

21/11/2025

## **Challenges and Recommendation for PHSRC Online Registration System: A Review of the One Month Live Operation.**

Compilation of challenges, deficiencies, and necessary improvements encountered by our institution and customers during the one-month live operation of PHSRC online registration.

### **Temporary password complexity and usability issues**

- 1) The temporary password provided after signup is lengthy and difficult to type, causing user inconvenience.

This leads to login issues, frustration, and potential security risks.

#### Recommendation:

- Shorten the temporary password and provide a “View Password” or “Show Password” option to enhance user experience.
- 2) After logging, Registration renewal is done only through the online method, and for New Registrations, please forward your application through the Provincial Director of Health Services.

#### Recommendation:

- Alternatively, include a clear instruction or link on the portal’s FAQ section or help page, directing users to the correct process for new registration.

### **Data Entry Issues:**

- 3) Inability to save data in certain columns while filling out forms, requiring re-entry of data.  
Ex: Documents upload page. Sometimes it is in jpeg. format and sometimes in pdf. format. Also, it is not possible to upload several pages in a single pdf. even if it is less than the relevant capacity.

#### Recommendation:

- Ensure that the system allows users to save data in each section or columns as they progress, rather than requiring completion of all sections at once.
- 4) Likewise, after entering all the data and reaching the payment stage, the total amount to be paid is not displayed, and as result, the column cannot be saved and proceed further.

#### Recommendations:

- Ensure that the system accurately calculates and displayed the total amount payable at the payment stage.

- Implement a feature to validate and confirm the entered data before proceeding to payment, prevent errors or incomplete data.
  - Provide a summary of the entered data and the total amount payable before proceeding to payment, allowing users to review and confirm.
- 5) These issues are only present in certain institution categories, and a change or update should be applied to all institutions of that category. As recently noted, a problem arising with one registration number is resolved only for that specific case, and the solution does not apply uniformly to similar things.

Recommendations:

- Conduct a thorough review of the system to identify and address the root cause of the issue, ensuring that fixes are applied completely to all institutions or categories.
  - Implement a centralized configuration or rules engine that can be updated and applied consistently across all relevant institutions or categories.
- 6) When uploading documents, certain document categories are displayed that are not relevant to specific institution categories, as we have mentioned earlier. Additionally, when uploading a document category, the system shows multiple uploads of the same document category during the verification process. (ex: PDHS approval)

Recommendation:

- Configure the system to display only relevant document categories for each institution category.
  - Implement a feature to prevent duplicate uploads of the same document category.
  - Provide clear instructions and feedback to users during the upload process to minimize errors.
- 7) When a save is rejected, the reason for the rejection is not clearly displayed to the person entering the data, making it difficult for them to identify and rectify the issue. Specifically, the system does not clearly indicate which field or entry is causing the problem, hindering effective troubleshooting.

Recommendations:

- Display clear error messages. Show specific and concise messages indicating the reason for the rejection.
  - Highlight the problematic field. Identify and highlight the field or entry causing the issue.
  - Provide guidance or suggestions for resolving the error.
- 8) We have already informed you about the issues with the given Super Account login. It should be configured to its full authority.

Recommendations:

- Upgrade the infrastructure to handle the current load efficiently.

- Optimize the login process to reduce errors and improve performance.

#### **After Submission to the Provincial Director of Health Services.**

9) Approved applications are not being properly forwarded to PHSRC and are not being progress further.

##### Recommendations:

- Applications are promptly and properly forwarded to PHSRC.
- Identify problems or issues that are causing delays in the process and provide you with solutions.

10) Check List Enter: During the processing of checklist, all institutions are show as a list.

##### Recommendations:

- Only institutions belonging to the relevant province should be allowed to process checklist from that officer.

11) When filing out the checklist, both the Name of the relevant institution and the Registration number should be displayed. Also, it is important to set up a search engine to facilitate finding the relevant institution by both name and registration number.

##### Recommendation:

- Implementing a search engine with dual search functionality (Name & Registration Number) can significantly reduce errors and improve efficiency. Consider adding auto complete or dropdown features to enhance user experience.

\*In conclusion, it is imperative that the issues highlighted in this report are addressed promptly to ensure the efficient processing of applications and improve the overall performance of the health services. We kindly request that necessary action is taken to resolve these issues and improve the system.

Thank You.