



UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

1/9/2023

# Renewal of Licenses for Nursing and Medical Professionals

Updated: January 9<sup>th</sup>, 2023

User Manual Document Version: 3.0

## *Table of Contents*

Using the Service – Summary .....	2
1. Create new account.....	2
2. Log into the system and Access the Service .....	4
3. Service Usage.....	5
3.1 Staff Workspace .....	6
4. Renew a License: Nursing and Medical Professions .....	7
4.1 Review the Staff Status .....	8
4.2 Documents Upload.....	9
4.3 Application Submission.....	10
4.4 Applications Status.....	11
4.5 Make Payment .....	12
5. Check Renewal Status .....	14
6. Print Staff License.....	15

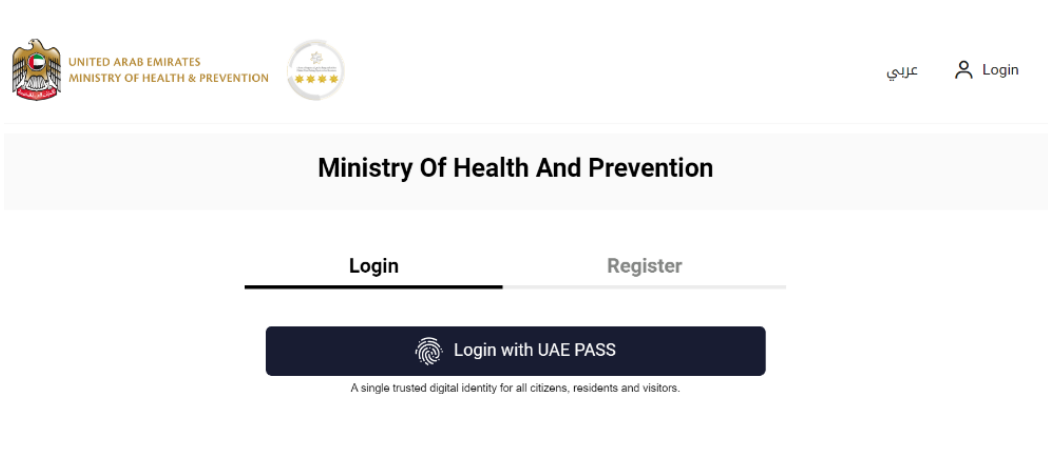
## Using the Service – Summary

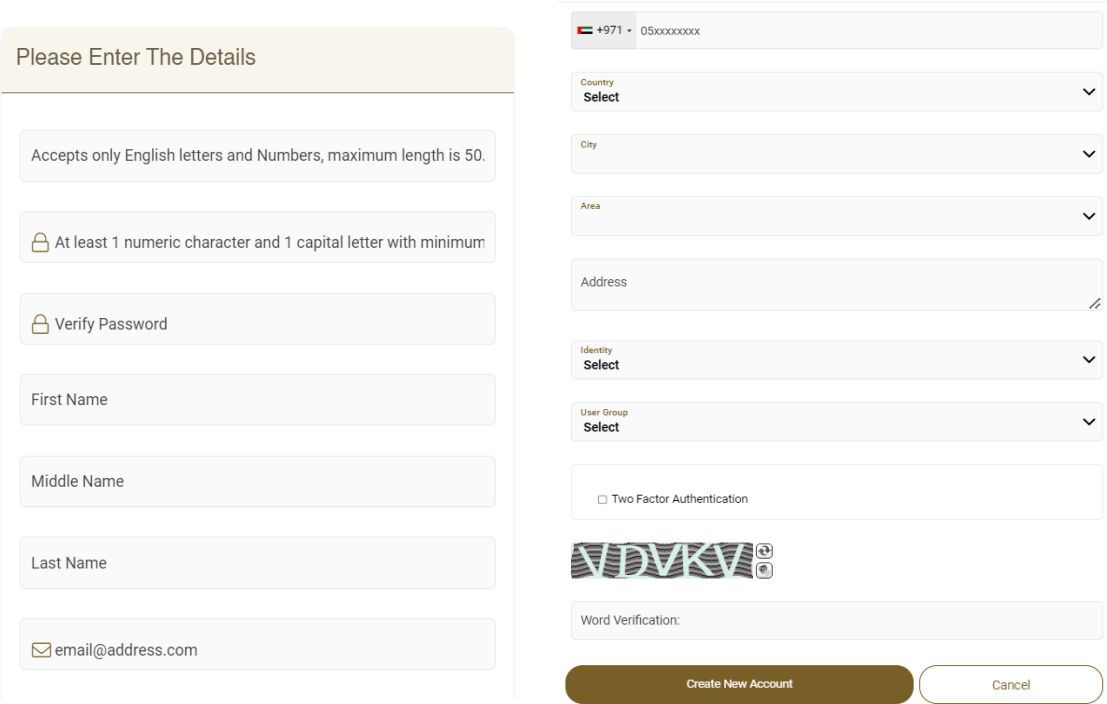
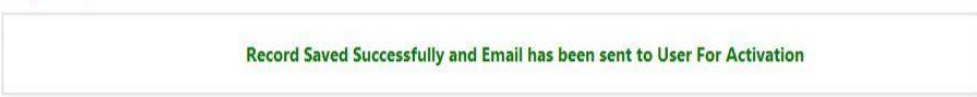
1. You need to create an account (register) if you don't have one.
2. The user can just Login if there is already an account
3. Select the service “Renewal of Licenses for Nursing and Medical Professionals”
4. Only Facility Users are authorized to renew the doctors' licenses

### 1. Create new account

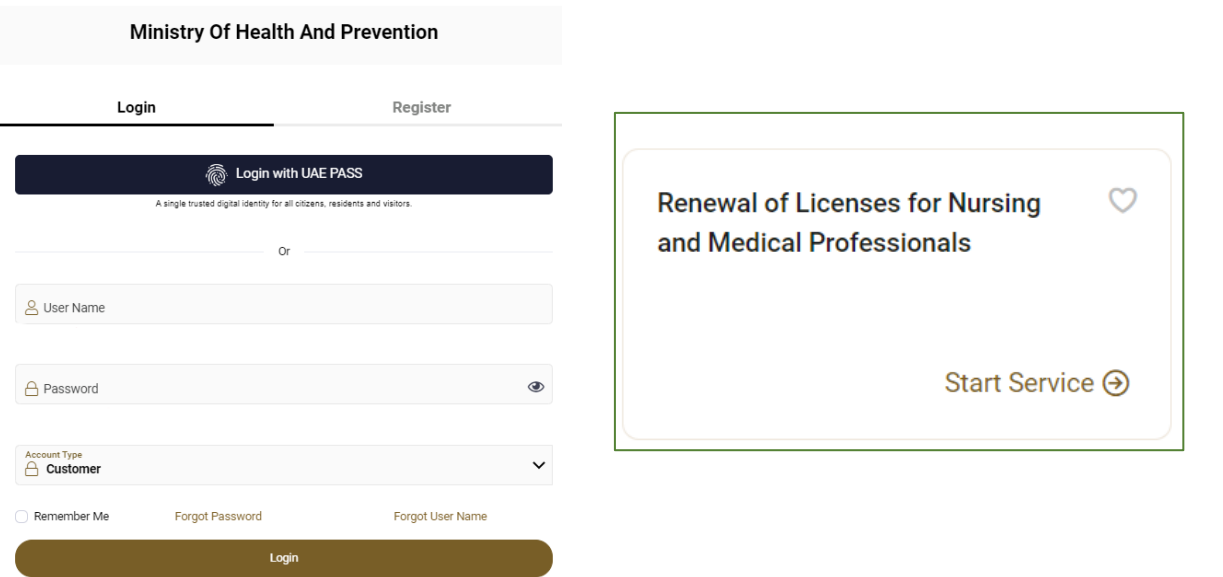
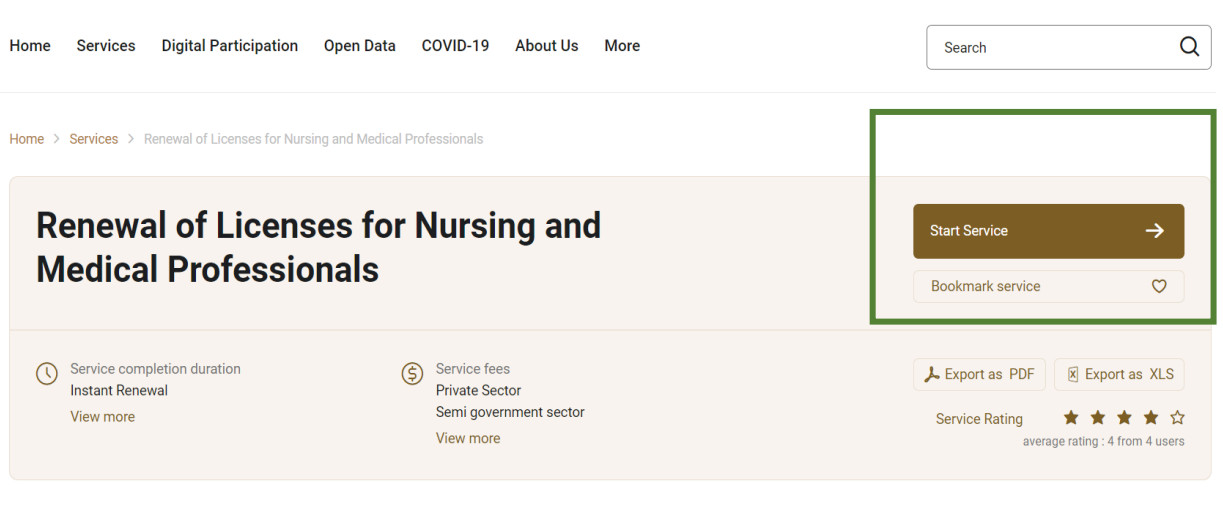
If you are new (i.e., you do not have account) you need to Register and Create a New Account in order to be able to access MOHAP services.

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

#	Create New Account – Register/Sign up
1	<p><b><i>If the user is new (i.e., doesn't have an account) the user needs to Create a New Account First</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>Go to the official website of the <a href="#">Ministry of Health</a></i></b></li> <li>- <b><i>On the right side click on the Login tab</i></b></li> <li>- <b><i>If the user does not have an account, the user will need to Register</i></b></li> </ul>
2	

<p><b>3</b></p>	<p><b>To Sign Up, the user needs to fill all the required information and follow the steps</b></p> 
<p><b>4</b></p>	<ul style="list-style-type: none"> <li>- <b>Click create account.</b></li> <li>- <b>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.</b></li> </ul>
	<p><b>Signup</b></p> 
<p><b>5</b></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>

## 2. Log into the system and Access the Service

#	User Login
1	<p><b>If the user already has an account and wants to access any of MOHAP services, the user needs to login only through the following:</b></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 <b>“Services”</b> they’ll directly access the services, otherwise the user will have to login after clicking on <b>“Start Service”</b>.</li> </ol>
	
	

**3** Once you're logged in, the service appears as the below screen after clicking "Start Service".

The screenshot displays the 'Establishment Workspace' for medical licensing. At the top, there are navigation tabs: ESTABLISHMENT WORKSPACE, ESTABLISHMENT DETAILS, STAFF WORKSPACE, VISIT STAFF WORKSPACE, and STAFF (RARE SPECIALTY). Below these is a 'DATA UPLOAD -' section. The main content area is titled 'MEDICAL LICENSING Establishment Workspace' and features a profile card for 'TestClinic'. The card includes a profile picture and the following fields:

- Establishment Name (English): TestClinic
- Establishment Name (Arabic): مستشفى
- Category: General Clinic
- Medical District: Ras Al Khaima
- License Number: 6763
- Issue Date: 01-02-2022
- Expiry Date: 31-01-2023
- License Status: Licensed

Below the profile card is a 'Latest Application Details' table:

Application Number	Request Type	Current Status	Payment Due	Submit Date
37775	TeleHealth	Pending for Auditor Approval	AED 0.00	03-01-2023

At the bottom, there is a 'Staff Statistics' section with the following data:

Number of licensed doctors	4	Number of licensed Technicians	3
Number of licensed Visiting Doctors from Inside UAE	0	Number of licensed Visiting Doctors from Outside UAE	0
Number of licensed Hospital Service Doctors	0	Number of application under process for Doctors	6
Number of application under process for Technicians	3	Number of application under process for Visiting Doctors from Inside UAE	2
Number of application under process for Visiting Doctors from Outside UAE	3	Number of application under process for Hospital Service Doctors	2

### 3. Service Usage

**3** **Actions**

- **The facility must be Registered in MOHAP before the renewal for any doctor → [Establishment](#)**
- **Then to renew a License as a facility user, click on → [Staff Workspace](#)**

The screenshot shows the same interface as above, but with the 'STAFF WORKSPACE' navigation tab highlighted with a green box. The rest of the page content remains the same.

### 3.1 Staff Workspace

#### 3.1 To initiate a new license

1. The below screen appears when the user clicks on → **Staff Workspace, which shows the status of the facility staff**
2. You can add a new staff to the staff workspace.
3. The screen is divided into 4 sections as below.

**Section 1:** the workspace of the staff (Facility Details), where the user can add a new staff for licensing form MOHAP

**Section 2:** the Active Staff Applications – all the on going applications applied for the staff with their details.

**Section 3:** list of the already licensed staff with the expiry dates for each. The expiry date: Indicates when the Nurse’s/ Proffession’s license will be expired, in which the facility needs to apply for renewal for him before the due date.

4. If the facility applies for the renewal within the expiry period → only payment will be paid
5. If the facility is late to renew the doctor’s license → Payment + fine has to be paid due to delay

**Section 4:** Approved Cancellation Applications

The screenshot displays the 'MEDICAL LICENSING Staff Workspace' interface. It is divided into four main sections:

- Section 1 (Facility Details):** A form with fields for Establishment Name (English: TestClinic, Arabic: مستشفى), Category (General Clinic), Medical District (Ras Al Khaima), License Number (6763), Issue Date (01-02-2022), Expiry Date (31-01-2023), and License Status (Licensed). A green box labeled '1' highlights the top-left area.
- Section 2 (Active Staff Applications):** A table listing 5 of 9 active applications. A green box labeled '2' highlights the table area. An 'Add Staff' button is highlighted with a green box. The table data is as follows:
 

Application Number	Staff Name	Medical Staff Type	Request Types	Application Status	Submit Date	View
90392	TestUserEval Eval	Doctor	Initial Approval	Submitted	04-10-2022	👁
93015	Evaluation Applicant	Technician	Initial Approval	Submitted	27-02-2019	👁
93016	Athulya Suresh Kumar	Technician	Initial Approval	Payment Requested	27-02-2019	👁
93017	MUHAMMED RAFI PAIKKADAN	Doctor	Initial Approval	Payment Requested	04-03-2019	👁
93018	SHAHITH MOHAN	Doctor	Initial Approval	Not submitted	04-03-2019	👁
- Section 3 (Licensed Staffs):** A table listing 5 of 7 licensed staff members. The table headers are partially visible: Staff License, Name, Medical Staff, Specialty, Medical Title, Expiry, License, and View.

☰ Licensed Staffs 1 - 5 of 7
3

Sort By:

▼

📄
📄

Quick Filter:

Staff License No
▼

🔍
✕

Staff License No	Name	Medical Staff Type	Specialty	Medical Title	Expiry Date	License Status	View
D15162	Sita Raman Radhakrishnan	Doctor	Internal Medicine/Interventional Cardiology	Consultant (A)	31-01-2023	Licensed	👁️
T43556	JAI RAJESH SUNDARAM	Technician	Registered Nurse	Registered Nurse	31-01-2023	Licensed	👁️
T54636	ASWATHY GANGADHARAN PILLAI REMA	Technician	Registered Nurse	Registered Nurse	31-01-2023	Licensed	👁️
T15872	Lisa Joseph Joy	Technician	Registered Nurse	Registered Nurse	31-01-2023	Licensed	👁️
T16767	Test	Doctor	Anaesthesia	Assistant Technician (A)	31-01-2023	Licensed	👁️

1
2

☰ Approved Cancellation Applications 0 - 0 of 0
4

Sort By:

▼

📄
📄

Quick Filter:

Application Number
▼

🔍
✕

Application Number	Name	Specialty	Medical Title	Request Type	Created Date	View
No applications found						

## 4. Renew a License: Nursing and Medical Professions

- **To renew a staff license, the facility user need to scroll to section 3 “Licensed Staff”.**
- **Check the *expiration date & the Medical Staff Type* that their license require renewal (two months earlier in order not to pay a fine if delayed).**
- **Choose a staff as an example → Expiry = January 31<sup>st</sup> 2023 → Speciality = Nurse**

☰ Licensed Staffs 1 - 5 of 7

Sort By:

▼

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Quick Filter:

Staff License No
▼

🔍
✕

Staff License No	Name	Medical Staff Type	Specialty	Medical Title	Expiry Date	License Status	View
D15162	Sita Raman Radhakrishnan	Doctor	Internal Medicine/Interventional Cardiology	Consultant (A)	31-01-2023	Licensed	👁️
T43556	JAI RAJESH SUNDARAM	Technician	Registered Nurse	Registered Nurse	31-01-2023	Licensed	👁️
T54636	ASWATHY GANGADHARAN PILLAI REMA	Technician	Registered Nurse	Registered Nurse	31-01-2023	Licensed	👁️
T15872	Lisa Joseph Joy	Technician	Registered Nurse	Registered Nurse	31-01-2023	Licensed	👁️
T16767	Test	Doctor	Anaesthesia	Assistant Technician (A)	31-01-2023	Licensed	👁️

1
2



4.1 Review the Staff Status

**4.1 Current License Status**

- Four sections will appear as to the below screen.
- The user needs to go through all sections to renew the license after initiating the request.
- The “Print staff license below” is for the current license.
- The service is immediate, which means once the last step is done, the license is directly renewed UNLESS, a rejection comes back due to missing documents.

- The user needs to click on → **Initiate New Request** and choose → **Instant Renewal** → **Click Confirm in the box message.**

4.2 Documents Upload

**4.2 Upload Documents**

- The below screen appears → **the user needs to make sure of the staff application information as to the first section**
- Then the user needs to → **upload the needed documents**

**MEDICAL LICENSING**  
Staff Application

Initiated Submitted Complete

Establishment Name (English) Establishment Name (Arabic) Category Medical District

TestClinic مستشفى جنرال كليك General Clinic Ras Al Khaima

License Number Issue Date Expiry Date License Status

6763 01-02-2022 31-01-2023 Licensed

Latest Application Details

Application Number	Request Type	Current Status	Submit Date
93095	Instant Renewal	Not submitted	09-01-2023
License Number	License Status	Issue Date	Expiry Date
D15162	Licensed	01-02-2022	31-01-2023

40% Complete

Staff Details

Basic Information Staff Documents Payments Notifications

Image Instructions \* License Number License Status Issued Date Expiry Date Visit Licenses Count

MLC - Staff Application - Google Chrome

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Staff Details

Basic Information Staff Documents Payments Notifications

Instructions:  
Document Types followed by \* are mandatory. Please attach all required documents before submitting the application  
Allowed file types : .jpg, .png, .jpeg, .pdf  
Maximum file size : 1 MB

Document Type

--Select--

- \* Continuous Medical Education (CME) (40)
- \* Insurance Against Medical Faults
- \* Labor Card
- \* Physical and Mental Report (Age Above 60)
- \* Visa Copy

Upload Document

Select

Save Cancel

Quick Filter: Document Type (English)

No documents to display

Initiate New Request

Please add missing required documents - يرجى استكمال المرفقات الناقصة

- **Once the user fills all the required documents, the blue box appears.**
- **The user needs to Check the box → Acknowledgment for all the applied Documents**
- **Once clicked → Click → Submit**

ESTABLISHMENT: Information  
All the required information is provided. Please Submit the application.

DATA UPLOAD -

Save Cancel

Document Type (English)	Upload Date	View	Delete
Visa Copy	1/9/2023 8:58:08 AM		
Physical and Mental Report (Age Above 60)	1/9/2023 8:58:03 AM		
Labor Card	1/9/2023 8:57:57 AM		
Insurance Against Medical Faults	1/9/2023 8:57:50 AM		
Continuing Medical Education (CME) (10)	1/9/2023 8:57:16 AM		

**Initiate New Request**

Request Type :

Instant Renewal

I acknowledge the validity of the submitted and attached documents, and I bear full responsibility for it.

Staff Logs 0 - 0 of 0

No Data To Display

### 4.3 Application Submission

**4.3**

**Initiate New Request**

Request Type :

Instant Renewal

I acknowledge the validity of the submitted and attached documents, and I bear full responsibility for it.

Submit Request

Are you sure you wish to **Submit** your request? Please note that you will be unable to modify your application after submission.

Cancel Confirm

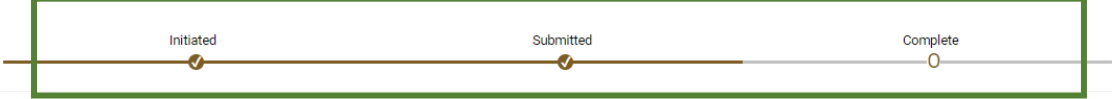
Quick Filter: Document Type (English)

4.4 Applications Status

**4.4 Application Status**

- The user's Application Status is → **Submitted** once the user continues the payment the status becomes → **Complete**

**MEDICAL LICENSING**  
Staff Application



Establishment Name (English) TestClinic	Establishment Name (Arabic) تست كلينيك	Category General Clinic	Medical District Ras Al Khaima
License Number 6763	Issue Date 01-02-2022	Expiry Date 31-01-2023	License Status Licensed

**Latest Application Details**

Application Number 93095	Request Type Instant Renewal	Current Status Payment Requested	Submit Date 09-01-2023
License Number D15162	License Status Licensed	Issue Date 01-02-2022	Expiry Date 31-01-2023

100 % complete. Please submit the application.

**Staff Details**

Basic Information | Staff Documents | **Payments** | Notifications

Bill Number	Staff Application Number	Description	Amount	Paid	Processed	Issue Date	Transaction Status	Payment Reference Number	Make Payment	View
98303	93095	Default Fees	3100	Not Paid	No	1/9/2023 12:00:00 AM				

**Total Amount :** AED 3100     
 **Paid :** AED 0     
 **Remaining :** AED 3100

**Staff Logs 1 - 1 of 1**

Comment	Created By	Created Date	Message
Payment Requested	hesham123	09-01-2023 09:13:02	

[← Back](#)

4.5 Make Payment

**4.5 Make Payment**

- **The Application status** → *Payment Requested*
- **To Make Payment Click on** → *Make Payment*

Staff Details

Basic Information   Staff Documents   **Payments**   Notifications

Bill Number	Staff Application Number	Description	Amount	Paid	Processed	Issue Date	Transaction Status	Payment Reference Number	Make Payment	View
98303	93095	Default Fees	3100	Not Paid	No	1/9/2023 12:00:00 AM				

Total Amount : AED 3100

Paid : AED 0

Remaining : AED 3100

**Staff Requested for 1**

Comment	Created By	Created Date	Message
Payment Requested	hesham123	09-01-2023 09:13:02	

[← Back](#)

- **Choose the preferred Payment Method and confirm it** → *for example: Card*
- **The user can calculate the price too**

UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

الإمارات العربية المتحدة  
وزارة الصحة ووقاية المجتمع

**Ministry of Health and Prevention**

Session time left: 00:19:06

Method

Confirm

Select the required payment method

**Card**

**Bank Transfer**

Cancel Process

Calculate Price

- The below screen appears after the user clicks on → **Confirm**

UNITED ARAB EMIRATES  
 MINISTRY OF HEALTH & PREVENTION  
 الإمارات العربية المتحدة  
 وزارة الصحة ووقاية المجتمع

Ministry of Health and Prevention  
 Session time left: 00:07:18

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Application fees for newLicensing renewal of license topractice for Medicine or Dentistry practice	100 AED	0.00 AED	1	100 AED
<b>Total</b>				<b>100 AED</b>

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Renewal of License to practice Human Medicine or Dentistry	3000 AED	0.00 AED	1	3000 AED
<b>Total</b>				<b>3000 AED</b>

**Request Fees**

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	21.08 AED	1.05 AED	22.13 AED
<b>Total</b>			<b>22.13 AED</b>

Total Tax	1.05 AED
Total Amount	3122.13 AED

Cancel Process      Change Payment Method      Proceed With Payment

- The user can **Cancel the Process OR Change Payment Method OR Proceed**
- If the user clicks on → **Proceed** → **Card Details are required to be filled + Terms & Conditions Agreement**
- After the user enters the card details the user needs to click on → **confirm the Authentication**

UNITED ARAB EMIRATES  
 MINISTRY OF HEALTH & PREVENTION  
 الإمارات العربية المتحدة  
 وزارة الصحة ووقاية المجتمع

Ministry of Health and Prevention  
 Total Payment: 3122.13 AED  
 Session time left: 00:01:35

Pay with

OR

Cardholder Name  
Sita Raman

Card Number  
4111 1111 1111 1111

Month      Year      CVV  
April      28      ...

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process      Change Payment Method

- **The user can print the receipt *OR* Go Back as shown in the below screen**

**Payment Details**

---

Amount Paid: 3122.13  
 Transaction Status: SUCCESSFUL  
 Payment ID: 121458557423355632  
 Application Reference: 98303  
 Application Name: Licensing  
 Payment Result: Amount Deposited Successfully

---

**Service Details**

Serial No	Details	Quantity	VAT Amount (AED)	Total Amount (AED)
1	Application fees for newLicensing renewal of license topractice for Medicine or Dentistry practice	1	0.00	100.00
2	Renewal of License to practice Human Medicine or Dentistry	1	0.00	3000.00

---

**Fee Details**

Serial No	Details	Total Amount (AED)
1	Card Charges	22.13

---

Go Back
Receipt Print

## 5. Check Renewal Status

### 5.1 To Check the License Status

- **The below boxes show the new *Application Status + Expiry Date***
- **The License got renewed immediately after the request *Check → Expiry Date***
- **Yet, the user will still need for *→ Internal Documents Validation from MOHAP***

[ESTABLISHMENT WORKSPACE](#)  
 [ESTABLISHMENT DETAILS](#)  
 [STAFF WORKSPACE](#)  
 [VISIT STAFF WORKSPACE](#)  
 [STAFF \(RARE SPECIALTY\)](#)

DATA UPLOAD - Add Staff

---

Active Staff Applications 6 - 10 of 10

Sort By: v ↓ ↑

Quick Filter: Application 1 Q x

Application Number	Staff Name	Medical Staff Type	Request Types	Application Status	Submit Date	View
93054	ASWATHY GANGADHARAN PILLAI REMA	Technician	Cancelation	Not submitted	06-10-2022	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">v</span>
93081	Test	Doctor	Cancelation	Payment Requested	29-12-2022	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">v</span>
93092	salman bari	Doctor	Title Change	Not submitted	05-01-2023	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">v</span>
93094	Abdalla Mohamed Khairi	Doctor	Instant Renewal	Internal Documents Validation	06-01-2023	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">v</span>
93095	Sita Raman Radhakrishnan	Doctor	Instant Renewal	Internal Documents Validation	09-01-2023	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">v</span>

1 2

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Licensed Staffs 6 - 7 of 7

Sort By: v ↓ ↑

Quick Filter: Staff License No 2 Q x

Staff License No	Name	Medical Staff Type	Specialty	Medical Title	Expiry Date	License Status	View
D-17416	Abdalla Mohamed Khairi	Doctor	General Practitioner	General Practitioner	31-01-2024	Licensed	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">v</span>
D15162	Sita Raman Radhakrishnan	Doctor	Internal Medicine/Interventional Cardiology	Consultant (A)	31-01-2024	Licensed	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">v</span>

1 2

## 6. Print Staff License

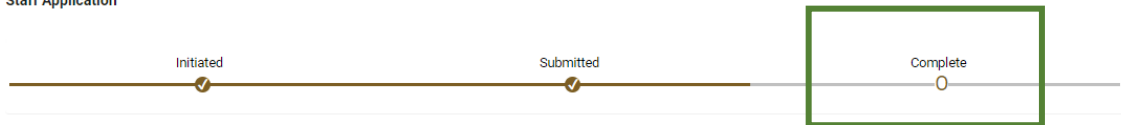
### 6.1 Prince License

- Once the License has been renewed click on → the staff name → then the below screen appears with the details with the **new expiration date + New License**
- The user can't print the Staff License unless its either **Renewed OR** can print the old copy before renewal.

- Once the user gets MOHAP approval for all documents → the status becomes → **Completed**
- From → **Staff Workspace** → **Active Applications** → The user can track if the application documents been validated and accepted OR rejected for missing input as to the below screen.

#### MEDICAL LICENSING

##### Staff Application



Establishment Name (English) TestClinic	Establishment Name (Arabic) تستكلينيك	Category General Clinic	Medical District Ras Al Khaima
License Number 6763	Issue Date 01-02-2022	Expiry Date 31-01-2023	License Status Licensed

##### Latest Application Details

Application Number 93094	Request Type Instant Renewal	Current Status Internal Documents Validation	Submit Date 06-01-2023
License Number D-17416	License Status Licensed	Issue Date 01-02-2023	Expiry Date 31-01-2024