

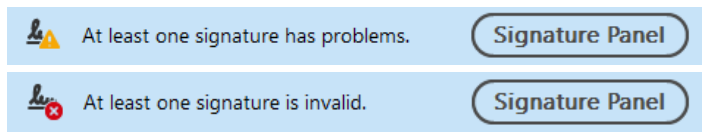
DEPARTMENT OF HEALTH
DRUG OFFICE
DRUG EVALUATION AND IMPORT/EXPORT CONTROL DIVISION
PRS 2.0 Frequently Asked Questions (FAQs)

I	New On-line Account Registration
Q1:	How can I become a user of PRS 2.0?
A1:	<p>Your company are required to obtain an e-Cert (Organizational) from the Hongkong Post. After successful application of the e-Cert, your company are required to apply for new user account via the link www.drugoffice.gov.hk/prs2-ext/client_authentication.jsp.</p> <p>For details, please refer to the “Guidance Notes on New On-line User Account Registration for Pharmaceuticals Registration Systems 2.0” available at webpage www.drugoffice.gov.hk/eps/do/en/doc/guidelines_forms/Guidance_Notes_f_or_Online_Acct_Reg_Eng_v1.0.pdf.</p>
Q2:	What type of e-Cert does PRS 2.0 support?
A2:	PRS 2.0 currently supports Organizational e-Cert only.
Q3:	Does each on-line user account require one e-Cert?
A3:	Yes.
Q4:	If our users are not under the company which is the certificate holder of a registered pharmaceutical product, e.g. as a subsidiary or distributor, how should we apply for e-Certs?
A4:	You should apply for e-Certs on behalf of the certificate holder of a registered pharmaceutical product. The company Business/Branch Registration Certificate (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.?
A5:	Yes, the information on e-Cert is case sensitive, so you must correctly input to PRS 2.0 in accordance with information on e-Cert.

II The electronic Certificate for Drug/ Product Registration (“electronic certificate”)

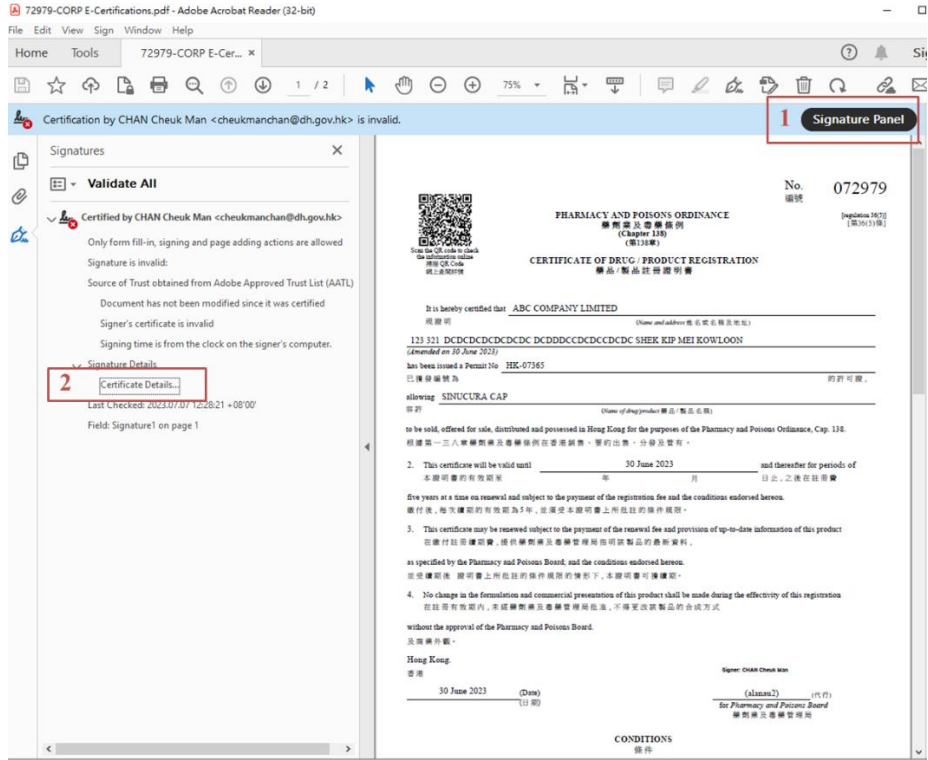
Q6: How can I validate the digital signature of the electronic Certificate for Drug/ Product Registration (“electronic certificate”) issued by the Pharmacy and Poisons Board via the PRS 2.0?

A6: The electronic certificate issued via PRS 2.0 is an electronically signed PDF document. When the electronic certificate is opened with Adobe Acrobat Reader, the “Signature panel” ribbon(s) below may appear on the top of the document because the Hongkong Post e-cert CA 2-17 has not been added as a Trusted Certificate in the user’s Adobe Acrobat Reader.

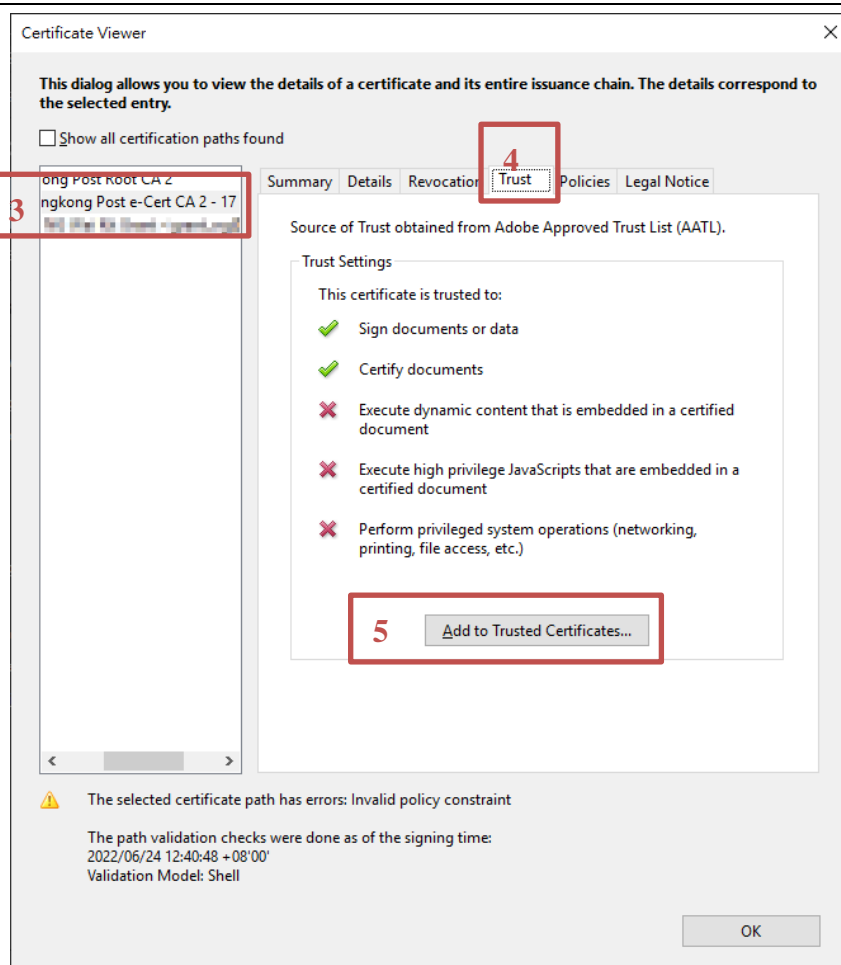


You may take the following steps to add the Hongkong Post e-cert CA 2-17 as Trusted Certificate in your Adobe Acrobat Reader:

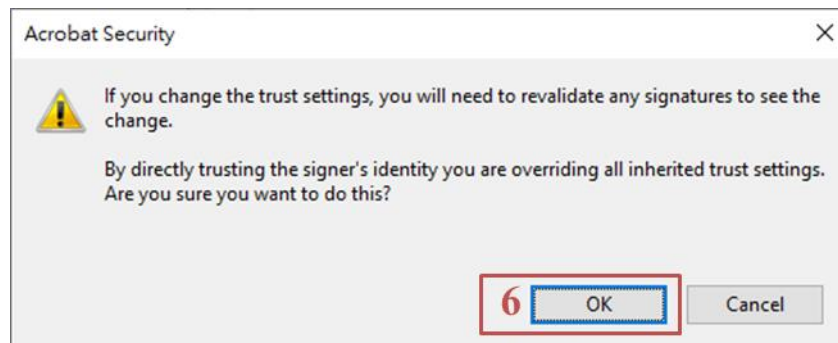
1. Open Signature Panel.
2. Expand the signature certification details by clicking “Certificate Details”.



3. Click “Hongkong Post c-Cert CA 2 – 17”.
4. Click the “Trust” tab.
5. Click “Add to Trusted Certificates...”.

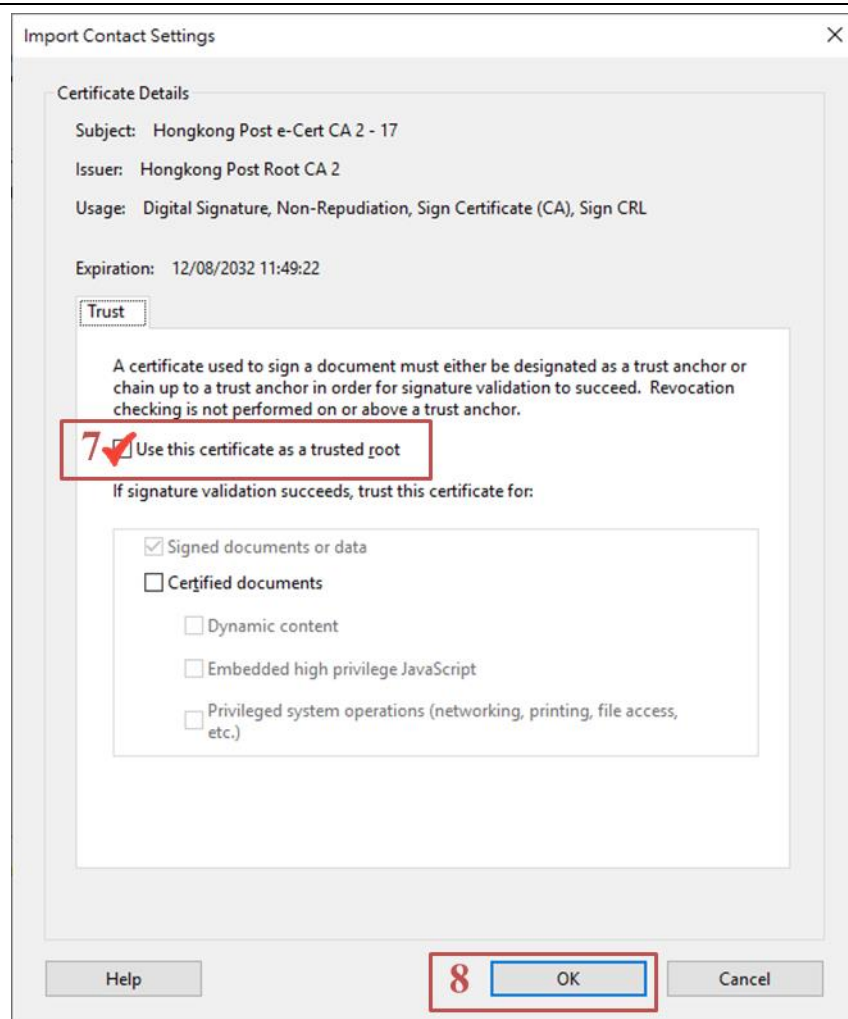


6. At the Acrobat Security dialog box, click “OK”.

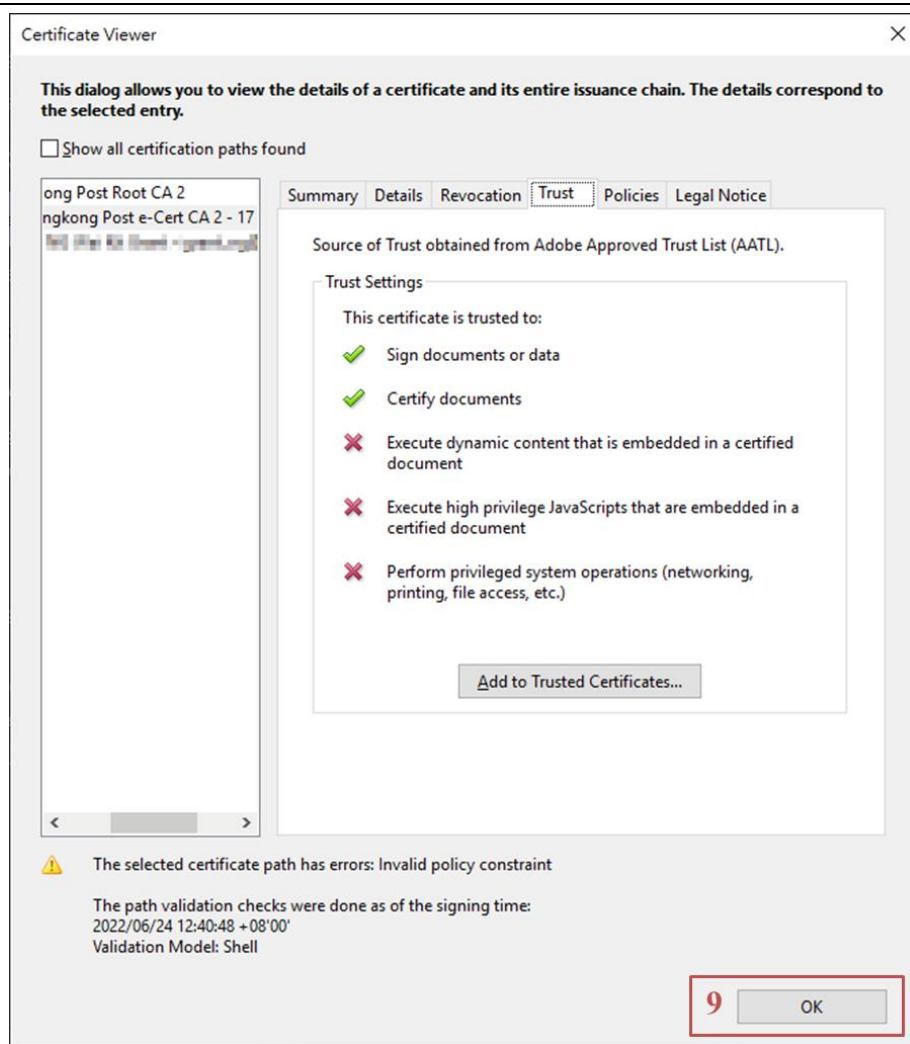


7. Check the field for “Use this certificate as a trusted root”.

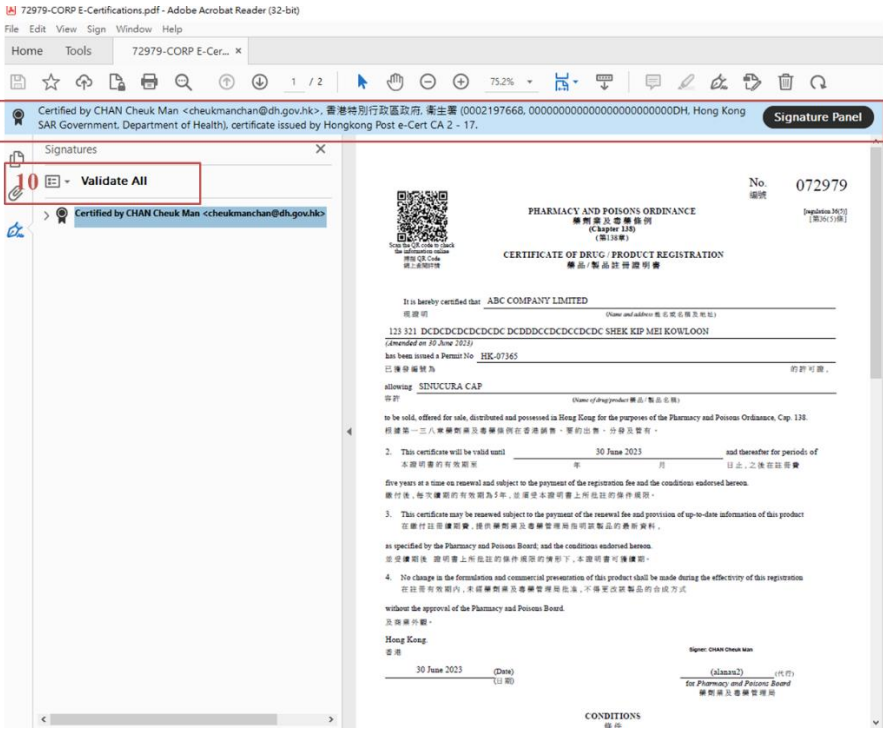
8. Click “OK”.



9. Return to Certificate Viewer, click “OK” to close.



10. Click "Validate All".
11. The digital signature should now be considered valid.

	
Q7:	How can I verify the validity of an electronic certificate?
A7:	You can verify the validity of an electronic certificate via uploading the PDF file of the electronic certificate through the webpage www.ppbhk.org.hk/prs2-ext/client_authentication.html .
Q8:	If an electronic certificate is lost, how can I obtain a duplicate?
A8:	<p>A user administrator or authorized user can download the electronic certificate issued via PRS 2.0 for ONE time only. Therefore, the certificate holder of a registered pharmaceutical product should ensure the electronic certificate is successfully downloaded and keep the digital copy for record after downloading.</p> <p>The certificate holder of the registered pharmaceutical product can make application to the Drug/Evaluation and Import/Export Control Division of the Drug Office for a duplicate (in paper form) of the certificate. A payment of HKD \$220 will apply.</p>

**Drug Office
Department of Health**

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