

LETTER OF ANNOUNCEMENT
Participation Agreement Technical Issues

Friday 9th November 2018

Dear On-boarding Partner,

We are contacting you today to inform you that we are currently experiencing some technical issues and that we want to keep you informed of the developments with these issues.

We announced this week that the new Participation Agreement was available on our On-boarding Portal, the conditions under which it is relevant and how it applies to our On-boarding Partners. All this information remains the same and still applies as was explained this week in our Letter of Announcement.

We are experiencing 3 main technical issues at present:

- 1) Viewing the PA: We have had a number of cases with OBPs not being able to view the PA in the Portal. A message appears when a user attempts to open the PA, stopping them from being able to open the PA, or download it.
- 2) Opening Maintenance: Some OBPs have been unable to open the Maintenance section of the Portal. This issue is not one of functionality and is probably a browser or cache issue. We recommend to anyone encountering this problem that they try using a different browser and clear their cache. Going forward we intend to investigate which browser is best for using the Portal and we will communicate our recommendations.
- 3) Rejection of the PA: Some OBPs are experiencing problems when they make modifications to company information or contact details when the signed PA is deprecated. In these instances, the PA is shown to be automatically rejected. It is not the case that the PA has been rejected, and OBPs can continue to proceed with the On-boarding Process as normal.

We are working hard to fix these issues as soon as possible and they are being given the highest priority. We will inform you when we have fixed the current problems or when we have a workaround available.

In the event of any question or uncertainty, please do not hesitate to contact our Helpdesk:

Tel. Helpdesk: +372 611 90 44

E-Mail: helpdesk@emvo-medicines.eu



EMVO Team

European Medicines Verification Organisation

www.emvo-medicines.eu

helpdesk@emvo-medicines.eu

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