

Traceability and Verification System (TRVST)

Training Curriculum for Country Authorities

Master Slide Deck March 2023

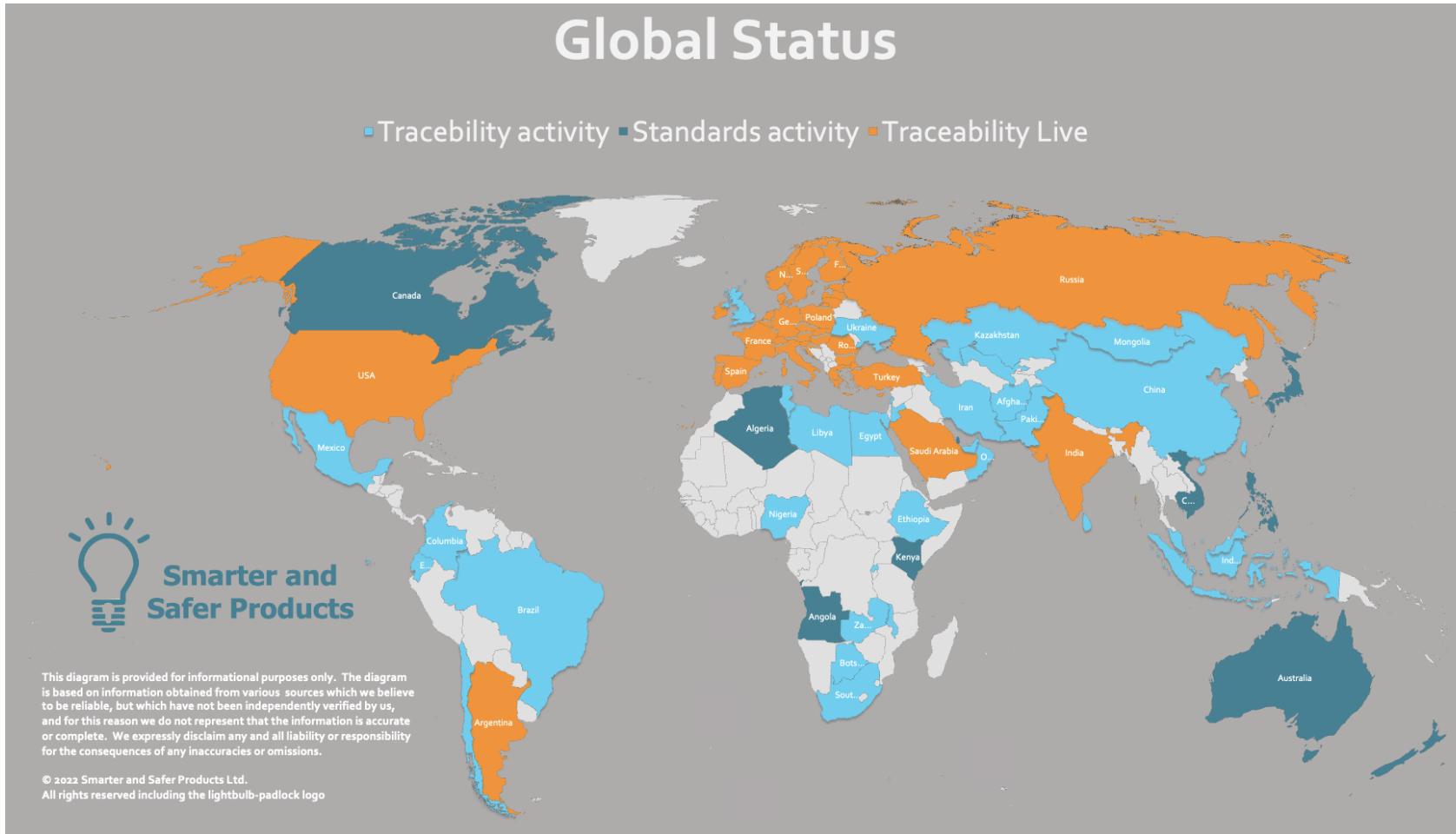
Version 1.0



1

Overview of TRVST

Adoption of traceability and GS1 Standards



- GS1 standards are widely adopted globally in Healthcare.
- Over the past 10 years there has been significant regulatory activity driving the adoption of serialisation and traceability.
- Some multinational pharmaceutical manufacturers serialise up to 70% of all the products they make.

Traceability is becoming an **entry level requirement** to the supply of drugs in Healthcare

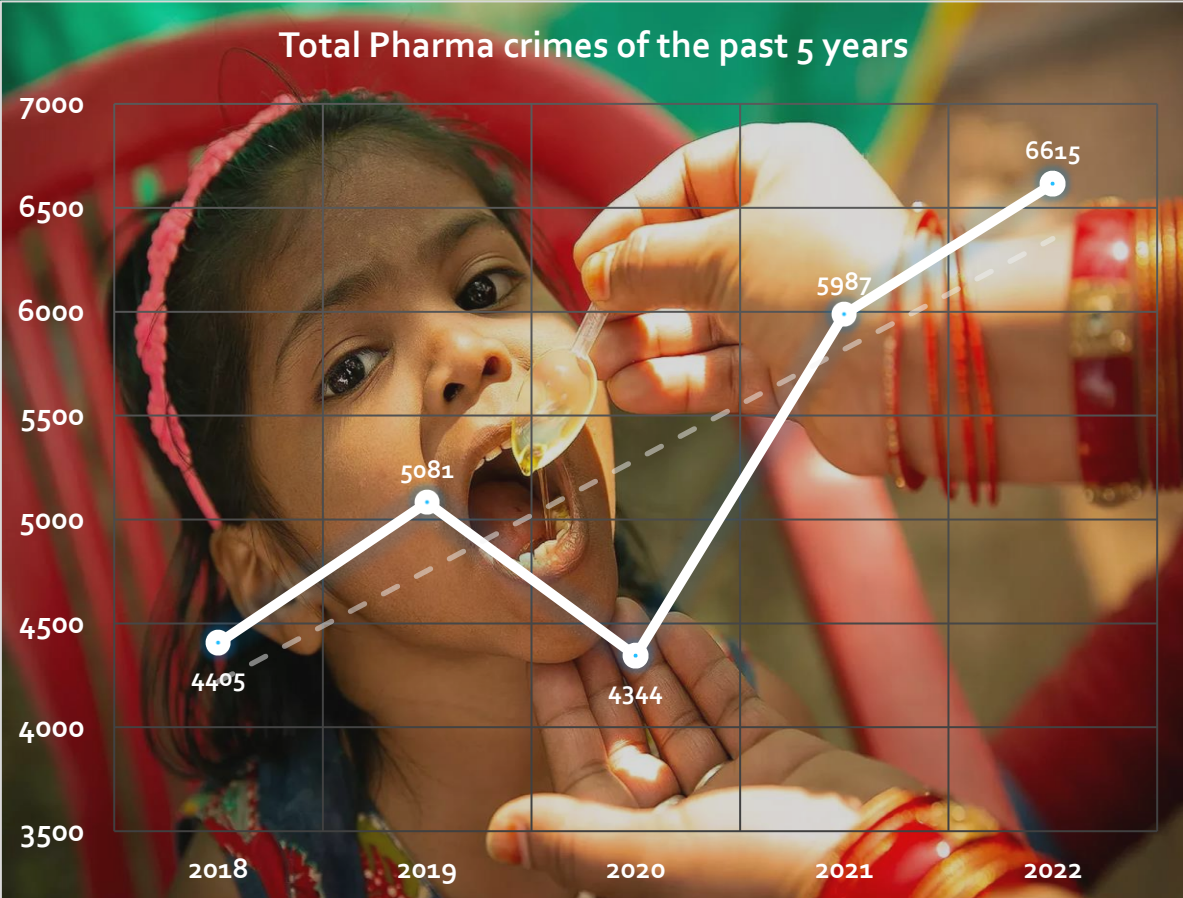
The Verification and Traceability Initiative was created to address the impact of falsified and diverted products

\$30.5 Bn Falsified vaccines and medicines cost LMICs \$30.5 billion per year.

10.5% Falsified products accounted for 10.5% of medicines sampled in the supply chain in these countries.

169,000 Estimated 72K –169K deaths caused by substandard and falsified antibiotics in children under 5 suffering from pneumonia*

116,000 Estimated 31K – 116K deaths caused by substandard and falsified antimalarials in sub-Saharan Africa*



Sources:
The WHO Member State Mechanism on Substandard and Falsified Medical Products Update 2022
* Public health and socioeconomic impact study 2017 <https://apps.who.int/iris/handle/10665/331690>
* University of Edinburgh

The Verification and Traceability Initiative's (VTI) goal is to support countries in their verification and traceability journey

VTI Steering Team



FROM THE AMERICAN PEOPLE

BILL & MELINDA GATES foundation



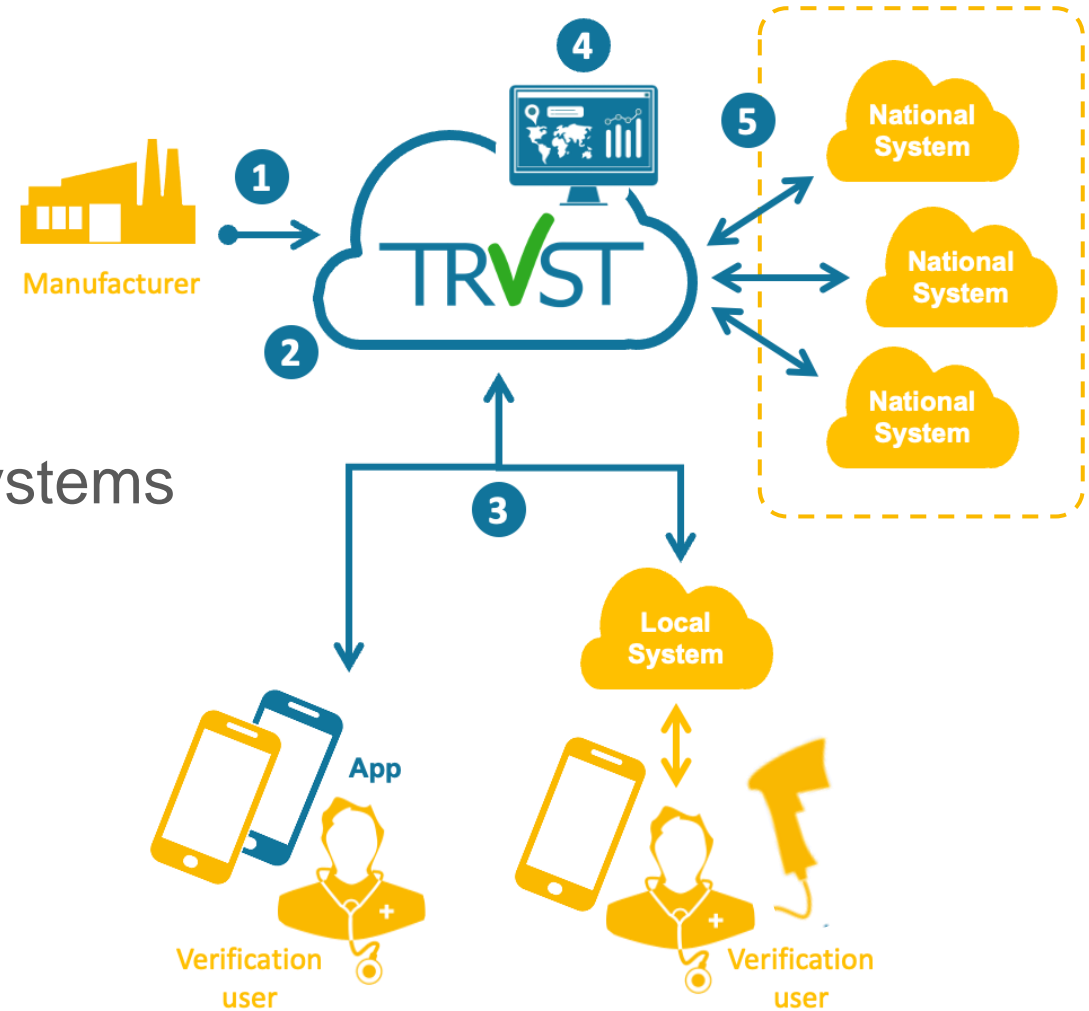
Rationale for the VTI

- Detect and reduce falsification
- Enhance supply chain visibility and efficiencies
- Deliver digital equity in LMICs
- Promote and use GS1 Standards
- Built TRVST - a foundation for traceability

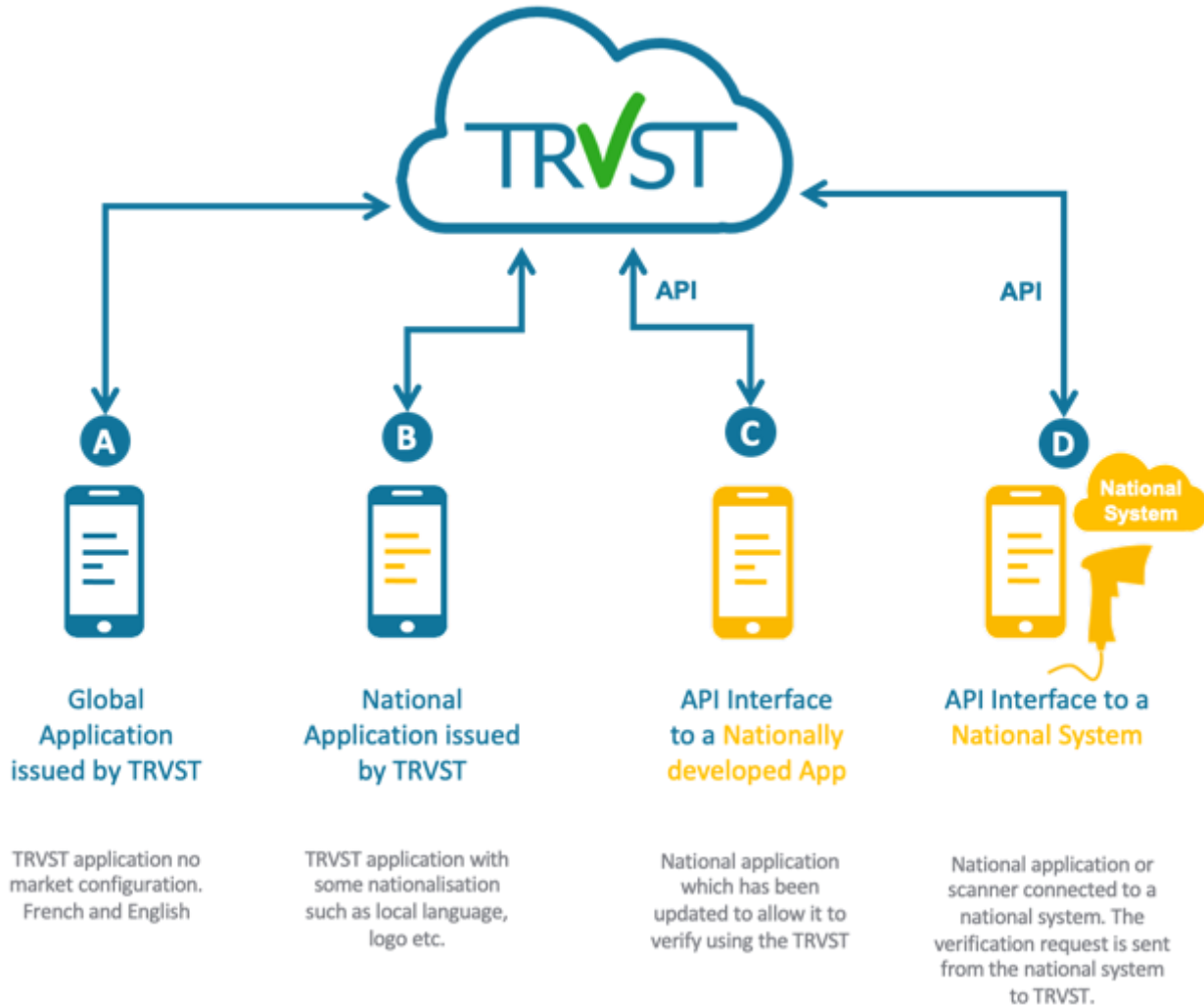
UNICEF is the legal entity behind TRVST

The TRVST system components

- 1) A standard interface to manufacturers
- 2) The TRVST repository
- 3) Verification API to smart phones and local systems
- 4) The TRVST dashboard
- 5) TRVST API interface to national systems



TRVST verification modalities



4 different modalities

- TRVST mobile app (x2)
- National app integration
- System to System

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Data Visibility & Access

Data Visibility & Access

- Data generated and submitted by Verification users and Country Authorities access is managed securely through a set of system roles.
- Users of the Traceability & Verification Portals and the verification applications are required to accept terms and conditions that users must comply with before use.
- The country authority will access the dashboard to track, monitor and respond to verification events and the corresponding suspect activities.
- TRVST will provide data access to specific Batch and Serial Identification Data so that Country Authorities can work with manufacturers to trace suspect activity.

Data Sharing Matrix for Country Authority

The following Data Matrix shown here details data access rights for Country Authority role.

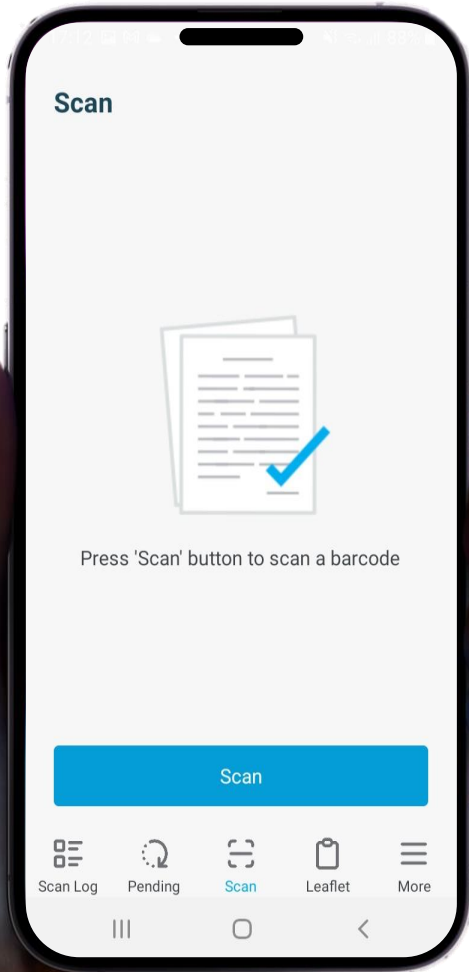
- Country authorities may see data generated by users in their verification sites, but not information from other countries.

TRVST Data Sharing Access & System Permissions			System Role / Organisation Type / User Type		Permission Legend:	
			Country Authority		<input checked="" type="checkbox"/> Access allowed to all data or full functionality <input checked="" type="checkbox"/> Access allowed to data owned by or granted to participant <input checked="" type="checkbox"/> Access allowed to specified data (e.g. Active in region for specified GTINS) <input checked="" type="checkbox"/> Access allowed on an alert basis (for owned data, or data granted access to) <input checked="" type="checkbox"/> Organization is referenced in the EPCIS message (One-up, One-down) <input checked="" type="checkbox"/> Access by explicit permissions from the data owner <input checked="" type="checkbox"/> No Access/Not Applicable	[O] - Optional Field [I] - Inferred Field
			CA SPOC	CA Monitor		
Verification Use Case (Data Access)	Master Data	Product Master Data [PMD]	<input checked="" type="checkbox"/>			
		Location Master Data [LMD]	<input checked="" type="checkbox"/>			
		Market Authorization Data [MAD]	<input checked="" type="checkbox"/>			
	Batch & Serial #	Batch Data	<input checked="" type="checkbox"/>			
		Serial Number	<input checked="" type="checkbox"/>			
	Verification Event Request	Transaction Id	<input checked="" type="checkbox"/>			
		Date/Time	<input checked="" type="checkbox"/>			
		Coordinates	<input checked="" type="checkbox"/>			
		GeoLocation Country [O]	<input checked="" type="checkbox"/>			
		Source Application	<input checked="" type="checkbox"/>			
		PersonalDevice Info [PDI]	<input checked="" type="checkbox"/>			
		Verification Event Response	Alert Id	<input checked="" type="checkbox"/>		
		Response Code	<input checked="" type="checkbox"/>			
	Aggregate Trend Data	<input checked="" type="checkbox"/>				
Visibility/Traceability Use Case (Data Access)	Master Data	Location Master Data	<input checked="" type="checkbox"/>			
		Market Authorization Data	<input checked="" type="checkbox"/>			
	Batch & Serial #	BatchId/Lot Id	<input checked="" type="checkbox"/>			
		Serial Number	<input checked="" type="checkbox"/>			
	Traceability Event Data	SSCC	<input checked="" type="checkbox"/>			
		Modality E PPD (with serial)	<input checked="" type="checkbox"/>			
		EPCIS Event (Logistics - no serial)	<input checked="" type="checkbox"/>			
	EPCIS Event (T&T - with serial)	<input checked="" type="checkbox"/>				
Administrative (Data Access)	Dashboard & System Data	Organization Details	<input checked="" type="checkbox"/>			
		Dashboard User Details	<input checked="" type="checkbox"/>			
		Dashboard User Activity Log	<input checked="" type="checkbox"/>			
	Metrics & Audit Logs	Performance Metrics	<input checked="" type="checkbox"/>			
		Upload Metrics	<input checked="" type="checkbox"/>			
		System Audit Logs	<input checked="" type="checkbox"/>			

3

Verification via Mobile App

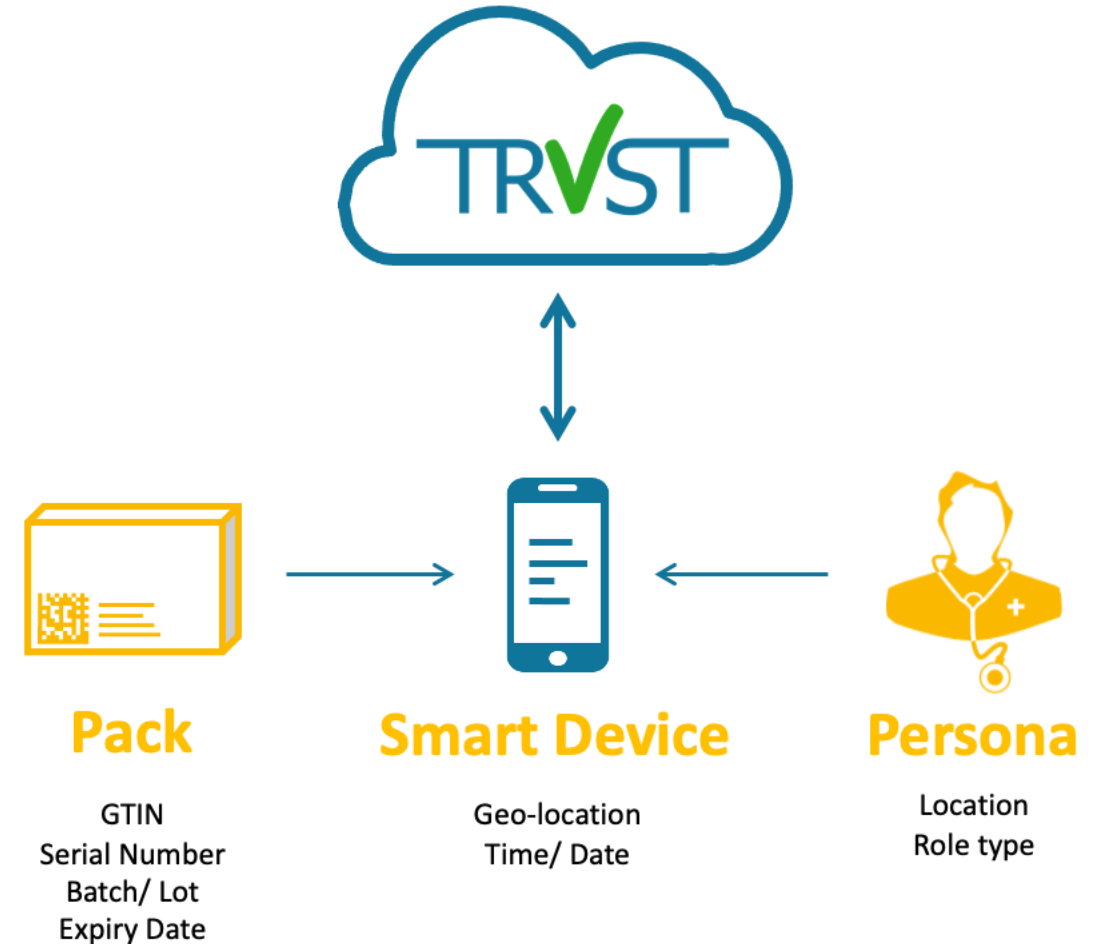
The TRVST Application



- Scans and verifies the data in the 2D Data Matrix
- Can work off line and then upload verification requests once back online
- The scan also captures the geo-location of the scan with a time and date.
- User persona data is also captured but does not identify the individual.
- Currently available in English and French
- The single application will work for multiple countries using a different “skin”.
- Verification responses can be country specific- so the message might say that this product is currently under recall in this country. Please contact this number.
- We can make the app public or put behind passcode access. So that the government can only issue that passcode to specific entities in the supply chain.

Data collected when verification takes place

- The TRVST collects the minimum amount of data required to verify the item.
- The user of the verification app agrees terms and conditions allowing the use of the scanned data.
- We do not collect any private personal data of the user.
- The application does not track the user's movements, only the geo-location of the actual scan.
- The data is not made available publicly and is kept secure.

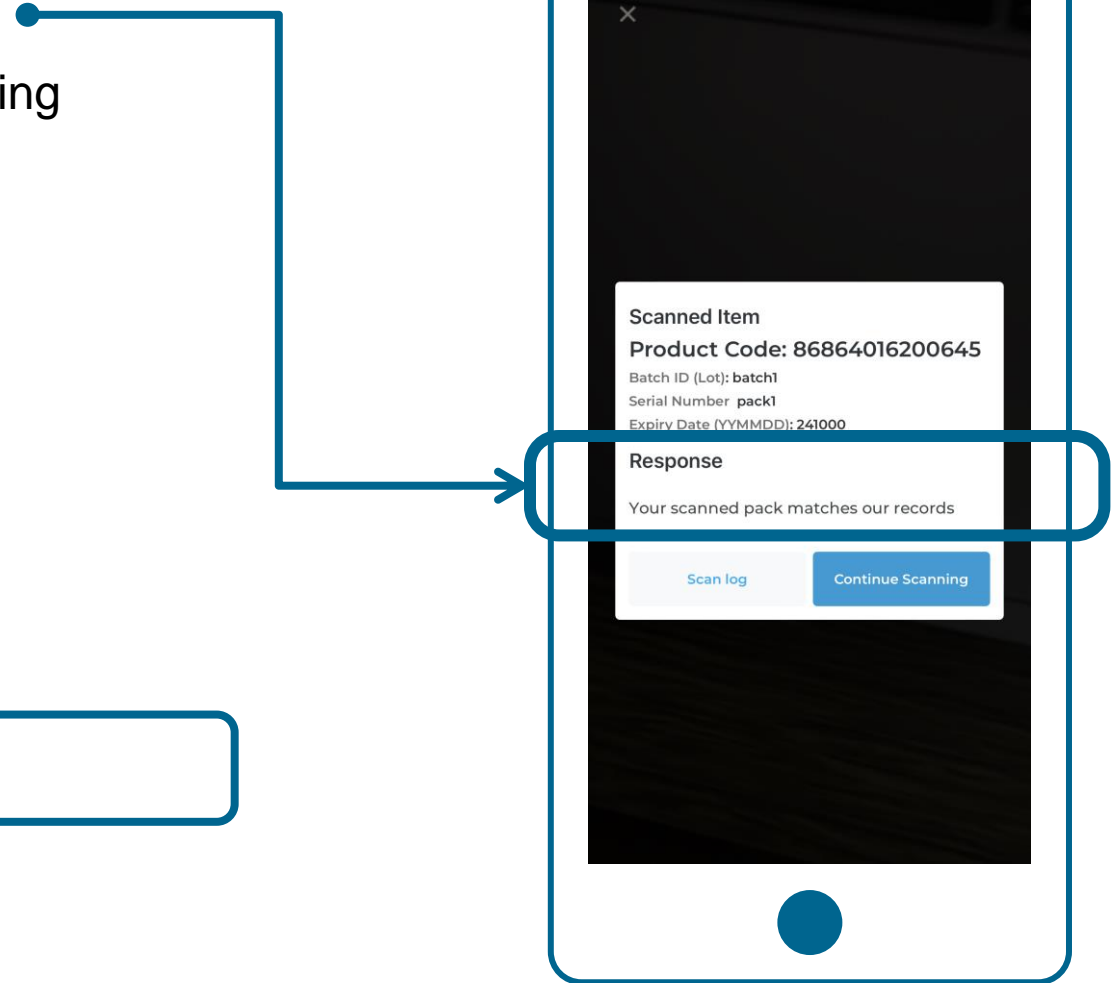


For packs which are not serialised we only scan the GTIN, Batch/ Lot and Expiry Date.

TRVST Mobile Application Responses

Verification Responses

- When you scan a pack you will get several possible messages.
- TRVST has number of different scenarios covering both serialized packs and batch only.
- With the most common scenario being that you scan and the GTIN, Serial No, batch and expiry match and you get a message as shown
- Any failed verification will be notified to the manufacturer of the product to be investigated.



[Verification API OpCodes and responses v5](#)

Verification responses



Examples

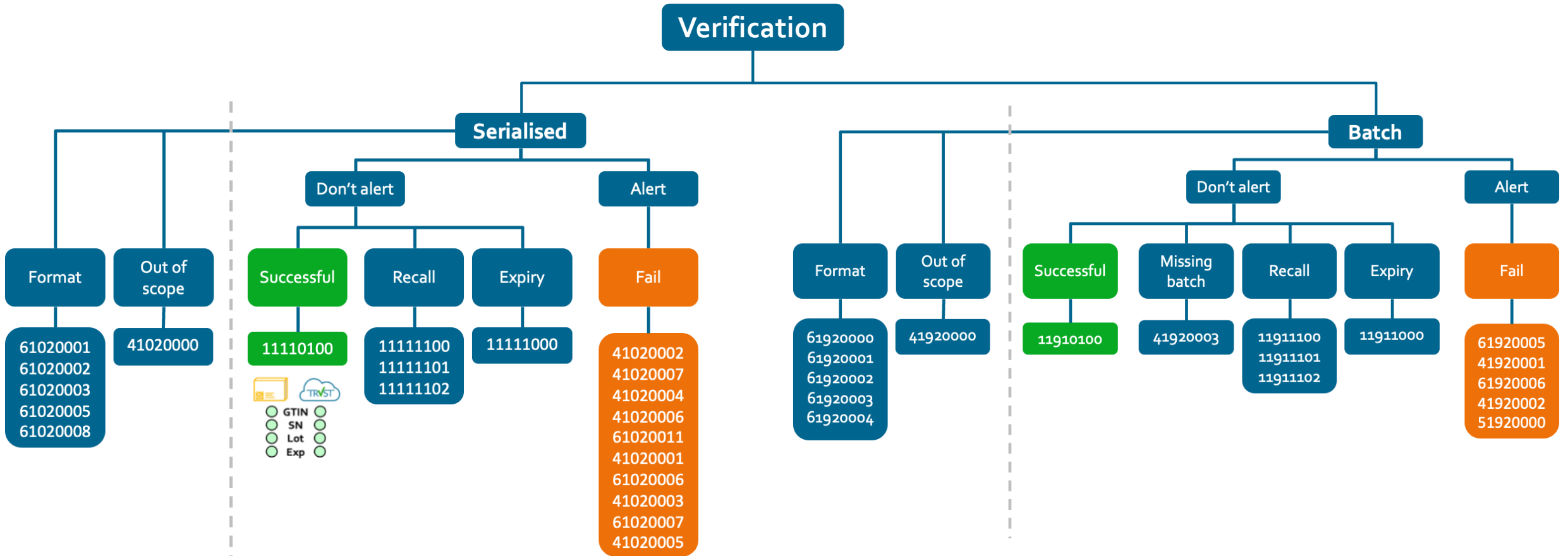
Scenario	GTIN is invalid (not the correct format)	Verification successful	Verification successful but product expired	Verification successful but batch/lot under recall	Verification not successful batch/lot does not match
OpCode	61020008	11110100	11111000	11111100	41020003
Alert Sent	No	No	No	No	Yes

KEY

- Data invalid (format issue)
- Data does not match
- Data provided / matches
- No data provided or available
- Data available
- Expired
- Recalled
- Recall expected
- E
- R
- R

Verification responses

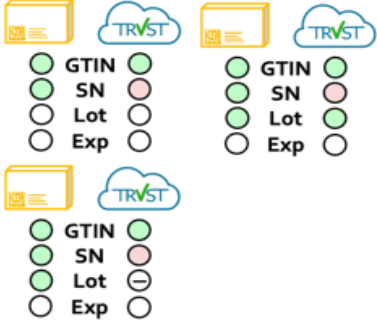
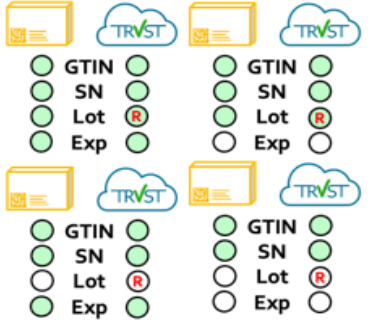
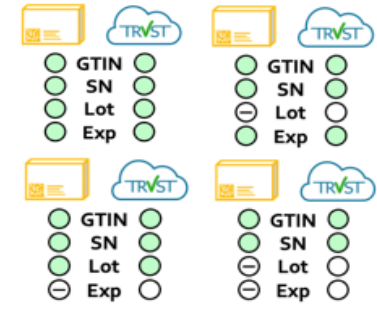
- TRVST can either verify against serialised products or those with only batch data.
- TRVST operates 64 Scenarios against 38 Opcodes, of these 15 will generate an alert.



Verification Response Scenarios

Demonstrate these following scenarios via Mobile App: Successful verification, a serial number not known and batch recall

Serialised Pack Codes

GTIN	Serial Number	Batch	Expiry Date		OpCode	Title/Error Message	Description (in Reports, on mouse over and Notification)	Response In App	Alert
Yes	No	Batch id not provided OR Batch provided and found in the system and it contains serial numbers OR Batch provided and NOT found in the system and system product the system product contain other serial numbers	Not relevant		41020001	SSP no SN match	Scanned serialised pack - no serial number match	The serial number for this pack does not match our records	Yes
Yes	Yes	Yes or Not provided, but system batch due to be recalled	Yes or Not provided		11111101	SSP batch due to be recalled	Scanned serialised pack - the batch is due to be recalled in the country	Your scanned pack matches our records, however we recommend you check the batch/lot status with the regulatory authority in your country	No
Yes	Yes	Yes or Not provided	Yes or Not provided		11110100	SSP successful verification	Scanned serialised pack - verified	Your scanned pack matches our records	No

Installation

Download the TRVST Application

Scan a code below to download the TRVST Application

from the Play Store (Android):

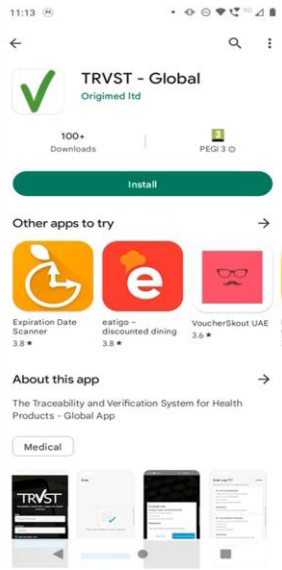


from the App Store (iOS):

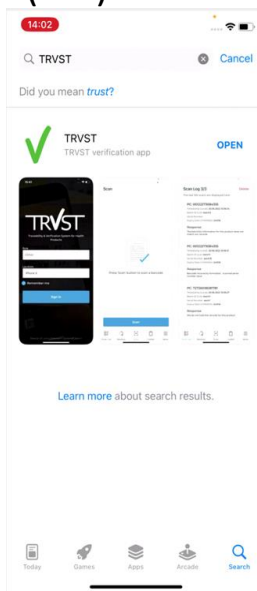


Alternatively Go to Appstore or Play Store and search for TRVST

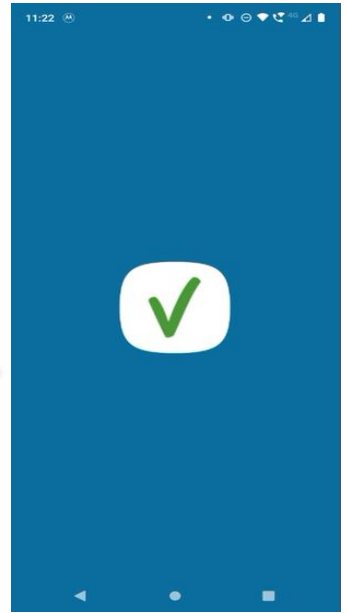
Install TRVST (Android)



Install TRVST (iOS)

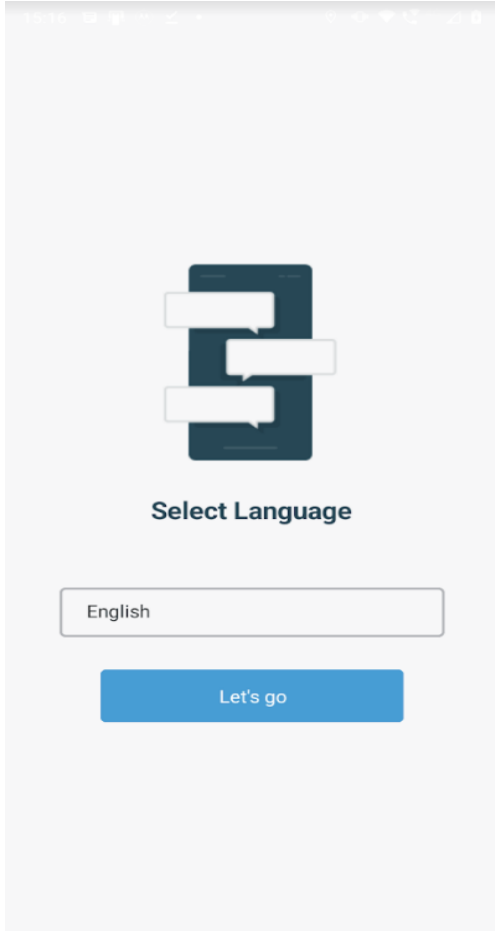


Confirming you wish to Open the app

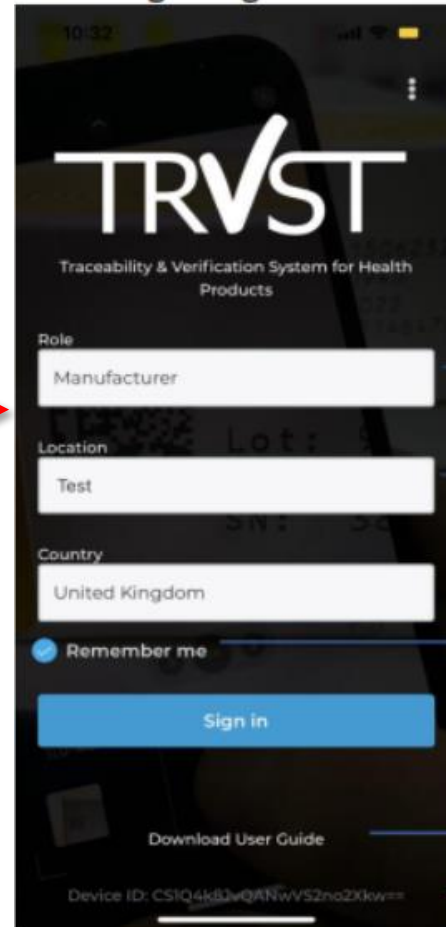


Getting Started

Select your preferred language:
English and French are available.



Enter Persona Data



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

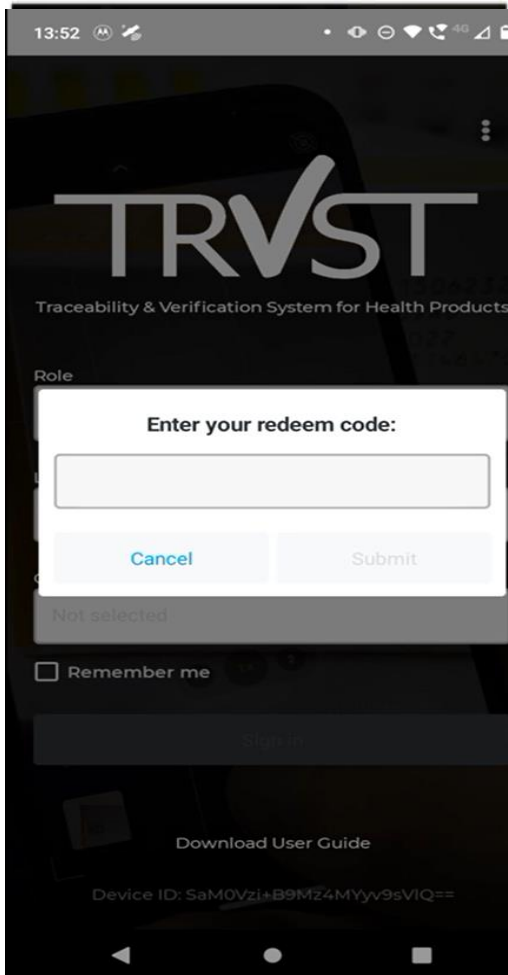
Sign in button is disabled, until Role and Location are selected.

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

Your device's unique ID is displayed here.

Getting Started

Redeem a country specific code

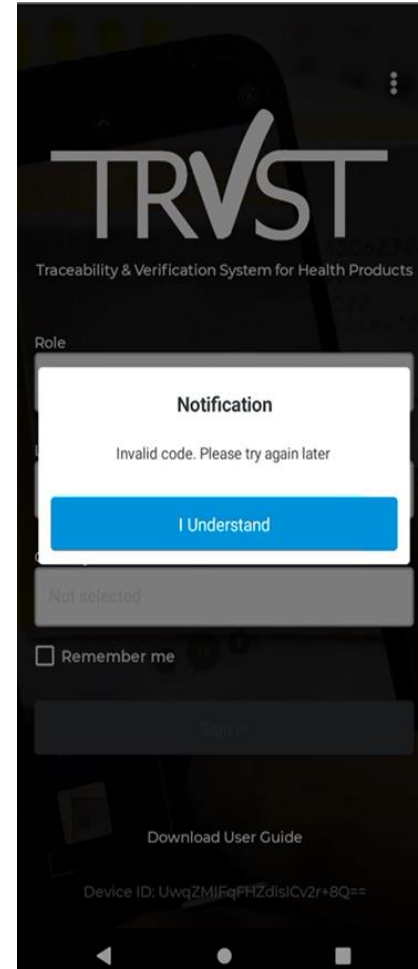


Enter the country specific code you want to redeem

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.

Invalid Country Code specified



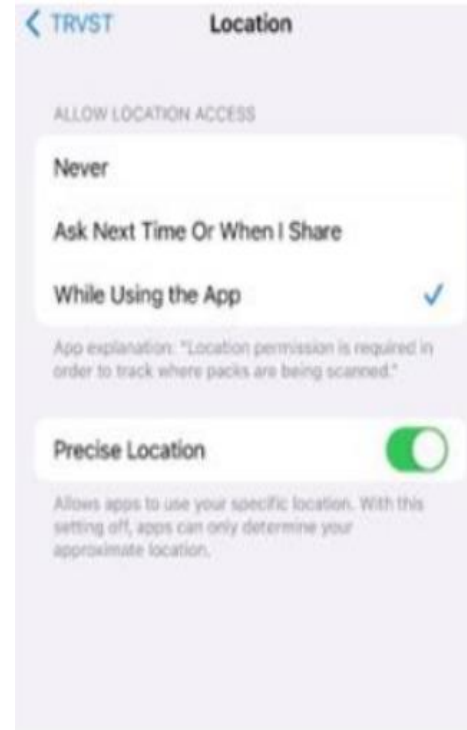
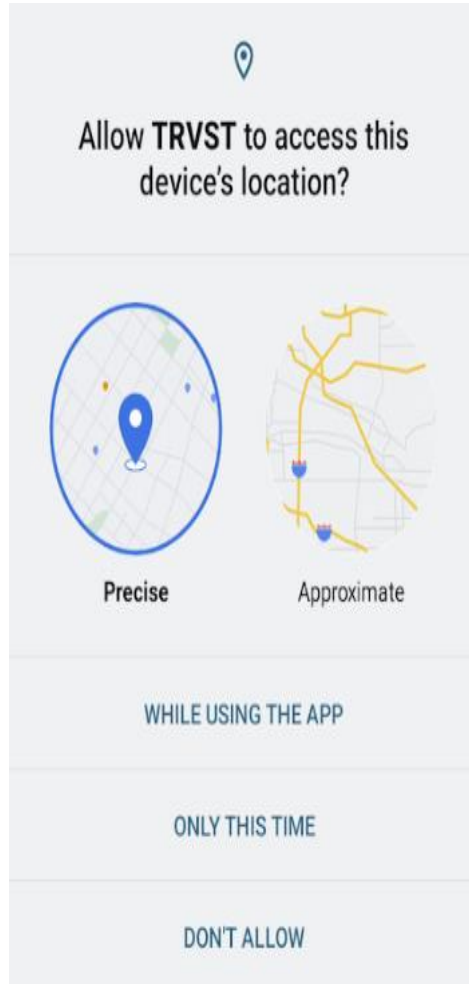
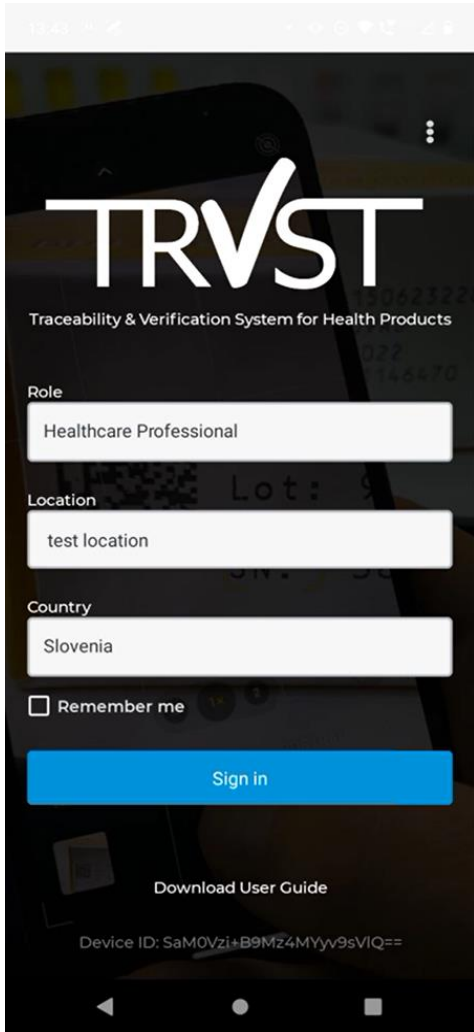
This notification is shown, if an invalid code is entered.

Select "I Understand" to return to the Login page

The TRVST Application

Sign In page is displayed on the app

Allow location to be accessed



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

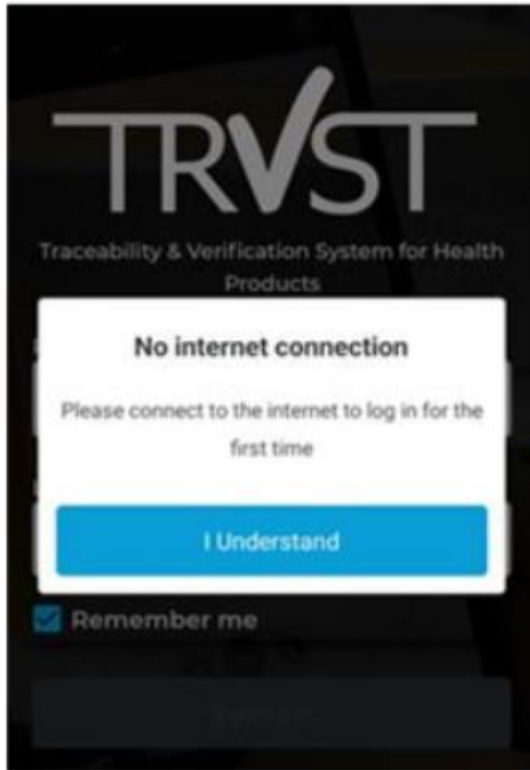
This setting is usually found in:
Settings – Privacy – Location Services put 'ON' – TRVST
Or
Settings – TRVST – Location

The TRVST Application

Sign In page is displayed on the app

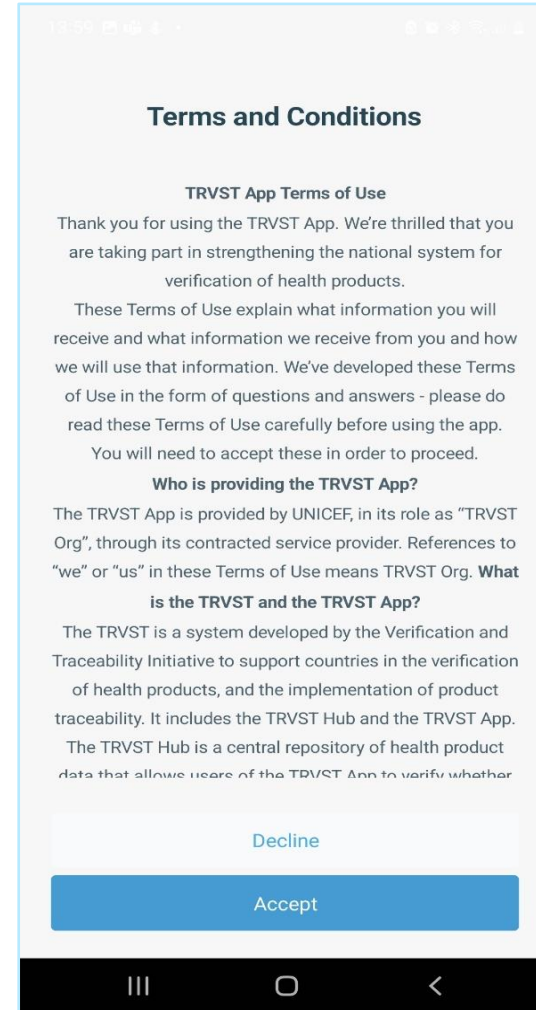
Allow location to be accessed

Accept Terms and Conditions



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



TRVST – Application Functions

The image displays five screenshots of the TRVST mobile application interface, arranged horizontally. Each screenshot shows a different screen with a light blue background and a bottom navigation bar with five icons: Scan Log, Pending, Scan, Leaflet, and More.

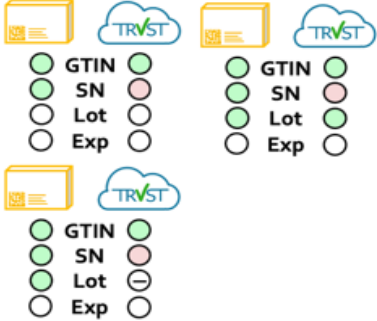
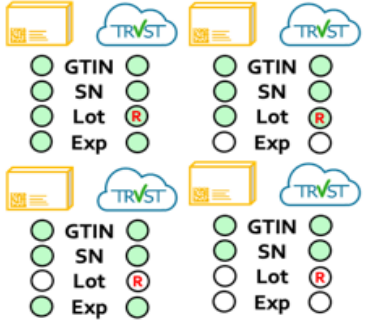
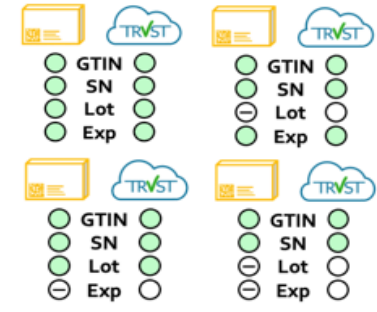
- Scan Log:** The title is "Scan Log". Below it, the text reads "The last 100 scans are displayed here". A central icon shows a document with a blue checkmark. Below the icon, the text says "To see scanned items, please scan some barcodes...".
- Pending Requests:** The title is "Pending Requests". A central icon shows a document with a blue checkmark. Below the icon, the text says "Requests will be added here when scanning without an internet connection."
- Scan:** The title is "Scan". A central icon shows a document with a blue checkmark. Below the icon, the text says "Press 'Scan' button to scan a barcode". A large blue button labeled "Scan" is positioned at the bottom of the main content area.
- Leaflet:** The title is "Leaflet". A central icon shows a document with a blue checkmark. Below the icon, the text says "Press 'Scan for Patient Leaflet' button to scan a barcode". A large blue button labeled "Scan for Patient Leaflet" is positioned at the bottom of the main content area.
- More:** This screen shows settings. The title is "More". It includes:
 - "Preferred Language" with a dropdown menu showing "English".
 - "Country" with a dropdown menu showing "Slovenia".
 - "Environment" with a dropdown menu showing "PreProd".
 - "Device ID: UwqZMIFqFHZdislCv2r+8Q==" with a copy icon.
 - "Logged in as: Test Location, Healthcare Professional".
 - A large blue button labeled "Logout".
 - Version information: "TRVST v2.0.107" and "Environment: ITE".
 - A button labeled "Terms and Conditions".

Scan

Verification Response Scenarios

Demonstrate these following scenarios via Mobile App: Successful verification, a serial number not known and batch recall

Serialised Pack Codes

GTIN	Serial Number	Batch	Expiry Date		OpCode	Title/Error Message	Description (in Reports, on mouse over and Notification)	Response In App	Alert
Yes	No	Batch id not provided OR Batch provided and found in the system and it contains serial numbers OR Batch provided and NOT found in the system and system product the system product contain other serial numbers	Not relevant		41020001	SSP no SN match	Scanned serialised pack - no serial number match	The serial number for this pack does not match our records	Yes
Yes	Yes	Yes or Not provided, but system batch due to be recalled	Yes or Not provided		11111101	SSP batch due to be recalled	Scanned serialised pack - the batch is due to be recalled in the country	Your scanned pack matches our records, however we recommend you check the batch/lot status with the regulatory authority in your country	No
Yes	Yes	Yes or Not provided	Yes or Not provided		11110100	SSP successful verification	Scanned serialised pack - verified	Your scanned pack matches our records	No

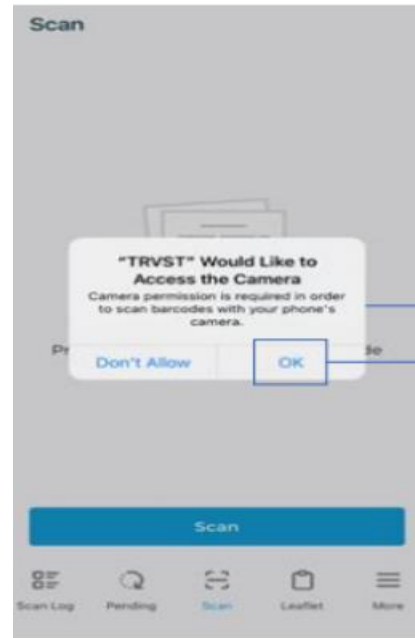
TRVST – Pack Scanning



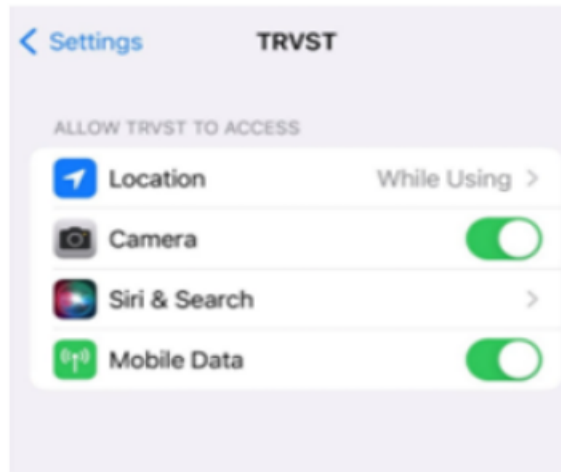
Select "CANCEL" to exit the camera mode.

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.



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.

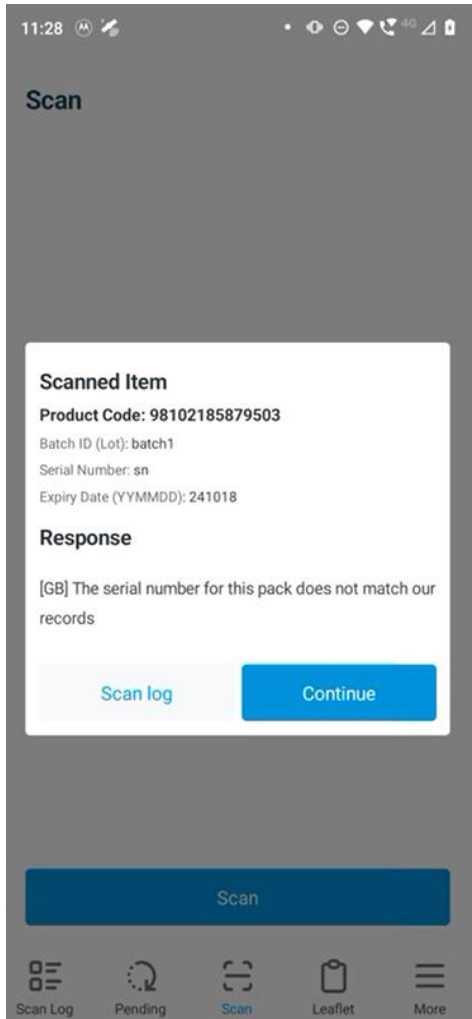


You can also enable the Camera permission in your device's settings.

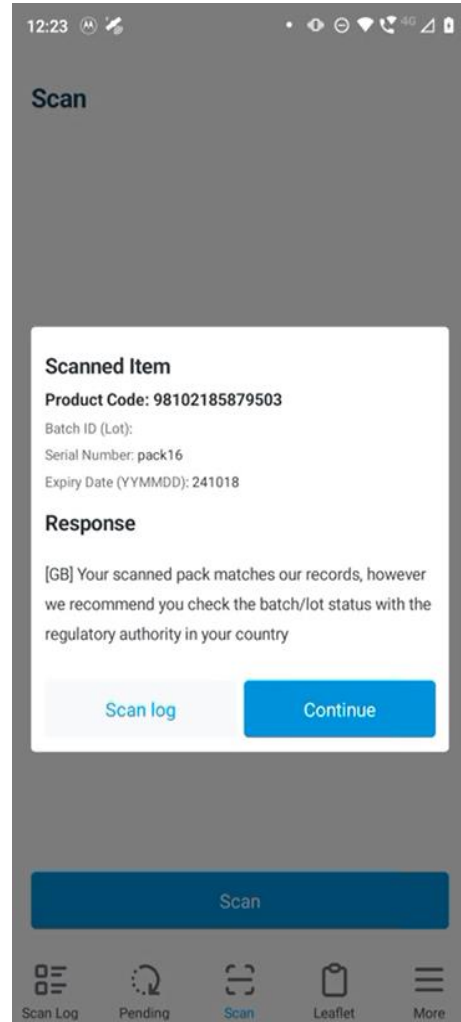
This setting is usually found in:
Settings – TRVST – Camera put 'ON'

TRVST – Scan Examples

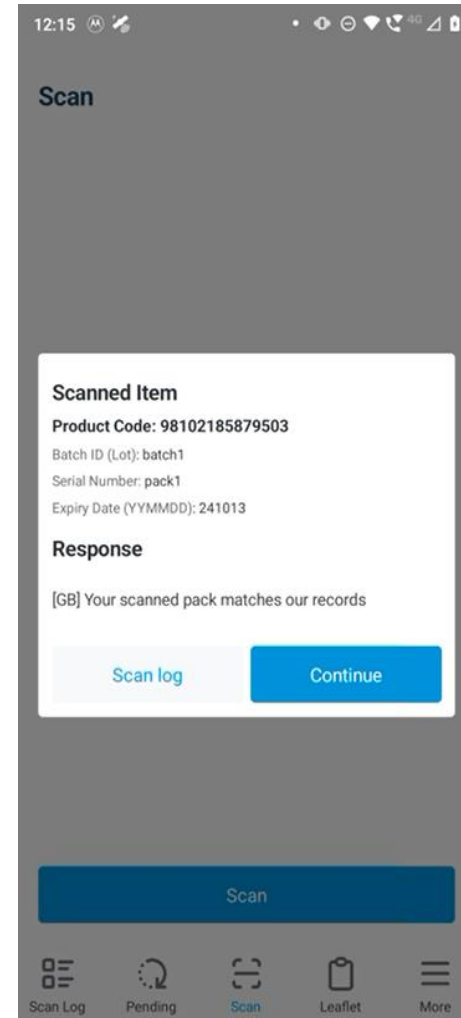
Scanned serialised pack –
no serial number match



Scanned serialised pack - the batch is
due to be recalled in the country

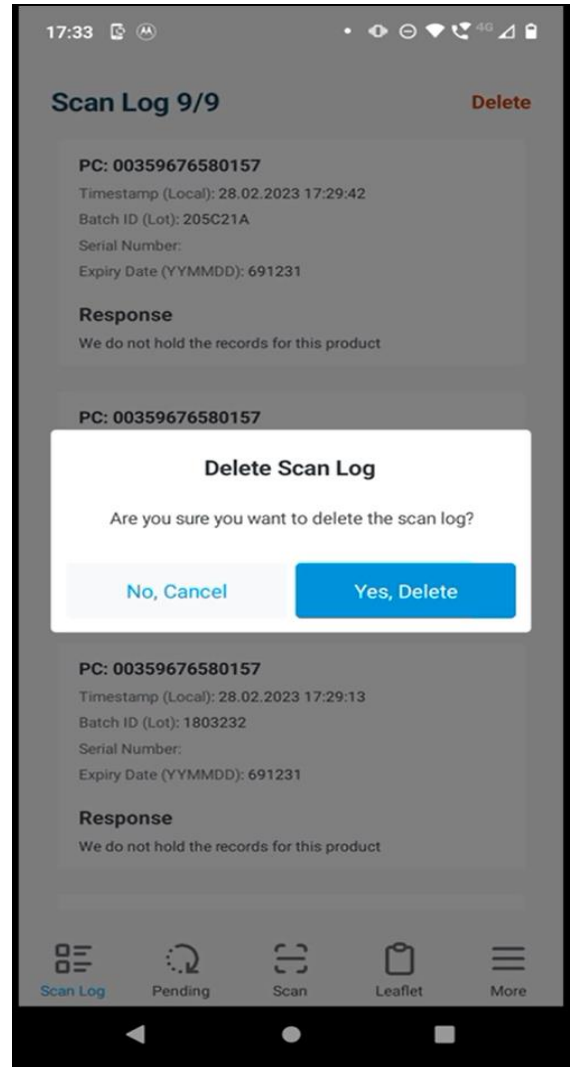
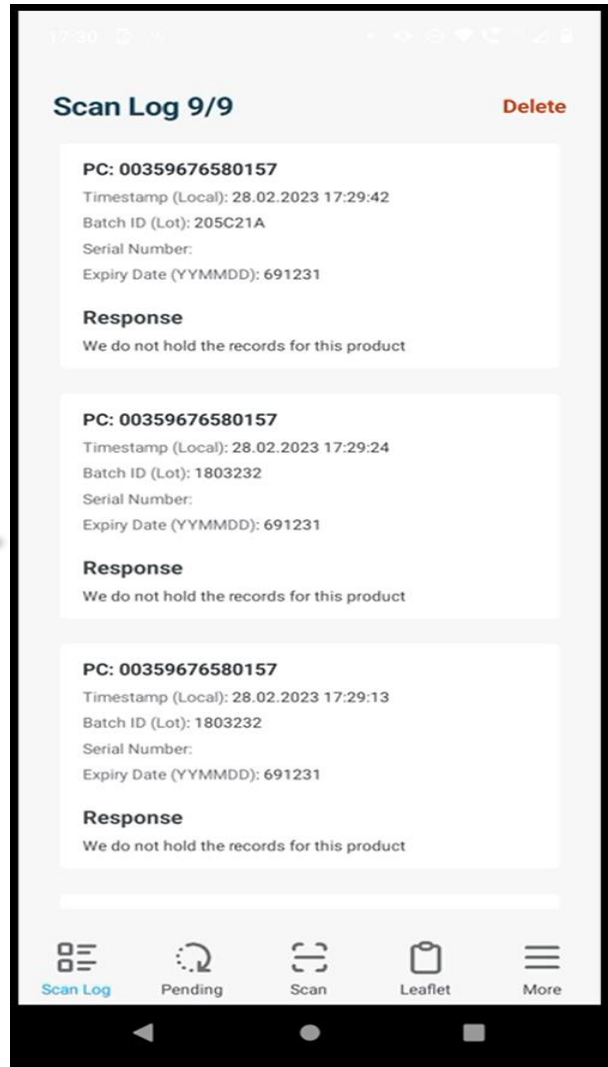
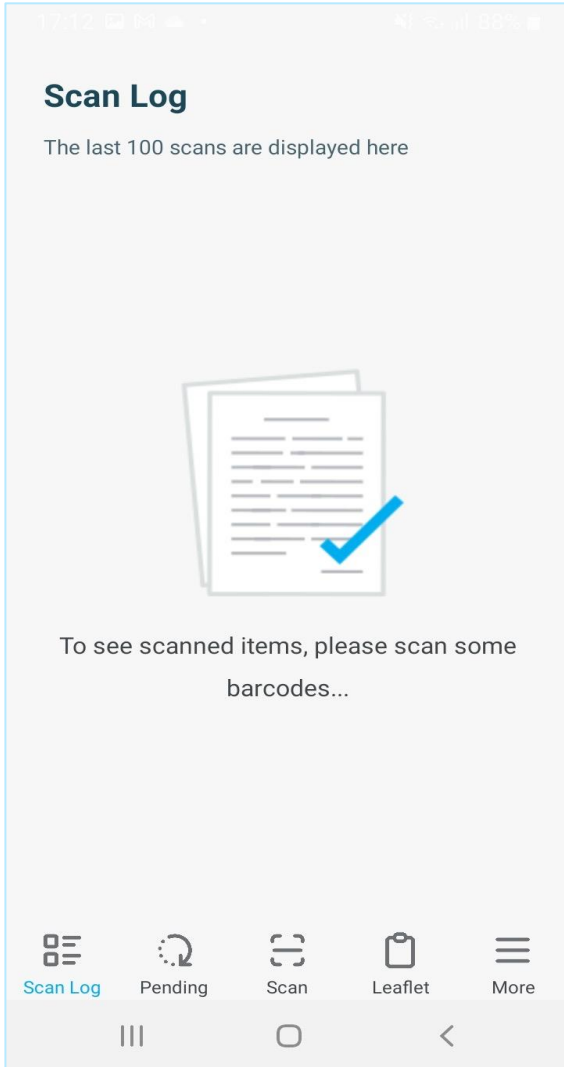


Scanned serialised pack - verified



Scan Log

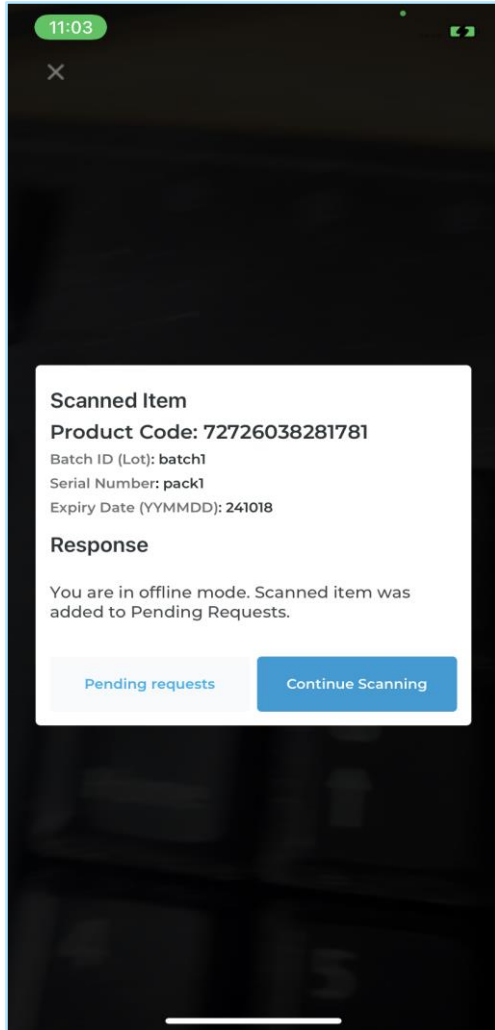
TRVST - Scan Log



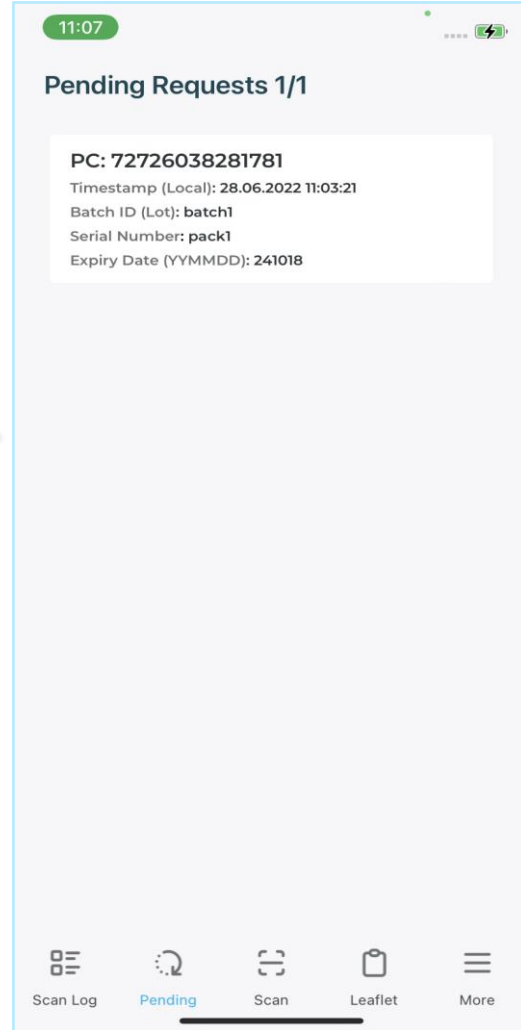
Pending (offline Mode)

TRVST – Offline Scanning

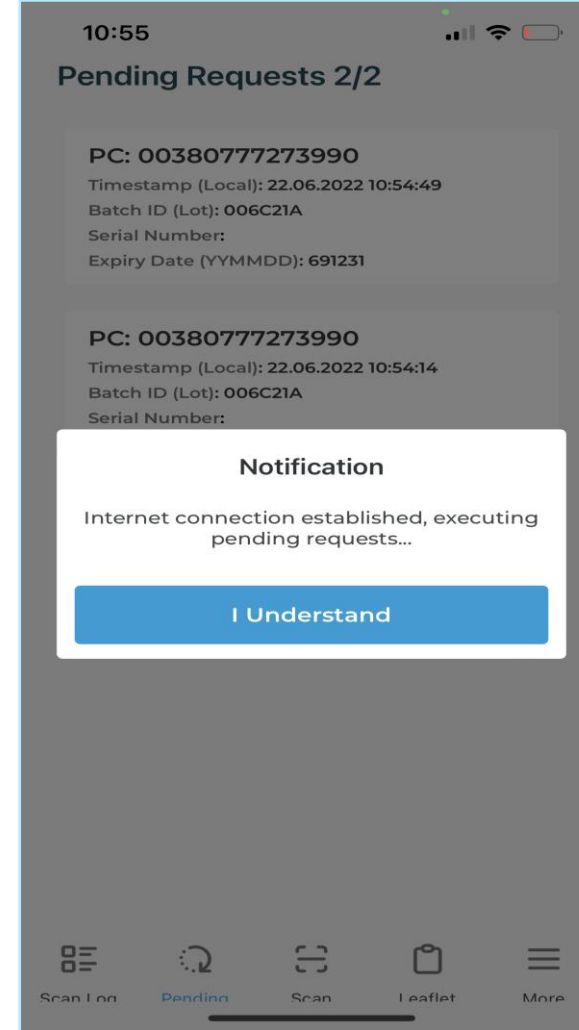
It is possible to scan packs when offline



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



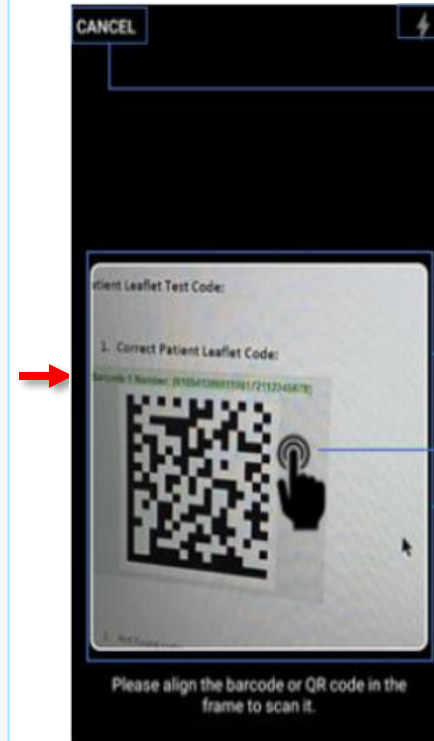
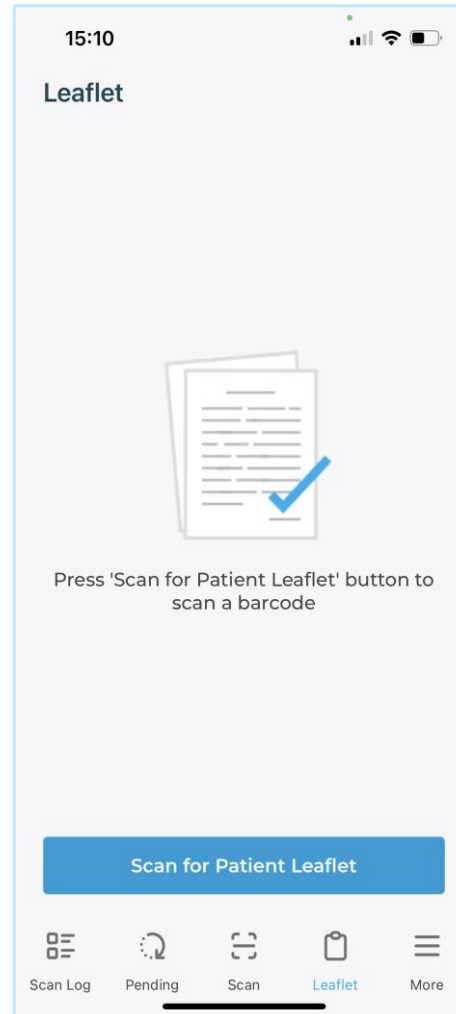
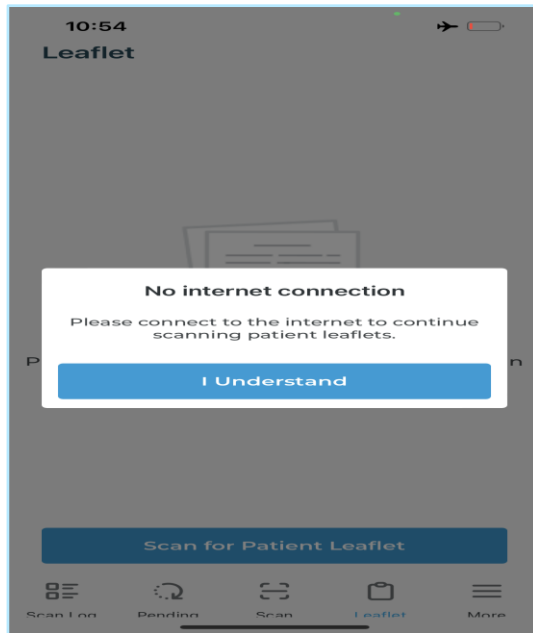
Once an internet connection is established the pending requests will be executed automatically.



Leaflet

TRVST - Scan for Patient Leaflet

- TRVST has Digital Link resolver built into it – So when scanning a GTIN it directs the user to wherever the leaflet stored.
- So as well as being able to verify, you can provide patients or the healthcare professionals with electronic leaflet
- An active internet connection is required for Scanning the Patient Leaflet



Select the "Lightning" icon to enable the flashlight.

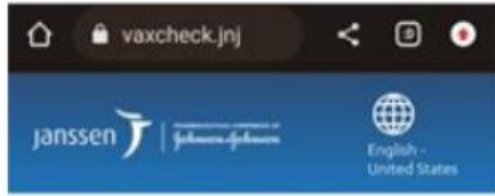
Select "CANCEL" to exit the camera mode.

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.

TRVST – Display of Patient Leaflet



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

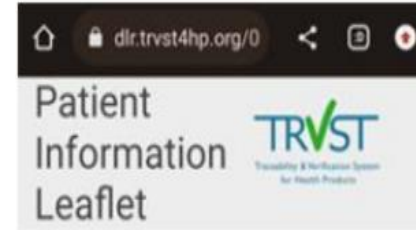


Expiry Checker: Janssen COVID-19 Vaccine Under Emergency Use Authorization

Thank you for using the Janssen COVID-19 Vaccine expiry checker. Please enter the lot number found on the product carton or vial to obtain its expiration date. If you have questions, please contact us.



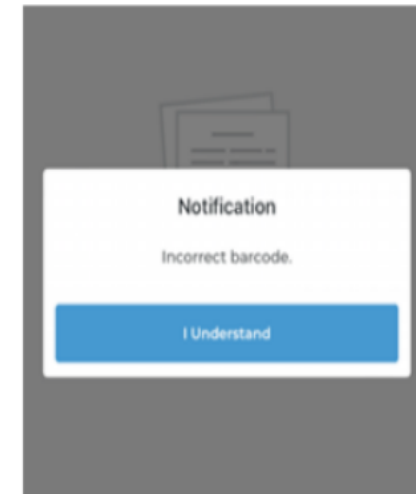
The language of the opened page depends on the Selected language of your browser. The default language is English.



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 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"

More

TRVST – More

More

Preferred Language
English
You have the option to change the preferred language here.

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

Device ID:
CS1Q4k8JvQANwVS2no2Xkw==
You may copy it by tapping the Copy icon next to it.

Logged in as: Test, Manufacturer
This are your location and selected Role.

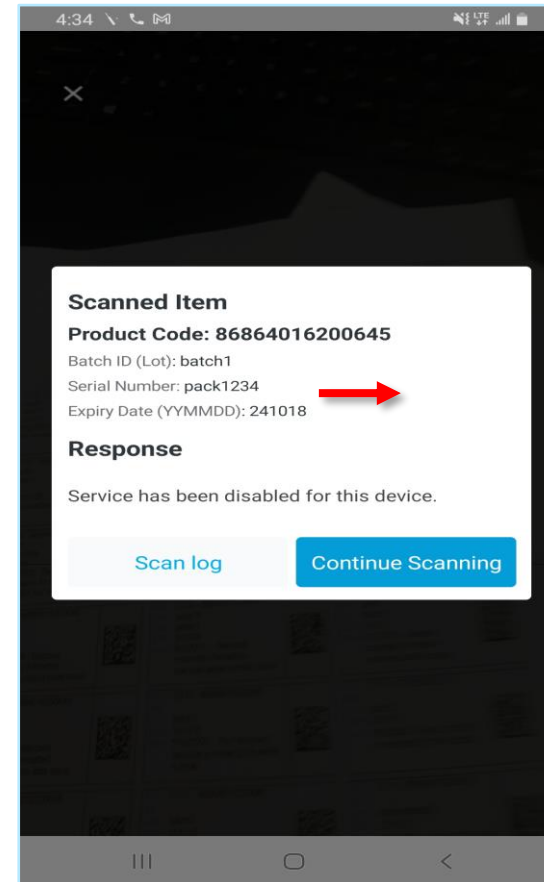
Logout
Click here to logout.

TRVST v2.0.107
Environment: ITE
This is the current application version.

Terms and Conditions
Click here to open the Terms and Conditions

Scan Log Pending Scan Leaflet More
Select this tab to go to the More/Settings page.

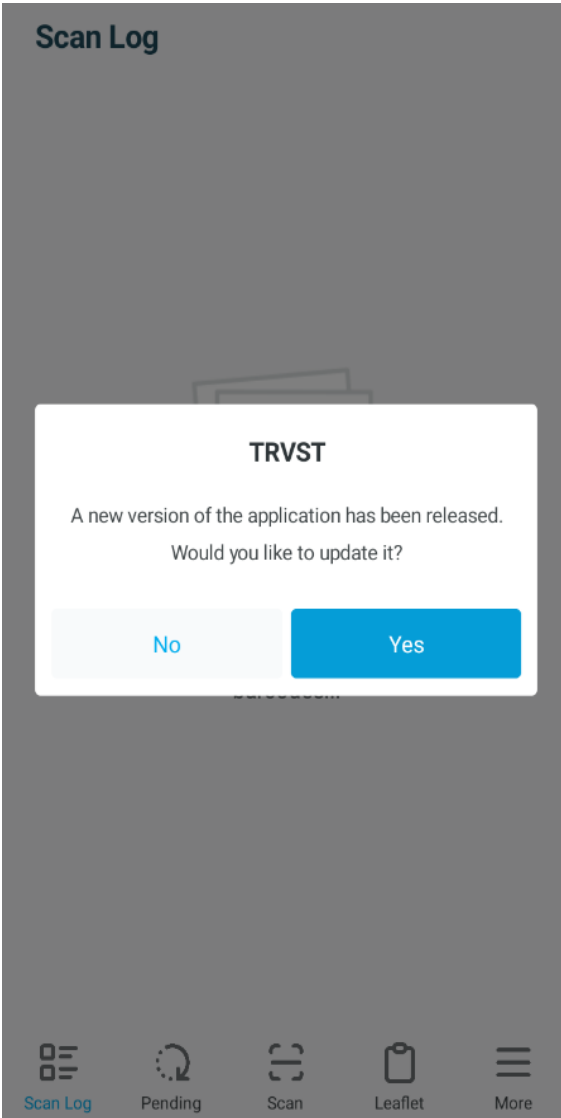
TRVST doesn't track people just the products. However one of the reasons the Device ID is stored is in case we need to suspend a particular device ID in case there's a criminal trying to abuse the system.



Device is blocked from Scanning

TRVST App Updates

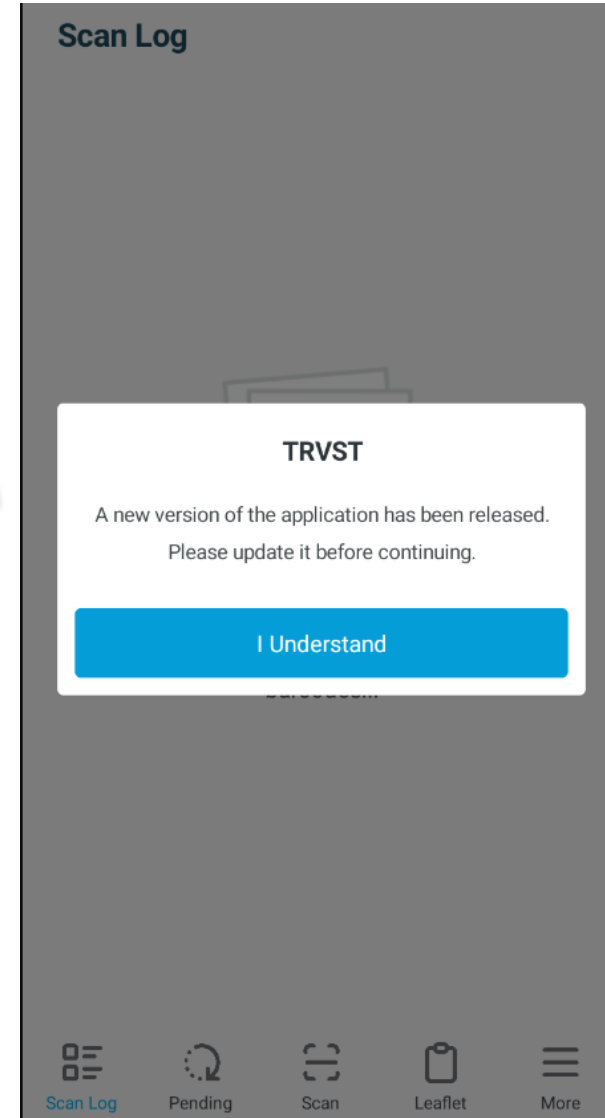
TRVST – App Updates



When a new version of the TRVST App is available depending upon the nature of the updates.

The App user will have either the option to update the version of the TRVST App on their device.

Or Alternatively have to download the latest version of the TRVST App from the from the Play Store (Android) or the App Store (iOS) before continuing to use the TRVST App.



4

Dashboard Verification Management

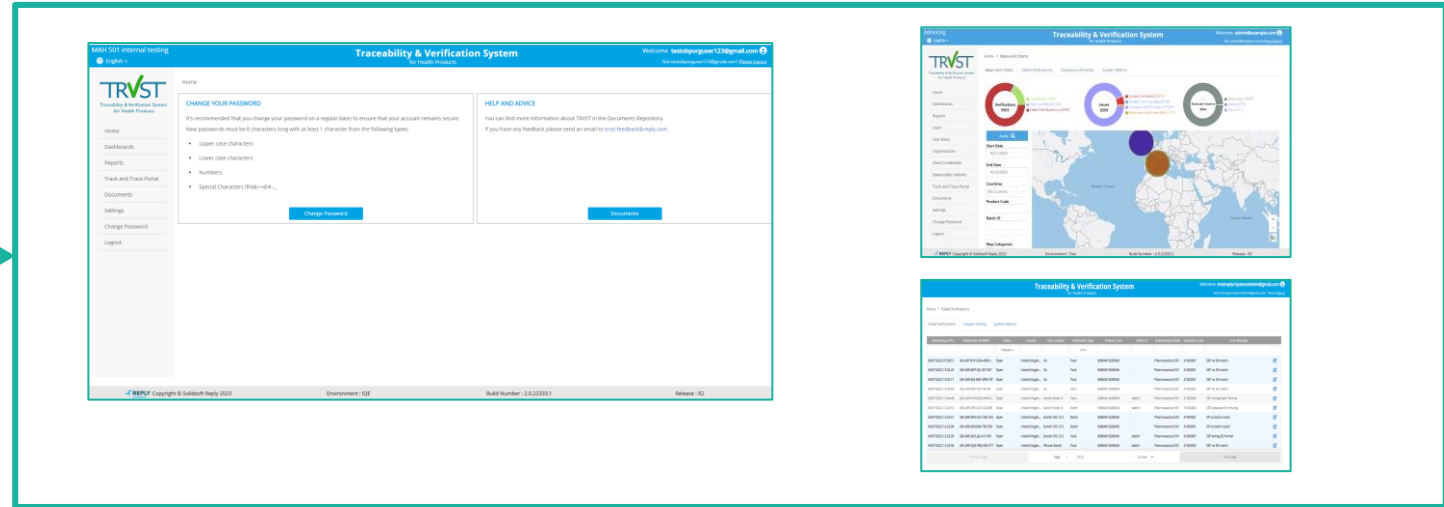
Dashboard

The TRVST dashboard

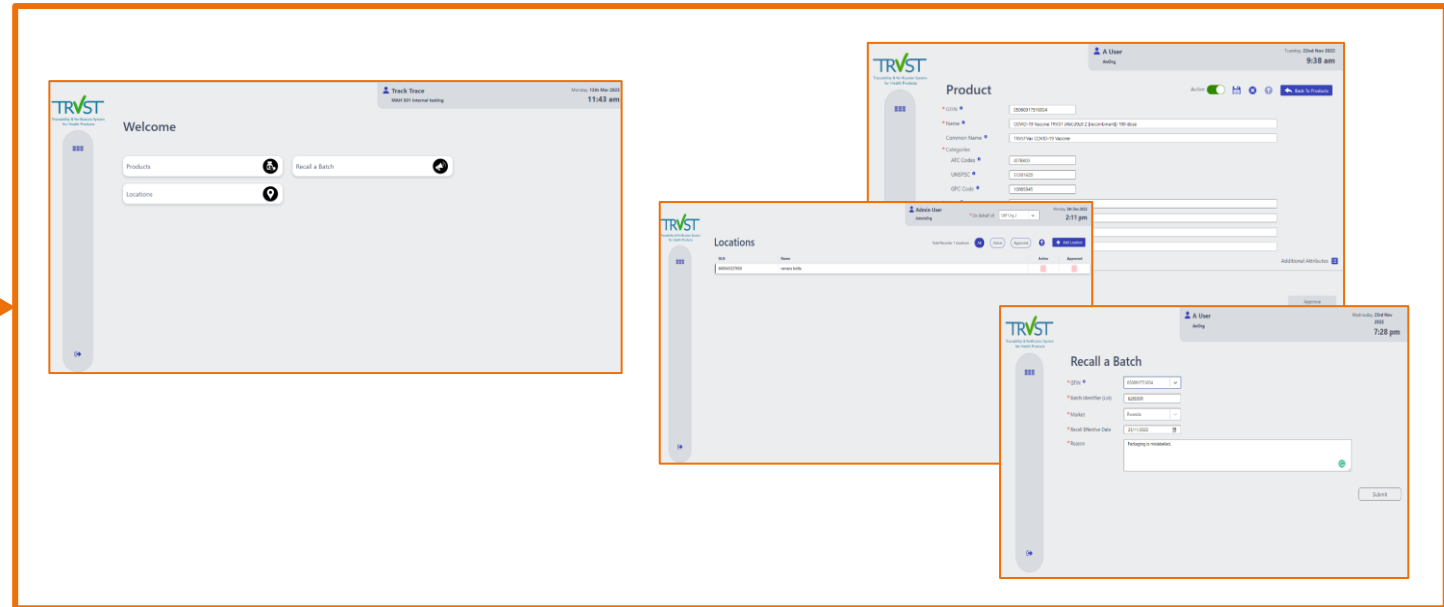


Verification

Traceability



- The TRVST is split into two areas, one for verification and the other for traceability.
- Each area has its own dashboard which are accessed separately.
- If you have the appropriate access privileges, your login details can be used for both.
- The verification area is where you will see the maps, charts and reports for verification events, etc.
- The Traceability area (Track and Trace Portal) is where Manufacturers can enter product and location master data and also mark a batch as under recall.



Dashboards: Access Privileges

System roles

- A Country Authority can have 2 roles



SPOC

User assigned a **Country Authority SPOC** role can carry out User Administration in addition to accessing Dashboard & Reports.



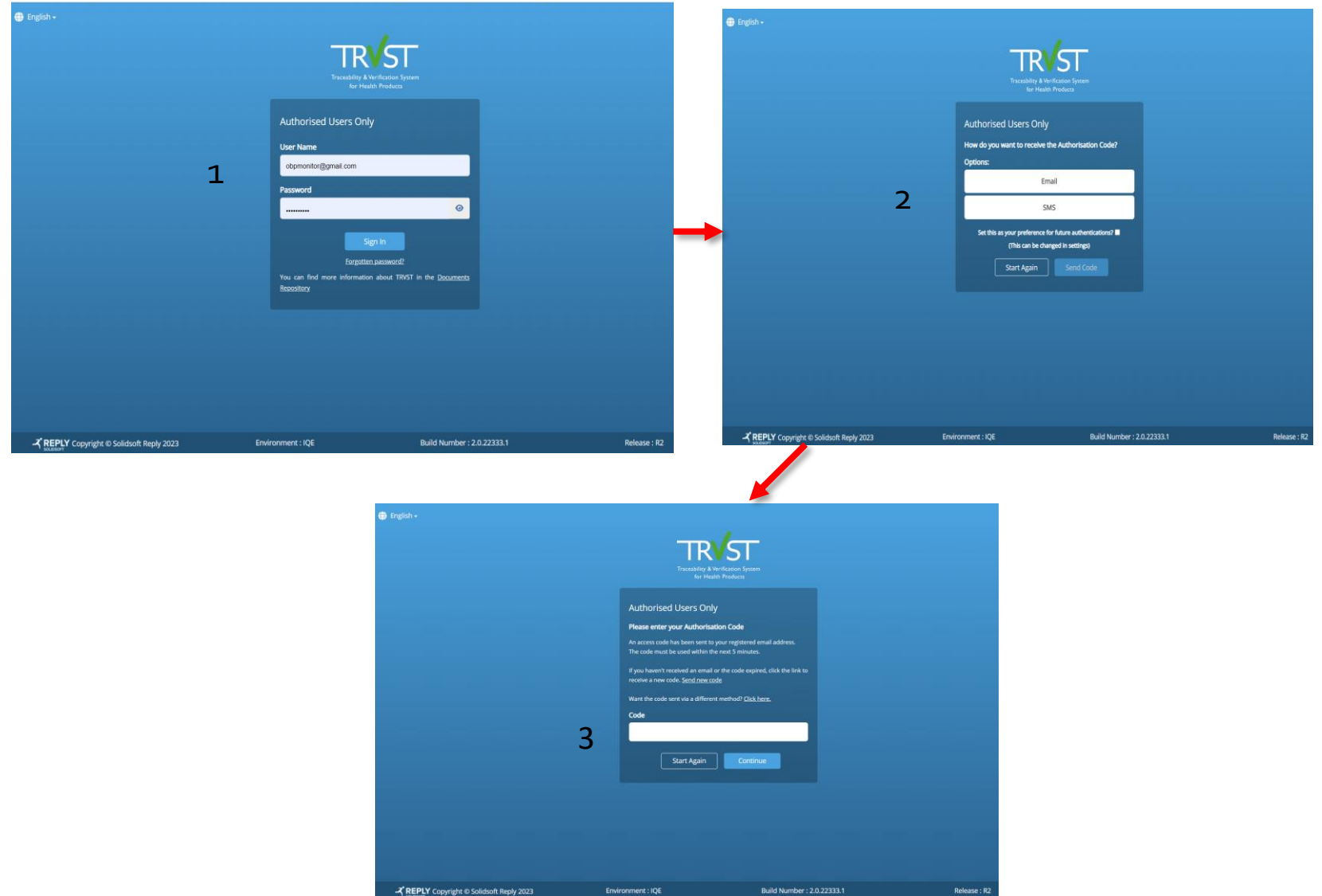
User with Country Authority **Monitor** role can access Dashboards & Reports within Verification Dashboard.

The TRVST dashboard

TRVST Data Sharing Access & System Permissions		System Role / Organisation Type / User Type													Permission Legend:			
		Service Desk	Country Authority		Onboarding Partner			Stakeholder		Supply Chain Organisation		App Verification	Verification Provider	National System	Funder/Procurement	✓	Access allowed to all data or full functionality	
			CASPOC	CA Monitor	OBP SPOC	OBP Monitor	OBP T&T User	SPOC	Monitor	SPOC	T&T User					✓	Access allowed to data owned by or granted to participant	
																✓	Access allowed to specified data (e.g. Active in region for specified GTINS)	
																✓	Access allowed on an alert basis (for owned data, or data granted access to)	
																↔	Organization is referenced in the EPCIS message (One-up, One-down)	
																☑	Access by explicit permissions from the data owner	
																☒	No Access/Not Applicable	
TRVST Dashboard Portal (Functionality Permission)	Home	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	☒	☒	☒			
	Dashboard (Failed Verification)	✓	✓	✓	✓	✓	☒	☒	☒	☒	☒	☒	☒	☒	☒			
	Dashboard (Suspect Activity)	✓	✓	✓	✓	✓	☒	☒	☒	☒	☒	☒	☒	☒	☒			
	Dashboard (Visualisation)	✓	✓	✓	✓	✓	☒	☒	☒	☒	☒	☒	☒	☒	☒			
	Dashboard (Metric Reports)	✓	✓	✓	✓	✓	☒	✓	✓	☒	☒	☒	☒	☒	☒			
	Reports	✓	✓	✓	✓	✓	☒	✓	✓	☒	☒	☒	☒	☒	☒			
	User Administration	✓	✓	☒	✓	☒	☒	✓	☒	✓	☒	☒	☒	☒	☒			
	User Roles/Permission Settings	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒			
	Documents	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	☒	☒	☒		
	User Settings	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	☒	☒	☒		
	Change Password	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	☒	☒	☒		
	Organisation Administration	✓	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒		
	Client Credentials	✓	☒	☒	✓	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒		
API Scopes	N/A	N/A	N/A	OBP-E API	OBP-E API	OBP-E API	N/A	N/A	N/A	N/A	N/A	Verification API	Verification API	Verification API	N/A			

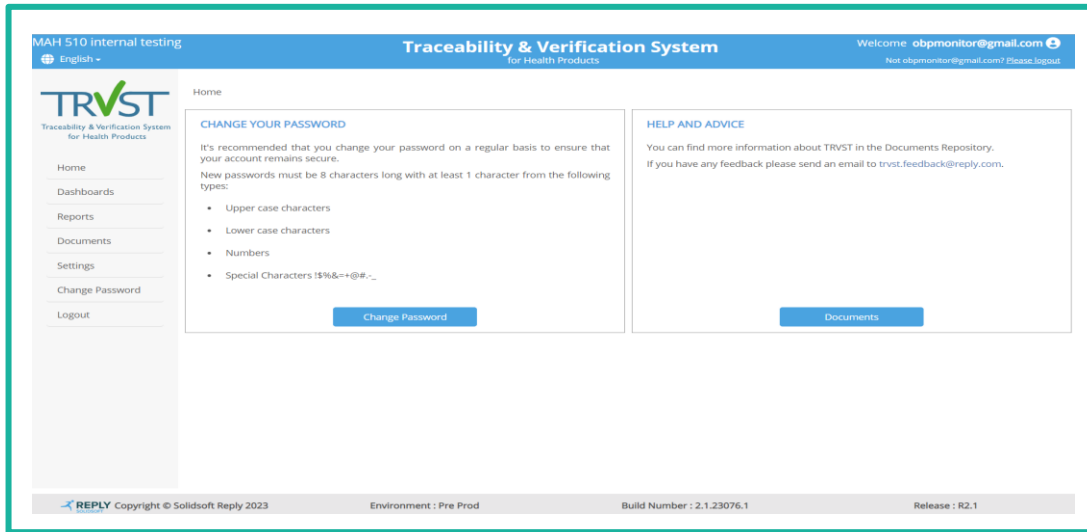
Accessing TRVST Verification Dashboard

- (1) Once a user has been setup on TRVST they log into TRVST with their username and password.
- (2) TRVST provides two factor authentication (2FA) and can send you either a one-time Authorisation code to either your email address or as a text message.
- (3) The user enters Authorisation code they have received
- The user can change their Notification settings in TRVST



Dashboard Home Screen for each role

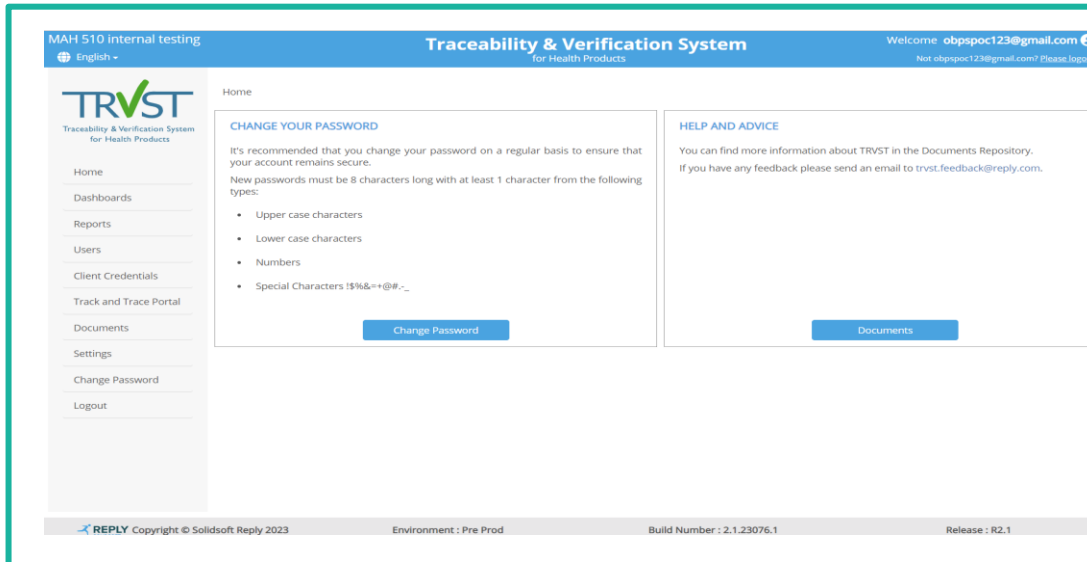
Country Authority Monitor (Verification)



The screenshot shows the TRVST dashboard for the 'obpmonitor@gmail.com' user. The page title is 'Traceability & Verification System for Health Products'. The user is logged in as 'obpmonitor@gmail.com'. The dashboard includes a sidebar with navigation options: Home, Dashboards, Reports, Documents, Settings, Change Password, and Logout. The main content area is divided into two columns. The left column is titled 'CHANGE YOUR PASSWORD' and contains a message: '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:'. Below this message is a list of requirements: 'Upper case characters', 'Lower case characters', 'Numbers', and 'Special Characters !\$%&+@#-._'. A 'Change Password' button is located at the bottom of this column. The right column is titled 'HELP AND ADVICE' and contains a message: '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.'. A 'Documents' button is located at the bottom of this column. The footer of the page includes the text: 'REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1'.

Difference between Country Authority Monitor role and Country Authority SPOC is that the Country Authority SPOC can also carry out User Administration.

Country Authority SPOC



The screenshot shows the TRVST dashboard for the 'obpspoc123@gmail.com' user. The page title is 'Traceability & Verification System for Health Products'. The user is logged in as 'obpspoc123@gmail.com'. The dashboard includes a sidebar with navigation options: Home, Dashboards, Reports, Users, Client Credentials, Track and Trace Portal, Documents, Settings, Change Password, and Logout. The main content area is divided into two columns. The left column is titled 'CHANGE YOUR PASSWORD' and contains a message: '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:'. Below this message is a list of requirements: 'Upper case characters', 'Lower case characters', 'Numbers', and 'Special Characters !\$%&+@#-._'. A 'Change Password' button is located at the bottom of this column. The right column is titled 'HELP AND ADVICE' and contains a message: '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.'. A 'Documents' button is located at the bottom of this column. The footer of the page includes the text: 'REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1'.

Dashboards: Maps & Charts

Maps and Charts – where Product Code/Batch specified – Change Slides

TRVST provides Map Visualisation which allows you to see where your products are being scanned, based upon geo-location verification data.

Each stakeholder gets a different view and the view of what people can see is all based around the data sharing policies that you sign up to when you log on. So in summary a manufacturer can only see their products.

You can see successful verifications as well as failed verifications.

The filters allow the user to specify a date range and can further restrict the data based upon

- Product Code, Batch ID
- map category including potentially falsified, Suspicious activities or even successful verifications.

UK Country Authority
English

Traceability & Verification System
for Health Products

Welcome countryauthspoc123@gmail.com
Not countryauthspoc123@gmail.com? Please logout

Home > Maps and Charts

Maps and Charts | Failed Verifications | Suspicious Activities | System Metrics

TRVST
Traceability & Verification System
for Health Products

Home
Dashboards
Reports
Users
Documents
Settings
Change Password
Logout

Verifications 18
Serialized | 10
Failed Verifications | 8

Issues 8
Invalid: serialized | 5
Unknown Pack Identifier | 3

Apply

Start Date
03/03/2023

End Date
03/04/2023

Product Code

Batch ID

Map Categories
 Successful Verifications
 Failed Verifications
 Suspicious Activities
 Other

Atlantic Ocean
Indian Ocean

Maps and Charts

The user can zoom-in to see aggregate totals for Failed verifications and suspect activity

UK Country Authority English **Traceability & Verification System** for Health Products Welcome countryauthspoc123@gmail.com Not countryauthspoc123@gmail.com? [Please logout](#)

Home > Maps and Charts

TRVST Traceability & Verification System for Health Products

Home Dashboards Reports Users Documents Settings Change Password Logout

Maps and Charts Failed Verifications Suspicious Activities System Metrics

Verifications 18
Serialized | 10
Failed Verifications | 8

Issues 8
Invalid: serialized | 5
Unknown Pack Identifier | 3

Apply

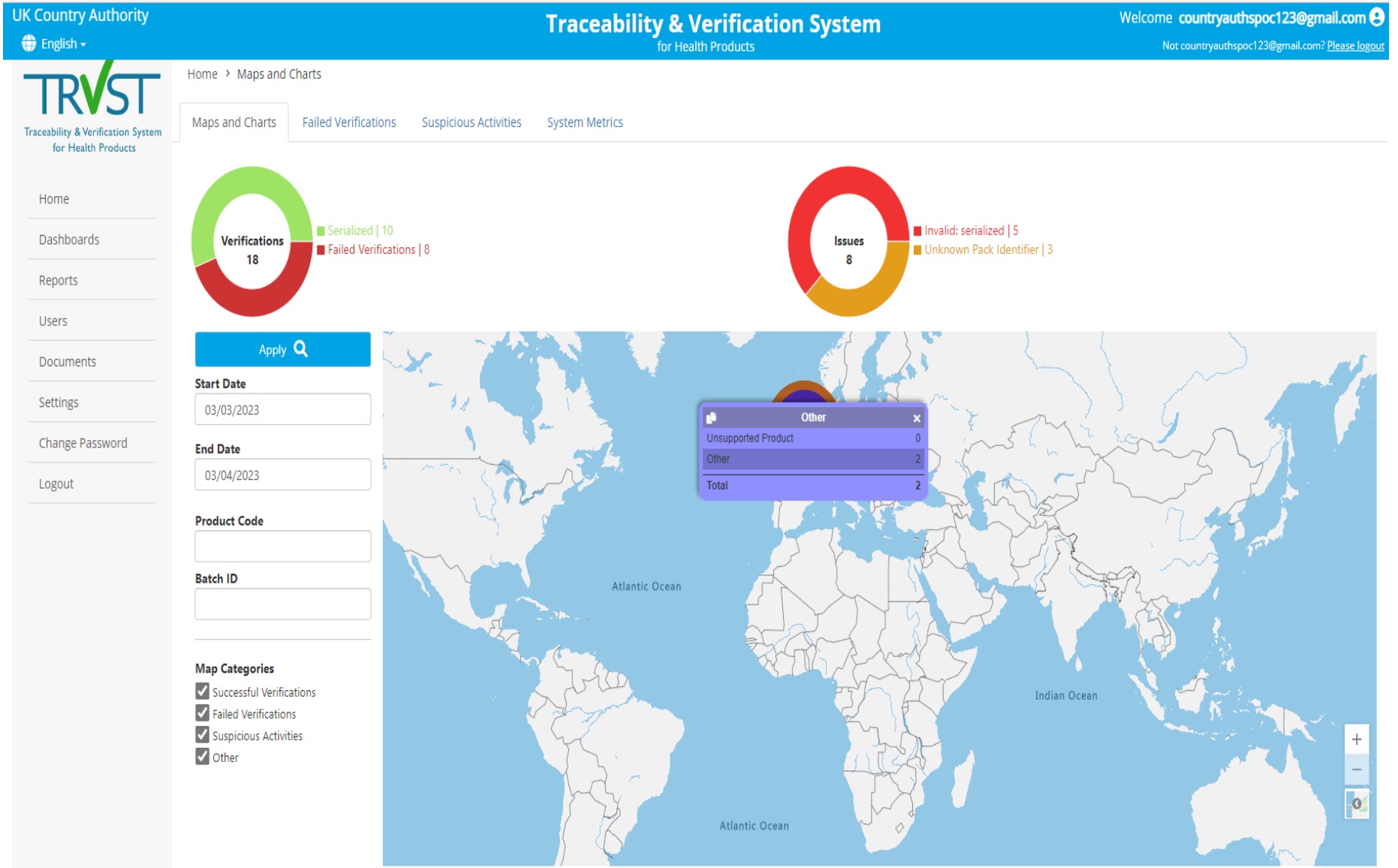
Start Date: 03/03/2023
End Date: 03/04/2023

Product Code:
Batch ID:

Map Categories:
 Successful Verifications
 Failed Verifications
 Suspicious Activities
 Other

Other
Unsupported Product: 0
Other: 2
Total: 2

Atlantic Ocean Indian Ocean



Maps and Charts

The user can Zoom-in to an individual scans for failed verifications, suspect activity and observe the scan details.

These details can be copied.

The screenshot displays the TRVST Traceability & Verification System interface. The header includes the UK Country Authority logo, the system name "Traceability & Verification System for Health Products", and a user welcome message. The main content area features a navigation menu on the left, a breadcrumb trail "Home > Maps and Charts", and a set of tabs for "Maps and Charts", "Failed Verifications", "Suspicious Activities", and "System Metrics".

Two donut charts are shown: "Verifications 18" (10 Serialized, 8 Failed Verifications) and "Issues 8" (5 Invalid: serialized, 3 Unknown Pack Identifier). Below the charts are search filters for Start Date (03/03/2023), End Date (03/04/2023), Product Code, and Batch ID. A "Map Categories" section has checkboxes for Successful Verifications, Failed Verifications, Suspicious Activities, and Other, all of which are checked.

The map shows a street view with a data popup for a scan in the United Kingdom. The popup details are as follows:

United Kingdom	
Category	Other
Timestamp	07/03/2023 09:32:23
Latitude	52.0838038
Longitude	-0.196096
Operation Code	61020008
Event	Scanned serialised pack - wrong
Description	product code format
Product Code	9810218587950\$
Serial Number	***
User Role	Healthcare Professional
Event	▶ 1/2

Maps and Charts

The user can Zoom-in to an individual scans for suspicious activity and observe the scan details.

These details can be copied.

UK Country Authority
English

Traceability & Verification System

for Health Products

Welcome countryauthspoc123@gmail.com
Not countryauthspoc123@gmail.com? Please Logout

Home > Maps and Charts

TRVST
Traceability & Verification System
for Health Products

Home > Maps and Charts > Failed Verifications > Suspicious Activities > System Metrics

Verifications 18
Serialized | 10
Failed Verifications | 8

Issues 8
Invalid: serialized | 5
Unknown Pack Identifier | 3

Apply

Start Date
03/03/2023

End Date
03/04/2023

Product Code

Batch ID

Map Categories

- Successful Verifications
- Failed Verifications
- Suspicious Activities
- Other

United Kingdom

Category	Suspicious Activities
Timestamp	07/03/2023 12:06:51
Latitude	51.5256628
Longitude	-0.6580721
Product Code	98102185879503
Serial Number	sn
Batch Identifier	batch1
Batch Expiry	241018
Date	
User Role	Healthcare Professional
Notification ID	GB-LWN-MCX-M96-AHQ-XFS
Suspicious	United Kingdom
Activity Countries	Germany France
Suspicious Activity Reasons	R1: The pack identifier has been verified 112 times R2: The pack identifier has been previously verified in the following countries DE, FR R4: The pack identifier has been previously verified with a different batch id or expiry date
Event	1/10

Dashboards: Failed Verifications

Dashboards – Failed Verifications

Here the user can view and investigate failed verifications made by the mobile app.

Country Authorities will only see failed verifications generated against products they own.

The failed verifications dashboard contains:-

Timestamp of scan by mobile verification app.

Users location where the batch/pack was scanned.

Notification identifier – unique identifier of batch/pack.

Operation Code relating to error message
Error message description resulting from scan.

The screenshot displays the 'Failed Verifications' dashboard within the TRVST system. The header includes 'UK Country Authority', 'Traceability & Verification System for Health Products', and a user welcome message. The left sidebar contains navigation options like Home, Dashboards, Reports, Users, Documents, Settings, Change Password, and Logout. The main content area features a table of failed verifications with columns for Read, Timestamp (UTC), Notification Identifier, Status, Country, User Location, Verification Type, Product Code, Scanned Batch, Onboarding Partner, Operation Code, and Error Message. The table shows 12 rows of data, with the first row having a status of 'Filtered'. The footer of the table indicates 'Page 1 of 65' and '10 rows'.

Read	Timestamp (UTC)	Notification Identifier	Status	Country	User Location	Verification Type	Product Code	Scanned Batc...	Onboarding Partner	Operation Code	Error Message
All			Filtered			All					
✉	16/03/2023 13:48:41	GB-LWZ-X13-AZ5-LGH-5...	Open	United Kingdo...	test location	Pack	98102185879503	batch2	MAH 501 Internal t...	41020003	SSP no batch match
✉	07/03/2023 12:07:12	GB-LWN-MEV-V0W-GFY-...	Open	United Kingdo...	Note 10	Pack	98102185879503	batch1	MAH 501 Internal t...	41020001	SSP no SN match
✉	07/03/2023 12:07:10	GB-LWN-MEV-WDB-P4J-C...	Open	United Kingdo...	Note 10	Pack	98102185879503	batch1	MAH 501 Internal t...	41020001	SSP no SN match
✉	07/03/2023 12:07:06	GB-LWN-MEV-X9E-U0D-0...	Open	United Kingdo...	Note 10	Pack	98102185879527	batch1	MAH 501 Internal t...	41020006	SSP empty batch, no ED match
✉	07/03/2023 12:06:48	GB-LWN-MCX-C3V-4DK-...	Open	United Kingdo...	Note 10	Pack	98102185879503	batch1	MAH 501 Internal t...	41020001	SSP no SN match
✉	07/03/2023 09:35:19	GB-LWN-GXM-2QT-H16-...	Under Investiga...	United Kingdo...	BMI hospital	Pack	98102185879503	batch2	MAH 501 Internal t...	41020003	SSP no batch match
✉	02/03/2023 10:37:28	GB-LWG-B9E-FSV-EDR-GKS	Under Investiga...	United Kingdo...	BMI Hospital	Pack	98102185879503	batch2	MAH 501 Internal t...	41020003	SSP no batch match
✉	28/02/2023 17:29:02	GB-LWE-6SB-EEH-YPP-XL7	Open	United Kingdo...	BMI Hospital, Lon...	Pack	98102185879503	batch2	MAH 501 Internal t...	41020003	SSP no batch match
✉	28/02/2023 17:28:14	GB-LWE-6RJ-BQP-M1R-Q...	Open	United Kingdo...	BMI Hospital, Lon...	Pack	98102185879503	batch2	MAH 501 Internal t...	41020003	SSP no batch match
✉	23/02/2023 14:36:48	GB-LW7-U82-EH4-7ZL-SA4	Under Investiga...	United Kingdo...	home	Pack	98102185879503	batch2	MAH 501 Internal t...	41020003	SSP no batch match

Investigate Failed Verifications

The user is able to:-

- change the status of an alert
- annotate the failed verification alert.

UK Country Authority
English

Traceability & Verification System

Welcome countryauthspoc123@gmail.com

Not countryauthspoc123@gmail.com? Please logout

Home > Failed Verifications

Read

All

Home

Dashboards

Reports

Users

Documents

Settings

Change Password

Logout

Transaction ID: 52cb7c42-ba9b-4cd4-a3f5-d8b58e717889
Timestamp (UTC): 16/03/2023 13:48:41
Notification ID: GB-LWZ-X13-AZ5-LGH-5DU
User Device ID: SaM0Vz1+89Mz4MYv9sV1Q==
User App Version: 2.0.105
User Role: Healthcare Professional
User Location: test location
User Latitude: 52.0838246
User Longitude: -0.1959549
User Country Code: GB
User Country: United Kingdom
Verification Type: Pack
Product Code Scheme: GTIN
Product Code: 98102185879503
Product Name: E2E Testing
Onboarding Partner: MAH 501 internal testing
Serial Number: pack1
Scanned Batch ID: batch2
Scanned Batch Expiry Date: 241018
Stored Batch ID: batch1
Stored Batch Expiry Date: 241018
Error Code: A68
Operation Code: 41020003
Error Message: Scanned serialised pack - no batch match

Open

Change Status

Add Note

Close

UK Country Authority
English

Traceability & Verification System

Welcome countryauthspoc123@gmail.com

Not countryauthspoc123@gmail.com? Please logout

Home > Failed Verifications

Read

All

Home

Dashboards

Reports

Users

Documents

Settings

Change Password

Logout

Transaction ID: 52cb7c42-ba9b-4cd4-a3f5-d8b58e717889
Timestamp (UTC): 16/03/2023 13:48:41
Notification ID: GB-LWZ-X13-AZ5-LGH-5DU
User Device ID: SaM0Vz1+89Mz4MYv9sV1Q==
User App Version: 2.0.105
User Role: Healthcare Professional
User Location: test location
User Latitude: 52.0838246
User Longitude: -0.1959549
User Country Code: GB
User Country: United Kingdom
Verification Type: Pack
Product Code Scheme: GTIN
Product Code: 98102185879503
Product Name: E2E Testing
Onboarding Partner: MAH 501 internal testing
Serial Number: pack1
Scanned Batch ID: batch2
Scanned Batch Expiry Date: 241018
Stored Batch ID: batch1
Stored Batch Expiry Date: 241018
Error Code: A68
Operation Code: 41020003
Error Message: Scanned serialised pack - no batch match

03/04/2023, 12:32:51: countryauthspoc123@gmail.com
Changed status from Open to Under Investigation

Under Investigation

Change Status

Add Note

Close

Dashboards – Failed Verifications Email Alert

When the Verification user has scanned a barcode that results in a failed verification alert being generated then the Manufacturer and Country Authority will receive an email alert.

The email alert contains the operation code and error message relating to the failed verification scenario.

From this email the user can access the TRVST Dashboard and also run Pack Disclosure report against the transaction (Notification ID).

[Pre Prod] TRVST Notification - Failed Verification Inbox x



TRVST <preprd-notification@trvst4hp.org>
to me ▾

Dear Country Authority SPOC

The following failed verification has been detected.

A Pack Disclosure Report can be requested via the portal using the following link: [PDR_GB-LXN-A4W-HSH-A0S-3P0](#)

The failed verification can be administered in the portal using the following link: [GB-LXN-A4W-HSH-A0S-3P0](#)

Transaction ID	d0780dd4-5834-4909-ae4d-6f0ff90029f2
Timestamp	2023-04-03T13:41:34Z
Notification ID	GB-LXN-A4W-HSH-A0S-3P0
User Role	role
User Location	St. Thomas Hospital
User App Version	1.0
User Device ID	id
User Latitude	51.3354
User Longitude	0.7429
User Country	GB - United Kingdom
Product Code	GTIN - 98102185879503
Product Name	OBP 1 Demo Product 1
Onboarding Partner	OBP Org 2
Serial Number	pack111
Scanned Batch ID	batch1
Operation Code	41020001
Error Code	A3
Error Message	Scanned serialised pack - no serial number match

Kind Regards,

TRVST Support Team

Dashboards: Suspect Activity

Suspect Activity

TRVST also supports suspect activity based on individual scans and patterns of activity.

Suspect activity could mean that all of the data and the barcode is correct, but perhaps the same products has been scanned in two different countries or the products being scanned in two different locations within a very short period of time. TRVST will detect that as suspect activity and raised that as an alert.

The Manufacturer will receive a suspect activity alert as well as failed verification alert.

How is Suspect Activity determined?

- More than 10 scans for same pack belonging to a product have took place.
- Same pack scanned twice more than few miles apart.
- Pack scanned from different countries.
- Pack scanned with a different batch id or expiry date.

Dashboards - Suspect Activity

Here the user can view and investigate suspect activity made by the mobile app.

Manufacturers users will only see suspect activity generated against products they own.

The suspect activity contains:-

Timestamp of scan by mobile verification app.

Users location where the batch/pack was scanned.


Notification identifier – unique identifier of batch/pack.

Operation Code relating to error message

Error message description resulting from scan.

UK Country Authority
Welcome [countryauthspoc123@gmail.com](#)

English
Traceability & Verification System
for Health Products
Not [countryauthspoc123@gmail.com?](#) [Please logout](#)



Traceability & Verification System
for Health Products

Home > Suspicious Activities

[Maps and Charts](#)
[Failed Verifications](#)
[Suspicious Activities](#)
[System Metrics](#)

Filtered

Read	Timestamp (UTC)	Notification Identifier	Status	Country	User Location	Verification...	Product Code	Scanned Batc...	Onboarding Partner	Description
All			Filtered			All				
	03/04/2023 07:36:03	SI-LXM-ZDW-MQA-8FA-8YL	Open	Slovenia		Pack	98102185879527		MAH 501 internal t...	R1: The pack identifier has been verified 19 times R2: The pack identifier has been previously verified in the f R4: The pack identifier has been previously verified with a
	03/04/2023 07:35:57	SI-LXM-ZDT-LK9-U2A-C97	Open	Slovenia		Pack	61381740801524			R1: The pack identifier has been verified 96 times R2: The pack identifier has been previously verified in the f
	30/03/2023 13:59:09	SI-LXH-BG9-K2E-W32-NE8	Open	Slovenia		Pack	98102185879527		MAH 501 internal t...	R1: The pack identifier has been verified 18 times R2: The pack identifier has been previously verified in the f R4: The pack identifier has been previously verified with a
	30/03/2023 13:45:10	SI-LXH-B2E-0N6-VBT-GF3	Open	Slovenia		Pack	98102185879527		MAH 501 internal t...	R1: The pack identifier has been verified 17 times R2: The pack identifier has been previously verified in the f R4: The pack identifier has been previously verified with a
	27/03/2023 10:40:21	GB-LXD-ERK-CD6-CV8-G1...	Open	United Kingdo...	St. Thomas Hospi...	Pack	98102185879503	batch5	MAH 501 internal t...	R1: The pack identifier has been verified 30 times R2: The pack identifier has been previously verified in the f R3: The pack identifier has been previously verified in Italy
	27/03/2023 10:40:15	IT-LXD-ERG-CTV-Y8Y-WVU	Open	Italy		Pack	98102185879503	batch5	MAH 501 internal t...	R1: The pack identifier has been verified 29 times R2: The pack identifier has been previously verified in the f
	16/03/2023 13:48:41	GB-LWZ-X14-83T-JLS-3RB	Open	United Kingdo...	test location	Pack	98102185879503	batch1	MAH 501 internal t...	R1: The pack identifier has been verified 708 times R2: The pack identifier has been previously verified in the f R4: The pack identifier has been previously verified with a
	16/03/2023 13:48:16	GB-LWZ-X0P-YZA-HD7-ZMJ	Open	United Kingdo...	test location	Pack	9810218587950\$			R1: The pack identifier has been verified 91 times R2: The pack identifier has been previously verified in the f
	07/03/2023 12:14:14	GB-LWN-MLB-M35-A6G-...	Open	United Kingdo...	Note 10	Pack	98102185879503	batch6	MAH 501 internal t...	R1: The pack identifier has been verified 19 times R2: The pack identifier has been previously verified in the f
	07/03/2023 12:11:04	GB-LWN-MJA-1PJ-GWF-W...	Open	United Kingdo...	85670 French	Pack	98102185879503	batch6	MAH 501 internal t...	R1: The pack identifier has been verified 16 times R2: The pack identifier has been previously verified in the f

Previous page Page 1 of 326 10 rows Next page

Investigate Suspect Activity

The user is able to change the status and annotate the suspect activity alert

The screenshot shows the TRVST Traceability & Verification System interface. A modal window is open for a specific transaction, titled "SI-LXM-ZDW-MQA-8FA-8YL". The modal contains the following information:

- Transaction ID: 05223dd5-8d8b-44f5-b4c6-e5fdd43a7f13
- Timestamp (UTC): 03/04/2023 07:36:03
- Notification ID: SI-LXM-ZDW-MQA-8FA-8YL
- User Device ID: zFnUjJdZUmyB+IIF8GkF8g==
- User App Version: 2
- User Role: Manufacturer
- User Location: changeloc
- User Latitude: 46.0597172
- User Longitude: 14.5391797
- User Country Code: SI
- User Country: Slovenia
- Verification Type: Pack
- Product Code Scheme: GTIN
- Product Code: 98102185879527
- Product Name: E2E Testing
- Serial Number: pack1
- Scanned Batch ID: batch1
- Scanned Batch Expiry Date: 301231
- Onboarding Partner: MAH 501 internal testing
- Error Code: A99
- Involved Countries:
 - United Kingdom
 - Slovenia
- Suspicious Activity Reasons:
 - R1: The pack identifier has been verified 19 times

At the bottom of the modal, there is a dropdown menu currently set to "Open", a "Change Status" button, and an "Add Note" button. The background shows a table of transactions with columns for date, product code, status, location, product type, and verification details.

The second modal window, also titled "SI-LXM-ZDW-MQA-8FA-8YL", shows the same transaction details but with the status changed to "Under Investigation". A note has been added to the right side of the modal:

03/04/2023, 12:30:39: countryauthspoc123@gmail.com
Changed status from Open to Under Investigation

Dashboards – Suspicious Activity Email Alert

When the Verification user has scanned a barcode that results in a suspicious activity failed verification alert being generated then the Manufacturer and Country Authority will receive an email alert.

The email alert contains the details of the countries the pack has been scanned and the reason its been raised as suspicious.

From this email the user can access the TRVST Dashboard and also run Pack Disclosure report against the transaction (Notification ID).

[IQE] TRVST Notification - Suspicious Activity Inbox x



TRVST <iqe-notification@trvst4hp.org>
to me ▾

Dear Country Authority SPOC

The following suspicious activity has been detected.

A Pack Disclosure Report can be requested via the portal using the following link: [PDR SI-LXM-ZDT-LK9-U2A-C97](#)

The suspicious activity can be administered in the portal using the following link: [SI-LXM-ZDT-LK9-U2A-C97](#)

Timestamp	2023-04-03T07:35:57Z
Notification ID	SI-LXM-ZDT-LK9-U2A-C97
User Country	SI - Slovenia
Product Code	GTIN - 61381740801524
Serial Number	pack1
Suspicious Activity Involved Country Codes	SI, GB, IN
Alert Reasons	- R1 - The pack identifier has been verified 96 times - R2 - The pack identifier has been previously verified in the following countries GB, IN

Kind Regards,

TRVST Support Team

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

5

Dashboard Reports

Reports

TRVST provides Country Authorities with a variety of reports. The reports are requested and retrieved via the Dashboard.

- Each report restricts visibility only to those products and packs owned by the Manufacturers, and the data in the reports is never shared with any other Manufacturers.



























Requesting a report

- Navigate to Reports in the menu column.
- Then navigate to the Reports tab.
- A report is requested by the user by clicking 'Request New Report'. A popup will appear with a list of the report types available to the user.

Test Admin Traceability & Verification System
for Health Products Welcome admin@example.com
Not admin@example.com? Please logout

Home > Reports

Reports Scheduled Reports

Requested Date	Category	Name	Report Type	Status	Actions
	All			All	
13/06/2022, 00:46:10	Management	Product Catalogue Report	Product Catalogue Report	Completed	  
13/06/2022, 00:38:29	Audit Trail	Product Master Data Audit Trail Report	Product Master Data Audit Trail Report	Completed	  
13/06/2022, 00:35:10	Audit Trail	Product Master Data Audit Trail Report	Product Master Data Audit Trail Report	Completed	  
12/06/2022, 17:45:02	Stakeholder	Stakeholder Aggregate Report - June 2022	Stakeholder Aggregate Report	Completed	 
12/06/2022, 17:37:16	Stakeholder	Stakeholder Aggregate Report - May	Stakeholder Aggregate Report	Completed	 
12/06/2022, 11:31:30	Stakeholder	Stakeholder Aggregate Report - May to June	Stakeholder Aggregate Report	Completed	 
12/06/2022, 11:19:36	Stakeholder	Stakeholder Aggregate Report	Stakeholder Aggregate Report	Completed	 
12/06/2022, 08:02:09	Audit Trail	Exceptions Audit Trail Report	Exceptions Audit Trail Report	Completed	  
11/06/2022, 14:31:35	Stakeholder	Product Summary Report	Product Summary Report	Completed	  
11/06/2022, 12:35:39	Audit Trail	Product Pack Upload Audit Trail Report - system admin	Product Pack Upload Audit Trail Report	Completed	  

Previous page Page 1 of 9 10 rows Next page

[Request New Report](#)

All reports older than 60 days will be deleted.

Reports – Request New Report

- Here is a list of reports available to Manufacturers.
- The user can filter by report category, type and description.
- To select the report to request click anywhere on the row. The user can press close to exit out of the request.
- When selecting a report from the list the user enters the report parameters and presses the Request report button.

The screenshot shows the 'Request New Report' dialog box in the TRVST system. The dialog contains a table with the following data:

Category	Report Type	Description
All ▼		
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.
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.
Audit Trail	Verifications By Product Audit Trail Report	Lists verification audit points related to a specified product, and optional batch, within a specified timefra...

The dialog also features a 'Close' button at the bottom center. The background shows the TRVST interface with a sidebar menu and a top navigation bar.

Reports – Report Actions

Report generation is not instantaneous and the request status will be 'Running' with an icon to indicate the report is being generated.

This page will auto-refresh.

Requested reports will have one of four statuses:

- a) **Queued:** Report is waiting for batch processing.
- b) **Running:** Report is being created.
- c) **Completed:** Report is ready for download.
- d) **Failed:** One or more report formats could not be created.









































When the status of a report changes to 'Completed' it may be downloaded in its full list of available formats. As shown as Icons under the Actions column

- **Download report as CSV file.**
- **Download report as PDF file.**
- **Download report as Excel (few reports)**
- **Delete report.** (All reports older

A report can be deleted by the user Delete report. (All reports older than 60 days will be automatically deleted.)

Home > Reports

Reports Scheduled Reports

Requested Date	Category	Name	Report Type	Status	Actions
16/06/2022, 14:10:56	Stakeholder	Pack Disclosure Report	Pack Disclosure Report	Completed	   
13/06/2022, 00:46:10	Management	Product Catalogue Report	Product Catalogue Report	Completed	   
13/06/2022, 00:38:29	Audit Trail	Product Master Data Audit Trail Report	Product Master Data Audit Trail Report	Queued	   
13/06/2022, 00:35:10	Audit Trail	Product Master Data Audit Trail Report	Product Master Data Audit Trail Report	Running	   
12/06/2022, 17:45:02	Stakeholder	Stakeholder Aggregate Report - June 2022	Stakeholder Aggregate Report	Completed	   
12/06/2022, 17:37:16	Stakeholder	Stakeholder Aggregate Report - May	Stakeholder Aggregate Report	Completed	   
12/06/2022, 11:31:30	Stakeholder	Stakeholder Aggregate Report - May to June	Stakeholder Aggregate Report	Completed	   
12/06/2022, 11:19:36	Stakeholder	Stakeholder Aggregate Report	Stakeholder Aggregate Report	Completed	   
12/06/2022, 08:02:09	Audit Trail	Exceptions Audit Trail Report	Exceptions Audit Trail Report	Completed	   
11/06/2022, 14:31:35	Stakeholder	Product Summary Report	Product Summary Report	Completed	   

Previous page Page 1 of 9 10 rows Next page

Request New Report

All reports older than 60 days will be deleted.

This tab is paginated, use the next and previous page buttons to navigate or page jump. The user may also select how many reports are displayed in each page.

Reports - Exceptions Audit Trail Report

This report lists all audit points generated as a result of any exception in the specified time period.

This report contains all the data associated with all exceptions recorded by the TRVST. The data set includes the date and time, and the originator of each exception event together with key input data for the event (e.g., product code, serial number and state at the time of exception for a pack-related exception). The data set also includes the exception level attributed to the exception and any error code associated with the exception.

Report Header	
Report Type	Exceptions Audit Trail Report
Report Name	Exceptions Audit Trail Report
Date Requested (UTC)	12/06/2022 07:02:09
From Date (UTC)	10/06/2022 07:01:00
To Date (UTC)	12/06/2022 07:01:00
Business Processes	Security, Product Pack Data Upload, Serialised Pack Verification, Product Verification, Shipping Container Verification

← The first table in this report details parameters entered or selected by the report requester before the report was generated. Report output is based on this information.

Date and time of the audit point.

TRVST business process where the event occurred.

Event Description

Transaction ID associated with the audit point.

Error code (if any) for the event. See Error Codes slide for explanation.

Low level Event Details.

Report Details					
Date and Time (UTC)	Business Process	Event Description	Transaction ID	Event Code	Event Details
10/06/2022 07:12:32	Serialised Pack Verification	Suspicious activity identified during a pack verification	caa6b2d9-b6dd-4948-8289-059ad3d9429b	A99	CountryCode: DE; Country: Germany; EntityType: Pack; ErrorCode: A99; Latitude: 51.5136; Longitude: 7.4654; NotificationID: DE-LLS-GX4-2D2-68E-5P5; ProductCode: 55763685473728; ProductCodeScheme: GTIN; ProductName: Covid Vaccine; SerialNumber: pack1; StoredBatchExpiryDate: 241018; StoredBatchId: batch1; UserAppVersion: Global App 1.1; UserDeviceID: sg Germany Device Id3; UserLocation: sg Test Location - BASE64 Germany; UserRole: sg Healthcare Professional;

Reports – Pack Disclosure Report

- This Report list all the audit events related to a serialised pack over its lifetime.
- The report can be used as part of an investigation into a failed alert part of the market surveillance activity.

Report Header	
Report Type	Pack Disclosure Report
Report Name	PDR GB-LVX-PL2-45Y-BMS-06F
Date Requested (UTC)	16/02/2023 13:29:21
Product Code Scheme	GTIN
Product Code	98102185879503
Batch Number	batch1
Pack Serial Number	pack1
Notification ID	GB-LVX-PL2-45Y-BMS-06F

Report Details			
Date and Time (UTC)	Event Description	Transaction ID	Event Details
26/11/2022 22:08:41	New Pack Created	PPDCRQM00501005012022330cb1b16cbd5d648a8ad29747d355d3b6e.cnxVwI0ychHsrn1F2JQkFzNV2w=	BatchId: batch1; OBPName: MAH 501 internal testing; OrganisationId: 2; CountryCode: GB; Country: United Kingdom; CredentialName: Verification; EntityType: Pack; Information: Scanned serialised pack - verified; IsSuccess: True; OBPName: MAH 501 internal testing; OBPOrganisationId: 2; OperationCode: 11110100; OrganisationId: 17; OrganisationName: Origimed; OrganisationType: VerificationProvider; ProductName: E2E Testing; StoredBatchExpiryDate: 241018; StoredBatchId: batch1; UserAppVersion: 1.0;
26/11/2022 22:14:22	Scanned serialised pack - verified		BatchExpiryDate: 241018; BatchId: batch1S; CountryCode: GB; Country: United Kingdom; CredentialName: Verification; EntityType: Pack; ErrorCode: A68; IsSuccess: False; NotificationID: GB-LSZ-HGQ-ECA-AXZ-QX9; OBPName: MAH 501 internal testing; OBPOrganisationId: 2; OperationCode: 61020006; OrganisationId: 17; OrganisationName: Origimed; OrganisationType: VerificationProvider; ProductName: E2E Testing; StoredBatchExpiryDate: 241018; StoredBatchId: batch1; UserAppVersion: 1.0;
26/11/2022 22:18:40	Scanned serialised pack - wrong batch format		BatchExpiryDate: 241018; BatchId: batch1S; CountryCode: GB; Country: United Kingdom; CredentialName: Verification; EntityType: Pack; ErrorCode: A68; IsSuccess: False; NotificationID: GB-LSZ-HGQ-ECA-AXZ-QX9; OBPName: MAH 501 internal testing; OBPOrganisationId: 2; OperationCode: 61020006; OrganisationId: 17; OrganisationName: Origimed; OrganisationType: VerificationProvider; ProductName: E2E Testing; StoredBatchExpiryDate: 241018; StoredBatchId: batch1; UserAppVersion: 1.0;

Reports – Pack Audit Trail Report

- This Report list all the audit events related to a serialised pack for a specified GTIN and Serial Number.
- The report can be used as part of an investigation into a failed alert part of the market surveillance activity.

Report Header	
Report Type	Pack Audit Trail Report
Report Name	Pack Audit Trail Report
Date Requested (UTC)	16/02/2023 13:25:34
Product Code Scheme	GTIN
Product Code	98102185879503
Pack Serial Number	pack1

Report Details			
Date and Time (UTC)	Event Description	Transaction ID	Event Details
26/11/2022 22:08:41	New Pack Created	PPDCRQM00501005012022330cb1b16cbd5d648a8ad29747d355d3b6e.cnxVwIOychHsrn1IF2JQKFzNV2w=	BatchId: batch1; OBPName: MAH 501 internal testing; OrganisationId: 2;
26/11/2022 22:14:22	Scanned serialised pack - verified		CountryCode: GB; Country: United Kingdom; CredentialName: Verification; EntityType: Pack; Information: Scanned serialised pack - verified; IsSuccess: True; OBPName: MAH 501 internal testing; OBPOrganisationId: 2; OperationCode: 11110100; OrganisationId: 17; OrganisationName: Origimed; OrganisationType: VerificationProvider; ProductName: E2E Testing; StoredBatchExpiryDate: 241018; StoredBatchId: batch1; UserAppVersion: 1.0;
26/11/2022 22:18:40	Scanned serialised pack - wrong batch format		BatchExpiryDate: 241018; BatchId: batch1\$; CountryCode: GB; Country: United Kingdom; CredentialName: Verification; EntityType: Pack; ErrorCode: A68; IsSuccess: False; NotificationID: GB-LSZ-HGQ-ECA-AXZ-QX9; OBPName: MAH 501 internal testing; OBPOrganisationId: 2; OperationCode: 61020006; OrganisationId: 17; OrganisationName: Origimed; OrganisationType: VerificationProvider; ProductName: E2E Testing; StoredBatchExpiryDate: 241018; StoredBatchId: batch1; UserAppVersion: 1.0;

Reports - Product Catalogue Report

- This Report lists list of all products currently stored in the product catalogue belonging to your organisation.
- The report can be used to check Product Master Data exists prior to uploading batch information.

Report Header	
Report Type	Product Catalogue Report
Report Name	Product Catalogue Report
Date Requested (UTC)	16/02/2023 13:20:44
Start Date & Time (UTC)	16/01/2023 09:00:00
Product Code	-

Report Details															
Onboarding Partner	Product Code Scheme	Product Code	Product Version	Creation	Last Update	Name	Common Name	Form	Strength	Separable Dosage Units	Pack Type	Net Content	UNSPSC Code	ATC Codes	GPC Code
MAH 501 internal testing	GTIN	12589654150019	1	14/02/2023	14/02/2023	COVID-19 Vaccine TRVST DEMO	TRVSTVax COVID-19 Vaccine UPDATED NAME	Suspension for Intramuscular Injection		8	Box	80 ml	51201600	J07BX03	10005845
MAH 501 internal testing	GTIN	98102185130215	8	13/02/2023	13/02/2023	E2E Testing	Common Name for GTIN Test case 94101-1	BUCCAL FILM	200	20	APPLICATOR	240 oz	12345678		12345678

Reports – Stakeholder Aggregate Report(1)

This powerful report is downloaded as CSV into Excel and contains PivotTable fields that allows the user to Summarise and analyse data.

It consists of the following tabs:

- Product Verification per month.

Number of verifications	Month	Grand Total
Product	01/03/2023 (blank)	
GTIN - 10637003850140 - Unknown	1	1
GTIN - 12283960211869 - Unknown	1	1
GTIN - 12527328177689 - Unknown	1	1
GTIN - 9810218587950\$ - Unknown	276	276
GTIN - 72726038281781 - Unknown	7	7
GTIN - 61381740801524 - Unknown	290	290
PPN - 4374375489 - Unknown	1	1
GTIN - 02123953700204 - Unknown	3	3
GTIN - 33371335368171 - Unknown	1	1
GTIN - 05415062308677 - Unknown	1	1
GTIN - 07612345000206 - Unknown	12	12
GTIN - 66942547631346 - Unknown	5	5
GTIN - 98102185879503 - OBP 1 Demo Product	6488	6488
GTIN - 85698569866123 - COVID-19 Vaccine TR'	71	71
GTIN - 98102185879510 - OBP 1 Demo Product	66	66
GTIN - 98102185879527 - OBP 1 Demo Product	3054	3054
(blank)		
Grand Total	10278	10278

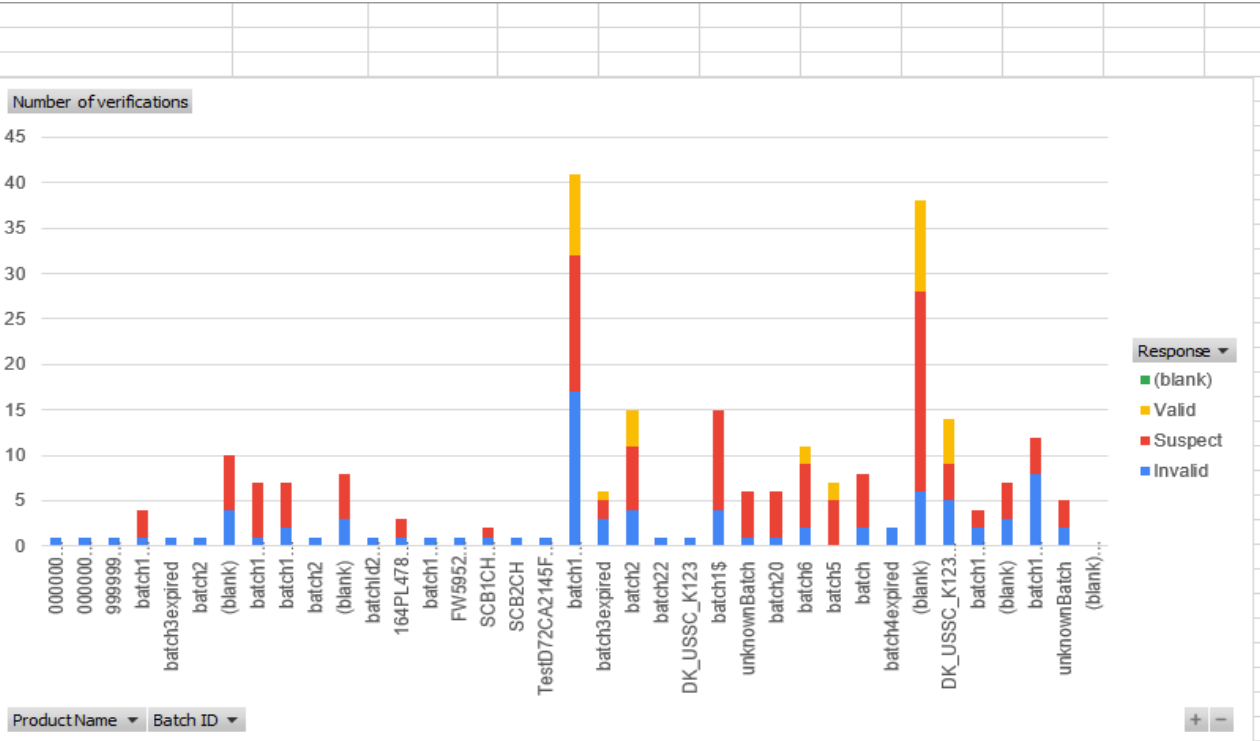
- Response Codes by Product.

Number of verifications	Response			Grand Total
Product	Invalid	Suspect	Valid	(blank)
GTIN - 10637003850140 - Unknown	1			1
GTIN - 12283960211869 - Unknown	1			1
GTIN - 12527328177689 - Unknown	1			1
GTIN - 9810218587950\$ - Unknown	99	177		276
GTIN - 72726038281781 - Unknown	1	6		7
GTIN - 61381740801524 - Unknown	81	209		290
PPN - 4374375489 - Unknown	1			1
GTIN - 02123953700204 - Unknown	1	2		3
GTIN - 33371335368171 - Unknown	1			1
GTIN - 05415062308677 - Unknown	1			1
GTIN - 07612345000206 - Unknown	7	5		12
GTIN - 66942547631346 - Unknown	5			5
GTIN - 98102185879503 - OBP 1 Demo Product	810	5013	665	6488
GTIN - 85698569866123 - COVID-19 Vaccine TR	8	51	12	71
GTIN - 98102185879510 - OBP 1 Demo Product	22	44		66
GTIN - 98102185879527 - OBP 1 Demo Product	995	2059		3054
(blank)				
Grand Total	2035	7566	677	10278

Reports – Stakeholder Aggregate Report(2)

- Response Codes by Batch.

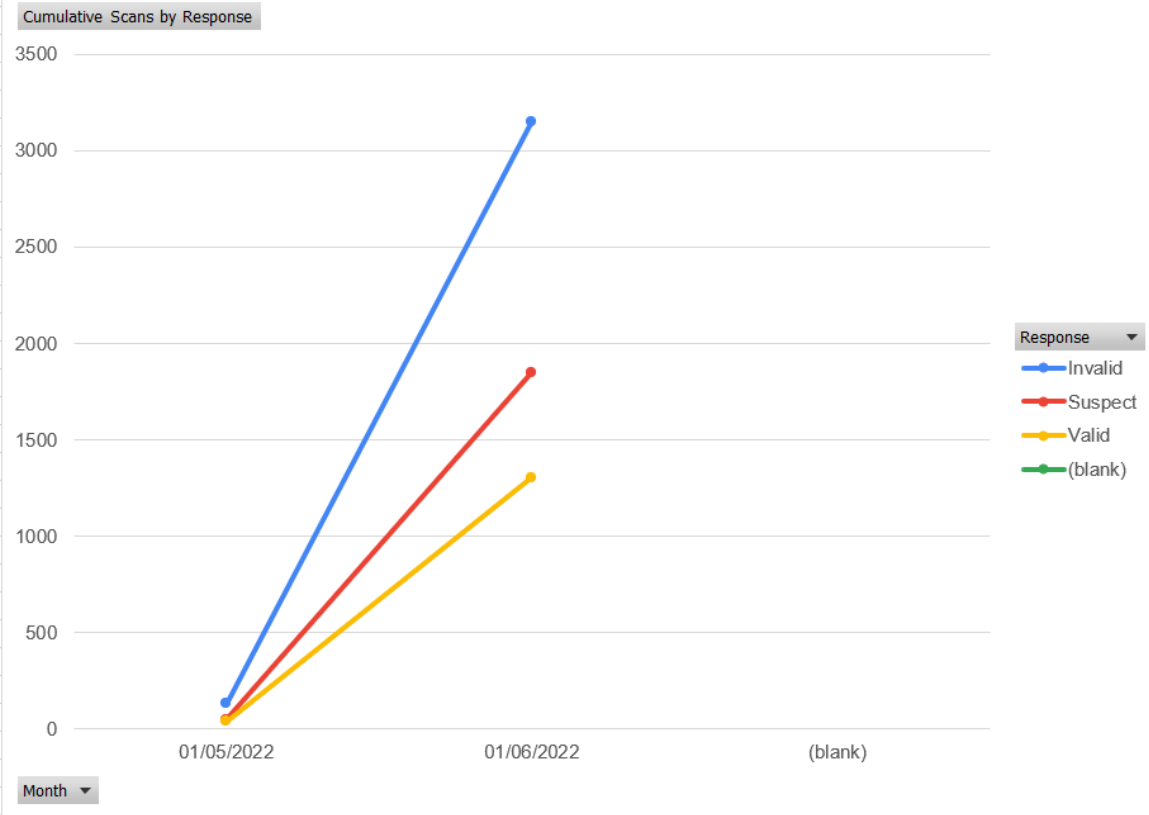
Number of verifications	Response	Invalid	Suspect	Valid	(blank)	Grand Total
GTIN - 10637003850140 - Unknown 000000	1	1				1
GTIN - 12283960211869 - Unknown 000000	1	1				1
GTIN - 12527328177689 - Unknown 999999	1	1				1
GTIN - 9810218587950\$ - Unknown batch1 batch3expired batch2 (blank)	7	1	1	9	3	16
GTIN - 72726038281781 - Unknown batch1	1	1		6	6	7
GTIN - 61381740801524 - Unknown batch1 batch2 (blank)	6	2	1	10	5	16
PPN - 4374375489 - Unknown batchId2	1	1				1
GTIN - 02123953700204 - Unknown 164PL478	1	1		2	2	3
GTIN - 33371335368171 - Unknown batch1	1	1				1
GTIN - 05415062308677 - Unknown FW5952	1	1				1
GTIN - 07612345000206 - Unknown SCB1CH SCB2CH	2	1	1			3
GTIN - 66942547631346 - Unknown TestD72CA2145F	1	1				1



Reports – Stakeholder Aggregate Report(3)

- Cumulative Scans by Response.

Cumulative Scans by Res	Response	Invalid	Suspect	Valid	(blank)	Grand Total
01/05/2022		134	49	41		224
01/06/2022		3151	1849	1304		6304
(blank)						
Grand Total		3285	1898	1345		6528



Reports – Stakeholder Aggregate Report(4)

- Response by Product per Country.

Response by Product per Country		Country - Response																						Grand Total
		Germany		United Kingdom			France		Italy			Monaco		Pakistan		Slovenia		United St		(blank)		(blank)		
Product - Batch ID	Invalid	Valid	Suspe	Invalid	Valid	Suspect	Invalid	Valid	Suspect	Invalid	Valid	Suspect	Invalid	Suspect	Invalid	Valid	Suspect	Invalid	Valid	Suspect	Invalid	Suspect	(blank)	
GTIN - 55763685473728 - Covid Vaccine																								
batch000		6																						6
batch1		18		9	9	14																		50
batch2		1		4																7				12
batch2\$				2																				2
batch3				2																				2
batchexpired2					4																			4
expiredbatch					3																			3
batch1\$				4		4																		8
(blank)		15	12	14	1	12	8	43	341	374										9	8	15		852
GTIN - 00122273084355 - Covid Vaccine																								
batch1				651	139	299				19	9	10			1	1	255	62	319		19	11	21	1816
batch2				111	19						4						76	128			3	20		361
batch1234				28		28											139		139		1		1	336
batch2\$				50													85							135
batch3				17													33							50
batchexpired2					178													56			3	7	1	245
expiredbatch					35	30												86	86		1	2	2	242
123#%&%%2F()=?*,-_										4														4
AAA123										4														4
batch1\$				66		66										46		46			8		5	237
batchNotFound				10		10															6		2	28
241000																					1		1	2
241018																					1		1	2
(blank)		6	2	2	1	53	53	6		6	1	6	6	1	1			26	26			8	8	212
GTIN - 00122273084350 - Unknown																								
(blank)		4																						4
GTIN - 55763685473700 - Unknown																								
(blank)		1																						1
GTIN - 55763685473701 - Unknown																								
(blank)		1																						1

Reports - Transactions by Transaction Type Metric Report

This report lists the count of transactions per transaction type for various categories of transactions over a specified period.

The report provides statistics on the number of product data and pack data uploads and verifications received from the TRVST. It supports the following transaction types:

- Product Master Data Uploads from TRVST
- Product Master Data Downloads
- Product Pack Data Uploads from TRVST
- Reports Created
- Reports Returned
- The report includes information about the number of exceptions that are related to each transaction type.
- The inclusion of exceptions provides counts of successful and unsuccessful transactions.

Report Details		
Transaction Type	Transaction Count	Failed Count
Transaction Type	Transaction Count	Failed Count
Product Master Data Upload	62	0
Product Pack Data Upload	42	22
Product Verifications	1385	1046
Serialised Pack Verifications	2538	946
	6	6

Report Header	
Report Type	Report Type
Report Name	Report Name
Date Requested (UTC)	Date Requested (UTC)
Start Date & Time (UTC)	Start Date & Time (UTC)
End Date & Time (UTC)	End Date & Time (UTC)
Report Type	Transactions by Transaction Type Metric Report
Report Name	Transactions by Transaction Type Metric Report
Date Requested (UTC)	08/06/2022 13:33:44
Start Date & Time (UTC)	09/05/2022 13:33:00
End Date & Time (UTC)	08/06/2022 13:33:00



The first table in this report details parameters entered or selected by the report requester before the report was generated. Report output is based on this information.

Reports – Verification By Product Audit Trail Report

This report provides an audit log of all verification requests happening in a country

Report Header	
Report Type	Verifications By Product Audit Trail Report
Report Name	Verifications By Product Audit Trail Report
Date Requested (UTC)	02/12/2022 08:43:11
From Date (UTC)	01/11/2022 08:43:00
To Date (UTC)	02/12/2022 08:43:00
Product Code Scheme	GTIN
Product Code	00122273084355
Batch Number	

The first table in this report details parameters entered or selected by the report requester before the report was generated. Report output is based on this information.

Serial Number & Batch Id associated to specified Product code
 Date and time when the product was created(uploaded).
 Location (Lat & long of Verification)
 Verification Response Code and message

Report Details							
Date and Time (UTC)	Serial Number	Batch Id	Latitude	Longitude	Operation Code	Message	Is Success
09/11/2022 16:53:37	***	batch1	51.3354	0.7429	11110100	Scanned serialised pack - verified	true
09/11/2022 16:56:21	***	batch1	51.3354	0.7429	11110100	Scanned serialised pack - verified	true
09/11/2022 16:59:48	sn222		51.3354	0.7429	61020011	Scanned serialised pack - wrong serial number format	false
09/11/2022 17:00:44	sn\$		51.3354	0.7429	61020011	Scanned serialised pack - wrong serial number format	false
09/11/2022 17:01:57	Sn\$		51.3354	0.7429	61020011	Scanned serialised pack - wrong serial number format	false
11/11/2022 14:21:26	sn22	batch1	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 14:53:10	Sn\$	batch1	51.3354	0.7429	61020011	Scanned serialised pack - wrong serial number format	false
11/11/2022 14:58:54	Sn\$	batch1	51.3354	0.7429	61020011	Scanned serialised pack - wrong serial number format	false
11/11/2022 14:59:09	Sn\$	batch1	51.3354	0.7429	61020011	Scanned serialised pack - wrong serial number format	false
11/11/2022 15:02:21	sn55	batch1	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:03:03	sn11	batch1	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:03:18	sn11	batch1	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:05:36	***	batch1	51.3354	0.7429	11110100	Scanned serialised pack - verified	true
11/11/2022 15:05:42	sn11		51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:09:05	sn11	{{batch1id}}	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:09:19	sn11	{{batch3id}}	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:09:22	sn11	{{batch2id}}	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:14:25	sn11	batch1	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:14:37	sn11	batch22	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:15:32	sn11	batch22	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:15:37	sn11	batch22	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 15:17:17	pack1	batch1\$	51.3354	0.7429	61020006	Scanned serialised pack - wrong batch format	false
11/11/2022 18:14:33	pack1	batch1\$	51.3354	0.7429	61020006	Scanned serialised pack - wrong batch format	false
11/11/2022 18:16:13	pack1	batch2	51.3354	0.7429	41020003	Scanned serialised pack - no batch match	false
11/11/2022 18:16:27	pack1	batch2	51.3354	0.7429	41020003	Scanned serialised pack - no batch match	false
11/11/2022 18:16:59	pack1	batch1	51.3354	0.7429	61020007	Scanned serialised pack - wrong expiry date format	false
11/11/2022 18:17:56	pack1	batch1	51.3354	0.7429	61020007	Scanned serialised pack - wrong expiry date format	false
11/11/2022 18:18:11	pack1	batch1	51.3354	0.7429	61020007	Scanned serialised pack - wrong expiry date format	false
11/11/2022 18:20:43	pack1	batch1	51.3354	0.7429	41020005	Scanned serialised pack - no expiry date match	false
11/11/2022 18:22:05	pack1	batch1	51.3354	0.7429	41020005	Scanned serialised pack - no expiry date match	false
11/11/2022 18:22:18	pack1	batch1	51.3354	0.7429	41020005	Scanned serialised pack - no expiry date match	false
11/11/2022 18:23:18	packNotFound	batch1	51.3354	0.7429	41020001	Scanned serialised pack - no serial number match	false
11/11/2022 22:22:46	***	batch1	51.3354	0.7429	11110100	Scanned serialised pack - verified	true
11/11/2022 22:56:59	***	batch5	51.3354	0.7429	11110100	Scanned serialised pack - verified	true

6

Dashboard Administration: SPOC Management

SPOC User Administration Setup

TRVST Data Sharing Access & System Permissions		Role / Organisation Type / User		PERMISSION Legend:		
		CA SPOC	CA Monitor	✓	✓	✓
TRVST Dashboard Portal	Authentication	✓	✓	✓	Access allowed to all data or full functionality	
	Home	✓	✓	✓	Access allowed to data owned by or granted to participant	
	Dashboard (Failed Verification)	✓	✓	✓	Access allowed to specified data (e.g. Active in region for specified GTINS)	
	Dashboard (Suspect Activity)	✓	✓	✓	Access allowed on an alert basis (for owned data, or data granted access to)	
	Dashboard (Visualisation)	✓	✓	↔	Organization is referenced in the EPCIS message (One-up, One-down)	
	Dashboard (Metric Reports)	✓	✓	☑	Access by explicit permissions from the data owner	
	Reports	✓	✓	☒	No Access/Not Applicable	
	User Administration	✓	☒			
	User Roles/Permission Settings	☒	☒			
	Documents	✓	✓			
	User Settings	✓	✓			
	Change Password	✓	✓			
	Organisation Administration	☒	☒			
	Client Credentials	☒	☒			
API Scopes	N/A	N/A				

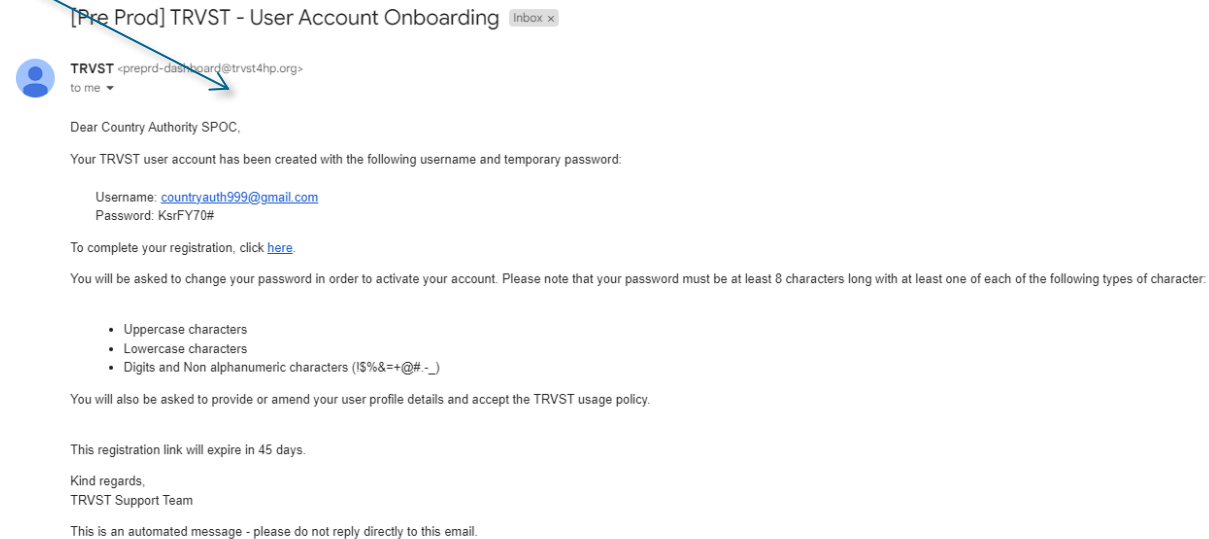
Country Authority SPOC

How is a SPOC Setup

- A SPOC is setup on the Dashboard by Solidsoft Reply using the Point of Contact information previously provided to TRVST Org by the Country Authority
- If details haven't been provided please contact Trvst Org and provide the following information:-
 - Organisation,
 - Country (if applicable)
 - Contact Level (up to 3 Points of contact can be provided (Primary, Secondary, Tertiary)
 - Full Name
 - Role
 - Email Address
 - Contact Telephone No.

How is a SPOC Setup

- Once the Country Authority SPOC 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 Country Authority SPOC then clicks on the link to complete their registration



SPOC User Onboarding – Setup Password

- The Country Authority SPOC
 - 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.

English

TRVST
Traceability & Verification System
for Health Products

Confirm User Account

* Temporary Password

* Password

* Confirm Password

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 (!\$%&=+@#.-_)

I'm not a robot

reCAPTCHA
Privacy - Terms

Continue

REPLY Copyright © Solidsoft Reply 2023

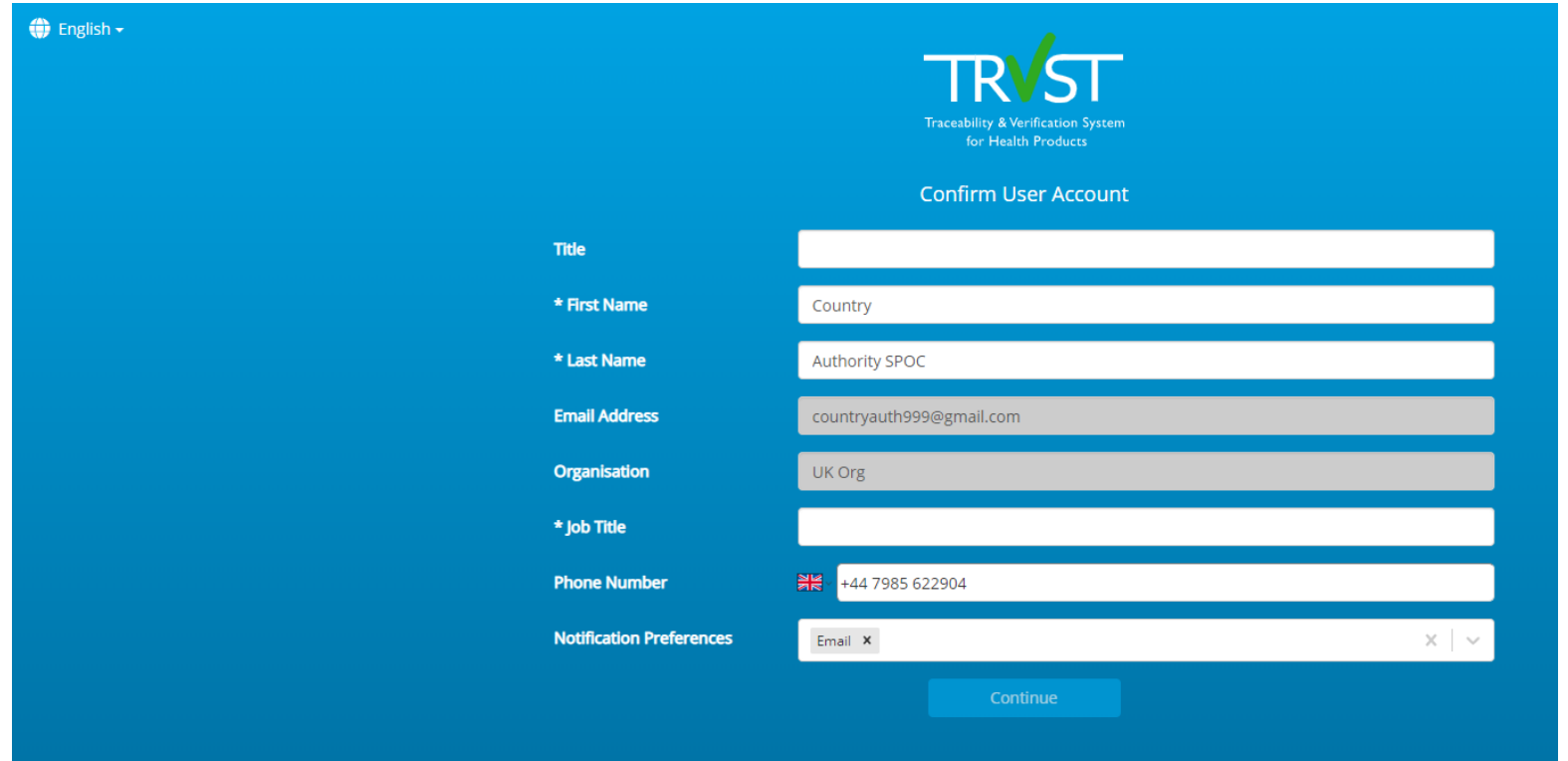
Environment : Pre Prod

Build Number : 2.1.23076.1

Release : R2.1

SPOC Onboarding – Confirm account

- The Country Authority SPOC:
 - Verifies the information before confirming the user account.
 - Selects the Notification Preference – email.
 - Then presses Continue button.



The screenshot shows a web form titled "Confirm User Account" on a blue background. The TRVST logo is in the top right, with the tagline "Traceability & Verification System for Health Products". A language selector in the top left shows "English". The form fields are as follows:

Field Label	Value
Title	
* First Name	Country
* Last Name	Authority SPOC
Email Address	countryauth999@gmail.com
Organisation	UK Org
* Job Title	
Phone Number	+44 7985 622904
Notification Preferences	Email

A "Continue" button is located at the bottom right of the form.

SPOC User Onboarding – Terms & Conditions

- The County Authority SPOC 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 user onboarding process. The top screenshot shows the 'Confirm User Account' page with the 'All TRVST Dashboard - Authorized User Terms of Use' displayed in a scrollable box. The bottom screenshot shows the 'Confirm User Account' page with a success message: 'User account registration successfully completed' and a 'Login' button.

English -

TRVST
Traceability & Verification System
for Health Products

Confirm User Account

Please read and accept the following terms and conditions:

All TRVST Dashboard - Authorized User Terms of Use

Welcome to the TRVST Dashboard – the central core of the TRVST which aims to strengthen the national system for verification of health products.

These Terms of Use set out the terms, including in relation to confidentiality, that you must comply with to access and use the TRVST Dashboard. We've developed these Terms of Use in the form of questions and answers. Please do read these carefully before accessing and using the TRVST Dashboard.

By confirming your account when you first register and access the TRVST Dashboard, you agree to these Terms of Use. Your access and use of the TRVST Dashboard will be treated as your continuing acceptance of these Terms of Use.

What personal information do we collect about you?

When you register with the TRVST, we will ask you for certain limited personal information (such as your name, title, email address and employer). We use this information solely to verify your identity for the purposes of your access and use of the TRVST, to communicate with you and your organization, and to provide, administer and ensure the security of the TRVST. By confirming your account with the TRVST, you consent to the processing of your personal information for these purposes in accordance with UNICEF's Privacy Policy available at <https://login-preprd.trvst4hp.org/Documents>.

Who is providing the TRVST Dashboard?

The TRVST Dashboard 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.

I agree to the Terms and Conditions

Confirm Registration

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

Confirm User Account

User account registration successfully completed

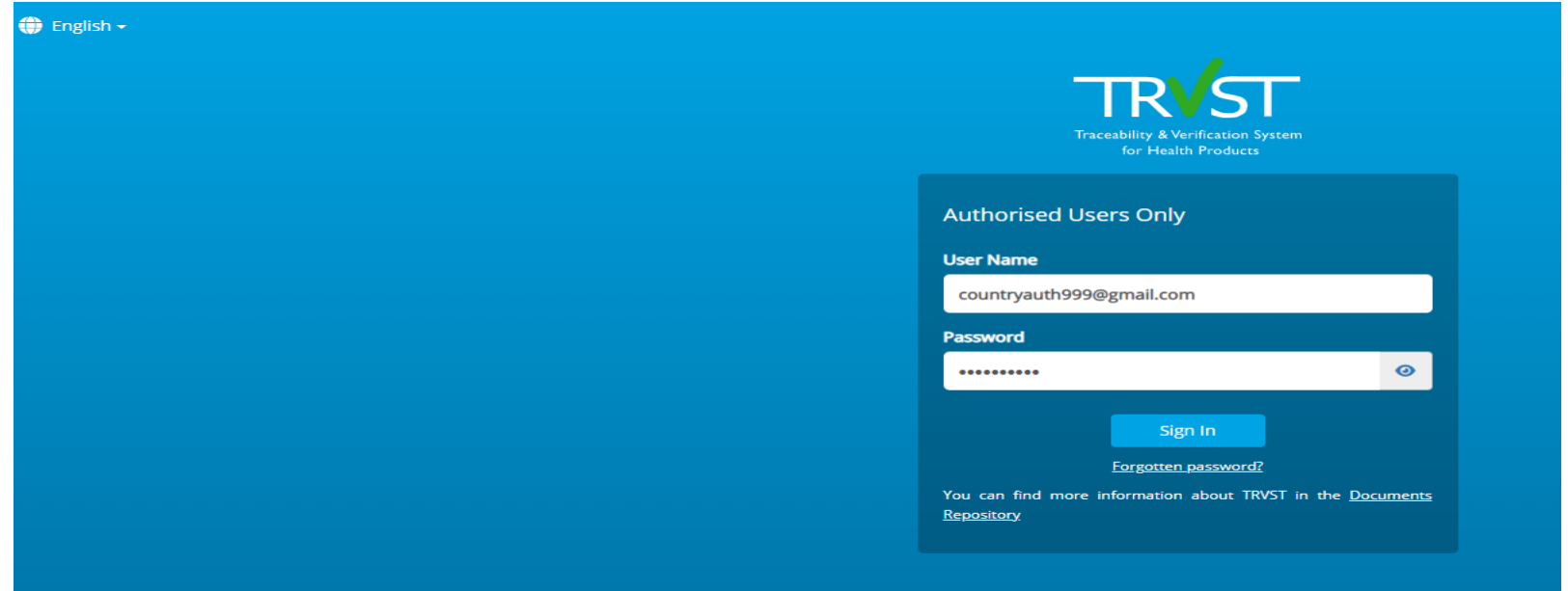
The account is active and you are now able to login into the Traceability & Verification System Portal.

Login

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

Logging into Dashboard as a SPOC

- The Country Authority SPOC 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

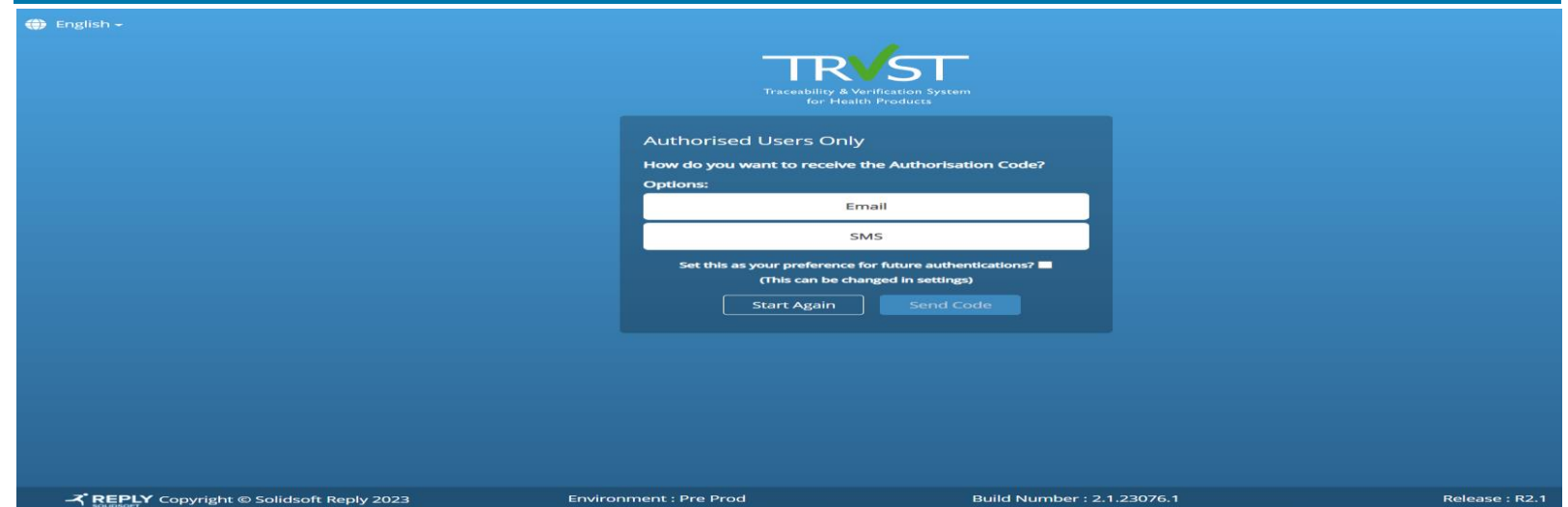
User Name
countryauth999@gmail.com

Password
.....

Sign In

[Forgotten password?](#)

You can find more information about TRVST in the [Documents Repository](#).



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 SPOC User – 2FA

- The Country Authority SPOC will receive an authorisation code by email or SMS.
 - Enter the Authorisation Code and press Continue.

[IQE] TRVST - Authorisation Code Inbox x



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

Dear user,

Your authorisation code is: 902807

Kind regards,
TRVST Support Team

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

The screenshot shows the TRVST login interface. At the top left, there is a language selector set to 'English'. The TRVST logo is centered at the top, with the tagline 'Traceability & Verification System for Health Products'. Below the logo is a dark blue box titled 'Authorised Users Only'. Inside this box, it says 'Please enter your Authorisation Code'. Below this, it states 'An access code has been sent to your registered email address. The code must be used within the next 5 minutes.' There is a link to 'Send new code' for users who haven't received an email or if the code has expired. Another link 'Click here' is provided for users who want the code sent via a different method. A text input field labeled 'Code' is present, followed by 'Start Again' and 'Continue' buttons. At the bottom of the page, there is a footer with the REPLY logo, copyright information for Solidsoft Reply 2023, the environment 'Pre Prod', the build number '2.1.23076.1', and the release version 'R2.1'.

Successful Login to Dashboard for SPOC User

- Now the County Authority SPOC has successfully logged into the Dashboard they will be able to see the Home Page

The screenshot shows the TRVST dashboard interface. At the top, a blue header bar contains 'UK Org' with a globe icon and 'English' dropdown, the title 'Traceability & Verification System for Health Products', and a user welcome message 'Welcome countryauth999@gmail.com' with a profile icon and a 'Please logout' link.

On the left is a vertical navigation menu with the TRVST logo and the following items: Home, Dashboards, Reports, Users, Documents, Settings, Change Password, and Logout.

The main content area is titled 'Home' and is divided into two columns:

- CHANGE YOUR PASSWORD**: A section with a heading, a paragraph stating it's recommended to change passwords regularly, and a list of password requirements: Upper case characters, Lower case characters, Numbers, and Special Characters (!\$%&=+@#.-_). A blue 'Change Password' button is at the bottom.
- HELP AND ADVICE**: A section with a heading, a paragraph about finding information in the Documents Repository, and a feedback email address (trvst.feedback@reply.com). A blue 'Documents' button is at the bottom.

Country Authority SPOC User Management

Edit User

To edit a select the edit icon in the row of the table for the user you wish to edit. Make the necessary changes and press the Update Button to confirm the changes.

The screenshot displays the 'Edit User' modal in the TRVST system. The modal is titled 'Edit User unitedkingdom@example.com' and contains the following fields:

- Title: Miss
- * First Name: Jessica
- * Last Name: Green
- * Email Address: unitedkingdom@example.com
- Job Title: Officer
- * Roles: Administrator (with a dropdown arrow and a close icon)
- * Notes: Note

Below the roles field, there is a description: Administrator: Grants the user the full set of permissions for their organisation.

At the bottom of the modal, there are two buttons: 'Update' (in blue) and 'Close' (in white).

The background shows the 'Users' table with the following columns: Creation Date (UTC), Last Access (UTC), and Actions. The table contains three rows of data:

Creation Date (UTC)	Last Access (UTC)	Actions
03/04/2023 12:56:09		[Edit] [Share] [Delete]
03/04/2023 13:03:48	03/04/2023 13:09:31	[Edit] [Share] [Delete]
03/04/2023 12:21:40		[Edit] [Share] [Delete]

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.

The screenshot shows the TRVST 'Users' management page. A modal dialog titled 'Suspend User' is open, asking for confirmation to suspend the account for 'Miss Jessica Green' with email 'unitedkingdom@example.com'. The dialog has 'Suspend' and 'Cancel' buttons. In the background, a table lists users with columns for User, Email, Admin, Job Title, Notificat..., Status, Roles, Creation Date (UTC), Last Access (UTC), and Actions. The user 'Miss Jessica Green' is highlighted in the table.

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Country Authority		All			All	All	03/04/2023 12:56:09		
Country Authority SPOC	countryauth999@gmail.com		Country Authority M. Email		Active	Administrator	03/04/2023 13:03:48	03/04/2023 13:09:31	
Miss Jessica Green	unitedkingdom@example.com		Officer		Suspended	Administrator	03/04/2023 12:21:40		

The screenshot shows the TRVST 'Users' management page after the suspension. A green notification banner at the top right states: 'The user account for 'unitedkingdom@example.com' has been suspended.' The table below shows the user 'Miss Jessica Green' with a status of 'Suspended'.

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Country Authority	CountryAuth123@gmail.com	All	Country Authority M.		Invited	Administrator	03/04/2023 12:56:09		
Country Authority SPOC	countryauth999@gmail.com		Country Authority M. Email		Active	Administrator	03/04/2023 13:03:48	03/04/2023 13:09:31	
Miss Jessica Green	unitedkingdom@example.com		Officer		Suspended	Administrator	03/04/2023 12:21:40		

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.

UK Org English Traceability & Verification System for Health Products Welcome countryauth999@gmail.com Not countryauth999@gmail.com? Please logout

Home > Users

Users

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

Reinstate User

Do you want to reinstate the user account for Miss Jessica Green with email unitedkingdom@example.com?

Reinstate Cancel

Previous page Page 1 of 1 10 rows Next page

Create New User

UK Org English Traceability & Verification System for Health Products Welcome countryauth999@gmail.com Not countryauth999@gmail.com? Please logout

Home > Users

The user account for 'unitedkingdom@example.com' has been reinstated.

Users

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Country Authority	CountryAuth123@gmail.com	All	Country Authority M.		Invited	Administrator	03/04/2023 12:56:09		
Country Authority SPOC	countryauth999@gmail.com		Country Authority M. Email		Active	Administrator	03/04/2023 13:03:48	03/04/2023 13:09:31	
Miss Jessica Green	unitedkingdom@example.ci		Officer		Active	Administrator	03/04/2023 12:21:40		

Previous page Page 1 of 1 10 rows Next page

Create New User

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 Re-invite button to confirm.

The screenshot shows the TRVST 'Users' management page. A modal dialog box titled 'Resend Invitation' is centered on the screen. The dialog contains the text: 'Do you want to resend the invitation email to the user account for Country Authority with email CountryAuth123@gmail.com?'. Below the text are two buttons: 'Re-invite' (highlighted in blue) and 'Cancel'.

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Country Authority		All			All	All			
Country Authority SPOC									
Miss Jessica Green									

The screenshot shows the TRVST 'Users' management page after the invitation was resent. A green notification banner at the top right states: 'A new invitation email has been sent to 'CountryAuth123@gmail.com''. The table below shows the user 'Country Authority' with the email 'CountryAuth123@gmail.com' and status 'Invited'.

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Country Authority	CountryAuth123@gmail.com	Country Authority M			Invited	Administrator	03/04/2023 12:56:09		
Country Authority SPOC	countryauth999@gmail.com	Country Authority M. Email			Active	Administrator	03/04/2023 13:03:48	03/04/2023 13:09:31	
Miss Jessica Green	unitedkingdom@example.c	Officer			Active	Administrator	03/04/2023 12:21:40		


Force Password Reset

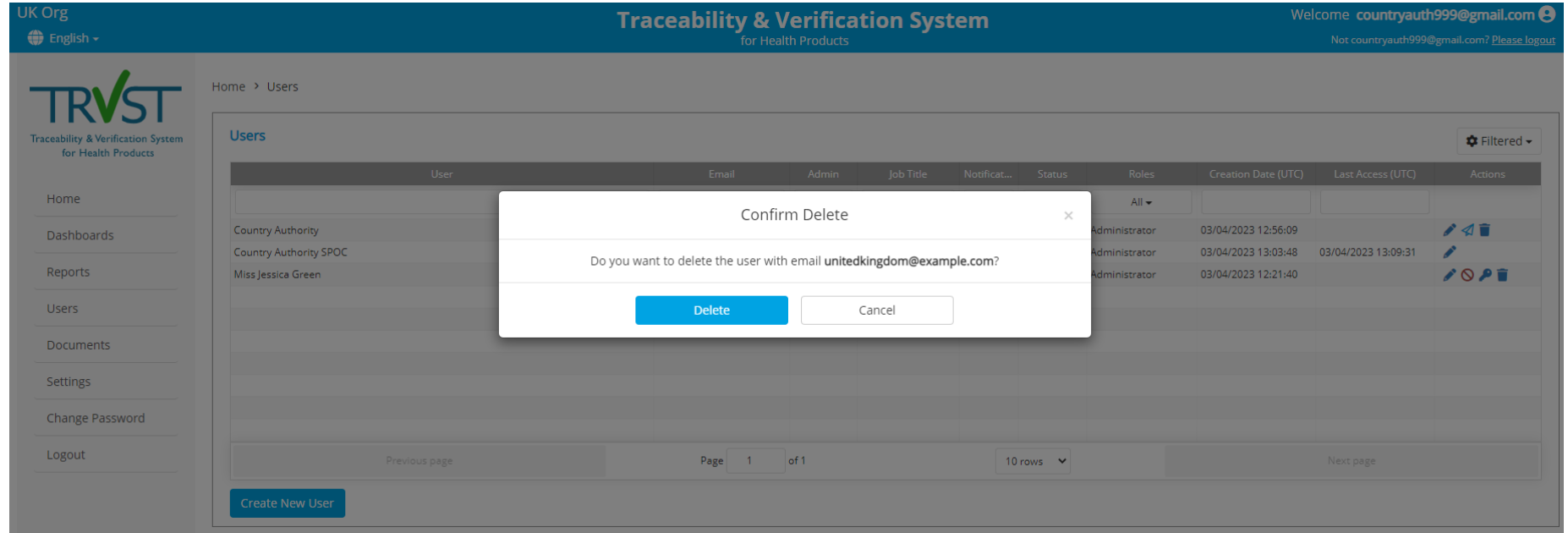
To force user to reset their password select the resend invitation icon in the row of the table for the relevant user and press the Force Reset button to confirm.

The screenshot shows the TRVST (Traceability & Verification System) interface. At the top, it says 'UK Org', 'English', and 'Traceability & Verification System for Health Products'. The user is logged in as 'countryauth999@gmail.com'. The main content area is titled 'Users' and contains a table with columns: User, Email, Admin, Job Title, Notificat..., Status, Roles, Creation Date (UTC), Last Access (UTC), and Actions. A modal dialog box titled 'Force Password Reset' is open, asking: 'Do you want to force the user Miss Jessica Green with email unitedkingdom@example.com to reset their password?'. The dialog has two buttons: 'Force Reset' and 'Cancel'. The table behind the dialog 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 (Traceability & Verification System) interface for Health Products. The user is logged in as 'countryauth999@gmail.com'. The main content area displays a table of users. A modal dialog box titled 'Confirm Delete' is open, asking for confirmation to delete the user with email 'unitedkingdom@example.com'. The dialog has two buttons: 'Delete' and 'Cancel'.

Users Table:

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		 

7

Dashboard User Onboarding by Country Authority SPOC

Creating Users

Country Authority SPOC Homepage

- Information needed before setting up users includes:-

- Title,
- First Name
- Surname
- Email Address
- Phone No (used for 2 FA)
- Job Role/title

The screenshot shows the TRVST Traceability & Verification System homepage. The header includes 'UK Org', 'English', 'Traceability & Verification System for Health Products', and a user welcome message for 'countryauth999@gmail.com'. The left sidebar contains navigation links: Home, Dashboards, Reports, Users (circled in red), Documents, Settings, Change Password, and Logout. The main content area is divided into two panels: 'CHANGE YOUR PASSWORD' with instructions and a 'Change Password' button, and 'HELP AND ADVICE' with a 'Documents' button.

- To create a user, firstly select 'Users' menu item.

Setting up Users by Country Authority SPOC

- Press Create New User

MAH 510 internal testing

Traceability & Verification System
for Health Products

Welcome obspoc123@gmail.com
Not obspoc123@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

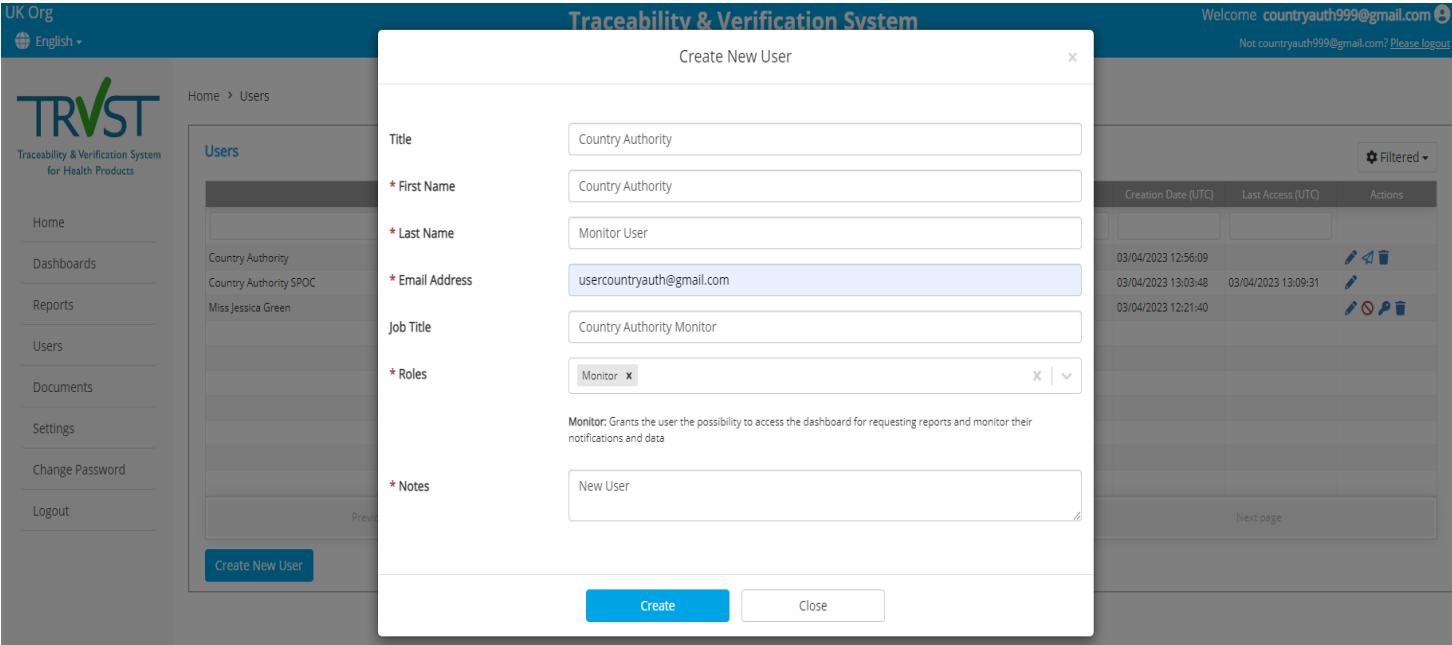
User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
		All			All	All			
OBP SPOC Onboar	obspoc123@gmail.com		OBP Manager	Email	Active	Administrator	24/03/2023 09:20:27	24/03/2023 09:31:19	

Previous page Page 1 of 1 10 rows Next page

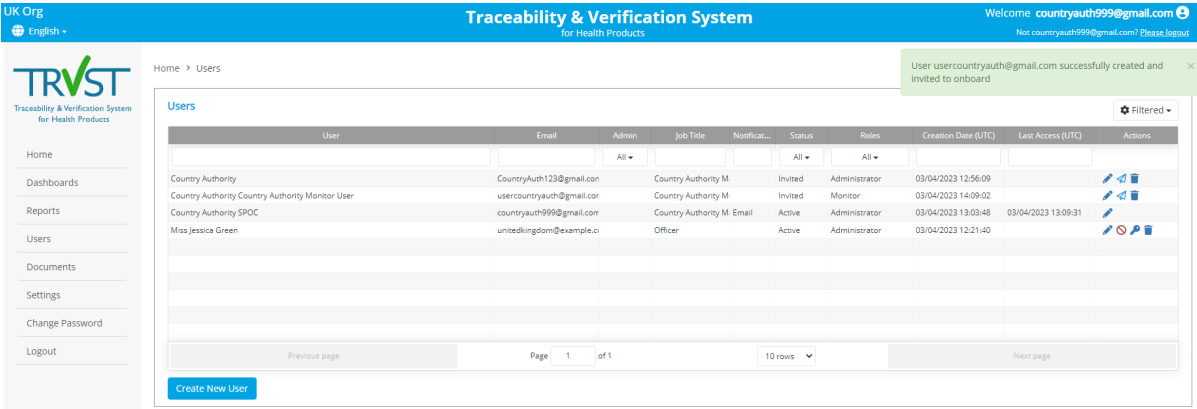
Create New User

User Management - Create User

- Provide the following Information to set up users:-
 - Title,
 - First Name
 - Surname
 - Email Address
 - Phone No (used for 2 FA)
 - Job Role/title
 - Add Notes.
 - Select the role from the drop
 - Dashboard for Verification Only (Monitor) role















- 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 'UK Org', 'English', 'Traceability & Verification System for Health Products', and a user welcome message for 'countryauth999@gmail.com'. A green notification box in the top right corner states: 'User usercountryauth@gmail.com successfully created and invited to onboard'. The main content area shows a 'Users' table with the following data:

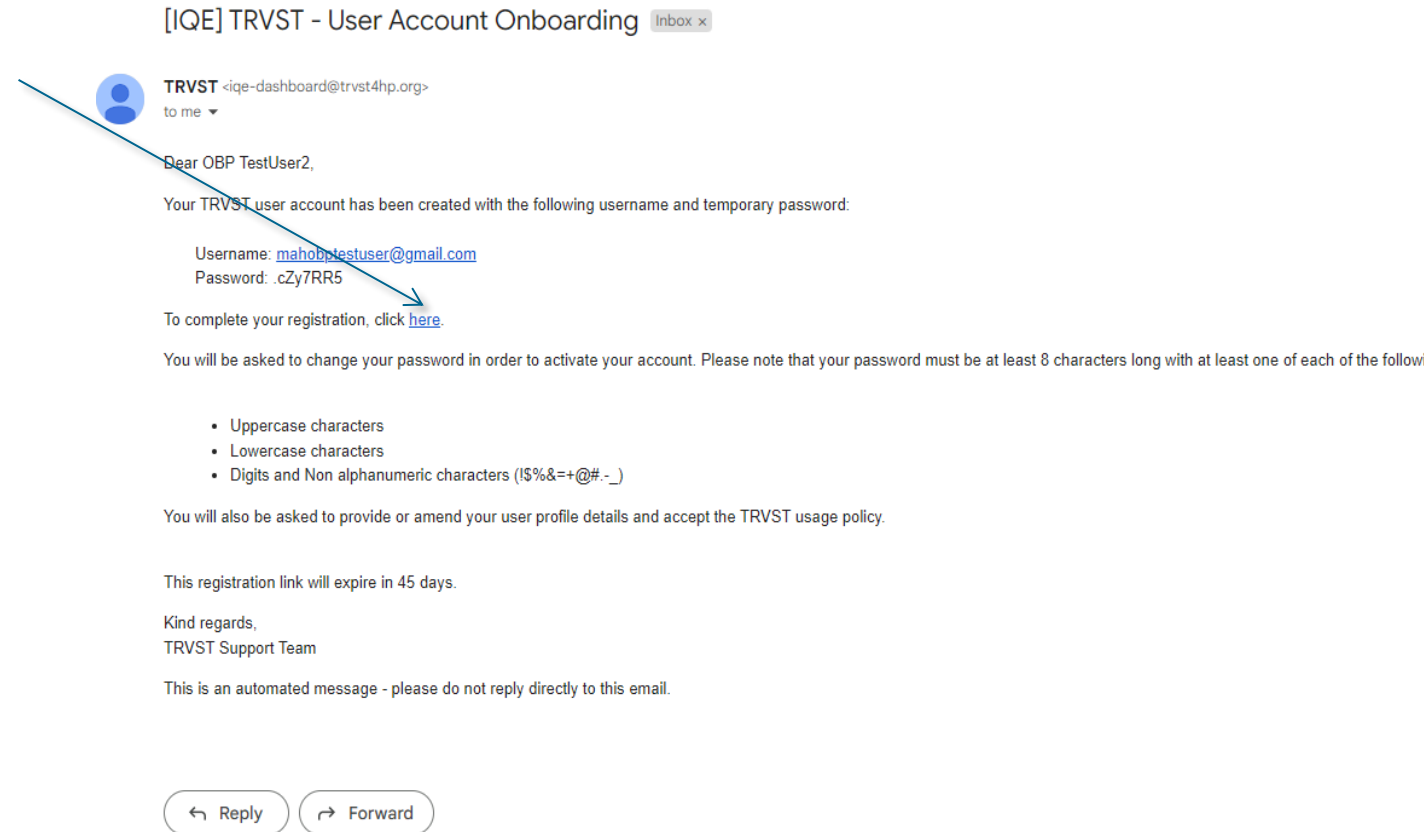
User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Country Authority	CountryAuth123@gmail.com	All	Country Authority M.		Invited	Administrator	03/04/2023 12:56:09		  
Country Authority Country Authority Monitor User	usercountryauth@gmail.com		Country Authority M.		Invited	Monitor	03/04/2023 14:09:02		  
Country Authority SPOC	countryauth999@gmail.com		Country Authority M. Email		Active	Administrator	03/04/2023 13:03:48	03/04/2023 13:09:31	  
Miss Jessica Green	unitedkingdom@example.ci		Officer		Active	Administrator	03/04/2023 12:21:40		  

At the bottom of the table, there is a 'Create New User' button and pagination controls showing 'Page 1 of 1' and '10 rows'.

Dashboard User

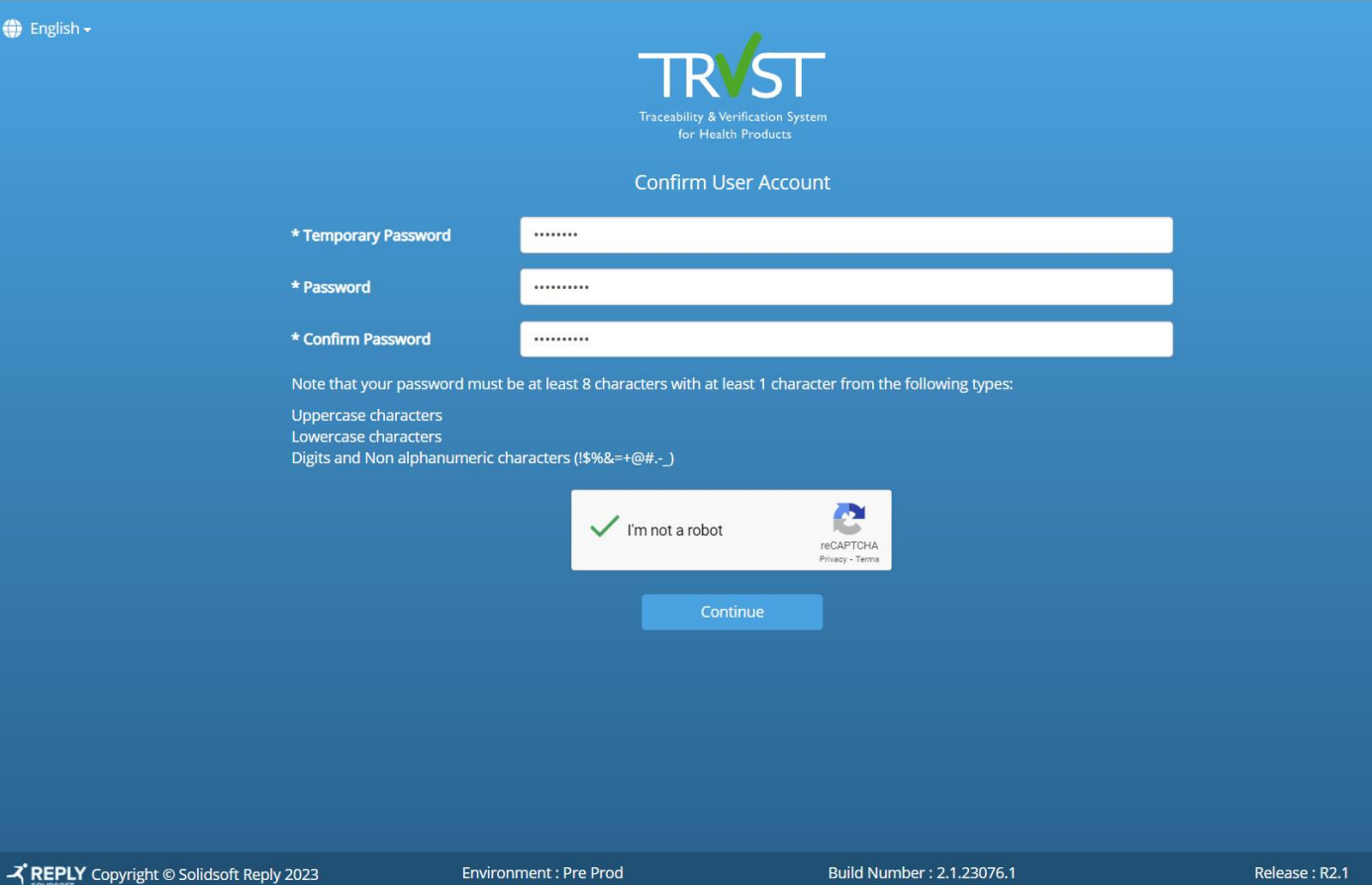
New Dashboard User Onboarding – Registration Email - Change

- 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

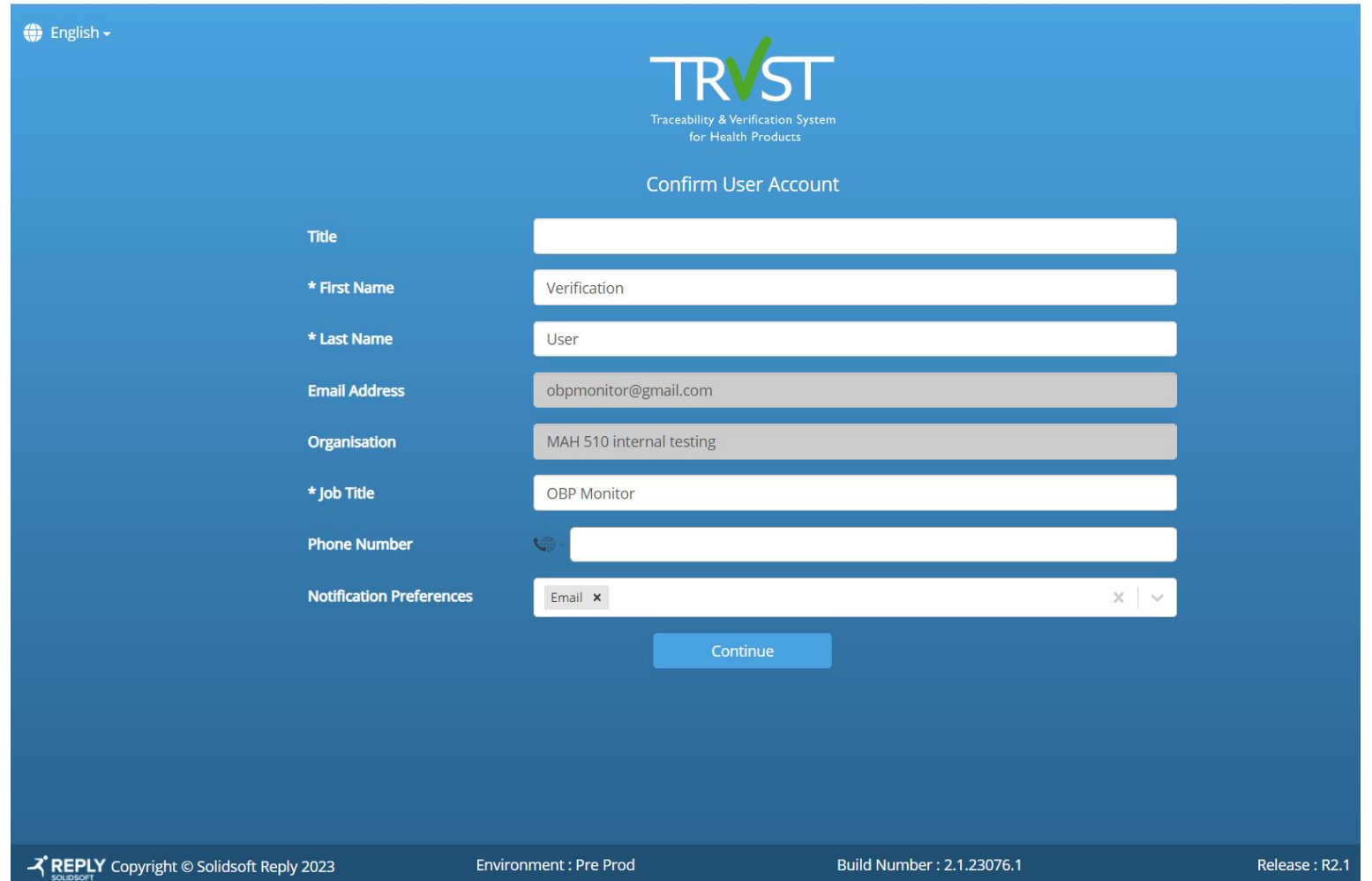
- The new user
 - Enters the temporary password provided in the registration email and creates and confirms a new password.
 - Then clicks on the captcha before pressing Continue button.



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 at the bottom of the form. 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 - Change

- 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

* Last Name

Email Address

Organisation

* Job Title

Phone Number

Notification Preferences

Continue

REPLY SOLIDSOFT 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.

The image displays two screenshots of the TRVST user onboarding process. The top screenshot shows the 'Confirm User Account' page with a modal for 'All TRVST Dashboard - Authorized User Terms of Use'. The bottom screenshot shows the 'Confirm User Account' page with a success message 'User account registration successfully completed' and a 'Login' button.

English -

TRVST
Traceability & Verification System
for Health Products

Confirm User Account

Please read and accept the following terms and conditions:

All TRVST Dashboard - Authorized User Terms of Use

Welcome to the TRVST Dashboard – the central core of the TRVST which aims to strengthen the national system for verification of health products.

These Terms of Use set out the terms, including in relation to confidentiality, that you must comply with to access and use the TRVST Dashboard. We've developed these Terms of Use in the form of questions and answers. Please do read these carefully before accessing and using the TRVST Dashboard.

By confirming your account when you first register and access the TRVST Dashboard, you agree to these Terms of Use. Your access and use of the TRVST Dashboard will be treated as your continuing acceptance of these Terms of Use.

What personal information do we collect about you?

When you register with the TRVST, we will ask you for certain limited personal information (such as your name, title, email address and employer). We use this information solely to verify your identity for the purposes of your access and use of the TRVST, to communicate with you and your organization, and to provide, administer and ensure the security of the TRVST. By confirming your account with the TRVST, you consent to the processing of your personal information for these purposes in accordance with UNICEF's Privacy Policy available at <https://login-preprd.trvst4hp.org/Documents>.

Who is providing the TRVST Dashboard?

The TRVST Dashboard 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.

I agree to the Terms and Conditions

Confirm Registration

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

Confirm User Account

User account registration successfully completed

The account is active and you are now able to login into the Traceability & Verification System Portal.

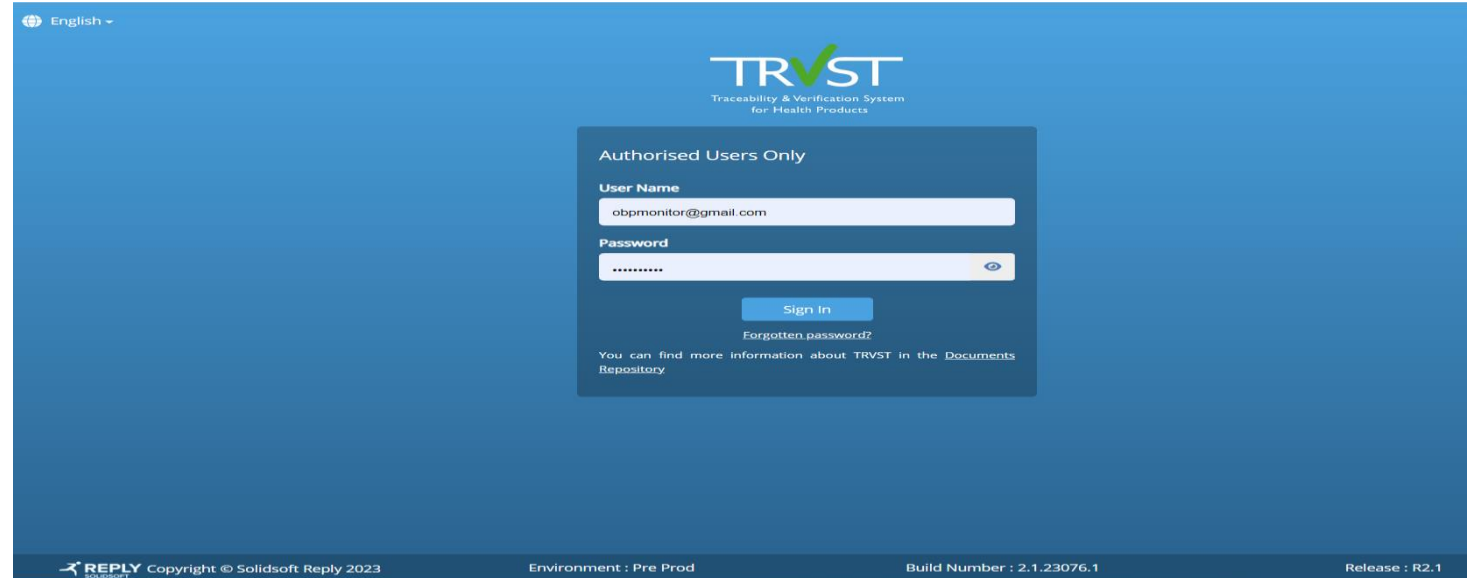
Login

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

- Press the Login button to access the Traceability & Verification Portal.

Logging into Dashboard as OBP User - Change

- 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

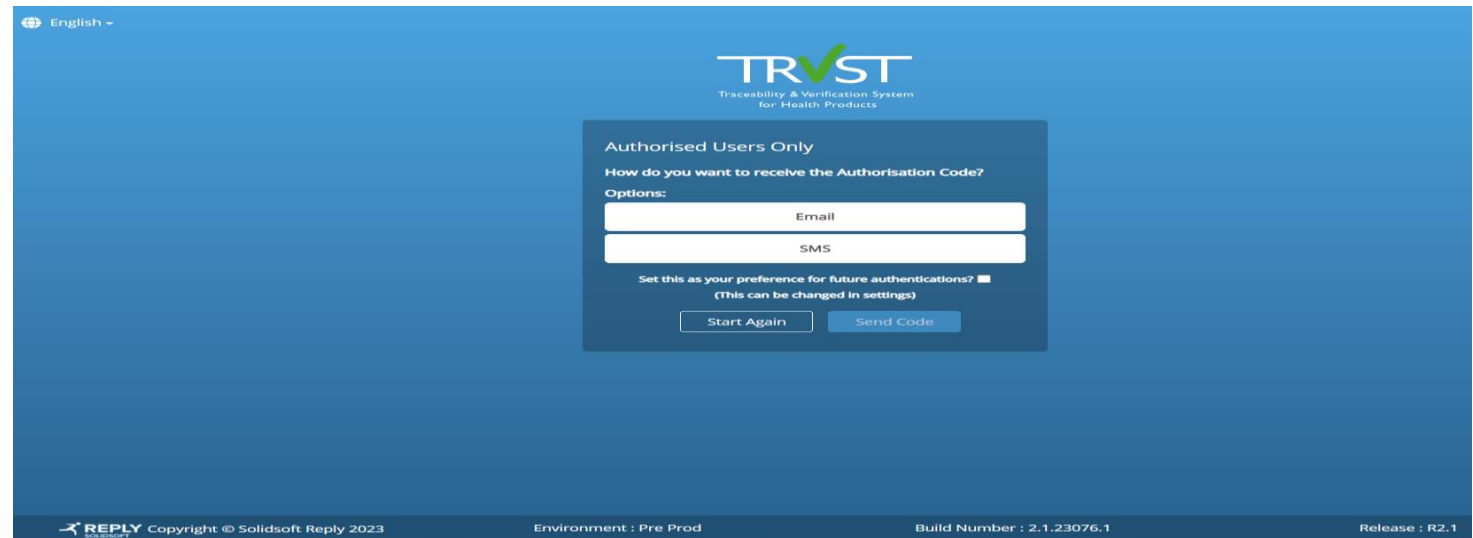
Password
.....

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 Country Authority 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 ▾

TRVST
Traceability & Verification System
for Health Products

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

[Start Again](#) [Continue](#)

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

Settings

Settings

- To change a user's settings, a user can access the settings menu
- Update the information and press the Save settings button.

UK Org English

Traceability & Verification System for Health Products

Welcome countryauth999@gmail.com Not countryauth999@gmail.com? Please logout

Home > Settings

TRVST
Traceability & Verification System for Health Products

Home
Dashboards
Reports
Users
Documents
Settings
Change Password
Logout

Settings

Title

* First Name Country

* Last Name Authority SPOC

* Job Title Country Authority Manager

Phone Number +44 7985 622904

Notification Preferences Email

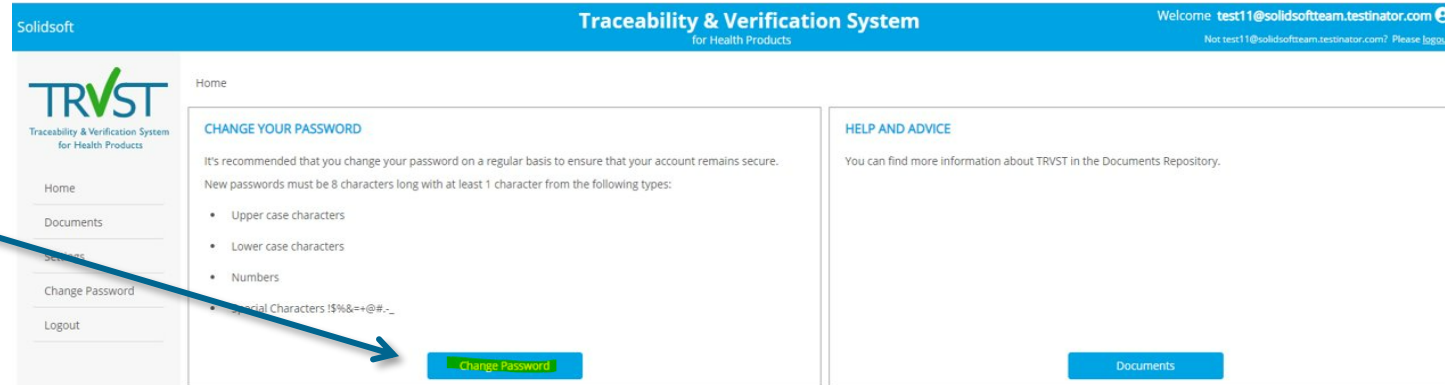
2FA Preference Select...

Save Settings

Change Password

Change Password

- The 'Change Password' screen can be accessed through the dashboard by pressing 'Change Password' button'.



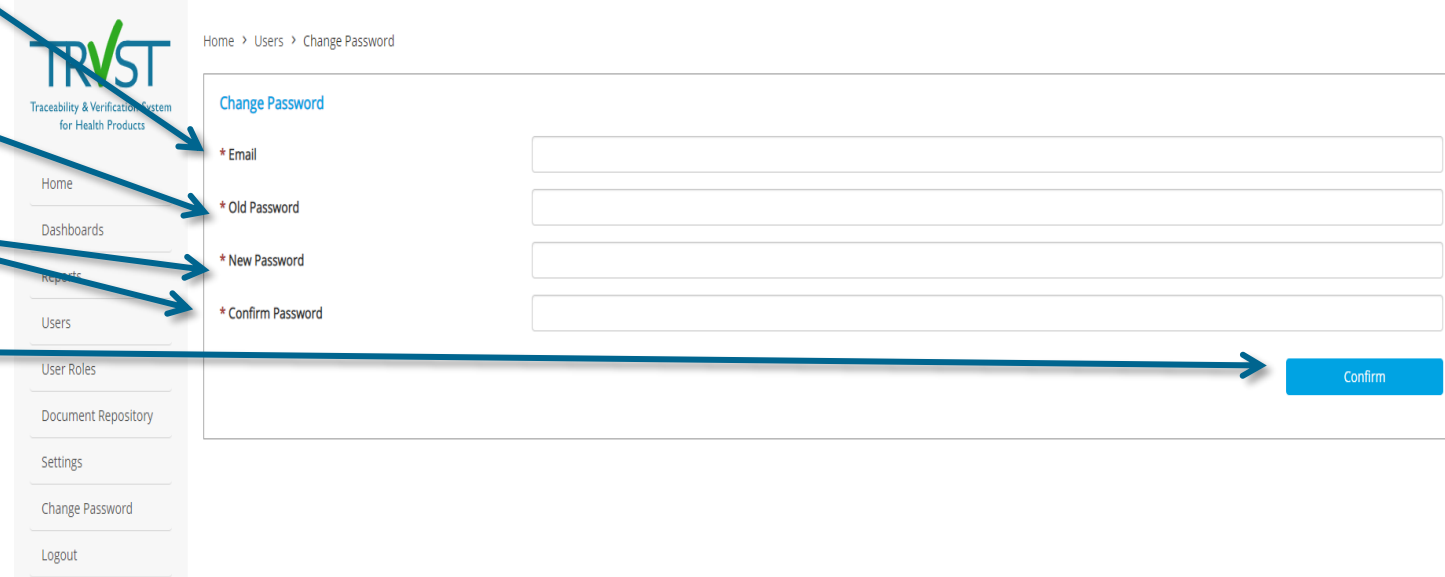
- Enter the email address associated with the user account that requires a new password.



- Enter the current password that is to be changed.

- Enter and confirm the new password.

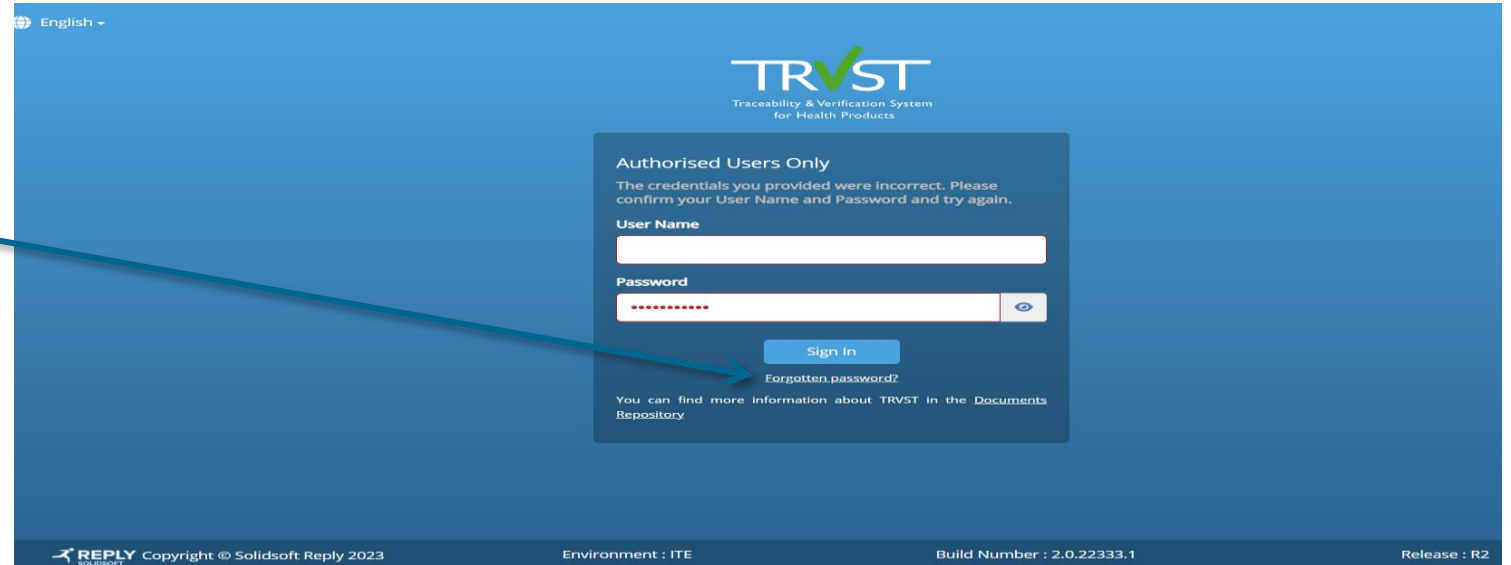
- Select the 'Confirm' button.



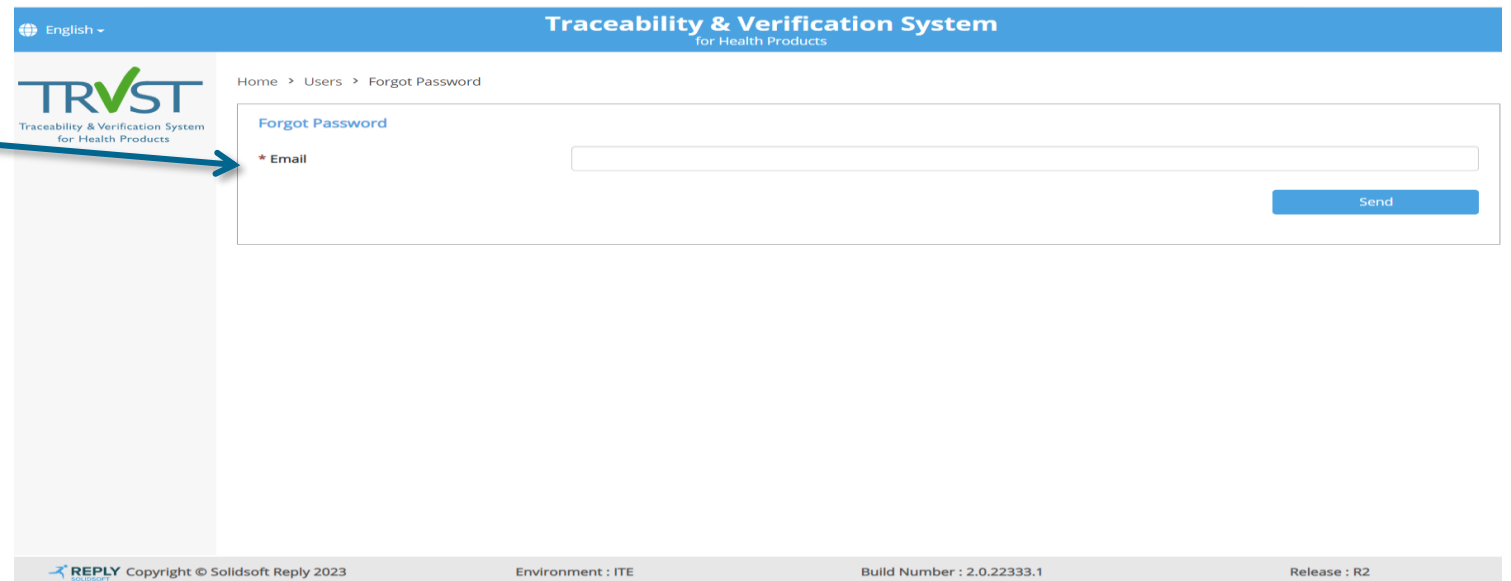
Forgotten Password

Forgotten Password (1)

- When the user forgets their password when logging into either the TRVST Dashboard or Track & Trace Portal then the user clicks on the forgotten password link.



- After the user has clicked on the forgotten link the user is directed to the forgotten password page on the TRVST dashboard. They then need to supply their email address.



Forgotten Password (2)

- Message is shown on the dashboard indicating password reset has been sent to the user email address.

[ITE] TRVST - User Account Password Reset Inbox x

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

Dear user,

You have requested to reset your password to the TRVST Portal.

Please use the following [link](#) to reset your password. The link will expire after 2 days.

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 (!\$%&=+@#.-_)

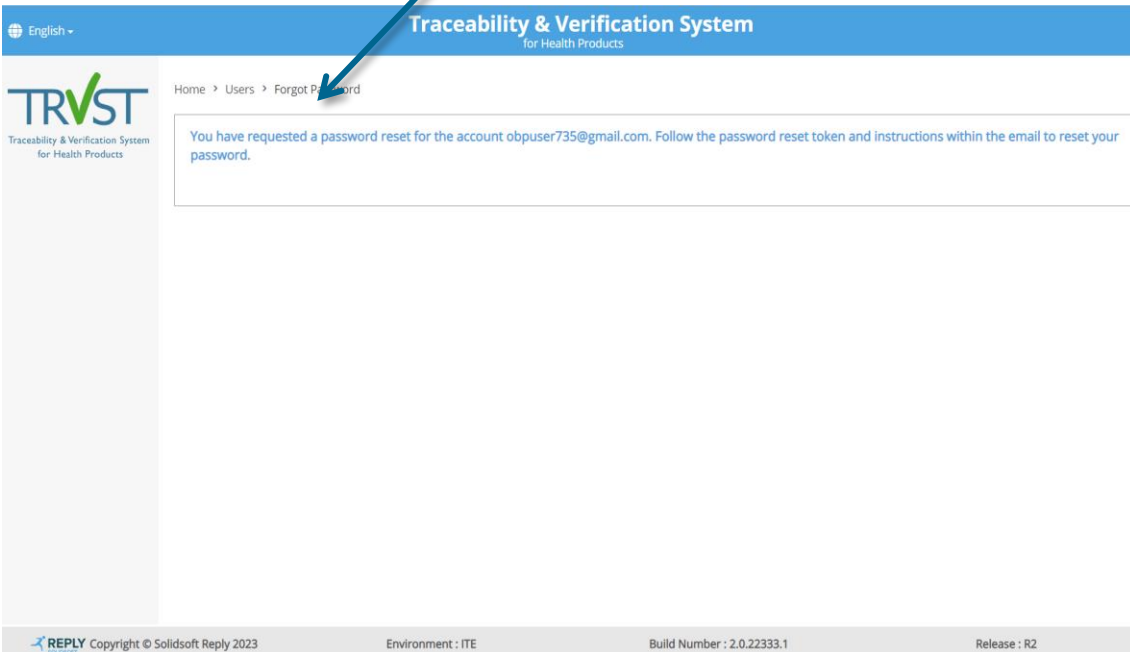
If you did not request a password reset please contact the System Administrator immediately.

Kind regards,
TRVST Support Team

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

↩ Reply

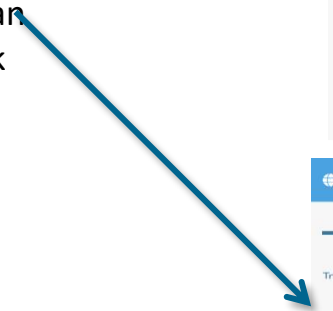
➦ Forward



The screenshot shows the TRVST dashboard interface. At the top, there is a blue header with the text "Traceability & Verification System for Health Products" and a language selector set to "English". Below the header, a breadcrumb trail reads "Home > Users > Forgot Password". The main content area features a white box with the message: "You have requested a password reset for the account obpuser735@gmail.com. Follow the password reset token and instructions within the email to reset your password." At the bottom of the dashboard, a footer contains the following information: "REPLY Copyright © Solidsoft Reply 2023", "Environment : ITE", "Build Number : 2.0.22333.1", and "Release : R2". Two blue arrows originate from the text "Message is shown on the dashboard" and point to the message box and the breadcrumb trail respectively.

Forgotten Password (3)

- When the user has clicked on the link in the password reset email . Then the user is redirected to the Reset Password screen on the dashboard.
- Once the user has setup their new password and confirmed then a message is displayed indicating the password has been successfully reset and the user can log into TRVST Dashboard and/or Track & Trace Portal.



English - Traceability & Verification System for Health Products

Home > Users > Forgot Password

Reset Your Password

* Email

* New Password

* Confirm Password

Confirm

English - Traceability & Verification System for Health Products

Home > Users > Forgot Password

Your password has been successfully reset. Follow the link and use your details to sign into the Traceability & Verification System Portal.
Login to the Traceability & Verification System Portal

REPLY Copyright © Solidsoft Reply 2023 Environment : ITE Build Number : 2.0.22333.1 Release : R2

8

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 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:

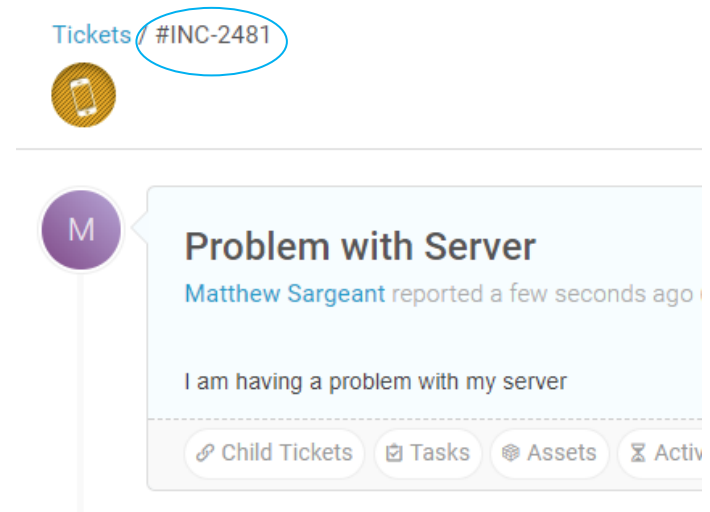
- **Name**
- **Email Address**
- **Telephone number**
- **Location**
- **A description of the incident or request**
- **The urgency of the incident**

(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:

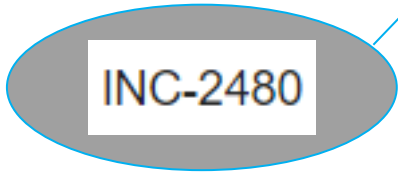
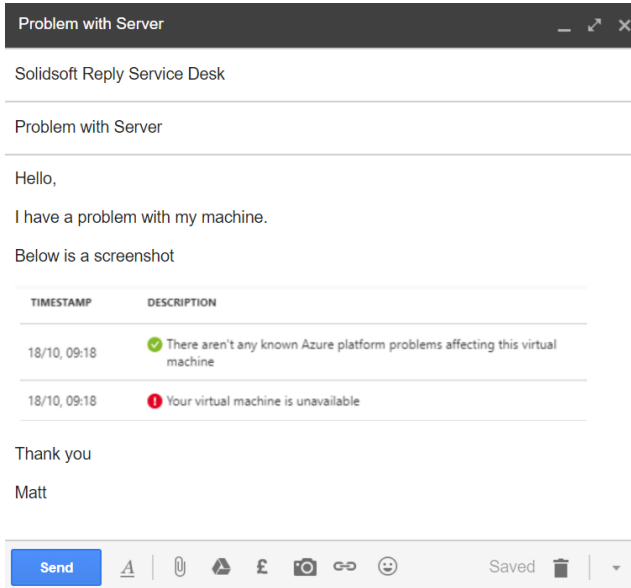
- **An incident number (INC-2481)**
- **The priority rating of the ticket**
- **An automated email sent back to the user**



Logging An Incident Via Email

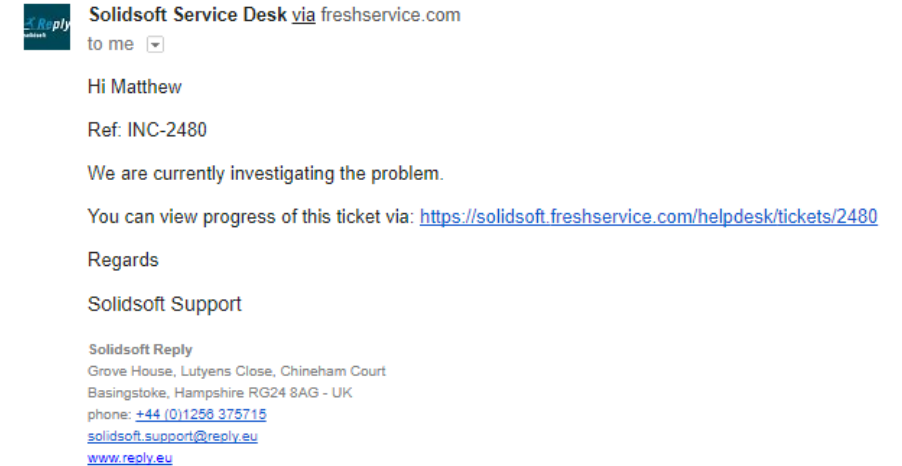
To log an incident or request via email just send an email to the Solidsoft Reply Service Desk at:

TRVST.support@reply.com



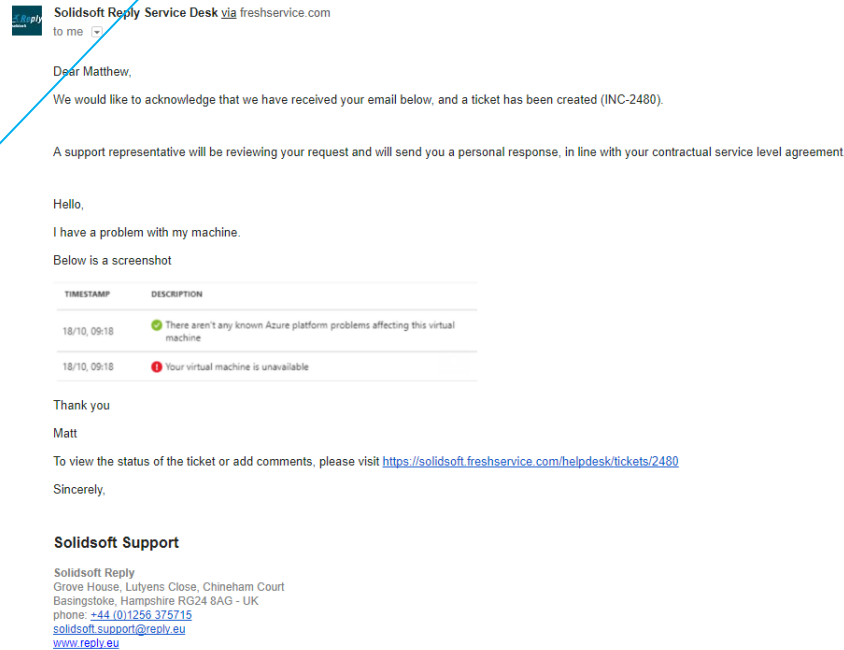
An automated email will be sent back to the user with the details of the ticket logged and reference number

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

Ticket Created INC-2480 - Problem with Server Inbox x



Logging An Incident Via Web Portal

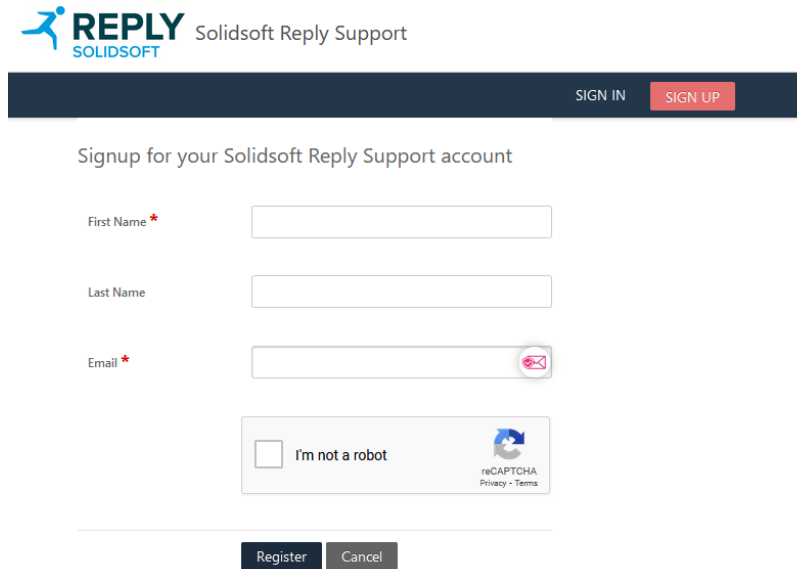
To log an incident or request via the web portal connect to the Solidsoft Reply Service Desk system at:

<https://solidsoft.freshservice.com/support/home>

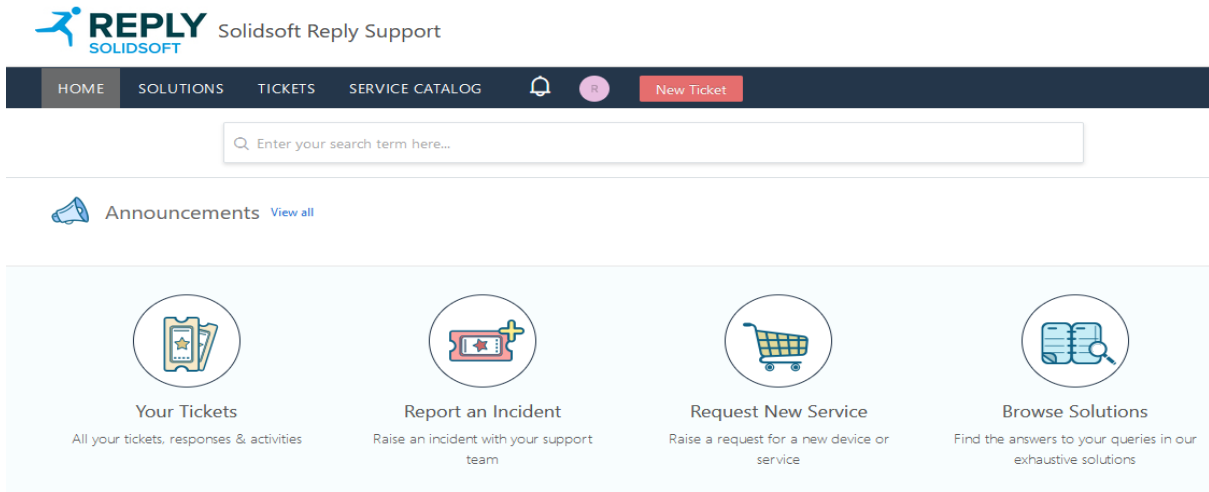
Click “Sign Up” to create an account.

Complete form.

You will receive a link via email to set your password.



The screenshot shows the registration page for Solidsoft Reply Support. At the top, there is a navigation bar with 'SOLIDSOFT' and 'Solidsoft Reply Support' logos, and buttons for 'SIGN IN' and 'SIGN UP'. Below the navigation bar, the text 'Signup for your Solidsoft Reply Support account' is displayed. The form contains three input fields: 'First Name *', 'Last Name', and 'Email *'. Below the email field is a reCAPTCHA widget with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link. At the bottom of the form, there are two buttons: 'Register' and 'Cancel'.



The screenshot shows the dashboard of the Solidsoft Reply Support web portal. At the top, there is a navigation bar with 'SOLIDSOFT' and 'Solidsoft Reply Support' logos, and a menu with 'HOME', 'SOLUTIONS', 'TICKETS', 'SERVICE CATALOG', and a 'New Ticket' button. Below the navigation bar is a search bar with the placeholder text 'Enter your search term here...'. Below the search bar is an 'Announcements' section with a 'View all' link. Below the announcements section is a grid of four cards: 'Your Tickets' (All your tickets, responses & activities), 'Report an Incident' (Raise an incident with your support team), 'Request New Service' (Raise a request for a new device or service), and 'Browse Solutions' (Find the answers to your queries in our exhaustive solutions).

- Log a new ticket.
- View all tickets you have previously logged.
- View Knowledge Articles and Frequently Asked Questions.

Logging An Incident Via Web Portal

Submit a ticket

Search a requester *

Client Reference

Subject *

Description *

B *I* U

[Attach a file](#)

System Impacted *

Priority *

...

...

P1 - Major System Outage

P2 - Major System Function Fault

P3 - Single User Issue

P4 - Request

Submit Cancel

When you log a new ticket via the web portal you will be asked to complete this form.

The 'System Impacted' field should always be **UNICEF TRVST**

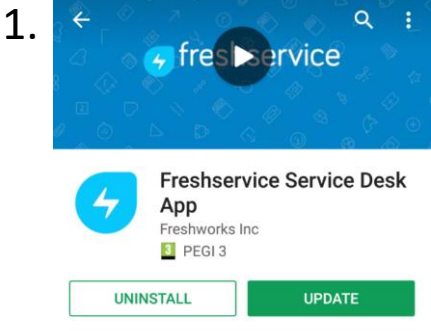
As a guide for choosing the priority please follow the below.

- P1** – Major System Outage – The whole system is not functioning
- P2** – Major System Function Fault – Such as an inability to verify at all during scanning
- P3** – Single User Issue – An individual pack not scanning or inability to login to the system
- P4** – A request such as a new user

Once you have submitted the new ticket the system will display the ticket with a ticket reference number.

An email will automatically be sent to your email address with these details too.

Logging An Incident Via Mobile App



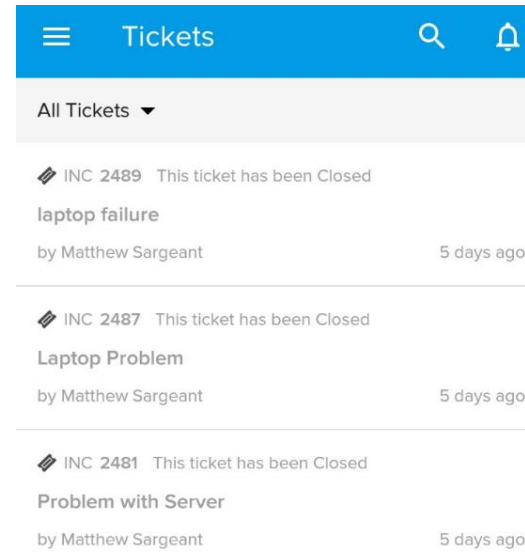
1. Connect to the Google Play Store or Apple App Store and search for **Freshservice Service Desk App** (This is our ITSM platform)



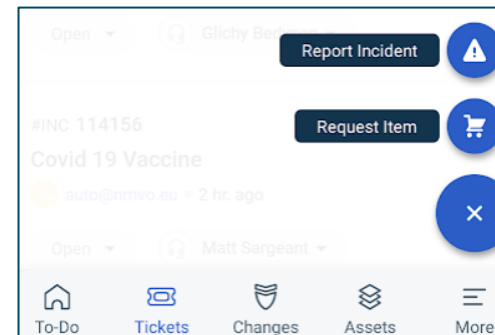
Set the Helpdesk URL to **Solidsoft.freshservice.com**



3. Login using your account email and password (you would have needed to complete sign up via the web portal before access via mobile app)



The initial screen shows any tickets you currently have open



To log a new ticket select the 'Tickets' icon and then Report Incident

Service Desk Response To Web Portal / Mobile App

#INC-2487 Laptop Problem



Matthew Sargeant ohlášeno před hodinou

Hello,
I have a problem with my laptop.
Thank you



Solidsoft Service Desk řekl před pár vteřinami

Hi Matthew
Ref: INC-2487
We will send someone to work with you on this problem.
You can view progress of this ticket via: <https://solidsoft.freshservice.com/helpdesk/tickets/2487>
Regards
Solidsoft Support
Solidsoft Reply
Grove House, Lutyens Close, Chineham Court
Basingstoke, Hampshire RG24 8AG - UK
phone: +44 (0)1256 375715
solidsoft.support@reply.eu
www.reply.eu

Any updates within the Service Desk system will immediately be available to view within the web portal and mobile app.

If you have notifications set then you will receive a notification of updates to this ticket



INC-2489



laptop failure

This ticket has been Closed



Matthew Sargeant

October 18
my laptop is not working



Solidsoft Service Desk

Replied on October 18
[show details](#)

Hi Matthew

Ref: INC-2489

Thank you. We are investigating this problem.

You can view progress of this ticket via:
<https://solidsoft.freshservice.com/helpdesk/tickets/2489>

Regards

Solidsoft Support

Ticket Resolution

Dear Matthew,

Our Support Agent has indicated that INC-251 for Problem with Application has been resolved.



Resolution Email

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that the ticket has been resolved and the ticket will be automatically closed after 48 hours.

Sincerely,

Solidsoft Support

Solidsoft Reply

Grove House, Lutyens Close, Chineham Court

Basingstoke, Hampshire RG24 8AG - UK

phone: [+44 \(0\)1256 375715](tel:+44(0)1256375715)

solidsoft.support@reply.eu

www.reply.eu

9

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.

Training Summary

From completing the training you will know:-

Overview of TRVST

- Background to the Verification and Traceability Initiative (VTI).
- The components which make up TRVST.
- Different verification modalities.

Data Visibility & Access

- Access to data is managed through set of system roles.
- Country authorities may see data generated by users in their verification sites, but not information from other countries.

Verification via Mobile Verification App

- How to interpret response messages in conjunction with the Verification scenarios.
- How to install and enter persona data
- How to use the Mobile Phone App to:
 - scan to verify a product in both online and offline modes
 - view log of scanned items.
 - scan Patient Leaflet.
 - How to change the preferred language setting.

Training Summary

From completing the training you will know:-

Dashboard Verification Management

- How to access the dashboards
- Maps & Charts facility allows you to view details of successful verifications, failed verifications and suspect activity.
 - User can use the map to see aggregate totals and scroll in to individual scans to view details.
 - Filter criteria can also be applied to further restrict data.
- As well as viewing Failure alerts and suspect activity on the Dashboard the status can be changed and the alerts annotated with notes.

Dashboard Reports

- How to request a report and download the output.
- The different reports available to Country Authorities.