Cancel Professional License

User Guide

Last Updated November/2020

Guide Overview

Information

Accessing your DHA E-Services Account

Sheryan Account Management

Ask Latifa /Health Licensing Support

Frequently Asked Questions

Steps

Accessing the Service

Fill-up Form

Review& Submit Form

Terms & Conditions

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 ∨

§ 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.
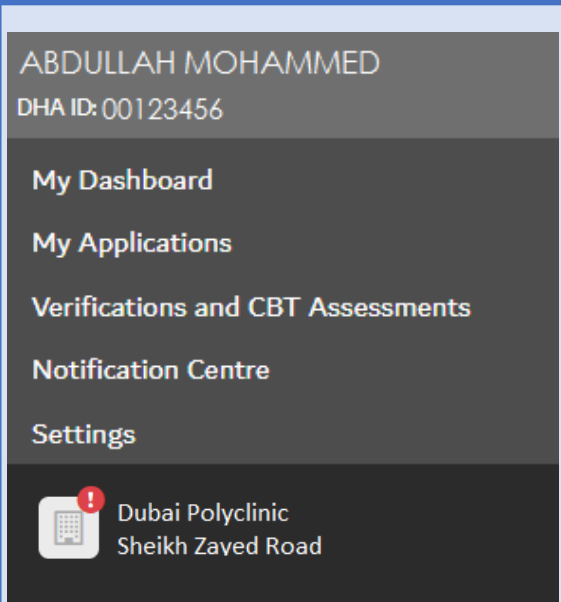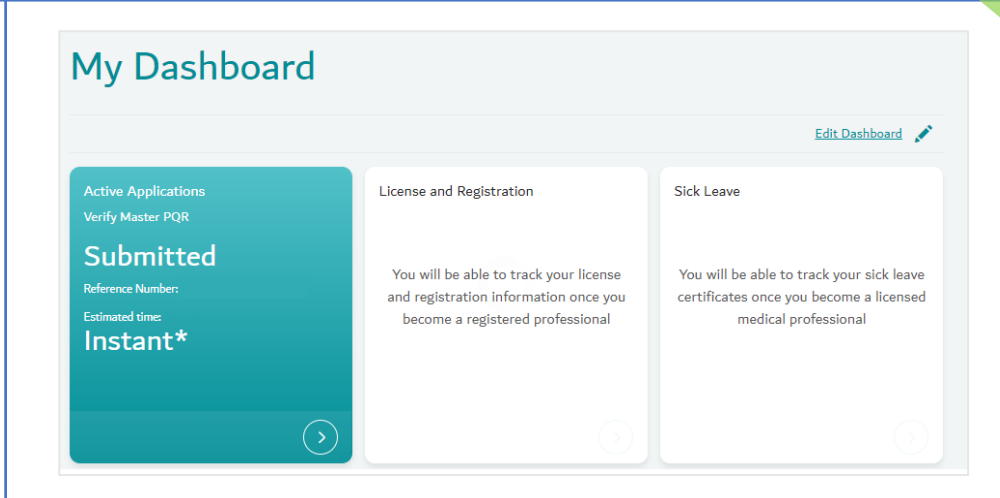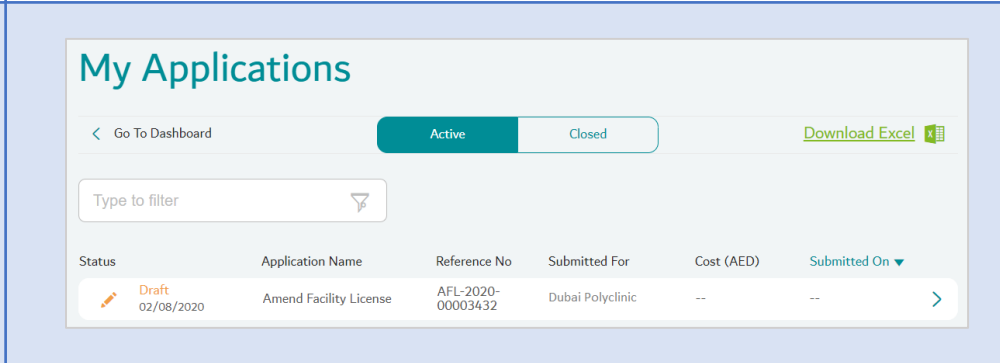
Before proceeding to the licensing services, users must be familiar with account management.
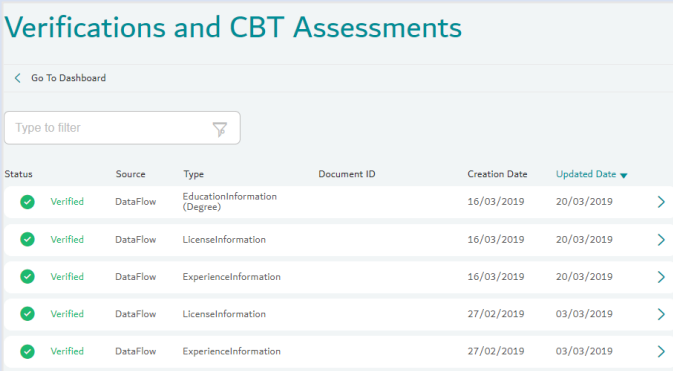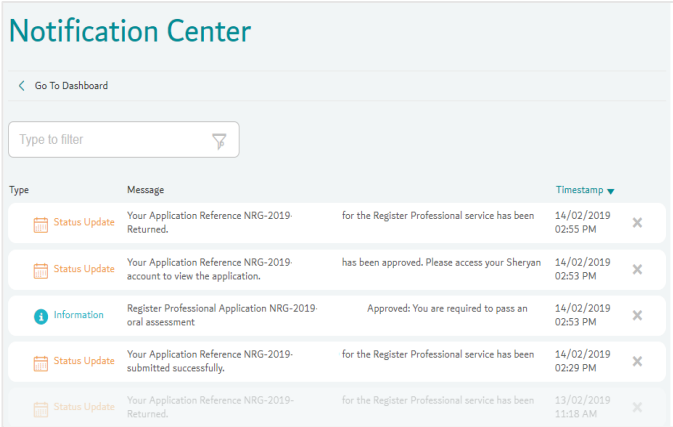
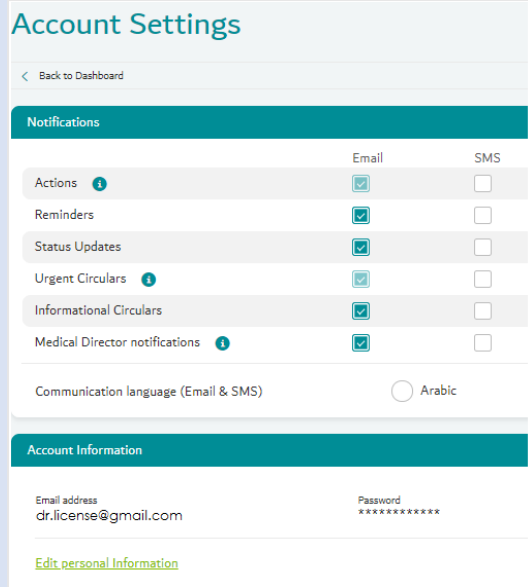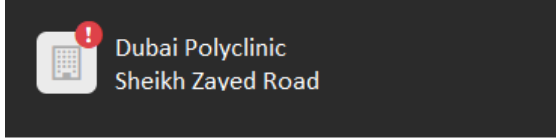| Icon	Action
عربي /**English**	Change Language Preference
🧍	Accessibility (Text Resize, Contrast Switch, Read Speaker)
🔍	Search
LA	The initials depend on the user's first and last name. Click on the icon to view your unique ID, access your dashboard, applications, verified documents, notifications and 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.		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**.

Good to Know: Latifa works through Artificial Intelligence and constantly learns as you ask her more questions.

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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.
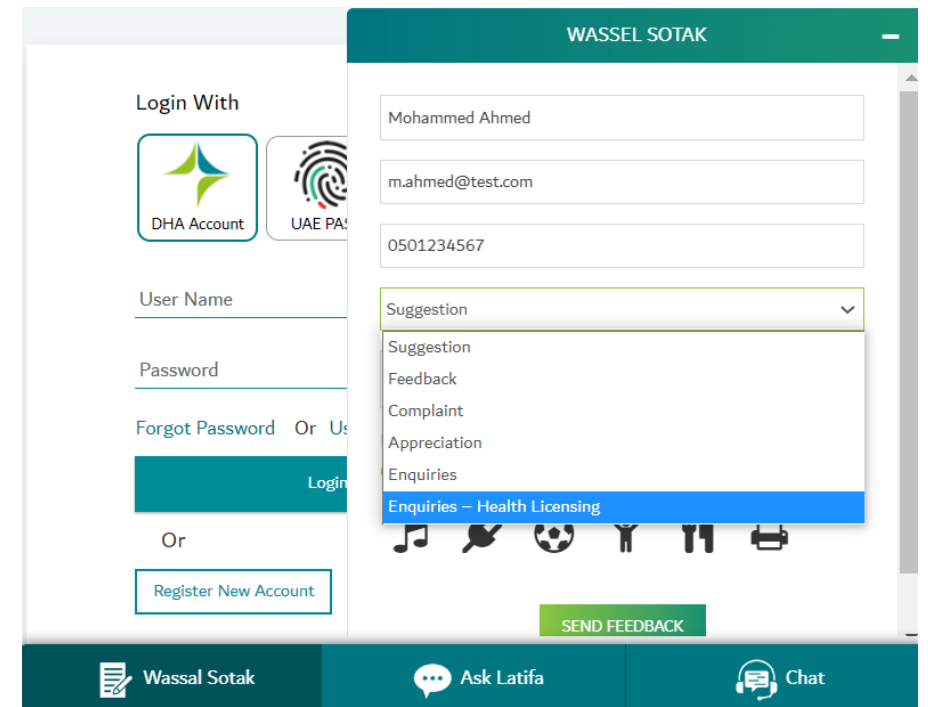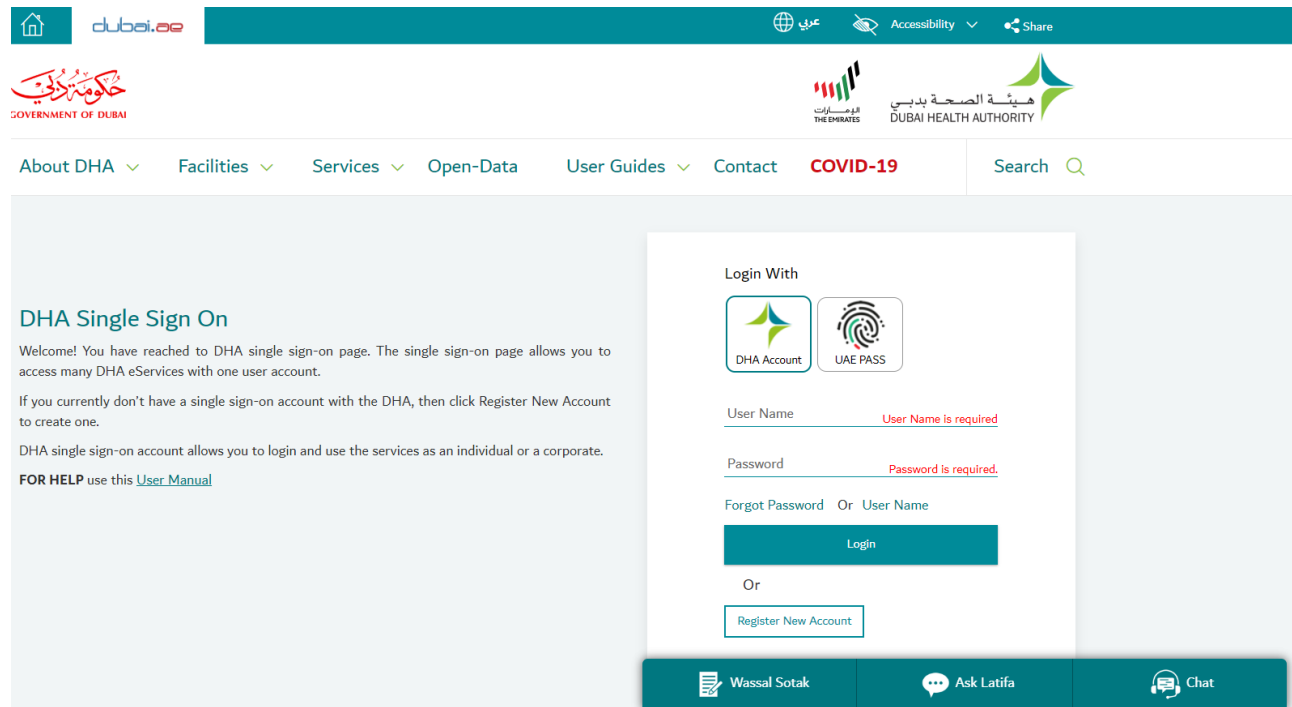
An efficient way to gather information is to check the **Frequently Asked Questions/FAQ page**.

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

1. In case the professional to be cancelled is the medical director of the facility, a new medical director must be assigned prior to completing this service.

2. In case the professional to be cancelled has an active appeal, the appeal must be cancelled first and fines must be paid prior to completing this service.

3. In case the professional to be cancelled is under investigation, the investigation outcome must be issued prior to completing this service.

4. In case the professional to be cancelled has any unpaid outstanding fines, the fines must be paid prior to completing this service.

On the **DHA Sheryan Portal**, open 'Facility Dashboard'

Click on 'Healthcare Professionals'

Sheryan شريـــــان

Professionals   Facilities   Dubai Medical Registry   Policies and Regulations   DHA e-Services

▸ Facility Dashboard   dubai.ae   عربي

Active Applications

0 Returned to you ❗

1 Submitted

0 Under Review

9 Drafts

12 Total Applications ⊙

Facility License
Valid for
3 Months

Expires 4 March 2021
General Hospital (>100)
77 Specialties
⚠ Active, About to Expire License

Sick Leave
175
Remaining

0 Issued this month
0 Pending approval

Healthcare Professionals
202
Total Professionals
❗ 198 Expired license(s)
⚠ 1 Expiring soon

Violations
AED
661,600 ❗
1 issued to facility
1972 issued to professionals

Relevant Services
Renew Facility License
Activate Professional License
Add/Upgrade Professional License
Cancel Professional License

Enter the professional DHA unique ID

Click on the side arrow of the selected professional

Scroll down the page, click on '**Cancel License**'

Facility Dashboard ▸ Healthcare Professionals ▸ Professional Profile

dubai.ae   عربي

Specialities
Registered Nurse - Nursing

CPD Credits
❗ -20 Credits (2020)
View CPD credits

Fines
❗ 3 Fines - AED 600.00
View Fines

The Professional needs to complete the required CPD points and pay all fines to renew their license.

Scope of Practice and Unlicensed Privileges

Add New +

Group and part-time permission
Facilities assigned on group
Select multiple options ▼

☐ Allow this Professional to apply for part time licenses

The facility's medical director can allow the professional to practice in other facilities under your facility group.
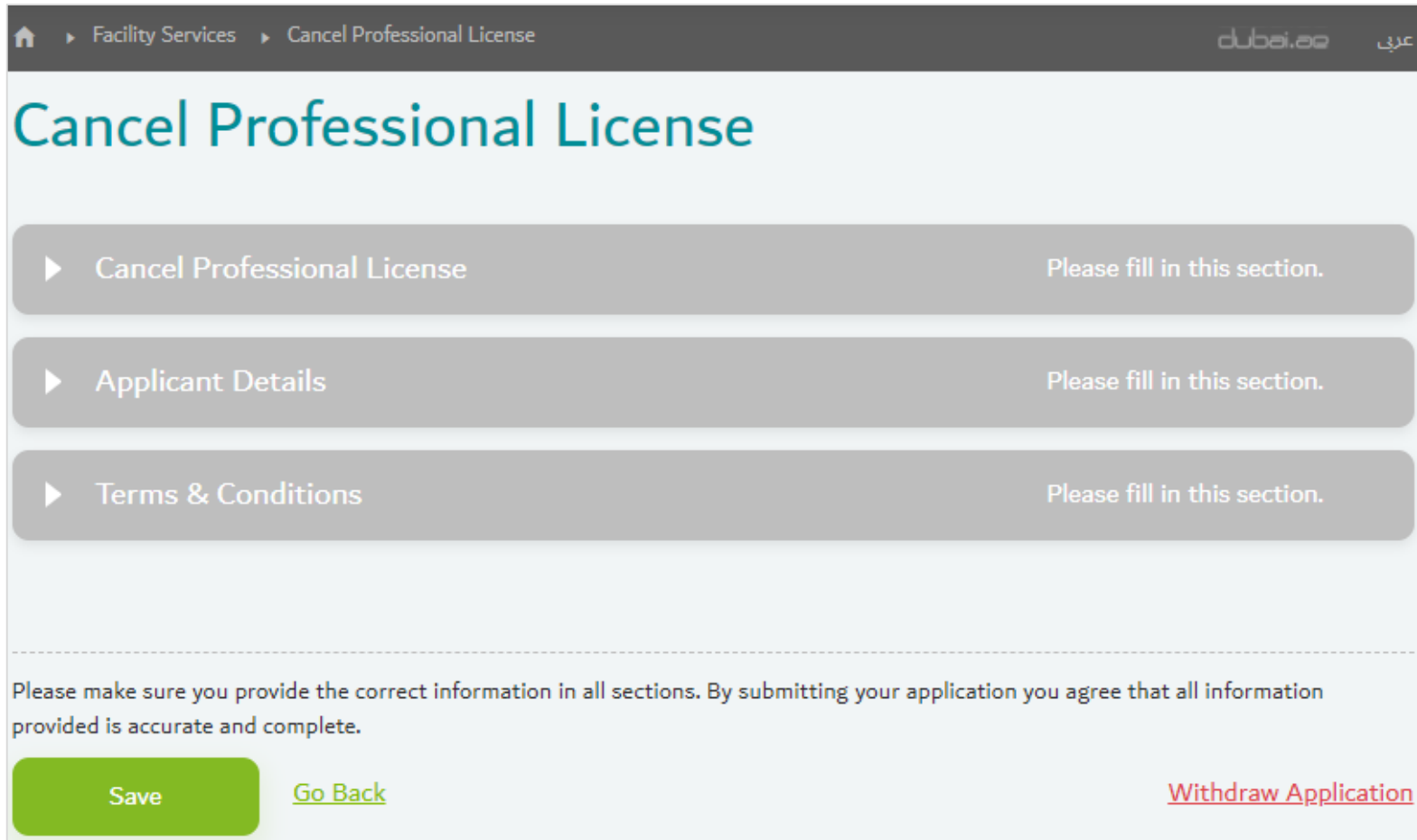
This action can be performed by the facility's medical director.

Renew License   Update License   Cancel License

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Open the form and fill up the application

🏠 ▸ Facility Services ▸ Cancel Professional License   dubai.ae   عربي

Cancel Professional License

▸ Cancel Professional License   Please fill in this section.

▸ Applicant Details   Please fill in this section.

▸ Terms & Conditions   Please fill in this section.

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.

Save   Go Back   Withdraw Application

The form will open, select the 'Cancellation Reason'.

▼ Cancel Professional License   Please fill in this section.

Selected Professional

Professional Name
Ahmed

Professional Positions - 1

Professional Category   Professional Speciality
Dentist   General Dentistry

Professional Title
General Dentist

Professional License Type   Professional License Status
Full-time License   Active

Medical Director   Supervisor
No   No

Professional License Limited To Professional License Issue Date
                                16/03/2020

Professional License Expiry Date
16/03/2021

🏠 ▸ Facility Services ▸ Cancel Professional License   dubai.ae   عربي

Dentist   General Dentist

Speciality
General Dentistry

License Type   License Issue Date
Full-time License   16/03/2020

License Expiry Date   License Facility
16/03/2021   Medical Center LLC

License Status
Active

Cancellation Reason

Select   ▼

Contract Ended

Downsizing Facility

Not Renewed in 6 months

other

Please

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Fill up application details make sure to provide correct information

▼ **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

Read the 'Terms and Conditions' and click 'I agree to the terms and conditions'.

Terms & Conditions

Terms & Conditions

- You hereby acknowledge and accept that you have restricted right to withdraw the application after submission. Withdrawal will forfeit the applicant's right for a refund of fees associated to the service, as per DHA refund policy.

- You hereby acknowledge and accept that in cases when additional information is required from the applicant, the applicant is liable to respond to the request for information, in a timely manner. Failure to provide the requested information will lead to rejection of the application.
The Dubai Health Authority reserve the right to reject the application if there is no response from the applicant, for more than 3 months (90 days).
This will additionally forfeit the applicant's right for a refund of fees, associated to the service.

- You hereby acknowledge and accept that the Service Level Agreement (SLA) for this service is as defined in the service catalogue.
Dubai Health Authority reserves the full right to adjust or update the Service Level Agreement as it sees fit, and will not be required to provide updates on any changes made.

- You hereby acknowledge and accept that the professional will limit his professional practice to your facility, after the issuance of all required documentation, approvals, and permits from all other concerned UAE Government authorities as per UAE Labour Law and that all practices and services provided will abide by these laws and regulations.

- You hereby acknowledge and accept that your facility is liable to pay any fine that may result from a medical complaint directed towards the professional during or after the period of Professional licensure.

☑ I agree to the terms and conditions

Confirm

Make sure that all sections are completed & all tabs turn to green. Click on 'Review Form' to review the whole form

Submit the application to be reviewed by DHA staff

Facility Services ▸ Cancel Professional License

dubai.ae عربى

Cancel Professional License

▶ Cancel Professional License — 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

Once application is approved, the professional's license is cancelled.

🏠 ▸ My Applications   dubai.ae   عربى

My Applications

⟨ Go To Dashboard | Active | Closed | Download Excel 📊

CPL-2019-00009989   ✕

Status		Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼	
✅	Approved 28/08/2019	Cancel Professional License	CPL-2019-00009989	Hospital LLC	0.00	28/08/2019	⟩

Items per page: | 10 ⌄ | Showing 1-1 of 1 Closed Applications   First | Previous | 1 | Next | Last

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Prepared by:	Salma Abdalla Mohamed Masoud Senior Administrative Officer
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Approved by:	Dr. Hisham Hassan Alhammadi Director of Health Licensing Department