



Request for a Price List for Medical Products Registered in the UAE 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 for a Price List for Medical Products Registered in the UAE Service has been developed by IT Department in order to enhance the performance and facilitate its usage with the added new features.

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.

4. Document management & Version Control

4.1 Document Version Control

Document Title:	Request for a Price List for Medical Products Registered in the UAE Service – English End User Manual – Version 2.0
Document File Name:	Request for a Price List for Medical Products Registered in the UAE Service – English End User Manual – Version 2.0
Issued By:	Business Analysis team
Issue Date:	18/08/2020
Status:	Final

Version	Date	Author	
2.0	18/08/2020	Business Analysis team	IT Department

4.2 Definitions & Abbreviations

Item	Description
MOHAP	Ministry of Health and Prevention, United Arab Emirates, MOHAP is the Service Provider
Service	Request for a Price List for Medical Products Registered in the UAE 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.

5. Business & System Overview

5.1 Document Purpose & Objective

The purpose of this document is to show the end user how to apply for “**Request for a Price List for Medical Products Registered in the UAE**” 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

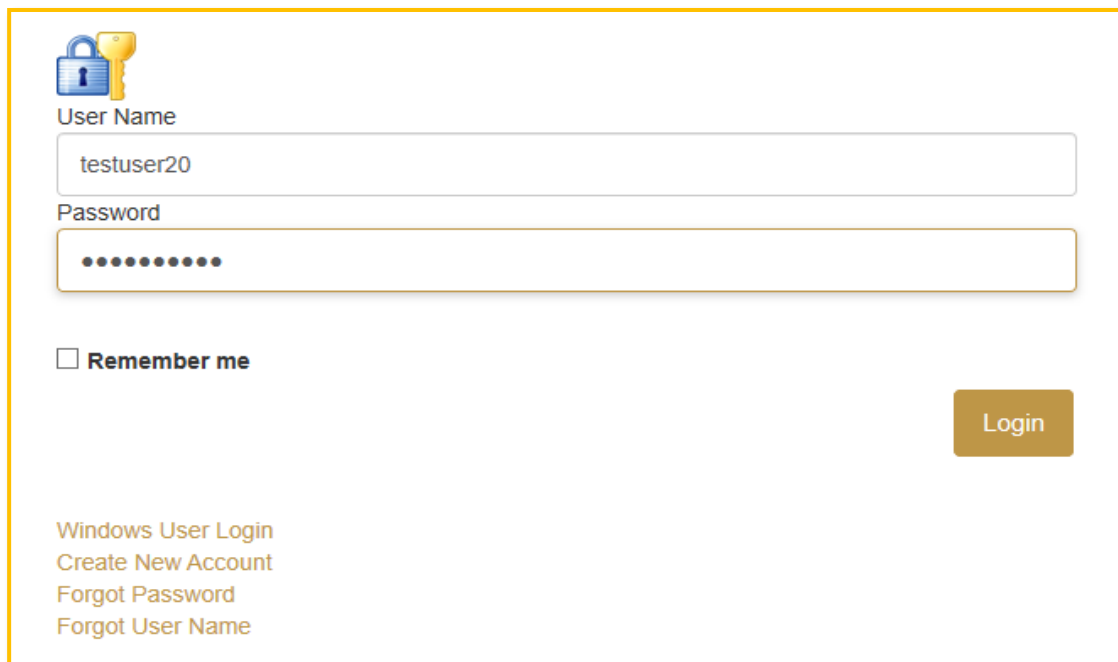
5.3 User Roles and Definitions

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

6. Using the system

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



The screenshot shows a login form with the following elements:

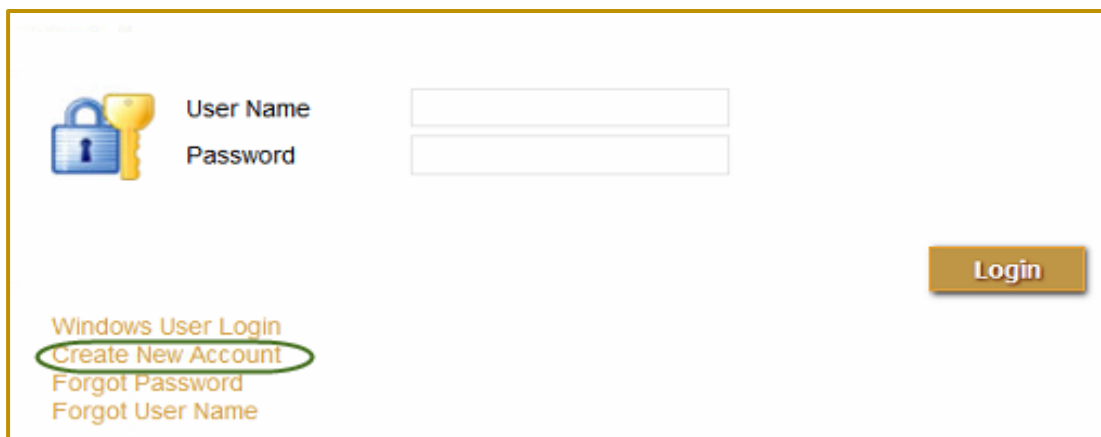
- Icon: A blue padlock and a yellow key.
- Label: "User Name"
- Input field: Contains the text "testuser20".
- Label: "Password"
- Input field: Contains masked characters represented by black dots.
- Checkbox: Labeled "Remember me".
- Button: A blue button labeled "Login".
- Links: "Windows User Login", "Create New Account", "Forgot Password", and "Forgot User Name".

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.

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:



The screenshot shows a login interface. On the left, there is an icon of a blue padlock and a yellow key. To the right of the icon are two input fields: the top one is labeled 'User Name' and the bottom one is labeled 'Password'. To the right of these fields is a brown 'Login' button. Below the input fields, there is a list of links: 'Windows User Login', 'Create New Account' (which is circled in green), 'Forgot Password', and 'Forgot User Name'.

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

Sign Up

Login Information

User Name *

User Group *

Email *

Password *

Verify Password *

User Information

First Name *

Middle Name

Last Name *

Cell Number

Address *

Country *

City

Area

Identity *

Attachment No file selected.

Two Factor Authentication If you need to have additional security at login, than enable this option

Word Verification: *

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.

8. Login page

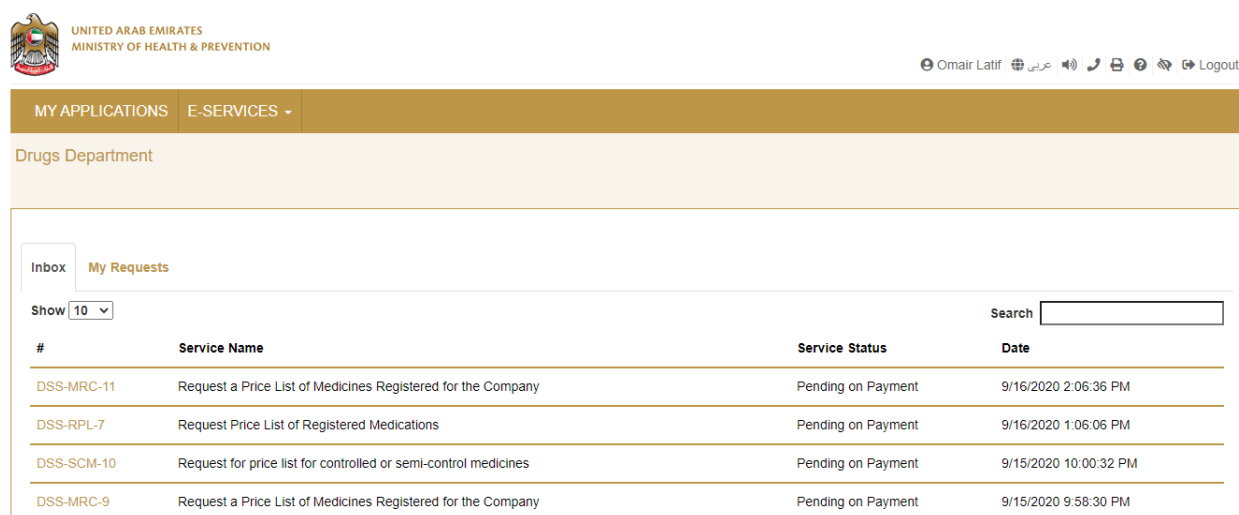
Refer to "[Using the System](#)" up.

9. Request for a Price List for Medical Products Registered in the UAE Service

By using this service, the applicant can create a new request for “**Request for a Price List for Medical Products Registered in the UAE 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:

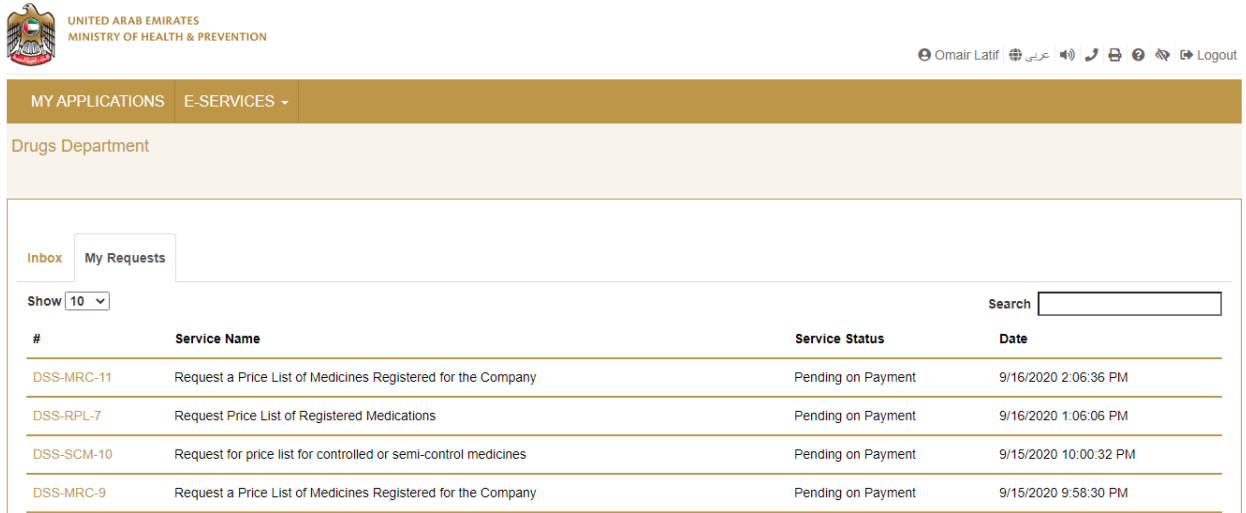


The screenshot shows the user dashboard for the Ministry of Health & Prevention. The user is logged in as Omair Latif. The dashboard has a navigation bar with 'MY APPLICATIONS' and 'E-SERVICES'. The 'Inbox' tab is selected, showing a list of requests. The table below represents the data shown in the screenshot.

#	Service Name	Service Status	Date
DSS-MRC-11	Request a Price List of Medicines Registered for the Company	Pending on Payment	9/16/2020 2:06:36 PM
DSS-RPL-7	Request Price List of Registered Medications	Pending on Payment	9/16/2020 1:06:06 PM
DSS-SCM-10	Request for price list for controlled or semi-control medicines	Pending on Payment	9/15/2020 10:00:32 PM
DSS-MRC-9	Request a Price List of Medicines Registered for the Company	Pending on Payment	9/15/2020 9:58:30 PM

Picture: User Dashboard - Inbox

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



UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Omar Latif عربي

MY APPLICATIONS E-SERVICES

Drugs Department

Inbox My Requests

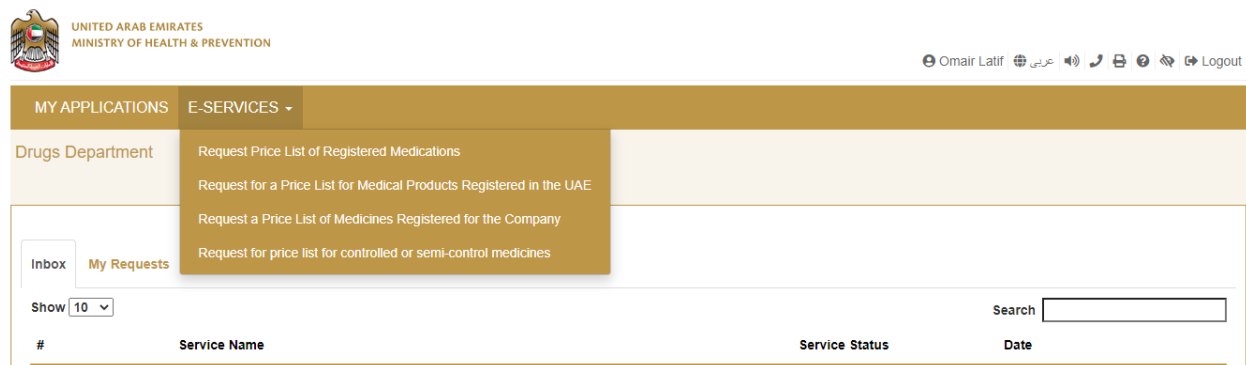
Show 10 Search

#	Service Name	Service Status	Date
DSS-MRC-11	Request a Price List of Medicines Registered for the Company	Pending on Payment	9/16/2020 2:06:36 PM
DSS-RPL-7	Request Price List of Registered Medications	Pending on Payment	9/16/2020 1:06:06 PM
DSS-SCM-10	Request for price list for controlled or semi-control medicines	Pending on Payment	9/15/2020 10:00:32 PM
DSS-MRC-9	Request a Price List of Medicines Registered for the Company	Pending on Payment	9/15/2020 9:58:30 PM

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 for a Price List for Medical Products Registered in the UAE” as shown below:



UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Omar Latif عربي

MY APPLICATIONS E-SERVICES

Drugs Department

Inbox My Requests

Show 10 Search

#	Service Name	Service Status	Date
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Picture: User Dashboard – Create Request

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

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

MY APPLICATIONS | E-SERVICES -

Drugs Department

Request for a Price List for Medical Products Registered in the UAE

General Information

Applicant Name *
Applicant Name

Email *
Email

Mobile Number *
Mobile Number

Attachments
• Official letter of request for the list of medicines addressed to the Director of the Pharmaceutical Department on the company's letterhead

Select Attachment Type
Select

Choose File

Upload

Save as Draft | Submit | Cancel | Back

- 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 for a Price List for Medical Products Registered in the UAE Service. Kindly be informed that your application was submitted successfully. With the reference number << xxxxxxxxxxxx >> Please go to the following link to make the payment: <https://smartforms.moh.gov.ae/DSS/AppPages/TaskList>”

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:

The screenshot shows the user interface for the 'Request for a Price List for Medical Products Registered in the UAE' service. The user is logged in as 'Omar Latif'. The page displays the following information:

- General Information:**
 - Applicant Name: Fahmi 2
 - Email: fahmi176@gmail.com
 - Mobile Number: 0554605454
- Attachments:**
 - Official letter of request for the list of medicines addressed to the Director of the Pharmaceutical Department on the company's letterhead
- Attachment Table:**

Attachment Type	File Name	Date	
103 - Official letter of request for the list of medicines addressed to the Director of the Pharmaceutical Department on the company's letterhead	escort let 1.docx	9/15/2020 9:25:53 PM	Download

A 'Proceed to Payment' button is visible at the bottom right of the attachment table.

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

The screenshot shows the payment page with the following details:

- Payment Methods:** Card, eD-Wallet, Bank Account.
- We Accept:** VISA, MasterCard, eDirham.
- Card Number:** Input field.
- Payment Details:**
 - List medications quoted price of the com: AED 300.00
 - Fees & Charges: AED 3.00
 - Total Payment Amount: AED 303.00**
- Buttons:** Cancel, Pay Now.
- Logos:** Verified by VISA, Mastercard SecureCode, PCI DSS, Powered by eDirham.

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

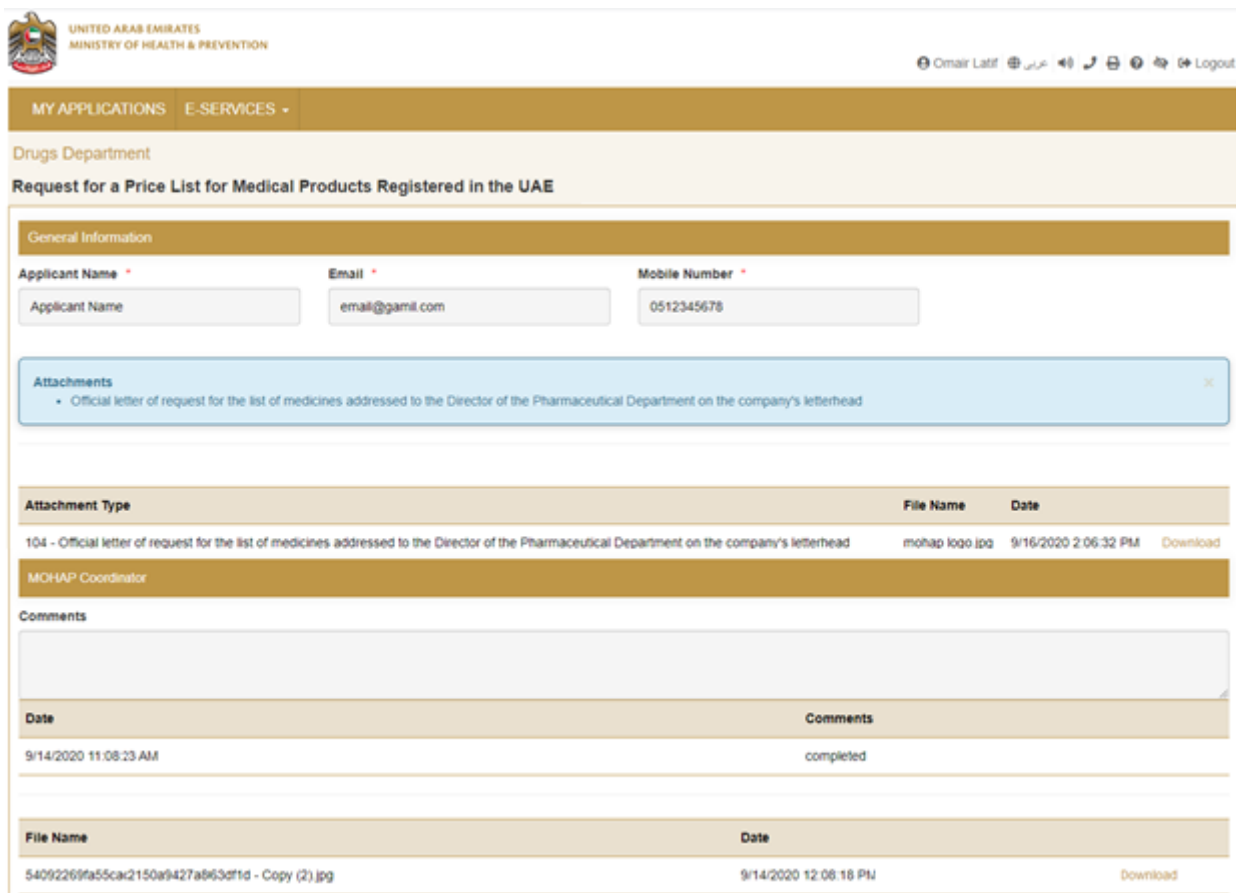
“Dear Applicant, your payment has been completed successfully for the request with the reference number << xxxxxxxxxxxx >>.”

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:



The screenshot shows the MOHAP dashboard interface. At the top, there is a navigation bar with 'MY APPLICATIONS' and 'E-SERVICES'. The main content area is titled 'Request for a Price List for Medical Products Registered in the UAE'. Below this, there is a 'General Information' section with input fields for 'Applicant Name', 'Email', and 'Mobile Number'. An 'Attachments' section shows a list of files, including '104 - Official letter of request for the list of medicines addressed to the Director of the Pharmaceutical Department on the company's letterhead'. A table below this section lists the files available for download, with columns for 'Attachment Type', 'File Name', and 'Date'. The table shows one file: '104 - Official letter of request for the list of medicines addressed to the Director of the Pharmaceutical Department on the company's letterhead' with file name 'mohap 1040.jpg' and date '9/16/2020 2:06:32 PM'. Below the table, there is a 'Comments' section with a text area and a table showing a comment from the MOHAP Coordinator dated '9/14/2020 11:08:23 AM' with the comment 'completed'. At the bottom, there is another table showing a file named '54092269fa55ca2150a9427a863df1d - Copy (2).jpg' with a date of '9/14/2020 12:08:18 PM' and a 'Download' button.

Picture: Dashboard – Download File

Thank You