End-User Registration

V1.0 FEBRUARY 2022

Outline

- Who are End-Users and who needs to register with IMVO?
- About 'Article 23' decommissioning
- How to register as an End-User with IMVO
  - Key terms
  - About IMVO registration (parts 1 – 4)
  - About the online registration form
  - Part 1: Completing the online registration form
  - Part 2: Accepting IMVO's End-User Terms and Conditions
  - Part 3: IMVO legitimacy check
  - Part 4: Technical registration/connection
- Accessing the NMVS Portal
- Common errors explained
- Help and support?

Who are End-Users and who needs to register with IMVO?

Pharmacies – more information here

Hospitals – more information here

Wholesalers – more information here

Other healthcare institutions – more information here

About 'Article 23' decommissioning

[Requirement for wholesalers to decommission packs as 'supplied/dispensed' for certain customers]

▶ Article 23 of the Commission Delegated Regulation on Safety Features (the 'DR) states that Member States may require wholesalers to verify safety features and decommission packs supplied to:

  ▶ Persons authorised or entitled to supply medicines to the public who do not operate in healthcare institutions (e.g. GPs)

  ▶ Vets & retailers of veterinary medicines / dentists / opticians

  ▶ Paramedics & emergency medical practitioners

  ▶ Army, police & other government institutions maintaining stocks for civil protection & disaster control

  ▶ Universities/higher education institutions for purpose of research & education

  ▶ Prisons

  ▶ Schools

  ▶ Hospices / nursing homes

Article 23 (ctd)

- Article 23 has been applied in full in Ireland
- Wholesalers may not decommission medicines supplied to 'healthcare institutions' as those institutions are required to do their own decommissioning – see below for definitions:
  - *Healthcare institution:* "hospital, in- or outpatient clinic or health centre"
  - *In or out-patient clinic:* "in or out-patient/day patient clinic under the management or control of a hospital"
  - *Health centre:* "health centre under the management or control of a hospital"
- Pharmacies and hospitals who supply persons covered by Article 23 are also required to do decommissioning for them

How to register as an End-User with IMVO

Key Terms

FMD software provider

▶ Provider of FMD software that you will use for scanning barcodes

▶ Contract must be in place with this FMD software provider

▶ See IMVO website here for list of FMD software that have been certified to connect to IMVS

DEFINITION

Key Terms (ctd)

End-User

► Pharmacy, hospital, wholesaler or any other person 'authorised or entitled to supply medicines to the public' that wishes to connect to the IMVS for purpose of verifying and decommissioning packs

► Reference to End-User 'organisation' in online registration form:

  ► This may be an individual pharmacy/hospital/wholesaler or pharmacy/hospital/wholesaler group

  ► Each organisation registered has its own IMVO account linked with one email address within End-User organisation (i.e. email address of 'Super User')

  ► All connections from the End-User organisation's FMD software to the IMVS are managed through that email address

► Can register different companies under single 'End-User' account provided they are related, e.g. one company controls the other(s) or they are under common control

Key Terms (ctd)

Super User

▶ Super User is emailed technical details needed to connect your organisation's FMD software to the IMVS

▶ Super User is person who sets up connection from specific computers or devices ('clients') in each premises ('location') to the IMVS

  ▶ Your FMD software provider or internal IT department may provide support for this step

▶ Super User must be a person within your organisation – role cannot be assigned to your FMD software provider

▶ Super User email address can only be used once for IMVO registration

Key Terms (ctd)

Authorised Representative

▶ Person who completes the online registration form

▶ Final step in online registration is to accept 'IMVO T&Cs for End-Users' which are legally binding – so person completing form must have authority to accept T&Cs on behalf of organisation

▶ Authorised representative also assigns the 'Super User' role for the organisation

   ▶ May nominate themselves or assign role to someone else in the organisation

About IMVO Registration

► There are no fees for registering for IMVO nor any annual fees payable to maintain registration

► 4 part process:

Part 1: Complete online registration form so we have all your details

Part 2: Accept IMVO's End-User T&Cs when completing form

Part 3: IMVO carries out 'legitimacy check'

Part 4: Technical registration / connection – most complex part

Note: if you are a community pharmacy and also have a wholesaler's authorisation, two separate registrations with IMVO are required

About the online registration form

▶ Access to online registration is via IMVO website, under the '[Getting connected to IMVS](#)' tab

   ▶ If you have difficulty accessing online [form](#), email us at registration@imvo.ie

▶ We recommend completing the form in one session – allow at least 15 mins (longer if registering several locations)

▶ Form must be completed by 'Authorised Representative'

About online registration form (ctd)

► Information to have to hand before you start filling in form:

  ► Name of 'organisation' to be registered

  ► Details for each 'location' (premises) you want to register – name, address (including Eircode), if applicable PSI retail pharmacy business registration number or Wholesale Distribution Authorisation number (WDA)

  ► Details of 'authorised representative'- name, position, email addres

  ► Name of your FMD software provider

  ► 'Super User' name, position, email address

Part 1: Completing the online registration form

Accessing IMVO online registration

▶ Access to online registration is via IMVO website under 'Getting connected to IMVS' tab:

▶ Click on the word '**here'** in point number 1 to access the online form – denoted by arrow in the image.

Getting connected to the IMVS

Pharmacies, hospitals, wholesalers and all other persons authorised or entitled to supply medicines to the public who are connected to the IMVS are known as 'End-Users'.

Before you register as an End-User with IMVO, you must first identify what FMD software solution you will use.

Follow the steps below to get connected:

1. Complete our online End-User registration **here.** ←
2. Accept IMVO's 'End-User Terms & Conditions' by ticking the relevant box on the online form.
3. IMVO will carry out a 'legitimacy check' using the information provided and will follow up with you if there is any queries.
4. Once the legitimacy check is complete, your IMVO account number and the technical information required to connect your FMD software to the IMVS will be issued to you by email.
5. You then follow-up with your FMD Software Provider for support in completing the connection. If you have an internal IT department, they may handle this step for you.

Step 1. End-User Information

► Enter name of the organisation that you wish to register as an End-User with IMVO into the **End-User Name (Company Name)** field

► Select your organisation type from the **Type of Organisation** drop-down menu

► If you have selected 'Other' please enter any relevant additional information in text box **If 'Other' was selected for 'Type of Organisation', provide details.** e.g. 'clinic' and enter website address if you have one

► Click [NEXT] button to move to step 2 of the form

Note: Hovering over any of the box descriptions will provide additional description guidance

Home / **Create New Registration**

Create New Registration

| Step 1 | Step 2 | Step 3 | Step 4 | Step 5 | Step 6 |

End-User Information

End-User Name (Company Name) *

Type of Organisation *

If 'Other' was selected for 'Type of Organisation', provide details

NEXT

Step 2. Add location

► Each premises belonging to an end-user organisation is a 'location'

► You may register more than one location

► Click on the ADD LOCATION button

Create New Registration

Step 1 ✔   Step 2   Step 3   Step 4   Step 5   Step 6

Location

ADD LOCATION

Please enter details of each location (premises) within your organisation that will be connected to the IMVO repository. You may list more than one location by repeating the "Add Location" step.

Location ↑	Address Line 1	Address Line 2	Town	County	Eircode	Telephone Number

There are no records to display.

Previous   NEXT

Step 2a. Add location details

In the pop-up box:

► Enter name in the **Location** field. This is the name of the pharmacy, hospital, wholesaler or other healthcare institution

► For pharmacies and hospitals registered with the PSI, enter PSI registration number in the **If a Retail Pharmacy Business, enter PSI RPB registration no.** field

► For wholesalers, enter Wholesale Distribution Authorisation number in the **If a wholesaler, enter WDA number** field

► Enter address into all mandatory address fields denoted with a red *

► Click the SUBMIT button

Note: Must be pharmacy registration number, not your PSI pharmacist reg. no. or pharmacy GMS no.

Step 2b. Add location information completed

Step 2c. Add additional location(s)

If you have additional locations to register:

► Click on the ADD LOCATION button again and follow the steps outlined in 2a (slide no. 18)

► Repeat this step for all additional locations

Step 2d. Add additional location(s) completed

Once you have added all the locations, you wish to register, click **NEXT** button to move to step 3

Create New Registration

| Step 1 ✔ | Step 2 | Step 3 | Step 4 | Step 5 | Step 6 |

Location

ADD LOCATION

Please enter details of each location (premises) within your organisation that will be connected to the IMVO repository. You may list more than one location by repeating the "Add Location" step.

Location ↑	Address Line 1	Address Line 2	Town	County	Eircode	Telephone Number	
Test location	IMVO	7 Clanwilliam Terrace	Dublin	Dublin 2	D02CC64	015715320	⌄
Test location 2	IMVO	7 Clanwilliam Terrace	Dublin	Dublin 2	D02CC64	015715320	⌄

Previous   **NEXT**

Step 3. Super User information

► Enter details of your organisation's 'Super User' into the following fields:
  ► First Name
  ► Last Name
  ► Position in End-User Organisation
  ► Email Address
  ► Telephone Number
► Click **NEXT** button to move to Step 4

Note: 'Healthmail' email addresses cannot be used for IMVO registration

Super User

Please provide details of the person who will act as "Super User" for your organisation. Emails with the information required for technical onboarding will be sent to the nominated Super User using the email address provided below. See the End-User registration slides for more details about the "Super User".

First Name *

Last Name *

Position in End-User Organisation *

Email Address *

Telephone Number

Previous   **NEXT**

Step 4. End-User's FMD Software Provider(s)

Select the name of your FMD software provider from the drop-down menu

Note: This is the provider of your FMD software

Create New Registration

| Step 1 ✔ | Step 2 ✔ | Step 3 ✔ | Step 4 | Step 5 | Step 6 |

End-User's FMD Software Provider(s)

Please enter details of the provider of the software you will use for FMD.

FMD Provider *

ALN Technology
BDS Ltd
Becton Dickinson Dispensing Ireland Ltd
Clanwilliam Health
F10
HE Clissmann
McLernon Computers Ltd
medAspis
Movilitas
Navitas Life Sciences
Optel Group
Quick Pharm Solutions
rfXcel
Solidsoft Reply
TCK
TouchStore
Tracelink
Other
Arvato Systems

Step 4a. End-User's FMD Software Provider(s)

► When you have selected the name of your FMD software provider from the drop-down menu their name will be automatically populated in the **FMD Provider** field ➡

► Click NEXT button to move to step 5

Create New Registration

Step 1 ✔   Step 2 ✔   Step 3 ✔   Step 4   Step 5   Step 6

End-User's FMD Software Provider(s)

Please enter details of the provider of the software you will use for FMD.

FMD Provider *

[████████████ ⌄]

Previous   NEXT

Step 4b. End-User's FMD Software Provider(s)

► If the name of your FMD software provider is not listed, select 'Other' from the drop-down menu and put the name of your provider in the **Please Specify** field

► Click NEXT button to move to step 5

Note: This is the provider of your FMD software

Create New Registration

Step 1 ✔   Step 2 ✔   Step 3 ✔   **Step 4**   Step 5   Step 6

End-User's FMD Software Provider(s)

Please enter details of the provider of the software you will use for FMD.

FMD Provider *

Other

Please Specify *

Previous   **NEXT**

Step 5. Authorised Representative information

► Enter details of Authorised Representative into the following fields:

  ► Name (This is the full name)

  ► Position in End-User Organisation

  ► Email address

  ► Telephone number

► Click NEXT button to move to Step 6

Create New Registration

Step 1 ✔   Step 2 ✔   Step 3 ✔   Step 4 ✔   Step 5   Step 6

Authorised Representative of End-User

Name *

Position in End-User Organisation *

Email Address *

Telephone Number

Previous   NEXT

Part 2: Accepting IMVO's End-User Terms & Conditions

About End-User Terms & Conditions

▶ Must accept IMVO T&Cs for End-Users during online registration

▶ These set out the obligations of End-User and IMVO

▶ T&Cs available to download in online registration portal and on our website here.

▶ No amendments are possible to T&Cs

▶ 30 days' notice will be given of any changes to T&Cs - if you do not accept changes, must notify us in writing

Step 6. Acceptance of Terms & Conditions

To accept IMVO's End-User Terms & Conditions (T&Cs):

► Click **Download Terms & Conditions Here** to access copy

► Read Terms & Conditions

► Click the **I Accept** box option tick

► Click **SUBMIT** button to complete your registration

Create New Registration

| Step 1 ✔ | Step 2 ✔ | Step 3 ✔ | Step 4 ✔ | Step 5 ✔ | Step 6 |

Terms & Conditions

As the Authorised Representative of your organisation by clicking "I Accept", you acknowledge that you have read, understood and consent to be bound by IMVOs End-User Terms and Conditions.

☑ I Accept

Download Terms & Conditions Here

Previous   **SUBMIT**

Online registration completed

Home / **Create New Registration**

Create New Registration

Thank you for submitting your registration application. We will review the information you have provided and respond within 2 working days.

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Support
Knowledge Base

Part 3: IMVO legitimacy check

About the IMVO Legitimacy Check

▶ IMVO is obliged under the Delegated Regulation to *"put in place security procedures ensuring that only users whose identity, role and legitimacy has been verified can access the repository …"*

▶ Information required to carry out legitimacy check is provided by you via the online registration form

▶ We may contact you if any info. is unclear or cannot be verified, e.g. PSI number on form doesn't match number on PSI website

Technical registration/connection

▶ After you register with IMVO, you have to complete the technical connection of your FMD software in each location to the IMVS

▶ After IMVO's legitimacy check is complete, your nominated 'Super User' will receive technical information by email to complete the connection

▶ Info. sent in 2 two separate emails because '2-factor authentication' is required for security purposes

▶ If not experienced with IT, recommend you contact your FMD software provider for support with remaining steps after you have changed your password
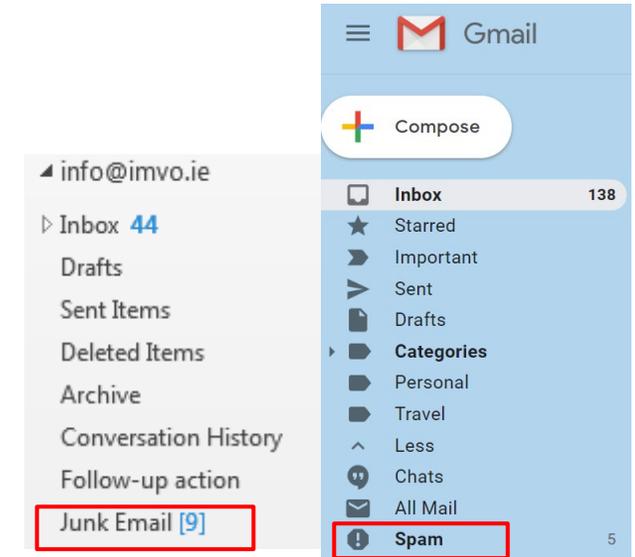
Technical registration/connection (ctd)

Step 1: Super User will receives a welcome email with **registration code** from IMVO (**registration@imvo.ie**)

Step 2: Super User will also receive a registration email from Solidsoft Reply (**notification@nmvo.eu**) inviting you to register with 'National Medicines Verification System (NMVS) – see image below:

> **[Test] National Medicines Verification System (NMVS) Registration**
> test-notification@nmvo.eu reported 2 minutes ago (Mon, 21 Feb at 11:44 AM) via Email
> To:Solidsoft UK Support <support@solidsoft.net>
>
> Dear Ops Solidsoft,
> This is an invitation to register with the NMVS.
> Please follow the link below to register your organisation:
> https://portal-test.nmvo.eu/Registration/b1ed1f5b-b8a0-4019-aeea-9ad1ac63b899
> This registration link will expire in 45 days.
> Kind regards,
> National Medicines Verification Organisation
> This is an automated message - please do not reply directly to this email.

Technical registration/connection (ctd)

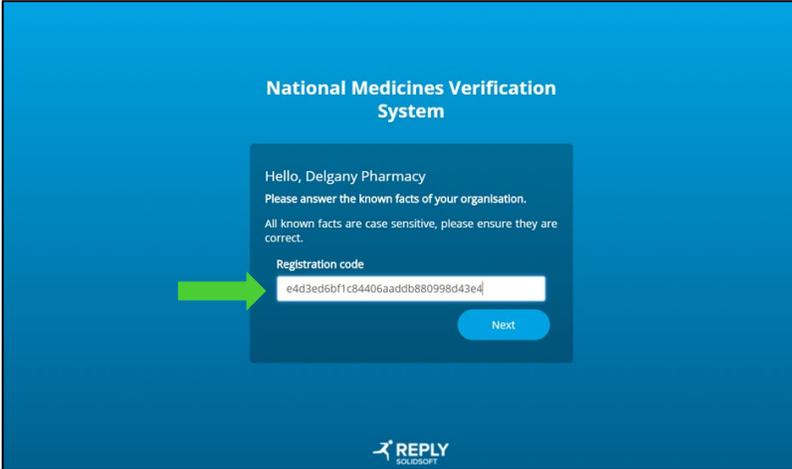**Important pointers about welcome/registration emails:**

▶ If you can't find these emails in your Inbox:

  ▶ Are you looking in the right folder? – we will send emails to your Super User's email address

  ▶ Check your 'Junk' or 'Spam' email folders

  ▶ Occasionally, email(s) may be blocked by a firewall or by antiviral software

▶ Registration email is valid for **45 days**

Technical registration/connection (ctd)

Step 3: Click the link contained in email from **notification@nmvo.eu**

Step 4: Input **Registration code** contained in welcome email from IMVO into the link you have opened and click 'Next'. Please copy and paste the code directly into the white box and ensure you don't copy **blank spaces**.

Technical registration / connection (ctd)

Step 5: A further email will be sent from **notification@nmvo.eu** that will contain details of your username (this is your Super User email address), temporary password and another link to complete the registration process
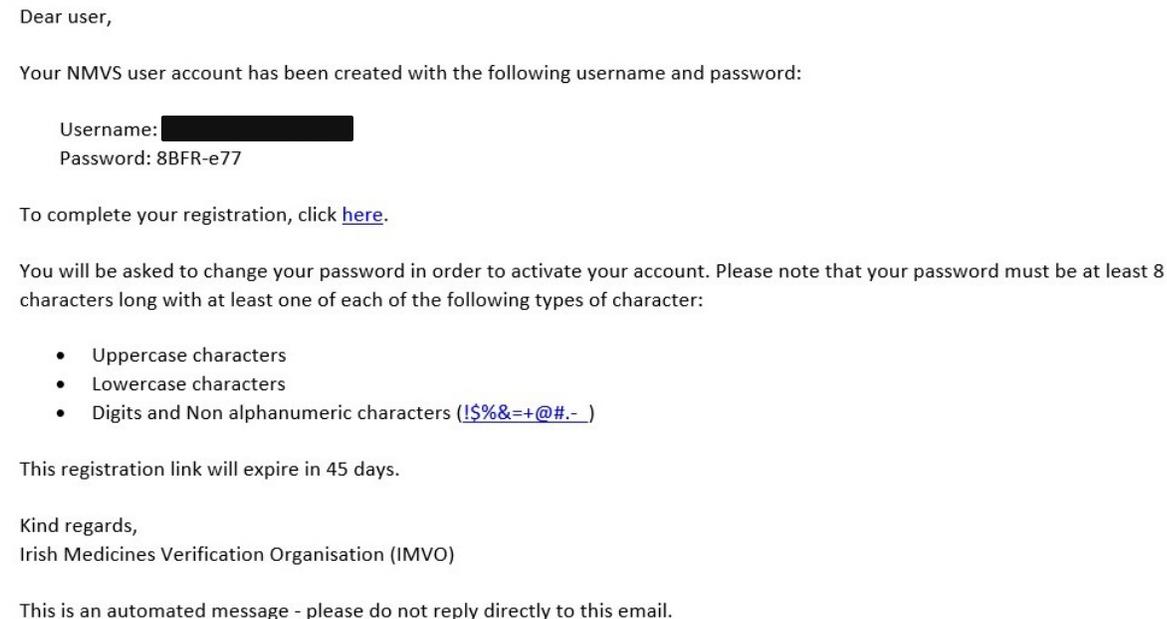
Dear user,

Your NMVS user account has been created with the following username and password:

Username: ████████████
Password: 8BFR-e77

To complete your registration, click here.

You will be asked to change your password in order to activate your account. Please note that your password must be at least 8 characters long with at least one of each of the following types of character:

- Uppercase characters
- Lowercase characters
- Digits and Non alphanumeric characters (!$%&=+@#.-)

This registration link will expire in 45 days.

Kind regards,
Irish Medicines Verification Organisation (IMVO)

This is an automated message - please do not reply directly to this email.

Technical registration / connection (ctd)

Step 6: Click on the link, enter your username (Super User email address), temporary password provided and also, a new password which must:

- ▶ Be at least 8 characters long

- ▶ Contain at least one of the <u>each</u> of following types of characters:

  - ▶ Uppercase (capital letter)

  - ▶ Lowercase

  - ▶ Digit (number)

  - ▶ One of the following alpha-numeric characters: ! $ % & = + @ # . - _
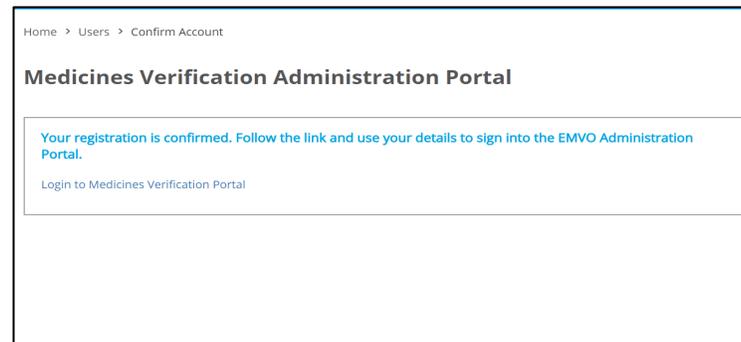
Note down your user name and new password

Technical registration/connection (ctd)

Step 7: Your (End-User) organisation's account is now registered and you should click the link provided to login using your username (Super User email) and the new password you just created

The NMVS link is **https://login-ie.nmvo.eu/**

Home > Users > Confirm Account

Medicines Verification Administration Portal

Your registration is confirmed. Follow the link and use your details to sign into the EMVO Administration Portal.

Login to Medicines Verification Portal

Accessing your account in the IMVS

If you need to login or change your password

go to the following link:
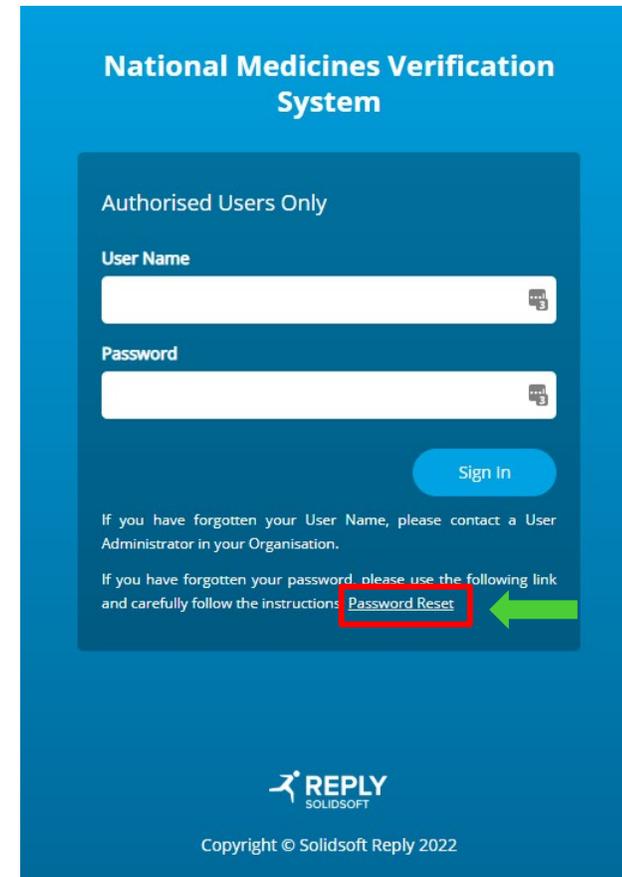
https://login-ie.nmvo.eu/

Common errors explained

- No location details provided

- No FMD software provider details entered

- IT software provider listed is the pharmacy dispensing system provider, not your FMD software provider (which may be different)

- No contact details entered for Authorised Representative

- Location name not stated correctly

- Same Super User email address used for more than one End-User – consider if locations concerned could be registered under same End-User

NB - Errors may lead to applications being rejected & you will have to start again in that case

Common errors explained (ctd)

▶ Common errors when completing organisation registration

Error message	Action
'password mismatch'	Log into the National Medicines Verification System Portal - **https://login-ie.nmvo.eu/** and repeat the change password step again and make sure that your password conforms to all the specified requirements
'link has expired' **The registration link sent to you is valid for 45 days. If you try to use it after that, it will not work.**	You need to contact us by phone or email to have a new registration link issued to you
'email address already registered by another user'	You need to contact us by phone or email to have your account reset to fix the password problem.
'user account not confirmed'	Contact us to have your account re-set.
'unable to find user'	Contact us to have your account re-set.

Need help or support?

Scheduling your FMD software provider appointment

▶ If you need support from your FMD software provider to complete technical connection, schedule appointment with them

▶ Have following to hand when FMD software provider is getting you connected:

  ▶ Your username (Super User email address) and new password

  ▶ List of locations registered with IMVO – locations that are connected to the IMVS **must** match this list

Who to contact for support?

► IMVO registration – registration@imvo.ie or 01-5715320

► FMD software queries – your FMD software provider

► Problems with scanner/computer – equipment provider

► Implementation in HSE – HSE.support@ezfmd.com