

UNITED ARAB EMIRATES
MINISTRY OF HEALTH



الإمارات العربية المتحدة
وزارة الصحة

MINISTRY OF HEALTH

Pharmaceutical Licensing Online Services

User Manual (Establishment Users) V03

Online Registration For Manual License

MOH Information Technology Department – Development & E-services section

5/30/2015

This booklet was issued as a user manual for “Pharmaceutical Licensing System”, and it’s designed to guide the users on how to use the system to get all electronic transactions of private health sector by licensing the private medical sector.

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Introduction:

One of the most important goals of "Regulation, Licensing and Advertising Department", organizing the Private health sector, It licensing all Pharmaceutical private sector and its staff (Pharmacists & Assistant pharmacists), in order to improve the level of health services in the country.

Scope of Work

Provide Licensing Service for the following:

- Pharmacies in Northern Emirates.
- Drug Store in All Emirates in U.A.E.
- Scientific Office in All Emirates in U.A.E.
- Pharmacists and Assistant Pharmacists working for the mentioned Establishments.


Using the system:

Create new account

1. Go to the official website of the Ministry of Health www.moh.gov.ae.
2. Click on E-Services.
3. Click on Pharmaceutical Establishment Licensing.
4. The below screen appears
5. Click Create New Account Link



▶ Login



User Name

Password

Login

Windows User Login
Create New Account
Forgot Password
Forgot User Name

1. Click on “create new account”.
2. Enter all required information.

- Login Information
 - User Name
 - User Group
 - Email
 - Password
 - Verify Password
 - Secret Question
 - Secret Answer

- User Information
 - First Name
 - Middle Name
 - Last Name
 - Cell
 - Address
 - Country
 - City
 - Area
 - Word Verification

► Sign Up

Login Information

User Name *

User Group *

Email *

Password *

Verify Password *

Secret Question *

Secret Answer *

User Information

First Name *

Middle Name

Last Name *


Cell Number


Address *

Country *

City

Area

Word Verification: * 



3. Click in “Create New Account”

4. In case the username is already exists , it will show the following alert:

Signup

User already Exists

5. After Completion of the registration steps, the following alert will show to confirm that the records saved successfully and an Email has been sent for activation.

Activate the new account

Signup

Record Saved Successfully and Email has been sent to User For Activation

6. Click on the link in activation E-mail to activate the account.

Account Activation

K2 Development Team

To:



Please open below url to activate your account in system


<http://dxbmohk21:100/ActivateUser.aspx?Guid=e1a9253f-e7ec-44a5-9d66-d76b61d371ee>

Login to the system

1. Enter the Username
2. Enter the Password


3. Click in "Login"

▶ Login



User Name

Password

 **Login**

Windows User Login
Create New Account
Forgot Password
Forgot User Name










Click Pharmaceutical Licensing Icon



UNITED ARAB EMIRATES
MINISTRY OF HEALTH

Home Payment History Hello, old5

▶ Home


 Evaluation Evaluation	 Sick Leave Attestation SickLeaveAttestation	 Licensing Licensing
 Medical Advertisement Medical Advertisement	 Import Export Import Export	 Treatment Abroad TreatmentAbroad
 Good Standing Certificate GoodStandingCertificate	 Pharmaceutical Licensing Pharmaceutical Licensing	 BirthAndDeath BirthAndDeath

Submit Pharmaceutical Establishment Initial Approval

Enter Pharmaceutical Establishment Details

1. Enter all required information as it shown in the following screen.
2. Click on “Register”

Pharmaceutical Licensing Help | Services Dashboard | Sitemap | Contact Us | [old4](#) | Signout

 UNITED ARAB EMIRATES
MINISTRY OF HEALTH

Workspace old4 End Users

[Owner](#) | [Establishment Details](#) | [Partners](#) | [Attachments](#) | [Staff Details](#) | [Payments](#) |

Registration

Name English (*) Old Pharmacy4	Name Arabic (*) الصيدلية القديمة رقم 4
Classifications (*) Pharmaceutical Establishment - مؤسسة صيدلانية	Medical District/Emirate (*) Sharjah - الشارقة
Category (*) Pharmacy - صيدلية	Area Name (*) abu shaghara
Email (*) tariqj@moh.gov.ae	Street (*) 4
Web Site <small>Enter the Web Site e.g. gmail.com</small>	PO Box (*) 848
Telephone (*) 06-6666666	Fax (*) 06-7777777
Building No. (*) 444	Building Owner abo Ahmed
Building Name Al Dana	Contact Number (*) 06-6666666
Contact Name (*) Tarek Gamal Eldin Mohamed	Contact Number - 2 <input type="text"/>
Contact Name - 2 <small>Enter second contact Name</small>	Manual License First Issue Date 01.02.2015
<input checked="" type="checkbox"/> Already Licensed Manually	Manual License Expiry Date 31.03.2015
Manual License Number 3	
Manual License Valid From Date 01.02.2015	
Applicant Acknowledged(*) <input checked="" type="checkbox"/> I Confirm that all information provided are valid and correct	
<input type="button" value="Register"/>	

3. View the Establishment Detail, Select the request type if applicable then click on the Button “Submit Request” this will show the tasks required for that request.
4. Review The Task List and complete the task required in order to be able to submit the application.

Workspace
[Owner](#) | [Establishment Details](#) | [Partners](#) | [Attachments](#) | [Staff Details](#) | [Payments](#) |

Establishment Details

Name En	Old Pharmacy4
Name Ar	الصيدلية القديمة رقم4
Category	مؤسسة صيدلانية - Pharmaceutical Establishment
Speciality	• Pharmacy / صيدلية
Medical District	Sharjah - الشارقة
Licence Number	10.000000000
License Status	تمت الموافقة المبدئية - Initially Approved
License Issue Date	01.02.2015
License Expiry Date	31.03.2015

Application Details

Application Number	13
Application Request	تسجيل رخصة يدوية سابقة - الموافقة المبدئية - Manual License Registration - Initial Approval
Application Status	لم تقدم - Not submitted
Submit Date	21.02.2015
Payment Due	0 AED
Request	<input type="text" value=""/> <input type="button" value="Submit Request"/>

Task List

- Task List
- No Owner Details Found, Please enter owner details - يرجى استكمال المبدأ - لا يوجد بيانات للمالك
 - Please add missing required documents - برجاء ارفاق المرفقات الشائعة

Establishment Medical Staff

Pharmacists: 1 | 0 Under Processing | 1 Pharmacists incharge

Assistant Pharmacists: 0 | 0 Under Processing

Establishment License Certificate

Print License

Notifications

Date	Message
Tuesday, March 24, 2015 10:57:46 AM	Application Id : 3 , Status : Accepted , Message :Approved Initial
Tuesday, March 24, 2015 12:00:00 AM	Application Id : 3, Status: Rejected , Message : Rejected Docs

MoH Website | Privacy Policy | Accesibility Policy | Disclaimer | Terms and Conditions

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Enter the owner information

1. Enter all required information as it shown in the following screen.

Workspace old4 End Us
[Owner](#) | [Establishment Details](#) | [Partners](#) | [Attachments](#) | [Staff Details](#) | [Payments](#) |

Owner Personal Details

First Name English (*) <input type="text" value="tarek"/>	First Name Arabic (*) <input type="text" value="طارق"/>
Middle Name English (*) <input type="text" value="gamal"/>	Middle Name Arabic (*) <input type="text" value="جمال الدين"/>
Last Name English (*) <input type="text" value="mohamedcccccccccccc"/>	Last Name Arabic (*) <input type="text" value="محمد"/>
Emirate (*) <input type="text" value="Ajman - عجمان"/>	
Gender (*) <input type="text" value="Male - ذكر"/>	
Mobile No (*) <input type="text" value="0504822082"/>	



Personal Photo Data (*)Image shouldn't exceed 512KB & ,jpeg,jpg type

Save Details

Owner Identities List

[Delete](#) [Save](#) [Refresh](#)

Id	Identity No./U.I.D. No.	Valid From	Valid To	Identity Type English	Identity Type Arabic	Edit
26.00	333-4444-777777-1		2/28/2015	Emirates ID	الهوية الإماراتية	Double click to view i
27.00	4	2/19/2015		Family Book	خاتمة القيد	Double click to view i

2. Attach Owner Identities Documents. (Emirates ID, Passport & Family Book.)

Owner Identities List

✖ Delete 💾 Save 🔄 Refresh

Id	Identity No./U.I.D. No.	Valid From	Valid To	Identity Type Eng...	Identity Ty...	Image	Edit
No items to display.							
Emirates ID - الهوية الإماراتية							
Family Book - خانصة القيد							
Passport - جواز سفر							
Emirates ID - الهوية الإماراتية							

Emirate ID No. (*)
Emirate ID number

Expiry Date (*)
Expiry Date

Click to add attach require...

Image (*) - Image shouldn't exceed 512KB & must be jpeg, jpg

Save Identity ←

Enter the partner information (Optional if Applicable)

1. Enter all required information.
2. Upload partner photo.
3. Attach partner documents.(Emirates ID, Passport& Family Book)

Workspace

First Name English (*) <input type="text" value="Type a value"/>	First Name Arabic (*) <input type="text" value="Type a value"/>
Middle Name English (*) <input type="text" value="Type a value"/>	Middle Name Arabic (*) <input type="text" value="Type a value"/>
Last Name English (*) <input type="text" value="Type a value"/>	Last Name Arabic (*) <input type="text" value="Type a value"/>
Gender (*) <input type="text" value="Select an item"/>	Nationality (*) <input type="text" value="Select an item"/>
Mobile No (*) <input type="text" value="+971503827741 +971-50-3827741 +971 50 3827741 "/>	Email (*) <input type="text" value="Type a value"/>
Image (*) <div style="border: 1px dashed gray; padding: 10px; text-align: center;">Click here to attach an image</div>	

[Delete](#) [Save](#) [Refresh](#)

Name English	Name Arabic	National...	Gender Id	Mobile No	Partner Ph...	e Mail	Partner Lin...	Partner Id
No items to display.								

[Delete](#) [Save](#) [Refresh](#)

Partner Id	Identity Description	Identity No	Issued Date	Expiry Date	Image
No items to display.					

Partner Id: (Note: Emirates ID, Passport and Family Book must be added)

Identity Type (*)

Attach the Required Documents

Attach Click on the Attachments Link.

Attach the required documents from the list.

Workspace

Owner | Establishment Details | Partners | **Attachments** | Staff Details | Payments |

Attachment Category: 2

Last License Renewal Receipt From MOH - آخر إيصال تجديد من وزارة الصحة

License From MOH - ترخيص وزارة الصحة

Attach 4

Attachment Image : 3 Click here to attach an image

Delete Refresh

Description En	Description Ar	Date uploaded
Last License Renewal Receipt From MOH	آخر إيصال تجديد من وزارة الصحة	01/04/2015
License From MOH	ترخيص وزارة الصحة	01/04/2015

Attachment Viewer

Submit the Application for Initial Approval

Navigate to your Workspace and Click on 'submit Application' Button.

Note: After the submit Application Status becomes "Submitted"

Workspace

Owner | Establishment Details | Partners | **Attachments** | Staff Details | Payments |

Establishment D...

Name En Test Pharmacy

Name Ar صيدلية

Category Pharmaceutical Establishment - مؤسسة صيدلانية

Speciality Pharmacy / صيدلانية

Medical District Sharjah - الشارقة

Licence Number License not issued - لم يتم إصدار

License Status License not issued - لم يتم إصدار

License Issue Date License not issued - لم يتم إصدار

License Expiry Date License not issued - لم يتم إصدار

Application Details

Application Number 16

Application Request License Registration - Inibal Approval - تسجيل رخصة - الموافقة البدئية

Application Status Not submitted - لم يتم تقديم

Submit Date 01.04.2015

Payment Due 0 AED

Request

Task List

Establishment Medical Staff

Pharmacists: 1 | 0 Under Processing | 1 Pharmacists inashrge

Assistant Pharmacists: 0 | 0 Under Processing

Check Establishment Application Approval Status

You shall wait until your Application Approved or Rejected by MOH, you can check Application Status on your work space page.

If License Status: Approved then proceed to adding staff.

Or

If License Status: Rejected, Read the Message and recover the reason and Submit again

Or if License Status: Submitted, wait until the status become 'Approved' or 'Rejected'.

Notifications	
Date	Message
Saturday, February 7, 2015 4:13:11 AM	Application Id : 8 , Status : Accepted , Message :ok complete the rest procedures
Saturday, February 7, 2015 12:00:00 AM	Application Id : 8, Status: Rejected , Message : the last renewal is required

Add the Staff and Submit

After Establishment Initial Approval, Applicant should proceed to Submit Staff Applications.

Applicant

1. Click 'Staff Details' Link
2. Click 'Register Manual Licensed Staff' Button
3. Fill Staff information, upload staff photo and click 'Save Details' Button
4. Attach required documents
5. Click 'Submit Application' Button
6. Repeat the same steps from 2 to 5 until all your staff is added and submitted for Approval

Workspace

[Owner](#) | [Establishment Details](#) | [Partners](#) | [Attachments](#) | [Staff Details](#) | [Payments](#) |

Establishment Details

Name En	Old Pharmacy4
Name Ar	الصيدلية القديمة رقم4
Category	Pharmaceutical Establishment - مؤسسة صيدلانية
Speciality	• Pharmacy / صيدلية
Medical District	Sharjah - الشارقة
Licence Number	10.000000000
License Status	Initially Approved - تمت الموافقة المبدئية
License Issue Date	01.02.2015
License Expiry Date	31.03.2015

Application Details

Application Number	13
Application Request	تسجيل رخصة يدوية سابقة - الموافقة المبدئية - Initial Approval - Manual License Registration
Application Status	Approved - تمت الموافقة
Submit Date	21.02.2015
Payment Due	0 AED

Click Register Manual Licensed Staff Button

Workspace old2 End Users

Owner | Establishment Details | Partners | Attachments | Staff Details | Payments |

Register Manual Licensed Staff

Application Status :

Edit Staff Detail

Application No.	Name En	Medical Title	Request Type	Submit Date
Page 1				

Establishment Staff :

License Number	Name En	Name Ar	Medical Title	Speciality	Master License Status	Expiry Date
MOH Website Privacy Policy Accessibility Policy Disclaimer Terms and Conditions Last Updated on : 01-11-2014 Copyrights © 2014. All rights reserved. Ministry of Health, UAE حكومة دولة الإمارات العربية المتحدة © 2014 وزارة الصحة.						

Fill Staff information, upload staff photo and click 'Save Details' Button

Workspace old1 End Users

Owner | Establishment Details | Partners | Attachments | Staff Details | Payments |

Medical Title: Pharmacist Incharge /

Old Staff License Number:

Manual License First Issue Date:

Name (English):

Name (Arabic):

Gender:

Date Of Birth:

Place Of Birth:

Marital Status:

Mobile No.:

Manual License Issue Date:

Nationality:

Nationality Previous:

Identity Type:

Identity No.:


Identity Issued From:

Identity Issue Date:

Identity Expiry Date:

Manual License Expiry date:

Personal Photo Data

 tarek_photo3.jpg (JPEG Image) 129.41 KB

Qualification Degree:

Faculty:

Qualification Date:

Qualification Source Country:

Click on Update Details after Fill information

Mobile No.:

Telephone No.:

P.O. Box:

Emirates ID:

Identity Expiry Date:

Email:

Address:

Qualification Source Country:

Previous Work Place:

Current Sponsor Name:

Update Details

Attach the Required Documents

Click 'Submit Application' Button

Add Attachment

Attachment Category:

Scanned Image Data:

Staff Attachments :

Checkbox

Description En	Description Ar	Date uploaded
Qualification Certificate	شهادة المؤهل الدراسي	3/29/2015
Residence Visa	تأشيرة الإقامة	3/29/2015
Approved MOL Employment Contract	عقد العمل معتمد من وزارة العمل	3/29/2015
Passport Copy	صورة من جواز السفر	3/29/2015
National Identity Card	بطاقة الهوية الوطنية	3/29/2015
Last License Renewal Receipt From MOH	أخر إيصال تجديد من وزارة الصحة	3/29/2015
License From MOH	ترخيص وزارة الصحة	3/29/2015

Request:

Check Staff Application Approval Status

You shall wait until your Application Approved or Rejected by MOH, you may check Application Status on Staff Details Link.

If License Status: Approved – Pharmacist in charge- then proceed to submit Establishment 'Final Approval Request'.

Or

If License Status: Rejected, Recover the reason and Submit again

Or if License Status: Submitted, wait until the status become 'Approved' or 'Rejected'.

Application Status :				
<input type="button" value="Edit Staff Detail"/>				
Application No.	Name En	Medical Title	Request Type	Submit Date
No items to display.				
Page 1				

Establishment Staff :							
License Number	Name En	Name Ar	Medical Title	Speciality	Master License Status	Expiry Date	
T15	Rahim	Rahim	Pharmacist Incharge	Pharmacy	Licensed	31/12/2016	View Details

Submit Final Approval Request of the Establishment

After Approval of MOH on the Pharmacist in Charge, you can proceed in to get your Establishment Licensed.

In Work Space Page (You can always access this page by click on the workspace link)

Select the Request 'Manual License Registration - Final Approval'

Click 'Submit Request' Button.

Establishment Details

Name En	Old Pharmacy4
Name Ar	الصيدلية القديمة رقم4
Category	Pharmaceutical Establishment - مؤسسة صيدلانية
Speciality	• Pharmacy / صيدلية
Medical District	Sharjah - الشارقة
Licence Number	10.000000000
License Status	Initially Approved - تمت الموافقة المبدئية
License Issue Date	01.02.2015
License Expiry Date	31.03.2015

Application Details

Application Number	13
Application Request	تسجيل رخصة يدوية سابقة - الموافقة المبدئية - Initial Approval - Manual License Registration
Application Status	Approved - تمت الموافقة
Submit Date	
Payment Due	Manual License Registration - Final Approval - الموافقة النهائية...
Request	Select an item

Manual License Registration - Final App

Submit Application

Attach the Required Documents for Final Approval

Click on the Attachments Link

Attach the required documents from the list

Workspace

Owner | Establishment Details | Partners | Attachments | Staff Details | Payments |

Attachment Category: Select an item

Attachment Image :

Attach

Attachment List:

- Affection Plan Attested from the Municipality...
- Approved Architectural Drawing from a Con...
- Copy of Introductory Statement should be fi...
- Establishment Lease Agreement - نسخة عن عقد ا...
- Internal Drawing of Location - الرسم التخطيطي للدخل...

Internal Drawing of Location - الرسم التخطيطي للدخل... ded Scanned Image Data

No items to display.

Submit the Application for Approval

In Work Space Page (You can always access this page by click on the workspace link)

Click 'Submit Application' Button.

Application status becomes "Submitted"

Establishment Det..

Name En	Test Pharmacy 2
Name Ar	صيدلية
Category	Pharmaceutical Establishment - مؤسسة صيدلانية -
Speciality	• Pharmacy / صيدلية
Medical District	Sharjah - الشارقة
License Number	غير المرخص -
License Status	License not issued - غير المرخص -
License Issue Date	License not issued - غير المرخص -
License Expiry Date	License not issued - غير المرخص -

Application Details

Application Number	6
Application Request	Initial Approval - الموافقة المبدئية -
Application Status	Not submitted - لم تقدم -
Submit Date	25.01.2015
Payment Due	0 AED
Request	<input type="text"/> <input type="button" value="Submit Request"/>
	<input type="button" value="Submit Application"/> 

Task List

Establishment Me..

Pharmacists: 0 | 0Under Processing
Second Pharmacists: 0 | 0Under Processing

Notifications		
Date	Message	Id
Sunday, January 25, 2015 10:56:42 AM	Application Id : 5 , Inspection Status : Passed , Message : Please be available at mention time	23
Sunday, January 25, 2015 10:51:19 AM	Application Id : 5 , Inspection on 26-Jan-2015 12:00 AM , Message : Please be available at mention time	22
Sunday, January 25, 2015 9:47:31 AM	Application Id : 5 , Status : Accepted , Message :Approved by Coordinator	18

Check Establishment Application Approval Status

You shall wait until your Application Approved or Rejected by MOH, you can check Application Status on your work space page.

If Application Status: Approved then you can Print the Establishment License.

Or

If Application Status: Rejected, Read the Message and recover the reason and Submit again

Or if Application Status: Submitted, wait until the status become 'Approved' or 'Rejected'.

Notifications	
Date	Message
Saturday, February 7, 2015 4:13:11 AM	Application Id : 8 , Status : Accepted , Message :ok complete the rest procedures
Saturday, February 7, 2015 12:00:00 AM	Application Id : 8 , Status: Rejected , Message : the last renewal is required

Print License for the Establishment

After Applicant Submission of Final Approval Request and Got Approved by MOH

User can go to [work space](#) and click on print license

Workspace

[Owner](#) | [Establishment Details](#) | [Partners](#) | [Attachments](#) | [Staff Details](#) | [Payments](#) |

End Users ,

Establishment Details

Name En	Muhammad Ovais
Name Ar	محمد عويس
Category	Pharmaceutical Establishment - مؤسسة صيدلانية
Speciality	• Pharmacy / صيدلية
Medical District	Sharjah - الشارقة
Licence Number	1
License Status	Licensed - مرخص
License Issue Date	04.01.2015
License Expiry Date	31.12.2015

Application Details

Application Number	3
Application Request	License Registration - Final Approval - تسجيل رخصة - الموافقة النهائية
Application Status	Approved - تمت الموافقة
Submit Date	01.04.2015
Payment Due	0 AED
Request	<input type="text" value="Select an item"/> <input type="button" value="Submit Request"/>
	<input type="button" value="Submit Application"/>

Task List

Establishment Medical Staff

Pharmacists: 1 | 0 Under Processing | 1 Pharmacists incharge

Assistant Pharmacists: 0 | 0 Under Processing

Establishment License Certificate

Notifications

Date	Message
Tuesday, March 24, 2015 10:57:46 AM	Application Id : 3 , Status : Accepted , Message :Approved Initial
Tuesday, March 24, 2015 12:00:00 AM	Application Id : 3, Status: Rejected , Message : Rejected Docs