

Egyptian Drug Authority



Notice to applicant.

# EPTTS USER GUIDE

## NATIONAL TRACK AND TRACE

### دليل المستخدم الخاص بمنظومة التتبع الدوائي

**Code: EDREX.NP.CIP.006**

**Version No: 001**

**Issue Date: 16/03/2026**

**Effective Date: 16/03/2026**

## Contents

List of Tables .....	4
List of Figures.....	5
Egypt Pharmaceutical Track & Trace System Complete User Manual Web Dashboard & Mobile Application .....	6
1. About This Guide.....	6
1.1 Who Uses EPTTS? .....	6
1.2 What You Need.....	7
2. Logging In .....	8
2.1 Web Dashboard Login .....	8
2.2 Mobile App Login .....	8
2.3 Desktop Pharmacy Agent Login .....	9
3. Understanding Your Dashboard .....	9
4. For Manufacturers.....	11
4.1 Registering Products.....	11
4.2 Uploading Production Files .....	12
4.3 Manual Packing (Grouping Packs into Cartons) .....	12
4.4 Shipping to Distributors.....	13
4.5 Initiating a Recall .....	14
5. For Distributors.....	15
5.1 Receiving Shipments .....	15
5.2 Managing Your Inventory .....	16
5.3 Re-Packing Products .....	17
5.4 Shipping to Pharmacies & Branches .....	17
5.5 Managing Branches.....	17
5.6 Destroying Products .....	18
5.7 Reports & Analytics .....	19
6. For Pharmacies & Hospitals .....	19
6.1 Dispensing Medicines (Web Dashboard) .....	19
6.2 Selling by the Strip (Partial Dispensing) .....	21
6.3 Verifying a Pack (Without Dispensing) .....	21



22

7. Using the Mobile App.....	22
7.1 How to Scan a Barcode.....	22
7.2 Verifying a Shipment (EDA Request) .....	22
7.3 Dispensing via the Mobile App .....	24
7.4 Processing Returns via the Mobile App .....	24
8. Desktop Pharmacy Agent .....	25
8.1 The Pill Bar.....	25
8.2 Scanning Products .....	26
8.3 Switching Modes .....	26
8.4 Strip-Level Dispensing .....	27
8.5 Working Offline .....	28
8.6 Checking Your Sync Queue.....	28
9. For Administrators.....	29
9.1 Managing Companies & Branches .....	29
9.2 Managing Users & Locked Accounts .....	30
9.3 Onboarding New Partners.....	30
9.4 Managing Desktop Agents .....	31
9.5 Audit & Message Log.....	32
10. For Inspectors.....	32
11. Common Tasks for All Users .....	32
11.1 Tracing a Pack’s Journey .....	32
11.2 Cancelling an Operation .....	33
12. Troubleshooting & Common Questions.....	34
12.1 Common Problems & Solutions .....	34
12.2 Frequently Asked Questions.....	35
13. Glossary.....	36

## 1 List of Tables

Table 1 Who Uses ETTPS .....	7
Table 2 Dashboard Sections .....	10
Table 3 Status Meaning .....	20
Table 4 Switching Commands - Pharmacy Desktop .....	26
Table 5 Common Issues .....	34
Table 6 Glossary.....	37

## 2 List of Figures

Figure 1 Login .....	8
Figure 2 Login cont'd .....	9
Figure 3 Dashboard .....	10
Figure 4 Product Registration .....	11
Figure 5 Uploading Production File .....	12
Figure 6 Grouping Packs .....	13
Figure 7 Shipping to Distributors 1.....	14
Figure 8 Shipping to Distributors.....	14
Figure 9 Initiating a Recall .....	15
Figure 10 Receiving Shipments 1 .....	16
Figure 11 Receiving Shipments 2 .....	16
Figure 12 Re-Packing Products .....	17
Figure 13 Managing Branches .....	18
Figure 14 Destroying Products .....	19
Figure 15 Dispensing Medicines (Web Dashboard) .....	20
Figure 16 Verifying a Pack (Without Dispensing) .....	21
Figure 17 Barcode Scan - Mobile App .....	22
Figure 18 Manual Entry - Mobile App .....	23
Figure 19 Dispensing - Mobile App .....	24
Figure 20 Processing Returns - Mobile App .....	25
Figure 21 Pill Bar - Pharmacy Desktop .....	26
Figure 22 Scanning Products - Pharmacy Desktop.....	26
Figure 23 Confirmation - Pharmacy Desktop .....	27
Figure 24 Strip Level Dispense - Pharmacy Desktop .....	27
Figure 25 Working Offline - Pharmacy Desktop .....	28
Figure 26 Checking Sync Queue - Pharmacy Desktop.....	29
Figure 27 Managing Companies & Branches - Admin.....	30
Figure 28 Onboarding New Partners - Admin .....	31
Figure 29 Managing Desktop Agents - Admin.....	31
Figure 30 Audit & Message Log - Admin .....	32
Figure 31 Tracing a Pack's Journey - Inspector .....	33
Figure 32 Cancelling an Operation - Inspector .....	33

# Egypt Pharmaceutical Track & Trace System

## Complete User Manual

### Web Dashboard & Mobile Application

## 1. About This Guide

EPTTS (Egypt Pharmaceutical Track & Trace System) is Egypt’s national system for tracking medicines from the factory to the patient. It makes sure every medicine pack can be verified as genuine and traced through the entire supply chain.

This manual covers both the Web Dashboard (used on computers) and the Mobile App. It is written for everyday users — no technical background needed.

### 1.1 Who Uses EPTTS?

User Type	What You Do in the System
Manufacturer	Create packs with unique codes, group them into cartons, and ship to distributors
Distributor	Receive shipments, manage your stock, and send products to pharmacies or branches
Branch	Operate as a sub-location of a distributor; receive, store, and forward products

User type	What you do in the system
Pharmacy	Receive medicines, check they are genuine, and record sales to patients
Hospital	Same as a pharmacy — receive and dispense medications to patients
Administrator	Manage the whole system: users, companies, products, and settings
Inspector	Audit and verify compliance; view recalls and trace product journeys

Table 1 Who Uses ETPS

## 1.2 What You Need

### For the Web Dashboard

- A modern web browser (Chrome, Firefox, Edge, or Safari)
- Stable internet connection
- Your login email and password (provided during onboarding)

### For the Mobile App

- An Android or iOS smartphone with a working camera
- The app installed from your app store or provided installer.
- Internet connection for initial setup (some features work offline)

### For the Desktop Pharmacy Agent

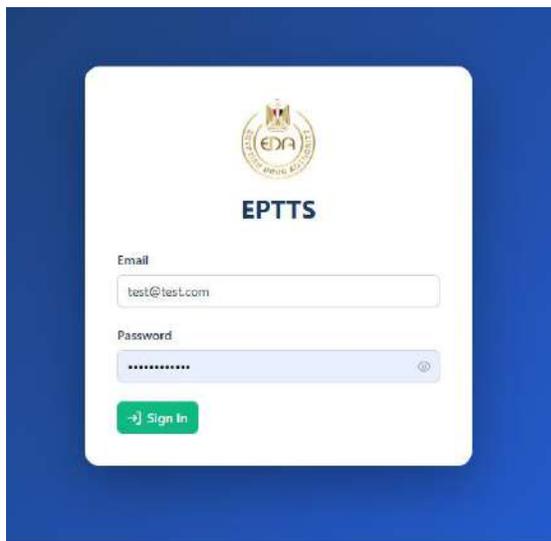
- Windows 10/11
- A barcode scanner (USB or Bluetooth)
- An activation key from your administrator

## 2. Logging In

### 2.1 Web Dashboard Login

1. Open your browser and go to the EPTTS Dashboard link provided by your administrator.
2. Enter your email address and password.
3. Click Sign In.
4. You will be asked for a 6-digit verification code (OTP). Check your email or authenticator app for this code.
5. Enter the code and click Verify. The code expires after 10 minutes — if it expires, click Resend Code.
6. You are now on your Dashboard home screen.

**⚠ Important:** Change your password immediately after your first login. Your initial credentials are sent by email during onboarding.



Powered by DAF

Figure 1 Login

### 2.2 Mobile App Login

1. Open the app on your phone.
2. Enter your email and password (same as the web dashboard).
3. Complete the verification code step if prompted.
4. You are now on the app home screen.

## 2.3 Desktop Pharmacy Agent Login

Launch the EPTTS Pharmacy Agent app on your computer.

Enter your email and password.

If this is a new device, enter the 16-character activation key from your administrator (format: XXXX-XXXX-XXXX-XXXX).

Once activated, the floating Pill Bar appears on your screen — you are ready to work.

**i Tip:** Contact your administrator if you do not have an activation key. They can generate one from the admin panel.



Figure 2 Login cont'd

## 3. Understanding Your Dashboard

After logging in to the web, you land on the Dashboard — your home screen that shows a quick snapshot of your operations.

Section	What It Shows
Stat Cards	Total packs in the system, active packs, packs expiring soon, and total products
Supply Chain Flow	A visual pipeline showing how packs move: Active → In Transit → Received → Dispensed
Recent Activity	A timeline of the latest actions across your organization
Quick Actions	One-click buttons for common tasks: Scan Packs, Trace a Pack, View Inventory, and Aggregation
Inventory by Status	A chart showing how many packs are in each status (active, shipped, received, dispensed, etc.)
Expiry Alerts	Warnings for packages expiring within 3 months and 6 months

Table 2 Dashboard Sections

**Tip:** Click the Refresh button at the top to reload all dashboard data at any time.

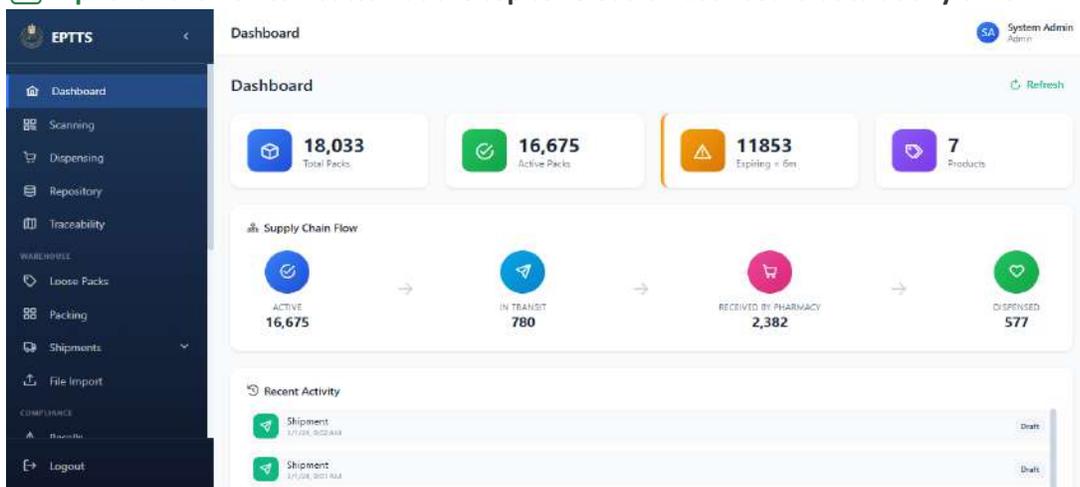


Figure 3 Dashboard

## 4. For Manufacturers

As a manufacturer, your main job in EPTTS is to register your products, assign unique codes to each pack, group packs into cartons and pallets, and then ship them to distributors.

### 4.1 Registering Products

Before you can create packs, your products must exist in the system.

1. Go to Products in the left-hand menu.
2. Click + Add Product (only administrators can do this — contact your admin if needed).
3. Fill in the product details: Product Name, GTIN (14-digit product code), Dosage Form (tablet, capsule, syrup, etc.), Strength (e.g. 150mg), and packaging details (pills per strip, strips per pack).
4. Click Save.

**i Tip:** Use the search bar to find existing products by name or code. You can also export the full product list as a spreadsheet.

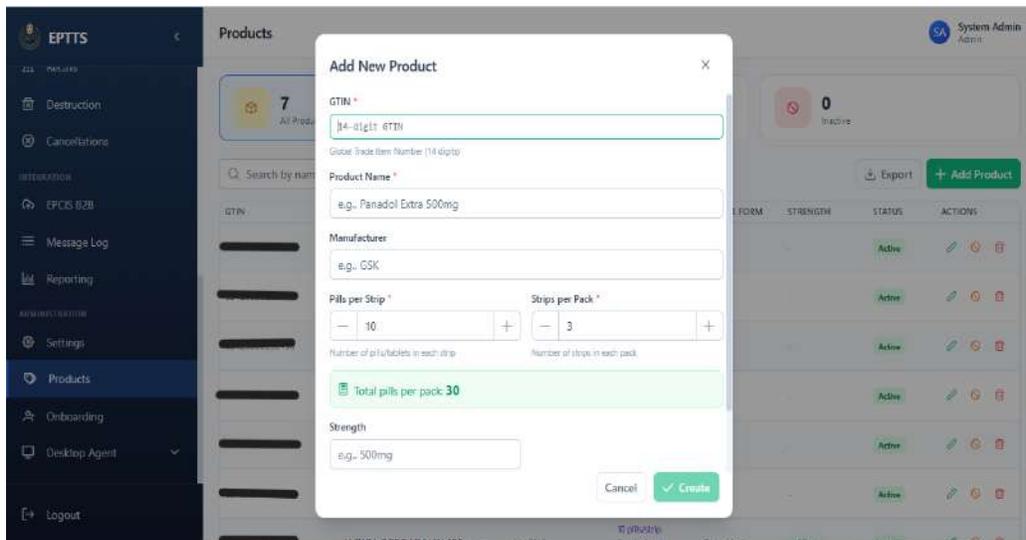


Figure 4 Product Registration

## 4.2 Uploading Production Files

Your production line generates files (usually XML format) that tell EPTTS about the packs you have manufactured and how they are grouped into cartons.

1. Go to Warehouse → File Import in the left-hand menu.
2. Click Upload File and select your file.
3. The system begins processing automatically. You will see a progress bar and a status indicator (Pending → Processing → Completed or Failed).
4. Once completed, click on the job to see a summary: how many packs were created, how many carton groupings were made, and any errors.

**i Tip:** You can upload one combined file or separate files for commissioning and packing. The system handles both.

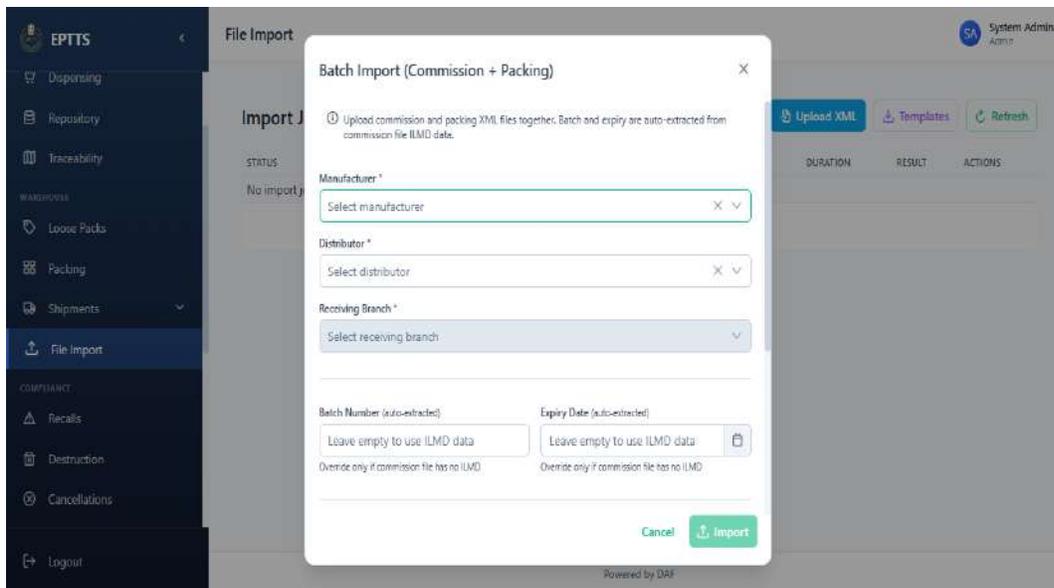


Figure 5 Uploading Production File

## 4.3 Manual Packing (Grouping Packs into Cartons)

If you need to manually group packs instead of uploading files:

1. Go to Warehouse → Packing.
2. Click + New Aggregation to start a new carton or pallet.
3. The system generates a container code (SSCC) automatically, or you can enter one.

4. Scan each pack into the container using your barcode scanner or type the pack codes manually.
5. You can build multiple levels: packs go into boxes; boxes go into pallets.
6. When everything is packed, click Seal Container to finalize

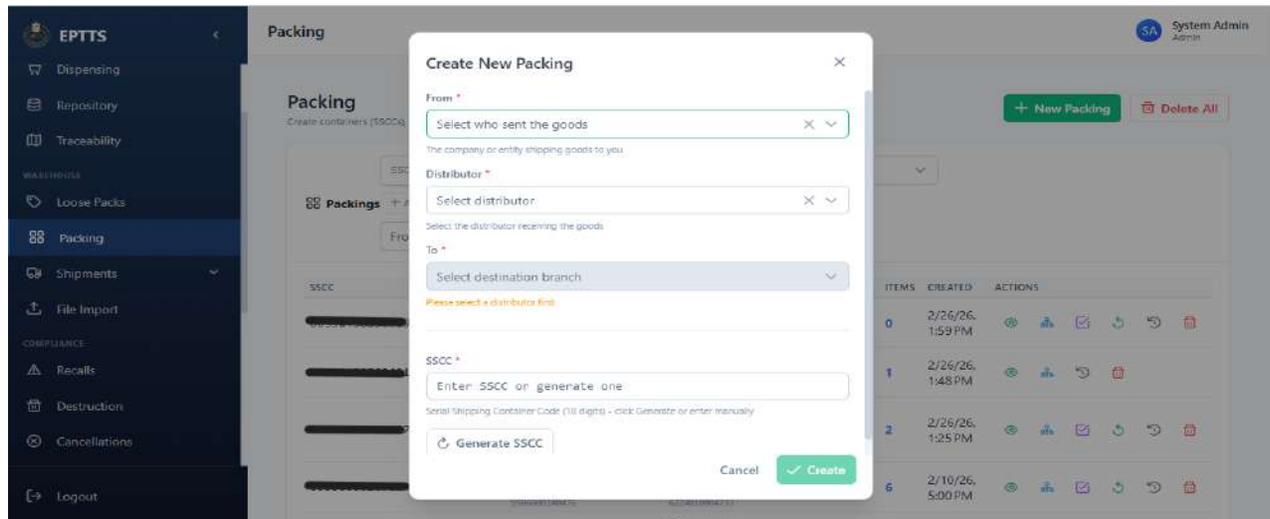


Figure 6 Grouping Packs

#### 4.4 Shipping to Distributors

1. Go to Warehouse → Shipments → Shipping.
2. Click + New Shipment.
3. Select the receiving distributor from the dropdown.
4. Enter your internal invoice/reference number.
5. Scan cartons or individual packs to add them to the shipment.
6. Review the items and click Dispatch.

The shipment is now visible to the receiving distributor, who can begin the receiving process.

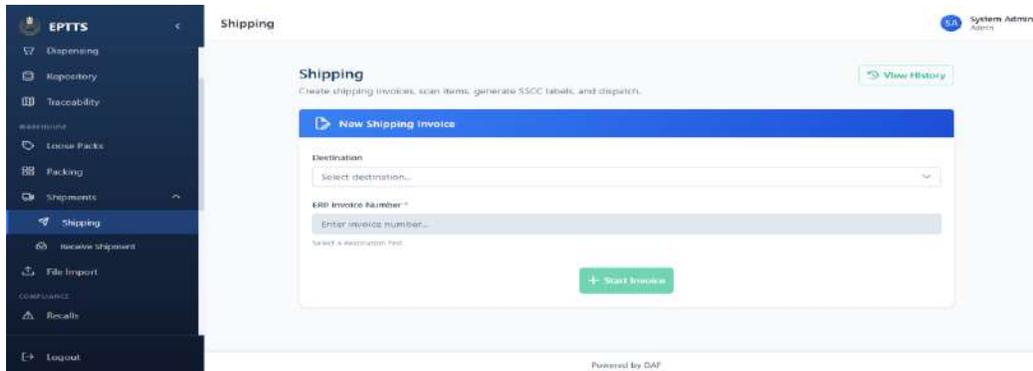


Figure 7 Shipping to Distributors 1

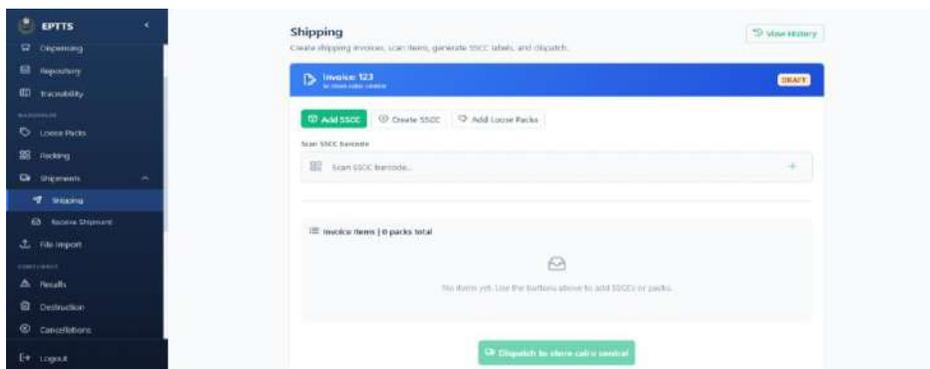


Figure 8 Shipping to Distributors

## 4.5 Initiating a Recall

If a product needs to be withdrawn from the market:

1. Go to Compliance → Recalls.
2. Click + Initiate Recall.
3. Select the product, specify the batch number (or leave blank for a full product recall), and enter the reason.
4. Click Submit. The system immediately blocks all affected packs from being dispensed.

**⚠ Important:** Once a recall is submitted, pharmacies will see a Recalled warning when they try to scan the affected packs. They will not be able to sell them.

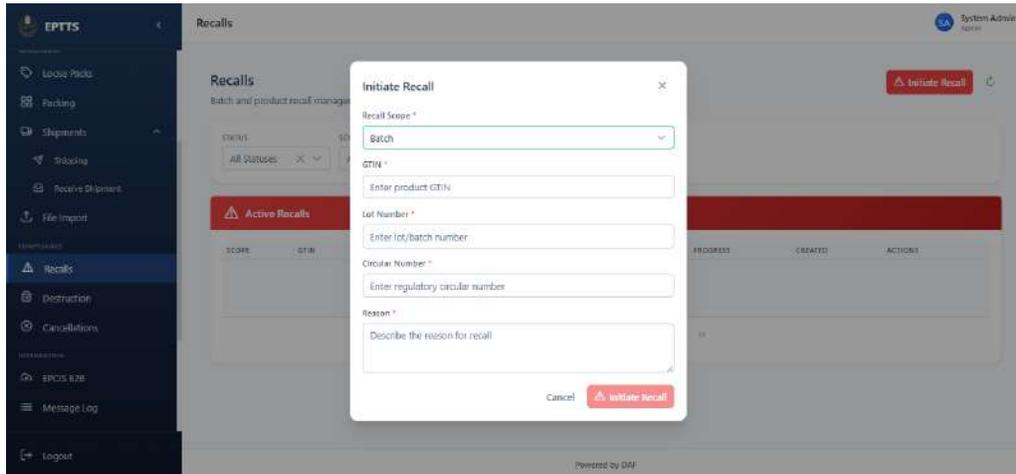


Figure 9 Initiating a Recall

## 5. For Distributors

As a distributor, you receive products from manufacturers, manage your warehouse inventory, and ship products onward to pharmacies, hospitals, and your own branches.

### 5.1 Receiving Shipments

1. Go to Warehouse → Shipments → Receive Shipment.
2. You will see a list of shipments waiting to be received (sent to you by manufacturers or other distributors).
3. Select the shipment you want to process.
4. Scan each carton or pack as you physically receive it. The system checks each scan against the original invoice.
5. A progress tracker shows how many items have been received out of the total expected.
6. When you have finished, click Complete Receiving.

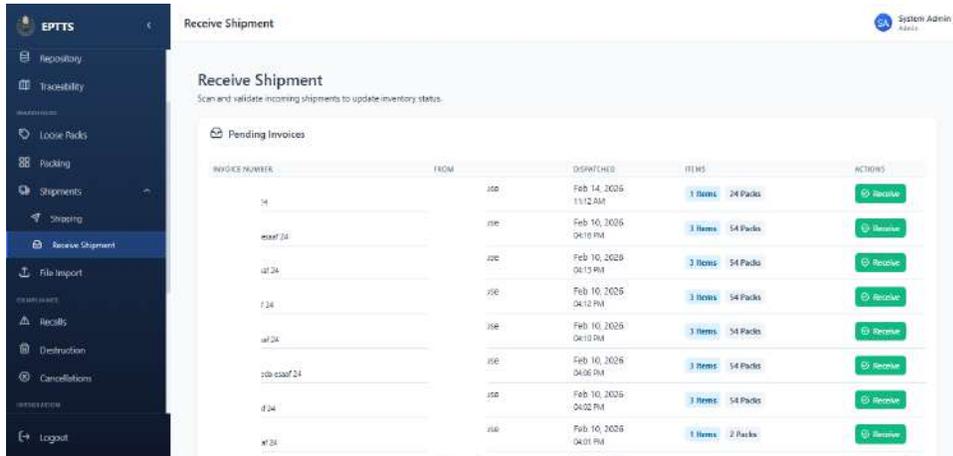


Figure 10 Receiving Shipments 1

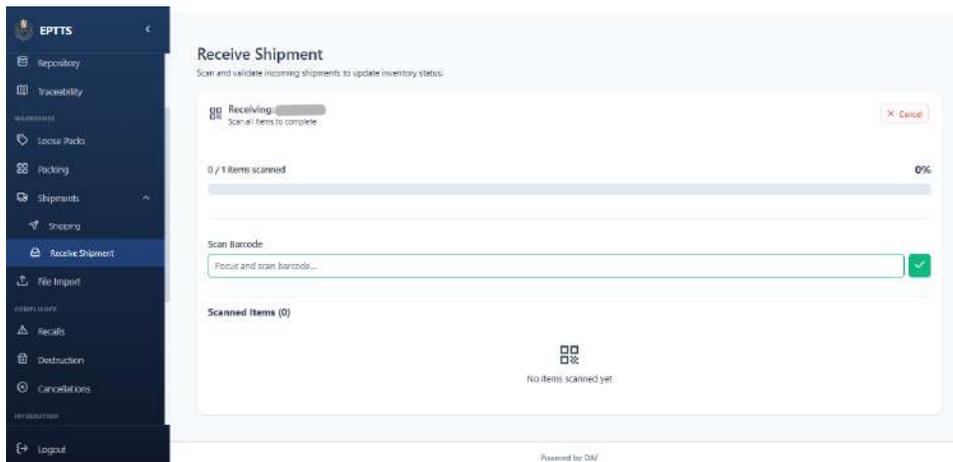


Figure 11 Receiving Shipments 2

**⚠ Important:** Receiving must be completed within 48 hours of the shipment being dispatched. Delays trigger compliance alerts.

## 5.2 Managing Your Inventory

Your full inventory is visible under Repository in the left-hand menu. Here you can see every pack with its unique code, product name, batch number, expiry date, and current status (active, dispatched, received, etc.).

Use the filters to narrow down by product, batch, status, or type. You can also export your inventory as a spreadsheet.

### 5.3 Re-Packing Products

Sometimes you need to break open existing cartons and regroup packs into new shipping units:

1. Go to Warehouse → Loose Packs to see individual packs not in any carton.
2. Use the Unpack feature to remove packs from existing cartons if needed.
3. Go to Warehouse → Packing to create new groupings (same process as Section 4.3).

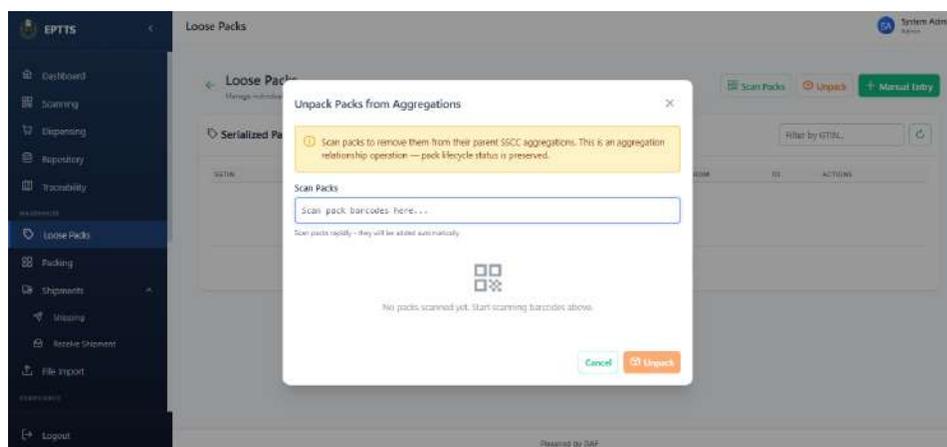


Figure 12 Re-Packing Products

### 5.4 Shipping to Pharmacies & Branches

Follow the same shipping process described in Section 4.4, but select a pharmacy, hospital, or branch as the destination.

### 5.5 Managing Branches

1. Go to Settings in the left-hand menu.
2. Open the Distributors & Branches tab.
3. Click + Add Branch to register a new branch location with its name, location code (GLN), and address.

Branches operate as sub-locations of your organization. They can receive, store, and ship products on your behalf.

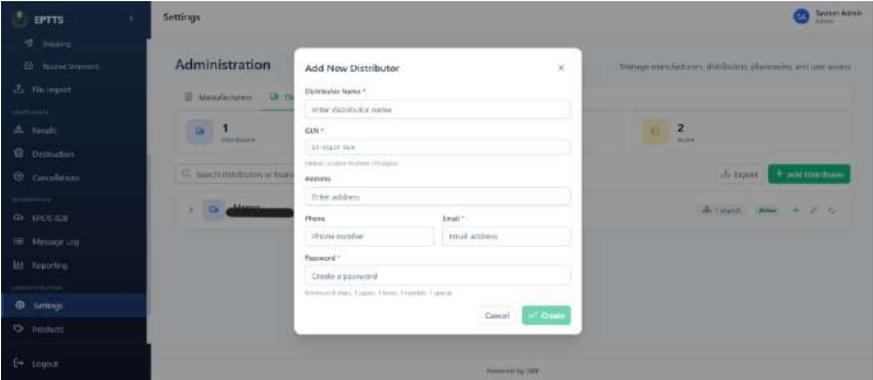


Figure 13 Managing Branches

### 5.6 Destroying Products

For expired, damaged, recalled, or counterfeit products that must be destroyed:

1. Go to Compliance → Destruction.
2. Click + Initiate Destruction and enter the reason and the packs to be destroyed.
3. The destruction goes through a multi-step approval process: Initiate → Witness confirms items are present → Supervisor approves → Destruction is marked complete.

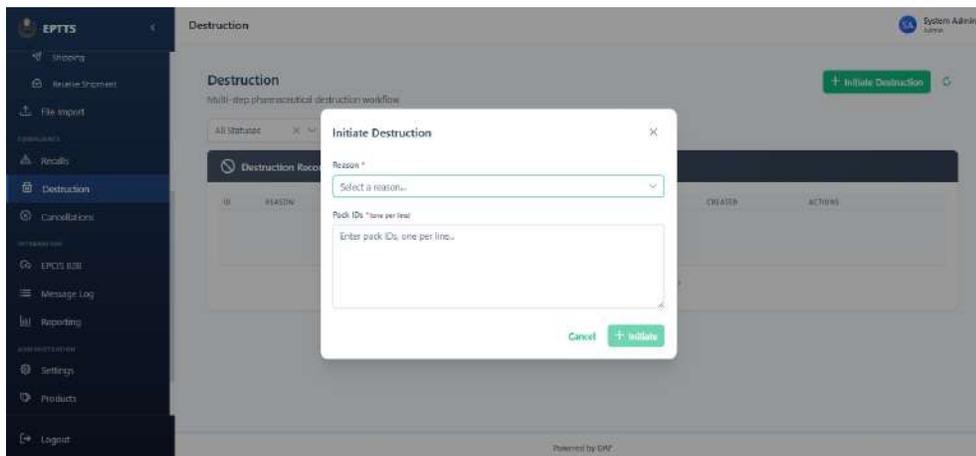


Figure 14 Destroying Products

## 5.7 Reports & Analytics

Go to Integration → Reporting to access detailed reports about your products, stock levels, partner activity, and compliance. You can generate and download reports from the Report Jobs tab.

## 6. For Pharmacies & Hospitals

As a pharmacy or hospital, your main tasks are receiving products, verifying they are genuine, and recording when you dispense medicines to patients.

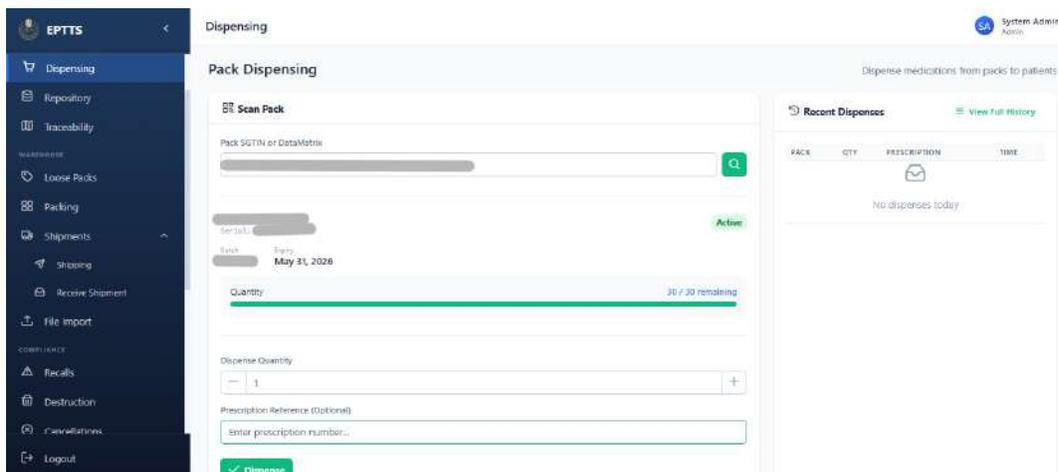
### 6.1 Dispensing Medicines (Web Dashboard)

1. Go to Dispensing in the left-hand menu.
2. Scan the barcode on the medicine pack (or type the code manually).
3. The system shows the product name, batch, expiry date, and whether the pack is valid.
4. If everything is fine, enter the quantity to dispense and click Dispense.

**What the status indicators mean:**

Status	What It Means	What To Do
Active (green)	The pack is valid and ready to sell	Proceed with dispensing
Already Dispensed	This pack was recorded as sold before	Do NOT sell — possible duplicate or counterfeit
Recalled	This product has been recalled	Do NOT sell — set aside and report to your supervisor
Expired	The product is past its expiry date	Do NOT sell — return or destroy
Unknown	The code is not found in the system	Do NOT sell — may be counterfeit; report immediately

*Table 3 Status Meaning*



*Figure 15 Dispensing Medicines (Web Dashboard)*

## 6.2 Selling by the Strip (Partial Dispensing)

For products sold strip-by-strip (not the full pack):

1. Scan the pack on the Dispensing screen.
2. The system shows how many strips are in the pack and how many have already been sold.
3. Enter the number of strips you are selling now.
4. The pack stays active until all strips are sold. Multiple pharmacists can sell from the same pack over time.

## 6.3 Verifying a Pack (Without Dispensing)

To simply check if a pack is genuine without recording a sale:

- Go to Scanning in the left-hand menu.
- Scan or type the barcode. The system shows the product details and current status.
- Turn on Batch Mode if you need to scan many packs quickly in a row.

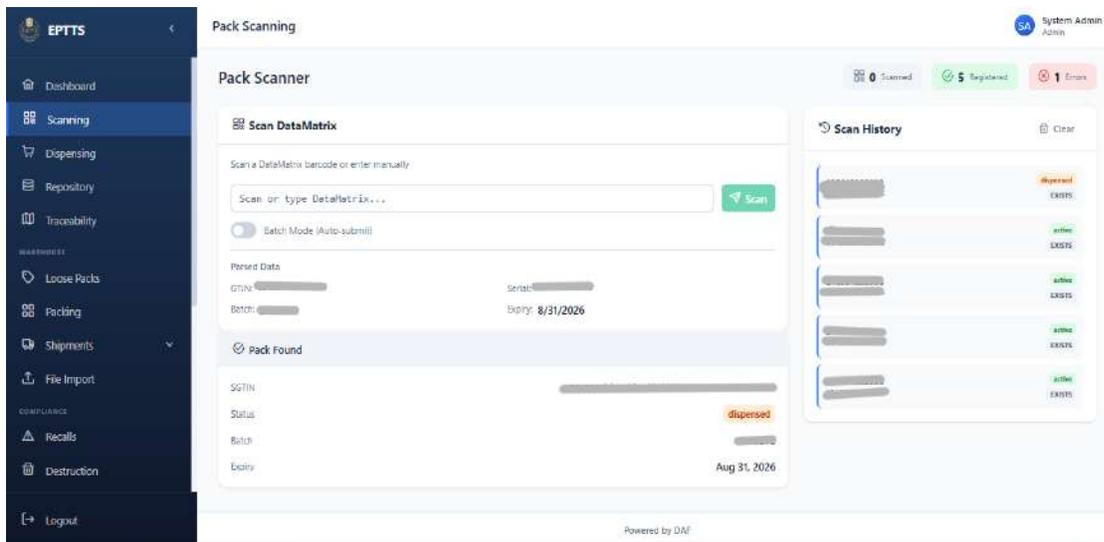


Figure 16 Verifying a Pack (Without Dispensing)

## 7. Using the Mobile App

The mobile app lets you scan barcodes using your phone's camera. It is used for three main tasks: verifying shipments (EDA Requests), dispensing medicines, and processing returns.

### 7.1 How to Scan a Barcode

1. Tap the QR-code icon on any screen that supports scanning.
2. Your phone's camera opens with a rectangular frame in the center.
3. Point the camera at the barcode on the pack or carton.
4. Hold steady — the scanner detects the barcode automatically and returns the data.

**i Tip:** If the lighting is poor, tap the flashlight icon at the top of the scanner screen. If the barcode is damaged, use the keyboard icon to type the code manually.



Figure 17 Barcode Scan - Mobile App

### 7.2 Verifying a Shipment (EDA Request)

When you receive a shipment and need to verify it:

1. Open the EDA Request and tap Update on the shipment with details.
2. You will see the Change Status screen with progress counters for cartons and packs.
3. Scan each carton (reads the SSCC code — appears with a blue background in the list).
4. Scan each individual pack (reads the GTIN and Serial — appears with a grey background).
5. Watch the progress counters. They turn green when all expected items have been scanned.
6. Set the status to Approved and tap Update.

*If you cannot scan every item, the app will warn you. You can choose to Confirm (unscanned items are automatically rejected) or cancel to go back and continue scanning.*

*To reject the entire shipment, set the status to Rejected, enter the reason, and tap Update.*

### Manual Entry (Damaged Barcodes)

If a barcode cannot be scanned:

- Tap the keyboard icon at the top of the Change Status screen.
- Enter the GTIN (8–14 digits) and Serial Number manually.
- Tap Submit. The item is added to the list just like a scanned pack.

**⚠ Important:** Manual entry only works for individual packs (GTIN + Serial). To add a carton (SSCC), you must use the camera scanner.



Figure 18 Manual Entry - Mobile App

### 7.3 Dispensing via the Mobile App

1. On the dispensing product screen, tap the QR-code icon to scan the product barcode.
2. The app looks up the product and fills in the name, dosage, and schedule type automatically.
3. If there is only one batch available, all batch details fill in automatically. If there are multiple batches, select one from the Expiry Date dropdown.
4. Enter the quantity to dispense.
5. Alternatively, type the product name in the Product Name field to search and select from available stock.

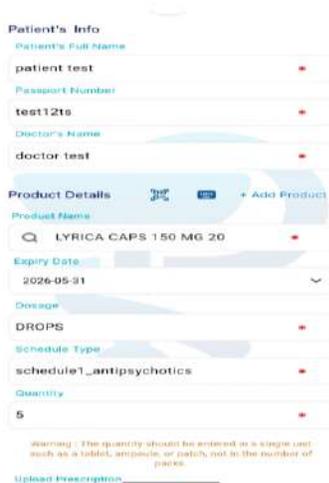


Figure 19 Dispensing - Mobile App

### 7.4 Processing Returns via the Mobile App

To return a previously dispensed product (Manager role required):

1. Open the transaction in your Transaction History.
2. Tap the scanner icon (animated blue shimmer) to scan the product barcode. This captures the GTIN and Serial Number for the return. The icon turns green after a successful scan.
3. Tap Return Product at the bottom of the screen.
4. Enter the quantity to return in the form that appears and tap Confirm.

**i Tip:** Scanning before returning is recommended but optional. It attaches the exact product identity to the return record for better traceability.



Figure 20 Processing Returns - Mobile App

## 8. Desktop Pharmacy Agent

The EPTTS Pharmacy Agent is a lightweight desktop app that sits on your screen while you use your normal pharmacy software. It automatically captures barcode scans and records them for track-and-trace compliance — even when you are offline.

### 8.1 The Pill Bar

After logging in and activating, a small floating bar appears on your screen (the “Pill Bar”):

- Mode Badge: Shows your current mode — DISPENSE (green), RECEIVE (blue), or RETURN (orange).
- Item Count: How many items are in your current basket.
- Sync Status: Green = synced, Yellow = items waiting to upload, Red = offline.
- Stats: Today’s totals for items sold, received, and returned.



Figure 21 Pill Bar - Pharmacy Desktop

## 8.2 Scanning Products

Just scan barcodes as you normally would — the agent intercepts them automatically:

- A success beep (high tone) means the scan was valid.
- An error beep (double low tone) means something is wrong (expired, invalid, etc.).
- If your scanner is not detected, double-click the Pill Bar to type or paste the barcode manually.

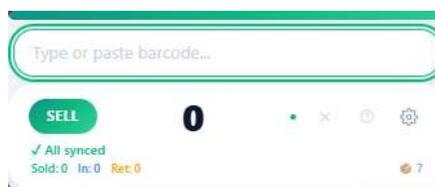


Figure 22 Scanning Products - Pharmacy Desktop

## 8.3 Switching Modes

Mode	Keyboard Shortcut	When to Use
Dispense (Sale)	Ctrl+1 (Windows) / Cmd+1 (Mac)	Selling medicine to a patient
Receive	Ctrl+2 (Windows) / Cmd+2 (Mac)	Receiving stock from a supplier
Return	Ctrl+3 (Windows) / Cmd+3 (Mac)	Returning a product to a supplier

Table 4 Switching Commands - Pharmacy Desktop

After scanning your items, confirm the operation:

- Confirm Sale: Ctrl+Shift+D (Windows) / Cmd+Shift+D (Mac)
- Confirm Receive: Ctrl+Shift+R (Windows) / Cmd+Shift+R (Mac)
- Confirm Return: Ctrl+Shift+T (Windows) / Cmd+Shift+T (Mac)

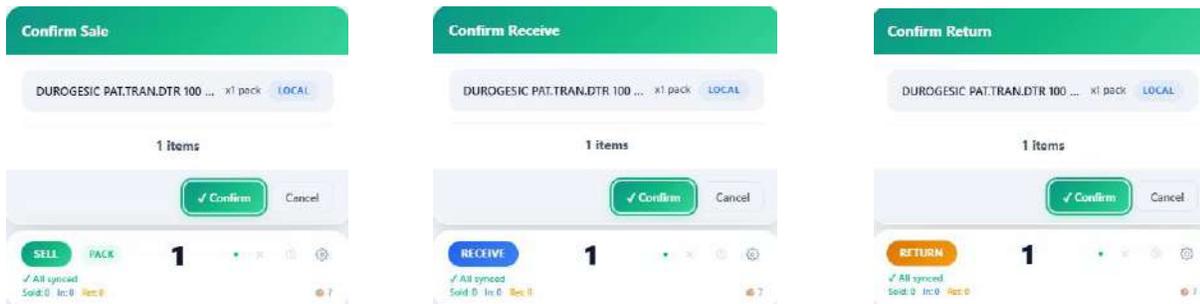


Figure 23 Confirmation - Pharmacy Desktop

## 8.4 Strip-Level Dispensing

1. Press Ctrl+Shift+S (or Cmd+Shift+S on Mac) to turn on Strip Mode.
2. Scan the pack — a strip picker panel appears showing buttons for each strip.
3. Click the number of strips you are selling (or press the corresponding number key).

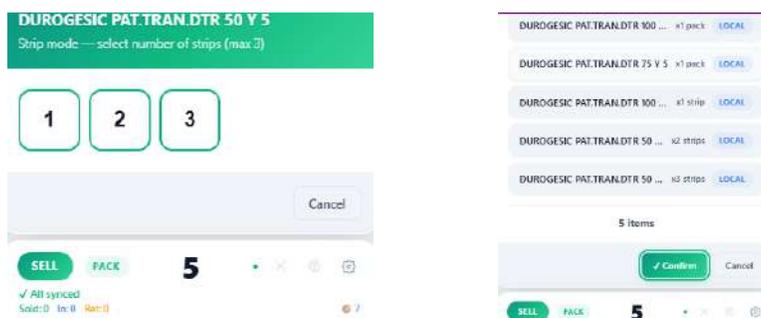


Figure 24 Strip Level Dispense - Pharmacy Desktop

## 8.5 Working Offline

The agent is designed to keep working even without internet:

- All your scans are saved locally on your computer.
- When the internet comes back, everything uploads automatically.
- You can work offline for up to 48 hours before the system requires you to reconnect.
- A yellow or red indicator on the Pill Bar shows how many items are waiting to be uploaded.

**⚠ Important:** If you see a warning about being offline for too long, connect to the internet and go to Settings → Overview → Sync Now.

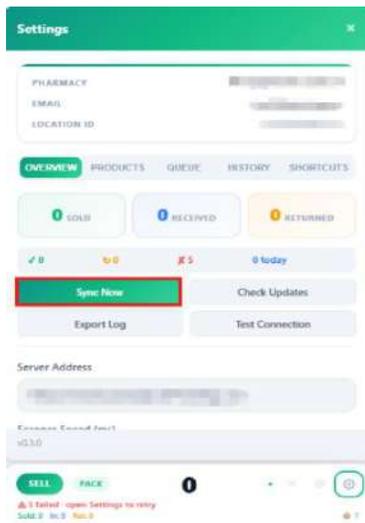


Figure 25 Working Offline - Pharmacy Desktop

## 8.6 Checking Your Sync Queue

1. Right-click the Pill Bar (or click the gear icon) and go to Settings.
2. Open the Queue tab to see all items and their status: Pending, Synced, Failed, or Retry.
3. Click Retry on any failed items to resend them.

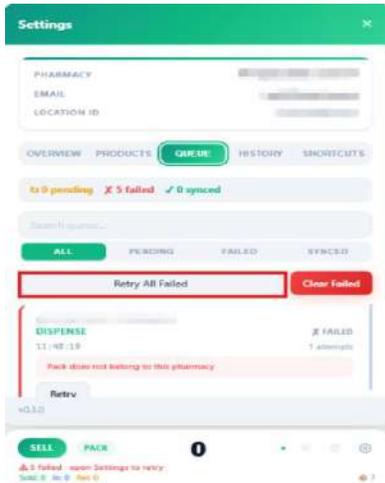


Figure 26 Checking Sync Queue - Pharmacy Desktop

## 9. For Administrators

Administrators have full access to the system and are responsible for managing companies, users, products, and the pharmacy desktop agent fleet.

### 9.1 Managing Companies & Branches

Go to Administration → Settings. You will see tabs for Manufacturers, Distributors & Branches, and Pharmacies. From each tab you can add new entities, edit existing ones, manage their users, and export lists.

**i Tip:** Use the Bulk CSV Import feature on the Pharmacies tab to register many pharmacies at once.

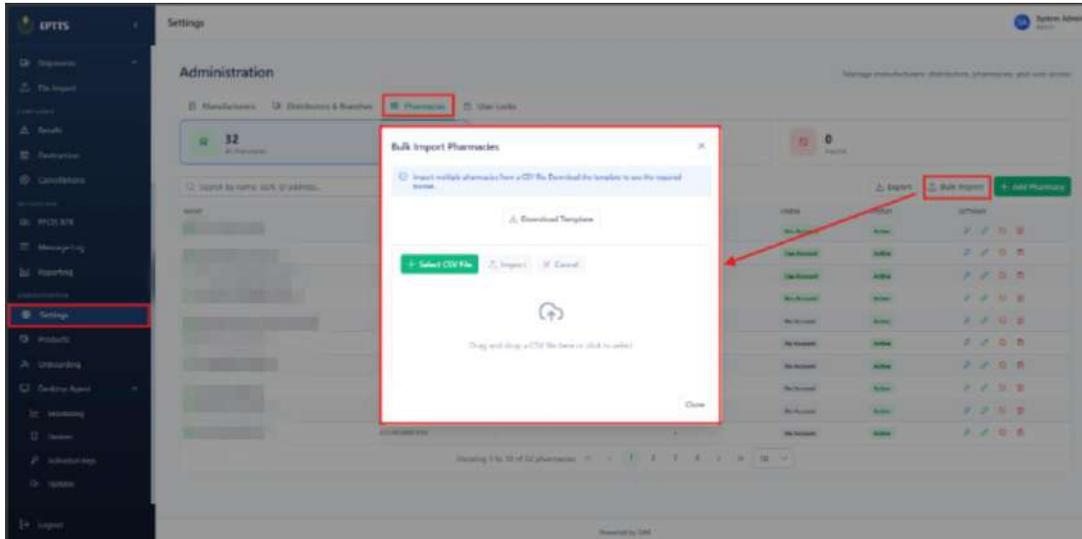


Figure 27 Managing Companies & Branches - Admin

## 9.2 Managing Users & Locked Accounts

Under Settings → User Locks, you can view all user accounts, lock accounts for security reasons, and unlock previously locked accounts.

## 9.3 Onboarding New Partners

Go to Administration → Onboarding to review applications from new companies wanting to join the platform. You can Approve or Reject each application. Use the Invitations tab to send onboarding invitations to new partners.

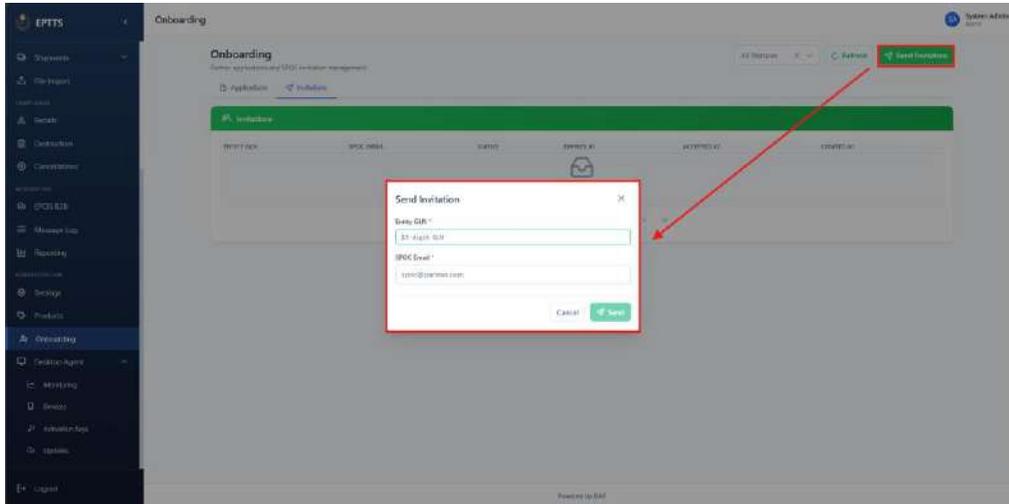


Figure 28 Onboarding New Partners - Admin

## 9.4 Managing Desktop Agents

- **Monitoring:** See which pharmacy agent devices are online/offline and their last activity.
- **Devices:** Approve new devices, or revoke access to compromised ones.
- **Activation Keys:** Generate, distribute, and manage the 16-character keys pharmacies need to activate their agents.
- **Updates:** Publish new agent software versions with gradual rollout (e.g. 10% → 50% → 100%).

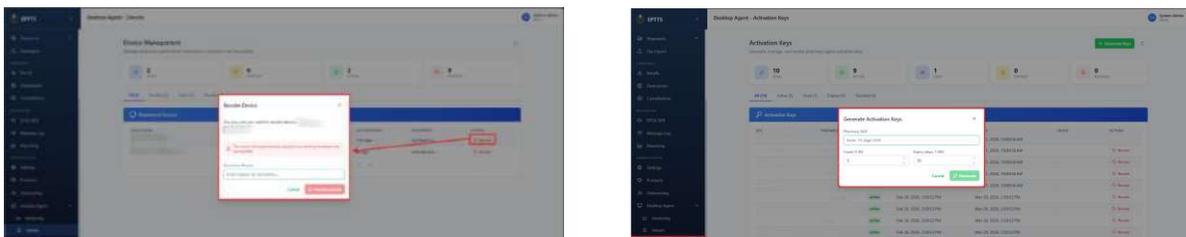


Figure 29 Managing Desktop Agents - Admin

## 9.5 Audit & Message Log

Go to Integration → Message Log to see the complete record of all system actions. Filter by channel (API, File Import, Agent), status (Success, Failed), activity type, or date range. This log is essential for regulatory audits and troubleshooting.

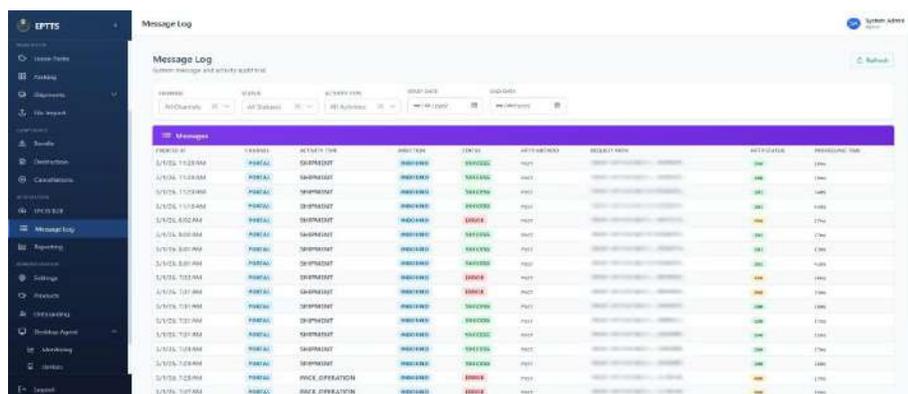


Figure 30 Audit & Message Log - Admin

## 10. For Inspectors

As an inspector, you have read-only access to verify compliance. Your typical workflow:

1. Scan a pack at a pharmacy or warehouse using the Scanning page.
2. Trace the pack's complete journey: where it was made, how it traveled, and who handled it.
3. Check the Recalls page to verify that recalled products have been properly blocked.
4. Review the Message Log for any compliance issues or system errors.

## 11. Common Tasks for All Users

### 11.1 Tracing a Pack's Journey

1. Go to Traceability in the left-hand menu.
2. Enter the pack's code (you can scan a barcode, paste a code, or type a product code + serial number).

3. The system shows a complete timeline of every event: when it was manufactured, packed, shipped, received, and dispensed.
- 4- For cartons, you can see all the packs inside and their individual statuses.

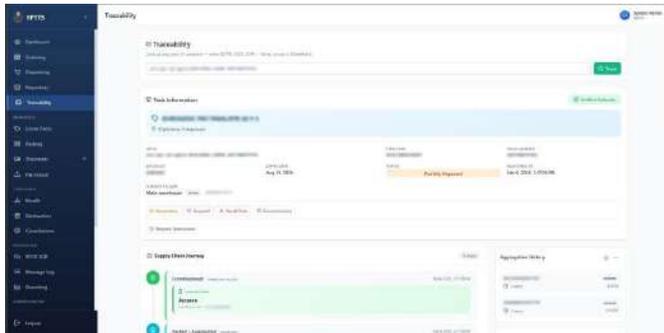


Figure 31 Tracing a Pack's Journey - Inspector

## 11.2 Cancelling an operation

If a shipping, receiving, or return was recorded in error:

1. Go to Compliance → Cancellations.
2. Click + New Cancellation.
3. Select the type (Cancel Shipping, Cancel Receiving, etc.) and reference the original operation.
4. Enter the reason and submit. The cancellation goes through an approval workflow before being applied.

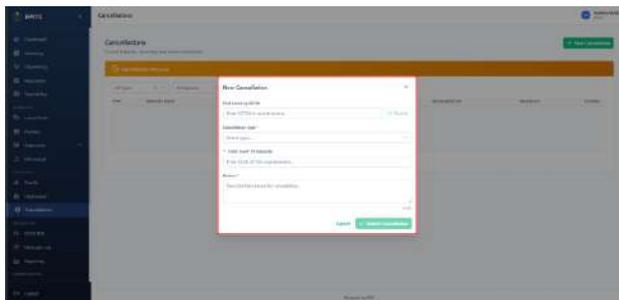


Figure 32 Cancelling an Operation - Inspector

## 12. Troubleshooting & Common Questions

### 12.1 Common Problems & Solutions

Problem	What To Do
I cannot log in	Double-check your email and password. If locked out, ask your administrator to unlock your account.
The verification code expired	Wait 60 seconds, then click Resend Code to get a new one.
A scan says “Unknown”	The pack may not be registered yet, the barcode may be misread (try again), or it could be counterfeit — report to your supervisor.
A pack shows “Recalled”	Do NOT dispense. Set it aside and report to your supervisor. Check the Recalls page for details.
Mobile camera does not open	Go to your phone’s Settings → Apps → app → Permissions and enable Camera access.
Desktop agent scans not detected	Check your barcode scanner connection. Try manual entry by double-clicking the Pill Bar.
Agent offline for too long	Connect to the internet and click Sync Now in Settings. After 48 hours offline, you must sync before continuing.
Duplicate scan warning	The item was already scanned. Check the scanned items list to confirm it is there.

Table 5 Common Issues

## 12.2 Frequently Asked Questions

### Can two pharmacists sell from the same pack?

Yes, for products that support strip-level dispensing. The system tracks how much remains in the pack. Only one person can process the same pack at a time — the second pharmacist will wait briefly.

### What happens if my internet goes down?

On the Desktop Agent: you can keep scanning and dispensing for up to 48 hours offline. Everything uploads when the internet returns. On the Web Dashboard: you need an internet connection to use it.

### How do I reset my password?

Contact your system administrator. They can unlock your account and reset your password from the Admin Settings panel.

### What barcode format is required?

Medicines in Egypt use the GS1 Data Matrix barcode. It encodes the product code (GTIN), serial number, batch number, and expiry date. The mobile app and desktop agent both read this format automatically.

### How long is data kept in the system?

The central system keeps all data for regulatory compliance (as defined by EDA regulations). The Desktop Pharmacy Agent keeps local data for 120 days, then cleans it up automatically.

### Can I use the system on my phone?

Yes — use the mobile app for scanning and dispensing tasks. The web dashboard also works on phones but is best on a computer screen.

## 13. Glossary

Here are the key terms you will encounter while using EPTTS, explained in plain language:

Term	What It Means
GTIN	A 14-digit product code printed on every medicine pack. Think of it as the product's ID number.
Serial Number	A unique code for one specific pack. Together with the GTIN, it identifies exactly one physical box of medicine.
SGTIN	The GTIN and Serial Number combined — the pack's full unique identity.
SSCC	An 18-digit code for a carton or pallet. It identifies the shipping container, not a single pack.
GLN	A code that identifies a specific location (factory, warehouse, pharmacy).
Data Matrix	The small square barcode printed on medicine packs. Contains the product code, serial, batch, and expiry.
Commissioning	The process of "activating" a pack's serial number in the system.
Aggregation	Grouping packs into a carton, or cartons into a pallet.
Dispensing	Recording the sale or distribution of medicine to a patient.
Recall	A withdrawal of a product from the market due to safety or quality concerns.
OTP	One-Time Password — the 6-digit code used for login verification.

Pill Bar	The small floating toolbar of the Desktop Pharmacy Agent app.
Sync	The process of uploading locally stored data to the central server.
EDA	Egyptian Drug Authority — the regulatory body overseeing this system.
SPOC	Single Point of Contact — the designated person at each organization who liaises with the system administrators.

Table 6 Glossary