



Pharmacist License 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:

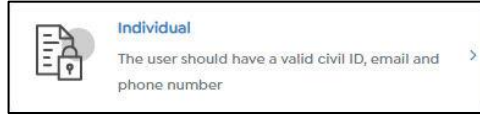
You can select an account type by simply clicking on any of them.



1.1 Register an Individual Account


To register an individual account, follow the steps below:





1. Click on , and following page appears:

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](#)

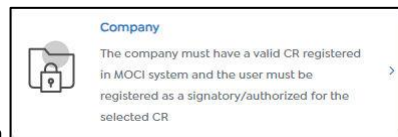
4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click Send OTP for both platforms, and then enter the OTP which you have received on both platforms.




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:

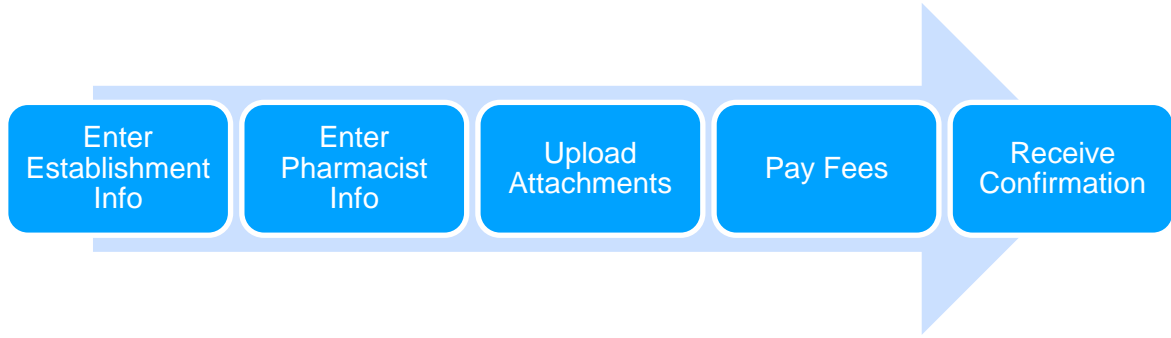
The screenshot shows two login options side-by-side. The left option is 'Login with Mobile PKI', which includes a mobile phone icon, a text box for 'Enter Mobile Number', and a 'Login' button. The right option is 'Card PKI', which includes a card icon and a 'Login' button. Both options have a 'Learn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

Through this page you request for Pharmacist License Renewal. The process is as follows:



The Pharmacist License Renewal Request page appears as shown below:

Pharmacist License Renewal Request

Fill e-Form
Pay Online
Receive Confirmation

- Establishment Info
- Pharmacist Info
- Attachments
- Fees
- Preview

Establishment Information

Select Company and Pharmaceutical Establishment

Company Name *

Pharmaceutical Establishment *

Establishment Details

CR No.	<input type="text" value="CR Number"/>	CR Status	<input type="text" value="CR Status"/>
Phone No.	<input type="text" value="Phone Number"/>	P.O Box	<input type="text" value="P.O Box"/>
License Number	<input type="text" value="License Number"/>	License Status	<input type="text" value="License Status"/>
Pharmaceutical Establishment Type	<input type="text" value="Pharmaceutical Establishment Type"/>	Governorate - Willaya	<input type="text" value="Governorate - Willaya"/>

Applicant Information


Civil ID	<input type="text" value="EstablishmentOwner"/>	Delegate Type	<input type="text" value="CR Signatory"/>
Applicant Name (En)	<input type="text" value="Establishment Owner"/>	Applicant Name (Ar)	<input type="text" value="ضضضض"/>
Applicant Email	<input type="text" value="shabnam@almadinagroup.net"/>	Applicant Mobile Number	<input type="text" value="94898410"/>

[Next >](#)

To apply for the service, follow the steps below:

1. Select company and the pharmaceutical establishment from the dropdown lists, and the details appear automatically.
2. Click [Next >](#) and the following page appears:



3. Select practitioner from the dropdown list and enter ID expiry date, then click , and the details are fetched from NRS as shown below:

4. Click  and the following page appears:

5. Upload the required attachment using the  button.



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

Establishment Info	Fees	
Pharmacist Info	Validity In Months	24
Attachments	Service Fees (OMR)	100
Fees	Delay Fee (OMR)	0
Preview	Total Fees (OMR)	100

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

7. Review the fees details. Once done, Click **Next >** and the following page appears:

Establishment Info	Applicant Details			
Pharmacist Info	Applicant Information			
Attachments	Civil ID	EstablishmentOwner	Delegate Type	CR Signatory
Fees	Applicant Name (En)	Establishment Owner	Applicant Name (Ar)	ضضضض
Preview	Applicant Email	shabnam@aimadinagroup.net	Applicant Mobile Number	94898410
	Establishment Details			
	Establishment Details			
	Company	Al Madina Development and Supply	Pharmaceutical Establishment	ADS Public Pharmacy
	CR No.	1197509	CR Status	Active
	Phone No.	94898410	P.O Box	building No.106 ,way No. , PO.1181
	License Number	00001732	License Status	Active
	Pharmaceutical Establishment Type	Public Pharmacy	Governorate - Willaya	Muscat - Boushar

Fees Details	
Fees	
Validity In Months	24
Service Fees (OMR)	100
Delay Fee (OMR)	0
Total Fees (OMR)	100
Declaration	
<input type="checkbox"/> 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 my registration application.	
< Back Submit >	

8. Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.
9. Click **Submit >** and the following message appears:



Confirmation ✕

Are you sure you want to submit the information?

Confirm
Cancel

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

Fill e-Form
Pay Online
Receive Confirmation

Payment Summary

Applicant Name	Establishment Owner
Application Reference Number	PLRR0306482558203H
Payment Reference Number	POPLRR90001382403032501
Application Fees	100.000 OMR
Total Fees :	100.000 OMR

← Back
Pay Now →

11. 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
Receive Confirmation

Payment Transaction Information

Application Number: PLRR0306482558203H

Application Issue Date: 03-03-2025 10:36:34

Payment Id 600202506258072409	Order Reference Number POPLRR90001382403032501	Transaction Date Time 03-03-2025 10:36 AM
Transaction Ref 600202506258072409	Payment Status Description Success - CAPTURED	Transaction Amount 100.000 OMR
Card Number	Track ID 40156	

My Applications

You can view your applications using the My Applications button.



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