JFDA Drug Workflow System

[USER REGISTRATION MANUAL]

[New Account Creation]

ABSTRACT

[To use the on-line submission system (e-JDWS) you should have an account at JFDA , this manual will help you to create an account]

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Jordan Food & Drug Administration

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For more Information please visit the JFDA Website: http://www.jfda.jo/

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1 Introduction

To get the marketing authorization for a Medicinal Product, Health Supplements (Herbal, Natural, Vitamin & Minerals products) and Infant Milk & their formula in Jordan, you must register these products, this process involves filling an online application along with providing adequate information demonstrating product quality, safety & efficacy for the conditions prescribed/recommended in the proposed labeling for the product.

Striving for a faster, effective and convenient completion of the process with effective communication, JFDA developed an "electronic Drug registration Workflow System (e-JDWS)", the e-JDWS will allow the applicant to submit the on-line applications, track their status, renew and submit variations of their products.

This manual will help users to create a new account as a:

1. Local Pharmaceutical Company: Creating an account will facilitate the submission of all types of online- applications.

2. Local Drug Store: Creating an account will facilitate the submission of all types of online-applications.

3. Other local institutions/companies: Creating an account will facilitate the submission of online applications for **Herbal products** and **Infant Food & Formula**.

2 Revision Sheet

Change & Review History

Date	Author	Version	Comment
25/07/2016	Lubna Al-Farrayeh	V 1.0	Initial Draft
01/09/2016	Wesal Al-Haqaish	V1.0	Give Notes
15/09/2016	Lubna Al-Farrayeh	V 1.1	Reflect the JFDA Notes
10/11/2016	Lubna Al-Farrayeh	V1.2	Add a New Update
10/1/2017	Wesal Al-Haqaish	V1.3	Final Revision
10/1/2017	JFDA	V2.0	Published Manual
18/10/2018	Lubna Al-Farrayeh	V2.1	Reflect New Updates
14/07/2019	Lubna Al-Farrayeh	V2.2	Reflect New Updates after CR's
14/07/2019	Lubna Al-Farrayeh	V2.2	Published Manual

3 Chapter one

3.1 Drug Registration System Link at JFDA Website

- Go to JFDA Website By using this link. http://www.jfda.jo
- Select the E-services from JFDA website home page as shown in the figure (1).
- Select the Drug Registration Link (e-JDWS)
- Or you can select E-services → drug registration page → e-JDWS.

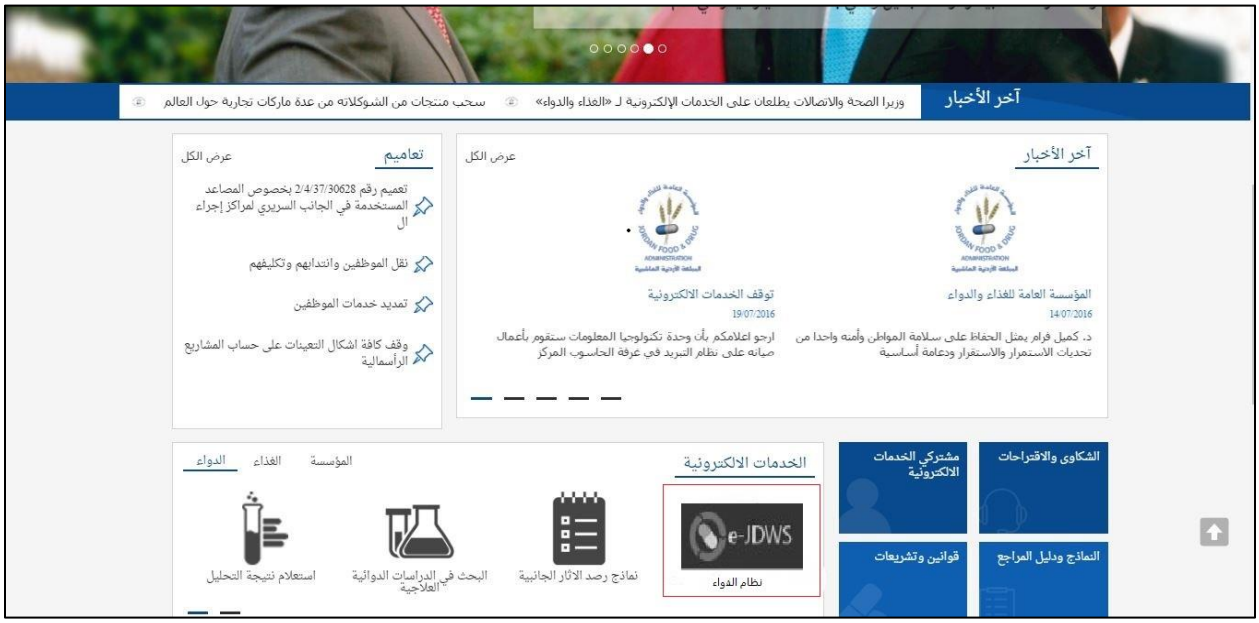

Figure (1) - JFDA Website

3.2 Login Page

1-If you have an account; provided to you by JFDA fill the Username & Password fields as shown in the figure (2).
2-If you forget your password; press forgot password link to change the old password.
3-If you don't have an account please click on the below link.

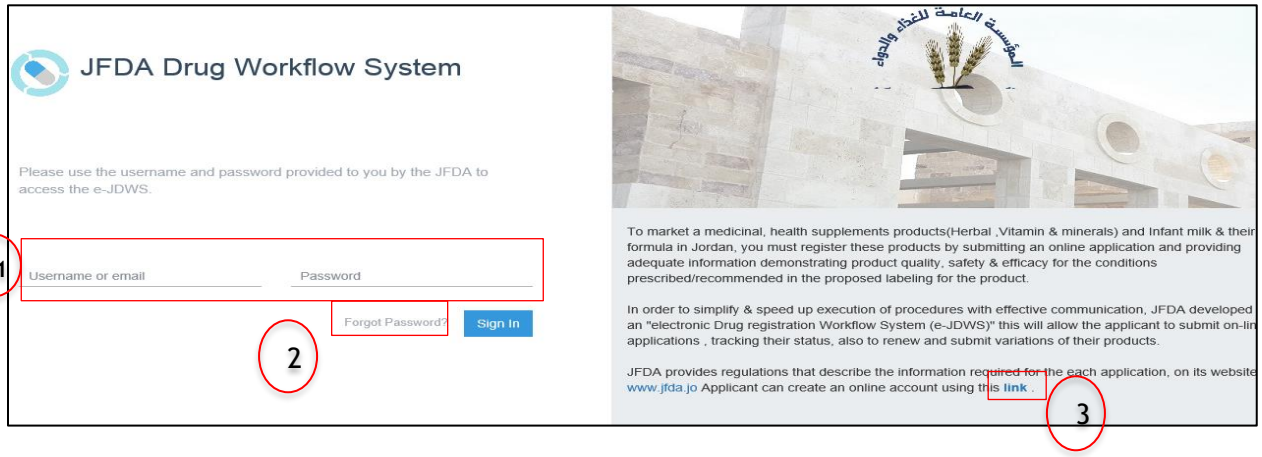

Figure (2) - Login Page of e-JDWS System

3.2.1 Forgot Password

- If you forgot your password please follow these instruction to change it:
  1- Enter your email that existing in the login information (When you create a new account), then press submit button as shown in the figure (3).
  2-The system send you an email ,please check your mail then press on the reset password link.
  3-Enter your new password then confirm it , figure (4).
  4- Click on Reset Button as shown in the figure (5).

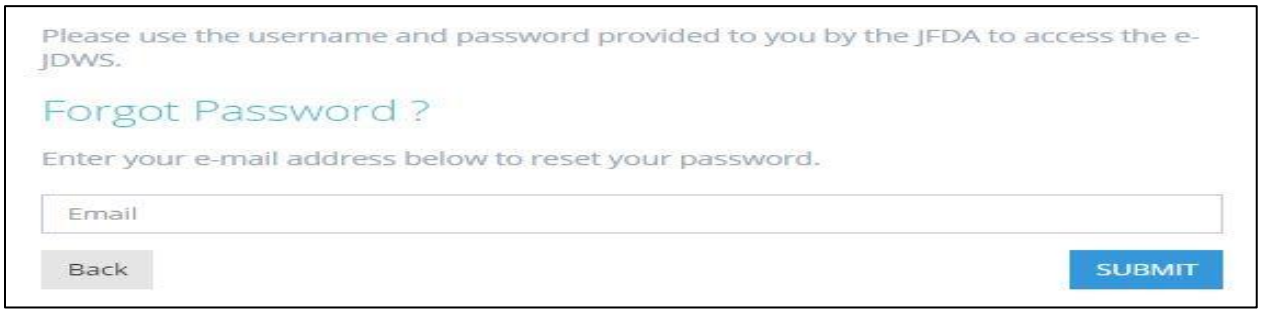

Figure (3) - Forgot Password

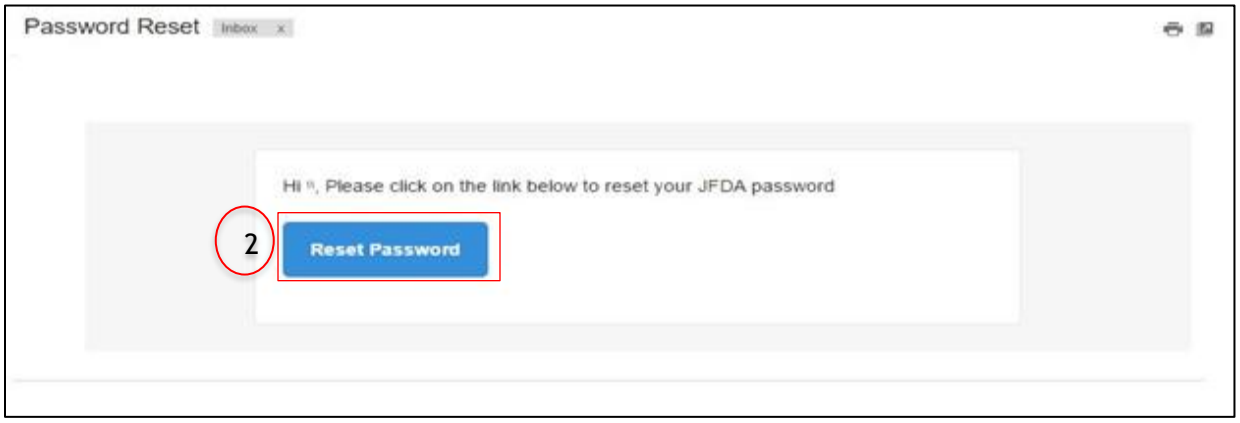

Figure (4) – Reset Password Link

Figure (5) – Reset Password

3.3 Create New Account

- If you don't have an account to use the Drug Registration System Please follow these instructions:
  1- Click on the link that existing in the right corner of the home page.
  2- Select your Agent type (Local pharmaceutical Company, local Drug Store and Other local institution/companies) as shown in the figure (6).

Figure (6) - User Registration / Agent Type

3.3.1 Create New Account for Local Pharmaceutical Company

- If you want to register as a Local Company you should complete **6 steps** as following:
  1- The 1st step is a login information; (Provide your username, password and email).
  2- The 2nd step is a local company information; (Provide your company name, technical manager name, address fields, Email, Phone and Mobile Number).
- Note: Mobile Number and Phone Number should be a Jordanian numbers.
  3- The 3rd step is a Registration Pharmacist (Provide the information about the legally responsible pharmacist for registration process at the local company).
  4- The 4th step is the Other Department Responsible (Provide the information about the legally responsible person how communicate with other department in JFDA).
  5- The 5th step is a Pharmacovigilance; (Provide the information about the qualified person responsible for pharmacovigilance (QPP)).
  6- The 6th step is a Backup of Pharmacovigilance; (Provide the information about the backup qualified person responsible for pharmacovigilance (backup QPP)).

3.3.1.1 Login Information

- The 1st step is a login information details that contains the following fields:
  1- Username.
  2- Password.
  3- Confirm the Password.
  4- Email.
- To move for the next step please press the continue button.

- Note: This E-mail address will be used to confirm your request and to describe for you all required documents and fees that should be submitted to activate your account in JFDA.

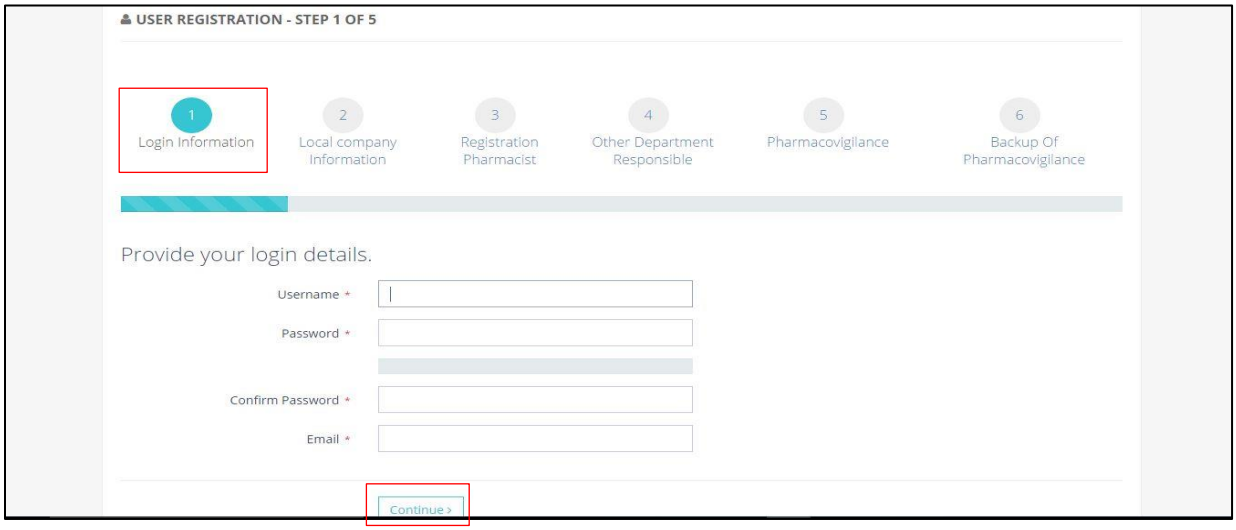

Figure (7) - Login Information

3.3.1.2 Local Pharmaceutical Company Information

- The 2nd step is a local company information that contains the following fields:
  1- Agent name in English and Arabic.
  2- Technical manager first name, middle name and last name.
  3- Company address details.
  4- Company email.
  5- Company Mobile number and phone number.
- To move for the next step please press the continue button, if you want to go back for the previous step please press back button.

- Note: This E-mail address and Mobile Number will be used to get in touch with you for any Notifications from JFDA.

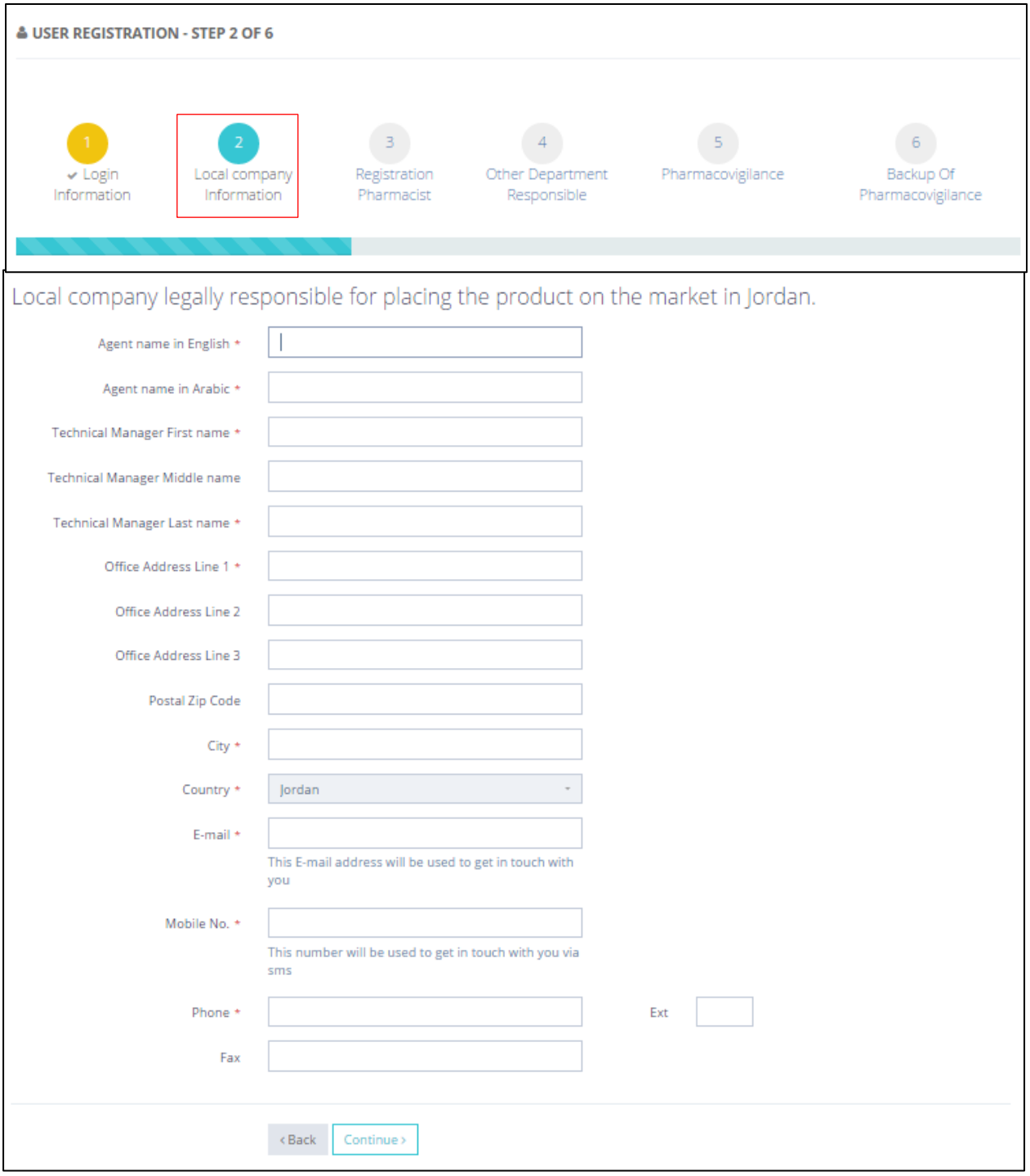

Figure (8) - Local Company Information

3.3.1.3 Registration "Responsible Pharmacist"

- The 3rd step is a Registration Pharmacist information that contains the following fields:
  1- Pharmacist first name, middle name and last name.
  2- Pharmacist mobile number.
  3- Pharmacist email.
- To move for the next step please press the continue button, if you want to go back for the previous step please press back button.

- Note: This E-mail address and Mobile Number will be used to get in touch with you for any Notifications from JFDA.

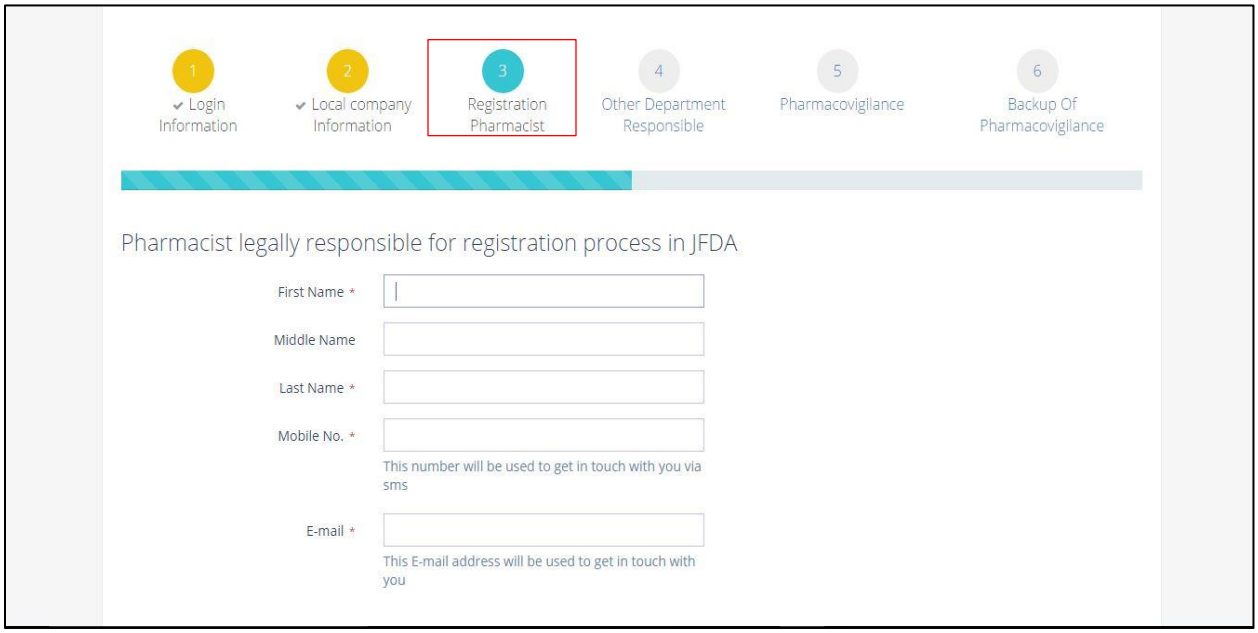

Figure (9) - Registration Pharmacist

3.3.1.4 Other Departments Responsible

- The 4th step is the Other Department Responsible information that contains the following fields:
  1- First name, middle name and last name.
  2- Mobile number.
  3- Email.
- To move for the next step please press the continue button, if you want to go back for the previous step please press back button.

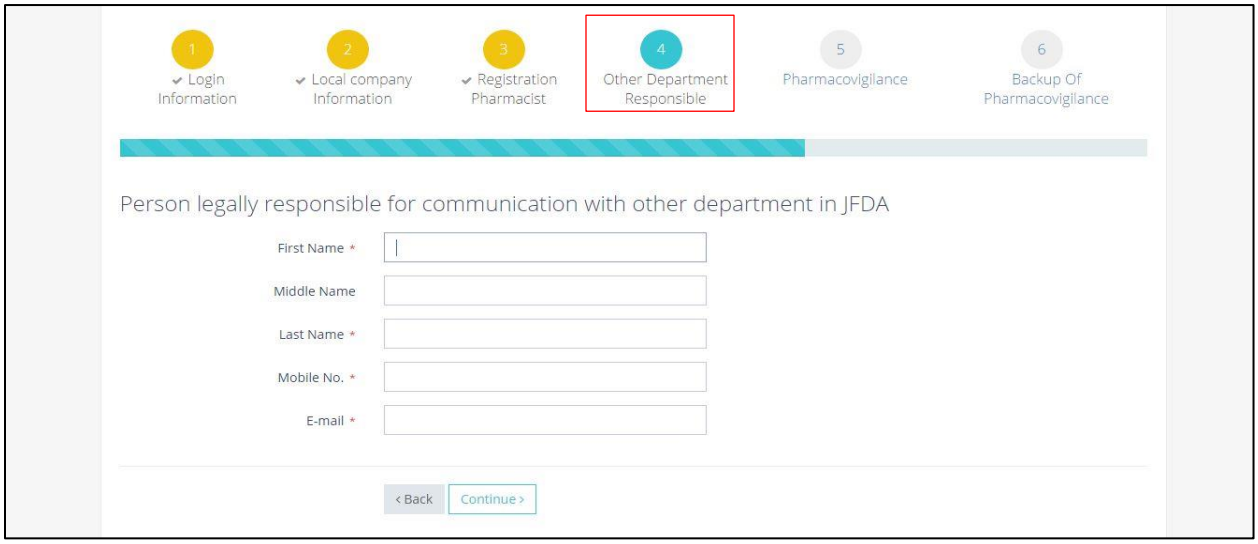

Figure (10) - Other Departments Responsible

3.3.1.5 Pharmacovigilance

- The 5th step is a QPP (Qualified Person for Pharmacovigilance) information that contains the following fields:
  1- First name, middle name and last name.
  2- Mobile number.
  3- Email address.
  4- Tasks and Responsibilities.(summary: as in PSMF check list)
- To move for the next step please press the continue button, if you want to go back for the

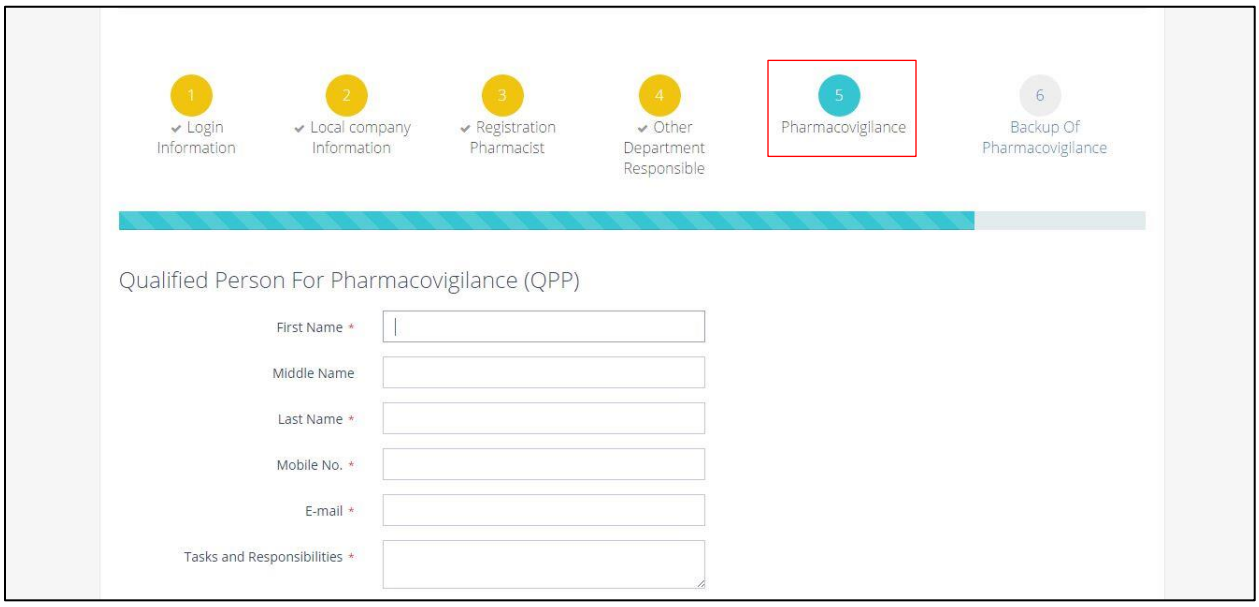

Figure (11) - Pharmacovigilance

3.3.1.6 Backup of Pharmacovigilance

- The 6th step is a backup QPP (Qualified Person for Pharmacovigilance) information that contains the following fields:
  1- First name, middle name and last name.
  2- Mobile number.
  3- Email address.
  4- Tasks and Responsibilities. .(summary: as in PSMF check list)
- To Submit your request please press the submit button, if you want to go back for the previous step please press back button.

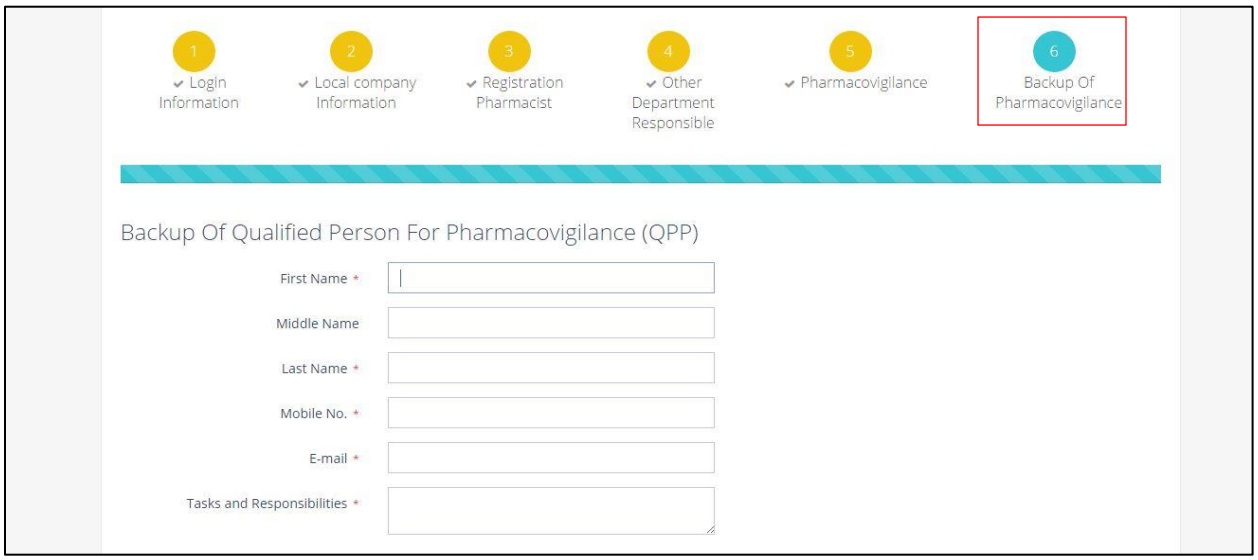

Figure (12) – backup of Pharmacovigilance

3.3.2 Create New Account for Drug Store

- If you want to register as a Drug Store you should complete **6 steps** as following
  1- The 1st step is a login information; (Provide your username, password and email).
  2- The 2nd step is an Agent information; (Provide your Store name, manager name, all the addresses fields, Email, Phone and Mobile Number).
- Note: Mobile Number and Phone Number should be a Jordanian number.
  3- The 3rd step is a Registration Pharmacist (Provide the information about the responsibility pharmacist in the drug store).
  4- The 4th step is the Other Department Responsible (Provide the information about the legally person that responsible for communication with other departments in JFDA).
  5- The 5th step is a Local Safety Responsible; (Provide the information about the local person responsible for Safety (LSR)).
  6- The 6th step is a Backup of Pharmacovigilance; (Provide the information about the backup of Local person responsible for Safety (LSR)).

3.3.2.1 Login Information

- The 1st step is a login information details that contains the following fields:
  1- Username.
  2- Password.
  3- Confirm the Password.
  4- Email.
- To move for the next step please press the continue button.

- Note: This E-mail address will be used to confirm your request and give you the all required documents and fees that will be used to activate your account in JFDA.

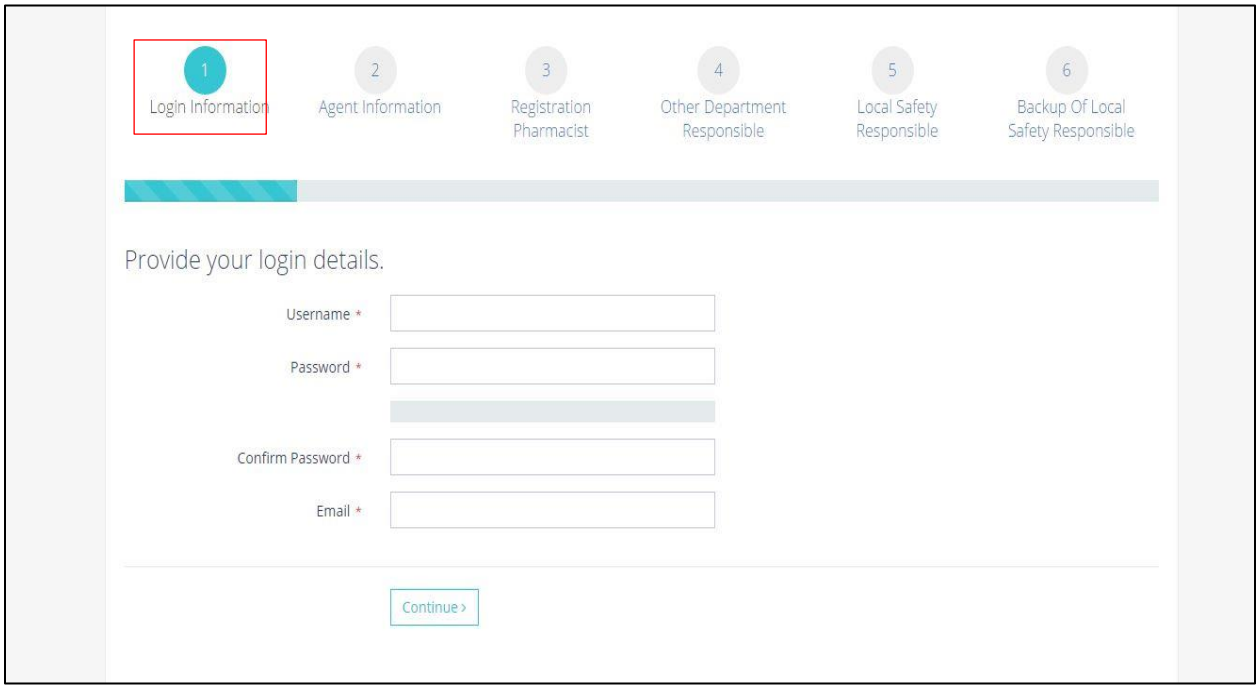

Figure (13) - Login Information

3.3.2.2 Agent Information

- The 2nd step is an Agent information that contains the following fields:
  1- Agent name (drug store name) in English and Arabic.
  2- Manager first name, middle name and last name.
  3- Drug Store address details.
  4- Drug Store email.
  5- Store Mobile number and phone number. (figure 14)
- To move for the next step please press the continue button, if you want to go back for the previous step please press back button.

- Note: This E-mail address and Mobile Number will be used to get in touch with you for any Notifications from JFDA.

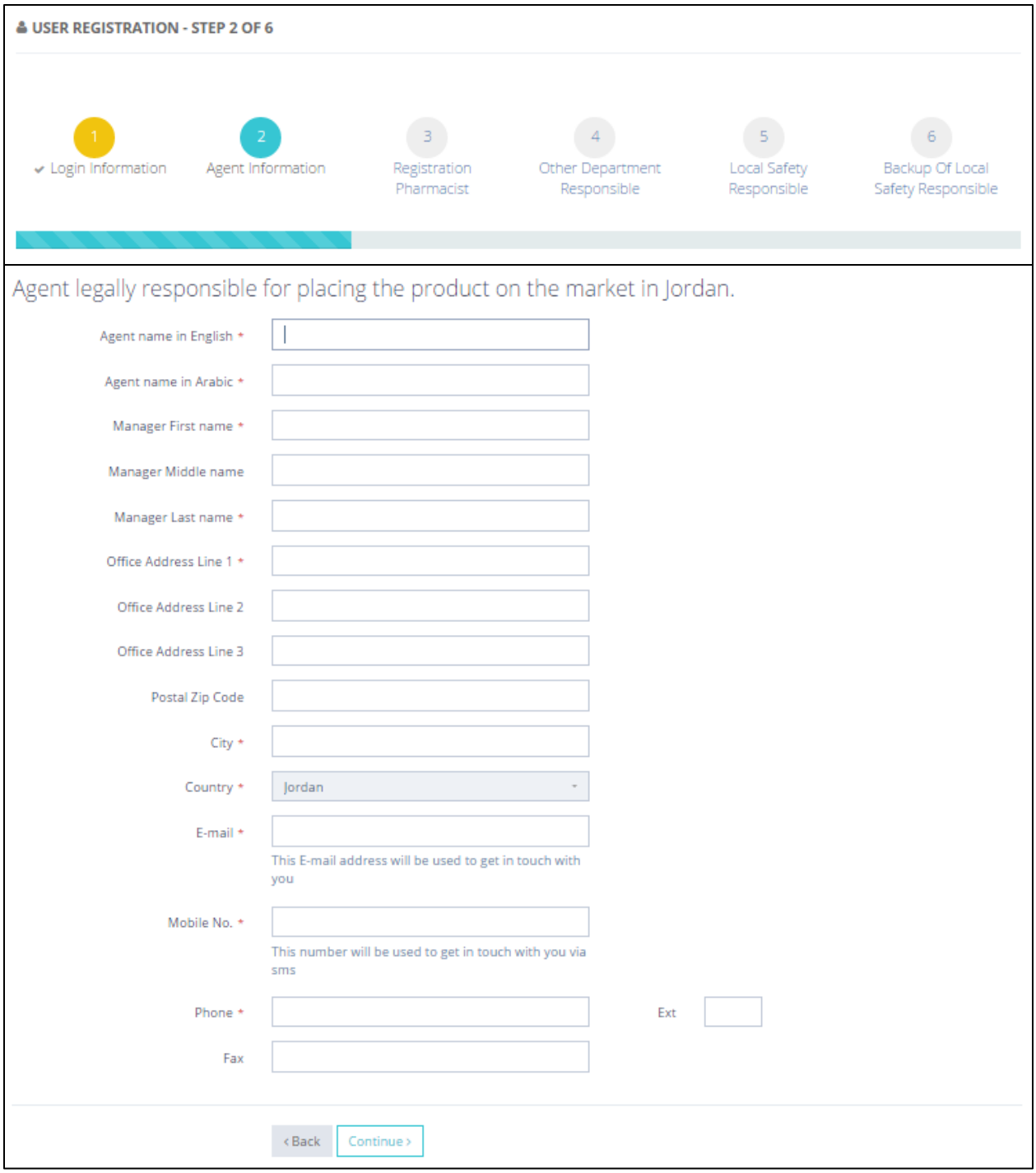

Figure (14) - Agent Information

3.3.2.3 Registration Pharmacist

The 3rd step is a responsible Registration Pharmacist (in the drug store) information that contains the following fields:

1- Pharmacist first name, middle name and last name.
2- Pharmacist mobile number.
3- Pharmacist email. (figure 15)

- To move for the next step please press the continue button, if you want to go back for the previous step please press back button.

- Note: This E-mail address and Mobile Number will be used to get in touch with you for any Notifications from JFDA.

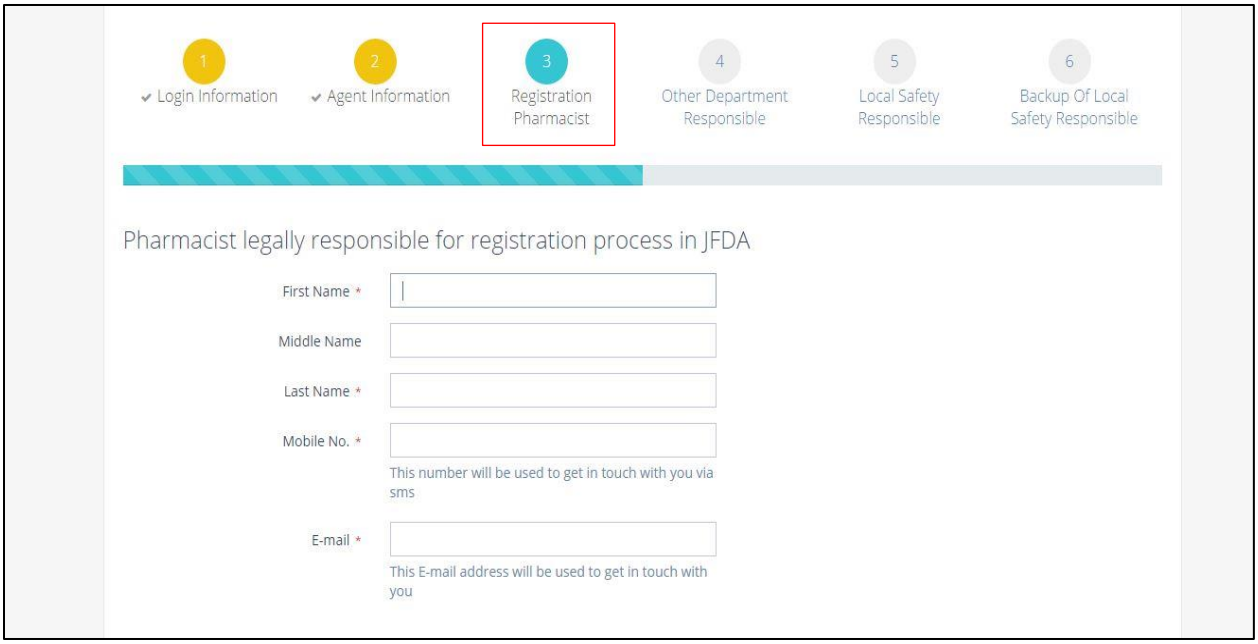

Figure (15) - Regisrtration Pharmcist

3.3.2.4 Other Department Resbonsible

- The 4th step is Other Departments Responsible information that contains the following fields:
  1- First name, middle name and last name.
  2- Mobile number.
  3- Email.
- To move for the next step please press the continue button, if you want to go back for the previous step please press back button.

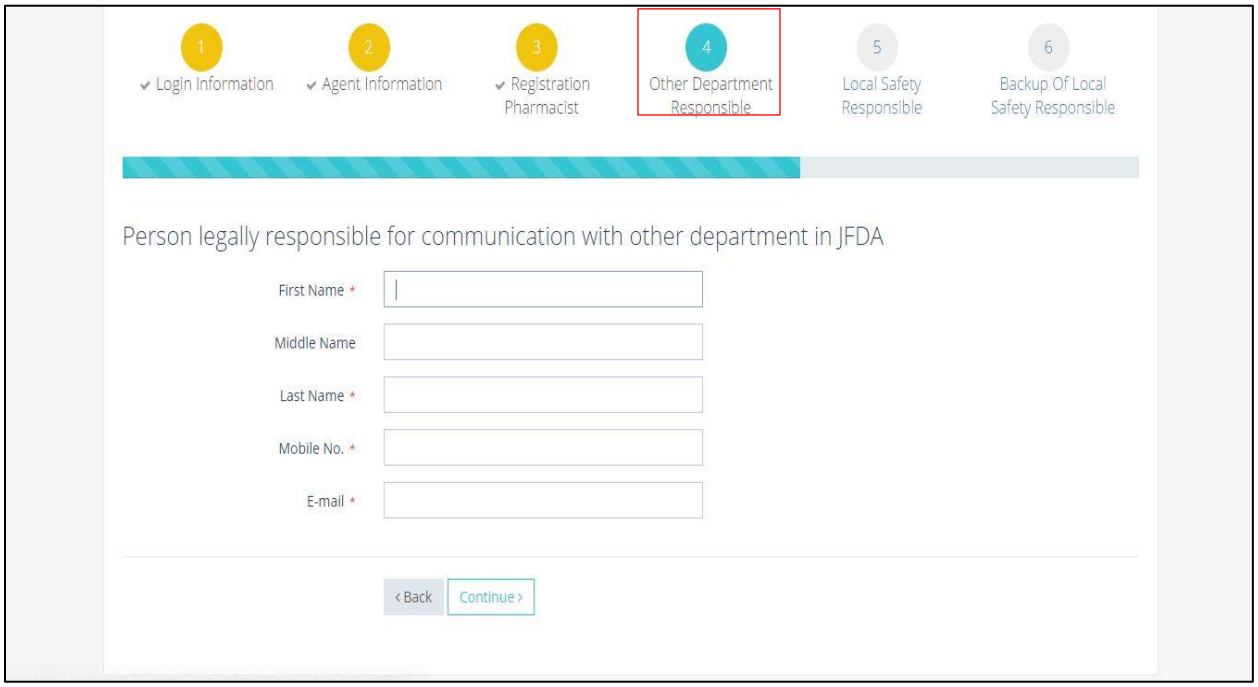

Figure (16) - Other Department Responsible

3.3.2.5 Local Safety Responsible

- The 5th step is a Local Safety Responsible information that contains the following fields:
  1- First name, middle name and last name.
  2- Mobile number.
  3- Email address.
  4- Tasks and Responsibilities. .(summary: as in PSMF check list)
- To move for the next step please press the continue button, if you want to go back for the previous step please press back button.

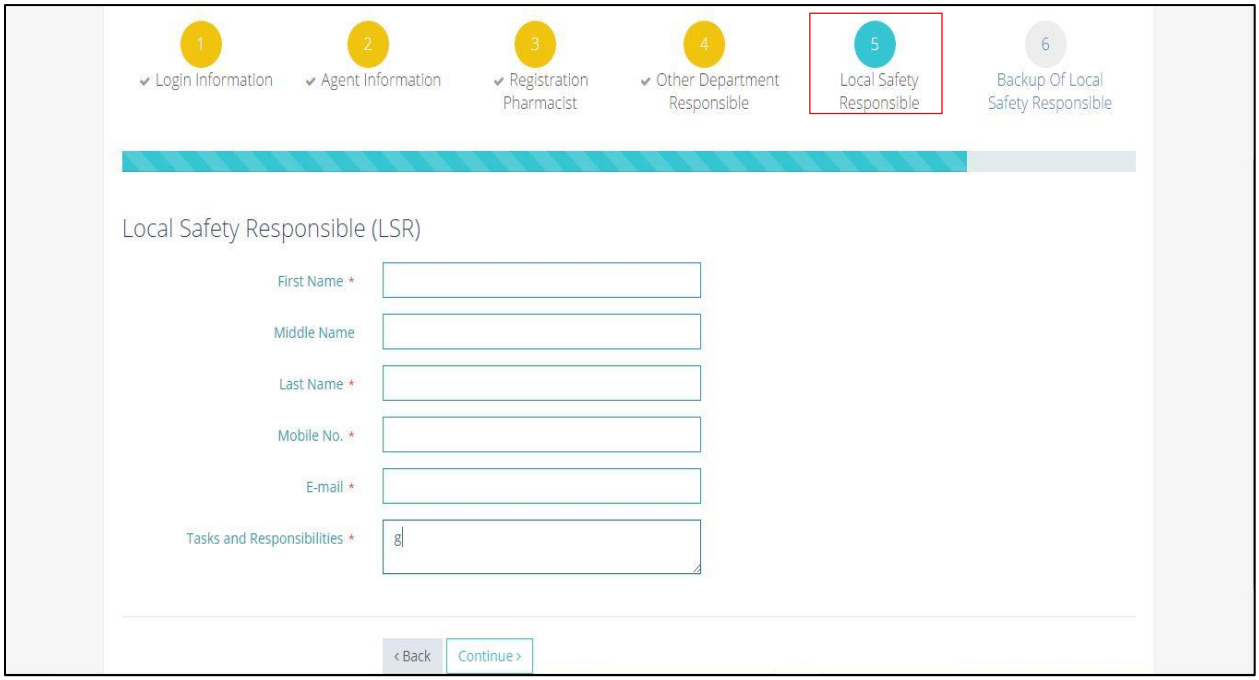

Figure (17) - Local Safety Responsible

3.3.2.6 Backup of Local Safety Responsible

- The 6th step is a Backup of Local Safety Responsible information that contains the following fields:
  1- First name, middle name and last name.
  2- Mobile number.
  3- Email address.
  4- Tasks and Responsibilities. .(summary: as in PSMF check list minotaur)
- To Submit your request please press the submit button, if you want to go back for the previous step please press back button.

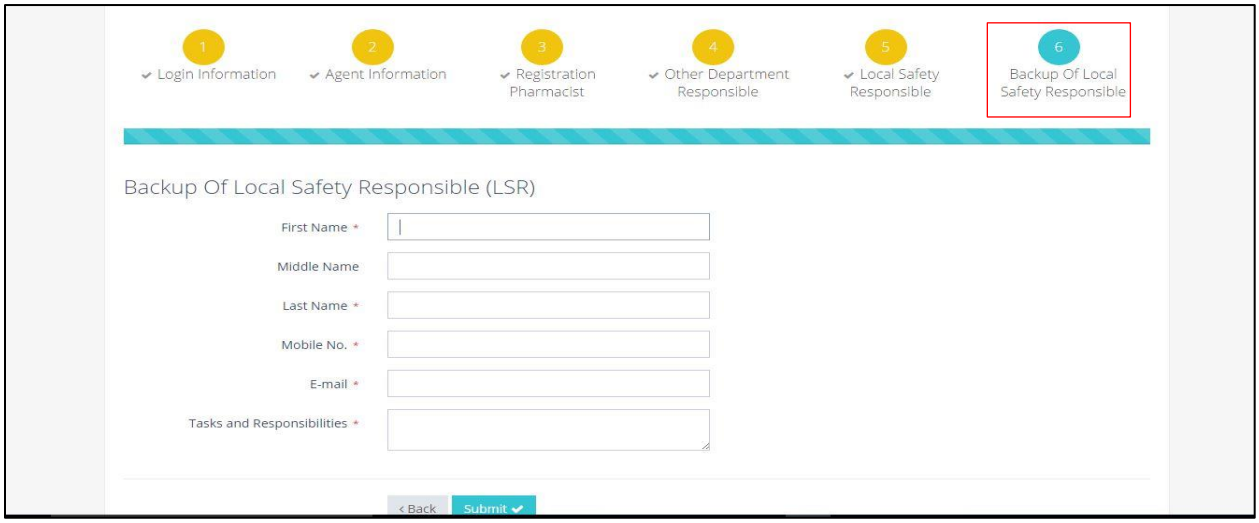

Figure (18) – Backup of Local Safety Responsible

3.3.3 Create New Account for Other Institutions /companies

- If you want to register as an Other Instruction and companies please follow these instructions:
  1- The 1st step is a login information; (Provide your username, password and email).
  2- The 2nd step is an Agent information; (Provide your organization name, manager name, all the address fields, Email, Phone and Mobile Number).
- Note: Mobile Number and Phone Number should be a Jordanian numbers.
  3- The 3rd step is a Legal Responsible for Registration (Provide the information about the legally person that responsible for registration process in JFDA).

3.3.3.1 Login Information

- The 1st step is a login information details that contains the following fields:
  1- Username.
  2- Password.
  3- Confirm the Password.
  4- Email.
- To move for the next step please press the continue button.

- Note: This E-mail address will be used to confirm your request and give you the all required documents and fees that will be used to activate your account in JFDA.

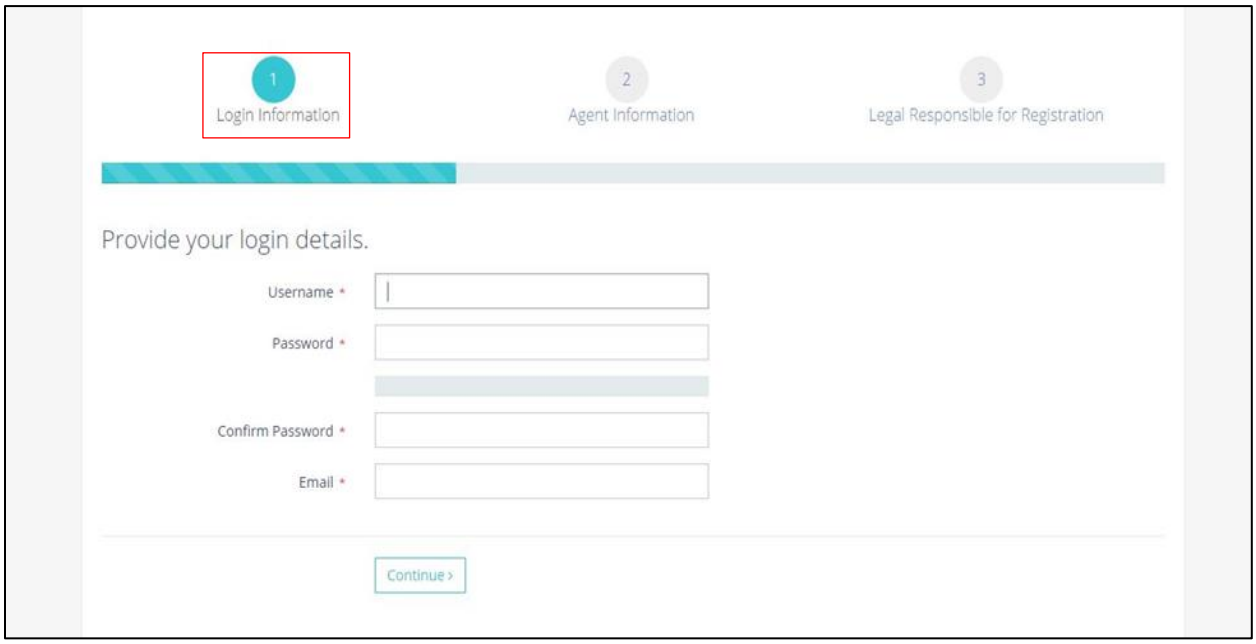

Figure (19) - Login Information

3.3.3.2 Agent Information

- The 2nd step is an Agent information that contains the following fields:
  1- Agent name in English and Arabic.
  2- Manager first name, middle name and last name.
  3- Organization addresses details.
  4- Organization email address.
  5- Organization Mobile number and phone number.
- To move for the next step please press the continue button, if you want to go back for the previous step please press back button.

- Note: This E-mail address and Mobile Number will be used to get in touch with you for any Notifications from JFDA.

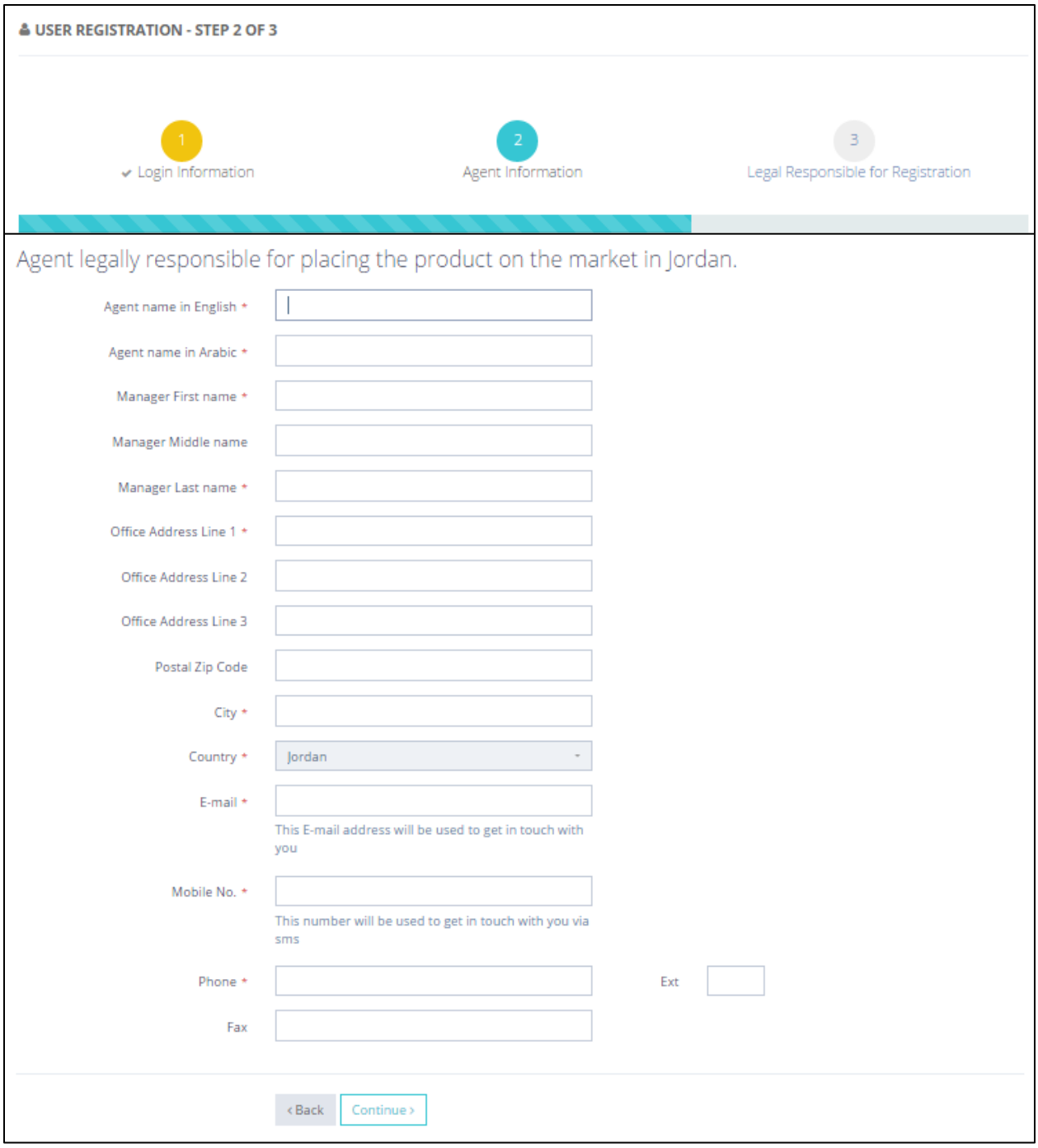

Figure (20) - Agent Information

3.3.3.3 Legal Responsible for Registration

- The 3rd step is a Legal Responsible for Registration process information that contains the following fields:
  1- Legal Responsible first name, middle name and last name.
  2- Legal Responsible mobile number.
  3- Legal Responsible email.
- To Submit your request please press the submit button, if you want to go back for the previous step please press back button.
- Note: This E-mail address and Mobile Number will be used to get in touch with you for any Notifications from JFDA.

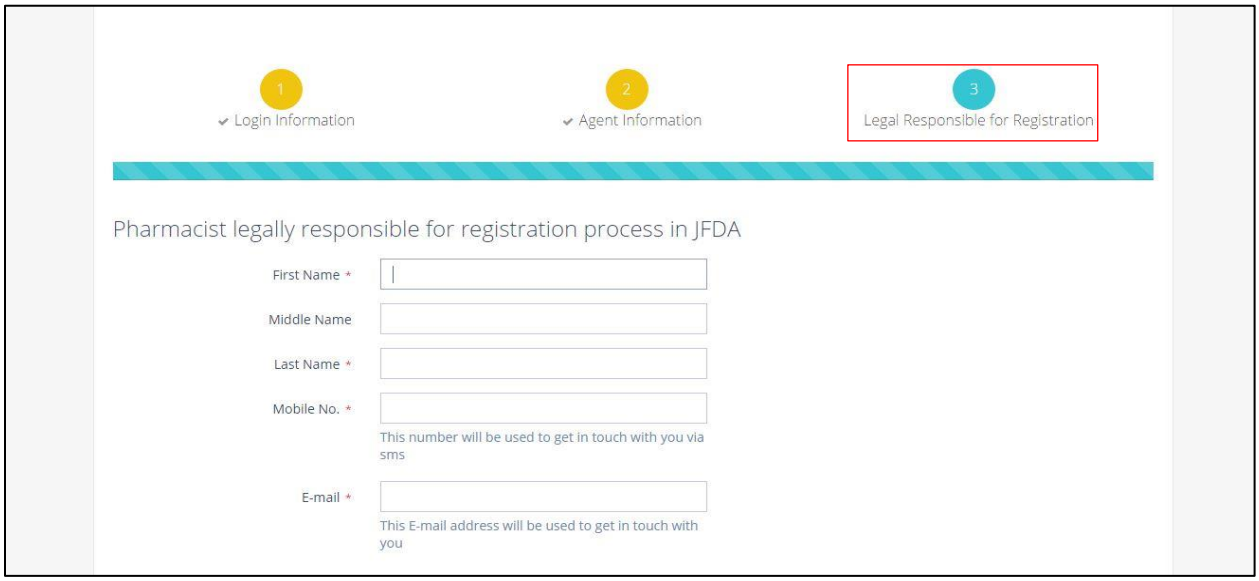

Figure (21) - Legal Responsible for Registration

3.4 Confirm Your New Account Request

- To Confirm your New Account Request, please follow these instructions:
  1- Check your email that you entered in the login information step, then press on the confirm email address button. (Figure 22)
  2- You will receive a message as follow: (Activation Request has been sent).
  3- After receiving an email, you must go to the JFDA Offices and bring with you all the required documents and fees that mentioned in the email.
  4- After completing all the steps, you will receive an SMS and Email for activation or (rejection of your account request if not complete).

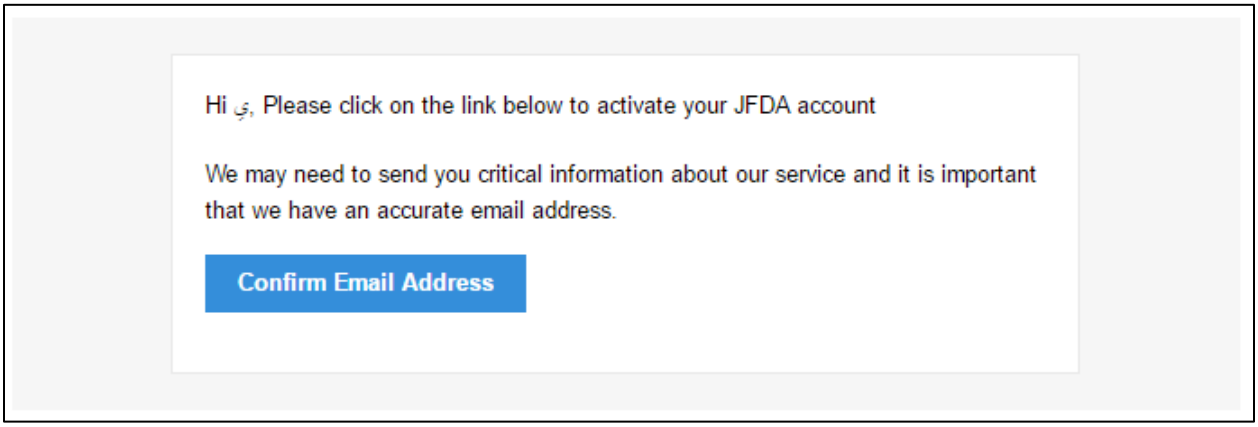

Figure (22) – Confirm Your Request