MAH Guideline
## NMVS Alerts AMS (Alerts Management System)
MAH Information

Introduction

The NMVS Alerts AMS is used to support the resolution of FMD alerts. This Guideline has been created to provide guidance for the use of the NMVS Alerts AMS, which provides a way for manufacturers to work with end users to establish the cause of an alert.

When an End User raises an alert, the alert can be managed in the NMVS Alerts AMS. Each party involved in the alert; the End User and the MAH, must rule out their procedures as a cause of the alert.

When managing their alerts in the NMVS Alerts AMS, an MAH may be able to discern the cause immediately, in which case they can either close the alert or escalate for further attention. If further information is required from another party, they can request through the "Inform NMVO" or "Inform End User" buttons.

How NMVS Alerts works
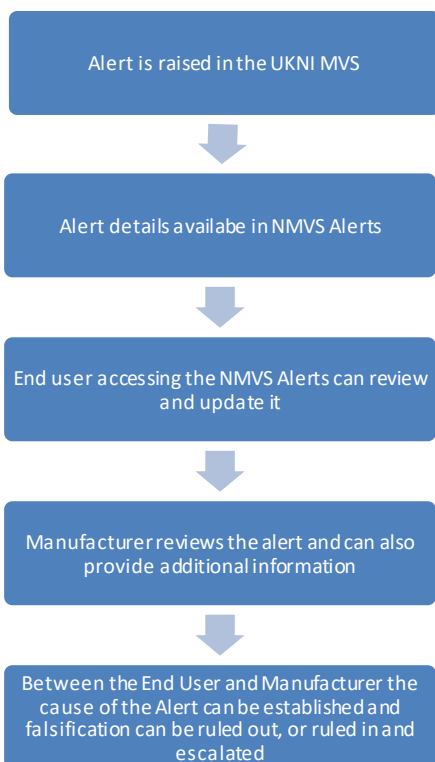
When an end user scans a pack and the system raises an alert, the end user will be presented with the alert information, e.g.:
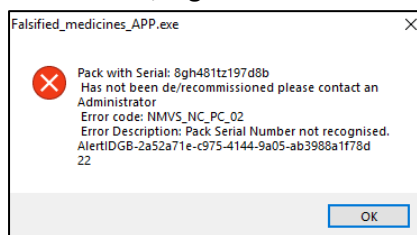
The alert information will be immediately available in the NMVS Alerts AMS so each alert can be updated in the system with further information, by both the end user and manufacturer.

How to use NMVS Alerts

How to access

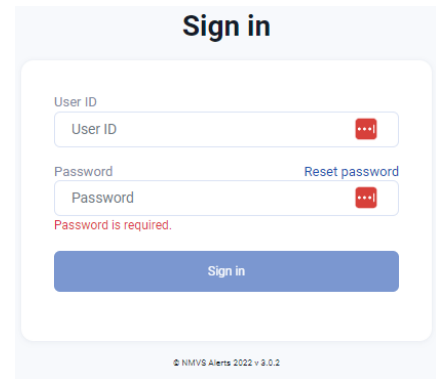The Alerts Portal is available from the SecurMed Website:

App.nmvs-alerts.com

If you have registered with NMVS Alerts you will login with your provided UserID and password.

If you are launching NMVS Alerts from an email you have received, and have not registered, you will be automatically logged in as a guest for a one-time session to update that particular alert.

To Update an Alert

When an Alert is opened in NMVS Alerts, it will present you with the details of the alert on the left hand side, and the Inspection Area on the right hand side (as below).
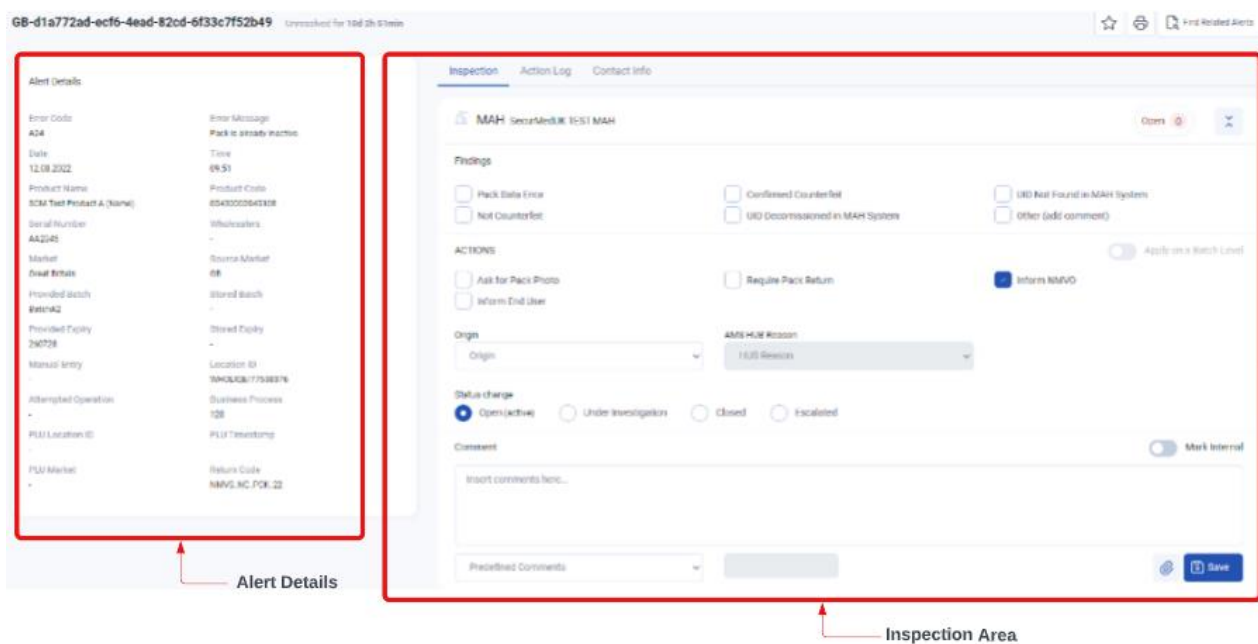

Each party has their own Inspection Area, into which they supply the relevant information. You can look in the other parties Inspection Areas to see the comments and contributions they have made, which may help you to understand the cause of the alert. The Inspection Area will give you a number of options to choose from, most of which are self-explanatory. There is also a text field where you can type any supplemental information.

You are able to give the Alert one of four statuses: *Open*, *Under Investigation, Closed or Escalated*. This will tell the other parties whether you have updated this Alert or not. Upon clicking *Save,* the changes are saved and others involved with the Alert will be able to see what you have added.

Other Features

Action Log – This will show you all the activity relating to this Alert, by any party.

Find Related Alert – By clicking on this in the top right of the window, you will be able view similar alerts, based on the criteria you set in the parameters window.

Upload Photos and Attachments – Using the Camera or paper clip buttons you can upload a photo of the pack. MAHs often find this useful in ascertaining the cause of an Alert.

'Favourite' Alerts – Clicking the star button 'Favourites' the Alert. This can be useful for filtering if you want to highlight certain alert for following up at a later date.

List All Alerts – By clicking on the alerts tab at the top you will be able to see all the alerts you have raised. The columns can be manipulated to suit your needs.

Filter Alerts – You can filter on almost every conceivable element. It is often useful for example to show only updated, hide closed or view alerts with a particular error code or Product Code. These filters can be saved for future use.

Need more help?

NMVS Alerts is supplied by TCK who provide a full User Guide with the product. The product website is [here](#) and TCK's User Guide can be downloaded from our website on the NMVS Alerts page.

Or, if you need additional assistance, please email SecurMed at ams@securmed.org.uk