UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

MOHAP e-Transformation

Portal User Manual

Date: 11th April 2019

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1   Brief Overview

This manual is prepared to navigate all types of users through the Ministry of Health and Prevention (MOHAP) Portal and guide them through all allowed activities.

This Manual is designed to help users manage through the following screens:

1. Login Screen
   a. Account Credentials screen
   b. Account Information screen
2. Main Screen
   a. My Profile screens
   b. Preferences screens
   c. Sub-Accounts screen
   d. MOHAP Records screens
3. Dashboard Screen
   a. All Applications screen
   b. Submitted Application Screen

After completing this manual, the user should be able to perform all activities on MOHAP Portal.

2   Login Screen

Once the user enters the Portal URL, they will be redirected to a Login screen where they could:

2.1.   Register a new account
2.2.   Login to an existing account
2.3.   Reset/Retrieve credentials

Display icons:
i.   👁 allows user to view password
ii. 🇦🇪 العربية   allows user to change the language to Arabic
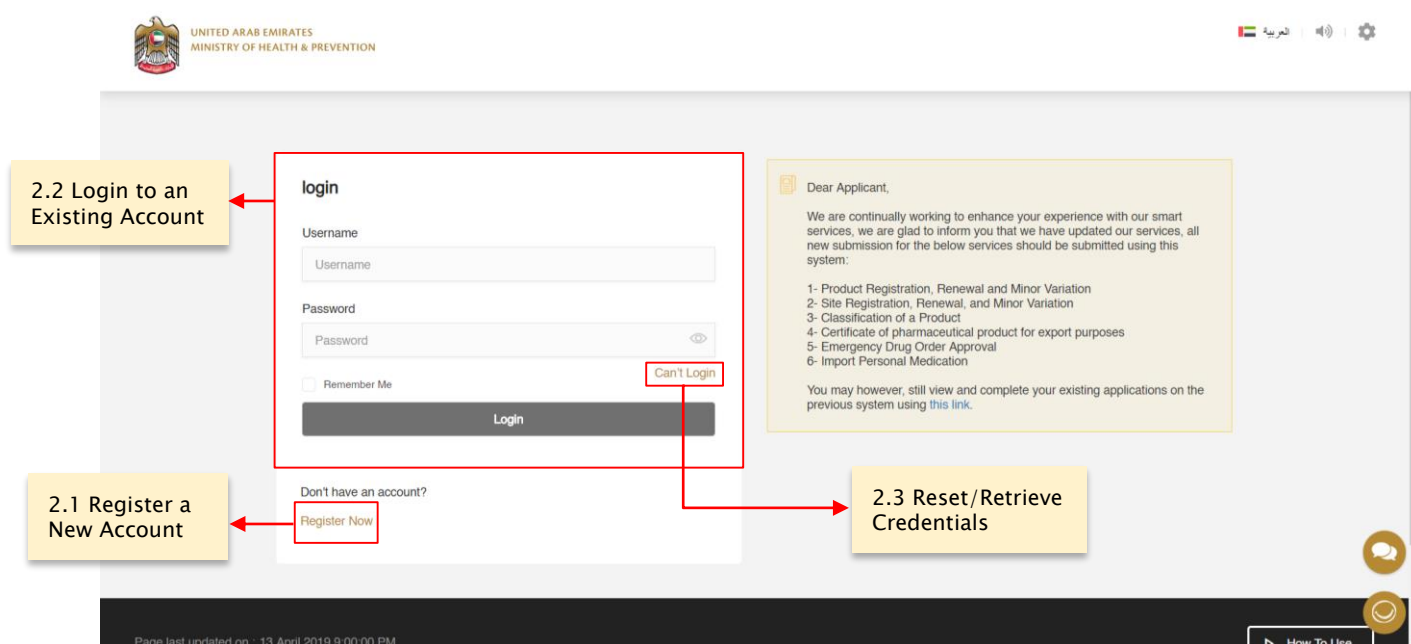
Figure A: Login Screen

2.1   Register a New Account

To create an account, the user must click on **Register Now** – where they will be redirected to the Account Credentials screen shown below.

On the Account Credentials, the user must fill all the fields to proceed with registration. These fields along with their rules are the following:

- **Username**: must not contain "@"
- **Email**: must be a valid email address
- **Confirmed Email**: must match **Email**
- **Password**: must be between 8 to 20 characters and contain a combination of text and numbers.
- **Confirm Password**: must match **Password**

After user entered all the necessary data, they must click **Next** – where the user will be redirected to the Account Information screen.

Register a new Account

Figure B: Account Credentials screen

Tip: Each registration section will contain a progress bar that shows the input progress of the registration data.

Figure C: Registration Progress Bar

On the Account Information screen, user is asked to choose **Account Type** according to their credentials. User can choose from the following **Account Type**:

      2.1.1. [Individual](#)

      2.1.2. [Business](#)

      2.1.3. [Government](#)

      2.1.4. [Charity](#)

Please choose next section based on **Account Type**

Figure D: Account Information Screen

Display icons:

i. ⓘ advises user on field

ii. 👁 allows user to view password

iii. 🇦🇪 العربية allows user to change the language to Arabic

iv. ⟳ reloads captcha

2.1.1 Registration for Individual

Once the user chooses **Individual** as **Account Type** and successfully solves captcha, they must press **Create Account** button to proceed to <u>activate</u> account.

Tip: Skip to <u>Section 2.1.5</u>

2.1.2 Registration for Business

Once the user chooses **Business** as **Account Type,** they must proceed to:

a. Choose **Applicant Type** between the following business entities:

➢Medical Store	➢Scientific Office/ Market Authorization Holder	➢Local Manufacture	➢Private Hospital	➢Clinic
➢One Day Surgery / Day Care Surgery	➢Medical Lab/ Center (IVF, Endoscopy, Laparoscopy)	➢Contract Research Organization	➢Chemical Precursors Company	➢University
➢Private Hospital	➢Clinics	➢Medical Lab/ Center (IVF, Endoscopy, Laparoscopy)	➢One Day Surgery / Day Care Surgery	➢Contract Research Organization
	➢Private University	➢Shipping Company		

b. Choose whether the Business Entity is licensed or **not**

2.1.2.1 Licensed Business Entity

For a Licensed Business Entity, the user must:

a. Select the Health Authority*
b. Fill Business Entity Information:
   o License Number
   o License Issue Date
   o License Expiry Date
   o Registration User Name
   o Registration Mail

Once the user fills the required fields and successfully solves captcha, they must press **Create Account** button to proceed to activate account.

Tip: Skip to

Rule: *If the user selects the Health Authority as MOHAP, the system will verify the license information and will display them as Read-Only once verified.

Figure E: Account Information Screen (for business)

2.1.2.2 Unlicensed Business Entity

Once the user selects Business Entity as unlicensed and successfully solves captcha, they must press **Create Account** button to proceed to activate account.

Tip: Skip to Section 2.1.5

2.1.3 Registration for Government

Once the user chooses **Government** as **Account Type,** they must proceed to:

   a. Choose **Applicant Type** between the following government entities:
      ➢ Government Hospital
      ➢ Contract Research Organization
      ➢ Government Hospital

- ➢ Government
- ➢ Government Entity
- ➢ Contract Research Organization

b. Answer whether the Government Entity is **licensed** or **not**

2.1.3.1 Licensed Government Entity

For a Licensed Government Entity, the user must:

a. Select the Health Authority*
b. Fill Business Entity Information:
   - o   License Number
   - o   License Issue Date
   - o   License Expiry Date
   - o   Registration User Name
   - o   Registration Mail

Once the user fills the required fields and successfully solves captcha, they must press **Create Account** button to proceed to activate account.

Tip: Skip to Section 2.1.5

Rule: *If the user selects the Health Authority as MOHAP, the system will verify the license information and will display them as Read-Only in the applicant once verified.

Figure F: Account Information Screen (for government)

2.1.3.2 Unlicensed Government Entity

Once the user selects **Government** entity as **unlicensed** and successfully solves captcha, they must press **Create Account** button to proceed to activate account.

Tip: Skip to Section 2.1.5

2.1.4 Registration for Charity

To be able to proceed with account creation for **Account Type** Charity, the user must contact MOHAP administrators

2.1.5 Account Activation

Once the user creates an account, an email will be sent to user's registered email that will contain a link that activates account. The user must click activation link found in email before it expires.

Congratulations

You have successfully created a new account, an email containing an activation link has been sent to your registered email.
Didn't get the email? click here to resend the activation link.

Go To Login

Figure G: Activation screen

Once the user clicks the activation link in the confirmation, they will be redirected to Portal with a message displayed to ensure the activation of account. User can then proceed to login screen by clicking the **Go To Login** button.

Tips: The activation link expires after 30 minutes from request

Display icon: **click here** resends activation email to registered email
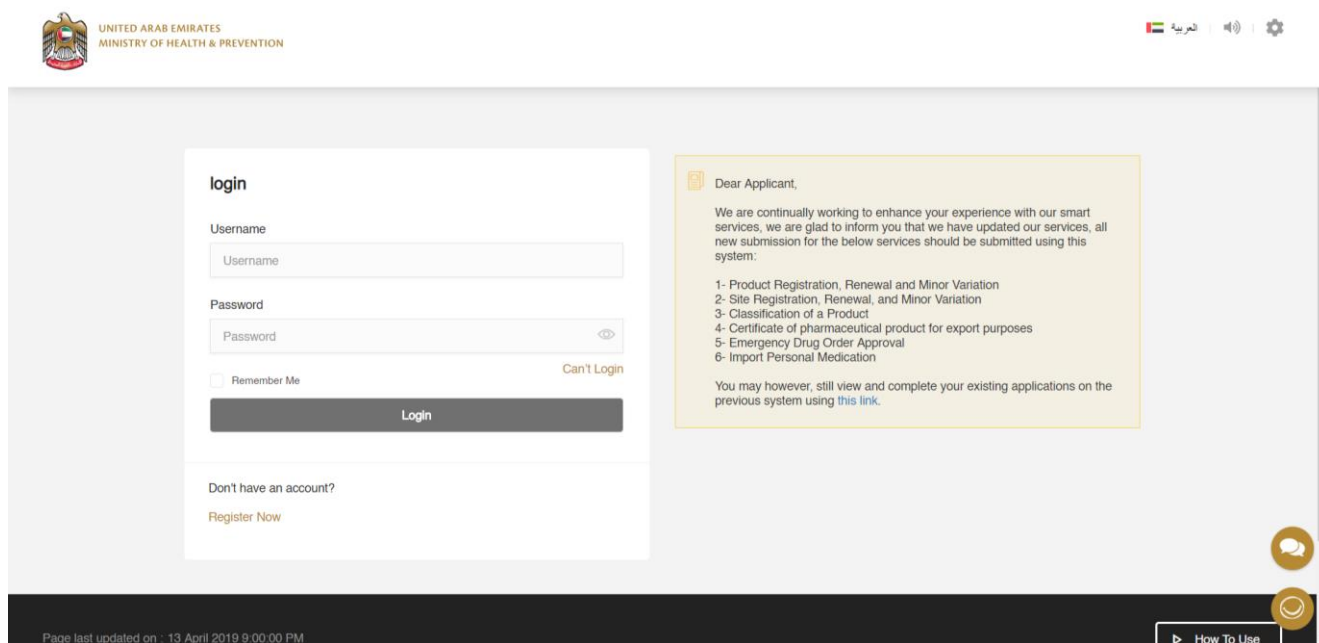
2.2   Login to an Existing Account

Figure H: Login screen

The user must login to their active account to begin managing their access to MOHAP portal. To login to account, the user must:

a. Enter credentials (Username & Password) of the registered user
b. Click the **Login** button.

Once the user successfully manages to login, they will be redirected to the Portal's Landing page.

Tips:

i. User could check **Remember Me** box to save login information to computer via a cookie
ii. To skip to Dashboard demo, go to

2.3 Reset/Retrieve Credentials

In case the user is unable to login to an existing account, they must:

a. Click on **Can't Login** link in Login screen – which will redirect them to Retrieve Credentials screen
b. Enter registered email
c. Press **Reset Credentials** button – which will send user an email with Username & Password

Retrieve Credentials!

Email

name@domian.com

Cancel   Reset Credentials

Figure I: Retrieve credentials screen

3 Main Screen

Users who have logged in successfully to MOHAP portal will be directed to Main screen. The Main screen allows the user to perform the following actions:

3.1. Manage Account

3.2. View & Modify MOHAP Records*

3.3. Open Dashboard Screen

3.4. Open All Applications Screen

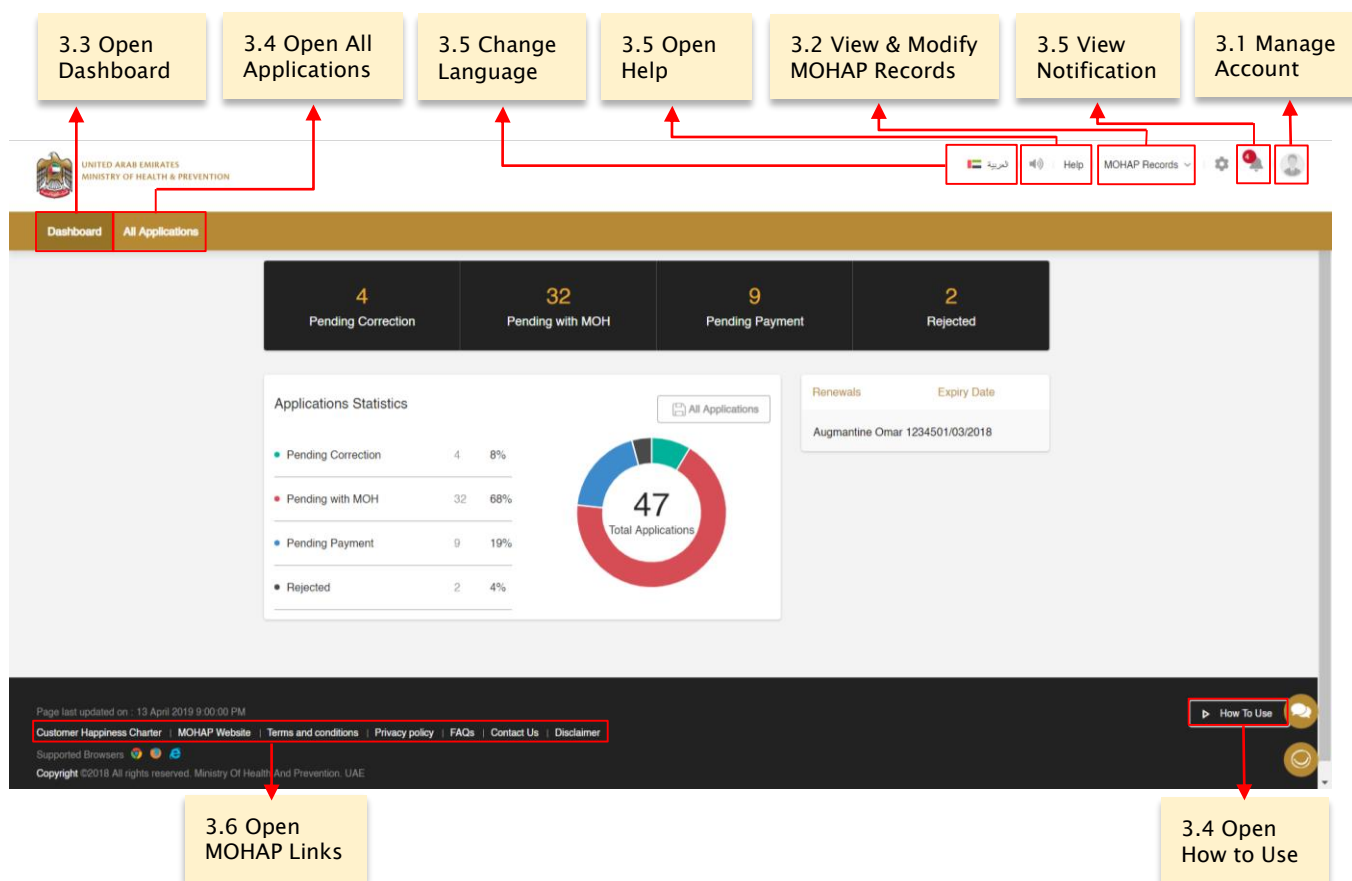3.5. Manage Support Functions

3.6. Open MOHAP Links

Figure J: Main Screen

3.1   Manage Account

At the top-right side of the Dashboard screen, the user can click on their *username* to view a list of all actions that could be performed to manage account. These actions are the following:

3.1.1.   **My Profile**: update/manage account details

3.1.2.   **Preferences**: configure the preferences of the account

3.1.3.   **Change password**: change/manage account password

3.1.4.   **Manage sub-accounts***: for master business users to administer sub-accounts for employees

3.1.5.   **Log out**

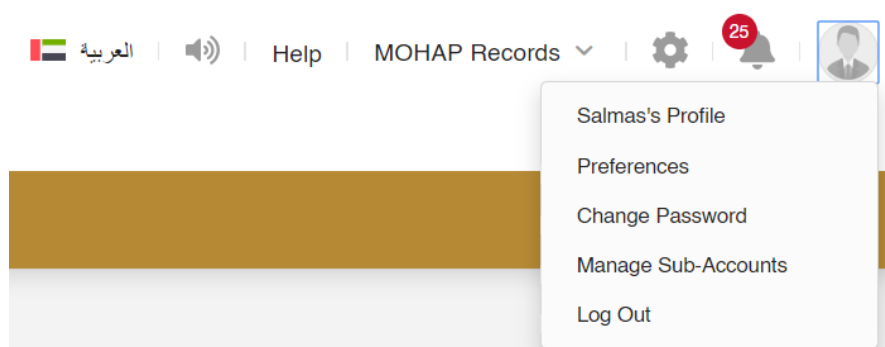Rule: *Only visible for master business users

Figure K: Manage Account

3.1.1 My Profile

For user to open this feature, they must first click on their *Profile Picture* and proceed to click on **My Profile**.

This feature allows the user to manage profile details by adding, deleting and updating content in the following profile sub-sections:

3.1.1.1.   Account Data

3.1.1.2.   Contact Information

    3.1.1.3.   Doctors List*

    3.1.1.4.   Attachments

Rule: *Only available for Applicants Type: Government Hospital, Private Hospital, Clinic, One Day Surgery/Daycare Surgery, Medical Lab/Center (IVF, Endoscopy, Laparoscopy), Contract Research Organization

Tip: Each profile sub-section will contain a progress bar that shows the input progress of the profile data.

Figure L: My Profile – Progress Bar

3.1.1.1 Account Data

This profile sub-section contains all the account fields the user can add, delete and update before proceeding to the next sub-section. These fields include the following:

Individual User	Business/Government User	Charity User
Fields		
Profile Picture	Profile Picture	Profile Picture
Account Type	Account Type (Read-Only)	Account Type
First Name	Applicant Type (Read-Only)	First Name
Last Name	Licensed by (Read-Only)	Last Name
Nationality	Establishment Name	Establishment Name
Country of Residence	Emirate	Registered By
Emirate*	License Number	
Emirates ID*	License Expiry Date	

Individual User	Business/Government User	Charity User
Emirates ID Issue Date*	License Issue Date	
Emirates ID Expiry Date*		
Passport No**		
Passport Issue Date**		
Passport Expiry Date**		

Table 1: Account Data

Rules:

i.   *Mandatory in case of UAE national or residents

ii.   **Mandatory for non-UAE nationals

iii.   All fields will be Read-Only for licensed Business users verified by MOHAP

The user must click **Next** to proceed to the following sub-section.

Figure M: My Profile – Account Data Screen

3.1.1.2 Contact Information

This profile sub-section contains all the contact information fields the user can add, delete and update before proceeding to the next sub-section. These fields will be applied to all MOHAP users (individual, business, government, charity) and they include the following:

- Country of Residence
- City
- Address
- P.O. Box
- Telephone
- Mobile
- Fax
- Registered Email
- Website*

Rule:

i. *Read-Only for all Business users

ii. All fields will be Read-Only for licensed Business users verified by MOHAP

The user must click **Next** to proceed to the following sub-section.

Figure N: My Profile - Contact Information Screen

3.1.1.3 Doctors List*

This profile sub-section allows users to manage the list of Doctors by adding/deleting Doctors and updating the fields associated with the Doctor. These fields are the following:

- ➢ Name
- ➢ Specialty
- ➢ Licensing
- ➢ Licensing Authority Name
- ➢ License No
- ➢ License Start Date
- ➢ License Expiry Date
- ➢ License Attachment

Rules:
i.   All fields will be Read-Only for licensed Business users verified by MOHAP
ii. This section is only available for Applicants Type: Government Hospital, Private Hospital, Clinic, One Day Surgery/Daycare Surgery, Medical Lab/Center (IVF, Endoscopy, Laparoscopy), Contract Research Organization

3.1.1.4 Attachments

This profile sub-section allows users add, delete and update necessary attachments to proceed to save profile modifications. These attachments include the following:

Individual / Charity User	Business/Government User
Attachments	
Passport*	Trade license
Emirates ID**	Chamber of Commerce License
	Municipality License
	Medical License***

Table 2: Attachments

The user must click **Save** to save any modifications in My Profile.

Rules:

  i.   *Mandatory for UAE national or residents

  ii.   **Mandatory for non-UAE nationals

  iii. ***Only visible for Government Hospital, Private Hospital, Clinic, One Day Surgery/Daycare Surgery, Medical Lab/ Center (IVF, Endoscopy, Laparoscopy), and Contract Research Organization

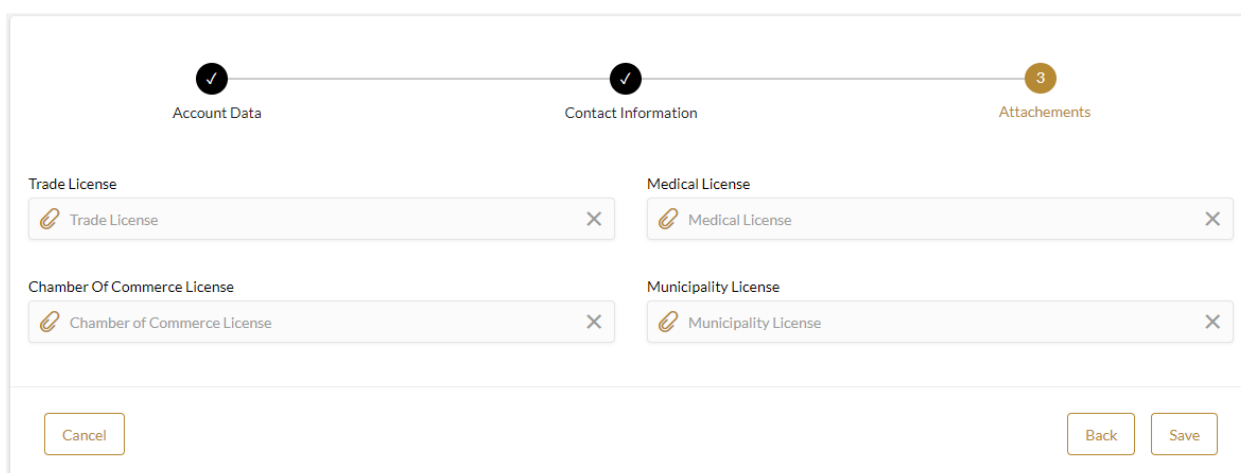 iv.   All attachments will be Read-Only for licensed Business users verified by MOHAP

Figure O: My Profile – Attachments

3.1.2 Preferences

For user to open this feature, they must first click on their *username* and proceed to click on **Preferences**.

By clicking on the Preferences link, the user is redirected to Preferences of the user account. This section allows the user to modify the following:

   3.1.2.1.   Notification: administers the language the user prefers and mode of notification (SMS or/and email)

   3.1.2.2.   Unregistered Products*: manages the user's unregistered products

   3.1.2.3.   Unregistered Manufacture Sites*: manages the user's unregistered manufacture sites

   3.1.2.4.   Unregistered Invoice Issuers*: manages the user's unregistered invoice issuers

Rule: *Does **not** apply to users with Applicant Type: Individual

3.1.2.1 Notifications

This sub-section allows the user to modify notification settings that include the following:

   -   Notification Language: English or Arabic
   -   Notification Mode*: SMS and/or Email
   -   Email: user must insert Email if user selects Email as Notification Mode
   -   SMS: user must insert Mobile Number if user selects SMS as Notification Mode

The user must click **Save** to save any modifications in Notification.

Rule: *Read only for Sub Account users

Figure P: Preferences – Notification

3.1.2.2 Unregistered Products*

This sub-section allows the user to manage unregistered products through these following actions:

1. Edit content of unregistered product
2. Delete unregistered product
3. Add unregistered product

Rule: *This section is **not** available for Individual users

Figure Q: Preferences – Unregistered products

Tips: The list can be sorted Alphabetically by pressing on row header

1. To Edit unregistered product, user must
   a. Click ✏ icon shown under Actions – which opens Edit Unregistered Product Screen.

     b. Edit required fields

     c. Once done, clicks **Save** button

2. To Delete unregistered product, user must:

     a. Click 🗑 icon shown under Actions

     d. Confirm deletion of unregistered product

3. To Add new unregistered product, the user must:

     a. Click **Add New** button – which opens Add Unregistered Products Screen.

     b. Fill the mandatory (and optional) fields

     c. Once done, clicks **Save** button

Figure R: Preferences – Add Unregistered Products

3.1.2.3 Unregistered Manufacture Sites*

This sub-section allows the user to manage unregistered manufacture sites through these following actions:

1. Edit content of manufacture sites
2. Delete manufacture sites
3. Add manufacture site

Rule: *This section is **not** available for Individual users

Figure S: Preferences – Unregistered Manufacture Sites Screen

Tips: The list can be sorted Alphabetically by pressing on row header

1. To Edit unregistered manufacture site, user must
   a. Click ✏ icon shown under Actions – which opens Edit Unregistered Manufacture Sites Screen.
   b. Edit required fields
   c. Once done, clicks **Save** button

2. To Delete unregistered manufacture site, user must:
   a. Click 🗑 icon shown under Actions
   d. Confirm deletion of unregistered product

3. To Add new unregistered manufacture site, the user must:
   a. Click **Add New** button – which opens Add Unregistered Manufacture Site Screen.
   b. Fill the mandatory (and optional) fields
   c. Once done, clicks **Save** button

Add new Unregistered Manufacture Site ✕

Name

name

Country   City

▼

Address   P.O. Box (Optional)

Telephone   Fax (Optional)

Email   Website (Optional)

Cancel   Add

Figure T: Preferences – Add Unregistered Manufacture Sites

3.1.2.4 Unregistered Invoice Issuer*

This sub-section allows the user to manage unregistered invoice issuer through these following actions:

1. Edit content of invoice issuer
2. Add invoice issuer
3. Delete invoice issuer

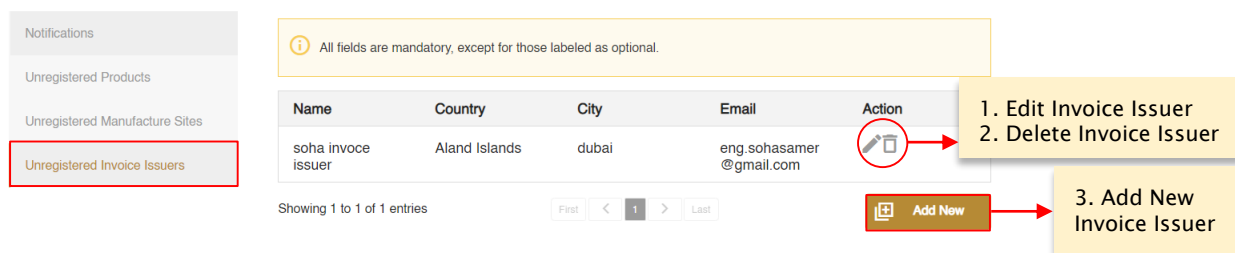Rule: *This section is **not** available for Individual users

Figure U: Preferences – Unregistered Invoice Sites Screen

1. To Edit unregistered manufacture site, user must
   a. Click ✎ icon shown under Actions – which opens Edit Unregistered Manufacture Sites Screen.
   b. Edit required fields
   c. Once done, clicks **Save** button

2. To Delete unregistered manufacture site, user must:
   a. Click 🗑 icon shown under Actions
   d. Confirm deletion of unregistered product

3. To Add new unregistered manufacture site, the user must:
   a. Click **Add New** button – which opens Add Unregistered Manufacture Site Screen.
   b. Fill the mandatory (and optional) fields
   c. Once done, clicks **Save** button

Figure V: Preferences – Add Unregistered Invoice Issuer

3.1.3 Change Password

For user to change the account password, they must first click on their *username* and proceed to click on **Change Password**.

To change the password, user should enter the following:

a. Old Password: must match password used to login to account
b. New Password: must be between 8 to 20 characters and contain a combination of text and numbers
c. Confirm New Password: must match New Password

Figure W: Change password

Once user fills all 3 fields, they must first press on the **Change Password** button to enable this change and proceed in confirming this change.

Display icon:

i. ⓘ provides the user with information about the field.

ii. 👁 allows the user to view password.

3.1.4 Manage Sub-Accounts*

For the user to open this feature, they must first click on their *username* and proceed to click on **Manage Sub-Accounts**.

The Master Business user will use this feature to manage sub-accounts for their employees through the following actions:

3.1.2.1. Edit sub-accounts

3.1.2.2. Deactivate/Reactivate sub-accounts

3.1.2.3. Create new sub-accounts

Rule: *Only available for Master Business Users
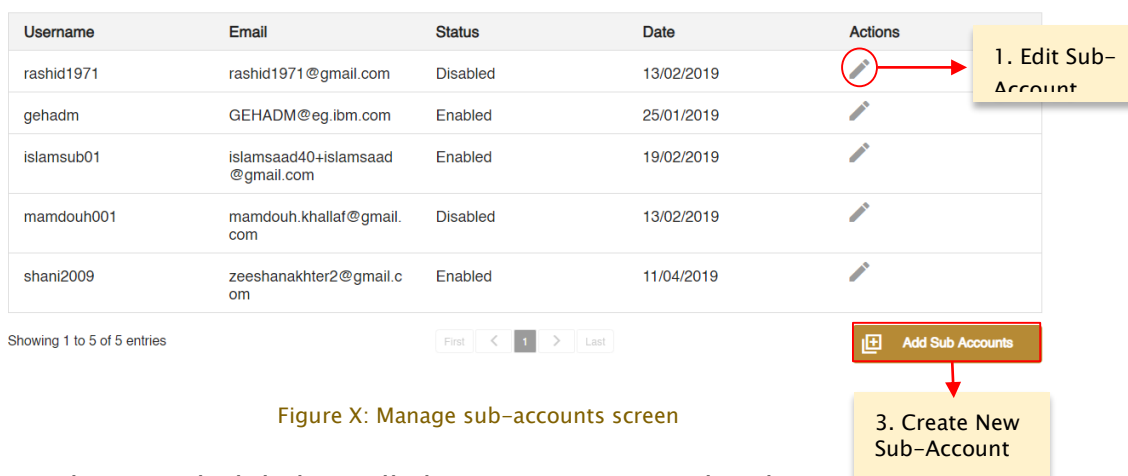
Tips: The list can be sorted Alphabetically by pressing on row header

3.1.2.1 Edit Sub-Accounts

To Edit sub-accounts, the business user must perform the following:

a. Click ✎ icon shown on the Manage Sub-Accounts screen under Actions – which opens Edit Sub-Account Screen.

b. Edit required fields:
- Username (Read-Only)
- Email (Read-Only)
- Account Status: Choose to either Enable or Disable sub-account
- Assigned Services: Choose the services assigned to sub-account
- Note to Self: Write notes on sub-account

c. Once done, clicks **Save** button

3.1.2.2   Deactivate/Reactivate Sub-Accounts

To Deactivate/Reactivate sub-accounts, the business user must perform the following:

a. Click icon shown on the Manage Sub-Accounts screen under Actions – which opens Edit Sub-Account Screen.

b. On Account Status, the user could Enable or Disable sub-account.

c. Once done, clicks **Save** button.

3.1.2.3 Create New Sub-Accounts

To Add new sub-accounts, the business user must perform the following:

a. Click **Add Sub Accounts** button on the Manage Sub-Accounts screen – which opens Create New Sub-Account Screen.

b. Fill the mandatory (and optional) fields:

- Username: Enter a username that does not exist in the system
- Email: Enter a correct email address that does not exist in the system
- Assigned Services (optional): Choose services sub-account can work on
- Note to Self (optional): Write notes on sub-account

c. Once done, clicks **Save** button

Once this process is complete, an email containing the activation link will be sent to the created account's email.

Create New Sub-Account

Username

Sub-Account Name

Email

name@domian.com

Assigned Services

Service Catalog —

Drug —

Registration —

Minor Variation

Drug Registration

Drug Classification

Drug Renewal

Certificates —

Note To Self

Cancel   Create

Figure Z: Create New sub-account

3.1.5 Log Out

To log out from the account, the user must click on their *username* and proceed to click on
Log Out.

3.2 View & Modify MOHAP Records*

Portal business users who have access to Drug Registration services can view and modify the following MOHAP records:

3.2.1. Registered Products

3.2.2. Registered Manufacture Sites

For user to open this feature, they must first click on **MOHAP Records** found on the top-right corner of the Dashboard screen.

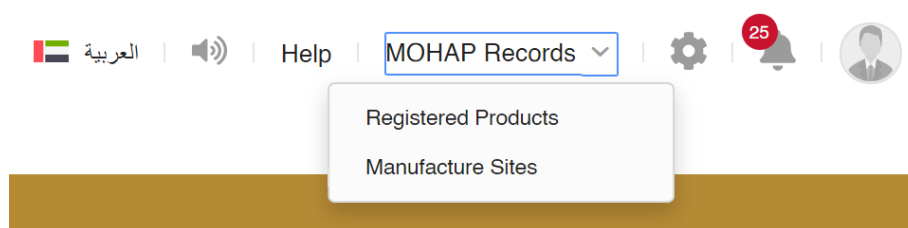Rule: *Only available to business users who have access to Drug Registration services

Figure AA: MOHAP Records

3.2.1 Registered Products

Business user can view the list of all products registered by their business entity by clicking on **Registered Products** in MOHAP Records – which redirects user to Registered Product screen.

In Registered Product screen, user can:

1. Filter registered products by entering keyword in the search bar
2. Renew registered products by clicking on ↻ icon under Actions – which redirects user to Product Renewal screen.
3. Modify registered product by clicking on ✎ icon under Actions – which redirects user to Product Modification screen.

Tip: The list can be sorted Alphabetically by pressing on row header

1. Search Registered Products

Pack Name	Class	Strength	Dosage Form	Expiration Date	Action
Mamdouh_Conv_02	Conventional Medicines	400	Infusion	2005-08-13	↺
SeleniumRemoteTesting_1551050874729	GSL Products	6.7303963	Capsule	2012-02-25	↺
Mamdouh_Ren_01	GSL Products	300	Triple Pack	2014-02-21	↺
GSLProductCase	GSL Products	Strength	Capsule	2014-04-23	↺
Mamdouh_Conv_02	Conventional Medicines	400	Infusion	2014-05-15	↺
Etisalat RBK	Natural Source Medicines	etisalat strength	Injection	2017-04-24	↺
CPP	Conventional Medicines	100	Capsule	2017-11-17	↺
Alidol	Conventional Medicines	324	Capsule	2018-05-16	↺
Mamdouh_Ren_01	GSL Products	300	Triple Pack	2019-06-20	✏
RFIT Product12	GSL Products	not very strong122	Capsule	2024-02-28	✏

2. Renew Registered Products

3. Modify Registered Products

Figure BB: Registered Products Screen

3.2.2 Registered Manufacture Sites

Business user can view the list of all sites registered by their business entity and other business entities by clicking on Manufacture Sites in MOHAP Records – which redirects user to Registered Manufacture Sites screen.

In Registered Manufacture Sites screen, user can:

1. Filter registered products by entering keyword in the search bar
2. Renew sites registered by their business entity by clicking on ↻ icon under Actions – which redirects user to Site Renewal screen.
3. Modify sites registered by their business entity by clicking on ✏ icon under Actions – which redirects user to Site Modification screen.

Tip: The list can be sorted Alphabetically by pressing on row header

Figure CC: Registered Manufacture Sites Screen

3.3 Open Dashboard Screen

To open the Dashboard screen, please click on the Dashboard button found on the left-side of the Main screen.

Please refer to Section 4 for further insights about the Dashboard screen.

3.4 Open All Applications Screen

To open the All Applications screen, please click on the All Applications button found on the left-side of the Main screen.

Please refer to Section 4 for further insights about the All Applications screen.
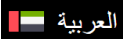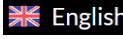
3.5 Manage Support Functions

Portal support functions are designed to ease user transition to MOHAP portal, give user ability to access and modify updates, and optimize their portal experience. These support functions allow the user to do the following actions:

3.5.1.   Change Language

3.5.2.   Open Help

3.5.3.   View & Modify MOHAP Records*

3.5.4.   View Notifications Center

3.5.5.   Open How to Use

Rule: *Only available to business users who have access to Drug Registration services

3.5.1 Change Language

The user will be able to switch the Portal's interface language between English and Arabic. To be able to change language, user must:

- Press icon to change language to Arabic – found at the top-right side of Dashboard screen
- Press icon to change language to English– found at the top-left side of Dashboard screen

Please note that changing the Portal's language will only change the labels in the forms but not the actual field values or list values.

3.5.2 Open Help

The help feature will describe all the services and topics in the application, as well as list the frequently asked questions.

The user can access this feature by:

- Clicking the Help Link in the Portal next to MOHAP Records button
- Clicking this icon found on the side Dashboard

3.5.3 View Notifications Center

For users to keep updated with their applications, the portal provides a notification indicator that displays the number of updates in user's applications.

To see what these updates are, user must:

- Click on ⌄ icon found next to the user's *username* in Dashboard screen – which redirects user to the Notifications Center screen

Date	Subject	Message
2019-01-24	Ministry of Health and Prevention - Status Update	PCOMM-2019-000004 has been updated Please login to your account on to view the latest updates
2019-01-24	Ministry of Health and Prevention - Status Update	DRTMT-2019-000053 has been updated Please login to your account on to view the latest updates
2019-01-24	Ministry of Health and Prevention - Status Update	The status of ApplicationDRTMT-2019-000053 has been updated Please login to your account on to view the latest updates

First ‹ 1 2 3 4 5 6 7 8 9 10 › Last

Figure DD: Notification Centre Screen

The Notifications Center screen will demonstrate the following information:

- o Notification Date
- o Notification Subject
- o Notification Message

3.5.4 Open How to Use

To open How to Use screen, please click on the **How to Use** button found at the bottom-right corner of the Main screen. This screen provides informative and instructional videos about the ministry of health and their website.

3.6 Open MOHAP Links

This section includes all the links provided in the Main screen that redirects user to MOHAP's website. These links include the following:

- **MOHAP Website**: Opens the MOHAP Website
- **Terms and Conditions**: Opens MOHAP's terms & conditions
- **Privacy Policy**: Open MOHAP's privacy policy
- **Disclaimer**: Open MOHAP's Disclaimer
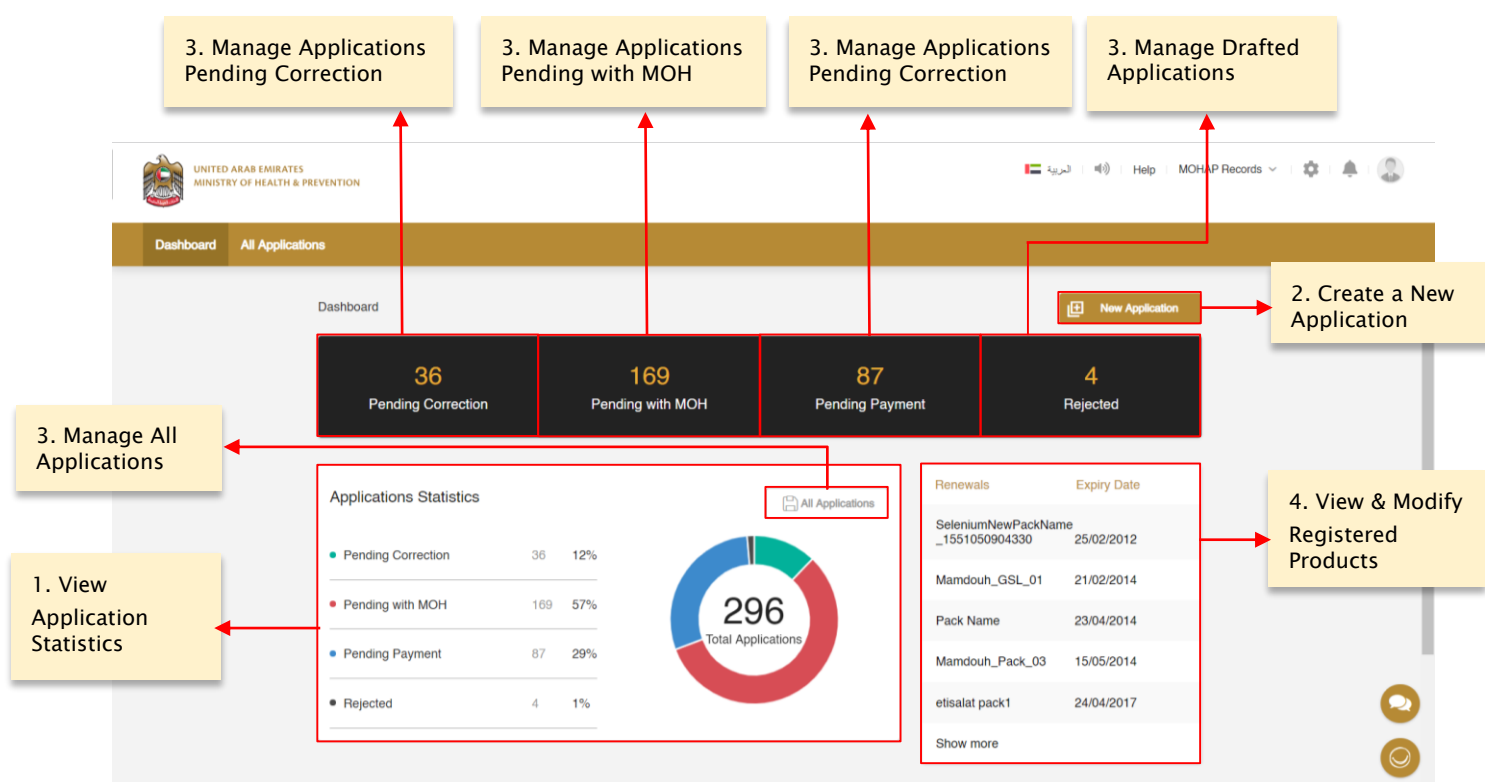
4   Dashboard Screen

Figure EE: Dashboard screen

Users who have logged in successfully to MOHAP portal will be directed to Dashboard/Main screen. The Dashboard screen allows the user to:

4.1.   View Application Statistics

4.2.   Create a New Application

4.3.   Manage All Applications

4.4.   View & Modify Registered Products*

Rule: *Only available to business users who have access to Drug Registration services

4.1   View Application Statistics

The Dashboard Screen gives the user a glance to their general applications statistics in two forms:

4.1.1.   Status Bar

4.1.2.   Statistical Pie Chart

4.1.1 Status Bar

The Status Bar presents the user with the total number of applications in each status and provides the user with a shortcut to view and manage these applications.

The Status Bar includes the following information:

- Pending Correction: Applications sent back to user for correction
- Pending with MOH: Applications still being reviewed by MOH
- Pending Payment: Applications pending user payment
- Rejected: Applications rejected by MOH

To view/manage all applications in a specific status, the user must click the icon of that specific stage (ex. Pending Correction) – where they will be redirected to All Applications screen that only filters in applications found in that status.

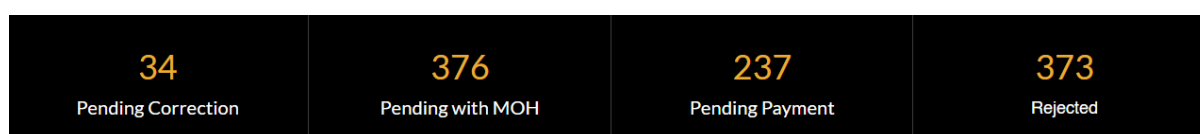| 34	376	237	373
Pending Correction	Pending with MOH	Pending Payment	Rejected

Figure FF: Status bar

4.1.2 Statistical Pie Chart

This part of the Dashboard screen presents the user with quantifiable measurements and visuals about all their applications. This section also provides the user with a clickable shortcut to view and manage applications according to their status.
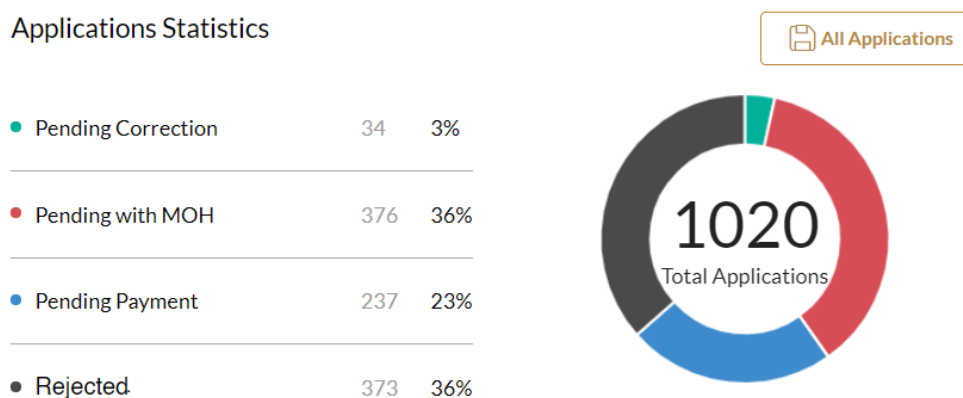

Figure GG: Applications statistics

4.2 Create a New Application

The user can apply to one of the ministry's e-services by:

a. Clicking on the **New Application** button found on the Dashboard Screen (or All Applications Screen) – which opens New Application Screen.
b. Picking one of the services found on New Application screen.
c. Click **Create Application** button

Once this process is complete, the user will be redirected to the screen of the chosen service.

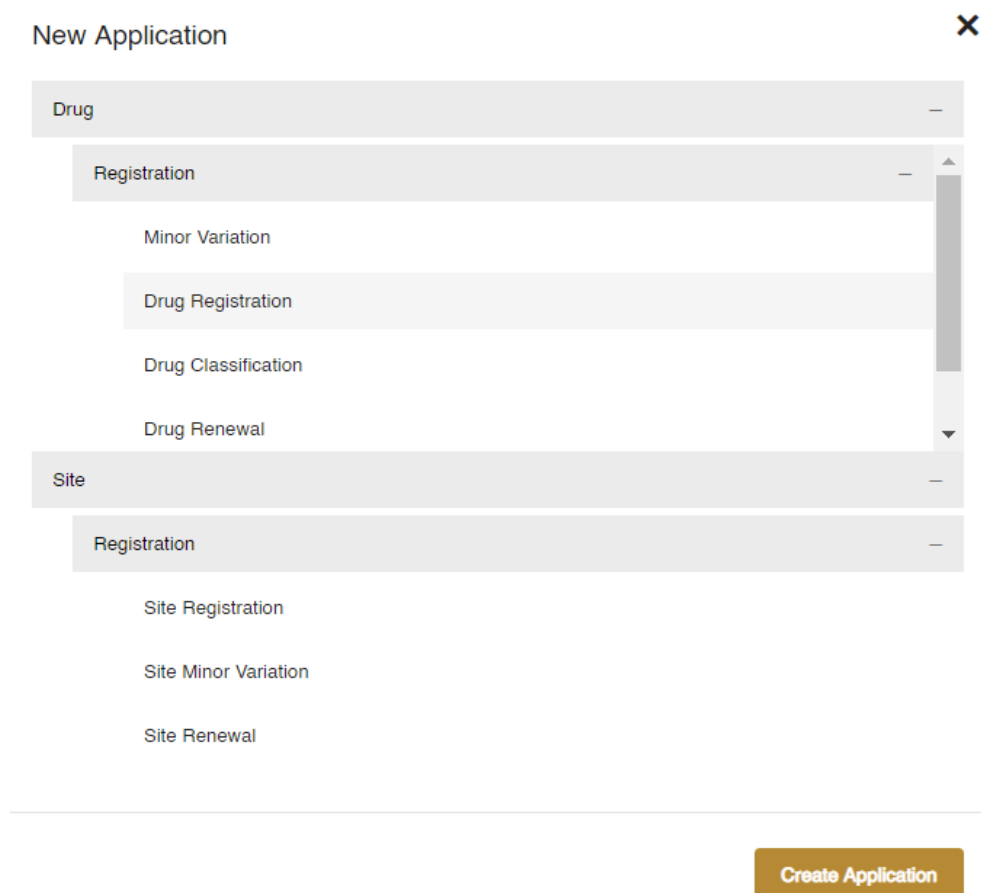Display Icon: allows user to create a new application

Figure HH: New Application Screen

4.3 Manage All Applications

For users to access this feature, they must click on one of the **All Applications** button found on the Dashboard Screen – which will redirect user to the All Applications screen.

Portal users will be able to view and administer all their submitted and draft applications from the All Applications screen through the following actions:

4.3.1.   Create a New Application

4.3.2.   Search Applications

4.3.3.   Apply Filters

4.3.4.   Manage Application

4.3.5.   Clone Application

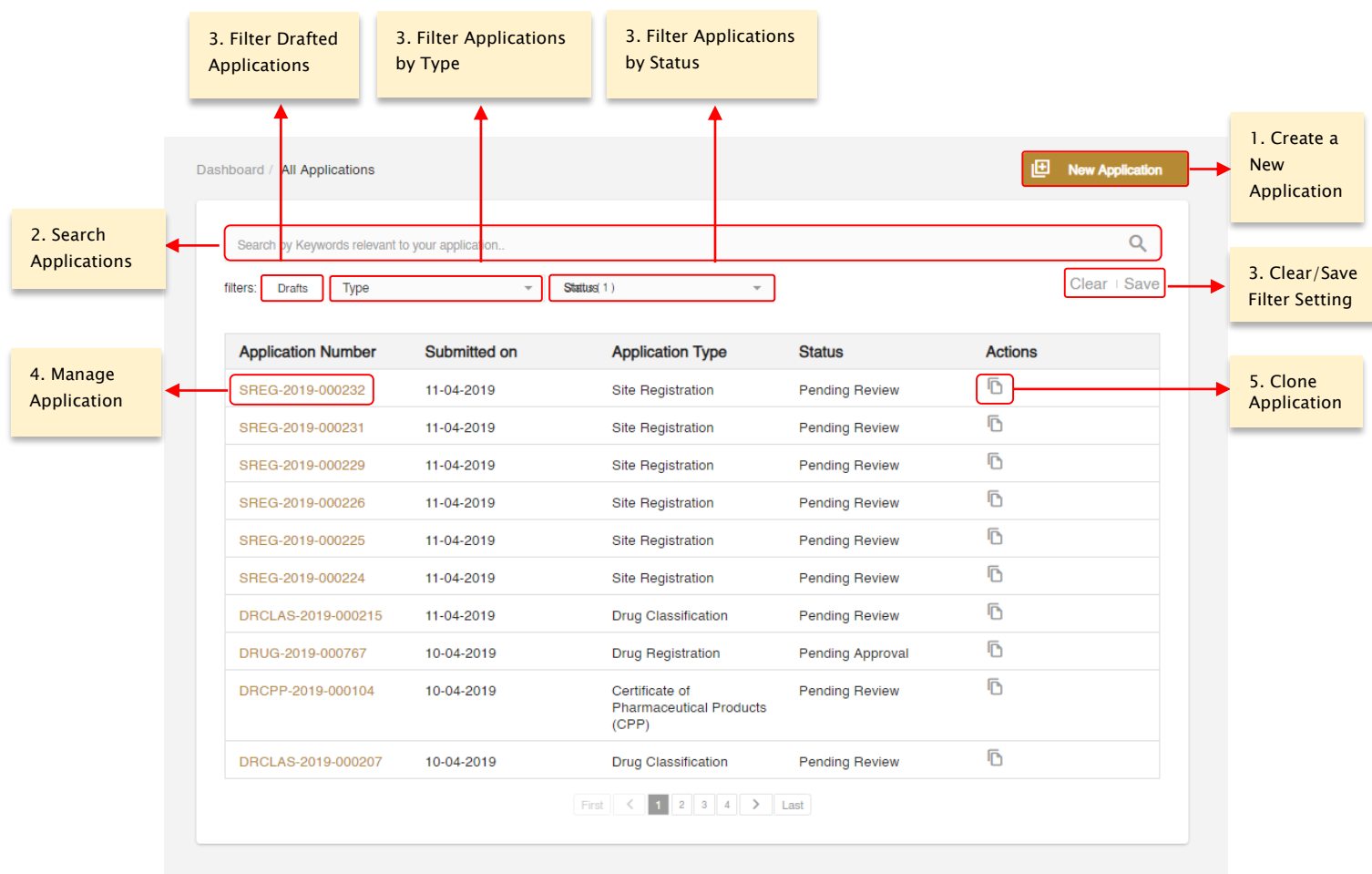Figure II: All Applications Screen

4.3.1 Create a New Application

Please refer to Section 4.2 for guidance on creating a new application.

4.3.2 Search Applications

Portal user will be able to search through all their applications by entering keywords in the Search Bar shown in All Applications screen. Once the user enters keyword, the system will retrieve all applications that match it.
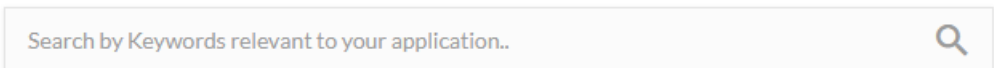
Search by Keywords relevant to your application..

Figure JJ: Search Bar

4.3.3 Apply Filters

To access this Filter Bar, user must be on All Applications screen. This Filter Bar is found above the application list.

User will be able to retrieve certain applications by modifying Filter settings to the Filter Bar. These settings come in three different forms:

1. **Draft Applications**: Filters in all Draft applications
2. **Type**: The list services that are assigned to the user
3. **Status**: The list of statuses that are related to the services that are assigned to the user
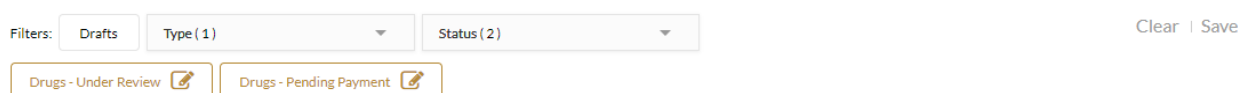

Figure KK: Filter Bar

The Filter Bar has a couple of features that helps users retrieve applications consistently and accurately. These features are the following:

4.3.3.1.   Save Custom Filters

4.3.3.2.   Clear Filters

4.3.3.3.   Edit/Delete Custom Filters

4.3.3.1 Save Custom Filters

This feature allows user to save frequently used filter settings to Filter Bar for reusable purposes. To be able to save a customized filter, user must:

a. Click on **Save** found in the Filter Bar – which opens Filter Combination screen

b. Fill the fields shown below:

- Field Group Name: Name of customized filter
- Search Term (Optional): Filters in applications that match keyword

c. Customize Filters according to:

- Draft Applications: Filters in all Draft applications
- Type: The list services that are assigned to the user
- Status: The list of statuses that are related to the services that are assigned to the user

d. Once done, click **Save Filter Combination** button

Figure LL: Filter Combination Screen

Once the user completes process, a Filter icon will be created under the Filter Bar.

To Enable/Disable customized filter, user must click on the Filter icon.

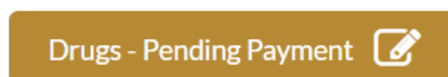Figure MM: Disabled - Saved Customized Filter

Figure NN: Enabled - Saved Customized Filter

4.3.3.2 Clear Filters

In case the user wants to remove all applied filters, the user can press **Clear** button in the Filter Bar.

4.3.3.3 Edit/Delete Custom Filters

In case the user wants to Edit saved customized filters, the user must:

    a. Press ✐ icon next in Saved Customized Filter – which opens Filter Combination screen

    b. Edit based on preferences

    c. Click **Save Filter Combination** button

In case the user wants to Delete saved customized filters, the user must:

    a. Press ✐ icon next in Saved Customized Filter – which opens Filter Combination screen

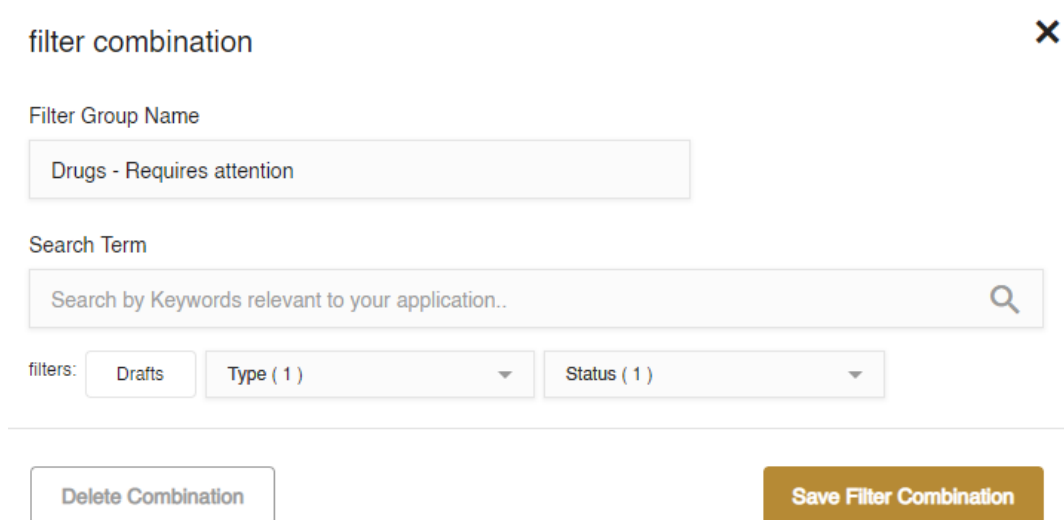   b. Click **Delete Combination** button and confirm deletion

Figure OO: Filter Combination Screen

4.3.4 Manage Application

To view & manage an application, the user must press on the **Application Number** – which will direct applicant to either screens listed below:

Screens	Applications with Status
Draft Application Screen	• Draft
Submitted Application Screen	• Under Review • Require Attention • Pending Payment • Approved • Rejected

Table 3: Application Screens

4.3.4.1 Draft Application

The Draft Application Screen allows the user to perform the following tasks:
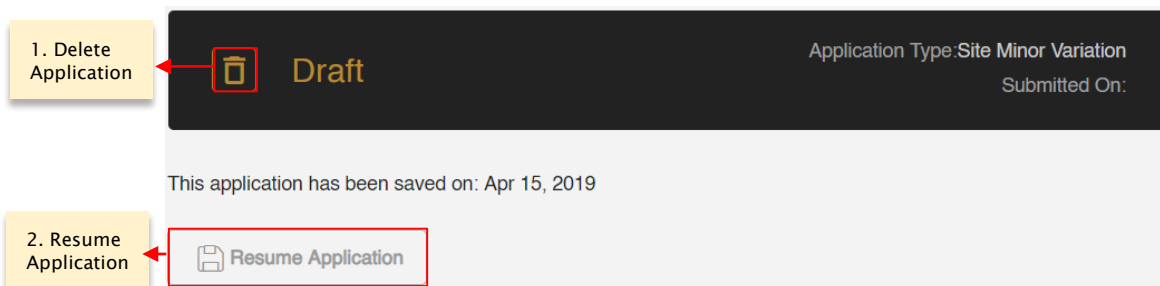
1. Delete Application
2. Resume Application

Figure PP: Draft Application Screen

4.3.4.2 Submitted Application Screen

The Submitted Application Screen allows the user to perform the following tasks:

1. Clone Application
2. View Application Details
3. Take Required Actions
4. View Approved Certifications
5. View Application History
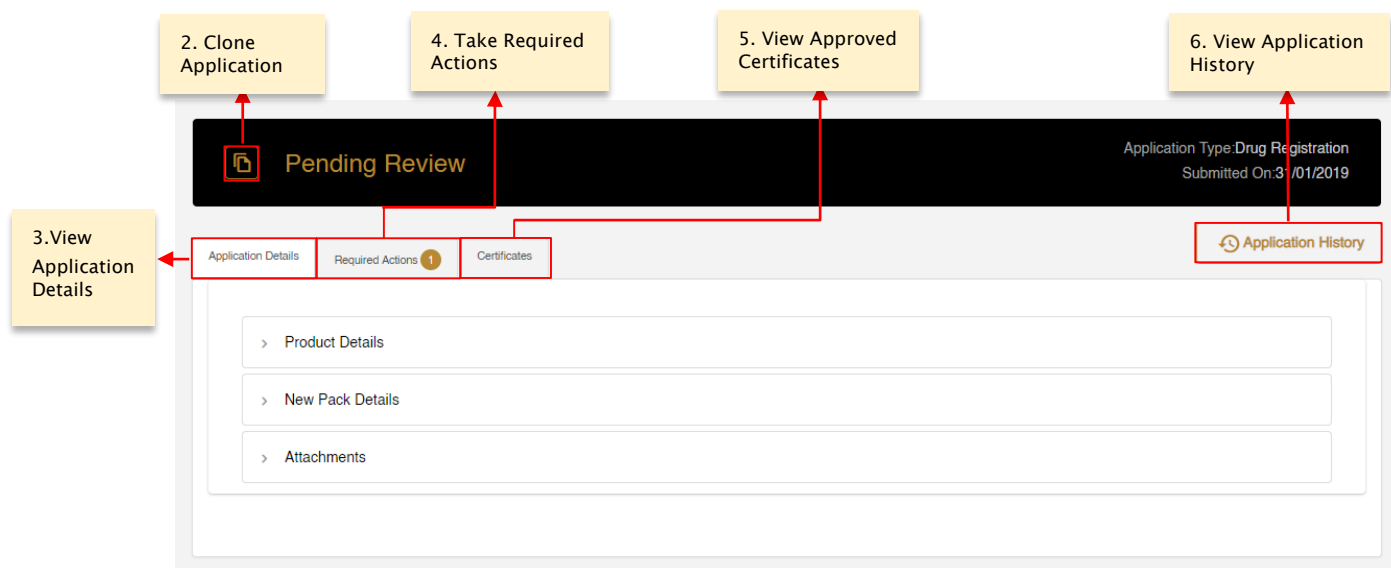
Figure QQ: Submitted Application Screen

4.3.4.2.1 Clone Application

Please skip to Section 4.3.5 to learn how to clone an application.

4.3.4.2.2 View Application Details

To view application details after submission in View mode, the user must:

a. Click on the Application Number – which redirects user to Submitted Application screen

b. Click on Application Details tab

c. Click on an application section – which dropdowns the list of fields associated with application section

Please note: a submitted application cannot be modified/edited if not sent back to user for correction.

4.3.4.2.3 Take Required Actions

Once an application has been reviewed by a MOHAP officer, the officer might request the applicant to take actions before proceeding with application.

For a user to view and take these actions, they must:

a. Click on the Application Number – which redirects user to Submitted Application screen
b. Click on Required Actions tab
c. Click on the Action – which opens an Action window

4.3.4.2.4 View Approved Certifications

Once an application has been reviewed and approved by a MOHAP officer, the officer will issue the applicant a certificate which will instantly notify user via SMS or email.

To view and printout a certificate for an applied service, the user must:

a. Click on the Application Number – which redirects user to Submitted Application screen
b. Click on Certificate tab
c. Click on **Attachment** button found under Print

The Certificate tab will contain the following details about issued certificate:

- Certificate Type
- Issue Date
- Expiry Date
- Print

Certificate	Issue Date	Expiry Date	Print
Drug Registration	2019-01-16T06:54:39	2024-01-16T06:54:39	🖉 Attachment

Figure RR: Certificate Tab Screen

4.3.4.2.5 View Application History

To view an Application history, the user must:

a. Click on the Application Number – which redirects user to Submitted Application screen

b. Click on **Application History** button – which opens Application History window

The Application History window will contain the following details about an application:

- Date
- Application Status
- Action taken by
- Action taken
- Comments

Application History

Date	Action	Comment
01-04-2019	submit	
01-04-2019	submit	
01-04-2019	Reject	stability study is required zone 4 climatic condition
01-04-2019	Resume	
01-04-2019	Accept	Accepted
01-04-2019	submit	
01-04-2019	Send Back for Correction	COMPLETE MODULE 5 IS REQUIRED FOR EVALUATION, Correction Required : Attachments : Summary and Protocol of the Bioequivalence study (in PDF format)
01-04-2019	Resume	
15-04-2019	Accept	
15-04-2019	Rejected by the Officer	This application does not meet MOHAP standards!

Figure SS: Application History Window

4.3.5 Clone Application

In case the user wants to create a new application that is an exact copy of an existing submitted application, the user must:

a. Click on the clone icon 🗐 found in:
   - All Applications screen under Actions
   - Submitted Application screen next to Flag

b. Confirm Cloning – which will redirect user to Draft Application screen

4.4 Manage Registered Products*

Business users who have access to Drug Registration services can view and modify all products registered by their business entity by clicking on the Product Renewal box shown on the Dashboard screen.

Clicking on the Product Renewal box redirects user to Registered Product screen.

Renewals	Expiry Date
Panadol	10/01/2019

Figure TT: Registered Product Screen

Please refer to Section 3.2.1 for further insights on the Registered Product screen and its features.

Rule: *Only available to business users who have access to Drug Registration service