

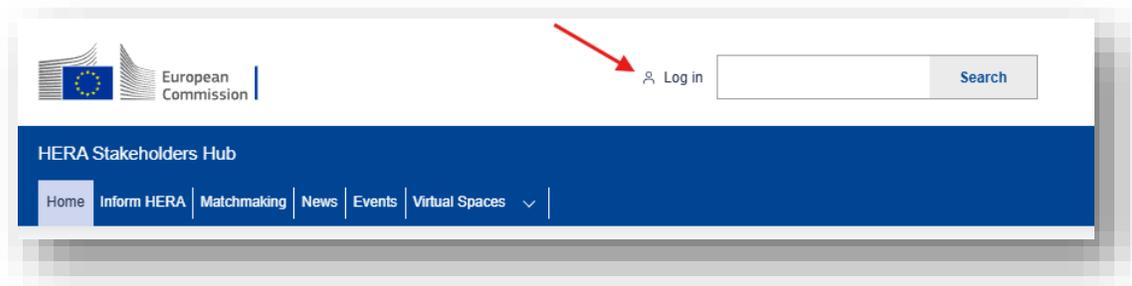
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1 End User Guide

1.1 Website Access for End Users

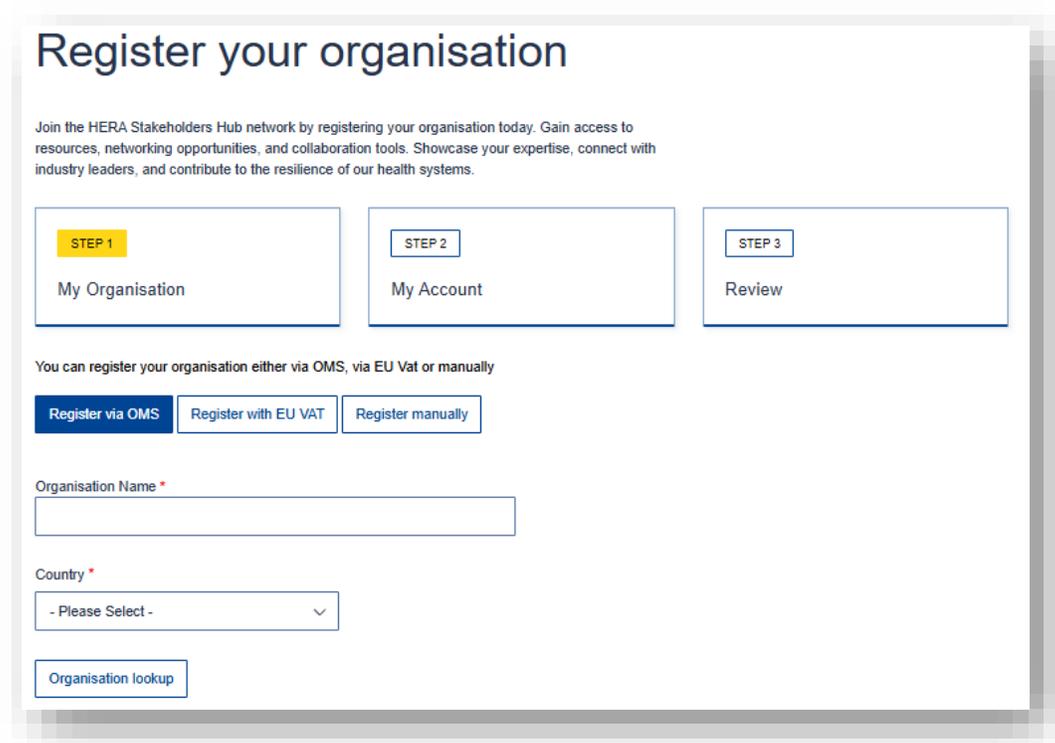
To start using the platform, you must first **log in with your EU Login credentials**. Click the **Log in** button in the top right corner of the screen. If you do not have an **EU Login account**, click the link to create one. Once logged in, you can proceed to **create your account and register your organisation**.



Before proceeding, read through the **Terms & Conditions** and **Privacy Statement**, then indicate your acceptance. **An user cannot be accepted unless it has agreed to the Terms & Conditions and Privacy Statement.**

1.2 Register an Organisation Account

The system provides three distinct methods for registering an organisation.



1.2.1 First registration method

The first registration method is available through the **Organisation Management Service (OMS)** of the European Medicines Agency (EMA), provided your organisation has already been registered there. Simply enter your company name and country.

If multiple organisations are found, click the **Details** button for each result, review the information, and select the one that applies to your organisation. You must also complete any remaining information fields that are not automatically retrieved from OMS.

1.2.2 Second registration method

The second registration method uses **EU VAT for organisations** with VAT numbers issued within the EU through the VAT Information Exchange System (VIES). Enter your EU VAT number and the country of issuance, then fill in any additional required information not automatically retrieved from VIES.

1.2.3 Third registration method

If neither of the above applies to your situation, proceed with **manual registration** by entering all requested information. However, if your organisation is registered with OMS, it is recommended to use that method, as it automatically retrieves your organisation's data.

After registering your organisation, you will have the option to provide personal details such as your title, function, and phone number. Your name and email address will be automatically imported from your **EU Login** account.

Review and confirm all entered organisational and personal information before submitting your registration. Your request will undergo manual verification, and you will receive notification once it has been processed.

1.3 Organisation Profile Management

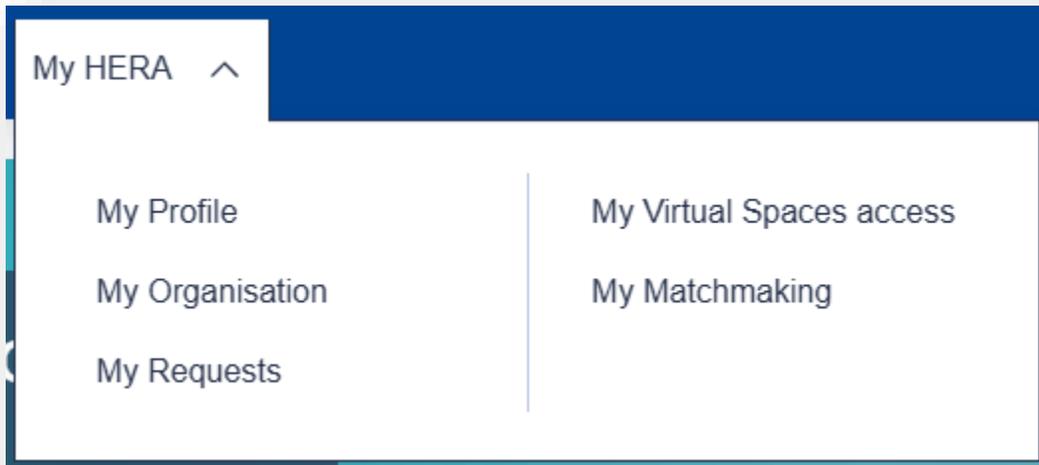
1.3.1 Access to HERA Stakeholders Hub

By logging in with an approved organisation, you will gain access to several key features. **My HERA** displays your organisation's details, as well as **Virtual Spaces**, **HERA requests**, and organisation members.

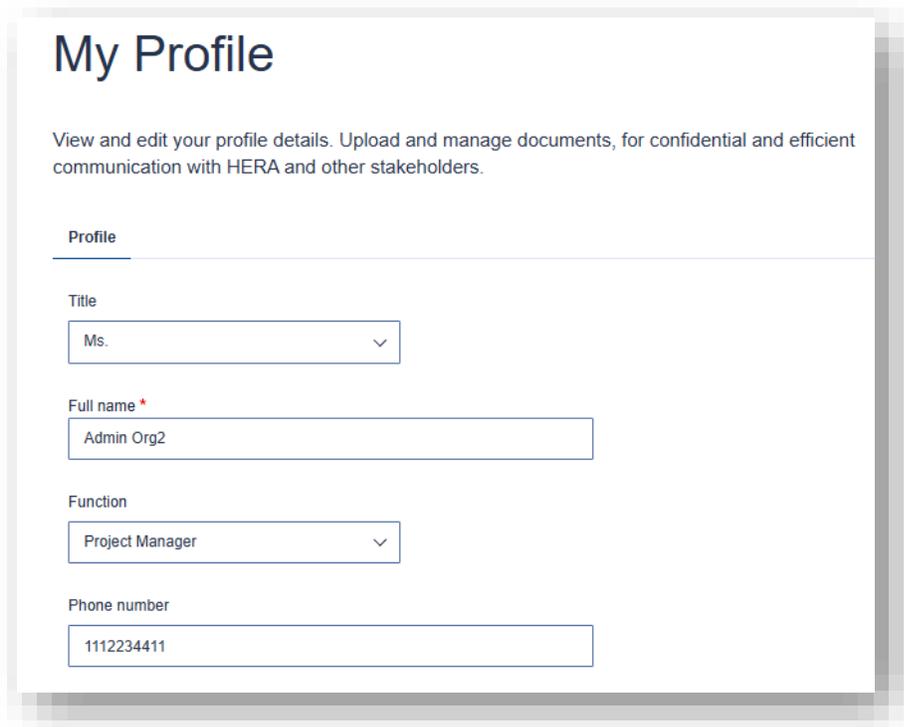
Through **Inform HERA**, users can submit **MCM requests** and **HERA Invest** inquiries, as well as join the Critical Medicines Alliance (CMA) and the Joint Industrial Cooperation Forum (JICF) Virtual Spaces.

1.3.2 My HERA menu

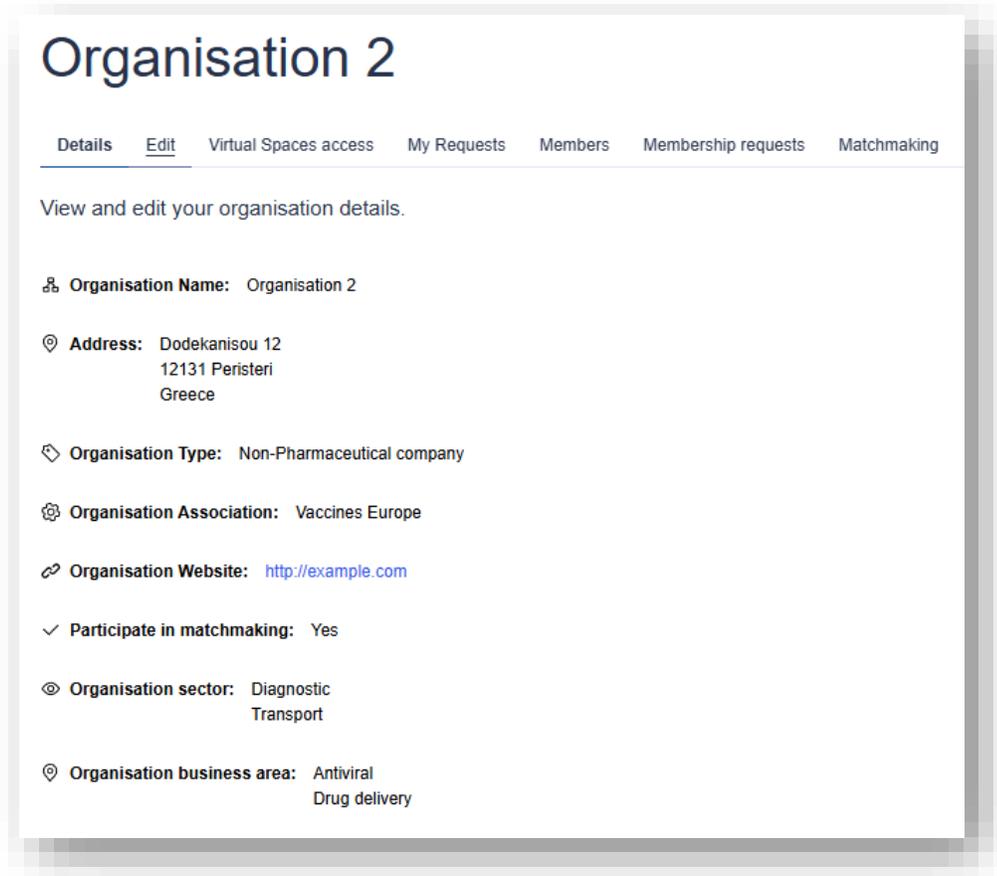
After logging in and receiving registration approval, you will gain access to several key features through the **My HERA** menu.



1. Go to **My Profile** to manage your personal information. Note that details like your name and email address cannot be modified as they originate from your EU Login credentials. To change your password, please visit the **EU Login portal**.

A screenshot of the 'My Profile' page. The page has a white background with a blue header. Below the header, there is a sub-header 'My Profile' and a paragraph: 'View and edit your profile details. Upload and manage documents, for confidential and efficient communication with HERA and other stakeholders.' Below this, there is a section titled 'Profile' with a horizontal line underneath. The form contains four fields: 'Title' with a dropdown menu showing 'Ms.', 'Full name' with a text input field containing 'Admin Org2', 'Function' with a dropdown menu showing 'Project Manager', and 'Phone number' with a text input field containing '1112234411'.

2. In the **My Organisation** section, members can view all the details of their organisation . Editing these details is restricted to organisation administrators. The member who registers the organisation automatically becomes its first administrator and can assign multiple organisation administrators. Only organisation administrators can promote members to administrator status, remove members from the organisation, or approve newly registered users.



3. The **My requests** option allows organisation administrators to review, accept, or reject incoming membership applications. The organisation can initiate new requests using the **Inform HERA** functionality as needed.
4. **My Virtual Spaces access** displays all virtual spaces that a member of an organisation has access to.
5. The **My Matchmaking** section provides valuable networking opportunities. Members can view their own matchmaking requests (marked as **Mine**) as well as those from potential partners. If the **My Matchmaking** option is not displayed, the organisation is not eligible for matchmaking.

1.3.3 Creating an Inform HERA request

The **Inform HERA** menu is your primary communication channel with HERA (<https://hera-shub.acc.fpfis.tech.ec.europa.eu/inform-hera>).

Use this feature to submit inquiries related to **medical countermeasures (MCMs)**, including questions about innovation, formulation, production, and availability. Simply fill out the provided form to submit your request. Additionally, this menu allows users to **express interest in HERA Invest opportunities** through a dedicated submission form.

The screenshot shows the 'Inform HERA' interface. At the top, the title 'Inform HERA' is displayed. Below it, a paragraph explains that users can get assistance and answers to their questions, whether seeking information about initiatives, collaboration opportunities, or mission details. It notes that this tab provides a secure, company-specific channel for interacting with HERA. A link to the 'EU central contact service' is provided for general questions. The main section is titled 'What topic would you like to inquire about?' and features four teal-colored buttons with white icons and text:

- Shield icon:** The development, manufacturing, procurement and distribution of medical countermeasures (MCMs)
- Euro symbol icon:** Express interest for HERA Invest
- CMA text:** Join the Critical Medicines Alliance (CMA)
- JICF text:** Join the Joint Industrial Cooperation Forum (JICF)

To become a member of the **Critical Medicines Alliance (CMA)** or of the **Joint Industrial Cooperation Forum (JICF)**, submit an inquiry to HERA. When submitting the request, you can also apply **on behalf of another organisation** by entering its name in the **On behalf of** section.

1.3.4 Participating in Virtual Spaces

Become a member of a Virtual Space to gain access to exclusive content for members.

The screenshot displays the HERA Stakeholders Hub interface. At the top, a teal banner contains a welcome message and a description of the hub's purpose. Below this, the interface is divided into two main sections: 'Virtual Spaces overview' and 'My requests'. The 'Virtual Spaces overview' section features three metrics: 3 Open from CMA, 0 Open from JICF, and 0 Future events. A red arrow points to a 'Go to Virtual spaces' link below these metrics. The 'My requests' section includes a text box explaining that users can track and manage all requests in one place, with a 'View requests' button below it.

Welcome to the HERA Stakeholders Hub

HERA Stakeholders Hub aims to ensure a stable supply of medical countermeasures (MCMs) and critical medicines in the EU. The platform enables users to flag their collaboration needs, helping manufacturers to find partners across the supply chain.

[Inform HERA >](#)

Virtual Spaces overview

| | | |
|---------------------------|----------------------------|---------------------------|
| 3 Open from CMA | 0 Open from JICF | 0 Future events |
|---------------------------|----------------------------|---------------------------|

[Go to Virtual spaces →](#)

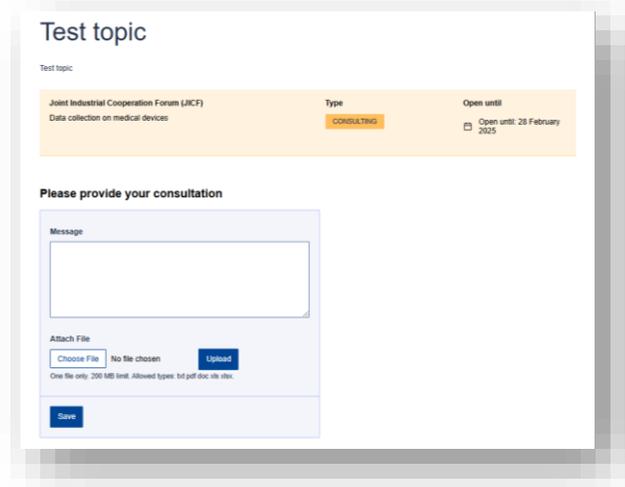
My requests

Track and manage all your requests in one place.

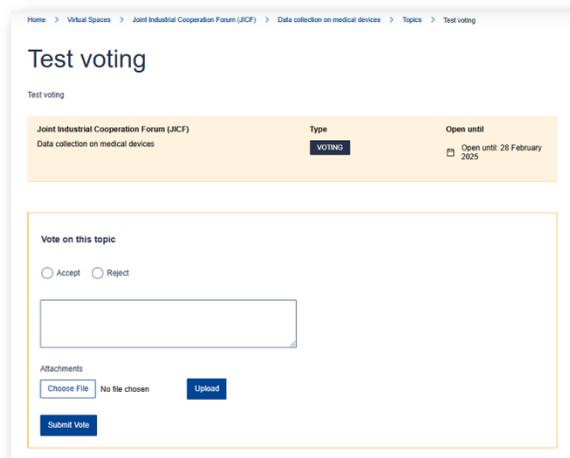
[View requests](#)

The platform features two distinct types of discussion topics.

- **Consulting topics:** These topics allow members to engage in discussions and provide input on specific subjects. Users can attach files (up to 200 MB) in supported formats such as TXT, PDF, DOC, XLS, and XLSX. Once the consultation is submitted, the user can save their input.



- **Voting topics:** These topics allow members to participate in decision-making by casting their votes. Members can select between **Accept** or **Reject** and provide additional comments to explain their choice. Attachments can also be uploaded, similar to the consulting topics. The final vote is submitted by clicking the **Submit Vote** button.



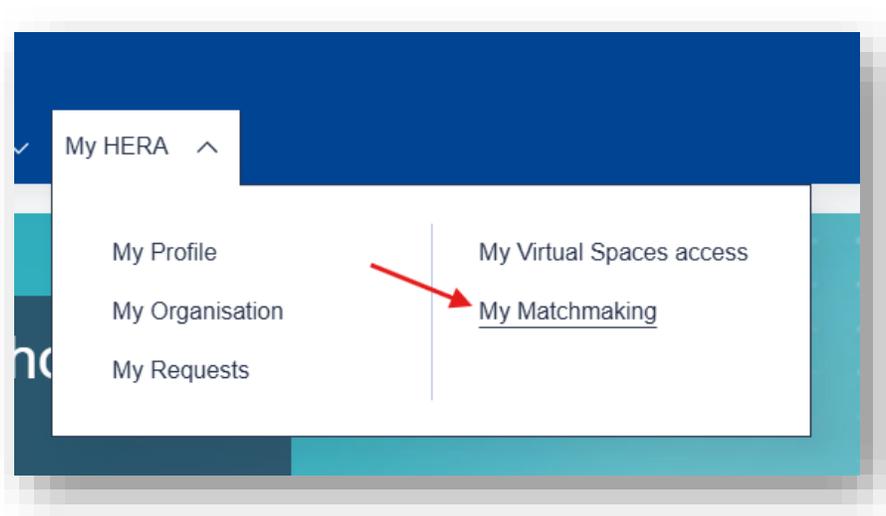
The **Open until** section displays the deadline for participating in consulting or voting topics. This date indicates the timeframe within which users can submit their input before the topic closes. Commenting or voting on topics **after their expiration date** is not possible.

1.3.5 Members section

The **Members** section provides a list of Virtual Space members. Depending on the settings configured by organisation administrators in the Virtual Space settings, usernames might be visible or hidden.

1.4 Creating a Matchmaking Request

Access the matchmaking process by navigating through **My HERA/My Matchmaking**.

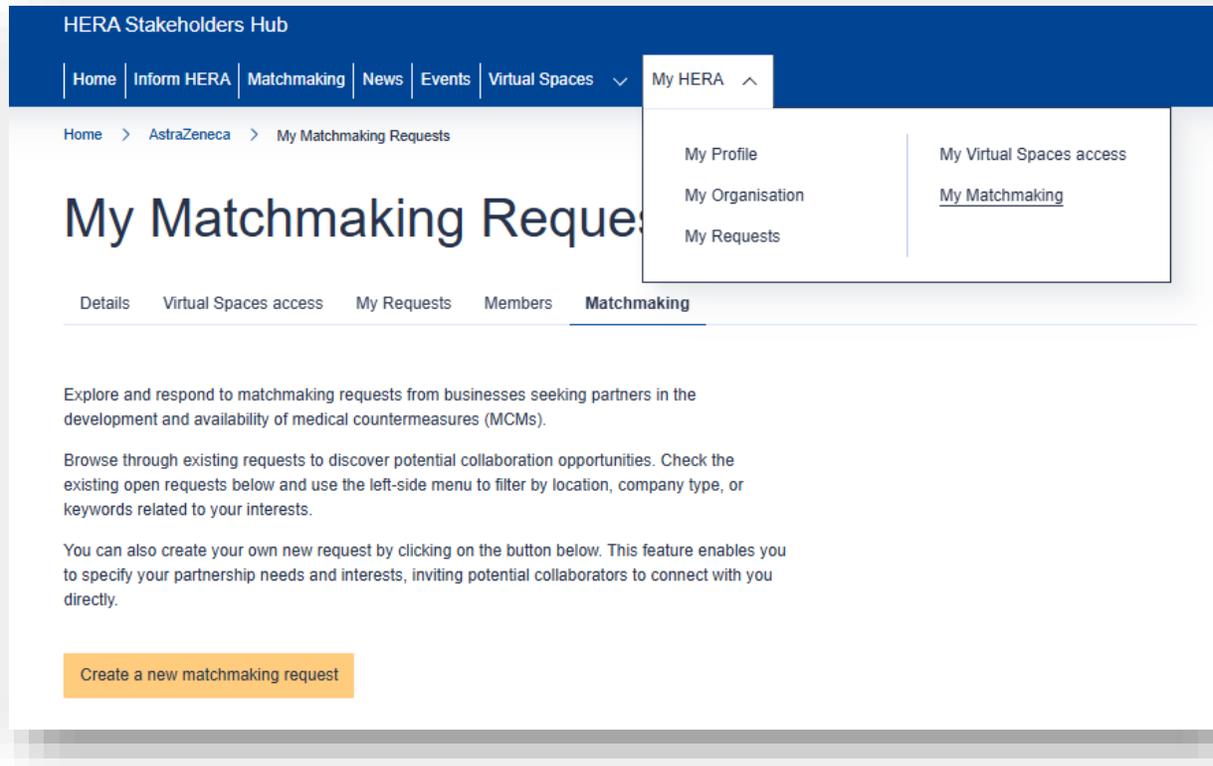


Complete the required information and save a draft. Your request remains accessible for review and modifications through the **My Matchmaking Requests** section. When ready, change the status to **Open** to begin partner selection while maintaining the ability to update details as needed.

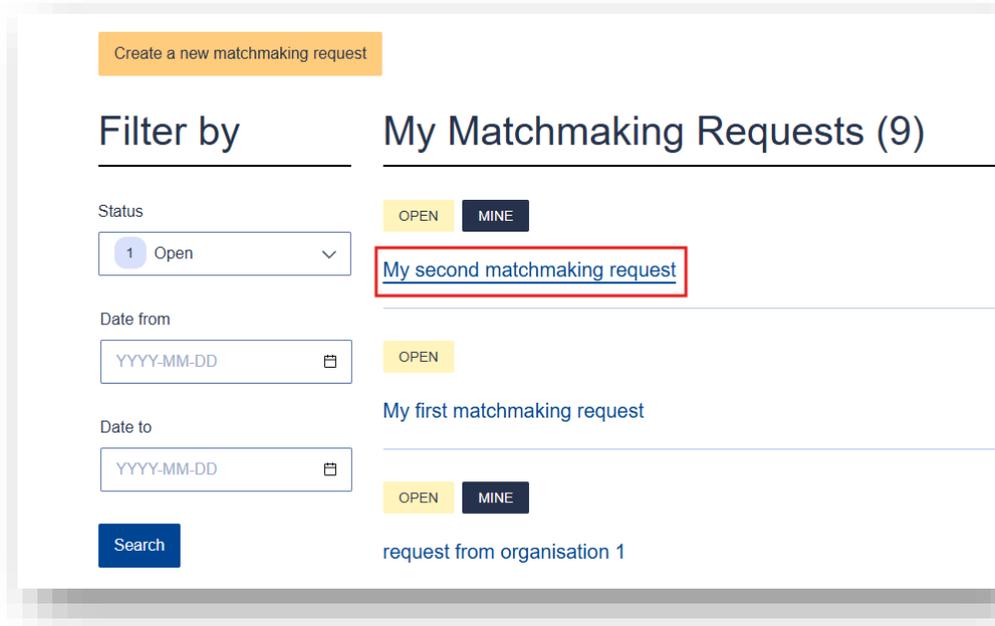
1.5 Managing Matchmaking Requests

1.5.1 Find matchmaking requests

Access the **My Matchmaking Requests** page to see all available matches.



Your own requests are marked as **Mine** while other organisational requests are displayed separately. Select any request to view its details. Only publicly available information is shown in the details.



My second matchmaking request

| | | |
|----------------|--|-----------------------|
| Current status | Change to | |
| Open | <input type="text" value="Canceled"/> | Apply |
| | <input type="text" value="Canceled"/> | |
| | <input type="text" value="Completed"/> | |

Open until

 27 December 2024

Project scope type

Production/manufacturing/supply

Medical Counter Measure type

Diagnostics

In-vitro diagnostics type

 Blood grouping
 Buffers (including lysis)

Abstract (public)

Public abstract

Abstract (private)

Private abstract

Matchmaking - Select partners

Please select potential partners.

Organisation

Country

Organisation business area

[Search](#)
[Clear filters](#)

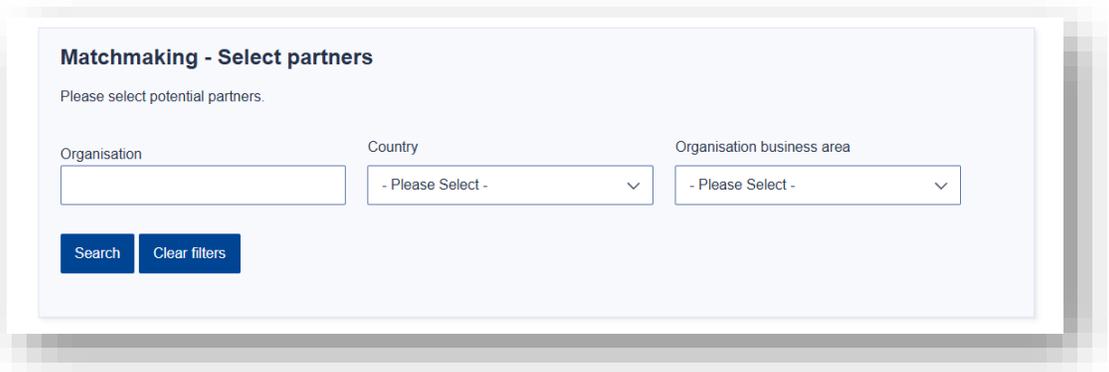
Potential partners

Send Interest Requests to potential partners, track the status of Interest Requests and View the Conversations with each Interest.

| Organisation Name | Country | Organisation Type | Interest Status | Comments | Action |
|-------------------|---------|------------------------|-----------------|-----------------|---|
| Organisation 1 | Greece | Pharmaceutical company | ACCEPTED | No new comments | View Conversation |
| Organisation 6 | | Pharmaceutical company | n/a | No new comments | Send Interest Remove |

1.5.2 Search for potential partners

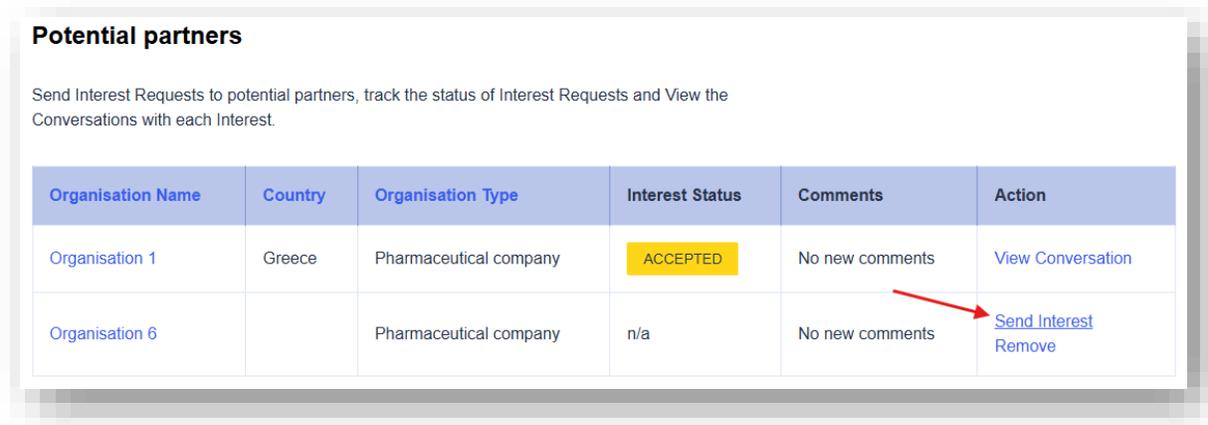
Use the **Matchmaking - Select partners** search form to retrieve organisations by entering the name, the country, and the business area of the desired organisation.



The screenshot shows a search form titled "Matchmaking - Select partners". Below the title is the instruction "Please select potential partners." The form contains three input fields: "Organisation" (a text box), "Country" (a dropdown menu with "- Please Select -" and a downward arrow), and "Organisation business area" (a dropdown menu with "- Please Select -" and a downward arrow). At the bottom of the form are two buttons: "Search" and "Clear filters".

1.5.3 Send interest request to potential partners

To express interest to potential partners, click on **Send Interest**.



The screenshot shows a table titled "Potential partners" with the instruction "Send Interest Requests to potential partners, track the status of Interest Requests and View the Conversations with each Interest." The table has six columns: Organisation Name, Country, Organisation Type, Interest Status, Comments, and Action. There are two rows of data. The first row shows "Organisation 1" from "Greece", a "Pharmaceutical company", with an "ACCEPTED" status and "View Conversation" action. The second row shows "Organisation 6", "Pharmaceutical company", with an "n/a" status and "Send Interest" and "Remove" actions. A red arrow points to the "Send Interest" link in the second row.

| Organisation Name | Country | Organisation Type | Interest Status | Comments | Action |
|-------------------|---------|------------------------|-----------------|-----------------|---|
| Organisation 1 | Greece | Pharmaceutical company | ACCEPTED | No new comments | View Conversation |
| Organisation 6 | | Pharmaceutical company | n/a | No new comments | Send Interest Remove |

Once the **Send Interest** option is clicked, the member receives a **status message** confirming that their matchmaking interest has been created. The matchmaking status changes from 'n/a' to **Pending**.

Status message

Your **matchmaking interest** has been successfully created and is now under **Pending** status.

If the request is approved, the status will change from **Pending** to **Accepted**.

Potential partners

Send Interest Requests to potential partners, track the status of Interest Requests and View the Conversations with each Interest.

| Organisation Name | Country | Organisation Type | Interest Status | Comments | Action |
|-------------------|---------|------------------------|-----------------|-----------------|-----------------------------------|
| Organisation 1 | Greece | Pharmaceutical company | ACCEPTED | No new comments | View Conversation |
| Organisation 6 | | Pharmaceutical company | PENDING | No new comments | View Conversation |

1.5.4 Manage partner interests

The platform facilitates ongoing partnership management with intuitive controls and clear visibility of matchmaking progress. You can track and respond to partnership developments while maintaining control over your organisation's collaboration opportunities.

Check the **Matchmaking Status** column to track the status of any submitted interest requests. The status will display as **Pending** when awaiting a partner's response, **Accepted** once the partner approves, and **Rejected** if declined. The **Comments** section alerts you when new messages arrive from potential partners.

To engage with a partner, go to the **Action** column and select **View Conversation**. This will open the **Partner Interest** page where messages and files can be exchanged. On this page, you can mark the partnership as **Completed** or **Withdrawn**, depending on the collaboration outcome.

Once a partner accepts your request, you can grant them access to confidential information by clicking the designated button, which will reveal private abstracts and files.

1.5.5 Accept, reject, or withdraw a matchmaking interest request

The **Request** page provides comprehensive information through the **Matchmaking Request** table, displaying requester details and current status, and relevant comments. To access the full conversation, select **View Conversation** from the **Action** column.

Potential partners

Send Interest Requests to potential partners, track the status of Interest Requests and View the Conversations with each Interest.

| Organisation Name | Country | Organisation Type | Interest Status | Comments | Action |
|-------------------|---------|------------------------|-----------------|-----------------|---|
| Organisation 1 | Greece | Pharmaceutical company | ACCEPTED | No new comments | View Conversation |
| Organisation 6 | | Pharmaceutical company | n/a | No new comments | Send Interest Remove |

The image below shows the **Matchmaking Conversation interface**, where organisations can exchange messages and attach files.

Organisation 1 (Org1) initiates an Interest to seek a partnership with Organisation 2 (Org2). While the Interest remains in pending status, Org1 can withdraw it at any time.

Org2 can view the Interest created by Org1. As long as the Interest is pending, Org2 has the option to either accept or reject it.

If Org2 accepts the Interest, the status is updated accordingly. Org2 retains the right to withdraw from the Interest at a later stage if needed.

Once Org2 has accepted the Interest, Org1 can either withdraw the Interest or mark it as completed when the collaboration or intended action has been fulfilled.

Matchmaking interest from Organisation 1 to Organisation 2

Current Status: **ACCEPTED**

Available actions
[← Go back to org1_to_org2](#)

Please change the Matchmaking Interest status to the appropriate one.

| | | | |
|----------------|-----------|--|--------------------------------------|
| Current status | Change to | | |
| Accepted | | <input type="text" value="Withdrawn"/> | <input type="button" value="Apply"/> |
| | | <input type="text" value="Withdrawn"/> | |
| | | <input type="text" value="Completed"/> | |

Allow access to confidential data

Matchmaking Conversation

+ Organisation 1 (YOU) 25 October 2024, 16:59 CEST

Reply

Attach File

No file chosen

One file only. 200 MB limit. Allowed types: txt pdf doc xls xlsx.

1.5.6 See private information of the initiator/requesting party

Access to confidential information requires explicit permission from the initiator/requesting party. Once access rights are granted, the interest status updates to **Accepted – Private**, indicating that expanded information is now visible.

1.5.7 Communicate with the initiator/requesting party

The **Matchmaking interest** page acts as a complete communication hub, allowing messages and files to be exchanged to facilitate potential collaboration.

The interest can be withdrawn from any accepted request at any time. This will revert access to public information only.

1.5.8 Special cases for the initiator/requesting party

When managing partnership dynamics, be aware that if a partner withdraws, they retain access to public information but lose their private access privileges. To re-establish a withdrawn partnership, you must first complete the current interest cycle and then initiate a new pending request to invite the partner again.