

# **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](http://www.hsa.gov.sg/content/hsa/en/Health_Products_Regulation/CRIS.html)

CorpPass 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 website's e-Services section. The 'Cosmetic Products' link in the 'e-Services and Forms by Branch' table is circled in red. A callout box with an arrow points to this link, containing the text: "Click on 'Cosmetic Products'".

**Health Products Regulation**

**General**

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

**e-Services and Forms by Branch**

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
<b>Cosmetic Products</b>	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 (OBL) and PRISM for transactions related to tobacco business licences and relevant forms

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

The screenshot shows the HSA website interface. At the top, there is the HSA logo and the Singapore Government logo. Below the navigation bar, the breadcrumb trail reads: Home > Health Products Regulation > PRISM e-services > Cosmetic Products / Oral Dental Gums. The main content area is titled 'Cosmetic Products / Oral Dental Gums' and contains several sections of links:

- HEALTH PRODUCTS REGULATION** (left sidebar):
  - > Western Medicines
  - > Medical Devices
  - > Complementary Health Products
  - > Cosmetic Products
  - > Clinical Trials
  - > Tobacco Control
  - > Manufacturing, Importation & Distribution
  - > Medical Advertisements & Sales Promotion
  - > Safety Information and Product Recalls
  - > Useful Information for Applicants
  - > Industry Engagement & Development
  - > Consumer Information
- Make an application**
  - > Track application status
  - > Withdraw application
  - > Cancel notification / licence
  - > Amend licence
  - > Auto Renewal Preference
  - > Re-notification / Renew licence
  - > Notification / Licencing history
  - > Online information search
- Make an Application - apply@prism**
  - > Apply for Cosmetic Product Notification [View guide]
  - > Apply for Product Licence for Oral Dental Gum
  - > Apply for Import / Wholesale Dealer's Licence for Oral Dental Gum
  - > Apply for Good Manufacturing Practice Certificate
  - > Apply for Good Distribution Practice Certificate
- Track Application Status - track@prism**
  - > My Processed Applications
  - > My Pending Applications
  - > My Draft Applications

All draft applications will be saved in the system for only 7 days after the latest update. To save a draft application in the system for another 7 days, please [ExtendDraft@PRISM](#).
- Withdraw Application - withdraw@prism**
  - > Withdraw Product Licence Application for Oral Dental Gum
  - > Withdraw Import / Wholesale Dealer's Licence Application for Oral Dental Gum
  - > Withdraw Application for Good Manufacturing Practice Certificate
  - > Withdraw Application for Good Distribution Practice Certificate
- Cancel Notification / Licence - cancel@prism**
  - > Cancel Cosmetic Product Notification [View guide]
  - > Cancel Product Licence for Oral Dental Gum
  - > Cancel Import / Wholesale Dealer's Licence for Oral Dental Gum
- Amend Licence - amend@prism**
  - > Amend Product Licence for Oral Dental Gum
  - > Amend Import / Wholesale Dealer's Licence for Oral Dental Gum
  - > Amend Company Information
  - > **Amend Applicant's Details for licences and notifications** (circled in red)

For global amendments to Importer Particulars, Store Particulars, Manufacturer Particulars, Assembler Particulars and Product Owners, please use this link instead:

  - > Global Updates of Manufacturer / Assembler/ Store/ Importer Details
- Auto Renewal Preference (Applicable for payment via GIRO only)**
  - > Auto Renewal Preference
- Re-notification / Renew Licence - renew@prism**
  - > Cosmetic Product Re-notification (Renew Cosmetic Product Notification) [View guide]
  - > Renew Product Licence for Oral Dental Gum
  - > Renew Import / Wholesale Dealer's Licence for Oral Dental Gum
- Notifications / Licencing History - enquire@prism**
  - > View my Cosmetic Product Notifications
  - > View my Oral Dental Gum Licences
- Online Information Search**
  - > Notified Cosmetic Products
  - > Licenced Oral Dental Gums
  - > Companies Licensed to import, Wholesale or Manufacture Health Products

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

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

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**

Sl	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**

Sl	Attachment Name	Attachment Type	Size (Kb)	Remarks
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**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](mailto:helpdesk@hsahelp.gov.sg)
- 2) Cosmetics Control Unit  
Tel: 65 6866 1111  
Email: [HSA\\_Cosmetics\\_Control@hsa.gov.sg](mailto: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](http://www.hsa.gov.sg).