



Sheryan  
شريان

## Cancel Professional License

### User Guide

Last Updated November/2020

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.

**DHA Single Sign On**

Welcome! You have reached to DHA single sign-on page. The single sign-on page allows you to access many DHA eServices with one user account.

If you currently don't have a single sign-on account with the DHA, then click Register New Account to create one.

DHA single sign-on account allows you to login and use the services as an individual or a corporate.

**FOR HELP** use this [User Manual](#)

**Login With**

User Name User Name is required

Password Password is required.

[Forgot Password](#) Or [User Name](#)

**Login**

Or

[Register New Account](#)

**Register New Account**

UserName\*

Email (abcd@example.com)\*

Password\*  Confirm Password\*

First Name\* Middle Name

Nationality\*

LastName\* United Arab Emirate: v

Country Code\* +971 Mobile Number (e.g 501234567)\*

All the fields marked with \* are mandatory



## 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



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.



# Health Licensing Service (Sheryan) Access

Click on the Health Licensing Service icon to access the [DHA Sheryan Portal](#)

For Individual   For Corporate ▾   Application Enquiry





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🏠 Corporate Home Page

Individual   Corporate

Select the service that you would like to use  
Select Corporate  
prime hospital ▾

---

 <b>Health Licensing Service</b> User Guide	 <b>Event Management</b> User Guide	 <b>Statistics Service</b>	 <b>Infectious Diseases Notification Service</b>
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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.

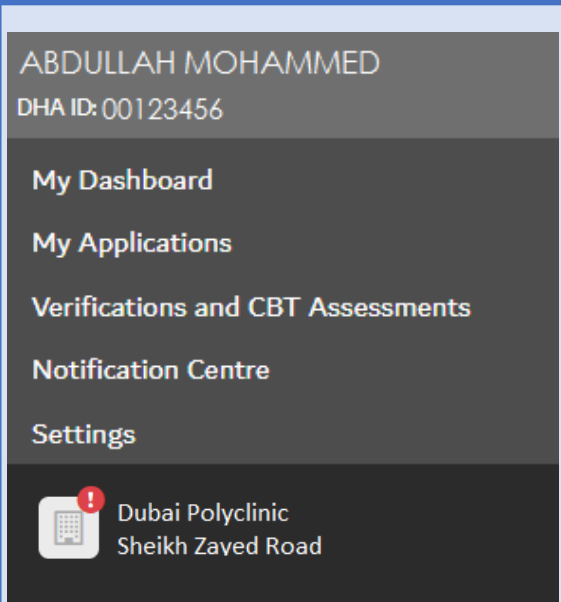
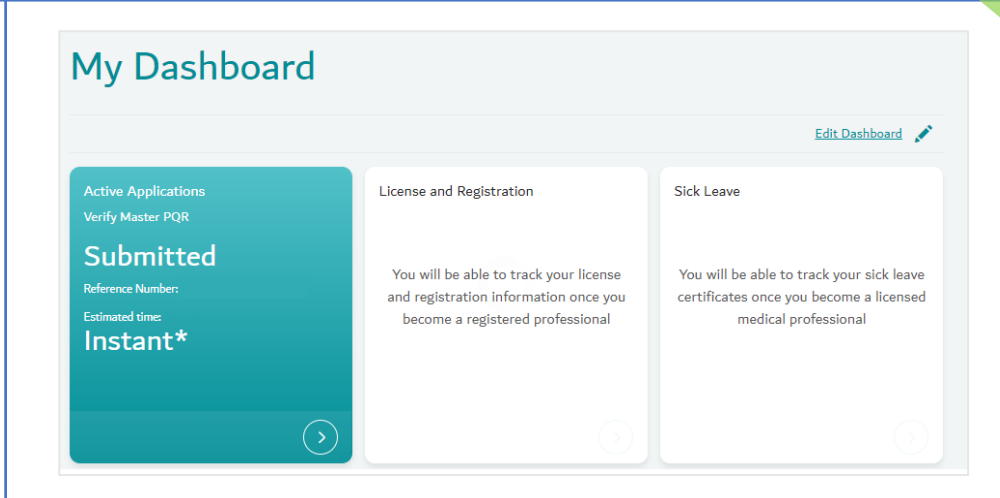
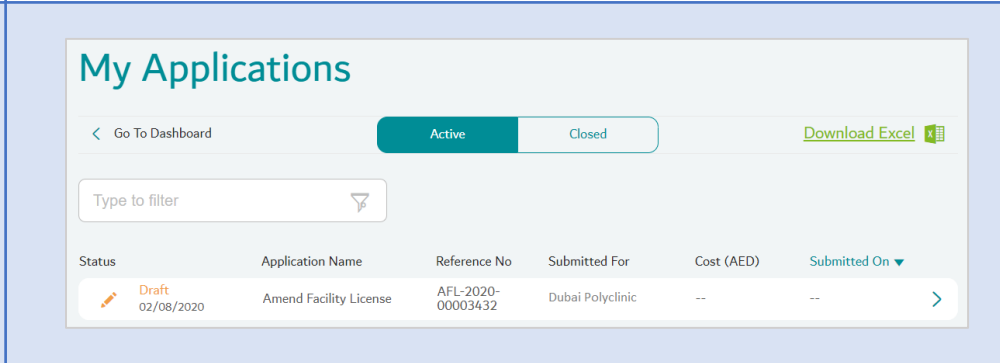


Before proceeding to the licensing services, users must be familiar with account management.



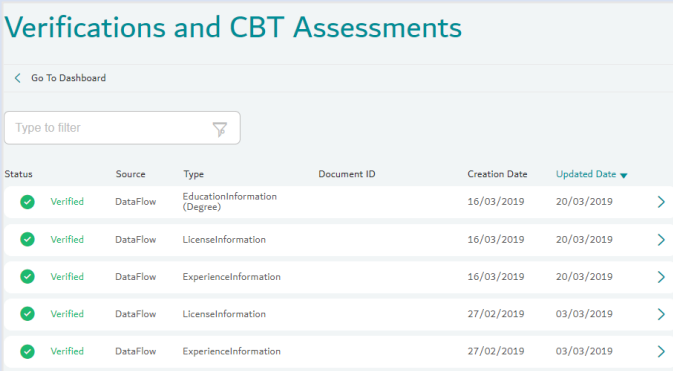
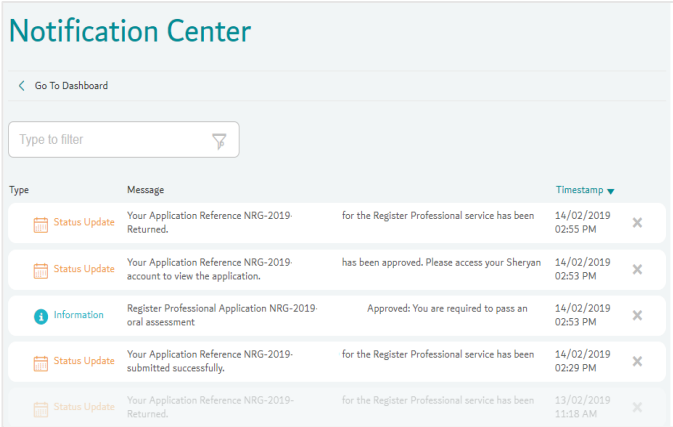
Icon	Action
عربي /English	Change Language Preference
	Accessibility (Text Resize, Contrast Switch, Read Speaker)
	Search
	The initials depend on the user's first and last name. Click on the icon to view your unique ID, access your dashboard, applications, verified documents, notifications and settings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

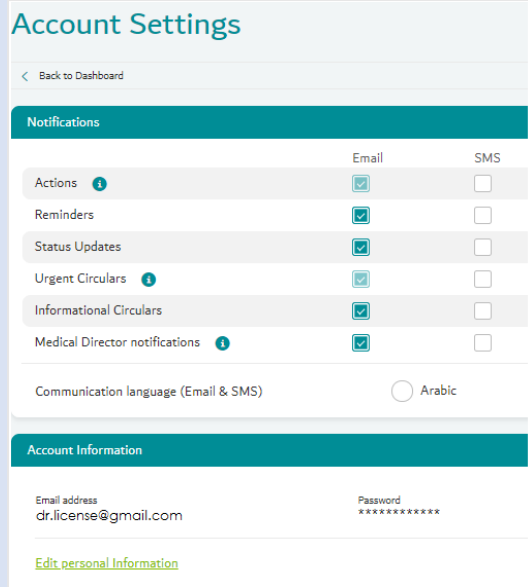
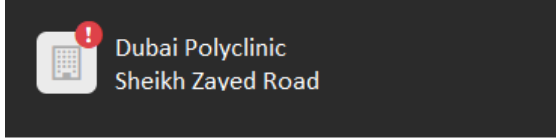
# Sheryan Account Management

Menu Screenshot	Account Menu Options	Screenshot												
	<p>Name and Unique ID - important when accessing third party services (Prometric, Dataflow) and license activation by a hiring facility.</p>	<p>Note: The unique ID never changes and is only an identifier.</p>												
	<p>My Dashboard - quick view of application status, current registration/ license status, services, issued sick leaves, etc.</p>													
	<p>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.</p>	 <table border="1"> <thead> <tr> <th>Status</th> <th>Application Name</th> <th>Reference No</th> <th>Submitted For</th> <th>Cost (AED)</th> <th>Submitted On</th> </tr> </thead> <tbody> <tr> <td>Draft 02/08/2020</td> <td>Amend Facility License</td> <td>AFL-2020-00003432</td> <td>Dubai Polyclinic</td> <td>--</td> <td>--</td> </tr> </tbody> </table>	Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On	Draft 02/08/2020	Amend Facility License	AFL-2020-00003432	Dubai Polyclinic	--	--
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# Sheryan Account Management

Account Menu Options	Screenshot																																				
<p>Verifications and CBT Assessments - list of all verified documents from Dataflow and assessment results from Prometric.</p> <p>This will be empty for users who are not registered healthcare professionals.</p>	 <p><b>Verifications and CBT Assessments</b></p> <p>Go To Dashboard</p> <p>Type to filter</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Source</th> <th>Type</th> <th>Document ID</th> <th>Creation Date</th> <th>Updated Date</th> </tr> </thead> <tbody> <tr> <td>Verified</td> <td>DataFlow</td> <td>EducationInformation (Degree)</td> <td></td> <td>16/03/2019</td> <td>20/03/2019</td> </tr> <tr> <td>Verified</td> <td>DataFlow</td> <td>LicenseInformation</td> <td></td> <td>16/03/2019</td> <td>20/03/2019</td> </tr> <tr> <td>Verified</td> <td>DataFlow</td> <td>ExperienceInformation</td> <td></td> <td>16/03/2019</td> <td>20/03/2019</td> </tr> <tr> <td>Verified</td> <td>DataFlow</td> <td>LicenseInformation</td> <td></td> <td>27/02/2019</td> <td>03/03/2019</td> </tr> <tr> <td>Verified</td> <td>DataFlow</td> <td>ExperienceInformation</td> <td></td> <td>27/02/2019</td> <td>03/03/2019</td> </tr> </tbody> </table>	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
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Account Menu Options	Screenshot																		
<p>Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.</p>	 <p><b>Account Settings</b></p> <p>Back to Dashboard</p> <p><b>Notifications</b></p> <table border="1"> <thead> <tr> <th>Actions</th> <th>Email</th> <th>SMS</th> </tr> </thead> <tbody> <tr> <td>Reminders</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Status Updates</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Urgent Circulars</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Informational Circulars</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Medical Director notifications</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> <p>Communication language (Email &amp; SMS) <input type="radio"/> Arabic</p> <p><b>Account Information</b></p> <p>Email address: dr.license@gmail.com Password: *****</p> <p><a href="#">Edit personal information</a></p>	Actions	Email	SMS	Reminders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Status Updates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Urgent Circulars	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Informational Circulars	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Medical Director notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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Informational Circulars	<input checked="" type="checkbox"/>	<input type="checkbox"/>																	
Medical Director notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>																	
<p>Linked Facility User – if you are a linked user, you can access the facility dashboard by clicking on the facility name on your menu.</p>	 <p><b>Dubai Polyclinic</b> Sheikh Zaved Road</p>																		
<p>Logout - exit the account.</p>																			





## Ask Latifa



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](#).

December 2020 ديسمبر

الدليل الإرشادي للقاح كوفيد-19  
COVID-19 VACCINE AWARENESS GUIDE

انقر هنا Clici Here

Wassel Sotak Ask Latifa Chat

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

عربي

Sheryan شريان

Dubai Health Licensing System  
Digital gateway for registering and licensing healthcare professionals and facilities in Dubai

Explore Now



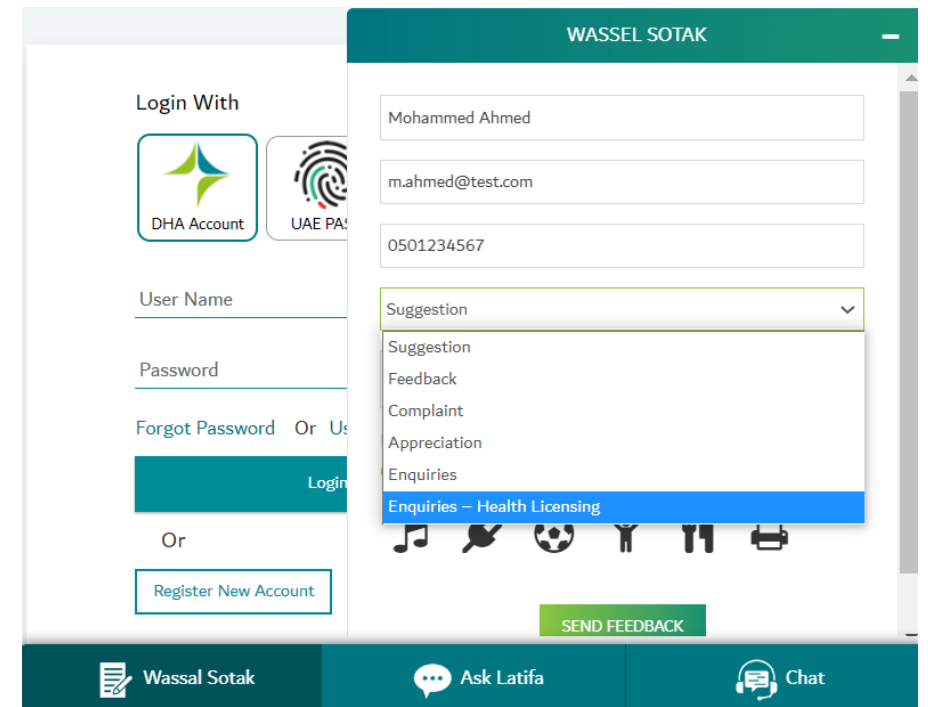
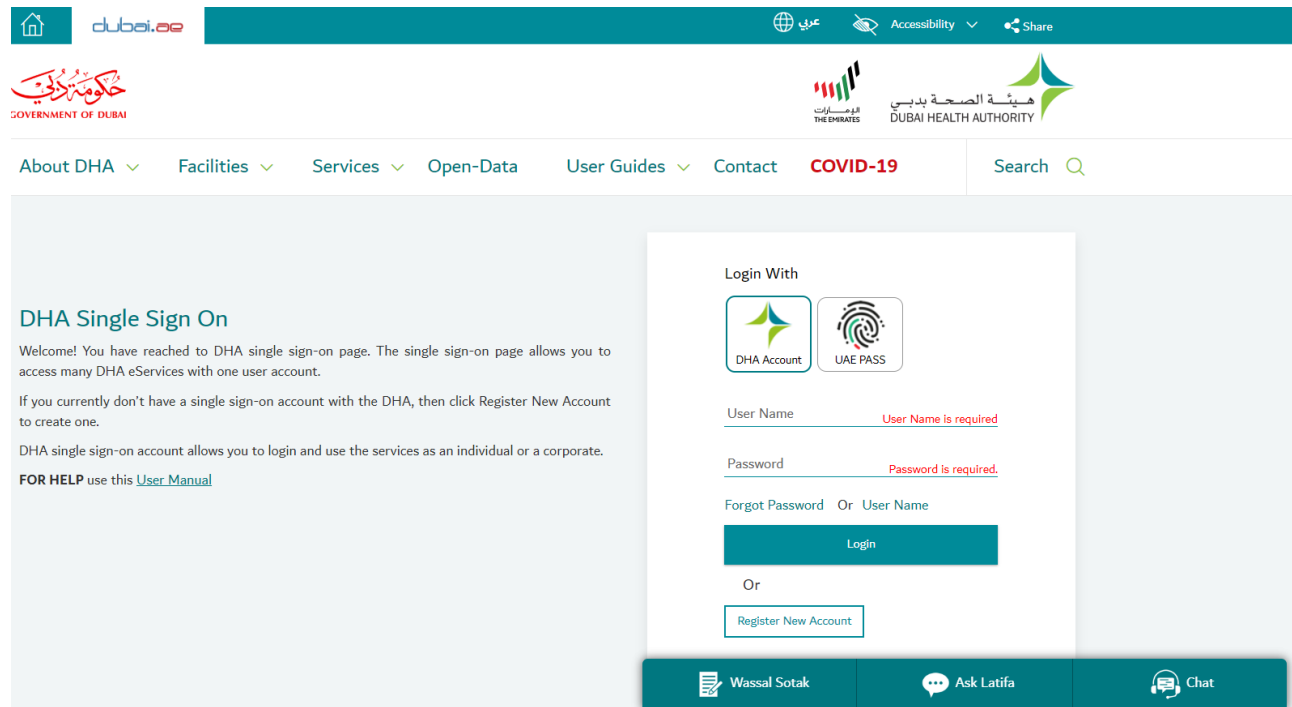
Good to Know: Latifa works through Artificial Intelligence and constantly learns as you ask her more questions.



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.



## Frequently Asked Questions

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.

The screenshot shows the Sheryan website's Frequently Asked Questions page. The header includes the Sheryan logo and navigation links for Professionals, Facilities, Dubai Medical Registry, Policies and Regulations, and DHA e-Services. A search bar and a Login button are also present. The main heading is "Frequently Asked Questions". Below this is a search filter section with the text "What do you need help with?" and a search input field labeled "Search to Filter". Below the search field, there is an example: "E.g. 'Can't login to Sheryan' or 'Can I work in Dubai?' or 'Error code'". The page lists two categories: "New Healthcare Facility License" and "Activate Facility License", each with a right-pointing arrow. The footer contains links for "About DHA", "Careers", "FAQs" (highlighted with a blue box), and "Sitemap". It also includes "Contact Us" and "Employees E-Services". A section for "This site is best viewed in" shows icons for Chrome, Edge, Firefox, and Safari. The footer also features the "Dubai Smart City" logo and social media icons for YouTube, Instagram, Facebook, and Twitter. The copyright notice reads "All Rights Reserved. Dubai Health Authority 2020".





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.



## Step 1: Accessing the Service

On the [DHA Sheryan Portal](#), open 'Facility Dashboard'

Click on 'Healthcare Professionals'

The screenshot displays the DHA Sheryan Facility Dashboard. The top navigation bar includes the Sheryan logo, 'Professionals', 'Facilities', 'Dubai Medical Registry', 'Policies and Regulations', and 'DHA e-Services'. The breadcrumb trail shows 'Facility Dashboard'. The dashboard is divided into several sections:

- Active Applications:** A vertical list showing application statuses: 0 Returned to you (with a warning icon), 1 Submitted, 0 Under Review, and 9 Drafts. A total of 12 applications is shown at the bottom.
- Facility License:** Shows a license valid for 3 months, expiring on 4 March 2021. It is for a General Hospital (>100) with 77 specialties. A warning icon indicates 'Active, About to Expire License'.
- Sick Leave:** Shows 175 days remaining. It also notes 0 issued this month and 0 pending approval.
- Healthcare Professionals (highlighted):** Shows 202 total professionals. It includes 198 expired licenses (with a warning icon) and 1 expiring soon (with a warning icon).
- Violations:** Shows a total of AED 661,600 (with a warning icon). It notes 1 issued to facility and 1972 issued to professionals.
- Relevant Services:** A list of actions: Renew Facility License, Activate Professional License, Add/Upgrade Professional License, and Cancel Professional License, each with a right-pointing arrow.



## Step 1: Accessing the Service

Enter the professional DHA unique ID

Click on the side arrow of the selected professional

Facility Dashboard > Healthcare Professionals

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< Go To Dashboard Healthcare Professionals Group Professionals

### 202 Professionals

Total working in this facility

Categories

- 29 Allied Health
- 118 Nurse and Midwife
- 58 Physician

Licenses

202 Full-time License

Add New Professional

0001! -001 ×

[Download Excel](#)

**Varughese**  
Registered Nurse - Nursing  
Full-time License • License No: 0001 -001 • Expiration: 22/10/2020

! Expired >

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

First Previous 1 Next Last



## Step 1: Accessing the Service

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

Facility Dashboard > Healthcare Professionals > Professional Profile

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### 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.

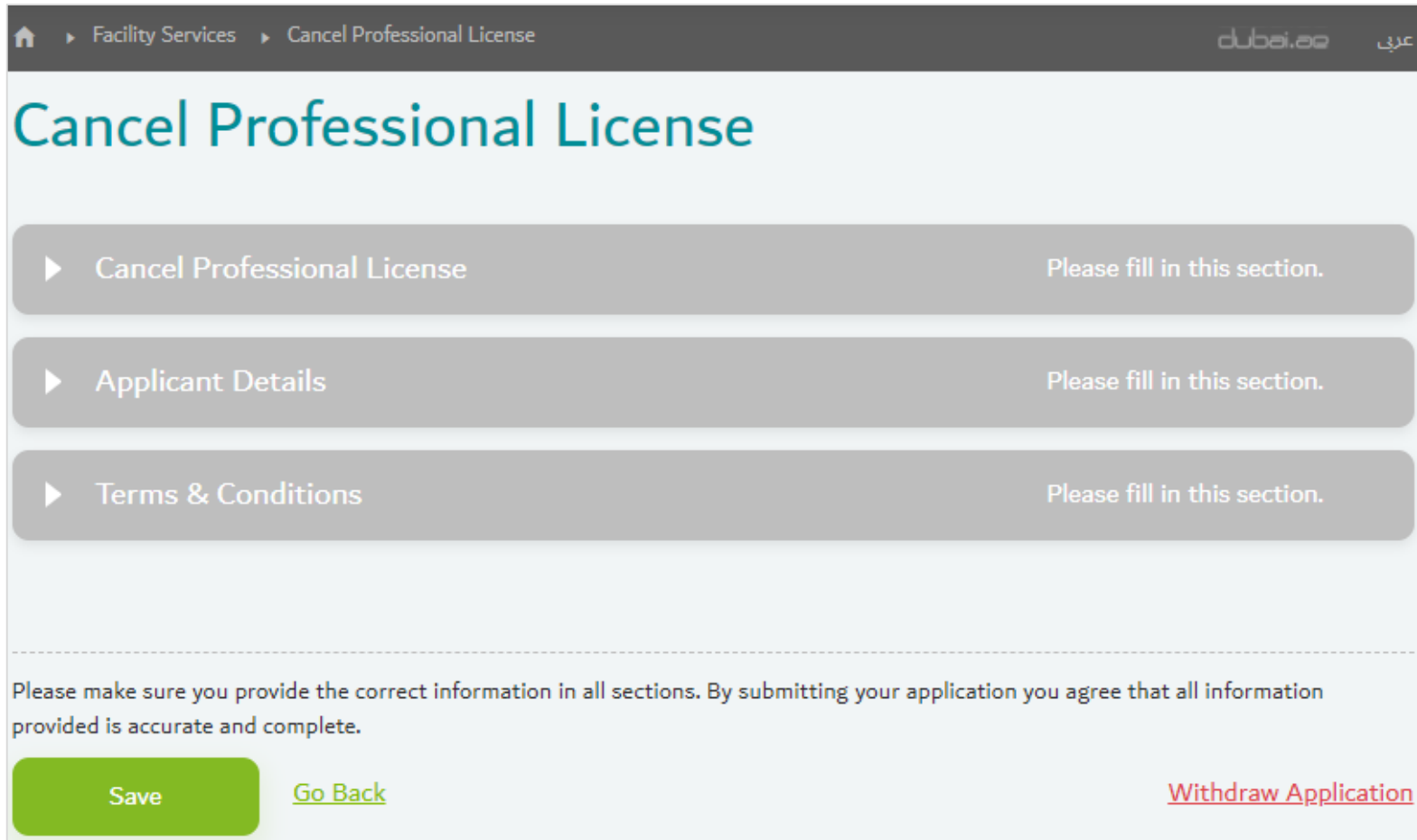
This action can be performed by the facility's medical director.

[Renew License](#) [Update License](#) **[Cancel License](#)**



## Step 2: Filling up the Application Form

Open the form and fill up the application



The screenshot shows a web interface for 'Cancel Professional License' on the 'dubai.ae' website. The breadcrumb trail is 'Facility Services > Cancel Professional License'. The page title is 'Cancel Professional License'. There are three main sections, each with a right-pointing arrow and the text 'Please fill in this section.':

- Cancel Professional License
- Applicant Details
- Terms & Conditions

Below these sections, there is a dashed line and a disclaimer: '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.' At the bottom, there are three buttons: a green 'Save' button, a green 'Go Back' button, and a red 'Withdraw Application' button.





## Step 2: Filling up the Application Form

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 Dentist	Professional Speciality General Dentistry	
Professional Title General Dentist		
Professional License Type Full-time License	Professional License Status Active	
Medical Director No	Supervisor No	
Professional License Limited To	Professional License Issue Date 16/03/2020	
Professional License Expiry Date 16/03/2021		

Facility Services > Cancel Professional License

Dentist General Dentist

Speciality  
General Dentistry

License Type  
Full-time License

License Expiry Date  
16/03/2021

License Issue Date  
16/03/2020

License Facility  
Medical Center LLC

License Status  
Active

Cancellation Reason

Select

- Contract Ended
- Downsizing Facility
- Not Renewed in 6 months
- other

Please

Submit



Fill up application details make sure to provide correct information

▼ Personal Details Complete

---

### Personal Information

---

DHA Unique ID  
00162181

English First Name

English Last Name

Arabic First Name (Optional)

Arabic Last Name (Optional)

Maiden Name (Optional)



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



## Step 3: Review Form/Payment & Submit the Application

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

Home > Facility Services > Cancel Professional License

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### 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](#)



# Approved Application

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

Home > My Applications dubai.ae عربي

## My Applications

[Go To Dashboard](#) Active **Closed** [Download Excel](#)

CPL-2019-00009989

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On
<b>Approved</b> 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



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

