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Steps for activating your account in the new MedicinesComplete platform

When your application has been granted, you will be required to take the following steps to complete the reactivation process:

1. Please visit www.new.medicinescomplete.com

2. Select the 'Login' button on the top right of your screen

3. Select the 'Email/Username and Password' option

4. Select 'reset password' and enter your email address that you use for the current MedicinesComplete site and select 'submit'

5. Retrieve the password reset code that will be sent to your email address. This will be an email from SAMS Sigma (our login system)

6. Enter the code on the login screen, and then enter and confirm your new password

7. Select 'Submit' to close the sign in panel, and then select the 'Done' button

Should you have any difficulties with the login, please feel free to contact us at mc@pshk.hk / pharmacist@pshk.hk.