


## A

### Check if your question has already been asked

- 1- Go to the OCP home page
- 2- Click on the FAQ icon  FAQ
- 3- Enter keywords for your question in the search bar to check whether the question has already been asked
  - It is possible to choose the question category to filter results
    - Clinical : questions about a procedure's content
    - IT support : questions about how the platform works
    - Common questions : answers to 7 categories of questions commonly asked

## B

### Asking a new question

- 1- Click on the “You cannot find your answer?” button at the bottom of the page; a new page will open
- 2- Fill in the mandatory identification fields (first name, surname, email)
- 3- Enter the title of your question
- 4- Click on the proper category, i.e.:
  - Clinical :
    - Select the corresponding topic from the drop-down menu
  - IT support :
    - Choose one of the options from the drop-down menu under “Type”
- 5- Write the question in the box
- 6- Attach a file to the question, if relevant
- 7- Click on “Submit”
  - The question will be forwarded to the appropriate OCP Team
    - A confirmation that the question was submitted will be sent
    - An email reply will follow within 72 working hours

**Please remember** : first, it is recommended that you direct any questions to your institution's clinical advisor.

**Note** : OCPs are not a substitute for medical prescriptions.