

STEP-BY-STEP GUIDE ON AMENDMENT OF APPLICANT'S DETAILS

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Introduction

This e-Service allows a Registrant to make an amendment to the applicant's details (under Amend Licence – amend@prism) of their notifications.

The company CRIS Administrator has to grant the Submitter role to its employee first before that employee can access this e-Service to update the applicant information.

Using this e-Service, the fields under Applicant's Details section that can be updated are:

- 1) Name
- 2) NRIC/FIN No
- 3) Contact Telephone Number
- 4) Contact Fax Number
- 5) Contact E-mail

Login access

The applicant should already be authorized by the company in the Client Registration & Identification Service (cris@hsa) for the submission. Information on CRIS may be obtained from:

http://www.hsa.gov.sg/content/hsa/en/Health_Products_Regulation/CRIS.html

Singpass is required for authentication and authorization.

How can my company submit an amendment of applicant’s details?

1. To submit an amendment of applicant’s details, please go to the following website:
<http://www.hsa.gov.sg/content/hsa/en/e-Services.html#HPRG>
2. Click on “Cosmetic Products”

The screenshot shows the HSA e-Services website interface. At the top, there is a navigation bar with links for 'Health Products Regulation', 'Blood Services', 'Applied Sciences', 'Academy', 'e-Services', 'Publications', and 'News & Events'. Below this, a sidebar lists 'E-SERVICES' with sub-links for 'Health Products Regulation', 'Blood Services', and 'Applied Sciences'. The main content area is titled 'e-Services' and features a large image of hands using a laptop. Below the image, there is a link to view the e-Services system downtime schedule. The 'Health Products Regulation' section is expanded, showing a 'General' table of e-services and an 'e-Services and Forms by Branch' table. In the latter table, the 'Cosmetic Products' row is circled in red. A callout box with an arrow points to this row, containing the text 'Click on “Cosmetic Products”'. At the bottom of the page, there is a 'Back to Top' link.

E-SERVICE	DESCRIPTION
Pharmaceutical Regulatory Information System (PRISM)	prism@hsa gives users the convenience of carrying out transactions with the Health Sciences Authority (HSA) and searching for related information online
Medical Device Information & Communication System (MEDICS)	medics@hsa gives companies dealing with medical devices the convenience of carrying out transactions with the Medical Device Branch and viewing device information online
Client Registration and Identification Service	Apply for a CRIS account to carry out electronic transactions with HSA
HSA PIN	For individuals not eligible for Singpass seeking to access HSA's e-Services
Application form for Interbank GIRO	Arrange for interbank GIRO payment to carry out electronic transactions with HSA
Health Product Enquiry Form	Find out the product classification of your product
Online Information Search (Infosearch)	Online Search on various health products, licence-related products, pharmacies, tobacco retail outlets, as well as illegal products that are found in Singapore.

BRANCH	DESCRIPTION
Western Medicines	To access PRISM for transactions related to licensing of drugs and biologicals and relevant forms.
Medical Devices	To access MEDICS for transactions related to the licensing of medical devices and relevant forms.
Chinese Proprietary Medicines	To access PRISM for transactions related to licensing of Chinese Proprietary Medicines and relevant forms.
Cosmetic Products	To access PRISM for transactions related to Cosmetic products, Oral dental gums as well as relevant forms.
Safety Information and Product Recalls	Reporting adverse events to HSA
Clinical Trials	To access PRISM for transactions related to clinical trial applications and relevant forms.
Manufacturing, Importation & Distribution	To access PRISM for transactions for transactions related to licensing and certification of manufacturers, importers, wholesale dealers and exporters and pharmacies, as well as relevant forms.
Medical Advertisements & Sales Promotion	To access PRISM for transactions related to medical advertisement and sales promotion permits.
Tobacco Products	To access the Online Business Licensing System (OBLIS) and PRISM for transactions related to tobacco business licences and relevant forms.

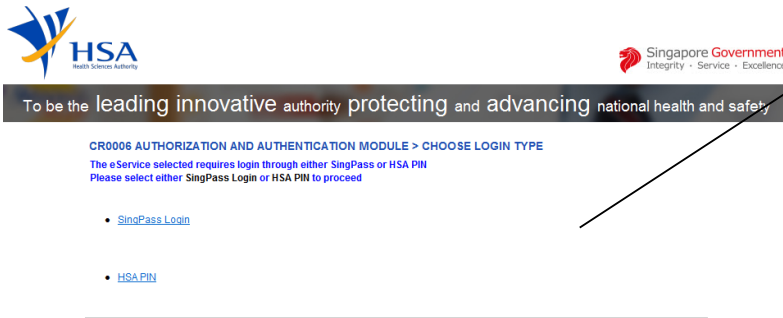
Click on “Cosmetic Products”

3. Click on “Amend Applicant’s Details for licences and notification”

The screenshot shows the HSA website interface. At the top left is the HSA logo (Health Sciences Authority). At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. Below these are navigation links: ABOUT HSA | CAREERS | CONTACT INFO | FEEDBACK | SITEMAP | FAQs. A search bar is present with the text 'Search Within HSA'. Below the search bar is a horizontal menu with categories: Health Products Regulation, Blood Services, Applied Sciences, Academy, e-Services, Publications, and News & Events. The main content area is titled 'Cosmetic Products / Oral Dental Gums' and contains several sections: 'Make an Application - apply@prism', 'Track Application Status - track@prism', 'Withdraw Application - withdraw@prism', 'Cancel Notification / Licence - cancel@prism', 'Amend Licence - amend@prism', 'Auto Renewal Preference (Applicable for payment via GIRO only)', 'Re-notification / Renew Licence - renew@prism', 'Notifications / Licencing History - enquire@prism', and 'Online Information Search'. The link 'Amend Applicant's Details for licences and notifications' under the 'Amend Licence' section is circled in red. A callout box points to this link with the text: 'Click on “Amend Applicant’s Details for licences and notification”’.

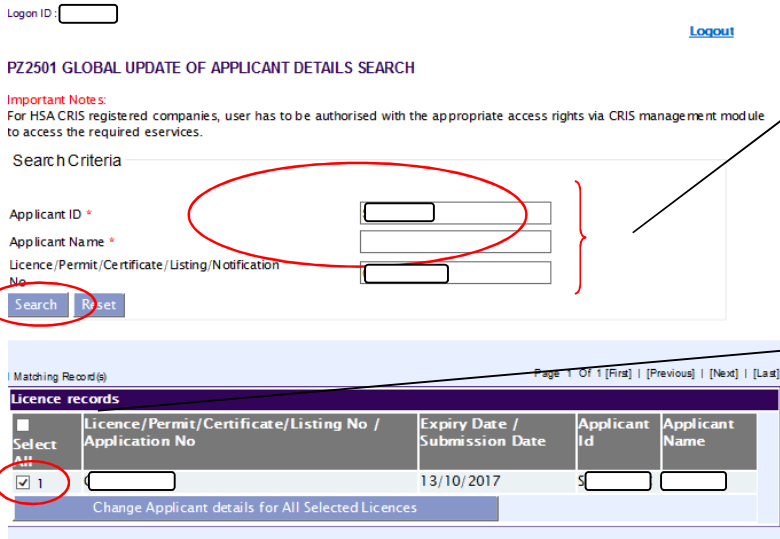
Click on “Amend Applicant’s Details for licences and notification”.

- 4. Thereafter, you will be directed to the following page:
 - Login using SingPass



1. Fill in your SingPass ID (your NRIC No/Fin No) and your SingPass password.
2. Click on "Submit".

- 5. Upon successful authentication, a welcome page will be shown. Click "Accept/Continue" to proceed with the eService. You will be directed to the online application form.



1. Search product notification based on applicant ID / applicant name or notification number.
2. Click on "Search".

3. Select notification (s) to amend up to 100 notifications in 1 amendment submission.
4. Click on "Change Applicant details for All Selected Licences".

PLEASE FILL IN ALL SECTIONS IN ENGLISH

6. Section 1: Licence Summary

Logon ID: Client Name: Transaction No: [Logout](#)

PZ2761 APPLICATION FOR GLOBAL UPDATE OF APPLICANT PARTICULARS

1. Licence Summary 2. Applicant Particulars 3. Supporting Documents 4. Confirmation [Special Symbol](#) [Attach](#)

1. Licence(s) to be updated				
SN	Licence Numbers	Product	Effective Date	Expiry Date
1	<input type="text"/>	PDT 1	13/10/2007	13/10/2017

[Next](#)

1. Search result shown selected notification (s) to amend.
2. Click on "Next".

7. Section 2: Applicant Particulars

Logon ID: Client Name: Transaction No: [Logout](#)

PZ2762 APPLICATION FOR GLOBAL UPDATE OF APPLICANT PARTICULARS

1. Licence Summary 2. Applicant Particulars 3. Supporting Documents 4. Confirmation [Special Symbol](#) [Attach](#) [Save](#)

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Fields marked with an asterisk * are mandatory.

2. Applicant Particulars

2.1 Name : * (as in NRIC/FIN)

2.2 NRIC/FIN : * (Example: S1234567A, F1234567A)

2.3 Designation : *

2.4 Contact Details

2.4.1 Tel : * 2.4.2 Fax :

2.4.3 Handphone : 2.4.4 Pager :

2.4.5 Email :

2.5 Preferences

2.5.1 Preferred Contact Mode : Email Fax SMS

* Please ensure that the relevant contact details above is entered for your preferred contact mode. Please note that this preferred contact mode is the mode which you will receive the final notification of this application. During the course of this application, you will receive our input requests (i.e. queries), if any, via email if you have indicated your email address above, regardless of your selected preferred contact mode.

[Previous](#) [Next](#) [Reset](#)

1. Ensure that the details are accurate.
2. Click "Next" to proceed to the next section.

**Please ensure that the relevant contact details above are entered for your preferred contact mode. Please note that this preferred contact mode is the mode which you will receive the final notification of this application. During the course of this application, you will receive our input request (i.e. queries), if any, via email if you have indicated your email address above, regardless of your selected preferred contact mode.*

8. Section 3: Supporting Documents

Logon ID: Client Name: Transaction No: [Logout](#)

PZ2763 APPLICATION FOR GLOBAL UPDATE OF APPLICANT PARTICULARS

1. Licence Summary 3. Supporting Documents Special Symbol Save
 2. Applicant Particulars 4. Confirmation

[Previous](#) [Next](#)

Fields marked with an asterisk * are mandatory.

3. Supporting Attachments
 No document type configured.

[Previous](#) [Next](#) [Reset](#)

1. Attach supporting document(s) by clicking on **"Browse"** to select the file, if required.
2. Click on **"Next"** to proceed to the next section.

9. Section 4: Confirmation

Logon ID: Client Name: Transaction No: [Logout](#)

PZ2764 APPLICATION FOR GLOBAL UPDATE OF APPLICANT PARTICULARS

1. Licence Summary 3. Supporting Documents Special Symbol Attach
 2. Applicant Particulars 4. Confirmation

[Previous](#)

1. Licence(s) to be updated

SN	Licence No / Application No	Product	Effective Date / Submission Date	Expiry Date
1	<input type="text"/>	PDT 1	13/10/2007	13/10/2017

2. Applicant Particulars

2.1 Name : * Test 01

2.2 NRIC/FIN : *

2.3 Designation : * IT

2.4 Contact Details

2.4.1 Tel : * 60000000 2.4.2 Fax :

2.4.3 Handphone : 80000000 2.4.4 Pager :

2.4.5 Email : test@abc.com

2.5 Preferences

2.5.1 Preferred Contact Mode : Email
 * Please ensure that the relevant contact details above is entered for your preferred contact mode. Please note that this preferred contact mode is the mode which you will receive the final notification of this application. During the course of this application, you will receive our input requests (i.e. queries), if any, via email if you have indicated your email address above, regardless of your selected preferred contact mode.)

3. Supporting Attachments

Sn	Attachment Name	Attachment Type	Size (Kb)	Remarks

Declaration

1. I declare that I am authorised to make this submission for the change of applicant's particulars and I agree to be the person responsible for the product licence(s) and pending application(s) listed in this submission.

Accept Decline

Payment Advice
 No payment is required at this point of application. Payment may be advised later.

[Previous](#) [Validate](#) [Submit](#) [Reset](#)

1. Read through the **"Declaration"** section and select **"Accept"**.
2. Proceed to **"Validate"** the submission.
3. The pop up box will indicate that the validation of the Global update is successful.
4. Click on **"Submit"**.

Logon ID: Client Name Application No [Logout](#)
Date of Submission: 08/04/2014
PZ276NULL APPLICATION FOR GLOBAL UPDATE OF APPLICANT PARTICULARS
PZ276PZ4855 APPLICATION FOR GLOBAL UPDATE OF APPLICANT PARTICULARS

Acknowledgement
Your application have been successfully submitted

Please note that your application number is

Client Code :

[Show Printer-Friendly version](#)

1. Upon successful submission of the amendment of applicant's details, you will receive an Acknowledgement.
2. Print a copy of the Acknowledgement via **"Show Printer Friendly Version"**.

Helpdesk

- 1) If you require any technical assistance regarding PRISM and cosmetic product notification, please contact the Helpdesk at:
Tel: 67760168
Email: helpdesk@hsahelp.gov.sg

- 2) Cosmetics Control Unit
Tel: 65 6866 1111
Email: HSA_Cosmetics_Control@hsa.gov.sg

The information in this Guideline shall be updated or revised from time-to-time. For any new, addition, amendments or deletion made to this Guideline, please refer to the latest version in our website www.hsa.gov.sg.