



# Renewal of Controlled Drugs License 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:

### 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**

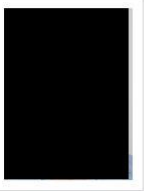
Full Name (En)  Date of Birth  

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 <input type="text" value="Valid"/>	CR Expiry Date <input type="text" value="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 \*

Verify

**Personal Information**

Full Name (En)  Date of Birth

Full Name (Ar)  Gender

Nationality  Age

Governorate  Willayat

Village

**Contact Details**

E-mail address  OTP

Send OTP

Mobile \*  OTP \*

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:

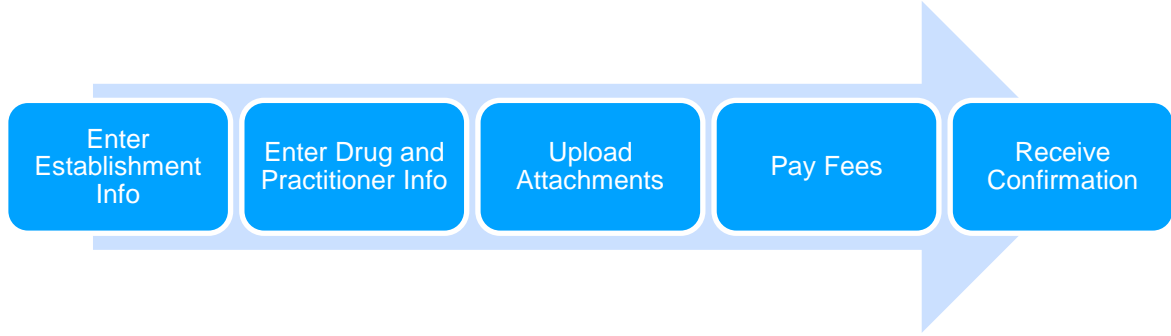
The screenshot shows two login options side-by-side. The left option is 'Login with Mobile PKI', which includes a mobile phone icon, a text box for 'Enter Mobile Number', and a 'Login' button. The right option is 'Card PKI', which includes a card icon and a 'Login' button. Both options have a 'Learn 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. Renewal of Controlled Drugs License Service

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



The Renewal of Controlled Drugs License page appears as shown below:

**Renewal of Controlled Drugs License**

Fill e-Form
Pay Online
Receive Confirmation

- EstablishmentInfo
- Drug/PractitionerInfo
- Attachments
- Fees
- Preview

**Applicant Details**

Name (En)	Establishment Owner User	Name (Ar)	gov
Civil ID	test_EstablishmentOwner	Mobile Number	55448844552
Role	Owner		

**Select Establishment**

Establishment *	Providers *
Select Establishment	Select Provider

[Verify](#)

**Establishment Details**

CR Number	CR Number	CR Status	CR Status
Phone Number	Phone Number	Email	Email
License Number	License Number	License Status	License Status
Legal Form/Category	Category	Sub Category	Sub Category
Governorate	Governorate	Willaya	Willaya
P.O. Box	P.O. Box	Address	Address

[Next](#) >

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 [Verify](#) 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

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4. Click [Next >](#) and the following page appears:

- EstablishmentInfo
- Drug/PractitionerInfo
- Attachments
- Fees
- Preview

**License Number**

Controlled Drug License No.  [Verify Q](#)

**Practitioner Details**

Practitioner's Name	Practitioner Name	Nationality	Nationality
Professional Role	Professional Role	Date Of Birth	dd/mm/yyyy
Address	Request Permission		Permission
Controlled Drug License Status	Controlled Drug License Status	License Status	License Status

**Controlled Drug Details**

Controlled Drug Type

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5. Enter controlled drug license number and then click [Verify Q](#), and the following details appear:

**License Number**

Controlled Drug License No.  [Verify Q](#)

**Practitioner Details**

✔ Practitioner License is Active and Drug License Status is Active

Practitioner's Name	Specialist Neurologist	Nationality	FILIPINO
Professional Role	Ash Sharqiyah North,Ash Sharqiyah North,547,48	Date Of Birth	13/01/1987
Address	Request Permission		Dealing
Controlled Drug License Status	Active	License Status	Active

**Controlled Drug Details**

Controlled Drug Type

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

**Note:** the practitioner must be active and the drug license can be renewed one month before the expiry date.

6. Click [Next >](#) and the following page appears:



**Attachments**

EstablishmentInfo  
Drug/PractitionerInfo  
**Attachments**  
Fees  
Preview

**General Documents**

Requried Attachment	Description	File Name	Action
Clearance Certificate *	• Allowed FileTypes (doc,docx,jpg,pdf,png) & size must not exceed 5 MB		<input type="button" value="Upload file"/>

**Medical Establishment**

Requried Attachment	Description	File Name	Action
NOC *	• Allowed FileTypes (docx,gif,jpg,pdf,png) & size must not exceed 5 MB		<input type="button" value="Upload file"/>

7. Upload the required attachments using the  button.

8. Click  and the following page appears:

**Fee Details**

EstablishmentInfo  
Drug/PractitionerInfo  
Attachments  
**Fees**  
Preview

**Fee Details**

Validity Period: 12 Months      Fees to be paid: 10 OMR

9. View the validity period and the service fees then click  and the following page appears:

**Applicant Details**

EstablishmentInfo  
Drug/PractitionerInfo  
Attachments  
Fees  
**Preview**

Name (En)	Establishment Owner User	Name (Ar)	gov
Civil ID	test_EstablishmentOwner	Mobile Number	55448844552
Role	Owner		

**Establishment Details**

**Establishment Details**

Establishment	[Redacted]	Provider	[Redacted]
CR Number	[Redacted]	CR Status	Active
Phone Number	[Redacted]	Email	
License Number	734	License Status	Opened
Legal Form/Category	Private Hospital	Sub Category	General Hospital (HP-1-1)
Governorate	Muscat	Willaya	Boushar
P.O. Box	24488297	Address	الخور الجنوبية

**Practitioner and Drug Details**

**License Number**

Controlled Drug License No.	CD646667
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**Declaration**

COMMITMENT TO ABIDE BY THE ARTICLES OF NARCOTIC COMBAT LAW 17/99 & ITS EXECUTIVE REGULATIONS 98/2001 & GUIDE TO MANAGEMENT OF NARCOTIC & PSYCHOTROPIC WHICH ISSUED ON AUGUST/2016.

[← Back](#) [Continue to Payment →](#)

10. Review all the details. Once done, add a tick to the checkbox to declare that you abide by the narcotic combat law and regulations.

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:

Fill e-Form Pay Online Receive Confirmation

**Payment Summary**

Applicant Name	Establishment Owner User
Application Reference Number	RCDL1103562464018Q
Payment Reference Number	PORCDL20002358318112401
Application Fees	10.000 OMR
<b>Total Fees :</b>	<b>10.000 OMR</b>

[← Back](#) [Pay Now →](#)

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

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



Fill e-Form Pay Online Print Receipt

**Payment Transaction Information**

Application Number:	RCDL1103562464018Q
Application Issue Date:	18-11-2024 09:29:01

Payment Id 600202432303971291	Order Reference Number PORCDL20002358318112402	Transaction Date Time 18-11-2024 09:31 AM
Transaction Ref 	Payment Status Description Success - CAPTURED	Transaction Amount 10,000 OMR
Card Number 439357*****5381	Track ID 15504	

[My Applications](#) [Download Receipt](#)

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



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