

SMEMDN Project

EMDN Helpdesk Platform

User manual

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Introduction

The EMDN Helpdesk service is part of the SMEMDN project (Supporting the Maintenance of the European Medical Device Nomenclature) co-funded by the European Commission under the EU4Health 2022 programme.

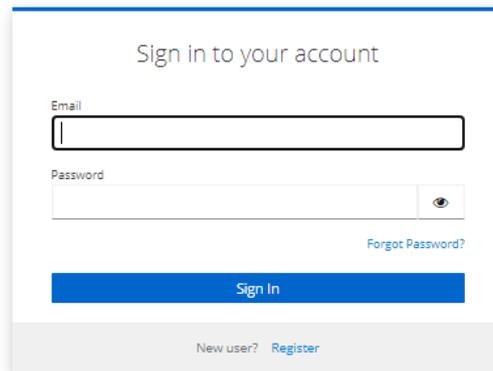
The service, compliant with the provisions of RUE 2016/679 General Data Protection Regulation (GDPR), is aimed to support stakeholders with information and clarification on the European Medical Device Nomenclature (EMDN).

The present document is intended to guide users to access and use the EMDN helpdesk platform.

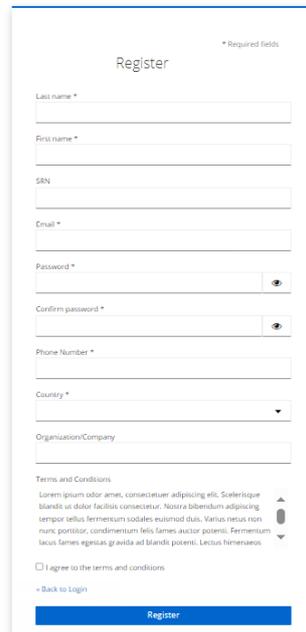
Login

Access to the EMDN Helpdesk platform is available through the following link:

<https://customerportal-emdn-tt.regione.fvg.it>



Registration is required for the first access to the platform. To create a new account, click on “Register” button.



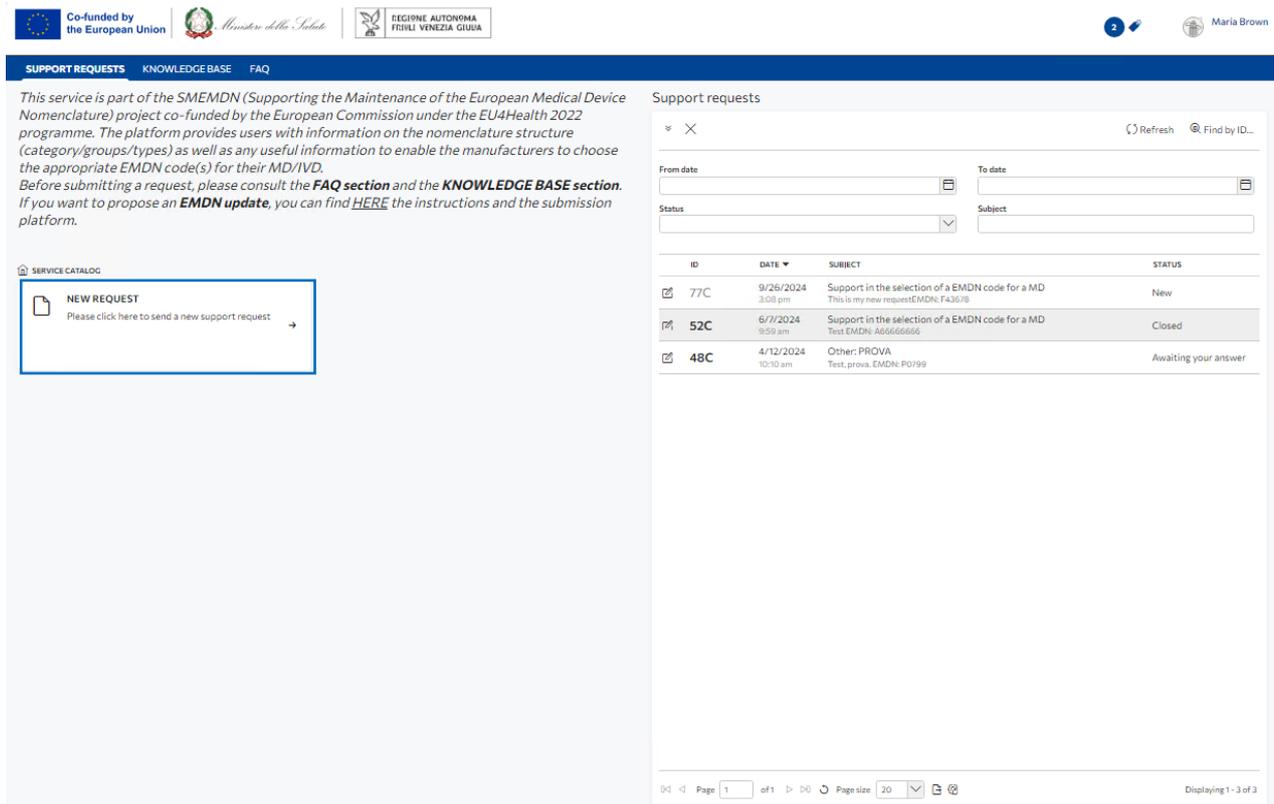
Fill in the form (mandatory fields are marked with “*”) and click on ‘Register’ button.
You will receive an e-mail containing a link to confirm the registration and activate your account.
To access the platform, use the **Username** and **Password** set during the registration.

Homepage: view and manage your requests

In the Support Requests homepage, it is possible to submit a new request, by selecting 'new request' from the service catalog, and manage submitted requests listed in the right-hand side of the screen.

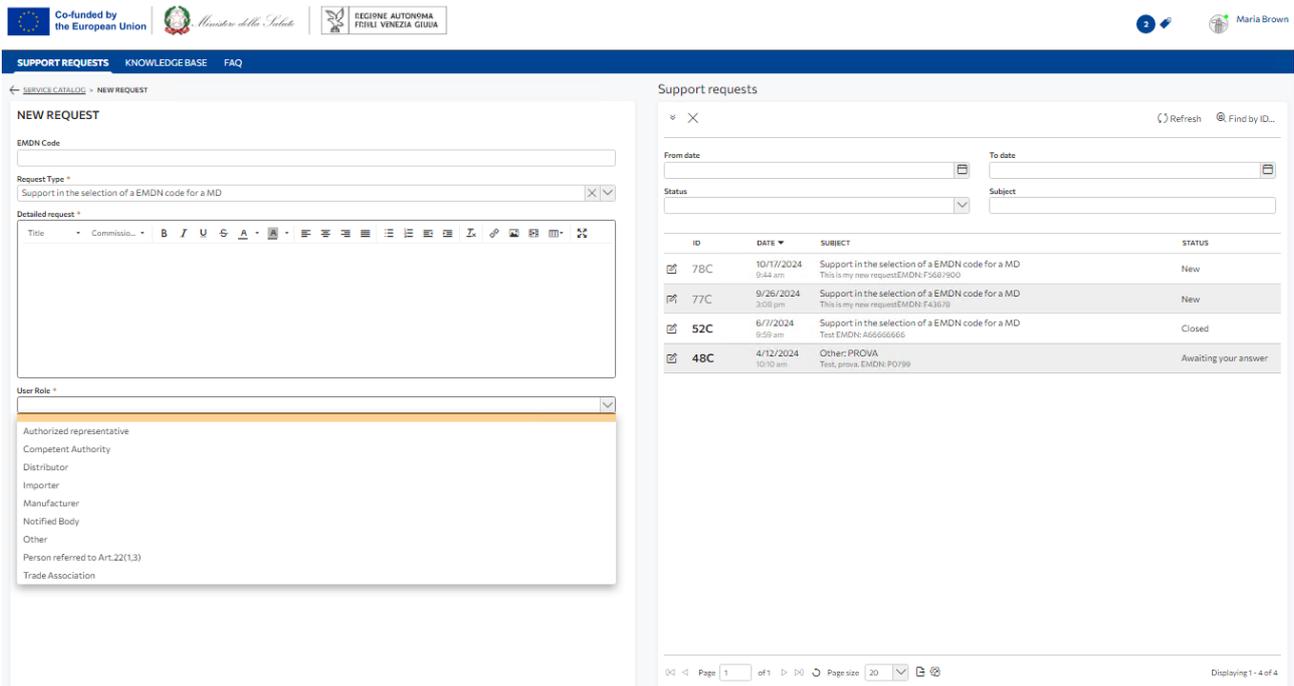
Submitting a new request

To proceed with the submission of a **new request**, after selecting the 'New Request' catalog item, a form will appear where it will be necessary to fill in the mandatory fields (marked with “*”) and provide information such as EMDN Code, the type of request, details and the role of the requesting user.



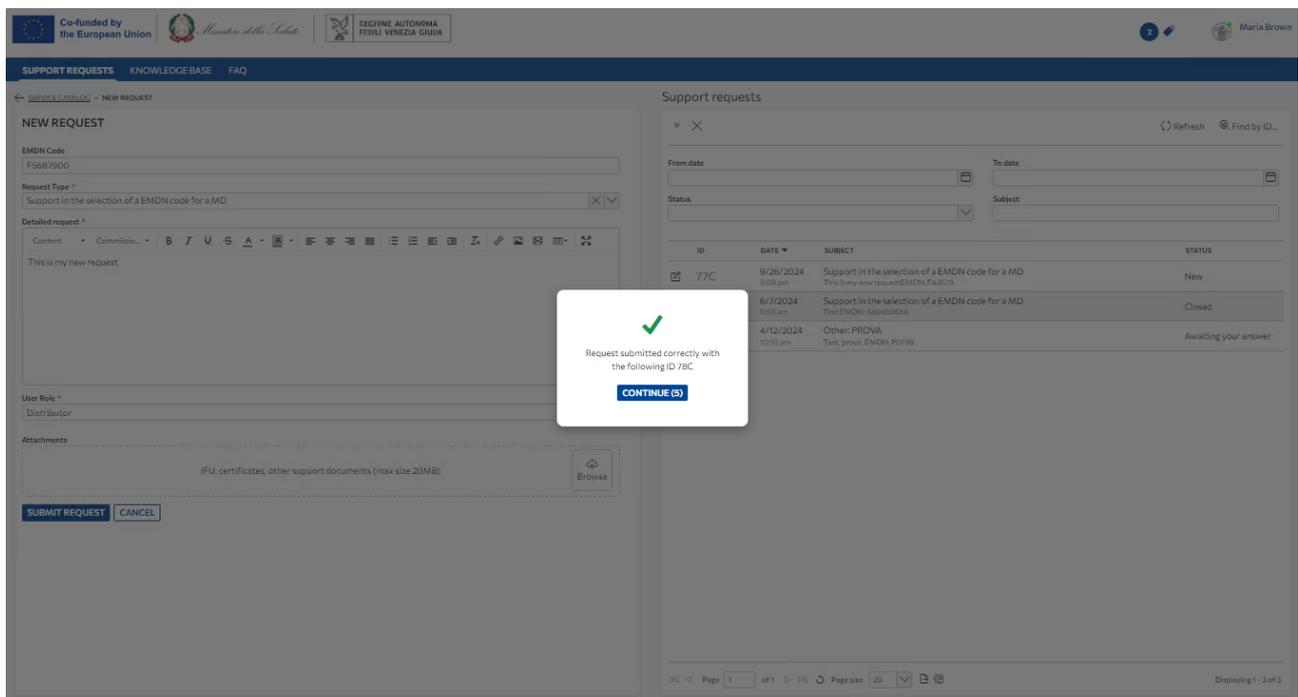
The screenshot shows the EMDN Helpdesk Platform homepage. At the top, there are logos for the European Union, the Italian Ministry of Health, and the Friuli Venezia Giulia Region. The main navigation bar includes 'SUPPORT REQUESTS', 'KNOWLEDGEBASE', and 'FAQ'. A 'SERVICE CATALOG' section on the left highlights a 'NEW REQUEST' button with the text 'Please click here to send a new support request'. The right side of the page displays a 'Support requests' table with columns for ID, DATE, SUBJECT, and STATUS. The table contains three entries: ID 77C (New), ID 52C (Closed), and ID 48C (Awaiting your answer). A search bar and filters are visible at the top of the table area.

ID	DATE	SUBJECT	STATUS
77C	9/26/2024 3:08 pm	Support in the selection of a EMDN code for a MD This is my new request EMDN: F43G/8	New
52C	6/7/2024 9:59 am	Support in the selection of a EMDN code for a MD Text EMDN: A666666666	Closed
48C	4/12/2024 10:10 am	Other: PROVA Test, prova. EMDN: PO/99	Awaiting your answer



ID	DATE	SUBJECT	STATUS
78C	10/17/2024 9:44 am	Support in the selection of a EMDN code for a MD This is my new requestEMDN: F368/900	New
77C	9/26/2024 3:08 pm	Support in the selection of a EMDN code for a MD This is my new requestEMDN: F436/78	New
52C	6/7/2024 9:59 am	Support in the selection of a EMDN code for a MD Text EMDN: A66666666	Closed
48C	4/12/2024 10:10 am	Other: PROVA Text, prova: EMDN: P0799	Awaiting your answer

Once all fields have been filled in, the request can be submitted using the 'Submit Request' button and a message will appear on screen confirming the successful ticket creation.



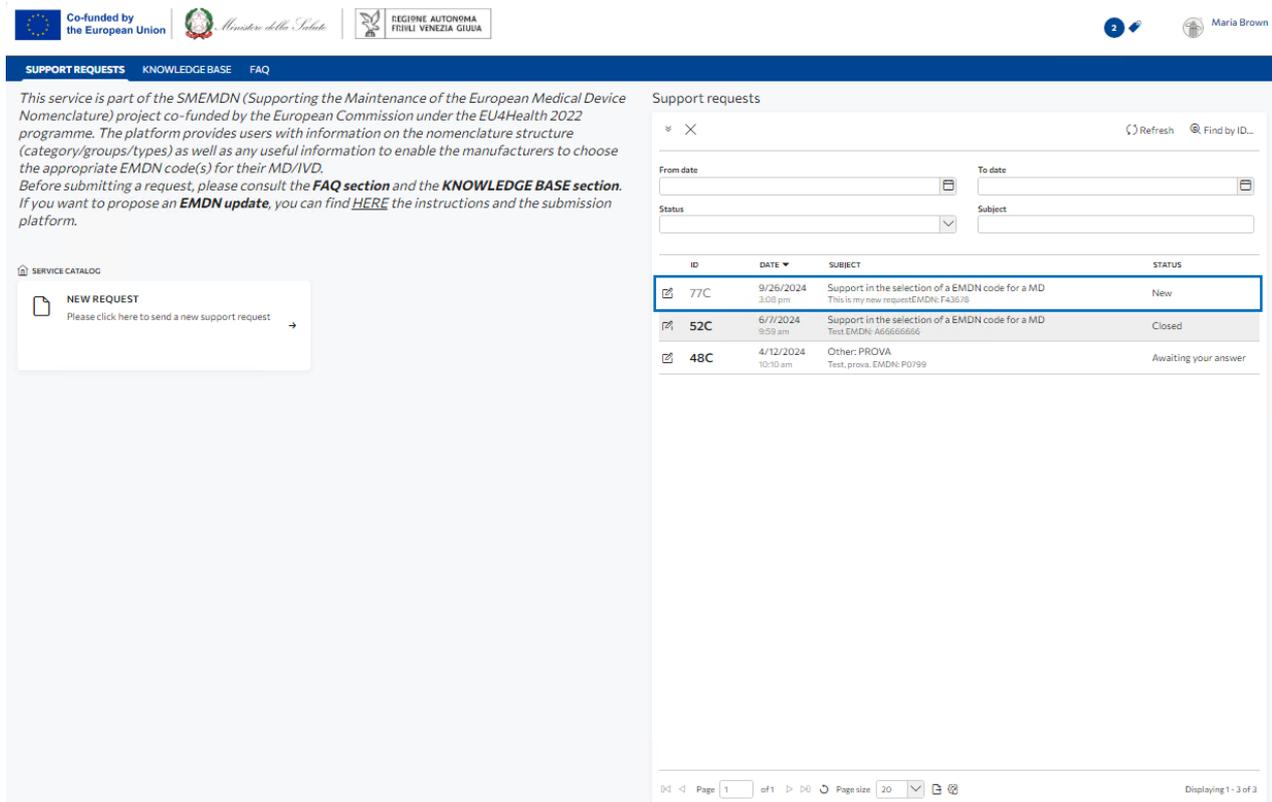
Request submitted correctly with the following ID 78C

[CONTINUE \(5\)](#)

ID	DATE	SUBJECT	STATUS
77C	9/26/2024 3:08 pm	Support in the selection of a EMDN code for a MD This is my new requestEMDN: F436/78	New
6/7/2024 9:59 am	6/7/2024 9:59 am	Support in the selection of a EMDN code for a MD Text EMDN: A66666666	Closed
4/12/2024 10:10 am	4/12/2024 10:10 am	Other: PROVA Text, prova: EMDN: P0799	Awaiting your answer

Managing of a submitted request

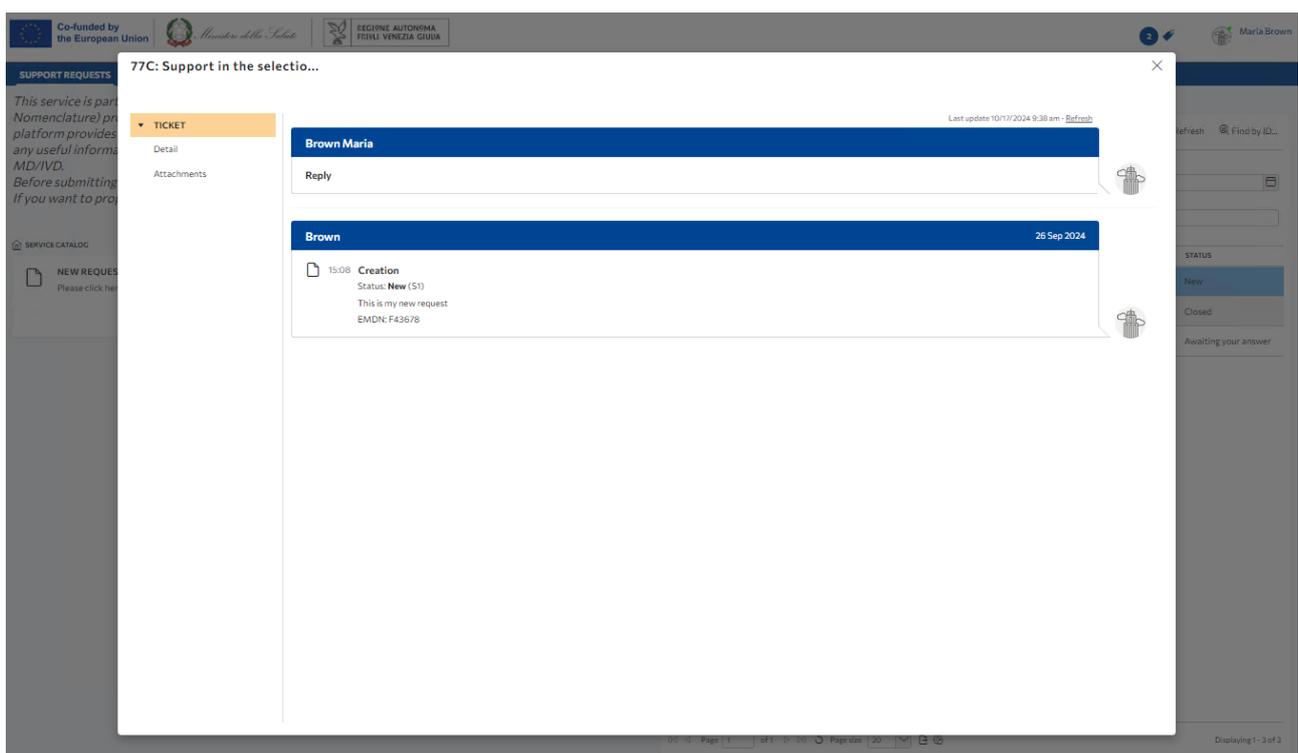
To consult and manage a submitted request double-click on it.



The screenshot shows the main interface of the EMDN Helpdesk Platform. At the top, there are logos for the European Union, the Italian Ministry of Health, and the Friuli Venezia Giulia Region. The main navigation bar includes 'SUPPORT REQUESTS', 'KNOWLEDGE BASE', and 'FAQ'. A sidebar on the left contains a 'NEW REQUEST' button and a 'SERVICE CATALOG' section. The main content area displays a list of support requests with columns for ID, DATE, SUBJECT, and STATUS. The first request (ID 77C) is highlighted, indicating it is selected.

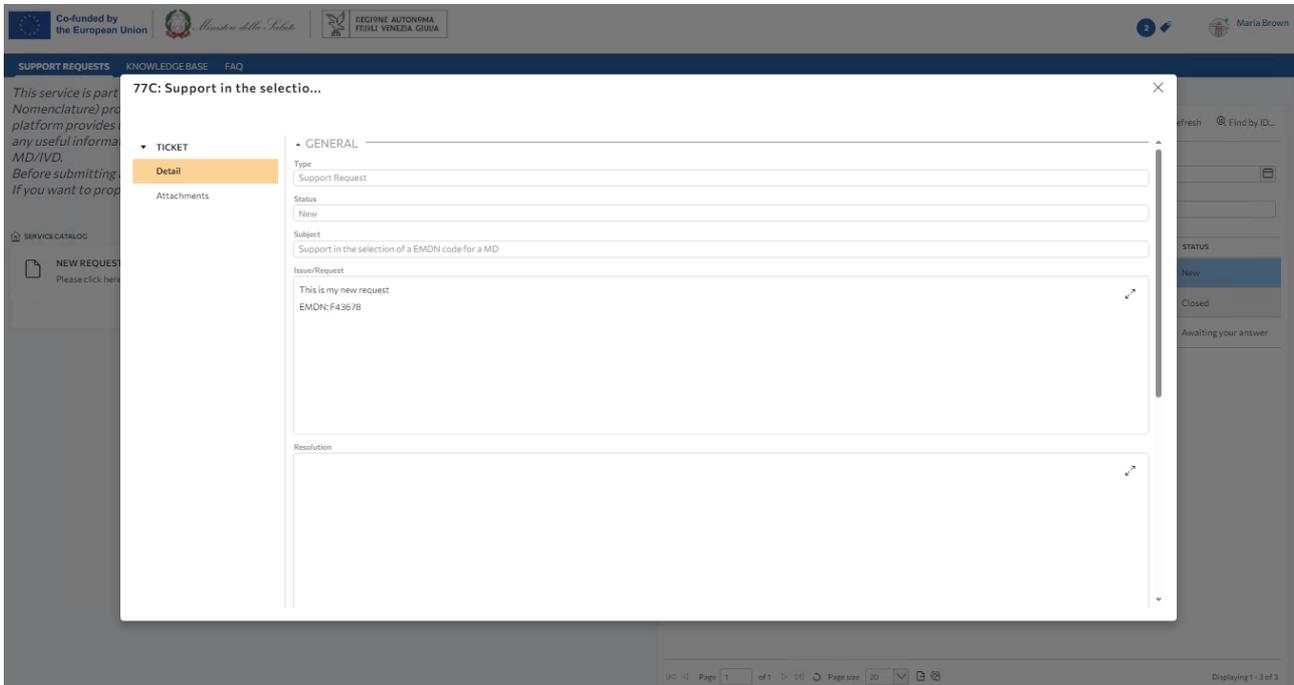
ID	DATE	SUBJECT	STATUS
77C	9/26/2024 3:08 pm	Support in the selection of a EMDN code for a MD This is my new request EMDN: F43678	New
52C	6/11/2024 8:59 am	Support in the selection of a EMDN code for a MD Test EMDN: A656666666	Closed
48C	4/12/2024 10:10 am	Other: PROVA Test, prova, EMDN: P0799	Awaiting your answer

A pop-up will open displaying the ticket information and it is possible to provide a response to the Helpdesk operator via the "Reply" command.



The screenshot shows a pop-up window titled '77C: Support in the selectio...'. The window displays the ticket details for the selected request. It includes a 'TICKET' section with 'Detail' and 'Attachments' options. The main content area shows a message from 'Brown Maria' with a 'Reply' button. Below this, there is a 'Creation' message from 'Brown' dated '26 Sep 2024' at '15:08'. The status is 'New (S1)' and the subject is 'This is my new request EMDN: F43678'. The window also shows a 'Last update' timestamp of '10/17/2024 9:38 am' and a 'Refresh' button.

The Detail section contains basic information such as ticket status, type, subject, and request.
The feedback to your request will be visible in the “resolution” section once the ticket is resolved.

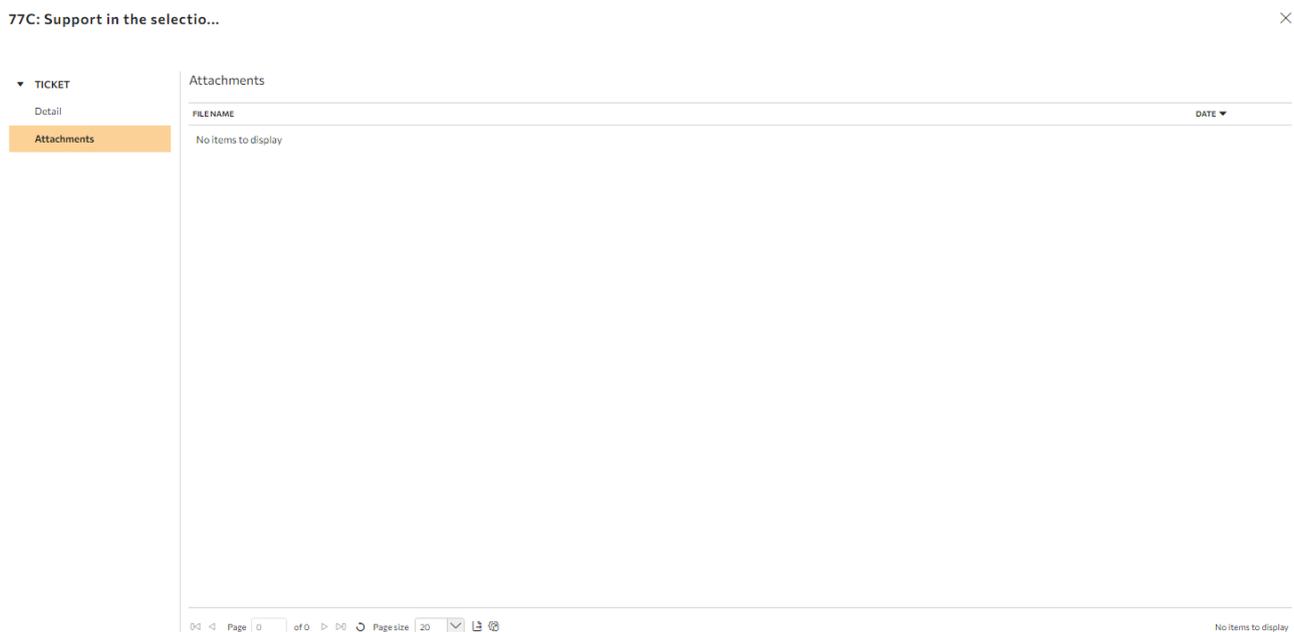


The screenshot displays the EMDN Helpdesk Platform interface. At the top, there are logos for the European Union, the Italian Ministry of Health, and the Friuli Venezia Giulia Region. The main navigation bar includes 'SUPPORT REQUESTS', 'KNOWLEDGE BASE', and 'FAQ'. The user 'Maria Brown' is logged in. The ticket details are shown in a modal window titled '77C: Support in the selectio...'. The 'TICKET' section is expanded to show 'Detail' and 'Attachments'. The 'GENERAL' section contains the following information:

- Type: Support Request
- Status: New
- Subject: Support in the selection of a EMDN code for a MD
- Issue/Request: This is my new request
EMDN: F43678
- Resolution: (Empty)

At the bottom of the modal, there is a pagination control showing 'Page 1 of 1' and 'Page size 20'. The status bar at the bottom right indicates 'Displaying 1 - 3 of 3'.

In the Attachments section, any attachment previously submitted in the request can be viewed.

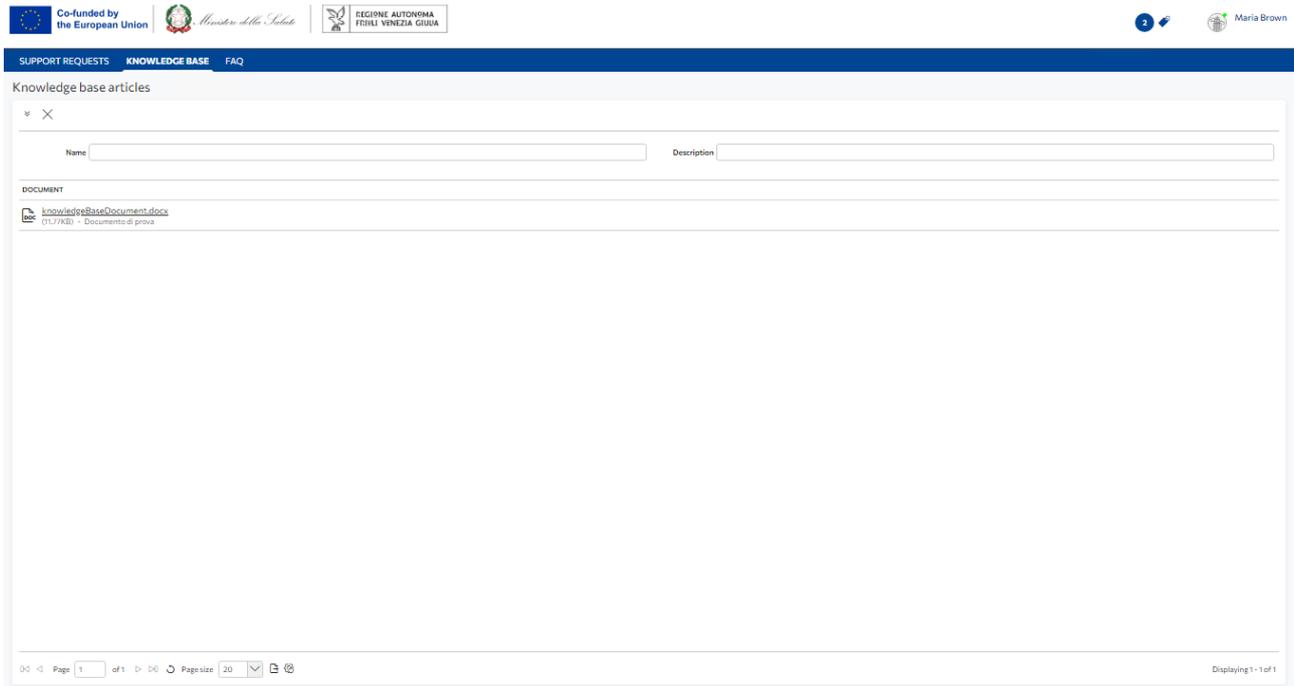


The screenshot shows the 'Attachments' section of the ticket '77C: Support in the selectio...'. The section is currently empty, displaying the message 'No items to display'. The 'TICKET' section is expanded to show 'Detail' and 'Attachments'. The 'Attachments' section has a table header with 'FILE NAME' and 'DATE'. At the bottom, there is a pagination control showing 'Page 0 of 0' and 'Page size 20'. The status bar at the bottom right indicates 'No items to display'.

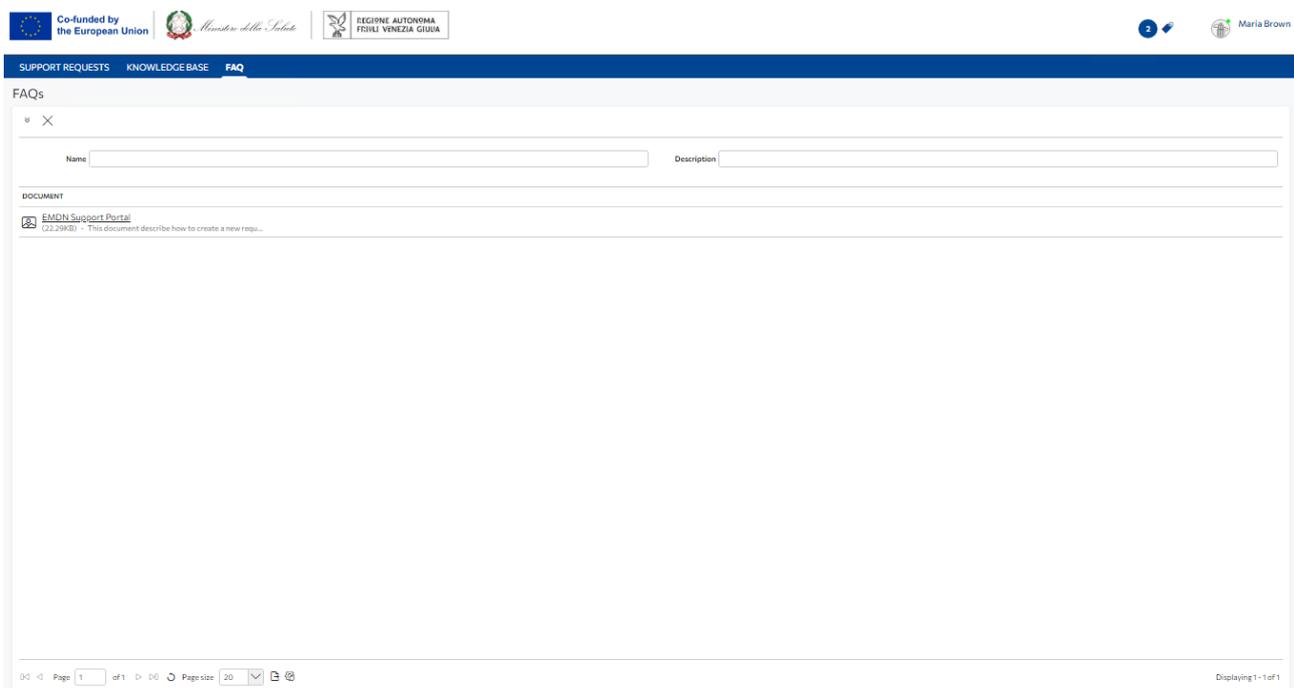
Knowledge Base & FAQs

In the **Knowledge Base** section user can search for and consult support documentation for the usage of the nomenclature.

In the **FAQs** section user can consult the latest version of FAQs document on EMDN.



The screenshot shows the 'Knowledge base articles' page. At the top, there are logos for the European Union, the Italian Ministry of Health, and the Friuli Venezia Giulia Region. The navigation bar includes 'SUPPORT REQUESTS', 'KNOWLEDGE BASE', and 'FAQ'. The main content area has a search bar with 'Name' and 'Description' fields. Below the search bar, a document titled 'knowledgeBaseDocument.docx' is displayed, with a file icon and the text '(11,7 KB) - Documento di prova'. At the bottom, there is a pagination control showing 'Page 1 of 1' and 'Page size 20', along with a 'Displaying 1 - 1 of 1' indicator.



The screenshot shows the 'FAQs' page. It features the same top navigation and logos as the Knowledge Base page. The navigation bar highlights 'FAQ'. The search bar is identical. The document displayed is 'EMDN Support Portal', with a file icon and the text '(22,29 KB) - This document describe how to create a new requ...'. The pagination control at the bottom shows 'Page 1 of 1' and 'Page size 20', with a 'Displaying 1 - 1 of 1' indicator.

Technical Support

Technical malfunctions of the platform can be reported to the email address:

SMEMDN@regione.fvg.it