

EMVS3539 NMVS Portal User Guide for Local Organisations

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Revision History

* [Complete Revision History](#) can be found within the appendix.

Document Approval

Name	Role/ Title	Signature	Date	Meaning of Signature
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Portal User Guide for Local Organisations

Introduction

This User Guide provides guidance to Local Organisations (i.e. Pharmacies, Wholesalers, and Hospitals) on the usage of the National Medicines Verification System.

The examples used in the slides may present data specific to a Wholesaler account, or a Pharmacy account, but all processes and features are equally applicable to the above organisation types.

Prerequisites to the Registration Process

The following are required prior to a Local Organisation beginning the registration process.

- 1.The NMVO has agreed with the Local Organisation the Prime Contact and a set of Known Facts.
- 2.The NMVO has sent the Prime Contact of the Local Organisation a registration email.

Terminology

National Medicines Verification Organisation (NMVO)

The organisation set up by national stakeholders to manage the National System and medicine verification for that country

National Medicines Verification System (NMVS)

A system in the European Medicines Verification landscape that serves as the verification platform for one country. Local Organisations check a product's authenticity using a connection to this system

Local Organisations

The organisations required to use the NMVS to check a product's authenticity

Prime Contact

The first point of contact in the Local Organisation for the registration process

Known Facts

A pre-agreed set of challenge questions and answers used to verify identity during the registration process and known only to the NMVO and the Local Organisation

Introduction to Users and Clients

Users

- A User of the system is a physical user, i.e. a person.
- A User interacts with the NMVS through the NMVS Administration Portal and the NMVS Emergency Verification Portal.
- A User requires an NMVS account to login to the Administration Portal and Emergency Verification Portal.
- A User account is associated to one or more User Roles that defines the permissions available to the user.
- User Roles are defined through the NMVS Administration Portal. User Roles may be provided the full permissions set, or a reduced permissions set.

Clients/Client Systems

- A Client of the NMVS is another IT system (i.e. a Wholesaler/Pharmacy/Hospital IT System).
- The Client System interacts with the NMVS through a technical interface and is issued with Client System Credentials.
- It is possible to modify the permission set for a Client System through the Portal within the limits of the permissions of the organisation type.

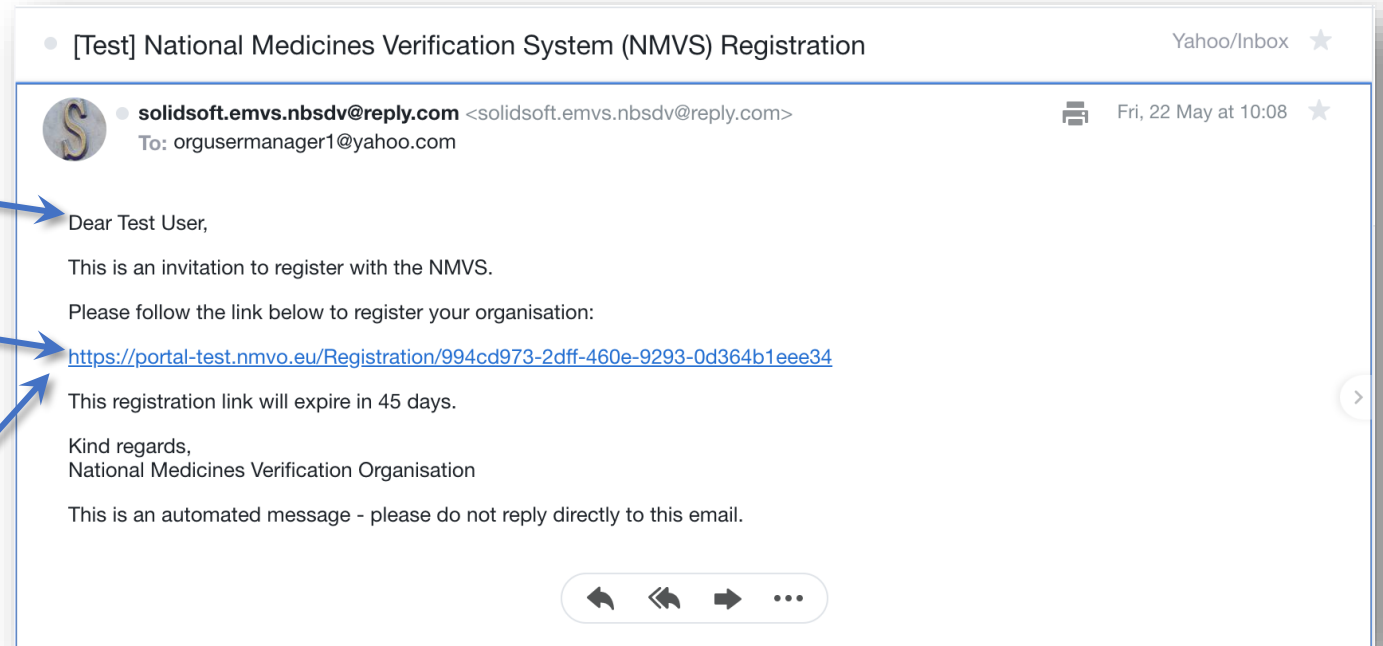
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Local Organisation Registration

Local Organisation Registration - Email Invitation

1. The NMVO initiates the Local Organisation registration process through its NMVO Portal.
2. As part of that process, the NMVO will send the Prime Contact of the Local Organisation a registration email inviting them to register.
3. Upon receipt of the registration email, click the link in the registration email (or copy and paste the URL into the browser address bar).
4. Note: Please check your spam/junk email folder if you are expecting the mail but it does not appear in your inbox.
5. Note: The URL in the email will be unique to the associated registration. The validity period is stated in the email. If registration is not completed within the time frame, contact the local NMVO.



Local Organisation Registration - Known Facts Challenge Screen

1. Once the registration link has been opened in a web browser, the Known Facts challenge screen is presented (example screen shown to the right).
2. During the NMVO/Local Organisation engagement process, the Local Organisation will have agreed (or been provided) a set of questions and answers up to a maximum of 5 (the 'Known Facts').
3. The Prime Contact is required to input the agreed answers to all challenge questions in the text boxes:
 1. Example Challenge Question 1 (Registration Number)
 2. Example Answer 1 (12345678)
 3. Example Challenge Question 2 (License Number)
 4. Example Answer 2 (87654321)
4. When all answers have been supplied, click 'Next' to setup the initial Super User account.
5. The User name and Email are auto populated.
6. Enter the new password and confirm the new password.
7. Click complete to finish the registration process.
8. Once completed, a message detailing that the registration was successful will appear.

National Medicines Verification System

Hello, Sample Org

Please answer the known facts of your organisation.

All known facts are case sensitive, please ensure they are correct.

* Registration Num
12345678

* License Num
87654321

Next

Terminology

Super User

A user in the super user role, that grants them the full set of permissions for their type of organisation. The first user created during the registration process will be a super user.

It should be noted that the Super User role is immutable, i.e. it cannot change and will persist. It is recommended to use an email account specifically set up with this in mind.

National Medicines Verification System

Register Organisation - Step 2

User Name Test User

Email orgusermanager1@yahoo.com

New Password

Confirm Password

Note that your password must be at least 8 characters with at least 1 character from the following types:

- Uppercase characters
- Lowercase characters
- Digits and Non alphanumeric characters (!\$%&=+@#.-_)

Complete

National Medicines Verification System

Your registration was successful.

Your registration is confirmed. Follow the link and use your details to sign into the NMVO Dev Name Administration Portal.

Login to Medicines Verification Portal

Home Page & Login/Logout

User Account - Login to the Portal

Note the language dropdown (defaulted to "English"). The dropdown is only present in multilingual markets, and allows the user to specify in which language they prefer to use the system.

National Medicines Verification System

1. Enter the 'User Name' and 'Password' in the login screen (the user name is the email address).

2. Auto-complete feature is turned on/off depending on the market. Please contact your NMVO for more details.
Note: The auto-complete feature supports strong passwords. Disabling this feature may lead to weaker passwords and a potential compromise of an account.

3. Show password button can be clicked to display password as text instead of dots.

4. Click 'Sign In'.

5. After clicking 'Sign In' the Authorisation Code challenge screen will be presented.

6. If the User has forgotten their password and wants to reset it, then they can select the 'Password Reset' link.

7. User can enter the 'User Name' i.e. relevant email address and select 'Send'. An email will be sent to the specified email address to reset their password.

Auto-complete (Configuration based)

English

nmvosuperuser@example.com
From this web site

nmvs.ssr+it.supplier@gmail.com
From this web site

nmvs.ssr+nca@gmail.com
From this web site

nmvs.ssr+ncaUser@gmail.com
From this web site

nmvs.ssr+pharmacy@gmail.com
From this web site

nmvs.ssr+pharmaSuper@gmail.com
From this web site

nmvs.ssr+SSRUser2@gmail.com
From this web site

nmvs.ssr+wholesaler@gmail.com
From this web site

pharmacist@example.com
From this web site

pharmacysuperuser@example.com
From this web site

Authorised Users Only

User Name
pharmacysuperuser@example.com

Password
.....

Sign In

If you have forgotten your User Name, please contact a User Administrator in your Organisation.

If you have forgotten your password, please use the following link and carefully follow the instructions: [Password Reset](#)

Home > Users > Forgot Password

Medicines Verification Administration Portal

Forgot Password

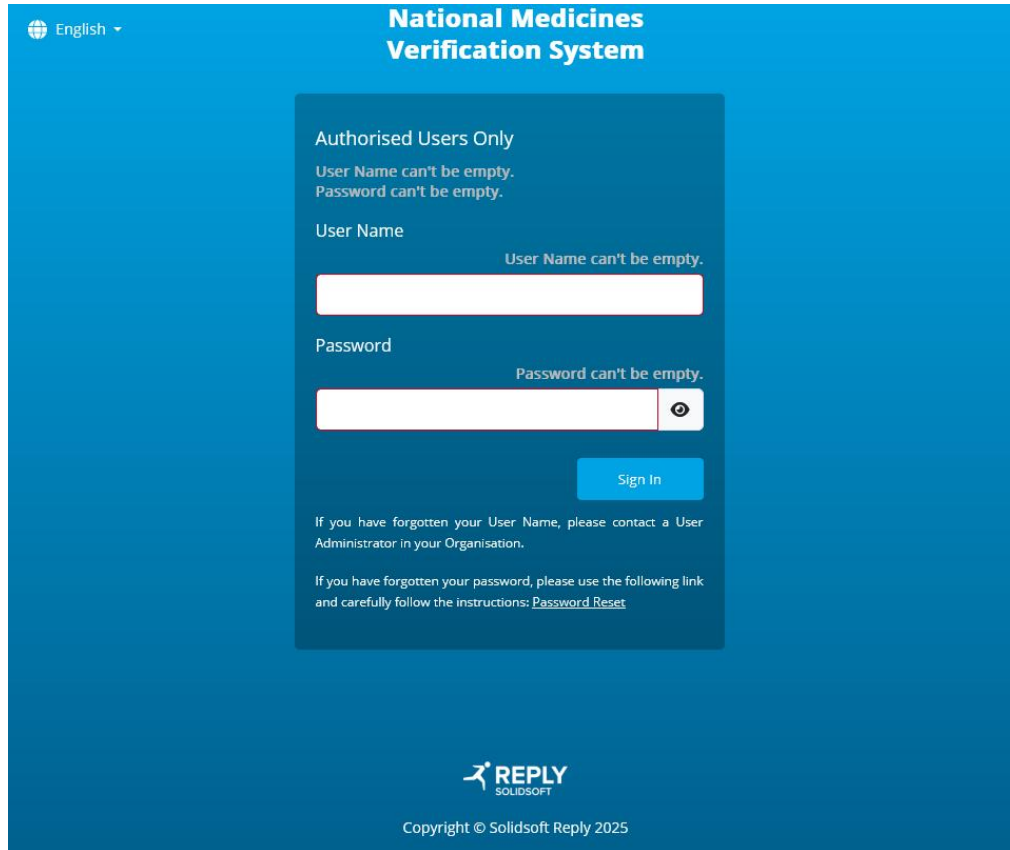
* Email

Send

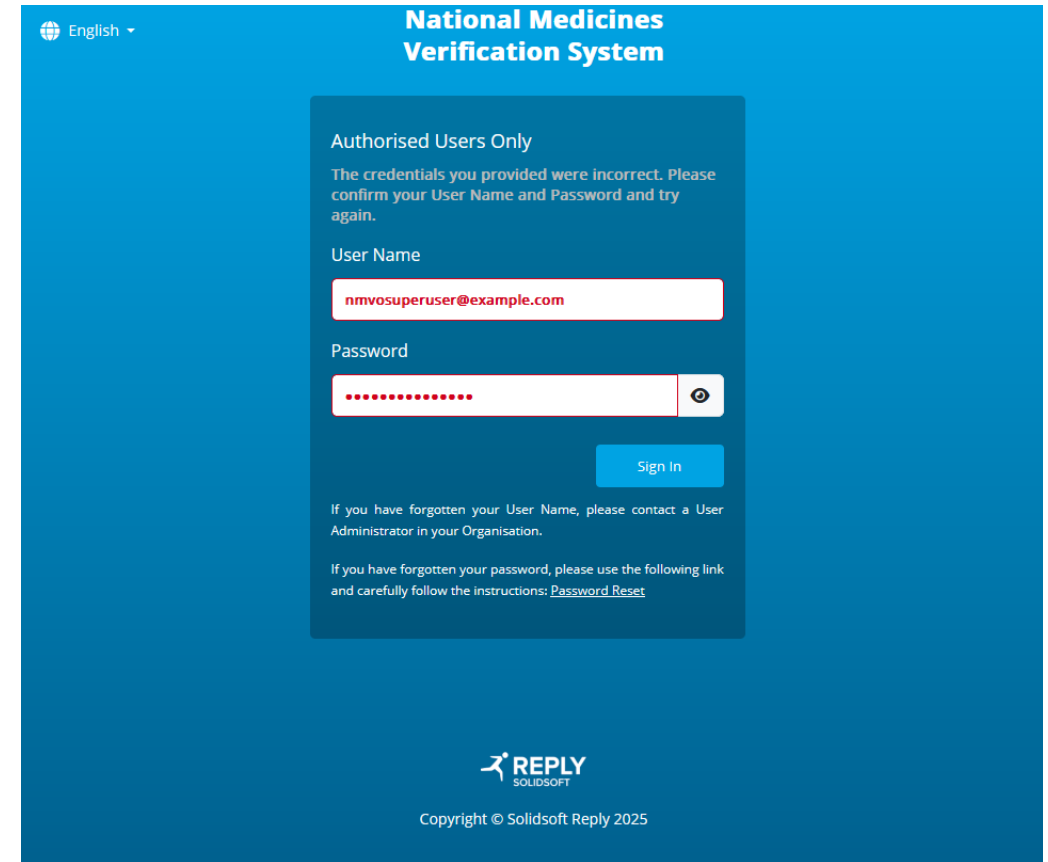
REPLY Copyright © Solidsoft Reply 2025 Environment : Test Build Number : 17.0.25140.3 Release : R17

The footer displays copyright notice, environment, build number and release number, and is present on all screens.

Invalid Login Credentials



If a blank Username or Password is entered in the field and the 'Sign In' button is clicked, an error message warning that the field cannot be empty is displayed.



If invalid login credentials are entered on the login screen, the message is displayed:

“The credentials you provided were incorrect. Please confirm your User Name and Password and try again.”

The combinations that can trigger this message are:

- Valid Username + Incorrect Password
- Invalid Username + Valid Password
- Invalid Username + Invalid Password

Locked Out Screen

This screen appears after multiple unsuccessful login attempts and indicates that the account is locked. The user may wait until the lockout period expires. Alternatively, an administrator can manually unlock the account before the timeout ends.

National Medicines Verification System

Locked out

This account has been locked out, please contact your system administrator!



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Suspended Screen

If a user account is suspended, or an organisation that the user belongs to is suspended, or all the locations of a location user are suspended or deactivated, then the user will see the login page with a message. If the user is logged in at the time they or the organisation is suspended, the user will be logged out. The example shown is a user suspended by the organisation.

Other scenarios and their associated messages are as follows:

- **Organisation Suspended:**

"This Organisation has been suspended. Please contact your NMVO for more information."

- **Suspended by NMVO:**

"This account has been suspended by the NMVO. Please contact your NMVO for more information."

- **Suspended for Inactivity:**

"This account has been suspended for inactivity. Please contact your NMVO for more information."

- **Suspended or Unavailable Location:**

"All user locations are either suspended or unavailable because they have been deactivated, deleted or transferred. Please contact your NMVO for more information."

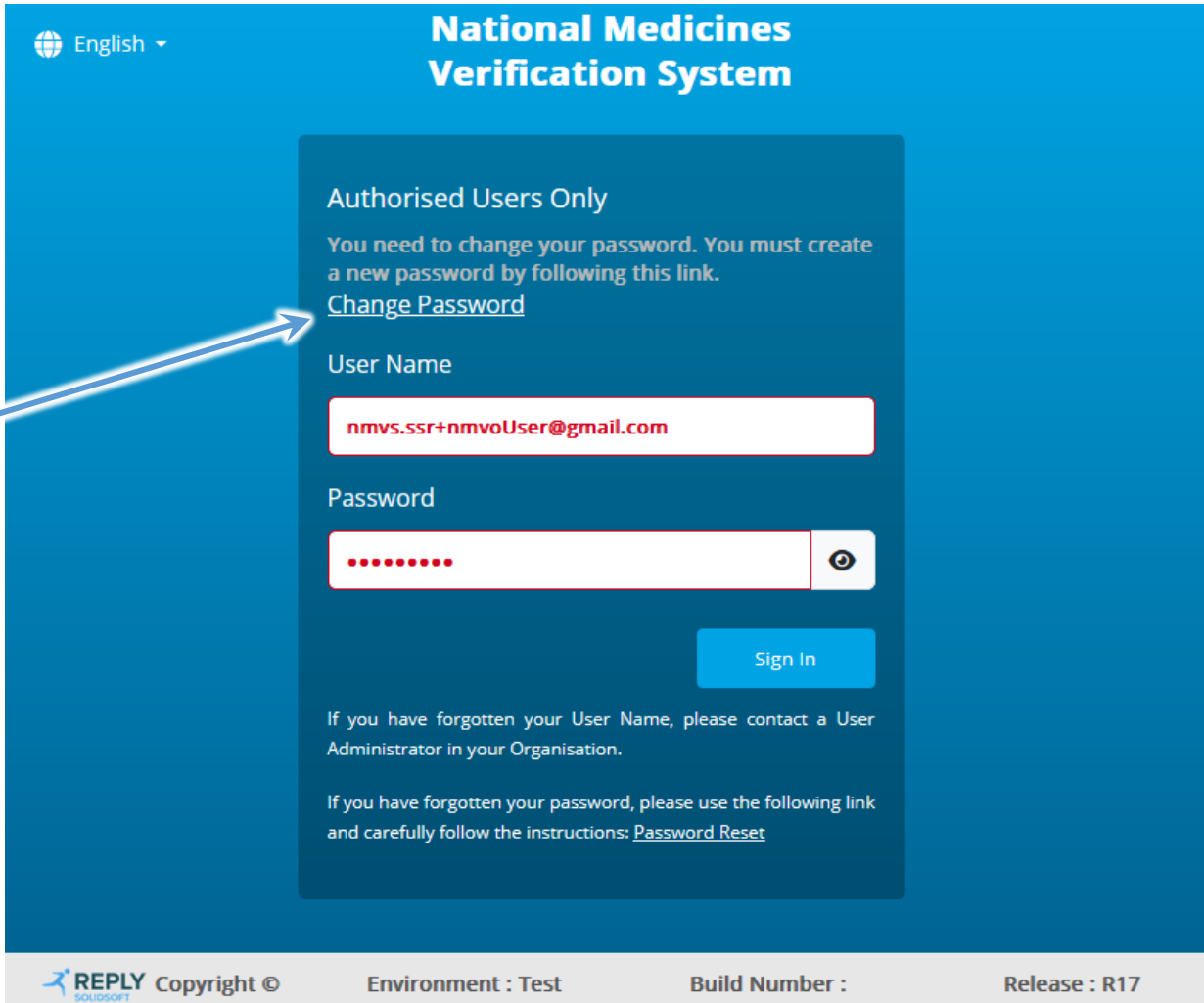
- **Suspended Location (EVA portal only):**

"The selected user location has been suspended. Please contact your NMVO for more information."

The screenshot shows the login interface for the National Medicines Verification System. At the top left, there is a language selector set to 'English'. The main heading is 'National Medicines Verification System'. Below this, a dark blue box contains the message: 'Authorised Users Only. This account has been suspended by the Organisation. Please contact your Organisation for more information.' Below the message are input fields for 'User Name' and 'Password', with a 'Sign In' button. At the bottom of the box, there are links for 'Forgot your User Name?' and 'Forgot your password?'. The footer of the page features the 'REPLY SOLIDSOFT' logo and the copyright notice 'Copyright © Solidsoft Reply 2025'.

Force User to Change Password Screen

When a Super User from an Organisation selects the 'Force User to change the Password' option for a specific user, the next time that user logs in, they will see a prompt informing them to change their password.
Upon clicking the 'Change Password' link, the user will be redirected to the Change Password screen (refer to the *Change Password* section in this guide for more details).



The screenshot shows the 'National Medicines Verification System' login interface. At the top left, there is a language selector set to 'English'. The main heading is 'National Medicines Verification System'. Below this, a dark blue box contains the following text: 'Authorised Users Only', 'You need to change your password. You must create a new password by following this link.', and a blue underlined link 'Change Password'. An arrow points from the text on the left to this link. Below the link are two input fields: 'User Name' with the value 'nmvs.ssr+nmvoUser@gmail.com' and 'Password' with masked characters. A blue 'Sign In' button is positioned to the right of the password field. At the bottom of the dark blue box, there are two lines of text: 'If you have forgotten your User Name, please contact a User Administrator in your Organisation.' and 'If you have forgotten your password, please use the following link and carefully follow the instructions: [Password Reset](#)'. The footer of the page includes the 'REPLY SOLIDSOFT' logo, 'Copyright ©', 'Environment : Test', 'Build Number :', and 'Release : R17'.

Expired Password Screen

When a User's password expires the message will be displayed to the user to change the password. When the user clicks the 'Change Password' link the user will be taken to the Change Password screen (see Change Password section in this guide)

English

National Medicines Verification System

Authorised Users Only

Your password has expired. You must create a new password by following this link: [Change Password](#)

User Name

Password

Sign In

If you have forgotten your User Name, please contact a User Administrator in your Organisation.

If you have forgotten your password, please use the following link and carefully follow the instructions: [Password Reset](#)

User Account - Two Factor Authentication

This screen is displayed after the user enter correct Username and Password and click login

Terminology

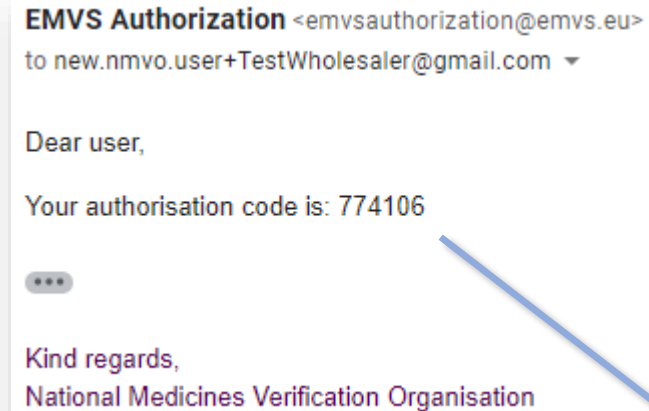
Two Factor Authentication

For improved security of the NMVS portal, Two Factor Authentication is employed in the login process.

Two Factor Authentication requires an Authorisation Code to be entered in addition to the user password.

The Authorisation Code is sent to the email address of the registered user.

The Two Factor Authentication step applies to all login attempts for all users.



EMVS Authorization <emvsauthorization@emvs.eu>
to new.nmvo.user+TestWholesaler@gmail.com ▾

Dear user,

Your authorisation code is: 774106

...

Kind regards,
National Medicines Verification Organisation

National Medicines Verification System

Authorised Users Only

Please enter your Authorisation Code

An access code has been sent to your registered email address. The code must be used within the next 5 minutes. If you haven't received an email or the code expired, click the link to receive a new code. [Send new code](#)

Code

Start Again

Continue

1. Enter the Authorisation Code from the email into the Code field.
2. Note that the Authorisation Code expires within 5 minutes of being sent to the registered user's email address.
3. Click 'Continue' to progress to the Portal.
4. To return to the Login screen, click 'Start Again'.

User Account - Home Screen

Upon successful login to the portal, the *Home* screen is presented.

The *Users* page provides access to the *User Management* features.

The *Locations* page provides access to *Location Management* features.

The *Reports* page provides access to *Report Request & Management* features.

The *User Roles* page allows the user to manage the authorisation roles of the organisation.

The *Client Roles* page provides access to *Location Management* features.

The *Client Credentials* page allows management of organisational credentials and their secrets

IT Supplier Qualification page to manage Test Books (subject to permissions)

The *Change Password* page allows the password to be changed.

The *Help and Advice* page points to the local NMVO website.

Clicking 'Logout' will logout the current user.

The current page is displayed here.

Home

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Home

Medicines Verification Administration Portal

CHANGE YOUR PASSWORD

It's recommended that you change your password on a regular basis to ensure that your account remains secure.

New passwords must be 8 characters long with at least 1 character from the following types:

- Upper case characters
- Lower case characters
- Numbers
- Special Characters !\$%&=#+@#.-_

Change Password

This button presents the *Change Password* page

HELP AND ADVICE

This section of the site contains useful information about how to use the system.

- User Management
- Endpoint Administration
- Reports

There are also details in this section about how can contact the Solidsoft Reply NMVO service Desk

Help

This button links to the local NMVO website

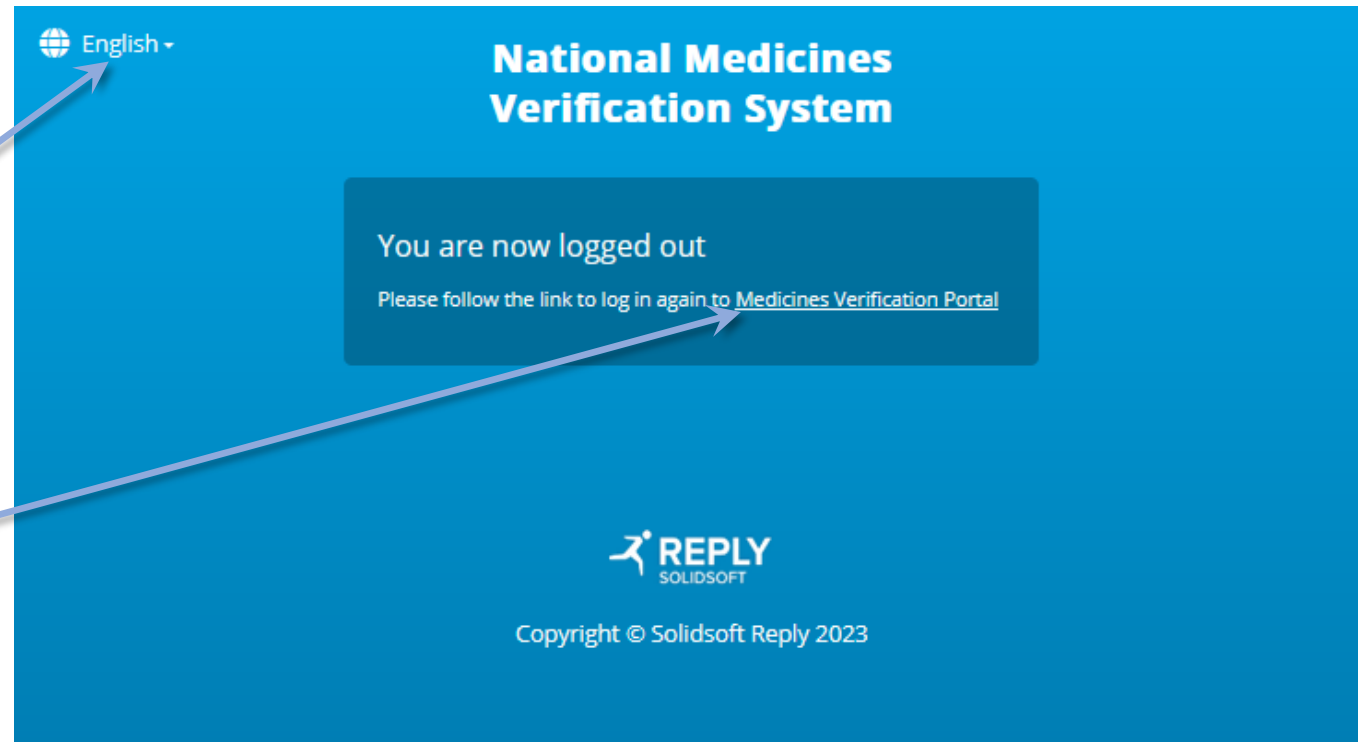
NOTE: The Users, Locations, Reports, Client Roles, User Roles, Client Credentials, IT Supplier Qualification entries of the menu will be available to the user subject to permission.

Logout Screen

This is the logout screen. It will be presented to the user on logging out of the system.

Note the language dropdown (defaulted to "English"). This dropdown is also present on the login screen and allows the user to specify in which language they prefer to use the system.

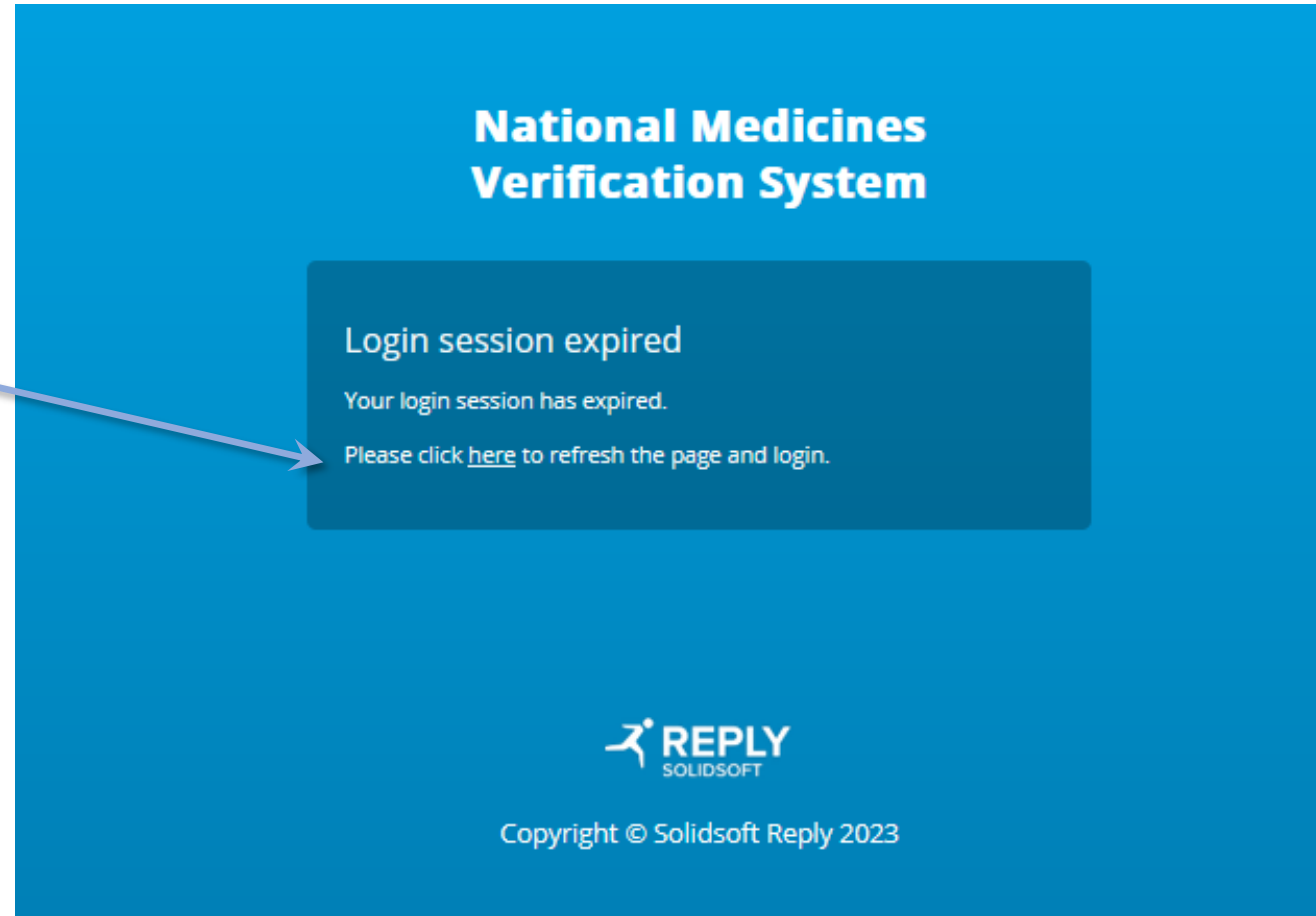
To return to the login screen, click the link indicated - "Medicines Verification Portal".



Timeout Session Screen

This is the screen that is presented when there has been no activity, by the currently logged in user, for a defined (configurable) period of time, usually 30 minutes.

By clicking on the link indicated and re-logging in, the user will be returned to the page and part of the system that they were on when the session expired.



User Management

User Management - Main (1)

The User Management functions are found on the 'Users' page.



Home

Users

Locations

Reports

U

IT Supplier Qualification

Change Password

Help and Advice

Logout

User Name	Prime Contact	Secondary Contact	Super User	Account Status	Locatio...	User Roles	Creation Da...	Last Authorise...	Last Auth. Attempt...	Create...	Created By ...	Actions
nmvs.ssr+ExpiredPassword@...	Filtered -	Filtered -	Filtered -	All -	Location 6	Stock Checker	17/11/2025		Filtered -		specflow Organisation	[Icons]
nmvs.ssr+IncorrectPassword...	×	×	×	Active	Location 6	Stock Checker	17/11/2025				specflow Organisation	[Icons]
nmvs.ssr+Invalid2FactorAuth...	×	×	×	Active	Location 6	Stock Checker	17/11/2025				specflow Organisation	[Icons]
nmvs.ssr+LockedOutUser@g...			×	Locked	Location 6	Stock Checker	17/11/2025				specflow Organisation	[Icons]
nmvs.ssr+SuspendedUser@g...			×	Suspended	Location 6	Stock Checker	17/11/2025				specflow Organisation	[Icons]
nmvs.ssr+UserSuspendedBy...	×	×	×	Suspended by NMVO	Location 6	Stock Checker	17/11/2025				specflow Organisation	[Icons]
nmvs.ssr+wholesaler1@gmail...	✓	×	✓	Active	Location 6	Wholesaler Super User	17/11/2025	17/11/2025 15:...	17/11/2025 15:58:5...		specflow Organisation	[Icons]
nmvs.ssr+wholesalerOnBoar...	×	×	×	Onboarding			17/11/2025				specflow Organisation	[Icons]

Click 'Create' to begin the process of creating a new user

Export user data, only for the organisation that the logged in user is part of. Two formats, Excel or CSV

Last Authentication Attempt shows most recent authentication attempt and the outcome - red = failed; green = successful

Columns can be shown / hidden by (de)selecting the checkboxes

'Creation Date' indicates the date of when the user was created by the organisation's user administrator.

- Unselect All
- User Name
 - Prime Contact
 - Secondary Contact
 - Super User
 - Account Status
 - Location Id
 - Location Name
 - User Roles
 - Creation Date
 - Last Authorised Access (UTC)
 - Last Authentication Outcome And Timestamp (UTC)
 - Created By
 - Created By Organisation
 - Actions

Row records can be filtered

The columns are sortable. Click a heading to sort or toggle direction.

Indicates that user has the Super User role.

Clicking ⓘ icon provides list of permissions on the particular role

Actions are described in a later slide

Last Authorised Access shows timestamp of most recent access to portal or EVA

The 'User Name' field displays each user's email address/user name. The prime contact user will have their name displayed in parenthesis.

The Prime Contact and Secondary Contact columns indicate the Super user(s) who can be contacted by NMVO.

The account status can be one of the following values:

- Active
- Locked
- Onboarding
- Suspended
- Suspended by NMVO
- Suspended by NMVO (Locked)
- Suspended by NMVO (Onboarding)
- Suspended by NMVO (Suspended)
- Suspended for inactivity
- Suspended for inactivity (Locked)

Note: The user accounts listed in the following slides are generic user accounts and do not map to the accounts made in the previous slides.

"Page next", "page previous" and Up/Down page controls can be used to scroll through list of users (depending on number of records)

User Management - Main (2)

Home > Users

Test Medicines Verification Administration Portal

Users

Create Export CSV Export Excel

All

User Name	Prime Contact	Secondary Contact	Super User	Account Status	Location ...	User Roles	Creation Da...	Last Authorised Ac...	Last Auth. Attempt (UTC)	Created...	Created By ...	Actions
nmvs.ssr+AssignedToDeletedLoc...	Filtered	Filtered	Filtered	All					Filtered		All	
nmvs.ssr+ExpiredPassword@gm...	×	×	×	Active	c	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+ExpiredPassword@gm...	×	×	×	Active	c	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+ExpiredPassword@gm...	×	×	×	Active	c	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+ExpiredPassword@gm...	×	×	×	Active	c	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+ExpiredPassword@gm...	×	×	×	Locked	c	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+pharmacy1.Super@gm...	×	×	✓	Active		Pharmacy Super User	18/11/2025			specflow	Organisation	
nmvs.ssr+pharmacy1@gmail.co...	✓	×	✓	Active		Pharmacy Super User	18/11/2025	18/11/2025 09:16:31	18/11/2025 09:16:31	specflow	Organisation	
nmvs.ssr+SuspendedUser@gmail...	×	×	×	Suspended	c	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+UserSuspendedByNMV...	×	×	×	Suspended by NMVO	c	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+wholesalerOnBoarding...	×	×	×	Onboarding	c	Pharmacist User	18/11/2025			specflow	Organisation	

Previous page Page 1 of 1 10 rows Next page

The 'Actions' field contains icons to represent the various actions that can be performed on a user account.



Reassign secondary contact

Reassigns an organisation secondary contact from one super user to another super user.



Edit a user

Change the user's role(s) or their default location. If the user is the prime contact, first and last name can be amended.



Delete a user

Permanent deletion of a user. The account is not recoverable.



Unlock a user

The answer for when a user has locked their account after too many failed login attempts (after 5 attempts).



Suspend a user

Suspension disables a user from being able to login to the Administration Portal or the Emergency Verification Application.



Reinstate a user

Reinstates a user following a suspension, enabling them to login to the Portals again.



Reassign Prime contact

Reassigns an organization prime contact from one super user to another super user.



Resend Invitation Email

Resends the invitation email to the user for activating their account.



Force Password Reset

To force the affected user to choose a new password on the next login.

User Management - Create User (1)

Fields marked with a red asterisk * are mandatory

1. Enter the email address of the new user.
2. User can optionally specify the location that will be automatically assigned to the new user when accessing the EVA portal.
3. The User Role must first be defined (through the *User Roles* page) for the new user account being created.

The possible User Roles are listed in the 'User Roles' box.

Select the user's role(s). It is possible to assign multiple roles to a single user.
4. In this example a new user is created with both the 'Pharmacist User' and 'Pharmacy Administrator' user roles.
5. Click the 'Create' button.
6. An invitation email is sent to the new user to begin the registration process.

Create User

* Email: nmvs.ssr+suspended@gmail.com

User Location: Test Location 1 x

* User Roles: Pharmacist User x Pharmacy Administrator x

Pharmacist User: Allows the user to perform transactions using the Emergency Verification Portal

Pharmacy Administrator: Allows the user to manage users, locations, and clients for the organisation

Create Close

1. Clicking on the **i** information icon beside a User Role will popup a dialog listing all the permissions for that role

Pharmacist User

- Packs - MarkAsDestroyed: Allows the actor to mark a pack or packs as destroyed
- Packs - MarkAsSample: Allows the actor to mark a pack or packs as sample
- Packs - MarkAsSupplied: Allows the actor to mark a pack or packs as supplied

Close

Pharmacy Administrator

- Client Roles - Control: Allows the actor to create, update and delete roles for their client credentials
- Equipment - Control: Allows the actor to create, update and delete client equipment within their organisation
- Locations - Control: Allows the actor to create and update locations within their organisation
- Qualification Testing - Control: Allows the actor to view and manage IT Supplier Qualification within the NMVS Administration Portal
- User Roles - Control: Allows the actor to create, update and delete roles within their organisation
- Users - Control: Allows the actor to create, update and delete users within their organisation
































Close

User Management - Create User (2)

Users

Create Export CSV Export Excel

All

User Name	Prime Con...	Seconda...	Super Us...	Account Status	Loc...	Locati...	User Roles	Creation Da...	Last Authorised Access (UTC)	Last Auth. Attempt (UTC)	Created By	Create...	Actions
	All	All	All	All						All		All	
nmvs.ssr+wholesalerOn...	×	×	×	Onboarding	4d6a8f		Pharmacist User	06/03/2026	05/03/2026 12:17:36	05/03/2026 12:17:36	specflow	Organi...	  
nmvs.ssr+UserSuspend...	×	×	×	Suspended by NMVO	4d6a8f		Pharmacist User	06/03/2026	05/03/2026 12:17:36	05/03/2026 12:17:36	specflow	Organi...	  
nmvs.ssr+SuspendedUs...	×	×	×	Suspended	4d6a8f		Pharmacist User	06/03/2026	05/03/2026 12:17:36	05/03/2026 12:17:36	specflow	Organi...	   
nmvs.ssr+pharmacy1@...	✓	×	✓	Active			Pharmacy Super User	06/03/2026	06/03/2026 14:20:02	06/03/2026 14:20:02	specflow	Organi...	
nmvs.ssr+pharmacy1.S...	×	×	✓	Active			Pharmacy Super User	06/03/2026	05/03/2026 12:17:36	05/03/2026 12:17:36	specflow	Organi...	   
nmvs.ssr+LockedOutUs...	×	×	×	Locked	4d6a8f		Pharmacist User	06/03/2026	05/03/2026 12:17:36	06/03/2026 13:22:13	specflow	Organi...	   
	×	×	×	Active	9c475t		Pharmacist User	06/03/2026			specflow	Organi...	  
	×	×	×	Active	4d6a8f		Pharmacist User	06/03/2026			specflow	Organi...	  
nmvs.ssr+IncorrectPass...	×	×	×	Active	4d6a8f		Pharmacist User	06/03/2026			specflow	Organi...	  
nmvs.ssr+ExpiredPassw...	×	×	×	Active	4d6a8f		Pharmacist User	06/03/2026	05/03/2026 12:17:36	05/03/2026 12:17:36	specflow	Organi...	  

Previous page Page 1 of 2 10 rows Next page

When a user is successfully created a new entry is listed in the 'Users' table.

Initially the user will be in the 'Onboarding' state, as shown in the 'Account Status' field. This will change to 'Active' when the user has completed the registration process.

User Management - Edit User



1. To edit a user select the pencil icon in the row of the table for the user you wish to edit.

NOTE: When updating a prime contact user the First and Last Name are also displayed. The name will also be visible to the NMVO to assist in contact.

The screenshot shows the 'Edit' form for a user. It includes the following fields and options:

- * Email:** pharma\superuser@example.com
- * First Name:** Super
- * Last Name:** User
- * User Roles:** Pharmacy Super User (with an information icon and a close 'x' icon)

Below the roles, a description is provided: **Pharmacy Super User:** Grants the user the full set of permissions.

At the bottom of the form are two buttons: **Update** and **Close**.

The screenshot shows the 'Edit' form with callouts explaining specific fields:

- 2. The User Name cannot be changed.** (Callout points to the Email field)
- 3. The default location can be changed.** (Callout points to the User Location field)
- 4. User Roles may be selected or deselected. When selected a description of the role is displayed below (if a description has been created).** (Callout points to the Pharmacy Super User role and its description)

At the bottom of the form are two buttons: **Update** and **Close**.

5. Click 'Update' to finalise the changes.

User Management - Delete User



- 1. To permanently delete a User, select the bin icon in the row of the table for the user you wish to delete.
- 2. Note: The account is not recoverable.

Delete User ✕

Do you want to delete the user **pharmacyadmin@example.com**?

Delete Close

3. Check the User Name is correct for the account you want to delete.

4. Click 'Delete' to delete the user.

User Management - Unlock User



1. To unlock a user (following account suspension due to too many failed login attempts), select the open padlock icon in the row of the table for the user you wish to unlock.

Unlock User ×

Do you want to unlock the user **nmvs.ssr+locked@gmail.com**?

2. Check the User Name is correct for the account you want to unlock.

3. Click 'Unlock' to unlock the user

User Management - Suspend User



1. To suspend a user and disable their account from accessing the Administration Portal or the Emergency Verification Application, select the stop icon in the row of the table for the user you wish to suspend.

Suspend User ×

Do you want to suspend the user **pharmacist@example.com**?

2. Check the User Name is correct for the account you want to suspend

3. Click 'Suspend' to suspend the user

User Management - Reinstate User



1. To reinstate a user (following account suspension), select the tick icon in the row of the table for the user you wish to reinstate.

Reinstate User ✕

Do you want to reinstate the user **nmvs.ssr+suspended@gmail.com**?

2. Check the User Name is correct for the account you want to reinstate

3. Click 'Reinstate' to reinstate the user

User Management - Reassign Prime Contact

The Super user can reassign an organisation's prime contact from one Super User to another Super User. Only superusers with no associated locations can become the prime contact. A secondary contact can also be assigned as the prime contact.

The 'Prime Contact' icon will be shown in action list for the other super user who can be made as 'Prime Contact' for the Organisation.



On selection of the given 'Prime Contact' icon, it will present a popup where the user can enter the relevant 'First Name' and 'Last Name' for the new Prime Contact.

Users

Create Export CSV Export Excel

User Name	Prime Cont...	Secondary ...	Super User	Account Sta...	Location Name	User Roles	Creation Da...	Last Authorised ...	Last Auth. Atte...	Create...	Created By ...
nmvs.ssr+AssignedToDeletedLocation@gmail.com	Filtered	Filtered	Filtered	Active	Invalid Location	Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+ExpiredPassword@gmail.com	Filtered	Filtered	Filtered	Active		Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+IncorrectPassword@gmail.com	Filtered	Filtered	Filtered	Active		Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+LocationSuspended@gmail.com	Filtered	Filtered	Filtered	Active		Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+LockedOutUser@gmail.com	Filtered	Filtered	Filtered	Locked		Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+pharmacy1.Super@gmail.com (Theta Pi)	Filtered	Filtered	Filtered	Active		Pharmacy Super User	18/11/2025			specflow Organisation	

Users

Create Export CSV Export Excel

User Name	Prime Cont...	Secondary ...	Super User	Account Sta...	Location Name	User Roles	Creation Da...	Last Authorised ...	Last Auth. Atte...	Create...	Created By ...
nmvs.ssr+AssignedToDeletedLocation@gmail.com	Filtered	Filtered	Filtered	Active	Invalid Location	Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+ExpiredPassword@gmail.com	Filtered	Filtered	Filtered	Active		Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+IncorrectPassword@gmail.com	Filtered	Filtered	Filtered	Active		Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+LocationSuspended@gmail.com	Filtered	Filtered	Filtered	Active		Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+LockedOutUser@gmail.com	Filtered	Filtered	Filtered	Locked		Pharmacist User	18/11/2025			specflow Organisation	
nmvs.ssr+pharmacy1.Super@gmail.com (Alfa Romeo)	Filtered	Filtered	Filtered	Active		Pharmacy Super User	18/11/2025			specflow Organisation	
nmvs.ssr+pharmacy1@gmail.com	Filtered	Filtered	Filtered	Active		Pharmacy Super User	18/11/2025	18/11/2025 11:0...	18/11/2025 11:...	specflow Organisation	
nmvs.ssr+SuspendedUser@gmail.com	Filtered	Filtered	Filtered	Suspended		Pharmacist User	18/11/2025			specflow Organisation	

'Prime Contact' has been updated and the name of the user is included in parenthesis.

Prime Contact User Details

Email: nmvs.ssr+pharmacy1.Super@gmail.com

* First Name: Optimus

* Last Name: Prime

You are reassigning your organisation Prime Contact. Are you sure you wish to change this? This will not remove their super user account.

Assign Close

User Management - Reassign Secondary Contact



On selection of the given 'Reassign Secondary Contact' icon, it will present a popup where the user can enter the relevant 'First Name' and 'Last Name' for the new Secondary Contact.

Users

Create Export CSV Export Excel

User Name	Prime Cont...	Secondary ...	Super User	Account Sta...	Location Name	User Roles	Creation Da...	Last Authorised ...	Last Auth. Atte...	Create...	Created By ...	Actions
nmvs.ssr+AssignedToDeletedLocation@gmail.com	Filtered	Filtered	Filtered	All	€ Invalid Location	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+ExpiredPassword@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+IncorrectPassword@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+LocationSuspended@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+LockedOutUser@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+pharmacy1.Super@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacy Super User	18/11/2025			specflow	Organisation	
nmvs.ssr+pharmacy1@gmail.com (Delta Whiskey)	Filtered	Filtered	Filtered	All	€	Pharmacy Super User	18/11/2025	18/11/2025 11:0...	● 18/11/2025 11:	specflow	Organisation	
nmvs.ssr+SuspendedUser@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+UserSuspendedByNMVO@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+wholesalerOnBoarding@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	

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The 'Reassign Secondary Contact' icon will be shown in action list for the other super user who can be made as 'Secondary Contact' for the Organisation.

'Secondary Contact' has been updated and the name of the user is included in parenthesis.

Users

Create Export CSV Export Excel

User Name	Prime Cont...	Secondary ...	Super User	Account Sta...	Location Name	User Roles	Creation Da...	Last Authorised ...	Last Auth. Atte...	Create...	Created By ...	Actions
nmvs.ssr+AssignedToDeletedLocation@gmail.com	Filtered	Filtered	Filtered	All	€ Invalid Location	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+ExpiredPassword@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+IncorrectPassword@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+LocationSuspended@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+LockedOutUser@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+pharmacy1.Super@gmail.com (Theta Pi)	Filtered	Filtered	Filtered	All	€	Pharmacy Super User	18/11/2025			specflow	Organisation	
nmvs.ssr+pharmacy1@gmail.com (Delta Whiskey)	Filtered	Filtered	Filtered	All	€	Pharmacy Super User	18/11/2025	18/11/2025 11:0...	● 18/11/2025 11:	specflow	Organisation	
nmvs.ssr+SuspendedUser@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+UserSuspendedByNMVO@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+wholesalerOnBoarding@gmail.com	Filtered	Filtered	Filtered	All	€	Pharmacist User	18/11/2025			specflow	Organisation	

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Secondary Contact User Details

Email

* First Name

* Last Name

You are reassigning your organisation Secondary Contact. Are you sure you wish to change this? This will not remove their super user account.

Assign Close

The Super user can reassign an organisation's secondary contact from one Super User to another Super User. Only superusers with no associated locations can become the secondary contact.

User Management – Resend Invitation Email

Note: At initial creation of a user, an email is sent to the new user to complete their registration. If somehow this email is lost, the resend invitation email button is available to help with the process.

Users

Create Export CSV Export Excel

All

User Name	Prime Cont...	Secondary ...	Super User	Account Sta...	Location Name	User Roles	Creation Da...	Last Authorised ...	Last Auth. Atte...	Create...	Created By ...	Actions
nmvs.ssr+AssignedToDeletedLocation@gmail.com	Filtered	Filtered	Filtered	All	Invalid Location	Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+ExpiredPassword@gmail.com	Filtered	Filtered	Filtered	All		Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+IncorrectPassword@gmail.com	Filtered	Filtered	Filtered	All		Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+LocationSuspended@gmail.com	Filtered	Filtered	Filtered	All		Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+LockedOutUser@gmail.com	Filtered	Filtered	Filtered	All		Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+pharmacy1.Super@gmail.com	Filtered	Filtered	Filtered	All		Pharmacy Super User	18/11/2025			specflow	Organisation	
nmvs.ssr+pharmacy1@gmail.com (Delta Whiskey)	Filtered	Filtered	Filtered	All		Pharmacy Super User	18/11/2025	18/11/2025 11:0...	18/11/2025 11:0...	specflow	Organisation	
nmvs.ssr+SuspendedUser@gmail.com	Filtered	Filtered	Filtered	All		Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+UserSuspendedByNMVO@gmail.com	Filtered	Filtered	Filtered	All		Pharmacist User	18/11/2025			specflow	Organisation	
nmvs.ssr+wholesalerOnBoarding@gmail.com	Filtered	Filtered	Filtered	All		Pharmacist User	18/11/2025			specflow	Organisation	

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The "Resend Invitation Email" icon will be shown in the action list for any users with an account status as "Onboarding".



On selection of the given 'Resend Invitation Email' icon, it will present a popup where the user can click the "Resend" button to resend the invitation email to complete the registration.

Resend Invitation Email

Do you want to resend the invitation email to nmvs.ssr+onboarding@gmail.com?

Resend Close

User Management – Force Password Reset



1. To force password reset a user, select the key icon in the row of the table for the user you wish to password reset.

Force Password Change ×

Do you want to force user `pharmacyadmin@example.com` to change their password?

2. Check the User Name is correct for the account you want to reset password

3. Click 'Force' to reset the user password

Location Management

Location Management - Main

- Home
- Users
- Locations**
- Reports
- User Roles
- Client Credentials
- IT Supplier Qualification
- Change Password
- Help and Advice

Locations

Create Export CSV Export Excel

Search by Client Id Search Options All

Location Id	Location Name	Location Address	Contact Email	Contact Phon...	Contact Deta...	Legiti...	# Equi...	Status	Location Actions
1a428d8a...	Location 3 Exe...	Via Antonio Gramsci, 95, Mirto, 87060 CS, IT	email_3@example...	+33 331 323 6...	<input checked="" type="checkbox"/> Show Equipment Data	×	GHI 3	Pending	
51bc6e68...	Location 4 Oxf...	Via Panebianco, 345, Cosenza, 87100 CS, IT	email_4@example...	+34 341 324 6...	<input type="checkbox"/> Show Locations With Proposed Changes Only	✓	JKL 4 0	Suspended by NMVO	
bae51ae5...	Location 5 Nor...	Via Dell' Arsenale, 132, Palermo, 90142 PA,...	email_5@example...	+35 351 325 6...		✓	MNO 5 0	Suspended	
e8b14c3...	Location 9 Re...	Vico Ferrovia, 17/18, Napoli, 80142 NA, IT	email_9@exampl...	+39 391 729 ...		✓	VWX 9 2	Active	
eaf7efec...	Location 2 Der...	Via Materdomini, 60, E'indisi, 72100 BR, IT				×	DEF 2 0	Active	

Export a list of locations that are visible to the user. I.e., if an organisation level user then all users in the organisation, if a user tied to a location, only that location will be exported. Excel and CSV file formats. See other slide.

Allows user to search a list of locations by Client ID

- Location Id
- Location Name
- Address
- Contact Email
- Contact Phone Number
- Contact Details Allowed in AMS
- Status
- Legitimacy Information
- Number of equipment
- Actions

Following columns can be displayed / hidden by clicking the 'All' button and selecting / deselecting individual columns

Columns are sortable

Columns can be filtered

Access Locations from the home page by clicking on 'Locations' tab

The 'Show Locations with Proposed Changes Only' checkbox will only be displayed IF there are locations with pending changes (from the NMVO). Any location with pending changes will be listed in bold in the table.

Toggle to show/hide each equipment of locations in the table. If displayed, this will increase the number of rows in the table.

Locations can be suspended by the local Organisation or by the NMVO. To reinstate the location click the recycle arrow icon (further instructions on later slides). When a location is suspended by the NMVO this will be indicated in the location status.

Each Local Organisation will have at least one Location at which pack operations are performed.

Each Location shall be defined in accordance with the following steps.

The outcome of this process is the generation of Client System Credentials, which are required to be implemented in the Client Systems by the Local Organisation's IT Supplier.

- Delete location - Clicking opens a dialog to confirm deletion.
- Suspend location - clicking this opens a dialog to confirm suspending a location.
- Edit location. Clicking on this icon opens the Locations details page where the address of the location can be edited, also client equipment can be managed (more details in later slides)
- View location activity for the organisation. Activity data available for the last 30 days.
- Reactivate location - clicking this opens a dialog to confirm reactivating a suspended location.
- Review Proposed Changes - when the NMVO makes changes to a location, the Prime Contact is notified of the proposed changes, and an authorised end-user of the local organisation must approve or reject the changes.

Location Management - Export

Locations

Create Export CSV Export Excel Search by Client Id Search Options All

Location Id	Location Name	Location Address	Contact Email	Contact Phon...	Contact Deta...	Legiti...	# Equi...	Status	Location Actions
1a428d8a...	Location 3 Exe...	Via Antonio Gramsci, 95, Mirto, 87060 CS, IT	email_3@example...	+33 331 323 6...	Filtered	GHI 3		Pending	
		Via Panebianco, 345, Cosenza, 87100 CS, IT	email_4@example...	+34 341 324 6...		JKL 4	0	Suspended by NMVO	
		Via Dell' Arsenale, 132, Palermo, 90142 PA...	email_5@example...	+35 351 325 6...		MNO 5	0	Suspended	
e80143...	Location 9 Re...	Vico Ferrovia, 17/18, Napoli, 80142 NA, IT	email_9@exampl...	+39 391 329 ...		VWX 9	2	Active	
eaf7efe...	Location 2 Der...	Via Materdomini, 60, Brindisi, 72100 BR, IT				DEF 2	0	Active	

Page 1 of 1 5 rows Next page

Clicking on the "Export CSV" button will popup a dialog. The user can choose to either open the file in Excel (or other program), or download it.

Opening Locations_2025-11-11T13-59-39Z.csv

You have chosen to open:

Locations_2025-11-11T13-59-39Z.csv
which is: CSV File (2.5 kB)
from: portal-test.nmvo.eu

What should Firefox do with this file?

Open with Excel (default)

Save File

Do this automatically for files like this from now on.

OK Cancel

Clicking on the "Export Excel" button will automatically download and open the file in Excel format.

	A	B	C	D	E	F	G	H	I
	Location Id	Location Name	Location Address	Contact Email	Contact Phone Number	Contact Details Allowed	Status	Legitimacy Information	Number of equipment
2	ca2dff2-10e4-45e4-bba1-4aefab28a32d	Location 5 Norwich	Via Dell' Arsenale, 132, Palermo, 90142 PA, IT	email_5@example.com	+35 351 325 6485	TRUE	Suspended by Local Organisation	MNO 5	0
3	145ecd4-5494-44b6-b58c-2b1ca6e08849	Location 3 Exeter	Via Antonio Gramsci, 95, Mirto, 87060 CS, IT	email_3@example.com	+33 331 323 6483	FALSE	Pending	GHI 3	0
4	40feb1c4-06fc-4aab-b312-c8eada205572	Location 2 Derby	Via Materdomini, 60, Brindisi, 72100 BR, IT			FALSE	Active	DEF 2	0
5	a6132338-b44b-4cf9-94b5-a8c1408756c2	Location 4 Oxford	Via Panebianco, 345, Cosenza, 87100 CS, IT	email_4@example.com	+34 341 324 6484	TRUE	Suspended by NMVO	JKL 4	0
6	b295013b-4866-4dbd-9219-06b83356ee14	Location 9 Reading	Vico Ferrovia, 17/18, Napoli, 80142 NA, IT	email_9@example.com	+39 391 329 6489	TRUE	Active	VWX 9	3
7	7009f8bd-34a9-424d-81a3-344963d0af33	Location 1 Bath	Viale Pinto Luigi, 1, Foggia, 71122 FG, IT	email_1@example.com	+31 311 321 6481	TRUE	Active	ABC 1	3

- Fields that are exported:**
- Location ID
 - Location Name
 - Location Address (Address Line, City, Postal Code)
 - Contact Email
 - Contact Phone Number
 - Contact Details Allowed in AMS
 - Status
 - Legitimacy Information
 - Number of equipment

Location Management - Add Locations

1. To begin the process of adding a location, click 'Create' button. The 'Add Location' dialog will appear.

2. Enter details (address) of the new location in the popup dialog. Fields with a red asterisk * are mandatory

Legitimacy Information field is shown here because field ownership is configured at Local Organisation level. If Legitimacy information ownership is set to NMVO level the field will not be shown at all. Whether field is mandatory or not is also a system configuration

Location Name: The geographic location where pack operations will be performed.

City: The city in which pack operations will be performed.

A contact email address and phone number for the Location

Permission checkbox to allow the NMVO to use contact details in local Alert Management System

The Country Code field only appears for systems in Switzerland or Lichtenstein

Legitimacy information confirms that location is valid.

Address: The physical address of the location where pack operations will be performed.

Postal Code: The postal code of the location at which operations will be performed. The postal code must be provided.

Hovering over the **i** Information icon beside 'Legitimacy Information' label will display a prompt to enter valid verification details

3. Click 'Create' to add the new location. The dialog will be dismissed and user returned to main Locations page.

4. A toast message will be briefly displayed.

Newly added location will appear in Locations table with 'Pending' status. The NMVO will then review the location details and decide on whether to approve the location before the location can become active.

Note that this functionality may be disabled in your market. If so, created locations will move directly to being active.

Home > Locations

Test Medicines Verification Administration Portal

Locations

Create Export CSV Export Excel Search by Client Id Search Options All

Location Id	Location Name	Location Address	Contact Email	Contact Phone...	Contact Detail...	Legiti...	# Equi...	Status	Location Actions
1a428d8a...	Location 3 Ex...	Via Antonio Gramsci, 95, Mirto, 87060 C...	email_3@exam...	+33 331 323 64...	Filtered	GHI 3		Pending	
51bc6e68...	Location 4 Ox...	Via Panebianco, 345, Cosenza, 87100 CS...	email_4@exam...	+34 341 324 64...	✓	JKL 4	0	Suspended by NMVO	
bae51ae5...	Location 5 No...	Via Dell' Arsenale, 132, Palermo, 90142 ...	email_5@exam...	+35 351 325 64...	✓	MNO 5	0	Suspended	
e8b14c3...	Location 9 R...	Vico Ferrovia, 17/18, Napoli, 80142 N...	email_9@exam...	+39 391 329 6...	✓	VWX 9	2	Active	
eaf7efec...	Location 2 De...	Via Materdomini, 60, Brindisi, 72100 BR...			✗	DEF 2	0	Active	

Previous page Page 1 of 1 5 rows Next page






The location 'Location 3' has been successfully created.

Location Management - Edit Pending Location

When a location is in a pending state the edit functionality allows the local organisation to modify the properties that they have provided to the NMVO for legitimacy checking. Any modification will be visible to the NMVO while they are reviewing the pending location. Modifying the pending location properties may be a result of legitimacy check discussions with the NMVO, or to correct typographical errors.

Edit (Pending) Location dialog

Main Location page

Location Id	Location Name	Location Address	Contact Email	Contact Phon...	Contact Deta...	Legiti...	# Equi...	Status	Location Actions
1a428d8a...	Location 3 Exe...	Via Antonio Gramsci, 95, Mirto, 87060 CS, IT	email_3@example...	+33 331 323 6...	Filtered	GHI 3		Pending	
51bc6e68...	Location 4 Oxf...	Via Panebianco, 345, Cosenza, 87100 CS, IT	email_4@example...	+34 341 324 6...	✓	JKL 4	0	Suspended by NMVO	
bae51ae5...	Location 5 Nor...	Via Dell' Arsenal, 132, Palermo, 90142 PA...	email_5@example...	+35 351 325 6...	✓	MNO 5	0	Suspended	
e8b14c3...	Location 9 Re...	Vico Ferrovia, 17/18, Napoli, 80142 NA, IT	email_9@exampl...	+39 391 329 ...	✓	VWX 9	2	Active	
eaf7efec...	Location 2 Der...	Via Materdomini, 60, Brindisi, 72100 BR, IT			✗	DEF 2	0	Active	



1. To edit a location, click the 'Edit' icon next to the Location with 'Pending' status and the Edit (Pending) Location dialog will be displayed.

The Legitimacy Information field is not displayed here because its ownership is configured at the NMVO level. If ownership is set to the Local Org level instead, the field will be visible. Additionally, whether the field is mandatory depends on the system configuration.

2. It is possible to edit the information fields associated with a Location, i.e.:

- Location Name
- Address
- City
- Postal Code
- (Country Code for supranational markets)
- Contact Email
- Contact Phone Number
- Contact Details Allowed in AMS
- Legitimacy Information (mandatory if set in config)

It is not possible to change the Location ID generated by the portal.

3. When any field of the address is edited, the Update button becomes enabled. Click the 'Update' button and dialog is dismissed and user is returned to main location page. A toast message is briefly displayed on the main locations page.

Location 5

Location Id: f63a7d71-0d1d-4cc8-b72b-a4e6c186f0e2

* Location Name: Location 5

Address: Via Verdesca, 21

City: Battipaglia

* Postal Code: 84091 SA

Contact Email: nmvs.ssr+farmaContact2@gmail.com

Contact Phone Number: +39 338 134 5005

Contact Details Allowed in AMS:

Update Close

Location Management - Edit Non-Pending Location

2. It is possible to edit the information fields associated with a Location, i.e.:

- Location Name
- Address
- City
- Postal Code
- (Country Code for supranational markets)
- Contact Email
- Contact Phone Number
- Contact Details Allowed in AMS
- Legitimacy Information (mandatory if set in config)

It is not possible to change the Location ID generated by the portal.

Legitimacy Information field is editable depending on configuration / ownership settings.

3. When any field of the address is edited, the Update button becomes enabled

Location Details dialog popup

Location 9 Reading ✕

Location Id

e8b14c32-bfe9-443c-93a9-cc047ede5cd3

*** Location Name**

Location 9 Reading

Address

Vico Ferrovia, 17/18

City

Napoli

*** Postal Code**

80142 NA

Contact Email

email_9@example.com

Contact Phone Number

+39 391 329 6489

Contact Details Allowed in AMS

*** Legitimacy Information**

VWX 9

↻ ⌆

Equipment List

Create

Client Id	Equipment Id	Status	API Version	Requeste...	User-Ag...	IP Address	Most Recent ...	Client Roles	Equipment Actions	Secrets
pharma1-locn9-equip1	pharma1-loc...	Active						Full Access Limited Access Pharma	✎ 🗑 🔒 🔄	12/11/2025 - Primary ↻ 🔍
pharma1-locn9-equip2	pharma1-loc...	Active			Test us...	80.192.50.47		Full Access	✎ 🗑 🔒 🔄	12/11/2025 - Primary ↻ 🔍 12/11/2025 - Secondary ↻ 🔍

Update Close

To refresh location details

Toggle to collapse / expand the Equipment List table section.

Main Location page

Home > Locations

Test Medicines Verification Administration Portal

Locations

Create Export CSV Export Search by Client Id Search Show Equipment Data ⚙ All

Show Locations With Proposed Changes Only

Location Id	Location Name	Location Address	Contact Email	Contact Phone ...	Contact Details ...	Legitimacy Infor...	# Equipment	Status	Location Actions
2c24d407-e6af...	Location 3 Exeter	Via Antonio Gra...	email_3@exam...	+33 331 323 6483	✗	GHI 3		Pending	✎ 🗑 🔒 🔄
8bfcd64-3a95...	Location 9 Read...	Vico Ferrovia, 1...	email_9@exam...	+39 391 329 6489	✓	VWX 9	2	Active	✎ 🗑 🔒 🔄
bce2db2e-a14a...	Location 5 Nor...	Via Dell' Arsenal...	email_5@exam...	+35 351 325 6485	✓	MNO 5	0	Suspended	✎ 🗑 🔒 🔄
da126b3b-973...	Location 2 Der...	Via Materdomi...			✗	DEF 2	0	Active	✎ 🗑 🔒 🔄
f4bd623e-5d63...	Location 4 Oxf...	Via Panebianco...	email_4@exam...	+34 341 324 6484	✓	JKL 4	0	Suspended by NMVO	✎ 🗑 🔒 🔄

Previous page Page 1 of 1 5 rows Next page

Explained on slide(s) in Equipment Management section

To edit a location, click the 'Edit' icon next to the Location to be edited and the Location details dialog will be displayed.

Location Management - Suspend Location

There may be circumstances in which it is necessary to Suspend an entire Location.

Suspending a location will cause any requests, made to the NMVS, from equipment in that location to be rejected.

2. A confirmation window will prompt the user to confirm that the location is to be suspended. To enact the suspension, click 'Suspend'.














Suspend Location ✕

Do you want to suspend the location **Estonia 1**?

Suspend Close

Locations

Create Export CSV Export Excel Search by Client Id Search Options ▾ All ▾

Location Id	Location Name	Location Address	Contact Email	Contact Phon...	Contact Deta...	Legiti...	# Equi...	Status	Location Actions
1a428d8a...	Location 3 Exe...	Via Antonio Gramsci, 95, Mirto, 87060 CS, IT	email_3@example...	+33 331 323 6...	Filtered ▾			Pending	 
51bc6e68...	Location 4 Oxf...	Via Panebianco, 345, Cosenza, 87100 CS, IT	email_4@example...	+34 341 324 6...	✓	JKL 4	0	Suspended by NMVO	 
bae51ae5...	Location 5 Nor...	Via Dell' Arsenal, 132, Palermo, 90142 PA...	email_5@example...	+35 351 325 6...	✓	MNO 5	0	Suspended	  
e8b14c3...	Location 9 Re...	Vico Ferrovia, 17/18, Napoli, 80142 NA, IT	email_9@exempl...	+39 391 329 ...	✓	VWX 9	2	Active	  
eaf7efec...	Location 2 Der...	Via Materdomini, 60, Brindisi, 72100 BR, IT			✗	DEF 2	0	Active	  

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1. To suspend a location, click the 'Suspend' icon against the location record.



Location Management - Reinstate Location

Suspended locations may be reinstated, allowing requests made from that location to the NMVS to be accepted.

Reinstate Location ✕

Do you want to reinstate the location **Location 3?**

Locations

Location Id	Location Name	Location Address	Contact Email	Contact Phon...	Contact Deta...	Legiti...	# Equi...	Status	Location Actions
1a428d8a...	Location 3 Exe...	Via Antonio Gramsci, 95, Mirto, 87060 CS, IT	email_3@example...	+33 331 323 6...	Filtered	GHI 3		Pending	
51bc6e68...	Location 4 Oxf...	Via Panebianco, 345, Cosenza, 87100 CS, IT	email_4@example...	+34 341 324 6...	✓	JKL 4	0	Suspended by NMVO	
bae51ae5...	Location 5 Nor...	Via Dell' Arsenal, 132, Palermo, 90142 PA,...	email_5@example...	+35 351 325 6...	✓	MNO 5	0	Suspended	
e8b14c3...	Location 9 Re...	Vico Ferrovia, 17/18, Napoli, 80142 NA, IT	email_9@exampl...	+39 391 329 ...	✓	VWX 9	2	Active	
eaf7efec...	Location 2 Der...	Via Materdomini, 60, Brindisi, 72100 BR, IT			✗	DEF 2	0	Active	

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To reinstate a location following a suspension, click on the 'Reinstate' icon, then the 'Reinstate' button in the pop-up window.

Location Management - Delete Location

It may be necessary to delete locations, for example if a location is closed down, or no longer performs pack operations.

Locations

Create Export CSV Export Excel Search by Client Id Search Options All

Location Id	Location Name	Location Address	Contact Email	Contact Phon...	Contact Deta...	Legiti...	# Equi...	Status	Location Actions
1a428d8a...	Location 3 Exe...	Via Antonio Gramsci, 95, Mirto, 87060 CS, IT	email_3@example....	+33 331 323 6...	Filtered ▾	GHI 3		Pending	 
51bc6e68...	Location 4 Oxf...	Via Panebianco, 345, Cosenza, 87100 CS, IT	email_4@example....	+34 341 324 6...	✓	JKL 4 0		Suspended by NMVO	 
bae51ae5...	Location 5 Nor...	Via Dell' Arsenal, 132, Palermo, 90142 PA...	email_5@example....	+35 351 325 6...	✓	MNO 5 0		Suspended	  
e8b14c3...	Location 9 Re...	Vico Ferrovia, 17/18, Napoli, 80142 NA, IT	email_9@exempl...	+39 391 329 ...	✓	VWX 9 2		Active	  
eaf7efec...	Location 2 Der...	Via Materdomini, 60, Brindisi, 72100 BR, IT			✗	DEF 2 0		Active	  

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To delete a location, click the 'Delete' icon next to the Location to be deleted.



2. A confirmation window will prompt the user to enter the name of the Location as a safety check before allowing the delete action to proceed.
3. When the location has been entered, click 'Delete' button.
4. Dialog will be dismissed and user returned to main locations page. A toast confirmation message will be briefly displayed.

Location 9 Reading

Do you want to delete the location **Location 9 Reading**?

Number of client equipments contained: 2

Type in 'Location 9 Reading' to continue

Delete Close

Warning: Deleting a location will permanently deactivate any client equipment belonging to the location. Use with care.

Note: An NMVO user can reactivate the location and thereby allow reactivation of any associated packs but new client equipment must be created.

Location Management – Review Proposed Location Changes

Locations

Create Export CSV Export Excel Search by Client Id Search Options All

Location Id	Location Name	Location Address	Contact Email	Contact Phon...	Contact Deta...	Legiti...	# Equi...	Status	Location Actions
1a428d8a...	Location 3 Exe...	Via Antonio Gramsci, 95, Mirto, 87060 CS, IT	email_3@example....	+33 331 323 6...	Filtered	GHI 3		Pending	
51bc6e68...	Location 4 Oxf...	Via Panebianco, 345, Cosenza, 87100 CS, IT	email_4@example....	+34 341 324 6...		JKL 4 0		Suspended by NMVO	
bae51ae5...	Location 5 Nor...	Via Dell' Arsenale, 132, Palermo, 90142 PA...	email_5@example....	+35 351 325 6...		MNO 5 0		Suspended	
e8b14c3...	Location 9 Re...	Vico Ferrovia, 17/18, Napoli, 80142 NA, IT	email_9@exempl...	+39 391 329 ...		VWX 9 2		Active	
eaf7efec...	Location 2 Der...	Via Materdomini, 60, Brindisi, 72100 BR, IT				DEF 2 0		Active	

Previous page Page 1 of 1 5 rows Next page

NOTE: If Legitimacy Information Ownership is at NMVO level and the NMVO only changes legitimacy info, this change will be persisted in the database and does not require approval from the local organization.

1. To review changes proposed by the NMVO click the 'Review Proposed Changes' icon and the appropriate dialog will popup.

Review Proposed Location Changes

Please review the proposed location detail changes for location with id: **91907700-52a4-4c2d-8ba2-7e70b1179ddf.**

Location Name Location 6 > Location 6

Address Via Acanfora, 43 > Via Acanfora, 43

City Pompei > Pompei

Postal Code 80045 NA > 80045 NA

Contact Email nmvs.ssr+farmaContact2@gmail.com > nmvs.ssr+farmaContact2@gmail.com

Contact Phone Number +39 081 858 8997 > +39 081 858 8997

Contact Details Allowed in AMS >

Legitimacy Information #12781 > #12781

Approve Reject Close

Approve Changes

Do you want to approve the proposed location changes for location with Id 'bееeb545-3902-4c5a-82ef-d54f68581f46'?

Approve Close

Confirm Rejection

You are rejecting the proposed location changes for location 'Location 1' with id 'bееeb545-3902-4c5a-82ef-d54f68581f46'. Are you sure?

An email will be sent to the NMVO notifying them about the reason for the rejection.

Reason

Reject Close

3. Click 'Approve' button to approve the changes, or 'Close' to cancel out.

Click 'Reject' button to reject the changes, or 'Close' to cancel out

2. To approve or reject the proposed changes, click either the 'Approve' or 'Reject' buttons as appropriate, and the corresponding confirmation dialog will popup.

For rejections it is possible to give a reason. Also, an email will be sent to the NMVO.

Locations Management - Market with connectors

A specific market (currently only Greece) can be configured to allow local organisation connections through the use of a connector, rather than via direct connections using NMVS client equipment.

The link between a location and its connector is defined by:

















- Connector: the connector that will be allowed to perform transactions on behalf of the location.
- Connector Location ID: the ID that uniquely identifies the location within the connector system, and which the connector sends over to the NMVS on each API transaction, to tell the NMVS which underlying location is performing the transaction.

The link is managed by the NMVO, and only displayed to the end-user for awareness, within the NMVS portal.

Locations

Create Export CSV Export Excel

Search by Client Id Search Options All

Locati...	Location Name	Location Address	Contact Em...	Contact Ph...	Contact Det...	Legitimacy I...	# Eq...	Status	Connector	Conne...	Location Actions
					Filtered ▾			All ▾	All ▾		
1cf96...	Location 4 O...	Via Panebianco, 345, Cosenza, 8710...	email_4@ex...	+34 341 32...	✓	JKL 4	0	Suspended by NMVO			 
2abd...	Location 1 Ba...	Viale Pinto Luigi, 1, Foggia, 71122 FG...	email_1@ex...	+31 311 32...	✓	ABC 1	4	Active	Test Pharmacy Connector_1 - Act...	{gener...	  
3534...	Location 3 Ex...	Via Antonio Gramsci, 95, Mirto, 870...	email_3@ex...	+33 331 32...	✗	GHI 3		Pending	Test Pharmacy Connector_3 - Act...	{gener...	 
4080...	Location 9 Re...	Vico Ferrovia, 17/18, Napoli, 80142 ...	email_9@ex...	+39 391 32...	✓	VWX 9	2	Active	Test Pharmacy Connector_9 - Act...	{gener...	  
650cc...	Location 2 D...	Via Materdomini, 60, Brindisi, 72100...			✗	DEF 2	0	Active			  
dc50...	Location 5 N...	Via Dell' Arsenal, 132, Palermo, 90...	email_5@ex...	+35 351 32...	✓	MNO 5	0	Suspended	Test Connector - Suspended	{gener...	  

Previous page Page 1 of 1 10 rows Next page

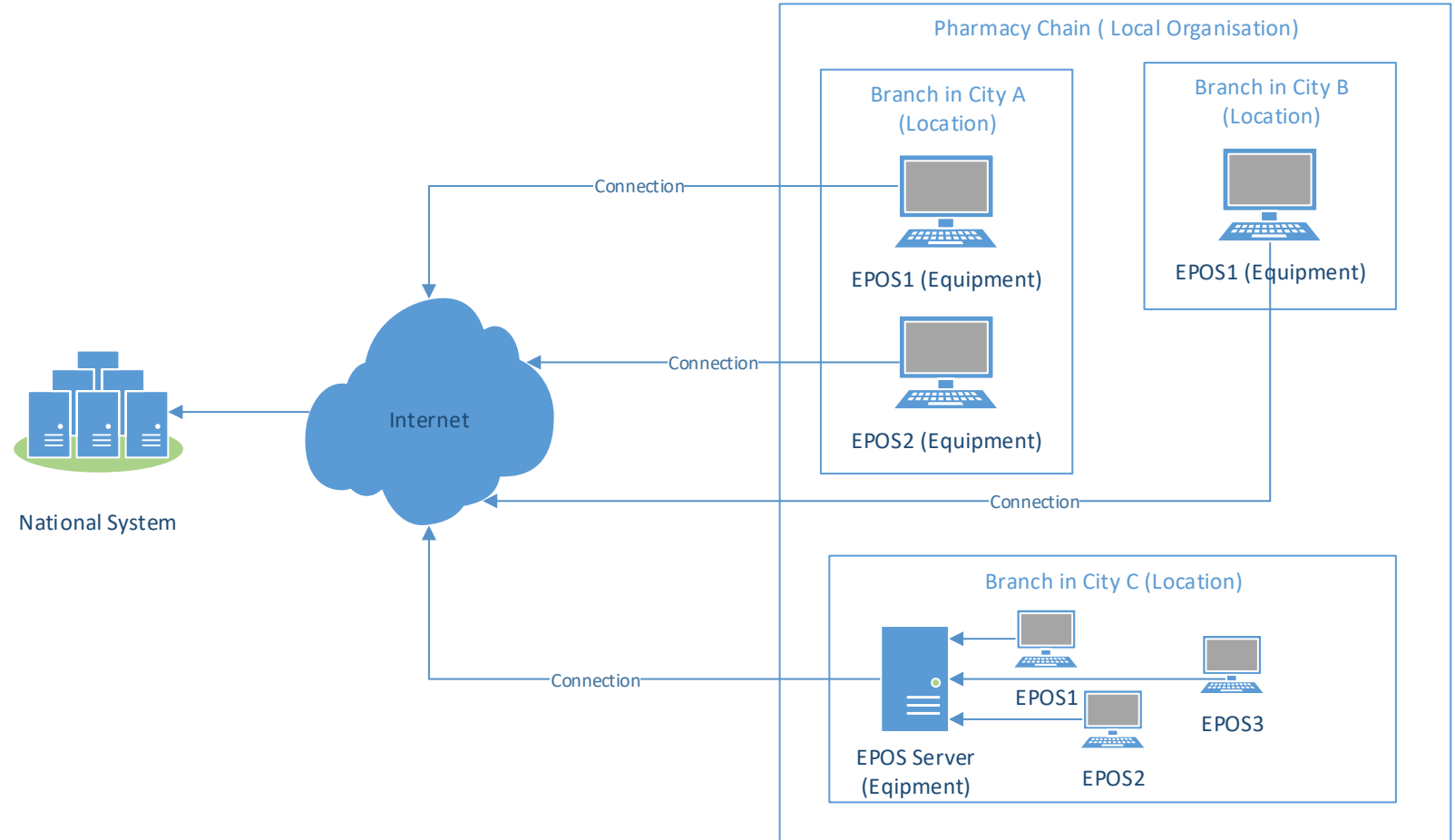
Location linked to a connector
(identifiable by the presence of Connector and Connector Location ID)

Location not linked to a connector

Equipment Management

Location Management – Client Equipment Credentials

- Allocation of Client System Credentials is the responsibility of the Local Organisation with the support of their IT Supplier
- Each independent terminal is considered a unique piece of equipment and must be issued credentials individually.
- Independent terminals at the same location have a different equipment name but the same location name.
- A pharmacist at a location with two terminals may, if they wish, use one terminal to supply a pack and the other to reactivate the same pack, however the pharmacy cannot reactivate a pack from a different location even if it is within the same user organisation.
- A Local Organisation may have many locations and each location may have many pieces of equipment (client systems), see diagram.
- Users should be aware that each time client credentials are presented to the NMVS, this represents a formal confirmation by the Local Organisation as to the location of the client system and the equipment which is connecting to the NMVS.
- This confirmation is mandated by the EMVS requirements in order to comply with the EU Delegated Regulation.
- Any misrepresentation may be deemed an abuse of the system by the NMVO and/or the national competent body.



Location Management – Client Equipment Credentials (2)

- **Client System Credentials are used during a request for an access token to the NMVS.**
- **Access tokens represent authorisation of the system to perform actions against the NMVS. The access tokens expire every 30 minutes.**
- **If a client is suspended any access token remains valid until it expires, so a suspended client may continue to access the system for up to 30 minutes.**
- **A suspended client may still be issued with a new access token, but any attempt to perform a transaction with the verification or reporting API will fail with an unauthorized response.**
- **Should the equipment be deleted then a new set of Client System Credentials need to be generated and applied before that client can request a new access token.**
- **The secrets for credentials can be managed, whereby a fully-functioning alternative secondary secret can be generated to work with the same client ID as for the primary secret. Management includes regenerating new secrets and swapping between assigned primary and secondary secrets.**

Note:

The NMVS does not authenticate users of client systems. This is the responsibility of the client system. No mechanism is provided to client systems to inform the NMVS about the user of the client system or their roles or permissions. The NMVS does not record any information about the local user.

Equipment Management - Equipment List (1)

Table shows list of equipment that belong to one location

Click the 'Create' button to open the dialog to add client equipment.

Columns can be sorted by clicking on column name

Columns can be filtered by typing valid value into textbox, or selecting from dropdown

Following the creation of the credentials, the Client Equipment table is now populated with the new equipment.

Controls to scroll through more than one page, how much equipment to display on one page, etc.

The user can select between four APIs and the selected API determines the available columns. The Verification API is selected by default.

Columns can be selected or displayed by clicking 'All' and toggling the checkbox

Clicking on the 'i' information icon beside a Client Role will popup a dialog listing all the permissions for that role

Secrets column shows the type of secret for a particular client credential, and the last time it was generated. Management of secrets can be done here including regeneration, swapping and deletion (secondary only). More details in other slide.

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
537fbb68-7ff0-4bb5-b...	new-equip-3	Suspended	Limited Access Pharma	[Edit] [Delete] [Refresh] [Revoke]	10/11/2025 - Primary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access	[Edit] [Delete] [Refresh] [Revoke]	10/11/2025 - Primary 10/11/2025 - Secondary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access Limited Access Pharma	[Edit] [Delete] [Refresh] [Revoke]	10/11/2025 - Primary

Actions that can be performed on Client Equipment. Client equipment management is described in other section.

- To suspend a Client Equipment
- To reinstate a suspended Client Equipment
- To edit a Client Equipment
- To delete a Client Equipment

Equipment Management - Equipment List (2)

The equipment list table can be viewed from the perspective of 4 different APIs.
 The API that is selected determines the columns available in the grid and under the 'All' button. The APIs are:

- Verification API
- Reporting API
- Authentication API
- Identity API

Equipment List

Create

Verification API
All

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
<input type="text"/>	<input type="text"/>	All	All		
537fbb68-7ff0-4bb5-b...	new-equip-3	Suspended	Limited Access Pharma		10/11/2025 - Primary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access		10/11/2025 - Primary 10/11/2025 - Secondary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access Limited Access Pharma		10/11/2025 - Primary

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5 rows
Next page

Verification API

Reporting API

Identity API

Authentication API

- Client Id
- Equipment Id
- Status
- User-Agent
- IP Address
- Most Recent Request
- Last Authentication
- Client Roles
- Equipment Actions
- Secrets

Equipment Management - Add Client Equipment (1)

1. Enter the 'Equipment Id' for the item of equipment that will be used to perform pack operations.

This may be, for example, "POS Terminal 1", and may be informed by the Client System naming convention in place.

2. A client role may be selected to define what parts of the system the equipment has access to. These roles are previously defined in the "Client Roles" area of the system.

Both Client Role and Equipment Id are mandatory and must be defined before 'Create' button is enabled.

More than one role can be selected.

3. Click "Create" to create the Client System Credentials.

The screenshot shows the 'Create Client Equipment' form with the following fields and elements:

- * Equipment Id:** A text input field containing 'ClientEq1'. A blue arrow points from the first step of the instructions to this field.
- * Client Roles:** A multi-select dropdown menu containing 'Full Access' and 'Test Client Role'. Each role has an information icon (i) and a close icon (x). A blue arrow points from the second step of the instructions to this field. A callout box points to the information icon for 'Test Client Role' with the text: "Clicking on the i information icon beside a Client Role will popup a dialog listing all the permissions for that role".
- Full Access:** Role with all available permissions assigned
- Test Client Role:** (This role is selected)
- Buttons:** A blue 'Create' button and a grey 'Close' button. A blue arrow points from the third step of the instructions to the 'Create' button.

A separate dialog box titled 'Test Client Role' is shown, listing the following permissions:

- **Packs - SystemStatus:** Allows the actor to retrieve the current system status
- **Packs - Verify:** Allows the actor to verify packs
- **Report - ContractedWholesalersStakeholderReport:** Allows the actor to create, read and delete Contracted Wholesalers Stakeholder Reports
- **Secrets - Control:** Allows the actor to create, regenerate, swap, and delete secrets within their organisation



The dialog box has a 'Close' button at the bottom.

Equipment Management - Add Client Equipment (2)

1. Client System Credentials consist of a Client ID and a Client Secret. These credentials need to be provided to the responsible owner of the IT System of the Local Organisation.
2. The first time client equipment is created, primary client credentials are created by default. It is possible to create a secondary secret for the same credential (client id), and both secrets can be valid and used freely.
3. NB: The full Client Secret is only displayed ONCE. If the screen is closed before recording it against the Client ID then the secret can be regenerated (see secret management slides)
4. When the credentials have been recorded, click 'Close' to close the window.
5. The credentials are sensitive and should not be shared with any party not directly involved in the Client System connection process.

Primary Equipment Client Credentials ✕

These Client Credentials will be shown one time on the screen! Please copy them to configure your client system!

Equipment Id	ClientEq1
Client Id	2d5051c9-f0f1-487b-94bc-e6ae8a8ccfb9 
Client Secret	8ecb3105-712c-490d-a4d2-5a6ea4ce4fe0 

Close

Clicking this icon will copy the credential to the clipboard.

Equipment Management - Edit Client Equipment



1. Clicking the Edit icon will display the 'Edit Client Equipment' dialog popup.

Location details dialog

Equipment List

Create

Verification API

All

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
526f5186-b5bb-49bf-bca5-...	tmp-client-equip3	Active	Full Access		11/11/2025 - Primary 11/11/2025 - Secondary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access Limited Access Pharma		11/11/2025 - Primary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access		11/11/2025 - Primary

Page 1 of 1 5 rows Next page

Edit Client Equipment

* Equipment Id

* Client Roles

Full Access: Role with all available permissions assigned

Update Close

2. Make any change to the Equipment Id or the list of Client Roles. This will enable the 'Update' button. In this example, the Equipment Id is changed to "CE-2 Edited".

3. Click 'Update' button. User will be returned to Location details dialog and the Client equipment record will be updated to reflect the changes.

Equipment List

Create

Verification API

All

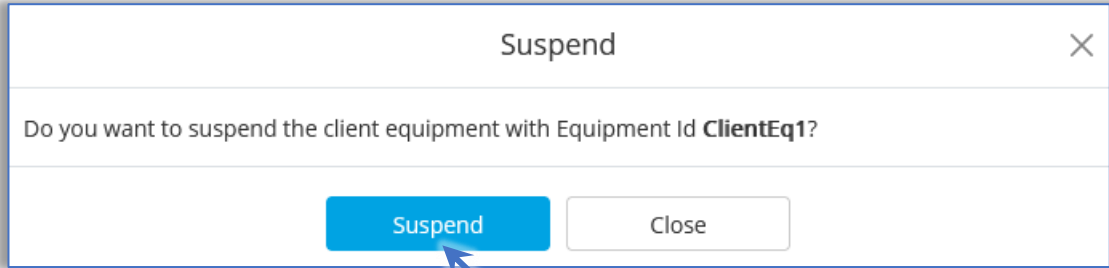
Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
526f5186-b5bb-49bf-bca5-...	CE-2 Edited	Active	Full Access		11/11/2025 - Primary 11/11/2025 - Secondary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access Limited Access Pharma		11/11/2025 - Primary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access		11/11/2025 - Primary

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Equipment Management - Suspend Client Equipment

There may be circumstances in which it is necessary to Suspend Client Equipment.

Suspending client equipment causes any requests made from that equipment to the NMVS to be rejected.



A confirmation window will prompt the user to confirm that the equipment is to be suspended. To enact the suspension, click 'Suspend'.

Equipment List

Create

Verification API | All

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
526f5186-b5bb-49bf-bca5-...	ClientEq1	Active	Full Access ⓘ		11/11/2025 - Primary ⓘ 11/11/2025 - Secondary ⓘ
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access ⓘ Limited Access Pharma ⓘ		11/11/2025 - Primary ⓘ
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access ⓘ		11/11/2025 - Primary ⓘ

Previous page | Page 1 of 1 | 5 rows | Next page

To suspend client equipment, click the 'Suspend' icon against the equipment to be suspended.



Equipment Management - Reinstate Client Equipment













Suspended Client Equipment may be reinstated, allowing requests made from that equipment to the NMVS to be accepted.

Reinstate ✕

Do you want to reinstate the client equipment **ClientEq2**?

Equipment List

Verification API

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
526f5186-b5bb-49bf-bca5-...	ClientEq2	Suspended	Full Access ⓘ	   	11/11/2025 - Primary ⓘ 11/11/2025 - Secondary ⓘ
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access ⓘ Limited Access Pharma ⓘ	   	11/11/2025 - Primary ⓘ
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access ⓘ	   	11/11/2025 - Primary ⓘ

Previous page Page 1 of 1 5 rows Next page

To reinstate client equipment following a suspension, click on the 'Reinstate' icon, then the 'Reinstate' button in the pop-up window.



Equipment Management - Delete Client Equipment

There may be circumstances in which it is necessary to delete Client Equipment.



1. To delete client equipment, click the 'Delete' icon against the equipment to be deleted.

Delete Equipment

Do you want to delete the client equipment with Equipment Id **Equipment 2**?

Equipment List

Create

Verification API

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Sec
526f5186-b5bb-49bf-bca5-...	Equipment 2	Suspended	Full Access <i>i</i>		11/11/2025 - Primary 11/11/2025 - Secondary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access <i>i</i> Limited Access Pharma <i>i</i>		11/11/2025 - Primary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access <i>i</i>		11/11/2025 - Primary

Previous page Page 1 of 1 5 rows Next page

2. A confirmation window will prompt the user to confirm that the equipment is to be deleted. Click on 'Delete' button.

Dialog will be dismissed and user returned to Location details page.













Equipment Management – Create Secondary Secret

Equipment List

Create

Verification API

All

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
526f5186-b5bb-49bf-b...	tmp-client-equip3 EDITED	Active	Full Access	   	11/11/2025 - Primary 11/11/2025 - Secondary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access Limited Access Pharma	   	11/11/2025 - Primary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access	   	11/11/2025 - Primary



1. When the plus icon is clicked the 'Create Secondary Secret' dialog pops up. Note that secondary secrets can be created for equipment that only has primary secrets

Create Secondary Secret - ClientEq3

A secondary secret will be created for the client credentials. Do you want to proceed?

Create Close

2. Click the 'Create' button to create the secondary secret. Details of the credentials including secondary secret will be displayed. Note that the client id is the same as for the primary secret, and the secret will be displayed only ONCE.

3. Click 'Close' to close the credentials popup and return to Location page. After the secondary secret is created, an entry appears in the Equipment table with the designation and date of creation of the secondary secret

Secondary Equipment Client Credentials

These Client Credentials will be shown one time on the screen! Please copy them to configure your client system!

Equipment Id: ClientEq3

Client Id: 1cc9a9ab-0277-40f7-a95f-9727ad0fa122

Client Secret: a96d2597-e8b2-4e07-bbdd-9080f832ed08










Close

Equipment Management – Regenerate Primary Secret

Equipment List

Create

Verification API

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
526f5186-b5bb-49bf-b...	tmp-client-equip3 EDITED	Active	Full Access	  	11/11/2025 - Primary 11/11/2025 - Secondary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access Limited Access Pharma	  	11/11/2025 - Primary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access	  	11/11/2025 - Primary

Previous page Page 1 of 1 5 rows Next page



1. When the double arrow icon is clicked the 'Regenerate Primary Secret' dialog pops up.

Regeneration of secrets improves the security of end-user connections, facilitates regular renewal of authentication secrets and reduces risk of unauthorized access to the system.

3. Click 'Close' to close the credentials popup and return to Location page. After the secret is regenerated, the date beside the secret in the Equipments table is updated.

Regenerate Primary Secret - CE-2 Edited

A new secret will be generated and will replace the existing one. Any authentication performed using the current secret will no longer succeed. Do you want to proceed?

Regenerate Close

2. Click the 'Regenerate' button to confirm. Once the secret is regenerated, the old previous secret cannot be used ever again.

Regenerated Primary Client Credentials

These Client Credentials will be shown one time on the screen! Please copy them to configure your client system!

Equipment Id CE-2 Edited

Client Id ed632c3a-3be4-4453-90a0-038fcab1e76e

Client Secret be060f83-1d2e-479d-8e7b-088ba663d6c0

Close

Details of the credentials with regenerated secret will be displayed. Note that the client id has not changed, and the secret will be displayed only ONCE.










Equipment Management – Regenerate Secondary Secret

Equipment List

Create

Verification API

All

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
526f5186-b5bb-49bf-b...	tmp-client-equip3 EDITED	Active	Full Access	  	11/11/2025 - Primary 11/11/2025 - Secondary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access Limited Access Pharma	  	11/11/2025 - Primary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access	  	11/11/2025 - Primary

Previous page Page 1 of 1 5 rows Next page



1. When the double arrow icon is clicked the 'Regenerate Secondary Secret' dialog pops up.

Regeneration of secrets improves the security of end-user connections, facilitates regular renewal of authentication secrets and reduces risk of unauthorized access to the system.

3. Click 'Close' to close the credentials popup and return to Location page. After the secret is regenerated, the date beside the secret in the Equipments table is updated.

Regenerate Secondary Secret - CE-2 Edited

A new secret will be generated and will replace the existing one. Any authentication performed using the current secret will no longer succeed. Do you want to proceed?

Regenerate Close

2. Click the 'Regenerate' button to confirm. Once the secret is regenerated, the old previous secret cannot be used ever again.

Details of the credentials with regenerated secret will be displayed. Note that the client id has not changed, and the secret will be displayed only ONCE.

Regenerated Secondary Client Credentials

These Client Credentials will be shown one time on the screen! Please copy them to configure your client system!

Equipment Id CE-2 Edited

Client Id ed652c3a-3be4-4453-90a0-038fcab1e76e

Client Secret 7458849Lcab96-42d9-ad1a-5a583b099975

Close













Equipment Management – Swap Secrets

Equipment List

Create

Verification API

All

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
526f5186-b5bb-49bf-b...	tmp-client-equip3 EDITED	Active	Full Access	   	11/11/2025 - Primary 11/11/2025 - Secondary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access Limited Access Pharma	   	11/11/2025 - Primary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access	   	11/11/2025 - Primary

Previous page Page 1 of 1 5 rows Next page

Swapping secrets allows the designations 'Primary Secret' and 'Secondary Secret' to be exchanged. This should not affect the working of the secrets



1. When the arrow up icon is clicked the 'Swap Secrets' dialog pops up. Note that the icon is only displayed for credentials that have both a primary and secondary secret.

Swap Secrets - CE-2 Edited

The secondary secret will be promoted as primary, and the primary secret will be made secondary. Do you want to proceed?

Swap Close

2. Click the 'Swap' button to confirm that the secrets should be swapped. User is returned to the Equipments list page.

Equipment Management – Information

Equipment List

Create

Verification API

All

Client Id	Equipment Id	Status	Client Roles	Equipment Actions	Secrets
526f5186-b5bb-49bf-b...	tmp-client-equip3 EDITED	Active	Full Access ⓘ		11/11/2025 - Primary 11/11/2025 - Secondary
pharma1-locn9-equip1	pharma1-locn9-equip1	Active	Full Access ⓘ Limited Access Pharma ⓘ		11/11/2025 - Primary
pharma1-locn9-equip2	pharma1-locn9-equip2	Active	Full Access ⓘ		11/11/2025 - Primary

Previous page Page 1 of 1 5 rows Next page



Clicking the information icon beside a secret will make the credentials information dialog popup. The same fields will be displayed for primary and secondary secrets.

Primary Equipment Client Credentials

Equipment Id: Test ClientEq

Client Id: 2a7fd97a-1d8d-49c0-bcdf-4fab62fe3d33

Client Secret: f19***

Creation Date (UTC): 05/07/2024 06:57:30

Updated Date (UTC): 13/08/2024 06:57:30

Close

If an Equipment has two secrets, the ClientId will be the same for both of them

Note that the full secret is not displayed, only the first three (3) characters. If historical secrets exist pre-release 15 then six asterisks will be displayed '*****'

If the secret has been regenerated then this will be reflected in the 'Updated Date' timestamp. The "Creation Date" timestamp is automatically recorded when a client secret is generated for the first time.










Equipment Management – Delete Secondary Secret

Equipment List

Create

Verification API

All

Equipment Id	Client Id	Client Role	Status	Equipment Actions	Secrets
		All	All		
CE-2 Edited	ed652c3a-3be4-4453-90a0-038fcab1e76e	Full Access	Active	  	12/08/2024 - Primary 12/08/2024 - Secondary
ClientEq1	2d5051c9-f0f1-487b-94bc-e6ae8a8ccfb9	Full Access Test Client Role	Active	  	12/08/2024 - Primary
ClientEq3	1cc9a9ab-0277-40f7-a95f-9727ad0fa122	Test Client Role	Suspended	  	12/08/2024 - Primary

1. When the trash icon is clicked the 'Delete Secondary Secret' dialog pops up. Note that primary secrets can not be deleted.

2. Click the 'Delete' button to confirm deletion. User will be returned to Location page Equipment List table will be updated.

Delete Secondary Secret - CE-2 Edited

The secondary secret will be deleted. Any authentication performed using the secondary secret will no longer succeed. Do you want to proceed?

Delete Close

Reports Management

Reports Management – Main(1)

Users with sufficient account privileges are able to generate reports in the Admin Portal. A user with the “Report/Control” permission will see a ‘Reports’ menu after login.
NOTE: Reports can also be generated via the API

Navigate to Reports in the menu column.

Admin Portal reporting works as a two stage activity.

2. The user can filter by report category, type and description. To select the report to request click anywhere on the chosen report row. The user can press close to exit out of the request. A complete list of the reports available to request can be found in the Appendix.

1. A report is requested by the user by clicking ‘Request New Report’. A popup will appear with a list of the report types available to the user.

‘Latest available data’ shows the timestamp of the last update of the data source for the report. ‘Next data update’ shows the timestamp at which the next update of data source for the report is estimated to occur.

3. Following submission of any required report parameters (discussed on the next slide) the report and its status will appear in the table and a toast message displayed briefly. Report generation is not instantaneous and the request status will be ‘Running’ with an icon to indicate the report is being generated. This page will auto-refresh.

4. After a report is completed, the report can then be downloaded from the filterable table in its available formats, or deleted.

The table is paginated if there are enough generated reports. Use the next and previous page buttons to navigate or page jump. The user may also select how many reports are displayed in each page.

The screenshot shows the 'Medicines Verification Administration Portal' Reports section. A 'Request New Report' button is visible. A table lists reports with columns for Requested Date (UTC), Category, Requested By, Status, and Actions. A 'Request New Report' modal is open, showing a list of report categories and types. A toast message indicates a report was successfully requested. A settings menu for the table is also shown.

Requested Date (UTC)	Category	Requested By	Status	Actions
22/08/2024 16:50:50	Management	nmvs.ssr+wholesaler@gm...	Running	[Refresh] [Download] [Delete]
22/08/2024 16:27:45	Management	nmvs.ssr+wholesaler@gm...	Completed	[Search] [Download] [Delete]

Category	Report Type	Description
Stakeholder	Contracted Wholesalers Stakeholder Report	List of all Contracted Wholesalers for a given product.
Investigation	End User Batch Disclosure Report	The report lists all audit points raised by the end user local organisation, or location, related to a specified ...
Investigation	End User Pack Audit Trail Report	Lists all audit points raised by the end user local organisation, or location, related to a specified pack over it...
Investigation	End User Pack Disclosure Report	Given a Unique Pack Return Code the report lists all audit points raised by the end user local organisation, ...
Management	Organisation Administration Activity Report	Provides an audit trail of changes performed within the organisation.
Audit Trail	Pack State Changes Client Report	Provides counts of all successful pack state changes made during a specified time period and at a specified ...
Management	Product Catalogue Data Client Report	Lists some or all of the products in the product catalogue.
Investigation	Returned Packs Client Report	Provides a list of packs flagged as suspicious for a specified location and time period.

- Requested Date (UTC)
- Category
- Name
- Report Type
- Requested By
- Status
- Actions

Reports Management – Main (2)

Location-based Report generation.

The list of generated reports that are displayed depend on the Locations that the logged in user is associated with (this is done in the User Management area). Users can only generate and view reports for the locations they are assigned to.

If two different users are assigned the same subset of locations, both will be able to view reports generated by the other for the subset location(s).

If the user has access to multiple locations within the organisation, they can choose which location reports should be generated for.

If there are no locations assigned (organisational user), then they can see all reports generated for the organisation.

Reports that have been successfully requested will show in the filterable table of the Reports Home Screen.

Requested reports will exhibit one of four statuses:

- Queued: Report is waiting for batch processing.
- Running: Report is being created.
- Completed: Report is ready for download.
- Failed: One or more report formats could not be created.

When the status of a report changes to 'Completed' it may be downloaded in its full list of available formats. In some cases a format may fail to process. In this case a report's status will be listed as 'Failed', however, not all report formats may fail and if the icon is displayed that format was successful and can be downloaded.

Reports that have been successfully requested can be seen by any user assigned the same location(s) or reporting rights in the organization.

Generated reports can be sorted by clicking on the column name





Generated reports can be filtered

Reports							
Request New Report		Latest available data: 23/08/2024 06:59:42 UTC Next data update: 23/08/2024 07:30:00 UTC			All		
Requested Date (UTC)	Category	Name	Report Type	Requested By	Status	Actions	
	All				All		
20/08/2024 14:53:51	Management	Organisation Ad...	Organisation Ad...	pharmacysuperuser@exa...	Completed	<input type="checkbox"/> Unselect All <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Failed <input checked="" type="checkbox"/> Queued <input checked="" type="checkbox"/> Running <input type="checkbox"/> Completed	
20/08/2024 14:53:01	Management	Organisation Ad...	Organisation Ad...	pharmacysuperuser@exa...	Completed	<input type="checkbox"/> Unselect All <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Failed <input checked="" type="checkbox"/> Queued <input checked="" type="checkbox"/> Running <input type="checkbox"/> Completed	
15/08/2024 04:16:42	Investigation	End User Pack Au...	End User Pack Au...	pharmacysuperuser@exa...	Completed	<input type="checkbox"/> Unselect All <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Failed <input checked="" type="checkbox"/> Queued <input checked="" type="checkbox"/> Running <input type="checkbox"/> Completed	
15/08/2024 04:13:05	Investigation	End User Pack Au...	End User Pack Au...	pharmacysuperuser@exa...	Completed	<input type="checkbox"/> Unselect All <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Failed <input checked="" type="checkbox"/> Queued <input checked="" type="checkbox"/> Running <input type="checkbox"/> Completed	
14/08/2024 16:56:31	Investigation	End User Batch Di...	End User Batch Di...	pharmacysuperuser@exa...	Completed	<input type="checkbox"/> Unselect All <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Failed <input checked="" type="checkbox"/> Queued <input checked="" type="checkbox"/> Running <input type="checkbox"/> Completed	

A report can be deleted by the user using the icons displayed in the 'Actions' column.

Note: It is not necessary to remain logged into the Admin portal while a report is completed. Users are at liberty to log out and in again while the report is being processed

Action options from Left to Right are as follows:

-  View report content online
-  Download report as CSV file.
-  Download report as PDF file.
-  Delete report. (All reports older than 60 days will be automatically deleted.)

Reports Management - Report Actions



'View Report Content': The report will open as a table in a popup dialog, more details in later slide. This report example is the Transaction Log Client report

Date and Time	Transaction Type	Client Location ID	Client Equipmen...	Product Code Sc...	Product Code	Batch Number	Pack Serial num...	Pack State	Transaction Suc...	Operation Code	Event Message	Event Name
2023-07-03T08:22:1	State Change	8c9506f4-4c6b-4b2	pharmacyclientid	GTIN	05060917518825	delta2	d0-LocalSupplied		False	81020000	The product code is	IntermarketServiceI
2023-07-03T13:57:2	State Change	03543107-c24a-4b2	TestLoc1	GTIN	10282386155780	00001	0000000002		False	81020000	The product code is	IntermarketServiceI
2023-07-03T14:08:5	Verify	03543107-c24a-4b2	TestLoc1	GTIN	10436643558450	000000	0000000002		False	41020001	The serial number is	PackVerificationFals
2023-07-03T14:10:0	Verify	03543107-c24a-4b2	TestLoc1	GTIN	10436643558450	000000	1		False	41020001	The serial number is	PackVerificationFals
2023-07-03T14:12:1	Verify	03543107-c24a-4b2	TestLoc1	GTIN	10710577544480	000000	1163D04Lq@QED0	Active	True	11110100		PackVerificationSuc



Delete the report (All reports older than 60 days will be automatically deleted)

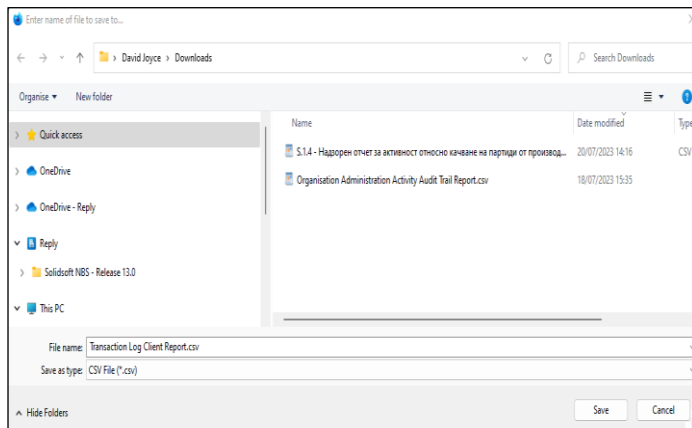
Confirm Delete ✕

Do you want to delete the report with name **Transaction Log Client Report?**

Delete
Close



'Download as CSV': Clicking this icon will download report in CSV format to file system

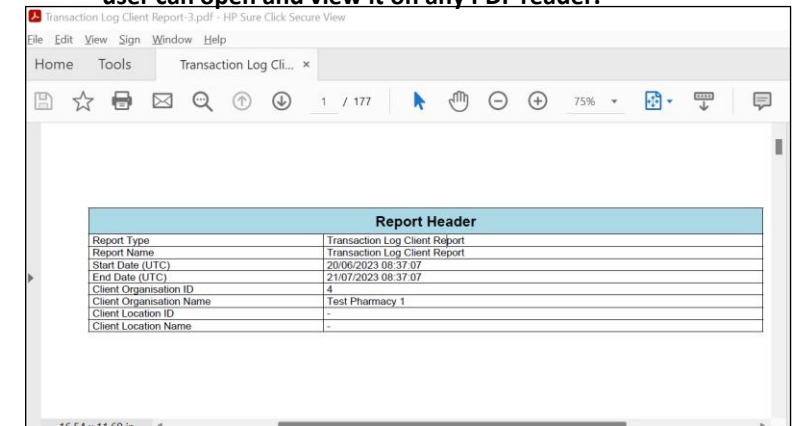


'Download as Excel': Clicking this icon will offer option of opening report as an Excel file, or downloading to file system.

Report Type	End User Pack Audit Trail Report
Report Name	End User Pack Audit Trail Report
Date Requested (UTC)	2024-08-15T04:16:42.392Z
Product Code Scheme	GTIN
Product Code	12062486700107
Product Name	Pack Audit Trail Generated Product 2
Serial Number	sn2



'Download as PDF': Clicking on the PDF icon will download the report and from there the user can open and view it on any PDF reader.



Reports Management – Report Actions - View Report Content

Report Header	
Report Type	Transaction Log Client Report
Report Name	Transaction Log Client Report
Start Date (UTC)	20/06/2023 08:37:07
End Date (UTC)	21/07/2023 08:37:07
Client Organisation ID	4
Client Organisation Name	Test Pharmacy 1
Client Location ID	-
Client Location Name	-

This section has the same information that is in the report header – the request parameters with which the report was generated.

This section can be expanded / collapsed by toggling the double chevron icon

Records are sortable
Columns can be filtered

User can scroll through more pages of records, depending on how many records have been loaded, using "Next page", "Previous page" and page controls

Transaction Log Client Report x

Report Type: Transaction Log Client Report

Report Name: Transaction Log Client Report

Start Date (UTC): 2023-06-20T08:37:07.000Z

End Date (UTC): 2023-07-21T08:37:07.000Z

Client Organisation ID: 4

Client Organisation Name: Test Pharmacy 1

Client Location ID: -

Client Location Name: -

Date and Ti...	Transaction...	Client Locat...	Client Equi...	Product Co...	Product Code	Batch Num...	Pack Serial ...	Pack State	Transaction...	Operation ...	Even...
2023-07-03T08	State Change	8c950dc4-4cbb	pharmacyclien	GTIN	050609175100	delta2	dd-LocalSuppli		False	B1020000	The
2023-07-03T13	State Change	03543107-c24e	TestLoc1	GTIN	102823861557	00001	0000000002		False	B1020000	The
2023-07-03T14	Verify	03543107-c24e	TestLoc1	GTIN	104366435584	000000	0000000002		False	41020001	The
2023-07-03T14	Verify	03543107-c24e	TestLoc1	GTIN	104366435584	000000	1		False	41020001	The
2023-07-03T14	Verify	03543107-c24e	TestLoc1	GTIN	107105775444	000000	1163fDekLqvB	Active	True	11110100	
2023-07-03T14	Verify	03543107-c24e	TestLoc1	GTIN	107105775444	000000	1163fDekLqvB	Active	True	11110100	
2023-07-03T14	Verify	03543107-c24e	TestLoc1	GTIN	107105775444	000000	1163fDekLqvB	Active	True	11110100	
2023-07-03T14	Verify	03543107-c24e	TestLoc1	GTIN	107105775444	000000	1163fDekLqvB	Active	True	11110100	

Load more data
Close

Columns can be removed or added using the filter setting. This feature is per report tab, not per report. Different tabs (representing different sections in the report) will have a different set of columns.

- Date and Time (UTC)
- Transaction Type
- Client Location ID
- Client Equipment ID
- Product Code Scheme
- Product Code
- Batch Number
- Pack Serial Number
- Pack State
- Transaction Successful
- Operation Code
- Event Message
- Event Name

Report Body – contains the report data

Report with report header section collapsed

The amount of data (records) loaded is controlled. 10,000 records are loaded initially, then each time the "Load more data" button is clicked 10,000 more records are loaded, up to a maximum of 1,000,000

Reports Management - Submitting Report Parameters Example

Once a report has been selected, additional information must be provided. The nature of any additional information will depend on the report type. For a full list of report types and the additional information required for each, please refer to the 'NMVS Report List' slide in Appendix.

The example provided is of a 'Contracted Wholesalers Stakeholder' report. The user must provide the mandatory fields (denoted by an asterisk *). They are:

- Report Name
- Product Code Scheme, and Product Code.

Depending on the source of data used to create the report, the information that will be captured in the report may not be up to date. The latest available data shows the timestamp of the last update of the data source for the report.

Once the additional information has been supplied, the user is required to click the 'Request Report' button. In this example a validation error is returned because the fields were not entered. Entering a product code will allow the user to successfully request a report. Similar validation errors will be returned for other reports and the user will be provided with a message to indicate why.

After successfully requesting a report, the user will be returned to the Reports Home Screen and the requested report will show as an entry in the table with a queued status.

The user can close the popup with the 'Close' or 'X' buttons.

Home > Reports

Medicines Verification Administration Portal

Reports Report Client Credentials

Requested Date	Category	Name	Report Type	Requested By	Status	Actions
13/07/2021, 16:36:38	Investigation	I.1 - Audit trail of a suspected medicinal product ...	I.1 - Audit trail of a suspected medicinal product ...	ncasuperuser@example.co...	Queued	
13/07/2021, 16:25:01	Pharma	Ph.3 - Active Packs Available Report	Ph.3 - Active Packs Available Report	ncasuperuser@example.co...	Completed	

The report I.1 - Audit trail of a suspected medicinal product pack has been successfully requested.

The user can navigate back to the list of available reports with the 'Go Back' button

Reports

Reports - Pack State Changes Client Report

This report provides a count of pack state changes made during a specified time period at a specified client location. It is available via a networked API call into the NMVS (also available via Admin portal).

The first table in this report details parameters entered or selected by the report requester before the report was generated. Report output is based on this information.

Report Header	
Report Type	Pack State Changes Client Report
Report Name	Test NMVO report
Start Date & Time (UTC)	21/03/2019 06:13:59
End Date & Time (UTC)	22/05/2020 06:17:59
Client Location ID	47355EA8-CB34-4493-A874-6FC03530FC47

Note: Location Id is optional but if a User is linked to only one location the field will not appear on the request dialog and the User's location will be used implicitly. If a User is linked to more than one location, or is an organisational user, (no location assigned) the dropdown select list will only be populated with locations that the user has access to.

Pack State Changes Client report request dialog

Pack State Changes Client Report

Latest available data: 23/08/2024 07:59:44 UTC
Next data update: 23/08/2024 08:30:00 UTC

Provides counts of all successful pack state changes made during a specified time period and at a specified location.

* Report Name: Pack State Changes Client Report

* Start Date (UTC): 23/07/2024 08:04:27

* End Date (UTC): 23/08/2024 08:04:27

Location Id: Select...

Go back Request Report Close

End Date must be within 31 days of Start Date.

Report Details	
Pack State	Count
Active	9
Destroyed	1
Exported	2
FreeSample	2
Locked	1
Sample	2
Supplied	2

Count of packs by each possible pack state.

Report is requested for this location. Any user that is assigned the same location, or an organisation level user (no set locations), can see the generated report. The dropdown beside 'Location Id' field contains all locations for the Local Organisation and can help in selecting / setting the correct Location Id.

If the actor requesting the report is a location user, then the list of locations IDs will be limited to their associated locations (or filter is not provided if the actor is only associated to 1 location).

Reports - Transaction Log Client Report

This report provides a list of product pack related transactions initiated by a pharmacist or wholesaler for a specified location and time period. It is available via a networked API call into the NMVS (also available via Admin portal)

Location ID is optional, if left blank it will return the list of transactions for all the locations associated to the Organisation of the requesting client. If Location ID is specified, any user that is assigned the same location, or an organisation level user (no set locations), can see the generated report.

Transaction Log Client report request dialog

Transaction Log Client Report

Latest available data: 20/08/2024 08:59:38 UTC
Next data update: 20/08/2024 09:30:00 UTC

Lists all pack related transaction carried out in the specified organisation or organisation location.

* Report Name: Transaction Log Client Report

* Start Date (UTC): 20/07/2024 09:29:04

* End Date (UTC): 20/08/2024 09:29:04

Location Id: [Text Field] [Select...]

Return Simplified View:

Buttons: Go back, Request Report, Close

Table of all properties outputted and descriptions

Property	Only for full version	Description
Date and Time (UTC)	No	Timestamp of the audit event raised
Client Location Name	Yes	Location name of the client equipment that performed the transaction
Client Location ID	No	Location ID of the client equipment that performed the transaction
Client Equipment ID	No	Equipment ID of the client that performed the transaction, or "EVA" if the transaction was performed via the Emergency Verification Portal
Client ID	Yes	Client ID of the client equipment that performed the transaction
Transaction Type	No	Type of transaction performed by the end user. Possible values are - Verify - State Change - Product Download
Target Pack State	No	For pack state changes only, the target pack state the end-user attempted to change the pack to
Event Name	No	User friendly name of the audit event describing the outcome of the performed transaction
Transaction Successful	No	Boolean flag that determines if the transaction was successful or not
Product Code Scheme	No	Standardised product code scheme of the product that has been provided in the end-user transaction. Possible values are "GTIN" and "PPN"
Product Code	No	Product code of the product that has been provided in the end-user transaction
Batch Number	No	Batch identifier that has been provided in the end-user transaction
Batch Expiry Date	No	Batch expiry date that has been provided in the end-user transaction
Serial Number	No	Serial number of the pack that has been provided in the end-user transaction
Operation Code	No	Operation code returned to the end-user by the transaction
Event Message	No	Informational or warning message returned by the API to the end-user, for successful or unsuccessful transactions, localised with the language requested by the end-user when they made the transaction
Returned Pack State	No	The public state of the pack after the performed transaction. This property has to be filled in only if the public pack state had been returned to the end-user by the API, hence when the 5th and 6th digit of the operation code was "00"
Alert ID	No	UPRC returned by the Verification API
Alert Code	Yes	For alerts only, the EMVS Error code returned to the end-user by the API, e.g. A3, A68 etc
Transaction ID	Yes	The identifier of the end-user transaction
Product Name	Yes	The name of the product as provided by the OBP and returned to the end-user by the API
Product State	Yes	The state of the product found. This property has to be filled in only if the public pack state had been returned to the end-user by the API
Withdrawal Reason	Yes	The withdrawal reason provided by the OBP when they withdraw the product and returned to the end-user by the API. This property has to be filled in only if the public pack state had been returned to the end-user by the API
Batch State	Yes	The state of the batch found. This property has to be filled in only if the public pack state had been returned to the end-user by the API
Recall Reason	Yes	The recall reason provided by the OBP when they recalled the batch and returned to the end-user by the API. This property has to be filled in only if the public pack state had been returned to the end-user by the API
Is Intermarket	Yes	Boolean flag that determines if the transaction was processed via Intermarket.
Number Of Attempts	Yes	Number of double dispense/decommission attempts. To be returned only if the Pack Last Update market and location are the same as the ones of the end-user that made the transaction
Is Bulk	Yes	Boolean flag that tells if the transaction was single or bulk
Is Manual	Yes	Boolean flag that tells if the transaction was performed in manual mode
Requested API Version	Yes	Version of the API used to perform the transaction. Will be blank if the client has not specified any version
User-Agent	Yes	User-Agent HTTP header specified within the end-user transaction
IP Address	Yes	IP Address of the end-user client that performed the transaction

Check 'Return Simplified View' box to include only the most important properties in report. Report formats are CSV, Excel and PDF (Simplified only). In addition, the API can output in JSON format.

'Location Id' has an associated dropdown containing all locations for the Local Organisation. It can help in finding the correct location Id.

If the actor requesting the report is a location user, then the list of locations IDs will be limited to their associated locations.

Reports - Transaction Log Client Report (2)

The first table in this report details parameters entered or selected by the report requester before the report was generated. Report output is based on this information.

Report Header	
Report Type	Transaction Log Client Report
Report Name	Test NMVO report
Start Date & Time (UTC)	21/03/2019 06:13:59
End Date & Time (UTC)	22/05/2020 17:17:59
Client Organisation ID	7187
Client Organisation Name	Test Wholesaler 1
Client Location ID	47355EA8-CB34-4493-A874-6FC03530FC47
Client Location Name	Test Location 2

If a remote national system is disconnected from the European Hub (e.g. 1 Jan 2025 - NIXIT) and an IMT request is made that can only be fulfilled by that system, an A22 error code and message "The product code or batch is unknown locally. Inter-market communication error. Do not retry." will be recorded.

Transaction Log Client Report in CSV format. Full reporting of fields (See other slide for complete list of fields and their descriptions).

```

1 "Report Type","Report Name","Start Date (UTC)","End Date (UTC)","Client Organisation ID","Client
  Organisation Name","Client Location ID","Client Location Name"
2 "Transaction Log Client Report","Transaction Log Client
  Report","2024-06-14T09:46:11.000Z","2024-07-15T09:46:11.000Z","4","Test Pharmacy
  1","8c950dc4-4cbb-482c-8877-e8fbb26bdb66","Test Location 1"
3
4 "Date and Time (UTC)","Client Location Name","Client Location ID","Client Equipment ID","Client
  ID","Transaction Type","Target Pack State","Event Name","Transaction Successful","Product Code
  Scheme","Product Code","Batch Number","Batch Expiry Date","Serial Number","Operation
  Code","Event Message","Returned Pack State","Alert ID","Error Code","Transaction ID","Product
  Name","Product State","Product Withdrawal Reason","Batch State","RecallReason","Is
  Intermarket","Number Of Attempts","Is Bulk","Is Manual","Requested API Version","User-Agent","IP
  Address"
5 "2024-07-12T15:16:26.478Z","Test Location 1","8c950dc4-4cbb-482c-8877-e8fbb26bdb66","Michael
  Equipment 1 Test","df7fb9e2-44f5-4313-a616-f6e610c0af06","Verify","","Successful Pack
  Verification","True","GTIN","25621276724576","batch3","241018","sn1","11110100","The pack is
  available to be
  dispensed.","Active","","","6f2f15e8-700e-43a4-88b7-e3fddc0e8399","","","","","","false","","Fals
  e","","","PostmanRuntime/7.39.0","80.192.50.47"
6
  
```

Simplified Report content – PDF format

Report Details										
Date and Time (UTC)	Transaction Type	Target Pack State	Transaction Successful	Product Code Scheme	Product Code	Batch Number	Batch Expiry Date	Serial Number	Operation Code	Returned Pack State
12/07/2024 15:16:26	Verify		True	GTIN	25621276724576	batch3	241018	sn1	11110100	Active
Client Location ID	8c950dc4-4cbb-482c-8877-e8fbb26bdb66									
Client Equipment ID	Michael Equipment 1 Test									
Event Name	Successful Pack Verification									
Event Message	The pack is available to be dispensed.									
Alert ID										

Rows will repeat in multiples for each transaction performed.

Reports – End User Alerts Report

This report provides a list of packs flagged as suspicious transaction for a given location and time period. It is available via a networked API call into the NMVS (also available via Admin portal). The report includes the Unique Pack Return Code generated for each suspicious transaction as well as any serialisation data provided in the transaction by the user. Note the serialisation data supplied is potentially falsified and may not be in the EMVS data bases. The report may be used to retrieve the unique pack return codes for packs in cases where the user was unable to print/write down the unique pack return code at the time the pack return code was issued.

The first table in this report details parameters entered or selected by the report requester before the report was generated. Report output is based on this information.

Report Header	
Report Type	End User Alerts Report
Report Name	End User Alerts Report
Start Date (UTC)	18/06/2025 14:50:57
End Date (UTC)	19/06/2025 14:50:57
Client Location ID	-

Note: Location Id is optional but if a User is linked to only one location the field will not appear on the request dialog and the User's location will be used implicitly. If a User is linked to more than one location, or is an organizational user (no location assigned) the dropdown select list will only be populated with locations that the user has access to.

Report visibility: Any user that is assigned the same location, or an organisation level user (no set locations), can see the generated report.

'Location Id' has an associated dropdown containing all locations for the Local Organisation. It can help in finding the correct location Id.

If the actor requesting the report is a location user, then the list of locations IDs will be limited to their associated locations.

End User Alerts report request dialogue

End User Alerts Report ×

Latest available data: 19/06/2025 14:14:16 UTC
Next data update: 19/06/2025 15:00:00 UTC

This report provides a list of alerts raised at a specified location and time period. The report includes the unique Alert ID and pack serialisation data for each alert-raising transaction. Note the pack serialisation data supplied is potentially falsified and may not be in the EMVS system.

* Report Name:

* Start Date (UTC):

* End Date (UTC):

Location Id:

Select...

Location 1

Location 2

Location 3

Location 4

End Date must be within 31 days of Start Date.

Date and Time of the transaction	Product code scheme associated to the transaction. GTIN or PPN.	Product code associated to the transaction.	Batch number of the product associated to the transaction.	Serial number of the Pack associated to the transaction.	Unique Pack Return Code generated for each suspicious transaction.
Report Details					
Date and Time (UTC)	Product Code Scheme	Product Code	Batch Number	Pack Serial Number	UPRC
19/05/2020 10:50:00	GTIN	116533560324 14	000002	11IV79ZOVGYXI70UJ92Q	XX-KT9-6ZL-QGG-EPZ-DBY
19/05/2020 10:50:00	GTIN	116533560324 14	000002	109SR4I18PYT16O4RV33	XX-KT9-6ZL-RPP-PHC-9X8
19/05/2020 10:50:00	GTIN	116533560324 14	000002	11SS48Y2SMEIX3U3CQMW	XX-KT9-6ZL-UD9-LAW-J9Z
19/05/2020 10:56:42	GTIN	116533560324 14	000002	11IV79ZOVGYXI70UJ92Q	XX-KT9-76A-8SK-Z2D-ZVF
19/05/2020 10:56:42	GTIN	116533560324 14	000002	109SR4I18PYT16O4RV33	XX-KT9-76A-AVW-CGW-LV8
19/05/2020 10:56:42	GTIN	116533560324 14	000002	11SS48Y2SMEIX3U3CQMW	XX-KT9-76A-CCX-8VL-78P

Reports - Product Catalogue Data Client Report

This report provides a list of all products currently stored in the product catalogue, together with details of the market authorisation holder and designated wholesalers. It is available via a networked API call into the NMVS (also available via Admin portal).

The first table in this report details parameters entered or selected by the report requester before the report was generated. Report output is based on this information. If Start Date is specified then only product created / updated from this date will be reported.

Report Header	
Report Type	Product Catalogue Data Client Report
Report Name	Product Catalogue Data Client Report
Start Date & Time (UTC)	24/03/2020 16:37:00
Product Code	
Product Code Scheme	

Product Catalogue Data Client report request dialogue

Product Catalogue Data Client Report x

Latest available data: 21/07/2023 08:20:00 UTC

Lists some or all of the products in the product catalogue.

* Report Name

Start Date (UTC)

Product Code

Product code scheme specified during the report request, or all product code schemes applicable if no scheme was supplied. GTIN or PPN.

Product code number specified during the report request, or all product code numbers applicable if no product code was supplied.

Date and time when the product was first uploaded or updated.

Current product state. Active \ Withdrawn

Free text name of the product as entered by the product owner

Doses in pack

Strength of product.

National Healthcare Reimbursement Number, if applicable in the market.

Field used by EMA. Format is PRDnnnnnn

Report Details										
Product Code Scheme	Product Code	Update Date	Product State	Name	Common Name	Pack Size	Strength	Pack Type	National Code	Article 57 Code
GTIN	10191817161552	24/04/2020 10:20:00	Active	R6.1 Bug Repro-2	Common Name for product	20	200	APPLICATOR	NS Code	57code
Form	BUCCAL FILM									
MAH ID	MAH ID New R6.1-1									
MAH Name	MAH Name New R6.1-1									
MAH Address	MAH Street New R6.1									
MAH Town	MAH City New R6.1									
MAH Postcode	Postcode									
MAH Country	GB									
Wholesaler Details	Wholesaler ID: Whole ID Wholesaler Name: Whole Name, Wholesaler Address 1: Whole Street, Wholesaler Address 2: Whole Street, Wholesaler Town: Whole City, Wholesaler Postcode: Postcode, Wholesaler Country: xx									

Title row for product that is described in the next 8 rows.

Pharmaceutical form of product

Rows will repeat in multiples for each product returned.

All designated wholesaler details in string format.

Reports - Contracted Wholesalers Stakeholder Report

This report lists the contracted wholesalers for a given product. It is available via networked API call (also available via Admin portal).

The URS requires that this report is provided to client systems (pharmacists and wholesalers). However, this is now redundant after inclusion of additional requirements for product data download capabilities. Client systems can make programmatic requests to obtain the list of contracted wholesalers for a single product code or a list of product codes. In addition, they can programmatically request a report that provides this information for every product in the NMVS product catalogue.

The first table in this report details parameters entered or selected by the report requester before the report was generated. Report output is based on this information.

Report Header	
Report Type	Contracted Wholesalers Stakeholder Report
Report Name	Contracted Wholesalers Stakeholder Report
Date & Time (UTC)	24/04/2020 16:35:50
Product Code Scheme	GTIN
Product Code	97774433090018

Contracted Wholesalers Stakeholder Report x

Latest available data: 21/07/2023 08:20:00 UTC

List of all Contracted Wholesalers for a given product.

* Report Name

* Product Code

Contracted Wholesalers Stakeholder report request dialogue

Unique Wholesaler ID. Assigned during on-boarding to the EMVS.

Report Details						
ID	Name	Address Line 1	Address Line 2	City	Postcode	Country Code
Whole ID	Whole Name	Whole Street	Whole Street	Whole City	Postcode	xx

Rows will repeat in multiples for each wholesaler returned.

Country of Wholesaler.

Reports – End User Reports

There are three reports categorised as “end-user” reports:

- End User Pack Audit Trail Report (PATR or PAT)
- End User Pack Disclosure Report (PDR)
- End User Batch Disclosure Report (BDR)

These reports give the end-user the possibility to request a list of transactions carried out at their location against a specific unique identifier or Unique Pack Return Code (UPRC) - aka Alert Code.

Each report can be requested in either the full version or "simplified" version which only includes the most important properties. Also note that the reports can be supplied in various output formats (JSON, CSV, Excel) but only the simplified version can be supplied in PDF format as well.

The reports will only make available to the end user the audit points generated by their own organisation. They will not have visibility of any audit points generated by parties who do not belong to the requesting organisation.

The properties that are reported on in the *content* of the reports are in the table here. Any differences among the three reports over which fields are outputted are indicated.

Fields that are outputted / reported on

Property	Only for full version	Description
Date and Time (UTC)	No	Timestamp of the audit event raised
Client Location Name	No	Location name of the client equipment that performed the transaction
Client Location ID	Yes	Location ID of the client equipment that performed the transaction
Client Equipment ID	Yes	Equipment ID of the client that performed the transaction, or "EVA" if the transaction was performed via the Emergency Verification Portal
Client ID	Yes	Client ID of the client equipment that performed the transaction
Transaction Type	No	Type of transaction performed by the end user. Possible values are - Verify - State Change - Product Download
Target Pack State	No	For pack state changes only, the target pack state the end-user attempted to change the pack to
Event Name	Yes	User friendly name of the audit event describing the outcome of the performed transaction
Transaction Successful	Yes	Boolean flag that determines if the transaction was successful or not
Batch Number	Yes	(PAT, PDR Only) Batch identifier that has been provided in the end-user transaction
Batch Expiry Date	Yes	(PAT, PDR Only) Batch expiry date that has been provided in the end-user transaction
Serial Number	No	(BDR Only) Serial number of the pack that has been provided in the end-user transaction
Operation Code	No	Operation code returned to the end-user by the transaction
Event Message	No	Informational or warning message returned by the API to the end-user, for successful or unsuccessful transactions, localised with the language requested by the end-user when they made the transaction
Returned Pack State	No	The public state of the pack after the performed transaction. This property has to be filled in only if the public pack state had been returned to the end-user by the API, hence when the 5th and 6th digit of the operation code was "00"
Alert ID	No	UPRC returned by the Verification API
Error Code	Yes	For alerts only, the EMVS Error code returned to the end-user by the API, e.g. A3, A68 etc
Transaction ID	Yes	The identifier of the end-user transaction
Is Intermarket	No	Boolean flag that determines if the transaction was processed via Intermarket.
Number Of Attempts	Yes	Number of double dispense/decommission attempts. To be returned only if the Pack Last Update market and location are the same as the ones of the end-user that made the transaction
Is Bulk	No	Boolean flag that tells if the transaction was single or bulk
Is Manual	No	Boolean flag that tells if the transaction was performed in manual mode
Requested API Version	Yes	Version of the API used to perform the transaction. Will be blank if the client has not specified any version
User-Agent	Yes	User-Agent HTTP header specified within the end-user transaction
IP Address	Yes	IP Address of the end-user client that performed the transaction

Reports – End-User Batch Disclosure Report (Full)

This report details every audit point performed by transactions related to a specific product and batch ID combination, conducted by the requesting local organisation. It can be filtered to provide only transactions by a particular location within the organisation. The report content is based on the existing Transaction Log Client Report without time constraints, but focused on a particular end-user provided product and batch.

Report formats available to download are: CSV and Excel

Batch Disclosure Report request dialogue

If an invalid product is supplied a warning message is shown “Product Code is invalid” in amber, but the report can still be requested with all other required parameters supplied. This is applicable to both simplified and full version of the report.

Full report produced if ‘Return Simplified View’ not checked

Description of the fields in the content that are reported are given in a different slide / sheet.

Sample Report Header – Excel format

	A	B
1	Report Type	End User Batch Disclosure Report
2	Report Name	End User Batch Disclosure Report
3	Date Requested (UTC)	2025-07-28T14:10:09.889Z
4	Product Code Scheme	GTIN
5	Product Code	15000436574634
6	Product Name	[GTIN:15000436574634] product name
7	Batch ID	1
8	Location ID	8c950dc4-4cbb-482c-8877-e8fbb26bdb66

Sample Report Content - Excel format

	A	B	C	D	E	F	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Date and Time (UTC)	Transaction Type	Event Name	Transaction ID	Target Pack	Client Location	Client Equipment	Client ID	Requested API Version	User-Agent	Serial Number	Batch Expiry	Transaction Successful	Operation Code	Event Message	Alert ID	Error Code	Returned Pack State	Is Bulk
2	2025-03-04T12:11:05.172Z	Other	Transaction F	1bd43979-f7c0-44-	be9516ab	Eq1	test-client	3.0	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
3	2025-03-04T12:22:00.932Z	Other	Transaction F	469ada35-f984-41-	a0cc0ccc	Eq1	test-client	3.0	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
4	2025-03-04T16:01:41.826Z	Other	Transaction F	7d58d244-bac1-4c-	92b8f99b	Eq1	test-client	3.0	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
5	2025-03-06T10:49:12.194Z	Other	Transaction F	3a999506-ea82-4c-	6fd72912	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
6	2025-03-07T15:18:36.430Z	Other	Transaction F	d73f0544-c8b9-4e-	58680e70	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
7	2025-03-07T15:24:17.789Z	Other	Transaction F	20e0a396-810c-4c-	f0a610a6	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
8	2025-03-10T14:29:44.313Z	Other	Transaction F	8f955106-e510-47-	ff400d19	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
9	2025-03-10T14:35:44.155Z	Other	Transaction F	3e7bef6b-03ec-4e-	ba304db6	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
10	2025-03-11T12:48:34.997Z	Other	Transaction F	e3e4bbeb-46c5-4f-	2d301ef8	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
11	2025-03-11T12:51:46.135Z	Other	Transaction F	e121a982-54c4-4c-	f78bfa25	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
12	2025-03-11T14:31:59.634Z	Other	Transaction F	f5aa696e-c945-42-	8848998e	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
13	2025-03-11T14:35:23.814Z	Other	Transaction F	3e596f85-7504-4c-	b7e109a8	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
14			Transaction F	2b63b215-5902-4c-	6eb058a0	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-
15			Transaction F	297e1a9f-31d1-4c-	98c794ea	Eq1	test-client	-	test-user-agent	0000000001	501231	FALSE	A0020000	Sorry we could no	-	-	-	-	-

Reports – End-User Batch Disclosure Report (Simplified)

This report details every audit point performed by transactions related to a specific product and batch ID combination. The report content is based on the existing Transaction Log Client Report without time constraints, but focused on a particular end-user provided product and batch. This version (Simplified) includes only the most important properties.

Download Formats: PDF, CSV, Excel.

Batch Disclosure Report request dialogue

End User Batch Disclosure Report ✕

Latest available data: 23/08/2024 09:29:04 UTC
Next data update: 23/08/2024 10:00:00 UTC

The report lists all audit points raised by the end user local organisation, or location, related to a specified product batch over its lifetime.

* Report Name:

* Product Code:

* Batch Number:

Location Id:

Return Simplified View

PDF format reports are only produced when the 'Return simplified View' checkbox is ticked. The simplified report version includes only the most important properties

Sample Report Header content - PDF format - Simplified

Report Header	
Report Type	End User Batch Disclosure Report
Report Name	Batch Disclosure - Simplified
Date Requested (UTC)	23/08/2024 09:42:03
Product Code Scheme	GTIN
Product Code	00516858782482
Product Name	ds Generated Product 3
Batch ID	batch3
Location ID	-

Description of the fields in the content that are reported are given in a different slide.

Sample Report Content - PDF format – Simplified

Report Details											
Date and Time (UTC)	Transaction Type	Target Pack State	Client Location Name	Serial Number	Operation Code	Alert ID	Error Code	Returned Pack State	Is Bulk	Is Manual	Is Intermarket
23/08/2024 09:16:35	Verify	-	Location 3	sn1	11111100	-	-	Recalled (Batch: Recalled)	false	false	false
Event Message		The batch has been recalled.									
23/08/2024 09:18:22	Verify	-	Location 3	sn2	11111100	-	-	Recalled (Batch: Recalled)	false	false	false
Event Message		The batch has been recalled.									
23/08/2024 09:18:51	Verify	-	Location 3	sn5	41020009	XX-MG8-0LN-R4Y-1A2-LEK	A68	-	false	false	false
Event Message		The batch identifier mismatches the recorded batch identifier. The length or format does not match what has been uploaded. Possible scanner or software malfunction. An alert has been raised.									
23/08/2024 09:20:13	Verify	-	Location 3	sn4	41020008	XX-MG8-0N1-CJR-6J7-KPK	A68	-	false	false	false
Event Message		The batch identifier mismatches the recorded batch identifier. The length or format does not match what has been uploaded. Possible scanner or software malfunction. An alert has been raised.									

Reports – End-User Pack Disclosure Report (Full)

This report details every verification audit point performed by transactions linked with a provided Unique Pack Return Code (UPRC). The report content is based on the existing Transaction Log Client Report without time constraints, but focused on a particular product-pack as a result of a provided UPRC. Note that the location of the alert must match that of the client requesting the report, or be of the same organisation if the client is not associated with any location.

Report formats available to download are: CSV and Excel

Pack Disclosure report request dialogue

End User Pack Disclosure Report

Latest available data: 14/08/2024 09:59:35 UTC
Next data update: 14/08/2024 10:30:00 UTC

Given a Unique Pack Return Code the report lists all audit points raised by the end user local organisation, or location, related to a specified product pack over its lifetime.

* Report Name

* Unique Pack Return Code (UPRC)

Return Simplified View

Full report produced if 'Return Simplified View' not checked

Sample Report Header content - Excel format

	A	B	C	D
1	Report Type	End User Pack Disclosure Report		
2	Report Name	Pack Disclosure - Full		
3	Date Requested (UTC)	2024-08-23T10:34:35.750Z		
4	UPRC	XX-MG8-0LN-R4Y-1A2-LEK		
5	Product Code Scheme	GTIN		
6	Product Code	00516858782482		
7	Product Name	ds Generated Product 3		
8	Serial Number	sn5		

Description of the fields in the content that are reported are given in an earlier slide.

Sample Report Content - Excel format

Date and Time (UTC)	Transaction Type	Event Name	Transaction ID	Target Pack State	Client Location ID	Client Location Name	Client Equipment ID	Client ID	Client Requested API Version	User-Agent	Batch ID	Batch Expiry Date	Transaction Successful	Operation Code	Event Message	Alert ID	Error Returned Code	Is Pack State	Is Bulk	Is Manual	Is Intermarket	Number Of Attempts
2024-08-23T09:18:51.153Z	Verify	Pack Verification Failed Because Of Batch ID Mismatch	b1af0d2e-4a17-4dd5-b7a1-e26cea39856d	-	17bede95-5-2121-4b34-90b1-1bc5979a1933	Location 3	LoenThree Eq1	87e0a-e05-10ab-4f2a-a3fd-e00438c5ace0		PostmanRuntime/7.40.0	batch3	251200	FALSE	41020009	The batch identifier mismatches the recorded batch identifier. The length or format does not match what has been uploaded. Possible scanner or software malfunction. An alert has been raised.	XX-MG8-0LN-R4Y-1A2-LEK	A68	-	FALSE	FALSE	FALSE	-

Reports – End-User Pack Disclosure Report (Simplified)

This report details every verification audit point performed by transactions linked with a provided Unique Pack Return Code (UPRC). This version (Simplified) includes only the most important properties.

Download Formats: PDF, CSV, Excel.

Pack Disclosure report request dialogue

End User Pack Disclosure Report ✕

Latest available data: 23/08/2024 10:29:41 UTC

Next data update: 23/08/2024 11:00:00 UTC

Given a Unique Pack Return Code the report lists all audit points raised by the end user local organisation, or location, related to a specified product pack over its lifetime.

* Report Name

* Unique Pack Return Code (UPRC)

Return Simplified View

Go back
Request Report
Close

Sample Report Header – PDF format

Report Header	
Report Type	End User Pack Disclosure Report
Report Name	Pack Disclosure - Simplified
Date Requested (UTC)	23/08/2024 10:33:56
UPRC	XX-MG8-0LN-R4Y-1A2-LEK
Product Code Scheme	GTIN
Product Code	00516858782482
Product Name	ds Generated Product 3
Serial Number	sn5

PDF format reports are only produced when the 'Return simplified View' checkbox is ticked. The simplified report version includes only the most important properties

Sample Report Content - PDF format

Report Details										
Date and Time (UTC)	Transaction Type	Target Pack State	Client Location Name	Operation Code	Alert ID	Error Code	Returned Pack State	Is Bulk	Is Manual	Is Intermarket
23/08/2024 09:18:51	Verify	-	Location 3	41020009	XX-MG8-0LN-R4Y-1A2-LEK	A68	-	false	false	false
Event Message		The batch identifier mismatches the recorded batch identifier. The length or format does not match what has been uploaded. Possible scanner or software malfunction. An alert has been raised.								

Description of the fields in the content that are reported are given in a different slide.

Reports – End-User Pack Audit Trail Report (Full)

This report details every audit point performed by transactions linked to a specific unique pack identifier, conducted by the requesting local organisation. The report content is based on the existing Transaction Log Client Report without time constraints, but focused on a particular product-pack.

Report formats available to download are: CSV and Excel

Pack Audit Trail Report request dialogue

If an invalid product is supplied a warning message is shown “Product Code is invalid” in amber, but the report can still be requested with all other required parameters supplied. This is applicable to both simplified and full version of the report.

Full report produced if ‘Return Simplified View’ not checked

Sample Report Header content - Excel format

Report Type	End User Pack Audit Trail Report
Report Name	Pack Audit Trail - Full
Date Requested (UTC)	2024-08-23T11:15:17.612Z
Product Code Scheme	GTIN
Product Code	00516858782482
Product Name	ds Generated Product 3
Serial Number	sn1

Sample Report Content - Excel format

Date and Time (UTC)	Transaction Type	Event Name	Transaction ID	Target Pack State	Client Location ID	Client Location Name	Client Equipment ID	Client ID	Requested API Version	User-Agent	Batch ID	Batch Expiry Date	Transaction Successful	Operation Code	Event Message	Alert ID	Error Code	Returned Pack State	Is Bulk	Is Manual	Is Intermarket	Number Of Attempts
2024-08-23T09:16:35.561Z	Verify Pack Verification	Successful Pack	57151f79-692c-403a-b1a2-9058519b2e31	-	17bede95-2121-4b34-90b1-1bc5979a1933	Location 3	LocnThree Eq1	87e0ae05-10ab-4f2a-a3fd-e00438c5ace0		PostmanRuntime/7.40.0	batch 2512003		TRUE	11111100	The batch has been recalled.	-	-	Recalled (Batch: Recalled)	FALSE	FALSE	FALSE	-

Description of the fields in the content that are reported are given in an earlier slide.

Reports – End-User Pack Audit Trail Report (Simplified)

This report details every audit point performed by transactions linked to a specific unique pack identifier, conducted by the requesting local organisation. This version (Simplified) includes only the most important properties.

Download Formats: PDF, CSV, Excel.

Pack Audit Trail Report request dialogue

End User Pack Audit Trail Report ✕

Latest available data: 23/08/2024 10:29:41 UTC
Next data update: 23/08/2024 11:00:00 UTC

Lists all audit points raised by the end user local organisation, or location, related to a specified pack over its lifetime.

* Report Name

* Product Code

* Serial Number

Return Simplified View

PDF format reports are only produced when the 'Return simplified View' checkbox is ticked. The simplified report version includes only the most important properties

Sample Report Header content - PDF format

Report Header	
Report Type	End User Pack Audit Trail Report
Report Name	Pack Audit Trail - Simplified
Date Requested (UTC)	23/08/2024 11:14:50
Product Code Scheme	GTIN
Product Code	00516858782482
Product Name	ds Generated Product 3
Serial Number	sn1

Description of the fields in the content that are reported are given in an earlier slide.

Sample Report Content - PDF format

Report Details										
Date and Time (UTC)	Transaction Type	Target Pack State	Client Location Name	Operation Code	Alert ID	Error Code	Returned Pack State	Is Bulk	Is Manual	Is Intermarket
23/08/2024 09:16:35	Verify	-	Location 3	11111100	-	-	Recalled (Batch: Recalled)	false	false	false
Event Message		The batch has been recalled.								

Reports – Organisation Administration Activity Report

This report lists an audit trail of events of all administration operations performed against the organisation of the report requester.

Report request dialog

Organisation Administration Activity Report ✕

Latest available data: 15/08/2024 04:29:44 UTC
Next data update: 15/08/2024 05:00:00 UTC

Provides an audit trail of changes performed within the organisation.

* Report Name:

Start Date (UTC):

End Date (UTC):

Location Id: Select... ▾

Client Id: Select... ▾

'Latest available date' shows the last time events were ingested. 'Next data update' shows the next ingestion run.

Report can be filtered by time range, locations that requesting user has access to, and client ids for those locations.

Note: If requesting user is assigned to one location, the location dropdown selection will not appear on the dialog.

First table in report (Report Header) which shows request parameters

Report Header	
Report Type	Organisation Administration Activity Report
Report Name	Organisation Administration Activity Report
Date Requested (UTC)	16/07/2024 08:13:53
Start Date (UTC)	15/07/2024 08:00:00
End Date (UTC)	-
Organisation ID	4
Organisation Name	Test Pharmacy 1
Location ID	-
Location Name	-
Client ID	-

Property	Description
Transaction ID	The unique identifier of the transaction
Date & Time (UTC)	Timestamp of the administration audit event
Actor	Type of actor that performed the action, possible values are NMVO, System and Organisation
By User	Email address of the user within the organisation that performed the action, or the client ID if the action had been performed via API. If the action had been performed by the NMVO or by the System, this field will be left blank.
Event Name	User friendly name of the administration event
Details	This field aims to capture the relevant details of the action performed

Report Details			
Date & Time (UTC)	Actor	By User	Event Name
Details Location ID: 6327d373-0f0e-41ef-9829-1e06dcafc43 Location Name: TestLocation-Demo2 Location Address: hh12233, London, SE283FX Contact Email: test@gmail.com Contact Phone Number: 0000000000 Contact Details Allowed in AMS: false Legitimacy Information: Legitimacy Information Current Active/Suspended Locations in organisation: 1			
02/05/2025 06:59:22	Organisation	pharmacysuperuser@example.com	Location Added
Transaction ID 65846c23-653d-49ad-baf8-9a41738ee076			
Details Location ID: 5d1fa40d-c13c-461e-90d6-f21f5dab27e9 Location Name: TestLocation-Demo3 Location Address: hh12233, London, SE283FX Contact Email: - Contact Phone Number: - Contact Details Allowed in AMS: false Legitimacy Information: Legitimacy Information Current Active/Suspended Locations in organisation: 1			
02/05/2025 07:02:32	Organisation	pharmacysuperuser@example.com	Location Updated
Transaction ID 5eb4e935-cd10-4935-8418-416a663a96fe			
Details Location ID: d88f587c-8ad9-42e6-a0d1-511919c84bc6 Location Name: TestLocation-Demo1 Old Contact Email: test@gmail.com New Contact Email: demo@gmail.com Old Contact Phone Number: 0000000000 New Contact Phone Number: 0000000001 Approver: -			
02/05/2025 07:03:54	Organisation	pharmacysuperuser@example.com	Location Updated
Transaction ID 4cb53da5-115a-40d4-a76a-bd9531ea0c92			
Details Location ID: d88f587c-8ad9-42e6-a0d1-511919c84bc6 Location Name: TestLocation-Demo1 Old Location Address: hh12233, London, SE283FX New Location Address: 16 Boyce Lane, London, SE283FX Approver: -			
02/05/2025 07:07:00	Organisation	pharmacysuperuser@example.com	Location Updated
Transaction ID 350be6f4-e23a-4b54-b2c7-054e11a22499			
Details Location ID: d88f587c-8ad9-42e6-a0d1-511919c84bc6 Location Name: TestLocation-Demo1 Old Contact Phone Number: 0000000001 New Contact Phone Number: 0000000002 Approver: -			
02/05/2025 07:09:51	Organisation	pharmacysuperuser@example.com	Location Added
Transaction ID 97c1c15-366f-4121-880a-4b3d706ca0f0			
Details Location ID: d25ae581-734d-497f-9e87-189a34f00949 Location Name: TestLocation-Demo5 Location Address: 16 Boyce Lane, London, SE283FX Contact Email: test@gmail.com Contact Phone Number: 0000000000 Contact Details Allowed in AMS: false Legitimacy Information: Legitimacy Information Current Active/Suspended Locations in organisation: 1			
02/05/2025 07:14:07	NMVO		Location Approved
Transaction ID efc95649-fe9f-41f2-83ab-b5badc61a16			
Details Location ID: 5d1fa40d-c13c-461e-90d6-f21f5dab27e9 Location Name: TestLocation-Demo3 Legitimacy Information: Legitimacy Information			

User Roles

User Roles - Local Organisation Super User

The 'User Roles' page allows the user to define new roles, manage existing roles, and delete existing roles.

NOTE: *Client Roles* allow fine-grained control access to client credentials, defining who can generate, read and exclude reports on a per report basis. *Client Roles* also controls which users can perform pack state changes and verifications. (To control access to all other part of the system, *User Roles* would be used to set these other permissions)

Role name and description describe the purpose of the role. These can be modified for non-immutable roles.

To create a new user role click the 'Create' button. The 'Create User Role' dialog will popup. This functionality is described in the next slide.

The portal has pre-defined roles for each Local Organisation type.

The 'Roles' dropdown box presents the list of existing roles. The Super User role has all available permissions, and the role cannot be modified.

Wholesaler pre-defined roles are:

- Wholesaler Super User
- Wholesaler Administrator
- Stock Checker

Pharmacy pre-defined roles are:

- Pharmacy Super User
- Pharmacy Administrator
- Pharmacist User

Access User Roles from the home page by clicking on the 'User Roles' tab

Fundamental to the management of User Roles is the ability to define and manage the Role Permissions associated with a Role type.

Update permissions: Permissions can be enabled or disabled by toggling.

Home > User Roles

Medicines Verification Administration Portal

User Roles

Create

* Roles

Stock Checker

* Role name

Stock Checker

Description

Allows the user to perform transactions using the Emergency Verification Portal

Category	Permission	Description	
All			
Client Credentials	Control	Allows the actor to view, create and delete API client credentials	
Client Roles	Control	Allows the actor to create, update and delete roles for their client credentials	
Equipment	Control	Allows the actor to create, update and delete client equipment within their organisation	
Locations	Control	Allows the actor to create and update locations within their organisation	
Packs	MarkAsDestroyed	Allows the actor to mark a pack or packs as destroyed	<input checked="" type="checkbox"/>
Packs	MarkAsExported	Allows the actor to mark a pack or packs as exported	<input checked="" type="checkbox"/>
Packs	MarkAsLocked	Allows the actor to mark a pack or packs as locked	<input checked="" type="checkbox"/>
Packs	MarkAsSample	Allows the actor to mark a pack or packs as sample	<input checked="" type="checkbox"/>
Packs	MarkAsStolen	Allows the actor to mark a pack or packs as stolen	<input checked="" type="checkbox"/>
Packs	MarkAsSupplied	Allows the actor to mark a pack or packs as supplied	<input checked="" type="checkbox"/>
Testing	Control	Allows the actor to view and manage IT Supplier Qualification within the NMVS Administration Portal	<input type="checkbox"/>

User Roles - Creating New Roles

1. To create a new role, Click the main 'Create' button. A popup will open.

2. Type a new role name into the Role Name field.

3. There is the option to add a description.

4. Click the 'Create' button on the dialog to add the role. A Toast message is briefly displayed.

Create User Role dialog

Create User Role ✕

* Role name

Description

5. When permissions are enabled/disabled, the 'Update' and 'Revert' buttons become enabled. Click the 'Update' to save the permissions to the new role. Click 'Revert' to undo changes.

6. By default, new roles are created with no permissions. In the 'Assigned' column, grant permissions by (enabling) clicking the specific permission. This is a toggle switch, so revoke a permission by toggling off (disabling).

Note: The user defining or changing the permissions associated with a role can only make changes to the roles whose permissions are available to their user account.

For example, a user without the 'Client Roles/Control' permission may not grant that permission to another role.

Following the creation of a new role, or the modification of an existing role, it is possible to allocate the new or modified role to a user in the 'Users' page.

Home > User Roles

Medicines Verification Administration Portal

The user role 'Local Org Test User Role 1' has been successfully created. ✕

User Roles

* Roles

* Role name

Description

Category	Permission	Description	Assigned
All ▾			All ▾
Client Roles	Control	Allows the actor to create, update and delete roles for their client cred...	<input type="checkbox"/>
Equipment	Control	Allows the actor to create, update and delete client equipment within t...	<input type="checkbox"/>
Locations	Control	Allows the actor to create and update locations within their organisation	<input type="checkbox"/>
Packs	MarkAsDestroyed	Allows the actor to mark a pack or packs as destroyed	<input type="checkbox"/>
Packs	MarkAsSample	Allows the actor to mark a pack or packs as sample	<input type="checkbox"/>
Packs	MarkAsSupplied	Allows the actor to mark a pack or packs as supplied	<input type="checkbox"/>
Qualification Testing	Control	Allows the actor to view, generate qualification test books, reset the te...	<input type="checkbox"/>
Report	ContractedWholesalersStakeholderReport	Allows the actor to create, read and delete Contracted Wholesalers Sta...	<input type="checkbox"/>
Report	Control	Allows the actor to access the report screen in the portal	<input type="checkbox"/>
Report	PackStateChangesClientReport	Allows the actor to create, read and delete Pack State Changes Client R...	<input type="checkbox"/>
Report	ProductCatalogueDataClientReport	Allows the actor to create, read and delete Product Catalogue Data Clie...	<input type="checkbox"/>

The Permissions table shows the name and description of each user permission, and the category it belongs to. By default, the local org 'Super User' role has all permissions.

User Roles – Updating existing roles

Note: The user defining or changing the permissions associated with a role can only make changes to the roles whose permissions are available to their user account.

For example, a user without the 'Report/Control' permission may not grant that permission to another role.

Role names and descriptions can be changed by editing the Role Name and Description fields respectively.

The Superuser role (and its permissions) cannot be modified in any way.
The other default user roles can be modified, renamed, etc. including permissions.

Update User Role

The permissions associated to the role will be modified, and will be applied to all users associated with the role.

Do you want to update the user role **New Example User Role 1**?

User Roles

* Roles: Local Org Test User Role 1

* Role name: Local Org Test User Role 1.5

Description: Local Org Test User Role 1.5 Description

Category	Permission	Description	Assigned
All ▾			All ▾
Client Roles	Control	Allows the actor to create, update and delete roles for their client cred...	<input checked="" type="checkbox"/>
Equipment	Control	Allows the actor to create, update and delete client equipment within t...	<input type="checkbox"/>
Locations	Control	Allows the actor to create and update locations within their organisation	<input checked="" type="checkbox"/>
Packs	MarkAsDestroyed	Allows the actor to mark a pack or packs as destroyed	<input checked="" type="checkbox"/>

When permissions are enabled/disabled, the 'Update' button becomes enabled.

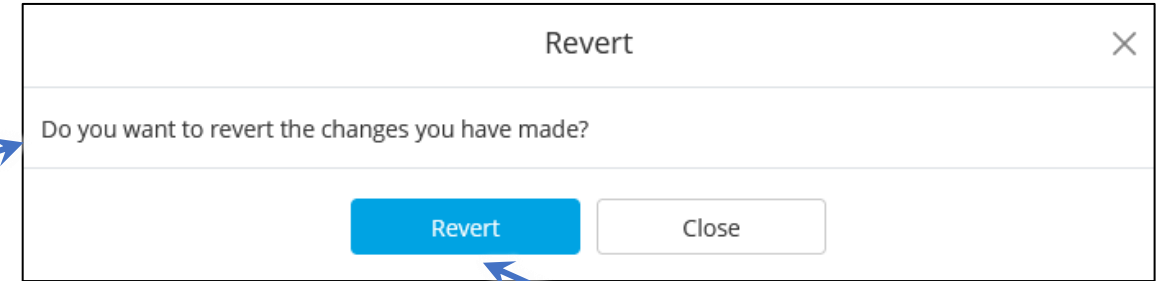
Click the 'Update' to save the permissions to the new role

Updated permissions.
Permissions can be enabled or disabled by toggling.

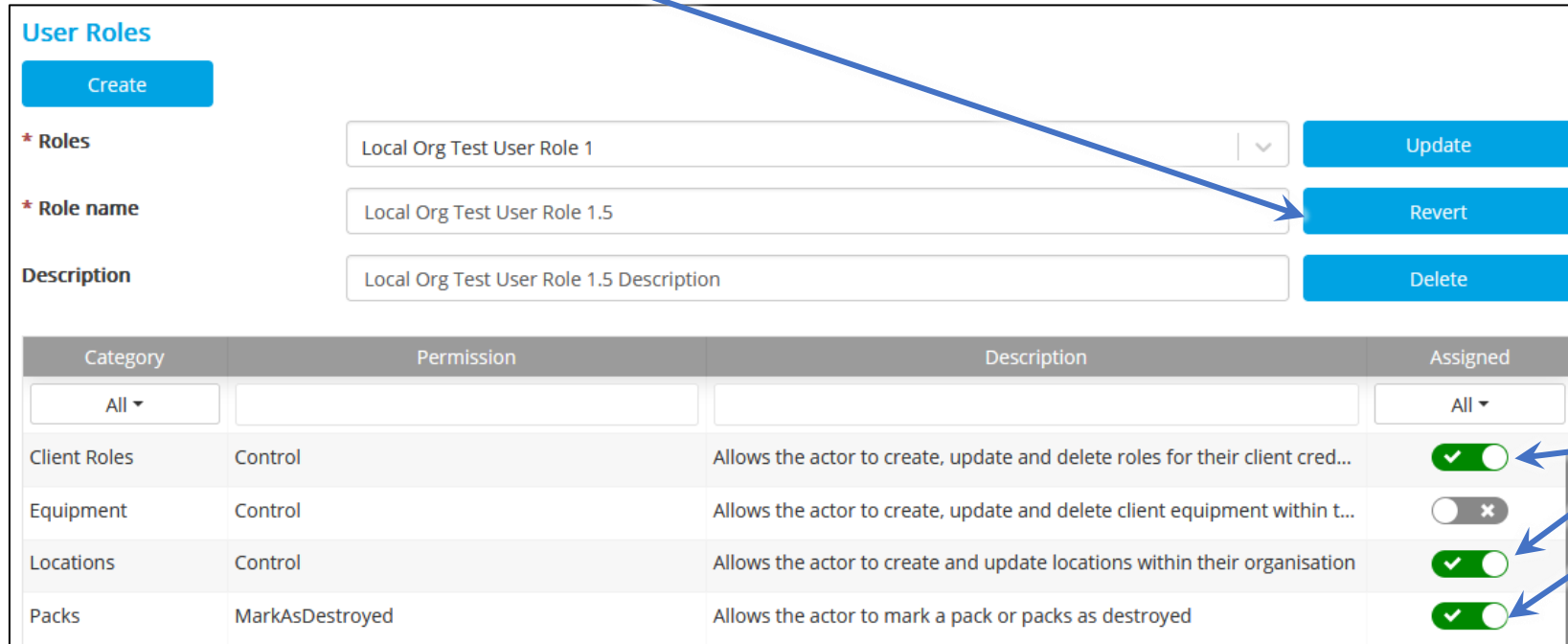
User Roles – Reverting changes

1. When permissions are enabled/disabled, the 'Update' and 'Revert' buttons become enabled.

Click 'Revert' to undo changes. The Revert Change dialog will be displayed



2. To confirm reversion of the changes, click the 'Revert' button on the 'Revert' popup dialog.



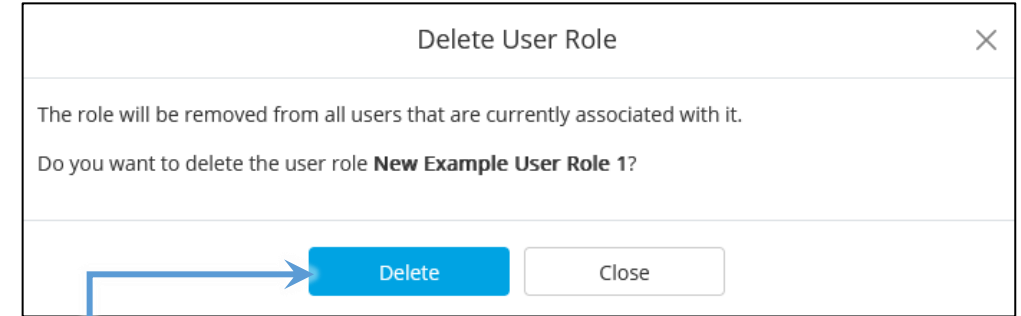
The "User Roles" management interface. It includes a "Create" button, a form for editing a role with fields for "Roles", "Role name", and "Description", and buttons for "Update", "Revert", and "Delete". Below the form is a table of permissions with columns for "Category", "Permission", "Description", and "Assigned".

Category	Permission	Description	Assigned
All ▾			All ▾
Client Roles	Control	Allows the actor to create, update and delete roles for their client cred...	<input checked="" type="checkbox"/>
Equipment	Control	Allows the actor to create, update and delete client equipment within t...	<input type="checkbox"/>
Locations	Control	Allows the actor to create and update locations within their organisation	<input checked="" type="checkbox"/>
Packs	MarkAsDestroyed	Allows the actor to mark a pack or packs as destroyed	<input checked="" type="checkbox"/>

Updated permissions.

Permissions can be enabled or disabled by toggling.

User Roles – Delete a role



1. Click on the 'Delete' button on the User Roles page and the confirm Delete dialog modal will appear.

2. To confirm deletion of the selected role, click the 'Delete' button on the popup dialog.

User Roles

Create

* Roles Local Org Test User Role 1 Update

* Role name Local Org Test User Role 1.5 Revert

Description Local Org Test User Role 1.5 Description Delete

Category	Permission	Description	Assigned
All ▾			All ▾
Client Roles	Control	Allows the actor to create, update and delete roles for their client cred...	<input checked="" type="checkbox"/>
Equipment	Control	Allows the actor to create, update and delete client equipment within t...	<input type="checkbox"/>
Locations	Control	Allows the actor to create and update locations within their organisation	<input checked="" type="checkbox"/>
Packs	MarkAsDestroyed	Allows the actor to mark a pack or packs as destroyed	<input checked="" type="checkbox"/>

User Roles - Permissions - Pharmacy

Pharmacy Permissions

Client Credentials/Control: Allows the actor to view, create and delete API client credentials

Client Roles/Control: Allows the actor to create, update and delete roles for their client credentials

Equipment/Control: Allows the actor to create, update and delete client equipment within their organisation

Locations/Control: Allows the actor to create, update and delete locations within their organisation

Packs/MarkAsDestroyed*: Allows the actor to mark a pack or packs as destroyed

Packs/MarkAsSample*: Allows the actor to mark a pack or packs as sample

Packs/MarkAsSupplied*: Allows the actor to mark a pack or packs as supplied

Qualification Testing/Control: Allows the actor to view, generate qualification test books, reset the test data and submit for review

Report/ContractedWholesalersStakeholderReport: Allows the actor to create, read and delete Contracted Wholesalers Stakeholder Reports

Report/Control: Allows the actor to access the report screen in the portal

Report/EndUserBatchDisclosureReport: Allows the actor to create, read and delete End User Batch Disclosure Reports

Report/EndUserPackAuditTrailReport: Allows the actor to create, read and delete End User Pack Audit Trail Reports

Report/EndUserPackDisclosureReport: Allows the actor to create, read and delete End User Pack Disclosure Reports

Report/OrganisationAdministrationActivityReport: Allows the actor to create, read and delete Organisation Administration Activity Reports

Report/PackStateChangesClientReport: Allows the actor to create, read and delete Pack State Changes Client Reports

Report/ProductCatalogueDataClientReport: Allows the actor to create, read and delete Product Catalogue Data Client Reports

Report/EndUserAlertsReport: Allows the actor to create, read and delete End User Alerts Reports

Report/TransactionLogClientReport: Allows the actor to create, read and delete Transaction Log Client Reports

User Roles/Control: Allows the actor to create, update and delete roles within their organisation

Users/Control: Allows the actor to create, update and delete users within their organisation

Permissions marked with *
These pack permissions are
the only ones possible in the
EVA – Emergency Verification
Application portal.

User Roles - Permissions - Wholesaler

Wholesaler Permissions

Client Credentials/Control: Allows the actor to view, create and delete API client credentials

Client Roles/Control: Allows the actor to create, update and delete roles for their client credentials

Equipment/Control: Allows the actor to create, update and delete client equipment within their organisation

Locations/Control: Allows the actor to create, update and delete locations within their organisation

Packs/MarkAsDestroyed*: Allows the actor to mark a pack or packs as destroyed

Packs/MarkAsExported*: Allows the actor to mark a pack or packs as exported

Packs/MarkAsLocked*: Allows the actor to mark a pack or packs as locked

Packs/MarkAsSample*: Allows the actor to mark a pack or packs as sample

Packs/MarkAsStolen*: Allows the actor to mark a pack or packs as stolen

Packs/MarkAsSupplied*: Allows the actor to mark a pack or packs as supplied

Qualification Testing/Control: Allows the actor to view, generate qualification test books, reset the test data and submit for review

Report/ContractedWholesalersStakeholderReport: Allows the actor to create, read and delete Contracted Wholesalers Stakeholder Reports

Report/Control: Allows the actor to access the report screen in the portal

Report/EndUserBatchDisclosureReport: Allows the actor to create, read and delete End User Batch Disclosure Reports

Report/EndUserPackAuditTrailReport: Allows the actor to create, read and delete End User Pack Audit Trail Reports

Report/EndUserPackDisclosureReport: Allows the actor to create, read and delete End User Pack Disclosure Reports

Report/OrganisationAdministrationActivityReport: Allows the actor to create, read and delete Organisation Administration Activity Reports

Report/PackStateChangesClientReport: Allows the actor to create, read and delete Pack State Changes Client Reports

Report/ProductCatalogueDataClientReport: Allows the actor to create, read and delete Product Catalogue Data Client Reports

Report/EndUserAlertsReport: Allows the actor to create, read and delete End User Alerts Reports

Report/TransactionLogClientReport: Allows the actor to create, read and delete Transaction Log Client Reports

User Roles/Control: Allows the actor to create, update and delete roles within their organisation

Users/Control: Allows the actor to create, update and delete users within their organisation

Permissions marked with *
These pack permissions are
the only ones possible in the
EVA – Emergency Verification
Application portal.

Client Roles

Client Roles - Main

Client Roles allow fine-grained control access to client credentials, defining who can generate, read and exclude reports on a per report basis. *Client Roles* also controls which equipment can perform pack state changes and verifications. (To control access to all other part of the system, *User Roles* would be used to set these other permissions)

All possible permissions listed in the table

Client Roles

Home > Client Roles

Medicines Verification Administration Portal

Clicking on Create button will open the Create Role dialogue, where the name and details of the new role can be defined.

Access Client Roles from the home page by clicking on tab

Client Roles

To update the name of a Role or its Description, enter the text in the "Role Name" or "Description" text boxes and click the "Update" button

Update button will save changes to Role name / description. By default it is disabled until there are pending changes

To undo any changes to the permissions before saving / updating, use the "Revert" button. By default it is disabled unless there are pending changes

A description of what feature a particular Permission enables / disables.

Clicking on Delete button will open the Delete Role dialogue, where deletion can be confirmed.

Columns are sortable and can be filtered

The permissions fall into two broad categories: Report category, that allows a user to generate and manage reports, and these permissions are on a per report basis. Packs category, that allow the user to verify packs and run transactions.

Click to toggle permission On (Granted) or Off (Not Granted).

Category	Permission	Description	Assigned
All ▾			All ▾
Packs	MarkAsActive	Allows the actor to mark a pack or packs as active (reactivate)	<input checked="" type="checkbox"/>
Packs	MarkAsDestroyed	Allows the actor to mark a pack or packs as destroyed	<input checked="" type="checkbox"/>
Packs	MarkAsSample	Allows the actor to mark a pack or packs as sample	<input checked="" type="checkbox"/>
Packs	MarkAsSupplied	Allows the actor to mark a pack or packs as supplied	<input checked="" type="checkbox"/>
Packs	ProductDataDownload	Allows the actor to retrieve product data from the product catalogue	<input checked="" type="checkbox"/>

Client Roles – Add

Create Client Role

* Role name: Test Client Role

Description: Test Client Role Description

Create Close

Add

Enter the role name and description. Once the "Create" button is clicked the dialogue will be dismissed, returning user to main client roles page and adding a new user role.

If attempt is made to add a Role with the same name as an existing Role, a validation message will appear

Home > Client Roles

The client role 'Test Role ABC' has been successfully created.

Medicines Verification Administration Portal

Client Roles

Create

* Roles: Test Role ABC Update

* Role name: Test Role ABC Revert

Description: Role Creation 2 Delete

Permission	Description	Assigned
BatchRecallAuditTrailReport	Allows the actor to create, read and delete Batch Recall A...	All

Create Client Role

* Role name: Full Access

Description:

A role with this name already exists.

Create Close

When the new role is created successfully, a confirmation toast message is briefly displayed on the main client roles page.

Client Roles – Update & Revert

Role Name and/or Description changed

The client role 'Test Role ABC' has been successfully updated.

Update and Revert buttons only become enabled when there are pending changes

Permissions changed

Permission	Description	Assigned
BatchRecallAuditTrailReport	Allows the actor to create, read and delete Batch Recall Audit Trail Reports	<input checked="" type="checkbox"/>
BatchRecallStakeholderReport	Allows the actor to create, read and delete Batch Recall Stakeholder Reports	<input checked="" type="checkbox"/>
ConnectingStakeholdersMetricsReport	Allows the actor to create, read and delete Connecting Stakeholders Metrics Reports	<input type="checkbox"/>
ContractedWholesalersStakeholderReport	Allows the actor to create, read and delete Contracted Wholesalers Stakeholder Reports	<input type="checkbox"/>
DailySnapshots	Allows the actor to create, read and delete Daily Snapshots	<input type="checkbox"/>

Update

If the Update button on the main dialogue is clicked, the "Update Client Role" dialogue will appear. Clicking on the Update button in the dialog will save the changes, clicking on "Close" button in the dialogue will simply dismiss the dialogue without the changes being saved.

Update Client Role

The role permissions will be changed, and will be applied to all clients that are currently associated with the role.

Affected Client Ids: **None**

Do you want to update the client role **Test Client Role**?

Update Close

Update Client Role

Do you want to update the client role **Test Client Role**?

Update Close

Update

Different Update Client Role dialogs can appear, depending on whether a change was made in the permissions or not. If a change was made in the permissions, the dialogue will list Client Ids that will be affected by the change.

If the change was just to the Client role name and/or description, the dialogue will not mention Client Ids.

Revert

If the Permissions are changed (Granted / Revoked), or the Role Description is edited, the Revert and Update buttons become enabled. Clicking on the Revert causes a confirmation dialogue to appear. Clicking on "Revert" button on the popup dialogue causes the changes to be undone and the dialogue dismissed.

Revert

Do you want to revert the changes you have made?

Revert Close

Client Roles – Delete

Delete Client Role ✕

The role will be removed from all clients that are currently associated with it.

Affected Client Ids:

- 02c42618-3b01-4acc-b779-8f0ecdd97172

Do you want to delete the client role **Custom Client Role 1**?

Delete Close

When the role is successfully deleted a confirmation toast message will briefly appear on the main client roles panel

Delete

Clicking the “Delete” button on the Delete dialogue will delete the client role and return the user to the main dialogue. A confirmation message will also be shown.

Home - Client Roles

Medicines Verification Administration Portal

The client role 'Custom Client Role 1' ✕ has been successfully deleted.

Client Roles

Create

* Roles: Full Access Update

Role name: Full Access Revert

Description: Role with all available permissions assigned Delete

Category	Permission	Description	Assigned
All ▾			All ▾
Packs	MarkAsActive	Allows the actor to mark a pack or p...	<input checked="" type="checkbox"/>
Packs	MarkAsDestroyed	Allows the actor to mark a pack or p...	<input checked="" type="checkbox"/>
Packs	MarkAsSample	Allows the actor to mark a pack or p...	<input checked="" type="checkbox"/>

Client Roles - Permissions - Pharmacy

Pharmacy client role permissions

Category	Permission	Description
Packs	MarkAsActive	Allows the actor to mark a pack or packs as active (reactivate)
Packs	MarkAsDestroyed	Allows the actor to mark a pack or packs as destroyed
Packs	MarkAsSample	Allows the actor to mark a pack or packs as sample
Packs	MarkAsSupplied	Allows the actor to mark a pack or packs as supplied
Packs	ProductDataDownload	Allows the actor to retrieve product data from the product catalogue
Packs	SystemStatus	Allows the actor to retrieve the current system status
Packs	Verify	Allows the actor to verify packs
Report	ContractedWholesalersStakeholderReport	Allows the actor to create, read and delete Contracted Wholesalers Stakeholder Reports
Report	EndUserBatchDisclosureReport	Allows the actor to create, read and delete End User Batch Disclosure Reports
Report	EndUserPackAuditTrailReport	Allows the actor to create, read and delete End User Pack Audit Trail Reports
Report	EndUserPackDisclosureReport	Allows the actor to create, read and delete End User Pack Disclosure Reports
Report	OrganisationAdministrationActivityReport	Allows the actor to create, read and delete Organisation Administration Activity Reports
Report	PackStateChangesClientReport	Allows the actor to create, read and delete Pack State Changes Client Reports
Report	ProductCatalogueDataClientReport	Allows the actor to create, read and delete Product Catalogue Data Client Reports
Report	EndUserAlertsReport	Allows the actor to create, read and delete End User Alerts Reports
Report	TransactionLogClientReport	Allows the actor to create, read and delete Transaction Log Client Reports
Secrets	Control	Allows the actor to create, regenerate, swap, and delete secrets within their organisation

Client Roles - Permissions - Wholesaler

Wholesaler client role permissions

Category	Permission	Description
Packs	MarkAsActive	Allows the actor to mark a pack or packs as active (reactivate)
Packs	MarkAsDestroyed	Allows the actor to mark a pack or packs as destroyed
Packs	MarkAsExported	Allows the actor to mark a pack or packs as exported
Packs	MarkAsFreeSample	Allows the actor to mark a pack or packs as free sample
Packs	MarkAsLocked	Allows the actor to mark a pack or packs as locked
Packs	MarkAsSample	Allows the actor to mark a pack or packs as sample
Packs	MarkAsStolen	Allows the actor to mark a pack or packs as stolen
Packs	MarkAsSupplied	Allows the actor to mark a pack or packs as supplied
Packs	ProductDataDownload	Allows the actor to retrieve product data from the product catalogue
Packs	SystemStatus	Allows the actor to retrieve the current system status
Packs	Verify	Allows the actor to verify packs
Report	ContractedWholesalersStakeholderReport	Allows the actor to create, read and delete Contracted Wholesalers Stakeholder Reports
Report	EndUserBatchDisclosureReport	Allows the actor to create, read and delete End User Batch Disclosure Reports
Report	EndUserPackAuditTrailReport	Allows the actor to create, read and delete End User Pack Audit Trail Reports
Report	EndUserPackDisclosureReport	Allows the actor to create, read and delete End User Pack Disclosure Reports
Report	OrganisationAdministrationActivityReport	Allows the actor to create, read and delete Organisation Administration Activity Reports
Report	PackStateChangesClientReport	Allows the actor to create, read and delete Pack State Changes Client Reports
Report	ProductCatalogueDataClientReport	Allows the actor to create, read and delete Product Catalogue Data Client Reports
Report	EndUserAlertsReport	Allows the actor to create, read and delete End User Alerts Reports
Report	TransactionLogClientReport	Allows the actor to create, read and delete Transaction Log Client Reports
Secrets	Control	Allows the actor to create, regenerate, swap, and delete secrets within their organisation

Client Credentials

Client Credentials – Main

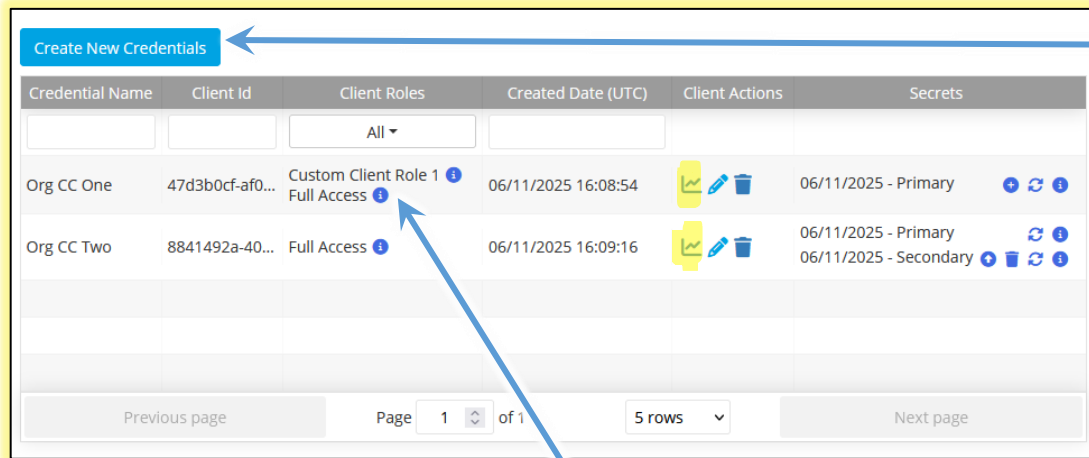
This is the main page for managing *Organisational* client credentials. From here users can add, update and delete client credentials and their secrets.

The screenshot shows the 'Client Credentials' management page. At the top left is the 'REPLY SOLIDSOFT' logo. A 'Create New Credentials' button is prominently displayed. Below it is a table with columns: Credential Name, Client Id, Client Roles, Created Date (UTC), Client Actions, and Secrets. Two rows are visible: 'Org CC One #1' and 'Org CC Two #2'. The 'Client Actions' column contains icons for a chart, pencil, and trash. The 'Secrets' column shows primary and secondary secrets with their creation/regeneration dates. A 'Custom Client Role 1' popup window is open, showing permissions for 'Report' and 'Secrets - Control'. A sidebar on the left contains navigation links, with 'Client Credentials' highlighted. A pagination bar at the bottom shows 'Page 1 of 1' and '5 rows'.

Callouts:

- The columns are sortable. Click a heading to sort or toggle direction.
- Click the 'Create New Credentials' button to setup new client credentials
- Clicking the Information icon ⓘ for a client role will popup a list of non-verification permissions . E.g., reporting, access control
- Use 'Chart' icon view activity graph organisational client equipment.
- Use 'Pencil' icon to edit a client credential
- Use 'trash' icon to delete client credential
- For each credential, the secret(s) linked to it, whether it is primary or secondary, and the date it was created / regenerated
- Row records can be filtered
- 'Credential Name' is a user friendly name given to the credential to identify it.
- Client Credentials page can be accessed from main page / tab
- Secrets management icons
 - Swap icon swaps the secrets so that primary becomes secondary and vice versa
 - Delete icon to remove a secondary secret only
 - Recycle icon to regenerate a secret
 - Information icon to look at details of credential with either its primary or secondary secret. Note that the full secret is not displayed
- "Page next", "page previous" and Up/Down page controls can be used to scroll through list of users (depending on number of records)

Client Credentials – Create Credentials



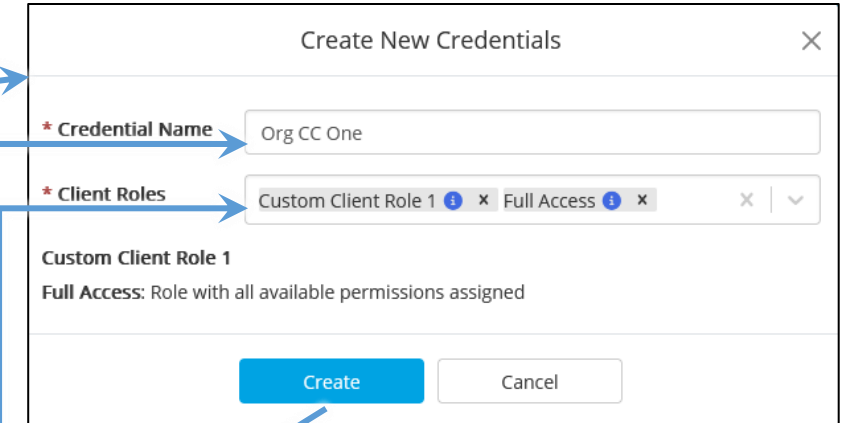
Credential Name	Client Id	Client Roles	Created Date (UTC)	Client Actions	Secrets
		All ▾			
Org CC One	47d3b0cf-af0...	Custom Client Role 1 Full Access ⓘ	06/11/2025 16:08:54		06/11/2025 - Primary ⓘ
Org CC Two	8841492a-40...	Full Access ⓘ	06/11/2025 16:09:16		06/11/2025 - Primary ⓘ 06/11/2025 - Secondary ⓘ

Previous page Page 1 of 1 5 rows Next page

1. On the main Client Credentials page click the 'Create New Credentials' button. The Create Credentials dialog will popup.

2. Type a name for the credential and select the desired role(s) from the Client Roles dropdown. The 'Create' button will become enabled. Click it.

Both fields are mandatory and multiple roles can be selected for the Client Role dropdown. Client roles can be defined on the *Client Roles* section.



Create New Credentials

* Credential Name

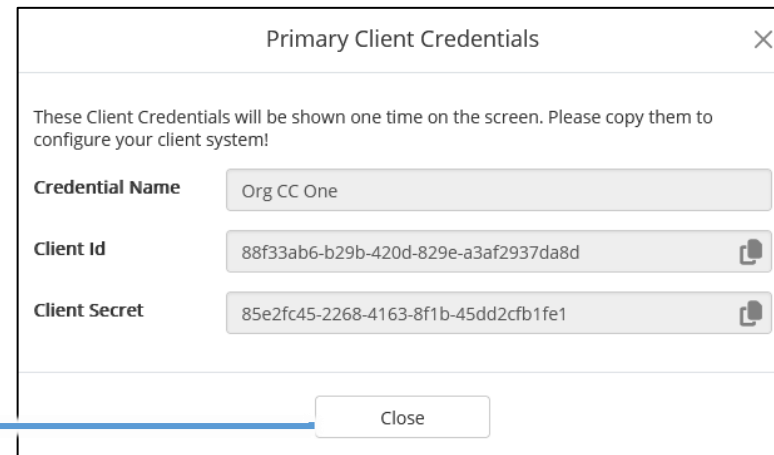
* Client Roles

Custom Client Role 1
Full Access: Role with all available permissions assigned

4. Click 'Close' on credentials popup. User is returned to client credentials page where the newly created credentials will be displayed

3. Click 'Create' button. The client credentials will be generated and displayed in a popup

The credentials should be noted down because this is the only time that the secret will be displayed



Primary Client Credentials

These Client Credentials will be shown one time on the screen. Please copy them to configure your client system!

Credential Name

Client Id







Client Secret

Client Credentials – Edit Credentials

Home > Client Credentials

Test Medicines Verification Administration Portal

Create New Credentials

Credential Name	Client Id	Client Roles	Created Date (UTC)	Client Actions	Secrets
Org CC One - Edited	47d3b0cf-af0a-4526-a1b6-d...	Custom Client Role 1 Full Access ⓘ	06/11/2025 16:08:54	  	06/11/2025 - Primary
Org CC Two	8841492a-404d-47d2-827f-...	Full Access ⓘ	06/11/2025 16:09:16	  	06/11/2025 - Primary 06/11/2025 - Secondary ⓘ

previous page Page 1 of 1



1. On the main Client Credentials page click the Edit icon beside the particular credential to make changes to it. The Edit Credentials dialog will popup.

Org CC One

* Credential Name

* Client Roles

Custom Client Role 1
Full Access: Role with all available permissions assigned





2. Make any desired changes then click the 'Update' button to confirm. The changes should be reflected on the credentials table.

Client Credentials – Delete Credentials

Home > Client Credentials

Test Medicines Verification Administration Portal

Create New Credentials

Credential Name	Client Id	Client Roles	Created Date (UTC)	Client Actions	Secrets
Org CC One - Edited	47d3b0cf-af0a-4526-a1b6-d...	Custom Client Role 1 Full Access	06/11/2025 16:08:54	 	06/11/2025 - Primary
Org CC Two	8841492a-404d-47d2-827f-...	Full Access	06/11/2025 16:09:16	 	06/11/2025 - Primary 06/11/2025 - Secondary

Previous page Page 1 of 1 5 rows Next page

The client credential 'Org Credential 3' has been successfully deleted.



1. On the main Client Credentials page click the Delete icon beside the particular credential to make changes to it. The Edit Credentials dialog will popup.

2. Click the 'Delete' button. Dialog is dismissed and user is returned to credentials main page and a toast message is displayed.

Credentials table on main page is updated

Delete Client Credential

Do you want to delete the client credential with name **Org Credential 3**?

Delete Close

Client Credentials – Create Secondary Secret

Home > Client Credentials

Test Medicines Verification Administration Portal

Create New Credentials

Credential Name	Client Id	Client Roles	Created Date (UTC)	Client Actions	Secrets
Org CC One - Edited	47d3b0cf-af0a-4526-a1b6-d...	Custom Client Role 1 Full Access	06/11/2025 16:08:54		06/11/2025 - Primary
Org CC Two	8841492a-404d-47d2-827f-...	Full Access	06/11/2025 16:09:16		06/11/2025 - Primary 06/11/2025 - Secondary

Previous page



1. When the plus icon is clicked the 'Create Secondary Secret' dialog pops up. Note that secondary secrets can be created for credentials that only have primary secrets

Create Secondary Secret - Org CC Two

A secondary secret will be created for the client credentials. Do you want to proceed?

Create Close

3. Click 'Close' to close the credentials popup and return to Credential page. After the secondary secret is created, an entry appears in the Credentials table with the designation and date of creation of the secondary secret

Secondary Client Credentials

These Client Credentials will be shown one time on the screen! Please copy them to configure your client system!

Credential Name: Org CC Two

Client Id: 87396116-16f5-445f-827d-042dff467e1b







Client Secret: eceb631f-3e74-4c55-bf9b-eb61f2495fa7

Close

2. Click the 'Create' button to create the secondary secret. Details of the credentials including secondary secret will be displayed. Note that the client id is the same as for the primary secret, and the secret will be displayed only ONCE.

Client Credentials – Regenerate Primary Secret

Create New Credentials

Credential Name	Client Id	Client Roles	Created Date (UTC)	Client Actions	Secrets
Org CC One - Edited	47d3b0cf-af0a-4526-a1b6-d...	Custom Client Role 1 Full Access	06/11/2025 16:08:54	  	06/11/2025 - Primary
Org CC Two	8841492a-404d-47d2-827f-...	Full Access	06/11/2025 16:09:16	  	06/11/2025 - Primary 06/11/2025 - Secondary

3. Click 'Close' to close the credentials popup and return to Credential page. After the secret is regenerated, the date beside the secret in the Credentials table is updated.



1. When the double arrow icon is clicked the 'Regenerate Primary Secret' dialog pops up.

Regeneration of secrets improves the security of end-user connections, facilitates regular renewal of authentication secrets and reduces risk of unauthorized access to the system.

Regenerate Primary Secret - CE-2 Edited

A new secret will be generated and will replace the existing one. Any authentication performed using the current secret will no longer succeed. Do you want to proceed?

2. Click the 'Regenerate' button to confirm. Once the secret is regenerated, the old previous secret cannot be used ever again.

Regenerated Primary Client Credentials

These Client Credentials will be shown one time on the screen! Please copy them to configure your client system!

Equipment Id: CE-2 Edited







Client Id: ed632c3a-3be4-4453-90a0-038fcab1e76e

Client Secret: be060f83-1d2e-479d-8e7b-088ba663d6c0

Details of the credentials with regenerated secret will be displayed. Note that the client id has not changed, and the secret will be displayed only ONCE.

Client Credentials – Regenerate Secondary Secret

Create New Credentials

Credential Name	Client Id	Client Roles	Created Date (UTC)	Client Actions	Secrets
Org CC One - Edited	47d3b0cf-af0a-4526-a1b6-d...	Custom Client Role 1 Full Access	06/11/2025 16:08:54	  	06/11/2025 - Primary
Org CC Two	8841492a-404d-47d2-827f-...	Full Access	06/11/2025 16:09:16	  	06/11/2025 - Primary 06/11/2025 - Secondary

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1. When the double arrow icon is clicked the 'Regenerate Secondary Secret' dialog pops up.

Regeneration of secrets improves the security of end-user connections, facilitates regular renewal of authentication secrets and reduces risk of unauthorized access to the system.

3. Click 'Close' to close the credentials popup and return to Location page. After the secret is regenerated, the date beside the secret in the Credential table is updated.

Regenerate Secondary Secret - CE-2 Edited

A new secret will be generated and will replace the existing one. Any authentication performed using the current secret will no longer succeed. Do you want to proceed?

2. Click the 'Regenerate' button to confirm. Once the secret is regenerated, the old previous secret cannot be used ever again.

Details of the credentials with regenerated secret will be displayed. Note that the client id has not changed, and the secret will be displayed only ONCE.

Regenerated Secondary Client Credentials

These Client Credentials will be shown one time on the screen! Please copy them to configure your client system!





Equipment Id CE-2 Edited

Client Id ed652c3a-3be4-4453-90a0-038fcab1e76e

Client Secret 7458849b-ab96-42d9-ad1a-5a583b099975

Client Credentials – Swap Secrets

Create New Credentials

Credential Name	Client Id	Client Roles	Created Date (UTC)	Client Actions	Secrets
Org CC One - Edited	47d3b0cf-af0a-4526-a1b6-d...	Custom Client Role 1 Full Access	06/11/2025 16:08:54	 	06/11/2025 - Primary
Org CC Two	8841492a-404d-47d2-827f-...	Full Access	06/11/2025 16:09:16	 	06/11/2025 - Primary 06/11/2025 - Secondary

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1. When the arrow up icon is clicked the 'Swap Secrets' dialog pops up. Note that the icon is only displayed for credentials that have both a primary and secondary secret.

Swapping secrets allows the designations 'Primary Secret' and 'Secondary Secret' to be exchanged. This should not affect the working of the secrets

Swap Secrets - Org CC One - Edited

The secondary secret will be promoted as primary, and the primary secret will be made secondary. Do you want to proceed?

Swap Close

2. Click the 'Swap' button confirm that the secrets should be swapped. User is returned to the Credential list page.

Client Credentials – Delete Secondary Secret

Create New Credentials

Credential Name	Client Id	Client Roles	Created Date (UTC)	Client Actions	Secrets
Org CC One - Edited	47d3b0cf-af0a-4526-a1b6-d...	Custom Client Role 1 Full Access ⓘ	06/11/2025 16:08:54		06/11/2025 - Primary
Org CC Two	8841492a-404d-47d2-827f-...	Full Access ⓘ	06/11/2025 16:09:16		06/11/2025 - Primary 06/11/2025 - Secondary

Previous page Page 1 of 1 5 rows Next page



1. When the trash icon is clicked the 'Delete Secondary Secret' dialog pops up. Note that primary secrets can not be deleted.

2. Click the 'Delete' button to confirm deletion. User will be returned to Credential page and Credentials table will be updated.

Delete Secondary Secret - Org CC Two ×

The secondary secret will be deleted. Any authentication performed using the secondary secret will no longer succeed. Do you want to proceed?

Client Credentials – Information

Create New Credentials

Credential Name	Client Id	Client Roles	Created Date (UTC)	Client Actions	Secrets
Org CC One - Edited	47d3b0cf-af0a-4526-a1b6-d...	Custom Client Role 1 Full Access ⓘ	06/11/2025 16:08:54		06/11/2025 - Primary ⓘ
Org CC Two	8841492a-404d-47d2-827f-...	Full Access ⓘ	06/11/2025 16:09:16		06/11/2025 - Primary ⓘ 06/11/2025 - Secondary ⓘ

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Clicking the information icon beside a secret will make the credentials information dialog popup. The same fields will be displayed for primary and secondary secrets.

Primary Client Credentials

Credential Name: Org CC One - Edited

Client Id: 88f33ab6-b29b-420d-829e-a3af2937da8d

Client Secret: 85e***

Creation Date (UTC): 05/07/2024 06:57:30

Updated Date (UTC): 15/08/2024 09:52:20

Close

If a Credential has two secrets, the ClientId will be the same for both of them

Note that the full secret is not displayed, only the first three (3) characters. If historical secrets exist pre-release 15 then six asterisks will be displayed '*****'

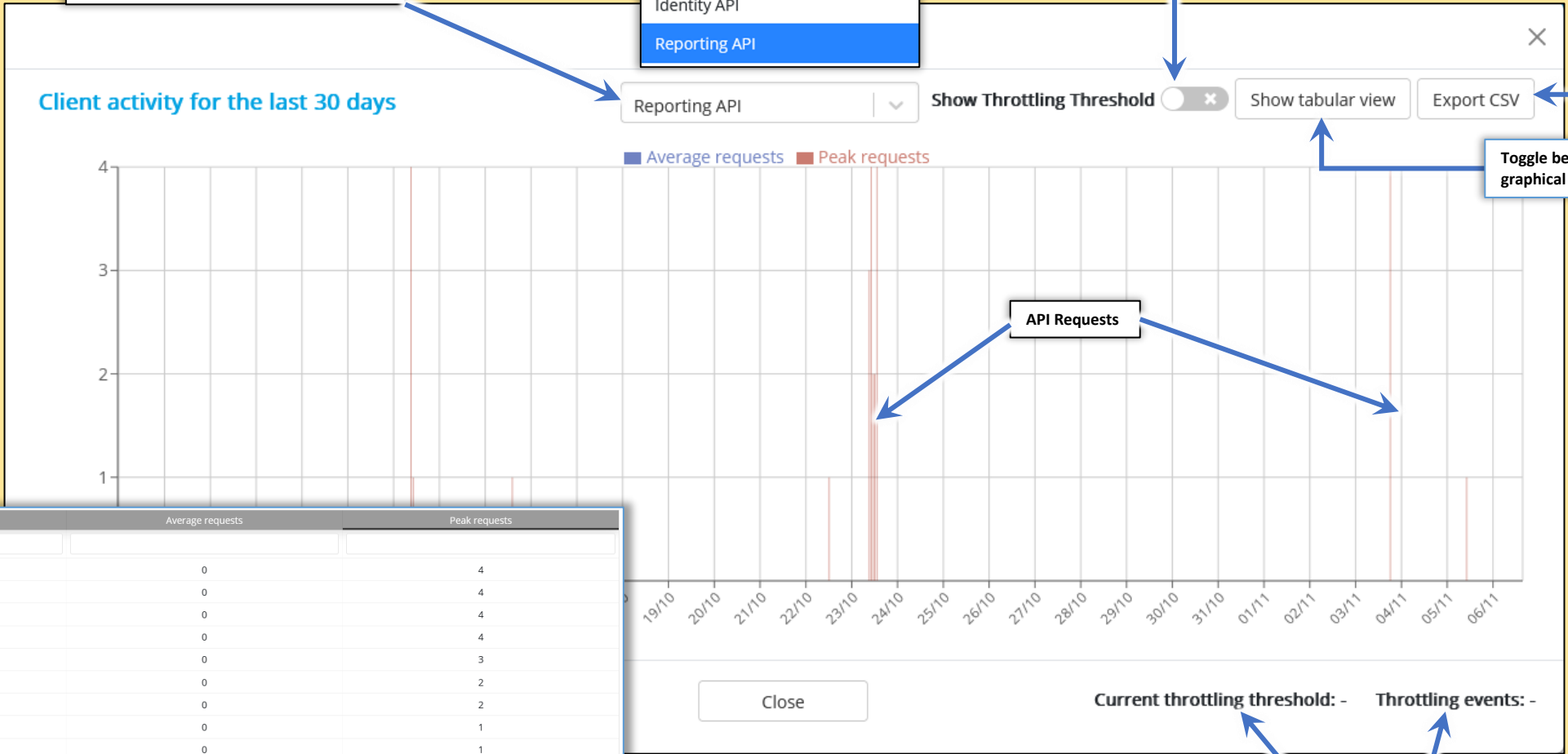
If the secret has been regenerated then this will be reflected in the 'Updated Date' timestamp. The 'Creation Date' timestamp is set when the credential is created.

Client Credentials – Client Activity

There are three APIs that the user can view activity on. The Reporting API is selected by default when the dialog loads

- Authentication API
- Identity API
- Reporting API

Displaying the throttling threshold is disabled for all APIs



Export activity data

Toggle between tabular view and graphical view

Tabular view of data

Date and Time (UTC)	Average requests	Peak requests
03/11/2025 18:00:00	0	4
23/10/2025 13:00:00	0	4
23/10/2025 10:00:00	0	4
13/10/2025 09:00:00	0	4
23/10/2025 09:00:00	0	3
23/10/2025 12:00:00	0	2
23/10/2025 11:00:00	0	2
05/11/2025 10:00:00	0	1
22/10/2025 12:00:00	0	1
15/10/2025 14:00:00	0	1
13/10/2025 10:00:00	0	1
06/11/2025 15:00:00	0	0

Page: 1 of 37 | 20 rows | Previous page | Next page

No thresholds – counts or events – are measured for any of the available APIs.

Change Password

The 'Change Password' screen can be used to change the password of any active user registered via the Administration Portal.

1. Enter the email address associated with the user account that requires a new password.
2. Enter the current password that needs to be changed.
3. Enter and confirm the new password.
4. Select the 'Confirm' button.



Home > Users > Change Password

Medicines Verification Administration Portal

Change Password

* Email

* Old Password

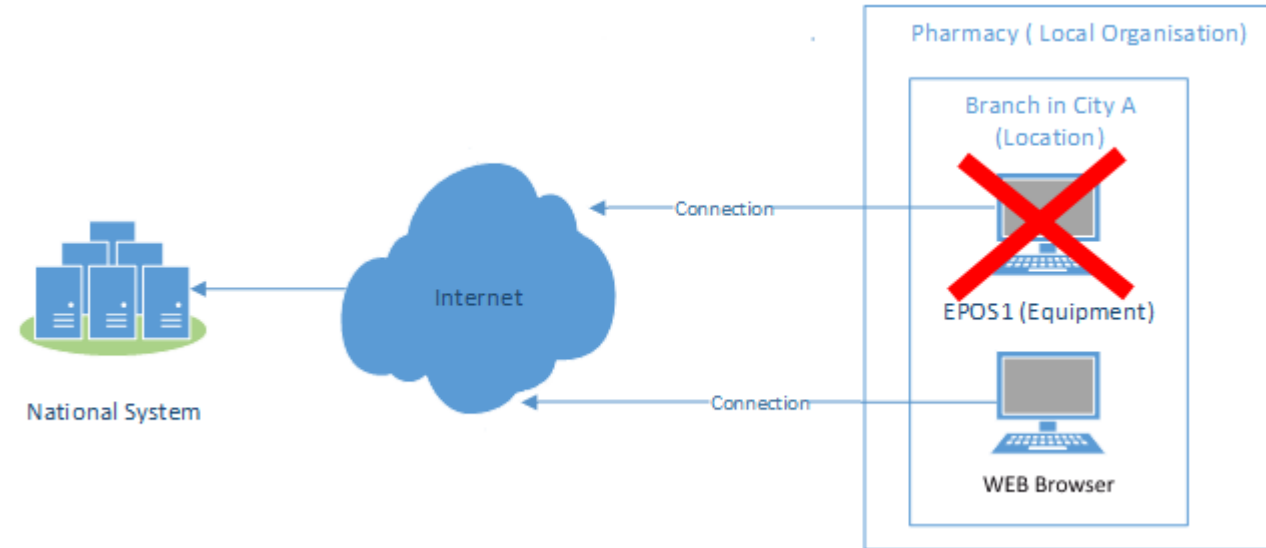
* New Password

* Confirm Password

Emergency Verification Application (EVA)

EVA - What is the EVA and how is it used

- The Emergency Verification Application (EVA) provides support for business continuity in the event that a Client System fails. It can be accessed from any computer that has an attached keyboard, a supported web browser and internet connectivity.
- The EVA is accessed via a web URL that is unique to each market.
- The EVA can be used to verify and decommission packs of medicine. It does not support a scanner, and is not intended to be used as a permanent replacement for an integrated client system.
- This method of drug pack verification is intended for use when Electronic Point of Sale equipment (e.g. cash till/register) is unavailable at a pharmacy or wholesaler.
- Individuals wishing to use the EVA must already have approved user accounts with their National System, as set up via the NMVS Administration Portal. Users must have successfully completed the registration process.
- Options presented with the EVA will depend on the type of user; pharmacy users and wholesaler users are presented with a different set of options:
 - **Pharmacists** can decommission packs as: *Destroyed, Sample and Supplied*
 - **Wholesalers** can decommission packs as : *Destroyed, Sample, Supplied , Locked, Exported and Stolen*
- **Note:** pack reactivation via the EVA is not permitted nor the decommission as Free Sample, which is not the same decommission reason as Sample.



EVA Client Requirements

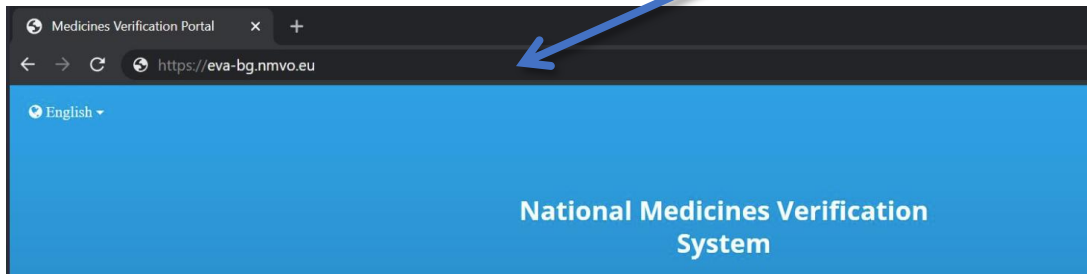
- **Hardware:** Keyboard and mouse input devices. Colour display minimum resolution 1280x600.
- **Operating System (OS):** Any OS in current support by Microsoft.
- **Browser:** Any browser in current support by Microsoft, Google or Mozilla. JavaScript required.
- **Network:** Unrestricted TCP network port access.
- **Internet Connectivity:** Yes.

EVA - Portal URLs

Each NMVO has its own EVA which is accessed via a unique URL:

- Bulgaria: <https://eva-bg.nmvo.eu>
- Croatia: <https://eva-hr.nmvo.eu>
- Cyprus: <https://eva-cy.nmvo.eu>
- Czech Republic: <https://eva-cz.nmvo.eu>
- Denmark: <https://eva-dk.nmvo.eu>
- Iceland: <https://eva-is.nmvo.eu>
- Finland: <https://eva-fi.nmvo.eu>
- Ireland: <https://eva-ie.nmvo.eu>
- Lithuania: <https://eva-lt.nmvo.eu>
- Malta: <https://eva-mt.nmvo.eu>
- Slovenia: <https://eva-si.nmvo.eu>
- Sweden: <https://eva-se.nmvo.eu>
- Switzerland: <https://eva-ch.nmvo.eu>

To access your chosen EVA, open a supported web browser and enter the URL into the address field, then select 'Enter' on the keyboard.



EVA - Login to the Portal

National Medicines Verification System

Authorised Users Only

User Name

Password

[Sign In](#)

If you have forgotten your User Name, please contact a User Administrator in your Organisation.

If you have forgotten your password, please use the following link and carefully follow the instructions: [Password Reset](#)

1. Enter an approved user name and password in the login screen (the user name is the email address).
2. Click 'Sign In'.
3. Select your current physical location from the drop-down list. This list is created from location details supplied via the Administration Portal. A user must be associated with a location since any packs that they decommission must have the location of decommissioning associated with them.
4. If the user has already been assigned default location then user will not be prompted to choose the location.
5. Click 'Sign In' again.
6. The user will be presented with the [2 factor authentication screen](#)

National Medicines Verification System

Authorised Users Only

User Name

Password

Location

[Sign In](#)

If you have forgotten your User Name, please contact a User Administrator in your Organisation.

If you have forgotten your password, please use the following link and carefully follow the instructions: [Password Reset](#)

EVA - Home Screen

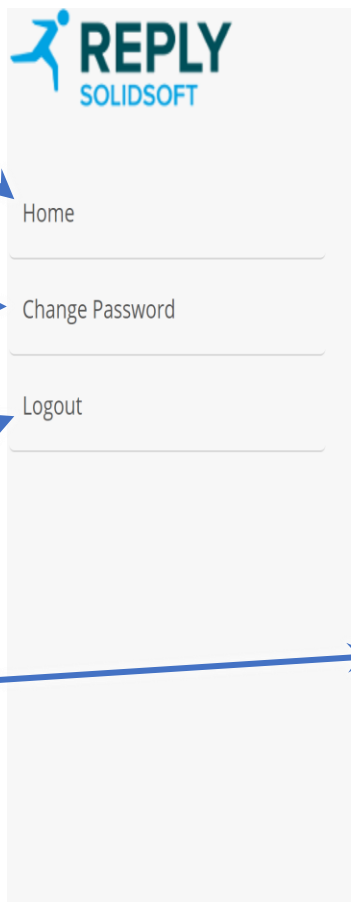
The 'Home Screen' is presented after login. Return to this screen at any time by selecting the 'Home' menu option.

The 'Change Password' menu option is used to change the password of any Active user.

The 'Logout' menu option is used to exit the EVA.

The 'Pack Details' section is where drug details are entered via keyboard. Details must be entered as they appear on the pack.

Parameters with a red asterisk * are mandatory (Batch Expiry Date is optional)



Home Emergency Verification Application

Insert pack details

* Product Code Scheme

* Product Code

* Serial Number

* Batch Number

Batch Expiry Date

Next

Select 'GTIN' or 'PPN' from the drop down list.

Pack information

Select 'Next' once all pack information has been entered.

EVA - Pack Operations – Pharmacy – Verify Success

Pack details entered via the 'Home Screen' are displayed again on the 'Pack Details Screen'.

1. Select the 'Verify' option to verify the pack details. Pack information is verified against the National System.

The verify operation has been executed successfully. ✕

Choose Pack Operation

Product Code Scheme: GTIN

Product Code: 21010430142174

Serial Number: sn1

Batch Number: batch3

Batch Expiry Date: 261018

Result

Operation Code	11110100
Information	The pack is available to be dispensed.
State	Active

Pack Operations

Verify

Destroyed

Sample

Supplied

2. Verification results are displayed above the 'Verify' option and at the top of the screen.

3. Following successful verification, the pack may be marked as 'Destroyed', 'Supplied' or 'Sample' via option buttons.

EVA - Pack Operation – Pharmacy – Verify Failure

Pack details entered via the 'Home Screen' are displayed again on the 'Pack Details Screen'.

1. Select the 'Verify' option to verify the pack details. Pack information is verified against the National System.

Home > Pack Operation

Emergency Verification Application

The verify operation has failed.

Choose Pack Operation

Product Code Scheme	PPN
Product Code	012119200922
Serial Number	112233445566206565
Batch Number	DBOP
Batch Expiry Date	220810

Result

Operation Code	41020003
Warning	The batch identifier mismatches the recorded batch identifier. An alert has been raised.
Alert Id	XX-KST-1PH-9W9-W22-3JB

Pack Operations

Verify

Destroyed

Sample

Supplied

2. Verification results are displayed above the 'Verify' option and at the top of the screen.

EVA - Pack Operation – Wholesaler– Verify Success

The verify operation has been executed successfully. ×

Choose Pack Operation

Product Code Scheme: GTIN
Product Code: 21010430142174
Serial Number: sn1
Batch Number: batch3
Batch Expiry Date: 261018

Result

Operation Code: 11110100
Information: The pack is available to be dispensed.
State: Active

Pack Operations

Verify
Destroyed
Sample
Exported
Stolen
Locked
Supplied

Pack details entered via the 'Home Screen' are displayed again on the 'Pack Details Screen'.

1. Select the 'Verify' option to verify the pack details. Pack information is verified against the National System.

2. Verification results are displayed above the 'Verify' option and at the top of the screen.

3. Following successful verification, the pack may be marked as 'Destroyed', 'Exported', 'Locked', 'Sample', 'Stolen' or 'Supplied' via option buttons.

EVA - Change Password

The 'Change Password' screen can be used to change the password of any active user registered via the Administration Portal.

Emergency Verification Application

1. Enter the email address associated with the user account that requires a new password.
2. Enter the password that is to be changed.
3. Enter and confirm the new password.
4. Select the 'Confirm' button.

Change Password

* Email

* Old Password

* New Password

* Confirm Password

Confirm

Appendix

Local Org Report List

Report Title	Additional Report Input Parameters*	Description
Contracted Wholesalers Stakeholder Report	Product Details (code and scheme)	This report lists the contracted wholesalers for a given product.
End-user Batch Disclosure Report	Product Code / Scheme Batch Id Location Id Return Simplified View	The report lists all audit points raised by the end user local organisation, or location, related to a specified product batch over its lifetime.
End-user Pack Audit Trail Report	Product Code / Scheme Serial Number Return Simplified View	Lists all audit points raised by the end user local organisation, or location, related to a specified pack over its lifetime.
End-user Pack Disclosure Report	Unique Pack Return Code (UPRC) Return Simplified View	Given a Unique Pack Return Code the report lists all audit points raised by the end user local organisation, or location, related to a specified product pack over its lifetime.
Organisation Administration Activity Report	Start Date & Time End Date & Time Client Location Id Client Id	Provides an audit trail of changes performed within the organisation.
Pack State Changes Client Report	Duration (Start and End date) Client Location Id	This report provides a count of pack state changes made during a specified time period at a specified client location.
Product Catalogue Data Client Report	Product Details (code and scheme) Start date and time	This report provides a list of all products currently stored in the product catalogue, together with details of the market authorisation holder and designated wholesalers.
Transactions Log Client Report	Duration (Start and End date and time) Client Location Id	This report provides a list of product pack related transactions initiated by a pharmacist or wholesaler for a specified location and time period.
End User Alerts Report	Duration (Start and End date and time) Client Location Id	This report provides a list of alerts raised at a specified location and time period. The report includes the unique Alert ID and pack serialisation data for each alert-raising transaction. Note the pack serialisation data supplied is potentially falsified and may not be in the EMVS system

Key: Fields in RED are optional and can be left empty.

*All reports are required to have a 'Report Name'. This field is pre-populated for the user with an appropriate title. The title can be modified by the user requesting the report but this is not mandatory.

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1.2	03-Jun-20	"NMVS Portal User Guide for Local Organisations - Release 6.2" version 1.2 was approved for Release 6.2	Prashant Hatle
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2.1	25-Feb-21	Revised for Release 8.0	Alice Firth
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2.3	16-Jun-21	Minor formatting changes applied. Document changes since the last release 7.1 guide document are represented in colour by either: amber text in slide content, amber text in slide title descriptions and yellow borders on screen images indicating updated or new screens.	Trupti Davé
3.0	18-Jun-21	Version 3.0 approved (Release 8/8.0.1)	Alice Firth
3.1	05-Jul-21	Revision for NMVS Release 9.0 Yellow background – indicates new page Yellow highlight/border – indicates addendum to existing page or new image/text. <ul style="list-style-type: none"> Removed edited text highlighted for v3.0 of document. Slide edited 35 Slide created 46, 47 Changed reference from "NBS" to "NMVS" on slides 33, 49, 50, 51, 52, and 64 	Nicholas Houghton
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