



EUROPEAN MEDICINES AGENCY  
SCIENCE MEDICINES HEALTH

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Information Management Division

## How to request the 1<sup>st</sup> SPOR Industry Super User role

### Summary of key steps

For each Industry organisation the **EMA IT Service Desk team will approve the 1st Industry Super User**. Any subsequent SPOR Industry Super User or Industry User access requests will be approved by the existing Industry Super User(s) for that organisation, via the Account Management portal and EMA will not participate in the process.

Below are the key steps to request the 1<sup>st</sup> Industry Super User role (detailed user registration guidance are published on the [SPOR portal](#) under Documents section).

1. Go to the [EMA Account Management Portal](#) (this is a central point to manage access to EMA systems, including SPOR).
  - a. **Existing users** (if you have access to any of the following EMA-hosted websites or online applications **you already have an EMA account** and you should **use the same credentials**: Eudralink, EudraCT Secure, Service Desk portal, European Union Telematics Controlled Terms (EUTCT), EudraVigilance Data Analysis System (EVDAS), EudraPORTAL, European Union Good Manufacturing and Distribution Practices database (EUDRAGMDP), or Periodic Safety Update Repository (PSUR Repository).  
**Please note:** first-time portal users need to setup the answers to their security questions.
  - b. **New users:** self-register. Wait for the self-registration to be completed – you will receive a notification.
2. Go to the [OMS portal](#) and search for your organisation (you do not need a login to search for an organisation).
  - a. If your **organisation is in** the **OMS** dictionary make a note of your **Organisation ID** and go to step 3;
  - b. If your **organisation is not in** the **OMS** dictionary yet you will need to request Unaffiliated User role via the EMA Account management Portal and submit an OMS change request to add your organisation to the OMS dictionary (follow the steps 1 and 2 on page 2).
3. Login to the **EMA Account Management Portal** and create a request for **SPOR Industry Super User** role.



- a. Complete additional information required; including the selection of the Organisation based on the **Organisation ID** from the OMS portal;
  - b. **Note the access request ID** number from the EMA Account Management portal (user can always review their request under 'Track my requests' and take the ID number from the 'Access Request ID' column. This is available instantly after submitting a request).
4. Go to the [EMA Service Desk Portal](#) and create a service request.
  - a. "SPOR super user role access" should be mentioned in the subject together with the EMA Account Management Portal request ID number automatically obtained when requesting access on the EMA Account Management Portal, **for example**: "SPOR Super user role access – request ID 10123";
  - b. Attach the **"SPOR User Affiliation Template Letter"** document completed with all the necessary information. Template letter is available to download from the documents section on the [OMS portal](#).

**Who should sign the User Affiliation Template letter?**

The person/signatory should be someone who works for the organisation to which the User will be affiliated. They should also be recognised as having sufficient authority within their organisation to sign the letter.

The signature of a person would be admissible if they hold a managerial role and have the requisite authority within the organisation to approve the affiliation request. If the first Super User fulfils such requirements then they can also sign the letter.
5. Wait for the EMA Service Desk to process your request. It takes 24 hours for the user to be approved (as long as the relevant information and the authorisation letter have been provided). You will be notified by e-mail.

### My organisation is not in the OMS

1. Login to the [EMA Account Management Portal](#) and request **SPOR Unaffiliated User role**. It will be approved instantly by the system.
2. The next day after the SPOR Unaffiliated User role is approved, log in to the **OMS portal**.
  - a. Please **request to add your organisation to the OMS dictionary** by submitting an OMS change request. See **"OMS user guide"** and **"Change requests validation in OMS"** document which lists supporting documentation/information which needs to be provided with OMS change requests. These documents are published on the [OMS portal](#).
  - b. Wait for the organisation to be added to the OMS dictionary - you will receive a confirmation e-mail.
3. After your organisation is added to the OMS dictionary, login to the [EMA Account Management Portal](#) and create a request for **SPOR Industry Super User** role (see steps 3 to 5 above).