

<b>Title</b>	<b>GS1 Recall User Guide Chapter 7 – Mobile Device</b>
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## 1.0 Introduction

The Recall Portal has been optimised for view on mobile devices so that users can access safety notifications, submitted and received via the GS1 Recall portal on the go.

### 1.1 Functionality and Limitations

The following functionality exists in the mobile version of the GS1 Recall Portal:

#### 1.1.1 Functionality

My Company notifications

- View all notice details and their statuses
- Approve and Go Live of notice in draft state
- View the Mock portal

Received Notifications

- View notice details and respond to initiator
- View the Mock portal

#### 1.1.2 Limitations:

- Initiator cannot create or edit a notice
- Initiator cannot use Submit for Approval functionality
- Initiator/Receiver cannot download upload attachments via device

## 2.0 Access and Login via the Mobile Site

### 2.1 Compatibility

The following operating systems have been tested as working with the Mobile version of the GS1 Recall/Health portal:

#### Android Devices

- Sony Xperia phones
- Samsung S7/S7 edge
- HTC Desire

#### iOS devices

- iPhone 6/6+
- iPhone 7/7+
- iPad

The following Internet Browsers have been tested as compatible with the Mobile version of the GS1 Recall/Health portals:

- IOS 11 & 12
- Android 7.0 – 9.0

- Chrome 70.0.3538 – 72.0
- Safari 12.0.1
- Firefox 6.3

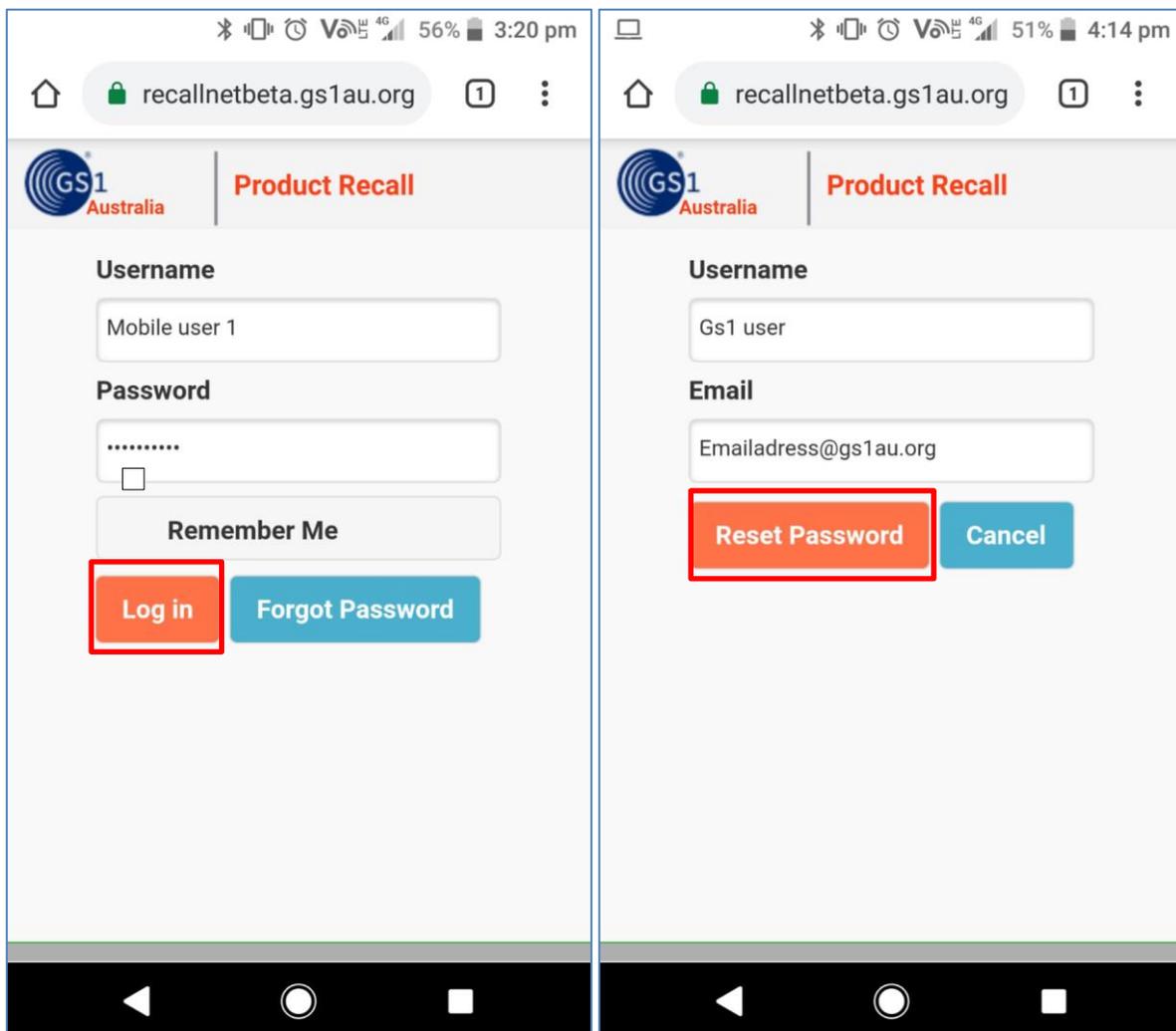
## 2.2 Logging in

Enter the following URL into the address bar of your mobile browser:

<https://recallnet.gs1au.org/UserManager>

Enter your details into the Username and Password fields, then tap 'Log in' to proceed. The 'Remember Me' checkbox ensures that your login details are retained next time you visit the site.

If you have forgotten your password, tap '**Forgot Password**', enter your Username and Email Address then tap '**Reset Password**'.

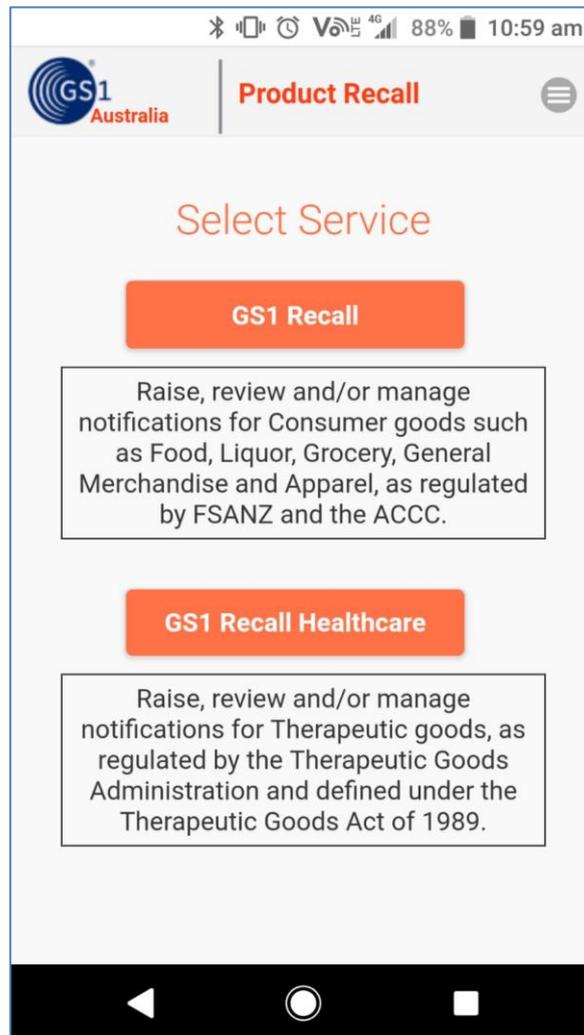


An email will be sent to your nominated account with details of how to reset your password.

*Note: the same login credentials are used on either the desktop or mobile versions.*

## 2.3 Select Service

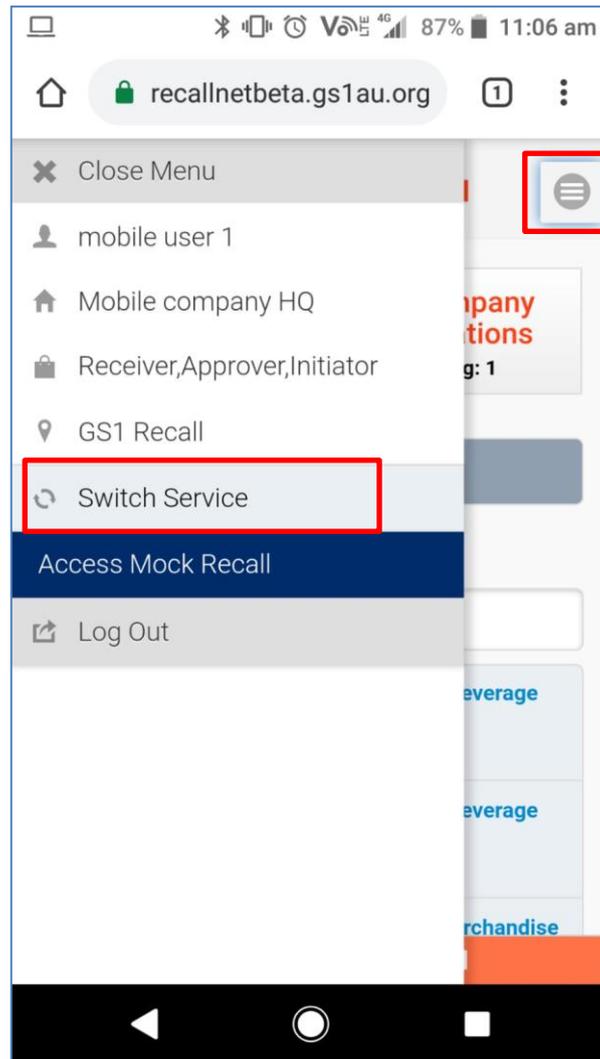
If a user has access to both the GS1 Recall portal and the Recall Health Portal, the Select service screen will show:



Select your service type by clicking on either button.

### 2.3.1 Switch Service

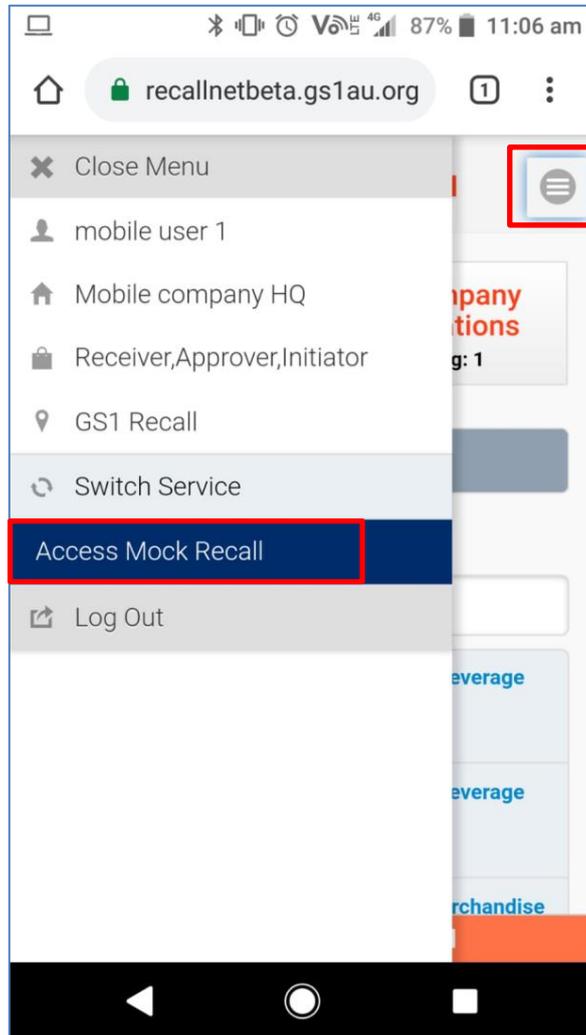
If you have selected one service, and wish to switch to the other without having to log out and back in again, select the **Switch Service** option from the **Hamburger menu** (top right of screen) once logged in:



## 3.0 General Navigation

### 3.1 Access Mock Recall

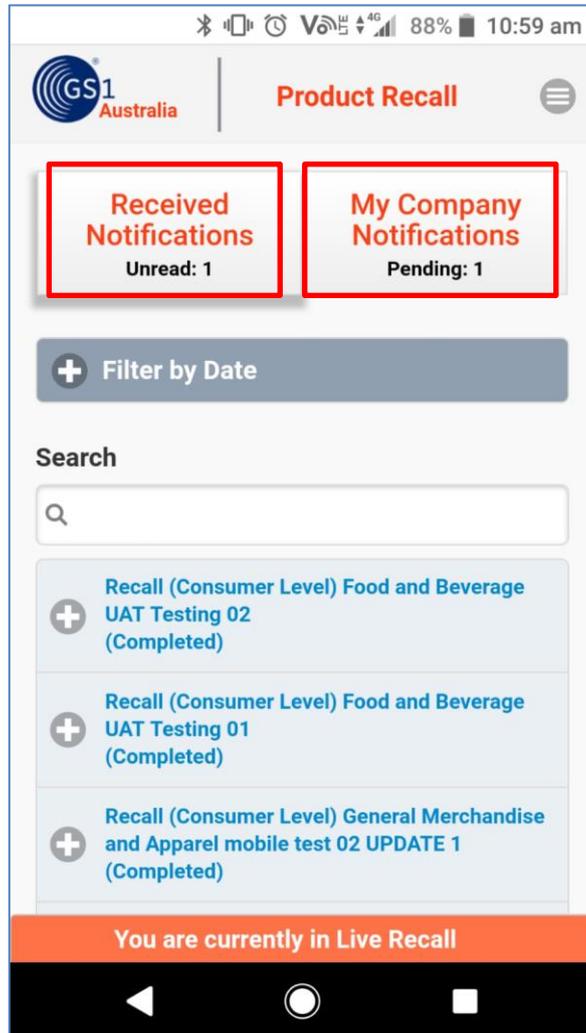
To access the Mock Recall portal, click the Hamburger Menu and select, **Access Mock Recall**.



To return to the Live product recall area, tap the Hamburger menu and select **Return to Product Recall**.

### 3.2 Console Tabs

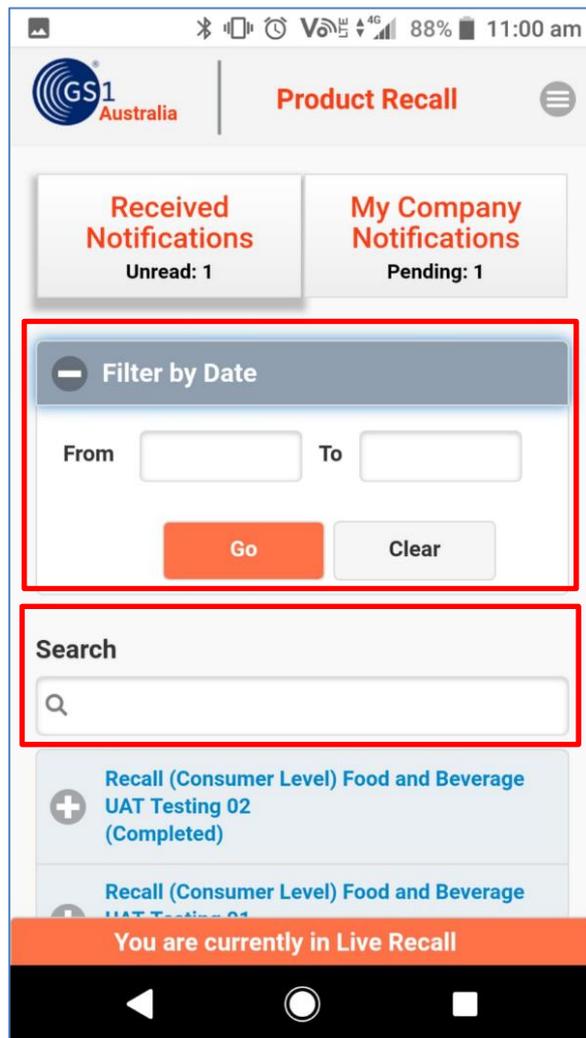
You can switch between viewing Received Notifications and My Company Notifications by tapping either of the tabs at the top of the console.



Notifications titles and their status in (brackets) are displayed in this area.

### 3.3 Searching notifications

To search for a notification within the Received Notifications or My Company Notifications tabs, either tap on the **Filter by date** filter to expand and search between dates, or type in details of the Notification title in the **Search** field to search text.

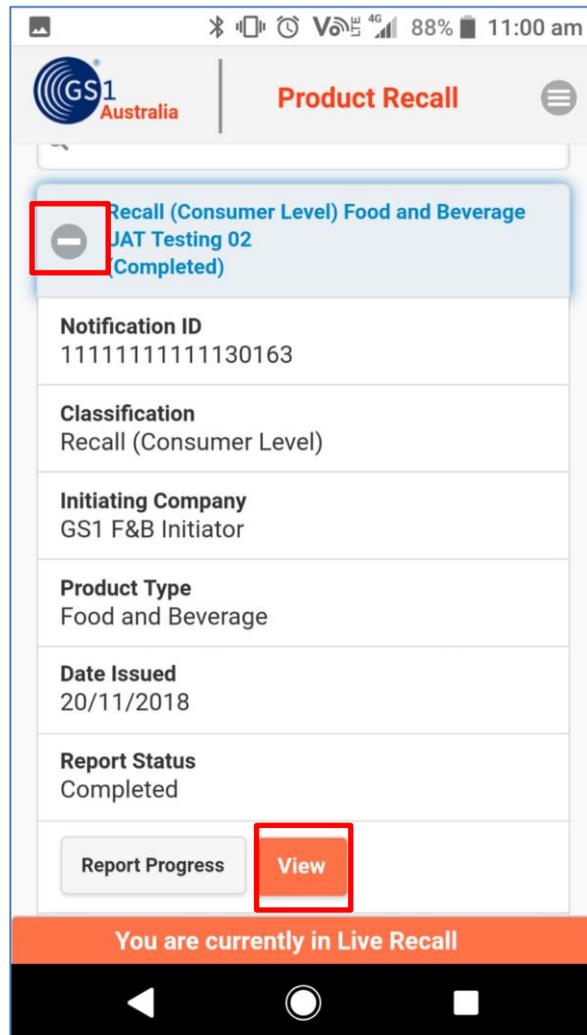


## 4.0 Received Notifications

### 4.1 Summary and Detailed view

#### 4.1.1 Summary View

To access Summary view, scroll through the list of notices under Received Notifications. You can then tap the + icon next to the notification title to expand and show a summary or tap the notification title to view the notice directly.



If the + icon is tapped the summary will display and at the bottom will be two buttons for both Report Progress and View.

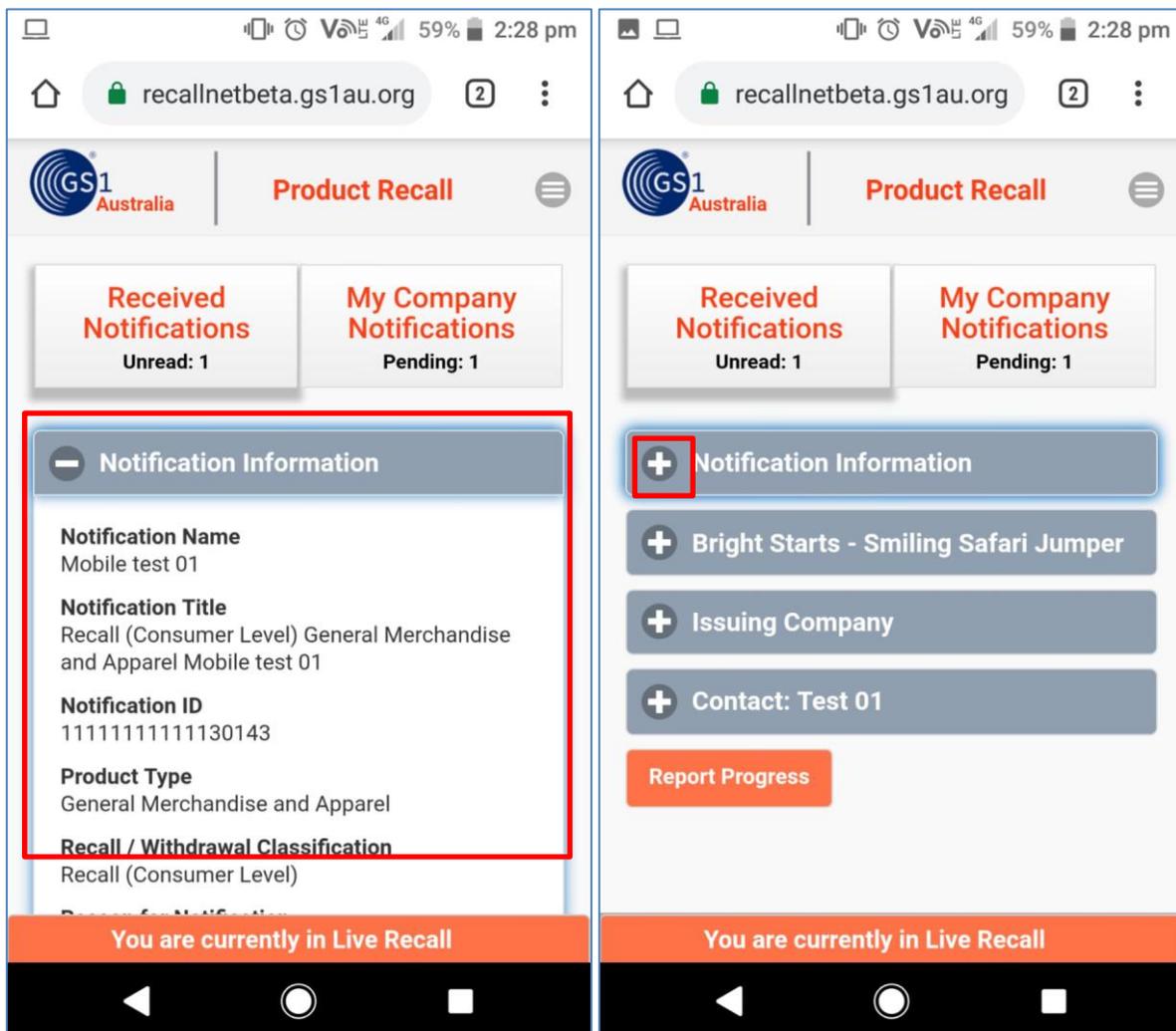
### 4.1.2 Detailed View

To access detailed view, select the **View** button from the Summary, or tap the blue notification title (hyperlink).

In the detailed view you can view the following information:

- Notification Information
- Product Details and Instructions
- Issuing Company details
- Sponsor Company details

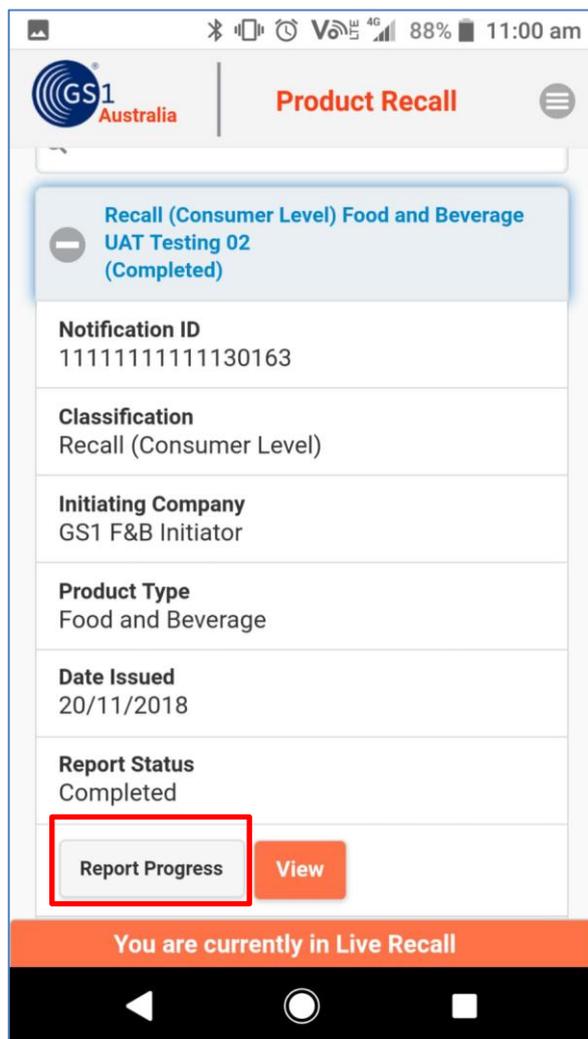
When first viewing the notice in detail, the Notification Information will display by default in an expanded field. You can minimise this field if you wish by tapping the + icon next to the file name:



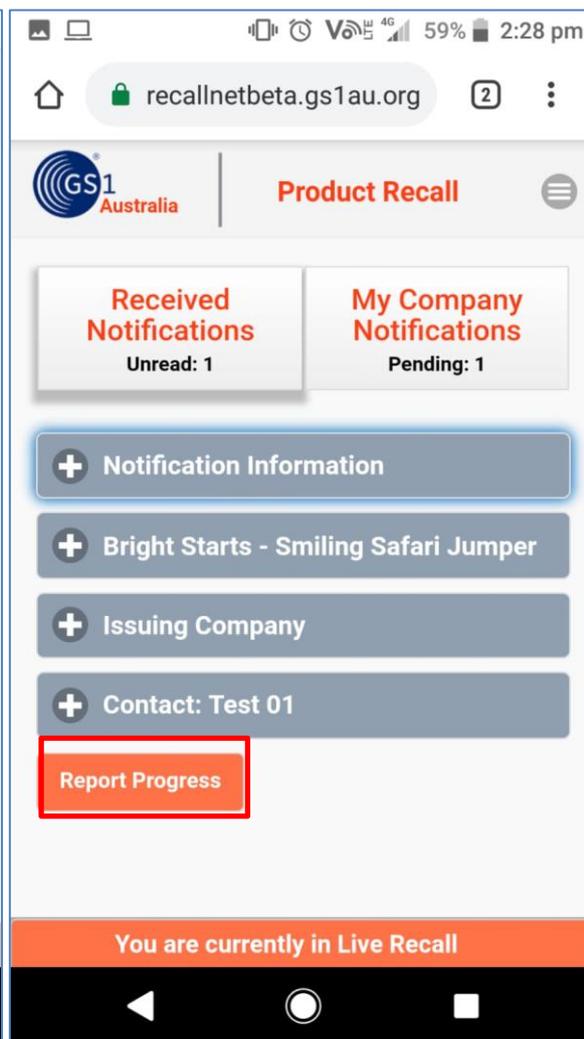
## 4.2 Response and reporting

To respond to a received notification, select the **+** icon next to your chosen notice on the main console (Received Notification tab), and tap on **Report Progress**.

The button for Report Progress is also available when viewing the notice in detailed view. At the bottom of the detailed view area, tap on **Report Progress**.



*\*In Notification Summary View*

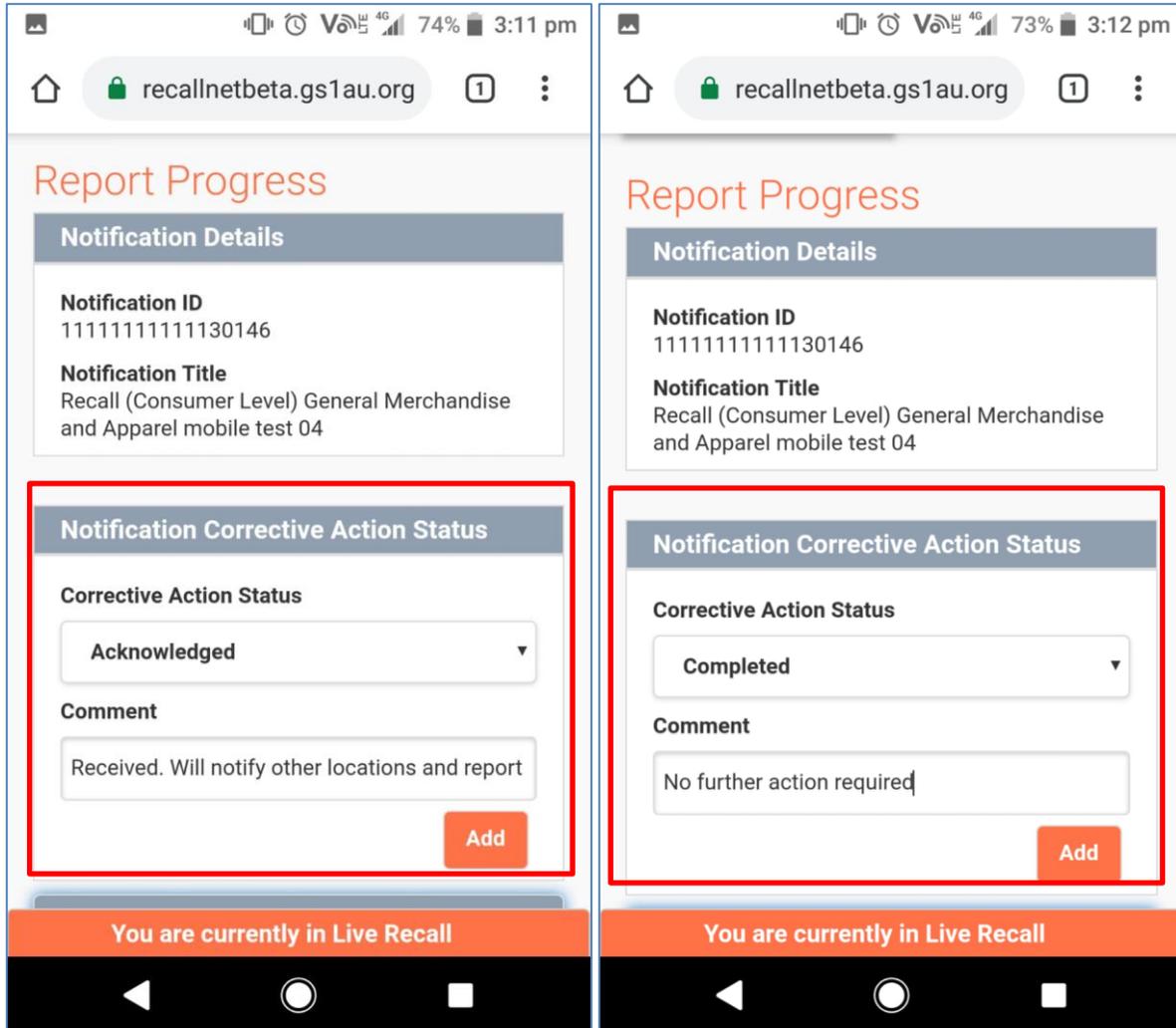


*\*In Detailed View*

### 4.2.1 Corrective Action Status

The corrective action status is used to advise the sponsor company what actions have been undertaken.

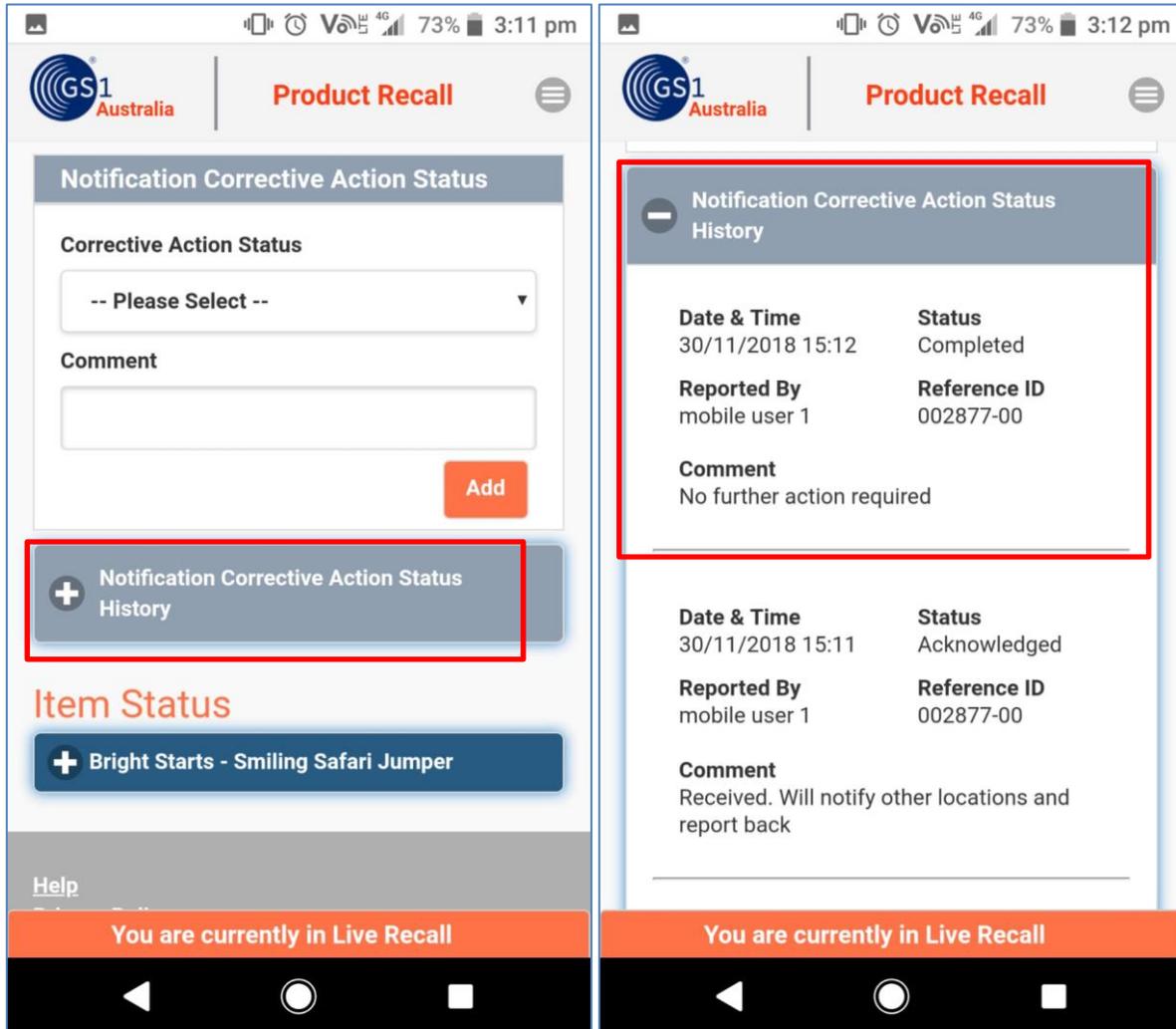
You may update the Corrective action status by tapping the drop-down box under **Corrective Action Status**:



Enter a comment into the **Comment** field to provide further detail and press **Add**.

Once the Notice has been completed and no further actions required, you can mark the notice with a completed status. Do this by selecting the drop-down box and tapping on **Completed**. Add a note to advise of any close off actions.

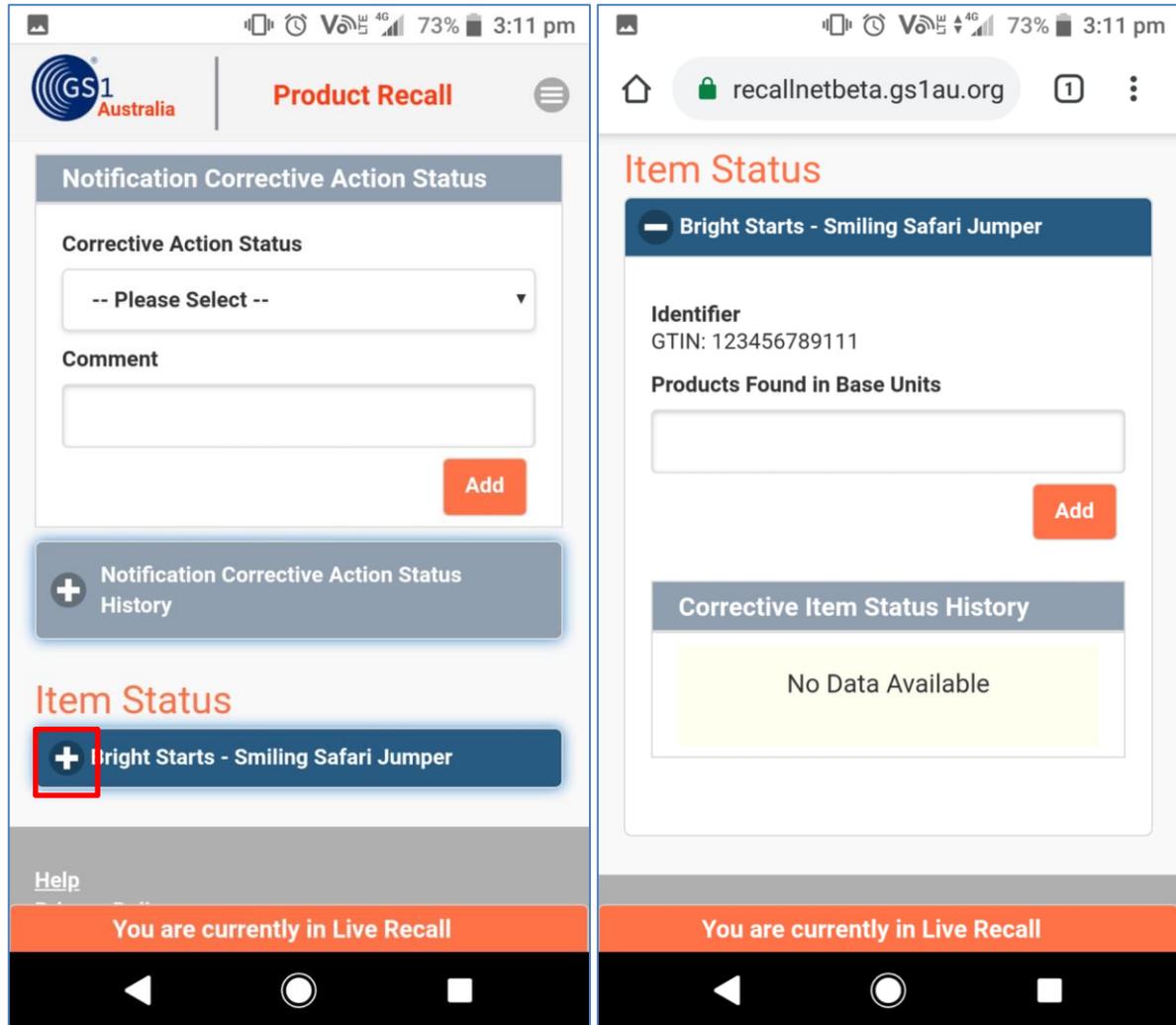
You can view the status history by tapping the + icon next to the **Notification Corrective Action Status History** field. The history displayed all status changes, date and time stamped and which user made the change:



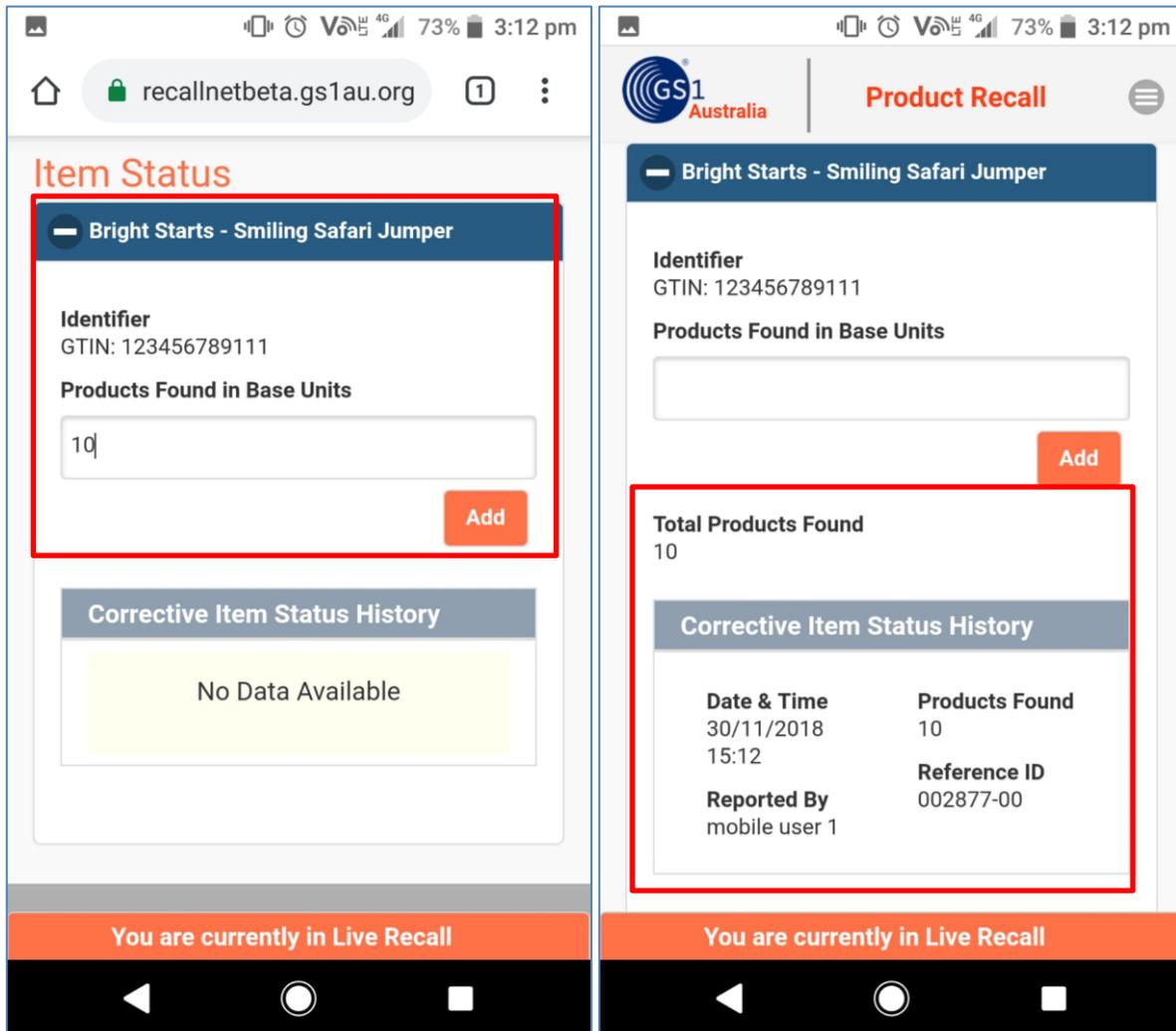
## 4.2.2 Item Status

The Item Status is used to report the quantity in base units, of product remedied as per the notice instructions. The Item Status is minimised by default and sits below the Notification Corrective Action Status History.

Expand the Item Status by tapping the + icon next to the field title:



Add the product quantity remedied in base units, into the **Products Found in Base Units** field and tap **Add**:



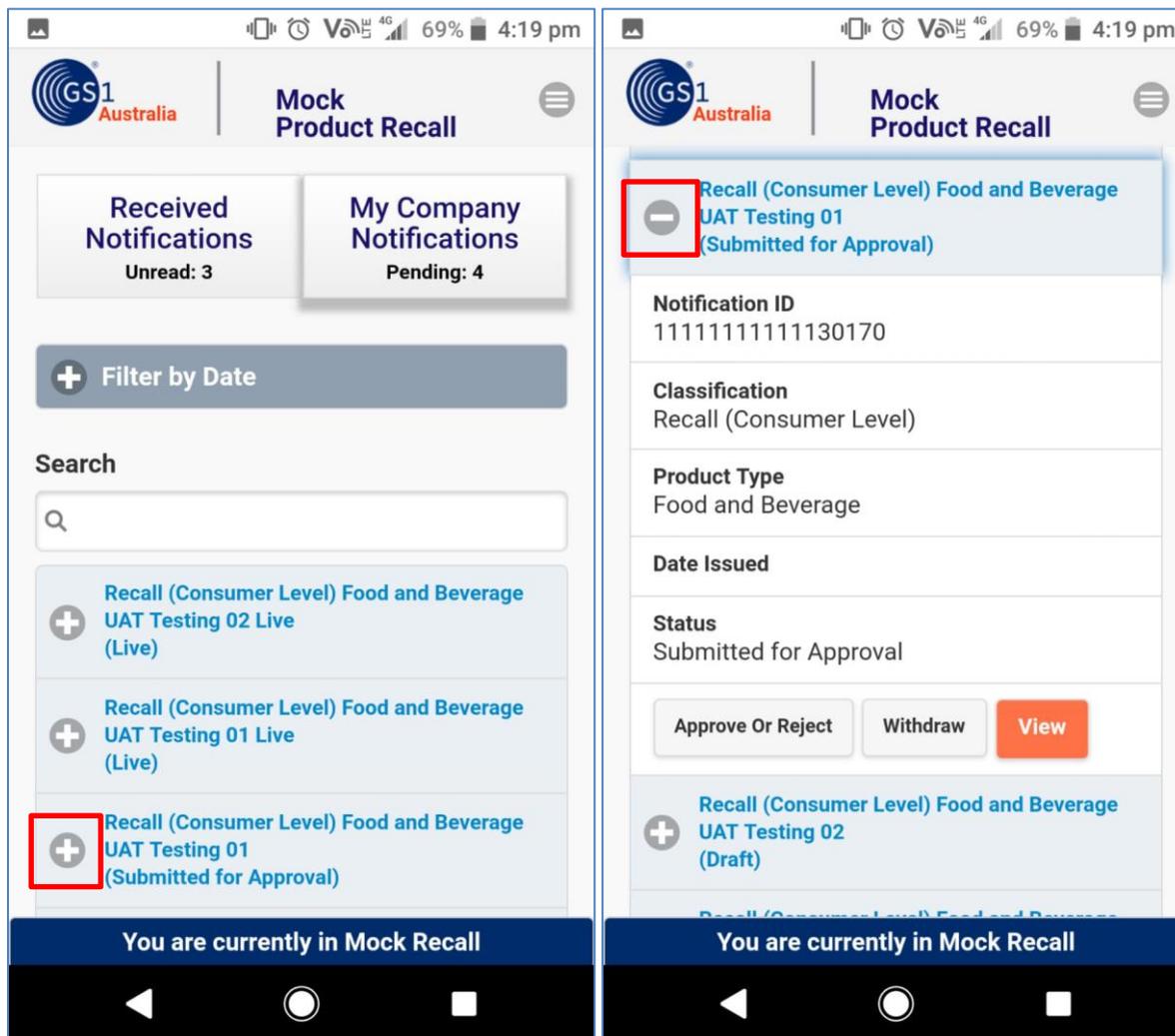
The Products found in base units will be recorded against the Item. A date and time stamp will display, Reference id as well as the user who updated the quantity.

## 5.0 My Company Notifications

### 5.1 Summary and Detailed view

#### 5.1.1 Summary View

To access Summary view, scroll through the list of notices under My Company Notifications. You can then tap the + icon next to the notification title to expand and show a summary or tap the notification title to view the notice directly.

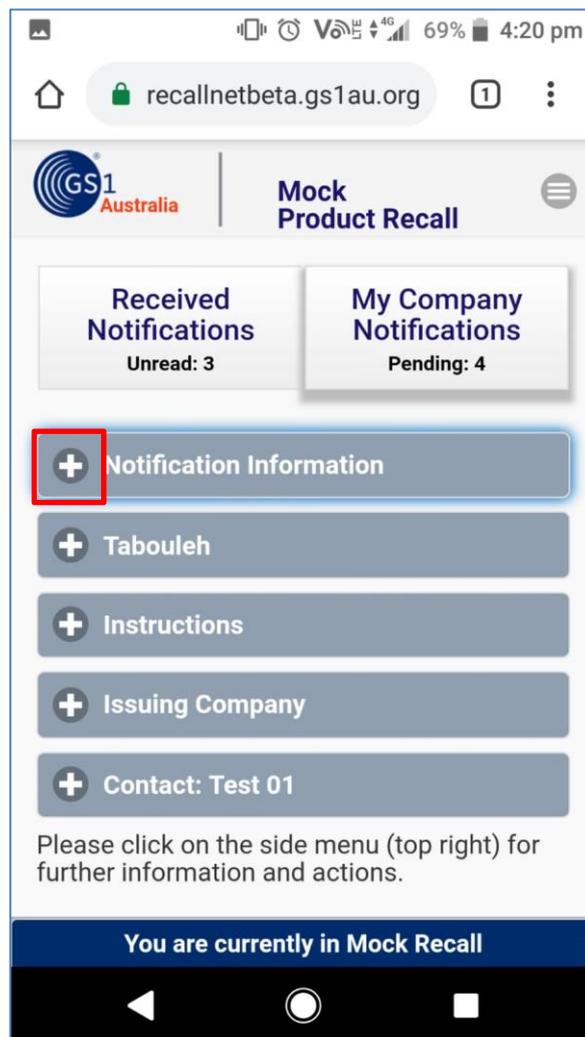


### 5.1.2 Detailed View

To access detailed view, select the **View** button from the Summary, or tap the blue notification title (hyperlink).

In the detailed view you can view the following information:

- Notification Information
- Product Details and Instructions
- Your Company Details
- Initiator Contact Details



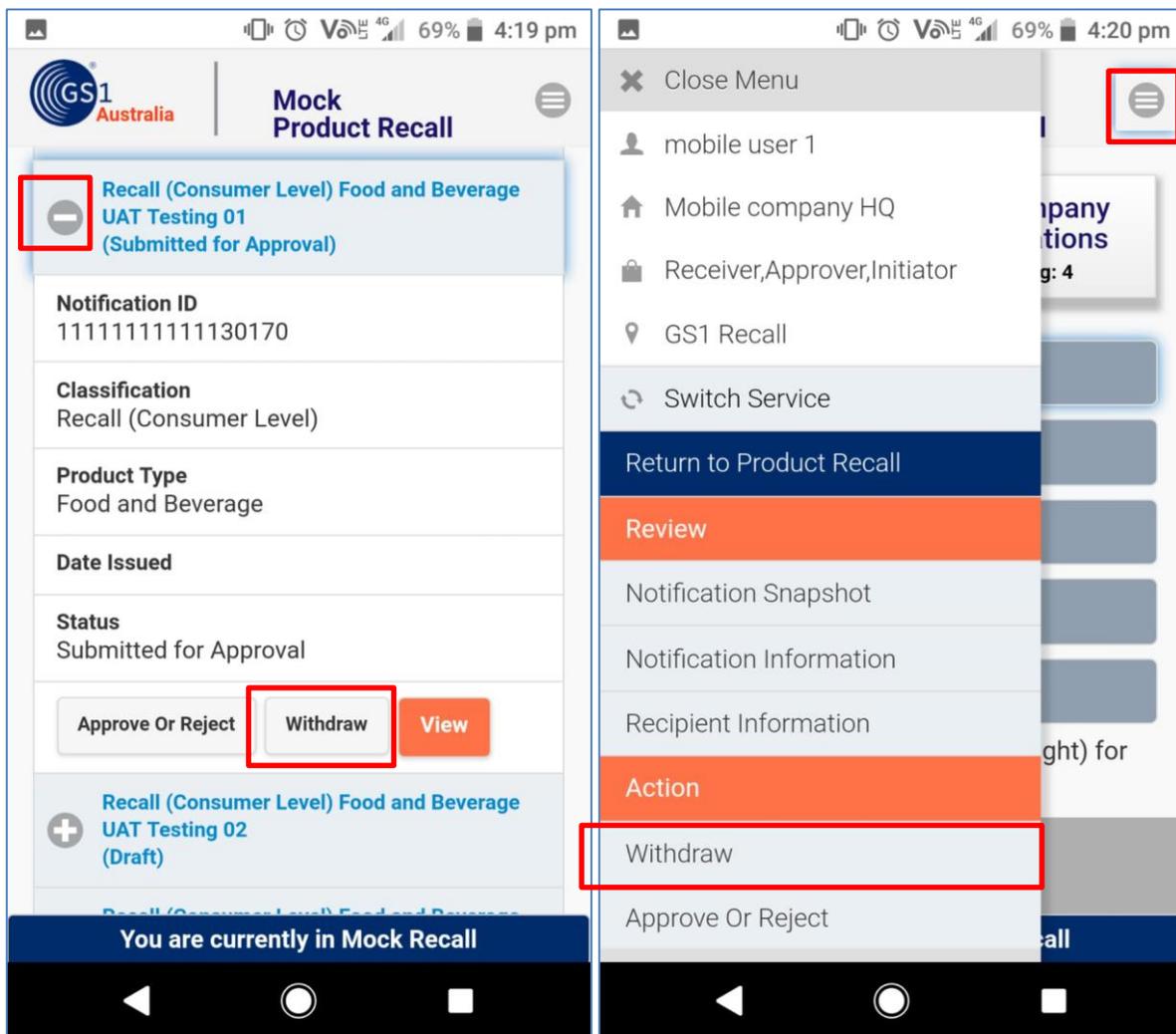
When first viewing the notice in detailed view, the Notification Information will display by default in an expanded field. You can minimise this field if you wish by tapping the + icon next to the file name:

## 5.2 Initiator Actions

### 5.2.1 Withdraw

A notice can be withdrawn from the approval process if it needs to be updated with further information.

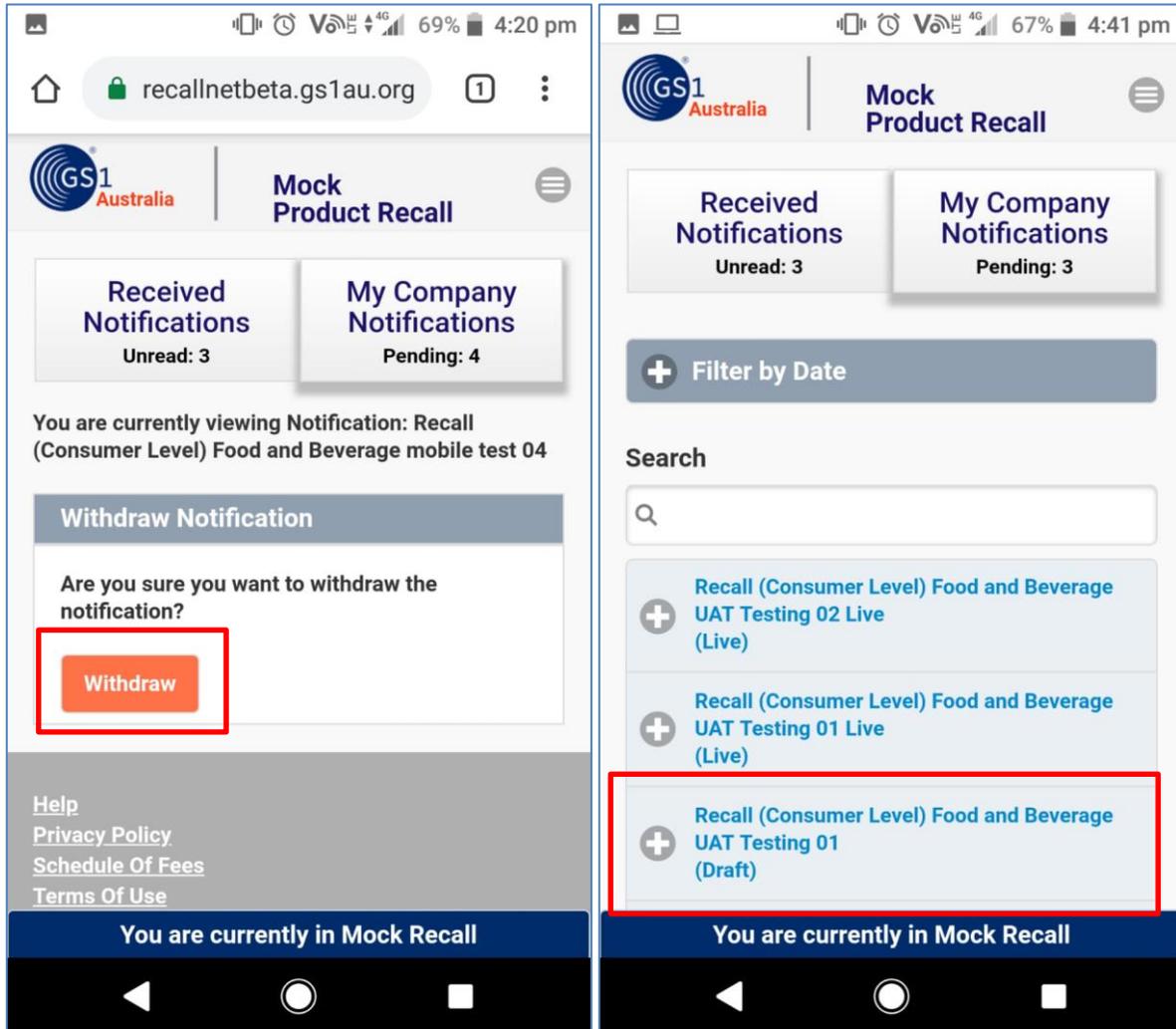
To withdraw a notice and place its status in **Draft** for editing (desktop only), select **Withdraw** from either the Notification Summary under the **My Company Notifications** console, or the **Hamburger Menu** when viewing the notice in **Detailed view**.



*\*In Summary View*

*\*In Detailed View*

On the next screen, the system will ask you to confirm withdrawal of the Notification. Tap the **Withdraw** button to confirm:



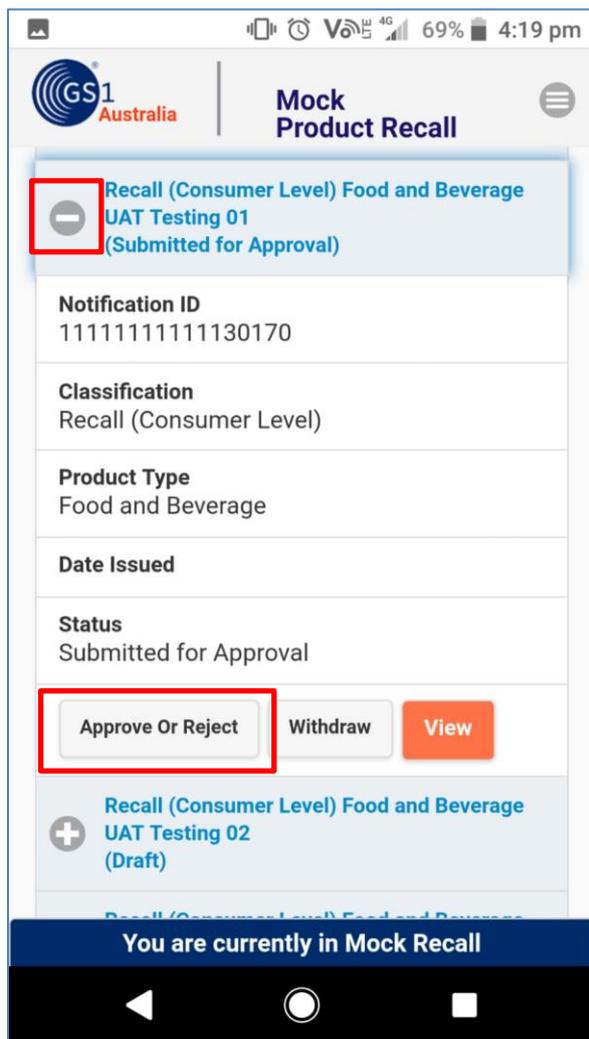
The notice will then display a **Draft** status on the main console under **My Company Notifications**

### 5.2.2 Reject

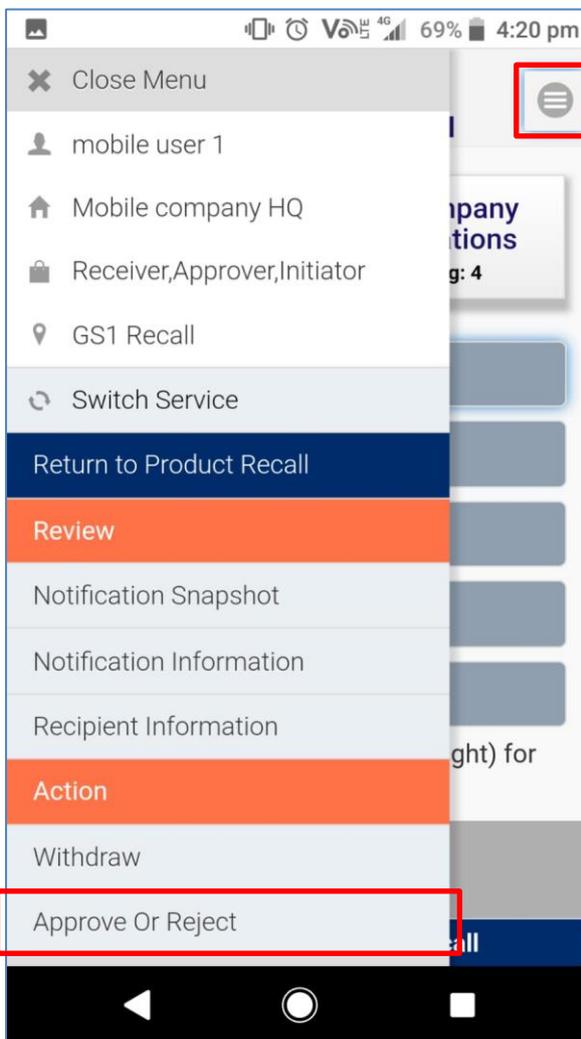
Reject work in a similar fashion to withdraw, whereby the notice is withdrawn from approval and brought into a draft state, however, Reject allows for a note to be included against the record.

This may be used in larger organisations where there are several users working on the same notice.

To reject a notice from approval and place it in draft for editing (desktop only), select **Approve or Reject** from either the **Notification Summary** under the **My Company Notifications** console, or the **Hamburger Menu** when viewing the notice in **Detailed view**.

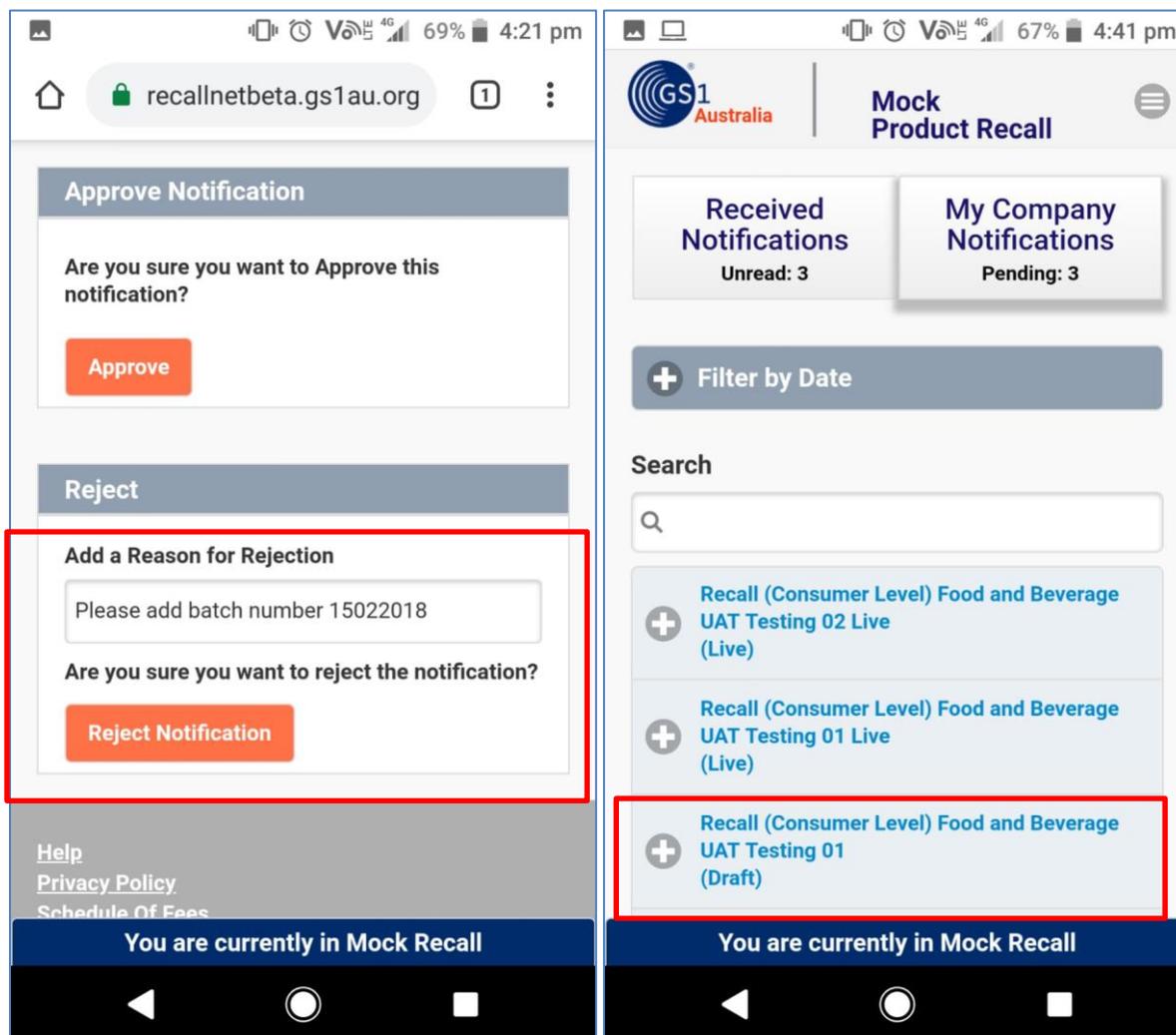


*\*In Summary View*



*\*In Detailed View*

On the next screen you will be asked to enter a reason for rejection, then tap the **Reject Notification** button:



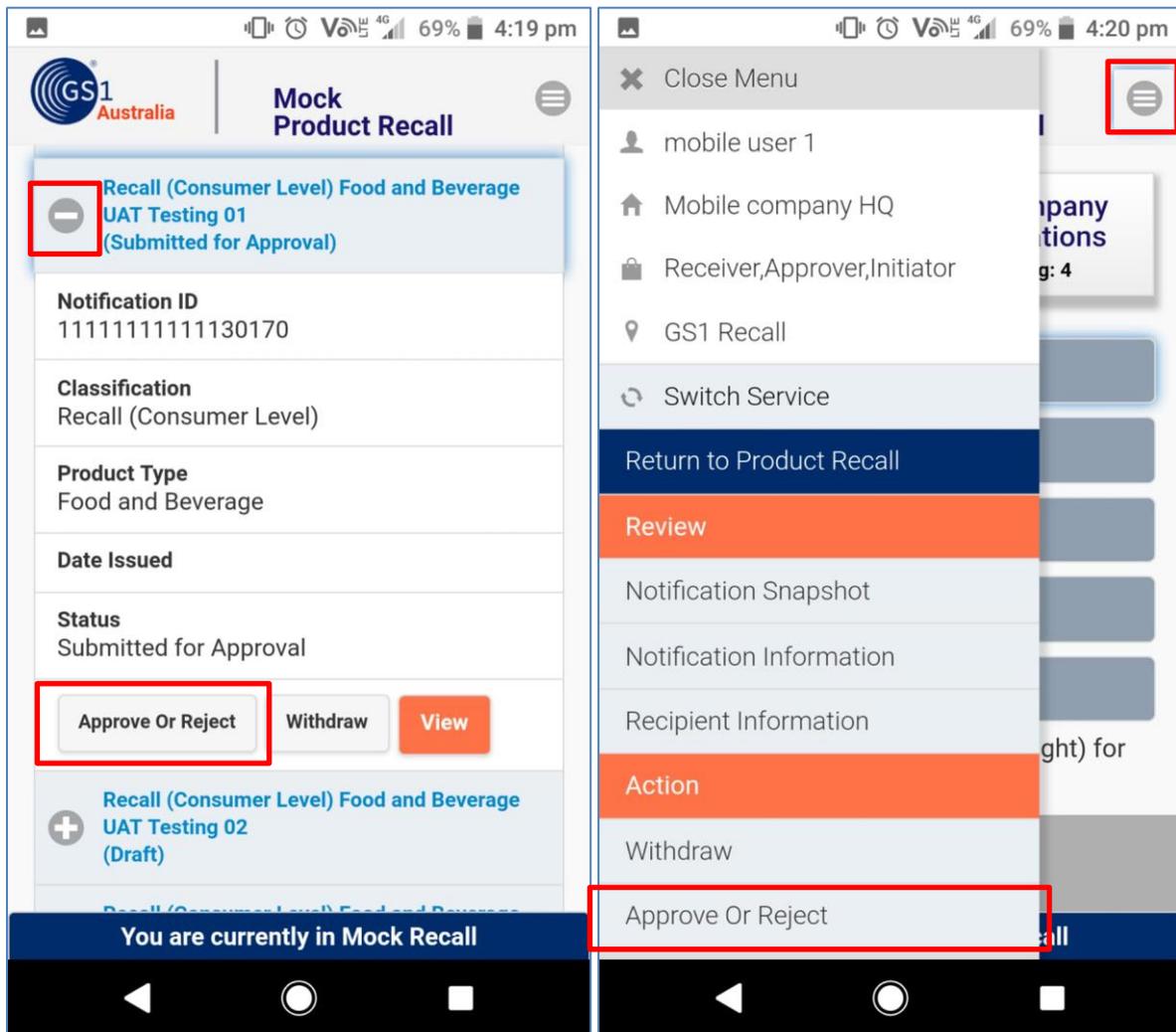
The notice will display in the My Company Notifications are with a **draft** status.



### 5.2.3 Approve and Go Live

A notification can be approved and issued as live from the My Company Notifications area, provided the current status is **Submitted for Approval**.

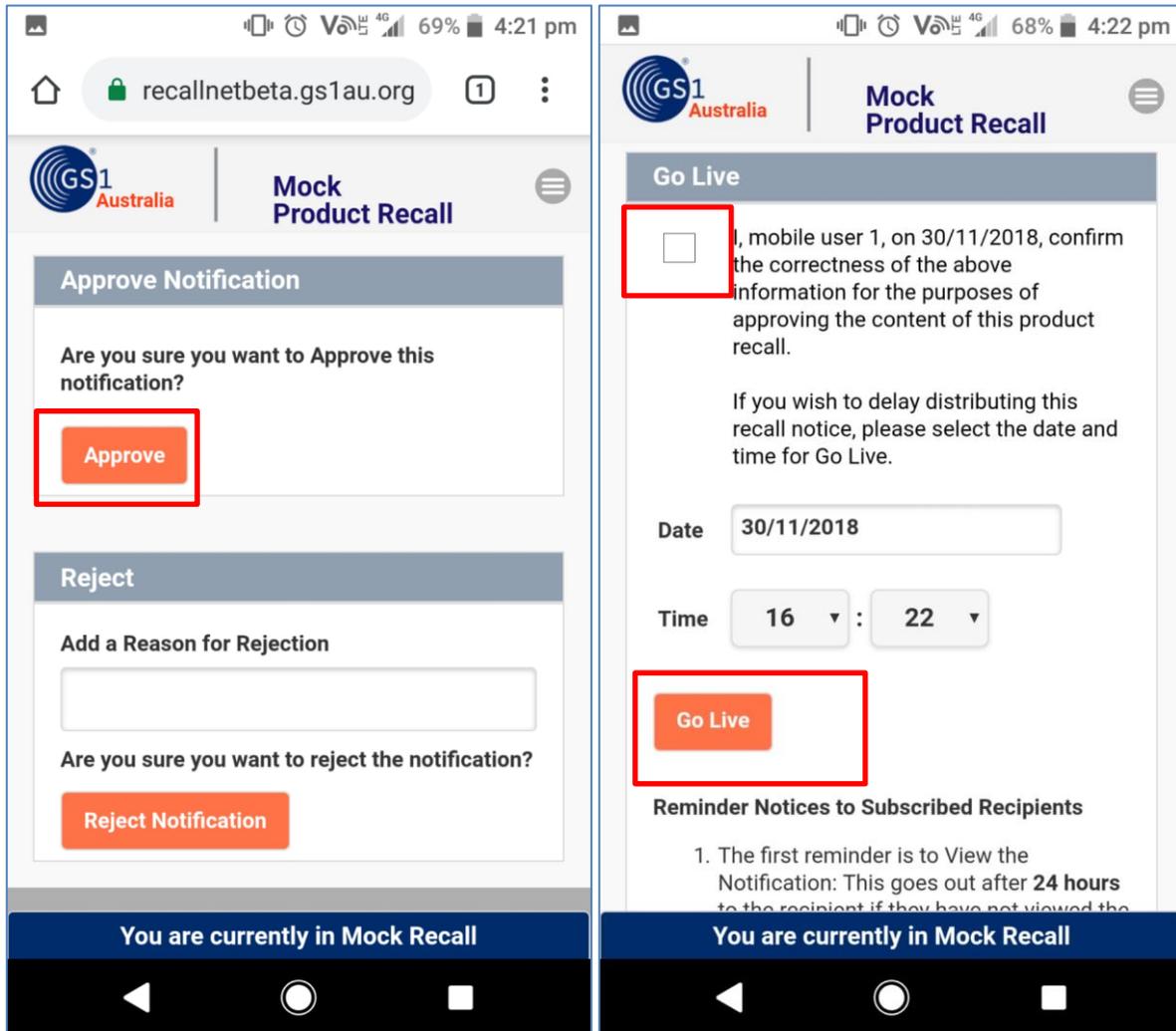
To Approve and notice and Issue it as Live, select **Approve or Reject** from either the **Notification Summary** under the **My Company Notifications** console, or the **Hamburger Menu** when viewing the notice in **Detailed view**.



*\*In Summary View*

*\*In Detailed View*

On the next page, tap **Approve**:



The next page will ask you to confirm the details of the notice are up to date and correct for issue. Ensure you **check the box** confirming correctness of information.

The date and time can be adjusted if necessary.

Tap **Go Live** to issue your notification to your selected recipients.

Your notification is not live in the main console:

