

## **ServiceNow:**

An overview of FAQs, tips for opening tickets and help to avoid system errors

CTIS Info Day, 22-May-2025



# Contents

- What to do when experiencing issues while working with CTIS
- Some of the most common issues which could be resolved by the user
- Submitting ServiceNow ticket and incident management

# What to do when experiencing issues while working with CTIS

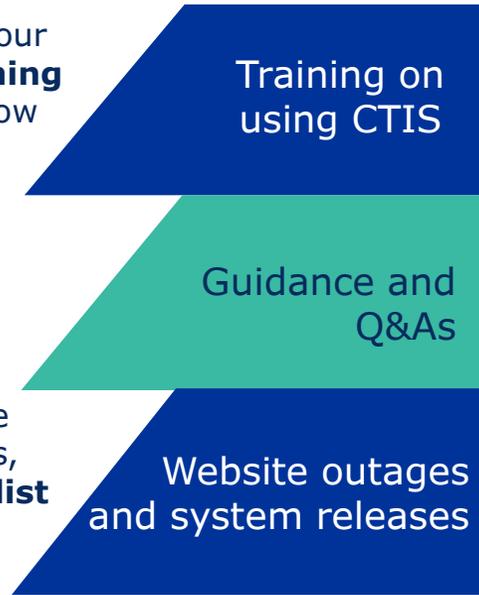
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# Help!

1 If you cannot find an answer to your question, please consult our **training and supporting materials** on how to use CTIS.

2 Find questions and answers document on how to use CTIS.

3 See when CTIS will be unavailable due to maintenance and upgrades, overview of system releases and **list of known issues and workarounds**.



Submit  
**ServiceNow**  
ticket

- [Sponsor quick guide: Getting started with CTIS](#)
- [CTIS training material](#)
- [CTIS Handbook for clinical trial sponsors](#)
- [List of known issues and proposed workarounds](#)
- [CTIS newsflash](#)

# CTIS: common issues (and other tips)

# Some tips and known issues:

[List of known issues and workarounds](#)

- **End of Trial and Substantial Modification:** If an SM is created and submitted after an End of Trial notification has been submitted for a particular Member State, that Member State will not be included in the assessment of the SM.
- If the **SM is created before the End of Trial Notification** but submitted after, that Member State will still be included in the SM application. In such cases, it is advised to cancel the draft SM before submitting and create a new SM. This will ensure that the Member State where the trial has ended will not be included in the SM application.

# Some tips and known issues:

[List of known issues and workarounds](#)

- **Notices & Alerts:** CTIS automatically generates an alert when a due date to submit the “Start of Recruitment” or “Summary of Results” is approaching. These alerts are meant as general reminders and are generated irrespective of the current status of the trial lifecycle. As such, an alert for “Start of Recruitment due...” may be generated even if the Start/End of Recruitment date has already been submitted. In such cases, the alert can be ignored providing the Start of Recruitment has been correctly submitted.
- **Notices & Alerts:** For an overview of open tasks and required actions, CTIS users are advised to regularly consult the tabs “**Tasks**” (Authority Workspace) and/or “**Requests for Information (RFI)**” (Sponsor Workspace) instead of relying solely on the notices and alerts.

# Some tips and known issues:

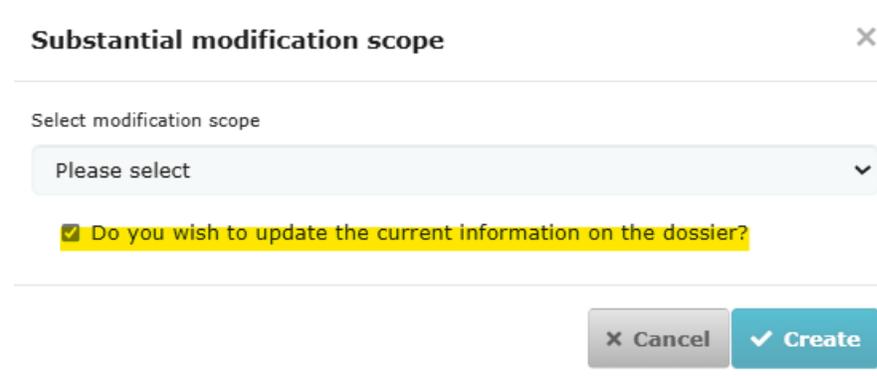
[List of known issues and workarounds](#)

- When submitting an SM to extend the start of recruitment, make sure to select the option **“Extension to start trial recruitment beyond 2 years”** as reason for the SM and fill in the **“Recruitment start date”**.
- When submitting an SM to **re-start a trial** after a temporary halt due to safety/risk-benefit reasons, make sure to select the option **“restart trial”** as reason for the SM.
- After an SM is submitted, while preparing a response to validation RFI, the **Proof of Payment** documents already submitted disappeared. Please add the document back in before submitting the RFI response.

# Some tips and known issues:

[List of known issues and workarounds](#)

- When creating an SM, make sure **not to untick the box** *“Do you wish to update the current information on the dossier?”*. If you untick this box, it will not be possible to make changes to documents or structured data, even in response to RFIs.



**Substantial modification scope** X

Select modification scope

Please select ▼

Do you wish to update the current information on the dossier?

X Cancel ✓ Create

# Some tips and known issues:

[List of known issues and workarounds](#)

- When entering text in the structured data fields, any text between two **angle brackets (<>)** will be deleted. For example, "Today is the <seventh> of June" would become "Today is the of June". Please use other brackets such as **() {} []** or **add a space** between the angle brackets and the text.
- When entering ***inclusion and exclusion criteria*** the users are advised to insert a number in front of the text of the criterion, to indicate the desired order.

# Some tips and known issues:

[List of known issues and workarounds](#)

- **Not possible to delete a document** with error message informing there is a not for publication (NFP) version linked to it. This NFP document is not visible to the user – the users are advised to proceed without deleting the document and providing an explanation to the authorities.
- When two "**not for publication**" protocol documents are uploaded at the same time by clicking on the + button, they may not appear under the "for publication" document for which they were added. Please upload the "not for publication" protocol documents one-by-one.

# Some tips and known issues:

[List of known issues and workarounds](#)

- To prevent applications lapsing, sponsors are advised to **submit responses to RFIs ahead of the due date**. This allows time to provide support if any issue is highlighted upon submission.
- **RFI response not possible** due to technical limitations of the system - **submit a ServiceNow ticket**
- In case of technical issues in completing a **response to RFI** (e.g. uploading a certain document, or updating the IMP code in xEVMPD), sponsors are advised to **submit the RFI response despite this pending action**. Sponsors should then reach out to the MSC and request for an additional RFI to be raised. This allows more time for the sponsor to coordinate with the CTIS ServiceDesk to resolve the technical issue from the first RFI.

# Some tips and known issues:

[List of known issues and workarounds](#)

- In order to prevent technical issues with the download of an application, please ensure to **remove leading and trailing spaces** when copying and pasting text from other sources into CTIS data fields. In order to check for this, after pasting text into a CTIS field, click inside the field and ensure there are no gaps between the body of the text and the cursor.

- Place the cursor at the end of the pasted text and press "Backspace" button until it deletes the last character (you can type it back).

Trailing Space

Trial identifiers
Full title (English) *
TEST APPLICATION

- Place the cursor at the beginning of the pasted text and press "Delete" button until it deletes the first character (you can type it back).

Leading Space

Trial identifiers
Full title (English) *
TEST APPLICATION

No spaces (IDEAL)

Trial identifiers	Trial identifiers
Full title (English) *	Full title (English) *
TEST APPLICATION	TEST APPLICATION

# Some tips and known issues:

[List of known issues and workarounds](#)

- *xEVMPD updates* - **up to 48 hours** to be reflected in CTIS
- *OMS updates* – **up to 24 hours** to be reflected in CTIS
- **Cancelled initial CTA (deleted)** cannot be revived
- Users with **Sponsor admin role** only cannot create CTA

# Some tips and known issues:

[List of known issues and workarounds](#)

- **Draft application - "Check" button**, the system may not highlight fields not completed:
  1. Verify manually the telephone and the email address for the third party organisation(s) and presence of the scientific and public contact points
  2. Check if individual participants data (IPD) field has been completed.
- During the assessment of a clinical trial application, **the timetable may show different due dates/status/information** than the actual due dates/status on the Tasks page and RFI page. This does not impact the workflow and the actual due date of the task and RFI: users are recommended to comply with the due dates recorded with the individual tasks and RFI.

# Some tips and known issues:

[List of known issues and workarounds](#)

- Sponsors are advised to **avoid creating draft applications** (SM, NSM, or AMS) not only while a previous application is **still under evaluation**, but also when a **draft already exists**. This is because when a draft application is created, it copies the documents and data from the **last authorised application**.  
For example, if a draft SM Part I is created when an AMS application is already in draft, the AMS application will not include the Part I SM changes.
- When **deleting a draft SM**, the next one created will have **number +1** from the deleted one. This is expected behaviour of the system and thus the numbers of the SM cannot be changed.

# Some tips and known issues:

[List of known issues and workarounds](#)

- **Incident submitted in form of a request in SD.** The SD will therefore raise an incident on user's behalf and close the request. Please do not re-open the request but continue communication about the issue via newly created incident.
- Use an **existing ServiceNow ticket to provide/ask for updates** regarding a reported issue. Please note that even if there are no updates shared in the ticket this does not mean there is no activity on resolving the issue reported.
- **Incidents that are not blocking** for which there is a known Problem will be associated with the Problem. Users may be asked to agree to close the ticket, but the ticket will remain associated with the Problem even after closure.
- The users who have recently started using CTIS are advised to follow **training materials** available on EMA website and to use CTIS sandbox (training environment).

# CTIS: submitting a ServiceNow ticket

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# Submitting ServiceNow ticket

[ServiceNow](#)

The screenshot shows the EMA ServiceNow portal interface. At the top, there is a navigation bar with the EMA logo, 'ServiceNow', a search bar, and links for 'Go to BackEnd', 'My Favorites', 'My Tasks', and 'My Requests'. Below this is a secondary navigation bar with categories: IT, Facilities Support, Business Services, and Information Security Services. The main content area shows a breadcrumb trail: Home > IT > Applications > CTIS. A large 'CTIS' icon is displayed. Below this is a 'Browse CTIS' section with a filter set to 'Request' and a sort set to 'Popular'. Three request cards are visible: 'Report an Issue with CTIS' (circled in red), 'Request a CTIS Service', and 'Request for information CTIS'. Each card includes a 'Request' icon and a brief description.

# Report an issue with CTIS

## Report an Issue with CTIS



Report a technical issue on CTIS, its public portal or its training environment



Reminder where to look for information

Create a new ticket in case you are experiencing a disruption of a CTIS functionality (the system is not behaving as described in the [Training modules](#)). Please provide as much detail as possible, including your username and CTIS role(s), your affiliation (sponsor or authority), your location, the EU CT number of our trial (if applicable), URL of the website used, steps performed and screenshots of the issue you are facing. Please always mention deadlines, if any (e.g. RFI response due date).

### Examples:

- System outages occurring out of the [planned system interruptions](#) timeframe.
- Log in issues that cannot be solved as per [EMA account management](#)
- Blocking issues that are not listed in [the most recent lists of known issues & proposed workarounds](#) and that prevent you from progressing (e.g. tabs not showing, time outs, empty warning messages).
- Inserted data or documents that are not then visible within the system, or that should not be shown in the public portal

For issues with the search function of sponsor or product, [report an issue with SPOR functionalities](#).

# Submitting ServiceNow ticket

[ServiceNow](#)

\* Indicate required information

\* Raise this request on behalf of

\* Subject

\* Description

\* CTIS Request Type

\* User affiliation

**Subject = title of the incident**  
Example:  
**CTIS issue**  
VS  
**RFI response not possible:  
due 23 July 2024**

# Submitting ServiceNow ticket

[ServiceNow](#)

\* Indicate required information

\* Raise this request on behalf of

\* Subject

\* Description

\* CTIS Request Type

\* User affiliation

## ***Detailed incident description*** ***Provide as much information as possible***

- Who you are: sponsor (pharmaceutical industry, CRO, academia, etc.) or Member State (NCA, ethics committee)
- Role
- **CTA number/** RFI number
- Application ID
- Location (country)
- Username
- Describe steps taken
- **Indicate due date** (if any)
- **Attach screen shots of the issue**

# Submitting ServiceNow ticket

## [ServiceNow](#)

\* Indicate required information

\* Raise this request on behalf of

\* Subject

\* Description

\* CTIS Request Type

\* User affiliation

- CTIS API Gateway Manager
- CTIS BI
- CTIS for Sponsors/Authorities
- CTIS MS API
- CTIS New MS-API**
- CTIS Public Portal
- CTIS Removal of information Request

# Submitting ServiceNow ticket

## [ServiceNow](#)

\* Indicate required information

\* Raise this request on behalf of

\* Subject

\* Description

\* CTIS Request Type

\* User affiliation

- Please Select --
- National Competent Authority
- Commercial Sponsor
- Ethics Committee
- Non-commercial Sponsor
- Other
- Please Select --

# Non-Commercial Sponsor Helpdesk

- Under “**User Affiliation**”, Sponsors can select the option “**Non-commercial Sponsor**”
- Introduced to support ACT-EU deliverable launched October 2024
- Dedicated team from EMA supporting Non-commercial Sponsors
- Any Non-commercial Sponsor can access the helpdesk when submitting their queries through ServiceDesk



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# Thank you

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