

# FAQs

## Table of Contents

1. FRESH APPLICATION: - .....	2
2. REGISTRATION: - .....	3
3. OLD LICENSE: - .....	4
4. TECHNICAL PERSON: - .....	4

## **1. FRESH APPLICATION: -**

**Qs.1.** What are the mandatory steps to follow before applying for fresh application?

**Ans.** Here are some steps you need to do before applying for fresh application: -

1. Add the product first from the product management tile.
2. Add technical member from technical member tile.

After this you can apply for a fresh application. You can also refer to the user guides available on our website homepage.

**Qs.2.** How to apply for constitution change?

**Ans.** You can change the constitution from the tile Post Approval Change Request Application present under Application Processing tile on your dashboard. Please make sure while adding the member if you are adding new members and existing/old members are also present in the new constitution then please do register them again as the existing/old members details will get deleted after change in constitution, so you must re-register the existing/old members again.

**Qs.3.** I have uploaded the wrong documents by mistake. How can I change it?

**Ans.** Once you have uploaded your document during fresh application then you can change it only if the application is in the draft tile, but if you have submitted the application then you cannot change it. If the officer will raise any query on your uploaded document, then it will reflect on your raised query tile, and you can re-upload your document.

**Qs.4** On dashboard it is not showing the option to apply for new application. Please help how to apply for fresh application.

**Ans.** This is your corporate account you cannot apply for fresh application from this account. If you want to apply for fresh application, you must do the new registration for your site with new mobile number and email-id, then after your site registration you must approve the firm site request from your corporate account. Then you can login with the site login credentials and apply for fresh application.

**Qs.5.** Please let me know that how can I add Constitutional Member Details.

**Ans.** You have to login to your corporate account and then you can add Constitutional Member Details from the directors/board members details tile present on your dashboard, you must add at least one member, only then you can proceed with your application.

**Qs.6.** Applying for fresh application but technical person profile not reflecting.

**Ans.** Technical person must do the technical registration at his/her end. The steps for technical registration are:

1. Technical person has to login his/her account then click on Add Technical Registration tile.
2. Fill in all the required details and click on add.

After which you can see the details of technical person at the time of fresh application.

## **2. REGISTRATION: -**

**Qs.1.** Registration process for site account.

**Ans.** If you want to apply for a fresh application, then you must create a separate site account with a different mobile number and email-id. Here are the steps to create your site account: -

1. Register your mobile number and email-id through OTP verification. Then select firm account type.
2. Now you have to select constitution type.
3. Then you must enter your corporate CIN number, then select your firm type and click on save and proceed.
4. Now you must provide your firm details and your personal information. After which you will get registered, and you will get your user-id and password on your registered mail-id.
5. Then after your firm registration you have to login through your corporate account and approve the site request under the firm approval listing tile on your dashboard.
6. Once your firm gets approved by the corporate you can login to your site account.

**QS.2.** Registration process for corporate office.

**Ans.** Here are the steps for new user registration process: -

1. First you must register your mobile number and email id through OTP verification.
2. Now you must select your constitution type and if you are selecting constitution type other than proprietary, like you have selected private limited then you must register your corporate office first and then you can register sites under it.
3. After selecting constitution type you have to provide constitution CIN number.
4. For registering your corporate office you need to click on save and proceed option, then you have to provide all the firm details and personal information as asked and click on submit.
5. After submitting you will get a registration summary page of all the details you have submitted then click on the homepage.
6. Here the registration is completed of your corporate office, and you will get your user-id and password on your registered mail-id and through which you can login to your corporate account.

**Qs.3.** How to create proprietor account also with a role of technical member?

**Ans.** If you haven't registered as technical person yet then you must create a proprietor account and when you will provide your personal details during account creation you will be asked a question "Do you want to

register yourself as a technical person also?", if you will select yes then your account will be created with three roles corporate, site and technical member.

If you have already registered yourself as a technical person, then you must create your proprietor account with a different mobile number and email-id.

### **3. OLD LICENSE: -**

**Qs.1.** Registering for old license number, getting a 'System Notification-kindly add constitutional member'.

**Ans.** You must switch role to corporate and then add directors/board members details, you must add at least one member then you can proceed with old license filling process.

You have to login to your corporate account and then you can add Constitutional Member Details from the directors/board members details tile present on your dashboard, you must add at least one member only then you can proceed with old license filling process.

**Qs.2.** How to apply for renewal of my old license?

**Ans.** You can apply for renewal of your drug through licence management tile present on your dashboard. Here are the steps to apply for renewal licence: -

1. You have to draft your old licence from draft old licence tile under licence management tile.
2. After submitting your application it will get approved by the officer. Then from the tile apply for retention/renewal you have to apply for retention/renewal of your licence.
3. After applying for retention/renewal your application will get saved in save as draft tile under application processing tile on your main dashboard.
4. From save as draft you have to click on action button and then click on modify application. Then you have to provide all the details as asked and submit the application. Now you can view your application under submitted application tile and can track the status.
5. When the officer approves your application your application status will change to approved under approved application tile.

### **4. TECHNICAL PERSON: -**

**Qs.1.** How to add the technical person?

**Ans.** Here are the steps you could follow to hire technical member: -

1. You should have the registration number of the registered technical member on our website.

2. Click on the Technical Member tile on your dashboard and then click on add technical member tile.
3. Enter the registration number of the technical member and click on fetch profile then fill all the required details as asked like assign a role, joining date and attach an offer letter and click on send.
4. Now the technical member will receive a link on their registered mail-id and must accept the offer letter.

After which the technical member will get reflected on your dashboard tile Hired Technical Pool inside Technical member tile.

**Qs.2.** Applying for fresh application but technical person profile not reflecting.

**Ans.** Technical person must do the technical registration at his/her end. The steps for technical registration are:

1. Technical person has to login his/her account then click on Add Technical Registration tile.
2. Fill in all the required details and click on add.

After which you can see the details of technical person at the time of fresh application.

**Qs.3.** How to relieve myself from the firm, I want to join another Firm.

**Ans.** You can relive yourself by clicking on the self-reliving intimation tile on your dashboard. If you are not linked with any licence, then you can Delink yourself from the firm but if you are linked with any licence then you can delink yourself, but an application will be sent to the respective officer and if they approve then you will get relived.

**Qs.4.** How to relieve a technical person?

**Ans.** To relieve the technical person there are 3 ways:

1. If the technical person is not linked with any licence, then you can relieve him/her from hired technical pool tile.
2. Also Technical person can self-relieve themselves through the self-relieving tile present on their dashboard.
3. If the technical person is linked with any licence, then you can relieve him/her through the post approval process.

**Qs.5.** I am not able to approve the firm offer letter through mail.

**Ans.** Please ask the firm to send the link again as the link validity is only for 3 days after which it will expire. If you are not getting the link on your mail, then you can also approve the approve from the link available on your profile page.

**Qs.6.** How to relieve a technical member if linked with an active licence?

**Ans.** If the technical person is linked with an active licence, then the relieving option is not available. But there are two options:

1. The technical person has an option of self-relieving by which the request will be send to an officer and if the officer approves then the technical person will get relieved, but your licence can get inactive due to insufficient manpower.

2. At applicant side you can relieve technical person through post approval process and if the technical person is not attached to any licence, then the option of relieving is available in the hired technical pool tile.

**Qs.7.** Technical member is not yet hired in my account. Technical person profile is not reflecting in the hired pool.

**Ans.** Please ask the technical person to follow these steps:

1. Login to the technical person account then click on profile icon in the upper right hand side corner and click on profile.

2. Technical person profile page will appear now in Account Information you will see the Current Organization where you can see this message **(Approval Pending)** after the organization name.

3. Click on the action icon after this message and select the approve option and click on update.

4. After approving the request technical person need to do the technical registration. So go back to the dashboard and click on technical registration tile and fill all the required details and save.

After all these steps you can login to your site, now in the hired technical member tile the technical person will get reflected and you can proceed further with your application filling.

**Qs.8.** Technical Person- Want to join different firm how to relieve myself.

**Ans.** You can relive yourself by clicking on the self-reliving intimation tile on your dashboard. If you are not linked with any licence, then you can Delink yourself from the firm but if you are linked with any licence then you can ask the firm to release you through post approval process.