World Health Organization

WHO PERFORMANCE, QUALITY & SAFETY

WHO Immunization Devices Prequalification

ePQS FREQUENTLY ASKED QUESTIONS & TROUBLESHOOTING

Applicants & Prequalification-holders

December 2025

INTRODUCTION

WHO Immunization Devices prequalification launched the new WHO e-prequalification (ePQS) platform, a Salesforce application, in late summer 2025. By December, nearly 50 applications have been submitted and begun their journey to prequalification through the system.

This frequently asked questions (FAQs) and troubleshooting guide is a summary of the common questions, issues and challenges that new applicants and prequalification-holders have faced to date using ePQS, and practical guidance on how to resolve them.

Beyond this FAQ, ongoing one-on-one support remains available to all applicants and ePQS users. Please contact the IMD team's ePQS SPOC: huckerbyg@who.int.

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FREQUENTLY ASKED QUESTIONS

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Part 1:
FREQUENTLY ASKED QUESTIONS (FAQs)

REGISTRATION & LOGIN

1. **How / where can I view my prequalified products' data?**

   All prequalification-holders of WHO immunization devices can always view their product data on the IMD website, in the Catalogue of prequalified immunization devices, which is the resource used by national immunization programmes and procurement agencies to select and procure WHO-prequalified products. This data is extracted from the ePQS records and updated continuously. It is not necessary to register with ePQS to (just) view or review your product data.

   However, if you need to revise or change any of the product details or specification data, or if you wish to submit a new application for prequalification, you will need to register in ePQS.

2. **When and why do I need to register in WHO ePQS?**

   Immunization device WHO prequalification-holders only need to register for ePQS to:
   - Submit a new application for prequalification, or
   - Request an edit to the account (organization) information as displayed on their product sheets in the WHO IMD Catalogue, or
   - Request an edit to the prequalified product information as displayed on their product sheets in the WHO IMD Catalogue.

   In the course of 2026, all post-prequalification product variations will also be processed via ePQS. WHO IMD will notify all PQ-holders when that change takes place.

3. **How do I complete the WHO ePQS registration form?**

   The registration form has four sections. As a prequalification-holder or new product applicant, you need to complete **Section 1** (New user declaration), **Section 3** (New contact record) **and Section 4** (New account record). Please complete fields as comprehensibly as possible.

   Submit the registration form to vaccprequalification@who.int, with the IMD team in copy: huckerbyg@who.int, gobinai@who.int, mallinsp@who.int and lgoodwin@who.int.

4. **Do I need to attach any additional documentation to the registration form?**

   Yes. You are required to submit an appropriate cover letter as evidence of your permission to request registration. Typically this is a company-headed letter that notes your name and job role at the company, and your responsibility for managing WHO prequalified products or applications.

5. **Section 4 of the registration form, "Other information" ask for our "Parent account / Organization UID number". What is this?**

   If you have previously registered (and have ePQS access to) an organizational account which will serve as the "parent" account of the organization you are newly registering, please include the Organization UID of the Parent account, as found in the ePQS Account record: "Account information" section.

   If this does not apply to you, leave this field blank on the registration form.

6. **After I submit the registration form, what is the process to be registered and how long will it take until I receive my login information?**

   Once the IMD team receives your registration form, the IMD team Data Warden(s) will immediately review for completeness. They will review and update your ePQS account and contact information in ePQS, compared to the information you provide in registration form.

   Once this review of your registration form and account/contact details is complete, the IMD Data Warden will request the WHO ePQS administrators to provision your ePQS account. This step takes approximately one to three (business) days.

   Once your account has been provisioned, you will receive email notification in two ways:
   - You will receive an email directly **from Microsoft on behalf of WHO**, notifying you of your provisioning, communicating your login instructions and inviting you to access the portal. This email is confidential (the ePQS administrators and IMD Data Wardens do not have access to this information).
   - You will also receive an email from awukuk@who.int with the subject heading "*ePQS login instructions*" and with the content "*Your contact has been provisioned as an ePQS Portal user, so you should now be able to log in to the ePQS portal. An email has been sent to the email address you provided on the external user request form you completed. The email contains an invitation link to access the portal. Please follow the attached instructions to complete the login process*". **If you have not received the Microsoft email by this time, please verify your spam/junk email folders and/or check with your local IT support that your local server is not blocking external emails from Microsoft.**

   The IMD team's ePQS SPOC, huckerbyg@who.int, will immediate follow-up to the email from awukuk@who.int with a message containing a link to the complete ePQS application and user guidance and important information to ensure your application runs smoothly.

7. **How do I log in to WHO ePQS once I have received my login information?**

   Your confidential login credentials will be sent to you by email directly from Microsoft on behalf of WHO. Please see question #6 above. Once you receive your login credentials, navigate to the main WHO ePQS login site and enter your credentials: https://who.my.site.com/ePQS/s/login/

   For specific login issues you may encounter, please see ***Troubleshooting #1*** below.

8. **Can I access ePQS using a colleague's ePQS account?**

   It is technically possible to access the account of a colleague who is registered and provisioned in ePQS, by sharing/using their login credentials. You also always have the option to register that colleague independently.

9. **Can I access other organization's accounts in ePQS?**

   Yes, the IMD team's ePQS Data Wardens can create "account relationships" in ePQS whereby (a) user(s) can gain access to view another organisation's product records. If you require such access please provide the WHO IMD team with valid documentation of either the legal relationship with, or agreement from the organization (company) in question.

ePQS NAVIGATION & USE

10. **What WHO immunization devices processes take place on ePQS?**

    As of summer 2025, WHO IMD only accepts new applications for prequalification via the WHO ePQS platform. This includes any prequalification-related inspections.

    During the course of 2026, WHO IMD will move to using ePQS for processing post-prequalification product variations (product changes). PQ-holders will be informed and provided guidance at that time.

    The IMD Annual Review of prequalified products remains, in 2026, by email and separate from the ePQS platform. PQ-holders will be contacted in January of 2026 to initiate the annual review process.

11. **How do I edit my organization or contact account information?**

    As an external user, you cannot directly edit your organization or contact account information in ePQS. On your ePQS homepage, you will find a specific **form to download** and complete with your required changes. Return the form by email to epqs@who.int and copy the IMD team huckerbyg@who.int, gobinai@who.int, mallinsp@who.int and lgoodwin@who.int.

12. How do I edit my product data (contained in the product data sheet published in the WHO Immunization Devices product catalogue)?

Until WHO IMD launches the ePQS post-prequalification Wizard later in 2026, please submit your product data change requirements using the category-specific feedback form and returning it to the IMD team huckerbyg@who.int, gobinai@who.int, mallinsp@who.int and lgoodwin@who.int.

IMD-PQS Product Data Sheet feedback form E001
IMD-PQS Product Data Sheet feedback form E002
IMD-PQS Product Data Sheet feedback form E003
IMD-PQS Product Data Sheet feedback form E004
IMD-PQS Product Data Sheet feedback form E005
IMD-PQS Product Data Sheet feedback form E006
IMD-PQS Product Data Sheet feedback form E007 EHC
IMD-PQS Product Data Sheet feedback form E007 VS
IMD-PQS Product Data Sheet feedback form E008
IMD-PQS Product Data Sheet feedback form E010
IMD-PQS Product Data Sheet feedback form E013

13. What are the most important elements to include in the ePQS application to ensure a smooth and rapid assessment process?

Each immunization device category has specific application and documentation requirements. General guidance is available on the IMD website "Application dossier requirements" page. The IMD team provides each applicant with detailed guidance and dossier requirements in the invitation to submit following a successful pre-submission.

Once you move to submit your application in the ePQS system, the most important elements are to:

I. Fully complete the Application Wizard tool. In particular, ensure to complete the "product variant" section. If you submit the application without completing this section, unfortunately the IMD team will be obliged to reject the application. Refer to slides 84-87 of the ePQS application guidelines.

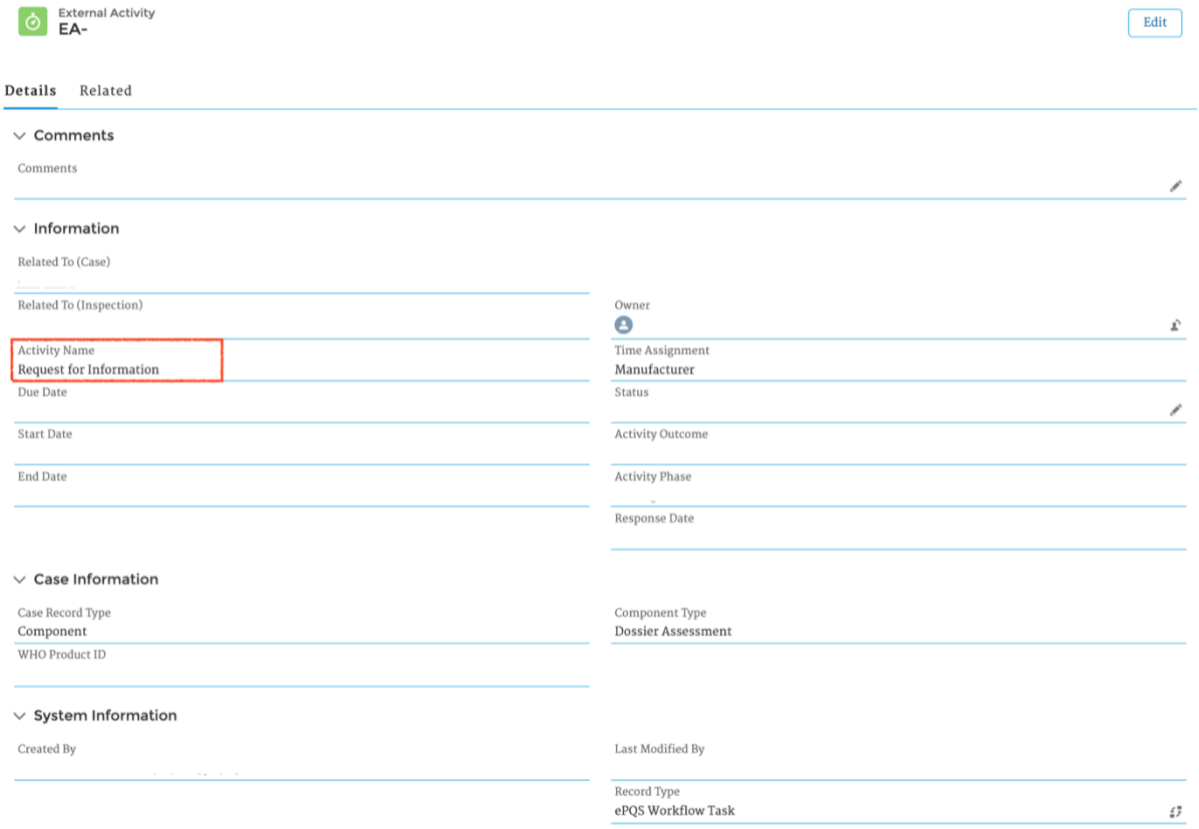
II. Upload the complete documentation as required according to your invitation to submit. The IMD application process has a limit of four rounds of assessment. If the application is submitted without complete documentation, one or two rounds may be used up by requesting these documents from you.

14. What notifications can I expect from ePQS as my application goes through the through the assessment?

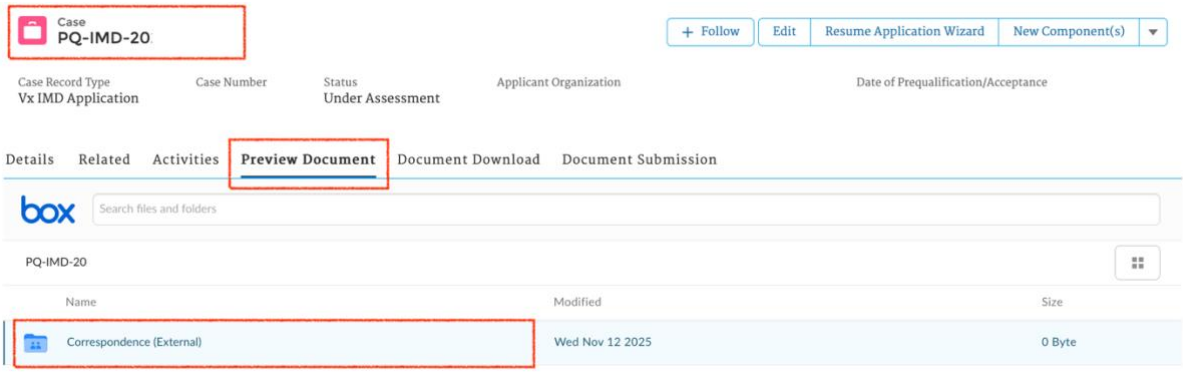
The primary notification you can expect as your application proceeds through assessment is a "*Request for Information*". This is a type of "activity" created by the IMD application assessment team and is the vehicle through which to request additional information and documentation from you, that is required to complete the assessment. You will receive the notification by email, including a link to open the activity in ePQS. Note, the IMD team may in

some cases include additional information in the “Comments” section of the *Request for Information* activity.

Example of a “*Request for information*” activity notification:



When you receive this (these) notification(s), you can proceed to retrieve the detailed feedback documents in the External Correspondence folder (only):

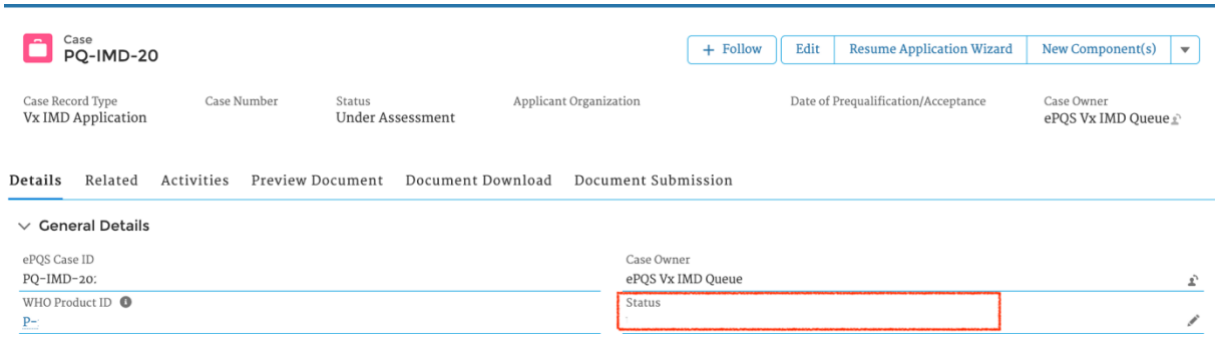


At the end of the assessment process, you will receive a notification containing the outcome of the process and the prequalification decision.

In addition, the ePQS system can be used the IMD team to generate email communications. You will receive these emails in your “inbox”, but a notification will also be generated and displayed in your ePQS account.

15. What do the application "statuses" mean?

During the course of an ePQS prequalification application, a product will pass through four different statuses. The status is set by the IMD dossier handler.

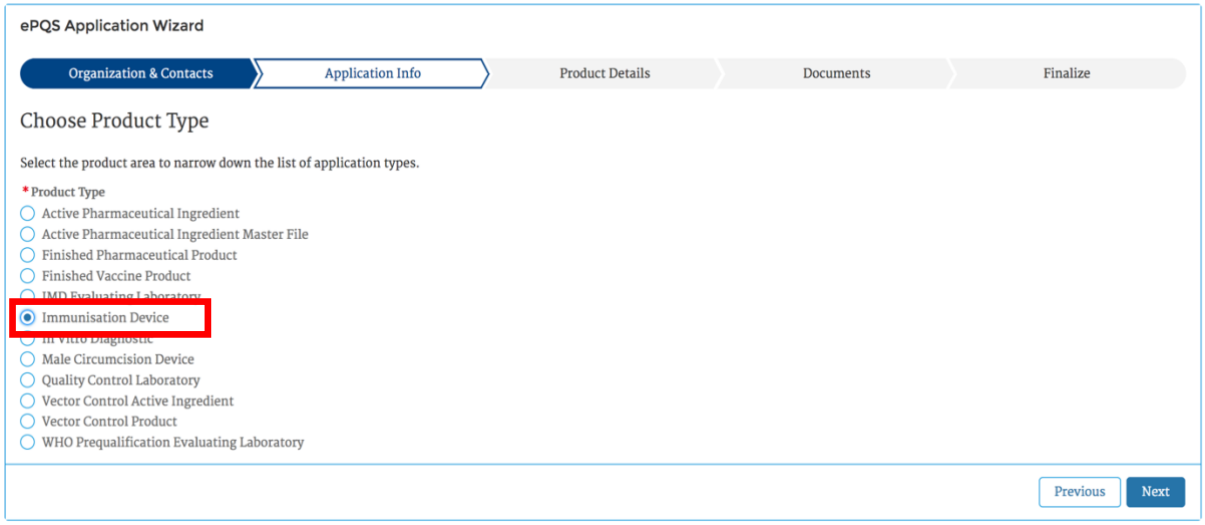


Draft	You have started to populate your application but you have not submitted it.
Under screening	You have completed the *Application Wizard* and you have selected "submit". Once an application has been submitted it is no longer possible to add or correct data in the *Application Wizard*. Documents can, however, be added and uploaded at any time during the screening and assessment phases.
Under assessment	The IMD team has concluded a first screening and appraised that the application is acceptable to start technical assessment. The technical assessment is underway. Up to four rounds of review are permitted.
Decision phase	The technical assessment has concluded and the IMD Technical Officers are considering the final prequalification decision.
Prequalified	The application has been judged successful and the product has been prequalified by the WHO. The product will appear in the IMD prequalified products catalogue until the next required annual review.

APPLICATION WIZARD

16. The *Application Wizard* asks me to "Choose product type". What product type should I select?

For all immunization device applications, choose "Immunization Device".

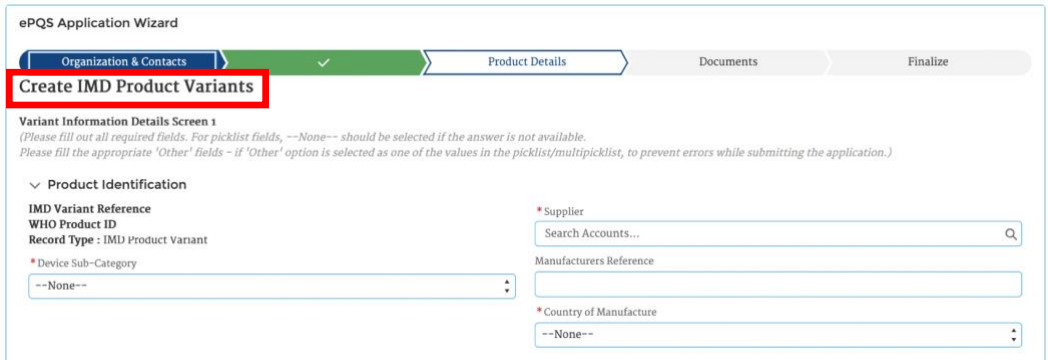


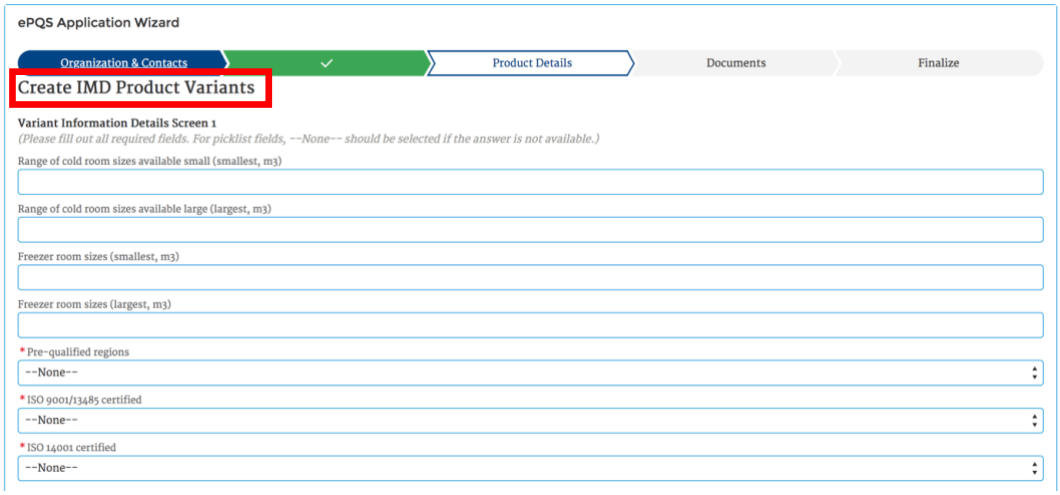
17. What product data fields are mandatory to fill in the *Application Wizard*?

The ePQS application guidance for immunization device applicants contains complete screen-by-screen instructions on how to complete the *Application Wizard*. See slides 73 to 102.

As you proceed through the *Application Wizard*, mandatory fields are also indicated by a red Asterix "*".

It is very important to complete the "Product Variant" section of the *Application Wizard.* This section collects the product data that will be used to generate the Product Data sheet that will appear in the WHO Catalogue of prequalified immunization devices – the main product selection and procurement resource for product end-users.





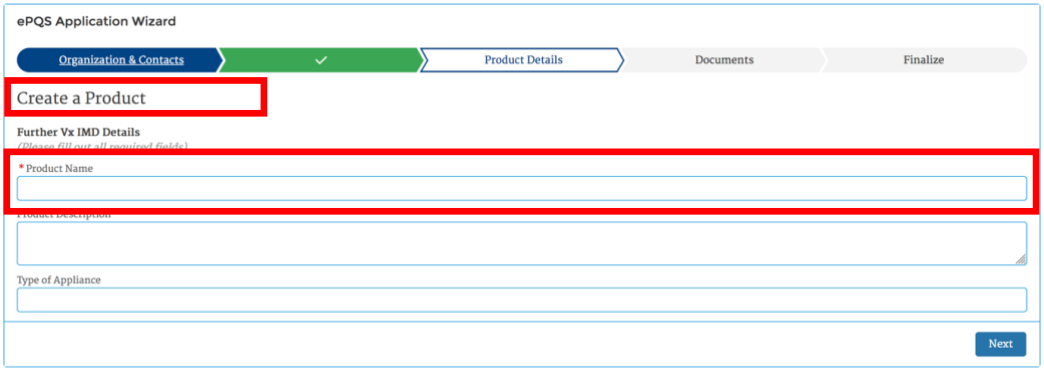
For complete guidance on the Product Variant section of the *Application Wizard,* refer to slides 84-87 of the [ePQS application guidelines](#).

For further information on the "*unhandled fault*" error in the Wizard, which occurs if certain mandatory information is not completed, see ***Troubleshooting #2.***

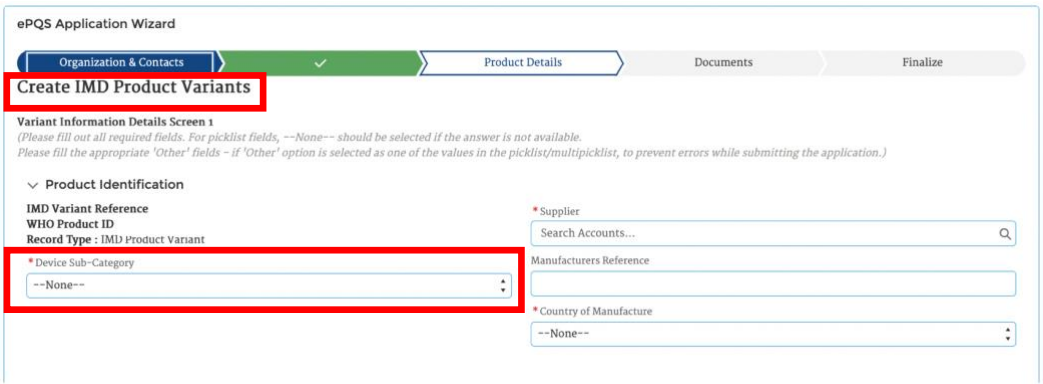
"Product name" (type of product)

The ePQS *Application Wizard* will ask you to select or enter values for :

- "Create a Product / Product Name" -



- **AND** later, "Create IMD Product Variants / Device Sub-Category" -



The values you enter for both fields must be the same (i.e. identical answers).

In most cases, these fields contain picklists, and you may choose your response which is already coded. However,

a. if the correct product type does not appear in the list for your product, you must select "other" and enter a free text value.
b. in addition, in some cases, these fields do not contain a picklist, only free text entry fields.

In case a) or b), **please refer to the following list of acceptable responses**: https://extranet.who.int/prequal/key-resources/documents/epqs-product-description-data-labels-who-immunization-devices

Remember, both 'Product Name' and 'Device Sub-Category' responses **must be identical.**

18. Can I move back and forwards through the *Application Wizard*?

The Wizard contains a "Previous" button on some screens. You may use this to navigate back and forth. However, you **must not use** your browser "back" button, as this will move the *Application Wizard* back to the start of the process.

19. Can I pause my application and come back to the *Application Wizard* later?

You may pause your application whilst it is in "draft" status.

However, **kindly avoid pausing your application during the creation of the "product record" and/or the "product variant record".** At the current time, as there is a risk of subsequent Wizard sections being omitted once you restart the application.

You may however safely pause before or after these stages in the wizard.

20. I can't select our testing/verification laboratory in the "variant record" section of the *Application Wizard* (I can only select the product record code, "P-" number).

The ePQS *Application Wizard section "Create an IMD Product Variant"* contains a field *"Verification laboratory / Search ePQS Products…".*

Currently the selection does not allow external users (applicants) to choose a Verification Laboratory. WHO will address this issue in time.

Please leave this field blank and either:

a. Kindly submit this information to the IMD-PQS team by email, making sure to copy huckerbyg@who.int, who will complete this field on your behalf.
b. OR, Ms. Huckerby will search your laboratory test reports at the time of prequalification acceptance, and complete this field.

21. How do I add a manufacturing site ("Product site") to my application?

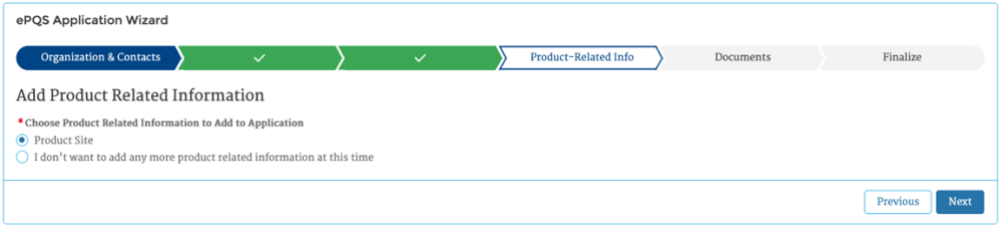
The published Product Data Sheets in the IMD Catalogue of prequalified products include the manufacturing company name and manufacturing site address at the **bottom** of the data sheet (separate from the prequalification-holder name and address, which is located at the top of the product data sheet). This information is drawn from the manufacturer "account record", which includes postal address and manufacturing address as separate fields.

To note: if the prequalification-holder is a *licensed reseller* of the product, the manufacturing company name and site included in the product record / application should be that of the original equipment manufacturer (OEM).

WHO ePQS provides the possibility to add both the prequalification-holder company name and address, and/or multiple different manufacturing sites, and/or the name and address of the OEM where required.

Case 1: Prequalification-holder is the OEM:

Once you complete the product data, you will arrive at a screen labelled "Add Product Related Information". Select "Product Site" if you would like to add a product site. While it is not mandatory to select a Product Site in order to complete your application, it is preferable to ensure data integrity (the Product Site will otherwise be added by the IMD team, and it will be by default the manufacturing address currently displayed in your account record).



Follow the guided steps in the *Application Wizard* to add your product site. Full guidance is provided in the ePQS Learning Materials, slides 89-92.

Case 2: Prequalification-holder is the OEM but has more than one manufacturing site for their WHO-prequalified products:

The ePQS account record only allows for one manufacturing address as standard. In order to accommodate additional manufacturing sites, the IMD Data Wardens need to create an additional, associated account. You will then be able to select this address in the product site search bar / pick list. We typically apply the account record naming convention: "<Manufacturer name> - Product site 1" and "<Manufacturer name> - Product site 2" etc.

Please provide the address of the additional manufacturing site by email to the IMD team, ensuring to copy huckerbyg@who.int.

Case 3: Prequalification-holder is a *reseller*:

The ePQS account record only contains the manufacturing site address of the prequalification-holder – in this case, a product reseller. In order to display the correct OEM company name and manufacturing site address at the bottom of the product data sheet, the

IMD Data Wardens need to create an account record for the OEM and link that account to the particular reseller's account.

Please provide the name and manufacturing site address of the OEM by email to the IMD team, ensuring to copy huckerbyg@who.int.

22. The Product Site selection search asks me to "enter at least 2 characters of the site you wish to add". What characters should I enter?

Enter the first two characters of your company or organization name.

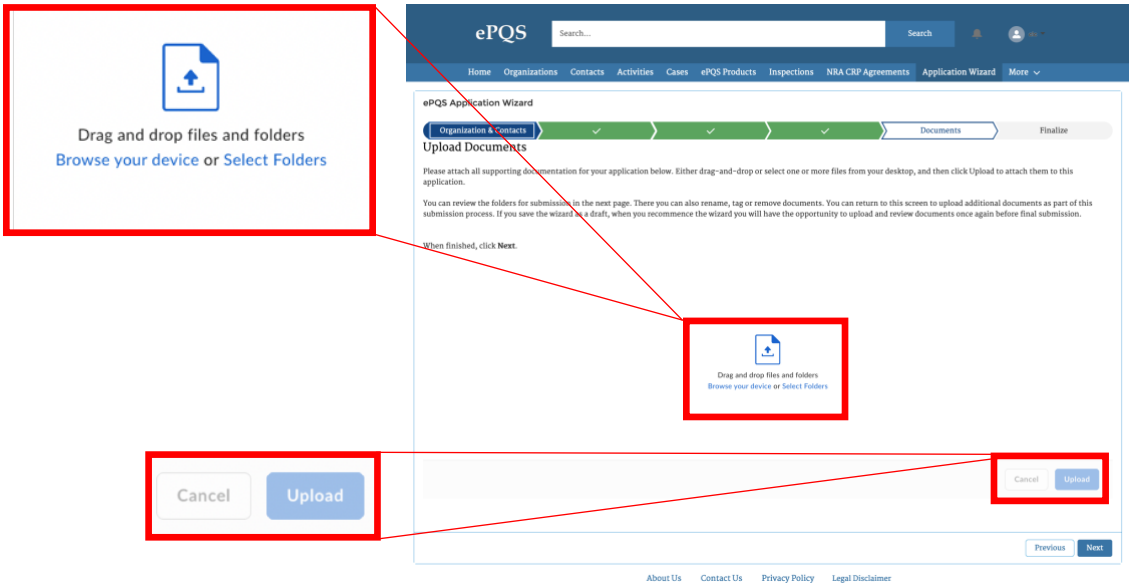
Full guidance on how to add a product site is provided in the ePQS Learning Materials, slides 89-92.

23. We have multiple manufacturing sites or different manufacturing sites for our different prequalified products. How can I select or create different product sites in ePQS?

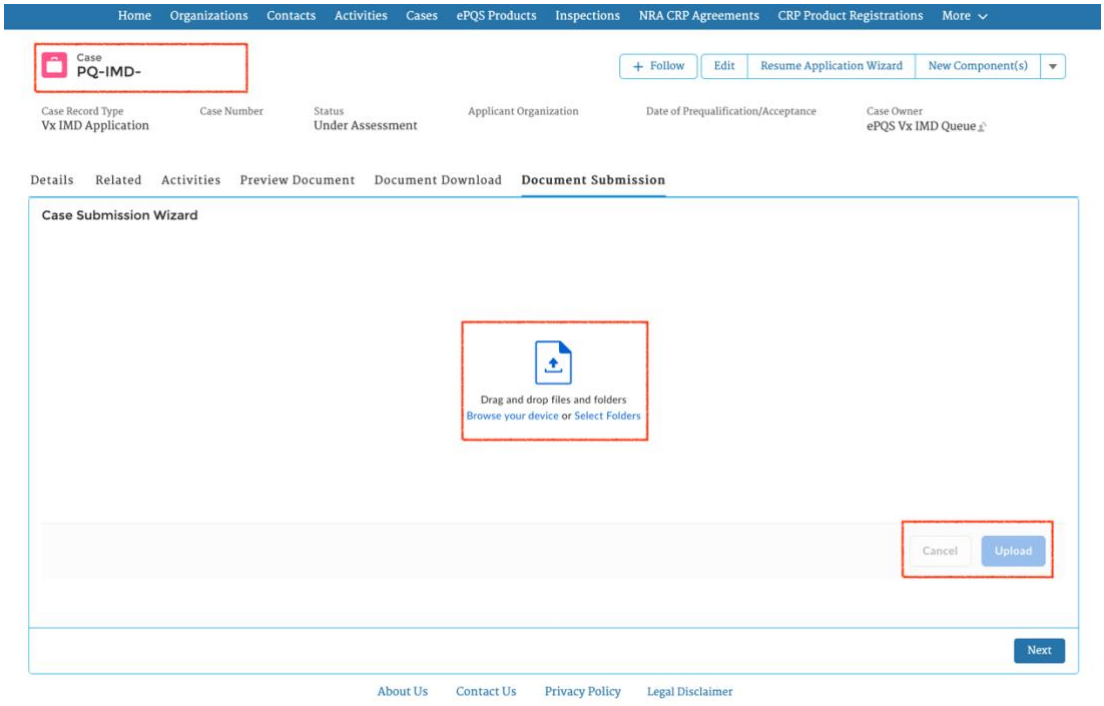
See Question 21, "Case 2" above.

24. How do I upload documents to my application?

At the end of the *Application Wizard* you are prompted to upload documents. You may upload by browsing your local drive or by "drag & drop". You can review your uploaded folders on the next screen, as well as rename, tag or remove documents.



You may return to your application at any time to upload further documents, including after submission, and at any time during the assessment process.



25. What documents do I need to include in my application?

After the acceptance of a successful Presubmission Form (submitted via email), the IMD team will send you a complete application package. Please refer to this application package for the most complete list of supporting documents required for your particular prequalification application.

A generic list of supporting documents is also available on the IMD website.

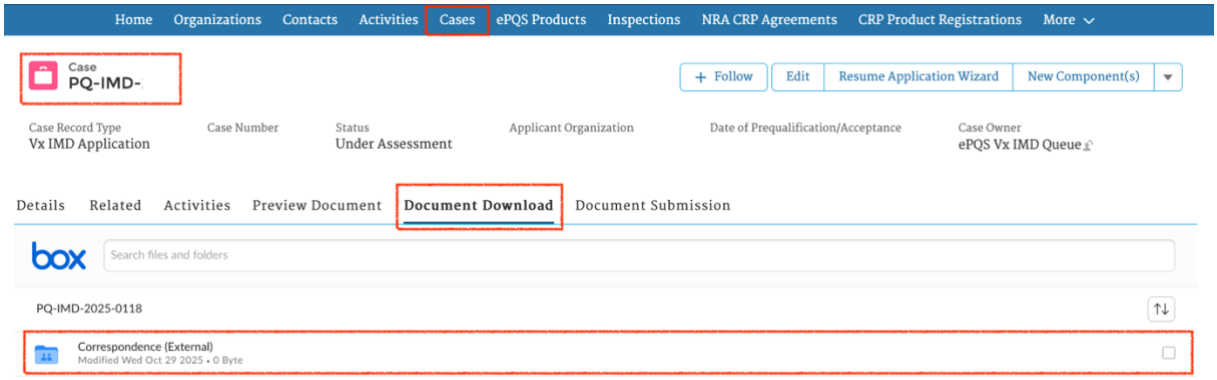
26. I am experiencing difficulties to upload using the Mandatory Folder Structure.

If you encounter problems to upload the required folders, please convert to a .zip folder.

For further information see ***Troubleshooting #3.***

27. How do I download documents?

You can download feedback provided by the IMD assessment team under “Download documents”:



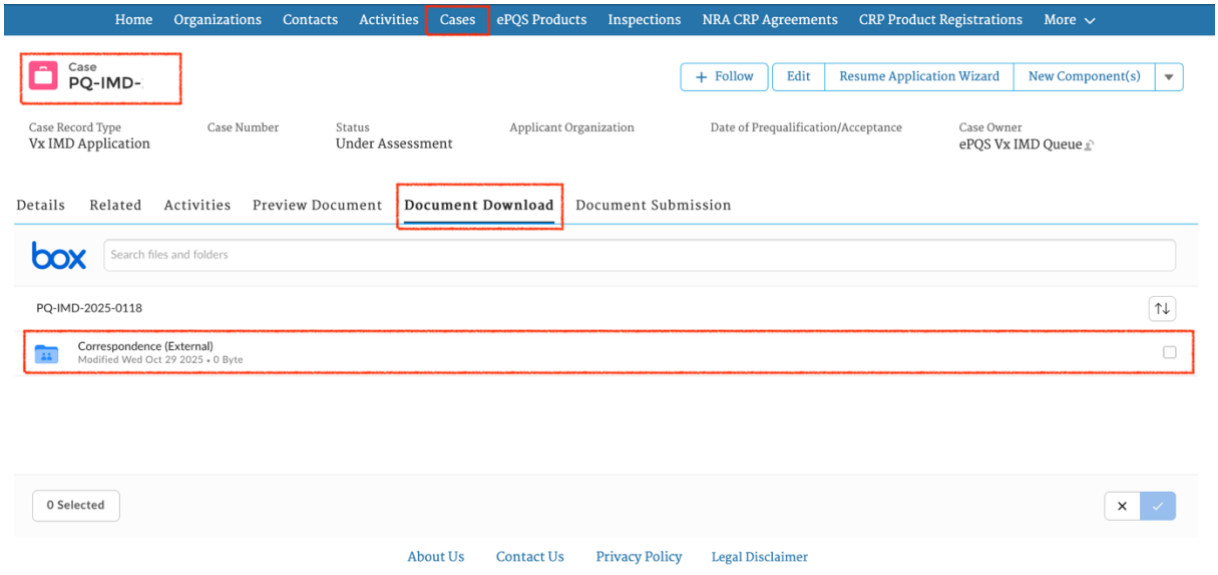
28. Do I need to inform IMD when I have submitted an application in ePQS?

You do **not** need to inform the IMD team separately by email when you submit an application via ePQS. The IMD team can visualize all draft and submitted applications in the ePQS system.

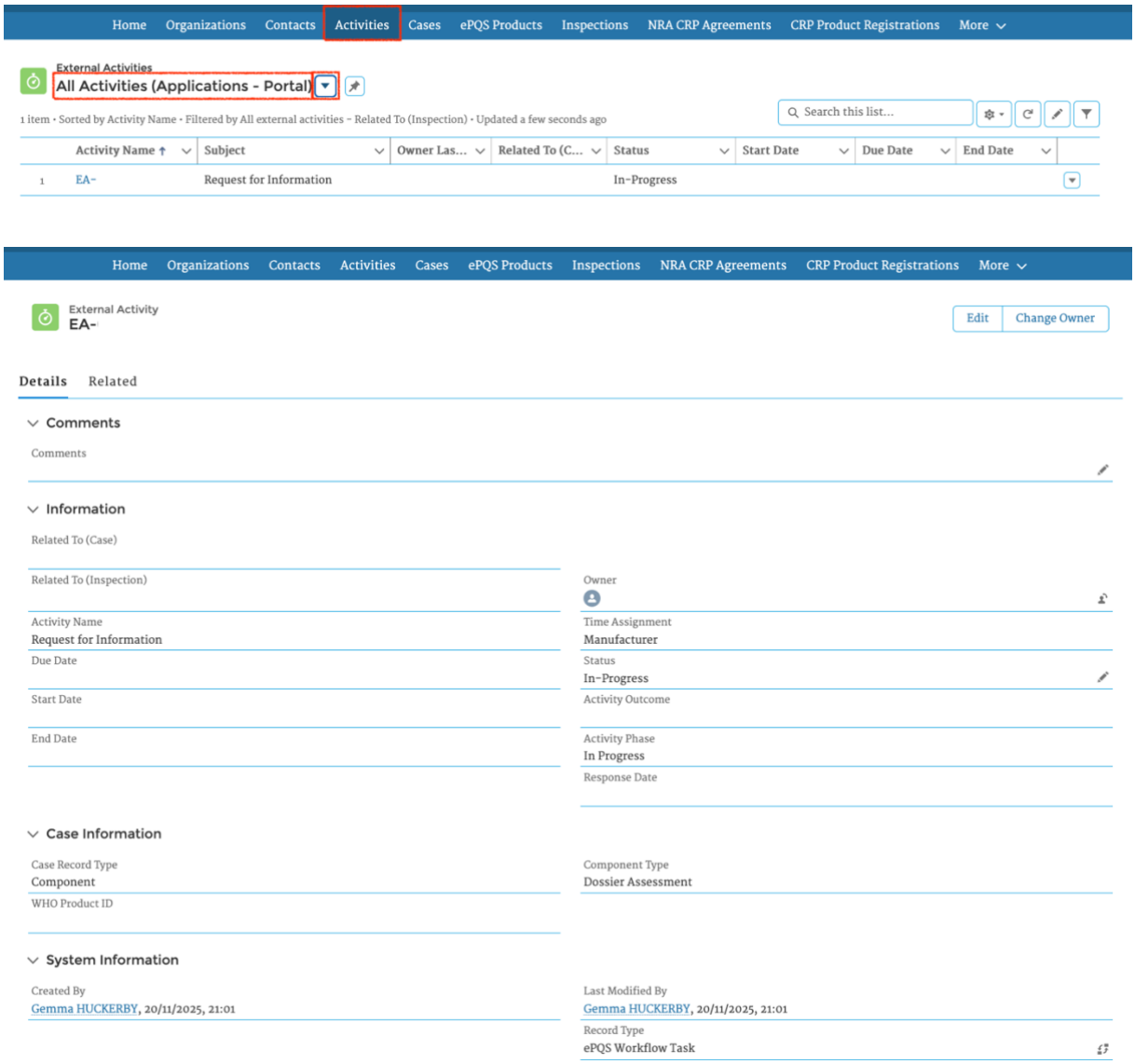
However, if you have questions or wish to add any information not included in your submission, please do reach out to the IMD team.

29. Where do I find WHO feedback on my application and/or any requests for further information or documentation in ePQS?

The IMD team’s feedback on your application will always, and only, appear in the ”External Correspondence” documents folder related the specific submission/application:



You will always also receive an “Activity notification” by email, from the ePQS system, when the feedback is uploaded. This notification is labelled “*Request for Information*”:



30. The ePQS portal application process has crashed whilst I am going through the *Application Wizard*.

Specific troubleshooting steps are provided below in ***Troubleshooting #4.***

Any time a system crash occurs, please inform us with:

- The Exact Action: "E.g. I clicked the 'Submit / Save / Next / Upload' button."
- The Section: "E.g. I was filling out the 'Product Variant' section."
- The Screenshot: (Attach a screenshot of the full screen).

Part 2:
TROUBLESHOOTING GUIDE

Troubleshoot #1 – Login issues

Several login issues have been reported:

1. **"Selected user account does not exist"**

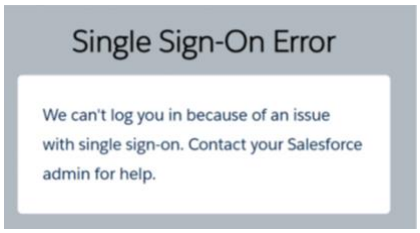
   The email has not been recognized by ePQS; the email you have entered is not the email that was registered in ePQS. The Salesforce app has auto-populated the email address with an email account you are currently logged in with on your browser.

   To resolve the issue, select "Use another account", check your ePQS login credentials and enter the correct email. If the issue still persists, log out of the email account displayed on the browser, or try to log in to ePQS using a different browser with an empty cache.

2. **"Single sign-on failure"**

   To begin troubleshooting a "single sign-on failure" issue, please check the following:

   - Did you receive the Microsoft email notification inviting you to access the portal?
   - If yes, did you click the "Accept Invitation" button in that email?
   - When redirected to the login screen, did you select the ePQS login option and enter the correct email address? Please note that since the portal uses Single Sign-On (SSO), you should use the password associated with your email account.



If these steps do not resolve the log in issue, please contact the IMD team, copying huckerbyg@who.int and also the ePQS Administrator awukuk@who.int, mentioning the answers to the preceding questions.

Troubleshoot #2 – Application Wizard "unhandled fault" error message

During the *Application Wizard* flow you may receive the error notification: *"An unhandled fault has occurred in this flow. Please contact your system administrator for more information*".

This error message occurs when a mandatory data field has not been completed.
Mandatory data fields are **marked with a red asterix**: *

In addition, if you select "Other" from one of the picklists, but fail to **add a text value to the subsequent "other" free text field**, then an unhanded fault will also occur.

Troubleshoot #3 – Document upload issues

If you are failing to upload **any** documents to the ePQS system, the most common cause is a **local server firewall restriction**. Your organization's firewall settings may be blocking the Box domain. We recommend you contact your IT department to ensure the firewall allows access to the **Box document management system domains**.

Please ask your IT department to verify whether the necessary settings for Box are enabled:

*.box.com
*.app.box.com
*.ent.box.com #"ent" only required if you are a Box Verified Enterprise account
*.box.net
*.boxcdn.net
*.boxcloud.com

If your firewall settings are correctly configured and you are still experiencing issues, please check whether you are connected to a **VPN**. In some cases, disabling the VPN can resolve upload issues.

Continued overleaf →

Troubleshoot #4 – Portal crashes

Occasional reports of server crashes have been received. This may be combined with the error message: "*Encountered an exception*".

You may attempt the following remedial steps in case you encounter this issue:

1. **Clear Your Browser Cache and Cookies**
   - Outdated data stored in your browser can sometimes interfere with how the application pages load and communicate with the Salesforce server.
   - Action: Go to your browser's settings and clear your cache and cookies. Then, close the browser tab, open a new one, log back into ePQS and try the action again.

2. **Try a Different Browser**
   - Web browsers (like Chrome, Firefox, Edge, Safari) interpret code differently. A temporary issue in one browser might be bypassed by using another.
   - Action: If you are using Chrome, try Edge. If you are using Safari, try Firefox etc.

3. **Check for Malformed/Copied Text**
   - When text is copied from external sources (like Microsoft Word or a PDF), it sometimes contains hidden, non-standard formatting characters that Salesforce validation rules may reject, causing an exception.
   - Action: If the error happened immediately after pasting text into a field (especially a large narrative field), delete the pasted content. Open a simple text editor (like Notepad on Windows or TextEdit on Mac) and paste your content into that first. This strips out all the hidden formatting. Copy the now "clean" text from the simple text editor and paste it into the ePQS field.