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2. Account Management

I Account Registration

i. New User Account

1. Note – For applicants who have chosen to create new user account by submitted the “e-CTS Account Registration Form” to Drug Office, it is NOT necessary to perform steps described in this section.
2. Please see details below to create new user account via the system:
 - Go to the Login page of e-CTS
 - e-CTS Login page Link: <https://www.drugoffice.gov.hk/CTCInterWeb/jsp/>

1. Click “Apply user account”

Drug Office
Department of Health
The Government of the Hong Kong Special Administrative Region

Electronic Clinical Trial System (e-CTS)

Password Login e-Cert Login

User ID:

Password:

Login

1 Apply user account

Points to note:

1. Install and configure the required software:
 - Web browser: Google Chrome, Microsoft Edge, Mozilla Firefox
 - Web browser settings: [Signing Client](#)
- The private key and the PIN of your e-Cert will not be transmitted during the transaction.
- You should be alert to your surroundings before entering any personal information. Make sure that no one can see your personal particulars and e-Cert password.
- You should disable options on your browser to avoid storing or retaining your e-Cert password on the personal computer.
- Each intended user(s) in supervisor role for CTC requires applying the organizational/personal e-cert individually, please refer to the following link to HongKong Post ([How to Apply/Browse e-Cert](#))
- To be completed in block letters or traditional Chinese.

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2. Read the Statement of Purposes and put a tick in the declaration box

Statement of Purposes

Purpose of Collection

1. The personal data provided by certificate applicants are for the purposes of application for certificate under the Pharmacy and Poisons Ordinance. The personal data provided will be used by the Department of Health for the following purposes:

(a) Proof of eligibility for a certificate
(b) Assessment of whether the applicant is a fit and proper person to be granted a certificate

2. The provision of personal data is voluntary. If you do not provide sufficient information, we may not be able to prove your eligibility for a certificate, or to assess whether you are a fit and proper person to be granted a certificate.

Classes of Transferees

3. The personal data you provide are mainly for use within the Department of Health and the Pharmacy and Poisons Board. Apart from this, the data may only be disclosed to parties where you have given consent to such disclosure or where such disclosure is allowed under the Personal Data (Privacy) Ordinance.

Access to Personal Data

4. You have a right of access and correction with respect to the personal data as provided in sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data. A fee may be imposed for complying with a data access request.

Enquiries

5. Enquiries concerning the provided personal data, including the making of access and corrections, should be addressed to:

Senior Pharmacist
Drug Evaluation and Import/Export Control Division Drug
Office, Department of Health
Suite 2002-05, 20/F
AIA Kowloon Tower, Landmark East, 100 How Ming Street
Kwun Tong, Kowloon
Tel: 3974 4180

2 I have read and agree to be legally bound by the above Terms.

Continue Cancel

3. Click “Continue” button

I have read and agree to be legally bound by the above Terms.

3 Continue Cancel

For WDL Holder Account (Organisational Applicants), please see details below:

1. Select “WDL Holder” Option

Account Registration Application

WDL Holder Investigator

1

Name of Organization (English):*	<input type="text"/>	Proposed User ID:*	<input type="text"/>
Name of Organization (Chinese):	<input type="text"/>	User Name:*	<input type="text"/>
Business Registration Certificate Number:*	<input type="text"/>	Tel. No.:*	<input type="text"/>
Office Address:*	<input type="text"/>	Fax:	<input type="text"/>
	<input type="text"/>	Email:*	<input type="text"/>

(* Email must be same as the Hongkong Post e-Cert's email address)

Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of wholesale dealer licence, antibiotics permit, wholesale dealer licence to supply DD, whenever applicable		<input type="button" value="Upload"/>
2	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

2. Fill-in Name of Organization (English) e.g. ABC Pharmaceutical Co. Ltd. and/or
3. (Optional) Fill-in Name of Organization (Chinese) and
4. Fill-in Business Registration Certificate Number and
5. Fill-in Office Address and

Account Registration Application

WDL Holder Investigator

Name of Organization (English):*	<input type="text"/>	Proposed User ID:*	<input type="text"/>
Name of Organization (Chinese):	<input type="text"/>	User Name:*	<input type="text"/>
Business Registration Certificate Number:*	<input type="text"/>	Tel. No.:*	<input type="text"/>
Office Address:*	<input type="text"/>	Fax:	<input type="text"/>
	<input type="text"/>	Email:*	<input type="text"/>

(* Email must be same as the Hongkong Post e-Cert's email address)

Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of wholesale dealer licence, antibiotics permit, wholesale dealer licence to supply DD, whenever applicable		<input type="button" value="Upload"/>
2	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

6. Fill-in Proposed User ID and
7. Fill-in User Name e.g. Mr. CHAN Tai Man and
8. Fill-in Tel. No. (telephone number) or
9. (Optional) Fill-in Fax No. and
10. Fill-in Email and
11. Select Primary account (with option Y/N) and

Account Registration Application

WDL Holder Investigator

▶ Name of Organization (English):*

▶ Name of Organization (Chinese):

▶ Business Registration Certificate Number:*

▶ Office Address:*

▶ Proposed User ID:*

▶ User Name:*

▶ Tel. No.:*

▶ Fax:

▶ Email:*

(* Email must be same as the Hongkong Post e-Cert's email address)

▶ Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of wholesale dealer licence, antibiotics permit, wholesale dealer licence to supply DD, whenever applicable		<input type="button" value="Upload"/>
2	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

12. Upload Supporting Document(s)

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of wholesale dealer licence, antibiotics permit, wholesale dealer licence to supply DD, whenever applicable		<input type="button" value="Upload"/>
2	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

Remarks:

1. Each file must be under 3MB in size to upload.
2. The file type of the supporting document is restricted to PDF (Searchable PDF format), .doc, and .docx only.

13. Click “Submit” button to submit the account registration application

Account Registration Application

WDL Holder Investigator

▶ Name of Organization (English):*	<input type="text" value="Test Organization"/>	▶ Proposed User ID:*	<input type="text" value="test_user"/>
▶ Name of Organization (Chinese):	<input type="text"/>	▶ User Name:*	<input type="text" value="Test User"/>
▶ Business Registration Certificate Number:*	<input type="text" value="Test 123456"/>	▶ Tel. No.:*	<input type="text" value="22223333"/>
▶ Office Address:*	<input type="text" value="Test Address"/>	▶ Fax:	<input type="text"/>
	<input type="text"/>	▶ Email:*	<input type="text" value="test_user@abc.com"/>
		(* Email must be same as the Hongkong Post e-Cert's email address)	
		▶ Primary account:	<input type="text" value="Y"/>

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of wholesale dealer licence, antibiotics permit, wholesale dealer licence to supply DD, whenever applicable	Testing Documents.pdf	Delete
2	Others		Upload

* Mandatory ^ Need original copy

13

For Investigator Account (Personal Applicants), please see details below:

1. Select “Investigator” Option

Account Registration Application

WDL Holder Investigator

User Name: *

(* The User Name must be same as the professional registration certificate / proof of professional qualification)

Profession: *

Profession Registration No.: *

Office Address: *

Proposed User ID: *

Tel. No.: *

Fax:

Email: *

(* Email must be same as the Hongkong Post e-Cert's email address)

Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification		<input type="button" value="Upload"/>
2 *	Evidence supporting the staff's employment by the institution		<input type="button" value="Upload"/>
3	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

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2. Fill-in User Name e.g. Dr. CHAN Tai Man and
3. Select Profession and
4. Fill-in Profession Registration No. and
5. Fill-in Office Address and

Account Registration Application

WDL Holder Investigator

User Name: *

(* The User Name must be same as the professional registration certificate / proof of professional qualification)

Profession: *

Profession Registration No.: *

Office Address: *

Proposed User ID: *

Tel. No.: *

Fax:

Email: *

(* Email must be same as the Hongkong Post e-Cert's email address)

Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification		<input type="button" value="Upload"/>
2 *	Evidence supporting the staff's employment by the institution		<input type="button" value="Upload"/>
3	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

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6. Fill-in Proposed User ID and
7. Fill-in Tel. No. (telephone number) and/or
8. (Optional) Fill-in Fax No. and/or
9. Fill-in Email and
10. Select Primary account (with option Y/N) e.g. 'Y' for personal account user and

Account Registration Application

WDL Holder Investigator

User Name:

(* The User Name must be same as the professional registration certificate / proof of professional qualification)

Profession:

Profession Registration No.:

Office Address:

Proposed User ID:

Tel. No.:

Fax:

Email:

6-10

(* Email must be same as the Hongkong Post e-Cert's email address)

Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification		<input type="button" value="Upload"/>
2 *	Evidence supporting the staff's employment by the institution		<input type="button" value="Upload"/>
3	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

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11. Upload Supporting Document(s)

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification		<input type="button" value="Upload"/>
2 *	Evidence supporting the staff's employment by the institution		<input type="button" value="Upload"/>
3	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

Remarks:

1. Each file must be under 3MB in size to upload.
2. The file type of the supporting document is restricted to PDF (Searchable PDF format), .doc, and .docx only.

12. Click “Submit” button to submit the account registration application

Account Registration Application

WDL Holder Investigator

User Name:*

(* The User Name must be same as the professional registration certificate / proof of professional qualification)

Profession:*

Profession Registration No.:*

Office Address:*

Proposed User ID:*

Tel. No.:*

Fax:

Email:*

(* Email must be same as the Hongkong Post e-Cert's email address)

Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification	Testing_Documents.pdf	Delete
2 *	Evidence supporting the staff's employment by the institution	Testing_Documents.pdf	Delete
3	Others		Upload

* Mandatory ^ Need original copy

12

Form will be validated if “Submit” button is clicked, possible warning messages are shown below:

Validation	Warning Messages
Missing user ID	Please input user ID
User ID is already in use	User id is already in use
Violate user ID policy	Violate user id policy User id should only contains 1. Character (A-Z, a-z) 2. Digit (0-9) 3. Non-alphanumeric character (!@#\$%^&*()-_+={} <>?~:;,.) 4. No space
User ID length is less than 5	Minimum user id length is 5
Missing user name	Please input user name
If user ID and password incorrect	User ID/ password incorrect
Missing email	Please input email
Email is already in use	Email is already in use
Email is not valid	Please input valid email address

If the validation is passed, successfully message will be shown.

Application submitted. Reference No. : AR00000385

3. Upon successful application. Activation email will be sent to the new user's email account. An email sample is shown below:

Dear Sir/Madam,

Your request for account creation is received. The requested account has been created at 30-Jun-2022 11:11:11.

Please click below link to activate the account within 24 hours

User ID: **TestUser**

Activation link:

https://www.drugoffice.gov.hk/TestTest&user_id=TestUser

Regards,

e-CTS

4. New user shall click the activation link within 24 hours.
5. Page will be redirected to the activation page.
6. Input Password
7. Input Confirm password
8. Click "Activate" button

Please assign a password to complete activation

User ID:

Password:

Confirm password:

5-6

7

9. Login page will be shown if passed the validation.

Account activated, please login.

Password Login E-cert Login

User ID:

Password:

ii. Reactivate User Account

1. Follow the step 1 of [Section “Create User Account”](#)
2. Reactivation email will send to the user’s email account. An email sample is shown below:

Dear Sir/Madam,

Your account is reset at 30-Jun-2022 11:11:11.

Please click below link to re-activate the account within 24 hours.

User ID: **TestUser**

Activation link:

https://www.drugoffice.gov.hk/TestTest&user_id=TestUser

Regards,

e-CTS

3. Click the activation link within 24 hours.
4. Follow the steps 4 - 7 of [Section “Create User Account”](#) to assign a new password.

If passed the validation, “Password changed successfully” will be shown.

Password changed successfully

II. Account Management

i. Login and Dashboard

1. Enter e-CTS via Drug Office website (www.drugoffice.gov.hk) → Pharmaceutical Trade → Login – e-CTS
2. Drug Office website will open a new window popup for e-CTS Login page.
3. Select “e-Cert Login”
4. Select the e-Cert from file system
5. Input password and passphrase (e-Cert)
6. Click “Login” button, page will be redirected to “Dash Board” page



Electronic Clinical Trial System (e-CTS)

Password Login e-Cert Login

User ID:

Password:

e-Cert:

Choose file

Passphrase:

Login

Apply user account

Points to note:

1. Install and configure the required software:
 - Web browser: Google Chrome, Microsoft Edge, Mozilla Firefox
 - Web browser settings: [Signing Client](#)
- The private key and the PIN of your e-Cert will not be transmitted during the transaction.
- You should be alert to your surroundings before entering any personal information. Make sure that no one can see your personal particulars and e-Cert password.
- You should disable options on your browser to avoid storing or retaining your e-Cert password on the personal computer.
- Each intended user(s) in supervisor role for CTC requires applying the organizational/personal e-cert individually, please refer to the following link to HongKong Post ([How to Apply/Renew e-Cert](#)).
- To be completed in block letters or traditional Chinese.

Dash Board is a summary of status. Users are allowed to click on the result to navigate the details.

Dash Board

Application Type	Applicant					DHDO	
	Draft	Completed Draft	DH replied	Follow up (DH replied)	Pending Payment	Pending	Approved (Last 3 months records)
New Application	0	0	0	0	1	2	2
Amendment	2	0	0	0	1	3	0

Result Status

Status name	Status description
Draft	Applications are open for edit and delete.
Completed Draft	Applications are completed by normal users / supervisors and are ready to submit.
DH replied	Applications are replied by DHDO, user need to follow DHDO officer's instruction before re-submit them.
Follow up (DH replied)	Follow up application are replied by DHDO.
Pending Payment	Applications are pending for payment by applicant.
Pending	Applications are under screening or evaluation in DHDO.
Approved	Applications are approved by DHDO.

ii. View Company Profile

In order to view company profile, users can select “Profile” → ”Company Profile Maintenance”.

Company Profile information will be displayed

The screenshot shows the 'Company Profile Maintenance' interface. At the top, there is a navigation bar with 'Dash Board', 'CTC', and 'Profile' tabs. The main content area is titled 'Company Profile Maintenance' and displays the following information:

- BR number: P0000005-000
- Company (Eng): TEST HONG KONG LTD
- Company (Chi):

Contact Information

- Contact Persons name: Doctor Two
- Tel. No.: 21301200
- Email address: ctc.system.user9@gmail.com
- Fax:
- Address (Eng): SHOP 2, G/F, QUEEN ST, SHEUNG WAN
- Address (Chi):

Logon as: TEST HONG KONG LTD (Doctor Two)
Date: 22.06.2022 12:11:23

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iii. User Profile Maintenance

In order to maintain user profile, users can select “Profile” → ”User Profile Maintenance”.

1. Users will be displayed in “List of user”

The screenshot shows the 'User Profile Maintenance' interface. At the top, there is a navigation bar with 'Dash Board', 'CTC', and 'Profile' tabs. The main content area is titled 'User Profile Maintenance' and displays the following information:

List of user:

Page	1	1
>	doctor2 *	
>	normaluser	

* Indicate the primary user

User details:

TEST HONG KONG LTD

- User ID:
- User name:
- Email address*:
- Role:
- Status:
- Last update: (dd.mm.yyyy HH:mm:ss)

*Email entered must be same as the one registered in Hongkong Post e-Cert if you choose "Supervisor"

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iv. Create User Account

1. Please see details below to create new user account:

- Go to "Profile" → "User Profile Maintenance" → "User details"

1. Input "User ID" and
2. Input "User name" e.g. CHAN Tai Man and
3. Input "Email address" and
4. Select "Role" and
5. Select "Status" and
6. Click "Submit" button

Drug Office
Department of Health
The Government of the Hong Kong Special Administrative Region

Dash Board | CTC | Profile | 中 | Logout

User Profile Maintenance

Logon as: TEST HONG KONG LTD (Doctor Two)
Date: 22.06.2022 12:11:23

List of user:

Page 1 / 1

- ▶ doctor2 *
- ▶ normaluser

* Indicate the primary user

User details:

TEST HONG KONG LTD

- ▶ User ID:
- ▶ User name:
- ▶ Email address*:
- ▶ Role:
- ▶ Status:
- ▶ Last update: (dd.mm.yyyy HH:mm:ss)

*Email entered must be same as the one registered in Hongkong Post e-Cert if you choose "Supervisor"

Submit

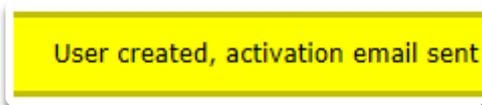
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***Email entered must be same as the one registered in Hong Kong Post e-Cert if you choose "Supervisor"**

Form will be validated if “Submit” button is clicked, possible warning messages are shown below:

Validation	Warning Messages
Missing user ID	Please input user ID
User ID is already in use	User id is already in use
Violate user ID policy	Violate user id policy User id should only contains 1. Character (A-Z, a-z) 2. Digit (0-9) 3. Non-alphanumeric character(!@#\$%^&*()-_+={}[] <>?~:;,.) 4. No space
User ID length is less than 5	Minimum user id length is 5
Missing user name	Please input user name
If user ID and password incorrect	User ID/ password incorrect
Missing email	Please input email
Email is already in use	Email is already in use
Email is not valid	Please input valid email address
Missing user role	Please select a user role
Missing user status	Please select a user status

If the validation is passed, “User created, activation email sent” will be shown.



2. Activation email will send to the new user’s email account. An email sample is shown below:

Dear Sir/Madam,

Your request for account creation is received. The requested account has been created at 30-Jun-2022 11:11:11.

Please click below link to activate the account within 24 hours

User ID: **TestUser**

Activation link:
https://www.drugoffice.gov.hk/TestTest&user_id=TestUser

Regards,
e-CTS

3. New user shall click the activation link within 24 hours.
4. Page will be redirected to the activation page.
5. Input Password
6. Input Confirm password
7. Click “Activate” button

Please assign a password to complete activation

User ID: TestUser

Password:

Confirm password:

7

8. Login page will be shown if passed the validation.

Account activated, please login.

Password Login E-cert Login

User ID:

Password:

v. Update User Info

Go to “Profile” → ”User Profile Maintenance”.

1. Click on the target ID below the “List of user”
2. Change the “User name” e.g. CHAN Tai Man or
3. Change the “Email” (email for business use) or
4. Change the “Role” or
5. Click “Reset password/ reactivate” to reset password or reactivate the account or
6. Change the “Status”
7. Click “Update” button to submit change

Form will be validated if “Update” button is clicked, below shows possible warning messages.

Validation	Warning Messages
Missing user name	Please input user name
Missing email	Please input email
Email is already in use	Email is already in use
Email is not valid	Please input valid email address
Missing user role	Please select a user role
Missing user status	Please select a user status

If the validation is passed, “User updated” will be shown.



vi. Reset User Password / Reactivate

A. Go to “Profile” → ”User Profile Maintenance”.

1. Click on the target ID below the “List of user”
2. Put a tick in the “Reset password/ reactivate” box to reset password or reactivate the account and
3. Click “Update” button to submit change

User Profile Maintenance

Logon as: ABC PHARMACEUTICAL CO. LTD. (Trader Supervisor - User Two)
Date: 19.06.2022 05:36:13

List of user: Page 1 / 1

TestUser
newusr1234

1

User details:

ABC PHARMACEUTICAL CO. LTD.

User ID: TestingUser

User name: UAT User

Email address*: capdo@dh.gov.hk

Role: Normal user

Reset password/ reactivate:

Status: Active

Last update: (dd.mm.yyyy HH:mm:ss) 21.02.2022 14:52:47

*Email entered must be same as the one registered in Hongkong Post e-Cert if you choose "Supervisor"

Update Add new user

* Indicate the primary user

The successful message will be shown. The reactivation mail will be sent.

User updated, reactivation mail sent

B. User is required to change the password if password expired.

Password expired, please change the password now.

User ID: <<login user id>>

Current password:

New password:

Confirm New password:

Change password

Remarks: e-CTS has a fine grain password policy implemented and require password change every 90 days.

Login page will be redirected for user to login again if password expired.
User is required to use the new password to login.

Password changed successfully, please login again.

Password Login e-Cert Login

User ID:

Password: