EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

EMA Service Desk portal

For requests related to specific EMA applications from 1 February 2016

The EMA Service Desk portal

❖ On 1 February 2016, EMA launched an online EMA Service Desk portal https://servicedesk.ema.europa.eu

❖ The EMA Service Desk portal should be used to report an issue, request a service or ask a question about EMA systems.

❖ The portal is expected to increase effectiveness and transparency throughout EMA's IT Service Management processes and improve service quality.

❖ The portal offers the following benefits:

    ❖ user-friendly online portal with simple, self-explanatory steps;

    ❖ single point of contact;

    ❖ ability to track the status of requests.

❖ The portal is supported by the **latest stable version of the main web browsers** (Microsoft Internet Explorer, Mozilla Firefox, Google Chrome and Safari; for more information click here).

Functional mailboxes replaced by the EMA Service Desk

❖ From 1 February 2016, the EMA Service Desk portal replaces the below functional email addresses which were previously used to support users of the associated EMA systems:

Art 57	art57@ema.europa.eu
Corpgxp	CorpGxP@ema.europa.eu
eAF	eAF@ema.europa.eu
EU CTR	euctr@ema.europa.eu
EPITT	Epitt@ema.europa.eu
EudraCT	EudraCT@ema.europa.eu
EudraGMP	EudraGMP@ema.europa.eu
Eudralink	Eudralink@ema.europa.eu
EudraNET	Eudranet@ema.europa.eu
EudraPharm	EudraPharm@ema.europa.eu
Eudraportal	Eudraportal@ema.europa.eu
Eudraservice	EudraService@ema.europa.eu
Eudravigilance	EudraVigilance@ema.europa.eu
EUTCT	EUTCT@ema.europa.eu
EVDAS	EVDAS-helpdesk@ema.europa.eu
EXPERTS	Experts@ema.europa.eu
Gateway support	GatewaySupport@ema.europa.eu
IT Service Desk	ITServiceDesk@ema.europa.eu
MMD	MMD@ema.europa.eu
MMSe	no email, it is mail disabled

❖ The contact details of EMA systems previously supported by these mailboxes will be updated to provide users with a link to the EMA Service Desk Portal.

Update: Functional mailboxes <u>not</u> replaced by the EMA Service Desk

❖ The following mailboxes continue to be functional:

eCTD@ema.europa.eu

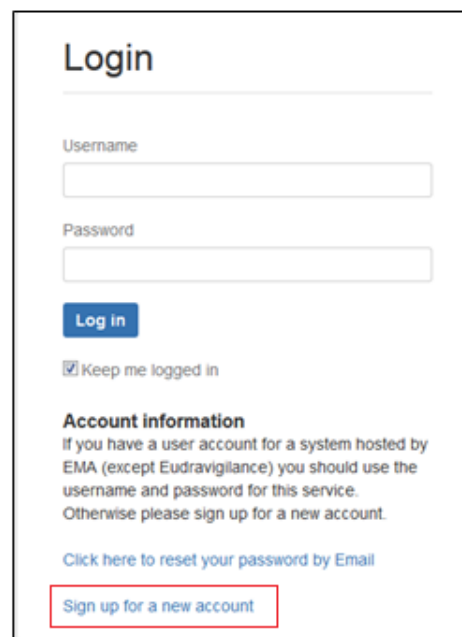eSubmission@ema.europa.eu

mdms@ema.europa.eu

PA-BUS@ema.europa.eu

PSURrepository@ema.europa.eu

❖ Enquiries submitted to these inboxes will be handled under the existing process; there is no need to submit these enquiries to the portal.

Accessing the EMA Service Desk

❖ EMA Service Desk portal is available at https://servicedesk.ema.europa.eu.

❖ Users already registered with a system hosted by the EMA (except Eudravigilance) can use their existing username and password to log in.

❖ Users without EMA login credentials can **create a new EMA Service Desk account** when they first use the portal.

Using the EMA Service Desk

❖ To report an issue, request a service or ask a question click on 'Service Desk'.
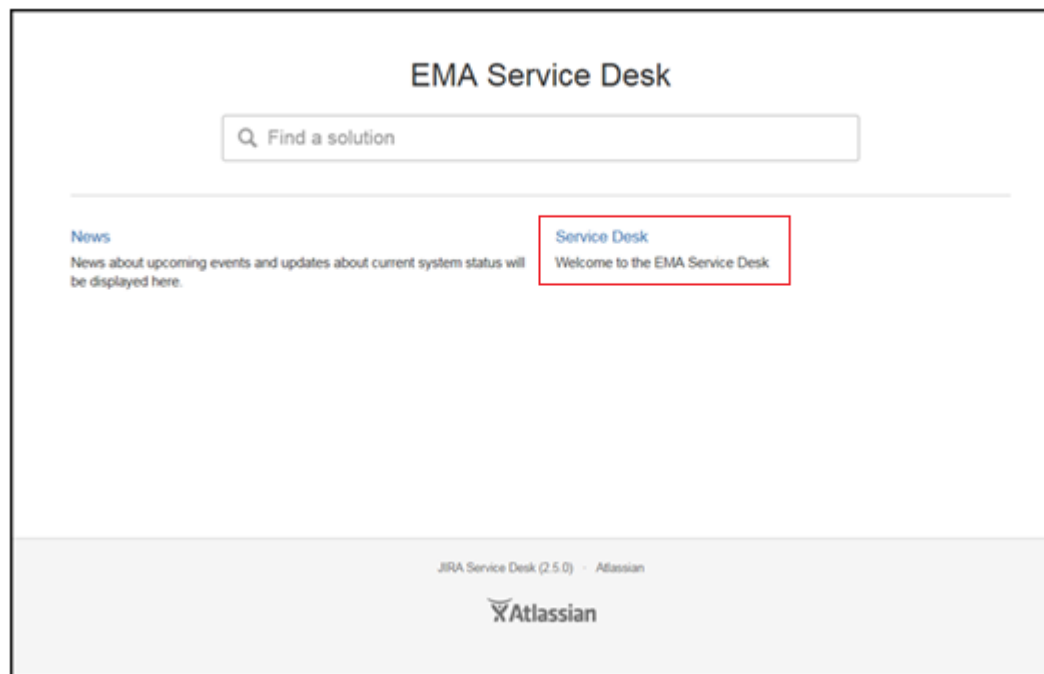
To ask a question

❖ Click on 'Ask a Question' and fill in the requested information.

❖ In the subject or description of your query, include the name of the system or business area to which your question is related.

To request a service

❖ Click on 'Request a Service' and fill in the requested information.

❖ You can select the name of the system to which your request is related.

To report an issue

❖ Click on 'Report an issue' and select the most appropriate sub-category for your request.

Tracking your enquiries (1/5)

❖ Once you have submitted your enquiry, you will shortly receive an email notification with a reference number for your enquiry (to the email address you provided on registration).

Dear Customer

Thank you for contacting the Service Desk.

We have reviewed your case and assigned Priority 3.

Please click on your case number - SD-2855 at any time for the latest status, or to add any additional information. To review all your cases, click on "my requests".

Kind regards

Service Desk team

European Medicines Agency
30 Churchill Place
Canary Wharf
London E14 5EU

Please do not reply to this email as the mailbox is not monitored.

Tracking your enquiries (2/5)

❖ An overview of all your raised enquiries can be viewed in 'My requests'.

❖ Users can view their "Open requests", "Closed requests" or "All requests":

Tracking your enquiries (3/5)

❖ When your enquiry is updated, you will receive an email notification (to the email address you provided on registration).

Dear Customer

Your action is required to progress your case.

Please click on your case number - SD-2855 - for more detail.

Kind regards

Service Desk team

European Medicines Agency
30 Churchill Place
Canary Wharf
London E14 5EU

Please do not reply to this email as the mailbox is not monitored.

Tracking your enquiries (4/5)

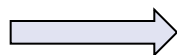❖ To view the details and progress of your raised enquiries, click on the title of your request
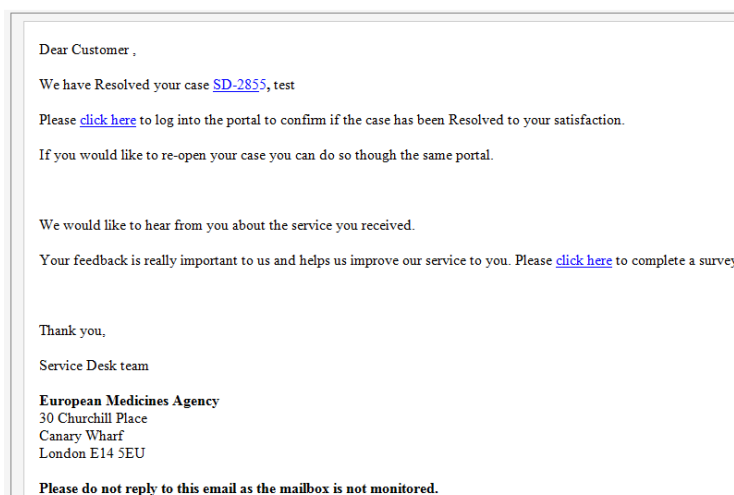
Tracking your enquiries (5/5)

❖ When an answer was provided (i.e. the request is resolved):

    ❖ an email notification is sent to the email address provided at the time of registration:

    ❖ the requests is flagged as "Request fulfilled" in the portal:

Closing of enquiries

❖ If the user is satisfied with the answer provided by the EMA Service Desk, he/she can close the query.

❖ If the user does not close the enquiry, it is closed within five calendar days.

Follow-up of closed enquiries

❖ Closed enquiries can be re-opened by the user within five calendar days. After this period they can no longer be re-opened.

❖ Queries should only be re-opened if further clarification is requested or an action related to the originally raised enquiry is needed.

Enquiries raised before 1 February 2016

❖ Enquiries that were raised before 1 February 2016 (via email to any of the functional mailboxes listed on slide 2) are not affected. They will be handled using the former process in place, and will not appear on the EMA Service Desk portal under "My Requests". Answers to these enquiries will be provided to the user by email.

Transition period

❖ Until 1 March 2016, any requests submitted by email to the functional mailboxes listed on slide 2 will be transferred by EMA to the EMA Service Desk portal on the requestor's behalf. The requestor will receive an email with a reference number for their enquiry.

❖ Update: If the requestor is not yet registered for an EMA system (excluding Eudravigilance), they will be advised to registered with the EMA Service Desk and submit their enquiry using this portal. They will be able to track the status of their requests on the EMA Service Desk.

❖ From 1 March 2016, the functional mailboxes listed on slide 2 will no longer be used by EMA. An automatic reply will be implemented to direct users to the EMA Service Desk portal.