TCM Practitioners Board
中医管理委员会

Guide for Online Practising Certificate (PC) Renewal Application

网上申请更新执业准证（简称：PC）指南

Last Updated on 6 Jun 2018

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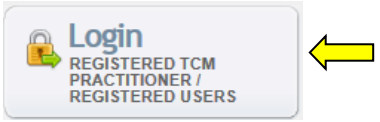
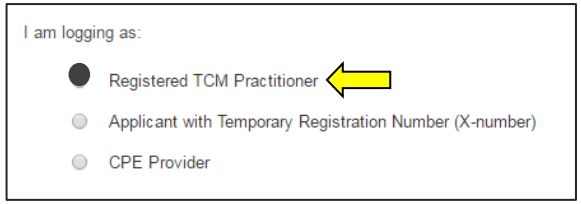
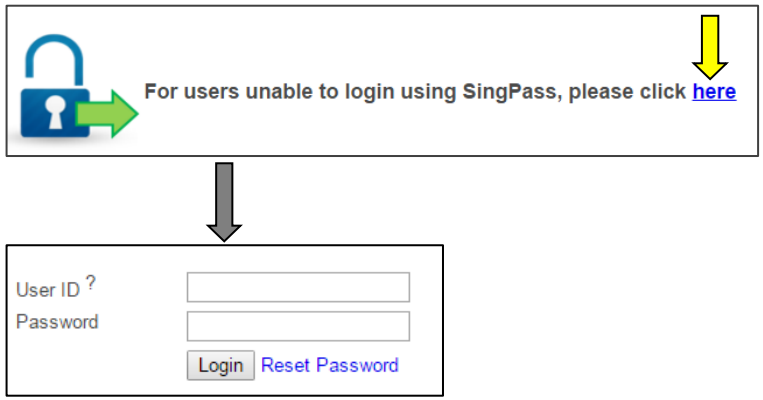
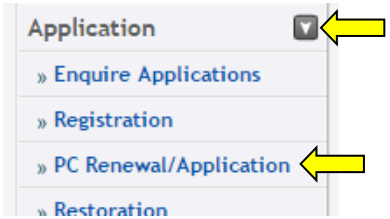
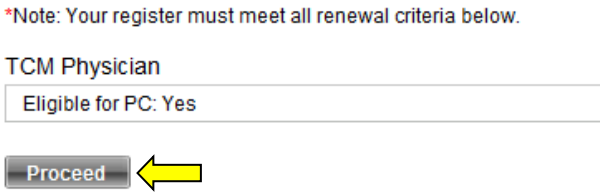
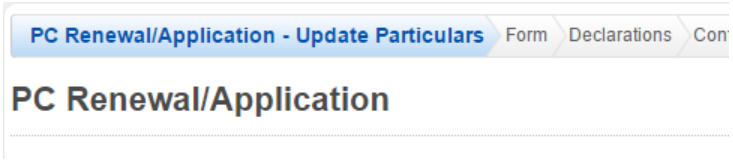
English and Chinese Instructions are provided below

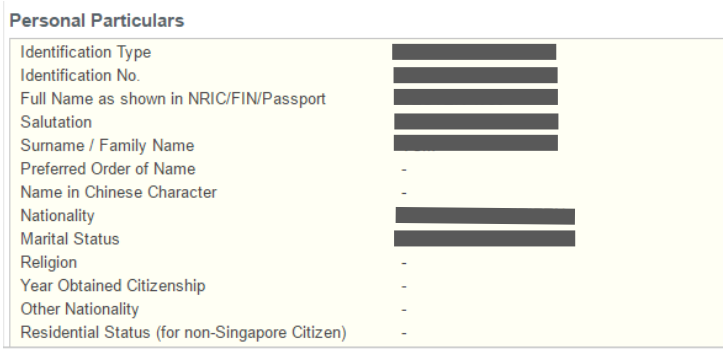
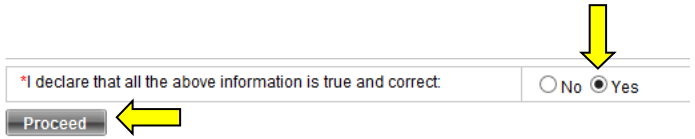
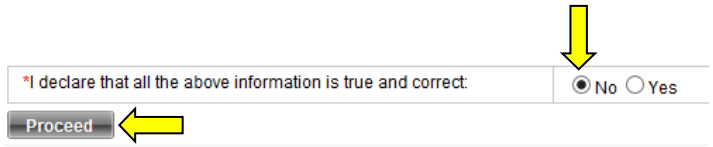
1. Steps to login to PRS
登入 PRS 的步骤

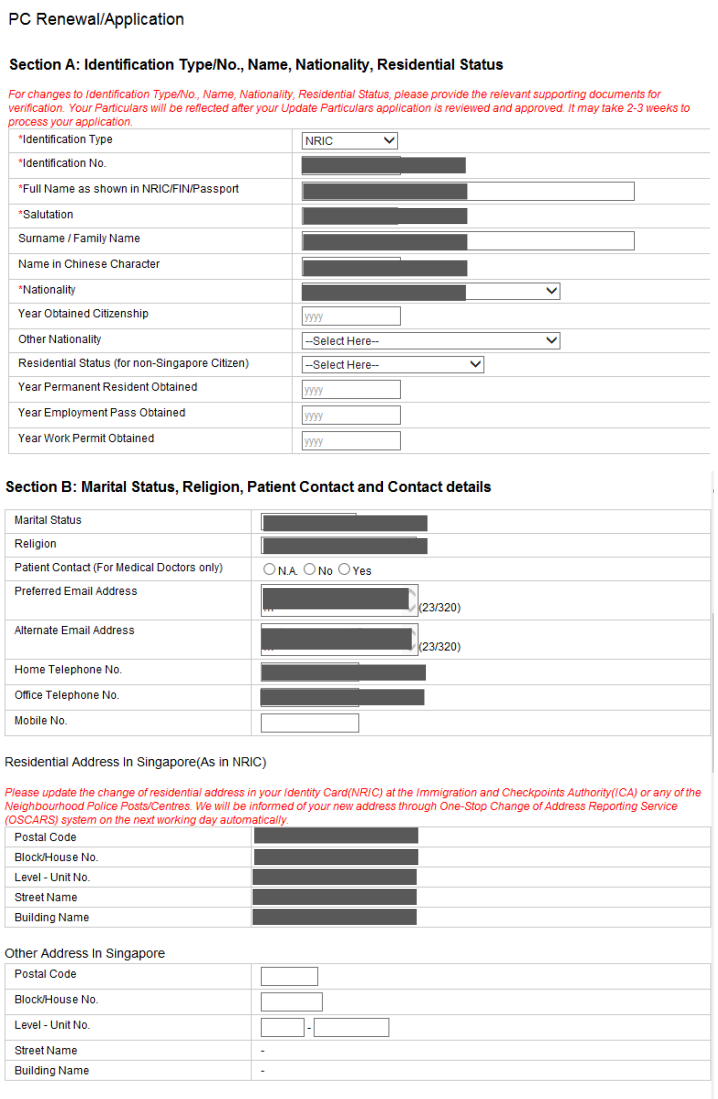
Step 步骤	Action	操作	Screen Illustration 屏幕截图
1.	a) Go to www.tcmpb.gov.sg [Please use only **Internet Explorer (IE), or Google Chrome browsers on Laptop or Personal Computer**] b) On the lower Left Menu, click on the [Login] Button. c) Select “Registered TCM Practitioner”	a) 打开网页 www.tcmpb.gov.sg [**请用笔记本电脑或个人电脑上的 Internet Explorer (简称：IE) 或 Google Chrome 浏览器上网**] b) 在页面的左侧选项, 点击[Login] 按钮。 c) 点击 “Registered TCM Practitioner”	 
2.	a) For Singapore citizen, Singapore permanent resident, employment pass and S-pass holders holding FIN, please click on [SingPass] Button to login to PRS using SingPass with 2FA.	a) 新加坡公民，新加坡永久居民，持有外国身份证 (Foreign Identification Number,简称：FIN) 的 Employment Pass 或 S-pass 持有人，请点击 [SingPass] 按钮，并用 SingPass 双重确认 (简称：2FA) 登入 PRS。	

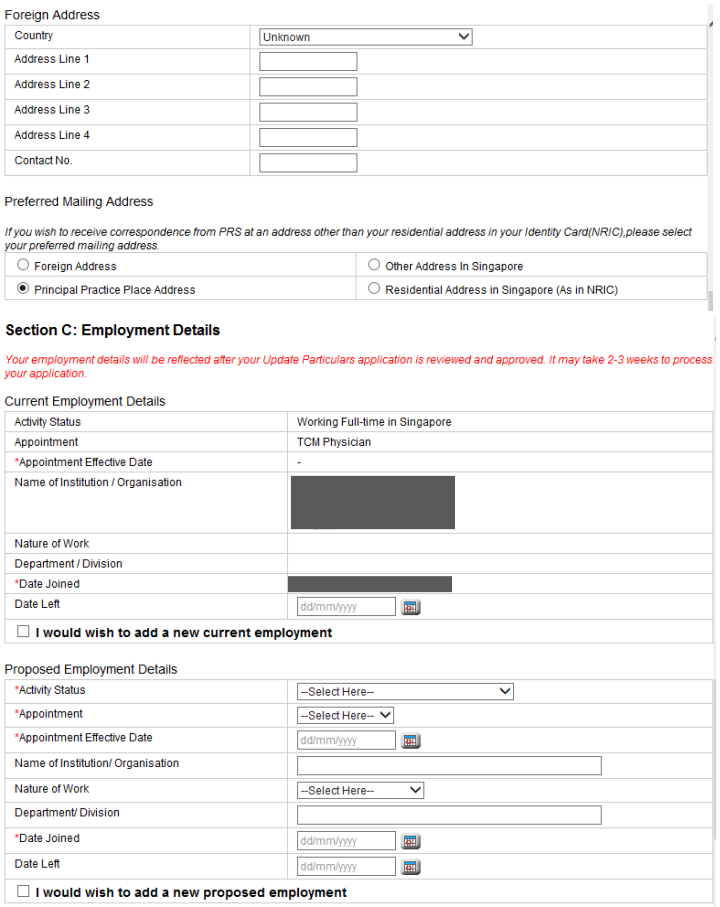
Step 步骤	Action	操作	Screen Illustration 屏幕截图
	a) For Passport holder, please click on “here” link to login to PRS using your Registration Number and 2FA OneKey token.	a) 外国护照 (Passport) 持有人，请点击“here”，并用您的注册号码和双重确认万吉密码生成器登入 PRS。	

2. Steps to submit an online PC Renewal Application
提交网上申请更新 PC 的步骤

Step 步骤	Action	操作	Screen Illustration 屏幕截图
1.	a) On the Left Menu, click on "Application" link → "PC Renewal/Application" link.	a) 在页面的左侧选项, 请点击 "Application" → "PC Renewal/Application".	
2.	a) Click on [Proceed] button to go to [PC Renewal/Application – Update Particulars] TAB.	a) 点击 [Proceed] 按钮去 [PC Renewal/Application – Update Particulars] 标示页面。	: 
[Update Particulars] TAB:		［查阅/更改个人资料与行医地点］标示页面:	
3.	a) Check through the details of your personal particulars and employment.	a) 请查阅您的个人资料与中医/针灸执业地点是否正确。	 :

Step 步骤	Action	操作	Screen Illustration 屏幕截图
			
	b) If your details are correct, click on “Yes” followed by the [Proceed] button at the bottom of the page to proceed to the [Form] TAB.	b) 如果个人资料与执业地点是正确，请点击页尾的 “Yes”，然后点击 [Proceed] 按钮去[Form] 标示页面。	: 
	c) Please go to Step 5.	c) 请继续执行步骤 5。	
	d) If you need to change your details, click on “No” followed by the [Proceed] button make changes on your particulars.	d) 如果需要更改您的资料，请点击页尾的 “No”，然后点击 [Proceed] 按钮直接进行更改。	
	e) Please go to Step 4.	e) 请继续执行步骤 4。	

Step 步骤	Action	操作	Screen Illustration 屏幕截图
4.	a) You may change your details. b) The changes made to the details in the following sections requires supporting documents and approval by the Board: ○ Section A: Identification Type/No, Name, Nationality, Residential Status ○ Section C: Employment Details c) The changes made to Section B: Marital Status, Religion and Contact Details will be auto-approved by the Board.	a) 您可以更改您的资料。 b) 更改以下各节的细节都需要支持文件和管委会的批准： ○ A 节：身份证类别，姓名，国际，新加坡居民身份 ○ C 节：中医/针灸主要与其他的执业地点 c) 更改 B 节：婚姻状况，宗教信仰和联系方式将会被自动批准。	 PC Renewal/Application **Section A: Identification Type/No., Name, Nationality, Residential Status** *For changes to Identification Type/No., Name, Nationality, Residential Status, please provide the relevant supporting documents for verification. Your Particulars will be reflected after your Update Particulars application is reviewed and approved. It may take 2-3 weeks to process your application.* *Identification Type: NRIC *Identification No.: [redacted] *Full Name as shown in NRIC/FIN/Passport: [redacted] *Salutation: [redacted] Surname / Family Name: [redacted] Name in Chinese Character: [redacted] *Nationality: [redacted] Year Obtained Citizenship: yyyy Other Nationality: --Select Here-- Residential Status (for non-Singapore Citizen): --Select Here-- Year Permanent Resident Obtained: yyyy Year Employment Pass Obtained: yyyy Year Work Permit Obtained: yyyy **Section B: Marital Status, Religion, Patient Contact and Contact details** Marital Status: [redacted] Religion: [redacted] Patient Contact (For Medical Doctors only): N.A. No Yes Preferred Email Address: [redacted] (23/320) Alternate Email Address: [redacted] (23/320) Home Telephone No.: [redacted] Office Telephone No.: [redacted] Mobile No.: Residential Address In Singapore(As in NRIC) *Please update the change of residential address in your Identity Card(NRIC) at the Immigration and Checkpoints Authority(ICA) or any of the Neighbourhood Police Posts/Centres. We will be informed of your new address through One-Stop Change of Address Reporting Service (OSCARS) system on the next working day automatically.* Postal Code: [redacted] Block/House No.: [redacted] Level - Unit No.: [redacted] Street Name: [redacted] Building Name: [redacted] Other Address In Singapore Postal Code: Block/House No.: Level - Unit No.: - Street Name: - Building Name: -

Step 步骤	Action	操作	Screen Illustration 屏幕截图
			

Foreign Address

Country	Unknown
Address Line 1	
Address Line 2	
Address Line 3	
Address Line 4	
Contact No.	

Preferred Mailing Address

If you wish to receive correspondence from PRS at an address other than your residential address in your Identity Card(NRIC),please select your preferred mailing address.

○ Foreign Address	○ Other Address In Singapore
◉ Principal Practice Place Address	○ Residential Address in Singapore (As in NRIC)

Section C: Employment Details

Your employment details will be reflected after your Update Particulars application is reviewed and approved. It may take 2-3 weeks to process your application.

Current Employment Details

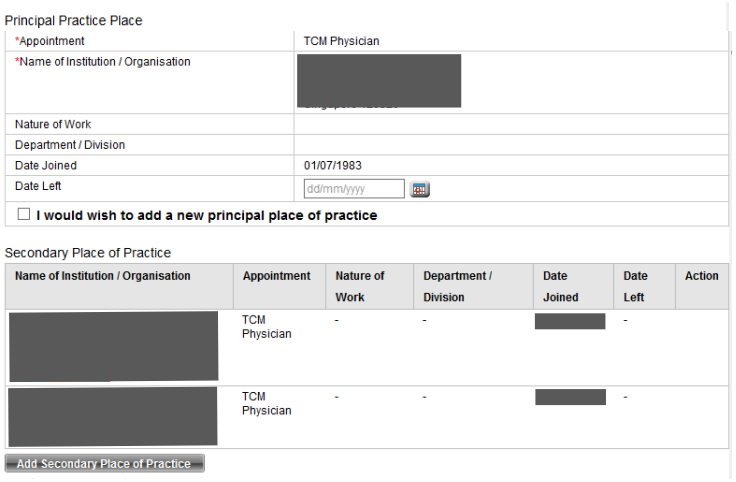
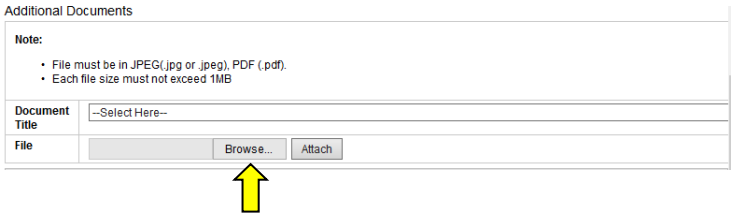
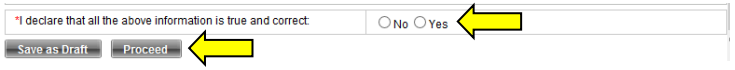
Activity Status	Working Full-time in Singapore
Appointment	TCM Physician
*Appointment Effective Date	-
Name of Institution / Organisation	[redacted]
Nature of Work	
Department / Division	
*Date Joined	[redacted]
Date Left	dd/mm/yyyy

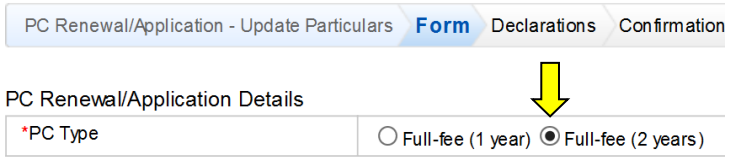
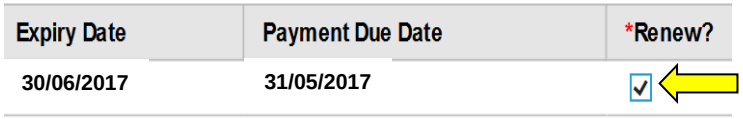
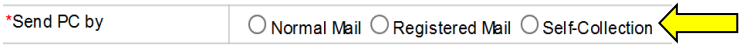
☐ **I would wish to add a new current employment**

Proposed Employment Details

*Activity Status	--Select Here--
*Appointment	--Select Here--
*Appointment Effective Date	dd/mm/yyyy
Name of Institution/ Organisation	
Nature of Work	--Select Here--
Department/ Division	
*Date Joined	dd/mm/yyyy
Date Left	dd/mm/yyyy

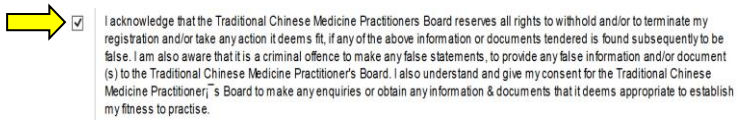
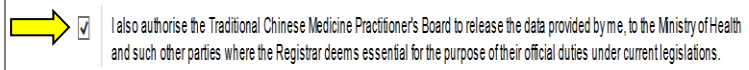
☐ **I would wish to add a new proposed employment**

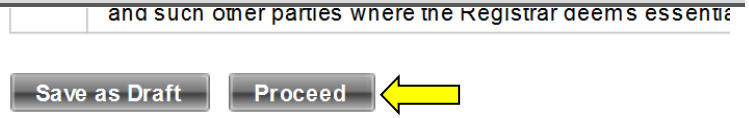
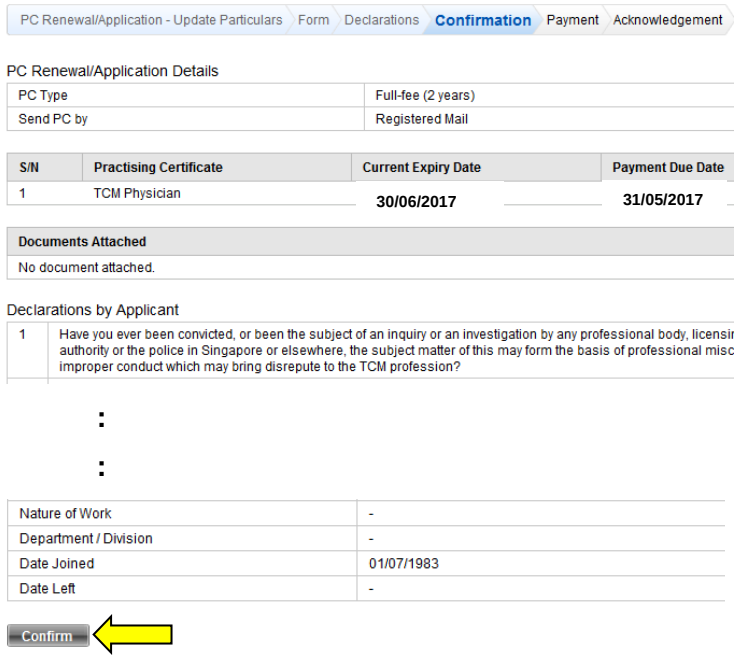
Step 步骤	Action	操作	Screen Illustration 屏幕截图
	d) If you have supporting documents to upload for Section A and Section C, you may upload under the Additional Documents Section near the bottom of the Page. e) If your details are now correct, click on “Yes” followed by the [Proceed] button at the bottom of the page to proceed to the [Form] TAB. f) Please go to Step 5.	d) 如要上载 A 节或 C 节的支持文件，您可以在页面底部，点击 [Browse] 按钮进行上传支持文件。 e) 如果个人资料与执业地点是正确，请点击页尾的 “Yes”，然后点击 [Proceed] 按钮去[Form] 标示页面。 f) 请继续执行步骤 5。	  

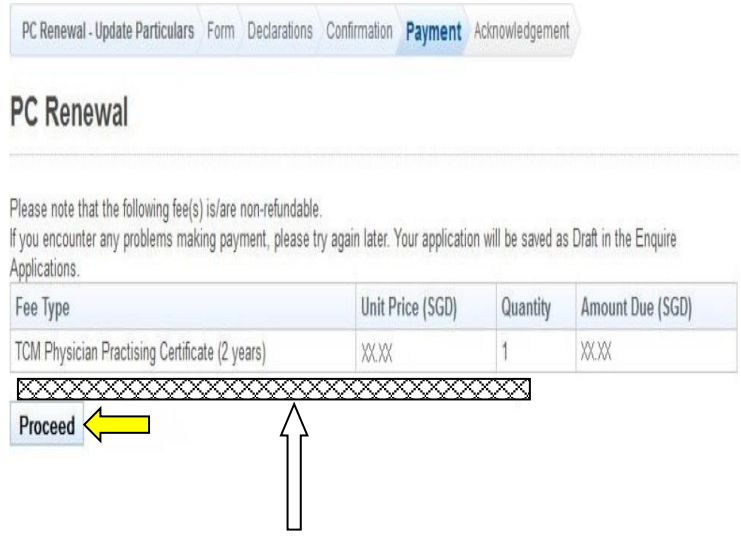
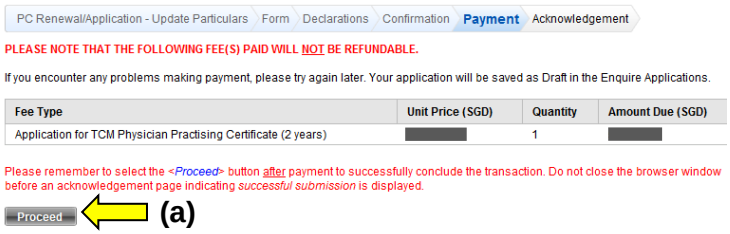
Step 步骤	Action	操作	Screen Illustration 屏幕截图
[Form] TAB:		［表］页面:	
5.	a) **Select your choice of PC Type**. We recommend you renew for **2 years**.	a) **请选择更新 PC 类别。** 我们建议您更新 PC 两年。	
	b) **Tick the box under Renew as shown below.** Note: If you have 2 PCs to renew, there will be 2 boxes shown. Please tick only 1 renew box, and submit a separate PC renewal application and payment for the other PC you wish to renew.	b) **请在 [Renew?] 下的方格里点击。** 请注意： 如果您有 2 张 PC 要更新，[Renew?] 下将显示 2 个**方格**。如果您也想更新另一张 PC，请提交个别的 PC 更新申请与付款。	
	c) **Select your choice of PC collection arrangement:** ○ Normal Mail; ○ Registered Mail; Note: An additional $10 will be charged for sending PC by registered mail ○ Self-Collection	c) **请选择领取 PC 的方式:** ○ **用普通邮件寄出您的 PC;** ○ **用挂号邮件寄出您的 PC;** 注意：挂号邮件需多付$10 ○ **以书面通知您来领取 PC**	

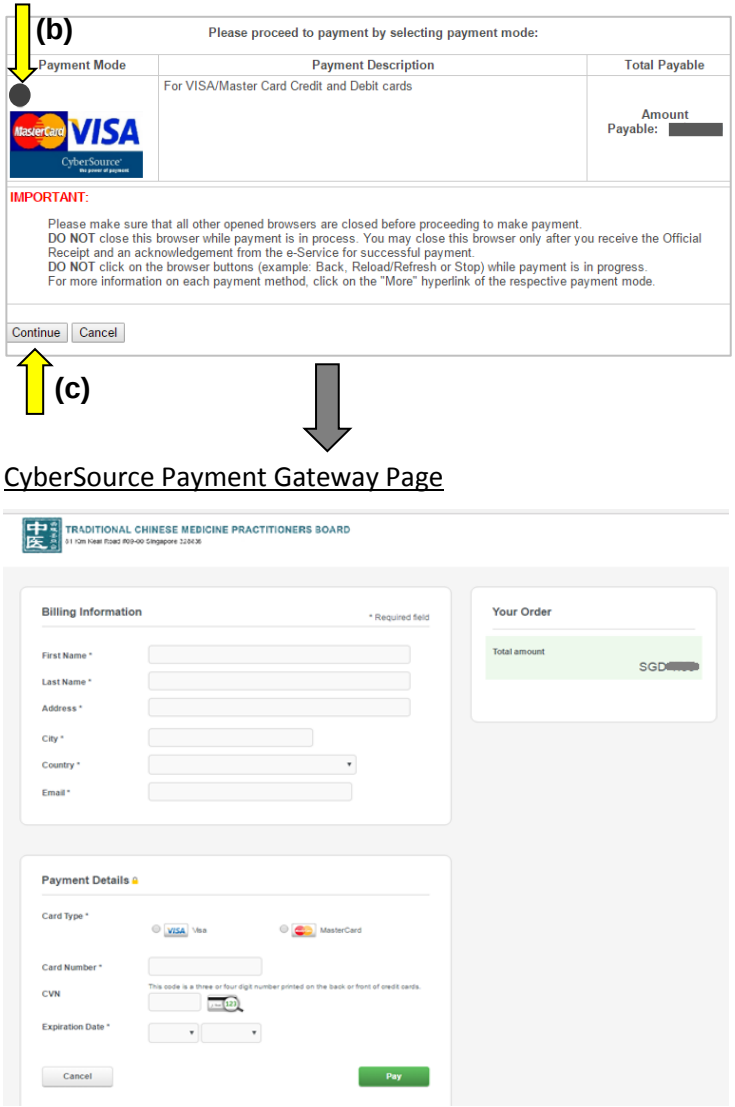
Step 步骤	Action	操作	Screen Illustration 屏幕截图
	d) Click on [Proceed] button to go to [Declarations] TAB, if you do not have any supporting document to submit. e) Please go to Step 6.	f) 如果您没有任何支持文件提交，请点击[Proceed]按钮去 [Declarations] 标示页面。 g) 请继续执行步骤 6。	**Note:** • File must be in JPEG(.jpg or .jpeg), PDF (.pdf). • Each file size must not exceed 1MB Additional Documents **Document Title** --Select Here-- **File** Browse... Attach **Documents Attached** No document attached. Save as Draft Proceed
[Declarations] TAB:		［声明］标示页面：	
6.	a) Please provide the answers to the following questions, **since your last declaration**. b) If you have answered "Yes" to any of the questions, please provide more information. c) **Click on "No" or "Yes"** 1 Have you ever been convicted, or been the subject of an inquiry or an investigation by any professional body, licensing, health authority (including Traditional Chinese Medicine Practitioners Board) or the police in Singapore or	a) 请回答以下所有问题 **(从您上一次做声明到目前为止)**。 b) 如你对任何问题的回答是"有"的话，请呈交详情。 c) **点击"没有 No" 或 "有 Yes"** 1 你是否曾经在新加坡或国外的法庭受到处分，或面对新加坡或外国的任何专业机构、准证颁发机构、卫生部 (包括中医管理委员会) 或警察，针对有关不当专业行为或可能影响中医专	PC Renewal/Application - Update Particulars Form **Declarations** Confirmation Payment Acknowledgement Note: All fields are mandatory. Declarations by Applicant Please provide the answers to the following questions, **since your last declaration.** If you have answered "Yes" to any of the questions, please provide more information. : 1 Have you ever been convicted, or been the subject of an inquiry or an investigation by any professional body, licensing, health authority (including Traditional Chinese Medicine Practitioners Board) or the police in Singapore or elsewhere, the subject matter of this may form the basis of professional misconduct or any improper conduct which may bring disrepute to the TCM profession? ○ No ○ Yes :

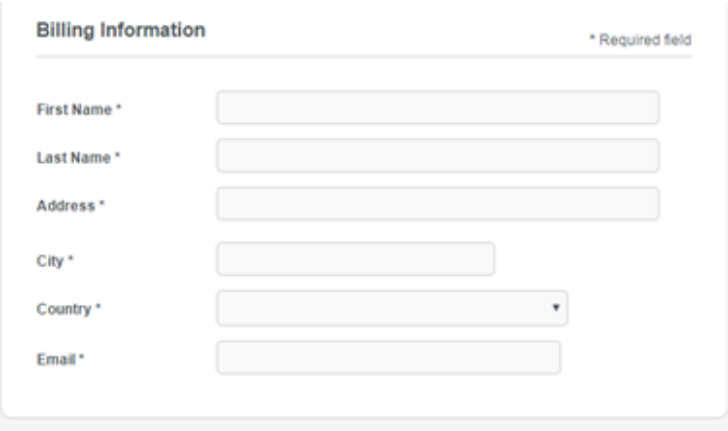
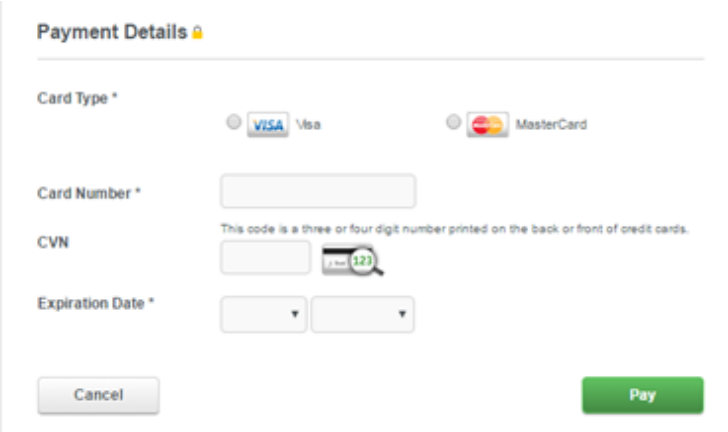
Step 步骤	Action	操作	Screen Illustration 屏幕截图
	elsewhere, the subject matter of this may form the basis of professional misconduct or any improper conduct which may bring disrepute to the TCM profession?	业形象不良行为的指责而被有关当局调查？	
	2 Have you ever suffered or are you suffering from any physical or mental illness, which impairs your fitness to practise as a TCM practitioner?	2 你是否曾经患上或现在患有身体上或精神上的疾病，使到你不适合从事中医执业？	2 Have you ever suffered or are you suffering from any physical or mental illness, which impairs your fitness to practise as a TCM practitioner? ○No ○Yes :
	3 Have you ever been convicted in Singapore or elsewhere of any offence?	3 你是否曾经在新加坡或国外的法庭因犯罪而受到处分？	3 Have you ever been convicted in Singapore or elsewhere of any offence? ○No ○Yes :
	4 Have you ever suffered from Hepatitis B?	4 你是否曾经受到 B 型肝炎的感染？	4 Have you ever suffered from Hepatitis B? ○No ○Yes :
	d) **Please tick each of the 3 boxes.** 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.	d) **请在下列的 3 个方格打勾。** 我仅此声明在本申请书所呈报的资料及所附上的文件均正确属实，所提供的资料到呈报日为止没有改变。依本人所知和所相信，我没有隐瞒任何事实。	☑ 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. :

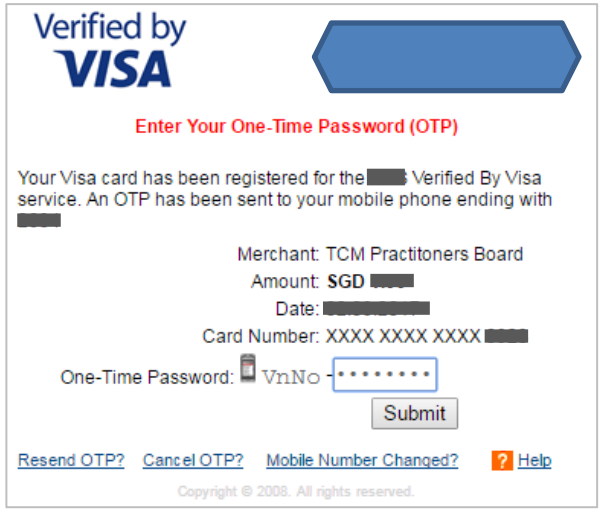
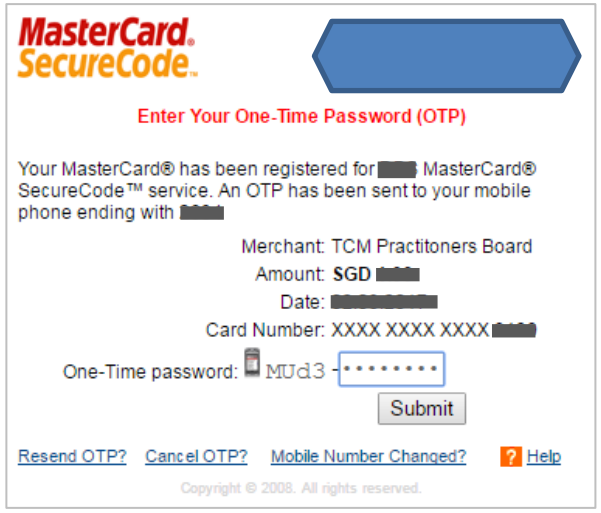
Step 步骤	Action	操作	Screen Illustration 屏幕截图
	I acknowledge that the Traditional Chinese Medicine Practitioners Board reserves all rights to withhold and/or to terminate my registration and/or take any action it deems fit, if any of the above information or documents tendered is found subsequently to be 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 Traditional Chinese Medicine Practitioners Board. I also understand and give my consent for the Traditional Chinese Medicine Practitioners Board to make any enquiries or obtain any information & documents that it deems appropriate to establish my fitness to practise.	若我所呈交的上述信息或文件被发现不属实，或在日后被发现不属实，我承认中医管理委员会有权不发放/取消我的注册资格/或采取任何其他适当的行动。我也知道提供任何不属实的宣言、信息、文件或资料给中医管理委员会是犯法的。我明白也同意让中医管理委员会查询或索取任何信息或文件以核实我的行医资格。	 I acknowledge that the Traditional Chinese Medicine Practitioners 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 Traditional Chinese Medicine Practitioner's Board. I also understand and give my consent for the Traditional Chinese Medicine Practitioner¡¯s Board to make any enquiries or obtain any information & documents that it deems appropriate to establish my fitness to practise. :
	I also authorise the Traditional Chinese Medicine Practitioners Board to release the data provided by me, to the Ministry of Health and such other parties where the Registrar deems essential for the purpose of their official duties under current legislations.	我也授权中医管理委员会发放我所提供的资料给卫生部及其他注册官认为在现有法令下必须呈报的其他机构，以便他们执行公务。	 I also authorise the Traditional Chinese Medicine Practitioner's Board to release the data provided by me, to the Ministry of Health and such other parties where the Registrar deems essential for the purpose of their official duties under current legislations. :

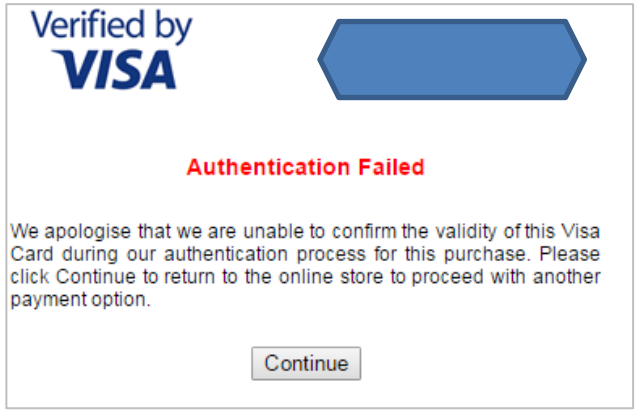
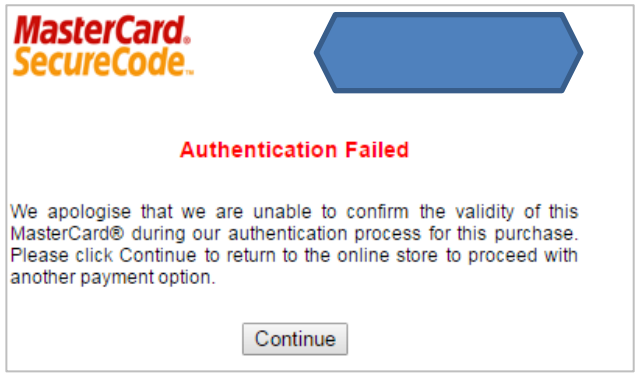
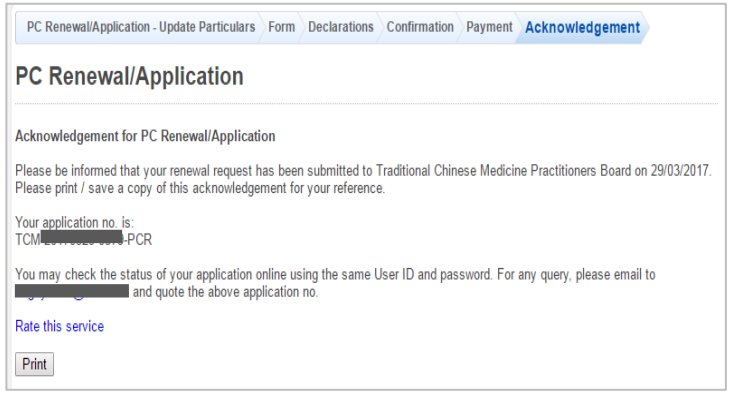
Step 步骤	Action	操作	Screen Illustration 屏幕截图
	e) Click on the [Proceed] button to go to [Confirmation] TAB.	e) 点击[Proceed]按钮去 [Confirmation] 标示页面。	
[Confirmation] TAB:		［确认］标示页面:	
7.	a) Check through your details. b) Click on the [Confirm] button to go to [Payment] TAB.	a) 核对呈上的资料。 b) 点击 [Confirm] 按钮去[Payment] 标示页面。	

Step 步骤	Action	操作	Screen Illustration 屏幕截图
[Payment] TAB:		［付款］标示页面：	
8. **(i)**	**Payment by GIRO** a) If you already have pre-arranged with us for GIRO payment, your account details will be shown at the area indicated, stating your bank account and account number. Once you click [Proceed], the amount will be deducted from your bank account on the 4th week of the month. b) Next, you will be directed to Step 10.	**以 GIRO 财路付款** a) 如果您有预先与管委会安排了通过 GIRO 付款，在箭头处将出现您的银行户口资料。您只要点击 [Proceed] 按钮，款项将会在您提交申请的当月的最后一周从您的银行帐户中扣除。 b) 接着，您会直接到第 11 步骤。	 The amount will be deducted from your <XXXX> account (<AccountNo>) by GIRO.
8. **(ii)**	**Payment by Visa or MasterCard** a) If you do not have pre-arranged GIRO payment with us, please click on the [Proceed] button.	**以 Visa 或 MasterCard 付款** a) 如果您没有预先与管委会安排了通过 GIRO 付款，请点击 [Proceed] 按钮。	

Step 步骤	Action	操作	Screen Illustration 屏幕截图
	b) Click on the Payment Mode. c) Click on the [Continue] button to go to the CyberSource Payment Gateway Page to make your payment by Visa or MasterCard.	b) 点击 “Payment Mode” c) 点击 [Continue] 按钮去 “CyberSource” 支付网关页面，通过 Visa 或 MasterCard 信用卡付费。	

Step 步骤	Action	操作	Screen Illustration 屏幕截图
	<u>CyberSource Payment Gateway Page</u> d) Under Billing Information section, enter all the following details: ○ First Name ○ Last Name ○ Address ○ City ○ Country ○ Email e) Under Payment Details section, select/enter all the following card details: ○ Card Type: ✓ Visa ✓ MasterCard ○ Card Number ○ CVN ○ Expiry Date ✓ MM ✓ YYYY f) Click on the [Pay] button.	<u>“CyberSource” 支付网关页面</u> d) 在账单信息部分，请输入以下资料: ○ 英文名字 ○ 英文姓名 ○ 地址 ○ 城市名称 ○ 国家名称 ○ 电邮 e) 在付款详情部分，请选择 / 输入以下资料: ○ 信用卡类别 ✓ Visa ✓ MasterCard ○ 信用卡号码 ○ 信用卡 CVN ○ 信用卡有效日期 ✓ 月份 ✓ 年份 f) 点击 [Pay] 按钮。	 : 

Step 步骤	Action	操作	Screen Illustration 屏幕截图
	<u>One-Time-Password (OTP) Card Authentication</u> g) For **Visa or MasterCard** payment, your card's issuing bank may further prompt you to enter the OTP that you received on your mobile phone. h) Enter the OTP and click on the [Submit] button. i) If the authentication is successful, you will be directed to Step 9.	<u>一次性密码（OTP）信用卡认证</u> g) 您的信用卡的银行可能会进一步提示您输入您在手机上收到的 OTP，以便进行 Visa 或 MasterCard 信用卡的认证。 h) 输入您的 OTP，再点击 [Submit] 按钮。 i) 如果您的信用卡认证成功，您会直接到第 9 步骤。	<u>Examples of OTP Card Authentication</u>  

Step 步骤	Action	操作	Screen Illustration 屏幕截图
	<u>OTP Card Authentication Failed</u> j) If you encounter any error message such as “Card Authentication Failed”, you payment is considered not successful. k) Please click on the [Continue] button. l) Then call up the issuing bank of your card directly and report the error.	<u>一次性密码（OTP）信用卡认证失败</u> j) 如果您遇到任何错误信息，例如“卡认证失败”，您的付款将被视为不成功。 k) 请点击[Continue]按钮。 l) 然后直接联络您的的信用卡的银行，并报告错误信息。	<u>Examples of OTP Card Authentication Failed</u>  

Step 步骤	Action	操作	Screen Illustration 屏幕截图
9.	<u>"Acknowledgement of Payment" Slip</u> a) If your payment request is successful, you will see the "Acknowledgement of Payment" slip. b) You may print this slip for your future reference. c) Click on the [Proceed] button to go to [Acknowledgement] TAB.	<u>"付款交易确认"单</u> a) 如果您的付款交易成功,您将会看到此"付款确认"单。 b) 您可打印此单，以便日后查询。 c) 请点击 [Proceed] 按钮去 [Acknowledgement] 标示页面。	
<u>[Acknowledgement] TAB:</u>		［申请确认］标示页面：	
10.	a) If you have successfully submitted your PC renewal application to the Board, you will see the Acknowledgement Page. b) You may want to print out this Page or note down your "application no." so that you can check your application status in future.	a) 如果您以成功提交 PC 更新申请，您会看到此申请确认页面。 b) 您可打印此页面或记下您的申请号码 "application no."，以便日后查询。