

Approvals Management

User Guide

Last Update: 23/09/2026

Sommario

CHAPTER 1	3
1 APPROVAL MANAGEMENT	3
1.1 Approvals Management	3
1.2 Access to Approval Management function	3
1.2.1 Context Selection.....	4
1.3 Managing approvals	5
1.3.1 Common Features	6
1.3.1.1 States of an enablement request	6
1.3.1.2 Structure of approval management pages.....	7
1.3.1.3 Available Actions	9
1.3.2 Context 'All the other applications'	11
1.3.2.1 Invite a user.....	12
1.3.3 Context 'Pharmaceutical Company'	14
1.3.3.1 Export Approvers Functions	14
1.3.4 Context "Registers"	15
1.3.4.1 Profile Filter.....	16
1.3.4.2 Other search filters	17
1.3.4.3 Results Table	17
1.3.4.4 Selection of the 'Health Director of ASL/AO' Profile:.....	17
1.3.4.5 Selection of the 'Hospital Medical Director' Profile	17
1.3.4.6 Selection of the 'Doctor' ProfileConsultation of Authorization Requests	18
1.3.4.7 Selection of the 'Pharmacist' Profile	18
1.4 Data verification of an enabling request	18
1.4.1 Identification Method Selection step.....	21
1.4.2 User identification step.....	21
1.4.3 Profile and Organization Selection step	23
1.4.4 Step "Upload necessary documentation"	24
1.4.5 Authorization Request Confirmation Step	24
1.4.5.1 DENY REQUEST	25
1.4.5.2 APPROVE REQUEST	25
1.4.5.3 SUSPEND REQUEST	26
1.4.6 Enter reports in the steps.....	27

Chapter 1

Approval Management

The following paragraph will illustrate the functionalities available for users with the **Approver** profile.

1.1 Approvals Management

Approval management is a tool designed to simplify and make the process of evaluating enablement requests more efficient. The application allows authorized users to manage requests for access to AIFA systems, ensuring a clear, structured, and traceable workflow. Generally, through an intuitive interface, an authorized user with an approver profile can:

- check the list of access requests, with the option to search using filters;
- download reports related to the search results;
- view the details of each request;
- take on a request to start the evaluation process;
- approve the request, allowing access;
- deny the request, providing a reason;
- suspend the request, postponing the verification of data to the requesting user and adding explanatory notes at the appropriate steps;
- revoke a previously approved access;
- view the details of the requesting user's data;
- send an invitation to a user to request access to one of the AIFA applications.

To access these features, you need to have requested and obtained approver authorization through the "**Approval Management**" enablement request. When you log in, the system searches for and displays, in order of date and time of last modification, the requests for which the user is the approver.

1.2 Access to Approval Management function

Access to this function is allowed via the corresponding button on the portal dashboard:

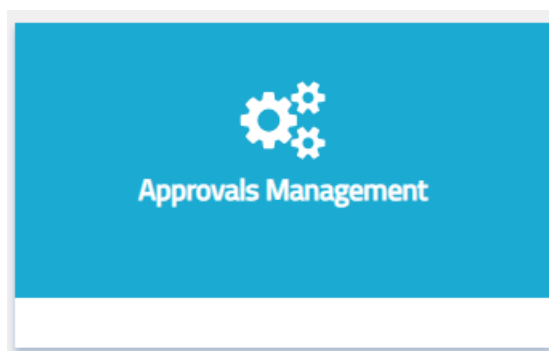


Figure 1- Dashboard Approval Management button

1.2.1 Context Selection

When you click the "**Approval Management**" button, access to the management page varies depending on the types of requests the approving user is authorized for. The possible types are as follows:

- **All other applications**
- **Pharmaceutical Company**
- **Registers**

When the approver enters "**Approval Management**" and only one type is associated with them, the relevant approval management page is loaded directly. Otherwise, if the user has more than one type associated, a context selection page is loaded, containing a card for each type the approver is authorized for (figure 2).

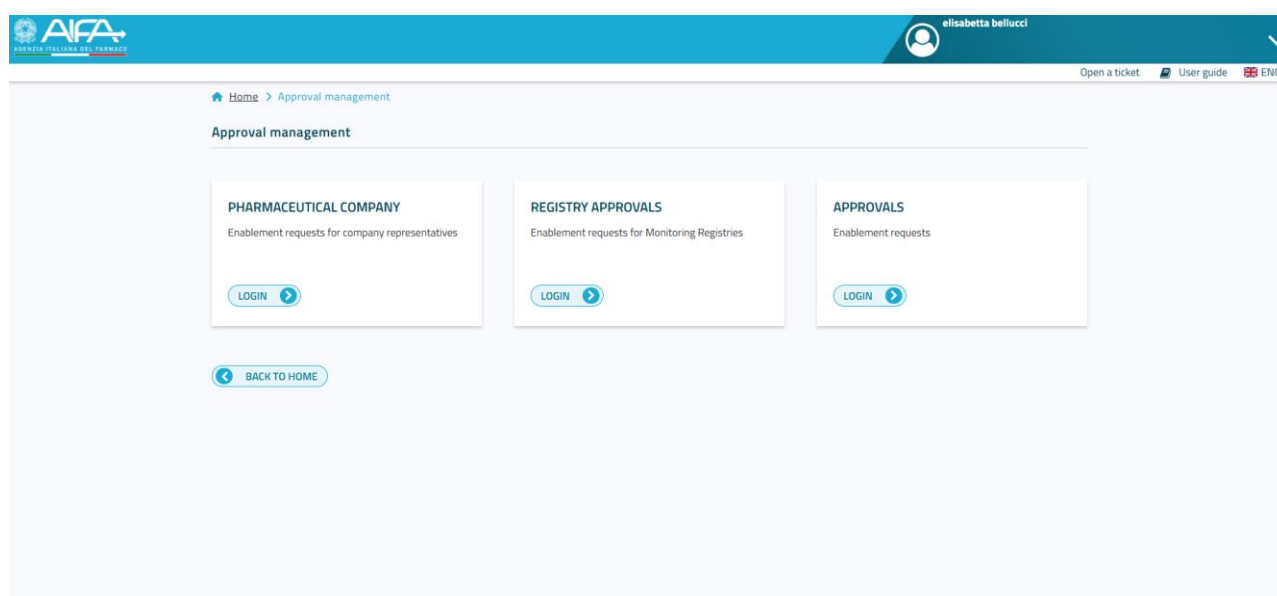
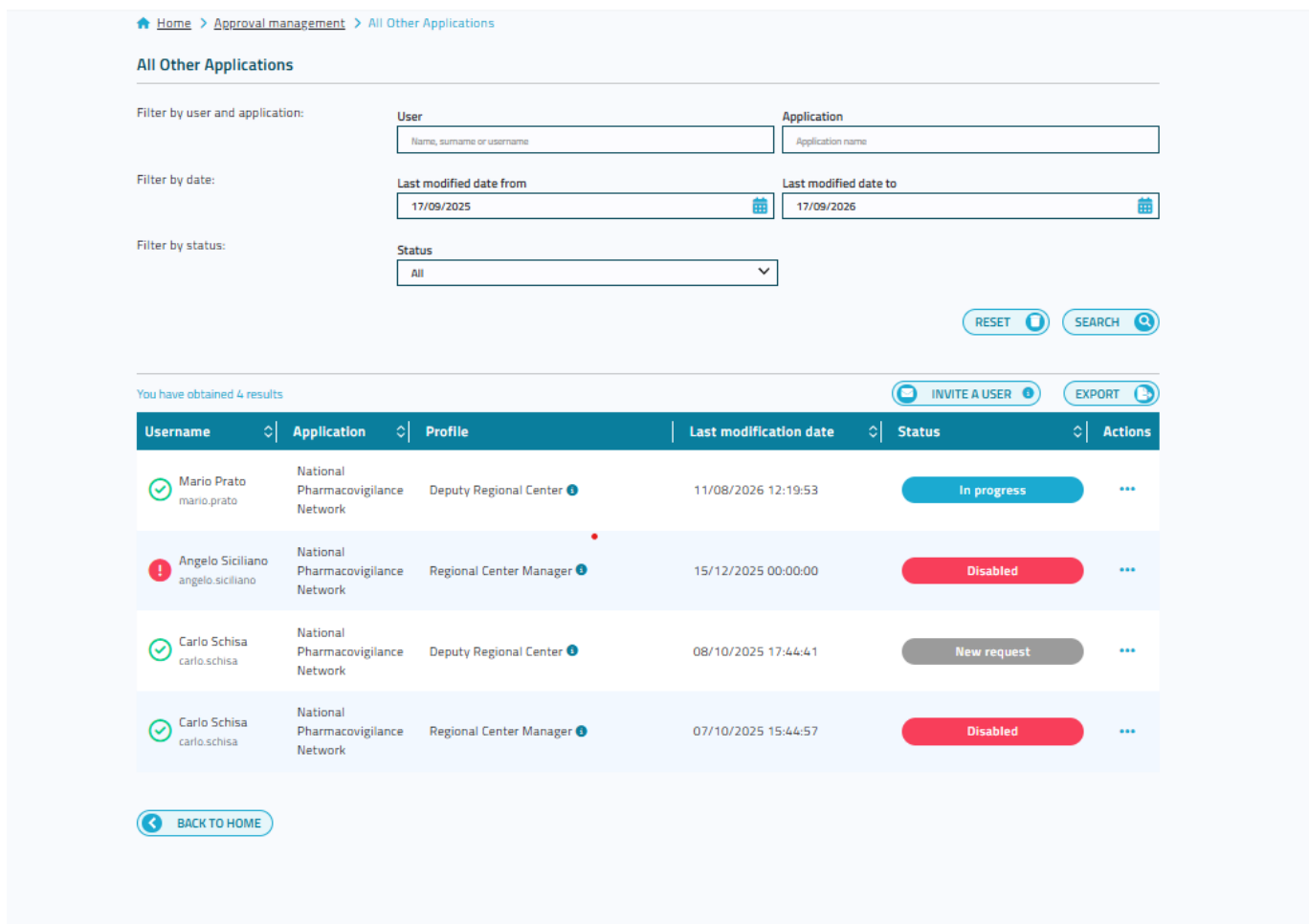


Figure 2 – Context selection page

By selecting the "**LOGIN**" button on the desired card, the user accesses the corresponding approval management page, each with specific search criteria for the enabling requests.

1.3 Managing approvals

Each page dedicated to approval management allows approvers to search the list of enablement requests made by users, manage each request, and access any available actions (an example is shown in fig. 3).



[Home](#) > [Approval management](#) > [All Other Applications](#)

All Other Applications

Filter by user and application:

User:

Application:

Filter by date:

Last modified date from: 

Last modified date to: 

Filter by status:

Status: 

[RESET](#)  [SEARCH](#) 

You have obtained 4 results

[INVITE A USER](#)  [EXPORT](#) 

Username	Application	Profile	Last modification date	Status	Actions
 Mario Prato mario.prato	National Pharmacovigilance Network	Deputy Regional Center 	11/08/2026 12:19:53	In progress	...
 Angelo Siciliano angelo.siciliano	National Pharmacovigilance Network	Regional Center Manager 	15/12/2025 00:00:00	Disabled	...
 Carlo Schisa carlo.schisa	National Pharmacovigilance Network	Deputy Regional Center 	08/10/2025 17:44:41	New request	...
 Carlo Schisa carlo.schisa	National Pharmacovigilance Network	Regional Center Manager 	07/10/2025 15:44:57	Disabled	...

[BACK TO HOME](#) 

Figure 3 – All other applications - page for searching enabling requests

Each page for viewing access requests related to a specific context is structured into the following sections:

- **Search filters** to define the selection criteria for requests;
- **Results table** showing the requests that match the set criteria;
- **Control buttons and additional functions** for performing searches, resetting filters, downloading the results list, and navigating through the application pages.

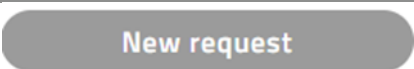
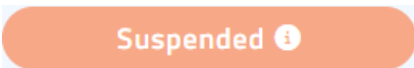
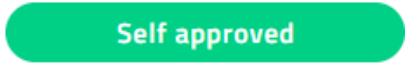
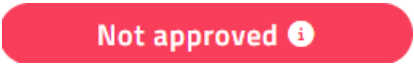
Depending on the context, the available filters and the information displayed in the table may vary. Features common to all pages, such as managing the status of requests and the main available actions, are described in the following paragraphs.

1.3.1 Common Features

This chapter explains the features common to the different contexts set up for managing approvals. In particular, it describes the interface characteristics, the search criteria, and the available operations that are shared across the various pages of the application.

1.3.1.1 States of an enablement request

During the approval process, an enablement request can take on different statuses that indicate its progress within the management workflow. The status assigned by the system allows users and approvers to know at any time the situation of the request and any actions that need to be taken. Below are the statuses that an enablement request can have during its lifecycle:

State	Description
	The request has been submitted and is waiting to be taken in charge by an approver.
	The approver has taken charge of the request and is examining the provided data.
	The approver has detected problems or inconsistencies and has suspended the request. The requesting user can modify it and submit it again.
	The request has been approved and the user has obtained the requested authorization.
	The request has been automatically approved by the system, without human intervention, based on the configuration rules.
	The request has been evaluated and rejected by the approver. The status badge shows the “i” icon which, on mouse hover, displays a pop-up indicating the reason (entered by the approver) why the request was not approved.
	The previously granted authorization has been revoked, making the request no longer active.

During the evaluation process, an authorization request can go through different states depending on the actions taken by the approver and the outcome of the checks performed. Specifically, a new request is initially taken in charge and moved to the In Progress state. After the evaluation, the approver can:

- approve the request, which then takes the Approved state;
- not approve the request, which takes the Not Approved state;
- suspend the request, which takes the Pending state, allowing the requester to make the necessary changes and submit it again.

In some cases, based on the rules set up in the system, the request can be Auto-approved without the involvement of an approver. An authorization that has been granted can also later be revoked and take the Disabled state.

The following figure shows the life cycle of a request from the approver's point of view, highlighting the possible states it can take on and the allowed transitions between one state and another:

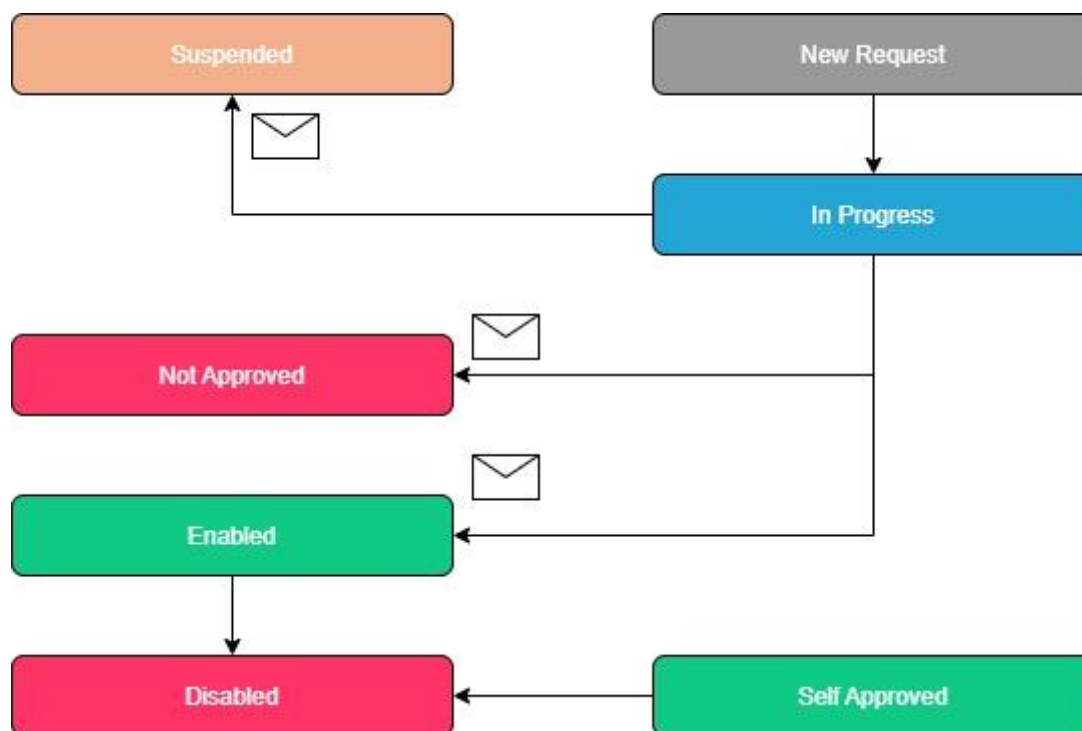


Figure 4 – Lifecycle of an approval request from an approver's point of view

Legend:

- ✉: indicates sending an email to the user who requested the activation to inform them of the status change.

1.3.1.2 Structure of approval management pages

The structure of the approval management pages is organized by showing search filters, a paginated results table whose structure varies depending on the context, and buttons for controlling the search and other additional actions.

1.3.1.2.1 Search filters

The search filter area, which allows you to narrow down the list of requests shown and make it easier to browse, is organized into thematic sections, with a structure common to all approval management contexts. This setup lets you identify and use the available search criteria consistently. In particular, the following sections are always present:

- Filter by date** includes the filters “**Last modified date from**” and “**Last modified date to**” to narrow your search to a specific time range. When the page loads, the “Last modified date to” filter is automatically set to the current date, while the “Last modified date from” filter is automatically set to a date before the current one, defined by the application settings (usually a year back).
By selecting one of the date fields, you can pick the desired date from the calendar. You can fill in both fields, just one, or leave them both empty.

- **Filter by status**, which includes the **Status** filter as a dropdown menu that lets you filter requests based on their current status. The following options are available:
 - All (default);
 - Enabled;
 - Auto-approved;
 - New request;
 - Disabled;
 - In progress;
 - Pending;
 - Not approved.
- **Filter by user and application**, which includes the following filters:
 - **User**, which lets you search for requests by entering, even partially, the first name, last name, or username of the requesting user;
 - **Application**, which lets you search for requests by entering, even partially, the name of the application associated with the access request.

1.3.1.2.2 Results table

The search results are displayed in a table. Although the information shown may vary depending on the selected permissions management context, some columns are common to all browsing pages. In particular, the following columns are always present:

- **Username**: first and last name of the user who submitted the permission request. The user's username is also shown to make searching easier, along with an icon that represents the identification status of the user who submitted the request
- ( to indicate the identified user;  to indicate the unidentified user);
- **Last modified date**: date and time of the last change made to the request;
- **Status**: status of the request;
- **Actions**: icon  that allows access to additional functions related to the request.

1.3.1.2.3 Search control buttons and additional functions

The pages dedicated to approval management provide buttons that allow you to export the results obtained and navigate within the application.

The pages dedicated to approval management provide always-available buttons:

- **SEARCH**, which starts a search based on the set criteria;
- **RESET**, which restores the initial filter values;
- **EXPORT**: Allows you to export the search results to Excel, applying the currently selected filter criteria. The generated file replicates the structure of the table displayed on the screen and includes the same columns provided for the current consultation context.
The export includes the entire set of results returned by the search, even when they are spread across multiple pages of the table. The button is enabled only if the search returns at least one result;
- **BACK TO HOME**: Located at the bottom left of the page, it allows you to return to the main screen of the AIFA Online Services portal (dashboard).

Also, the results table is populated only after performing a search using the **SEARCH** button. Once the search is executed, any changes made to one or more filters will invalidate the displayed results. In that case, the table is hidden and will be shown again only after pressing the **SEARCH**

button again. If the **RESET** button is selected, all filters are returned to their initial values, and any search previously performed is canceled. The results table remains visible but does not contain any data. If the dates entered are invalid or the specified time range is inconsistent, the system displays an error message and the **SEARCH** button is disabled until the entered values are corrected.

1.3.1.3 Available Actions

In the Actions column of the results table, for each request, there is the icon represented by three dots **...** which, upon clicking, opens a context menu (an example is shown in fig. 5). This menu contains the functions available for the selected element, allowing the user to perform specific operations detailed below.

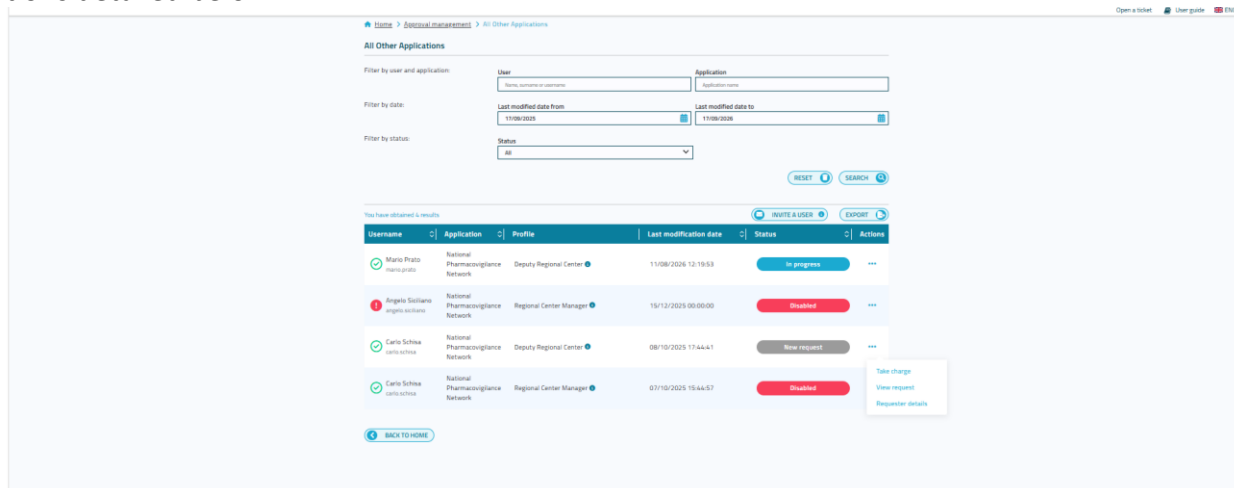


Figure 5- Contextual menu for actions on authorization requests

1.3.1.3.1 Take charge

Take charge action, available **exclusively** for requests in the New request state, displays a confirmation request modal window.

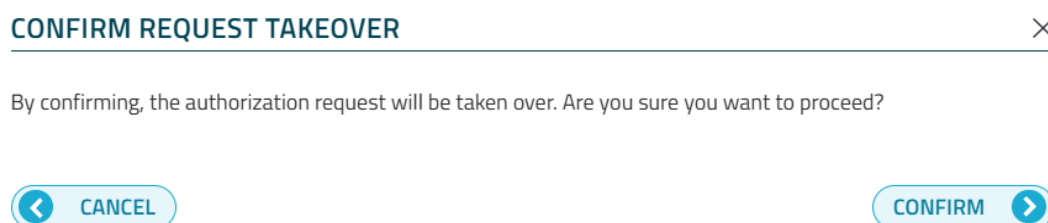


Figure 6 - Take in charge confirmation modal window

Upon confirmation, the request is taken in charge and its status changes to *In Progress* and simultaneously the function of **verification of an authorization request** opening the request detail page, composed of:

- **lateral navigation menu**: which shows the steps required for filling out the request;
- **main section**: which displays the information related to the selected step.

To approve the request, each step must be verified by the approver. To proceed to the next step, it is necessary to click the **NEXT** button.

If the approver finds anomalies in the data entered by the requester, they can use the **INSERT REPORT FOR THE REQUESTER** button to add an appropriate message.

Home > Approval management > National Pharmacovigilance Network

Authorization step for National Pharmacovigilance Network Status: **In progress** Requester: **AUTHORIZATIONS USER**

✓ System registration

✓ Identification method selection

✓ User identification

✎ Profile and organization selection

● Request approval confirmed

Profile and organization selection
Fields marked with an asterisk are mandatory (*)

Profile * ⓘ

Pharmaceutical Company

Role * ⓘ

Pharmaceutical Company Manager

Pharmaceutical Company *

0040 - PFIZER ITALIA S.P.A.

Qualifica *

Other

ENTER REPORT FOR THE REQUESTER NEXT ➔

If a report is detected, the user is required to report it promptly and appropriately using the provided button. Alternatively, if the step in question does not present any issues, it is possible to proceed or autonomously remove the identified error.

Figure 7- Example of taking charge of a request

Upon opening the page, the first step that must be verified by the approver is loaded. If the requesting user is already identified, the Identification method selection and User identification steps are considered validated and therefore skipped. The user is directed directly to the first subsequent step that requires actual validation.

1.3.1.3.2 Riprendi richiesta [Resume request] action

The Resume request action starts the function of **verification of an authorization request** which allows the user to complete the data verification of an authorization request already taken in charge. This feature is available exclusively for requests that are in the In Progress status. Once the edit function is selected, it opens the **request compilation page**, composed of:

- **side navigation menu:** which shows the steps required for compiling the request;
- **main section:** displays the information related to the selected step.

1.3.1.3.3 View request action

The View request action starts the function of **consulting the details of a request** for authorization in read-only mode. This feature allows the approver to access the request information without the possibility of validation. It is available **exclusively for requests entered after the go-live date** and for those in the following statuses: New request, Enabled, Self-approved, Not approved, Disabled, Suspended. Navigation between steps is free and not subject to validation.

1.3.1.3.4 Disable action

The Disable action, available exclusively for requests in the Enabled or Self-approved status, displays a modal window requesting confirmation of disablement.

CONFIRM REQUEST DISABLEMENT



By confirming, the authorization request will be disabled. Are you sure you want to proceed?

 CANCEL

CONFIRM 

Figure 8- Disable confirmation modal window

Upon confirmation the request changes to the Disabilitato [Disabled] state and a success message is shown.

1.3.1.3.5 Action “Applicant Data”

The “Applicant Data” action is always available and lets you view a modal window containing the data of the user associated with the activation request.

REQUESTER DETAILS			×
User ID	Status		
clarissa.moretti	Active		
Last name	First name	Nationality	
MORETTI	CLARISSA	Foreign	
Email			
utentereg@gmail.com			
			CLOSE 

Figure 9 – Applicant Data modal window

1.3.2 Context 'All the other applications'

This page allows you to manage requests related to all applications other than “Pharmaceutical Companies” and “Monitored Drug Registers” (an example is shown in figure 10).

The search can be carried out using the common filters described in the paragraph “1.3.1.2.1 Search Filters.” In addition, the system automatically applies specific selection criteria that exclude requests related to Pharmaceutical Companies and Monitored Drug Registers from the searches. As a result, the displayed results only concern the other applications managed by the platform.

Home > Approval management > All Other Applications

All Other Applications

Filter by user and application:

User:

Application:

Filter by date:

Last modified date from:

Last modified date to:

Filter by status:

Status:

RESET SEARCH

You have obtained 4 results

INVITE A USER EXPORT

Username	Application	Profile	Last modification date	Status	Actions
----------	-------------	---------	------------------------	--------	---------

Figure 10 – Context All the other applications - page for searching authorization requests

Results Table:

In this context, the research results are displayed in a table that, in addition to the common columns described in the paragraph “[2.3.1.2.2 Results Table](#),” allows you to quickly identify the requested application and the profile associated with the access request through the following columns:

- **Application:** name of the application for which the request is made;
- **Profile:** requested profile with its icon, which, when clicked, shows the details in a pop-up;

1.3.2.1 Invite a user

Button to invite specific users:

The "INVITE A USER" button, available **exclusively** in the “All other applications” section, allows you to send an invitation to a user to request access to one of the AIFA applications;
This feature lets you send an email invitation to a user so they can request access to one of the AIFA applications:

Home > Approval management > All Other Applications

All Other Applications

Filter by user and application:

User:

Application:

Filter by date:

Last modified date from:

Last modified date to:

Filter by status:

Status:

RESET SEARCH

You have obtained 4 results

INVITE A USER EXPORT

Username	Application	Profile	Last modification date	Status	Actions
 Mario Prato mario.prato	National Pharmacovigilance Network	Deputy Regional Center 	11/08/2026 12:19:53	In progress	...

Figure 11 - INVITE A USER button

Upon clicking the button, a page opens with a form to specify the recipient's email address and the information related to a specific authorization (fig. 12).

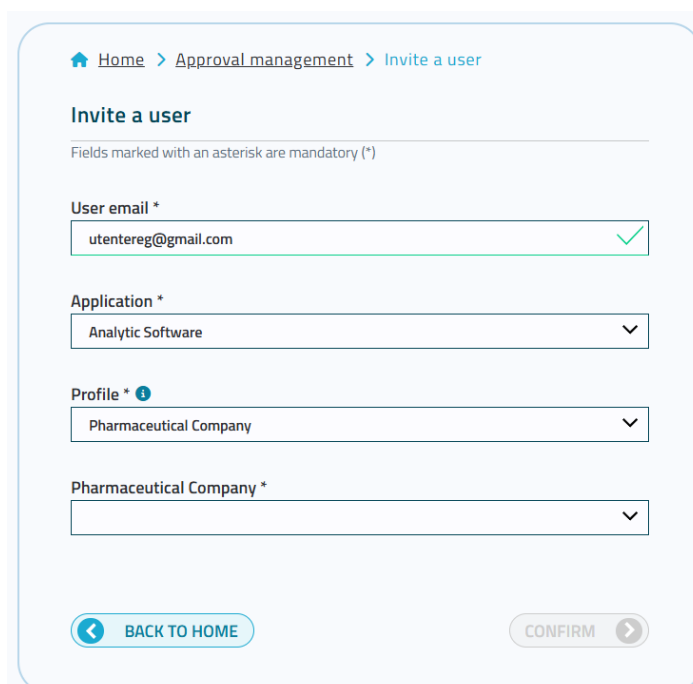


Figure 12 - Page for inviting a user via email to request authorization

The CONFIRM button is enabled only after filling in all mandatory fields:

- “User email”: must be filled in with a valid email address of the recipient;
- “Application”: allows choosing an application among the available ones;
- “Profile”: allows choosing a profile among those available for the selected application. If provided, the form will dynamically show additional fields for the selection of sub-profiles and organizations based on the chosen profile.

Once all mandatory fields are filled in, the “CONFIRM” button is enabled. Upon clicking the button, a “CONFIRM INVITATION SENDING” modal window is shown.

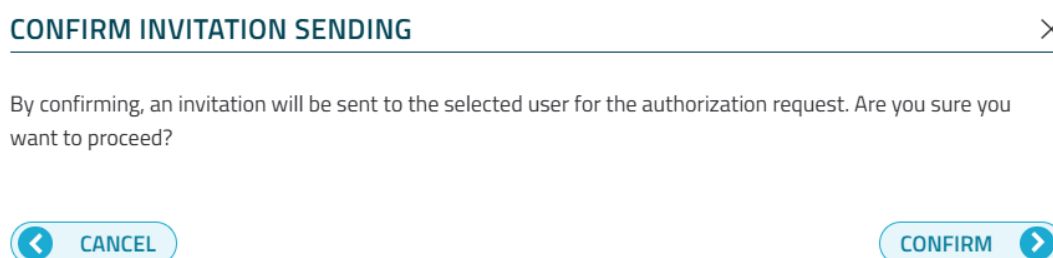


Figure 13- Confirmation modal window SEND INVITATION

The approver can click on:

- “CONFIRM”: to proceed with sending the invitation.
- “CANCEL”: to interrupt the operation and close the modal window

1.3.3 Context 'Pharmaceutical Company'

The "Pharmaceutical Company" page is dedicated to managing the authorization requests associated with pharmaceutical companies. Two different types of users can access this section, corresponding to the following roles:

- Request Approver for Pharmaceutical Company;
- Approver of Request Approvers for Pharmaceutical Company.

Depending on the assigned role, the page shows some differences in configuration and available features. In addition to the common filters described in the "[1.3.1.2.1 Search Filters](#)" section, there is a Pharmaceutical Company filter, which consists of a dropdown menu. The selectable options, shown with the SIS code and the company name, depend on the user's role:

- For Request Approvers for Pharmaceutical Companies, the menu only shows the pharmaceutical companies associated with the approver;
- For Approvers of Request Approvers for Pharmaceutical Companies, the menu allows selecting any pharmaceutical company in the system.

The search results are also influenced by the user's role. In addition to the filters set, the system automatically applies visibility criteria that allow each approver to view only the requests they are responsible for.

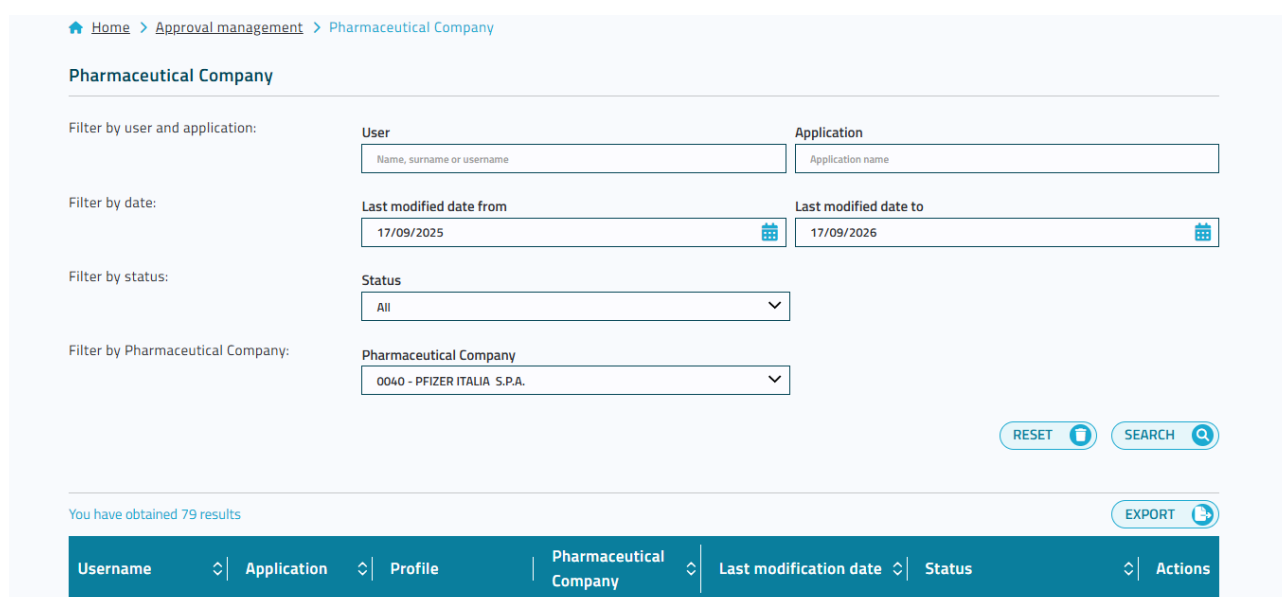


Figure 14 – Pharmaceutical Company Context - page for searching authorization requests

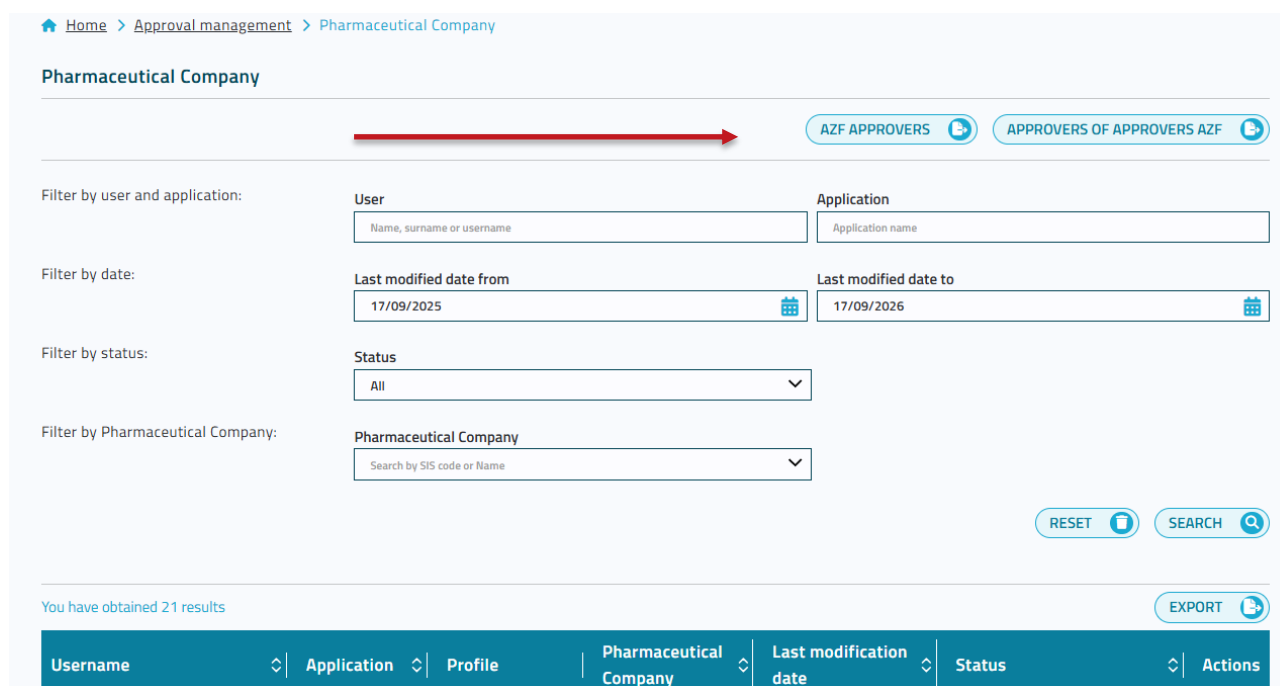
In addition to the common columns described in paragraph "[2.3.1.2.2 Results Table](#)," the table also includes the specific columns listed below:

- **Application:** name of the application requested;
- **Profile:** containing the description of the requested profile;
- **Pharmaceutical Company:** showing the sis code and the name of the pharmaceutical company associated with the request

1.3.3.1 Export Approvers Functions

Users with the role "Approver of Approvers of requests for Pharmaceutical Company" have two extra features for exporting dedicated reports about the approvers involved in the approval process for pharmaceutical company requests:

- The **“PHARMA APPROVERS”** button lets you download an Excel report containing information about users with the role of “Requester Approver for Pharmaceutical Company.” The Excel file includes the following data:
 - First Name;
 - Last Name;
 - Username;
 - E-mail;
 - SIS Code;
 - Company;
 - Request Date.
- The **“APPROVERS OF PHARMA APPROVERS”** button lets you download an Excel report containing information about users with the role of “Approver of Approvers of requests for Pharmaceutical Company.” The Excel file includes the following data:
 - First Name;
 - Last Name;
 - Username;
 - E-mail.



Home > Approval management > Pharmaceutical Company

Pharmaceutical Company

AZF APPROVERS **APPROVERS OF APPROVERS AZF**

Filter by user and application:

User: Application:

Filter by date:

Last modified date from: Last modified date to:

Filter by status:

Status:

Filter by Pharmaceutical Company:

Pharmaceutical Company:

RESET **SEARCH**

You have obtained 21 results **EXPORT**

Username	Application	Profile	Pharmaceutical Company	Last modification date	Status	Actions
----------	-------------	---------	------------------------	------------------------	--------	---------

Figure 15 – Export report buttons Pharmaceutical Company

1.3.4 Context “Registers”

The 'Registers' page is dedicated to managing authorization requests related to the 'Monitored Drugs Registers' application, excluding requests from pharmaceutical companies. The approval process is organized according to a hierarchical structure. Each approver can only handle requests from organizational levels below their own. Users with one of the following profiles, in order of hierarchy, can access this page:

- Region;
- Healthcare Director of ASL/AO;
- Healthcare Director of Facility.

[Home](#) > [Approval management](#) > [Registries](#)

Registries

Filter by user:
Name, surname or username

Filter by profile and pharmacy type: **Profile *** **Pharmacy Type**

Filter by region and authority: **Region** **Local Health Authority/Hospital Authority**

Filter by hospital and department: **Hospital** **Department**

Filter by section or pharmacy: **Section** **Pharmacy**

Filter by date: **Last modified date from** **Last modified date to**

Filter by status: **Status**

[RESET](#) [SEARCH](#)

You have obtained 9 results [EXPORT](#)

Username	Profile	Region	Local Health Authority/Hospital Authority	Hospital	Last modification date	Status	Actions
----------	---------	--------	---	----------	------------------------	--------	---------

Figure 16 – Registers Context - page for searching authorization requests

1.3.4.1 Profile Filter

Among the available filters, the **Profile filter is mandatory** and is the main element of the search. Its selection determines:

- the additional filters that become available to the user;
- the values suggested in the subsequent filters;
- the structure of the results table displayed at the end of the search.

The **Profile** filter generally allows you to select one of the following types:

- Health Director of ASL/AO;
- Health Director of a Facility;
- Doctor;
- Pharmacist.

The options you can actually select in this filter depend on the profile assigned to the approver for the "Monitored Drugs Registers" application.

An approver with the "**Region**" profile can select all the possible profile types listed above in the Profile filter.

An approver with the "**ASL/AO Medical Director**" profile can select the following options in the Profile filter:

- Facility Medical Director;
- Doctor;
- Pharmacist.

An approver with the "**Facility Medical Director**" profile can select the following options in the Profile filter:

- Doctor;
- Pharmacist.

1.3.4.2 Other search filters

In addition to the common filters described in the section "[1.3.1.2.1 Search Filters](#)," this context provides additional search criteria that allow you to find requests based on the required professional profile and the relevant organizational structure.

In this context, the common search filter "**Application**" is not provided because searches are always related to the application "Monitored Drug Registers."

Other interdependent filters are set up, which are always visible on the page, but they are enabled progressively depending on the selected profile and the information already entered in the previous filters.

1.3.4.3 Results Table

The structure of the results table changes depending on the selected profile and shows the most relevant information for the type of request being searched. Regardless of the profile selected, the common columns described in paragraph "[1.3.1.2.2 Results Table](#)" are always displayed.

1.3.4.4 Selection of the 'Health Director of ASL/AO' Profile:

Selecting this profile enables the following filters:

- **Region**: allows you to select the regions associated with the approver's area of responsibility;
- **ASL/AO**: once the Region is selected, the ASL/AO filter is enabled and allows you to select the healthcare companies belonging to the selected region.

Once the search is done, the results table, in addition to the common columns described in the paragraph "[1.3.1.2.2 Results Table](#)," contains the following columns:

- **Profile**: showing the description of the requested profile;
- **Region**: showing the name of the request's Region;
- **ASL/AO**: showing the name of the request's healthcare company.

1.3.4.5 Selection of the 'Hospital Medical Director' Profile

Selecting this profile enables the following filters:

- **Region**: allows the selection of regions associated with the approver's area of responsibility;
- **ASL/AO**: once a Region is selected, the ASL/AO filter is enabled and allows the selection of healthcare companies within the selected region;
- **Hospital**: once the ASL/AO is selected, it is enabled and populated with the hospitals belonging to the selected healthcare company.

Once the search is performed, the results table, in addition to the common columns described in the paragraph "[1.3.1.2.2 Results Table](#)", includes the following columns:

- **Profile**: contains the description of the requested profile;
- **Region**: contains the name of the Region of the request;
- **ASL/AO**: contains the name of the healthcare company of the request;
- **Hospital**: contains the name of the hospital.

1.3.4.6 Selection of the 'Doctor' Profile Consultation of Authorization Requests

Selecting this profile enables the following filters:

- **Region:** allows you to select the regions associated with the approver's area of responsibility;
- **ASL/AO:** once the region is selected, the ASL/AO filter is enabled and allows selection of the healthcare companies within the selected region;
- **Hospital:** once the ASL/AO is selected, it is enabled and populated with the hospitals belonging to the selected healthcare company;
- **Department:** once the Hospital is selected, it is enabled and populated with the list of possible departments;
- **Section:** once the Department is selected, it is enabled and populated with the list of possible sections.

Once the search is performed, the results table, in addition to the common columns described in the paragraph "[1.3.1.2.2 Results Table](#)", contains the following columns:

- **Profile:** containing the description of the requested profile;
- **Region:** containing the name of the Region of the request;
- **ASL/AO:** containing the name of the health company of the request;
- **Hospital:** containing the name of the hospital;
- **Department:** containing the name of the department;
- **Section:** containing the name of the section.

1.3.4.7 Selection of the 'Pharmacist' Profile

Selecting this profile first of all enables the **Pharmacy Type** filter, which allows you to choose one of the following options:

- Community Pharmacy
- Hospital Pharmacy

Depending on the selected type, the system makes the relevant organizational filters available and fills in the **Pharmacy** filter with the corresponding facilities.

In the case of **Hospital Pharmacy**, the **Hospital** filter is also available, allowing you to select the reference healthcare facility.

Once the search is done, the results table, with the common columns described in paragraph "[1.3.1.2.2 Results Table](#)", contains the following columns:

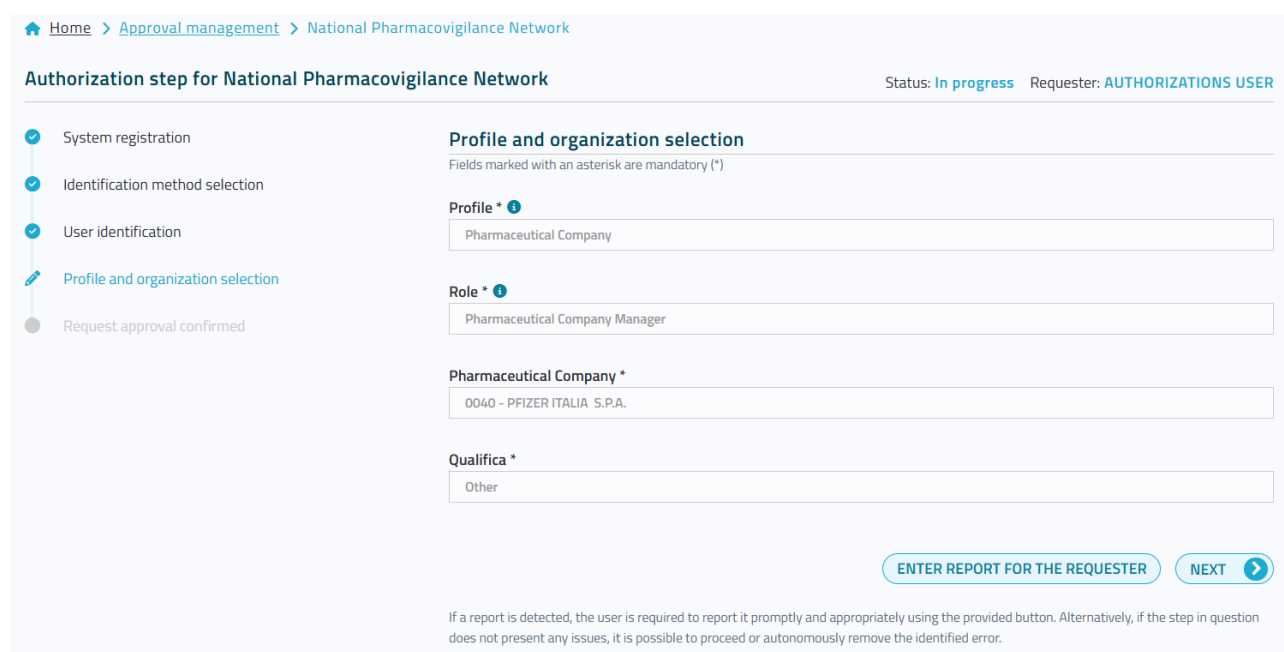
- **Profile:** containing the description of the requested profile;
- **Region:** containing the name of the Region of the request;
- **ASL/AO:** containing the name of the healthcare company of the request;
- **Hospital:** containing the name of the hospital, and shown for searches performed with the Pharmacy Type filter set to **Hospital Pharmacy** or not selected;
- **Pharmacy:** containing the name of the Pharmacy.

1.4 Data verification of an enabling request

The verification of an authorization request is the main activity carried out by the approver within the authorization management process. Through this functionality, the approver examines the information and documentation provided by the applicant, verifying its completeness, correctness and consistency with the requirements. The outcome of the verification determines the fate of the authorization request. At the end of the process, the approver can approve the request, allowing access to the requested services, suspend it to request additions or corrections, or deny it if the necessary conditions for granting the qualification are not met. To facilitate this activity, the system

provides a guided path divided into several steps, which allows you to progressively analyze all the elements of the request up to the final decision.

The page dedicated to request validation is organized to provide a clear and functional view of the process (fig. 17).



Home > Approval management > National Pharmacovigilance Network

Authorization step for National Pharmacovigilance Network Status: In progress Requester: AUTHORIZATIONS USER

System registration
Identification method selection
User identification
Profile and organization selection
Request approval confirmed

Profile and organization selection
Fields marked with an asterisk are mandatory (*)

Profile *
Pharmaceutical Company

Role *
Pharmaceutical Company Manager

Pharmaceutical Company *
0040 - PFIZER ITALIA S.P.A.

Qualifica *
Other

ENTER REPORT FOR THE REQUESTER NEXT

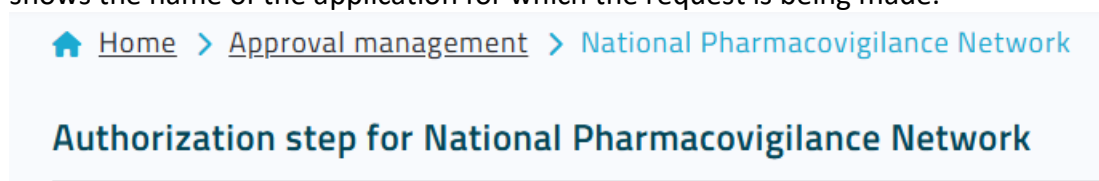
If a report is detected, the user is required to report it promptly and appropriately using the provided button. Alternatively, if the step in question does not present any issues, it is possible to proceed or autonomously remove the identified error.

Figure 17- Example of data verification of a Step

The page is composed of the following sections.

- **Title of the authorization request:**

shows the name of the application for which the request is being made.

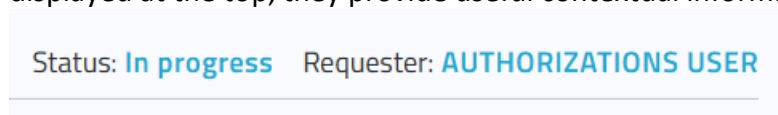


Home > Approval management > National Pharmacovigilance Network

Authorization step for National Pharmacovigilance Network

- **Status of the request and name of the applicant:**

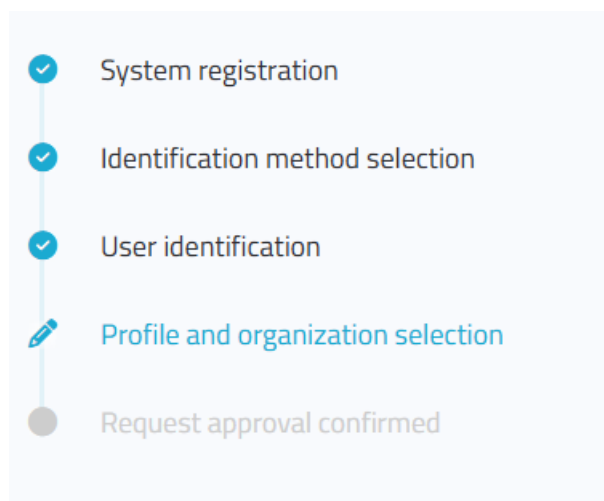
displayed at the top, they provide useful contextual information during compilation.



Status: In progress Requester: AUTHORIZATIONS USER

- **Progress indicator:**

graphical component that lists the steps planned for the authorization flow. Each step is represented with a specific status through appropriate icons:



- **verified step:** marked by the  icon indicating successful completion;
- **step under verification:** graphically highlighted in blue and accompanied by the  icon indicating its active status;
- **step not yet verified:** is disabled and unselectable until the verification of the previous step.

This visual representation helps in understanding the progress status of the request and allows navigation between the steps.

- **Data verification section:**
contains the data summary module related to the selected step, with the specific fields and options to verify:

Profile and organization selection

Fields marked with an asterisk are mandatory (*)

Profile * 

Pharmaceutical Company

Role * 

Pharmaceutical Company Manager

Pharmaceutical Company *

0040 - PFIZER ITALIA S.P.A.

Qualifica *

Other

ENTER REPORT FOR THE REQUESTER **NEXT** 

Figure 18 - Section of a step for data verification

The main characteristics of the verification flow are the following:

- the System Registration step is always pre-filled and requires no actions;
- at startup, the system automatically selects the first **step that needs to be verified**;
- a **step not yet verified** can be selected for verification only after completing the previous one, thus ensuring the consistency and correctness of the process;
- for each step, the NEXT button is provided to confirm the entered data, and the INSERT REPORT FOR THE REQUESTER button to add an appropriate message if the approver finds anomalies in the entered data;
- the Awaiting Request Approval step, always present as the last step, represents the final phase of the path and the moment when the request is sent to the approvers for evaluation.

1.4.1 Identification Method Selection step

This step aims to indicate the identification method used within the system by the requesting user. If the requesting user has logged in via one of the available Identity Providers (**SPID, CIE, CSN o eIDAS**) then they are already identified and in this case the system indicates that the identification method used occurred via an Identity Provider (fig. 19).

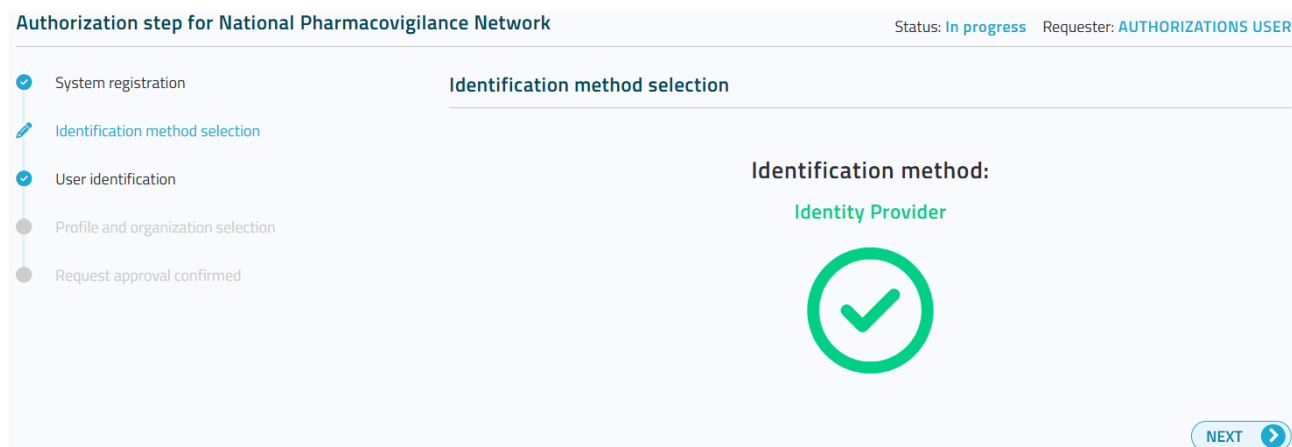


Figure 19- Data verification Identification method selection step- Identity Provider

If the requesting user has activated the manual identification procedure (i.e., username and password), available exclusively for users registered before the **go-live date**, the system indicates that the identification method used is via Manual procedure (fig. 20).

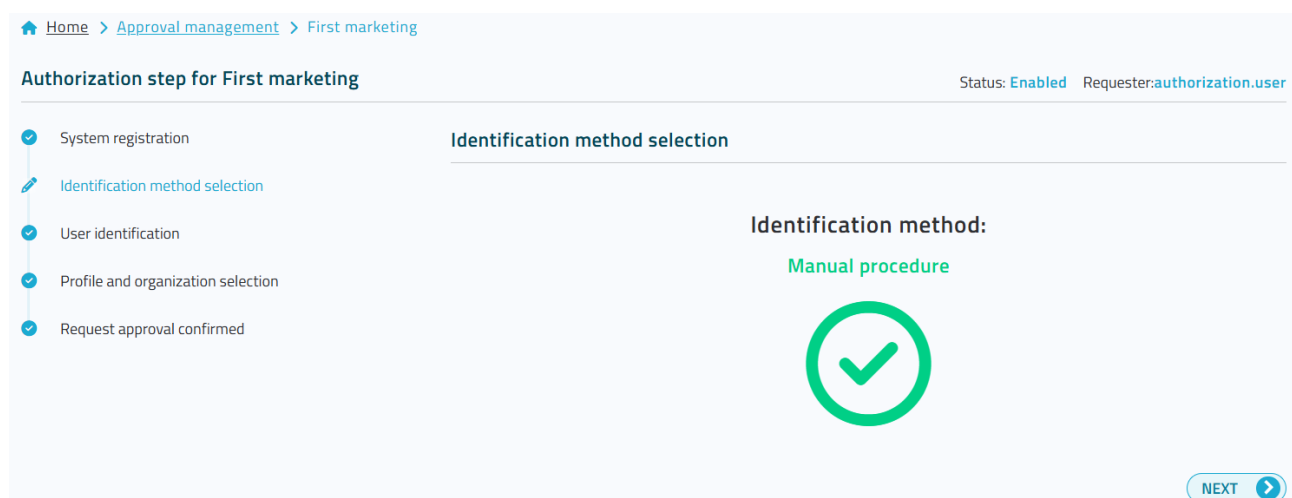


Figure 20- Data verification Identification method selection step- Manual procedure

In any case, upon opening the authorization request by the approver, the system will consider the step already verified, skipping to the step that requires verification. Furthermore, the anomaly report insertion function is not present in the step.

1.4.2 User identification step

This step aims to indicate the identification status of the requesting user.

If the requesting user has accessed the system via one of the available Identity Providers (**SPID, CIE, CSN o eIDAS**) then they are already identified and in this case the system indicates that the user is identified via Identity Provider (fig. 21).

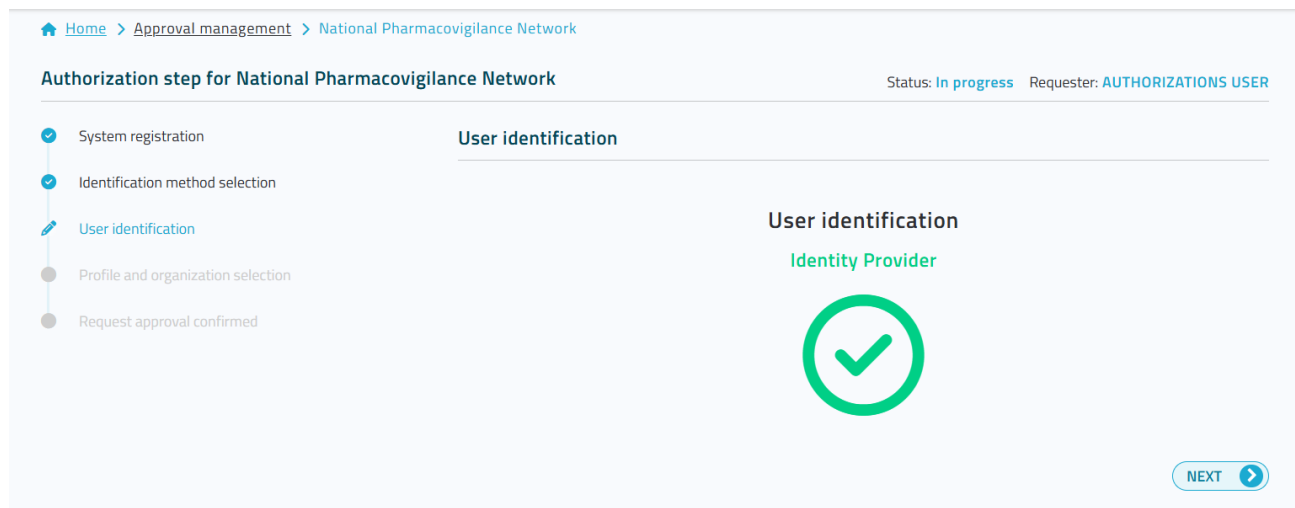


Figure 21- Data verification User Identification step- Identity Provider

Instead, if the requesting user has activated the manual identification procedure (available exclusively for users registered before the **go-live date**) the system displays the data related to the identification in a table containing a list of documents requested by the system.

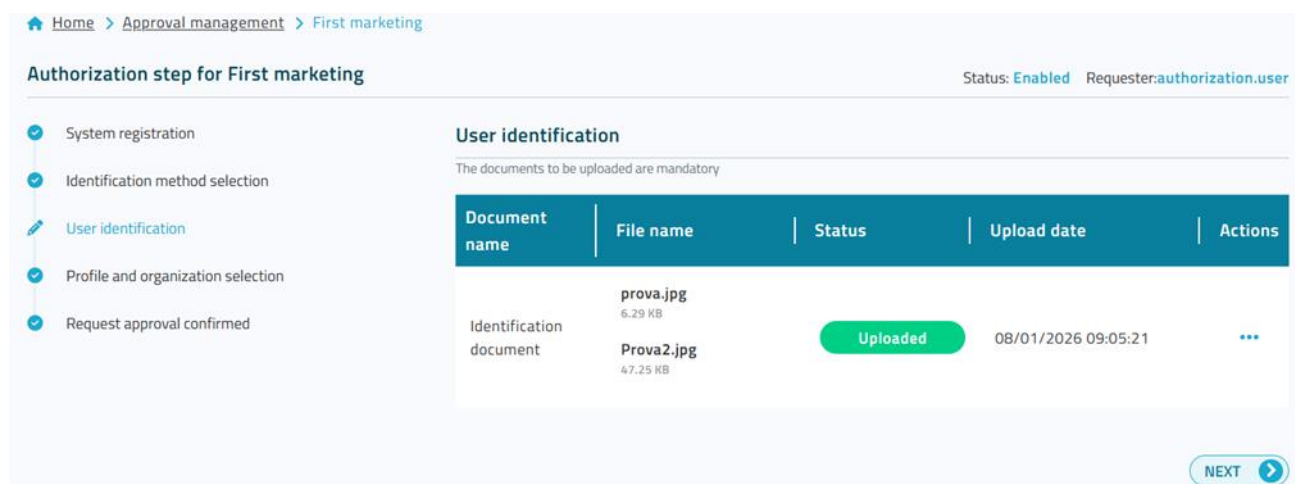


Figure 22- Data verification User Identification step-Manual Procedure

The table is composed of the following columns:

- **Document name:** Indicates the type of document requested;
- **File name:** shows the name of the uploaded file;
- **Status:** displays the upload status of the document;
- **Upload date:** reports the date when the file was uploaded;
- **Actions:** contains the **...** icon which opens a contextual menu containing the detail function of the identification document.

By activating the document detail function, the system shows a modal window containing the summary of the information related to the identification document uploaded by the requesting user (fig. 13).

UPLOAD DOCUMENTS

Fields marked with an asterisk are mandatory (*)

Document type *

Identity card

Issued by *

test

Issue date *

01/01/2026

Expiry date *

30/01/2026

Front of document *

 prova.jpg 6.29 KB

Back of document *

 Prova2.jpg 47.25 KB

 CANCEL

Figure 23- Data verification User Identification step- Identity Document

The modal includes the following fields:

- **Document Type:** The possible options are Identity Card, Driver License, or Passport;
- **Issued By:** field to indicate the authority that issued the document;
- **Issue Date:** in dd/mm/yyyy format the issue date of the document;
- **Expiry Date:** in dd/mm/yyyy format the expiration date of the document;
- **Front of Document:** file containing the image of the front of the document and relative icon  to activate the viewing function;
- **Back of Document:** file containing the image of the back of the document and relative icon  to activate the viewing function.

1.4.3 Profile and Organization Selection step

In this step, the system presents the approver with a form that includes at least one drop-down menu containing the Profile selection made by the requesting user.

In addition to the user profile, further entities may have been specified, such as sub-profiles and organizations, via other drop-down menus. Each menu depends on the choice made in the previous menu, in order to define the necessary level of detail. Each menu is accompanied by a label and proposes values selected based on the type of request being compiled.

[Home](#) > [Approval management](#) > [First marketing](#)

Authorization step for First marketing

Status: In progress Requester: Authorization User

 System registration

 Identification method selection

 User identification

 **Profile and organization selection**

 Request approval confirmed

Profile and organization selection

Fields marked with an asterisk are mandatory (*)

Profile * 

Pharmaceutical Company

Pharmaceutical Company *

0040 - PFIZER ITALIA S.P.A.

ENTER REPORT FOR THE REQUESTER

NEXT 

If a report is detected, the user is required to report it promptly and appropriately using the provided button. Alternatively, if the step in question does not present any issues, it is possible to proceed or autonomously remove the identified error.

Figure 25- Data verification- Profile and Organization Selection step

Next to the label of the Profile field, the  icon is available which, upon clicking, opens a modal window displaying a detailed description of the profile chosen by the requesting user (similar to the one in Fig. 25).

PHARMACEUTICAL COMPANY



organization that researches, develops, produces, and markets medicines to prevent and treat diseases.

CLOSE



Figure 26- Data Verification Profile and Organization Selection step- Profile Description

1.4.4 Step "Upload necessary documentation"

In this step, the system shows the user a table that allows the approver to download each required document to check that everything is correct.

The table has the following columns:

- **Document type:** indicates the type of document requested, along with the rules for allowed file formats and the maximum upload size;
- **File name:** shows the name of the uploaded file;
- **Status:** displays the "Uploaded" status (in green);
- **Upload date:** shows the date the file was uploaded;
- **Actions:** contains the icon  that lets you download the file to your device.

Uploading required documentation

The documents to be uploaded are mandatory

Document type	File name	Status	Upload date	Actions
AUA authorization or self-certification of being an AUA Maximum size allowed 5 MB Allowed file types: .pdf	AI-nel-ciclo-di-sviluppo-software-il-nos... 1.39 MB	Uploaded	28/08/2026 09:40:40	

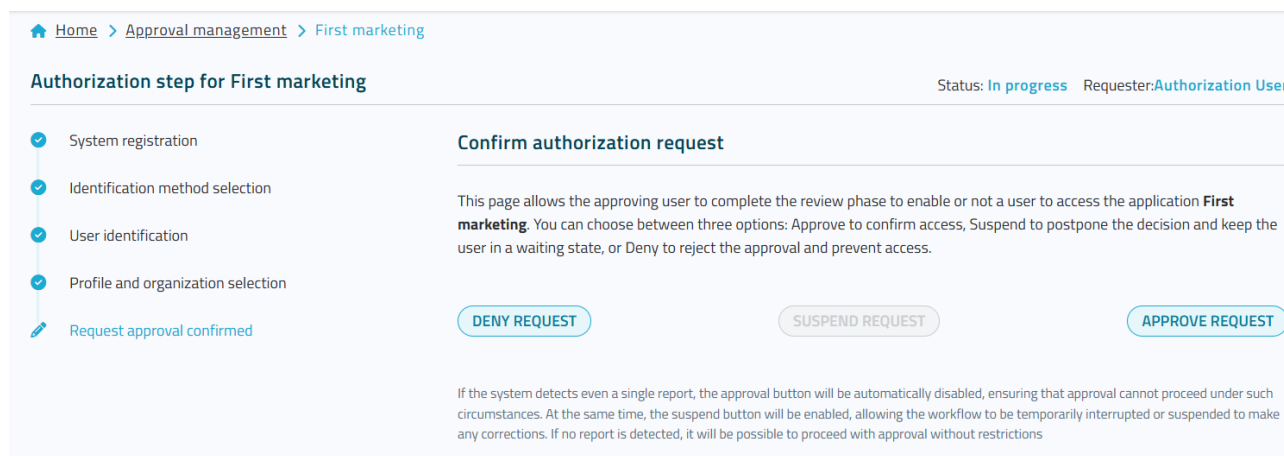
NEXT

Figure 24 – Data check step 'Uploading necessary documentation'

1.4.5 Authorization Request Confirmation Step

For the approver, this step constitutes the final activity of the data verification process related to the authorization request. In this phase, the approver is required to complete the final review and decide whether to grant or deny the user's authorization.

Access to this step is permitted exclusively after the correct validation of all previous steps.



Home > Approval management > First marketing

Authorization step for First marketing Status: **In progress** Requester: **Authorization User**

System registration
Identification method selection
User identification
Profile and organization selection
Request approval confirmed

Confirm authorization request

This page allows the approving user to complete the review phase to enable or not a user to access the application **First marketing**. You can choose between three options: Approve to confirm access, Suspend to postpone the decision and keep the user in a waiting state, or Deny to reject the approval and prevent access.

DENY REQUEST **SUSPEND REQUEST** **APPROVE REQUEST**

If the system detects even a single report, the approval button will be automatically disabled, ensuring that approval cannot proceed under such circumstances. At the same time, the suspend button will be enabled, allowing the workflow to be temporarily interrupted or suspended to make any corrections. If no report is detected, it will be possible to proceed with approval without restrictions

Figure 27 - Data Verification - Authorization Request Confirmation step

The page allows completing the review and choosing one of the following options:

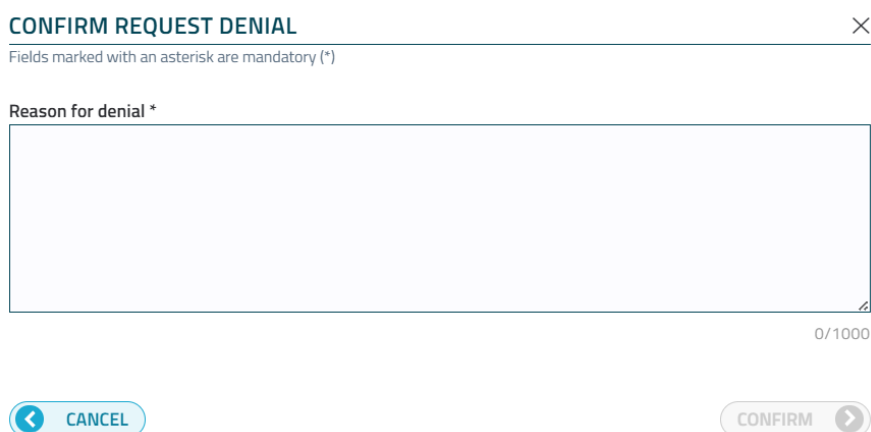
- **APPROVE REQUEST:** confirms the authorization;
- **DENY REQUEST:** rejects the authorization by specifying a reason;
- **SUSPEND REQUEST:** keeps the request in a waiting state for possible corrections (enabled only in the presence of reports).

1.4.5.1 DENY REQUEST

This function allows the approver to reject the authorization request.

Upon selecting this button, the Confirm Request Denial modal window is displayed, in which it is mandatory to enter the reason for the denial (text field of maximum 1,000 characters).

The CONFIRM button remains disabled until the reason has been entered.



CONFIRM REQUEST DENIAL ✕

Fields marked with an asterisk are mandatory (*)

Reason for denial *

0/1000

CANCEL **CONFIRM**

Figure 28- Data verification -Confirm authorization request step- request denial modal

The approver can then click on:

- **CONFIRM:** to proceed with the denial by setting the status to Not approved and sending an e-mail notification to the requesting user;
- **CANCEL:** to interrupt the operation and close the modal window.

1.4.5.2 APPROVE REQUEST

With this function, the approver confirms the authorization and starts the authorization process for the requesting user.

This button is enabled only if no alert has been inserted in any of the previous steps. Alternatively, it is disabled. Upon selecting this button, the Confirm request approval modal window opens, showing the message in fig. 18.

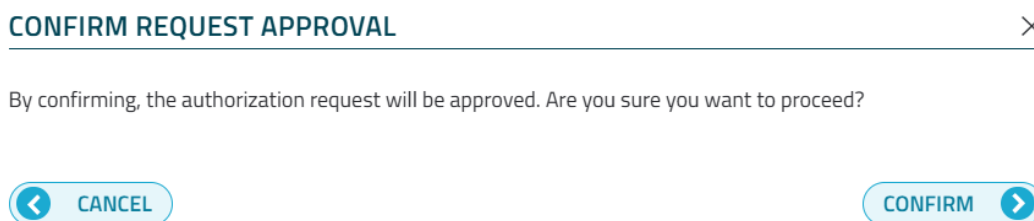


Figure 29- Data verification -Confirm authorization request step- approval confirmation modal

The approver can click on:

- **CONFIRM:** to proceed with the approval by setting the status to Approved and sending an e-mail notification to the requesting user;
- **CANCEL:** to interrupt the operation and close the modal window.

1.4.5.3 SUSPEND REQUEST

This function allows the approver to suspend the validation of the request, assigning it back to the requesting user to make the necessary corrections. This button is disabled if no alert has been inserted in any of the previous steps; otherwise, it is enabled.

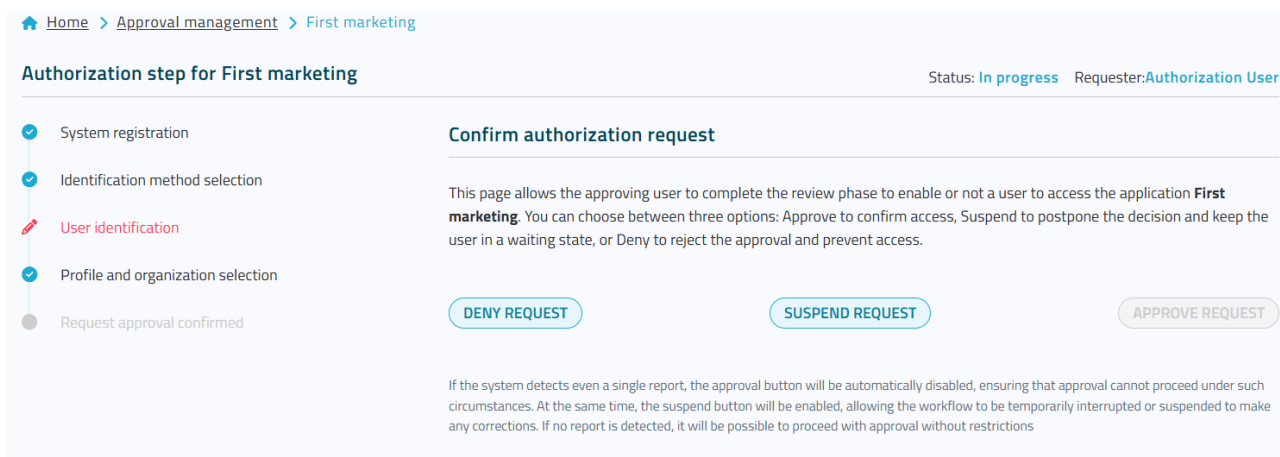


Figure 30 - Data verification - Enablement Request Confirmation step-example of request with anomalies

Upon selecting this button, the Confirm Request Suspension modal window opens, which shows the message of fig. 20.

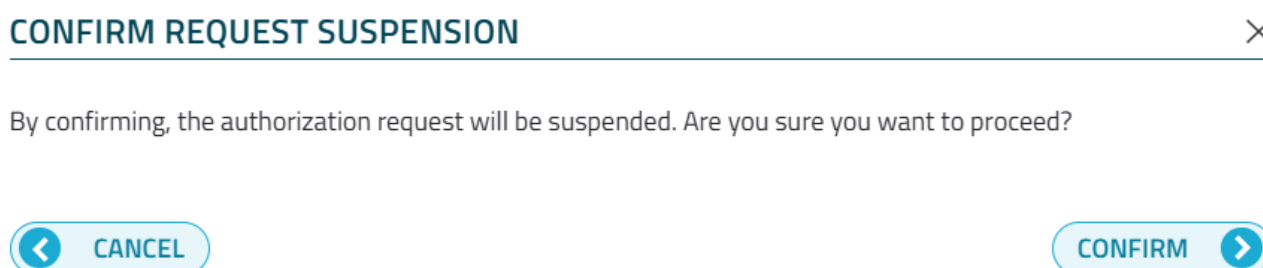


Figure 31 - Data verification - Request Confirmation step-suspension confirmation modal

The approver can click on:

- **CONFIRM**: to proceed with the suspension by setting the status to Suspended and sending an e-mail notification to the requesting user;
- **CANCEL**: to interrupt the operation and close the modal window.

Once the operation is confirmed, the enablement request can no longer be modified by the approver. The corrections must be made by the requesting user, who will return the request to the New Request status. In this status, the approver will have to take charge of it again to perform the verification.

1.4.6 Enter reports in the steps

The ENTER REPORT FOR THE REQUESTER function allows the approver to communicate to the user any anomalies or correction requests detected during the data verification of the current step.

Authorization step for First marketing Status: **In progress** Requester: **Authorization User**

- ☒ System registration
- ☒ Identification method selection
- ☒ **User identification**
- ☒ Profile and organization selection
- ☐ Request approval confirmed

User identification

The documents to be uploaded are mandatory

Document name	File name	Status	Upload date	Actions
Identification document	prova.jpg 6.29 KB	Uploaded	14/01/2026 12:25:15	...
	Prova2.jpg 47.25 KB			

ENTER REPORT FOR THE REQUESTER
NEXT

If a report is detected, the user is required to report it promptly and appropriately using the provided button. Alternatively, if the step in question does not present any issues, it is possible to proceed or autonomously remove the identified error.

Figure 32- Enter report for requester

The function is available in the steps of the approval process.

Upon selecting the button, the system opens a modal window named Confirm Operation, which contains a text field for entering the description of the alert (maximum 1.000 characters).

CONFIRM OPERATION
×

Report description

0/1000

← CANCEL
CONFIRM →

Figure 33 - modal confirming the insertion of the alert

The approver can click on:

- CONFIRM: to proceed with the insertion of the alert in the step;
- CANCEL: to interrupt the operation and close the modal window.

After confirmation, the alert is displayed in the step in a red box, accompanied by the trash can icon that allows the deletion of the message.

Home > Approval management > First marketing

Authorization step for First marketing Status: In progress Requester: Authorization User

- System registration
- Identification method selection
- User identification**
- Profile and organization selection
- Request approval confirmed

User identification

The documents to be uploaded are mandatory

Document name	File name	Status	Upload date	Actions
Identification document	prova.jpg 6.29 KB	Uploaded	14/01/2026 12:25:15	...
	Prova2.jpg 47.25 KB			

[EDIT REPORT](#) [NEXT](#)

Report detected by the approver
Not in Line with the request

If a report is detected, the user is required to report it promptly and appropriately using the provided button. Alternatively, if the step in question does not present any issues, it is possible to proceed or autonomously remove the identified error.

Figure 34 - Data Verification step with alert

By clicking the NEXT button, the system saves the information and updates the step navigation: the one containing the alert is highlighted in red in the side menu, indicating the presence of an anomaly.

Authorization step for First marketing

- System registration
- Identification method selection
- User identification**
- Profile and organization selection
- Request approval confirmed

Figure 35 - navigation menu with alerts