

HOW TO USE TICKET RUNNER

Medscape

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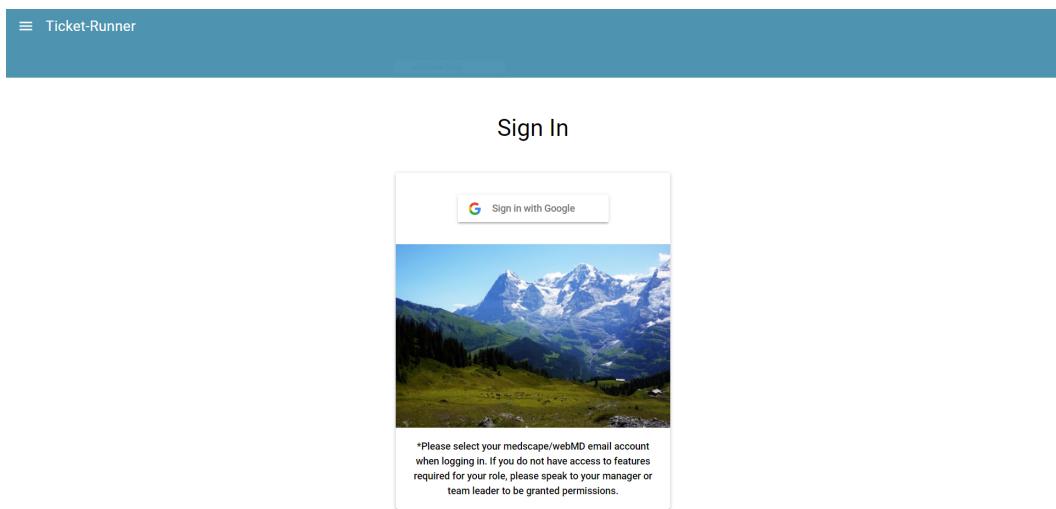
GETTING STARTED

You do not need to create an account in Ticket Runner. Instead, your manager will add you as a User and assign your role. This role will give you certain permissions within Ticket Runner.

You will use your Medscape/WebMD credentials to log in to Ticket Runner.

LOG IN

When you land on the Ticket Runner website, you will be prompted to sign in using your Google credentials.

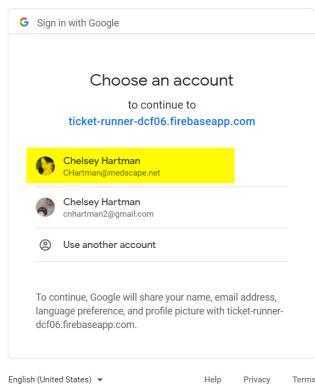


Click **Sign in with Google**.

A new page will load asking you to choose an account.

This page will show all of your Google accounts.

If you have more than one, make sure you **select your Medscape/WebMD email address**. If you do not select this, you will be unable to edit or create new ProdTickets.



If you are asked for a password, it will be the same as your computer password.

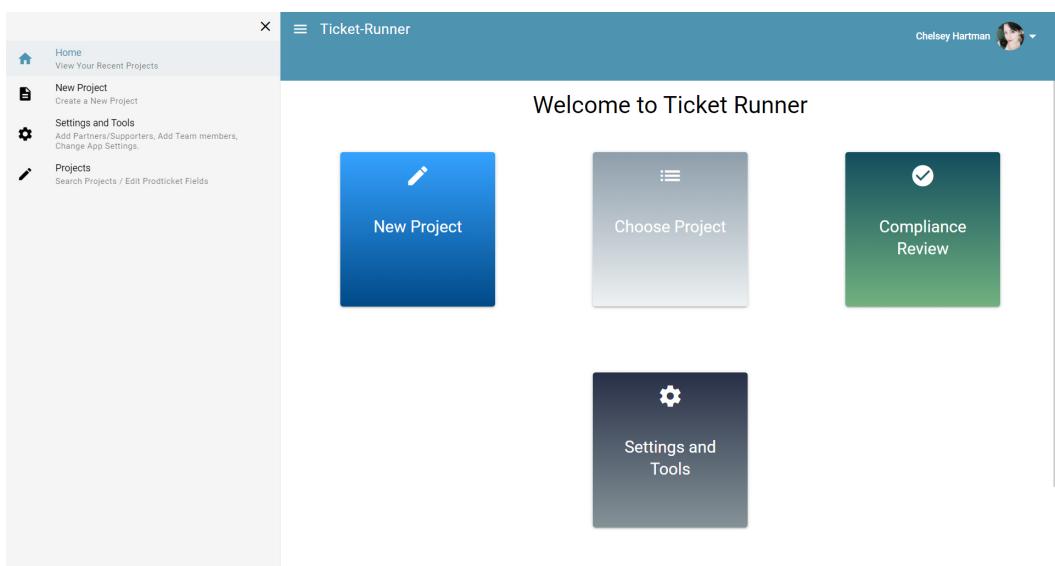
A new page will load.

In the top-right corner, you should see your name and picture. This indicates that you are logged in.

LOG OUT

To log out, click on your picture.

A drop-down will appear.



Click **Logout**.

The sign-in page will reload.

- ⓘ After logging in, if some expected features are not available to you, please speak to your manager/team leader. They may need to add you to the system.
- Managers:** If you do not have access to expected features, please speak to a developer in Online Production (OP).

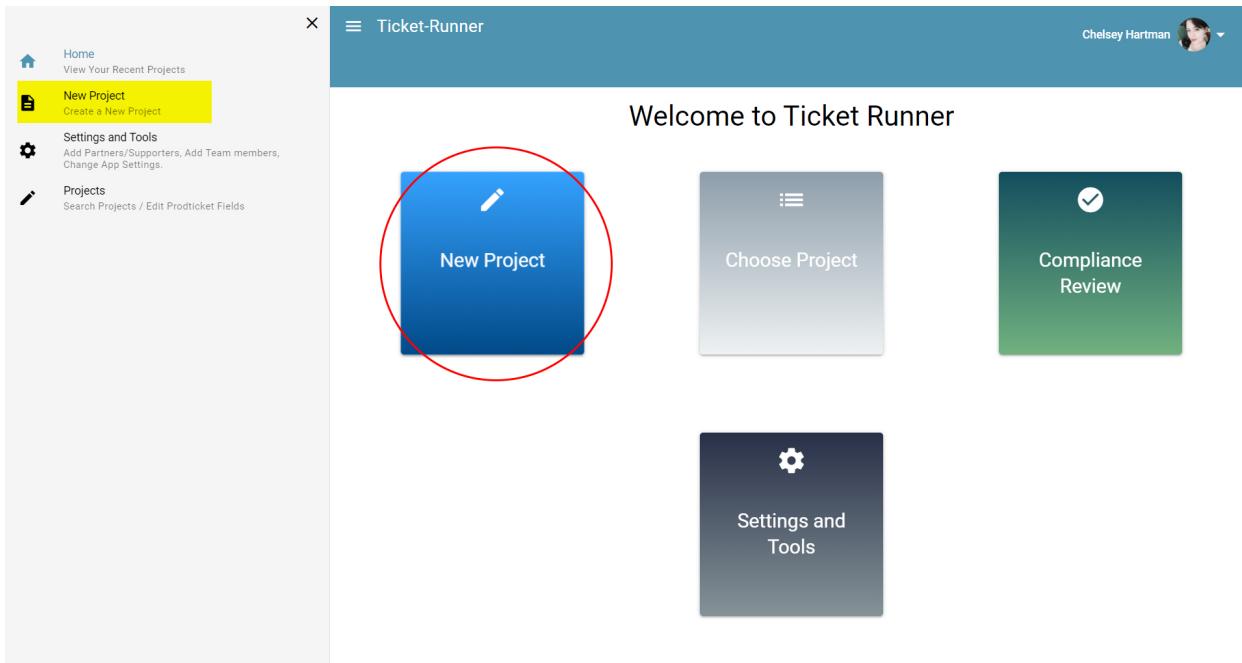
CREATING AND ACCESSING PRODTICKETS

CREATE A NEW PRODTICKET

From the home page, click on **New Project**.

OR

Under the navigation, click **New Project**.

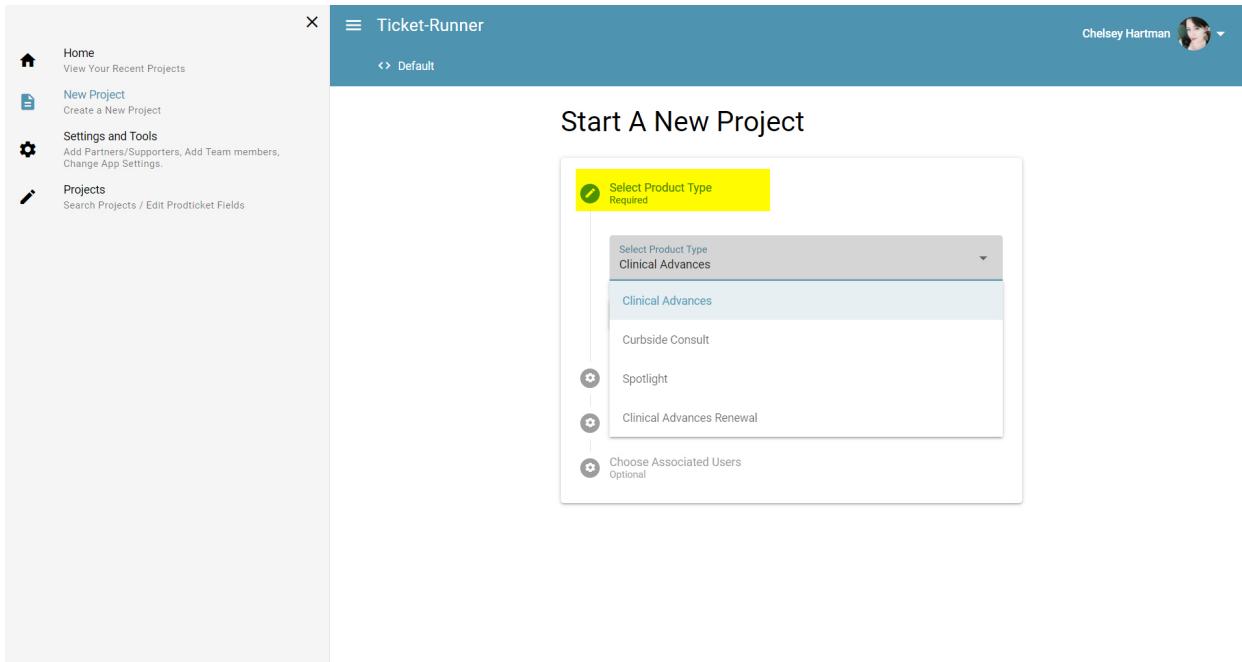


A new page will load.

First, under Select Product Type, click the **drop-down menu** to see what you have to select from.

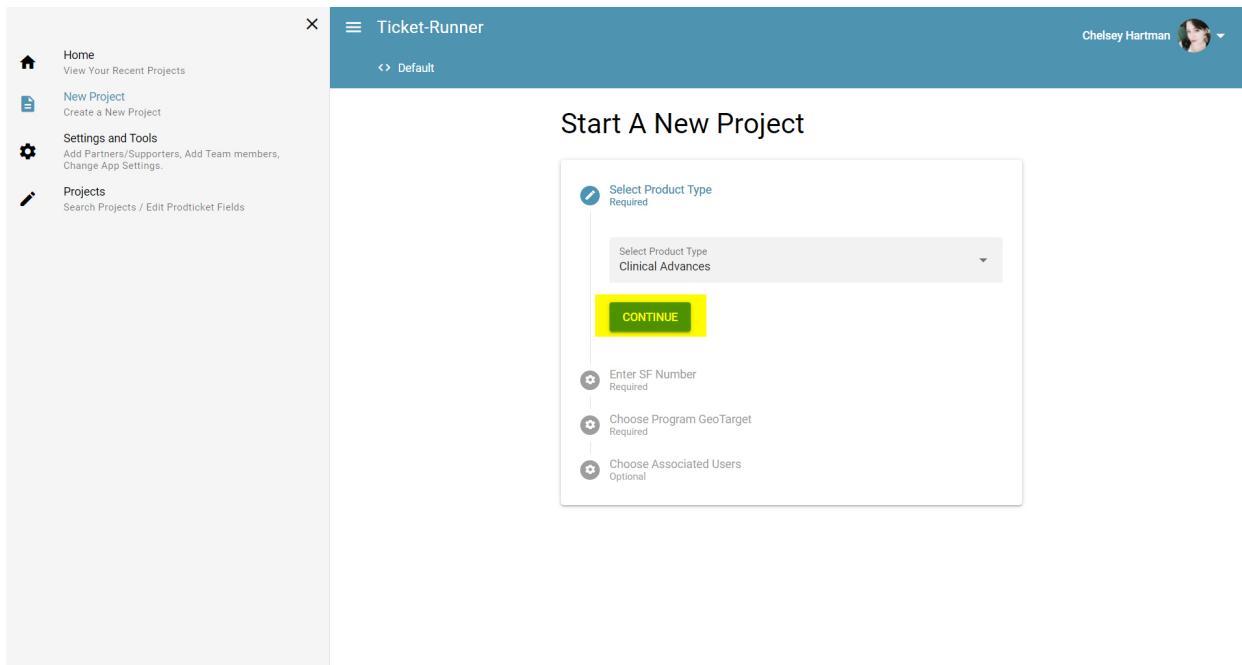
Click on the **product type**.

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The drop-down menu will disappear and the product type you chose will show up in the field.

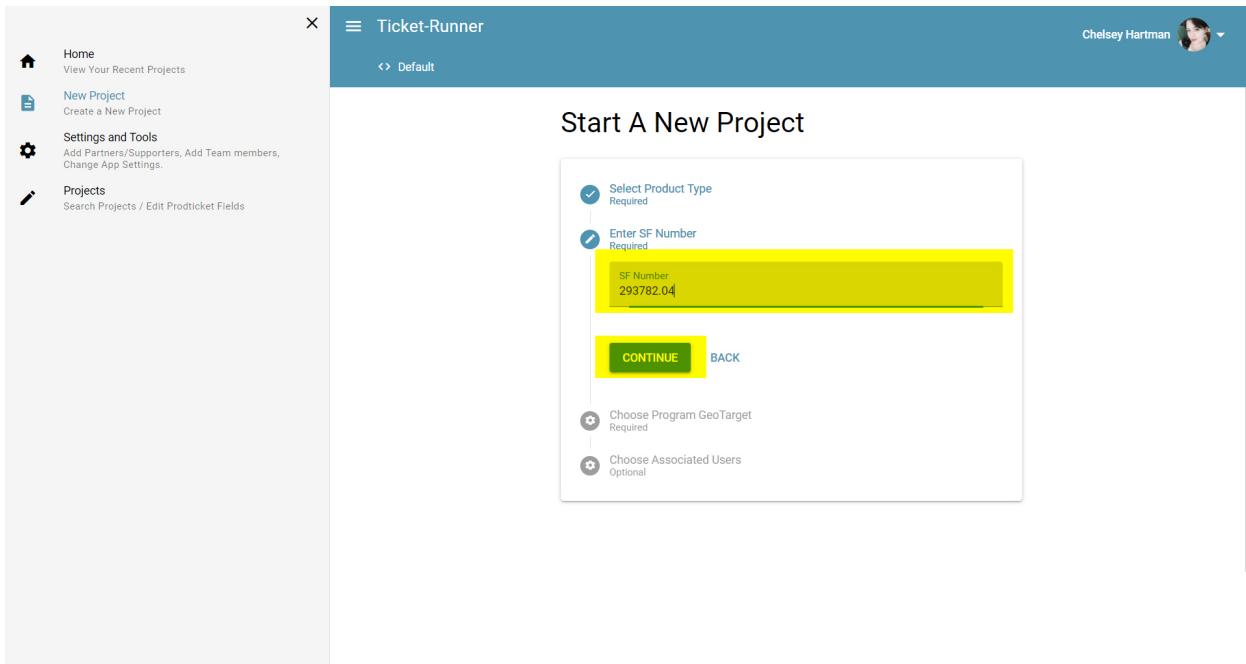
Click **Continue**.



The Enter SF Number field will load.

In the text field called **SF Number** enter the SF number assigned to this program.

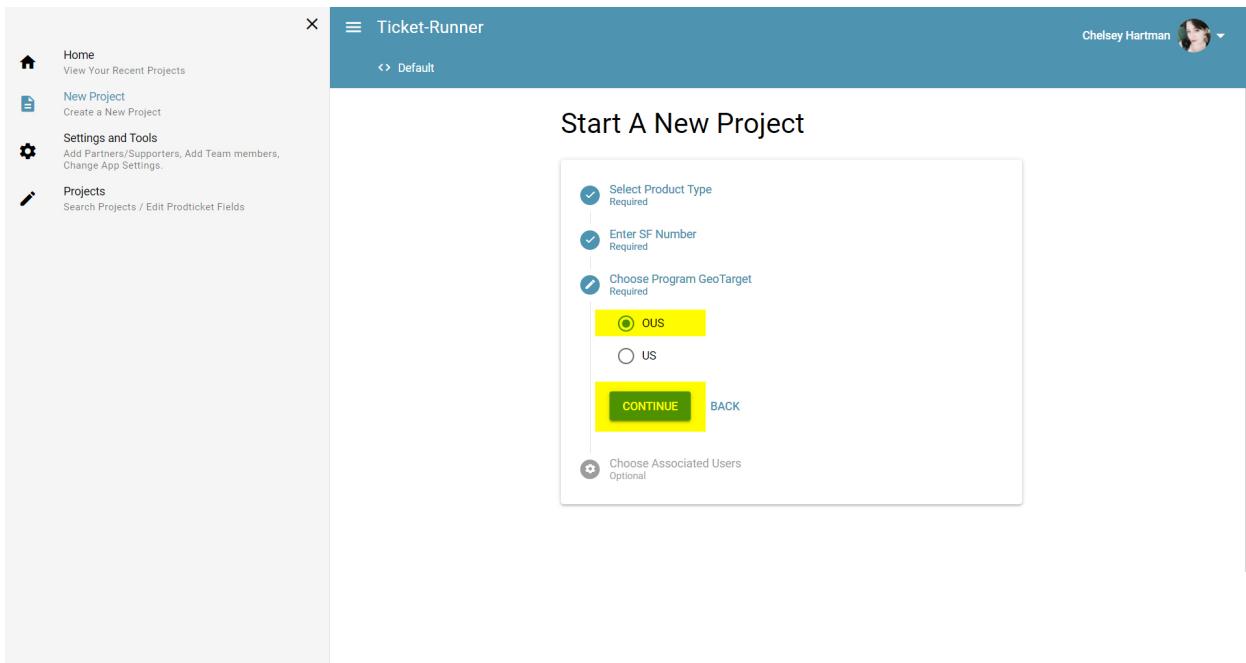
Click **Continue**.



The Choose Program GeoTarget field will load.

Select either **OUS** or **US**.

Click **Continue**.

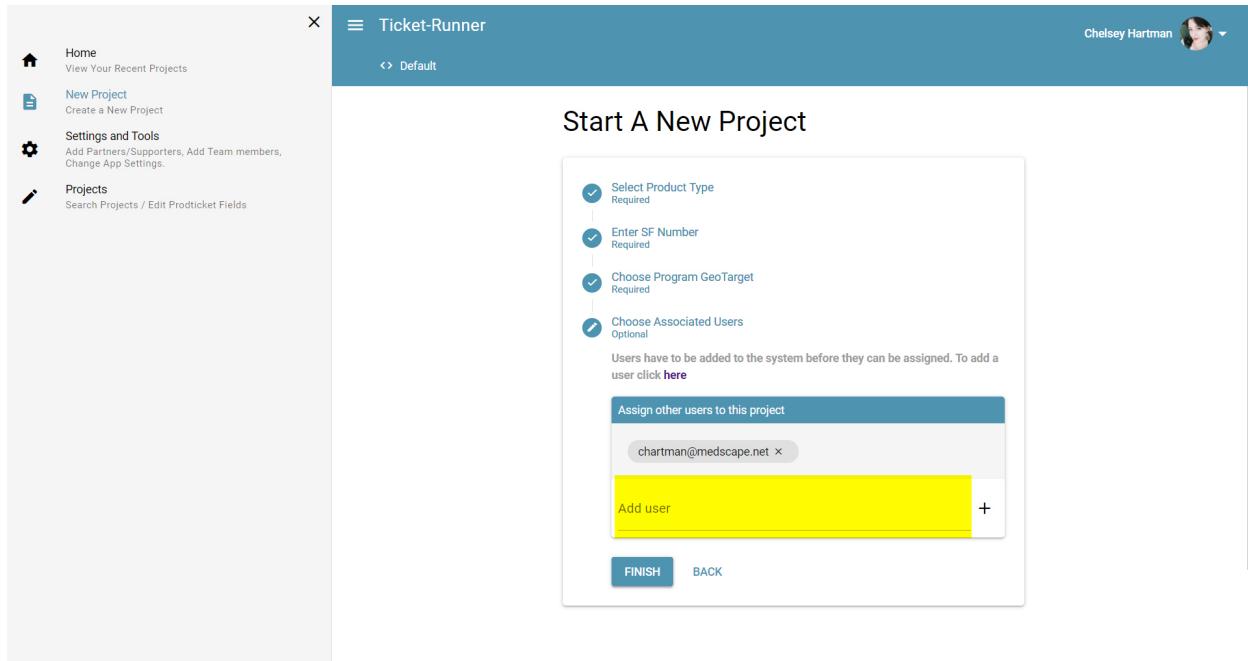


The Choose Associated Users field will load.

Click on the **text field** under **Add user**.

A list of users who are already in the system will appear.

- If the user you want to add is in this list, **click the user's name**. This will add them to the project.
- If the user you want to add is not in this list, go to the [Users](#) page to add them. Then return to the Start a New Project page and add them.



ALTERNATIVELY, you can type in a user's email address and click on the plus sign (+) to add the user to the project.

Click **Finish**.

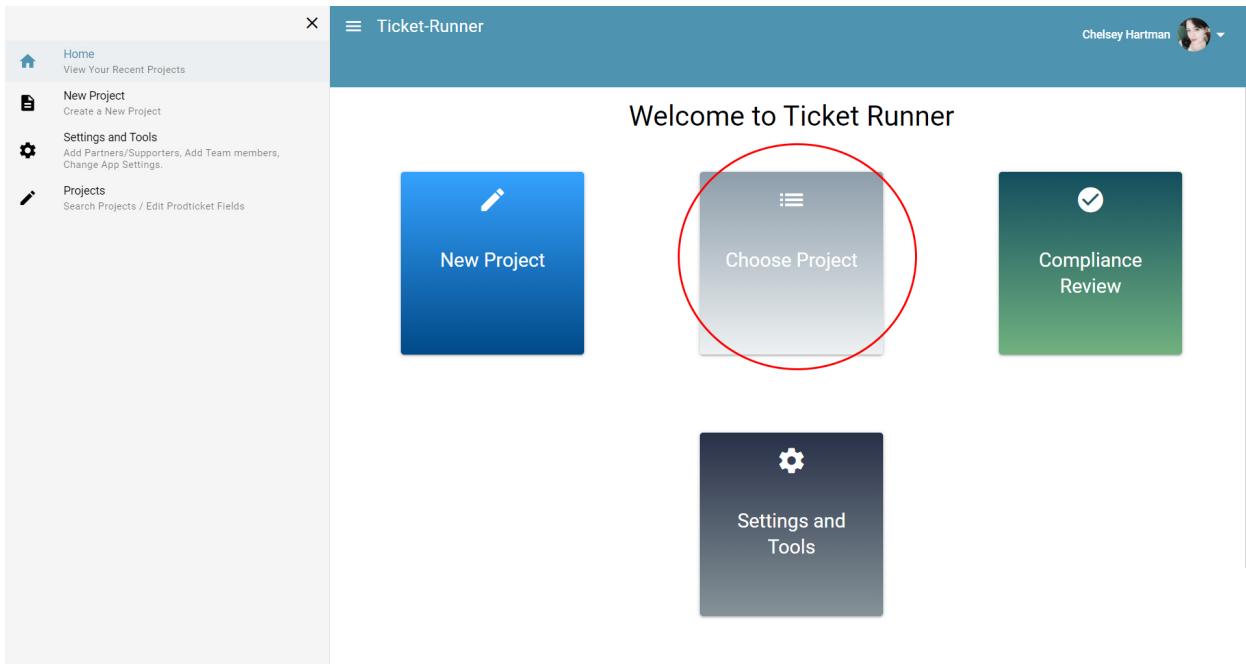
- i** If, at any time, you click **Back**, the page will return you to the first field (Select Product Type). This will happen no matter where you are in Start a New Project. However, the information you entered will remain. You will not need to re-enter it. Use the **Continue** button to navigate to the section you want to change.

FIND A PRODTICKET

All users have the ability to view the contents of a PT at any time.

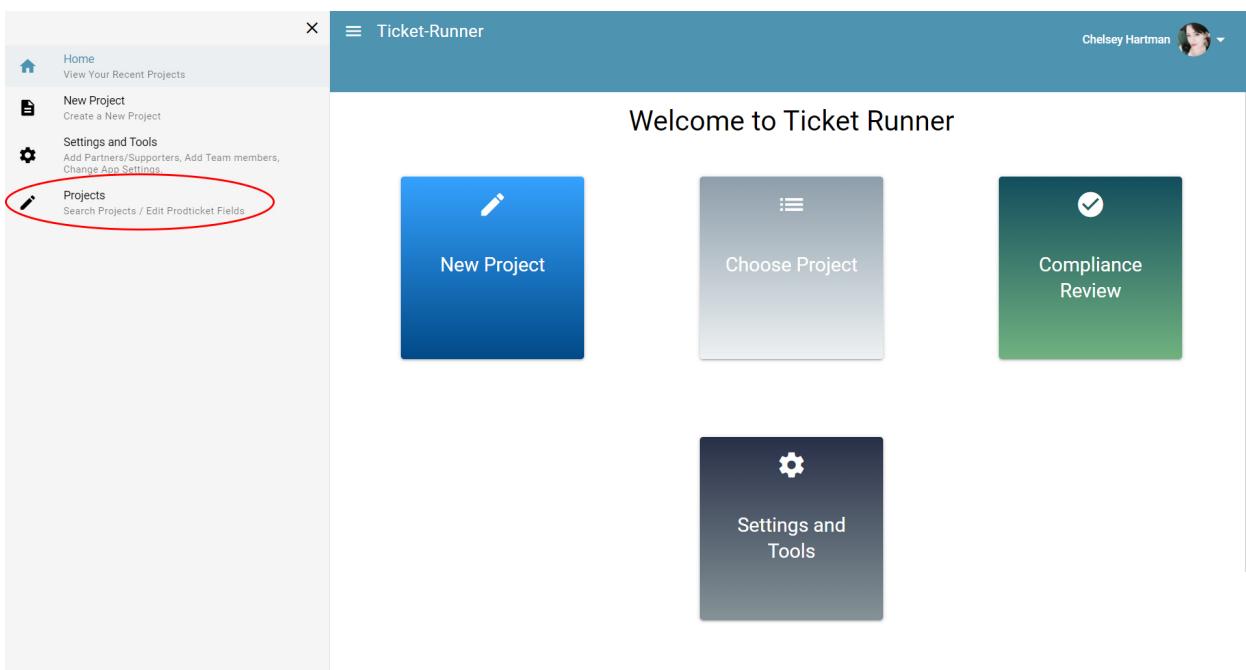
Find a PT in Your Lists

Click the **Choose Project** option on the **Home** screen.



OR

Click **Projects** in the navigation bar.



A new page will load called **Project Search & Select**.

Available projects are split into 2 groups:

1. **My Projects** – Projects that you have contributed to or have been assigned to
2. **All Projects** – A full list of projects which you can search and sort by using filters

The screenshot shows the 'Ticket-Runner' application interface. On the left, there's a sidebar with navigation links: 'Home' (View Your Recent Projects), 'New Project' (Create a New Project), 'Settings and Tools' (Add Partners/Supporters, Add Team members, Change App Settings), and 'Projects' (Search Projects / Edit Prodticket Fields). The main content area is titled 'Project Search & Select'. It features three tabs: 'MY PROJECTS' (selected), 'ALL PROJECTS', and 'NEW PROJECT'. Below the tabs is a search bar with a magnifying glass icon. A message at the top of the main area reads: 'To check out a project, select "Work on this project" from the options menu to the left of each project in the list. To begin editing, select a field of interest from the "Prodticket fields" navigation menu on the left of the screen. (If navigation menu is collapse, click the menu icon in the upper left of the screen.)'. At the bottom of the main area, there's a table header with columns: 'Project Options & SF Number', 'Product Type', 'Last Edited', 'Project Status', 'New Alerts', 'View Prod Ticket', and 'Live Preview'. A small message below the table header says 'No data available'.

Find a PT Using Search

\Click in the **Search** bar located in the right-hand corner of each project list.

Enter an **SF number** or other criteria such as **date**, **author**, or **product type**.

Hit **Enter** on your keyboard.

The page will reload, showing all projects matching those search terms.

Project Options & SF Number	Product Type	Last Edited	Project Status	New Alerts	View Prod Ticket	Live Preview
293782.04	Clinical Advances	12:32pm, 08/28/20	Pre-Drop (Editing)	0		

From here, you can either preview the contents of the ticket, or check-out the ticket to make changes.

PREVIEW THE CONTENTS OF A TICKET

To view a PT, find the project in the **My Projects** list, the **All Projects** list, or by **searching**.

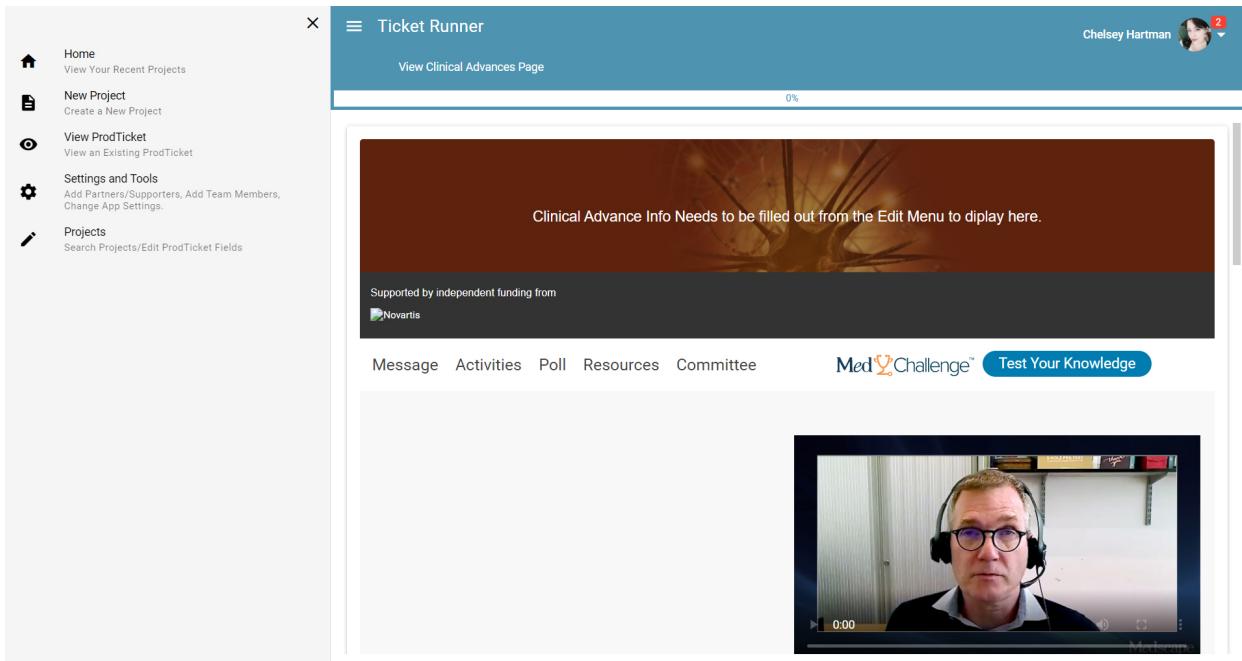
Click the **eye icon** to the right in the **View ProdTicket** section.

A new page will load.

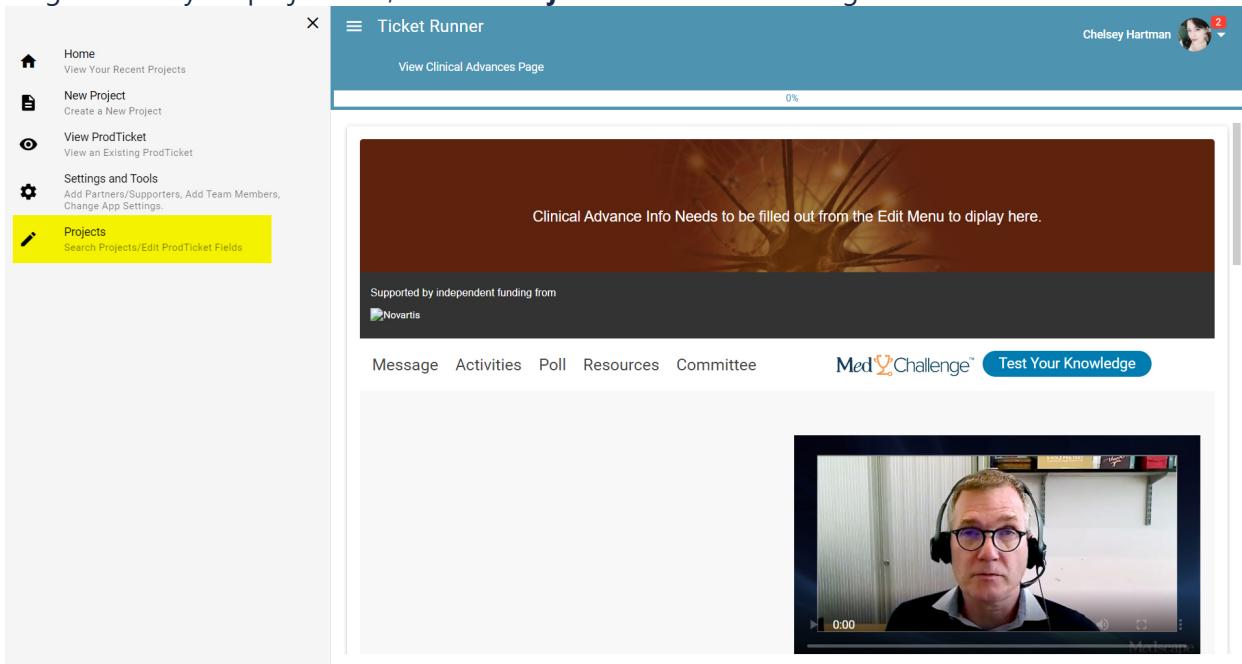
To see a preview of how the page may appear on the site, click the magnifying glass icon under **Live Preview**.

A new page will load.

On the right-side of the page will be a preview of the staging site with your information in it.



To go back to your projects list, click on **Projects** in the sidebar navigation.



The page you were previously on will load.



If someone else is editing a ticket, you will not be able to view their changes until they click **Submit**.

CHECK-IN THE PRODTICKET

Under the **My Projects** tab or the **All Projects** tab, find the the column labeled, **Project Options & SF Number**.

Click on the down arrow (▼) next to the SF number.

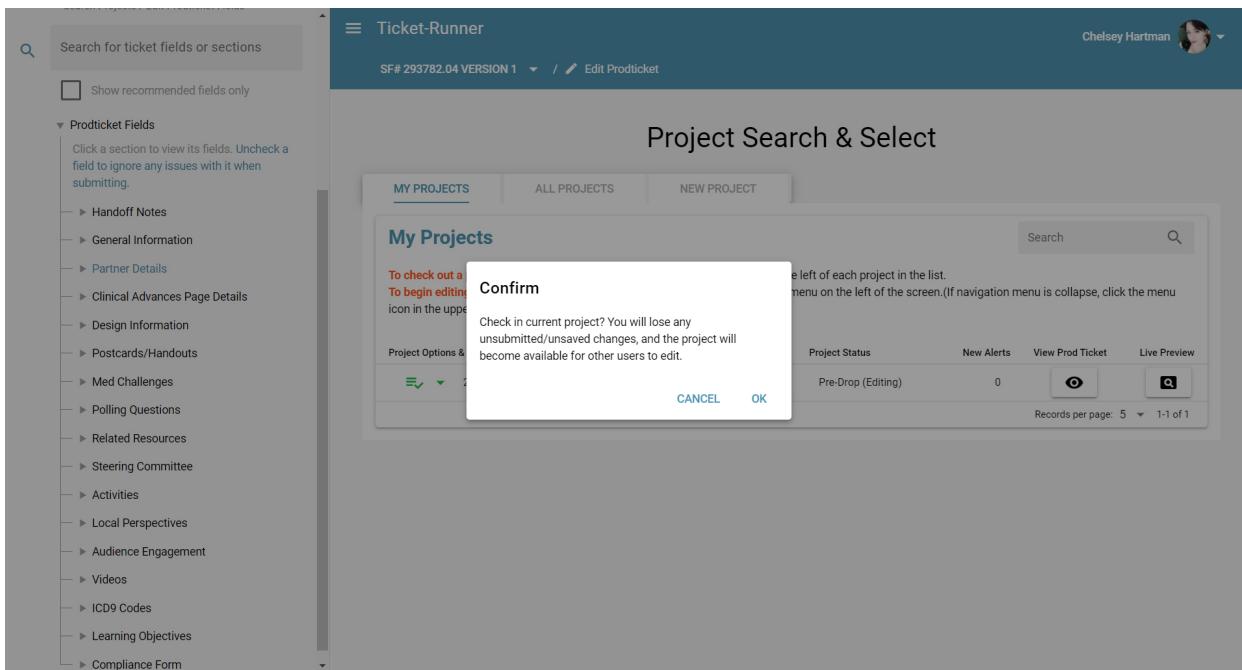
The screenshot shows the 'Ticket-Runner' application interface. At the top, there's a navigation bar with a search bar, user profile, and project identifier 'SF# 293782.04 VERSION 1'. Below the navigation is a section titled 'Project Search & Select' with tabs for 'MY PROJECTS' (selected), 'ALL PROJECTS', and 'NEW PROJECT'. Under 'MY PROJECTS', there's a table with columns: 'Project Options & SF Number', 'Product Type', 'Last Edited', 'Project Status', 'New Alerts', 'View Prod Ticket', and 'Live Preview'. The first row in the table has an 'Edit' icon (circled in red) and the value '293782.04'. The 'Project Options & SF Number' column contains a dropdown arrow icon, which is also circled in red. To the left of the main content area, there's a sidebar titled 'Prodticket Fields' with a list of various project categories like Handoff Notes, General Information, etc.

A drop-down will appear.

Click **Check-in project**.

This screenshot shows the same 'Ticket-Runner' interface as the previous one, but with a dropdown menu open over the 'Project Options & SF Number' column. The dropdown menu has two items: 'View Submission History' (which is currently selected) and 'Check in project'. The 'Check in project' item is highlighted with a yellow background and features a green checkmark icon. The rest of the interface remains the same, including the table and the sidebar with 'Prodticket Fields'.

A pop-up will appear that says **Confirm**.



Click **OK**.

The navigation on the right-hand side of the screen will no longer show the ProdTicket Fields.

CHECK-OUT THE PRODTICKET

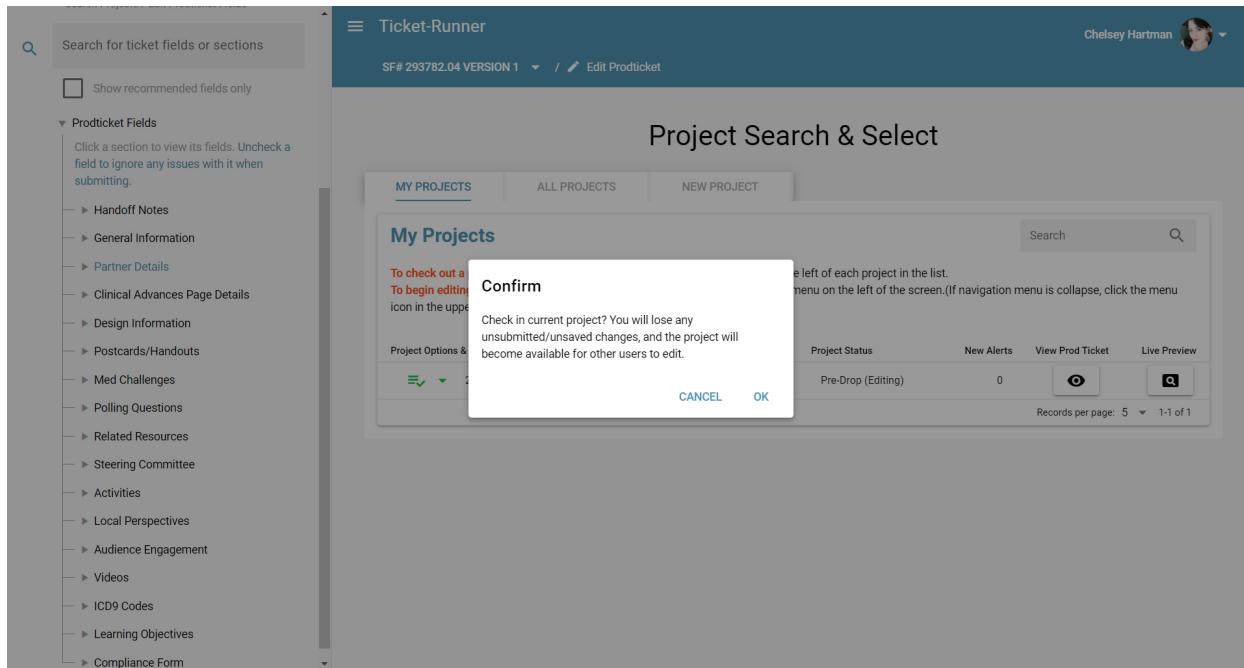
Under the **My Projects** tab or the **All Projects**, find the the column labeled, **Project Options & SF Number**.

Click on the down arrow (▼) next to the SF number.

A drop-down will appear.

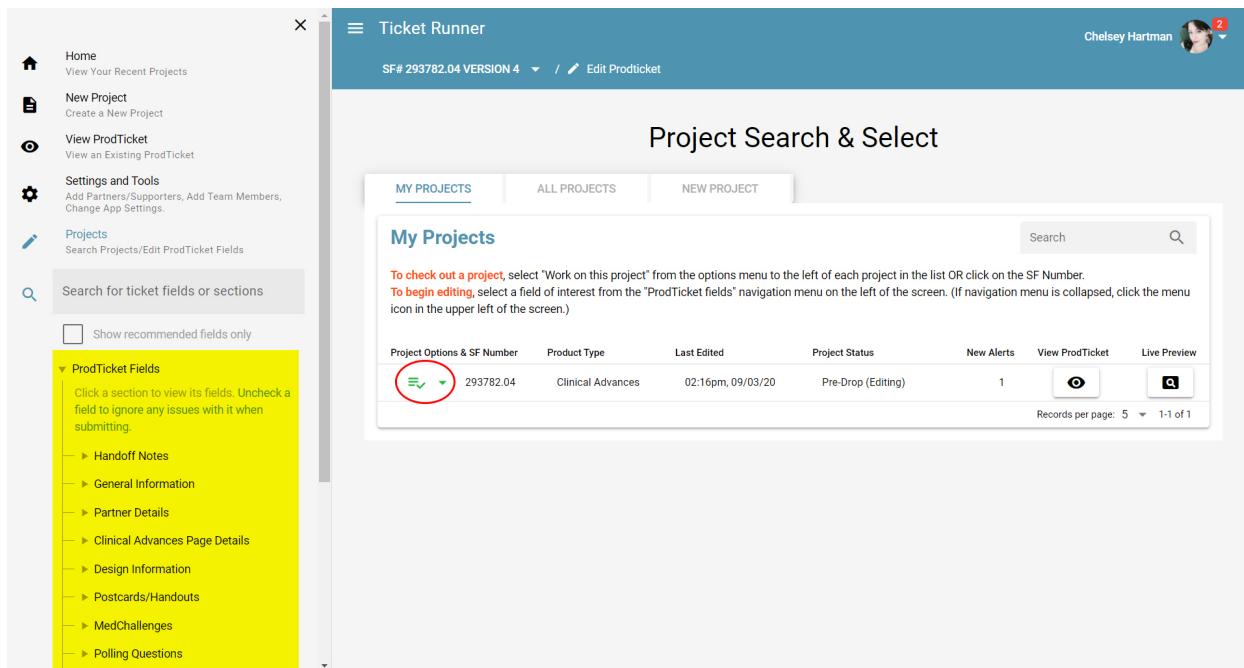
Select **Work on this project**.

A pop-up will appear asking you to confirm.



Click **OK**.

The down-arrow will turn green and the navigation on the left-hand side will display **ProdTicket Fields**.



① Projects are only editable by 1 person at a time.

If "Work on this project" is unavailable and you see a red **locked** symbol, that means that another user is currently working on that project.

When you are done working, it is important to click **Check-in project** in the project options, or check off **I'm done working** when submitting your changes.

When you begin working on a project, it will be locked to other users until you check it in OR after **40 minutes** of inactivity. Projects are also automatically unlocked after **8 hours**. In addition, a manager/team lead can manually unlock a project at any time, if necessary.

Not all users have access to project editing. If you do not have access to certain expected features, please speak to your manager/team leader to be granted permissions.

ADDING AND EDITING INFORMATION IN PRODTICKETS

EXPAND AND COLLAPSE SECTIONS

Once you have checked out the PT, the left-hand side of the screen will show a navigation with ProdTicket Fields list.

To see what is contained in each section, click right pointer (►) to expand that section.

The screenshot shows the Ticket-Runner application interface. On the left, there is a sidebar titled "ProdTicket Fields" with a search bar and a checkbox for "Show recommended fields only". Below this, sections like "Handoff Notes" (circled in red), "General Information", "Partner Details", "Clinical Advances Page Details", and "Design Information" are listed. Each section has a right-pointing arrow icon indicating it can be expanded. On the right, the main content area is titled "Project Search & Select". It features tabs for "MY PROJECTS", "ALL PROJECTS", and "NEW PROJECT". Below the tabs, a section titled "My Projects" displays a single project entry:

Project Options & SF Number	Product Type	Last Edited	Project Status	New Alerts	View Prod Ticket	Live Preview
293782.04	Clinical Advances	12:32pm, 08/28/20	Pre-Drop (Editing)	0		

At the bottom of the table, it says "Records per page: 5 1-1 of 1".

When you're done with a section, click on the down arrow (▼) to collapse it.

The screenshot shows the Ticket-Runner application interface. On the left, a navigation sidebar titled "Prodticket Fields" is expanded, showing various sections like "Handoff Notes" (which is circled in red), "General Information", "Partner Details", etc. A checkbox "Show recommended fields only" is also visible. The main area is titled "Project Search & Select" and shows a table for "My Projects". The table has columns: Project Options & SF Number, Product Type, Last Edited, Project Status, New Alerts, View Prod Ticket, and Live Preview. One row is listed: "293782.04" (Product Type: Clinical Advances, Last Edited: 12:32pm, 08/28/20, Status: Pre-Drop (Editing), New Alerts: 0). There are also "Search" and "Records per page" buttons.

TOGGLED FIELDS ON AND OFF

Once you have expanded a section, you can uncheck anything you don't intend to fill out. This way, Ticket Runner won't give you an error message later when you attempt to check-in the document.

If an item has been unchecked, it will turn yellow and display an info icon (ⓘ) as a way to alert you that it is not in the PT.

If you turn off a field that has text within it, it will turn green to indicate that the field has been completed.

The screenshot shows the 'Ticket Runner' application interface. On the left, a sidebar titled 'ProdTicket Fields' contains a 'Handoff Notes' section. It includes a note: 'Click on a field to navigate to it.' followed by a list of items: 'To Medical Education Directors', 'To Copy Editors', 'To Production/Studio', 'To Accreditation and Compliance' (which is checked), and 'To Audience Engagement' (which is also checked). Below this is a list of other sections: General Information, Partner Details, Clinical Advances Page Details, Design Information, Postcards/Handouts, MedChallenges, Polling Questions, Related Resources, Steering Committee, Activities, and Local Perspectives. At the bottom of the sidebar are 'PREV' and 'NEXT' buttons, and a large yellow 'SUBMIT' button. The main area displays two separate boxes: one for 'To Accreditation and Compliance' and another for 'To Audience Engagement', each with its own 'SUBMIT' button.

Unchecked fields will still show up in the PT, but it will be disabled. **To re-enable a field**, just check the box beside it.

ADD CONTENT TO A PRODTICKET

If there is a particular section you'd like to edit, you can search for the section you need by entering search terms into the field that says **Search for ticket fields or sections**.

The screenshot shows the 'Ticket-Runner' application interface. On the left, a sidebar titled 'ProdTicket Fields' contains a 'Search for ticket fields or sections' field, which is highlighted with a yellow background. Below it is a 'Show recommended fields only' checkbox. Under 'ProdTicket Fields', there is a note: 'Click a section to view its fields. Uncheck a field to ignore any issues with it when submitting.' followed by a list of sections: Handoff Notes, General Information, Partner Details, Clinical Advances Page Details, Design Information, Postcards/Handouts, Med Challenges, and Polling Questions. To the right, the main area is titled 'Project Search & Select' and shows a table of projects. The table has columns: Project Options & SF Number, Product Type, Last Edited, Project Status, New Alerts, View Prod Ticket, and Live Preview. One project is listed: '293782.04' with 'Clinical Advances' as the Product Type, '12:32pm, 08/28/20' as the Last Edited date, 'Pre-Drop (Editing)' as the Project Status, and '0' as the New Alerts count. There are also 'View' and 'Edit' icons for the project. At the bottom of the table, there are links for 'Records per page' and '1-1 of 1'.

Otherwise, in the navigation bar on the left-hand side, click on the section you would like to fill out.

The PT will reload, showing the section you chose.

The screenshot shows the 'Ticket-Runner' application interface. On the left, a sidebar titled 'ProdTicket Fields' lists various sections like 'Handoff Notes', 'General Information', and 'Design Information'. The 'Handoff Notes' section is currently selected and expanded, showing sub-options: 'To Medical Education Directors', 'To Copy Editors', 'To Production/Studio', 'To Accreditation and Compliance', and 'To Audience Engagement'. These options are highlighted with a yellow background. The main content area displays three input fields: 'Workfront Link' (with a red error message 'Field is required.'), 'Deliverable SF#s' (with a red error message 'Field is required.'), and 'Previous SF#s' (with a red error message 'Field is required.'). At the bottom, there are 'PREV', 'NEXT', and a yellow 'SUBMIT' button.

Required sections will appear in red with an exclamation point icon within it.

- ✓ There is a Completion Percentage bar at the top of the PT. As you progress, this bar will fill up, indicating how much of the PT you have filled out.

As you click on each PT field, they will expand to show what is contained within the field.

This screenshot shows the 'Ticket Runner' interface again. The 'Handoff Notes' section is expanded, revealing two sub-sections: 'To Medical Education Directors' and 'To Copyeditors'. Each sub-section has its own input field and associated icons. The completion percentage bar at the top shows 0%. The 'SUBMIT' button is visible at the bottom.

You can use this to quickly find each field.

As you fill out each field, the field titles will turn green in the navigation.

The screenshot shows the 'Clinical Advances Page Details' section of the Ticket Runner application. On the left, a sidebar lists various sections like 'Handoff Notes', 'General Information', and 'Clinical Advances Page Details'. Under 'Clinical Advances Page Details', there are several fields: 'Teaser', 'Title', 'Clinical Advances URL', and 'Introduction'. The 'Title' field is circled in red, indicating it has been selected or is active. The main content area shows the 'Title' field with the value 'Patients with relapsed small cell lung cancer (SCLC) and their caregivers and family'. Below it is the 'Teaser' field, which is currently empty. At the bottom, there are 'PREV', 'SUBMIT' (highlighted in yellow), and 'NEXT' buttons.

Once you have completed a section, click on the **Next** button to proceed through the PT,
OR

Click on the field in the navigation bar.

ADD REPEATING FIELDS

For some sections, like Related Links, you can add additional fields.

Add a New Field

Click the green + **Add** button to the top right of the field in question.

The screenshot shows the 'Ticket Runner' application interface. On the left, there is a sidebar with a search bar and a checkbox for 'Show recommended fields only'. Below this are sections for 'ProdTicket Fields' (Handoff Notes, General Information, Partner Details, Clinical Advances Page Details, Design Information, Postcards/Handouts, MedChallenges, Polling Questions) and 'Related Resources' (Slide Kits, Clinical Reference Articles, Related Links). The 'Related Links' section is expanded, showing a link to 'From Timely Diagnosis to Improved Patient Outcomes: Respiratory Tract Infection and Meningitis' with the URL <https://www.medscape.org/viewarticle/921526>. At the bottom right of this section is a green '+ ADD' button, which is circled in red. The main content area displays two forms: 'Clinical Reference Article' and 'Related Links'. The 'Related Links' form contains the same information as the expanded section in the sidebar. At the bottom of the page are 'PREV', 'SUBMIT' (highlighted in yellow), and 'NEXT' buttons.

The new field will appear below the previous one.

This screenshot shows the same 'Ticket Runner' interface after a new 'Related Links' field has been added. The sidebar remains the same. In the main content area, the original 'Related Links' section is still present, but a new section titled 'Related Links #2' has been added below it. This new section contains the same 'Title' and 'URL' fields as the original. At the top right of the 'Related Links #2' section is a red '- REMOVE' button. The bottom of the page features 'PREV', 'SUBMIT' (highlighted in yellow), and 'NEXT' buttons.



Some fields may require you to correct issues or add a value in the existing field before creating a new one.

Remove a Field

To delete a copy of a field that you have created, click the red - **Remove** button to the top right of the field.

The screenshot shows the 'Ticket Runner' application interface. On the left, there's a sidebar with a search bar and a checkbox for 'Show recommended fields only'. Below that is a tree view of 'ProdTicket Fields' and 'Related Resources'. Under 'Related Resources', 'Related Links' is checked. In the main area, there's a 'Related Links' section with a card for 'From Timely Diagnosis to Improved Patient Outcomes: Respiratory Tract Infection and Meningitis'. This card has a URL field with 'https://www.medscape.org/viewarticle/921526'. Below this is a 'Related Links #2' section with a 'REMOVE' button highlighted with a red oval. At the bottom, there are 'PREV', 'SUBMIT' (yellow button), and 'NEXT' buttons.

The field will disappear.



After removing a field, any information it contains will be lost. However, your changes will not be saved until the ticket is submitted.

SUBMIT AND UNLOCK THE PRODTICKET

When you are done with your part of the PT, you **must** submit it. If you do not submit your changes, no one will be able to see them.

At the bottom of the PT, click on the yellow **Submit** button.

The screenshot shows the 'Ticket Runner' application interface. On the left, there's a sidebar with a search bar and a checkbox for 'Show recommended fields only'. Below that is a tree view of 'ProdTicket Fields' under 'Handoff Notes', listing items like 'To Medical Education Directors', 'To Copy Editors', etc. At the bottom of the sidebar is a link to 'https://medscapeop.github.io/?#home'. The main area has two large boxes labeled 'To Accreditation and Compliance' and 'To Audience Engagement', each with a 'comment' and 'flag' icon. At the bottom right of the main area is a yellow 'SUBMIT' button, which is circled in red.

A pop-up will appear.

If you'd like the team to know what you changed, you can add a comment. (This is typically used when editing a PT, not when creating one.)

If you are done working on the project and are ready to pass it along, you can check the box next to **I am done working (unlock project)**. If you would just like to save your changes and continue working, leave this box unchecked.

Then click **Submit**.

The screenshot shows the 'Ticket Runner' interface again. A modal dialog box titled 'Submit Prodticket?' is open. It contains a message about the prodticket version being incremented and stored in the database, a text input field with placeholder text 'Please Enter a comment to describe your changes or as a note to other contributors:', and a note 'Added title.' Below the input field is a checked checkbox labeled 'I am done working (unlock project)'. At the bottom of the dialog are three buttons: 'CANCEL', 'SUBMIT' (which is highlighted in blue), and 'DROP'. In the background, the main application window is visible with the 'SUBMIT' button highlighted by a red circle.



Do not click **Drop**. This is only for when the PT is ready to be sent to production and then it should **only** be used by CPEs.

The pop-up will disappear and the Project Search & Select page will open.

Another pop-up will appear over it (and in the bottom right-hand corner) that says **Project Submitted**.

Click **OK**.

ADDING SUPPORTERS AND PARTNERS

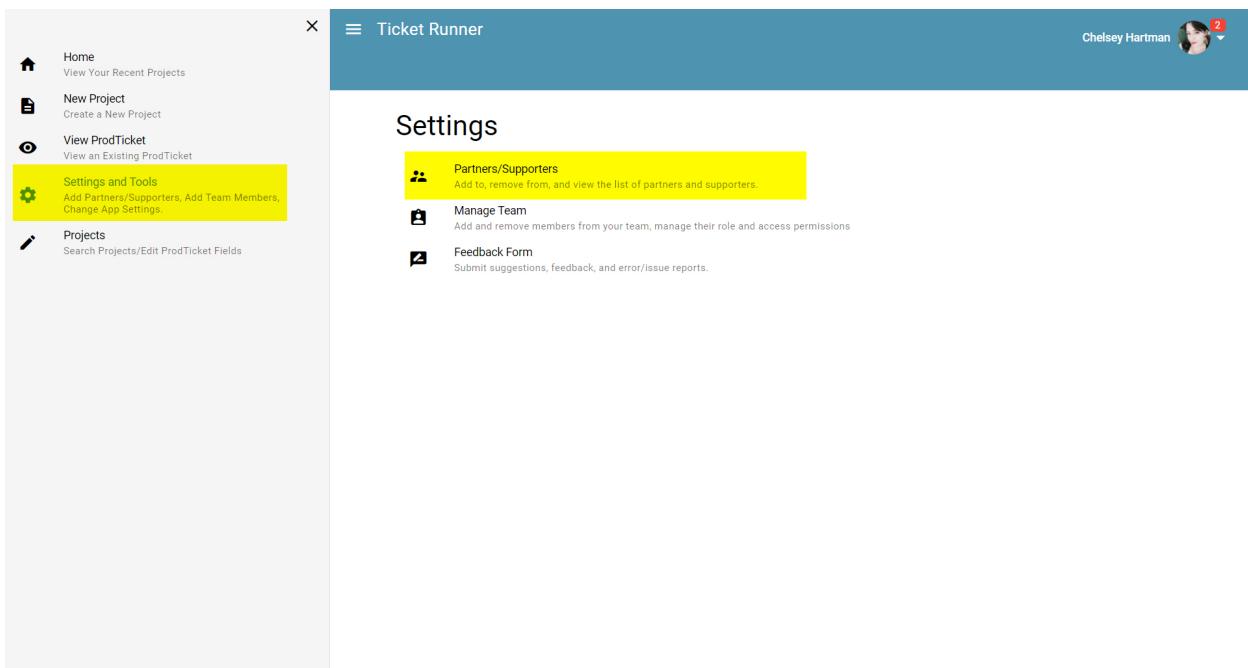
The supporters and partners that are available to choose from in various fields in the PT are generated through a user-created list.

- The **Supporter** information is under the **General Information** section of the PT navigation
- The **Partner** information is in the **Partner Details** section of the PT navigation

The screenshot shows the 'Ticket Runner' application interface. On the left, a sidebar titled 'ProdTicket Fields' lists various sections like 'Handoff Notes', 'General Information', 'Partner Details', etc. Under 'General Information', the 'Supporters' checkbox is highlighted with a yellow box. The main content area is titled 'Partner Details' and contains two sections: 'Partners' and 'Partner Logo Required'. Each section has a 'New' button (+) and a 'Delete' button (X). At the bottom, there's a 'Copyright Statement' for 'WebMD Global'.

ADD A PARTNER/SUPPORTER TO TICKET RUNNER

Navigate to the settings page through the link in the sidebar on the left, and click on **Partners/Supporters**.



OR

Click on the **supporters/partners list** link below the field you are editing.

Either way, the **Partners/Supporters** page will load.

To prevent confusion from multiple duplicate entries, you must first **Search** for the name of the Partner/Supporter you wish to add.

Click on the **Search Partners/Supporters** text field.

Type the name you wish to search for. You do not need to hit enter, a list of results will automatically populate.

If nothing matches your search term, a link will appear that says **Add new partner/supporter**.

Click it.

A form will appear to the right of the search bar.

The screenshot shows the 'Ticket Runner' application interface. On the left is a sidebar with navigation options: Home, New Project, View ProdTicket, Settings and Tools, and Projects. The main content area is titled 'Partners/Supporters'. It includes a search bar labeled 'Search Partners/Supporters' with a magnifying glass icon. Below the search bar is a note: 'To add a new partner/supporter, first search to confirm it doesn't exist. An "add new" button will then appear if no results are found.' A table lists several partners/supporters with their names, descriptions, and status (Partner or Supporter). The listed companies are PhaseBio Pharmaceuticals, Inc., Ischemix, Inc., Bayer HealthCare, Idorsia Pharmaceuticals, Ltd., Ironwood Pharmaceuticals, Inc., Sanofi, and Chiesi Pharmaceuticals, Inc. To the right of the table is a form for adding a new partner/supporter. The form fields include 'Partner/Supporter Name' (with an 'SNO' placeholder), 'Partner' and 'Supporter' radio buttons (with 'Supporter' selected), and a note '* Required'. Below these are sections for 'Alternate Names' (with a note 'Press Enter to add a new name to the list.') and 'Partner Logos' (with a note 'Press Enter to add a new URL to the list.'). At the bottom is a 'Create Badge' section with a dropdown menu for 'Badge Type'.

Fill out any necessary fields, and click **Save**.

Your partner/supporter will now be available for use.

EDIT A PARTNER/SUPPORTER

Click on the **Search Partners/Supporters** text field.

Type the name you wish to search for. You do not need to hit enter, a list of results will automatically populate.

Click on the entry you would like to edit.

A form will appear to the right of the search bar.

Click on the **pencil icon** to the right of the Partner/Supporter Name text field.

The fields will darken, indicating that you can now edit them.

Edit the necessary fields, and click **Save**.

Your partner/supporter will now be available for use.

CREATE A SUPPORTER/PARTNER BADGE

Click on the **Search Partners/Supporters** text field.

Type the name you wish to search for. You do not need to hit enter, a list of results will automatically populate.

Click on the entry you would like to edit.

A form will appear to the right of the search bar.

Click on the **pencil icon** to the right of the Partner/Supporter Name text field.

The fields will darken, indicating that you can now edit them.

Click on the **Create Badge** drop-down menu.

Choose from one of 3 **badge types**:

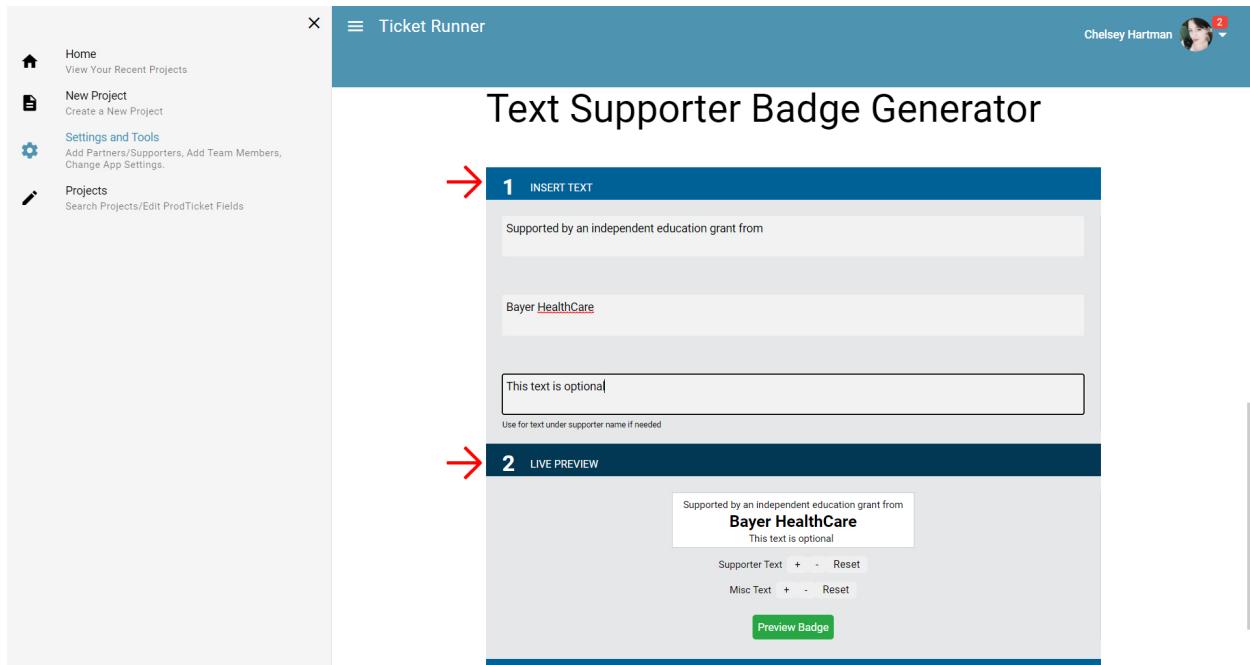
1. US
2. OUS
3. Partner

The drop-down will close and the page will scroll to a section called **Text Supporter Badge Generator**.

Under the section labeled **Insert Text**, add the information needed in the badge.

- **Attribution** – This text is for the type of support giving by the supporter (eg, "Supported by an independent educational grant from")
- **Supporter** – This auto-populates the name of the supporter. You can edit it here, if necessary
- **Misc** – This text is for anything that might need to appear under the supporter's name. This will not be used, in most cases

You will be able to see what your badge will look like under the **Live Preview section**.



If you need to increase or decrease the size of the **supporter's name** or the **misc text**, you can click on the + and - signs under the Live Preview. This will most likely only need used if there is no misc text and you would like the supporter's name to take up more of the white space. Otherwise, leave these alone.

The **Attribution** text will resize itself as you type.

Click **Preview Badge**.

The badge will appear under **Download PNG**.

If you are happy with how your badge appears, click **Make Badge**.

The badge you created will download to your computer.

The window will return to the previous supporters page. The badge will appear in the supporter's information.

The screenshot shows the 'Ticket Runner' application interface. On the left is a sidebar with navigation options: Home, New Project, Settings and Tools, and Projects. The main area is titled 'Ticket Runner' and contains sections for 'Partner Logos', 'Badges', 'Create Badge', and 'Partner Statements'. A 'Bayer HealthCare' badge is currently being edited. In the bottom right of the badge editor, there are 'DELETE SUPPORTER', 'CANCEL', and 'SAVE' buttons. A red arrow points to the 'SAVE' button. At the bottom left of the main area, there is a file preview for 'Bayer_HealthCare....png'.

Click **Save**.

The supporters/partners list will reload and a pop-up will appear saying **Partner/Supporter successfully uploaded**.

The screenshot shows the 'Ticket Runner' application after saving the supporter. The main area now displays a list of supporters/partners, each with its name and status (e.g., Partner or Supporter). A blue success message at the bottom right of the screen reads 'Partner/Supporter successfully updated.'

Supporter Name	Status
PhaseBio Pharmaceuticals, Inc	Partner
Ischemix, Inc	Partner
Bayer HealthCare	Supporter
Idorsia Pharmaceuticals, Ltd	Supporter
Ironwood Pharmaceuticals, Inc	Partner
Sanofi	Supporter
Chiesi Pharmaceuticals, Inc	Supporter
abc supporter	Partner
Lilly USA, LLC	Partner
Janssen Pharmaceuticals	Supporter

ADD A SUPPORTER TO A PT

Click on **Supporters**.

The page will navigate to the **Supporters** section of the PT.

Click on the text field below **Supporters**.

A drop-down menu will appear.

The screenshot shows the 'Ticket Runner' application interface. On the left, there is a sidebar titled 'ProdTicket Fields' with a tree view of various fields. Under 'General Information', the 'Supporters' field is highlighted with a yellow background. The main area displays a list of supporters with a search bar at the top. The list includes: Bayer HealthCare, Idorsia Pharmaceuticals, Ltd, Sanofi, Chiesi Pharmaceuticals, Inc, Janssen Pharmaceuticals, Abbott Laboratories, Synaptic, another one, AstraZeneca Pharmaceuticals, Amarin Corporation plc, and Bristol-Myers Squibb Company. Navigation buttons 'PREV' and 'NEXT' are visible at the bottom of the list.

Click on the Supporters you need.

They will appear in the text field. You can continue clicking on each Supporter until all are accounted for.

Click anywhere outside the drop-down to close it.

The Supporters will be in the text field.

The screenshot shows the 'Ticket Runner' application interface. On the left, a sidebar titled 'ProdTicket Fields' lists various fields with checkboxes. Under 'General Information', several checkboxes are checked, including 'Supporters'. The main content area displays three dropdown-like lists: 'Supporters' (listing Bayer HealthCare, Sanofi, Abbott Laboratories), 'Therapeutic Areas/Specialties' (listing Allergy & Clinical Immunology, Business of Medicine, Dermatology), and 'Related Therapeutic Areas/Specialties' (listing Family Medicine/Primary Care, Diabetes & Endocrinology). At the bottom, there are 'PREV', 'SUBMIT', and 'NEXT' buttons.

To delete a Supporter, simply click on the X next to their name.

If a Supporter is not in the drop-down, it will need to be added. Click on the link to the **supporter/partner list** and follow the instructions on [how to add a partner/supporter to Ticket Runner](#).

Add a Supporter Badge

In the navigation menu, click **Supporter Attribution**.

The page will load to the final field in General Information.

The screenshot shows the 'Ticket Runner' application interface. On the left, a sidebar titled 'ProdTicket Fields' lists various fields with checkboxes. One checkbox under 'Supporters' is checked. The main area displays 'Therapeutic Areas/Specialties' and 'Related Therapeutic Areas/Specialties' sections. A yellow box highlights the 'Supporter Attribution' field in the sidebar. At the bottom, there are 'PREV', 'SUBMIT', and 'NEXT' buttons.

Next to **How many supporters**, click on the radio button next to either **Single** or **Multiple** to indicate the number of supporters needed. The statement will change depending on which radio button you click.

Then click on the text field below **How many supporters**.

A drop-down will appear.

The screenshot shows the 'Ticket Runner' application interface. On the left, a sidebar titled 'ProdTicket Fields' lists various fields with checkboxes. One checkbox under 'Supporters' is checked. The main area displays a dropdown menu with a list of pharmaceutical companies. A yellow box highlights the dropdown menu. At the bottom, there are 'PREV', 'SUBMIT', and 'NEXT' buttons.

Click on the Supporters you need.

They will appear in the text field. You can continue clicking on each Supporter until all are accounted for.

Click anywhere outside the drop-down to close it.

The Supporters will be in the text field and their badges will appear below the field **if one exists**.

If the Supporter does not have a badge associated with it, the following message will appear:

Select supporter logo for Bayer HealthCare:

No badges/logos are available for this supporter. They can be added through the supporter/partner list.

Click on the link for the **supporter/partner list** and follow the instructions on [how to add a partner/supporter to Ticket Runner](#).

Otherwise, continue through the PT.

ADD A PARTNER TO A PT

Click on **Partner Details**.

The page will navigate to the Partner section of the PT.

Click on the text field below **Partners**.

A drop-down menu will appear.

The screenshot shows the 'Ticket Runner' application interface. On the left, there is a sidebar titled 'ProdTicket Fields' with a tree view of various sections like 'Handoff Notes', 'General Information', and 'Partner Details'. Under 'Partner Details', there is a note: 'Click on a field to navigate to it.' followed by a list of checkboxes: 'Partners' (checked), 'Partner Logo Required' (unchecked), 'Copyright Statement' (checked), and 'Partner Statement' (unchecked). To the right of the sidebar is the main content area titled 'Ticket Runner' with the identifier 'SF# 293782.04 VERSION 6'. Below this is a 'Partners' search bar containing a list of companies: PhaseBio Pharmaceuticals, Inc; Ischemix, Inc; Ironwood Pharmaceuticals, Inc; abc supporter; Lilly USA, LLC; Regeneron Pharmaceuticals, Inc; Amgen Inc; Ethicon, Inc; Eisai, Inc; University of Chicago; and Boehringer Ingelheim Pharmaceuticals, Inc. At the bottom of the screen are 'PREV' and 'NEXT' navigation buttons.

Click on the Partners you need.

They will appear in the text field. You can continue clicking on each Partner until all are accounted for.

Click anywhere outside the drop-down to close it.

The Partners will be in the text field.

To delete a Partner, simply click on the X next to their name.

If a Partner is not in the drop-down, it will needed to be added. Click on the link to the **supporter/partner list** and follow the instructions on [how to add a partner/supporter to Ticket Runner](#).

If a Partner badge is required, click on the checkbox next to **Partner Logo Required**.

A new text field will appear called **Partner Logo URL**. Add the link to the image to this field.

Scroll down to the **Partner Statement** and add the required statement to the text field. If there is no statement required, uncheck the box in the ProdTicket Fields in the navigation.

Continue through the PT.

ADD LEARNING OBJECTIVES

Learning Objectives are in their own section of the PT in Ticket Runner. To find them, open the PT as usual and scroll down to **Learning Objectives** in the sidebar navigation.

ADD A NEW LEARNING OBJECTIVE

Once in the Learning Objectives section, click on the **Add a Learning Objective** button.

Learning Objectives and KMI Map					
Upon completion of this activity, participants will (* Required Field)	Question type assessing this objective	Question # ?	Slide #/Chapter #	Learning Needs (* required for any program with an LLA or any CPA posting in a Clinical Advances)	Remove this objective / Add a copy of this objective
<i>No learning objectives</i> + ADD A LEARNING OBJECTIVE					

The table will expand, creating editable text areas.

The screenshot shows the 'Ticket Runner' application interface. On the left, there's a sidebar with a 'ProdTicket Fields' section containing various items like Handoff Notes, General Information, and Learning Objectives. Under 'Learning Objectives', there's a note: 'Click on a field to navigate to it.' and a checked checkbox labeled 'Learning Objective'. The main area is titled 'Learning Objectives and KMI Map'. It has a table with columns: 'Upon completion of this activity, participants will (* Required Field)', 'Question type assessing this objective', 'Question #', 'Slide #/Chapter #', and 'Learning Needs (* required for any program with an LLA or any CPA posting in a Clinical Advances)'. A note in the first column says: '*This field is not required for your role.' Below the table is a button '+ ADD A LEARNING OBJECTIVE'. At the bottom of the main area are 'PREV', 'SUBMIT', and 'NEXT' buttons.

To add a new learning objective, click on the text that says **Click to edit** under the column labeled **Upon completion of this activity, participants will**.

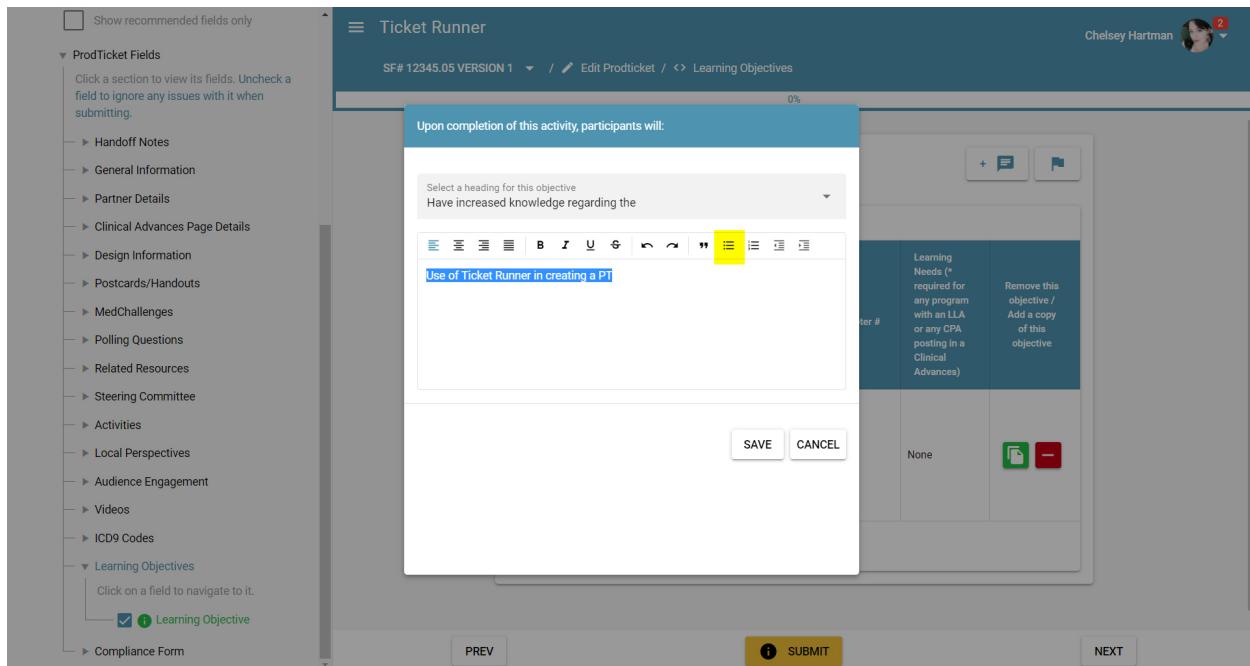
A pop-up will appear.

The screenshot shows the 'Ticket Runner' application interface with a modal dialog open. The dialog title is 'Upon completion of this activity, participants will:'. Inside, there's a text area with a placeholder 'Select a heading for this objective' and a rich text editor toolbar. Below the text area is a note: '* Required Field'. At the bottom of the dialog are 'SAVE' and 'CANCEL' buttons. The background of the main interface is dimmed.

Click on the text field labeled **Select a heading for this objective**.

A drop-down will open.

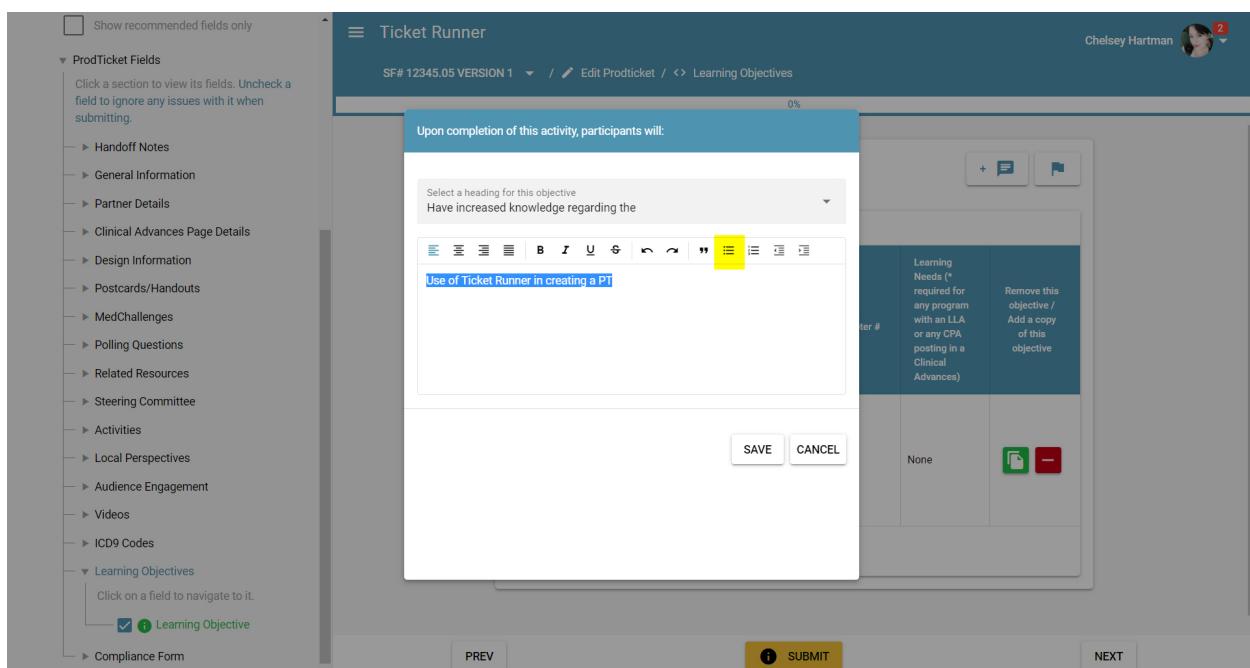
Select from the headings in that list.



The drop-down will close and the heading you selected will now appear within that text field.

Click on the next text field and type in the rest of the learning objective as normal.

To add bullet points, highlight your text and click on the **unordered list** icon in the text field's style tools.



The LOs will now be formatted with bullets.

Click **Save**.

The pop-up will disappear and the LOs will appear in the first column.

To indicate what type of question the LO is assessing, click on the drop-down menu labeled **Question type assessing this objective**. (It will default to **LLA Question Pairs**. If this is the question type, leave alone.)

Learning Objectives and KMI Map					
Upon completion of this activity, participants will (* Required Field)	Question type assessing this objective	Question # ⓘ	Slide #/Chapter #	Learning Needs (* required for any program with an LLA or any CPA posting in a Clinical Advances)	Remove this objective / Add a copy of this objective
<ul style="list-style-type: none"> Have increased knowledge regarding the: Use of Ticket Runner in creating a PT 	Click to see... LLA Question Pairs <small>Objectives can also be assigned to a question upon creation</small>	No questions have been added to the ticket yet. <small>Objectives can also be assigned to a question upon creation</small>	None	None	[copy icon] [remove icon]
	+ ADD A LEARNER OBJECTIVE	+ POLLING	+ CME POST TEST		

Click on the question type and the drop-down will close.

REMOVE A LEARNING OBJECTIVE

Click on the red – button under **Remove this objective/Add a copy of this objective**.

The screenshot shows the 'Ticket Runner' application interface. On the left, there is a sidebar with a 'ProdTicket Fields' section containing various categories like Handoff Notes, General Information, Partner Details, etc. Under 'Learning Objectives', there is a note: 'Click on a field to navigate to it.' followed by a checked checkbox labeled 'Learning Objective'. The main area is titled 'Learning Objectives and KMI Map'. It contains a table with columns: Upon completion of this activity, participants will (* Required Field), Question type assessing this objective, Question # (with a help icon), Slide #/Chapter #, Learning Needs (* required for any program with an LLA or any CPA posting in a Clinical Advances), and Remove this objective / Add a copy of this objective. There are two rows in the table. The first row has bullet points: 'Have increased knowledge regarding the:' and 'Use of Ticket Runner in creating a PT'. The second row has a dropdown menu 'Click to see... LLA Question Pairs'. At the bottom of the table is a blue button '+ ADD A LEARNING OBJECTIVE'. Below the table are navigation buttons: PREV, SUBMIT (highlighted in yellow), and NEXT.

The LO will disappear.

ASSOCIATE A QUESTION WITH A LEARNING OBJECTIVE



In order to map a learning objective to a question, you **must** create the questions in the PT first.

COMMENTING

In Ticket Runner, you have the option to **add comments** to fields or **flag** fields that require special attention.

ADD A NEW COMMENT

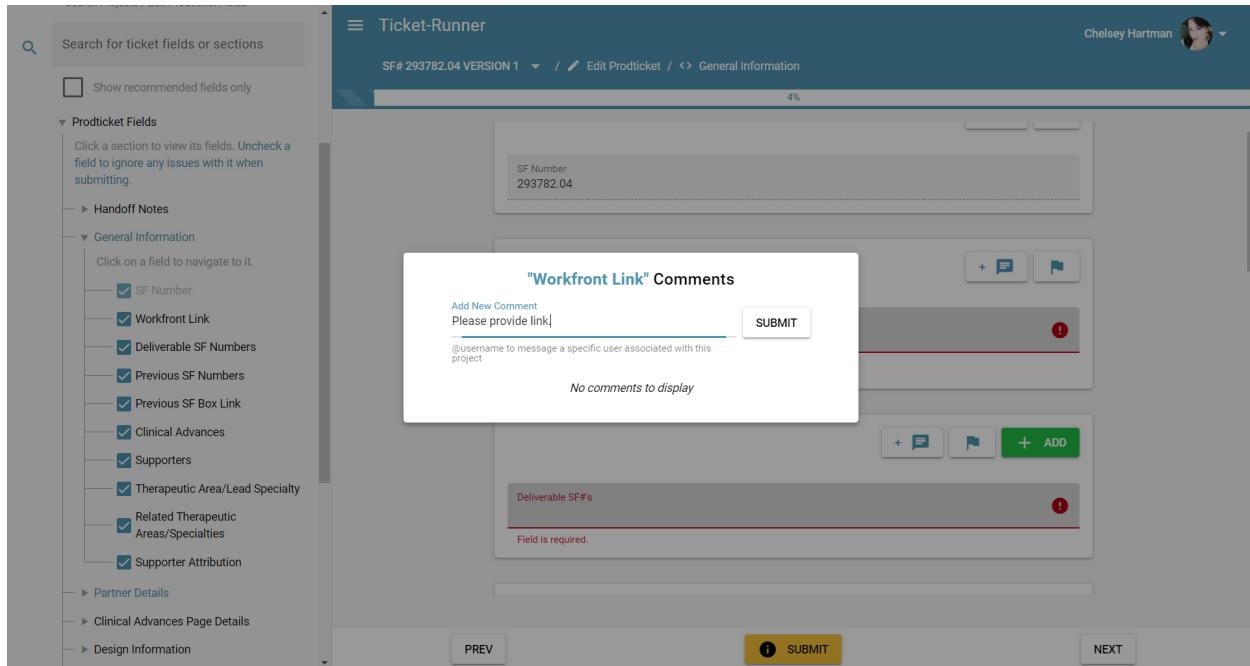
Adding comments to a PT in Ticket Runner is similar to adding comments in Microsoft Word.

To add a new comment, click on the **chat bubble icon** above the field you wish to comment on.

The screenshot shows a prod ticket in the Ticket-Runner application. On the left, there's a sidebar with a search bar and a checkbox for 'Show recommended fields only'. Below that is a list of sections: 'Prodticket Fields', 'Handoff Notes', and 'General Information'. Under 'General Information', there's a list of checked fields: SF Number, Workfront Link, Deliverable SF Numbers, Previous SF Numbers, Previous SF Box Link, Clinical Advances, Supporters, Therapeutic Area/Lead Specialty, Related Therapeutic Areas/Specialties, and Supporter Attribution. In the main area, there are three fields highlighted with red borders and exclamation marks: 'Workfront Link', 'Deliverable SF#s', and 'Previous SF#s'. Each of these fields has a yellow callout bubble with a 'comment' icon (a speech bubble) above it. At the bottom, there are 'PREV' and 'NEXT' buttons, a 'SUBMIT' button, and a '4%' progress bar.

A pop-up will appear.

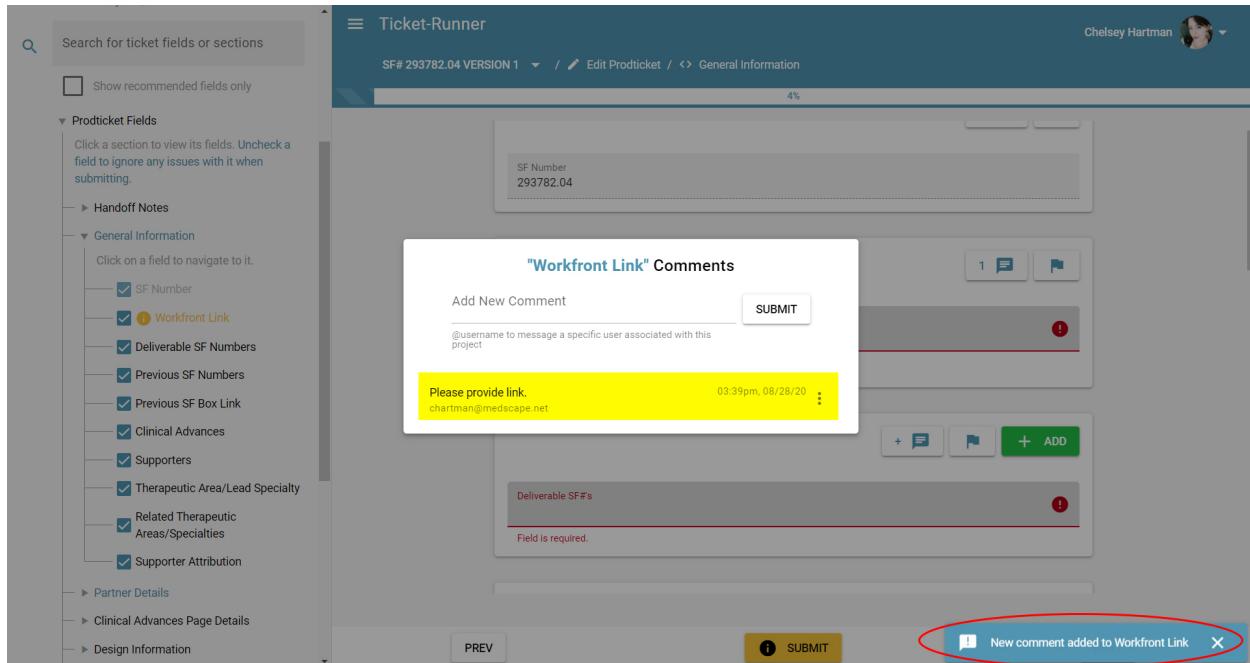
In the text field labeled **Add New Comment**, type your comment.



Click Submit.

A pop-up will appear briefly in the bottom right-hand corner of the page saying, "New comment added to X." (X is the name of the field you left the comment on.)

Your comment will also appear in a list of comments within the pop-up, along with a timestamp for when the comment was made.



To exit the comment pop-up, click anywhere outside the box.

The pop-up will disappear and the chat bubble icon will have a number next to it, indicating the number of comments on that field.

The screenshot shows the 'Ticket-Runner' application interface. On the left, there's a sidebar titled 'ProdTicket Fields' with a search bar at the top. It lists several sections: 'Handoff Notes', 'General Information', 'Partner Details', 'Clinical Advances Page Details', and 'Design Information'. Under 'General Information', there are several checkboxes: SF Number (checked), Workfront Link (checked), Deliverable SF Numbers (checked), Previous SF Numbers (checked), Previous SF Box Link (checked), Clinical Advances (checked), Supporters (checked), Therapeutic Area/Lead Specialty (checked), Related Therapeutic Areas/Specialties (checked), and Supporter Attribution (checked). The main area displays ticket details: SF Number (293782.04) and Workfront Link (with a red error message: 'Field is required'). Below these are tabs for 'Deliverable SF#s' (with a red error message: 'Field is required') and 'Comments' (with a yellow info icon and a count of 1). At the bottom are 'PREV', 'SUBMIT' (yellow button), and 'NEXT' buttons.



Comments are considered to be a part of the ticket itself –they will not be saved or visible to other users until the ticket itself is submitted.

Edit or Delete Comments

To edit or delete a comment you have already submitted, click on the **chat bubble icon** next to the field where the comment is.

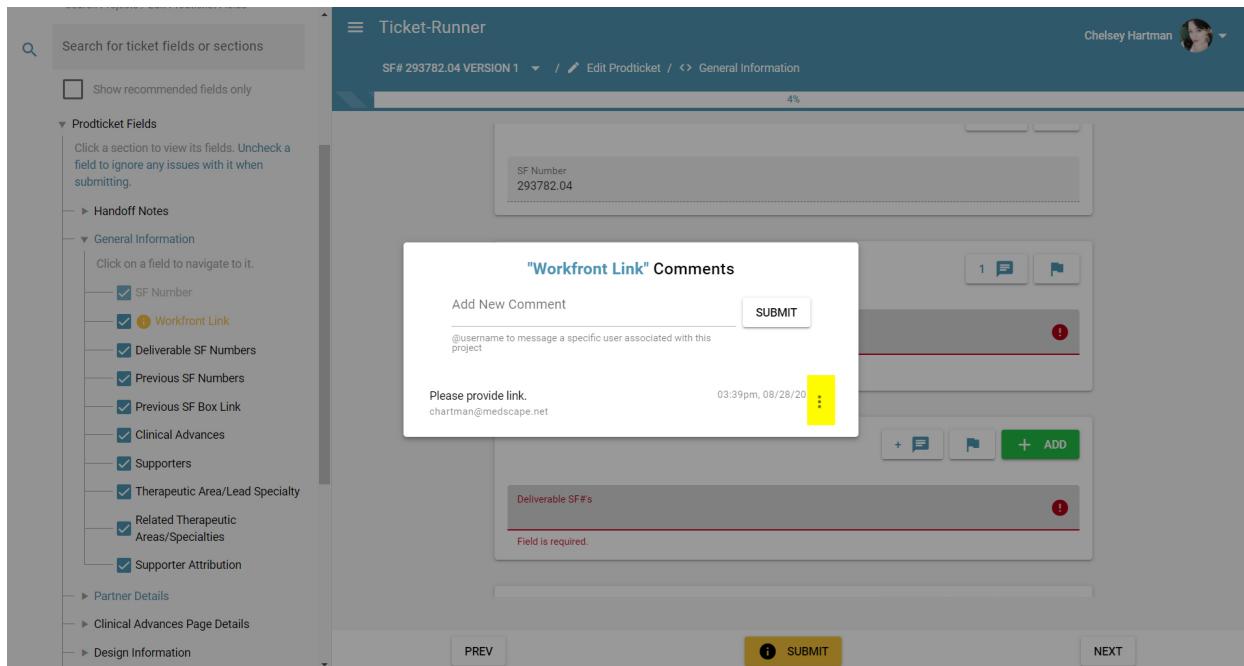
The screenshot shows the 'Ticket-Runner' application interface. On the left, a sidebar lists 'Prodticket Fields' such as Handoff Notes, General Information, Partner Details, Clinical Advances Page Details, and Design Information. Under General Information, several fields are listed with checkboxes: SF Number, Workfront Link, Deliverable SF Numbers, Previous SF Numbers, Previous SF Box Link, Clinical Advances, Supporters, Therapeutic Area/Lead Specialty, Related Therapeutic Areas/Specialties, and Supporter Attribution. Most of these fields have checkboxes checked. The main area displays a form with fields for SF Number (containing '293782.04') and Workfront Link (which has a red error message 'Field is required'). Below the Workfront Link field is a 'Deliverable SF#' field with a red error message 'Field is required'. At the bottom are 'PREV', 'SUBMIT' (highlighted in yellow), and 'NEXT' buttons.

A pop-up will appear labeled "X Comments," (with X being replaced by the name of the field).

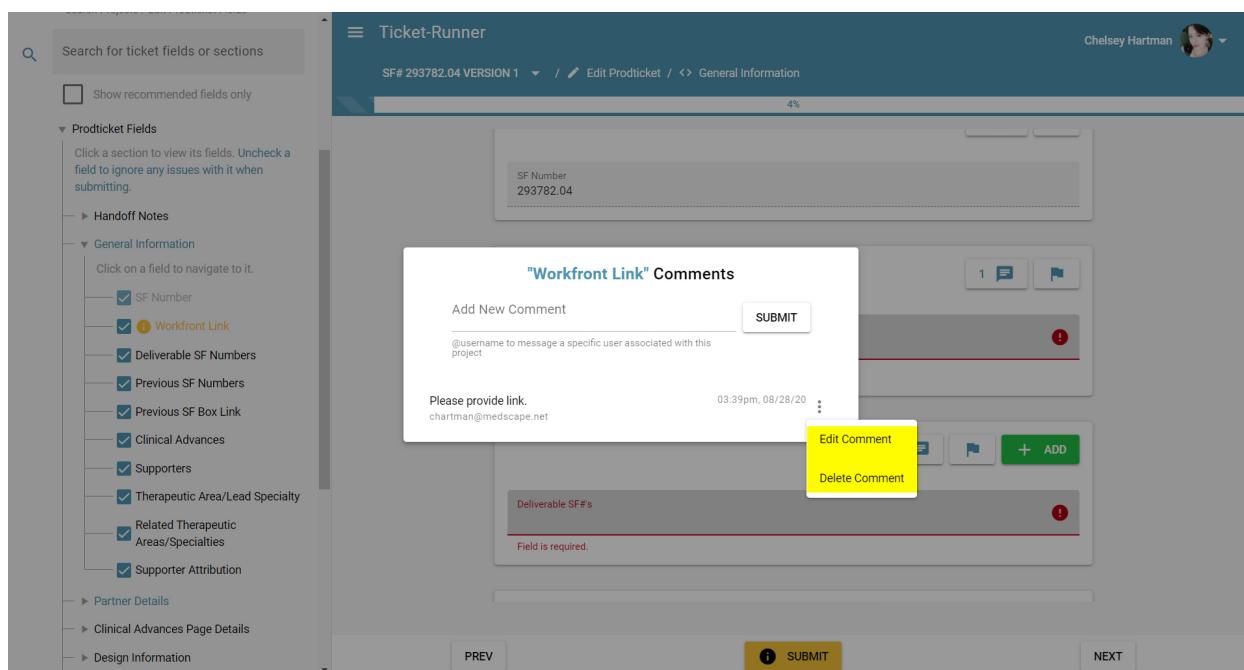
Below the Add New Comment field, there will be a list of comments associated with that field.

This screenshot is similar to the previous one but includes a 'Comments' pop-up for the 'Workfront Link' field. The pop-up title is 'Workfront Link' Comments. It contains an 'Add New Comment' input field with placeholder text '@username to message a specific user associated with this project' and a 'SUBMIT' button. Below this is a comment card with the text 'Please provide link.' and the timestamp '03:39pm, 08/28/20'. To the right of the timestamp is a yellow-highlighted ellipsis (...). The background of the application shows the same form fields and sidebar as the first screenshot.

Next to the comment you wish to edit or delete, click on the **ellipses** to the right of the comment's timestamp.

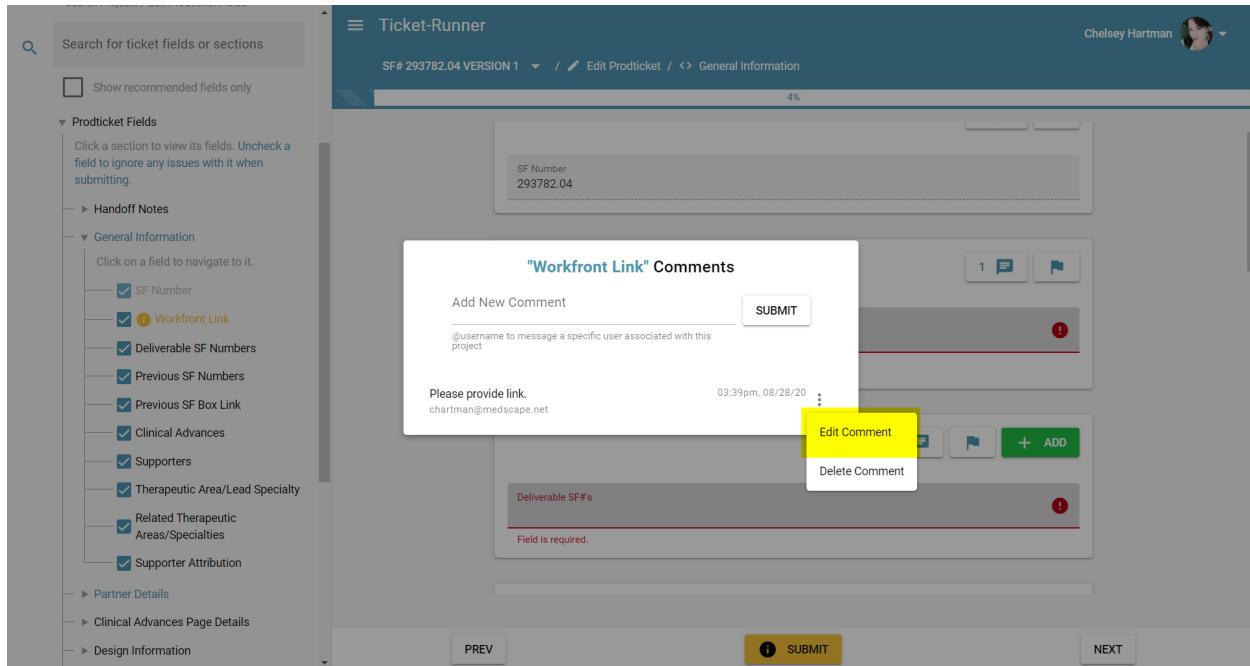


A menu will pop-up with options to **Edit Comment** or **Delete Comment**.

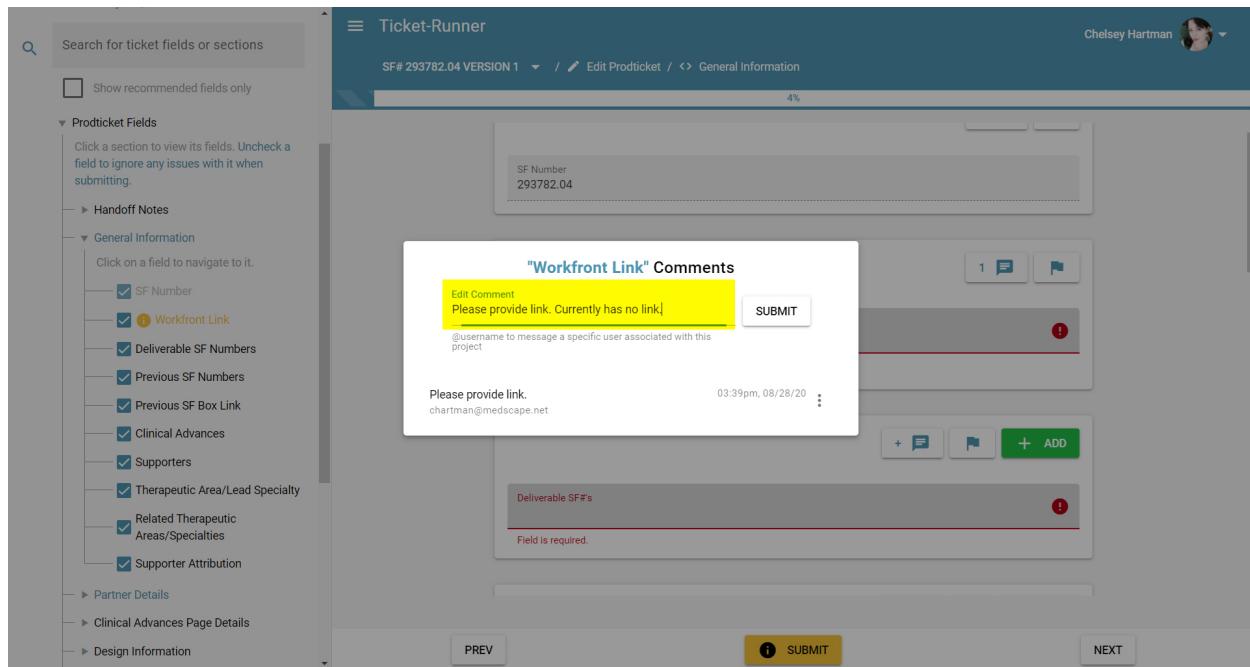


To Edit Your Comment

Click **Edit Comment**.



The Add New Comment field will now display the text of your original comment.



Click on that field and edit the text.

Click Submit.

The old comment will be replaced by the new comment.

The screenshot shows the Ticket-Runner application interface. On the left, there is a sidebar with a search bar and a checkbox for 'Show recommended fields only'. Below this are sections for 'Prodticket Fields' (Handoff Notes, General Information, Partner Details, Clinical Advances Page Details, Design Information), 'Deliverable SF Numbers', and 'Previous SF Numbers'. In the center, the main workspace shows a ticket with the SF Number 293782.04. A modal window titled '"Workfront Link" Comments' is open, containing a form to 'Add New Comment' with a 'SUBMIT' button. The comment text field contains 'Please provide link. Currently has no link.' and the timestamp '03:39pm, 08/28/20'. The email 'chartman@medscape.net' is listed below it. At the bottom of the modal is a 'Delete Comment' button, which is highlighted with a yellow box. The background of the application shows other ticket details and a progress bar at 4%.

Click anywhere outside of the comments pop-up box to close it.

To Delete Your Comment

Click **Delete Comment**.

This screenshot is similar to the previous one but focuses on the 'Delete Comment' action. The modal window now has a 'Delete Comment' button highlighted with a yellow box. The rest of the interface is identical to the first screenshot, showing the ticket details and the 'Workfront Link' comment.

The comment will immediately disappear from the list.

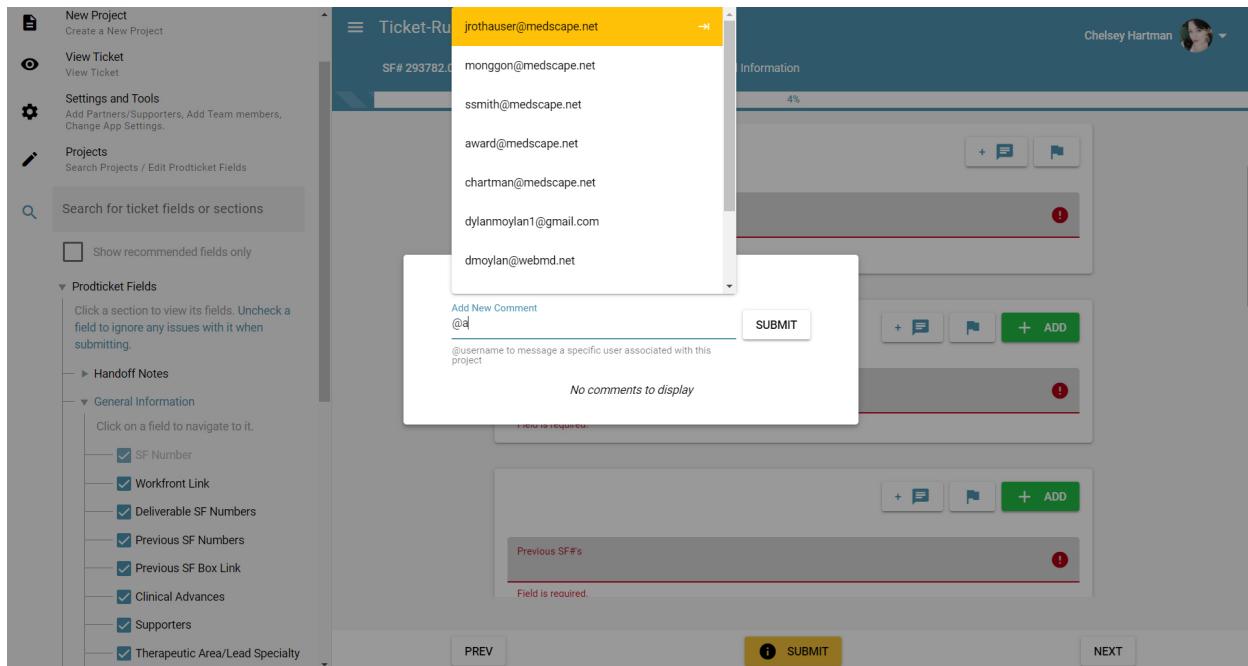
Click anywhere outside of the comments pop-up box to close it.

MENTION/TAG OTHER USERS IN A COMMENT

In the Add Your Comment field, begin typing your comment.

Once you're ready to mention, or tag, someone in your comment, type the '@' symbol.

A list of suggested users will pop up.



You can only tag a user who has been added to the project. If you do not have permission to edit a field, you can gain access by assigning yourself or being assigned by another user.

Click on the user from the list or press tab while the user you are looking for is selected.

Then add the message you wish to send and press enter or click submit.



Mentioning a user in a comment will send that user an alert with your message, but they will not be able to view the ticket you are working on until you submit your changes and check-in the ticket.

FLAGGING

A flag is a method of tagging other users on items that require immediate attention. Team Leaders can use flags to ask users to complete fields, and users can flag a field for review by other users OR by all users of a particular role.

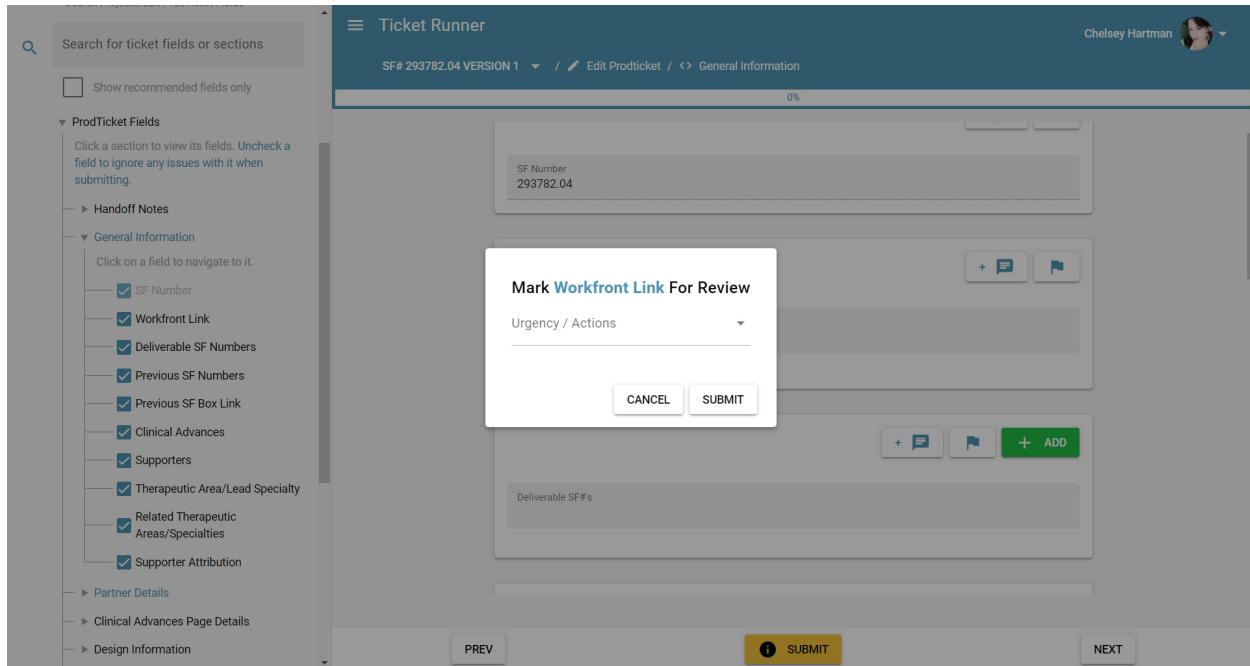
Flags can be marked according to urgency:

- Low
- Medium
- High

CREATE A FLAG

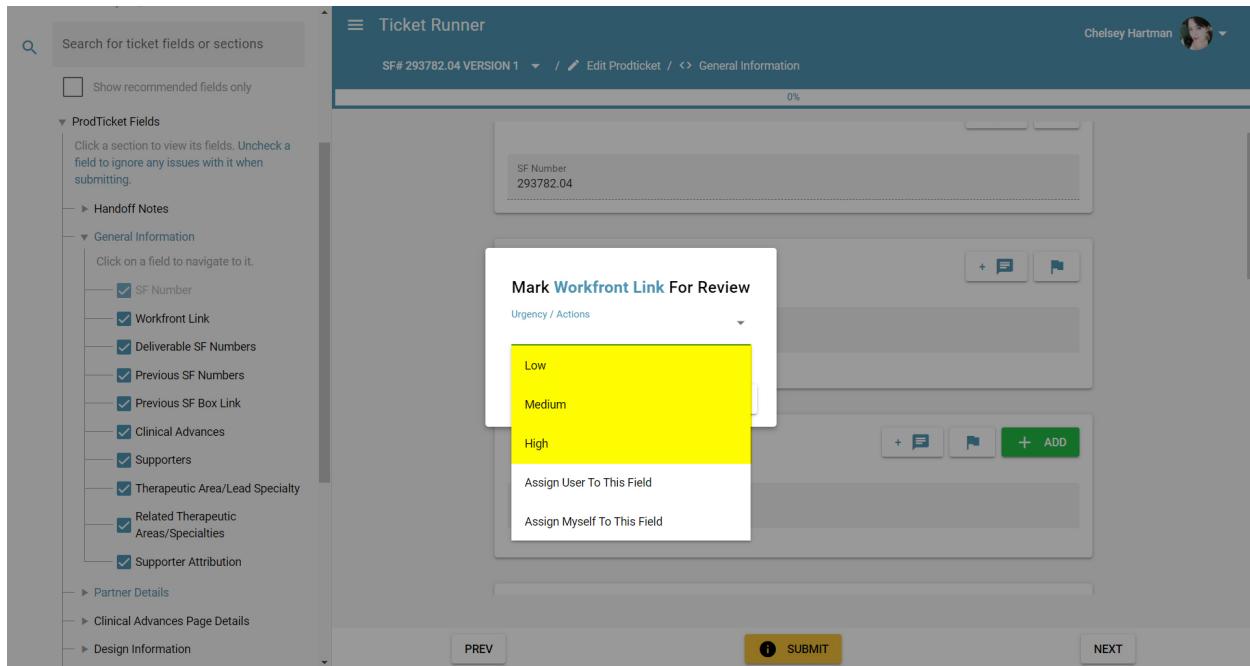
To create a flag, click on the blue "flag" icon to the top right of a field.

A pop-up will appear with a drop-down labeled **Urgency/Actions**.



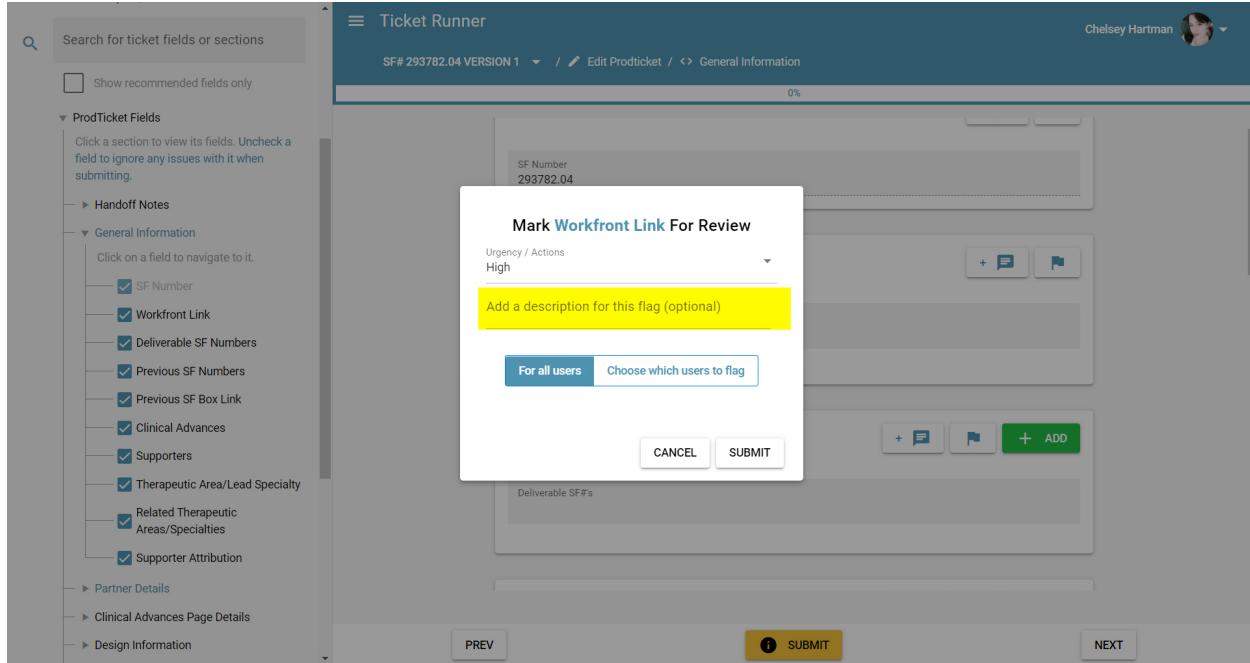
Click on the drop-down menu in the pop-up.

From here, select the urgency of the flag.



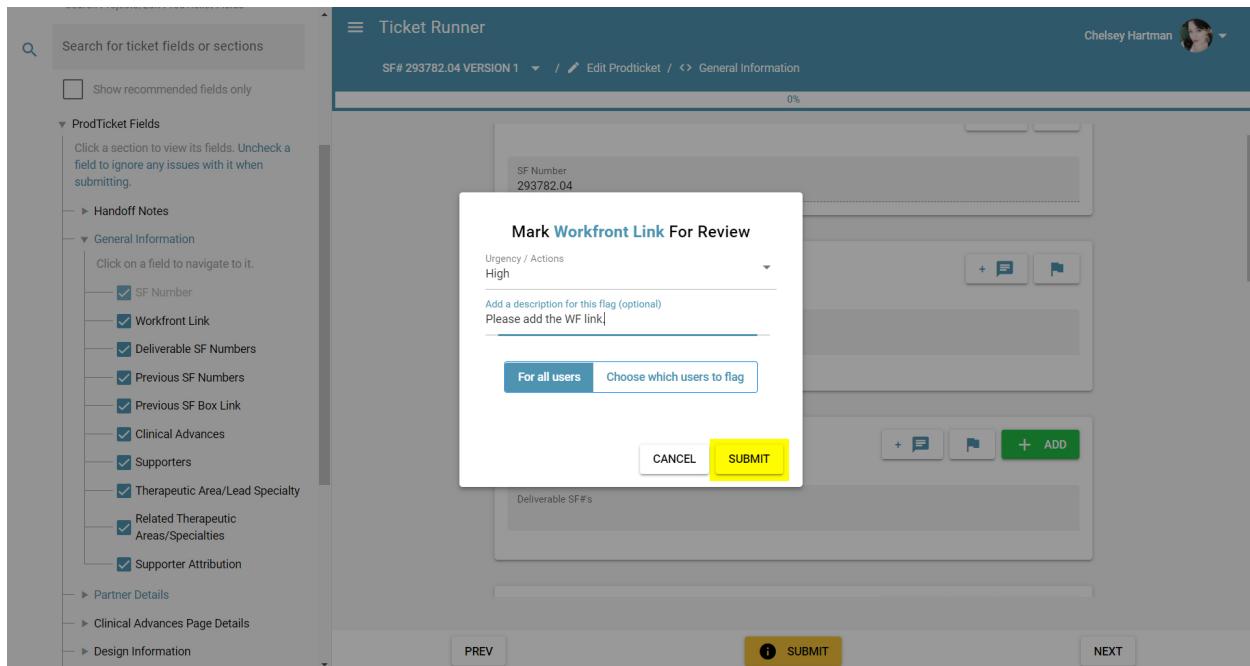
The pop-up will change.

Under the Urgency/Actions drop-down will be a text box labeled **Add a description for this flag (optional)**.



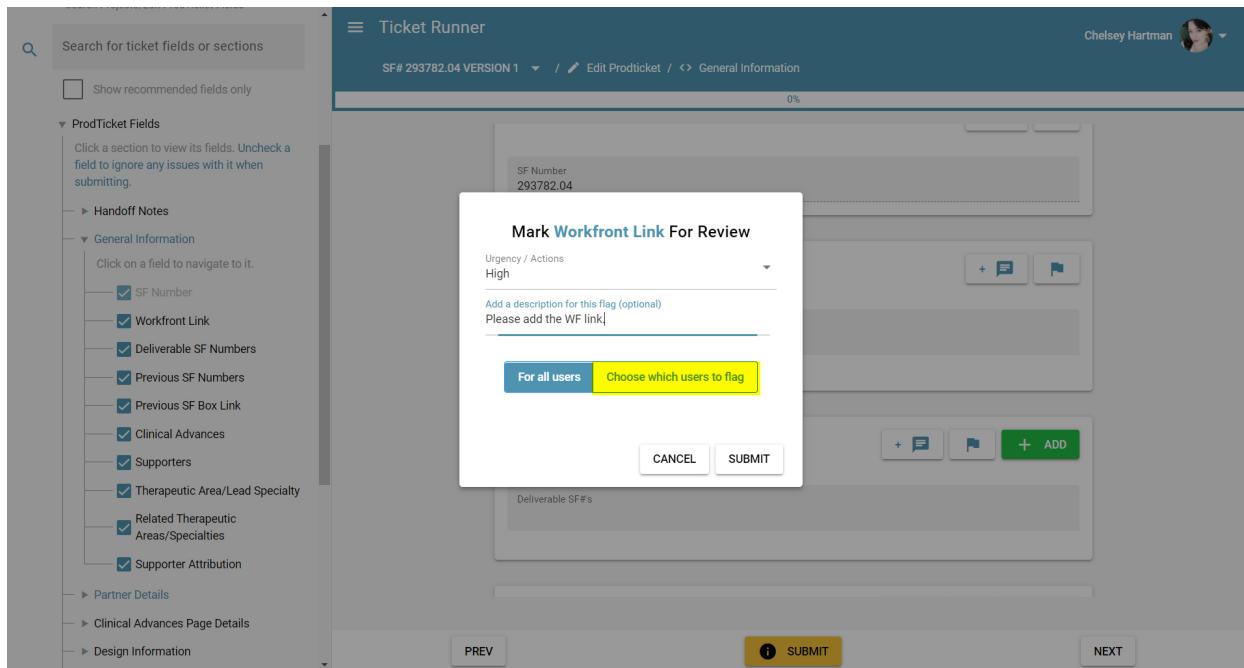
If the flag is for a all users...

Click Submit.



If the flag is for a specific user...

Click Choose which users to flag.

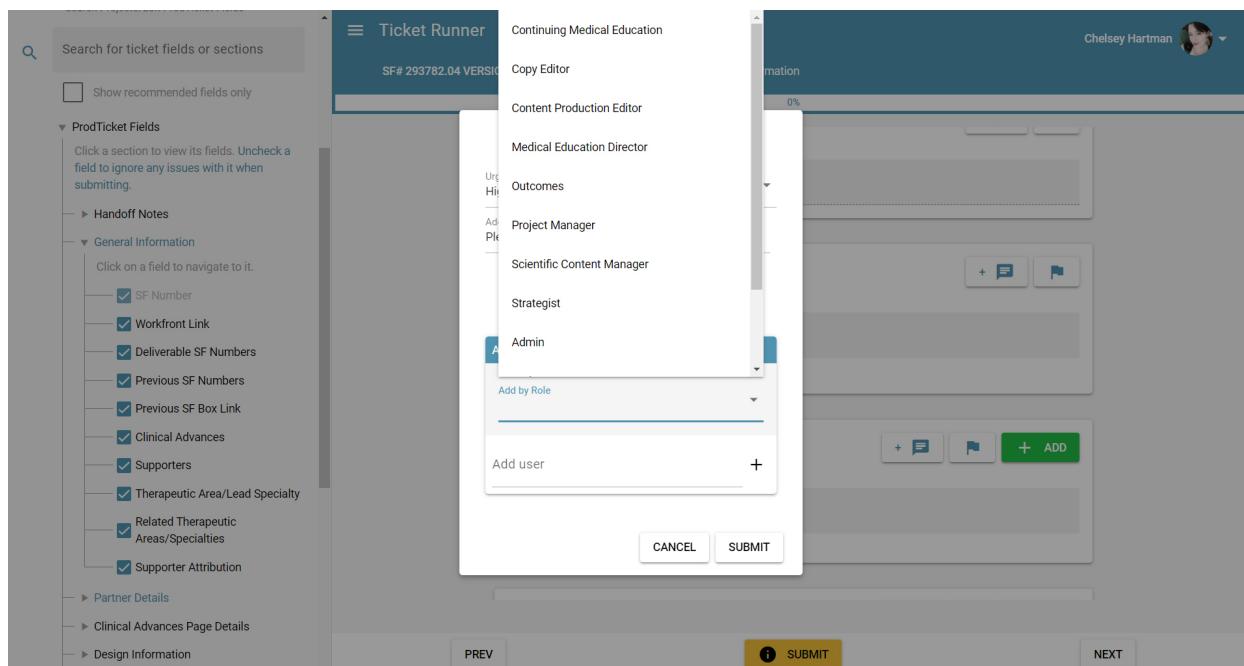


The pop-up will become larger.

A new area will appear called **Assign other users to this project**.

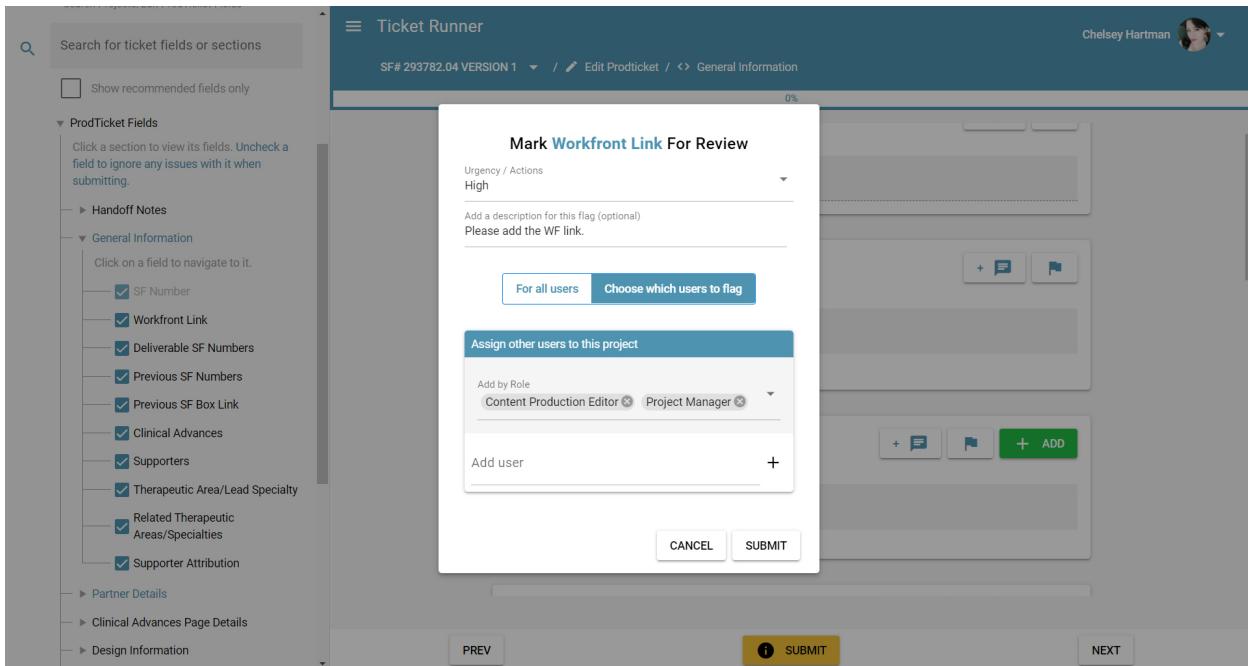
If you'd like to add a department...

Click **Add by Role**. A drop-down will appear.



Click on the role(s) you'd like to choose. They will appear in the text field.

To close the drop-down, click anywhere outside it.

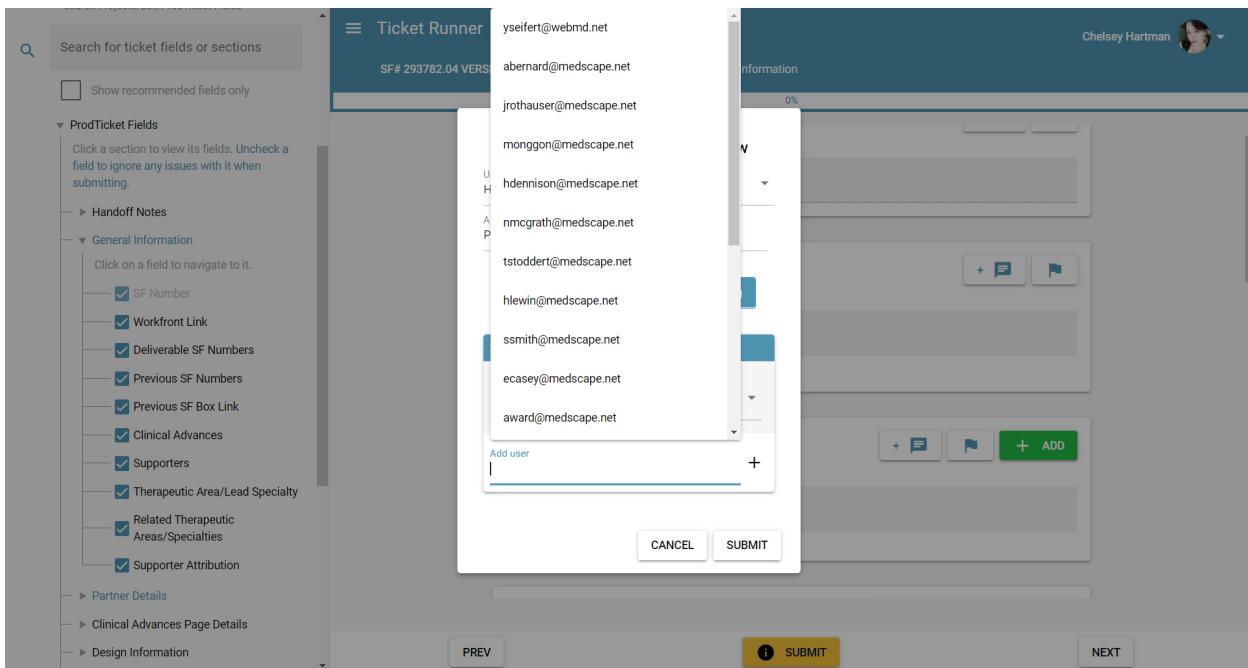


If you'd like to **remove** a role, click the X beside it.

If you'd like to add specific people...

Click on the **Add user** text field.

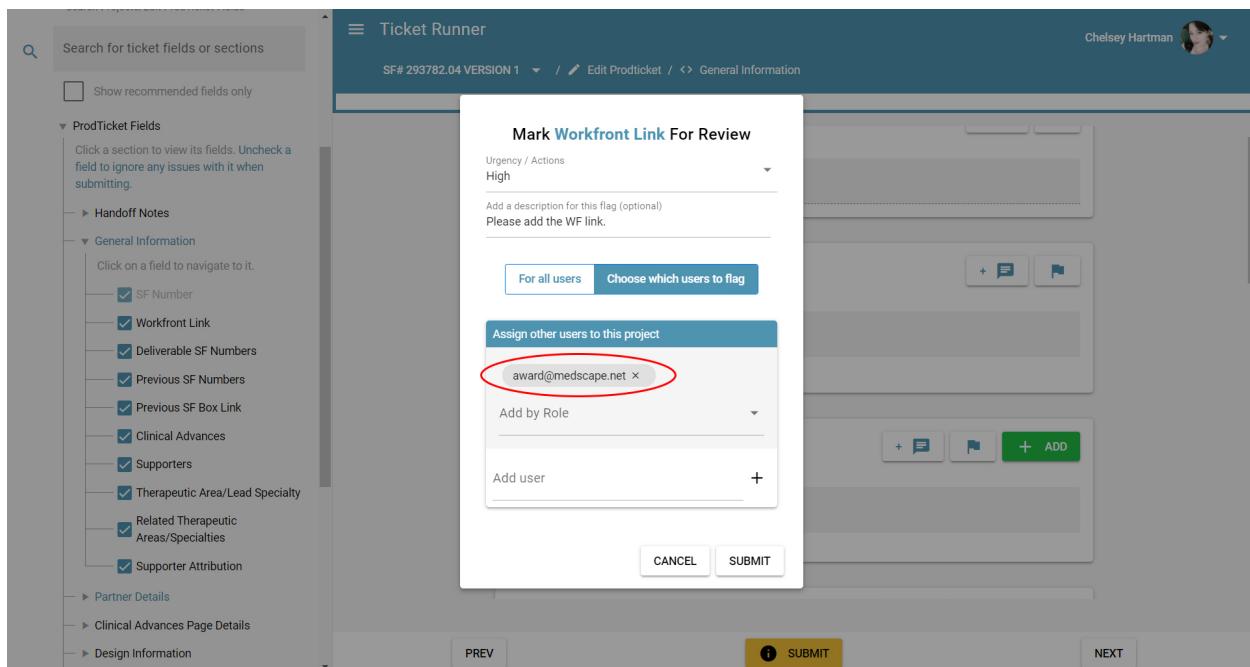
A drop-down will appear.



Click on the name of the person you would like to add.

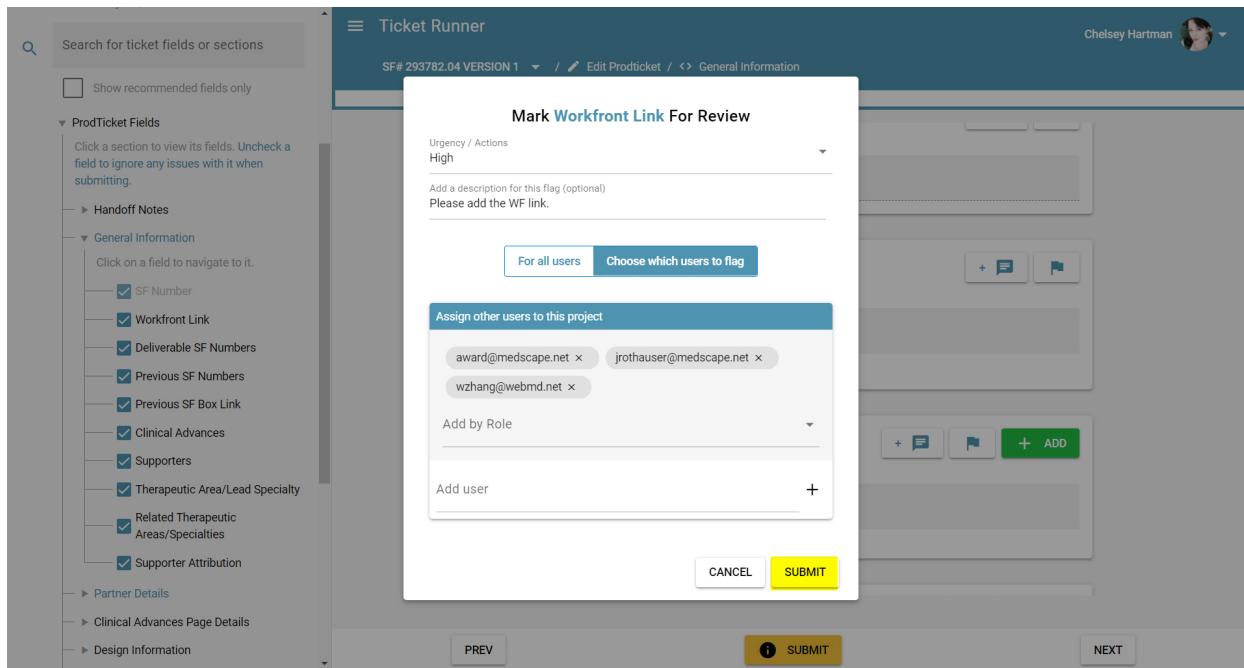
The drop-down will disappear.

Their name will appear above the **Add by Role** drop-down.



You can add more users by clicking on the **Add user** text field and repeating the steps above.

When finished, click **Submit**.



The pop-up will disappear and a notification will pop-up at the bottom of your screen that says, **"Flag Updated."**



You can only create one flag per field at a time. To add a new flag, either remove the flag you've created, or edit it to reflect the desired changes.

EDIT A FLAG

After flagging a field, a note will be added to the field indicating that you have flagged it.

To edit the flag, click on the **flag** icon in the top right of the flagged field.

The screenshot shows the 'Ticket Runner' application interface. At the top, there's a search bar and a user profile for Chelsey Hartman. Below the header, the ticket number 'SF# 293782.04 VERSION 1' is displayed along with links to 'Edit Prodticket' and 'General Information'. The main area shows a ticket with several fields: 'SF Number' (value: 293782.04), 'Workfront Link' (with a yellow highlighted icon), and 'Deliverable SF#s' (with a green highlighted icon). Below these are buttons for '+', 'Flag', and '+ ADD'. At the bottom of the ticket view are 'PREV', 'SUBMIT' (yellow button), and 'NEXT' buttons.

ProdTicket Fields

- Handoff Notes
- General Information
 - SF Number
 - Workfront Link
 - Deliverable SF Numbers
 - Previous SF Numbers
 - Previous SF Box Link
 - Clinical Advances
 - Supporters
 - Therapeutic Area/Lead Specialty
 - Related Therapeutic Areas/Specialties
 - Supporter Attribution
- Partner Details
- Clinical Advances Page Details
- Design Information

A pop-up will appear.

Click on any of the fields you wish to edit.

Once you've made your changes, click **Update**.

The screenshot shows a modal dialog titled 'Edit/Remove Workfront Link Flag'. It has a dropdown menu set to 'High' under 'Urgency / Actions'. There's a text input field for 'Add a description for this flag (optional)' with the placeholder 'Please add the WF link.' Below this are two buttons: 'For all users' and 'Choose which users to flag', with 'Choose which users to flag' being selected. A section titled 'Assign other users to this project' lists email addresses: award@medscape.net, jrothauer@medscape.net, and wzhang@webmd.net. There are buttons for 'Add by Role' and 'Add user'. At the bottom of the modal are 'CANCEL', 'UPDATE' (yellow button), and 'REMOVE FLAG' buttons.

The pop-up will disappear.

A new pop-up will appear in the bottom right-hand corner that says, "**Flag updated!**"

The screenshot shows the 'Ticket Runner' application interface. On the left, there's a sidebar with a search bar and a checkbox for 'Show recommended fields only'. Below this is a tree view of 'ProdTicket Fields' sections: 'Handoff Notes', 'General Information', 'Partner Details', 'Clinical Advances Page Details', and 'Design Information'. Under 'General Information', several fields are listed with checkboxes: SF Number (checked), Workfront Link (checked), Deliverable SF Numbers (checked), Previous SF Numbers (checked), Previous SF Box Link (checked), Clinical Advances (checked), Supporters (checked), Therapeutic Area/Lead Specialty (checked), Related Therapeutic Areas/Specialties (checked), and Supporter Attribution (checked). The 'Workfront Link' field has a yellow flag icon in its top right corner. At the bottom of the screen are 'PREV', 'SUBMIT', and 'NEXT' buttons. A blue banner at the bottom right says 'Flag Updated' with a red circle around it.

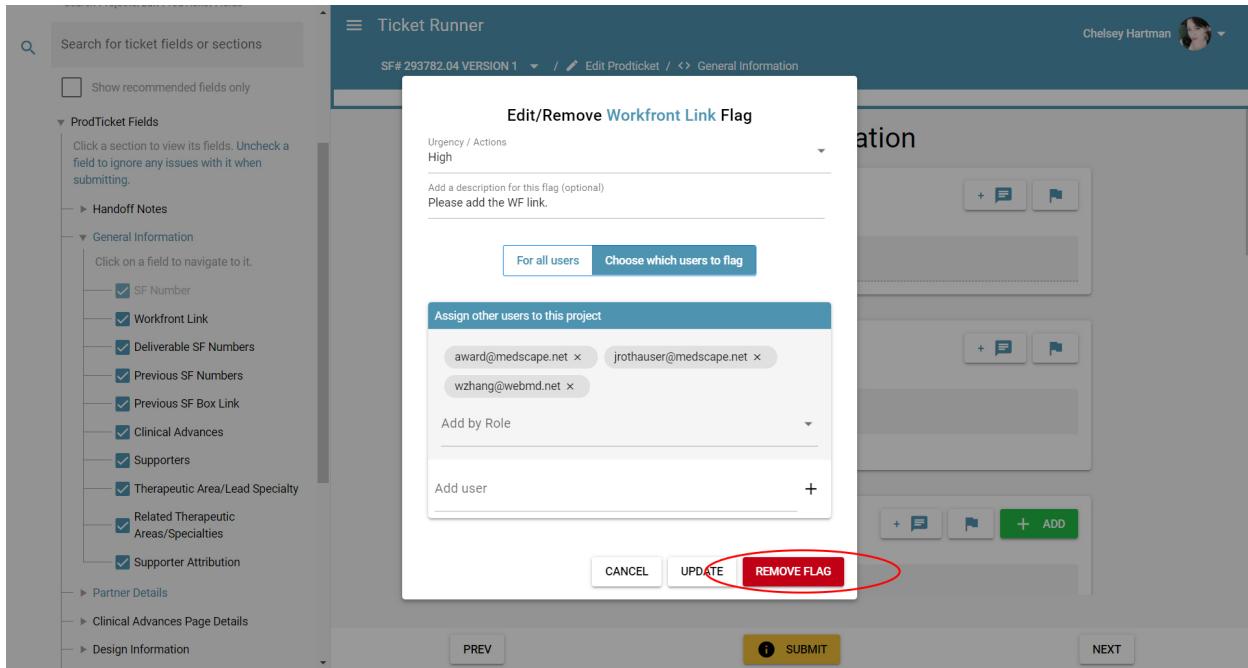
REMOVE A FLAG

To remove the flag, click on the **flag** icon in the top right of the flagged field.

This screenshot is identical to the one above, but the 'Workfront Link' field now has a green flag icon instead of a yellow one, indicating the flag has been removed. The rest of the interface, including the sidebar, field list, and status banner, remains the same.

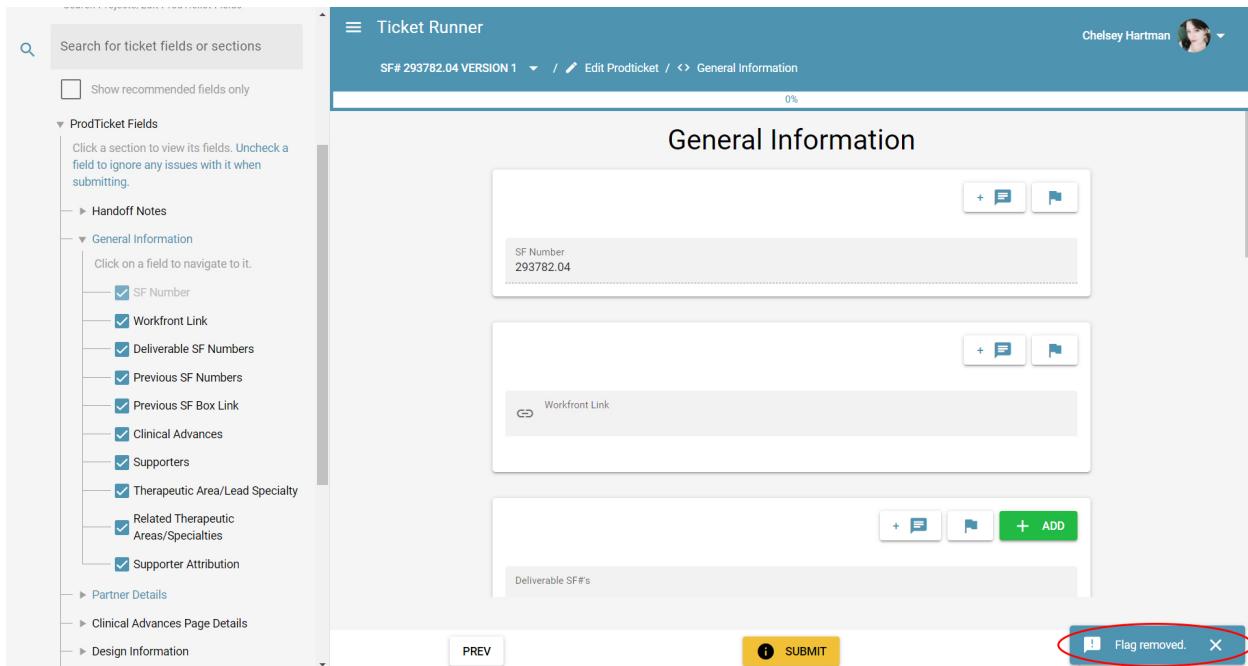
A pop-up will appear.

Click on the **Remove Flag** button in the lower right-hand corner of the pop-up.



The pop-up will disappear.

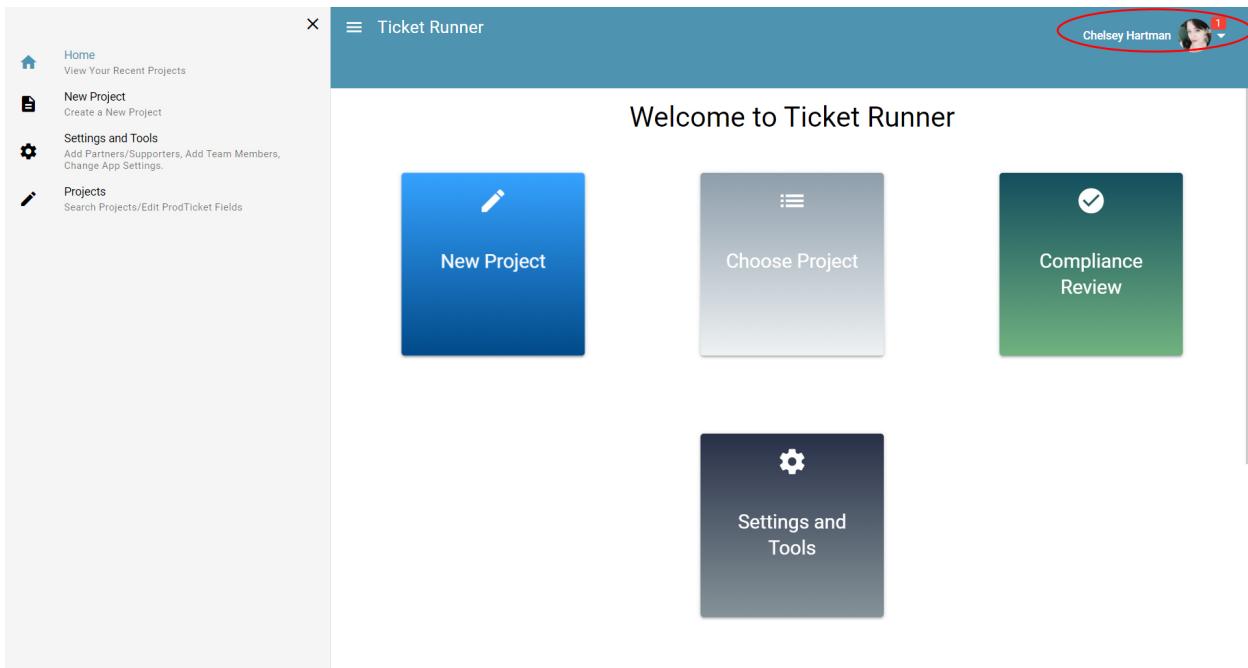
A new pop-up will appear in the bottom right-hand corner that says, "**Flag removed.**"



VIEW A FLAG

If you have been included in a flag created by another user, you will receive an alert. This alert will be visible in one of two places:

1. At the top-right of Ticket Runner, next to your profile picture



2. Under **Recent Activity** on your homepage

The screenshot shows the Ticket Runner application interface. On the left, there is a sidebar with icons and labels: Home (View Your Recent Projects), New Project (Create a New Project), Settings and Tools (Add Partners/Supporters, Add Team Members, Change App Settings), and Projects (Search Projects/Edit ProdTicket Fields). The main area has a title bar 'Ticket Runner'. Below it is a dark box with a gear icon and the text 'Settings and Tools'. To the right is a 'Recent Activity' section with a yellow header. It contains a table with columns: Activity, When, SF Number, and Field. Two entries are listed: 'Dylan Moylan added you to a flag' at 04:37pm Thu, 09/03 with SF# 551555515551 and 'To Medical Education Directors'; and 'Angela Ward added you to a flag' at 02:15pm Thu, 09/03 with SF# 293782_04 and 'Title'. At the bottom of the table are buttons for 'Records per page:' (set to 5) and '1-2 of 2'.

To view the flag from your Recent Activity, click on the item.

OR

To view the flag from your profile picture, click on the arrow under the alert icon.

A drop-down will open.

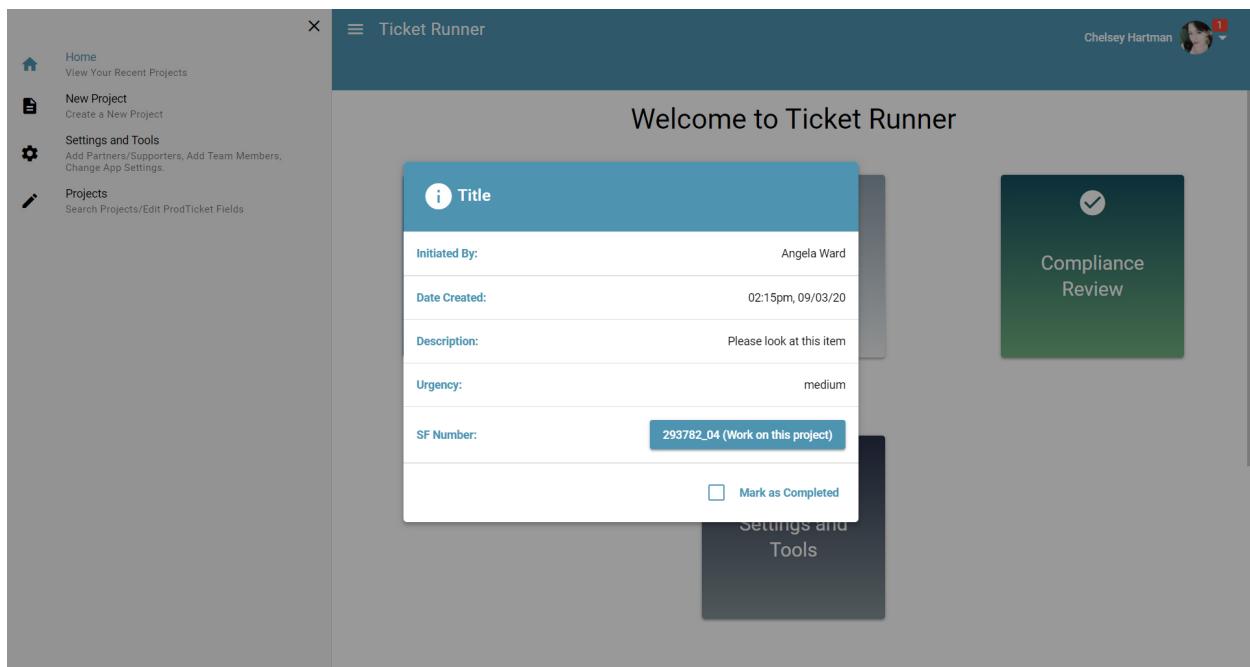
The screenshot shows the Ticket Runner application interface. The sidebar and main areas are similar to the previous screenshot. A dropdown menu is open on the right side of the screen, triggered by a profile picture icon with a red notification badge. The dropdown menu includes options: 'Logout' (Log out chartman@medscape.net) and 'Project Alerts'. The 'Project Alerts' section lists one item: 'Clinical Advances Page Details / Title' (02:15pm, 09/03/20) with a note 'Please look at this item' and 'Initiated by: Angela Ward SF# 293782_04'. There are also three large buttons: 'New Project' (blue), 'Choose Project' (grey), and 'Compliance Review' (green).

The drop-down will show you a list of **Project Alerts**:

- The title of the program + the area that was flagged
- The date and time the item was flagged (this will appear in EST)
- The name of the person who tagged you
- The project number

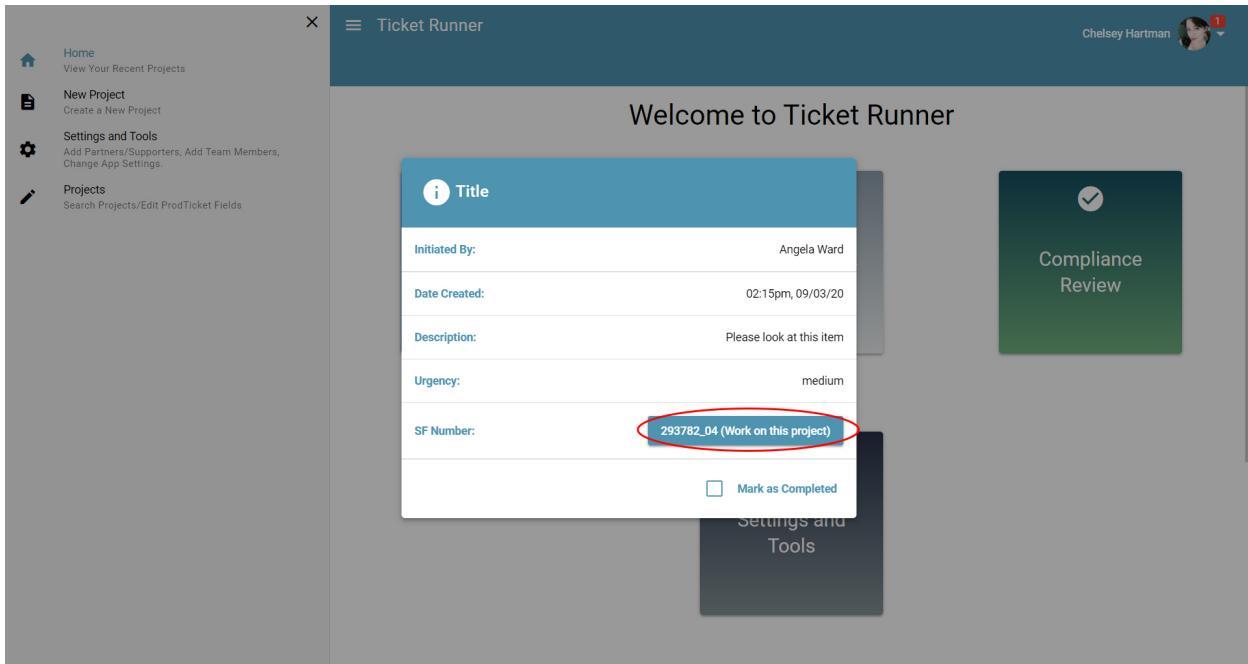
The icon next to that information will indicate the level of urgency of the item. A yellow icon, as appears above, indicates a **medium** level of urgency. Green would indicate low and red would indicate high.

Click on the item and a pop-up will appear.



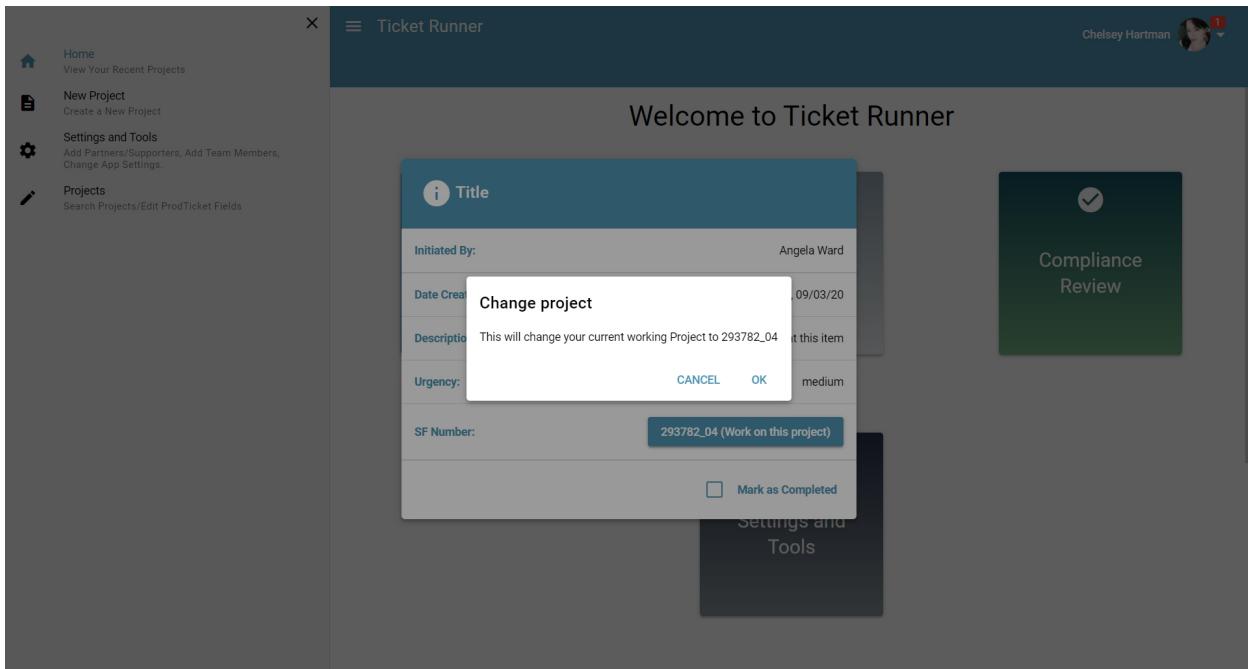
This pop-up will give you the same information, but will allow you to go directly to the project.

Click the button that says **Work on this project**.



If you're currently working on a project, you will get a pop-up warning you that proceeding will change the project you're working on.

If you're sure the work on your other project has been saved, click **OK**.

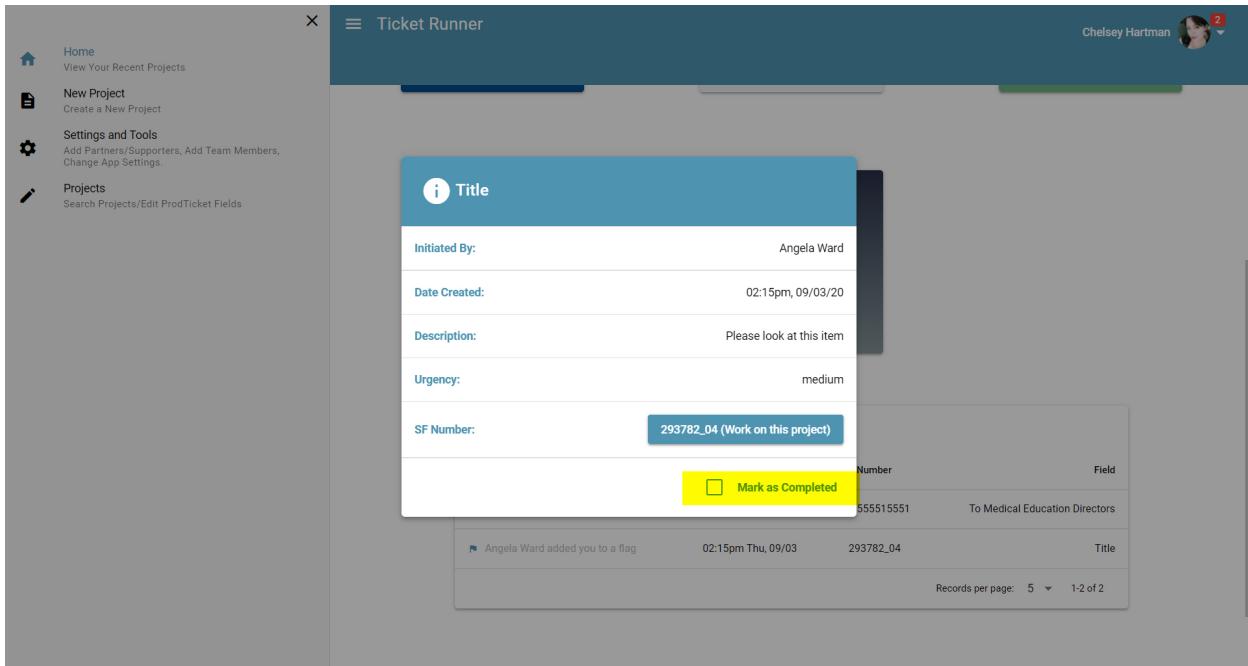


The field in that requires your attention will be marked with a flag indicator.

Clicking on any of these items will open a dialog with further details about the new flag.

MARK A FLAG COMPLETE

To acknowledge a flag as viewed and addressed, you can click the **Mark as Completed** checkbox in the flag details pop-up.



This will remove the flag from your alerts and notify the flag's author that you have addressed the issue.

VERSIONING SYSTEM

Every time a user submits their changes to a project, it is saved to the server under a new version - from version 1, 2, and upwards. The history of these changes can be viewed by anyone, at any time, through the list of projects on the "Projects" page.

Viewing a project's submission history: To view the submission history of a project, click on the menu icon to the left of a project in the "My Projects" list, or on the "info" icon to the left of a project in the "All Projects" list. You may also view the submission history of the project you are currently editing by clicking on the project's SF number in the heading at the top of the screen.

Rolling back to a previous version: (Team Lead, pm, and cpe) At times, it may be necessary to roll a prodticket back to a prior version. To do so, first begin editing the project (see "To begin editing a project" under "viewing and editing tickets). While editing a project, click on a submission from the submission history menu, which will open a new dialog with details about the submission. Below the dialog, click the red button labeled "Swap to this Version".



Warning:

Switching ticket versions is final, and will remove any unsubmitted changes you have made to the current version, as well as any changes that were made in subsequent ticket submissions.

COMMON SUBMISSION ISSUES

In an effort to improve the quality and consistency of ProdTicket submissions, TicketRunner may ask that you correct a variety of issues before submitting your changes. If any corrections need to be made, they will be listed as clickable links in the submission pop-up dialog.

-  To ignore any issues with a field and proceed with submitting anyway, you can un-check the relevant field in the navigation bar on the left-hand side.

Some common issues are listed below.

REQUIRED FIELD WAS EMPTY

Depending on your role and what tasks your manager has assigned to you, certain fields on the ProdTicket may be considered "required", and must be completed before the ticket can be submitted. To view only the fields that are required to you, you can check "show required fields only" in the side-bar.

-  To ignore a "required" field and proceed with submitting anyway, you can un-check the relevant field in the navigation bar on the left-hand side.

VALIDATION ISSUES

Certain fields may have limitations set to the content that they accept such as character count, word count, or special character/formatting requirements. When such rules exist, red text explaining the issue will appear below the field in question.

OTHER ISSUES

There may occasionally be other issues with submission which may be caused by internet connectivity problems or server outages. If no issues are highlighted in the submission dialog and clicking submit isn't working, please confirm that you have a working internet connection.

-  Un-submitted changes are periodically saved to your browser, but these changes will be lost if you delete your cache/cookies.

FREQUENTLY ASKED QUESTIONS

Q: WHAT TIMEZONE DO THE TIME STAMPS COME FROM?

The time will display in your current timezone. Example, if someone in the EU makes a change at 10:00 AM their time, but you're in the US, it will show you that the change happened at 4:00 AM.