

LETTER OF ANNOUNCEMENT
EAMS “Go-live” date & next steps

6th February 2023

EMVO is pleased to announce that the **European Alert Management System (EAMS) Hub is technically ready and will be officially live on Thursday 9th February 2023**. Therefore, all interested OBPs and NMVOs in using the system can start connecting from 9th February onwards. Be reminded that this is the start of a long journey during which we hope as many interested OBPs and NMVOs connect and take advantage of the functionalities the system offers.

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 **1st 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. 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**

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

European Medicines Verification Organisation

www.emvo-medicines.eu

helpdesk@emvo-medicines.eu

EMVO © 2023. All rights reserved.

EMVO_LoA_0274