



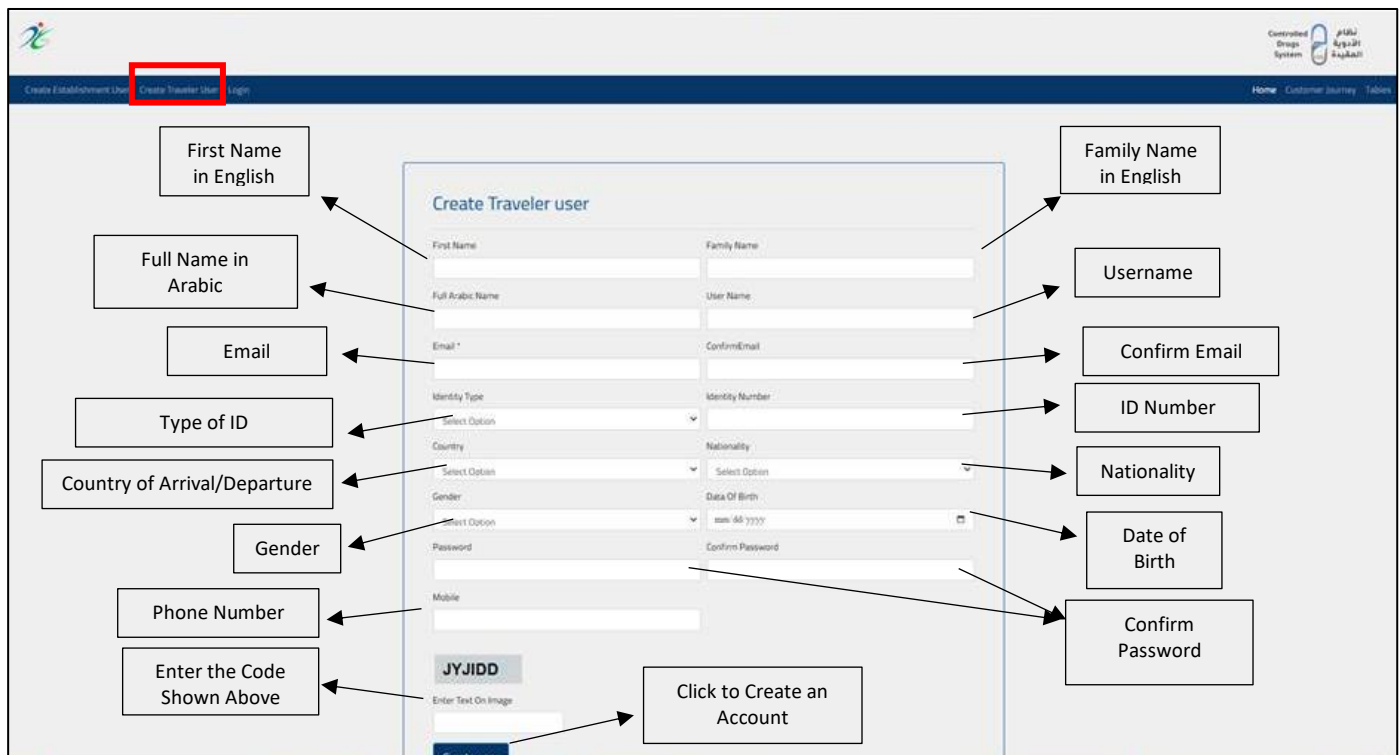
User Manual for Traveler Clearance

Controlled Drug System



Create an Account:

1. To create a personal traveler account, click "Create Traveler User" located in the top left corner of the screen.
2. Enter Your Information and fill out the required fields as displayed below.

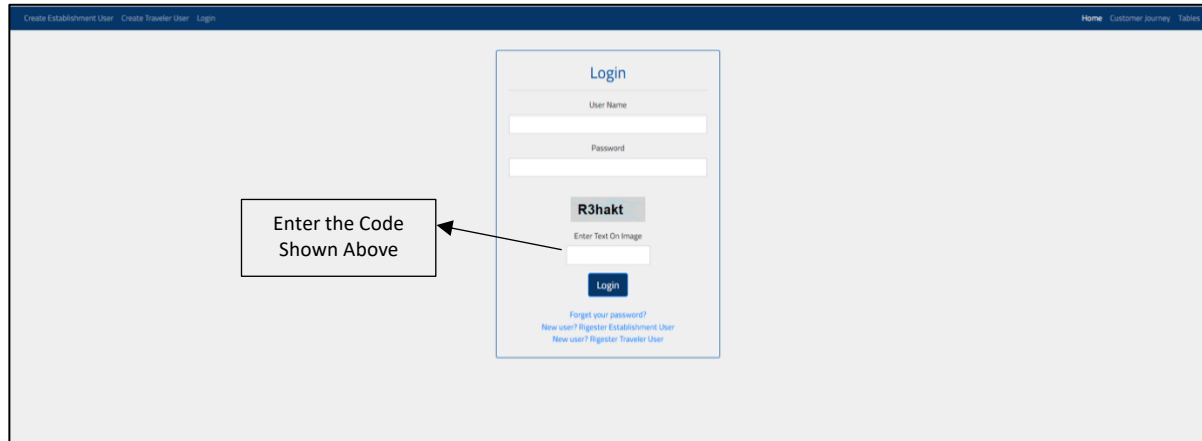


The screenshot shows the 'Create Traveler user' form with the following fields and labels:

- First Name in English**: Points to the 'First Name' field.
- Full Name in Arabic**: Points to the 'Full Arabic Name' field.
- Email**: Points to the 'Email *' field.
- Type of ID**: Points to the 'Identity Type' dropdown menu.
- Country of Arrival/Departure**: Points to the 'Country' dropdown menu.
- Gender**: Points to the 'Gender' dropdown menu.
- Phone Number**: Points to the 'Mobile' field.
- Enter the Code Shown Above**: Points to the 'Enter Text On Image' field, which displays the code 'JYJIDD'.
- Family Name in English**: Points to the 'Family Name' field.
- Username**: Points to the 'User Name' field.
- Confirm Email**: Points to the 'ConfirmEmail' field.
- ID Number**: Points to the 'Identity Number' field.
- Nationality**: Points to the 'Nationality' dropdown menu.
- Date of Birth**: Points to the 'Date Of Birth' field.
- Confirm Password**: Points to the 'Confirm Password' field.
- Click to Create an Account**: Points to the 'Create Account' button.

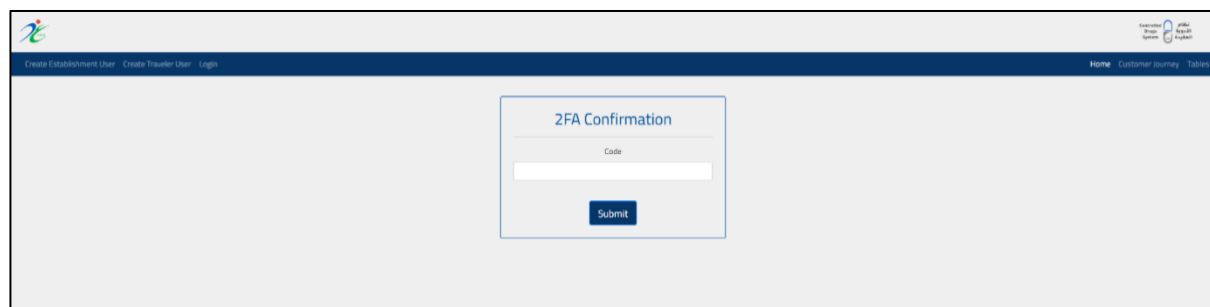
Login Steps:

1. Enter your username and password, then click "Login".



The screenshot shows the Login page of the SFDA system. The page has a dark blue header with navigation links: "Create Establishment User", "Create Traveler User", "Login", "Home", "Customer Journey", and "Tables". The main content area is light gray. In the center, there is a "Login" form with the following fields: "User Name", "Password", and a CAPTCHA image showing the text "R3hakt". Below the CAPTCHA is a text input field labeled "Enter Text On Image" and a "Login" button. A callout box with an arrow points to the CAPTCHA image, containing the text "Enter the Code Shown Above". Below the form, there are links for "Forgot your password?", "New user? Register Establishment User", and "New user? Register Traveler User".

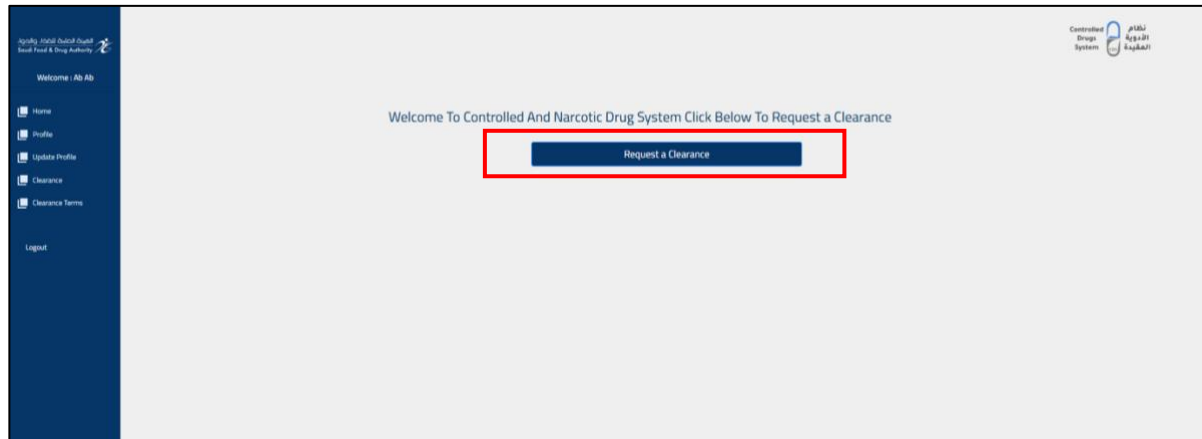
2. A verification code will be sent to your email address.
3. Check your email for a verification code and enter the code into the verification field.



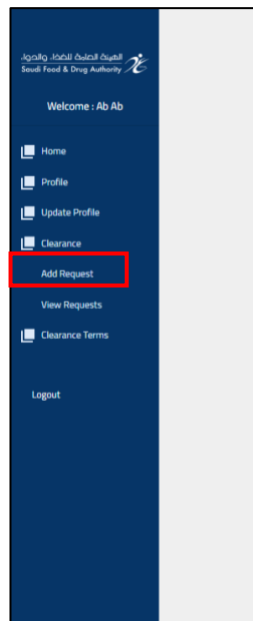
The screenshot shows the 2FA Confirmation page of the SFDA system. The page has a dark blue header with navigation links: "Create Establishment User", "Create Traveler User", "Login", "Home", "Customer Journey", and "Tables". The main content area is light gray. In the center, there is a "2FA Confirmation" form with a "Code" input field and a "Submit" button.

Home Page:

1. Upon successful login, the home page will appear.
2. Click the "Request a Clearance" button.

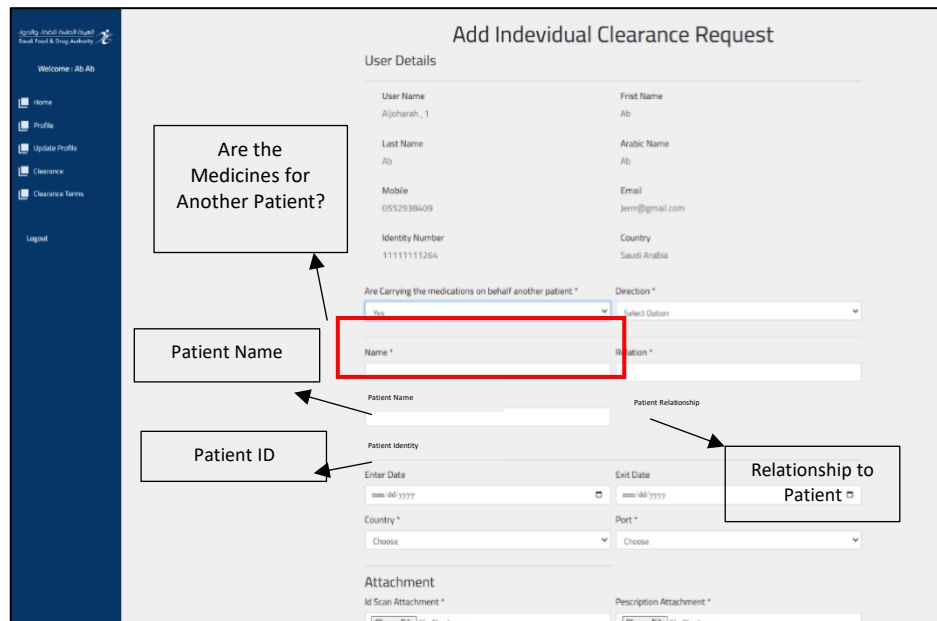


3. You can also add a request by going to "Clearance" (located on the left side of the screen) and then clicking "Add Request".



Request a Clearance:

- Are these medicines for someone other than yourself?
 - If yes, select "Yes" and input the patient's details:

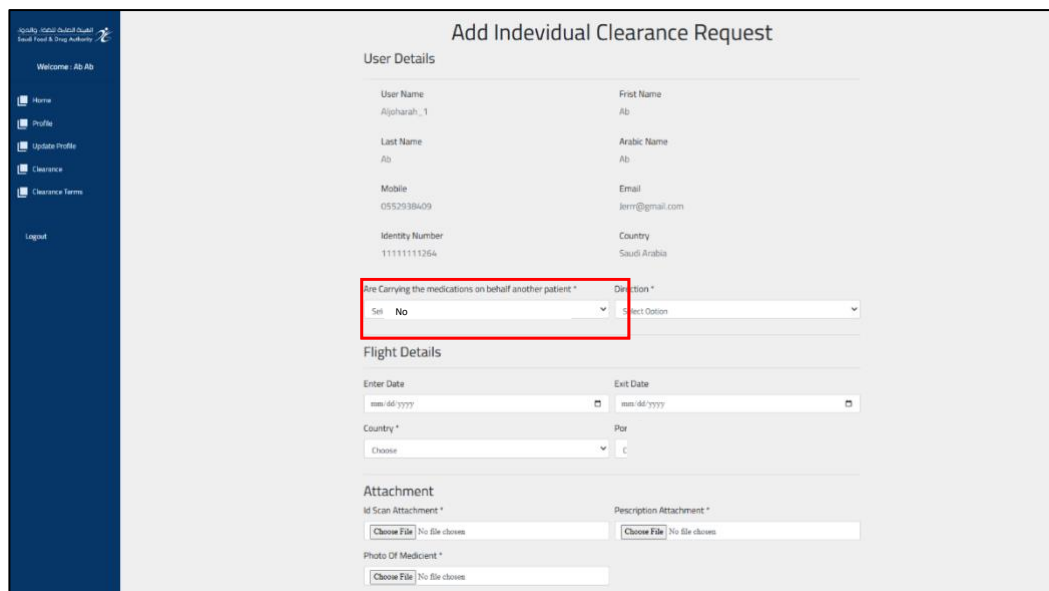


The screenshot shows the 'Add Individual Clearance Request' form. A red box highlights the 'Are Carrying the medications on behalf another patient *' dropdown menu, which is set to 'Yes'. Annotations with arrows point to the following fields:

- Are the Medicines for Another Patient?**: Points to the 'Yes' selection in the dropdown.
- Patient Name**: Points to the 'Name *' field.
- Patient ID**: Points to the 'Patient Identity' field.
- Relationship to Patient**: Points to the 'Patient Relationship' dropdown.

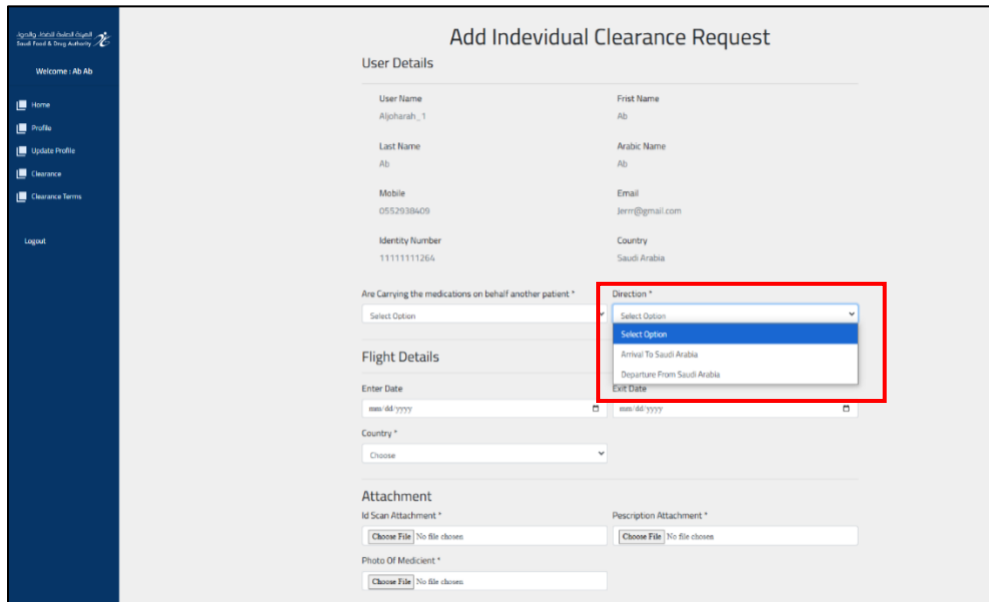
The form includes sections for User Details, Patient Details, Flight Details, and Attachments.

- If not, select "No". No additional information is required



The screenshot shows the 'Add Individual Clearance Request' form with the 'Are Carrying the medications on behalf another patient *' dropdown menu set to 'No'. The 'Flight Details' section is visible, showing fields for Enter Date, Exit Date, Country, and Port. The 'Attachment' section at the bottom includes fields for Id Scan Attachment, Prescription Attachment, and Photo Of Medicament, each with a 'Choose File' button and 'No file chosen' text.

2. Indicate your travel direction: Arrival to or Departure from Saudi Arabia.



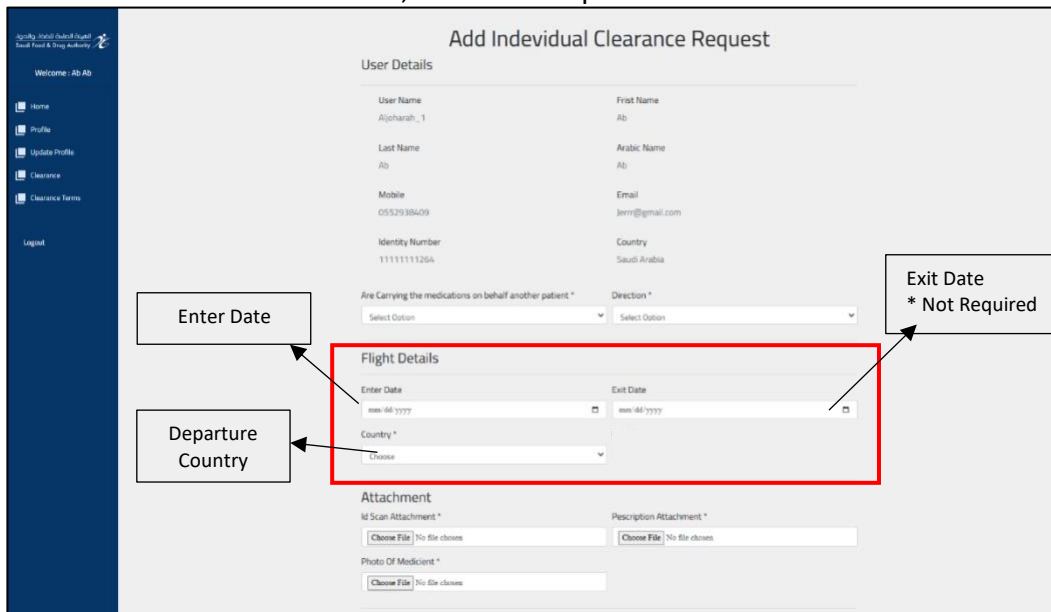
The screenshot shows the 'Add Individual Clearance Request' form. The 'Direction' dropdown menu is highlighted with a red box, showing the following options:

- Select Option
- Arrival To Saudi Arabia
- Departure From Saudi Arabia

The form includes sections for User Details, Flight Details, and Attachment.

3. Flight Details.

- For arrivals to Saudi Arabia, enter the required information:

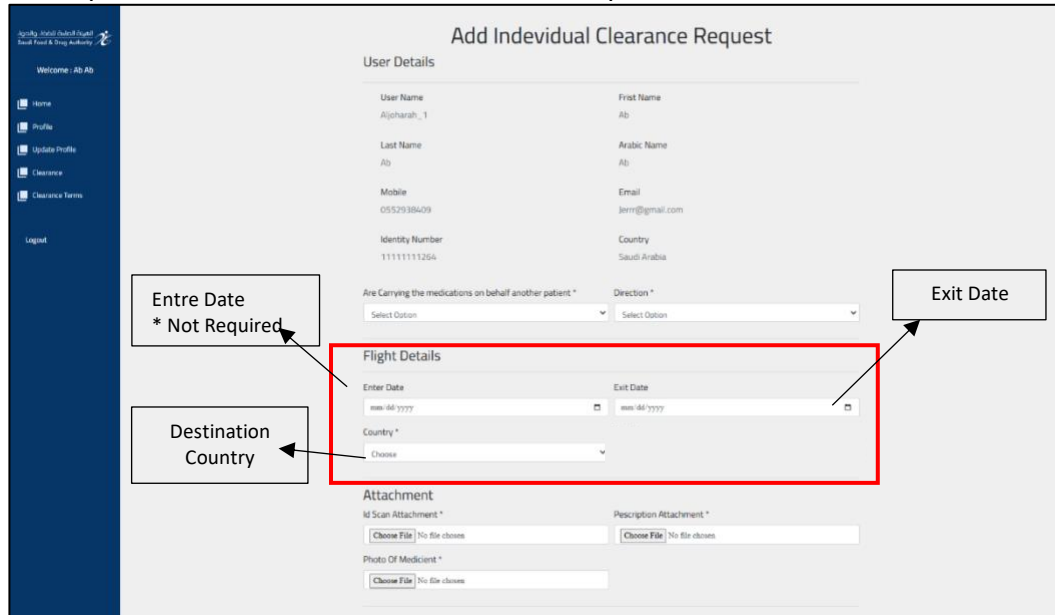


The screenshot shows the 'Add Individual Clearance Request' form with annotations for the 'Flight Details' section. The 'Flight Details' section is highlighted with a red box. Annotations include:

- Enter Date**: Points to the 'Enter Date' field.
- Departure Country**: Points to the 'Country' dropdown menu.
- Exit Date * Not Required**: Points to the 'Exit Date' field.

The form includes sections for User Details, Flight Details, and Attachment.

- For departure from Saudi Arabia, enter the required information:



Add Individual Clearance Request

User Details

User Name Aljoharah, 1	First Name Ab
Last Name Ab	Arabic Name Ab
Mobile 0552938409	Email jerr@gmail.com
Identity Number 1111111254	Country Saudi Arabia

Are Carrying the medications on behalf another patient *
Select Option

Direction *
Select Option

Flight Details

Enter Date
mm/dd/yyyy

Exit Date
mm/dd/yyyy

Country *
Choose

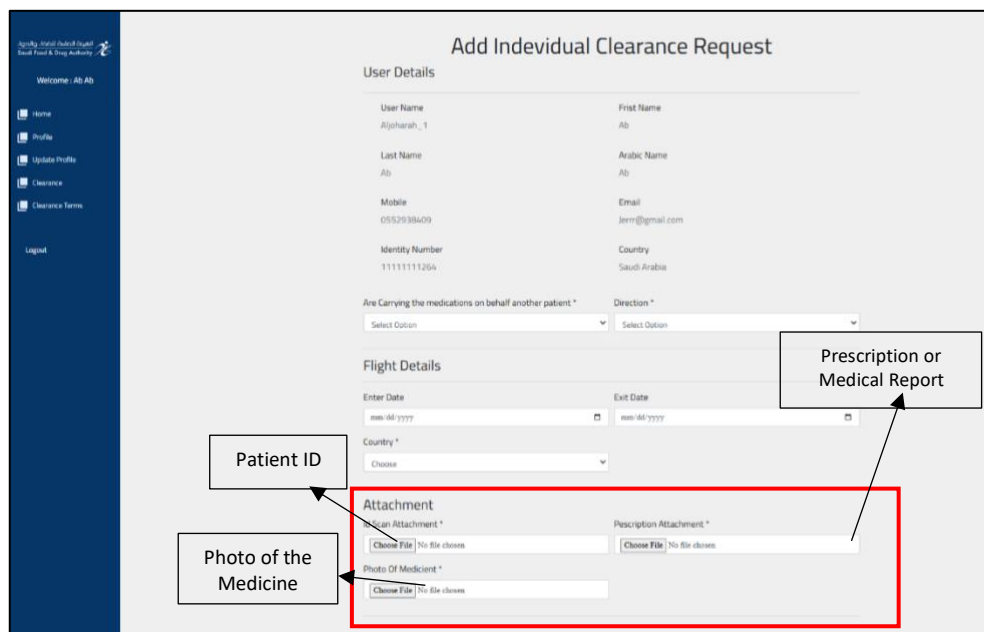
Attachment

Id Scan Attachment *
Choose File | No file chosen

Prescription Attachment *
Choose File | No file chosen

Photo Of Medicament *
Choose File | No file chosen

4. Attach the required documents.



Add Individual Clearance Request

User Details

User Name Aljoharah, 1	First Name Ab
Last Name Ab	Arabic Name Ab
Mobile 0552938409	Email jerr@gmail.com
Identity Number 1111111254	Country Saudi Arabia

Are Carrying the medications on behalf another patient *
Select Option

Direction *
Select Option

Flight Details

Enter Date
mm/dd/yyyy

Exit Date
mm/dd/yyyy

Country *
Choose

Attachment

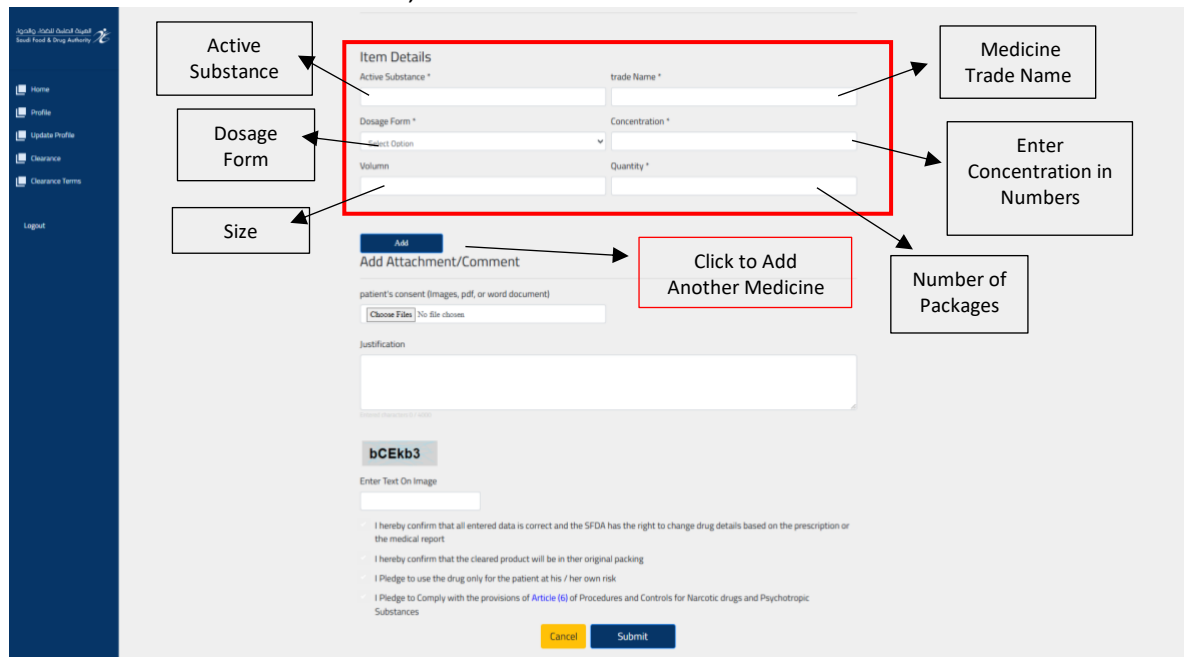
Id Scan Attachment *
Choose File | No file chosen

Prescription Attachment *
Choose File | No file chosen

Photo Of Medicament *
Choose File | No file chosen

5. Fill in the medicine information.

- To add another medicine, click the "Add" button:



Active Substance

Dosage Form

Size

Medicine Trade Name

Enter Concentration in Numbers

Number of Packages

Click to Add Another Medicine

Item Details

Active Substance *

trade Name *

Dosage Form *

Select Option

Concentration *

Volume

Quantity *

Add

Add Attachment/Comment

patient's consent (images, pdf, or word document)

Choose Files No file chosen

Justification

bCEkb3

Enter Text On Image

I hereby confirm that all entered data is correct and the SFDA has the right to change drug details based on the prescription or the medical report

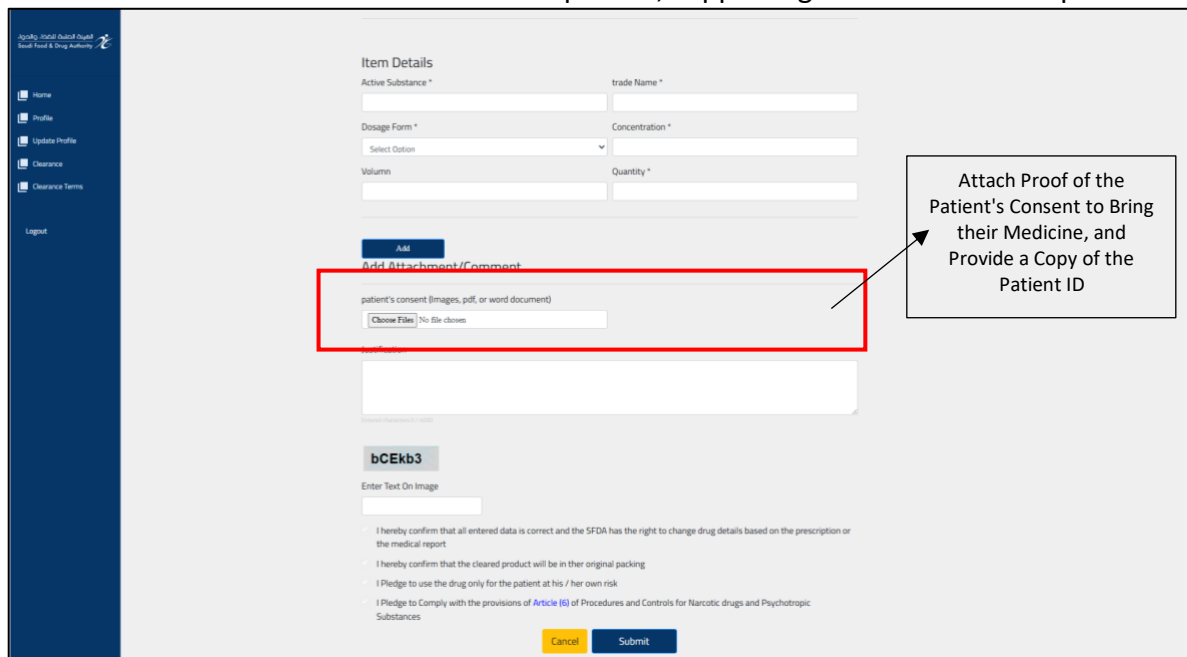
I hereby confirm that the cleared product will be in their original packing

I Pledge to use the drug only for the patient at his / her own risk

I Pledge to Comply with the provisions of Article (6) of Procedures and Controls for Narcotic drugs and Psychotropic Substances

Cancel Submit

6. If the medicines are for another patient, supporting documents are required.



Item Details

Active Substance *

trade Name *

Dosage Form *

Select Option

Concentration *

Volume

Quantity *

Add

Add Attachment/Comment

patient's consent (images, pdf, or word document)

Choose Files No file chosen

Justification

bCEkb3

Enter Text On Image

I hereby confirm that all entered data is correct and the SFDA has the right to change drug details based on the prescription or the medical report

I hereby confirm that the cleared product will be in their original packing

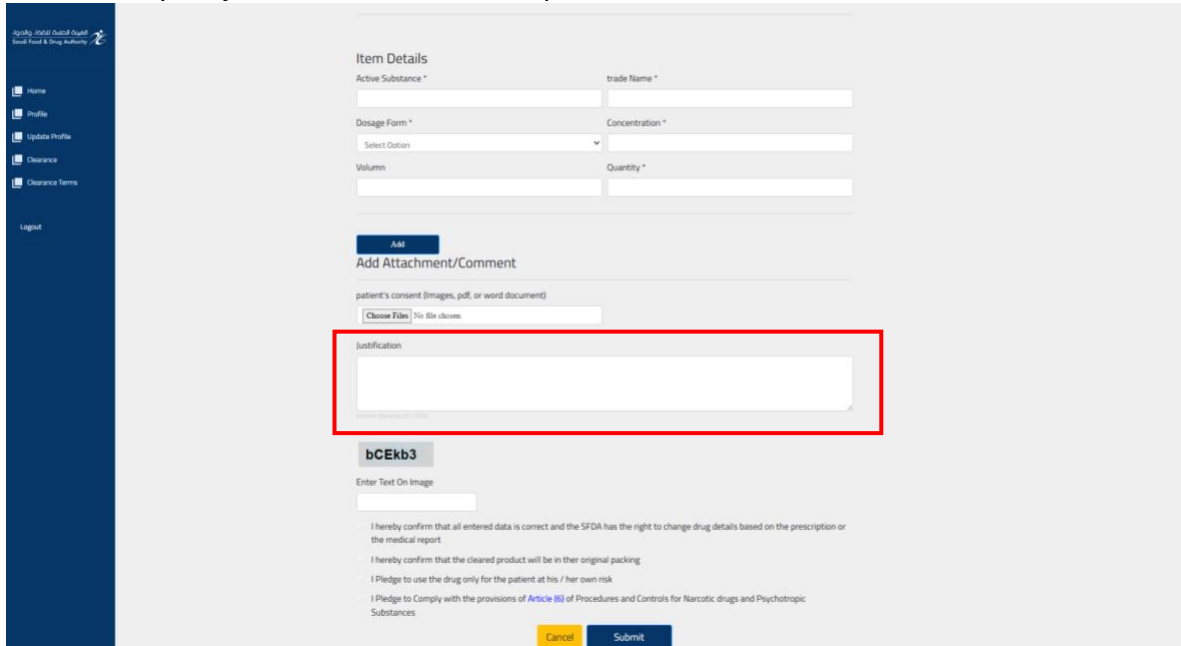
I Pledge to use the drug only for the patient at his / her own risk

I Pledge to Comply with the provisions of Article (6) of Procedures and Controls for Narcotic drugs and Psychotropic Substances

Cancel Submit

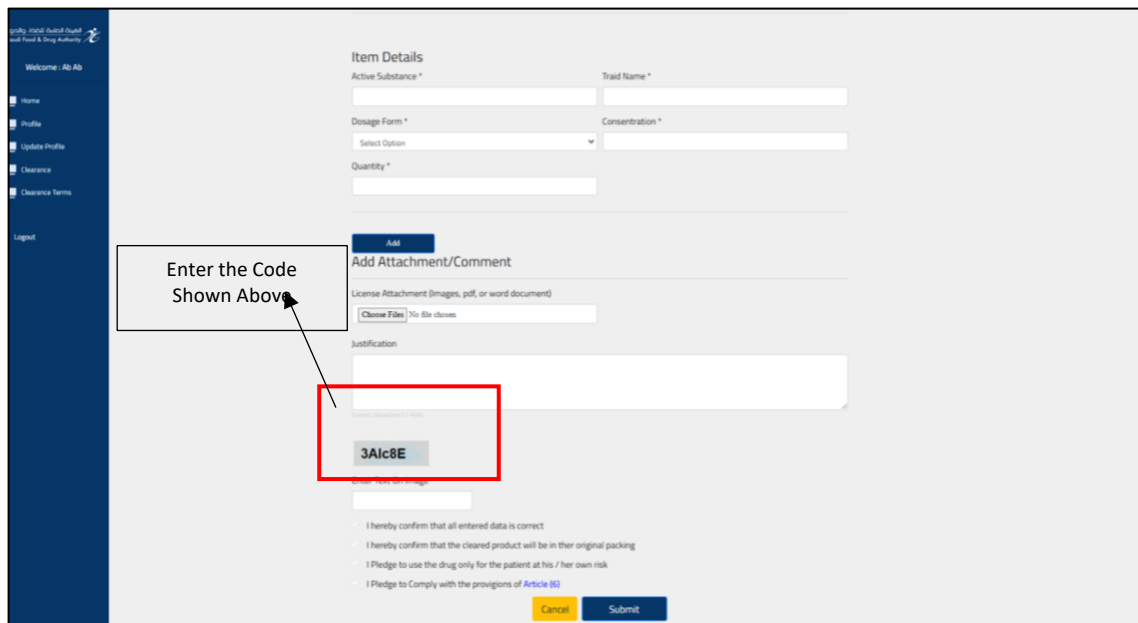
Attach Proof of the Patient's Consent to Bring their Medicine, and Provide a Copy of the Patient ID

7. Enter your justifications in the field provided below.



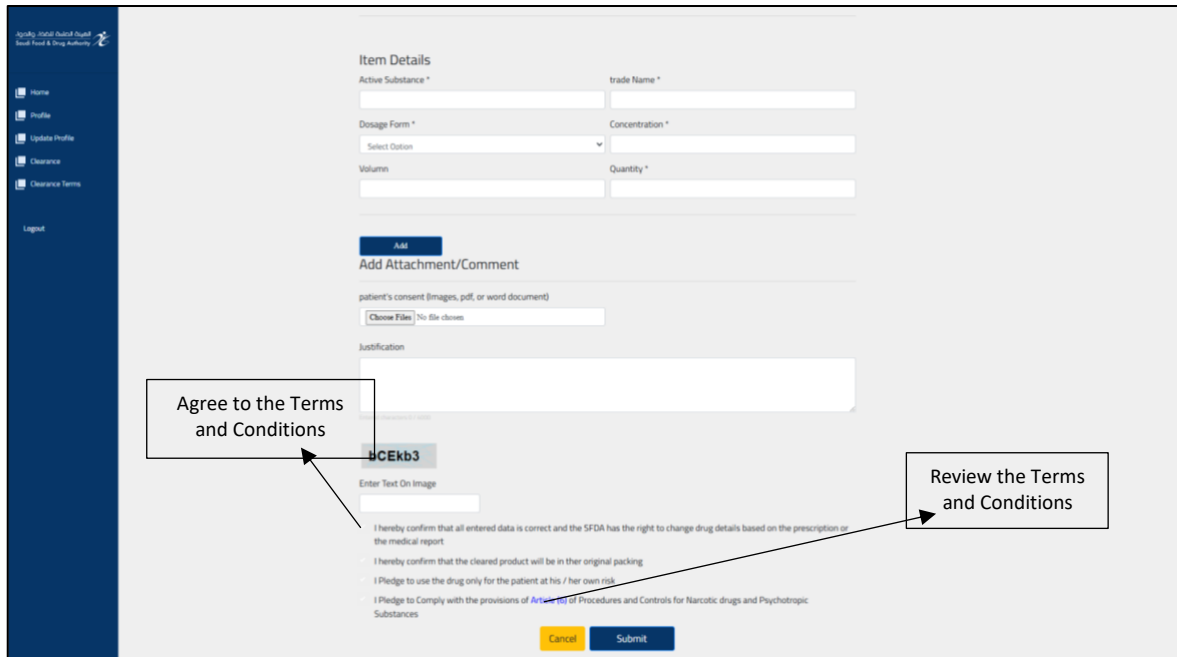
The screenshot shows the SFDA portal interface. On the left is a dark blue sidebar with navigation links: Home, Profile, Update Profile, Clearance, Clearance Terms, and Logout. The main content area is titled 'Item Details' and contains several input fields: 'Active Substance *', 'Trade Name *', 'Dosage Form *', 'Concentration *', 'Volume', and 'Quantity *'. Below these fields is an 'Add' button. The 'Add Attachment/Comment' section includes a 'patient's consent (images, pdf, or word document)' field with a 'Choose Files' button. The 'Justification' field is a large text area, highlighted with a red rectangular box. Below the justification field is a 'bCEkb3' label and a 'Enter Text On Image' input field. At the bottom, there are four checkboxes for confirmation: 'I hereby confirm that all entered data is correct and the SFDA has the right to change drug details based on the prescription or the medical report', 'I hereby confirm that the cleared product will be in their original packing', 'I Pledge to use the drug only for the patient at his / her own risk', and 'I Pledge to Comply with the provisions of Article (6) of Procedures and Controls for Narcotic drugs and Psychotropic Substances'. 'Cancel' and 'Submit' buttons are at the bottom right.

8. Enter the verification code.



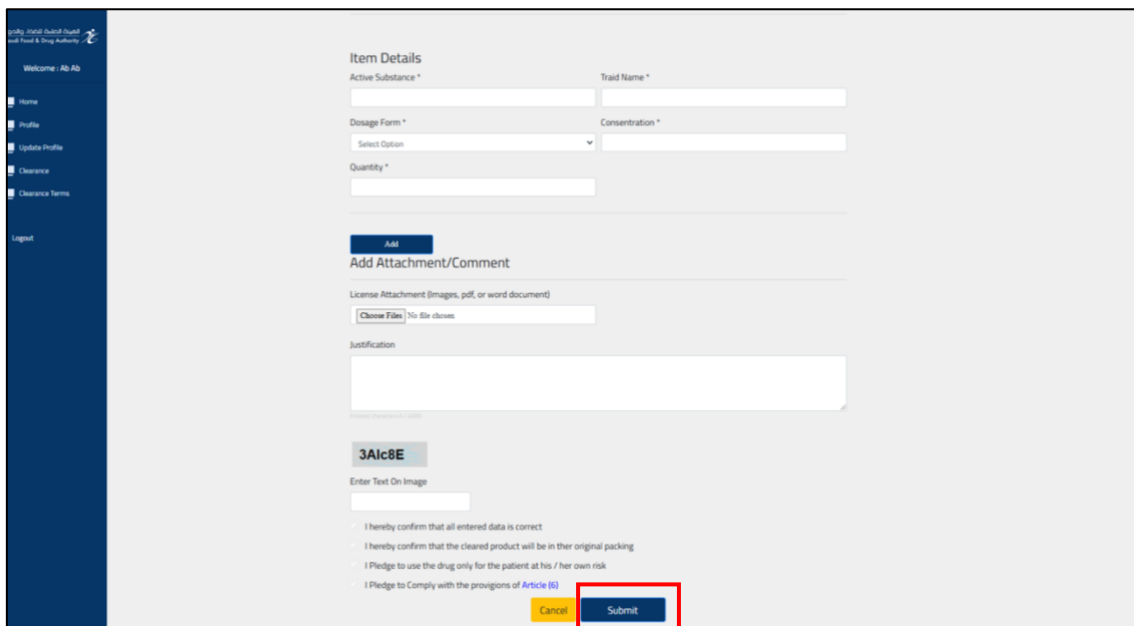
This screenshot shows the same SFDA portal interface as the previous one, but with a verification code. A red rectangular box highlights the code '3A1c8E' displayed below the justification field. A callout box with the text 'Enter the Code Shown Above' and an arrow points to this red box. The rest of the form, including the 'Add Attachment/Comment' section and the confirmation checkboxes, remains the same.

- Review and agree to the terms and conditions by completing the electronic pledge shown below.



The screenshot shows the 'Item Details' form in the SFDA system. The form includes fields for 'Active Substance', 'Trade Name', 'Dosage Form', 'Concentration', 'Volume', and 'Quantity'. Below these fields is a blue 'Add' button. Underneath is the 'Add Attachment/Comment' section, which includes a file upload button labeled 'Choose Files' and a text area for 'Justification'. A box labeled '3CEkb3' is visible below the justification text area. At the bottom of the form are 'Cancel' and 'Submit' buttons. Two annotations with arrows point to the form: one points to the '3CEkb3' box with the text 'Agree to the Terms and Conditions', and another points to the 'Submit' button with the text 'Review the Terms and Conditions'.

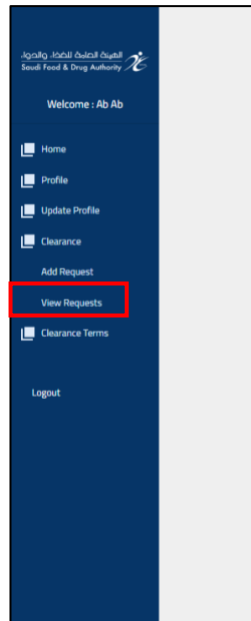
- Click "Submit" for successful submission.



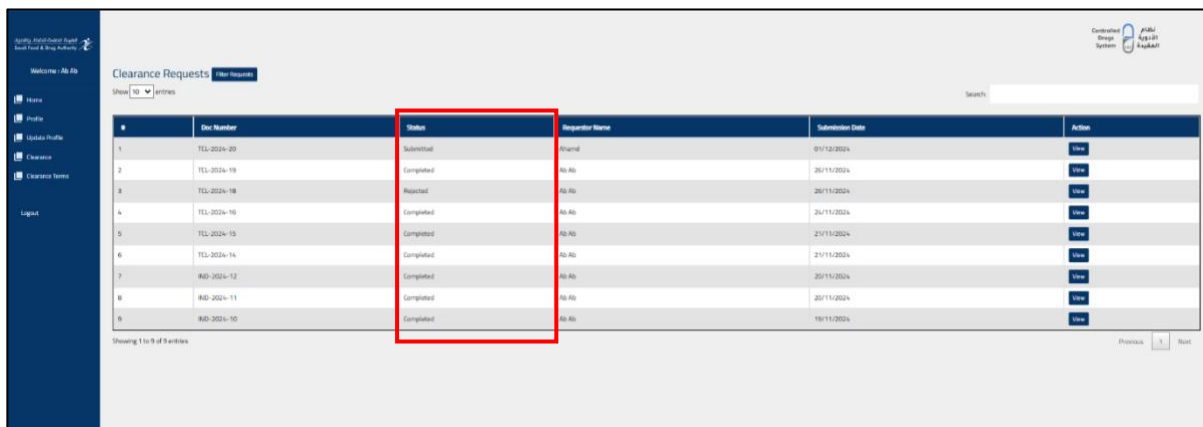
This screenshot shows the same 'Item Details' form as the previous one, but with the 'Submit' button highlighted by a red rectangle. The form fields and layout are identical to the previous screenshot, including the 'Add' button, 'Add Attachment/Comment' section, and the 'Cancel' and 'Submit' buttons at the bottom.

View the Clearance Request

1. Click on "Clearance" menu.
2. Select "View Requests."



3. A table listing all the account requests will be displayed.
4. You can view the current status of your requests in the "Status" column.
 - Submitted: Request **SENT**.
 - Completed: Request **ACCEPTED**.
 - Rejected: Request **DECLINED**.



The screenshot shows a table titled 'Clearance Requests' with the following columns: #, Doc Number, Status, Requester Name, Submission Date, and Action. The 'Status' column is highlighted with a red box. The table contains 9 rows of data.

#	Doc Number	Status	Requester Name	Submission Date	Action
1	TCL-2024-20	Submitted	Hand	01/12/2024	View
2	TCL-2024-19	Completed	Ab Ab	26/11/2024	View
3	TCL-2024-18	Rejected	Ab Ab	26/11/2024	View
4	TCL-2024-16	Completed	Ab Ab	24/11/2024	View
5	TCL-2024-15	Completed	Ab Ab	21/11/2024	View
6	TCL-2024-14	Completed	Ab Ab	21/11/2024	View
7	RAD-2024-12	Completed	Ab Ab	20/11/2024	View
8	RAD-2024-11	Completed	Ab Ab	20/11/2024	View
9	RAD-2024-10	Completed	Ab Ab	19/11/2024	View

Showing 1 to 9 of 9 entries

5. Click on 'View' next to the accepted request.

Clearance Requests [Filter Requests](#)

Show 10 entries

Search

#	Doc Number	Status	Requester Name	Submission Date	Action
1	TCL-2024-20	Submitted	Ahmad	01/12/2024	View
2	TCL-2024-19	Completed	Ali Ali	20/11/2024	View
3	TCL-2024-18	Rejected	Ali Ali	20/11/2024	View
4	TCL-2024-16	Completed	Ali Ali	26/11/2024	View
5	TCL-2024-15	Completed	Ali Ali	21/11/2024	View
6	TCL-2024-14	Completed	Ali Ali	21/11/2024	View
7	RAD-2024-12	Completed	Ali Ali	20/11/2024	View
8	RAD-2024-11	Completed	Ali Ali	20/11/2024	View
9	RAD-2024-10	Completed	Ali Ali	19/11/2024	View

Showing 1 to 9 of 9 entries

Previous 1 Next

6. Click 'View License' to see the traveler's personal clearance.

Departure From Saudi Arabia

User Details

User Name: Ahmad Ali

First Name: Ali

Last Name: Ahmad

Arabic Name: Ali

Mobile: 0912345678

Email: ali@gmail.com

Marital Type: Single

Identity Number: 9999999999

Country: Saudi Arabia

Carrying the medications on behalf another patient

Request Name: None

Request Identity: 0000000000

Requester Name: Ali

Flight Details


Arrival Date: 2024/11/20

Departure Date: 2024/11/20

From Country: England

To Country: Saudi Arabia

Attachment

W-Formed Copy *





W-Formed Copy *


Photo ID Document


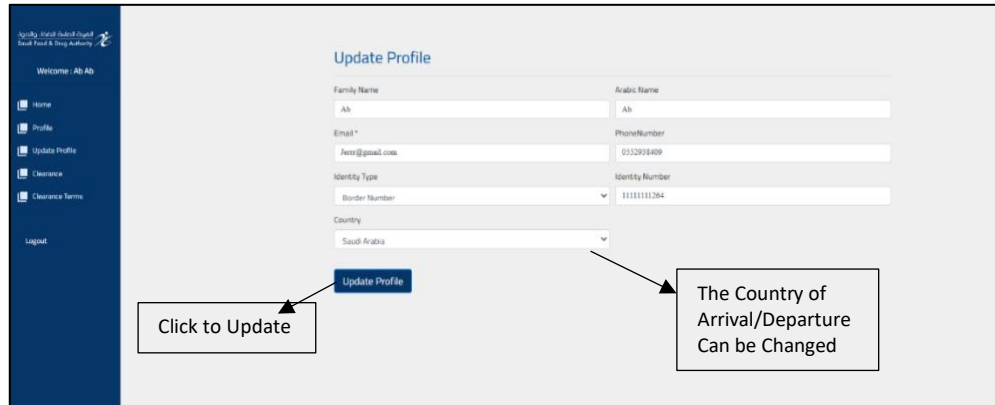
License


Generated License
[View License](#)
[Item Details](#)

Item 1 [View](#)

Update Profile Information

1. Account details can be updated in the 'Update Profile' section, as shown below.



The screenshot shows the 'Update Profile' form in the SFDA system. The form is titled 'Update Profile' and contains the following fields:

- Family Name: Ah
- Arabic Name: Ah
- Email: Jena@gmail.com
- Phone Number: 01529218409
- Identity Type: (dropdown menu)
- Border Number: (dropdown menu)
- Identity Number: 11111111264
- Country: Saudi Arabia (dropdown menu)

A blue 'Update Profile' button is located at the bottom of the form. Two callout boxes are present:

- A box labeled 'Click to Update' points to the 'Update Profile' button.
- A box labeled 'The Country of Arrival/Departure Can be Changed' points to the 'Country' dropdown menu.

شكراً