Clearlane Read & Understood

Operational qualification (OQ) test script

Document CL-OQ-RU · Version 1.1 · 4 November 2026 · Covers Clearlane Read & Understood 4.1.0 and later minor versions until superseded

Run in a test Confluence space with at least two test users. Record the app version (Manage apps) and your site before starting. Attach a screenshot to each test.

App version	
Site	
Executed by	
Date	
Approved by	

Test	Steps	Expected result	Requirement	Result (pass / fail)	Tester, date
OQ-01 Request a read (people, group, sub-page)	Use a parent page P1 with one sub-page. Users: A = page editor and space admin; B = test user; C = only member of test group G. B must not have had a message from the app today. As A, in the byline under P1's title click "Read & understood", add B ("Search people…") and G ("Search groups…") under "Readers", keep "Time to confirm" at 14 days, tick "Also ask for its sub-page" and click "Ask to confirm".	The toast reads "Readers asked to confirm this page and its sub-page." and says one member of a reader group is not mentioned in a comment. P1 and its sub-page show "Read · 0/2" in the byline and "In progress" in the space's "Read & understood" page. A comment on P1 mentions B only ("Please read this page and its sub-page, and confirm you have understood them by …"). History shows "Asked for read confirmations (version n)".	ISO 13485 6.2 e)		
OQ-02 Reader confirms the current version	As B, open P1 and click "Read · 0/2" in the byline. In the "Please read this page" box click "I have read and understood it", check the sheet, then click "I have read and understood it" again. Open "My reading list" from the Apps menu.	The sheet "Confirm version n" shows "Confirming as" with B's name, the page title and version, and the statement "I confirm that I have read and understood this version of the page." After confirming: "Thank you. Version n is confirmed.", the panel shows "You confirmed version n on [date]." and the byline "Read · 1/2". In "My reading list", P1 is under "My confirmations" and the sub-page under "To read". History shows "Confirmed version n" by B.	ISO 13485 6.2 e); 21 CFR 11.10(e)		
OQ-03 Comprehension questions: wrong answers and lock	As A, on a new page P2, click "+ Add questions to check understanding", create two questions with two answers each and the "Right answer" ticked, add C as reader and click "Ask to confirm". As C, open the confirmation sheet and submit wrong answers five times, then the right answers at once. Wait 15 minutes (default "Lock duration (minutes)") and submit the right answers.	"I have read and understood it" stays disabled until both questions are answered. Tries 1–4: "Not all answers are right (attempt n). Read the page again, then retry.", and no right answer is shown. Try 5 and the immediate right answers: "Too many attempts. Read the page again and retry in a few minutes." After the wait the confirmation is recorded. As A, the Readers tab shows C with "6 tries" and History shows "Questions failed (attempt 1, version n)" up to attempt 5.	ISO 13485 6.2 c); ISO 9001 7.2 c)		

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OQ-04 A new page version requires a new confirmation	On P1 (B confirmed, C not): as C, open the confirmation sheet and leave it open. As A, edit P1 (change a sentence) and publish. As C, click "I have read and understood it" in the open sheet, then reload P1. As A, open the Readers tab and its "Version" selector.	C gets "The page changed while you were reading it. Reload it and read the new version." and nothing is recorded. After reloading, B and C are asked to confirm version n+1 and the byline shows "Read · 0/2". The selector lists "Version n+1 · current · 0/2" and "Version n · 1/2", where B's earlier confirmation is kept. History shows "Page changed: version n+1 to confirm again", and a comment "This page changed (version n+1). Please read it again and confirm …" mentions B (the next day if B already had a message today).	ISO 13485 6.2 b), e)		
OQ-05 Keep confirmations after a minor change (reason required)	On P1 (version n+1), as A click "Keep confirmations" in the box "The page changed: version n+1 must be confirmed again." Try with an empty "Reason", then type "Typo in section 3" and click "Keep confirmations". Open the Readers and History tabs, then open P1 as B.	The button stays disabled until the reason has at least 3 characters. Toast "1 confirmation kept."; B shows "Kept from vn", C still "Not confirmed", and the box is no longer offered for this version. History shows "Keeping the confirmations of version n for version n+1" and "Kept 1 confirmation from version n for version n+1" by A, with the reason. B sees "You confirmed version n on [date]. The change to version n+1 was marked as minor."	21 CFR 11.10(e); ISO 13485 6.2 b)		
OQ-06 Signing password on confirmation	As a space admin, in Space settings › "Read & understood", turn on "Require the signing password to confirm" and click "Save". As A, ask B and C to confirm a new page P3. As B, click "I have read and understood it": type a 7-character password, then an 8-character one in both fields and click "Save password". In the next sheet enter a wrong "Signing password", then the right one.	"Create your signing password" appears first; "Save password" stays disabled below 8 characters ("At least 8 characters."). The confirmation sheet shows the statement "… I intend this electronic signature to be the legally binding equivalent of my handwritten signature." The wrong password gives "Wrong signing password." and records nothing; the right one records the confirmation. As A, the Readers tab shows B with "Signed".	21 CFR 11.50, 11.200(a)		
OQ-07 Signing password lockout and reset	As a Confluence admin, open the app's "Read & understood" page in Confluence settings and check "Failed attempts before lock" = 5 and "Lock duration (minutes)" = 15. As C on P3, create a signing password, enter a wrong password five times, then the right one. Wait 15 minutes and enter the right one. As the Confluence admin, under "Reset a signing password" pick C and click "Reset password".	Tries 1–4: "Wrong signing password."; try 5 and the right password just after: "Too many attempts. Signing is locked for a few minutes.", nothing recorded. After 15 minutes the right password records the confirmation. The reset shows "Signing password reset."; "Change signing password" disappears from C's "More actions" menu and C must create a new signing password at the next confirmation. Under "Recorded resets", a new row shows the date and time (UTC), C under "Person" and the Confluence admin under "By".	21 CFR 11.300		
OQ-08 Reminders: at most one message a day per person	Check that "Notify readers" is on in Space settings › "Read & understood". On the day B was mentioned for P1 (test 1), as A ask B to confirm a new page P4. Then, in P4's "More actions" menu, click "Remind now" twice. The next day, after the app's daily run, check the comments mentioning B and B's Confluence notifications.	The P4 toast adds "One of them already had a message from Read & Understood today: they will be told tomorrow." and no comment on P4 mentions B that day. The first "Remind now" is logged in History as "Reminder sent to 1 person"; the second gives "A reminder was already sent in the last 12 hours." The next day B is mentioned in a single comment on a single page, ending with "Everything you still have to read is in "My reading list" (Apps menu). Read & Understood sends you at most one message a day."	ISO 13485 6.2 e)		
OQ-09 Reader who cannot open the page	As A, create page P5 and restrict viewing to A and B (Confluence "Restrictions"). Ask B and C to confirm P5 and open the Readers tab. Then remove the restriction and reopen the Readers tab.	C shows "Cannot open this page" and the alert "One reader cannot open this page. Check the page and space permissions, or they will never be able to confirm." is displayed. No comment on P5 mentions C (B is mentioned, the next day if B already had a message today),	21 CFR 11.10(d)		

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		and P5 is not in C's "My reading list". Once the restriction is removed, C shows "Not confirmed".			
OQ-10 Who sees names, answers and the audit trail	As B (reader, not a space admin, did not make the request), open P1's panel: "Readers" and "History" tabs. Open the space's "Read & understood" page and Space settings › "Read & understood". Repeat as A (requester and space admin).	B sees only the totals, their own line and "Only the owner of the request, the person who made it and space admins see the list of names."; no "Questions" tab (right answers are never shown), no "Evidence PDF" button, no other person's confirmations or failed questions in History, no "People" or "Audit trail" tabs, and "Only space admins can change these settings." A sees the full named list, the "Questions" tab, "Evidence PDF", and the "People" and "Audit trail" tabs.	21 CFR 11.10(d), (g)		
OQ-11 Evidence PDF and audit trail	As A on P1: in "More actions" click "Stop asking", type "Test closure" in "Reason (optional)" and confirm with "Stop asking"; then click "Ask again" in "More actions". Open the History tab and click "Evidence PDF". Open the space's "Read & understood" page, "Audit trail" tab.	While closed, the panel shows "Closed on [date]: Test closure" and the byline "Reading closed". History lists, newest first, with person, date and time, among others: "Asked for read confirmations", "Message sent to 1 person", "Confirmed version n", "Page changed: version n+1 to confirm again", the two kept-confirmation lines with their reason, "Stopped asking for confirmations" with the reason and "Asked again (version n+1)"; the same action repeated by the same person within an hour shows as one line with "(×n)". The PDF "Read and understood record" shows status, version to confirm, requester, space, questions, "SHA-256 fingerprint of that version", the kept-confirmation decision, the confirmations table (Name, Status, Date (UTC), Tries, Signature ID), the statement, "Previous versions", the audit trail and "Generated [date] UTC by [name]". The "Audit trail" tab lists the events of all requests of the space and "Changed space settings".	21 CFR 11.10(b), (e)		
OQ-12 CSV exports	As A: on P3's Readers tab click "Export CSV"; on P1's History tab click "Export CSV"; in the space's "Read & understood" page, "People" tab, click "Export CSV". As B, in "My reading list" click "Export my record". Open the files in a spreadsheet.	Readers file: Name, Status, Date (UTC), Version, Signed, Tries, Details; B's signed line holds its signature ID under "Signed". History file: Date (UTC), Event, By, Version, SHA-256, Details; request and confirmation rows hold the 64-character fingerprint. People file: Person, Assigned, Confirmed, Not confirmed, Late, Last confirmation, To read. "My record" file: Name, Page, Space, Version, Date (UTC), Signed, Tries, Details, one row per confirmation by B.	21 CFR 11.10(b); ISO 9001 7.2 d)		

Change history

1.0	1.0 · 8 October 2026 · First issue
1.1	1.1 · 4 November 2026 · Document number, version, covered app version, requirement for each test

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