

**Guidance Notes on New Account Registration for
Pharmaceuticals Licence Application and Movement Monitoring System
("PLAMMS")**

In order to use the system, your company is required to have Hongkong Post e-Cert (Organisational) which is specific to each intended user(s) in supervisor role within your company and to create new account(s). The "e-Cert (Organisational) application form" can be downloaded from the following website:

[https://www.hongkongpost.gov.hk/product/ecert/apply/img/e-Cert_\(S_O_E\)_N.pdf](https://www.hongkongpost.gov.hk/product/ecert/apply/img/e-Cert_(S_O_E)_N.pdf) and forward the completed application form (**in section A7 of the application form e-Cert Storage Medium**, please choose "e-Cert File USB"; in section D "Particulars of Authorized Users", **the email address must be included in the e-Cert**) to post office for processing. Please be advised that each intended user(s) in supervisor role for PLAMMS requires applying the organizational e-certificate individually.

Please follow the steps below **after successful application for the e-certificate(s)** (which takes about 5 working days) to proceed with the new PLAMMS account registration:

Step 1 – 2 for primary user account of your company:

1. Download and fill in the registration form from the following webpage:

[https://www.drugoffice.gov.hk/eps/do/en/doc/guidelines_forms/Account_Registration_Form_\(PLAMMS\)_E.pdf?v=a7j03p](https://www.drugoffice.gov.hk/eps/do/en/doc/guidelines_forms/Account_Registration_Form_(PLAMMS)_E.pdf?v=a7j03p)

Please mail the completed application form with a copy of Business Registration Certificate (BRC) to Drug Office. **Each company should submit ONE application form only.**

2. Upon receiving the application form and verification of information by the Drug Office, the login user name and an activation link will be sent to his/her stated email account.

Step 3 – 6 to be completed with the primary user account of your company:

3. Set up password within 24 hours after receiving the activation link.

4. Create user account in secondary user (supervisor role) to represent your company, and return submit all application forms to Drug Office.
5. Create user account in secondary user (normal user role) to prepare application forms for the purpose of Drug Enlisting, Apply Import / Export Licences and etc

Important notes for all user accounts for PLAMMS:

1. Install and configure the software supported by PLAMMS:
 - a. Web browser: Internet Explorer 11.0 or above;
 - b. Web browser settings: Accept cookies and enable JavaScript;
 - c. Java Runtime Environment (JRE) 1.6.x or above; and
 - d. Adobe Flash Player 13 or above.
2. Check email from PLAMMS for the activation link to setup password for new account.

Drug Office Address:

Suites 2002-05, 20/F
AIA Kowloon Tower, Landmark East
100 How Ming Street, Kwun Tong
Kowloon, Hong Kong

PLAMMS Support Team:

Email Address: plammsinfo@dh.gov.hk
Hotline: 3974 4159

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