

Professional Registration System (HCP) User Manual

Version 1.0

REVISION HISTORY

Version	Effective Date	Summary of Changes	Author
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1. INTRODUCTION

1.1. Overview

The Professional Registration System (PRS) is a common registration system for Healthcare Professionals in Singapore. It supports the Healthcare Professionals (HCP), Human Resources Personnel (HR) and Healthcare Professional Entities (HPE) in the execution of the key business functions of the HPEs, such as professional registration, renewal, disciplinary and continuing professional education.

The PRS is a web-based application that is hosted in the Medinet Hosting Environment.

1.2. Scope

The objective of this document is to provide step-by-step guidelines on the proper usage of the system by Healthcare Professionals to submit applications online to the OOB (Optometrists and Opticians Board).

The targeted users of this document shall be the HCPs.

Users of the online application functionalities should have the basic knowledge of using a internet web browser, such as the Internet Explorer (IE), to navigate from one page to another.

The chapters in this manual are organised in a logically functional manner. They may not necessarily reflect the order, which the users would normally adopt to use the system.

The reader of this manual may study its content in any order. He/She may read the specific sections that illustrate the functions being encountered or study the specific section that he/she is interested in.

1.3. Definitions, Acronyms and Abbreviations

This manual uses the following typographic conventions:

- A “*” character next to a field indicates a mandatory field.
- **[Button Name]** refers to a button.
 - **[Proceed]** button indicates that the system will be displaying the next web page after the current page.
 - **[Confirm]** button indicates that the system will update or insert records in the database and will display the acknowledgment page.
 - **[Print]** button displays the letter on the browser and the system will update the record in the database.

The following format is used by the PRS system:

- DD/MM/YYYY as a Date Format

The manual uses the following abbreviations

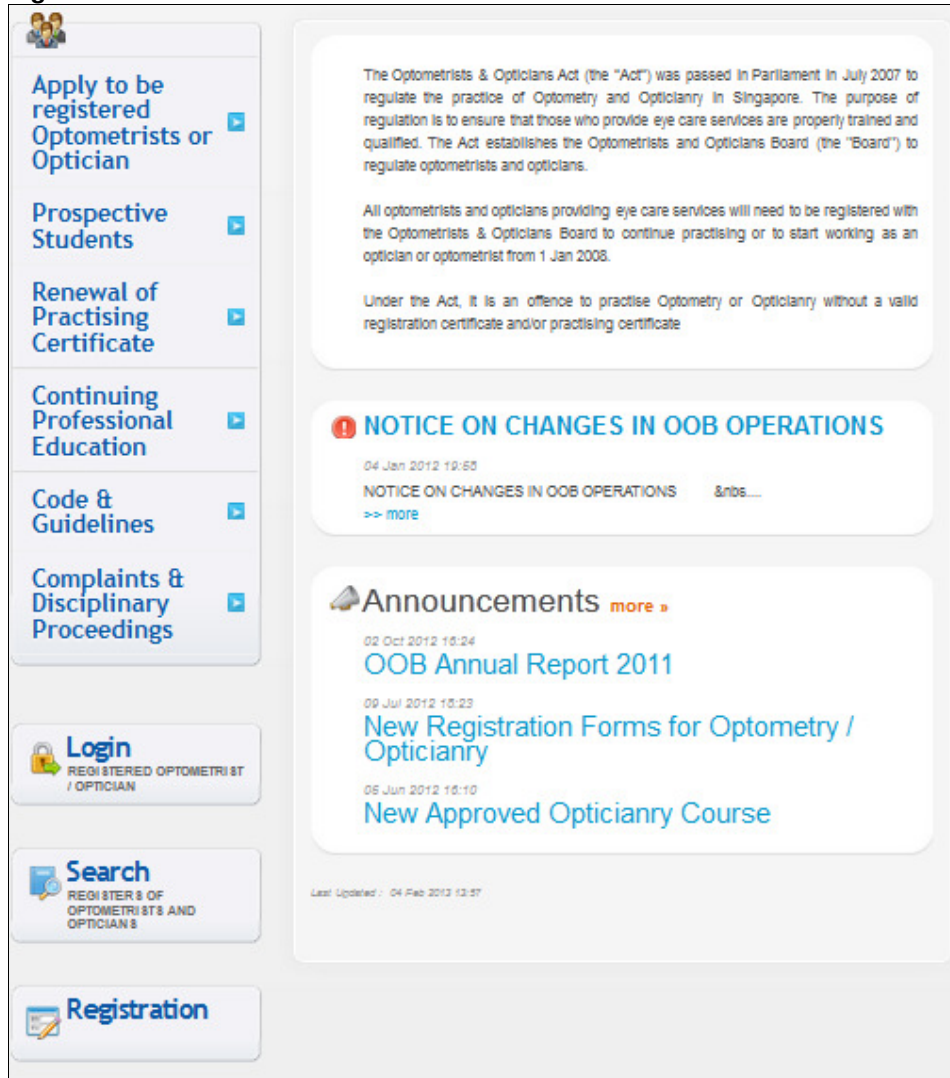
- HCP: Healthcare Professional
- HPE: Healthcare Professional Entity
- IE: Internet Explorer
- OOB: Optometrists and Opticians Board
- PC: Practicing Certificate
- PRS: Professional Registration System
- RC: Registration Certificate

2. FUNCTIONS

2.1. Login to the PRS

To access the PRS, click on the [\[Login\]](#) button on the OOB's website (URL: <http://www.OOB.gov.sg>).

Figure 1



The PRS Login screen will be displayed as follows.

Figure 2

[Instructions for Authorised Users](#)

Healthcare Professionals:

You may login via SingPass or your User ID and password. For first time login users, please click [here](#) to view the documentation required for processing.


HR Personnel:

You may login via your User ID and password. If you do not have an account, please click [here](#) to download the form and mail the signed form to enquiries@oob.gov.sg.

User ID ?

Password

[Login](#) [Reset Password](#)


Alternatively, you can login using 

To login:

- Enter your **User ID**.
- Enter your **Password**.
- Click on the **[Login]** button.

If your login credentials are correct the landing page will be displayed as follows:

Figure 3

Application 

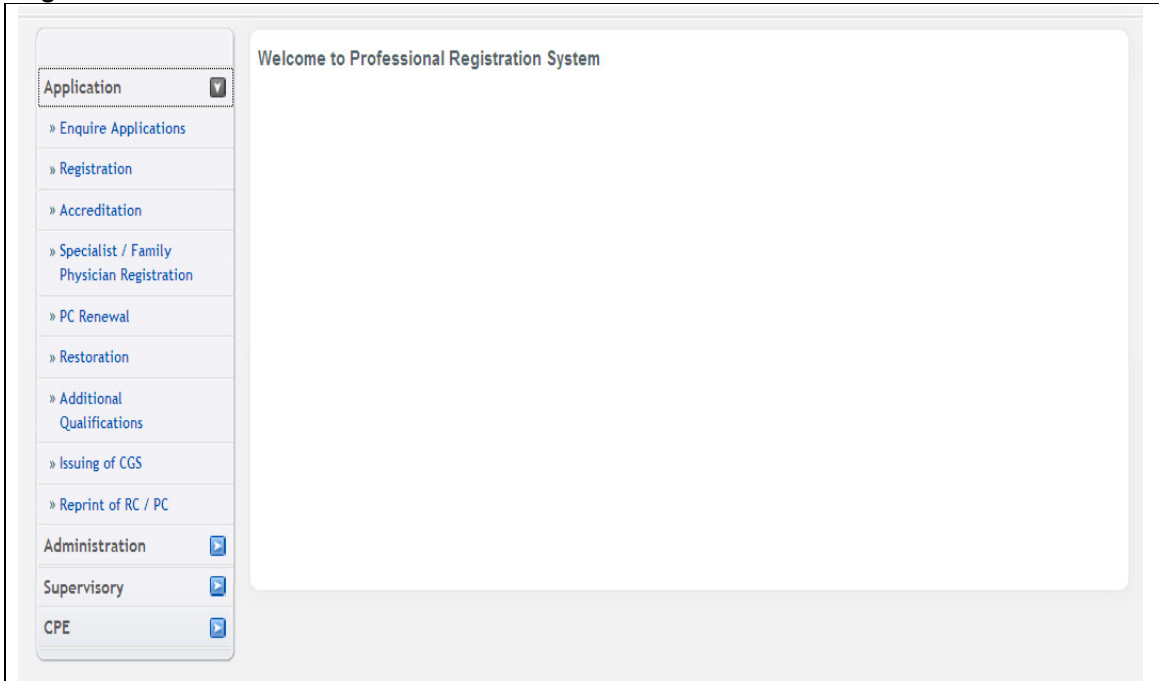
Welcome to PRS

2.2. PC Renewal Application

To submit a PC Renewal Application, you must first login to PRS. Refer to [2.1 Login to the PRS](#) for more information.

After logging in, click on the [\[PC Renewal\]](#) link.

Figure 4



If you are eligible for PC Renewal, the first page of the PC Renewal and Off-Register application process will be displayed. Please review the Personal Particulars section and the Employment Details section. If they are outdated, please update them using the Update Particulars function. Refer to **Error! Reference source not found. Error! Reference source not found.** for more information. The following is an extract of the first page.

Figure 5

PC Renewal - Update Particulars Form Declarations Confirmation Payment Acknowledgement

Renewal

Click [here](#) for important Instructions for applying renewal online.

PC Renewal Details

Current PC	Full-fee (2 years)		
Renewal Criteria	Requirement	Achievement	Status
CPE/Patient Care points	x pts	y pts	Met Requirement

Personal Particulars

Identification Type	NRIC
Identification No.	S1234567A
Full Name as shown in NRIC/FIN/Passport	Linda Tan
Salutation	Dr
Surname / Family Name	Tan
Preferred Order of Name	-
Name in Chinese Character	-
Nationality	Singapore Citizen
Marital Status	Single
Religion	Buddhist
Year Obtained Citizenship (yyyy)	N.A.
Other Nationality	NIL
Residential Status (for non-Singapore Citizen)	N.A.
Year PR Obtained	N.A.

The first page will have the following sections:

- PC Renewal Details: This section will display whether you satisfy the renewal requirements.
- Personal Particulars: This section will display your last known personal particulars as stored in PRS.
- Employment Details: This section will display your last known Employment Details as stored in PRS.

To proceed to the Application Form page:

- Recommended: Click on the [\[here\]](#) link to download and read the instructions for submitting a PC Renewal and Off-Register application.
- Indicate that the information is correct.
- Click on the [\[Proceed\]](#) button.

If the inputs all pass the required validation checks, the Application Form page will be displayed as follows.

Figure 6

PC Renewal - Update Particulars
Form
Declarations
Confirmation
Payment
Acknowledgement

Renewal

Click [here](#) for important Instructions for applying renewal online.

PC Renewal Details

*PC Type Full-fee (2 years)

S/N	Practising Certificate	Expiry Date	Payment Due Date	*Renew?
1	Optician (Refraction and Dispensing)	31/12/2012	30/11/2012	<input type="checkbox"/>

*Send PC by Normal Mail Registered Mail Self-Collection

Upload Documents

Note:

- File must be in JPEG (.jpg or .jpeg), PDF (.pdf)
- Each file size must not exceed 1 MB
- For Photograph, the dimensions must be 400 by 514 pixels

Mandatory Documents

Document Title Photograph
 *File

Additional Documents

Document Title --Select Here--
 File

Documents Added
<div style="border: 1px solid #ccc; padding: 2px;"> Document ABC Replace Delete </div>

To proceed to the Declarations page:

- Select the **PC Type**.
- Indicate your preferred collection method.
- Upload all mandatory documents.
- Upload any additional documents that you will require to support your application.
- Tip: You may click on the links on top to return to the previous pages to make changes, if necessary.
- Click on the **[Save]** button to save this application as a draft. You can retrieve the draft later on from Enquire Applications. Refer to [2.3 Enquire Applications](#) for more information.
- Click on the **[Proceed]** button.

If the inputs all pass the required validation checks, the declaration page will be displayed as follows.

Figure 7

PC Renewal - Update Particulars Form **Declarations** Confirmation Payment Acknowledgement

Renewal

Note: All fields are mandatory

Declarations By Applicant

Please answer all questions. If you have answered "Yes" to any of the questions, please provide full details and upload supporting documents where applicable.

1. Have you ever been convicted, or been the subject of an inquiry or an investigation by any professional body, licensing, health authority or the police in Singapore or elsewhere, the subject matter of which may form the basis of professional misconduct or any improper conduct which may bring disrepute to the Optometry / Opticianry profession?
 Yes No
2. Have you ever suffered or are you suffering from any physical or mental illness, which impairs your fitness to practise as an Optometrist / Optician?
 Yes No
3. Have you, at any time before the submission of this application, ever been convicted in a court of law in Singapore or elsewhere of any offence?
 Yes No
4. Have you ever been the subject of an inquiry or proceedings by a professional body, Health Authority or court of law in Singapore or elsewhere, involving or relating to any physical or mental illness suffered by you?
 Yes No

I declare that the particulars stated in this application and the documents attached are true and authentic, and the information contained herein remains unchanged to date. To the best of my knowledge and belief, I have not withheld any material fact.

I acknowledge that the Optometrists & Opticians Board reserves all rights to withhold and/or to terminate my registration and/or take any action it deems fit, if any of the above information or documents tendered is found subsequently to be false. I am also aware that it is a criminal offence to make any false statements, to provide any false information and/or document(s) to the Optometrists & Opticians Board. I also understand and give my consent for the Optometrists & Opticians Board to make any enquiries or obtain any information & documents that it deems appropriate to establish my fitness to practise.

To proceed to the Confirmation page:

- Indicate your answer for all the questions and make your declarations.
- Tip: You may click on the links on top to return to the previous pages to make changes, if necessary.
- Click on the **[Save]** button to save this application as a draft. You can retrieve the draft later on from Enquire Applications. Refer to [2.3 Enquire Applications](#) for more information.
- Click on the **[Proceed]** button.

If the inputs pass the required validation checks, the Confirmation page will be displayed. The details that you have submitted for your PC Renewal application will be displayed.

Figure 8

PC Renewal - Update Particulars > Form > Declarations > **Confirmation** > Payment > Acknowledgement

Renewal

PC Renewal Details

PC Type	Full-fee (2 years)
Send PC by	Normal Mail

Renewals Requested

S/N	Practising Certificate	Current Expiry Date	Payment Due Date
1	Optician (Refraction and Dispensing)	31/12/2011	15/12/2011

Attached Documents

[Photograph](#)

[Clinical Hours timesheet](#)

Declaration

1.	Have you ever been convicted, or been the subject of an inquiry or an investigation by any professional body, licensing, health authority or the police in Singapore or elsewhere, the subject matter of which may form the basis of professional misconduct or any improper conduct which may bring disrepute to the Optometry / Opticianry profession?	No
2.	Have you ever suffered or are you suffering from any physical or mental illness, which impairs your fitness to practise as an Optometrist / Optician?	No
3.	Have you, at any time before the submission of this application, ever been convicted in a court of law in Singapore or elsewhere of any offence?	No
4.	Have you ever been the subject of an inquiry or proceedings by a professional body, Health Authority or court of law in Singapore or elsewhere, involving or relating to any physical or mental illness suffered by you?	No

Confirm

To proceed to the Payment page:

- Tip: You may click on the links on top to return to the previous pages to make changes, if necessary.
- Click on the **[Confirm]** button.

If the inputs all pass the required validation checks, the payment page will be displayed.

Figure 9

PC Renewal - Update Particulars > Form > Declarations > Confirmation > **Payment** > Acknowledgement

Renewal

Payment Of Renewal

Please kindly note that the following fee(s) is/are non-refundable

Fee Type	Unit Price (SGD)	Quantity	Amount Due (SGD)
<PC Name 1>	XX.XX	1	XX.XX

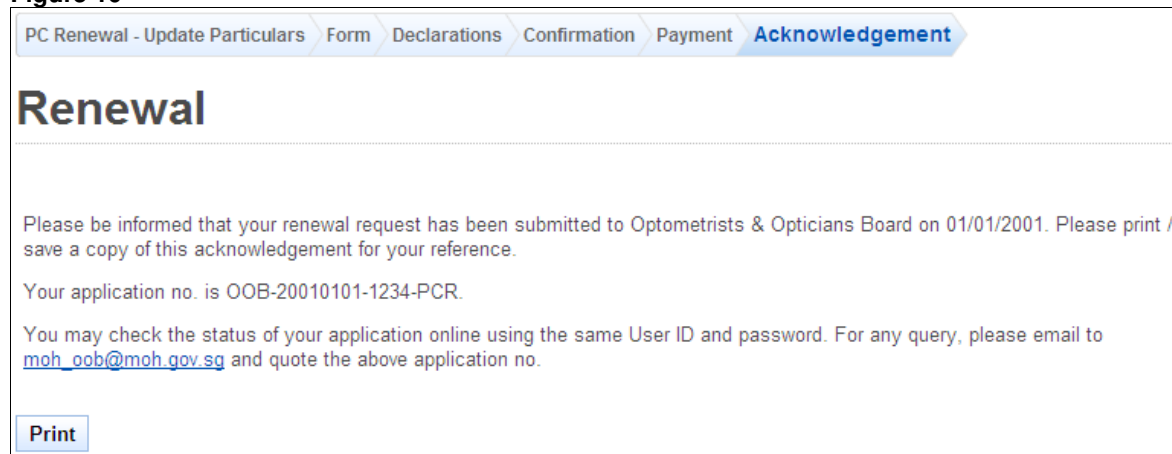
Proceed

To proceed to the Acknowledgement page:

- Click on the **[Proceed]** button.

BillCollect payment interface will be displayed. Follow the on screen instructions to make payment. Once payment is completed, the acknowledgement page will be displayed.

Figure 10



- Optional: Click on the **[email]** link to email the OOB for any queries, if any.
- Recommended: Click on **[Print]** button to print out a copy of the acknowledgement page.

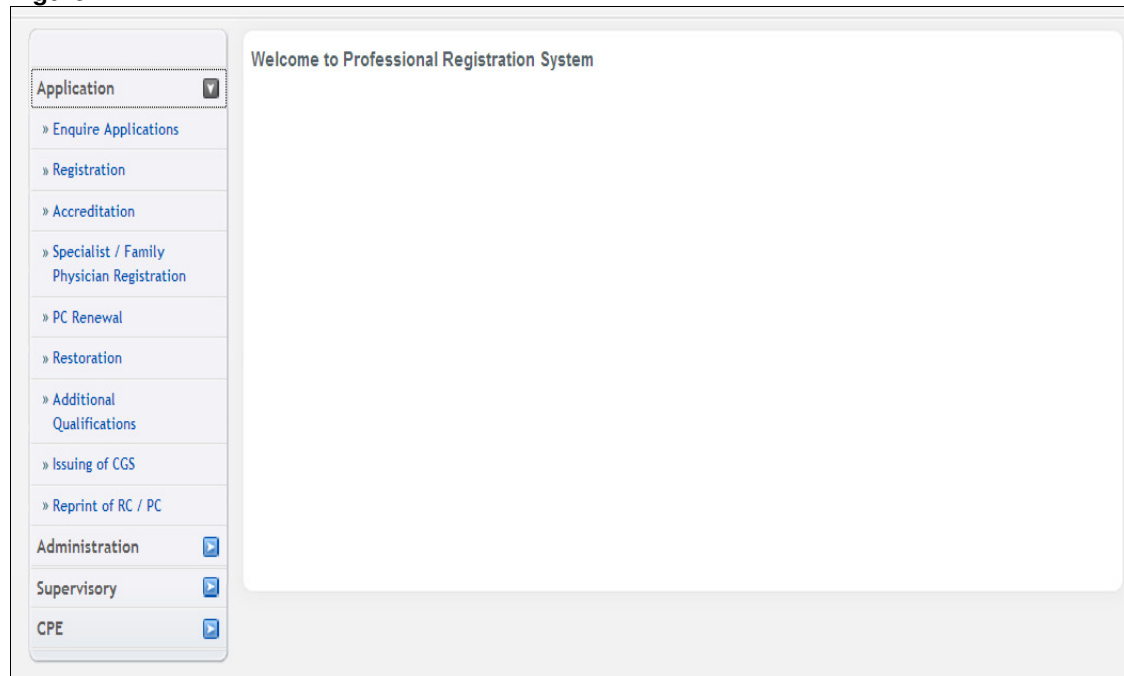
2.3. Enquire Applications

You can utilize the Enquire Applications function to do the following:

- Continue your saved drafts
- View the details of submitted applications
- Upload documents for applications where the current status is “Pending Supporting Documents”.

You will first need to login to PRS. Refer to [2.1 Login to the PRS](#) for more information. After logging in, click on the [\[Enquire Application\]](#) link.

Figure 11



The Enquire Applications page will be displayed as follows.

Figure 12

Enquire Applications - Part 1 Part 2				
Applications Submitted				
Application No.	Application Type	Date of Submission	Application Status	Remarks
OOB-20110915-1234-UP	Update Particulars	01/03/2000	Pending Supporting Documents	Kindly click here to attach all the required documents. Printing of receipts: OOB-2011-000001
OOB-20110916-1235-AQ	Additional Qualifications	02/02/2000	Approved	-
OOB-20110917-1237-CGS	CGS	03/01/2000	Pending Supporting Documents	Kindly click here to attach all the required documents.
OOB-20110917-1238-CGS	CGS	03/01/2000	Approved	-
OOB-20110920-1241-RRC	Reprint RC/PC	06/06/2000	Approved	-
OOB-20000301-1234-PCR	PC Renewal	03/01/2000	Draft	-
OOB-20110920-1241-ROR	Restoration of Registration	06/06/2000	Approved	-
OOB-20000707-0005-REG	Registration	07/07/2000	Draft	-

Carrying on with a draft:

- Click on the link in the Application No. column, where the Application Status is "Draft". The application form will be loaded and you may proceed with filling in the application.

Viewing the details of submitted applications:

- Click on the link in the Application No. column, where the Application Status is not "Draft". The details you entered for the submitted application will be displayed. They will be read only and non-editable.

Uploading of additional supporting documents:

- Click on the [\[here\]](#) link in the Remarks column the Application Status is "Pending Supporting Documents".

The Attach Document form will be displayed as follows.

Figure 13

To proceed to the Acknowledgement page:

- Select the **Document Title**.
 - If others, select the document title in the text box that appears.
- Click the **[Browse]** button. A file dialog box will appear. Select the file you wish to upload.
- Click on the **[Open]** button.
- Click on the **[Attach]** button. The document will appear in the Documents Attached table.
- Tip: To view uploaded documents, click on the hyperlink for the document title.
- Tip: Click on the **[Replace]** link to replace the respective document.
- Tip: Click on the **[Delete]** link to remove the respective document.
- Click on the **[Proceed]** button.

The Acknowledgement form will be displayed as follows.

Figure 14

- Optional: Click on the **[email]** link to email OOB for any enquiries pertaining to the application.
- Recommended: Click on the **[Print]** button print a copy of the acknowledgement page.