Neurostatus-UHB

NeuroCert - Manual for Raters

Version NC_2026.0

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1 Introduction

This manual is intended for raters and explains how to use the system. It is recommended to start with the Quick Guide, which covers the main functions and steps you will need.

2 Quick guide

2.1 Purpose

The NeuroCert platform allows raters that participate in clinical research related to multiple sclerosis – e.g. clinical trials or academic studies – to obtain a certificate as a proof of their understanding of the Neurostatus-EDSS definitions booklet.

2.2 Eight steps to obtain a Neurostatus-EDSS certification

1. Follow the registration link you have received by email. If you did not get an invitation email, please check the spam folder or reach out to the person on the study sponsor or CRO side that manages the raters for your study.
2. Complete the registration by providing the required information and submitting the form. Please note: if you already have an account on the NeuroCert platform with a different email address, please ask the study administrator that has sent you the invitation to re-invite you using your other email address. Please note we do not allow users to have multiple accounts. Activating your account will take up to 2 business days. If you don't get an answer within this period, please contact Neurostatus support[1].
3. Having received the confirmation about your account being active, please log in to NeuroCert.
4. Accept the invitation to the study.
5. You can now access the Learning Hub for interactive training, practice tests, and to review the Neurostatus-EDSS definitions before taking your exam.
6. When ready, navigate to the "Exams" section and start the first attempt.
7. Answer the exam questions. This is an open-book exam and you have two hours to complete it. During these two hours you can always come back and resume the exam.
8. After closing the exam (by submitting, or automatically if timed-out) and if you meet the study's certification requirements (see chapter 7.2 Exam score and certification levels), you can access your certificate on the *Studies / Certifications* page. If you did not reach the required score, you are granted up to three more attempts. After four failed attempts, you need to participate in a personal training before you can attempt to pass the exam again.

[1] support-neurocert@neurostatus-uhb.com

2.3 Important hints

- Never share your credentials: Your account is personal and Good Clinical Practice (GCP) strictly prohibits sharing of credentials. Report any suspicious activity to Neurostatus support[1].
- Exam attempts have to be completed within two hours after you started and this timer cannot be interrupted. Please make sure you have sufficient time available before starting the attempt.
- You can participate in several studies at a time.
- Certificates are issued for a specific study and serve as proof that you meet the study specific certification criteria.
- A given passed exam can qualify you for many studies provided it meets the respective study's requirements.
- Most studies require you to re-certify periodically. The NeuroCert platform will send you reminders by email about upcoming expiries.
- To avoid abuse, please log out manually when done with your work by clicking on "Log out" in the *Profile* menu (see Figure 2). You are automatically logged out every three hours. If you happen to be logged out during an exam attempt, you can simply log in again and resume the attempt.
- There are two major roles on the NeuroCert platform: *Raters* who obtain certificates for a given study by passing the exam and *Study administrators* who manage studies and raters.

2.4 Help and support

Please refer to the support page[2] for frequently asked questions (FAQs) and contact details.

3 Registering

This chapter…
…describes the registration process. By registering on NeuroCert, you obtain an account on the platform. This allows you to join studies, pass the exam and receive certificates for the current but also future studies.

When you are first invited to join a study on the NeuroCert platform, you receive an email with a personal link that allows you to enter the information required to create an account for you. The name you enter during registration will be printed on the certificate made available during inspections and audits. Make sure it is correct before submitting the registration form. We request additional information (academic title, country of origin, and year of birth) for internal processes such as account recovery.

2. [2] http://support.neurostatus-uhb.com

After you have completed the registration, we verify your account. Most importantly, we ensure that there is no duplicate account. Duplicates create additional effort for both you and the study sponsor since certificates might not be recognized correctly. You will be notified by email about completion of the account verification and can then use the NeuroCert platform.

4 Log in

NeuroCert can be opened in any common modern internet browser (Edge, Chrome, Firefox, Safari) by navigating to neurocert.neurostatus-uhb.com.

To log in, click on the corresponding button on the top right (see Figure 1). Your credentials consist of the registered email address and the password set during registration. Refer to the FAQs[3] if you have forgotten your password.

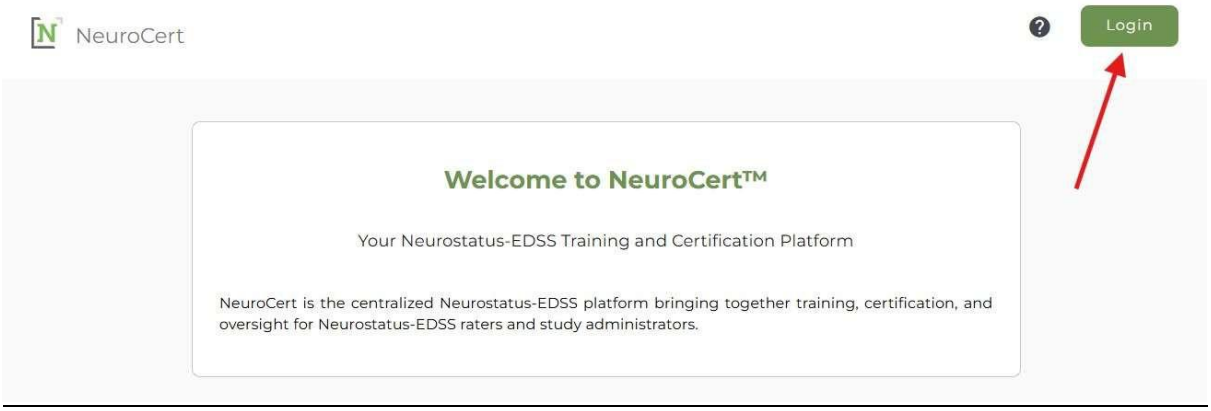


Figure 1: NeuroCert Welcome screen

[3] https://support.neurostatus-uhb.com/rater-faq/

5 Basic navigation

This chapter…
…explains how to find your way around on the NeuroCert platform after logging in. It describes the most important elements that you will encounter in the application.

After logging in, you will see the *Home* screen (Figure 2). In this chapter we use this screen to explain the application's main elements.

The header on top of the page contains the **main menu** listing the application's main screens: *Home*, *Studies / Certifications* and *Exams*. Each of these screens is described in detail in the chapters below. The header also contains the **help and profile menus** on the right-hand side. See the respective chapters below for details.

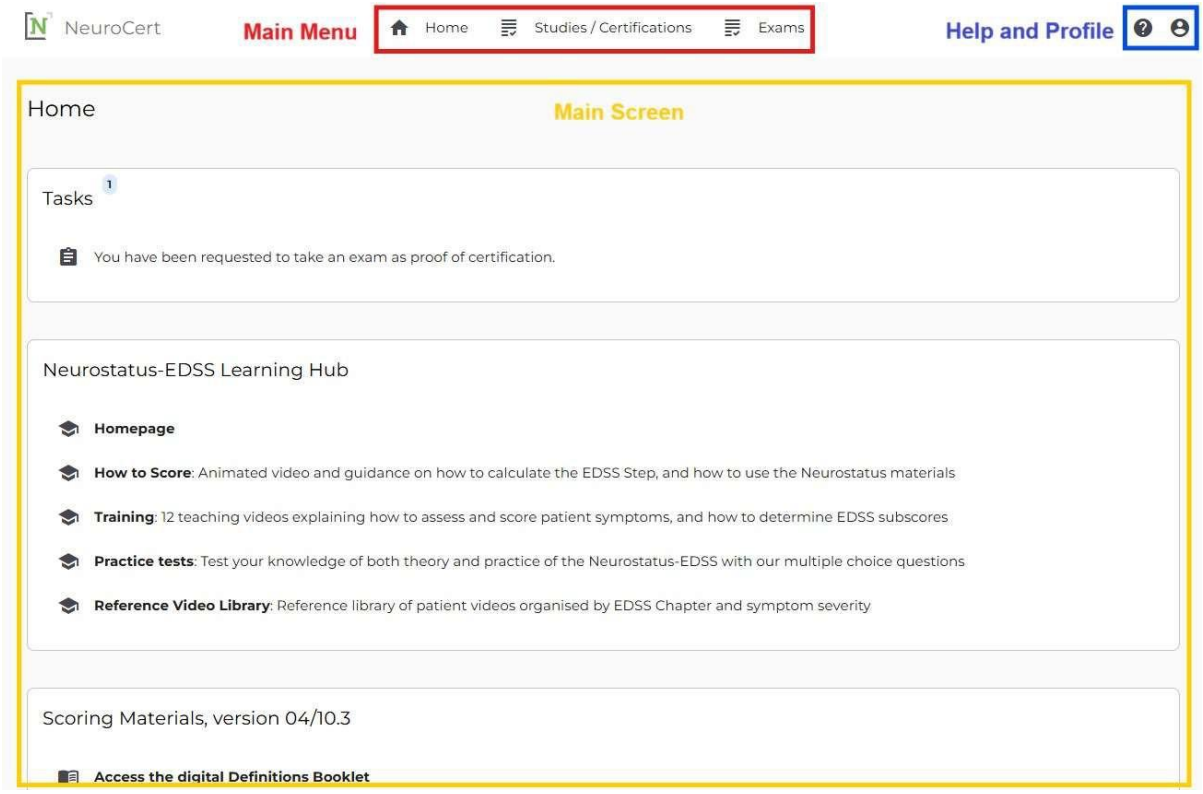


Figure 2: Main navigation elements. Shown here is the "Home" screen.

Finally, the content of the **main screen** depends on the screen chosen. For the *Home* screen shown in Figure 2, the main screen consists of three sections: *Tasks, Neurostatus-EDSS Learning Hub,* and *Scoring Materials, version 04/10.3* all of which are described in detail below.

Some more common user elements are illustrated in the *User Profile* view shown in Figure 3. You can reach this view by selecting "Profile" from the *Profile* menu. This view contains two so-called tabs, namely the *Info* tab (this tab is opened in Figure 3) and the *Activities* tab (this tab is closed in Figure 3). Click on the tab's name to open it.

On the *Info* tab, there are two so-called accordions, namely the *Account* accordion and the *Personal info* accordion. In Figure 3, the accordions are expanded (note the upward pointing arrow on the right-hand side).

Click on the arrows to expand or collapse accordions.

Finally, Figure 3 shows how to make edits to a field. By double-clicking on the field (here: *email*), you enter the edit mode. When done with your edits, you need to confirm or discard the new value by clicking on the checkmark or cross, respectively.

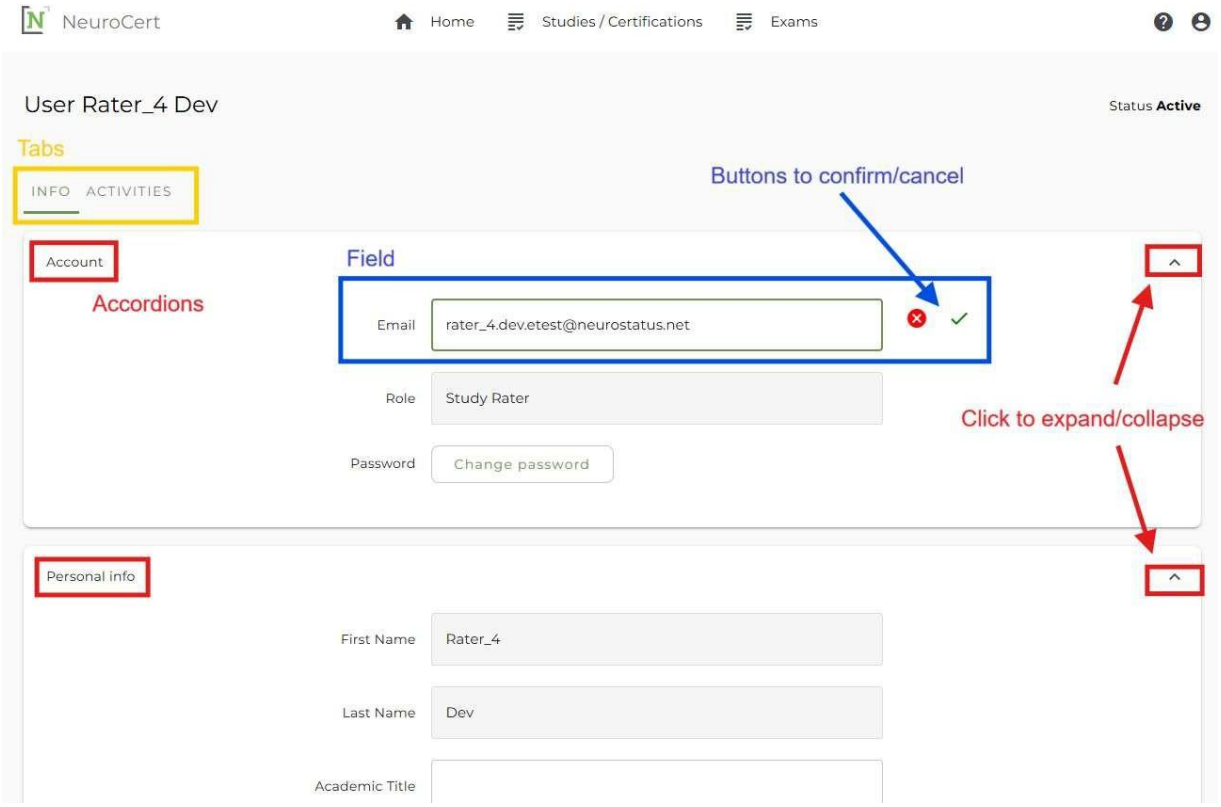


Figure 3: Example for tabs, accordions and the editing of individual fields.

6 Your account

This chapter…
…shows you how to update your personal information such as email address, password, or your name.

6.1 Important hints

Your account is personal. Never share your credentials and report any suspected abuse immediately to Neurostatus support[1].

6.2 Update of personal information

You are requested to keep your information up to date. The name provided in NeuroCert will be printed on the certificates made available during inspections and audits so make sure it is accurate and agrees with the documentation kept by the study site and sponsor.

To access and edit your personal data, navigate to the *Profile* screen (select “Profile” from the *Profile* menu (see Figure 2) and navigate the displayed accordions.

The email address you provide here is used for all communication including notifications about study invitations, expiration of certificates, or study administrators contacting you for certification specific matters. Please ensure it is an email account you consult regularly.

Certain information (Name, Birth Year, Country of Origin) cannot be edited directly in the system. Please contact Neurostatus support[1] if you need to modify any of these fields.

6.3 Update of password

You are requested to change your password every 12 months. Please open the *Profile* screen (select “Profile” from the *Profile* menu in Figure 2) and click “Change password” in the *Accounts* accordion. You need to verify your password by entering it twice.

7 Exams

This chapter…
…explains when you are requested to take an exam, the difference between *exam* and *exam attempt*, how to complete the exam attempt, and what happens if you do not pass it.

7.1 General overview

To obtain a certificate for a study, you a) need to be invited to the study and b) need to pass an exam on the Neurostatus-EDSS definitions as per the certification requirements defined by the study.

Exams are opened automatically when either you join a study (see chapter Studies and certifications), or one of your certificates for an active study is about to expire. You have up to four attempts to pass an exam. Each time that you finish an attempt, the NeuroCert platform checks if the attempt (or a past one) meets the certification requirements of *all* studies you currently hold an active role in. If it does, the exam is closed and a certificate is generated for each study. If it does not, you are asked to take another attempt.

It might be that you meet the requirements for some but not all studies. In this case certificates are generated for the former, but not the latter set of studies and you are requested to pass another attempt. See chapter Certification expiration and re-certification for more details.

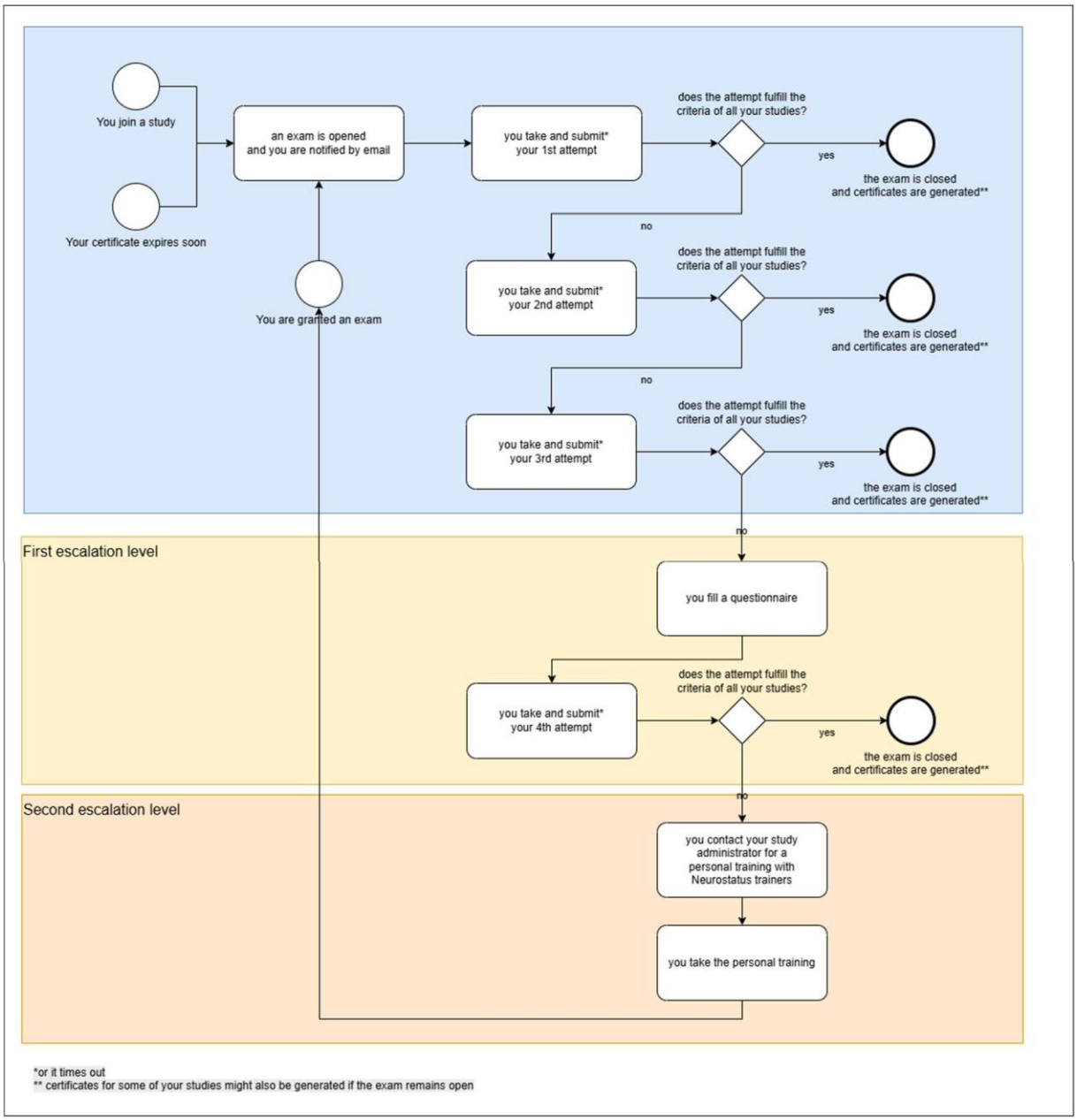


Figure 4: Process for failed exam attempts

7.2 Exam score and certification levels

Depending on the use of the Neurostatus-EDSS in a given study and other quality factors, the steering committee of each study decides on the so-called *certification level*. An attempt satisfies the study's certification needs, if the total score obtained in the attempt reaches the minimum score corresponding to this level.

For example, if you participate in a study requiring Level B, only an exam attempt with at least 17 correct answers (viz. 34 points) will suffice.

Certification level	Minimum score
Level A	30
Level B	34
Level C	38

7.3 Taking an exam attempt

This subchapter…
…explains how you can start an exam attempt,answer the exam questions, and what to do if the attempt is interrupted

Important hints

1. Please ensure you have sufficient time to complete the attempt. The timer cannot be interrupted and the attempt is closed after 2 hours.
2. Every attempt counts towards the escalation process shown in Figure 4. If you want to train for an exam, please refer to the Neurostatus Learning Hub .

7.3.1 Starting the exam attempt

1. Navigate to the *Exams* screen (see Figure 2)
2. Click on “Start attempt”

If you do not have an exam open, there is no button to start an attempt. If you think you should have one, please contact Neurostatus support[1].

3. Read the instructions for the exam carefully and click on “Start” to start the attempt.
4. This opens the attempt screen described in the next subchapter

7.3.2 Answering the exam questions

The attempt screen is shown in Figure 5. The key elements are:

1. The timer (1) that shows the time remaining for you to complete the attempt.
2. The question with the answer field and the buttons to open the previous/next question (2, 3, 4, 5). Type your answer in the answer field (3). Only digits, the letter “X” and decimal point are

The buttons let you cycle through the questions; use the question overview (6) to see which questions are still open.

3. The question overview (6). The currently open question and questions that have been answered are marked. Please note this does not indicate if the answer is correct or wrong.

4. The *Submit* button (7). Pressing this button closes the exam attempt and brings you to the *Results* screen (see below).
5. The *Instructions* button (8) which lets you consult the instructions is shown at the beginning.

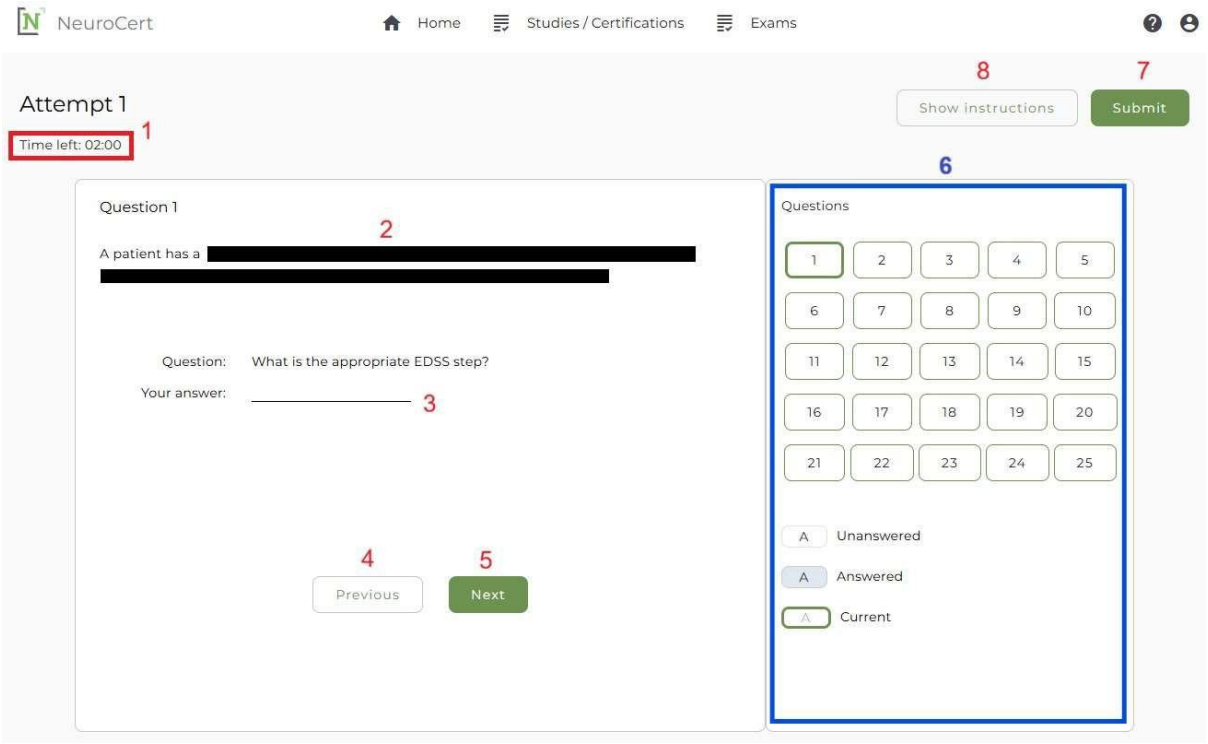


Figure 5: Exam attempt screen

7.3.3 Resuming an exam attempt

You can resume the exam attempt as long as you started it less than two hours ago. If you happen to close the browser window with the exam, log out (in-)advertently, are logged out automatically, need to switch computer or take a break, or for any other reason, you can resume the attempt with these steps:

1. Log in to NeuroCert if necessary
2. Navigate to the *Exams* screen (see Figure 2)
3. Click on “Resume attempt” (see Figure 6). If there is no open attempt, the button “Resume attempt” is not shown. If you think you should have one, please reach out to Neurostatus support[1] immediately.

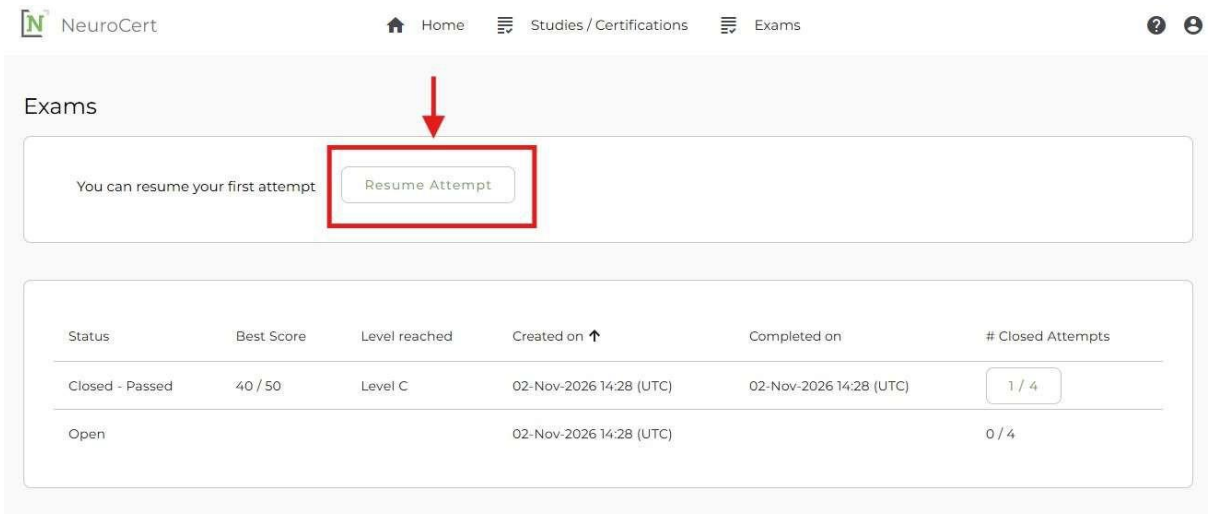


Figure 6: Resume exam

7.3.4 Submitting an exam attempt

To submit an ongoing attempt, press the respective button on the Attempts screen (see Figure 5). The NeuroCert platform will warn you if you have not answered all questions, but it is not mandatory to provide answers to all questions.

Note that the attempt is closed after 2 hours even if you do not submit.

7.4 Attempt results and training recommendations

Immediately after submitting an exam attempt, you are given feedback regarding:

1. which total score you have reached in this attempt,
2. which level this score corresponds to (see chapter Exam score and certification levels),
3. whether you have met the criteria of all your studies (see chapter Exam score and certification levels)
4. potentially pending tasks from an escalation step (see Figure 4), and
5. which topics you might want to revise before starting the next attempt

The training recommendations are based on your answers to the exam questions and highlight topics you did not answer correctly. They refer to the chapters on the Neurostatus Learning Hub[4].

If you want to access the training recommendations at a later point in time, navigate to the *Exams* view in the main menu (see Figure 2), click on the button in the "Number of closed Attempts" column (labeled 1 in Figure 7), and then the "Show" button for the attempt of interest (see Figure 8).

7.5 Questionnaire after 3 failed attempts (blocked exams)

[4] http://learn.neurostatus-uhb.com

This subchapter…
…explains the first escalation level shown in Figure 4.

Raters facing difficulties passing the exam are asked to answer a questionnaire before being granted a fourth attempt (see Figure 4). This questionnaire is intended to help Neurostatus-UHB and study sponsors identify potential shortcomings in training, the access to training materials, or other issues raters might have faced.

If you are requested to fill the questionnaire, please navigate to the *Exams* screen in the main menu (see Figure 2) and click on "Unblock 4th attempt". Then answer the questions and submit them. You will be granted the 4th attempt right away.

7.6 Personal training after 4 failed attempts

This subchapter…
…explains the second escalation level shown in Figure 4.

Raters who fail the exam after four attempts must take individual training with a Neurostatus-EDSS expert from the Neurostatus-UHB team. This training is a shortened version of the group session that focuses on the rater's specific questions and challenges encountered during the exam.

In such cases, please contact your study administrator to arrange the required training. Administrators contact details are available on the *Studies/Certifications* section in the main menu. A new exam will be granted upon completion of the training.

7.7 List of current and past exams

This subchapter…
…describes how to read the history of your exams and exam attempts in Neurocert.

The *Exams* screen is shown in Figure 7. The upper part of the *Exams* screen is about open tasks: You can start or resume an exam attempt whenever you have an open exam, or unblock your 4th attempt.

The lower part of the *Exams* screen lists your current and past exams. It reflects your exam and attempt history on the NeuroCert platform. For each exam, you can find the exam status

- **open:** You need to take an exam attempt
- **closed - passed:** You have completed this exam successfully
- **blocked:** You need to answer the questionnaire as described in chapter Questionnaire after 3 failed attempts (blocked exams)
- **closed - failed:** You have not reached a sufficient score in 4 attempts and need to get a personal training as described in chapter Personal training after 4 failed attempts

- the highest score obtained in any of this exam's attempts
- the highest level obtained in any of this exam's attempts (see chapter 7.2 Exam score and certification levels
- the date this exam was created, and
- the date this exam was closed.

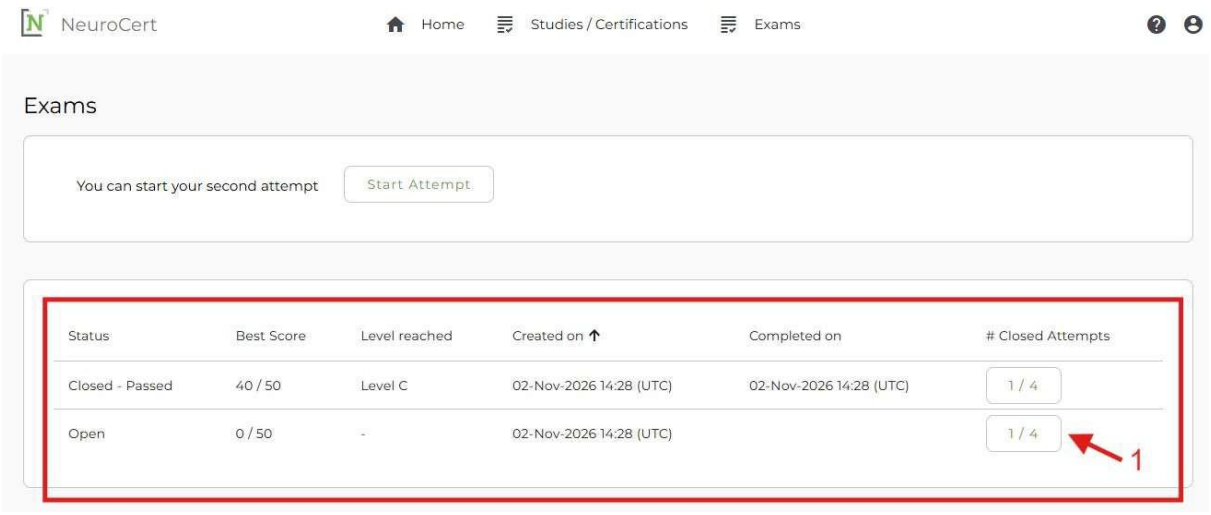


Figure 7: List of past exams

In order to see a list of the attempts within a given exam, click on the button in the “Number of closed attempts” column (labeled “1” in Figure 7). The table that opens, lists for each attempt: the attempt start date and time (see chapter 7.3.1. Starting an exam attempt) the attempt closure time (see chapter 7.3.4 Submitting an exam attempt) the total score reached in the attempt out of the 50 points that can be reached the corresponding certification level (see chapter 7.2 Exam score and certification levels)

Refer to chapter 7.4 Attempt results and traning recommendations for a description of the button “Show” in Figure 8.

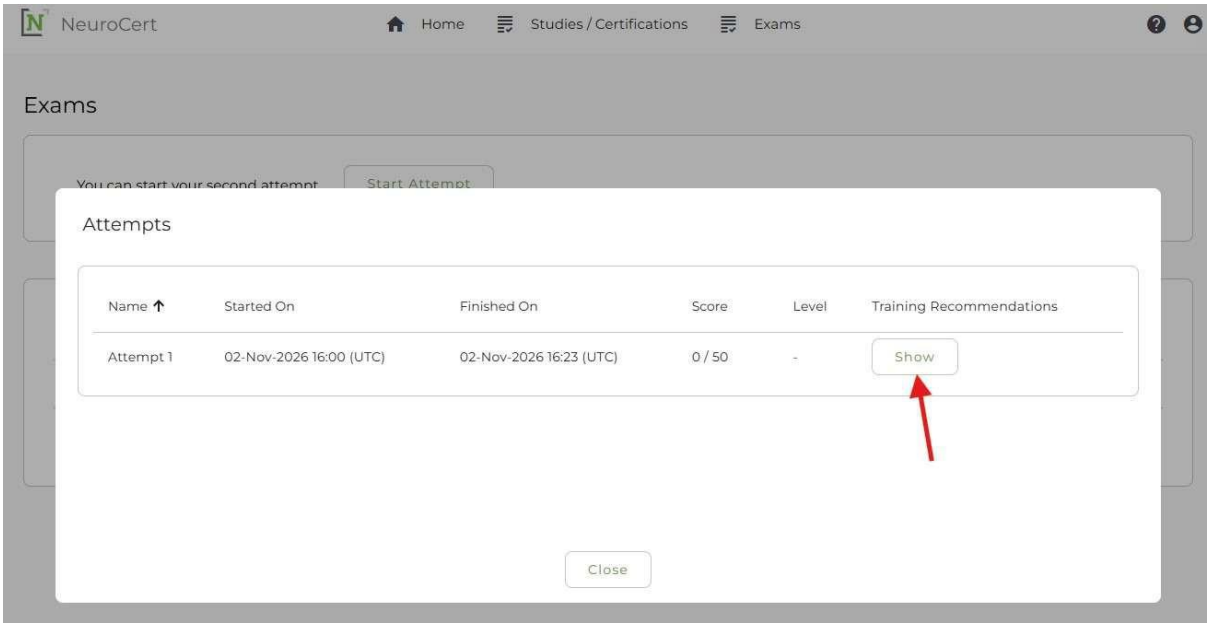


Figure 8: List of attempts for a given exam

8 Studies and certifications

This chapter…
…explains how to join a study, understand your certification and assignment status for a given study, and how to download certificates and study specificrating materials

8.1 Join a study

To join a study, an administrator of the study needs to invite you in the NeuroCert platform first. When done, you will see a hint on your *Home* screen that there was an invitation pending.

Navigate to the *Studies / Certifications* screen from the main menu (see Figure 2) and click on "Yes" if you want to join this study. The NeuroCert platform will evaluate if you have an exam that meets the study certification requirements. If this holds true, a certification document for the newly joined study will be created immediately. Otherwise an exam is opened and you are asked to pass it.

If you believe that the invitation has been sent by mistake and do not want to join the study, reject the invitation. In order to contact the administrators of the study, use the email icon as described in Chapter 8.2 List of current and past studies.

8.2 List of current and past studies

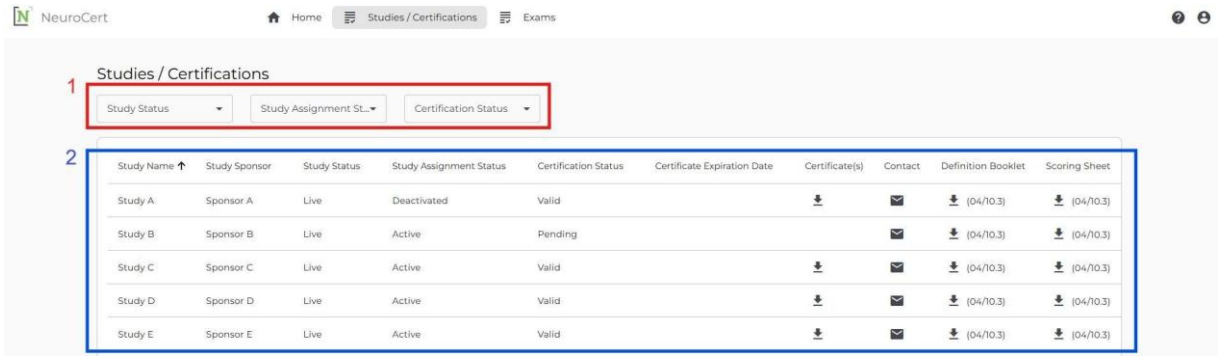


Figure 9: List of current and past exams

Apart from the open study invitations described above, the *Studies / Certifications* screen shows a list of all the studies you have been invited to or joined (the table labeled "2" in Figure 9). For each study you will find

1. the study name
2. the study sponsor name
3. the study status (see chapter 8.2.1 Study status)
4. your study assignment status (see chapter 8.2.3 Study assignment status)
5. your certification status (see chapter 8.2.2 Certification status)
6. the expiration date of your most recent certificate for the given study
7. a button to download your certificate(s) for the given study. If there is no button, you have not earned a certificate for this study yet.
8. a button to contact the study's study administrators

9. a button to download the Neurostatus definition booklet in the version relevant for this study
10. a button to download the Neurostatus scoring sheet in the version relevant for this study and with the study name imprinted

Using the filters (labeled “1” in Figure 9), you can filter the table above on different criteria

8.2.1 Study status

The *study status* indicates if the study is running (status *live*) or has been completed/terminated (status *closed* or *archived*). The NeuroCert platform generates study certificates and requests you to take exams only while the study is live.

Note that you can still access your certificates after a study has been closed and/or archived.

8.2.2 Certification status

This subchapter…
…explains how to read the study certification status and which actions you need to take depending on its value.

This label summarises the expiration status of your certificates for the given study. It can take the following values:

Certification status	Meaning	Action required
Pending	You do not have a certificate for the given study, either because you have not accepted the study invite yet or because you have no qualifying exam attempt.	Accept invite and/or take the exam
Valid	You have a currently valid certificate for the given study	**N/A**
Expiration upcoming	You have a valid certificate but it is about to expire	Take the exam to re-certify.
Expired	You do not have a valid certificate for the given study because your most recent certificate has expired	Take the exam to re-certify

8.2.3 Study assignment status

This subchapter…
…explains your current status in a study and the impact on the generation of certificates.

This label shows if you are currently an active rater in the given study.

Study assignment status	Meaning	Remark
Invited	You have not accepted the study invitation yet. You need to accept or reject the study invitation.	Please note that no certificate is generated for this study unless you accept the invite. Upon accepting, you might be asked to take and exam or obtain a certificate immediately, as described in Chapter 8.1 Join a study
Active	You are participating in the study.	Typically you are required to have a valid certificate while listed as active.
Deactivated	You have been removed from the list of study raters. If you feel this is by mistake, please reach out to the study administrator.	No more certificates are generated for this study and you are *not* requested to re-certify
Canceled	Your invitation to the study has been canceled. If you feel this is by mistake, please reach out to the study administrator.	No certificate is generated for this study and you are *not* requested to pass an exam.

8.3 Certificate expiration and re-certification

This chapter…
…explains when certificates expire and how to re-certify for a study

Just like the certification level (see above), the study sponsor defines a period after which raters must re-certify for the study. The re-certification date is calculated based on your exam date (*not* the date when you join a study). The expiration date is displayed both, on the *Studies / Certifications* screen and the certificate itself.

You are notified 30 days before the expiration by email and – unless you are no longer participating in the study –required to take the exam. The exam process for a re-certification is the same as for the first certification and described in Chapter 7 Exams .

8.4 Recognition of past exams

As per GCP best practice, training should be periodically refreshed and the raters re-certified as proof of their current knowledge. To manage this process automatically, certificates on the NeuroCert platform have a validity term that is defined during the study configuration. The validity term determines therefore how long certificates are valid and controls the re-certification.

Raters with a valid, existing exam on NeuroCert (passed when participating in another study) may use their exam to directly certify for a new study, granted that the parameters of the term and level passed match those established by the new study.