



Report To Pharma Covigilance Department

User Manual



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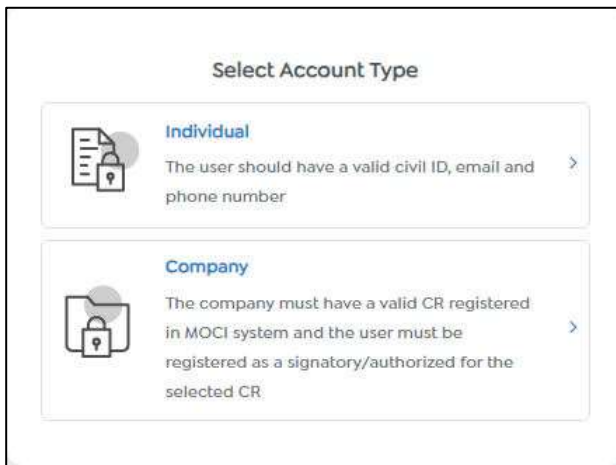


1. Registration

You can create or a 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 *

[Verify](#)

2. Enter your resident card number and expiry date.
3. Click [Verify](#) , and the system will retrieve your information automatically as shown below:

Person identity

ID Card Number ID Expiry Date *

[Verify](#)

Personal information

Full Name (En) Date of Birth

Full Name (Ar) Gender

Nationality Age

Governorate Wilayat

Village

Contact Details

E-mail address OTP

Send OTP

Mobile * OTP *

Send OTP

Communication Preferences

Language * English Arabic

Method: SMS Email

[Save](#)

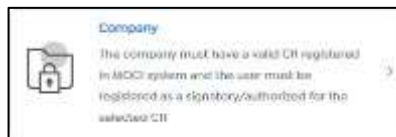
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click [Send OTP](#) for both platforms, and then enter the OTP which you have received on both platforms.




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.

1.2 Register a Company Account

To register a company account, follow the steps below:



1. Click on , and the following page appears:

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

3. Then you need to enter the person's information by entering the resident card number and expiry date, then click **Verify Q** and the system will retrieve the person's 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 Wilayat

Village

Contact Details

E-mail address OTP

Mobile * 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 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 , 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:

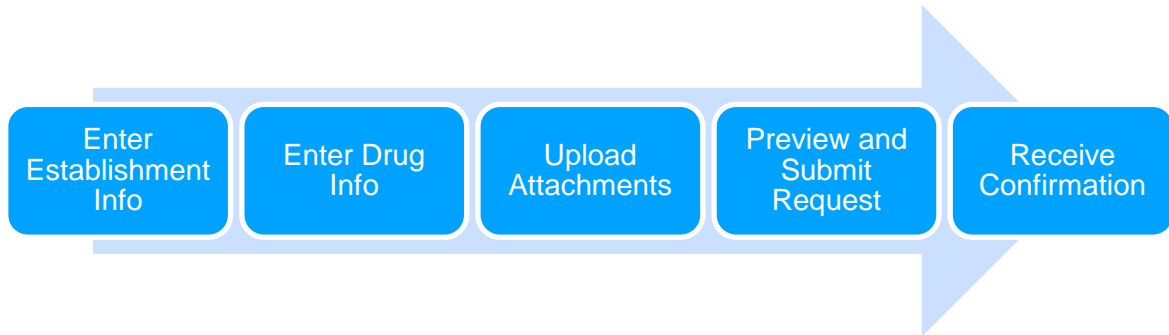
The screenshot shows two login options side-by-side. The left option is 'Login with Mobile PKI', which includes a mobile phone icon, a requirement for a PKI-enabled SIM card, a 'Learn More' link, a text input field for 'Enter Mobile Number', and a 'Login' button. The right option is 'Card PKI', which includes a card icon, a requirement for 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 **Login** button on the left side, and if you enter your password on your phone.
- For **Card PKI**, you click **Login** 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. Report To Pharma Covigilance Department Service

Through this page you make a report to Pharma Covigilance Department. The process is as follows:



The Report To Pharma Covigilance Department page appears as shown below:



To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list.
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:



4. Select submission type from the dropdown list, if you select “other”, you can only enter the comments.
5. Select product type if registered or non-registered, then you enter the number based on your selection.
6. Click  button, and you get a notification in green on top of the page if the product is valid and you can continue with the process.
7. Enter the comments.
8. Click  and the following page appears:

Required Attachment	Description	File Name	Action
Catalogue	• Both side • Allowed FileTypes (jpeg/png) & size must not exceed 2 MB		
Documents *	• Allowed FileTypes (jpeg/png) & size must not exceed 2 MB		
Others	• Allowed FileTypes (jpeg/png) & size must not exceed 2 MB		

9. Upload the required attachments using the  button.
10. Click  and the following page appears:



- Establishment Info
- Drug Info
- Attachments
- Preview

Applicant Details

Name (Ar)	Establishment Owner User	Name (En)	gbr
Civil ID	Inst_EstablishmentOwner	Mobile Number	5568884852
Role	Owner		

Establishment Details

Establishment Name	[REDACTED]	CR Number	[REDACTED]
CR Status	CR Status	Phone Number	Phone Number
Email	Email	PO Box	PO Box

DrugInfo

Select SubmissionType

Submission Type * LDR

Select ProductType

Product Type * Registered Product

Product Registration No. With MOH: c066716

Product Details

Declaration

I hereby certify that all the information filled in this form, all submitted documents are true and accurate, and changes will not be made until they are approved by MOH, Oman

← Back
Submit Application >

11. Review all the details. Once done, add a tick to the checkbox to declare that all the information provided is true and accurate.
12. Click Submit Application > and the following message appears:

Confirmation

✕

Are you sure you want to proceed?

Confirm
Cancel

13. Click Confirm button, and the following page appears:



Fill e-Form Receive Confirmation

Application Information

Application Number:	RPCD1101062478811N
Application Issue Date:	11-11-2024 16:34:47

[My Applications](#)

You can view your applications using the [My Applications](#) button.



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