



Training on Medical Device Information System (MDIS)

PART I: ACCOUNT REGISTRATION



Agenda

➤ Introduction

1. **Trader Account**

➤ Flow of Account Registration

➤ Login

➤ Forgot Password

2. **Individual Account**

➤ Flow of Account Registration

➤ Login

➤ Forgot Password

Introduction



Introduction

The **Medical Device Information System (MDIS)** will offer a one-stop e-service for the industry to submit online applications for listing of medical devices (MDs) and traders under the Medical Device Administrative Control System (MDACS), as well as to report safety alerts and adverse events related to MDs.

Account Introduction

There are two levels of accounts:

1. External Trader User (ETU)

- Go to [Registration of Trader Account](#)
- Go to [Trader Login](#)
- Go to [Forgot password](#)

2. External Individual User (EIU)

- Go to [Registration of Individual Account](#)
- Go to [Individual Login](#)
- Go to [Forgot password](#)

What are account pre-requisites?

1. External Trader User (ETU) – Valid BR certificate
2. External Individual User (EIU) – Valid Trader User Account

User Roles & Functions

1. External Trader User (ETU)	2. External Individual User (EIU)
<ul style="list-style-type: none">✓ Maintain Individual User Accounts✓ Oversee pre-market applications✓ Oversee post-market cases✓ Perform reassignment of applications / cases in case of staff turnover	<ul style="list-style-type: none">✓ Create Pre-market Applications (MD101 / MD102)✓ Create Trader Application✓ Create post-market cases (Safety Alert / Adverse Event / Complaints)✓ Submit Change / Renew / Delist / Appeal of application✓ As direct contact during application / case processing stage

Flow of Account Registration – Trader Account



Registration of Trader Account (P. 1-5)

1. Access the Medical Device Information System home page
2. Click **“Trader Login”** tab
3. Click **“Register”** option

Department of Health
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Medical Device Information System

Trader Login Individual Login

Trader Username

Password

Enter Captcha

Login

Forgot Password Register

Tip: This web application is best viewed in landscape mode.

Registration of Trader Account (P. 2-5)

All **mandatory fields** are hinted by red brackets



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Register

Login Name



Login Name is unique and not changeable once registered.

Keep your account safe and secure.

Company Information

Company / Organization Name

English

Chinese

Select Type of registration certification

Registration Certification Type

Business Registration Certificate

Upload BR

Upload

Select files...

Drop files here to upload

Upload BR image, The BR number and expiry date are auto-filled by OCR. Error message will be prompted if validation has failed

Business Registration Number

Expiry Date

DD/MM/YYYY



Select Company Type

Company Type

Main Company
 Branch Company

Branch entity should indicate "Branch Company" under **Company Type** and upload both valid Business Registration and Branch Registration Certificates

Address



Errors Encountered

- Invalid entries detected for BR number
- Invalid entries detected for BR Expiry Date
- BR expired. Please upload the latest BR.
- A company with the same Business Registration Number has already registered



Registration of Trader Account (P. 3-5)

The address can be Input by HK Address Lookup or Manual Input

Input by HK Address Lookup

Address

Address Format **Input by HK Address L...** **Search** 1

Input by HK Address Lookup

Manual Input

Floor Unit

Manual Input

Address

Address Format **Manual Input**

English Address

Chinese Address

Address Lookup

2 **Search** 3

English Address	Chinese Address
Wong Nai Chung Reservoir Workmen's Quarters Water Supplies Department Hong Kong, 12 Tai Tam Reservoir Road, Southern District, Hong Kong	香港, 南區, 大潭水塘道 12號, 香港水務署黃泥涌水塘工人宿舍
Hong Kong Parkview, Block 1, 88 Tai Tam Reservoir Road, Southern District, Hong Kong	香港, 南區, 大潭水塘道 88號, 第 1 座, 福明山莊
Cemeteries And Crematoria Section (Hong Kong), Cemeteries And Crematoria Hong Kong Office, 1j Wong Nai Chung Road, Wan Chai District, Hong Kong	香港, 灣仔區, 黃泥涌道 1j號, 墳場及火葬場香港區辦事處, 灣仔區墳場及火葬場辦事處
Hong Lok Yuen, International College Hong Kong Hong Lok Yuen (Primary Section), 3 Hong Lok Yuen Twentieth Street, Tai Po District, New Territories	新界, 大埔區, 廣業園第二十街 3號, INTERNATIONAL COLLEGE HONG KONG HONG LOK YUEN (PRIMARY SECTION), 廣業園
Hong Lok Yuen, International College Hong Kong Hong Lok Yuen (Kindergarten Section), 5 Hong Lok Yuen Twentieth Street, Tai Po District, New Territories	新界, 大埔區, 廣業園第二十街 5號, INTERNATIONAL COLLEGE HONG KONG HONG LOK YUEN (KINDERGARTEN SECTION), 廣業園
World Wide Fund For Nature Hong Kong, 51 Tam Kon Chau Road, Yuen Long District, New Territories	新界, 元朗區, 担竿洲路 51號, 世界自然 (香港) 基金會
Dorsett Mongkok Hong Kong, 88 Tai Kok Tsui Road, Yau Tsim Mong District, Kowloon	九龍, 油尖旺區, 大角咀道 88號, 香港旺角帝盛酒店
Hong Kong Institute Of Construction Tai Po Training Ground, Cic Tp Training Ground Substation, 13 Dai Wah Street, Tai Po District, New Territories	新界, 大埔區, 大磡街 13號, 建造業大埔訓練場變電站, 香港建造學院大埔訓練場
The Hong Kong Polytechnic University, Mong Man Wai Building, 11 Yuk Choi Road, Yau Tsim Mong District, Kowloon	九龍, 油尖旺區, 荷才道 11號, 康民樓, 香港理工大學

Select 4

Enter your **building name** or **street name** to search for full address

Choose an address and click **Select** button. The address will be auto filled.

The address inputted must be consistent with the address shown on the Business Registration (BR) Certificate. If trader cannot identify the exact BR address via HK Address Lookup, please input the address manually.



Registration of Trader Account (P. 4-5)

After successful registration, a confirmation email will be sent to the registered email address with the title "Please set up your password for login to the Medical Device Information System."

Contact Information of Management Representative

English Name	<input type="text" value="Given Name"/>	<input type="text" value="Surname"/>
Chinese Name	<input type="text" value="Given Name"/>	<input type="text" value="Surname"/>
Post Title	<input type="text"/>	Designation <input type="text"/>
Title	<input type="text" value="▼"/>	
Email	<input type="text"/>	Fax <input type="text"/>
Contact Telephone for Public Enquiries	<input type="text"/>	Mobile Telephone for Urgent Use (24 hours) <input type="text"/>
URL	<input type="text"/>	

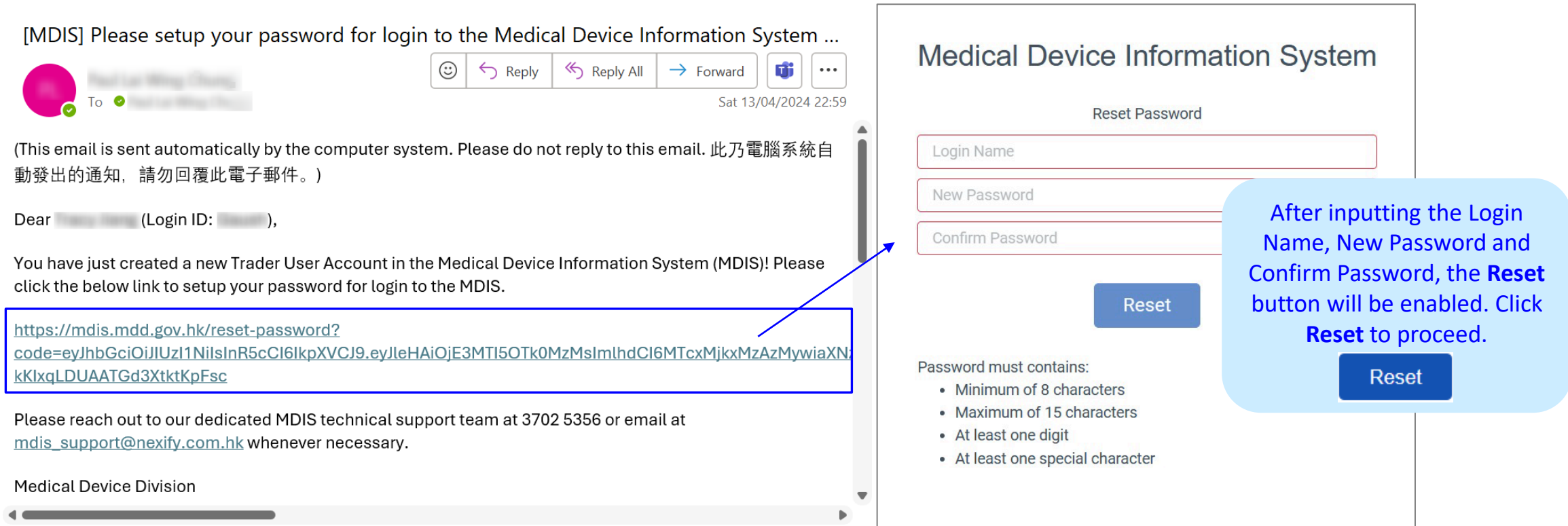
The **Submit** button will be enabled after filling in all mandatory information, click **Submit** to submit registration request to MDD for review.



Registration of Trader Account (P. 5-5)

The registrant will receive an email and can proceed to complete the registration of their user account by clicking on the embedded link. **The link will expire after 15 minutes.**

Please remember to apply a strong password that combines special characters, uppercase letters, and numbers. The password should be updated every 3 months.



[MDIS] Please setup your password for login to the Medical Device Information System ...

(This email is sent automatically by the computer system. Please do not reply to this email. 此乃電腦系統自動發出的通知，請勿回覆此電子郵件。)

Dear [redacted] (Login ID: [redacted]),

You have just created a new Trader User Account in the Medical Device Information System (MDIS)! Please click the below link to setup your password for login to the MDIS.

<https://mdis.mdd.gov.hk/reset-password?code=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJleHAiOjE3MTI5OTk0MzMsImhhdCI6MTcxMjZAzMywiaXNkKlIqLDUAATGd3XtktKpFsc>

Please reach out to our dedicated MDIS technical support team at 3702 5356 or email at mdis_support@nexify.com.hk whenever necessary.

Medical Device Division

Medical Device Information System

Reset Password

Login Name

New Password

Confirm Password

Reset

Reset

After inputting the Login Name, New Password and Confirm Password, the **Reset** button will be enabled. Click **Reset** to proceed.

Password must contains:

- Minimum of 8 characters
- Maximum of 15 characters
- At least one digit
- At least one special character

Keep your account safe and secure.

Login – Trader Account



Accessing MDIS – Trader Account

URL: <https://mdis.mdd.gov.hk/>

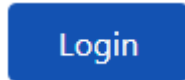


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➤ Login by Username, Password, Captcha

➤ All **Mandatory Fields** are hinted by red brackets

➤ Click Login to proceed



Medical Device Information System

Trader Login Individual Login

Trader Username

Password

Enter Captcha

Login

Forgot Password Register

Tip: This web application is best viewed in landscape mode.

Note: If you attempt to log into your account with the incorrect password in **5 times**, the system will automatically lock your account as a safety precaution. Please click [“Forgot Password”](#) to reset your password and regain access to the system.

Errors Encountered

- Incorrect user name or password
- Account locked due to too many failed login

Forgot password – **Trader Account**



Forgot Password – Trader Account (P. 1-2)

1. Click “Forgot Password” option in Login page
2. Enter Trader Username, Email Address to Request a reset link



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Medical Device Information System

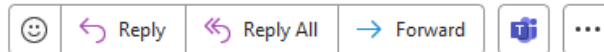
The image shows a screenshot of the Medical Device Information System login page. At the top, there are two tabs: 'Trader Login' and 'Individual Login'. Below the tabs are three input fields: 'Trader Username', 'Password', and 'Enter Captcha'. A 'Login' button is positioned below these fields. At the bottom of the login page, there are three links: 'Forgot Password', 'Register', and 'Forgot Password'. A blue arrow labeled '1' points to the 'Forgot Password' link. A modal window titled 'Forgot password' is open, showing two input fields: 'Trader Username' and 'Email Address'. A blue arrow labeled '2' points to the 'Request a reset link' button at the bottom of the modal. A light blue callout box on the right contains the text: 'Click “Request a reset link” after filling mandatory information, reset password email will be sent.' Below this text is a 'Request a reset link' button.

Tip: This web application is best viewed in landscape mode.

Forgot Password – Trader Account (P. 2-2)

The User will receive a reset password email with the title "[MDIS] Please reset your password for login to the Medical Device Information System" and can proceed to reset by clicking the embedded link. **The link will expire after 15 minutes.** Please remember to apply a strong password that combines special characters, uppercase letters, and numbers. The password should be updated every 3 months.

[MDIS] Please reset your password for login to the Medical Device Information System ...



19/07/2024 (週五) 17:52

(This email is sent automatically by the computer system. Please do not reply to this email. 此乃電腦系統自動發出的通知，請勿回覆此電子郵件。)

Dear [redacted] (Login ID: [redacted]),

You have just requested to change password for your account in the Medical Device Information System (MDIS)! Please click the below link to reset your password for login to the MDIS within 15 minutes.

<https://mdis.mdd.gov.hk/reset-password?code=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJleHAiOiJlE3MjE0NDU5ImhkdCI6MTcyMTM4Mjc0NSwiaXNzIjpc>

Please reach out to our dedicated MDIS technical support team at 3702 5356 or email at mdis_support@nexify.com.hk whenever necessary.

Medical Device Division

Medical Device Information System

Reset Password

Reset

Password must contains:

- Minimum of 8 characters
- Maximum of 15 characters
- At least one digit
- At least one special character

After inputting the Login Name, New Password and Confirm Password, the **Reset** button will be enabled. Click **Reset** to proceed.

Reset



Flow of Account Registration – Individual Account



Registration of Individual Account (P. 1-3)

1. Login by Trader Account
2. Click “User Account” on sidebar menu
3. Click “Individual Accounts” tab

Medical Device Information System (MDIS) (v1.0.23) Is Your Product A Medical Device? Eng | 繁體 Last Login: 2024-07-19 12:34 Logout

User Account

Account Information Role Contact Info **Individual Accounts**

Individual Accounts

Add

Action	#	Responsibility	Login ID	Given Name	Surname	Email	Phone	Post	Inactive	Too many failed Login	Receive Trader A
+ Edit Delete	1	ALL	med_011_010	Med	010	med_011_010@med.com			No		No
+ Edit Delete	2	PRE	med_011_011	Med	011	med_011_011@med.com			No		No
+ Edit Delete	3	ALL	med_011_012	Med	012	med_011_012@med.com			No		No

Registration of Individual Account (P. 2-3)

All **mandatory fields** are hinted by red brackets

Medical Device Information System (MDIS) (v1.0.23) Is Your Product A Medical Device? Eng | 繁體 Last Login: 2024-07-19 12:34 Logout

User Account

Account Information Role Contact Info Individual Accounts

Individual Accounts

Action	#	Responsibility	Login ID	Given Name	Surname	Email	Phone	Post	Inactive	Too many failed Login	Receive Trader A
<input type="button" value="Add"/> <input type="button" value="Cancel"/>		---	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>		<input type="checkbox"/>
+ <input type="button" value="Edit"/> <input type="button" value="Delete"/>	1	ALL	add_c1						No		No
+ <input type="button" value="Edit"/> <input type="button" value="Delete"/>	2	PRE							No		No
+ <input type="button" value="Edit"/> <input type="button" value="Delete"/>	3	ALL	mdd_chk_g12						No		No

Suggest to set unique Login ID. System will validate if the Login ID exist. Keep your account safe and secure.

Errors Encountered

- User already exist

The new row is shown. Click **Add** after filling in all mandatory information.

Registration of Individual Account (P. 3-3)

The registrant will receive an email and can proceed to complete the registration of their user account by clicking on the embedded link. **The link will expire after 15 minutes.**

Please remember to apply a strong password that combines special characters, uppercase letters, and numbers. The password should be updated every 3 months.

[MDIS] Please setup your password for login to the Medical Device Information System ...



mdis@egismail.gov.hk

To



19/07/2024 (週五) 17:45

(This email is sent automatically by the computer system. Please do not reply to this email. 此乃電腦系統自動發出的通知，請勿回覆此電子郵件。)

Dear [Redacted] (Login ID: [Redacted]),

Your trader has just created a new Individual User Account for you in the Medical Device Information System (MDIS)! Please click the below link to setup your password for login to the MDIS within 15 minutes.

<https://mdis.mdd.gov.hk/reset-password?code=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJleHAiOiJlE0Njg2NzEsImhhdCI6MTcyMTM4MjI3MSwiaXNzIjoqjousSjDgSLCZ7V0>

Please note if you are from an existing LRP or trader listed in MDACS, please expect at least 3 working days lead time for establishing correlation to your LRP or trader role in the MDIS before you can submit a fresh application with your existing LRP or trader role.

Please reach out to our dedicated MDIS technical support team at 3702 5356 or email at mdis_support@nexify.com.hk whenever necessary.

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Keep your account safe and secure.

Login – Individual Account



Accessing MDIS – Individual Account

URL: <https://mdis.mdd.gov.hk/>



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➤ Login by Trader Username, Individual Username, Password, Captcha

➤ Also supports Login with iAM Smart

➤ All **Mandatory Fields** are hinted by red brackets

➤ Click Login to proceed



Note: If you attempt to log into your account with the incorrect password in **5 times**, the system will automatically lock your account as a safety precaution. Please click "[Forgot Password](#)" to reset your password and regain access to the system.

Medical Device Information System

Trader Login Individual Login

Trader Username

Individual Username

Password

Enter Captcha

Login

[More Info](#)

[Forgot Password](#)

Tip: This web application is best viewed in landscape mode.

Errors Encountered

- Incorrect user name or password
- Account locked due to too many failed login

Forgot password - Individual Account



Forgot Password – Individual Account (P. 1-2)

1. Click “Forgot Password” option in Login page
2. Enter Trader Username, Email Address to Request a reset link



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The Government of the Hong Kong Special Administrative Region

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Medical Device Information System

Trader Login

Individual Login

Trader Username

Individual Username

Password

Enter Captcha



Login

Login with iAM Smart

[More Info](#)

1

Forgot Password

Forgot password

2

Request a reset link

Click “Request a reset link” after filling mandatory information, reset password email will be sent.

Request a reset link

Tip: This web application is best viewed in landscape mode.

Forgot Password – Individual Account (P. 2-2)

The user will receive a reset password email with the title "[MDIS] Please reset your password for login to the Medical Device Information System" and can proceed to reset by clicking the embedded link. **The link will expire after 15 minutes.** Please remember to apply a strong password that combines special characters, uppercase letters, and numbers. The password should be updated every 3 months.

[MDIS] Please reset your password for login to the Medical Device Information System ...



19/07/2024 (週五) 17:52

(This email is sent automatically by the computer system. Please do not reply to this email. 此乃電腦系統自動發出的通知，請勿回覆此電子郵件。)

Dear [redacted] (Login ID: [redacted]),

You have just requested to change password for your account in the Medical Device Information System (MDIS)! Please click the below link to reset your password for login to the MDIS within 15 minutes.

<https://mdis.mdd.gov.hk/reset-password?code=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJleHAiOiJlE3MjE0NDU5ImhhdCI6MTcyMTM4Mjc0NSwiaXNzIjpc>

Please reach out to our dedicated MDIS technical support team at 3702 5356 or email at mdis_support@nexify.com.hk whenever necessary.

Medical Device Division

Medical Device Information System

Reset Password

Login Name

New Password

Confirm Password

Reset

Password must contains:

- Minimum of 8 characters
- Maximum of 15 characters
- At least one digit
- At least one special character

After inputting the Login Name, New Password and Confirm Password, the **Reset** button will be enabled. Click **Reset** to proceed.



Thank you

