



MedDRA

MedDRA Self-Service Application & Planned Tools updates

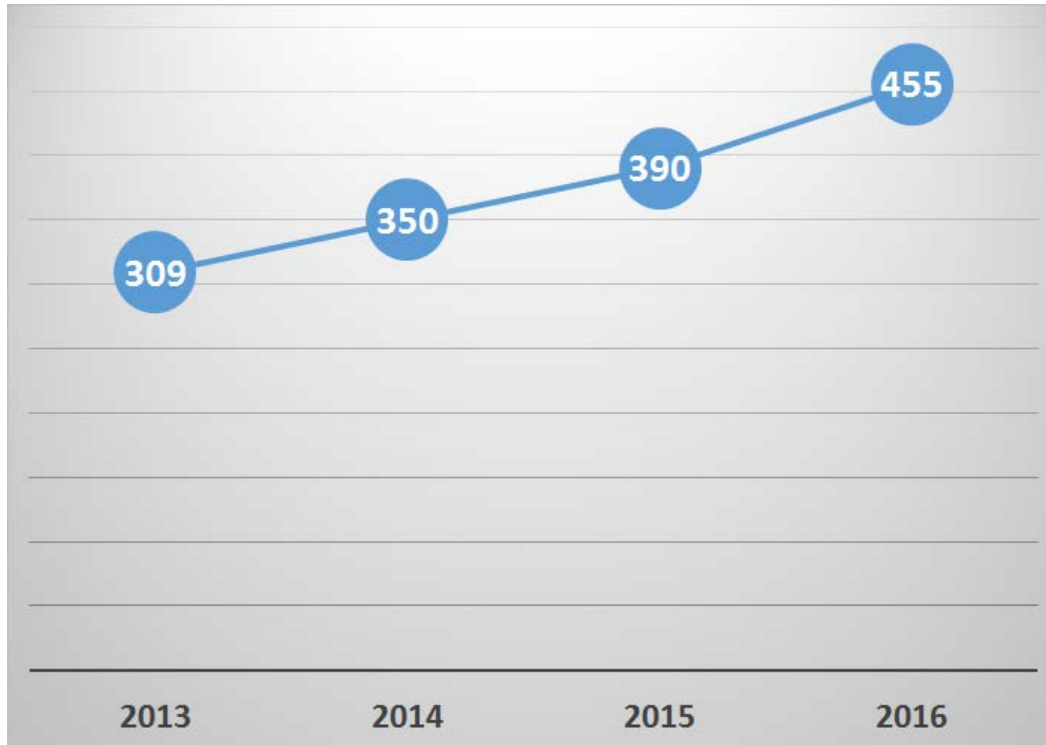
Gaithersburg, MD
29 September 2017





MedDRA

User Demand



Annual Monthly average of Help Desk Tickets Received by the MSSO

- Help Desk inquiries have risen steadily
- MSSO looked to find ways to support the need with existing staff
- Concept of Self Service Tool was identified



MedDRA

Purpose

- Improve service by providing information to appropriate individuals at any time of day:
 - Who is my MedDRA point of contact?
 - What is my MedDRA ID?
 - Can you confirm the subscription status of my business partners?
 - I am a Point of Contact for my subscription, can you provide me our subscription password?



MedDRA

Features

- Web-based application which allows:
 - Users to obtain their MedDRA ID
 - Retrieve primary Point of Contact
 - Points of contact to obtain subscription password information and MedDRA zip file passwords
 - Confirmation of MedDRA subscription with business partners
 - Download and print training certificates
- Available as of April 2017



MedDRA

Home Page




MedDRA *Self-Service Application*
Medical Dictionary for Regulatory Activities

Message from MedDRA

Welcome to the MedDRA Self-Service web site.

If the desired information cannot be found, please contact the MSSO Help Desk.

mssohelp@meddra.org

+1 877.258.8280 

Retrieve MedDRA ID

Retrieve MedDRA Password

Retrieve MedDRA Unzip Password

Check Organization Status

Retrieve Primary Point of Contact (POC)

Generate Certificate for Training Attended

<https://apps.meddra.org/selfservice>



Obtain MedDRA ID

- Those with a valid email domain can obtain their MedDRA ID to register for training and UG meetings.


Retrieve MedDRA ID

How to Use It

- All members of a valid email domain can retrieve their organization's MedDRA ID.
- You have to type a machine-generated image code to submit your request.
- Upon providing a valid email address and image code, an authorization code will be sent to the email address provided.

Email:

[Click here to generate a new image](#)



Type Image Code:

- Retrieve MedDRA ID
- Retrieve MedDRA Password
- Retrieve MedDRA Unzip Password
- Check Organization Status
- Retrieve Primary Point of Contact (POC)
- Generate Certificate for Training Attended



MedDRA

Obtain MedDRA ID

- What does the tool consider to be a valid email domain?
 - Domain names associated with specific organizations (e.g., gsk.com, csllbehring.com, meddra.org, etc.)
- What are invalid email domains?
 - Domain names not associated with an organization (e.g., gmail.com, yahoo.com, outlook.com, etc.)
- What if I legitimately use a email domain the tool considers invalid?
 - Contact the Help Desk to obtain the requested information—mssohelp@meddra.org



MedDRA

Obtain MedDRA ID (cont)

- Email sent instructing how to get your MedDRA ID

Dear MedDRA User,

Your one time authorization code is:

0d44de15-8596-4bdd-a35f-7cb8e352c25f

Please use the following URL to retrieve your MedDRA ID:

https://apps.meddra.org/selfservice/get_help.aspx

You have to use this authorization code within 20 minutes; otherwise, it will become invalid.

Sincerely,

MSSO Help Desk

mssohelp@meddra.org



Obtain MedDRA Password

- Points of contact may obtain their MedDRA Password, CRID and Unzip passwords.



Retrieve MedDRA Password

How to Use It

- Only the organization's Primary Point of Contact can retrieve the MedDRA password.
- The authorization code will be sent to your registered email address.

Email:

Submit

| |
|--|
| Retrieve MedDRA ID |
| Retrieve MedDRA Password |
| Retrieve MedDRA Unzip Password |
| Check Organization Status |
| Retrieve Primary Point of Contact (POC) |
| Generate Certificate for Training Attended |



MedDRA

Obtain MedDRA Password

- Who is a point of contact?
 - Individuals designated by their organization to receive MedDRA subscription information (i.e., passwords)
 - Identified when subscribing to MedDRA
 - Updated annually upon renewal or upon request from the POC.





Obtain MedDRA Password

- Email sent instructing how to get your MedDRA Password

Dear MedDRA User,

Your one time authorization code is:

5c64fb1b-8bb1-4958-a1ab-3fc9a6a8bfcc

Please use the following URL to retrieve your MedDRA Password:

https://apps.meddra.org/selfservice/get_help.aspx

You have to use this authorization code within 20 minutes; otherwise, it will become invalid.

Sincerely,

MSSO Help Desk

mssohelp@meddra.org



Self-Service Application (cont)

- The MSSO plans to refer users to the Self-Service Application for:
 - Distributing unzip passwords
 - Obtaining password information for new subscriptions and subscription renewal





MedDRA

Retrieve Primary POC

- Identify subscription primary point of contact
 - Refers users to POC who determines what MedDRA subscription information to provide
- Similar process to obtain MedDRA ID
- Requires:
 - Valid domain name
 - Entry of machine generated image code (captcha)
- Submitter will receive temporary code and url



Retrieve Primary POC

Retrieve Primary Point of Contact (POC)

How to Use It

- Anyone who has a valid email address with organization domain recognized by MedDRA MSSO can get the primary Point of Contact information associated with the organization.
- You have to type a machine-generated image code to submit your request.
- The authorization code will be sent to the provided email address.

Email:

[Click here to generate a new image](#)



Type Image Code:

Submit



Verification of business partners

- Subscription verification of business partners
 - Login required

Check Organization Status

How to Use It

- Enter your organization's MedDRA ID and password to retrieve the subscription status.
- After user authentication process, the user can retrieve other organization subscription status with MedDRA .

MedDRA ID

| Organization | Current Subscriber | Renewal Month |
|--------------------|--------------------|---------------|
| Brian Organization | Yes | March |



Verification of business partners

- Subscription verification of multiple business partners
 - Login required

Import MedDRA ID Spreadsheet

For website security, this function is closely monitored and may be blocked if user's action is abnormal.

You can import a spreadsheet with up to 100 MedDRA IDs.

Please use the following format to upload your spreadsheet:

| MedDRA ID |
|-----------|
| 10001 |
| 10002 |

| MedDRA ID | Organisation Name | MedDRA Subscription Status | Renewal Month | <input checked="" type="checkbox"/> <input type="button" value="Generate PDF"/> |
|-----------|-------------------|----------------------------|----------------|---|
| 11111 | DEF Organization | Yes | November | <input checked="" type="checkbox"/> |
| 12345 | ABC Organization | Yes | May | <input checked="" type="checkbox"/> |
| 22222 | XYZ Organization | No | Not Applicable | <input checked="" type="checkbox"/> |



Obtaining Training Certificates

- Generate training certificates for participation in free face-to-face training classes

Generate Certificate for Training Attended

How to Use It

- Anyone who has registered email address with the MSSO can retrieve their training certificate.
- The email address has to be the one that you registered with the training class.
- You can only retrieve for classes completed in the last 3 years.

Email:

[Retrieve MedDRA ID](#)
[Retrieve MedDRA Password](#)
[Retrieve MedDRA Unzip Password](#)

[Check Organization Status](#)

[Retrieve Primary Point of Contact \(POC\)](#)

[Generate Certificate for Training Attended](#)

| Name | Class | Location | Date | Download |
|--------------|--------------------|------------|------------------|------------------------------------|
| Brian O'Hare | Coding with MedDRA | McLean, VA | 12 December 2050 | <input type="button" value="PDF"/> |



Obtaining Training Certificates

- Certificates for face to face training only
- Use the same email address that you used to register for the class
- May obtain certificates from the last 3 years



*The
Maintenance and Support Services Organization (MSSO)*

Certifies that

Brian O'Hare

Has Completed

Coding with MedDRA

McLean, VA
12 December 2050

Patrick W. Revelle
Director, MSSO

Judy Harrison, MD
Chief Medical Officer, MSSO



MedDRA

Planned Tools Update





MedDRA

Web-Based Browser 3.0

- Ability to view supplemental changes
- Options for Boolean logic searches (.e.g., Not, OR)
- Upload terms to extract primary and secondary links
 - Option to export secondary SOC links from the Research Bin and Search results
- Select which levels of the hierarchy to add to the Research Bin
- Upload terms to run against SMQs
 - Options to use algorithmic and hierarchical SMQs
- Expected by Mid 2018



Potential MVAT 3.0 Updates

- Ability to run reports on supplemental changes
- New reports on secondary SOC changes
- SMQ Comparison function
 - Compare an SMQ between two versions of MedDRA to identify changes
- Expected in 2018





MedDRA

Medical Dictionary
for Regulatory Activities

Questions?