

Spring/Summer
2002



ONLINE BUSINESS APPLICATIONS, INC.

Inside Online

New and experienced IRMS users agree . . . *Workshop 2002 an "eye opener"*

"I will definitely be back next year!" is what we keep hearing from participants of **IRMS Workshop 2002** held March 16th in Tampa, Florida.

More than 30 medical communications professionals representing approximately 20 companies participated in the eighth annual Online Business Applications, Inc. workshop.

According to **Sally Lam**, Senior Manager, Medical Information,

Intermune: *"The workshop was very helpful in extending my understanding of advanced IRMS functions."*

"To me, the most beneficial part was learning different ways to use the query system."

Lam added, *"The open and interactive nature of the meeting was a great platform to share best practices and suggest new IRMS features."*

For **Lee Tyrrell**, Medical Information Specialist, **Allergan**,

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A special thank you . . .

Many thanks to **Carl Swanson**, Senior Medical Information Scientist, **Pharmacia Corporation** and **Cheryl Peters** and **Carol Vaisanen**, **Immunex**, for their outstanding presentations for this year's new workshop segment, "How We Use IRMS."

Workshop participants continue to tell us how much they learned about using IRMS from these two very interesting perspectives.

Visit us at the DIA Annual Meeting in Chicago!

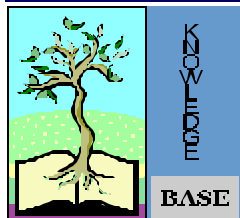
If you are planning to attend the DIA 38th Annual Meeting in Chicago, June 16-20, 2002, please stop by the Online Business Applications, Inc. exhibit (booth #2532,

the Lakeside Center, McCormick Place).

We are planning to unveil some exciting projects we've been developing. As always, we want to know what you think!

While in Chicago, **FREE** IRMS user training is available . . .

Contact
mt@IRMSonline.com
for more info!



The IRMS Knowledge Base (www.irmsonline.com/irmskb)

now contains 44 articles that address common issues and FAQs.

We have updated the article entitled **"Importing Requests Electronically"** and have added a related article:

"Setting Up an Outlook Form," in which we show you how to set up a form in Microsoft Outlook that can be

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Stay connected . . . Register with the IRMS Message Board



companies around the world?

A: The **IRMS** Message Board.

Q: Where can you find some of the best tips and tricks for using **IRMS**?

A: Again, the answer is the **IRMS** Message Board.

To register, simply go to our

website at www.IRMSonline.com and click the “Message Board” button on the “News” page. You can also access the message board in the “Support” menu.



Q: Where can you stay in touch with your Medical Communications colleagues from pharma

Knowledge Base

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given out to sales reps to enable formatted data entry of questions for submission to **IRMS** via e-mail. It includes instructions for downloading a working, modifiable sample. Imagine getting your rep's questions automatically populated into **IRMS**!

Users continue to have some difficulties using signatures in **IRMS** because their setup of Microsoft Word does not include the ability to use PCX files (our

. . . Workshop 2002

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the timing of the workshop couldn't have been better.

*“I started using **IRMS** in November, which gave me time to become familiar with the screens. I learned about features I didn't even know were available, like the ability to enter a zip code and have it populate information for the appropriate representative. I was very excited about that.”*

Tyrell also appreciated learning more about the ability of

current recommendation for the type of image file to use). To address that, we have updated the article “**Troubleshooting Signatures.**” It includes a link to a new article, “**Troubleshooting Images,**” which specifically addresses the graphics filter issue in Word and explains how to go about getting your workstation to import PCX graphics.

The article, “**The IRMS Icon In Depth**” reveals how and why

we start up **IRMS** the way that we do. This information is especially valuable to those of you with test environments and Citrix servers.

SPECIAL DELIVERY



We are happy to announce there's a new addition to the **Online** family.

Please join us in congratulating **Joe Pierce**, Director of Sales, and his wife Susie on the birth of their third son, Lucas Abraham on March 22nd (Joe's reason for missing the workshop . . . we'll let you skate this year Joe!)

IRMS to import information requests via website.

If you would like to review the **IRMS Workshop 2002** presentation, go to www.IRMSonline.com. Click “Support,” then “Downloads.”

If you missed the Tampa Workshop, free **IRMS** training will be offered in Chicago, June 15-20th. . .
For more info, contact mt@IRMSonline.com.

