SUPPORT GUIDE

Support Topic	IMVO	IT Software Provider	Hardware Supplier	Other	Comment
Hardware Issues					
Computer or device not powering up/has an error			X		• Check power cables and switch computer off and on again, before seeking external help from supplier of computer/device.
Barcode scanner not working			X		• Contact supplier of barcode scanner.
Issue with your 'FMD'[1] system / Internet / power outage					
FMD system[2] not working		X			• Contact your IT software provider.
Internet down				X	• Contact your broadband service provider. • Continue scanning packs and the data will be stored and updated to the IMVO repository when the Internet is back.
IMVO repository not working		X			• Contact your IT software provider. Continue scanning packs and the data will be stored and updated to the IMVO repository when it is up and running again.
Operational queries					
I scanned a pack and got a red or amber alert				X	• You may continue to supply packs up until 8th February 2019 even if there is a red or amber alert, **except** where the alert indicates that the pack is expired, withdrawn or stolen, in which case you should not supply it to a patient. • Detailed instructions on how to manage red or amber alerts from 9th February will be provided to you in due course.

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[1] 'FMD system' means the system used by a pharmacy, hospital, wholesaler to connect to the IMVO repository to verify and decommission packs.

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I scanned a pack and there is a long delay until I receive a response		X		X	• If this is the first scan of the day or the system has been idle for some time, try again with the next pack – It should be quicker. • Check how well your Internet connection is working. • Check if there is an issue with your FMD system and in that case, contact your IT software provider.
I want to get a report on the packs I scanned		X			• Check if your FMD system provides reports. Reports will be available the IMVO Portal later in the year.
Reports are not generating correctly from my FMD system (if the system provides reports)		X			• Contact your IT software provider.
IMVO Registration					
I want to add an additional location to my existing registration.	X				• Notify IMVO by email (registration@imvo.ie) as each new location has to undergo IMVO's legitimacy check.
I want to change my 'Super User'	X				• This may arise if the current 'Super User' moves to a new role or leaves your organisation. Notify IMVO by email (registration@imvo.ie)
My business is closing down	X	X			• Notify IMVO by email (registration@imvo.ie) of the date of closure as we will need to disconnect you from the IMVO repository. • Notify your IT software provider.
We are moving to a new location.	X				• Notify IMVO by email (registration@imvo.ie) as a move to a new premises requires a new registration.
I want to switch to a different system/ install another system from 2nd IT software provider	X	X			• Notify IMVO by email (registration@imvo.ie) if you switch IT software provider or install an additional system from another provider as we maintain records of what IT software provider has provided your FMD systems.
Training					

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Where can I get training on how to use my FMD system?		X			• Contact your IT software provider
I am the Super User in a large organisation and want to find out how I can manage user roles and client credentials for my organisation	X				• Contact IMVO (registration@imvo.ie) to arrange a training session