

Certification of Substances Department

NTO/CB

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Certification of suitability to the Monographs of the European Pharmacopoeia

EDQM DCEP Sharing Tool - How to manage your account

Revision history of the document

Revision N°	Revision date	Reason
Initial version	January 2022	

1. Scope

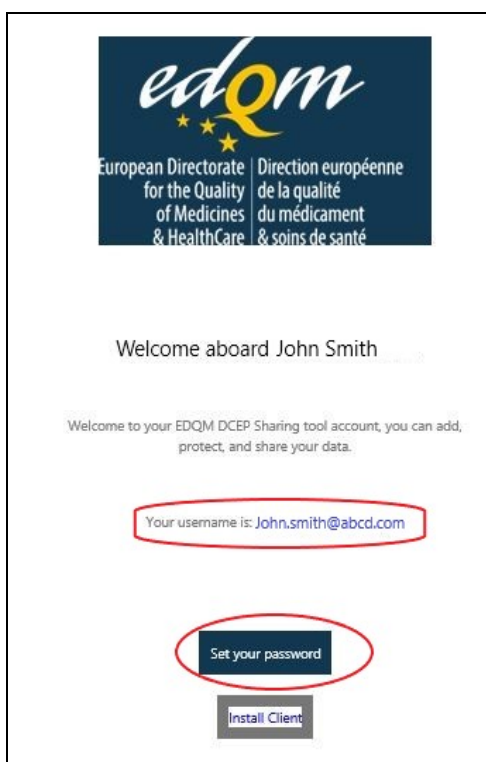
The **EDQM DCEP Sharing Tool** is an IT tool used to ensure that EDQM documents related to Certificate of Suitability (CEP) applications are shared securely with the CEP dossiers' applicants/holders during the lifecycle of a CEP application. This tool requires the use of a defined and dedicated account by the company. The instructions below are intended for CEP dossiers' applicant and/or authorised representative and address the use and management of their **EDQM DCEP Sharing Tool** account.

2. Managing an account

An account is automatically created by the **EDQM DCEP Sharing Tool** for the contact person defined in the most recent Application Form (in Contact person section) submitted to the EDQM Certification of Substances Department (DCEP) as part of a procedure linked to a CEP dossier.

CEP dossiers' applicants and authorised representatives are requested to always ensure that the DCEP has been provided with the details and the valid e-mail address of the appropriate contact person. Any changes to this information should be communicated immediately to the DCEP i.e. using both documents published on the EDQM website, namely "Change in Contact Details: Notify the EDQM (PA/PH/CEP (10) 86)" and the form "Change of contact details for CEP applications (FORM/577)".

The designated contact person will receive a notification from the **EDQM DCEP Sharing Tool** which informs them of the automatic creation of their account, with their username, and invites them to choose a password. The **username** is by **default the email address** of the contact person and can be found in the first sending made by the **EDQM DCEP Sharing Tool**.



3. Setting the password

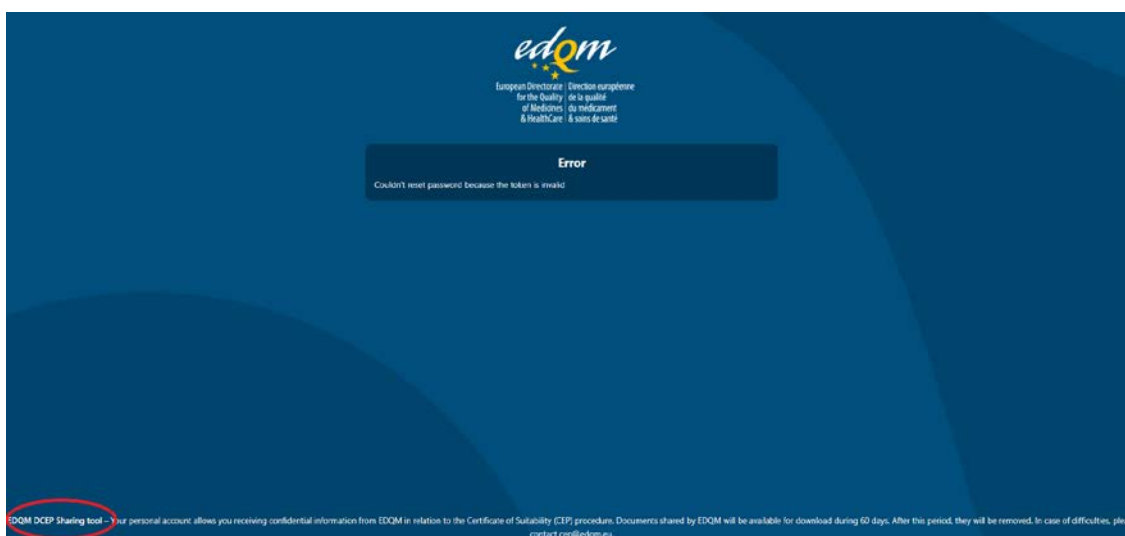
A valid **password** can be created by clicking on the button **“Set your password”**. *It is important to take action as soon as possible and set the password, since the link provided expires within four days.*

In order to be valid any password in the EDQM DCEP Sharing Tool must be:

- a minimum of 10 characters
- a mix of capital letters and lower-case letters
- at least one numerical digit
- “common” passwords are not accepted (i.e. very easy to break, for example “12345678”, “qwerty”, “password”)

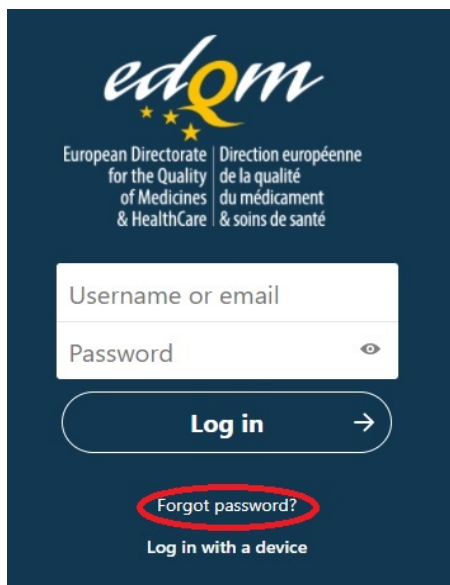
4. Setting password when the link has expired

When the link to set the password has expired, the error message below will appear:



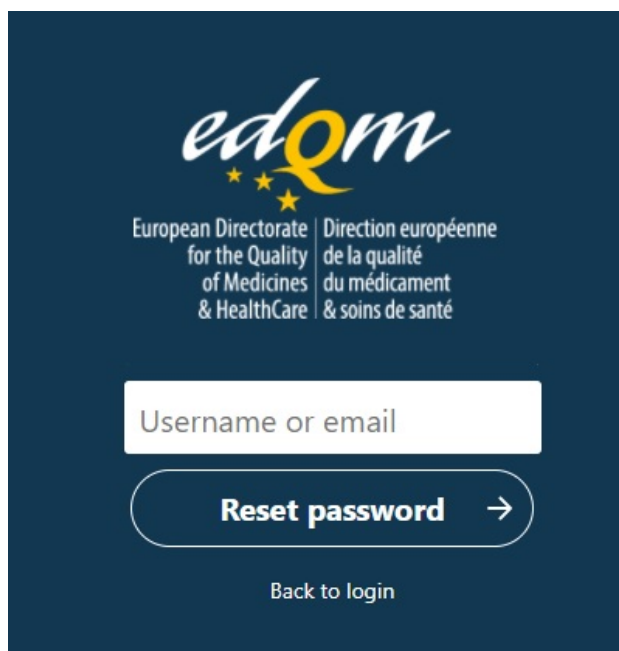
In this case, click on the **EDQM DCEP Sharing Tool** hyperlink, on the bottom-left of the window (highlighted in a red circle on the screenshot above).

The window below will appear:



Next, click on “**Forgot Password?**”

The window below will appear:

The image shows a dark blue rectangular window for password reset. At the top center is the EDQM logo, which consists of the lowercase letters 'edqm' in a white, stylized font, with three yellow stars of varying sizes positioned below the 'd'. Below the logo, the text 'European Directorate for the Quality of Medicines & HealthCare' is written in white on the left, and 'Direction européenne de la qualité du médicament & soins de santé' is written in white on the right. In the center of the window is a white rectangular input field with the placeholder text 'Username or email'. Below the input field is a white rounded rectangular button with the text 'Reset password' in bold black font, followed by a right-pointing arrow icon. At the bottom center of the window is the text 'Back to login' in a smaller white font.

Fill-in the username (your email address as declared, see section 2) and click on “**Reset Password**”

Use the rules given in section 3 to set the new password.

5. Single email address

For technical reasons to ensure security, EDQM documents are shared by the DCEP only with one e-mail address, the one indicated in the Application Form to the assigned Contact person. It is strongly advised to choose **one** email address per contact person (and only one).

1 Valid e-mail address = 1 Account

If more than one email address is given for a same contact person, EDQM documents related to a CEP dossier application may be shared with either email, resulting in the creation of one **EDQM DCEP Sharing Tool** account for each e-mail address, which could generate confusion to the user and loose traceability.

For any issues or difficulties encountered, EDQM DCEP should be contacted by e-mail (mailbox for general communication indicated on the letters issued by DCEP), in which case the requester should indicate the e-mail address used to connect to the **EDQM DCEP Sharing Tool**, and provide as many details and screenshots as possible.

6. Period of availability of documents in the EDQM DCEP Sharing Tool

It is important to download the EDQM documents shared, as they are available for a maximum period of 60 days in the **EDQM DCEP Sharing Tool**.