

**LETTER OF ANNOUNCEMENT**  
**EAMS officially live & next steps**

9<sup>th</sup> February 2023

Further to the [Letter of Announcement](#) shared on 6<sup>th</sup> February, EMVO is pleased to confirm that the **European Alert Management System (EAMS) Hub is officially live today, Thursday 9<sup>th</sup> February 2023**. Therefore, all interested OBPs and NMVOs in using the system can start connecting from now onwards. Please note that the use of the system does not include any additional fees.

To answer any questions you may have regarding the EAMS on-boarding, **the EMVO Helpdesk will exceptionally remain available during the upcoming weekend**. You can contact us at +32 (0)2 657 00 08 on Saturday 11<sup>th</sup> February and Sunday 12<sup>th</sup> February from 09:00 to 17:00 CET.

The EAMS aims to assist you in investigating alerts **quickly, cost-effectively, and efficiently**. Currently, the following functionalities are available:

- Create and manage users and groups
- See the list and details of alerts
- Change status messages and files for one or more alerts
- Export alerts and import actions for mass updates

To get a more comprehensive understanding of how the system functions, please refer to the following documentations:

- Technical Info Pack available in the OBP Portal;
- Release Notes for the AMS Hub and the AMS Portal available [here](#);
- EAMS Handbook for MAHs (EMVO-01392) available [here](#)

The team is working diligently to resolve any remaining issues, which are summarised with the expected time to resolution in the **EAMS Technical Pilot Report** available [here](#) and also in the **EAMS Process Pilot Report** available [here](#). The reports provide an overview of the main findings and implications and describe recommended actions for OBPs and MAHs.

EMVO is also excited to confirm that **the Cyprus NMVO (KOEF) is the first market to connect to the EAMS** in productive use. We hope this further encourages the other markets to follow this example and join the project. EMVO will continue to update the EMVS Community on the status of the connected markets.

If you are an OBP interested in using the EAMS, please consult [this document](#) which summarises all the steps for a smooth and effective on-boarding.

To answer any questions regarding the EAMS and the steps for on-boarding after the “go-live” date, EMVO is inviting you to a Q&A session on **1<sup>st</sup> March from 14:00 to 15:00 CET**. The session will be recorded and uploaded on EMVO’s website. To attend, please register [here](#).



In the meantime, we invite you to consult EMVO's [Self Service Portal](#) which includes Q&As on the EAMS.

EMVO will continue to regularly update you on any developments in relation to the EAMS and the status of the connected markets. To receive the latest information, please **subscribe to our monthly EAMS Newsletter** [here](#).

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

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

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### **EMVO Team**

### **European Medicines Verification Organisation**

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