



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.



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:

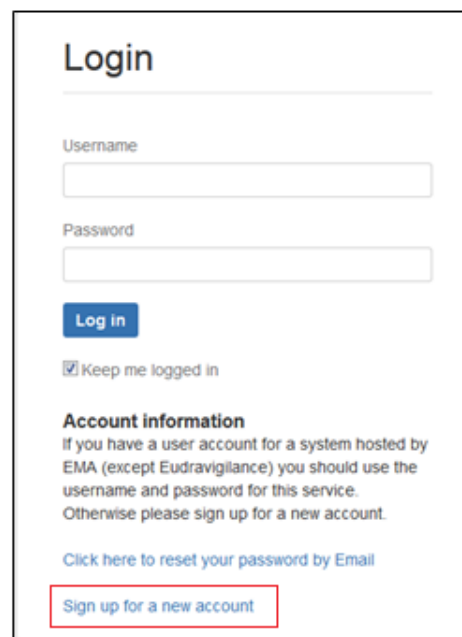
Art 57	art57@ema.europa.eu
Corpgxp	CorpGxP@ema.europa.eu
eAF	eAF@ema.europa.eu
EU CTR	euctr@ema.europa.eu
EPITT	Epitt@ema.europa.eu
EudraCT	EudraCT@ema.europa.eu
EudraGMP	EudraGMP@ema.europa.eu
Eudralink	Eudralink@ema.europa.eu
EudraNET	Eudranet@ema.europa.eu
EudraPharm	EudraPharm@ema.europa.eu
Eudraportal	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
MMSse	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.



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.

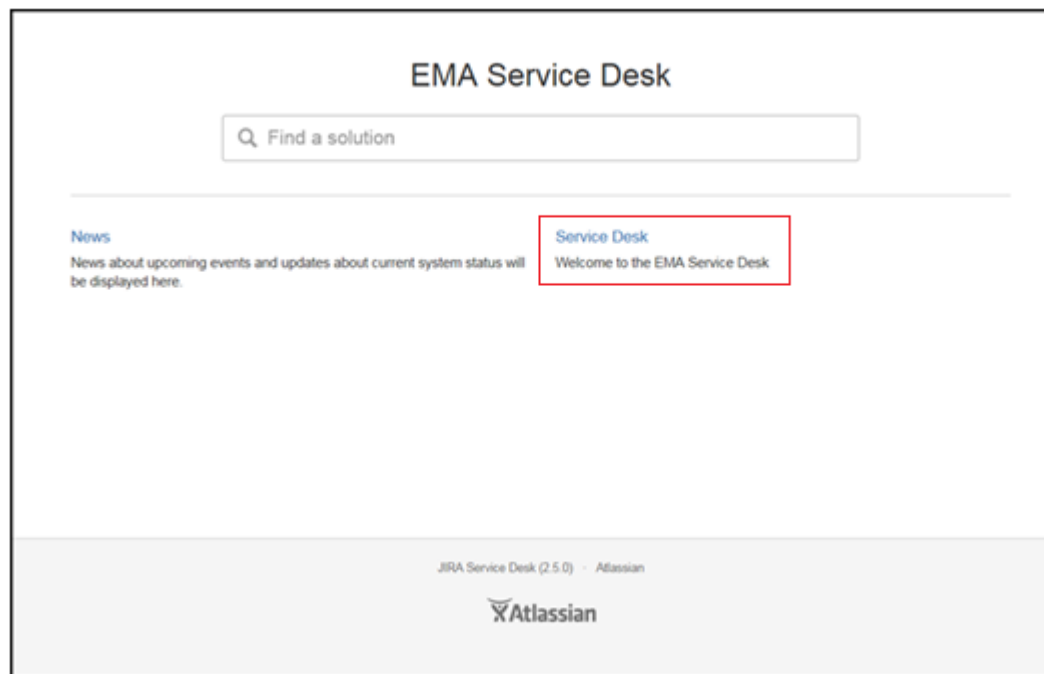


The screenshot shows the login interface for the EMA Service Desk. It features a 'Login' heading, a horizontal line, and two input fields for 'Username' and 'Password'. Below these is a blue 'Log in' button and a checked checkbox for 'Keep me logged in'. A section titled 'Account information' provides instructions on using existing credentials versus signing up for a new account. At the bottom, there is a blue link for password reset and a red-bordered button for 'Sign up for a new account'.



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.

Service Desk

Service Desk

Welcome to the EMA Service Desk self-service portal which enables you to request the services you require from the Agency.

Ask a Question

Request a Service

Report an Issue

Propose a Change



Question

Ask a general question

Service Desk / Service Desk

Question

Subject

Please ask your question

Description (optional)

Please provide any further detail as needed

Attachment (optional)



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.

Service Desk

Service Desk

Welcome to the EMA Service Desk self-service portal which enables you to request the services you require from the Agency.

Service Desk / Service Desk

Access, permission, content updates and password requests

Subject

Please add a title for the request

Software (optional)

Please describe the type of request (access, permission or password reset). If a request for access or permission change

Description

justification for the request is mandatory. Please provide the name of the manager that is authorised to approve this request, if needed. Please indicate how it is affecting your ability to work, other people, and how urgent it is

Attachment (optional)

Please upload any attachments you consider useful



To report an issue

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




Service Desk

Service Desk

Welcome to the EMA Service Desk self-service portal which enables you to request the services you require from the Agency.

Find a solution

- Ask a Question
- Request a Service
- Report an Issue**
- Propose a Change

-  **Report an issue with business applications / software**
Issues (known as incidents) with business applications (e.g. DREAM, SAP, MMS) or software (e.g. MS Office, Windows)
-  **Report an issue with audio visual, audio/video conference, virtual meeting or multimedia services or equipment**
Issues (known as incidents) with audio visual meeting room equipment (e.g. projectors, voting system or audio quality)
-  **Report any other issue**
Issues (known as incidents) that are not covered by any of the specific categories above



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":

Service Desk

My requests

Search for requests Open requests ▾

SD-2855 Submission of AMPs as per Article 57 requirements in Service Desk OPEN
Today 5:45 PM Request created



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

My requests

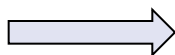
Service Desk

My requests

Search for requests

[SD-2855 Submission of AMPs as per Article 57 requirements in Service Desk](#) OPEN

Today 5:45 PM Request created



Service Desk / Service Desk

Submission of AMPs as per Article 57 requirements

OPEN

Comment on this request...

Details Today 5:45 PM

Description

Can you please advise what are the timelines of submission of AMP as per Article 57 requirements?

Thank you.

SLAs
Reference: **SD-2855**

People involved

Creator

You can

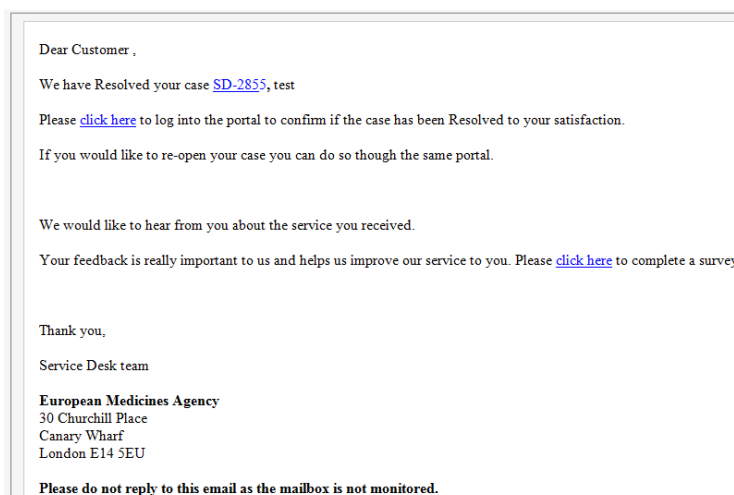
[Add a comment](#)

[Add attachment](#)



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.

The screenshot shows a service desk interface for a request titled "Submission of AMPs as per Article 57 requirements" with a status of "REQUEST FULFILLED". The interface includes a comment box, an activity feed, and a sidebar with options to "Close Request" and "Re-open Request".

Service Desk / Service Desk
Submission of AMPs as per Article 57 requirements **REQUEST FULFILLED**

Comment on this request...

Activity

Your request status changed to **Request Fulfilled** with resolution **Resolved**. Today 7:52 AM **LATEST**

SLAs
Reference: **SD-2855**

People involved
Creator

You can
[Add a comment](#)
[Add attachment](#)

Actions
[Close Request](#)
[Re-open Request](#)

Details Yesterday 5:45 PM

Description
Can you please advise what are the timelines of submission of AMP as per Article 57 requirements?
Thank you.

- ❖ 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.

The screenshot shows a Service Desk interface for a ticket titled "Submission of AMPs as per Article 57 requirements" with a status of "REQUEST FULFILLED". The ticket reference is "SD-2855". The interface includes a "Comment on this request" field, an "Activity" section with status changes from "In Progress" to "Request Fulfilled", and a "Details" section with a description: "Can you please advise what are the timelines of submission of AMP as per Article 57 requirements? Thank you." On the right side, there are sections for "SLAs", "People involved" (listing the "Creator"), "You can" (with options to "Add a comment" and "Add attachment"), and "Actions" (with options to "Close Request" and "Re-open Request", where the latter is highlighted with a red box).

- ❖ 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. If the requestor is not already registered for an EMA system (excluding Eudravigilance), they will also receive login credentials for the EMA Service Desk. They will be able to track the status of their request 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.