UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Request Price List of Registered Medications Service

End User Manual

Version: 2.0

Date: 18 Aug 2020

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2. Executive Summary

This Document is developed by MOHAP IT Department, Dubai.

MOHAP IT Department Located in Dubai intends to automate and document the business requirements, processes and activities done by MOHAP departments.

Request Price List of Registered Medications Service has been developed by IT Department in order to enhance the performance and facilitate its usage with the added new features.

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3. Copyright and Confidentiality

This Document is created by MOHAP with the understanding that the technical design and Information contained herein in this document shall not be disclosed to any unrelated person or authority that is not eligible for MOHAP online services.

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4. Document management & Version Control

4.1 Document Version Control

Document Title:	Request Price List of Registered Medications Service – End User Manual – Version 2.0
Document File Name:	Request Price List of Registered Medications Service – English End User Manual – Version 2.0
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Version	Date	Author	
2.0	18/08/2020	Business Analysis team	IT Department

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4.2 Definitions & Abbreviations

Item	Description
MOHAP	Ministry of Health and Prevention, United Arab Emirates, MOHAP is the Service Provider
Service	Request Price List of Registered Medications Service provided by MOHAP
Applicant	The Applicant who is eligible to initiate, request or apply for the service
Coordinator	The officer who has permissions to view the application to Approve, Reject and Return to the Applicant for correction.

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5. Business & System Overview

5.1 Document Purpose & Objective

The purpose of this document is to show the end user how apply for "**Request Price List of Registered Medications**" Service.

5.2 Business Entities and Attributes

No.	Name	Brief Description	Responsibility
1	User Sign Up Form	Sign up a new user and register user information	Applicant
2	User Login Form	User Login	Applicant
3	Required Details	Enter the required details for the application	Applicant
4	Required Attachments	Upload the required attachments for the application	Applicant

5.3 User Roles and Definitions

In this manual, we will focus on the role of the end user who is the applicant:

#	Functions
1	Create user account
2	Login to the service
3	Start the application by filling required information
4	Attach the required documents
5	Submit the application
6	Update and Re-submit the application when it is required

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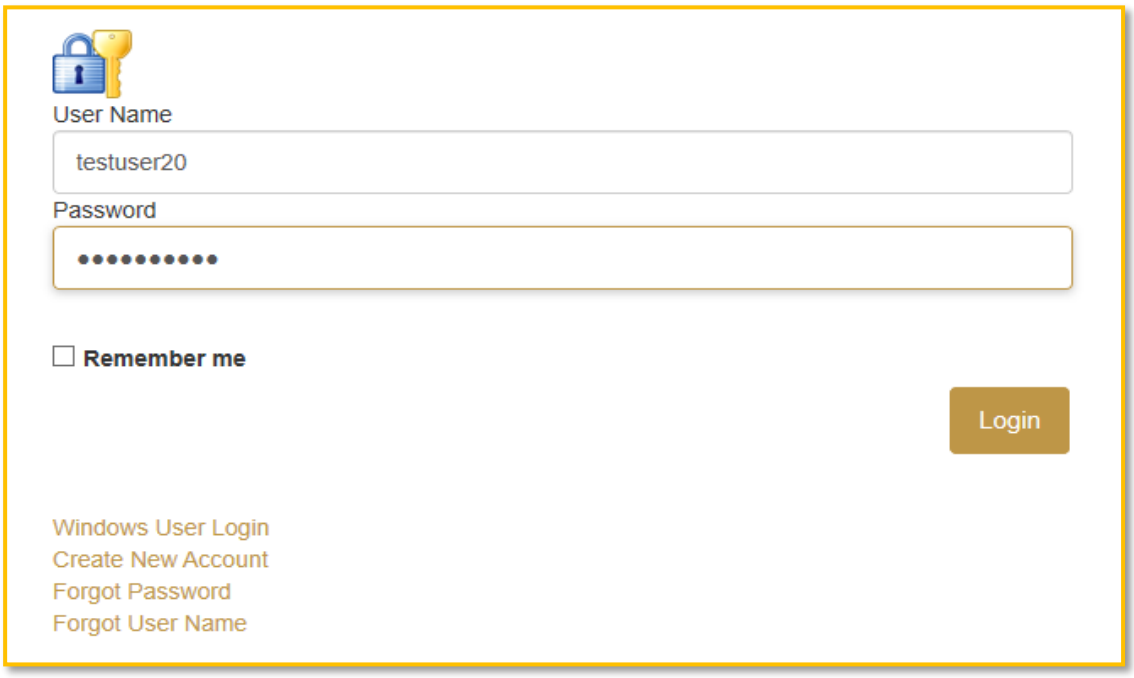
6. Using the system

1. Go to the following link: https://smartforms.moh.gov.ae/DSS/
2. System will show you the following form:



3. If you have an account: Enter User Name and Password and click "**Login"**
4. If you don't have an existing account in MOHAP E-Services platform please click on **"Create New Account"** and activate it.

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7. Create new account

The new user has to create a new account to be able to use MOHAP services.

On the other hand, user who has an account can escape this step and go directly to login page:

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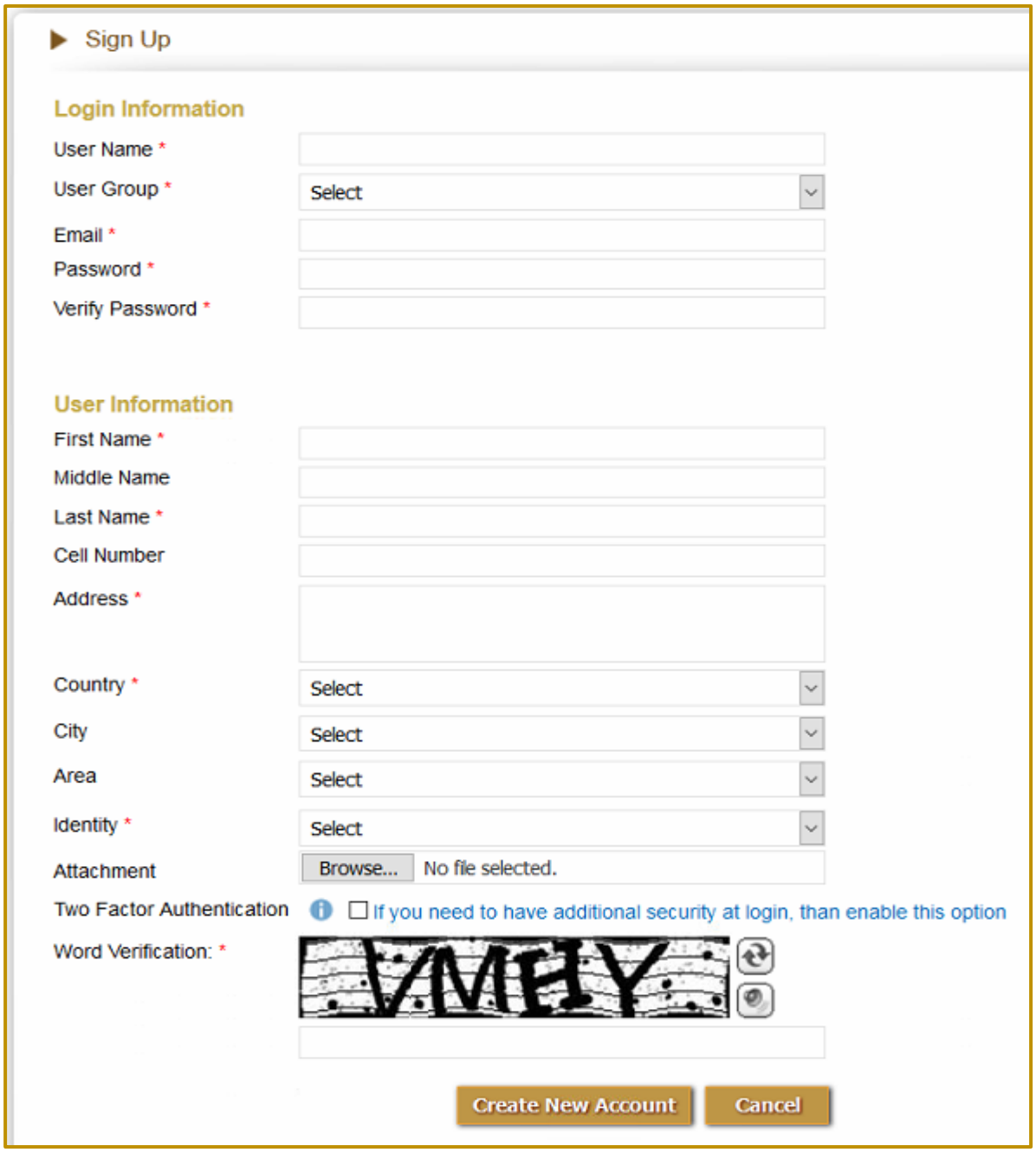
By clicking on the link “Create New Account”, system shows the following form:



Applicant has to fill in all required fields and click on “**Create New Account**” button. The system creates a new account and shows confirmation message to user.

Once the account is created, Applicant has to activate his account by clicking on the link which system sent to the registered email address.

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8. Login page

Refer to "Using the System" up.

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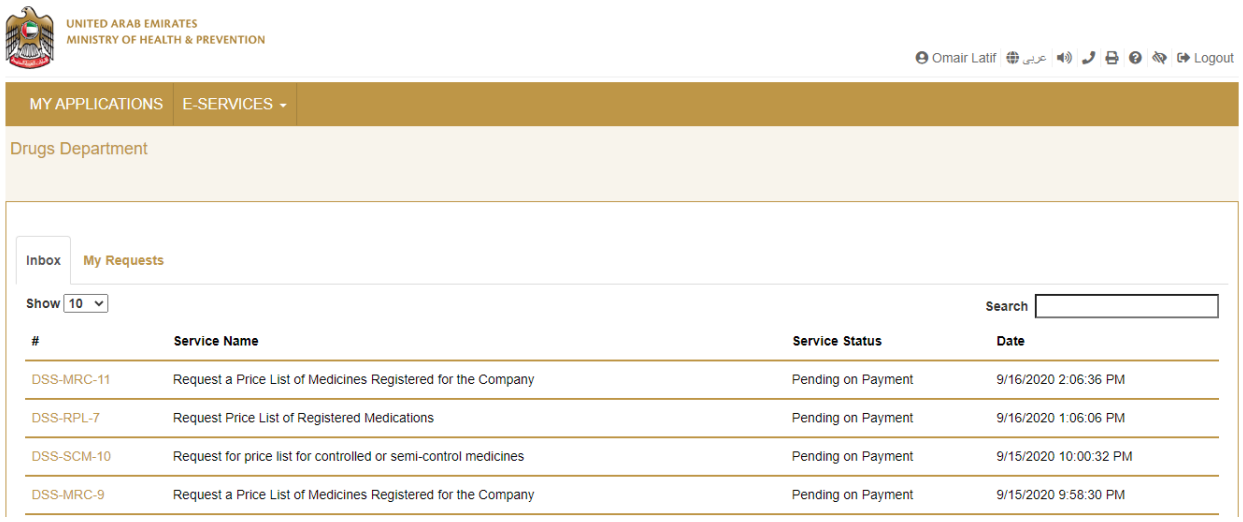
9. Request Price List of Registered Medications Service

By using this service, the applicant can create a new request for "**Request Price List of Registered Medications Service**". And after login the system will redirect the user to his / her dashboard.

9.1 Dashboard

Inbox tab on the applicant dashboard list all the ongoing requests with details such as Service Number, Service Name, Service Status and Request Date. From the inbox the user has the flexibility to open the saved requests and proceed with the requests to make the corresponding payment as shown in the image below:



Picture: User Dashboard - Inbox

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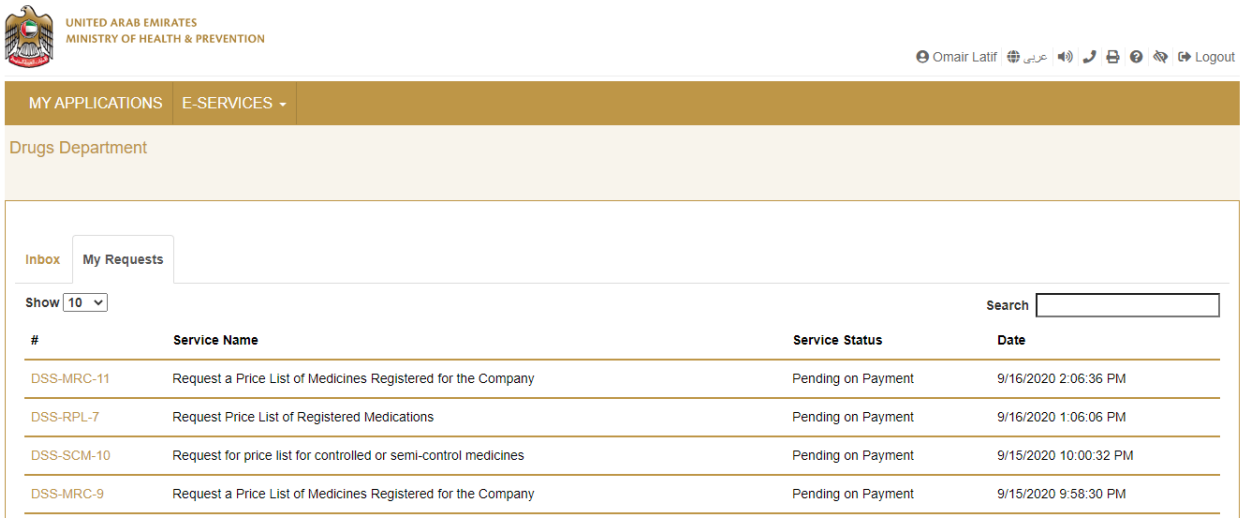
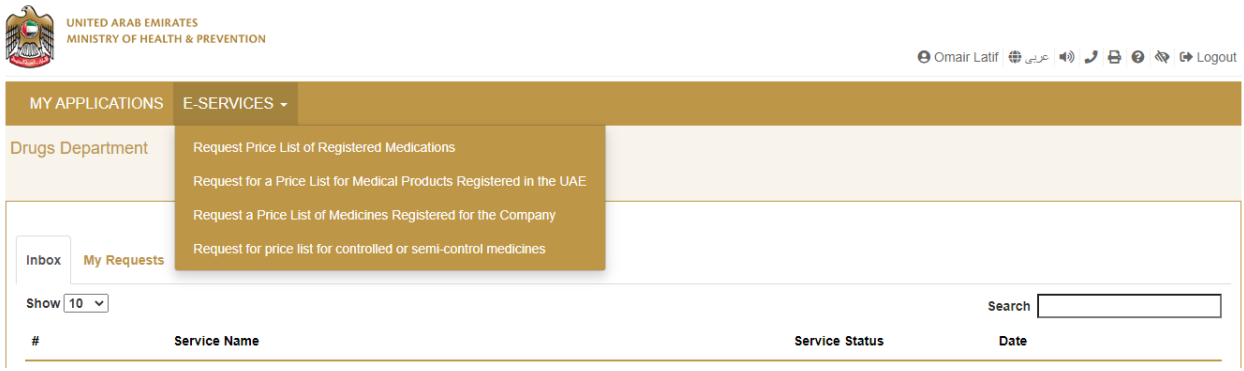
Dashboard has **My Requests** tab listing all the Previous Requests with the Service Number, Service Name, Service Status and Request Date as shown below:



Picture: User Dashboard – My Requests

9.2 Create New Request

To create a new request, applicant has to click on the "**E-Services"** Tab and choose "**Request Price List of Registered Medications Service**" as shown below:



Picture: User Dashboard – Create Request

Once the applicant clicks on the button above, system shows "Application Form":

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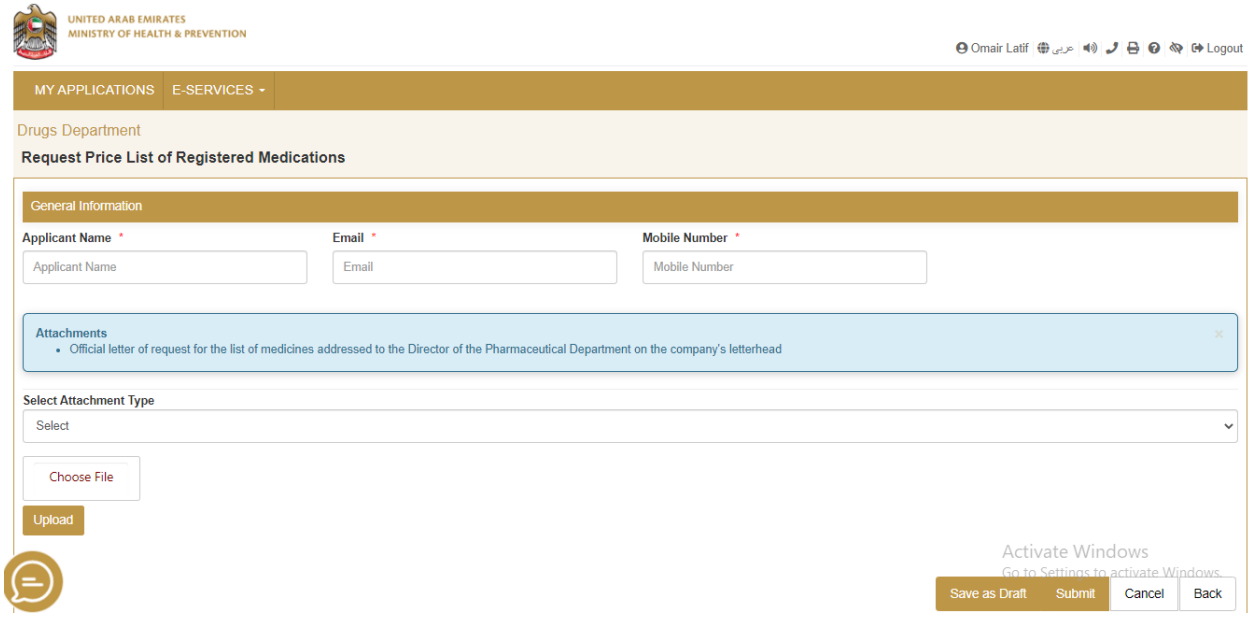

- All the Mandatory Fields (with Red Star) has to be filled by the applicant.
- Attach the required documents.
- Click on **Submit**.

After successful Submit of the request, applicant will receive the below email:

“Dear Applicant, Thank you for your interest in Request Price List of Registered Medications Service. Kindly be informed that your application was submitted successfully. With the reference number << xxxxxxxxxxx >> Please go to the following link to make the payment: https://smartforms.moh.gov.ae/DSS/AppPages/TaskList “

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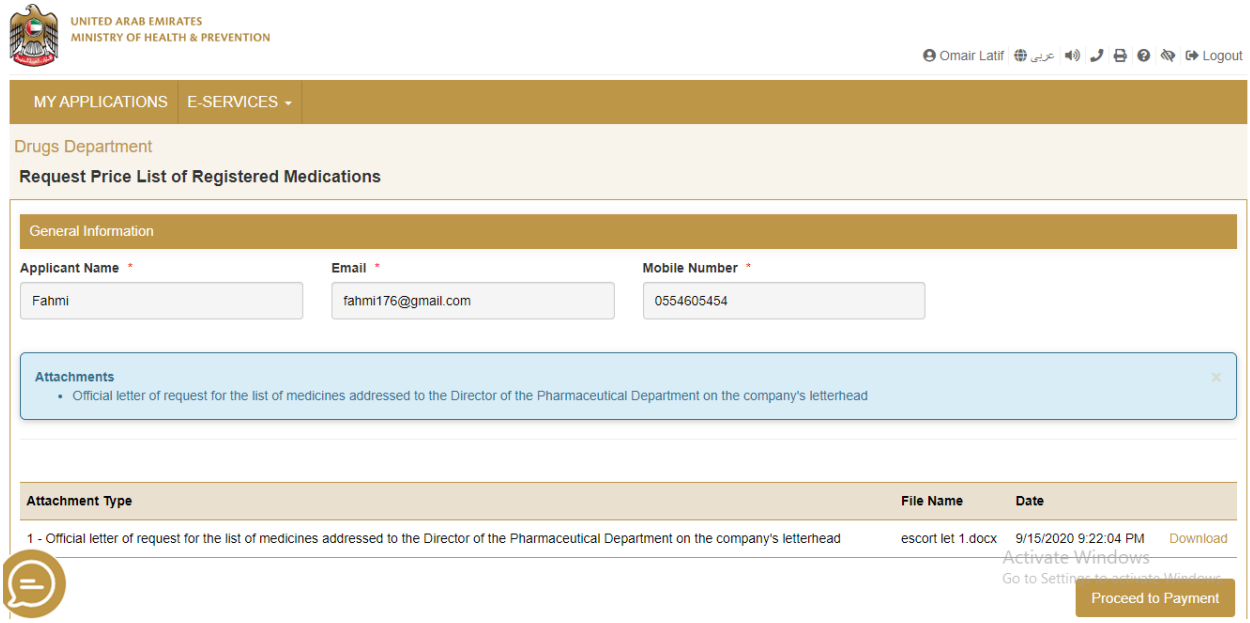
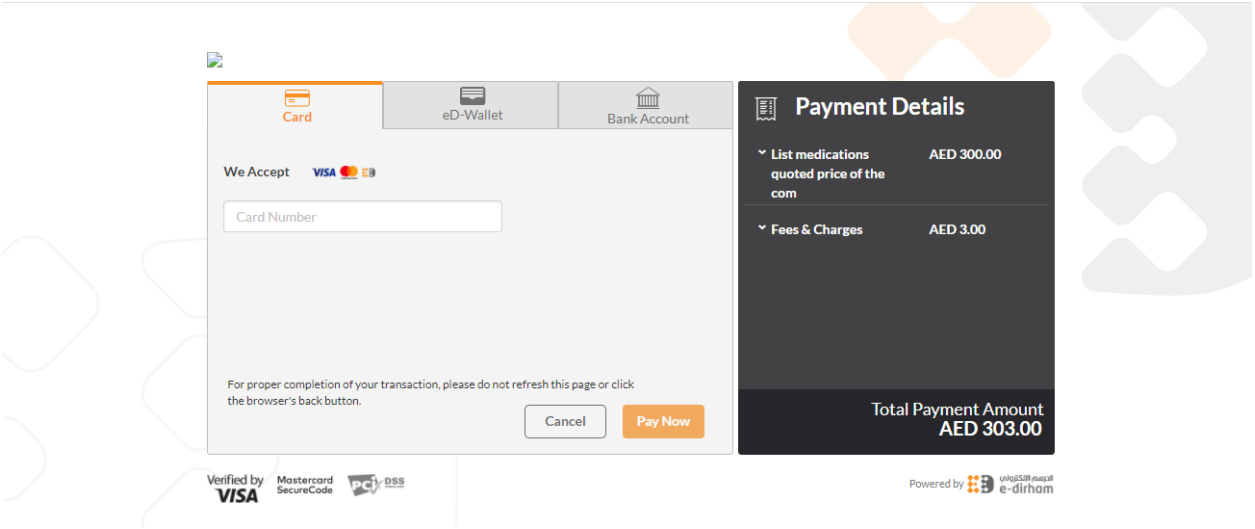
10. Payment:

Applicant can open the submitted application from the dashboard to make the payment. To proceed with the payment, Click on **"Proceed to Payment**" as shown below:



Applicant will be redirected to the payment page to complete the payment as shown below:



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After the successful Payment, applicant will be receiving the following email:

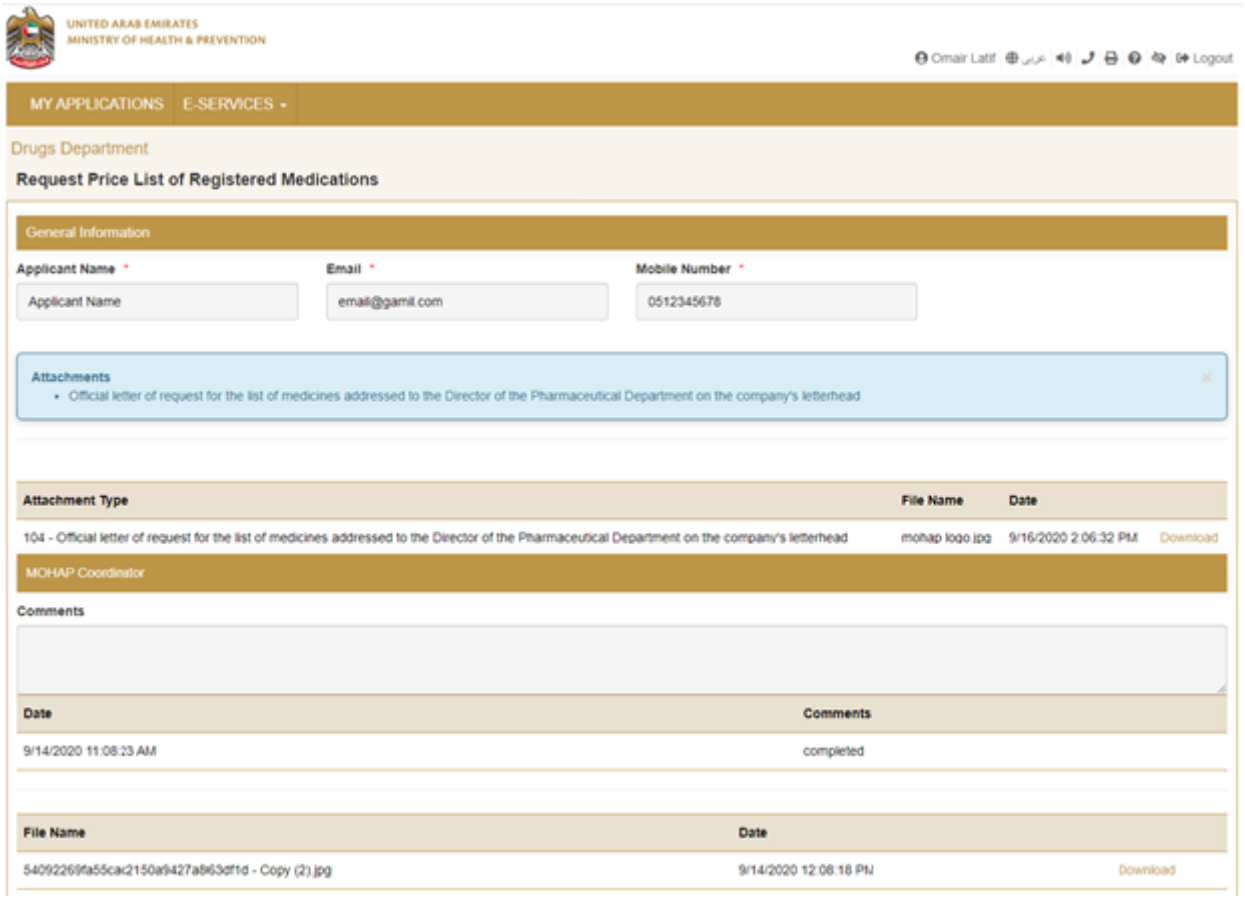
> *"Dear Applicant, your payment has been completed successfully for the request with the reference number << xxxxxxxxxxx >>."*

After payment the request will be sent to concerned employee to review it.

11. Price List File:

After approval of the request by the MOHAP Coordinator, the applicant will be able to download the price list from his/her dashboard.

Applicant has to navigate to **"My Requests"** tab in the dashboard. Click on the respective request and the price list file can be downloaded by clicking on **"Download"** button as shown below:



Picture: Dashboard – Download File

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Thank You

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