

DEPARTMENT OF HEALTH
DRUG OFFICE
DRUG EVALUATION AND IMPORT/EXPORT CONTROL DIVISION
PRS 2.0 Frequently Asked Question (FAQ)

I	New On-line Account Registration
Q1:	What are the application procedures of new on-line account registration?
A:	<ol style="list-style-type: none"> 1. Apply e-Cert (Organizational) from Hongkong Post. 2. Register new on-line user accounts on PRS 2.0 website. (URL: https://www.drugoffice.gov.hk/prs2-ext/login_internet.jsp) 3. Submit “Application Form for New On-line User Account Registration for PRS 2.0” to Drug Office.
Q2:	What type of e-Cert does PRS 2.0 support?
A:	PRS 2.0 currently supports Organizational e-Cert only.
Q3:	Does each on-line user account require one e-Cert?
A:	Yes, each on-line user account requires one e-Cert.
Q4:	If our users are not under the company of certificate holder, e.g. we are subsidiary or distributor, how should we apply for e-Certs?
A:	You should apply for e-Certs on behalf of the company of certificate holder, the company BRC No. (First 8 digits) on e-Cert must be the same as the BRC No. (First 8 digits) of certificate holder.
Q5:	Is the information on e-Cert case-sensitive? e.g. Name of Organization, Name of Authorized User etc.
A:	Yes, the information on e-Cert is case-sensitive, so you must correctly input on PRS 2.0 in accordance with information on e-Cert.