



Medical Device Clearance

User Manual



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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:

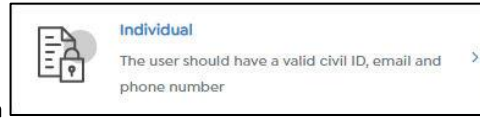
Click your mobile number and click **Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page:


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 , 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 Willayat

Village

Contact Details

E-mail address Send OTP

Mobile * Send OTP

Communication Preferences

Language * English Arabic

Method SMS Email

[Save](#)

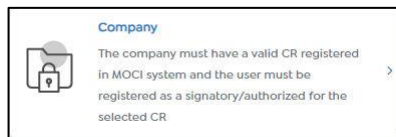
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click Send OTP for both platforms, and then enter the OTP which you have received on both platforms.




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:

Company Registration

Corporate Commercial Register

CR Number *

Verify Q

2. Enter the CR number and then click the **Verify Q** 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 **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 Willayat

Village

Contact Details

E-mail address

Send OTP

Mobile *

Send 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 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 , 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:

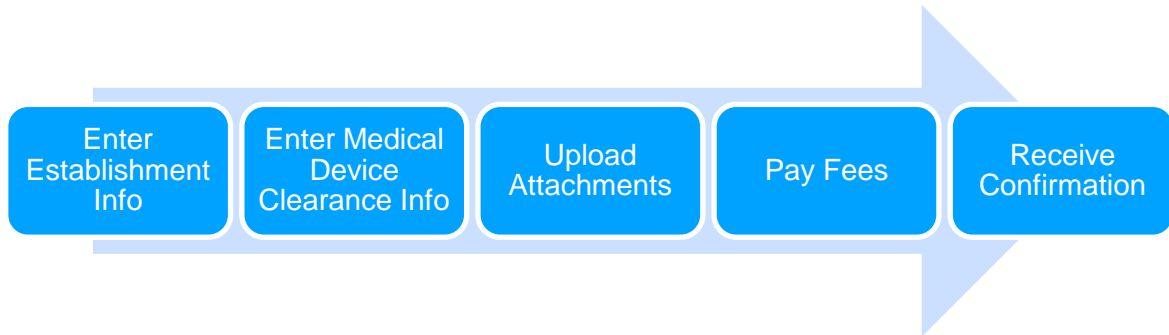
The screenshot shows two login options side-by-side. The left option is 'Login with Mobile PKI', which includes a mobile phone icon, a text box for 'Enter Mobile Number', and a 'Login' button. The right option is 'Card PKI', which includes a card icon and a 'Login' button. Both options have a 'Learn More' link above their respective 'Login' buttons.

- 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. Medical Device Clearance Service

Through this page you apply for medical clearance of a certain device. The process is as follows:




The Medical Device Clearance 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:



- Establishment Info
- Medical Device Clearance Info
- Attachment
- Fees
- Preview

Medical Device Clearance Information

Medical Device Clearance Details

Clearance Info

Clearance Type *

Currency * Invoice Number *

Select Application Type

Application Type * Registration No. With MOH *

Product Details

Medical Device Name <input type="text"/>	Registration Status <input type="text"/>
Device Type <input type="text"/>	Device Category <input type="text"/>
Manufacturer <input type="text"/>	Country <input type="text"/>
Model No. <input type="text"/>	Quantity * <input type="text" value="Enter Quantity"/> <input type="text" value="Select Unit"/>
Serial Number <input type="text"/>	HS Code * <input type="text"/>
Storage Conditions <input type="text"/>	

Application Type	Medical Device Name	Device Type	Device Category	Manufacturer	Country	Storage Conditions	Quantity	Unit	HS Co
[Empty Table]									

Intended Use Details

Intended Use

4. Select clearance type if it is "Import", "export", or "Re-export".
5. Select currency used and enter the total invoice price.
6. Enter invoice number.
7. Select application type.
 - Enter registration no. with Moh in case you selected "Registered Medical Device".
 - Enter Non-Registered Device no. in case you select "Non-Registered Medical Device".
8. click . If the device information is correct, the notification appears as shown below:



And the details appear automatically.

9. Enter quantity and unit type.
10. Enter HS code.
11. Click and the details are added as shown below:



Application Type	Medical Device Name	Device Type	Device Category	Manufacturer	Country	Storage Conditions	Quantity
Non-Registered Medical Device	dh		MD	dhdh	ANGOLA		23

1 to 1 of 1 items

Intended Use Details

Intended Use: Exhibition and Training

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

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

- Select how the device is intended to be used.
- Click [Next](#) and the following page appears:

Attachments

Medical Device Clearance Documents

Required Attachment	Description	File Name	Action
Medical Device Clearance Invoice *	<ul style="list-style-type: none"> Invoice of the Medical Device Clearance Allowed FileTypes (doc,docx,jpg,pdf,png,zip) & size must not exceed 5 MB 		Upload file
Other Supporting Documents	<ul style="list-style-type: none"> Allowed FileTypes (doc,docx,jpg,pdf,png,zip) & size must not exceed 2 MB 		Upload file

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

- Upload the required attachments using the [Upload file](#) button.
- Click [Next](#) and the following page appears:

Fees

Fee Details

Fees to be paid: 50 OMR

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- View the service fees then click [Next](#) and the following page appears:



- Establishment Info
- Medical Device Clearance Info
- Attachment
- Fees
- Preview

Applicant Details

Name (En)	Establishment Owner User	Name (Ar)	gov
Civil ID	test_EstablishmentOwner	Mobile Number	78200053
Role	Owner		

Establishment Details

Establishment Name	Al Madina Development and Supply	CR Number	1197509
CR Status	Active	Phone Number	Phone Number
Email	Email	P.O Box	building No.J06 ,way No. , PO.1181
Activities	WholeSale and RetailSale Activity Not Added		

Medical Device Clearance Details

Clearance Type	Re-Export			
Currency	RO	23	Invoice Number	3622532

Application Type	Medical Device Name	Device Type	Device Category	Manufacturer	Country	Storage Conditions	Quantity
Non-Registered Medical Device	dh		MD	dhdh	ANGOLA		23

1 to 1 of 1 items

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
Continue to Payment →

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

18. Click Continue to Payment → and the following message appears:

Confirmation

✕

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

Confirm
Cancel

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



Fill e-Form Pay Online Receive Confirmation

Payment Summary

Applicant Name	Establishment Owner User
Application Reference Number	MDCLI011162480903X
Payment Reference Number	POMDCL60002272903102401
Application Fees	50.000 OMR
Total Fees :	50.000 OMR

[← Back](#) [Pay Now →](#)

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

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

Payment Transaction Information

Application Number:	MDCLI011162480903X
Application Issue Date:	03-10-2024 14:33:15

Payment Id 600202427726637763	Order Reference Number POMDCL60002272903102401	Transaction Date Time 03-10-2024 03:00 PM
Transaction Ref 	Payment Status Description Success - CAPTURED	Transaction Amount 50.000 OMR
Card Number	Track ID 15145	

[My Applications](#)

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



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