



Pharmaceutical Establishment Licensing Renewal Request

User Manual



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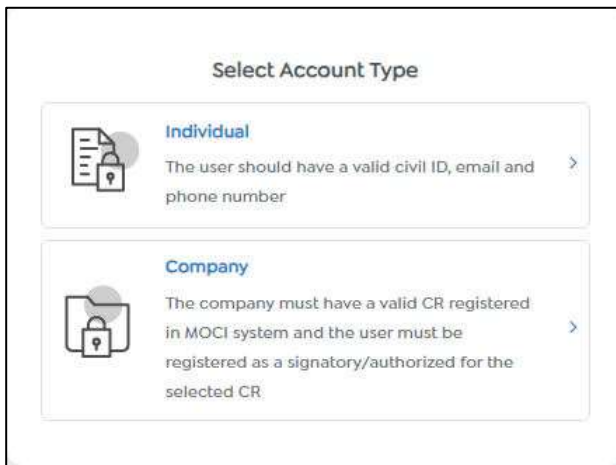


1. Registration

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:

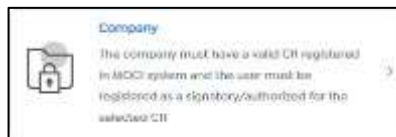
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click Send OTP for both platforms, and then enter the OTP which you have received on both platforms.




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:

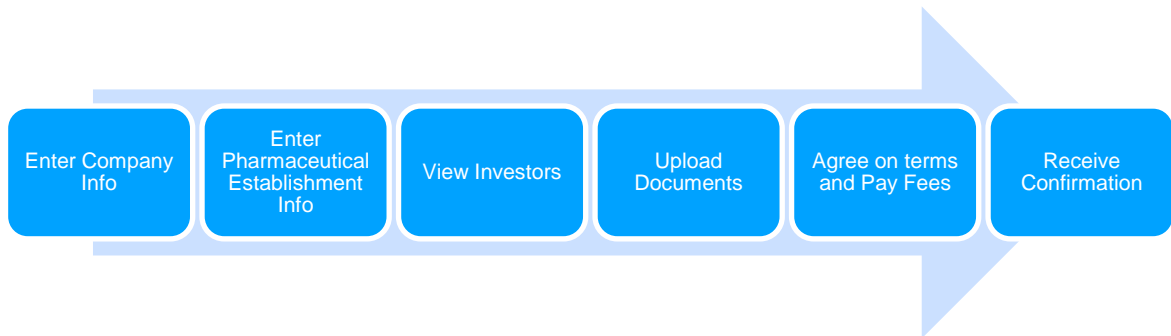
The screenshot shows two login options side-by-side. The left option is 'Login with Mobile PKI', which requires a PKI enabled SIM card. It features a 'Learn More' link, a text input field for 'Enter Mobile Number', and a 'Login' button. The right option is 'Card PKI', which requires a PKI enabled national ID and a card reader. It also features 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. Pharmaceutical Establishment Licensing Renewal Request Service

Through this page you apply for renewal of Pharmaceutical Establishment license. The process is as follows:



The Pharmaceutical Establishment Licensing Renewal Request 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.

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:





Note: You must select the establishment which is the parent of the pharmaceutical establish and you must be either the owner or delegate of the parent establishment in order to proceed with the application.

- Click **Next >** and the following page appears:

Pharmaceutical Establishment

Pharmaceutical Establishment: Select Pharmaceutical Establishment

Pharmaceutical Establishment Information

| | | | |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Establishment Type | Establishment Type | Establishment Name(Ar) | Name(Ar) |
| Establishment Name(En) | Name(En) | Branch Location Details(Ar) | Branch Location Details(Ar) |
| Branch Location Details(En) | Branch Location Details(En) | Wilaya | Wilaya |
| Governorate | Governorate | Nearest Landmark | Nearest Landmark |
| Village | Village | | |

Pharmaceutical Establishment Contact Info

Pharmaceutical Est Main Phone Number: +968 []

Pharmaceutical Est Alternate Phone Number: +968 []

Pharmaceutical Est Email: []

[Back](#) [Next >](#)

- Select pharmaceutical establishment from the dropdown list, and the details appear automatically as shown below:

Pharmaceutical Establishment

Pharmaceutical Establishment: QCTest

Pharmaceutical Establishment Information

| | | | |
|-----------------------------|----------------------------|-----------------------------|----------------|
| Establishment Type | Quality Control Laboratory | License Status | Active |
| License Number | 0000731 | Establishment Name(Ar) | التبصمة من قبل |
| Establishment Name(En) | QCTest | Branch Location Details(Ar) | التبصمة من قبل |
| Branch Location Details(En) | alkhawal | Wilaya | Al-Busrah |
| Governorate | Al-Busrah | Nearest Landmark | MCT |
| Village | Abu Nukhaytah | | |

Pharmaceutical Establishment Contact Info

Pharmaceutical Est Main Phone Number: +968 75005555

Pharmaceutical Est Alternate Phone Number: +968 []

Pharmaceutical Est Email: test@gmail.com

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- Enter the main phone number, alternate phone number, and email of the pharmaceutical establishment.



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

The screenshot shows the 'Investors Details' page. On the left is a sidebar with navigation options: Company Info, Pharmaceutical Est., Investors (selected), Attachments, and Profile. The main content area is titled 'Omani Investors List' and contains a table with the following columns: #, Investor Name En, Investor Name Ar, Civil Number, CR Number, CR Name En, CR Name Ar, and Main Sub CR. A single row is visible with a blacked-out name and a 'Sub-CR OF ADL' in the CR Name En column. Below the table, it says 'Total Number Of Omani Investors : 1'. There is a 'Reload Omani Investors List' button with a refresh icon. At the bottom are 'Back' and 'Next >' buttons.

This page shows the list of Omani investors, it is mainly used to verify that there are Omani investors investing in the pharmaceutical establishment.

6. Review the list of investors, if there are missing investors, click the **Reload Omani Investors List** button.

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

The screenshot shows the 'Attachments' page. The sidebar is the same as in the previous screenshot, with 'Attachments' selected. The main content area is titled 'Required Documents' and contains a table with the following columns: Required Attachment, Description, File Name, and Action. There are three rows of required attachments, each with an 'Upload file' button:

| Required Attachment | Description | File Name | Action |
|------------------------------|--|-----------|-------------|
| Bank Account Opening Proof * | <ul style="list-style-type: none"> • Proof of opening an account in bank company for waste disposal (for medical store only) • Allowed filetypes (jpg,pdf/png) & size must not exceed 2 MB | | Upload file |
| Supporting Documents | <ul style="list-style-type: none"> • Allowed filetypes (jpg,pdf/png) & size must not exceed 2 MB | | Upload file |
| Transportation Contract * | <ul style="list-style-type: none"> • Transportation contract (for medical store only) • Allowed filetypes (jpg,pdf/png) & size must not exceed 2 MB | | Upload file |

At the bottom are 'Back' and 'Next >' buttons.

8. Upload the required attachments using the **Upload file** button.

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



- Company Info
- Pharmaceutical Est.
- Investors
- Attachments
- Preview

Company & Applicant Information

Company Information

| | | | |
|-------------------|----------------------------------|-------------------|-------------------------------|
| CR Number | IR2509 | CR Status | Active |
| Company Name (En) | Al Madina Development and Supply | Company Name (Ar) | شركة المدينة للتطوير والتوريد |

Applicant Information

| | | | |
|-----------------------|------------------------|-------------------------|---------------|
| Civil ID | Establishment Owner | Delegate Type | CR Signatory |
| Applicant Name (En) | Establishment Owner | Applicant Name (Ar) | مهمو اي |
| Applicant Email | info@wajumailgroup.net | Applicant Mobile Number | Mobile number |
| Occupation | PHO | Place of Work | ADO |
| PO Box | 111 | Postal Code | 9000 |
| Alternate PhoneNumber | 929240 | | |

Pharmaceutical Establishment Information

Pharmaceutical Establishment

Pharmaceutical Establishment: GCTest

Pharmaceutical Establishment Information

| | | | |
|-------------------------|----------------------------|-------------------------|------------------------|
| Establishment Type | Quality Control Laboratory | License Status | Active |
| License Number | 000070 | Establishment Name (Ar) | المختبر - مدينة من تيل |
| Establishment Name (En) | OCTEST | Branch Location | المختبر - مدينة من تيل |
| Branch Location | zakhwail | Branch Location | المختبر - مدينة من تيل |
| Details (En) | | Details (Ar) | |

Declaration

I certify that the owners/partners in this CR are not owners/partners of another pharmacy establishment

← Back
Continue to Payment →

10. Review all the details. Once done, add a tick to the checkbox to declare that the owners and partners of this CR are not owners of another pharmacy establishment.
11. Click Continue to Payment → and the following message appears:

Confirmation

✕

Are you sure you want to Confirm and Proceed for Payment?

Confirm
Cancel

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

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Fill e-Form Pay Online Receive Confirmation

Payment Summary

| | |
|------------------------------|------------------------|
| Applicant Name | Establishment Owner |
| Application Reference Number | PELRRI05422490813M |
| Payment Reference Number | POPELRR80000332231240I |
| Application Fees | 300.000 OMR |
| Total Fees : | 300.000 OMR |

[← Back](#) [Pay Now →](#)

13. Click [Pay Now](#), you will be transferred to the payment page.

Note: if the service is free of charge, you skip the payment process.

Once done, you will receive the receipt as shown below:

Fill e-Form Pay Online Receive Confirmation

Payment Transaction information

| | |
|-------------------------|---------------------|
| Application Number: | PELRRI05422490813M |
| Application Issue Date: | 03-11-2024 09:26:58 |

| | | |
|--------------------------------|--|--|
| Payment Id 6002034386283067 | Order Reference Number POPELRR80000332231340I | Transaction Date Time 03-11-2024 09:28 AM |
| Transaction Ref | Payment Status Description Success - CAPTURED | Transaction Amount 300.000 oman |
| Card Number 439937*****5381 | Track ID 9223 | |

[My Applications](#)

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



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