Medical Licensing

Applicant User Manual English

Version: 1.0

Dated: 26th February, 2019

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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 the MOHAP departments.

Licensing Systems has been developed by IT Department in order to enhance the performance and facilitate its usage with the added new features.

MOHAP IT Department has a strong and long experience in eservices development.

Medical Licensing service is MOHAP service through which establishments can get assorted subservices related to licensing, these services should be passed through one or more of processes or applications until it is completed.

Below is the summary of the medical Licensing sub services and processes or applications required for each subservice:

No.	Licensing Sub Service	Establishment Processes	Staff Processes	Notes
1	New License i.e. First time License	Est. Initial Inspection Est. Initial Approval Add Staff Processes Est. Final Inspection Est. Final Approval	Initial Approval Final Approval	
2	Renewal i.e. Applicable 2 months before expiry and less than 6 months after expiry	Renewal	Renewal	
3	Cancellation	Cancellation	Cancellation	
4	Reregistration i.e. Reregistration of cancelled license or expired more than six months	Est. Cancelation for reregistration Est. Initial Inspection Est. Initial Approval Est. Final Inspection Est. Final Approval	Initial Approval Final Approval	
5	Transfer	N/A	Transfer of staff to other Establishment 1. Initial Approval 2. Final Approval	
6	Title Change	N/A	Change Title of the Staff 1. Change Title	
7	Name Change	Change name of the establishment 1. Name Change	N/A	
8	Location Change	Est. Initial Inspection Est. Initial Approval Est. Final Inspection	N/A	

No.	Licensing Sub Service	Establishment Processes	Staff Processes	Notes
		Est. Final Approval		
9	Type Change	Est. Cancelation for Type Change Est. Initial Inspection Est. Initial Approval Est. Final Inspection Est. Final Approval	N/A	
10	Owner Change	Est. Cancelation for Owner Change Est. Initial Approval Est. Final Approval	N/A	
11	Add Partner	Add local partner to the license of the establishment Add Partner	N/A	
12	Add Medical Director			
13	Modify As Medical Director			
14	Add / Modify Specialty	Add / Modify Specialty	N/A	Add , Remove specialty
15	Add Extension Will be done manually	Change in establishment area or design 1. Add Extension	N/A	Phase II

Each Process in general has the below steps

Process output:

Application approval, rejection, letter – Notification - or MOHAP License.

Process Pre Requisite:

Process Requirements and Rules

Process workflow:

This process requires the below steps to do

1. Start / Initialize the Process / Application

2. Select the process, Click Start Process → new application created with status 'Not Submitted'

3 Add the attachments - documents - required for the process

4. Submit the Application → Status of the application becomes 'Submitted' or 'Payment Requested'…etc.

6. Pay the fees if Payment Requested and print the receipt during payment if you want to print it.

7. Check Application Status: Approved or Rejected

8. Resubmit: the Application if the Application status is 'Rejected' after providing the requirements

9. Get the process output if the Application status is 'Approved'

10. Start the next process required to until the service processes completed -if applicable-.

Hint: the processes required for every licensing sub service in above table.

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:	Medical Licensing User Manual For Applicants English Version 1.0
Document File Name:	
Client:	MOHAP –licensing Department
Mission:	Medical Licensing e-service user manual
Issued By:	Tarek Gamal Eldin
Issue Date:	26/02/2019

Version	Date	Author	Revision Notes
1.0	26/02/2019	Tarek Gamal	Created the document using staging link

4.2   Definitions & Abbreviations

Item	Description
MOHAP	Ministry of Health and Prevention, United Arab Emirates, MOHAP is the Service Provider
MOF	Ministry of Finance
Establishment	Medical Facility (e.g. Hospital, Medical Center, General Clinic, etc.)
Staff	Technical Staff who require license from MOHAP to work in Medical or Pharmaceutical Establishment (e.g. Doctor, Dentist, Pharmacist, Assistant Pharmacist etc.)
Corporate	User Category Specified while creating user account to allow user to request for establishment services as Licensing of Establishment and its technical staff Sick leave attestation Medical Advertising
Individual	User Category Specified while creating user account to allow user to request for individuals standalone services as: Evaluation Good Standing
Service	Online service provided by MOHAP to Corporates as licensing and individuals as
Sub Service	One or set of process to do to obtain certain target sub services provided under the service as Licensing service has sub services as New License for Establishment, New license for Staff, License Renewal, etc.; Each sub service may require one or more process to start and finish obtaining final target.
Process	Process is set of activities and steps with start and end you have to do to complete the process as New license for Establishment may require the below process to get the license at the end Initial inspection process Initial Approval process Adding Staff Sub service Final Inspection process Final Approval process
Originator	The Applicant who is eligible to initiate, request or apply for the service

Item	Description
Inspector	MOHAP user who set appointment for inspection of establishments and enter inspection result
Coordinator	MOHAP Medical District user who reviews the application and accepts or refuses it
Auditor	MOHAP head office user who reviews the application and approve or reject it

5. Business & System Overview

The licensing e-Service is a set of sub eservices provided by MOHAP and used by both medical facilities to obtain licensing services for Facilities / Establishments and the Technical Staff working for the them e.g. Facility / Establishment or staff New License, license Renewal, license cancellation, license re-registration, license transfer…etc..

5.1 Document Purpose & Objective

The purpose of this document is to show the applicants how to use the system of licensing eservices.

5.2 Scope of Work

5.2.1 Medical Facilities

Medical Facilities that require MOHAP License, which are:

Government,Private,Semi Government as

Hospital,One Day Hospital,MedicalCenter,Diagnosis Center,Rehabitation Center,General Clinic,General Dental Clinic, Speciality Dental Clinic,School Clininc,Specialty Clinic,Pharmacy, etc.

Technical Staff working for the mentioned establishments e.g. Physicians, Dentists, Nurses, etc.;

5.2.2 Eligible Users

Only establishments that requires MOHAP license are authorized to access this service to apply for licensing services of the establishment and staff

MOHAP users authorized to access this service to review or process the service requests are call center, customer happiness offices, Licensing Department, IT Support and IT Admin.

5.3   Business Entities and Attributes

MOHAP, Medical Establishment, MOF

S. No.	Name	Brief Description	Responsibility	Attributes
1	User Sign Up Form	User Login or Sign up a new user and register user information	Establishment	Refer to user management document
2	User Login Form	User Login	MOHAP, Establishment	Explained in user roles section
3	Establishment and Staff licensing Details Entry , attachments and submission Form	Enter Establishment ,owner, partners, staff details, attach, start and submit the application	Establishment	Refer to licensing Entry Details and processes
4	Payment of fees Form	On Click on pay button Application Navigates to payment gateway common page	Establishment	Refer to payment part
5	Acknowledge Receiving the paid fees	Update payment status	MOF	payment status updated to (Incomplete, In Process, successful or Failed)
6	Search Applications for the establishment or staff	list Applications and licenses, view status, details, take actions and Run Reports	Establishment, MOHAP	Establishment or staff information
7	Verification and inquiry of licensing Certificate	Public page on MOHAP web site to verify the license and Print it	Any, e.g. the Establishment, Staff, MOHAP	Refer to license Verification process

5.4   User Roles and Definitions

S. No.	Role	Description	Functions
1	End User	The Originator or Applicant	✓ Create User Account and obtain online license through licensing e-service. ✓ Login to System. ✓ Select the Service. ✓ Start the Application for the requested service By Filling Required Information. ✓ Attach Required Documents. ✓ Submit Application by button Click. ✓ Pay Service Fees and Print the Receipt. ✓ View Applications List, Status and Details. ✓ Print the Certificate. ✓ The Service Access Rules Applied according to the Establishment category, District, and License Status. Respond to Application Status when Changed by MOHAP User these Application Statuses may be: ✓ Rejected: Read the message from MOHAP, Rectify the Application and Submit again if Allowed. ✓ Payment Requested: Pay the Requested Fees Online. ✓ Initial Approval – Approved: Start Adding Staff or Start Final Approval Application for Staff or Establishment. ✓ Final Approval – Approved: Print License Online. ✓ Print Letters/Notifications during the service cycle e.g. Initial Approval notification or letter to economic department. ✓ Create case or incident when face any issue with the system to be viewed and managed by Admin and Support team.

6. Start using the service

To Access any MOHAP eService follow the below few steps

1. Go to the official website of the Ministry of Health & Prevention http://www.mohap.gov.ae.
2. Click on E-Services.
3. Click on Required Service Icon.
4. The below screen appears
5. If you have username account enter user name, Password and click login button.
6. If you don't have username account click the link 'Create New Account'

7. Create new account

Click new account in the login page

7.1   Fill the User sign up information

System navigates to 'Sign up' page

Notes: the Establishment location map information as Map URL, Longitude, and Latitude can be obtained through Google map by search for the location of your establishment

Map URL: is the URL of the browser which showing the location

Longitude, Latitude are the coordinates of the location to get them click mouse right button on the location indicator – the red balloon- , select 'what is here' from the shortcut menu then the values will be displayed at the bottom of the page.

7.2   Two Factor Authentication

1.1 Optional if you want more security you will be asked to enter additional authentication information.

7.3   Enter Word Verification and Click Register

1.2 Enter displayed word for verification then click register

7.4   Activate your Account

a.   System navigates to new page which show green box on top with the message 'The user created page and an email is sent to your email for activation of the account'

b.   Open your email, find the message from MOHAP, open it, click on the activation link from that email, then system will activate your account.

c.   Login to the system using your user name and password.

8. Login

9. New License for Establishment

New License of Establishment is a subservice of licensing service through which new establishment can be licensed from MOHAP if it comply with MOHAP rules and requirements

New License should be passed through four processes or applications and Add Staff Processes to obtain the new license for the establishment at the end

The New license Processes or applications are:

1. Est. Initial Inspection

2. Est. Initial Approval

3. Add Staff Processes

4. Est. Final Inspection

5. Est. Final Approval

9.1   Est. Initial Inspection Process

Process output:

Initial Inspection Result Passed or Failed.

Process Pre Requisite:

Required documents

Process workflow:

This process requires the below steps to do submission

1. **Start / Initialize the Process** / Application

Enter Establishment details, Select Specialties; Select the process, Click Start Process → new application is created with status 'Not Submitted'

2. Enter Owner Details, Enter Owner Identity, Upload Identity, save owner details

       Optionally Enter Local Partners Details, identities– Optional if applicable

3. Add establishment attachments - documents - required for the process

4. **Submit the Application** → Status of the application becomes 'Submitted'

5. **Resubmit**: the Application if the Application status is 'Rejected'

6. **Check for Assigned Inspection Date** and receive the inspector on the specified time

7. **Check for Inspection Result**: Missed/Fail/Pass → Resubmit: the Application in case of rejection by MOHAP

8. Start the next process: 'Est. Initial Approval' in case of Approval.

See the executive summary to know the processes sequence for each service

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the Application is approved to start the next process 'Est. Initial Approval'.

9.1.1 Establishment Details - Start / Initialize the Process

1	Est Details: Start / Initialize the Process / Application	Est. Initial Inspection Process

Enter Establishment details, Select Specialties; Select the process, Click "Register" Button ➔ new application created with status 'Not Submitted'

1.1 Register the Establishment

1	Est Details: Start / Initialize the Process / Application	Est. Initial Inspection Process

Enter Establishment Details if it was not entered yet

1. Select establishment type from (Private,Semi Government, Government)

2. Select establishment type from (Hospital,One Day Hospital,MedicalCenter,Diagnosis Center,Rehabitation Center,General Clinic,General Dental Clinic, Speciality Dental Clinic,School Clininc,Specialty Clinic..)

3. Enter No. of beds if Establishment type selected was Hospital

4. Select Specialties according to the selected establishment type as below

   a. Only one speciality allowed for Hospital(51 to 100 beds,Less than 50,More than 100)

   b. Only one speciality 'General Practitioner' from (Genetal Clinic,General Dental Clinic,School Clinic)

   c. More than one speciality allowed for other Establishment Types

5. Fill all required details marked by "*"

6. Push "Save Changes" Button

Notes:

Google Map URL: is the URL of the browser which showing the location of the Establishment

Drop Box URL: is the URL which applicant should load the site – croak - plan to it.

MOH Engineer Drop Box URL: is URL which applicant can use to download the croak plan approved and aploaded by MOHAP Engineer.

1 Est Details: Start / Initialize the Process / Application   Est. Initial Inspection Process

Establishment Type *

Private

Private
Semi Government
Government

Category *

Medical Center

--Select--
Hospital
One Day Hospital
Medical Center
Diagnosis Center
Rehabilitation Center
Specialty Clinic
Specialty Dental Clinic
General Clinic
General Dental Clinic
School Clinic

☰ Specialties

51 to 100 beds
Less than 50 beds
More than 100 beds

Hospitals

☰ Specialties

Accident & Emergency
Acupuncture
Ambulance
Anaesthesia
Andrology
Applied Sciences
Audiology
Aviation Medicine
Ayurveda
Ayurveda Massage Therapist
Biochemistry

Others

📄 Establishment Details

🏢 Basic Information   👤 Owner Details   🎗 Partner Information   📤 Establishment Documents   📑 Payments   📄 Notifications

Establishment Name En *

Tarek Medical Center1

Establishment Name Ar *

مركز طارق الطبي

Establishment Type *

Private

Category *

Medical Center

Emirate *

Sharjah

Medical District *

Sharjah

Email *

tarekgamal@hotmail.com

Website

Telephone *

Fax

Building No.

Building Name

Contact Name (Person 1) *

Contact Number (Person 1) *

Street *

Area *

PO Box *

Contact Name (Person 2)

Contact Number (Person 2)

Google Map URL

1	Est Details: Start / Initialize the Process / Application	Est. Initial Inspection Process

Google Map URL

Drop Box URL

MOH Engineer DropBox URL

☰ Specialties

Accident & Emergency
Acupuncture
Ambulance
Anaesthesia
Andrology
Applied Sciences
Audiology
Aviation Medicine
Ayurveda
Ayurveda Massage Therapist
Biochemistry

»
›
‹
«

Save Changes

✓ Success ✕

Establishment Details updated

Establishment Location

Notes: the Establishment location map information as Map URL, Longitude, and Latitude can be obtained through Google map by search for the location of your establishment

Map URL: is the URL of the browser which showing the location

Longitude, Latitude are the coordinates of the location to get them click mouse right button on the location indicator – the red balloon- , select 'what is here' from the shortcut menu then the values will be displayed at the bottom of the page.

9.1.2   Owner Details

2 Owner Details	Est. Initial Inspection Process
2.1 Click on 'Owners' Tab, System Navigates to Owners Page.	
2.2 Enter the owner details.	
2.3 Push the "Select" button to select the owner photo, then upload icon to upload it.	
2.4 Push the "Save" button to save the owner details.	
2.5 Push "Add Documents" to add the Identities of the owner	
2.6 Repeat "Add Documents" to add all the Identities of the owner	

2   Owner Details   **Est. Initial Inspection Process**

Establishment Details

☑ Success ✕
Owner details saved. Please add owner identities

Basic Information   👤 Owner Details   Partner Information   Establishment Documents   Payments   Notifications

First Name (English) *	Middle Name (English) *	Last Name (English) *
Tarek	Gamal Eldin	Othman

First Name (Arabic) *	First Name (Arabic) *	Last Name (Arabic) *
طارق	جمال الدين	عثمان

Select 📤
🗑

Gender *	Emirate *	Mobile *
Male	Sharjah	504822082

✏ Update Owner Details

Instructions: ✕
• All identities are mandatory. Please attach all identites before submitting the application

Add Documents

No identities to display

Identity Type *	Identity Number *	Issue Date *	Expiry Date
Emirates ID	123-1234-1234567-1	02 / 22 / 2019	02 / 21 / 2021

Upload Document

● Tarek_photo3.jpg   Remove

Save Document   Cancel

No identities to display

☑ Success ✕
Owner Identity uploaded

Instructions: ✕
• All identities are mandatory. Please attach all identites before submitting the application

Add Documents

Identity Type	Identity Number	Issued Date	Expiry Date	View	Delete
Emirates ID	123-1234-1234567-1	22-02-2019	21-02-2021	👁	🗑

2	Owner Details			Est. Initial Inspection Process		

⊘ **Success**

Owner Identity uploaded   ✕

Instructions:
  • All identities are mandatory. Please attach all identites before submitting the application ✕

Add Documents

Identity Type	Identity Number	Issued Date	Expiry Date	View	Delete
Emirates ID	123-1234-1234567-1	22-02-2019	21-02-2021	👁	🗑
Passport	A1291345	15-10-2018	14-10-2025	👁	🗑
Family Book	1234567	18-12-2021		👁	🗑

9.1.3   Partner Information - Optional

3 Partner Details – if Exist	Est. Initial Inspection Process

3.1   Click on 'Partner' Tab, System Navigates to Owners Page.

3.2   Enter the Partner details.

3.3   Push the "Select" button to select the Partner photo, then upload icon to upload it.

3.4   Push the "Save" button to save the Partner details.

3.5   Push "Add Documents" to add the Identities of the Partner

3.6   Repeat "Add Documents" to add all the Identities of the Partner

9.1.4 Establishment Documents - Attachments

4	Establishment Documents - Attachments	Est. Initial Inspection Process

4.1 Push Establishment Documents Tab → System Navigates to the Establishment documents Page.

4.2 Select the "Document Type", push "select" button to select the document, push 'Save Document' button →the document uploaded and added to the section 'Establishment Documents list' at the page.

9.1.5 Submit the Application

5	Submit the Application	Est. Initial Inspection Process

5.1 Push the "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.

5.2 Push the "Submit Request" Button.

5.3 The "Application Log" section under "Establishment Details" TAB will show a record with the Action date & time and the Action as "Submit".

5	Submit the Application	Est. Initial Inspection Process

Staff Statistics

Number of licensed doctors	0	Number of application under process for Doctors	0
Number of licensed Technicians	0	Number of application under process for Technicians	0
Number of licensed Visiting Doctors from Inside UAE	0	Number of application under process for Visiting Doctors from Inside UAE	0
Number of licensed Visiting Doctors from Outside UAE	0	Number of application under process for Visiting Doctors from Outside UAE	0
Number of licensed Hospital Service Doctors	0	Number of application under process for Hospital Service Doctors	0

Establishment Application Messages

No messages to display

Initiate New Request

Request Type:

New License - Initial Inspection

Submit Request

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

Cancel   Confirm

5	Submit the Application	Est. Initial Inspection Process

5	Submit the Application		Est. Initial Inspection Process		

✉ Establishment Application Messages

No messages to display

✉ Application Logs

Application Number	Action	Comment	Action By	Log Date
37688	Misc-UnKnown	Misc-UnKnown - Application Submitted : 2019-02-23	tarekmed	2/23/2019 4:50:35 AM

Staff Email | Customer Happiness Charter | Archive | FAQ | Sitemap | Contact Us | Privacy Policy | Terms and Conditions | Accessibility Policy | Disclaimer | RSS | Abbreviations

9.1.6   Re Submit the Application if it was rejected

6	Re Submit the Application if it was rejected	Est. Initial Inspection Process

6.1   Click on "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.

6.2   Read the rejection remarks at the "Establishment Application Messages" and Rectify them

6.3   Scroll to "Initiate New Request" section and push the "Submit Request" button

9.1.7   Check for Assigned Inspection Date

7	Check the Assigned Inspection Date	Est. Initial Inspection Process

7.1 Push on "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.

7.2 The Application Status "Assign Inspection Date" means that the MOHAP Auditor approved the application for inspector and the MOHAP inspector has to assign an inspection date & time to visit the location.

7.3 The Application Status "Pending for inspection Result" means that the MOHAP inspector and the MOHAP inspector has to visit the location for inspection at the specified date & time which can be found at the "Establishment Application Messages", also it sent through email and SMS to the applicant.

7.4 Read the remarks at the "Establishment Application Messages" to know the inspection appointment.

7.5 Receive the inspector at establishment location on the specified date and time for the inspection of the establishment.

7.6 Inspector enter the result of inspection and the system notify the applicant

7.7 to "Initial New Request" section and push the "Submit Request" button Watch the application status at the 'Application Status' section

7.8 Read the inspection remarks at the 'Application Log' section

9.1.8 Check for Inspection Result

8	Check the for Inspection Result	Est. Initial Inspection Process

8.1 Click on "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.

8.2 Watch the application status in the Application status section

8.3 Read the Inspection result and remarks in the application log section –

If Inspection Missed a new appointment will be set

If Inspection Failed, the Application Status is updated to "Rejected By inspector" , Read and Rectify the remarks and submit the application again

If Inspection passed the Application status is updated to "Payment Requested", then proceed to the payment, then the next process 'Est. Initial Approval'

Application Log	Application Status	Action to take
Inspection Result - Missed	Pending for inspection Result	Inspector Set new Appointment
Inspection Result - Fail	Rejected By Inspector	Applicant read and rectify the log remarks, and resubmit.
Applicant resubmits the application	Pending for inspection Result	Inspector Set new Appointment, or enter the result directly
Inspection Result - Pass	Payment Requested	Applicant has to pay the inspection or re inspection fees

8	Check the for Inspection Result	Est. Initial Inspection Process

Establishment Application Messages

Message From	Message	Sent Date
56186	Application Id : 37688, Inspection Status : Failed , Message : Water Leak has to be resolved	2/23/2019 12:00:00 AM
56185	Application Id : 37688, Inspection on 2019-02-23 , Message : be ready for the visit with original documents	2/23/2019 12:00:00 AM
56184	Application Id : 37688, Status: Assign Inspection Date , Message : The Croak Plan was clear thanks,keep checking the application status for initial inspection	2/23/2019 12:00:00 AM
56183	Application Id : 37688, Status: Rejected By Auditor , Message : Upload clear photo for the location	2/23/2019 12:00:00 AM

Initiate New Request

Request Type:

New License - Initial Inspection

Submit Request

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PR

✓ **Success**
Establishment application submitted successfully.   ✕

عربى   Logout

ESTABLISHMENT DETAILS   ESTABLISHMENT WORKSPACE   STAFF WORKSPACE   VISIT STAFF WORKSPACE

Establishment Workspace

Est. Name En	Est. Name Ar	Est. Category	Medical District
Tarek Medical Center1	مركز طارق الطبي	Medical Center - كز طبي	Sharjah - الشارقة

License no.	Issue Date	Expiry Date	License Status
License not issued - ىس	License not issued - ىس	License not issued - ىس	License not issued - ىس

Latest Application Details

Application Number	Request Type	Current Status	Payment Due	Submit Date
37688	New License - Initial Inspectic	Pending For Inspection Resu	AED 0.00	23-02-2019

8	Check the for Inspection Result	Est. Initial Inspection Process

ESTABLISHMENT DETAILS   ESTABLISHMENT WORKSPACE   STAFF WORKSPACE   VISIT STAFF WORKSPACE

Establishment Workspace

Est. Name En	Est. Name Ar	Est. Category	Medical District
Tarek Medical Center1	مركز طارق الطبي	Medical Center - كز طبي	Sharjah - الشارقة

License no.	Issue Date	Expiry Date	License Status
License not issued - ـن	License not iss	After inspector Approval	License not issued - ـن

☰ Latest Application Details

Application Number	Request Type	Current Status	Payment Due	Submit Date
37688	New License - Initial Inspectic	Payment Requested	AED 1000	23-02-2019

9.1.9   Pay the Requested Fees and Print Payment Receipt

9 Pay the Fees	Est. Initial Approval Process

Pay the fees if the Application status is 'Payment Requested' and print the receipt during payment if you like.

    9.1   Push on "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Tab.

    9.2   Make sure that the current status of the Application is 'Payment Requested'

    9.3   Push on "Payments" Tab, System Navigates to the Payments Tab.

    9.4   You will be transferred to payment gate way where you can select to pay with e Dirham or Credit Card and, if payment was successful you can print the receipt and wait for MOHAP Approval else try the payment again after few minutes.

    9.5   The 'Application Log' section in the page will show a record with the Action date and the Action as 'Payment Success'

9	Pay the Fees	Est. Initial Approval Process

9.1.10 Check for MOHAP Engineer

10	Check the for MOHAP Engineer Action	Est. Initial Inspection Process

10.1 Click on "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.

10.2 Watch the application status in the Application status section

10.3 Read the Engineer remarks in the application log section –

Engineer may do one of the action "Approve", "Send Back to Applicant", "Reject"

If the Application status is updated to "Approved", then proceed to the payment, then the next process 'Est. Initial Approval'

10	Check the for MOHAP Engineer Action	Est. Initial Inspection Process

✉ Establishment Application Messages

After Engineer approval for Initial inspection

Message From	Message	Sent Date
56191	Application Id : 37688, Engineer Status : Application Approve , Message : croak plan is not clear	2/23/2019 12:00:00 AM
56187	Application Id : 37688, Inspection Status : Passed , Message : 2nd.Leak resolved 1st. Water Leak has to be resolved	2/23/2019 12:00:00 AM
56186	Application Id : 37688, Inspection Status : Failed , Message : Water Leak has to be resolved	2/23/2019 12:00:00 AM
56185	Application Id : 37688, Inspection on 2019-02-23 , Message : be ready for the visit with original documents	2/23/2019 12:00:00 AM
56184	Application Id : 37688, Status: Assign Inspection Date , Message : The Croak Plan was clear thanks,keep checking the application status for initial inspection	2/23/2019 12:00:00 AM

1 2

📄 Initiate New Request

Request Types

Initial Approval - الموافقة المبدئية

Initiate Request

9.2   Est. Initial Approval Process

Process output:

Establishment Initial Approval Notification from MOHAP to be presented to the economic department.

Establishment Initial Approval Application status updated to "Approved"

Establishment License Created with a given license No. and validity for one year starting from approval date

Establishment License Status updated to "Licensed"

Process Pre Requisite:

The 'Est. initial inspection' Process should be completed and the application approved to start this process.

Process workflow summary:

This process requires the below steps to do submission

1. Before you should have completed the 'Est. initial inspection' Process i.e. reached the last step and Status is application is "Approved"

2. Start / Initialize the Process / Application : Navigate to "Establishment Work Space" Page, select the process 'Est. Initial Approval', Click submit request→ new application created with status 'Not Submitted'

3. Add establishment documents - attachments - required for the process

4. Submit the Application → Status of the application becomes 'Submitted'

5. Resubmit: the Application if the Application status is 'Rejected'

6. Pay the fees and print the receipt during payment if the Application status is 'Payment Requested'

7. Check Application Status: Approved or Rejected

8. Resubmit: the Application if the Application status is 'Rejected'

9. Get the Process output – Initial Approval Notification -

10. Start the next processes: 'Adding Staff' if the Application status is 'Approved'

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the application is approved.

9.2.1 Before You Start

1 Before You Start	Est. Initial Approval Process
The 'Est. initial inspection' Process should be completed i.e. 'Est. initial inspection' reached the last step and Status is application is "Approved"	
1.1 Push "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page. 1.2 Watch the application status at the "Latest Application Details" section 1.3 Make sure the "New License – Initial Inspection" Request Status is "Approved".	

9.2.2   Start / Initialize the Process

2   Start / Initialize the Process / Application   Est. Initial Approval Process
2.1 Push "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.
2.2 Click Push "Initiate Request" button → New application is created with status 'Not Submitted'

ESTABLISHMENT DETAILS   **ESTABLISHMENT WORKSPACE**   **STAFF WORKSPACE**   **VISIT STAFF WORKSPACE**

☰ Latest Application Details

Application Number	Request Type	Current Status	Payment Due	Submit Date
37688	New License - Initial Inspectic	Approved	AED 0	23-02-2019

✉ Establishment Application Messages

Message From	Message	Sent Date
56191	Application Id : 37688, Enginee Status : Application Approve Message : croak plan is not clear	2/23/2019 12:00:00 AM
56187	Application Id : 37688, Inspection Status : Passed , Message : 2nd.Leak resolved 1st. Water Leak has to be resolved	2/23/2019 12:00:00 AM
56186	Application Id : 37688, Inspection Status : Failed , Message : Water Leak has to be resolved	2/23/2019 12:00:00 AM
56185	Application Id : 37688, Inspection on 2019-02-23 , Message : be ready for the visit with original documents	2/23/2019 12:00:00 AM
56184	Application Id : 37688, Status: Assign Inspection Date , Message : The Croak Plan was clear thanks,keep checking the application status for initial inspection	2/23/2019 12:00:00 AM

① ②

📄 Initiate New Request

Request Types

Initial Approval - المواقفة المبدئية

[Initiate Request]

Are you sure you wish to **Initiate** a new request for the Establishment?

✖ Cancel   ✔ Confirm

After Starting the process
System Creates an Application and refresh 'establishment work space' page to show additional sections as below:
1. Information about the application created and the current status
2. Application logs section which shows the history of actions taken against the applications

2	Start / Initialize the Process / Application	Est. Initial Approval Process

Establishment Workspace

Initialize New Request "Initial Approval" produced the following: New Application No., Request Type "Initial Approval" Request Status "Not Submitted"

☰ Latest Application Details

Application Number	Request Type	Current Status	Payment Due		Submit Date
37689	Initial Approval	Not submitted	AED	0.00	23-02-2019

ESTABLISHMENT DETAILS   ESTABLISHMENT WORKSPACE   STAFF WORKSPACE   VISIT STAFF WORKSPACE

Establishment Details

Entry Added to the application Logs section under the Establishment Details Page to show the actions taken on the application

✉ Application Logs

Application Number	Action	Comment	Action By	Log Date
37689	Misc-UnKnown	Misc-UnKnown - Application Initiated : 2019-02-23	tarekmed	2/23/2019 9:01:47 PM

9.2.3 Establishment Documents - Attachments

3 Establishment Documents - Attachments	Est. Initial Approval Process

1. Refer to Common Function <u>Establishment Documents - Attachments</u> if you don' know how to attach the required documents
2. Add the required documents

Latest Application Details

Application Number	Request Type	Current Status	Payment Due	Submit Date
37689	Initial Approval	Not submitted	AED 0.00	23-02-2019

Establishment Details

Basic Information   Owner Details   Partner Information   **Establishment Documents**   Payments   Notifications

Document Type *

--Select--

- --Select--
- * Approved Establishment Plan (Croak Plan) - خطة المنشأة
- * Economic Department License - رخصة دائرة التنمية الاقتصادية
- * Establishment Request Letter - رسالة طلب المؤسسة
- Letter to Whom it May Concern - رسالة إلى من يهمه الأمر
- Owner Qualification - مؤهلات مالك
- * Security Check - الفحص الأمني

Upload Document

Select

Save Document   Cancel

Add Documents

Document Type	Document Type	Upload Date	View	Delete
Establishment Request Letter	رسالة طلب المؤسسة	23-02-2019	👁	🗑
Security Check	الفحص الأمني	23-02-2019	👁	🗑
Owner Qualification	مؤهلات مالك	23-02-2019	👁	🗑
Letter to Whom it May Concern	رسالة إلى من يهمه الأمر	23-02-2019	👁	🗑
Economic Department License	رخصة دائرة التنمية الاقتصادية	23-02-2019	👁	🗑

1   2

9.2.4   Submit the Application

4	Submit the Application	Est. Initial Approval Process
1. Refer to Common Function <u>Est. Initialize or Submit a Request</u> if you don' know how this action is done		
2. Submit the Request.		
3. The application status is changed to Submitted		
4. The 'Application Log': shows the submit action and date		

Establishment Workspace

Initiate New Request

Request Type:

Initial Approval

Submit Request

Latest Application Details

Application Number	Request Type	Current Status	Payment Due	Submit Date
37689	Initial Approval	Submitted	AED 0.00	23-02-2019

Application Logs

Application Number	Action	Comment	Action By	Log Date
37689	Misc-UnKnown	Misc-UnKnown - Application Initiated : 2019-02-23	tarekmed	2/23/2019 9:01:47 PM
37689	Initial App. Submitted	Initial App. Submitted - Application Submitted : 2019-02-23	tarekmed	2/23/2019 10:56:00 PM

9.2.5   Re Submit the Application if it was rejected

5	Re Submit the Application if it was rejected	Est. Initial Approval Process
Click on "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Page.		
Read the rejection remarks at the "Establishment Application Messages" and Rectify them, Example Attachment rectified before submission		
Scroll to "Initiate New Request" section and push the "Submit Request" button		

9.2.6   Pay the Fees

6 Pay the Fees	Est. Initial Approval Process

Pay the fees if the Application status is 'Payment Requested' and print the receipt during payment

1. Refer to Common Function <u>Pay the Requested Fees and Print Payment Receipt</u> if you don' know how this action is done

2. Submit the Request.

3. The application status is changed to Submitted

4. The 'Application Log': shows the submit action and date

After Payment Success

9.2.7 Check Application Status Approved or Rejected

7	Check Application Status: Approved or Rejected	Est. Initial Inspection Process
	1.1 Push the 'Establishment Details' Tab, System Navigates to the Establishment Details Tab.	
	1.2 Watch the application status in the Application status section is - Approved or Rejected	
	1.3 Read the result and remarks in the application log section –	
	If application was rejected, Read and Rectify the remarks and re submit the application again	
	If application was approved and you want to continue, then proceed to the next process 'Adding Staff Processes'	
	If application was approved and you want to cancel you may start 'Cancellation' Process	

If the Establishment Initial Approval Approved

Application status updated to "Approved"

Establishment License Created with a given license No. and validity for one year starting from approval date

Establishment License Status updated to "Licensed"

7	Check Application Status: Approved or Rejected	Est. Initial Inspection Process

9.2.8   Get the Approval Notification Application if it was rejected

8	Re Submit the Application if it was rejected	Est. Initial Approval Process
Refer to the Common Function Establishment Notifications if you don' know how this		

9.3   Adding Staff Processes

Kindly refer to one of the below subservices to add staff to the establishment

New License for Staff: For Staff who are first time to be licensed from MOHAP

Staff Transfer: For staff who have valid license from MOHAP, but for other establishment.

Staff Reregistration: For Staff who have license from MOHAP, but cancelled or expired.

9.4   Est. Final Inspection Process

This process requires the below steps to do submission

1. Start / Initialize the Process / Application

Select the process, Click Start Process → new application created with status 'Not Submitted'

3 Add the attachments - documents - required for the process

4. Submit the Application → Status of the application becomes 'Submitted'

5. Resubmit: the Application if the Application status is 'Rejected'

6. Pay the fees if Payment Requested and print the receipt during payment

7. Check Application Status: Approved or Rejected

8. Resubmit: the Application if the Application status is 'Rejected'

9. Get the process output if the Application status is 'Approved'

10. Start the next process required to get the receive the service if applicable

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the Application is approved to start the next process.

9.5   Est. Final Approval Process

This process requires the below steps to do submission

1. Start / Initialize the Process / Application

2. Select the process, Click Start Process → new application created with status 'Not Submitted'

3. Add the attachments - documents - required for the process

4. Submit the Application → Status of the application becomes 'Submitted'

5. Resubmit: the Application if the Application status is 'Rejected'

6. Pay the fees if Payment Requested and print the receipt during payment

7. Check Application Status: Approved or Rejected

8. Resubmit: the Application if the Application status is 'Rejected'

9. Get the process output if the Application status is 'Approved'

10. Start the next process required to get the receive the service if applicable

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the Application is approved to start the next process.

10.   New License for Staff

New License of Staff is a subservice of licensing service through which new staff can be licensed first time from MOHAP if he/she comply with MOHAP rules and requirements

New License should be passed through tow processes or applications to obtain the new license at the end

The New license Processes or applications are:

1. Staff Initial Approval
2. Staff Final Approval

10.1 Staff Initial Approval Process

Process output:

Staff Initial Approval, Staff License.

Process Pre Requisite:

Establishment Initial Approval and Security Approval.

Process workflow:

This process requires the below steps to do submission

1. Start / Initialize the Process / Application from the "staff work space" tab and Find the staff

2. Add the staff, Click Start Process → new "Initial Approval" application created with status 'Not Submitted'

3. Add the attachments - documents - required for the process

4. Submit the Application → Status of the application becomes 'Submitted'

5. Resubmit: the Application if the Application status is 'Rejected'

6. Pay the Application fees Example: 100 AED if Payment requested and print the receipt during payment

7. Check Application Status: Approved (Fees Payment Requested for license fees) or Rejected

8. Resubmit: the Application if the Application status is 'Rejected'

9. Pay the service (License) fees Example: 1000 AED if Payment requested

10. Start the next processes: 'Staff Final Approval' if the Application status is 'Approved'

See the executive summary to know the processes sequence for each service

Hint: Keep watching the application status through work space page and keep responding to MOHAP actions and notifications until the Application is approved to start the next process.

10.1.1 Before You Start

Establishment should be at least initially approved

10.1.2 Adding Staff – Initiate Request

Initiate Request	Add Staff - Staff Initial Approval
Push "Staff Workspace" Tab opens the "Staff Workspace" Tab. Push "Add Staff" button will opens the "Add Staff" Tab. Select the proper radio button for example ' Evaluated Staff/Nurse' Enter Staff (Evaluation Number (RN), Nursing orLicense No. Push "Find Staff" button → **Staff information listed** Click "Add Staff" Link → New Application "Staff Initial Approval" is created with status not submitted and few. Complete staff information and save it: System Navigates to the Staff Application window to complete the staff information, upload the photo, .. etc.	

Initiate Request   **Add Staff** - Staff Initial Approval

Staff Application

Est. Name En	Est. Name Ar	Est. Category	Medical District
Tarek Medical Center1	مركز طارق الطبي	Medical Center - مركز طبي	Sharjah - الشارقة

License no.	Issue Date	Expiry Date	License Status
7631	23-02-2019	22-02-2020	Licensed - مرخص

☰ Latest Application Details

Application Number	Request Type	Current Status	Submit Date
93013	Initial Approval	Not submitted	01-01-0001

👤 Staff Details

👤 Basic Information   📄 Staff Documents   📄 Payments   📄 Notifications

License No	License Status	Issue Date	Expiry Date	Visit Licenses Count
License not i	License not issued - عن	License not i	License not	0

Staff Name (English)	Staff Name (Arabic) *
akbar guthab	اكبر عمر

Initiate Request	**Add Staff** - Staff Initial Approval

Staff Details

Basic Information   Staff Documents   Payments   Notifications

License No	License Status	Issue Date	Expiry Date	Visit Licenses Count
License not i	License not issued - عن	License not i	License not	0

Staff Name (English)	Staff Name (Arabic) *
akbar guthab	اكبر عمر

Evaluation No.	Category	Specialty	Medical Title
165012			

Staff Type	Nationality	Gender	DOB
--Select--	India	Male	01-06-1978

Email	Emirates ID	Bayanati No.	Unified No.

Save Changes

Initiate New Request

Request Type :   Initial Approval   Submit Request

Initiate Request			**Add Staff** - Staff Initial Approval

👤 Staff Details

👤 Basic Information   📄 Staff Documents   📄 Payments   📄 Notifications

License No	License Status	Issue Date	Expiry Date	Visit Licenses Count
License not	License not issued - ن	License not	License not	0

Staff Name (English)
akbar guthab

Staff Name (Arabic) *
اكبر عمر

Selec 📤 🗑

Evaluation No.	Category	Specialty	Medical Title
165012	Technician		

Staff Type	Nationality	Gender	DOB
Technician	India	Male	01-06-1978

Email	Emirates ID	Bayanati No.	Unified No.
tariqj@moh.gov.ae	123-1234-1234567-1		1

✏ Save Changes

📄 Initiate New Request

Request Type :   Initial Approval   Submit Request

📄 Staff Logs 0 - 0 of 0

10.1.3 Add the documents – Attachments

10.1.4 Submit request

Submit Request	Add Staff - Staff Initial Approval
Submit the Request. The application status is changed to "Payment Requested" for application fees	

10.1.5 Pay the Application Fees

9	Pay the Fees	Est. Initial Approval Process

Pay the fees if the Application status is 'Payment Requested' and print the receipt during payment if required

- Refer to Common Function Payment for staff if you don' know how this action is done
- The application status is changed to "Submitted"
- The 'Staff Logs': doesn't show the submit action and date

After Payment Success

10.1.6 Check Application Status Approved or Rejected

10 Check Application Status: Approved or Rejected	Staff Initial Approval Process
Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab. Look at the application status at "Active Staff Applications" list. If application was rejected, Read and Rectify the remarks and re submit the application again If application was approved and you want to continue, then proceed to the next step 'Payment Requested' For screen shots see Staff Check Application or License Status	

10.1.7 Re Submit the Application if it was rejected

11 Re Submit the Application if it was rejected	Est. Initial Approval Process

Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab.

Push the "View" Icon from the "Licensed Staff" list or "Active Staff Applications" → Staff Details page opens

Read the rejection remarks at the "Staff Logs" and Rectify them, Example Attachment rectified before submission

Scroll to "Initiate New Request" section and push the "Submit Request" button

For screen shots Staff Initiate or Submit a Request

10.1.8 Pay the License Issuance Fees

12 Pay the Fees	Est. Initial Approval Process

Pay the fees if the Application status is 'Payment Requested' and print the receipt during payment

Refer to Common Function Payment for staff if you don' know how this action is done

The application status is changed to "Awaiting Auditor Approval"

10.1.9 Check Application Status Approved or Rejected

13 Check Application Status: Approved or Rejected	Est. Initial Inspection Process

Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab.
 	
Look at the application status at "Active Staff Applications" list.
 	
If application was rejected, Read and Rectify the remarks and re submit the application again
 	
    If application was approved and you want to continue, then proceed to the next process for staff 'Final Approval Process'
    If application was approved and you want to cancel you may start 'Cancellation' Process
    For screen shots see Staff Check Application or License Status	

10.1.10 Re Submit the Application if it was rejected

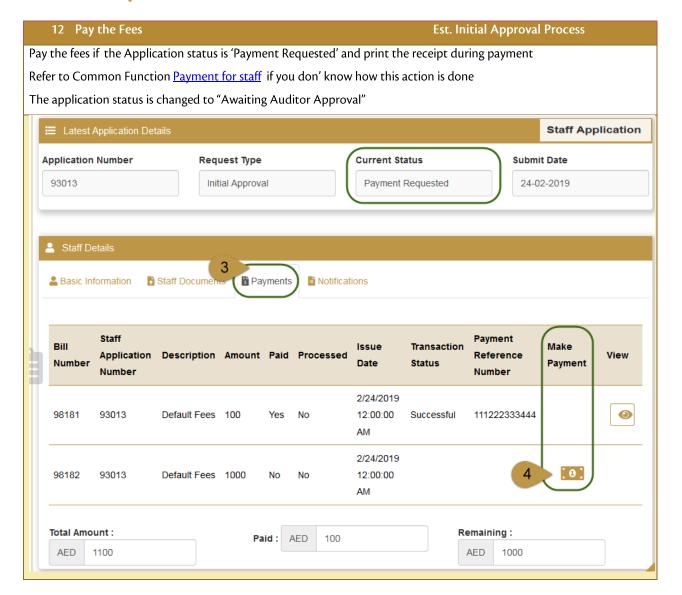| 14 Re Submit the Application if it was rejected	Est. Initial Approval Process
Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab. Push the "View" Icon from the "Licensed Staff" list or "Active Staff Applications" → Staff Details page opens Read the rejection remarks at the "Staff Logs" and Rectify them, Example Attachment rectified before submission Scroll to "Initiate New Request" section and push the "Submit Request" button **For screen shots** Staff Initiate or Submit a Request	

10.1.11 Get the Approval Notification Application if it was Approved

15 Re Submit the Application if it was rejected	Est. Initial Approval Process
Refer to the Common Function Staff Notifications if you don' know how this	

10.1 Staff Final Approval Process

Process output:

MOHAP License valid for one year from final approval date

Process Pre Requisite:

'Staff Initial Approval' Process

Process workflow:

This process requires the below steps to do submission

1. Start / Initialize the Process / Application

Select the process 'Est. Initial Approval', Click Start Process → new application created with status 'Not Submitted'

3 Add the attachments - documents - required for the process

4. Submit the Application → Status of the application becomes 'Submitted'

5. Resubmit: the Application if the Application status is 'Rejected'

6. Pay the fees if Payment Requested and print the receipt during payment

7. Check Application Status: Approved or Rejected

8. Resubmit: the Application if the Application status is 'Rejected'

9. Get the process output if the Application status is 'Approved'

Hint: Remember to renew before 2 months from expiry to avoid fine

11.   Common Functions

11.1 Check Log & Messages

11.1.1 Est. Check Log & Messages

Est. Check Log & Messages	Common Functions
Push the "Establishment Details" Tab, System Navigates to the Establishment Details Tab. The "Establishment Application Messages" section shows the messages sent to the applicant from MOHAP officers with the Action date & time and the taken Action. The "Application Logs" section shows the actions taken on the application by the both applicant and MOHAP Officers with the Action date & time and the taken Action.	

Est. Check Log & Messages	Common Functions

11.1.2 Staff Check Log & Messages

Staff Check Log & Messages	Common Functions
Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab. Push the "View" Icon from the "Licensed Staff" list or "Active Staff Applications" → Staff Details page opens The "Application Logs" section shows the actions taken on the application by the both applicant and MOHAP Officers with the Action date & time and the taken Action.	
OR	

Staff Check Log & Messages   **Common Functions**

11.2   Check Application Status

11.2.1   Est. Check Application Status

Est. Check Application and License Statuses   **Common Function**

To Check the current establishment request –application- or check the establishment license status

Push the "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Tab.

The license status and latest application status are displayed.

11.2.2 Staff Check Application or License Status

Staff Check Application or License Status	Common Function
Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab.	

Look at the application status at "Active Staff Applications" list.

Look at the License status and expiry at the "Licensed Status" list.

11.3 Documents – Attachments

11.3.1 Est. Document - Attachments

1	Add / Remove Establishment Documents	Common Function

    1.1 Push Establishment Documents Tab → System Navigates to the Establishment documents Page.

    1.2 Select the "Document Type", push "select" button to select the document, push 'Save Document' button →the document uploaded and added to the section 'Establishment Documents list' at the page.

    1.3 Document Types Required may vary according to the request type

1   Add / Remove Establishment Documents   Common Function

Establishment Details

Basic Information   Owner Details   Partner Information   **Establishment Documents**   Payments   Notifications

Instructions:
- Document Types followed by * are mandatory. Please attach all required documents before submitting the application
- Allowed file types : .jpg, .png, .jpeg

Add Documents

No documents to display

Establishment Details

Basic Information   Owner Details   Partner Information   Establishment Documents   Payments   Notifications

Document Type *

--Select--

--Select--
* Establishment Plan (Croak Plan) – خطة المنشأة
* Establishment Request Letter – رسالة طلب المؤسسة
* Letter to Whom it May Concern – رسالة إلى من يهمه الأمر
Location Photos – صور الموقع

No documents to display

Upload Document

Select

Save Document   Cancel

Establishment Details

Basic Information   Owner Details   Partner Information   Establishment Documents   Payments   Notifications

Instructions:
- Document Types followed by * are mandatory. Please attach all required documents before submitting the application
- Allowed file types : .jpg, .png, .jpeg

Add Documents

Document Type	Document Type	Upload Date	View	Delete
Establishment Plan (Croak Plan)	خطة المنشأة	23-02-2019	👁	🗑
Establishment Request Letter	رسالة طلب المؤسسة	23-02-2019	👁	🗑
Letter to Whom it May Concern	رسالة إلى من يهمه الأمر	23-02-2019	👁	🗑
Location Photos	صور الموقع	23-02-2019	👁	🗑
Location Photos	صور الموقع	23-02-2019	👁	🗑

11.3.2 Staff Document – Attachment

Add / Remove Staff Documents	Common Function

Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab.

Push the "View" Icon from the "Licensed Staff" list or "Active Staff Applications" → Staff Details page opens

Push the Staff Documents Tab → Click the Download Icon

Add / Remove Staff Documents		Common Function			

11.4   Initiate or Submit a Request

11.4.1 Est. Initiate or Submit a Request

Except for New License Initial Inspection, starting new request is as below

Est. Start or Submit a Request	Common Function

Push the "Establishment Workspace" Tab, System Navigates to the Establishment Workspace Tab.

Select The request type – if applicable - then push the "Submit Request" button

Note:

The "Application Log" section under "Establishment Details" TAB will show a record with the Action date & time and the Action as "Submit".

Est. Start or Submit a Request	Common Function

Or Initiate New Request

Est. Start or Submit a Request	Common Function

Est. Start or Submit a Request   Common Function

✉ Establishment Application Messages

No messages to display

✉ Application Logs

Application Number	Action	Comment	Action By	Log Date
37688	Misc-UnKnown	Misc-UnKnown - Application Submitted : 2019-02-23	tarekmed	2/23/2019 4:50:35 AM

Staff Email | Customer Happiness Charter | Archive | FAQ | Sitemap | Contact Us | Privacy Policy | Terms and Conditions | Accessibility Policy | Disclaimer | RSS | Abbreviations

11.4.2 Staff Initiate or Submit a Request

If the staff is not under the establishment currently, you have to will go through adding staff first, then submit the request.

Initiate Staff Request - Adding Staff	Common Function
Push "Staff Workspace" Tab opens the "Staff Workspace" Tab. Push "Add Staff" button will opens the "Add Staff" Tab. Select the proper radio button for example ' Evaluated Staff/Nurse' Enter Staff (Evaluation Number (RN), Nursing orLicense No. Push "Find Staff" button → Staff information listed Click "Add Staff" Link → New Application "Staff Initial Approval" is created with status not submitted and few. Complete staff information and save it: System Navigates to the Staff Application window to complete the staff information, upload the photo, .. etc. Refere to Adding Staff – Initiate Request for the screen shots	

Submit Staff Request	Common Function
Or if the Staff already added to the establishment, then submit the request Example: Staff Initial Approval Request	

Submit Staff Request   **Common Function**

📄 Initiate New Request

Request Types

Cancelation

Cancelation
Final Approval

Initiate Request

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

✕ Cancel   ✔ Confirm

✅ Success

Staff application submitted successfully.

📄 Staff Logs 1 - 1 of 1

Staff Application submitted and status became payment requested

Comment	Created By	Created On	Message
Payment Requested	tarekmed	2/24/2019 1:03:46 PM	

11.5 Pay the Requested Fees

11.5.1 Payment for establishment

11 View and pay the Bills for establishment Services	Common Function

You may view all the bills any time paid and not paid through the below steps

The unpaid Bills – whose "Transaction Status" is not successful

Pay the fees if the Application status is 'Payment Requested' and print the receipt during payment if you like.

11.1 Push on "Establishment Details" Tab, System Navigates to the Establishment Details Tab.

11.2 Make sure that the current status of the Application is 'Payment Requested'

11.3 Push on "Payments" Tab, System Navigates to the Payments Tab.

11.4 View the unpaid Bills, amount, and push the money icon under "Make Payment" column to start the payment.

11.5 You will be redirected to the payment gate way where you can select to pay with e Dirham or Credit Card and.

11.6 If the payment was successful the transaction status of the bill will be updated to "Successful", "Payment Reference Number" will be generated and the application status will be updated.

11.7 If the payment failed the transaction status of the bill will be updated to "Failed" and you have to retry the payment after few minutes.

If the payment was successful

11 View and pay the Bills for establishment Services   Common Function

📄 Establishment Details

🏢 Basic Information   👤 Owner Details   📢 Partner Details   📄 Attachments   📑 Payments   📄 Notifications

Bill Number	Application Number	Description	Amount	Paid	Processed	Issue Date	Transaction Status	Payment Reference Number	View
98178	37689	Default Fees	1000	Yes	Yes	2/23/2019 12:00:00 AM	Successful	111222333444	👁

Total Amount : AED 1000

Paid : AED 1000

Remaining : AED 0

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PR

✅ Success
Payment done successfully.   ✕

🌐 عربى 🔊 ⚙ ▾ 🖨 ⏻ Logout

ESTABLISHMENT DETAILS   ESTABLISHMENT WORKSPACE   STAFF WORKSPACE   VISIT STAFF WORKSPACE

Establishment Details

≡ Latest Application Details

After payment of initial inspection fees

Application Number	Request Type	Current Status	Payment Due	Submit Date
37688	New License - Initial Inspectic	Pending For Engineer Appro	AED 0	23-02-2019

11.5.2 Payment for staff

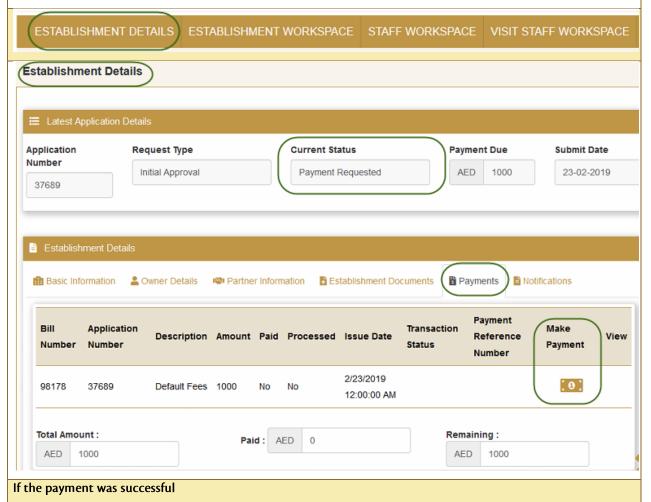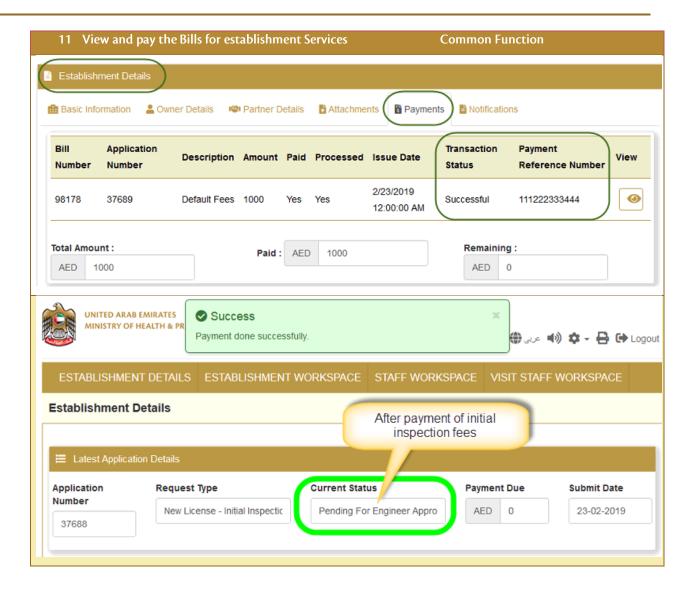| 12 View and pay the bills for the stuff services	Common Function

You may view all the bills any time paid and not paid through the below steps

The unpaid Bills – whose "Transaction Status" is not successful

Pay the fees if the Application status is 'Payment Requested' and print the receipt during payment if you like.

      12.1 Push on "Staff Workspace" Tab, System Navigates to the Staff Workspace Tab.

      12.2 Make sure that the current status of the Application is 'Payment Requested'

      12.3 Push the "View" Icon from the "Licensed Staff" list or "Active Staff Applications" → Staff Details page opens

      12.4 Push on "Payments" Tab, System Navigates to the Payments Tab.

      12.5 View unpaid Bills, amount, and push the money icon under "Make Payment" column to start the payment.

      12.6 You will be redirected to the payment gate way where you can select to pay with e Dirham or Credit Card and.

      12.7 If the payment was successful the transaction status of the bill will be updated to "Successful", "Payment Reference Number" will be generated and the application status will be updated.

      12.8 If the payment failed the transaction status of the bill will be updated to "Failed" and you have to retry the payment after few minutes.
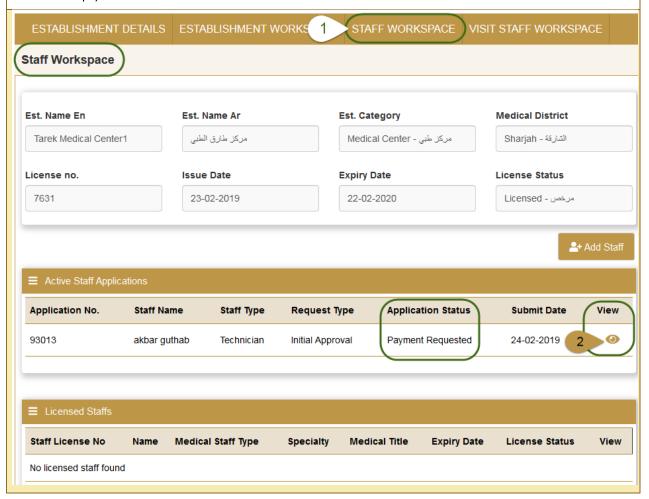
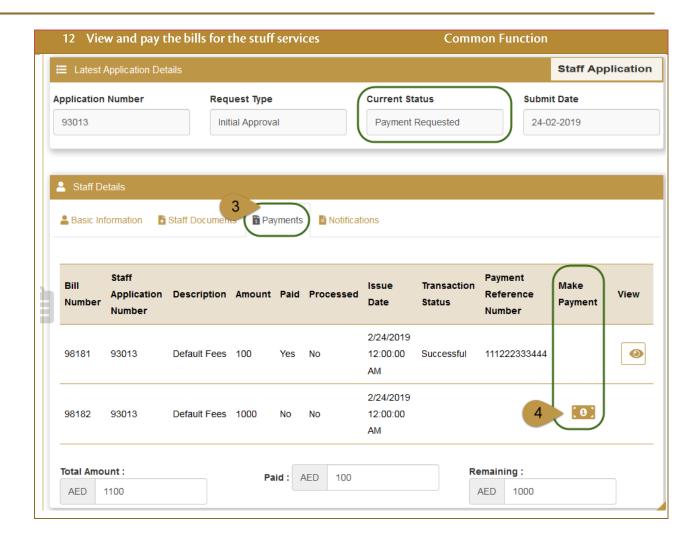## 12 View and pay the bills for the stuff services   Common Function

Latest Application Details   **Staff Application**

Application Number	Request Type	Current Status	Submit Date
93013	Initial Approval	Payment Requested	24-02-2019

Staff Details

Basic Information   Staff Documents   **3** Payments   Notifications

Bill Number	Staff Application Number	Description	Amount	Paid	Processed	Issue Date	Transaction Status	Payment Reference Number	Make Payment	View
98181	93013	Default Fees	100	Yes	No	2/24/2019 12:00:00 AM	Successful	111222333444		👁
98182	93013	Default Fees	1000	No	No	2/24/2019 12:00:00 AM			**4** 💵	

Total Amount : AED 1100   **Paid :** AED 100   **Remaining :** AED 1000

11.6 Get the Notifications

Notification of Initial approval for the Establishment or the staff generated from the system after initial approval application got approved.

Initial Approval Notification is required for establishment as a proof presented to governments' authorities – e.g. economic department - who has part in the licensing process of the establishment or staff

11.6.1 Establishment Notifications

Est. Notifications	Est. Initial Inspection Process
Push the "Establishment Details" Tab, System Navigates to the Establishment Workspace Tab. Push the Notification Tab → Click the Download Icon	

11.6.2 Staff Notifications

Staff Notifications	Common Function

Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab.

Push the "View" Icon from the "Licensed Staff" list or "Active Staff Applications" → Staff Details page opens

Push the Notification Tab → Click the Download Icon

11.7 Work Space

11.7.1 Establishment Work Space

Establishment Work Space	Common Function
Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab. Push the "View" Icon from the "Licensed Staff" list or "Active Staff Applications" → Staff Details page opens Push the Notification Tab → Click the Download Icon	

Establishment Work Space	Common Function

✉ Establishment Application Messages

Message From	Message	Sent Date
55331	Application Id : 37481, Status: Submitted , Message : يرجى ارفاق مخطط تجديد معتمد من قسم الرقابة والتفتيش	2/3/2019 12:00:00 AM
39666	Application Id :33544, Message : يرجى ارفاق صورة اللوحة الخارجية من ارض الواقع	3/27/2018 12:00:00 AM
39172	Application Id : 33544, Status: Submitted , Message : المخطط يجب ان يعتمد من المهندسين نهائيا لاتمام المعاملة	3/19/2018 12:00:00 AM
38795	Application Id : 33544, Status: Submitted , Message : لايوجد موافقة نهائية على المخطط من المهندسيين	3/13/2018 12:00:00 AM
38243	Application Id : 32734 , Engineer Status : Application Approve , Message : Kindly check the approved plan in the engineers URL in the establishment details	3/4/2018 11:00:58 AM

1 2 3

📄 Initiate New Request

Request Type:

Renewal

Submit Request

Staff Email | Customer Happiness Charter | Archive | FAQ | Sitemap | Contact Us | Privacy Policy | Terms and Conditions | Accessibility Policy | Disclaimer | RSS | Abbreviations

11.7.2 Staff Work Space

Staff Notifications	Common Function

Push the "Staff Work Space" Tab, System Navigates to the Staff Workspace Tab.

Push the "View" Icon from the "Licensed Staff" list or "Active Staff Applications" → Staff Details page opens

Push the Notification Tab → Click the Download Icon