National Pharmaceutical Regulatory Agency
Ministry of Health Malaysia

USER MANUAL

QUEST 3+ System

Module: **PRODUCT REGISTRATION**

(Front-End)

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INTRODUCTION

This user manual will serve to guide the applicants from the industry to conduct transactions in QUEST 3+ for:

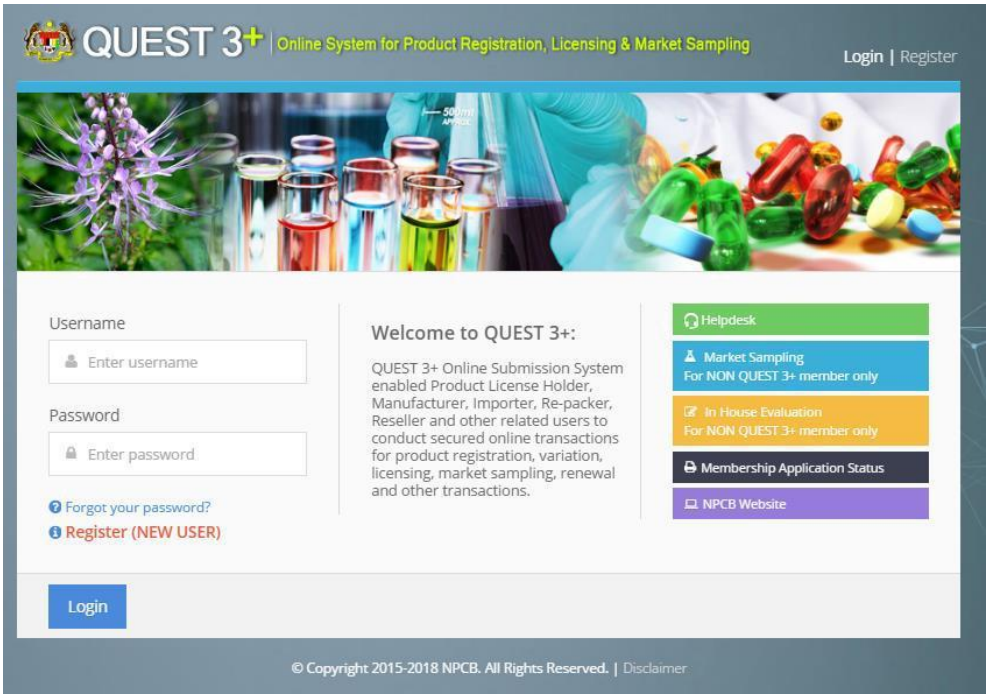
1. Application for Certificate of Pharmaceutical Product (CPP)
2. Application for Change of Holder (COH)

Pre-requisite:

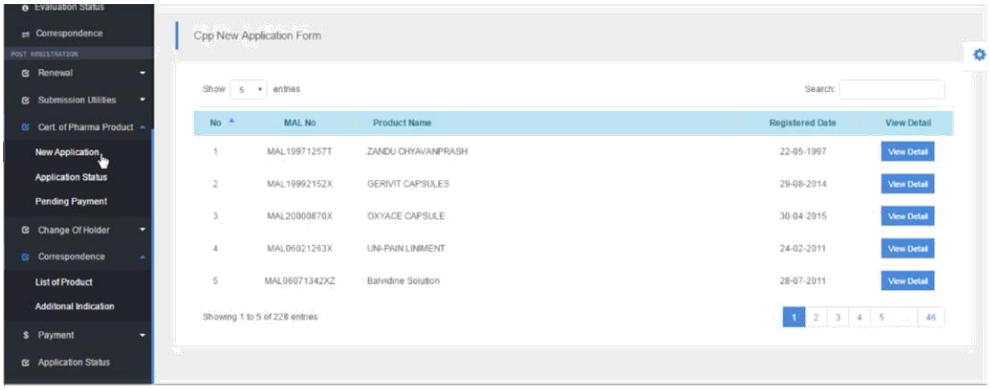
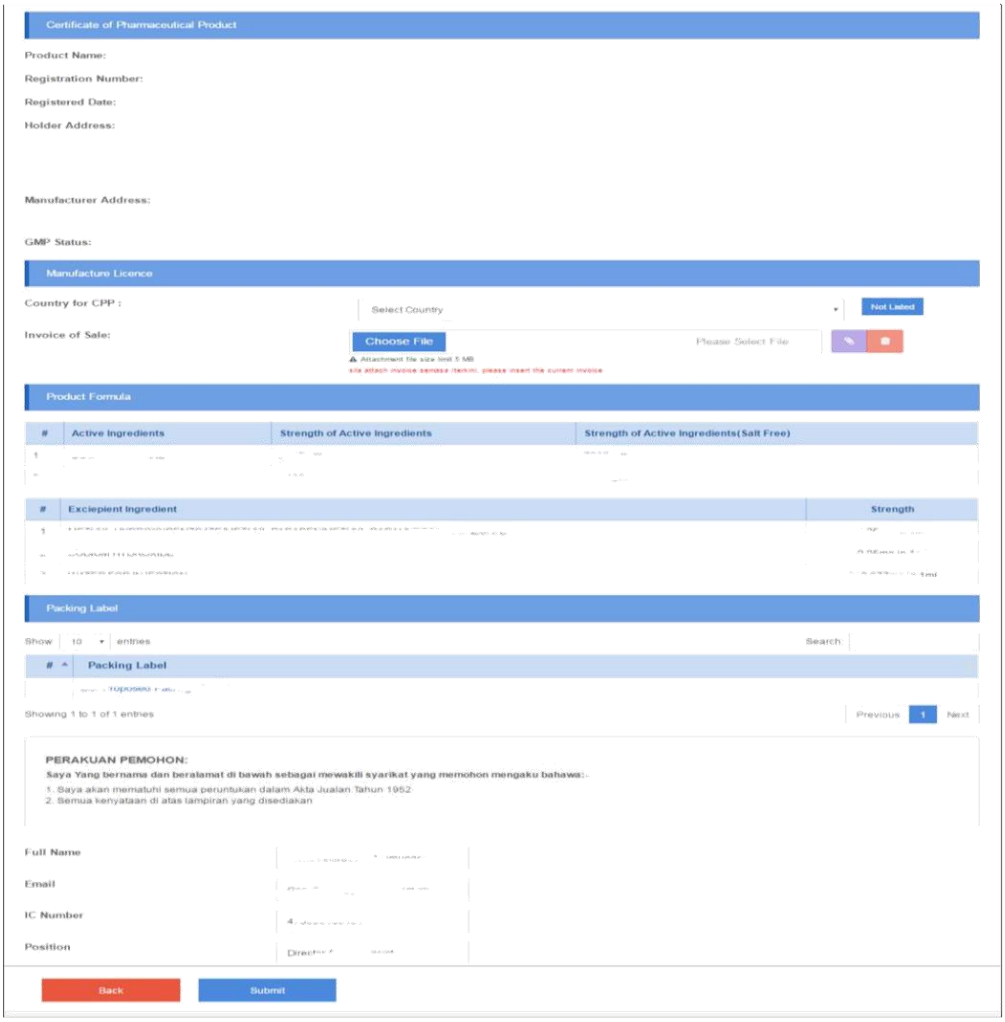
The application / registration process by the applicants will be conducted completely online including payments. The following are the pre-requisites before conducting the transactions in QUEST 3+:

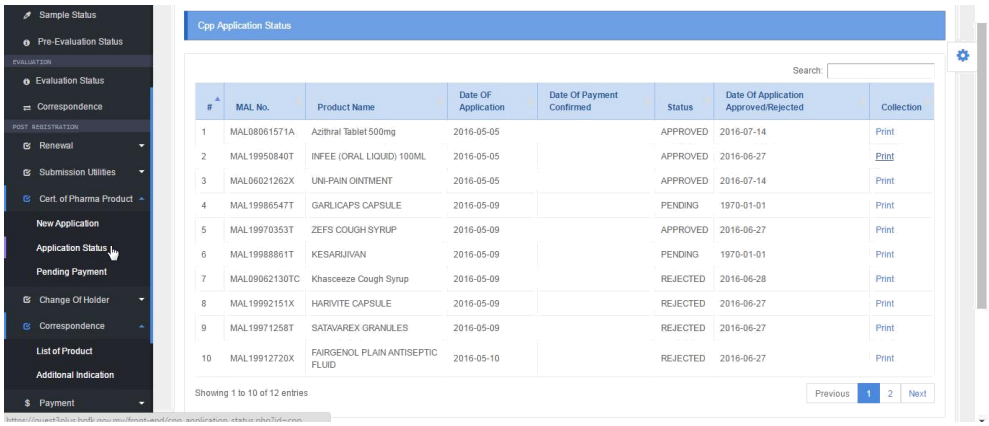
1. Internet Ready PC
2. Broadband Internet connection
3. Google Chrome latest version (recommended) or other internet explorer
4. Valid Digital Certificate (USB Token) – To be purchased online during Membership Application
5. Scanner
6. PDF Reader/Writer Software
7. Photo editor to edit (crop, resize or other editing functions) your attachments in jpg format
8. Valid email account for correspondences and system notifications
9. Online banking account (Personal or Business) or credit card to conduct payment transactions via FPX (Financial Process Exchange). FPX is a payment channel that allows you to make payment via online real-time through your current or savings account. All you need is an Internet banking account with any of FPX participating banks.

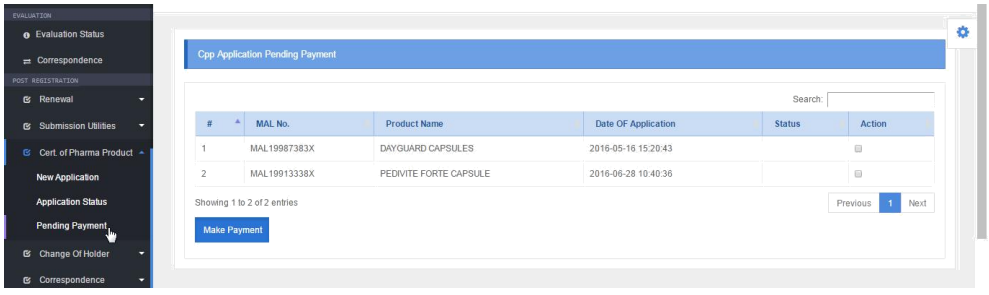
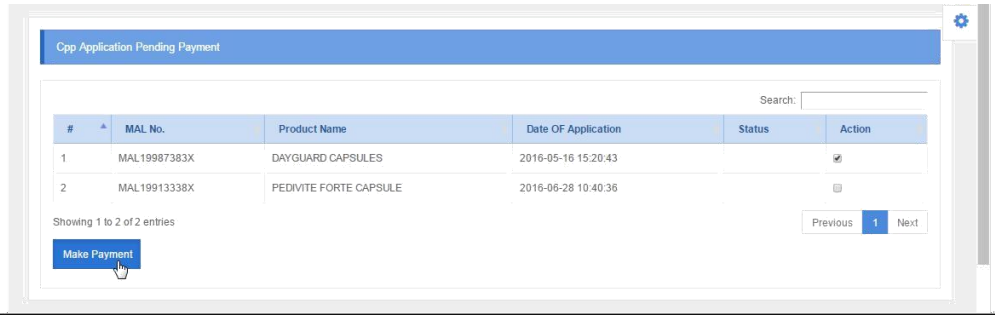
1.0 QUEST3+ Front-end login

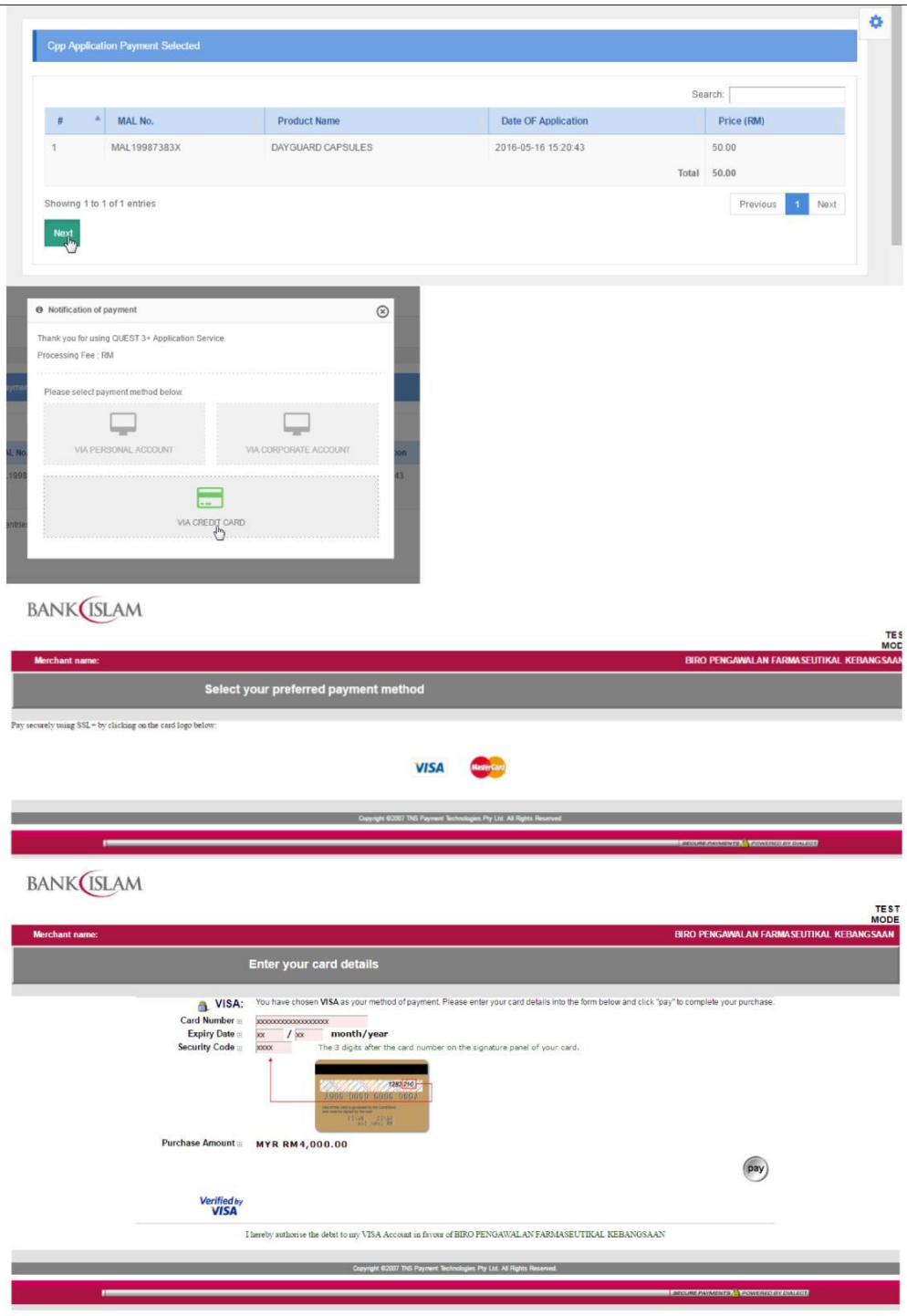
#	SCREENSHOTS / EXPLANATION
1	**Login**
FG1	
EX1	**Explanation:** To access the Quest 3+ system, user need to use the URL as below: https://quest3plus.bpfk.gov.my/front-end Figure 1 as the above will appear and the user will need to enter the following information: 1. User Name: User ID 2. Password: Enter Password. 3. Click Login

2.0 CERT. OF PHARMA PRODUCT

#	SCREENSHOTS / EXPLANATION
2.1	**New Application**
FG2	 
EX2	**Explanation:** User can apply New Application for **Cert. Pharma Product.**

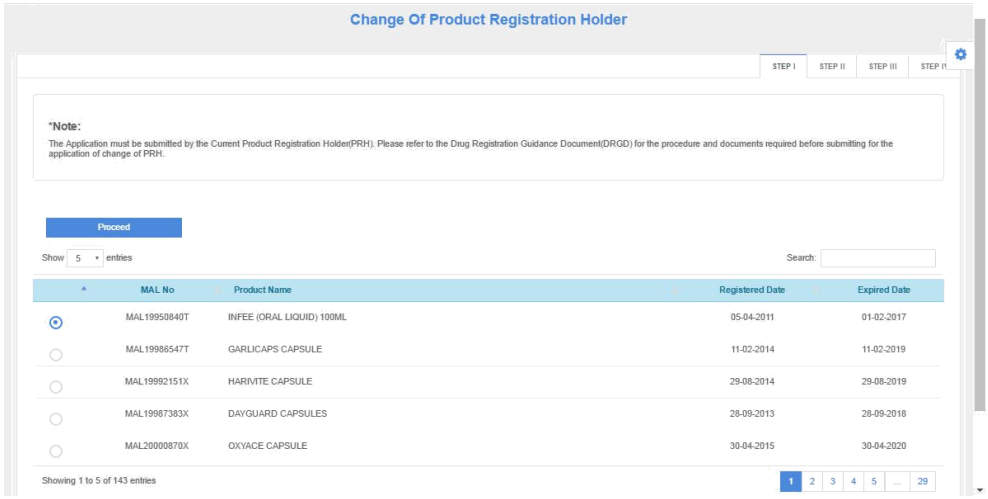
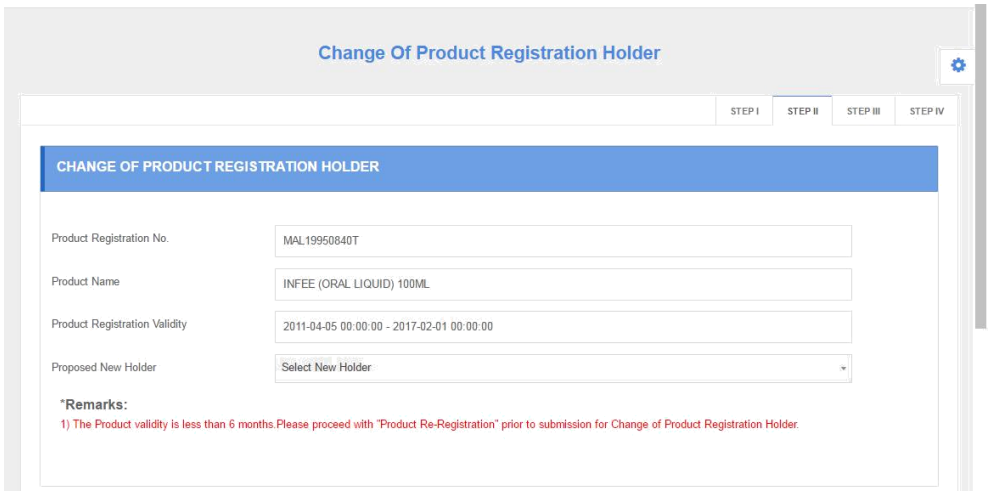
8.2	**Application Status**
FG3	
EX3	**Explanation:** User can check status of application for Cert

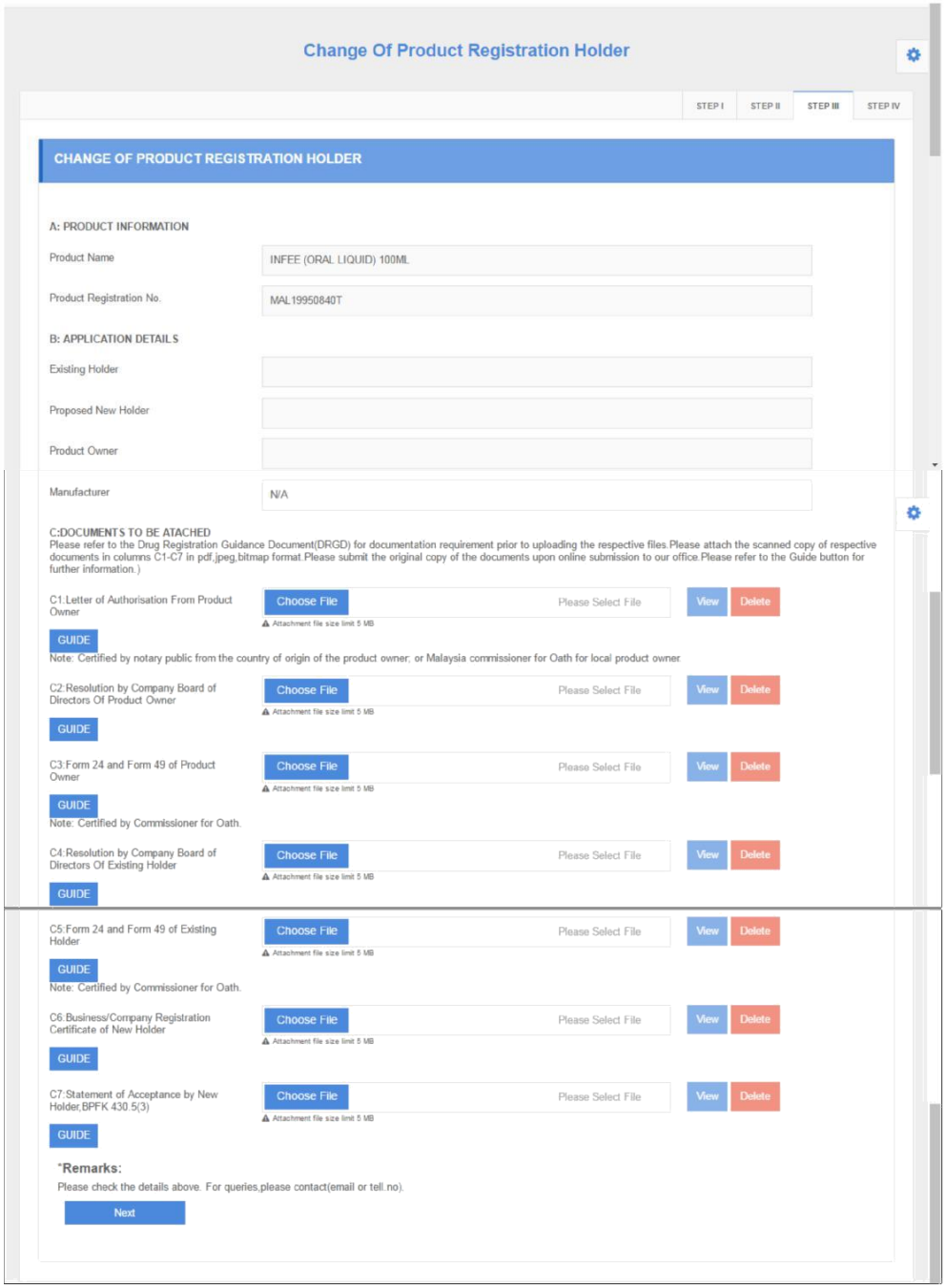
8.3	**Pending Payment**
FG4	
EX4	**Explanation:** User can check/pay any pending payment for CPP application
FG5	

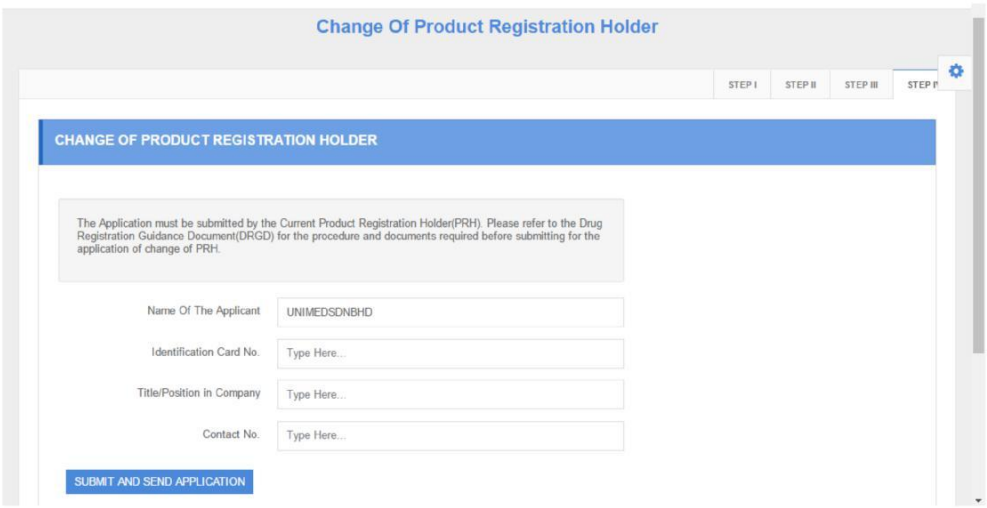


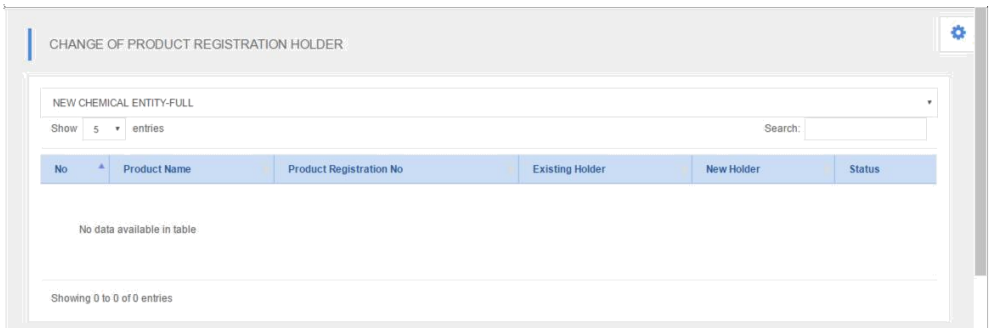
EX5	**Explanation:** User can select CPP pending payment application, then click on 'make payment' button. Window will pop up selection of how to pay . If using credit card, follow above instruction.

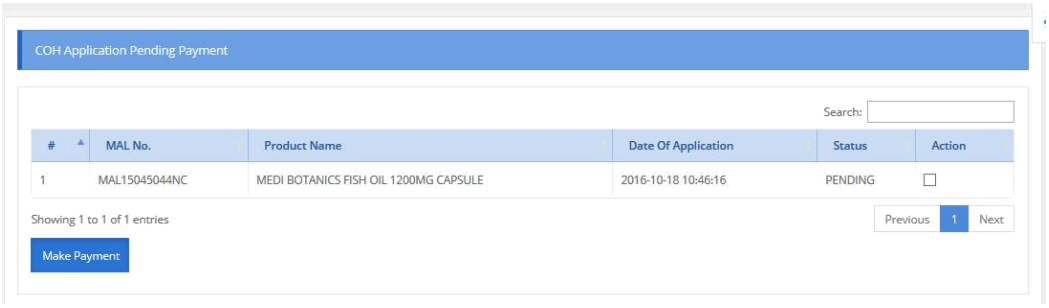
3.0 CHANGE OF HOLDER

#	SCREENSHOTS / EXPLANATION
3.1	**New Application**
3.1.1	New Form
3.1.1.1	Step I
FG6	
EX6	**Explanation:** User can select any product to made change of **Product Registration Holder**
3.1.1.2	Step II
FG7	
EX7	**Explanation:** User should fill in **New Holder** of **Product Registration**
3.1.1.3	Step III

FG8	
EX8	**Explanation:** User need to fill in all column in section **B** and **C** then proceed **NEXT**
3.1.1.4	Step IV

FG9	
EX9	**Explanation:** User need to fill in **ID Card , Title/Post in company , Contact No.** then **SUBMIT**
3.1.2	Save Form
FG10	
EX10	**Explanation:** User can check/view any application of **Change Product Registration Holder**

3.2	**Application Status**
3.2.1	Application Status Tray
FG11	

EX11	**Explanation:** User can view any status of application **Change of Holder**
3.2.2	COH Pending Payment
FG12	
EX12	**Explanation:** User can view COH Pending Payment Payment step for COH same with CPP. You can refer at FG52