



UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

11/1/2023

# Issue of a Death Certificate

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

Ministry of Health & Prevention – UAE©

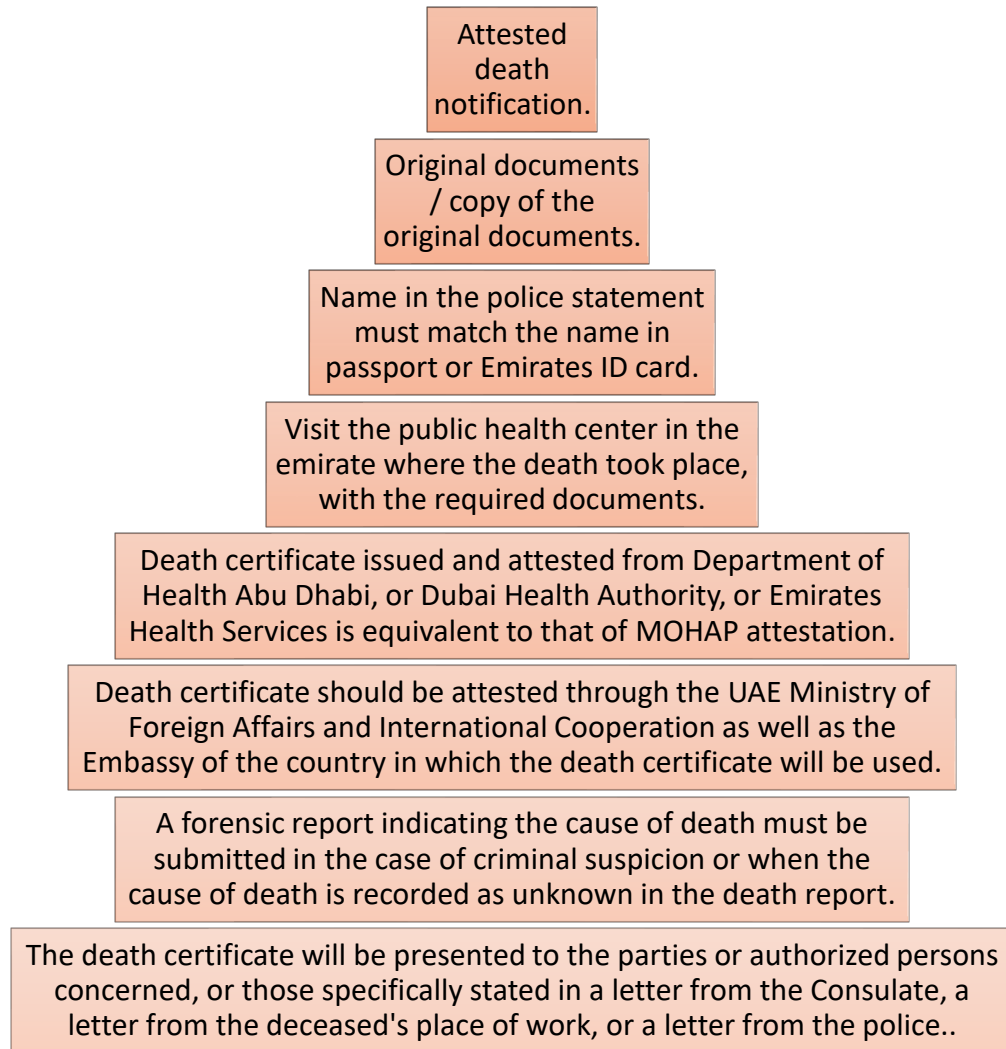
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## 1. Service Overview – Summary

This service facilitates the process of holding of a death certificate upon the customer's request. The deceased's original documents should be submitted to request this certificate.

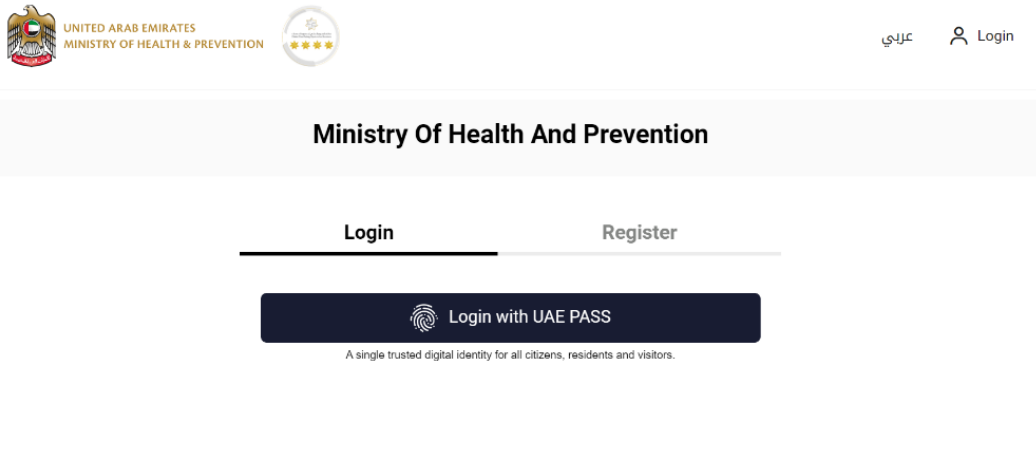
## 2. Service Conditions

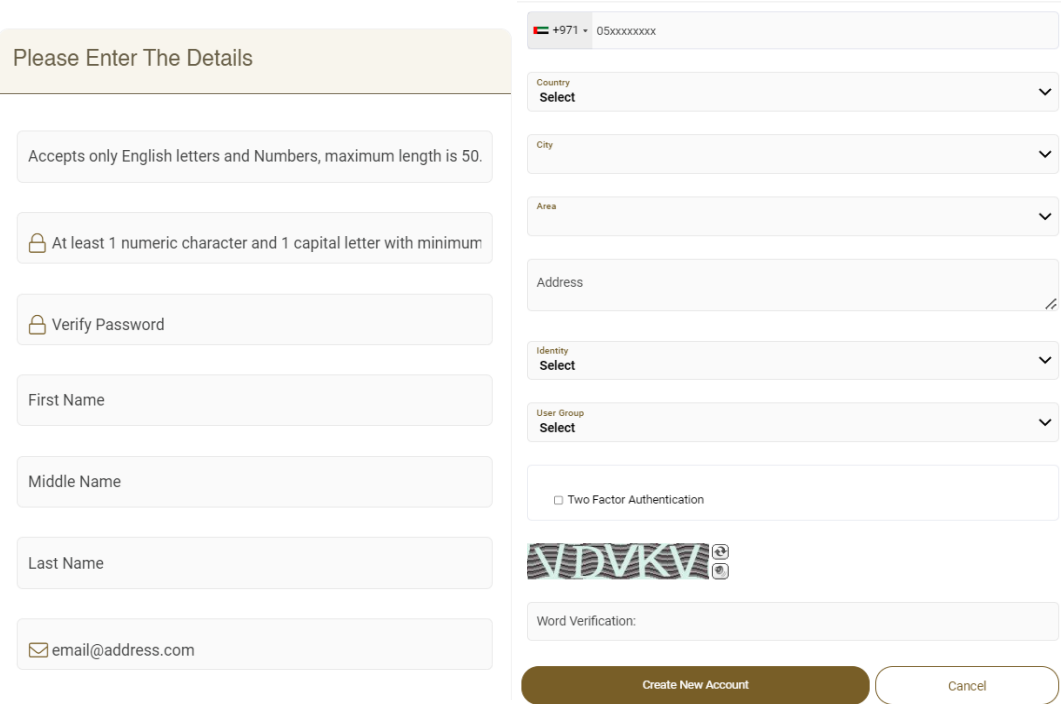
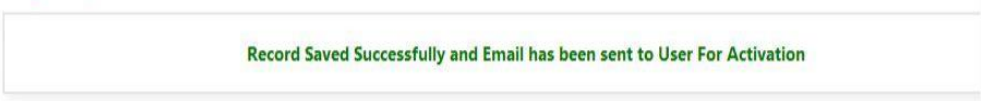


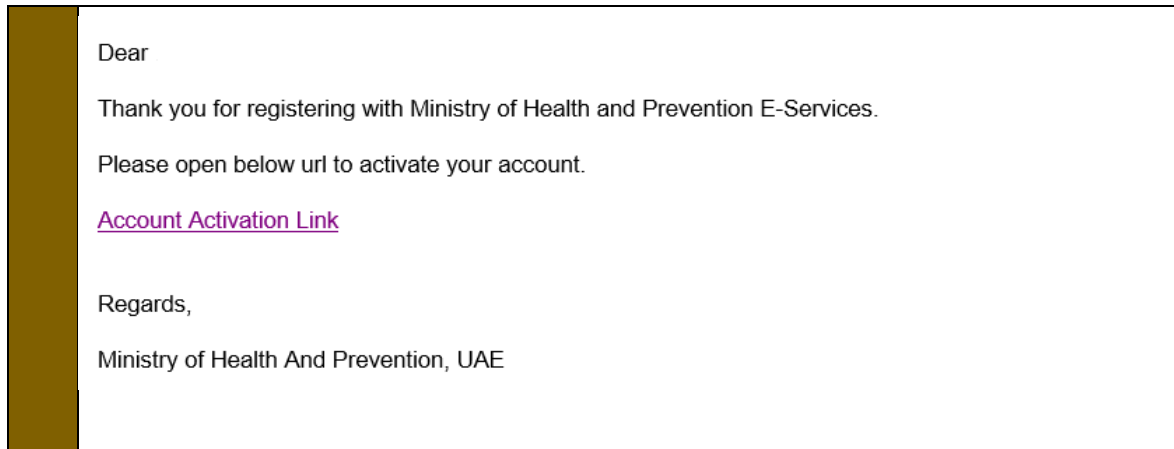
### 3. Create new account

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  |
|---|--|
| 1 | <p><i>If the user is new (i.e., doesn't have an account) the user needs to Create a New Account First</i></p> <ul style="list-style-type: none"><li>- Go to the official website of the <a href="#">Ministry of Health</a></li><li>- On the right side click on the Login tab</li><li>- Since the user does not have an account yet, the user will need to Register</li></ul>  |
| 2 |  <p>The screenshot shows the official website of the Ministry of Health and Prevention of the United Arab Emirates. The page features the UAE coat of arms and the ministry's logo. In the top right corner, there is a language selector set to 'عربي' and a 'Login' button. The main heading is 'Ministry Of Health And Prevention'. Below this, there are two tabs: 'Login' (which is selected) and 'Register'. At the bottom, there is a prominent dark blue button labeled 'Login with UAE PASS' with a fingerprint icon. Below this button, a small text reads: 'A single trusted digital identity for all citizens, residents and visitors.'</p> |

|                 |  |
|-----------------|--|
| <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>5</b></p> | <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>  |



#### 4. Log into the system

| # | User Login   |
|---|--|
| 1 | <p><b><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></b></p> <ol 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>Click on Services</i></b></li><li><b><i>Look for the required service OR search for its name in the search bar</i></b></li><li><b><i>Select the required Service icon</i></b></li><li><b><i>After choosing the service click on Start Service as the below screen.</i></b></li><li><b><i>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”.</i></b></li></ol> |
|   | <p>The screenshot shows the 'Services' page on the MOHAP website. At the top right, there is a search bar containing the text 'Issue of a death certificate'. Below the search bar, there are several filter tabs: 'All', 'Most used services', 'Individual services', 'Social services', 'Business services', 'Government services', and 'My Favourites'. The main content area displays a single service card for 'Issue of a Death Certificate'. The card has a heart icon in the top right corner and a 'Start Service' button at the bottom. A green arrow points from the search bar to the service card. At the bottom left, there is a pagination control showing '1 of 1' and a dropdown arrow. At the bottom right, it says 'Total services: 1'.</p>   |

Home > Services > Issue of a Death Certificate

## Issue of a Death Certificate

**Start Service** →

Bookmark service

Service completion duration  
1 Working day  
[View more](#)

Service fees  
AED 65 for a certificate in Arabic and AED 65 for ...  
[View more](#)

Export as PDF | Export as XLS

Service Rating  
★★★★☆  
average rating : 3 from 6 users

### Ministry of Health and Prevention

**Login** | Register

**Login with UAE PASS**  
A single trusted digital identity for all citizens, residents and visitors.

or

User Name

Password

Remember me | [Forget Password ?](#)

**Login**

Login with MOHAP

## 5. Submit Certificate Request

**Open the Birth & Death Services System**

The screenshot shows the 'All Requests' table with the following data:

| Registration (Qaid) Number | Person Name (EN) | Person Name (AR) | Date Created | Date of Birth | Date of Death | Status                 | Type                      | Actions |
|----------------------------|------------------|------------------|--------------|---------------|---------------|------------------------|---------------------------|---------|
| B/DU/000025/2022           | Khalid           | خالد             | 03/02/2022   | 30/01/2022    | N/A           | Under Process          | Normal Birth-Reissue      |         |
| D/DU/000068/2022           | english name     | الاسم العربي     | 12/09/2022   | 23/07/1980    | 03/08/2022    | Under Process          | Death-Modification        |         |
| B/DU/000028/2022           | Omar             | عمرو             | 01/02/2022   | 31/01/2022    | N/A           | Ready to Pay           | Normal Birth-New          |         |
| A/DU/000021/2022           | nooor            | نووور            | 28/12/2022   | 30/11/2022    | N/A           | Notification Submitted | Age Estimation-New        |         |
| B/DU/000072/2022           | Smart            | سمارت            | 12/09/2022   | 01/08/2022    | N/A           | Under Process          | Normal Birth-Modification |         |
| B/DU/000026/2022           | Salma            | سلمى             | 03/02/2022   | 30/01/2022    | N/A           | Notification Submitted | Normal Birth-Reissue      |         |
| D/DU/000066/2022           | english name     | الاسم العربي     | 12/09/2022   | 23/07/1980    | 03/08/2022    | Notification Submitted | Death-Lost                |         |
| D/DU/000027/2022           | Tatal            | طلال             | 03/02/2022   | 06/06/1992    | 30/01/2022    | Notification Submitted | Death-Reissue             |         |
| D/DU/000027/2022           | Mohammed Ahmed   | محمد أحمد        | 01/09/2022   | 26/12/2000    | 30/08/2022    | Notification Submitted | Death-New                 |         |

- Navigate your way to Death Certificate List in the header, and click on it
- Choose the first of the list “Issue of a Death Certificate”.

The screenshot shows the 'Death Certificates' dropdown menu with the following options:

- Issue of a Death Certificate
- Issue of an Authenticated Copy of Death Certificate
- Issue of a Replacement of a lost Death Certificate
- Request Death Certificate Modification

- Once you clicked on it, this interface will appear to you:

The screenshot shows the 'Issue of a Death Certificate' search form with the following fields:

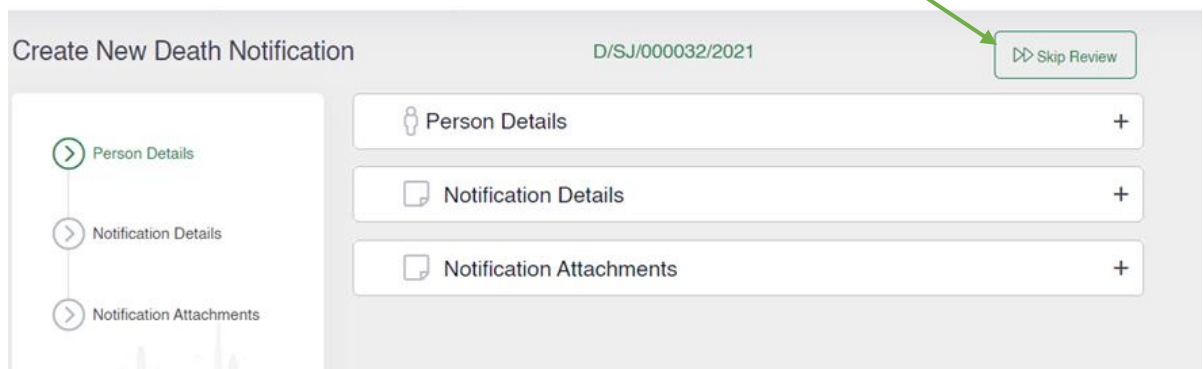
- Registration (Qaid) Number \*
- Deceased Date of Birth \*
- Search Q

Below the form, there is a message: "Please use the filter(s) on the top filter bar to search".

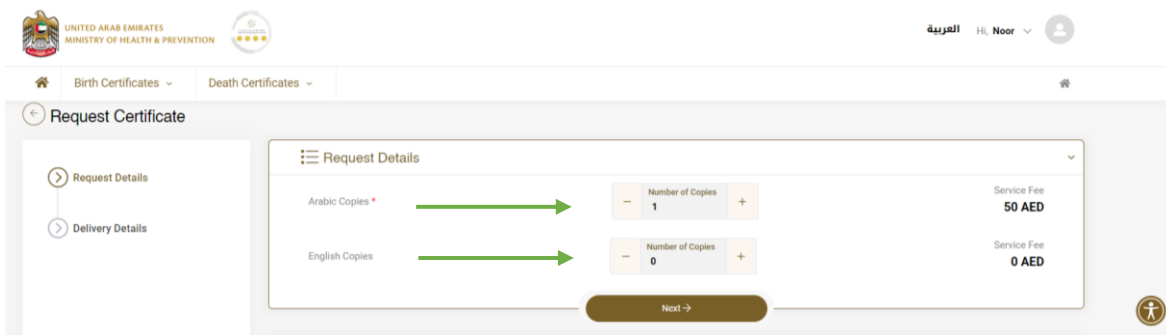
- Fill the Qaid number, and the Deceased Date of Birth, then click on search



- This interface will appear to you, to reveal the deceased person information, you may view them or skip the review:

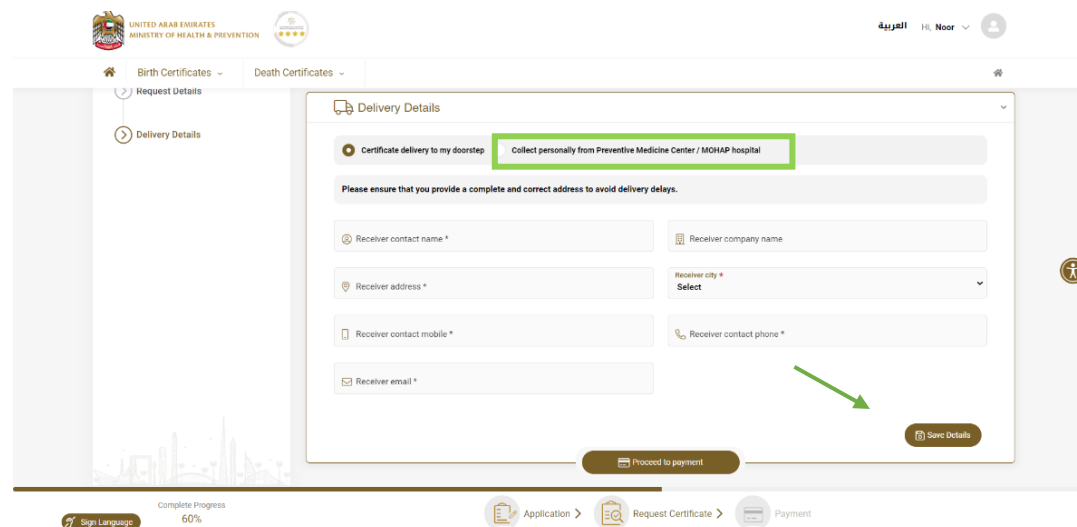


- The next step will be in this interface the Request Details, you need to fill the number of the required certificate copies

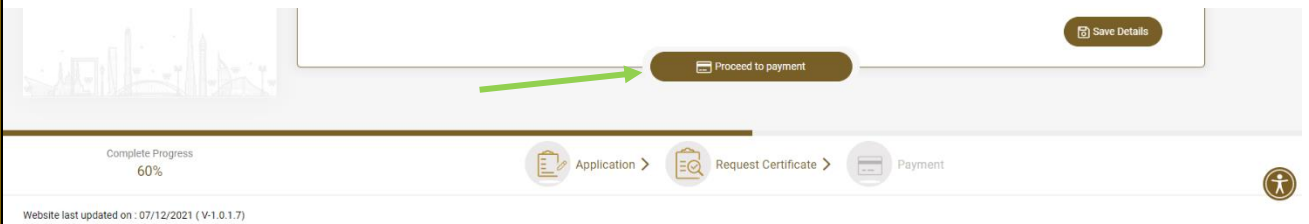


- Then click on Next

- Once you clicked on Next, the Delivery Details Interface will take place,



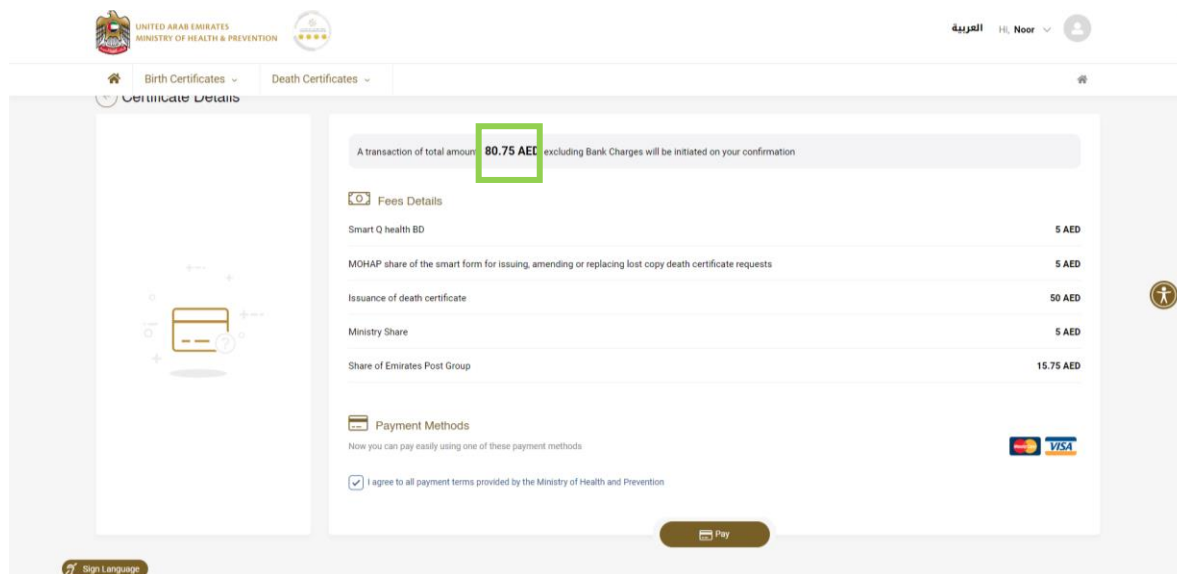
- You need to fill you information in the required fields, or you may select the PMC option so you can collect the certificate personally
- There is an option save the details, for the application to be saved as a draft so you can go back and fill the application when in need.
- If you choose to fill the information and click to proceed to payment you will be transferred to the payment step



## 6. Payment Process

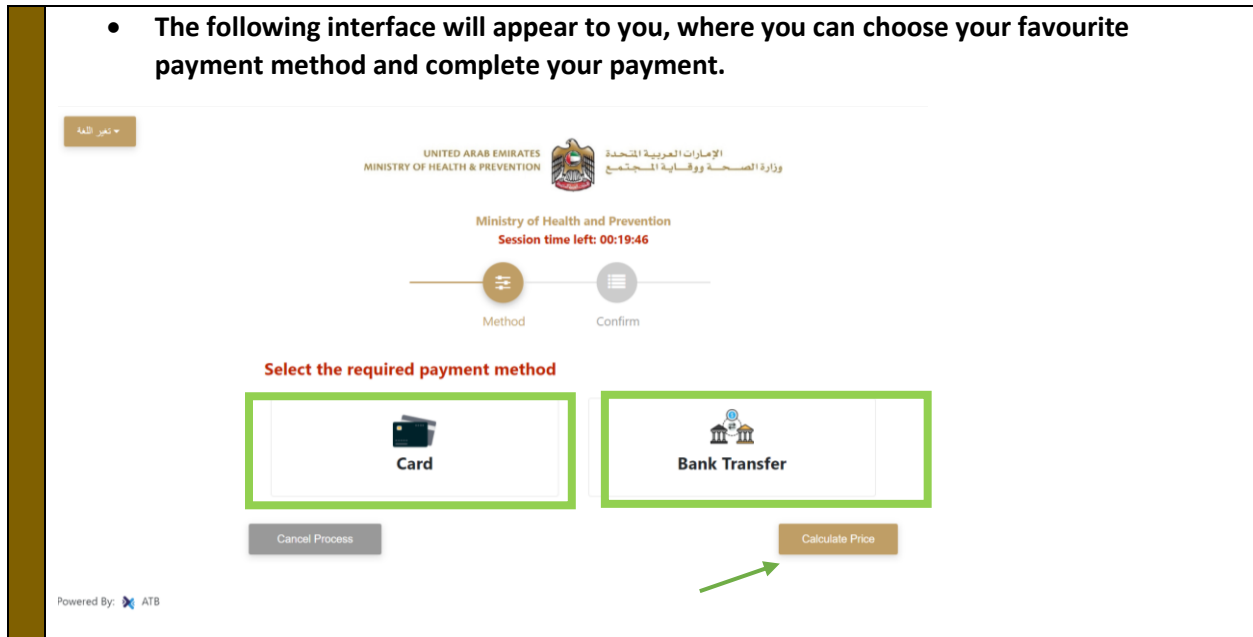
### Payment Process

- Once you filled the delivery information, and clicked to proceed to payment you will be led to this interface:



- It has the total for the certificate and a set of payment terms to agree to after reading.
- After you agree on the terms, you may click on Pay.

- The following interface will appear to you, where you can choose your favourite payment method and complete your payment.



## 7. Notes

**\*Note:** The request of the certificate maybe approved or rejected

**\*Note:** The user will receive notifications via SMS to verify the payment, and with the rejection or the acceptance of the certificate request.

**\*Note:** Once the certificate is ready to be delivered in case the user chose "delivery to doorstep" SMS is sent to the user: it will be delivered within 24 hours.

If the user chose the delivery option to be "collect personally from PMC center" then SMS is sent to notify that: the certificate is ready to be collected.

**\*Note:** the certificate will take 1 working day till you receive it.