Add/Upgrade Registration

User Guide

Last Updated December/2020

Licensing Health Professional Policy

Professional Qualification Requirements

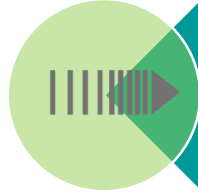Guidelines for Computer Based Testing

Data Flow Support Team

Guide Overview

Information

- Accessing your DHA E-Services Account
- Sheryan Account Management
- Ask Latifa / Health Licensing Support
- Frequently Asked Questions
- Licensing Health Professional Policy
- How to Check Application Status
- How to Re-submit Applications
- How to Download the Registration/Eligibility letter

Steps

- Accessing the Service
- Fill-up Form
- How to Link Verified Document
- Review & Submit Form
- Sample Added/Upgrade Registration Certificate

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.
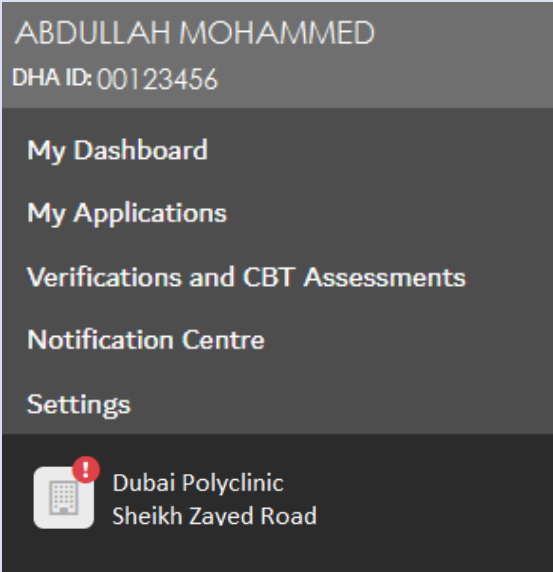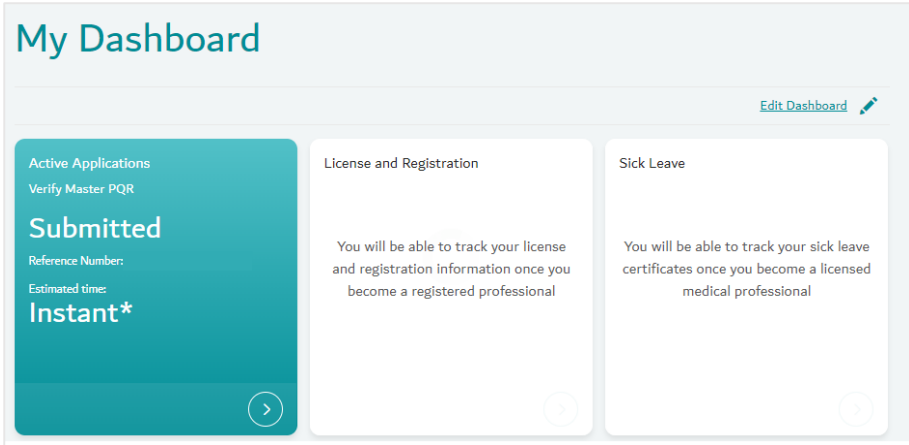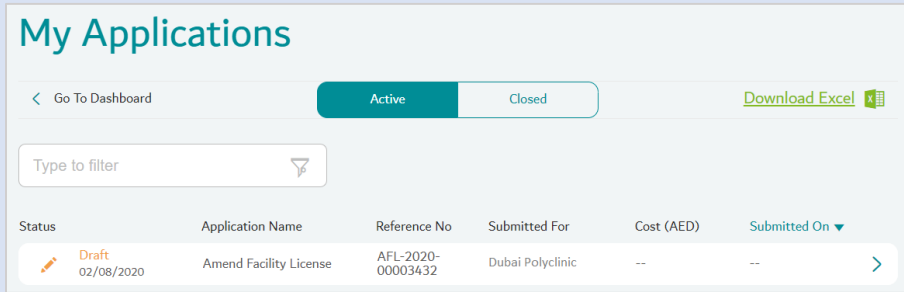
Before proceeding to the licensing services, users must be familiar with account management.
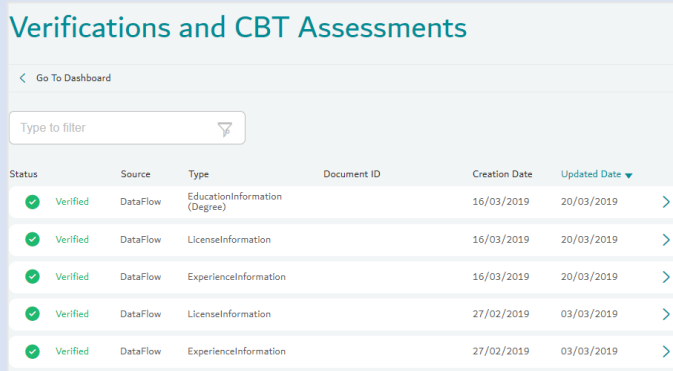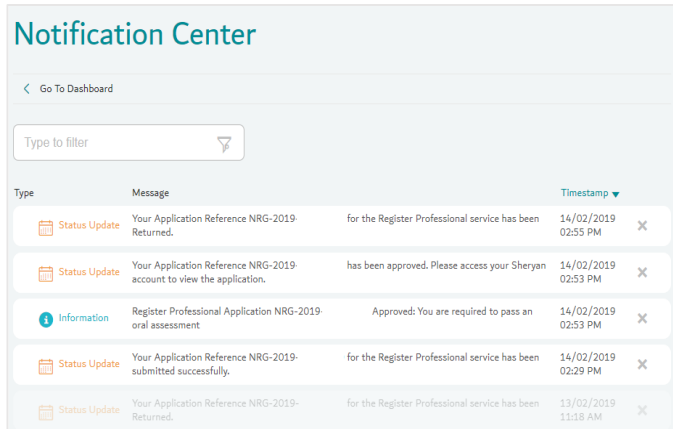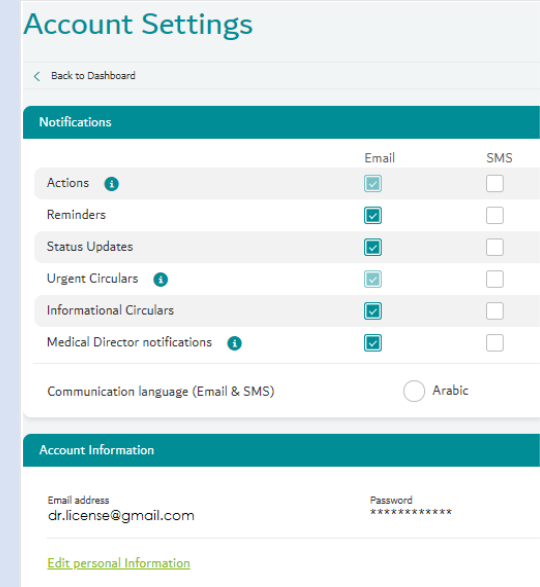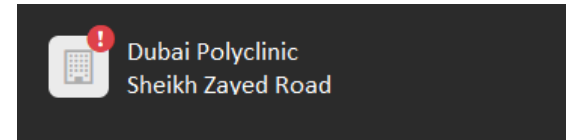
Icon	Action
عربى /**English**	Change Language Preference
(accessibility icon)	Accessibility (Text Resize, Contrast Switch, Read Speaker)
(search icon)	Search
LA	The initials depend on the user's first and last name. Click on the icon to view your unique ID, access your dashboard, applications, verified 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.		Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.	
Notification Centre - (!) alerts represented by a red exclamation point beside your name's initials can be seen here.		Linked Facility User – if you are a linked user, you can access the facility dashboard by clicking on the facility name on your menu.	
		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**.
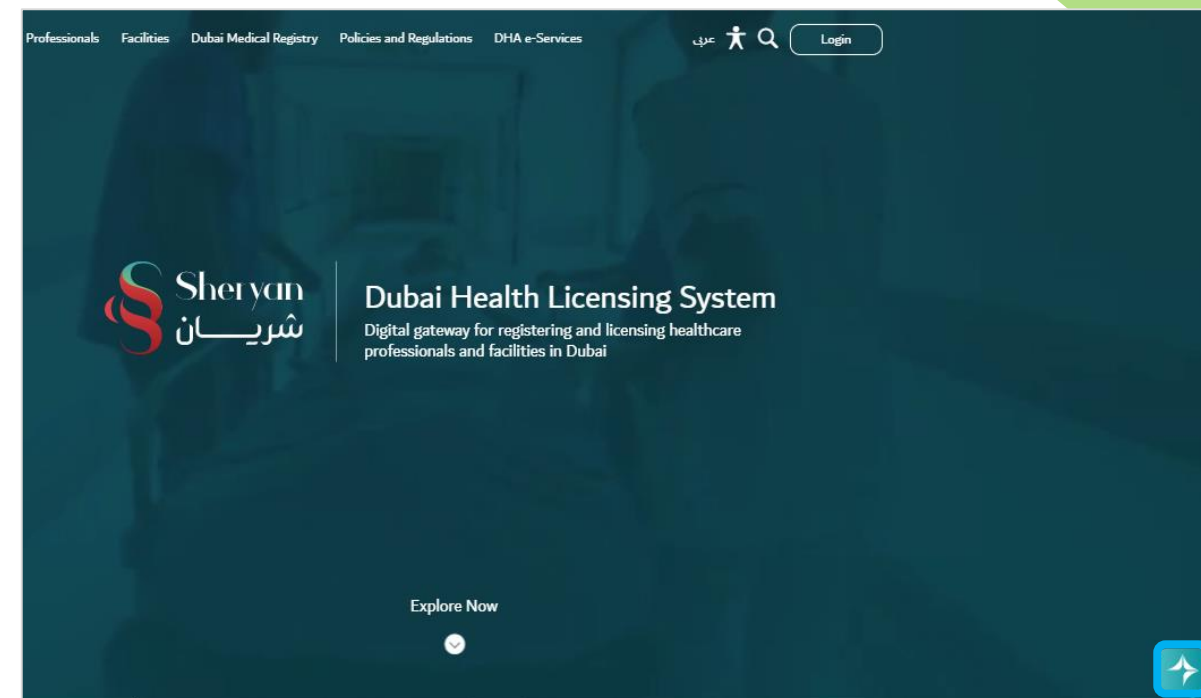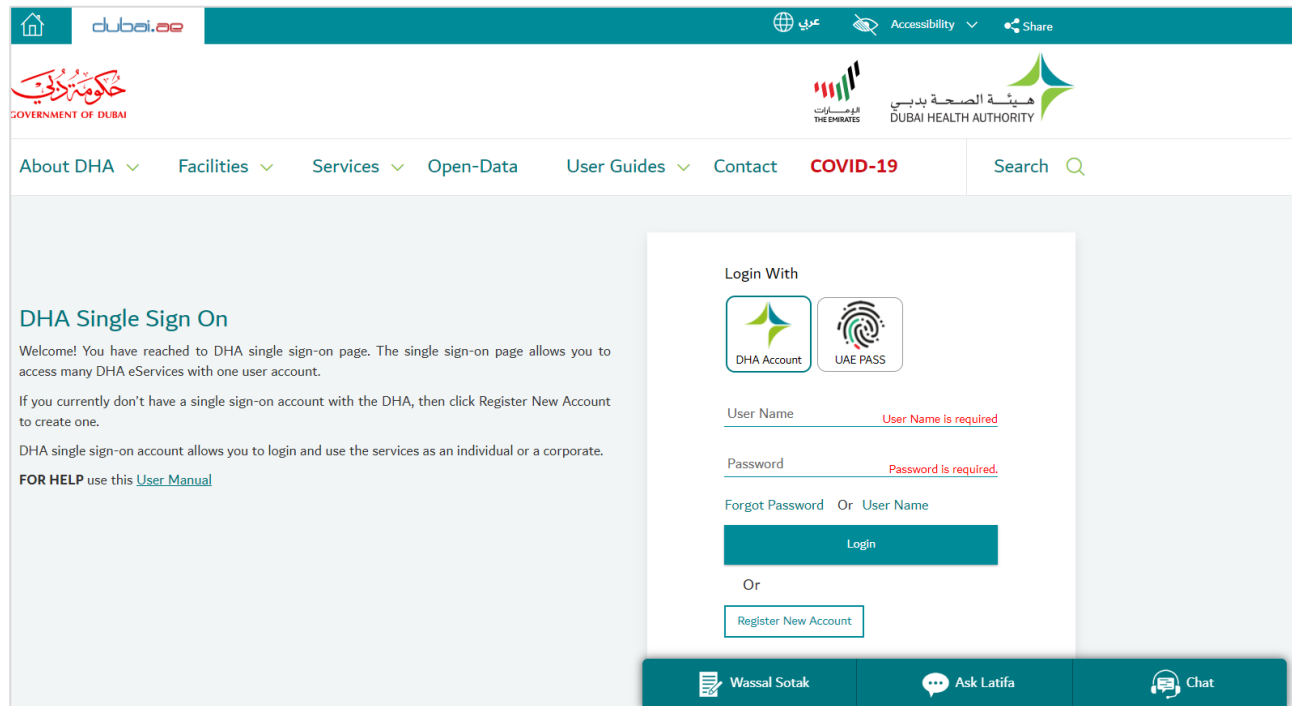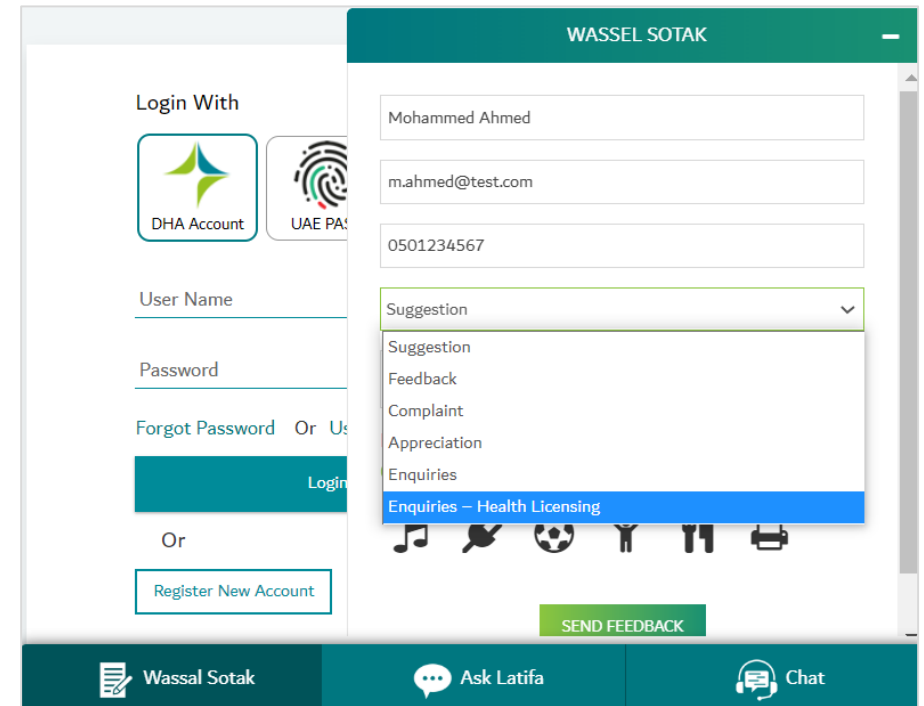
The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the DHA website.

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.

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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 professional account, then click on the side arrow of 'License and Registration' widget.

Good to Know : It is recommended to go through the Self-Assessment Tool, pass the required assessment and verify required documents before applying for the Add/Upgrade Registration service.

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Click on 'Update Registration'.

Good to Know : It is recommended to go through the Self-Assessment Tool, pass the required assessment and verify required documents before applying for the Add/Upgrade Registration service.

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Upgrade Existing Title

Good to Know : Upgrade registration allows the healthcare professional to upgrade to a higher title.

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▼ **Application Details**

Select the positions you wish to apply for in this section. A DHA licensing expert will assess if you meet the requirements for this position or not. If you are unable to find the specialty you would like to apply for, set the Title drop-down as "Other" and Specialty as "DHA to Determine". The Credentialing Team will review your case based on the submitted documents and suggest the closest applicable specialty.

Choose Update Type

Step 1 : **Click on 'Upgrade Type' then choose 'Upgrade Existing Title'**

Update Type

Select Update Type 1 ▼

Step 2 :**Click on 'Upgrade', then select the requested title and specialty to be upgraded**

Upgra

☐ Add New Position

☑ Upgrade Existing Title

Note: Only one update type can be selected.

As

Cat
Nu   istant Nurse

Spe
Nursing

☐ Remove Limited To

☐ Remove Trainee Restriction

Professional Services ▸ Add/Upgrade Professional Registration

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Update Type

Select Update Type 1 ▼

Step 3 : click on 'Upgrade'

Upgrade Existing Title

Assistant Nurse Nursing

Category
Nurse and Midwife

Title
Assistant Nurse

Speciality
Nursing

Upgrade

Confirm

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Step 4 : Select the requested title, then the requested Specialty, then click on 'Confirm'.

▸ Professional Services ▸ Add/Upgrade Professional Registration

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Upgrade Existing Title

Assistant Nurse Nursing

Category
Nurse and Midwife

Title
Assistant Nurse

Speciality
Nursing

Requested Title

Registered Nurse ▼

Select Title

School Nurse

Specialty Nurse

Registered Nurse

Confirm

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Add New Position

Good to Know :   Add New Position allows the healthcare professional to add other titles of the same level to their existing one.

Application Details

Select the positions you wish to apply for in this section. A DHA licensing expert will assess if you meet the requirements for this position or not. If you are unable to find the specialty you would like to apply for, set the Title drop-down as "Other" and Specialty as "DHA to Determine". The Credentialing Team will review your case based on the submitted documents and suggest the closest applicable specialty.

Step 1: Click on 'Upgrade Type' then choose 'Add New Position'.

Choose Update Type

Update Type

Select Update Type 1 ▼

Ado

☑ Add New Position

☐ Upgrade Existing Title

☐ Remove Limited To

☐ Remove Trainee Restriction

▶ Pe

Please fill in this section.

Step 2: click on 'Add Position'

▼ Application Details   Complete

Select the positions you wish to apply for in this section. A DHA licensing expert will assess if you meet the requirements for this position or not. If you are unable to find the specialty you would like to apply for, set the Title drop-down as "Other" and Specialty as "DHA to Determine". The Credentialing Team will review your case based on the submitted documents and suggest the closest applicable specialty.

Choose Update Type

Update Type

Select Update Type 1 ▼

Add Position+

Confirm

Step 2: select 'Category, Title and Specialty' based on the new qualification granted.

Step 3: Click 'Save' then 'Confirm'.

Professional Services ▸ Add/Upgrade Professional Registration

Category

Physician ▾

Title

Consultant ▾

Speciality

Cardiac Anesthesia ▾

Save   Cancel

Add Position+

Confirm

Fill-up Form

Step 4: Fill up personal details providing correct information in all fields.

▼ **Personal Details**   Complete

Personal Information

DHA Unique ID
00162181

English First Name

Rameshkumar

English Last Name

Arabic First Name (Optional)

Arabic Last Name (Optional)

كومار.

Maiden Name (Optional)

Maiden Name

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Step 5: Click on 'Go to Prometric' to book for exam if not exempted. Application cannot be submitted without assessment result.

▶ Personal Details   Complete ✓

▼ CBT Assessment Nursing exam

Review Exam Equivalency Criteria chapter in the Unified Professional Qualification Requirements (PQR) and Licensing Healthcare Professionals Policy.

CBT

Online Assessment Name: Nursing exam

Follow the steps to apply for CBT assessment:

1. Copy DHA Unique ID   Copy Id

2. Use it to generate the Prometric eligibility ID through the following   link

Go To Prometric

If exempted from CBT, provide evidence, click 'Add Assessment Exemption'

Assessment Exemption Policy refer to Licensing Health Professional Policy 'Quick Links'

If assessment already pass, applicant shall link the result within the application

Professional Services ▸ Add/Upgrade Professional Registration

Assessment Exemption

☐ I have reviewed the assessment exemption policy and confirm that I am exempt from assessment and have the necessary evidence.

Link Result

Confirm

CBT Assessment

Please select that applies

☑ Assessment Name : Nursing exam
Assessment Date : 19/07/2016
Assessment Expiry Date : 19/07/2021
Assessment Country : AE
Assessment Status : Completed
Assessment Result : Pass
Assessment Attempt Number: 1
DHA Facility Code:

Link   Cancel

Base Education

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If Oral Assessment is required
Step 1: **Fill up personal details providing correct information in all fields.**

▼ **Personal Details**   Complete

Personal Information

DHA Unique ID
00162181

English First Name
Rameshkumar

English Last Name

Arabic First Name (Optional)

Arabic Last Name (Optional)
كومار .

Maiden Name (Optional)
Maiden Name

Step 2: click on oral assessment if exempted from oral assessment, provide evidence. Click on 'Add Assessment Exemption'

▼ ORAL Assessment Cardiac Anesthesia

Review Exam Equivalency Criteria chapter in the Unified Professional Qualification Requirements (PQR) and Licensing Healthcare Professionals Policy.

ORAL

ORAL Assessment Name: Cardiac Anesthesia

Assessment Exemption

☐ I have reviewed the assessment exemption policy and confirm that I am exempt from assessment and have the necessary evidence.

Confirm

Once clicked on 'Add Assessment Exemption, you can select on the verified exemption document

Professional Services ▸ Add/Upgrade Professional Registration

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Assessment Exemption -

Please select that applies

☐ Document Name: D001-   )-ED01.jpg
Document Type: Education
Issuing Authority : National Board of Examinations
Issuing Country : India
PSV Document Result : Verified-Clear

☐ Document Name: D001-   )-ED01.jpg
Document Type: Education
Issuing Authority : National Board of Examinations
Issuing Country : India
PSV Document Result : Verified-Clear

☑ Document Name: DNB Surgery.jpg
Document Type: Education

Link   **Cancel**

Professional Services ▸ Add/Upgrade Professional Registration

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Assessment Exemption

☑ I have reviewed the assessment exemption policy and confirm that I am exempt from assessment and have the necessary evidence.

Assessment Exemption

Do You Have An Assessment Exemption
Yes

Document Type
Education

Issuing Authority
National Board of Examinations

Issuing Country
India

Document
DNB Surgery.jpg

DNB Surgery.jpg

Confirm

Once document is linked, it will show in the application. Click 'Save', then 'Confirm'.

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Step 3: **Link all required components from your PSV report**

Base Education   Link DataFlow Data

Education Information
Link a Relevant Verified Document
Add Base Education +

Note: In this section link your base medical education degree.

Confirm

▶ Application Details   Complete ✓

▶ Person...   ...lete ✓

▶ CBT As...   ...lete ✓

Base Education

▼ Base E...   ...tion.

Add Base...

Please make...

Conf...

Experience

▶ Upgrac...   ...tion.

Education Information

Please select that applies

☐ Certificate Name : Others
   Validity : 31/01/1996 -

☑ Qualification Attained : Degree
   Issuing Authority : Philipps University
   Major : DOCTOR OF MEDICINE
   Issue Date : 14/04/1989
   Philipps - Germany

☐ Qualification Attained : Degree
   Issuing Authority : Federal Regulation For The Medical Professions
   Major : Medical Doctor
   Issue Date : 09/06/1988
   Germany

Link   Cancel

Good to Know :   All required documents must be verified by Data-Flow and linked to the application

Click on 'Add Experience'

Professional Services ▸ Add/Upgrade Professional Registration

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Experience 1

Add Experience Letter
Link a Relevant Verified Document

Add Experience Letter +   ☑ Not Applicable

Add License
Link a Relevant Verified Document

Add License +   ☑ Not Applicable

Add Good standing certificate
Link a Relevant Verified Document

Add Good standing certificate +   ☑ Not Applicable

Add Experience

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

Confirm

Tick the box beside the verified document, click on 'Link' then confirm

Add Good standing certificate
Link a Relevant Verified Document

Add Good standing certificate +

☐ Not Applicable

Professional Experience Information

Please select that applies

☑ Designation: Consultant
Duration: 01/03/2016 - 16/01/2018
Bad Säckingen,Germany
PSV Document Result : Verified-Clear

Link   Cancel

Add Good standing certificate
Link a Relevant Verified Document

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Once document is 'Link', it will show in the application.

Step 4: Click on 'Add From PSV'

Other Documents (Optional)

In case the document you wish to upload consists of multiple pages, kindly upload them as one PDF document – please note that the maximum number of attachment is 10.

Add Documents

Add From PSV +

Add Manually +

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

Confirm

Tick the box beside the verified document, then click on 'Link'.

Other Documents

Please select that applies

☐ Document Type: Education
Issuing Country : Germany
PSV Document Result : Verified-Clear

☐ Document Type: Experience
Issue Date : 01/03/2016
Issuing Authority :
Issuing Country : Germany
PSV Document Result : Verified-Clear

☐ Document Type: License
Issue Date : 26/03/2013
Issuing Authority : Regierung Von Oberbayern
Issuing Country : Germany

Link   Cancel

Step 5: Write comments if necessary (limits to 200 letters, then 'Confirm'.

▶ Added Consultant Cardiac Anesthesia	Complete ✓
▶ Other Documents (Optional)	Complete ✓
▼ Comments	Please fill in this section.

Comments

> Please check my transcript

Confirm

Step 6: **Make sure that all sections are completed & all tabs turn to green**

Make sure to read Terms & Conditions before submitting the application

Click on 'Review Form' to review the summary of information provided

Proceed to payment & submit the application to be reviewed by DHA staff

▶ Application Details — Complete ✓

▶ Personal Details — Complete ✓

▶ ORAL Assessment Cardiac Anesthesia — Complete ✓

Base Education

▶ Base Education — Complete ✓

Experience

▶ Added Consultant Cardiac Anesthesia — Complete ✓

▶ Other Documents (Optional) — Complete ✓

▶ Comments — 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

My Applications

< Go To Dashboard | **Active** | Closed | Download Excel

URG-2020-00000769   ✕

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼
⏳ Under Review 28/12/2020	Add/Upgrade Professional Registration	URG-2020-00000769	--	0.00	28/12/2020 >

Showing all 1 Active Applications

Application status will be 'Under Review'. by DHA Once approved, an eligibility/registration letter will be issued under the 'Closed' tab of 'My Application'.

My Applications

< Go To Dashboard | Active | **Closed** | Download Excel

URG-2020-00000665   ✕

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼
✓ Issued 09/11/2020	Add/Upgrade Professional Registration	URG-2020-00000665	--	0.00	20/10/2020 >

Showing all 1 Closed Applications

Valid for one year and could be renewed yearly with the fulfillment of the requirements.

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

ADDITIONAL INFORMATION

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: Login to your account, open the menu and select 'Applications'.

Note: After opening the **RETURNED** application the status will change to **DRAFT**.
If the application is in **DRAFT** status, it is not **SUBMITTED** and not received by DHA.

Step 2: Under Active tab, search for the status 'Returned' or reference number 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.**

Service: Add/Upgrade Professional Registration

Applied On: 28/12/2020
Reference no. URG-2020-00000769

⚠ Waiting on Applicant on 28/12/2020

● Waiting on Applicant
29/07/2020

● Under Review
29/07/2020

● Submitted
27/07/2020

● Payment Pending
27/07/2020

Edit   Request Refund

Step 4: Fill-up each section, upload the required document. All sections must be complete and bright green. Click Review Form.

Step 5: Review the summary of information provided. Agree to the terms and conditions again. Click Submit.

The status will change to Re-Submitted.

▶ Application Details — Complete ✔

▶ Personal Details — Complete ✔

▶ ORAL Assessment Cardiac Anesthesia — Complete ✔

Base Education

▶ Base Education — Complete ✔

Experience

▶ Added Consultant Cardiac Anesthesia — Complete ✔

▶ Other Documents (Optional) — Complete ✔

▶ Comments — 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 1: Login to your account, open the menu and select 'Applications'.

Step 2: Under Closed tab, search for the abbreviation 'URG/Add'
Click on the arrow on the right to open the application.

My Applications

‹ Go To Dashboard   Active   Closed   Download Excel ⊞

URG-2020-00000665   ✕

Status		Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼
✓	Issued 09/11/2020	Add/Upgrade Professional Registration	URG-2020-00000665	--	0.00	20/10/2020 ❯

Showing all 1 Closed Applications

Step 3: Scroll down at the bottom of the page and click 'View Eligibility Letter' button.

Service: Add/Upgrade Professional Registration

Applied On: 26/08/2020
Reference no. URG-2020-00000588

✅ Issued on 07/09/2020

● Waiting on Applicant
06/09/2020

● Under Review
03/09/2020

● Submitted
26/08/2020

● Payment Pending
26/08/2020

[View Eligiblity Letter]   Request Refund

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