



Traceability & Verification System  
for Health Products

# TRVST Application User Manual

## Contents

1. Download the TRVST Application	3
2. Getting Started	3
3. Login Page	4
4. Terms and Conditions	7
5. App update	8
6. Pack scanning	9
7. Scan Log	12
8. Offline Scanning	12
9. Patient Leaflet	14
10. More/Settings	16
10.1 Test environment	17

## 1. Download the TRVST Application

Scan a code below to download the TRVST Application from the Play Store:



## 2. Getting Started



Select Language

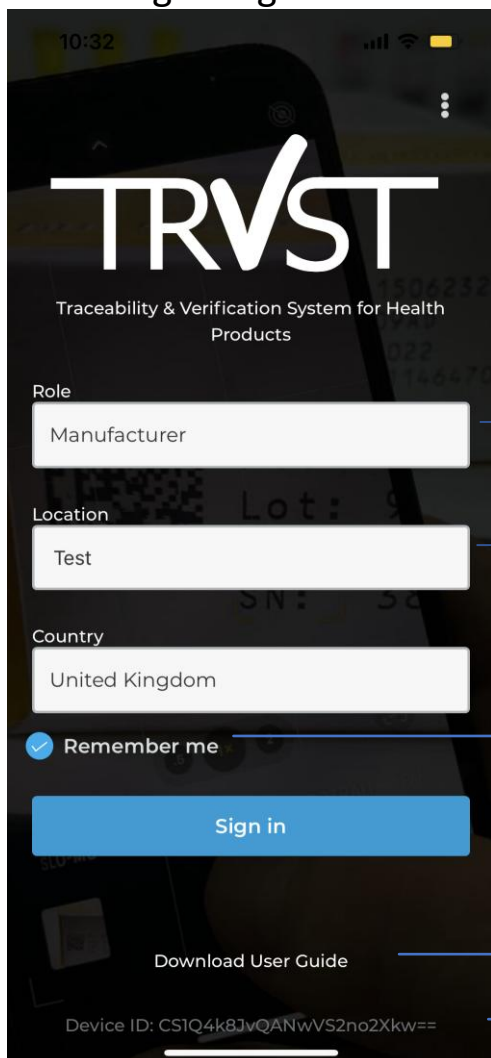
English

Select your preferred language.

Currently English and French are available.

Finish

### 3. Login Page



The screenshot shows the TRVST login interface. At the top, the TRVST logo is displayed with the tagline 'Traceability & Verification System for Health Products'. Below the logo, there are three dropdown menus for 'Role' (set to 'Manufacturer'), 'Location' (set to 'Test'), and 'Country' (set to 'United Kingdom'). A 'Remember me' checkbox is checked. A blue 'Sign in' button is positioned below these fields. At the bottom, there is a 'Download User Guide' link and a 'Device ID' field showing 'CS1Q4k8JvQANwVS2no2Xkw=='. A menu icon is visible in the top right corner.

Select here to use your redeem code.

Select your role. Choose between 8 different roles available.

Input your scanning location.

If you know the GLN of your site then you may use that as the location. Alternatively enter the location specified by your manager.

Select country. You can search through the available list of countries

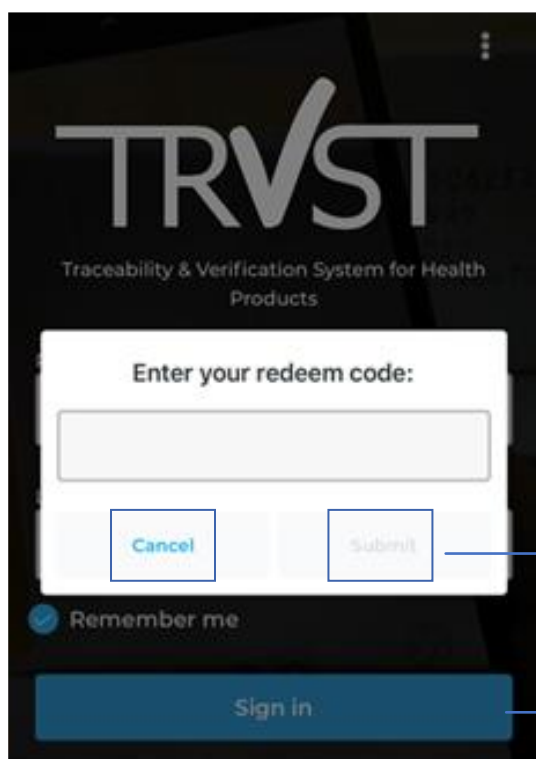
Select the "Remember me" checkbox to save your chosen Role and Location

Sign in button is disabled, until Role and Location are selected.

Click here to download the user guide in your selected language.

Your device's unique ID is displayed here.

Redeem a country specific code:



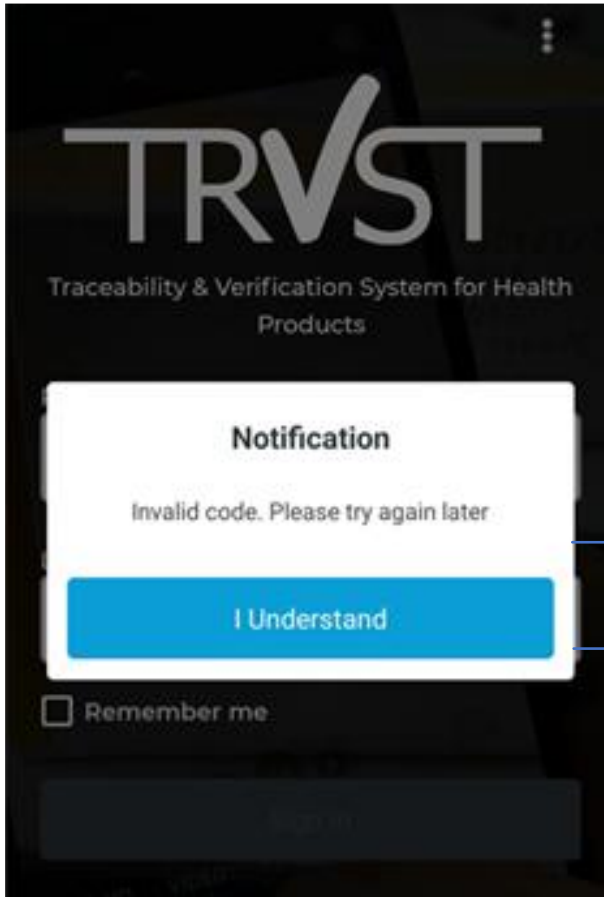
The screenshot shows the TRVST redeem code interface. A modal dialog box is open with the title 'Enter your redeem code:'. It contains a text input field for the code. Below the input field are 'Cancel' and 'Submit' buttons. The 'Remember me' checkbox is checked. A blue 'Sign in' button is visible at the bottom of the screen. The background shows the TRVST logo and tagline.

Enter the country specific code you want to redeem

Select the Cancel button to return to the Login page.

Select Submit to redeem the code. The Submit button is disabled until the code is entered.

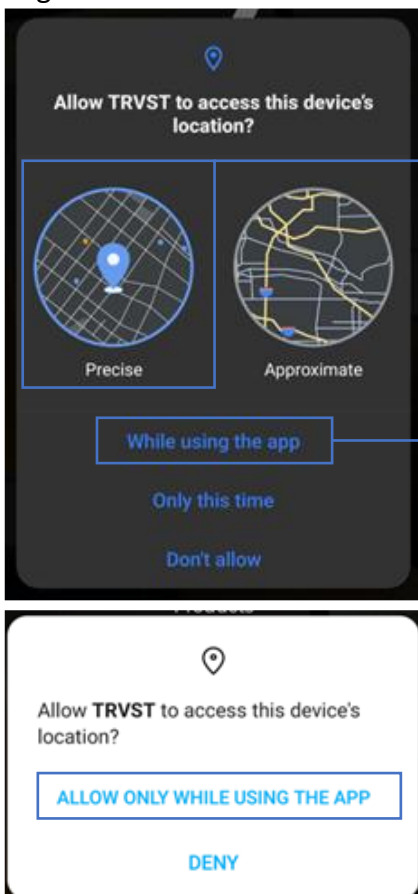
If a correct country code is used, the Login page will be displayed in that country's language.



This notification is shown, if an invalid code is entered.

Select "I Understand" to return to the Login page

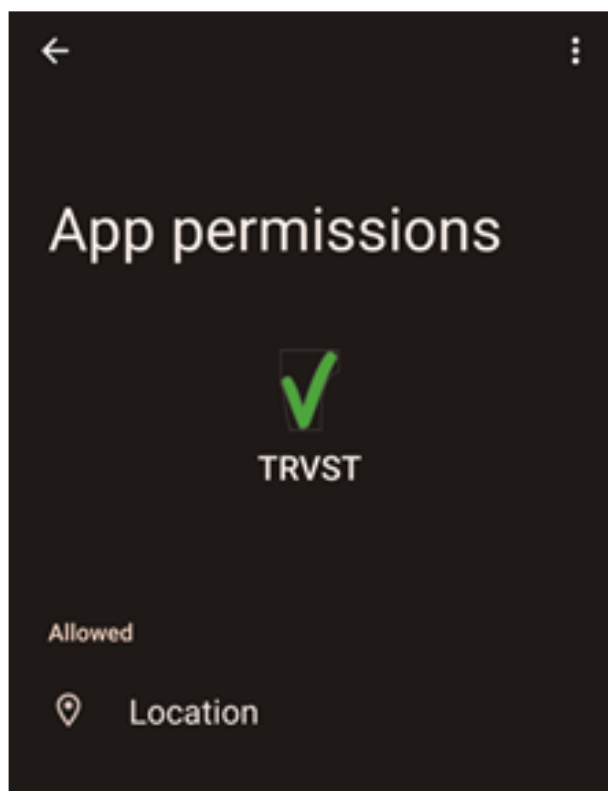
Sign in:



You need to allow the app access to your device's Location be allowed to sign in.

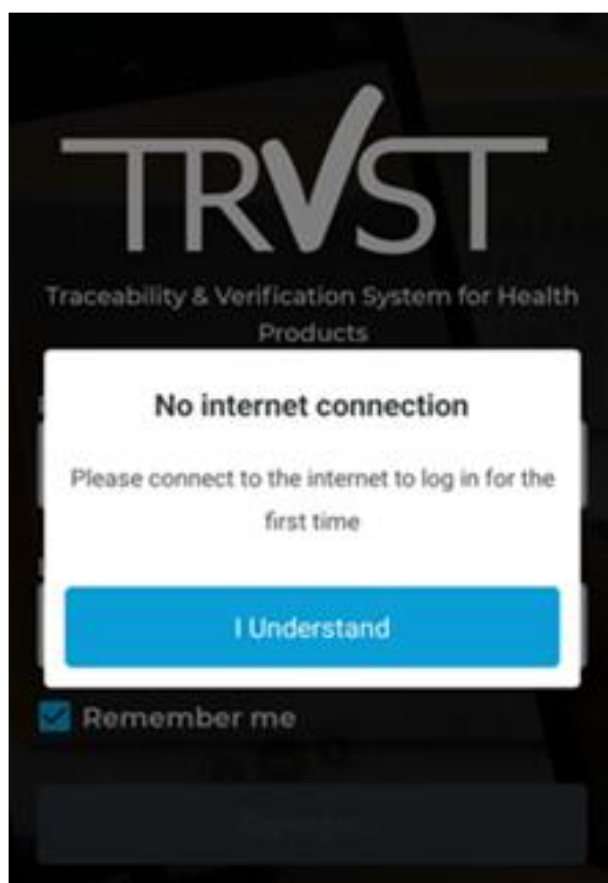
Allow the TRVST App to access "Precise" location when prompted on Android devices 12 and above.

Allow the TRVST App to access to your device's location when prompted on Android devices 11 and lower.



You can also enable the location permission in your device's settings.

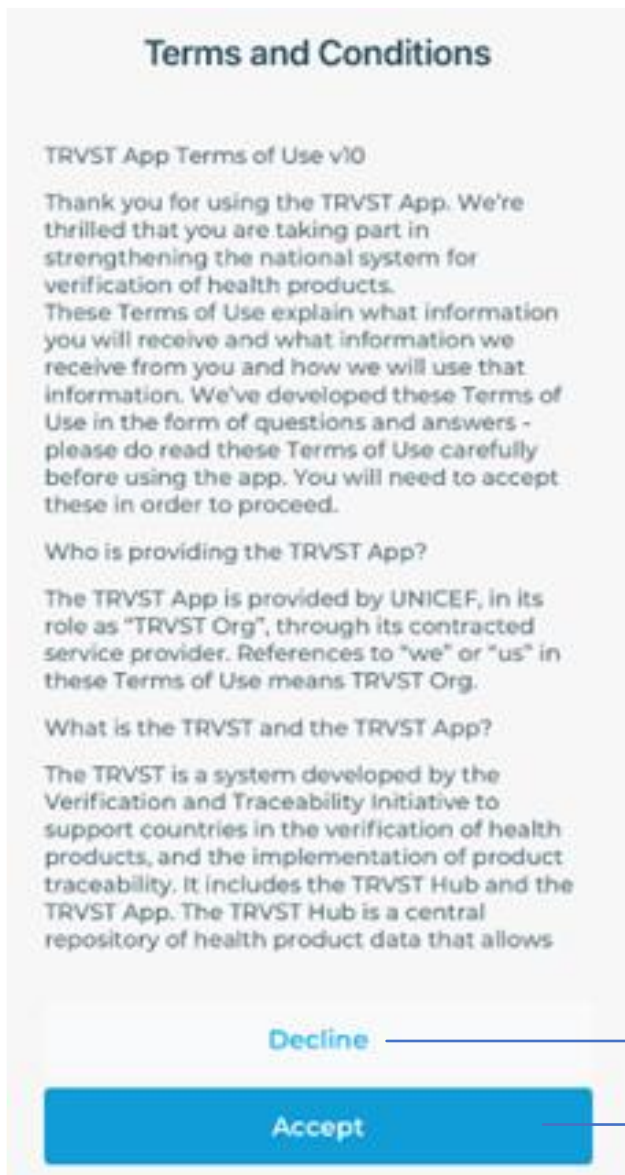
This setting is usually found in:  
Settings – Apps – App Management – App Permissions  
Or  
Settings – Privacy – Permissions Manager



You also need to have an active internet connection to sign-in for the first time only.

Subsequent sign-ins can be made while offline

## 4. Terms and Conditions



**Terms and Conditions**

TRVST App Terms of Use v10

Thank you for using the TRVST App. We're thrilled that you are taking part in strengthening the national system for verification of health products. These Terms of Use explain what information you will receive and what information we receive from you and how we will use that information. We've developed these Terms of Use in the form of questions and answers - please do read these Terms of Use carefully before using the app. You will need to accept these in order to proceed.

**Who is providing the TRVST App?**

The TRVST App is provided by UNICEF, in its role as "TRVST Org", through its contracted service provider. References to "we" or "us" in these Terms of Use means TRVST Org.

**What is the TRVST and the TRVST App?**

The TRVST is a system developed by the Verification and Traceability Initiative to support countries in the verification of health products, and the implementation of product traceability. It includes the TRVST Hub and the TRVST App. The TRVST Hub is a central repository of health product data that allows

[Decline](#)

**Accept**

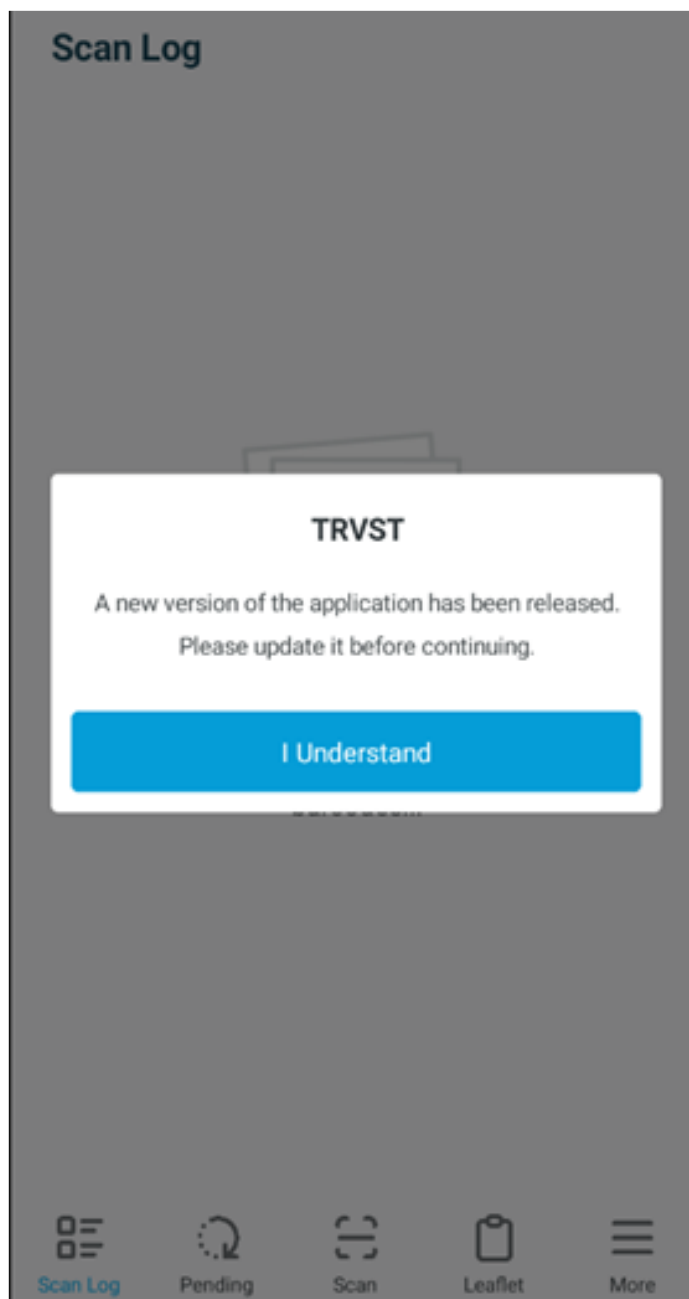
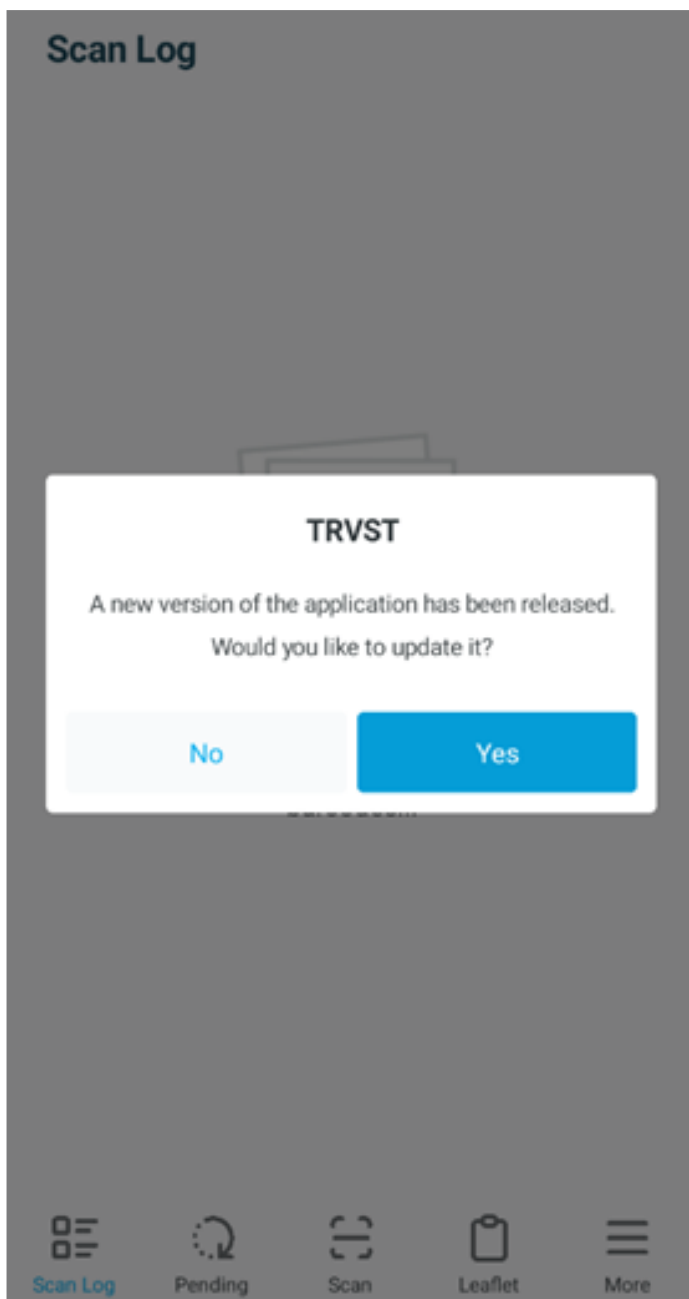
Please read the whole Terms and Conditions carefully.

If you decline the Terms and Conditions, you cannot proceed.

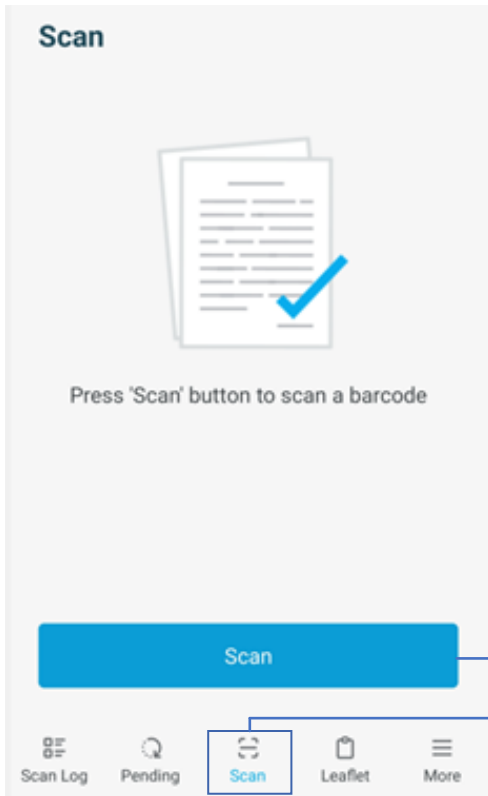
Please Accept the Terms and Conditions to proceed. If the Terms and Conditions change you will be prompted to re-accept them.

## 5. App update

If a new version of the TRVST mobile app is available in the Play Store, a notification will be displayed to the user. If the update is optional, you may decline the update by tapping “No” and you may continue to use the current version. Tapping “Yes” will open the Play Store where you may update the app. If the update is mandatory, it means that the current version may no longer function properly. In this case, tap “I Understand” to open the Play Store, where you can update the app to the newest version. The current app version can no longer be used.

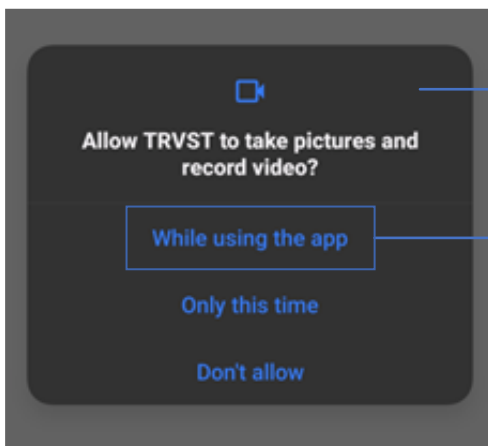


## 6. Pack scanning



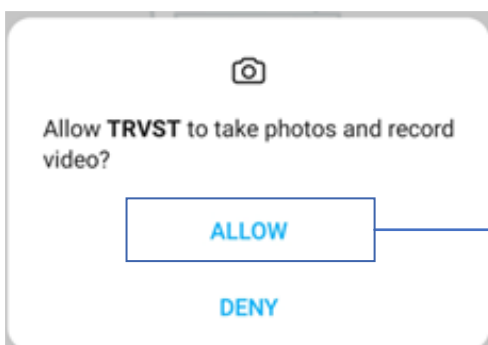
Select this button to open camera mode and start verifying your packs

Select this tab to open the scanning page



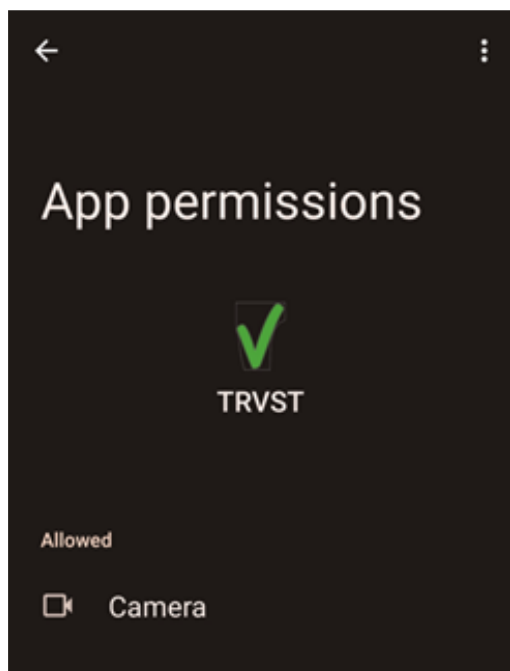
When scanning for the first time, you will be required to enable camera permission to the TRVST app.

Please enable camera permission to the app.



Example shown is for Android versions 11 and lower.

Please enable camera permission to the app.



You can also enable the Camera permission in your device's settings.

This setting is usually found in:  
Settings – Apps – App Management – App Permissions  
Or  
Settings – Privacy – Permissions Manager

Your phone's settings may differ from the examples above.

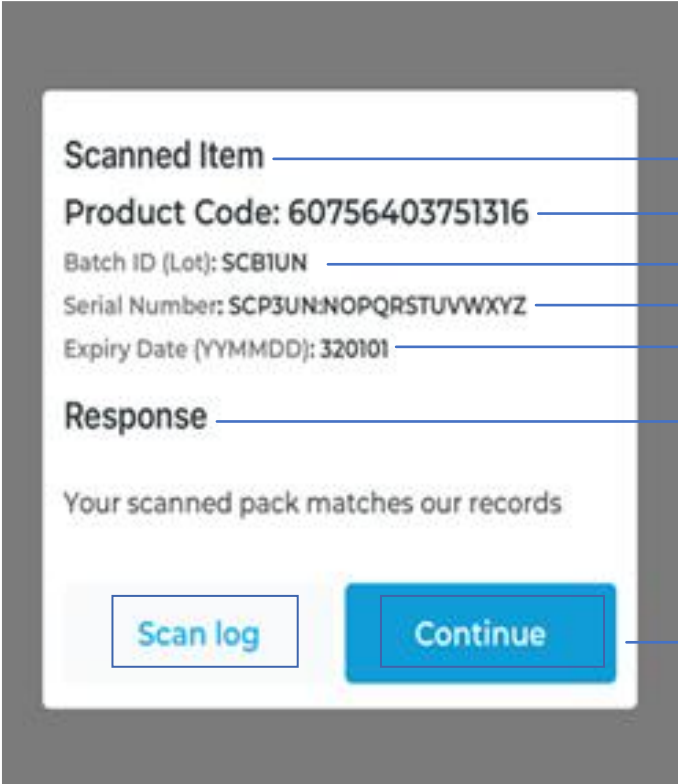


Select the "Lightning" icon to enable the flashlight.

Select "CANCEL" to exit the camera mode.

Point the camera window at the pack barcode you want to scan.

If necessary, tap the middle of the camera window to focus the camera.

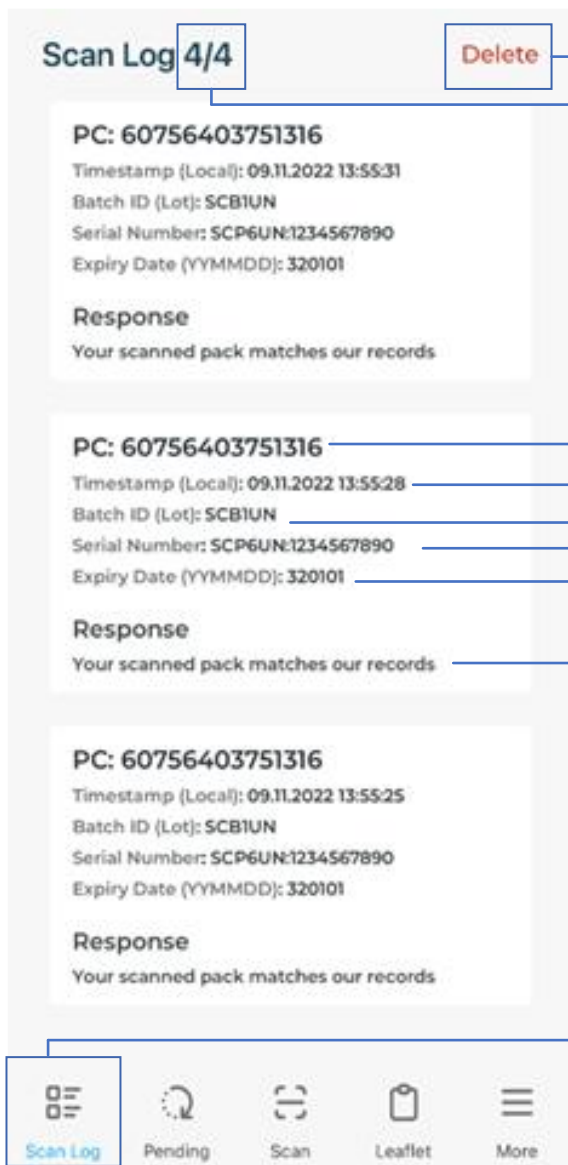


- The Scan Response.
- The Product code of the scanned pack.
- The Batch ID (Lot number) of the scanned pack.
- The Serial Number of the scanned pack.
- The Expiry date of the scanned pack.
- The received response is displayed here.
- Select "Continue" to proceed back to the camera mode to verify an additional pack.
- Select "Scan log" to navigate to the log of the verifications already performed



- Only Valid Data Matrix codes are supported for pack verification scanning
- If you try to scan a barcode in another symbology, you will receive the message "Incorrect barcode"

## 7. Scan Log



Select "Delete" to erase the Scan Log.

The number of loaded/total scans is displayed here.

**PC: 60756403751316**

Timestamp (Local): 09.11.2022 13:55:31

Batch ID (Lot): SCB1UN

Serial Number: SCP6UN:1234567890

Expiry Date (YYMMDD): 320101

**Response**

Your scanned pack matches our records

The product code of the scanned pack.

**PC: 60756403751316**

Timestamp (Local): 09.11.2022 13:55:28

Batch ID (Lot): SCB1UN

Serial Number: SCP6UN:1234567890

Expiry Date (YYMMDD): 320101

**Response**

Your scanned pack matches our records

The time of the scan in local time for online scans or UTC time for offline scans

The Batch ID (Lot number) of the scanned pack.

The Serial Number of the scanned pack.

The Expiry date of the scanned pack in YYMMDD format (e.g., 320101 is the 1st of January 2032).

The received response is displayed here.

**PC: 60756403751316**

Timestamp (Local): 09.11.2022 13:55:25

Batch ID (Lot): SCB1UN

Serial Number: SCP6UN:1234567890

Expiry Date (YYMMDD): 320101

**Response**

Your scanned pack matches our records

Select this tab to go to the Scan Log.



Scan Log



Pending



Scan

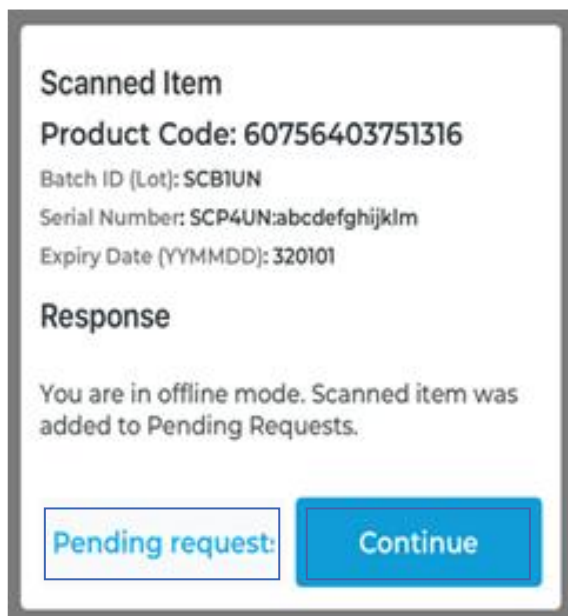


Leaflet



More

## 8. Offline Scanning:



It is possible to scan packs even when offline.

**Scanned Item**

**Product Code: 60756403751316**

Batch ID (Lot): SCB1UN

Serial Number: SCP4UN:abcdefghijklm

Expiry Date (YYMMDD): 320101

**Response**

You are in offline mode. Scanned item was added to Pending Requests.

The received response if internet connection is not established or the TRVST server is unavailable.

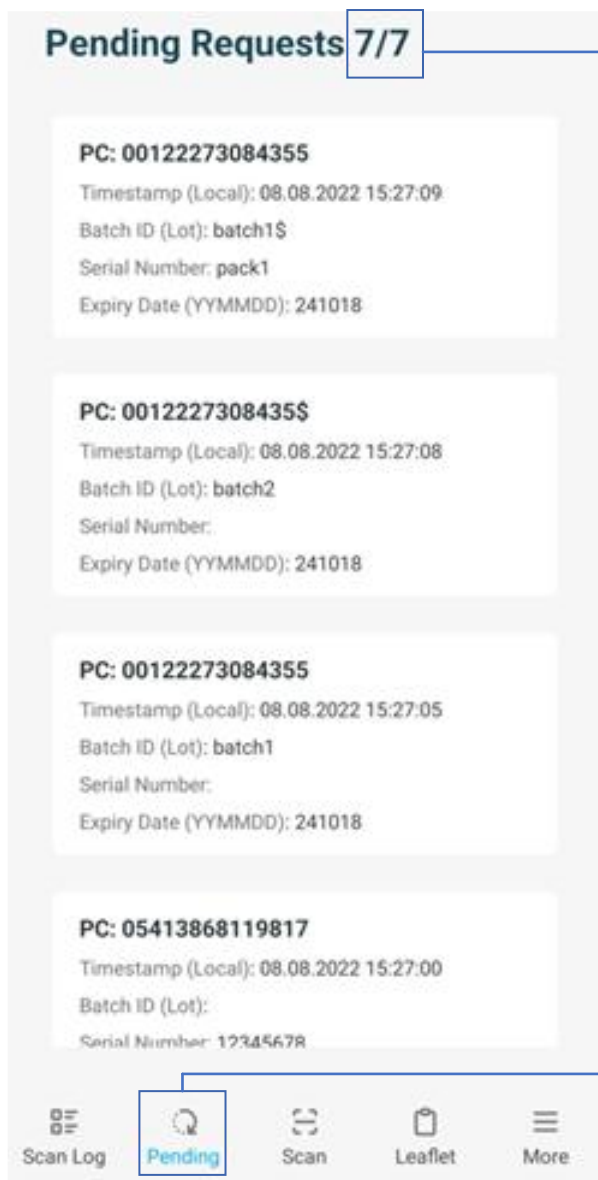
Select "Continue" to proceed with another scan.

Pending request

Continue

Select "Pending requests" to navigate to the queue of the verifications performed while offline.

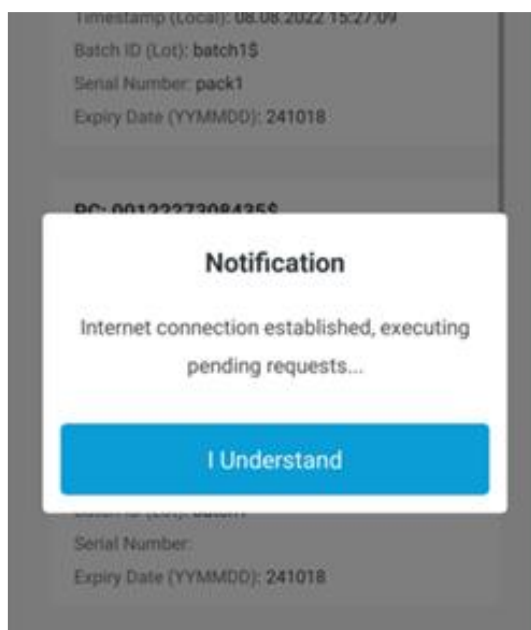
Any scans made while offline will be displayed on the Pending Requests Page:



The number of loaded/total offline scans is displayed here.

Up to 1000 offline scans can be stored in this list.

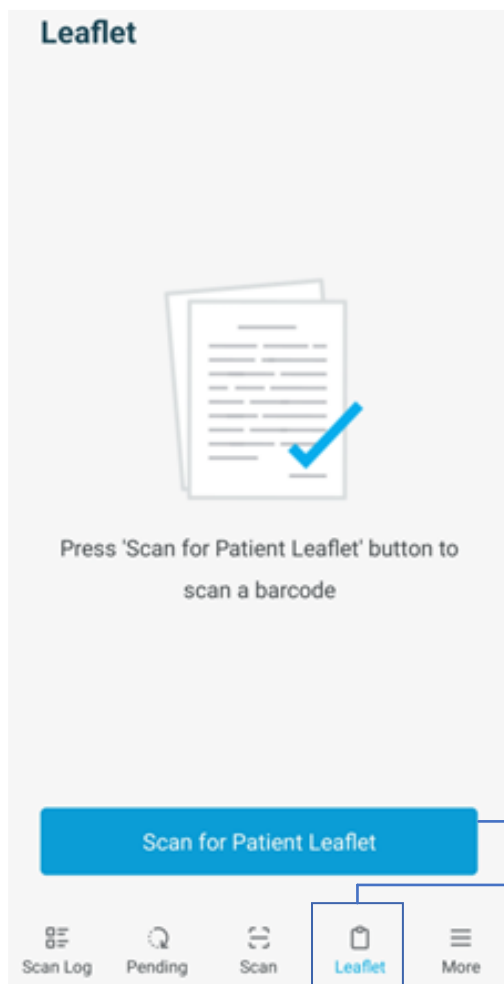
Select this tab to go to the Pending Requests page.



Once an internet connection is established the pending requests will be executed automatically.

The executed requests will be displayed in the Scan log

## 9. Patient Leaflet



An active internet connection is required for scanning the Patient Leaflets.

Click here to scan for the patient leaflet.

Select this tab to go to the Patient Leaflet page.



Select the "Lightning" icon to enable the flashlight.

Select "CANCEL" to exit the camera mode.

Point the camera window at the pack barcode or QR code you want to scan.

If necessary, tap the middle of the camera window to focus the camera.

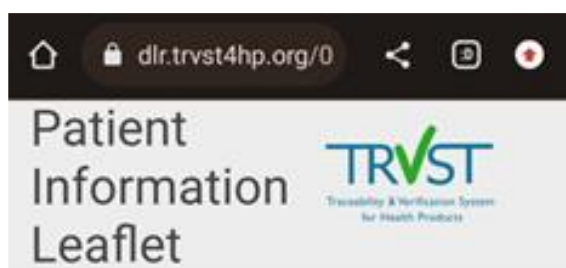
When a correct barcode is scanned, the Patient Leaflet will open in a separate window inside a browser.



An example of a Patient Leaflet opened in a browser window.



The language of the opened page depends on the Selected language of your browser. The default language is English.



## 404 Not Found

We don't have any information about this medicinal product. However, we will work with product manufacturers to improve this service.

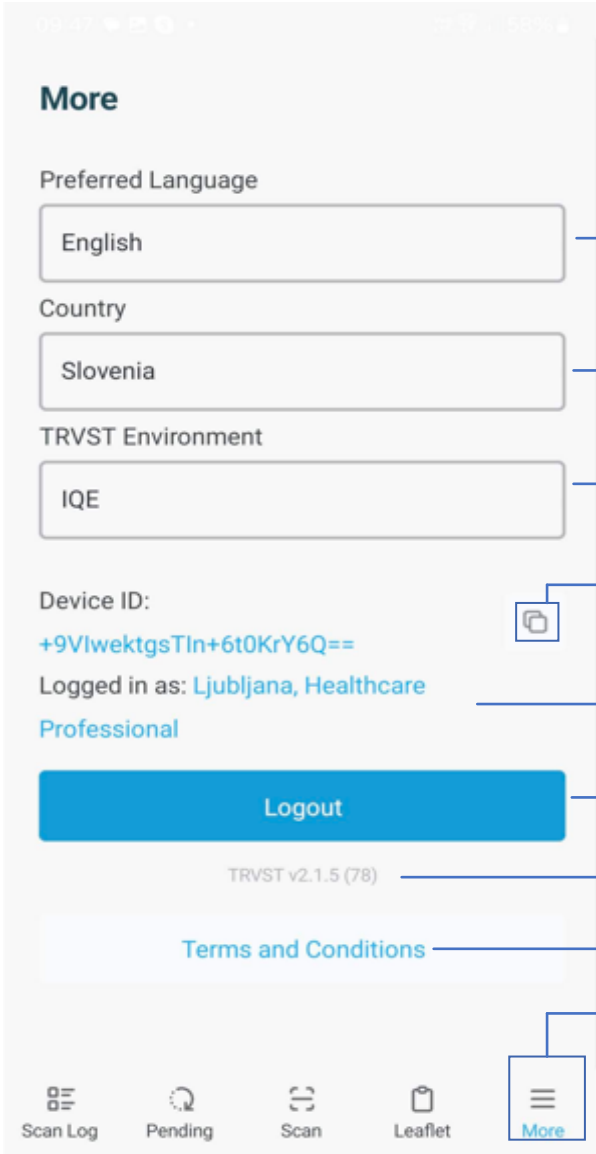
You will be informed if the Patient Leaflet is not available.



Only Valid Data Matrix and QR codes are supported for Patient Leaflet scanning.

If you try to scan a barcode in another symbology, you will receive the message "Incorrect barcode"

10. More/Settings



You have the option to change the preferred language here.

Select country. You can search through the available list of countries

Select TRVST Environment. Should be set to "Prod" for regular production use.

This is your device ID.  
You may copy it by tapping the Copy icon next to it.

This are your location and selected Role.

Click here to logout.

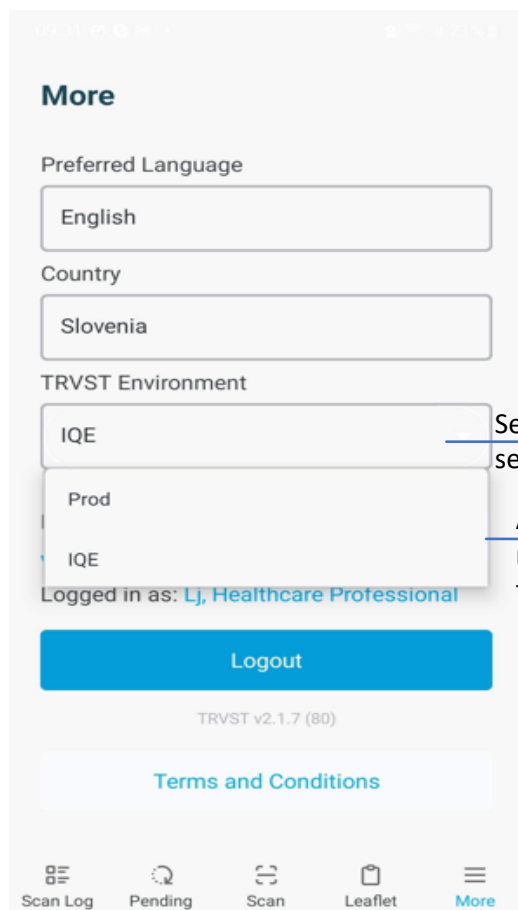
This is the current application version.

Click here to open the Terms and Conditions

Select this tab to go to the More/Settings page.

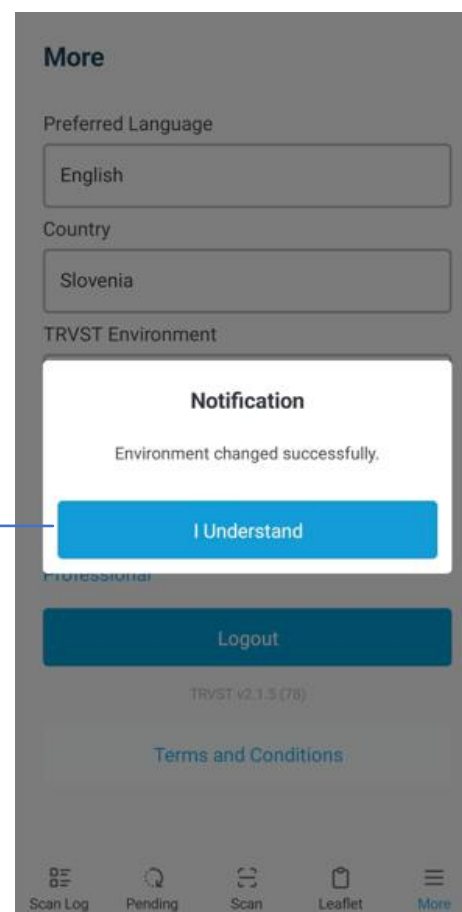
## 10.1 Test environment

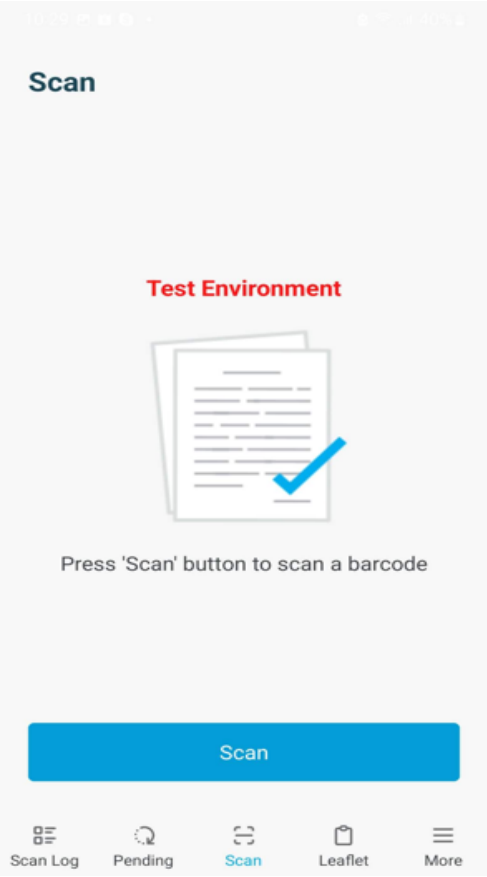
In certain cases (e.g. training), you will be requested to use the TRVST mobile app in the Test environment. You can do this by selecting the "IQE" option in the new "TRVST Environment" dropdown menu, which you can find on the More page. When the Test environment (IQE) is selected, any scans will be routed to the TRVST Test environment, enabling you to use the application without any impact to the real data in the production system. When the Test environment is selected, a warning message will be shown in the Scan and Leaflet screens, to make sure you're aware of this setting.



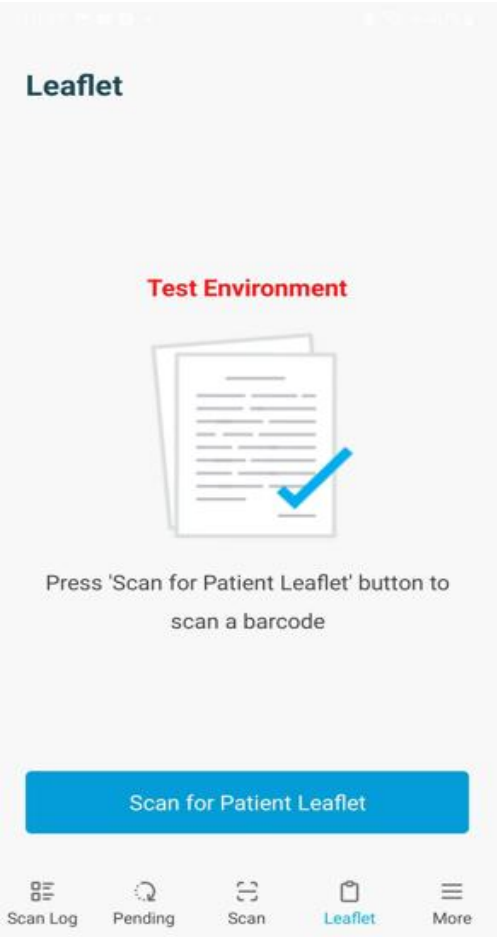
Select TRVST Environment. You can select between Prod and IQE.

After switching the environment, a notification will be displayed. This can take a few seconds.





When the Test environment (IQE) is selected, this message on the Scan screen is displayed to make sure you're aware of it.



When the Test environment (IQE) is selected, this message on the Scan screen is displayed to make sure you're aware of it.