

Traceability and Verification System (TRVST)

Training Curriculum for Country Authorities – Modality D

Master Slide Deck July 2023

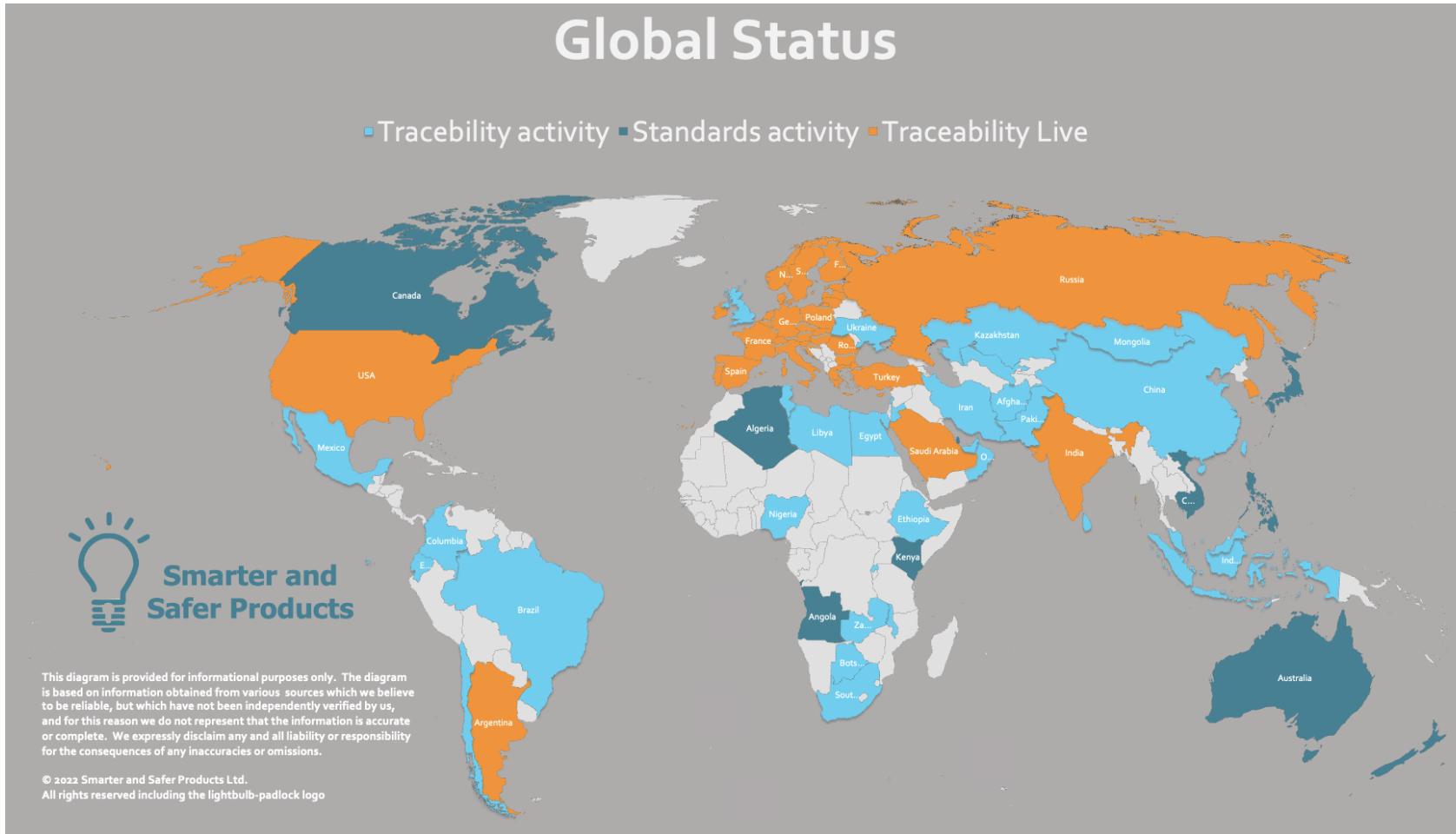
Version 1.0



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

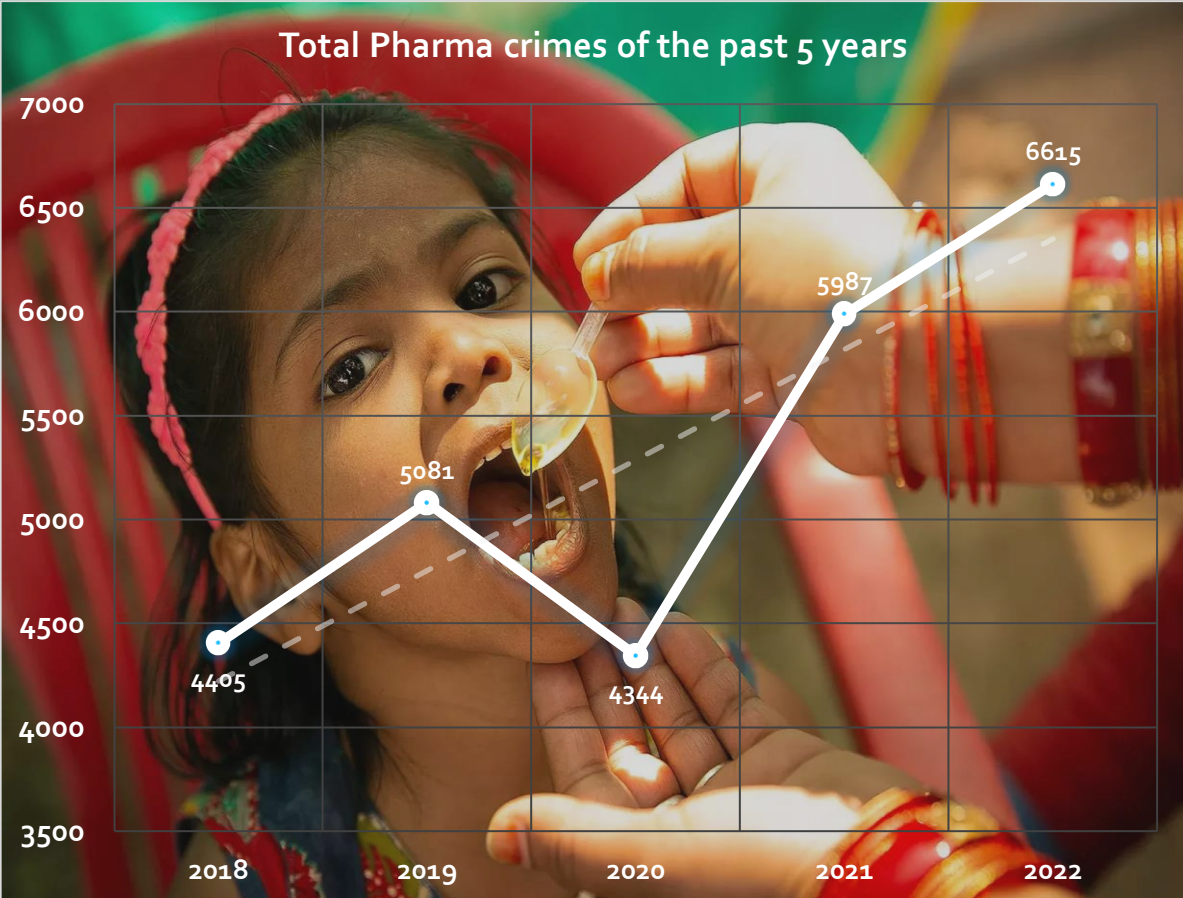
The Verification and Traceability Initiative was created to address the impact of falsified and diverted products

\$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



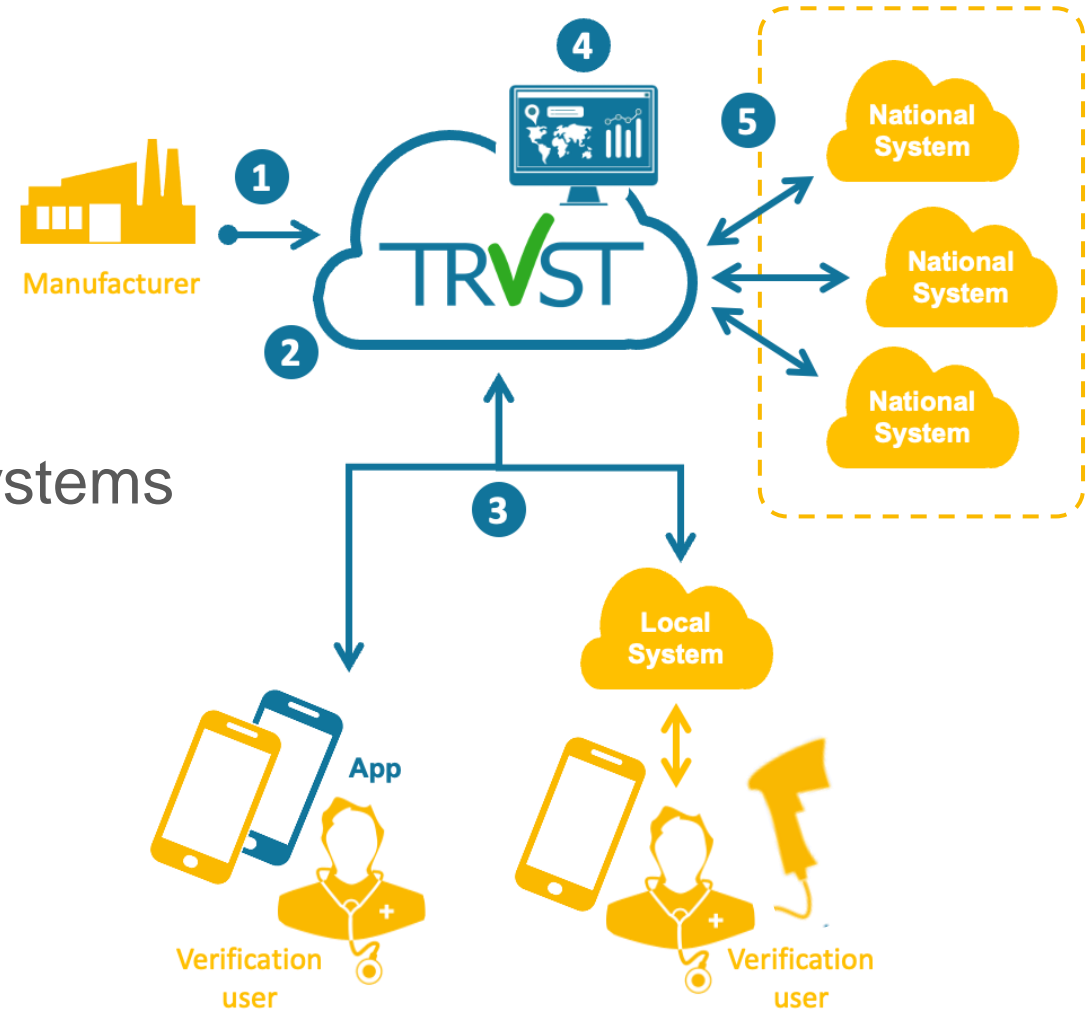
Rationale for the VTI

- 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

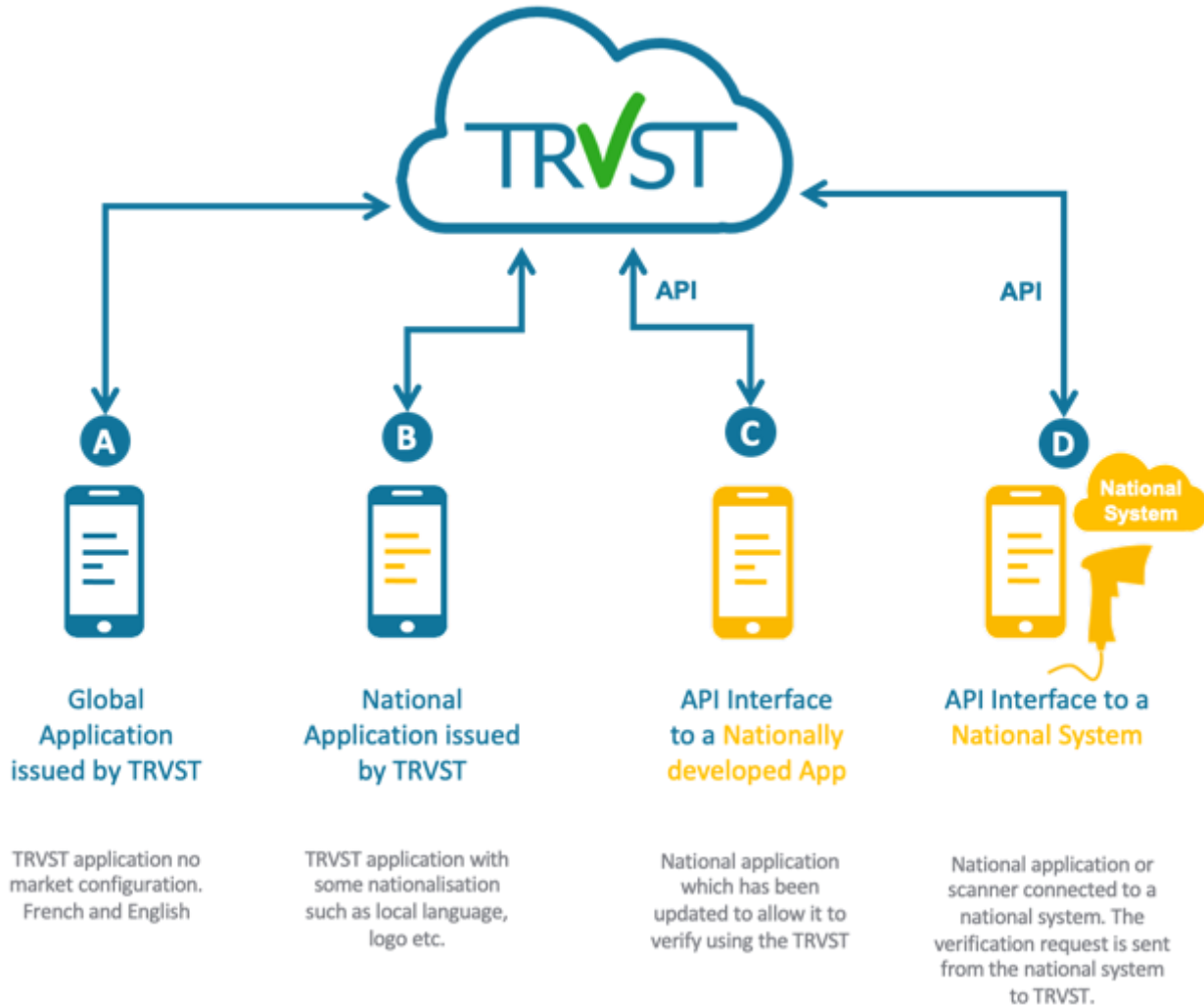
UNICEF is the legal entity behind TRVST

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



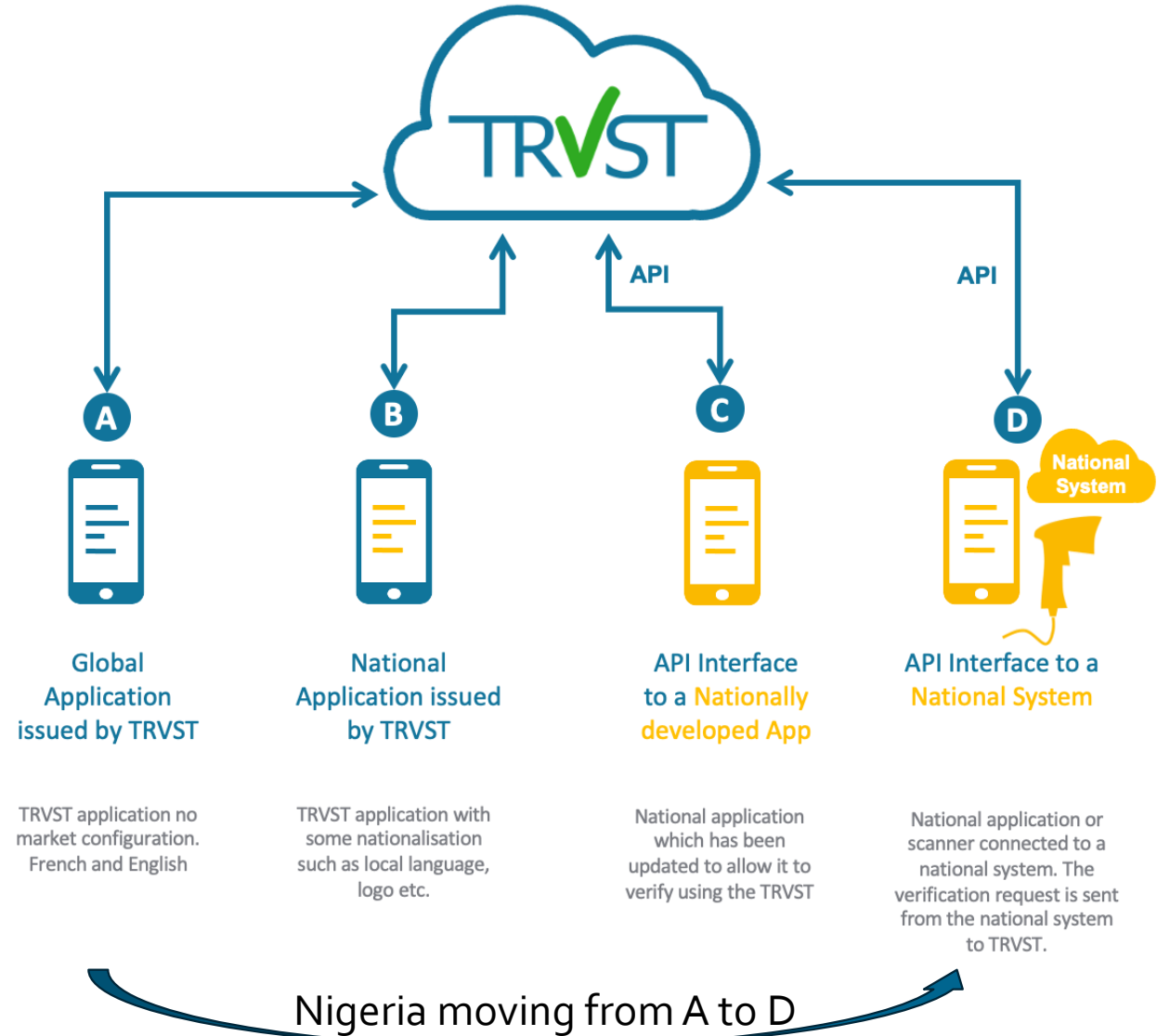
4 different modalities

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

Nigeria Traceability Roadmap

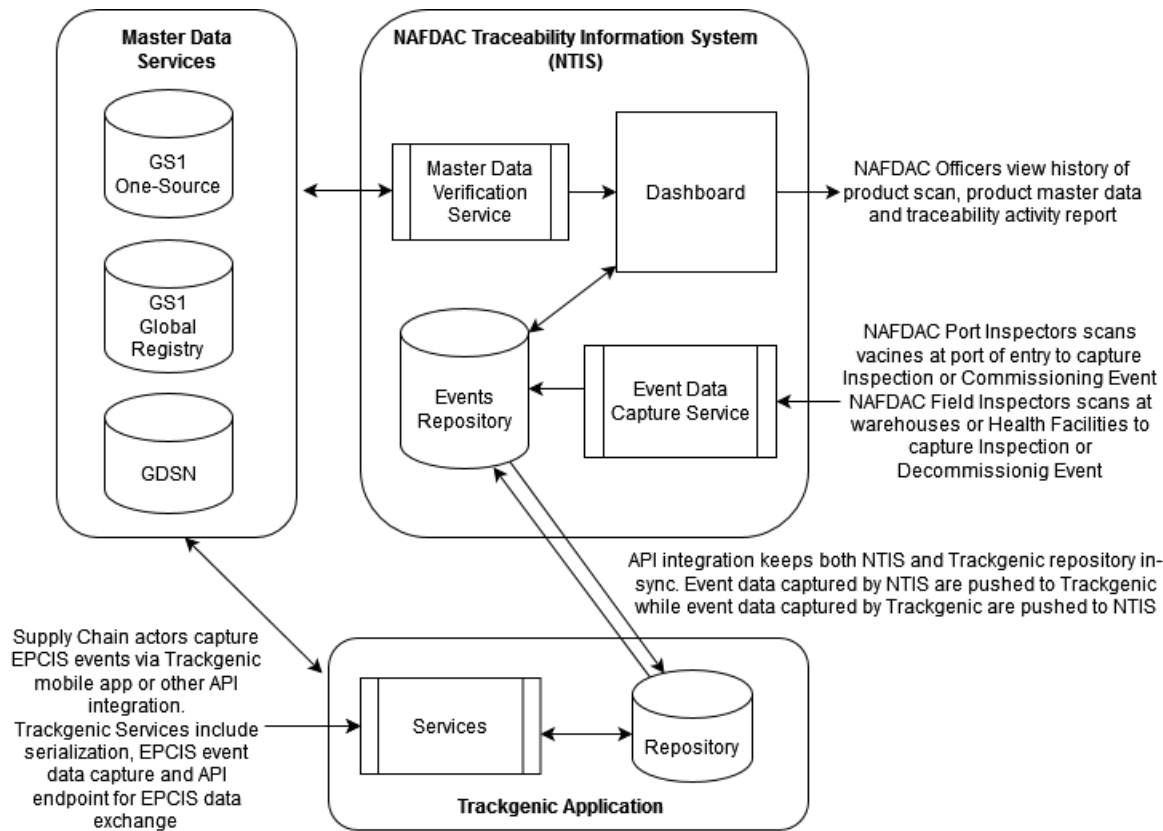
TRVST verification modalities

- There are several different modes of verification tools being made available. Each of these modes has been given a letter A – D.
- This is to ensure TRVST is able to work with countries using the most appropriate tools to meet national requirements.
- TRVST Release 1 supported Modality A, TRVST Release 2 supports Modalities A-D.
- **Modality A:** The most simple and easy to deploy is an off the shelf global application issued by TRVST.
- **Modality B:** The next is similar to A but allows a country to have market specific elements such as language etc. within the app
- **Modality C:** The third is an API which allows an already existing national application to be updated and interfaced to the TRVST system.
- **Modality D:** Finally the TRVST will provide a system to system API interface for countries with a national system.

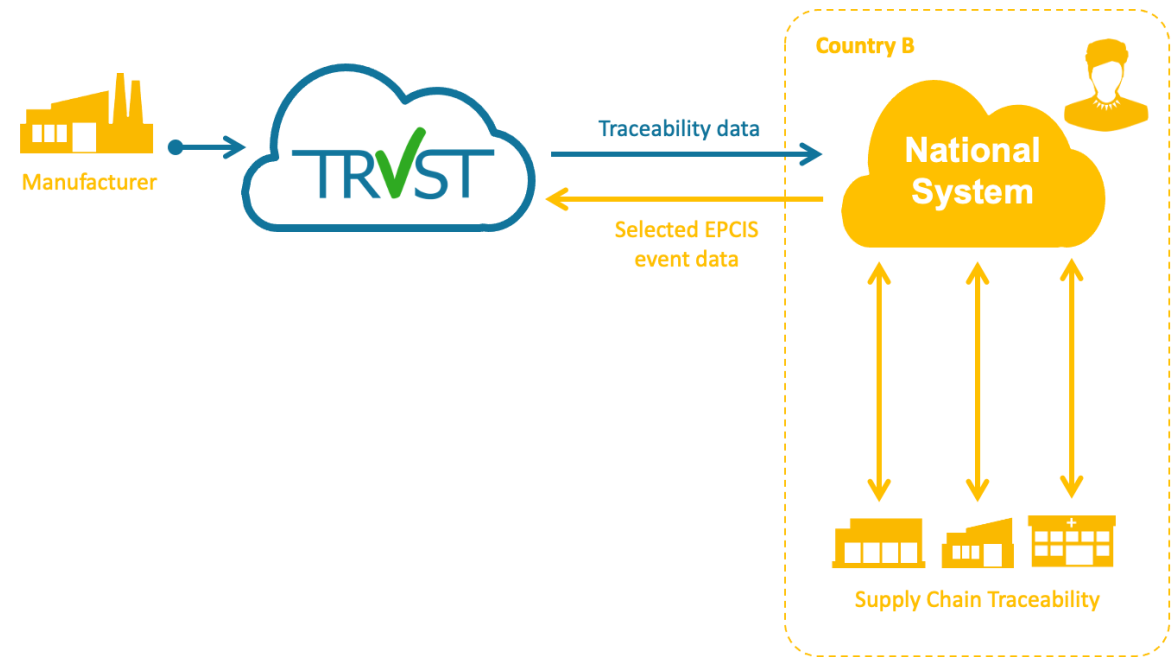


The ultimate goal is to evolve into full traceability

This will increase supply chain visibility, reduce the risk of falsification and increase supply chain efficiencies



TRVST will be able to support this by providing traceability data to the national system



2

Data Visibility & Access

Data Visibility & Access

- Data generated and submitted by Country Authorities access is managed securely through a set of system roles.
 - The country authority will access the dashboard to track, monitor and respond to verification events and the corresponding suspect activities via a **Monitor** role.
 - Country Authority User assigned as a **SPOC** can carry out User Administration in addition to accessing Dashboard & Reports.
- Users of the Dashboard Portal are required to accept terms and conditions that users must comply with before use.
- Country authorities may see data generated by users in their verification sites, but not information from other countries.
- TRVST will provide data access to specific Batch and Serial Identification Data so that Country Authorities can work with manufacturers to trace suspect activity.

3

Dashboard Verification Management

Dashboard Access

Accessing TRVST Verification Dashboard

- Two factor authentication by SMS for logging into Dashboard was introduced as part of Release 2.
- (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 now 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

1

English -

TRVST
Traceability & Verification System
for Health Products

Authorised Users Only

User Name
objmonitor@gmail.com

Password

Sign In

Forgotten password?

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

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

2

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: IQE Build Number: 2.0.22333.1 Release: R2

3

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](#)

Want the code sent via a different method? [Click here.](#)

Code

Start Again Continue

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

Dashboard Home Screen for each role

As part of Release 2 a new Country Authority SPOC role was introduced to enable Country Authorities to Self-Serve and setup their own users/User Administration activities in addition to accessing Dashboard & Reports.

While Country Authorities users we with the Monitor Role will access the dashboard to track, monitor and respond to verification events and the corresponding suspect activities via a **Monitor** role.

Country Authority SPOC role

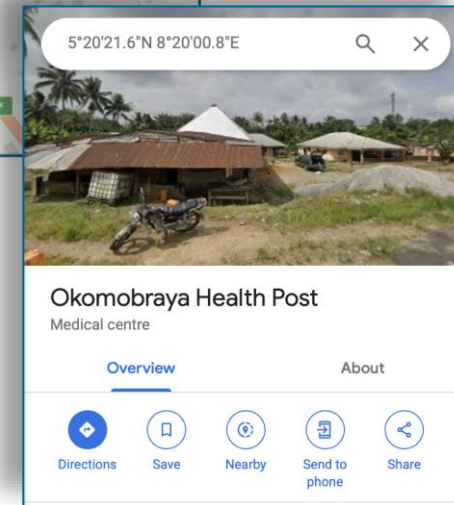
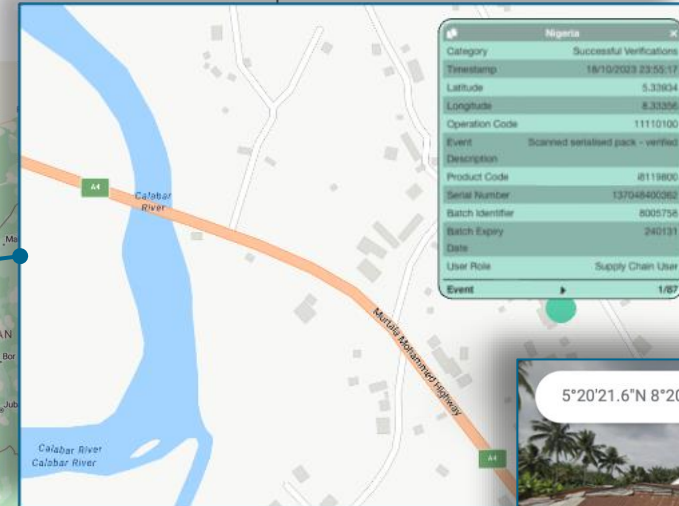
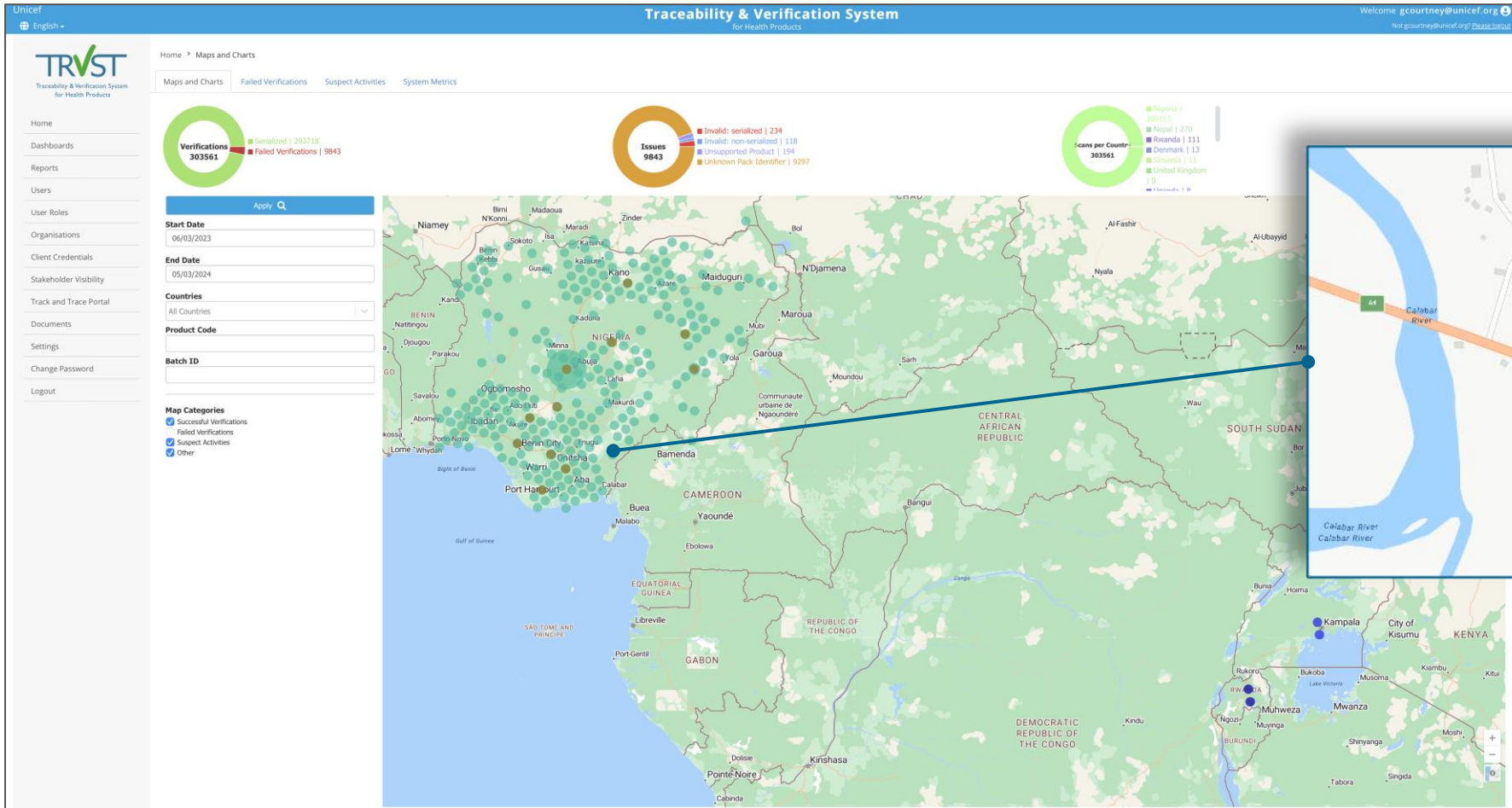
The screenshot shows the TRVST dashboard for the SPOC role. The header includes 'MAH 510 Internal testing', 'Traceability & Verification System For Health Products', and a welcome message for 'obspoc123@gmail.com'. The left sidebar contains navigation links: Home, Dashboards, Reports, Users, Client Credentials, Track and Trace Portal, Documents, Settings, Change Password, and Logout. The main content area has two panels: 'CHANGE YOUR PASSWORD' with a 'Change Password' button and 'HELP AND ADVICE' with a 'Documents' button. The footer shows 'REPLY Copyright © Solidsoft Reply 2023', 'Environment : Pre Prod', 'Build Number : 2.1.23076.1', and 'Release : R2.1'.

Country Authority Monitor role

The screenshot shows the TRVST dashboard for the Monitor role. The header includes 'MAH 510 Internal testing', 'Traceability & Verification System For Health Products', and a welcome message for 'obpmonitor@gmail.com'. The left sidebar contains navigation links: Home, Dashboards, Reports, Documents, Settings, Change Password, and Logout. The main content area has two panels: 'CHANGE YOUR PASSWORD' with a 'Change Password' button and 'HELP AND ADVICE' with a 'Documents' button. The footer shows 'REPLY Copyright © Solidsoft Reply 2023', 'Environment : Pre Prod', 'Build Number : 2.1.23076.1', and 'Release : R2.1'.

Dashboards: Maps & Charts

Dashboard – verification visualisation



Granular visibility of verification locations using live data in TRVST



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

TRVST Release 2 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

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

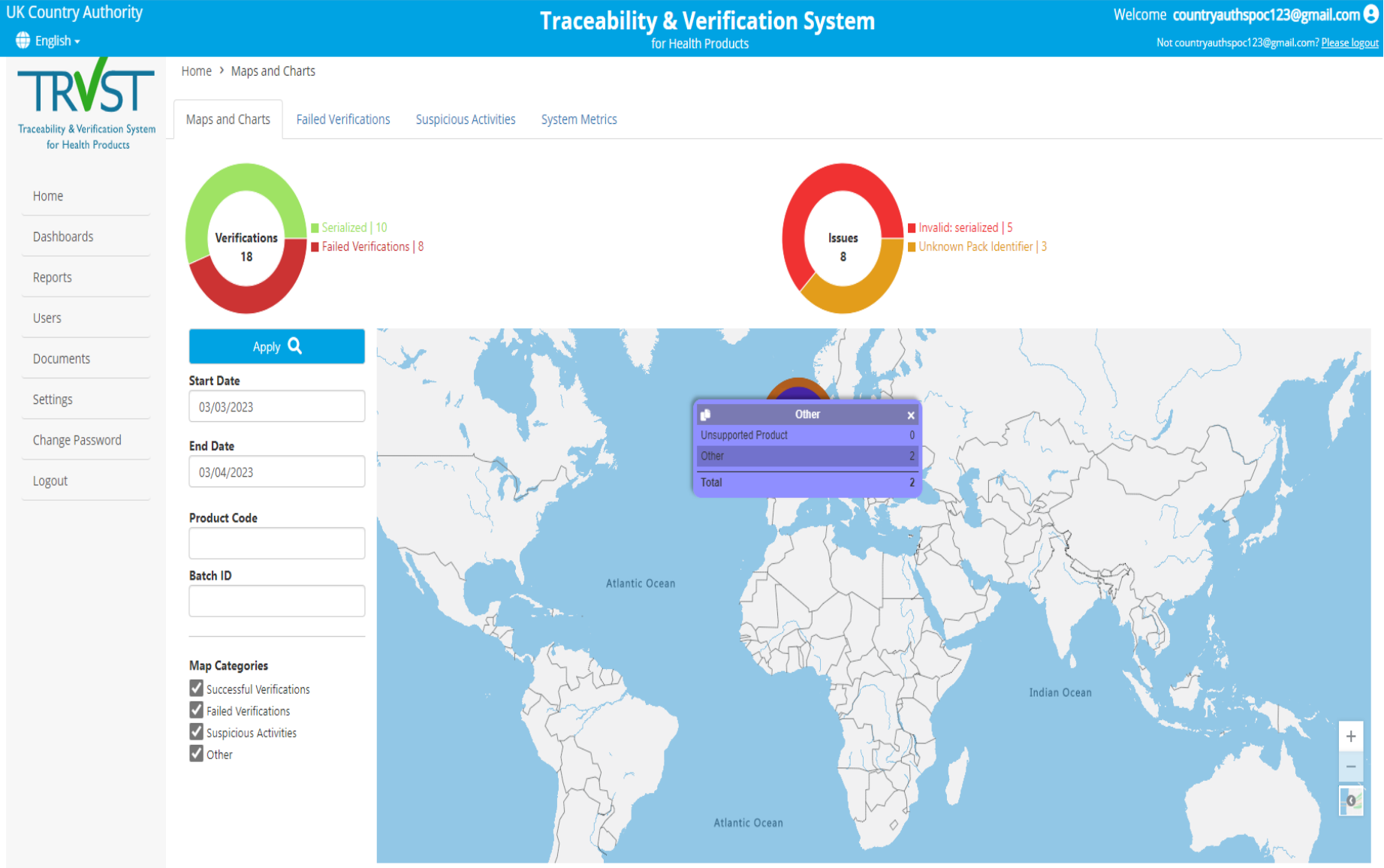
Batch ID

Map Categories

- Successful Verifications
- Failed Verifications
- Suspicious Activities
- Other

Atlantic Ocean
Indian Ocean

| Other | |
|---------------------|----------|
| Unsupported Product | 0 |
| Other | 2 |
| Total | 2 |



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. At the top, the header includes 'UK Country Authority', 'Traceability & Verification System for Health Products', and a user welcome message. The main content area features a navigation menu on the left with options like Home, Dashboards, Reports, Users, Documents, Settings, Change Password, and Logout. The central dashboard shows two donut charts: 'Verifications' (18 total, 10 Serialized, 8 Failed) and 'Issues' (8 total, 5 Invalid: serialized, 3 Unknown Pack Identifier). Below the charts are search filters for Start Date, End Date, Product Code, and Batch ID, along with a 'Map Categories' section with checkboxes for Successful Verifications, Failed Verifications, Suspicious Activities, and Other. The main map area shows a street view with a data popup for a scan in the United Kingdom, including details like Category, Timestamp, Latitude, Longitude, Operation Code, Event, Description, Product Code, Serial Number, and User Role.

| Verifications | Serialized | Failed Verifications |
|---------------|------------|----------------------|
| 18 | 10 | 8 |

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

| Map Categories | Selected |
|--------------------------|-------------------------------------|
| Successful Verifications | <input checked="" type="checkbox"/> |
| Failed Verifications | <input checked="" type="checkbox"/> |
| Suspicious Activities | <input checked="" type="checkbox"/> |
| Other | <input checked="" type="checkbox"/> |

| 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.

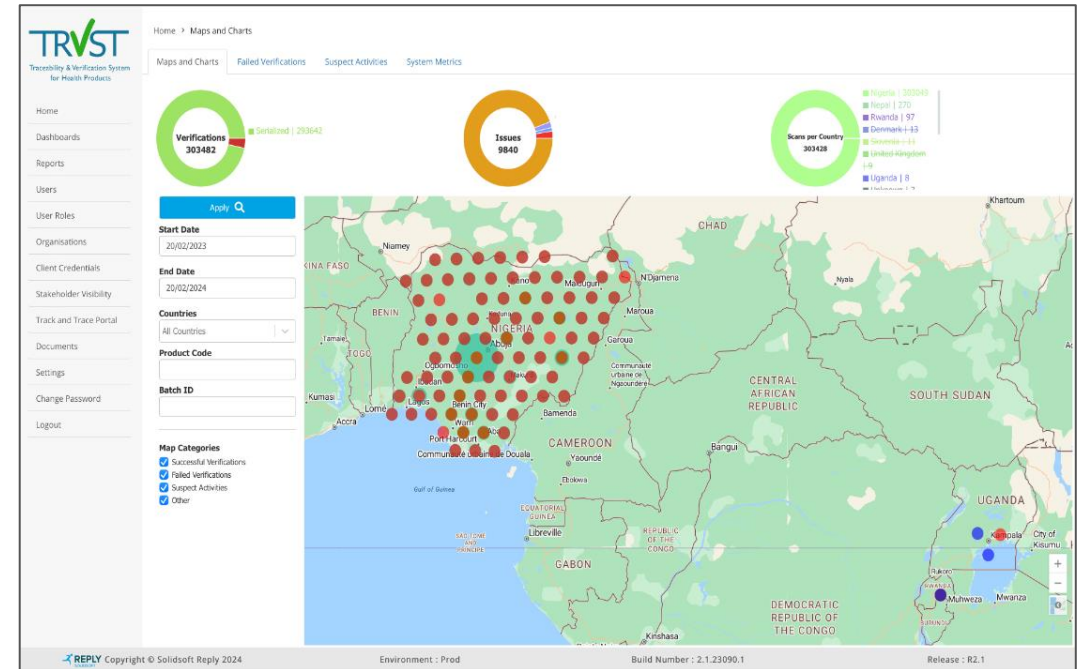
These details can be copied.

The screenshot displays the TRVST Traceability & Verification System interface. The header includes the UK Country Authority logo, the system name, and a user welcome message. The main content area features a navigation menu on the left, a search bar, and two donut charts. The first chart shows 18 total verifications, with 10 serialized and 8 failed. The second chart shows 8 total issues, with 5 invalid serializations and 3 unknown pack identifiers. Below the charts is a search filter with fields for Start Date, End Date, Product Code, and Batch ID, along with a 'Map Categories' section. The main map area shows a street view with a detailed information popup for a suspicious activity event in the United Kingdom. The popup includes fields for Category, Timestamp, Latitude, Longitude, Product Code, Serial Number, Batch Identifier, Batch Expiry, Date, User Role, Notification ID, Suspicious Country, Activity Countries, and Activity Reasons. The event details are as follows:

| 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 |

There has been significant progress with TRVST

- TRVST has received over **300,000 verifications** in the past 12 months.
 - This represents up to **75M doses** of authenticated vaccines.
- **45% of the vaccines** procured by UNICEF are now able to use TRVST, which represents around **\$3Bn of product being protected**.
 - We have commitment from suppliers to drive this up to **75% in 2024**.
- We have established live interfaces with several manufacturers and are working with **onboarding a further 16 suppliers**.
 - An **open API** is being provide to allow easy integration to TRVST.
- The **Enterprise Agreement is finalised** along with supporting operational documentation.
 - TRVST is built on comprehensive data and system rules.



2024 will see further progress as we deploy to more products & countries and build upon the learnings so far.

Dashboards: Failed Verifications

Dashboard – failed verifications and suspect activity

Traceability & Verification System
for Health Products

Welcome trvstreply+SystemAdmin@gmail.com
Not trvstreply+SystemAdmin@gmail.com? Please [logout](#)

Home > Failed Verifications

Failed Verifications | Suspect Activity | System Metrics

| Timestamp (UTC) | Notification Identifier | Status | Country | User Location | Verification Type | Product Code | Batch ID | Onboarding Partner | Operation Code | Error Message |
|---------------------|-------------------------|--------|------------------|-----------------|-------------------|----------------|----------|--------------------|----------------|-----------------|
| 08/07/2022 07:38:51 | GB-LMT-BYV-QDA-A88-9... | Open | United Kingdo... | Uk | Pack | 86864016200645 | | Pharmaceutical 501 | 41020001 | SSP no SN match |
| 06/07/2022 15:02:25 | GB-LMR-8DP-DJL-507-507 | Open | United Kingdo... | Uk | Pack | 86864016200645 | | Pharmaceutical 501 | 41020001 | |
| 06/07/2022 15:02:17 | GB-LMR-8DJ-MKC-8PB-75F | Open | United Kingdo... | Uk | Pack | 86864016200645 | | Pharmaceutical 501 | 41020001 | |
| 06/07/2022 14:58:50 | GB-LMR-8AS-72J-Y4K-PJF | Open | United Kingdo... | Uk | Pack | 86864016200645 | | Pharmaceutical 501 | 41020001 | |
| 06/07/2022 13:04:48 | GB-LMR-4Y9-GOQ-KHB-0... | Open | United Kingdo... | Danish Note 10 | Pack | 86864016200645 | batch1 | Pharmaceutical 501 | 61020006 | |
| 06/07/2022 12:24:10 | GB-LMR-3RP-ZUP-CDJ-89E | Open | United Kingdo... | Danish Note 10 | Batch | 86864016200645 | batch1 | Pharmaceutical 501 | 51920000 | |
| 06/07/2022 12:23:31 | GB-LMR-3RO-UD1-540-UF2 | Open | United Kingdo... | Danish IOS 12.5 | Batch | 86864016200645 | | Pharmaceutical 501 | 41920001 | |
| 06/07/2022 12:23:30 | GB-LMR-3RO-846-T9E-P2H | Open | United Kingdo... | Danish IOS 12.5 | Batch | 86864016200645 | | Pharmaceutical 501 | 41920001 | |
| 06/07/2022 12:23:26 | GB-LMR-3QY-I2J-A13-Y09 | Open | United Kingdo... | Danish IOS 12.5 | Pack | 86864016200645 | batch1 | Pharmaceutical 501 | 61020007 | |
| 06/07/2022 12:23:03 | GB-LMR-3QK-98Q-692-5T7 | Open | United Kingdo... | iPhone Danish | Pack | 86864016200645 | batch1 | Pharmaceutical 501 | 41020005 | |

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Traceability & Verification System
for Health Products

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

Test Admin

Home > Suspect Activities

Failed Verifications | Suspect Activity | System Metrics

| Timestamp (UTC) | Notification Identifier | Status | Country | User Location | Product Code | Batch ID | Onboarding Partner | Description |
|---------------------|-------------------------|--------|------------------|---------------|--------------|----------|--------------------|---|
| 14/06/2022 11:10:25 | GB-LX-P2Y-393-1LE-DK | Open | United Kingdo... | 5060917510004 | 3084355 | | | R1: The pack identifier has been verified 113 times R2: The pack identifier has been previously verified in the following countries SI R3: The pack identifier has been previously verified in Slovenia at 2022-06-13T19:37:15.00Z |
| 14/06/2022 10:38:37 | GB-LX-P31-JD8-4H5-F85 | Open | United Kingdo... | 5060917510004 | 3084355 | batch1 | | R1: The pack identifier has been verified 1081 times R2: The pack identifier has been previously verified in the following countries DE, FR, IT, NG, S R3: The pack identifier has been previously verified in Slovenia at 2022-06-14T09:03:14.00Z R4: The pack identifier has been previously verified with a different batch id or expiry date |
| 14/06/2022 10:36:09 | GB-LX-P31-BS1-4K3-D0Y | Open | United Kingdo... | 5060917510004 | 3084355 | batch1 | | R1: The pack identifier has been verified 1080 times R2: The pack identifier has been previously verified in the following countries DE, FR, IT, NG, S R3: The pack identifier has been previously verified in Slovenia at 2022-06-14T09:03:14.00Z R4: The pack identifier has been previously verified with a different batch id or expiry date |
| 14/06/2022 10:30:11 | GB-LX-MMR-BYV-HLN-1... | Open | United Kingdo... | 5060917510004 | 3084355 | batch1 | | R1: The pack identifier has been verified 1079 times R2: The pack identifier has been previously verified in the following countries DE, FR, IT, NG, S R3: The pack identifier has been previously verified in Slovenia at 2022-06-14T09:03:14.00Z R4: The pack identifier has been previously verified with a different batch id or expiry date |
| 14/06/2022 10:28:40 | GB-LX-MV7-LNY-7YB-VVK | Open | United Kingdo... | 5060917510004 | 3084355 | batch1 | | R1: The pack identifier has been verified 1078 times R2: The pack identifier has been previously verified in the following countries DE, FR, IT, NG, S R3: The pack identifier has been previously verified in Slovenia at 2022-06-14T09:03:14.00Z R4: The pack identifier has been previously verified with a different batch id or expiry date |
| 14/06/2022 10:26:42 | GB-LX-MT5-3HP-91D-8L8 | Open | United Kingdo... | 5060917510004 | 3084355 | batch1 | | R1: The pack identifier has been verified 1077 times R2: The pack identifier has been previously verified in the following countries DE, FR, IT, NG, S R3: The pack identifier has been previously verified in Slovenia at 2022-06-14T09:03:14.00Z R4: The pack identifier has been previously verified with a different batch id or expiry date |
| 14/06/2022 10:25:20 | GB-LX-MRX-E88-N3Q-15Z | Open | United Kingdo... | 5060917510004 | 3084355 | batch1 | | R1: The pack identifier has been verified 1076 times R2: The pack identifier has been previously verified in the following countries DE, FR, IT, NG, S R3: The pack identifier has been previously verified in Slovenia at 2022-06-14T09:03:14.00Z R4: The pack identifier has been previously verified with a different batch id or expiry date |
| 14/06/2022 10:17:19 | GB-LX-MHY-A38-XG5-CRB | Open | United Kingdo... | 5060917510004 | 3084355 | batch1 | | R1: The pack identifier has been verified 1075 times R2: The pack identifier has been previously verified in the following countries DE, FR, IT, NG, S R3: The pack identifier has been previously verified in Slovenia at 2022-06-14T09:03:14.00Z R4: The pack identifier has been previously verified with a different batch id or expiry date |

Dashboards – Failed Verifications

Here the user can view and investigate failed verifications

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.

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

Home > Failed Verifications

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

| 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 ✎ |

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Investigate Failed Verifications

The user is able to:-

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

The screenshot shows the TRVST Traceability & Verification System interface. A modal window displays details for a failed verification with Transaction ID: 52cb7c42-ba9b-4cd4-a3f5-d8b58e717889. The status is set to 'Open'. The error message is 'Scanned serialised pack - no batch match'. The interface includes a sidebar with navigation options like Home, Dashboards, Reports, Users, Documents, Settings, Change Password, and Logout. A table on the right lists error messages such as 'SSP no batch match'.

This screenshot shows the same TRVST interface as above, but the status of the failed verification has been updated to 'Under Investigation'. A note is visible in the modal window: '03/04/2023, 12:32:51: countryauthspoc123@gmail.com Changed status from Open to Under Investigation'. The 'Add Note' button is highlighted in blue, indicating it was just used.

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: Verification Responses

Verification responses



Examples

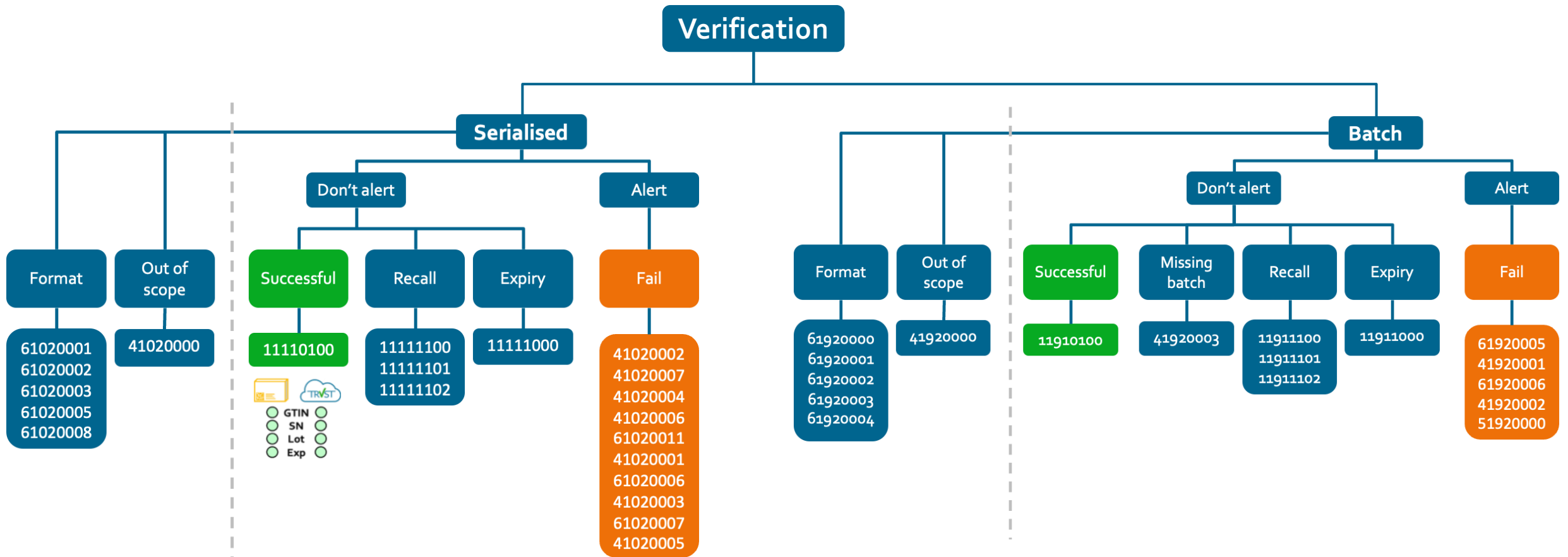
| Scenario | GTIN is invalid (not the correct format) | Verification successful | Verification successful but product expired | Verification successful but batch/lot under recall | Verification not successful batch/lot does not match |
|------------|--|-------------------------|---|--|--|
| OpCode | 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

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 |

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.

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](#)

Filtered

Maps and Charts
Failed Verifications
Suspicious Activities
System Metrics

| 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-KZE-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 |

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10 rows
Next page

Investigate Suspect Activity

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

The screenshot displays the TRVST Traceability & Verification System interface. A modal window is open, showing details for a transaction with ID SI-LXM-ZDW-MQA-8FA-8YL. The modal contains a text area with 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
```

Below the text area, there is a dropdown menu currently set to "Open", a "Change Status" button, and an "Add Note" button. The modal also has a "Close" button at the bottom.

The background shows a table of transactions with columns for date, product code, status, location, product type, and notification ID. The table is currently on page 1 of 326.

A second modal window is shown below the first, with the same transaction ID (SI-LXM-ZDW-MQA-8FA-8YL). The text area contains the same information as the first modal, but the status is now "Under Investigation" and the "Add Note" button contains the text: "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

4

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.

The screenshot shows the TRVST Traceability & Verification System interface. The top navigation bar includes 'Test Admin', 'Traceability & Verification System for Health Products', and a user welcome message. The sidebar menu on the left has 'Reports' selected. The main content area shows a 'Reports' tab and a table of report entries. The table has columns for Requested Date, Category, Name, Report Type, Status, and Actions. A 'Request New Report' button is located at the bottom left of the table area. Arrows point from the text instructions to the 'Reports' menu item and the 'Request New Report' button.

| 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 |    |

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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 displays the 'Request New Report' dialog box within the TRVST Traceability & Verification System. The dialog features 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 background interface shows the UK Country Authority logo, the TRVST logo, and a sidebar menu with options like Home, Dashboards, Reports, Users, Documents, Settings, Change Password, and Logout. A blue 'Request' button is visible at the bottom of the sidebar. The dialog box has a 'Close' button at the bottom center.

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:

- Queued:** Report is waiting for batch processing.
- Running:** Report is being created.
- Completed:** Report is ready for download.
- 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 |     |

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Request New Report

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.

All reports older than 60 days will be deleted.

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.
- As part of Release 2 – It now includes EPCIS Commissioning Events

| 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.
- As part of Release 2 – It now includes EPCIS Commissioning Events

| 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.cnxVwI0ychHsrn1IF2JQKFzNV2w= | 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 now as part of Release 2 includes op code and Manufacturer information. It can be 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 |

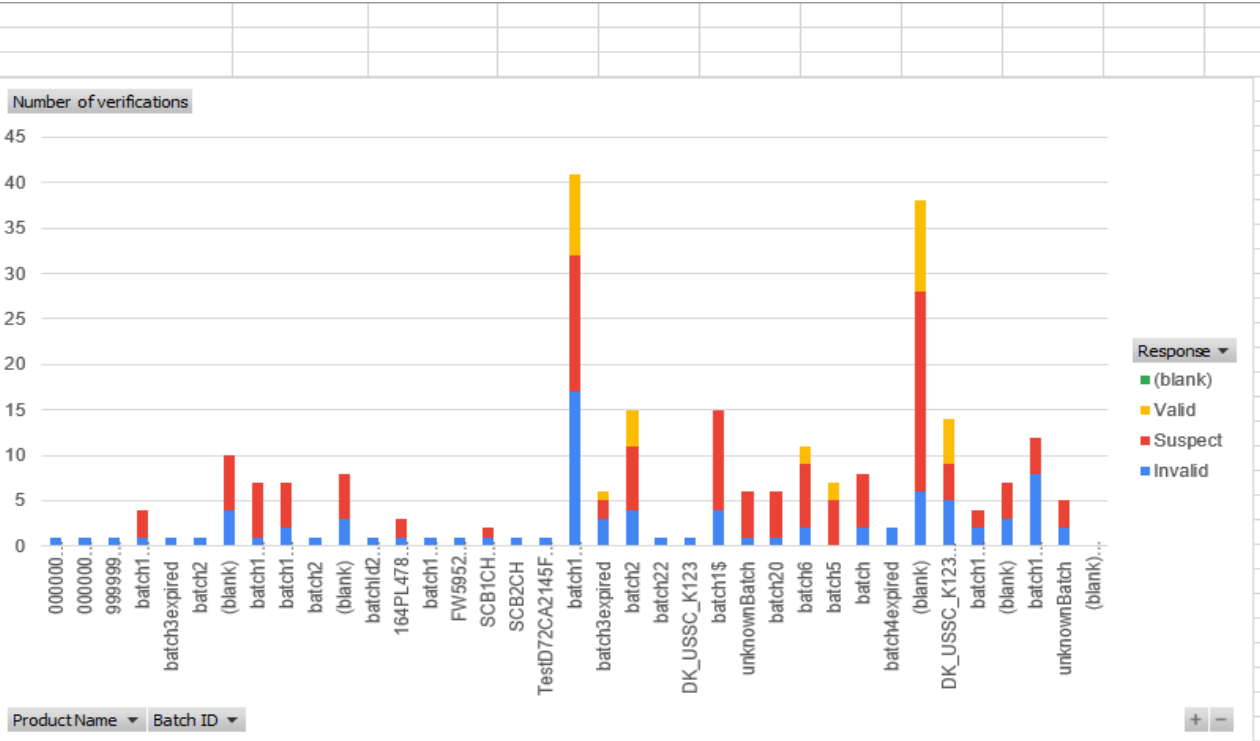
- Response Codes by Product.

| 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.

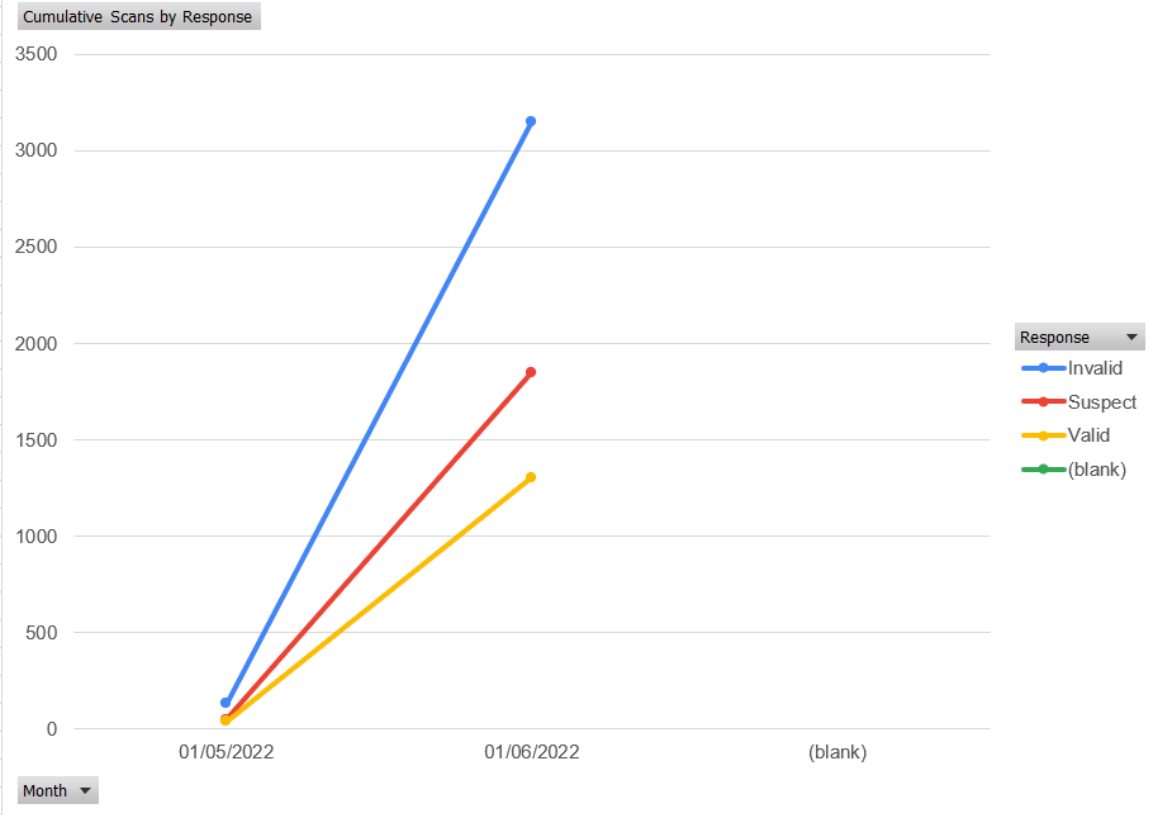
| Number of verifications | Response | Invalid | Suspect | Valid | (blank) | Grand Total |
|--|----------|---------|---------|-------|---------|-------------|
| GTIN - 10637003850140 - Unknown 000000 | 1 | 1 | | | | 1 |
| GTIN - 12283960211869 - Unknown 000000 | 1 | 1 | | | | 1 |
| GTIN - 12527328177689 - Unknown 999999 | 1 | 1 | | | | 1 |
| GTIN - 9810218587950\$ - Unknown batch1 batch3expired batch2 (blank) | 7 | 1 | 9 | | | 16 |
| GTIN - 72726038281781 - Unknown batch1 | 1 | 1 | 6 | | | 7 |
| GTIN - 61381740801524 - Unknown batch1 batch2 (blank) | 6 | 2 | 10 | | | 16 |
| PPN - 4374375489 - Unknown batchId2 | 1 | 1 | | | | 1 |
| GTIN - 02123953700204 - Unknown 164PL478 | 1 | 1 | 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 is new for Release 2 and 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 |

5

Dashboard Administration: SPOC Management

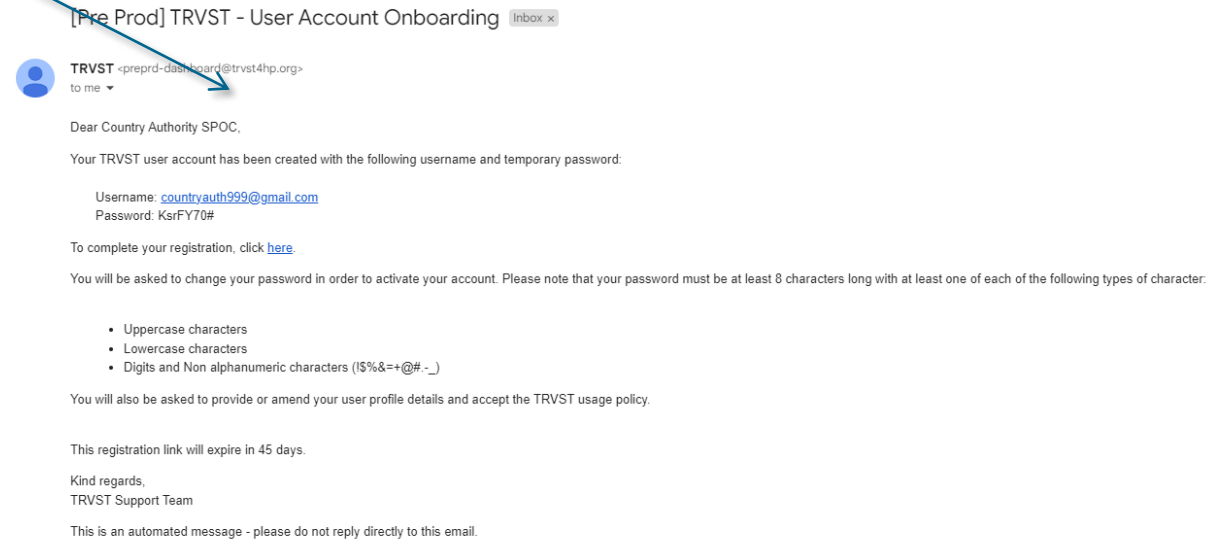
Country Authority SPOC

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 SOLIDSOFT 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.

English

TRVST
Traceability & Verification System
for Health Products

Confirm User Account

| | |
|--------------------------|---|
| Title | <input type="text"/> |
| * First Name | <input type="text" value="Country"/> |
| * Last Name | <input type="text" value="Authority SPOC"/> |
| Email Address | <input type="text" value="countryauth999@gmail.com"/> |
| Organisation | <input type="text" value="UK Org"/> |
| * Job Title | <input type="text"/> |
| Phone Number | <input type="text" value="+44 7985 622904"/> |
| Notification Preferences | <input type="text" value="Email"/> |

Continue

SPOC User Onboarding – Terms & Conditions

- The County Authority SPOC needs to read and accepts the Terms and Conditions before the registration is completed.

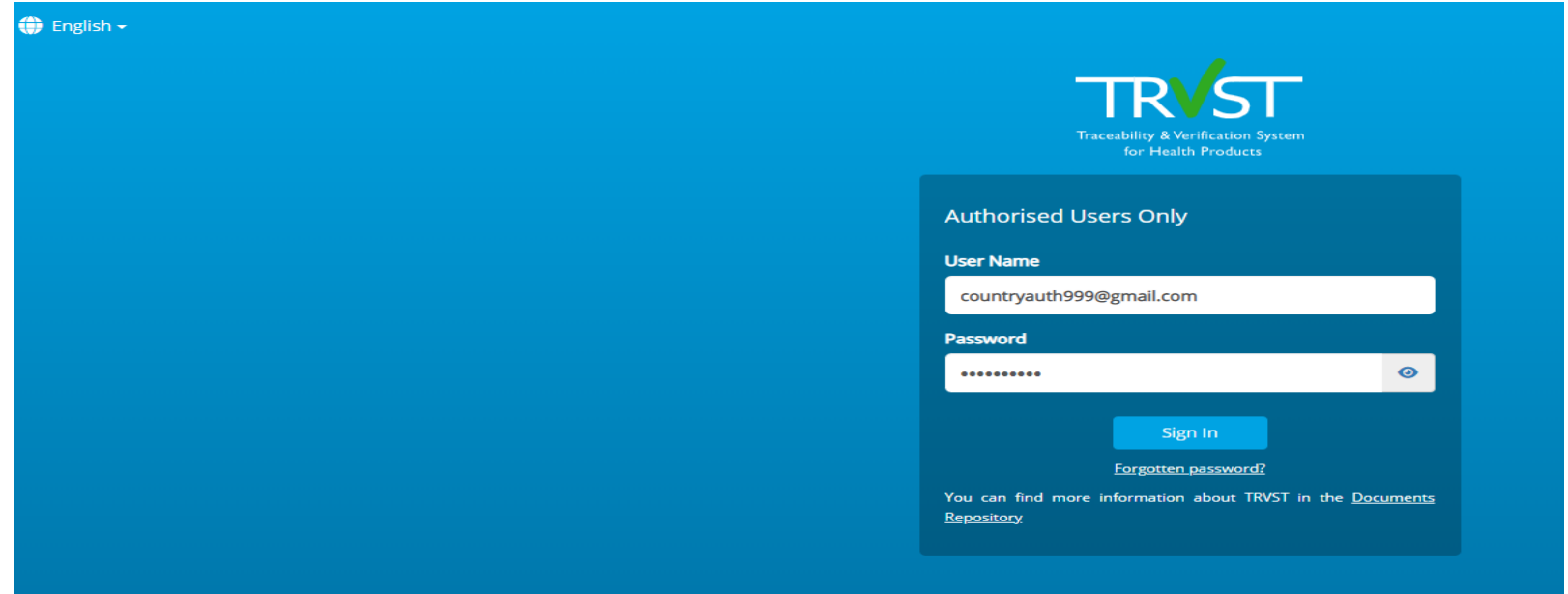
The screenshot shows the TRVST 'Confirm User Account' page. At the top, there is a language selector set to 'English' and the TRVST logo with the tagline 'Traceability & Verification System for Health Products'. Below the logo, the page title is 'Confirm User Account'. A prompt asks the user to 'Please read and accept the following terms and conditions:'. A scrollable box contains the 'All TRVST Dashboard - Authorized User Terms of Use'. The terms include a welcome message, a statement that the terms set out conditions for confidentiality and access, and a section titled 'What personal information do we collect about you?' which states that information is used for identity verification and security. Another section titled 'Who is providing the TRVST Dashboard?' states it is provided by UNICEF through a contracted service provider. At the bottom of the scrollable box, there is a checked checkbox labeled 'I agree to the Terms and Conditions' and a blue 'Confirm Registration' button. The footer contains the REPLY logo, copyright information for Solidsoft Reply 2023, the environment 'Pre Prod', build number '2.1.23076.1', and release 'R2.1'.

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

The screenshot shows the TRVST 'Confirm User Account' page after successful registration. The TRVST logo and tagline are at the top. Below the logo, the page title is 'Confirm User Account'. The main message reads 'User account registration successfully completed' and 'The account is active and you are now able to login into the Traceability & Verification System Portal.' A white 'Login' button is centered below the message. The footer contains the REPLY logo, copyright information for Solidsoft Reply 2023, the environment 'Pre Prod', build number '2.1.23076.1', and 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

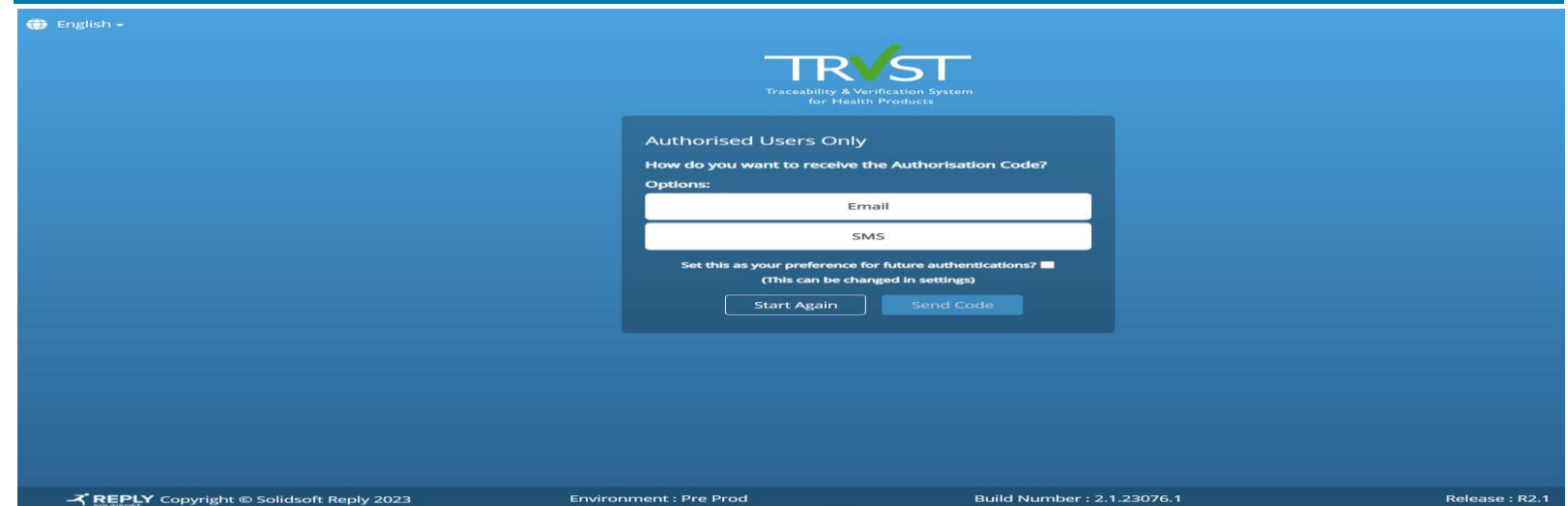
User Name
countryauth999@gmail.com

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, there is a language selector set to 'English'. The TRVST logo is centered, with the tagline 'Tracesability & 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'. A message states: 'An access code has been sent to your registered email address. The code must be used within the next 5 minutes.' Below this, there is a link: 'If you haven't received an email or the code expired, click the link to receive a new code. [Send new code](#)'. Another link follows: 'Want the code sent via a different method? [Click here](#)'. There is a text input field labeled 'Code' and two buttons: 'Start Again' and 'Continue'. At the bottom of the page, there is a footer with the REPLY logo, copyright information 'Copyright © Solidssoft Reply 2023', environment 'Environment : Pre Prod', build number 'Build Number : 2.1.23076.1', and release 'Release : 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 contains 'UK Org' with a globe icon and 'English' dropdown, 'Traceability & Verification System for Health Products' in the center, and a user welcome message 'Welcome countryauth999@gmail.com' with a profile icon and a 'Please logout' link.

The main content area is titled 'Home' and is divided into two columns. The left column contains a sidebar menu with the TRVST logo and the following items: Home, Dashboards, Reports, Users, Documents, Settings, Change Password, and Logout. The right column contains two main sections:

- CHANGE YOUR PASSWORD**: A section with a heading, a paragraph stating 'It's recommended that you change your password on a regular basis to ensure that your account remains secure.', and a list of password requirements: 'New passwords must be 8 characters long with at least 1 character from the following types:'.
 - Upper case characters
 - Lower case characters
 - Numbers
 - Special Characters !\$%&=+@#.-_A blue 'Change Password' button is located at the bottom right of this section.
- HELP AND ADVICE**: A section with a heading and two paragraphs: 'You can find more information about TRVST in the Documents Repository.' and 'If you have any feedback please send an email to trvst.feedback@reply.com.' A blue 'Documents' button is located at the bottom right of this section.

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 shows the 'Edit User' modal for the user 'unitedkingdom@example.com'. The modal contains the following fields:

- Title: Miss
- * First Name: Jessica
- * Last Name: Green
- * Email Address: unitedkingdom@example.com
- Job Title: Officer
- * Roles: Administrator (with a tooltip: Administrator: Grants the user the full set of permissions for their organisation)
- * Notes: Note

Buttons at the bottom: Update (blue), Close (white).

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

| Creation Date (UTC) | Last Access (UTC) | Actions |
|---------------------|---------------------|---------------------------|
| 03/04/2023 12:56:09 | | [Edit] [Refresh] [Delete] |
| 03/04/2023 13:03:48 | 03/04/2023 13:09:31 | [Edit] [Refresh] [Delete] |
| 03/04/2023 12:21:40 | | [Edit] [Refresh] [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' page. A modal dialog titled 'Suspend User' is open, asking for confirmation to suspend the user 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' page after the suspension. A green notification banner at the top right states: 'The user account for 'unitedkingdom@example.com' has been suspended.' The user table now shows 'Miss Jessica Green' with a status of 'Suspended' and a 'suspend' icon in the actions column. The 'Country Authority SPOC' user is now active.

| 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 | | | | 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 | | |

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 | 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 | | |

The screenshot shows the TRVST 'Users' management page after the invitation has been resent. A green notification banner at the top right states: 'A new invitation email has been sent to 'CountryAuth123@gmail.com''. The user table below is updated 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 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

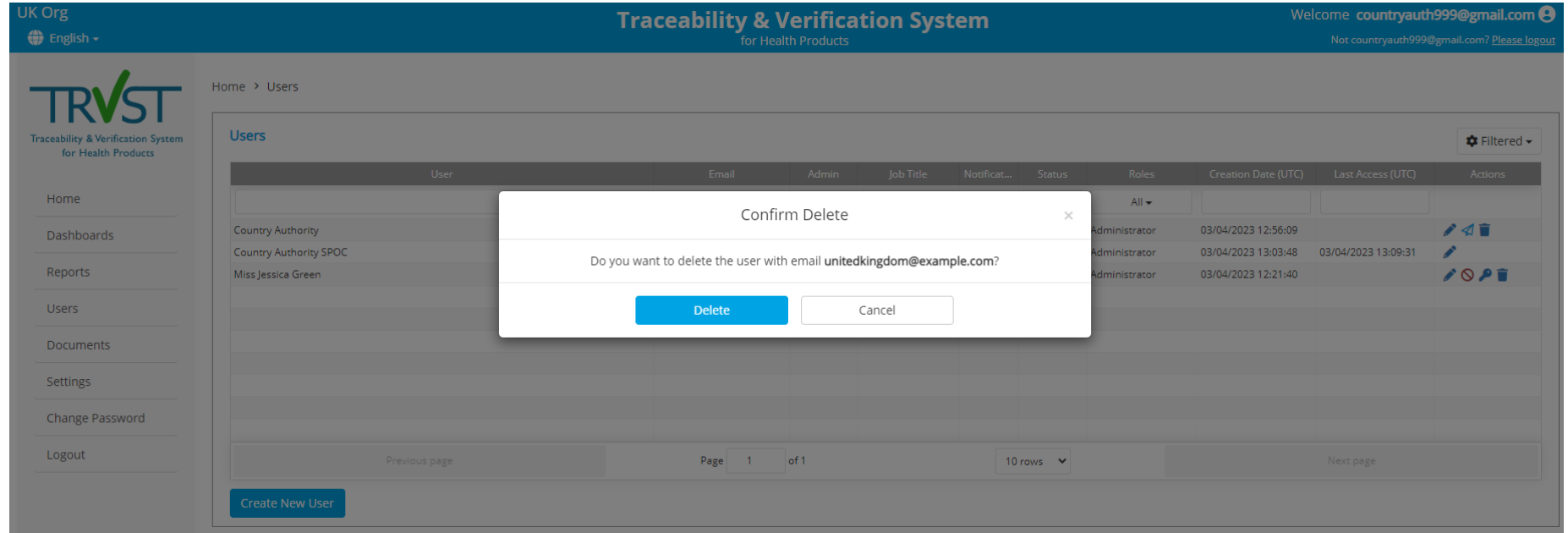
To force user to reset their password select the resend invitation icon in the row of the table for the relevant user and press the Force Reset button to confirm.

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







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

Delete

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



The screenshot shows the TRVST (Traceability & Verification System) interface. The top navigation bar includes 'UK Org', 'English', 'Traceability & Verification System for Health Products', and a user welcome message. The left sidebar contains navigation options: Home, Dashboards, Reports, Users, Documents, Settings, Change Password, and Logout. The main content area is titled 'Users' and displays 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 'Confirm Delete' is centered on the screen, asking 'Do you want to delete the user with email unitedkingdom@example.com?' and providing 'Delete' and 'Cancel' buttons. The table below 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 | |   |

6

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 for Health Products homepage. The top navigation bar includes 'UK Org', 'English', 'Traceability & Verification System for Health Products', and a user welcome message for 'countryauth999@gmail.com'. The left sidebar contains a menu with items: Home, Dashboards, Reports, Users (circled in red), 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 are four bullet points: 'Upper case characters', 'Lower case characters', 'Numbers', and 'Special Characters !\$%&=#+@#.-_'. A blue 'Change Password' button is at the bottom of this section. The right column is titled 'HELP AND ADVICE' and contains the text: '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 blue 'Documents' button is at the bottom of this section.

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

Setting up Users by Country Authority SPOC

- Press Create New User

The screenshot displays the TRVST Traceability & Verification System interface. The top navigation bar includes the text 'MAH 510 internal testing', 'Traceability & Verification System for Health Products', and a user welcome message 'Welcome obpspoc123@gmail.com'. The left sidebar contains a menu with items: Home, Dashboards, Reports, Users, Client Credentials, Track and Trace Portal, Documents, Settings, Change Password, and Logout. The main content area is titled 'Users' and features a table with columns: User, Email, Admin, Job Title, Notificat..., Status, Roles, Creation Date (UTC), Last Access (UTC), and Actions. A single user entry is visible: 'OBP SPOC Onboar' with email 'obpspoc123@gmail.com', job title 'OBP Manager', status 'Active', and role 'Administrator'. At the bottom of the table, a 'Create New User' button is highlighted with a red circle. The page also shows pagination controls indicating 'Page 1 of 1' and '10 rows'.

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

UK Org Traceability & Verification System for Health Products

Welcome countryauth999@gmail.com

Home > Users

Users

Country Authority
Country Authority SPOC
Miss Jessica Green

Create New User

Create New User

Title: Country Authority

* First Name: Country Authority

* Last Name: Monitor User

* Email Address: usercountryauth@gmail.com

Job Title: Country Authority Monitor

* Roles: Monitor

* Notes: New User

Create Close

| Creation Date (UTC) | Last Access (UTC) | Actions |
|---------------------|---------------------|---------|
| 03/04/2023 12:56:09 | | |
| 03/04/2023 13:03:48 | 03/04/2023 13:09:31 | |
| 03/04/2023 12:21:40 | | |

- Press Create button.

UK Org Traceability & Verification System for Health Products

Welcome countryauth999@gmail.com

Home > Users

Users

Country Authority
Country Authority SPOC
Miss Jessica Green

Create New User

User usercountryauth@gmail.com successfully created and invited to onboard

| 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.co | | Officer | | Active | Administrator | 03/04/2023 12:21:40 | | |

Previous page Page 1 of 1 10 rows Next page

Create New User

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 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:

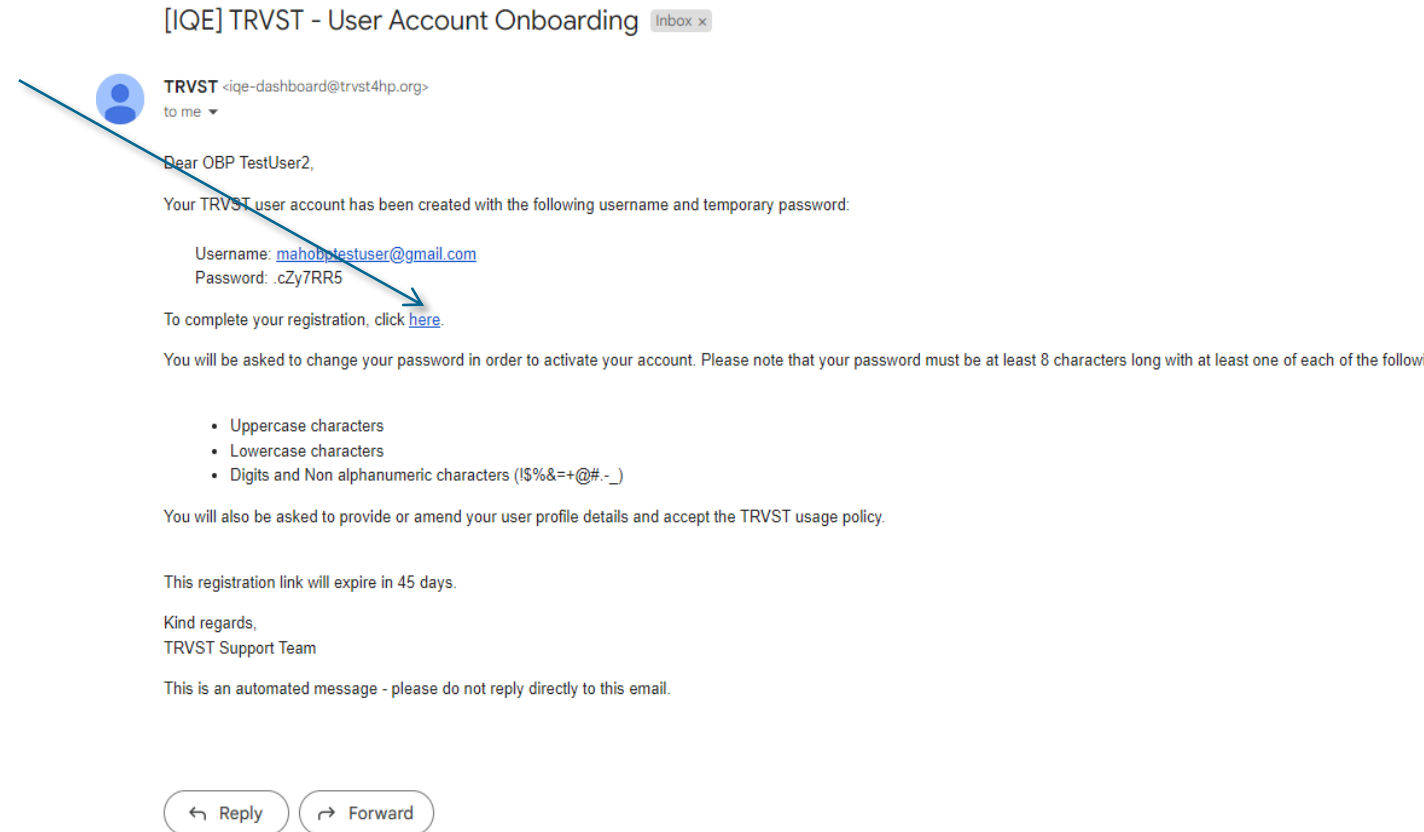
| User | Email | Admin | Job Title | Notificat... | Status | Roles | Creation Date (UTC) | Last Access (UTC) | Actions |
|--|---------------------------|-------|----------------------------|--------------|---------|---------------|---------------------|---------------------|---------|
| Country Authority | 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.

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 SOLIDSOFT Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : 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: Verification

* Last Name: User

Email Address: obpmonitor@gmail.com

Organisation: MAH 510 internal testing

* Job Title: OBP Monitor

Phone Number

Notification Preferences: Email

Continue

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

New Dashboard User Onboarding – Terms & Conditions

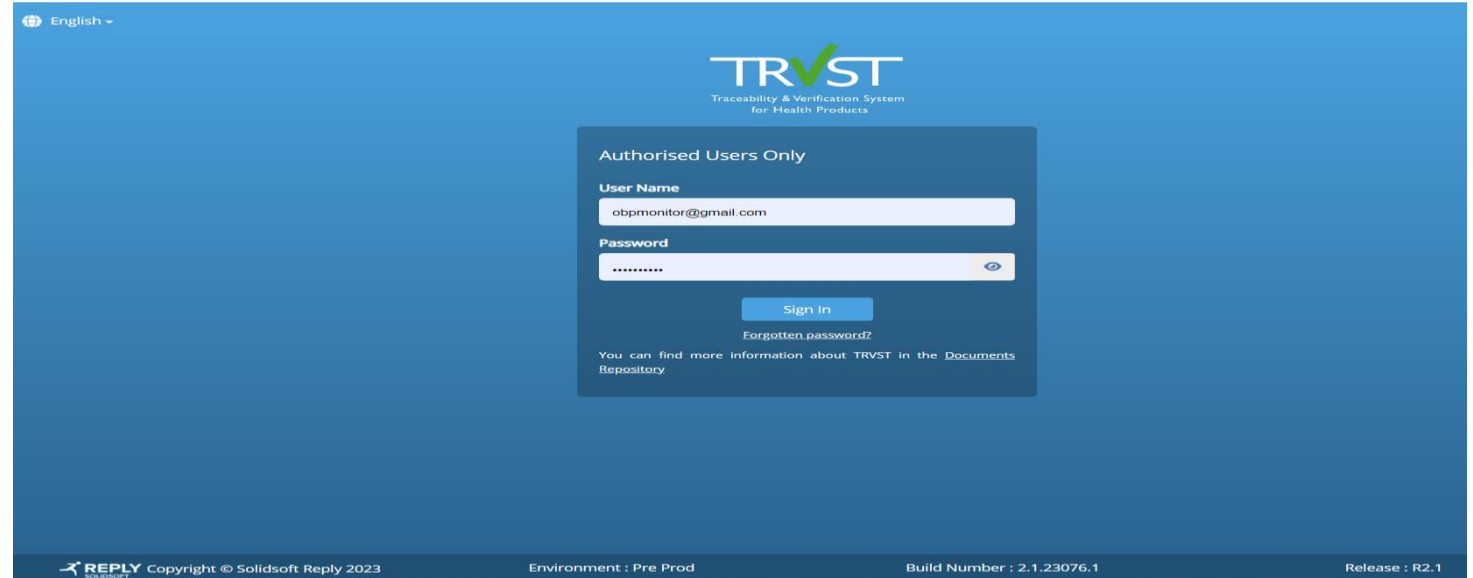
- The new user needs to read and accepts the Terms and Conditions before the registration is completed.

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

- 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

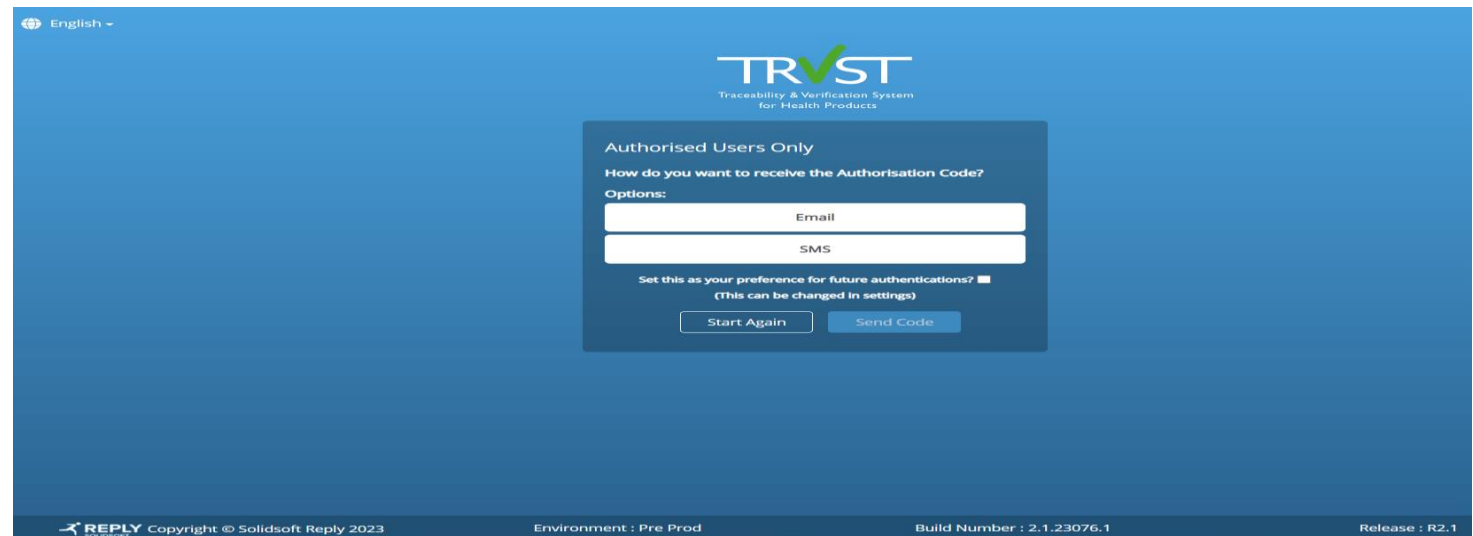
Password
.....

Sign In

Forgotten password?

You can find more information about TRVST in the Documents Repository

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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

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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 ▾

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 AgainContinue

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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.

The image displays two screenshots of the TRVST web application interface, illustrating the 'Change Password' process.

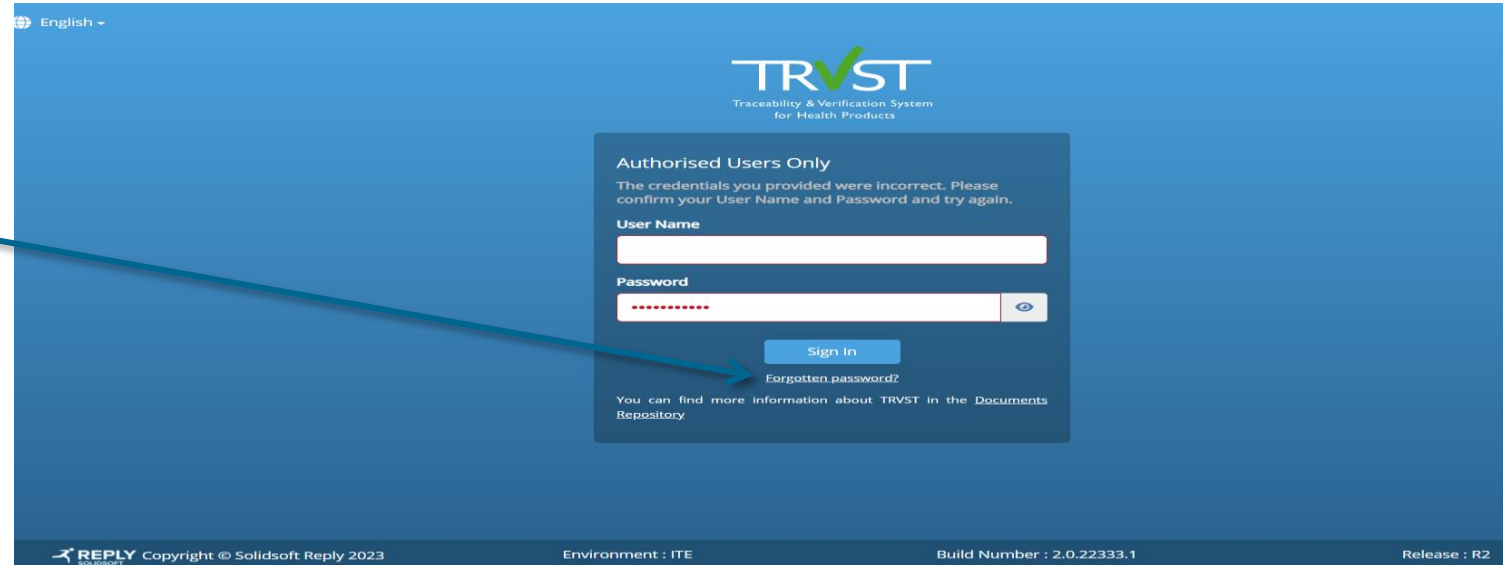
Top Screenshot (User Dashboard): The user is logged in as 'test11@solidsoftteam.testinator.com'. The dashboard shows a sidebar menu with options: Home, Documents, Settings, Change Password, and Logout. The main content area has a 'CHANGE YOUR PASSWORD' section with instructions: 'It's recommended that you change your password on a regular basis to ensure that your account remains secure. New passwords must be 8 characters long with at least 1 character from the following types: Upper case characters, Lower case characters, Numbers, and Special Characters !\$%&+@#_-.'. A blue 'Change Password' button is highlighted with a red arrow.

Bottom Screenshot (Change Password Form): The user is logged in as 'admin@example.com'. The breadcrumb trail is 'Home > Users > Change Password'. The form has four input fields: '* Email', '* Old Password', '* New Password', and '* Confirm Password'. A blue 'Confirm' button is at the bottom right, highlighted with a red arrow.

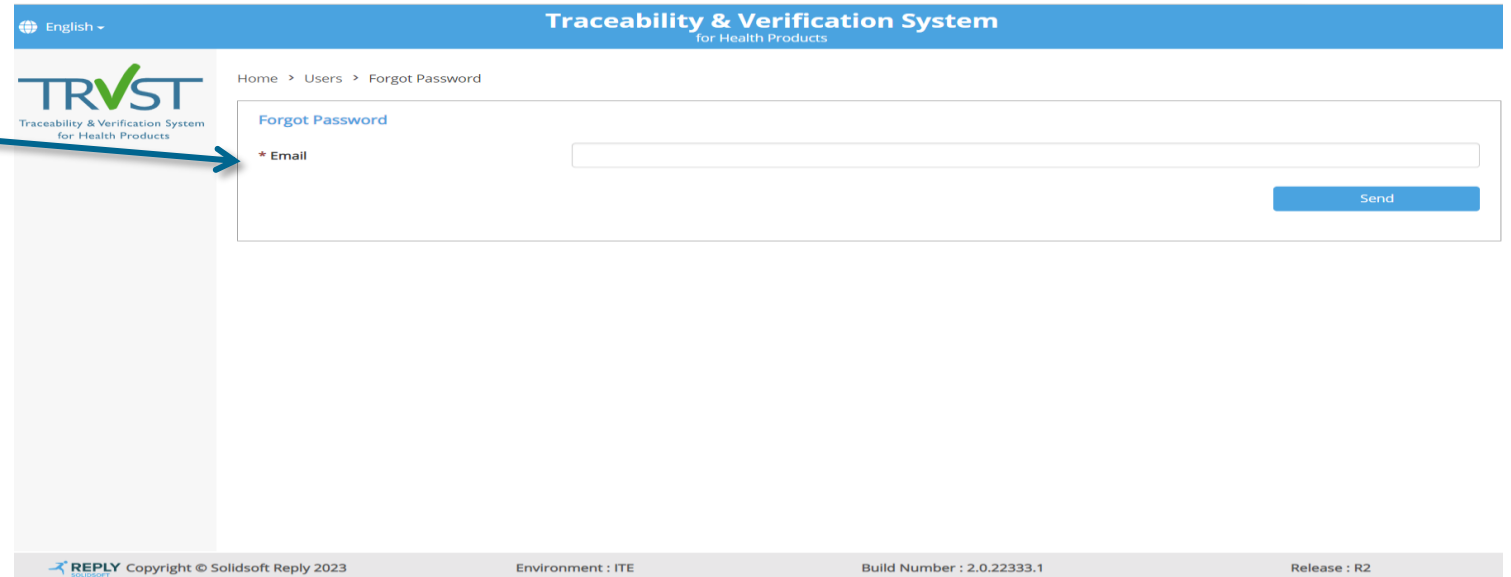
Forgotten Password

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.

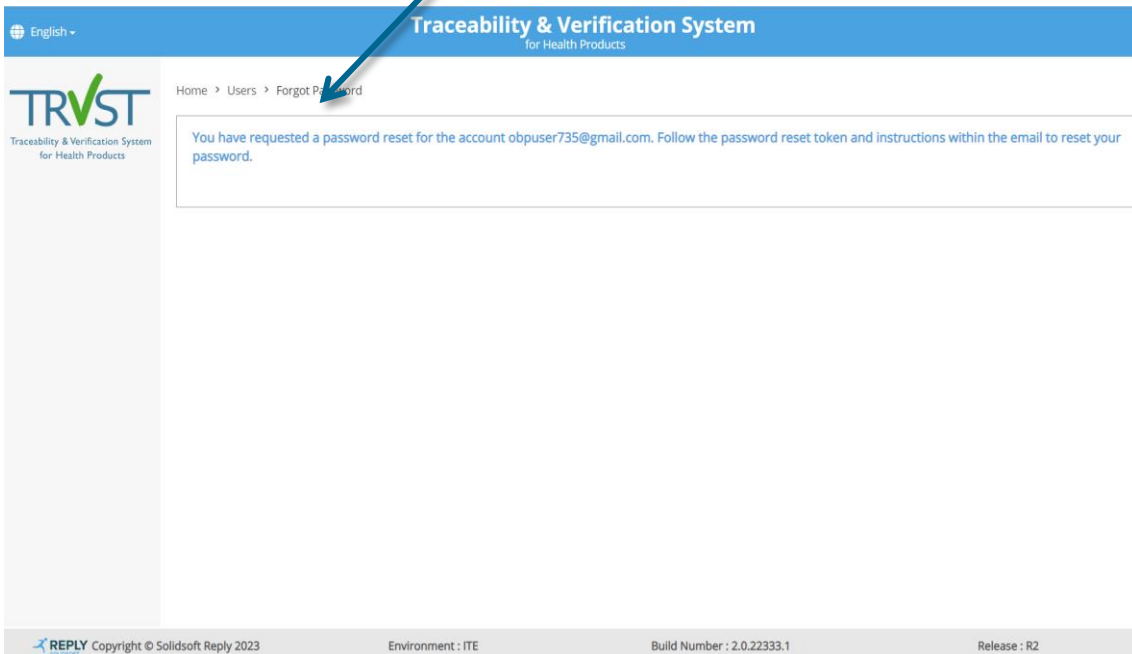


- After the user has clicked on the forgotten link the user is directed to the forgotten password page on the TRVST dashboard. They then need to supply their email address.



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

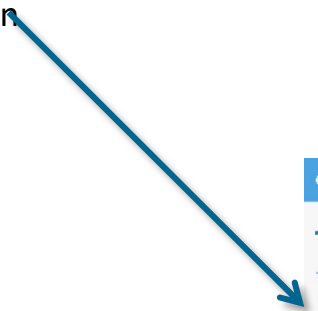
This is an automated message - please do not reply directly to this email.

↩ Reply

➦ Forward

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.



The screenshot shows the 'Reset Your Password' form in the TRVST system. The page header includes 'English' and 'Traceability & Verification System for Health Products'. The breadcrumb trail is 'Home > Users > Forgot Password'. The form contains three input fields: '* Email', '* New Password', and '* Confirm Password'. A blue 'Confirm' button is located at the bottom right of the form area.

The screenshot shows the success message after the password reset. The page header is the same as the previous screenshot. The breadcrumb trail is 'Home > Users > Forgot Password'. The main content area displays a message: 'Your password has been successfully reset. Follow the link and use your details to sign into the Traceability & Verification System Portal.' Below the message is a link: 'Login to the Traceability & Verification System Portal'. The footer contains the following information: 'REPLY Copyright © Solidsoft Reply 2023', 'Environment : ITE', 'Build Number : 2.0.22333.1', and 'Release : R2'.

7

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:

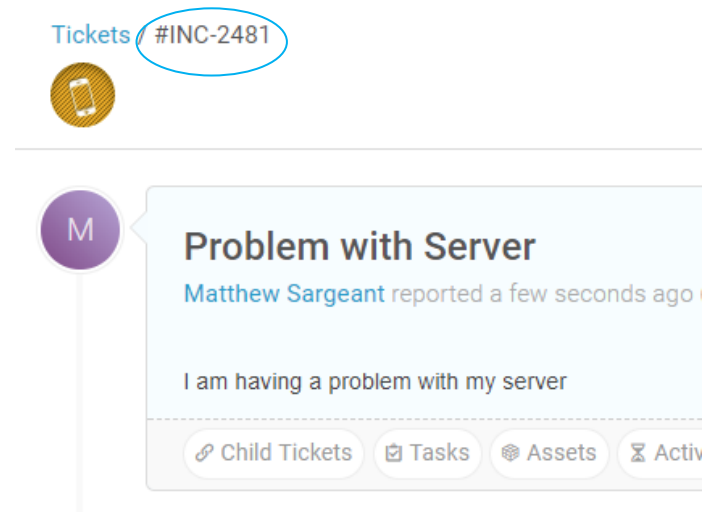
- **Name**
- **Email Address**
- **Telephone number**
- **Location**
- **A description of the incident or request**
- **The urgency of the incident**

(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:

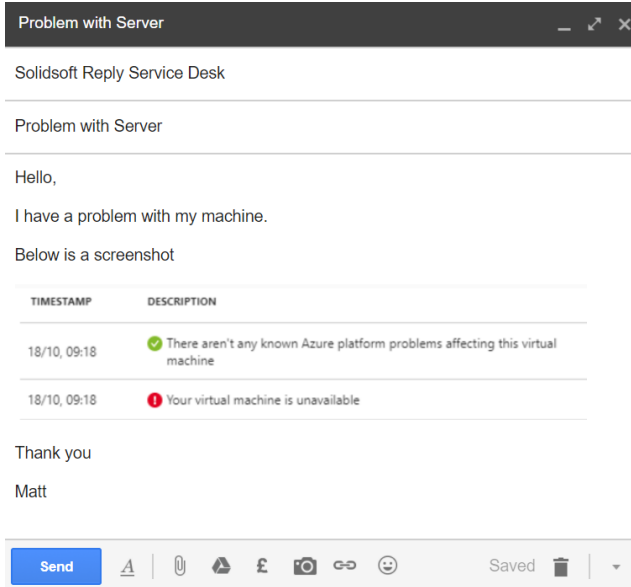
- **An incident number (INC-2481)**
- **The priority rating of the ticket**
- **An automated email sent back to the user**



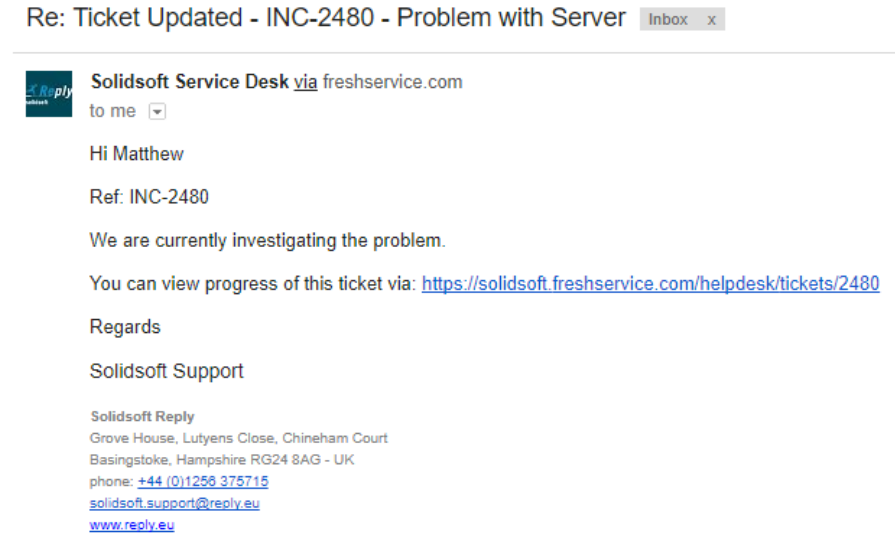
Logging An Incident Via Email

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

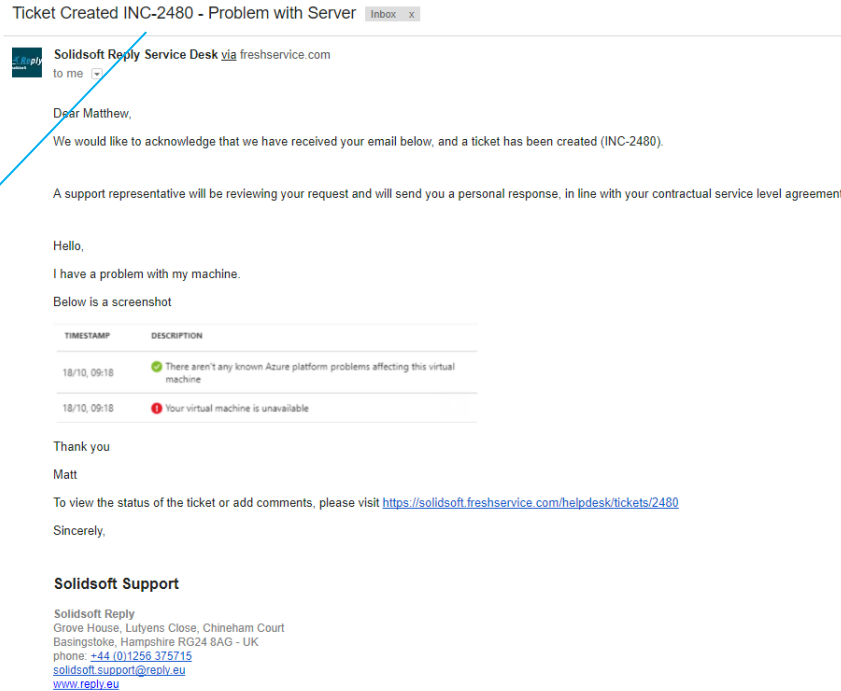
TRVST.support@reply.com



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



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



Logging An Incident Via Web Portal

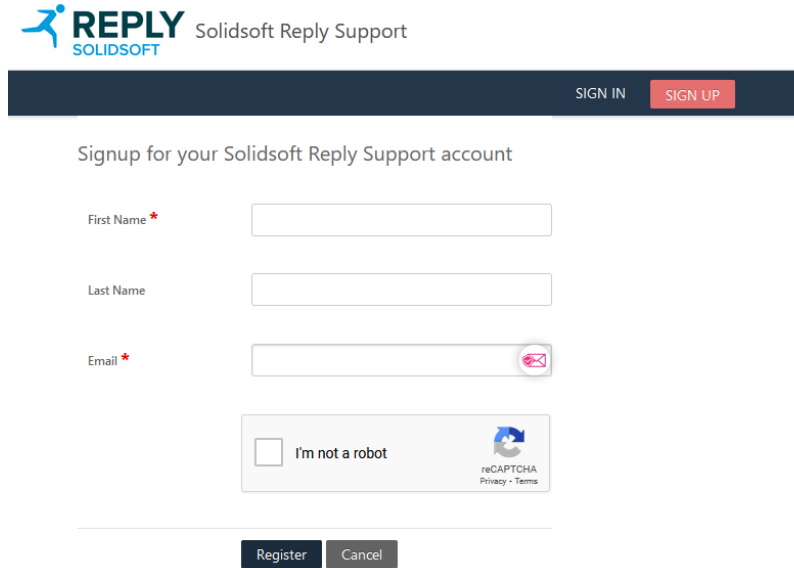
To log an incident or request via the web portal connect to the Solidsoft Reply Service Desk system at:

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

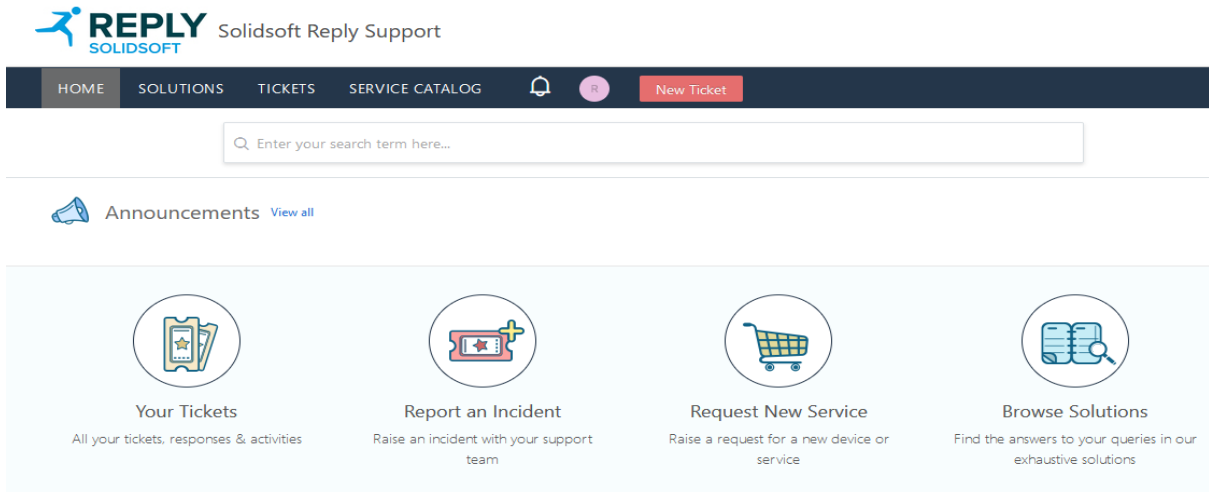
Click “Sign Up” to create an account.

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 dark navigation bar with the 'REPLY SOLIDSOFT' logo and 'Solidsoft Reply Support' text. To the right of the logo are 'SIGN IN' and 'SIGN UP' buttons. Below the navigation bar, the heading reads 'Signup for your Solidsoft Reply Support account'. 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 are 'Register' and 'Cancel' buttons.



The screenshot shows the dashboard of the Solidsoft Reply Support web portal. At the top, there is a dark navigation bar with the 'REPLY SOLIDSOFT' logo and 'Solidsoft Reply Support' text. 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 megaphone icon and a 'View all' link. Below the announcements is a grid of four service tiles: 'Your Tickets' (with a ticket icon), 'Report an Incident' (with a plus sign icon), 'Request New Service' (with a shopping cart icon), and 'Browse Solutions' (with a book icon). Each tile has a brief description of the service.

- 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**

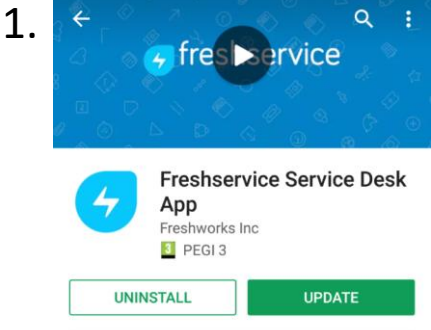
As a guide for choosing the priority please follow the below.

- 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

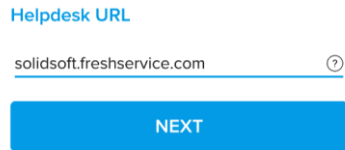
Once you have submitted the new ticket the system will display the ticket with a ticket reference number.

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

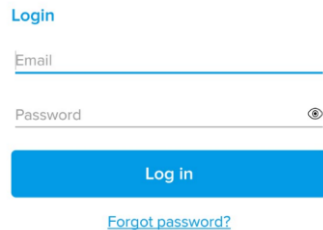
Logging An Incident Via Mobile App



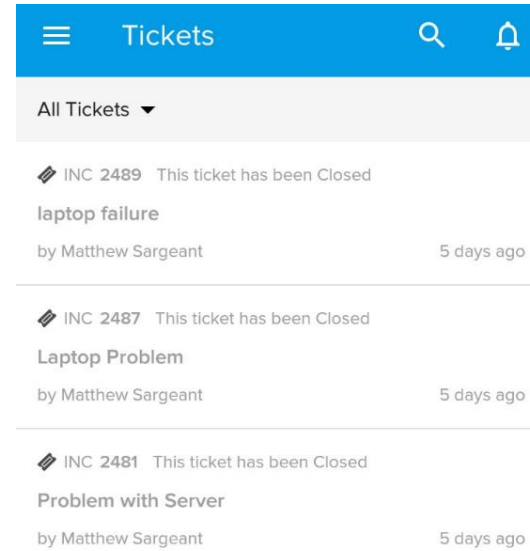
1. Connect to the Google Play Store or Apple App Store and search for **Freshservice Service Desk App** (This is our ITSM platform)



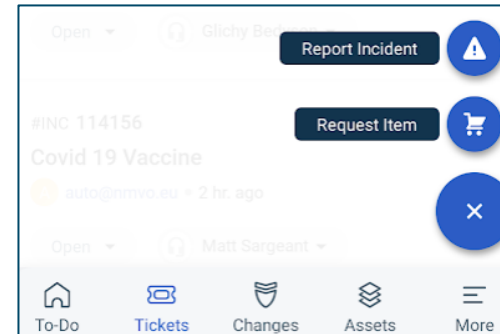
Set the Helpdesk URL to **Solidsoft.freshservice.com**



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:+441256375715)

solidsoft.support@reply.eu

www.reply.eu

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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.