

# INFORMATION TECHNOLOGY DEPARTMENT

## USER MANAGEMENT USER GUIDE

VERSION 3.0

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## 1. Introduction

This document guides you how to manage your user account.

## 2. General Notes

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

- 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

- Go to <https://services.dha.gov.ae/eservices/dhaweb/Default.aspx>
- Choose one of following options:
  - Click “Register” tab
  - Enter a “Username” between 5 to 30 characters and contains only English characters (Aa – Zz). May contain only ‘\_’ and ‘.’ as special character
  - Please select a password that meets all of the following criteria: It should be between 8 to 20 Characters; Must contain at least one alphabet, one numeric character (0-9). Allowed special characters (@! # \$ ^ \* \_ .). Please do not include username in the password. Please note you cannot use 5 last previous passwords.
  - Re-enter the password in “Confirm Password” field
  - Enter your “E-Mail” address
  - Enter “First Name”, “Middle Name” & “Last Name” as per your passport.
  - Select “Nationality” from the dropdown
  - Click “Register”

## 4. Log In

- Go to <https://services.dha.gov.ae/eservices/dhaweb/Default.aspx>
- Choose one of following options:
  - DHA Account
    - Enter “User Name” and “Password”
    - Click “Login”
  - LOGIN WITH UAE Pass:
    - Click on ‘Login with UAE PASS’ → “Login using Emirates ID, email, or phone eg. 971500000000 ”

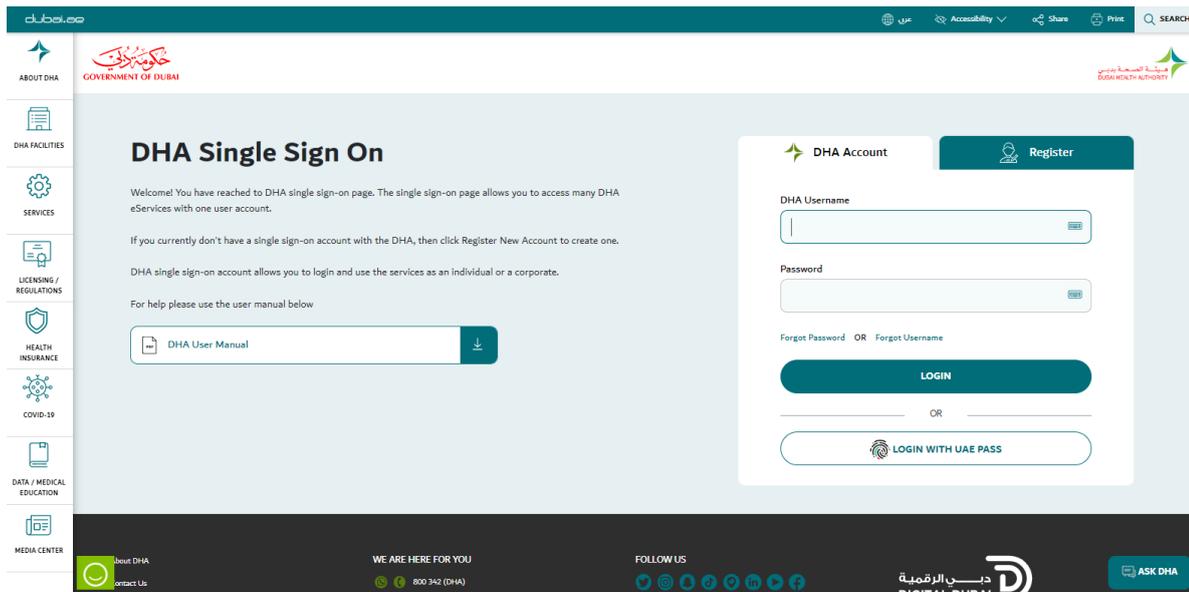


Figure 4.a DHA login screen

- Choose “**Visit Patient Dashboard**” or “**Access Dashboard**” under Corporates to proceed.
- You can access services from the list under General DHA Services
- 

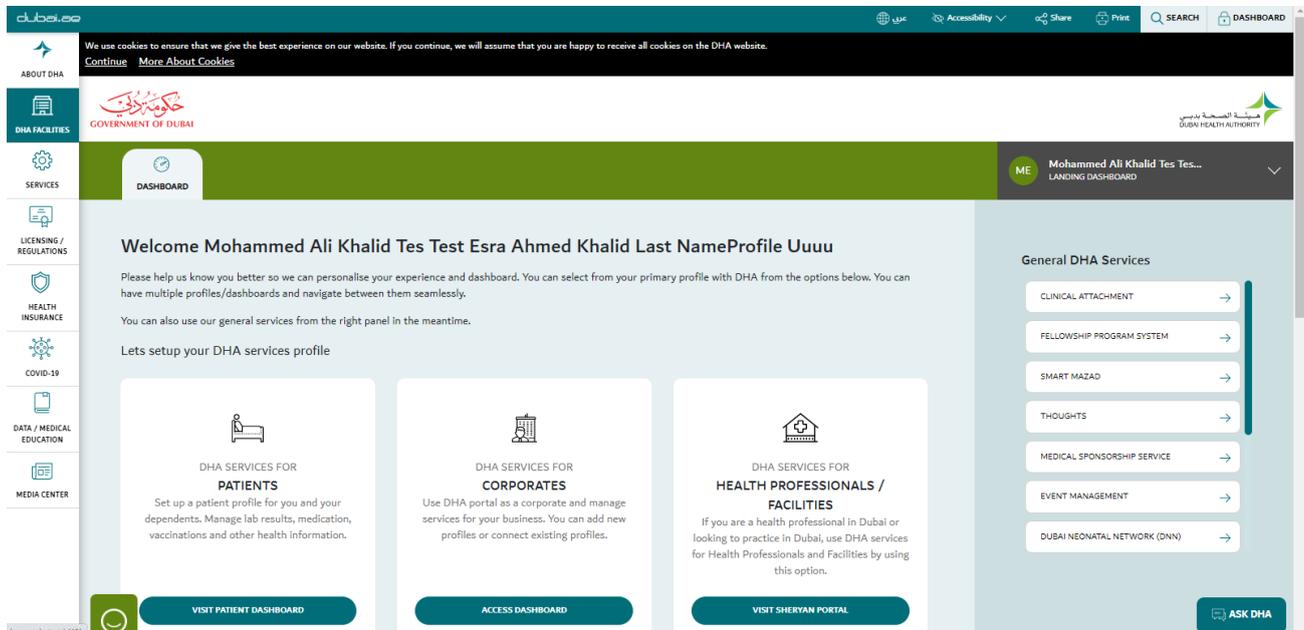


Figure 4.b Landing Dashboard

## 5. Forgot Password

- For DHA Single Sign On: Go to <https://services.dha.gov.ae/eservices/DHAWeb/Default.aspx>
  - Click “**Forgot Password?**” link
  - Provide your registered email address or username and click on Submit

- Choose how you would like to get the authentication code via Email or Mobile number .Please note choice for mobile number is displayed only when a valid mobile number is associated with this account.

- Once submitted the below shown screen will be displayed prompting for the authentication code.

The screenshot shows a 'One-Time Password' verification screen. At the top, it says 'The OTP code is sent to..' followed by a text input field containing '009715xxxx'. Below this, it prompts 'Enter the one-time password (OTP)' with a text input field starting with '2094-'. At the bottom, there are two buttons: 'SUBMIT' and 'RESEND CODE'.

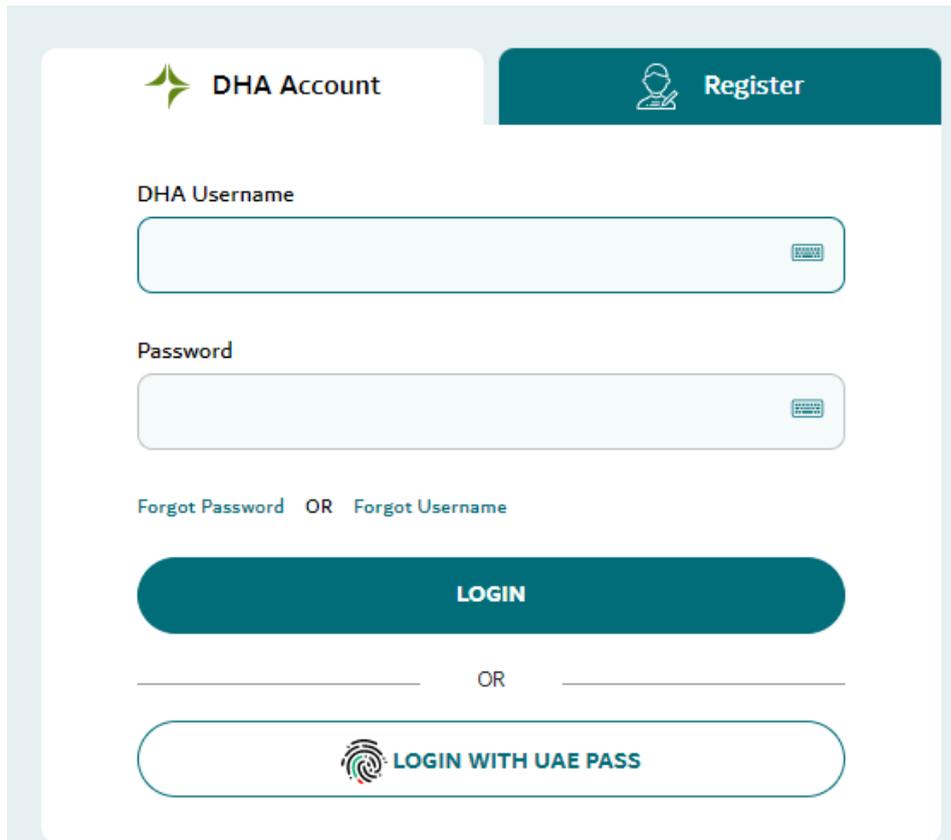
- Once submitted please enter the new password & Confirm New Password. Click on Change Password and the password will be updated.

Please select a password that meets all of the following criteria: It should be between 8 to 20 Characters; Must contain at least one alphabet, one numeric character (0-9). Allowed special characters (@!#\$%^&\*\_.). Please do not include username in the password. Please note you cannot use 5 last previous passwords.

The screenshot shows a 'Reset Password' screen. It prompts 'Enter your new password' with two input fields: 'New password' and 'Confirm New password'. Below the input fields are two buttons: 'CHANGE PASSWORD' and 'RESET'.

## 7. Forget UserName

- Click “**Forgot User Name?**” link



The screenshot shows the DHA Account login interface. At the top left, there is a 'DHA Account' header with a logo. To the right is a 'Register' button with a user icon. Below the header, there are two input fields: 'DHA Username' and 'Password'. Under the 'Password' field, there are two links: 'Forgot Password' and 'Forgot Username'. A large teal 'LOGIN' button is positioned below the links. Below the 'LOGIN' button, there is an 'OR' separator. At the bottom, there is a 'LOGIN WITH UAE PASS' button featuring a fingerprint icon.

- Enter the registered email address

## Forgot User Name

### Forgot Your DHA Service UserName?

(Enter your registered Email address)

Email

Type your registered email

I'm not a robot



reCAPTCHA

Privacy - Terms

SUBMIT

- OTP will be sent to the email address. Please enter the OTP in the below screen

## One-Time Password

The OTP code is sent to..

r\*\*\*\*\*r@yahoo.com

Enter the one-time password (OTP).

1411-

SUBMIT

RESEND CODE

- After successful OTP verification, username will be sent to the Email address.

## رسالة النظام - System Message

User Name has been sent to the registered email.

BACK TO LOGIN PAGE

## 8. Edit Profile

- Open menu next to username at top right corner
- Click **“Edit Profile”**

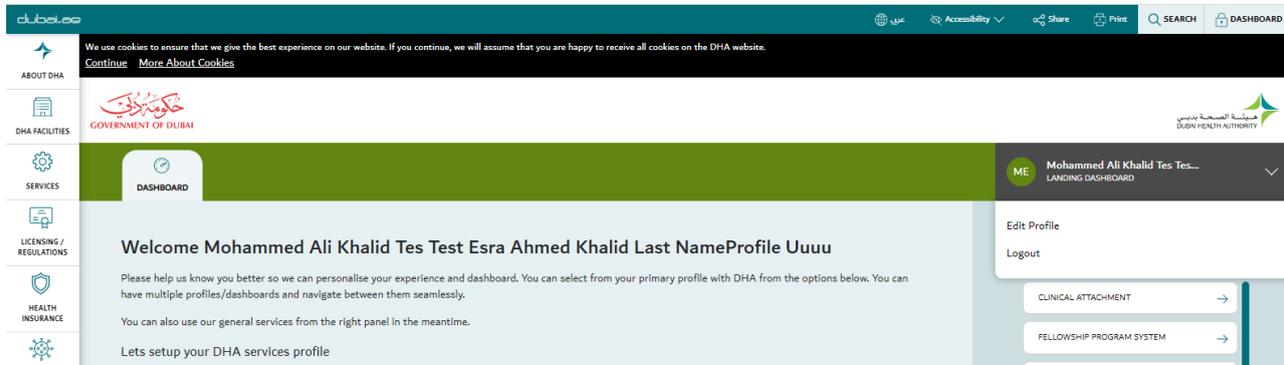


Figure 7.a Edit Profile

- In order to change email click **“Change Email”**

### Edit Profile

#### Account Information

Username \*  
uaepass12345

Email Address \*  
uaepass321@cuvvox.de

**CHANGE PASSWORD** **CHANGE EMAIL**

#### Personal Information

First Name \*  
Mohammed Ali Khalid Tes Test

Middle Name  
Middle Name

Last Name \*  
Esra Ahmed Khalid Last NameProfile Uuuu

Nationality \*  
Antigua and Barbuda

Gender \*  
Male

Mobile \*  
+919490140134

**SAVE CHANGES**

- Update the Email address in the text box and click on 'Save Email'. An OTP will be sent to the new email address.

The screenshot shows the 'Edit Profile' page on a dashboard. The page title is 'Edit Profile' and the section is 'Account Information'. There are two input fields: 'Username \*' with the value 'uaepass12345' and 'Email Address \*' with the value 'uaepass321@cuvox.de'. Below the 'Username' field is a 'CHANGE PASSWORD' button. Below the 'Email Address' field are 'SAVE EMAIL' and 'CANCEL' buttons.

- Provide the proper authentication code, the system confirms the email id change.

The screenshot shows a 'Verify OTP' modal form. The title is 'Verify OTP' and the instruction is 'Enter the OTP sent to your email to confirm and update your profile.' There is an input field labeled 'Enter OTP \*' with the placeholder text 'Enter OTP'. Below the input field is a 'VERIFY' button.

- In order to change password Click “**Change Password**”

**Edit Profile**

**Account Information**

Username \*  
uae-pass12345

Email Address \*  
uae-pass321@cuvox.de

**CHANGE PASSWORD**      **CHANGE EMAIL**

**Personal Information**

First Name \*  
Mohammed Ali Khalid Tes Test

Middle Name  
Middle Name

Last Name \*  
Esra Ahmed Khalid Last NameProfile Uuuu

Nationality \*  
Antigua and Barbuda

Gender \*  
Male

Mobile \*  
+919490140134

**SAVE CHANGES**

- Provide the new password & confirm new password.
- Click on ‘Change Password’ button.

**Change Password**

Please select a password that meets all of the following criteria :

- o It should be between 8 to 20 Characters; must contain at least one alphabet, one numeric character (0-9).
- o Allowed special characters (@ ! # \$ ^ \* \_ .).
- o Please do not include username in the password. Please note you cannot use 5 last previous passwords.

**New Password \***

New Password

**Confirm Password \***

Confirm Password

**CHANGE PASSWORD**

\*\*\*\*\*