

Voluntary Reporting Form

Frequently Asked Questions

- **What are browser and technical requirements needed to use this online form?**

The website supports the following platforms and browsers:

		Platforms				
		Desktop / Laptop		Mobile Devices		
Browser	Version	Windows	Mac OS	iOS	Android	UWP
Internet Explorer	10 or greater	✓	✗	✗	✗	✓
Chrome	50 or greater	✓	✗	✗	✓	✗
Firefox	40 or greater	✓	✗	✗	✗	✗
Safari	5 or greater	✓	✓	✓	✗	✗
Opera	45 or greater	✓	✗	✗	✗	✗

✓ - Supported

✗ - Not Supported

Java scripting must be enabled for this online form to work correctly. To learn how to enable Java Scripting, please read in information on [this page](#).

Please note that using a different browser apart from listed above may result in difficulties using and submitting the form.

- **Will my report be secure when submitted over the internet?**

The online application uses Secure Socket Layers (SSL) to encrypt and ensure the security and confidentiality of your submission across the internet. Please check the website identification to check that the connection to the server is encrypted.

- **Are instructions available for completing this form?**

Yes. Instructions button are located in each section of the online form that will take you the appropriate section of the inline instructions. If you wish to view the complete instructions, please read the details on [this page](#)

- **Are there any mandatory fields I need to update in the online form?**

Following are the mandatory fields required to submit the form

1. Name/Initial *
2. Gender *
3. Age (years)*
4. Address *
5. Country *
6. Email *
7. Brand Name * / Generic Name *
9. Is Health care Professional *
10. Reporter *

Reporter Details

- Name / Initial of the Reporter *
- Address *
- Country *
- Email *

Online Form status,

- New - Initiated new compliant, but not saved
- Draft - Compliant that saved as draft, can continue with UID
- Submitted - Submitted compliant, but not editable

Will get the below instruction to contact when any error occurs during the submission of online form,

Error !!!

Kindly communicate adverse event/side effects and/or product quality complaints to DrugSafety@biocon.com because form has not been submitted. Regrets for the inconvenience

- **Will I able to view the submitted report?**

Yes. Once you complete & submit the form online, you will be receiving the acknowledgement mail from [Drug Safety](#) with the link. Further clicking the link will lead to the application page with all the submitted details.

- **How to know the status of my online form?**

Based on your action the status of your online form appropriately changes
Online Form status is given below:

New - Initiated new compliant, but not saved

Draft - Compliant that is saved as draft. You can save the complaint as draft and on a later point of time complete the complaint and submit it. Once the complaint is saved as draft, you will receive a mail which contains a unique identity complain number from DrugSafety@biocon.com along with the link to access this draft complaint. You can click on the line to edit and complete your complaint. In case you are not able to receive the mail, please use alternate modalities to raise the complaint or write a mail to [Drug Safety](#).

Submitted - The status of your online form changes to “Submitted” once you click on “Submit” button and all mandatory fields are updated in the online form. Upon successful submission you will receive an acknowledgement mail from [Drug Safety](#). You will not be able to edit the modalities to raise the complaint or write a mail to [Drug Safety](#).

Any application and server errors shall be intimated to the user that you lead them to the following error page.

Error !!!

Kindly communicate adverse event/side effects and/or product quality complaints to DrugSafety@biocon.com because form has not been submitted. Regrets for the inconvenience

- **Can I submit attachments using this online reporting form?**

Yes, attachments are applicable to upload the related lab reports/Physician notes (pdf, jpg, jpeg, gif, png) in Event Information tab.

- **How will I know that Biocon has received my report?**

Once you submit the online form you will receive a message “Thank you for voluntarily reporting the product complaint/adverse event/side effect and joining hands with

Biocon in its efforts to promote safe use of Biocon Products. Please note down the below generated unique id for future reference and we will contact you if any additional information required.” and Acknowledgement mail from [Drug Safety](#) to the mail id updated in the online form in the “Reporter” information tab. If you do not receive the acknowledgement mail, please follow the below mentioned steps:

1. Check whether the mail id provided in the online form is correct and valid.
2. Check the mail in your spam directory and whitelist the [Drug Safety](#) mail id.
3. Use alternate modalities mentioned in the [link](#)
4. Send a mail to [Drug Safety](#).