



UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

1/5/2023

Renewal of a License to Practice as a Pharmacist

User Manual Document Version: 2.0

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1. Service Overview – Summary

This service enables medical and pharmaceutical facilities to apply for the renewal of licenses for employees in the pharmacy profession, including first or second official pharmacists and assistant pharmacists.

Channel → *Website*

Mohap Smart App

Audience →

- Medical and pharmaceutical facilities (In charge Pharmacist, Second Pharmacist, Assistant Pharmacist)

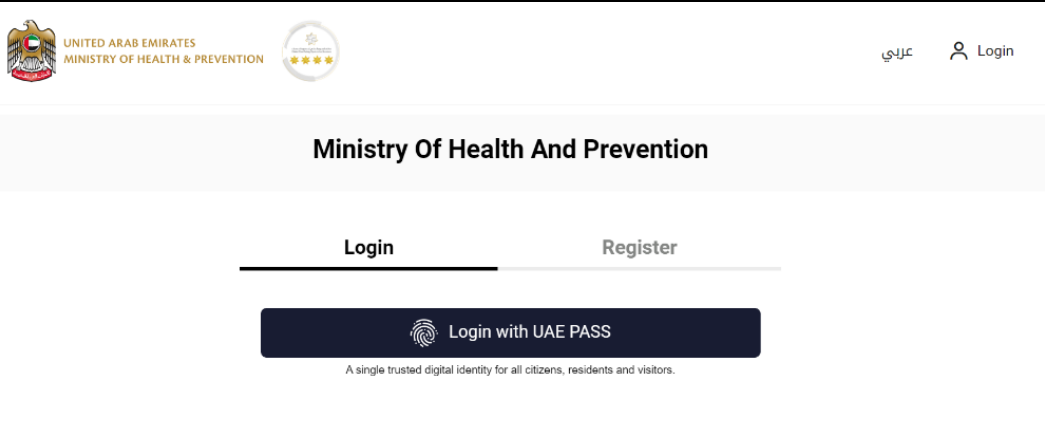
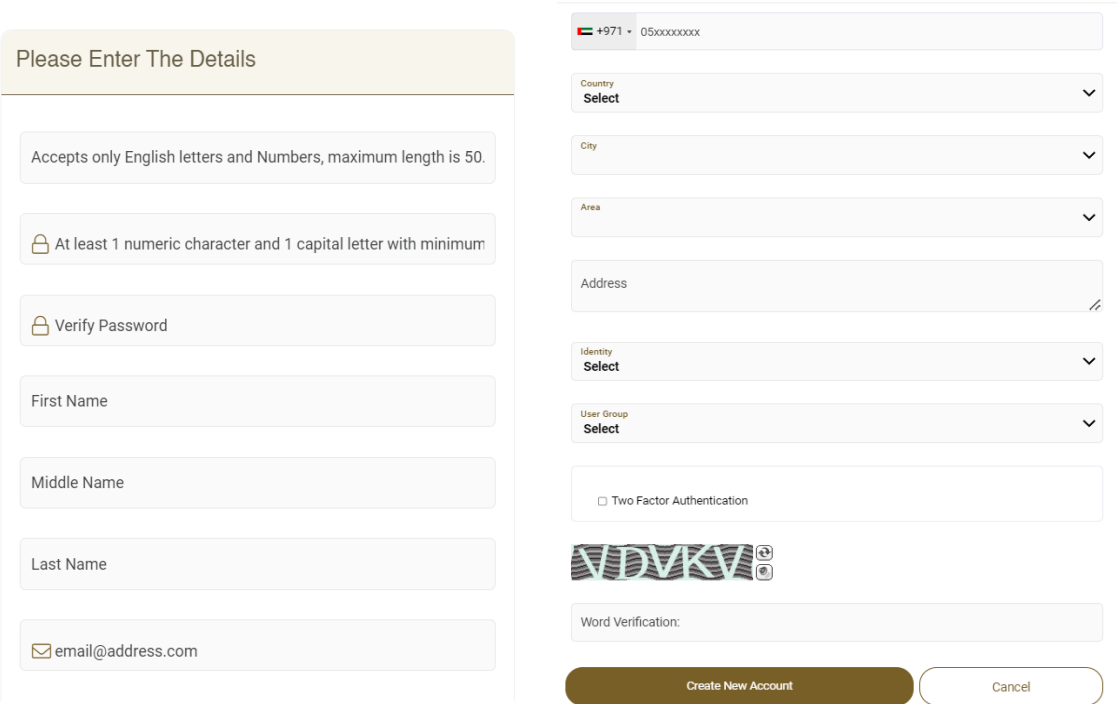
2. Service Conditions

- A certificate of medical fitness from EHS is required for who are 60 years and above.

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

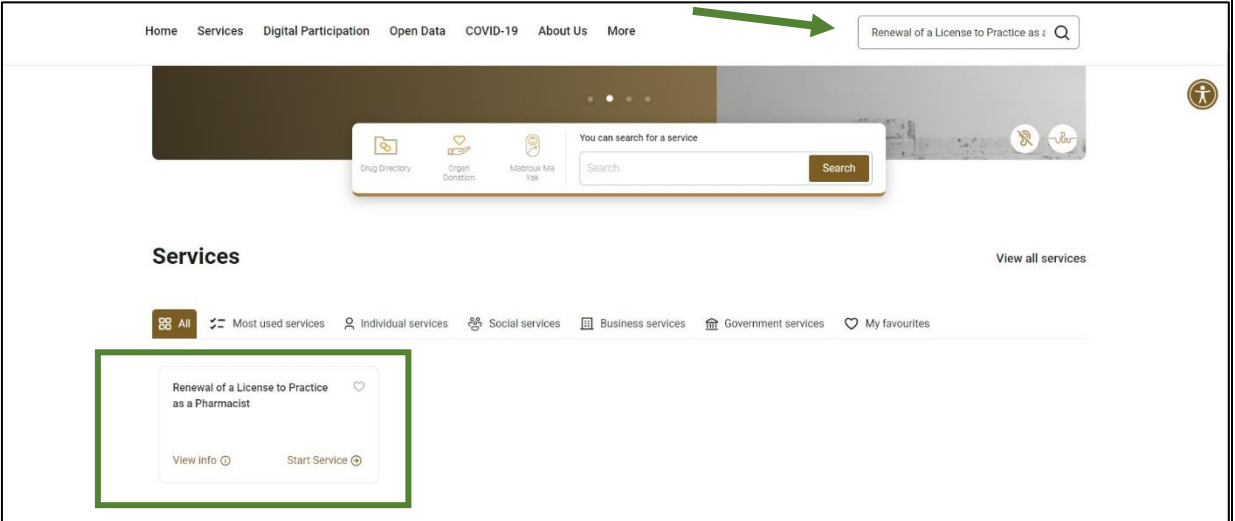
If you are already a MOHAP user, then [Login to the system directly](#)

3. Create New Account

#	Create New Account – Register/Sign up
1	<p><i>If the user is new (i.e., doesn't have an account) he needs to Create a New Account First</i></p> <ul style="list-style-type: none"> - <i>Go to the official website of the Ministry of Health</i> - <i>On the right side click on the Register tab</i> - <i>Since the user does not have an account yet, the user will need to Register</i>
2	 <p>The screenshot shows the homepage of the Ministry of Health and Prevention. At the top, there are logos for the United Arab Emirates and the Ministry. On the right, there are links for 'العربي' and 'Login'. The main heading is 'Ministry Of Health And Prevention'. Below this, there are two tabs: 'Login' and 'Register', with 'Register' being the active tab. A prominent button for 'Login with UAE PASS' is visible, with a subtext: 'A single trusted digital identity for all citizens, residents and visitors.'</p>
3	<p><i>To Sign Up, the user needs to fill all the required information and follow the steps</i></p>  <p>The screenshot shows a registration form titled 'Please Enter The Details'. On the left side, there are several input fields: a text area with a note 'Accepts only English letters and Numbers, maximum length is 50.', a password field with a lock icon and the requirement 'At least 1 numeric character and 1 capital letter with minimum', a 'Verify Password' field, and three text fields for 'First Name', 'Middle Name', and 'Last Name'. At the bottom left is an email field with the placeholder 'email@address.com'. On the right side, there are dropdown menus for 'Country' (with '+971' and '05xxxxxxxx' selected), 'City', 'Area', 'Identity', and 'User Group'. Below these is a checkbox for 'Two Factor Authentication'. At the bottom right, there is a 'Word Verification' field with a visual captcha 'VDVKV' and two buttons: 'Create New Account' and 'Cancel'.</p>

4	<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.
	<ul style="list-style-type: none"> - This message appears after clicking “Create New Account” <div data-bbox="481 423 1168 831" style="text-align: center;"> <p>Ministry Of Health And Prevention</p> <p>Login Register</p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #e0e0e0; width: fit-content; margin: 0 auto;"> <p>Your account has been created but not yet activated. The activation link has been sent to your registered Email address.</p> <p>Kindly open the email from noreply@moh.gov.ae or noreply@mohap.gov.ae and click the Activation Link to activate your account.</p> <p>Please note that seldomly, it can take some time for the email to reach depending on network load or can get filtered into a Junk or Spam folder.</p> <p>Click here to go to login page.</p> </div> </div>
5	<p>Go to the email entered when registering, and click on the link to activate the MOHAP Account</p>
	<p>Dear</p> <p>Thank you for registering with Ministry of Health and Prevention E-Services.</p> <p>Please open below url to activate your account.</p> <p>Account Activation Link</p> <p>Regards,</p> <p>Ministry of Health And Prevention, UAE</p>

4. Log into the system


#	User Login
1	<p>If the user already has an account and wants to access any of MOHAP services, the user needs to follow the below steps</p> <ol style="list-style-type: none">1. Go to the official website of the Ministry of Health2. Click on Services3. Look for the required service OR search for its name in the search bar4. Select the required Service icon5. After choosing the service click on Start Service as the below screen.6. If the user has logged in from the official page, then when the user clicks on “Services” they’ll be directly transferred to the service, otherwise the user will have to login after clicking on “Start Service”.
2	 <p>The screenshot shows the MOHAP website interface. At the top, there is a navigation menu with 'Home', 'Services', 'Digital Participation', 'Open Data', 'COVID-19', 'About Us', and 'More'. A search bar contains the text 'Renewal of a License to Practice as a Pharmacist'. Below the navigation, there is a search bar with a 'Search' button and a dropdown menu showing 'Drug Directory', 'Organ Donation', and 'Mabrouk Ma Yaki'. The main content area is titled 'Services' and features a 'View all services' link. A list of services is displayed, with the 'Renewal of a License to Practice as a Pharmacist' service card highlighted by a green box. The card shows 'View info' and 'Start Service' buttons. Below the list, the details page for the 'Renewal of a License to Practice as a Pharmacist' service is shown, including a 'Start Service' button, a 'Bookmark service' button, and service details such as 'Service completion duration: 3 working days', 'Service fees: Application fee: AED100, License renewal: AED1,000', and a 'Service Rating' of 2 from 8 users.</p>

3

Ministry Of Health And Prevention

Login

Register

 Login with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

Or

 User Name

 Password 

Account Type
 Customer

Remember Me

[Forgot Password](#)

[Forgot User Name](#)

Login

Procced to Next Page

Click here will take The user to the fill application page

ESTABLISHMENT WORKSPACE ESTABLISHMENT DETAILS STAFF WORKSPACE

PHARMACEUTICAL LICENSING

Establishment Workspace 

Please [Click here](#) to go to the New Pharmaceutical Licensing System.



Establishment Name (English)

Test

Establishment Name (Arabic)

تست

Category

Marketing Office

Medical District

Sharjah

License Number

License not issued

Issue Date

License not issued

Expiry Date

License not issued

License Status

License not issued

Latest Application Details

5. Fill Application

5.1 Add Initial Information

- User should start adding his information and following fields guidelines
- The user needs to declare that all the information provided in the applications is true and correct.
- Once All Information is added the user can proceed with his application

Initial Information

Experience(s)

License(s)

Health Professional Name
mahaliskahmi

Nationality
Aruban

Medical Title
Pharmacist Incharge

Next

Please Add Your Continuous Education(s)

Education Board In English *

Education Board In Arabic *

Course Name In English *

Course Name In Arabic *

Number Of Hours *

- User should click on the “+” button in case he wants to add more information
- This step is optional and the user can click next to proceed with his application

New/Renew/Re-license/Transfer of Health Professionals

Services > New/Renew/Re-license/Transfer of Health Professionals

Save & Close

Initial Information

Experience(s)

License(s)

Do You want Add More Continuous Education(s)?

Click here to add more continuous education(s)

Previous

Next

Complete Progress
10%

Basic Information

Preview

- Once user clicks on the “+” button this screen will show up
- After filling all information click “Next” to proceed with the application

New/Renew/Re-license/Transfer of Health Professionals Services > New/Renew/Re-license/Transfer of Health Professionals Save & C

Initial Information Please Add Your Continuous Education(s)

Experience(s) License(s)

Education Board In English * Education Board In Arabic *

Course Name In English * Course Name In Arabic *

Number Of Hours *

Previous Next

Add Attachment

- The user needs to add attachments and follow attachment guidelines
- The user can choose from where to export his file

Initial Information Attachment Files Completed 0 of 11

Experience(s) License(s)

Certificate of good conduct Continuous medical education certificates Copy of valid passport

Select Files from your computer

Use the "Button" below to upload your attachments

The supported files are: pdf, png, jpeg, jpg, docx, doc

File size: No more than 5MB

Browse For Attachments On Your Computer

←

- User can deleted the attachment he added and attach a new one click "X" next to attached file

Initial Information Attachment Files Completed 3 of 11

Previous

Next

Certificate of good conduct Continuous medical education certificates Copy of valid passport

Select Files from your computer
Use the "Button" below to upload your attachments
The supported files are: .pdf, .jpeg, .jpg, .docx, .doc
File size: No more than 5MB

Browse For Attachments On Your Computer

Intro Doc Eng (1).Pdf
774.13 KB

Use arrow to move across attachments

-Make sure to add all 11/11 attachments
- Click Next to proceed with the application

Initial Information Attachment Files Completed 11 of 11

Previous

Next

Optional Optional Optional

List of controlled medicines (for official pharmacist) A certificate of functional fitness from the Department of Preventive Medicine is required if the applicant is 60 or older Signed and stamped doctor's prescription

Select Files from your computer
Use the "Button" below to upload your attachments
The supported files are: .pdf, .docx, .doc
File size: No more than 5MB

Browse For Attachments On Your Computer

Intro Doc Eng (1).Pdf
774.13 KB

5.2 Add Experience

- Add experience

- Progress bar shows the user his progress status in filling the application

New/Renew/Re-license/Transfer of Health Professionals

Home > Services > New/Renew/Re-licenses/Transfer of Health Professionals Save & Close

Initial Information Do you have new license(s) or experience(s)? Previous

Experience(s) Yes No Next

License(s)

Complete Progress 20%

Basic Information Preview

- Once user clicks "Yes" this page will show up

- Add all correct information and follow fields guidelines

Initial Information Please add your experience(s) Previous

Experience(s) Next

License(s)

Facility Name In English * Facility Name In Arabic *

Facility Name in English Facility Name in Arabic

Facility Type * Position *

Facility Type Position

Start Date * End Date *

Start Date End Date

Country *

Country

** For Surgical related specialties please upload surgery log book with each experience.

[For the surgical related specialties list please click here](#)

If this note applies to the user, click here to upload

- Choose "Facility Type" from the list

New/Renew/Re-license/Transfer of Health Professionals

Initial Information Experience(s) License(s)

Please add your experience(s)

Facility Name In English * USU

Facility Name In Arabic * الحصة

Facility Type *
Attendant

Government
Attendant
Private
Others
Country

Position *
Position

End Date *
End Date

Previous
Next

** For Surgical related specialties please upload surgery log book with each experience.
For the surgical related specialties list please click here

- Choose "Country" from list

Initial Information Experience(s) License(s)

Please add your experience(s)

Facility Name In English * USU

Facility Name In Arabic * الحصة

Facility Type *
Attendant

Position *
student

Start Date *
2023-01-02

End Date *
2023-01-03

Country *
Country

Afghanistan
Albania
Algeria
American Samoa
Andorra
Angola
Anguilla

Previous
Next

** For Surgical related specialties please upload surgery log book with each experience.

- Upload "Experience Certificate" and follow guidelines to add attachment "file type, file size"

- Click "Next" to proceed with application

Initial Information Please upload your experience certificate

Experience(s)

License(s)

^ Previous

∨ Next

Select Files from your computer

Use the "Button" below to upload your attachments

The supported files are: .pdf, .png, .jpeg, .docx

File size: No more than 10MB

Browse For Attachments On Your Computer

Local Upload OneDrive Box Google Drive

- This step is optional, if you have more experience to add, attach file

- Click "Next" to skip and proceed with your application

Initial Information Do you want to add more experience(s)?

Experience(s) + Click here to add more experience(s)

License(s)

^ Previous

∨ Next

5.3 Add License(s)

- Add required information and follow fields guidelines
- Click "Previous" to go one step back in your application
- Click "Next" to proceed with your application

Please add your License(s)

Initial Information

Experience(s)

License(s)

Licensing Board In English *

Licensing Board In Arabic *

License Type *

License Number *

Country *

License Status *

Expiry Date *

Previous

Next

- Choose "License" type from the list

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

سازمان بهداشت و پیشگیری از بیماری‌ها

savin.thomas2@mohap.gov.ae

New/Renew/Re-license/Transfer of Health Professionals

Please add your License(s)

Initial Information

Experience(s)

License(s)

Licensing Board In English *

Licensing Board In Arabic *

License Type *

License Number *

License Status *

Expiry Date *

Previous

Next

Dataflow Report

Good Standing Certificate

MOHAP License

MOHAP Old Evaluation Certificate

Expiry Date

-Choose "License Status" from list

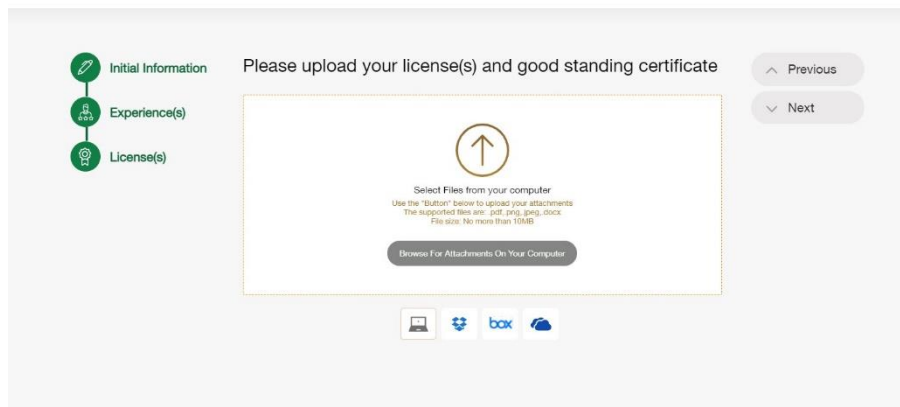
The screenshot shows a web form for adding a license. The form is titled "Please add your License(s)". It contains several input fields: "Licensing Board In English" (text input with "english licensing"), "Licensing Board In Arabic" (text input with "عربي"), "License Type" (dropdown menu with "Good Standing Certificate"), "License Number" (text input with "عربي"), "Country" (dropdown menu with "Country"), "Expiry Date" (calendar icon), and "License Status" (dropdown menu with "License Status" selected). The "License Status" dropdown menu is open, showing a list of options: "Active", "Expired", and "Cancelled". The form also includes a "Previous" button and a "Next" button. The header of the page includes the United Arab Emirates Ministry of Health & Prevention logo and the email address "savin.thomas2@mohap.gov.ae".

- Choose" Country" from list

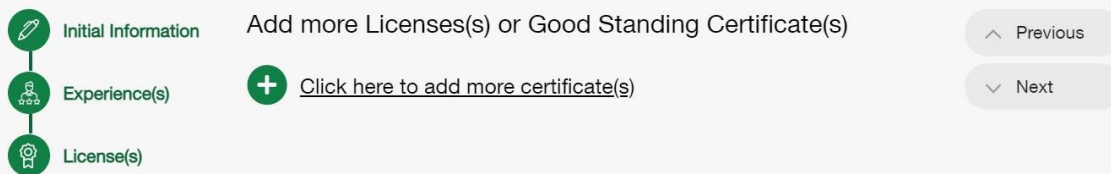
- Make sure to add all required information, then click " Next" to proceed with your application

The screenshot shows the same web form as above, but with the "Country" dropdown menu open. The dropdown menu is highlighted with a yellow border and shows a list of countries: "Afghanistan", "Albania", "Algeria", "American Samoa", "Andorra", "Angola", and "Anguilla". The form also includes a "Previous" button and a "Next" button. The header of the page includes the United Arab Emirates Ministry of Health & Prevention logo and the email address "savin.thomas2@mohap.gov.ae".

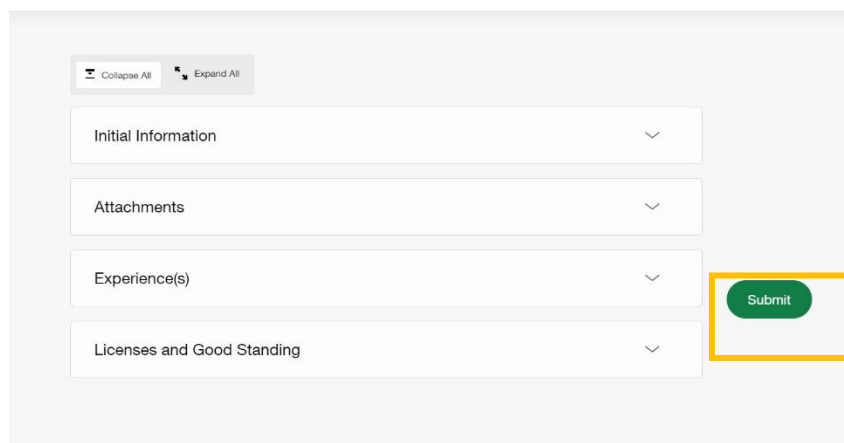
- Add Required attachment and follow attachment guidelines” file type, file name..)
- User can choose from where to export his file
- Click “ Next” to proceed with your application



- After adding all attachments press “ Next” to proceed with the application
- If the user has more license certificates he can add them by clicking on the “+” icon if not click “ Next” to proceed as this step is optional



- To edit application click on “ Expand All” it allows you to review all entered information and edit it if needed.
- Click “Submit” to submit application



- Click on this “^” icon to edit the section you want to make changes on.
- Click “Save & Edit” to save changes
- Click “Cancel” if you don’t want to make any changes

Initial Information

Continuous Education

Please Add Your Continuous Education(s)

Education Board In English *

Education Board In Arabic *

Course Name In English *

Course Name In Arabic *

Number Of Hours *

- User can also make changes on all attachments added, click on the “X” icon to remove attached file

Certificate of good conduct

Continuous medical education certificates

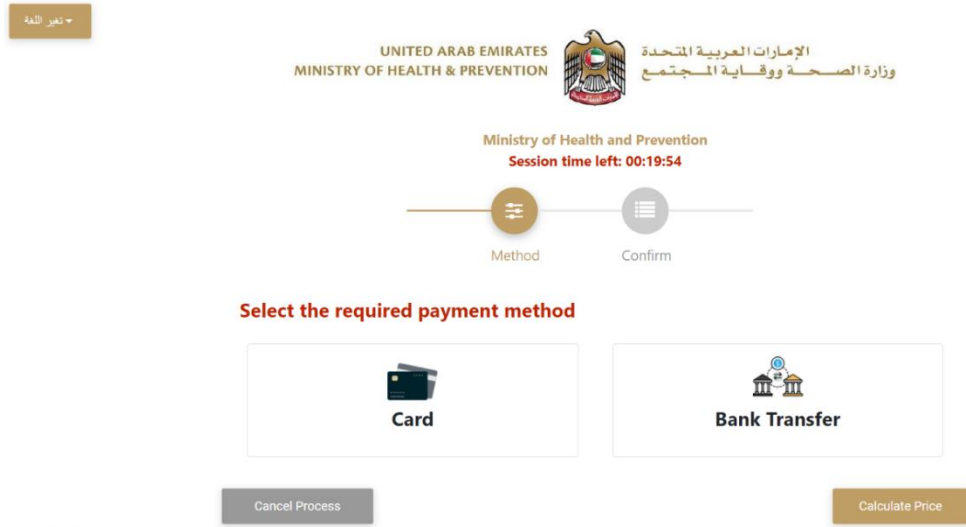
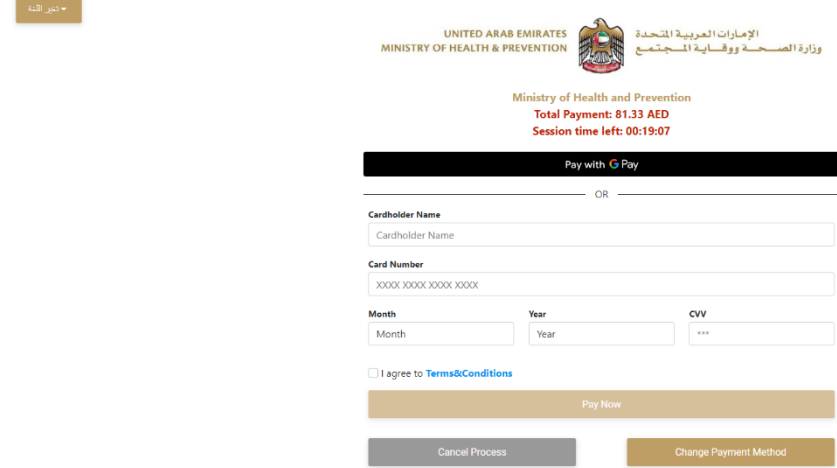
Copy of valid passport

Select Files from your computer

Use the "Button" below to upload your attachments
The supported files are: .pdf,.png,.jpeg,.jpg,.docx,.doc
File size: No more than 5MB

96 Files Status.Png
395.72 KB

6. Pay the Fees at the Required Stages

6	Payment
	<ul style="list-style-type: none">- Once the user submits the application, payment fees are required.- Choose your preferred payment method- click “calculate price” to move to proceed with payment- click “cancel process” to cancel payment  <p>Powered By: ATB</p>
	<ul style="list-style-type: none">- Enter card information and follow fields guidelines  <p>Powered By: ATB</p>

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)	Quantity	Total With Tax Amount
Card Charges	0.55 AED	0.03 AED		0.58 AED
Total				0.58 AED

Total Tax:	0.03 AED
Total Amount:	81.33 AED

ATS

Cancel Process

Change Payment Method

Proceed With Payment

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

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

06 December 2022, 11:44 AM

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

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

Go Back Receipt Print