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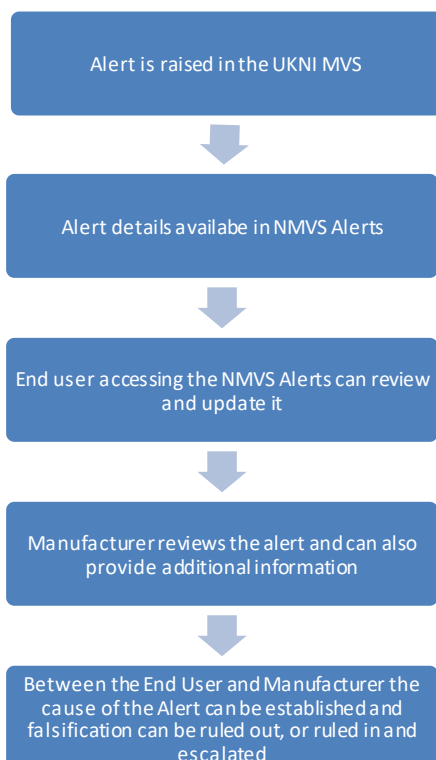
## Introduction

The NMVS Alerts AMS is used to support the resolution of FMD alerts and should be used alongside your normal Standard Operating Procedures (SOPs) for dispensing medicines. This User Guideline has been created to provide guidance for the use of the NMVS Alerts AMS, which provides a way for end users to work anonymously with manufacturers, to establish the cause of an alert.

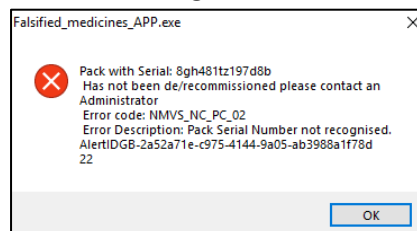
When an end user scans a pack in the UKNI MVS to comply with the FMD regulations, the system may raise an alert. The user will receive a notification with details of the alert and may wish to seek some clarification or further information. This task is typically done by requesting information from their Wholesaler, back up the supply chain to the manufacturer of the product.

The NMVS Alerts AMS provides an easy way for end users to work **anonymously** with manufacturers and establish the cause of an alert. It has been designed to assist the user in screening the information on the pack against the data scanned and the information available in the system. It facilitates communication between the manufacturer and the end user, should more action be required.

## How NMVS Alerts works



When an end user scans a pack and the system raises an alert, the end user will be presented with the alert information, e.g.:



The alert information will be immediately available in the NMVS Alerts AMS so each alert can be updated in the system with further information, by both the end user and manufacturer.

## How to use NMVS Alerts

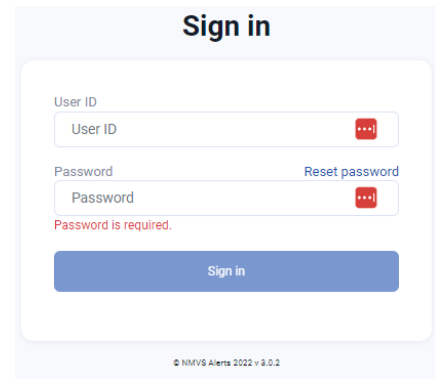
### How to access

The Alerts Portal is available from the SecurMed Website:

[App.nmvs-alerts.com](http://App.nmvs-alerts.com)

If you have registered with NMVS Alerts you will login with your provided UserID and password.

If you are launching NMVS Alerts from an email you have received, and have not registered, you will be automatically logged in as a guest for a one-time session to update that particular alert.



**Sign in**

User ID  
User ID

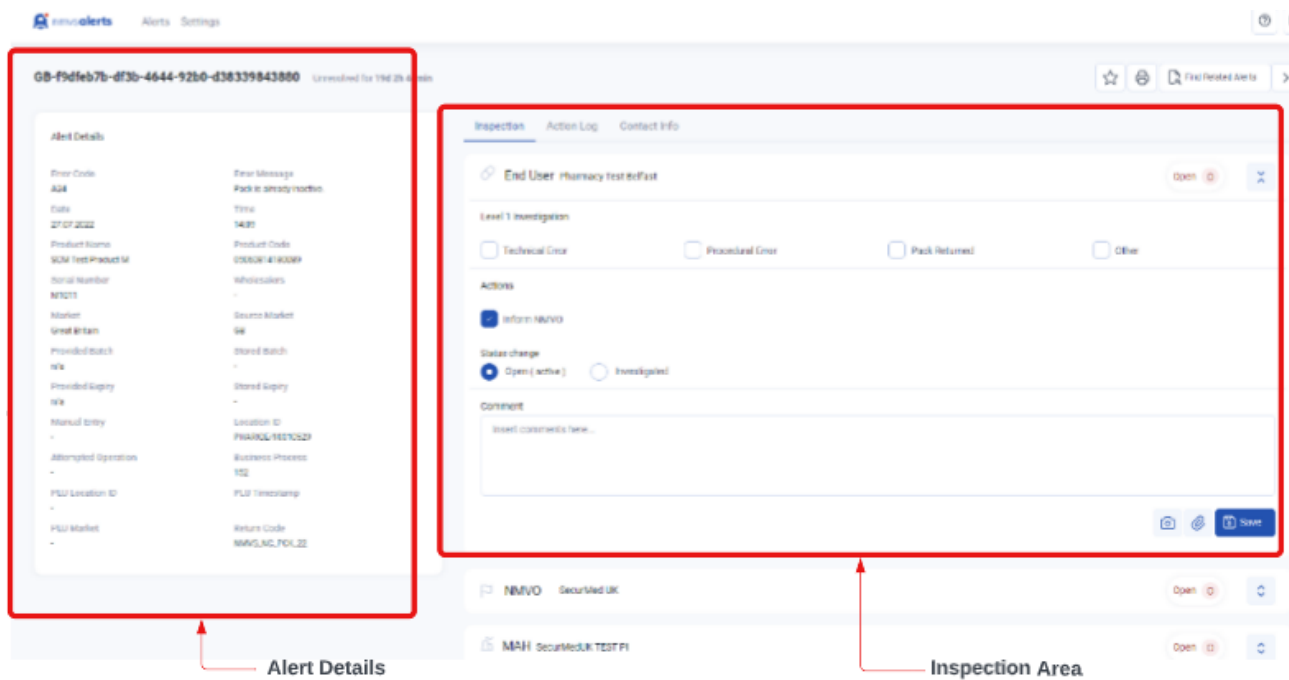
Password  [Reset password](#)

Password is required.

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### To Update an Alert

When an alert is opened in NMVS Alerts, it will present you with the details of the alert on the left-hand side, and the Inspection Area on the right-hand side (as below).



The screenshot displays the NMVS Alerts interface. On the left, the 'Alert Details' section is highlighted with a red box and labeled 'Alert Details'. It shows a table of information for an alert with ID 'GB-PdFeb7b-df3b-4644-92b0-d38339843880'. The table includes fields for Error Code, Error Message, Date, Time, Product Name, Product Code, Serial Number, Manufacturer, Market, Security Market, Provided Batch, Stored Batch, Provided Supply, Stored Supply, Manual Entry, Location ID, Attempted Operation, Business Process, PDU Location ID, PDU Timestamp, PDU Market, and Return Code. On the right, the 'Inspection Area' is highlighted with a red box and labeled 'Inspection Area'. It shows the 'Inspection' tab selected, with a title 'End User Pharmacy test of Fast' and a 'Level 1 Investigation' section containing checkboxes for 'Technical Error', 'Procedural Error', 'Pack Returned', and 'Other'. Below this is an 'Actions' section with a 'Perform NMVS' button and a 'Status Change' section with radio buttons for 'Open (active)' and 'Investigated'. A 'Comment' text area is also present. At the bottom, there are buttons for 'Save' and 'Open'.

Each party has their own Inspection Area, into which they supply the relevant information. You can look in the other parties Inspection Areas to see the comments and contributions they have made, which may help you to understand the cause of the alert. The Inspection Area will give you a number of options to choose from, most of which are self-explanatory. There is also a text field where you can type any supplemental information.

You are able to give the alert one of two statuses: *Open* or *Investigated*. This will tell the other parties whether you have updated this alert or not. Upon clicking *Save*, the changes are saved, and others involved with the alert will be able to see what you have added.

## Other Features

**Action Log** – This will show you all the activity relating to this alert, by any party.

**Find Related Alerts** – By clicking on this in the top right of the window, you will be able view similar alerts, based on the criteria you set in the parameters window.

**Upload Photos and Attachments** – Using the Camera or paper clip buttons you can upload a photo of the pack. MAHs often find this useful in ascertaining the cause of an alert.

**'Favourite' Alerts** – Clicking the star button 'Favourites' the alert. This can be useful for filtering if you want to highlight certain alerts for following up at a later date.

**List All Alerts** – By clicking on the alerts tab at the top you will be able to see all the alerts you have raised. The columns can be manipulated to suit your needs.

**Filter Alerts** – You can filter on almost every conceivable element. It is often useful for example to show only updated, hide closed or view alerts with a particular error code or Product Code. These filters can be saved for future use.



Columns can be removed and added from the view as needed

The status assign by (in order): End User, NMVO, MAH and the Alerts HUB

Alert ID	Date & Time	Error	Product Code	Product Name	Batch ID	MAH	Serial	Loca...
<input type="checkbox"/> 08-f9dfeb7b-df3b-4644...	27.07.2022 14:09	A24	05060814180089	SCM Test Product...	n/a	SecurMedUK TES...	M1011	Pharma 

## Need more help?

NMVS Alerts is supplied by TCK who provide a full User Guide with the product. The product website is [here](#) and TCK's User Guide can be downloaded from our website on the NMVS Alerts page.

Or, if you need additional assistance, please email SecurMed at [ams@securmed.org.uk](mailto:ams@securmed.org.uk)