



Ministry of Health

Re-Registration of
Medical Device Manufacturer
User Manual

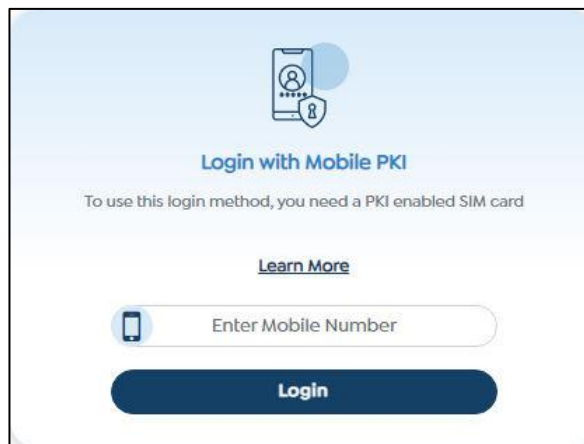
30/04/2024

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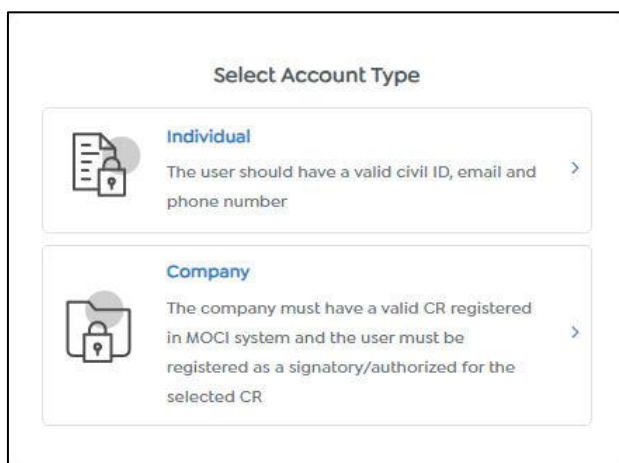
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1. Registration

You can create or register a new account to use in the system using two different types: Individual and Company. You start from the **Login** page as shown below:



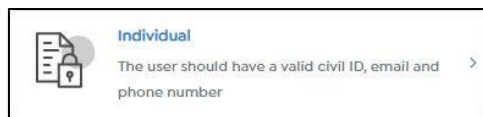
Click your mobile number and click **Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page:

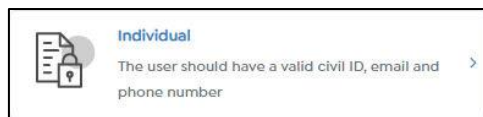


You can select an account type by simply clicking on any of them.

1.1 Register an Individual Account


To register an individual account, follow the steps below:




1. Click on , and following page appears:

Individual Registration


Person Identity

ID Card Number ID Expiry Date * 


2. Enter your resident card number and expiry date.


3. Click , and the system will retrieve your information automatically as shown below:


Person Identity



ID Card Number ID Expiry Date * 


Personal Information

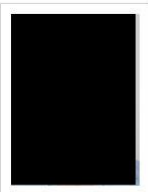
Full Name (En) Date of Birth 

Full Name (Ar) Gender 

Nationality  Age

Governorate  Willayat 

Village 



Contact Details


E-mail address

Send OTP

Mobile *

Send OTP

Communication Preferences


Language * English Arabic 

Method SMS Email

4. Enter the location which consists of Governorate, Wilaya, and village.

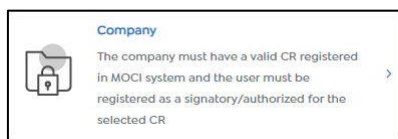
5. Enter email address and mobile number, then click Send OTP for both platforms, and then enter the OTP which you have received on both platforms.

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6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click , and a message appears indicating that the account has been successfully registered.

1.2 Register a Company Account

To register a company account, follow the steps below:



1. Click on , and the following page appears:



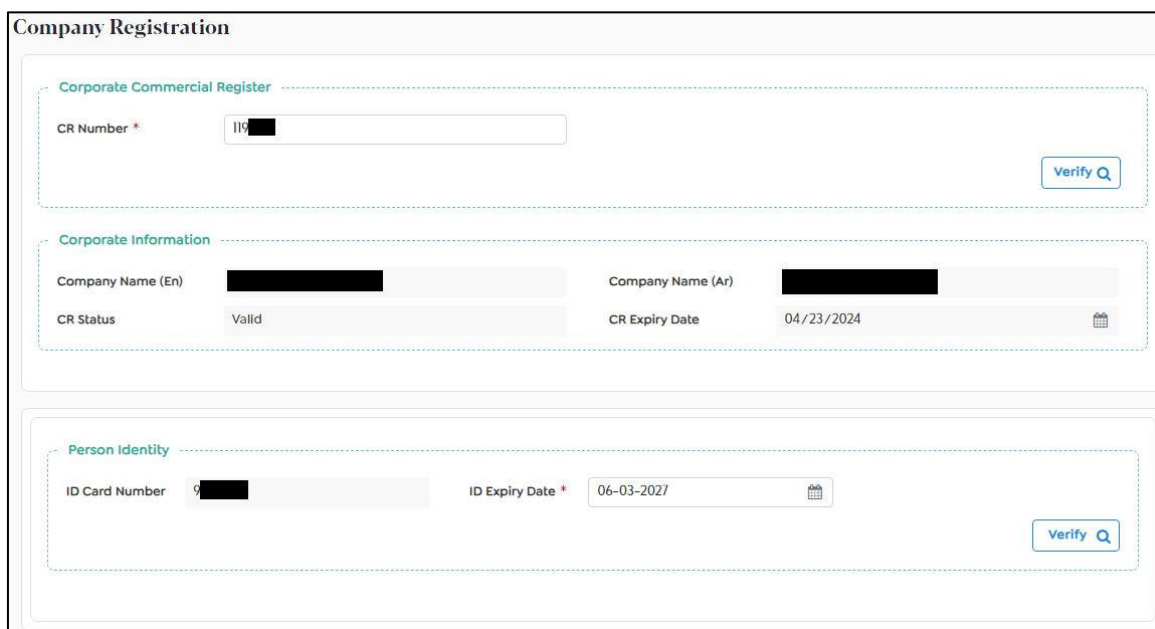
Company Registration

Corporate Commercial Register

CR Number *

[Verify Q](#)

2. Enter the CR number and then click the  button, and the system will retrieve your company's information as shown below:




Company Registration

Corporate Commercial Register


CR Number *

[Verify Q](#)

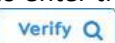
Corporate Information

Company Name (En)	<input type="text" value="██████████"/>	Company Name (Ar)	<input type="text" value="██████████"/>
CR Status	Valid	CR Expiry Date	04/23/2024 

Person Identity


ID Card Number ID Expiry Date * 


[Verify Q](#)

3. Then you need to enter the person's information by entering the resident card number and expiry date, then click  and the system will retrieve the person's information automatically as shown below:








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Person Identity

ID Card Number ID Expiry Date * 

[Verify](#) 


Personal Information

Full Name (En) <input type="text" value="██████████"/>	Date of Birth <input type="text" value="03-01-1986"/> 	
Full Name (Ar) <input type="text" value="██████████"/>	Gender <input type="text" value="Male"/> 	
Nationality <input type="text" value="JORDANIAN"/> 	Age <input type="text" value="37"/>	
Governorate <input type="text" value="Muscat"/> 	Willayat <input type="text" value="Select Willayat"/> 	
Village <input type="text" value="Select Village"/> 		

Contact Details

E-mail address <input type="text" value="Email address"/>	OTP <input type="text"/>
<input checked="" type="checkbox"/> Send OTP	
Mobile * <input type="text" value="Mobile Number"/>	OTP * <input type="text"/>
<input checked="" type="checkbox"/> Send OTP	

Communication Preferences

Language * English  Arabic

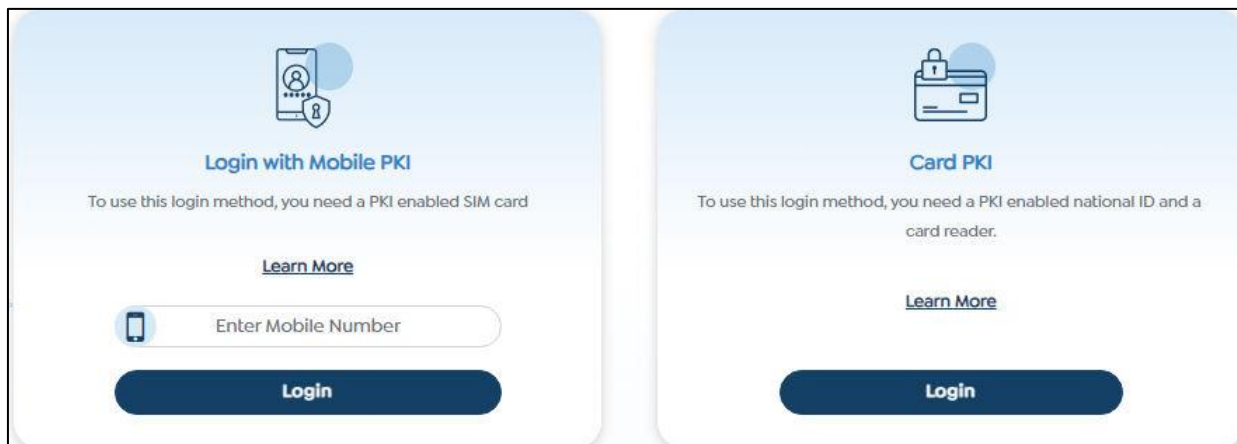
Method SMS Email

[Save](#)



4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click [Send OTP](#) for both platforms, and then enter the OTP which you have received on both platforms.
6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click [Save](#), and a message appears indicating that the account has been successfully registered.

2. Login

You can login to the system with your account using two different methods: Mobile PKI and Card PKI. The **Login** page appears as shown below:

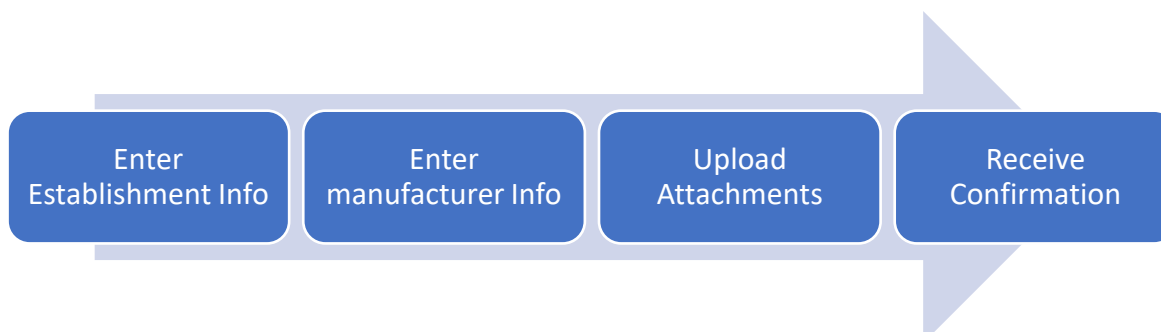


The screenshot shows two login panels side-by-side. The left panel is titled 'Login with Mobile PKI' and includes a mobile phone icon, the text 'To use this login method, you need a PKI enabled SIM card', a 'Learn More' link, an input field for 'Enter Mobile Number', and a 'Login' button. The right panel is titled 'Card PKI' and includes a card reader icon, the text 'To use this login method, you need a PKI enabled national ID and a card reader.', a 'Learn More' link, and a 'Login' button.

- For **Mobile PKI**, you enter your mobile number then you click  button on the left side, and if you enter your password on your phone.
- For **Card PKI**, you click  on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.


3. Re-Registration of Medical Device Manufacturer Service

Through this page you re-register a medical device manufacturer. The process is as follows:




The **Re-Registration of Medical Device Manufacturer Service** page appears as shown below:

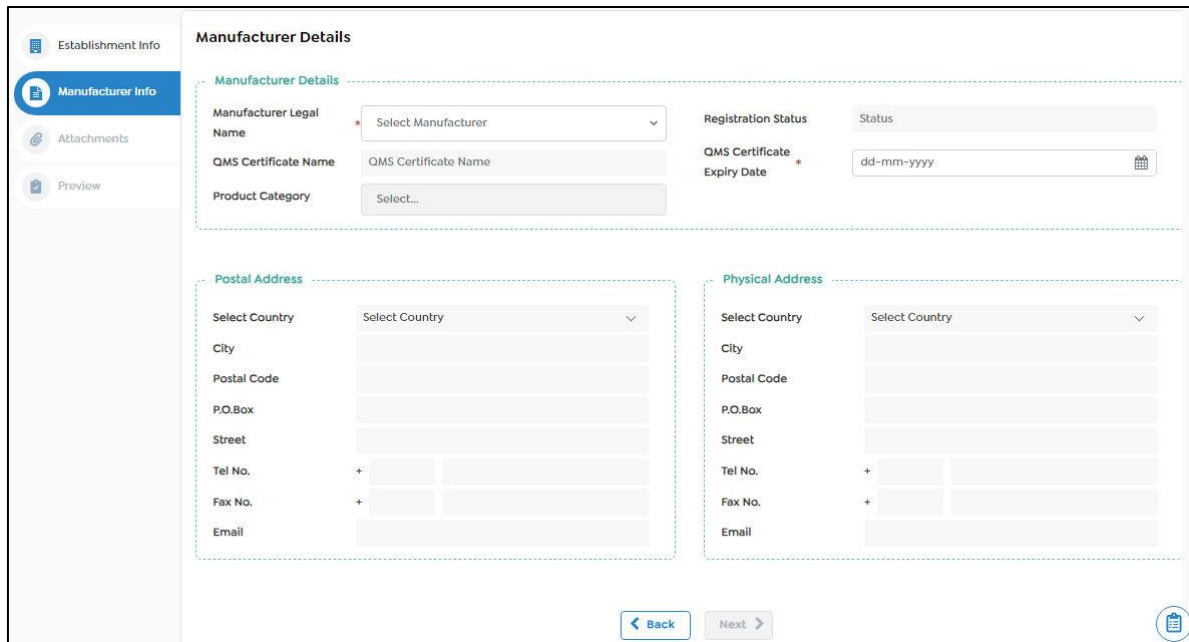
To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list, and the details appear automatically.
2. Click  button, and you get a notification in green on top of the page if the establishment is valid and you can continue with the process. The notification appears as shown below:

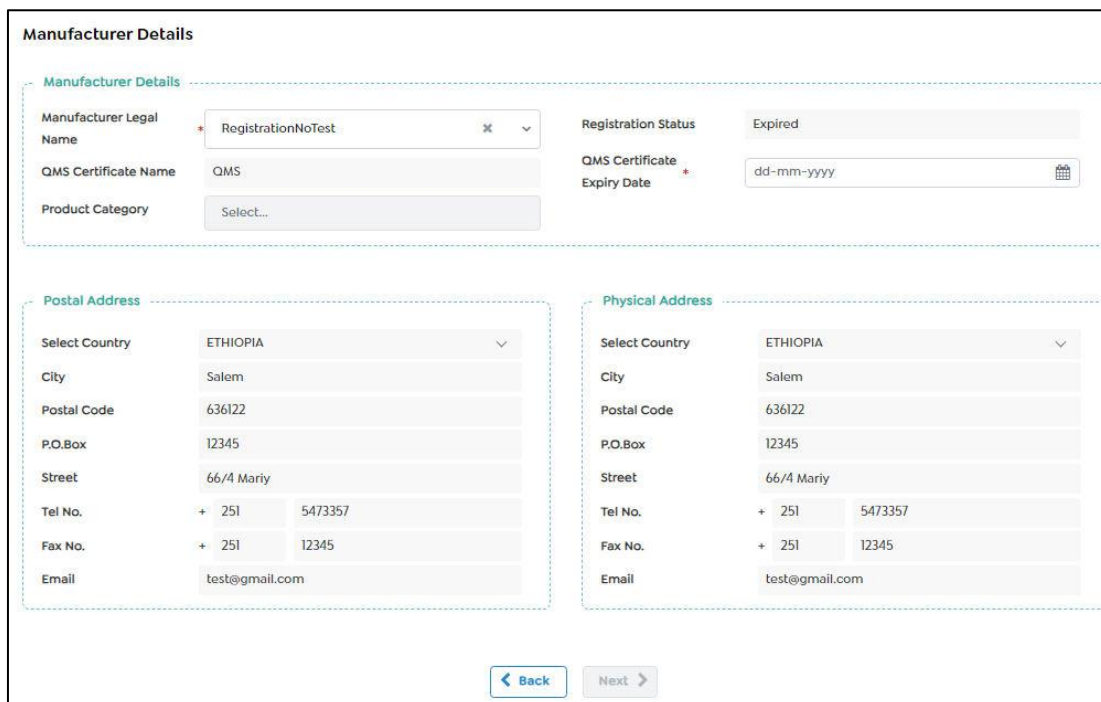


3. Click  and the following page appears:

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- Select manufacturer legal name and its status has to be “expired”. And its details appear automatically as shown below:




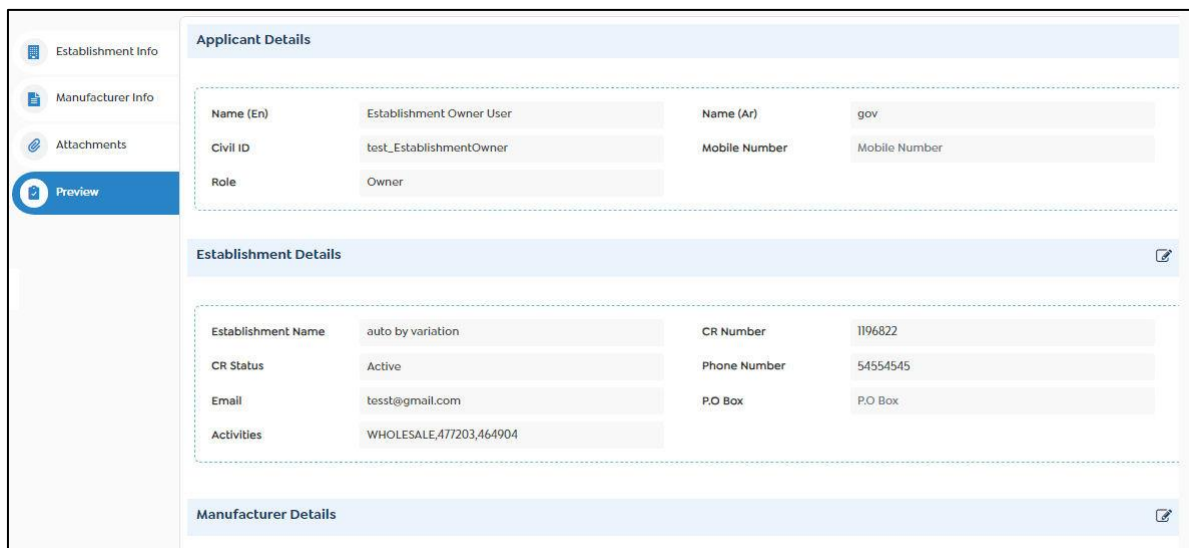
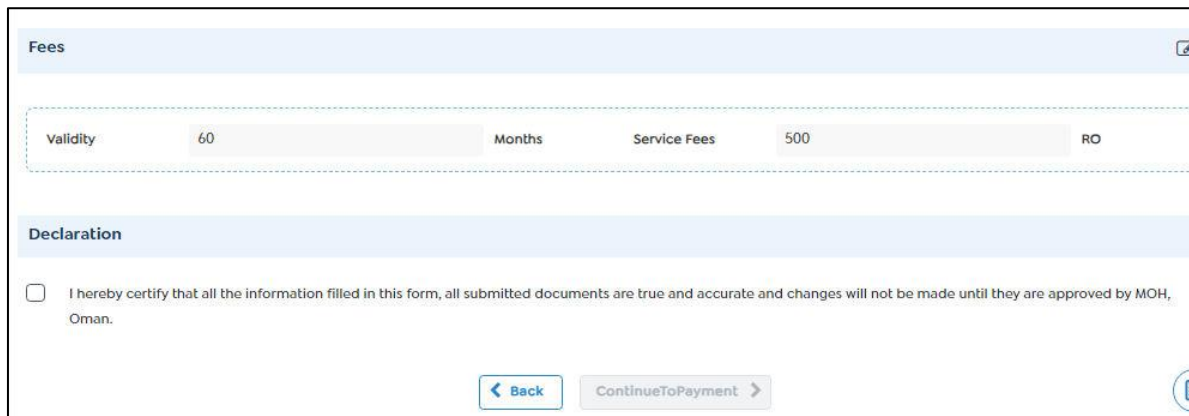
- Enter QMS certificate expiry date.
- Click **Next** and the following page appears:

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7. Upload the required attachment using the  button. Once done, it will activate the  button.

8. Click  and the following page appears:

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- Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.
- click **Continue to Payment** , and the following message appears:

Confirmation ✕

Are you sure you want to proceed?

Confirm
Cancel

- Click **Confirm** button, and the following page appears:

📄
Fill e-Form

💳
Pay Online

✓
Receive Confirmation

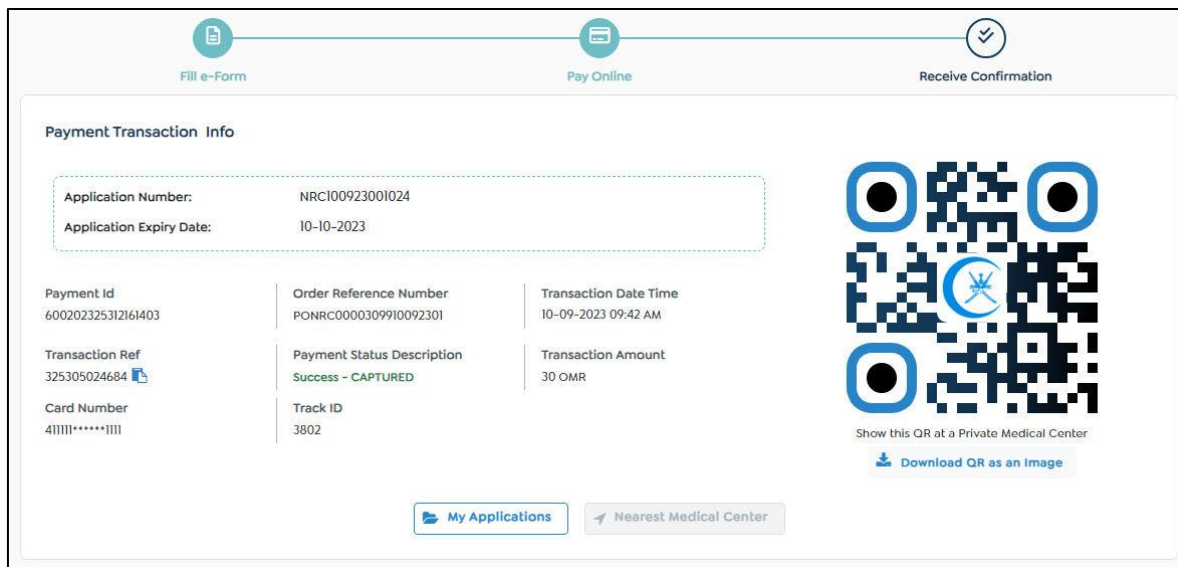
Payment Summary

Applicant Name	Establishment Owner User
Application Reference Number	RRDM0402042422717Q
Payment Reference Number	PORRDM10001184417042401
Application Fees	500.000 OMR
Total Fees :	500.000 OMR

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Pay Now →

- Click **Pay Now** , you will be transferred to the payment page.
Once done, you will receive QR code as shown below:

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The screenshot shows a payment confirmation interface with three main steps: 'Fill e-Form', 'Pay Online', and 'Receive Confirmation'. The 'Receive Confirmation' step is active. The page displays 'Payment Transaction Info' with a QR code and a table of transaction details.

Payment Transaction Info		
Application Number:	NRC100923001024	
Application Expiry Date:	10-10-2023	
Payment Id	Order Reference Number	Transaction Date Time
600202325312161403	PONRC0000309910092301	10-09-2023 09:42 AM
Transaction Ref	Payment Status Description	Transaction Amount
325305024684	Success - CAPTURED	30 OMR
Card Number	Track ID	
411111*****1111	3802	

QR Code: Show this QR at a Private Medical Center
[Download QR as an image](#)

[My Applications](#) [Nearest Medical Center](#)

You can view your applications using the  button.