



UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

1/5/2023

Renewal of a Pharmaceutical Facility License

User Manual Document Version: 2.0

Updated: January 10th, 2023

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1. Service Overview – Summary

This service enables applications for the renewal of expired pharmaceutical facility licenses to sell pharmaceutical products and medical supplies, to register, import and distribute pharmaceutical products and medical supplies, to represent companies, pharmaceutical factories and international medical supplies registered in the country, to export and re-export pharmaceutical products and medical supplies, or to manufacture pharmaceutical products and medical supplies

Channel → *Website*

Mohap Smart App

Audience →

- Pharmacies
- Warehouses
- Manufacturers of medicines and medical devices
- Scientific laboratories
- Stock exporters

2. Service Conditions

1. The Facility must be open and active.


2. The pharmacist in charge must be in the office

3. The facility can start renewal process 2 month before expiry date

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](#)

3. Create New Account

#	Create New Account – Register/Sign up
1	<p><i>If the user is new (i.e., doesn't have an account) he needs to Create a New Account First</i></p> <ul style="list-style-type: none">- <i>Go to the official website of the Ministry of Health</i>- <i>On the right side click on the Register tab</i>- <i>Since the user does not have an account yet, the user will need to Register</i>
2	 <p>The screenshot shows the official website of the Ministry of Health and Prevention in the United Arab Emirates. At the top left, there are logos for the United Arab Emirates and the Ministry of Health & Prevention. On the top right, there are links for 'عربي' (Arabic) and 'Login'. The main heading is 'Ministry Of Health And Prevention'. Below this, there are two tabs: 'Login' and 'Register', with 'Login' being the active tab. A dark blue button labeled 'Login with UAE PASS' is prominently displayed, with a small icon of a fingerprint. Below the button, it says 'A single trusted digital identity for all citizens, residents and visitors.'</p>

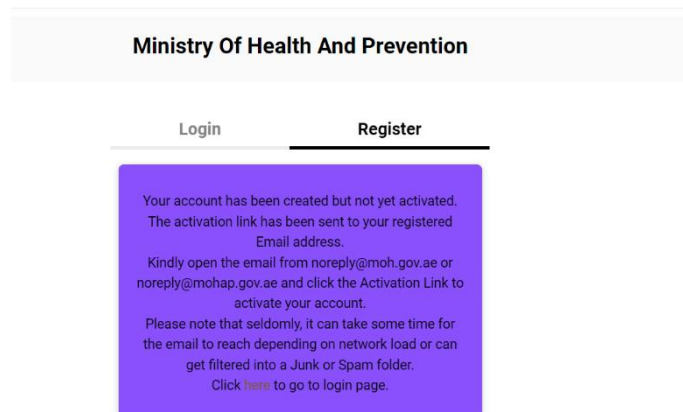
3

To Sign Up, the user needs to fill all the required information and follow the steps

The registration form is titled "Please Enter The Details". It contains several input fields and dropdown menus. On the left side, there are instructions: "Accepts only English letters and Numbers, maximum length is 50.", "At least 1 numeric character and 1 capital letter with minimum", and "Verify Password". The form fields include: "First Name", "Middle Name", "Last Name", "email@address.com", "Phone Number" (+971 - 05xxxxxxxx), "Country" (Select), "City" (Select), "Area" (Select), "Address", "Identity" (Select), "User Group" (Select), and a checkbox for "Two Factor Authentication". At the bottom, there is a "Word Verification" field with a "VDVKV" image and two buttons: "Create New Account" and "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.**
- **This message appears after clicking "Create New Account"**



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

4. Log into the system

#	User Login
1	<p><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></p> <ol style="list-style-type: none">1. Go to the official website of the Ministry of Health2. Click on Services3. Look for the required service OR search for its name in the search bar4. Select the required Service icon5. 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" he'll be directly transferred to the service, otherwise the user will have to login after clicking on "Start Service".

2

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

renewal of pharmaceutical

Search in Pages Services News Events Videos Photos FAQs Total Count 10

Pages result for "renewal of pharmaceutical"

Sharjah Umm Al Quwain

View info → View info →

1 of 1 Total Items: 2

Services result for "renewal of pharmaceutical"

Renewal of a License to Practice as a Pharmacist Renewal of a Pharmaceutical Facility License Renewal of Registration of a Conventional Pharmaceutical Product

Start Service Start Service Start Service

1 of 2 Total Items: 5

Home > Services > Renewal of a Pharmaceutical Facility License

Renewal of a Pharmaceutical Facility License

Start Service →

Bookmark service

Service completion duration: 3 working days

Service fees: Application fee: AED 100, Final license fees for pharmacies and warehouses: ...

Export as PDF, Export as XLS

Service Rating: average rating : 2 from 6 users

3

- If the user isn't logged in already, he will be redirected to the login page

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

5. Preview Application

Preview entered information

-Click here to expand whatever section the user want to preview

Renew License of Pharmaceutical Establishment

Services > Renew License of Pharmaceutical Establishment

Save & Close

Collapse All Expand All

Establishment Information

Contact Information

Renew License of Pharmaceutical Establishment →

-view Establishment Information

Establishment Information

Establishment Name (English)
Pharmaceutical Establishment

Establishment Name (Arabic)
مؤسسة صيدلانية

Establishment Type
Private

Classification
Pharmacy

License Information
Certificates :
[Renew License of Pharmaceutical Establishment.pdf](#)

Category
Pharmacy

License Status Expired	License No 1263
Issue Date 12/02/2022	Expiry Date 14/09/2022

Renew License of Pharmaceutical Establishment →

- View contact information



Contact Information



Contact Name

noortest

Second Contact Name

marah

Designation

Pharma

Primary Email

noory@q-pros.com

Email (Alternative Email)

noor@q-pros.com

Contact Number

+971586885028

Alternate Contact Number

+97144444556

Fax

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-View Location Information



Location Information



Emirate

Abu Dhabi

Area

ras alkhaima

Street

sharqa street

Building Name

plaza

PO Box.

123


Google Map URL

 [Google Map URL](#)

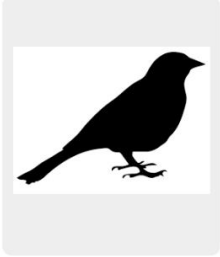
Building NO.

1

-View Owner Details

 Owner Details ^

Personal Image



Title	Gender
Mrs.	Female

First Name –EN	Middle Name –EN	Family Name –EN
noor	test	yasin
First Name –Arabic	Middle Name –Arabic	Family Name –Arabic
نور	تست	ياسين
Nationality	Passport NO.	Emirate ID
Albanian	13243PN	123-4567-8910111-1
Share Percentage	UAE Citizen	
7%	No	


Contact Information


Contact Number	Primary Email
+971586885028	noory@q-pros.com



-View Partner Details

-Click on “ eye icon” to view partner details

-Click on” Renew License of Pharmacaetical Establishment” to Start with filling the application

 Partner Details ^

Full Name (English)	Full Name (Arabic)	Emirate ID	Passport NO.	Nationality	Share %	Details
merah Omar mustafa	مرحכת المصطفى	123-4567-8910111-1	E32221	Afghani	77%	


 

[Renew License of Pharmacaetical Establishment →](#)

- View Partner Details

← Partner Details

Personal Image



Title: Mr. Gender: Female

First Name - EN: marah Middle Name - EN: Omar Family Name - EN: mustafa

First Name -Arabic: مراح Middle Name -Arabic: نعت Family Name - Arabic: المصطفى

Share Percentage: 77% UAE Citizen: No Nationality: Afghani

Passport NO.: E32221

Contact Information

6. Add Attachments

- Add Attachments

Add attachment following the attachments guidelines(file size/ file type)

- The user can choose from where to export his file

- Click on the check mark to add the next required attachment

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Attachments

Completed 2 of 5



Valid Copy Of Civil Defense Certificate



Employee list with Partner list



valid copy of Establishment Trade License



Select Files from your computer

Use the "Button" below to upload your attachments
The supported files are: PDF, Word, JPG
File size: No more than 10MB

Browse For Attachments On Your Computer



- **Make sure to add all 5/5 attachments to proceed with your application**
- **Once all attachments are added the “Go to preview” button will change from grey to green and the user will be able to proceed with his application**

Attachments Completed 2 of 5

valid copy of Establishment Trade License

MOH license

MOH Pharmacist In-charge Valid License

License Card.Pdf

Go To Preview

7. Submit Application

Submit Application

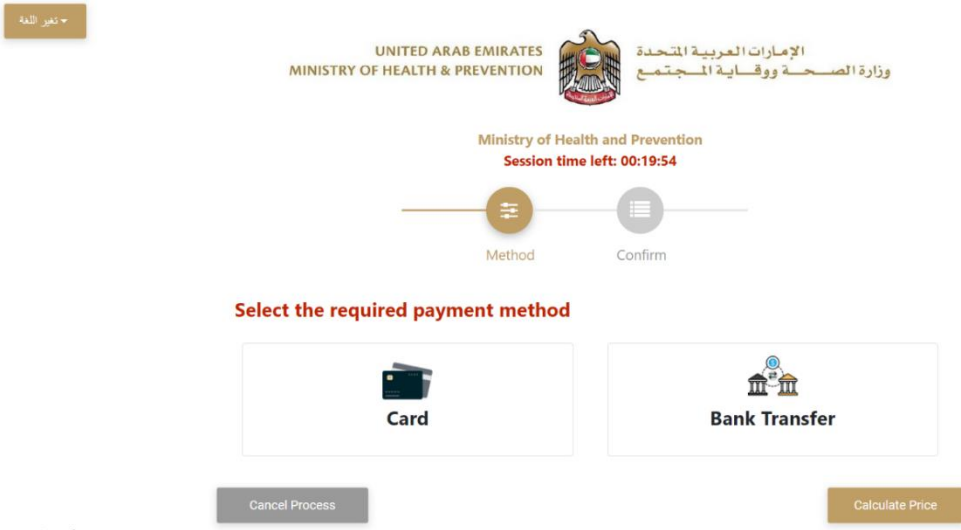

-To submit application click “Submit Application”

-User can click on expand icon to edit attachments section

This screenshot shows a form for submitting an application. At the top, there are buttons for 'Collapse All' and 'Expand All', and a green 'Submit Application' button. The form contains several sections, each with a dropdown arrow: 'Establishment Information', 'Contact Information', 'Location Information', 'Owner Details', 'Partner Details', and 'Attachments'. The 'Attachments' section is highlighted with a yellow box, indicating it is the focus of the instruction. Below the form, there is another green 'Submit Application' button.

This screenshot shows the 'Attachments' section of the application. It features a progress bar with three green checkmarks, indicating that the following items are completed: 'Valid Copy Of Civil Defense Certificate', 'Employee list with Partner list', and 'valid copy of Establishment Trade License'. The progress bar is labeled 'Completed 5 of 5'. Below the progress bar, there is a file upload area showing a file named '96 The Value Of The Filter.Png' with a size of 833.07 KB. A 'Replace File' button is visible next to the file name.

8. Pay the Fees at the Required Stages

-	Payment
	<p>- Once the user submits the application, payment fees are required. - Choose your preferred payment method -click “calculate price” to move to proceed with payment -click “cancel process” to cancel payment</p>  <p>powered By:  ATB</p>

- Enter card information and follow fields guidelines

تسجيل الخدمة

Ministry of Health and Prevention
Total Payment: 81.33 AED
Session time left: 00:19:07

Pay with Pay

OR

Cardholder Name
Cardholder Name

Card Number
XXXX XXXX XXXX XXXX

Month **Year** **CVV**
Month Year ***

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process Change Payment Method

Powered By: ATB

Session time left: 00:19:36

Method Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
EPG fees Domestic Express OW	15.75 AED	0.00 AED	1	15.75 AED
Total				15.75 AED

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
MOHAP Share Domestic Express OW	5 AED	0.00 AED	1	5 AED
Total				5 AED

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
MOHAP share of smart form for requests to issue or amend replace lost copy issue a birth certificate	5 AED	0.00 AED	1	5 AED
Total				5 AED

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Smart Q health BD	5 AED	0.00 AED	1	5 AED
Total				5 AED

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Issuance of Birth Certificate	50 AED	0.00 AED	1	50 AED
Total				50 AED

Request Fees			
Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	0.55 AED	0.03 AED	0.58 AED
Total			0.58 AED

Total Tax:	0.03 AED
Total Amount:	81.33 AED

Cancel Process Change Payment Method Proceed With Payment

ATB

- To print physical copy of the receipt click " Receipt Print"



Payment Details 06 December 2022, 11:44 AM

Amount Paid: 81.33
Transaction Status: SUCCESSFUL
Payment ID: 10021923775055245
Application Reference: BDU000072022
Application Name: SMARTCUBE
Payment Result: Amount Deposited Successfully

Service Details

Serial No	Details	Quantity	VAT Amount (AED)	Total Amount (AED)
1	EPO fees Domestic Express OVI	1	0.00	15.75
2	MOHAP Share Domestic Express OVI	1	0.00	5.00
3	MOHAP share of smart form for requests to issue or amend/replace lost copy issue a birth certificate	1	0.00	5.00
4	Smart Q health ID	1	0.00	5.00
5	Issuance of Birth Certificate	1	0.00	50.00

Fee Details

Serial No	Details	Total Amount (AED)
1	Card Charges	0.58

[Go Back](#) [Receipt Print](#)