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- Join via **QR code** or **slido.com** - *please provide your questions and comments in Slido only*
- **Send or upvote the questions** you want to hear answered – *before raising a question check whether its has been raised already and vote for it*



Q&A Management

- Questions will be shown on the screen and managed live in the Q&A session
- EMA colleagues will attempt to **address questions in writing throughout the session**
- EMA colleagues will **verbally address (unanswered) top voted questions** at the end in the live Q&A session.



Unanswered questions

- This can be due to high volume of questions or assistance of a specific colleague not available today is required.
- Unanswered questions will be reviewed, and the **most relevant ones may be addressed** in other webinars or in a FAQ document.
- We may request that you ask **Questions on specific issues/cases** in Service Desk to be tracked, investigated and adequately assigned.



Presentation will be available at:

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EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

EMA Account Management – What's new?

20 September 2024, 10:00 – 11:00 Central European Summer Time (CEST)

Presented by

Carlo De Vittoria, IAM Product Owner

Jhonny Oliveira, IAM Platform Manager





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Introduction

2

EMA Account Management Features Overview

3

What's new
including Q&A

4

Closing



Show **how the EMA Account Management works**



Introduce recent and future changes of **main functionalities of EMA Account Management**

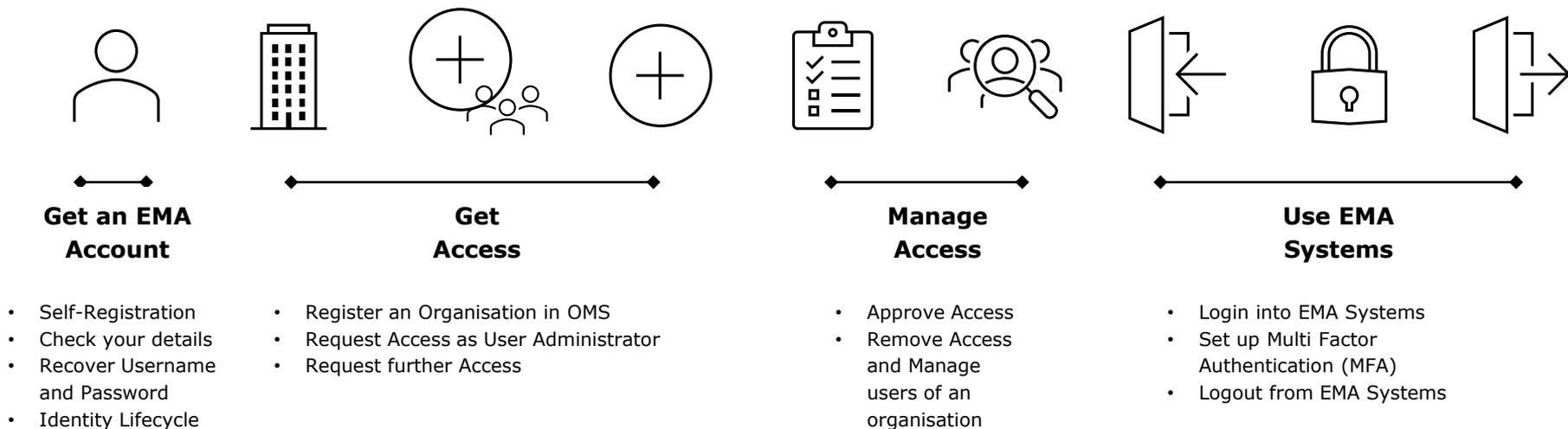


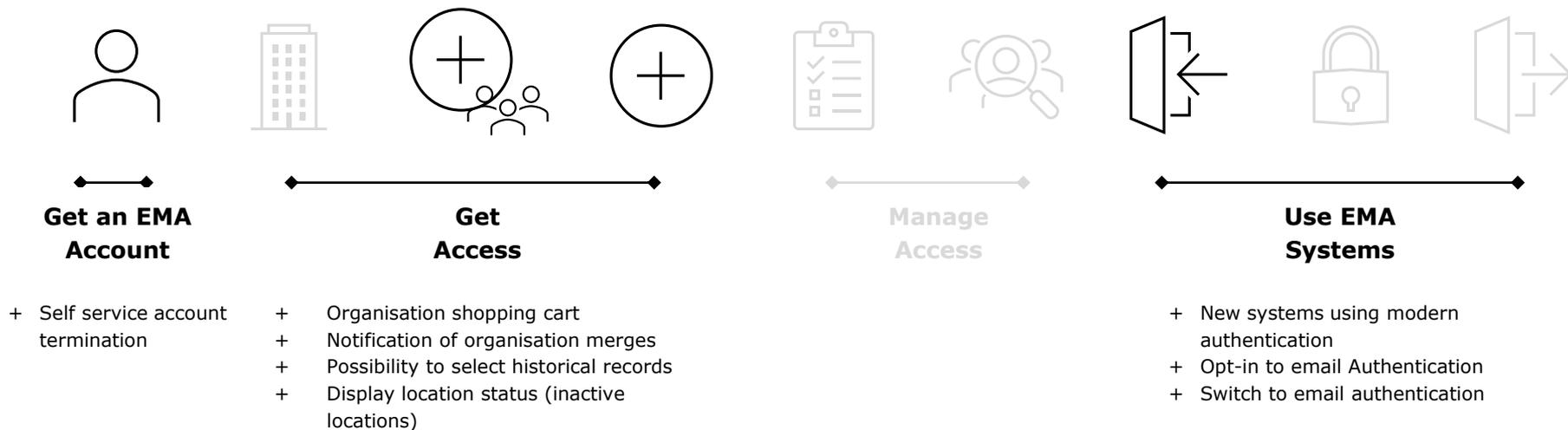
Provide tips & tricks on EMA Account Management



Collaboration with our stakeholders is at the core of the EMA's activities. This interaction is mainly facilitated by the Agency's systems and applications such as, SPOR IRIS, CTIS, EudraVigilance, UPD.

The first interface with the Agency's stakeholders is through the [EMA Account Management](#) platform. As the gateway to EMA's applications, the Agency has embarked on a project aimed at **ensuring that the registration and access management process delivers a simple, secure, consistent and user-friendly** way for EMA's stakeholders to work together with the Agency.







Get an EMA Account

+ Self service account termination

Account Termination

Available since:
19th of September

When to terminate an account?

If you are leaving your organisation or if you don't need to interact with EMA anymore

What to do before terminating an Account?

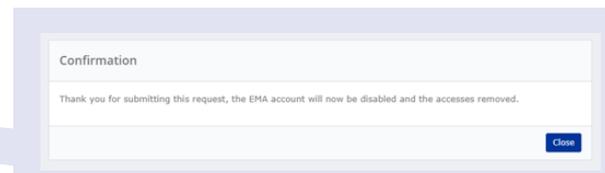
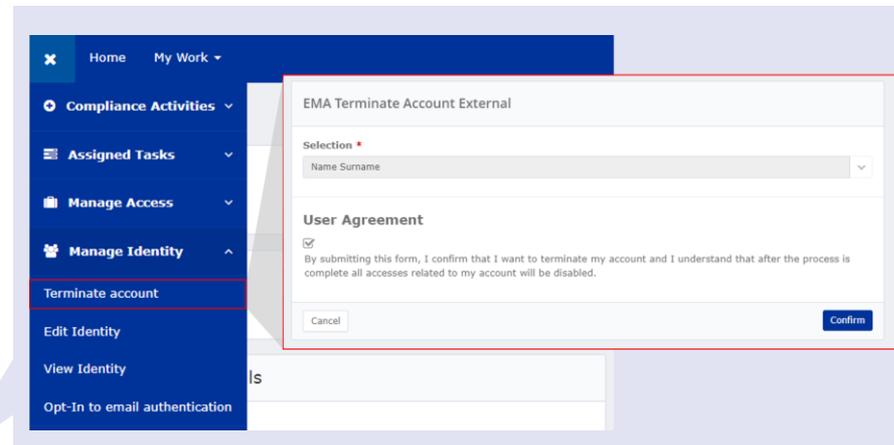
If you are the only user admin of an organisation, make sure that another account is appointed as User Administrator before you leave.

How to terminate an account?

Under the manage identity menu select "Terminate account"

Confirm the user agreement: all your access will be removed

A confirmation page is displayed and a confirmation email is sent.





Account Termination demo





Get Access

- + Organisation shopping cart
- + Notification of organisation merges
- + Possibility to select historical records
- + Display location status (inactive locations)



Organisation shopping cart

Available from:
30th of September

Companies might have legal entities with different names across different countries.

When requesting access to EMA services users can add organisations to a shopping cart and keep searching for other organisations with different criteria

A tile shows you the selected organisations

Organisations can be removed when the role selection stage is reached

Before requesting access the **organisation** on whose behalf you will be acting must be listed in the EMA's **Organisation Management Service (OMS)**

Selected Organisations

ORG-200000034 - Medicines Org

Id	Name	Country	Location	City	Postal Code	Address
ORG-200000034	Medicines Org	Germany	LDC-20000036.15	Munich	123	Marienplatz

Selected Organisations

ORG-200000034 - Medicines Org

ORG-200001074 - Medicine SpA

Roles

IRIS

Name	Description	User Administrator?
<input type="checkbox"/> IRIS Industry Contributor	You should request this role if you only intend to add applications via the IRIS platform for EMA scientific procedures (e.g. orphan designations, ITF scientific advice...). The role does not allow you to create a new submission or submit / withdraw an existing one. This role will be approved by the IRIS Industry User Admin of the Organisation to which you are requesting affiliation, therefore please check that this Organisation has at least one person assigned as IRIS Industry User Admin before submitting your request in the EMA Account Management Portal. If the organisation you represent does not have an IRIS Industry User Admin, the request will be automatically rejected by the system. You can request affiliation as an IRIS Industry Contributor to more than one Organisation.	No



Notification of organisation merges

Available since: January

Organisation merges can happen due to business requests but also due to duplicates detection

When two or more organisation are merged, a notification is sent to all super users or user administrators of the impacted organisation

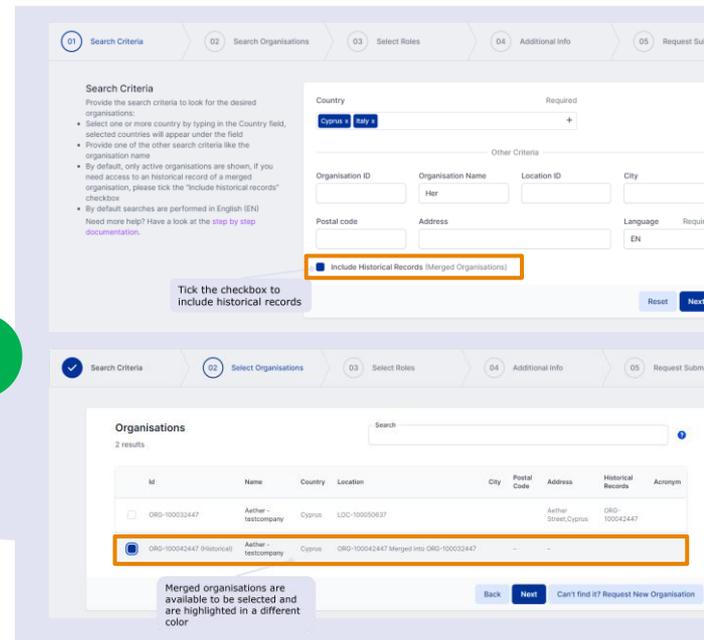
Super Users and User Administrators can review who is accessing the different organisation after a merge occur and they can take actions on different EMA systems

Possibility to select historical records

Available since: January

When looking for organisation's users can include historical records of merged organisation by ticking the "Include historical records" checkbox.

Based on different EMA systems access to merged organisation allow to access historical data or to perform actions to move data to the surviving organisation





Display location status

Available since:
19th of September

In the EMA Account Management portal access is requested on behalf of an **organisation**.

Location data is displayed only to facilitate the search of organisations.

EMA Account Management now displays inactive locations, these can not be selected and are greyed out.

Please note that location data can not be managed in EMA Account Management, if you need a new location or if you need to amend location data a change request in the Organisation Management section of the SPOR portal is needed.

Up to **200 results** are shown, narrow down your search if you hit this limit

Use the **checkbox** close to each organisation to select them.

Inactive locations are shown in a different color and cannot be selected.

The screenshot shows the 'Organisations' section of the EMA Account Management portal. It features a search bar with the text 'test' and a '4 results' indicator. Below the search bar is a table with columns: Id, Name, Country, Location, City, Postal Code, Address, Identifier, and Acronym. The table contains four rows of test data. Each row has a checkbox in the 'Id' column. The first row has a greyed-out checkbox, while the others are active. At the bottom of the table are buttons for 'Search Again', 'Next', and 'Can't find it? Request New Organisation'.

Id	Name	Country	Location	City	Postal Code	Address	Identifier	Acronym
ORG-100032447	Aether - testcompany	Cyprus	LOC-100050637	Ctis Test		Aether Street,Ctis Test,Cyprus		
ORG-100032497	Hera - testcompany	Cyprus	LOC-100050687	CTIS Test		Hera Street,CTIS Test,Cyprus		
ORG-100032498	Heracles - testcompany	Cyprus	LOC-100050688	CTIS Test		Heracles Street,CTIS Test,Cyprus		
ORG-100119543	Hermes - testcompany	Cyprus	LOC-10017426	Ctis Test		Hermes Street,Ctis Test,Cyprus		





Get Access



EUROPEAN MEDICINES AGENCY

Request access - Demo





Q&A session

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Access EMA Systems

- + New systems using modern authentication
- + Improved opt-in to email authentication
- + Switch to email authentication



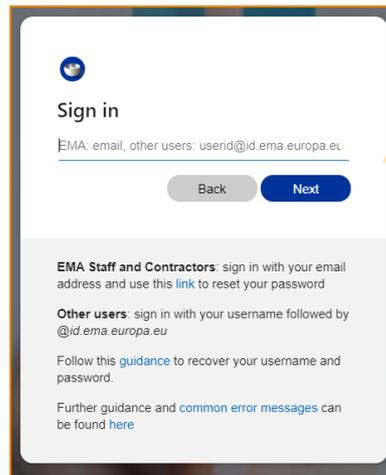
New systems using modern authentication

The European Medicines Agency is migrating its applications to **modern authentication** methods. These methods are available for applications such as IRIS PLM, UPD, EV and CTIS and they provide capabilities like Multi-Factor Authentication and Single Sign On. During last year EMA has migrated to Modern Authentication:

- EMA Account Management
- Eudralink
- Oracle BI
- MMS and MMSe
- EudraCT
- EudraGMDP

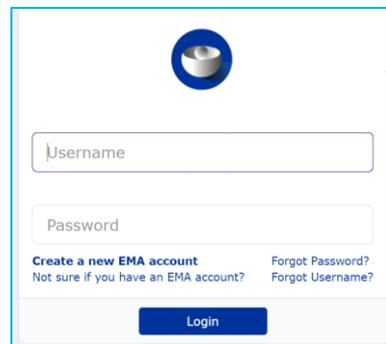
The transition of EMA applications to modern authentication and Multi Factor Authentication is **ongoing**. We are currently working to migrate the following applications:

- SPOR
- CDP
- Common Repository and PSUR
- EU NTC
- Epitt Human



You can sign in with your username followed by @id.ema.europa.eu or with your email address

Multifactor authentication is required

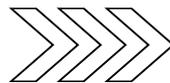


You must sign in with your username and password, SSO and Multi Factor Authentication are not available





From EMA **username** and **password** ...



... to **email** authentication with **federation** or **OTP**

Currently external users login with **userid@id.ema.europa.eu** and a **password** managed by EMA.

Self service [forgot username](#) and [forgot password](#) are available to external users to recover their credentials.

Collaboration tools like Teams and SharePoint Online requires users to **switch accounts** and use incognito windows

External users login with their **email** (e.g. name@company.co) with **automated federation** or a **One Time Passcode**

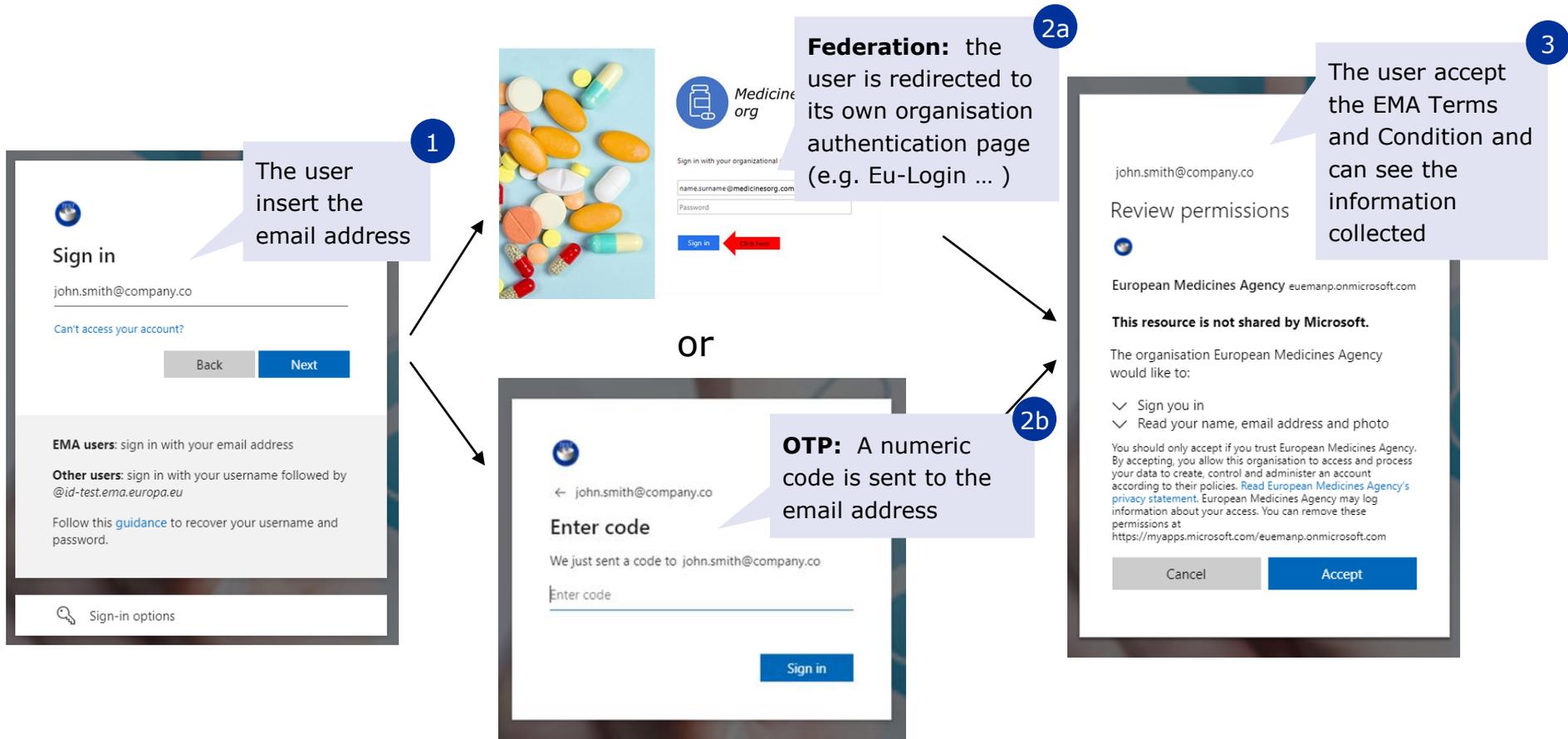
Federation: for users with an Azure AD Account in external tenant or a personal Microsoft account they will use their own password or defined method of authentication.

One Time Passcode: all other users will receive a numerical one time code on their email

Same account is used to switch between different tenants (EMA and home tenant)



Access EMA Systems: How it looks like





For the Users

Users can no longer access EMA resources as soon as they leave their organisation, **no need to notify the EMA**

Users can login with a familiar experience, **no need** to remember **EMA username** and **password**

Seamless integration for **collaboration tools** like Teams and SharePoint Online



For the EMA



Automated cleansing of disabled accounts without the need of notification from organisations

No need to provide password reset features (and related **Service Desk calls deflection**)

User contact **data validation** at each login

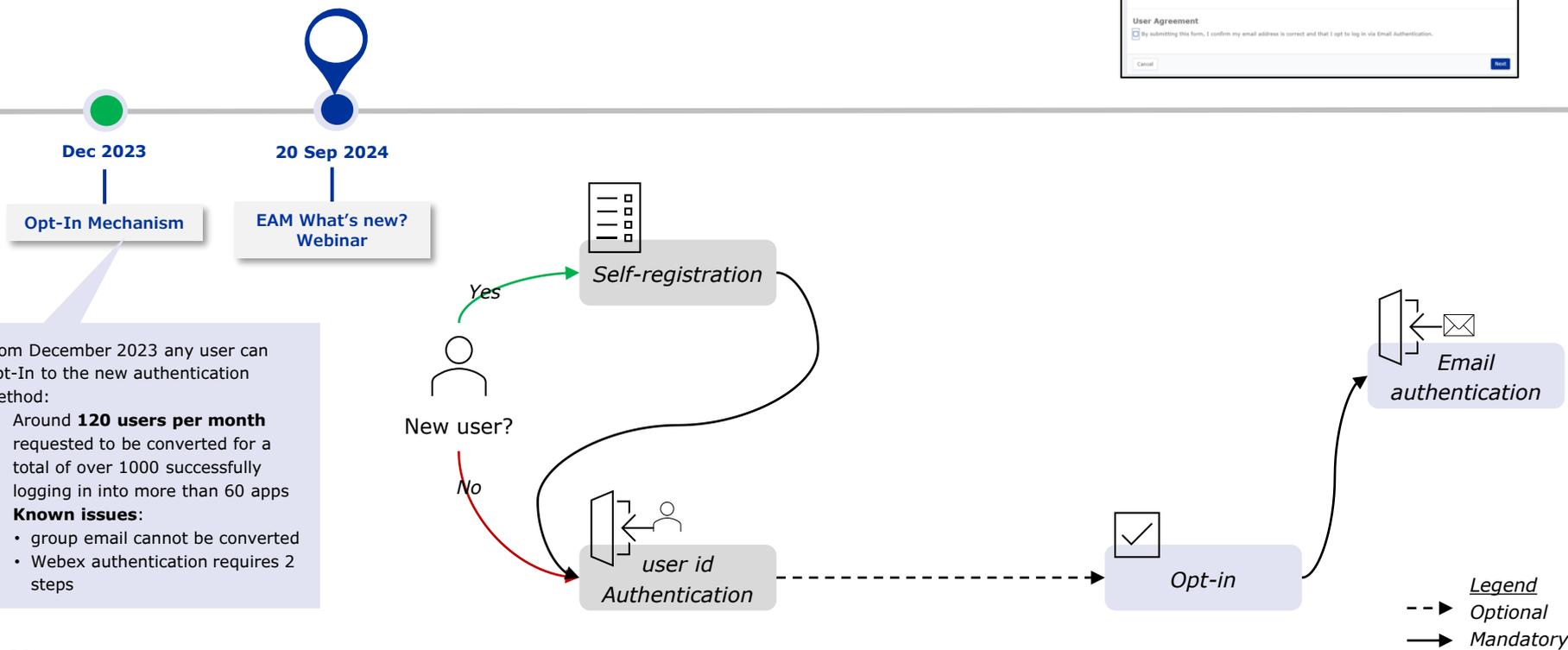
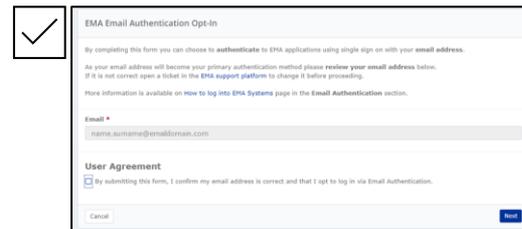
Having the **correct email address** is vital

Access to **Webex** and **Confluence** requires 2 steps

Some **legacy applications** still requires username and password



Current situation



From December 2023 any user can Opt-In to the new authentication method:

- Around **120 users per month** requested to be converted for a total of over 1000 successfully logging in into more than 60 apps
- **Known issues:**
 - group email cannot be converted
 - Webex authentication requires 2 steps

Legend
 - - -> Optional
 —> Mandatory



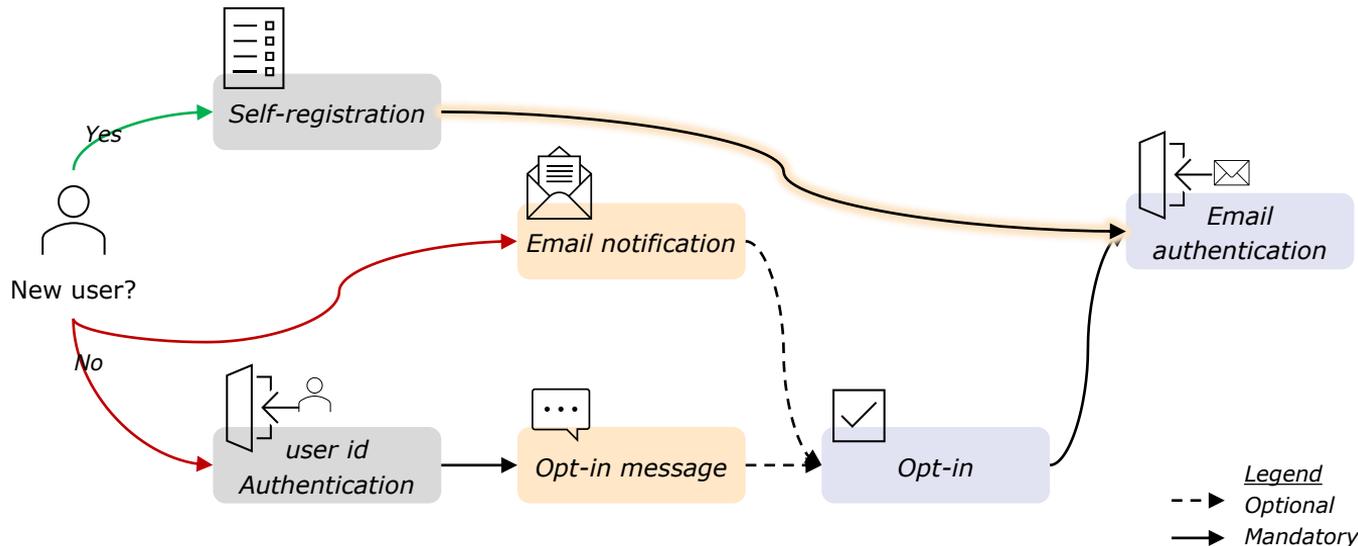
From 30th of September



30 Sep 2024

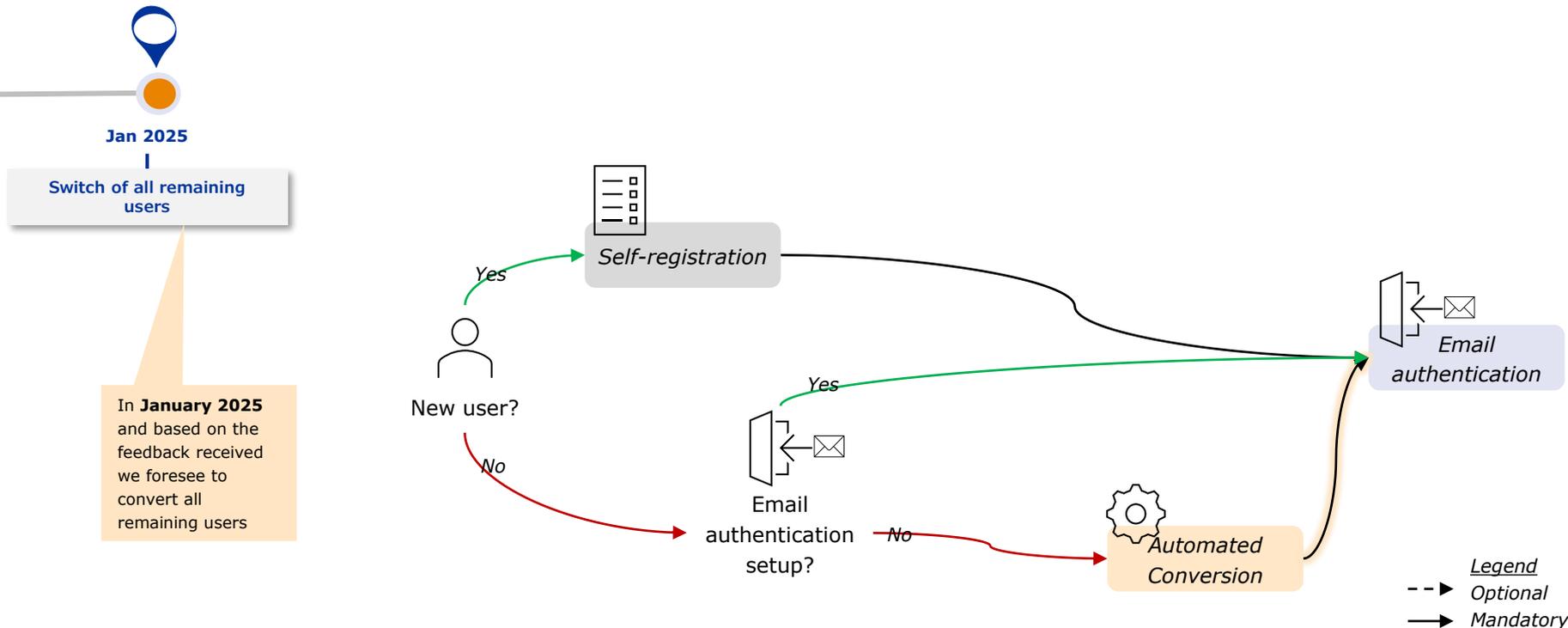
- User prompt to switch authentication method
- Default method for all new registered users

The **Next Steps** foresees the switch to the new authentication method for all new registered users in September 2024. At that time users not converted yet will be prompted to verify their email address and convert their account





From January 2025



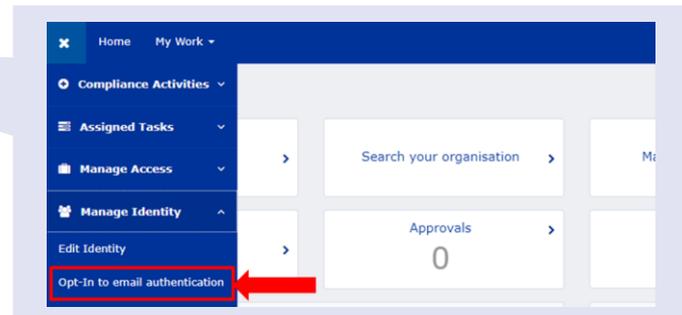


Improved opt-in mechanism

Available from:
30th September

Users can already **opt-in to email authentication** using the “Opt-In to email authentication” under the manage identity menu.

To facilitate the adoption of email authentication to EMA systems an improved opt-in triggers an **immediate user conversion** with a **live feedback** on the conversion.



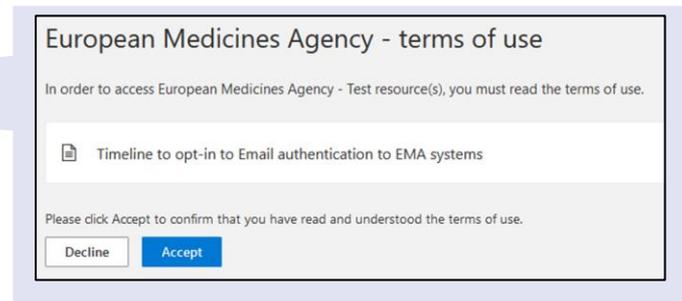
Switch to email authentication

Available from:
30th September

User not yet converted to email authentication are **prompted to convert their accounts** when authenticating to EMA Systems.

An **email notification** is also sent once a month until January 2025.

New self registered users can authenticate with their email address without the need to opt-in.





Switch to email authentication - Demo





EMA Account Management Statistics

Carlo De Vittoria, *Information Security, EMA*



The **User Admin / Super User** is approved by the Service Desk based on a validation of the proof of authority to represent an organisation:



On average of **235** requests per month are evaluated by the service desk



Median wait of **1.6 days** for approved and **7 days** for rejected



Approval rate of **90%**



125 Organisation per month are requested through IAM with an approval rate of **60%**



Other roles are approved by the appointed Super Users of each organisation



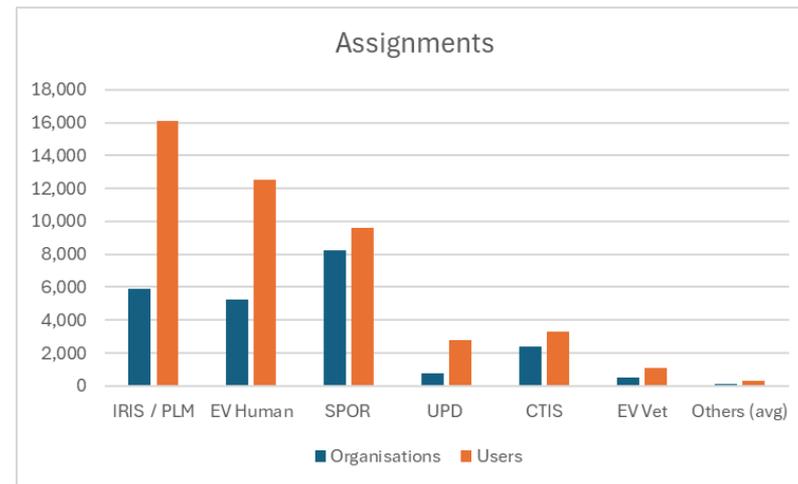
On average of **3,000** requests per month are evaluated by Super users



Median wait of **1.9 days** for approved and **11 days** for rejected request



Approval rate is **95%**



Application	Organisations	Users	Assignments
IRIS / PLM	5,871	16,075	42,568
EV Human	5,256	12,509	40,505
SPOR	8,233	9,621	17,179
UPD	790	2,769	6,647
CTIS	2,409	3,296	4,697
EV Vet	520	1,099	2,510
Others (avg)	96	276	452
Total	12,794	87,897	211,831



WHY



HOW & WHEN



IMPACT/ BENEFITS to users

Notification of organisation merges

- Organisation merges can happen due to business requests but also due to duplicates detection

Possibility to select historical records

- Organisation merges can happen due to business requests but also due to duplicates detection

Display location status

- Easily identify obsolete data

Organisation shopping cart

- Users need access to several legal entities across different countries and with different names

- When two or more organisation are merged, a notification is sent to all super users or user administrators of the impacted organisation

- When looking for organisation's users can include historical records of merged organisation

- When looking for organisation's inactive locations are displayed in a different colour can not be selected

- When requesting access to EMA services users can add organisations to a shopping cart and keep searching for other organisations with different criteria

- Super Users and User Administrators can review who is accessing the different organisation after a merge occur and they can take actions on different EMA systems

- Based on different EMA systems access to merged organisation allow to access historical data or to perform actions to move data to the surviving organisation

- Consistent behavior when looking for organisations across EMA systems

- Users can request access to several organisations across different countries and with different names in one single request



WHY



HOW & WHEN



IMPACT/ BENEFITS to users

Self service account termination

- Users leaving their organisation or changing roles in their own organisation wants to terminate their EMA Account

- Using a quick link in EMA account management users can terminate their accounts and remove their roles.

- Users can terminate their EMA Account independently without contacting the Service Desk

Improved Opt in to email authentication

- Facilitate the adoption of email authentication to EMA systems

- The improved opt-in triggers an immediate user conversion with a live feedback on the conversion

- Immediate feedback on the opt-in process, removing a delay in the conversion process

Switch to email authentication

- Allow an easier and more secure authentication to EMA systems*

- User not converted are prompted and notified to convert their accounts
- New self registered users can authenticate with their email address without the need to opt-in

- Forget your EMA user id and password, all you need to authenticate is your email address

*This is applicable only to EMA systems already integrated with latest EMA authentication mechanism



Q&A session

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Closing



The [EMA Account Management](#) is the online platform where you can request and manage access to EMA applications. Refer to this platform to seek guidance on how to:

- [Look up whether you already have an EMA account](#)
- [Re-activate your EMA account](#)
- [Recover your credentials](#)
- [Retrieve your username](#)
- [Reset your password](#)
- [Create an EMA account](#)
- [Request a user access role](#)
- [Manage users' access for your organisation as an "User Admin"](#)
- [Log into EMA systems and manage Multi Factor Authentication](#)
- [FAQs](#)





The EMA is working on modernizing its access management capabilities improving security and usability at the same time



In this context EMA is switching to email authentication, new features are available to facilitate this switch



The EMA keeps improving the processes to get access to EMA services through EMA Account Management



Further information

<https://register.ema.europa.eu/identityiq/home.html>

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