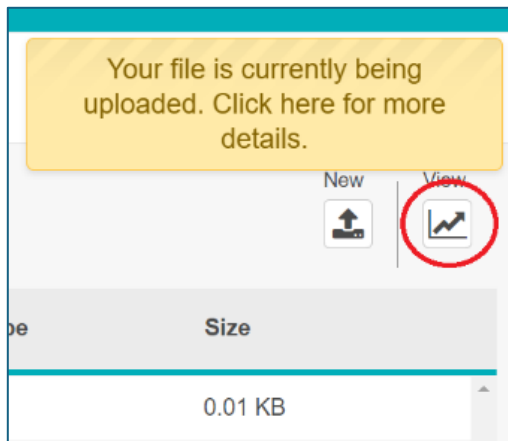


## EasiShare FAQ


### 1) How do I know if the document has been successfully submitted?

You may refer to the upload status page in EasiShare during the submission process.



### 2) Do we need to inform HSA of our submission via EasiShare? Will HSA acknowledge receipt of the documents?

There is no need to inform HSA of the document submission. The status of the submission can be seen from EasiShare upload page during your submission.

File Activity				
Name	Status	Action	Date	
[REDACTED] pm_...	Completed	Upload	09/25/2024 9:59 AM	 Clear

Once successfully submitted, the documents will be received by HSA. There will be no acknowledgement email sent for each submission. However, if we are unable to retrieve or download your submission, we will contact you via email to request for a re-submission.

### 3) Do we need to submit a new EasiShare file request link for each new submission?

The same EasiShare file request link can be used for multiple submissions as it does not have an expiry date. It can also be shared with additional users within the company to submit documents for applications from the same company.

### 4) Can I submit dossiers or DMF on behalf of other company as a third-party service company?

Yes, but the third-party service provider needs to obtain separate file request link for individual company as the EasiShare file request link is company specific.

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**5) What should I do if I lost the link to my company's EasiShare file request link?**

Companies should save a copy of the email containing the link to ensure ready access to the submission site. In the event that the email containing the link was not retained and there is a need for it to be re-sent, please contact us at:

[HSA\\_MedProd\\_Licensing@hsa.gov.sg](mailto:HSA_MedProd_Licensing@hsa.gov.sg).

**6) How should I go about naming documents related to multiple input requests for the same application before submitting them to EasiShare?**

You may upload the documents and include suffixes such as date of submission to the file name as an identifier.

**7) Will other users from my company with access to the same EasiShare file request link be able to view the details of my submissions?**

No, each user can only view documents which the individual submitted in each submission session.

**8) I accidentally submitted a wrong document. Will I be able to cancel the submission?**

When the submitted document is reflected as successfully submitted, you can still delete the document that is wrongly submitted prior to closing/refreshing the browser window.

If the browser window has been refreshed or closed, you will not be able to delete the wrongly submitted document, and would need to email us at [HSA\\_MedProd\\_Licensing@hsa.gov.sg](mailto:HSA_MedProd_Licensing@hsa.gov.sg) to notify HSA to disregard the wrongly submitted document.

We strongly advise that applicants check through the documents prior to ending the submission session.

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