SMEMDN Project

EMDN Helpdesk Platform

User manual







EMDN Helpdesk Platform

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

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

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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.

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(category/groups/types) as well as any useful information to enable the manufacturers to choose the appropriate EMDN code(s) for their MD/IVD.	From date			To date		
Before submitting a request, please consult the FAQ section and the KNOWLEDGE BASE section . If you want to propose an EMDN update , you can find <u>HERE</u> the instructions and the submission	Status		8	Subject		
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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.

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Managing of a submitted request

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



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.

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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.

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

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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.

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Technical Support

Technical malfunctions of the platform can be reported to the email address: <u>SMEMDN@regione.fvg.it</u>

