



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

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Clinical Trials Information System (CTIS) Programme

Clinical Trials Information System (CTIS) - Technical requirements for optimal use

In general, good Internet connectivity is recommended. Suboptimal Internet connectivity can have an impact in user interaction within the secure workspaces of CTIS and can lead to timed-out session when loading a page content or downloading files. Subsequently the user will need to refresh the page or log in again. In some occasions suboptimal internet connectivity can also lead to duplication or corruption of uploaded files in CTIS.

Users can measure Internet connection quality by accessing following link:

<http://speedtest.ema.europa.eu/>

For optimal CTIS user experience the following technical requirements are recommended:

- Internet connection quality (data rates and latency) for use of Public Portal of CTIS:
 - o Minimum supported upload data rate: 1 Mbit/s
 - o Minimum recommended download data rate: 3Mbit/s
 - o Maximum supported connection latency: 300ms
- Windows 10 Professional is foreseen to be supported by Microsoft till 2025. Hence it is recommended to use a pc/laptop with minimum 8 GB RAM where Windows 10 runs fluently.
- In Windows pc/laptop, it is advised to use 1080p screens for each screen if the user uses double screens. The use of two screens facilitates the uploading of files in CTIS.
- The pc/laptop should ideally be connected to the network through an ethernet cable. Wireless connection would also work but could slower the uploading process and create more risk in accessing larger files.
- The virus scanner in the pc/laptop needs to be up to date.
- Software: PDF viewer and Word has to be installed in the PC/laptop.
- Users are advised to use Chrome browser for CTIS. Other browsers are not recommended as they may affect user experience.
- If Chrome appears not to work, the cache should be cleared and emptied.



- An account can only be used by one person at a time; therefore, do not open multiple browser windows (tabs) with the same account credentials.
- If the user is logged in his/her account and needs to log in in additional accounts simultaneously, from the same PC/laptop, (s)he will need to log in in those additional accounts, using a separate chrome window (session) in incognito mode. It is not possible to log in multiple user accounts from the same chrome window, using multiple tabs.
- If actions are performed and the data is not visible, please click on refresh or press the F5 button.
- The roles assignment synchronisation is done through the log-in process. If the user is already logged in when new roles have been granted/updated, the user should log out and log in back again.
- Mac OS device has not been tested for the use of CTIS.