UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

1/9/2023

Renewal of a License to Practice as a Doctor

User Manual Document Version: 3.0

Updated: January 9th, 2023

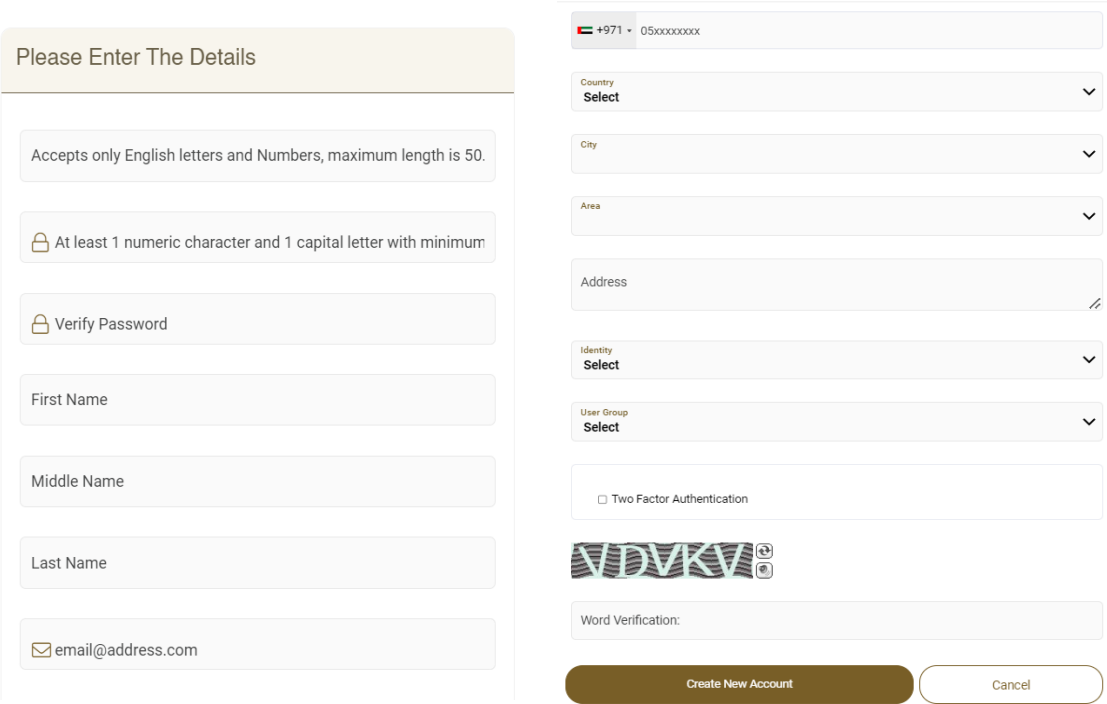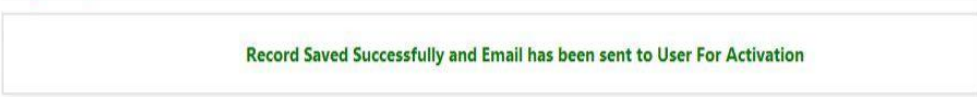## *Table of Contents*

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 a License to Practice as a Doctor"
4. Only Facility Users are authorized to renew the doctors' licenses
5. The facility choses the Medical type "Doctor" to renew for the doctors
6. The Print License is an option once the license is complete and renewed, but it won't show if the application is incomplete
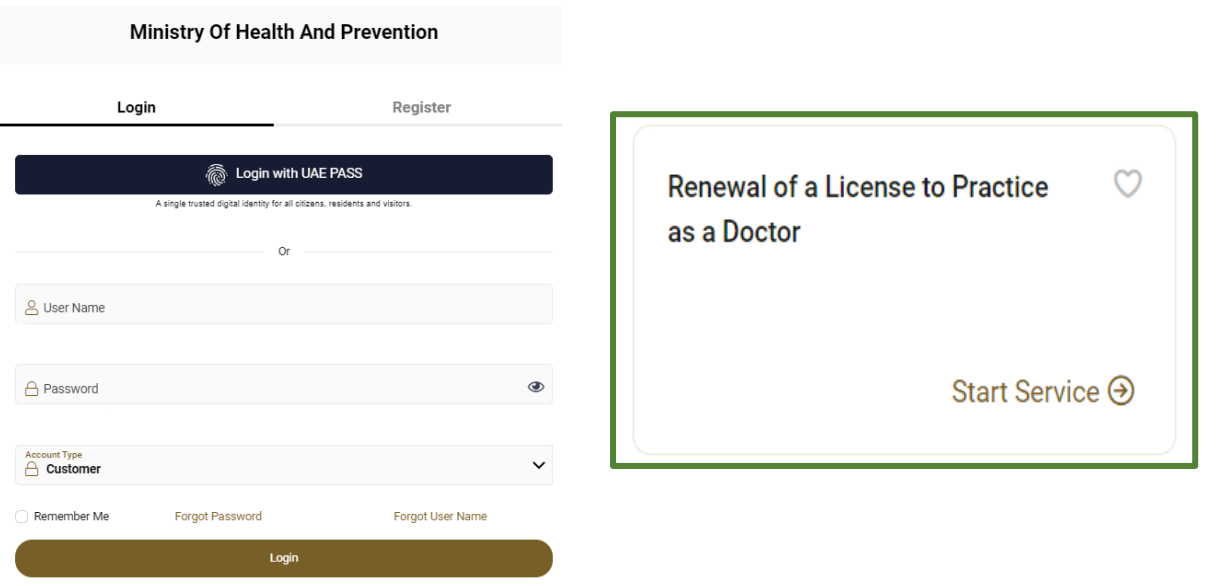
1. Create new account
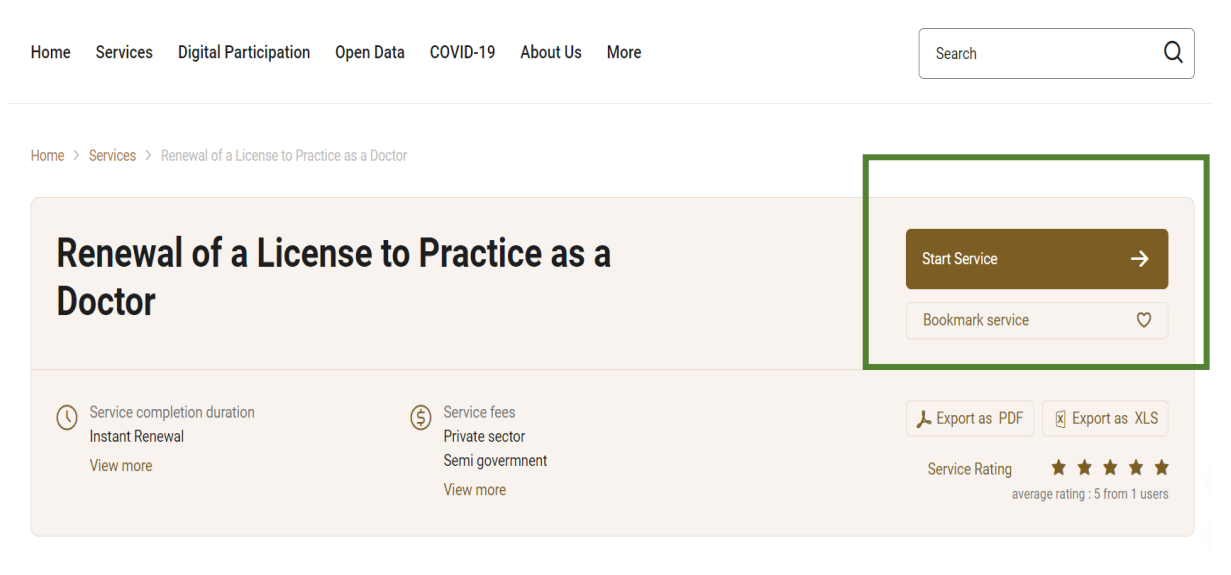
If you are new (i.e., you do not have account) you need to Register and Create a New Account in order to be able to access MOHAP services.

If you are already a MOHAP user, then skip to Login to the system

#	Create New Account – Register/Sign up
1	*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 right side click on the Login tab* - *If the user does not have an account, the user will need to Register*
2	

3	*To Sign Up, the user needs to fill all the required information and follow the steps*
	Please Enter The Details Accepts only English letters and Numbers, maximum length is 50. 🔒 At least 1 numeric character and 1 capital letter with minimum 🔒 Verify Password First Name Middle Name Last Name ✉ email@address.com +971 ▼ 05xxxxxxxx Country Select ▼ City ▼ Area ▼ Address Identity Select ▼ User Group Select ▼ ☐ Two Factor Authentication VDVKV Word Verification: **Create New Account** Cancel
4	- *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.*
	Signup Record Saved Successfully and Email has been sent to User For Activation
5	*Go to the email entered when registering, and click on the link to activate the MOHAP Account*
	Dear Thank you for registering with Ministry of Health and Prevention E-Services. Please open below url to activate your account. Account Activation Link Regards, Ministry of Health And Prevention, UAE

2. Log into the system and Access the Service

#	User Login
1	*If the user already has an account and wants to access any of MOHAP services, the user needs to login only through the following:*

1. Go to the official website of the Ministry of Health
2. Click on Services
3. Look for the required service OR search for its name in the search bar
4. Select the required Service icon
5. After choosing the service click on Start Service as the below screen.
6. If the user has logged in from the official page, then when the user clicks on "Services" they'll directly access the services, otherwise the user will have to login after clicking on "Start Service".

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

Account Type
Customer

Remember Me   Forgot Password   Forgot User Name

Login

Renewal of a License to Practice as a Doctor

Start Service

Home   Services   Digital Participation   Open Data   COVID-19   About Us   More

Search

Home > Services > Renewal of a License to Practice as a Doctor

Renewal of a License to Practice as a Doctor

Start Service →

Bookmark service

Service completion duration
Instant Renewal
View more

Service fees
Private sector
Semi govermnent
View more

Export as PDF   Export as XLS

Service Rating ★ ★ ★ ★ ★
average rating : 5 from 1 users

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

3. Service Usage

3	**Actions**
	- **To renew a doctor's License as a facility user, click on → Staff Workspace** - **This is where the facility can apply for a license renewal for a staff doctor**

3.1 Staff Workspace

A	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 Doctor's license will be expired, in which the facility needs to apply for renewal for him before the due date.*
> - *If the facility applies for the renwal within the expiry period* → *only payment will be paid*
> - *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*

MEDICAL LICENSING
Staff Workspace | 1 |

Establishment Name (English)	Establishment Name (Arabic)	Category	Medical District
TestClinic	تستكلينيك	General Clinic	Ras Al Khaima

License Number	Issue Date	Expiry Date	License Status
6763	01-02-2022	31-01-2023	Licensed

👤+ Add Staff

≡ Active Staff Applications 1 - 5 of 9 | 2 |

Sort By: ___ ↓↑ ↓↑ Quick Filter: Application Number ▾ ___ 🔍 ✕

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	👁

1 (2)

≡ Licensed Staffs 1 - 5 of 7

Sort By: ___ ↓↑ ↓↑ Quick Filter: Staff License No ▾ ___ 🔍 ✕

Staff License	Name	Medical Staff	Specialty	Medical Title	Expiry	License	View

4. Renew a License: Doctor

- *To renew a staff license (doctor), the facility user need to scroll to section 3 "Licensed Staff" and check the expiration date for each only and renew the licenses that are near expiration as to the below screen.*
- *The below Doctor staff licenses will expire in January 31ˢᵗ 2023 which means they need renewal.*
- *Will Choose the first Doctor as an example → Expiry = January 31ˢᵗ 2023.*

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 the needed request which is → Instant Renewal → Click Confirm in the box message.***
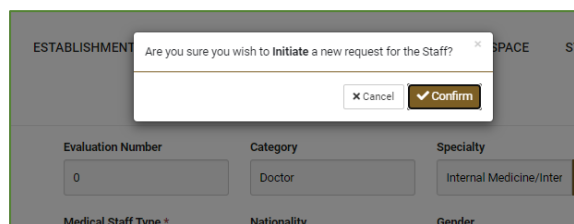
4.2 Documents Upload

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*

- *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 on Submit*

ESTABLISH

ⓘ Information
All the required information is provided. Please Submit the application.

×

DATA UPLOAD ▾

**🖫 Save**   **✕ Cancel**

Sort By: [_____] ▾ ↓↑ ↓↑   Quick Filter: Document Type (English) ▾ [_____] 🔍 ✕

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		👁	🗑
Continuous Medical Education (CME) (40)	1/9/2023 8:57:40 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

MENT

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

×

✕ Cancel   **✔ Confirm**

SPACE

▾ ↓↑ ↓↑   Quick Filter: Document Type (English) ▾
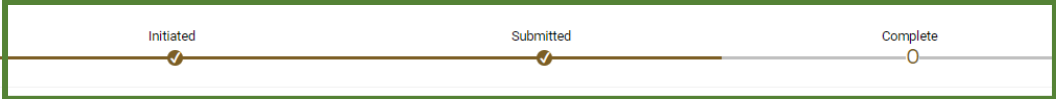
4.4 Applications Status

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

Initiated	Submitted	Complete

Establishment Name (English)	Establishment Name (Arabic)	Category	Medical District
TestClinic	تستكلينيك	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	Payment Requested	09-01-2023

License Number	License Status	Issue Date	Expiry Date
D15162	Licensed	01-02-2022	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 Logs 1 - 1 of 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
الإمـارات العربية المتحدة
وزارة الصــحــة ووقــايــة الـمـجـتـمـع

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

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

Method   Confirm

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
Total				**100 AED**

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
Total				**3000 AED**

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	21.08 AED	1.05 AED	22.13 AED
Total			**22.13 AED**

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*

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MINISTRY OF HEALTH & PREVENTION وزارة الصحة ووقاية المجتمع

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

Pay with G Pay

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: ⌄   Quick Filter: Applicat ⌄   **1**   🔍 ✕

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	👁
93081	Test	Doctor	Cancelation	Payment Requested	29-12-2022	👁
93092	salman bari	Doctor	Title Change	Not submitted	05-01-2023	👁
93094	Abdalla Mohamed Khairi	Doctor	Instant Renewal	Internal Documents Validation	06-01-2023	👁
93095	Sita Raman Radhakrishnan	Doctor	Instant Renewal	Internal Documents Validation	09-01-2023	👁

1 2

≡ Licensed Staffs 6 - 7 of 7

Sort By: ⌄   Quick Filter: Staff License No   **2**   🔍 ✕

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	👁
D15162	Sita Raman Radhakrishnan	Doctor	Internal Medicine/Interventional Cardiology	Consultant (A)	31-01-2024	Licensed	👁

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.*