

LETTER OF ANNOUNCEMENT EMVO launches the Self-Service Portal

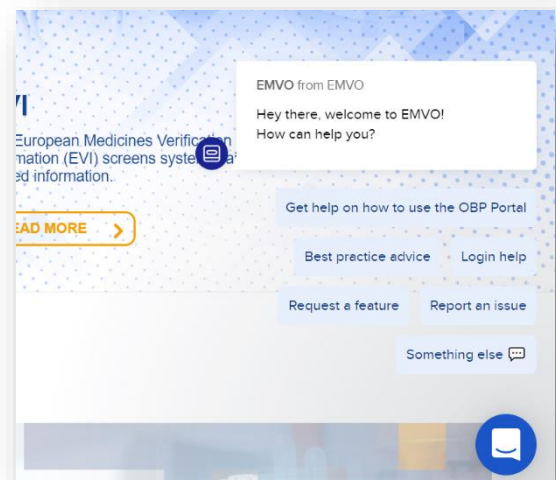
13th September 2022

We are pleased to inform you that EMVO has officially launched a **Self-Service Portal** – a new platform that will assist you in finding all the information you need.

Starting September 6th, the EMVO **Self-Service Portal** will help you in finding the answer to your question without having to open a ticket. The Portal contains the most frequently asked questions on a diverse set of topics as well as useful articles and posts.

You can access the portal by:

- Clicking on the chat box that you will find on the bottom right corner of our website. **In this chat box, you can type your question or even just a keyword.** Subsequently, the Self-Service Portal will automatically suggest various articles, posts, and webpages in the EMVO database that will help solve your query. If you cannot find what you are looking for, **you can send your request through the chat box to an EMVO representative** who will provide an answer as soon as possible.
- Directly following the link [here](#). **The portal is also available through a separate button on EMVO's website** (as shown on the screenshot below), which gives you the opportunity to explore on your own all of our uploaded material.



You can view a short demo on how this new service works by clicking [here](#) or by going to the [Knowledge Database](#) on our website.

Regardless of this new service, as usual, our helpdesk remains reachable through the helpdesk@emvo-medicines.eu email address.



Should you have any questions, please do not hesitate to contact our Helpdesk.

Tel. Helpdesk: **+32 (0)2 657 00 08**

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

European Medicines Verification Organisation

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