



Pharmaceutical Licensing System

End User Manual

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2. Executive Summary

This Document is developed by MOHAP IT Department, Dubai.

MOHAP IT Department Located in Dubai intends to automate and document the business requirements, processes and activities done by the MOHAP departments.

Pharmaceutical Licensing Systems has been developed by IT Department in order to enhance the performance and facilitate its usage with the added new features.

MOHAP IT Department has a strong and long experience in eservices development.

Pharmaceutical Licensing service is MOHAP service through which pharmacies can get assorted subservices related to licensing, these services should be passed through one or more of processes or applications until it is completed.

Below is the summary of the Pharmaceutical Licensing sub services and processes or applications required for each subservice:

No.	Licensing Sub Service	Establishment Processes	Staff Processes
1	New License i.e. First time License	Est. Initial Inspection Est. Initial Approval Add Staff Processes Est. Final Approval (including Est. Final Inspection)	Initial Approval Final Approval
2	Renewal i.e. Applicable 2 months before expiry and less than 6 months after expiry	Renewal	Renewal
3	Cancellation	Cancellation	Cancellation
4	Reregistration i.e. Reregistration of cancelled license or expired more than six months	Est. Cancellation for reregistration Est. Initial Inspection Est. Initial Approval Est. Final Approval	Initial Approval Final Approval
5	Transfer	N/A	Transfer of staff to other Establishment 1. Initial Approval 2. Final Approval
6	Title Change	N/A	Change Title of the Staff 1. Change Title

No.	Licensing Sub Service	Establishment Processes	Staff Processes
7	Name Change	Change name of establishment 1. Name Change	N/A
8	Location Change	Est. Initial Inspection Est. Initial Approval Est. Final Approval	N/A
9	Type Change	Est. Cancelation for Type Change Est. Initial Inspection Est. Initial Approval Est. Final Approval	N/A
10	Owner Change	Est. Cancelation for Owner Change Est. Initial Approval Est. Final Approval	N/A
11	Add Partner	Add local partner to the license of the establishment Add Partner	N/A
12	Add Medical Director		
13	Modify As Medical Director		
14	Add / Modify Specialty	Add / Modify Specialty	N/A
15	Add Extension Will be done manually	Change in establishment area or design and add Extension	N/A

Note:

New licensing for Pharmacies is our scope of work in this manual.

In general, each process has:

Process Pre Requisite: Process Requirements and Rules

Process output: Application approval, rejection, letter – Notification - or MOHAP License.

Process workflow:

This process requires the below steps to do:

1. Start / Initialize the Process / Application
2. Select the process, Click Start Process → new application created with status 'Not Submitted'
3. Add the attachments - documents - required for the process
4. Submit the Application → Status of the application becomes 'Submitted' or 'Payment Requested'...etc.
5. Pay the fees if Payment Requested and print the receipt during payment if you want to print it.
6. Check Application Status: Approved or Rejected
7. Resubmit the Application if the Application status is 'Rejected' after providing the requirements
8. Get the process output if the Application status is 'Approved'
9. Start the next process required to until the service processes completed -if applicable-.

Hint: the processes required for every licensing sub service in above table.

3. Copyright and Confidentiality

This Document is Created by MOHAP with the understanding that the technical design and Information contained herein in this document shall not be disclosed to any unrelated person or authority that is not eligible for MOHAP online services.

4. Document management & Version Control

4.1 Document Version Control

Document Title:	Pharmaceutical Licensing System – End User Manual – Version 1.0
Document File Name:	Pharmaceutical_Licensing_English_End_User_Manual_Ver_1.0
Issued By:	Business Analysis team
Issue Date:	17/10/2019
Status:	Final

Version	Date	Author	
1.0	17/10/2019	Business Analysis team	IT Department

4.2 Definitions & Abbreviations

Item	Description
MOHAP	Ministry of Health and Prevention, United Arab Emirates, MOHAP is the Service Provider
MOF	Ministry of Finance
Staff	Technical Staff who require license from MOHAP to work in Pharmaceutical Establishment (e.g. Doctor, Dentist, Pharmacist, Assistant Pharmacist etc.)
Individual	User Category Specified while creating user account to allow user to request for individuals' standalone services as: Evaluation Good Standing
Service	Online service provided by MOHAP
Sub Service	One or set of processes to do to obtain certain goal For example: Licensing service has sub services such as (New License for Establishment, New license for Staff, License Renewal, etc.) Each sub service may require one or more process to start and finish obtaining final goal.
Process	Process is set of activities and steps with start and end you have to do to complete the process. For example: New license for pharmacy may require the below process to get the license at the end: <ul style="list-style-type: none"> • Initial inspection process • Initial Approval process • Adding Staff Sub service

Item	Description
	<ul style="list-style-type: none"> <li data-bbox="517 309 1267 338">Final Approval process (including Final Inspection process)
Originator	The Applicant who is eligible to initiate, request or apply for the service
Inspector	MOHAP user who set appointment for inspection of establishments and enter inspection result
Coordinator	MOHAP Medical District user who reviews the application and accepts or refuses it
Auditor	MOHAP head office user who reviews the application and approve or reject it

5. Business & System Overview

The licensing e-Service is a set of sub eservices provided by MOHAP and used by both:

Pharmacies to obtain licensing services for pharmacies.

Technical Staff who working for pharmacies.

5.1 Document Purpose & Objective

The purpose of this document is to show the applicants how to use the system of licensing e-services. It only describes “New License Issuing”.

5.2 Scope of Work

5.2.1 Pharmacies

That require MOHAP License, which are: Government , Private , Semi Government.

Technical Staff: Physicians, Dentists, Nurses, etc.;

5.2.2 Eligible Users

Only establishments that requires MOHAP license are authorized to access this service to apply for licensing services of pharmacy and staff

MOHAP users authorized to access this service to review or process the service requests are call center, customer happiness offices, Licensing Department, IT Support and IT Admin.

5.3 Business Entities and Attributes

No.	Name	Brief Description	Responsibility	Attributes
1	User Sign Up Form	User Login or Sign up a new user and register user information	Pharmacy	Refer to user management document
2	User Login Form	User Login	MOHAP, Pharmacy	Explained in user roles section
3	Pharmacy and Staff licensing Details Entry , attachments and submission Form	Enter Pharmacy, owner, partners, staff details, attach, start and submit the application	Pharmacy	Refer to licensing Entry Details and processes
4	Payment of fees Form	On Click on pay button Application Navigates to payment gateway common page	Pharmacy	Refer to payment part
5	Acknowledge Receiving the paid fees	Update payment status	MOF	payment status updated to (Incomplete, In Process, successful or Failed)

No.	Name	Brief Description	Responsibility	Attributes
6	Search Applications for the Pharmacy or staff	list Applications and licenses, view status, details, take actions and Run Reports	Pharmacy, MOHAP	Pharmacy or staff information
7	Verification and inquiry of licensing Certificate	Public page on MOHAP web site to verify the license and Print it	Any, e.g. the Establishment, Staff, MOHAP	Refer to license Verification process

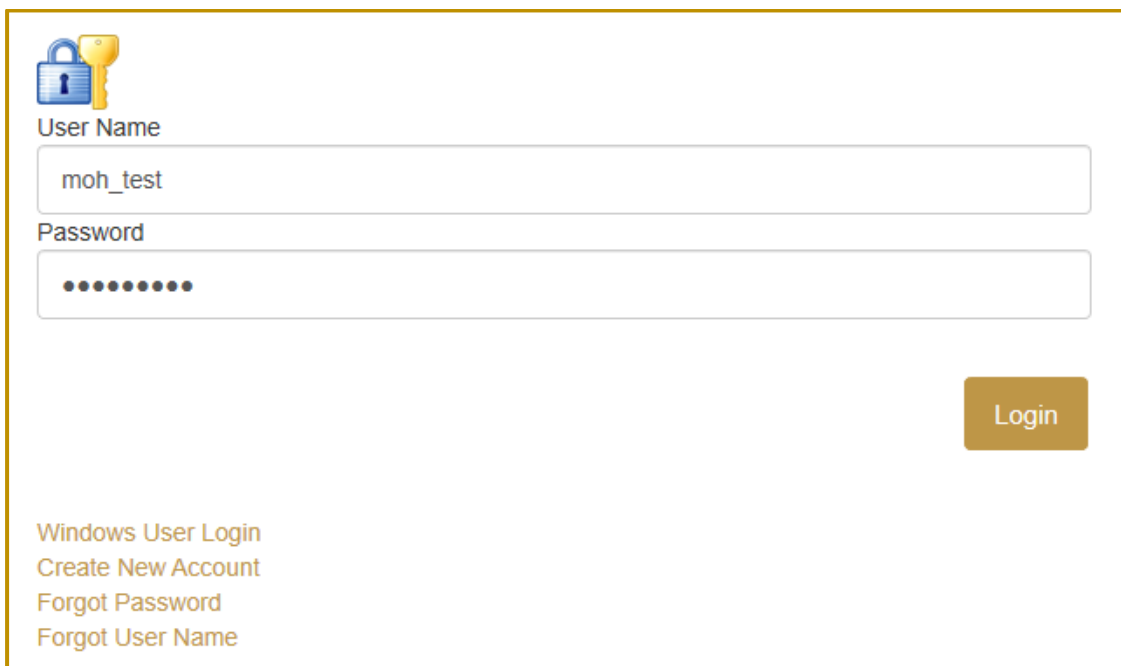
5.4 User Roles and Definitions

In this manual, we will focus on the role of the end user who is the applicant:

#	Functions
1	Create User Account and obtain online license through licensing e-service.
2	Login to System
3	Select the Service
4	Start the Application for the requested service By Filling Required Information
5	Attach Required Documents
6	Submit Application by button Click
7	Pay Service Fees and Print the Receipt
8	View Applications List, Status and Details
9	Print the Certificate
10	<p>Application status:</p> <ul style="list-style-type: none"> • Rejected: Read MOHAP's message, Rectify the Application and Submit again if Allowed. • Payment Requested: Pay the Requested Fees Online. • Initial Approval – Approved: Start Adding Staff or Start Final Approval Application • Final Approval – Approved: Print License Online
11	Print Letters/Notifications during the service cycle e.g. Initial Approval notification or letter to economic department
12	Create case or incident when face any issue with the system to be viewed and managed by Admin and Support team

6. Using the system

1. Go to the following link: <http://www.mohap.gov.ae>.
2. Choose E-services.
3. Choose the required service
4. System will show the following form:



The screenshot shows a login form with the following elements:

- Icon: A blue padlock and a yellow key.
- Label: "User Name"
- Input field: Contains the text "moh_test".
- Label: "Password"
- Input field: Contains masked characters represented by ten black dots.
- Button: "Login" (orange)
- Links: "Windows User Login", "Create New Account", "Forgot Password", and "Forgot User Name" (all in orange text).

5. If you have an account: enter User Name and Password, then click Login.
6. If you don't have an account: create new account and activate it.

7. Create new account

The new user has to create a new account to be able to use MOHAP services.

On the other hand, user who has an account can escape this step and go directly to login page:



The screenshot shows a login interface. On the left, there is an icon of a blue padlock and a yellow key. To the right of the icon are two input fields: the top one is labeled 'User Name' and the bottom one is labeled 'Password'. To the right of these fields is a brown 'Login' button. Below the input fields, there is a list of links: 'Windows User Login', 'Create New Account' (which is circled in green), 'Forgot Password', and 'Forgot User Name'.

By clicking on the link "Create New Account", system shows the following form:

Sign Up

Login Information

User Name *

User Group *

Email *

Password *

Verify Password *

User Information

First Name *

Middle Name

Last Name *

Cell Number

Address *

Country *


City

Area

Identity *

Attachment No file selected.

Two Factor Authentication [i](#) If you need to have additional security at login, than enable this option

Word Verification: * 

User has to fill in all required fields and click on "Create New Account" button, then system creates a new account and shows confirmation message to user.

User has to activate his account by clicking on the link which system sent to his email address.

8. Login page

Refer to "[Using the System](#)" up.

9. New License for pharmacy

New License for pharmacy is a subservice of licensing service through which new pharmacy can be licensed from MOHAP if it complies with MOHAP rules and requirements.

This subservice goes through the following processes:

- Initial Inspection
- Initial Approval
- Add staff
- Final Approval (including Final Inspection)

9.1 Initial Inspection Process

Process Pre Requisite: Attach all required documents.

Process output: The result of Initial Inspection (Pass, Fail).

Process workflow:

This process requires the below steps to do:

1. Start / Initialize the Process / Application:
 - a. Enter Establishment details, select specialties then click Start Process
 - b. New application is created with status 'Not Submitted'
2. Enter Owner details, ID and upload photo then click save button.
3. You can add Partners details as well, this is optional.
4. Add all required attachments, it's required for the process
5. Submit the Application, the status of the application becomes 'Submitted'.
6. If the Application status is 'Rejected': Provide the requirements and resubmit the application.
7. Check Inspection date.
8. Check Inspection result.
9. Pay the fees when Payment is required and print the receipt during payment if you wish.
10. Get the process output if the Application status is 'Approved'

9.1.1 Start / Initialize the Process / Application

- 1- Enter Establishment details, select specialties then click Start Process

The screenshot shows the 'Establishment Registration' form in the MOHAP system. The form is divided into two main sections. The first section, 'Establishment Registration', contains the following fields: 'Establishment Name (English)', 'Establishment Name (Arabic)', 'Category' (a dropdown menu), 'Medical District' (a dropdown menu), and 'Email' (with the value 'murhaf.alsaadi@mohap.gov.ae'). The second section, 'MOHAP Manual License Information', includes a checkbox for 'Already Licensed Manually' and several date and number fields: 'Manual License Number', 'Manual License First Issue Date', 'Manual License Valid From Date', 'Manual License Expiry Date', 'Manual Payment Receipt Number' (with a note: 'Please enter valid Payment Receipt number. Minimum 8 characters required'), and 'Manual Payment Date'. A 'Register' button is positioned at the bottom right of the form.

- 2- Fill in all establishment required details from "Basic Information" tab:

- Enter Establishment Name (English, Arabic)
- Select Category, Establishment Type.
- Enter Establishment Location details
- Enter Contact Information details.
- Click "Save Change" button.
- Go to the next step to fill in Owner details.

Establishment Details

Basic Information | Owner Details | Partner Details | Attachments | Payments

Establishment Details

Establishment Name (English) *	Establishment Name (Arabic) *	Category *	Establishment Type *
PhEnName	صيدلية التجارية	Pharmacy	Private

<p>Establishment Location</p> <p>Medical District *</p> <p>Dubai</p> <p>Area *</p> <p>11</p> <p>Building No. *</p> <p>11</p> <p>Street *</p> <p>street-11</p> <p>Building Name</p> <p>Maximum 300 characters</p> <p>Building Owner Name</p> <p>Maximum 100 characters</p>	<p>Contact Information</p> <p>Email *</p> <p>PhEnName@mohap.gov.ae</p> <p>Website</p> <p>www.sitename.com</p> <p>Telephone *</p> <p>0529998887</p> <p>PO Box *</p> <p>1111</p> <p>Fax *</p> <p>1111</p> <p>Contact Name (Person 1) *</p> <p>ContPers1</p> <p>Contact Number (Person 1) *</p> <p>0529998887</p> <p>Contact Name (Person 2)</p> <p>Maximum 50 characters</p> <p>Contact Number (Person 2)</p> <p>0529998887</p>
---	---

Save Changes

9.1.2 Owner details

- 1- Click "Owner Details" tab.
- 2- Enter Owner Name (English, Arabic).
- 3- Select Gender, Emirate.
- 4- Enter Mobile number.
- 5- Upload Owner photo
- 6- Click "Upload Owner Details" to save.

The screenshot shows the 'Establishment Details' form with the 'Owner Details' tab selected. The form contains the following fields and controls:

- Photo Upload:** A square area with a 'Select' dropdown and an upload icon.
- First Name (English) *:** Input field with placeholder 'OwnerFN'.
- Middle Name (English) *:** Input field with placeholder 'OwnerMN'.
- Last Name (English) *:** Input field with placeholder 'OwnerLN'.
- First Name (Arabic) *:** Input field with placeholder 'أحمد'.
- Middle Name (Arabic) *:** Input field with placeholder 'سليم'.
- Last Name (Arabic) *:** Input field with placeholder 'الرحيمي'.
- Gender *:** Dropdown menu with 'Male' selected.
- Emirate *:** Dropdown menu with 'Dubai' selected.
- Mobile *:** Input field with value '0507778889'.
- Save Owner Details:** A button at the bottom right.

Below the form, a message box displays the following text:

- No Owner Details Found, Please enter owner details
- Please add missing required documents

An 'Application Log' section is visible at the bottom, showing 'No messages to display'.

- 7- System shows you attention to add Owner IDs.

The screenshot shows the 'Add/View Identities' form with the following content:

- Instructions:**
 - All identities are mandatory. Please attach all identities before submitting the application
 - Allowed file types : .jpg, .png, .jpeg
 - Maximum file size : 700 Kb
- Add Documents:** A button at the bottom right.

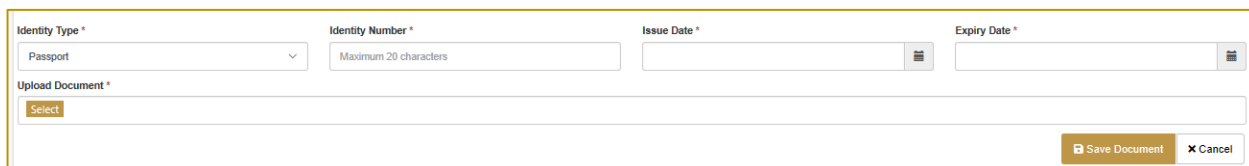
- 8- Click Add Documents button.
- 9- Select ID Type.

10- Enter ID details: Number, Issue Date, Expiry Date.

11- Upload ID image.

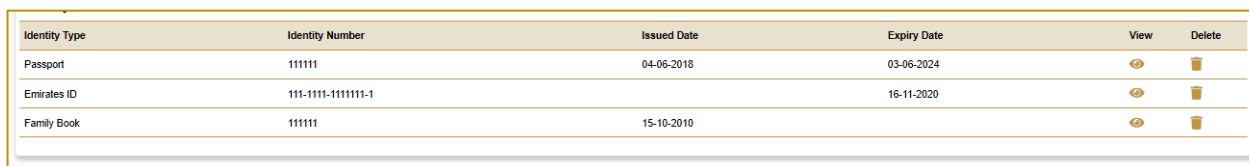
12- Click "Save document" button.

13- Repeat for all required types of ID.



The screenshot shows a form with four input fields: 'Identity Type *' (a dropdown menu with 'Passport' selected), 'Identity Number *' (a text box with 'Maximum 20 characters' and a character count icon), 'Issue Date *' (a date picker), and 'Expiry Date *' (a date picker). Below these fields is an 'Upload Document *' section with a 'Select' button. At the bottom right of the form are two buttons: 'Save Document' and 'Cancel'.

14- System shows you all added documents



Identity Type	Identity Number	Issued Date	Expiry Date	View	Delete
Passport	111111	04-06-2018	03-06-2024		
Emirates ID	111-1111-1111111-1		16-11-2020		
Family Book	111111	15-10-2010			

9.1.3 Owner details

- 1- Click "Partner Details" tab.
- 2- Enter Partner Name (English, Arabic).
- 3- Select Gender, Nationality.
- 4- Enter Email and Mobile number.
- 5- Upload Partner photo
- 6- Click "Save Partner Details" to save.

The screenshot shows the 'Partner Details' form within the 'Establishment Details' interface. The form is divided into several sections:

- Establishment Partners List:** A table with the message "No records to display".
- Partner Details:**
 - Profile Picture:** A placeholder image with a red border and text: "Profile Picture * Max Size: 700 KB Format: png/jpg/jpeg". Below it is a "Select" button and an upload icon.
 - Names:** Six text input fields for First Name, Middle Name, and Last Name in both English and Arabic. Each field has a "Maximum 50 characters" limit.
 - Gender and Nationality:** Two dropdown menus with "--Select--" as the current selection.
 - Email and Mobile:** Two text input fields. The Mobile field has a placeholder "email@address.com".
- Buttons:** An "Add Partner" button in the top right and a "Save Partner Details" button in the bottom right.







- 7- System shows you the added details:

The screenshot shows the 'Establishment Partners List' table after a partner has been added. The table has the following structure:

Name (English)	Name (Arabic)	Nationality	Gender	Mobile Number	Email	View Details	Delete
PartnerFN	مشارك	Egypt	Male	0529998887	PartnerFN@gmail.com		

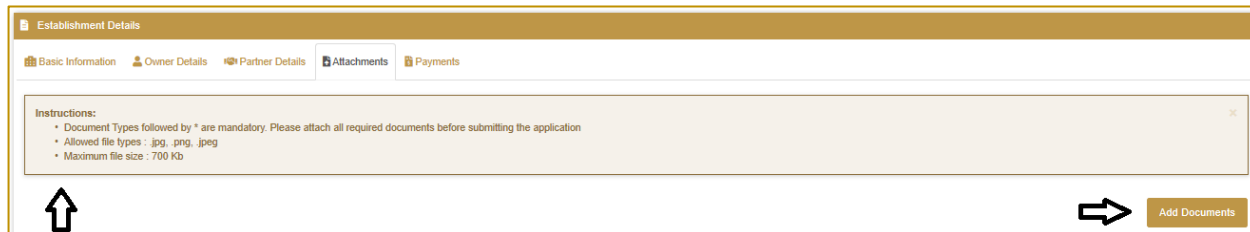
At the bottom right of the table area, there is an "Add Partner" button.

- 8- Click Add Documents button.
- 9- Add all required IDs as mentioned above.
- 10- System shows you all added documents

Identity Type	Identity Number	Issued Date	Expiry Date	View	Delete
Passport	22222	07-05-2017	06-05-2023		
Emirates ID	222-2222-2222222-2		25-08-2020		
Family Book	33333	26-05-2010			

9.1.4 Establishment documents

- 1- Click "Attachments" tab.
- 2- There is no attachment added till now:

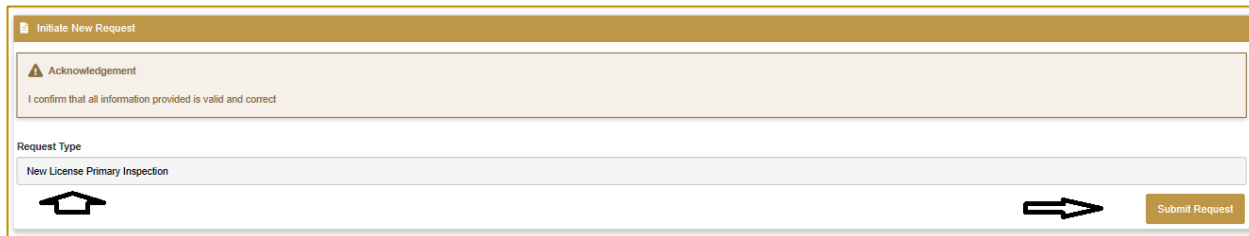


- 3- Click Add Documents button.
- 4- Add all required documents.
- 5- System shows you all added documents

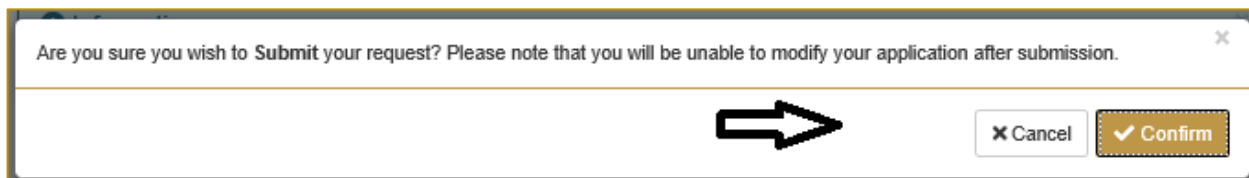
Document Type	Upload Date	View	Delete
Approved Architectural Drawing from a Consultant Office	17-10-2019		
Introductory Statement filled by the related person	17-10-2019		

9.1.5 Submit application

- 1- Click on "Establishment Workspace".
- 2- System shows you that the request type is "New License Primary Inspection".



- 3- Click submit button.
- 4- System shows you a confirmation message.



- 5- Click "Confirm" button.
- 6- Your application is sent. You can check this in "Application Log"



Application Number	Action	Comment	Action By	Log Date
10574	Submitted	Submitted Establishment New License Primary Inspection - رخصة جديدة فحص العيّنات	eplc_test	17-10-2019 09:32:40

9.1.6 Resubmission if Rejected

1- If your application is rejected, react with rejection reasons:

Application Log				
Application Number	Action	Comment	Action By	Log Date
10574	Rejected	Rejected - With Comment: Application Id : 10574, New License Primary Inspection, Status: Rejected , Message : Test Reject	priyalakashmi.b	17-10-2019 09:34:50
10574	Submitted	Submitted Establishment New License Primary Inspection - رخصة جديدة فحص المبتدئي	epic_test	17-10-2019 09:32:40

2- Resubmit your application again.

9.1.7 Checking for Assigned Inspection Date

1- If your application is accepted, go to the next step which is providing inspection date.

2- It is shown in "Current Status" field:

The screenshot shows a form titled "Latest Application Details". It contains several input fields: "Application Number" (10574), "Request Type" (New License Primary Inspection), "Current Status" (Payment Requested), "Payment Due" (AED 1000), and "Submit Date" (17-10-2019). An arrow points to the "Current Status" field.

3- System send email and SMS to the applicant to provide him inspection date, it is shown in "Application

Log" as well:

The screenshot shows a table titled "Application Log" with the following data:

Application Number	Action	Comment	Action By	Log Date
10574	Accepted	Accepted - With Comment: Application Id : 10574, New License Primary Inspection, Status : Accepted , Message : Test Approve	priyalakshmi.b	17-10-2019 09:35:52
10574	Submitted	Submitted Establishment New License Primary Inspection - رخصة جديدة الفحص البدني	epic_test	17-10-2019 09:35:29
10574	Rejected	Rejected - With Comment: Application Id : 10574, New License Primary Inspection, Status: Rejected , Message : Test Reject	priyalakshmi.b	17-10-2019 09:34:50
10574	Submitted	Submitted Establishment New License Primary Inspection - رخصة جديدة الفحص البدني	epic_test	17-10-2019 09:32:40

9.1.8 Checking for Inspection Result

- 1- Application status remains "Pending for Inspection Result" until the inspector gives inspection result.
- 2- The table below shows inspection results and the action for each:

Application Log	Application Status	Action to take
Inspection Result - Missed	Pending for inspection Result	Inspector Set new Appointment
Inspection Result - Fail	Rejected By Inspector	Applicant read and rectify the log remarks, and resubmit.
Applicant resubmits the application	Pending for inspection Result	Inspector Set new Appointment, or enter the result directly
Inspection Result - Pass	Payment Requested	Applicant has to pay the inspection or re inspection fees

- 3- The following screen shows that Inspection Result is Pass

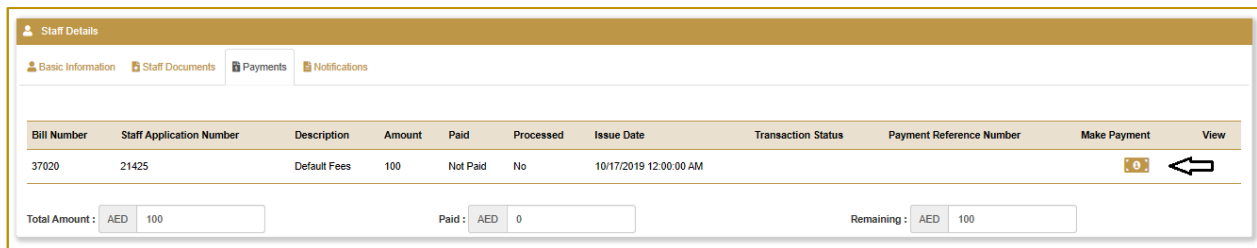
Application Number	Action	Comment	Action By	Log Date
10574	Paid Application	Paid Application Amount of AED 0 PaymentRef: 810801388329 - New License Primary Inspection	epic_test	17-10-2019 09:37:42
10574	Accepted	Accepted - With Comment: Application Id : 10574,New License Primary Inspection, Status : Accepted , Message :Test Approve	priyalakshmi.b	17-10-2019 09:35:52
10574	Submitted	Submitted Establishment New License Primary Inspection - رخصة جديدة القمص البدني	epic_test	17-10-2019 09:35:29
10574	Rejected	Rejected - With Comment: Application Id : 10574, New License Primary Inspection, Status: Rejected , Message : Test Reject	priyalakshmi.b	17-10-2019 09:34:50
10574	Submitted	Submitted Establishment New License Primary Inspection - رخصة جديدة القمص البدني	epic_test	17-10-2019 09:32:40

- 4- And the next step is "payment required" as shown in "Current State" field:

Application Number	Request Type	Current Status	Payment Due	Submit Date
10574	New License Primary Inspection	Payment Requested	AED 100	17-10-2019

9.1.9 Pay the requested fees

- 1- Click on "Establishment Workspace".
- 2- Check Current Status, it should be Payment Requested.
- 3- Click on Payments tab.
- 4- Click Payment Icon in the record.



Bill Number	Staff Application Number	Description	Amount	Paid	Processed	Issue Date	Transaction Status	Payment Reference Number	Make Payment	View
37020	21425	Default Fees	100	Not Paid	No	10/17/2019 12:00:00 AM				

Total Amount: AED 100 Paid: AED 0 Remaining: AED 100

- 5- System will redirect you to payment gateway, choose payment method and complete the process:



- 6- You can check that payment is done from the previous page:

Bill Number	Application Number	Description	Amount	Paid	Processed	Issue Date	Transaction Status	Payment Reference Number	View
37017	10574	Default Fees	1000	Paid	Yes	10/17/2019 12:00:00 AM	Successful	810801389329	
Total Amount:		AED 1000	Paid: AED 1000		Remaining: AED 0				

7- بعد نجاح عملية الدفع تصبح الحالة الحالية للطلب هي "مطلوب موعد":

Application Number	Request Type	Current Status	Payment Due	Submit Date
10574	New License Primary Inspection	Appointment Requested	AED 0	17-10-2019

8- يظهر ذلك أيضاً في سجل الطلب:

Application Number	Action	Comment	Action By	Log Date
10574	Inspection Appointment	Inspection Appointment - With Comment: Save & Notify Applicant About Inspection (Application Id : 10574,New License Primary Inspection on 2019-10-17 , Message : Test Appointment for inspection)	Aditi Pawar	17-10-2019 09:47:26
10574	Paid Application	Paid Application Amount of AED 0 PaymentRef: 810801389329 - New License Primary Inspection	epic_test	17-10-2019 09:37:42
10574	Accepted	Accepted - With Comment: Application Id : 10574,New License Primary Inspection, Status : Accepted , Message :Test Approve	priyalakshmi b	17-10-2019 09:35:52
10574	Submitted	Submitted Establishment New License Primary Inspection - رخصة جديده فحص البدني	epic_test	17-10-2019 09:35:29
10574	Rejected	Rejected - With Comment: Application Id : 10574, New License Primary Inspection, Status: Rejected , Message : Test Reject	priyalakshmi b	17-10-2019 09:34:50

9.1.10 Getting Approval

1- Check the result in “Current Status” field.

The screenshot shows a form titled "Latest Application Details" with the following fields:

Application Number	Request Type	Current Status	Payment Due	Submit Date
10574	New License Primary Inspection	Passed In Inspection	AED 0	17-10-2019

An arrow points to the "Current Status" field.

2- You can check in “Application Log” as well.

The screenshot shows the "Application Log" table with the following data:

Application Number	Action	Comment	Action By	Log Date
10574	Inspection Passed	Inspection Passed - With Comment: Passed	Aditi Pawar	17-10-2019 09:49:09
10574	Inspection Appointment	Inspection Appointment - With Comment: Save & Notify Applicant About Inspection (Application Id : 10574,New License Primary Inspection on 2019-10-17 , Message : Test Appointment for inspection)	Aditi Pawar	17-10-2019 09:47:26
10574	Paid Application	Paid Application Amount of AED 0 PaymentRef: 810801389329 - New License Primary Inspection	epic_test	17-10-2019 09:37:42
10574	Accepted	Accepted - With Comment: Application Id : 10574,New License Primary Inspection, Status : Accepted , Message :Test Approve	priyalakshmi b	17-10-2019 09:35:52
10574	Submitted	Submitted Establishment New License Primary Inspection - رخصة جديدة للمصن المبدئي	epic_test	17-10-2019 09:35:29

An arrow points to the "Inspection Passed" row.

3-

This screenshot shows the "Application Log" table with the following data:

Application Number	Action	Comment	Action By	Log Date
10574	Approved	Approved - With Comment: Test Approve	priyalakshmi b	17-10-2019 09:50:44
10574	Inspection Passed	Inspection Passed - With Comment: Passed	Aditi Pawar	17-10-2019 09:49:09
10574	Inspection Appointment	Inspection Appointment - With Comment: Save & Notify Applicant About Inspection (Application Id : 10574,New License Primary Inspection on 2019-10-17 , Message : Test Appointment for inspection)	Aditi Pawar	17-10-2019 09:47:26
10574	Paid Application	Paid Application Amount of AED 0 PaymentRef: 810801389329 - New License Primary Inspection	epic_test	17-10-2019 09:37:42
10574	Accepted	Accepted - With Comment: Application Id : 10574,New License Primary Inspection, Status : Accepted , Message :Test Approve	priyalakshmi b	17-10-2019 09:35:52

An arrow points to the "Approved" row.

4-

The screenshot shows a form titled "Latest Application Details" with the following fields:

Application Number	Request Type	Current Status	Payment Due	Submit Date
10574	New License Primary Inspection	Approved	AED 0	17-10-2019

An arrow points to the "Current Status" field.

5- You are ready now to start the next process “Initial Approval Process”:

9.2 Initial Approval Process

Process Pre Requisite: “Initial inspection” Process should be completed and the application is approved to start this process.

Process output:

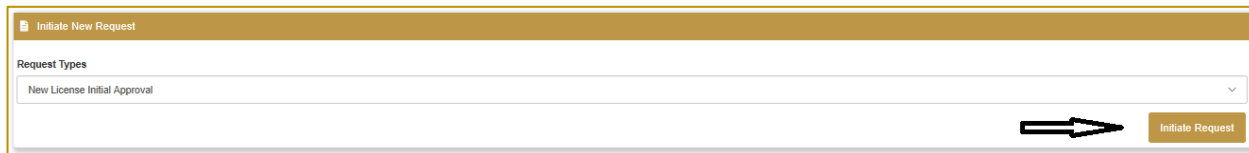
- Initial Approval Notification.
- Initial Approval Application status should be updated to “Approved”.
- License Created with a given license No. and validity for one year starting from approval date.
- License Status should be updated to “Licensed”

Process workflow:

- 1- Before starting make sure that the status of initial inspection is pass.
- 2- Start / Initialize the Process / Application:
New application is created with status ‘Not Submitted’
- 3- Add all required attachments, it’s required for the process
- 4- Submit the Application, the status of the application becomes ‘Submitted’.
- 5- If the Application status is ‘Rejected’: Provide the requirements and resubmit the application.
- 6- Check application status.
- 7- If the Application status is ‘Rejected’: Provide the requirements and resubmit the application.
- 8- Go to the next process “Add staff”.

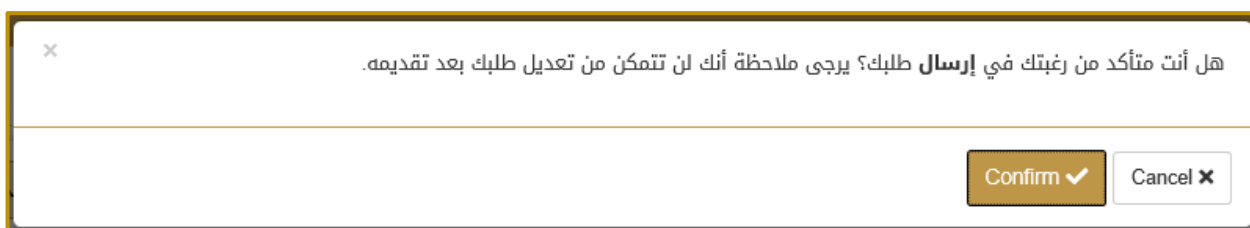
9.2.1 Before starting

- 1- Make sure that the status of initial inspection is pass.
- 2- To check: click on Establishment Workspace and check "Current Status" field:

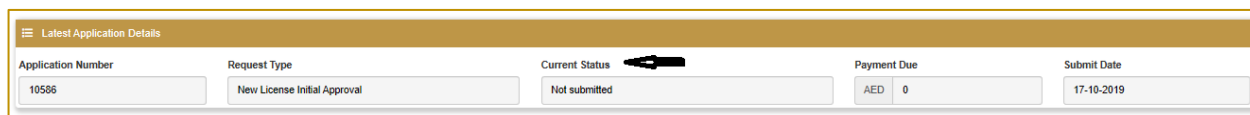


9.2.2 Start / Initialize the Process / Application

- 1- Establishment workspace
- 2- Go to New application
- 3- Check it is initial approval
- 4- Click start application
- 5- Confirm the message



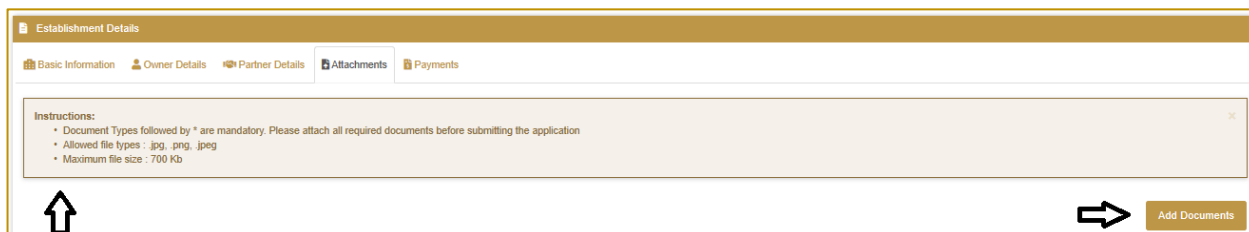
- 6- New application with "not submitted"



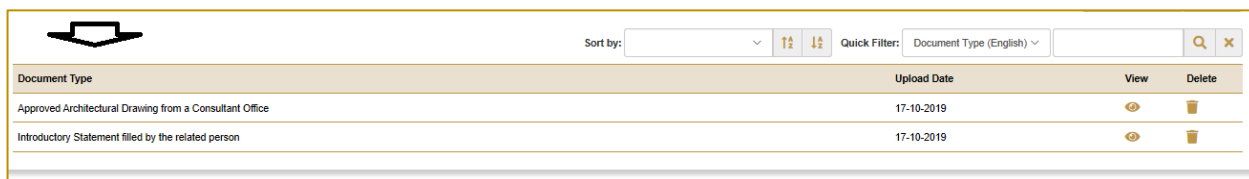
- 7- Add attachments.

9.2.3 Add attachments

- 1- Click "Attachments" tab.
- 2- There is no attachment added till now:



- 3- Click Add Documents button.
- 4- Add all required documents.
- 5- System shows you all added documents



9.3 Staff license printing

مساحة عمل المنشأة تفاصيل المنشأة مساحة عمل الموظفين

التراخيص الصيدلانية

مساحة عمل الموظف

ملحوظة: بعض الاختيارات قد لا تكون مترجمة الي اللغة العربية بناذا علي قيود العمل

اسم المنشأة En	اسم المنشأة Ar	الفئة	المنطقة الطبية
PHEName	صيدلية تجريبية	صيدلية	دبي
رقم الرخصة	تاريخ الإصدار	تاريخ الانتهاء	حالة الترخيص
2307	15-10-2019	14-10-2020	معرض

إضافة الموظفين

طبقات الموظفين النشطة 0 - 0 من 0

Sort by: تصفية سريعة: رقم الطلب

لم يتم العثور على طبقات

الموظفون المرخصون 1 - 1 من 1

رقم الموظف رقم	اسم	التخصص	المسمى الطبي	تاريخ الانتهاء	حالة الترخيص	عرض
T3388	testest1	صيدلي	صيدلي مسؤول	14-10-2020	معرض	<input type="checkbox"/> <input checked="" type="checkbox"/> انقر لعرض بيانات الموظف

تفاصيل الموظفين

معلومات أساسية وثنائي الموظف المدفوعات إشارات

اسم الموظف (العربية) * testest1

اسم الموظف (الإنجليزية) * testest1

رقم التقييم 178011

التقييم الرئيسي Pharmacy

التخصص صيدلي-Pharmacist

طلب للحصول على نوع الترخيص صيدلي مسؤول

نوع الرخصة صيدلي مسؤول

درجة المؤهل * 3

الكنية * xyz

تاريخ المؤهل * 25/07/2017

البلد مصدر المؤهل * مصر

اسم الكفيل الحالي * Current Spons

مكان العمل السابق * Old loc

رقم الترخيص البدوي

الترخيص البدوي تاريخ الإصدار الأول

التاريخ البدوي ساري المفعول من التاريخ

رقم إعمال الدفع البدوي

تاريخ الدفع البدوي 15/10/2019

الجنس * ذكر

الحالة الاجتماعية * Single

تاريخ الولادة * 14/10/1999

العمر بالسنتين 20

البريد الإلكتروني * mossadmin@moh.gov.ae

التليفون المحمول * 0529998887

هاتف * 0529998887

نوع الهوية * جواز سفر

رقم الهوية * 1111

الجنسية السابقة * مصر

الجنسية * مصر

مكان الولادة * مصر

هوية الإمارات * 111-1111-111111-2

العنوان * dubai

تاريخ انتهاء الصلاحية * 23/09/2020

تاريخ إصدار الهوية * 24/09/2018

What do you want to do with StaffLicense_6278.pdf?
From: smartforms.moh.gov.ae

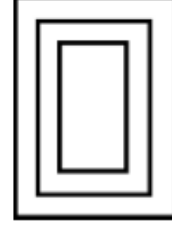
Open Save Cancel

طباعة رخصة الموظف



United Arab Emirates
Ministry of Health & Prevention

Pharmaceutical Licensing التراخيص الصيدلانية
New License Final Approval رخصة جديدة الموافقة
النهائية



Staff Details

تفاصيل الموظف

Staff ID	6278	رقم الموظف
Name	testtest1 - testtest1	إسم الموظف
Nationality	Egypt - مصر	الجنسية
License Type	Pharmacist Incharge - صيدلي مسؤول	نوع الترخيص
License Number	T5386	رقم الترخيص
First License Date	15/10/2019	تاريخ أول ترخيص
Valid From Date	15/10/2019	تاريخ بداية الترخيص
Valid Till Date	14/10/2020	تاريخ نهاية الترخيص

Facility Details

تفاصيل المؤسسة

Facility Name	PhEnName - صيدلية تجريبية	إسم المؤسسة
Emirate	Dubai - دبي	الإمارة
Facility Type	Pharmacy - صيدلية	نوع النشاط
Comments		ملاحظات

Notes:

- Any change or alteration will cancel the certification.
- This Certificate is electronic, doesn't need stamp.

ملحوظة

- تعتبر الشهادة لاغية في حالة التعديل أو التغيير في محتوياتها
- الشهادة صادرة إلكترونياً ومعتمدة ولا تحتاج لختم الوزارة

EXPO 2020
DUBAI, UNITED ARAB EMIRATES



إكسبو 2020
دبي، الإمارات العربية المتحدة

Verification Code: 53862C06FOM7 Last Approval: 15/10/2019

Print Date: 16/10/2019

9.4 Pharmacy license printing



الإمارات العربية المتحدة
وزارة الصحة ووقاية المجتمع

الدخول   EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN  EN

مساحة عمل المنشأة

تفاصيل المنشأة

مساحة عمل الموظفين

التراخيص الصيدلانية

مساحة عمل المنشأة

ملحوظة:
بعض الاختيارات قد لا تكون مترجمة الي اللغة العربية بناءا علي قيود العمل

المنطقة الطبية	الفئة	اسم المنشأة Ar	اسم المنشأة En	
دبي	صيدلية	صيدلية تجريبية	PhEnName	
حالة الترخيص	تاريخ الانتهاء	تاريخ الإصدار	رقم الرخصة	
مركز	14-10-2020	15-10-2019	2307	

طباعة رخصة