Medicines & Healthcare products Regulatory Agency

Account Management

Reference Guide

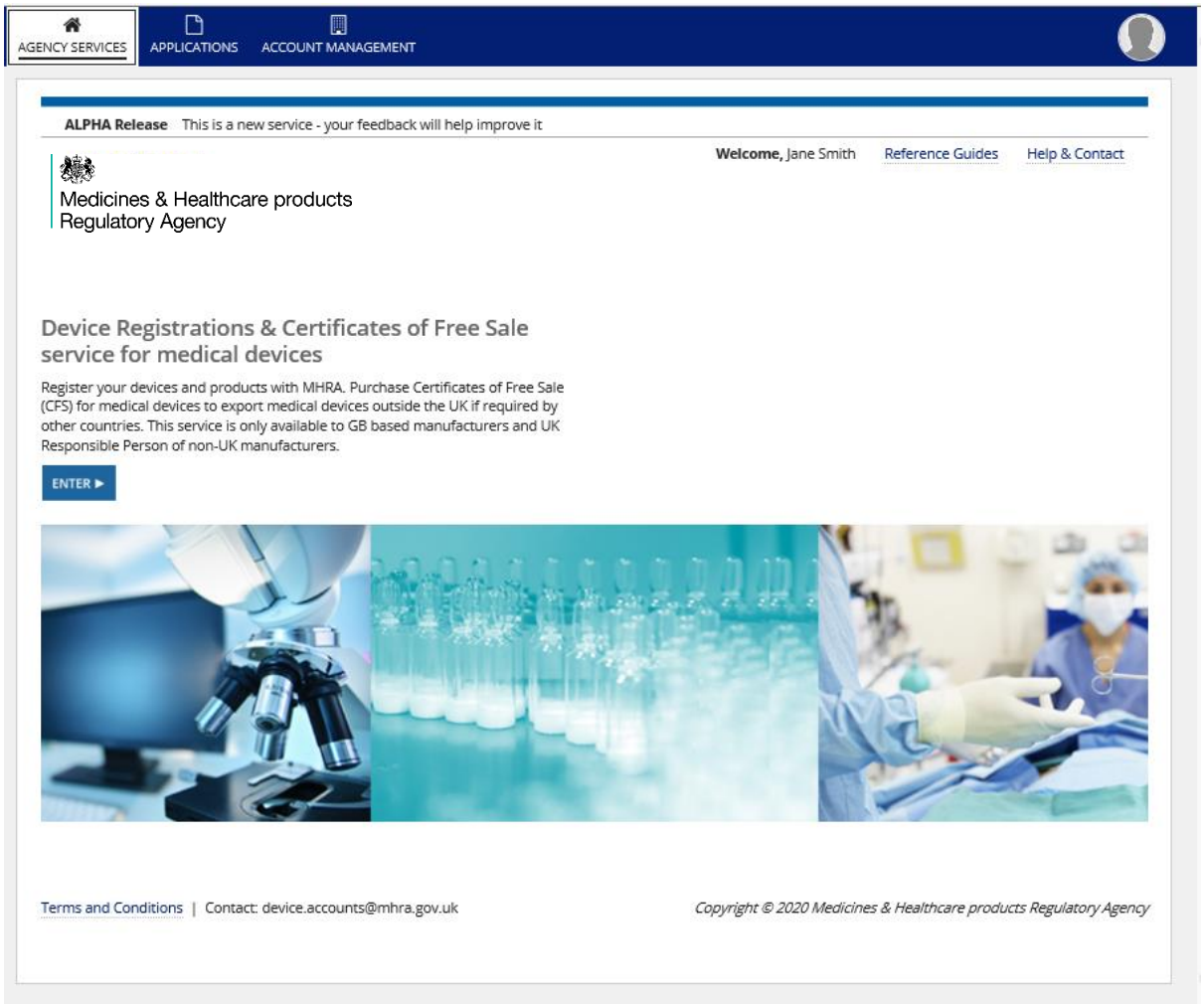
Please do not print this document. View online only to ensure you have the latest version.

Contents – Account Management Reference Guide

MHRA – Agency Services

We aim to enhance the experience of customers using services offered by the MHRA Devices division, and to improve the quality of data collected across our services. Having an MHRA Devices account will allow customers to manage their own data more efficiently, through a range of self-service functions.

This Reference Guide aims to help users understand the features of the MHRA Devices account and how it relates to the services offered for Device Registrations and Certificates of Free Sale for medical devices.



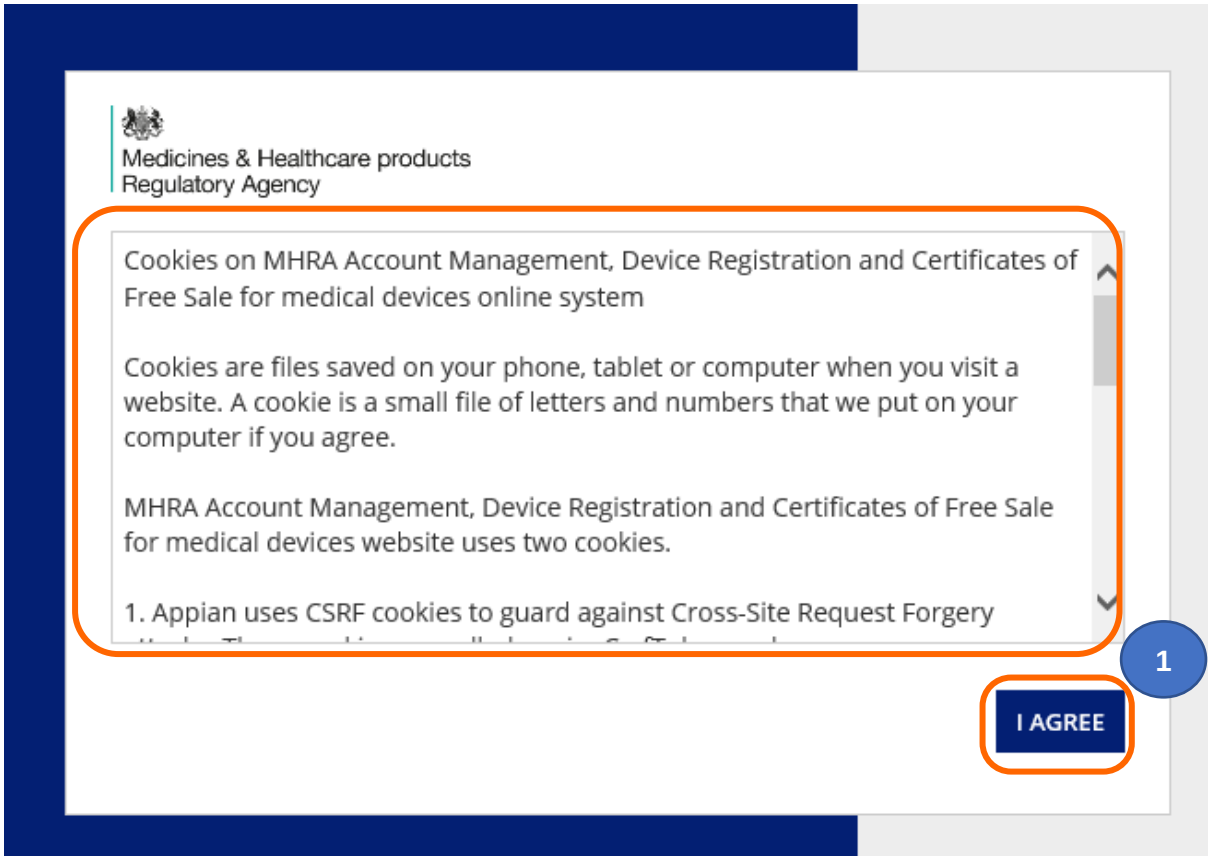
Logging in

Access MHRA Agency Services website

Read and agree to Cookie Policy

Before accessing MHRA Agency Services, you will need to read and agree to our Cookie Policy. Please read the Cookie Policy and only use MHRA Agency services if you agree.

1. When you have read the Cookie Policy, **click** the 'I Agree' button.



Username and Password

Once your Account request has been accepted by MHRA, two emails will be sent to the email address you entered in your account request application:

1. A welcome email with subject line **Account creation – outcome**, from email address no-reply@mhra.gov.uk with instructions on initial actions to take in the registration system

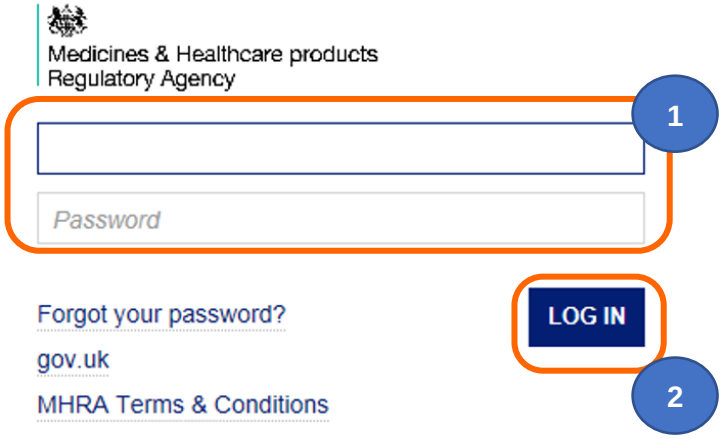
2. A separate email with subject line **MHRA Portal account creation** from email address admin@mhrabpm.appiancloud.com containing your username (usually firstname.lastname), a temporary password and a link to the system

Please log in for the first time on a laptop or PC not a mobile or tablet. If you have not received the emails, please check your Junk/Spam folder. You will be asked to change the password to one of your choosing.

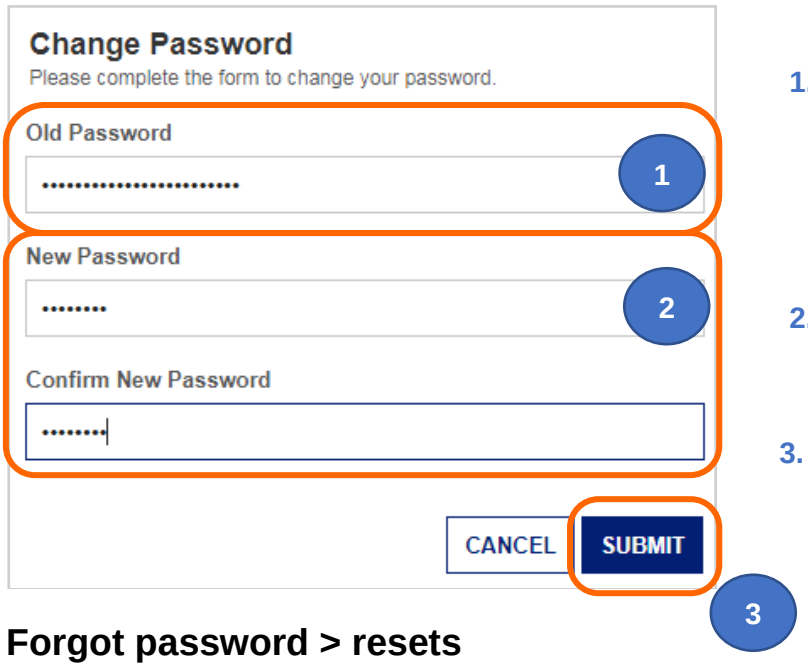
If the welcome email or the username and temporary password email have not been received this is usually due to your system blocking the originating email address. Please add the above email addresses to your **safe senders** list, usually via settings in your email system and email device.registrations@mhra.gov.uk to obtain your username and further instructions.

1. On the log in page, **enter** the details sent to you by email (it is preferable for you to copy and paste your details into the boxes provided).

2. **Click** the 'Log in' button.



New Users > Change temporary password

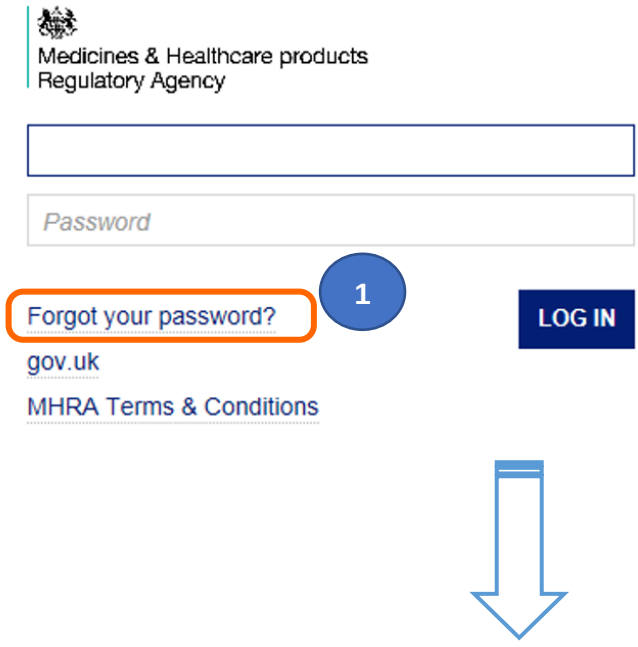


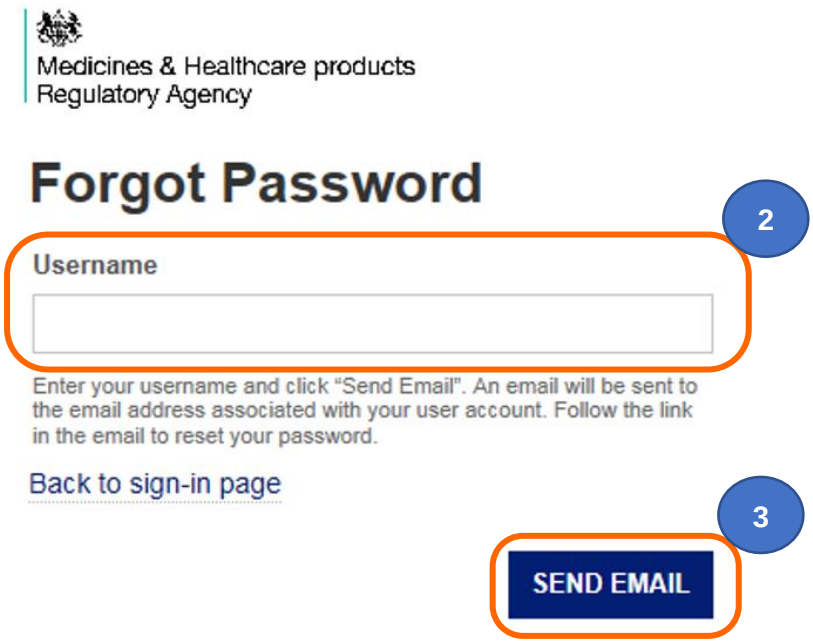
1. **Copy** and **paste** the **temporary** password (long password with multiple characters) sent to you via email into the old password box.
2. **Enter** a password of your choice into the new password and confirmation boxes.
3. **Click** on Submit.
   You will be able to use the password you entered from now on.

Forgot password > resets

1. On the log in page, **click** the 'Forgot your password' link.
2. **Enter** your username (usually firstname.lastname – not your email address).
3. **Click** the 'Send email' button. Please ensure your email address is always kept up to date on the Contacts Tab, see Editing Contacts.

   You will be sent an email containing a password reset link. Please check your Junk/Spam folder. **Click** on the link and follow the instructions to change your password. Please do this on a Laptop/PC not a mobile/tablet.



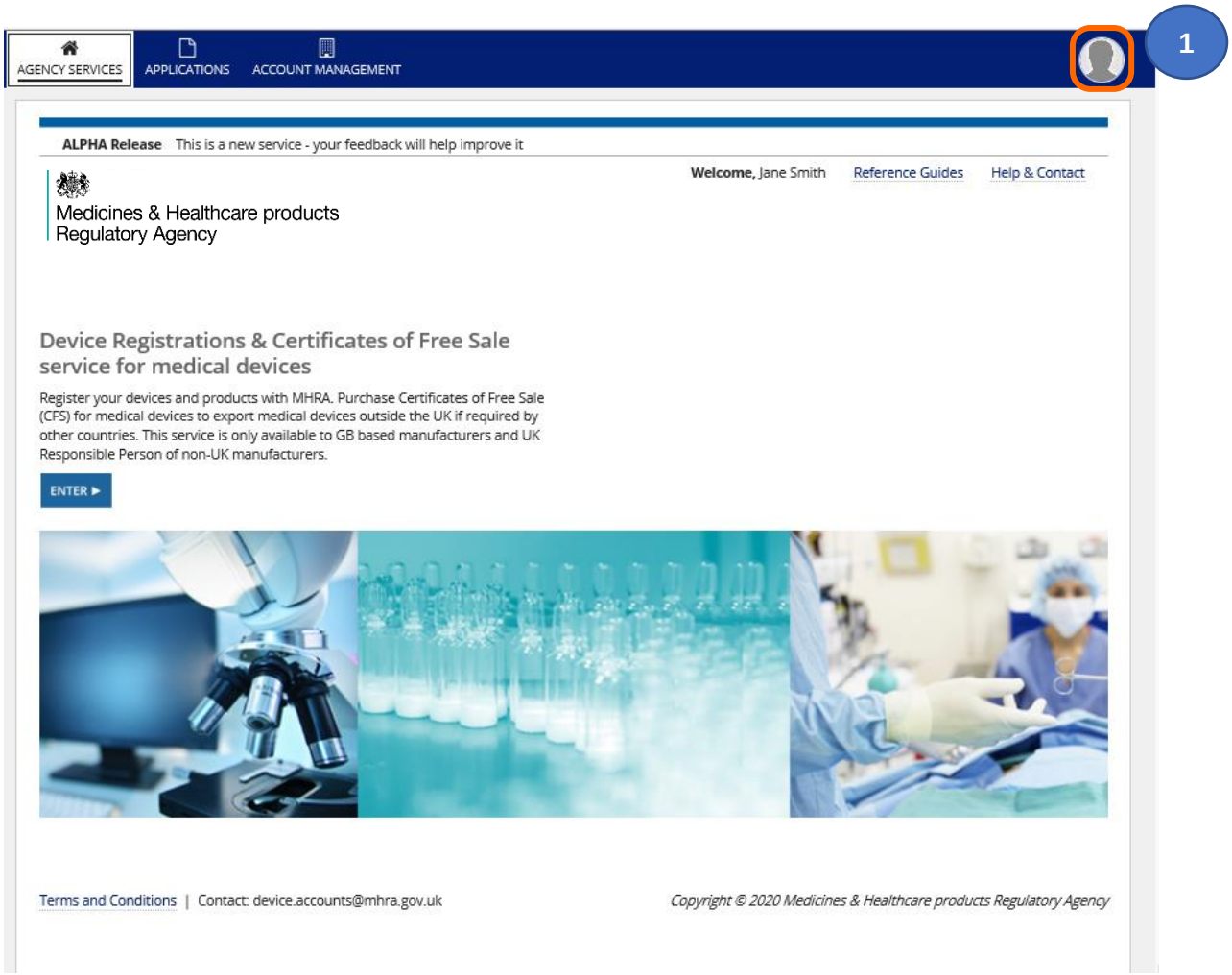

Medicines & Healthcare products
Regulatory Agency
Forgot Password
2
Username
Enter your username and click "Send Email". An email will be sent to the email address associated with your user account. Follow the link in the email to reset your password.
Back to sign-in page
3
SEND EMAIL

My profile

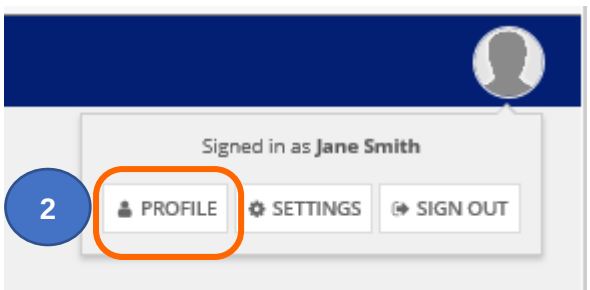
Each user has a profile area where they can edit their user information (limited to user photo, and user blurb).

When you sign into your organisation's account you will be taken to the service landing page. At the top right of the screen is an icon with a silhouetted figure.

1. **Click** on the silhouette to access your profile



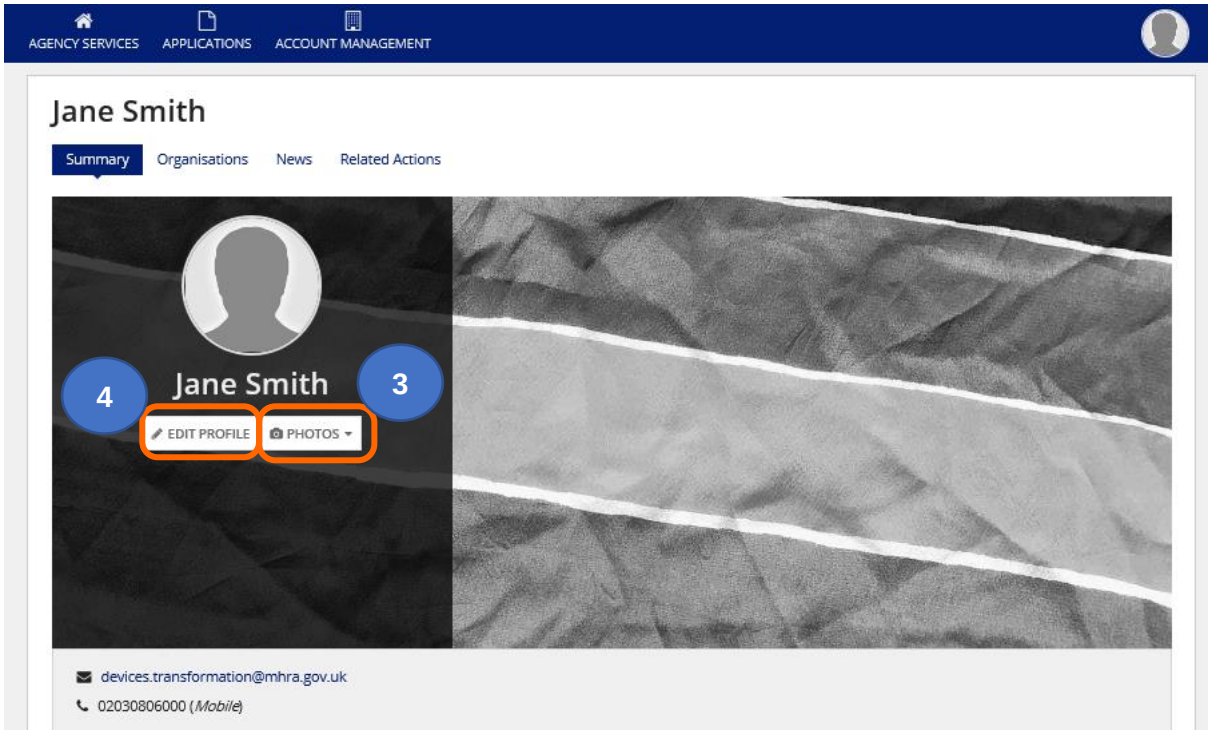
2. **Click** on the Profile button.



Updating profile information

3. On the Summary tab, **click** on Photos to upload your photo (not mandatory).

4. On the Summary tab, **click** on Edit Profile.



5. Please note that only the "Blurb" can be edited (this is not a mandatory field), all other changes need to be made via Edit Organisation Details function.

6. Make any required changes, **click** the Save Changes button.

Enter Account Management

Organisation page

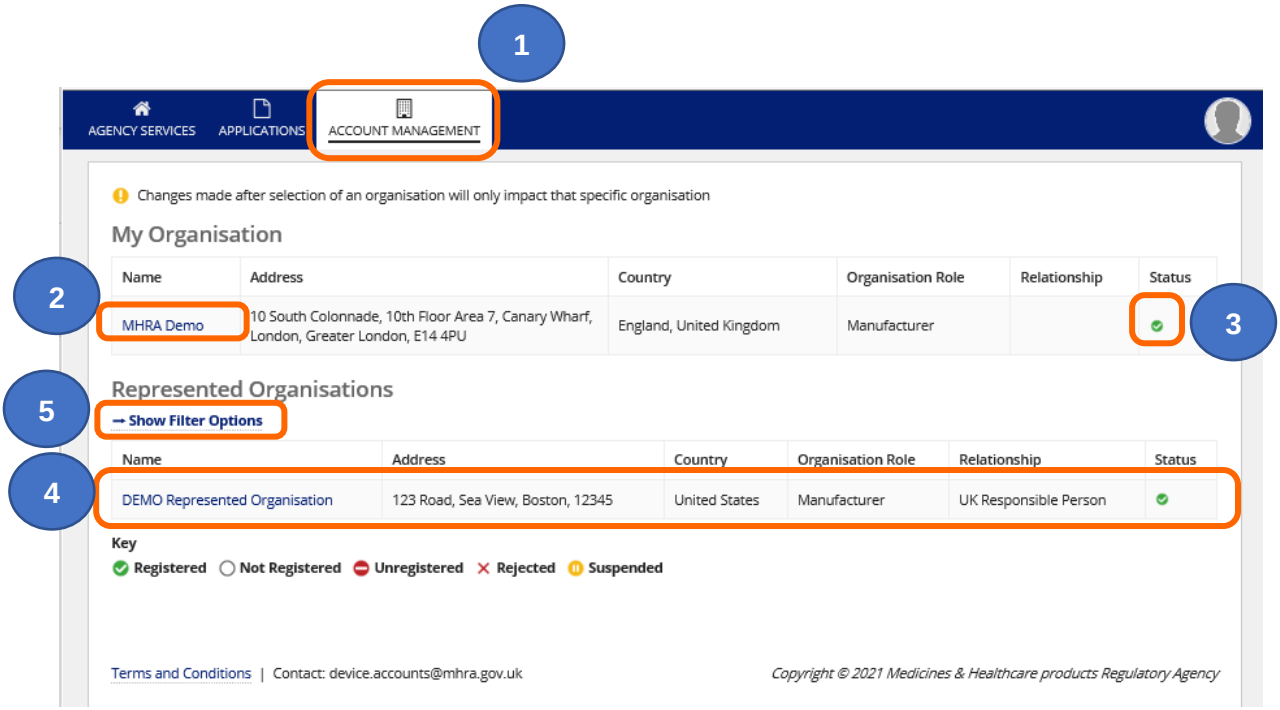
1. Click on the Account Management tab

2. My organisation is the one that the account was setup for.

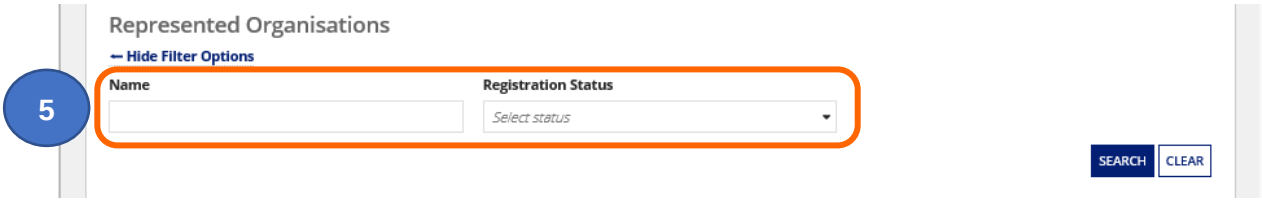
3. Note that the organisation in this example is 'Registered'. If the status is 'Not registered' this may remain the case if this organisation is acting purely as a UK Responsible Person (UKRP) in the UK or an Authorised Representative in Northern Ireland and has not registered devices of their own. If the Account has a status of 'Suspended' please follow the instructions to Renew Registration and/or Upload new Letter of Designation, as appropriate and depending on suspension reason.

4. A UK Responsible Person or Authorised Representative (in NI) who has added represented manufacturers will see them in the Represented organisations table.

   Please note Importers are not displayed here, please add/deactivate and review these via the Agency Services tab. See the **Device Registration Reference Guide** for full step by step instructions.



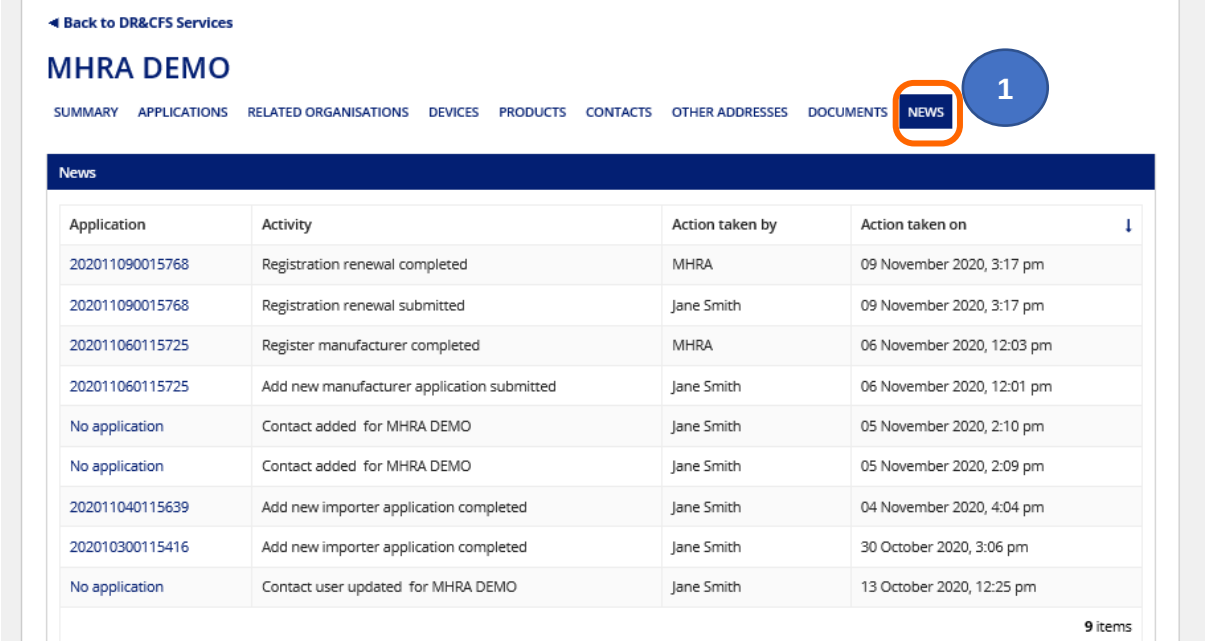
5. **Click** the Show filter options link to search by represented organisation name or registration status



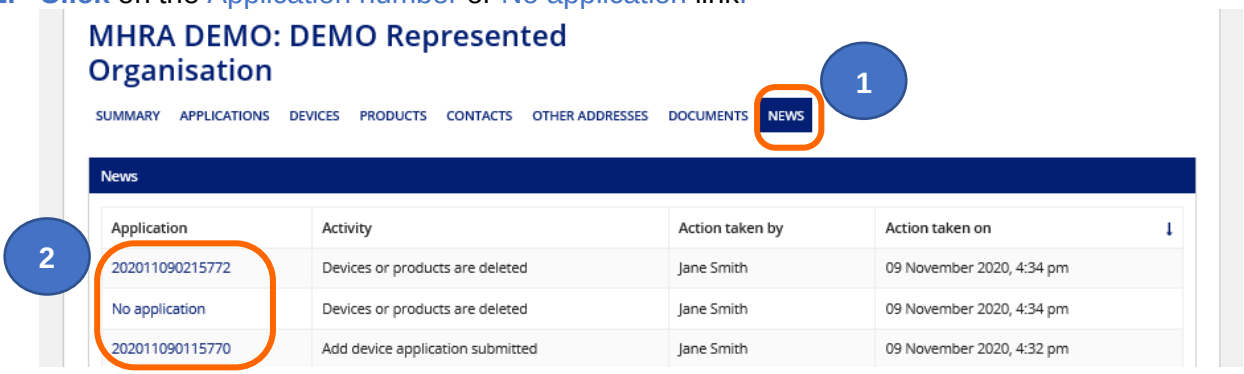
News Feed

The News tab gives you a view of actions taken on each account. This includes actions that do not generate an application.

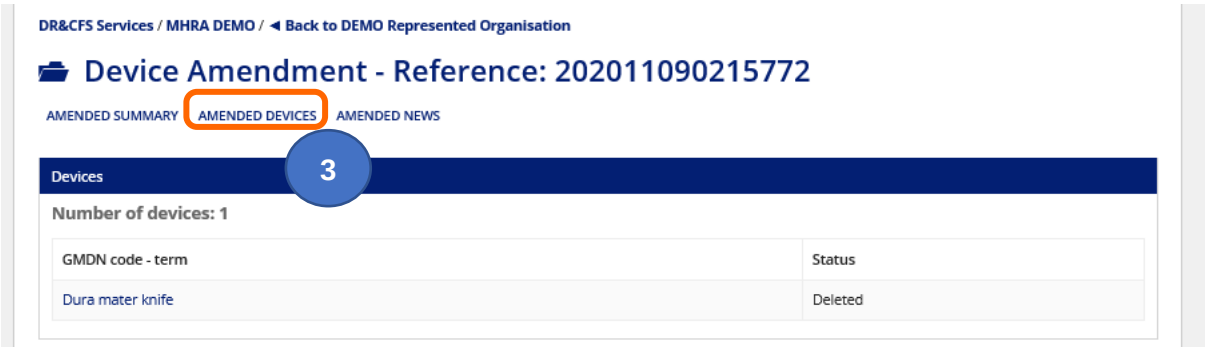
1. **Click** on the organisation that you want to review. **Click** on the News tab.



2. **Click** on the Application number or No application link.



3. **Click** on Amended Devices to view details of the action taken.



Managing organisations

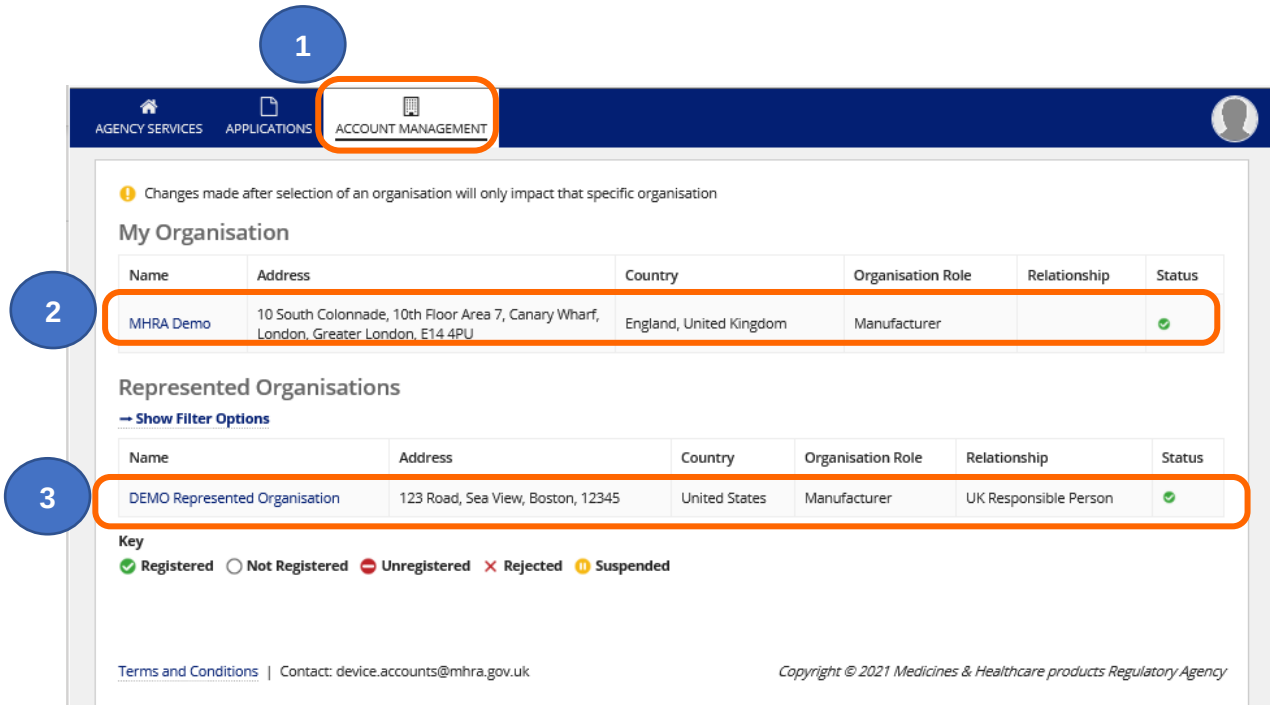
1. The Account Management tab allows you to view your organisation and represented manufacturers.

2. **Your** organisation will be displayed in the My Organisation table. If the status is 'Not Registered' this will remain the case if this organisation is acting purely as a UK Responsible Person (UKRP) in the UK or an Authorised Representative (in Northern Ireland) and has not registered devices of their own.

3. Any manufacturers that you represent will be displayed within the Represented Organisations table. Selecting an organisation from either table (by **clicking** on the organisation name) will allow you to see further information about each represented manufacturer, and update data for your organisation or the manufacturer you represent.

   Please note that you cannot Add Devices, Manage Devices, Update registered devices and products or Order Certificates of Free Sale if you have accessed the organisation from the Account Management Tab – you must go to the Agency Services tab and **Select** the manufacturer to take these actions.

   The only actions that can be taken from the Account Management Tab are Edit Organisation and Unregister Manufacturer. If the account is suspended due to expired Letter of Designation or Renew Registration these options will not appear and action must be taken from the Agency Services tab.



Editing organisation details

1. Users can **edit** their organisation details or details of manufacturers they represent. Organisation name, address, telephone, website, fax and Customer Service Contact can all be edited. However, there is a charge associated with any changes to address or organisation name where the proposed changes would result in an update needing to be made to a registered manufacturer.

2. Examples:

- If a UK Responsible Person or Authorised Representative in Northern Ireland, who represents 5 registered manufacturers wishes to change their name, they would be required to pay a statutory fee for their own organisation plus a statutory fee for each of the 5 registrations that would need to be updated because of the name change. You will be taken to a screen to upload new Letters of Designation. You must ensure that you review your represented manufacturers before making any changes to your organisation name. If any represented manufacturers are suspended due to Renew Registration or Expired Letter of Designation you will also be charged. If you no longer represent a manufacturer, please follow the Unregister manufacturer instructions.

- If a sole manufacturer (who has a registered status) wishes to change their name or address, then one statutory fee would be payable due to changes to the one registration.

3. Name and address changes are only permitted where there is no change in the legal entity of the organisation to which the change relates.

4. If a UK Responsible Person or Authorised Representative in Northern Ireland updates the organisation details of a represented organisation, they must upload a new letter of designation for the represented organisation. The changes will not be applied until MHRA has reviewed and accepted the change.

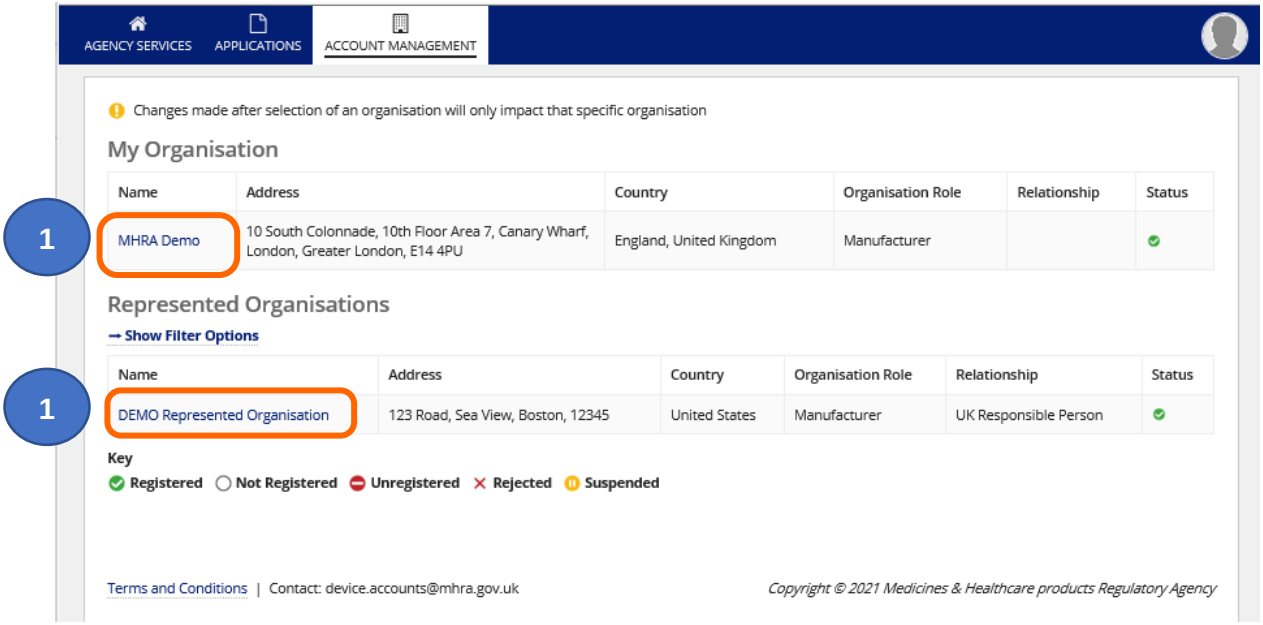
5. If a UK Responsible Person or Authorised Representative in Northern Ireland no longer represents a manufacturer, they must Unregister the represented organisation. Please follow the Unregister Manufacturer instructions. The registration status of the represented organisation will change to 'Unregistered', and they will no longer be able to legally place medical devices on the UK market.

6. Please note that when an Edit Organisation application is submitted and whilst it is under review by MHRA you will not be able to make certain changes to your account until the application has been completed by MHRA. You will see warning messages in the system depending on the type of action you attempt to take.

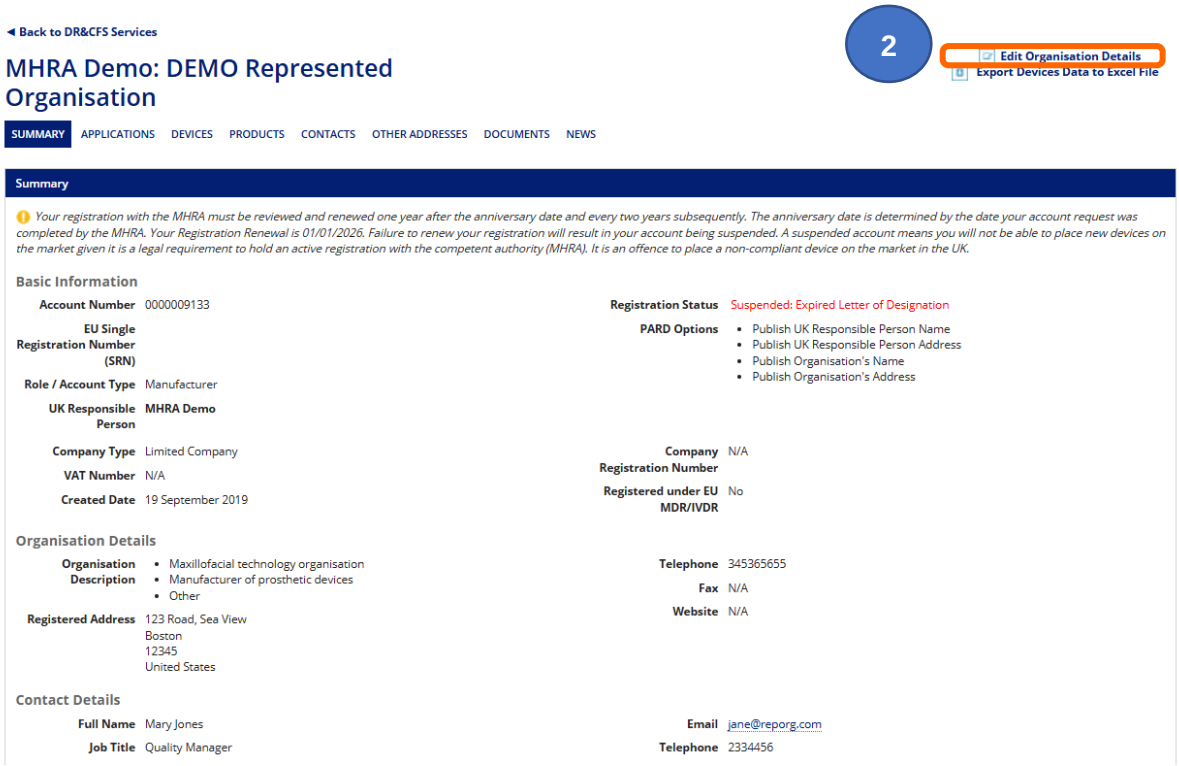
7. Importer accounts can only be deactivated, no changes can be made. If you need to make changes to Importer details, you need to **deactivate** the Importer and add them again with the new details. There is currently no charge to do this. Importers can be added and deactivated from the organisation page via the Agency Services tab. See Adding Importers and Deactivating Importers in the **Device Registration Reference Guide.**

1. **Click** on the name of the organisation that you want to edit.

   If you are a UK Responsible Person or Authorised Representative in Northern Ireland and wish to change your organisation name/address, you must ensure that you review your represented manufacturers before making any changes to your organisation. If you no longer represent a manufacturer, please follow the Unregister manufacturer instructions. If any represented manufacturers are suspended due to Renew Registration, submit the Renew registration application for the suspended manufacturers before you change your organisation name/address.



2. **Click** on the Edit Organisation Details link.

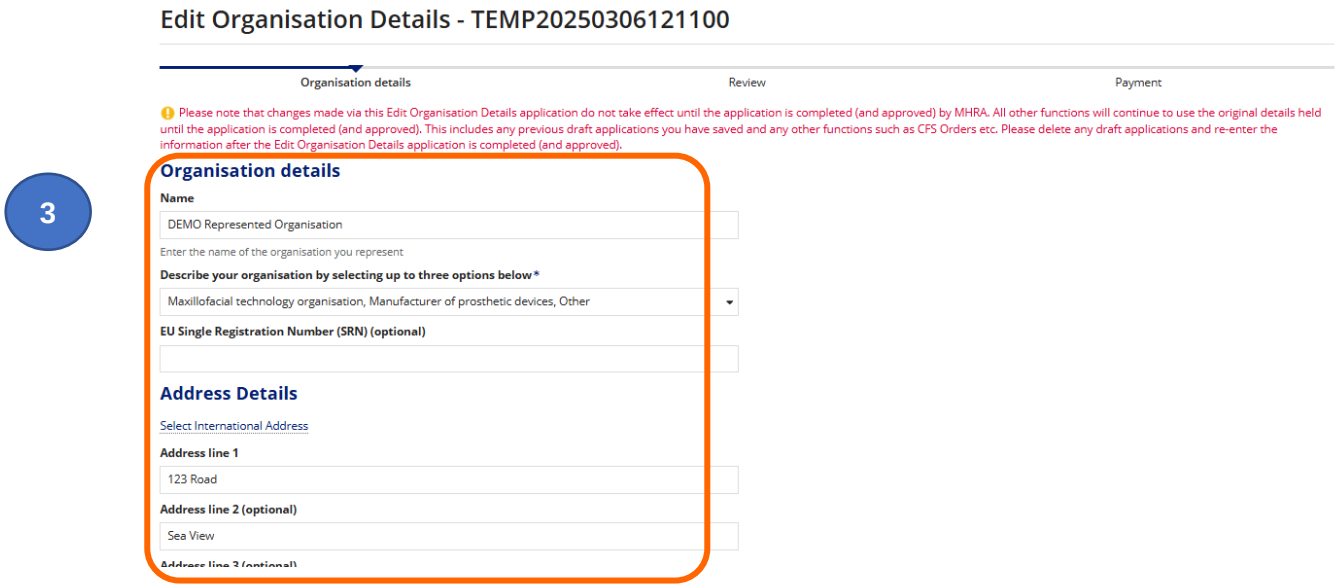


3. Make any required changes to the organisation and/or address details.

Please note that making **any** changes to organisation name and/or address will incur a statutory fee. This applies even if you change one character or add or remove a space.

If you are a UK Responsible Person or Authorised Representative in Northern Ireland and change your organisation name or address, the statutory fee will be payable for your organisation and for each organisation that you represent.

Changes to organisation description, adding the EU SRN (if known), updating telephone, fax and website details and adding or updating Customer Service Contact details do not currently incur a fee.

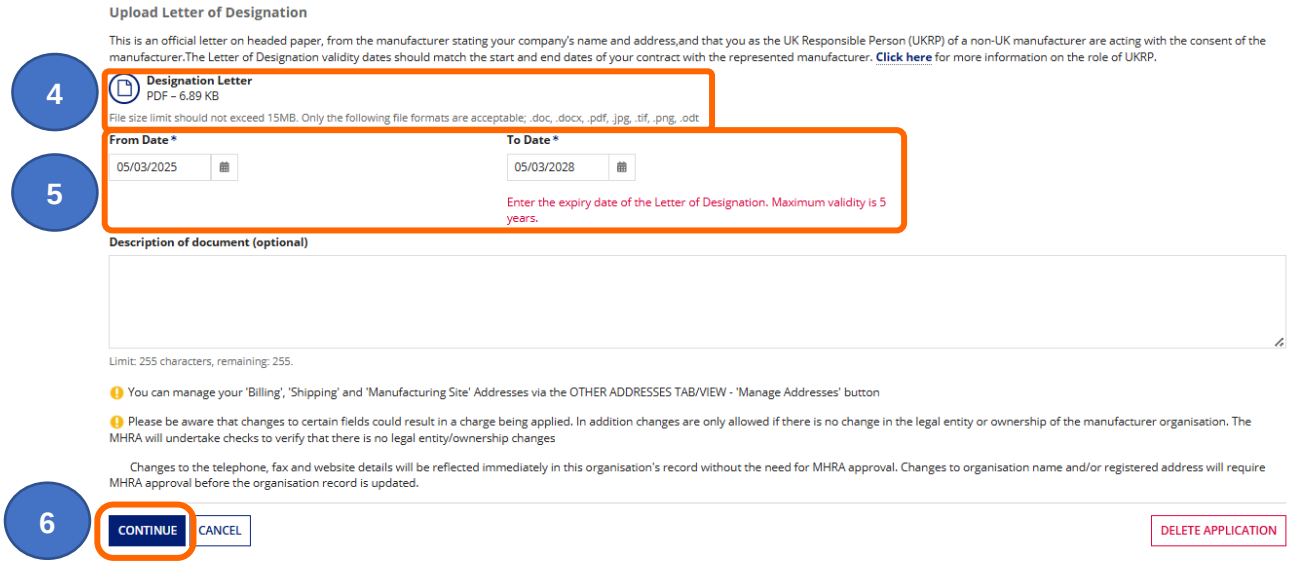


4. **Upload** a new letter of designation reflecting the changes (if you are a UK responsible Person or Authorised Representative in Northern Ireland and have added represented manufacturers).

   Please note This must be a legal contract, stating that you are the sole UK Responsible Person or Northern Ireland Authorised Representative, acting for the manufacturer and specifying the mandatory tasks you are contracted to undertake on behalf of the manufacturer. The mandatory tasks that must appear in the designation contract for UKRPs can be found in our regulatory guidance for UK Responsible Persons. For Authorised Representatives in Northern Ireland the requirements can be found in the guidance for Authorised Representatives.

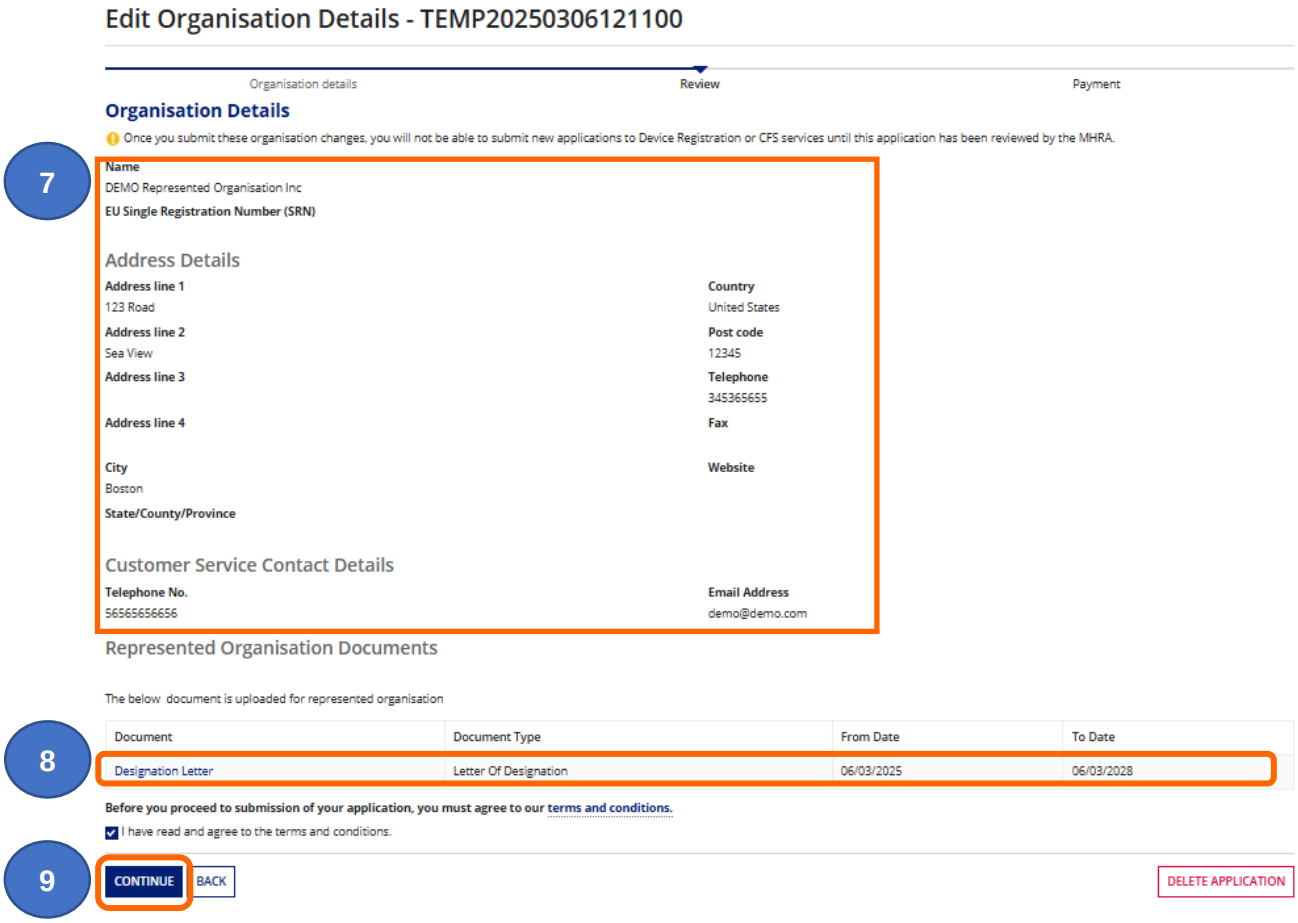
5. **Enter** new letter of designation validity dates.
   The Letter of Designation validity dates should match the start and end dates of your contract with the represented manufacturer. **The maximum validity is 5 years.**
   The * after From Date and To Date indicates mandatory field.

   Please note that the Upload option for the letter of designation will only appear once you make a change to the organisation details.



6. **Click** the Continue button to proceed to Review and Payment.

7. Review changes. Once payment has been made the application is non-refundable.
8. **Read** and accept the terms and conditions.
9. **Click** the Continue button to progress to Payment (if the change is chargeable) and complete the application. See the Making Payments section in the **Device Registration Reference Guide.**



Updating Role from Authorised Representative to UKRP

The role of GB-based Authorised Represnetative ceased to exist on 01 January 2021.

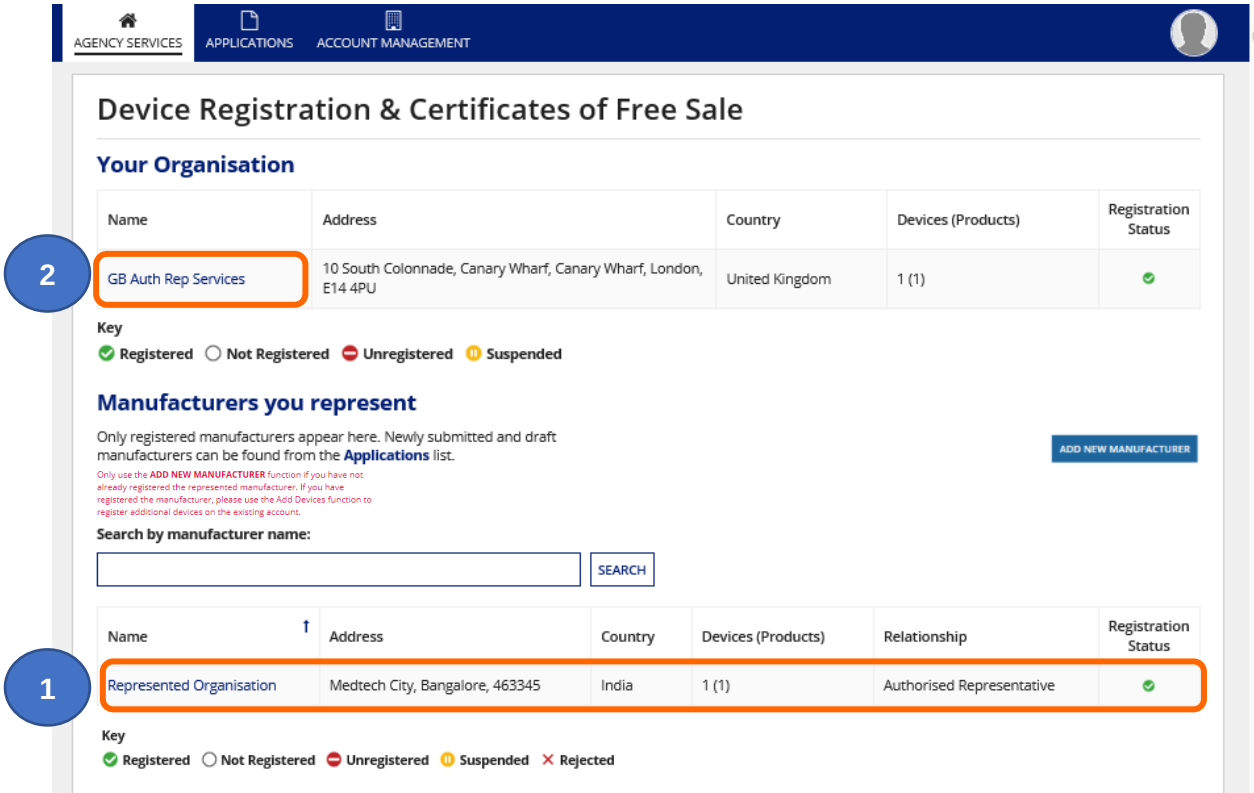
If you previously registered represented manufacturers with MHRA as an Authorised Representative in Great Britain (England, Scotland, Wales) you can update your role to UK Responsible Person and continue to represent all, or some, of the orgnisations you currently represent. Please take the following action to update your role from Authorised Representative to UK Resnonsible Person.

Please Note if your are an Authorised Representative in Northern Ireland you can remain as an Authorised Representative.

1. **Check** your list of existing Represented Manufacturers.

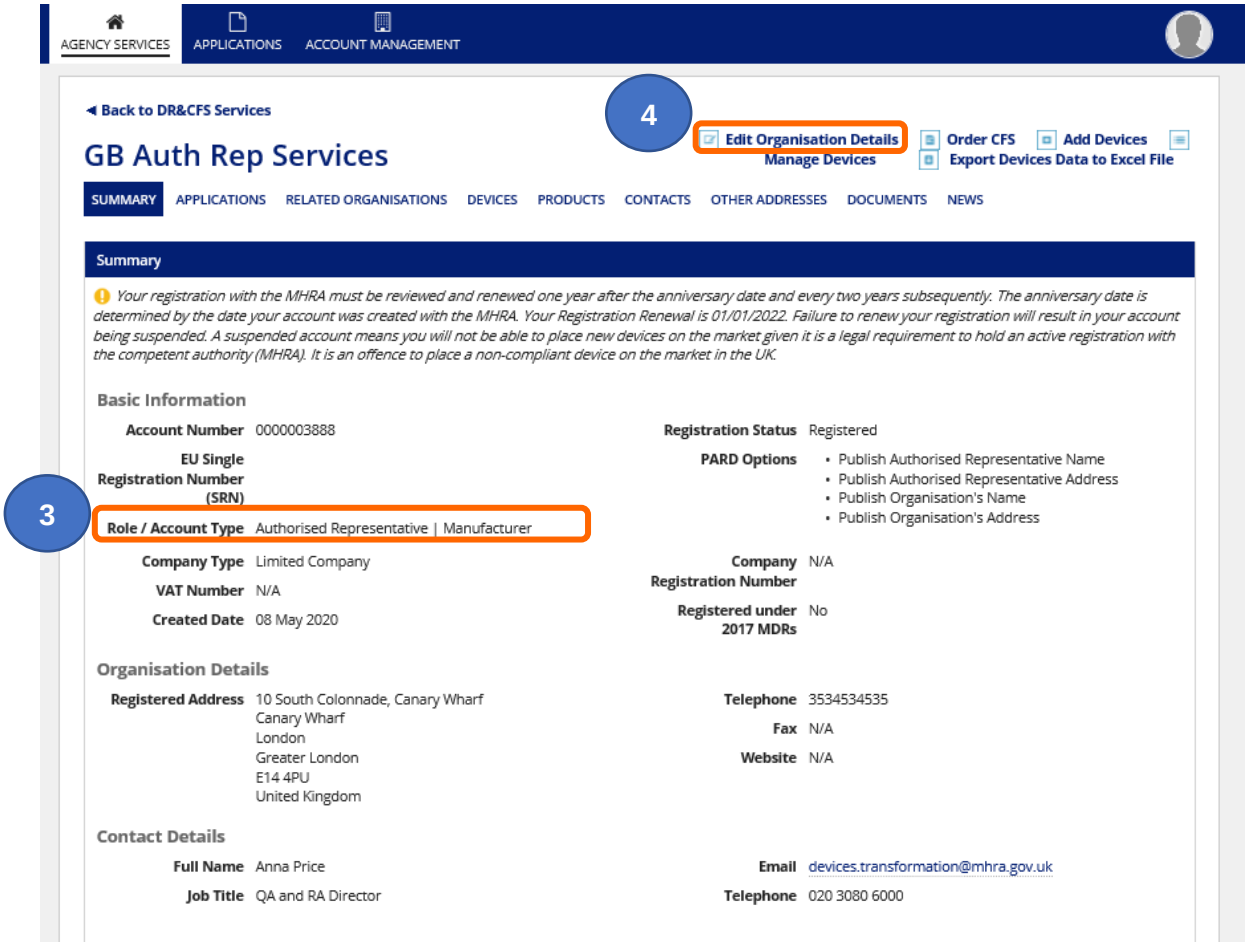
Please note if you will **not** be representing any of these as a UKRP please follow the instructions to Unregister Manufacturer **before** you update your role from Authorised Representative to UKRP otherwise you will be required to upload a Letter of Designation for the manufacturer and pay the associated statutory fee.

2. Select Your Organisation to update your role from Authorised Representative to UK Responsible Person.



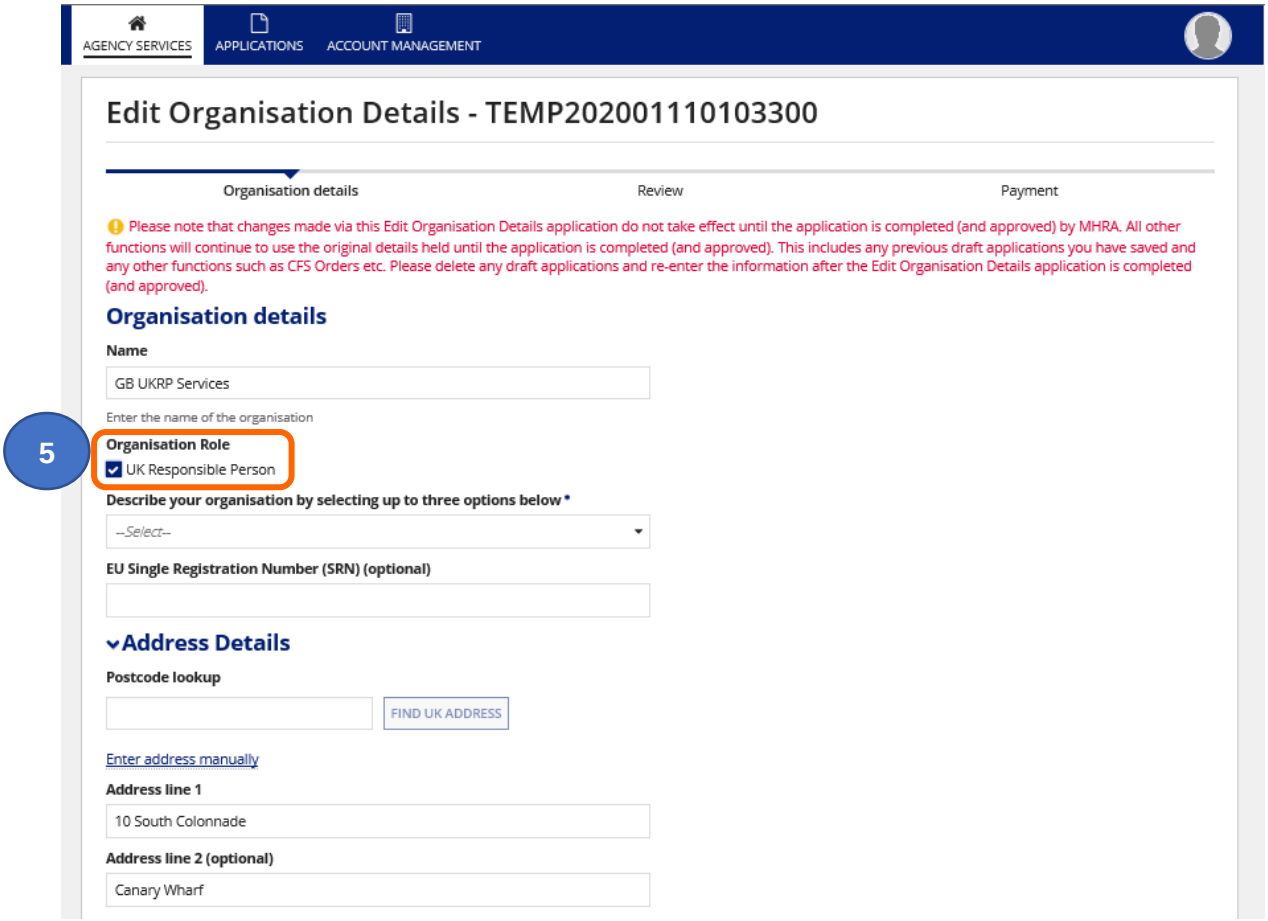
3. Your organisation currently has dual a role of Authorised Representative and Manufacturer.

4. **Click** on the Edit Organisation Details link.

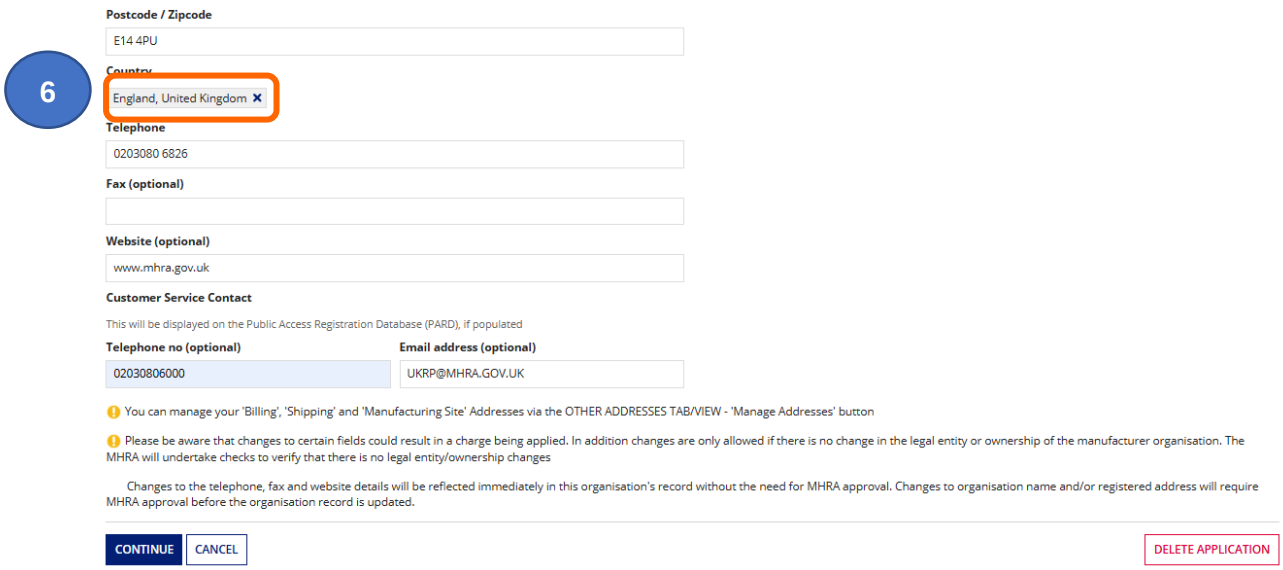


5. **Select** Organisation Role UK Responsible Person.

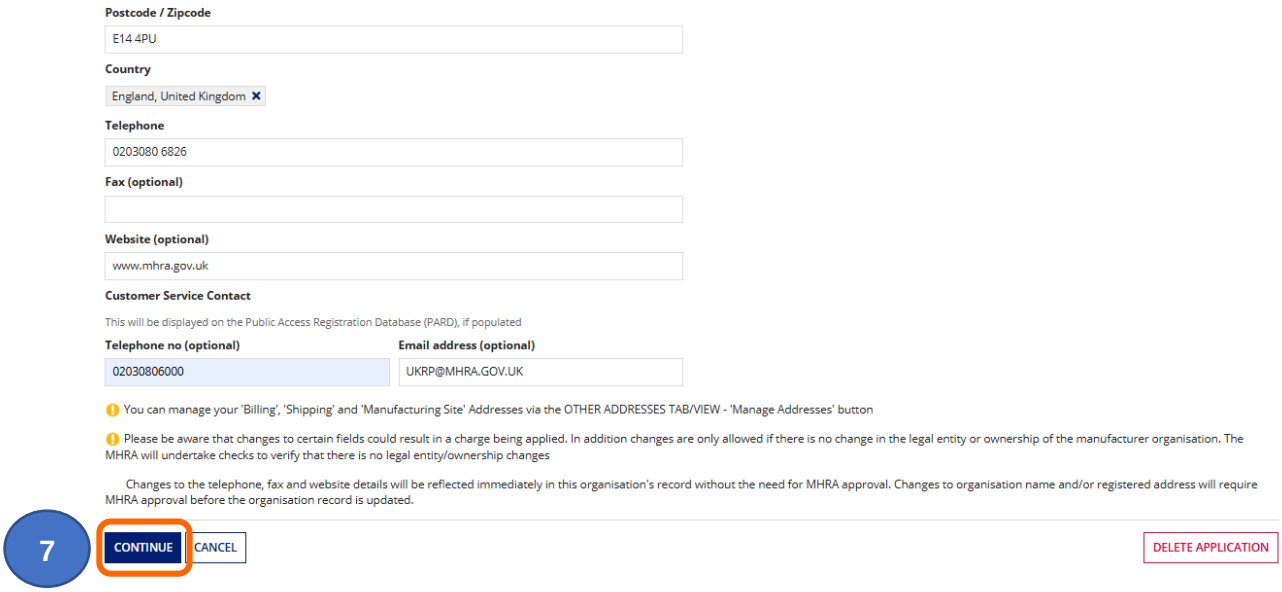
Please note if any changes need to be made to organisation details, do them now otherwise you will have to create another application to change the details and pay another statutory fee.



6. You must **select** your Country (England, Scotland, Wales, Northern Ireland).



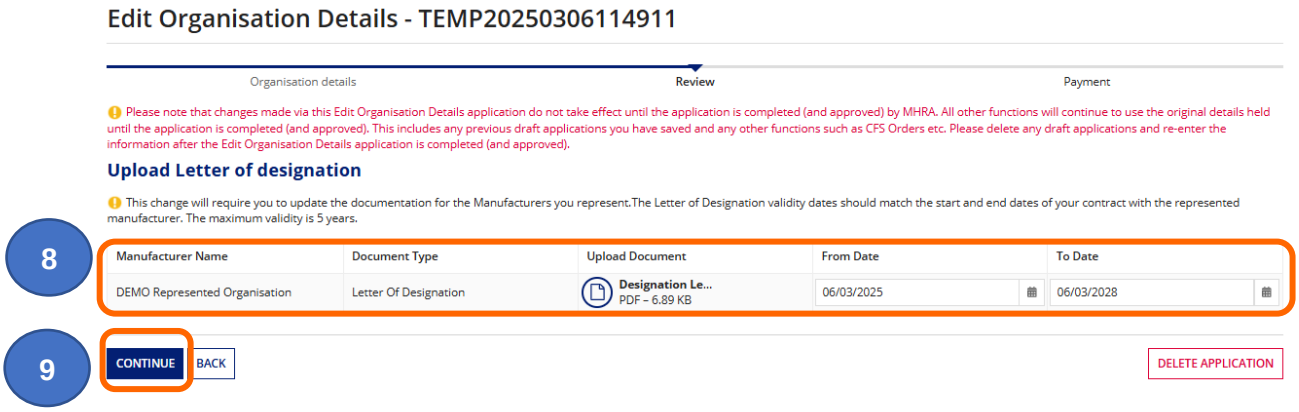
7. **Click** the Continue button to go to the Upload Letter of Designation page.



8. **Upload** a new letter of Designation for each manufacturer that you represent as a UKRP.

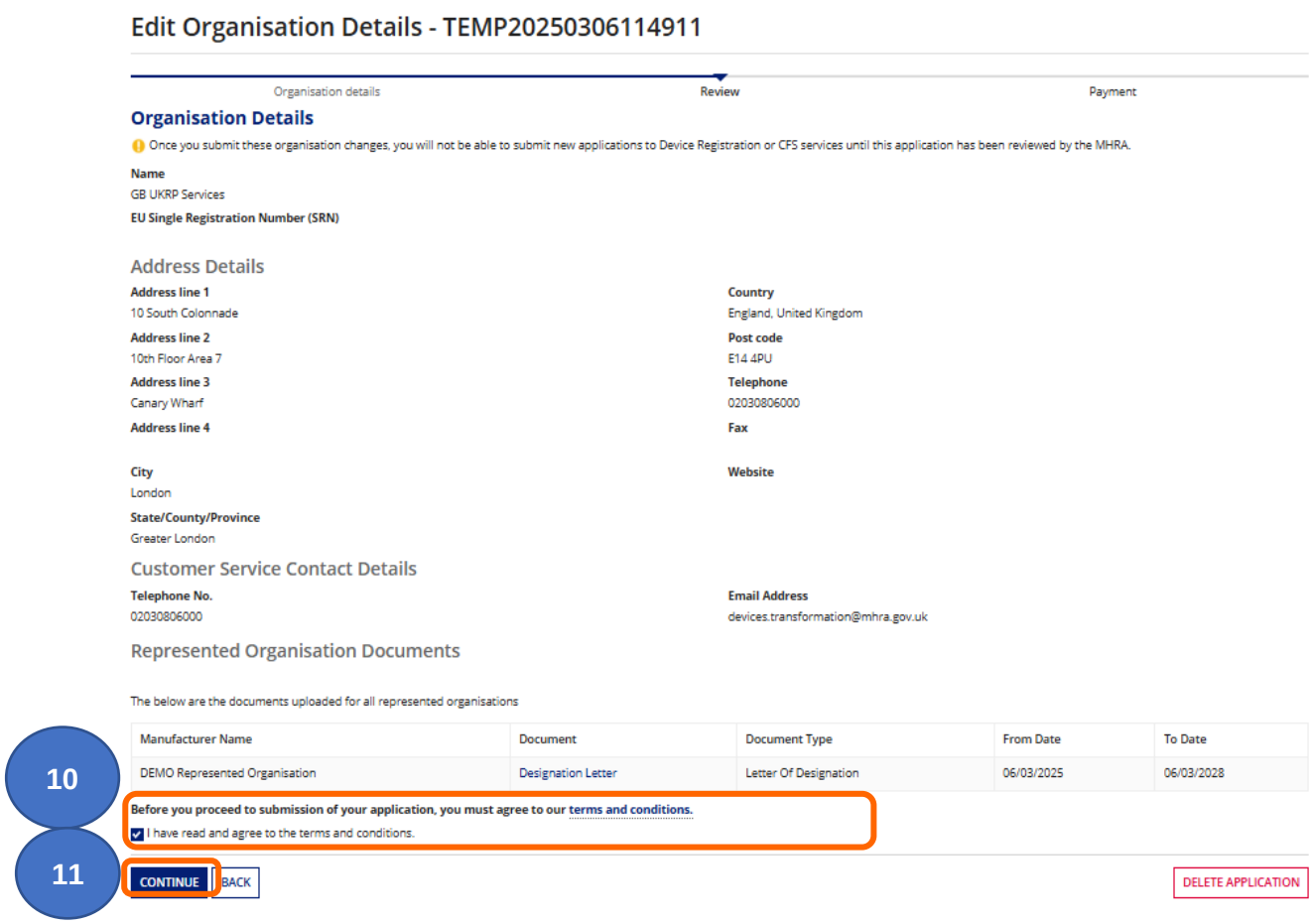
Please note This must be a legal contract, stating that you are the sole UK Responsible Person or Northern Ireland Authorised Representative, acting for the manufacturer and specifying the mandatory tasks you are contracted to undertake on behalf of the manufacturer. The mandatory tasks that must appear in the designation contract for UKRPs can be found in our regulatory guidance for UK Responsible Persons. For Authorised Representatives in Northern Ireland the requirements can be found in the guidance for Authorised Representatives.

The Letter of Designation validity dates should match the start and end dates of your contract with the represented manufacturer. **The maximum validity is 5 years.**



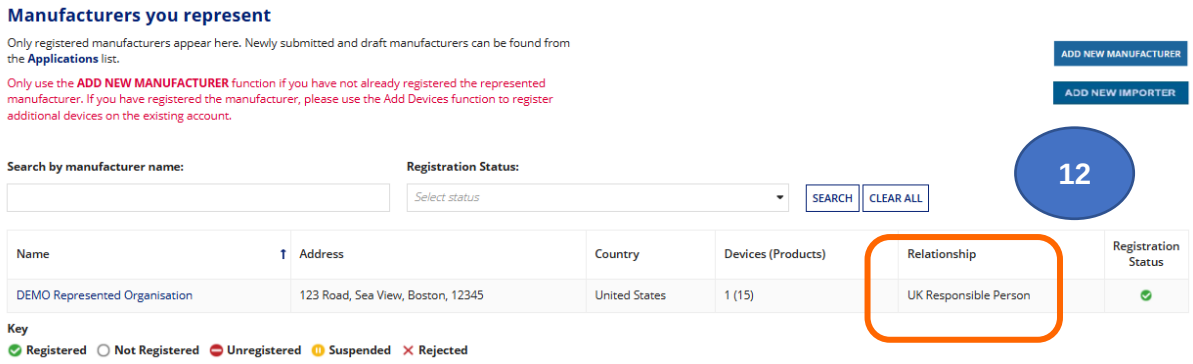
9. **Click** the Continue button to be taken to the reveiw page.

10. **Review** the details, **read** our Terms and Conditions and **tick** the I have read and agree to the terms and conditions box.



11. **Click** the Continue button to be taken to the payment page. The statutory fee will be payable for Your Organisation and each represented manufacturer. See the Making Payments section in the **Device Registration Reference Guide.**

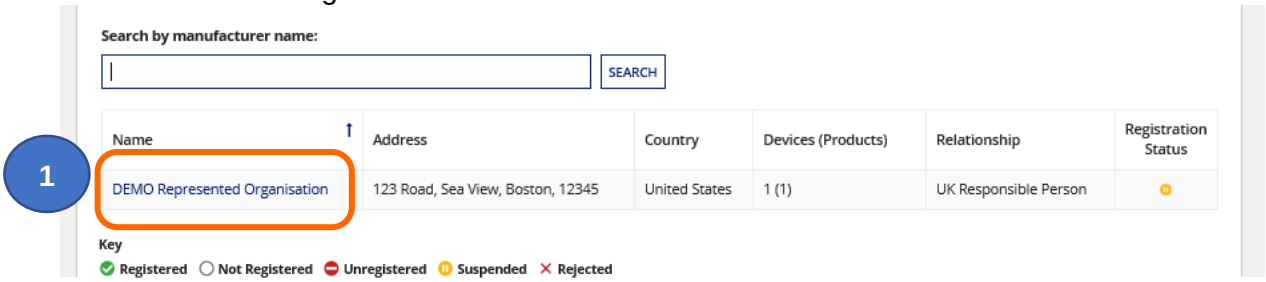
12. Your role wil be updated to UKRP and your association with your represented manufacturers will be UK Responsible Person.



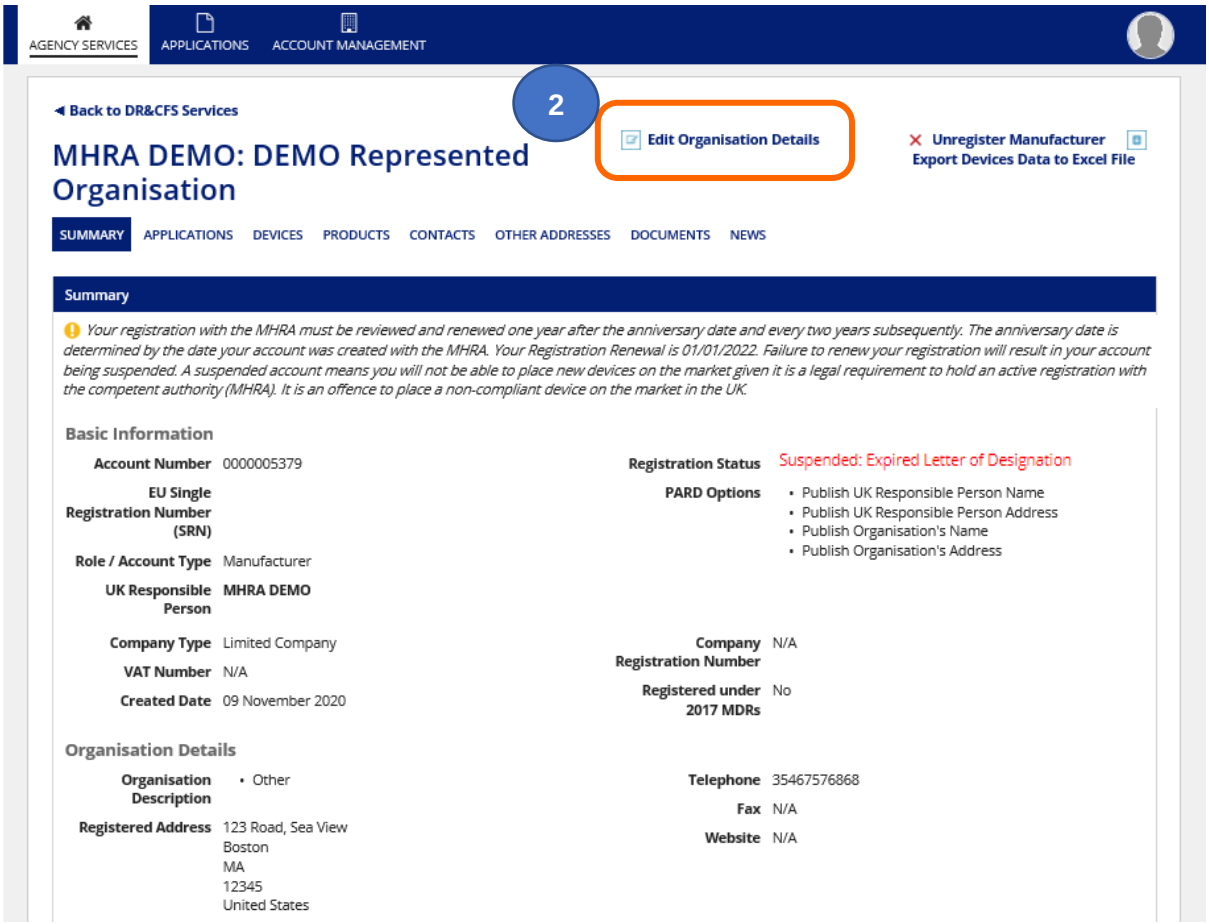
Uploading new Letter of Designation

You must always have a valid Letter of Designation uploaded for each manufacturer that you represent as a UK Responsible Person or Authorised Representative (in Northern Ireland). You will receive email reminders 3, 2 and 1 month prior to expiry of your Letter of Designation. If you do not upload a new Letter of Designation before the expiry of the existing one, your account will be suspended until you upload a valid letter. **A suspended account means you are no longer lawfully allowed to place new devices on to the UK market. It is a legal requirement to hold an active registration with the UK competent authority (MHRA). It is an offence to place a non-compliant device on the market in the UK.** Your details will also be removed from the Public Access Registration Database (PARD).

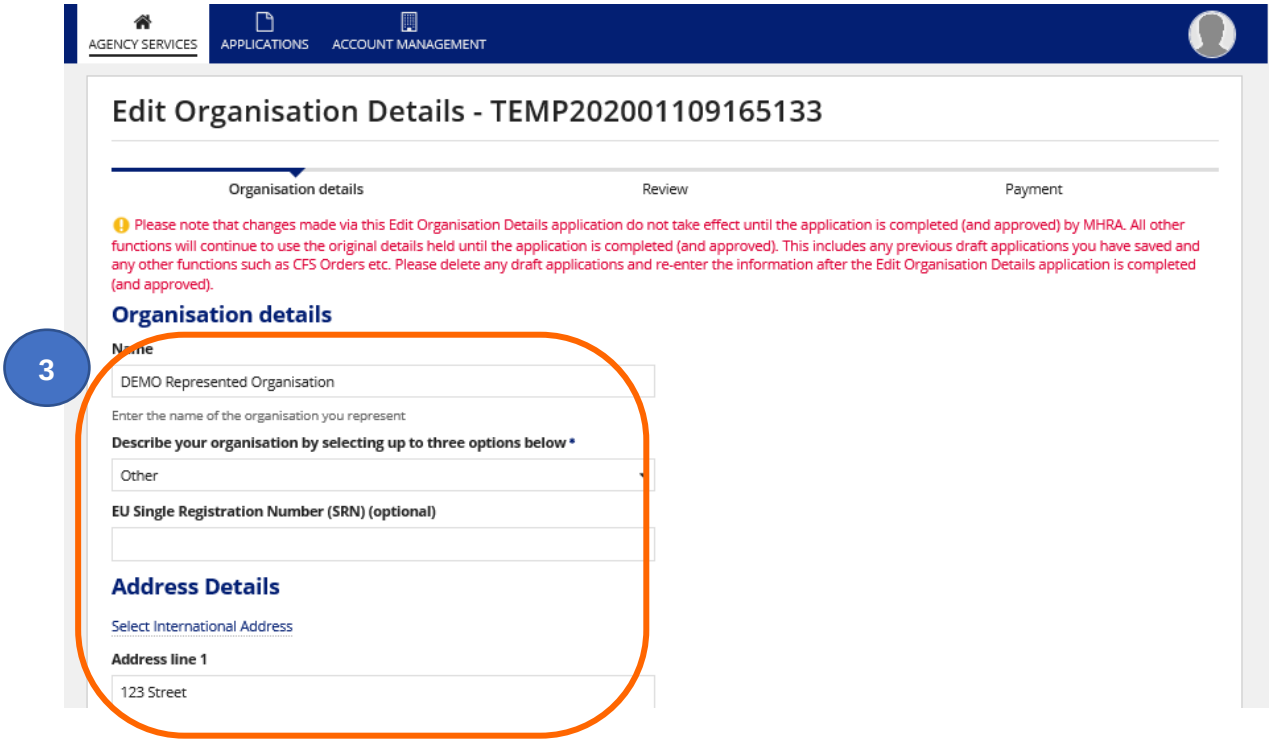
1. From the Agency Services tab **click** on the name of the organisation you want to upload a new Letter of Designation for.



2. **Review** the organisation details and **click** on the Edit Organisation Details link.

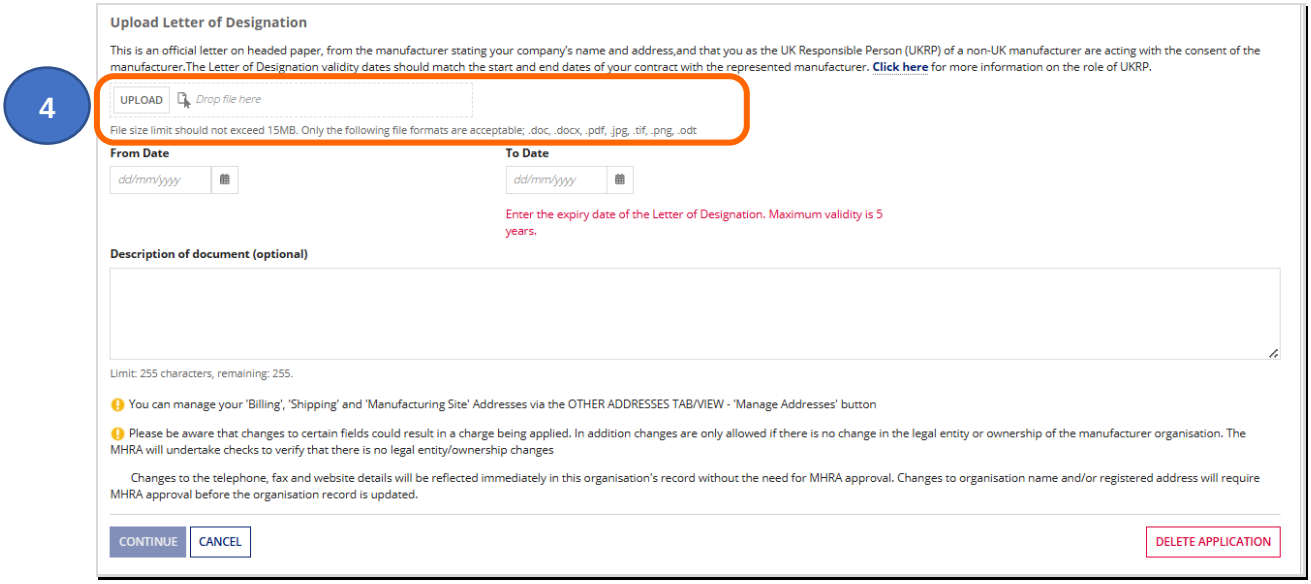


3. If any changes need to be made to organisation details, do them now otherwise you will have to create another application to change the details and pay another statutory fee.

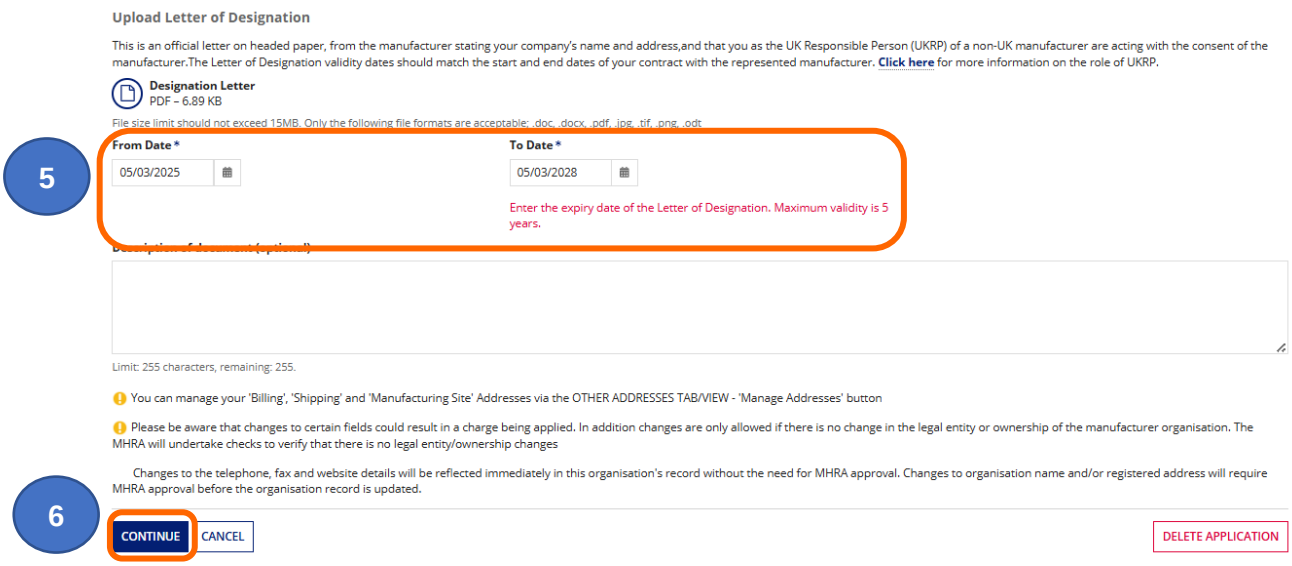


4. **Upload** the new Letter of Designation.

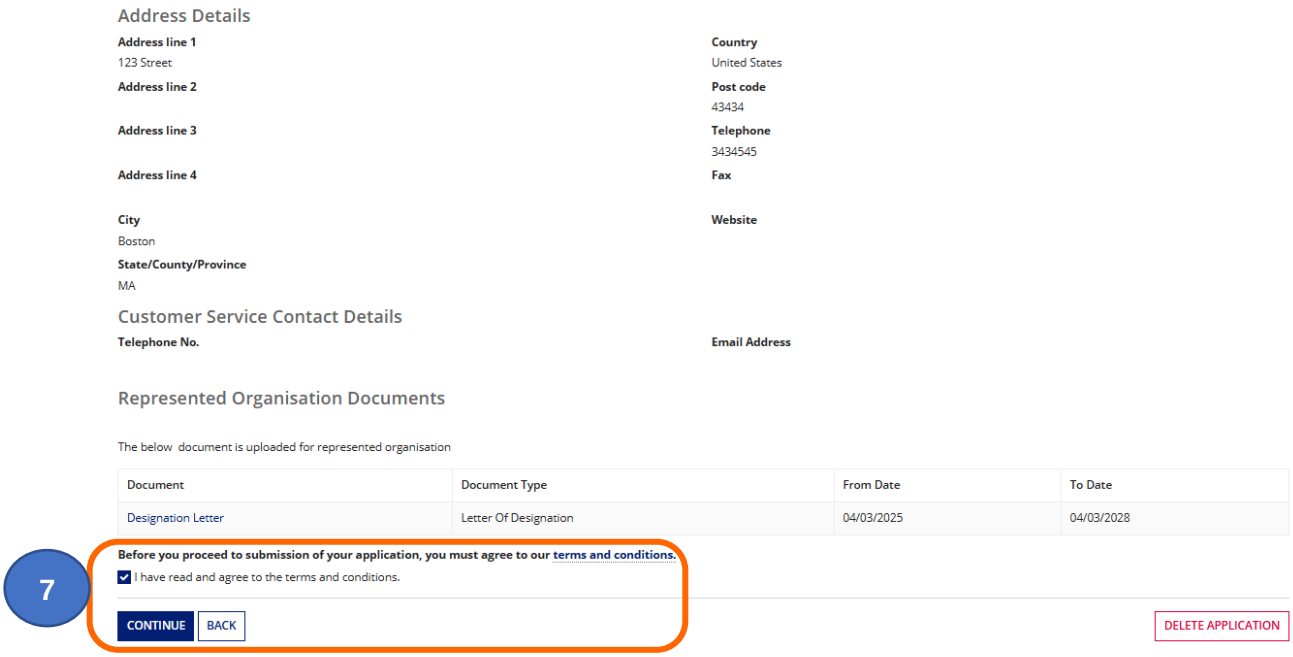
Please note This must be a legal contract, stating that you are the sole UK Responsible Person or Northern Ireland Authorised Representative, acting for the manufacturer and specifying the mandatory tasks you are contracted to undertake on behalf of the manufacturer. The mandatory tasks that must appear in the designation contract for UKRPs can be found in our regulatory guidance for UK Responsible Persons. For Authorised Representatives in Northern Ireland the requirements can be found in the EU guidance for Authorised Representatives.



5. **Enter** the new Letter of Designation validity dates.
The Letter of Designation validity dates should match the start and end dates of your contract with the represented manufacturer. **The maximum validity is 5 years.**
The * after From Date and To Date indicates mandatory field.



6. **Click** the Continue button to go to the Review page. Please note there is no Save & Exit option for this application. Check the details and either click Back or Delete Application if something is not correct.



7. **Read and agree** to our terms and conditions and **click** the Continue button to go to the payment page. Please note there is no Save & Exit option for this application.The statutory fee is payable per new letter. See the Making Payments section in the **Device Registration Reference Guide.**

Renew Registration

You should review your registration and the registrations of any represented manufactures frequently to make sure they up to date. It is a legal requirement to inform MHRA of any changes to your registrations per section 7A (general medical devices), section 33A (in vitro diagnostic medical devices) and section 21A (active implantable medical devices) of the Medical Devices Regulations (2002) SI 618 (as amended) concerning registration of persons placing medical devices on the market, as and when they occur. Please do not wait for reminder emails. **It is an offence to place a non-compliant device on the market in the UK.**

We have implemented the Renew registration process as a reminder to review your registrations and confirm they are up to date. The first reminder date is 1 year after the account request was completed by MHRA, and then at least every 2 years. For accounts that were created before 01 January 2021 the first review and renew reminder dates were set to between 01 January 2022 and 30 June 2022. You will receive automated email reminders 3, 2 and 1 month before your renewal date – you can review and submit the Renew registration application from 3 months before the renewal date. Your anniversary date will remain the same. There is currently no fee for this application.

Please review organisation details and all registered devices and products to ensure the data is correct and up to date. Follow the **Manage Registered Devices** instructions in the **Device Registration Reference Guide** and watch the video tutorial for steps on how to review your devices and take any necessary action. This includes uploading new Conformity documents, adding or removing products, adding devices, or removing devices (that you no longer manufacture, or migrated devices with Pseudo Global Medical Device Nomenclature (GMDN®), where applicable).

If new devices need to be added to your registration/s this is a separate transaction that incurs the current statutory fee per application. Please see the **Device Registration Reference Guide.**

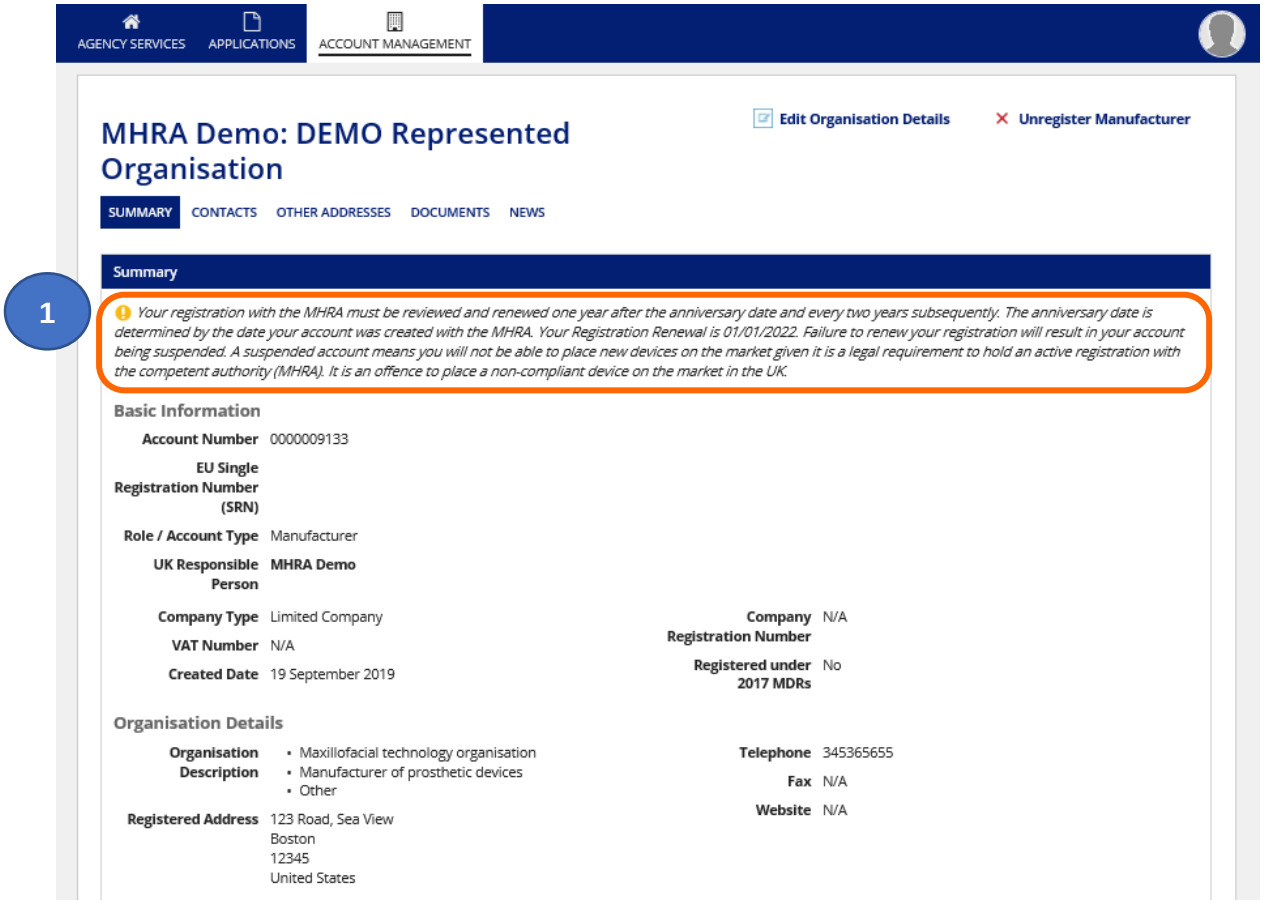
Please note if organisation name and/or address has changed you must update these before renewing your registration, you cannot do this within the Renew registration application. Follow the instructions for Editing Organisation details, the statutory fee is payable.

Please update any data fields that were not previously populated using the **Update registered devices and products** functionality. In particular we urge you to provide the UDI-DIs for your devices (where applicable) as these will be crucial for monitoring and ensuring patient safety. Please see the **Device Registration Reference Guide.**

If you are a UK Responsible Person (UKRP) or an Authorised Representative (in Northern Ireland) it is your responsibility to review and renew registration for each organisation that you represent. Your represented organisation's renewal dates may be different to your own.

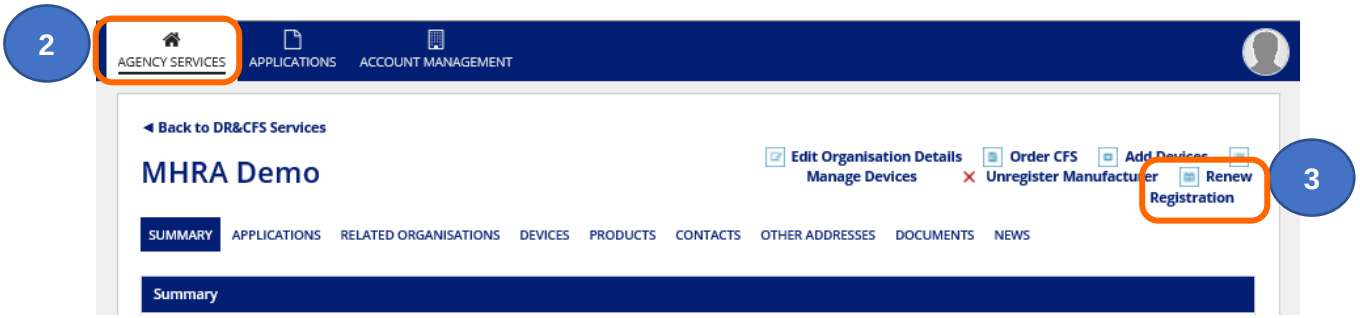
If you do not review your registrations and submit the Renew registration application your account will be suspended and the accounts of any manufacturers that you represent will be suspended**,** even if their renewal dates are different. Suspended accounts are removed from the Public Access Registration Database (PARD) and you will not be able to add new devices or order Certificates of Free Sale until you have reviewed your registrations and completed the Renew registration process for your account and your represented manufacturers. Please also watch the Renew Registration video tutorial.

1. Check the renewal date on the Summary page. This may be different for your organisation and any manufacturers that you represent.



2. To Renew Registration you must access the Summary page of the organisation via the Agency Services tab – **not** the Account Management tab.

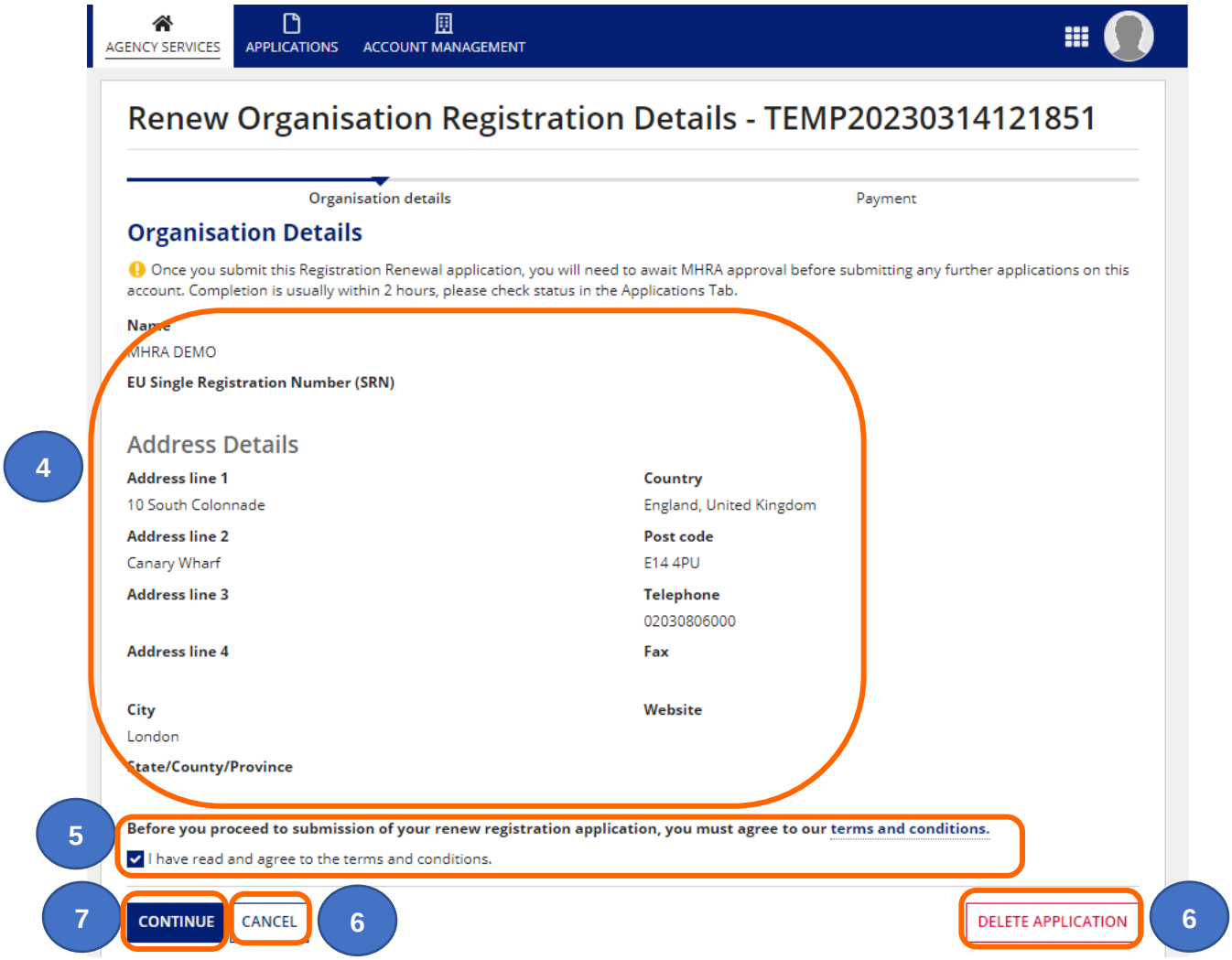
3. Three months before renewal date the Renew Registration option will appear on the Summary page. You must renew your registration **before** the Registration renewal date otherwise your account will be suspended. **Click** on the Renew Registration link.



4. **Check** organisation details.

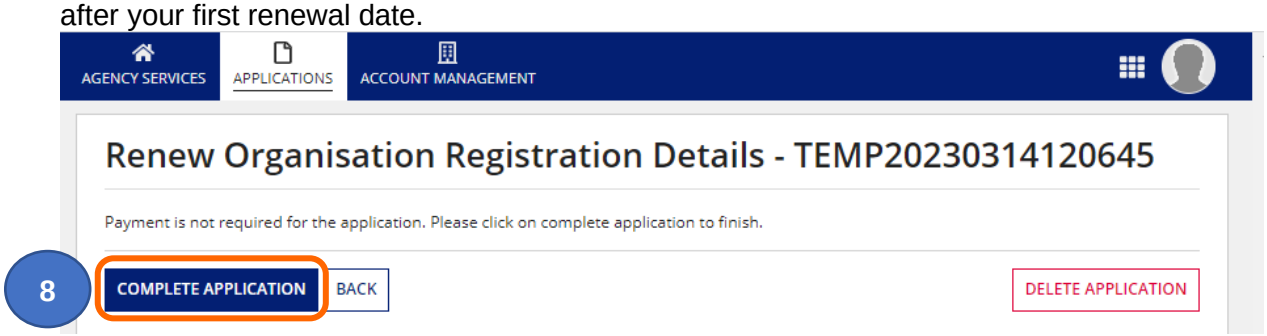
5. If they are correct, read the terms and conditions and **tick** that you have read these.

6. If the organisation details are **not** correct **Click** the Cancel button or the Delete application button and follow the instructions for Editing Organisation details, then Renew Registration.



7. If details are correct, **Click** the Continue button to proceed.

8. There is currently no fee to submit the Renew registration application. **Click** the Complete Application button to submit. Your next renewal date will be set to two years after your first renewal date.

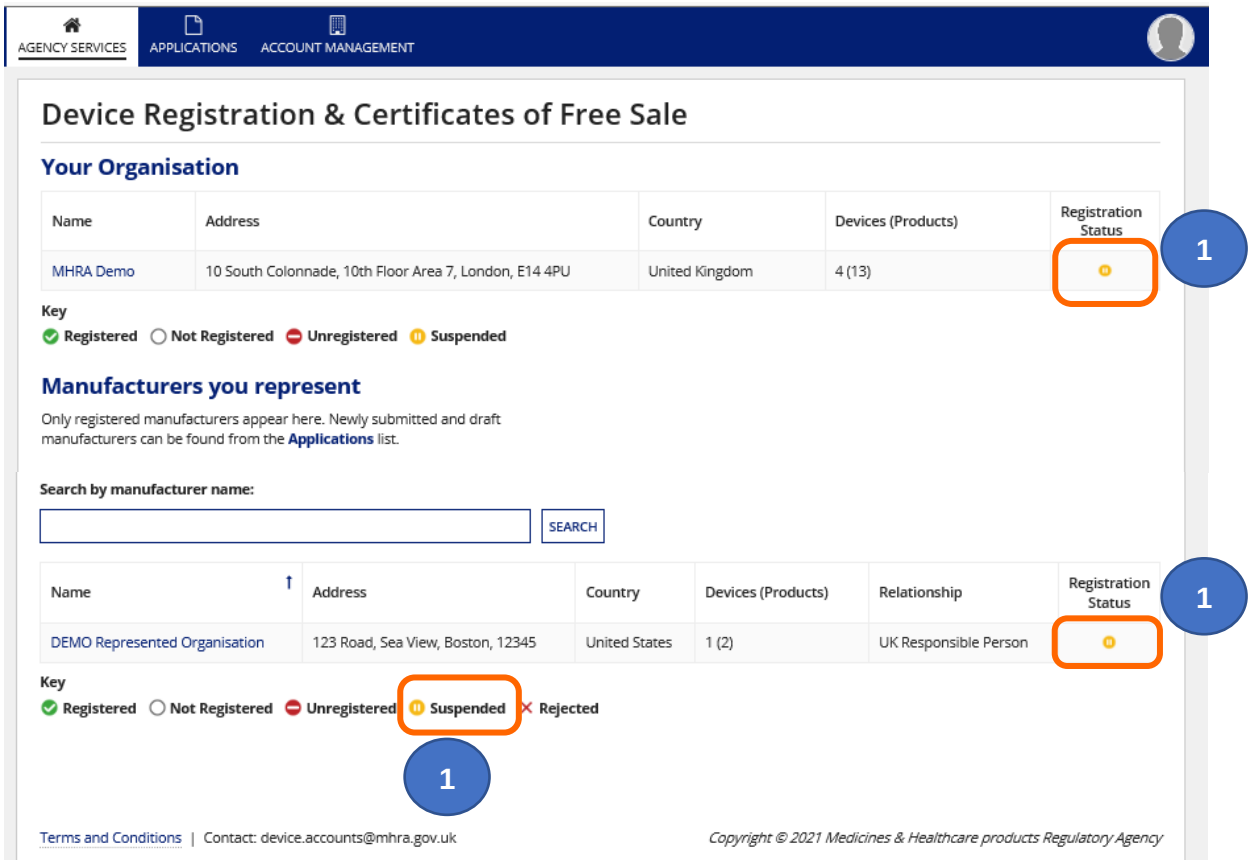


Account Suspension

1. If you do not renew your registration **before** the renewal date or upload a new Letter of Designation **before** the exisiting one expires, your account will be suspended. If you are a UK Responsible Person or an Authorised Representative (in Northern Ireland**) the accounts of all your represented manufacturers will also be suspended**. Suspended accounts will be removed from the Public Access Registration Database (PARD).

   You will receive reminder emails at 3 months, 2 months and 1 month before suspension of an account. Please ensure that you act on these to avoid unnecessary suspension of your account and removal of your registration from the Public Access Registration Database (PARD).

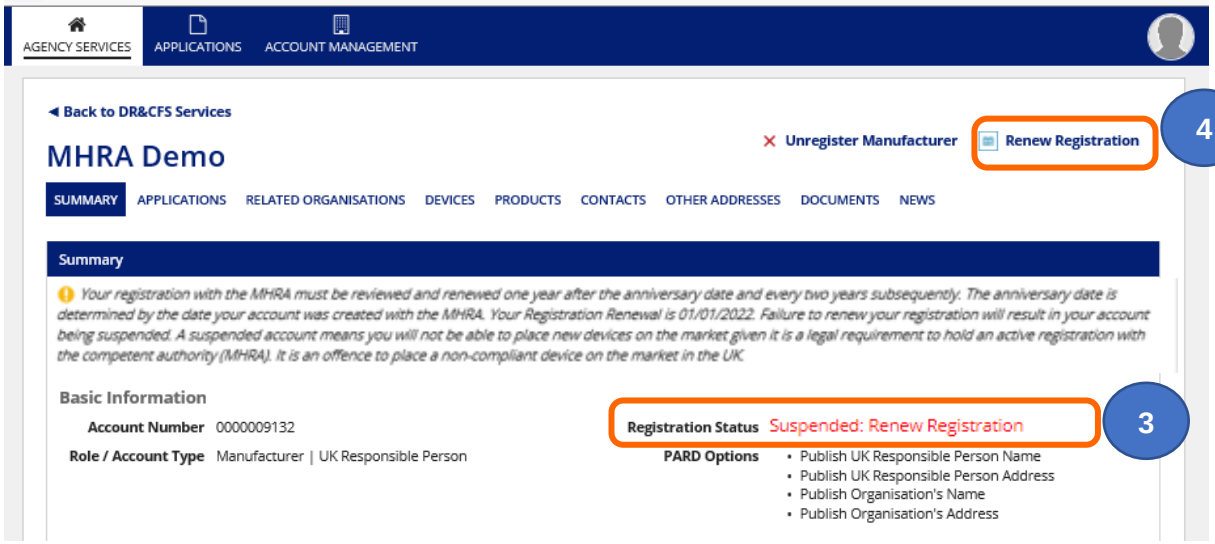
   Please note if the Renew Registration and Letter of Designation renewal dates are on the **same date** for a manufacturer you represent, you must first update the Letter of Designation – see Uploading new Letter of Designation. The day after your new Letter of Designation application has been reveiwed by MHRA and been completed, you will see a status of Registred for the manufacturer. The day after that, the account will be suspended again due to Renew Registration, unless you have already renewed the registration.

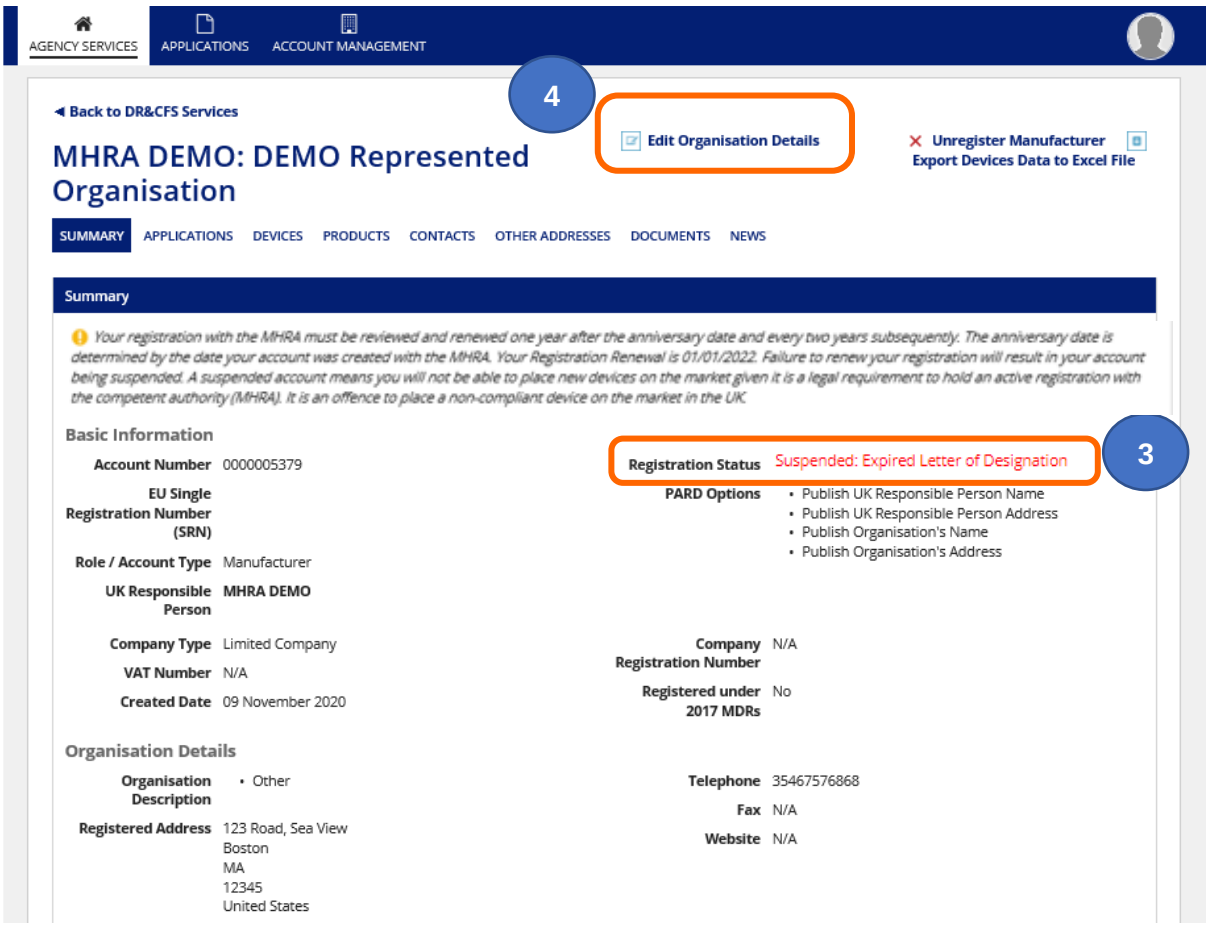


2. If an account is suspended, you will only be able to Renew registration, upload a new Letter of Designation or unregister your organisation or the manufacturers that you represent. **You will no longer be able to place new devices on the market** and your registration will be removed from the Public Access Registration Database (PARD)**.**

3. Check the reason for suspension on the Summary page of the relevant organisation.

4. Follow the Unload new Letter of Designation and/or Renew Registration instructions to reinstate your account/s.





Making payment for changes to organisation details

See the Making Payments section in the **Device Registration Reference Guide.**

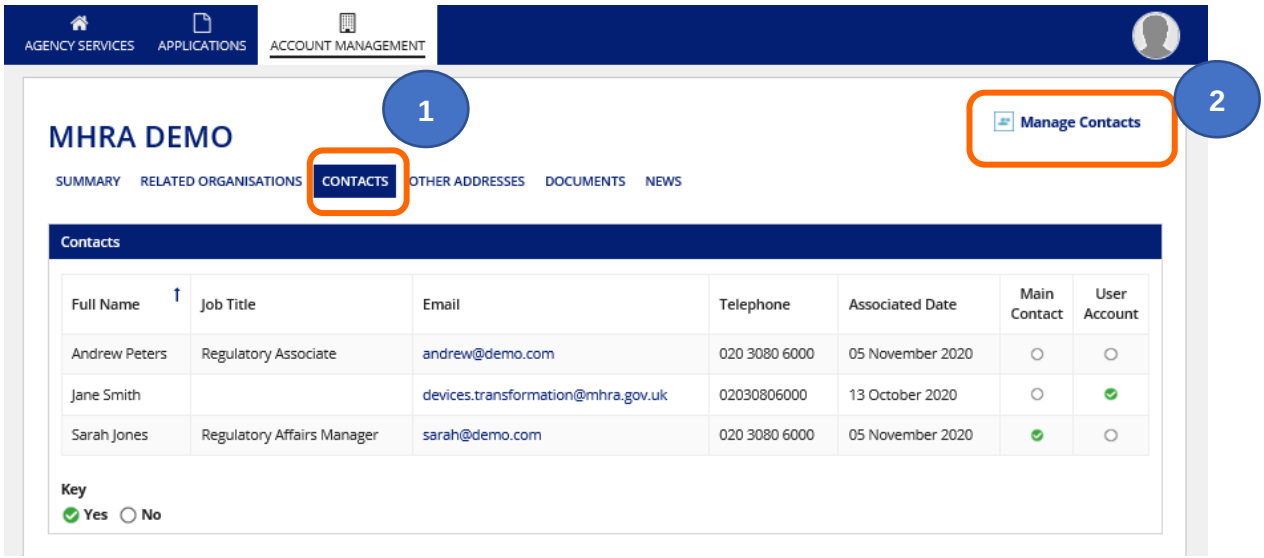
Adding contacts and users

Each organisation has a **separate** contact list. There must always be at least one main contact.

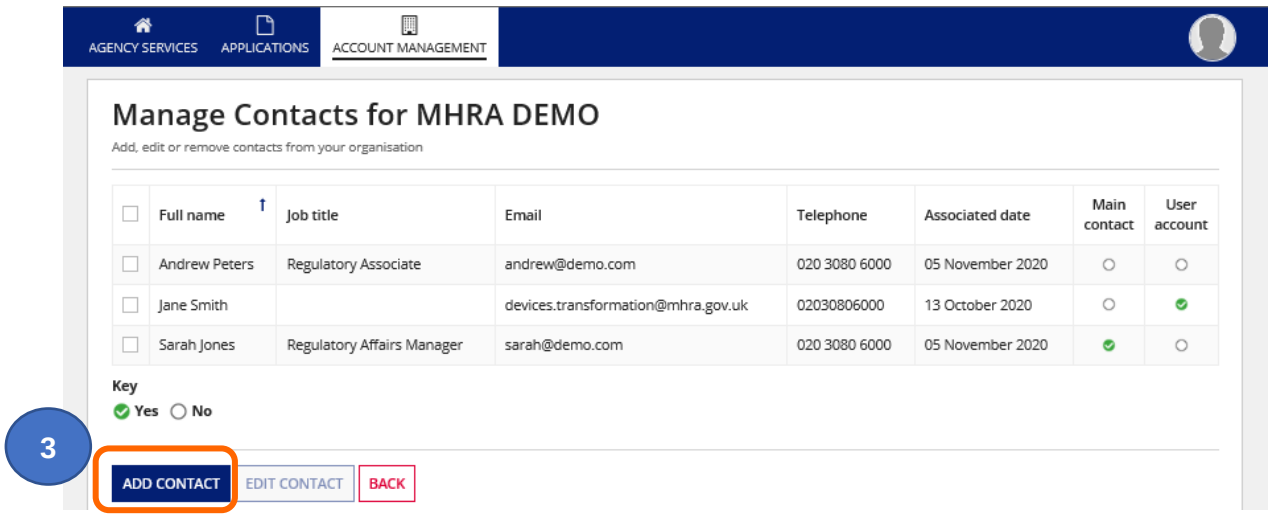
From the Organisation page, **select** the organisation you would like to add a contact or user to.

Please note that users can only be added to Your Organisation.

1. **Click** the Contacts tab.
2. **Click** the Manage Contacts button.



3. **Click** the Add Contact button.



Please note:

- There must always be a Main Contact in the Contacts list. The Main Contact does not have to have a User Account but must have a valid email address so that MHRA can email with important information, if necessary.
- You can create user accounts for other colleagues who need to access your organisation account/s. Please be aware that **all users** will be able to see and make changes to **all data** held in the account/s. There is no read-only access and it is not possible to limit access to specific areas of the system. It is your responsibility to manage internal user access.
- There is no limit to the number of contacts which may be added.
- A maximum of 15 users can be added to the main organisation account.
- User accounts cannot be created for Represented Manufacturers or Importers.

4. Enter contact details – ensure a valid email address which the new contact has access to is entered.

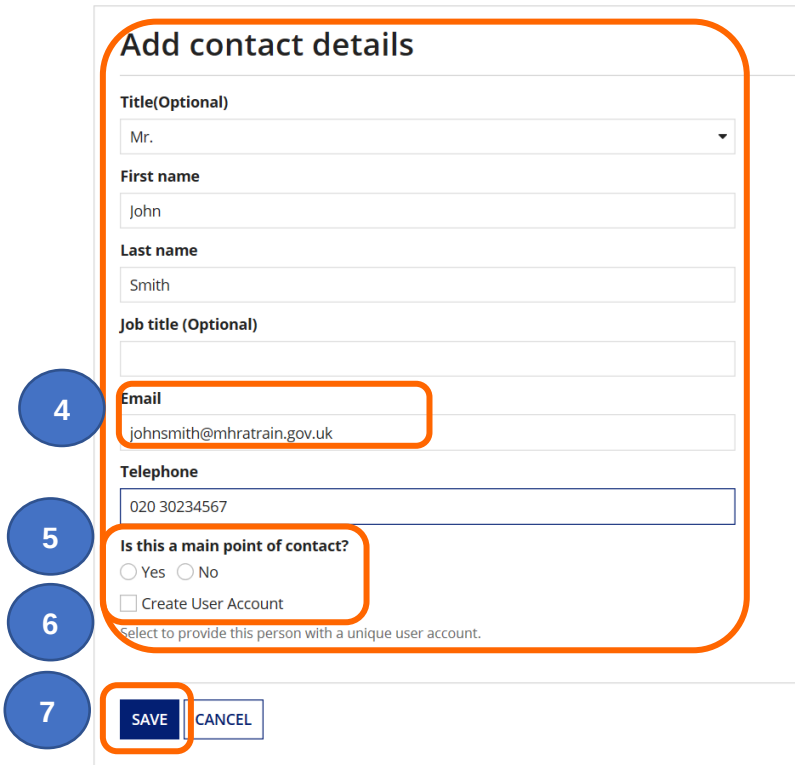
5. **Select** the appropriate Is this a main point of contact? answer.

   Please note you must have one main contact, there is no limit to the number of other contacts.

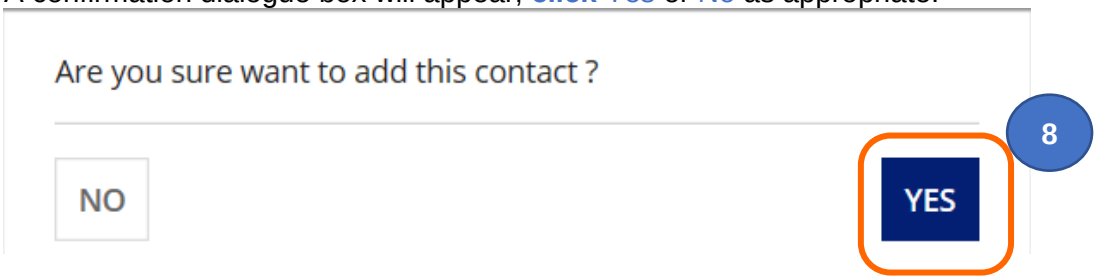
6. **Tick** the 'create user account' checkbox if appropriate. A username will automatically be created – usually firstname.lastname – please do **not** change this.

7. **Click** on the Save button.

   Please note once you confirm and save the user, an email will be sent to the email address of the new user inviting them to complete the user account setup process. Once the new user completes the setup process, they will be able to access the MHRA Agency account for your organisation.



8. A confirmation dialogue box will appear, **click** Yes or No as appropriate.



The new contact with a user account will be added to the list of contacts.

They wil receive an email with their user name and a temporary password. Follow the username and password instructions.

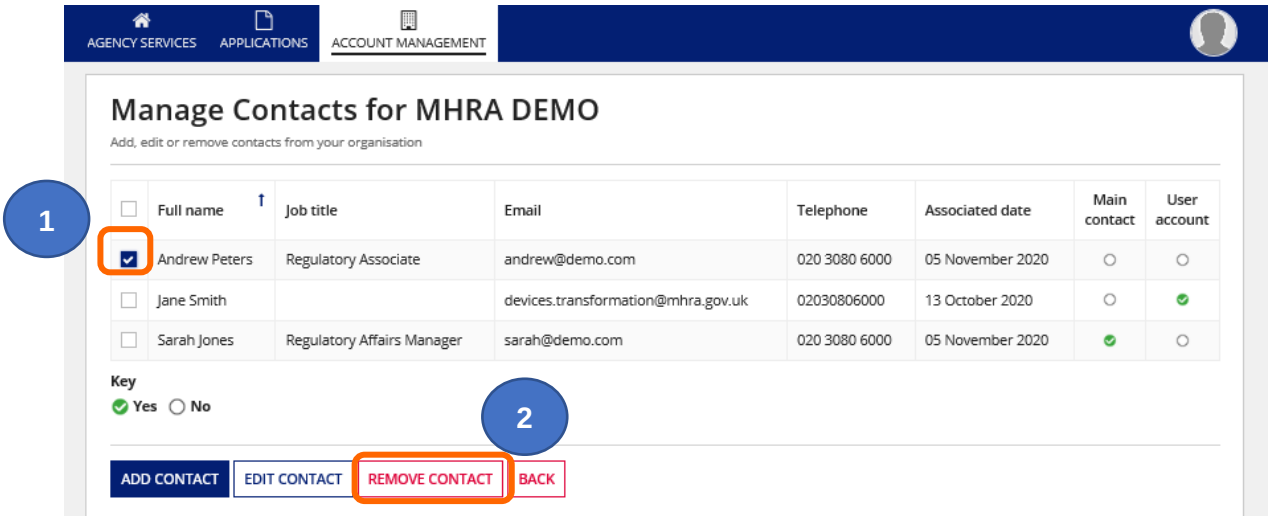
Removing contacts

1. To remove a contact, **select** the contact by ticking the box to the left of the name.

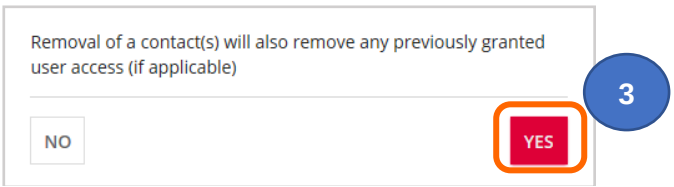
Please note:

- You cannot remove your own contact details or user account.
- You must have at least one Main Contact.
- If you wish to change the Main Contact, please add or select another contact as your Main Contact first.

2. **Click** the Remove contact button



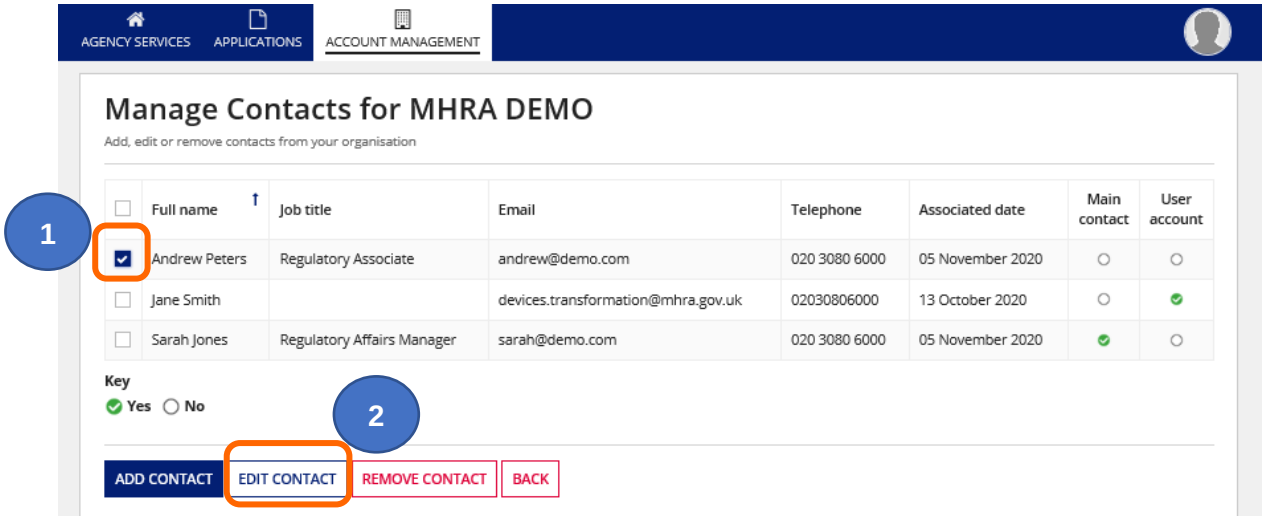
3. A confirmation dialogue box will appear, **click** Yes or No as appropriate.



Editing contacts

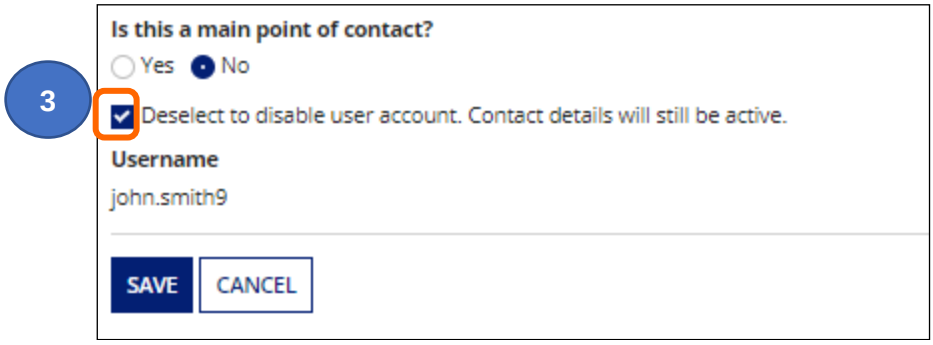
1. To edit a contact, **select** the contact.
2. **Click** the Edit contact button.

   Please note that the changes will be applied instantly – there will be no confirmation dialogue box unless you are changing this contact to a user account.

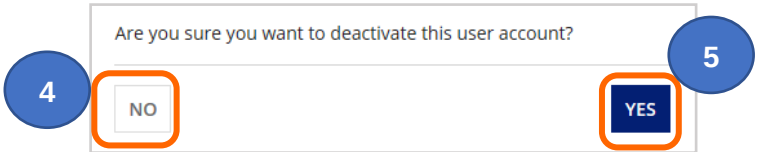


Deactivating a user account

1. **Select** the contact.
2. **Click** the Edit Contact button.
3. **Untick** the Deselect to disable user account check box.
4. **Click** the Save button.



5. A confirmation dialog box will appear, **Click** Yes if you wish to deactivate the user account. The contact details will remain active unless you remove the contact.



Billing, Shipping and Manufacturing Site addresses

The system has functionality to capture other addresses, these are intended for the following purposes:

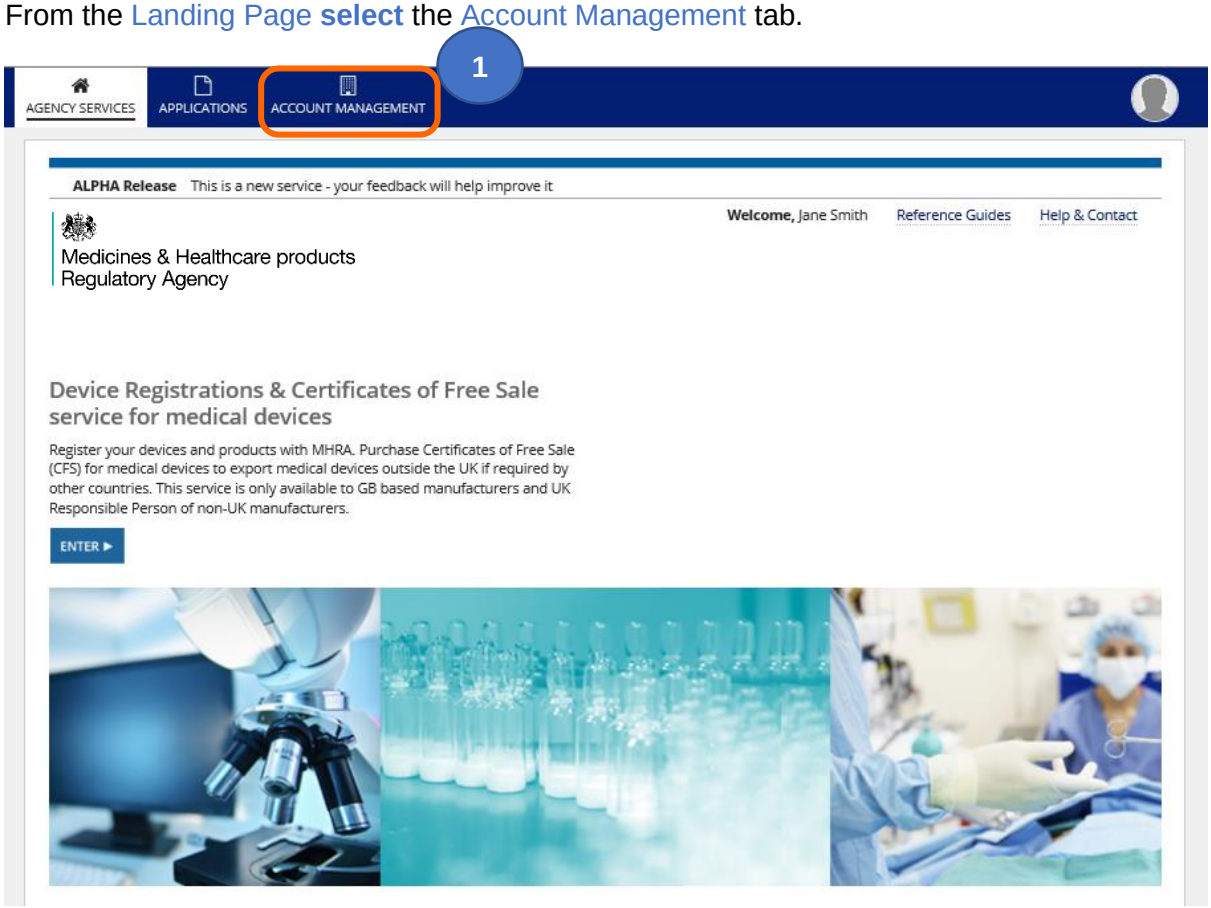
Billing: Use this option to store billing addresses to select from on the payment page.

Shipping: This option only relates to Certificates of Free Sale. As we are currently processing all CFS orders in pdf format and sending by email you do not need to use this option.

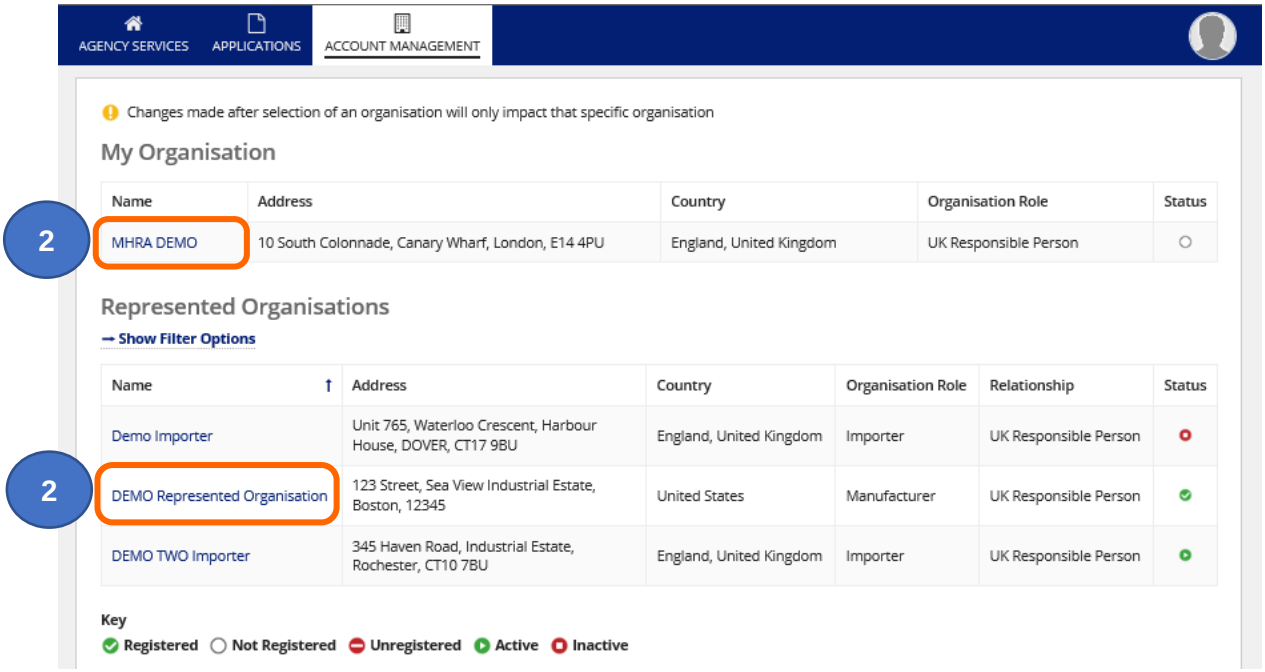
Manufacturing Site: This option is to enable customers to add manufacturing site/physical manufacturer addresses to Certificates of Free Sale if they differ from the Legal Manufacturer name and/or address. You cannot change your legal entity name and/or address here and addresses added here will not appear anywhere other than on Certificates of Free Sale.

Please note. If you need to change your registered (legal entity) name and/or address, please follow the Editing Organisation Details steps. The statutory fee will be payable.

1. From the Landing Page **select** the Account Management tab.

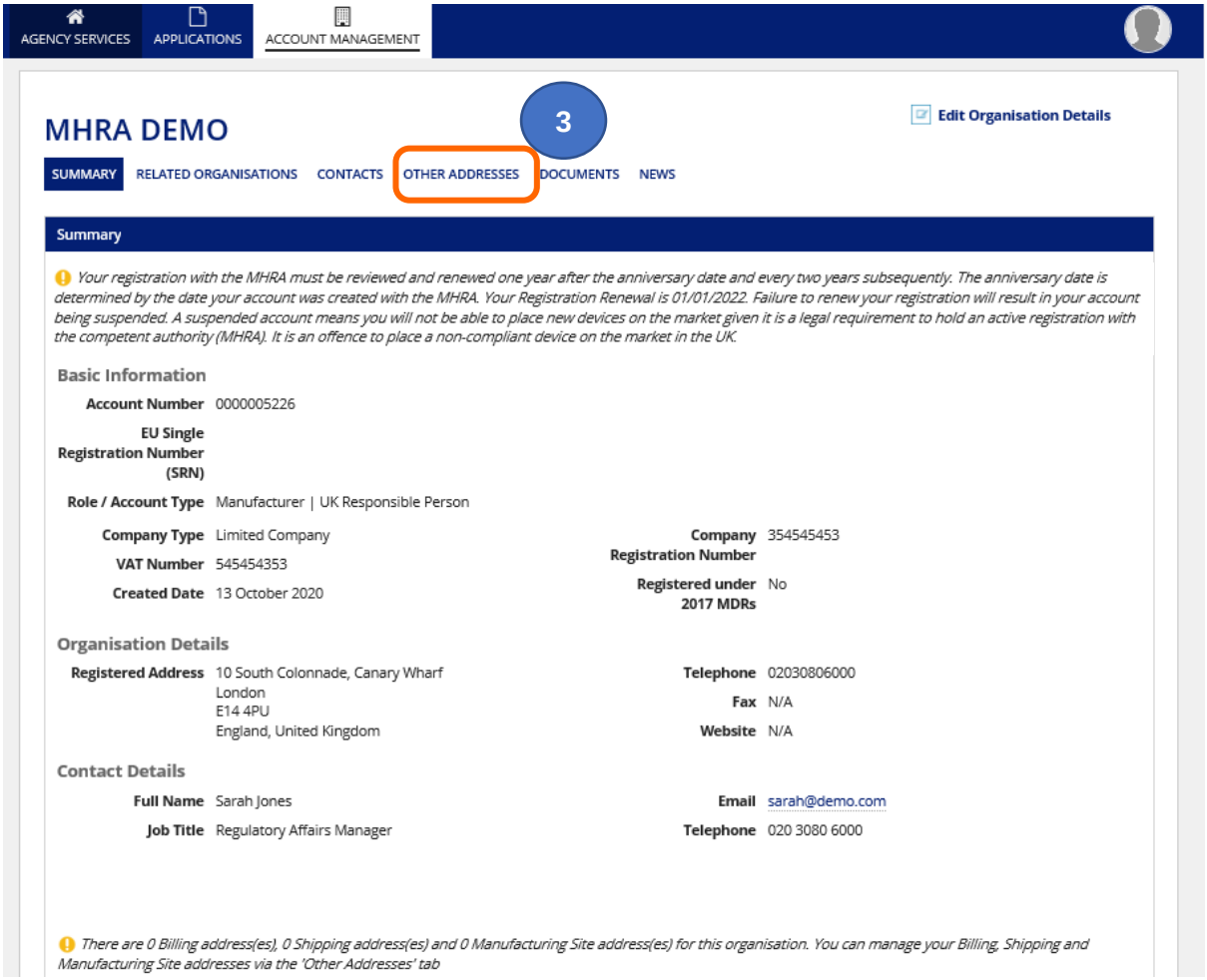


2. Select your organisation or the manufacturer that you want to add other addresses to. This function is not available for Importers.

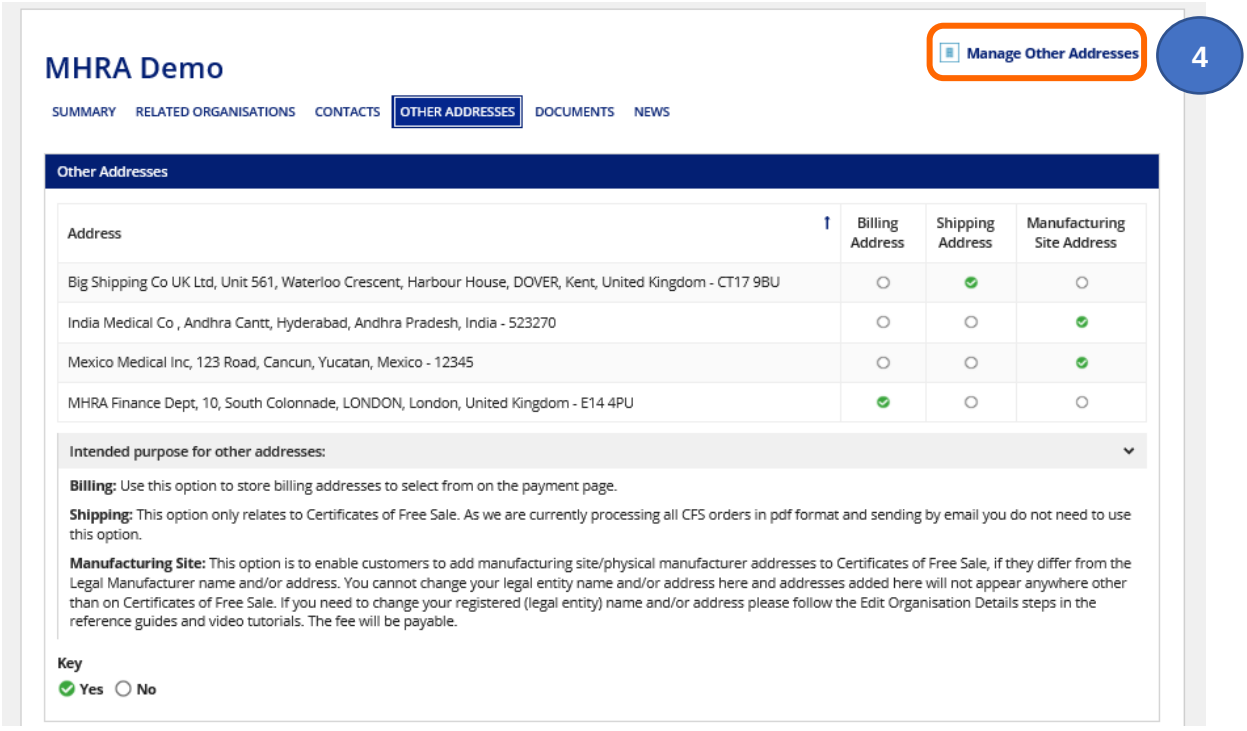


Please note. Manufacturer site addresses must only be added to the Legal manufacturer that the manufacturing site applies to. Do not add manufacturing site addresses for another organisation to your own Other addresses tab or v.v.

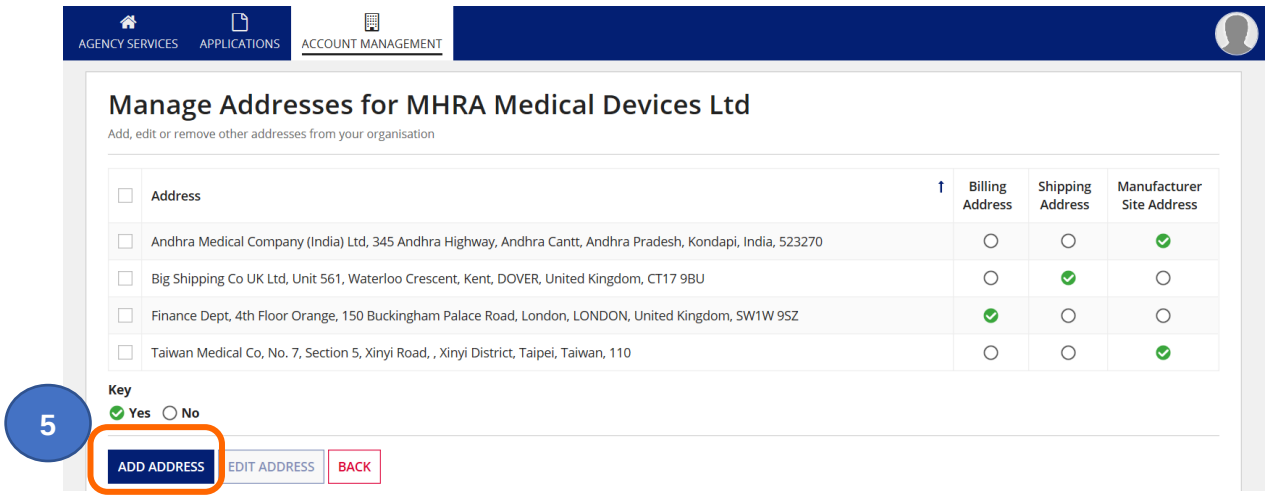
3. Click on 'Other Addresses' tab.



4. Click the Manage Other Addresses link.

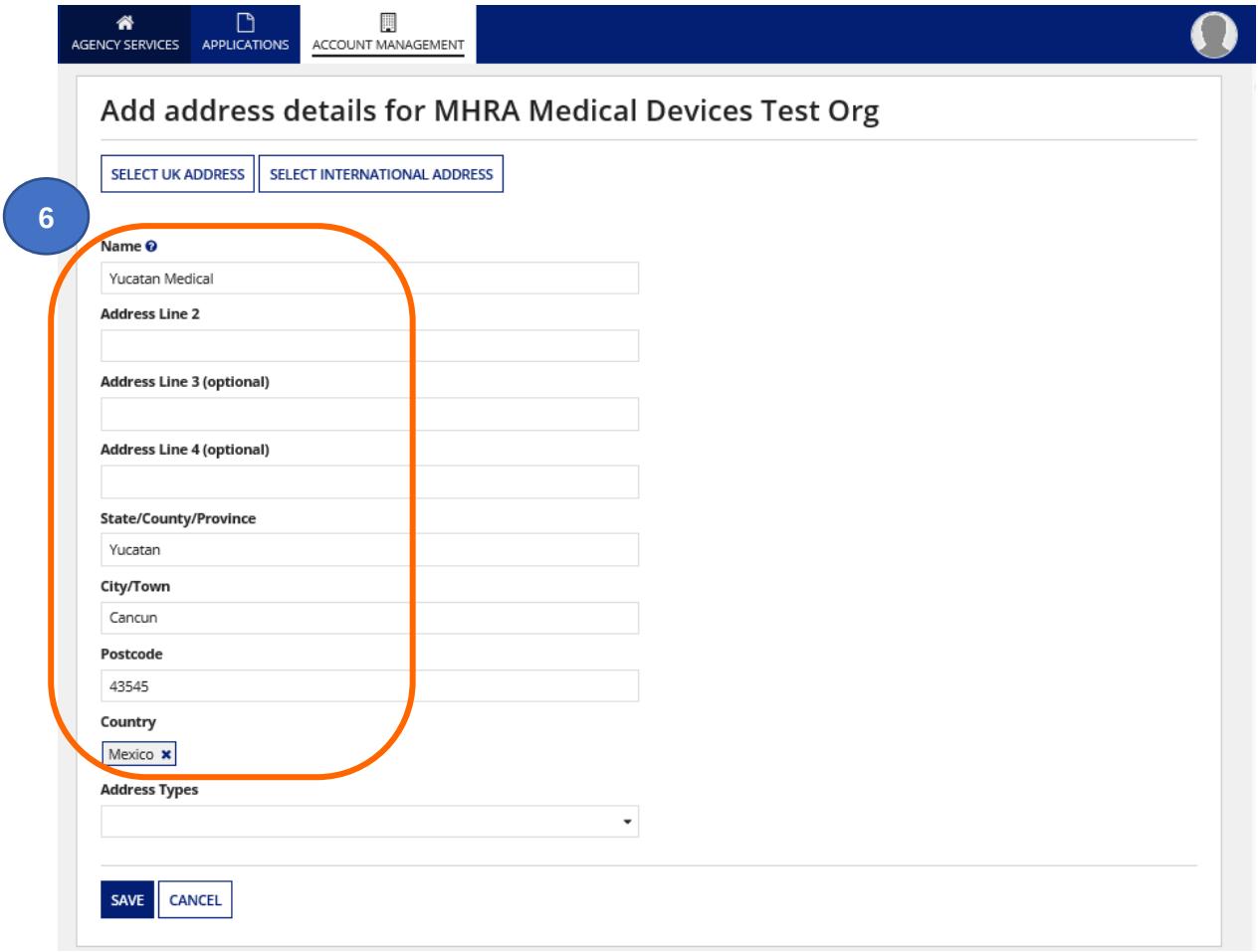


5. **Click** the Add Address button.

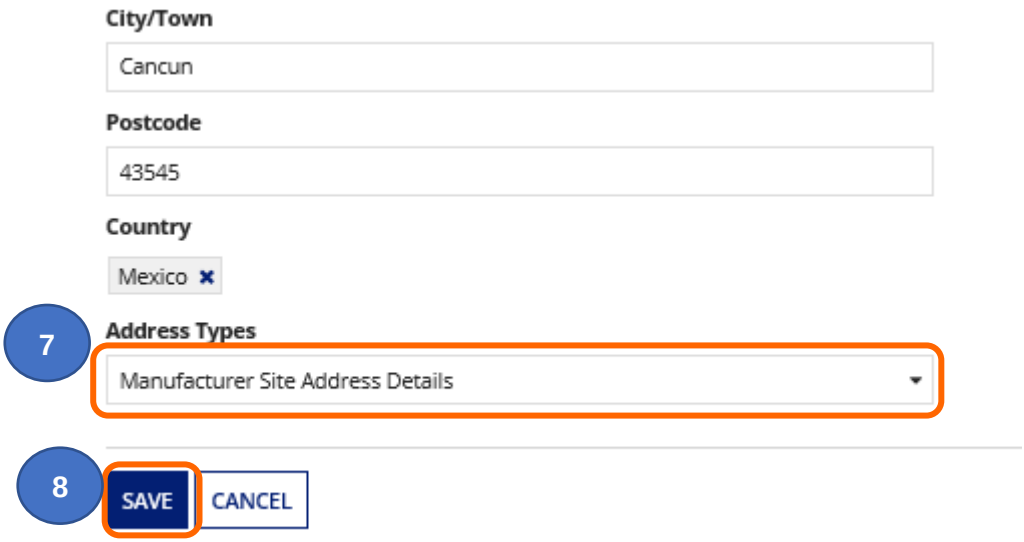


6. **Add** the address details. You can do this by using the Postcode Look up facility, or manually. We prefer if you use the Postcode Look Up option, where possible.

Please note Postcode Lookup does not work for all international addresses and some address lines may appear in the wrong fields so you will need to **review** carefully and manually cut and paste them into the correct field before saving.

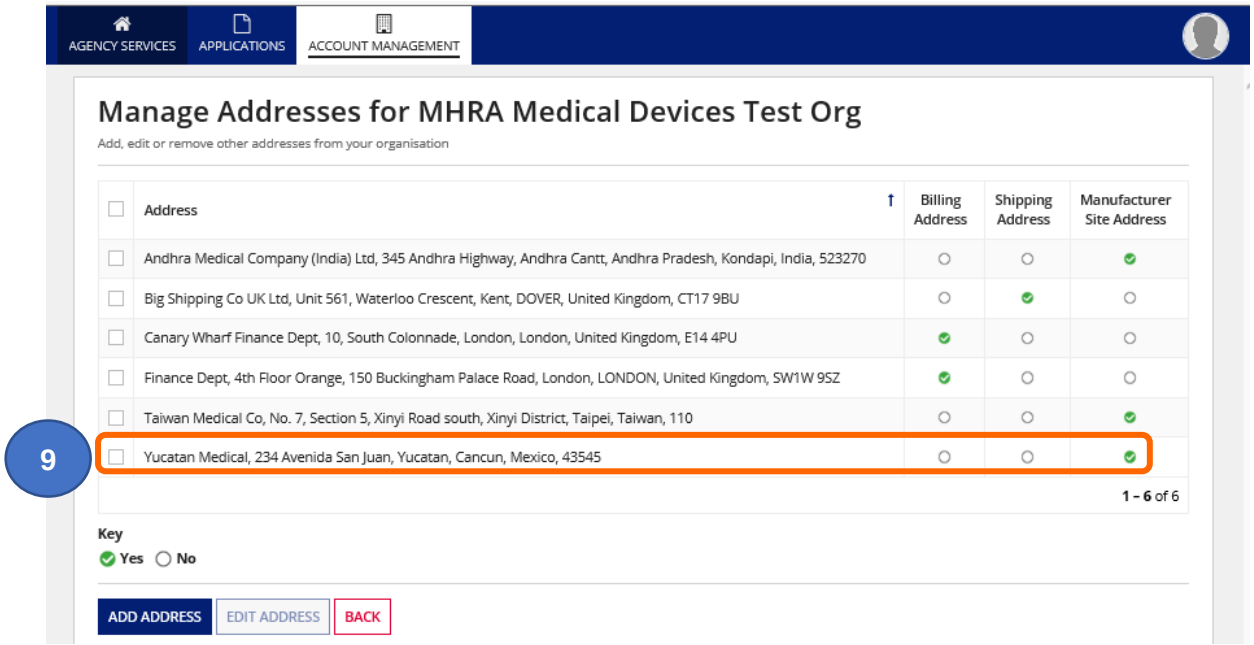


7. From the Address Types drop down menu, **select** the address type:
   - Shipping – only **UK** shipping addresses can be added.
   - Billing - address can be worldwide.
   - Manufacturer site address – this is the manufacturing site/physical manufacturer if it not the same as the legal manufacturer address and is specific per organisation (if you are a UK Responsible Person or Authorised Representative in Northern Ireland).



8. **Click** the Save button.

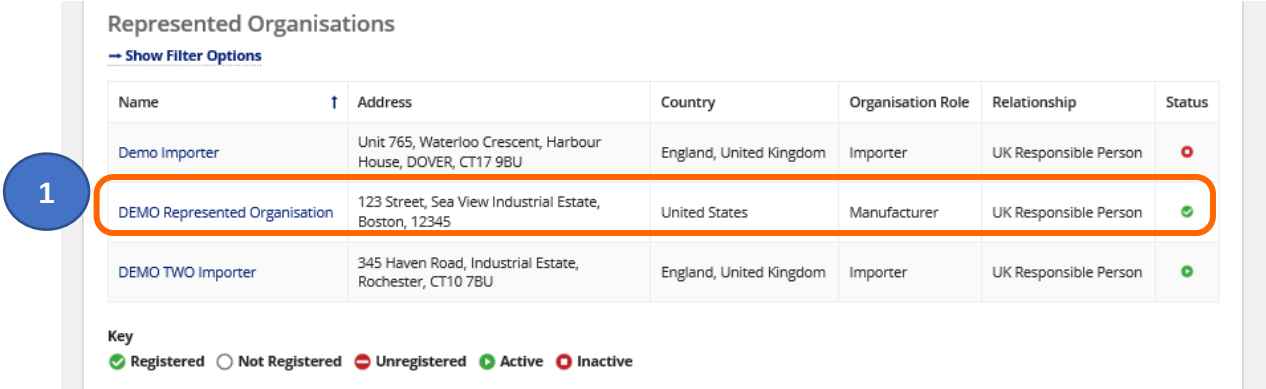
9. The address will now be available to select for billing, shipping or manufacturing site as appropriate.



Unregister Manufacturer

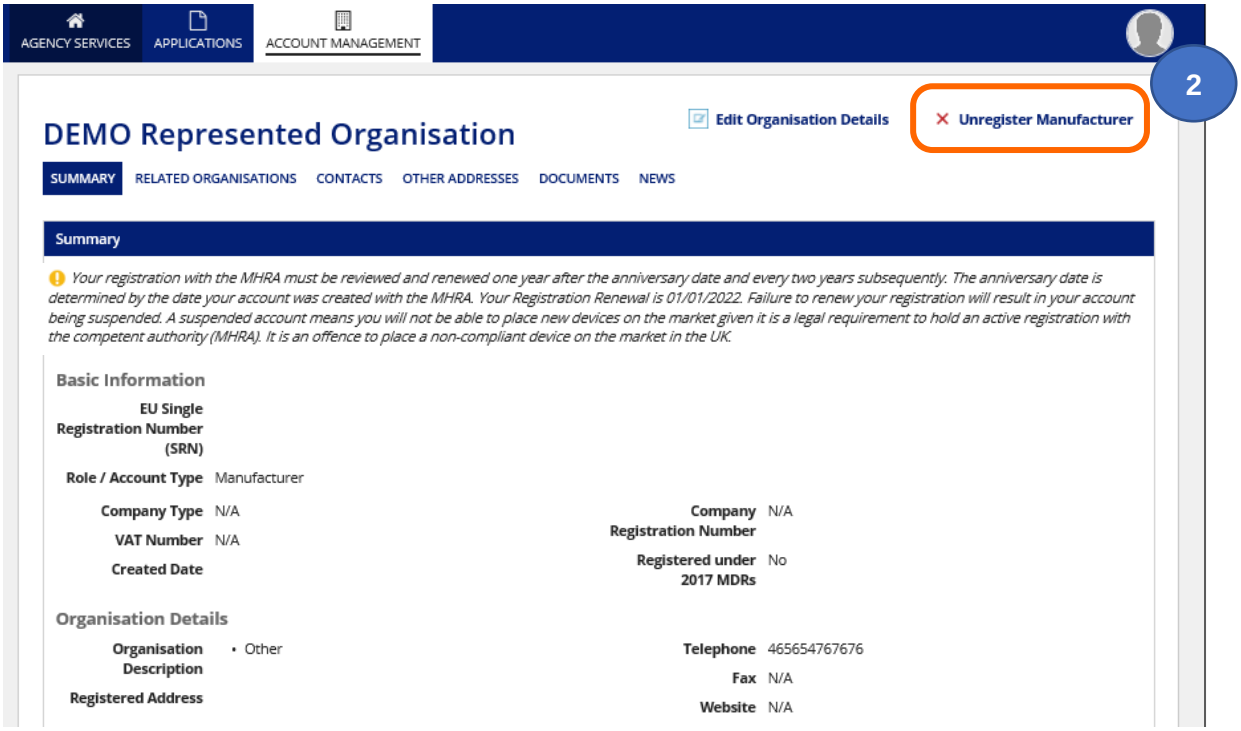
1. **Click** on the name of the organisation that you want to unregister.

   Please note that only registered manufacturers will display the Unregister manufacturer link.



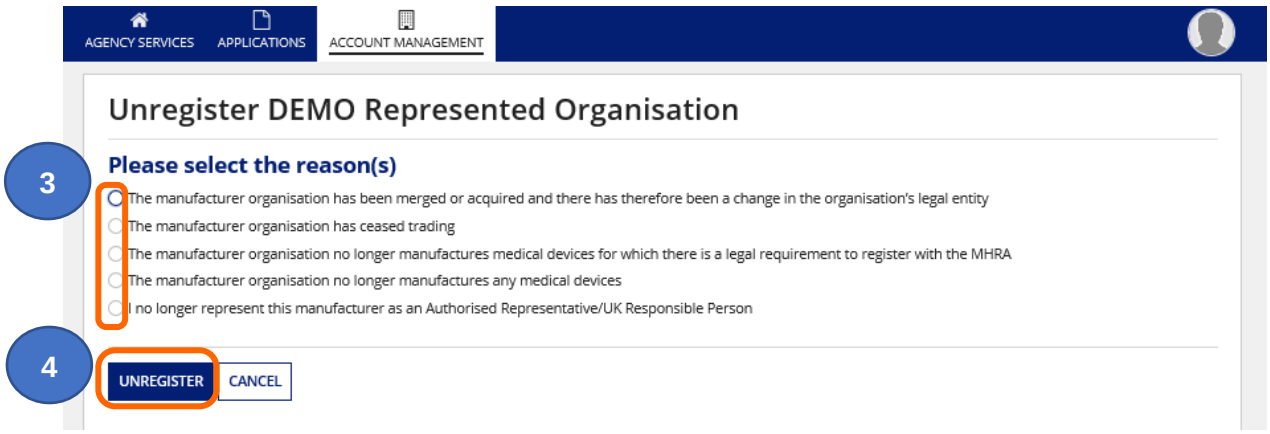
2. **Click** on the Unregister Manufacturer button.

   Please note the Unregister Manufacturer link will only be visible if there are no applications in progress i.e. TEMP (draft) applications in the Applications Tab or submitted applications that have not yet been reviewed and completed by MHRA.

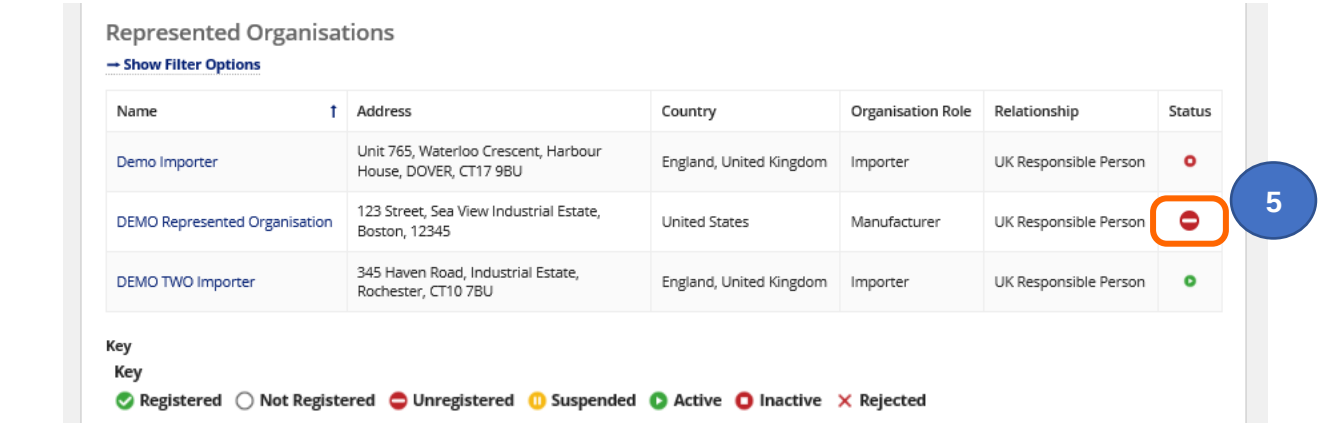


3. **Select** a reason for unregistering the manufacturer.

4. **Click** on the Unregister button. Once you click this button you will not be able to undo the action, you would need to register the manufacturer again, add all their devices and pay the statutory fee.

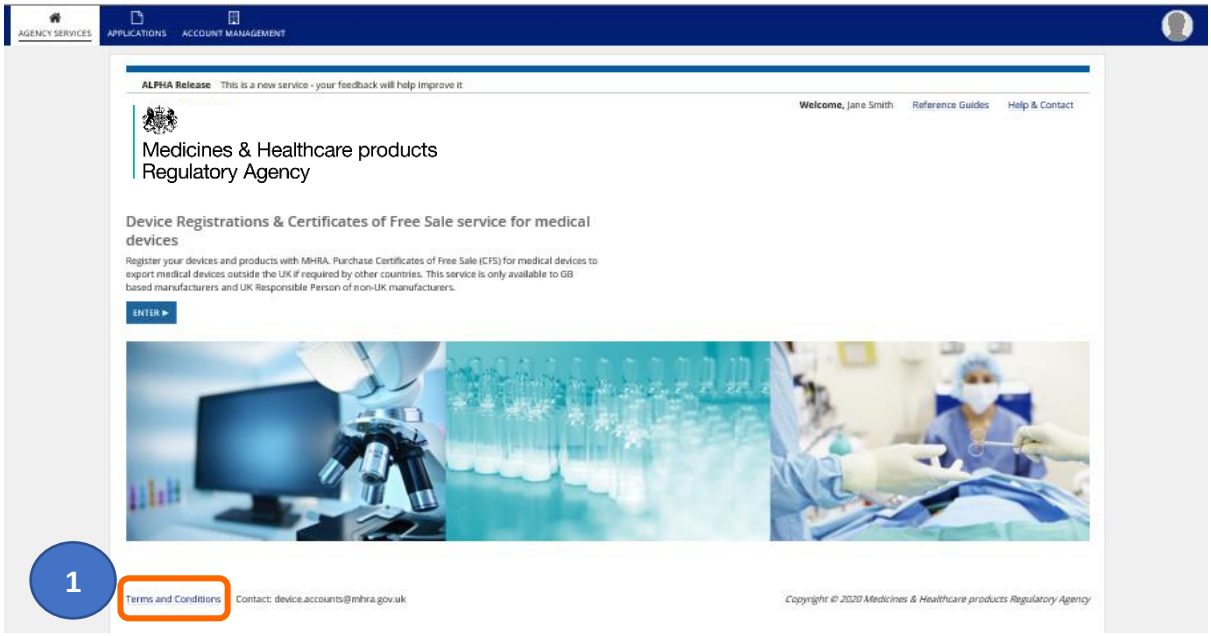


5. The organisation will now have a status of Unregistered. An unregistered account cannot be re-instated.



Annex I – MHRA Services terms and conditions

1. Click on the terms and conditions link on the home page to view MHRA Services terms and conditions. Please only refer to the online Terms and Conditions as these will be the latest version.



Annex II – Reference Guides

1. Click on the Reference Guides link on the home page to view the most recent reference Guides. Please only refer to the online guides as these will be the latest versions.