Add-Upgrade License

User Guide

Last Updated January/2021

Information

- Accessing your DHA E-Services Account
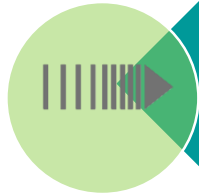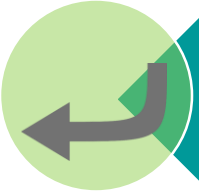- Sheryan Account Management
- Ask Latifa / Health Licensing Support
- Frequently Asked Questions

- How to Check Application Status
- How to Re-submit Applications
- How to Download the Document

Steps

- Accessing the Service
- Fill-up Form
- Review& Submit Form
- Sample of e License

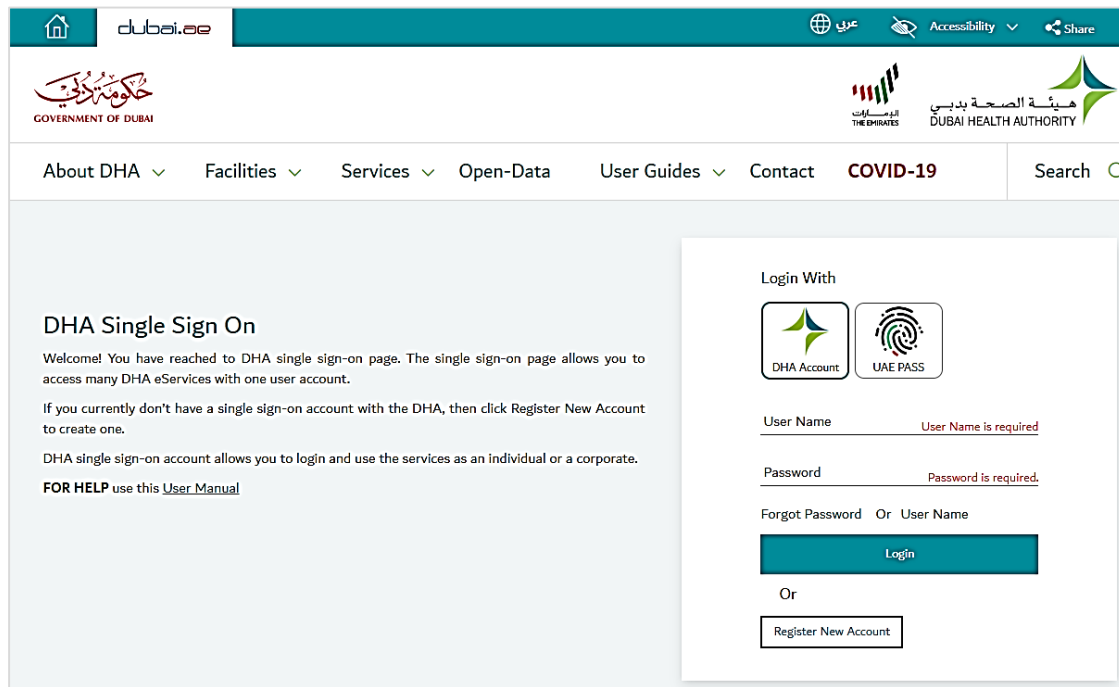**Note: Click the icon to skip to a specific section.**

Follow the steps below to sign-up or login on the DHA Sheryan account.
Visit the website and click on the Login icon to access the DHA Sheryan portal.

Login: Existing users can enter their username and password on this page.

Registration: New users must create an account. Click the 'Register With Us' button to create a new username & password.

Set Preference

- After login, a prompt to set preference for 'Individual Home' or 'Corporate Home' will appear.

- Access to all the services provided by Dubai Health Authority will be on the next page

For Individual   For Corporate ⌄   Application Enquiry

DHA Service Start Page

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

From DHA Individual Home Page you will be able to access broad range of service like Registering yourself as a new Health Professional, Renewing your license etc.

Individual Home

○ set as default page

Are you a corporate owner or employee who want to use DHA Services for your corporate?

From DHA Corporate Home Page you will be able to access broad range of service like Registering a new Health Facility, Renewing the facility, adding partner etc.

Corporate Home

○ set as default page

Good to Know:

DHA E-service account is managed by IT Department. For assistance, call 800-342.

Once an email is registered for an account, it cannot be used for another account.

Each user must have one account. Do not create multiple accounts.

**Click on the Health Licensing Service icon to access the DHA Sheryan Portal**

For Individual	For Corporate ⌄	Application Enquiry

⌂ Corporate Home Page

Individual	Corporate

Select the service that you would like to use
Select Corporate

prime hospital ⌄

S Health Licensing Service User Guide	[Submit] Event Management User Guide	Statistics Service	Infectious Diseases Notification Service

Good to Know:

Sheryan is an application within your DHA E-service account.

Users who can access facility dashboard are categorized as Privileged or Limited Access user.

Users must keep their log-in details confidential to avoid unauthorized access.
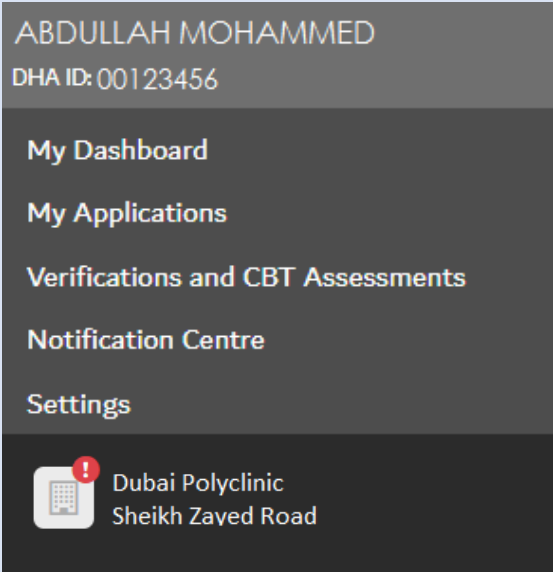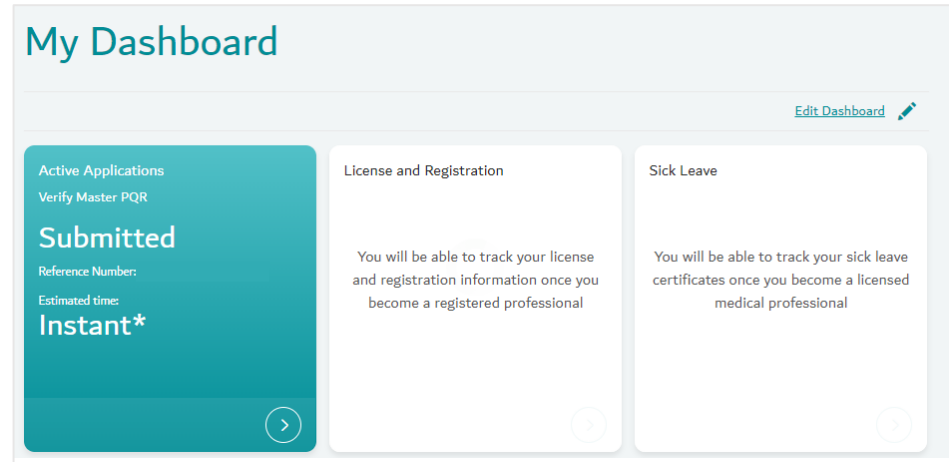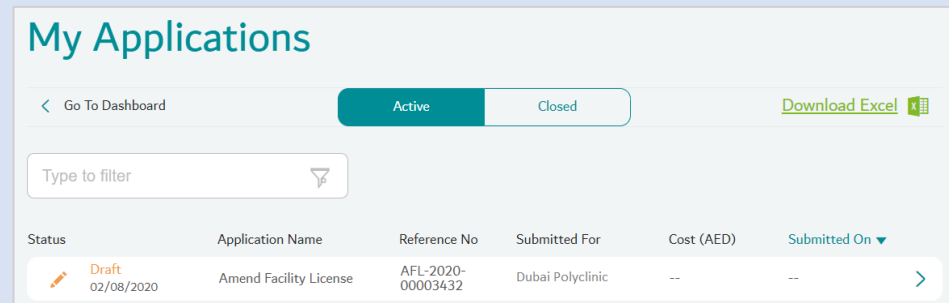
Before proceeding to the licensing services, users must be familiar with account management.

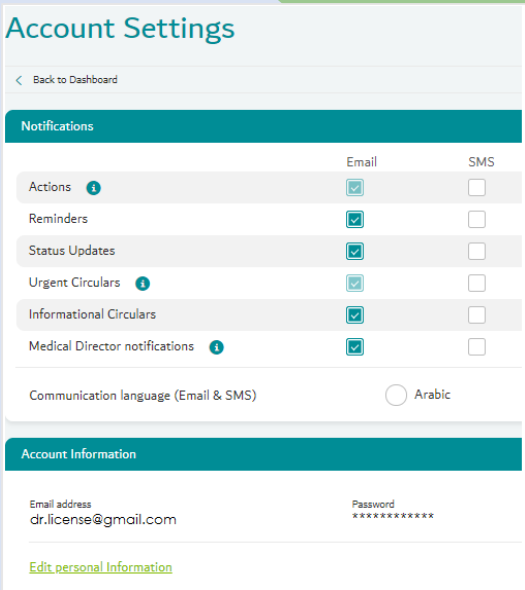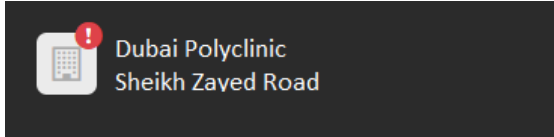| Icon	Action
عربى /**English**	Change Language Preference
🧍	Accessibility (Text Resize, Contrast Switch, Read Speaker)
🔍	Search
LA	The initials depend on the user's first and last name. Click on the icon to view your unique ID, access your dashboard, applications, verified documents, notifications and settings pages.

| Menu Screenshot	Account Menu Options	Screenshot
ABDULLAH MOHAMMED DHA ID: 00123456 My Dashboard My Applications Verifications and CBT Assessments Notification Centre Settings Dubai Polyclinic Sheikh Zayed Road	Name and Unique ID - important when accessing third party services (Prometric, Dataflow) and license activation by a hiring facility.	Note: The unique ID never changes and is only an identifier.
	My Dashboard - quick view of application status, current registration/ license status, services, issued sick leaves, etc.	**My Dashboard** Edit Dashboard ✎ **Active Applications** Verify Master PQR **Submitted** Reference Number: Estimated time: **Instant*** **License and Registration** You will be able to track your license and registration information once you become a registered professional **Sick Leave** You will be able to track your sick leave certificates once you become a licensed medical professional
	My Applications - comprehensive view of applications. There are 2 tabs on the screen: Active tab- will show a list of all applications that are either in draft, submitted, returned to you. Closed tab- will show a list of all applications that are either approved, rejected or cancelled by the user.	**My Applications** < Go To Dashboard | Active | Closed | Download Excel 📊 Type to filter ▽ Status | Application Name | Reference No | Submitted For | Cost (AED) | Submitted On ▼ ✎ Draft 02/08/2020 | Amend Facility License | AFL-2020-00003432 | Dubai Polyclinic | -- | -- | >

Account Menu Options	Screenshot	Account Menu Options	Screenshot
Verifications and CBT Assessments - list of all verified documents from Dataflow and assessment results from Prometric. This will be empty for users who are not registered healthcare professionals.	**Verifications and CBT Assessments** Go To Dashboard Type to filter Status, Source, Type, Document ID, Creation Date, Updated Date Verified DataFlow EducationInformation (Degree) 16/03/2019 20/03/2019 Verified DataFlow LicenseInformation 16/03/2019 20/03/2019 Verified DataFlow ExperienceInformation 16/03/2019 20/03/2019 Verified DataFlow LicenseInformation 27/02/2019 03/03/2019 Verified DataFlow ExperienceInformation 27/02/2019 03/03/2019	Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.	**Account Settings** Back to Dashboard Notifications — Email / SMS Actions ⓘ ☑ Reminders ☑ Status Updates ☑ Urgent Circulars ⓘ ☑ Informational Circulars ☑ Medical Director notifications ⓘ ☑ Communication language (Email & SMS) ◯ Arabic Account Information Email address: dr.license@gmail.com Password: ************ Edit personal Information
Notification Centre - (!) alerts represented by a red exclamation point beside your name's initials can be seen here.	**Notification Center** Go To Dashboard Type to filter Type, Message, Timestamp Status Update — Your Application Reference NRG-2019- Returned. for the Register Professional service has been — 14/02/2019 02:55 PM Status Update — Your Application Reference NRG-2019- account to view the application. has been approved. Please access your Sheryan — 14/02/2019 02:53 PM Information — Register Professional Application NRG-2019- oral assessment Approved: You are required to pass an — 14/02/2019 02:53 PM Status Update — Your Application Reference NRG-2019- submitted successfully. for the Register Professional service has been — 14/02/2019 02:29 PM Status Update — Your Application Reference NRG-2019- Returned. for the Register Professional service has been — 13/02/2019 11:18 AM	Linked Facility User – if you are a linked user, you can access the facility dashboard by clicking on the facility name on your menu.	Dubai Polyclinic Sheikh Zayed Road
		Logout - exit the account.	

DHA's virtual assistant, Latifa, is trained to answer your questions on Sheryan's healthcare licensing services for Professionals and Facilities. Interact with her by clicking the Ask Latifa icon the lower right hand corner of the DHA website or the Sheryan Homepage.
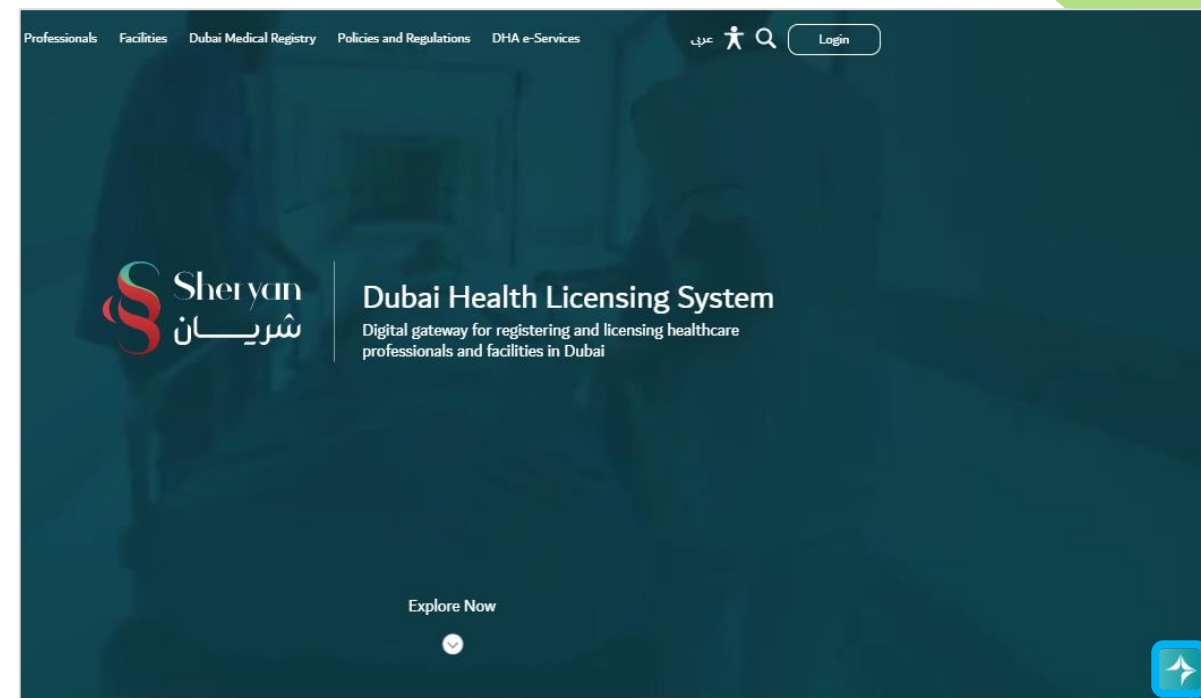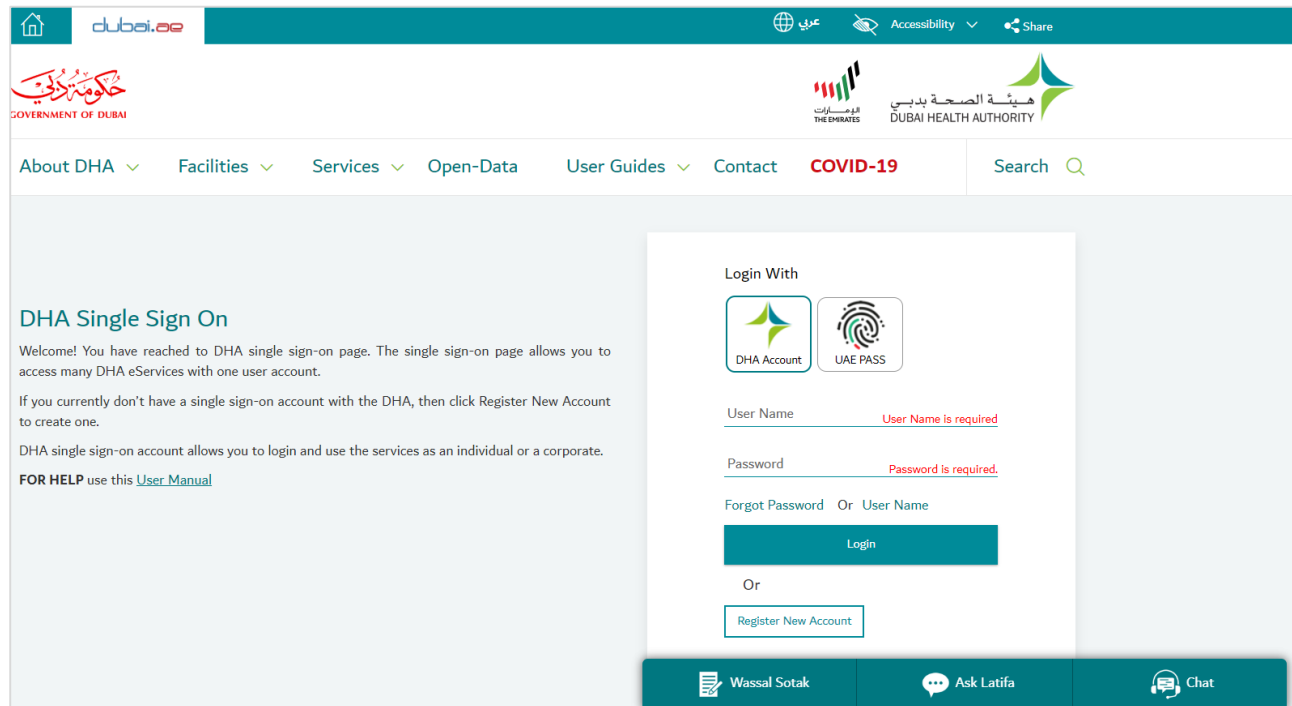
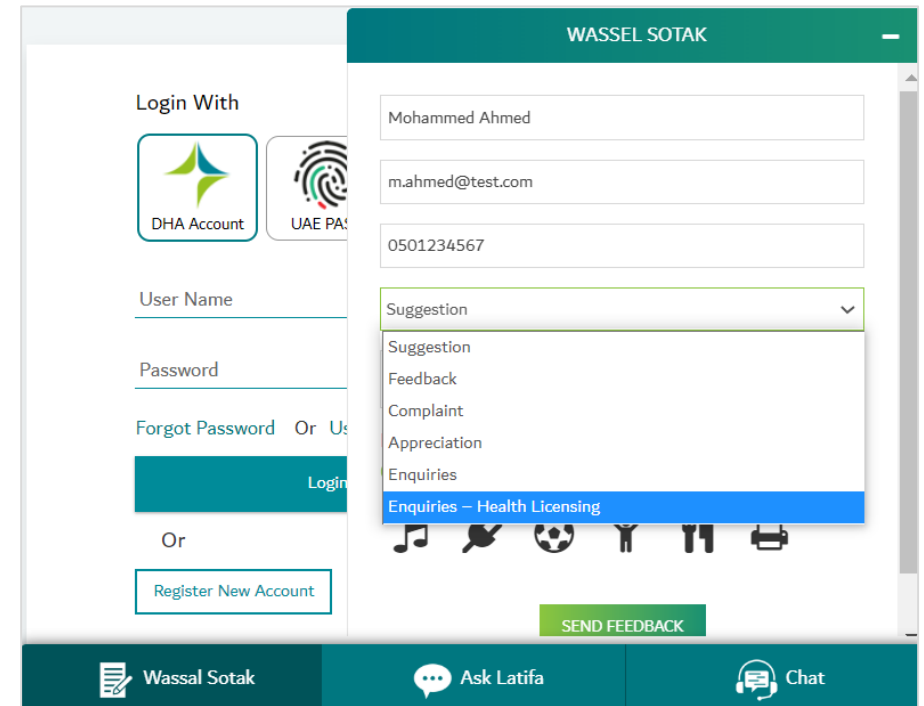💡 **Good to Know: Latifa works through Artificial Intelligence and constantly learns as you ask her more questions.**

The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the **DHA website**.

Fill-up the form. Select Enquiries – Health Licensing and select the correct category before typing your message.

We will get in touch with you within five (5) working days.

Good to Know: For 24/7 support, call 800-342 or click on the 'Chat' icon in the lower right hand corner of the DHA website.

An efficient way to gather information is to check the [Frequently Asked Questions/FAQ page](#).

The link can be found at the bottom of the HRS web page.

Logging-in to facility account. Access the 'Healthcare Professional' widget by clicking on the side arrow.

Type in the professional unique ID which the license will be upgraded.

Then click on the side arrow of the professional profile

🏠 ▸ Facility Dashboard ▸ Healthcare Professionals

dubai.ae   عربي

< Go To Dashboard

Healthcare Professionals | Group Professionals

314
Professionals
Total working in this facility

Categories
48 Allied Health   91 Physician
1 Dentist
180 Nurse and Midwife

Licenses
314 Full-time License

Add New Professional

00174   ✕   Download Excel

Ali
Specialist - Pediatrics
Full-time License • License No: 0017419 • Expiration: 28/05/2021

Items per page: 10 ▾   Showing 1-1 of 1 Professionals

First | Previous | **1** | Next | Last

13

Scroll down then click on '<u>Update License</u>'

14

Fill up the information with updated details (e.g. picture, email, contact number, etc.) before submitting the application.

▼ Add/Upgrade Professional License   Please fill in this section.

To upgrade a Trainee license, the license must be cancelled first then re-activated once the professional completes the registration upgrade process

Selected Professional

Selected Professional Name
Ali

Position

Category
Physician

Title
Specialist

Speciality
Pediatrics

Registration Status
Licensed

Professional Registration Issue Date
28/05/2020

Professional Registration Expiry Date
26/08/2020

Position Upgrade Details
"Position changed"

Professional License Actions

No Action   ▼

Set Primary Position

Select   ▼

Under 'Professional License Actions' click on 'Reflect Registration Update'.

Click 'No' if you do want the new title to be your primary position. The title appear in the back of the card.

Position Upgrade Details
"Position changed"

Professional License Actions

Reflect Registration Update ▼

Set Primary Position

| No Action |
| Reflect Registration Update |

Yes

Position

Category
Physician

Title
Consultant

Speciality
Pediatrics

Registration Status
Fully Active

Position Upgrade Details
"Position changed"

Professional License Actions

Reflect Registration Update ▼

Set Primary Position

Yes ▼

| Select |
| No |
| Yes |

Title
Consultant

Pediatrics

Registration Status
Fully Active

If the option to 'Set Primary Position' is available, click 'Yes' for the new title to be your primary position (title appears in front of card)

Fill up the application providing correct information

Make sure that all sections turn to green. Click on 'Review Form' and proceed to payment

Add/Upgrade Professional License

▶ Add/Upgrade Professional License	Complete ✓
▶ Professional Information	Complete ✓
▶ Applicant Details	Complete ✓
▶ Terms & Conditions	Complete ✓

Please make sure you provide the correct information in all sections. By submitting your application you agree that all information provided is accurate and complete.

Review Form   Go Back   Withdraw Application

🏠 ▸ Facility Services ▸ Add/Upgrade Professional License   dubai.ae   عربي

☑ I agree to the terms and conditions

Total
AED 220.0

Application Fee: AED 200 + Knowledge & innovation fee: AED 20

☐ Are you exempted from payment?

Please make sure you provide the correct information in all the sections.

Pay Now   Go Back   Withdraw Application

Once submitted, application will be under active tab and the status of the application will be 'Under Review'

Once application is approved, an e-License is issued.
*e-License could be viewed in the closed tab of 'My Application'

This certificate can be verified online.
Enter the Pin and Barcode found at the lower right hand corner of the page.

The professional license contains your name, license number, license validity, facility name and your title.

ADDITIONAL INFORMATION

Check Application Status
Resubmit Returned Application
Download Document

Status	Action
DRAFT	Application is pending in your account. It is not submitted.
SUBMITTED	Application is successfully submitted and pending for DHA action.
APPROVED	Application is completed.
ISSUED	Application is completed, document issued.
RETURNED	Application is returned in your dashboard. Read the comment, complete the pending action and re-submit the application.
REJECTED	Application is rejected. Read the comment in the application. Possible reasons: • Requirements not met • Missing documents • Instructions not followed etc. Rejected applications cannot be activated. You must re-apply.
CANCELLED/AUTO-CANCELLED	Application exceeded 90 days without any action.

Step 1: Step 1: Logging-in to facility account, select 'May Application'

Step 2: Under Active tab, search for the status 'Returned' Click on the arrow on the right to open the application form.

Step 3: Scroll down at the bottom of the page and click 'Edit' button.

< Back

Service: Add/Upgrade Professional License

Applied on: 22/10/2020

Reference no. UPL-2020-00000288

⚠ Waiting on Applicant on 22/10/2020

Audit Trail

Below is a detailed view of all the interactions on this application.

● Waiting on Applicant
  22/10/2020

● Under Review
  22/10/2020

● Payment Exemption Approved
  22/10/2020

● Submitted
  22/10/2020

Edit

Step 4: Upload the required document. All sections must be complete and bright green. Click 'Review Form'.

▶ Add/Upgrade Professional License — Complete ✓

▶ Professional Information — Complete ✓

▶ Applicant Details — Complete ✓

▶ Terms & Conditions — Complete ✓

Please make sure you provide the correct information in all sections. By submitting your application you agree that all information provided is accurate and complete.

Review Form   Go Back   Withdraw Application

Step 5: Review the summary of information provided. Agree to the terms and conditions. Then submit the application.

🏠 ▸ Facility Services ▸ Add/Upgrade Professional License   dubai.ae   عربي

Add/Upgrade Professional License

✅ Application Name: Add/Upgrade Professional License
Application Submission Time : 12:23
Application Submission Date: 26-10-2020
Application Status: Submitted
Application Reference Number: UPL-2020-00000288

Step 1: Logging-in to facility account, open the menu and select 'My Applications'.

Step 2: Under Closed tab, search for the abbreviation 'UPL' or reference number. Click on the side arrow to open the application.

🏠 ▸ My Applications   dubai.ae   عربي

My Applications

‹ Go To Dashboard   [Active | **Closed**]   Download Excel 📊

UPL-2020-00000288   ✕

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼	
✅ Issued 26/10/2020	Add/Upgrade Professional License	UPL-2020-00000288	Hospital LLC	0.00	22/10/2020	❯

Items per page: [10 ▾]   Showing 1-1 of 1 Closed Applications   [First | Previous | **1** | Next | Last]

Step 3: Scroll down at the bottom of the page and click 'eLicense' button.

🏠 ▸ My Applications ▸ Add/Upgrade Professional License   dubai.ae   عربي

Add/Upgrade Professional License

‹ Back

Service: Add/Upgrade Professional License

Applied on: 22/10/2020
Reference no. UPL-2020-00000288

✅ Issued on 26/10/2020

● Waiting on Applicant
22/10/2020

● Under Review
22/10/2020

● Payment Exemption Approved
22/10/2020

● Submitted
22/10/2020

eLicense

This certificate can be verified **online**.
Enter the Pin and Barcode found at the lower right hand corner of the page.

Prepared by:	Salma Abdalla Mohamed Masoud Senior Administrative Officer
Verified by:	Vanessa Alexandra Avisado Rafael Administrative Officer
Reviewed by:	Aisha Ali AlMaamari Head of Healthcare Professional Licensing Section
Approved by:	Dr. Hisham Hassan Alhammadi Director of Health Licensing Department