

Account Managemnet

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- iii. User Profile Maintenance
- iv. Reset User Password / Reactivate

2. Account Management

I Account Registration

i. New User Account

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

- Go to the Login page of PLAMMS
- PLAMMS Login page Link: <https://www.drugoffice.gov.hk/PlammsInterWeb/jsp/>

1. Click “Apply user account”

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

HONG KONG

Pharmaceuticals Licence Application
and
Movement Monitoring System

☒ 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: Internet Explorer 11.0 or above
 - Web browser settings: Accept cookies and enable JavaScript
 - Java Runtime Environment (JRE) 1.6.x or above
 - Adobe Flash Player 13 or above
2. The private key and the PIN of your e-Cert will not be transmitted during the transaction.
3. 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.
4. You should disable options on your browser to avoid storing or retaining your e-Cert password on the personal computer.
5. Each intended user(s) in supervisor role for PLAMMS requires applying the organizational/personal e-cert individually, please refer to the following link to HongKong Post ([How to Apply/Renew e-Cert](#))
6. To be completed in block letters or traditional Chinese.

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

Statement of Purposes	
Purpose Collection	
<p>1. This personal data are provided by applicants for the purposes of application for registration, licence and certificate under the Pharmacy and Poisons Ordinance, Dangerous Drug Ordinance and the Import and Export Ordinance. The personal data provided will be used by DH for the following purposes:</p> <p>(a) Proof of eligibility (b) Processing of applications for registration, licence and certificate</p> <p>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 registration, a licence or a certificate, or to process the relevant application.</p>	
Classes of Transferees	
<p>3. The personal data you provide are mainly for use within DH 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.</p>	
Access to Personal Data	
<p>4. You have a right of access and correction with respect to personal data as provided for 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.</p>	
Enquiries	
<p>5. Enquiries concerning the personal data provided, including the making of access and corrections should be addressed to:</p> <p>Senior Pharmacist Drug Registration and Import/Export Division Drug Office, Department of Health Room 331, 3/F, Public Health Laboratory Centre 382 Nam Cheong Street Shek Kip Mei, Kowloon Tel: 23198458</p>	
2	<input checked="" type="checkbox"/> I have read and agree to be legally bound by the above Terms.
<div>Continue</div> <div>Cancel</div>	

3. Click “Continue” button

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

3	<div>Continue</div>	<div>Cancel</div>
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For Trader Account, please see details below:

1. Select “Trader” Option

Account Registration Application

1 ☒ Trader ☐ Personal

▶ Name of Organization (English):*

▶ Name of Organization (Chinese):

▶ Business Registration Certificate Number:*

▶ Office Address:*

▶ Proposed User ID:*

▶ User Name:*

▶ Tel. No. :*

▶ Fax:

▶ Email:*

▶ Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of Business Registration Certificate		<input type="button" value="Upload"/>
2	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

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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

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Account Registration Application

☒ Trader ☐ Personal

▶ Name of Organization (English):*

▶ Name of Organization (Chinese):

▶ Business Registration Certificate Number:*

▶ Office Address:*

▶ Proposed User ID:*

▶ User Name:*

▶ Tel. No. :*

▶ Fax:

▶ Email:*

▶ Primary account:


Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of Business Registration Certificate		<input type="button" value="Upload"/>
2	Others		<input type="button" value="Upload"/>

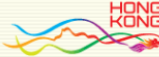
* Mandatory ^ Need original copy

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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 (for business use) and
11. Select Primary account (with option Y/N) and



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中

Account Registration Application

☒ Trader ☐ Personal

▶ Name of Organization (English):*

▶ Name of Organization (Chinese):

▶ Business Registration Certificate Number:*

▶ Office Address:*

▶ Proposed User ID:*

▶ User Name:*

▶ Tel. No.:*

▶ Fax:

▶ Email:*

▶ Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of Business Registration Certificate		<input type="button" value="Upload"/>
2	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

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12. Upload Supporting Document(s)

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of Business Registration Certificate	PLAMMS test doc.docx	<input type="button" value="Delete"/>
2	Others		<input type="button" value="Upload"/>

* Mandatory ^ Need original copy

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Remarks:

1. Each file must be under 3MB in size to upload. Otherwise, a warning message will be shown as follow

Supporting Document(s)			
No.	Document Description	Uploaded Document Name	Action
1 *	Copy of Business Registration Certificate	PLAMMS test doc.docx	Delete
2	Others	Error : file size too large	Upload

* Mandatory ^ Need original copy

Submit Cancel

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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

☒ Trader ☐ Personal

Name of Organization (English): *	Chan Tai Tai	Proposed User ID: *	user999
Name of Organization (Chinese):		User Name: *	ChanTaiTai
Business Registration Certificate Number: *	BR00001	Tel. No.: *	22223333
Office Address: *	Tesing Office 1,	Fax:	
	HK	Email: *	ChanTaiTai@abc.com
		Primary account:	<input checked="" type="checkbox"/>

Supporting Document(s)			
No.	Document Description	Uploaded Document Name	Action
1 *	Copy of Business Registration Certificate	PLAMMS test doc.docx	Delete
2	Others	PLAMMS test doc.docx	Delete

* Mandatory ^ Need original copy

13 Submit Cancel

For Personal Account, please see details below:

1. Select “Personal” Option

The screenshot shows the 'Account Registration Application' form. At the top, there is a header for the 'Drug Office' of the 'Department of Health, The Government of the Hong Kong Special Administrative Region'. The form title is 'Account Registration Application'. Below the title, there are two radio buttons: 'Trader' and 'Personal'. The 'Personal' option is selected and highlighted with a red box and the number '1'. The form contains several input fields: 'User Name:', 'Profession:', 'Profession Registration No.:', 'Office Address:', 'Proposed User ID:', 'Tel. No.:', 'Fax:', 'Email:', and 'Primary account:'. The 'Profession' dropdown is set to 'Registered medical practitioners'. Below the input fields is a section for 'Supporting Document(s)' with a table. The table has four columns: 'No.', 'Document Description', 'Uploaded Document Name', and 'Action'. There are two rows: Row 1 is for 'Copy of professional registration certificate / proof of professional qualification' and Row 2 is for 'Others'. Both rows have an 'Upload' button. At the bottom right, there are 'Submit' and 'Cancel' buttons. A footer link says 'User manual | Terms and Conditions | Version 1.11.20190717U (C0000010)'.

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification		Upload
2	Others		Upload

* Mandatory ^ Need original copy

Submit Cancel

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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

The screenshot shows the 'Account Registration Application' form with the following fields filled in: 'User Name:' is 'Chai Tai Tai', 'Profession:' is 'Registered medical practitioners', 'Profession Registration No.:' is 'PR0001', and 'Office Address:' is 'Testing Address 2, HK'. A red box highlights these four fields, with the number '2-5' written in red next to it. The 'Proposed User ID:', 'Tel. No.:', 'Fax:', 'Email:', and 'Primary account:' fields are empty. The 'Supporting Document(s)' table is the same as in the previous screenshot. At the bottom right, there are 'Submit' and 'Cancel' buttons. A footer link says 'User manual | Terms and Conditions | Version 1.11.20190717U (C0000010)'.

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification		Upload
2	Others		Upload

* Mandatory ^ Need original copy

Submit Cancel

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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 (for business use) and
10. Select Primary account (with option Y/N) e.g. 'Y' for personal account user and

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Account Registration Application

☐ Trader ☒ Personal

▶ User Name:*

▶ Profession:*

▶ Profession Registration No.:*

▶ Office Address:*

▶ Proposed User ID:*

▶ Tel. No.:*

▶ Fax:

▶ Email:*

▶ Primary account:

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification		Upload
2	Others		Upload

* Mandatory ^ Need original copy

11. Upload Supporting Document(s)

Supporting Document(s)

11

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification	PLAMMS test doc.docx	Delete
2	Others		Upload

* Mandatory ^ Need original copy

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Remarks:

1. Each file must be under 3MB in size to upload. Otherwise, a warning message will be shown as follow

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification	PLAMMS test doc.docx	Delete
2	Others	Error : file size too large	Upload

* Mandatory ^ Need original copy

Submit Cancel

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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

☐ Trader ☒ Personal

▶ User Name:*	Chai Tai Tai	▶ Proposed User ID:*	user888
▶ Profession:*	Registered medical practitioners	▶ Tel. No.:*	22332233
▶ Profession Registration No.:*	PR00001	▶ Fax:	
▶ Office Address:*	Testing Address 2, HK	▶ Email:*	chantaitai@abc.com
		▶ Primary account:	Y

Supporting Document(s)

No.	Document Description	Uploaded Document Name	Action
1 *	Copy of professional registration certificate / proof of professional qualification	PLAMMS test doc.docx	Delete
2	Others		Upload

* Mandatory ^ Need original copy

12 Submit Cancel

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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

2. 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 11-Apr-2019 11:41:01.

Please click below link to activate the account within 24 hours

User ID: **TestUser**

Activation link:

https://www.drugoffice.gov.hk/PlammsIntraWeb/jsp/initActivation.jsp?act_code=mX5jWciZye60QGrnxstclg%3D%3D&user_id=TestUser

Regards,

PLAMMS

3. New user shall click the activation link within 24 hours.
4. Page will be redirected to the activation page.

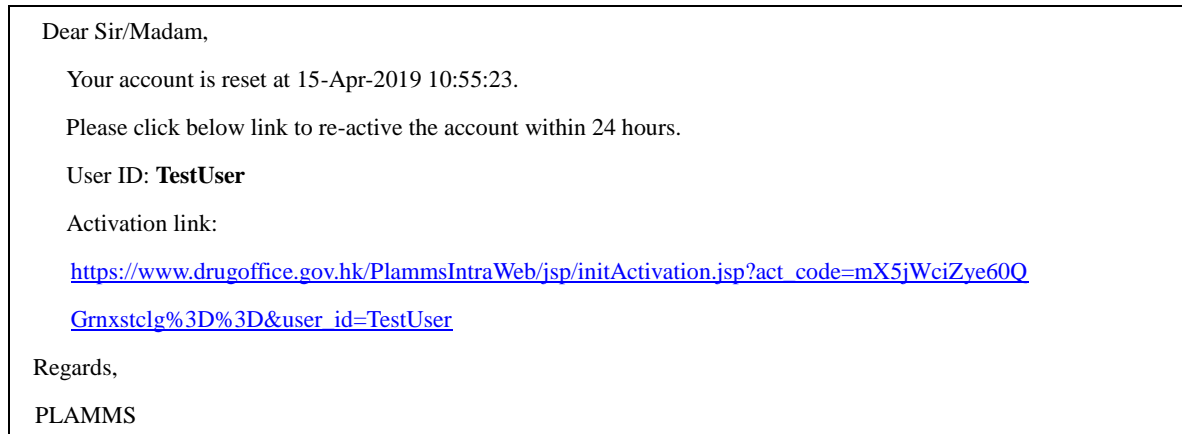
The screenshot shows the activation page of the Pharmaceuticals License Application and Movement Monitoring System. The header includes the Drug Office logo and the text "Department of Health, The Government of the Hong Kong Special Administrative Region" on the left, and the "HONG KONG" logo on the right. A language selector "中" is in the top right corner. The main content area features a red stick figure icon, the system name, and a yellow box with the text "Please assign a password to complete activation". Below this are input fields for "User ID" (containing "TestUser"), "Password", and "Confirm password", followed by an "Activate" button. The version "Version 1.0.0" is noted in the bottom right corner.

5. Input Password
6. Input Confirm password
7. Click “Activate” button
8. Login page will be shown if passed the validation.

The screenshot shows the login page of the Pharmaceuticals License Application and Movement Monitoring System. The header is identical to the activation page. The main content area features the red stick figure icon, the system name, and a yellow box with the text "Account activated, please login.". Below this are radio buttons for "Password Login" (selected) and "E-cert Login". There are input fields for "User ID" and "Password", followed by a "Login" button. A link "Download user manual" is at the bottom. The version "Version 1.0.0" is noted in the bottom right corner.

ii. Reactivate User Account

1. Follow the step 1 of Section II “Account Management” and Sub-Section “iv. Create User Account”
2. Reactivation email will send to the user’s email account. An email sample is shown below:



3. Click the activation link within 24 hours.
 4. Follow the steps 4 - 7 of Section II “Account Management” and Sub-Section “iv. Create User Account” to assign a new password.
- If passed the validation, “Password changed successfully” will be shown.



II. Account Management

i. Login and Dashboard

1. Enter PLAMMS via Drug Office website (www.drugoffice.gov.hk) → Pharmaceutical Trade → Login – PLAMMS (Pharmaceuticals Licence Application and Movement Monitoring System)

The screenshot displays the Drug Office website interface. At the top, the header includes the Drug Office logo, the text 'Department of Health The Government of the Hong Kong Special Administrative Region', and the 'HONG KONG' logo. Below the header, there is a navigation bar with 'GOVHK 香港政府一站通', language options '繁體版' and '简体版', a search bar, and links for 'SITE MAP' and 'Print Page'. The main content area features a large banner for the 'Launch of the Pharmaceuticals Licence Application and Movement Monitoring System (PLAMMS) (Phase II)' commencing on 30 September 2019. To the left of the banner is a sidebar menu under the 'Pharmaceutical Trade' heading, listing various services. The 'Login - PLAMMS' link is circled in red, with a red arrow pointing to a red-bordered box containing the text 'Pharmaceuticals Licence Application and Movement Monitoring System'. To the right of the banner are links for 'Press Release', 'Frequently Asked Question', 'Search Drug Dealers', and 'Search Drug'. Below the banner, there are three tabs: 'Safety Alert', 'Medicines Recall', and 'Newly Registered Medicines'. The 'Safety Alert' tab is active, showing a list of recent alerts with dates and descriptions in Chinese and English. At the bottom of the page, there are logos for 'GOVHK', 'Drug Office', and 'The Chief Executive's Office'.

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

GOVHK 香港政府一站通 繁體版 简体版

SEARCH Enter search keyword(s)

SITE MAP

Print Page

Pharmaceutical Trade

- Home
- Safety Alerts and Products Recalls
- Other Useful Information
- About Us
- Code of Practice
- Guidelines & Forms
- Certificates / Licences / Specified Forms
- ADR reporting
- Drug Shortage Notification (English Only)
- Related Links
- Registered Pharmaceutical Products
- Licensed Drug Dealers
- Search Drug Dealers
- Briefing Seminars
- News Subscription
- Login - Electronic Services
- Login - PLAMMS**
- Login - PRS 2.0

Launch of the Pharmaceuticals Licence Application and Movement Monitoring System (PLAMMS) (Phase II)
Commencing on 30 September 2019

Press Release
click here

Frequently Asked Question
click here

Search Drug Dealers
Enter search keyword(s)

Search Drug
Enter search keyword(s)

Safety Alert **Medicines Recall** **Newly Registered Medicines**


[2019-09-26] 台灣：食藥署公布至2019年9月24日已完成檢驗得恢復供應、銷售之含ranitidine成分藥品清單 (Chinese only)
[2019-09-23] 中國：河南省藥品監督管理局關於7批次抽檢不合格藥品的通告（2019年第11期） (Chinese only)
[2019-09-21] 台灣：食藥署要求全面預防性下架含ranitidine成分藥品，經檢驗確認合格後，始得重新上架 (Chinese only)
[2019-09-20] The United Kingdom: Elmiron (pentosan polysulfate sodium): rare risk of pigmentary maculopathy

Pharmaceuticals Licence Application and Movement Monitoring System

GOVHK Drug Office The Chief Executive's Office

2. Drug Office website will open a new window popup for PLAMMS 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





Pharmaceuticals Licence Application
and
Movement Monitoring System

☐ Password Login ☒ e-Cert Login

User ID:

Password:

e-Cert:

Passphrase:

Points to note:

1. Install and configure the required software:
 - Web browser: Internet Explorer 11.0 or above
 - Web browser settings: Accept cookies and enable JavaScript
 - Java Runtime Environment (JRE) 1.6.x or above
 - Adobe Flash Player 13 or above
2. The private key and the PIN of your e-Cert will not be transmitted during the transaction.
3. 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.
4. You should disable options on your browser to avoid storing or retaining your e-Cert password on the personal computer.
5. Each intended user(s) in supervisor role for PLAMMS requires applying the organizational/personal e-cert individually, please refer to the following link to HongKong Post ([How to Apply/Renew e-Cert](#))
6. 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	DH replied	Follow up (DH replied)	Completed	Pending	Approved (Last 3 months records)
Drug Enlisting (Unregistered drug)	<u>100</u>	<u>1</u>	<u>17</u>	<u>26</u>	<u>98</u>	<u>6</u>
Form3 Import licence	<u>27</u>	<u>2</u>	<u>0</u>	<u>72</u>	<u>52</u>	<u>24</u>
Form6 Export licence	<u>13</u>	<u>1</u>	<u>0</u>	<u>84</u>	<u>32</u>	<u>4</u>
Import Certificate	<u>40</u>	<u>0</u>	<u>1</u>	<u>54</u>	<u>14</u>	<u>5</u>
DD Import Licence	<u>0</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>6</u>	<u>1</u>
DD Export Licence	<u>5</u>	<u>0</u>	<u>0</u>	<u>2</u>	<u>5</u>	<u>0</u>
Export period extension	<u>31</u>	<u>0</u>	<u>1</u>	<u>1</u>	<u>4</u>	<u>0</u>
Drug Disposal	<u>19</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>5</u>	<u>0</u>

Report Shipment- Import	Outstanding	Draft	Completed	Approved
Report actual number of packages shipped	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>

Result Status

Status name	Status description
Draft	Applications are open for edit and delete.
DH replied	Applications are replied by DHDO, user need to follow DH officer's instruction before re-submit them.
Follow up (DH replied)	Follow up application are replied by DHDO
Completed	Applications are completed by normal users / supervisors, forms are ready to submit.
Pending	Applications are pending of process 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”.

1. Compnay Profile information will be displayed

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Dash Board Drug Enlisting Form3 Import Licence Form6 Export Licence Import Certificate Dangerous Drug Licence Report Shipment Balance Ledger Profile 中 Logout

Company Profile Maintenance Logon as: ABC PHARMACEUTICAL CO. LTD. (Trader Supervisor - User Two)
Date: 29.08.2019 15:41:10

BR number: 99999999-000
Company (Eng) : ABC PHARMACEUTICAL CO. LTD.
Company (Chi) : ABC PHARMACEUTICAL CO. LTD.

Contact Information

Contact Persons name:
Tel. No.: 21232123
Email address: b@b.com
Fax: 21242124
Address (Eng): 2/F, CENTRAL PLAZA,
43 HARBOUR ROAD
HK
Address (Chi): 2/F, CENTRAL PLAZA,
43 HARBOUR ROAD
HK

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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”

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HONG KONG

Dash Board Drug Enlisting Form3 Import Licence Form6 Export Licence Import Certificate Dangerous Drug Licence Report Shipment Balance Ledger Profile 中 Logout

User Profile Maintenance Logon as: ABC PHARMACEUTICAL CO. LTD. (Trader Supervisor - User Two)
Date: 19.06.2019 15:36:13

List of user:

Page 1 / 1

TestUser *
newusr1234

1

User details:

ABC PHARMACEUTICAL CO. 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

* Indicate the primary user

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iv. Reset User Password / Reactivate

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


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


The screenshot shows the 'User Profile Maintenance' page. At the top, there is a header for the 'Drug Office' and a navigation bar with various menu items. The main content area is divided into two sections: 'List of user' and 'User details'. In the 'List of user' section, a table lists users, with 'newusr1234' circled in red and labeled '1'. In the 'User details' section, the details for 'ABC PHARMACEUTICAL CO. LTD.' are shown. The 'Reset password/ reactivate' checkbox is checked and circled in red, labeled '2'. At the bottom right, the 'Update' button is circled in red and labeled '3'. A footer note states: '*Email entered must be same as the one registered in Hongkong Post e-Cert if you choose "Supervisor"'.

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.


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



中 Logout



 Pharmaceuticals Licence Application
 and
 Movement Monitoring System


Password expired, please change the password now.


User ID: <<login user id>>
 Current password:
 New password:
 Confirm New password:
 Change password

Remarks: PLAMMS 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.


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



中



 Pharmaceuticals Licence Application
 and
 Movement Monitoring System

Password changed successfully, please login again.

☒ Password Login ☐ e-Cert Login
 User ID:
 Password:
 Login
 Apply user account