



# FIJI MRA ONLINE SERVICES PORTAL

## REGISTRATION INSTRUCTIONS



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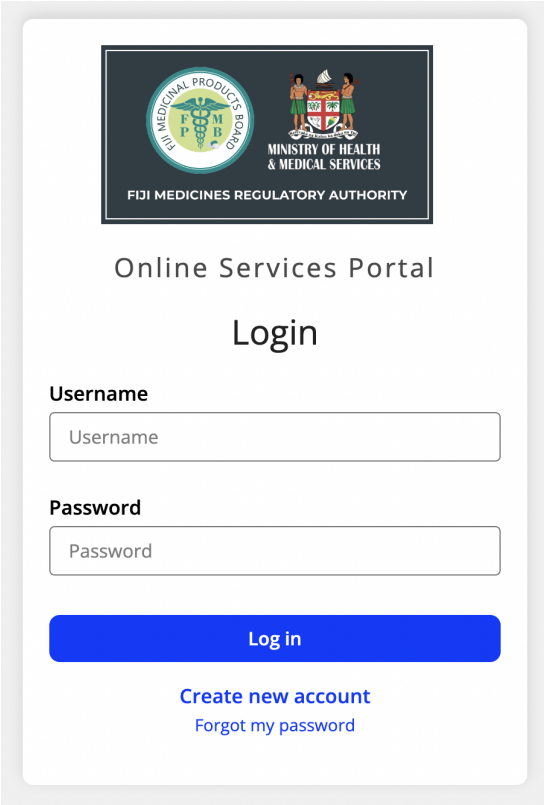
# Introduction

## Fiji Medicines Regulatory Authority Online Services Portal

The Fiji Medicines Regulatory Authority (MRA) Online Services Portal provides an electronic facility for the submission, review of applications submitted to the regulatory team, including requests to list medicinal products on the provisional register.

## How to use the system

In order to get access to the system, applicants must first register an applicant user account within the portal. Once logged into your user account you must then provide details of your company in the **Sponsor Registration** form to allow for access to the provisional listing application. .



The screenshot displays the login interface of the Fiji Medicines Regulatory Authority (MRA) Online Services Portal. At the top, there is a header banner featuring the logo of the Fiji Medicines Regulatory Authority on the left and the Ministry of Health & Medical Services logo on the right. Below the banner, the text 'Online Services Portal' and 'Login' are centered. The login form consists of two input fields: 'Username' and 'Password', each with a placeholder text. Below the password field is a blue 'Log in' button. At the bottom of the form, there are two links: 'Create new account' and 'Forgot my password'.

**FIJI MEDICINAL PRODUCTS BOARD**  
**MINISTRY OF HEALTH & MEDICAL SERVICES**  
**FIJI MEDICINES REGULATORY AUTHORITY**

Online Services Portal

Login

**Username**  
Username

**Password**  
Password

**Log in**

[Create new account](#)  
[Forgot my password](#)

# Getting Started

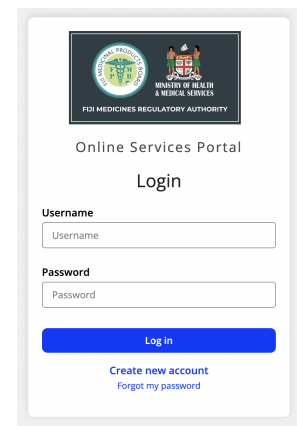
The Fiji MRA Online Services portal is accessed through your web browser. The recommended browser is Google Chrome, we recommend that you ensure your browser version is up to date.

## Accessing the Online Services portal

To access the Online Services portal:

1. Open your internet browser.
2. Navigate to the online portal :  
<https://fijimedreg.conforma.systems/>

The log-in page will appear as shown above.

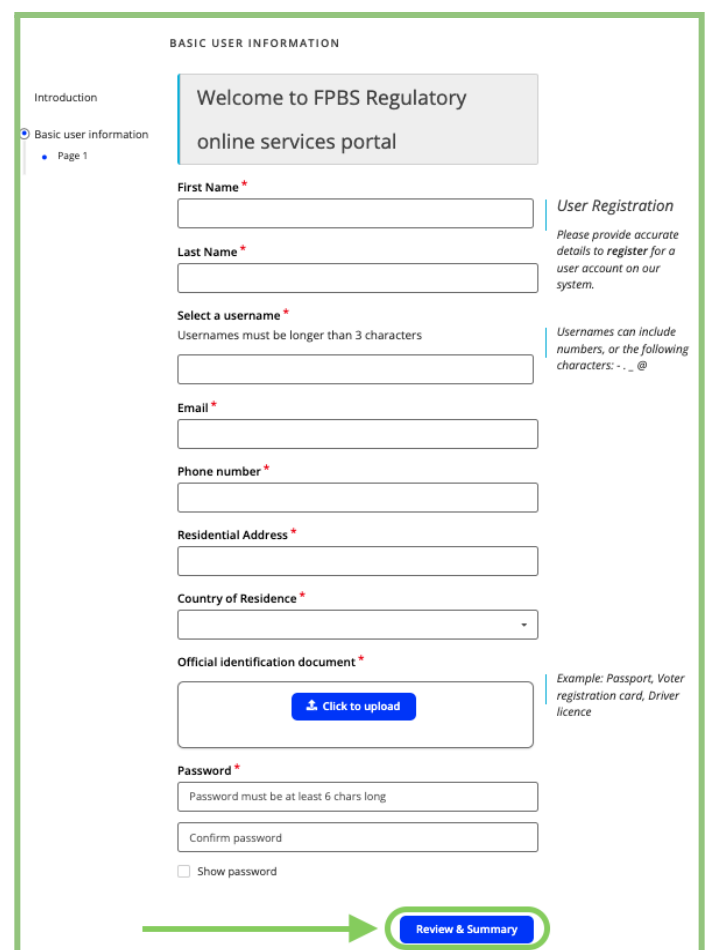


The screenshot shows the login page of the Fiji Medicines Regulatory Authority (FMRA) Online Services Portal. At the top, there is a logo for the FMRA and the text 'MINISTRY OF HEALTH & MEDICAL SERVICES'. Below the logo, the text 'Online Services Portal' and 'Login' are displayed. There are two input fields: 'Username' and 'Password'. Below these fields is a blue 'Log in' button. At the bottom, there are two links: 'Create new account' and 'Forgot my password'.

## Creating an applicant user account

From the log-in page:

1. Click the **Create new account** button.
2. This will open the FPBS Online Services Registration Form.
3. Fill out the applicant registration form.
4. Once you have completed the form click the **Review & Summary** button
5. Complete a final review of the form. Once the form is ready for submission, click the **Submit** button.



The screenshot shows the 'BASIC USER INFORMATION' registration form for the FPBS Regulatory online services portal. The form is titled 'Welcome to FPBS Regulatory online services portal'. It includes the following fields: 'First Name \*', 'Last Name \*', 'Select a username \*' (with a note: 'Usernames must be longer than 3 characters'), 'Email \*', 'Phone number \*', 'Residential Address \*', 'Country of Residence \*' (a dropdown menu), and 'Official identification document \*' (with a 'Click to upload' button). There are also 'Password \*' and 'Confirm password' fields, with a note: 'Password must be at least 6 chars long'. A 'Show password' checkbox is located below the password fields. On the right side, there is a 'User Registration' section with a note: 'Please provide accurate details to register for a user account on our system.' and another note: 'Usernames can include numbers, or the following characters: - \_ @'. At the bottom right, there is a blue 'Review & Summary' button. A green arrow points from the 'Review & Summary' button in the previous screenshot to this button.



**Tip:** You can use the edit icon to go quickly back and edit a form field.

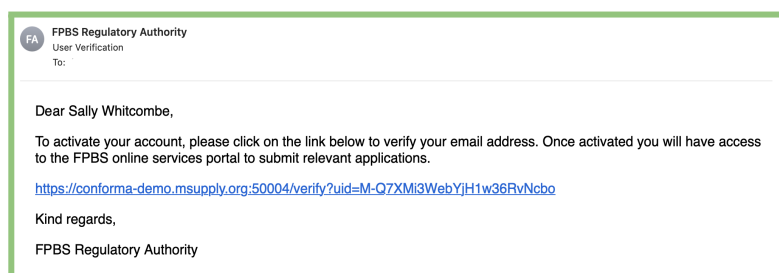


6. A verification email will be sent to the email address you provided in the form. Verify the account by selecting the link within the email.

7. Now the account is verified and you can now log into the online services portal.

A confirmation email with your user account details will be sent to your email address.

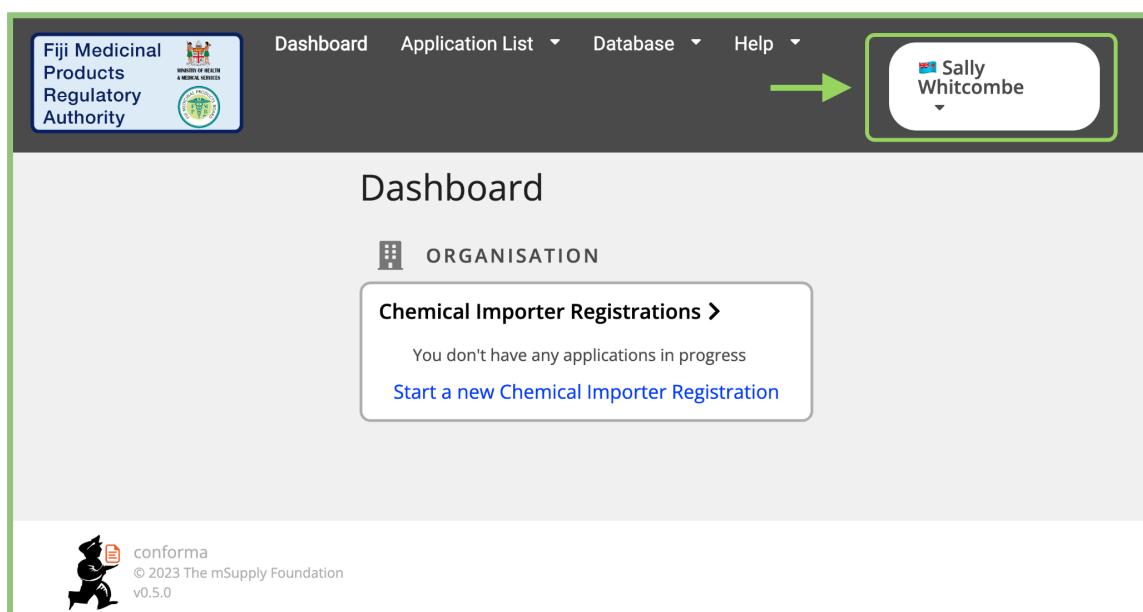
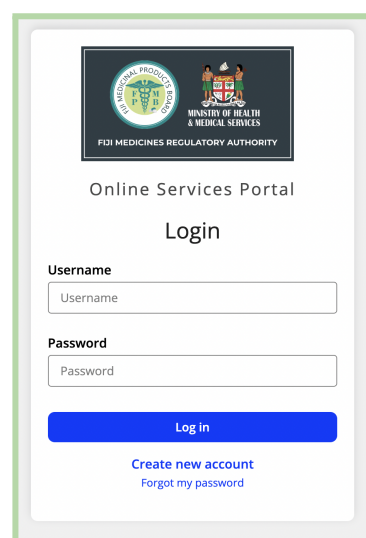
8. Click the **Log-in** button to navigate back to the log-in screen.



## Logging in

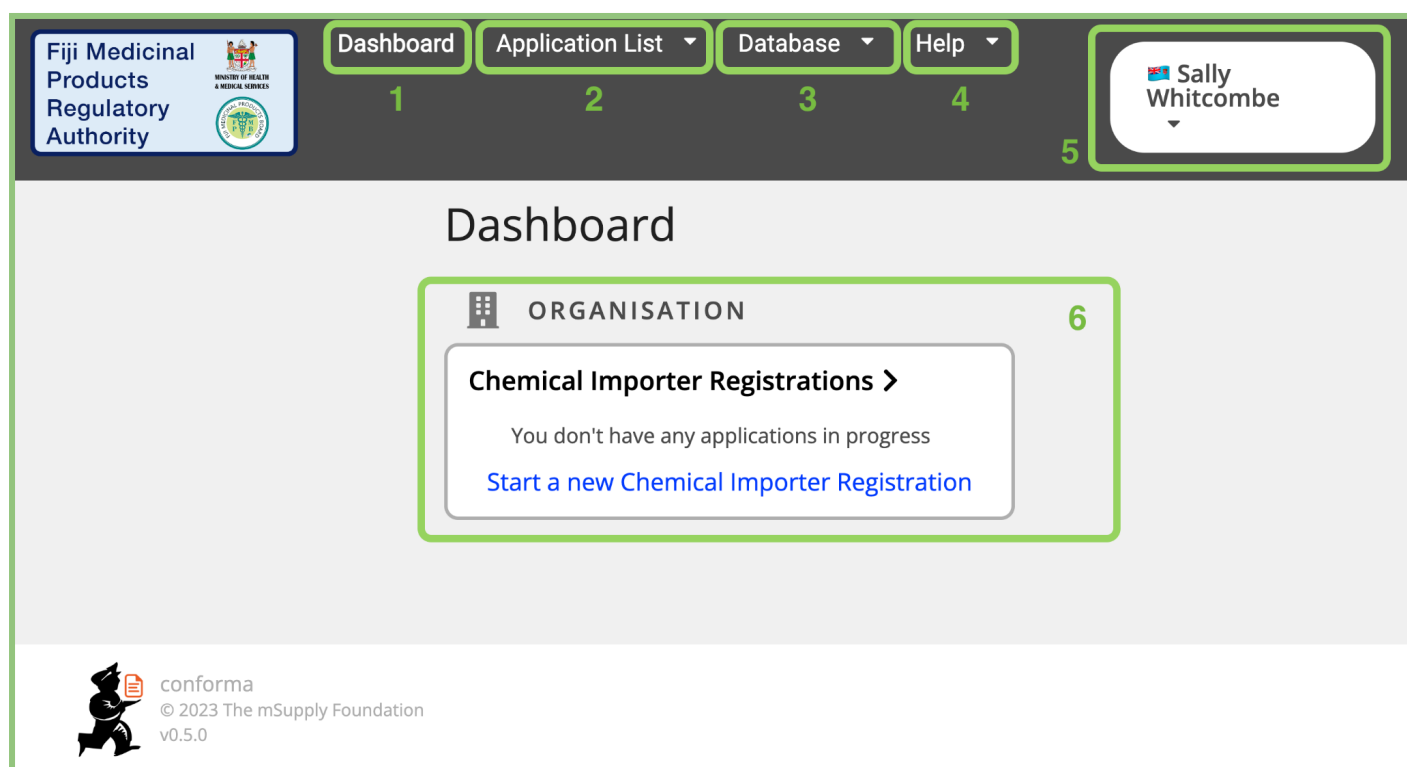
From the log-in page:

1. Enter your username and password.
2. Click **Log in**.
3. Once you log-in you will see the online services home page.
4. In the top right hand corner of the screen, you will see your user name displayed.



# Home page

The home page of Fiji MRA online services portal is pictured below:



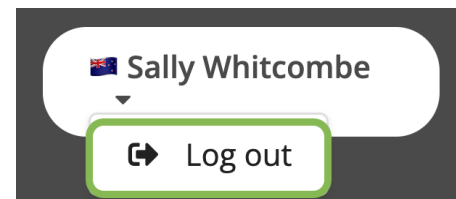
The various features of the home page are explained as follows:

#	Field	Description
1	Dashboard	Using this button will return you the home page
2	Application List	You can use this button to view and manage your applications
3	Database	This allows the user to view the outcomes of any approved applications (e.g. Approved permits)
4	Help	Menu for accessing help and guidance documents.
5	User Account	This displays the user who is logged on. The drop down menu here is how you log out. .
6	Applications overview	This panel displays a summary of your available applications and a summary of your submitted applications

# Logging Out

From the home page:

1. In the top right corner of the screen click the drop down menu next to your user details.
2. Click **Log out**.



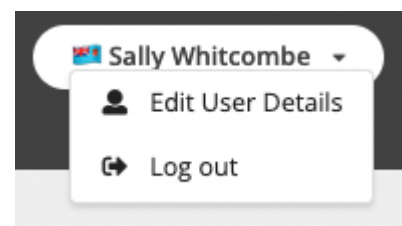
## Editing user details

You can edit your user details by:

1. Clicking the drop down next to your user name in the top right corner of the screen.
2. Click **Edit User Details**.
3. Your user details will be displayed on the screen.

You can edit any of your user details, including your password from this page.

4. Once you have amended your details as required, click the **Review & Summary** button.
5. Upon submission, you will receive a confirmation email that your user details have been updated.



**USER INFORMATION**

Please update your user information

**First Name \***

**Last Name \***

**Select a username \***

**Email \***

**Do you wish to change your password?**

☐ Yes

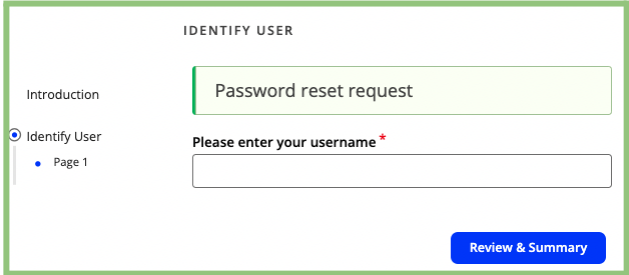
**Review & Summary**



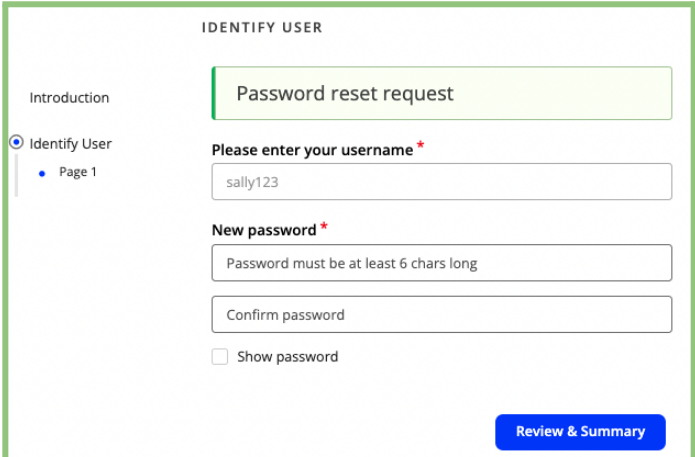
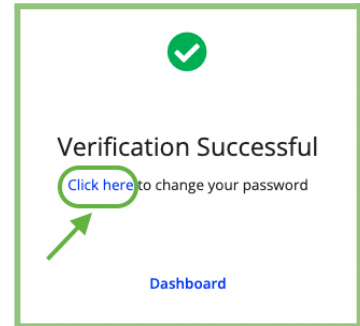
# Resetting password

If you have forgotten your password, from the log-in page you can reset your password by:

1. Click the **Forgot my password** button.
2. Enter your username and click the **Review & Summary** button.
3. Click the **Submit** button.
4. A verification email will be sent to the email address associated with the account. Click the link within the email.
5. The link will bring you to the verification page. Click the **Click here** button to navigate to the reset password page.
6. Next, update your password within the form and click the **Review & Summary** button.
7. To submit the password change click **Submit** button



The screenshot shows the 'IDENTIFY USER' page with a sidebar containing 'Introduction' and 'Identify User' (selected). The main content area has a heading 'Password reset request' and a label 'Please enter your username \*' above an empty text input field. A blue 'Review & Summary' button is at the bottom right.



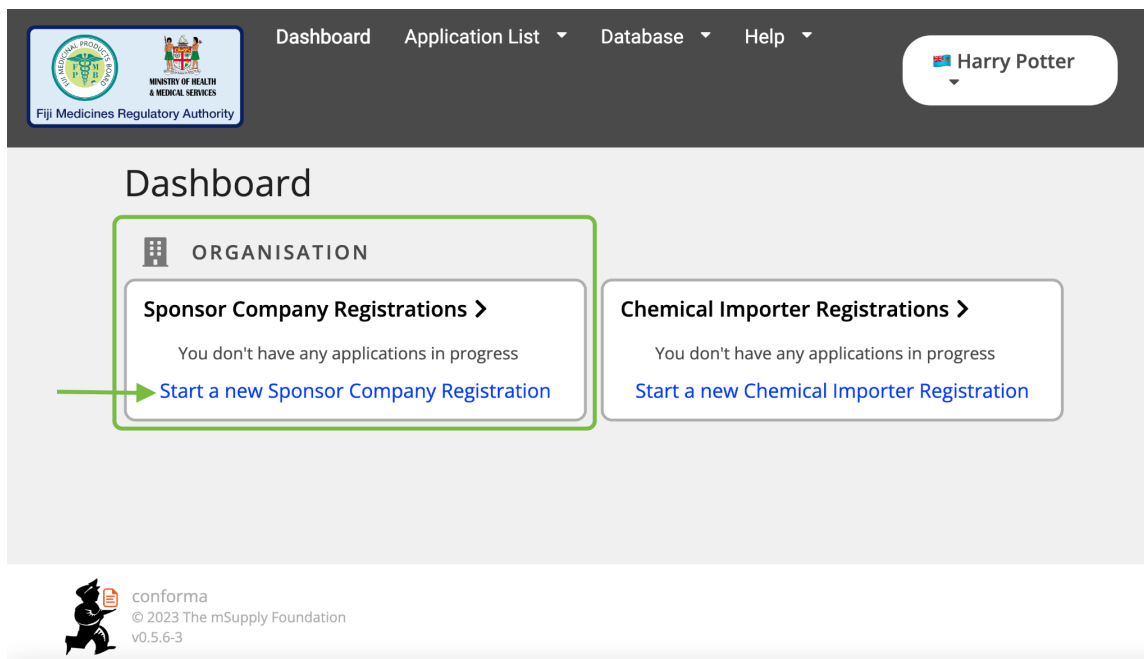
The screenshot shows the 'IDENTIFY USER' page with the sidebar. The main content area has a heading 'Password reset request'. Below it is the label 'Please enter your username \*' with a text input field containing 'sally123'. Then, the label 'New password \*' is followed by two text input fields: the first contains 'Password must be at least 6 chars long' and the second contains 'Confirm password'. Below these is a checkbox labeled 'Show password'. A blue 'Review & Summary' button is at the bottom right.



# Registering as a Sponsor Company

To access the Provisional Registration application your account must be signed in as a sponsor company that has been registered within the Fiji MRA online services portal.

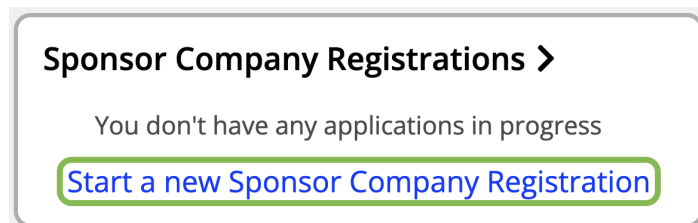
A responsible agent for the company must after creating a user account within the online services portal, then register their company as a sponsor. This process is detailed below.



## Submitting a request to register as a new entity

In the case where your entity has not been registered in the portal, a Sponsor registration form is required to be submitted as follows:

1. Log in to your Online services account. The home page will appear as shown above.
2. Select the **'Start a new Sponsor Company Registration'** button.



- Before you start a new application, the system will provide you with an overview page to provide guidance to what information and documents are required.

When ready to begin the application click **Get Started**.

- Fill the application form with the required company information.

Use the **Next** button to move through the application pages.

- Next, upload a copy of the business registration certificate and business licence. Please ensure all uploaded documents are clear and legible.

Companies can also choose to upload a logo to personalise the company dashboard within the online services portal.

- Once the form has been completed, select the **Review & Summary** button.

- When ready to submit, click the **Submit application**.

- Once the form has been submitted, you will receive a confirmation email that your company has been created in the online services portal.

- Log out from the system, then log back in again to access your company account.

- The account can now be used to submit provisional registration requests or manage system users for the company account



**Tip:** Your application saves as you go. You can leave and continue your application at any time.

# Managing your company's users

If you would like to add additional users to your company account:

1. Ensure the staff member has **already registered** a user account within the online portal

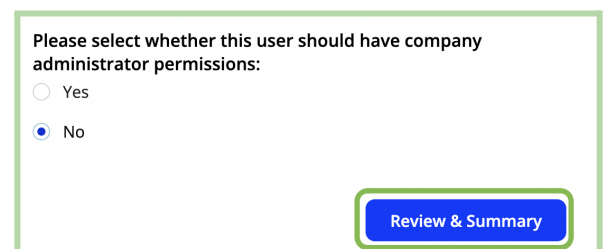
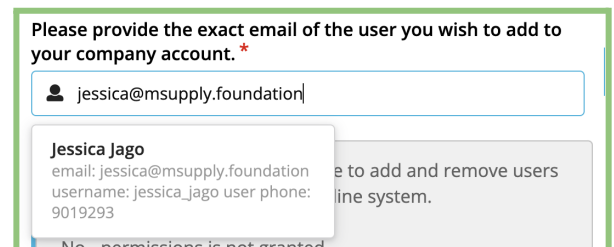
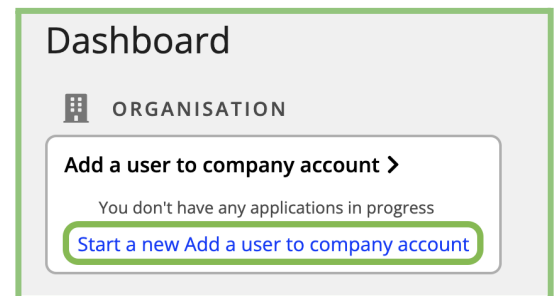
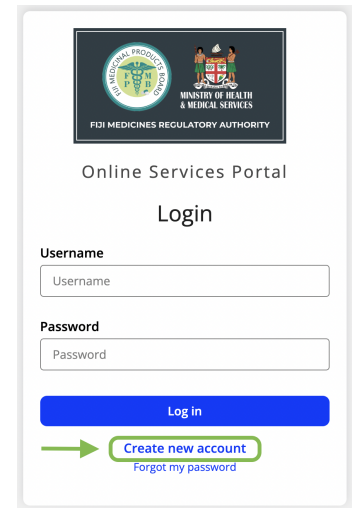
Only users with a verified user account can be added to your company account.

2. Log in to your company account.
3. Within your dashboard click the **Start a new Add a user to company account** link.
4. Click **Get started**.
5. Complete the User details form.

First select the user you wish to add to your company account by typing in the email address of the registered user and clicking on the pop up details.

6. Next select if the new user should have administrator permissions (e.g. the ability to add and remove users from the company).
7. Click **Review & Summary**
8. Complete a final review of the information and click **Submit application**.

The user will receive an email notification and will now be able to log into the the company account



# Managing your applications in the Online Services Portal



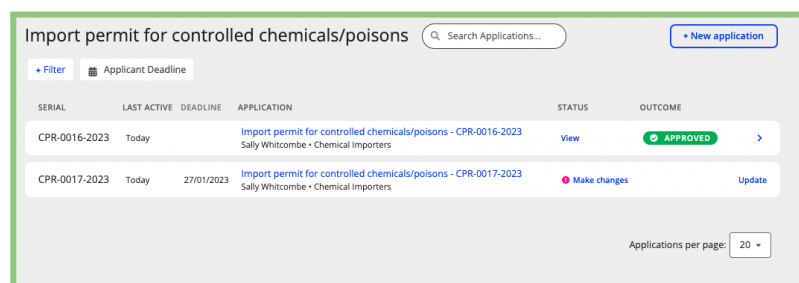
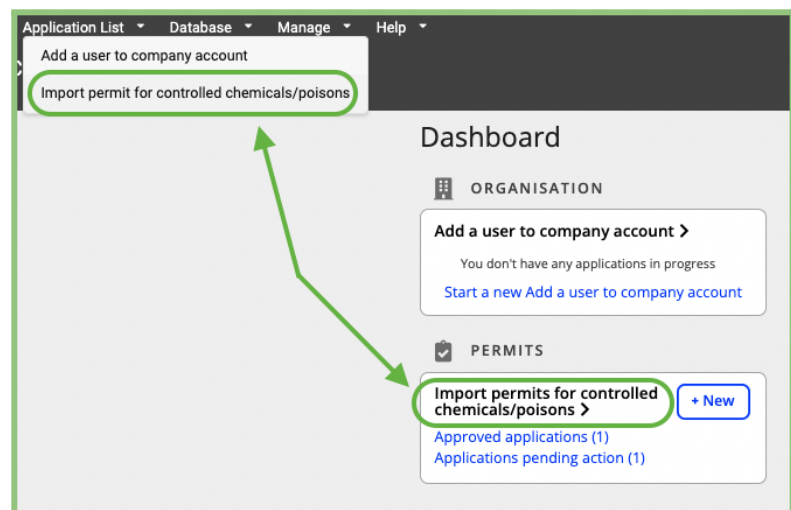
The Online Services Portal allows users to manage and view their applications. The following section outlines how to manage your applications.

## Viewing your applications

To view your applications:

1. Log in to the portal.
2. Click on the application type from either the home page view, or from the Application List menu.
3. From here you can view your submitted applications, including any approved or rejected applications and your draft applications.

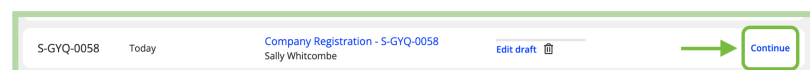
This view also displays the status of your applications as well as any due dates for amendment requests.



## Continuing a draft application

To continue a draft application:

1. Click on the application type from either the home page view, or from the Application List menu.
2. Then click the **Continue** button to resume your application..



## Deleting a draft application

To delete a draft application:

1. Click on the application type from either the home page view, or from the Application List menu.
2. Find the relevant application and click the Bin icon to delete.



## Withdrawing an application

To request withdrawal of an application applicants are required to email [fijiMRA@health.gov.fj](mailto:fijiMRA@health.gov.fj)

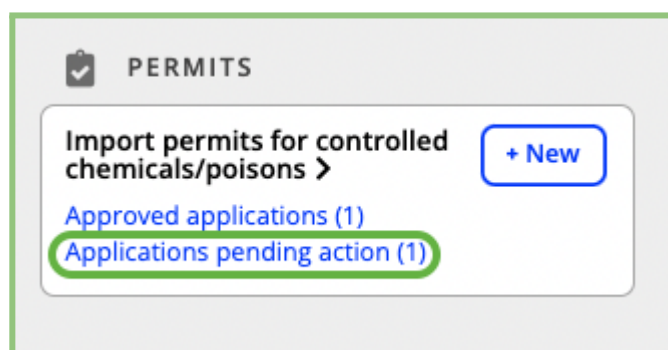
## Responding to a an amendment request

In the cases where your application has a deficiency or requires clarification, you will be notified via email that your application is pending your action.

To see the listed issues with your application and make the required amendments:

1. Log-in to the portal.

From the homepage, within the relevant application section, if you have applications pending action, a link displaying **Applications pending action** can be clicked.



This will display a list of applications awaiting amendment.

2. On the relevant application click the **Update** button.
3. You will now be shown the sections of your application that require amendment. Click **Update**.
4. In the application form any fields that require amendment will be highlighted by a red box.

Within this red box a comment from the Regulatory Authority is displayed. Any fields in red are required to be updated or for additional documentation to be uploaded.

Amend your application as requested.

5. Once all changes have been completed, resubmit your application for review.

**CHEMICAL IMPORTERS**

< Import permit for controlled chemicals/poisons applications

### Import permit for controlled chemicals/poisons application form

Overview

There are issues with some of the information you supplied. Please update and resubmit the form.

**STEPS TO COMPLETE**

○ Permit Information

Errors **Update (1)**

This application form is to apply for a permit to import a controlled chemical or poison into Fiji.

Please note:

- Hard copy documents are no longer required
- Scanned copies of original documents must be clear and legible
- If the request is approved, your permit will be sent to you via email
- Permits are only issued per consignment and subsequent imports will require a further application

Please note, you can close and reopen your application at any time; your application will save automatically as you proceed through the application form.

**Company physical address \***

87 La Toka Ave

! Should be 89 La Toka Ave

# Appendix 1 - Common application features


Within the online system there are lots of different field types used to capture information in the application forms.

The following are examples of the some common field types and how to use them:

## Free text

Type the required text into the field

**What is the name of your organisation? \***

## Checkboxes

Check the relevant boxes. More than one checkbox can be selected if relevant.

**Company type \***

- ☐ Pharmaceutical Wholesaler
- ☐ Private Hospital
- ☐ Private Clinic
- ☐ Pharmacy
- ☐ Pharmaceutical Importer
- ☐ Manufacturer
- ☐ Other

## Pre-filled text

In some applications prefilled fields will appear based on your user details. This text can not be edited.

**Company phone number \***

**Company Email \***



## Look-up lists

As you type into the field, the list of options will filter down. You can select the correct option from the filtered list.

**Country \***

F

Fiji


Finland

## Upload boxes

Use the **Click to upload button** and select the relevant files for upload.

**Letter of authorization from the principal company \***

Allowed formats: .pdf, .doc, .jpg, .png



Letter of  
authorisation .pdf