



VISIONTRACKER FOR
JAZZ PHARMACEUTICALS:
FREQUENTLY ASKED QUESTIONS
FAQ

Version 1.1

1. FREQUENTLY ASKED QUESTIONS

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1.2. How Do I Register?

1.2.1. New Users – Registration

One of the most important features of the website is that it must be secure. To this end you will need a user name and password to be able to access the website. If you need to register, please do so by navigating to the Visiontracker homepage and locate -> [Need a User Id](#) -> [clicking here](#). You will now have the opportunity to fill out an online registration form. Steps to register are listed below;

1. Fill out all fields on the Registration pop-up window. Please note the Jazz Pharmaceutical's privacy statement and select the link to see the Jazz Pharmaceutical's policy on handling your personal information.
2. Required fields are indicated with an asterisk (*)
3. Click "ok" after completing the form
4. After submitting your request, registration information will be sent to the e-mail address entered. To access the system, login with the email used during registration and the temporary password provided in the email. For future access to the system, the email and permanent password will be required.
5. Cancel" will close the pop-up window and return to the login screen

Please Log In

User ID:

Password:

[Forgot Password?](#)

Trouble logging in?
If you have a user ID already and cannot login, contact [Customer Support](#)

Need a User ID?
You can begin the registration process by [clicking here](#)

[Contacts](#)
[How to Apply](#)
[FAQ Document](#)
[UBC Privacy Policy and EU Safe Harbor statements](#)

Powered By visiontracker

Registration

Jazz Pharmaceuticals respects the privacy of your personal information. Please be advised that the personal information you submit through the Jazz Investigator Initiated Research Grants Portal will be used for processing your application, the management of Jazz's grant portfolios and research grant programs and related business purposes. Your personal information will be transferred to a data center in the United States and will be held in a secure server which is operated by our third party vendor and may also be shared with affiliated companies of Jazz Pharmaceuticals. If you are a resident of the European Economic Area, you are notified that your Personal Data will be transferred to countries outside the European Economic Area where the laws do not protect your personally identifiable information to the same extent as the laws in your country. We reserve the right to disclose your personal information to third parties where required by law, regulation, court order, law enforcement or other government authority. To find out more about how Jazz Pharmaceuticals handles your personal information, please review our privacy policy [here](#). If you consent to this use of your personal information, please complete this registration form and Click OK.

User Details

* Prefix

* First Name

Middle Name

* Last Name

Suffix

* Primary Organization

* Primary Phone

* Type

* Email Address

* Email Address Verification

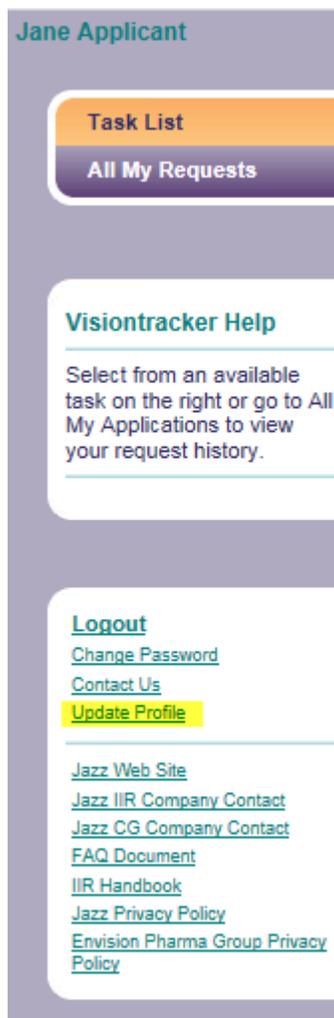
* By Submitting this information,

1.3. How Do I Update My Profile?

You can update your profile by simply clicking on “Update Profile” on the left side of the screen or on the top right side of the homepage after you have successfully logged in.

Your profile will appear in a pop-up window which will allow you to make any necessary changes and or updates.

Click “ok” to update the information entered or “Cancel” to revert back to the homepage



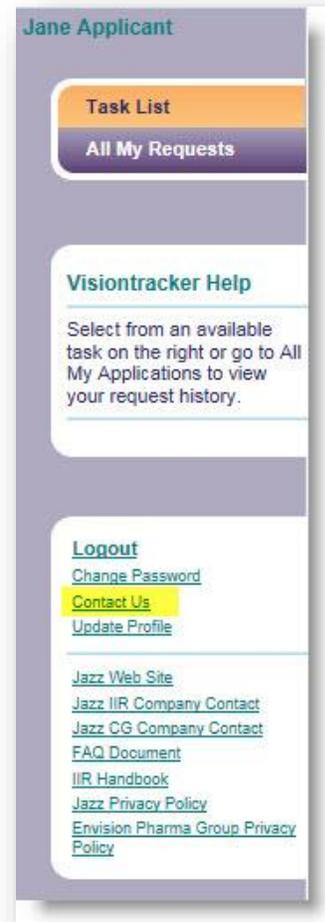
1.4. How Do I Update My Username or Password?

You have the ability to change your password at any time by locating the “change Password” link on the left navigation of the homepage.

Password configurations are as follows:

- User Name Configurations
 - Minimum Characters: 8
- Password Configurations
 - Minimum Characters: 8
 - Current password cannot be reused as the new password
 - Last 10 passwords cannot be reused as the new password
 - At least one character from 3 of the 4 following categories must be used in a password: upper case letter, lower case letter, number, special characters
 - Upper/lower case
 - Alphanumeric
- Special characters (e.g.!@#\$%^&*?/)
- Lockout Configurations
 - User accounts lock out after a 5 invalid login attempts

You may also contact VT Support by clicking on the “Customer Support” link on the left side of the homepage screen, this will provide you with an Email address to contact our Customer Support Team.



1.5. How to View or Open a Saved Application

URL https://jazz.envisionpharma.com/vt_jazz/

Once you have begun your application, you have the ability to save it and return to the Web site at any time to continue your work.

Please note: Your data is NOT automatically saved. Before leaving the Web site to return at a later time, it is important to make sure that your work has been successfully saved. A successful save will display a message on the screen stating that your application has been saved and will provide you with a temporary tracking number **(see image 1a)**

After logging into the Visiontracker system, you will see a list tab of selections below your log in name to the left side of the website **(see image 1b)**

- You can locate a saved application by either clicking on the tab called **“Task List”** or **“All My Requests”** - Note: if you have applications pending, there will be listed tasks waiting for you. You will then be able to view those applications under the **“Task List”** tab.
- Within the **“Actions”** column, you will see a link called **“View Application”** **(this is NOT displayed below)**
- Click on the link to view your application
- You can also click on the **“Tracking Number”** to open the entire application

Jazz Pharmaceuticals

Jane Applicant

Welcome, Jane Applicant Update Profile

Task List

All My Requests

Would you like to start a [New Request](#) or work on one of the 11 items below ?

You Have 6 Requests to Complete What would you like to do?

Tracking Number: TEMP2	Request Date: Sep 29, 2015	Complete Application
Study Title: *ETS ONLY* 10/7/15 Jazz Training - Clinical - ExUS		Copy Application
Project Status: Incomplete		
Tracking Number: TEMP4	Request Date: Sep 29, 2015	Complete Application
Study Title: *ETS ONLY* 10/7/15 Jazz Training - Preclinical - US		Copy Application
Project Status: Incomplete		
Tracking Number: TEMP82	Request Date: Dec 11, 2015	Complete Application
Study Title: data migration test 2 - shell		Copy Application
Project Status: Incomplete		
Tracking Number: TEMP91	Request Date: Feb 29, 2016	Complete Application
Study Title: Test		Copy Application
Project Status: Incomplete		

Visiontracker Help

Select from an available task on the right or go to All My Applications to view your request history.

Logout

[Change Password](#)

[Contact Us](#)

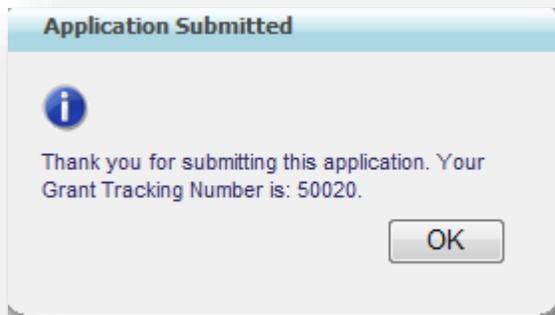
[Update Profile](#)

[Jazz Web Site](#)

[Jazz IIR Company Contact](#)

[Jazz CG Company Contact](#)

[FAQ Document](#)

(1a) Successful Save Message:**(1b) Open a saved application Homepage option:**

1.6. How Do I Print My Application?

During any point of the application process, you have the ability to generate a PDF print-out of your entire application. The Print icon is located in the application toolbar, next to the “Save” and “Submit” buttons **(2a)**.

It is important that you use this Print button and not the printing function of your Web browser.

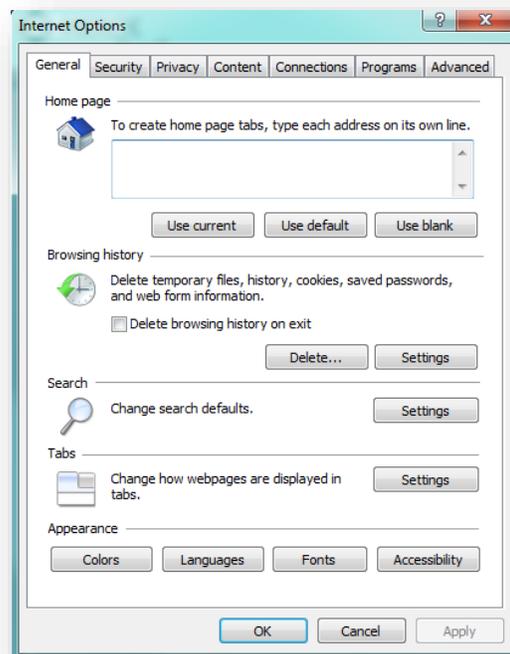
(2a) Print Icon located on the Application Toolbar:



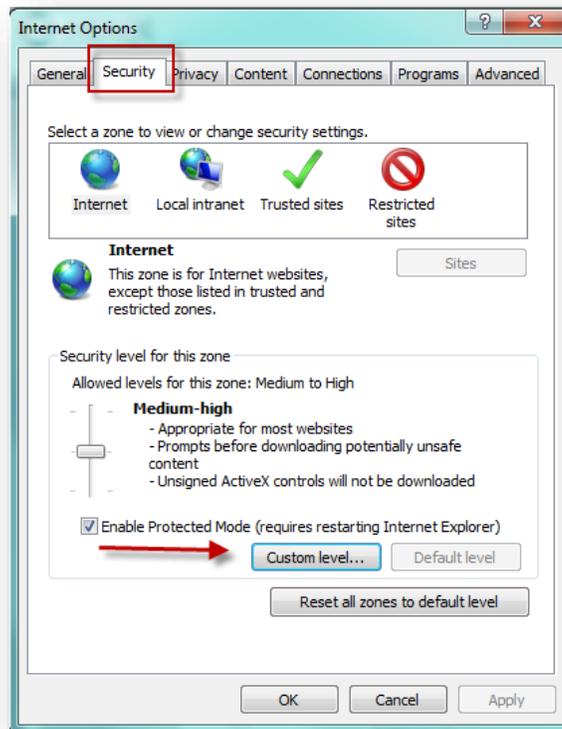
If you are using Internet Explorer, it may be necessary to alter your download settings in order to see the PDF print-out. If nothing happens when you click Print, please follow the instructions below:

Correcting the Internet Explorer Settings:

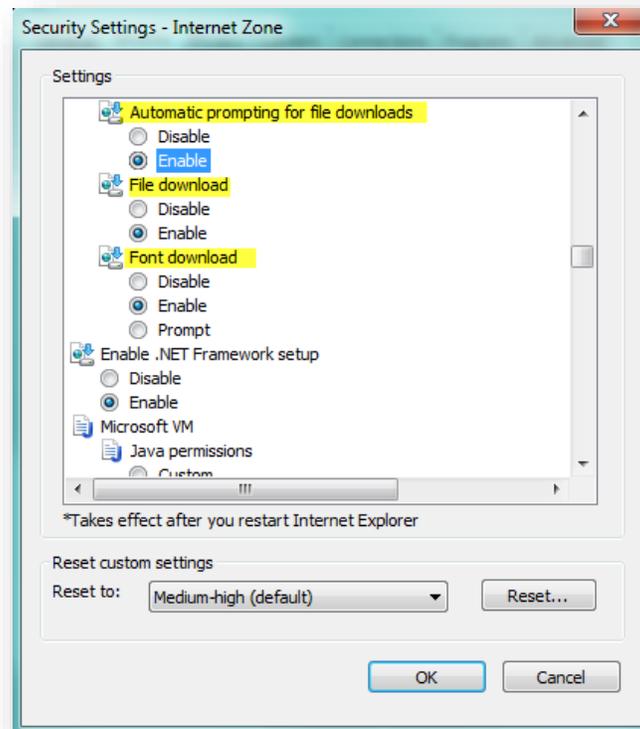
1. Select Internet Options from the Tools Menu, click on-> Internet Options



2. Select the tab called "Security" and then the "Custom Level" button.



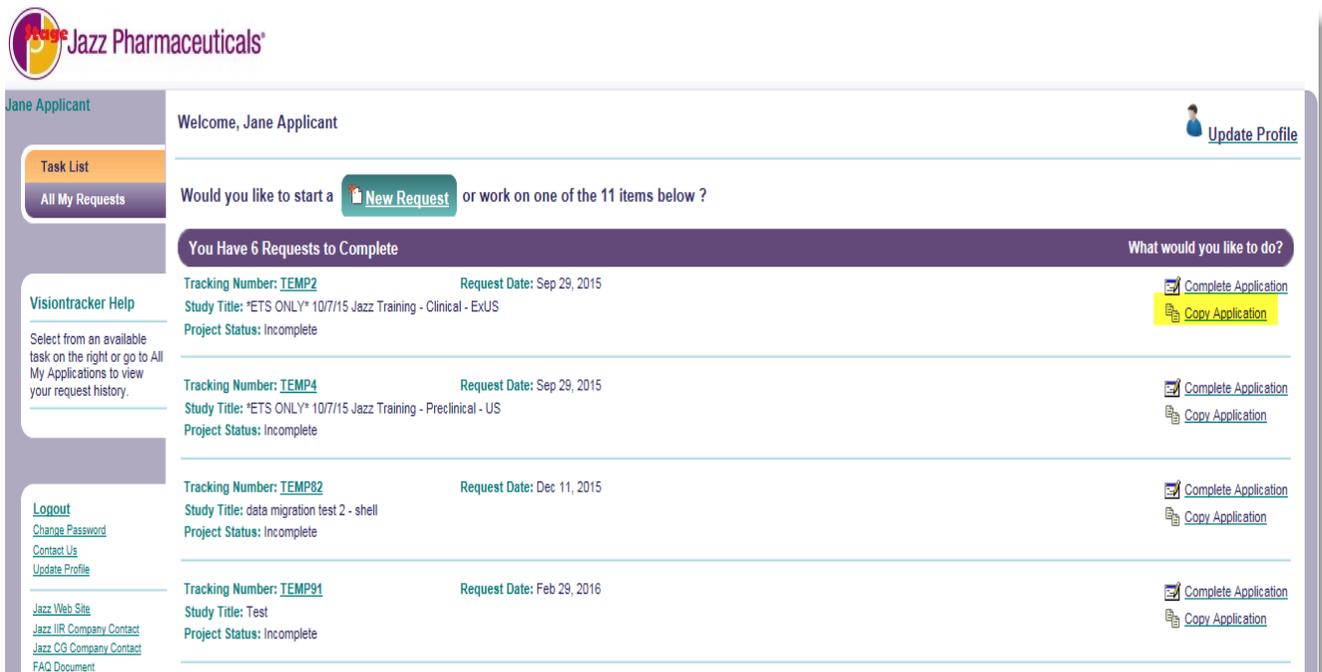
- This will open the Security Settings window. Scroll down to the Downloads section and make sure all three options (Automatic prompting for downloads; File download; Font download) are set to 'Enable'. Then click OK.



1.7. How Do I Copy An Application?

The “Copy application” feature is available on the “Task List” or All My Applications” list.

1. Locate your application from either tab section
2. Below the banner that reads “What would you like to do?” select “copy Application”
3. You must agree to the submission agreement before, then click “ok”
4. Begin your new copied application



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Jane Applicant [Update Profile](#)

Welcome, Jane Applicant

Would you like to start a [New Request](#) or work on one of the 11 items below ?

You Have 6 Requests to Complete What would you like to do?

Tracking Number: TEMP2	Request Date: Sep 29, 2015	Complete Application
Study Title: *ETS ONLY* 10/7/15 Jazz Training - Clinical - ExUS		Copy Application
Project Status: Incomplete		
Tracking Number: TEMP4	Request Date: Sep 29, 2015	Complete Application
Study Title: *ETS ONLY* 10/7/15 Jazz Training - Preclinical - US		Copy Application
Project Status: Incomplete		
Tracking Number: TEMP82	Request Date: Dec 11, 2015	Complete Application
Study Title: data migration test 2 - shell		Copy Application
Project Status: Incomplete		
Tracking Number: TEMP91	Request Date: Feb 29, 2016	Complete Application
Study Title: Test		Copy Application
Project Status: Incomplete		

Visiontracker Help
Select from an available task on the right or go to All My Applications to view your request history.

Logout
[Change Password](#)
[Contact Us](#)
[Update Profile](#)

[Jazz Web Site](#)
[Jazz IIR Company Contact](#)
[Jazz CG Company Contact](#)
[FAQ Document](#)

1.8. How Long Does My Visiontracker Session Last?

Your Web session will time out after **90** minutes and you will be prompted to reenter your Username and Password information. Like many other Web applications, this is in place for security purposes. Please save your information regularly to prevent loss of data.

1.8.1. LOCKOUT AFTER FAILED ATTEMPTS

If you are locked out of the system after (5) failed login attempts, you will need to request a new password (*see please section 1.8 of this document for more information*).

After receiving a new password, close all open browser windows, re-open and then try again. You may also need to clear any cached pages from your browser – please follow the instructions below if you are still receiving the failed login message after closing and re-opening your browser:

1. On the browser menu, click on Tools
2. Click on Internet Options
3. On the General tab, under Browsing history section, click on the Delete button,
4. Mark the box for Temporary Internet Files and click on the Delete button once again
5. Click OK

1.8.2. IS IT ALRIGHT TO USE MY WEB BROWSER'S REFRESH BUTTON?

It is highly recommended that you do not use the Refresh button on your Web browser. Clicking Refresh before you have saved your application will cause you to lose all of your data.

There is, however, a Refresh button located within the Toolbar section of the application (just to the right of the Print button). The purpose of this Refresh button is to revert your application back to its previously saved state. This can be particularly useful if you have entered erroneous data or wish to rewrite any of your information. Rather than deleting several fields, you can simple click the application's Refresh button and continue working from the last saved state of your application.

1.9. HOW DO I ATTACH A DOCUMENT?

1. To attach a document, click on the Attachments tab at the top of the Visiontracker screen
2. Click on the paperclip icon to attach a required document or click on the "Post New" to attach an additional attachment
3. Pop-up window will display, click on "Browse" to locate your attachment
4. Click "ok" to save your attachment or "Cancel" to go back to the previous screen
5. Required attachments are identified by an asterisk (*)

