

How does TRVST DIGITAL work ?

Data Matrix



Resolver



Electronic content



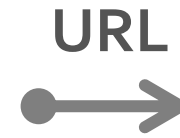
In very simple terms . . .

Data Matrix



Resolver

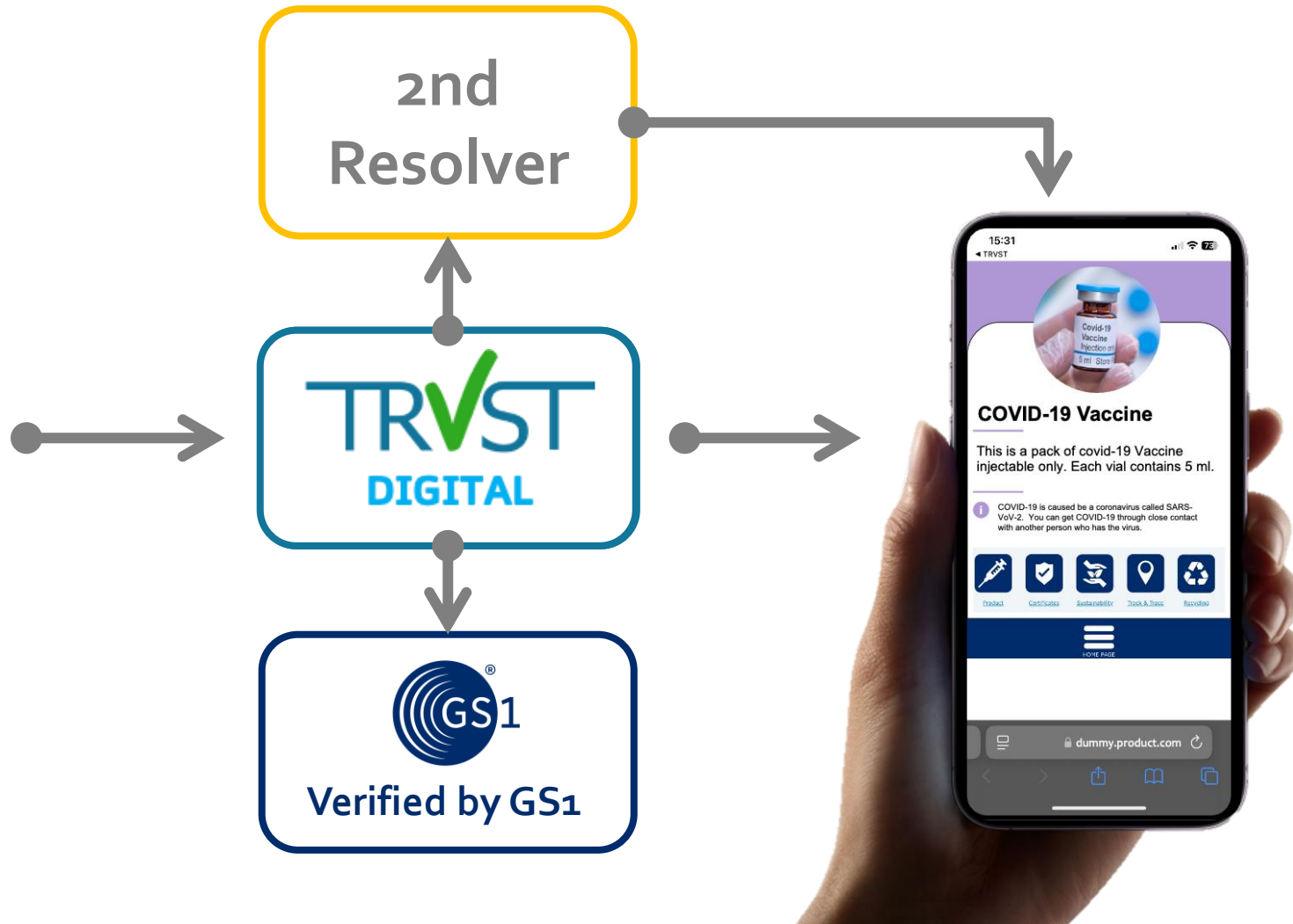
GTIN=URL



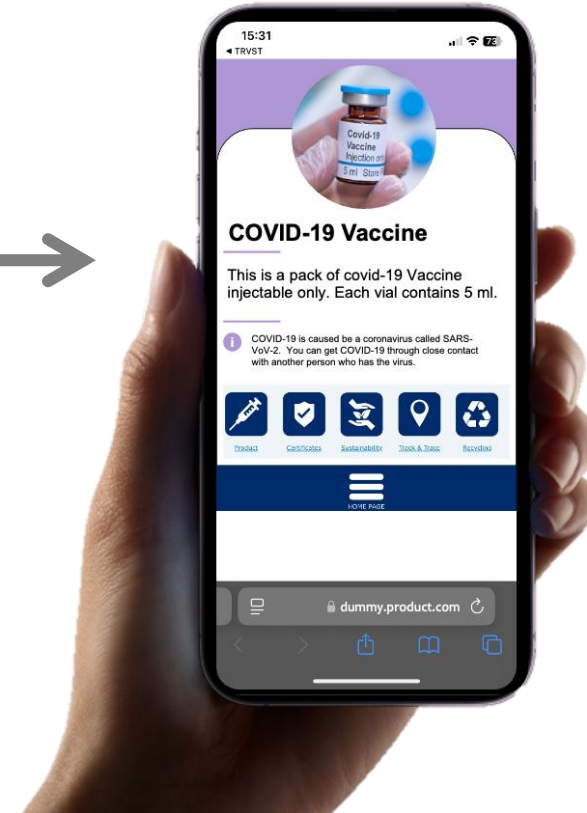
Electronic content



In reality it has some other flows . . .



Manage your links in TRVST DIGITAL





Introduction to the TRVST DLR Self-Service Track & Trace Portal

TRVST roles associated with Digital Links



SPOC – Single Point of Contact (Administrator & Digital Link Administrator)

The SPOC is the person accountable for TRVST within an organisation. They are the key contact person for TRVST in that organisation and have system administration rights which means they can give access to other users within that organisation. (OBPs – Digital Link Administrator, Digital Link Provider – Administrator)



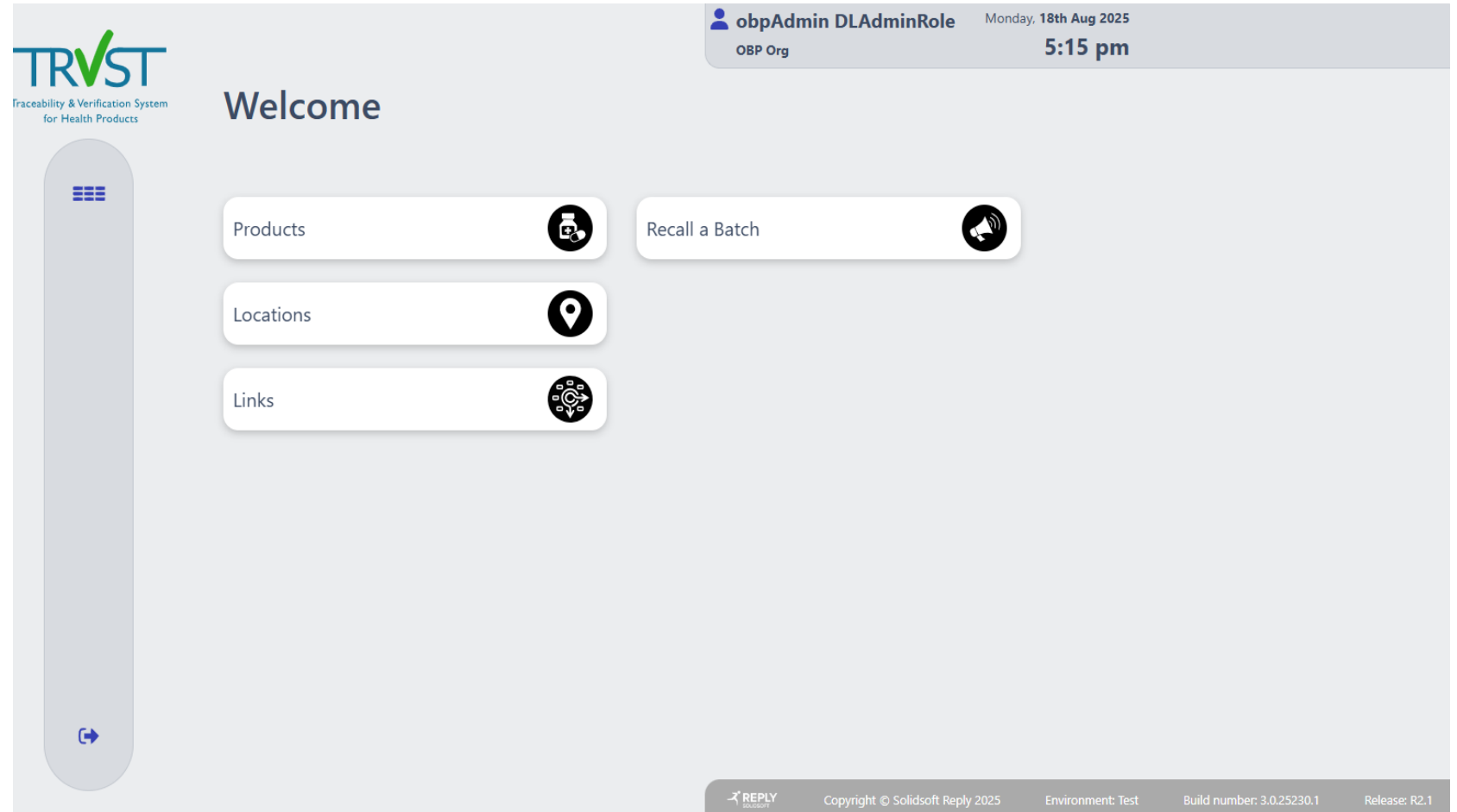
Digital Link Operator role

This person has access to TRVST and is expected to use the Track & Trace Portal to manage digital links as part of OBPs or Digital Link Providers.

It is possible for a person to have more than one role

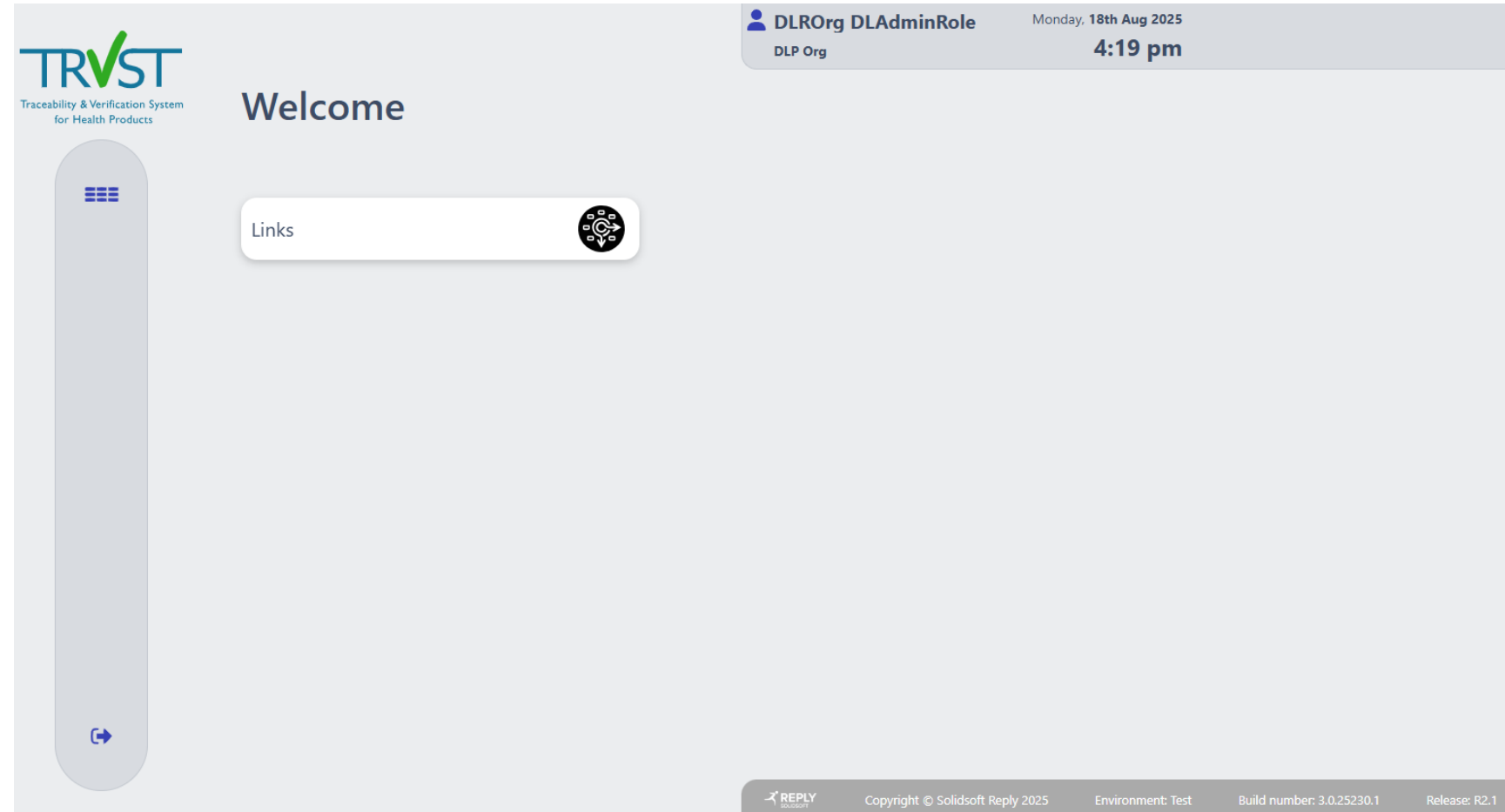
OBP: Trace & Trace Portal – Home Screen

- The TRVST role permission dictate which Menu Options you can see when logging into the Track & Trace portal
- An OBP Administrator or SPOC who uses TRVST to upload their products as well as manage digital links can see the following menu items.



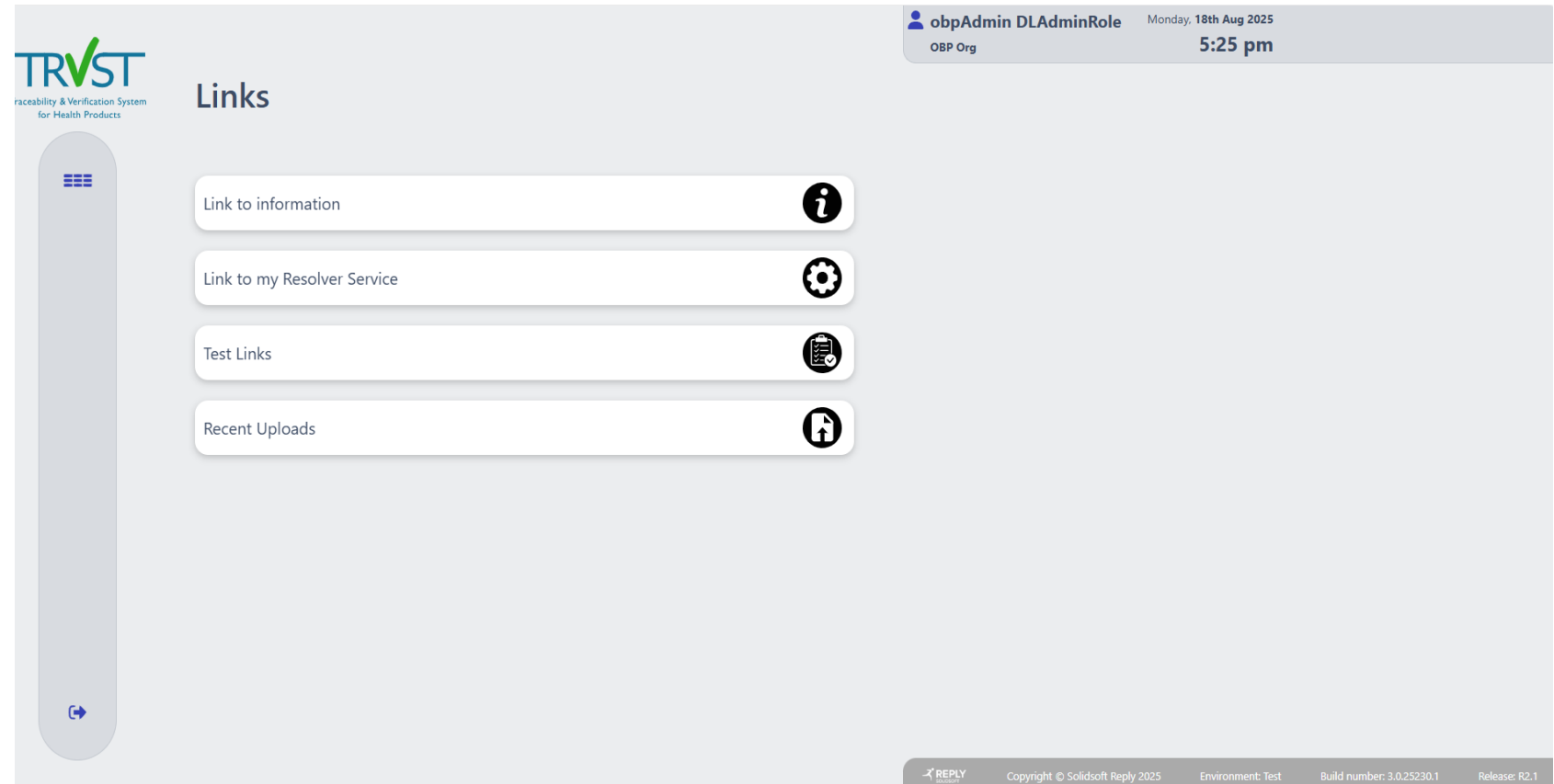
Digital Link Provider – Home Screen

- A Digital Link Provider is an organisation that's using TRVST to manage digital link only
- An Administrator and Digital Link Operator can just see Digital Links Menu item.



Trace & Trace Portal – Home Screen

- The Links Menu consist of the following four sub-menu items:-
- Link to information
 - User can specify entities and associated links
- Link to my Resolver Service
 - User can specify redirect rule to an alternative resolver
- Test Links
 - Page when user can test a link the have configured in the TRVST DLR
- Recent Uploads
 - View recently uploaded files containing entities and links or Redirection rules





Links to Information

Link to Information – Entities

This page lists all the top-level entities for which we support links that are associated with the Organisation the logged-on user belongs to.

Each row itemises a single 'entity' defined in terms of a GS1 ID Key type (e.g., GTIN), the Identification Key value (GTIN), an item description and any additional qualifiers (batch ID, serial number).

Users can use this list to select an entity and navigate to the detailed view of that entity and see associated links.

From this page the user is able to

- ❖ access the page that will allow them to add new links.
- ❖ Export the list of entities associated with the organisation
- ❖ Upload in bulk a list of entities associated with the organisation

TRVST
Traceability & Verification System
for Health Products

obpAdmin DLAdminRole Monday, 18th Aug 2025 5:36 pm
OBP Org

Links to Information - Entities

Total Records: 297 entities

GS1 ID Key Type	Identification Key	Item Description	Qualifiers
GTIN	15060917512197	test1	22/1,0
GTIN	15060917512159	Testing1	22/2,0
GTIN	05060917519991	Testing1	22/1,0
GTIN	05060917519991	Testing2	22/1,0/10/BA
GTIN	05060917519991	Testing3	22/1,0/10/BA-12
GTIN	15060917512128	Testing1	22/2,0
GTIN	15060917512128	Testing2	22/1,0
GTIN	15060917512128	Testing3	22/3,0/10/BA-12
GTIN	01362549999955	fsdfsdf	
GTIN	15060917512197	test2	22/2,0/10/BA123
GTIN	15060917512197	Testing12	22/2,0/10/BAA
GTIN	15060917512197	ABC	10/BA-1234
GTIN	35060917519992	Testing1	22/2,0
GTIN	15060917519998	Testing1	22/2,0

REPLY Copyright © Solidsoft Reply 2025 Environment: Test Build number: 3.0.25230.1 Release: R2.1

Entity and Links – Specify Entity

- ❖ The GS1 ID Key Type screen is populated with the default (GTIN) and cannot be cleared.
- ❖ The GS1 ID Key is mandatory and the user can type in a GTIN or select a GTIN from the drop-down if they have products already uploaded to TRVST. A description for entity needs to be specified.
- ❖ The Default Link Type is empty until the user creates the first link
- ❖ Use the Add Link button to associate multiple links to the entity
- ❖ The user has the option to add additional qualifiers via the button at the end of the Qualifiers field.
- ❖ When discussing **qualifiers** in the context of **GS1 Digital Link**, we're referring to the optional elements used to further refine and distinguish the entity identified by a primary key (like a GTIN) for instance narrowing down to a specific batch.

The screenshot displays the 'Entity and Links' configuration page in the TRVST system. The page header includes the TRVST logo and the text 'Traceability & Verification System for Health Products'. The user interface shows a form with the following fields and controls:

- GS1 ID Key Type:** A dropdown menu with a default value of 'GTIN'.
- GS1 ID Key:** A text input field for the primary key.
- Description:** A text input field for the entity description.
- Qualifiers:** A text input field with a button to add additional qualifiers.
- Default Link Type:** A dropdown menu.
- Approved by:** A text input field for the approver's name.
- Approved on (UTC):** A text input field for the approval date.
- Add Link:** A button with a plus icon to add new links.
- Approve:** A button to save the configuration.

Below the form, there is a table with the following content:

Active
No Links to Information found

The top right corner of the page shows the user 'obpAdmin DLAdminRole' and the time '6:00 pm'. The bottom footer contains the following information: 'REPLY', 'Copyright © Solidsoft Reply 2025', 'Environment: Test', 'Build number: 3.0.25230.1', and 'Release: R2.1'.

Entity and Links – Adding Optional Qualifiers

For the GS1 ID Key Type of (GTIN)

- ❖ The user can include the following key qualifiers:-
- ❖ Consumer Product Variant (CPV)
- ❖ Batch/Lot identifier
- ❖ GTIN Serial Number
- ❖ Third-party-controlled serialized extension to GTIN

These qualifiers typically follow the primary key in the URI—ordered by increasing specificity (e.g., GTIN → batch/lot → serial number)

The screenshot displays the TRVST (Traceability & Verification System for Health Products) interface. The main page is titled 'Entity and Links' and shows a configuration for a 'GS1 ID Key Type' of 'GTIN - Global Trade Item Number'. A modal dialog box titled 'Qualifiers' is open, allowing the user to add optional qualifiers. The dialog contains four input fields:

- Consumer Product Variant
- Batch/Lot
- Serial Number
- Third-party Controlled Serialized Extension

At the bottom of the dialog are 'OK' and 'Cancel' buttons. The background interface includes a sidebar with a menu icon, a top navigation bar with user information ('obpAdmin DLAdminRole', 'OBP Org', 'Tuesday, 19th Aug 2025', '1:33 pm'), and a footer with version information ('REPLY', 'Copyright © Solidsoft Reply 2025', 'Environment: Test', 'Build number: 3.0.25230.3', 'Release: R2.1').

Entity and Links – Specify Entity

- ❖ Once the user has specified the entity details and added optional qualifiers the entity information can be activated and saved.
- ❖ The Entity record also needs to be approved with the Approved by and Approval Date being populated.
- ❖ The user can also export Entity and Link details. The information is exported in JSON.
- ❖ When the user clicks the 'Add Link' button, a new link can be created. The user can create as many new links as required. These will be displayed as a scrollable list.

The screenshot shows the TRVST 'Entity and Links' configuration page. The page header includes the TRVST logo and the text 'Traceability & Verification System for Health Products'. The user is logged in as 'obpAdmin DLAdminRole' on 'Monday, 18th Aug 2025' at '6:00 pm'. The page title is 'Entity and Links'. The form contains the following fields:

- GS1 ID Key Type (dropdown)
- GS1 ID Key (text input)
- Description (text input)
- Qualifiers (text input with a plus icon)
- Default Link Type (dropdown)
- Approved by (text input)
- Approved on (UTC) (text input)

There is an 'Approve' button at the bottom right of the form. Below the form is a section for 'Add Link' with a table that currently displays 'No Links to Information found'. The table has columns for 'Active'.

Footer information includes: REPLY, Copyright © Solidsoft Reply 2025, Environment: Test, Build number: 3.0.25230.1, Release: R2.1

Entity and Links – Adding links

- ❖ When specifying a Link, the following fields are required to be populated
 - ❖ Link type
 - ❖ Link Title - human readable title of the link.
 - ❖ The target URL the link point to
 - ❖ MIME type or content type of the link target
 - ❖ Language(s) the link target is intended for
- ❖ While the Context(s) or categories for the link is optional.
- ❖ Once the user has specified the link details the information can be save and the link activated.
- ❖ Forward Parameters - The user also has the option to indicate whether the original query string should be forwarded to the target URL.
- ❖ There is also the option using the specified Link Details to Test a Digital Link page from this screen via the Test button.

The screenshot displays the 'Link' configuration page in the TRVST system. The page header shows the user is 'Admin User' from 'AdminOrg', with the date 'Tuesday, 19th Aug 2025' and time '1:52 pm'. The system is running in 'Test' environment. The main form includes the following fields and options:

- Link Type**: A dropdown menu.
- Link Title**: A text input field.
- Target URL**: A text input field.
- MIME Type**: A dropdown menu.
- Languages**: A dropdown menu.
- Context**: A dropdown menu.
- Forward Parameters**: A toggle switch, currently turned on.
- Query String Parameter**: A text input field.
- Fragment Specifier**: A text input field.
- Digital Links**: A list of three example URLs, each with a copy icon:
 - https://go.gs1.org/01/15060917512197/22/1.0?fwqs=true
 - https://go.gs1.org/ARTISubQCkUGxXMA?fwqs=true
 - https://go.gs1.org/ChtISubQCwbFcw8I_hVYwltzdw
- Test**: A button to test the digital link.



Links to My Resolver

Link to Resolver Services Listings

This page lists all the top-level entities for which we support links that are associated with the Organisation the logged-on user belongs to.

Each row itemises a single 'entity' defined in terms of a GS1 ID Key type (e.g., GTIN), the Global Company Prefix (or GCP) to which the Link to Resolver relates and the destination URL in this case the address of the alternative resolver service.



Users can use this list to select an entity and navigate to the detailed view of that entity and see associated links.

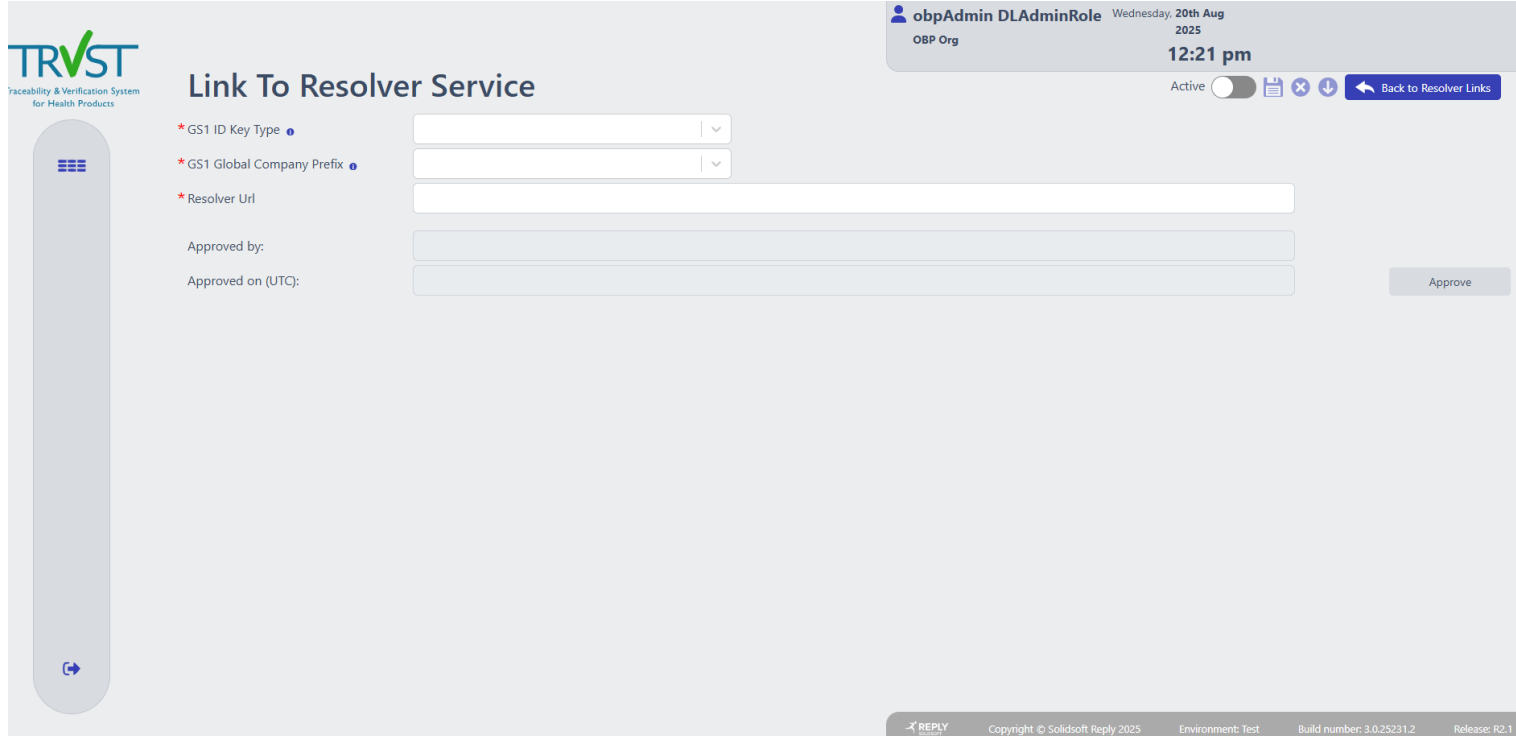
From this page the user is able to

- ❖ see and filter upon Active and approved resolver links.
- ❖ access the page that will allow them to add new links.
- ❖ Export the list of entities associated with the organisation
- ❖ Upload in bulk a list of entities associated with the organisation

GS1 ID Key Type	GCP	Resolver URL	Active	Approved
	00000	http://solidsoftest.com	Green	Red
	506091751	http://Solidsoft.com	Green	Red
GTIN	00000	http://testing1testing1testing1testing1testingng1.com	Red	Red
GTIN	136254123	http://www.googlone.com	Green	Green
GTIN	1435	http://test1.com	Green	Red
GTIN	231234567890	http://www.google.com	Green	Green
GTIN	340093027765	https://epi.jnj	Green	Green
GTIN	4354	http://www.abc.com	Green	Red
GTIN	45454	http://testmk.com	Red	Red
GTIN	4555	http://Solidsoft.com	Green	Green
GTIN	506091751	http://testingur2.com	Green	Green
GTIN	506091752	http://Solidsoft.com	Green	Green
GTIN	636323234321	http://www.google.com	Green	Green
	00000	http://two1.com	Green	Green
	00000	http://www.google.com	Green	Red
	506091751	http://testingur4.com	Green	Green
	00000	http://www.google.com	Red	Red
	00000	http://solidsoft.com	Green	Green

Adding a new Link to Resolver Service

- ❖ The GS1 ID Key Type screen is populated with the default (GTIN) and cannot be cleared.
- ❖ The GS1 Global Company Prefix i(or GCP) is a unique number assigned by a GS1 office to identify a legal or operational entity, such as a company. The list of GCP's available relate to your own organisation.
- ❖ If the GCP you need is not available, please contact an administrator for configuration and they will need to request that the TRVST Helpdesk add the new GCP to your organisation.
- ❖ The resolver URL is the address of the alternative resolver that you want you Digital Link to redirect to.
- ❖ Once the user has specified the Link to Resolver Service details the information can be Activated and Saved. 
- ❖ The Links to Resolver Service Record also needs to be approved with the Approved by and Approval Date being populated. The record can also be exported via button. 



The screenshot displays the 'Link To Resolver Service' configuration page in the TRVST system. The page header shows the user 'obpAdmin DLAdminRole' and the date 'Wednesday, 20th Aug 2025' at '12:21 pm'. The form contains the following fields:

- GS1 ID Key Type:** A dropdown menu with a downward arrow.
- GS1 Global Company Prefix:** A dropdown menu with a downward arrow.
- Resolver Url:** A text input field.
- Approved by:** A text input field.
- Approved on (UTC):** A text input field.

At the bottom right of the form, there is an 'Approve' button. In the top right corner, there is a 'Back to Resolver Links' button. A toggle switch labeled 'Active' is currently turned on. The footer of the page includes the text: 'REPLY Copyright © Solidsoft Reply 2025 Environment: Test Build number: 3.0.25231.2 Release: R2.1'.



Test a Digital Link

Test a Digital Link

- ❖ This page allows users to test Digital Link. The GS1 ID Key Type screen is populated with the default (GTIN) and cannot be cleared.
- ❖ The GS1 ID Key is mandatory and the user can type in a GTIN or select a GTIN from the drop-down if they have products already uploaded to TRVST.
- ❖ When testing a Link the user can include the following key qualifiers:-
 - ❖ Consumer Product Variant (CPV), Batch/Lot identifier, GTIN Serial Number, Third-party controlled serialised extension
 - ❖ Alternatively, the user when creating and activating a link can access the Test a Digital Link page and these values be automatically populated.
- ❖ When testing a Link, the following link properties can be populated
 - ❖ Link type, MIME Type, Language(s) the link target is intended for, the Context(s) or categories for the link
 - ❖ Alternatively, the user when creating and activating a link can access the Test a Digital Link page and these values be automatically populated.

The screenshot shows the TRVST (Traceability & Verification System for Health Products) web application. The page title is "Test a Digital Link". The user is logged in as "obpAdmin DLAdminRole" for "OBP Org" on Wednesday, 20th Aug 2025, at 1:17 pm. A "Back to Menu" button is in the top right. The form contains the following fields:

- * GS1 ID Key Type (dropdown menu)
- * GS1 ID Key (text input)
- Consumer Product Variant (text input)
- Batch (Lot) (text input)
- Serial Number (text input)
- Third party controlled serialised extension (text input)
- Link Type (dropdown menu)
- MIME Type (dropdown menu)
- Languages (dropdown menu)
- Context (dropdown menu)

At the bottom right of the form area, there are "Test" and "Print Page" buttons. The footer includes the REPLY logo, copyright information (© Solidsoft Reply 2025), environment (Test), build number (3.0.25231.2), and release (R2.1).

Test a Digital Link (via Link Page)

- ❖ The user can also test an existing Digital Link by
- ❖ Opening Entity Record
- ❖ Clicking on an existing link to view the link details
- ❖ Pressing the Test Button from the Links screen
 - ❖ This automatically populates the Test a Digital Link fields

The screenshot shows the TRVST (Traceability & Verification System for Health Products) interface. The user is logged in as 'DLROrg dOperatorRole' with the role 'DigitalLinkProvider1'. The date and time are 'Thursday, 2nd Oct 2025 2:15 pm'. The page title is 'Link'. The form fields are:

- * Link Type: Electronic Patient Information Leaflet
- * Link Title: MRN Vaccine
- * Target URL: https://www.pfizer.co.uk/products/prescription-medicines/prevenar-20
- * MIME Type: application/pdf
- * Languages: English
- Context: Afghanistan - AF

Below these fields, there is a 'Forward Parameters' toggle switch which is turned on. The 'Query String Parameter' and 'Fragment Specifier' fields are empty. The 'Digital Links' section contains three links with copy icons:

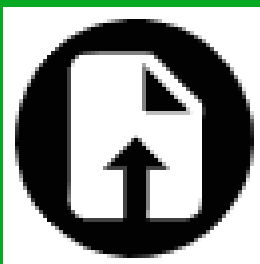
- https://go.gs1.org/01/07640128010272/22/4,0?context=AF&fwqs=true
- https://go.gs1.org/AQ3ltjtwwQEUG0WMA?context=AF&fwqs=true
- https://go.gs1.org/Cg3ltjtwwQbRYw8O5RPa9jagVf4R_CqxhLa7ng

A blue 'Test' button is located at the bottom left of the form area.

Test Result from Testing a Digital Link

- ❖ When the users has
 - ❖ specified the necessary information
 - ❖ or pressed the Test button via the Link Details page
- ❖ Then the user presses the Test button to test the Digital Link
- ❖ The Results are displayed in the test window
 - ❖ If an invalid URL has specified an error message will be displayed in the test window.
 - ❖ If an invalid parameters have been specified an error message will be displayed in the test window.
 - ❖ If a valid parameters link has been specified the test window will show content from the specified destination URL
- ❖ The user also has the option to print the page.

The screenshot shows the TRVST 'Test a Digital Link' interface. The top header includes the TRVST logo, user role 'DLROrg dOperatorRole', and the time 'Thursday, 2nd Oct 2025 2:12 pm'. The main form contains fields for 'GS1 ID Key Type' (GTIN - Global Trade Item Number), 'GS1 ID Key' (07640128010272), 'Link Type' (Electronic Patient Information Leaflet), 'MIME Type' (application/pdf), 'Languages' (English), and 'Context' (Afghanistan - AF). There are also fields for 'Consumer Product Variant' (4,0), 'Batch (Lot)', 'Serial Number', and 'Third party controlled serialised extension'. A 'Test' button is visible. Below the form, the URL 'https://www.pfizer.co.uk/products/prescription-medicines/prevenar-20?linkType=epil&context=AF' is shown. The resulting page is the Pfizer website for 'Prevenar 20', displaying the Pfizer logo, navigation links, and product information: 'Prevenar 20® (pneumococcal polysaccharide conjugate vaccine (20-valent, adsorbed))'. The page includes a disclaimer: 'This page is intended as reference information for the general public in the United Kingdom.' and a section titled 'What is Prevenar 20 and what is it used for?' with a bulleted list of indications.

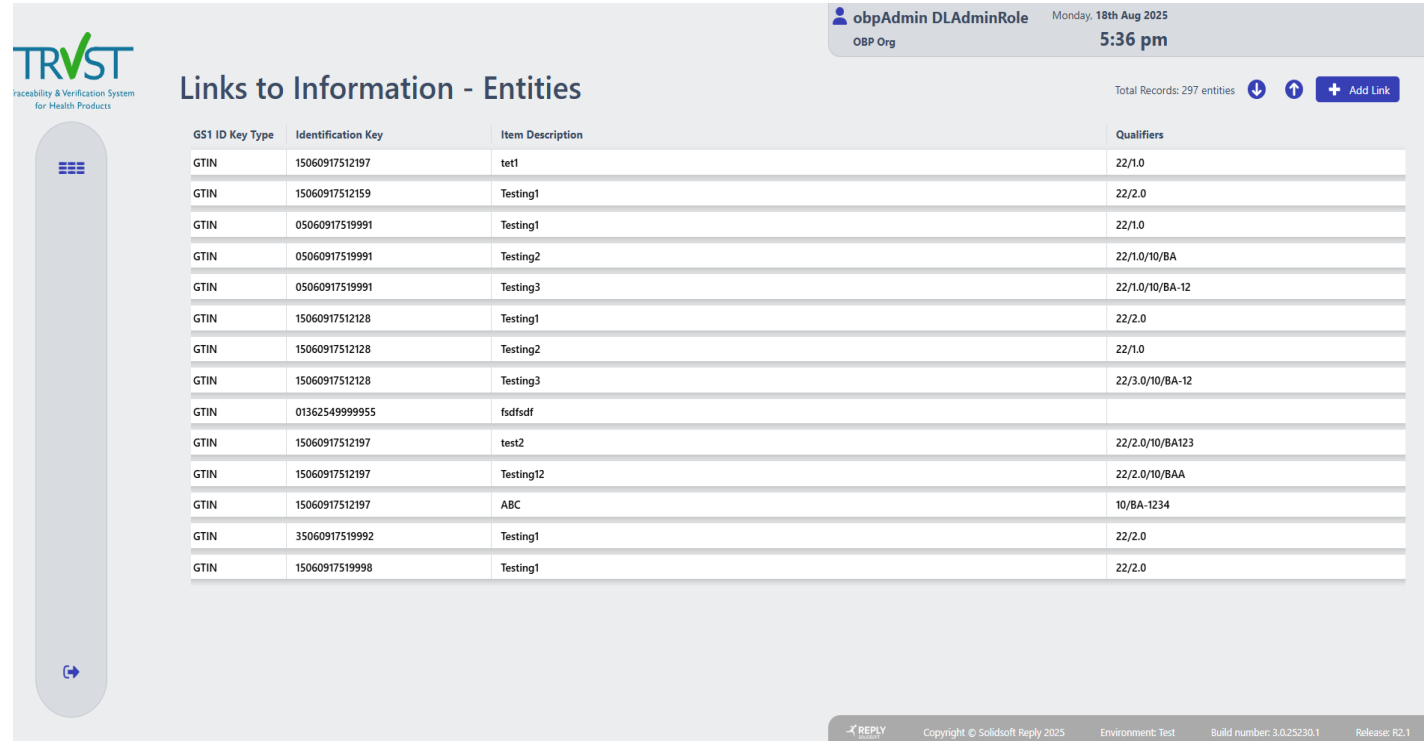


Recent Uploads

Link to Information – Entities (Import)

- ❖ As an alternative to entering Entity& Link Information singularly through the UI. The user has the option to upload Entity& Link Information in bulk via the Import facility.
- ❖ When the user clicks the import button, they have the option to select a JSON file they wish to upload.
- ❖ Only 1 file can be uploaded at once. Format Example:-

```
{
  "anchor": "/01/15060917512197",
  "itemDescription": "test2",
  "qualifiers": [
    {
      "22": "RAM123"
    }
  ],
  "defaultLinktype": "allergenInfo",
  "active": true,
  "status": "Approved",
  "links": [
    {
      "linkType": "allergenInfo",
      "href": "http://aaa1.com",
      "title": "test",
      "type": "application/AML",
      "hrefLang": [
        "aa"
      ],
      "context": [
        "",
        "AF"
      ],
      "id": "60",
      "active": false
    }
  ],
  "approvedBy": "Admin User",
  "approvedOn": "2025-06-06T09:53:08.397Z"
}
```



TRVST
Traceability & Verification System
for Health Products

obpAdmin DLAdminRole
OBP Org

Monday, 18th Aug 2025
5:36 pm

Links to Information - Entities

Total Records: 297 entities

GS1 ID Key Type	Identification Key	Item Description	Qualifiers
GTIN	15060917512197	tet1	22/1,0
GTIN	15060917512159	Testing1	22/2,0
GTIN	05060917519991	Testing1	22/1,0
GTIN	05060917519991	Testing2	22/1,0/10/BA
GTIN	05060917519991	Testing3	22/1,0/10/BA-12
GTIN	15060917512128	Testing1	22/2,0
GTIN	15060917512128	Testing2	22/1,0
GTIN	15060917512128	Testing3	22/3,0/10/BA-12
GTIN	01362549999955	fsdfsdf	
GTIN	15060917512197	test2	22/2,0/10/BA123
GTIN	15060917512197	Testing12	22/2,0/10/BAA
GTIN	15060917512197	ABC	10/BA-1234
GTIN	35060917519992	Testing1	22/2,0
GTIN	15060917519998	Testing1	22/2,0

REPLY Copyright © Solidsoft Reply 2025 Environment: Test Build number: 3.0.25230.1 Release: R2.1

Link to Resolver (Import)

- ❖ As an alternative to entering Links to Resolver Information singularly through the UI. The user has the option to upload Links to a Resolver Information in bulk via the Import facility.
- ❖ When the user clicks the import button, they have the option to select a JSON file they wish to upload.
- ❖ Only 1 file can be uploaded at once. Format Example:-

```
[
  {
    "identificationKeyType": "01",
    "gcp": "00000",
    "targetUrl": "http://testa1.com",
    "active": true,
    "status": "Approved",
    "approvedBy": "Admin User",
    "approvedOn": "2025-06-02T14:58:16.393Z"
  },
  {
    "identificationKeyType": "01",
    "gcp": "00000",
    "targetUrl": "http://testing1.com",
    "active": false,
    "status": "Draft",
    "approvedBy": null,
    "approvedOn": null
  },
  {
    "identificationKeyType": "253",
    "gcp": "00000",
    "targetUrl": "http://one1.comg",
    "active": true,
    "status": "Approved",
    "approvedBy": "Admin User",
    "approvedOn": "2025-06-02T15:09:27.317Z"
  }
]
```

TRVST
Traceability & Verification System
for Health Products

obpAdmin DLAdminRole
OBP Org
Monday, 18th Aug 2025
5:36 pm

Links to Information - Entities

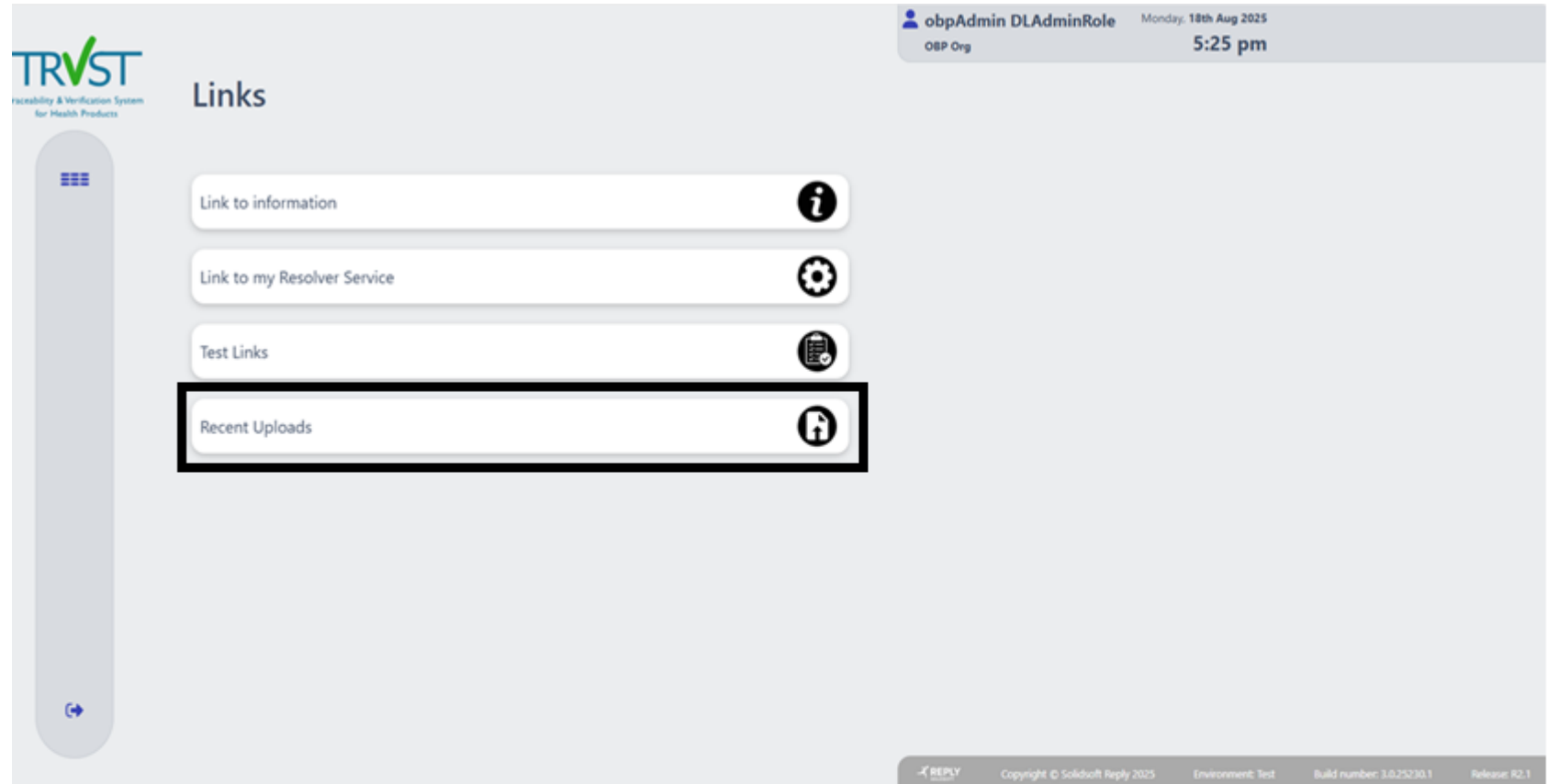
Total Records: 297 entities

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GTIN	15060917512197	test1	22/1.0
GTIN	15060917512159	Testing1	22/2.0
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GTIN	05060917519991	Testing2	22/1.0/10/BA
GTIN	05060917519991	Testing3	22/1.0/10/BA-12
GTIN	15060917512128	Testing1	22/2.0
GTIN	15060917512128	Testing2	22/1.0
GTIN	15060917512128	Testing3	22/3.0/10/BA-12
GTIN	01362549999955	fsdfsdf	
GTIN	15060917512197	test2	22/2.0/10/BA123
GTIN	15060917512197	Testing12	22/2.0/10/BAA
GTIN	15060917512197	ABC	10/BA-1234
GTIN	35060917519992	Testing1	22/2.0
GTIN	15060917519998	Testing1	22/2.0




REPLY
Copyright © Solidsoft Reply 2025
Environment: Test
Build number: 3.0.25230.1
Release: R2.1

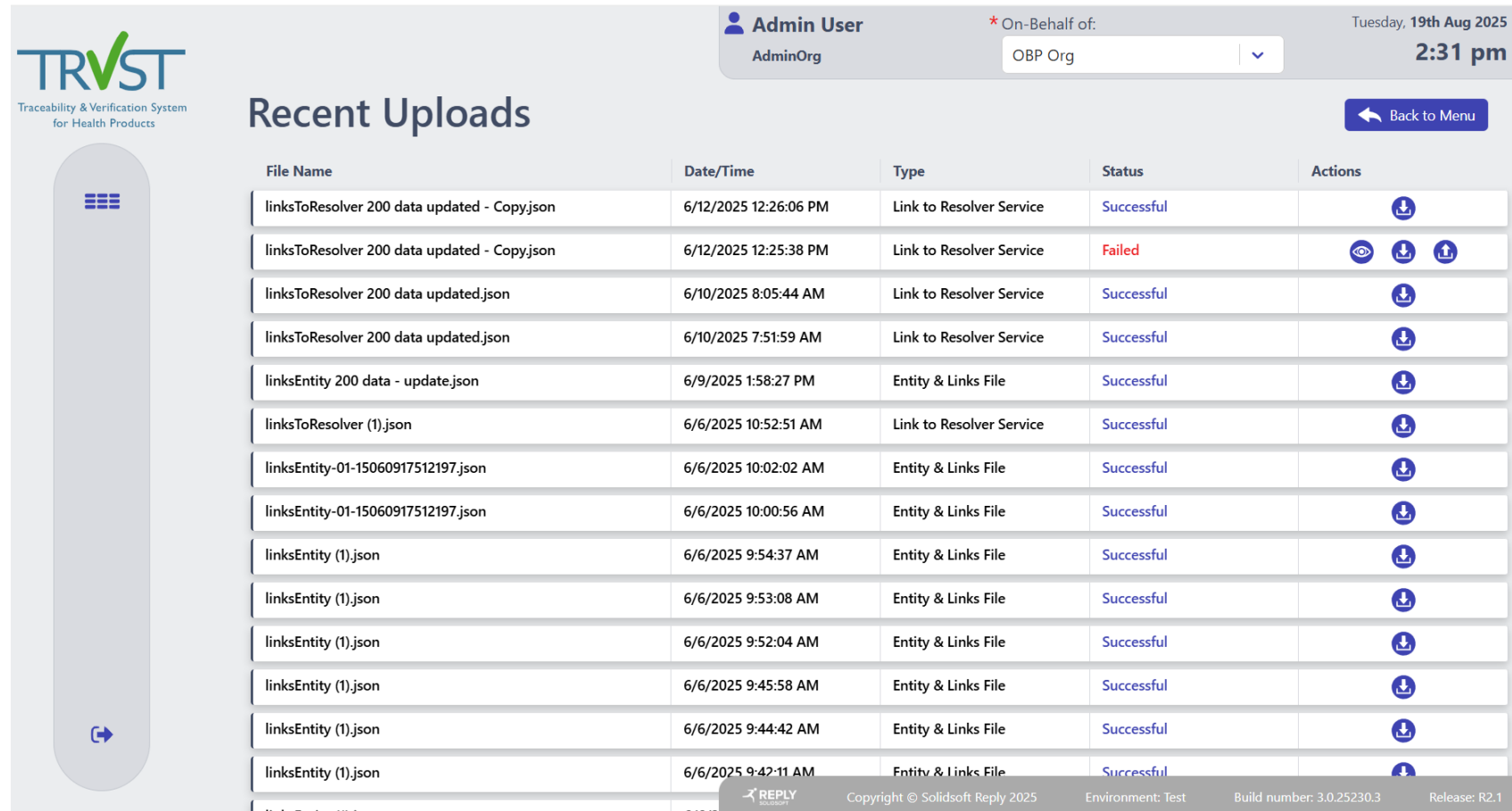
Trace & Trace Portal – Home Screen

- ❖ To view uploaded files for entity & Links you go to the Recent Uploads menu item.



















Link to Information – Entities (Recent Uploads)

- ❖ Uploaded or imported files for entity & Links and Linkis to Resolver are visible on the Recent Uploads menu item.
- ❖ Successful and Failed file uploads are shown
- ❖ For Successful uploads the user is able to see the imported information for a particular file by clicking on the download button 
- ❖ For Failed uploads:-
 - ❖ the user is able to see the upload errors by clicking on the imported information for a particular file by clicking on the view button 
 - ❖ the user is able to re-upload a file after correcting the errors by clicking on the import button 



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Recent Uploads

File Name	Date/Time	Type	Status	Actions
linksToResolver 200 data updated - Copy.json	6/12/2025 12:26:06 PM	Link to Resolver Service	Successful	
linksToResolver 200 data updated - Copy.json	6/12/2025 12:25:38 PM	Link to Resolver Service	Failed	  
linksToResolver 200 data updated.json	6/10/2025 8:05:44 AM	Link to Resolver Service	Successful	
linksToResolver 200 data updated.json	6/10/2025 7:51:59 AM	Link to Resolver Service	Successful	
linksEntity 200 data - update.json	6/9/2025 1:58:27 PM	Entity & Links File	Successful	
linksToResolver (1).json	6/6/2025 10:52:51 AM	Link to Resolver Service	Successful	
linksEntity-01-15060917512197.json	6/6/2025 10:02:02 AM	Entity & Links File	Successful	
linksEntity-01-15060917512197.json	6/6/2025 10:00:56 AM	Entity & Links File	Successful	
linksEntity (1).json	6/6/2025 9:54:37 AM	Entity & Links File	Successful	
linksEntity (1).json	6/6/2025 9:53:08 AM	Entity & Links File	Successful	
linksEntity (1).json	6/6/2025 9:52:04 AM	Entity & Links File	Successful	
linksEntity (1).json	6/6/2025 9:45:58 AM	Entity & Links File	Successful	
linksEntity (1).json	6/6/2025 9:44:42 AM	Entity & Links File	Successful	
linksEntity (1).json	6/6/2025 9:42:11 AM	Entity & Links File	Successful	

Admin User
AdminOrg

On-Behalf of: OBP Org

Tuesday, 19th Aug 2025
2:31 pm

Back to Menu

REPLY
Copyright © Solidsoft Reply 2025 Environment: Test Build number: 3.0.25230.3 Release: R2.1



Reports

Reports



Reports

AdminOrg

English (US) ▾

Traceability & Verification System

for Health Products

Welcome admin@example.com

Not admin@example.com? [Please Logout](#)



Home > Reports

Reports

Scheduled Reports

Home

Dashboards

Reports

Users

User Roles

Organisations

Client Credentials

Stakeholder Visibility

Track and Trace Portal

Documents

Settings

Change Password

Logout

Requested Date	Category	Name	Report Type	Status	Actions
	All ▾			All ▾	
10/1/2025, 9:39:02 AM	Audit Trail	Digital Link Audit Report	Digital Link Audit Report	Failed	
9/30/2025, 5:38:14 PM	Audit Trail	Digital Link Audit Report	Digital Link Audit Report	Failed	
9/30/2025, 5:34:14 PM	Audit Trail	Digital Link Audit Report	Digital Link Audit Report	Failed	
9/30/2025, 3:59:20 PM	Metrics	Digital Link Metric Report	Digital Link Metric Report	Completed	
9/30/2025, 3:59:16 PM	Audit Trail	Digital Link Audit Report	Digital Link Audit Report	Failed	
9/30/2025, 2:45:21 PM	Audit Trail	Digital Link Audit Report	Digital Link Audit Report	Failed	
9/30/2025, 2:43:47 PM	Metrics	Digital Link Metric Report	Digital Link Metric Report	Completed	
9/30/2025, 1:39:42 PM	Metrics	Digital Link Metric Report	Digital Link Metric Report	Completed	
9/30/2025, 1:39:01 PM	Audit Trail	Digital Link Audit Report	Digital Link Audit Report	Failed	
9/30/2025, 1:38:52 PM	Metrics	Digital Link Metric Report	Digital Link Metric Report	Completed	

Previous page Page 1 of 11 10 rows ▾ Next page

[Request New Report](#)

All reports older than 60 days will be deleted.

Reports (On-Boarding Partners)

Request New Report

Category	Report Type	Description
All ▾		
Metrics	Batch Verification Countries Report	Lists the countries from where a specified batch (if not serialised) or one of the packs contained in the batc...
Audit Trail	Digital Link Audit Report	Lists all audit points created related to digital links during the specified time period.
Metrics	Digital Link Metric Report	Shows the usage of the DLR over a given period
Audit Trail	Exceptions Audit Trail Report	Lists all audit points created due to exceptions during the specified time period.
Audit Trail	Pack Audit Trail Report	Lists all audit points related to a specified pack over its lifetime.
Stakeholder	Pack Disclosure Report	Given a Notification ID the report lists all audit points related to a pack over its lifetime.
Management	Product Catalogue Report	Lists some or all of the products in the product catalogue.
Audit Trail	Product Master Data Audit Trail Report	Lists all audit points for product master data uploads during the specified time period.
Audit Trail	Product Pack Upload Audit Trail Report	Lists all audit points for the upload of product pack data during the specified time period.
Stakeholder	Product Summary Report	For each product, it shows the number of batches and packs it contains.
Stakeholder	Stakeholder Aggregate Report	Provide aggregate metrics about verifications, with dimensions on OBP, Country, verification response, pro...
Metrics	Transactions by Transaction Type Metric Report	Returns the count of the number transactions by transaction type within a specified time period.

Close

Request New Report

- TRVST provides Onboarding Partners with a variety of reports. The reports are requested and retrieved via the Dashboard.
 - For Digital Links two new reports are available Digital Link Audit Report and Digital Link Metric Report
 - **Digital Link Audit Report** - Lists all audit points created related to digital links during the specified time period.
 - **Digital Link Metric Report** - Shows the usage of the DLR over a given period
- Request New Report
- ### Requesting a report
- A report is requested by the user by clicking 'Request New Report'.

Reports – OBP

Request New Report x		
Category	Report Type	Description
All ▾		
Metrics	Batch Verification Countries Report	Lists the countries from where a specified batch (if not serialised) or one of the packs contained in the batc...
Audit Trail	Exceptions Audit Trail Report	Lists all audit points created due to exceptions during the specified time period.
Audit Trail	Pack Audit Trail Report	Lists all audit points related to a specified pack over its lifetime.
Stakeholder	Pack Disclosure Report	Given a Notification ID the report lists all audit points related to a pack over its lifetime.
Management	Product Catalogue Report	Lists some or all of the products in the product catalogue.
Audit Trail	Product Master Data Audit Trail Report	Lists all audit points for product master data uploads during the specified time period.
Audit Trail	Product Pack Upload Audit Trail Report	Lists all audit points for the upload of product pack data during the specified time period.
Stakeholder	Product Summary Report	For each product, it shows the number of batches and packs it contains.
Stakeholder	Stakeholder Aggregate Report	Provide aggregate metrics about verifications, with dimensions on OBP, Country, verification response, pro...
Metrics	Transactions by Transaction Type Metric Report	Returns the count of the number transactions by transaction type within a specified time period.

Close

Reports – OBP with Digital Links

Request New Report x		
Category	Report Type	Description
All ▾		
Metrics	Batch Verification Countries Report	Lists the countries from where a specified batch (if not serialised) or one of the packs contained in the batc...
Audit Trail	Digital Link Audit Report	Lists all audit points created related to digital links during the specified time period.
Metrics	Digital Link Metric Report	Shows the usage of the DLR over a given period
Audit Trail	Exceptions Audit Trail Report	Lists all audit points created due to exceptions during the specified time period.
Audit Trail	Pack Audit Trail Report	Lists all audit points related to a specified pack over its lifetime.
Stakeholder	Pack Disclosure Report	Given a Notification ID the report lists all audit points related to a pack over its lifetime.
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Stakeholder	Stakeholder Aggregate Report	Provide aggregate metrics about verifications, with dimensions on OBP, Country, verification response, pro...
Metrics	Transactions by Transaction Type Metric Report	Returns the count of the number transactions by transaction type within a specified time period.

Close

Digital Link Audit Report: Header

Report Header	
Report Type	Digital Link Audit Report
Report Name	Digital Link Audit Report
Date Requested (UTC)	26/09/2025 13:03:17
From Date (UTC)	26/08/2025 13:03:17
To Date (UTC)	26/09/2025 13:03:17
Organisation Name	
Username	

Report Details

Transaction ID	Date & Time (UTC)	Event Description	Acting user	Organisation Name	Identificatio key type	Identification key / GCP
187362c2-5155-487c-ab8c-30bce6ab68b1	26/09/2025 12:25:36	Link Record Successful Created	admin@example.com	OBP SAT ORG	GTIN	05060917510059
Event Details	Link Title: long link Link Type: activityIdeas Target URL: https://timesofindia.indiatimes.com/technology/tech-news/us-lawmakers-to-apple-amazon-and-other-companies-after-h-1b-visa-fee-hike-why-are-you-hiring-thousands-of-foreign-workers-while-cutting-other-jobs/articleshow/124122632.cms Mime Type: application/pdf Languages: N/A Context: N/A					
019b3db6-147e-46bd-945d-742bd0752f45	25/09/2025 10:13:21	Link Record Successful Reinstated	OBPOrgwithAdministra	OBP SAT ORG	GTIN	05060917510059
Event Details	Reason: User activated					
019b3db6-147e-46bd-945d-742bd0752f45	25/09/2025 10:13:21	Link Record Successful Updated	OBPOrgwithAdministra	OBP SAT ORG	GTIN	05060917510059
a9404c92-1790-407b-b17a-4c41df75c164	25/09/2025 10:13:17	Link Record Successful Created	OBPOrgwithAdministra	OBP SAT ORG	GTIN	05060917510059
Event Details	Link Title: Readinginstructions Link Type: epil Target URL: https://www.pfizer.co.uk/products/prescription-medicines/prevenar-20 Mime Type: application/pdf Languages: N/A Context: N/A					
c5be846b-5f55-41d3-baa6-0f4f0fb0aa86	25/09/2025 10:10:50	Links To Entity Successful Suspended	OBPOrgwithAdministra	OBP SAT ORG	GTIN	05060917510059
Event Details	Reason: User inactivated					
e12b0fb8-9b67-488f-a9b9-bd1cac90f64f	24/09/2025 15:22:30	Link Record Successful Created	orgusermanagertvst+c	OBP Org	GTIN	05060917510028
Event Details	Link Title: pfizer Link Type: epil Target URL: https://www.pfizer.co.uk/products/prescription-medicines/prevenar-20 Mime Type: application/pdf Languages: N/A Context: N/A					
a3115c0a-4a9c-400a-a89c-5503faa74677	24/09/2025 15:21:41	Links To Entity Successful Suspended	orgusermanagertvst+c	OBP Org	GTIN	05060917510028
Event Details	Reason: User inactivated					
ae63e07b-925a-4370-8857-6bf4c7f2cfe5	24/09/2025 15:16:07	Link Record Successful Updated	orgusermanagertvst+c	OBP Org	GTIN	35060917519992
Event Details	Old URL: https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html New URL: https://www.pfizer.co.uk/products/prescription-medicines/prevenar-20					
f2aa35a2-1782-4d4d-83f4-e8030e95f44c	24/09/2025 09:13:16	Links To Entity Successful Suspended	orgusermanagertvst+c	OBP Org	GTIN	35060917519992
Event Details	Reason: User inactivated					
dad1c3f7-72cb-43ea-bfbf-9b1ede4388e9	24/09/2025 09:13:01	Link Record Successful Created	orgusermanagertvst+c	OBP Org	GTIN	35060917519992
Event Details	Link Title: leaflet Link Type: epil Target URL: https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html Mime Type: application/pdf Languages: N/A Context: N/A					
fb9fb5e5-90b0-4b8d-90be-b50ff94cb437	09/09/2025 12:38:56	Link Record Successful Created	admin@example.com	OBP Org	GTIN	01362549999955
Event Details	Link Title: test1 Link Type: epil Target URL: http://www.google.com Mime Type: application/pdf Languages: N/A Context: N/A					
574aaac9-2c4f-4ae5-b6f3-1ee0a1b6a423	09/09/2025 12:38:34	Links To Entity Successful Suspended	admin@example.com	OBP Org	GTIN	01362549999955
Event Details	Reason: User inactivated					
8752b832-91b4-42a5-b933-a78816a56484	29/08/2025 09:52:57	Link Record Successful Reinstated	admin@example.com	OBP Org	GTIN	05060917519991
Event Details	Reason: User activated					

Digital Link Metric Report: Header

Report Header	
Report Type	Digital Link Metric Report
Report Name	Digital Link Metric Report
Date Requested (UTC)	26/09/2025 12:32:59
From Date (UTC)	26/08/2025 12:32:57
To Date (UTC)	25/09/2025 12:32:57
Organisation Name	
Requester Type	
Redirection Target	

Digital Link Metric Report: Body

Report Details			
Date & Time (UTC)	Requester Type	Organisation Name	Response Status
17/09/2025 10:36:55			307
Request Details	GET /01/05060917519984/22/3.2/10/BA-123/21/200199?linkType=activityIdeas&context=AF HTTP/1.1		
Redirection Target	http://www.bbc.co.uk?linkType=activityIdeas&context=AF		
17/09/2025 10:36:56			307
Request Details	GET /01/05060917519984/22/3.2/10/BA-123/21/200199?linkType=activityIdeas&context=AF HTTP/1.1		
Redirection Target	http://www.bbc.co.uk?linkType=activityIdeas&context=AF		
24/09/2025 09:13:27		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 09:13:27		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 09:13:38		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 09:13:38		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 09:14:03		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 09:14:03		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 15:07:20		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 15:07:20		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 15:13:27		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 15:13:27		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://statics.teams.cdn.office.net/evergreen-assets/safelinks/2/atp-safelinks.html?linkType=epil&context=AF		
24/09/2025 15:14:11		OBP Org	307
Request Details	GET /01/01362549999955/10/200BA?linkType=epil&context=AF HTTP/1.1		
Redirection Target	http://www.google.com?linkType=epil&context=AF		
24/09/2025 15:14:11		OBP Org	307
Request Details	GET /01/01362549999955/10/200BA?linkType=epil&context=AF HTTP/1.1		
Redirection Target	http://www.google.com?linkType=epil&context=AF		
24/09/2025 15:16:12		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://www.pfizer.co.uk/products/prescription-medicines/prevenar-20?linkType=epil&context=AF		
24/09/2025 15:16:12		OBP Org	307
Request Details	GET /01/35060917519992/22/3.0?linkType=epil&context=AF HTTP/1.1		
Redirection Target	https://www.pfizer.co.uk/products/prescription-medicines/prevenar-20?linkType=epil&context=AF		
24/09/2025 15:22:36		OBP Org	307
Request Details	GET /01/05060917510028/22/3.0/10/BA-560?linkType=epil&context=ZW HTTP/1.1		
Redirection Target	http://testingur2.com/01/05060917510028/22/3.0/10/BA-560/22/3.0?linkType=epil&context=ZW		
24/09/2025 15:22:42		OBP Org	307
Request Details	GET /01/05060917510028/22/3.0/10/BA-560?linkType=epil&context=ZW HTTP/1.1		
Redirection Target	https://www.pfizer.co.uk/products/prescription-medicines/prevenar-20?linkType=epil&context=ZW		



Switch to OBP

Digital Link Provider

Edit Organisation DigitalLinkProvider1 ✕

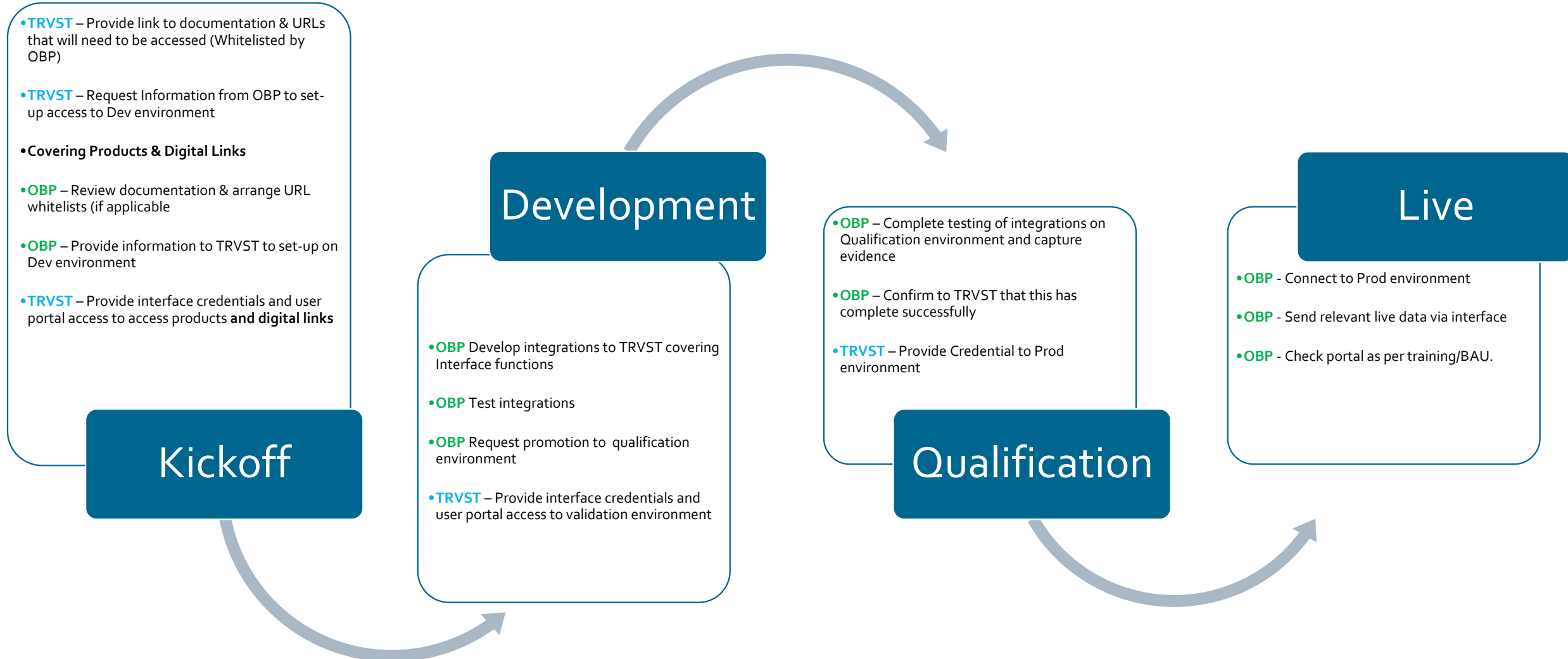
* Organisation Name

[Switch to OBP](#)

[Update](#) [Close](#)

TECHNICAL ONBOARDING – OBP (LINKS & NOW PRODUCTS)

❖ A new OBP (previously a Digital Link Provider who also wishes to manage their Digital Links via TRVST





Dashboard User Onboarding by an Administrator

Homepage - OBP SPOC with access to Digital Links



- Home
- Dashboards
- Reports
- Users**
- User Roles
- Organisations
- Client Credentials
- Stakeholder Visibility
- Track and Trace Portal
- Documents
- Settings
- Change Password

Home

CHANGE YOUR PASSWORD

It's recommended that you change your password on a regular basis to ensure that your account remains secure.

New passwords must be 8 characters long with at least 1 character from the following types:

- Upper case characters
- Lower case characters
- Numbers
- Special Characters !\$%&=#@#.-_

[Change Password](#)

HELP AND ADVICE

You can find more information about TRVST in the Documents Repository.
If you have any feedback please send an email to trvst.feedback@reply.com.

[Documents](#)



Homepage – Digital Link Operator Role

DigitalLinkProvider1

Traceability & Verification System
for Health Products

Welcome [orgusermanagertrvst+dlrOperator@gmail.com](#) 

 English (US) ▾

Not [orgusermanagertrvst+dlrOperator@gmail.com](#)? [Please logout](#)



Home

Track and Trace Portal

Documents

Settings

Change Password

Logout

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- Numbers
- Special Characters !\$%&=#+@#.-_


[Change Password](#)

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[Documents](#)

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Environment : Pre Prod

Build Number : 3.0.25259.1

Release : R3.0





Create User

Homepage - OBP SPOC with access to Digital Links



- Home
- Dashboards
- Reports
- Users**
- User Roles
- Organisations
- Client Credentials
- Stakeholder Visibility
- Track and Trace Portal
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Home

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- Upper case characters
- Lower case characters
- Numbers
- Special Characters !\$%&+=@#.-_

[Change Password](#)

HELP AND ADVICE

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If you have any feedback please send an email to trvst.feedback@reply.com.

[Documents](#)





























Users

Home > Users

Users

Filtered

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
		All			All	All			
Mr Obp TntOperatorAndDIO	orgusermanagertrvst+tntOp		TntOperator-DLOper		Active	Digital Link Operator Track and Trace Opera	8/29/2025 1:02:19 PM	9/22/2025 12:14:58 PM	   
Mr OBP User	obp@example.com		OBP Manager		Active	Administrator	6/19/2025 3:17:58 PM	9/18/2025 3:36:29 PM	   
Mr obpAdmin DLAdminRole	orgusermanagertrvst+obpA		Admin-DLAdmin		Active	Administrator Digital Link Administra	8/29/2025 1:02:19 PM	9/22/2025 1:17:55 PM	
mr test OBP-Org Last Name2	orgusermanagertrvst+Obp0		Mr		Active	Administrator	6/24/2025 1:34:46 PM		   
s sa sa	robert.freire@gmail.com		a		Invited	Monitor	7/24/2025 2:12:52 PM		  
Test test FrenchUser	orgusermanagertrvst+frenc		Mr		Invited	Administrator	6/23/2025 7:20:48 AM		  
Title Michael Katende	orgusermanagertrvst+testin		title	Email	Active	Monitor	7/18/2025 1:51:04 PM	7/18/2025 2:08:14 PM	   
user Michael testSB	orgusermanager+sbTesting		title		Invited	Monitor	7/18/2025 1:41:58 PM		  

Previous page Page 1 of 1 10 rows Next page

[Create New User](#)

Create User: OBP SPOC with access to Digital Links

- Information needed before setting up users includes:-
 - Title, First Name, Surname, Email Address, Organisation Phone No (used for 2 FA)
 - Job Role/title
 - Phone No
 - Notes
 - Roles
 - Administrator – OBP SPOC
 - Digital Link Administrator – DL SPOC
 - Monitor - Dashboard for Verification Only
 - Digital Link Operator – Managing Digital Links
 - Track & Trace Operator – Managing Products

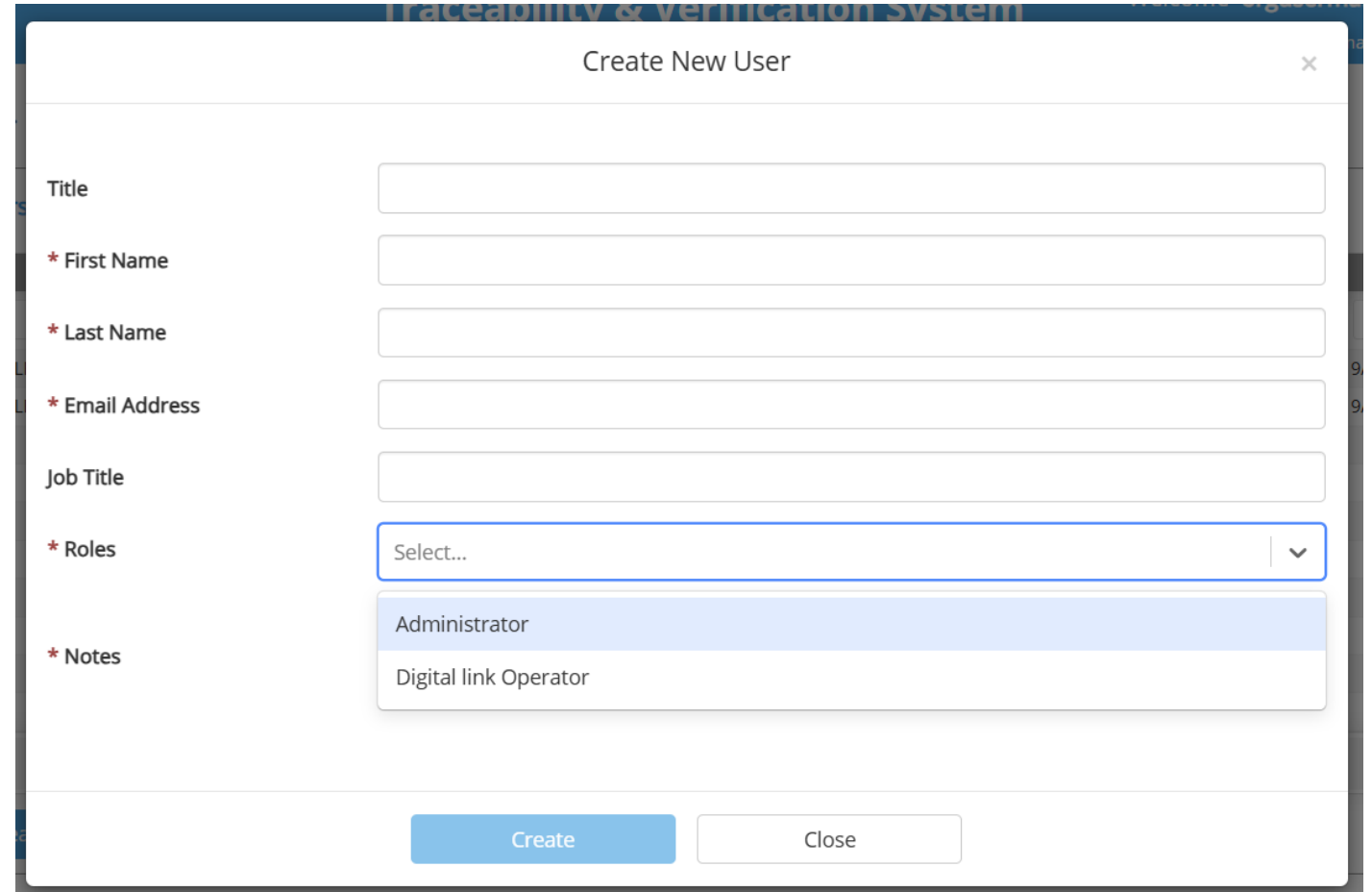
- Press Create button.

The screenshot shows a 'Create New User' form within a 'Traceability & Verification System' interface. The form contains the following fields and options:

- Title: Text input field.
- * First Name: Text input field.
- * Last Name: Text input field.
- * Email Address: Text input field.
- * Organisation: Dropdown menu with 'OBP Org' selected.
- Job Title: Text input field.
- Phone Number: Text input field with a globe icon for international dialing.
- * Roles: Dropdown menu with 'Select...' and a list of roles: Administrator, Digital Link Administrator, Digital Link Operator, Monitor, testRole2, and Track and Trace Operator.
- * Notes: Text input field.

Create User: Digital Link SPOC

- Information needed before setting up users includes:-
 - Title, First Name, Surname, Email Address, Organisation Phone No (used for 2 FA)
 - Job Role/title
 - Phone No
 - Notes
 - Roles
 - Administrator – Digital Link SPOC
 - Digital Link Operator – Managing Digital Links



The screenshot shows a web application window titled "Create New User" with a close button (X) in the top right corner. The form contains the following fields:

- Title: A text input field.
- * First Name: A text input field with an asterisk indicating it is required.
- * Last Name: A text input field with an asterisk indicating it is required.
- * Email Address: A text input field with an asterisk indicating it is required.
- Job Title: A text input field.
- * Roles: A dropdown menu with "Select..." and a downward arrow. The dropdown is open, showing two options: "Administrator" (highlighted in light blue) and "Digital link Operator".
- * Notes: A text input field with an asterisk indicating it is required.

At the bottom of the form, there are two buttons: a blue "Create" button and a white "Close" button with a grey border.

- Press Create button.

User Management – User Created

- The new User is listed with an Invited status and Invitation email has now been sent to the new user.

The screenshot displays the TRVST (Traceability & Verification System) user management interface. The top navigation bar includes the system name, language settings (English), and a user profile for 'obpspoc123@gmail.com'. A green notification bubble in the top right corner states: 'User obpmonitor@gmail.com successfully created and invited to onboard'. The main content area shows a 'Users' table with the following data:

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
		All ▾			All ▾	All ▾			
OBP SPOC Onboar	obpspoc123@gmail.com		OBP Manager	Email	Active	Administrator	24/03/2023 09:20:27	24/03/2023 09:31:19	
Verification User	obpmonitor@gmail.com		OBP Monitor		Invited	Monitor	24/03/2023 09:40:58		

Below the table, there is a pagination control showing 'Page 1 of 1' and a 'Create New User' button.

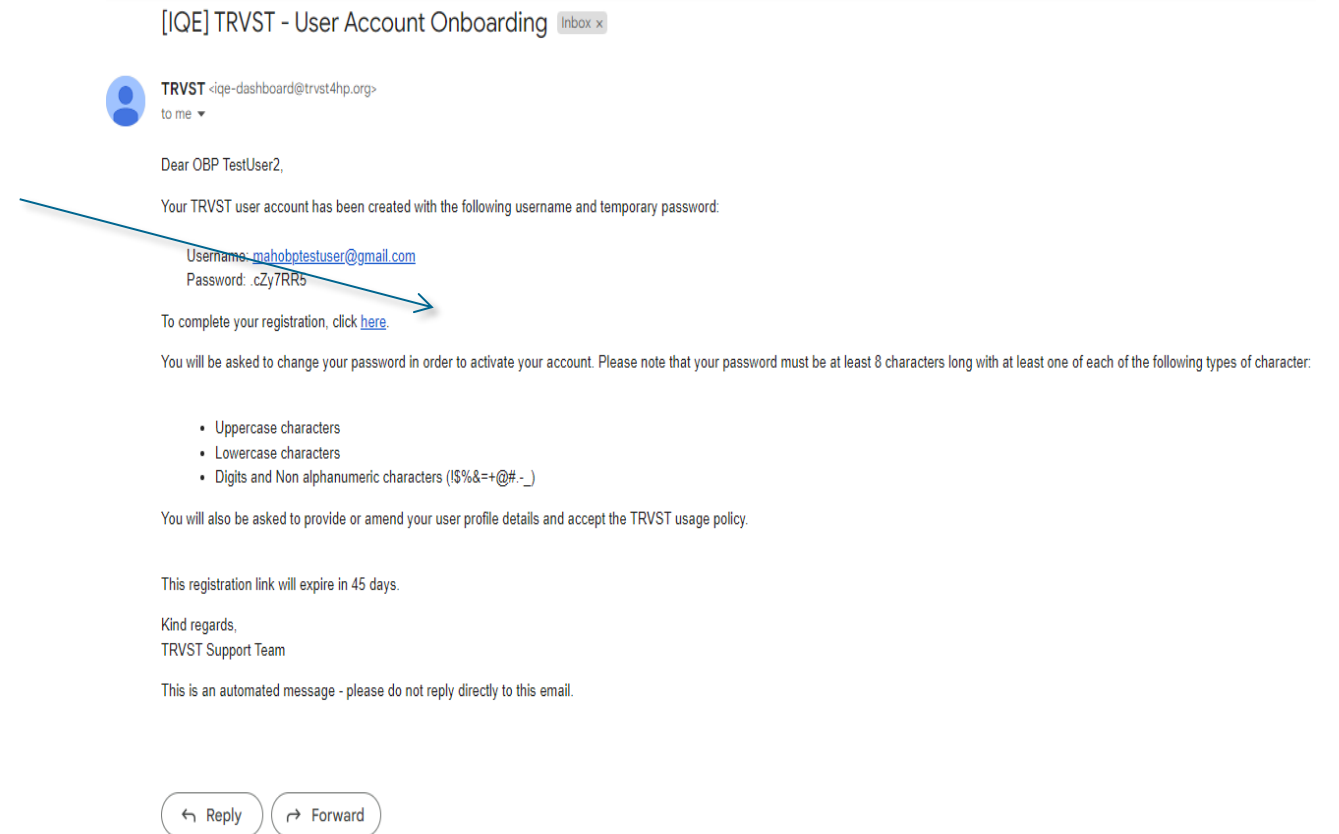
Footer information includes: REPLY Copyright © Solidsoft Reply 2023, Environment : Pre Prod, Build Number : 2.1.23076.1, and Release : R2.1.



Dashboard User

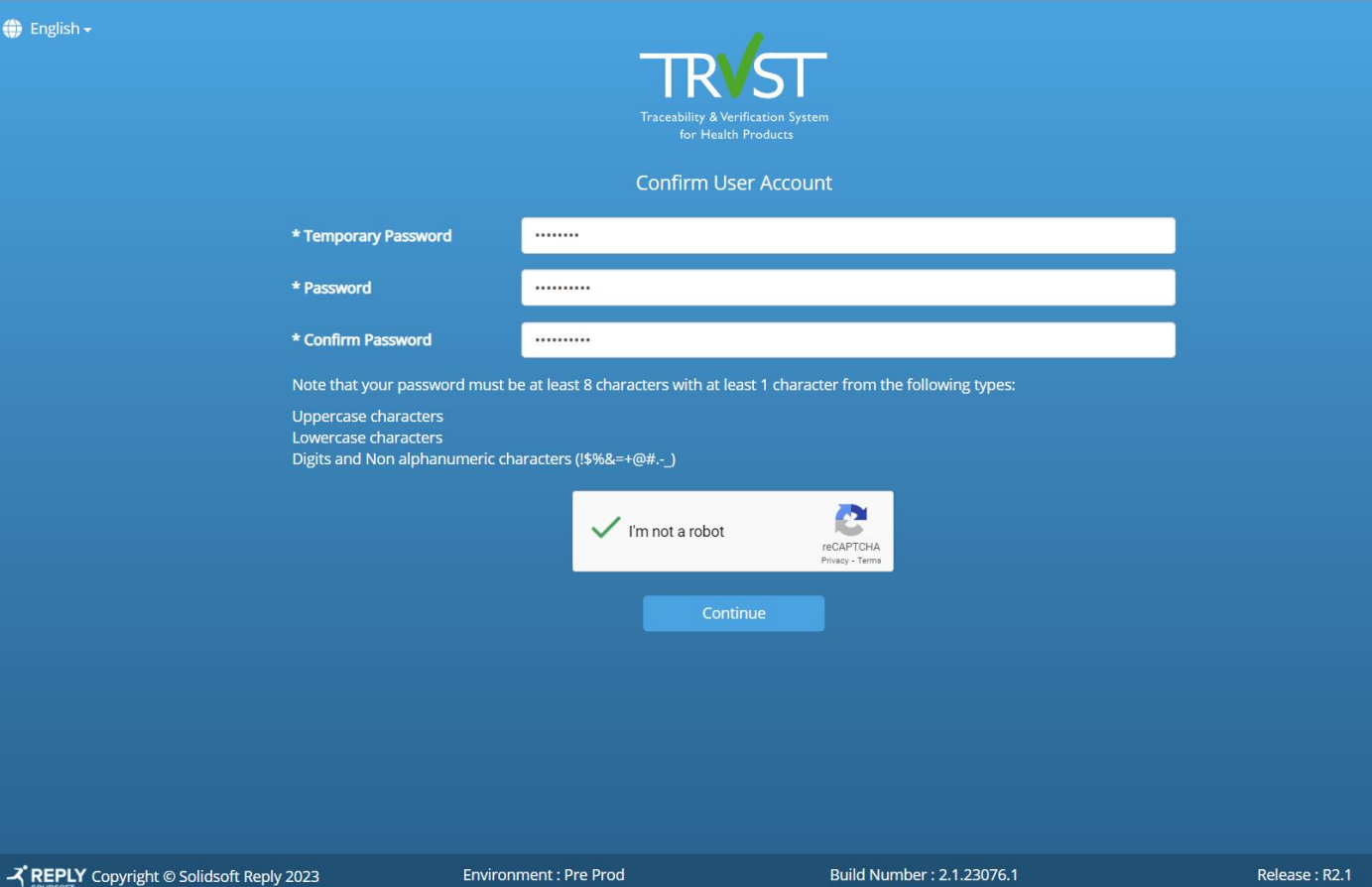
New Dashboard User Onboarding – Registration Email

- Once the new user has been created on TRVST they will receive Registration email to complete the setup of their account.
 - The email is valid for 45 days
- The new user then clicks on the link to complete their registration



New Dashboard User Onboarding – Setup Password

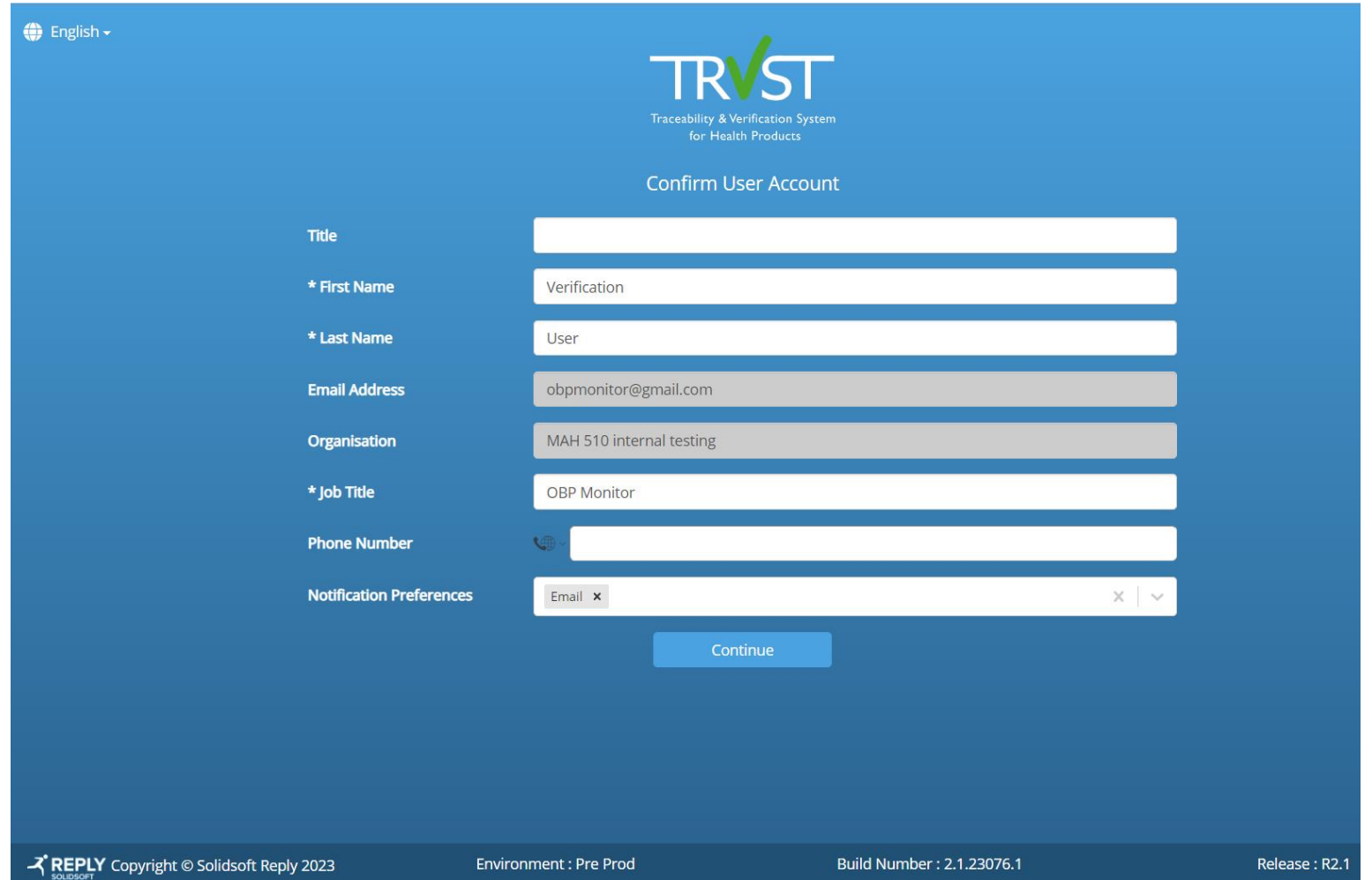
- The new user
 - Enters the temporary password provided in the registration email and creates and confirms a new password.
 - Then clicks on the captcha before pressing Continue button.



The screenshot shows the 'Confirm User Account' page in the TRVST system. At the top left, there is a language selector set to 'English'. The TRVST logo and tagline 'Traceability & Verification System for Health Products' are centered at the top. Below the logo, the title 'Confirm User Account' is displayed. The form contains three input fields: '* Temporary Password', '* Password', and '* Confirm Password', each with a masked password field. Below the fields, a note states: 'Note that your password must be at least 8 characters with at least 1 character from the following types: Uppercase characters, Lowercase characters, Digits and Non alphanumeric characters (!\$%&=#+@#.-_)'. A reCAPTCHA widget is present, showing a green checkmark and the text 'I'm not a robot'. A blue 'Continue' button is located below the reCAPTCHA. The footer contains the REPLY logo and copyright information, the environment 'Pre Prod', the build number '2.1.23076.1', and the release version 'R2.1'.

New Dashboard User Onboarding

- New User:
 - Verifies the information before confirming the user account.
 - Selects the Notification Preference – email.
 - Then presses Continue button.



English

TRVST
Traceability & Verification System
for Health Products

Confirm User Account

Title

* First Name Verification

* Last Name User

Email Address obpmonitor@gmail.com

Organisation MAH 510 internal testing

* Job Title OBP Monitor

Phone Number

Notification Preferences Email

Continue

REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1

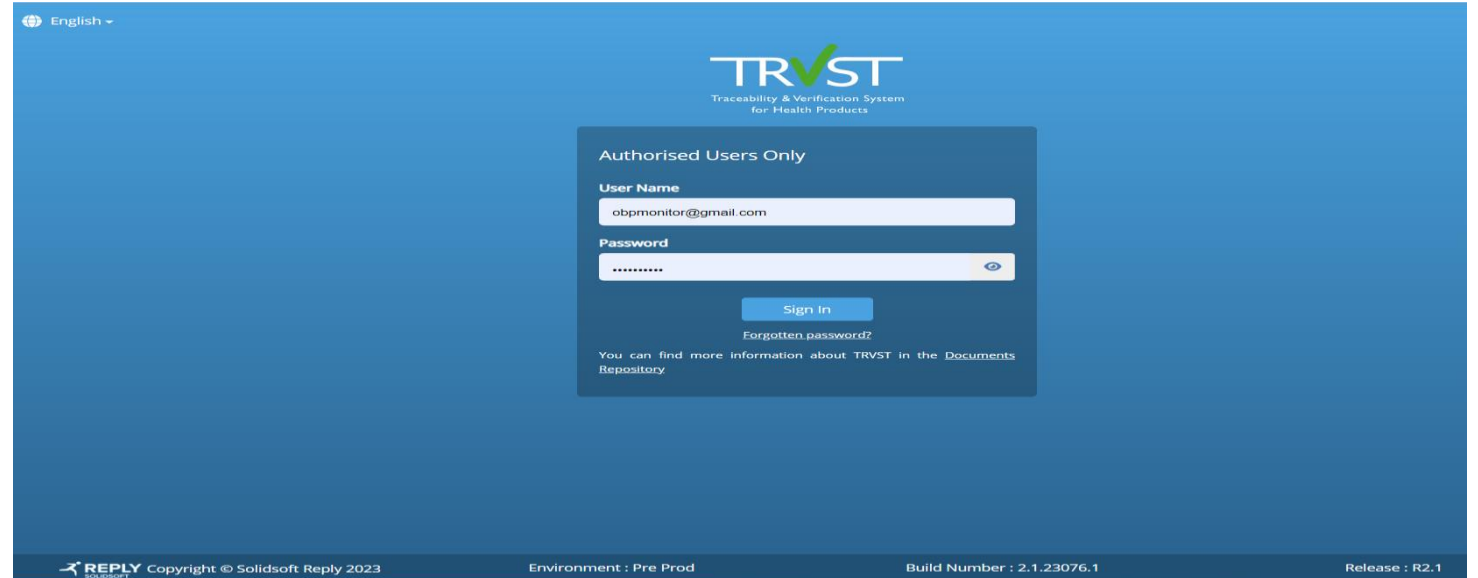
New Dashboard User Onboarding – Terms & Conditions

- The new user needs to read and accepts the Terms and Conditions before the registration is completed.
- Press the Login button to access the Traceability & Verification Portal.

The image displays two screenshots of the TRVST dashboard user onboarding process. The top screenshot shows the 'Confirm User Account' screen. At the top, there is a language selector set to 'English' and the TRVST logo (Traceability & Verification System for Health Products). The main heading is 'Confirm User Account'. Below this, it says 'Please read and accept the following terms and conditions:'. A scrollable box contains the 'All TRVST Dashboard - Authorized User Terms of Use'. The terms include a welcome message, a statement that the Terms of Use are in the form of questions and answers, and a confirmation that by registering, the user agrees to these terms. It also details the personal information collected (name, title, email, employer) and the provider (UNICEF). At the bottom of the scrollable box, there is a checked checkbox and the text 'I agree to the Terms and Conditions'. Below the scrollable box is a blue 'Confirm Registration' button. The footer of the screenshot shows 'REPLY Copyright © Solidsoft Reply 2023', 'Environment : Pre Prod', 'Build Number : 2.1.23076.1', and 'Release : R2.1'. The bottom screenshot shows the same 'Confirm User Account' screen, but with a message: 'User account registration successfully completed'. Below the message, it says 'The account is active and you are now able to login into the Traceability & Verification System Portal.' and there is a white 'Login' button. The footer is identical to the top screenshot.

Logging into Dashboard as new user

- The new user enters the Username & Password to access the Traceability & Verification Portal.
- TRVST operates an extra layer of protection beyond username and password to ensure security of online accounts via (two-factor authentication).
 - Select Email or SMS.
 - Press Send Code button.



English -

TRVST
Traceability & Verification System
for Health Products

Authorised Users Only

User Name
obpmonitor@gmail.com

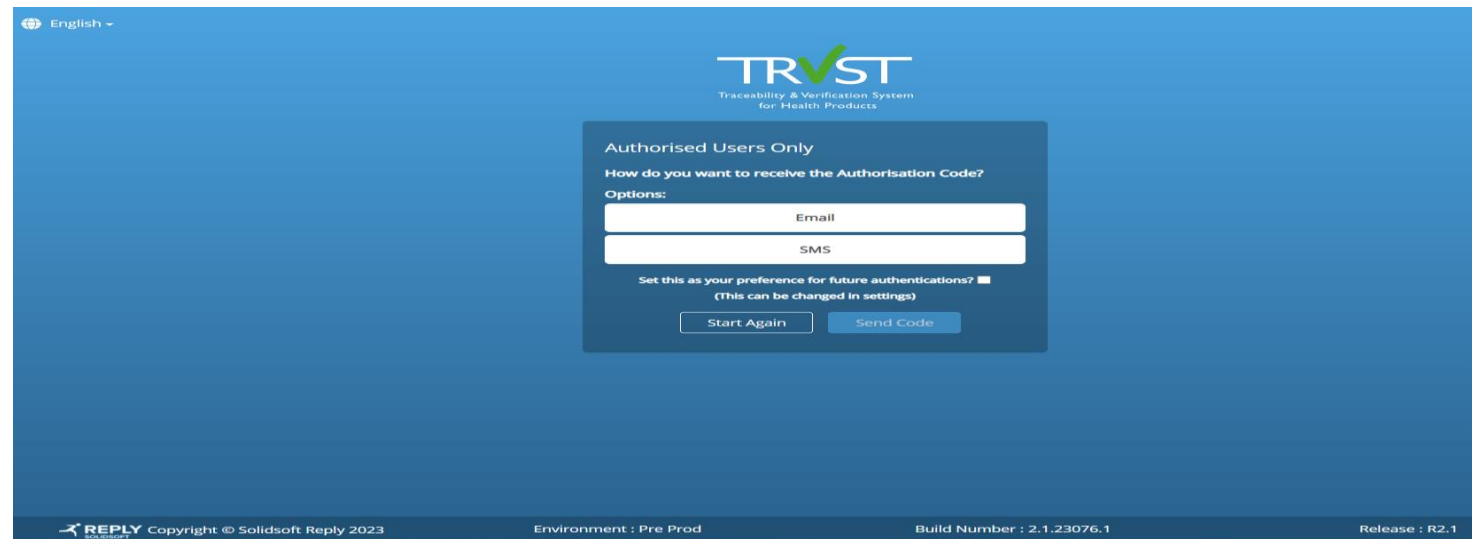
Password
.....

Sign In

Forgotten password?

You can find more information about TRVST in the Documents Repository

REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1



English -

TRVST
Traceability & Verification System
for Health Products

Authorised Users Only

How do you want to receive the Authorisation Code?

Options:

Email

SMS

Set this as your preference for future authentications?
(This can be changed in settings)

Start Again Send Code

REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1

Logging into Dashboard as new user

- The new user will receive an authorisation code by email or SMS.
 - Enter the Authorisation Code and press Continue.

[ITE] TRVST - Authorisation Code Inbox x



TRVST <ite-dashboard@trvst4hp.org>
to me ▾

Dear user,

Your authorisation code is: 674134

Kind regards,
TRVST Support Team

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

English ▾

Authorised Users Only

Please enter your Authorisation Code

An access code has been sent to your registered email address.
The code must be used within the next 5 minutes.

If you haven't received an email or the code expired, click the link to receive a new code. [Send new code](#)

Code

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OBP / DIGITAL LINK SPOC User Management

Suspend User



To suspend a user, select the reinstate icon in the row of the table for the user you wish to suspend and press the Suspend button to confirm.

MAH 501 internal testing

Traceability & Verification System
for Health Products

Welcome obpuser735@gmail.com
Not obpuser735@gmail.com? Please [logout](#)

English

Home > Users

TRVST
Traceability & Verification System
for Health Products

Home

Dashboards

Reports

Users

Client Credentials

Track and Trace Portal

Documents

Settings

Change Password

Logout

Users

Filtered

Suspend User

Do you want to suspend the user account for **OBP SPOC Onboarding Partner** with email **obpspoc123@gmail.com**?

Suspend Cancel

	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Mr Administrator OnBoarding Partner	Administrator	03/07/2022 13:47:36	20/02/2023 14:18:34	
Mr Monitor OnBoarding Partner	Monitor	15/02/2023 10:09:27	03/03/2023 10:02:26	
Mr Monitor OnBoarding Partner	Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	
Mr OBP SPOC Onboarding Partner	Administrator	14/02/2023 14:26:39	03/04/2023 15:36:32	
Mr T&T OnBoarding Partner	Track and Trace Opera	29/11/2022 22:27:41	06/12/2022 11:04:55	
Mr TrackTrace	Monitor Track and Trace Opera	14/02/2023 14:31:40	15/03/2023 16:31:54	
OBP SPOC Onboarding Partner	Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	
OBP TestUser2	Invited Monitor	15/03/2023 18:23:43		

Previous page Page 1 of 1 10 rows Next page

Create New User

Reinstate User



To reinstate a user (following account suspension), select the reinstate icon in the row of the table for the user you wish to unlock and press the Reinstate button to confirm.

MAH 501 internal testing

Traceability & Verification System
for Health Products

Welcome obpuser735@gmail.com
Not obpuser735@gmail.com? Please logout

English

Home > Users

TRVST
Traceability & Verification System
for Health Products

Home

Dashboards

Reports

Users

Client Credentials

Track and Trace Portal

Documents

Settings

Change Password

Logout

Users

Filtered

	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Mr Administrator OnBoarding Partner	Administrator	03/07/2022 13:47:36	20/02/2023 14:18:34	
Mr Monitor Onboarding Partner	Monitor	15/02/2023 10:09:27	03/03/2023 10:02:26	
Mr Monitor OnBoarding Partner	Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	
Mr OBP SPOC Onboarding Partner	Administrator	14/02/2023 14:26:39	03/04/2023 15:36:32	
Mr T&T OnBoarding Partner	Administrator	29/11/2022 22:27:41	06/12/2022 11:04:55	
Mr Track Trace	Monitor	14/02/2023 14:31:40	15/03/2023 16:31:54	
OBP SPOC Onboarding Partner	Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	
OBP TestUser2	Monitor	15/03/2023 18:23:43		

testobporguser123@gmail.c Email Active

obspoc123@gmail.com Email Suspended

mahobptestuser@gmail.cor Invited

Previous page Page 1 of 1 10 rows Next page

Create New User

Reinstate User

Do you want to reinstate the user account for OBP SPOC Onboarding Partner with email obspoc123@gmail.com?

Reinstate Cancel

Unlock User



To unlock a locked user (following to many attempted logins), select the padlock icon in the row of the table for the user you wish to unlock and press the Unlock button to confirm.

The screenshot shows the TRVST Traceability & Verification System interface. The top navigation bar includes 'MAH 501 internal testing', 'English', 'Traceability & Verification System for Health Products', and a user profile for 'obpuser735@gmail.com'. The left sidebar contains navigation options: Home, Dashboards, Reports, Users, Client Credentials, Track and Trace Portal, Documents, Settings, Change Password, and Logout. The main content area displays a 'Users' table with columns for User, Email, Admin, Notificat..., Status, Roles, Creation Date (UTC), Last Access (UTC), and Actions. A modal dialog box titled 'Unlock User' is open, asking 'Do you want to unlock the user account for OBP TestUser2 with email mahobptestuser@gmail.com?' and providing 'Unlock' and 'Cancel' buttons. The table shows several users, with 'OBP TestUser2' having a status of 'Locked' and a padlock icon in the Actions column.

User	Email	Admin	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Mr Administrator OnBoarding Partner					Administrator	03/07/2022 13:47:36	27/04/2023 09:06:58	
Mr Monitor OnBoarding Partner					Monitor	15/02/2023 10:09:27	26/04/2023 07:49:00	
Mr Monitor OnBoarding Partner					Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	
Mr OBP SPOC Onboarding Partner					Administrator	14/02/2023 14:26:39	27/04/2023 16:03:26	
Mr T&T OnBoarding Partner					Track and Trace Opera	29/11/2022 22:27:41	06/12/2022 11:04:55	
Mr Track Trace	testobporguser123@gmail.c		Email	Active	Monitor Track and Trace Opera	14/02/2023 14:31:40	25/04/2023 16:45:16	
OBP SPOC Onboarding Partner	obpspac123@gmail.com		Email	Active	Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	
OBP TestUser2	mahobptestuser@gmail.cor		Email	Locked	Monitor	15/03/2023 18:23:43		
Prof Test obp	testobp@tinypebble.com			Active	Administrator	17/04/2023 10:57:24	17/04/2023 11:03:34	

Resend email invitation

➤ To resend email invitation so that a user can complete their user registration select the resend invitation icon in the row of the table for the relevant user and press the Reininvite button to confirm.

The screenshot shows the TRVST Traceability & Verification System interface. At the top, it says 'MAH 501 internal testing' and 'Traceability & Verification System for Health Products'. The user is logged in as 'obpuser735@gmail.com'. The main content area is titled 'Users' and contains a table of users. A modal dialog box titled 'Resend Invitation' is open, asking: 'Do you want to resend the invitation email to the user account for OBP TestUser2 with email mahobptestuser@gmail.com?'. The dialog has two buttons: 'Re-invoke' (blue) and 'Cancel' (white). The table in the background has columns for Roles, Creation Date (UTC), Last Access (UTC), and Actions. The user 'OBP TestUser2' is highlighted in the table, and the 'Reininvite' icon in the Actions column is active.

Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Administrator	03/07/2022 13:47:36	20/02/2023 14:18:34	[edit] [lock] [trash]
Monitor	15/02/2023 10:09:27	03/03/2023 10:02:26	[edit] [lock] [trash]
Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	[edit] [lock] [trash]
Administrator	14/02/2023 14:26:39	03/04/2023 15:36:32	[edit] [lock] [trash]
Administrator	29/11/2022 22:27:41	06/12/2022 11:04:55	[edit] [lock] [trash]
Monitor	14/02/2023 14:31:40	15/03/2023 16:31:54	[edit] [lock] [trash]
Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	[edit] [lock] [trash]
Monitor	15/03/2023 18:23:43		[edit] [lock] [trash]

Force Password Reset

To force user to reset their password select the resend invitation icon in the row of the table for the relevant user and press the Force Reset button to confirm.

The screenshot shows the TRVST (Traceability & Verification System) interface. The top navigation bar includes 'UK Org', 'English', and the system title 'Traceability & Verification System for Health Products'. The user is logged in as 'countryauth999@gmail.com'. The main content area displays a 'Users' table with columns for User, Email, Admin, Job Title, Notification, Status, Roles, Creation Date (UTC), Last Access (UTC), and Actions. A modal dialog box titled 'Force Password Reset' is open, asking for confirmation to force the user 'Miss Jessica Green' (email: unitedkingdom@example.com) to reset their password. The dialog has 'Force Reset' and 'Cancel' buttons. The background table shows three rows of user data.

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Country Authority						Administrator	03/04/2023 12:56:09		
Country Authority SPOC						Administrator	03/04/2023 13:03:48	03/04/2023 13:09:31	
Miss Jessica Green						Administrator	03/04/2023 12:21:40		

Delete

To delete a user select the delete icon in the row of the table for the relevant user and press the Delete button to confirm.

The screenshot shows the TRVST 'Users' management page. A modal dialog titled 'Confirm Delete' is open, asking 'Do you want to delete the user with email testobporguser123@gmail.com?'. The dialog has 'Delete' and 'Cancel' buttons. In the background, a table lists users with columns for Roles, Creation Date (UTC), Last Access (UTC), and Actions. The user 'Mr Track Trace' with email 'testobporguser123@gmail.com' is highlighted. The table also includes a 'Filtered' dropdown and pagination controls at the bottom.

	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Mr Administrator OnBoarding Partner	Administrator	03/07/2022 13:47:36	20/02/2023 14:18:34	
Mr Monitor Onboarding Partner	Monitor	15/02/2023 10:09:27	03/03/2023 10:02:26	
Mr Monitor OnBoarding Partner	Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	
Mr OBP SPOC Onboarding Partner	Administrator	14/02/2023 14:26:39	03/04/2023 15:36:32	
Mr T&T OnBoarding Partner	Suspended for Track and Trace Opera	29/11/2022 22:27:41	06/12/2022 11:04:55	
Mr Track Trace	Monitor Track and Trace Opera	14/02/2023 14:31:40	15/03/2023 16:31:54	
OBP SPOC Onboarding Partner	Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	
OBP TestUser2	Invited Monitor	15/03/2023 18:23:43		



Help Desk & Support

Service Desk Services



- 24/7 telephone answering



- 24/7 Email logging



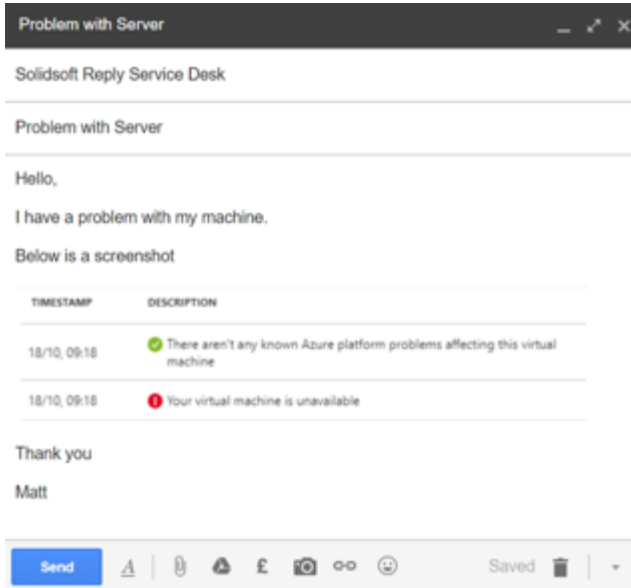
- 24/7 Web Portal & Mobile App access
- Incident Logging
- Knowledgebase and FAQ documents



Logging An Incident Via Email

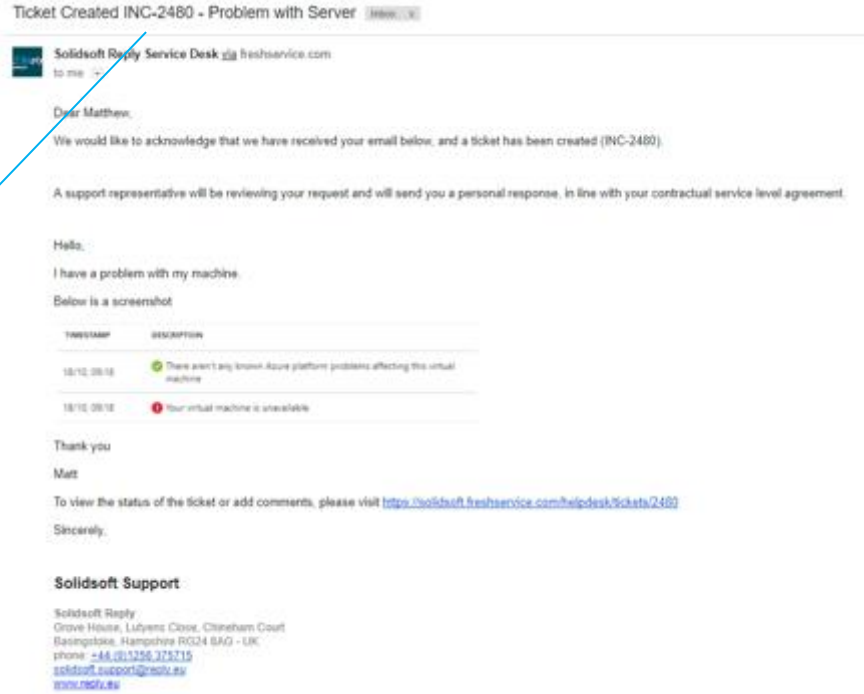
To log an incident or request via email just send an email to the Solidsoft Reply Service Desk at:

TRVST.support@reply.com

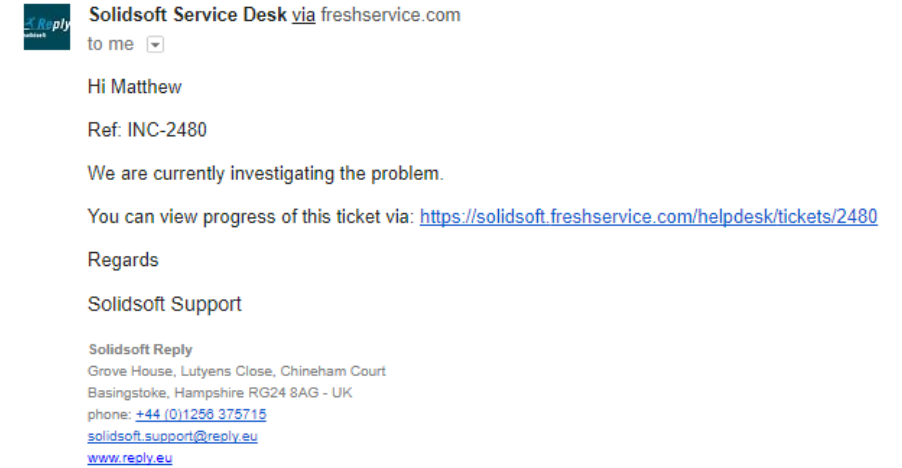


INC-2480

An automated email will be sent back to the user with the details of the ticket logged and reference number



Re: Ticket Updated - INC-2480 - Problem with Server Inbox x



Any updates within the Service Desk system will send the user an email – providing the update and ticket reference number

Logging An Incident Via Phone



To log an incident or request via phone just phone the Solidsoft Reply Service Desk on:

+44 1256 807233

A Solidsoft Reply Service Desk Agent will answer the phone and take your details including:

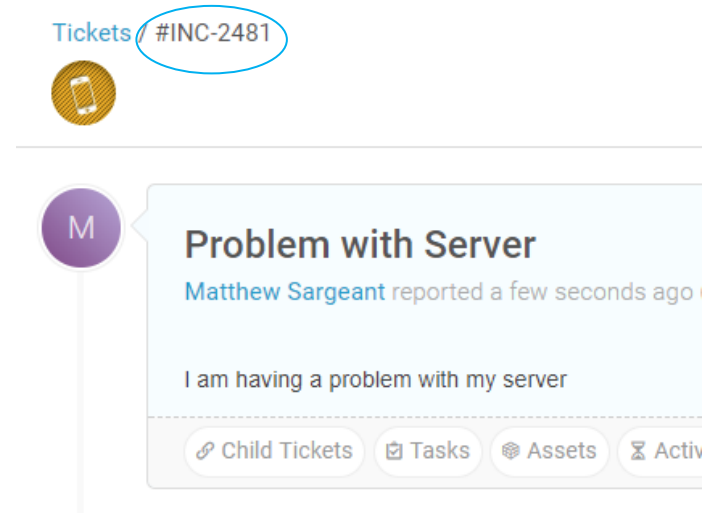
- **Name**
- **Email Address**
- **Telephone number**
- **Location**
- **A description of the incident or request**
- **The urgency of the incident**

(if applicable):

- **Mobile Device and Model (Android or Apple)**
- **Android and Apple IOS version**
- **Your Phone App Unique Device ID**

A Solidsoft Reply Service Desk Agent will provide the user with:

- **An incident number (INC-2481)**
- **The priority rating of the ticket**
- **An automated email sent back to the user**



Question

What is the best way to raise a helpdesk request ?



Logging an incident via email

To log an incident or request via email just send an email to the Solidsoft Reply Service Desk at:

TRVST.support@reply.com



Security Breach

Security and Data Breaches

- Any actual or high probability security or personal data breach should be reported to the Solidsoft Reply Service Desk where:
 - This relates to a vulnerability within the TRVST system or mobile app
 - This could impact the security of the TRVST system/mobile app or expose the data within it
- The following information should be provided
 - As many known facts as possible relating to the (actual or potential) breach
 - The potential effects of the breach (if known)
 - Any remedial action that has been taken or is planned
- The information should be provided by raising an incident with through the Service Desk and giving it an appropriate priority (P1 if considered a high priority incident)

Details of how to raise incidents is covered in the Service Desk section.

- Solidsoft Reply will follow their internal security incident management process and may request further information or involvement from the reporting party or other stakeholders. For high priority incidents, regular updates will be provided by email.