



UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

Issue of Permit to Import Medical Equipment

Updated: January 12th, 2023

Ministry of Health & Prevention – UAE ©

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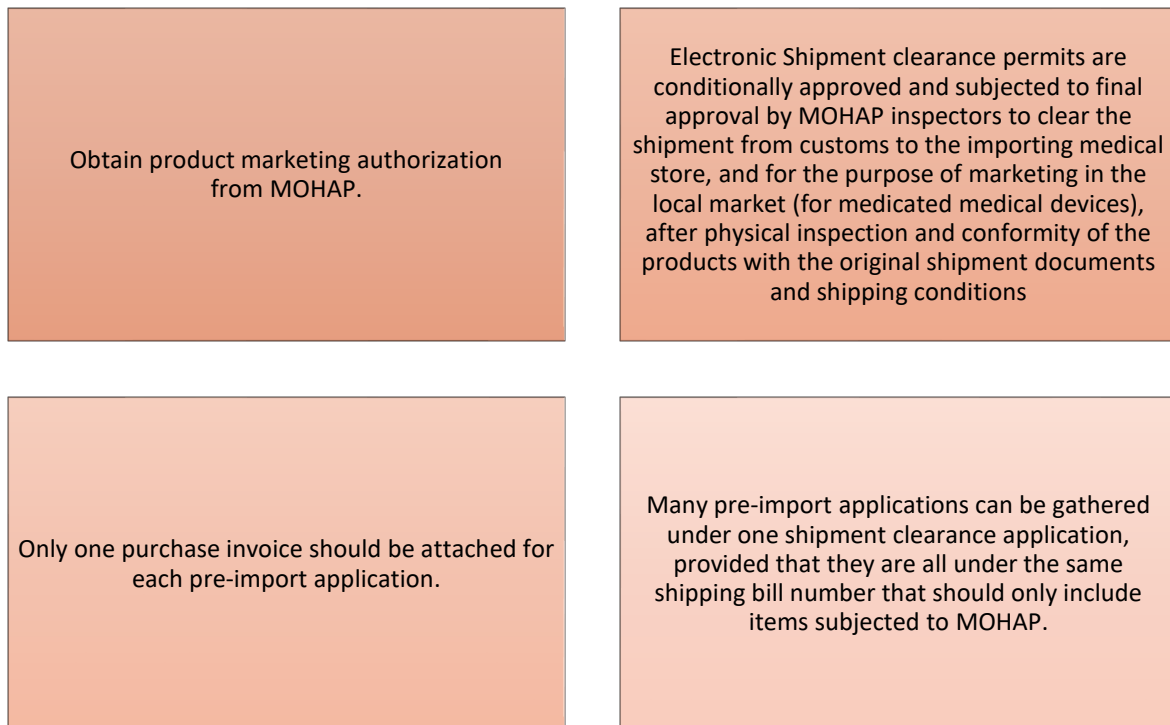
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1. Service Overview- Summary

This service is created to help the citizens to import medical equipment. It gives them a valid medical store license issued by MOHAP. The equipment that are allowed for importing are:

- Medical and surgical devices and their spare parts and medical and surgical supplies
- Materials, supplies, equipment, and spare parts used in dentistry, cosmetic surgery, dental industry, and prosthetic parts.
- Equipment and devices used in medical and diagnostic laboratories and their reagents.
- Materials, supplies, equipment, and spare parts used in the manufacture and installation of prosthetic limbs or supportive or prosthetic devices for people with special needs contact lenses.


2. Service Conditions

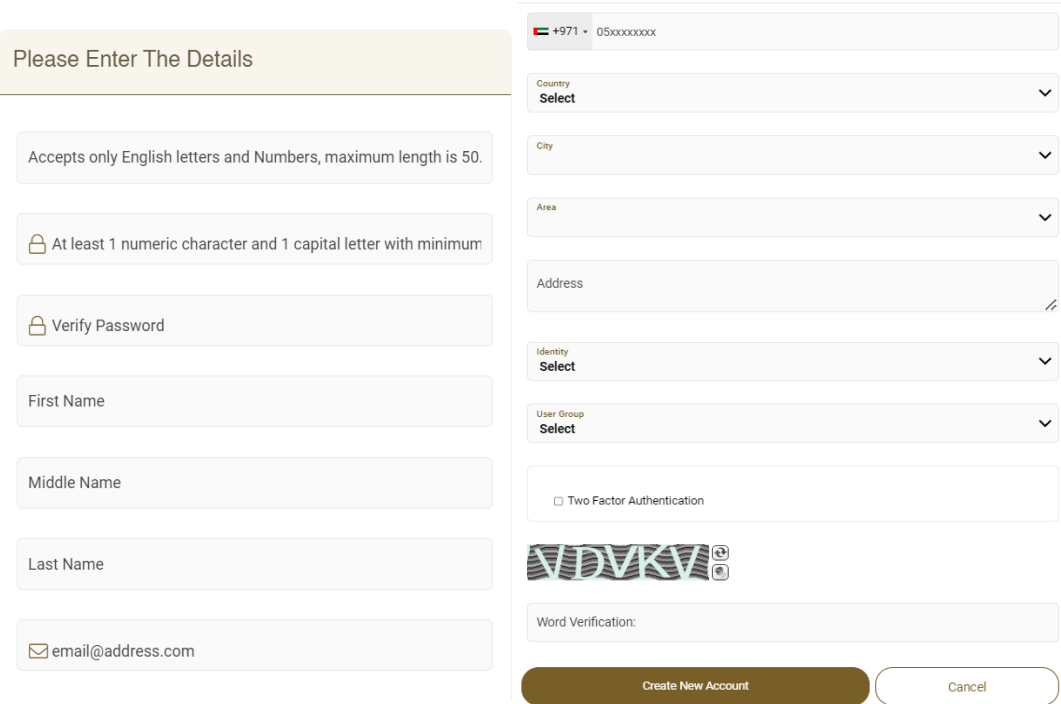
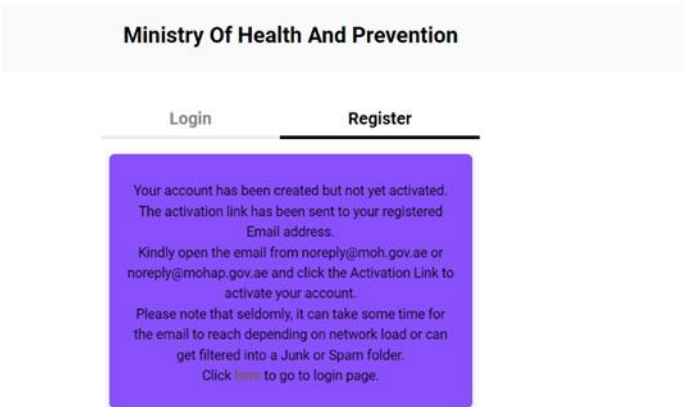


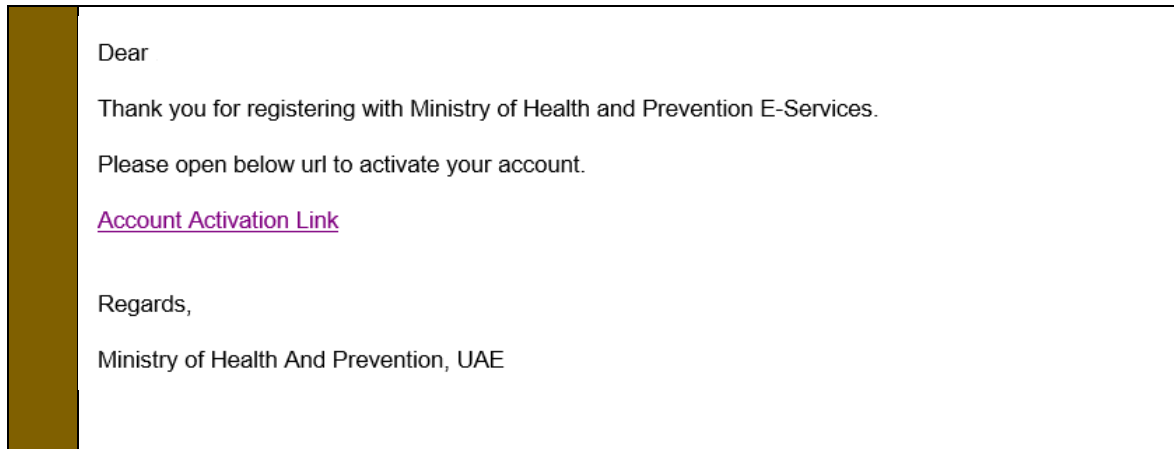
3. Create new account

If the user is new (i.e., you do not have account) you need to Register and Create a New Account to be able to access MOHAP services.

If you are already a MOHAP user, then [Login to the system](#) directly.

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

<p>3</p>	<p>To Sign Up, the user needs to fill all the required information and follow the steps</p> 
<p>4</p>	<ul style="list-style-type: none"> • Click create account. • After completing the registration steps, the following alert will show to confirm that all records are saved successfully, and a verification email has been sent for activation.
<p>5</p>	
<p>5</p>	<p>Go to the email entered when registering, and click on the link to activate the MOHAP Account</p>



4. Log into the system

#	User Login
1	<p><i>If the user already has an account and wants to access any of MOHAP services, the user needs to follow the below steps</i></p> <ol style="list-style-type: none"><i>Go to the official website of the Ministry of Health</i><i>Click on Services</i><i>Look for the required service OR search for its name in the search bar</i><i>Select the required Service icon</i><i>After choosing the service click on Start Service as the below screen.</i><i>If the user has logged in from the official page, then when the user clicks on “Services” they’ll be directly transferred to the service, otherwise the user will have to login after clicking on “Start Service”.</i>

The screenshot shows the 'Services' page on the MOHAP website. At the top, there is a search bar with the text 'issue of permit to import medi' and a magnifying glass icon. Below the search bar, there are navigation tabs: 'All', 'Most used services', 'Individual services', 'Social services', 'Business services', 'Government services', and 'My Favourites'. The main content area displays four service cards. The first card, 'Issue of Permit to Import Medical Equipment', is highlighted with a green border. Each card has a 'Start Service' button with a circular arrow icon. At the bottom left, there is a pagination control showing '1 of 1' and '12' with a dropdown arrow. At the bottom right, it says 'Total services: 4'.

This interface will appear to you if you are not already logged in from the amin web page.

- Once you logged in to the service, this interface will appear to you, click on **OK**

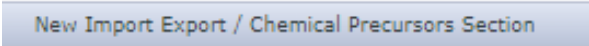
- After the click this interface will appear to you:

Important Announcement: As per the Ministerial Decree (73) for the year (2021) regarding Pharmaceutical Products Traceability, you are required to update the product information in BrandSync platform by 28th February 2022. Details can be updated using the following link brand-sync.com. You can download User Manual on how to update information by clicking [here](#). If you need further assistance, please send email to latmseo@gsl.gov.ae

[Update-14-Feb-2022]
As per the Ministerial Decree (73) for the year (2021) regarding Pharmaceutical Products Traceability, you are required to update the product information in BrandSync platform by 28th February 2022. Details can be updated using the following link brand-sync.com. You can download User Manual on how to update information by clicking [here](#). If you need further assistance, please send email to latmseo@gsl.gov.ae

Please note that as per Decree #9, all veterinary medicines should be imported through Ministry of Environment And Climate Change henceforth and onwards [Update-08-Jan-2018]
except for Import Controlled Medicines (Semi Controlled Drugs / Controlled Drugs / Narcotic Products)
Applying for a product noncompliant to the said criteria will result in rejection and the application fee would be non-refundable, effective date is 08-01-2018

Welcome to Import and Export
Import Export Permits
New Import Export / Chemical Precursors Section

- Click on the 2nd option 

- The service dashboard will appear to you as follows:

Customer Dashboard

City: 22
Email: MunaT@q-pros.com
Phone: +962796965897
Trade License Number: 7
MOHAP Store License Number: N/A
MOHAP Factory License Number: N/A
Chemical Precursor Registration No: N/A

Trade License
Expiry: 15-Feb-2050

Store License
Expiry: N/A

Precursor License
Expiry: N/A

Permit for Chemical Precursor Section

Click here to Create New Import Chemical Precursor Request
Click here to Create New Export Chemical Precursor Request
Click here to View your Import/Export Chemical Precursor Request

Import Permit for Exhibition Section

Click here to Create New Import Permit Exhibition Request
Click here to View your Import Permit Exhibition Request

Batch Release Certificate Section

- Scroll till you reach the Import Permits section; and click on “New Permit for Import of Medical Devices”

Permit for Import & Export

Import Permits

New Permit for Import of Medicinal Product
New Permit for Import of Medical Devices
New Permit for Import of Raw Materials

Export & Local Sales Permits

New Permit for Export of Medicinal Product
New Permit for Export of Local Manufactured products
New Permit for Export of Medicinal Devices
New Permit for Local Sales

View Permits

View Import/Export requests
View Shipment requests

- If initial registration is not done, Please fill up the details on the Initial Registration screen (<https://smartforms.moh.gov.ae/DEI/AppPages/InitialRegistration>)

- If you are registared/ after you registared this interface will appear to you:

- Start filling the product details then click on “Add Products”,

- Once you clicked on “Add Products”, another interface will open to you regarding the product details, as follows,

- Fill the fields with the required data for each section;

- **The MAH details;**

☰ MAH Details

Name	Country	City	PO Box
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Fax	Telephone	Email	Website
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Full Address			
<input type="text"/>			

- **The LPO details; then click on “Add COA Details”**

☰ LPO

LPO number *	End User Name *	End User Type *
<input type="text" value="88"/>	<input type="text" value="Hesham"/>	<input type="text" value="Government Hospital"/>
Total quantity *	Deducted quantity *	
<input type="text" value="3"/>	<input type="text" value="3"/>	

☰ Batch and COA details

Add COA Details

- **After you click COA detailed interface will appear to you, fill the required as follows:**

☰ Batch and COA details

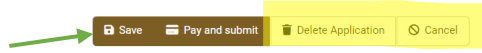
Batch Number *	Manufacturing Date *	Manufacturing Expiry Date *	COA Issue Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Upload COA			
<input type="button" value="Select"/>			
Save COA			<input type="button" value="Cancel"/>

Batch Number	Certificate Issue Date	Manufacturing Issue Date	Manufacturing Expiry Date	File Name	Download	Delete	Edit
No records to display.							

Save Product

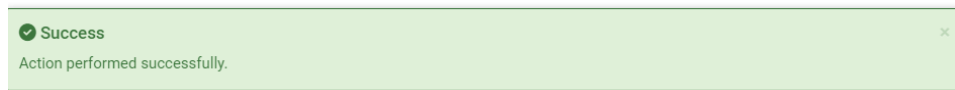
- **Then click on “Save COA”**

- **Move to the second tab “ Invoice Details” to fill the following fields with whats needed,**

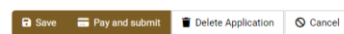


- Please note that you delete or cancel the application in any step of the process from the yellow highlighted buttons

- **When you finish adding the information click on “Save”**
- **This notification will appear to you to inform you of the succsseful act**

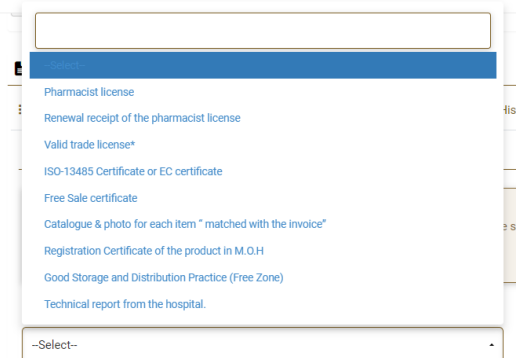


- **The following step is to upload the needed documents from “Documents” tab;**







- Please follow the instruction about the documents acceptance

- **When you click on select you will be able to see the required documents:**



- **Add them accordingly then press on “Save”**
- **The next step can be one of the following:**
 - **To save you’re your application as a draft, and go back to it when you want**
 - **To pay and submit the application directly**
 - **Delete the application**
 - **Cancel**


 Save
 Pay and submit
 Delete Application
 Cancel

5. Submit Request

5	Submit Request
	<ul style="list-style-type: none"> • This step is the final step of the process that you finish to get your permit to Import Medical Equipment <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="border: 1px solid #ccc; padding: 5px;"> <p style="font-size: small;">I the pharmacist in charge of the Medical Store, undertake that all provided data and documents are true ,complete and correct to the best of my knowledge and belief. The original documents and the payment receipt will be submitted to the MOHAP employee once the shipment arrives at the UAE ports.</p> <p style="font-size: x-small;">Clicking Confirm will redirect your application for payment. Kindly note if the payment is successful application will be Submitted for approval, you will not be able to modify your application after submission.</p> <div style="text-align: right; margin-top: 5px;"> X Cancel ✓ Confirm </div> </div> </div> <ul style="list-style-type: none"> • This notification will appear to you to assure that you confirm the submission Click on “Confirm”

6. Payment Process

	Payment Process
	<ul style="list-style-type: none"> • Once you clicked to proceed to payment you will be led to the invoice interface, • It has the total for the payment and a set of payment terms to agree to after reading. • After you agree on the terms, you may click on “Pay”.
	<ul style="list-style-type: none"> • The following interface will appear to you, where you can choose your favourite payment method and complete your payment.





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

Ministry of Health and Prevention
Session time left: 00:19:46


Method Confirm

Select the required payment method


Card


Bank Transfer

Cancel Process
Calculate Price

Powered By:  ATB

- By clicking on “Calculate Price” the invoice will appear to you:

Session time left: 00:19:36

Method Confirm

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

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

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

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

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

Request Fees

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

Total Tax: 0.03 AED
Total Amount: 81.93 AED

Cancel Process
Change Payment Method
Proceed With Payment

- To complete the request click on “Proceed with Payment”
- If you would like to change the payment method click on the suitable button
- If you would like to keep the application as a draft and pay later click on “Cancel Process”

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