



Incident Report of Controlled Drugs Loss or Damage

User Manual



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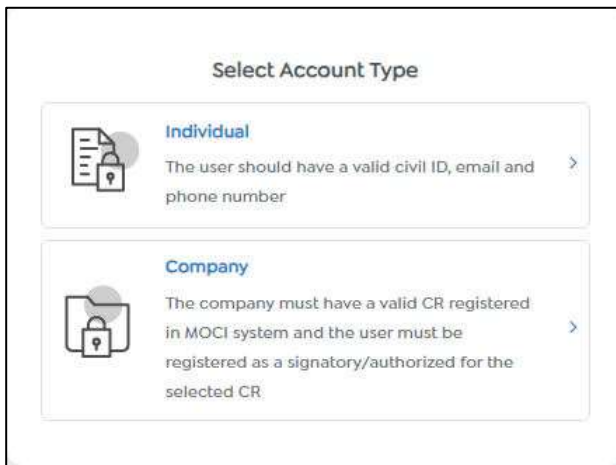


1. Registration

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:

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

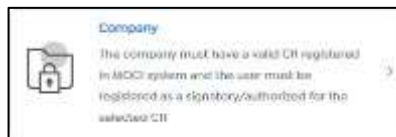
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click Send OTP for both platforms, and then enter the OTP which you have received on both platforms.




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:

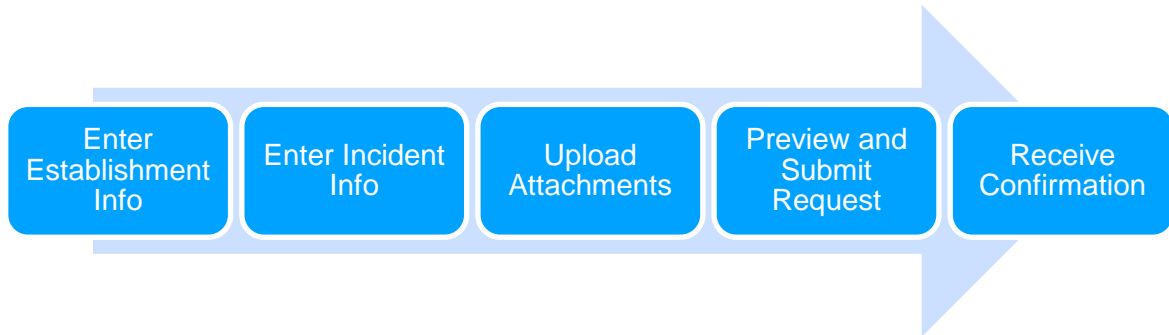
The screenshot shows two login options side-by-side. The left option is 'Login with Mobile PKI', which includes a mobile phone icon, a requirement for a PKI-enabled SIM card, a 'Learn More' link, a text input field for 'Enter Mobile Number', and a 'Login' button. The right option is 'Card PKI', which 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. Incident Report of Controlled Drugs Loss or Damage

Through this page you report an incident of loss or damage of controlled drugs. The process is as follows:



The Incident Report of Controlled Drugs Loss or Damage page appears as shown below:

To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list.
2. Select the provider from the establishment you have selected.
3. 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:

 Establishment & Provider Details is Valid and Active



4. Click **Next >** and the following page appears:

5. Enter incident details which consist of incident date, medical ward, controlled drug type, incident type, and incident details.
6. Enter product details which consist of trade name, generic name, dosage form, strength, batch number, and quantity.
7. Click **+ Add Product** and the details are added as shown below:

Trade Name	Generic Name	Dosageform	Strength	Batch Number	Quantity	Manufacturer	Country
trad	gen	POWDER FOR INJ. IVJM	1000	142623	10 rings	man	BANGLADESH

You can add more products, edit them and delete them.

8. Select concerned staff member, and the details appear automatically.
9. Click **Next >** and the following page appears:



Attachments

Incident Report Documents

Required Attachment	Description	File Name	Action
Institutions Internal Investigation Report	Allowed filetypes (doc,docx,gif,jpg,pdf,png,sh,svg,zip) & size must not exceed 2 MB		Upload file

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10. Upload the required attachments using the  button.

11. Click  and the following page appears:

Applicant Details

Name (En)	Establishment Owner User	Name (Ar)	SM
Civil ID	001_EstablishmentOwner	Mobile Number	9644884452
Role	Owner		

Establishment Details

Establishment	M. Medika Development and Supply	Provider	SHASAB CLINIC
CR Number	007509	CR Status	Active
Phone Number		Email	
License Number	04	License Status	Opened
Legal Form/Category	Center	Sub Category	Medical Fitness Center
Governorate	Musandam	Wilaya	AlMusandam
P.O. Box	2437048	Address	AlMusandam

IncidentDetails

Incident Date	07/11/2024 12:00 AM	Medical Ward	ward
Controlled Drug Type	Narcotic substance	Incident Type	Damage of Controlled Drugs

Declaration

I hereby declare that all the information provided in this application form is true and accurate. I understand that providing incorrect or misleading information will result in the rejection of my application, and the Drug Safety Center will take the necessary actions.

[Back](#) [Submit](#)

12. Review all the details. Once done, add a tick to the checkbox to declare that the information provided is true and accurate.

13. Click  and the following message appears:



Confirmation ✕

Are you sure you want to proceed?

[Confirm](#) [Cancel](#)

14. Click [Confirm](#) button, and the following page appears:

[Fill e-Form](#) ✓ [Receive Confirmation](#)

Application Information

Application Number:	IRLD1105392435712B
Application Issue Date:	12-11-2024 08:39:15

[My Applications](#)

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



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