

BIRTH AND DEATH REGISTRATION SYSTEM

User Manual Document

Version 1.0

1 Document Information

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1.2 Document Owner(s)

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2 Introduction

2.1 Purpose

We put in your hands the user manual for the system of birth and death certificate, which is an application that works through the browser to record and follow all applications for birth certificates and death certificates and also pay the fee of the certificate through this electronic service. The Ministry of Health and Community Protection, through its website, provides some services to citizens and expatriates, in order to facilitate the formal procedures in the extraction of some of your documents to meet the requirements of the modern state.

2.2 How to Use This Manual?

User Manual Helps the user to work on the system in the right steps and to ensure the correct results, and to get the desired results please follow the steps described in this manual.

2.3 Browser requirements

- Google Chrome Version 90.0 +
- Mozilla Firefox Version 90.0 +
- Microsoft Edge Version 90.0 +

2.4 Functional requirements

Functional requirements describe what the system can do to meet the job; the functional requirements are the following:

- 1. Birth Notifications
 - Request Birth Certificate.
 - Request Reissue Birth Certificate.
 - Request Lost/Replacement Birth Certificate.
 - Request Birth Certificate Modification.
 - Request Age Estimation Certificate

2. Death Notifications

- Request Death Certificate.
- Request Reissue Death Certificate.
- Request Lost/Replacement Death Certificate.
- Request Death Certificate Modification.

2.5 Entry to the system

All the users can enter and access "Birth and Death System" through the following link: <u>https://ebirthdeath.mohap.gov.ae/</u>

2.6 Birth and Death System

At the beginning, when you navigate to the birth and death certificate site, the main page that describes the objectives of the system is displayed. The user can also search for his / her application by entering the Reference Number in the assigned place. This is the search by Reference Number. As shown in figure (1)

UNITED ABASE EMBATES MINISTRY OF HEALTH & PREVENTION		قىلىغا سامىيە 🔹 🗘
Sign In Control Contro		
Remember me Forget Password		Birth & Death Notifications System Allow hospitals to issue individual certificates for major life events (births and deaths). Hospitals will be able to notify citizens and residents of their right to request birth and death certificates from PMD Center, which has the authority to issue those certificates. Individual Services
Birth/Death Certificate Verification	온클Health Card Inquiry	Medical Filness Inquiry

Figure 1 | Main Page

2.7 Registration

Registering a new user requires you to enter a set of information consisting of:

- User name.
- Arabic Full Name
- English Full Name
- Email.
- Mobile Number.
- Emirates ID.
- Password.
- Confirm Password.

Also the user can register with the UAE PASS if they are residence of the UAE. So you must enter all the fields with your information and click on the new Register button.

As shown in figure (2)

Individual Registration				
	User Details			
	▲nglish FullName *			
	Eida Number *		C Phone Number *	
	요트 Account Details			
	Luser Name *		⊠ Email *	
	Password *	۲	Confirm Password *	0
		A single trusted digital identity for a	th UAE PASS	
				Cancel

Figure 2 | Individual User Registration Page

Then A message will be sent to your e-mail with the following text:

Confirm your birth and death certificate account,

"Thanks for registering with us. Please confirm your account by clicking on the link <u>https://ebirthdeath.mohap.gov.ae/BirthDeathCertifications</u>, But if you did not register with us please ignore this email."

2.8 Login

Logging into the birth and death system requires the users to enter their username and password clicking on the Login button.

It can also save its username by clicking on the Remember me checkbox, and you can also change the language by clicking on the link عربى to change to Arabic language.

As shown in figure (3)	
UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION	العربية 🗘 🕪 العربية
Sign In Sign in with UAE PASS A single trusted digital identity for all citizens, residents and visitors. User Name	
Password ③	
Remember me Forget Password ?	
Login ->)	Birth & Death Notifications System Allow hospitals to issue individual certificates for major life events (births and deaths). Hospitals will be able to notify citizens and residents of their right to request birth and death certificates from PMD Center, which has the authority to issue those certificates.

Figure 3 | Login Page

Individual User Privileges

At first when the user login to the birth and death system, the user main page is displayed. There are three main sections in the vase. As shown in figure (4).

- 1. Birth Notifications: a multi tab which is divided onto 5 subpages. As shown in figure (5)
- 2. Death Notifications: a multi tab which is divided onto 4 subpages. As shown in figure (6)
- 3. Dashboard: shows all the transactions which have been edited or paid by the individual user.

	RATES TH & PREVENTION	2			🗘 🗘 (ا)) العزيية	Hi, Fadel 🗸 🖉
Rirth Notifie	cations ~ Death No	tifications ~				A / Individual Dashboard
ndividual Dashl	board		3		٩	Search (Filters
Person Name (EN)	Person Name (AR)	QAID Number	Date of Birth	Date Of Death	Status	Туре
Valeed	وليد	B/RAK/000004/202	09/07/2021	i NA	Notification Submitted	Normal Birth- Relssue
łazem	مار م	B/SJ/000036/2021	09/07/2021	📄 N/A	Certificate Issued	Normal Birth-New
łazem	م ارم	B/AN/000003/2021	08/29/2021	🖂 N/A	Under Process	Normal Birth-New
« < 1 > 2	2					10 ~ Showing 1 - 3 of 3

Figure 4 | Individual User Homepage

	UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION		UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION			
*	Birth Notifications ~ Death Notific	cations ~	Birth Notifica	ations ~	<u>Death Notifications</u> ⊻	
Indivi	Request Birth Certificate		Individual Dashboard		Request Death Certificate	
maivi	Request Reissue Birth Certificate		Person Name (EN)	Person Na	Request Reissue Death Certificate re of Birth Request Lost / Replacement Death Certificate	
Person I	Request Lost / Replacement Birth Certificate	QAID Number	Waleed	وليد	Request Death Certificate Modification	
Waleed	Request Birth Certificate Modification	B/RAK/000004/202	Hazem	م ازم	B/SJ/000036/2021 09/07/2021	
Hazem	Request Age Estimation Certificate	B/SJ/000036/2021	Hazem	حازم	B/AN/000003/2021	
Hazem	م ازم	B/AN/000003/2021	« < 1 > »			

Figure 5 | Birth Notification Tab

Figure 6 | Death Notification Tab

3 Birth Notifications

As mention earlier the Birth Notification Menu has 5 subpages which are:

- Request New Birth Certificate
- Request Reissue Birth Certificate
- Request Lost/Modification Birth Certificate
- Request Birth Certificate Modification
- Request Age Estimation Certificate

3.1 Request New Birth Certificate

After the application has been created by the hospital user, the individual user can request a birth certificate, user must enter the "Qaid Number" and either the "Mother Date of Birth" or the "Father Date of Birth" in the fields to retrieve the record. As shown in Figure (7)

UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION			💠 🎝 📢 العربية	Hi, Qassem Zakaria 🗸 🖉
Birth Notifications ~	Death Notifications ~			谷 / Find A Birth Notifications
Request Birth Certificate				
Qaid Number *	iii Mother Date Of Birth	- Or -	im Father Date Of Birth	Search Q

Figure 7 | Request Birth Certificate Page

After Entering the Qaid Number and Date of Birth for any of the parents, the user will be redirected to "Request Certificate Details" page, this page will let the user view the data which have been entered by the hospital user along with the uploaded attachments. As shown in figure (8)

This screen has 5 main tabs which the user can see the detailed entered information for:

- 1. Father Details: This tab will show information of the baby's father.
- 2. Mother Details: This tab will show information of the baby's mother.
- 3. Notification Details: This tab will show information of the hospital and notified person.
- 4. Baby Details: This tab will show information of the baby.
- 5. Notification Attachments: This tab will show attachments.

Request Certificate Details	B/RAK/000008/2021	DD Skip Review
Father Details	Father Details	+
	A Mother Details	+
Mother Details	Notification Details	+
Notification Details	Baby Details	+
Baby Details	Notification Attachments	+



Note: The Tabs can capsulized and Uncapsulized by clicking on the "-" or "+".

After viewing the fields and the attachments the user can click on the "Request Certificate" which is located inside the Notification Attachments Tab or "Skip Review" which is visble on the top of the page. As shown in figure (8), (9)

Birth Notifications - Death Notifications -		*
Father Details Mother Details	Police Letter Image: State of the size 1MB Other 1 Image: State 1MB	
Notification Details Baby Details	Other 2	
Complete Progress 25%	Review Details > Request Certificate > Payment	

Figure 9 | Request Certificate Button

Then the system will redirect the user to the "Request Certifcate" page which will let the user enter the "Arabic Name" and the "English Name" of the baby then the user can select the number of certificate copies in both language. As shown in figure (10)

Request Certificate			
Request Details	Request Details		~
Delivery Details	Arabic Name * عورو		
	English Name * Omar		
	Arabic Copies *	- Number Of Copies +	Service Fee 50 AED
	English Copies	- Number Of Copies +	Service Fee 50 AED

Figure 10 | Baby Name Area

Note: For new certificate requests , one Arabic copy will be manditory.

Then the user will have the option to collect the certificates from the PMD centers/hospitals or enter the delivery location so the certificate will be deliverd to the doorstep. As shown in figure (11)

Request Certificate			
Request Details	Request Details		~
Delivery Details	English Name * Khalid		
	Arabic Copies *	- Number Of Copies +	Service Fee 50 AED
	English Copies	- Number Of Copies + 0	Service Fee 0 AED
		Next→	
	8 Delivery Details		~
	Certificate Delivery to my Doorstep	Collect personally From PMD Center	er / MOHAP Hospital 🕜
		Proceed To Payment	

Figure 11 | Request Details Page

Note: If delivery to doorstep is selected, user will be charged extra fees as shown in the figure 12.

Then User can click on "Proceed To Payment" to pay the certificate immediately.

As shown in figure (12)

	A transaction of total amount 130.75 Aed Excluding e-Dirham Service charges will be initiated on your con	firmation
	Eees Details	
	Ministry Share	5 AED
	Share of Emirates Post Group	15.75 AED
°	Smart Q health BD	5 AED
······································	MOHAP share of the smart form for issuing, amending or replacing lost copy birth certificate requests	5 AED
+	Issuance of birth certificate	100 AED
	Payment Methods	
	I agree to all payment terms provided by the Ministry of Health and Prevention	
	Pay	

Figure 12 | Payment Details Page

Note: User must check the tick box for the terms and condictions.

Then user will be directed to the E-dirham payment gateway. As shown in figure (13) After that if the payment is successful the user will get redirected back to the BND system with successful response page. As shown in figure (14)

Else if the payment has failed the user will get redirected back to the BND system with failed response. As shown in figure (15)

Note: if user paid the transaction successfully, the system will show the happnies meter to the user, As shown in figure (16).

Payment	eDirham
MOHAP-SMARTFORMS	
Session time left approved 00 h. 04 min. 57 sec. Al Qusis 2 Al Nahda ST. Al Hilal Bank Building office # 219	
Payment Method	
Select payment method	
	\sim
Confirm & Calculate Prices	

Figure 13 | E-dirham Payment Gateway

Payment Response		
	Payment Success Payment of AED 340.43 Has been completed Successfully	ly
·	Payment Transaction Details	
	Checkout Id: 272fc1a9-b455-43ee-b6ab-99d6b505d5c8 Transaction Amount: AED 340.43	Heceipt Number: 12716206770424153040 Status Message: Amount was deposited successfully
	â	Back

Figure 14 | Success Response Page

Payment Response			
	A Payment Error		
· · · · · · · · · · · · · · · · · · ·	Payment Transaction Details		
+	Checkout Id:	Receipt Number:	
	Transaction Amount: AED	Status Message:	
		Gar Back	

Figure 15 | Failed Response Page

How was your service experience? Hold and swipe to the face that best represents your level of	
Not at all happy	Completely happy

Figure 16 | Happiness Meter

3.2 Request Reissue Birth Certificate

To request reissue birth certificate, user should navigate to the "Request Reissue Birth Certificate" page then user needs to click on the "Filter" button then they must enter the "Qaid Number" and either "Mother Date of Birth" or "Father Date of Birth" in the fields to search and retrieve the record. As shown in figure (17)

	ARAB EMIRATES Y OF HEALTH & PREVENTION					ا العربية	🕪 🧈 🌣 🛛 Hi, Qassen	n Zakarla ∨
😭 Birt	Notifications ~	Death Notifications	×				☆ / Re-Issue Birth	h Certificate Requests
Birth Reis	sue Requests						Q Search	
Baby Name	Father Name	Mother Name	QAID Number	Date of Birth	Status	Hospital	∀ Filters :	×
				∘∟∽			QAID Number	
				i≣ _ Q			i Mother Date Of Birth	
				No Pith Poissue Paguast	to Found		ather Date Of Birth ■ Father Date Of Birth	
				THO DITUT HOISSUE REQUEST	is round.		Clear	Apply Filters

Note: The user can request the approved and the issued certificates only.

Figure 17 | Request Reissue Birth Certificate

Then if the system retrieved the required record, the user need to press on the three dots then click the "Add" button. As shown in figure (18)

A Birth N	lotifications ~	Death Notification	s ~				ssue Birth Certificate Requests
Birth Reissue	e Requests					٩	Search (Filters
Baby Name	Father Name	Mother Name	QAID Number	Date of Birth	Status	Hospital	Type Actions
moew		paid	B/SJ/000095/2021	24/09/2021 22:59:00	Certificate Approved	Al-Zahraa Hospital- Sharjah	Normal Birth
« < 1 >	> >>					+ A	10 Showing 1 - 1 of 1



Note: The status will be changed from "Approved" or "Issued" to "Notification Submitted" as shown in figure 19.

Then the user needs to press on the three dots again then click the "Edit" button, so the system will take the user to that Birth Reissue request page so they can upload the required attachment and proceed to payment. As shown in figure (19)

😭 Birth N	otifications ~	Death Notification	s ~			🏠 / Re-Is	sue Birth Certificate Requests
Birth Reissue	e Requests					Q	Search (Filters
Baby Name	Father Name	Mother Name	QAID Number	Date of Birth	Status	Hospital	Type Actions
moew		paid	B/SJ/000095/2021	24/09/2021 22:59:00	Notification Submitted	Al-Zahraa Hospital- Sharjah	Normal Birth
* 1	» »					La Ed	10 ~ Showing 1 - 1 of 1

Figure 19 | Request Reissue Certificate - 2

The user needs to upload the required attachments, so they can proceed to the payment page.

cation Details		~
Number : Quaid Number : 700165 B/DU/000163/202	Status : Notification Submitted	•
chments		~
r attaches any document that means he/she verified t	he original document.	
ate Copy * ✔ ae8a51e-34a1-4d43-a080-013350#0673.jpg	Î	
Letter Ise the buttons bellow to upload your documents it suppor	ts.pdf.jpg.jpeg	Attach
	extion Details Number : Quaid Number : 700165 E/DU/000163/202 chments r attaches any document that means he/ehe verified t ate Copy * ✓ ae8a51e-34a1-4d43-a080-013350ff0673.jpg .etter Ise the buttons bellow to upload your documents it suppor ng file size 1MB	sation Details Number : Quaid Number : Status : 700165 B/DU/000163/2021 Notification Submitted chments Image: Status and S

Figure 20 | Reissue Request Page

Note: The Certificate copy is manditory for reissue request.

After uploading the attachments, the user can click on the "Submit", then the user will be redirected to the "Request Certifcate" page which the user need to enter the number of certificate copies in both language. As shown in figure (21)

D Roquest Details	🖓 Request Details		
Delivery Details	Arabic Copies	- Number Of Copies +	Service Fee 0 AED
	English Copies	- Number Of Copies +	Service Fee 0 AED

Figure 21 | Request Certificate Page

Then the user will have the option to collect the certificates from the PMD centers/hospitals or enter the delivery location so the certificate will be deliverd to the doorstep, as discussed earler.

Request Certificate	
Request Details	C Request Details
Delivery Details	O Delivery Details ~
	Certificate Delivery to my Doorstep Collect personally From PMD Center / MOHAP Hospital
	Proceed To Payment

Figure 22 | Request Certificate Page

Then User needs to click on "Proceed To Payment" to go to the payment page and pay this certificate request.

Request Certificate Details		
	A transaction of total amount 60 Aed Excluding e-Dirham Service charges will be initiated on your confirmation	
	Fees Details Smart Q health BD	5 AED
°	MOHAP share of the smart form for issuing, amending or replacing lost copy birth certificate requests	5 AED
·	Fees for replacement of Birth or death certificate	50 AED
	Payment Methods Now you can Pay Easily using one of these payment methods	ALADA URANA KOhen
	✓ I agree to all payment terms provided by the Ministry of Health and Prevention	
	Pay	

Figure 23 | Payment Summary Page

Then user will be directed to the E-dirham payment gateway. As shown in figure (13), then if the payment is successful he will get back to the BND system with successful response page. As shown in figure (14), and if the payment is failed he will get redirected to the BND system with failed response page. As shown in figure (15)

Note: if user paid the transaction sucessfully, the system will show the happnies meter to the user.

3.3 Request Lost/Replacement Birth Certificate

To request a lost/replacement birth certificate, the user should navigate to the "Request Lost/Replacement Birth Certificate" page then the user needs to click on the "Filter" button then user must enter the "Qaid Number" and either "Mother Date of Birth" or "Father Date of Birth" in the fields to search the record. As shown in figure (24)

	UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION						⊫ العربية	🔊 🍠 💠 Hi, Qassen	n Zakaria 🗸 🙎
*	Birth Notifications ~	Death Notifications ~						A / Requests for Replacement of	of lost Birth Certificate
Birth L	Losts							Q Search	√Filters
Baby Nar	me Father Na	me Mother Nam	e QAID Number	Date of Birth	Status	Hospital	Туре	\bigtriangledown Fliters :	×
				المحتار ال				QAID Number	
								B Mother Date Of Birth	
				No Birth Losts Fo	ound.			Father Date Of Birth	
								Clear	Apply Filters

Note: The user can request the approved and the issued certificates only.

Figure 24 | Request Lost/Replacement Birth Certificate

Then if the system finds the required record, the user need to press on the three dots then click the "Add" button. As shown in figure (25)

Note: The status will be changed from "Approved" or "Issued" to "Notification Submitted" as shown in figure 18.

Birth Losts						Q 5	Gearch	Filters
Baby Name	Father Name	Mother Name	QAID Number	Date of Birth	Status	Hospital	Туре	Actions
Hadi	Hamad Yaqoob Khalid	Joel Fatin	B/RAK/000013/2021	08/09/2021 00:00:00	Certificate Issued	Shaam hospital - RAK		•••
« < 1	> >>					+ Adı	10 ~ 3	Showing 1 - 1 of 1



Then the user needs to press on the three dots again then click the "Edit" button, so the system will take the user to that Birth Lost/Replacement request page so they can upload the required attachment and proceed to payment. As shown in figure (26)

UNITED ARAB EMIRATE MINISTRY OF HEALTH &	IS & PREVENTION				ā	🗢 🎝 🕪 العربي	Hi, Qassem Zak	karia 🗸 🖉
A Birth Notification	ons ~ Death Not	tifications ~				😭 / Requests for	Replacement of lost	t Birth Certificate
Birth Losts							Q Search	\ \ \ \ \ \ \ \ Filters
Baby Name	Father Name	Mother Name	QAID Number	Date of Birth	Status	Hospital	Туре	Actions
Talal	Jassem	Wedad Mohammed	B/DU/000194/2021	iiii 30/08/2021 08:47:30	Notification Submitted	Irani Hospital- Dubai		•••
« < 1 > »							10 Y	Showing 1 - 1 of 1



After Entering the Qaid Number and Date of Birth for any of the parents, you will be redirected to Birth Lost/Replacement Request page to upload the required attachment.

As shown in figure (27)

Birth Lost Request				
	Application Details			~
	Application Number : B00413900196	Quaid Number : B/DU/000194/2021	Status : Notification Submitted	
	C Attachments			~
	If the user attaches any docum	ent that means he/she verified the original do	cument.	
	Certificate Copy *	p upload your documents it supports .pdf .jpg .jpe	9 🖉 Attach	
	Court Letter Use the buttons beliow to .png file size 1MB	upload your documents it supports .pdf .jpg .jpe	g 🖉 Attach	

Figure 27 | Lost/Replacement Request Page

Note: The Certificate copy is manditory for lost/replacment request.

After uploading the attachments, the user can click on the "Submit", then the user will be redirected to the "Request Certifcate" page which the user need to enter the number of certificate copies in both language. As shown in figure (28)

D Bequest Details	🖁 Request Details		
>> Delivery Details	Arabic Copies	- Number Of Copies +	Service Fee 0 AED
	English Copies	– Number Of Copies +	Service Fee 0 AED

Figure 28 | Request Certificate Page

Then the user will have the option to collect the certificates from the PMD centers/hospitals or enter the delivery location so the certificate will be deliverd to the doorstep, as discussed earler.

Request Certificate	
Poquest Datails	Request Details
Thequest Details	
Delivery Details	O Delivery Details
	Collect personally From PMD Center / MOHAP Hospital
	Proceed To Payment

Figure 29 | Request Certificate Page

Then User needs to click on "Proceed To Payment" to go to the payment page and pay this certificate request.

Request Certificate Details		
	A transaction of total amount 60 Aed Excluding e-Dirham Service charges will be initiated on your confirmation	
	Smart Q health BD	5 AED
· · · · ·	MOHAP share of the smart form for issuing, amending or replacing lost copy birth certificate requests	5 AED
·	Fees for replacement of Birth or death certificate	50 AED
	Payment Methods Now you can Pay Easily using one of these payment methods	
	✓ I agree to all payment terms provided by the Ministry of Health and Prevention	
	Pay	

Figure 30 | Payment Summary Page

Then user will be directed to the E-dirham payment gateway. As shown in figure (13), then if the payment is successful he will get back to the BND system with successful response page. As shown in figure (14), and if the payment is failed he will get redirected to the BND system with failed response page. As shown in figure (15)

Note: if user paid the transaction sucessfully, the system will show the happnies meter to the user.

3.4 Request Birth Certificate Modification

As shown in figure (30)

To request birth certificate Modification, user should click on the filter button then user must enter the "Qaid Number" and either "Mother Date of Birth" or "Father Date of Birth" in the fields to search the record.

```
Note: The user can request the approved and the issued certificates only.
         UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION
                                                                                                 العربية
                                                                                                        🔹 🎝 🔹
                                                                                                                          Hi, Qassem Zakaria 🗸 🛛 🖉
     Birth Notifications ~
                                    Death Notifications ~
                                                                                                                   Birth Modifications
                                                                                                                         Q Search
                                                                                                                                          Filters
                                                                                                              Filters:
                                                                                                                                           X
   Baby Name
                   Father Name
                                   Mother Name
                                                   QAID Number
                                                                   Date of Birth
                                                                                   Status
                                                                                                   Hospital
                                                                                                              QAID Number
                                                                                                               Mother Date Of Birth
                                                                                                               Father Date Of Birth
                                                                No Birth Modifications Found
                                                                                                                    Clear
Figure 31 | Request Modification Birth Certificate
```

Then if the system finds the required record, the user need to press on the three dots then click the "Add" button.

Birth Modifi	cations					Q Se	earch (Filters
Baby <mark>Name</mark>	Father Name	Mother Name	QAID Number	Date of Birth	Status	Hospital	Туре	Actions
Omoria	Hassan	Hind	B/RAK/000015/2021	08/09/2021 23:58:00	Certificate Issued	Saqr Hospital - RAK	Normal Birth	•••
« < 1	> >>					+ Add	10 × S	howing 1 - 1 of 1

Figure 32 | Birth Modification Page

As shown in figure (31)

~

```
Note: The status will be changed from "Approved" or "Issued" to "Not Cpmplated" as shown in figure 32.
```

Then the user needs to press on the three dots again then click the "Edit" button, so the system will take the user to that Birth Modification request page so they can edit the incorrect fields and upload the required attachment and proceed to payment.

UNITED ARAI MINISTRY OF	B EMIRATES HEALTH & PREVENTION				📦 العربية	🤳 🌣 🛛 Hi, C	Qassem Zakari	ia ≻ Q
🔏 Birth N	otifications ~	Death Notifications	š ~			省 / Modificat	ion Birth Certific	ate Requests
Birth Modifica	ations					Q 8	Search (∀ Filters
Baby Name	Father Name	Mother Name	QAID Number	Date of Birth	Status	Hospital	Туре	Actions
Mohammed	Mohammed	Fawziah	B/DU/000195/2021	30/08/2021 12:47:30	Not Completed	Irani Hospital- Dubai	Normal Birth	
« < 1 >	»						10 ~ S	howing 1 - 1 of 1

Figure 33 | Birth Modification Page

After Entering the Qaid Number and Date of Birth for any of the parents, you will be redirected to Birth Modification Page to select the required field which the user need to change its value.

First user needs to choose the fields from the dropdown list of "Attributes" then user need to enter the "New Value" confirm the change by pressing on "+" button. As shown in figure (34), (35)

Birth Certificate Modification	Application Details			~
	Application Number : B00813700015	Quaid Number : B/RAK/000015/2021	Status : Not Completed	
	Attributes * Select ~	New Value	Current Value	+
	Attribute Name	Update Value	Previous Value	Action
		(i) Next		

Figure 34 | Birth Modification Request Page

Sirth Certificate Modification				
	Application Details			~
	Application Number : B00813700015	Quaid Number : B/RAK/000015/2021	Status : Not Completed	
	Attributes * Select ~	New Value *	Old Value Current Value	+
	Attribute Name	Update Value	Previous Value	Action
	Father Nationality	Syrlan Arab Republic	سيراليون-Slerra Leone	Ŵ
	Mother Nationality	Jordan		m

Figure 35 | Birth Modification Page

If the user need to clear any updated field, the user can click on the delete icon in red color to delete that update change.

Note: The user can update upto 6 fields in each request.

Then user needs to click on the "Next" go to the attachment screen then after uploading the required attachment user can go to the payment page by clicking on "Submit" and proceed with the modification request.

Other 2	
Use the buttons bellow to upload your documents it supports .pdf .jpg .jpeg .png file size 1MB	🖉 Attach
Submit	

Request Certificate Details		
	A transaction of total amount 60 Aed Excluding e-Dirham Service charges will be initiated on your confirmation	
	Tees Details	
	Smart Q health BD	5 AED
°	MOHAP share of the smart form for issuing, amending or replacing lost copy birth certificate requests	5 AED
· ②°	Fees for replacement of Birth or death certificate	50 AED
+	Payment Methods Now you can Pay Easily using one of these payment methods	4 cata 🗎

Figure 36 | Payment Summary Page

Then user will be directed to the E-dirham payment gateway. As shown in figure (13), then if the payment is successful he will get back to the BND system with successful response page. As shown in figure (14), and if the payment is failed he will get redirected to the BND system with failed response page. As shown in figure (15)

Note: if user paid the transaction successfully, the system will show the happnies meter to the user.

4 Death Notifications

As mention earlier the Birth Notification Menu has 4 subpages which are:

- Request New Death Certificate
- Request Reissue Death Certificate
- Request Lost/Modification Death Certificate
- Request Death Certificate Modification

4.1 Request New Death Certificate

After the application has been created by the hospital user, the individual user can request a death certificate, the user must enter the "Qaid Number" and the "Deceased Date of Birth". As shown in Figure (37)

UNITED ARAB EN MINISTRY OF HE/	RATES LTH & PREVENTION		العربية 🕴 🎝 🔹 العربية Hi, Oassem Zakaria v
A Birth Notif	cations ~ Death Notificatio	ns ~	脅 / Find A Death Notifications
Request Death	Certificate		
Qaid N	umber *	⊞ Deceased Date Of Birth *	. Search Q

Figure 37 | Request Death Certificate Page

After Entering the Qaid Number and Date of Birth for dead person, the user will be redirected to "Request Certificate Details" page, this page will let the user view the data which have been entered by the hospital user along with the uploaded attachments. As shown in figure (38)

Create New Death Notification	D/SJ/000032/2021	Skip Review
Person Details	Person Details	+
	Notification Details	+
Notification Details	Notification Attachments	+
Notification Attachments		

Figure 38 | Death Certificate Details

This screen has 3 main tabs which the user can see the detailed entered information for:

- 1. Person Details: This tab will show information of the dead person.
- 2. Notification Details: This tab will show information of the hospital and notified person.
- 3. Notification Attachments: This tab will show attachments.

Note: The Tabs can capsulized and Uncapsulized by clicking on the "-" or "+".

After viewing the fields and the attachments the user can click on the "Request Certificate" which is located inside the Notification Attachments or "Skip Review" which is visble on the top of the page. As shown in figure (39)

Person Details	file size 1MB
Notification Details	Other 1
Notification Attachments	Other 2
	file size 1MB
	→ Request Certificate

Figure 39 | Request Certificate Button

After uploading the attachments, the user can click on the "Submit", then the user will be redirected to the "Request Certifcate" page which the user need to enter the number of certificate copies in both language. As shown in figure (40)

Request Certificate			
Request Datails	Request Details		~
Delivery Details	Arabic Copies *	- Number Of Copies +	Service Fee 50 AED
	English Copies	- Number Of Copies +	Service Fee 0 AED
		Next →	

Figure 40 | Request Certificate Page

Then the user will have the option to collect the certificates from the PMD centers/hospitals or enter the delivery location so the certificate will be deliverd to the doorstep, as discussed earler.

Request Certificate		
> Request Details	Prequest Details	>
Delivery Details	O Delivery Details	~
	Certificate Delivery to my Doorstep Collect personally From PMD Center / MOHAP Hospital	
	Proceed To Payment	

Figure 41 | Request Certificate Page

Request Certificate Details		
	A transaction of total amount 60 Aed Excluding e-Dirham Service charges will be initiated on your confirmation	
	C Fees Details	
	Smart Q health BD	5 AED
°	MOHAP share of the smart form for issuing, amending or replacing lost copy death certificate requests	5 AED
·	Issuance of death certificate	50 AED
+	Payment Methods Now you can Pay Easily using one of these payment methods	
	I agree to all payment terms provided by the Ministry of Health and Prevention	
	□ Pay	

Figure 42 | Payment Summary Page

Then user will be directed to the E-dirham payment gateway. As shown in figure (13), then if the payment is successful he will get back to the BND system with successful response page. As shown in figure (14), and if the payment is failed he will get redirected to the BND system with failed response page. As shown in figure (15)

Note: if user paid the transaction successfully, the system will show the happnies meter to the user.

To request reissue death certificate, user should navigate to the "Request Reissue Death Certificate" page then user needs to click on the "Filter" button then they must enter the "Qaid Number" and "Date of Birth" of the dead person in the fields to search and retrieve the record. As shown in figure (43)

UNITED ARAB EMIRATE MINISTRY OF HEALTH &	S PREVENTION				العربية	🕪 🍠 🌣 Hi, Qas	asem Zakaria 👻 🙎
A Birth Notification	ons v Death Notification	IS ~				脅 / Reissue	Death Certificate Requests
Death Certificate F	Reissue Request					Q Sea	rch (Filters
Deceased Name	QAID Number	Date Of Death	Status	Hospital	Date Created	\forall Filters :	×
			÷			QAID Number	
						Date of Birth	
			+			Clear	Apply Filters
			No Death Certificate Reissue F	Request Found.			

Figure 43 | Request Reissue Death Certificate Page

Note: The user can request the approved and the issued certificates only.

Then if the system retrieved the required record, the user need to press on the three dots then click the "Add" button. As shown in figure (44)

Birth Notifica	ations ~ Death N	otifications ~	User Management		😤 / Reissue Death Ce	rtificate Requests
Death Certificate	Reissue Request	t			Q Search	Tilters
Deceased Name	QAID Number	Date Of Death	Status	Hospital	Date Created	Actions
Noora	D/DU/000078/2021	01/09/2021 23:00:00	Certificate Issued	Irani Hospital-Dubai	26/09/2021 18:34:40	•••
« < 1 > »					+ Add	Chowing - 1 of 1

Figure 44 | Request Reissue Birth Certificate

Note: The status will be changed from "Approved" or "Issued" to "Notification Submitted" as shown in figure.

Then the user needs to press on the three dots again then click the "Edit" button to go to the Death Reissue request page so they can upload the required attachment and proceed to payment. As shown in figure (44), (45)

A Birth Notifica	ations ~ Death Notif	fications ~ I	User Management			ertificate Requests
Death Certificate	Reissue Request				Q Search	
Deceased Name	QAID Number	Date Of Death	Status	Hospital	Date Created	Actions
Noora	D/DU/000078/2021	01/09/2021 23:00:00	Notification Submitted	Irani Hospital-Dubai	29/09/2021 13:51:01	••••
« < 1 > »					C Edit	viruning i - 1 of 1

Figure 45 | Request Reissue Certificate – 2

The user needs to upload the required attachments, so they can proceed to the payment page.

	ဂို Application Details			~
	Application Number : D00413900074	Quaid Number : D/DU/000074/2021	Status : Notification Submitted	
+	Attachments			>

Figure 46 | Death Notification Page

After uploading the attachments, the user can click on the "Request Certificate" button, then the user will be redirected to the "Request Certificate" page which the user need to enter the number of certificate copies in both language. As shown in figure (47)

Request Certificate			
	Request Details		~
A Delivery Details	Arabic Copies *	- Number Of Copies +	Service Fee 50 AED
C	English Copies	- Number Of Copies +	Service Fee 0 AED
		Next→	

Figure 47 | Request Certificate Page

Then the user will have the option to collect the certificates from the PMD centers/hospitals or enter the delivery location so the certificate will be deliverd to the doorstep, as discussed earler.

Request Certificate		
Request Details	Request Details	>
Delivery Details	O Delivery Details	~
	Certificate Delivery to my Doorstep Collect personally From PMD Center / MOHAP Hospital	2
	Proceed To Payment	

Figure 48 | Request Certificate Page

Request Certificate Details		
	A transaction of total amount 60 Aed Excluding e-Dirham Service charges will be initiated on your confirmation	
	Fees Details	
	Smart Q health BD	5 AED
°	MOHAP share of the smart form for issuing, amending or replacing lost copy death certificate requests	5 AED
	Issuance of death certificate	50 AED
+	Payment Methods Now you can Pay Easily using one of these payment methods Lagree to all payment terms provided by the Ministry of Health and Prevention	Andread E

Figure 49 | Payment Summary Page

Then user will be directed to the E-dirham payment gateway. As shown in figure (13), then if the payment is successful he will get back to the BND system with successful response page. As shown in figure (14), and if the payment is failed he will get redirected to the BND system with failed response page. As shown in figure (15)

Note: if user paid the transaction successfully, the system will show the happnies meter to the user.

4.3 Request Lost/Replacement Death Certificate

To request reissue death certificate, user should navigate to the "Request Lost/Replacement Death Certificate" page then user needs to click on the "Filter" button then they must enter the "Qaid Number" and "Date of Birth" of the dead person in the fields to search and retrieve the record. As shown in figure (50)

Replacement of L	Q Search (Filters						
Deceased Name	Deceased Name QAID Number Date Of Death Status						
		No Replacement of Lost Death Certifica	te Requests Found.				

Figure 50 | Request Lost/Replacement Death Certificate Page

Note: The user can request the approved and the issued certificates only.

Then if the system retrieved the required record, the user need to press on the three dots then click the "Add" button. As shown in figure (51)

Replacement of Lost I	Q S	earch Trilters		
Deceased Name	QAID Number	Date Of Death	Status	Actions
Samla	D/DU/000076/2021	02/08/2021 14:48:00	Certificate Issued	***
« < 1 > »			+ Add	то - опоwing 1 - 1 of 1

Figure 51 | Request Reissue Birth Certificate

Note: The status will be changed from "Approved" or "Issued" to "Notification Submitted" as shown in figure.

Then the user needs to press on the three dots then click the "Edit" button to go to the Death Reissue request page so they can upload the required attachment and proceed to payment. As shown in figure (52), (53)

Replacement of Lost Death C	Q Search (Filters			
Deceased Name	QAID Number	Date Of Death	Status	Actions
Samla	D/DU/000076/2021	02/08/2021 14:48:00	Notification Submitted	•••
« < 1 > »				Snowing 1 - 1 of 1



The user needs to upload the required attachments, so they can proceed to the payment page.

Application Details	Application Details			
Application Number : D00413900076	Quaid Number : D/DU/000076/2021	Status : Notification Submitted		
Attachments			>	

Figure 53 | Death Notification Page

After uploading the attachments, the user can click on the "Request Certificate" button, then the user will be redirected to the "Request Certificate" page which the user need to enter the number of certificate copies in both language. As shown in figure (54)

Request Certificate			
	P Request Details		~
Delivery Details	Arabic Copies *	- Number Of Copies +	Service Fee 50 AED
<u> </u>	English Copies	- Number Of Copies +	Service Fee 0 AED
		Next→	

Figure 54 | Request Certificate Page

Then the user will have the option to collect the certificates from the PMD centers/hospitals or enter the delivery location so the certificate will be deliverd to the doorstep, as discussed earler.

Request Certificate		
> Request Details	Request Details	>
Delivery Details	Or Delivery Details	~
	Certificate Delivery to my Doorstep Collect personally From PMD Center / MOHAP Hospital	
	Proceed To Payment	

Figure 55 | Request Certificate Page

Request Certificate Details		
	A transaction of total amount 60 Aed Excluding e-Dirham Service charges will be initiated on your confirmation	
	C Fees Details	
	Smart Q health BD	5 AED
°	MOHAP share of the smart form for issuing, amending or replacing lost copy death certificate requests	5 AED
	Issuance of death certificate	50 AED
	Payment Methods Now you can Pay Easily using one of these payment methods	
	I agree to all payment terms provided by the Ministry of Health and Prevention	
	Pay	

Figure 56 | Payment Summary Page

Then user will be directed to the E-dirham payment gateway. As shown in figure (13), then if the payment is successful he will get back to the BND system with successful response page. As shown in figure (14), and if the payment is failed he will get redirected to the BND system with failed response page. As shown in figure (15)

Note: if user paid the transaction successfully, the system will show the happnies meter to the user.

4.4 Request Death Certificate Modification

To request reissue death certificate, user should navigate to the "Request Death Certificate Modification" page then user needs to click on the "Filter" button then they must enter the "Qaid Number" and "Date of Birth" of the dead person in the fields to search and retrieve the record. As shown in figure (57)

Birth Not	ifications ~ D	eath Notifications ~			谷 / Modification Deat	th Certificate Requests
Death Modifica	ations				Q Search	TFilters
Deceased Name	QAID Number	Date Of Death	Status	Hospital	∀ Filters :	×
					QAID Number	
					Date of Birth	
			+		Clear	Apply Filters
			No Death Modifications	Found.		

Figure 57 | Request Death Certificate Modification

Note: The user can request the approved and the issued certificates only.

Then if the system retrieved the required record, the user need to press on the three dots then click the "Add" button. As shown in figure (59)

Birth Notification	ons ~ Death Notif	ications ~	谷 / Modification Death Certificate Requests			
Death Modification	S				Q Search	Tilters
Deceased Name	QAID Number	Date Of Death	Status	Hospital	Date Created	Actions
John	D/DU/000073/2021	11/03/2021 11:48:00	Certificate Issued	Irani Hospital-Dubai	26/09/2021 18:13:25	•••
« < 1 > »					+ Add	Showing i - 1 of 1

Figure 58 | Request Death Certificate Modification

Note: The status will be changed from "Approved" or "Issued" to "Not Complated" as shown in figure.

Then the user needs to press on the three dots then click the "Edit" button to go to the Death modification request page so the user can edit the incorrect fields and upload the required attachment and proceed to payment. As shown in figure (60), (61)

Birth Notificat	tions v Death Not	ifications ~		1	쑭 / Modification Death Cer	tificate Requests
Death Modificatio	ns				Q Search	Trilters
Deceased Name	QAID Number	Date Of Death	Status	Hospital	Date Created	Actions
John	D/DU/000073/2021	11/03/2021 11:48:00	Not Completed	Irani Hospital-Dubai	29/09/2021 14:54:18	•••
« < 1 > »					Edit	Showing i - 1 of 1

Figure 59 | Request Reissue Certificate – 2

`	-	\sim	\sim	
\mathbf{V}			11	
v		.0	0	

0	otano		~
Application Number : D00413900073	Quaid Number : D/DU/000073/2021	Status : Not Complete	eted
Attributes * Select ~	New Value	Current Value	+
Attribute Name	Update Value	Previous Value	Action
	Application Number : D00413900073 Attributes * Select ~	Application Number : DrOU/000073/2021 Attributes * Select Attribute Name Update Value Update Value	Application Number : Quaid Number : DrDU/000073 2021 Status : Not Completion Number : DrDU/000073/2021 Attributes * New Value Current Value Attribute Name Update Value Previous Value

Figure 60 | Death Modification Page

After Entering the Qaid Number and Date of Birth of the dead person, the user will be redirected to Death Modification Page to select the required field which the user need to change its value.

First user needs to choose the fields from the dropdown list of "Attributes" then user need to enter the "New Value" confirm the change by pressing on "+" button. As shown in figure (33), (34)

Death Modification De	etails		~
Application Number : D00413900073	Quaid Number : D/DU/000073/2021	Status : Not Com	pleted
Attributes * Deceased Religion	New Value * Musilm	Old Value Christian-سيدي	+
Attribute Name	Update Value	Previous Value	Action
	Next		

Figure 61 | Death Modification Request Page

eath Certificate Modification	Death Modification De	tails		~
Ē	Application Number : D00413900073	Cuaid Number : D/DU/000073/2021	Status : Not Com	bleted
	Attributes * Select	New Value *	Old Value Current Value	+
	Attribute Name	Update Value	Previous Value	Action
	Deceased Religion	Muslim	مسيحي-Christian	Ŵ
	Deceased Nationality	Australia	Jamaica-جامایکا	Î

Figure 62 | Death Modification Page - 2

If the user need to clear any updated field, the user can click on the delete icon in red color to delete that update change.

Note: The user can update upto 6 fields in each request.

Then user needs to click on the "Next" go to the payment page and proceed with the modification request.

After viewing the fields and the attachments the user can click on the "Request Certificate" which is located inside the Notification Attachments or "Skip Review" which is visble on the top of the page. As shown in figure (54)

Person Details	file size 1MB
Notification Details	Other 1
Notification Attachments	Other 2
	tile size 1MB
	→ Request Certificate

Figure 63 | Request Certificate Button

After uploading the attachments, the user can click on the "Request Certificate" button, then the user will be redirected to the "Request Certificate" page which the user need to enter the number of certificate copies in both language. As shown in figure (55)

Request Certificate			
Request Datails	Request Details		~
Delivery Details	Arabic Copies *	- Number Of Copies +	Service Fee 50 AED
	English Copies	- Number Of Copies +	Service Fee 0 AED
		Next →	

Figure 64 | Request Certificate Page

Then the user will have the option to collect the certificates from the PMD centers/hospitals or enter the delivery location so the certificate will be deliverd to the doorstep, as discussed earler.

Request Certificate		
> Request Details	Prequest Details	>
Delivery Details	O Delivery Details	~
	Certificate Delivery to my Doorstep Collect personally From PMD Center / MOHAP Hospital	
	Proceed To Payment	

Figure 65 | Request Certificate Page

Request Certificate Details		
	A transaction of total amount 60 Aed Excluding e-Dirham Service charges will be initiated on your confirmation	
	C Fees Details	
	Smart Q health BD	5 AED
°	MOHAP share of the smart form for issuing, amending or replacing lost copy death certificate requests	5 AED
·	Issuance of death certificate	50 AED
+	Payment Methods Now you can Pay Easily using one of these payment methods	
	I agree to all payment terms provided by the Ministry of Health and Prevention	
	□ Pay	

Figure 66 | Payment Summary Page

Then user will be directed to the E-dirham payment gateway. As shown in figure (13), then if the payment is successful he will get back to the BND system with successful response page. As shown in figure (14), and if the payment is failed he will get redirected to the BND system with failed response page. As shown in figure (15)

Note: if user paid the transaction successfully, the system will show the happnies meter to the user.

5 Request Age Estimation Certificate

Request age estimation certificate will start by clicking on "+New" button. as shown in figure 67.



Figure 67 | Age Estimation Request Page

Then user the user will be directed to the form page to enter the required information for the age estimation certificate. As shown in figure (68)

Age Estimation Certificate Reque	est			
S Age Certificate Request	Person Details			~
	Arabic Name *		English Name *	
	Gender * Select	¥	Nationality * Select	~
	Birth Place *		Submitted Place Id * Select	~
	Date Of Birth *			
		Next	\odot	

Figure 68 | Age Estimation Form Page

The user needs to enter all the required fields then if they click on the "Next" button, they will get directed to the attachment page. As shown in figure (69) Create Notification

Attachments	
If the user attaches any document that means he/she verified the original document.	
Photo * Use the buttons bellow to upload your documents it supports .pdf .jpg .jpgg .png file size 1MB	@ Attach
Passport *	Ø Attach
Other 1 Use the buttons bellow to upload your documents it supports.pdf .jpg .jpgg .png file size 1MB	Ø Attach

Figure 69 | Attachments Page

Note: The passport and photo are manditory attachments.

After uploading the attachments, the user can click on the "Submit", then the user will be redirected to the "Request Certifcate" page which the user need to enter the number of certificate copies in both language. As shown in figure (70), (71)

Deguast Dataila	P Request Details		
A Delivery Details	Arabic Copies	- Number Of Copies +	Service Fee 0 AED
0	English Copies	- Number Of Copies +	Service Fee 0 AED

Figure 70 | Request Certificate Page

Request Certificate	
Request Details	0 Request Details
> Delivery Details	Delivery Details ~
	Certificate Delivery to my Doorstep Collect personally From PMD Center / MOHAP Hospital
	Proceed To Payment

Figure 71 | Request Certificate Page

Then User needs to click on "Proceed To Payment" to go to the payment page and pay this certificate request.

lequest Certificate Details			
+ + 	A transaction of total amount 60 Aed Excluding e-Dirham Service charges will be initiated on your confirmation		
	Smart Q health BD	5 AED	
	MOHAP share of the smart form for age estimate certificate requests	5 AED	
	Fees for issuance of Age Estimation certificate	50 AED	
	Payment Methods Now you can Pay Easily using one of these payment methods	Adda 🖯	
	I agree to all payment terms provided by the Ministry of Health and Prevention		
			Fia

72 | Payment Summary Page

Then user will be directed to the E-dirham payment gateway. As shown in figure (13), then if the payment is successful he will get back to the BND system with successful response page. As shown in figure (14), and if the payment is failed he will get redirected to the BND system with failed response page. As shown in figure (15)

Note: if user paid the transaction sucessfully, the system will show the happnies meter to the user.

6 General System Screens

In this section, the user can see all the actions that he can take from searching or filtering, changing the password and so, also the user can see the dashboard and his recent request and their status.

6.1 Individual User Dashboard

The user can see all the requested applications and their status and the user can print the receipt if the request has been paid "Under Process" else if the application is approved by the PMD "Certificate Approved" or if the application is reject "Certificate Details Rejected".

Birth Notifications ~	Death Notifications ~					合	/ Individual Dashboard
Individual Dashboard						Q Search	Tilters
Person Name (EN)	Person Name (AR)	QAID Number	Date of Birth	Date Of Death	Status	Туре	Actions
Fadel Ghlath	فحل خِت	A/DU/000040/2021	iii 02/26/1996	🖮 N/A	Notification Submitted	AgeEstimation- New	
Mohammed	445.4	B/DU/000195/2021	6 08/30/2021	iii N/A	Certificate Approved	Normal Birth- Modification	æ
Talai	هلال	B/DU/000194/2021	6 08/30/2021	iii N/A	Notification Submitted	Normal Birth-Lost	
khalof alzain	خلوف الزين	B/DU/000163/2021	09/21/2021	iii) N/A	Notification Submitted	Normal Birth- Relssue	
Omar	عرو	B/RAK/000014/2021	iii 09/01/2021	iii N/A	Ready to Pay	Normal Birth-New	
« (1) »							0 ~ Showing 1 - 5 of 5

As shown in figure (73)

Figure 73 | Dashboard

The user can filter the request by pressing on the "Filter" button, then he can filter by the "Qaid Number", Created Date "From" and "To", Status of the request and "Application Type". As shown in figure (74)

Also the user can search for the record by entering the baby name in Arabic or English, also the user can for the record of the dead person by entering his Arabic or English name.

Q Search	Trilters
\heartsuit Filters :	×
QAID Number	
i From €	
🛗 То	
StatusId Select	~
Application Type Select	✓ of
Clear	Apply Filters

Figure 74 | Dashboard Filter

6.2 System Accessiblity

The user can change theme of the site to have better experience in case they were colorblind.

In addition, the user can change the font size by clicking on the "-", "+" buttons or they can reset the font size to the default size.

Also the user can switch between Arabic and English as language for the system or they can translate the system by google translate to their language if they want.

Furthermore, can change the them to inverted color for hard contrast colors. As shown in figure (75)

	Theme & Accessibility Settings	*	/ Individual Dashboard
	Font Sizes	Q Search	Tilters
	+ 8 -		Actions
	Low Visibility Mode	nation- N	
	Disabled	Birth- ation	Ē
	J Theme	rth-Lost	
•		Birth- sue	÷
	✓ Select Language	rth-New	e:

Figure 75 | Accessibility Settings

The user can logout of the system by clicking on his name, then clicking on "Logout" button or they can change their password by clicking on "Change Password" button.



Figure 76 | User Actions

The Individual user can change his password by entering the old password, then entering the new password twice.



Figure 77 | Change Password Screen

Note: The new password should be compinded of letters, numbers and Sympols .