



UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

11\1\2023

# Issue of Permit to Import Medicines for Personal Use

Updated: January 11<sup>th</sup>, 2023

Ministry of Health & Prevention – UAE©

*Table of Contents*

- 1. Service Overview – Summary ..... 3
- 2. Service Conditions ..... 3
- 3. Create new account..... 4
- 4. Log into the system ..... 5
- 5. Apply for the Permission..... 7
- 6. Customer Satisfaction ..... 11
- 7. Dashboard Review ..... 11

## 1. Service Overview – Summary

This service provides the users with the chance of import personal medicine, wither the user was a citizen of UAE or a traveler in a visit.

## 2. Service Conditions



This service is optional for travelers visiting the country who wish to obtain electronic approvals, as it is allowed for those coming to the country to take narcotic medicine and Psychotropics (Controlled medications) with them within the limits of a quantity that does not exceed the patient's need for a maximum period of three months.



It is available also for residents wishing to import narcotic medicine and controlled medicine, through the electronic system to obtain electronic approval (for those over the legal age). In case the patient is under the legal age, the guardian shall submit through the electronic system.

### 3. Create new account


If the user is new (i.e., you do not have account) you need to Register and Create a New Account to be able to access MOHAP services.

If you are already a MOHAP user, then [Login to the system directly](#)

**Create New Account – Register/Sign up**

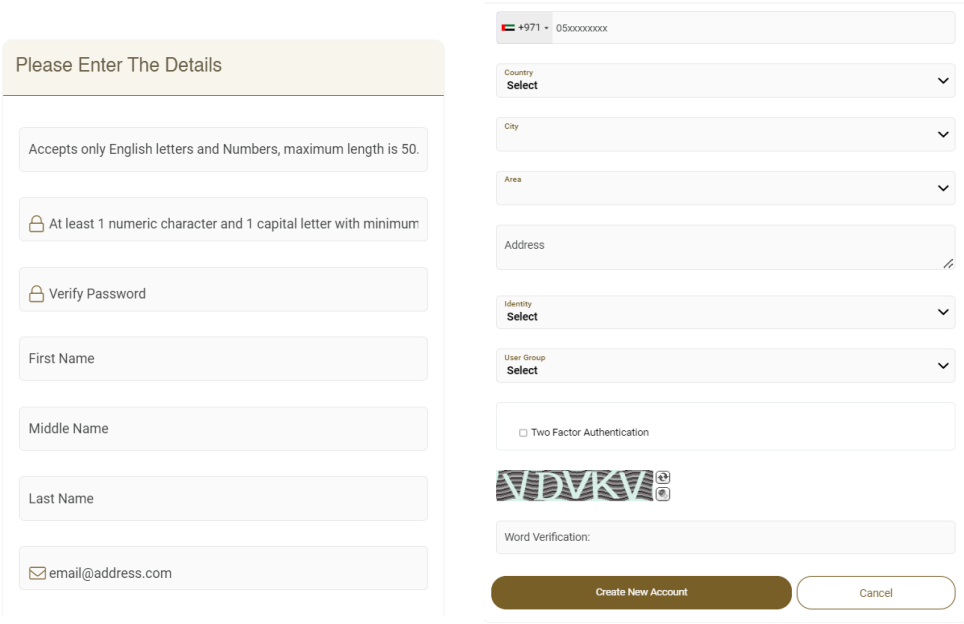
***If the user is new (i.e., doesn't have an account) the user needs to Create a New Account First***

- ***Go to the official website of the [Ministry of Health](#)***
- ***On the left side click on the Login tab***
- ***Since the user does not have an account yet, the user will need to Register***



The screenshot shows the Ministry of Health and Prevention website. At the top, there are logos for the United Arab Emirates Ministry of Health & Prevention and the UAE PASS logo. Below the logos, the text "Ministry Of Health And Prevention" is displayed. Underneath, there are two tabs: "Login" and "Register". Below the tabs, there is a dark blue button labeled "Login with UAE PASS" with a fingerprint icon. Below the button, it says "A single trusted digital identity for all citizens, residents and visitors."

***To Sign Up, the user needs to fill all the required information and follow the steps***



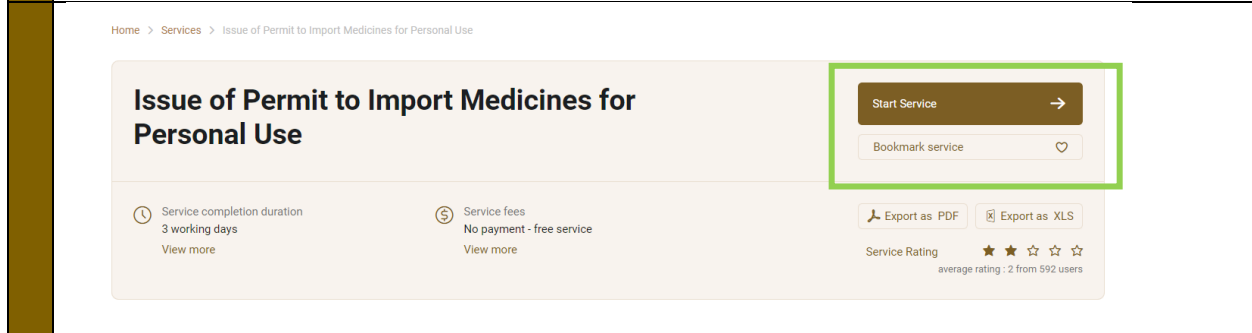
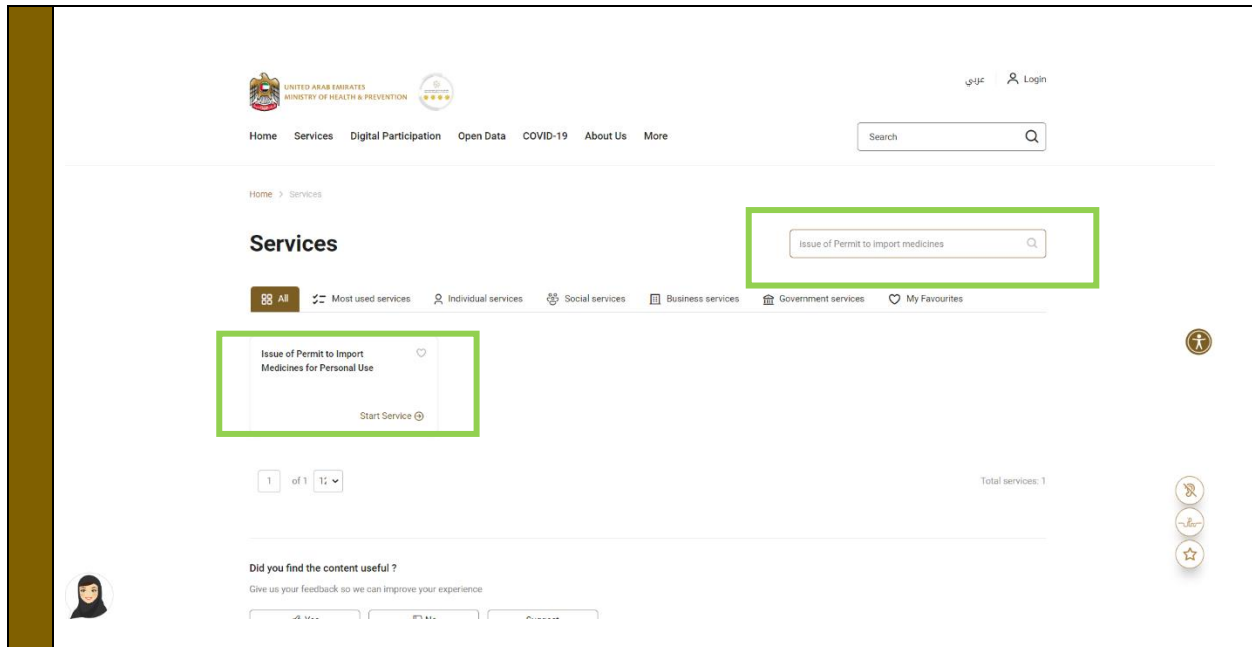
The screenshot shows the registration form. On the left, there is a section titled "Please Enter The Details" with a note: "Accepts only English letters and Numbers, maximum length is 50." Below this are fields for "First Name", "Middle Name", and "Last Name". There is also a "Verify Password" field and an email field labeled "email@address.com". On the right, there are fields for "Country" (with a dropdown menu), "City" (with a dropdown menu), "Area" (with a dropdown menu), "Address", "Identity" (with a dropdown menu), and "User Group" (with a dropdown menu). There is a checkbox for "Two Factor Authentication". Below these fields is a "Word Verification" section with a graphic of "VDVKV" and a text input field. At the bottom, there are two buttons: "Create New Account" and "Cancel".

- ***Click create account.***
- ***After completing the registration steps, the following alert will show to confirm that all records are saved successfully, and a verification email has been sent for activation.***

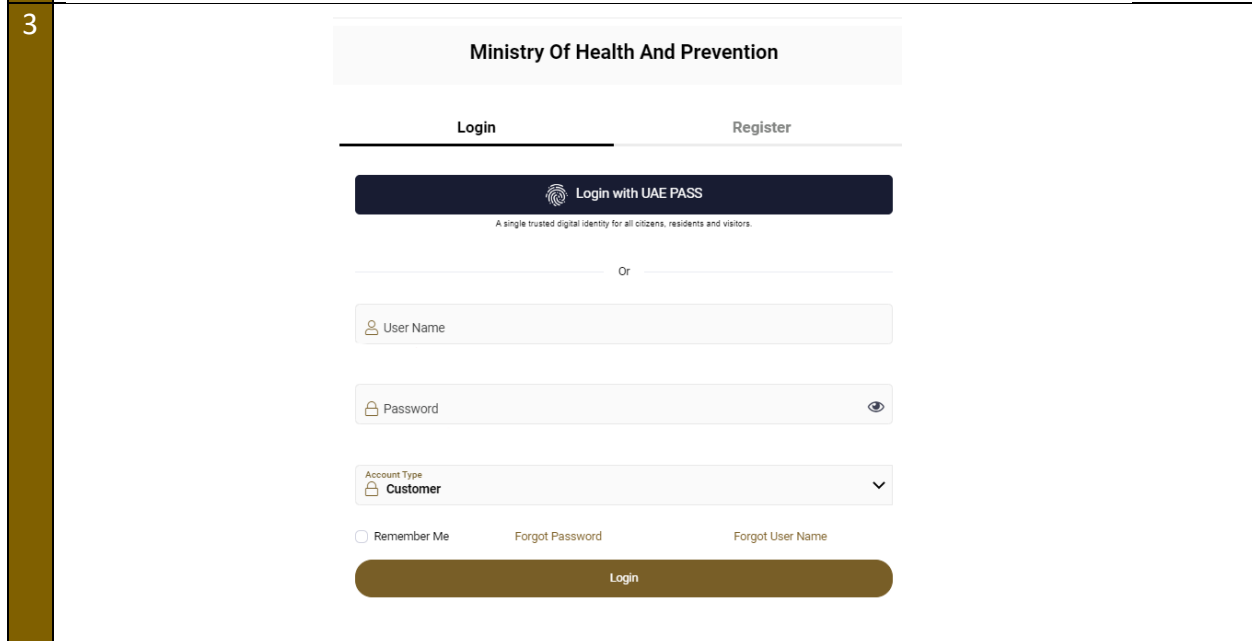
<p><b>Signup</b></p> <p>Record Saved Successfully and Email has been sent to User For Activation</p>
<p><b>Go to the email entered when registering, and click on the link to activate the MOHAP Account</b></p>
<p>Dear</p> <p>Thank you for registering with Ministry of Health and Prevention E-Services.</p> <p>Please open below url to activate your account.</p> <p><a href="#">Account Activation Link</a></p> <p>Regards,</p> <p>Ministry of Health And Prevention, UAE</p>

4. Log into the system

#	User Login
1	<p><i>If the user already has an account and wants to access any of MOHAP services, the user needs to follow the below steps.</i></p> <ol style="list-style-type: none"><li>1. Go to the official website of the <a href="#">Ministry of Health</a></li><li>2. Click on <b>Services</b></li><li>3. Look for the required service <b>OR</b> search for its name in the search bar</li><li>4. Select the required <b>Service icon</b></li><li>5. After choosing the service click on <b>Start Service</b> as the below screen.</li><li>6. If the user has logged in from the official page, then when the user clicks on “Services” they’ll be directly transferred to the service, otherwise the user will have to login after clicking on “Start Service”.</li></ol>



3



## 5. Apply for the Permission

### 5 Start the Service

The screenshot shows the 'Personal Drug Use' application form. At the top, there are logos for the United Arab Emirates Ministry of Health & Prevention and a '0% Completed' progress indicator. The form is divided into two main sections: 'Medicines Details' and 'Attachments'. A yellow box contains instructions: 'All fields are mandatory, except for those labeled as optional.', 'Please refer to Import medicines for personal use Guideline: [https://moh.gov.ae/en/services/issuance-of-permit-to-import-medicines-for-personal-use](#)', and 'For further instructions about import medicines for personal use please check this link'. Below this, there are two input fields: 'Coming / Importing From Country' (a dropdown menu) and 'Duration Of Stay' (a text input field with the placeholder 'How many days are you planning to stay in the UAE, in'). A red text prompt says 'Kindly add all your medications in One Application Form' and 'Click on the button below to add new medical product'. Below this is a prominent orange button labeled 'Add Medical Product'. At the bottom of the form, there are 'Discard' and 'Attachments' buttons.

- Once you started the service the above interface will appear to you

### Filling the Application

- Fill the required fields with the required information:

This close-up shows the 'Coming / Importing From Country' dropdown menu and the 'Duration Of Stay' text input field. The dropdown menu is currently empty, and the text input field contains the placeholder text 'How many days are you planning to stay in the UAE, in'.

- Once you do, click on Add Medical Product

This close-up shows the orange 'Add Medical Product' button, which features a plus sign icon in a square.

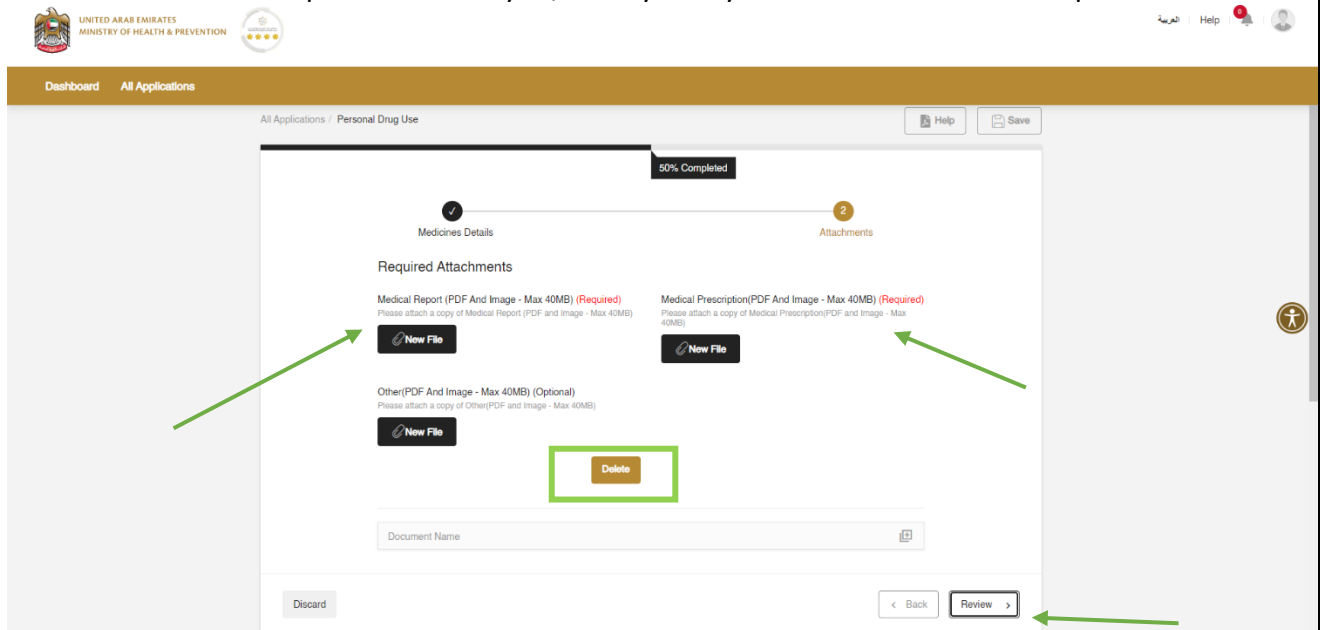
- Once you clicked this window will appear to you, to start filling the medicine information:

- Click on Add, to add the medicine for your list of import

- Do the same steps if there are more than one, after clicking on Add Medical Product
- Click on Attachments to proceed

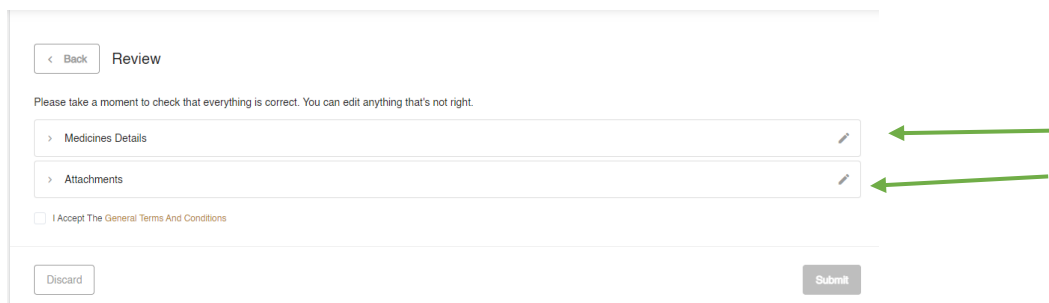


- The attachment step will reveal to you, and by that you've finished 50% of the process

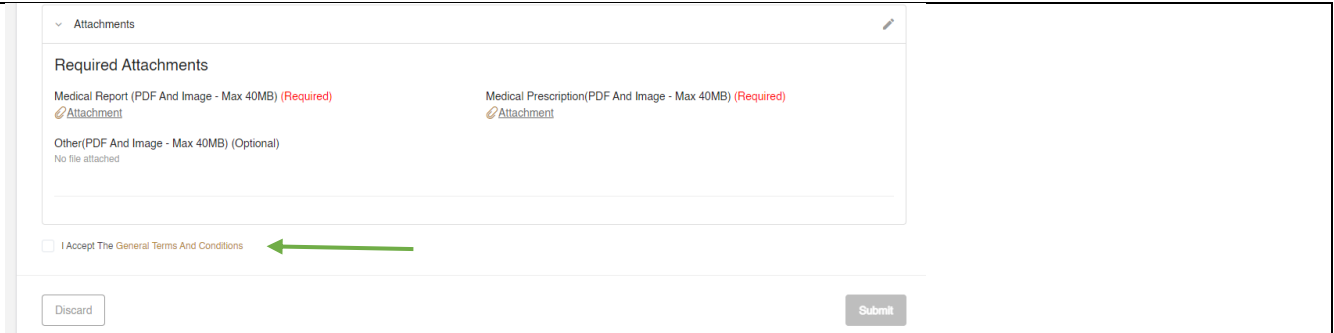


- Upload the required documents upon what's required according to the mentioned type and size for the system to accept them
- You have a Delete button at the end, to omit wrong documents added by accident
- Click on Review once you finish

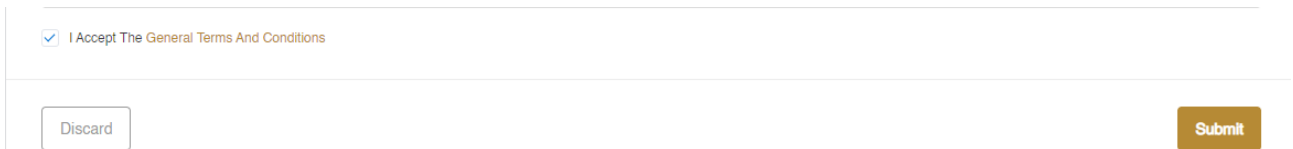
- The Review interface will appear to you, it allows you to view and edit the medicine details and added attachments before submission



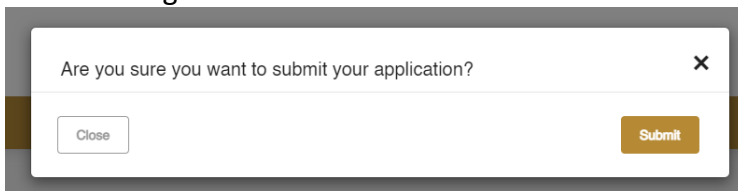
- If you clicked on any of the pen for the Medicine Details, it will take you back to its interface to edit what you added, but if you clicked on the Attachments pen it will appear on the same interface, *like*:



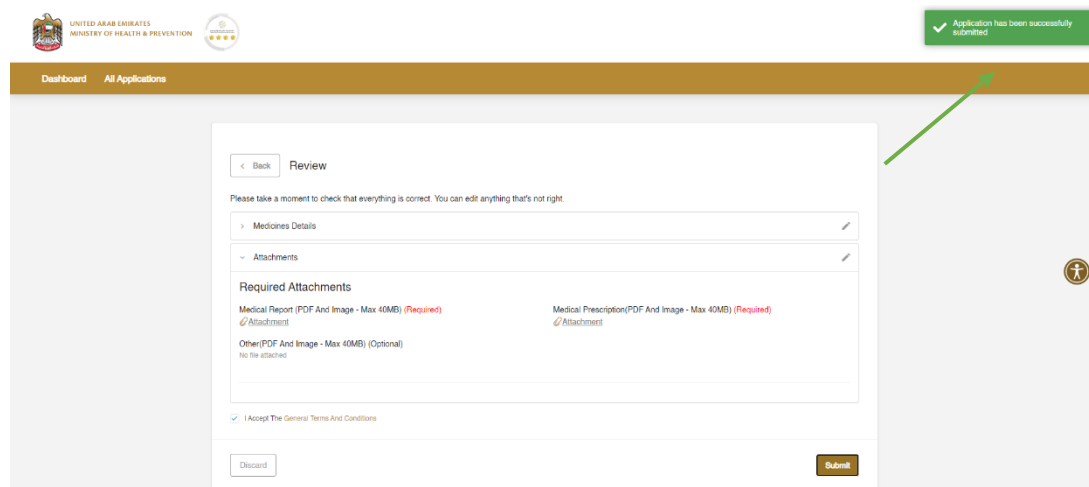
- If you clicked on any attachment you will be able to **review** it, but for the editing part you may go back on the web page to the Attachment step and use the aforementioned Delete button to delete and re-add new documents.
- If you have no problem with the content of you application, **Read and Accept the Terms of this Permit**



- When you agree on the terms the submission button will be clickable,
- If you are sure of your request click on Submit or click on Discard if you are having second thoughts

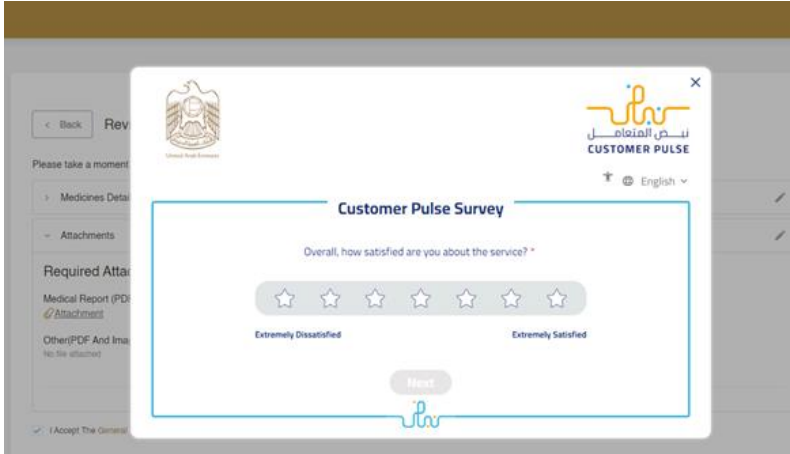


- This Pop-up message will appear to you to finalize your submission, if you are click on Submit


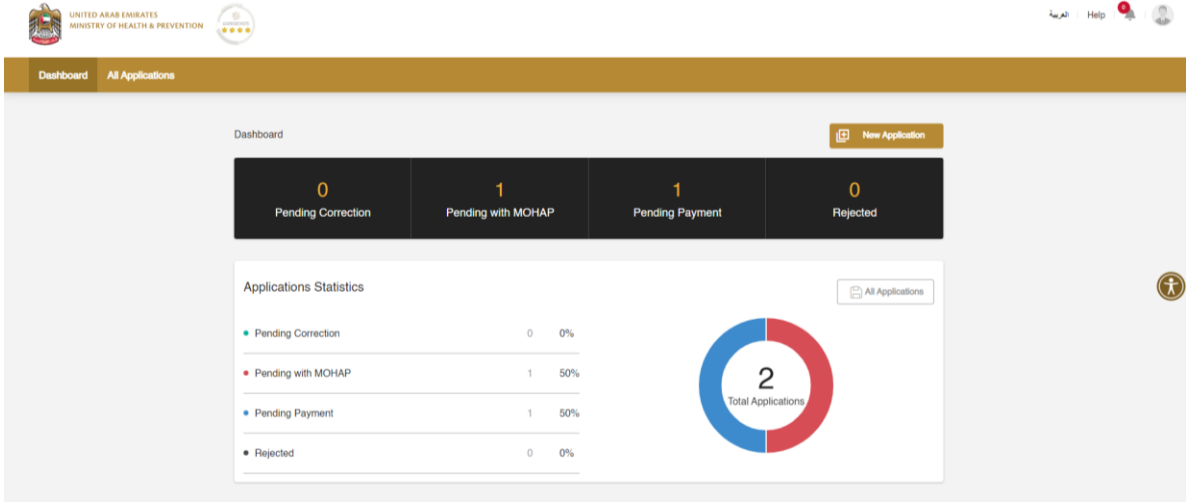


- A notification message will appear on the right of the inteface to inform you that your request has been sent.

## 6. Customer Satisfaction

<b>6</b>	<b>Customer Pulse</b>
	<p>After you sent your request to import medicine you will face this pop-up message to rate your experience:</p> 

## 7. Dashboard Review

<b>7</b>	<b>Dashboard Review</b>															
	<ul style="list-style-type: none"> <li>When you have pending applications and so in you will be able to see them through the <u>Dashboard</u> when you click on it:              </li> <li>This interface will appear to you:              <table border="1" data-bbox="509 1493 1214 1570"> <thead> <tr> <th>Category</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Pending Correction</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Pending with MOHAP</td> <td>1</td> <td>50%</td> </tr> <tr> <td>Pending Payment</td> <td>1</td> <td>50%</td> </tr> <tr> <td>Rejected</td> <td>0</td> <td>0%</td> </tr> </tbody> </table> </li> </ul>	Category	Count	Percentage	Pending Correction	0	0%	Pending with MOHAP	1	50%	Pending Payment	1	50%	Rejected	0	0%
Category	Count	Percentage														
Pending Correction	0	0%														
Pending with MOHAP	1	50%														
Pending Payment	1	50%														
Rejected	0	0%														