Training Manual for Settings and User Management

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1. Document Control

1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	18-Oct-2022	First Version	EVOTEQ
2.0	31-DEC-2024	Content updates for clarity and accuracy	EVOTEQ

Table 1 Version History Pre-Approvals

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2. Purpose

The purpose of this document is to describe the business processes and functionalities of Tatmeen, Ministry of Health and Prevention (MoHAP) Track and Trace system.

The document details the solution and various control that are adopted for the processes.

3. Introduction

This document provides a high-level, as well as detailed description of the business process and flows of the Tatmeen system.

4. Tutorial User Management

To access Tatmeen, the user must be registered in Tatmeen.

The following user types are available in Tatmeen:

- Super administrator(s) - Tatmeen support team/EVOTEQ
- Administrator(s) - Tatmeen support team/EVOTEQ
- Non supply chain participant (Non-SCP) Portal and Mobile user – Regulator (MoHAP & Customs)
- Non-SCP B2B user - Regulator (MoHAP & Customs) B2B
- Supply chain partner (SCP) Single Point of Contact (SPOC) – Industry/supply chain partner
- Supply chain partner (SCP) Portal and mobile user – Industry/supply chain partner
- Supply chain partner (SCP) B2B – Industry/supply chain partner
- Supply chain partner (SCP) Support User – Industry/supply chain partner
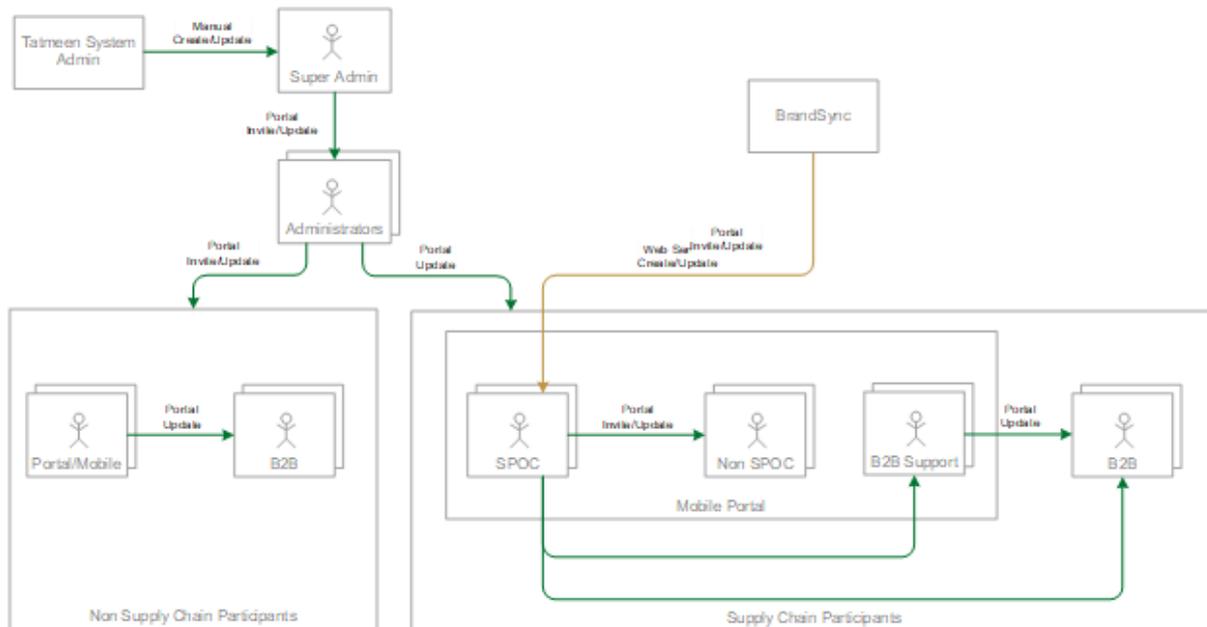
Figure 1 Tatmeen Users

The diagram above illustrates different types of users and who (and how) can create these types of users. The functionality and responsibilities within the Tatmeen solution will vary based on the user type. The following sections provide a more detailed description of each user type.

4.1 Super Administrator (Tatmeen support team/EVOTEQ)

Tatmeen administrator creation requires manual activities to be performed by a trusted party (SAP administrator/basis):

- In SAP:
  - Create the SAP user with proper authorizations/fields
  - Synchronize the SAP user with ADFS
- In ADFS:
  - Move the user to the appropriate Organizational Unit
  - Assign needed security groups
  - Set a strong password

4.2 Administrator (Tatmeen support team/EVOTEQ)

A super administrator can create an invitation to other administrators. These administrators are only created to be used by EVOTEQ support team and are not used by the supply chain.
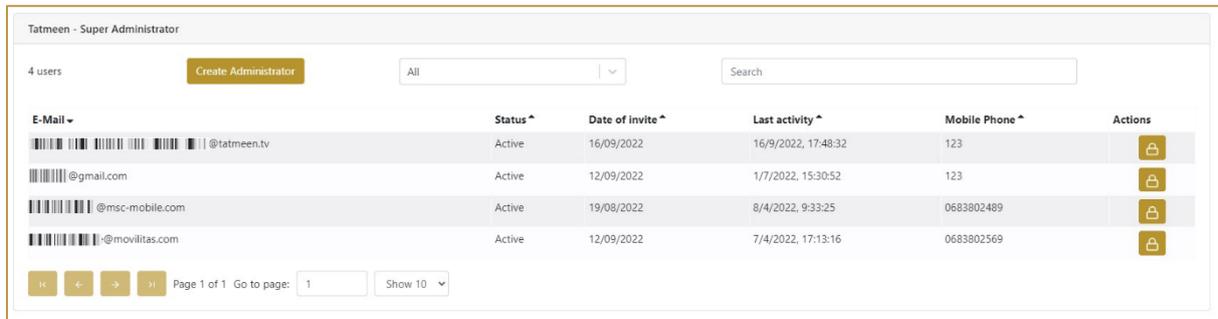
Figure 2 Administrator

If you want to search for a specific user, start entering the search string or only part of it in the Search field

The search will start automatically when you stop entering characters. All search results will be displayed in the table below.

You can filter the list of users by these options

Filter options:

- **All** - shows all users
- **Active** - filter to only active users
- **Inactive** - filter to only inactive users

4.2.1   Create a new administrator

To create a new administrator, press Create Administrator
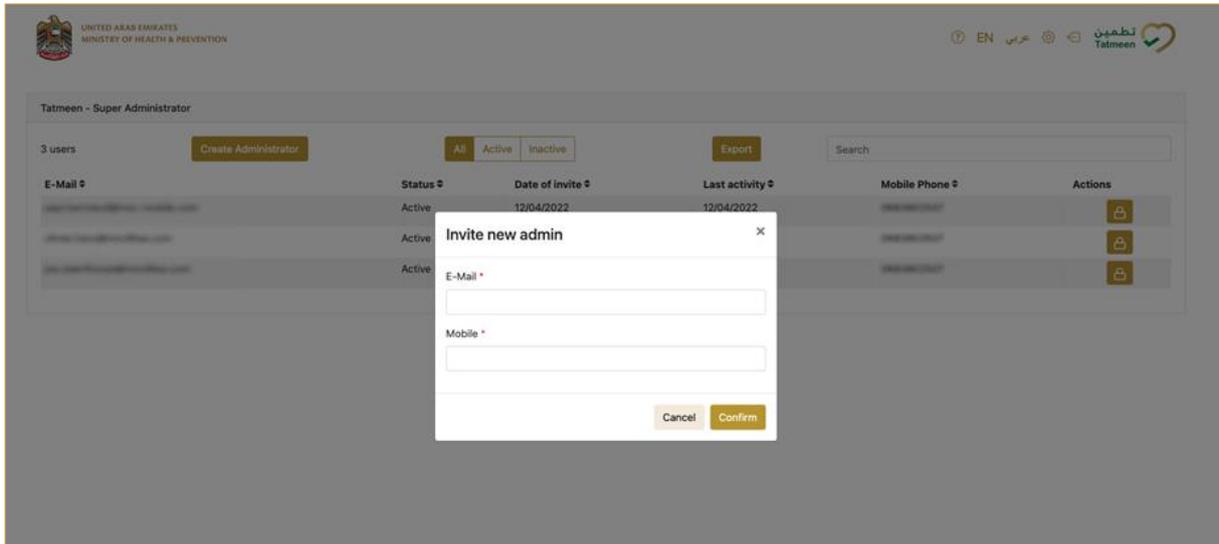
Figure 3 Create an administrator

A new pop-up window opens, where both fields need to be filed. For confirmation press Confirm . Once the invitation has been sent, the new user will appear in the list, with status "Invitation Sent".
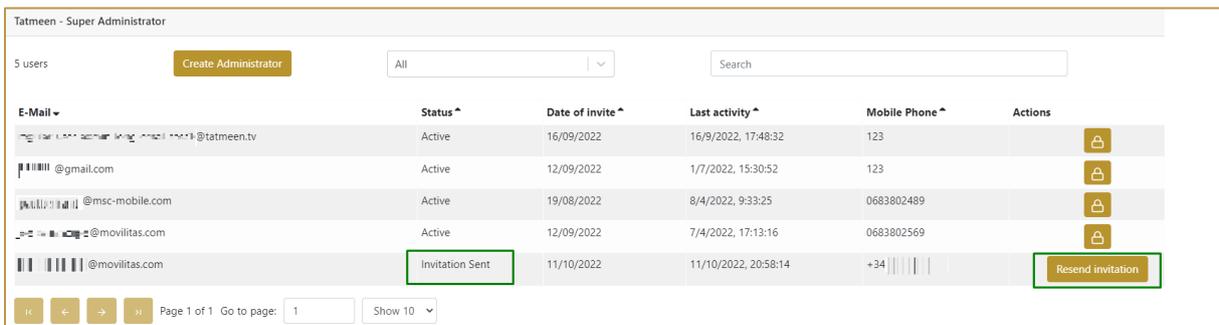
Figure 4 Invitation Sent Example

A user is created in SAP and ADFS with proper authorizations/roles in status inactive. Also, an email with a unique link for the subscription page is sent. Subscription is time limited to 48 hours. After the subscription invite link expires, if a user tries to access it, the following error will appear:
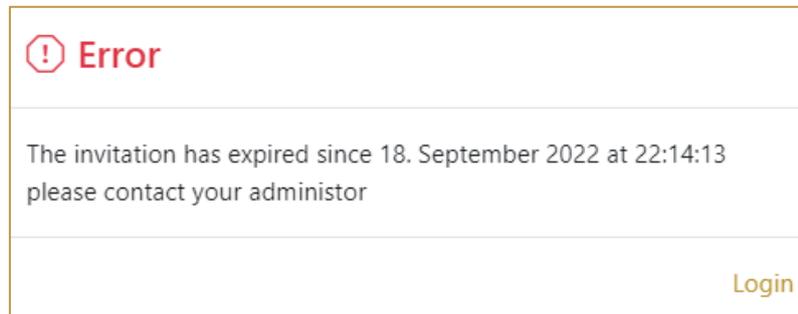
Figure 5 Expired Invitation Link Error Message

The user will need to request the super administrator to generate a new invitation message.

4.2.2 Administrator Registration

A newly invited user will receive a registration invitation email. The email will contain a link that the user will click to complete the registration process.

The email contains the subscription link of the page where the registration process can be completed.
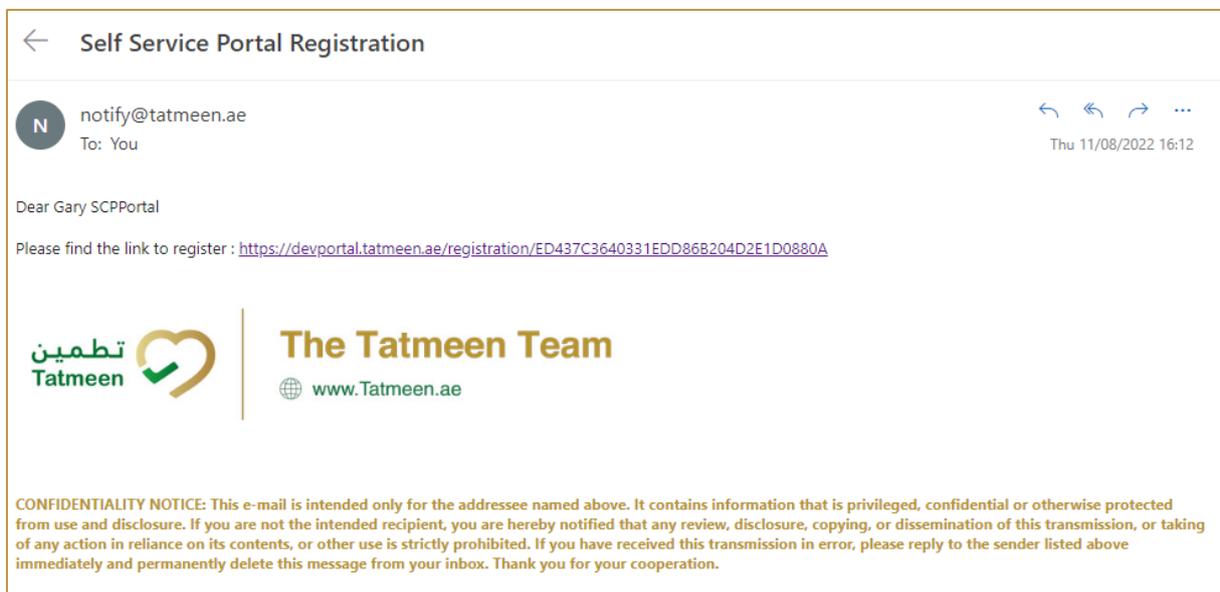
Figure 6 Tatmeen Invitation Email

When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:

- At least 14 characters and must include
  - uppercase [A-Z],
  - lowercase [a-z],
  - number [0-9],
  - a special non-alphabetic characters [e.g. !, $, #, %]

Figure 7 Credentials

To confirm the entered password and continue to the next page press Confirm
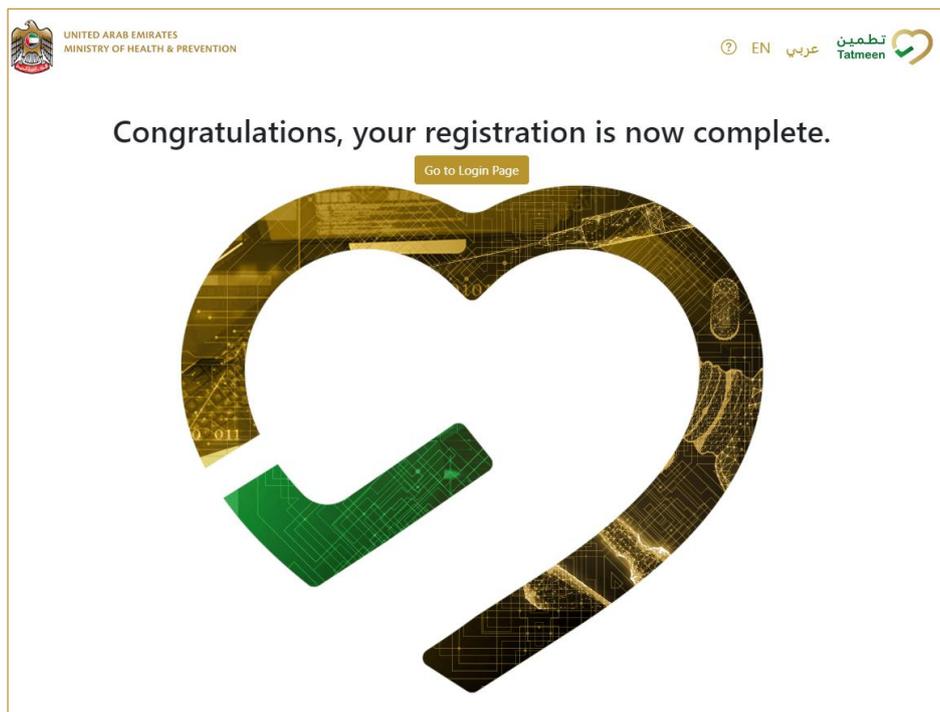
Figure 8 Credentials

Registration to Tatmeen has now complete and the user can log in to Tatmeen by pressing Go to login Page [Go to Login Page]

In addition to managing SCP and Support users, Tatmeen administrators can also manage Non supply chain participant (Non-SCP) users. Tatmeen administrators will be able to invite/create Non-SCP users, however, the invitation option for SCP and Support users is not available to administrators.

Figure 9.1 Non-SCP Portal and Mobile users

Figure 9.2 SCP Portal and Mobile, B2B, Support users

If you want to search for a specific user, start entering the search string or only part of it in the Search field [Search]

The search will start automatically when you stop entering characters. All search results will be displayed in the table below.

You can filter the list of users by these options

Filter options:

- **All** - shows all users
- **Active** - filter to only active users
- **Inactive** - filter to only inactive users
- **Invited** - filter to the user with a sent invitation

For every user, the administrator will be able to view and edit its details, deactivate it and resend a new invitation link in case the previous one has expired. These operations are described in detail in the following sections.

Figure 10 Example of operations available to Admin Users

4.3   Non-SCP Users

4.3.1 Non-SCP Portal and Mobile user

4.3.1.1 Create user

Tatmeen Administrators (Tatmeen support team/EVOTEQ) can create a Non-SCP Portal and Mobile user (MoHAP & Customs) by pressing Invite User [Invite User] a pop-up window opens. From the dropdown menu you need to select the type of the new user:

- Mobile/Portal
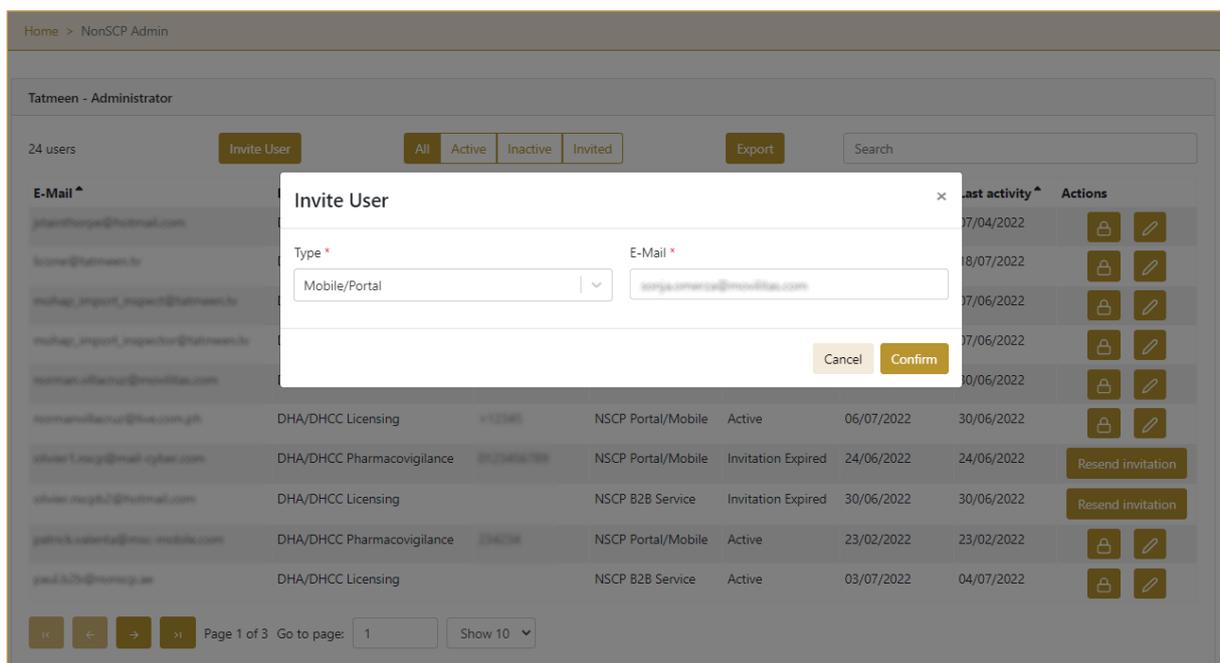
Figure 11 Select User Type

Fill out the E-Mail and after pressing Confirm, add the following information (all fields are mandatory):

- Email (filled automatically with the one used for the invitation).
- First Name.
- Last Name.
- Mobile Number.
- Department (One must be selected from the combo box).
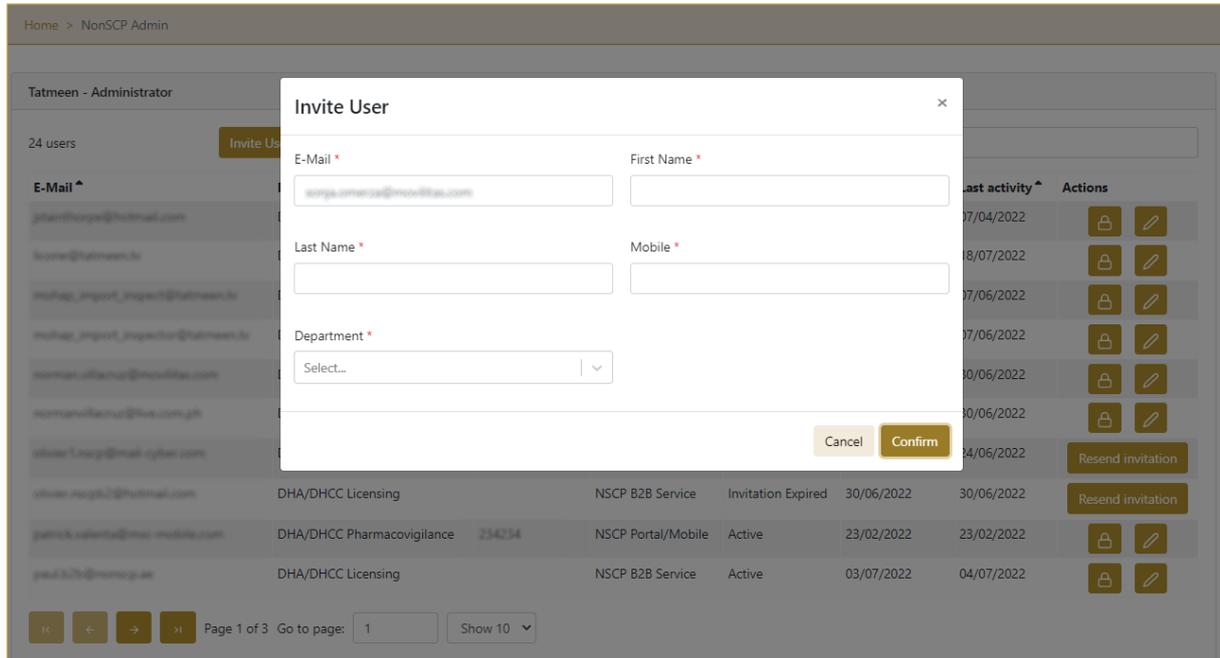
Figure 12 Create Non-SCP Portal/Mobile user

To cancel the entry and return to the previous page press Cancel

To send a registration invitation email to a user press Confirm

4.3.1.2 Registration

A newly invited user receives a registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.
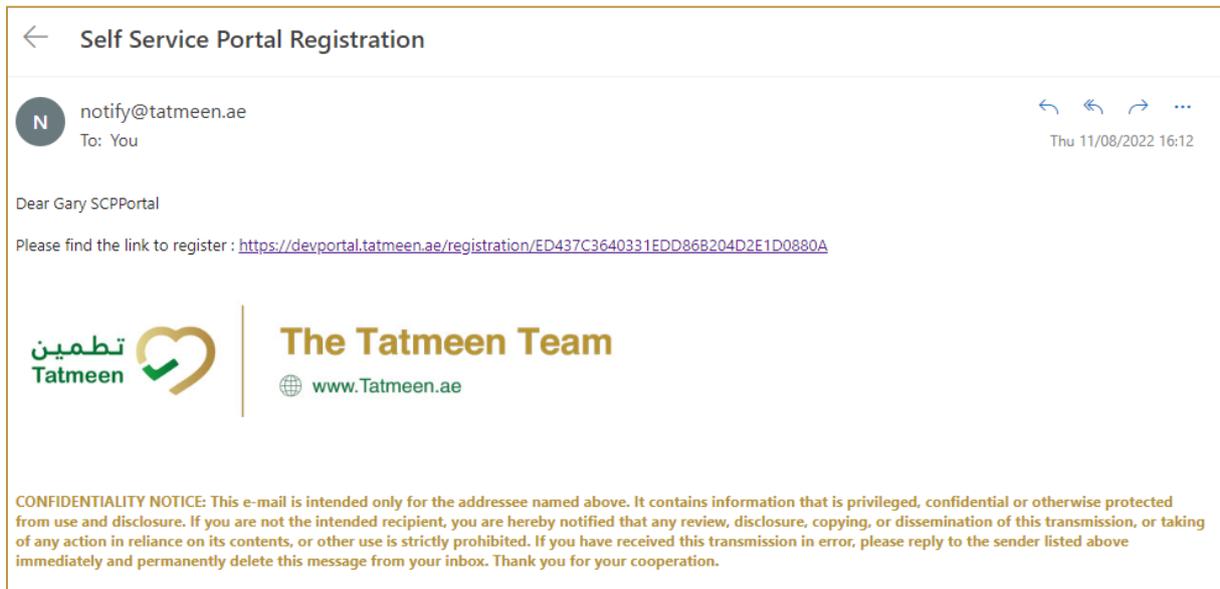
Figure 13 Tatmeen Invitation Email

The email contains the subscription link to the page where the registration process can be completed.

When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:

- At least 14 characters and must include
    - uppercase [A-Z],
    - lowercase [a-z],
    - number [0-9],
    - a special non-alphabetic characters [e.g. !, $, #, %]

Figure 14 Credentials

Confirm the entered password and continue to the next page by pressing Confirm
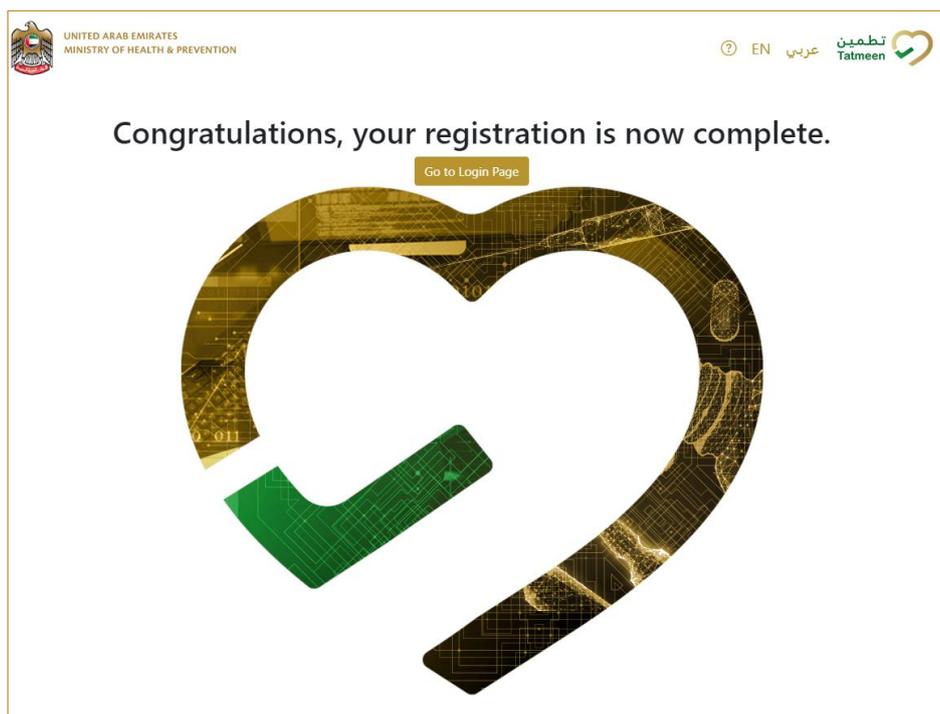
Figure 15 Credentials

Registration to Tatmeen is now completed and the user can log in to Tatmeen by pressing Go to login Page

4.3.1.3 Edit user

You can edit active user's data by pressing in the last column, a pop-up window will open with the user's data.
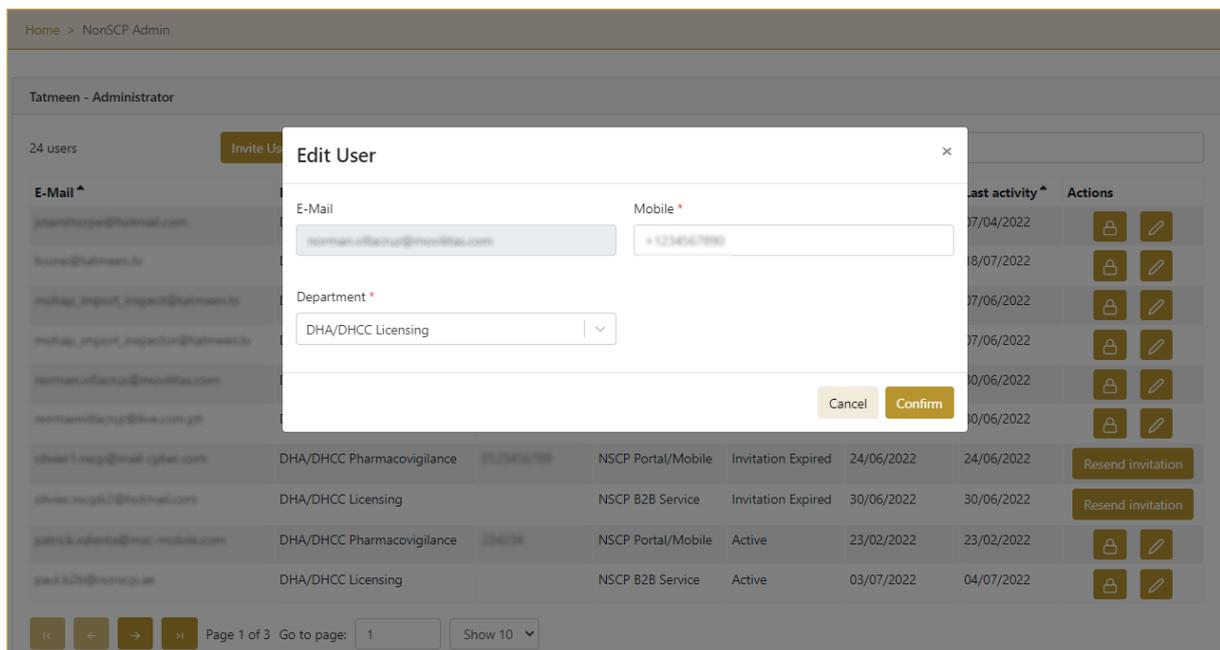
Figure 16 Data editing

All fields marked with * are mandatory.

To confirm the updates for the user press Confirm

To cancel the entry and to return to the previous page press Cancel
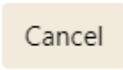
4.3.1.4 Lock/Unlock user

Active users are represented by [lock icon] icon in the last column. Press on this icon to deactivate/block the user.

Inactive/blocked users have an icon [unlock icon] in the last column. Press on this icon to make the user active again.

4.3.1.5 Resend invitation

The registration invitation email with a subscription link is time-limited and is valid for only 48 hours. If the user does not register within the deadline, you can send a new registration invitation by pressing Resend invitation [Resend invitation]

User will receive a new registration invitation email. For successful registration, user must follow the instruction in the registration invitation email.

4.3.2   Non-SCP B2B user

4.3.2.1 Create user

By pressing Invite User [Invite User] a pop-up window opens. From the dropdown menu you need to select the type of the new user:

- Service (B2B)
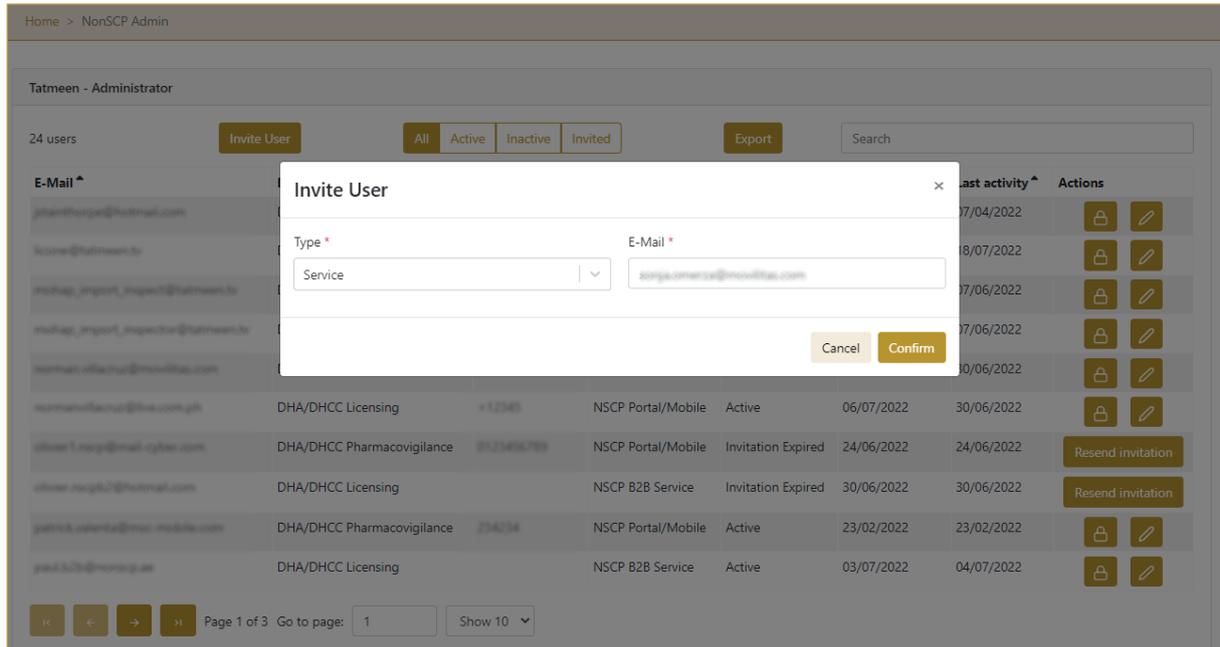
Figure 17 User Type selection
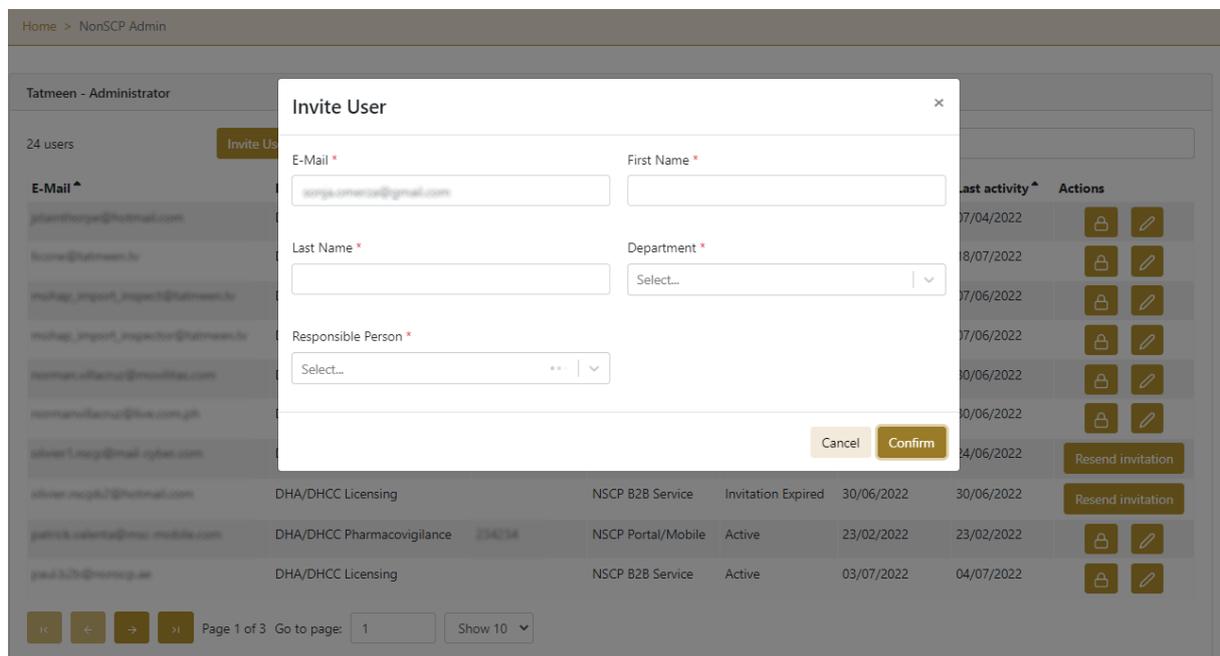
Figure 18 Create a Non-SCP B2B user

All fields are mandatory.

To cancel the entry and to return to the previous page press Cancel

To create a B2B user press Confirm

4.3.2.2 Edit user

You can edit active user's data by pressing [pencil icon] in the last column where a pop-up window opens with the user's data.
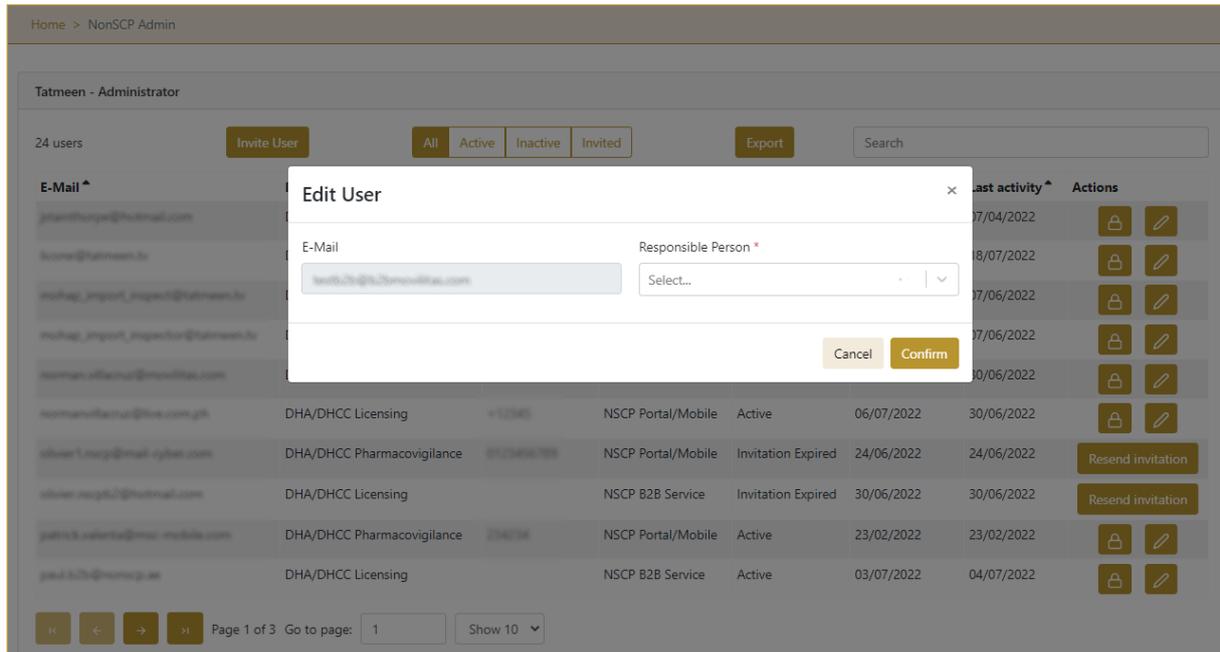
Figure 19 Data editing

All fields marked with * are mandatory.

To confirm changed data for the user press Confirm [Confirm button]

To cancel the entry and to return to the previous page press Cancel [Cancel button]

4.3.2.3 Lock/Unlock user

Active users have icons [lock icon] in the last column. Press on this icon to make the user inactive and unable to log in to Tatmeen.

Inactive/blocked users have an icon [unlock icon] in the last column. Press on this icon to make the user active again.

4.3.2.4 Resend invitation

The registration invitation email with a subscription link, which is sent by the SPOC of the organization, is time-limited and is valid for only 48 hours. If the user does not register within the time deadline, you can send a new registration invitation by pressing

Resend invitation   Resend invitation

A user receives a new registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

4.4   SCP Users

The following user types are relevant for supply chain participants:

- Supply chain partner (SCP) Single Point of Contact (SPOC)
- Supply chain partner (SCP) Portal and Mobile
- Supply chain partner (SCP) B2B Service
- Supply chain partner (SCP) Support User

4.4.1   Supply chain partner (SCP) Single Point of Contact (SPOC)

SPOC users only exist for Supply Chain Participants. SPOCs are responsible to manage and handle users within their organization.

SPOC users are invited through an automatic process initiated from BrandSync when it sends partner master data information to Tatmeen.

The invite is sent by email containing the link to the page where the registration process can be completed.
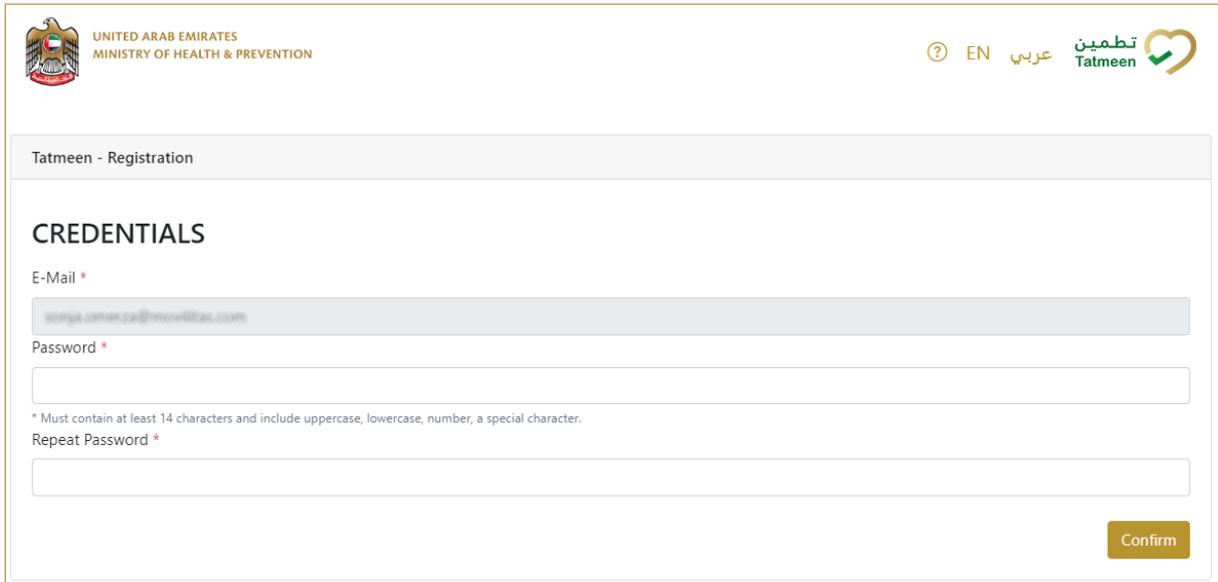
Figure 20 Credentials

To confirm the entered password and continue to the next page press Confirm
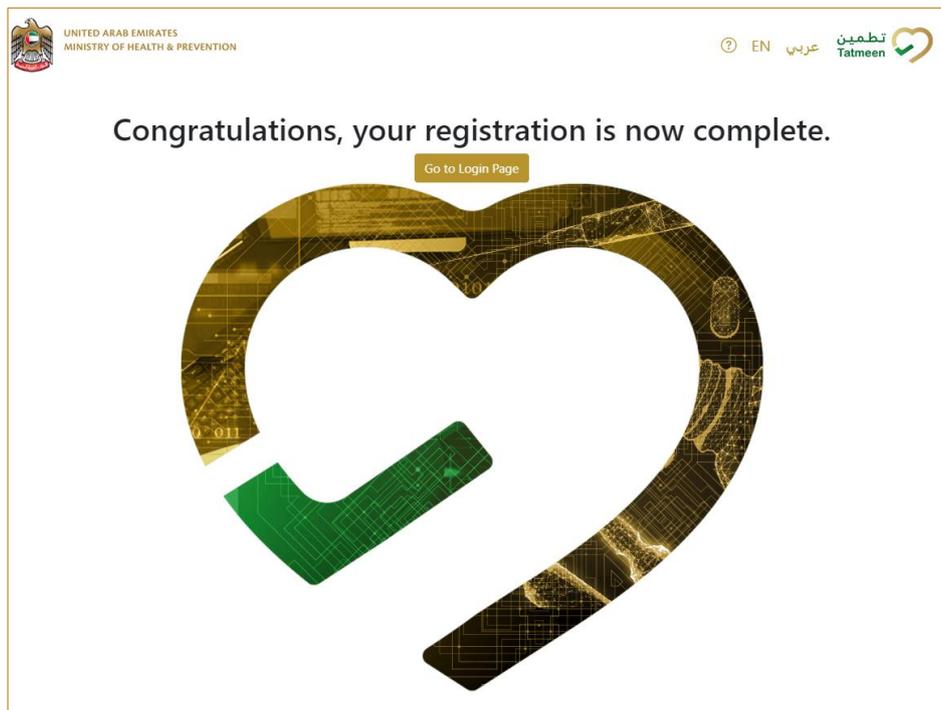
Figure 21 Credentials

After completing registration to Tatmeen, user can log in to Tatmeen by pressing Go to login Page **Go to Login Page**

SPOC users have an additional setting's menu entry, "SPOC Admin", as compared to regular SCP portal/mobile users. They can use this feature to manage users for their organization.

SPOCs can create the following users for their locations:

- Supply chain partner (SCP) Portal and Mobile
- Supply chain partner (SCP) B2B Service
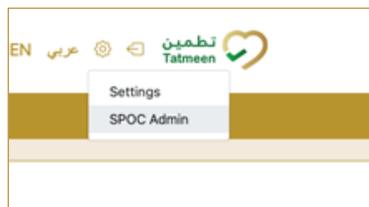
Figure 22 SPOC Admin Navigation menu
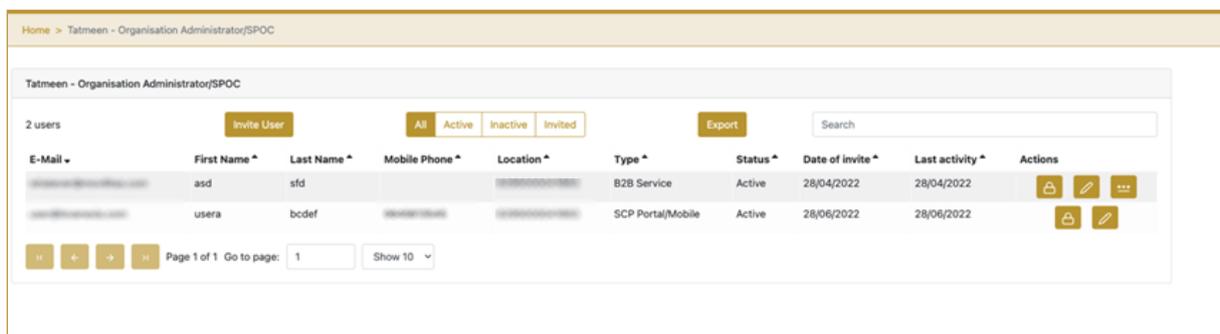
Figure 23 Organization users

4.4.2 Supply chain partner (SCP) Portal and Mobile user

4.4.2.1 Create user

SPOC can create Supply chain partner (SCP) Portal and Mobile by pressing Invite User **Invite User**.
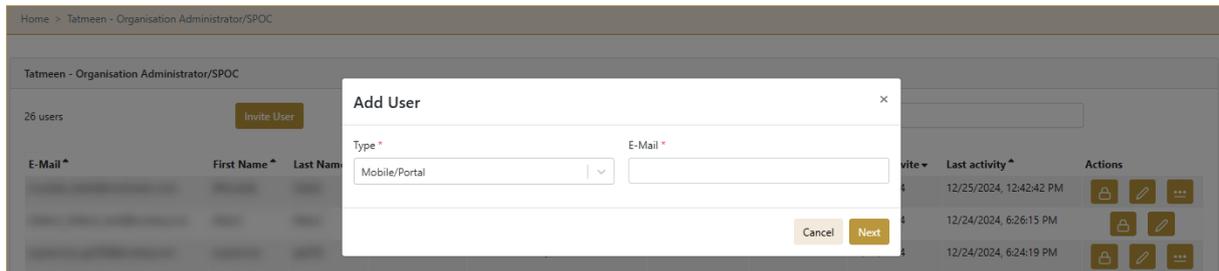
Figure 24 Create SCP Portal/Mobile user

In the pop-up window select the following type for the new user:

- Mobile/Portal

Fill in all the required information for the new user.
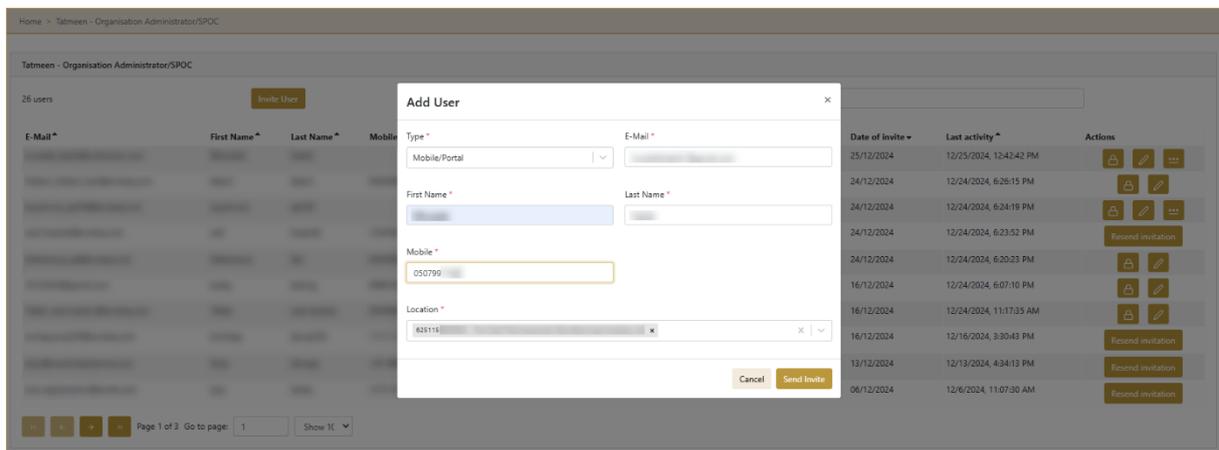
Figure 25 Create SCP Portal/Mobile user

All fields are mandatory.

To cancel the entry and to return to the previous page press Cancel
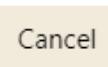
To send a registration invitation email to a user press Send Invite

The user will receive a registration invitation email and after the confirmation of the subscription link will be able to login to Mobile and Portal.

4.4.2.2 Registration

A newly invited user receives a registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

The email contains the subscription link of the page where the registration process can be completed.

When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:

- At least 14 characters and must include
  - uppercase [A-Z],
  - lowercase [a-z],
  - number [0-9],
  - a special non-alphabetic characters [e.g. !, $, #, %]

Figure 26 Credentials

To confirm the entered password and continue to the next page press Confirm
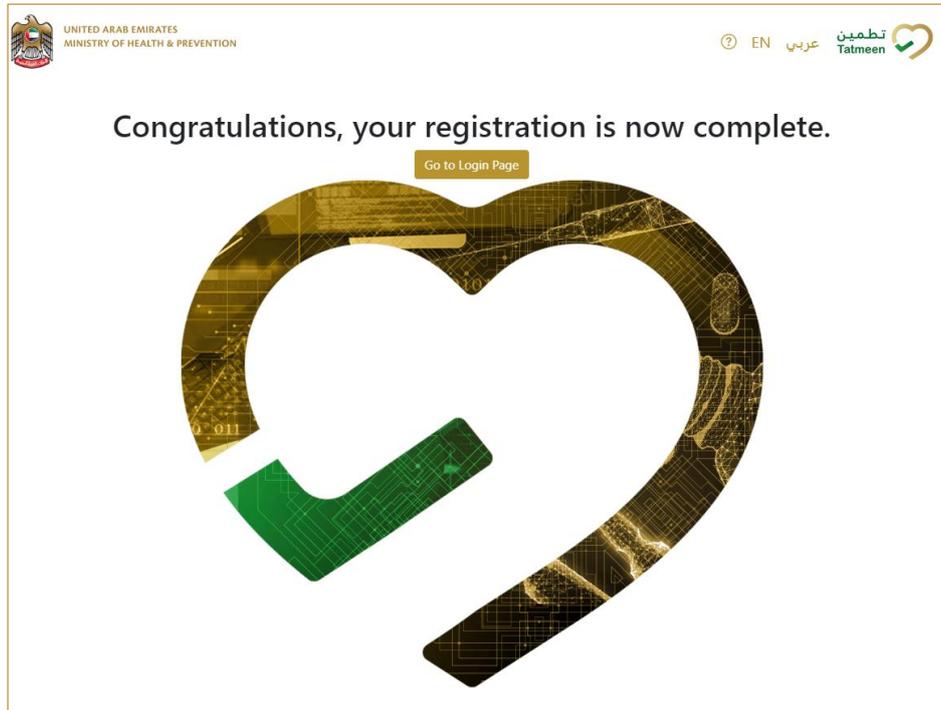
Figure 27 Credentials

After completing registration to Tatmeen, the user can log in to Tatmeen by pressing

Go to login Page

4.4.2.3 Edit user

You can edit active user's data by pressing in the last column where a pop-up window opens with the user's data.
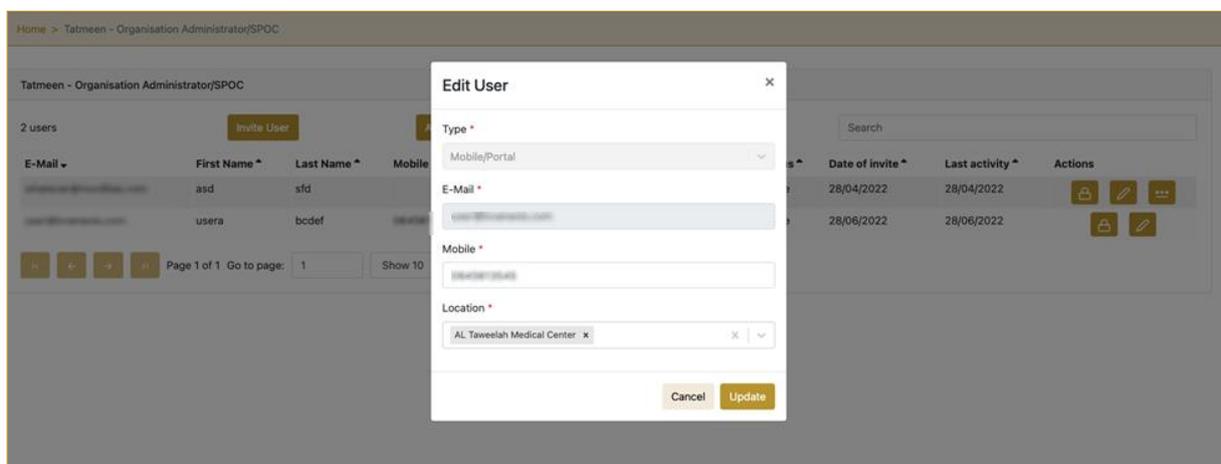
Figure 28 Data editing

All fields marked with * are mandatory.

A user can have access to one or more GLN location. Current GLN locations are displayed as

If you press the icon ✕ on the right side of the GLN location name, the GLN location will be removed from the edit box and the user will no longer have access to this GLN location.

If you want to add access to another GLN location press icon ⌄ on the right side of the edit box.

A drop-down menu will open where you can select another GLN location.

After pressing on another GLN location, the user will have access to all GLN locations displayed in the Location box.

To confirm changed data for the user press Update

To cancel the entry and to return to the previous page press Cancel
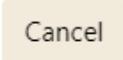
4.4.2.4 Lock/Unlock user

Active users have icons 🔒 in the last column. Press on this icon to make the user inactive and unable to log in to Tatmeen.

Inactive/blocked users have an icon 🔓 in the last column. Press on this icon to make the user active again.

4.4.2.5 Resend invitation

The registration invitation email with a subscription link, which is sent by the SPOC of the organization, is time-limited and is valid for only 48 hours. If the user does not register within the time deadline, you can send a new registration invitation by pressing

Resend invitation [Resend invitation]
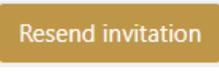
A user receives a new registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

4.4.3 Supply chain partner (SCP) B2B Service

4.4.3.1 Create user

SPOC can create B2B user, by pressing the Invite User [Invite User] and entering the E-Mail and the following User Type in the pop-up window:

- Service (B2B)
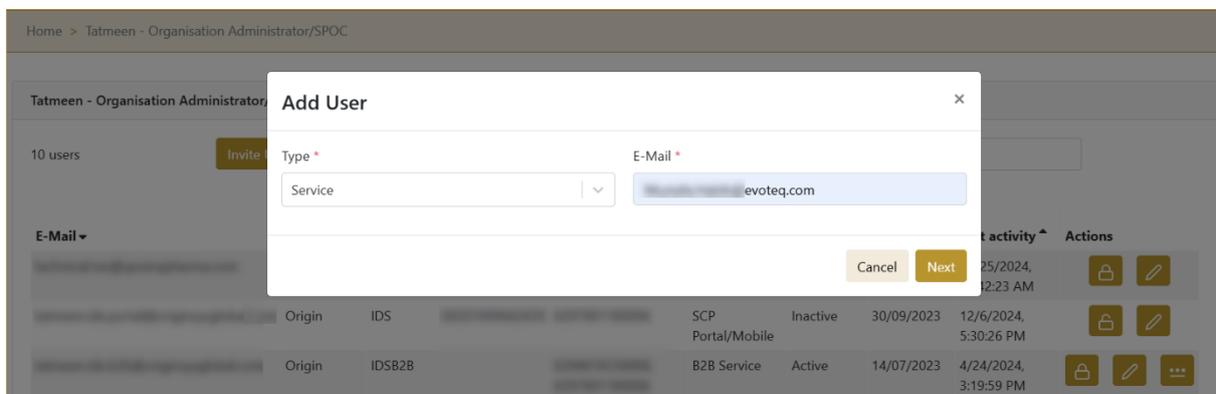
Figure 28 Create SCP B2B user

After pressing Next, SPOC add all the required information including the Support Email Address for the B2B user.
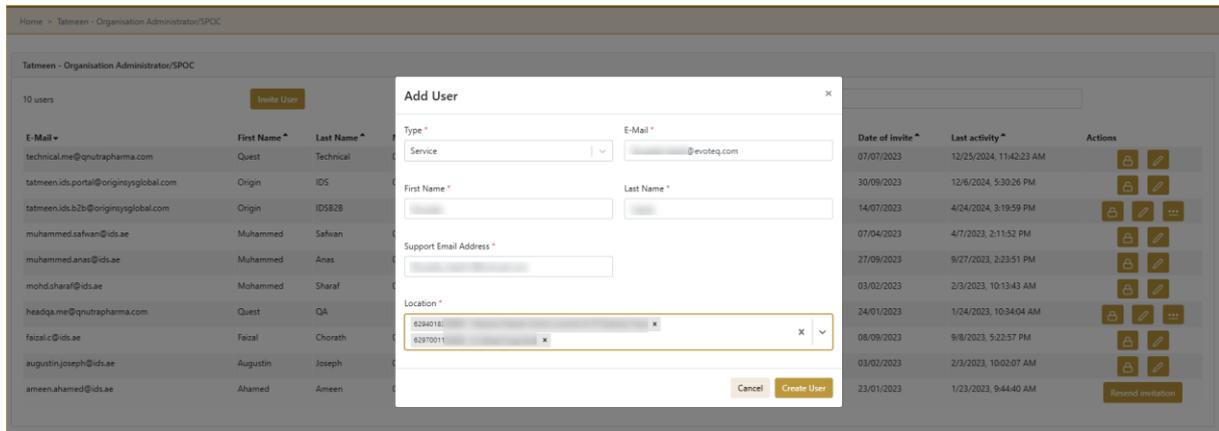
Figure 29 Create SCP B2B user

All fields are mandatory.

To cancel the entry and to return to the previous page press Cancel

To create a B2B user press Create user

The B2B user will receive a registration email and after completing the registration, user will be able to login to the Tatmeen API Portal Hub to register the application programming interfaces (APIs) that will be used for B2B connectivity. For more information on how to access API Portal Hub and register to APIs, please go through "Tatmeen_WKI-0065_Technical Guide for Onboarding". Please note, B2B users can't login to Tatmeen Mobile and Portal.

In case the support user is also a new user, a registration email is will also be sent to the support user to complete registration.

4.4.3.2 Registration

A newly invited user receives a registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

The email contains the subscription link of the page where the registration process can be completed.

When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:

- At least 14 characters and must include
    - uppercase [A-Z],
    - lowercase [a-z],
    - number [0-9],
    - a special non-alphabetic characters [e.g. !, $, #, %]

Figure 30 Credentials

To confirm the entered password and continue to the next page, press Confirm
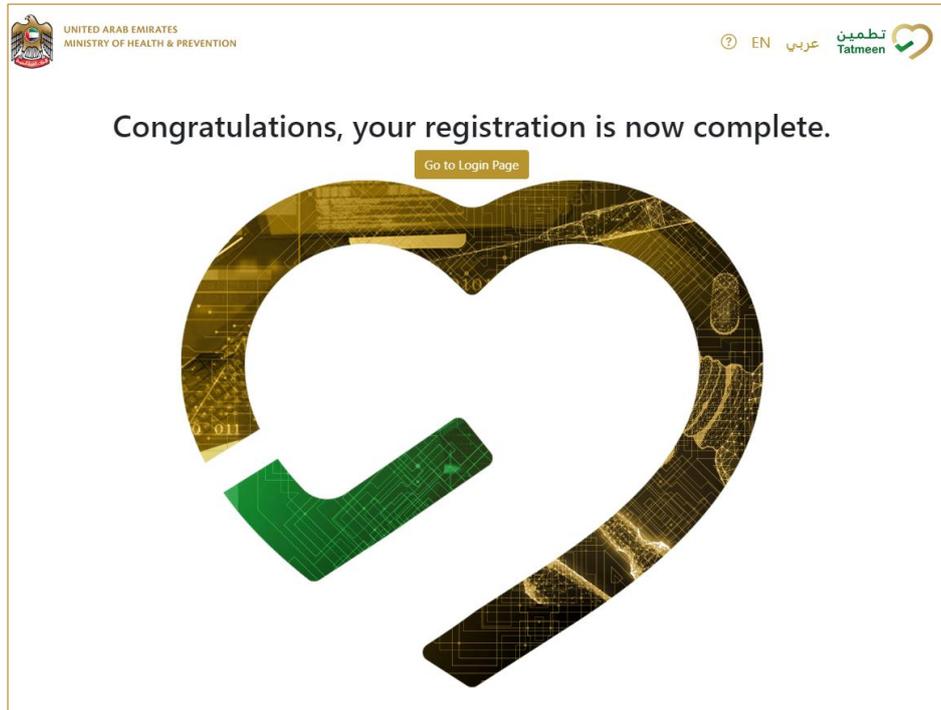
Figure 31 Credentials

After completing registration to Tatmeen, the B2B user can login to the Tatmeen API Portal Hub to register the application programming interfaces (APIs) that will be used for B2B connectivity. For more information on how to access API Portal Hub and register to APIs, please go through "Tatmeen_WKI-0065_Technical Guide for Onboarding".
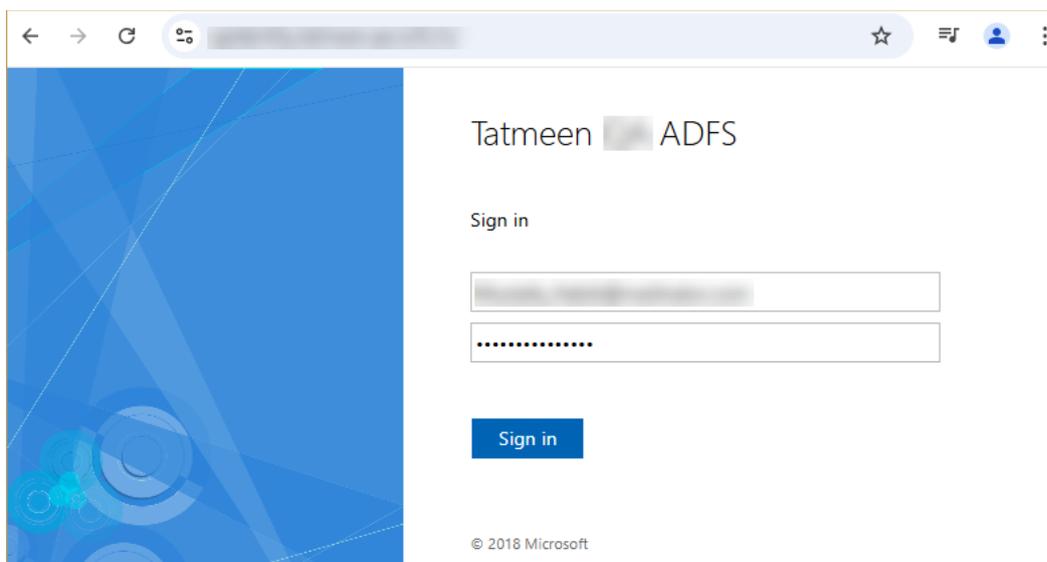
Please note, B2B users can't login to Tatmeen Mobile and Portal.
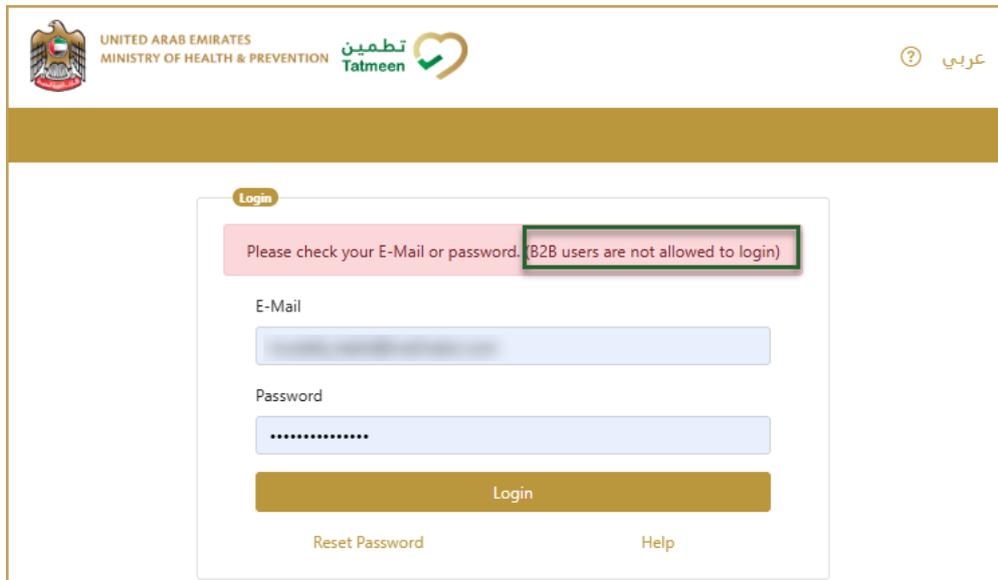
4.4.3.3 Edit user

You can edit active user's data by pressing in the last column where a pop-up window opens with the user's data.
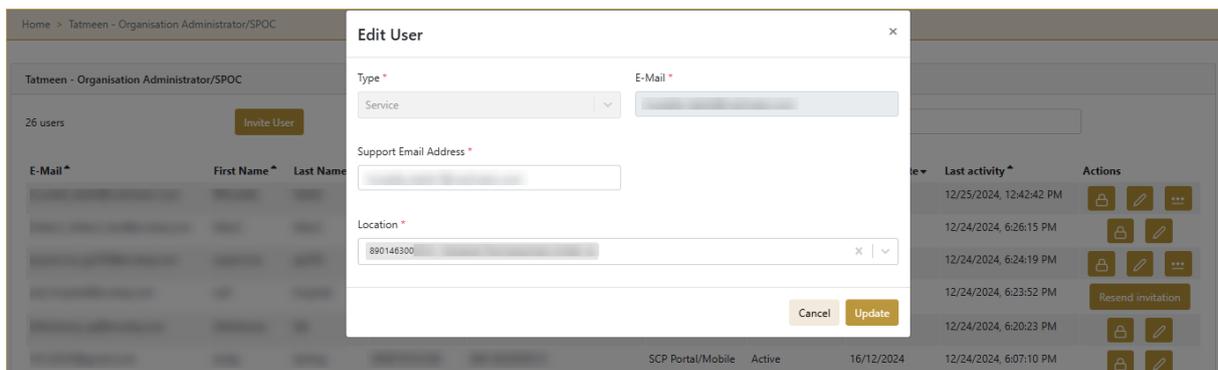
Figure 32 Data editing

All fields marked with * are mandatory.

A user can have access to one or more than one GLN locations. Current GLN locations are displayed as

If you press the icon ✖ on the right side of the GLN location name, the GLN location will be removed from the edit box and the user will no longer have access to this GLN location.

If you want to add access to another GLN location press icon ˅ on the right side of the edit box.

A drop-down menu will open where you can select another GLN location.
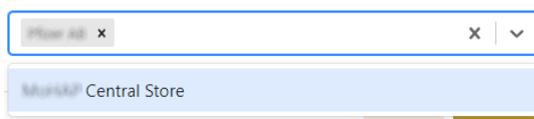
After pressing on another GLN location, the user will have access to all GLN locations displayed in the Location box.

To confirm changed data for the user press Update

To cancel the entry and to return to the previous page press Cancel

4.4.3.4 Password change

You can change the active service (B2B) user's password by pressing in the last column where a pop-up window opens with the user's data.

Entered password must contain:

- At least 14 characters and must include
  - uppercase [A-Z],
  - lowercase [a-z],
  - number [0-9],
  - a special non-alphabetic characters [e.g. !, $, #, %]
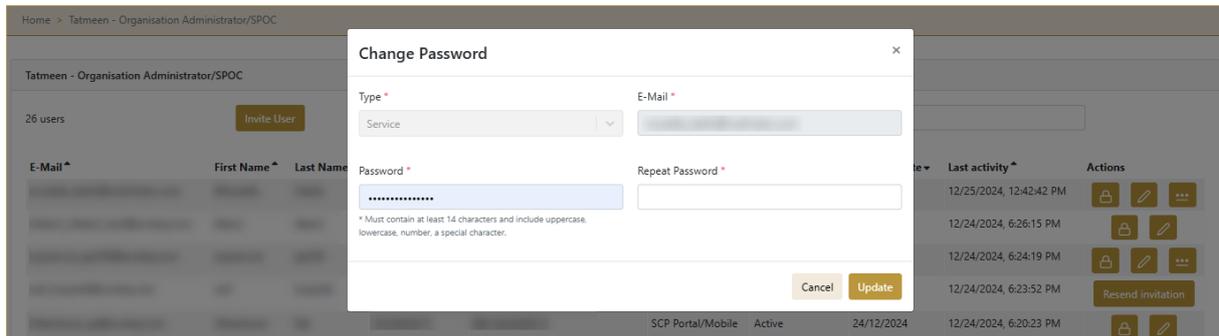
Figure 33 Service user password change

4.4.3.5 Lock/Unlock user

Active users have icons in the last column. Press on this icon to make the user inactive and unable to log in to Tatmeen.

Inactive/blocked users have an icon in the last column. Press on this icon to make the user active again.

4.4.4 Supply chain partner (SCP) Support User

4.4.4.1 Create user

Support users can view B2B Service user's message logs on Tatmeen portal and are allowed to support one or more B2B Service users belonging to same or different organizations. At the time of B2B Service user creation, SPOC needs to add the support user's e-mail address. In case the support user is a new user on Tatmeen, a registration email will be sent to the support user to complete registration.
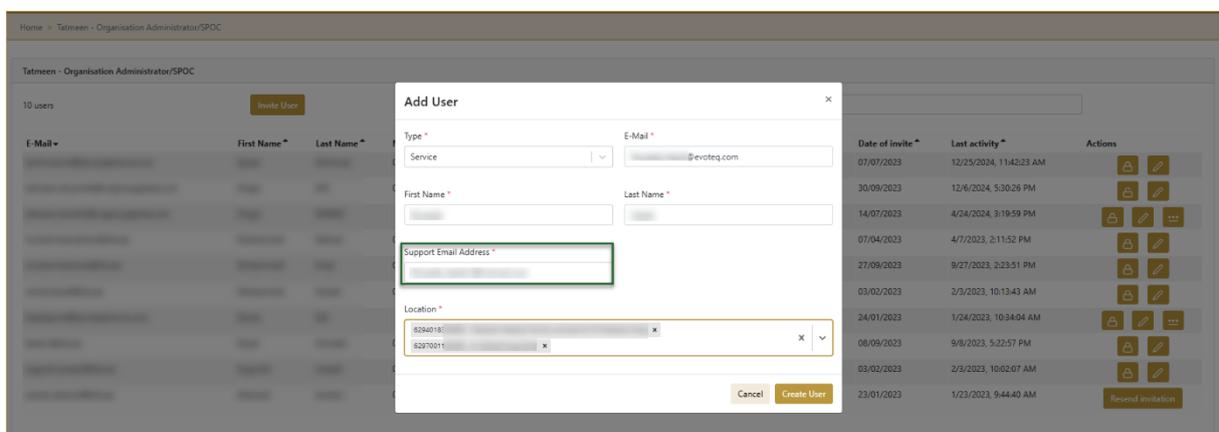
Figure 34 SCP Support User

The user will receive a registration invitation email and after the confirmation of the subscription link will be able to login to Mobile and Portal.

4.4.4.2 Registration

A newly invited user receives a registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

The email contains the subscription link of the page where the registration process can be completed.

When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:

- At least 14 characters and must include
  - uppercase [A-Z],
  - lowercase [a-z],
  - number [0-9],
  - a special non-alphabetic characters [e.g. !, $, #, %]

Figure 35 Credentials

To confirm the entered password and continue to the next page press Confirm
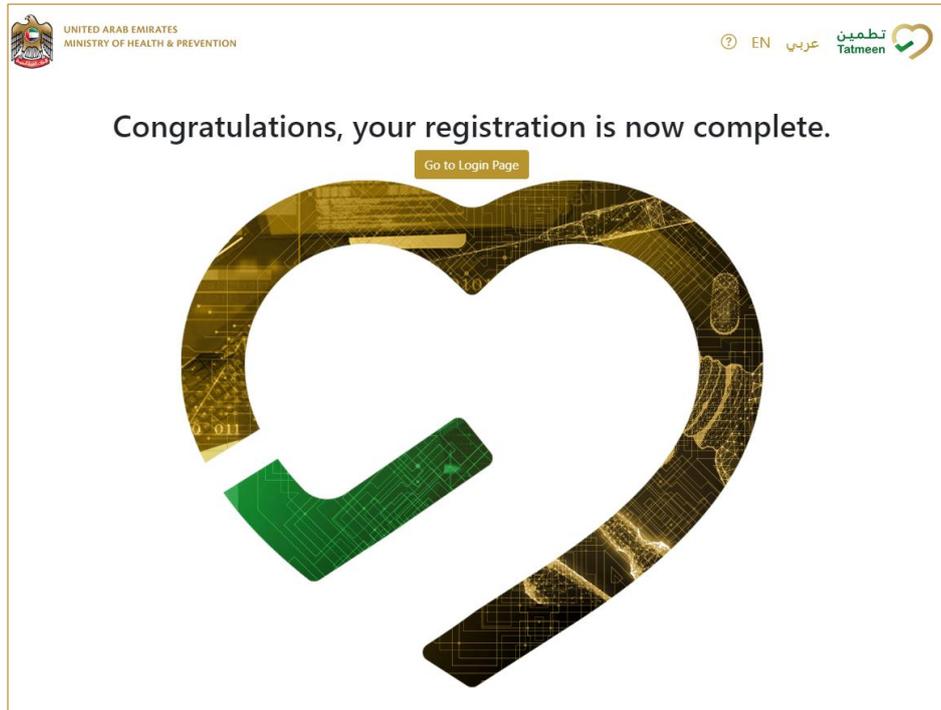
Figure 36 Credentials

After completing registration to Tatmeen, the user can log in to Tatmeen by pressing

Go to login Page

Support user can now view the message log for B2B Service users.

Figure 37 B2B Message Log on Tatmeen Portal

4.4.4.3 Lock/Unlock user & Resend invitation

SPOCs can't view support users, only Tatmeen Admin (EVOTEQ support team) can maintain support users. To lock/unclock the user or resend the invitation link in case it has expired, please get in touch with Tatmeen support.

4.5　Portal/Mobile User Password Reset

Tatmeen users can reset their passwords from their login page.

To reset your Tatmeen password press reset Password Reset Password
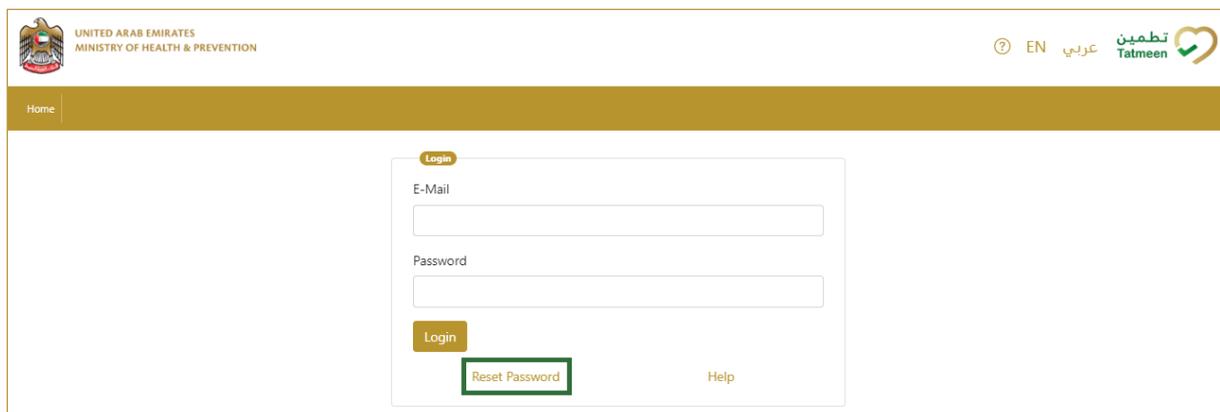
Figure 38 Reset password

A new page opens where you need to enter your email address.

Press Continue Continue

You will receive an email with a unique link to change your password. Please note, the link expires after 2 days.
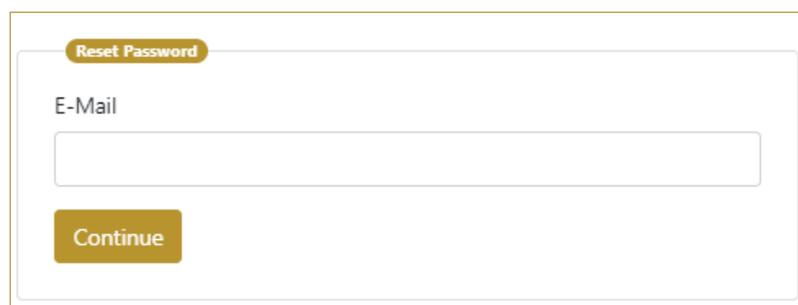
Figure 39 Send Email

When a unique link from an email is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:

- At least 14 characters and must include
  - uppercase [A-Z],
  - lowercase [a-z],
  - number [0-9],
  - a special non-alphabetic characters [e.g. !, $, #, %]

Confirm password change by pressing Change Password.
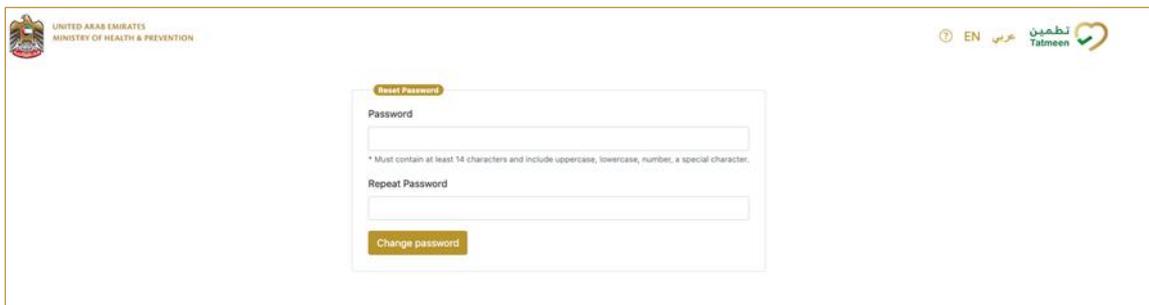
Figure 40 Enter a new password

4.6 User Settings

Users, depending on their roles, will be able to change some of their settings by pressing Settings at the top right corner of the application.

Figure 41 User settings

They will be able to change their default settings for :

- Alerts and Notifications
- Authorized GLN
- Port of arrival

4.6.1 Alerts and Notifications

Non supply chain participant (Non-SCP) Portal and Mobile user (MoHAP & Customs) will be able to manage which Alerts and Notifications they want to receive by email or in the Mobile/Portal application.

Figure 42 Alerts and Notifications

To subscribe/unsubscribe from alerts and notifications press with the mouse on the check box.

Figure 43 Mark Alerts and Notifications

To save changes you need to press Save [Save] at the bottom of the page.

4.6.2 Authorized GLN

The user will see the GLN locations to which he has access.
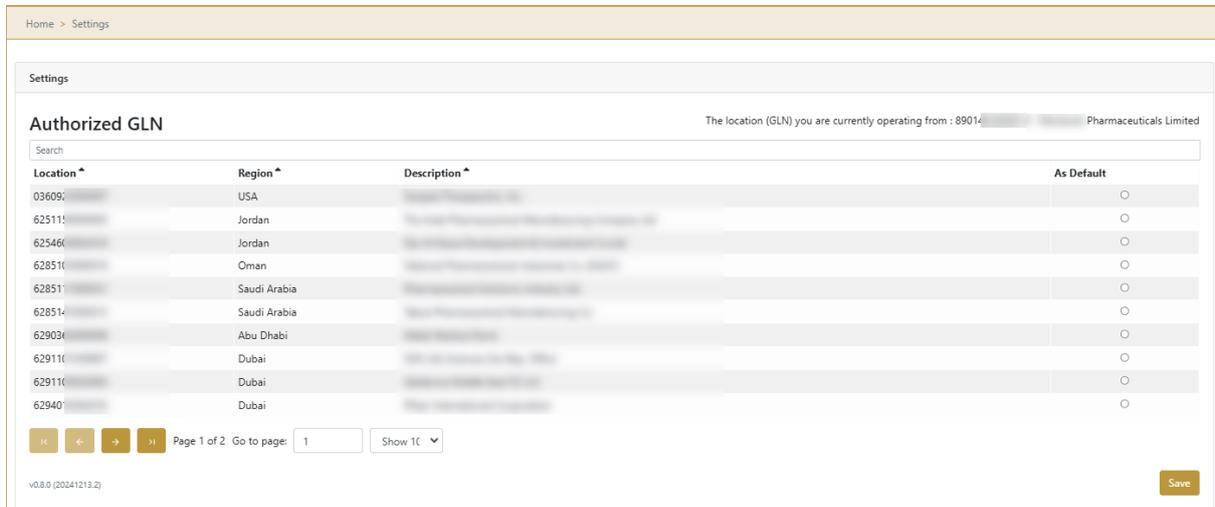
Figure 44 Authorized GLN

The selected GLN location from where the user will be working is displayed top right above the table.

If you want to search for a specific GLN location, start entering the search string or only

part of it in the Search field

The search will start automatically when you stop entering characters. All search results will be displayed in the table below.

To change the GLN location you must click with the mouse on a check box at the new GLN location.

To save changes you need to press Save   at the bottom of the page.

4.6.3   Port of arrival

Non supply chain participant (Non-SCP) Portal and Mobile user (Customs). The user will see the Port of arrival to which he has access.

The selected port of arrival from where the user will be working is displayed top right above the table.

If you want to search for a specific port of arrival, start entering the search string or only part of it in the Search field

The search will start automatically when you stop entering characters. All search results will be displayed in the table below.

To change the port of arrival you must click with the mouse on a check box at the new port of arrival.

To save changes you need to press Save at the bottom of the page.

5. FAQ – User Management

5.1.1 I don't have a username and password to access Tatmeen. How can I get my credentials to log in?

Contact your company SPOC (Single Point Of Contact). He will send you a Registration invitation to your email address.

5.1.2 I received the Registration invitation email but I confirmed it too late, the invitation already expired.

Contact your company SPOC (Single Point Of Contact). He will resend a Registration invitation to your email address.

5.1.3 For how long the user registration link is valid?

The registration link is valid for 48 hours. After that time, a new invite would need to be sent by the company single point of contact (SPOC).

6. GLOSSARY

General short terms and abbreviations can be found in the global Glossary (see section 1.7 of this document). A list of additional terms that were referred to in this document have also been added here:

Acronym	Term	Definition
API	Application Programming Interface	API Management is a solution included in the SAP BTP that provides the means to integrate SC (participants) via a B2B connection.
ATTP	Advanced Track and Trace for Pharmaceuticals from SAP	The SAP solution supports track and trace activities designed for Pharmaceutical purposes but also supports other industries.
EPCIS	Electronic Product Code Information Services	EPC information services (EPCIS) is an EPC global standard designed to enable EPC-related data sharing within and across enterprises. This data sharing is aimed at enabling participants in the EPC global Network to obtain a common view of the disposition of EPC-bearing objects within a business context.
GCP	Global Company Prefix	Global Company Prefix
GLN	Global Location Number	Global Location Number
GS1	Global Standards One	GS1 (https://www.gs1.org/ and https://www.gs1ae.org/) is a global organization dedicated to the design and implementation of global standards and solutions to improve the efficiency and visibility of supply and demand chains globally and across sectors. The GS1 system of standards is the most widely used supply chain standards system in the world.
GTIN	Global Trade Item Number	The identifier for trade items developed by GS1. Such identifiers are used to look up product information in the database (often inputting the number through a bar code scanner), which may belong to a retailer, manufacturer, collector, researcher, or other entity.
KG	Kilogram	Kilogram
MAH	Marketing Authorization Holder	An organization that is the brand-owner of a particular product.
MoHAP	Ministry of Health and Prevention of the UAE	UAE ministry is responsible for regulation, healthcare delivery, and oversight.
N/A	Not Applicable	This shall be used where no relevant information can be added.
SC	Supply Chain	The service to support logistics operations relating to the sourcing and transportation of goods. The broader application can also support services.
SGTIN	Serialized Global Trade Item Number	Serialized Global Trade Item Number
SHP	Shipment Import Permit	Shipment Import Permit
SME	Subject Matter Expert	Subject Matter Expert

Acronym	Term	Definition
SSCC	Serial Shipping Container Code	A GS1 identification key is used to identify a logistic unit. This unique identifier is comprised of an Extension Digit, a GS1 Company Prefix, a Serial Reference, and a Check Digit.
System	Tatmeen	Tatmeen
Tatmeen	Name of the United Arab Emirates Track & Trace (T&T) System	Name of the Track & Trace (T&T) System
T&T	Track and Trace	An electronic solution to support the recording of the historic movement of goods based on the unique identification of goods. Subsequent evaluation of the electronic records supports reporting of movements and their traceability.
UAE	United Arab Emirates	United Arab Emirates
UoM	Unit of Measure	Unit of Measure
URL	Uniform Resource Locator	The mechanism used by browsers to retrieve any published resource on the web.
WHO	World Health Organization	World Health Organization
WHO ATC Codes	World Health Organization Anatomical Therapeutic Chemical code	A unique code is assigned to medicine according to the organ or system it works on and how it works.
WMS	Warehouse Management System	Warehouse Management System
3PL	Third-Party Logistics	External (to the MoHAP organization) supply chain partners.

Table 2 Glossary

Training Manual for Settings and User Management

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