



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.

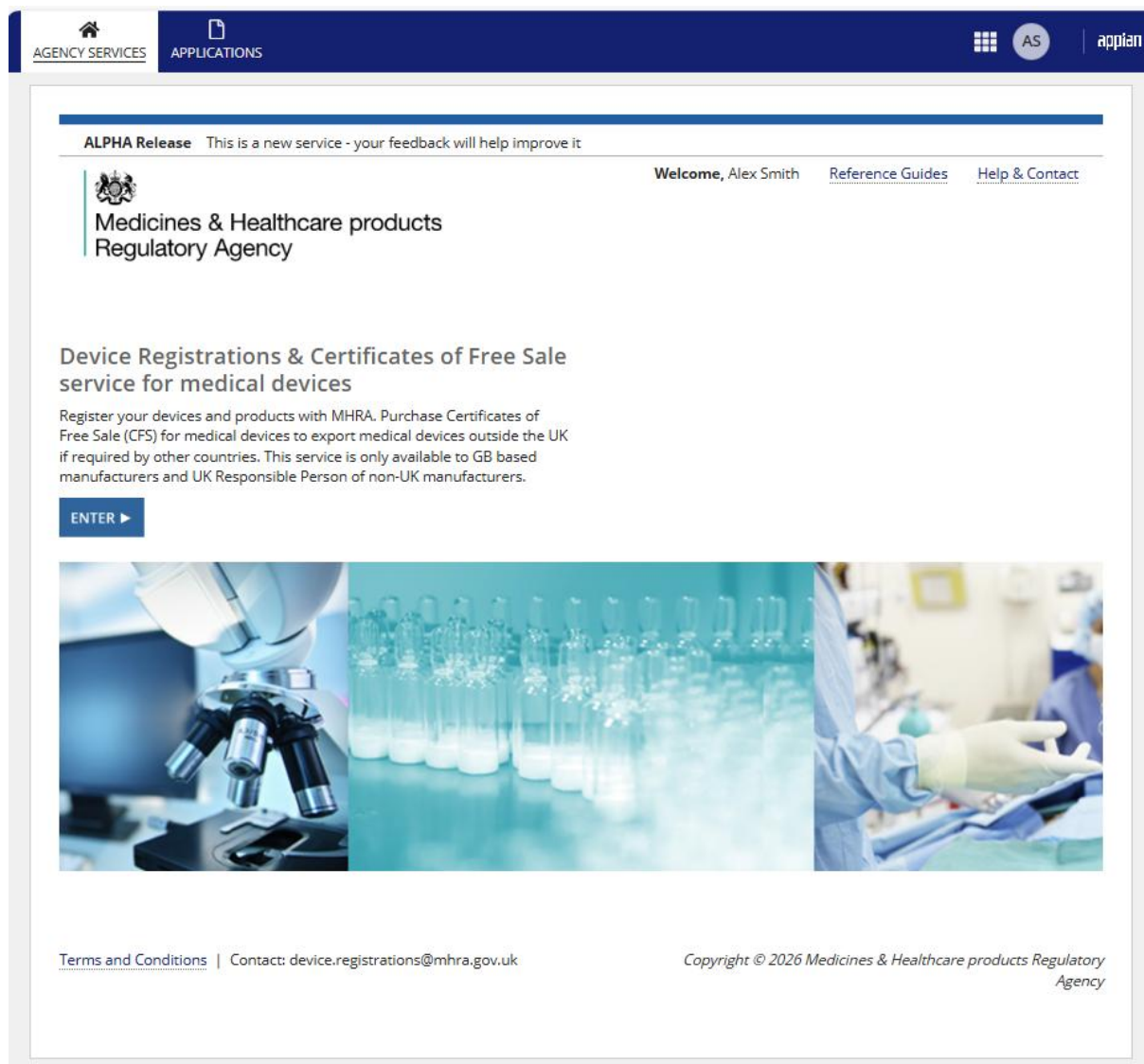
Contents – Account Management Reference Guide

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MHRA – Agency Services

We aim to enhance the experience of customers using the MHRA Device registration service, and to improve the quality of data collected across our services. Having an MHRA Device Registration account enables 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 Device Registration account and how it relates to the services offered for [Device Registration](#) and [Certificates of Free Sale for medical devices](#).



The screenshot shows the MHRA Agency Services web application interface. At the top, there is a dark blue navigation bar with 'AGENCY SERVICES' and 'APPLICATIONS' tabs, a user profile 'AS', and the 'appian' logo. Below the navigation bar, a banner for 'ALPHA Release' is visible. The main content area features the MHRA logo and the text 'Medicines & Healthcare products Regulatory Agency'. A welcome message 'Welcome, Alex Smith' is displayed, along with links for 'Reference Guides' and 'Help & Contact'. The main heading is 'Device Registrations & Certificates of Free Sale service for medical devices'. Below this, a paragraph explains the service: 'Register your devices and products with MHRA. Purchase Certificates of Free Sale (CFS) for medical devices to export medical devices outside the UK if required by other countries. This service is only available to GB based manufacturers and UK Responsible Person of non-UK manufacturers.' A blue 'ENTER ►' button is located below the text. A large image at the bottom shows a microscope, laboratory glassware, and a person in a lab coat. At the bottom of the page, there are links for 'Terms and Conditions' and 'Contact: device.registrations@mhra.gov.uk', and a copyright notice: 'Copyright © 2026 Medicines & Healthcare products Regulatory Agency'.

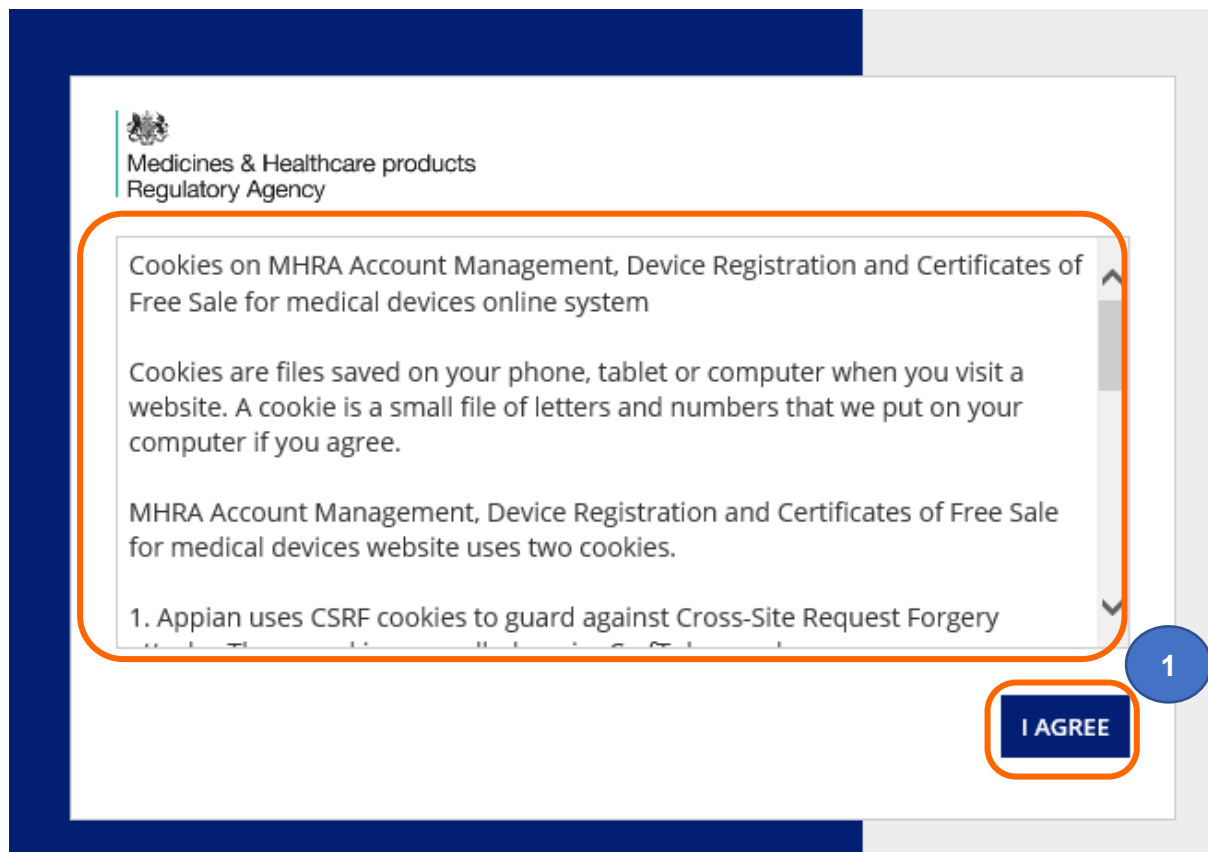
Logging in

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.



Medicines & Healthcare products
Regulatory Agency

Cookies on MHRA Account Management, Device Registration and Certificates of Free Sale for medical devices online system

Cookies are files saved on your phone, tablet or computer when you visit a website. A cookie is a small file of letters and numbers that we put on your computer if you agree.

MHRA Account Management, Device Registration and Certificates of Free Sale for medical devices website uses two cookies.

1. Appian uses CSRF cookies to guard against Cross-Site Request Forgery

I AGREE

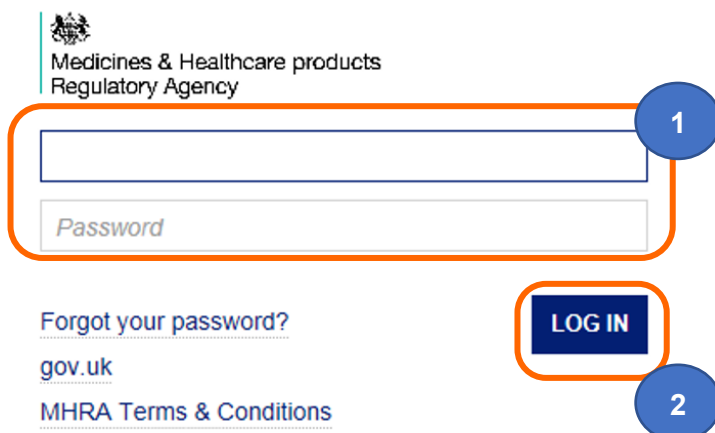
Username and Password

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
3. 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 email device.registrations@mhra.gov.uk to obtain your username and further instructions.
4. Please subscribe to **MHRA notifications** at: <https://subscriptions.mhra.gov.uk/accounts/UKMHRA/subscriber/new?preferences=true#tab1> this will ensure that you receive notifications concerning webpage updates and other MHRA communications related to device registration promptly. Emails from this service will be sent from webmaster@subscriptions.mhra.gov.uk
5. Please add **all** the above email addresses to your contacts/safe senders list

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.

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.



Medicines & Healthcare products
Regulatory Agency

1

2

Forgot your password?
[gov.uk](https://www.gov.uk)
[MHRA Terms & Conditions](#)

LOG IN

New Users > Change temporary password

Change Password

Please complete the form to change your password.

1

2


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.

3

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

Password

Forgot your password?
1

LOG IN

[gov.uk](#)

[MHRA Terms & Conditions](#)





Medicines & Healthcare products
Regulatory Agency

Forgot Password

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](#)

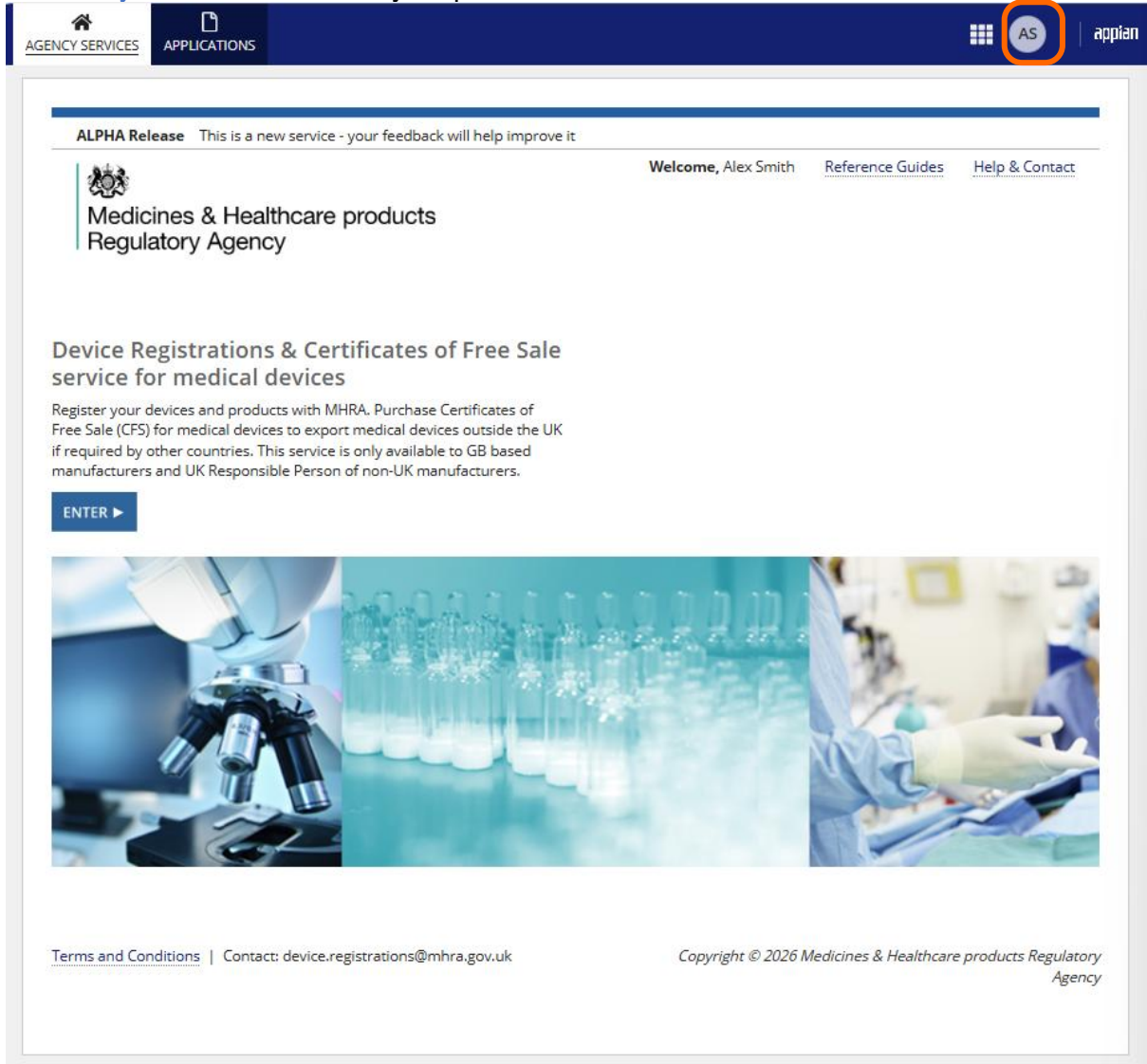
SEND EMAIL

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 your initials to access your profile



AGENCY SERVICES APPLICATIONS

ALPHA Release This is a new service - your feedback will help improve it

Welcome, Alex Smith [Reference Guides](#) [Help & Contact](#)

Medicines & Healthcare products
Regulatory Agency

Device Registrations & Certificates of Free Sale service for medical devices

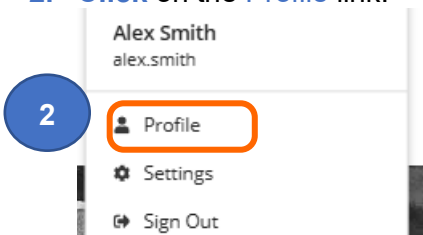
Register your devices and products with MHRA. Purchase Certificates of Free Sale (CFS) for medical devices to export medical devices outside the UK if required by other countries. This service is only available to GB based manufacturers and UK Responsible Person of non-UK manufacturers.

ENTER ►

[Terms and Conditions](#) | Contact: device.registrations@mhra.gov.uk

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2. Click on the Profile link.



Alex Smith
alex.smith

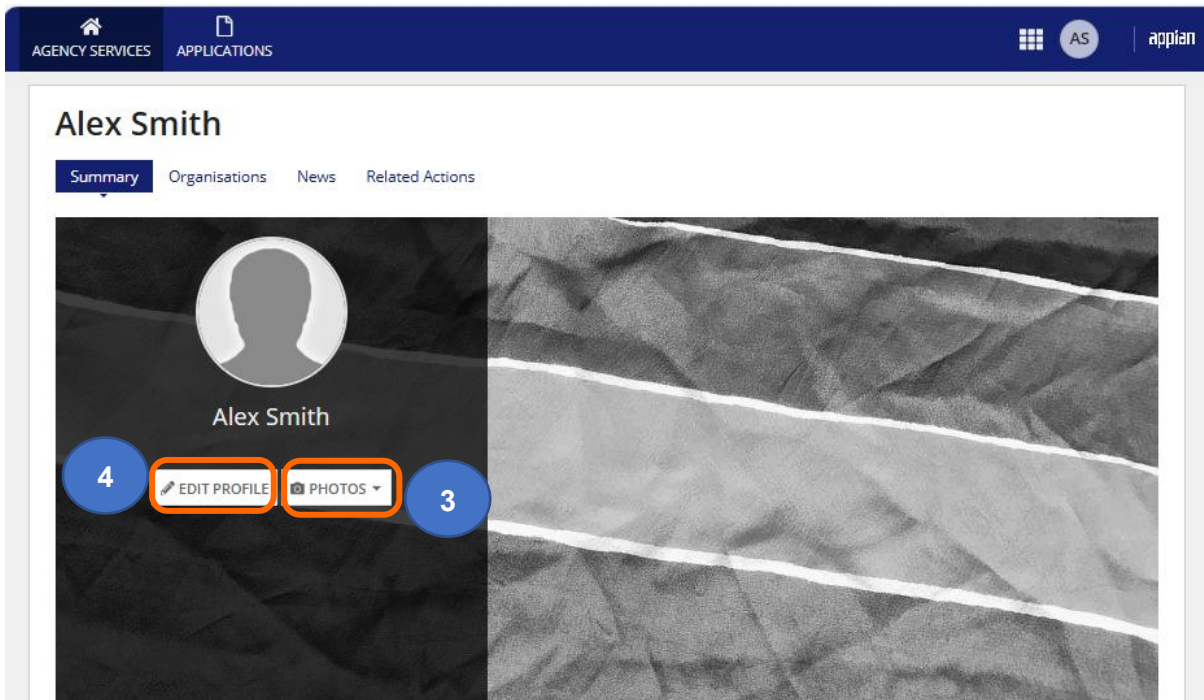
Profile

Settings

Sign Out

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.

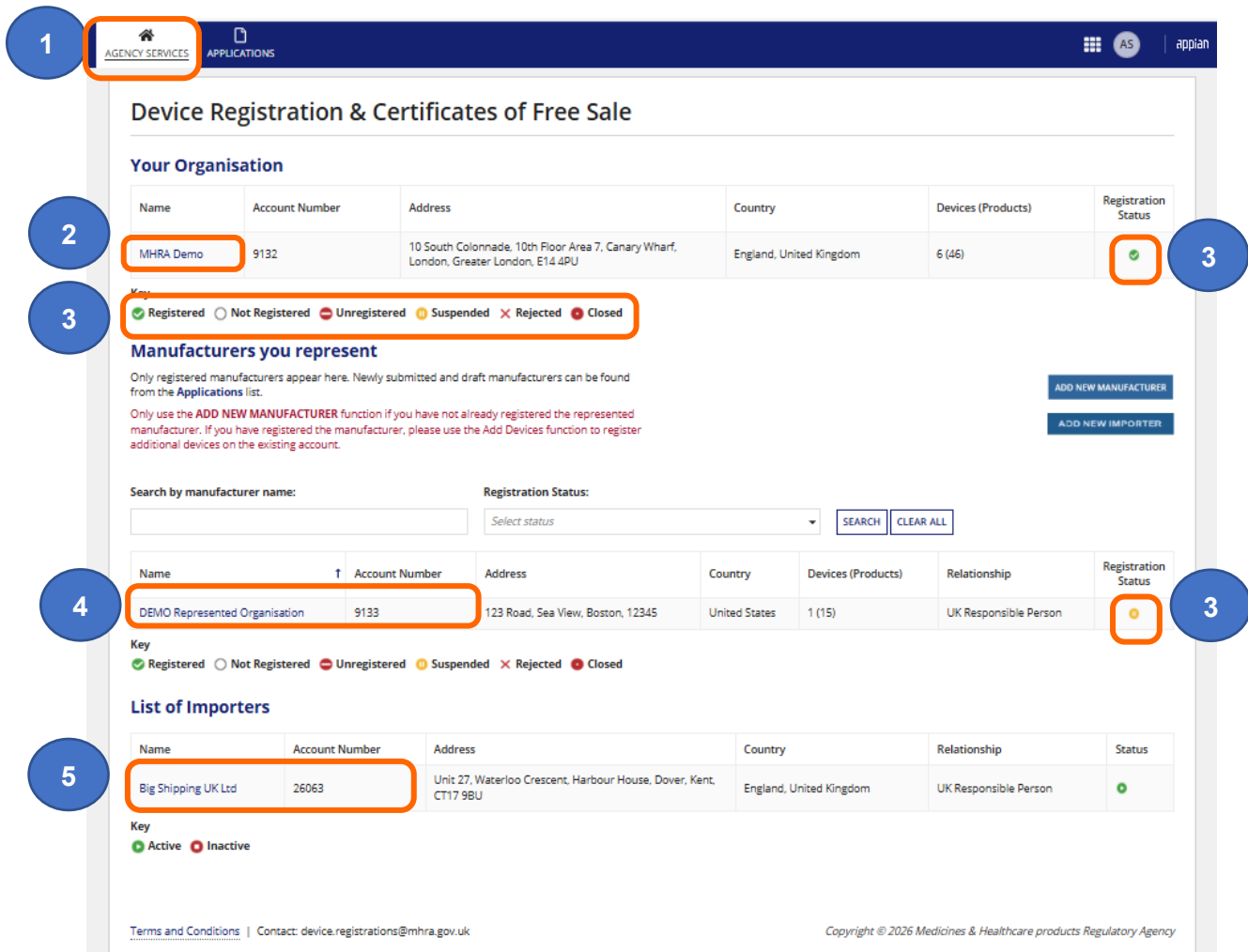
Edit Profile

| | | | |
|--------------|---|--------------|--|
| * First Name | <input type="text" value="Jane"/> | Mobile Phone | <input type="text" value="02030806000"/> |
| * Last Name | <input type="text" value="Smith"/> | Office Phone | <input type="text"/> |
| Nickname | <input type="text"/> | Address 1 | <input type="text"/> |
| * Email | <input type="text" value="devices.transformation@mhra.gov.uk"/> | Address 2 | <input type="text"/> |
| Supervisor | <input type="text"/> | Address 3 | <input type="text"/> |
| Title | <input type="text"/> | Town | <input type="text"/> |
| Blurb | <input type="text"/> | City | <input type="text"/> |
| | <small>0/140</small> | Post Code | <input type="text"/> |
| | | Country | <input type="text"/> |

Enter Agency Services

Organisation page

1. Click on the [Agency Services](#) 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 [Upload new Letter of Designation](#), or take requested action as appropriate, and depending on suspension reason.
4. A UK manufacturer, or UK Responsible Person or Authorised Representative (in NI) who has added [represented manufacturers](#) will see them in the [Represented organisations](#) table.
5. A UK manufacturer, or UK Responsible Person or Authorised Representative (in NI) who has added [importers](#) will see them in the [List of Importers](#) table.



1 AGENCY SERVICES APPLICATIONS

AS appian

Device Registration & Certificates of Free Sale

Your Organisation

| Name | Account Number | Address | Country | Devices (Products) | Registration Status |
|-----------|----------------|--|-------------------------|--------------------|---------------------|
| MHRA Demo | 9132 | 10 South Colonnade, 10th Floor Area 7, Canary Wharf, London, Greater London, E14 4PU | England, United Kingdom | 6 (46) | Registered |

Key: Registered Not Registered Unregistered Suspended Rejected Closed

Manufacturers you represent

Only registered manufacturers appear here. Newly submitted and draft manufacturers can be found from the [Applications](#) list.

Only use the **ADD NEW MANUFACTURER** function if you have not already registered the represented manufacturer. If you have registered the manufacturer, please use the Add Devices function to register additional devices on the existing account.

ADD NEW MANUFACTURER
ADD NEW IMPORTER

Search by manufacturer name: Registration Status:

| Name | Account Number | Address | Country | Devices (Products) | Relationship | Registration Status |
|-------------------------------|----------------|-----------------------------------|---------------|--------------------|-----------------------|---------------------|
| DEMO Represented Organisation | 9133 | 123 Road, Sea View, Boston, 12345 | United States | 1 (15) | UK Responsible Person | Suspended |

Key: Registered Not Registered Unregistered Suspended Rejected Closed

List of Importers

| Name | Account Number | Address | Country | Relationship | Status |
|---------------------|----------------|--|-------------------------|-----------------------|--------|
| Big Shipping UK Ltd | 26063 | Unit 27, Waterloo Crescent, Harbour House, Dover, Kent, CT17 9BU | England, United Kingdom | UK Responsible Person | Active |

Key: Active Inactive

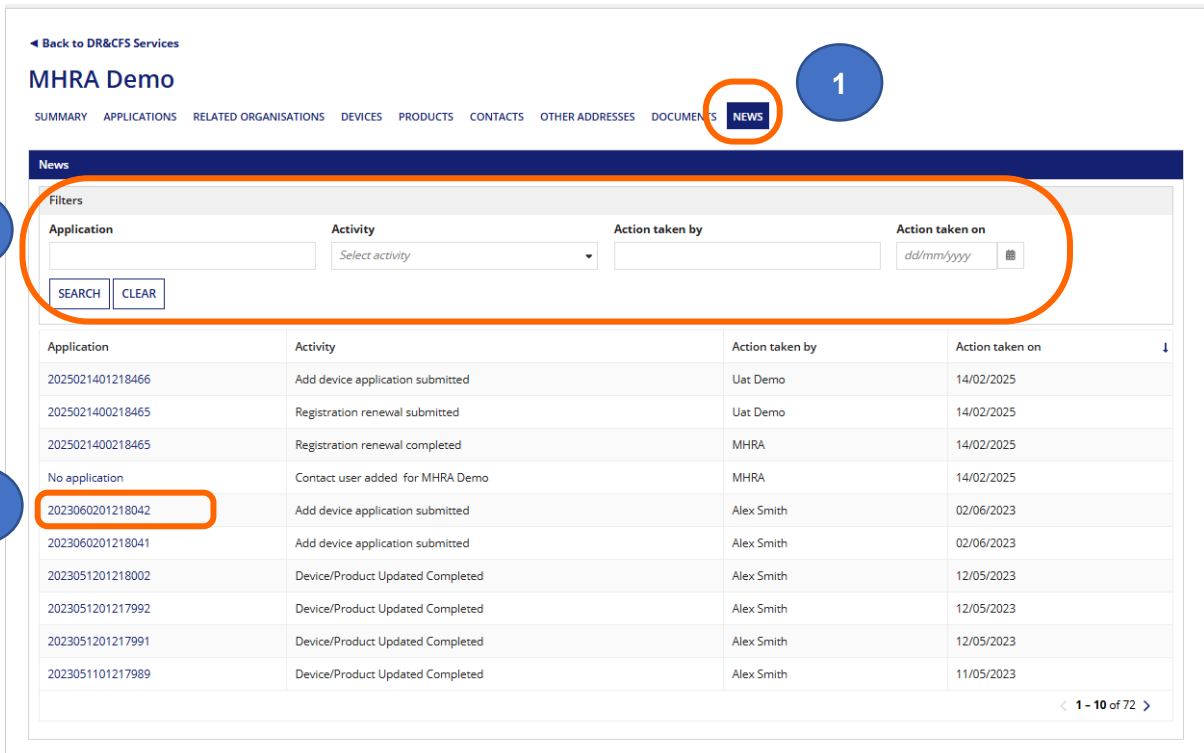
[Terms and Conditions](#) | Contact: device.registrations@mhra.gov.uk

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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. Use the filters to search for activities on the account.
3. Click on the **Application number** or **No application** link.



◀ Back to DR&CFS Services
MHRA Demo
 SUMMARY APPLICATIONS RELATED ORGANISATIONS DEVICES PRODUCTS CONTACTS OTHER ADDRESSES DOCUMENTS **NEWS**

News

Filters

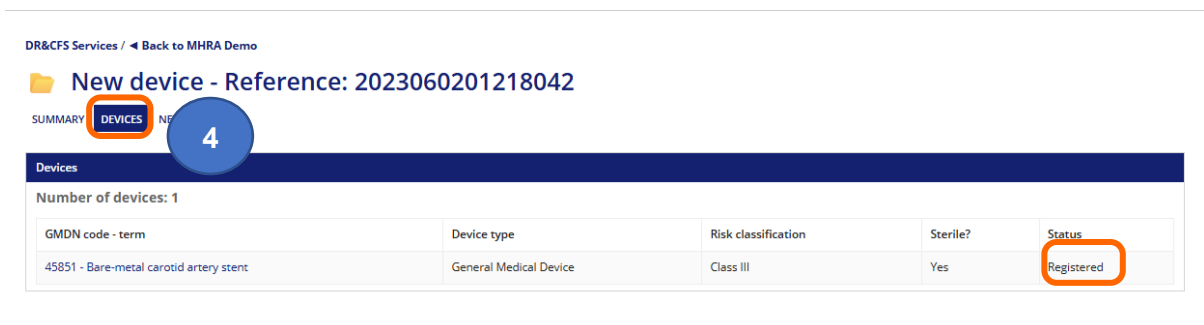
Application:
 Activity: *Select activity* ▾
 Action taken by:
 Action taken on: *dd/mm/yyyy* 🗑️

SEARCH CLEAR

| Application | Activity | Action taken by | Action taken on |
|-------------------------|----------------------------------|-----------------|-----------------|
| 2025021401218466 | Add device application submitted | Uat Demo | 14/02/2025 |
| 2025021400218465 | Registration renewal submitted | Uat Demo | 14/02/2025 |
| 2025021400218465 | Registration renewal completed | MHRA | 14/02/2025 |
| No application | Contact user added for MHRA Demo | MHRA | 14/02/2025 |
| 2023060201218042 | Add device application submitted | Alex Smith | 02/06/2023 |
| 2023060201218041 | Add device application submitted | Alex Smith | 02/06/2023 |
| 2023051201218002 | Device/Product Updated Completed | Alex Smith | 12/05/2023 |
| 2023051201217992 | Device/Product Updated Completed | Alex Smith | 12/05/2023 |
| 2023051201217991 | Device/Product Updated Completed | Alex Smith | 12/05/2023 |
| 2023051101217989 | Device/Product Updated Completed | Alex Smith | 11/05/2023 |

< 1 - 10 of 72 >

4. View details of the action taken.



DR&CFS Services / ◀ Back to MHRA Demo

New device - Reference: 2023060201218042

SUMMARY **DEVICES** NEWS

Devices

Number of devices: 1

| GMDN code - term | Device type | Risk classification | Sterile? | Status |
|---|------------------------|---------------------|----------|-------------------|
| 45851 - Bare-metal carotid artery stent | General Medical Device | Class III | Yes | Registered |

Managing organisations

1. The [Agency Services](#) 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.

1 AGENCY SERVICES APPLICATIONS

Device Registration & Certificates of Free Sale

Your Organisation

| Name | Account Number | Address | Country | Devices (Products) | Registration Status |
|-----------|----------------|--|-------------------------|--------------------|---------------------|
| MHRA Demo | 9132 | 10 South Colonnade, 10th Floor Area 7, Canary Wharf, London, Greater London, E14 4PU | England, United Kingdom | 6 (46) | Registered |

Key
 Registered (green check) Not Registered (grey circle) Unregistered (red circle) Suspended (yellow circle) Rejected (red X) Closed (red circle)

Manufacturers you represent

Only registered manufacturers appear here. Newly submitted and draft manufacturers can be found from the [Applications](#) list.

Only use the **ADD NEW MANUFACTURER** function if you have not already registered the represented manufacturer. If you have registered the manufacturer, please use the Add Devices function to register additional devices on the existing account.

ADD NEW MANUFACTURER
ADD NEW IMPORTER

Search by manufacturer name: Registration Status: SEARCH CLEAR ALL

| Name | Account Number | Address | Country | Devices (Products) | Relationship | Registration Status |
|-------------------------------|----------------|-----------------------------------|---------------|--------------------|-----------------------|---------------------|
| DEMO Represented Organisation | 9133 | 123 Road, Sea View, Boston, 12345 | United States | 1 (15) | UK Responsible Person | Not Registered |

Key
 Registered (green check) Not Registered (grey circle) Unregistered (red circle) Suspended (yellow circle) Rejected (red X) Closed (red circle)

List of Importers

| Name | Account Number | Address | Country | Relationship | Status |
|---------------------|----------------|--|-------------------------|-----------------------|--------|
| Big Shipping UK Ltd | 26063 | Unit 27, Waterloo Crescent, Harbour House, Dover, Kent, CT17 9BU | England, United Kingdom | UK Responsible Person | Active |

Key
 Active (green circle) Inactive (red circle)

[Terms and Conditions](#) | Contact: device.registrations@mhra.gov.uk

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Annual Fee

The annual fee for 01 April of each year is calculated against the devices registered on each account at 31 March of each year.

We have prepared [detailed guidance](#) to explain how the statutory fee is calculated.

1. To enable you to have early sight of the **estimated** annual fee for the following year, an [Annual fee estimate](#) is available on the [Summary page](#) of each account.

← Back to DR&CFS Services

MHRA Demo

Edit Organisation Details
 Order CFS
 Add Devices
 Manage Devices
 Update Registered Devices/Products
 Annual Fee
 Export Devices Data to Excel File
 Unregister Manufacturer

SUMMARY APPLICATIONS RELATED ORGANISATIONS DEVICES PRODUCTS CONTACTS OTHER ADDRESSES DOCUMENTS NEWS

Summary

1 Your registration with the MHRA must be reviewed regularly to ensure that it is up to date to enable calculation of the estimated statutory annual fee. The estimated annual fee for 01 April 2027 is £2400. This estimate is based on the current fee. The actual fee for 01 April 2027 will be published on the [MHRA Fees webpage](#). This estimate is based on the current registered devices on this account that fall within 8 GMDN® Categories. The estimated fee may change as and when you register more devices or unregister devices.

2 [Annual Fee](#)

Important note: The GMDN® Categories and fees are set for the current charging period 01 April 2026 to 31 March 2027. The new charging period starts on 01 April 2027 and the actual annual fee payable for 01 April 2027 will be based on the GMDN® Categories and fees that are set from 01 April 2027. Therefore, the above estimate may change consequently in cases where the GMDN® Categories and/or fees change from 01 April 2027. To ensure that you receive any notifications and updates promptly, please [sign up for email notifications](#). To see which GMDN® Categories your devices are assigned to please use the Export devices data to Excel file function. The link to pay the actual annual fee will appear on this Summary page on 01 April 2027. Please do not attempt to pay the estimated annual fee before this date.

| | |
|--|---|
| Basic Information | Registration Status Registered |
| Account Number 0000009132 | PARD Options |
| EU Single | • Publish UK Responsible Person Name |
| Registration Number (SRN) | • Publish UK Responsible Person Address |
| Role / Account Type Manufacturer UK Responsible Person | • Publish Organisation's Name |
| | • Publish Organisation's Address |

Important note: The GMDN® categories and fees are set for the charging period of 01 April of each year to 31 March of the following year. Therefore, the actual fee payable on 01 April of each year may not reflect the estimate on the Summary page in cases where the GMDN® categories and/or fees change in the next charging period.

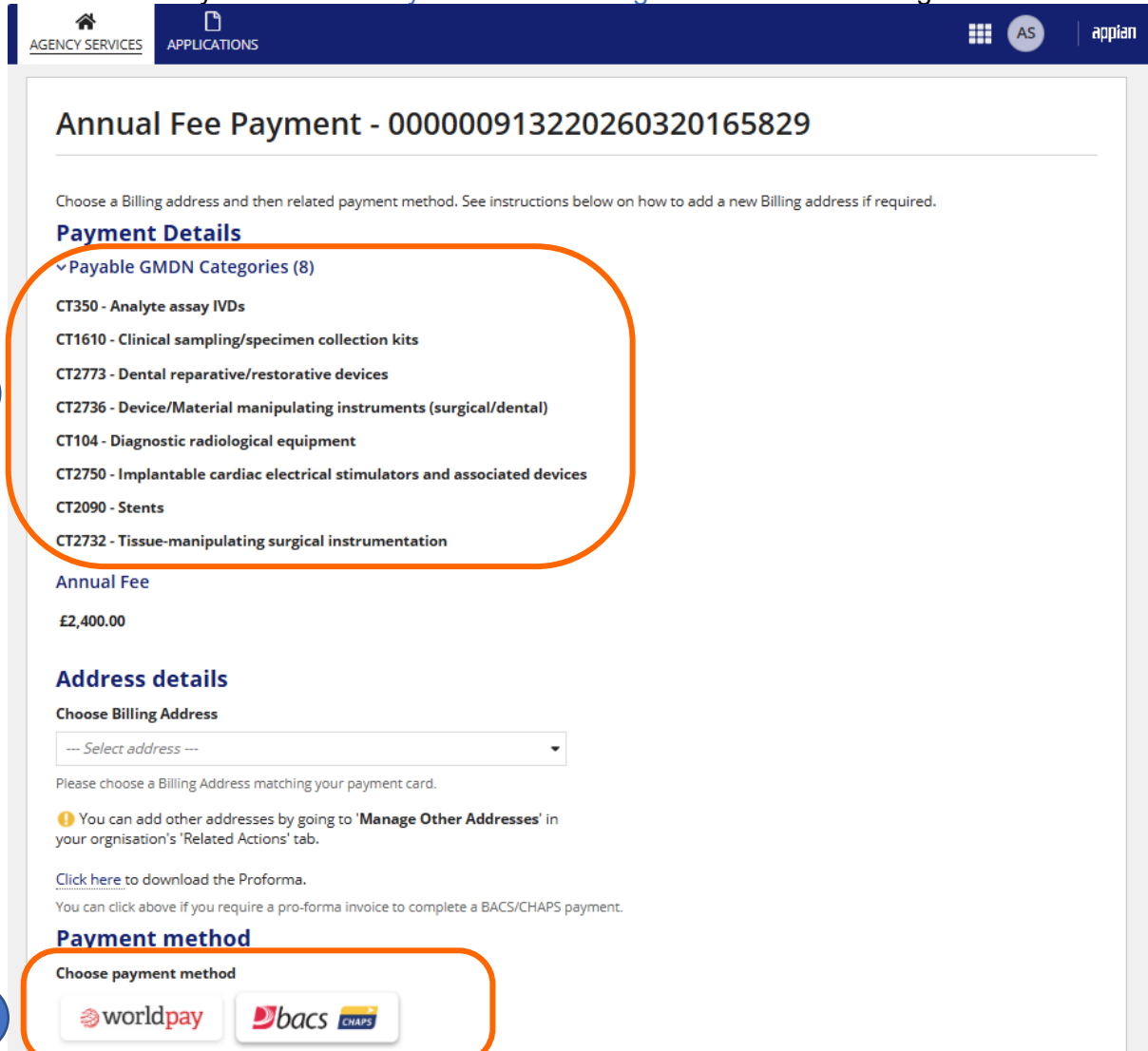
To ensure that you receive any notifications and updates promptly, please [sign up for email notifications](#).

To see which GMDN® Categories your devices are currently assigned to please use the **Export devices data to Excel** file function by following the instructions in the [Device Registration Reference Guide](#).

2. The link to pay the **actual** annual fee will appear on the Summary page on **01 April** of each year. [Click](#) on the [Annual fee](#) link.

Important note: The Fee must only be paid by using this link. Payment can be made by BACS/CHAPS or Worldpay.

3. Click on the > symbol next to [Payable GMDN Categories](#) to view the Categories.



AGENCY SERVICES APPLICATIONS AS appian

Annual Fee Payment - 00000913220260320165829

Choose a Billing address and then related payment method. See instructions below on how to add a new Billing address if required.

Payment Details

▼ Payable GMDN Categories (8)

- CT350 - Analyte assay IVDs
- CT1610 - Clinical sampling/specimen collection kits
- CT2773 - Dental reparative/restorative devices
- CT2736 - Device/Material manipulating instruments (surgical/dental)
- CT104 - Diagnostic radiological equipment
- CT2750 - Implantable cardiac electrical stimulators and associated devices
- CT2090 - Stents
- CT2732 - Tissue-manipulating surgical instrumentation

Annual Fee

£2,400.00

Address details

Choose Billing Address

-- Select address --

Please choose a Billing Address matching your payment card.

! You can add other addresses by going to 'Manage Other Addresses' in your organisation's 'Related Actions' tab.

[Click here](#) to download the Proforma.

You can click above if you require a pro-forma invoice to complete a BACS/CHAPS payment.

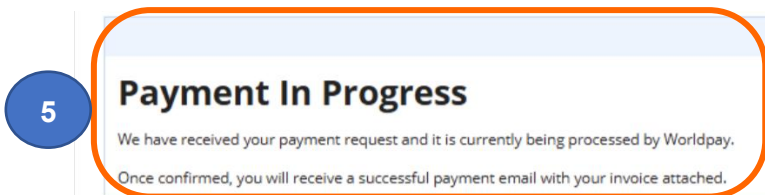
Payment method

Choose payment method

worldpay bacs CHAPS

4. Follow the [Paying by Worldpay](#) or [Paying by BACS/CHAPS](#) instructions in the [Device Registration Reference Guide](#).

5. If paying by [Worldpay](#) and your payment is still processing, the [Annual fee](#) link will remain visible on the [Summary](#) page. If you click on it, you will see the Payment in Progress message. Once the payment has successfully processed you will receive email confirmation with a pdf of paid invoice. If payment is **not successful**, the link will remain visible and the payment option will be enabled. You will need to attempt payment again, possibly with a different card.



Payment In Progress

We have received your payment request and it is currently being processed by Worldpay.

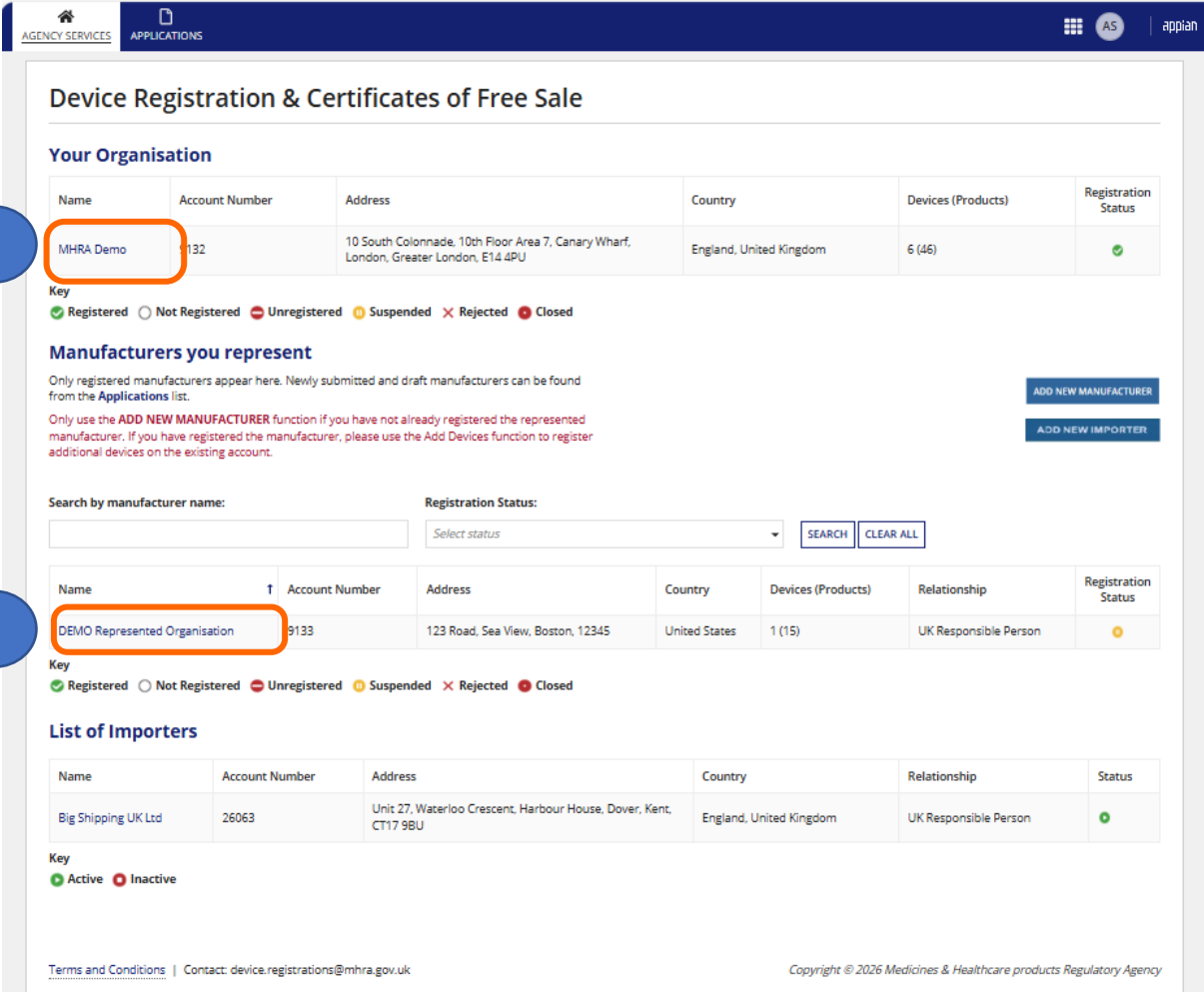
Once confirmed, you will receive a successful payment email with your invoice attached.

Editing organisation details

1. Users can **edit** their organisation details or details of **manufacturers** they represent. There is no charge to Edit organisation details.
2. Name and address changes are only permitted where there is no change in the legal entity of the organisation to which the change relates.
3. If a UK Responsible Person or Authorised Representative in Northern Ireland changes their organisation name, new Letters of Designation for each represented manufacturer must be uploaded to reflect the new name. 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 [Expired Letter of Designation](#) or other reason, you will still need to upload a new Letter of Designation. If you no longer represent a manufacturer, please follow the [Unregister manufacturer](#) instructions. The changes will not be applied until MHRA has reviewed and accepted the change.
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 that manufacturer 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.



Device Registration & Certificates of Free Sale

Your Organisation

| Name | Account Number | Address | Country | Devices (Products) | Registration Status |
|-----------|----------------|---|-------------------------|--------------------|---------------------|
| MHRA Demo | 132 | 10 South Colonnade, 10th Floor, Area 7, Canary Wharf, London, Greater London, E14 4PU | England, United Kingdom | 6 (46) | Registered |

Key
 Registered (green check) Not Registered (grey circle) Unregistered (red minus) Suspended (yellow circle) Rejected (red X) Closed (red circle)

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ADD NEW MANUFACTURER
 ADD NEW IMPORTER

Search by manufacturer name: Registration Status:

| Name | Account Number | Address | Country | Devices (Products) | Relationship | Registration Status |
|-------------------------------|----------------|-----------------------------------|---------------|--------------------|-----------------------|---------------------|
| DEMO Represented Organisation | 9133 | 123 Road, Sea View, Boston, 12345 | United States | 1 (15) | UK Responsible Person | Suspended |

Key
 Registered (green check) Not Registered (grey circle) Unregistered (red minus) Suspended (yellow circle) Rejected (red X) Closed (red circle)

List of Importers

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Key
 Active (green circle) Inactive (red circle)

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2. Click on the Edit Organisation Details link.

◀ Back to DR&CFS Services

2

Edit Organisation Details

Order CFS Add Devices Manage Devices
Update Registered Devices/Products Unregister Manufacturer
Annual Fee Export Devices Data to Excel File

MHRA Demo

SUMMARY APPLICATIONS RELATED ORGANISATIONS DEVICES PRODUCTS CONTACTS OTHER ADDRESSES DOCUMENTS NEWS

Summary

Summary

! Your registration with the MHRA must be reviewed regularly to ensure that it is up to date to enable calculation of the estimated statutory annual fee. The estimated annual fee for 01 April 2027 is £2400. This estimate is based on the current fee. The actual fee for 01 April 2027 will be published on the [MHRA Fees webpage](#). This estimate is based on the current registered devices on this account that fall within 8 GMDN® Categories. The estimated fee may change as and when you register more devices or unregister devices.

Important note: The GMDN® Categories and fees are set for the current charging period 01 April 2026 to 31 March 2027. The new charging period starts on 01 April 2027 and the actual annual fee payable for 01 April 2027 will be based on the GMDN® Categories and fees that are set from 01 April 2027. Therefore, the above estimate may change consequently in cases where the GMDN® Categories and/or fees change from 01 April 2027. To ensure that you receive any notifications and updates promptly, please [sign up for email notifications](#). To see which GMDN® Categories your devices are assigned to please use the Export devices data to Excel file function. The link to pay the actual annual fee will appear on this Summary page on 01 April 2027. Please do not attempt to pay the estimated annual fee before this date.

Basic Information

| | |
|--|---|
| <p>Account Number 0000009132</p> <p>EU Single Registration Number (SRN)</p> <p>Role / Account Type Manufacturer UK Responsible Person</p> <p>Company Type Limited Company</p> <p>VAT Number 123456</p> <p>Created Date 19 September 2019</p> | <p>Registration Status Registered</p> <p>PARD Options</p> <ul style="list-style-type: none"> Publish UK Responsible Person Name Publish UK Responsible Person Address Publish Organisation's Name Publish Organisation's Address <p>Company 654321</p> <p>Registration Number</p> <p>Registered under EU MDR/IVDR No</p> |
|--|---|

Organisation Details

| | |
|--|---|
| <p>Organisation Description • Other</p> <p>Registered Address 10 South Colonnade, 10th Floor Area 7 Canary Wharf London Greater London E14 4PU England, United Kingdom</p> | <p>Telephone 02030806000</p> <p>Fax N/A</p> <p>Website N/A</p> |
|--|---|

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

Please note If you are a UK Responsible Person or Authorised Representative in Northern Ireland and change your organisation name or address, a new [Letter of Designation](#) will need to be uploaded for each organisation that you represent.

Edit Organisation Details - TEMP20260320155044

Organisation details
Review
Payment

ⓘ Please note that changes made via this Edit Organisation Details application do not take effect until the application is completed (and approved) by MHRA. All other functions will continue to use the original details held until the application is completed (and approved). This includes any previous draft applications you have saved and any other functions such as CFS Orders etc. Please delete any draft applications and re-enter the information after the Edit Organisation Details application is completed (and approved).

Organisation details

Name

Describe your organisation by selecting up to three options below *

EU Single Registration Number (SRN) (optional)

Address Details

Postcode lookup

[Enter address manually](#)

Address line 1

Address line 2 (optional)

Address line 3 (optional)

3

4. Click the [Continue](#) button to proceed.

Please note this example is for a UKRP amending their own address. If you are a UK manufacturer only, you will not need to upload a Letter of Designation.

Edit Organisation Details - TEMP20260320155044

Organisation details
Review
Payment

ⓘ Please note that changes made via this Edit Organisation Details application do not take effect until the application is completed (and approved) by MHRA. All other functions will continue to use the original details held until the application is completed (and approved). This includes any previous draft applications you have saved and any other functions such as CFS Orders etc. Please delete any draft applications and re-enter the information after the Edit Organisation Details application is completed (and approved).

Upload Letter of designation

ⓘ This change will require you to update the documentation for the Manufacturers you represent. 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.

| Manufacturer Name | Document Type | Upload Document | From Date | To Date |
|-------------------------------|-----------------------|-------------------------------------|------------|------------|
| DEMO Represented Organisation | Letter Of Designation | Designation Letter PDF - 6.89 KB | 20/03/2026 | 20/03/2027 |

4

DELETE APPLICATION

Edit Organisation Details - TEMP20260320155044

Organisation details **Review** Payment

Organisation Details

Once you submit these organisation changes, you will not be able to submit new applications to Device Registration or CFS services until this application has been reviewed by the MHRA.

Name
MHRA Demo
EU Single Registration Number (SRN)

Address Details

| | |
|--|---|
| Address line 1 10 South Colonnade | Country England, United Kingdom |
| Address line 2 10th Floor Area 7 | Post code E14 4PU |
| Address line 3 Canary Wharf | Telephone 02030806000 |
| Address line 4 London Borough of Tower Hamlets | Fax |
| City London | Website |
| State/County/Province Greater London | |

Customer Service Contact Details

| | |
|-------------------------------------|--|
| Telephone No. 02030806000 | Email Address devices.transformation@mhra.gov.uk |
|-------------------------------------|--|

Represented Organisation Documents

The below are the documents uploaded for all represented organisations

| Manufacturer Name | Document | Document Type | From Date | To Date |
|-------------------------------|--------------------|-----------------------|------------|------------|
| DEMO Represented Organisation | Designation Letter | Letter Of Designation | 20/03/2026 | 20/03/2027 |

Before you proceed to submission of your application, you must agree to our [terms and conditions](#).

I have read and agree to the terms and conditions.

CONTINUE **BACK** **DELETE APPLICATION**

5. Review changes.
6. Read and accept the terms and conditions.
7. Click the Continue button to proceed.
8. Payment is not required for this application type. Please ensure that you click the Complete Application button and the Close button on the next screen.

Edit Organisation Details - TEMP20260320155044

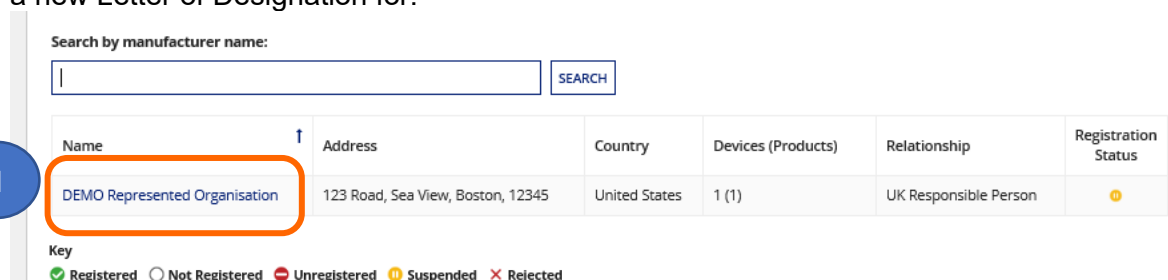
Payment is not required for the application. Please click on complete application to finish.

COMPLETE APPLICATION **BACK** **DELETE APPLICATION**

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 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 \(PAR\)](#).

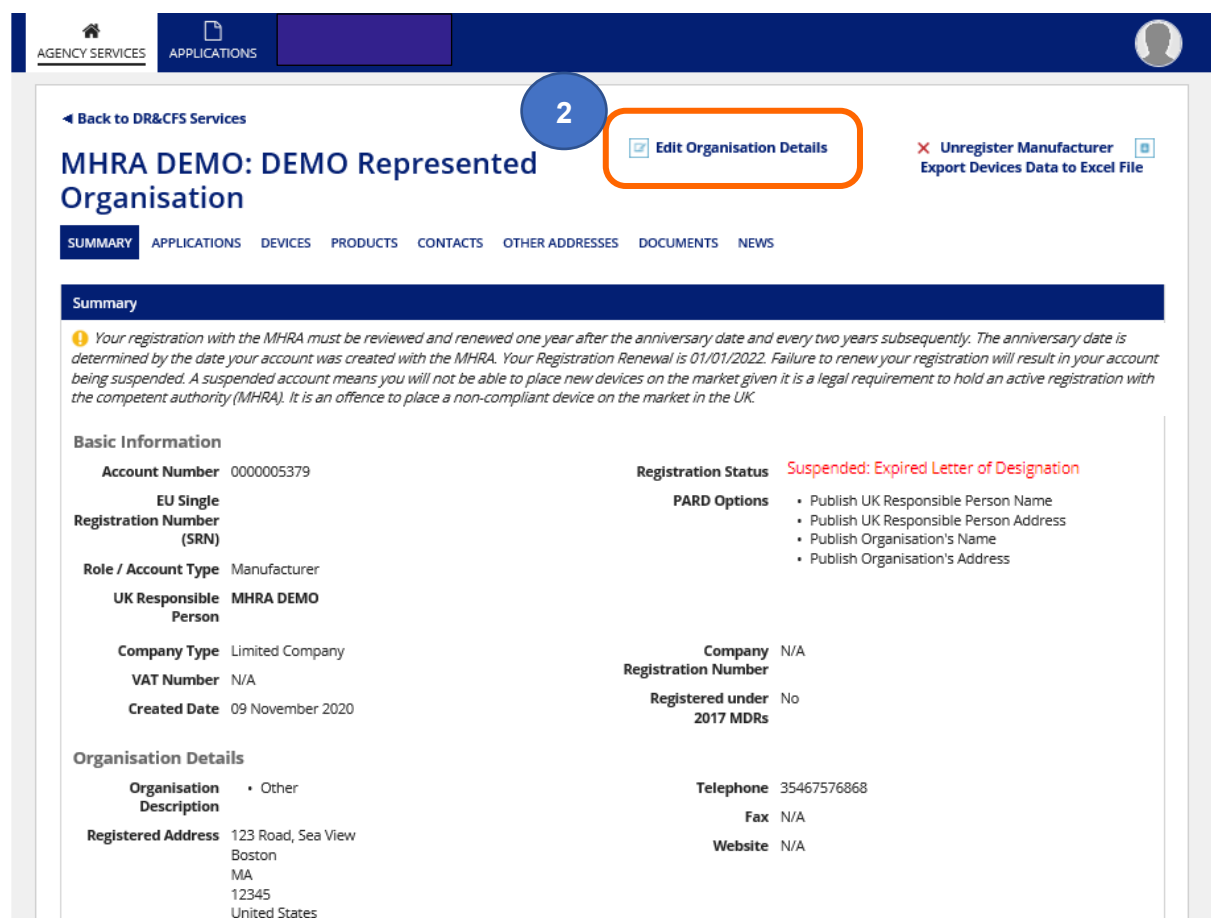
1. From the [Agency Services tab](#) [click](#) on the name of the organisation you want to upload a new Letter of Designation for.



| Name | Address | Country | Devices (Products) | Relationship | Registration Status |
|-------------------------------|-----------------------------------|---------------|--------------------|-----------------------|---------------------|
| DEMO Represented Organisation | 123 Road, Sea View, Boston, 12345 | United States | 1 (1) | UK Responsible Person | S |

Key
 ✓ Registered ○ Not Registered - Unregistered S Suspended X Rejected

2. [Review](#) the organisation details and [click](#) on the [Edit Organisation Details](#) link.



[Back to DR&CFS Services](#)

[Edit Organisation Details](#)
[Unregister Manufacturer](#)
[Export Devices Data to Excel File](#)

MHRA DEMO: DEMO Represented Organisation

SUMMARY APPLICATIONS DEVICES PRODUCTS CONTACTS OTHER ADDRESSES DOCUMENTS NEWS

Summary

⚠ Your registration with the MHRA must be reviewed and renewed one year after the anniversary date and every two years subsequently. The anniversary date is determined by the date your account was created with the MHRA. Your Registration Renewal is 01/01/2022. Failure to renew your registration will result in your account being suspended. A suspended account means you will not be able to place new devices on the market given it is a legal requirement to hold an active registration with the competent authority (MHRA). It is an offence to place a non-compliant device on the market in the UK.

| | |
|--|---|
| Basic Information Account Number 0000005379 EU Single Registration Number (SRN) Role / Account Type Manufacturer UK Responsible Person MHRA DEMO Company Type Limited Company VAT Number N/A Created Date 09 November 2020 | Registration Status Suspended: Expired Letter of Designation PARD Options <ul style="list-style-type: none"> Publish UK Responsible Person Name Publish UK Responsible Person Address Publish Organisation's Name Publish Organisation's Address |
| Organisation Details Organisation Description Other Registered Address 123 Road, Sea View Boston MA 12345 United States | Company N/A Registration Number Registered under 2017 MDRs No Telephone 35467576868 Fax N/A Website N/A |

3. If any changes need to be made to organisation details, do them now, otherwise you will have to create another application.

AGENCY SERVICES
AS applan

Edit Organisation Details - TEMP20260320164351

Organisation details
Review
Payment

⚠ Please note that changes made via this Edit Organisation Details application do not take effect until the application is completed (and approved) by MHRA. All other functions will continue to use the original details held until the application is completed (and approved). This includes any previous draft applications you have saved and any other functions such as CFS Orders etc. Please delete any draft applications and re-enter the information after the Edit Organisation Details application is completed (and approved).

Organisation details

Name

Enter the name of the organisation you represent

Describe your organisation by selecting up to three options below

EU Single Registration Number (SRN) (optional)

Address Details

[Select International Address](#)

Address line 1

Address line 2 (optional)

Address line 3 (optional)

Address line 4 (optional)

State/County/Province (optional)

City

3

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](#).

Upload Letter of Designation

This is an official letter on headed paper, from the manufacturer stating your company's name and address, and that you as the UK Responsible Person (UKRP) of a non-UK manufacturer are acting with the consent of the manufacturer. The Letter of Designation validity dates should match the start and end dates of your contract with the represented manufacturer. [Click here](#) for more information on the role of UKRP.

4 **UPLOAD** Drop file here

File size limit should not exceed 15MB. Only the following file formats are acceptable: .doc, .docx, .pdf, .jpg, .tif, .png, .odt

| | |
|---|---|
| From Date | To Date |
| <input type="text" value="dd/mm/yyyy"/> | <input type="text" value="dd/mm/yyyy"/> |

Enter the expiry date of the Letter of Designation. Maximum validity is 5 years.

Description of document (optional)

Limit: 255 characters, remaining: 255.

ⓘ You can manage your 'Billing', 'Shipping' and 'Manufacturing Site' Addresses via the OTHER ADDRESSES TAB/VIEW - 'Manage Addresses' button

ⓘ Please be aware that changes to certain fields could result in a charge being applied. In addition changes are only allowed if there is no change in the legal entity or ownership of the manufacturer organisation. The MHRA will undertake checks to verify that there is no legal entity/ownership changes

Changes to the telephone, fax and website details will be reflected immediately in this organisation's record without the need for MHRA approval. Changes to organisation name and/or registered address will require MHRA approval before the organisation record is updated.

CONTINUE
CANCEL
DELETE APPLICATION

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.

Upload Letter of Designation

This is an official letter on headed paper, from the manufacturer stating your company's name and address, and that you as the UK Responsible Person (UKRP) of a non-UK manufacturer are acting with the consent of the manufacturer. The Letter of Designation validity dates should match the start and end dates of your contract with the represented manufacturer. [Click here](#) for more information on the role of UKRP.

Designation Letter
PDF - 6.89 KB

File size limit should not exceed 15MB. Only the following file formats are acceptable: .doc, .docx, .pdf, .jpg, .tif, .png, .odt

5 **From Date ***

To Date *

Enter the expiry date of the Letter of Designation. Maximum validity is 5 years.

Description of document (optional)

Limit: 255 characters, remaining: 255.

ⓘ You can manage your 'Billing', 'Shipping' and 'Manufacturing Site' Addresses via the OTHER ADDRESSES TAB/VIEW - 'Manage Addresses' button

ⓘ Please be aware that changes to certain fields could result in a charge being applied. In addition changes are only allowed if there is no change in the legal entity or ownership of the manufacturer organisation. The MHRA will undertake checks to verify that there is no legal entity/ownership changes

Changes to the telephone, fax and website details will be reflected immediately in this organisation's record without the need for MHRA approval. Changes to organisation name and/or registered address will require MHRA approval before the organisation record is updated.

CONTINUE
CANCEL
DELETE APPLICATION



- 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.

Address Details

Address line 1

123 Street

Address line 2

Address line 3

Address line 4

City

Boston

State/County/Province

MA

Country

United States

Post code

43434

Telephone

3434545

Fax

Website

Customer Service Contact Details

Telephone No.

Email Address

Represented Organisation Documents

The below document is uploaded for represented organisation

| Document | Document Type | From Date | To Date |
|--------------------|-----------------------|------------|------------|
| Designation Letter | Letter Of Designation | 04/03/2025 | 04/03/2028 |

7

Before you proceed to submission of your application, you must agree to our [terms and conditions](#). I have read and agree to the terms and conditions.**CONTINUE** BACK

DELETE APPLICATION

- Read and agree** to our terms and conditions and **click** the **Continue**. Please note there is no **Save & Exit** option for this application.

Review Registration

Please note that the previous [Renew registration](#) process was removed on 01 April 2026.

You must review your registration and the registrations of any represented manufactures frequently to ensure they are 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 \(as amended\)](#) and Regulation 7 of the [Northern Ireland Regulations 2021](#), concerning registration of persons placing medical devices on the market, as and when they occur. **It is an offence to place a non-compliant device on the market in the UK.**

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 devices that you use in the manufacturing process but to not manufacture yourself). This is an important step to ensure that the [statutory fee](#) is calculated correctly.

If new devices need to be added to your registration/s this is a separate transaction. Please see the [Device Registration Reference Guide](#).

Please note if organisation name and/or address has changed you must update this by following the instructions for [Editing Organisation details](#).

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 the registration of each organisation that you represent.

If you do not pay the annual fee by the due date, or upload a new [Letter of Designation](#) for represented manufacturers before the expiry of the existing one, the account will be [suspended](#). 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 the appropriate action has been completed.

Please also see [Account Closure](#).



Account Suspension

1. If you do not [pay](#) the statutory fee by the due date, or upload a new [Letter of Designation](#) **before** the existing one expires, the account will be automatically suspended until the action has been taken. 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 \(PARAD\)](#).

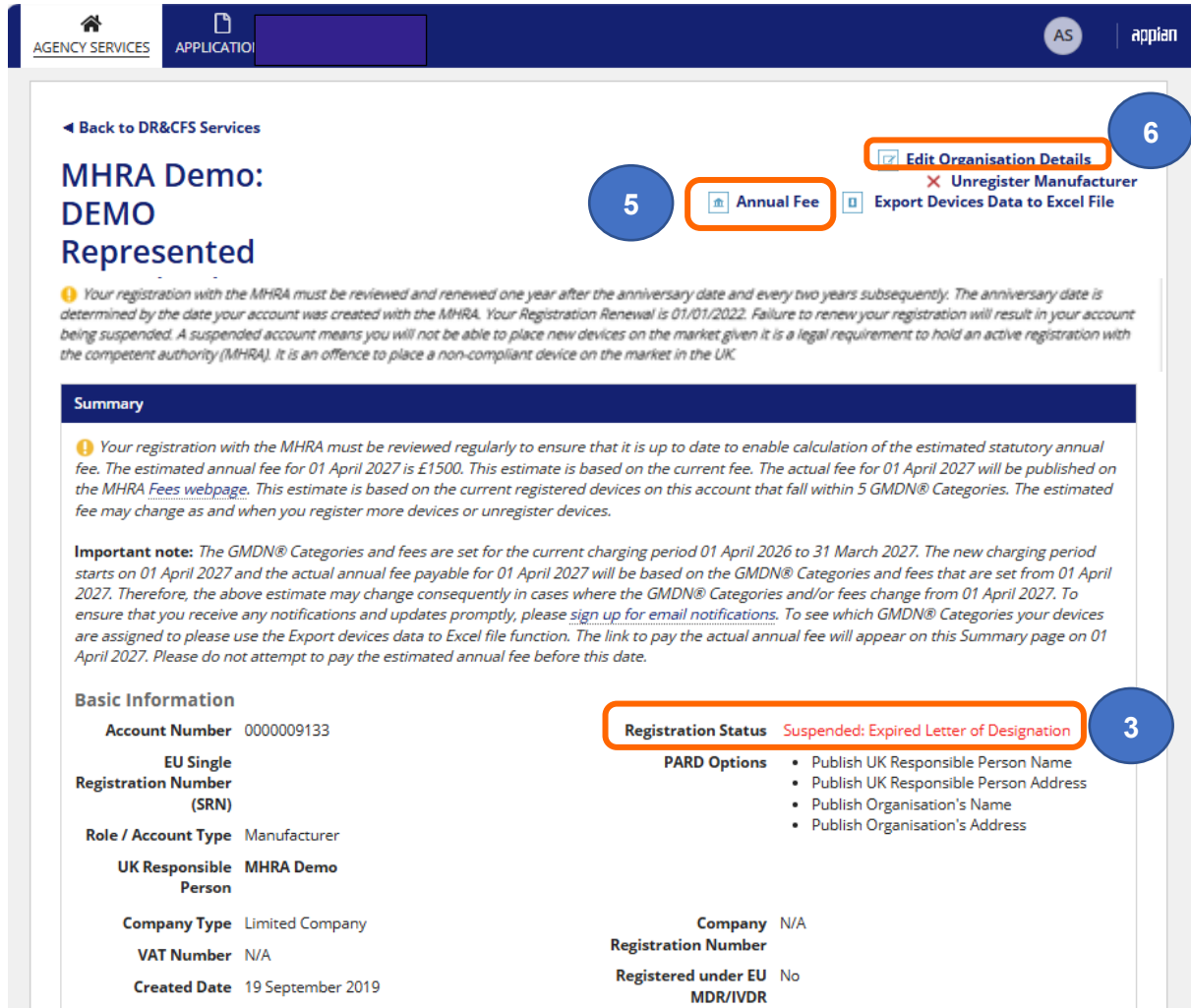
You will receive reminder emails 90, 60 and 30 days before automatic suspension of an account due to non-payment of statutory fee or Letter of Designation expiry. Please ensure that you act on these to avoid unnecessary suspension of your account and removal of your registration from the [Public Access Registration Database \(PARAD\)](#).

2. MHRA may also suspend accounts due to reasons other than non-payment of statutory fee or Letter of Designation expiry. The reason for suspension will be communicated to you by email. It is important that you take any requested action promptly to enable MHRA to unsuspend the account, if appropriate, and issue has been resolved. Please also see [Account Closure](#).

Automated email reminders will not be sent in cases where the account has been suspended by MHRA

3. If an account is suspended, due to non-payment of annual fee or Letter of Designation expiry, you will only be able to [Pay Annual Fee](#), [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 \(PARAD\)](#).
4. Check the [reason for suspension](#) on the Summary page of the relevant organisation.

5. If reason for suspension is non-payment of the annual Fee. Follow the [Pay Annual fee](#) instructions to reinstate your account.
6. If reason for suspension is due to expiry of Letter of Designation, follow the [Unload new Letter of Designation](#) instructions to reinstate your account.
7. If reason for suspension is **Suspended by MHRA**, take the action requested in the suspension notification email.



The screenshot shows the MHRA account management interface. At the top, there are navigation tabs for 'AGENCY SERVICES' and 'APPLICATIONS'. The main header area includes a 'Back to DR&CFS Services' link, the account title 'MHRA Demo: DEMO Represented', and several action buttons: 'Annual Fee', 'Export Devices Data to Excel File', 'Unregister Manufacturer', and 'Edit Organisation Details'. A blue circle with the number '5' highlights the 'Annual Fee' button, and another blue circle with the number '6' highlights the 'Edit Organisation Details' button. Below the header, there is a 'Summary' section with a warning icon and text about registration renewal. The 'Basic Information' section is divided into two columns. The left column lists details such as Account Number (0000009133), Registration Number (SRN), Role / Account Type (Manufacturer), UK Responsible Person (MHRA Demo Person), Company Type (Limited Company), VAT Number (N/A), and Created Date (19 September 2019). The right column shows 'Registration Status' as 'Suspended: Expired Letter of Designation' (highlighted with a blue circle '3'), 'PARD Options' (Publish UK Responsible Person Name, Publish UK Responsible Person Address, Publish Organisation's Name, Publish Organisation's Address), 'Company Registration Number' (N/A), and 'Registered under EU MDR/IVDR' (No).

Account Closure

Any accounts that have a status of [Suspended](#) on 31 March of each year will be automatically closed.

Any accounts that have not paid the [Annual fee](#) for the charging period will be closed.

MHRA may also close your account due reasons other than account suspension or non-payment of annual fee. The reason will be communicated to you.

If you are a UK Responsible Person or an Authorised Representative (in Northern Ireland) the accounts of all your represented manufacturers will also be closed.

Important note: You will no longer be able to legally place devices on the market, and the registration will be removed from the [Public Access Registration Database \(PARAD\)](#).

Once closed the account can no longer be reinstated and you will not be able to take any action on the account. You will need to create a new account and register all devices again. The [statutory fees](#) will be payable.

To ensure that MHRA can contact you concerning your Device Registration Account, please sign up for email notifications and keep the [Main Contact](#) on your account up to date. If you haven't signed up for email updates, you will experience delays in receiving communications from MHRA, or may not receive them. This could result in closure of your account if we are unable to contact you. The link to sign up can be found at the top and bottom of the [website](#) pages:

 [Get emails about this page](#)

Additionally please ensure that the following email addresses are added to your safe senders or contacts in your email system. This will enable MHRA to contact you through our mailing system, from the Device Registration and Customer Experience Centre mailboxes, and through DORS:

webmaster@subscriptions.mhra.gov.uk

Device.Registrations@mhra.gov.uk

MHRACustomerServices@mhra.gov.uk

info@mhra.gov.uk

no-reply@mhra.gov.uk

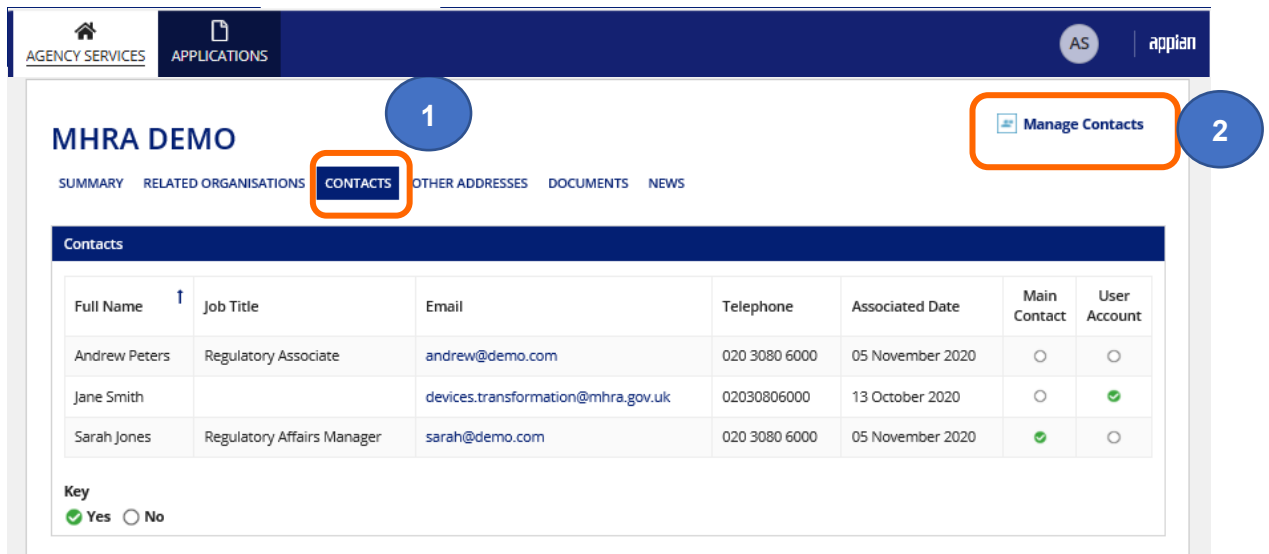
Adding contacts and users

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.



AGENCY SERVICES APPLICATIONS AS appian

MHRA DEMO

SUMMARY RELATED ORGANISATIONS **CONTACTS** OTHER ADDRESSES DOCUMENTS NEWS

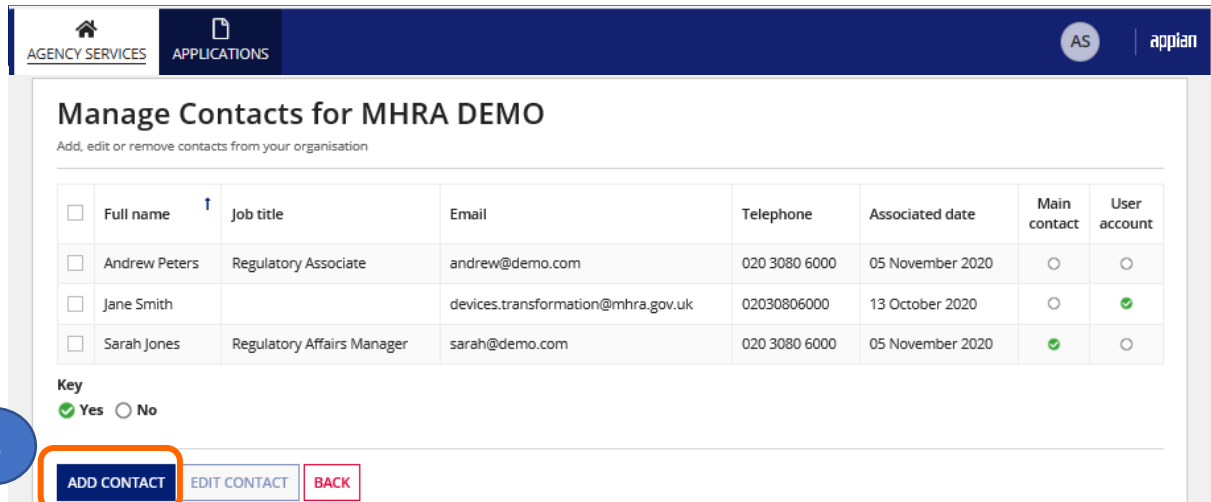
Manage Contacts

| Full Name ↑ | Job Title | Email | Telephone | Associated Date | Main Contact | User Account |
|---------------|----------------------------|------------------------------------|---------------|------------------|----------------------------------|-------------------------------------|
| Andrew Peters | Regulatory Associate | andrew@demo.com | 020 3080 6000 | 05 November 2020 | <input type="radio"/> | <input type="radio"/> |
| Jane Smith | | devices.transformation@mhra.gov.uk | 02030806000 | 13 October 2020 | <input type="radio"/> | <input checked="" type="checkbox"/> |
| Sarah Jones | Regulatory Affairs Manager | sarah@demo.com | 020 3080 6000 | 05 November 2020 | <input checked="" type="radio"/> | <input type="radio"/> |

Key
 Yes No

3. **Click** the [Add Contact](#) button.

4.



AGENCY SERVICES APPLICATIONS AS appian

Manage Contacts for MHRA DEMO

Add, edit or remove contacts from your organisation

| <input type="checkbox"/> | Full name ↑ | Job title | Email | Telephone | Associated date | Main contact | User account |
|--------------------------|---------------|----------------------------|------------------------------------|---------------|------------------|----------------------------------|-------------------------------------|
| <input type="checkbox"/> | Andrew Peters | Regulatory Associate | andrew@demo.com | 020 3080 6000 | 05 November 2020 | <input type="radio"/> | <input type="radio"/> |
| <input type="checkbox"/> | Jane Smith | | devices.transformation@mhra.gov.uk | 02030806000 | 13 October 2020 | <input type="radio"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | Sarah Jones | Regulatory Affairs Manager | sarah@demo.com | 020 3080 6000 | 05 November 2020 | <input checked="" type="radio"/> | <input type="radio"/> |

Key
 Yes No

ADD CONTACT EDIT CONTACT BACK

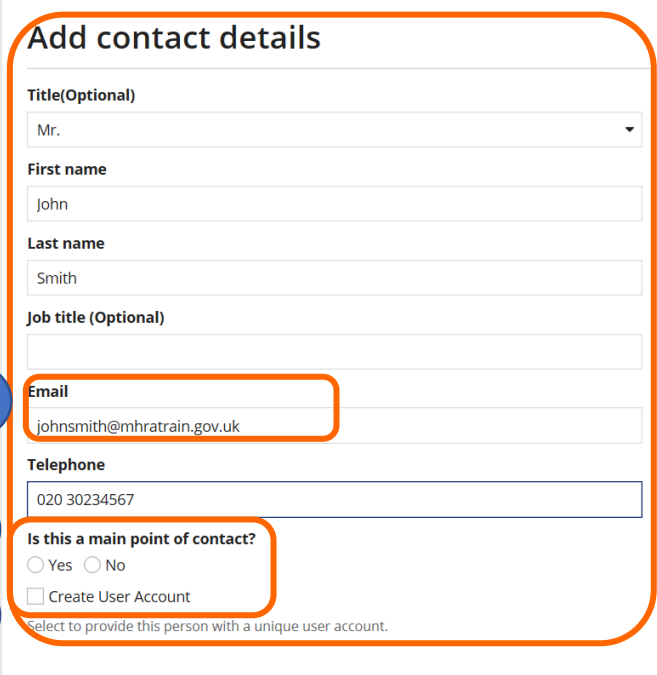
Please note:

- 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**.
5. Enter contact details – ensure a valid email address which the new contact has access to is entered.
 6. **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.

7. **Tick** the ‘**create user account**’ checkbox if appropriate. A username will automatically be created – usually **firstname.lastname** – please do **not** change this.
8. **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.



Add contact details

Title(Optional)
Mr. ▼

First name
John

Last name
Smith

Job title (Optional)

4 **Email**
johnsmith@mhratrain.gov.uk

Telephone
020 30234567

5 **Is this a main point of contact?**
 Yes No

6 Create User Account
Select to provide this person with a unique user account.

7 **SAVE** CANCEL

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

Are you sure want to add this contact ?

NO

YES

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

They will receive an email with their user name and a temporary password. Follow the [username and password](#) instructions.

Removing contacts

- 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.

- Click the **Remove contact** button

AGENCY SERVICES
APPLICATIONS
AS
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Manage Contacts for MHRA DEMO

Add, edit or remove contacts from your organisation

| | Full name ↑ | Job title | Email | Telephone | Associated date | Main contact | User account |
|-------------------------------------|---------------|----------------------------|------------------------------------|---------------|------------------|----------------------------------|----------------------------------|
| <input checked="" type="checkbox"/> | Andrew Peters | Regulatory Associate | andrew@demo.com | 020 3080 6000 | 05 November 2020 | <input type="radio"/> | <input type="radio"/> |
| <input type="checkbox"/> | Jane Smith | | devices.transformation@mhra.gov.uk | 02030806000 | 13 October 2020 | <input type="radio"/> | <input checked="" type="radio"/> |
| <input type="checkbox"/> | Sarah Jones | Regulatory Affairs Manager | sarah@demo.com | 020 3080 6000 | 05 November 2020 | <input checked="" type="radio"/> | <input type="radio"/> |

Key
✔ Yes No

ADD CONTACT
EDIT CONTACT
REMOVE CONTACT
BACK

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

Removal of a contact(s) will also remove any previously granted user access (if applicable)

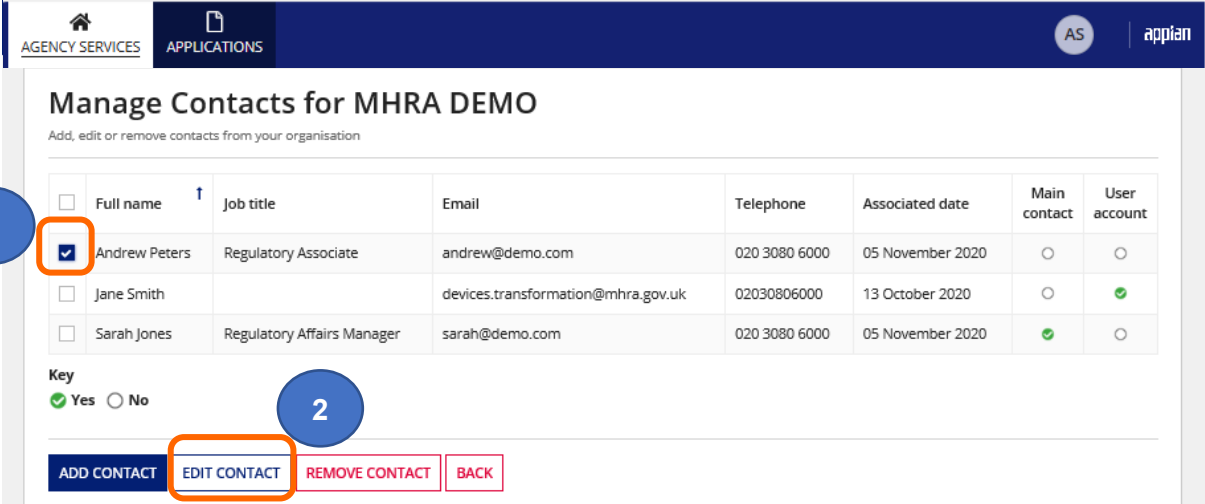
NO

YES

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.



Manage Contacts for MHRA DEMO
Add, edit or remove contacts from your organisation

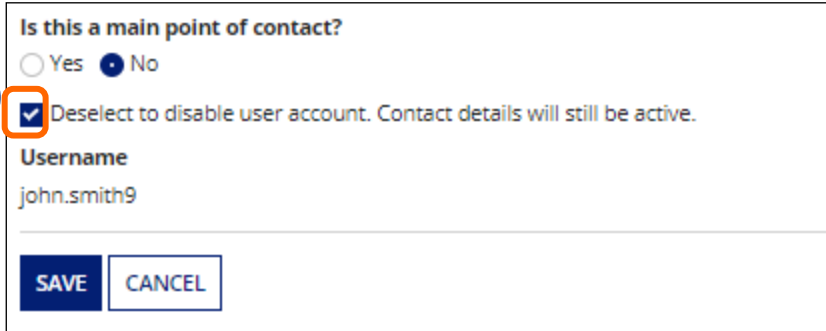
| <input type="checkbox"/> | Full name ↑ | Job title | Email | Telephone | Associated date | Main contact | User account |
|-------------------------------------|---------------|----------------------------|------------------------------------|---------------|------------------|----------------------------------|----------------------------------|
| <input checked="" type="checkbox"/> | Andrew Peters | Regulatory Associate | andrew@demo.com | 020 3080 6000 | 05 November 2020 | <input type="radio"/> | <input type="radio"/> |
| <input type="checkbox"/> | Jane Smith | | devices.transformation@mhra.gov.uk | 02030806000 | 13 October 2020 | <input type="radio"/> | <input checked="" type="radio"/> |
| <input type="checkbox"/> | Sarah Jones | Regulatory Affairs Manager | sarah@demo.com | 020 3080 6000 | 05 November 2020 | <input checked="" type="radio"/> | <input type="radio"/> |

Key
 Yes No

ADD CONTACT **EDIT CONTACT** **REMOVE CONTACT** **BACK**

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.



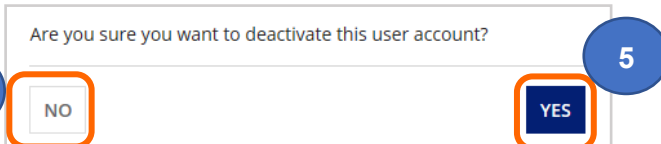
Is this a main point of contact?
 Yes No

Deselect to disable user account. Contact details will still be active.

Username
john.smith9

SAVE **CANCEL**

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.



Are you sure you want to deactivate this user account?

NO **YES**

Managing other 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 now 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.

Authorised Representative: It is mandatory to provide the Authorised Representative details if:

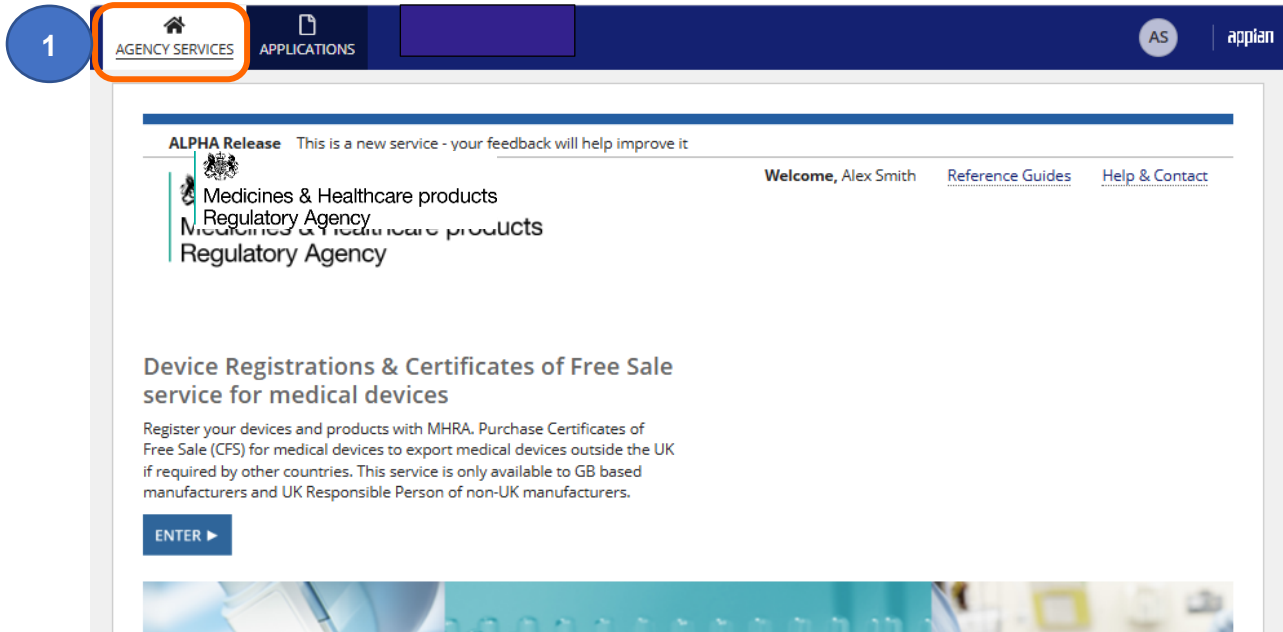
- you are a manufacturer based outside the UK, and
- you do not have a Northern Ireland-based Authorised Representative (or do not wish them to register on your behalf), and
- you wish to place **custom-made devices** on the Northern Ireland market and
- a registration account request has been accepted by MHRA for the purposes of registration of **custom-made devices** for the **Northern Ireland** market **only**

It is not currently mandatory to provide your Authorised Representative details if you are a GB-based Manufacturer and have registered devices with MHRA under the MDD/IVDD/AIMDD or EU MDR and EU IVDR. However it is a mandatory requirement to have appointed an Authorised Representative to place these devices on either the UK or EU markets. See further information on our [Regulating Medical Devices in the UK](#) webpage.

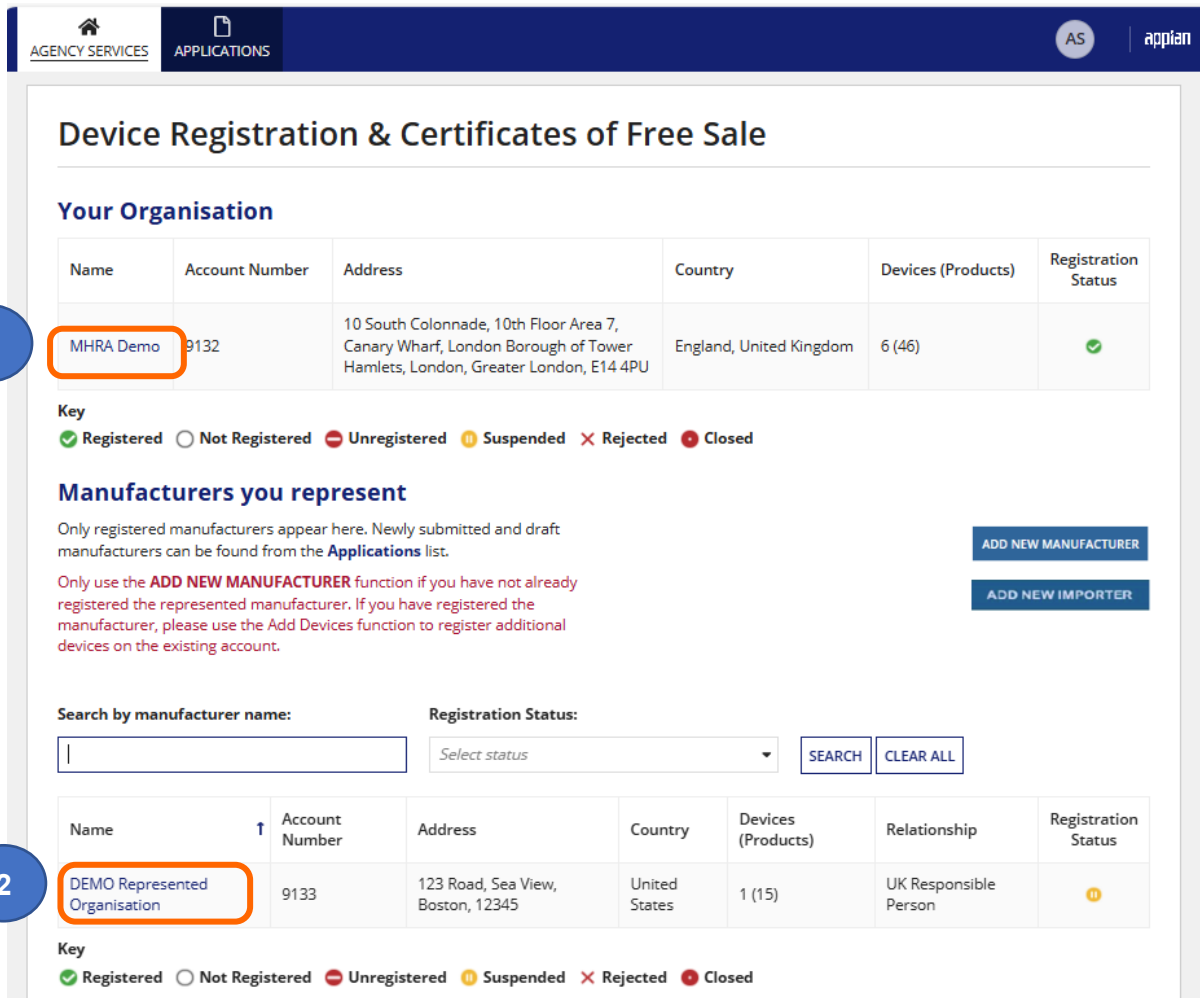
If you are a non-UK manufacturer wishing to place devices on the GB market, you must appoint a [UK Responsible Person](#) who will register on your behalf.

Please note. If you need to change your registered (legal entity) name and/or address, please follow the [Editing Organisation Details](#) steps, you cannot change it from the Other addresses function.

1. From the Landing Page **select** the Agency Services tab.



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



Device Registration & Certificates of Free Sale

Your Organisation

| Name | Account Number | Address | Country | Devices (Products) | Registration Status |
|-----------|----------------|---|-------------------------|--------------------|---------------------|
| MHRA Demo | 9132 | 10 South Colonnade, 10th Floor Area 7, Canary Wharf, London Borough of Tower Hamlets, London, Greater London, E14 4PU | England, United Kingdom | 6 (46) | Registered |

Key
 Registered (green check) Not Registered (grey circle) Unregistered (red minus) Suspended (yellow exclamation) Rejected (red X) Closed (red circle)

Manufacturers you represent

Only registered manufacturers appear here. Newly submitted and draft manufacturers can be found from the **Applications** list.

Only use the **ADD NEW MANUFACTURER** function if you have not already registered the represented manufacturer. If you have registered the manufacturer, please use the Add Devices function to register additional devices on the existing account.

ADD NEW MANUFACTURER
ADD NEW IMPORTER

Search by manufacturer name: Registration Status: **SEARCH** **CLEAR ALL**

| Name | Account Number | Address | Country | Devices (Products) | Relationship | Registration Status |
|-------------------------------|----------------|-----------------------------------|---------------|--------------------|-----------------------|---------------------|
| DEMO Represented Organisation | 9133 | 123 Road, Sea View, Boston, 12345 | United States | 1 (15) | UK Responsible Person | Suspended |

Key
 Registered (green check) Not Registered (grey circle) Unregistered (red minus) Suspended (yellow exclamation) Rejected (red X) Closed (red circle)

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.



AGENCY SERVICES APPLICATIONS AS appian

[Back to DR&CFS Services](#)

MHRA Demo

[Update Registered Devices/Products](#)
[Edit Organisation Details](#)
[Order CFS](#)
[Add Devices](#)
[Manage Devices](#)
[Annual Fee](#)
[Export Devices Data to Excel File](#)

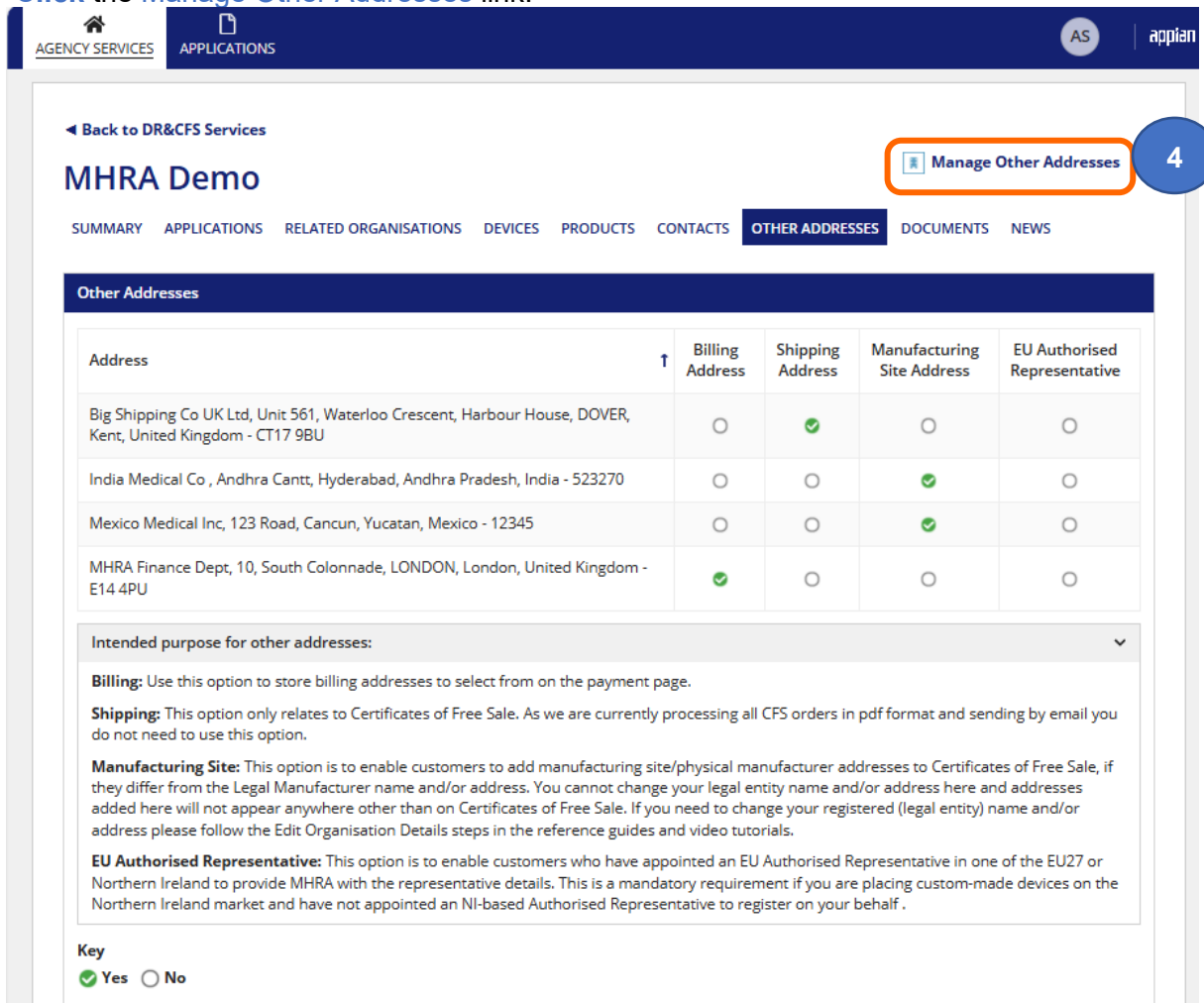
SUMMARY APPLICATIONS RELATED ORGANISATIONS DEVICES PRODUCTS CONTACTS **OTHER ADDRESSES** DOCUMENTS NEWS

Summary

Your registration with the MHRA must be reviewed regularly to ensure that it is up to date to enable calculation of the estimated statutory annual fee. The estimated annual fee for 01 April 2027 is £2400. This estimate is based on the current fee. The actual fee for 01 April 2027 will be published on the [MHRA Fees webpage](#). This estimate is based on the current registered devices on this account that fall within 8 GMDN® Categories. The estimated fee may change as and when you register more devices or unregister devices.

Important note: The GMDN® Categories and fees are set for the current charging period 01 April 2026 to 31 March 2027. The new charging period starts on 01 April 2027 and the actual annual fee payable for 01 April 2027 will be based on the GMDN® Categories and fees that are set from 01 April 2027. Therefore, the above estimate may change consequently in cases where the GMDN® Categories and/or fees change from 01 April 2027. To ensure that you receive any notifications and updates promptly, please [sign up for email notifications](#). To see which GMDN® Categories your devices are assigned to please use the [Export devices data to Excel file](#) function. The link to pay the actual annual fee will appear on this Summary page on 01 April 2027. Please do not attempt to pay the estimated annual fee before this date.

4. Click the [Manage Other Addresses](#) link.



AGENCY SERVICES APPLICATIONS AS appian

[Back to DR&CFS Services](#)

MHRA Demo

[Manage Other Addresses](#)

SUMMARY APPLICATIONS RELATED ORGANISATIONS DEVICES PRODUCTS CONTACTS **OTHER ADDRESSES** DOCUMENTS NEWS

Other Addresses

| Address | Billing Address | Shipping Address | Manufacturing Site Address | EU Authorised Representative |
|--|----------------------------------|----------------------------------|----------------------------------|------------------------------|
| Big Shipping Co UK Ltd, Unit 561, Waterloo Crescent, Harbour House, DOVER, Kent, United Kingdom - CT17 9BU | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| India Medical Co , Andhra Cantt, Hyderabad, Andhra Pradesh, India - 523270 | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Mexico Medical Inc, 123 Road, Cancun, Yucatan, Mexico - 12345 | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| MHRA Finance Dept, 10, South Colonnade, LONDON, London, United Kingdom - E14 4PU | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Intended purpose for other addresses:

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

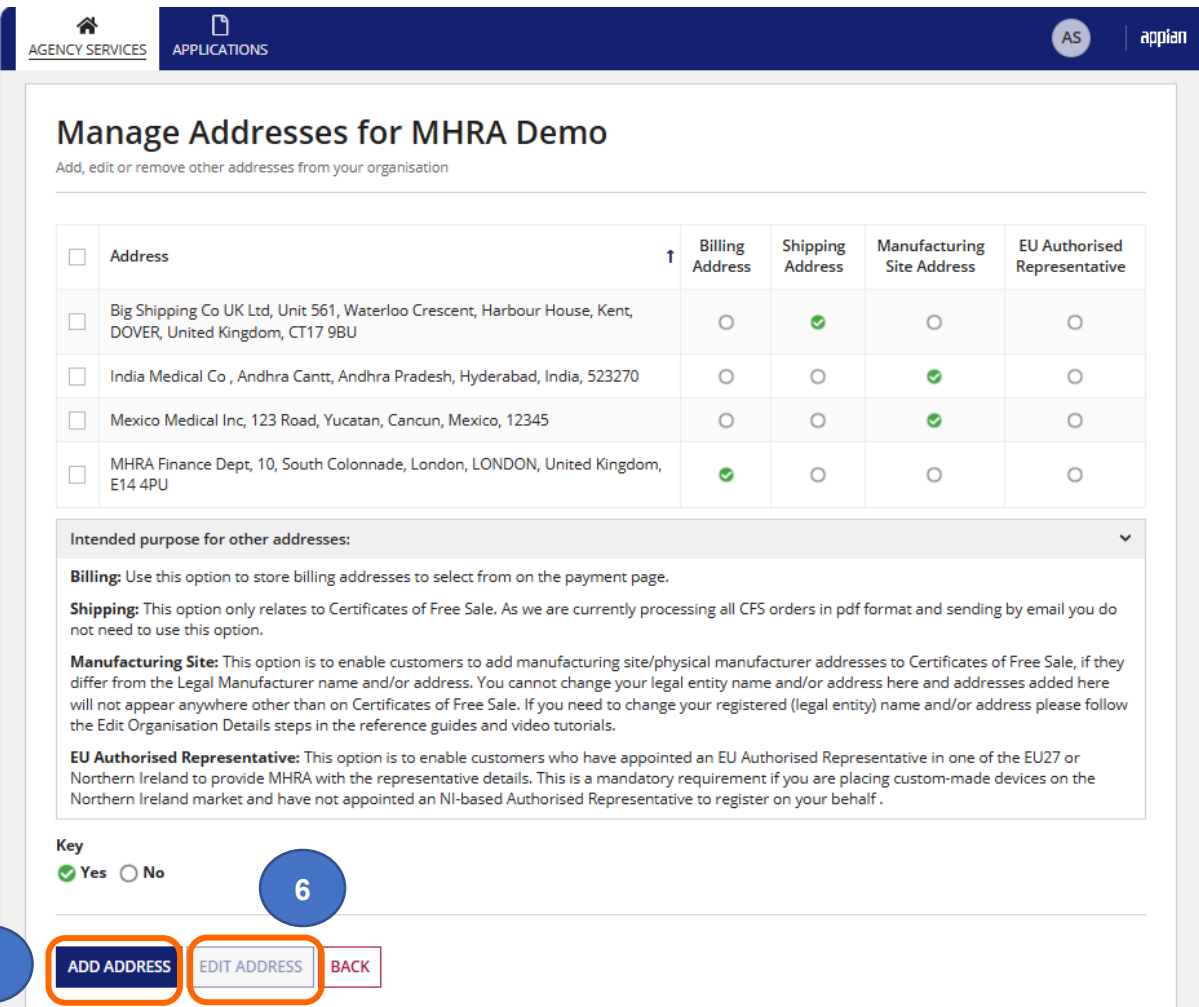
Shipping: This option only relates to Certificates of Free Sale. As we are currently processing all CFS orders in pdf format and sending by email you do not need to use this option.

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. If you need to change your registered (legal entity) name and/or address please follow the Edit Organisation Details steps in the reference guides and video tutorials.

EU Authorised Representative: This option is to enable customers who have appointed an EU Authorised Representative in one of the EU27 or Northern Ireland to provide MHRA with the representative details. This is a mandatory requirement if you are placing custom-made devices on the Northern Ireland market and have not appointed an NI-based Authorised Representative to register on your behalf.

Key
 Yes No

5. Click the **Add Address** button.
6. Click **Edit address** to update an existing address



Manage Addresses for MHRA Demo
 Add, edit or remove other addresses from your organisation

| <input type="checkbox"/> | Address | Billing Address | Shipping Address | Manufacturing Site Address | EU Authorised Representative |
|--------------------------|---|----------------------------------|----------------------------------|----------------------------------|------------------------------|
| <input type="checkbox"/> | Big Shipping Co UK Ltd, Unit 561, Waterloo Crescent, Harbour House, Kent, DOVER, United Kingdom, CT17 9BU | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="checkbox"/> | India Medical Co , Andhra Cantt, Andhra Pradesh, Hyderabad, India, 523270 | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| <input type="checkbox"/> | Mexico Medical Inc, 123 Road, Yucatan, Cancun, Mexico, 12345 | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| <input type="checkbox"/> | MHRA Finance Dept, 10, South Colonnade, London, LONDON, United Kingdom, E14 4PU | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Intended purpose for other addresses:

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. If you need to change your registered (legal entity) name and/or address please follow the Edit Organisation Details steps in the reference guides and video tutorials.

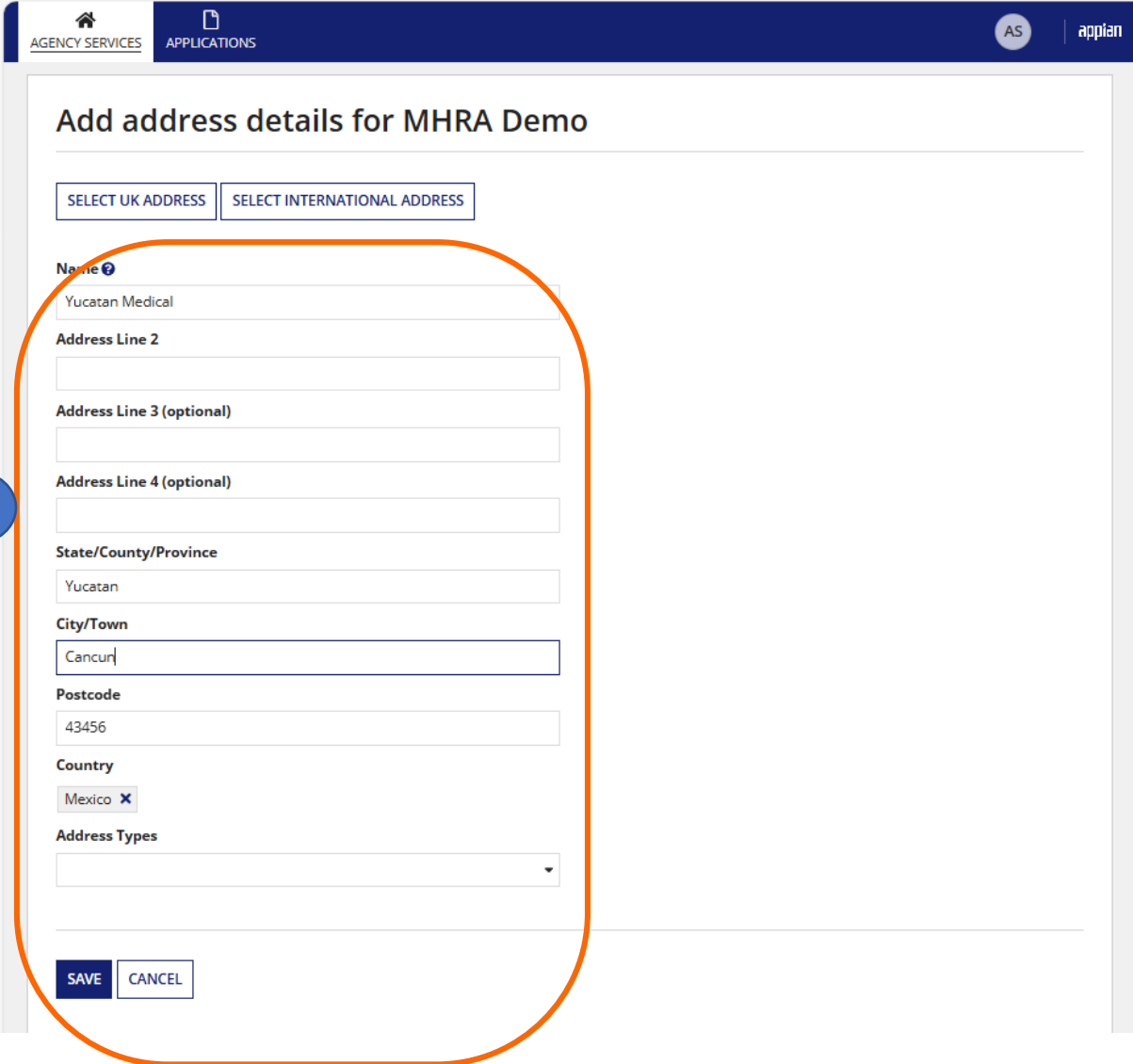
EU Authorised Representative: This option is to enable customers who have appointed an EU Authorised Representative in one of the EU27 or Northern Ireland to provide MHRA with the representative details. This is a mandatory requirement if you are placing custom-made devices on the Northern Ireland market and have not appointed an NI-based Authorised Representative to register on your behalf.

Key
 Yes No

5 **ADD ADDRESS** **EDIT ADDRESS** **BACK** 6

7. **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

AGENCY SERVICES APPLICATIONS AS appian

Add address details for MHRA Demo

Name
 Yucatan Medical

Address Line 2

Address Line 3 (optional)

Address Line 4 (optional)

State/County/Province
 Yucatan

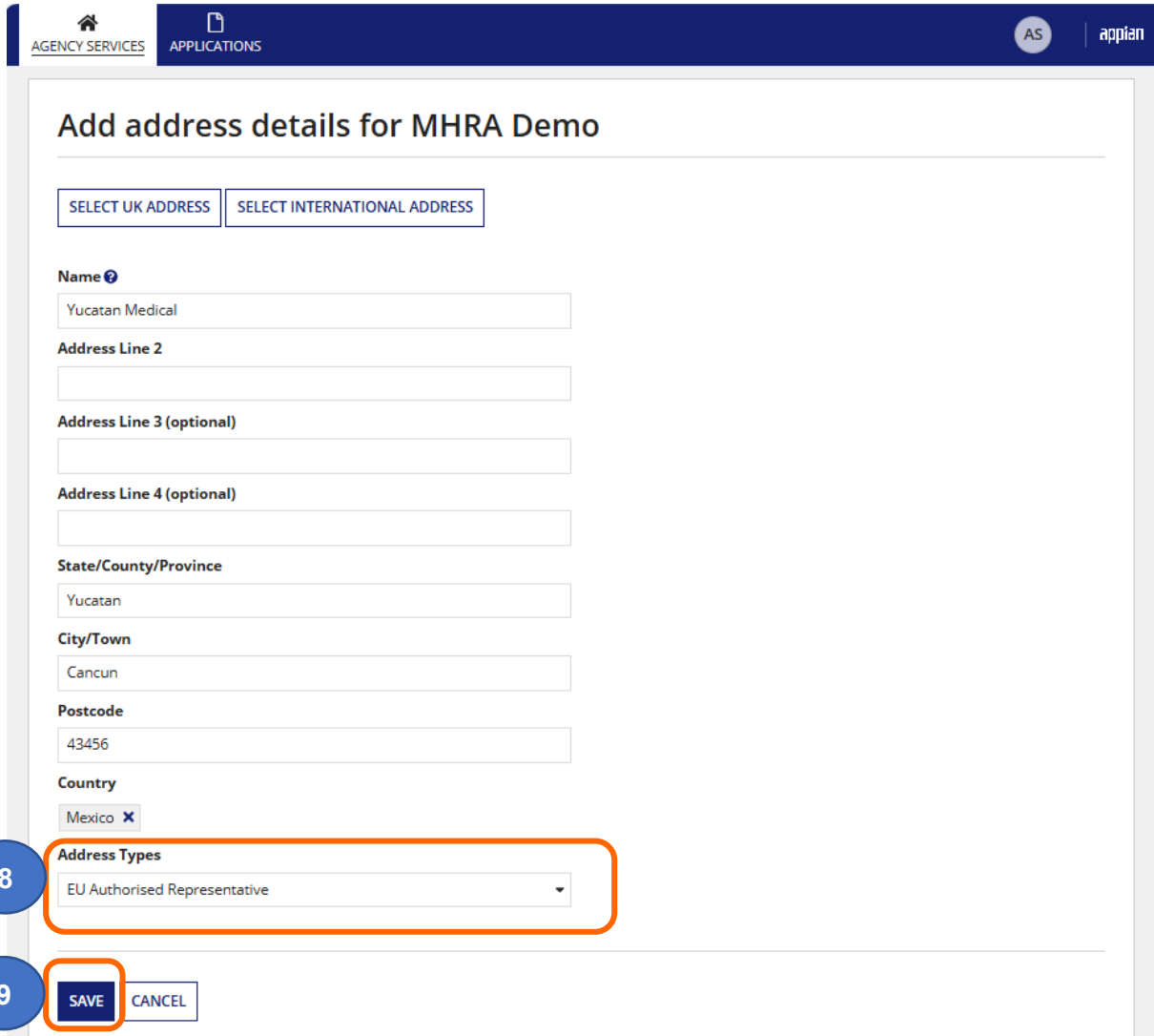
City/Town
 Cancun

Postcode
 43456

Country
 Mexico

Address Types

8. 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).
 - **EU Authorised Representative** – This does not need to be added if a Northern Ireland-Based Authorised Representative is the main DORS account holder, as the address will already be captured as legal entity on Summary page



The screenshot shows the 'Add address details for MHRA Demo' form. The form has a dark blue header with 'AGENCY SERVICES' and 'APPLICATIONS' on the left, and 'AS' and 'appian' on the right. Below the header, there are two buttons: 'SELECT UK ADDRESS' and 'SELECT INTERNATIONAL ADDRESS'. The form fields are as follows:

- Name**: Yucatan Medical
- Address Line 2**: (empty)
- Address Line 3 (optional)**: (empty)
- Address Line 4 (optional)**: (empty)
- State/County/Province**: Yucatan
- City/Town**: Cancun
- Postcode**: 43456
- Country**: Mexico
- Address Types**: EU Authorised Representative (highlighted with a blue circle and the number 8)

At the bottom of the form, there are two buttons: 'SAVE' and 'CANCEL'. The 'SAVE' button is highlighted with a blue circle and the number 9.

9. Click the **Save** button.

10. The address will now be available to select as appropriate for payments and Certificates of Free Sale orders.

AGENCY SERVICES
APPLICATIONS
AS
appian

[← Back to DR&CFS Services](#)

MHRA Demo

[Manage Other Addresses](#)

[SUMMARY](#)
[APPLICATIONS](#)
[RELATED ORGANISATIONS](#)
[DEVICES](#)
[PRODUCTS](#)
[CONTACTS](#)
OTHER ADDRESSES
[DOCUMENTS](#)
[NEWS](#)

Other Addresses

| Address | Billing Address | Shipping Address | Manufacturing Site Address | EU Authorised Representative |
|--|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| Big Shipping Co UK Ltd, Unit 561, Waterloo Crescent, Harbour House, DOVER, Kent, United Kingdom - CT17 9BU | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| India Medical Co , Andhra Cantt, Hyderabad, Andhra Pradesh, India - 523270 | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Mexico Medical Inc, 123 Road, Cancun, Yucatan, Mexico - 12345 | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| MHRA Finance Dept, 10, South Colonnade, LONDON, London, United Kingdom - E14 4PU | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Yucatan Medical , Avenida Belavista, Cancun, Yucatan, Mexico - 43456 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

5 items

Intended purpose for other addresses:

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. If you need to change your registered (legal entity) name and/or address please follow the Edit Organisation Details steps in the reference guides and video tutorials.

EU Authorised Representative: This option is to enable customers who have appointed an EU Authorised Representative in one of the EU27 or Northern Ireland to provide MHRA with the representative details. This is a mandatory requirement if you are placing custom-made devices on the Northern Ireland market and have not appointed an NI-based Authorised Representative to register on your behalf .

Key
 Yes No

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.

Search by manufacturer name:

Registration Status: Select status SEARCH CLEAR ALL

| Name | Account Number | Address | Country | Devices (Products) | Relationship | Registration Status |
|-------------------------------|----------------|-----------------------------------|---------------|--------------------|-----------------------|---------------------|
| DEMO Represented Organisation | 9133 | 123 Road, Sea View, Boston, 12345 | United States | 1 (15) | UK Responsible Person | ⓘ |

Key
✔ Registered ○ Not Registered ⊖ Unregistered ⓘ Suspended ✖ Rejected ⊘ Closed

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.

AGENCY SERVICES APPLICATIONS AS appian

[← Back to DR&CFS Services](#)

MHRA Demo: DEMO Represented

[Edit Organisation Details](#)
✖ Unregister Manufacturer

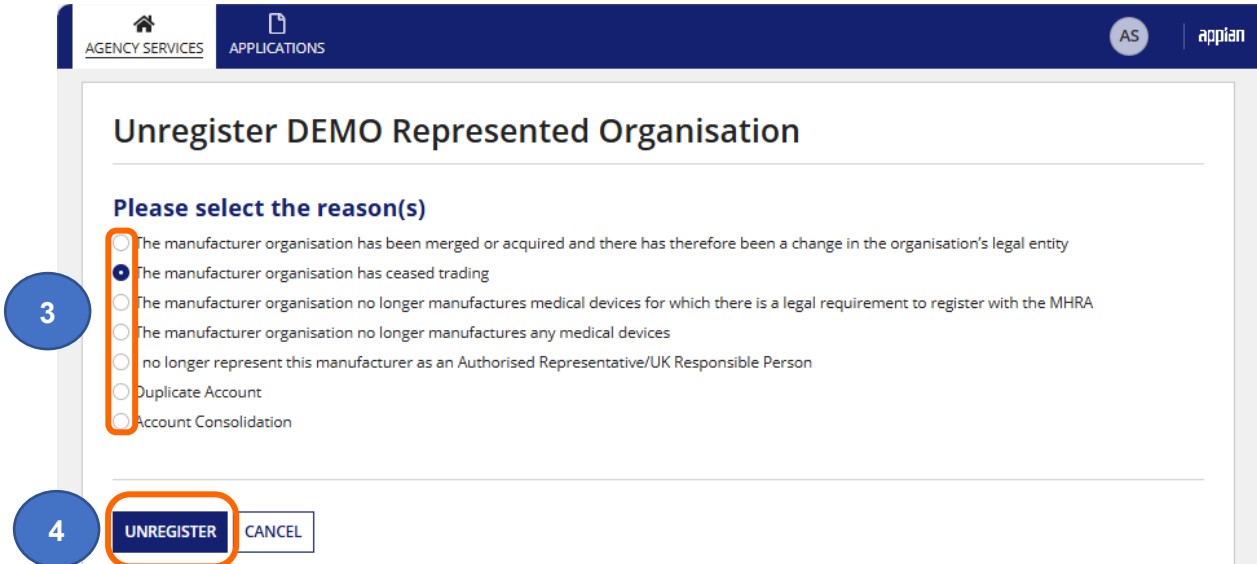
[Annual Fee](#) [Export Devices Data to Excel File](#)

Summary

Basic Information

| | | | |
|--|------------------|----------------------------|--|
| Account Number | 0000009133 | Registration Status | Suspended: Expired Letter of Designation |
| EU Single Registration Number (SRN) | | PARD Options | <ul style="list-style-type: none"> • Publish UK Responsible Person Name • Publish UK Responsible Person Address • Publish Organisation's Name • Publish Organisation's Address |
| Role / Account Type | Manufacturer | | |
| UK Responsible Person | MHRA Demo Person | | |

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**.



AGENCY SERVICES APPLICATIONS AS appian

Unregister DEMO Represented Organisation

Please select the reason(s)

- The manufacturer organisation has been merged or acquired and there has therefore been a change in the organisation's legal entity
- The manufacturer organisation has ceased trading
- The manufacturer organisation no longer manufactures medical devices for which there is a legal requirement to register with the MHRA
- The manufacturer organisation no longer manufactures any medical devices
- no longer represent this manufacturer as an Authorised Representative/UK Responsible Person
- Duplicate Account
- Account Consolidation

UNREGISTER CANCEL

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

Search by manufacturer name:

Registration Status:

| Name | Account Number | Address | Country | Devices (Products) | Relationship | Registration Status |
|-------------------------------|----------------|-----------------------------------|---------------|--------------------|-----------------------|----------------------------------|
| DEMO Represented Organisation | 9133 | 123 Road, Sea View, Boston, 12345 | United States | 1 (15) | UK Responsible Person | <input checked="" type="radio"/> |

Key
 Registered Not Registered Unregistered Suspended Rejected Closed

Updating Role from Authorised Representative to UKRP

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

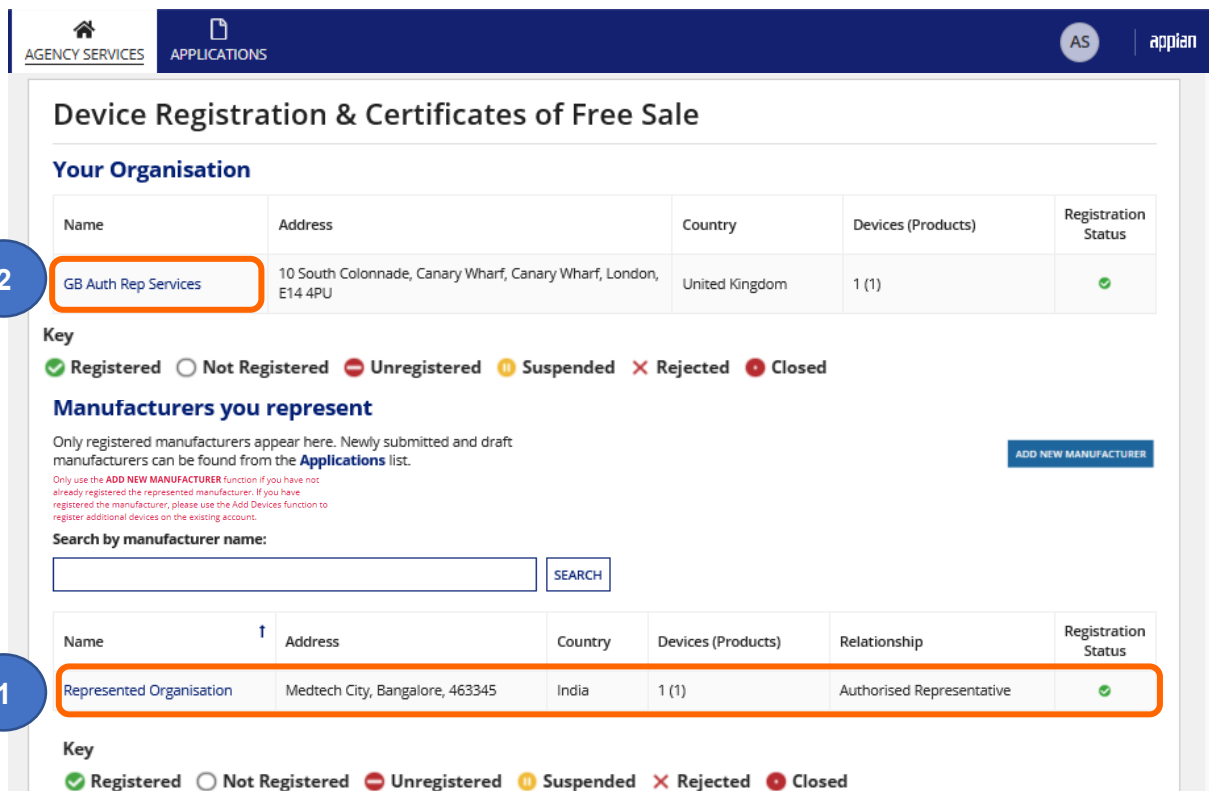
If you previously registered represented manufacturers with MHRA as an Authorised Representative in Great Britain (England, Scotland, Wales) you can update your role to UK Responsible Person and continue to represent all, or some, of the organisations you currently represent. Please take the following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

Please Note if you 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.



AGENCY SERVICES APPLICATIONS AS appian

Device Registration & Certificates of Free Sale

Your Organisation

| Name | Address | Country | Devices (Products) | Registration Status |
|----------------------|---|----------------|--------------------|---------------------|
| GB Auth Rep Services | 10 South Colonnade, Canary Wharf, Canary Wharf, London, E14 4PU | United Kingdom | 1 (1) | Registered |

Key
 Registered (green checkmark) Not Registered (grey circle) Unregistered (red minus) Suspended (yellow exclamation mark) Rejected (red X) Closed (red circle)

Manufacturers you represent

Only registered manufacturers appear here. Newly submitted and draft manufacturers can be found from the **Applications** list.

Only use the ADD NEW MANUFACTURER function if you have not already registered the represented manufacturer. If you have registered the manufacturer, please use the Add Devices function to register additional devices on the existing account.

ADD NEW MANUFACTURER

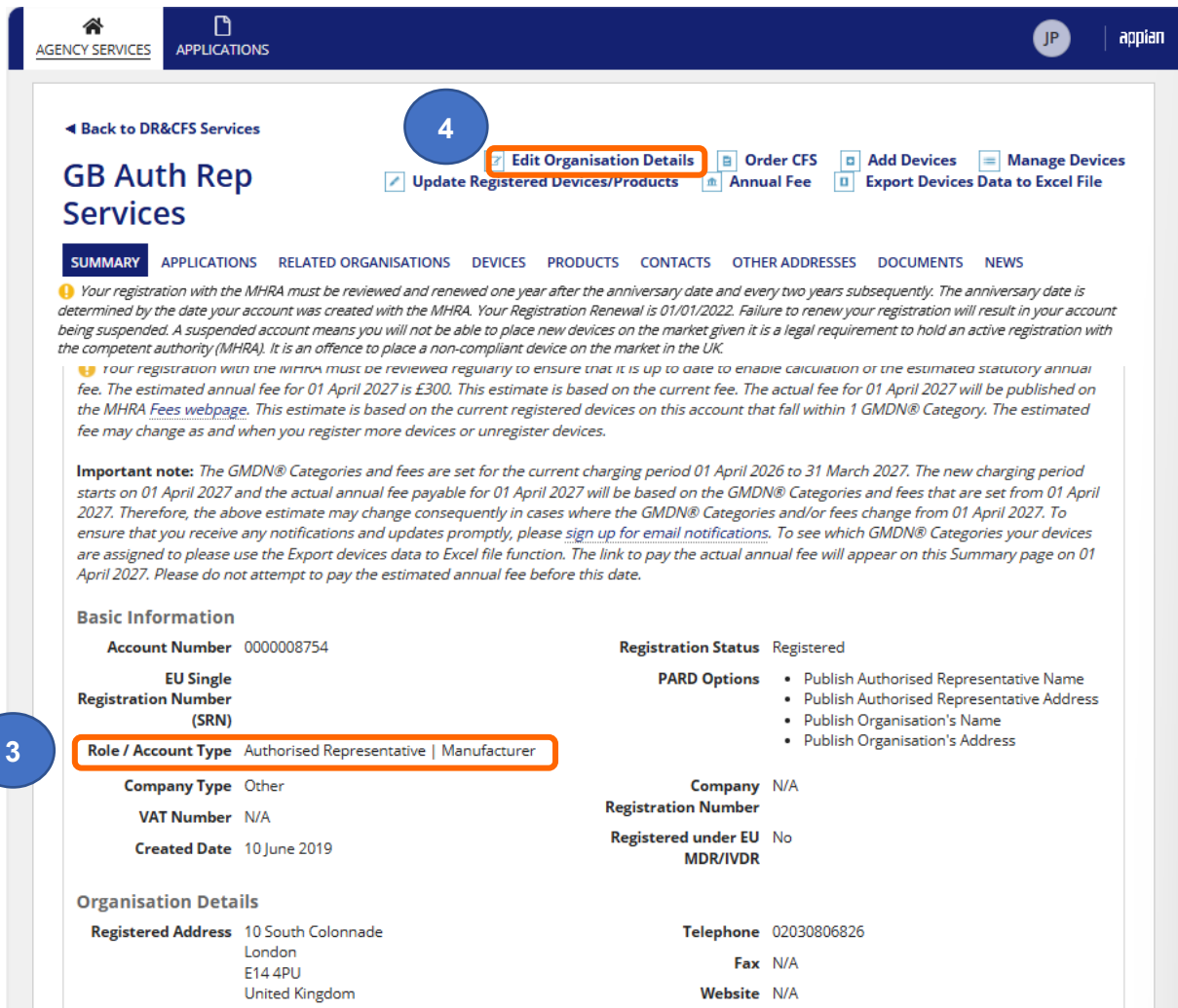
Search by manufacturer name:

 SEARCH

| Name | Address | Country | Devices (Products) | Relationship | Registration Status |
|--------------------------|---------------------------------|---------|--------------------|---------------------------|---------------------|
| Represented Organisation | Medtech City, Bangalore, 463345 | India | 1 (1) | Authorised Representative | Registered |

Key
 Registered (green checkmark) Not Registered (grey circle) Unregistered (red minus) Suspended (yellow exclamation mark) Rejected (red X) Closed (red circle)

- In this example Your organisation currently has dual a role of **Authorised Representative** and **Manufacturer**.
- Click on the **Edit Organisation Details** link.

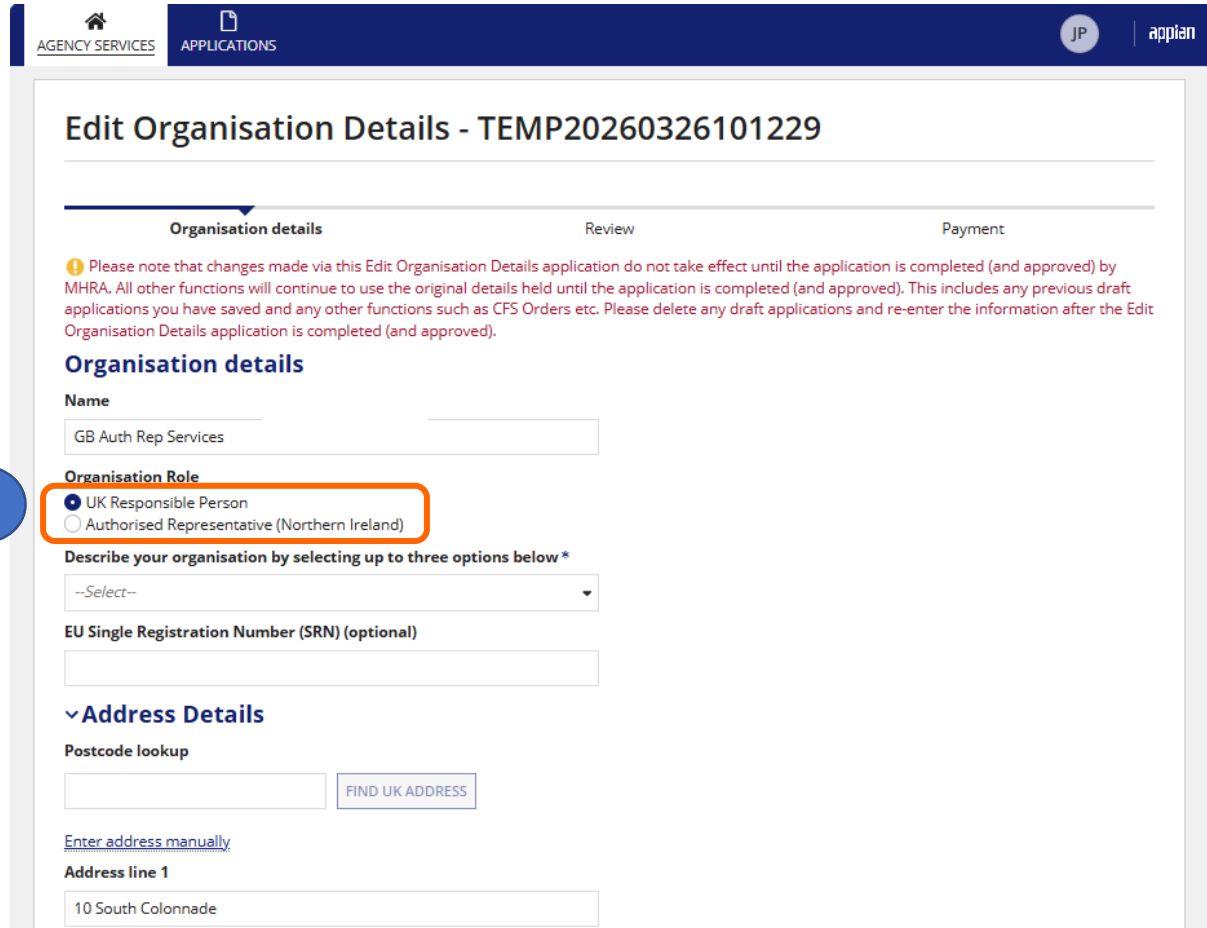


The screenshot shows the 'GB Auth Rep Services' page in the MHRA account management system. The page has a dark blue header with 'AGENCY SERVICES' and 'APPLICATIONS' tabs, and a user profile 'JP' and 'appian' in the top right. A navigation bar below the header contains several links: 'Back to DR&CFS Services', 'Update Registered Devices/Products', 'Edit Organisation Details' (highlighted with a red box and a blue circle containing the number '4'), 'Order CFS Annual Fee', 'Add Devices', 'Export Devices Data to Excel File', and 'Manage Devices'. Below the navigation bar, there are tabs for 'SUMMARY', 'APPLICATIONS', 'RELATED ORGANISATIONS', 'DEVICES', 'PRODUCTS', 'CONTACTS', 'OTHER ADDRESSES', 'DOCUMENTS', and 'NEWS'. The 'SUMMARY' tab is active. The main content area contains several paragraphs of text, including an important note about GMDN® Categories and fees. Below the text is a 'Basic Information' section with two columns of data. The 'Role / Account Type' field is highlighted with a red box and a blue circle containing the number '3'. The 'Basic Information' section includes:

| | | | |
|--|---|-------------------------------------|--|
| Account Number | 0000008754 | Registration Status | Registered |
| EU Single Registration Number (SRN) | | PARD Options | <ul style="list-style-type: none"> Publish Authorised Representative Name Publish Authorised Representative Address Publish Organisation's Name Publish Organisation's Address |
| Role / Account Type | Authorised Representative Manufacturer | Company | N/A |
| Company Type | Other | Registration Number | |
| VAT Number | N/A | Registered under EU MDR/IVDR | No |
| Created Date | 10 June 2019 | Telephone | 02030806826 |
| Registered Address | 10 South Colonnade London E14 4PU United Kingdom | Fax | N/A |
| | | Website | N/A |

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](#).



AGENCY SERVICES APPLICATIONS JP appian

Edit Organisation Details - TEMP20260326101229

Organisation details Review Payment

Please note that changes made via this Edit Organisation Details application do not take effect until the application is completed (and approved) by MHRA. All other functions will continue to use the original details held until the application is completed (and approved). This includes any previous draft applications you have saved and any other functions such as CFS Orders etc. Please delete any draft applications and re-enter the information after the Edit Organisation Details application is completed (and approved).

Organisation details

Name

GB Auth Rep Services

Organisation Role

UK Responsible Person
 Authorised Representative (Northern Ireland)

Describe your organisation by selecting up to three options below *

--Select--

EU Single Registration Number (SRN) (optional)

Address Details

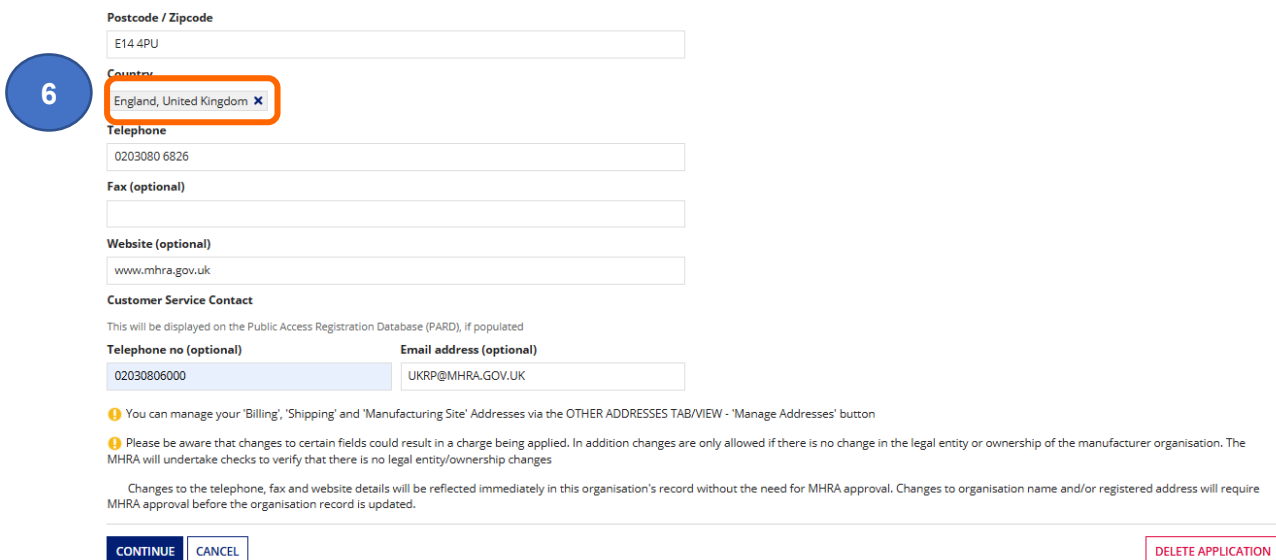
Postcode lookup

[Enter address manually](#)

Address line 1

10 South Colonnade

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



Postcode / Zipcode
 E14 4PU

Country
 England, United Kingdom

Telephone
 0203080 6826

Fax (optional)

Website (optional)
 www.mhra.gov.uk

Customer Service Contact
 This will be displayed on the Public Access Registration Database (PAR), if populated

Telephone no (optional) **Email address (optional)**
 02030806000 UKRP@MHRA.GOV.UK

You can manage your 'Billing', 'Shipping' and 'Manufacturing Site' Addresses via the OTHER ADDRESSES TAB/VIEW - 'Manage Addresses' button

Please be aware that changes to certain fields could result in a charge being applied. In addition changes are only allowed if there is no change in the legal entity or ownership of the manufacturer organisation. The MHRA will undertake checks to verify that there is no legal entity/ownership changes

Changes to the telephone, fax and website details will be reflected immediately in this organisation's record without the need for MHRA approval. Changes to organisation name and/or registered address will require MHRA approval before the organisation record is updated.

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

Postcode / Zipcode

Country

Telephone

Fax (optional)

Website (optional)

Customer Service Contact
This will be displayed on the Public Access Registration Database (PAR), if populated

Telephone no (optional) **Email address (optional)**

! You can manage your 'Billing', 'Shipping' and 'Manufacturing Site' Addresses via the OTHER ADDRESSES TAB/VIEW - 'Manage Addresses' button

! Please be aware that changes to certain fields could result in a charge being applied. In addition changes are only allowed if there is no change in the legal entity or ownership of the manufacturer organisation. The MHRA will undertake checks to verify that there is no legal entity/ownership changes

Changes to the telephone, fax and website details will be reflected immediately in this organisation's record without the need for MHRA approval. Changes to organisation name and/or registered address will require MHRA approval before the organisation record is updated.

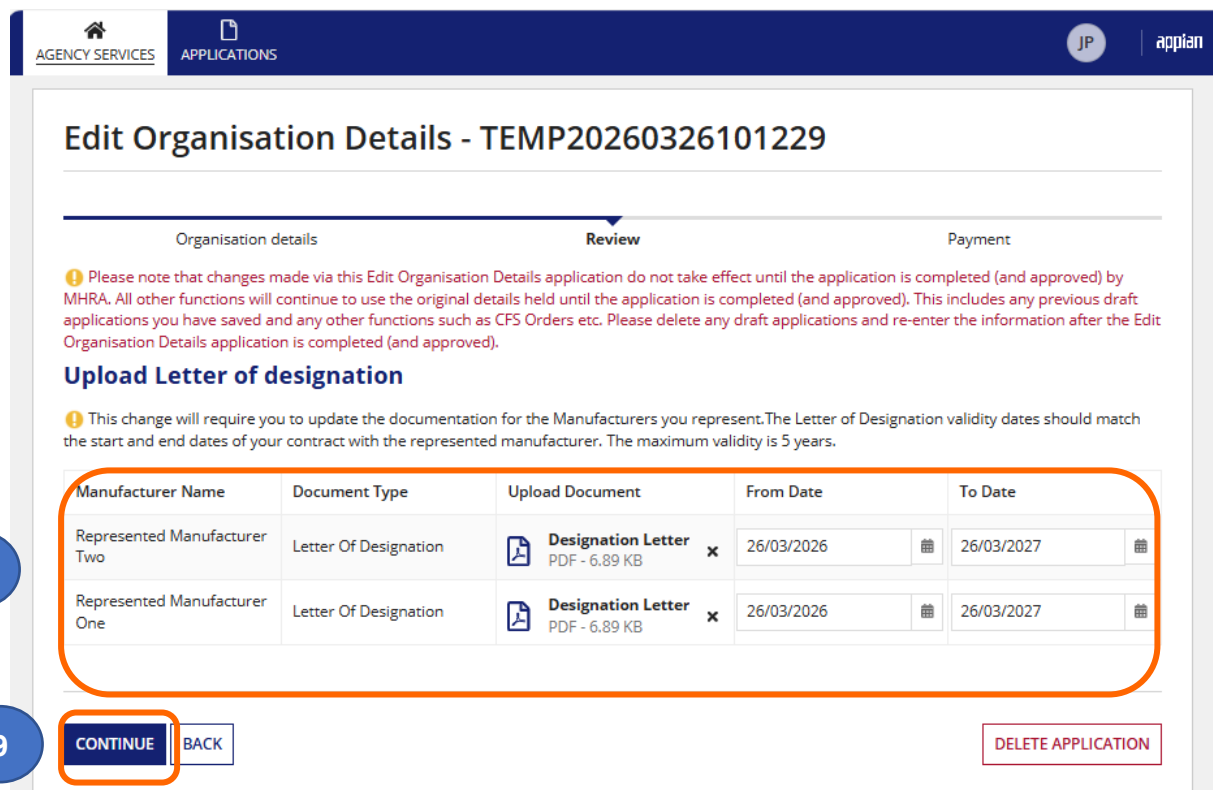


CONTINUE

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.**



AGENCY SERVICES APPLICATIONS JP appian

Edit Organisation Details - TEMP20260326101229

Organisation details **Review** Payment

⚠ Please note that changes made via this Edit Organisation Details application do not take effect until the application is completed (and approved) by MHRA. All other functions will continue to use the original details held until the application is completed (and approved). This includes any previous draft applications you have saved and any other functions such as CFS Orders etc. Please delete any draft applications and re-enter the information after the Edit Organisation Details application is completed (and approved).

Upload Letter of designation

⚠ This change will require you to update the documentation for the Manufacturers you represent. 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.

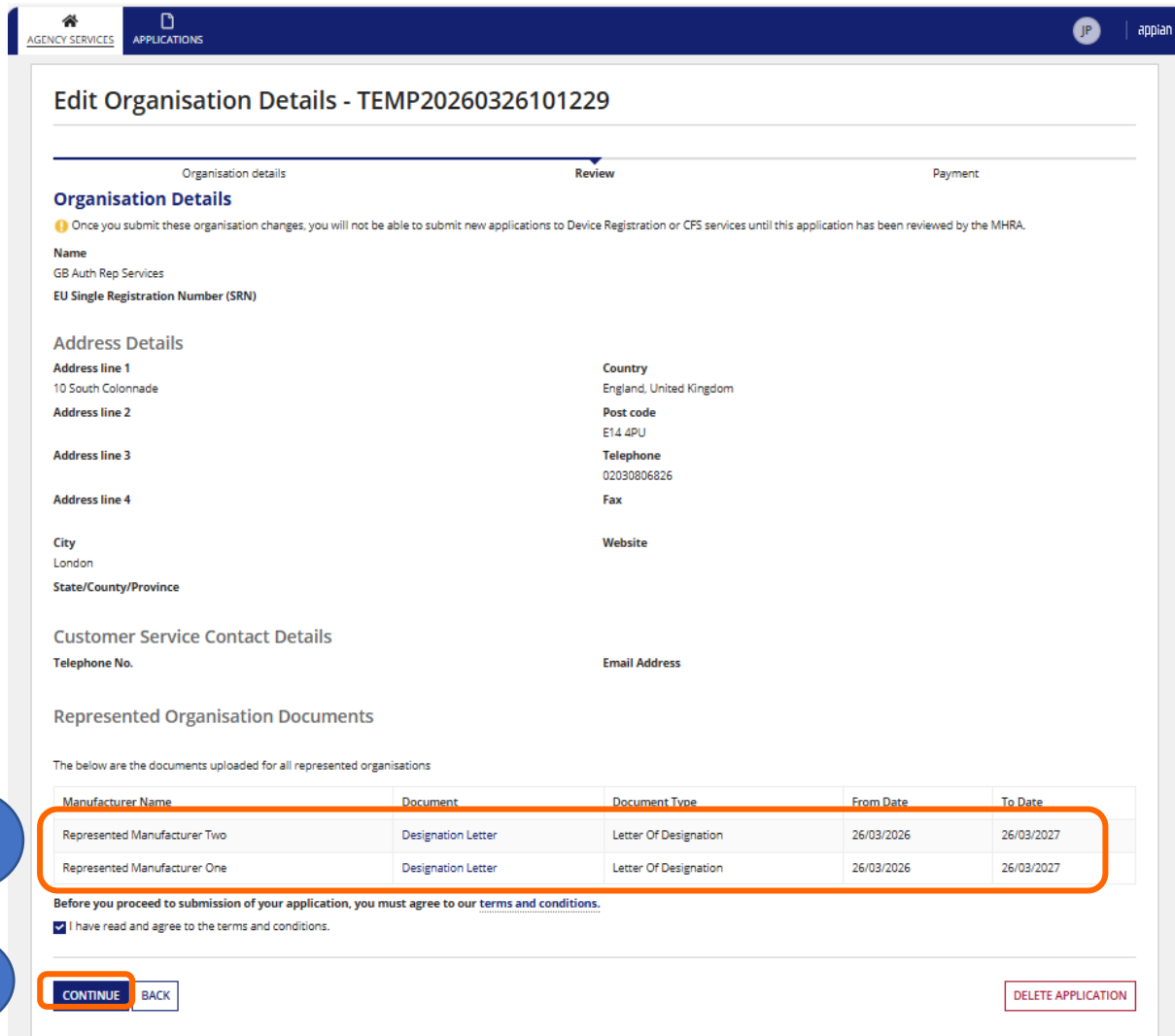
| Manufacturer Name | Document Type | Upload Document | From Date | To Date |
|------------------------------|-----------------------|--|------------|------------|
| Represented Manufacturer Two | Letter Of Designation | Designation Letter PDF - 6.89 KB x | 26/03/2026 | 26/03/2027 |
| Represented Manufacturer One | Letter Of Designation | Designation Letter PDF - 6.89 KB x | 26/03/2026 | 26/03/2027 |

8

9 **CONTINUE** BACK DELETE APPLICATION

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

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



Edit Organisation Details - TEMP20260326101229

Organisation details | **Review** | Payment

Organisation Details

Once you submit these organisation changes, you will not be able to submit new applications to Device Registration or CFS services until this application has been reviewed by the MHRA.

Name
 GB Auth Rep Services
 EU Single Registration Number (SRN)

Address Details

| | |
|---|---|
| Address line 1 10 South Colonnade | Country England, United Kingdom |
| Address line 2 | Post code E14 4PU |
| Address line 3 | Telephone 02030806826 |
| Address line 4 | Fax |
| City London | Website |
| State/County/Province | |

Customer Service Contact Details

Telephone No. | **Email Address**

Represented Organisation Documents

The below are the documents uploaded for all represented organisations

| Manufacturer Name | Document | Document Type | From Date | To Date |
|------------------------------|--------------------|-----------------------|------------|------------|
| Represented Manufacturer Two | Designation Letter | Letter Of Designation | 26/03/2026 | 26/03/2027 |
| Represented Manufacturer One | Designation Letter | Letter Of Designation | 26/03/2026 | 26/03/2027 |

Before you proceed to submission of your application, you must agree to our [terms and conditions](#).

I have read and agree to the terms and conditions.

CONTINUE **BACK** **DELETE APPLICATION**

11. Click the Continue button to submit the application.

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

Manufacturers you represent

Only registered manufacturers appear here. Newly submitted and draft manufacturers can be found from the Applications list.

Only use the **ADD NEW MANUFACTURER** function if you have not already registered the represented manufacturer. If you have registered the manufacturer, please use the Add Devices function to register additional devices on the existing account.

ADD NEW MANUFACTURER

ADD NEW IMPORTER

Search by manufacturer name:

Registration Status:

SEARCH **CLEAR ALL**

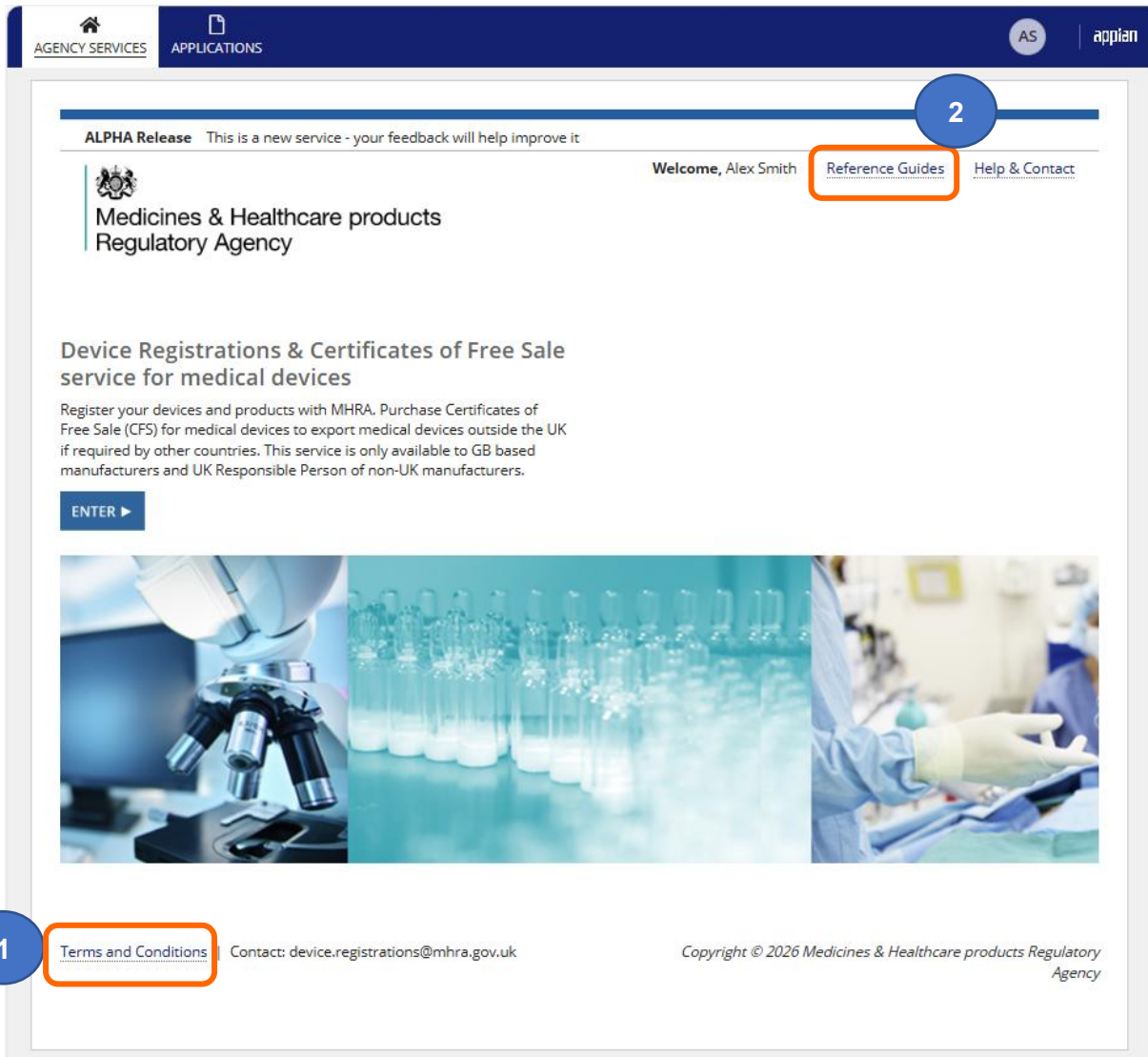
| Name | Address | Country | Devices (Products) | Relationship | Registration Status |
|-------------------------------|-----------------------------------|---------------|--------------------|-----------------------|---------------------|
| DEMO Represented Organisation | 123 Road, Sea View, Boston, 12345 | United States | 1 (15) | UK Responsible Person | ✓ |

Key

✓ Registered
 ○ Not Registered
 ⊖ Unregistered
 ● Suspended
 ✗ Rejected
 ● Closed

Annex I – MHRA Agency Services terms and conditions and Reference Guides

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.
2. 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. These are also available on our [webpage](#).



AGENCY SERVICES APPLICATIONS AS applan

ALPHA Release This is a new service - your feedback will help improve it

Welcome, Alex Smith [Reference Guides](#) [Help & Contact](#)

Medicines & Healthcare products
Regulatory Agency

Device Registrations & Certificates of Free Sale service for medical devices

Register your devices and products with MHRA. Purchase Certificates of Free Sale (CFS) for medical devices to export medical devices outside the UK if required by other countries. This service is only available to GB based manufacturers and UK Responsible Person of non-UK manufacturers.

ENTER ▶

[Terms and Conditions](#) Contact: device.registrations@mhra.gov.uk

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