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**DOCUMENT TITLE:**
MasterControl User Procedures - Documents for View-Only Users

**DOCUMENT NOTES:**

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COMM-QA-061
MASTERCONTROL USER PROCEDURES – DOCUMENTS
FOR VIEW-ONLY USERS

1 PURPOSE
1.1 This procedure provides the details for using and navigating the MasterControl (MC) Documents application for a View-Only User.

2 INTRODUCTION
2.1 The document management system, MasterControl, will provide the View-Only User the ability to view, print documents, and sign-off on training tasks.

3 SCOPE AND RESPONSIBILITIES
3.1 This procedure covers the operational (step-by-step) instructions on how to use MasterControl as a View-Only User.
3.2 It is the responsibility of all employees using MasterControl to follow and apply these procedures as outlined.

4 DEFINITIONS/ACRONYMS
4.1 21 CFR Part 11 – Federal regulations that considers electronic records, electronic signatures, and handwritten signatures executed to electronic records to be trustworthy, reliable, and generally equivalent to paper records.
4.3 Esig – Abbreviation for electronic signature that is considered as a legally acceptable and functionally binding equivalent of a paper-based signature.
4.4 InfoCard – InfoCards are the core of MC. The InfoCard controls access to documents as well as the functions available to each use.
4.5 MasterControl Portal/Documents – A software product from MasterControl, which is used as the main document control agent, assisting in the automation and control of document approval, change control, and distribution processes.
4.7 Okta – An enterprise-grade, identity management service, built for the Cloud.
4.8 PDF – Portable Document Format.
4.9 Route – A route is the workflow component of a task composed of a series of steps, which include a predefined sequence of users who must act upon the task contents. Training tasks, however, consist of only two-steps: the Trainee step and the Course Verifier step.
4.10 SOP – Standard Operating Procedure
4.11 Systems Administrator – The person or position responsible for the administration, configuration, and control of the MasterControl software.
4.12 Trainee – A user responsible for completing training requirements and keeping their Training Folder up-to-date.

4.13 Task – An assigned piece of work to be completed within a certain time period.

4.14 Tiles and Hubs – MasterControl’s redesign of their user interface (UI).

4.15 Vault – An electronic filing cabinet used as a virtual storage area for documents. Vaults are usually of three (3) common types: Draft, Release, Archive.

4.16 View-Only User – The personnel or positions designated as users who have view only (read-only) rights, printing capability, and rights to sign off on Training Tasks.

5 MATERIALS

5.1 NA

6 EQUIPMENT

6.1 Computer to access MasterControl

6.2 MasterControl is validated on Firefox and Chrome

7 SAFETY

7.1 NA

8 PROCEDURE

8.1 Components of MasterControl

8.1.1 User Interface (UI)

8.1.1.1 This upgraded version of MasterControl maintains the same Sign In screen as the previous version.

8.1.1.2 To change the color theme of the interface, click the drop-down menu next to your Username in the upper right corner; then select your preference.
8.1.1.2.1 Color Theme changed.
8.1.2 Hubs and Tiles

As a result of MasterControl's all-inclusive approach to user experience (UX), users do not have to jump to a different module to perform related tasks. The Hubs replace the landing pages formally associated with each MasterControl module. The Hubs contain tiles with critical information and tasks, which allow users to easily navigate between pages or perform additional tasks. This creates a truly connected workflow that aligns more directly to how users perform their jobs.
8.2 System Login to MasterControl Portal Home Page

8.2.1 Click on your browser (Firefox or Chrome or Chrome Incognito).

8.2.2 Type in the following URL address:
https://duke.mastercontrol.com/duke/login

NOTE: Bookmark this URL site for easy access.

The MasterControl Login Screen displays.

8.2.3 In the User ID field, enter your Duke NetID followed by @duke.edu

NOTE: Example: bj42@duke.edu

8.2.4 Click ENTER or click the TAB key.
8.2.5 The **PASSWORD** field is removed.

8.2.6 Click the **Sign In** button.

8.2.7 Clicking the **Sign In** button redirects you to the **Duke Log In** screen.

8.2.8 Enter **your** Duke NetID credentials, along with a **Duo** authentication 6-digit number for your **MFA**.
Example:

You are on the correct Duke login page if the above box appears.

**NetID**

*Current students, faculty, staff, sponsored guests*

NetID

BJ42

Password

••••••••••

Forgot your password? ☞

Multi-factor Authentication

- Use Duo Push (Duke iPhone)
- Use Duo Push (personal phone)
- Call phone (My Phone)
- Call phone (Duke iPhone)
- Call phone (personal phone)
- Send SMS codes (My Phone)
- Send SMS codes (Duke iPhone)
- Send SMS codes (personal phone)

Or, enter pass code/YubiKey®:

141844 [What are pass codes? ☞]

☐ Remember device for 72 hours ☞

Forgot your device? ☞

Have a new device? ☞

Log In

8.2.9 Click Log In.
8.2.10 Your MasterControl home portal page displays.

8.3 My MasterControl

8.3.1 My MasterControl (item #1, Section 8.1.2) provides ready access to commonly accessed areas of the system.

8.1 My Tasks

8.1.1 MasterControl has replaced the old “In Box” on your desk with a handy repository for all the tasks that require your attention. This is the My Tasks page (item #2, Section 8.1.2), where you open the document you need to complete and sign off on tasks requiring your approval.
8.1.2 Any task waiting for completion will appear in **My Tasks**. Trainees are responsible for completing their own training.

8.1.3 **My Tasks** also identifies the type of task, how long it has been waiting, and a shortcut to tracking which shows the route or process status.

8.1.4 A Training Task is illustrated as ( ). Refer to **COMM-QA-062 MasterControl User Procedures – Training** for details on performing a Training Task.

8.1.5 You will receive an email notification that a **task requires your attention in MasterControl**.

8.1.6 Click on the link in your email to access MasterControl. You will be prompted to login; **OR** click on **My Tasks** in **My MasterControl**.

8.2 **My Settings**

8.2.1 When you are logged in to MasterControl Portal, the main application header contains a number of items to facilitate use of the system. Clicking on the **MasterControl** icon (item #1, Section 8.1.2) in the top-left of the header will return the user to the MasterControl Portal Home Page from any other page.

8.2.2 The **Log Out** link located in the top-right of the header will log you out of MasterControl Portal.
NOTE: Be sure to click on either Log Out to release your session for another user.

8.3 Changing Passwords

8.3.1 Change your esig password if the system prompts you to do so, if you want to update it, or if you forget your current esig password.

8.3.2 Click the User Name drop-down menu; select Change Passwords.

8.3.3 In The Change Passwords screen will display.

8.3.4 The eSignature tab will display.

8.3.5 Satisfy the specific requirements for the esig password.

8.3.5.1 Minimum esig characters = 5 Minimum esig characters = 5
8.3.5.2 Forced alphanumeric; i.e., at least one (1) number and at least one (1) letter.

8.3.5.3 Expires after 90 days and must be reset.

8.3.5.4 Lockout occurs after five (5) attempts.

![Change Passwords](image)

**NOTE:** Duke OIT implemented a password policy that eliminates the need to change NetID passwords, unless compromised. This updated password policy removes password expiration and will no longer require Duke users and sponsored guests to regularly update login passwords associated with their Duke NetID.

8.3.6 Click **Save**.

8.3.7 The **Change Reason** window will display for you to include a brief reason for the change; i.e., updated my esig.
8.3.8 Click **Save**.

8.3.8.1 **My Links**

8.3.9 **My Links** is a links section that provides quick access to different landing pages or actions within the MasterControl system. You can access, create and manage private links that all users can add to their home pages; however, users may only access those links for which they have corresponding rights.

8.3.10 For help on creating Links, you can visit the **Help** (item #6, Section 8.1.2) or contact DCO.

8.4 **Tracking**

8.4.1 All tasks are tracked during the approval process and retained after they have completed their respective Workflows. From the **My MasterControl Tracking** page, you can search for a specific task, and then view the status or history details of the task, along with its file or form. Task details show all the steps that a task has completed, steps yet to be completed (if in-process), and comments made by users along the Workflow.

8.5 **My Recent**

8.5.1 The **My Recent** menu (item #5, Section 8.1.2) allows quick retrieval of any of the last 15 InfoCards with which you have worked with or viewed. Mouse over the menu and select the desired InfoCard. The system will navigate directly to it. The most recent InfoCard appears at the top of the list.

8.6 **Explorer**

8.6.1 Use **Explorer** (item #9, Section 8.1.2) to view your Organizers as a list or in a tile view, or sort and filter your Organizers for an improved search experience. The **Explorer** page provides visual access to organized InfoCards in an HTML view. You can view the contents of an organizer in this view but cannot edit them. There is an **Explorer** tile located on MY MASTERCONTROL, PORTAL, and DOCUMENTS modules.
8.6.1.1 Select the Organizer to view by clicking.

8.6.1.2 A list of documents contained in the subfolder populates. Click the document to view.

8.7 My Training Folder

8.7.1 **My Training Folder** (item #4, Section 8.1.2 is a listing of every training task that has ever crossed your path. Anything you want to know about your training record can be found here, from task statuses, past and future due dates, completion dates, when retraining will be required, and who verified your training.

8.7.2 Refer to COMM-QA-062 MasterControl User Procedures – Training, for detailed MC Training information.

8.8 Search MasterControl

8.8.1 The Search function offers three search methods: Simple, Basic, and Advanced, which behave similarly in the Portal and Toolbar searches. Search results display only InfoCards that belong to vaults for which you have rights.

**NOTE:** Search fields in MasterControl have a 50-character limit.

8.8.2 Portal Search

8.8.2.1 Locate the **Portal Search toolbar** at the top of the page from anywhere in the MasterControl interface. When you search using Portal Search, MasterControl scans the entire portal for defined values and displays results in folders according to module for easier navigation of application-wide searches.
8.8.3 Toolbar Search

8.8.3.1 Locate the Toolbar Search from the InfoCard list page toolbar. The Toolbar Search returns only results from the InfoCard list page from which you initiate the search. Results are displayed in a sortable InfoCard list. Click the checkbox for one or more of the InfoCards to perform actions such as check-in, view, and create or view copies.

8.8.4 Simple Search

8.8.4.1 Simple Search displays a single field for you to specify your search criterion. The system compares the values you type in the search field against all searchable fields.

8.8.4.2 Select either the Portal or the Toolbar Search option.
8.8.4.3 Click Simple.

8.8.4.4 In the Search for field, type the words for which you want to search.

8.8.4.5 Click Submit Search and view the search results.

8.8.5 Basic Search

8.8.5.1 Use Basic Search's Query by Example feature to tailor your search and compare the values you type in the search fields against all searchable fields. You can use an asterisk (*) as a wildcard before a search term to look for results that contain the term or include an underscore (_) as a single-character wildcard for any character that contains letters and numbers.

**NOTE:** If you include an underscore in your search, wrap the underscore in brackets ([_]) so that the search recognizes the character as itself.
8.8.6 Select either the Portal or the Search option.

8.8.6.1 Click Basic.

8.8.6.1.1 In one or multiple fields, type your search criteria.

**NOTE:** To remove all field entries, click **Clear**.

8.8.6.1.2 Click **Submit Search**.

8.8.7 Advanced Search

8.8.7.1 Use **Advanced** Search to narrow search results to specific values in particular fields. You can also select a field, an operator, and a field value for the search, as well as add more search fields.
8.8.7.2 When adding additional fields, if you want results to include information you type in both specified fields, use the "and" logic. If you want the results to include information you type in either one field or the other, but not both, use the "or" logic.

8.8.7.3 When populating the Value field, you can use an underscore ( _ ) as a single-character wildcard for any character, including letters and numbers. If you search for a term that includes an underscore, wrap the underscore in brackets ( [ ] ) so the search recognizes the character as itself.

8.8.8 Select either the Portal or the Toolbar Search option.

8.8.8.1 Click Advanced.

8.8.8.1.1 Click the Field drop-down and select a field from which to search.

NOTE: The Advanced Search field options for each InfoCard list may vary based upon the fields MasterControl has built into each feature.
8.8.8.1.2 Select an Operator from the drop-down list:
  o Contains
  o Does Not Contain
  o Ends With
  o Equals
  o Starts With
  o Is Null
  o Is Not Null

8.8.8.1.3 Type the search value. For date fields, click Calendar View to choose a specific date, or click Today's Date to set the value to the current day.

8.8.8.1.4 To add an additional search field, click New Row, indicated by a plus sign, and select the and/or logic from the drop-down.

NOTE: To delete a search field, click Delete Row.

8.8.8.1.5 Click Submit Search.

8.8.9 Full Text Search (FTS)

This option conducts a search for the content in the main file attached to the InfoCard.

It does not recognize headers or footers.

8.8.9.1 To perform a FTS, use the Advanced search method as described in Section 8.8.7.

8.8.9.1.1 Select the Full Text Search option from the drop-down list.
8.9 MasterControl Icons

8.9.1 Hovering or pausing over an icon reveals the name/function of that particular option.

8.9.2 An Icon Directory can be found in the HELP (item #6, Section 8.1.2) tile of any module.
8.10 Document InfoCard

**NOTE:** InfoCards are the core of MC. The InfoCard controls access to documents as well as the functions available to each user. This section describes the tabs you will see on a Document InfoCard. Formerly, these were tabs located across the top of the InfoCard.
8.11 InfoCard Page Tabs

8.11.1 InfoCard information is stored in tabs within each InfoCard page. An InfoCard may contain any or all of the following tabs (depending on application).

8.11.2 Information – includes general data about the InfoCard including Version, Main File, Date, and Standards

8.11.3 Training – displays a list of all training tasks to which the Document InfoCard has been linked.

8.11.4 Controlled Copies – contains copy information such as Location

8.11.5 Attachments & Links – contains information about the attached document(s) and other applicable links.

8.11.6 Custom Fields – includes information about the InfoCard’s Custom fields.

8.11.7 History – contains information about the history of the InfoCard including Vault, Review Date, Release Date, Effective Date, Expiration Date, and Actions.

8.11.8 Status – displays the InfoCard’s status information, including Locked, Workflow.

8.11.9 Versions – contains information about the previous versions of the InfoCard.

8.12 PDF Files

8.12.1 PDF files are in a distributable format to allow electronic information to be transferred between various types of computers.

8.12.2 MasterControl generates PDF files to “sandwich” the actual document between a cover page and a signature manifest page.

8.12.2.1 The Cover Page maintains the metadata of the document; e.g., document number, revision number, document title, etc.

8.12.2.2 The Signature Manifest page is populated and published on all PDF documents as the last page. Signature Manifest is a FDA 21 CFR Part 11 requirement that allows users to see who has had any action on the document, such as approval, review, rejection, etc.

9 RELATED DOCUMENTS/FORMS

9.1 COMM-QA-062 MasterControl User Procedures – Training

10 REFERENCES

10.1 MasterControl System Administration Online Help

10.2 FDA 21 CFR Part 11
## 11 REVISION HISTORY

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<th>Description of Change(s)</th>
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| 08           | B. Jordan| • Updates made to reflect system upgrade to v2021.3 cloud-hosted MasterControl.  
• Edited Section 8.1.1.1; added note to Section 8.3.5.4.  
• Some images updated to match those for v2021.3. |
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**Title:** MasterControl User Procedures - Documents for View-Only Users  
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All dates and times are in Eastern Time.

### COMM-QA-061 MasterControl User Procedures - Documents for View-Only Users

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