



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

is not registered in the system, it will navigate you to the following page:

	Select Account Type	
	Individual The user should have a valid civil ID, email and phone number	>
Ą	Company The company must have a valid CR registered in MOCI system and the user must be registered as a signatory/authorized for the selected CR	>

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



1.1 Register an Individual Account

The user should have a valid civil ID, email and

To register an individual account, follow the steps below:

Individual

phone number

1. Click on

, and following page appears:

Person identity					
D Card Number	8917/579	ID Expiry Date *	did-mm-yyyy	=	
					Verify O

- 2. Enter your resident card number and expiry date.
- 3. Click verify Q, and the system will retrieve your information automatically as shown below:

ID Card Number			ID Expiry Date *			Verify O
Personal informa	ition					
Full Name (En) Full Name (Ar)		Date of Birth	03-01-1986	#		
			Gender	Nole	~	
Nationality JORDANIAN 🗸		*	Age	3/		
Governorate Muscat 👻		*	willeyat	Select Willingst	~	
Vilage	Select Village 🗸 🗸					
Contact Datails E-mail address E-mai				910 910 *		

- 4. Enter the location which consists of Governorate, Wilaya, and village.
- 5. Enter email address and mobile number, then click send orp 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.

ð	Company The company must have a valid CH registered in MCC spilern and the user must be registered as a signitory/authorized for the advisor CH		
ck on L	ration	, and the following page appears:	
- Corporale Comm	sorcial Register		

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

Corporale Commerci	wi Register				
CR Number *	119				Verify Q
Corporate Informatio	n				
Company Name (En)			Company Name (Ar)		
CR Status	Valid		CR Expiry Date	04/23/2024	±
Person Identity					
ID Card Number		ID Expiry Date *	06-03-2027	m	
					Verity Q

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

					Ministry	وزارة الصح of Health
erson identity						
D Card Number			ID Expiry Date *		-	
						Verify Q
Personal Informa	ition					
vil Name (En)			Date of Birth	03-01-1986	a	
ull Name (Ar)			Gender	Male	~	
ationality	JORDAWAN	*	Age	37		
lovernorate	Muscat	¥	willeyat	Select Willoyat	~	
Plage	Select Village	¥				
Contact Details						
-mail address	Ernall address			OTP		
	Send OTF					
iobie *	Nobilii Number			OTP *		
	Sind OfF					
Communication	Preferences					
anguage *	O Englis	0				
Nethod	C 846					
	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.
- 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:

8	
Login with Mobile PKI	Card PKI
To use this login method, you need a PKI enabled SIM card	To use this login method, you need a PKI enabled national ID and card reader.
Learn More Enter Mobile Number	Learn More
Login	Login

- on the left side, and it you enter your password on your phone.
- For Card PKI, you click Control 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:

Report To Pharma	Covigilance Depa	rtment			
		(9)			
		10 e-form		Receive Confirmation	
(B) Estatsitenmere tette	Establishment Infe	ormation			
D' Gran balls	Applicant Details				
	Name (Erd)	Establishment owner user	Name (Ar)	904	
Attachesetti	0-8-0	list_stabilimentowner	Mobile Number	55448844552	
(a) Problem	Role	Connet			
	Select Establishme	rt.			
	Establishment *	Solict Establishment			
					WHEN G
	Establishment beis	sits			
	CR Mumber	Cil Hambor	CR Mature	CK STATUS	
	Phone Number	Hone Hamber	Ernall	troat	
	P.O.Nos	PG) Inter-			
			next 3		

To apply for the service, follow the steps below:

- 1. Select the establishment from the dropdown list.
- 2. Click verify d 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:

📀 Establishment is Valid

3. Click and the following page appears:

				سان Sultanate of Oman	وزارة ال Iealth
Establishment Info	Submission Details				
Drug fills	Select SubmissionType				
ulia Securita	Submission Type *	Sefarit SalariusionType	Ψ.		
tipilan .	- Select ProductType -				
	Product Type *	Salent ProductType	v Wit	duct Registration No. In MCH	
					Martha .
	Product Delaits				
	Trade Name		Per la	jistration Status	
	Company		Cal	unity	
	Product Calingory		Sin	ingth	
	Dozagie Form		Cor	mments *	
			C fisck	inst >	

- 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 verify a 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:

Drug info	Required Documents		
Abadements	Required Attachment	Description Hie Name	Action
D) Printer	Catalogue	Bitch ade A annexed Perhypers (geggel/geng) is also mant out encoded 2 Mai	Uphael We
	Documents *	Advanced Flict/spics (langed/grig) & user mail: not second 2 MI	Upload 6in
	Others	+ Allowed FileTypes (Beggel/peg) is the mail net second 2 Mil	_ Upbead No.

- 9. Upload the required attachments using the source button.
- 10. Click \longrightarrow and the following page appears:



	Applicant Details					
Establishmont/sife	opplication betters					
Drug Infe	Name (Er)	Establishment Owner Uses		Hame (Ar)	ijne	
Attachmonts	Civilia	Inst_ExtublishmentOwner		Mabile Number	55448848752	
) President	Rate	Gamer				
	Establishment Details					
	Establishment Herre			CR Number		
	CH Status	CH Status		Phone Humber	Hume Hamber	
	Emuli	rmaii		P.D Box	PO BO	
	Dreginfo					(
	Select SubmissionTyp					
	Submiction Type *	LSA	- 50			
	- Select ProductType					
	Product Type *	Regulared Product	- ini	Product Registration No. With MOH	06607te	
	Product Details					
eclaration						

- 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:

Are	you sure yo	u want to procee	d?	
		Confirm	Cancel	

		سلطنية غمصان Sultanate of Oman وزارة الصحقة Ministry of Health
Form		Receive Confirmation
Application Information		
Application Number: Application Issue Date:	RPCD1101062478811N 11-11-2024 16:34:47	
	S My Applications	



رقـــــــمنة الـــــصحة والإيتــــكار لـــعناية راقـــــية وصــــحة مــــستدامة Digitalized Health and Innovation Quality Care and sustainable

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