



**MedDRA**

# MedDRA Self-Service Application & Planned Tools updates

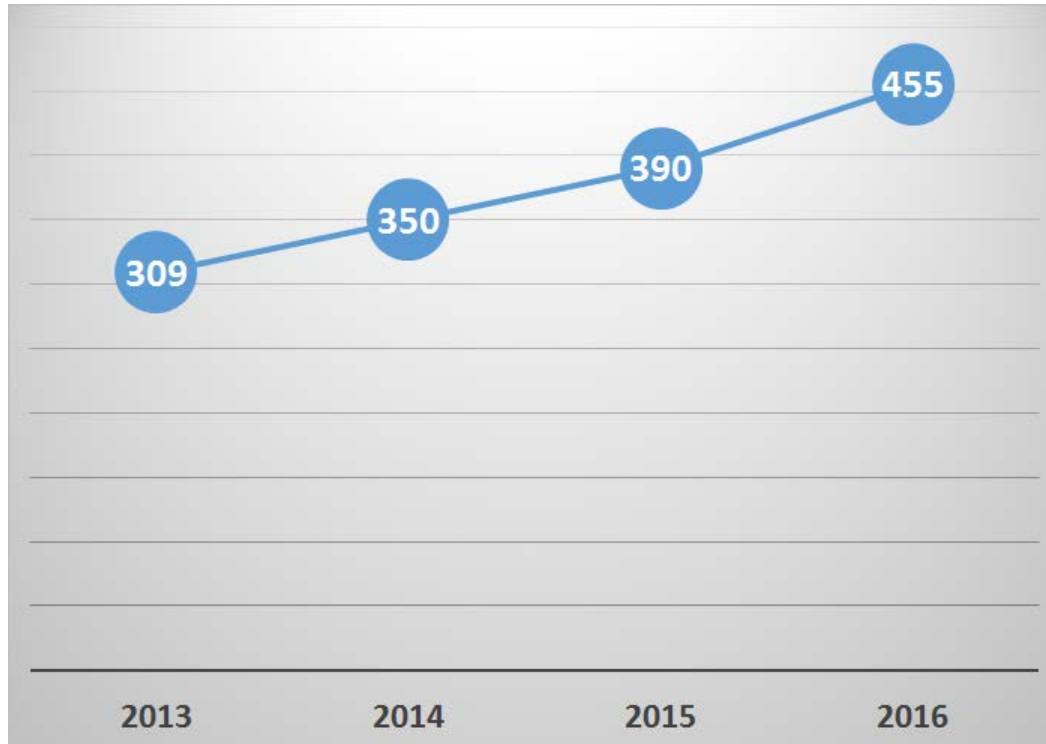
Gaithersburg, MD

29 September 2017





# 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





- 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?



- 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](mailto:mssohelp@meddra.org)

+1 877.258.8280 

- [!\[\]\(5950fde355bafc747b20583b30242b59\_img.jpg\) Retrieve MedDRA ID](#)
- [!\[\]\(2ba4b990a9f2ed1d09a614c2477547e9\_img.jpg\) Retrieve MedDRA Password](#)
- [!\[\]\(8dac4e23712d8ecb0e70c6016dd4322b\_img.jpg\) Retrieve MedDRA Unzip Password](#)
- [!\[\]\(7196dfdf1be0f3a9a0b3fa535444a394\_img.jpg\) Check Organization Status](#)
- [!\[\]\(e70965c3cf1bcb3d99a7ced31f2d468b\_img.jpg\) Retrieve Primary Point of Contact \(POC\)](#)
- [!\[\]\(b4fd14103be4ca46dad44524eb4275aa\_img.jpg\) Generate Certificate for Training Attended](#)

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



MedDRA

# 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



- What does the tool consider to be a valid email domain?
  - Domain names associated with specific organizations (e.g., gsk.com, cslbehring.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](mailto:mssohelp@meddra.org)



- 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](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](mailto:mssohelp@meddra.org)



MedDRA

# Obtain MedDRA Password

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



MedDRA *Self-Service Application*

Medical Dictionary for Regulatory Activities

## 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

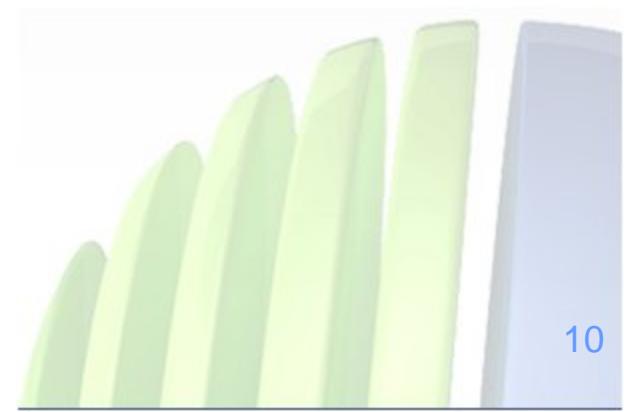
- Retrieve MedDRA ID
- Retrieve MedDRA Password
- Retrieve MedDRA Unzip Password
- Check Organization Status
- Retrieve Primary Point of Contact (POC)
- Generate Certificate for Training Attended



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# 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.





MedDRA

# 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](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](mailto: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





- 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



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# 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:



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# 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

XXXX

- 
- 
- 
- 
- 
- 

Organization	Current Subscriber	Renewal Month
Brian Organization	Yes	March



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# 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"/> 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"/>



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# 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:

brian.ohare@meddra.org

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

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



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# 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



**MedDRA**

*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*



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# Planned Tools Update





- 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



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# 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?