



Ministry of Health

Registration of Medical Device Manufacturer User Manual

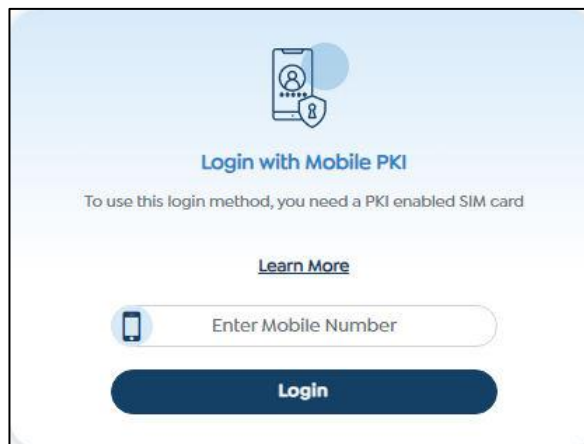
02/04/2024


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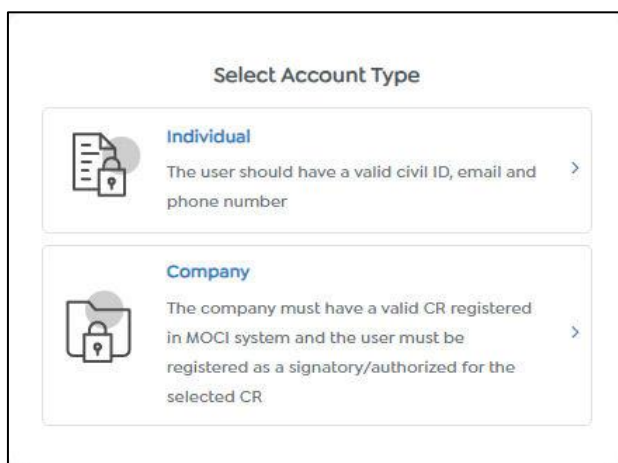
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1. Registration

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:



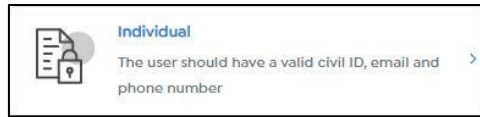
Click your mobile number and click  , when the system recognizes that it is not registered in the system, it will navigate you to the following page:

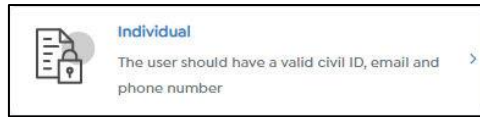


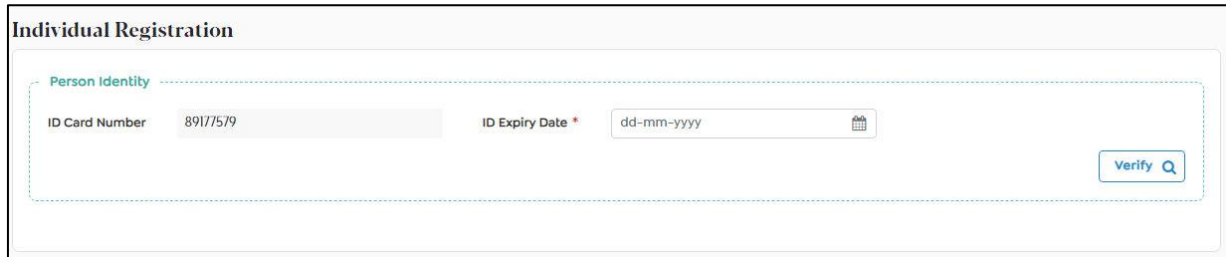
You can select an account type by simply clicking on any of them.

1.1 Register an Individual Account


To register an individual account, follow the steps below:

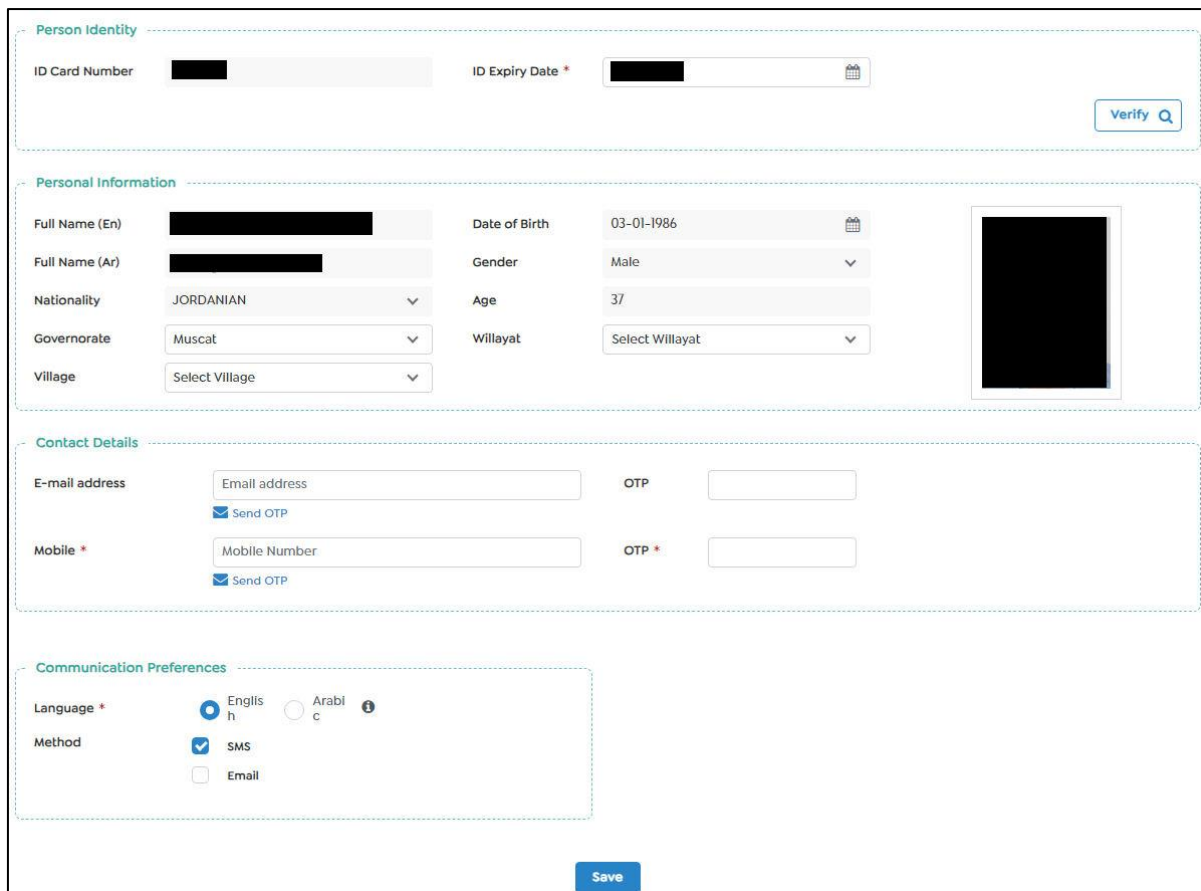


1. Click on , and following page appears:




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.

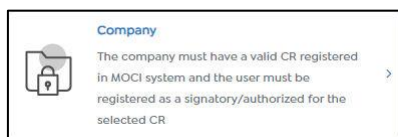
5. Enter email address and mobile number, then click  Send OTP for both platforms, and then enter the OTP which you have received on both platforms.

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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:



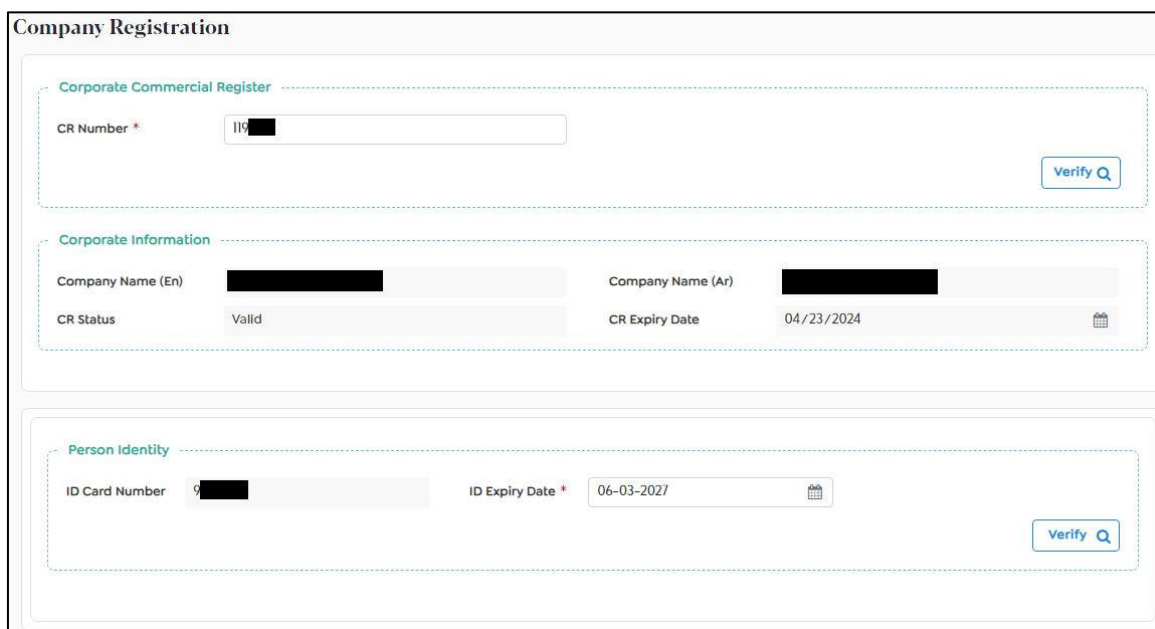
Company Registration

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

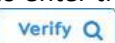
Company Name (En)	<input type="text" value=""/>	Company Name (Ar)	<input type="text" value=""/>
CR Status	Valid	CR Expiry Date	04/23/2024 

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

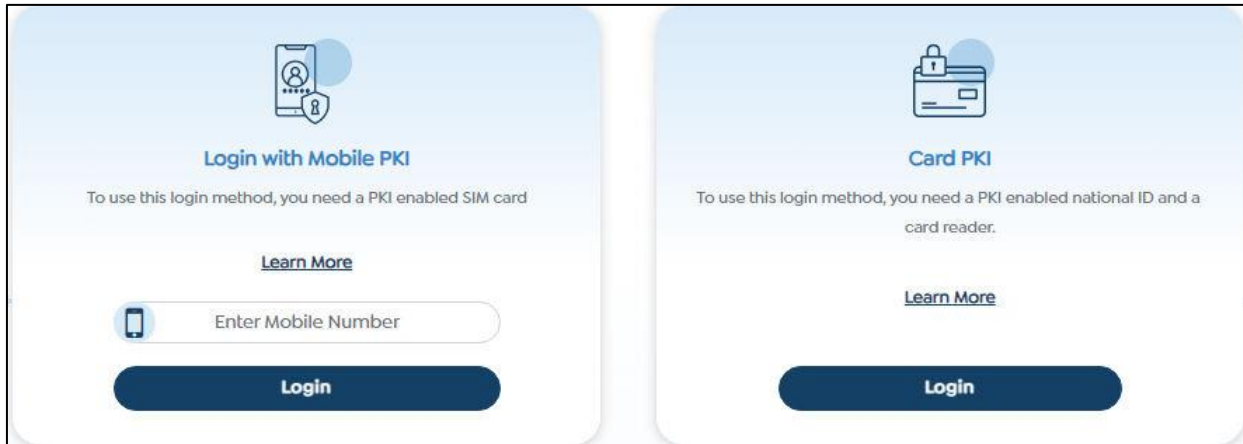
Method SMS Email



[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

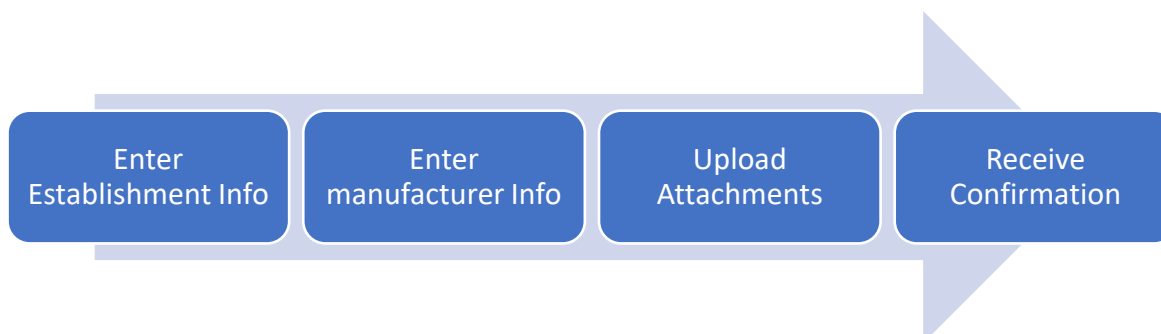
You can login to the system with your account using two different methods: Mobile PKI and Card PKI. The **Login** page appears as shown below:



- 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. Registration of Medical Device Manufacturer Service

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




The **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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Manufacturer Information


Manufacturer Registration

Is Manufacturer Registered in SFDA? Yes No

Manufacturer Detail

Manufacturer Legal Name *

QMS Certificate Name *

QMS Certificate ExpiryDate * 

Is Manufacturer SubSite/SubContractor Available Yes No

Postal Address

Select Country

City *

Postal Code *

P.O.Box *

Street *

Tel No. * +

Fax No. * +

Email *

Same as Postal Address

Select Country

City *

Postal Code *

P.O.Box *

Street *

Tel No. * +

Fax No. * +

Email *

4. Select whether the manufacturer is registered in SFDA. If yes, the following field appears:

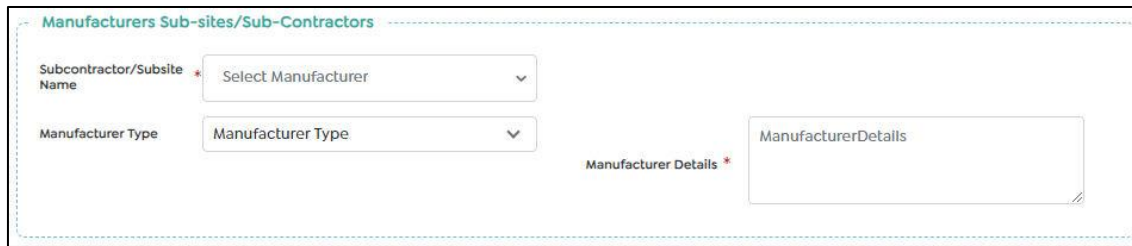
MADMA No *




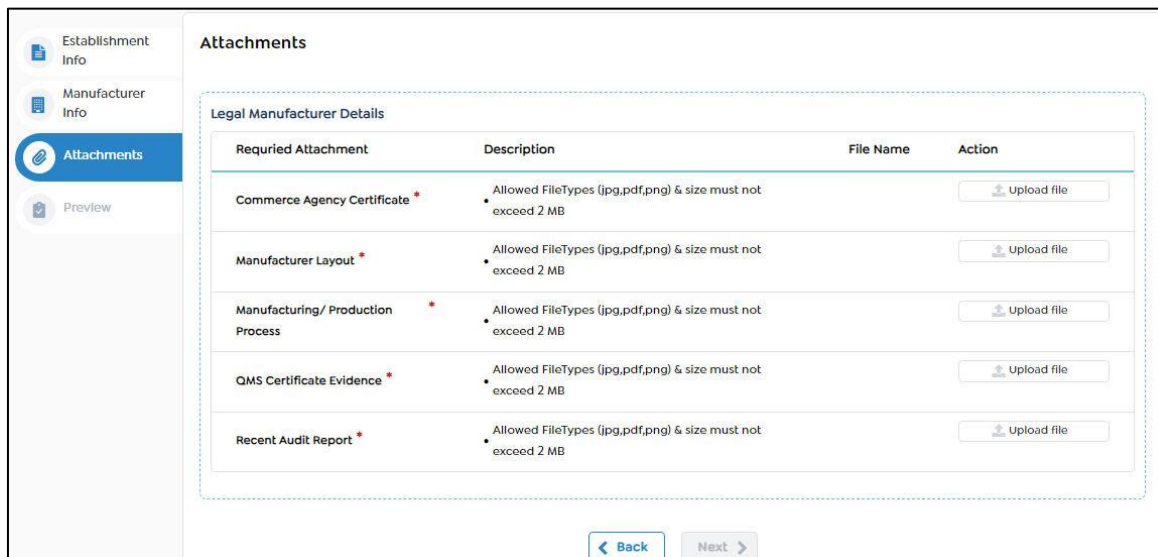
Enter MADMA number and click button.

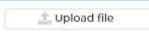




5. Enter manufacturer details which consist of legal name, QMS certificate name, QMS certificate Expiry Date.
6. Select whether the manufacturer subsite/subcontractor is available or not. If yes, the following fields appear:




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7. Select subsite/subcontractor name from the dropdown list, if you select “other”, enter the name manually.
8. Select manufacturer type and enter the details.
9. Enter postal address details which consist of country, city, postal code, PO Box, street, phone number, fax number, and email.
10. Enter physical address details, if it’s the same as postal address details, click the checkbox and the fields are automatically filled.
11. Click  and the following page appears:



Required Attachment	Description	File Name	Action
Commerce Agency Certificate *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 2 MB		
Manufacturer Layout *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 2 MB		
Manufacturing/ Production Process *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 2 MB		
QMS Certificate Evidence *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 2 MB		
Recent Audit Report *	Allowed FileTypes (jpg,pdf,png) & size must not exceed 2 MB		

12. Upload the required attachment using the  button. Once done, it will activate the  button.
13. Click  and the following page appears:

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- Establishment Info
- Manufacturer Info
- Attachments
- Preview

Applicant Details

Name (En)	Establishment Owner	Name (Ar)	Name
Civil ID	EstablishmentOwner	Mobile Number	Mobile Number
Role	Owner		

Establishment Details

Establishment Name	Al Madina Development and Supply	CR Number	1197509
CR Status	Active	Phone Number	94898410
Email	Email	P.O Box	P.O Box
Activities	WHOLESALE		

Postal Address

Select Country	Oman
City	Muscat
Postal Code	11212
P.O.Box	63625
Street	street
Tel No.	+ 0 97002288
Fax No.	+ 0 97002287
Email	thamer@almadinagroup.net

Physical Address

Select Country	Oman
City	Muscat
Postal Code	11212
P.O.Box	63625
Street	street
Tel No.	+ 0 97002288
Fax No.	+ 0 97002287
Email	thamer@almadinagroup.net

Attachments

Declaration

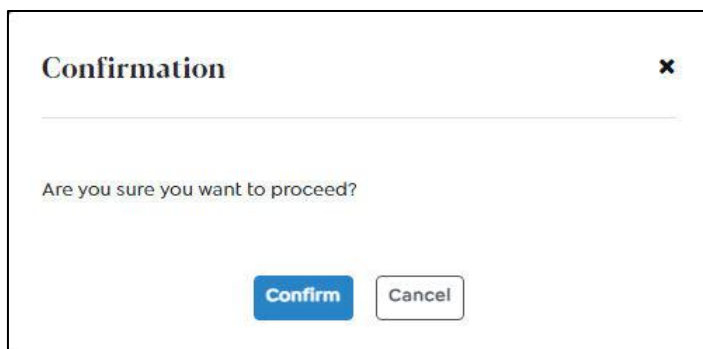
I hereby declare that all the information provided in the application form is true and correct. I also understand that if I provided any misleading or incorrect information that may lead to the rejection of the application and the Directorate of Private Health Establishments will take the necessary actions.

Back
Submit

14. Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.

15. click Submit, and the following message appears:

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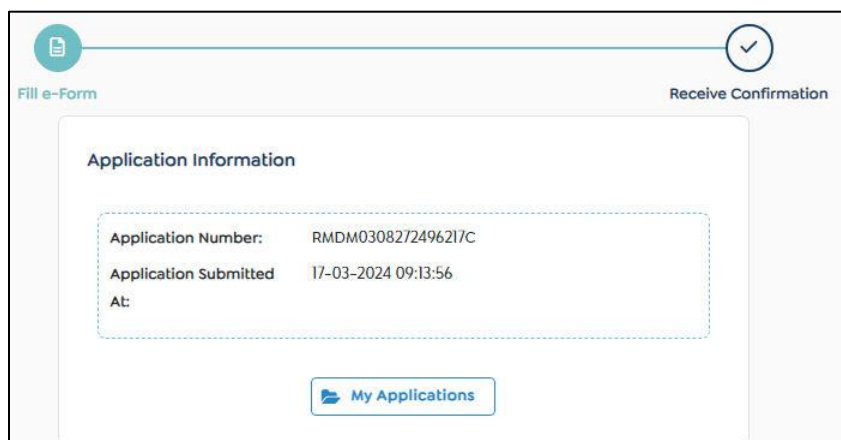


Confirmation ✕

Are you sure you want to proceed?

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

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



Fill e-Form ✓ Receive Confirmation

Application Information

Application Number:	RMDM0308272496217C
Application Submitted	17-03-2024 09:13:56
At:	

[My Applications](#)

Your request is sent to DGPA for approval.

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