



Medicines & Healthcare products  
Regulatory Agency

# RegulatoryConnect guidance

## Getting started

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# Accessing RegulatoryConnect

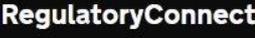
You need an MHRA Submissions account in order to access the RegulatoryConnect Portal. If you have an MHRA Submissions account affiliated with a registered organisation then you will be able to use your existing MHRA login credentials.

We suggest that you do the following to ensure that you're able to prevent any issues accessing the RegulatoryConnect portal.

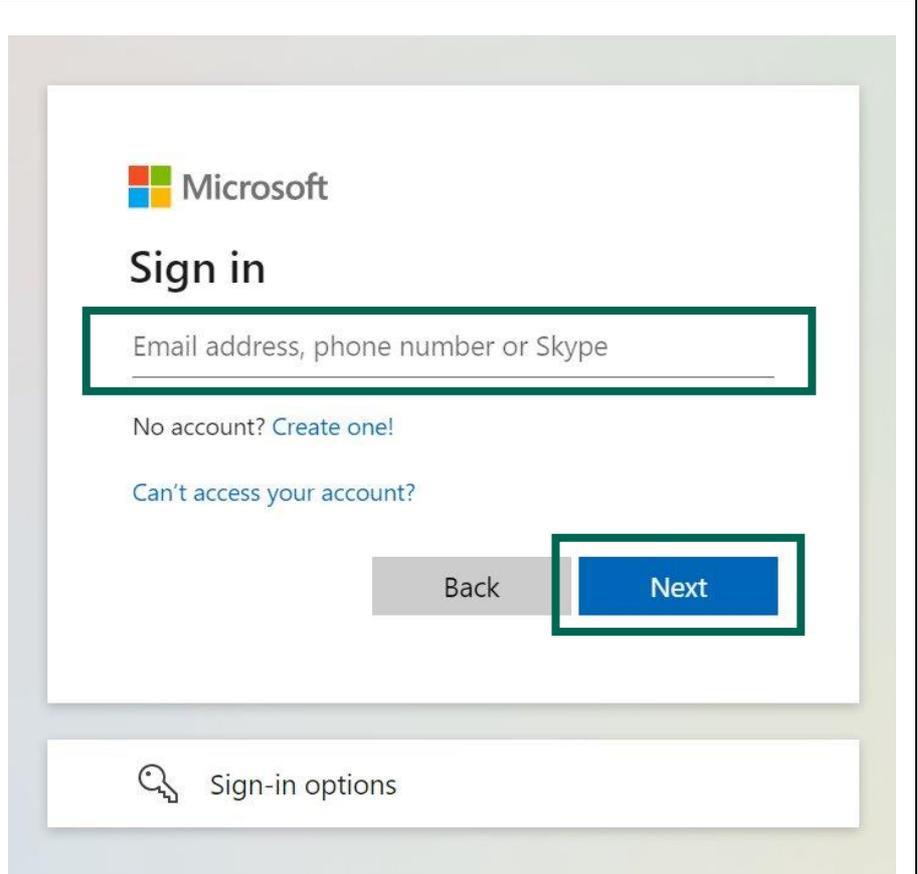
- **For all users:** [in order to use RegulatoryConnect you must have an MHRA Submissions account, even if you do not use it for making submissions to the MHRA. Make sure that you have an MHRA Submissions account linked to your organisation](#)  
[Information on how to do this is available here.](#)
- **For account administrators:** review the users that you have linked to your organisation in MHRA Submissions to ensure that the list is up to date. [Instructions on how to do this can be found here.](#)

*Please note that passwords are not stored locally on the RegulatoryConnect portal and so if you encounter any password issues, you should speak directly to your organisations IT helpdesk.*

## Logging in to RegulatoryConnect

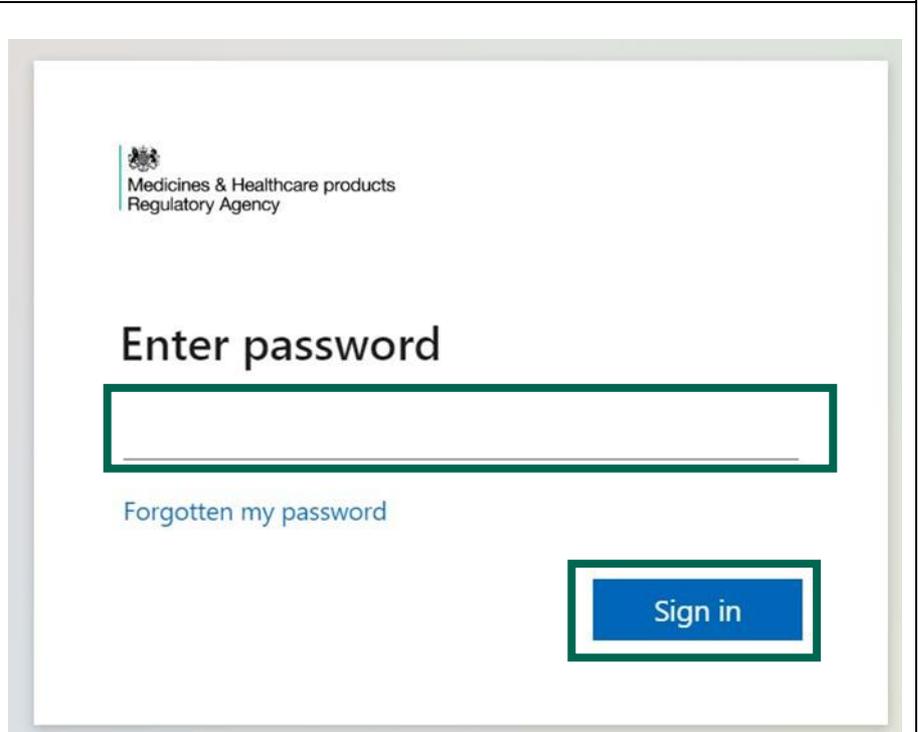
<p>To access RegulatoryConnect go to <a href="https://regulatoryconnect.mhra.gov.uk/">https://regulatoryconnect.mhra.gov.uk/</a>. Click the “Sign In” button.</p>	<div data-bbox="555 286 1348 353"></div> <div data-bbox="577 369 1181 403"><p><b>ALPHA</b> This is a new service - your <a href="#">feedback</a> will help us to improve it.</p></div> <div data-bbox="577 465 1093 593"><h1>Sign in to RegulatoryConnect</h1></div> <div data-bbox="577 622 1300 712"><p>This is release 1.0 of the new RegulatoryConnect. Once fully complete, RegulatoryConnect will become your single point of contact with MHRA to submit new applications and receive updates on your existing ones.</p></div> <div data-bbox="577 772 1061 817"><h2>Access for existing users</h2></div> <div data-bbox="577 846 1212 902"><p>Use your existing MHRA submissions account details to sign in to RegulatoryConnect.</p></div> <div data-bbox="577 929 1332 985"><p>Once your organisation has registered for a RegulatoryConnect account, your administrator will be able to provide you with access and login details.</p></div> <div data-bbox="577 1012 1284 1068"><p>You will need to use your MHRA submissions username and password to access RegulatoryConnect. Other MHRA sign in details will not work.</p></div> <div data-bbox="577 1131 678 1187"><p><a href="#">Sign in</a></p></div>
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Enter your registered MHRA Submissions Portal email address and click "Next".



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the heading "Sign in". A text input field is highlighted with a green border, containing the placeholder text "Email address, phone number or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, there are two buttons: a grey "Back" button and a blue "Next" button, which is highlighted with a green border. At the bottom center, there is a key icon and the text "Sign-in options".

Enter your MHRA Submissions Portal password and click "Sign in".



The screenshot shows the MHRA Submissions Portal password entry page. At the top left is the MHRA logo and the text "Medicines & Healthcare products Regulatory Agency". Below this is the heading "Enter password". A text input field is highlighted with a green border. Below the input field is a link "Forgotten my password". At the bottom right, there is a blue "Sign in" button, which is highlighted with a green border.

Upon successful login to RegulatoryConnect you will be automatically directed to the RegulatoryConnect welcome page. From this page you can start accessing the services available within RegulatoryConnect.

**GOV.UK** RegulatoryConnect

[Account home](#) [Applications](#) [Sign out](#)

# Welcome to RegulatoryConnect

You are now logged in to RegulatoryConnect.

## RegulatoryConnect features

RegulatoryConnect currently provides users with two of the most requested features after listening to feedback received from industry.

These features allow you to check the progress of your applications and view information about your existing authorised licences.

### Current Granted View

Current Granted View (CGV) allows you to see your data and can check the authorisation statuses of licences that have already been approved. CVG is accessible from the Applications details page.

### Applications

The Applications page helps you to track your case. You can find and check the status of applications you have submitted.

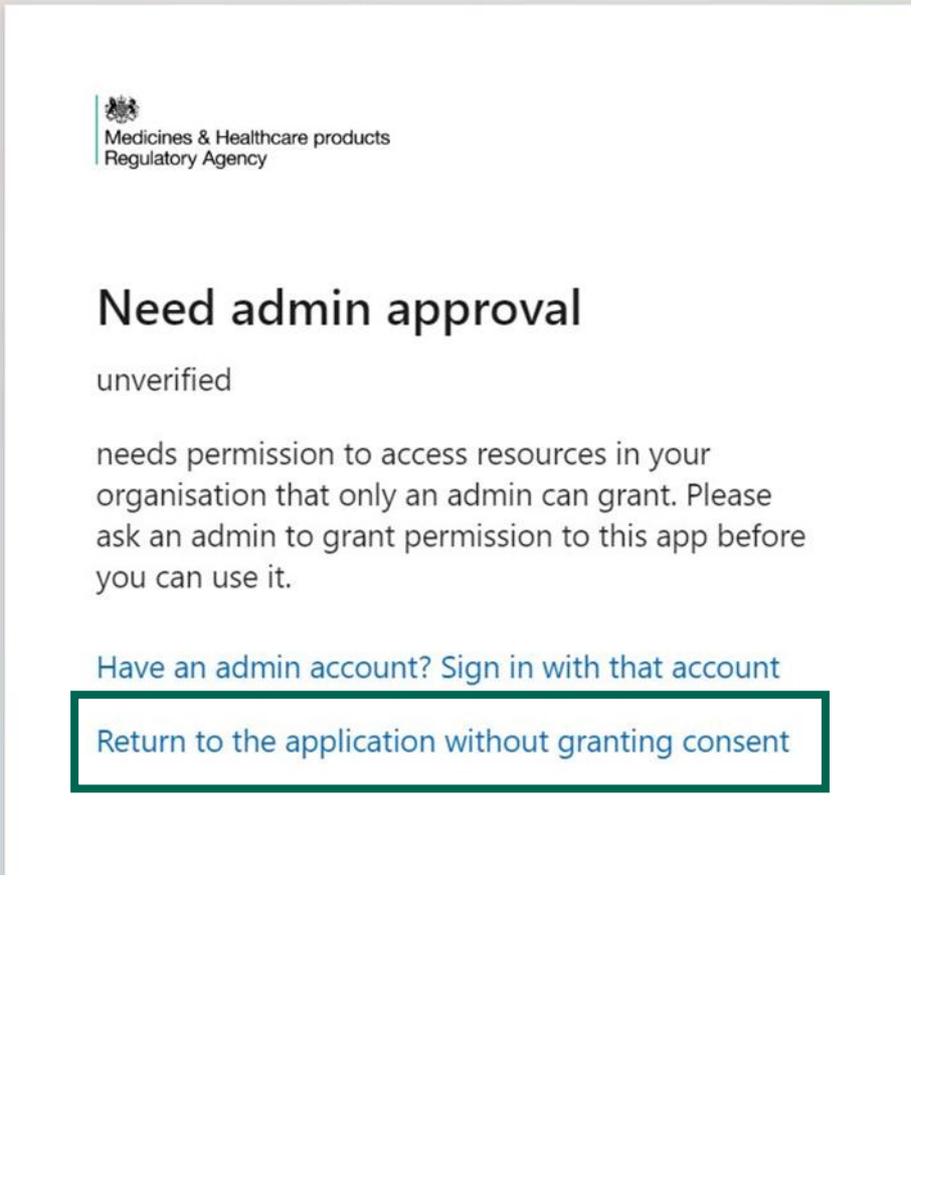
#### Related Content

- [MHRA submissions](#)
- [Contact MHRA](#)

# Troubleshooting access

This section details some login common scenarios and resolution steps. If you encounter any of these errors when accessing RegulatoryConnect, please follow the relevant instructions:

## Need admin approval

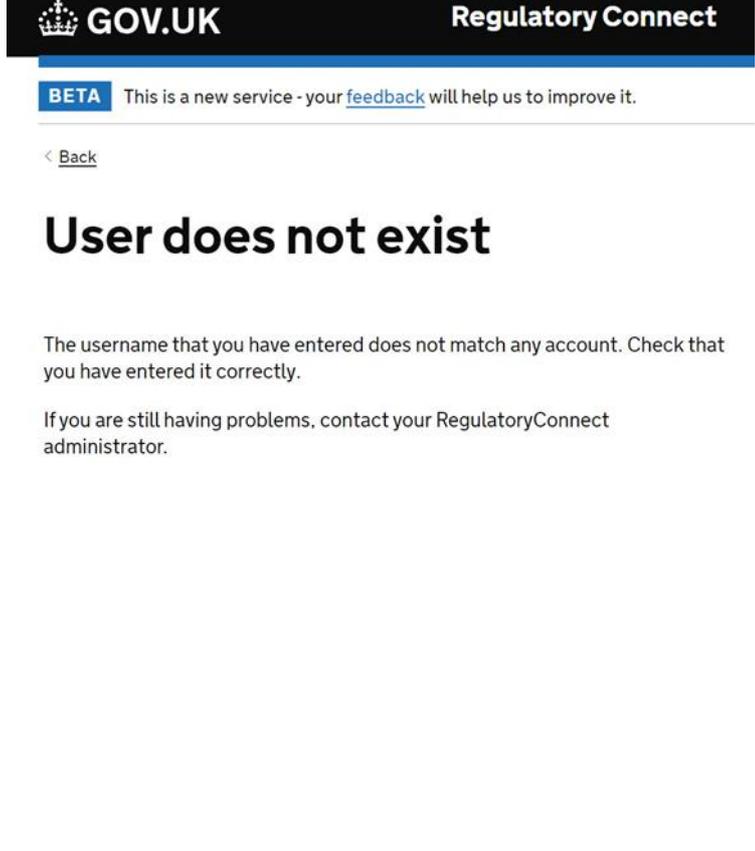
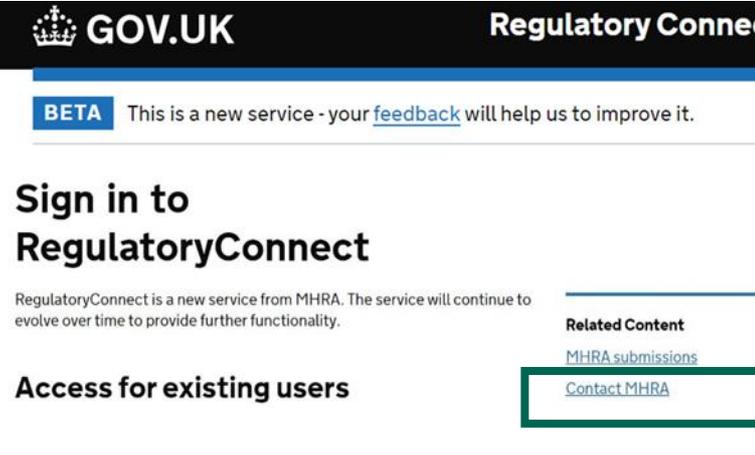
<p>This screen is a request for admin approval of the MHRA Portal Application. You will need to contact your IT Helpdesk and request that an IT Administrator approve the application for use on behalf of your organisation before you can log in.</p> <p>To do this click “Return to the application without granting consent” and contact your IT Department to approve the application. Once your IT Department has approved the application, you can then return and log in to the RegulatoryConnect Portal.</p>	 <p>Medicines &amp; Healthcare products Regulatory Agency</p> <h3>Need admin approval</h3> <p>unverified</p> <p>needs permission to access resources in your organisation that only an admin can grant. Please ask an admin to grant permission to this app before you can use it.</p> <p><a href="#">Have an admin account? Sign in with that account</a></p> <p><a href="#">Return to the application without granting consent</a></p>
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## Initial authentication

After logging into RegulatoryConnect for the first time, you may see a screen similar to this. Please ensure the first name and last name fields are populated. If these fields are blank, please enter your details and then select "Continue".

The screenshot displays a user authentication interface. At the top left, there is a back arrow and the text 'Cancel'. In the center, there is a 3D cube icon. Below the cube are three text input fields, each with a green border. The first field contains the text 'John Doe'. The second field contains the text 'John'. The third field contains the text 'Doe'. Below these fields is a blue button with the text 'Continue' in white. A mouse cursor is visible near the top of the first input field.

## User does not exist

<p>If you see this screen, please contact your MHRA Submissions organisation administrator to ensure that the email address you have used to log into RegulatoryConnect exists in the MHRA Submission Portal.</p> <p>If your email address / details <b>do not exist</b>, please have your MHRA Submissions organisation administrator add you to the system and wait 24 hours before trying to log in again to allow for this change to take effect.</p>	 <p>The screenshot shows the top of the page with the GOV.UK logo and 'Regulatory Connect' header. Below that is a 'BETA' banner with the text 'This is a new service - your <a href="#">feedback</a> will help us to improve it.' A '&lt; Back' link is visible. The main heading is 'User does not exist'. The body text reads: 'The username that you have entered does not match any account. Check that you have entered it correctly.' and 'If you are still having problems, contact your RegulatoryConnect administrator.'</p>
<p>If your email address / details do exist, please contact us via the MHRA contact form on the sign in page.</p>	 <p>The screenshot shows the top of the page with the GOV.UK logo and 'Regulatory Connect' header. Below that is a 'BETA' banner with the text 'This is a new service - your <a href="#">feedback</a> will help us to improve it.' The main heading is 'Sign in to RegulatoryConnect'. Below the heading is a note: 'RegulatoryConnect is a new service from MHRA. The service will continue to evolve over time to provide further functionality.' There is a section for 'Access for existing users' and a 'Related Content' section with links for 'MHRA submissions' and 'Contact MHRA'. The 'Contact MHRA' link is highlighted with a green box.</p>

## No company data to display

If you see this screen, please contact your MHRA Submissions organisation administrator to ensure that the email address you have used to log into the RegulatoryConnect Portal is correctly linked to your organisation.

If it is **not linked**, please have your MHRA Submissions organisation administrator update the system and wait 24 hours before trying to log in again to allow for this change to take effect.

If your details are **correctly linked** to your organisation, please wait 24 hours and try again before contacting us via the MHRA Contact form on the RegulatoryConnect sign in page.

The screenshot shows the 'RegulatoryConnect' portal interface. At the top, there is a navigation bar with the 'GOV.UK' logo and 'RegulatoryConnect' text. Below this, there are links for 'Account home', 'Applications', and 'Sign out'. The main heading is 'Applications'. The primary message is 'No company data to display', followed by the text 'There might be 2 reasons why you do not see any data'. Below this, there are two sections: 'Allow 24 hours for your organisation's data to appear' and 'Your account is not linked'. The 'Your account is not linked' section explains that the account is not linked to the organisation and provides instructions to contact the administrator. At the bottom, there is a link: 'Have a query, or experiencing an issue with this page?'. On the right side, there is a 'Related Content' section with links for 'MHRA submissions' and 'Contact MHRA'.

The screenshot shows the 'RegulatoryConnect' portal interface. At the top, there is a navigation bar with the 'GOV.UK' logo and 'Regulatory Connect' text. Below this, there is a 'BETA' badge and a message: 'This is a new service - your feedback will help us to improve it.' The main heading is 'Sign in to RegulatoryConnect'. Below this, there is a message: 'RegulatoryConnect is a new service from MHRA. The service will continue to evolve over time to provide further functionality.' Below this, there is a section for 'Access for existing users'. On the right side, there is a 'Related Content' section with links for 'MHRA submissions' and 'Contact MHRA'. The 'Contact MHRA' link is highlighted with a green box.

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