

Migration to the New OBP Portal

Questions and Answers (Q&A) – Version 1.0

Important disclaimer: The answers may include recommendations or advice. You are solely and exclusively responsible for deciding any particular course of action or omission and for implementing any actions or taking any decision on this basis. EMVO disclaims all liability with regard to such actions or decisions and their consequences.

This document sets out the main questions with regard to the migration process to the new OBP Portal. The document shall be updated in case further questions/information come to EMVO's attention.

Regularly consult EMVO's website and Knowledge Database ([here](#)) to follow up on the latest communication. In case of questions or uncertainties, please contact the EMVO Helpdesk at helpdesk@emvo-medicines.eu.

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1. General information

1.1 What is the OBP Portal?

Answer: To facilitate the On-boarding Process to the EU Hub, EMVO provides a user-friendly web-based “**EMVO On-boarding Partner Portal (OBP Portal)**” that guides the user step by step through the process.

Please be reminded that the OBP Portal is not used to **upload** Product Master Data or Pack Data to the EU Hub.

1.2 I already have an OBP Portal account, do I need to use the new OBP Portal?

Answer: Yes, as soon as your company is successfully migrated to the new OBP Portal, you would need to use the new version.

Important! If you already have an OBP account, please **do not register** on the new Portal!

1.3 I already have an OBP Portal account and established connection to the EU Hub, do I need to register again/redo the on-boarding in the new OBP Portal?

Answer: No, your account and connection details will be migrated automatically.

Important! If you already have an OBP account, please **do not register** on the new Portal!

1.4 Who is responsible for receiving the communication sent from the EMVO team?

Answer: EMVO has regular contact with the appointed Single Point of Contact (SPOC) and the SPOC Assistant (if applicable). Therefore, all the communication related to the new functionalities of the new OBP Portal, migration date, steps to be taken and planned training sessions are communicated in due time to the assigned SPOC and/or SPOC Assistant.

Important! Keep your SPOC/SPOC Assistant details up to date so you are informed of any important activities.

1.5 What is the migration timeline/schedule?

Answer: The OBPs have different migration dates. EMVO has communicated individually the migration date to each OBP. If you have not been informed of your migration date, please contact the EMVO Helpdesk.

Important! The date is provided in the format **MONTH/DAY/YEAR**.

1.6 What happens if my company has not appointed a SPOC/SPOC Assistant?

Answer: The migration to the new OBP Portal will not be performed and you will be required to restart the on-boarding process in the new OBP Portal.

1.7 Where can I access the new OBP Portal?

Answer: The URL to the new OBP Portal will be shared in the migration confirmation email.

2. Before the migration

2.1 How will I know if my account will be migrated?

Answer: All the SPOCs of OBP Portal accounts which are planned to be migrated have been contacted by EMVO. If you have not been contacted, please reach out to the EMVO Helpdesk.

2.2 When will I be informed of our migration date?

Answer: The following communication is planned:

- An individual communication confirming the migration date for each OBP has already been sent out.
- A first reminder about the migration is sent three (3) weeks before the migration date.
- A final reminder about the migration is sent one (1) week before the migration date.

2.3 Who will be informed of the migration date?

Answer: The communication on the migration date will be sent to the SPOC and SPOC assistant (if applicable) listed on your OBP Portal. If there is no SPOC/SPOC Assistant listed on your OBP Portal, we have contacted the Initial Requestor and Authorised Representative (if listed).

2.4 Do I need to take any action/steps before the migration?

Answer: To ensure the migration is as smooth as possible, please make sure that your company information is up to date including the:

- SPOC/SPOC Assistant details
- Authorised Representative details
- Listed MAH(s)

There is no additional action necessary from your side.

3. During the migration

3.1 Do I need to take any action during the migration?

Answer: The migration process could last up to 48 hours during which **you must not perform any actions/changes in your old OBP Portal account.** Following the successful completion of the migration, you will receive an email with instructions for logging in to the new OBP Portal account. Be assured that the migration will not impact your upload of data to the EU Hub.

3.2 Will the migration impact our upload to the EU Hub/serialization activities?

Answer: No, the data upload to the EU Hub will not be impacted in any way.

4. After the migration

4.1 How will I know the migration was completed successfully?

Answer: You will receive a confirmation email containing the steps to follow to access account on the new OBP Portal.

4.2 How can I access the new OBP Portal after the migration is completed?

Answer: As soon as the migration is completed, you will receive an email with log in instructions which you would need to follow. Note that:

- If you are using the AMS, you will be informed to use these credentials to log in to the new OBP Portal.
- If you are not using the AMS, you will be required to reset your password. You will use the email address you have provided as the SPOC and/or SPOC Assistant.

4.3 Who will have access to the new OBP Portal?

Answer: The Initial Requestor, SPOC and SPOC Assistant (if applicable) will have access to the new OBP Portal. Past the Legitimacy Check, the Initial Requestor will have read-only access to the OBP Portal

4.4 As a SPOC/SPOC Assistant, will I be able to access the new OBP Portal if I was unavailable during the migration?

Answer: Yes, please follow the log in instructions/steps provided in the confirmation email received following the migration.

4.5 What credentials will I need to access the new OBP Portal? Will I keep the "@emvo-portal.eu" username?

Answer: You will be able to access to the new OBP Portal by using your personal email address as the username. The "*emvo-portal.eu*" username will **not** be used for the new OBP Portal.

4.6 Will my session token(s)/certificate(s) be affected by the migration?

Answer: No, the validity of your session token(s)/certificate(s) will not be affected.

4.7 Will I still be able to access the old OBP Portal after the migration?

Answer: Once the migration to the new OBP Portal has been completed, you would still be able to access the old version to check whether all information has been correctly migrated.

Important! Any changes you perform in the old version will **not** be reflected in the new OBP Portal account. Therefore, we strongly discourage you from performing changes/updates in the old version of the OBP Portal after the migration is performed.