or if you are missing any important information needed to complete our review process.

Click on any of these **Your Actions** boxes navigate to the step-by-step training for these actions

The meeting date will be listed below on your proposal record once it is ready to be placed on the agenda. We will contact you if we have any additional questions.

AbbVie will contact you to update you with the Review Committee outcome.

If **APPROVED**: you will receive a request to submit a protocol.
If **DECLINED**: you will receive an email with our reasoning

Contents

NAVIGATE TRAINING	PROCESS FLOW	YOUR ROLE	ROLE ACTIONS	SYSTEM SUPPORT
-------------------	--------------	------------------	--------------	----------------

External Submitter

What is my responsibility?

- Create a study application
- Upload key documents
- Add site personnel
- Follow-up on questions / comments with AbbVie Representative



Contents

NAVIGATE TRAINING	PROCESS FLOW	YOUR ROLE	ROLE ACTIONS	SYSTEM SUPPORT
-------------------	--------------	-----------	---------------------	----------------

HOW TO CREATE A SPIRIT ACCOUNT



- 1 To access the SPIRIT portal, select on link [here](#)
- 2 When directed to the homepage, select on **Register New User**
- 3 Fill out the **Email** field to set-up your account and select **Next**

Log In

Email

Password

[Forgot Username/Password?](#)

Remember user

Log In **Register New User**

Note: user accounts will be locked after 5 unsuccessful login attempts

If you already have an account and any of your information needs to be updated, you can contact spirit@abbvie.com

If you have changed affiliate institutions, please register as a new user with your new affiliate email address

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NEW USER REGISTRATION

EMAIL

Next **Cancel**

Privacy Policy | Terms of Use | Contact Us

HOW TO CREATE A SPIRIT ACCOUNT



- 4 Once the **New User Registration** page opens, complete all required fields
- 5 Once the fields are completed, select **Next**

NEW USER REGISTRATION 4

FIRST NAME --None-- v	SUFFIX
MIDDLE NAME	CREDENTIALS
LAST NAME	Bldg/Apt #/Room #
EMAIL	ADDRESS 1
PHONE	CITY
TITLE	COUNTRY Enter at least 3 characters to search...
INSTITUTION	STATE Enter at least 3 characters to search...
DEPARTMENT	POSTAL CODE
	MEDICAL LICENSE NUMBER ⓘ
	NPI ID ⓘ

Fields marked in red are required

US and Puerto Rico are required to complete the NPI ID, Medical License Number, State, and Postal Code in addition to the marked fields

5 Next Back Cancel



- 6 You will receive an email with your SPIRIT username and a link to reset your password; select the link once you receive it
- 7 Fill out the **Password** fields and select **Reset Password**. Upon successful reset, you will be prompted to the SPIRIT homepage

abbvie | spirit

RESET PASSWORD

New Password
Use at least 8 characters, 1 letter and 1 number

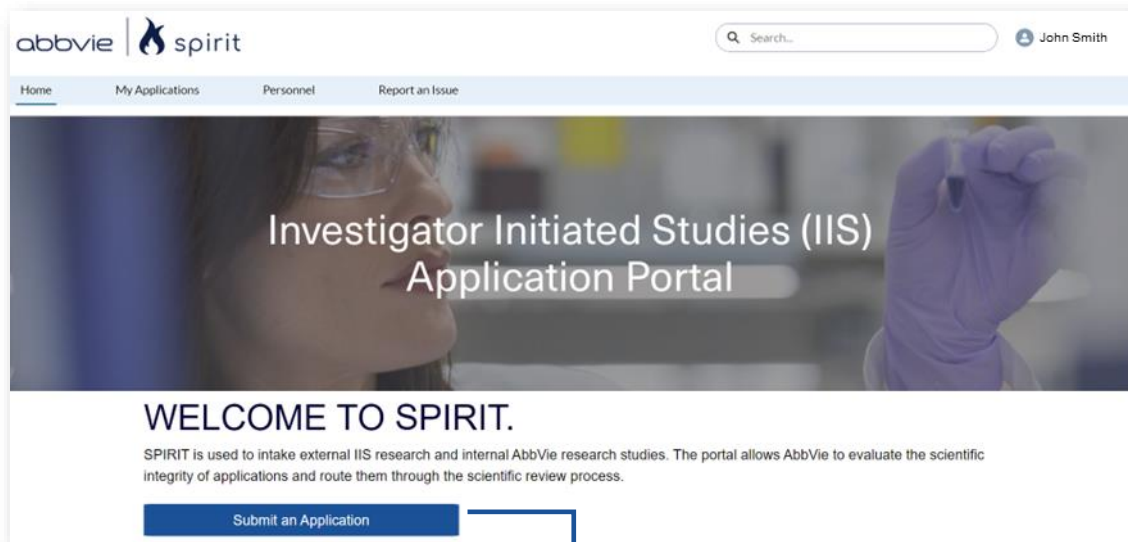
Re-Enter New Password

7

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HOW TO COMPLETE A STUDY APPLICATION

- 1 Navigate to the SPIRIT submission portal and select **Submit** an Application
- 2 Select the appropriate **Record Type** i.e. Clinical IIS or Pre-Clinical IIS
- 3 Select **Next**



New Application

Select a record type

Clinical IIS
Study where an Investigator independently generates a Scientific Research proposal for AbbVie review & for which AbbVie provides Scientific Research Support (study drug and/or funding and/or proprietary samples or assays) in the form of a research grant

Pre-Clinical IIS
Study conducted using in vitro or animal models by a scientific researcher which AbbVie may support with a drug and/or funding

HOW TO COMPLETE A STUDY APPLICATION



- 4 Once the **New Study** Application opens, complete all mandatory fields. Please use your discretion to fill out the non-mandatory fields as they apply to your application
- 5 Select **Next** to navigate to page 2

4 **New Study Application: Clinical IIS (Page 1)**

Therapeutic Area ** ⓘ --None--

Study Category ** ⓘ --None--

Type of Study ** --None--

Type of Support ** ⓘ Select an option

Single or Multi Country ** ⓘ --None--

Database Type * ⓘ --None--

Study Descriptor * ⓘ Select an option

Research Type * Select an option

** Required to save as a draft
* Required to submit application

Cancel Next

5

For Type of Study:

- **Interventional studies** are when participants receive intervention (i.e. medicine, product, etc.)
- **Non-interventional studies** are when participants do not receive any additional medicines, products, etc.

Note: Pre-Clinical IIS studies will be non-interventional

Hover over the "i" next to each field for more details

HOW TO COMPLETE A STUDY APPLICATION

6 Complete all mandatory fields. Please use your discretion to fill out the non-mandatory fields as they apply to your application

7 Select **Next** to navigate to page 3

If Product-Focused Study, select all products that apply. If **Non-Product-Focused**, leave field blank. All AbbVie Products must be included here.

If you selected the **Pre-Clinical IIS Record Type**, this will say **Other Product(s) Studied**

List all Non-AbbVie Products that apply. If no Non-AbbVie drugs apply type N/A

Select all Indications that apply

7

6 New Study Application: Clinical IIS (Page 2)

<p>Study Title *</p> <input type="text"/>	<p>Principal Investigator(s) *</p> <input type="text" value="Search Personnel"/>
<p>AbbVie Product(s) Studied * ⓘ</p> <input type="text" value="Search Compounds"/>	<p>Non-AbbVie Product(s) Studied * ⓘ</p> <input type="text"/>
<p>Leading Product ⓘ</p> <p>--None--</p>	<p>Indication * ⓘ</p> <input type="text" value="Search Indication"/>
<p>Phase *</p> <p>--None--</p>	<p>Additional Non-AbbVie Funding Secured? ⓘ</p> <p>--None--</p>
<p>Treatment Line ⓘ</p> <input type="text"/>	<p>If yes, more information</p> <input type="text"/>
<p>Requested Funding (\$USD) * ⓘ</p> <input type="text"/>	<p>Participating Country(s) *</p> <input type="text" value="Search Country"/>
<p>Planned # of Sites * ⓘ</p> <input type="text"/>	<p>Who is your AbbVie Contact? * ⓘ</p> <input type="text"/>

**** Required to save as a draft**
*** Required to submit application**

Cancel Previous **Next**



The field 'Statistical Analysis Plans' field is a rich Text Field

This allows you to add graphs, charts, tables as images. To add your image, click on the image icon and upload the image from your computer

You can also add bulleted text and use the other formatting features available

New Study Application: Clinical IIS (Page 3)

Sample Size Justification * ⓘ

References

Statistical Analysis Plans * ⓘ

Salesforce Sans 12

B **I** **U** **I_x**

Header1	Data 1	Data 2	Data 3
Text 1	+10%	+10%	+1.90%
Text 2	+1.345%	+1.340%	+1.40%

Pro Tip: The maximum image size is 1MB.

Product Information

Product Requested ⓘ

Search Compounds

Units

Dosing Regimen

Formulation

Quantity

Dosing Regimen Units

--None--

HOW TO COMPLETE A STUDY APPLICATION

8 Complete all mandatory fields. Please use your discretion to fill out the non-mandatory fields as they apply to your application

The fields highlighted in orange were updated with the December 2023 maintenance update to improve reporting



8 New Study Application: Clinical IIS (Page 3)

Be sure to scroll through to answer all applicable fields

Study Details

Study Research Question *	Study Objective(s) and Endpoints *
Rationale	Study Design/Investigational Plan *
Study Design - Control Type * --None--	Proposed Study Arm 2
Proposed Study Arm 1	Proposed Study Arm 4
Proposed Study Arm 3	Proposed Study Arm 6
Proposed Study Arm 5	Number of Subjects *
Blinding Design --None--	Subject Gender --None--
Description of Study Population	Subject Age (lower limit) *

HOW TO COMPLETE A STUDY APPLICATION

9 Once all fields are completed. Select **Save**

Even after saving, it is still possible to make edits to these fields before submitting

The fields highlighted in orange were updated with the December 2023 maintenance update to improve reporting

For Pre-Clinical IIS Only:

There is a field for List Agents and External Source. Add where you intend to source Combination Agents for Non-AbbVie Products

The screenshot shows a web form for a study application. The form is divided into several sections:

- Frequency:** A dropdown menu with "--None--" selected.
- Additional Products?:** A dropdown menu with "--None--" selected.
- Combination Agents:** A dropdown menu with "--None--" selected.
- If yes, which ones:** A text input field.
- List Agents and External Source:** A text input field.
- Regulatory Information:**
 - Regulatory Submission Required?:** A dropdown menu with "--None--" selected.
 - Additional Information:** A text input field.
- Planned Study Milestone Dates:**
 - First Subject In:** A date input field.
 - Last Subject In:** A date input field.
 - Last Subject Out:** A date input field.
 - Key Study Results Available:** A date input field, highlighted with a red border.
 - Target Journal:** A text input field.
 - Target Congress/Year:** A text input field.
- Additional Planned Publications:** A dropdown menu with "Select an option" selected.

At the bottom of the form, there are three buttons: "Cancel", "Previous", and "Save". A red asterisk indicates that the "Save" button is required to save as a draft. A red asterisk also indicates that the "Save" button is required to submit the application. A red circle with the number "9" is located in the bottom right corner of the form.

HOW TO COMPLETE A STUDY APPLICATION



- 10 Once application is saved, you will be automatically redirected to the **Study Application Draft**
- 11 Next, you will need to upload the **CV of the sponsor-investigator** and **Study Budget**

The screenshot shows the 'abbvie | spirit' application interface. At the top, there is a search bar and navigation tabs for 'Home', 'My Applications', and 'Personnel'. The main content area displays 'Study Application SA-003284' with 'Edit' and 'Submit' buttons. Below this, a table lists application details: Study Title (Clinical IIS), Principal Investigator(s) (John Smith), Therapeutic Area (Hepatology), Study Category (Non-Product-Focused), and Type of Study (Non - Interventional). A progress bar below the table shows the current status as 'Draft' and lists subsequent steps: Concept Submission, Concept Committee..., Concept Review Me..., Protocol Submission, Protocol Committe..., Protocol Review Me..., Study Endorsed, and Closed. The 'Draft' step is highlighted with a blue border. Below the progress bar, the 'Application Status Description: Draft' section contains a message: 'Concept application has not been submitted. To submit to AbbVie, please ensure to:' followed by a bulleted list: 'Complete all required fields', 'Upload the CV of the sponsor-investigator', and 'Upload the study budget, if requesting funding. We recommend using AbbVie's Sponsor-Investigator Study Budget template. You can download it by navigating back to the Home page and clicking the "Supporting Documents" button.'

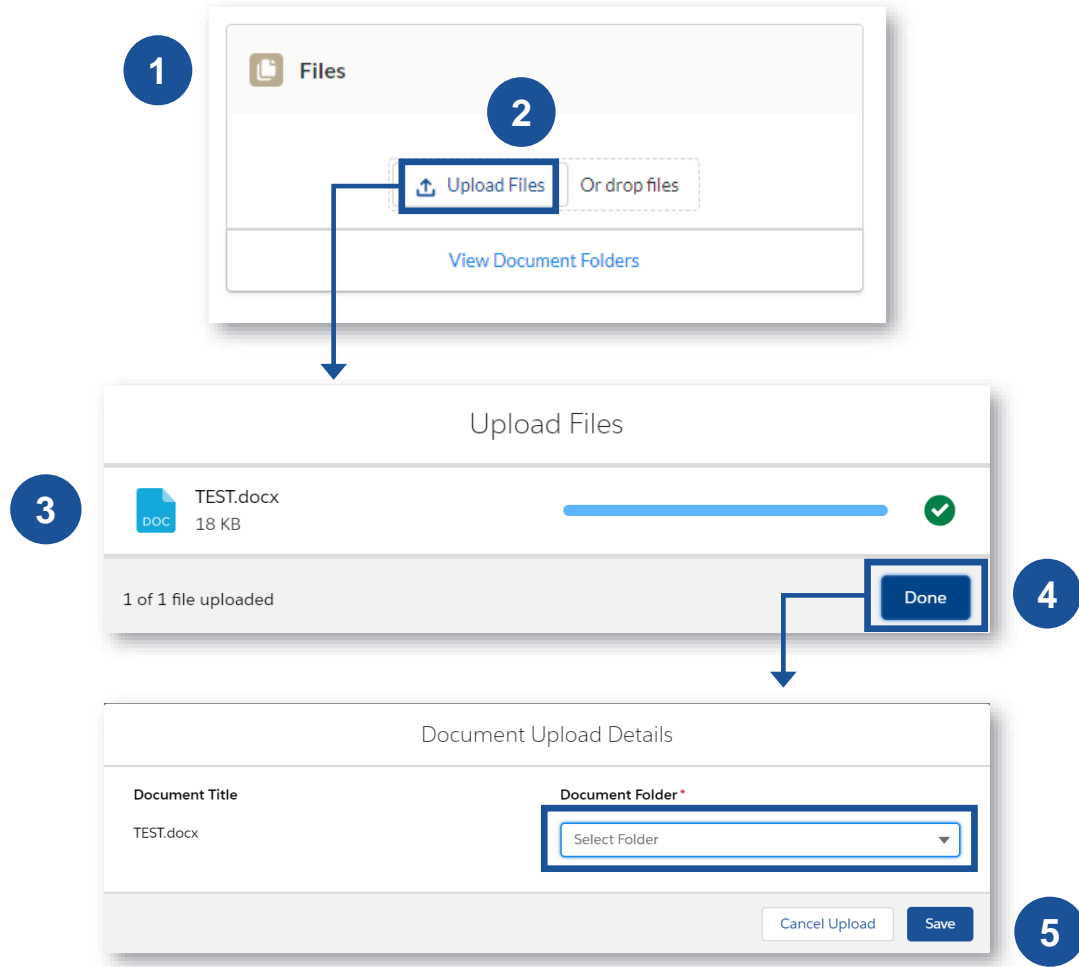
The chevrons show where the study application is in the review process

If you are requesting funding, we require you use the AbbVie's Sponsor-Investigator Study Budget template

To find the Supporting Documents section, navigate to the SPIRIT homepage

HOW TO UPLOAD DOCUMENTS

- 1 To upload files, navigate to the right-hand side section labeled **Files**
- 2 Select **Upload Files**
- 3 Upload **Study Budget** and **CV** documents
- 4 Once the file is uploaded, select **Done**
- 5 Select the appropriate **Document Folder** for the file and **Save**. Repeat steps 1-5 for all documents



HOW TO ADD STUDY TEAM ASSIGNMENT



1 The study team and PI who will be affiliated with the study should be included in the **Personnel** section of the application prior to submission. To add team, select **Personnel** on the toolbar

2 Select **New**

3 Complete the **New Personnel** form

4 Select **Save** to save personnel

HOW TO ADD STUDY TEAM ASSIGNMENT (CONT.)



5 Once you add team members to the **Personnel** tab you will need to assign them to the application

6 Navigate back to the application and select **Study Team Assignment** on the right-hand side

The screenshot displays the application status page with a progress bar at the top. The 'Draft' tab is selected. Below the progress bar, the 'Application Status Description: Draft' section contains a message and a list of requirements. The 'Concept Criteria' section is expanded to show 'General Information' and 'Study Overview'. On the right-hand side, the 'Files' section is visible, and the 'Study Team Assignment (1)' tab is highlighted with a blue box and a circled '6'. Below this tab, a list of team members is shown, including John Smith with his email and country.

Application Status Description: Draft

Concept application has not been submitted. To submit to AbbVie, please ensure to:

- Complete all required fields
- Upload the CV of the sponsor-investigator
- Upload the study budget, if requesting funding. We recommend using AbbVie's *Sponsor-Investigator Study Budget* template. You can download it by navigating back to the Home page and clicking the "Supporting Documents" button.

Concept Criteria

General Information

Study Title: Principal Investigator(s) John Smith

Submitter: Abbvie Contact

SPIRIT Number: SA-003299

Protocol Number

Study Acronym

Study Overview

Therapeutic Area: Hepatology

Study Category: Non-Product-Focused

Type of Study: Non - Interventional

Phase: Ph 1

Files

Upload Files Or drop files

View Document Folders

Study Team Assignment (1)

John Smith
Email: john.smith@company.com
Country: United States of America

View All

HOW TO ADD STUDY TEAM ASSIGNMENT (CONT.)

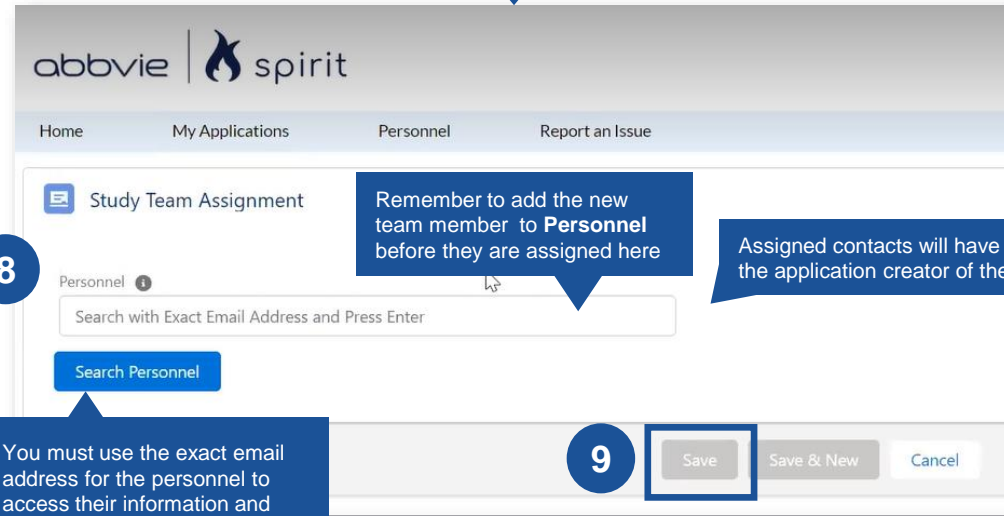
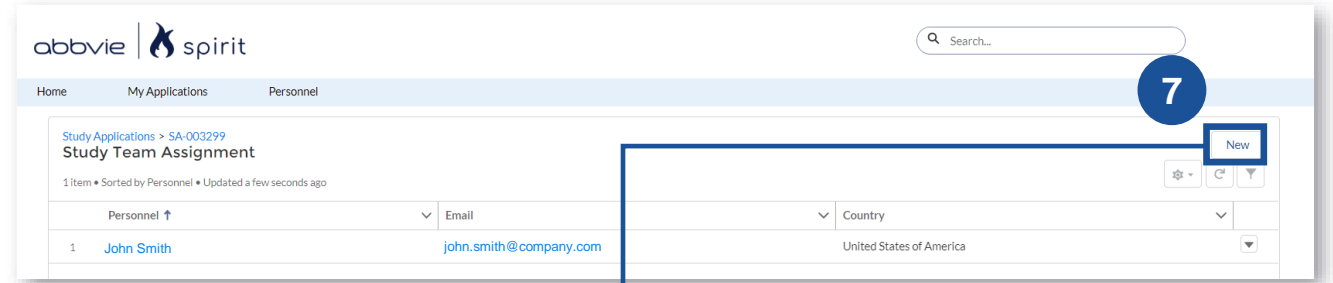


7 Select **New**

8 Add the **New Study Team Assignment**

Note: You must include the personnel's full email address to find their information.

9 Select **Save** to add the new team member and select **Save & New** to save and add an additional team member




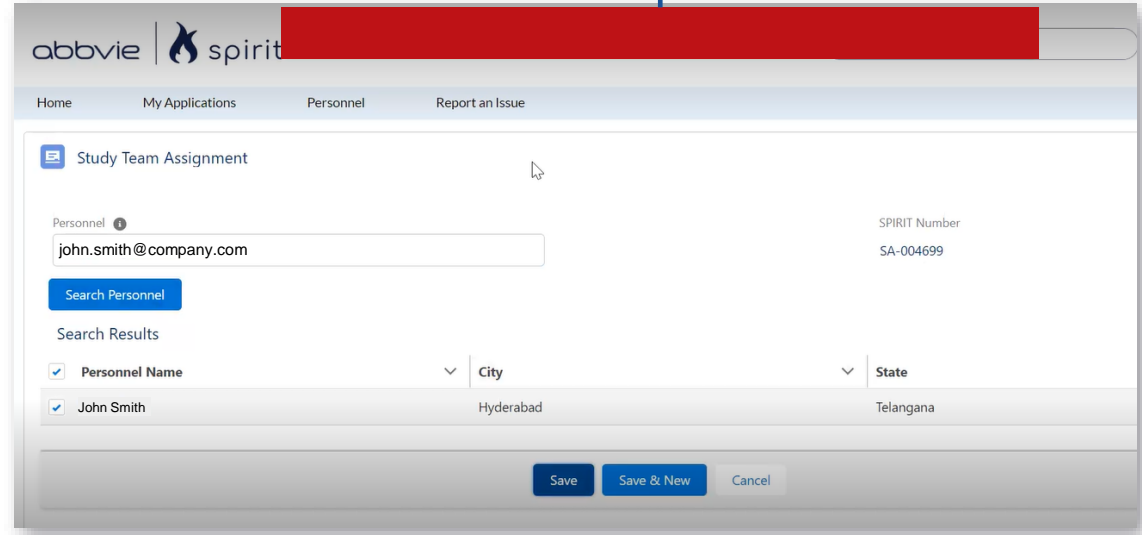
PREVENTING DUPLICATE PERSONNEL ENTRIES FOR A STUDY TEAM

1 If a personnel has already been assigned to a Study Application, an error message will appear confirming they are already added to the Study Team and prevent you from adding them again



1

 John Smith with john.smith@company.com is already added to the Study Team on SA-004699



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Home My Applications Personnel Report an Issue

Study Team Assignment

Personnel SPIRIT Number SA-004699

Search Results

<input checked="" type="checkbox"/> Personnel Name	<input type="text" value="City"/>	<input type="text" value="State"/>
<input checked="" type="checkbox"/> John Smith	Hyderabad	Telangana

HOW TO SUBMIT A STUDY APPLICATION



1 After all required files are uploaded, navigate back to the **Study Application** and select **Submit**

2 Once **Study Application** is submitted, you will receive an email confirmation that Concept submission is complete

3 The AbbVie Representative will be in contact with you via email with any questions or next steps

4 You can monitor the status of your **Study Application** by viewing the chevron and below next steps

Once you select **Submit** you will no longer be able to make changes to your application

4

1

4

If your **Study Application** is missing required information, you will receive an error message explaining what is needed

Draft

Concept Submission

Concept Committee...

Concept Review Me...

Protocol Submission

Protocol Co...

Application Status Description: Draft

Concept application has not been submitted. To submit to AbbVie, please ensure to:

- Complete all required fields
- Upload the CV of the sponsor-investigator
- Upload the study budget, if requesting funding. We recommend using AbbVie's *Sponsor-Investigator Study Budget* template. You can download it by navigating back to the Home page and clicking the "Supporting Documents" button.

2

abbvie | spirit

Study Title:
Spirit #: [SA-003284](#)
Principal Investigator:

We have received your Investigator-Initiated Study (IIS) submission in the AbbVie medical research submission portal, referred to as SPIRIT. You may continue to review the status of your submission in the SPIRIT system. We are completing an initial review of your application and will reach out should we have any questions or require additional information.

If you have any questions or do not know why you received this e-mail, please contact the AbbVie Medical Research Support Team at medicalresearchsupport@abbvie.com.

Sincerely,
AbbVie Medical Research Support Team

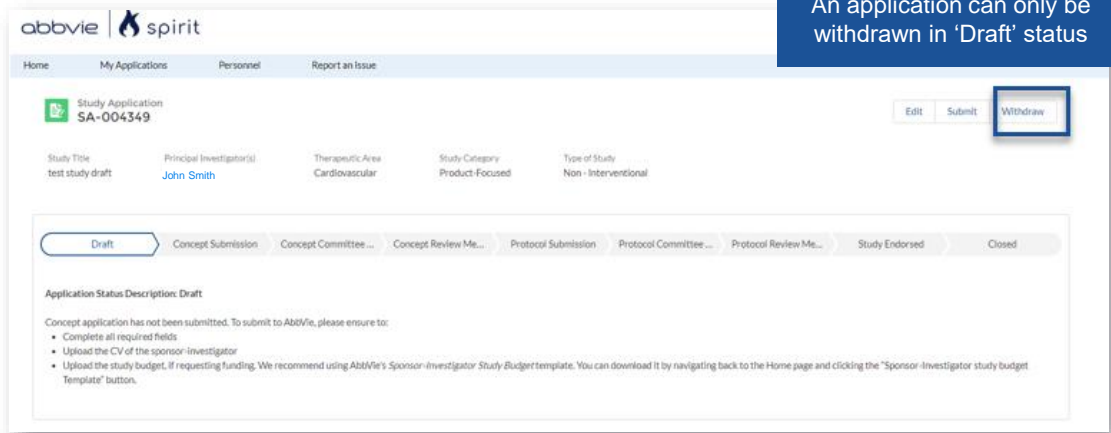
HOW TO WITHDRAW A STUDY APPLICATION



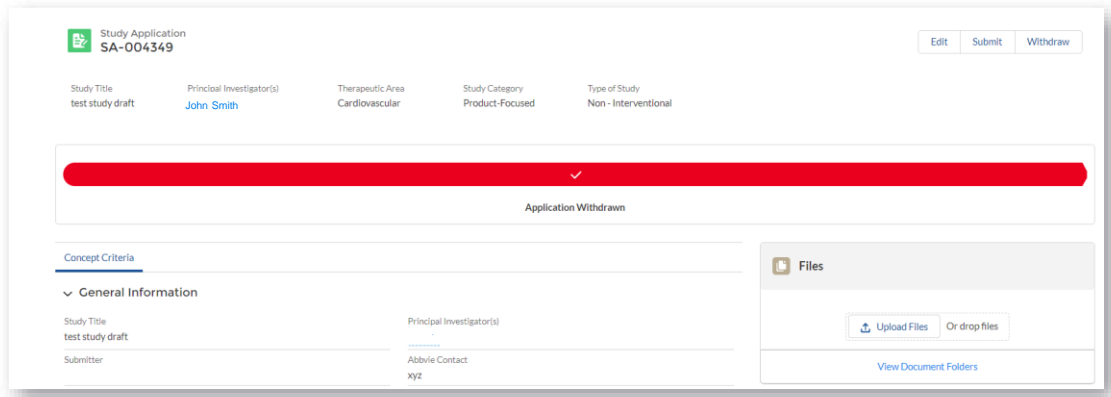
1 In the event you need to withdraw your study application draft, click the **Withdraw** button on the top right corner of the study application overview

2 The status of study application will update to **Application Withdrawn**. No further action can be performed on this study application at this point

An application can only be withdrawn in 'Draft' status



1



2

COMMITTEE REVIEW PRO TIPS

1 During both the **Concept and Protocol Committee Review** phases, the assigned AbbVie Representative may reach out via email with comments or questions from the Review Committee. You will work directly with the AbbVie Representative to address these offline

2 Monitor Application History by navigating to your **Study Application** and viewing **Study Application History** on the right-hand side

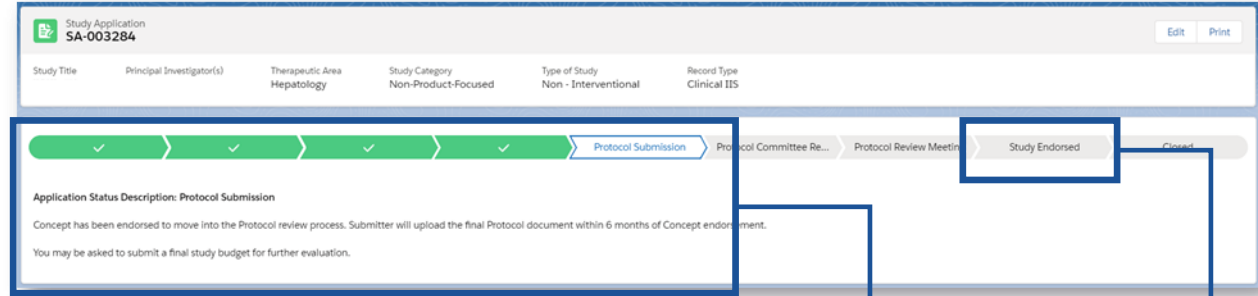
The screenshot displays a web application interface with two main sections: 'Concept Criteria' on the left and 'Study Application History' on the right. The 'Concept Criteria' section is divided into 'General Information' and 'Study Overview'. The 'General Information' section includes fields for Study Title, Principal Investigator(s), Submitter, SPIRIT Number (SA-003284), Study Acronym, AbbVie Contact, and Protocol Number. The 'Study Overview' section includes fields for Therapeutic Area (Hepatology), Type of Study (Non-Interventional), AbbVie Product(s) Studied, Study Category (Non-Product-Focused), Phase (Ph 1), and Non-AbbVie Product(s) Studied. Below these are fields for Indication (Cancer - Gastric (Stomach); Cancer - Refractory Gastric), Participating Country(s) (United States of America; United States Minor Outlying Is), Requested Funding (US\$) (\$1,000.00), Planned Start Date (8/28/2020), and Planned End Date (9/30/2020). The 'Study Application History' section on the right shows a list of applications with columns for Date, Field, User, Original Value, and New Value. A blue arrow points from a '2' in a circle to the 'Study Application History' section. A 'View All' link is visible at the bottom right of the application history list.

Date	Field	User	Original Value	New Value
8/7/2020 2:03 PM	Submitter			
8/7/2020 1:14 PM	AbbVie Product(s) Studied			
8/7/2020 1:14 PM	Type of Support			



3 Once your **Concept** is endorsed, you will receive an email from your SPIRIT representative and will have 6 months to submit the final **Protocol document**

4 Once a decision is reached on the **Protocol Submission** you will receive a notification with the decision and next steps



3 **Application Status Description: Protocol Submission**

Concept has been endorsed to move into the Protocol review process. Submitter will upload the final Protocol document within 6 months of Concept endorsement.

You may be asked to submit a final study budget for further evaluation.

4 **Application Status Description: Study Endorsed**

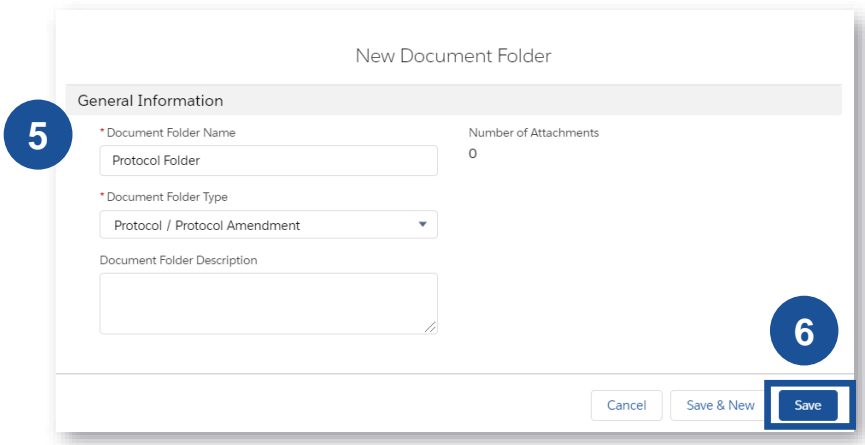
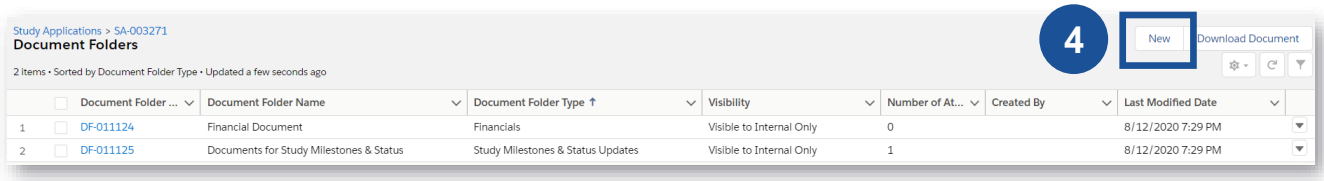
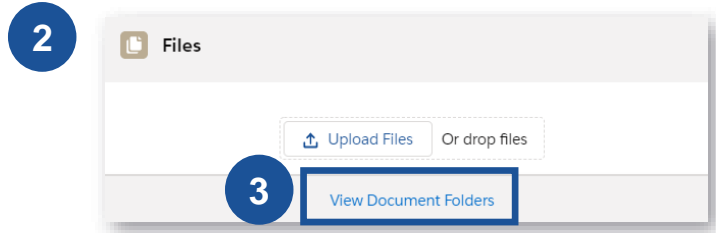
AbbVie concluded that this research promotes the advancement of medical and scientific knowledge involving AbbVie's products and/or therapeutics areas of interest.

Protocol has been endorsed and the support provided by AbbVie may be in the form of product and/or funding, pending contract execution.

HOW TO CREATE A FOLDER



- 1 Once Concept is endorsed, you will need to upload **Protocol** document, but first you will need to create a new **Protocol Folder**
- 2 To create a new **Protocol Folder**, navigate to the right-hand side section labeled **Files**
- 3 Select **View Documents Folder**
- 4 Select **New**
- 5 Complete the **New Document Folder** details
- 6 Select **Save**



HOW TO UPLOAD PROTOCOL DOCUMENT OR AMENDMENTS

- 1 To upload the Protocol, navigate to the right-hand side section labeled **Files**
- 2 Select **Upload Files**
- 3 Once file is uploaded, select **Done**
- 4 Select the Protocol Folder for the uploaded document and select **Save**

You will receive a **Protocol Submission** confirmation once submitted. If any changes are required after endorsement, you need to upload a **Protocol Amendment** and **Summary of Changes**



1

Files

2

Upload Files Or drop files

View Document Folders

Upload Files

TEST.docx 18 KB

1 of 1 file uploaded

Done

3

Document Upload Details

Document Title TEST.docx

Document Folder* Select Folder

Cancel Upload Save

4

If an amendment is required, do not replace the **existing** Protocol. Upload a **new** Protocol Amendment and Summary of Changes

For US and Puerto Rico, you are required to attach a copy of your Medical License

EMAIL REMINDER: APPLICATION IN 'PROTOCOL SUBMISSION'(>90 DAYS)



1 In the event your study application is in the **Protocol Submission** phase for 90 days and no protocol document is uploaded to SPIRIT, an automated email will be sent on your SPIRIT login email address

2 Follow the instructions on previous slide to upload your protocol. Once uploaded, no further action is needed

Reach out to your AbbVie contact or associate copied in this email with questions

1

To: <Submitter>
FROM: medicalresearchsupport@abbvie.com
CC: <Medical Research Support email address>,<AbbVie Scientific Lead>

Subject: Protocol Submission Reminder: <Short Title><(SPIRIT Study application#)>

Your Concept was endorsed by the Scientific Review Committee and a protocol was requested approximately 90 days ago. Please accept this gentle reminder to submit your full protocol for review within the next 90 days. If your protocol is not received within the expected timeframe your concept approval will expire and will be subject to resubmission and reconsideration by the Scientific Committee Review. If you have any questions, please reach out to your AbbVie Contact or the Medical Research Support Associated cc'd here.

Kind Regards,
AbbVie Medical Research Support Team

HOW TO REMOVE A TEAM MEMBER FROM AN ASSIGNMENT



1 Click the **drop-down arrow** on the far-right corner of the personnel's row. Select **Edit**

2 A new window will open, and **End Date** can be edited

3 Select **Save**

This change can be made by the PI and should be updated if a team member leaves in the middle of a Study Application

Personnel	Email	Country	Status	Start Date	End Date
1 John Smith	john.smith@company.com	India	Active	6/20/2023	
2 Jane Roe	jane.roe@company.com	India	Active	6/20/2023	

Edit Study Team Assignment

John Doe | SA-004699

Email: john.smith@company.com
Country: India
Status: Active
Start Date: 6/20/2023
End Date: 6/29/2023

Buttons: Cancel, Save & New, Save

Status and Start Date are automatically populated fields that cannot be edited.

Contents

NAVIGATE TRAINING	PROCESS FLOW	YOUR ROLE	ROLE ACTIONS	SYSTEM SUPPORT
-------------------	--------------	-----------	--------------	-----------------------

HOW TO REPORT A SYSTEM ISSUE (LOGIN)

There are 2 ways to report a system issue from the **SPiRiT login page**

- Option 1:** Click Report an Issue at the bottom of the page
- Option 2:** If you are not yet registered, Click **Register New User** on the SPiRiT login screen. At the bottom of the page, click **Report an Issue**.

For either option, clicking the **Report an Issue** will open the issue creation screen (shown on the [next slide](#))

- Once you click **Save**, a success message will appear

A support member will reach out within 24-48 hours to the email provided during issue creation

The image displays a sequence of three screenshots illustrating the process to report a system issue from the SPiRiT login page.

1 The first screenshot shows the "Log In" page. It features input fields for "Email" and "Password", a "Forgot Username/Password?" link, a "Remember user" checkbox, and a "Log In" button. At the bottom right, there is a "Register New User" link. A "Report an Issue" link is located at the bottom of the page. A blue box highlights the "Register New User" link, and a blue arrow points from it to the second screenshot.

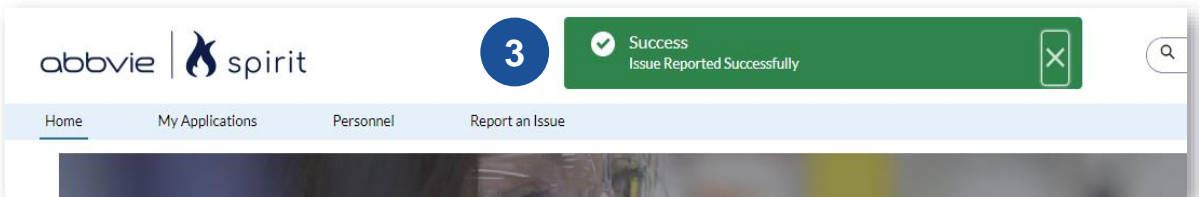
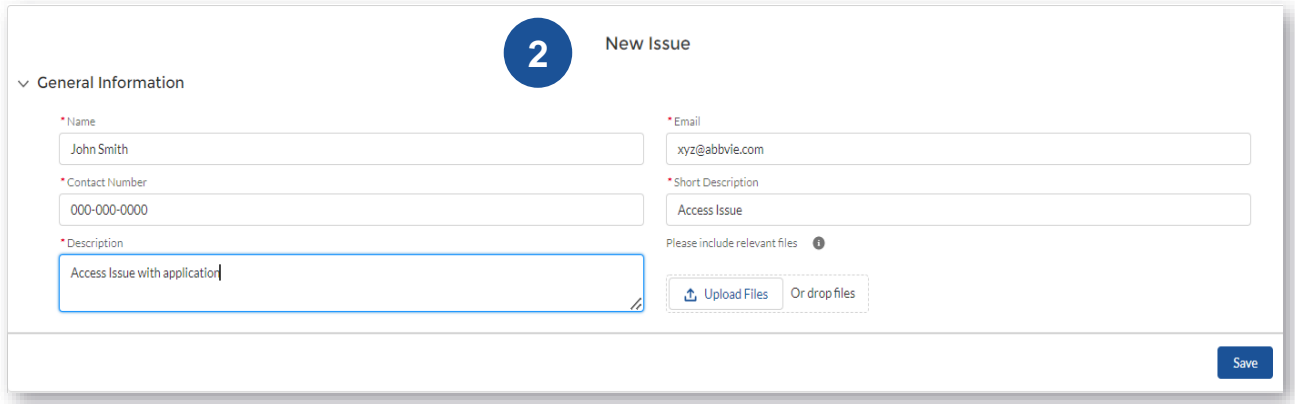
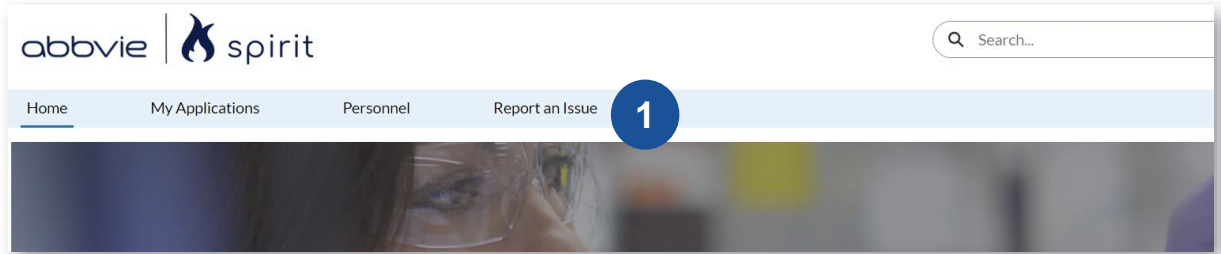
2 The second screenshot shows the "NEW USER REGISTRATION" page. It features an "EMAIL" input field and "Next" and "Cancel" buttons. A blue box highlights the "Report an Issue" link at the bottom of the page.

3 The third screenshot shows a success message: "Issue Reported Successfully". A blue box highlights the "OK" button.

HOW TO REPORT A SYSTEM ISSUE (WITHIN SPIRIT)

- 1 From SPIRIT home, click **Report an Issue**
- 2 A **New Issue** screen prompt appears. Fill in the required details such as Name, Email, Contact, Summary and Description. Add supporting attachments using **Upload Files** button as applicable
- 3 Click **Save**. Once you click **Save**, a success message will appear

A support member will reach out within 24-48 hours to the email provided during issue creation



System Support

For questions around the **Submission Process**, please view additional resources and FAQs on the [Investigator-Initiated Study homepage](#) or contact the MRS team at medicalresearchsupport@abbvie.com

For questions around the **Technical Support**, use the following contact information:

Phone: 1-800-252-4415
(toll-free within the US)

For more information, please click:

[Getting Support on Your Issue](#)

International Toll Free:
[SPIRIT Global Service Toll-Free Listing Per Location](#)

Business Hours

English – 24x7
French – 07:00-19:00 (Monday-Friday)
Spanish – 06:00-00:00 (Monday-Friday)
German – 24x7
Chinese – 08:00-17:00 (Monday-Friday)
Japanese – 08:00-20:00 (Monday-Friday)
Russian 07:00-19:00 (Monday-Friday)

If your request is outside of business hours, you will receive a response on the next business day.

(Note: The above business hours are local Time zone Hours for the country listed)