

Strasbourg, October 2008

HelpDesk Support of the European Directorate for the Quality of Medicines & HealthCare (EDQM)

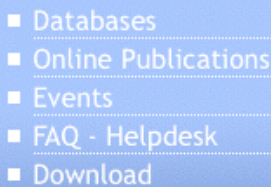
External User Manual

What is the EDQM HelpDesk?

The HelpDesk is a support service provided by the EDQM to respond to user and customer questions on a variety of topics. It provides a central point of contact and as a result, facilitates communication with the EDQM. It allows the EDQM to improve its efficiency and response rate and ensure that consistent replies are provided to questions.

The HelpDesk also allows the EDQM to monitor feedback and continuously review and improve its services, for example it helps the EDQM to regularly update the list of Frequently Asked Questions (FAQs) published on its website.

How to access the HelpDesk?

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- Databases
 - Online Publications
 - Events
 - FAQ - Helpdesk
 - Download

To access the HelpDesk, click on “FAQ-Helpdesk” which appears on every web page (left-hand side menu) or go directly to the web page:

http://www.edqm.eu/site/FAQ_Helpdesk-521.html

1. Click on “Frequently Asked Questions” to reach the collection of answers to questions regularly raised by users. Click on the topic name and a list of questions will appear. Select a question and read the answer.
2. If the list of questions and answers do not provide you with a reply to your specific query, you can contact the EDQM via the Helpdesk.

How to send a question?

1. To send a question and access the relevant question form, you must first select the topic and the FAQ that closely relates to your question. The topic you select also guide to whom your question will be transferred. Therefore, if the topic and FAQ are incorrectly selected, the response provided might be insufficient and you may need to re-submit your question in order to receive a complete response. **Choose the topic and the FAQ very carefully.**

2. At the end of each question is the phrase “I’d like to contact the EDQM for further information. [Click here](#)”, click on this link.
3. You will then be asked to identify yourself.
 - If you have used the Helpdesk before OR have previously registered an EDQM publication (<https://www.edqm.eu/register>), then enter this e-mail address and password.
 - If this is your first time to use this service, then you must create a HelpDesk/Publications account. Click on the link “Create new account” and fill in all the fields. Some fields are mandatory to successfully open an account and send a question. It is very important to double-check the email address you enter in order to avoid any typographical errors that will lead to lost messages.
 - If you have forgotten your password or if you are not sure whether you have created an account in the past, then click on the link “E-mail my password” and you will receive almost immediately your password by e-mail if your address is registered in the database.
4. Click on the link “HelpDesk” and the question form with the selected FAQ will appear.
5. Type-in your question and make sure all the fields are filled in. Questions in English and French are accepted and you can attach files to your question form. Avoid browsing other web pages at this stage as you may lose what you have typed.
6. Click on “Validate” to submit your question.
7. An automatic message will appear and confirm that your question has been sent to the HelpDesk. At this stage you can return to the HelpDesk menu.
8. You will receive a “Confirmation Email” within approximately 10 minutes, giving you the question’s reference number (eg : Q12345) and a link to your Message Box, which you may find useful to add to the favourites of your Internet browser.
9. If you do not receive the “Confirmation E-mail”, then please check your “Junk” folder and the “Spam” settings in case the email was delivered to these folders instead of to your “Inbox”. It may also be that there was a typographical error in the e-mail address you entered when creating your HelpDesk/Publications account.

Receiving a response

1. Once the EDQM has responded to your question, you will receive an e-mail to alert you and a link to your Message Box.
2. Enter your email and password to access your “Message Box” and to read the response. You can ask for further clarifications on your original question but if you have a new question, you must complete a new question form.

Your questions and replies will be retained in your Message Box for 12 months.