

Medical Device Distributors and Manufacturers License Online Application Frequently Asked Questions

- 1. Q.** I want to renew my medical device license for the upcoming year. However, I can't seem to find a renewal option in QuickBase. Can you please assist with how we can renew our license?

Health Regulation and Licensing Administration has launched the Division of Radiation Control and Medical Devices' online application portal, where you can complete your Medical Device license application.

- Please visit <https://dchealth.force.com/Application/s/login> to submit your online application. You are required to create an account.
 - Complete the application, upload any requested support documentation, and submit payment. Our review team will review your application and respond to you via email.
- 2. Q.** When I log in, I do not see the license tied to the account or an option to proceed with the renewal. How do I link our current certificates to my portal so that I can renew rather than start the application from scratch?
 - A.** Because this is a new portal, you must apply as a new applicant. Your prior license number is no longer valid. You'll be issued a new license number and emailed your certificate through the application portal.
 - 3. Q.** We're attempting to renew our license in the new portal. The new portal did not provide me with an option to renew, but it only gave me the chance for a new application. Please advise how to proceed to ensure my license is renewed on time.

You must apply as a "new" applicant, and you'll be issued a brand-new license number. Your old one will be obsolete.

- 4. Q.** I need to renew our Manufacturer's license. Please confirm that I must submit an entire "new application" instead of renewing our current license.

Yes, you will need to submit an entire "new application" instead of renewing your current license.

5. **Q.** How can I upload the device listing to the application? We have some trouble adding these to the application via the portal.

Unfortunately, the new application portal will not allow you to upload a listing of devices, and you have to add them to the application. There's a product code search bar to help simplify the process. Please don't hesitate to reach out should you need additional assistance.

6. **Q.** Can you please advise how long our prior license has been invalid? We have no record of receiving a notification that this would be the case.

Your prior license is valid until September 30, 2023

7. **Q.** I have a question regarding the Clean Hands form. An individual must fill in this form; can our CFO fill it out if so?

Yes, they can.

8. **Q.** Can you confirm if DC will accept if the Clean Hands form is e-signed, or does DC require this form to be wet-signed?

Yes! DC accepts e-signed documents.

9. **Q.** Where can I download this license? Also, we need to change the representative; how can that be done?

The license is sent to the applicant's email once approved. Please email Radiation to update information submitted on a previously approved license.

10. **Q.** For our tracking purposes, is case # the new license number? Is there anywhere to verify the license and expiration date online?

Case number is not the new license number. The license number and expiration date are on the license PDF. License numbers cannot be verified online.

- 11. Q.** I'm not sure what case # is attached to the licensed office. How can I differentiate the cases #s to their location?

Each license has its own name, facility address, and license number on the certificate. The way to differentiate locations is by using the address. Please edit your application and verify the address on the application to see which application correlates to which address.

- 12. Q.** I created an account to fill out the application for the Medical Device license application for my office. However, whenever I try to sign in, it tells me my password is wrong. I then tried to reset my password, and it sent me the link, but it just brought me back to the page to request to reset my password. It took me back to the select forgot password.

In this case, you are required to create a new account.

- 13. Q.** When will we receive our new license?

The staff will review and approve your application once it's submitted. Upon approval, your license certificate will be emailed to you.

- 14. Q.** How can I delete my account's 'draft' applications from when I chose the wrong account type?

Draft applications cannot be deleted.

- 15. Q.** Please provide a receipt for all my License applications (Medical Devices). We were never emailed a receipt or given an option to print one.

Receipts were automatically sent upon submission of the application. Please login to the portal and confirm that the application you're referencing is in approved or submitted status. Also please check your spam/junk email folder for the confirmation of payment.