



DHA

(Dubai Health Authority)

<http://www.dha.gov.ae>

Document Specification: User Management

Version 1.0

Table of Contents

1. INTRODUCTION.....	3
2. GENERAL NOTES	3
3. NEW USER REGISTRATION	ERROR! BOOKMARK NOT DEFINED.
4. LOG IN.....	4
5. FORGOT PASSWORD.....	4
6. LOST ACTIVATION CODE (LINK IS NOT WORKING)	5
7. CHANGE PASSWORD	5

1. Introduction

This document guides you how to manage your user account.

2. General Notes

Following are general notes which you need to know and understand before using the system

**Note:**

- In all forms * means mandatory field
- While using the system and filling any application, detailed error messages (in red) will be shown if required explaining the error for you and the solution
- Payment process is done through Dubai eGovernment ePay Gateway

3. New User Registration

If you are a new user and it is your first time to use the system, please follow these steps to make your registration.

**Note:**

This step you will do it once, only in the first time that you are using the system

Step1: Click on new user banner



Step2: Fill-in the registration form > click [**Create User**] button

User Registration

Sign Up for Your New DHA Service Account

User Name:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
E-mail:	<input type="text"/>
Security Question:	<input type="text"/>
Security Answer:	<input type="text"/>

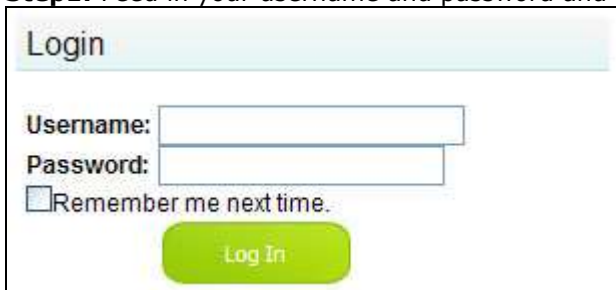
Step3: If registration completed successfully you will be moved automatically to the next page > Click [**Continue**] to start using available services



4. Log In

If you already registered previously and have a log in account (Username & Password) please follow these steps to login to the system

Step1: Feed in your username and password and > click [**Log In**].

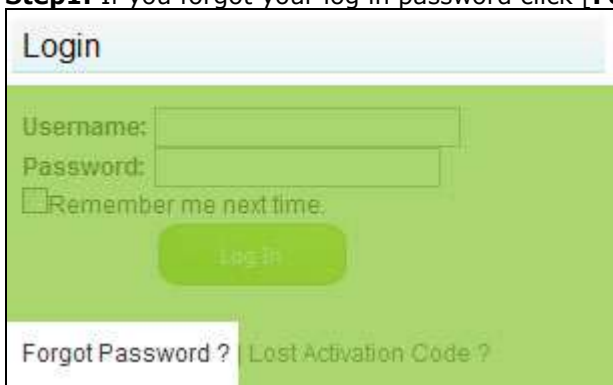
A screenshot of a 'Login' form. It has a title bar 'Login'. Below it are two input fields: 'Username:' and 'Password:'. There is a checkbox labeled 'Remember me next time.' and a green 'Log In' button at the bottom.

Note:

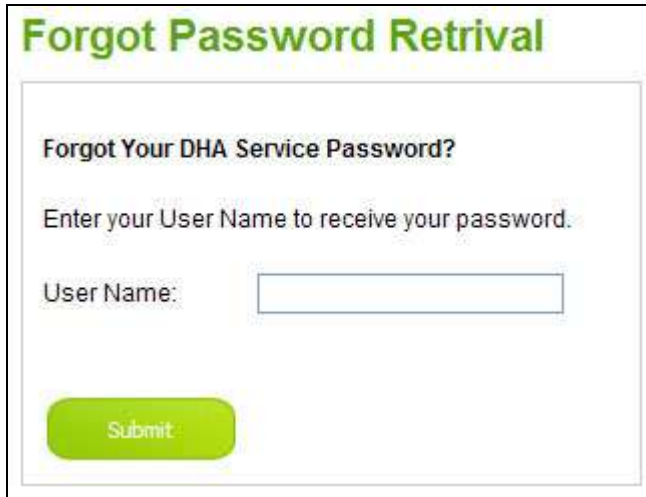
Check [**Remember me next time**] check box if you would like to save your log in details and I the system automatically next time.

5. Forgot Password

Step1: If you forgot your log in password click [**Forgot Password?**] link

A screenshot of a 'Login' form with a green background. It has a title bar 'Login'. Below it are two input fields: 'Username:' and 'Password:'. There is a checkbox labeled 'Remember me next time.' and a green 'Log In' button. At the bottom, there are two links: 'Forgot Password ?' and 'Lost Activation Code ?'.

Step2: Enter your username in the [**User Name**] text box > Click [**Submit**] button



Forgot Password Retrieval

Forgot Your DHA Service Password?

Enter your User Name to receive your password.

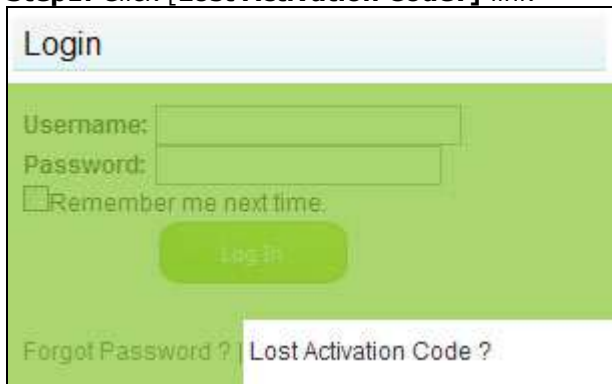
User Name:

**Note:**

The password will be sent to your email address that you registered with.

6. Lost Activation Code (link is not working)

Step1: Click [**Lost Activation Code?**] link



Login

Username:

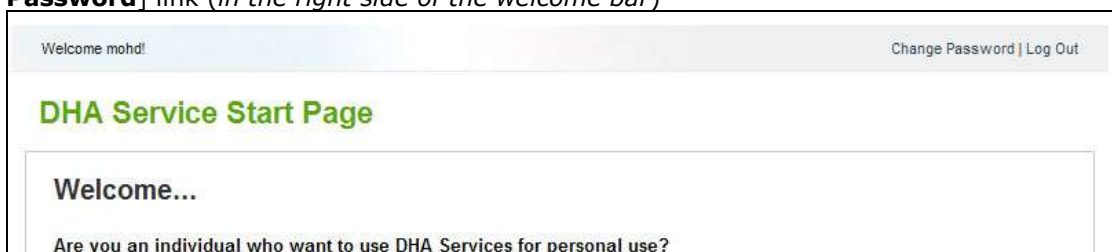
Password:

Remember me next time.

[Forgot Password ?](#) | [Lost Activation Code ?](#)

7. Change Password

Step1: After log in successfully, you can change your password by clicking [**Change Password**] link (*in the right side of the welcome bar*)



Welcome mohd! [Change Password](#) | [Log Out](#)

DHA Service Start Page

Welcome...

Are you an individual who want to use DHA Services for personal use?

Step2: Fill-in change password form as per the instructions showing on the screen

- Click [**Change Password**] button to change your password

- Click [**Cancel**] button to cancel changing your password

Change Password

Use the form below to change your password.

New passwords are required to be a minimum of 7 characters in length.

Change Your DHA Service Password

Password:

New Password:

Confirm New Password: