

## Contents

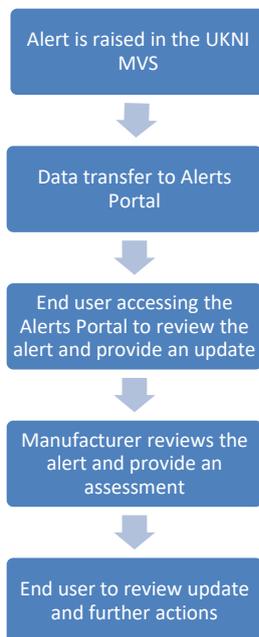
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## Background

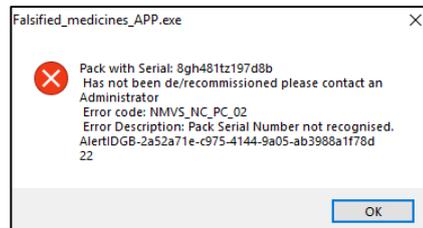
An end user scans a pack for verification under the FMD/DR and the system may raise an alert. The manufacturer will receive a notification with details of the alert, as will the end user via their software. Alert analysis may be carried out by manufacturers and end user locations may contact manufacturers directly to request additional information.

The SecurMed UK Alerts Portal provides an easier communication route for manufacturers and end user locations (anonymously) to further analyse alerts.

## How the Portal works



When an end user scans a pack and the system raises an alert, the manufacturer receives a notification from the EMVS e.g.:



The alert information is also uploaded to the Alerts Portal so it can immediately be accessed in the Portal if required.

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

Manufacturers will be able to proactively update the Portal with end user accessible information or further actions after completing internal analysis.

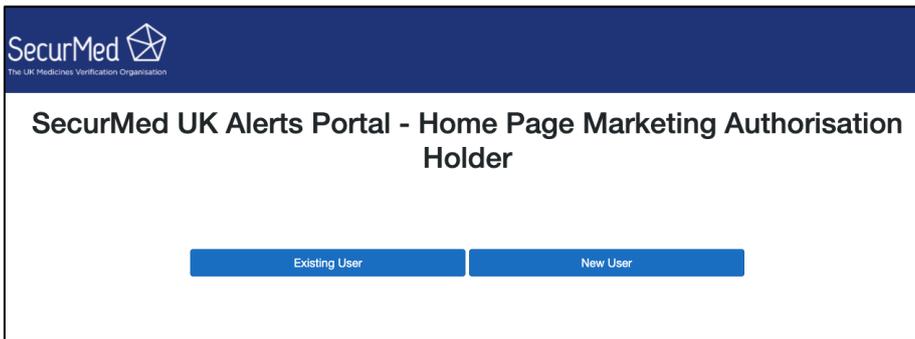
## How to use the Portal

### How to access

The Alerts Portal is available from the SecurMed Website: <https://alertsportal.securmed.org.uk/mahhome>

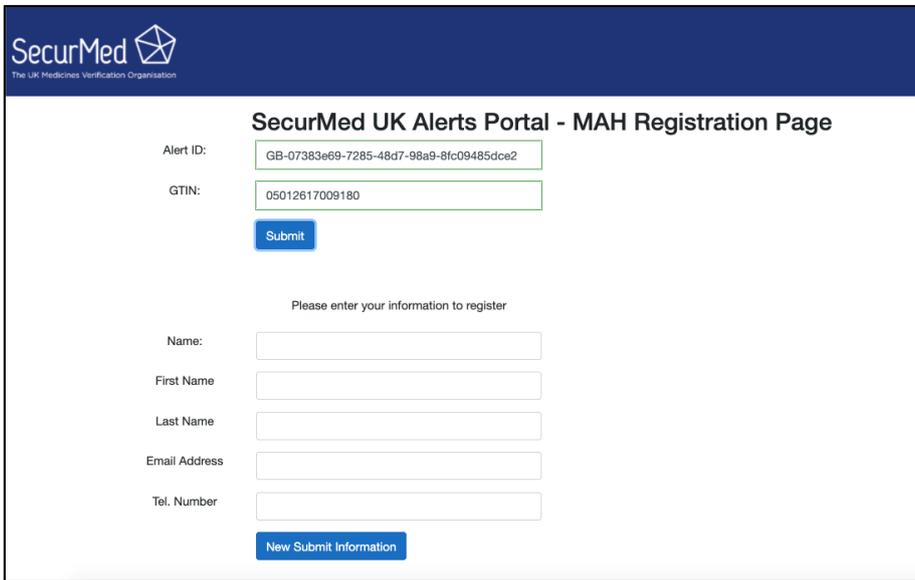
### Register for an account

Manufacturers require a username and password to access the Portal.



The screenshot shows the SecurMed UK Alerts Portal Home Page Marketing Authorisation Holder. The page has a dark blue header with the SecurMed logo and the text 'The UK Medicines Verification Organisation'. Below the header, the title 'SecurMed UK Alerts Portal - Home Page Marketing Authorisation Holder' is centered. At the bottom of the page, there are two blue buttons: 'Existing User' and 'New User'.

1. Select **New User**.
2. Complete the information on the MAH Registration Page. Initially only the **Alert ID** and **GTIN** fields will be visible.



The screenshot shows the SecurMed UK Alerts Portal MAH Registration Page. The page has a dark blue header with the SecurMed logo and the text 'The UK Medicines Verification Organisation'. Below the header, the title 'SecurMed UK Alerts Portal - MAH Registration Page' is centered. The page contains the following fields and buttons:

- Alert ID:
- GTIN:
- Submit:
- Please enter your information to register
- Name:
- First Name:
- Last Name:
- Email Address:
- Tel. Number:
- New Submit Information:

3. **Alert ID:** Enter any valid alert ID. The alert must have been generated within the last 6 weeks.
4. **GTIN:** Enter the corresponding GTIN.
5. **Submit.**

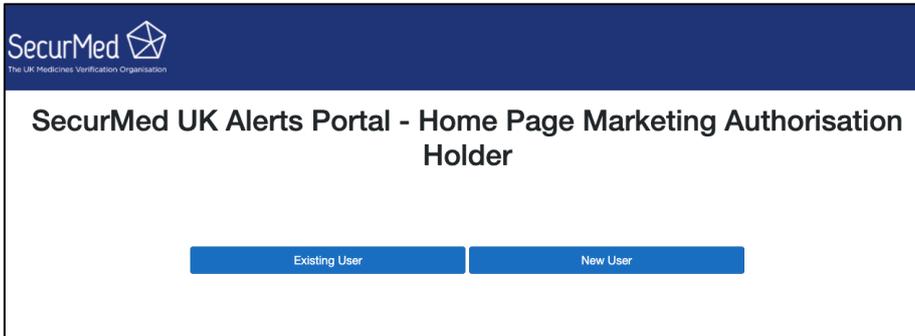
The system will verify the data and then display the additional fields to complete the registration.

All fields below are mandatory:

6. **Name:** Enter the Company name.
7. **First Name:** Enter the first name of the contact.
8. **Last Name:** Enter the surname of the contact.
9. **Email Address:** Enter the email address of the contact. This email address will be used for subsequent notifications from the Portal advising end user locations have submitted information for attention.
10. **Tel Number:** Enter a contact telephone number.
11. **Now Submit Information.**

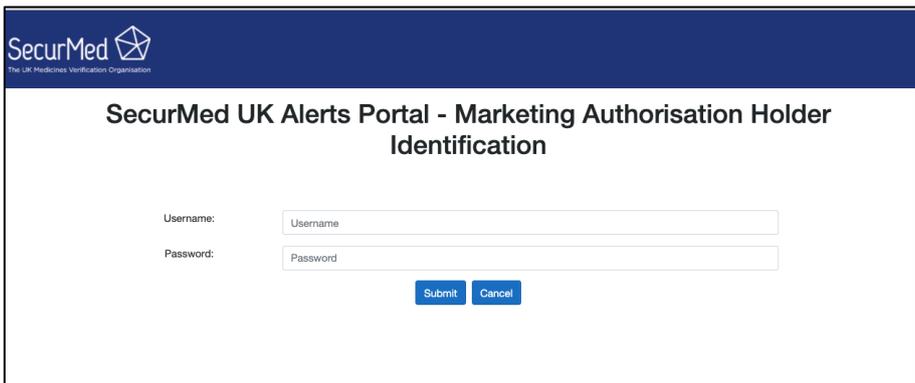
SecurMed will process the registration request which will involve contacting the registrant to verify details and subsequently will issue a Username and Password.

### Log in



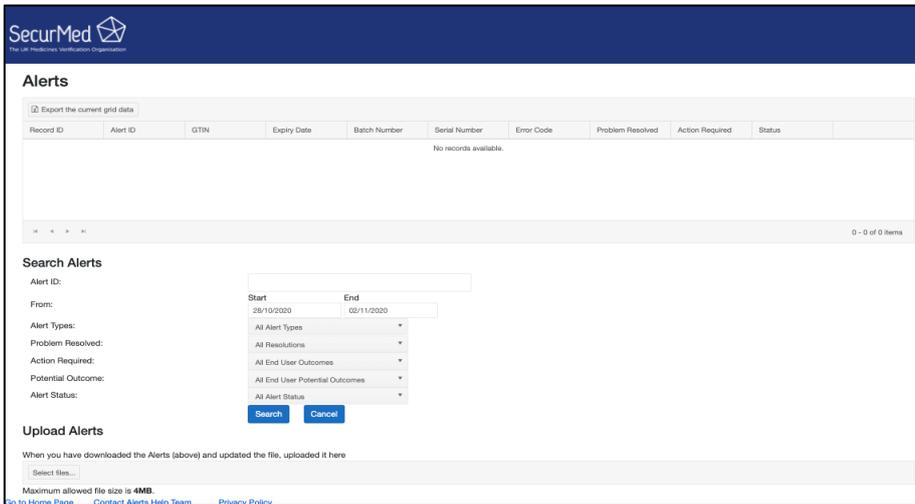
The screenshot shows the SecurMed UK Alerts Portal Home Page for Marketing Authorisation Holders. At the top left is the SecurMed logo and tagline. The main heading is "SecurMed UK Alerts Portal - Home Page Marketing Authorisation Holder". Below the heading are two blue buttons: "Existing User" and "New User".

1. Select **Existing User**.
2. Enter your **Username** and **Password** on the Marketing Authorisation Holder Identification page.



The screenshot shows the SecurMed UK Alerts Portal Marketing Authorisation Holder Identification page. At the top left is the SecurMed logo and tagline. The main heading is "SecurMed UK Alerts Portal - Marketing Authorisation Holder Identification". Below the heading are two input fields: "Username:" and "Password:". Below the input fields are two blue buttons: "Submit" and "Cancel".

### Review a list of alerts for a 6-week period



1. Complete the fields under **Search Alerts** to tailor the list of alerts.
2. **Search**.
3. The results will be displayed in the Alerts window at the top of the screen. Navigate the table of results using the page navigation buttons at the bottom left of the window.
4. You can extract the alert data and analyse multiple alerts offline, uploading a single file with updates when available, or select a single alert from the list.

The information can be exported in an Excel file by selecting **Export the current grid data**.

### Updating the alert information in the Portal

#### Multiple updates

After analysis the manufacturer may wish to provide information to end users related to specific alerts. This information can be uploaded by updating the exported file and uploading it back into the Portal.

1. Update the last 2 columns of the exported file - "Problem Resolved" & "Optional Outcome". The list of available Outcome options is provided in the 2<sup>nd</sup> tab of the exported file.  
**Note:** These are the only options allowed. Any other data will cause an error when the file is uploaded.
2. Go to Upload Alerts and select the file you wish to upload. The maximum file size is 4 MB.

The system will apply the updates, identify the associated end users and notify them of the update.

The system will also send you a notification with the results of the upload process. The information will be presented as below,

**Subject: SecurMed Alerts Portal - File Upload Summary**

Dear **User**,

This is to confirm that your data upload has now been processed and the related Alerts information has been updated. You can find a summary of the aggregation outcome below:



Actions	No of Alert IDs
No of Alert IDs in file	100
No of Alert IDs successfully processed	80
No of Alert IDs rejected	20
Analysis of Issues	
Incorrect file format	0
Alert IDs mismatch	15
Incorrect alert resolution outcome provided	5

If the file upload is not completely successful, please contact Alerts at [alerts@securmed.org.uk](mailto:alerts@securmed.org.uk)

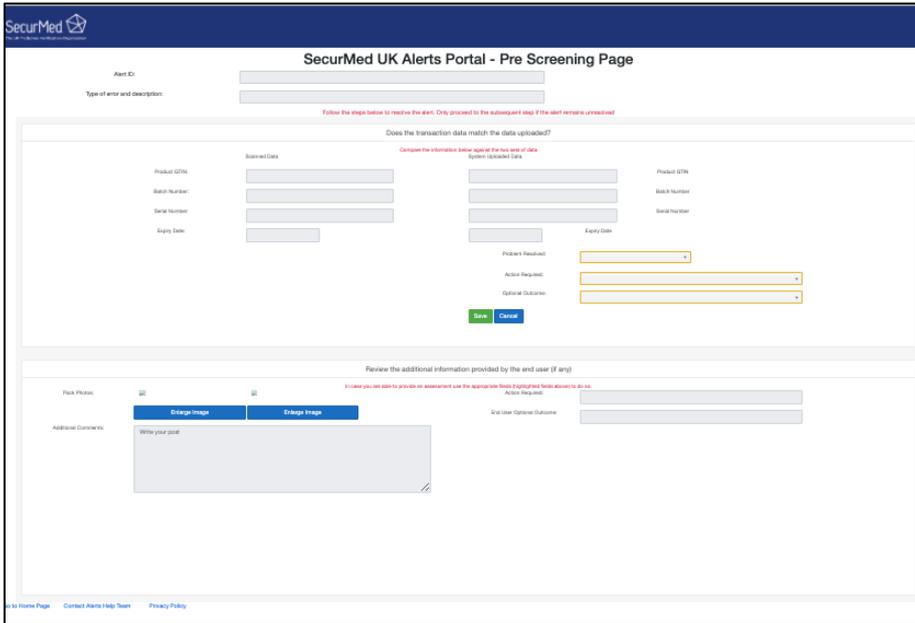
Useful links:

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

SecurMed UK Alerts Portal Team

## Accessing and updating single alerts

1. Find the alert you want in the Alerts window at the top of the screen and click **Edit**.
2. The Alert Screening page will be displayed, and all information related to that alert will be displayed, including any information provided by the end user.



The screenshot shows the 'SecurMed UK Alerts Portal - Pre Screening Page'. At the top, there is an 'Alert ID' field and a 'Type of error and description' field. Below this, a red warning message states: 'Follow the steps below to resolve the alert. Only proceed to the subsequent step if the alert remains unresolved.' The main section is titled 'Does the transaction data match the data uploaded?' and contains a sub-section 'Compare the information below against the live data of data System Uploaded Data'. This section has two columns of input fields: 'Source Data' and 'System Uploaded Data'. Fields include Product ID, Batch Number, Serial Number, and Expiry Date. Below these are dropdown menus for 'Priority Required', 'Action Required', and 'Optional Outcome'. There are 'Save' and 'Cancel' buttons. At the bottom, there is a 'Review the additional information provided by the end user (if any)' section with a 'Pick Photos' area, an 'Additional Comments' text area, and a 'Write your post' button. A footer contains links for 'Home Page', 'Contact Alerts Help Team', and 'Privacy Policy'.

The manufacturer may provide updates to the following fields:

3. **Problem Resolved:** If the manufacturer 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. There is also an option to contact SecurMed if you are not able to resolve the issue.
6. **Save.**

The system will apply the updates and identify the associated end user and notify them of the update.

### Email notifications

Manufacturers will be notified if end user locations have updated alert information. All updates will be included in a single email (daily). The email will direct the manufacturer to access the Portal to review the information.

Emails will be sent to the contact email address provided at registration.

An example of the email is shown below:

**Subject: SecurMed Alerts Portal - End user has updated your Alert**

Dear **User**,

This is to inform you that there has been an update on Alert(s) related to one or more of your Products.

Alert ID :

Product : GTIN – Product Description

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

Useful links:

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

SecurMed UK Alerts Portal Team

E: [alerts@securmed.org.uk](mailto:alerts@securmed.org.uk)

W: [www.securmed.org.uk](http://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](mailto:alerts@securmed.org.uk)