



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

BIRTH AND DEATH REGISTRATION SYSTEM

User Manual Document

Version 1.0

1 Document Information

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1.2 Document Owner(s)

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2 Introduction

2.1 Purpose

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

2.2 How to Use This Manual?

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

2.3 Browser requirements

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

2.4 Functional requirements

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

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

2.5 Entry to the system

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

2.6 Birth and Death System

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

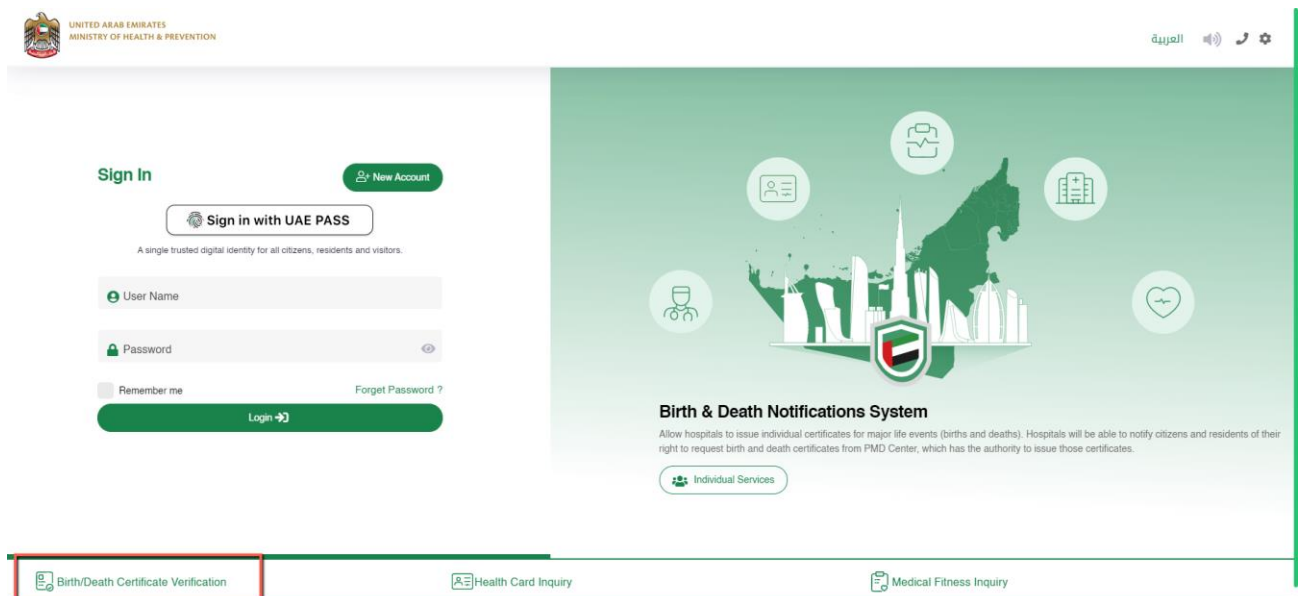


Figure 1 | Main Page

2.7 Registration

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

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

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

As shown in figure (2)

Individual Registration

User Details

Arabic Full Name *

English Full Name *

Eida Number * Phone Number *

Account Details

User Name * Email *

Password * Confirm Password *

Sign up with UAE PASS

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

Cancel Register

Figure 2 | Individual User Registration Page

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

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

2.8 Login

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

It can also save its username by clicking on the Remember me checkbox, and you can also change the language by clicking on the link [العربية](#) to change to Arabic language.

As shown in figure (3)

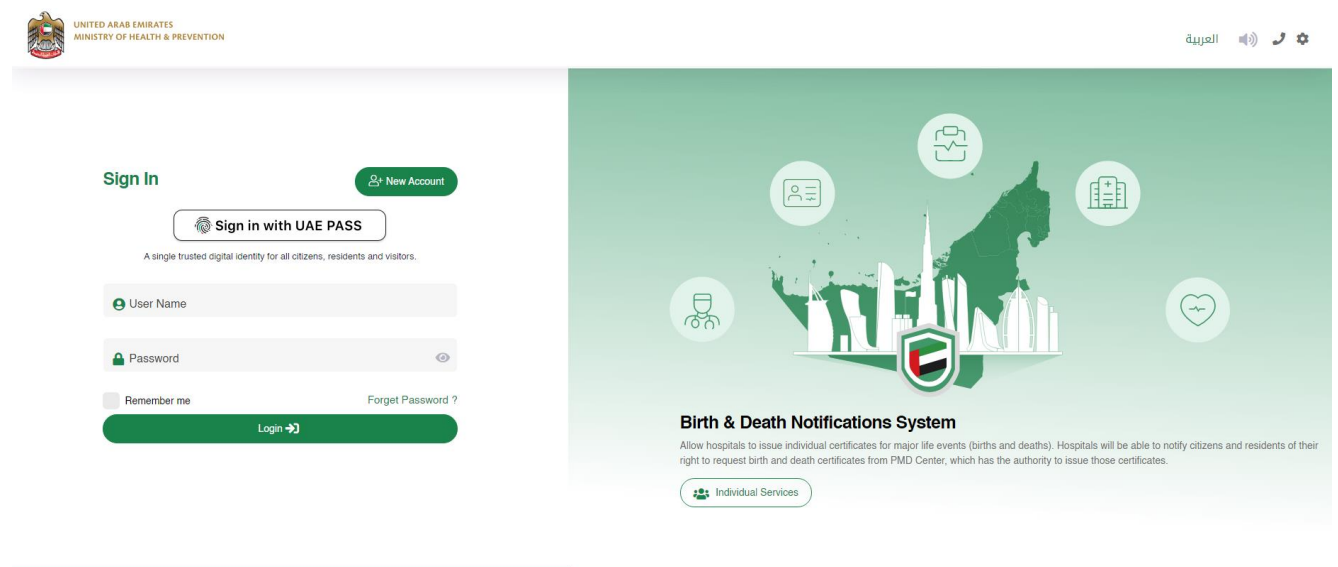


Figure 3 | Login Page

Individual User Privileges

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

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

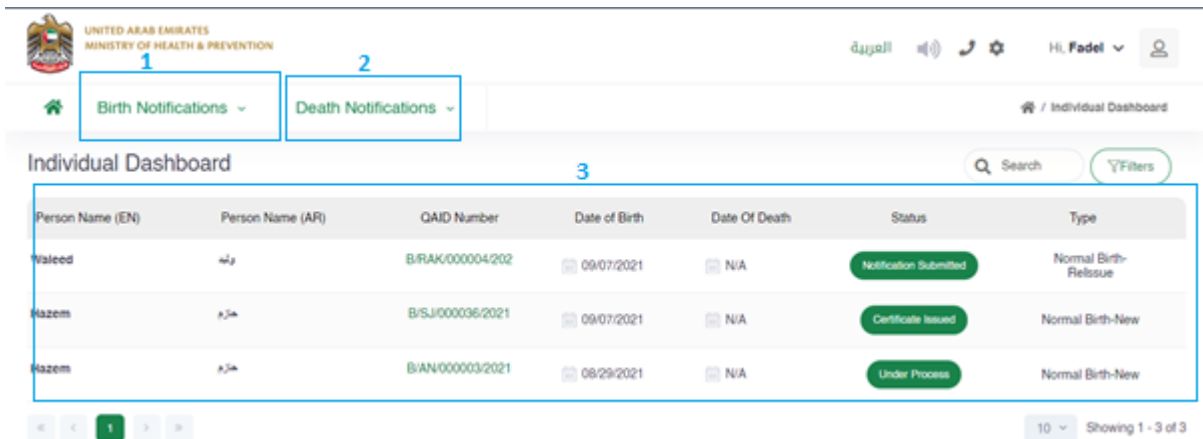


Figure 4 | Individual User Homepage

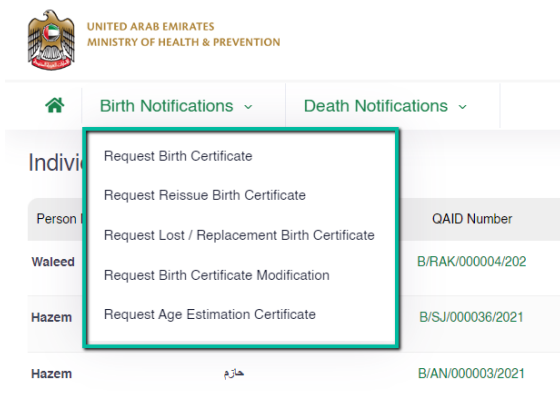


Figure 5 | Birth Notification Tab

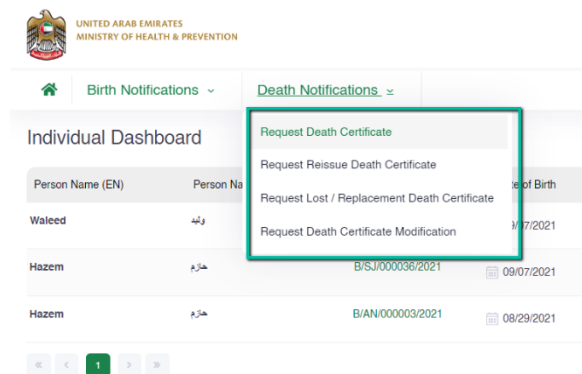


Figure 6 | Death Notification Tab

3 Birth Notifications

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

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

3.1 Request New Birth Certificate

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

Figure 7 | Request Birth Certificate Page

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

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

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

Figure 8 | View notification page

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

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

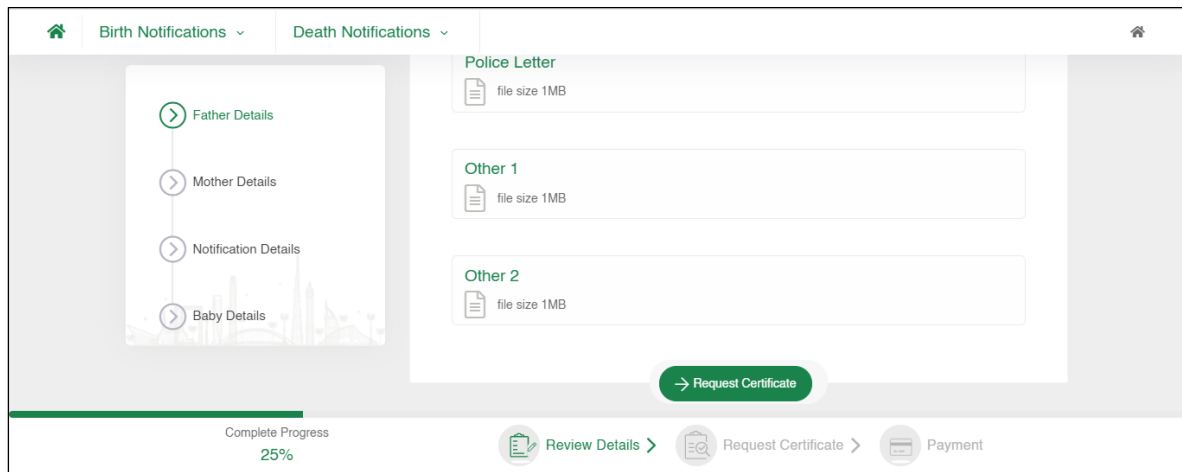


Figure 9 | Request Certificate Button

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

 The screenshot shows the 'Request Certificate' page. On the left, there is a sidebar with two steps: 'Request Details' (active) and 'Delivery Details'. The main content area is titled 'Request Details' and contains the following form fields:

- 'Arabic Name *' with the value 'عمرو' (Omar).
- 'English Name *' with the value 'Omar'.
- 'Arabic Copies *' with a 'Number Of Copies' spinner set to '1' and a 'Service Fee' of '50 AED'.
- 'English Copies' with a 'Number Of Copies' spinner set to '1' and a 'Service Fee' of '50 AED'.

Figure 10 | Baby Name Area

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

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

The screenshot displays the 'Request Certificate' interface. On the left, a sidebar contains two menu items: 'Request Details' (active) and 'Delivery Details'. The main content area is divided into two sections:

- Request Details:** This section contains input fields for 'Arabic Name *' (with the value 'خالد') and 'English Name *' (with the value 'Khalid'). Below these are two rows for selecting the number of copies: 'Arabic Copies *' with a value of 1 and a service fee of 50 AED, and 'English Copies' with a value of 0 and a service fee of 0 AED. A green 'Next ->' button is located at the bottom of this section.
- Delivery Details:** This section features two radio button options: 'Certificate Delivery to my Doorstep' (unselected) and 'Collect personally From PMD Center / MOHAP Hospital' (selected). A green 'Proceed To Payment' button is positioned at the bottom of this section.

Figure 11 | Request Details Page

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

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

Then the user will get redirected to the payment page so he can make the payment.

As shown in figure (12)

Request Certificate Details




A transaction of total amount **130.75 Aed** Excluding e-Dirham Service charges will be initiated on your confirmation

Fees Details

Ministry Share	5 AED
Share of Emirates Post Group	15.75 AED
Smart Q health BD	5 AED
MOHAP share of the smart form for issuing, amending or replacing lost copy birth certificate requests	5 AED
Issuance of birth certificate	100 AED

Payment Methods

Now you can Pay Easily using one of these payment methods

I agree to all payment terms provided by the Ministry of Health and Prevention

Pay

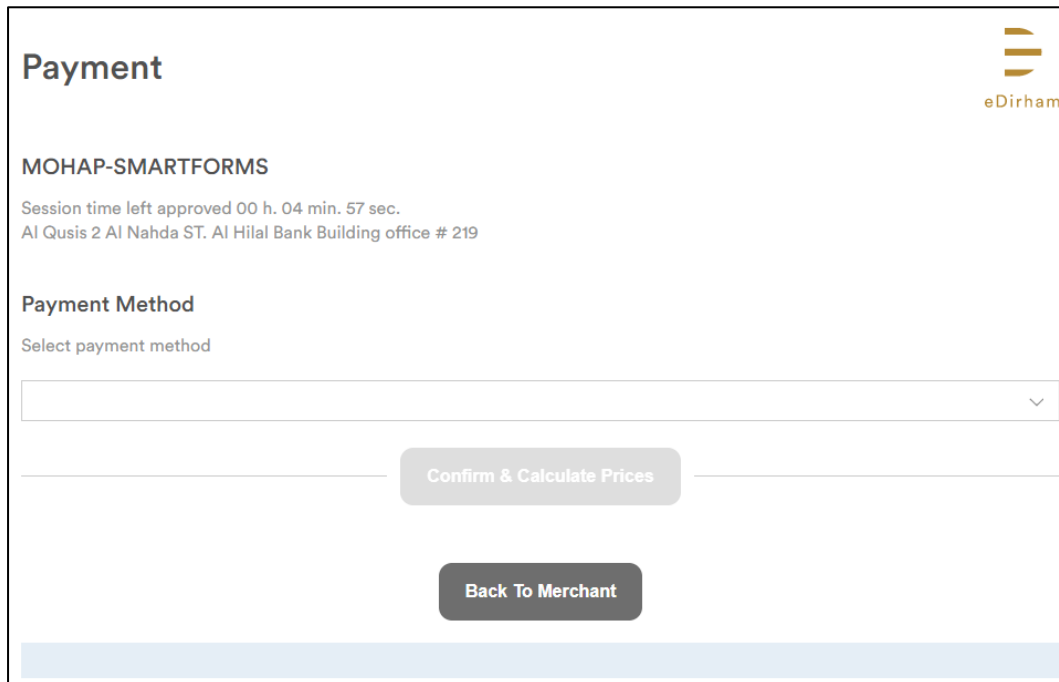
Figure 12 | Payment Details Page

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

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

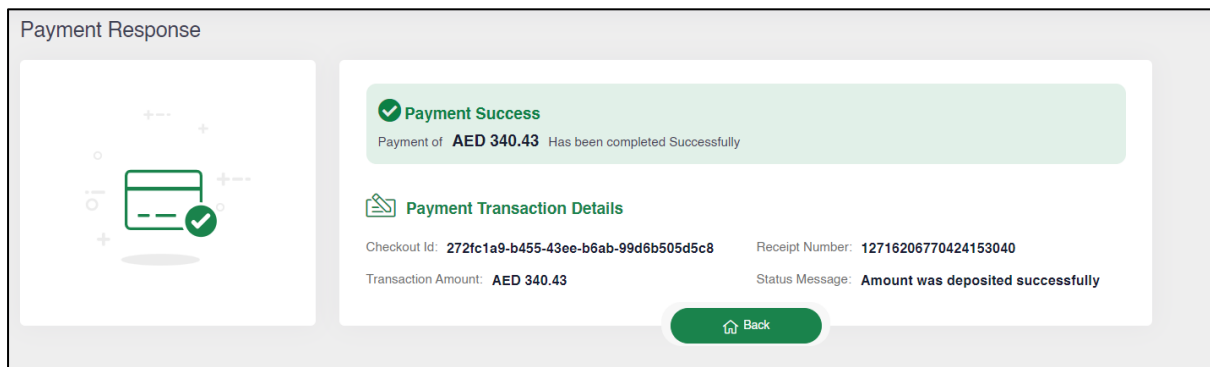
Else if the payment has failed the user will get redirected back to the BND system with failed response. As shown in figure (15)

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



The screenshot shows the 'Payment' gateway interface. At the top left is the title 'Payment' and at the top right is the 'eDirham' logo. Below the title, it says 'MOHAP-SMARTFORMS'. Underneath, there is a session timer: 'Session time left approved 00 h. 04 min. 57 sec.' and the address: 'Al Qusis 2 Al Nahda ST. Al Hilal Bank Building office # 219'. The 'Payment Method' section has a dropdown menu with the text 'Select payment method'. At the bottom, there are two buttons: 'Confirm & Calculate Prices' and 'Back To Merchant'.

Figure 13 | E-dirham Payment Gateway



The screenshot shows the 'Payment Response' page. On the left, there is an illustration of a credit card with a green checkmark. The main content area has a green header with a checkmark icon and the text 'Payment Success'. Below this, it says 'Payment of AED 340.43 Has been completed Successfully'. Underneath, there is a section titled 'Payment Transaction Details' with a document icon. It lists 'Checkout Id: 272fc1a9-b455-43ee-b6ab-99d6b505d5c8', 'Receipt Number: 12716206770424153040', 'Transaction Amount: AED 340.43', and 'Status Message: Amount was deposited successfully'. At the bottom right, there is a green button with a home icon and the text 'Back'.

Figure 14 | Success Response Page

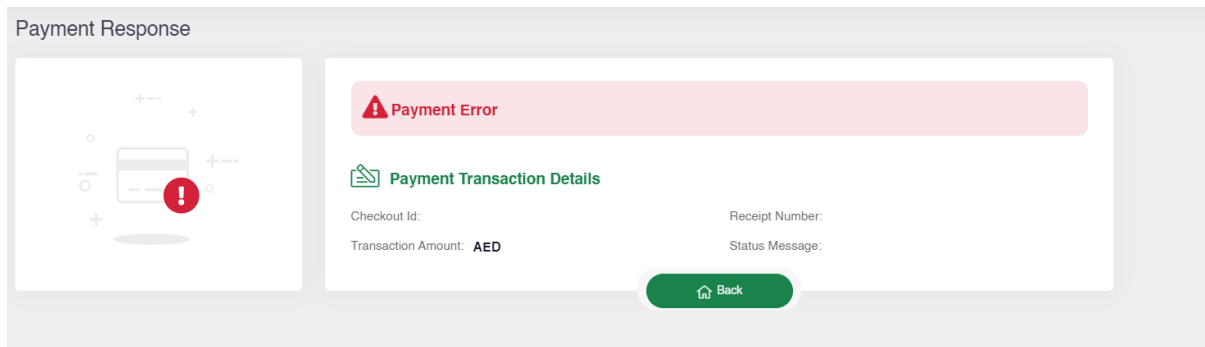


Figure 15 | Failed Response Page

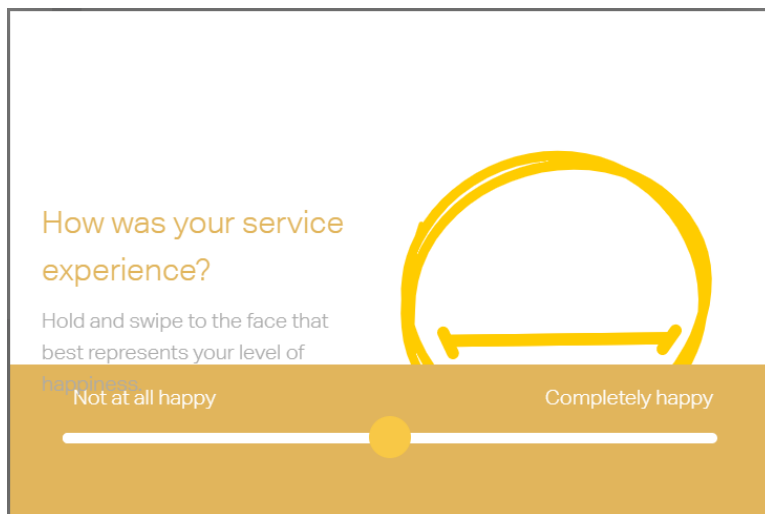


Figure 16 | Happiness Meter

3.2 Request Reissue Birth Certificate

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

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

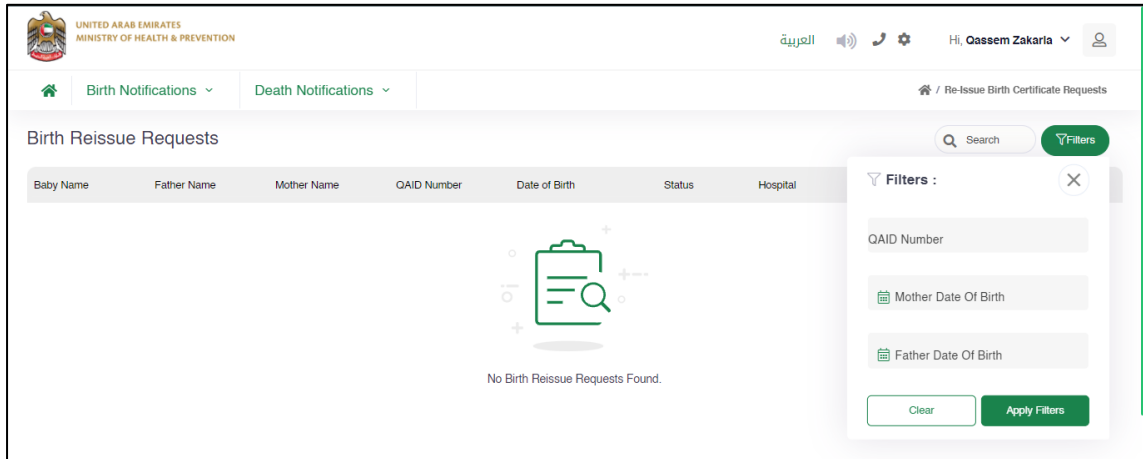


Figure 17 | Request Reissue Birth Certificate

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

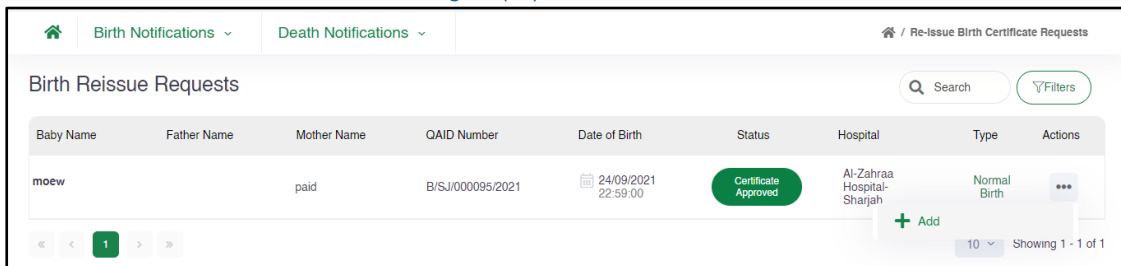


Figure 18 | Request Reissue Certificate

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

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

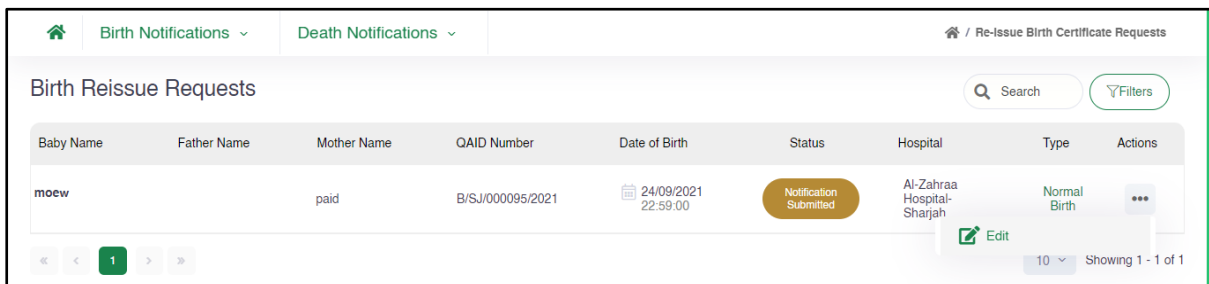


Figure 19 | Request Reissue Certificate – 2

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

Figure 20 | Reissue Request Page

Note: The Certificate copy is mandatory for reissue request.

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

Language	Number Of Copies	Service Fee
Arabic Copies	0	0 AED
English Copies	0	0 AED

Figure 21 | Request Certificate Page

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

Figure 22 | Request Certificate Page

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

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

Figure 23 | Payment Summary Page

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

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

3.3 Request Lost/Replacement Birth Certificate

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

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

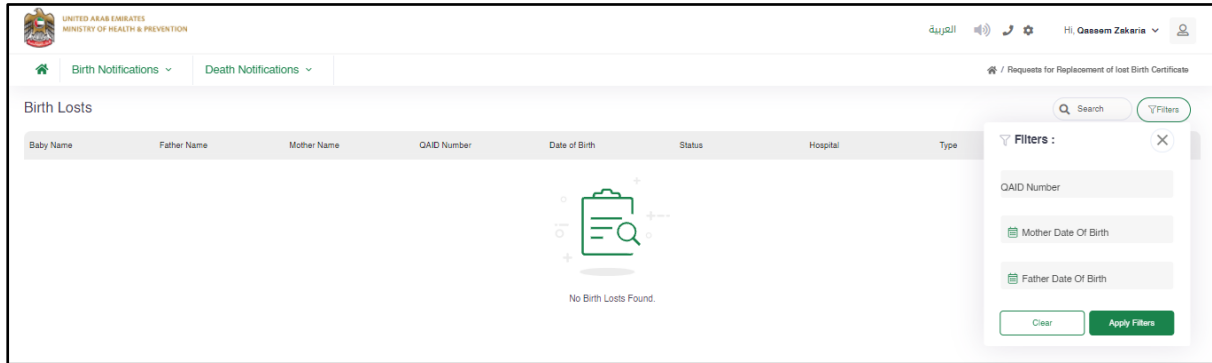


Figure 24 | Request Lost/Replacement Birth Certificate

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

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

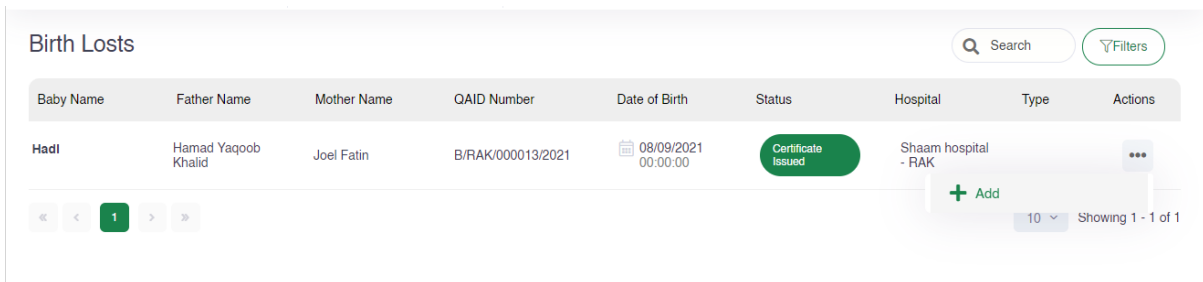


Figure 25 | Request Lost/Replacement Certificate

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

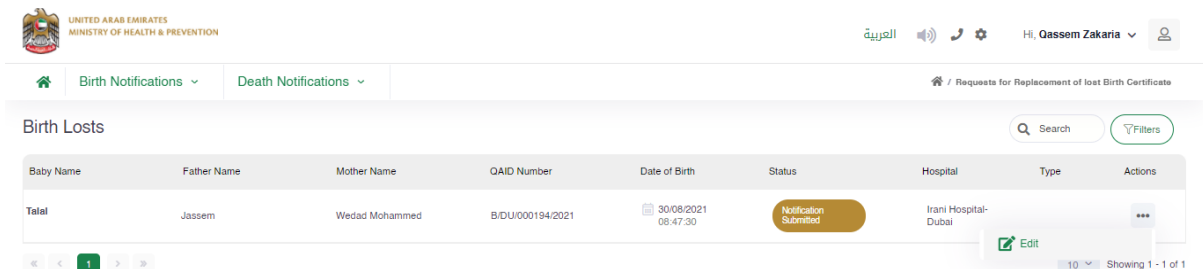


Figure 26 | Request Lost/Replacement Certificate – 2

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

As shown in figure (27)

Figure 27 | Lost/Replacement Request Page

Note: The Certificate copy is mandatory for lost/replacement request.

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

Language	Number Of Copies	Service Fee
Arabic Copies	0	0 AED
English Copies	0	0 AED

Figure 28 | Request Certificate Page

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

Figure 29 | Request Certificate Page

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




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

Figure 30 | Payment Summary Page

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

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

3.4 Request Birth Certificate Modification

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

As shown in figure (30)

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

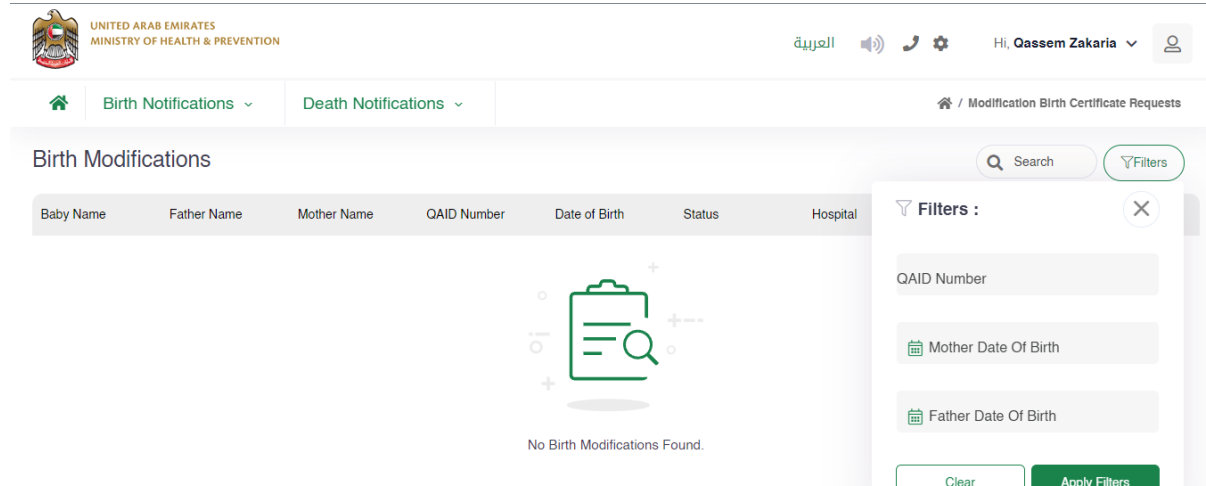


Figure 31 | Request Modification Birth Certificate

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

As shown in figure (31)

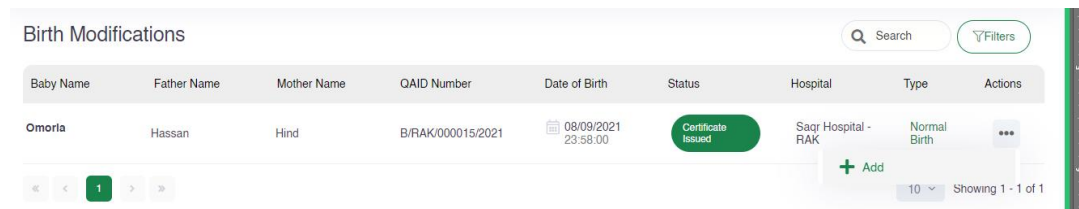


Figure 32 | Birth Modification Page

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

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

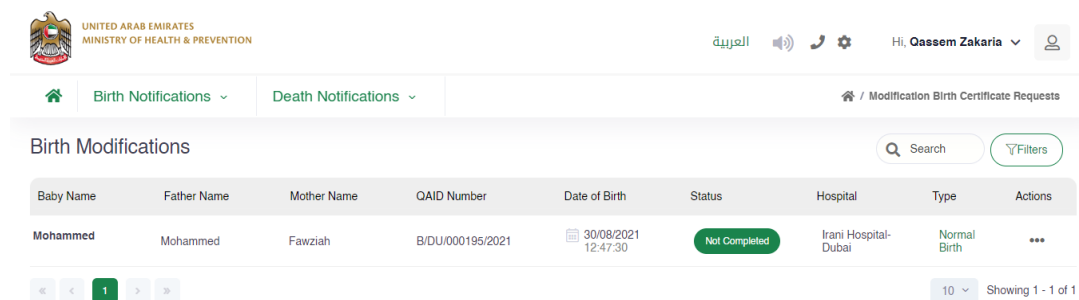


Figure 33 | Birth Modification Page

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

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

Figure 34 | Birth Modification Request Page

Attribute Name	Update Value	Previous Value	Action
Father Nationality	Syrian Arab Republic	Sierra Leone-سيرا ليون	
Mother Nationality	Jordan	Algeria-الجزائر	

Figure 35 | Birth Modification Page

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

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

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

Request Certificate Details




A transaction of total amount **60 Aed** Excluding e-Dirham Service charges will be initiated on your confirmation

Fees Details

Smart Q health BD	5 AED
MOHAP share of the smart form for issuing, amending or replacing lost copy birth certificate requests	5 AED
Fees for replacement of Birth or death certificate	50 AED

Payment Methods

Now you can Pay Easily using one of these payment methods

I agree to all payment terms provided by the Ministry of Health and Prevention




Figure 36 | Payment Summary Page

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

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

4 Death Notifications

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

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

4.1 Request New Death Certificate

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

The screenshot shows the 'Request Death Certificate' page. At the top, there is a header with the United Arab Emirates Ministry of Health & Prevention logo and the user's name 'Hi, Gassem Zakaria'. Below the header, there are navigation tabs for 'Birth Notifications' and 'Death Notifications'. The main content area is titled 'Request Death Certificate' and contains a search form with two input fields: 'Qaid Number' and 'Deceased Date Of Birth', and a green 'Search' button. Below the search form, there is a large green icon of a clipboard with a magnifying glass, indicating a search or review function.

Figure 37 | Request Death Certificate Page

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

The screenshot shows the 'Create New Death Notification' page. At the top, there is a header with the notification ID 'D/SJ/000032/2021' and a 'Skip Review' button. Below the header, there is a progress indicator on the left with three steps: 'Person Details', 'Notification Details', and 'Notification Attachments'. The main content area is titled 'Request Certificate Details' and contains three tabs: 'Person Details', 'Notification Details', and 'Notification Attachments', each with a '+' icon.

Figure 38 | Death Certificate Details

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

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

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

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

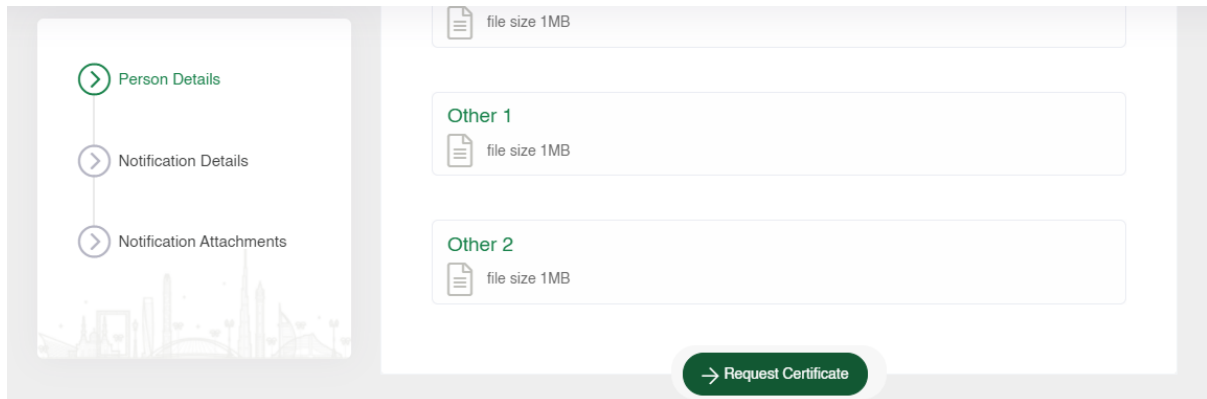


Figure 39 | Request Certificate Button

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

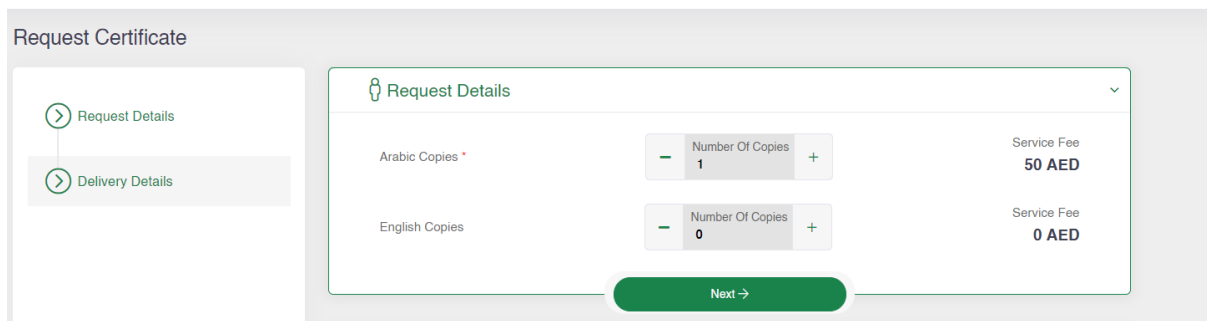


Figure 40 | Request Certificate Page

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

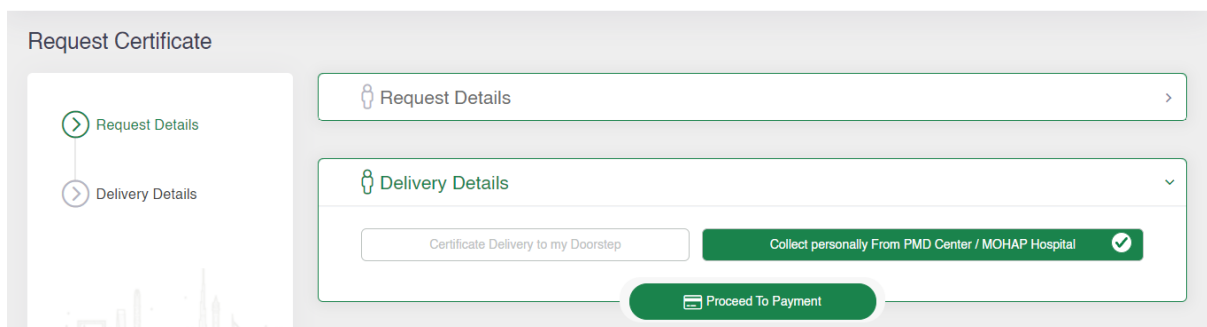


Figure 41 | Request Certificate Page

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

Request Certificate Details

A transaction of total amount **60 Aed** Excluding e-Dirham Service charges will be initiated on your confirmation

Fees Details

Smart Q health BD	5 AED
MOHAP share of the smart form for issuing, amending or replacing lost copy death certificate requests	5 AED
Issuance of death certificate	50 AED

Payment Methods

Now you can Pay Easily using one of these payment methods

I agree to all payment terms provided by the Ministry of Health and Prevention

MasterCard VISA Public Dirham

Pay

Figure 42 | Payment Summary Page

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

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

4.2 Request Reissue Death Certificate

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

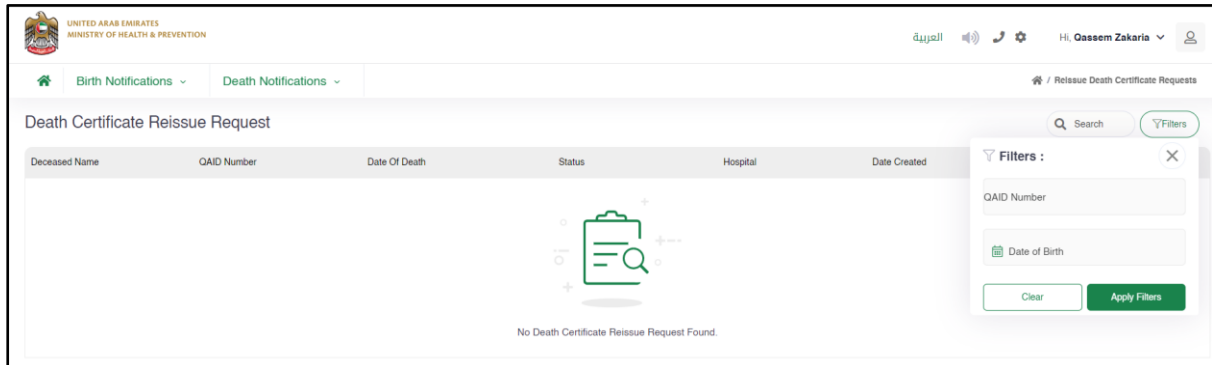


Figure 43 | Request Reissue Death Certificate Page

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

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

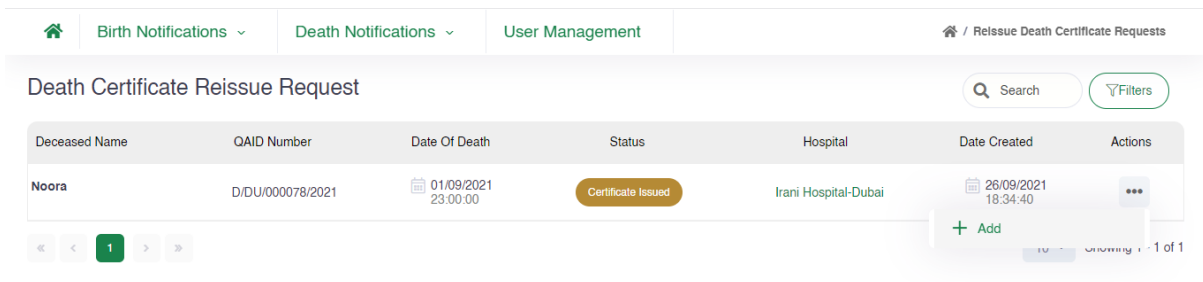


Figure 44 | Request Reissue Birth Certificate

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

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

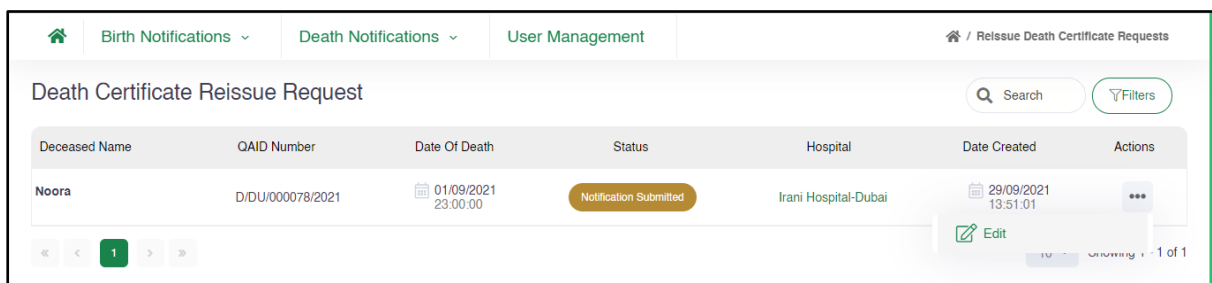


Figure 45 | Request Reissue Certificate – 2

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

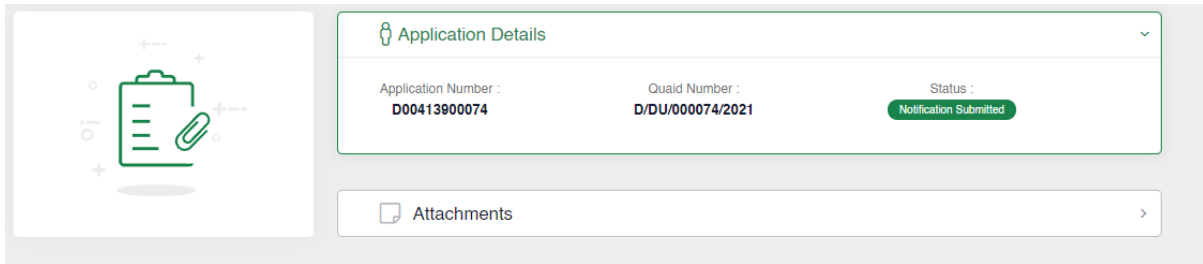


Figure 46 | Death Notification Page

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

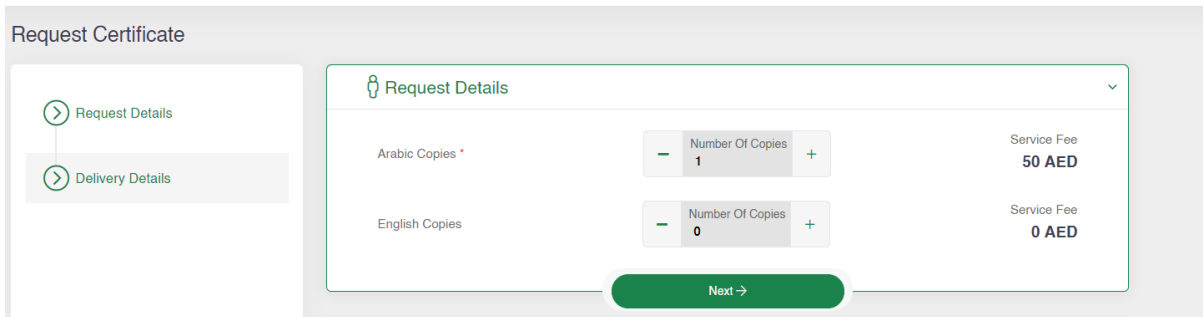


Figure 47 | Request Certificate Page

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

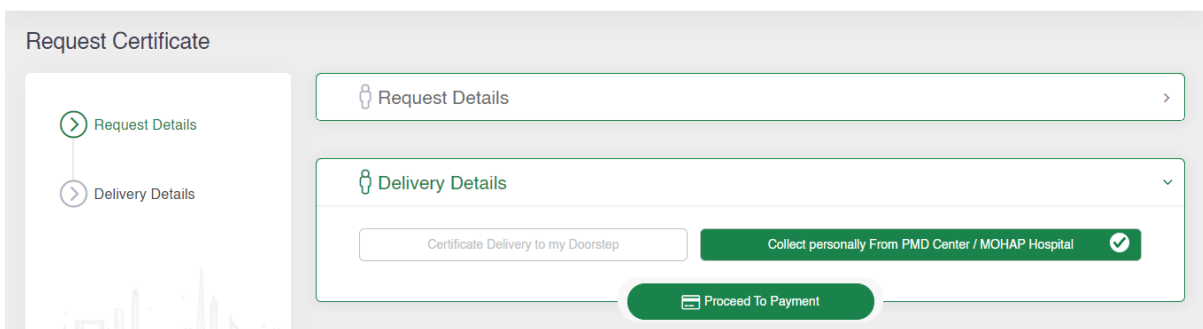


Figure 48 | Request Certificate Page

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

Request Certificate Details

A transaction of total amount **60 Aed** Excluding e-Dirham Service charges will be initiated on your confirmation

Fees Details

Smart Q health BD	5 AED
MOHAP share of the smart form for issuing, amending or replacing lost copy death certificate requests	5 AED
Issuance of death certificate	50 AED

Payment Methods

Now you can Pay Easily using one of these payment methods

I agree to all payment terms provided by the Ministry of Health and Prevention

MasterCard VISA Public Dirham

Pay

Figure 49 | Payment Summary Page

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

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

4.3 Request Lost/Replacement Death Certificate

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

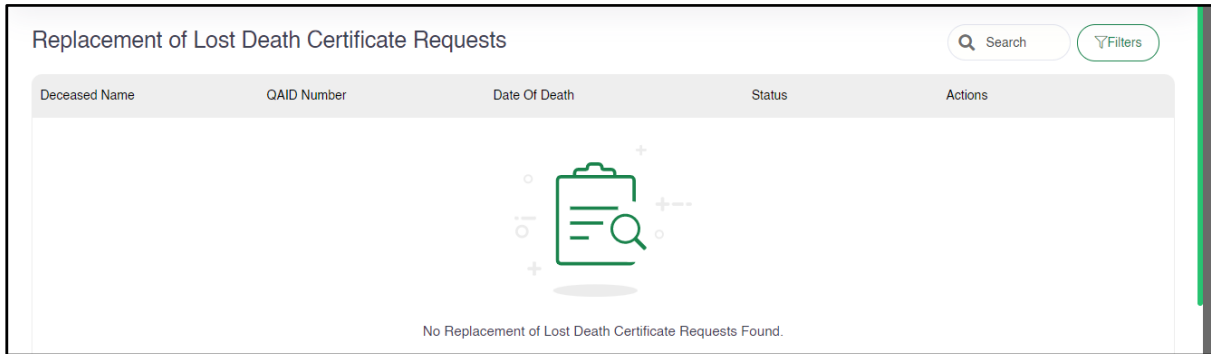


Figure 50 | Request Lost/Replacement Death Certificate Page

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

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

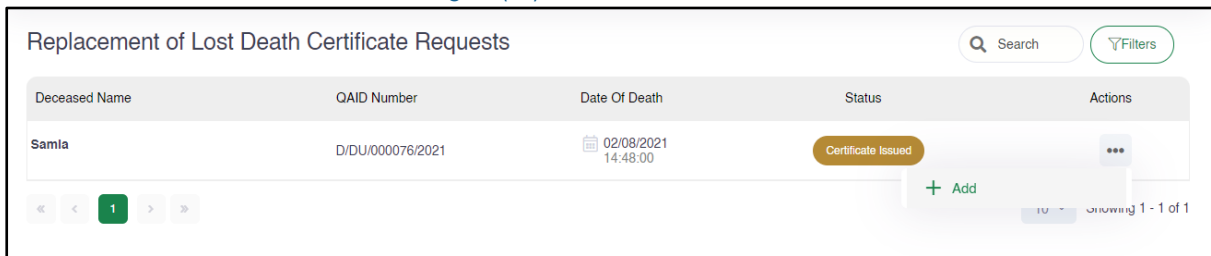


Figure 51 | Request Reissue Birth Certificate

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

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

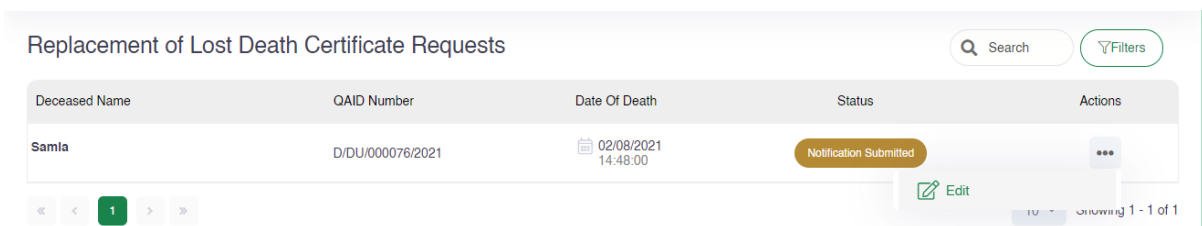


Figure 52 | Request Reissue Certificate – 2

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

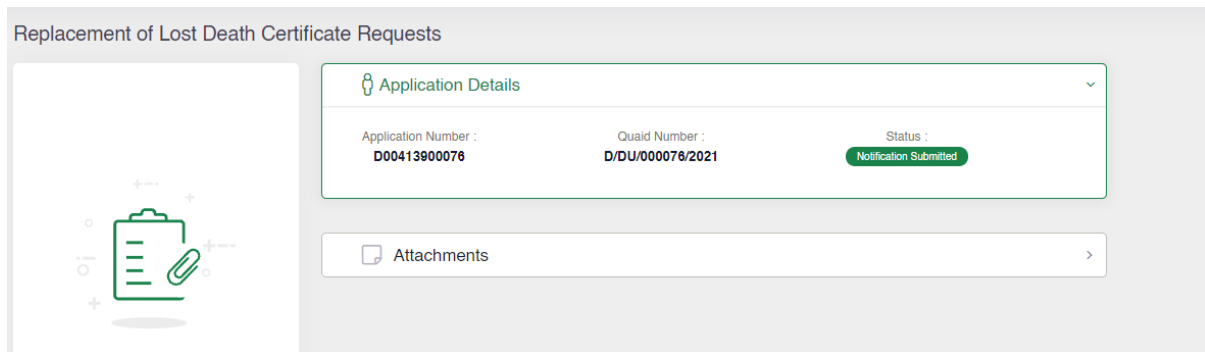


Figure 53 | Death Notification Page

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

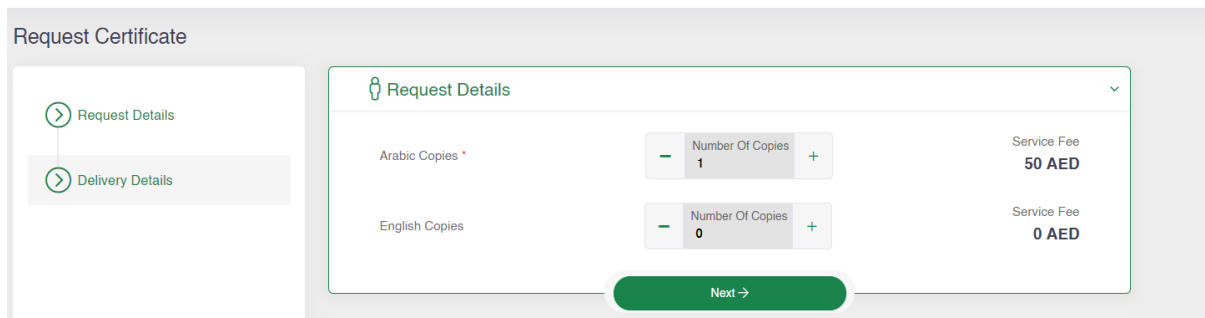


Figure 54 | Request Certificate Page

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

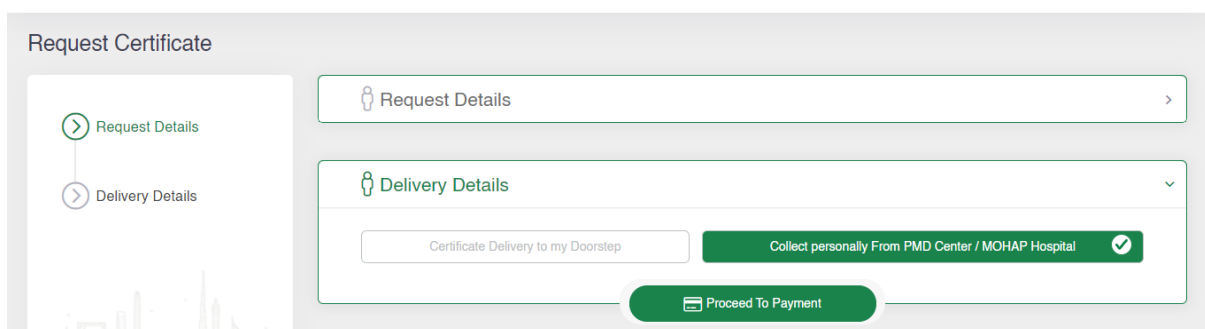


Figure 55 | Request Certificate Page

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

Request Certificate Details

A transaction of total amount **60 Aed** Excluding e-Dirham Service charges will be initiated on your confirmation

Fees Details

Smart Q health BD	5 AED
MOHAP share of the smart form for issuing, amending or replacing lost copy death certificate requests	5 AED
Issuance of death certificate	50 AED

Payment Methods

Now you can Pay Easily using one of these payment methods

I agree to all payment terms provided by the Ministry of Health and Prevention

MasterCard VISA Public Dirham

Pay

Figure 56 | Payment Summary Page

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

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

4.4 Request Death Certificate Modification

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

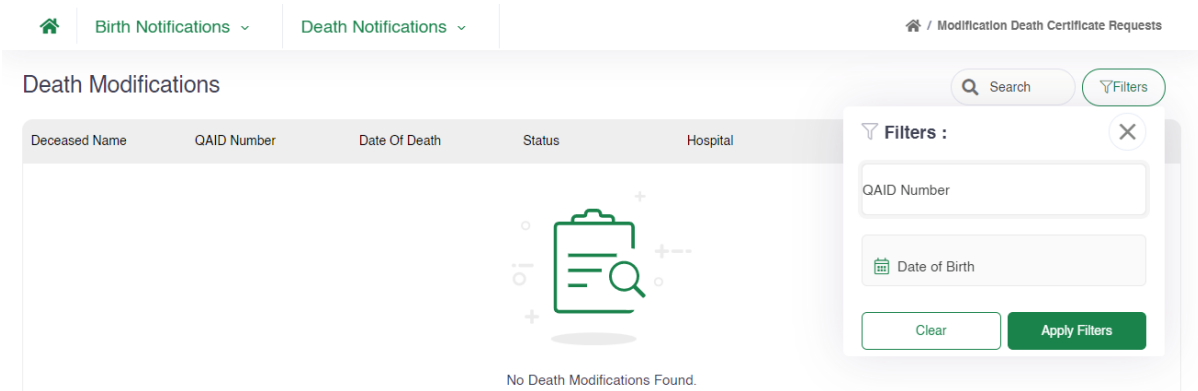


Figure 57 | Request Death Certificate Modification

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

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

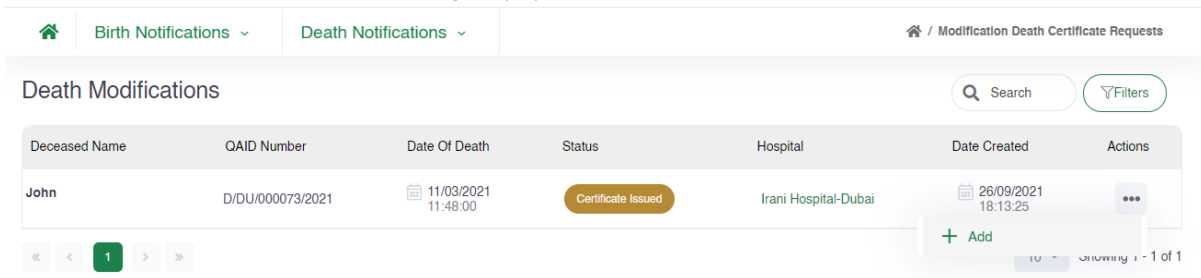


Figure 58 | Request Death Certificate Modification

Note: The status will be changed from “Approved” or “Issued” to “Not Completed” as shown in figure.

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

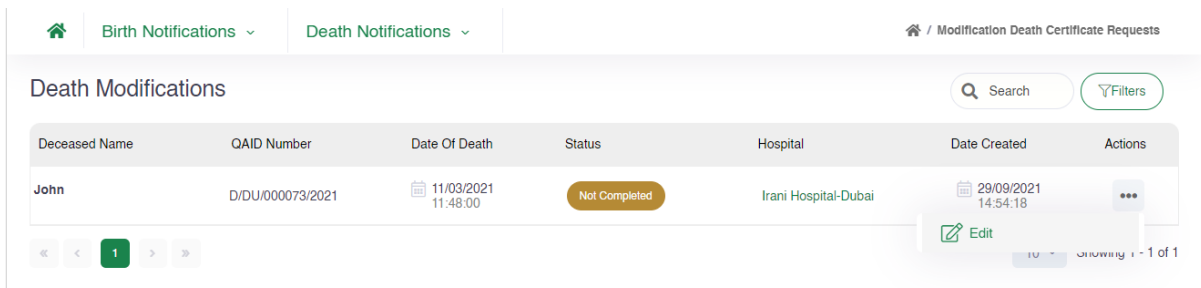


Figure 59 | Request Reissue Certificate – 2

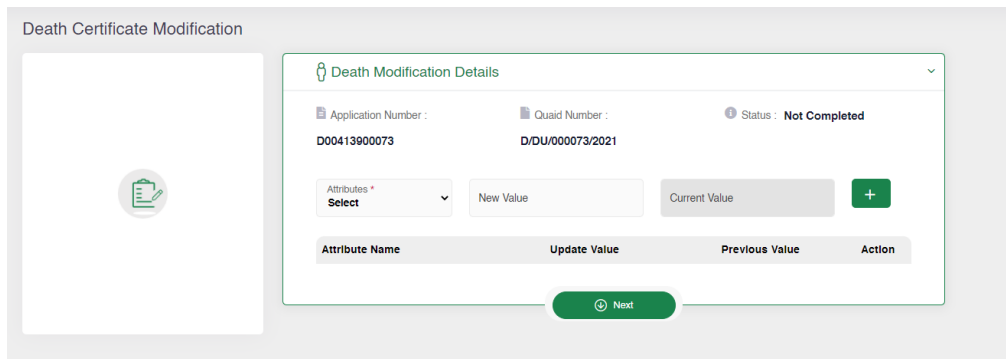


Figure 60 | Death Modification Page

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

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

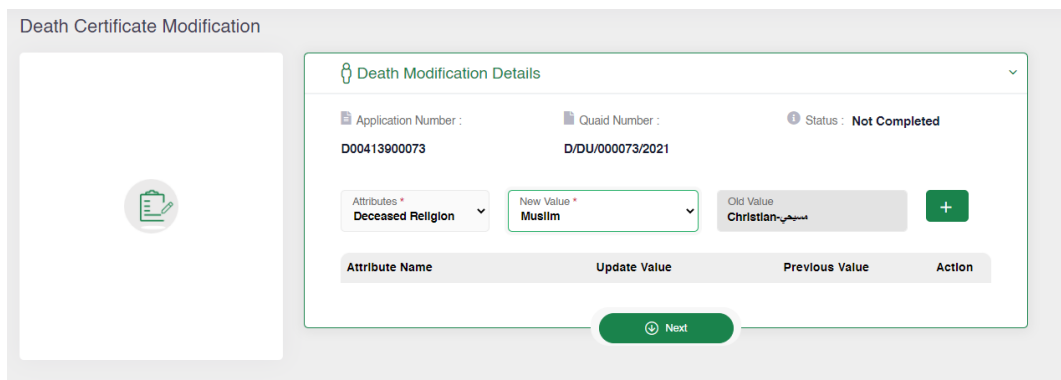


Figure 61 | Death Modification Request Page

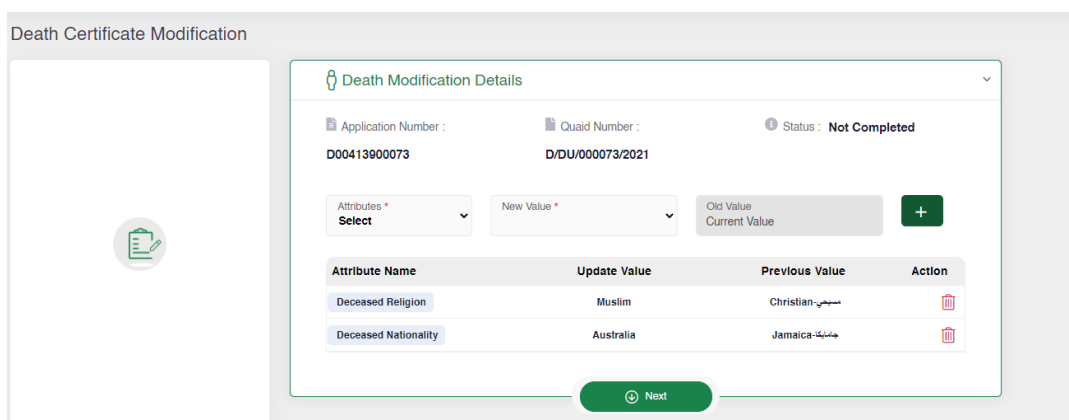


Figure 62 | Death Modification Page - 2

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

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

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

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

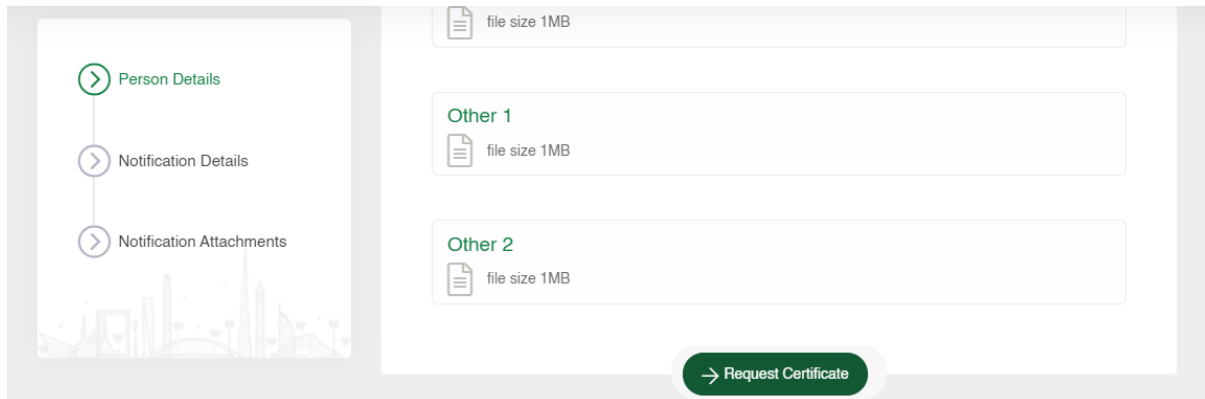


Figure 63 | Request Certificate Button

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

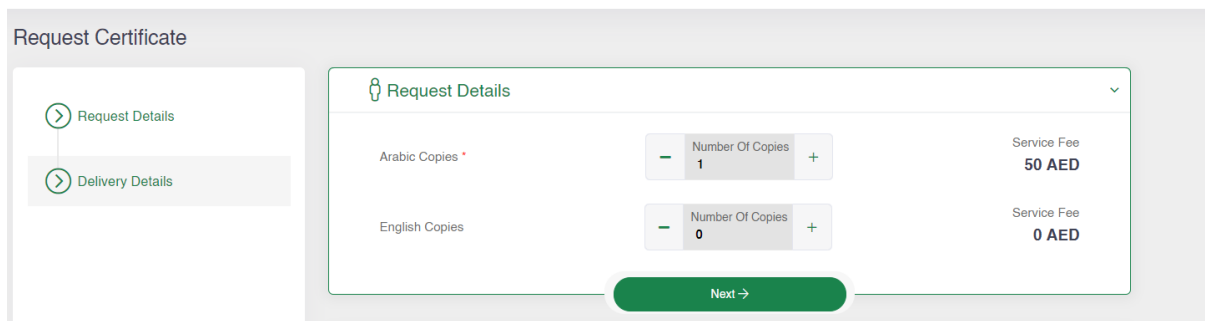


Figure 64 | Request Certificate Page

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

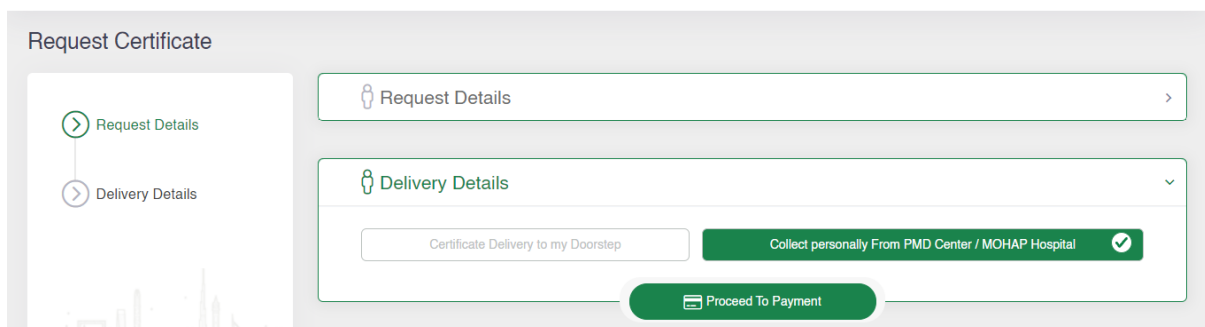


Figure 65 | Request Certificate Page

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

Request Certificate Details

A transaction of total amount **60 Aed** Excluding e-Dirham Service charges will be initiated on your confirmation

Fees Details

Smart Q health BD	5 AED
MOHAP share of the smart form for issuing, amending or replacing lost copy death certificate requests	5 AED
Issuance of death certificate	50 AED

Payment Methods

Now you can Pay Easily using one of these payment methods

I agree to all payment terms provided by the Ministry of Health and Prevention

MasterCard VISA Public Dirham

Pay

Figure 66 | Payment Summary Page

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

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

5 Request Age Estimation Certificate

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

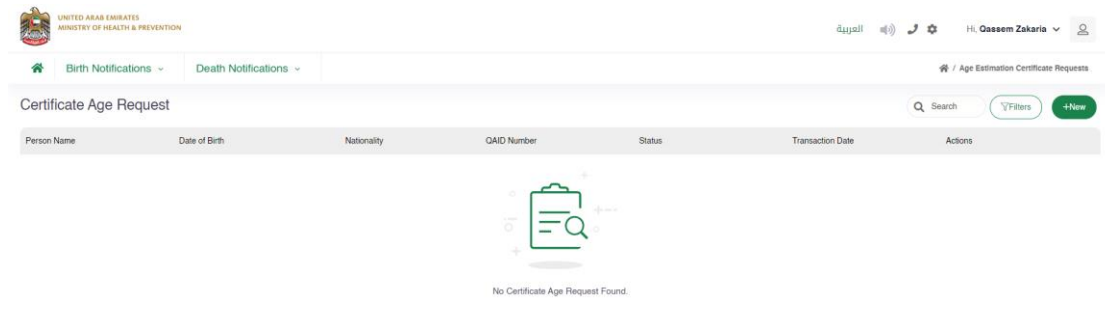


Figure 67 | Age Estimation Request Page

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

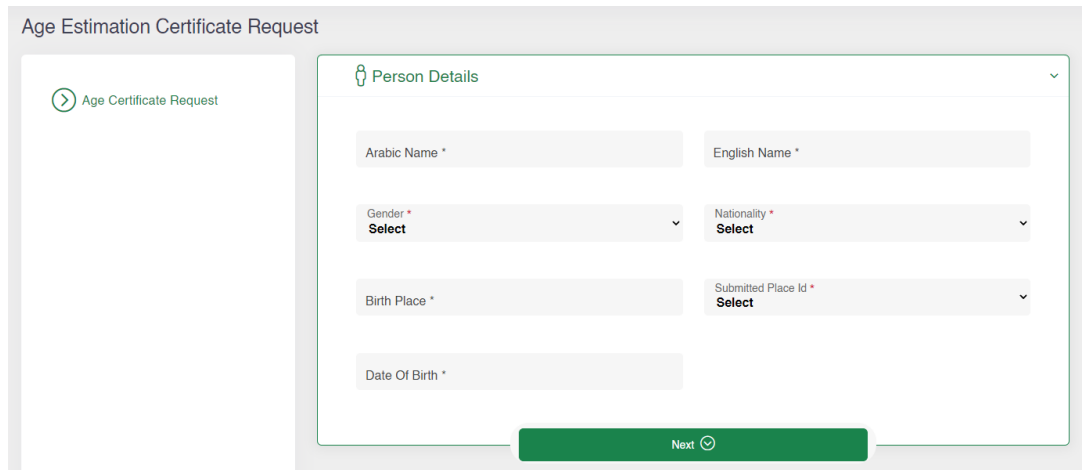


Figure 68 | Age Estimation Form Page

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

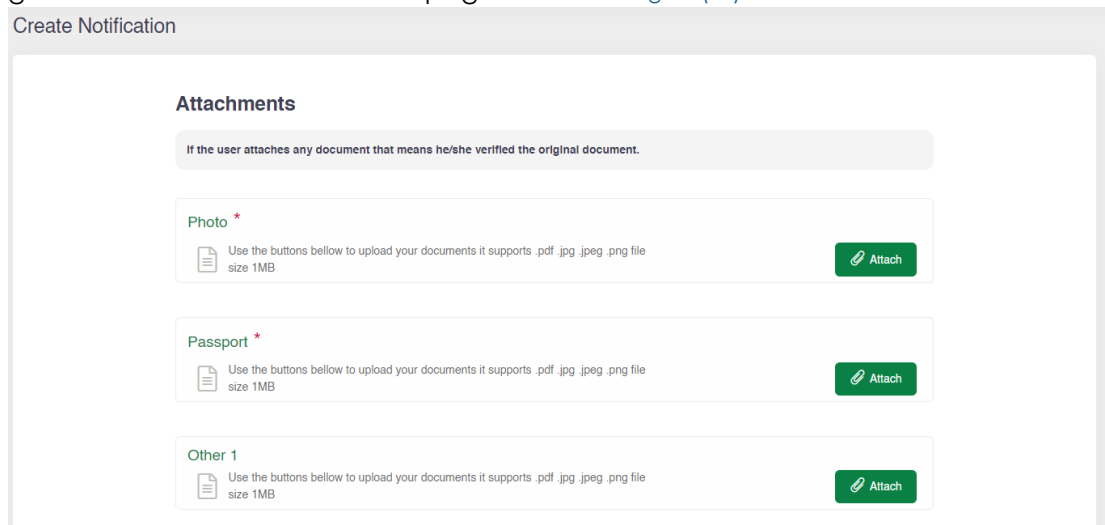


Figure 69 | Attachments Page

Note: The passport and photo are mandatory attachments.

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

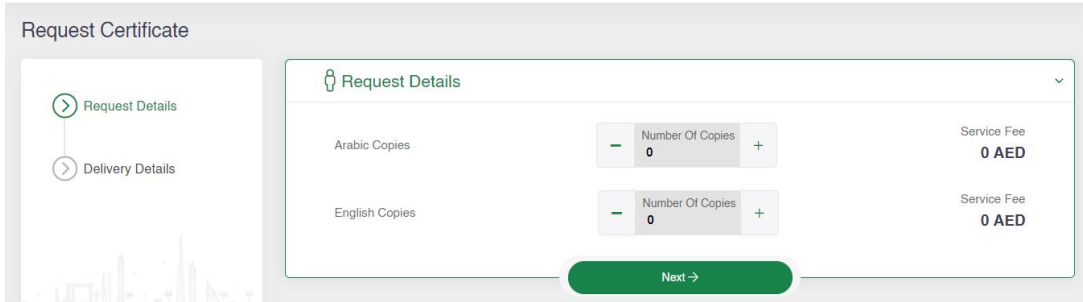


Figure 70 | Request Certificate Page

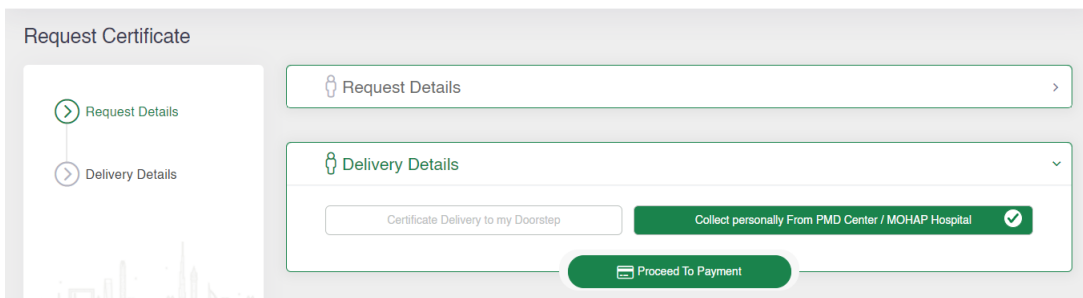
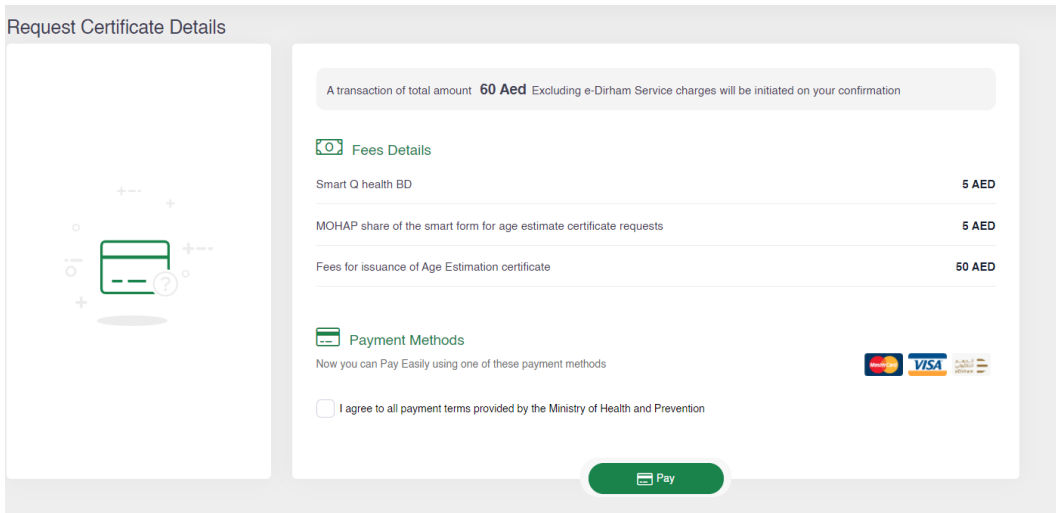


Figure 71 | Request Certificate Page

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



Figure

72 | Payment Summary Page

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

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

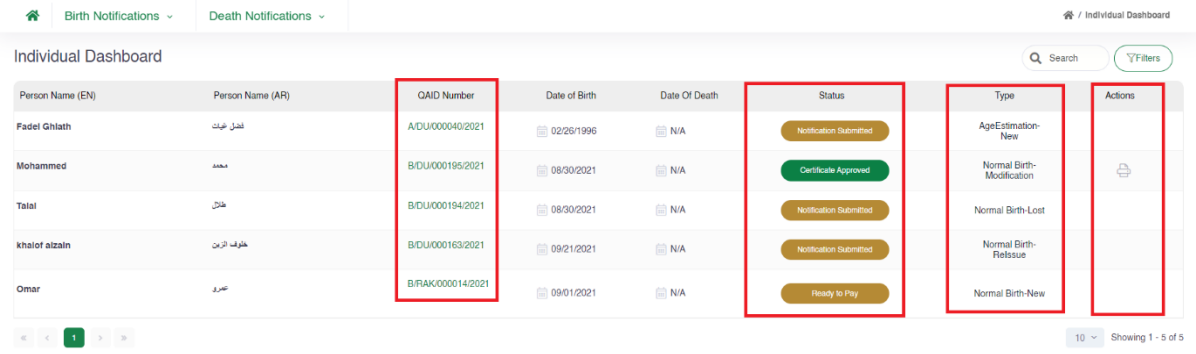
6 General System Screens

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

6.1 Individual User Dashboard

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

As shown in figure (73)

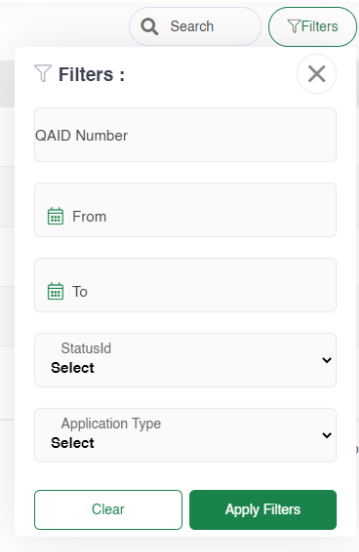


Person Name (EN)	Person Name (AR)	QAIID Number	Date of Birth	Date Of Death	Status	Type	Actions
Fadel Ghlath	فادل غيثات	A/DU/000040/2021	02/26/1996	N/A	Notification Submitted	AgeEstimation-New	
Mohammed	محمد	B/DU/000195/2021	08/30/2021	N/A	Certificate Approved	Normal Birth-Modification	
Talal	طلال	B/DU/000194/2021	08/30/2021	N/A	Notification Submitted	Normal Birth-Lost	
khalof alzain	خلاف الزين	B/DU/000163/2021	09/21/2021	N/A	Notification Submitted	Normal Birth-Relssue	
Omar	عمرو	B/RAK/000014/2021	09/01/2021	N/A	Ready to Play	Normal Birth-New	

Figure 73 | Dashboard

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

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



Search Filters

Filters :

QAIID Number

From

To

StatusId
Select

Application Type
Select

Clear Apply Filters

Figure 74 | Dashboard Filter

6.2 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 (75)

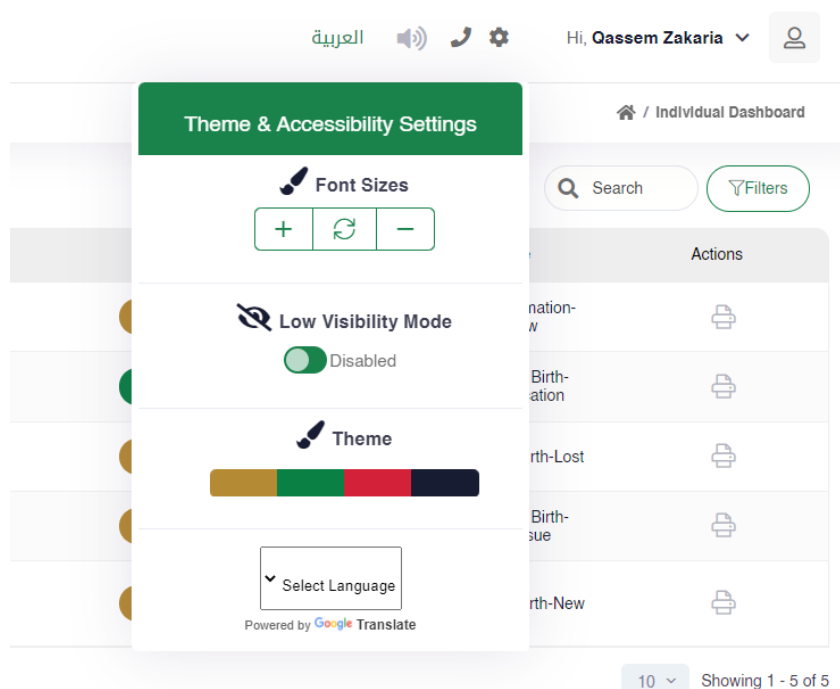


Figure 75 | Accessibility Settings

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

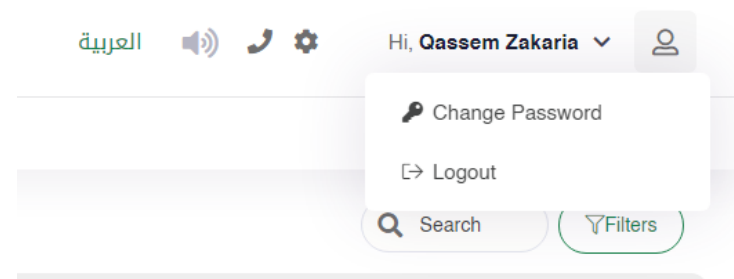


Figure 76 | User Actions

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

Change Password

Qassem Zakaria

Old Password *

Password *

Confirm Password *

< Cancel Change

Figure 77 | Change Password Screen

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