

NMVS Portal User Guide for Local Organisations

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Audience: Pharmacies, Wholesalers, Hospitals via NMVOs

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 type..

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 NCA

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 with a User Role that defines the permissions available to the role.
- 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*.
- The *Client System Credentials* used by Client Systems always provide the Client System with a Role that has the full permissions set.
- The Permissions provided to a Wholesaler Client System are the same as provided to the Wholesaler Super User.
- It is not possible to modify the permission set for a Client System through the Portal.

Local Organisation Registration

Local Organisation Registration Email

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.

National Medicines Verification System (NMVS) Registration Inbox x



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

Dear Fred Perry,

This is an invitation to register with the NMVS.

Please follow the link below to register your organisation:

<https://nbspreprd.emvs-test.eu:8640/Registration/e77a1a5a-ccc0-4502-9780-1793ccc473c8>

This registration link will expire in 45 days.

Kind regards,
National Medicines Verification Organisation

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 (OrgType)
 2. Example Answer 1 (Wholesaler)
4. When all answers have been input, click 'Next' to define the Super User.

National Medicines Verification System

Hello, TestWholesaler

Please answer the known facts of your organisation.

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

OrgType

Wholesaler

Next

Defining the Super User

Define the Local Organisation Super User

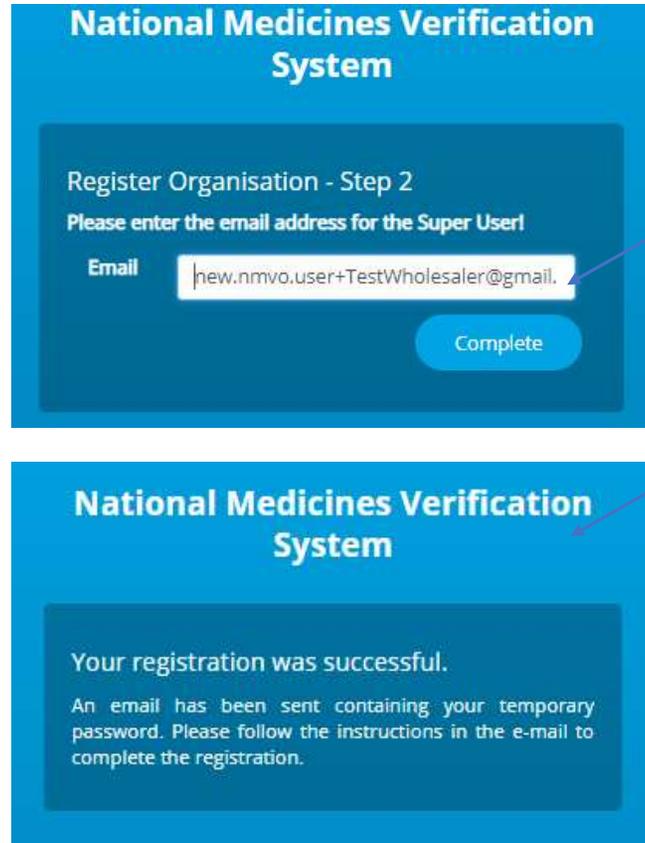
Terminology

Super User

The first user created during the registration process by the Local Organisation's Prime Contact.

The Super User account is associated with the Super User Role, and has the full permission set for the Local Organisation type (i.e. Pharmacy Super User or Wholesaler 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

Please enter the email address for the Super User!

Email

Complete

National Medicines Verification System

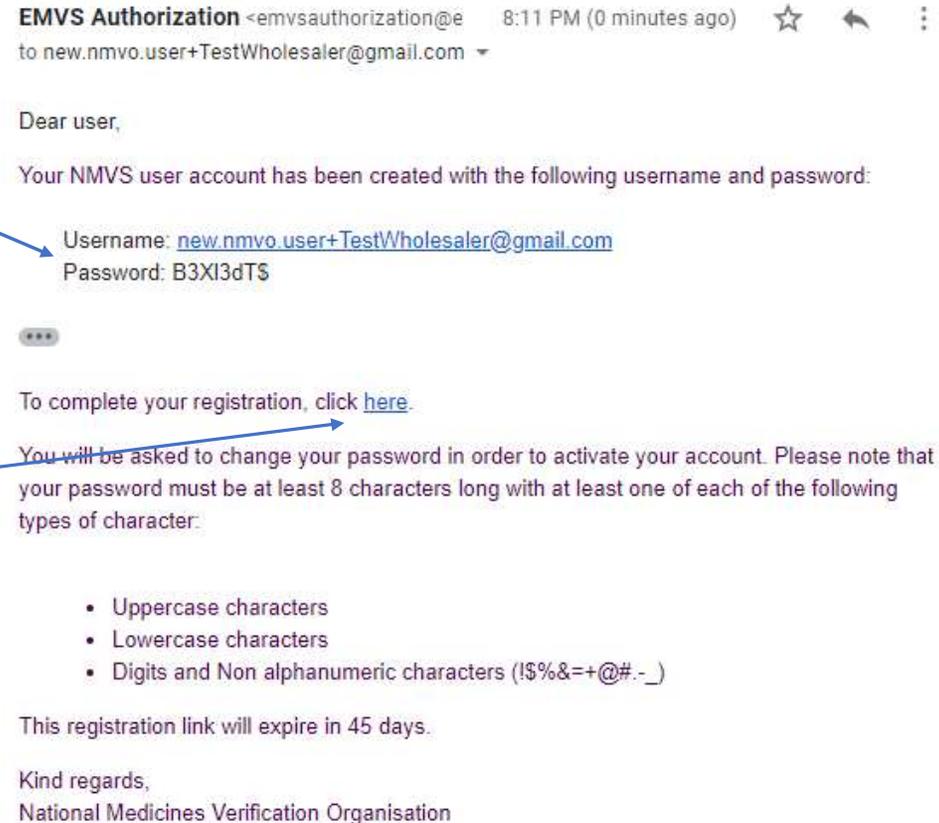
Your registration was successful.

An email has been sent containing your temporary password. Please follow the instructions in the e-mail to complete the registration.

1. Step 2 of the registration process requires the email address of the Local Organisation Super User to be provided.
2. Enter the email address of the Local Organisation Super User and click 'Complete'.
3. If required, the Super User may be the same user/email address as the Prime Contact.
4. Once completed, a message detailing whether the registration was successful or not will appear and an email will be sent to the specified email address.

Registering the Local Organisation

1. The email sent to the Super User's email address provides the username, temporary password, and link to complete the registration process.
2. It is necessary to change the temporary password to a new password defined by the Super User.
3. The rules for password generation are included in the email.
4. Click 'here' to continue the registration process.
5. Note: The link 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.



Super User Password Change

Home > Users > Confirm Account

Medicines Verification Administration Portal

Account Confirmation

Email	<input type="text" value="new.nmvo.user+TestWholesaler@gmail.com"/>
Current Password	<input type="password" value="....."/>
New Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>

1. Enter the email address provided in the previous email in the 'Email' field.
2. Enter the temporary password provided in the previous email in the 'Current Password' field.
3. Input a new password that conforms to the rules provided in the email in the 'New Password' field.
4. Confirm that password by re-entering it into the 'Confirm Password' field.
5. When the new password has been entered, click 'Confirm'.

Super User Account Creation - Completion

1. A confirmation message will be displayed on completion

Home > Users > Confirm Account

Medicines Verification Administration Portal

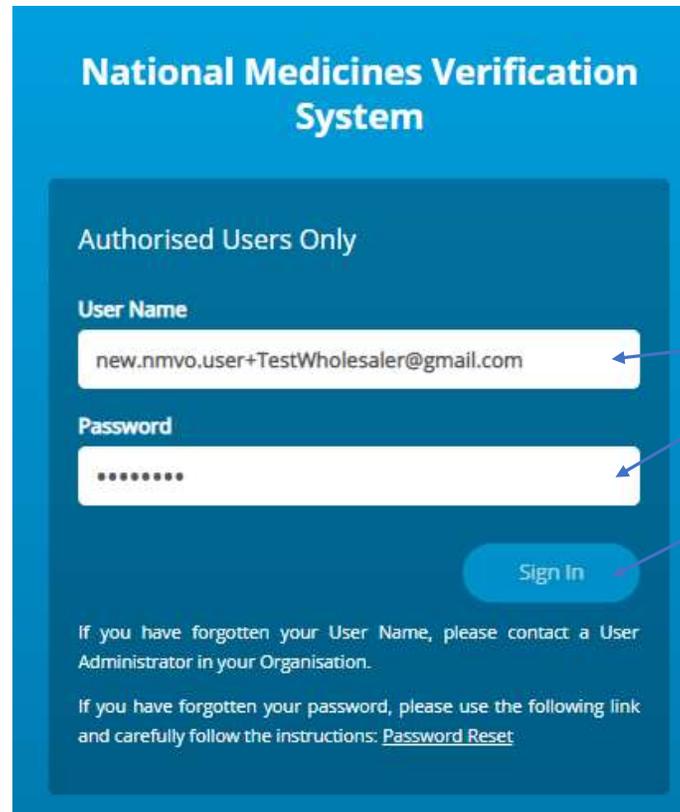
Your registration is confirmed. Follow the link and use your details to sign into the [PreNVO Administration Portal](#).

[Login to Medicines Verification Portal](#)

2. Click the link to login to the Portal

Note: This slide refers to a non-NMVO portal. The message presented to the Local Organisation Super User will reflect the specific environment for their country.

Super User Account – 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 Super User user name and password in the login screen (the user name is the email address).
2. Click 'Sign In'.
3. After clicking 'Sign In' the Authorisation Code challenge screen will be presented.

Logging in as the Super User

Two Factor Authentication

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.

In this example, the Authorisation Code is sent to the email address of the Super 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

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'.

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

Local Organisation Super User – Home Screen

The current page is displayed here.

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 *Organisation Settings* page allows the user to change the permissions associated with the roles of the organisation.

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 screenshot shows the 'Medicines Verification Administration Portal' home screen. On the left is a navigation menu with the following items: Home, Users, Locations, Organisation Settings, Change Password, Help and Advice, and Logout. The main content area is divided into two columns. The left column is titled 'CHANGE YOUR PASSWORD' and contains text explaining password requirements (8 characters, including upper and lower case, numbers, and special characters) and a blue 'Change Password' button. The right column is titled 'HELP AND ADVICE' and contains text about useful information and a list of links: User Management, Endpoint Administration, and Reports. Below this list is a blue 'Help' button. Arrows from the text on the left point to the corresponding menu items. An arrow from the top text points to the 'Home' menu item. An arrow from the bottom text points to the 'Change Password' button. Another arrow from the bottom text points to the 'Help' button.

Home

Medicines Verification Administration Portal

CHANGE YOUR PASSWORD

Its 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

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 presents the *Change Password* page

This button links to the local NMVO website

Organisation Settings

Organisation Settings – The Organisation Super User

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

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

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

The 'Roles' drop down box presents the list of existing roles.

Wholesaler pre-defined roles are:

- Wholesaler Super User
- Wholesaler Administrator
- Stock Checker

Pharmacy pre-defined roles are:

- Pharmacy Super User
- Pharmacy Administrator
- Pharmacist User

The Organisation Super User has all possible Role Permissions allocated by default.

Home > Organisation Settings

Medicines Verification Administration Portal

Organisation Settings

Roles

Wholesaler Super User

Available Permissions

Role Permissions

- Equipment/Control
- Locations/Control
- OrganisationRoles/Control
- Report/PackStateChangesClientReport
- Report/ProductCatalogueDataClientReport
- Report/ReturnedPacksClientReport
- Report/TransactionLogClientReport
- Users/Control
- Packs/MarkAsActive
- Packs/MarkAsDestroyed
- Packs/MarkAsExported
- Packs/MarkAsFreeSample
- Packs/MarkAsLocked
- Packs/MarkAsSample
- Packs/MarkAsStolen
- Packs/MarkAsSupplied

Organisation Settings – Creating New Roles

1. To create a new role, type a new role title in this field.
2. Click 'Add' to add the role to the list of roles.
3. The screenshot shows the creation of a new role called 'WholesalerUserType1'.
4. Define the permissions to be allocated to the new role by selecting them from the 'Available Permissions' box.
5. Click the 'Right' arrow to allocate the selected permissions to the role.

Home > Organisation Settings

Medicines Verification Administration Portal

Organisation Settings

Roles

WholesalerUserType1

Delete

Add

Available Permissions

- Equipment/Control
- Locations/Control
- OrganisationRoles/Control
- Report/PackStateChangesClientReport
- Report/ProductCatalogueDataClientReport
- Report/ReturnedPacksClientReport
- Report/TransactionLogClientReport
- Users/Control
- Packs/MarkAsExported
- Packs/MarkAsFreeSample
- Packs/MarkAsLocked
- Packs/MarkAsSample
- Packs/MarkAsStolen
- Packs/MarkAsSupplied

←

→

Role Permissions

- Packs/MarkAsActive
- Packs/MarkAsDestroyed

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

Save permissions

Cancel

6. The allocated permissions will now be displayed in the 'Role Permissions' list.
7. To remove permissions from a role, select the permissions to be removed from the 'Role Permissions' list, and click the 'Left' arrow to revoke.
8. The revoked permissions will be displayed in the 'Available Permissions' list.
9. Click 'Save permissions' when the permission allocation is complete and correct.
10. Alternatively, to exit this screen without saving any changes, press 'Cancel'.

Organisation Settings – Creating New Roles

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.

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

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

Home > Organisation Settings

Medicines Verification Administration Portal

Organisation Settings

Roles

WholesalerUserType1

Delete

Add

Available Permissions

- Equipment/Control
- Locations/Control
- OrganisationRoles/Control
- Report/PackStateChangesClientReport
- Report/ProductCatalogueDataClientReport
- Report/ReturnedPacksClientReport
- Report/TransactionLogClientReport
- Users/Control
- Packs/MarkAsExported
- Packs/MarkAsFreeSample
- Packs/MarkAsLocked
- Packs/MarkAsSample
- Packs/MarkAsStolen
- Packs/MarkAsSupplied

Role Permissions

- Packs/MarkAsActive
- Packs/MarkAsDestroyed

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

Save permissions Cancel

Selecting an entry (or entries) in the 'Available Permissions' or 'Role Permissions' window presents a summary description of the permission.

Creating Additional Local Organisation Portal Users

Creating additional Local Organisation Users (1)

This section describes how to create and invite new NMVS users

1. Navigate to the 'Users' page to access the function to add new users.
2. Click 'Create' to begin the process of creating a new user.
3. The list of existing users is displayed in the table.

Home > Users

Medicines Verification Administration Portal

Users

Create

Email	User Name	Super Admin	Account status	Actions
new.nmvo.user+TestWholesaler@gmail.com	new.nmvo.user+TestWholesaler@gmail.com	True	Active	

Creating additional Local Organisation Users (2)

1. Enter the email address of the new user.
2. The User Role must first be defined (through the *Organisation Settings* page) for the new user account being created.
3. The possible User Roles are listed in the 'User Roles' box.
4. Select the user's role. It is possible to assign multiple roles to a single user by holding Ctrl while selecting the roles.
5. In this example a new user is created with the 'Stock Checker' user role.
6. Click the 'Create' button.
7. An invitation email is sent to the new user to begin the registration process.

Home > Users > Create

Medicines Verification Administration Portal

[Add New User](#)

Email

User Roles

- WholesalerUserType1
- Wholesaler Administrator
- Wholesaler Super User
- Stock Checker**

Creating additional Local Organisation Users (3)

Home > Users

Medicines Verification Administration Portal

The user account new.nmvo.user+GenericLocalOrgUser@gmail.com has been successfully created.

Users

Create

Email	User Name	Super Admin	Account status	Actions
new.nmvo.user+GenericLocalOrgUser@gmail.com	new.nmvo.user+GenericLocalOrgUser@gmail.com	False	Onboarding	 
new.nmvo.user+TestWholesaler@gmail.com	new.nmvo.user+TestWholesaler@gmail.com	True	Active	

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.

Local Organisation User Management – Managing Existing Accounts

Local Organisation Portal User Management

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.

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

Home > Users

Medicines Verification Administration Portal

Users

Create

Email	User Name	Super Admin	Account status	Actions
new.nmvo.user+TestNCA1@gmail.com	new.nmvo.user+TestNCA1@gmail.com	True	Active	

The columns are sortable by clicking a column heading to sort by that field or toggle the sorting direction.

The 'Email' and 'User Name' fields display each user's email address/user name.

'Super Admin' indicates that user has the Super Admin permission set.

The account status can be one of the following four values:

- Active
- Suspended
- Locked (too many incorrect login attempts)
- Onboarding (email sent and still active - not yet completed registration steps)

Local Organisation Portal User Management

Home > Users

Medicines Verification Administration Portal

Users

Create

Email	User Name	Super Admin	Account status	Actions
new.nmvo.user@gmail.com	new.nmvo.user@gmail.com	False	Active	  
nmvosuperuser@example.com	nmvosuperuser@example.com	True	Active	

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



Edit a user
Change a user's role(s)



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 Portal.



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

Local Organisation Portal User Management – Edit User



1. To edit a user (change a user's role), select the pencil icon in the row of the table for the user you wish to edit.

Home > Users > Edit

Medicines Verification Administration Portal

Update User Roles

User Name:

User Roles:
NMVO Super User

2. The User Name cannot be changed

3. User Roles may be selected or deselected

Click 'Update' to finalise the changes

Local Organisation Portal 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.

Home > Users > Delete

Medicines Verification Administration Portal

Delete User

Please confirm to delete user: orgusermanager@gmail.com

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

4. Click 'Delete' to delete the user.

Local Organisation Portal 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.

Home > Users > Unlock User

Medicines Verification Administration Portal

Unlock User

Please confirm to unlock user: orgusermanager@gmail.com

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

3. Click 'Unlock' to unlock the user

Local Organisation Portal User Management – Suspend User



1. To suspend a user and disable their account from accessing the portal, select the stop icon in the row of the table for the user you wish to suspend.

Home > Users > Suspension

Medicines Verification Administration Portal

Suspend User

Please confirm you want to suspend this user: orgusermanager@gmail.com

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

3. Click 'Suspend' to suspend the user

Local Organisation Portal 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 unlock.

Home > Users > Suspension

Medicines Verification Administration Portal

Reinstate User

Please confirm you want to reinstate this user: orgusermanager@gmail.com

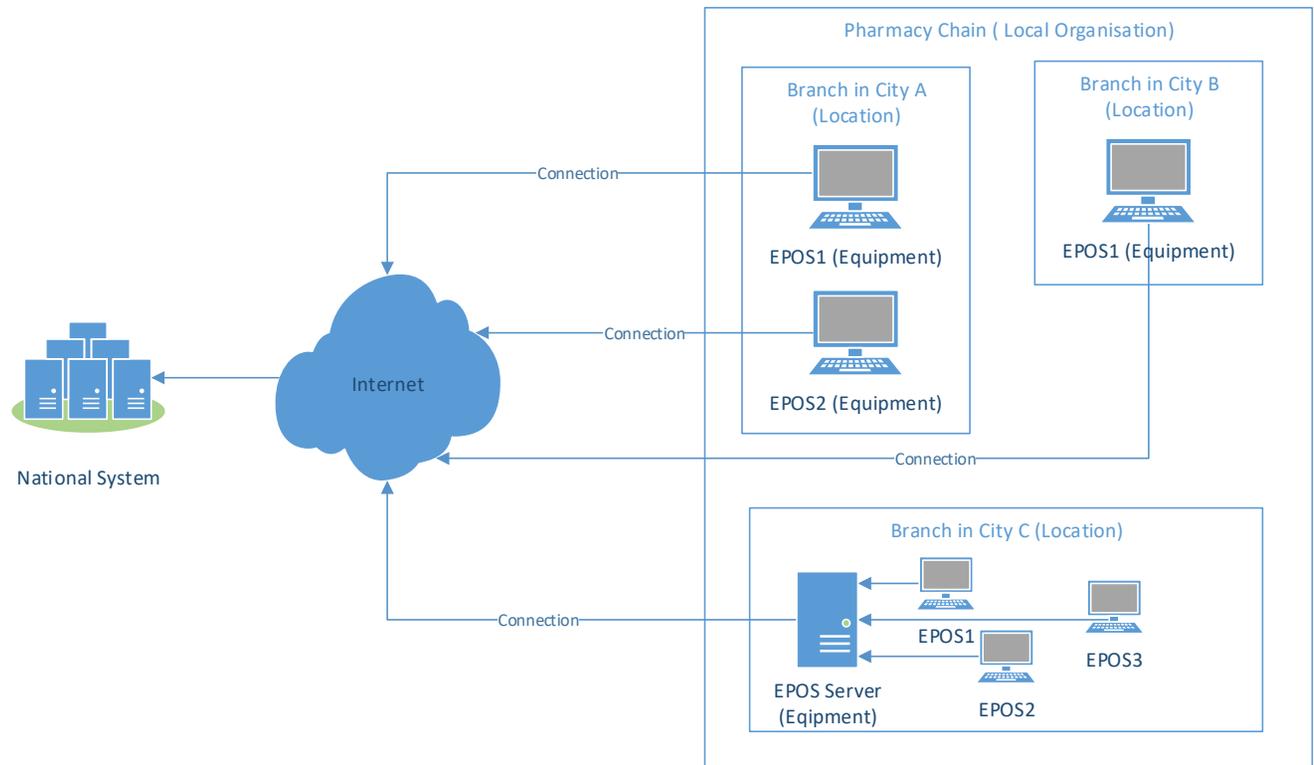
2. Check the User Name is correct for the account you want to reinstate

3. Click 'Reinstate' to reinstate the user

Client System Credentials

Client System Credentials – How are they used?

- Allocation of Client System Credentials to your IT System is the responsibility of your IT Supplier.
- Each independent terminal is considered a unique piece of equipment and should 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.
- 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.
- Any misrepresentation may be deemed an abuse of the system by the NMVO and/or the national competent body.



Deleting/Revoking Client System Credentials

- **Client System Credentials are authenticated during a request for an access token from the NMVS.**
- **Access tokens represent authorisation of the system to perform actions against the NMVS. The access tokens are renewed every 8 hours.**
- **In the event a set of Client System Credentials are revoked, the specific equipment using the revoked credentials will be able to make calls to the NMVS until the next token renewal point.**
- **After the renewal point, the specific equipment using the revoked credentials will no longer receive responses from the NMVS.**
- **Should the equipment need to call the NMVS again, a new set of Client System Credentials need to be generated and applied.**

Note: The NBS 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 NBS about the user of the client system or their roles or permissions. The NBS does not record any information about the local user.

Location Management – Create Location/Equipment

Location Management – Adding Locations

The portal provides functions to manage the client systems connecting to the National Systems. These are presented in the 'Locations' page.

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.

Home > Locations

Medicines Verification Administration Portal

Locations

Location Name	Address	Actions
No locations found.		

1. To begin the process of adding a location, click 'Add Location'.

Location Management – Adding Locations

Home > Locations > Create

Medicines Verification Administration Portal

1. Complete the following fields:

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

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

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

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

Location Detail

Location Name	<input type="text" value="LocalOrgLocation1"/>	<input type="button" value="Save"/> <input type="button" value="Cancel"/>
Address	<input type="text" value="Pharmacy Street"/>	
City	<input type="text" value="London"/>	
Postal Code	<input type="text" value="SW1"/>	

2. Click 'Save' to add the new location.

Location Management – Adding Locations

Home > Locations > Edit

Medicines Verification Administration Portal

Location successfully created. ✕

Location Detail

Location Id: Update

Location Name: Cancel

Address: Delete Location

City:

Postal Code:

Client Equipments

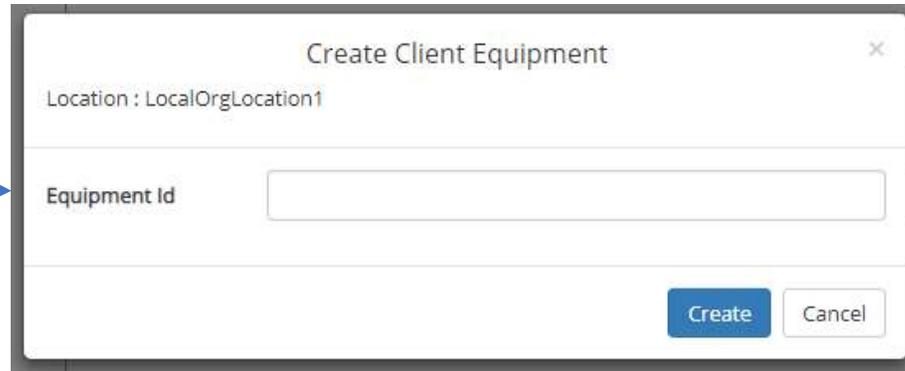
Equipment Id	Client Id	Status	Actions
No client equipments found.			

Add Client Equipment

1. A confirmation message will be displayed stating that the location was successfully created.
2. The Location will be assigned a 'Location ID'.
3. Now that the Location has been established, it is necessary to define Client Equipment.
4. Click 'Add Client Equipment' to begin the process of defining new Client Equipment.

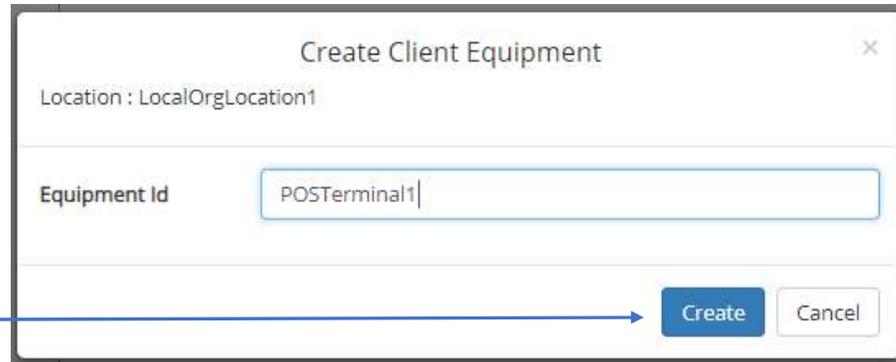
Location Management – Adding Client Equipment

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



The screenshot shows a dialog box titled "Create Client Equipment" with a close button (X) in the top right corner. Below the title, it displays "Location : LocalOrgLocation1". There is a text input field labeled "Equipment Id" which is currently empty. At the bottom right, there are two buttons: "Create" (highlighted in blue) and "Cancel". A blue arrow points from the first step of the instructions to the "Equipment Id" input field.

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

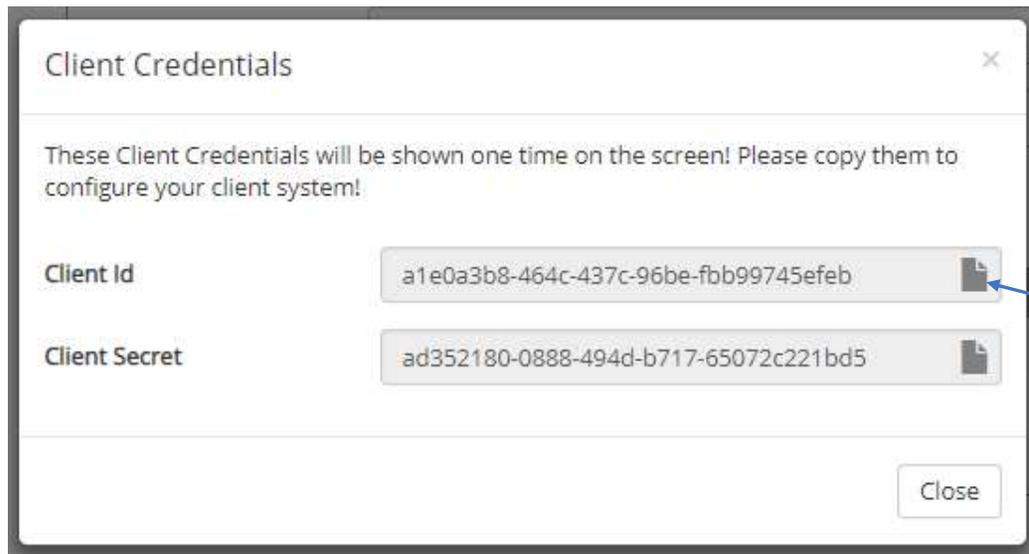


The screenshot shows the same "Create Client Equipment" dialog box. The "Equipment Id" input field now contains the text "POSTerminal1". The "Create" button remains highlighted in blue. A blue arrow points from the third step of the instructions to the "Create" button.

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

Location Management – Adding Client Equipment

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. NB: These credentials are only displayed ONCE. If the screen is closed before recording them, new credentials will need to be generated.
3. When the credentials have been recorded, click 'Close' to close the window.
4. The credentials are sensitive and should not be shared with any party not directly involved in the Client System connection process.



Clicking this icon will copy the credential to the clipboard, ready for pasting into other media, such as an email or spreadsheet.

Location Management – Adding Client Equipment

1. Following the creation of the credentials, the Client Equipment table is now populated with the new equipment.
2. To add more client equipment, click 'Add Client Equipment' and repeat the process.

Client Equipments

Equipment Id	Client Id	Status	Actions
POSTerminal1	a1e0a3b8-464c-437c-96be-fbb99745efeb	Active	 

[Add Client Equipment](#)

Location Management - Manage Locations/Equipment

Location Management – Edit Location (1)

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

- Location Name
- Address
- City
- Postal Code

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

Home > Locations

Medicines Verification Administration Portal

The screenshot shows the 'Locations' management interface. At the top, there is a search bar with a 'Search' button. Below the search bar is a table with the following columns: 'Location Name', 'Address', and 'Actions'. The table contains one row with the following data: 'LocalOrgLocation1', 'Pharmacy Street, London, SW1', and an 'Edit' icon (a pencil) and a 'Delete' icon (a trash can). Below the table is a blue button labeled 'Add Location'. An arrow points from the 'Edit' icon in the table to the text on the right.

Location Name	Address	Actions
LocalOrgLocation1	Pharmacy Street, London, SW1	 

To edit a location, click the 'Edit' icon next to the Location to be edited.

Location Management – Edit Location (2)

1. The 'Edit Location' window will be presented.
2. It is possible to edit all fields apart from the Location ID.
3. Make the required changes to the contents of the Location fields, then click 'Update' to update the Location details.

From the 'Locations > Edit' window it is also possible to add new client equipment and manage existing client equipment

Home > Locations > Edit

Medicines Verification Administration Portal

Location Detail

Location Id	<input type="text" value="c308c2f6-43db-496b-9e7f-8e7c40a7ef7b"/>	<input type="button" value="Update"/>
Location Name	<input type="text" value="LocalOrgLocation1"/>	<input type="button" value="Cancel"/>
Address	<input type="text" value="Pharmacy Street"/>	<input type="button" value="Delete Location"/>
City	<input type="text" value="London"/>	
Postal Code	<input type="text" value="SW1"/>	

Client Equipments

Equipment Id	Client Id	Status	Actions
POSTerminal1	a1e0a3b8-464c-437c-96be-fbb99745efeb	Suspended	<input type="button" value="Delete"/> <input checked="" type="checkbox"/>

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.

Home > Locations

Medicines Verification Administration Portal

Locations

Location Name	Address	Actions
LocalOrgLocation1	Pharmacy Street, London, SW1	

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

Delete Location

Do you want to delete the location **LocalOrgLocation1**?

Number of client equipments contained: 1

2. A confirmation window will prompt the user to enter the Location to be deleted as a safety check before allowing the delete action to proceed.
3. When the location has been entered, press 'Delete'.

Location 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.

Home > Locations > Edit

Medicines Verification Administration Portal

Location Detail

Location Id	<input type="text" value="c308c2f6-43db-496b-9e7f-8e7c40a7ef7b"/>	<input type="button" value="Update"/>
Location Name	<input type="text" value="LocalOrgLocation1"/>	<input type="button" value="Cancel"/>
Address	<input type="text" value="Pharmacy Street"/>	<input type="button" value="Delete Location"/>
City	<input type="text" value="London"/>	
Postal Code	<input type="text" value="SW1"/>	

Client Equipments

Equipment Id	Client Id	Status	Actions
POSTerminal1	a1e0a3b8-464c-437c-96be-fbb99745efeb	Active	<input type="button" value="Suspend"/> <input type="button" value="Delete"/>

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

Suspend Client Equipment [X]

Do you want to suspend the client equipment with Equipment Id POSTerminal1?

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

Location Management – Reinstatement Client Equipment

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

Home > Locations > Edit

Medicines Verification Administration Portal

Location Detail

Location Id: c308c2f6-43db-496b-9e7f-8e7c40a7ef7b Update

Location Name: LocalOrgLocation1 Cancel

Address: Pharmacy Street Delete Location

City: London

Postal Code: SW1

Client Equipments

Equipment Id	Client Id	Status	Actions
POSTerminal1	a1e0a3b8-464c-437c-96be-fbb99745efeb	Suspended	 

Add Client Equipment

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

Reinstate Client Equipment

Do you want to reinstate the client equipment with Equipment Id POSTerminal1?

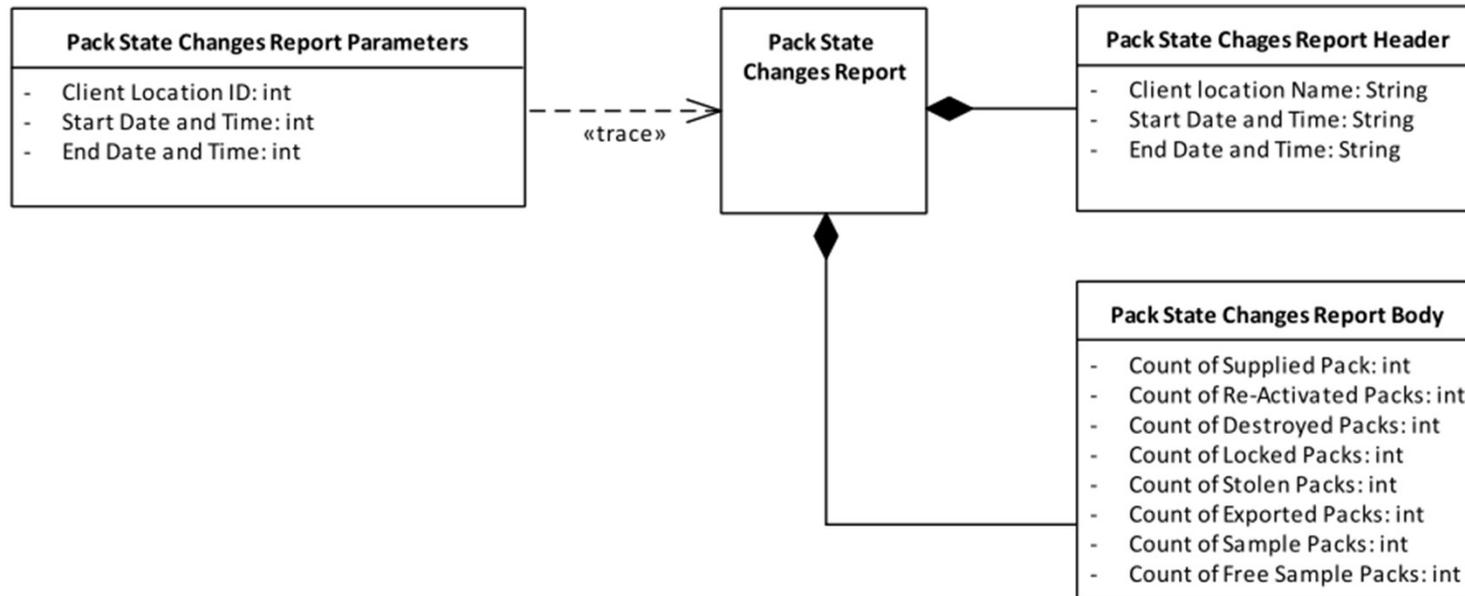
Reinstate Cancel

Local Organisation Reports

Report: 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 NBS.

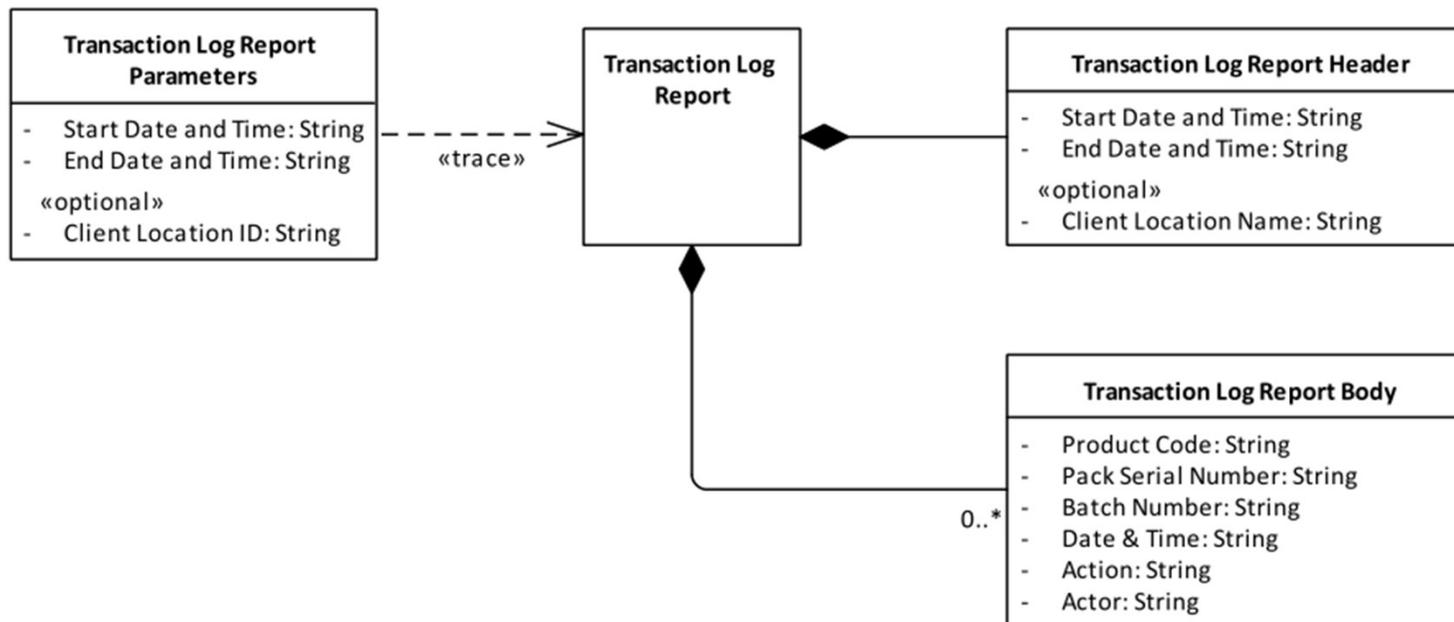
Users	Pharmacy client systems Wholesaler client systems
Data Set Type	Stakeholder



Report: Pack Transactions 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 NBS.

Users	Pharmacy client systems Wholesaler client systems
Data Set Type	Stakeholder



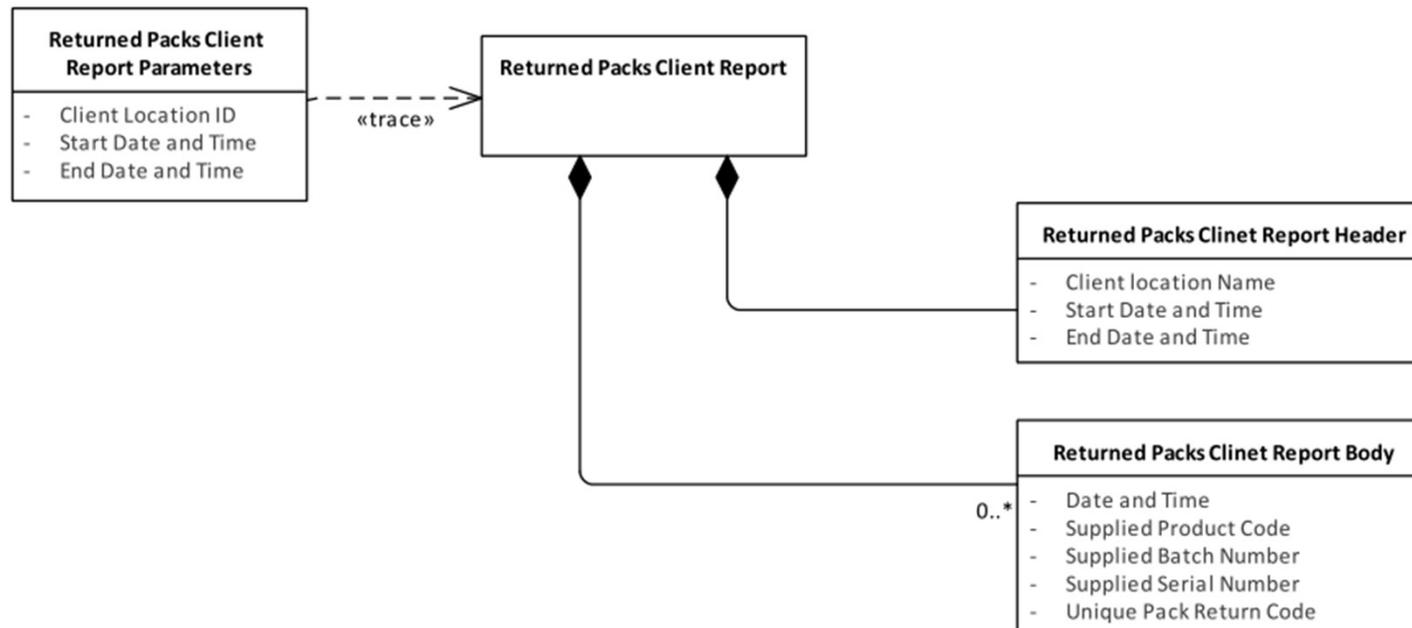
Report: Returned Packs Client Report

This report provides a list of packs flagged as suspicious for a given location and time period. It is available via a networked API call into the NBS.

The report includes the Unique Pack Return Code generated for each suspicious pack as well as any serialisation data. Note the serialisation data supplied is potentially falsified and may not be in the EMVS data bases.

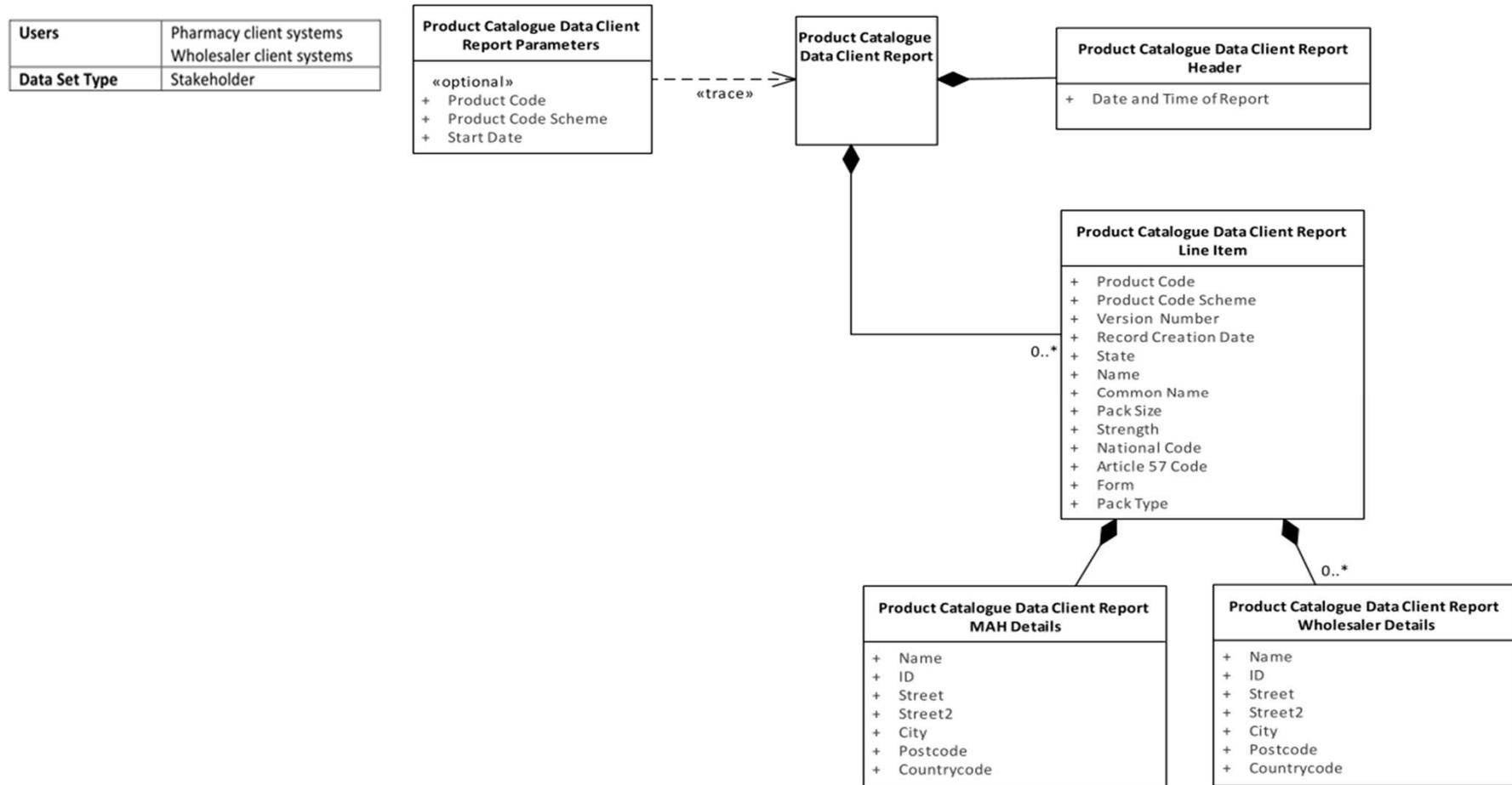
The report may be used to recover the unique pack return codes for packs in cases where the user was unable to print/write down the unique pack return code at the time the pack return code was issued.

Users	Pharmacy client systems Wholesaler client systems
Data Set Type	Stakeholder



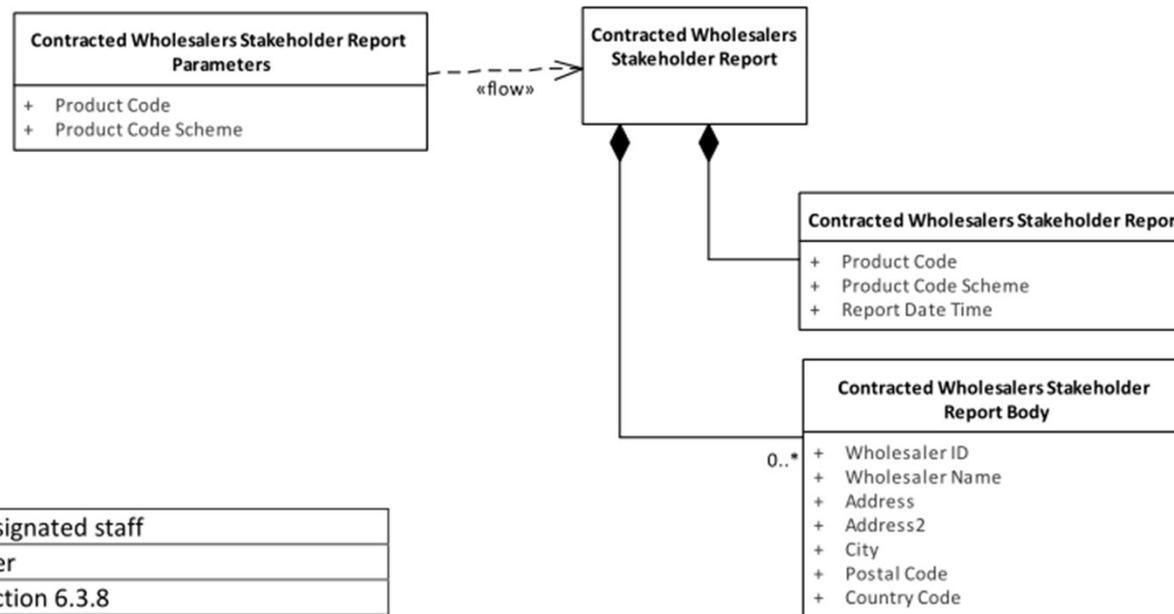
Report: Product Catalogue Data Client Report

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 NBS.



Report: Contracted Wholesalers Stakeholder Report

This report lists the wholesalers for a given product



Users	NMVO-designated staff
Data Set Type	Stakeholder
URS	Part III, section 6.3.8

Emergency Verification Application (EVA)

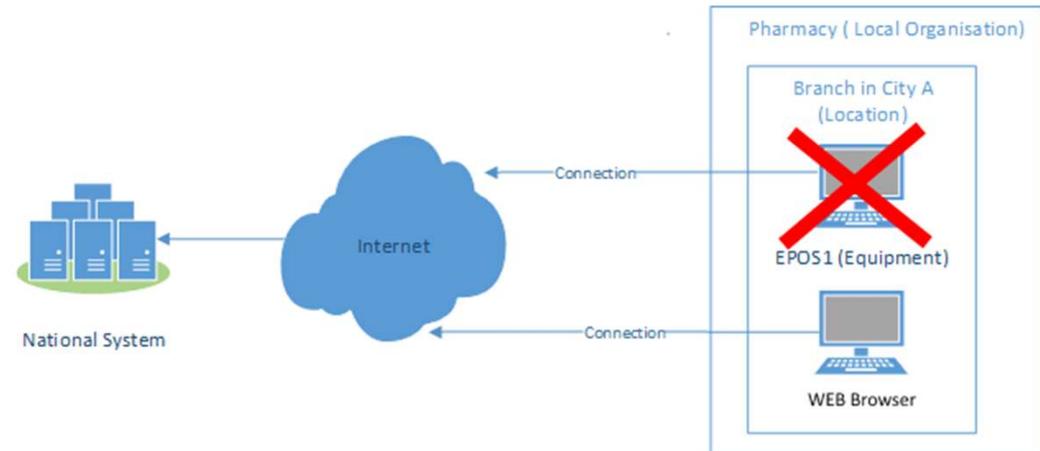
What is the EVA and how is it used

- The Emergency Verification Application (EVA) is a web based tool which 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 the authenticity of drug packs at the point of dispense. It does this without the use of a scanner and relies on the user to manually enter pack information via a computer keyboard. The EVA can also implement pack state change.
- This method of drug pack verification is intended for use when EPOS equipment is unavailable at a pharmacy or wholesaler. The new portal provides for business continuity in the event that a Client System fails.
- The EVA still requires an internet connection to function as it resides on a web server within the National System and uses your chosen browser as a client.
- 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 wholesale users are presented with a different set of program options.

Pharmacists can access the following permissions: *Packs/MarkAsDestroyed, Packs/MarkAsSample and Packs/MarkAsSupply*

wholesalers (Stockchecker) can access the following permissions: *Packs/MarkAsDestroyed, Packs/MarkAsSample, Packs/MarkAsSupply, Packs/MarkAsFreeSample, Packs/MarkAsLocked, Packs/MarkAsExported and Packs/MarkAsStolen*

- **Note;** pack reactivation via the EVA is not permitted.



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.

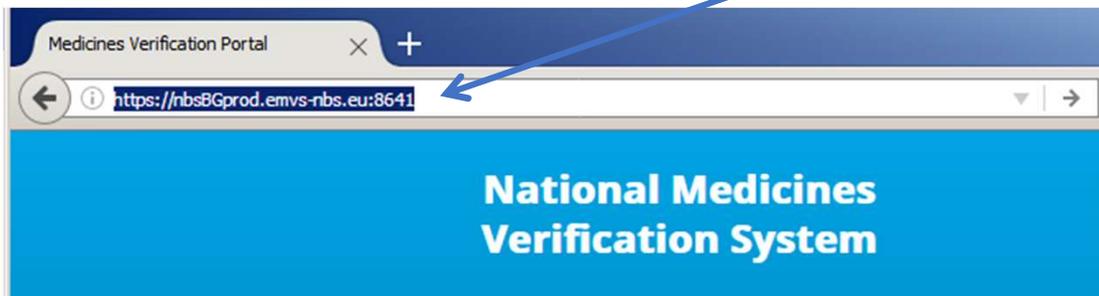
EVA – Portal URLs

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

Bulgaria: <https://nbsbgprod.emvs-nbs.eu:8641>
Croatia: <https://nbshrprod.emvs-nbs.eu:8641>
Cyprus: <https://nbscyprod.emvs-nbs.eu:8641>
Czech Republic: <https://nbsczprod.emvs-nbs.eu:8641>
Denmark: <https://nbsdkprod.emvs-nbs.eu:8641>
Iceland: <https://nbssiprod.emvs-nbs.eu:8641>
Ireland: <https://nbsieprod.emvs-nbs.eu:8641>
Lithuania: <https://nbsltprod.emvs-nbs.eu:8641>
Malta: <https://nbsmtprod.emvs-nbs.eu:8641>
Slovenia: <https://nbssiprod.emvs-nbs.eu:8641>
Sweden: <https://nbsseprod.emvs-nbs.eu:8641>
Switzerland: <https://nbschprod.emvs-nbs.eu:8641>

Note; the above EVA URLs are valid for NBS Release 4 (R4) only and will change at Release 5 (R5)

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
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](#)

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. Click 'Sign In' again.

National Medicines Verification System

Authorised Users Only

User Name
pharmacysuperuser@example.com

Password
●●●●●●●●

Location
Test Location 1

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 'HomeScreen' 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.

The screenshot shows the EVA Home Screen. On the left is a navigation menu with three options: 'Home', 'Change Password', and 'Logout'. The 'Home' option is selected. The main content area is titled 'Home Emergency Verification Application'. Below the title is a section titled 'Insert pack details' which contains five input fields: 'Product Code Scheme' (with a dropdown menu showing 'GTIN'), 'Product Code', 'Serial Number', 'Batch Number', and 'Batch Expiry Date'. At the bottom right of this section is a blue 'Next' button.

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 'HomeScreen' 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.

Insert pack details

Product Code Scheme: PPN

Product Code: 012119245453

Serial Number: 112233445566102703

Batch Number: DBOPS21194454

Result

OperationCode	11110200
Information	The pack has been supplied.
State	Supplied

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 'HomeScreen' 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 failed

Insert pack details

Product Code Scheme: PPN

Product Code: 012119245453

Serial Number: 112233445566102703

Batch Number: DBOPS21194453

Result

OperationCode: 41020003

Warning: The batch identifier mismatches the recorded batch identifier. An alert has been raised.

AlertId: XX-0VD-JXB-AUZ-4PJ

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

Pack details entered via the 'HomeScreen' 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. ×

Insert pack details

Product Code Scheme: PPN

Product Code: 012119245453

Serial Number: 112233445566102703

Batch Number: DBOPS21194454

Result

OperationCode	11110200
Information	The pack has been supplied.
State	Supplied

Pack Operations

Verify

Destroyed Exported Free Sample

Locked Sample Stolen

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', 'Exported', 'Free Sample', '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.

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.

Emergency Verification Application

Change Password

Email

Old Password

New Password

Confirm Password

Confirm

NBS Release 4.1 – Permissions

Pharmacy Permissions

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

OrganisationRoles/Control: Allows the actor to create, update and delete roles 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

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

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

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

Wholesaler Permissions

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

OrganisationRoles/Control: Allows the actor to create, update and delete roles 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/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

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

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

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