



UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION



Tawasul

Submit Inquiries

User Manual Document

Version 1.0

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2. Executive Summary

This Document is developed by MOHAP IT Department, Dubai.

Submit inquiries Service has been developed in order to help customer reach out with MOHAP ministry in order to submit their inquiries, suggestion, complaints to the ministry.

3. Document management & Version Control

3.1 Document Version Control Document

Document Title:	Submit Inquiries – End User Manual – Version 1.0
Document File Name:	Submit Inquiries – End User Manual – Version 1.0
Issued By:	MOHAP Quality & Excellence team
Issue Date:	12 JAN 2021
Status:	Final

Version	Date	Author	
1.0	12 Jan 2021	MOHAP Quality & Excellence team	IT

3.2 Definition and Abbreviation

Item	Description
MOHAP	Ministry of Health and Prevention, United Arab Emirates, MOHAP is the Service Provider
Service	Submit Inquiries
Applicant	The Applicant who is eligible to initiate, request or apply for the service
NCRM	National Customer Relation Management

4. Business & System Overview

4.1 Document Purpose & Objective

The purpose of this document to show the end user how to use Submit Inquiries service.

4.2 Business Entities & Attributes

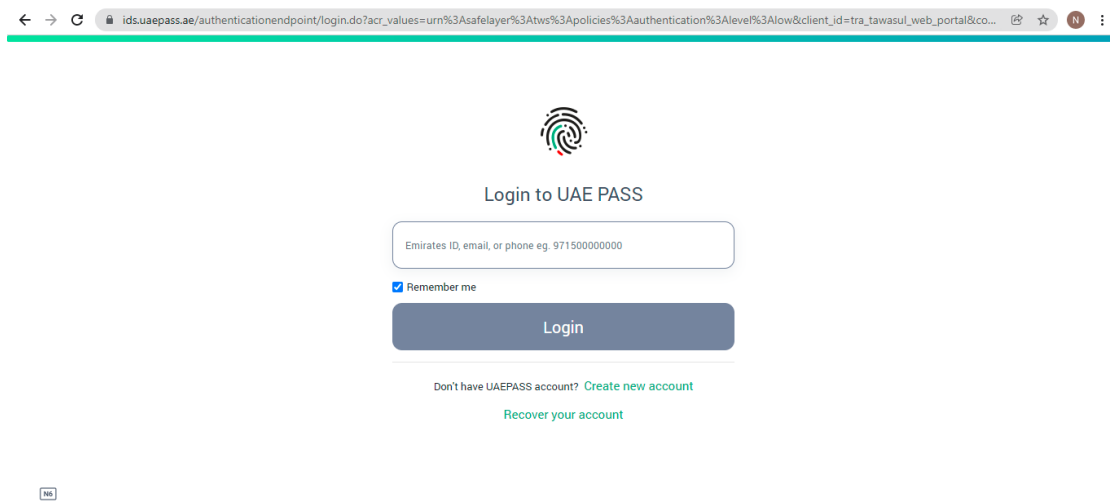
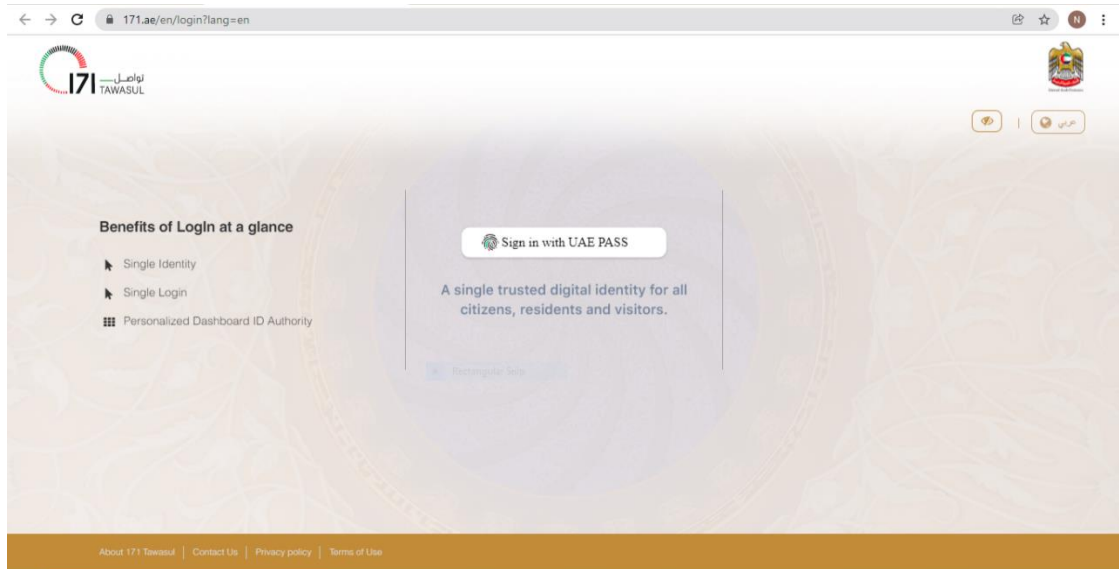
NO.	Name	Brief Description	Responsibilities
1	User Sign Up Form	Sign up a new user and register user information	Applicant
2	User Login Form	User Login	Applicant
3	Required Details	Enter the required details for the application	Applicant
4	Required Attachments	Upload the required attachments for the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

4.3 User Roles and Definitions

#	Function
1	Create User Account
2	Log-in to Service
3	Start the application by filling required information
4	Attach the required documents
5	Submit Application
6	Update & re-submit the application when it is required

5. Using the system

1. Go to following link: <https://171.ae/en/>
2. System will prompt you to show Following log-in form:
3. Log-in using UAEPASS



6. Submit Inquiries – Steps

By Using this Service, the applicant can create a new request for Submitting inquiries on MOHAP.

6.1 Create New Request

After Login into Service, System prompt to the following landing screen which show history and status of previous application:

The screenshot displays the MOHAP user dashboard. At the top, there is a navigation bar with 'My Dashboard', 'Services', and 'Federal Government Entities'. A dropdown menu is open over the 'Services' tab, listing options: 'Create Complaint', 'Provide Suggestion', 'Submit Inquiry', 'Provide Compliment', and 'Take Survey'. Below this, four service cards are shown: 'Observations-Complaints' (2), 'Suggestions' (2), 'Inquiries' (1), and 'Compliments' (0). Each card has a corresponding icon and a progress bar.

Below the service cards is a 'Filter By Date' section and a 'My History' table. The table lists the user's previous applications with their dates, types, and IDs. The status of each application is shown as a sequence of three circles: Submitted (green checkmark), In Progress (grey circle), and Completed (green checkmark).

Date	Type	ID	Description	Submitted	In Progress	Completed
13 Jun 2021	Inquiry	3030030577	فريق ضبط الجودة -	✓	✓	✓
13 Jun 2021	Complaint	7030025797	فريق ضبط الجودة -	✓	✓	✓
13 Jun 2021	Complaint	7010008478	فريق ضبط الجودة -	✓	✓	✓
13 Jun 2021	Suggestion	5030000325	فريق ضبط الخدمة -	✓	○	○
13 Jun 2021	Suggestion	5140000951	فريق ضبط الجودة -	✓	✓	✓

Once the applicant clicks on the “Submit Inquiries” from drop down list as above, system shows “Application Form” and “Application Details” that should be filled:

The screenshot shows the 'Submit Inquiry' form in the TAWASUL system. The form is titled 'Submit Inquiry' and is located under the 'Federal Government Entities' section. The form includes the following fields and sections:

- Entity Name:** A dropdown menu with 'SELECT' as the current selection.
- Subject:** A text input field.
- Select Main Service:** A dropdown menu with 'SELECT' as the current selection.
- Description:** A large text area for entering details.
- Upload Documents:** A section with a note: 'Supported: pdf, docx, doc, bmp, gif, jpg, png, jpeg'. Below this is an 'Attach file' button.
- Note:** 'Maximum 5 files can be attached. The maximum upload file size limit is 10 MB. * Mandatory Fields.'
- Buttons:** 'SUBMIT' and 'SAVE AS DRAFT' buttons are located at the bottom right of the form.

6.1.1 Fill details

User must fill in all required information:

All fields with red start * are mandatory where the others are optional

The screenshot shows the 'Submit Inquiry' form in the TAWASUL system. The form is titled 'Submit Inquiry' and includes the following fields and sections:

- Entity Name:** A dropdown menu with 'SELECT' as the placeholder.
- Subject:** A text input field.
- Select Main Service:** A dropdown menu with 'SELECT' as the placeholder.
- Description:** A large text area for providing details.
- Upload Documents:** A section with the text '[Supported: pdf, docx, doc, bmp, gif, jpg, png, jpeg]' and an 'Attach file' button.
- Note:** 'Maximum 5 files can be attached. The maximum upload file size limit is 10 MB. * Mandatory Fields.'
- Buttons:** 'SUBMIT' and 'SAVE AS DRAFT' buttons at the bottom right.

6.1.2 Attachment

This is the last step, user must select attachment type, choose the file and upload it, then submit the application.

This is a close-up view of the 'Upload Documents' section of the form. It includes the following elements:

- Text:** 'Upload Documents [Supported: pdf, docx, doc, bmp, gif, jpg, png, jpeg]'.
- Button:** 'Attach file' button.
- Note:** 'Note: Maximum 5 files can be attached. The maximum upload file size limit is 10 MB. * Mandatory Fields.'
- Buttons:** 'SUBMIT' and 'SAVE AS DRAFT' buttons at the bottom.