



SecurMed UK Alerts Portal End User Guide

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SecurMed UK Alerts Portal


User Information

SecurMed UK Alerts Portal End User Guide

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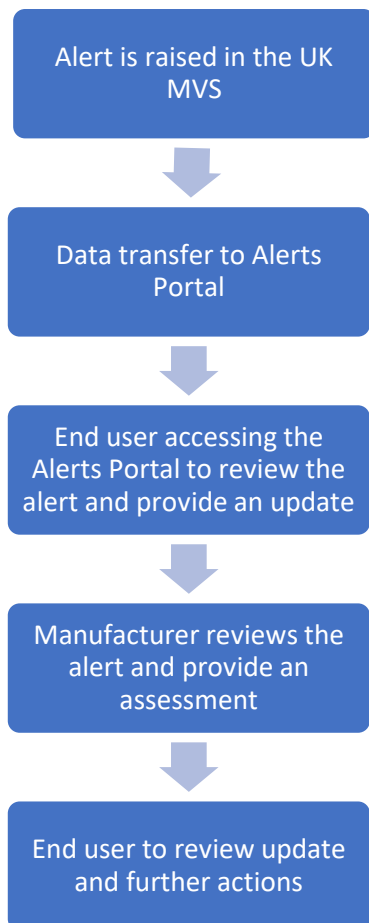
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Background

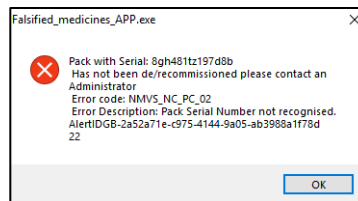
An end user scans a pack for verification under the FMD/DR and the system may raise an alert. The user, via their software, will receive a notification with details of the alert and may wish to seek some clarification or further information, typically this would be done by contacting the manufacturer of the product.

The SecurMed UK Alerts Portal provides an easier route for end users to send alert information anonymously to manufacturers and to view any responses.

How the Portal works




When an end user scans a pack and the system raises an alert. The user receives a notification e.g.:



The alert information is also transferred to the Alerts Portal so an end user can immediately access the Portal if required.

The Portal has been designed to assist the user to screen the information on the pack against the data scanned and information available on the Portal. It also facilitates communication between the manufacturer and the end user, anonymously if required, should more action be required.

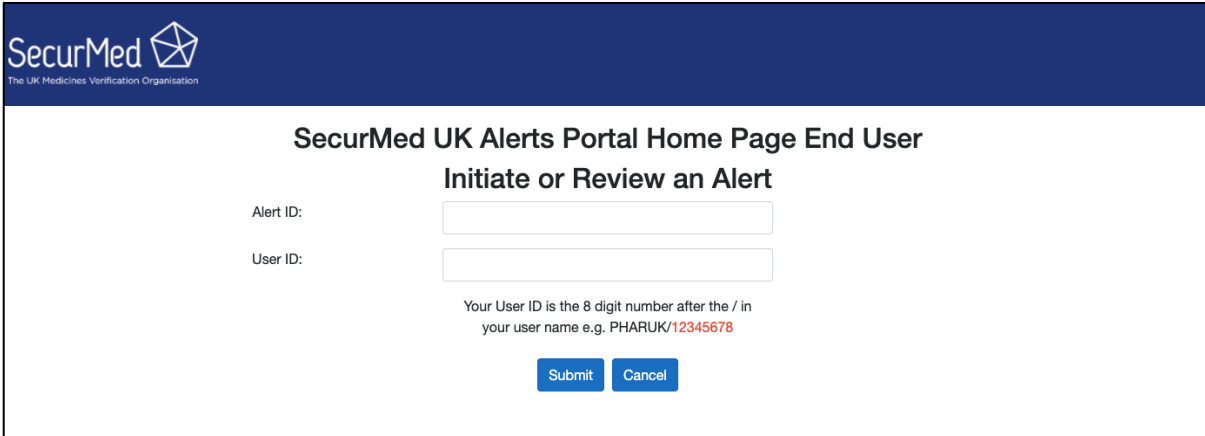
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How to use the Portal

How to access

The Alerts Portal is available from the SecurMed Website:


<https://alertsportal.securmed.org.uk/pihlogin>



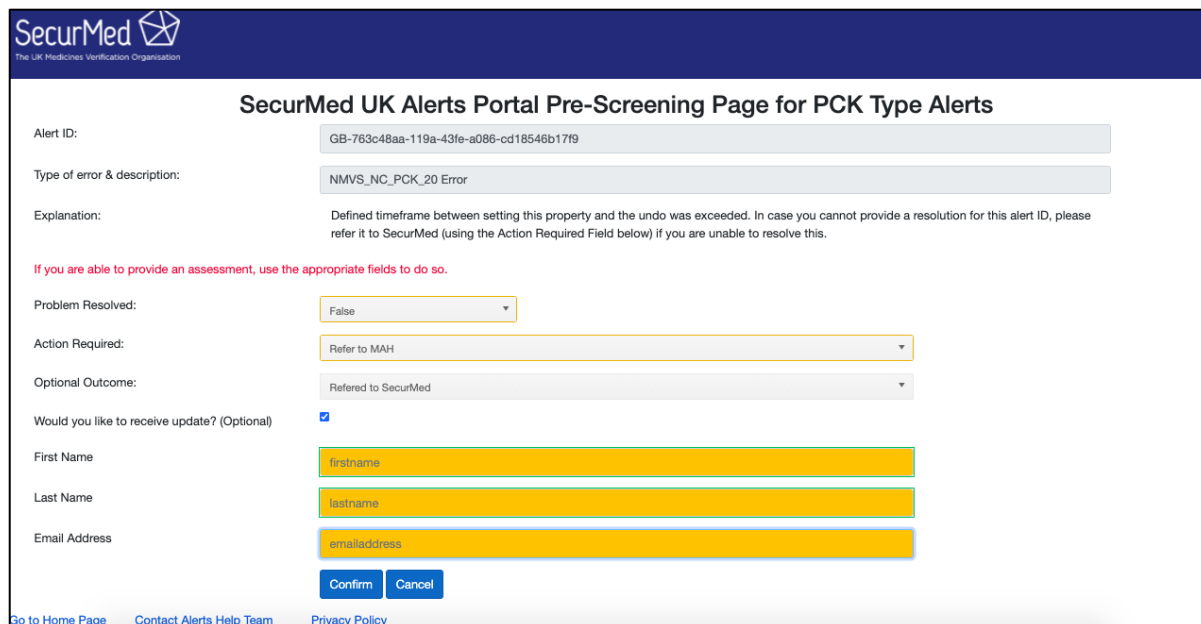
1. **Alert ID:** Enter the alert ID.
2. **User ID:** Enter the 8-digit part of your UK MVS username, e.g PHARUK/12345678.
3. **Submit.**

If both the username and alert ID are valid the Portal will direct you to either

- PCK Page – for all PCK type alerts.
- Screening Page – for all other alerts.

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PCK type alerts page



SecurMed UK Alerts Portal Pre-Screening Page for PCK Type Alerts

Alert ID: GB-763c48aa-119a-43fe-a086-cd18546b1719

Type of error & description: NMVS_NC_PCK_20 Error

Explanation: Defined timeframe between setting this property and the undo was exceeded. In case you cannot provide a resolution for this alert ID, please refer it to SecurMed (using the Action Required Field below) if you are unable to resolve this.

If you are able to provide an assessment, use the appropriate fields to do so.

Problem Resolved: False

Action Required: Refer to MAH

Optional Outcome: Referred to SecurMed

Would you like to receive update? (Optional)

First Name: firstname

Last Name: lastname

Email Address: emailaddress

[Go to Home Page](#) [Contact Alerts Help Team](#) [Privacy Policy](#)


The **Alert ID**, **Type of Error** and **Explanation** fields will be prepopulated.

The end user is able to enter additional information into the remaining fields:

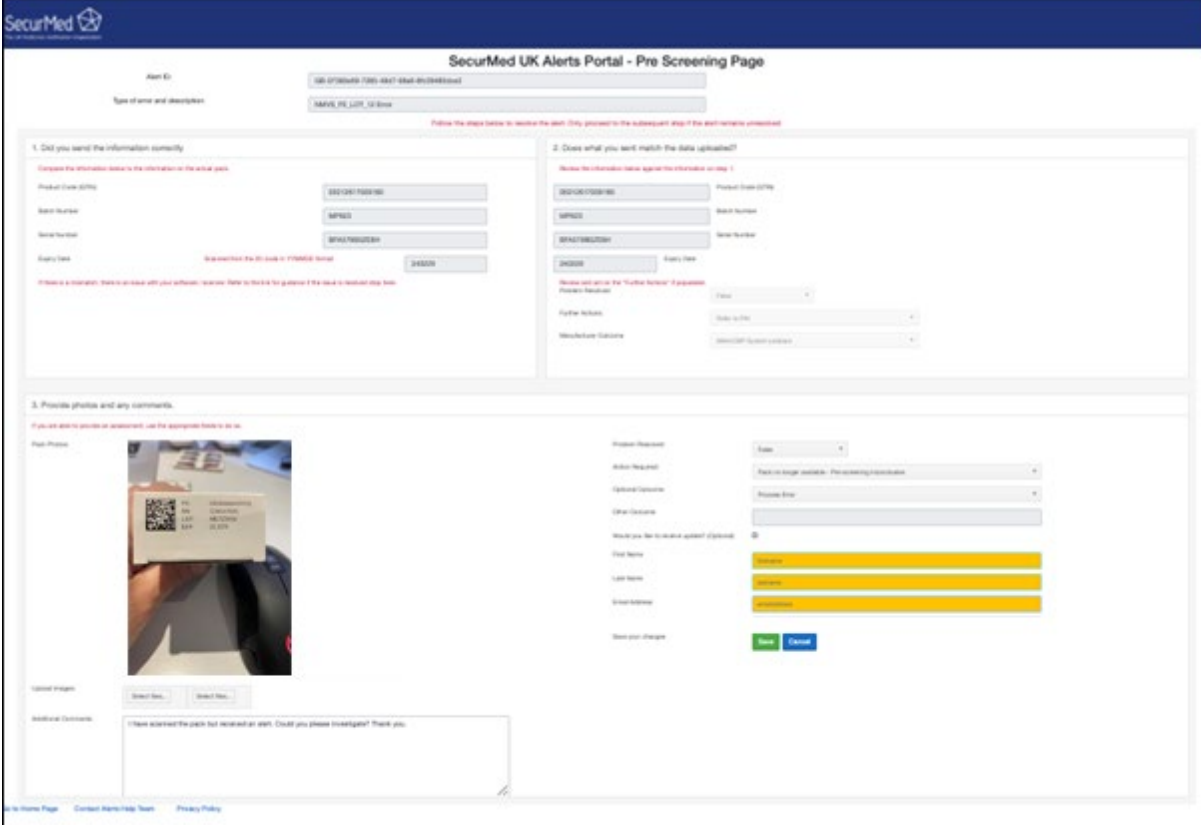
- 1. Problem Resolved:** If the end user has been able to resolve the issue select **True** otherwise select **False**.
- 2. Action Required:** The field contains options appropriate to the alert type. Select the one that is appropriate from the drop down. There is also an option to contact SecurMed if you are not able to resolve the issue.
- 3. Optional Outcome:** The field contains options appropriate to the alert type. Select the one that is appropriate from the drop down. There is also an option to contact SecurMed if you are not able to resolve the issue.
- 4. Would you like to receive updates? (Optional):** Check the box if you would like to provide us a specific email address for notifications from the Alerts Portal for this end user location.
Note: If you do not enter any contact details, the SecurMed Primary Contact for your location will receive update notifications.

The contact details fields below allow you to enter the details of a specific alerts contact for these emails.

- 5. First Name:** Enter the first name of the alerts contact.
- 6. Last Name:** Enter the Surname of the alerts contact.
- 7. Email Address:** Enter the email address of the alert contact.
- 8. Confirm.**

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Alerts Portal screening page



The **Alert ID** and **Type of Error and Description** fields will be prepopulated, based on the Alert ID you entered on the Log In screen.

Step 1 (Box 1)

All fields are prepopulated with the data that has been scanned from the pack.

1. Check that the data displayed on the screen matches the data printed on the actual pack.

Mismatch: This suggests there is a problem with the configuration of the user's scanner or software. Please contact your software/scanner provider to analyse further.


Exit the Portal at this point.

Match: Proceed to step 2.

Step 2 (Box 2)

1. If the **Product Code, Batch Number, Serial Number and Expiry Date** are populated, review the information scanned (as shown in Step 1) against the Product Code, Batch Number, Serial Number and Expiry date in Box 2.

One or more of the fields will differ between Step 1 and Step 2.

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2. Review **Problem Resolved**, **Further Action** and **Optional Outcome** fields and act on any further action specified.

This information is provided directly by the manufacturer from analysis they have already completed.

Exit the Portal at this point.

3. If there is no information in Step 2 proceed to step 3.

Step 3 (Box 3)

The end user is able to provide additional information that may assist the manufacturer to analyse the alert.


1. **Pack Photos/Upload Images:** If the pack is still at your disposal, provide photos of the pack (you will need to provide photos showing the 2D matrix code on the pack and the Human Readable GTIN, Batch ID, Serial Number & Expiry date information).
2. **Additional Comments:** Enter any comments or additional information that you think may be helpful to the manufacturer.
3. **Problem Resolved:** If the end user has been able to resolve the issue select **True** otherwise select **False**.
4. **Action Required:** The field contains options appropriate to the alert type. Select the one that is appropriate from the drop down. There is also an option to contact SecurMed if you are not able to resolve the issue.
5. **Optional Outcome:** The field contains options appropriate to the alert type. Select the one that is appropriate from the drop down. If there is no appropriate outcome listed, select **Other** (enable the check box) and complete the Other Outcome field. There is also an option to contact SecurMed if you are not able to resolve the issue.
6. **Other Outcome:** Enter description of 'other'.
7. **Would you like to receive update? (Optional):** Check the box if you would like to provide us a specific email address for notifications from the Alerts Portal for this end user location.
Note: If you do not enter any contact details, the SecurMed Primary Contact for your location will receive update notifications.

The contact details fields below allow you to enter the details of a specific alerts contact for these emails.

8. **First Name:** Enter the first name of the alerts contact.
9. **Last Name:** Enter the Surname of the alerts contact.
10. **Email Address:** Enter the email address of the alert contact.
11. **Save** or **Cancel**.

A notification will be sent to the manufacturer to advise that an update is requested.

Exit the Portal at this point.

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Email notifications

End user locations will receive emails from the Portal if a manufacturer has entered information that is related to an alert triggered by that location. The email will direct the user to access the Portal to review the information.

Note: the end user may not have entered Alert ID information into the Portal; emails will still be sent as the location has triggered the alert.

Emails are sent to a specified Alerts Contact, if details have been entered into the Alerts Portal, or the SecurMed Primary Contact for the location.

An example of the email is shown below:

Subject: SecurMed Alerts Portal - Manufacturer has updated your Alert

Dear **User**,


This is to inform you that there has been an update on an Alert related to your User ID and location.

Alert ID :
Product : GTIN – Product Description

Please access the Portal (use this link <https://alertsportal.securmed.org.uk/pihlogin>) to review the feedback provided by the Manufacturer.

Useful links:
<https://securmed.org.uk/alerts/>

SecurMed UK Alerts Portal Team
E: alerts@securmed.org.uk
W: www.securmed.org.uk



Need more help?

The Alerts Portal provides prompts on each page and the ability to email a request for help. If you need additional assistance, please email alerts@securmed.org.uk.