

# **IQVIA Jreview**

## **Customer Access Guide**

|                          |                              |
|--------------------------|------------------------------|
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## 1. Purpose and Intended Usage

This document intends to describe JReview access procedure and connectivity setup. JReview is a Java based application which connects securely through the Internet. Application users are expected to have been trained on the JReview usage and functionalities.

## 2. Conventions Used in the Manual

### 2.1 Requirements

#### For native access:

End User computer requirements:  
Any Windows / Macintosh / Unix computer with graphical interface  
Windows Internet Explorer or Firefox or Safari Internet Navigator  
Printer (network or local)  
Java Run-Time Environment (JRE) version 1.8.0\_45 at minimum  
Internet access with HTTPS (SSL port 443) enabled

#### For Citrix virtual desktop access (vDesk):

End User computer requirements:  
Any Windows / Macintosh / Unix computer with graphical interface  
Windows Internet Explorer or Firefox or Safari Internet Navigator  
Citrix Receiver (can be downloaded from Citrix)

### 2.2 Abbreviations

**JReview:** Patient data analysis software allowing the generation of reports, graphics and data grid of clinical patient data stored in Oracle Clinical or/and SAS from Integrated Clinical Systems.

**ePortal:** IQVIA Data Management portal platform sharing study specific information or application at link: <https://eportal.quintiles.com>

**JRE:** Java runtime Environment, the java runtime application which need to be installed on the computer. It can be downloaded from the oracle web site ( <https://www.java.com> )

**SSO:** Single Sign-On, the functionality which allow with one account and the associate password to access multiple systems without having to authenticate at each times. In the case of different systems, it implies a synchronization mechanism between each systems.

### 3. Procedures for System Use

To access IQVIA JReview platform, your computer must comply with technical requirements listed in previous chapter.

Access to IQVIA JReview application is available through a link from IQVIA Data Management platform Portal (ePortal) web site at URL: <https://eportal.quintiles.com>

Figure 1 – login button

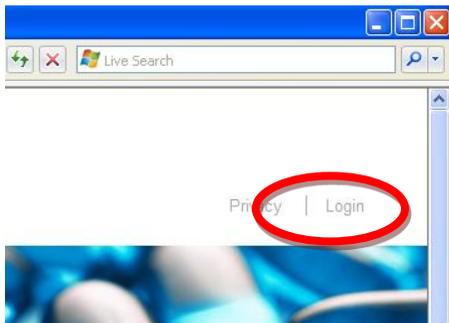
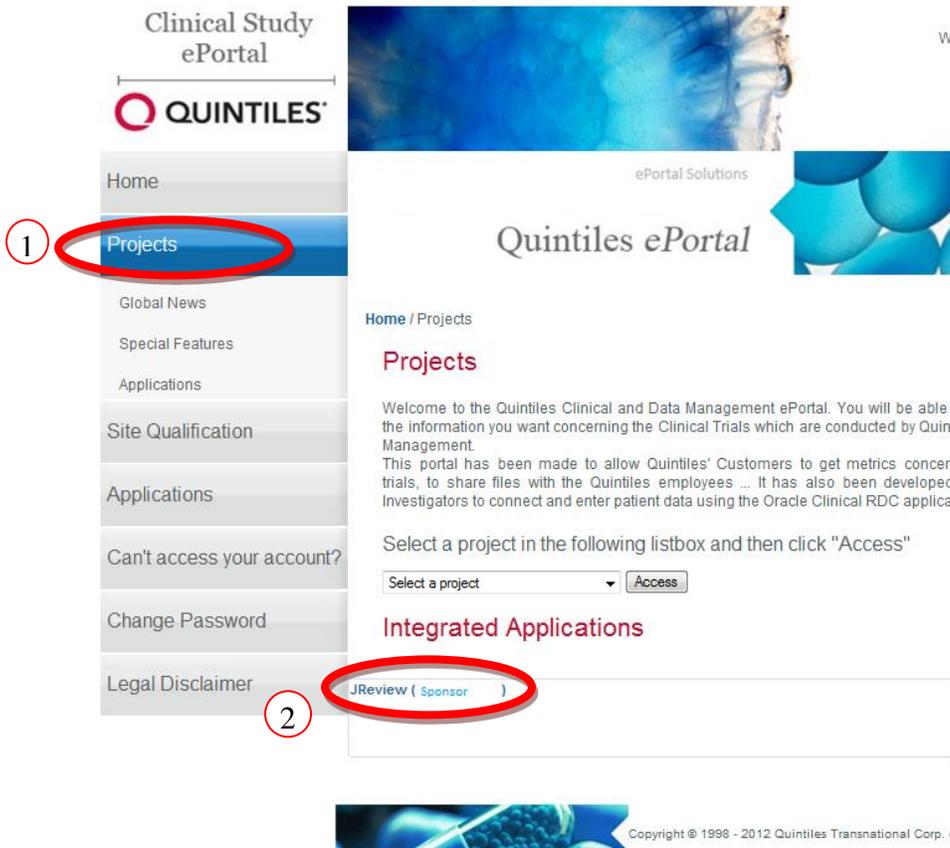


Figure 2 – Authentication page



On main ePortal page, you will need to logon the web site, select the “Login” link which is available from the main page (figure 1). Once the username and password which has been given initially by email are enter in the authentication page (figure 2), you will need to select through the ePortal navigation area the Application page (figure 3) and select the external application link relevant to your Oracle database. This information should have been provided at the time your username and password emails have been received.

Figure 3 – Application list

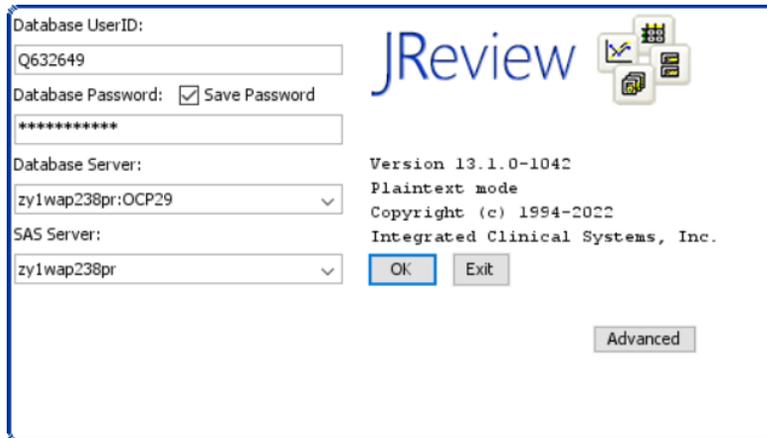


The JReview application will then start automatically without the necessity to provide any additional information.

In the case your password has expired, or a relative long time is taken to launch the application, you may need to reconnect the ePortal platform or you may receive the following JReview authentication window, which is requesting some connectivity parameters. Those should be filled automatically, if it's not the case, please review your initial account notification emails or contact IQVIA helpdesk.

The JReview single sign-on link is also available from the specific sponsor study portfolio or portal when existing.

Figure 4 – JReview application authentication



Examples:

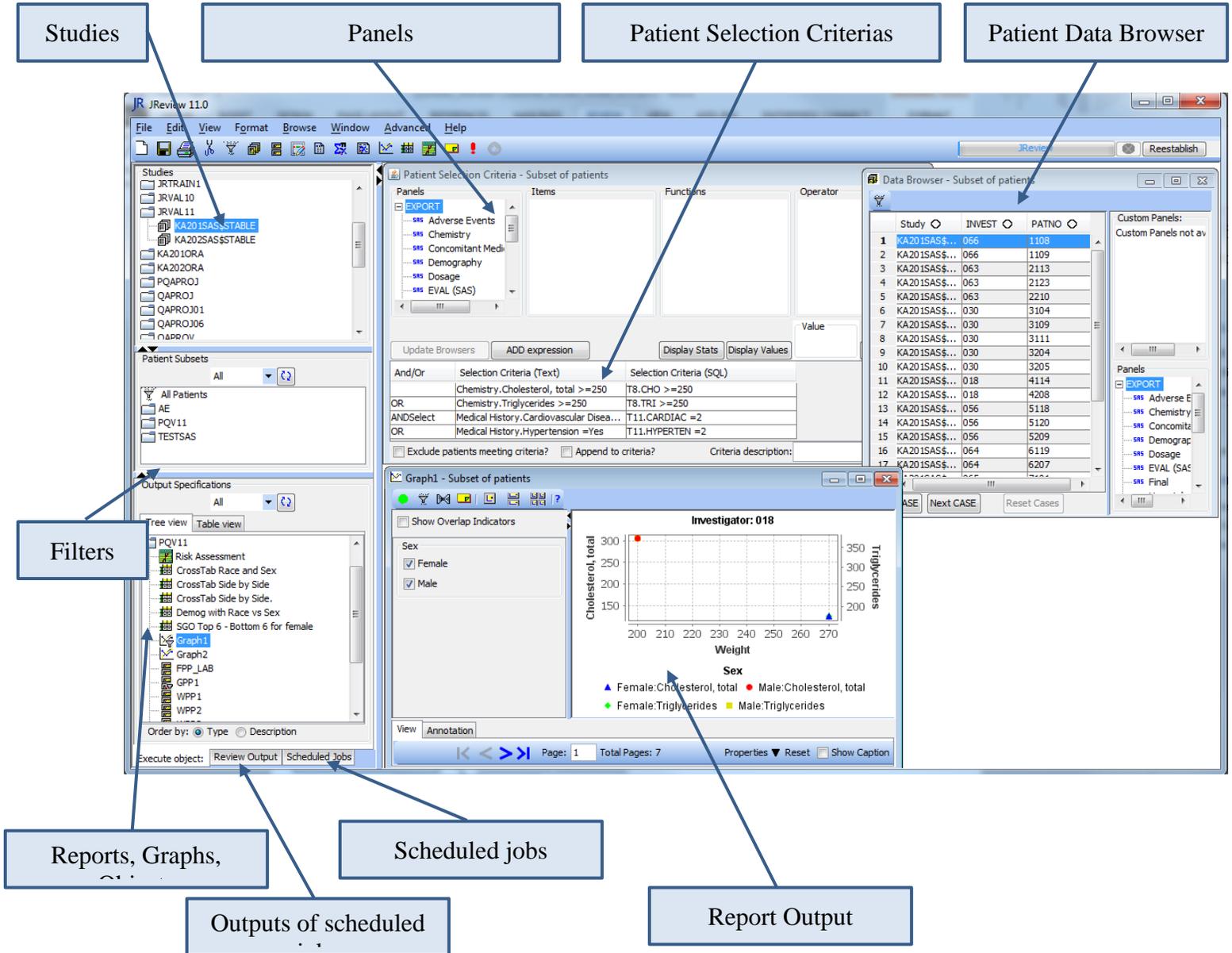
Database UserID: M0042345 (Enter your ePortal SSO username)  
Database password: \*\*\*\*\* (Enter your ePortal SSO password)

Database Server: ZY1WAP238PR:OCP29 (OCPxx is the database name)  
SAS Server: ZY1WAP238PR  
(Valid for OCP21, OCP23, OCP24, OCP28, OCP29, OCP30, OCP31 databases)

Database Server: ZY1WAP220PR:OCP25  
SAS Server: ZY1WAP220PR  
(Valid for OCP25 and OCP32 databases)

Once connected, you should be able to display JReview main page as showed in figure 2 on next page.

Figure 2 – JReview main page



### 3.1 JReview documentation

The JReview user guide can be accessed from the following location:

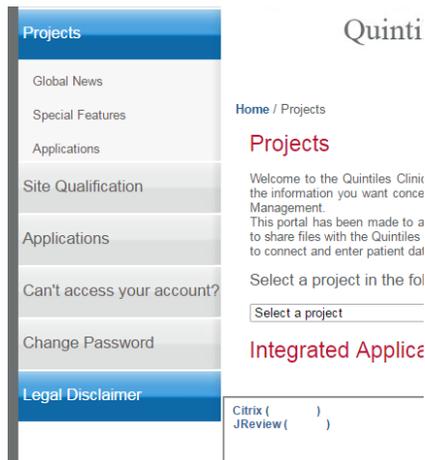
[https://eportal.quintiles.com/portal/page/portal/HOME/onlineresources/JRUserManual\\_13.1.pdf](https://eportal.quintiles.com/portal/page/portal/HOME/onlineresources/JRUserManual_13.1.pdf)

### 3.2 Citrix vDesk access

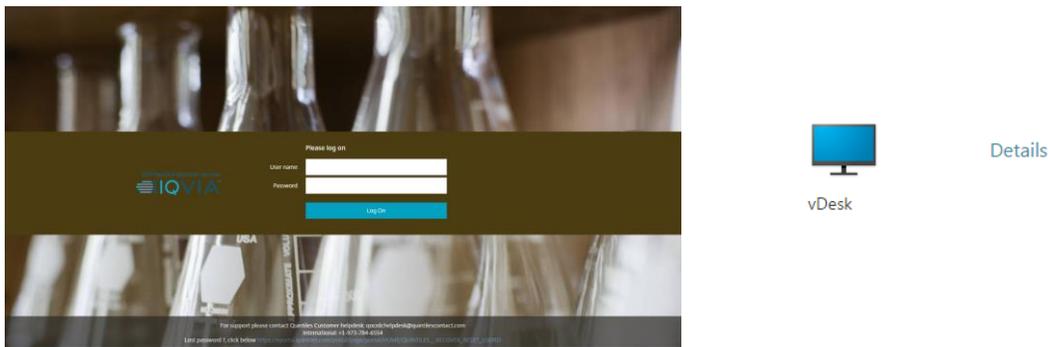
JReview can be accessed through a virtual desktop interface. This types of access are useful in situation where network latency of network performance are not optimal.

To launch JReview in a Citrix vDesk environment, logon the ePortal ( <https://eportal.quintiles.com> ) and connect using your provided credentials.

Once logon the ePortal, select the Project Home page ( [https://eportal.quintiles.com/portal/page/portal/HOME/QUINTILES\\_PRIVATE\\_AREA](https://eportal.quintiles.com/portal/page/portal/HOME/QUINTILES_PRIVATE_AREA) ) and then select the Citrix logon as showed in the screenshot bellow:



Logon the vDesk Citrix platform by providing same credentials than the one used for the ePortal connection



Once connected on your virtual desktop, you can launch the JReview application as it was installed on your computer. Please note that in a vDesk environment, the JReview application runs on IQVIA virtual desktop hosted on a IQVIA server.



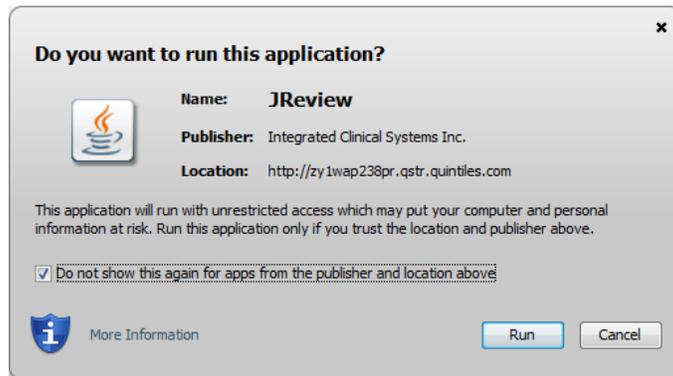
## 4. Troubleshooting

### 4.1 JReview First time installation

The first time you will access the JReview application, there are set of steps that are required to enable the application to run.

First-time (& yearly thereafter) JReview users will be presented a Java Security Dialog. Users should confirm that “Integrated Clinical Systems, Inc.” signed the applet and Grant Always (or Always Trust) the JReview applet or application (similar to following)

Figure 5:



### 4.2 JReview Proxy Access setup issues

In the case your company does not permit direct Internet access (Error message Figure 6) and uses proxy to access the Internet, it may be necessary to setup the first time JReview detection of this proxy.

To do so, please follow the instructions on next page.

Figure 6:



Figure 7:

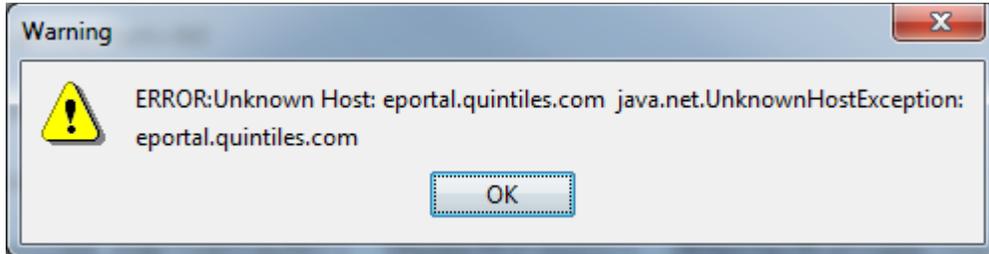
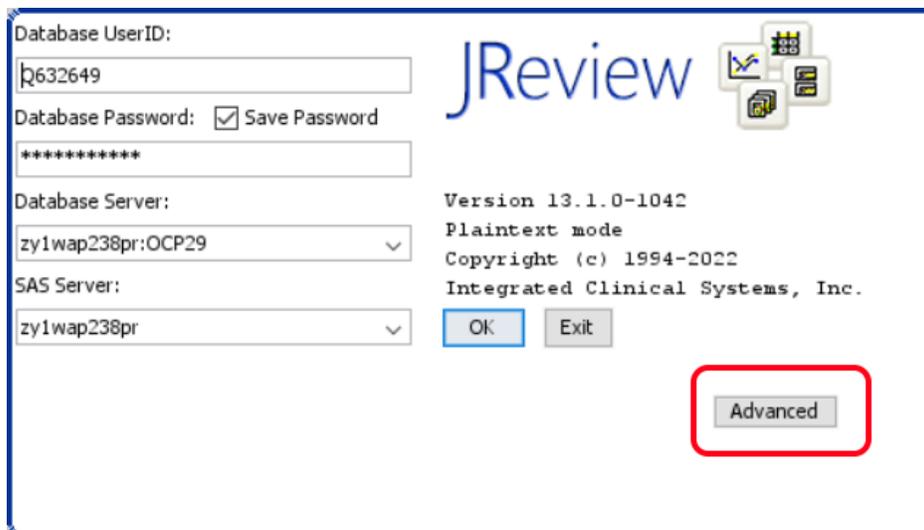


Figure 8:



Should you experience above error messages, please resolve by executing the below steps :

**Step 1: Click** the Advanced button in the lower right-hand corner of the Login window to verify your Proxy settings.



**Step 2:** If the Proxy settings are **grayed out** no further action is required, click “OK” to login.

**ELSE**

**Step 3:** If the Proxy settings are **not grayed out**, tick “Detect Proxy” and press ‘OK” to login :

Database UserID:  
Q632649

Database Password:  Save Password  
\*\*\*\*\*

Database Server: Port:   
zy1wap238pr:OCP29

SAS Server: Port:   
zy1wap238pr

JReview Server:  
zy1wap238pr.qstr.quintiles.com

JReview Port Number:  
22301

NODE UserID:  
Q632649

Version 13.1.0-1042  
Plaintext mode  
Copyright (c) 1994-2022  
Integrated Clinical Systems, Inc.

**Step #2 : Press Ok**

SSL Socket Mode  ICSProxy mode

Client-side Proxy Settings ICSProxy Settings

Proxy IP/Name:

**Step #1 : Tick Detect Proxy**

Proxy Port:  
8080  Use Proxy  Detect Proxy

Debug

Loaded IconCache  
LOGON forceIniPort:false

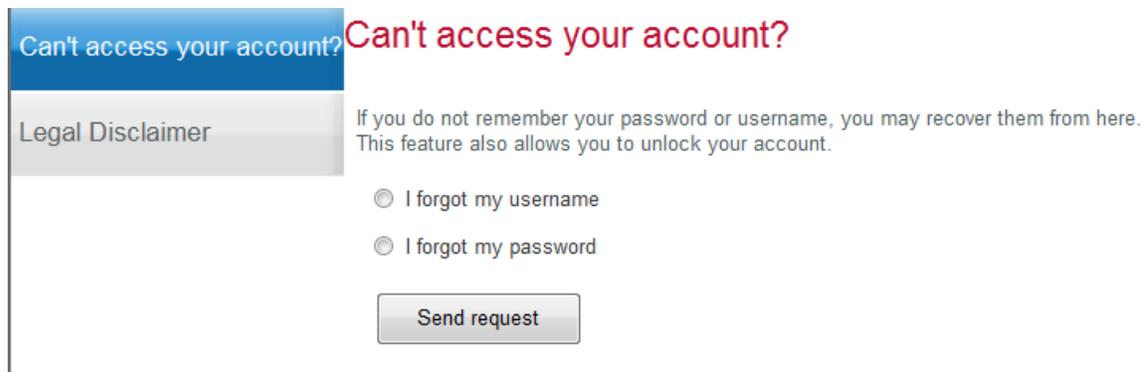
### 4.3 JReview Password Change

JReview is using IQVIA ePortal user repository and password changes/reset should be performed through the ePortal interface at link: <https://eportal.quintiles.com> then select [ Can't Access your account ] in left menu.

If the JReview application does not start or you encounter error message referencing a username or password issue, please try to reset your ePortal password as the application is not managing password pre-expiration during the password change grace period.

Do not use the change password feature within JReview.

Figure 12:



### 4.4 Contact Information:

If you encounter a problem for which there is no solution in the Troubleshooting section, please contact IQVIA helpdesk by phone or email available from the following ePortal web page:

[https://eportal.quintiles.com/portal/page/portal/HOME/How\\_to\\_contact\\_IQVIA](https://eportal.quintiles.com/portal/page/portal/HOME/How_to_contact_IQVIA)

## 5. Definitions, Acronyms and Abbreviations

| Term, Acronym, or Abbreviation | Description  |
|--------------------------------|--|
| GRIDDS                         | Graphical Review Interface for Dynamic Data Services |
| IR                             | Integrated Review                                    |
| JRE                            | Java runtime Environment,                            |
| SSO                            | Single Sign On                                       |

## 6. References

N/A

## 7. Document Revision History

| Unique Identifier for this Revision | Date of the Document Revision (DDMMYYYY) | Significant Changes from Previous Authorized Version           |
|-------------------------------------|--|--|
| V1.0                                | 15Oct2009                                | Initial version.   |
| V1.1                                | 06-Nov-2009                              | Add a troubleshooting issue correction                         |
| V2.0                                | 08-Mar-2011                              | Modify content to match single sign-on and ePortal integration |
| V2.1                                | 28-Mar-2011                              | Add entrust L1C certificate import                             |
| V2.2                                | 05-May-2011                              | Cosmetic changes   |
| V2.3                                | 04-Apr-2013                              | Server names changes   |
| V2.4                                | 24-Jul-2013                              | Change to single generic guide                                 |
| V2.5                                | 10-SEP-2015                              | Update software requirements                                   |
| V3                                  | 14-Dec-2015                              | Update to JReview version 11                                   |
| V3.1                                | 20-Apr-2017                              | Update for Citrix access                                       |
| V4.0                                | 07-Mar-2022                              | Update for Jreview version 13.1                                |