



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

HEALTH CARD REGISTRATION SYSTEM

User Manual

Version 1.0

1 Document Information

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1.2 Document Owner(s)

Owner	Contact
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2 Introduction

2.1 Purpose

We put in your hands the user manual for the system of health cards 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:

Health Card Types

- Expatriate
- UAE Nationality
- GCC Nationality
- People of Determination

2.5 Entry to the system

All the users can enter and access "Health Card System" through the following link:
<https://smartform.mohap.gov.ae/MOHOnlinePortal/Login.aspx>

2.6 Health Cards System

At the beginning, the user can navigate to the health cards site and the home page will show the different functionality and objectives of the system which the user can do.

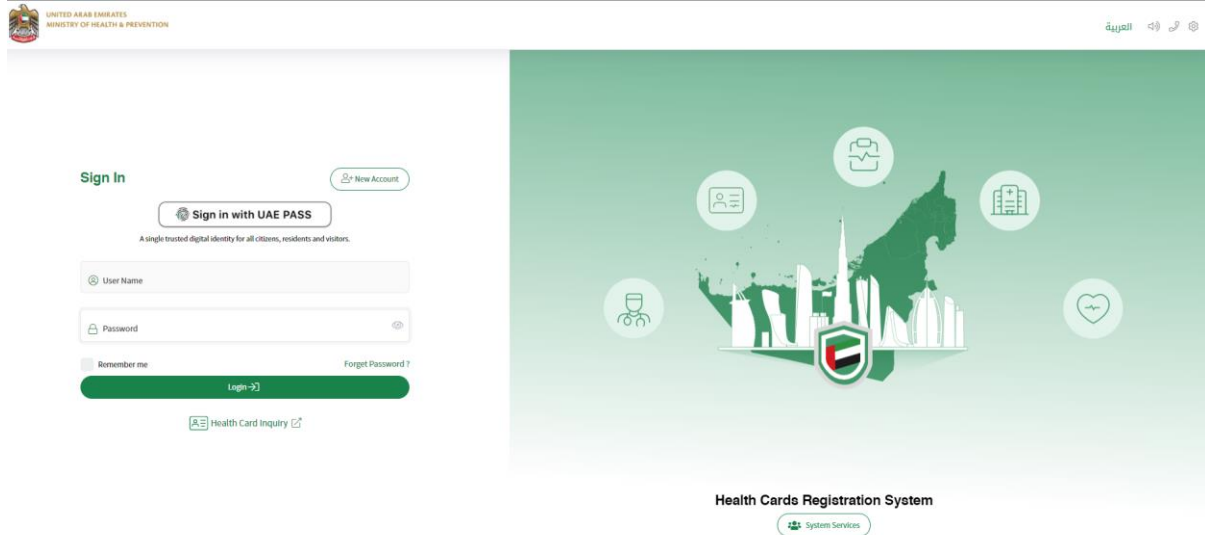


Figure 1 | HCR homepage

The user can search for their health card application by clicking on the "Health Card Inquiry" button. As shown in figure (2)

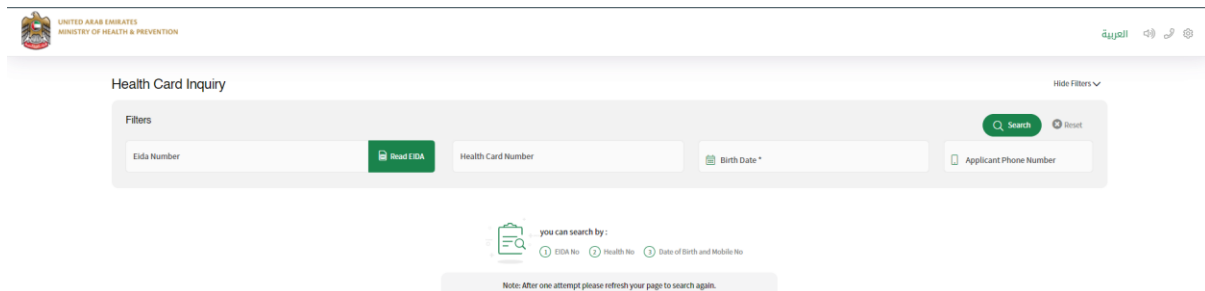


Figure 2 | Heath Card Inquiry

The user can search for the record by:

1. EIDA No
2. Health No
3. Date of Birth and Mobile No

If the entered data is correct the system will fetch the requested health and show it in the same page with all its information and system will also let the user “Print Health Card” by clicking on the button. As shown in figure (3)

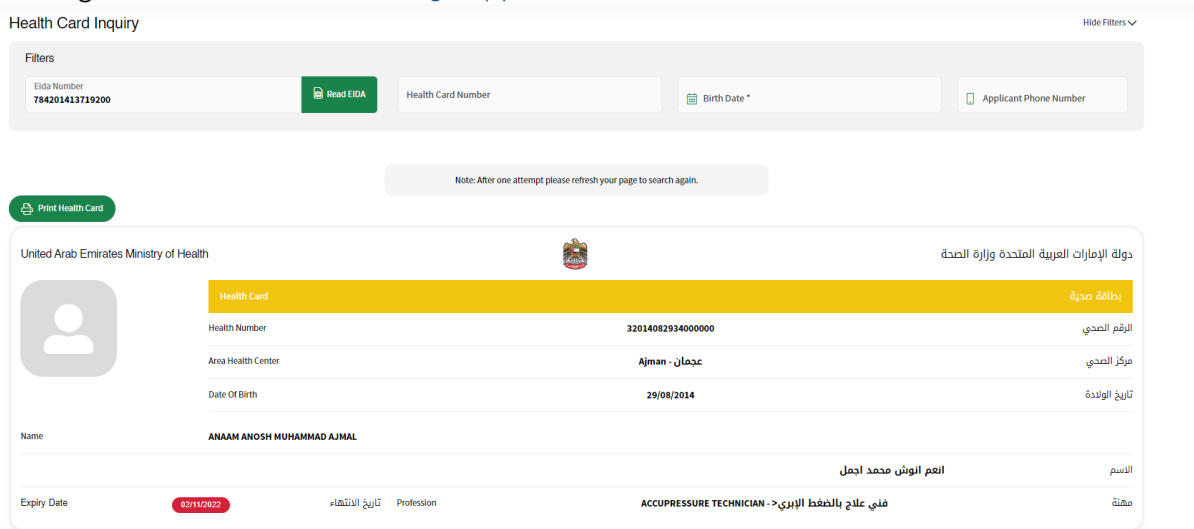


Figure 3 | Requested Health Card

The user can see all the available health card by clicking on the “system Services” button. As shown in figure (4)

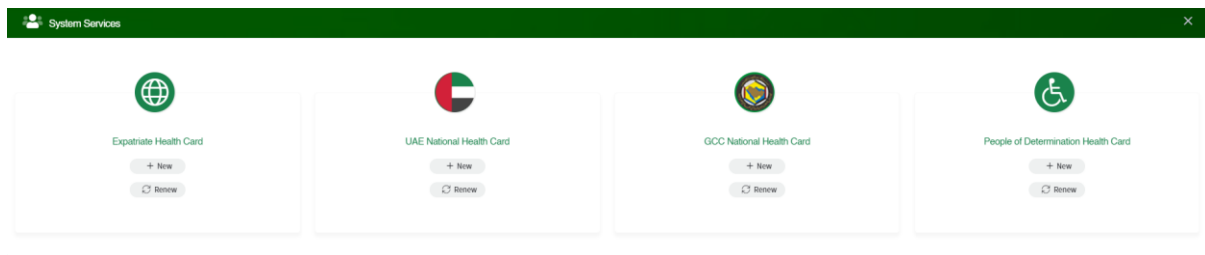


Figure 4 | System Services

2.7 Users Registration

Registering in the health cards system requires the users to enter a set of information consisting of:

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

So you must enter all the fields with your information and click on the "Register" button. As shown in figure (5)

Figure 5 | Individual User Registration Page

Also the user can register with the UAE PASS if they are residence of the UAE and they are already connected with digital ID authority.

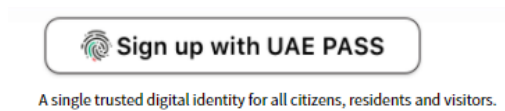


Figure 6 | UAR Pass

Then a confirmation/activation message will be sent to the registered user's e-mail so the user can activate their account.

2.8 Login

Logging into the health cards system requires the users to enter their username and password clicking on the “Login” button.

The user can also save their login credentials by clicking on the “Remember me” checkbox, and the user can also change the language of the site by clicking on the “عربي” to change to site language to Arabic.

As shown in figure (7)

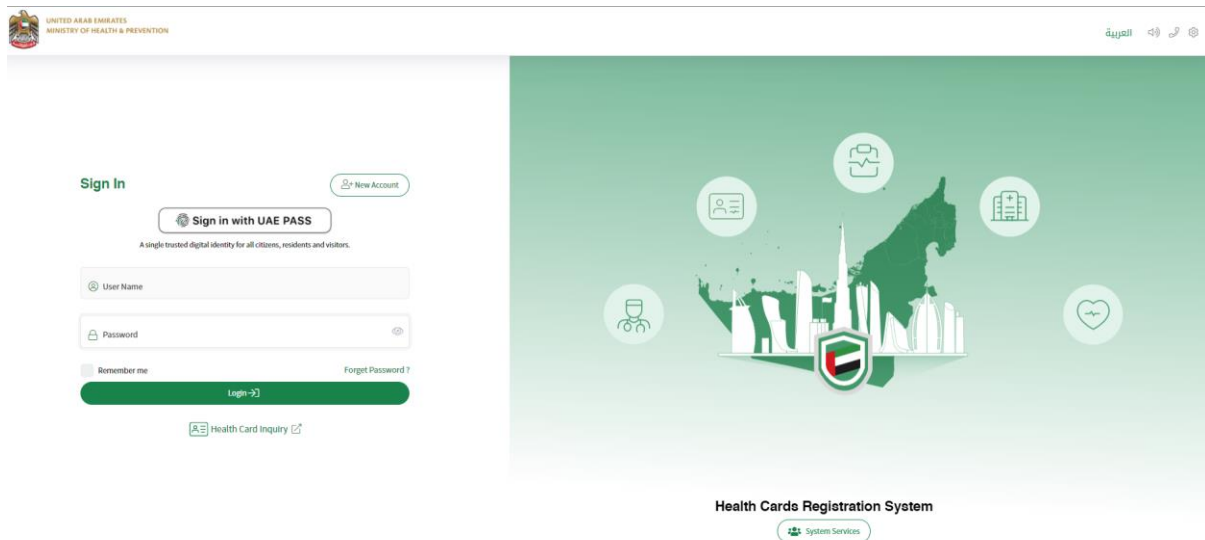


Figure 7 | Login Page

Individual User Privileges

At first when the user login to the health cards system, the user main page is displayed. There are four main sections in the vase. As shown in figure (8)

1. My Health Cards
2. Apply for Health Card
3. My Application Table
4. System Controls

The screenshot displays the Individual User Homepage with the following sections:

- 1 My Health Cards:** Shows two active health cards. The first card is for KHALED AHMED KHORBA with Card No: H02001020809J, issued on 10/09/2021 and expires on 30/09/2021. The second card is for AMNA ABDALLA MOHAMED with Card No: 1193503911200000, issued on 01/11/2021 and expires on 31/08/2025. Both cards have '0 Days Remaining'.
- 2 Apply For Health Card:** A section for applying for a new or renewed card, with buttons for 'EgypCard', 'USE National', 'People Of Determination', and 'GCC National'.
- 3 My Applications:** A table showing application details with filters and search options. The table includes columns for Application No, Arabic Name, English Name, Application Date, Date of Birth, Category, Status, and Actions.
- 4 System Controls:** A small section in the top right corner containing user profile information and navigation icons.

Application No	Arabic Name	English Name	Application Date	Date of Birth	Category	Status	Actions
H306F00112BL	انعم انوش محمد جمال	ANAM ANOUSH MUHAMMAD A.MAL	02/11/2021 13:20:00	25/08/2014	Egyptians	Approved	
H306F00102BL	راشد	Rashed	02/11/2021 13:14:32	01/03/2011	Egyptians	Ready to Pay	

Figure 8 | Individual User Homepage

3 My Health Cards

This module will let the user to add health cards to their dashboard, so it will be easier for the user to take action on their health cards. As shown in figure (9)

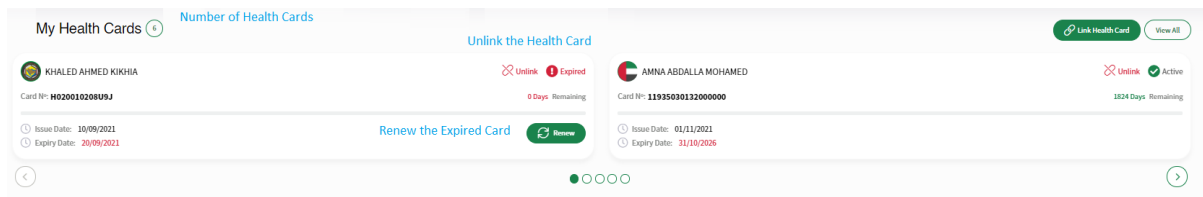


Figure 9 | My Health Cards

The user can see all the different type of health cards that they added by navigating with the arrow keys, the name of the health card holder, how many days left for each health card and a renew button for the expired health cards.

3.1 Link Health Card

The user can link any health card to their dashboard by entering: As shown in figure (10)

1. EIDA Number/Health Card
2. Birth Date

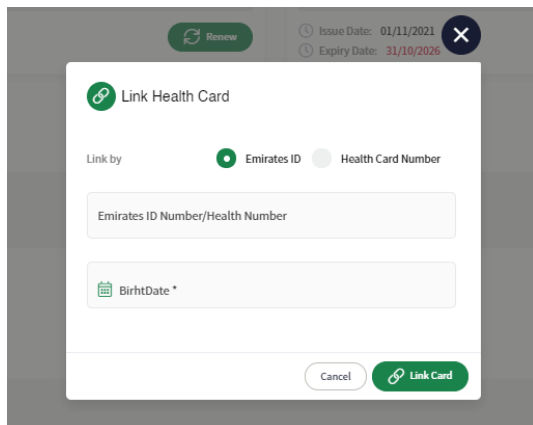


Figure 10 | Link Health Card

3.2 Unlink Health Card

The user can unlink any health card which has been added to their dashboard by clicking on the "Unlink" button: As shown in figure (11)

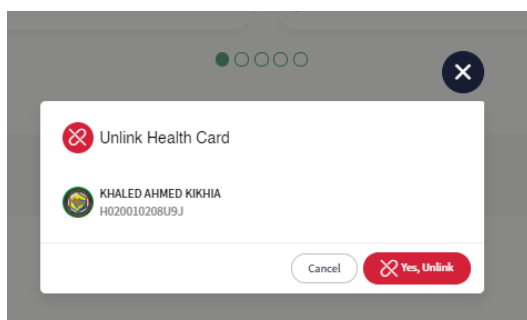


Figure 11 | Unlink Health Card

3.3 View all linked Health Cards

The user can view all their health cards and their status by clicking on the “View All” button:
As shown in figure (12)

The screenshot displays a list of five health cards under the heading "My Health Cards". Each card entry includes a profile icon, the user's name, a card number, issue and expiry dates, and a status indicator. The first card is expired, while the others are active.

Name	Card No.	Issue Date	Expiry Date	Status	Days Remaining
KHALED AHMED KIKHIA	H020010208U9J	10/09/2021	29/09/2021	Expired	0 Days
AMNA ABDALLA MOHAMED	11925030132000000	01/11/2021	31/10/2025	Active	1824 Days
SAFAA FAROK BAIROTIYA	31983010241000000	01/11/2021	01/11/2022	Active	364 Days
KHALID ABDULHAMID QASIM ABDULLAH	12007122552000000	01/11/2021	01/11/2025	Active	1825 Days
MOHAMMAD ADEL KHALIL TAYYEM	31994071111000000	01/11/2021	01/11/2022	Active	364 Days

Figure 12 | All Added Health Cards

4 Apply for Health Card

This module will let the user to apply to any type of the four health cards in system. Each health card type has its own requirements and each will be discussed separately. As shown in figure (13)

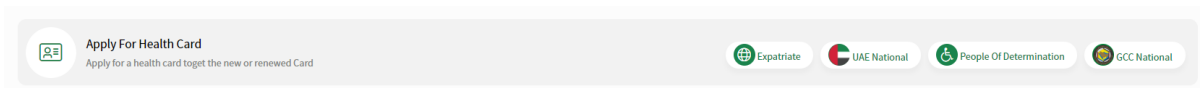


Figure 13 | Health Cards Types

4.1 Expatriate

Any person with any nationality can apply for this health card. There are two types of requests for all health cards types: As shown in figure (14)

1. New (issue a new health card)
2. Renew (renew an existing health card)

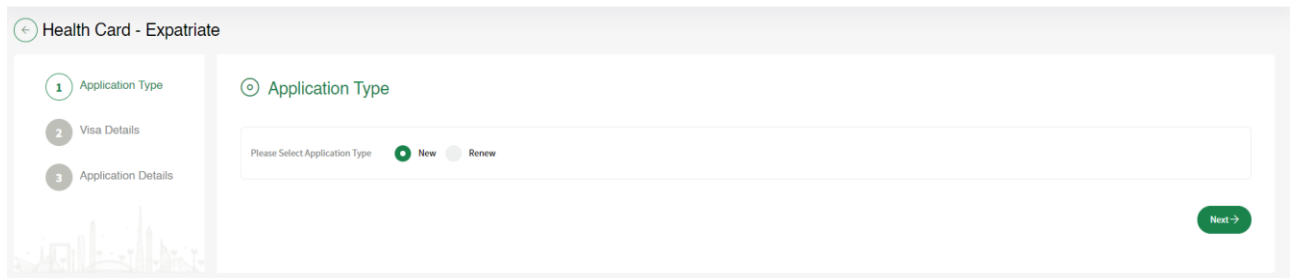


Figure 14 | Expatriate Health Card

For new health cards the user need to select the **“Visa Type”** with **“Residence”** or **“Visitor”**.

As a visitor the system will require Passport Number and Passport Expiry Date.
As shown in figure (15)

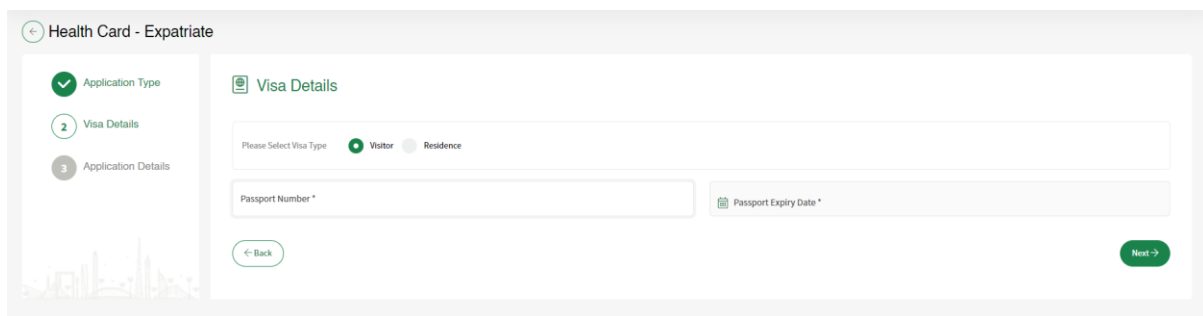


Figure 15 | Visitor Requirement

As a Residence the user need to select the type of “**Identification Document**” from one of the following:

1. EIDA: If the person has an existing EIDA card.
2. EIDA Application: If the person has EIDA application number.
3. Other Document: If the person has any other documents to use it.

Figure 16 | Residence Application

If the user selects **EIDA**, then the system will require the user to enter a valid EIDA number and clicking on the “Get Detail” button. If the EIDA is valid the application will be considered as “Express Health Card” which means that the health card will be issued directly.

As shown in figure (17)

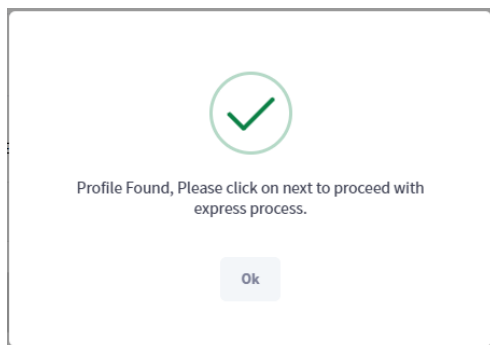


Figure 17 | Valid for Express

Then the user can click on “Next” button to go the fields form which need to be filled, because the application was of type express, the user can only enter the health center, mobile number, Email and Profession. As shown in figure (18)

Figure 18 | Application Details (Express)

If the EIDA is expired, the application will not be considered as express which means that the application need to go thought the PMD center then either get approved or rejected.

Also if the user want to apply with EIDA application, Passport or any Other Document all of these requests will not be considered as Express.

As shown in figure (19)

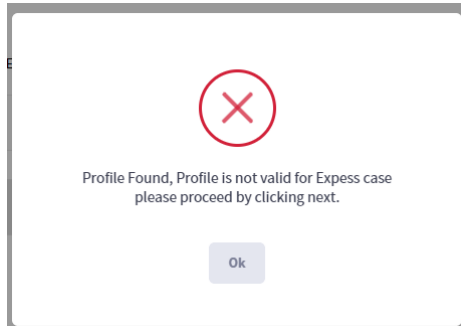


Figure 19 | Not Valid for Express

Then the user can click on "Next" button to go the fields form which need to be filled, because the application was not express, the user need to enter all the fields.

As shown in figure (20)

Figure 20 | Application Details

Then the user need to upload the required attachments either by uploading the file from "My Device" or "Scan" the document. As shown in figure (21)

Figure 21 | Attachments Page

Then the system will show the preview of the application in a popup window, so the user can proceed to payment by clicking on "Next" or save the request in the applications table. As shown in figure (22)

The screenshot shows the 'Application Preview' screen. At the top, it says 'Application Preview'. Below that is a section for 'Health Card Application Information'. The user's name is 'fade' (فاده) with a gender of 'Male' and occupation of 'General pipe welding'. The date of birth is 28/02/1991, nationality is Afghanistan, mobile number is 0555555555, and email is fadeloo_008@hotmail.com. There are two sub-sections: 'Health Center Information' with 'Area Health Center: Dubai' and 'EIDA Details' with 'Eida Number: 784197721381750' and 'Eida Expiry Date: 13/02/2021'. An 'Attachments' section shows a file named 'EIDA / EIDA Application copy 2 pages.JPG'. At the bottom right, there are 'Cancel' and 'Next' buttons.

Figure 22 | Application Preview

The payment screen will show the summary fees of the application and the available payment methods. As shown in figure (23)

The screenshot shows the 'Payment Confirmation' screen. A message states: 'A transaction of total amount **Aed 115.000** Excluding e-Dirham Service charges will be initiated on your confirmation'. Under 'Fees Details', there is a table:

Item	Amount
SmartCubeHealthCard	5.000 AED
Health Card Issued to Non Citizens - Residence	100.000 AED
Health Card Applications Entered By Individuals Or Companies	10.000 AED

Under 'Payment Methods', it says 'Now you can Pay Easily using one of these payment methods' and shows logos for Mastercard, VISA, and Apple Pay. There is a checked checkbox for 'I agree to all payment terms provided by the Ministry of Health and Prevention' and a 'Pay' button at the bottom.

Figure 23 | Payment Screen

Then user will be directed to the E-dirham payment gateway. As shown in figure (24) After that if the payment is successful the user will get redirected back to the HCR system with successful response page. As shown in figure (25)

Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (26)

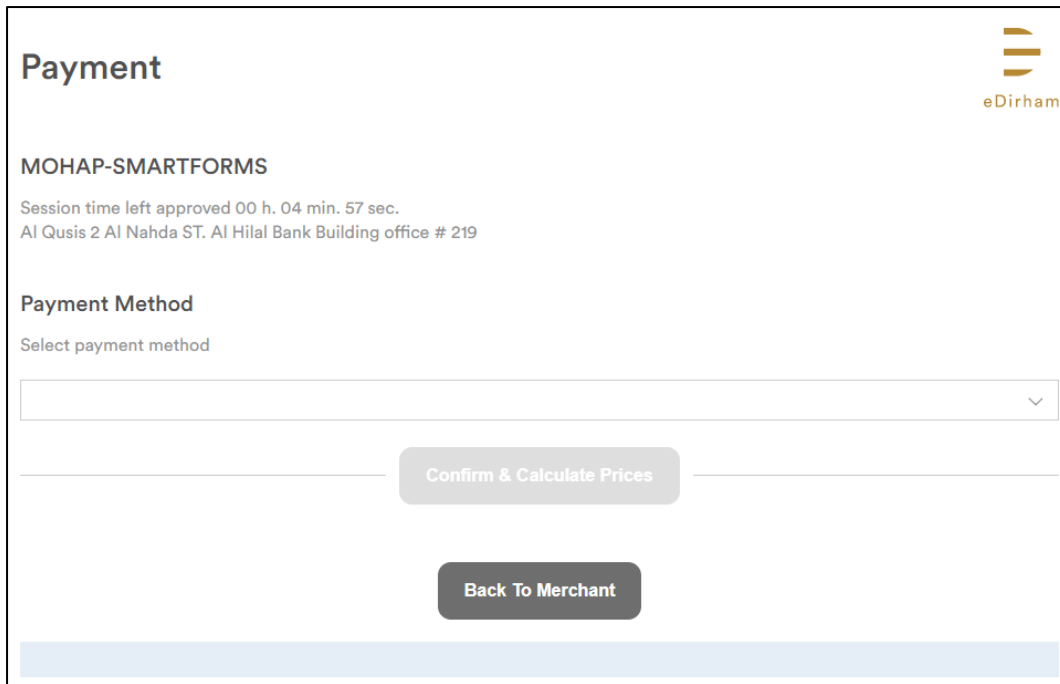


Figure 24 | E-dirham Payment Gateway

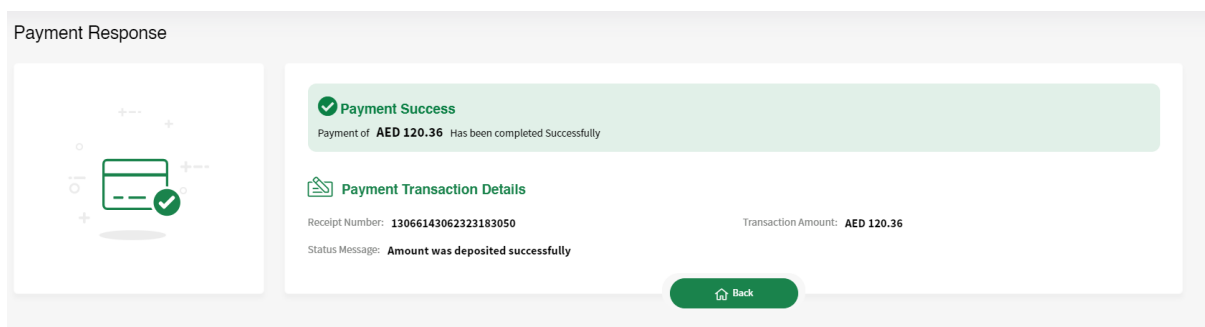


Figure 25 | Success Response Page

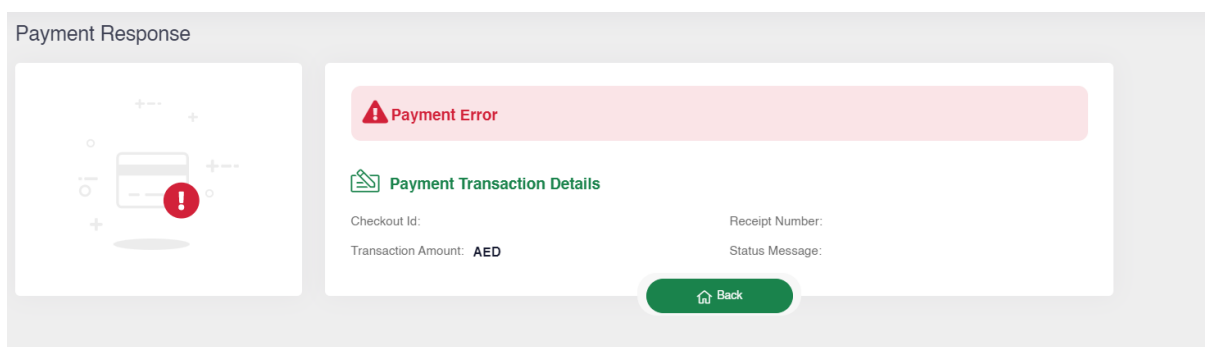
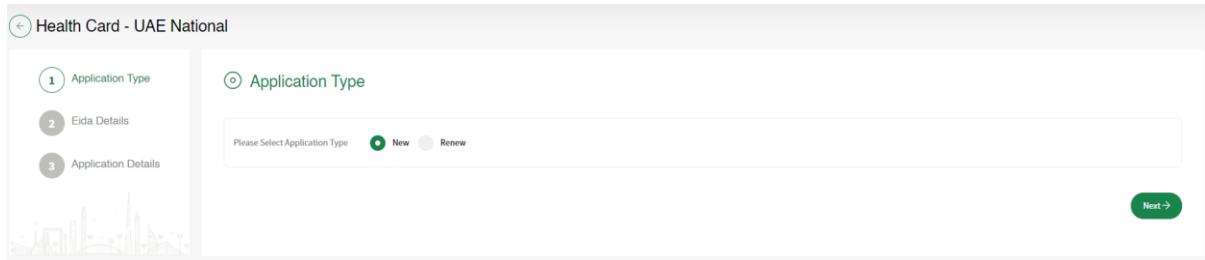


Figure 26 | Failed Response Page

4.2 UAE National

Only people who have family relationship with UAE nationality can apply for this health card. There are two types of requests for all health cards types: As shown in figure (17)

1. New (issue a new health card)
2. Renew (renew an existing health card)

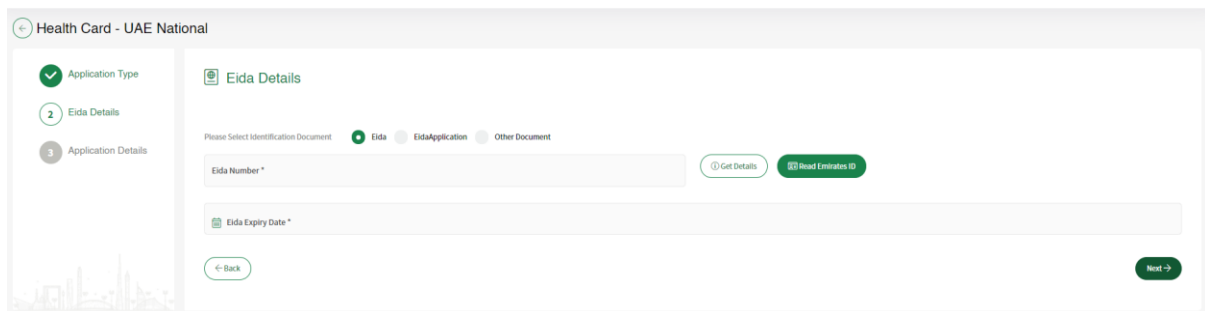


The screenshot shows the 'Health Card - UAE National' application interface. On the left, a sidebar lists three steps: 1. Application Type (selected), 2. Eida Details, and 3. Application Details. The main content area is titled 'Application Type' and contains a form with the text 'Please Select Application Type' and two radio buttons: 'New' (selected) and 'Renew'. A 'Next ->' button is located at the bottom right of the form.

Figure 27 | UAE National Health Card

For new health cards the user need to select type of "Identification Document" from one of the following:

1. EIDA: If the person has an existing EIDA card.
2. EIDA Application: If the person has EIDA application number.
3. Other Document: If the person has any other documents to use it.



The screenshot shows the 'Health Card - UAE National' application interface at Step 2: Eida Details. The sidebar on the left shows 'Application Type' as completed (with a checkmark) and 'Eida Details' as the current step. The main content area is titled 'Eida Details' and contains a form with the text 'Please Select Identification Document' and three radio buttons: 'Eida' (selected), 'EidaApplication', and 'Other Document'. Below this are two input fields: 'Eida Number *' and 'Eida Expiry Date *'. There are 'Get Details' and 'Read Emirates ID' buttons next to the 'Eida Number' field, and a 'Back' button at the bottom left. A 'Next ->' button is at the bottom right.

Figure 28 | Identification Type

If the user selects **EIDA**, then the system will require the user to enter a valid EIDA number and clicking on the "Get Detail" button. If the EIDA is valid the application will be considered as "Express Health Card" which means that the health card will be issued directly.

As shown in figure (29)

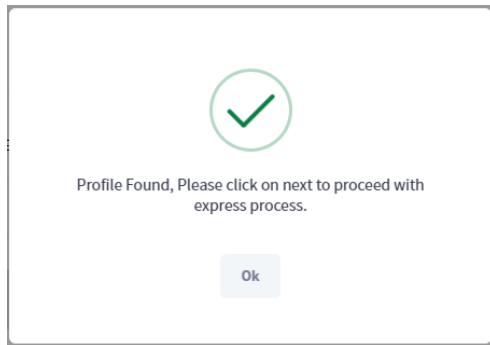


Figure 29 | Valid for Express

Then the user can click on "Next" button to go the fields form which need to be filled, because the application was of type express, the user can only enter the health center, mobile number, Email and Profession. As shown in figure (30)

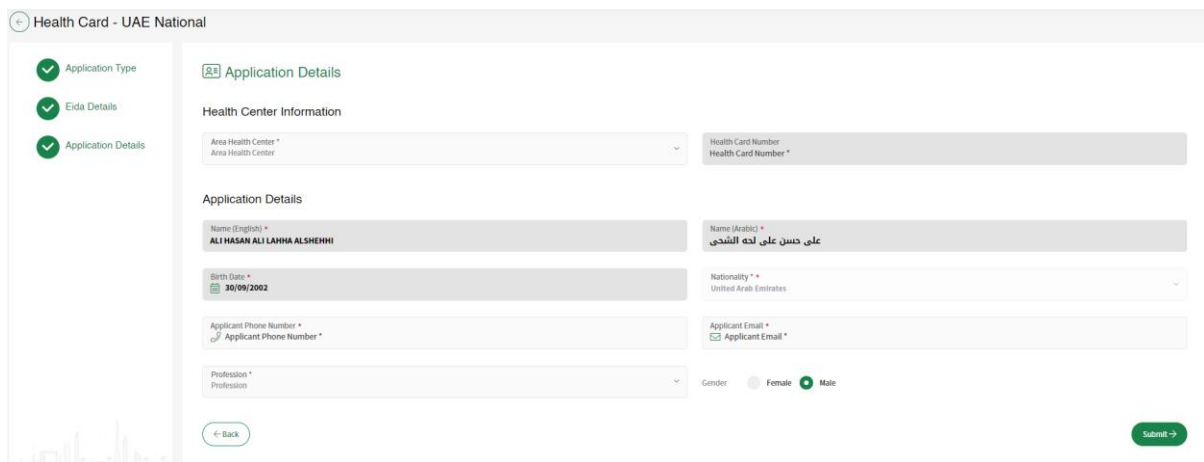
A screenshot of a web application form titled "Health Card - UAE National". On the left, there is a sidebar with three green checkmarks and labels: "Application Type", "Eida Details", and "Application Details". The main form area is titled "Application Details" and contains several sections: "Health Center Information" with a dropdown for "Area Health Center" and a text field for "Health Card Number"; "Application Details" with fields for "Name (English)" (ALI HASAN ALI LAHHA ALSHEHHI), "Name (Arabic)" (علي حسن علي لاهة الشهي), "Birth Date" (30/09/2002), "Nationality" (United Arab Emirates), "Applicant Phone Number", "Applicant Email", "Profession", and "Gender" (Female and Male radio buttons). At the bottom, there are "Back" and "Submit" buttons.

Figure 30 | Application Details (Express)

If the EIDA is expired, the application will not be considered as express which means that the application need to go thought the PMD center then either get approved or rejected.

Also if the user want to apply with EIDA application, Passport or any Other Document all of these requests will not be considered as Express.

As shown in figure (31)

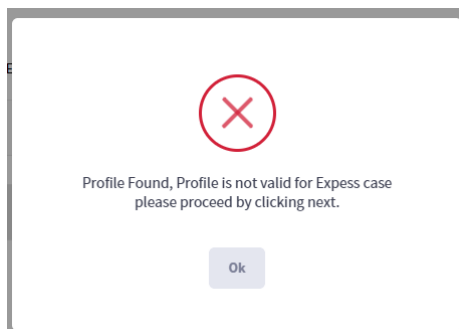


Figure 31 | Not Valid for Express

Then the user can click on “Next” button to go the fields form which need to be filled, because the application was not express, the user need to enter all the fields. As shown in figure (32)

Figure 32 | Application Details

Then the user need to upload the required attachments either by uploading the file from “My Device” or “Scan” the document. As shown in figure (33)

Figure 33 | Attachments Page

Then the system will show the preview of the application in a popup window, so the user can proceed to payment by clicking on "Next" or save the request in the applications table. As shown in figure (34)

The screenshot displays the 'Application Preview' interface. At the top, it shows 'Health Card Application Information' for a user named 'asas' (يحيى بن شبيب). Key details include: Date of Birth: 02/11/2021, Nationality: Albania, Mobile Number: 0522222222, and Email: F1@sa.com. Below this, there are three sections: 'Health Center Information' (Area Health Center: Ajman), 'Other Documents' (Other Documents Reference Number: asas, Other Eida Docs Description: asad), and 'UAE National Details' (Relationship: Father, UAE National Name: dadsad). An 'Attachments' section lists three files: 'EIDA / EIDA Application copy 2 pages' (JPG), 'Marriage Certificate' (JPG), and 'Family Qaid Copy (local or relative)' (JPG). At the bottom right, there are 'Cancel' and 'Next' buttons.

Figure 34 | Application Preview

The payment screen will show the summary fees of the application and the available payment methods. As shown in figure (35)

The screenshot shows the 'Payment Confirmation' screen. A summary bar at the top states: 'A transaction of total amount Aed 35,000 Excluding e-Dirham Service charges will be initiated on your confirmation'. Below this, the 'Fees Details' section lists: SmartCubeHealthCard (5,000 AED), Fees of Issuing a medical Card For a UAE National (20,000 AED), and Health Card Applications Entered By Individuals Or Companies (10,000 AED). The 'Payment Methods' section indicates that users can pay easily using one of the methods shown (MasterCard, Visa, and others). A checkbox for 'I agree to all payment terms provided by the Ministry of Health and Prevention' is present. A large green 'Pay' button is at the bottom right.

Figure 35 | Payment Screen

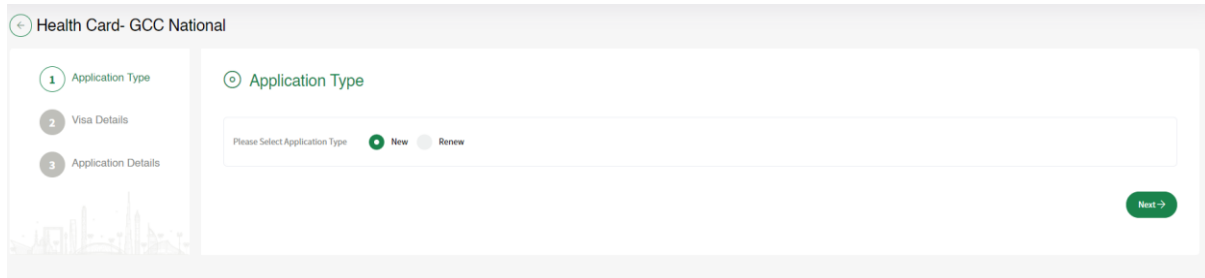
Then user will be directed to the E-dirham payment gateway. As shown in figure (24) After that if the payment is successful the user will get redirected back to the HCR system with successful response page. As shown in figure (25)

Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (26)

4.3 GCC National

Only people who have family relationship with GCC nationality can apply for this health card. There are two types of requests for all health cards types: As shown in figure (36)

1. New (issue a new health card)
2. Renew (renew an existing health card)

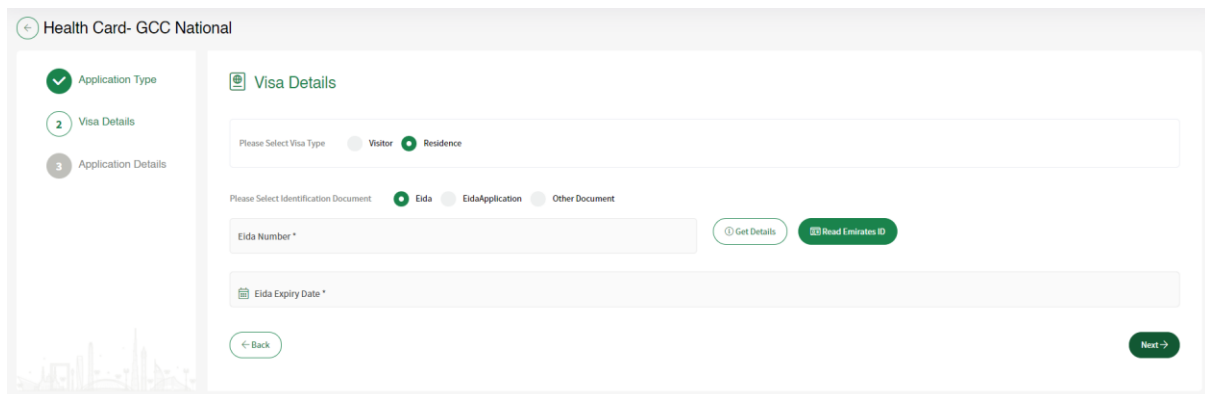


The screenshot shows the 'Health Card- GCC National' application form. The left sidebar contains three steps: 1. Application Type (selected), 2. Visa Details, and 3. Application Details. The main content area is titled 'Application Type' and contains a form with the label 'Please Select Application Type'. There are two radio buttons: 'New' (selected) and 'Renew'. A 'Next ->' button is located at the bottom right of the form.

Figure 36 | UAE National Health Card

For new health cards the user need to select type of "Identification Document" from one of the following:

1. EIDA: If the person has an existing EIDA card.
2. EIDA Application: If the person has EIDA application number.
3. Other Document: If the person has any other documents to use it.



The screenshot shows the 'Health Card- GCC National' application form, Step 2: Visa Details. The left sidebar shows three steps: 1. Application Type (completed), 2. Visa Details (selected), and 3. Application Details. The main content area is titled 'Visa Details' and contains a form with the label 'Please Select Visa Type'. There are two radio buttons: 'Visitor' and 'Residence' (selected). Below this, there is a section for 'Please Select Identification Document' with three radio buttons: 'Eida' (selected), 'EidaApplication', and 'Other Document'. There are two input fields: 'Eida Number *' and 'Eida Expiry Date *'. There are two buttons: 'Get Details' and 'Read Emirates ID'. A 'Back' button is at the bottom left and a 'Next ->' button is at the bottom right.

Figure 37 | Identification Type

If the user selects **EIDA**, then the system will require the user to enter a valid EIDA number and clicking on the "Get Detail" button. If the EIDA is valid the application will be considered as "Express Health Card" which means that the health card will be issued directly.

As shown in figure (38)

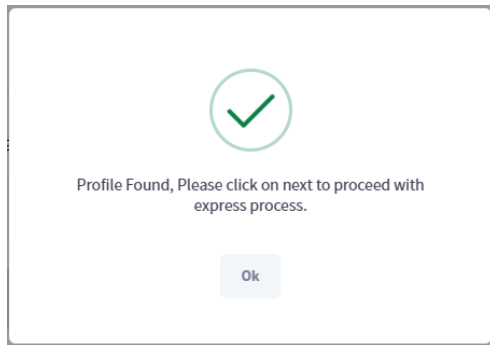


Figure 38 | Valid for Express

Then the user can click on "Next" button to go the fields form which need to be filled, because the application was of type express, the user can only enter the health center, mobile number, Email and Profession. As shown in figure (39)

A screenshot of a web application form titled "Health Card- GCC National". The form is divided into sections: "Application Type", "Application Details", "Health Center Information", and "Application Details". The "Application Type" section has three options: "Application Type", "Visa Details", and "Application Details", all with green checkmarks. The "Application Details" section contains several input fields: "Name (English)" with the value "TALAL ABDULLAH AHMED AL MAHINI", "Name (Arabic)" with the value "طلال بن عبدالله بن احمد المهيدي", "Birth Date" with the value "16/09/1982", "Applicant Phone Number", "Applicant Email", "Profession", and "Gender" with radio buttons for "Female" and "Male" (selected). There are also "Health Card Number" and "Health Card Number" fields. A "Back" button is at the bottom left and a "Submit" button is at the bottom right.

Figure 39 | Application Details (Express)

If the EIDA is expired, the application will not be considered as express which means that the application need to go thought the PMD center then either get approved or rejected.

Also if the user want to apply with EIDA application, Passport or any Other Document all of these requests will not be considered as Express.

As shown in figure (40)

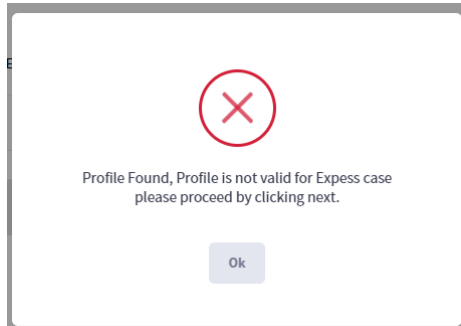


Figure 40 | Not Valid for Express

Then the user can click on "Next" button to go the fields form which need to be filled, because the application was not express, the user need to enter all the fields.

As shown in figure (41)

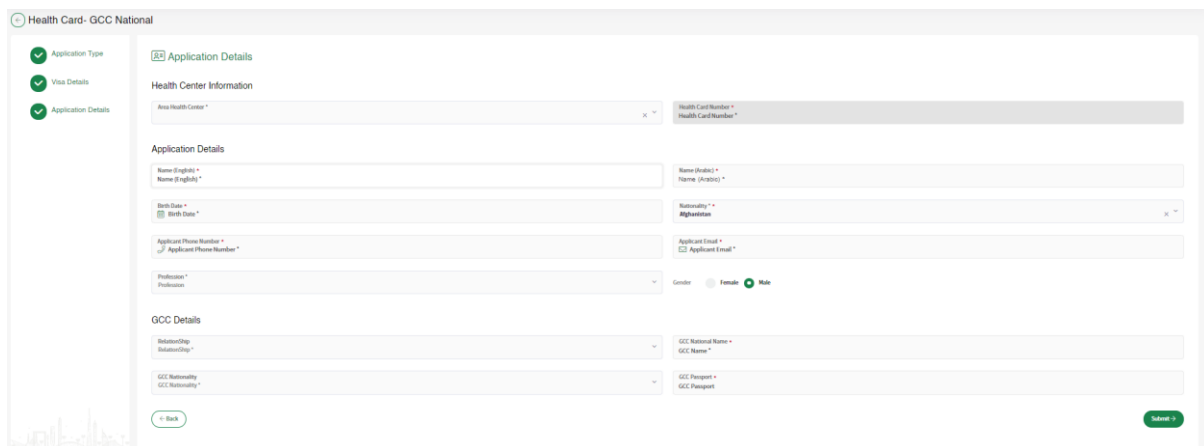
A screenshot of a web application form titled "Health Card- GCC National". The form is divided into three main sections: "Health Center Information", "Application Details", and "GCC Details".
- "Health Center Information" includes a dropdown for "Area Health Center" and a text field for "Health Card Number".
- "Application Details" includes text fields for "Name (English)", "Name (Arabic)", "Birth Date", "Applicant Phone Number", "Applicant Email", and "Applicant ID". There is also a dropdown for "Profession" and radio buttons for "Gender" (Male/Female).
- "GCC Details" includes dropdowns for "GCC Nationality" and "GCC Passport".
At the bottom left is a "Back" button and at the bottom right is a "Submit" button.

Figure 41 | Application Details

Then the user need to upload the required attachments either by uploading the file from “My Device” or “Scan” the document. As shown in figure (42)

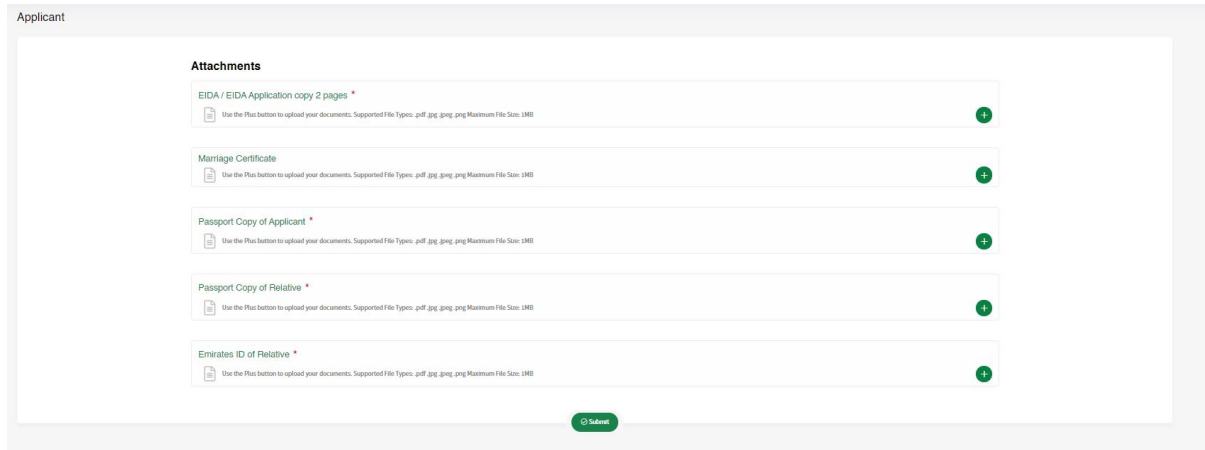


Figure 42 | Attachments Page

Then the system will show the preview of the application in a popup window, so the user can proceed to payment by clicking on “Next” or save the request in the applications table. As shown in figure (43)

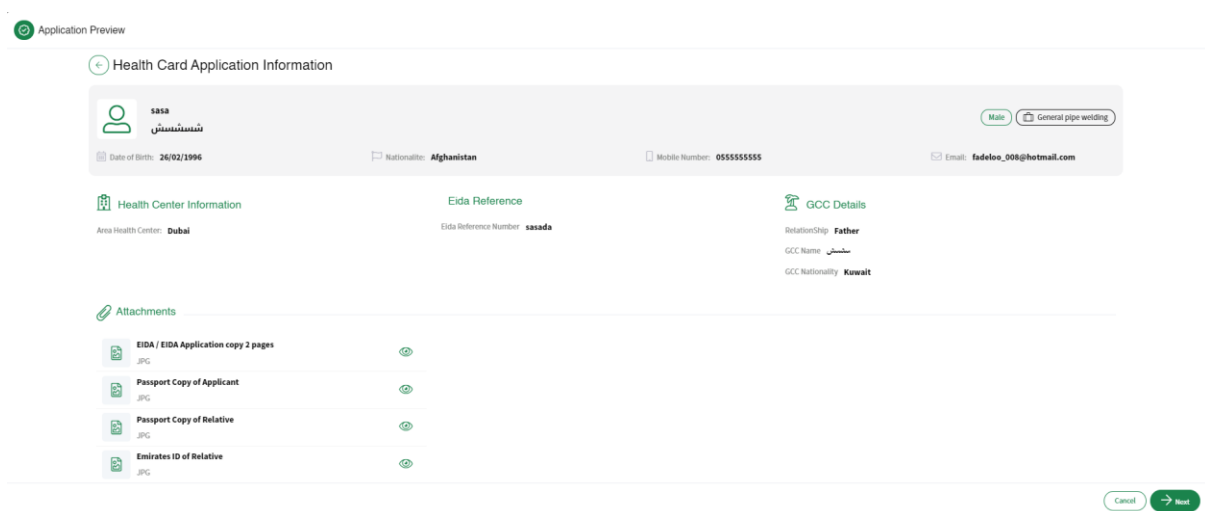


Figure 43 | Application Preview

The payment screen will show the summary fees of the application and the available payment methods. As shown in figure (44)

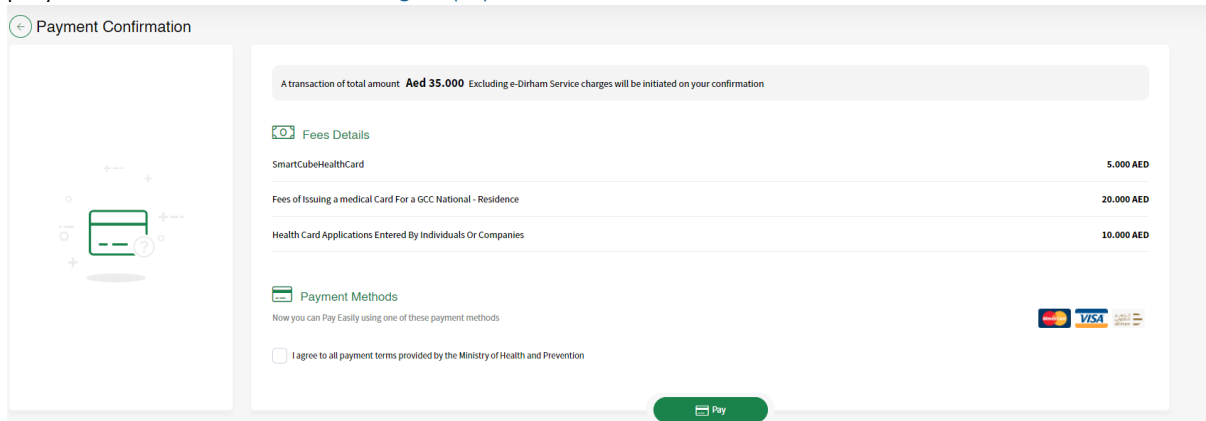


Figure 44 | Payment Screen

Then user will be directed to the E-dirham payment gateway. As shown in figure (24)

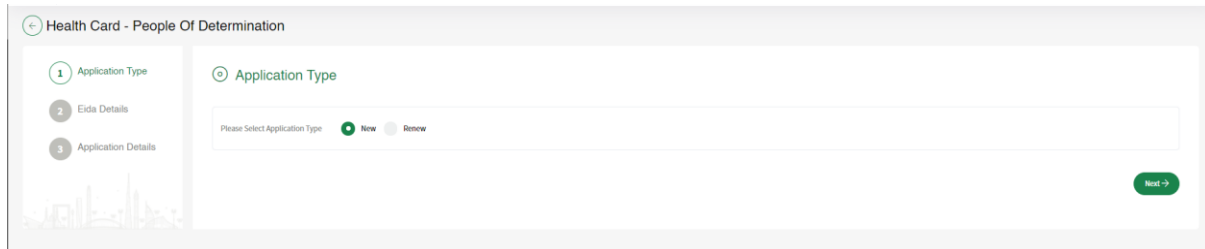
After that if the payment is successful the user will get redirected back to the HCR system with successful response page. As shown in figure (25)

Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (26)

4.4 People of Determination

Only people of Determination can apply for this health card. There are two types of requests for all health cards types: As shown in figure (45)

1. New (issue a new health card)
2. Renew (renew an existing health card)

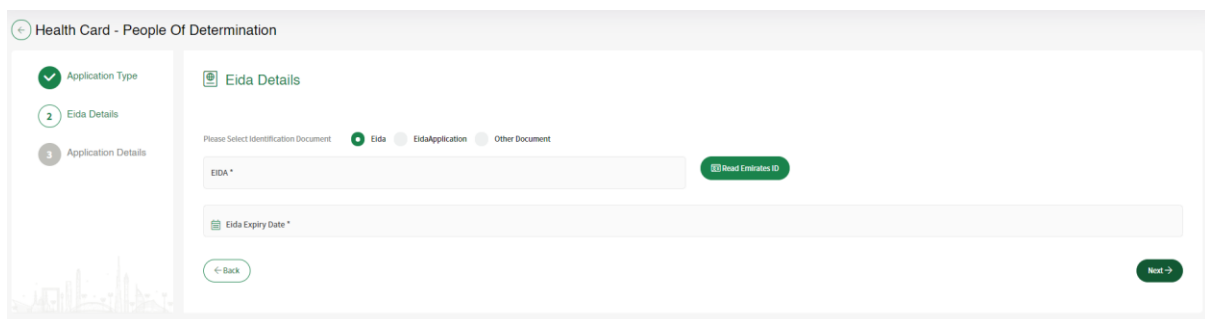


The screenshot shows the 'Health Card - People Of Determination' application form. On the left, there is a progress indicator with three steps: 1. Application Type (selected), 2. Eida Details, and 3. Application Details. The main content area is titled 'Application Type' and contains a form with the text 'Please Select Application Type' and two radio buttons: 'New' (selected) and 'Renew'. A green 'Next' button is located at the bottom right of the form.

Figure 45 | UAE National Health Card

For new health cards the user need to select type of "Identification Document" from one of the following:

1. EIDA: If the person has an existing EIDA card.
2. EIDA Application: If the person has EIDA application number.
3. Other Document: If the person has any other documents to use it.



The screenshot shows the 'Health Card - People Of Determination' application form, Step 2: Eida Details. On the left, the progress indicator shows Step 1 (Application Type) completed with a green checkmark, and Step 2 (Eida Details) selected. The main content area is titled 'Eida Details' and contains a form with the text 'Please Select Identification Document' and three radio buttons: 'Eida' (selected), 'EidaApplication', and 'Other Document'. Below the radio buttons, there is a text input field for 'EIDA *' with a green 'EIDA Emirates ID' button to its right. Below that is another text input field for 'Eida Expiry Date *'. At the bottom left, there is a green '< Back' button, and at the bottom right, there is a green 'Next >' button.

Figure 46 | Identification Type

If the EIDA is valid then the user can click on “Next” button to go the fields form which need to be filled. As shown in figure (47)

Figure 47 | Application Details

Then the user need to upload the required attachments either by uploading the file from “My Device” or “Scan” the document. As shown in figure (48)

Figure 48 | Attachments Page

Then the system will show the preview of the application in a popup window, so the user can proceed to payment by clicking on “Next” or save the request in the applications table. As shown in figure (49)

Figure 49 | Application Preview

Then application will be sent to the PMD center to be either approved so that the customer can make the payment and issue the health card, or the PMD center will reject the request.

5 Dashboard

The user can do action on the requests which is under the list "My application" like proceed to payment for the Read to Pay requests, edit the draft applications, view the details of all the requests or print the receipt of the paid applications. As shown in figure (50)

The screenshot shows the 'My Applications' dashboard. At the top, there are two tabs: 'My Applications' (active) and 'Missing Information'. Below the tabs is a filter section with 'Search by' options for 'Date of Birth' and 'Application Date'. There are input fields for 'Application N°', 'From', and 'To', and a 'Transaction Status' dropdown menu. A search button and a 'Reset' link are also present. Below the filter section is a table with the following columns: Application N°, Arabic Name, English Name, Application Date, Date of Birth, Category, Status, and Actions. The table contains 10 rows of application data.

Application N°	Arabic Name	English Name	Application Date	Date of Birth	Category	Status	Actions
H306F000128L	شيشش	shass	02/11/2021 17:49:07	26/02/1996	PeopleofDeterminations	Pending with Committee	⋮
H306F000228L	شيششش	sasa	02/11/2021 27:43:05	26/02/1996	GCC Nationals	Ready to Pay	⋮
H306F000128L	يشيششش	ssas	02/11/2021 17:23:58	02/11/2021	UAE Nationals	Ready to Pay	⋮
H306F0001228L	سش	ssab	02/11/2021 16:55:12	26/02/1991	Expatriates	Payment Completed	⋮
H306F0001128L	انور اوش محمد اجمل	ANAM ANOSH MUHAMMAD AJMAL	02/11/2021 18:16:00	29/08/2014	Expatriates	Approved	⋮
H306F0001028L	رشد	Raad	02/11/2021 23:24:32	04/03/2011	Expatriates	Ready to Pay	⋮
H306F000028L	ياسر	Yasser	02/11/2021 13:00:31	28/02/1991	Expatriates	Payment Completed	⋮
H306F000628L	داد	dad	02/11/2021 11:58:59	01/11/2021	Expatriates	Ready to Pay	⋮
H306F000728L	عبدالله علي محمد خليل النقي	ABDALLA ALI MOHAMED KHALIL ELZOK	02/11/2021 20:46:30	19/06/1992	Expatriates	Ready to Pay	⋮

Figure 50 | My Applications List

Also the user can search for the request by application number, creation date or filter the request by their statuses.

6 System Accessibility

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 (51)

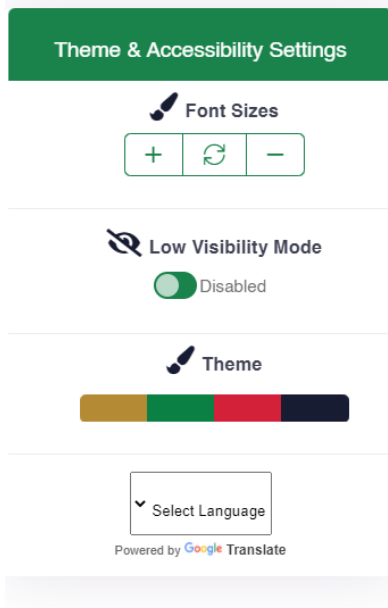


Figure 51 | Accessibility Settings

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.

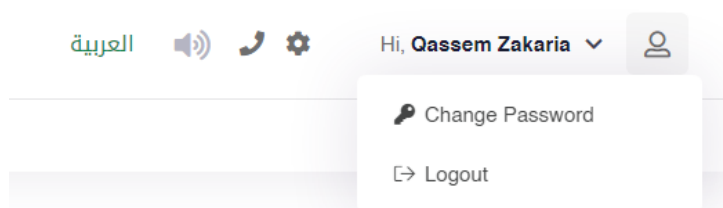
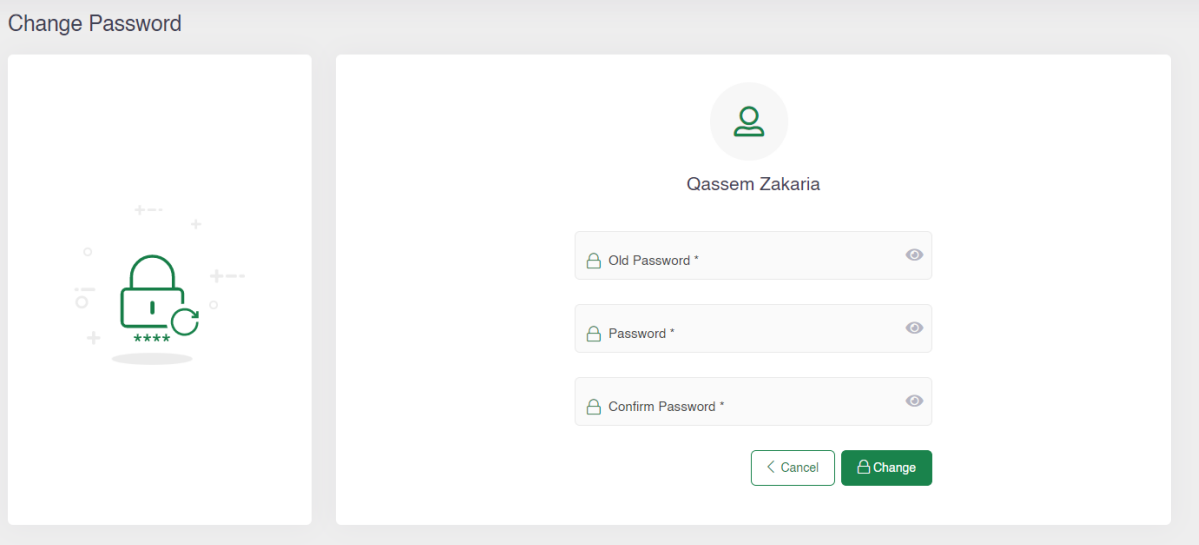


Figure 52 | User Actions

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



The image shows a 'Change Password' screen. On the left, there is a decorative graphic of a padlock with a keyhole and a circular arrow, surrounded by plus and minus signs. On the right, the user's name 'Qassem Zakaria' is displayed below a profile icon. Below the name are three input fields: 'Old Password *', 'Password *', and 'Confirm Password *'. Each field has a small eye icon to its right. At the bottom right, there are two buttons: a white 'Cancel' button with a left arrow and a green 'Change' button with a lock icon.

Figure 53 | Change Password Screen

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