



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

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Information Management Division

Registration guide for UI and API users

Union product database for veterinary medicinal products

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1. Purpose and context

This guide serves to help web-UI (User Interface) and API (Application Programming Interface) users of the Union Product Database (UPD) to complete the registration steps necessary before accessing the system to carry out relevant data submission activities. The registration steps are independent from the UPD and are similar to those for other European Medicines Agency (EMA) systems, such as EudraVigilance Veterinary and Management Services for Substances, Products, Organisation and Referentials (SPOR) or IRIS.

The document is applicable to the users of the competent authorities (i.e. European Commission (EC), national competent authorities (NCAs)), pharmaceutical industry and general public.

2. UPD registration overview

To use the UPD restricted areas or the Public API access you will need to complete a few registration steps (Figure 1) to ensure that:

For NCA, pharmaceutical industry and general public users

1. You must have an active EMA account

As a representative of NCA, pharmaceutical industry or general public users, including persons acting on their behalf, you must register for an EMA user account in the EMA Account Management (EAM) portal, if you do not already have one (see below section 3. *EMA Account Management (EAM) and environment access*).

For NCA and pharmaceutical industry users

2. The organisation you represent must be recorded in EMA's Organisation Management Service (OMS)

All organisations of the competent authorities within the European Economic Area are listed in OMS.

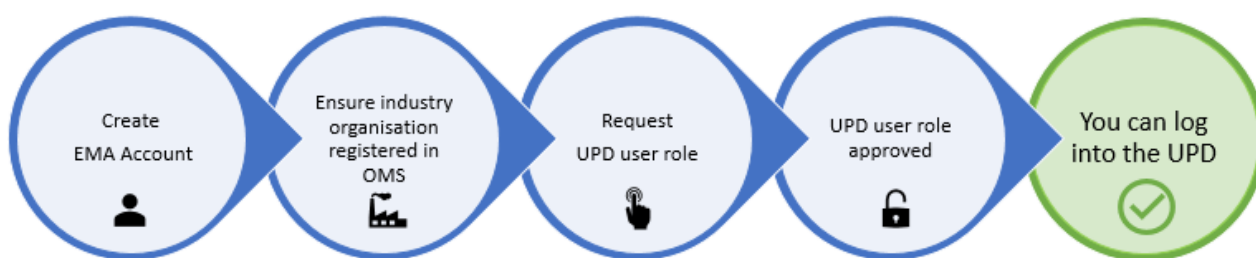
If marketing authorisation holder (MAH) that you represent does not appear in the OMS list, it will need to be included. Otherwise, you will not be able to affiliate yourself to this organisation when you submit a request for UPD access role in EAM (see below section 4. *OMS: Pharmaceutical industry organisation registration*).

*To register a new organisation in OMS may take up to **ten working days**.*

3. You have the appropriate UPD user role and affiliation to an organisation

You will need to submit a request for an UPD access role in EAM. While approval of the UPD user roles is carried out by super users nominated by the competent authorities and pharmaceutical industry organisations, the approval of the first "Super User" is performed by EMA and may take up to **two working days**.

Figure 1: UPD registration overview



3. EMA Account Management (EAM) and environment access

[EMA Account Management \(EAM\)](#) is the online gateway for managing access to EMA applications. You need to have an account in EAM first, which will then enable you to request access to various EMA applications.

The EMA Account Management platform has two environments:

- [Production](#): used to request access to live EMA systems. If you need to sign up with EAM, please self-register on the Production environment.
- [Test](#): used to request access to UAT environments of EMA systems. This environment does not have the provision to self-register. Your Production user credentials are automatically activated in the Test environment.

For guidance on the self-registration process please refer to this resource ([link](#))

Competent Authorities **must raise access requests within each EAM environment separately** because access rights in **UPD** are environment specific. Other users (pharmaceutical industry and general public) can request access only to the production environment:

- To access **the UPD UAT environment (UI Portal and API)**, you must request access through the [EAM test environment](#).
- To access **the UPD production environment (UI Portal and API)**, you must request access through the [EAM production environment](#).

All the sections in this document apply to both environments. The EAM test and UPD UAT environments are full replicas of the production setup, designed to help users learn and practice using EMA platforms without impacting live access or regulatory data.

For further guidance you can also access the [FAQ and EMA Account Management Checklist](#).

4. OMS: Pharmaceutical industry organisation registration

As a marketing authorisation holder you will need to ensure that the organisation on whose behalf you will be acting is listed in EMA's [Organisation Management Service \(OMS\)](#). This is needed for you to be able to request a UPD access role via EAM.

There are two ways you can check if your MAH organisation is listed in OMS:

1. Look up your MAH organisation in [OMS](#) (please note this webpage does not work with Internet Explorer and no log-in is required to perform the organisation search). For further information on how to search, please check the OMS Web User Manual available on the SPOR Organisations web

page ([link](#)). We recommend you take note of the organisation ID as it reduces the search results in the EAM when you are requesting a role.

2. Look up your MAH organisation in the EMA Account Management portal while submitting a request for a UPD user role (see above section 3. *EMA Account Management (EAM) and environment access*).

If the organisation appears in the OMS list, this means that it is already registered and will appear on the drop-down list when requesting your UPD access role in the EMA Account Management portal.

4.1. Create a new organisation

If your MAH organisation cannot be found in OMS, you will need to request the creation of the organisation. Please follow the guidance provided in the document "A6 – *Alternative access solution*" that is available in the Documents section of the SPOR Organisations web page ([link](#)).

4.2. Update organisation information

Users may request changes to their organisation data in OMS using the guidance provided in the document "A6 – *Alternative access solution*" that is available in the Documents section of the SPOR Organisations web page ([link](#)).

The first step is to search for and view the full details of an organisation and its locations in OMS. If the users:

- find the organisation but not its location, they can ask to add a new location to the organisation;
- find both the organisation and its location, but either of these are not up to date, they can ask to update the organisation and/or location data;
- find the organisation with an active status but the location with an inactive status, they can ask to update the organisation data or add new locations.

The first "**SPOR Super User**" for each organisation will be approved by EMA. Therefore, consider extra time to submit the request with the required documentation and allow up to **two working days** for EMA to approve it.

4.3. OMS change requests supporting documentation

All change requests must be accompanied by relevant supporting documents or information as described in the document "*E – OMS Change Requests*" available on the SPOR Organisations web page ([link](#)).

The standard change request to register a new organisation or update the organisation data can take from **five to ten working days** to be processed.

5. Access to UPD

5.1. Access roles and permissions

To use the UPD, you need to have been granted at least one of the below described **UPD user roles** affiliated to the organisation on whose behalf you will be acting.

The overview of the UPD user roles and permissions is detailed in the table below:

Overview of the UPD user roles and permissions

	UPD CA Super User	UPD CA Edit/Search/View	UPD CA Search/View	UPD Industry Super User	UPD Industry Edit/Search/View	UPD Industry Search/View	UPD General Public
Manage users in EAM	✓			✓			
Create/submit data	✓	✓		✓ ¹³	✓ ¹³		
Update data	✓	✓		✓ ¹²	✓ ¹²		
Nullify data	✓	✓					
Search/View/Export data	✓	✓	✓	✓ ¹	✓ ¹	✓ ¹	
Record variations not requiring assessment				✓ ¹	✓ ¹		
Approve/Reject variations not requiring assessment	✓	✓					
Connect to UPD API	✓			✓			✓
Email Configuration	✓			✓			

¹ Own products only

² For marketing authorisation status and availability status only

³ For volumes of sales, date of placing on the market and provision of 3rd country names only

Please note the following:

- Only the first request for an 'UPD CA Super User' and 'UPD Industry Super User' role is evaluated and granted by EMA. All subsequent requests are '**Approved**' or '**Rejected**' by the first 'UPD CA Super User' or 'UPD Industry Super User' of the organisation, whether for one of the other roles listed above or for another 'Super User' role. If nobody has a 'Super User' role in your MAH organisation, any requests for the other roles will be automatically rejected by the EMA Account Management system.
- If you have requested either competent authority or industry '**Edit/Search/View**' or '**Search/View**' role/affiliation, the approver will be the '**Super User**' from the organisation you selected in your request, not EMA.
- EMA recommends having at least two contacts per organisation with the 'Super User' role, to ensure that user role requests are not delayed in the event of absences or staff mobility.
- When a subsequent request is made for one of the user roles, the 'UPD CA Super User' or 'UPD Industry Super User' for the organisation to which you are requesting affiliation will be notified automatically by email and the 'Super User' will carry out the review and approval of your affiliation request.
- After approval, **it takes a minimum of 4 hours for the user role to be assigned.**
IMPORTANT: Please do not try to login with the new credentials before minimum 4 hours have passed. This is due to the need for applications to synchronise the new user role. Logging before synchronisation has completed will result in the new account being locked out for 24 hours. If access issues persist after 24 hours have passed, please report it via the [Agency's Service Desk portal](#)

- It is possible for a single user to be affiliated to multiple organisations, whether the organisations are related or not.
- There are no limitations to the number of “**Super Users**”, nor to the number of users with either “**Edit/Search/View**” or “**Search/View**” role, an organisation may have.

For detailed guidance on the process within EAM to request access to organisations and specific roles, please refer to this resource ([link](#))

5.1.1. Competent authorities (CA)

The following roles and accesses are implemented in both the UAT and the Production environment (see above section 3. *EMA Account Management (EAM) and environment access*). The roles and accesses (including API credentials) are independent per environment. Rights are granted per environment and API credentials are generated per environment as well. The instructions to request and assign the roles apply equally to both environments. We recommend performing exploratory work in UAT, avoiding potential unwanted changes on the Production data.

1. UPD - CA Super User

You should request this role if you work for an organisation acting as a regulatory authority (i.e. EC, NCA) and intend to manage (approve/reject/revoke) access to UPD for users acting on behalf of your organisation.

Only the first request for an “UPD CA Super User” role is evaluated and granted by EMA, and you will need to attach a signed “Nomination Letter”.

This role will give you full access (Edit/Search/View) to UPD and also allow you to access the EAM to administrate (approve/reject) access rights for new and existing users of your organisation.

Please refer to the EMA Account Management [User Administrator Guide](#) to find more information on the responsibilities of a ‘Super User’ and how the EMA Account Management system helps to fulfil them.

Only the ‘Super User’ can request API access if the organisation wishes to use API services.

2. UPD - CA Edit/Search/View

You should request this role if you work for an organisation acting as a regulatory authority (i.e. EC, NCA) and intend to use UPD to manage (create/update) data on veterinary medicinal products and approve/reject variations not requiring assessment that fall under your responsibility.

This role will be approved by the ‘Super User’ of the organisation you represent.

3. UPD - CA Search/View

You should request this role if you work for an organisation acting as a regulatory authority (i.e. EC, NCA) and intend to use UPD to only read and export data on veterinary medicinal products.

This role will be approved by the ‘Super User’ of the organisation you represent.

4. UPD – API

For Competent authorities there are three different APIs and each provides access to different type of data:

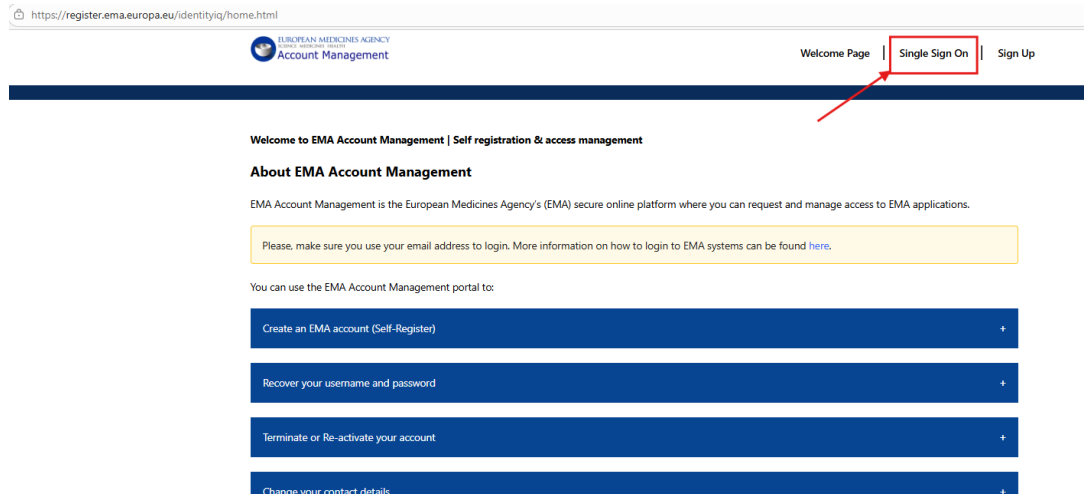
- 1) API for UPD Products/Procedures;
- 2) API for UPD VNRA (variations not requiring assessment);

3) API for VoS (volume of sales).

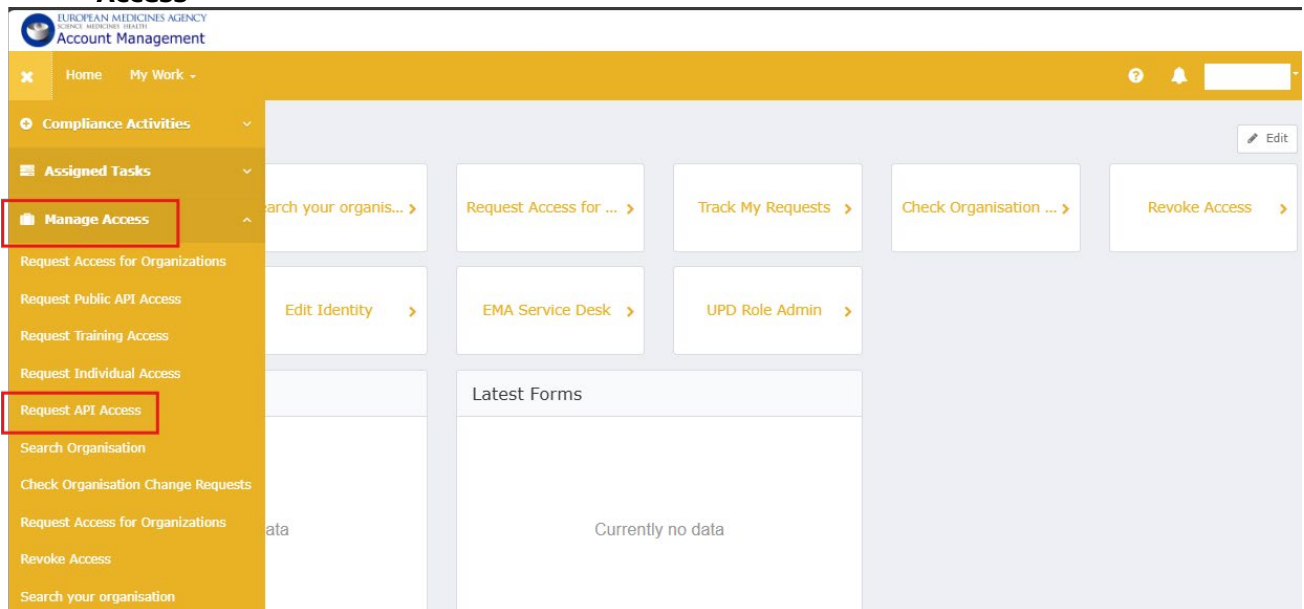
All three APIs require authentication and authorisation via a valid Bearer Token to use each endpoint. You should request the API role if you intend to use the UPD API services. **This role must be requested by the 'Super user' of your organisation and will be approved by EMA.**

- Go to [EAM test environment](#) or [EAM production environment](#) and sign-in with your email address

NOTE: Please use your organisation's email address that you used to register with EAM and **not** your EMA user (xyz@id.ema.europa.eu)



- Once successfully signed in, in the menu bar, select **Manage Access** and then **Request API Access**



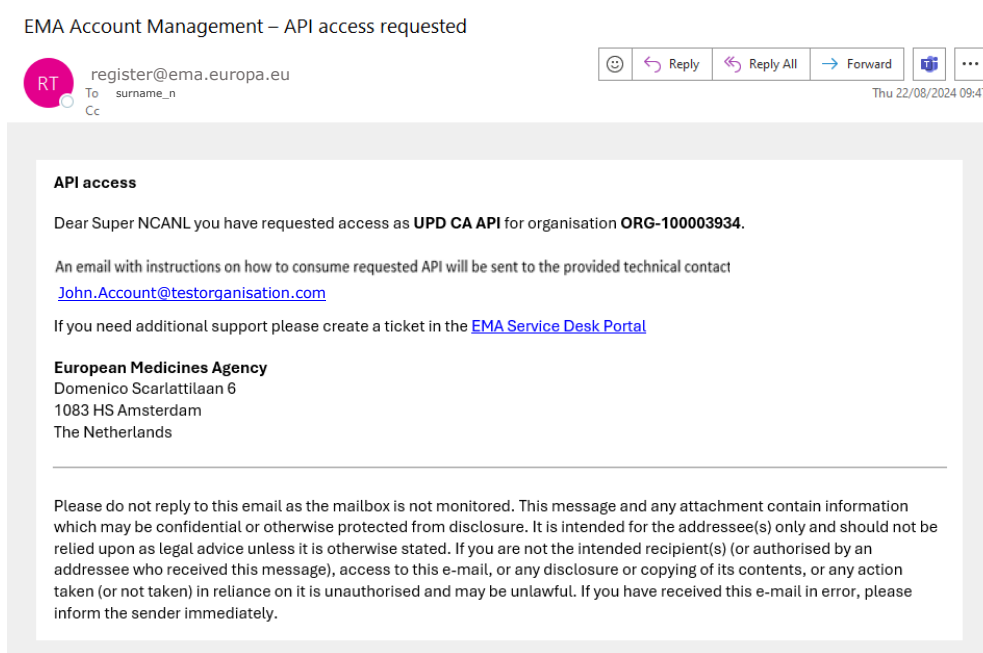
- Read the EMA API Terms and conditions and Accept them by **ticking the box of user agreement** and click **Next**

- **Select Application:** UPD
- **Select** your **Organisation** using the drop-down menu
- **Provide API technical contact email address** (this email address will be used to send notifications **about the API account including the initial notification with Client ID and 'secret'**). **The API technical contact email address** can be the same email address associated with your EMA account.
- **Select the right API role** using the drop-down menu:
 - For competent authorities: UPD CA API

Click Request API Access

- If you received a request summary, click OK to continue.

- You will receive an email with a notification of your request for API access when the request has been approved.



- When the access is granted and processed you receive a second email UPD App Registration Request Processed containing the following information necessary to access UPD API:

- Client ID
- Client Secret
- OAuth2 Token Endpoint
- Scope

Users shall take into consideration the following aspects:

- The protocol supported is OAuth2 Client Credentials flow.
- Registered users upon accessing UPD API can connect their internal system and access product data based on the need.
- The API Client Credentials are generated only upon request by the Super Users. If non-Super Users from the same Organisation wish to access UPD API should either:
 - use the same set of credentials, OR
 - should set up the access into their internal system to meet their needs.
- Only one set of credentials is generated per Super User. The credentials will only be sent by email once after the request has taken place. Please store the credentials in a secure place. If the organisation needs more than one set of credentials, it will be necessary to onboard another 'Super User' that will have to follow the same steps and will receive a newly generated, independent, set of credentials.
- After any undesirable event regarding the credentials (lose, leak, non-delivery, etc.) please contact us via the [Agency's Service Desk portal](#).

- The [UPD Access Policy](#) – Annex A provides clarification on the level of accessibility per stakeholder group and UPD data element.

See an example below on the content included in the email generated by the system upon completion of the registration in EAM:

SUBJECT: UPD API Registration Details

Dear Sir/Madam,

Please find below the details of your registration with the UPD API.

OAuth2 Properties

Property	Value
Token URL	POST https://login.microsoftonline.com/4efbf65c-4a81-4f2d-835a-e8630de67663/oauth2/v2.0/token
Client Id	e1e68a03-6b1f-47d1-a158-...
Client Secret	pKZ8O...
Scope	api://euema...
Expiration date	09/03/2027 08:01:55

IMPORTANT: Please take note of the expiration date and raise an [EMA Service Desk](#) request to renew the credentials before expiration.

Reference Information

Property	Value
User	your.user.id@id.ema.europa.eu
Object Id	8e379c2a-1385-409a-a22c-a467c79e643a
Display Name	spor-apim-s2s-client...
Key Id	39ece8a8-7c7a-41a0-b63c-3220410926ff

For any issues please open an [EMA Service Desk](#) request and quote the Reference Information.

Kind regards,
SPOR / UPD Team

5.1.2. Pharmaceutical industry

MAHs shall nominate the users that may acquire the following roles and accesses **only for the Production environment** (see above section 3. *EMA Account Management (EAM) and environment access*), for both the UPD UI Portal and API service.

1. UPD - Industry Super User

You should request this role if you intend to manage (approve/reject/revoke) access to UPD for colleagues of the organisation(s) you are affiliated to. Only the first request for an "UPD Industry Super User" role is evaluated and granted by EMA and you will need to attach a completed and signed copy of the "[Affiliation Template Letter](#)", as proof of authority to represent the organisation, available on the [User Administrator Guide](#) web page.

This role will give you full access (Edit/Search/View) to UPD and also allow you to access the EAM to administrate (approve/reject) access rights for new and existing users of your organisation.

Please refer to the EMA Account Management [User Administrator Guide](#) to find more information on how to submit a request for the first 'Super User' role as well as what are the responsibilities of a 'Super User' and how the EMA Account Management system helps to fulfil them.

2. UPD - Industry Edit/Search/View

You should request this role if you intend to update your MAH organisation's veterinary medicinal product data and record variations not requiring assessment in UPD.

This role will be approved by the 'Industry Super User' of the organisation you represent.

3. UPD - Industry Search/View

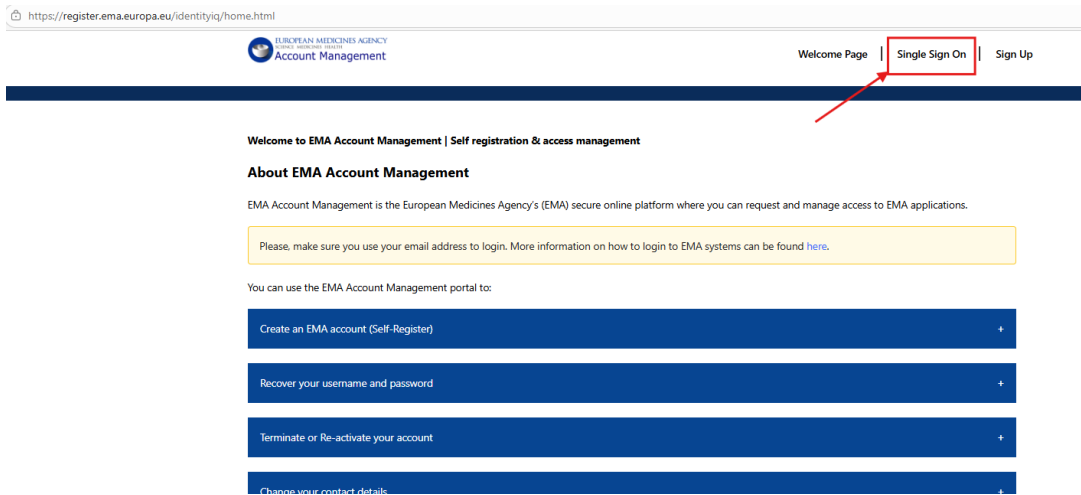
You should request this role if you intend to use UPD to only read and export data on veterinary medicinal products of the organisation you represent. This role will be approved by the 'Industry Super User' of the organisation you represent.

4. UPD – API

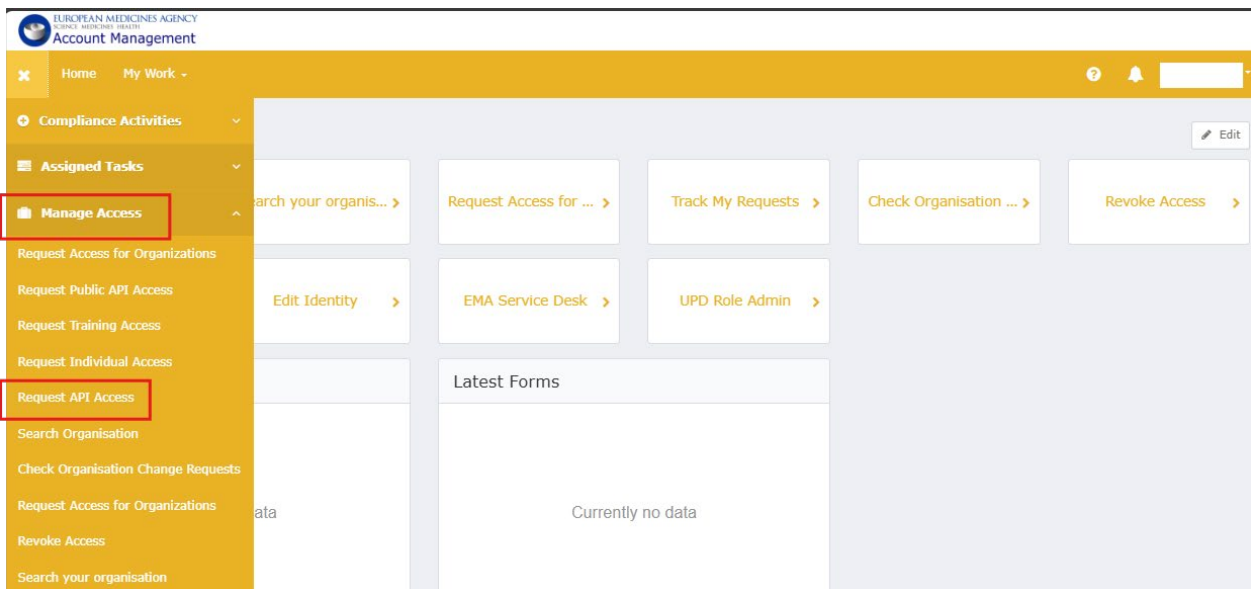
You should request the API role if you intend to use the UPD API services. **This role must be requested by the 'Industry Super user' of your organisation and will be approved by EMA.**

Go to [EAM production environment](#) and sign-in with your email address.

NOTE: Please use your organisation's email address that you used to register with EAM and **not** your EMA user (xyz@id.ema.europa.eu)



- Once successfully signed in, in the menu bar, select **Manage Access** and then **Request API Access**



- Read the EMA API Terms and conditions and Accept them by **ticking the box of user agreement** and click **Next**

EMA - API Approve ToC

EMA API Terms and conditions

The use of EMA API is subject of specific Terms and Conditions available at EMA's [API General Terms and Conditions of Use \(Terms of Use\)](#). Please check the user agreement below to acknowledge that you have read and understood EMA API Terms and conditions.

User agreement

By checking the User Agreement, you acknowledge that you have read and understood EMA API Terms and conditions

Cancel Next

- **Select Application:** UPD
- **Select your Organisation** using the drop-down menu
- **Provide API technical contact email address** (this email address will be used to send notifications about the API account including the initial notification with Client ID and 'secret'). The **API technical contact email address** can be the same email address associated with your EMA account.
- **Select the right API role** using the drop-down menu
- For industry: UPD industry API
- **Click Request API Access**

Request API access

How to

Please see the instructions below on how to request API access.

Once the request is processed an email will be sent to **API Technical contact email** containing the Application ID, the Client Credentials and instructions on how to consume the API. Please remember to rotate the client credentials before their expiration.

1. Select your Application *

UPD

2. Select Organisation *

ORG-100032441 - Achilles - testcompany

In case you cannot find your organisation in the list, please verify that you have an User Admin role for it

3. Provide an API Technical contact email *

John.Account@testorganisation.com

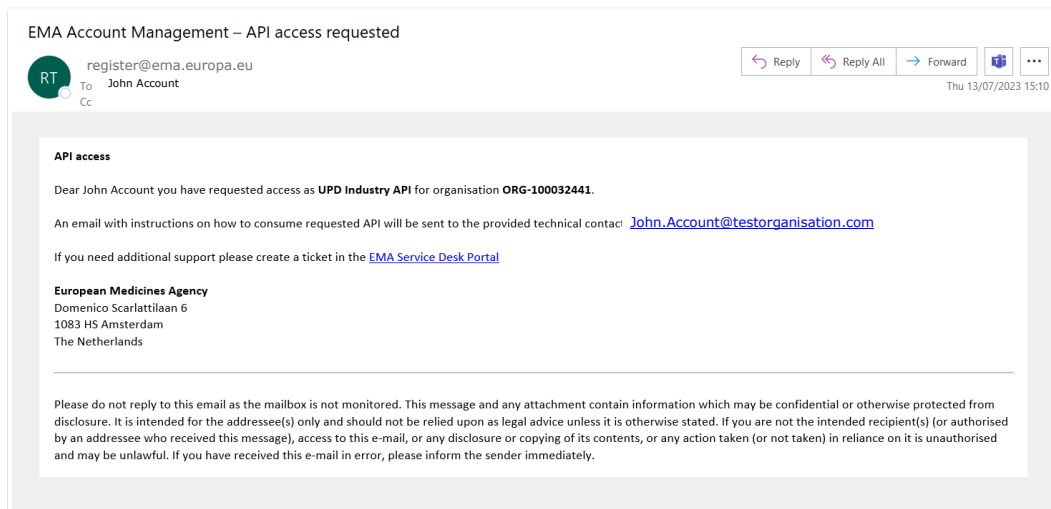
Email that will be used to send notification about the API account including the initial notification with Client ID and Secret

4. Select the right API role *

UPD Industry API

Cancel Request API Access

- If you received a request summary, click OK to continue.
- You will receive an email with a notification of your request for API access when the request has been approved.



- When the access is granted and processed you receive a second email UPD App Registration Request Processed containing the following information necessary to access UPD API:

- Client ID
- Client Secret
- OAuth2 Token Endpoint
- Scope

Users shall take into consideration the following aspects:

- The protocol supported is OAuth2 Client Credentials flow.
- Registered users upon accessing UPD API can connect their internal system and access product data based on the need.
- The API Client Credentials are generated only upon request by the Super Users. If non-Super Users from the same Organisation wish to access UPD API should either:
 - use the same set of credentials, OR
 - should set up the access into their internal system to meet their needs.
- After any undesirable event regarding the credentials (lose, leak, non-delivery, etc.) please contact us via the [Agency's Service Desk portal](#).
- The [UPD Access Policy](#) – Annex A provides clarification on the level of accessibility per stakeholder group and UPD data element.

See an example below on the content included in the email generated by the system upon completion of the registration in EAM:

SUBJECT: UPD API Registration Details

Dear Sir/Madam,

Please find below the details of your registration with the UPD API.

OAuth2 Properties

Property	Value
Token URL	POST https://login.microsoftonline.com/4efbf65c-4a81-4f2d-835a-e8630de67663/oauth2/v2.0/token
Client Id	e1e68a03-6b1f-47d1-a158-...
Client Secret	pKZ8O...
Scope	api://euema...
Expiration date	09/03/2027 08:01:55

IMPORTANT: Please take note of the expiration date and raise an [EMA Service Desk](#) request to renew the credentials before expiration.

Reference Information

Property	Value
User	your.user.id@id.ema.europa.eu
Object Id	8e379c2a-1385-409a-a22c-a467c79e643a
Display Name	spor-apim-s2s-client...
Key Id	39ece8a8-7c7a-41a0-b63c-3220410926ff

For any issues please open an [EMA Service Desk](#) request and quote the Reference Information.

Kind regards,

SPOR / UPD Team

5.1.3. General Public

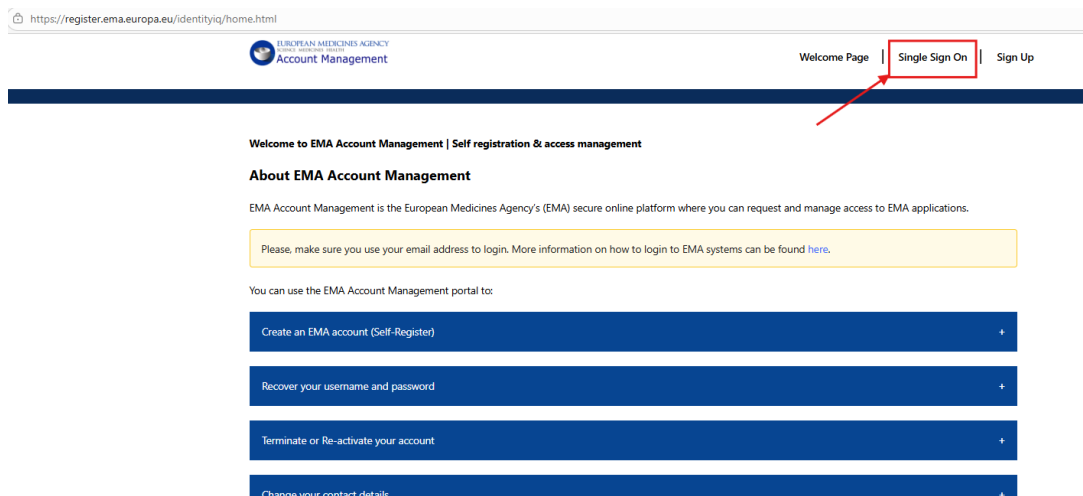
1. UPD – API

Firstly, you must register for an EMA user account in the EMA Account Management (EAM) portal, if you do not already have one (see above section 3. *EMA Account Management (EAM) and environment access*).

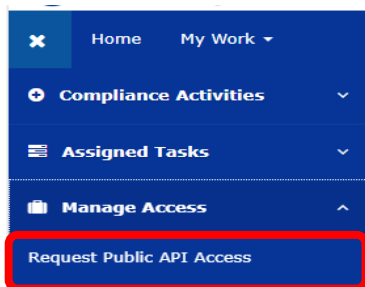
Secondly, you should request the API role if you intend to use the UPD API services.

- Go to [EAM production environment](#) and log-in with your email address.

NOTE: Please use the email address that you used to register with EAM and **not** your EMA user (xyz@id.ema.europa.eu)



- In the menu bar, select **Manage Access** and then **Request Public API Access**



- Read the EMA API Terms and conditions and Accept them by **ticking the box of user agreement** and click **Next**

EMA - API Approve ToC

EMA API Terms and conditions

The use of EMA API is subject of specific Terms and Conditions available at [EMA's API General Terms and Conditions of Use \(Terms of Use\)](#). Please check the user agreement below to acknowledge that you have read and understood EMA API Terms and conditions.

User agreement

By checking the User Agreement, you acknowledge that you have read and understood EMA API Terms and conditions

Cancel Next

➤ **Provide an API technical contact email address** (this email address will be used to send notifications about the API account including the initial notification with Client ID and 'secret'). The **API technical contact email address** can be the same email address associated with your EMA account.

➤ **Click Request API Access**

Request API access

How to

Please see the instructions below on how to request API access.

Once the request is processed an email will be sent to **API Technical contact email** containing the Application ID, the Client Credentials and instructions on how to consume the API. Please remember to rotate the client credentials before their expiration.

Provide an API Technical contact email *

Email that will be used to send notification about the API account including the initial notification with Client ID and Secret

Cancel Request API Access

- If you received a request summary, click OK to continue.
- You will receive an email with a notification of your request for API access when the request has been approved.

API access

Dear Surname_n you have requested **public api** access.

An email with instructions on how to consume requested API will be sent to the provided technical contact John.Account@testorganisation.com

If you need additional support please create a ticket in the [EMA Service Desk Portal](#)

European Medicines Agency
 Domenico Scarlattilaan 6
 1083 HS Amsterdam
 The Netherlands

Please do not reply to this email as the mailbox is not monitored. This message and any attachment contain information which may be confidential or otherwise protected from disclosure. It is intended for the addressee(s) only and should not be relied upon as legal advice unless it is otherwise stated. If you are not the intended recipient(s) (or authorised by an addressee who received this message), access to this e-mail, or any disclosure or copying of its contents, or any action taken (or not taken) in reliance on it is unauthorised and may be unlawful. If you have received this e-mail in error, please inform the sender immediately.

➤ When the access is granted and processed you receive a second email UPD App Registration Request Processed containing the following information necessary to access UPD API:

- Client ID
- Client Secret

- OAuth2 Token Endpoint
- Scope

Users shall take into consideration the following aspects:

- The protocol supported is OAuth2 Client Credentials flow.
- Registered users upon accessing UPD API can connect their internal system and access product data based on the need.
- The [UPD Access Policy](#) – Annex A provides clarification on the level of accessibility per stakeholder group and UPD data element.

See an example below on the content included in the email generated by the system upon completion of the registration in EAM:

SUBJECT: UPD API Registration Details

Dear Sir/Madam,

Please find below the details of your registration with the UPD API.

OAuth2 Properties

Property	Value
Token URL	POST https://login.microsoftonline.com/4efbf65c-4a81-4f2d-835a-e8630de67663/oauth2/v2.0/token
Client Id	e1e68a03-6b1f-47d1-a158-...
Client Secret	pKZ80...
Scope	api://euema...
Expiration date	09/03/2027 08:01:55

IMPORTANT: Please take note of the expiration date and raise an [EMA Service Desk](#) request to renew the credentials before expiration.

Reference Information

Property	Value
User	your.user.id@id.ema.europa.eu
Object Id	8e379c2a-1385-409a-a22c-a467c79e643a
Display Name	spor-apim-s2s-client...
Key Id	39ece8a8-7c7a-41a0-b63c-3220410926ff

For any issues please open an [EMA Service Desk](#) request and quote the Reference Information.

Kind regards,
SPOR / UPD Team

5.2. Request UPD user role for Competent authorities and Pharmaceutical industry

As explained above in section 2. *UPD registration overview* before you can request the necessary role/affiliation to perform relevant activities in the UPD, there are four pre-requisites:

1. You need to have an active EMA user account (see above section 3. *EMA Account Management (EAM) and environment access*).
2. The organisation on whose behalf you will be carrying out UPD activities must be registered in OMS
3. The affiliation to a given Industry organisation gives access to the data of all products for which the company is MAH and allows a user with 'Edit/Search/View' rights to perform any type of action in the UPD. UPD access rights cannot be set up on a product basis and also not on an action-type basis (such as submit variations not requiring assessment or maintain availability information).

For example, you could be employed by a consultancy company A, but requesting access as 'UPD Industry Edit/Search/View user' to submit a variation on behalf of MAH B. In this case, you would need to request affiliation to MAH B.

A single UPD user can request affiliation to more than one organisation. For example, a user who works for a consultancy company may request to be affiliated with one or more pharmaceutical companies.

This will allow the consultant to perform relevant activities on behalf of a pharmaceutical company.

4. At least one '**Super User**' has been set up for this organisation (otherwise, your role request will be automatically rejected).

Once the four prerequisites above are in place, you can request an UPD user role by referring to the dedicated page on how to [request user access](#) in the EMA Account Management portal.

6. Log-in into UPD for Competent authorities and Pharmaceutical industry

After you have been notified that your UPD user access role/affiliation has been granted, you may need to wait approximately 30 minutes before accessing the UPD. This is because the EMA Account Management system and the UPD are synchronised about every 20 minutes.

To access the UPD:

1. After having been notified that your UPD user role has been approved, wait for half an hour to allow time for the synchronisation process mentioned above to be completed;
2. Go to the UPD portal (upd-portal-prod.azurewebsites.net);
3. Click "**Sign In**" and follow the steps on the screen;
4. If you encounter any issue with your access to UPD please refer to the guidance documentation in the [EAM production environment](#).

7. Renewal of API credentials

This section is only applicable to **UPD CA Super Users and UPD Industry Super Users who applied to use the UPD API** (see above sections 5.1.1.4 or 5.1.2.4, respectively).

Note: If your organisation does not use a UPD API, the below renewal process is not relevant to you and no further actions are need from Super Users.

The UPD API "Client Secret" **expires every 2 years**. If the credential is not renewed before expiry, **the integration will stop working**, though the user account itself will remain active. The expiration date is documented in the "UPD API Registration Details" email that you received upon completion of the registration process in the EMA Account Management Portal.

7.1. Steps for UPD API credential renewal

1. **Go to [EMA Service Desk](#)**. From the top-left menu, select "IT-> Generic-> Ask a Question-> Request for information", then complete the form.
2. In the **Subject**, enter "UPD API OAuth2 Client Secret renewal".
3. In the **Service** field, enter "Union Product Database".
4. In the **Service Offering** field, select UPD API PROD or UPD API UAT, depending on which environment the Client ID is linked to. **Note that the UPD API UAT service offering is only relevant for UPD CA Super Users.**
5. In the **Description** field, include the **Client ID** from your original registration email.
6. **Submit** the form.

The Service Desk team will then proceed with generating a new Client Secret for your Client ID. This information will be shared with the technical contact associated with the Client ID.

Request for Information
Request information or ask questions about Information Management

Use this service to request information.

*** Indicate required information**

*** Raise this request on behalf of**
[User Name]

*** Subject**
[Text Field]

*** Service**
[Dropdown Menu]

*** Service Offering**
[Dropdown Menu]

*** Description**
[Text Field]

Dear ServiceDesk User,
When raising a ticket with the ServiceDesk, we advise you **NOT** to include attachments that contain:

- Special categories of personal data
- Confidential information

Please read the [Terms of use](#).

In order to add an attachment please indicate that you agree to the Terms of Use

Add attachments

Required information
 Subject Service
 Service Offering Description

7.2. Best practice recommendations

- Please **review the expiry date of your credentials for each environment** (i.e. PROD and UAT, if applicable) separately, as access rights in UPD are environment-specific.
- Initiate the renewal process for each environment separately **at least one month before expiry** to avoid any disruption.
- If the expiry notification email is not available, raise a ticket via [EMA Service Desk](#) to request confirmation of the credentials' expiry date, including the Client ID. The request form indicated in the previous section may be used for this purpose.
- **Regularly review the list of Super Users** to ensure it is up to date; remove users who have left the organisation and ensure at **least two active Super Users** exist.