<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th><strong>GS1 Recall Health User Guide</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Chapter 2 – Administration, Settings and Functionality for Large Organisations</strong></td>
</tr>
<tr>
<td><strong>Version</strong></td>
<td>14.0</td>
</tr>
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<td><strong>Date</strong></td>
<td>15 April 2023</td>
</tr>
<tr>
<td><strong>Doc type</strong></td>
<td>User Guide</td>
</tr>
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</table>

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1.0 Initial Access to the Service

1.1 Gaining Access to the GS1 Recall Platform

After subscribing to the GS1 Recall Service, you will receive an email inviting you to join the Recall platform with the subject “Activate Your GS1 Recall Health Subscription”. This email provides instructions on how to gain access to the service.

1.1.1 Activate Subscription

The invitation contains your username, and an “Activate” link. The username is set by GS1 and is generally the email address provided when subscribing. Usernames must be unique, and therefore email addresses are preferred.

Activate your GS1 Recall Subscription

Dear Christ,

Newusertest3 is now subscribed to the GS1 Recall Service.

Your username is: Newusertest3

Please follow these steps to activate and begin using your service:

- Click on the Activate button below
- Set a password
- Login using the new password and username provided
- Accept the terms and conditions to become active and begin using the service

Activate

You are required to conduct your first mock recall exercise to be certified as 'Recall Ready & Live' which some trading partners require.

User Guides are available here and a member of our support team will be in contact to discuss training options.
Clicking the “Activate” link will open a tab in your preferred browser and direct you to the GS1 Recall website with a prompt to set a password.

### 1.1.2 Set Password

Passwords must be at least 8 characters long and contain at least one (1) number and one (1) special character. Once you save your password, you will be notified via email that your password has been updated, “Password Reset Notice”.

### 1.2 Terms and Conditions

The first time you log in with your username and password you will be asked to review the terms and conditions of the GS1 Recall Platform. After reviewing the document, at the end of the page you can accept or decline.

Accepting the Terms and Conditions will take you through to the platform, declining the Terms and Conditions will take you back to the log in page. Please contact the GS1 Recall team if you have any queries regarding this.
2.0 User Types and Roles

There are two (2) types of user in the GS1 Recall Platform, these are Subscription Administrator and User.

2.1 Subscription Administrator

Every company subscribed to GS1 Recall must have a subscription administrator. This user is responsible for managing the company subscription, maintaining user access and roles, and company information.

The Subscription Administrator is also the primary point of contact with GS1 Australia in relation to the service provision and would be the user that receives system and other program notifications. The added access granted to Subscription Administrators is outlined in section 3.0 of this document.

Subscription Administrators are a higher level of user, and the types of roles assigned to them govern what areas of the service they can access. When the Subscription Administrator is initially set up by GS1 all relevant roles are assigned. User roles are outline in section 2.3 of this document.

2.2 Users

Users are added to a company by the Subscription Administrator and are then assigned appropriate roles. The roles assigned to a user determine how much access that user has to the service and are outlined below.

2.3 User Roles

A user can hold up to four (4) roles, not including viewer. If a user is assigned the role of a viewer, it can be only a viewer. A user can find out what roles they hold by logging in to the service and viewing their information in the top right-hand corner of the page. Roles applicable also depend on what ‘company type’ has been defined by the Subscription Administrator, information on company types can be found in section 3.1.1 of this document.

2.3.1 Initiator

Users who hold the role of initiator can build notifications in the GS1 Recall platform. If a User also holds the role of Receiver, they can distribute the notification to others.

2.3.2 Approver

If a user holds the Approver role, can approve notifications built by the initiator. As users can hold more than one role at a time, a user which hold both the role of initiator and approver are able to approve their own notification.

The aim of having a second user with the role of approver, is to ensure the information being send out in the notification is correct.

2.3.3 Receiver

Users with access to the receiver role are notified via email when a notification has been issued, and their company targeted. Receivers can log into the service, action the recall internally, and respond back to the initiating company.
2.3.4 Viewer

Viewers have access to view all activity within their designated active account, but are not able to create, edit, or respond to notifications. Notes can be viewed but cannot be edited by viewers. Viewers have access to view the Organisation Report tab if applicable. Subscription Administrators should assign this role if the only objective of the user is to have visibility over site activity.

2.3.5 NodeParent

This role is unable to be toggled. This role will be displayed to users if their account is part of an organisational hierarchy. The ‘Organisation Report’ tab will be made available to them in the main menu next to ‘My Company Notifications’ or ‘Received Notifications’. Please contact the GS1 Recall support team on 03 8581 5976 for further information.

3.0 Subscription Administrator Access (Manage Account)

Subscription Administrators are granted additional access within the platform, as it is their responsibility to manage user accounts, company information and internal locations. Most of these features are found in the ‘Manage Subscription’ tab.

Subscription Administrators have extended access in addition to User access.

3.1 Subscription Details (Company Type)

Options for company types are ‘Initiator’ and ‘Receiver’, some companies may choose to select both company types depending on their organisational needs. Depending on what company types are selected, the roles Subscription Administrators can assign to users will vary.
4.0 Company Types and Roles

4.1 Initiator
An Initiator company is responsible for providing accurate, clear, and timely information regarding a recalled or withdrawn product to a Receiver company for proper action. Initiators can be manufacturers, importers, wholesalers, distributors and even retailers. They are typically the organisation responsible for the product being recalled or withdrawn.

4.2 Receiver
A Receiver company is typically a retailer, wholesaler or distributor that needs to receive a notification from their suppliers. Receivers are responsible for acting on the information from the Initiator Company in a timely manner.

4.2.1 Both Initiator and Receiver
This company type applies to organisations that need to be able to create and issue recall and withdrawal notifications as well as receive them. This company type also can ‘forward’ a notification.

For example, a hospital may receive a notification from the distributor of a medical device and choose to forward the notification to their departments internally.

4.2.2 Company Types and Relevant Roles

<table>
<thead>
<tr>
<th>Company type</th>
<th>Initiator</th>
<th>Approver</th>
<th>Receiver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiator</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Receiver</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Both</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

4.3 Adding a user
Within the ‘Manage Subscription’ tab, navigate to the Subscription Users area of this page. Click the orange “Add User” button on the left-hand side of the screen.
4.3.1 Add Existing User
On the drop down for ‘Select User’, use the scroll bar to find the user you would like to add.

Assign the user to a location and click ‘Add User’

4.3.2 Add New User
On the drop down for ‘Select User’, click ‘Create New User’

Enter details of the new user and select the location relevant to the user. See information about locations in section 3.1.4.
After details are filled in and location is selected, assign the user their designated role(s) as outlined in section 2.3 of this document, and “Add User”.
NOTE: The suggested username for each user is the users email address. Once the user has been added, an email invitation will be sent, and the user will follow section 1.0 of this document ‘Initial Access to the Service’. Users will remain ‘inactive’ until a password is set.

4.4 Product Type Filtering

The subscription administrator can adjust which notifications an active user will receive and view in the dashboard. All Product types are active by default.

To activate Product Type filtering select the user under 'Manage Account' and then 'Subscription Users'. Adjust your filters based on required product type notifications.

An example would be a pharmacist who only needed to view Pharmaceutical type notices, in which case only the Pharmaceutical type products would have an active checkbox against them in the list below.
Note: Even when product type filtering is active, a user can still view ALL product type notifications in the Receiver Dashboard when they untick the option 'Filter by product Type (See Chapter 4 - 2.1 Product Type Filtering)

4.5 Internal Location users

To add an active user to a location, select the user under 'Manage Account' and then 'Subscription Users'.

At the bottom of the Edit User page look for the Locations section. Click on 'Edit Roles'.

NOTE: if the location is new you may have to change the 'Location Status' to 'Inactive'.
Check the box of the user role you wish to assign at that location and click save.

To see more about these roles, see section 2.3.4

**4.6 User Status (Active/Inactive)**

Any user can only ever be in one of two statuses’, active or inactive.

To view inactive users, use the drop-down box under “Subscription Status” to select either “Inactive” or “—All—"
Active Users

Active users have set a password, accepted the terms and conditions of the GS1 Recall platform and have roles assigned to them by the Subscription Administrator.

Inactive Users

There are two reasons a user may be inactive in the GS1 Recall platform. New users who have been added by the Subscription Administrator but have not yet set their password and/or accepted the terms and conditions.

The other reason a user may be inactive, is when the Subscription Administrator has revoked their roles. Users that have been made inactive in this way will no longer have access to the service.

4.7 Deactivating a User

No user can be deleted from the GS1 Recall system, only inactivated. The Subscription Administrator can inactivate users by removing their roles.

Within the ‘Manage Subscription’ tab, navigate to the Subscription Users area of this page. Each active user will be listed in a table here by default. On the left-hand side of the table, select the username of the user you wish to inactivate.

Further down the next page under “Locations” you can select ‘Edit Roles’.
To inactivate the user, deselect all selected roles and ‘save’.

The user will be emailed and informed that their roles have been downgraded by the Subscription Administrator and no longer have access to the service.

### 4.7.1 Re-activating a User

Users can be re-activated by adding user roles or by the Subscription Administrator sending a “Reset Password” through to the user. This will prompt the user to log in to the service as if it was their first time and should refer to section 1.0 of this document.

### 4.8 Internal Locations

This section allows the System Administrator to maintain the users associated with each Internal Location defined for the account.

The Headquarters location is marked in red with a red asterisk (*) next to the name. Any subsequent locations are internal locations and are blue, clickable links.
4.8.1 Adding a Location

Under ‘Locations’, there is an orange button “Add New Location”. Clicking this will open a new form.

Enter the Location Name and GLN. If your location is saved in the National Location Registry (NLR), use the Search NLR button (after entering the GLN) and the location details (if available) will be populated; continue to enter in any remaining mandatory fields and save.

Once a location is saved; users can be added to this location.

Note: New locations require a valid GLN number to be added.
4.8.2 Editing a Location
To update or edit each location’s details, click the location name and the ‘Edit Location’ page is displayed. All users assigned this location are towards the end of the page. See more about assigning a user to a location see section 3.1.2.1.

![Image of Locations page]

4.8.3 Returning to the Main Service
As the ‘Manage Subscription’ tab is only available to the Subscription Administration users, it is in a different ‘area’. To move back to the main service, click “Access Service” in the top right-hand corner of the page.

![Image of Access Service button]
5.0 Settings

To access settings, click ‘settings’ in the top navigation from the main dashboard.

5.1 User settings

To update your personal information, navigate to the user settings on the left-hand side of the settings page and select user settings. All information can be updated here except for username, User GSRN and language.

NOTE: Default time zone is “AEST – Melb/Sydney etc.”, update if necessary

5.2 Subscription Details

Subscription information holds company information, contact details of the subscription administrator and roles the user holds. No information can be altered here. To update company information such as address, please contact GS1 Recall.
5.3 Alert Email Settings

5.3.1 Email Alerts

A series of boxes are pre-ticked and unticked. These are the GS1 recommended email notifications to receive when initiating a recall and can be turned on or off as required by the initiator.
5.3.2 Mock Notifications

When a user initiates a mock recall, if the check box is not selected for “Receive Mock Notification Email Alert”, no email alerts will be received. For all new users this feature is turned off and will need to be activated if notification is required.

5.3.3 SMS and Mock SMS

The same notifications can be received via SMS. This is also an opt-in feature, although a valid mobile number must be added to the User Settings.

For a mobile number to be valid it must follow the following formatting +614XXXXXXXX – replacing the ‘0’ with ‘+614’.

5.4 Receiver Settings (Subscription Administrator only)

Subscription Administrators have the same setting’s access as other users, although Subscription Administrators whose company type is either Receiver only or Both, will have access to the Receiver Settings. Information on choosing a company type is in section 3.1.1 of this document.

In this section you may list specific information or instructions that relate to your trading relationship and the customer. E.g. Please provide customer reference number.
5.5 Initiator Settings

Initiator type companies may choose to incorporate the additional function of submitting notification to the TGA for review and approval before they are issued to recipients.

Note: This function is enabled by default. If this setting is disabled, TGA workflow is disabled completely, regardless of notification type. Can only be enabled/disabled when all notifications in dashboard are either Live or Closed status.

The TGA will still receive a copy of your notification when it has been issued at the ‘Go Live’ step

5.6 Recall Ready Status and Settings

A Supplier Subscribed to GS1 Recall is required to maintain a current Recall Ready status to ensure they meet the service Terms and Conditions.

The Recall Ready status for your company can be viewed directly on the Main Dashboard once logged in, on the ‘Recall Ready Status’ tab.

The status will read either:

- **Recall Ready**
  
  Recall Ready is means a current mock recall is completed and not due until the expiry date approaches

- **Expired**
  
  Your company has not issued a live or mock notification recently and is required to recertify their ready status
From the Recall Ready Status tab, you can view your company’s most recent issued notification, as well as download a copy of your current Recall Ready Certificate:

You can also view the company’s Recall Ready status in the Settings menu once logged in as the Subscription Administrator.

1. In Settings, select Recall Ready Settings from the menu on the left.

You can adjust the frequency of expiry to coincide with your mock recall process, by using the drop-down box to select either 3, 6 or 12 months.
5.7 Recipient Management

Initiators can manage their recipients via the Recipient Management module.

5.7.1 Subscribed Recipients

Subscribed recipients can be added to groups. Recipient groups are accessible from within a notification, making it easy to locate and target your trading partners.

Note: See chapter 3, 3.4 Adding Recipients to a Notification for information on adding Recipient Groups to your notification.

To create a new group, select ‘Create New Group’ from the top menu.

Give your new group a name and description, then select ‘Create Group’:
Next, select the recipients you wish to add to this group by checking the box next to each of their names. Click ‘Add to Group’ once all recipients selected:

Your new group is created and will appear in the list of groups:

You can use the options on the right hand side under ‘Actions’ if you wish to edit the group name and description, add more recipients to this group, or delete the group entirely.

5.7.2 Non-Subscribed Recipients

Non-subscribed recipients do not have access to the Recall platform, however when targeted, receive an email with download link to access the full notification.

You can maintain a list of your non-subscribed recipients, so that you may easily target them in future notifications, as you would a subscribed recipient.

To upload a list of non-subscribed recipients, select ‘Upload Recipients’ from the top menu:
Follow the instructions on next page the ensure the recipient template is populated and saved appropriately:

1. Download the .csv template by clicking the link below ‘Download Template’
2. Delete example data. The headings should remain in Row A
3. Enter Company Name, Name of Contact and Email Address
4. Fax Number, ABN Number and Address are optional
5. Once details are entered, click save as and the select .CSV file type
6. Click Select File to select and upload

Ensure the file that you are uploading has been saved as a CSV file and has a *.csv extension.

Your file should look like this when completed:

Upload your file, and your recipients will appear in the list:
5.7.2.1 Individually Add:

To add Subscribed recipients one by one, select ‘Add Non-subscribed Recipient’ from the top menu:

Fill in the relevant details and select ‘Save’ to add your recipient to the list for future targeting in notifications.

5.7.2.2 Subscribed Recipient Match

If you notice an exclamation symbol next to a newly added non-subscriber, the system has potentially found a match of the email domain, to a Subscribed Company. Please ensure you review the Subscribed company list before targeting this non-subscriber individually as there is a chance their organisation is registered to receive notifications as a Subscribed Recipient:

5.7.2.3 Recently used recipients

Non-subscribed recipients that are added within a notification will automatically be added to your Recipient Management list. You will be able to modify the details associated with this non subscriber, like Address and ABN, as well search for and target them easily in future notifications. All previously targeted, or uploaded Non-subscribed recipients will appear in the list here:
To edit a non-subscribers details, click on the blue ‘Company Name’, update the required details and select ‘Save’ at the bottom of the details screen.

### 6.0 Action Centre

The **Action Centre Tab** is a tab on the dashboard that consolidates outstanding actions for initiators and receivers. Notifications can be completed through an easy-to-use checklist. Each action is accompanied by a description for next steps required and a link to the precise location to complete the step.

**Notification Title:** Refers to the notification the action has been raised against

**Reference ID:** The Reference ID for the notification

**Location:** The Location at which the notification sits. If a user has access to multiple internal locations, then the location for each notification may be different.

**Date completed:** The date that the Action was completed

**Next Action:** Provides a link to the precise location in Recall where the outstanding action is to be completed. i.e. selecting Create Mock Recall will take users to the Mock Recall platform.

Hovering over the action, will provide a mouse over with further detail, such as the previous step completed before this action was raised, the role of the user required to complete the action, and the next step required.
Actions can be manually deleted if required. Select each action to be removed from the Action Centre by clicking the relevant checkbox, then clicking Delete:
7.0 Functionality for Large Organisations (Organisational Hierarchy)

Larger organisations (Health Jurisdictions/Retailers) may choose to set up a hierarchy structure, so that they have visibility on notifications received and actions occurring at other locations within their group.

This functionality is implemented upon discussion with the Recall Support team and usually occurs at the beginning of an implementation.

The following functionalities exist when an Organisational Hierarchy is in place.

7.1 Organisation Report

The 'Organisation Report’ feature allows visibility over which notifications are received, and the progress of these notifications at each location within that hierarchy.

![Organisation Report](image)

7.1.1 Level Filter:

Depending on which account has been logged into and where it is in the organisation Hierarchy, the pull-down menu will display all the entities that are able to be accessed.

7.1.2 Notification Type:

This pull-down menu allows the user to select which type of notification the user would like to filter on e.g. Recall, Product for Defect Correction, withdrawal, Hazard alert, safety alert

7.1.3 Recall Level:

This pull-down menu allows the user to select which type of notification level the user would like to filter on e.g.: Hospital, Consumer, Retail, wholesale.

7.1.4 Risk Classification:

Allows the user to filter on which type of notification they would like to view.

7.1.5 Identifier:
Allows the user to enter any kind of identifier the process can request for and searches the notifications within the hierarchy below.

**7.1.6 Start / end date:**
Allows the user to specify a date to search when notifications were raised.

**7.1.7 Targeted:**
Allows the user to filter between those recipients who have been directly targeted by the sponsor and those who have been added by automatic addition rules.

<table>
<thead>
<tr>
<th>Recipient Name</th>
<th>Issuing Company</th>
<th>Notification Title</th>
<th>TGA Reference ID</th>
<th>Targeted</th>
<th>Reporting Status</th>
<th>Product Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS1 HC Initiator</td>
<td>NSW Health</td>
<td>Recall Class I Biological (B) UAT Check UPDATE 2</td>
<td></td>
<td>All</td>
<td>All</td>
<td>Biological (B)</td>
</tr>
</tbody>
</table>

**7.2 Additional search options**
There are other data filter / search options for users on the data table (pictured)

**Recipient Name:**
This is the name of the recipient the notification has been sent to.

**Issuing Company:**
This is the company that has created and sent the notification live in the system.

**Notification Title:**
The notification title is a link to further information regarding the individual notification.

**TGA Reference ID:**
This search filter allows the user to filter on a specific TGA ID that has been assigned to the notice.

**Reporting Status:**
This filter segments the reporting statuses (available) of all notifications currently in the table.

**Product type:**
The filter divides the all the product types (available) of all notifications currently in the table.

**7.3 Report Downloads**
Collective and further reporting information regarding the notifications that are currently displayed on the data table
Click on:

<table>
<thead>
<tr>
<th>GS1 HC Initiator</th>
<th>GS1 Demo Company - Main Office</th>
<th>Recall Class II Medical Device Consumable (C) Demo Recall</th>
<th>RC-2016-RN-12345-6</th>
<th>Yes</th>
<th>Completed</th>
<th>Medical Device Consumable (C)</th>
</tr>
</thead>
</table>

Open the CSV:

<table>
<thead>
<tr>
<th>Recipient Name</th>
<th>Recipient GLN</th>
<th>Issuing Company</th>
<th>Notification Title</th>
<th>TGA Approved</th>
<th>TGA Reference ID</th>
<th>Issued Date</th>
<th>Targeted</th>
<th>Reporting Product Type</th>
<th>Products Found</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS1 HC Initiator</td>
<td>GLN: 11111111</td>
<td>GS1 Demo Comp</td>
<td>Recall Class II Med</td>
<td>Yes</td>
<td>RC-2016-RN-12345-6</td>
<td>28/11/2017</td>
<td>Complete</td>
<td>Medical Device</td>
<td>42</td>
</tr>
</tbody>
</table>

7.4 Notification Information

When the user clicks on the Notification title link, the individual notice details regarding product, recipient and individual status reporting is displayed.

7.4.1 Download Initiator PDF

The Initiator PDF display the Notification and Issuing Company details as well as Recipient and Regulatory information. This PDF document can be downloaded and shared only by the initiator at any time once the notice is in a draft status.

7.4.2 Download Receiver PDF

The Receiver PDF displays the Notification and Issue Company details. This report excludes Recipient and Regulatory information. Receivers can download this PDF document from any received notification with a live status.

7.4.3 Status Report

The status report displays the view the sponsor or issuing company has, only for those accounts / recipients with their organisation Hierarchy.
7.4.4 Summary Report

This report displays overarching notification information regarding number of recipients impacted, issued date, product identifiers and over all products found.

7.4.5 Detail Report

This report displays all notification information and individual recipient information inclusive of products found by the recipient and quantity affected - if the sponsor has advised of this information.

7.5 Copy of Notification

If the organisation chooses, they may be automatically added to each notification that is targeted toward a location in their hierarchy.

The Subscription Administrator must set this up after logging in and navigating to Settings > Receiver Settings. Check the box for Add to Organisational Report Notifications to receive a copy of each notice issued to a location in your organisational hierarchy.
7.6 Linked/Automatic Targeting of locations

If an organisation wishes to set up automatic or linked accounts, they need to contact the Recall Support team.

Linked targeting allows for recipients to be linked together so that when one of these is targeted on a notification, all of them are added to the notification and therefore all receive a copy.

Targeted and Linked accounts are classified separately in the system and linked accounts are represented by a ‘chain link’ icon to the sponsor creating the notice (upon selecting the target recipient):

- Targeted accounts are required to provide reports back to the initiator/sponsor
- Linked accounts have optional reporting, depending if they discover affected product at their site and therefore do not receive email reminders to report

<table>
<thead>
<tr>
<th>Recipient Name</th>
<th>GLN</th>
<th>Additional Information</th>
<th>Recipient Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>10Member1</td>
<td>10000100000006</td>
<td>Optional</td>
<td></td>
</tr>
<tr>
<td>GS1 HC Company</td>
<td>1111111111222</td>
<td>Optional</td>
<td>View</td>
</tr>
<tr>
<td>Royal Prince Alfred Hospital</td>
<td>7540007060766</td>
<td>Optional</td>
<td></td>
</tr>
<tr>
<td>The Clinical Excellence Commission</td>
<td>9348516501160</td>
<td>Optional</td>
<td></td>
</tr>
</tbody>
</table>

In the above example, the structure is as follows:
10Member1 – Specifically Targeted by the sponsor initiating the notification

GS1 HC Company – Linked Account, receives copy of notice for action if required

Royal Prince Alfred Hospital – Linked account, as above

The Clinical Excellence Comm. – Organisation top node, governing account for hierarchy

**Opt out of email notification:** If a user at an account/location wishes to opt out of the email notification advising that a notification has been issued to them as a linked account, they can do so in the Email Alert Settings under Settings.

If a user opts out of the email notification, they will still be able to view the notification in their main dashboard under Received Notifications.

7.7 Hierarchy File Sharing

An organisation that has been copied on a notification (as part of a predetermined jurisdictional or organisational hierarchy set up, created by the Recall support team) may share files to other locations who have also received this notification.

For example, a Health Jurisdiction, may choose to share a report to all locations that have received the notification.

Organisational file sharing is only available on Received notifications. If files are to be shared on notifications created by the organisation, than one of the many file uploaders can be used during the creation process.

To share a file within your organisation, log in to your account and view the Received Notification Tab.

Click the + icon next to the relevant notification and select View Organisation Files.
Click Add attachment, then Select File to choose your file for upload.

Name your file and select Save Attachment:

Click Save again to save your list of files. If you wish to add more files click on Add Another Attachment. To delete a file, click on the delete button next to each file.
Be sure to save your list of files once changes are made.
When all changes are made, click Publish, to send an email to all locations who have received the relevant Notification.
Users will receive an email with a direct download link for each file, or the ability to log in and view files against the relevant notification.

7.8 Organisation Recipient Prompt

The Subscription administrator of a top node in a hierarchy, will now be notified if locations within their organisation have not responded to a notification they have received. Using the above example:

The Subscription Administrator at the Clinical Excellence Comm. Will receive an email notifying them when either of the other accounts have not responded to a notification. Emails are issued at 3 days / 8 days / 30 days. GS1 Also receive a copy of these reminders as may use these to ensure recipient details are logged correctly and training is up to date.
7.9 Alternate Report Recipient

An organisation may choose to redirect recipient responses to the original sponsor/creator/initiator of a notice via the Recall platform.

This is helpful when an Organisation has re-created a notification in Recall to distribute to their internal networks via the platform and the responses to these need to be directed toward the original sponsor.

A report listing all targeted recipients, their status and product qty’s will be generated at 24/48hr 7/28 days and sent to the specified contact in the notification.

This functionality can only be enabled by the GS1 Support team – please contact us if you wish to enable this.

Once enabled – to add you Alternate Report recipient:

1. Notification Details under Alternate Supplier Details

Enter the contact details of the person who is to receive the recipient reports