Moonlight Imaging

PORTAL USER GUIDE

TABLE OF CONTENTS
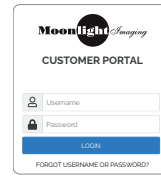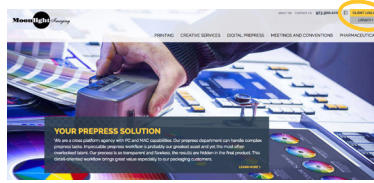
FILE MANAGER

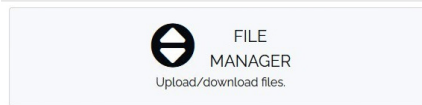| FILENAME	SIZE	TYPE
☐ ABC.zip	25.0 MB	ZIP
☑ DEF.docx	12.5 MB	PDF

Download Selected   CHECK ALL | UNCHECK ALL

FILE MANAGER

Drag and Drop A File Here to Upload OR

SELECT FILE

CUSTOMER PORTAL
- HOME
- PROJECTS/STUDIES
- FILE MANAGER
- ORDER

HOME
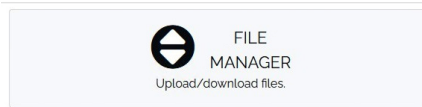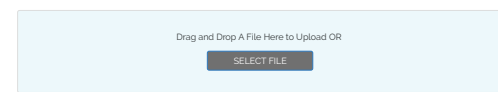
PROJECTS/STUDIES
Review current and past projects/studies and approve.

PROJECTS/STUDIES

Once Moonlight Imaging has formatted your files in local language, you will be able to review the files and add comments if the document needs changes. To submit changes and corrections click to open the file in Adobe Acrobat (PDF), make comments, save and upload. Or add your comments in the comments area in portal.

When you upload your edited file follow the naming conventions** **& add "_comments" at the end of file string**
After Edit should be posted using this string:
Study Number_Country Code_Language_Doc Description_Version Date_comments.pdf
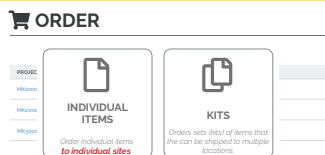
PROJECTS/STUDIES
All files must be "Approved" prior to placing an order

Select New Status

✔ Approved

ORDER

INDIVIDUAL ITEMS
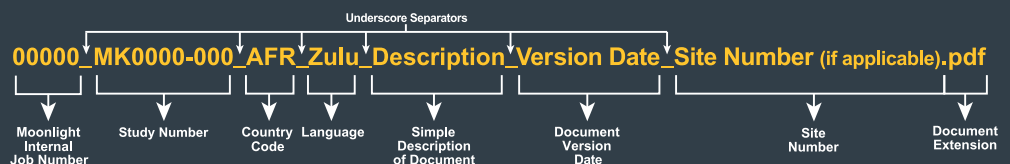Order individual items *to individual sites*

KITS
Orders sets (lists) of items that the can be shipped to multiple locations.

PROJECTS/STUDIES

TRACKING NUMBER 100000000000 ↗

*NAMING CONVENTION for Portal Documents

Underscore Separators

00000_MK0000-000_AFR_Zulu_Description_Version Date_Site Number (if applicable).pdf

- 00000 → Moonlight Internal Job Number
- MK0000-000 → Study Number
- AFR → Country Code
- Zulu → Language
- Description → Simple Description of Document
- Version Date → Document Version Date
- Site Number → Site Number
- .pdf → Document Extension

**NAMING CONVENTION for Translation Uploads

Underscore Separators

00000_MK0000-000_AFR_Zulu_Description_Version Date_Site (if applicable)_comments.pdf

- 00000 → Moonlight Internal Job Number
- MK0000-000 → Study Number
- AFR → Country Code
- Zulu → Language
- Description → Simple Description of Document
- Version Date → Document Version Date
- Site → Site Number
- comments → "comments"
- .pdf → Document Extension

GETTING STARTED

● When a study is initiated - GTOS will provide the Moonlight Imaging Web Administrator (portal@moonlightimaging.com) a list of names and emails for the study team.

● Moonlight will issue **User Names** and **Passwords** which will be sent to their individual email address.
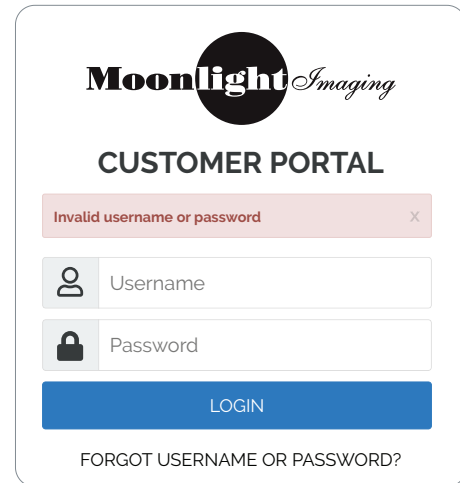

Your Full-Service Graphic Design and Digital Printing Solution

—Fast and reliable full-service graphic design and digital printing company offering creative services that include graphic design, project management, digital prepress, scanning, retouching, photo restoration, art reproduction, digital photography, color proofing, digital print-on-demand, commercial printing, and bindery finish solutions. We also specialize in Pharmaceutical Clinical Trials and Meetings Management.

Login requires a username and password. These are assigned by Moonlight Imaging Portal Administrator.

- Users can use the "Forgot Username Or Password" to have the system email their username and a link to reset their password. The reset password links are only valid for one hour after being issued.

- If user enters invalid passwords more than three times this will trigger a risk and will lock the account for 5 minutes. User will be able to retry to input the password after that 5 minutes has elapsed.

- When a user signs in for the first time, they will be presented with the portal's Terms of Use and be required to accept before entering. They will not see the message again.

- **Agree** will close the terms window, record the user has accepted the terms and show the home screen.
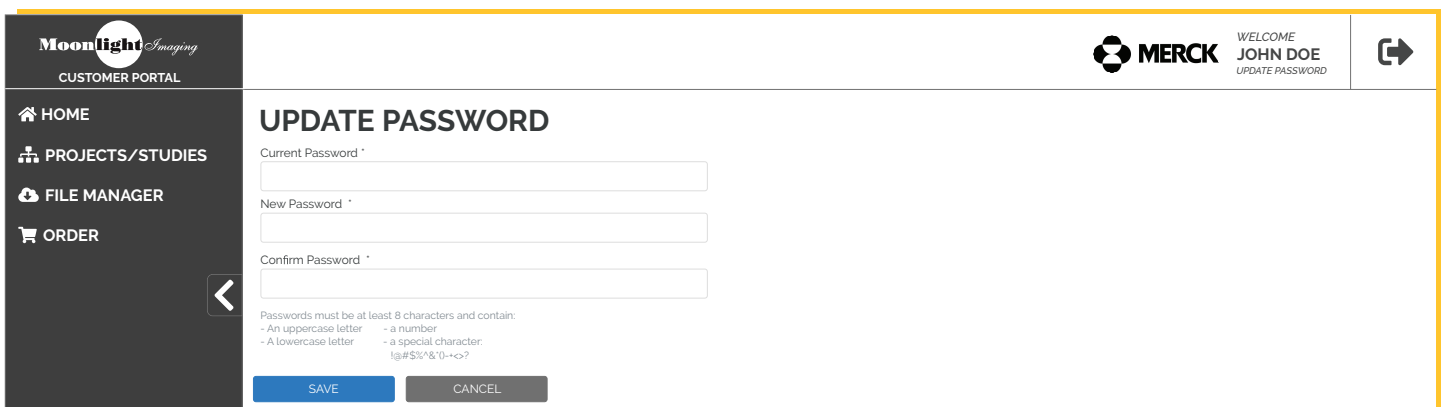
- **Disagree** and logout will log the user out and return them to the login screen.

Moonlight *Imaging*

CUSTOMER PORTAL

Invalid username or password ✕

👤 Username

🔒 Password

LOGIN

FORGOT USERNAME OR PASSWORD?

TERMS OF USE ✕

La la la la.

DISAGREE AND LOGOUT | AGREE

Update Password

The user can update their password.

- You are not able to update your name or email address, only Portal Admin can modify this information.

- Passwords must be at least 8 characters long and contain: a lowercase letter, an uppercase letter, a number and a special character: !@#$%^&*()-+<>?

Moonlight *Imaging*
CUSTOMER PORTAL

🏠 HOME
🔀 PROJECTS/STUDIES
☁ FILE MANAGER
🛒 ORDER

MERCK   WELCOME
JOHN DOE
UPDATE PASSWORD

UPDATE PASSWORD

Current Password *

New Password *

Confirm Password *

Passwords must be at least 8 characters and contain:
- An uppercase letter   - a number
- A lowercase letter   - a special character:
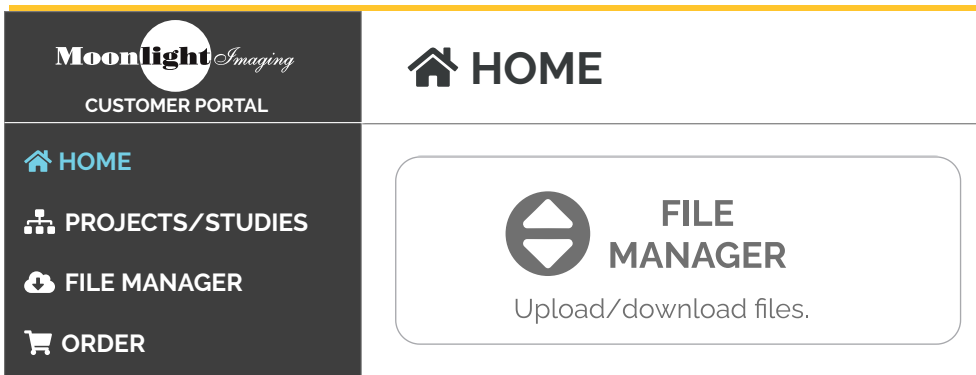   !@#$%^&*()-+<>?

SAVE | CANCEL

SELECT STUDY

Home page includes icons and a brief description of each customer portal area the user has access to:

Projects/Studies
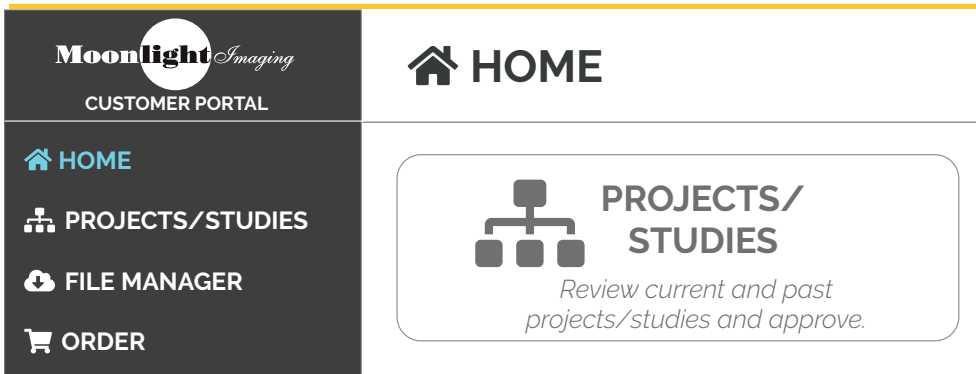
● To select a study go to **Projects/Studies**. Here you will see a list of the studies that you are associated with and this is where you can review and download study documents.

File Manager - Upload and Download Files

Order

DOWNLOAD FILES – STEP 1

Download documents FOR REVIEW

GTO goes into the **Project/Studies** to pull down the ENG documents to review

- All assigned users can download documents for review.
- The default status of the document for review is **Waiting for Approval**.
  The status of each item includes a unique color for each status. Please see page 5 for a detailed description.
- Click the checkboxes next to items and download a zipped file of all selected files.
- Once reviewed, the GTOS should approve the document so it can be used by the COM to move on with the translation phase.

OR

Download documents FOR TRANSLATIONS

Once the ENG version of the document is **available** the EXUS COMs associated with the study will receive an email auto notification that Word files are ready to download for translation.

COM then goes into the **File Manager** to pull down the ENG **Approved** Word documents to translate.

- Select the study for which you would like to download the documents.
- The status of the documents will appear as **Approved**.
- Click the checkboxes next to items and download a zipped file of all selected files.

```
        PROJECTS/
        STUDIES
   Review current and past
   projects/studies and approve.
```

```
         FILE
       MANAGER
   Upload/download files.
```

PROJECTS/STUDIES

ITEM/PIECE	STATUS
☐ Postcard	✏ Corrections and New Proof
☐ Poster	⌛ Waiting For Approval
☑ Handout	✔ Approved
☑ Information Card	✔ Approved

Download Selected   CHECK ALL | UNCHECK ALL

☁ FILE MANAGER

↑↓ FILENAME	↑↓
☐ 📄 DRAFT PN 689 Clinical Trial Brochure_DEMO.docx	⬇ Download ⇄ Move 🗑 Delete
☐ 📄 DRAFT PN 689 physician referral flyer_DEMO.docx	⬇ Download ⇄ Move 🗑 Delete
☑ 📄 DRAFT PN 689 Poster_DEMO.docx	⬇ Download ⇄ Move 🗑 Delete

Moonlight Imaging
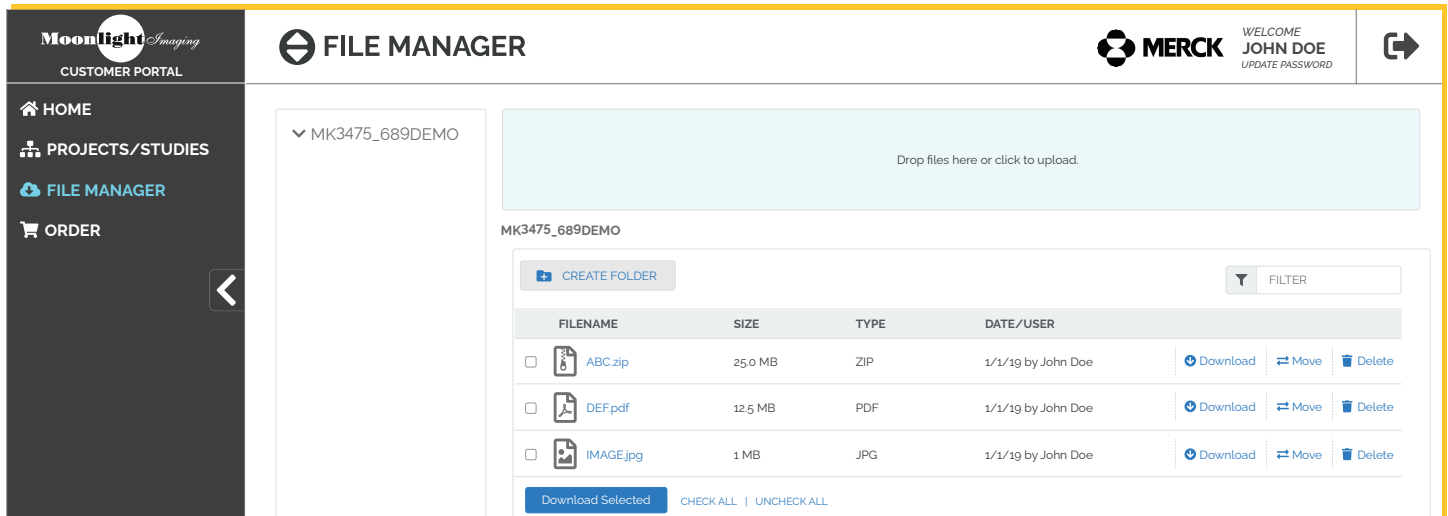
Upload locally translated documents

When in-country translations are completed the COM uploads the file in **File Manager** area so that Moonlight Imaging can create the language document layouts.

This can be done for support after translation and before EC submission (if needed) **or** after EC approval before distribution to sites.

● Go to **File Manager** and you will only see projects/studies you are assigned to.

● Select the study for which you would like to upload the documents.

● To upload the files, either drag and drop your files into the box or click to browse and select individual files.

● When you upload your files, please follow the standard naming convention** followed below

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Moonlight Imaging
CUSTOMER PORTAL

⊖ **FILE MANAGER**

MERCK WELCOME **JOHN DOE** UPDATE PASSWORD

⌂ **HOME**
⊹ **PROJECTS/STUDIES**
☁ **FILE MANAGER**
🛒 **ORDER**

˅ MK3475_689DEMO

Drop files here or click to upload.

MK3475_689DEMO

➕ CREATE FOLDER   ▼ FILTER

	FILENAME	SIZE	TYPE	DATE/USER			
☐	ABC.zip	25.0 MB	ZIP	1/1/19 by John Doe	⭳ Download	⇄ Move	🗑 Delete
☐	DEF.pdf	12.5 MB	PDF	1/1/19 by John Doe	⭳ Download	⇄ Move	🗑 Delete
☐	IMAGE.jpg	1 MB	JPG	1/1/19 by John Doe	⭳ Download	⇄ Move	🗑 Delete

Download Selected   CHECK ALL | UNCHECK ALL

***NAMING CONVENTION for Portal Documents**

Underscore Separators

00000_MK0000-000_AFR_Zulu_Description_Version Date_Site Number (if applicable)**.pdf**

Moonlight Internal Job Number | Study Number | Country Code | Language | Simple Description of Document | Document Version Date | Site Number | Document Extension

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****NAMING CONVENTION for Translation Uploads**

Underscore Separators

00000_MK0000-000_AFR_Zulu_Description_Version Date_Site (if applicable)**_comments.pdf**

Moonlight Internal Job Number | Study Number | Country Code | Language | Simple Description of Document | Document Version Date | Site Number | "comments" | Document Extension

Once the translated document layouts are complete they will be posted in **Projects/Studies** and an email notification will be sent to the COM. A thumbnail of the current file is displayed on the **Projects/Studies** section.
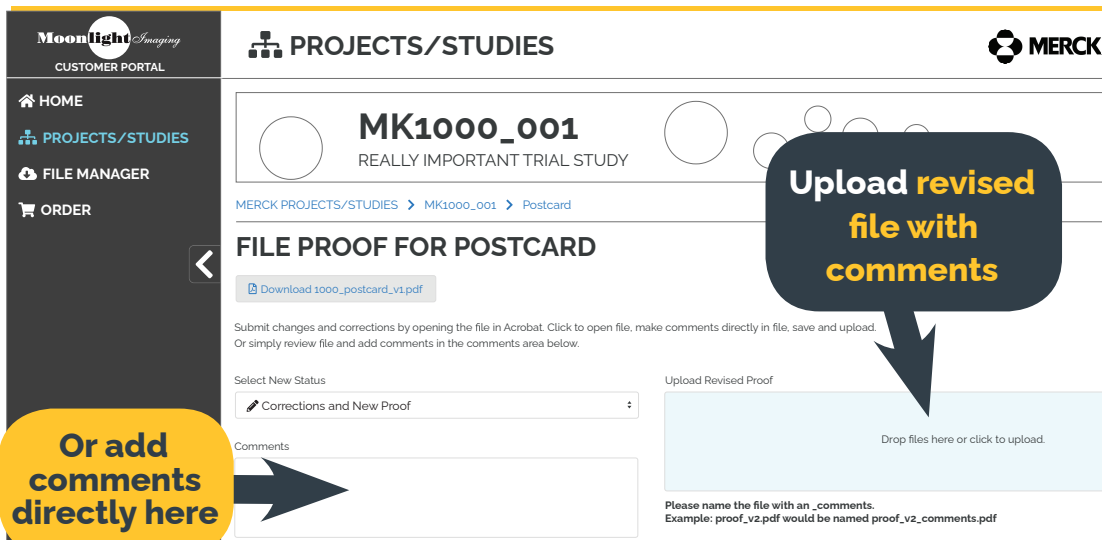
- Go to **Projects/Studies** and select the study for which you would like to review the documents.
- Click on the file name to view the formatted document in local language.
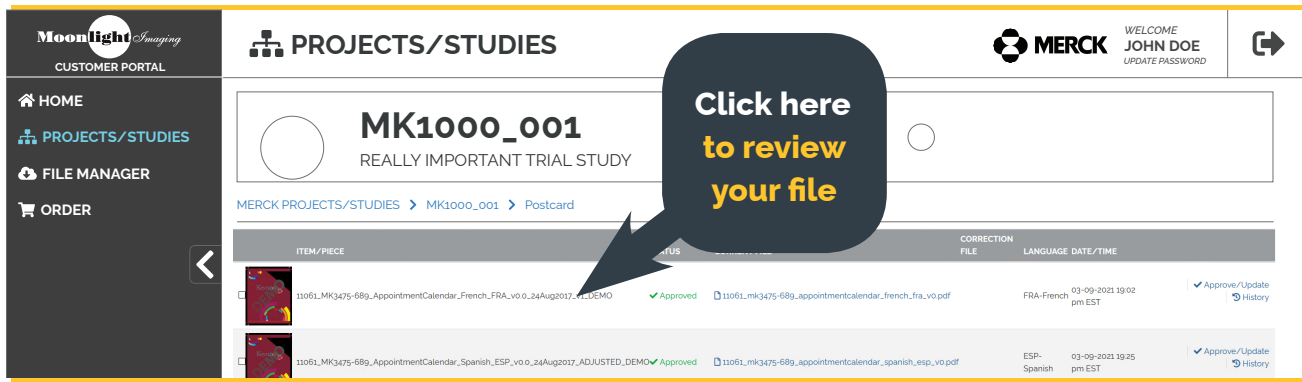
- Once the document is reviewed, select **Approved** or **ask for changes** by changing the document status to either **Approved with Corrections** or **Corrections and New Proof** (see different status descriptions on page 5).
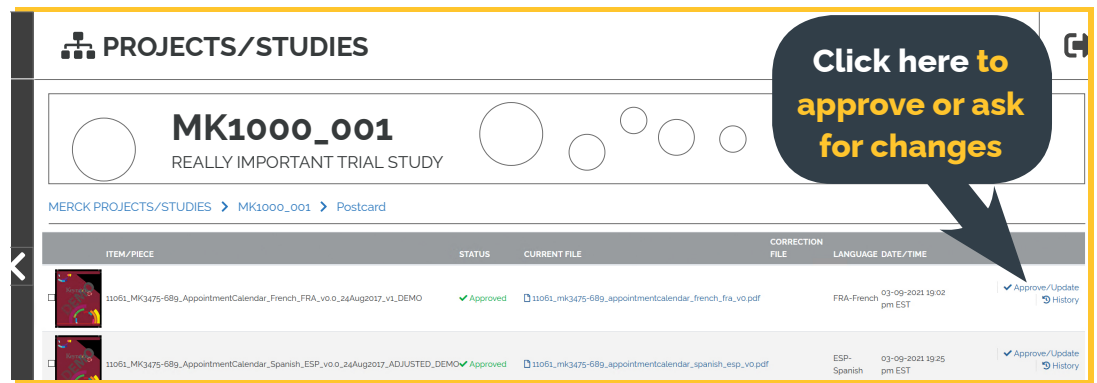
- If changes are needed, you can either upload a revised file with comments describing the changes needed, or add the instructions directly on the Comments box.
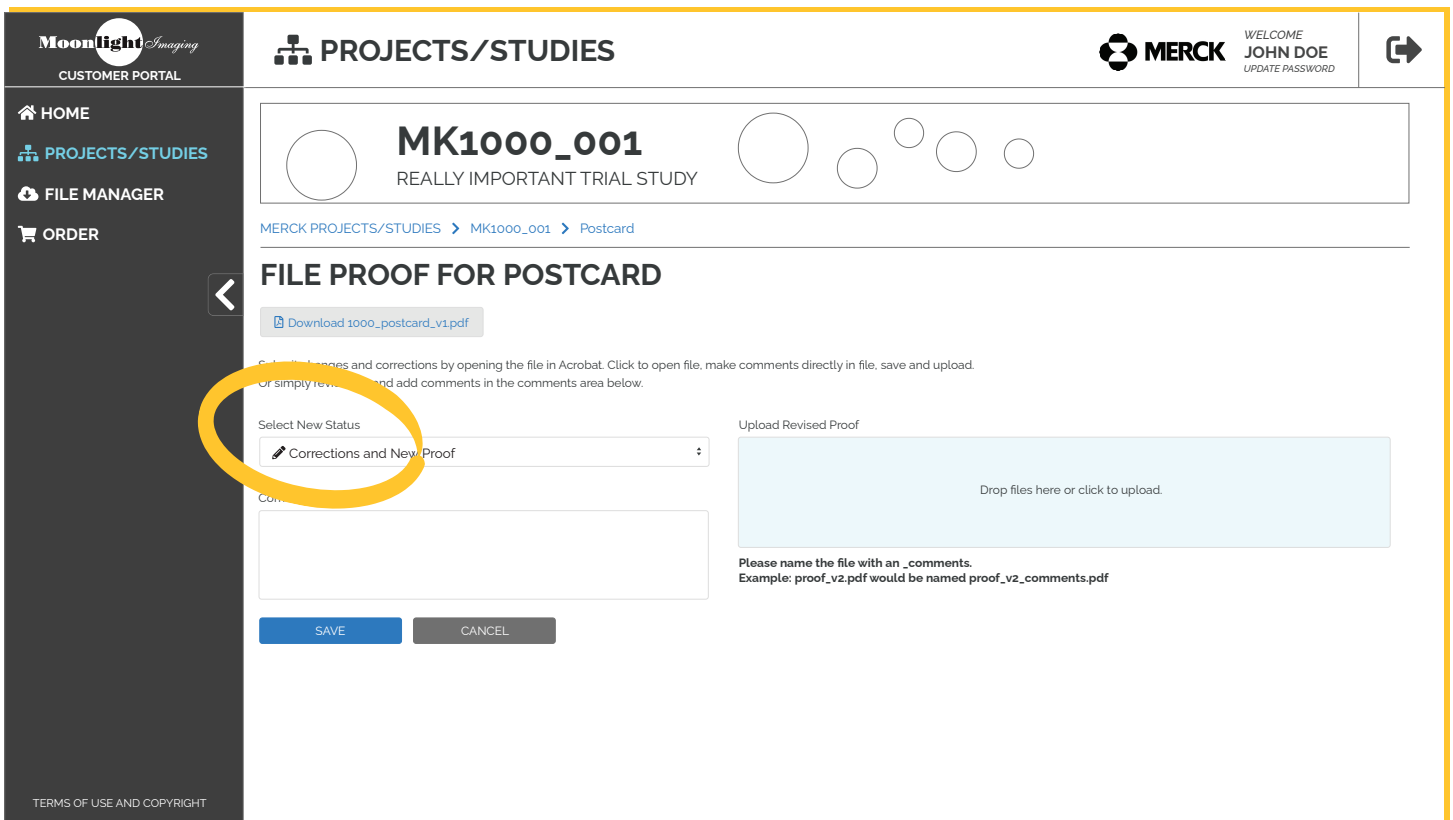

File Name Tip: Remember when uploading edits – to name your edited file following the naming conventions* and add "_comments" at the end of file string.

APPROVAL FILES – STEP 4

Moonlight Imaging

All US and EXUS document files must be **Approved** before placing an order.

● Once the document is ready for approval,, go to **Projects/Studies** and select the study for which you would like to approve.

● Select the file, change to "**Approved**" on the "**Select New Status**" pick-list and click Save.

● Only the COM assigned as the approval person can "**Select New Status**" for their study documents.

● The updated document will save to the item History.

Moonlight Imaging
CUSTOMER PORTAL

⌂ HOME
PROJECTS/STUDIES
☁ FILE MANAGER
🛒 ORDER

PROJECTS/STUDIES

MERCK — WELCOME **JOHN DOE** UPDATE PASSWORD

MK1000_001
REALLY IMPORTANT TRIAL STUDY

MERCK PROJECTS/STUDIES ❯ MK1000_001 ❯ Postcard

FILE PROOF FOR POSTCARD

📄 Download 1000_postcard_v1.pdf

Submit changes and corrections by opening the file in Acrobat. Click to open file, make comments directly in file, save and upload.
Or simply review and add comments in the comments area below.

Select New Status
✏ Corrections and New Proof ⇕

Upload Revised Proof

Drop files here or click to upload.

Please name the file with an _comments.
Example: proof_v2.pdf would be named proof_v2_comments.pdf

Comments

SAVE   CANCEL

TERMS OF USE AND COPYRIGHT

Approved – Document is Final Approved

Approved with Corrections – Document needs minor edit but is Approved

Corrections and New Proof – Corrections Needed a New Proof is generated for Review
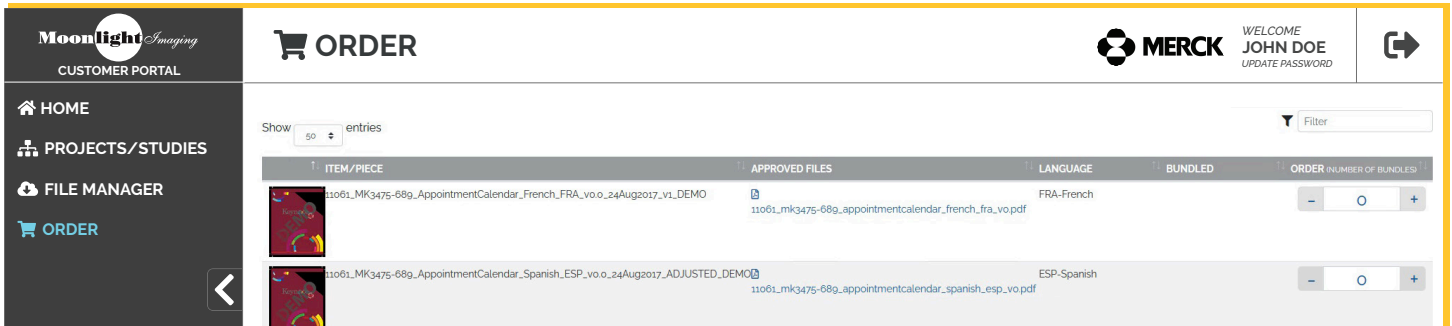
Hold – Document currently placed on Hold

Cancel – Document no longer needed

**Waiting for Approval** – Document pending review and approval

ORDER MATERIALS

● To place an order, the COM goes to the Home Page of the study and clicks on the Order icon or can access ordering on the menu bar.

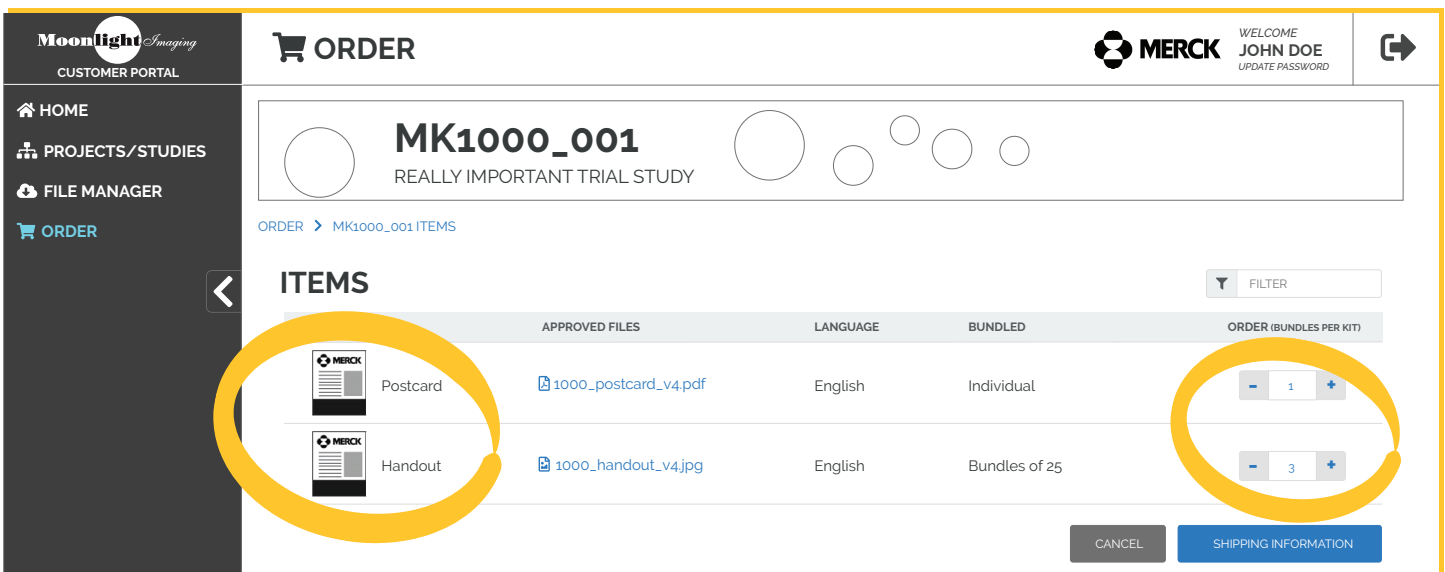● Select the appropriate study. Click on Order Items to proceed.

Ordering Icon

The icon allows users to select if they want to order individual items (for one site) or kits (for several sites).
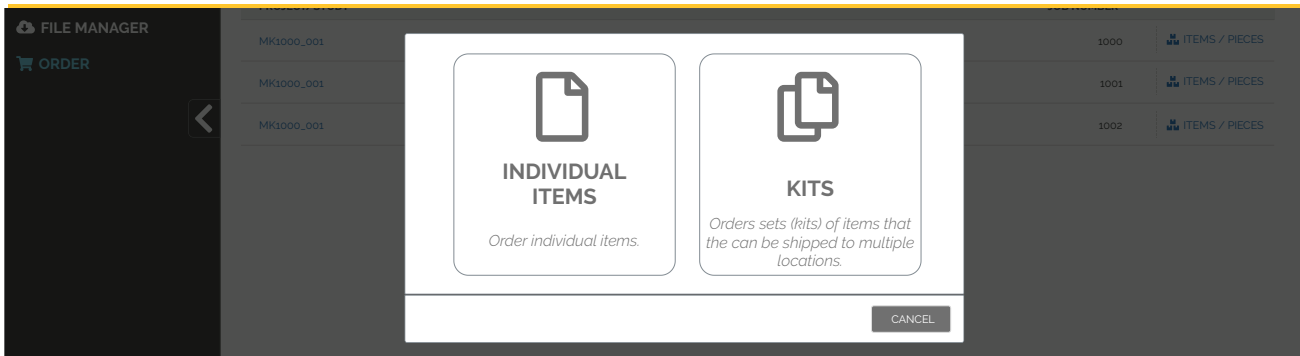
● Select items for the order and quantities and click shipping information. Then proceed to shipping by clicking on shipping button.

SHIPPING

● When shipping **individual items** you will have to input shipping information manually.
   • Input shipping information manually
   • Complete if Proforma invoice is needed
   • Complete your Latest Estimate Country First Site Ready Date

Upload Manual Address Entry

● When shipping by **Kits**, you have the option to:
   • Input shipping information manually
   • Upload your own Address Excel File
   • Update the original Address Excel File for the study provided by GTOS, which will appear loaded in the portal

● Please **Download** the original Address Excel for the study, **Edit** the file to remove the sites that you do not want to receive materials and **Upload** the edited file back into the Portal.
   • Complete if Proforma invoice is needed
   • Complete your Latest Estimate Country First Site Ready Date

Upload Address Excel File

TRACK YOUR SHIPMENTS

● A shipping receipt will show after the user has placed an order.

● The following day after our shipping export, shipping receipt can be printed – go to the **Project/Study Page** and click on **View Shipping Details** and the shipping information for that package will include the track number for the shipment.

For any questions related to the use of Moonlight Portal, please contact the Moonlight Imaging Portal Administrator at **portal@moonlightimaging.com**

Only the assigned COM per country will be able to access the study documents. Please remember that if there is any change on the team (i.e. COM changes), portal@moonlightimaging.com should be notified. Full name and email address of the new team member should be provided so he/she can gain access to work with the study documents.

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