



Sheryan
شریان

Request Good Standing Certificate

User Guide

Last Updated October/2020



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Document

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Accessing the Service



Fill-up Form



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View Certificate



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

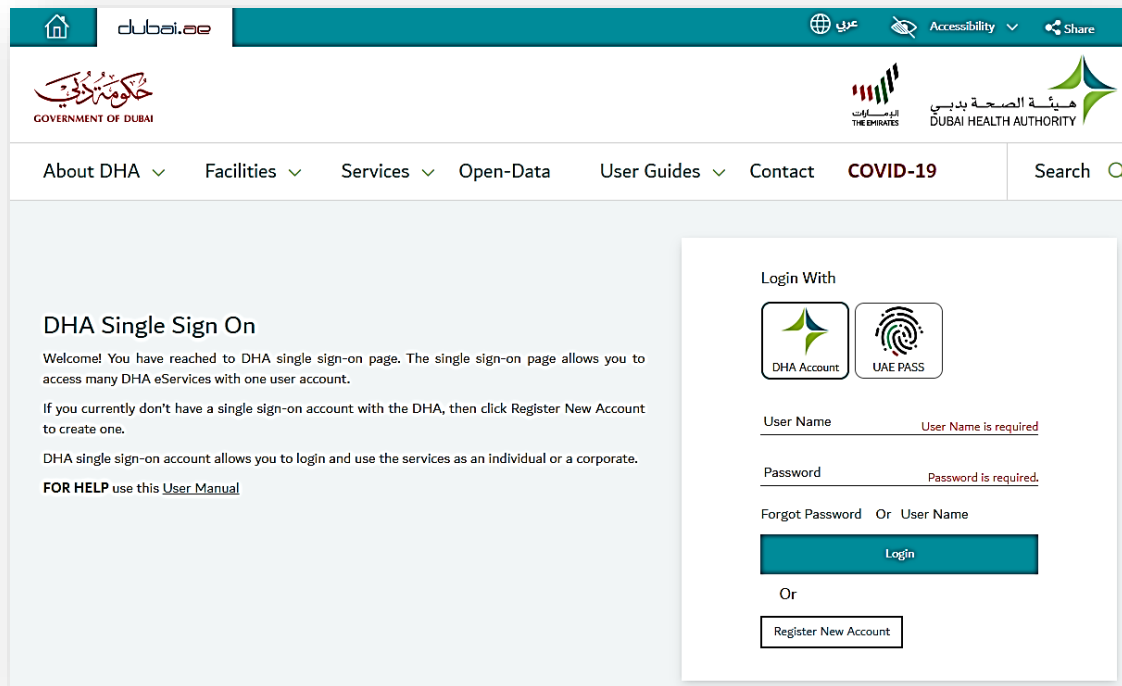


DHA E-service Account Access

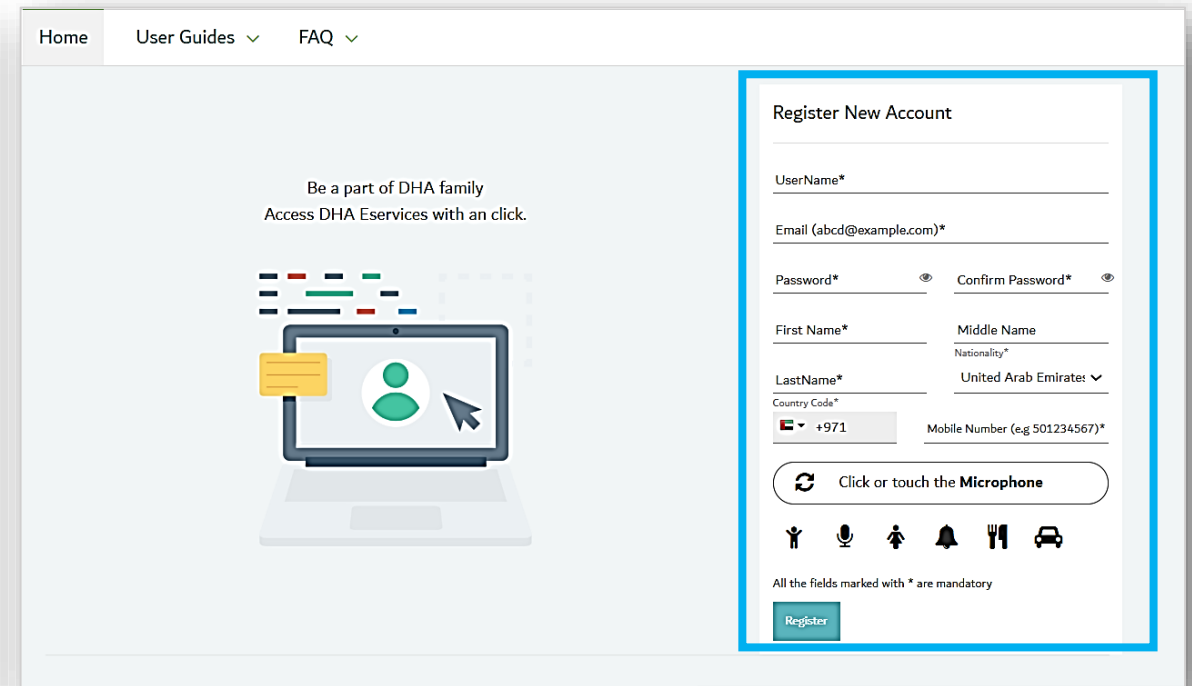
Follow the steps below to sign-up or login on the DHA Sheryan account.
Visit the [website](#) and click on the Login icon to access the DHA Sheryan [portal](#).

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.



The screenshot shows the 'DHA Single Sign On' page. The header includes the 'dubai.ae' logo and navigation links for 'About DHA', 'Facilities', 'Services', 'Open-Data', 'User Guides', 'Contact', and 'COVID-19'. The main content area is titled 'DHA Single Sign On' and includes a welcome message, instructions for new users, and a link to the 'User Manual'. On the right, there is a 'Login With' section with icons for 'DHA Account' and 'UAE PASS'. Below these are input fields for 'User Name' (with a red error message 'User Name is required') and 'Password' (with a red error message 'Password is required'). There are also links for 'Forgot Password' and 'User Name', a 'Login' button, and a 'Register New Account' button.



The screenshot shows the 'Register New Account' page. The header includes 'Home', 'User Guides', and 'FAQ' links. The main content area is titled 'Be a part of DHA family' and 'Access DHA Eservices with an click.' It features an illustration of a laptop with a user icon. On the right, there is a 'Register New Account' form with the following fields: 'UserName*', 'Email (abcd@example.com)*', 'Password*' and 'Confirm Password*' (both with eye icons), 'First Name*', 'Middle Name', 'Nationality*', 'LastName*', 'United Arab Emirate:' (with a dropdown arrow), 'Country Code*' (with a dropdown arrow and '+971'), and 'Mobile Number (e.g 501234567)*'. There is a 'Click or touch the Microphone' button and a 'Register' button at the bottom. A note at the bottom states '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

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

 **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.



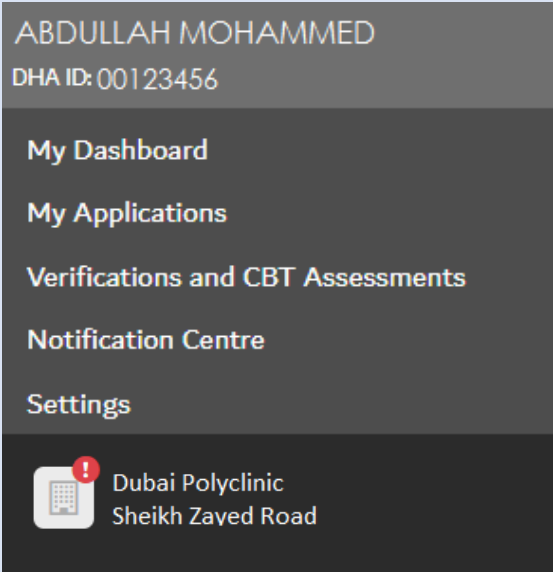
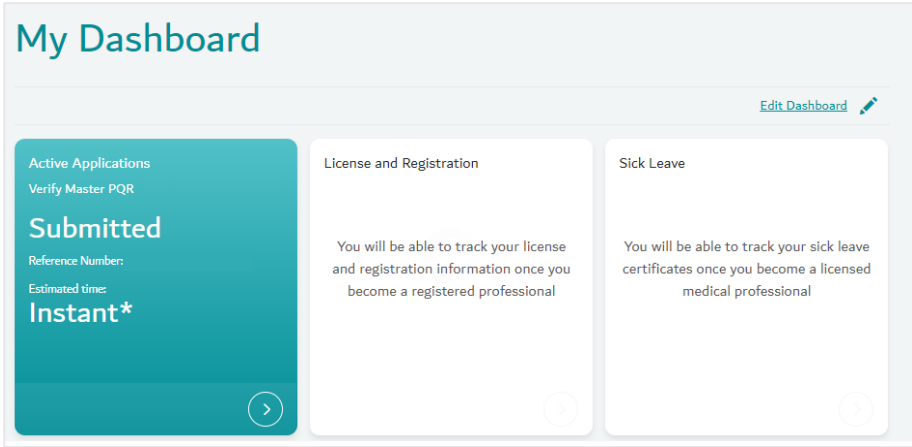
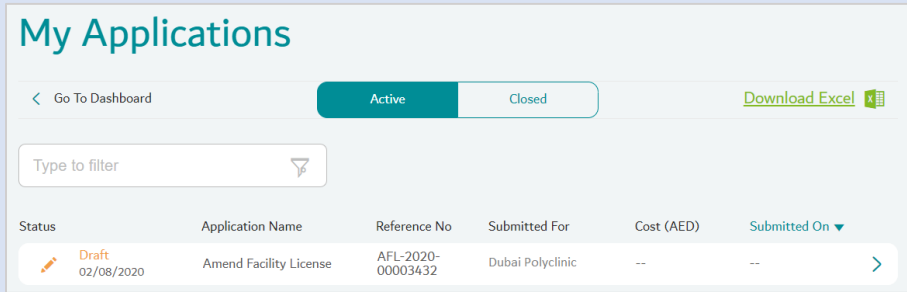
Before proceeding to the licensing services, users must be familiar with account management.



Icon	Action
عربي /English	Change Language Preference
	Accessibility (Text Resize, Contrast Switch, Read Speaker)
	Search
	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.

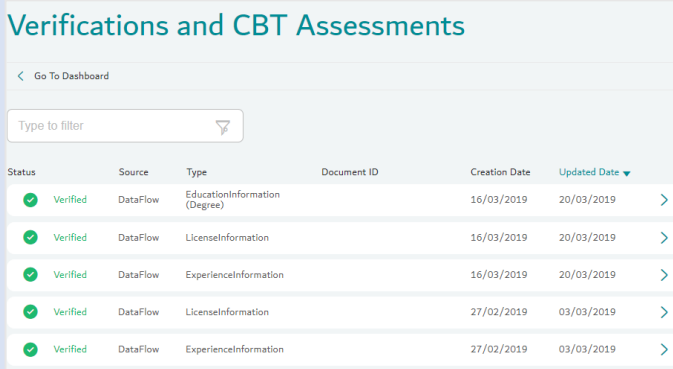
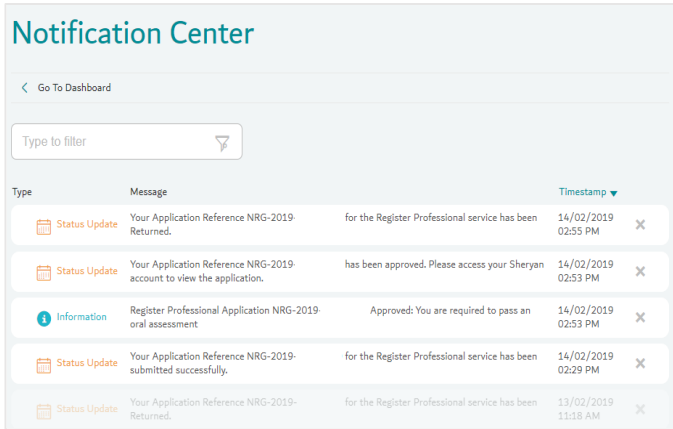


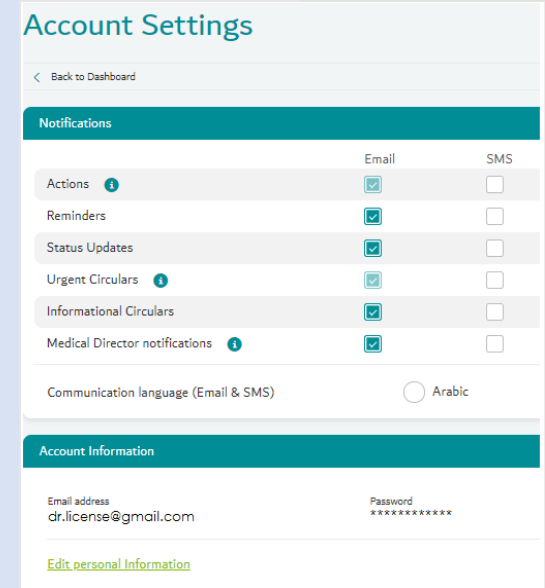
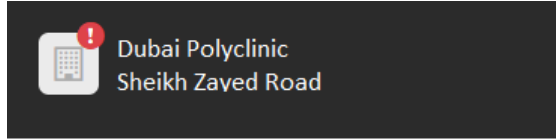
Sheryan Account Management

Menu Screenshot	Account Menu Options	Screenshot
	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 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.	



Sheryan Account Management

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.	 <p>The screenshot shows the 'Verifications and CBT Assessments' page. It features a 'Go To Dashboard' link, a search bar labeled 'Type to filter', and a table with columns: Status, Source, Type, Document ID, Creation Date, and Updated Date. The table lists five verified documents from DataFlow, including EducationInformation (Degree), LicenseInformation, and ExperienceInformation, all dated 16/03/2019 or 27/02/2019.</p>
Notification Centre - (!) alerts represented by a red exclamation point beside your name's initials can be seen here.	 <p>The screenshot shows the 'Notification Center' page. It includes a 'Go To Dashboard' link, a search bar labeled 'Type to filter', and a table with columns: Type, Message, and Timestamp. The table displays five notifications, including status updates and information regarding application reference NRG-2019, dated 14/02/2019 or 13/02/2019.</p>

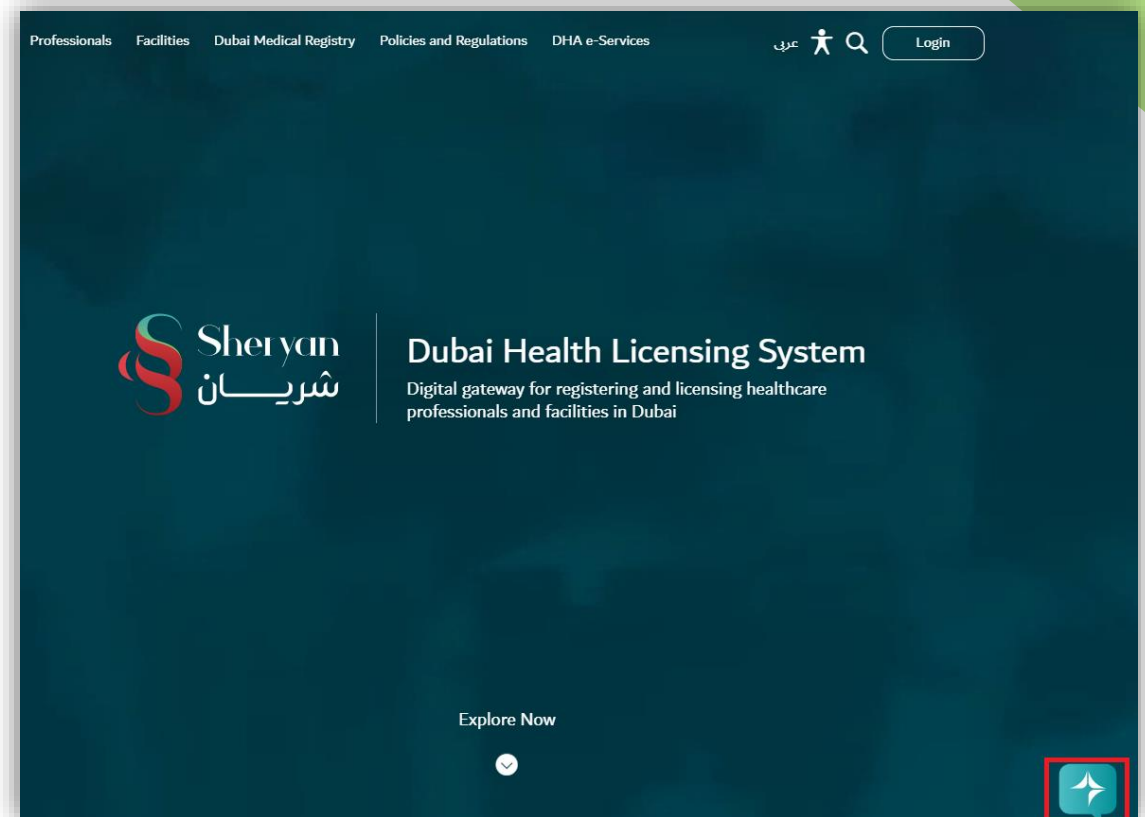
Account Menu Options	Screenshot
Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.	 <p>The screenshot shows the 'Account Settings' page. It includes a 'Back to Dashboard' link and sections for 'Notifications' and 'Account Information'. The 'Notifications' section allows users to toggle preferences for Actions, Reminders, Status Updates, Urgent Circulars, Informational Circulars, and Medical Director notifications via Email and SMS. The 'Account Information' section displays the user's email address (dr.license@gmail.com) and a masked password, with a link to 'Edit personal Information'.</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>The screenshot shows the 'Dubai Polyclinic' facility dashboard. It features a red exclamation point icon and the text 'Dubai Polyclinic Sheikh Zaved Road'.</p>
Logout - exit the account.	



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](#).



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

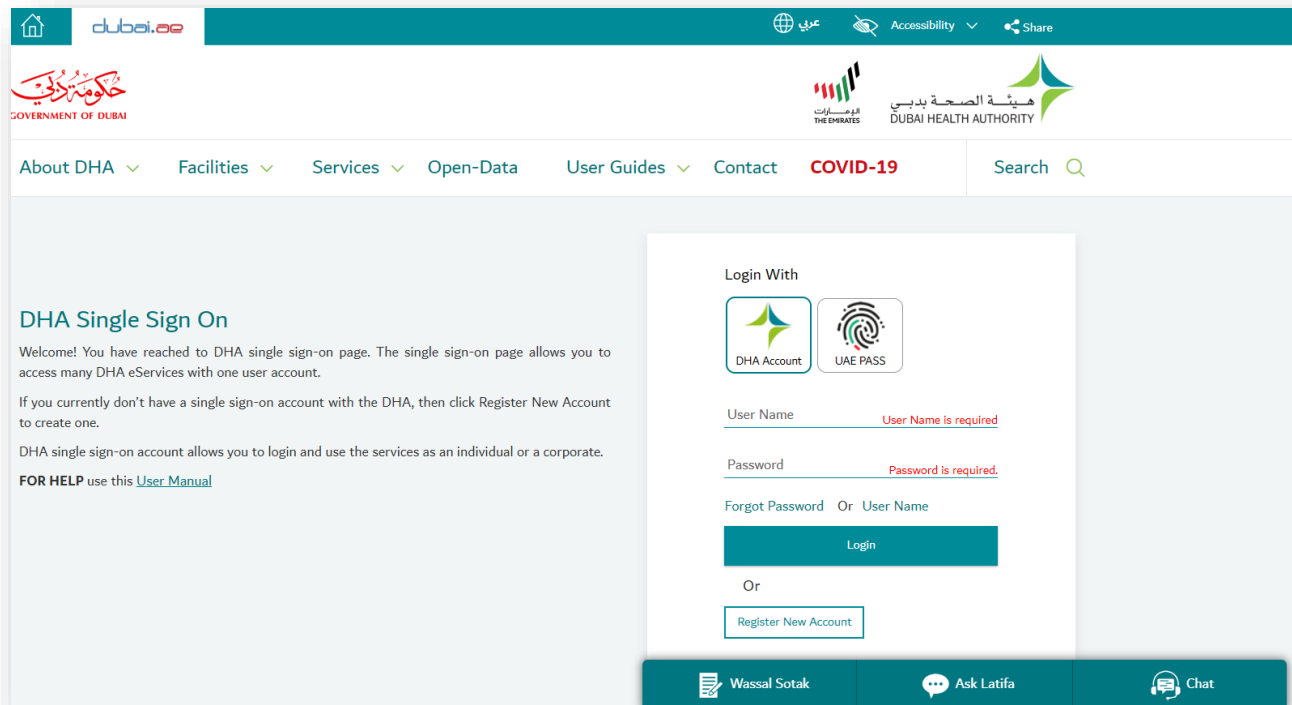


Health Licensing Support

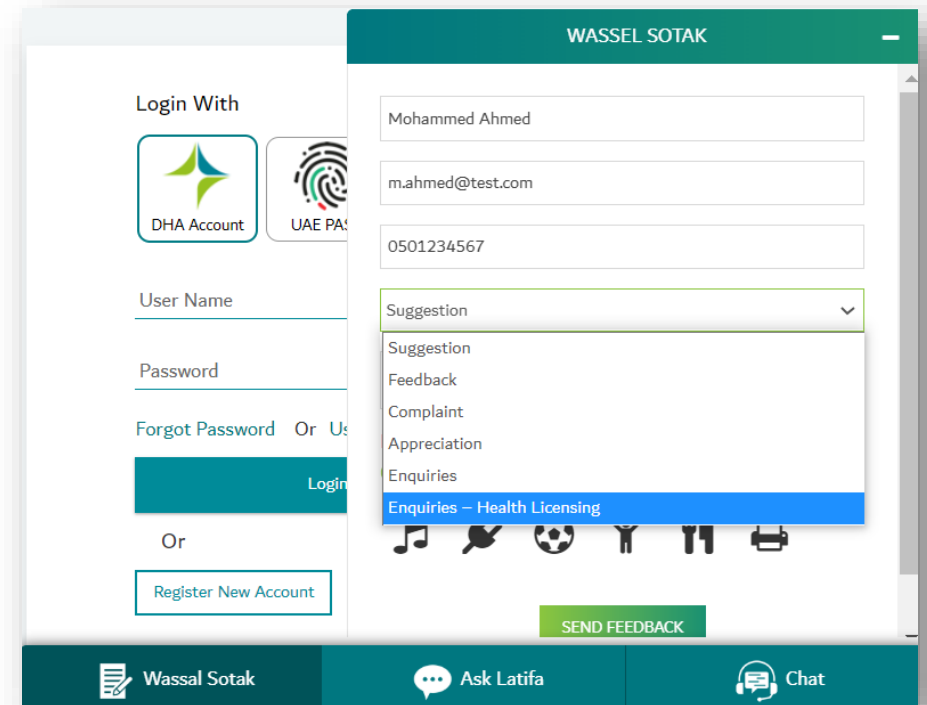
The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the [DHA website](#).

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.



The screenshot shows the DHA Single Sign On page. The header includes the Dubai Government logo, the DHA logo, and navigation links: About DHA, Facilities, Services, Open-Data, User Guides, Contact, and COVID-19. A search bar is also present. The main content area has a 'DHA Single Sign On' heading and a welcome message. Below this, there are instructions for new users and a link to the User Manual. The login form includes fields for User Name and Password, with error messages 'User Name is required' and 'Password is required'. There are also links for 'Forgot Password' and 'Register New Account'. At the bottom, there are icons for 'Wassel Sotak', 'Ask Latifa', and 'Chat'.



The screenshot shows the Wassel Sotak login form. The header includes the 'WASSEL SOTAK' title. The form has fields for 'User Name' and 'Password'. There are also fields for 'Mohammed Ahmed', 'm.ahmed@test.com', and '0501234567'. A dropdown menu is open, showing options: Suggestion, Feedback, Complaint, Appreciation, Enquiries, and 'Enquiries – Health Licensing' (which is highlighted). At the bottom, there are icons for 'Wassel Sotak', 'Ask Latifa', and 'Chat', and a 'SEND FEEDBACK' button.



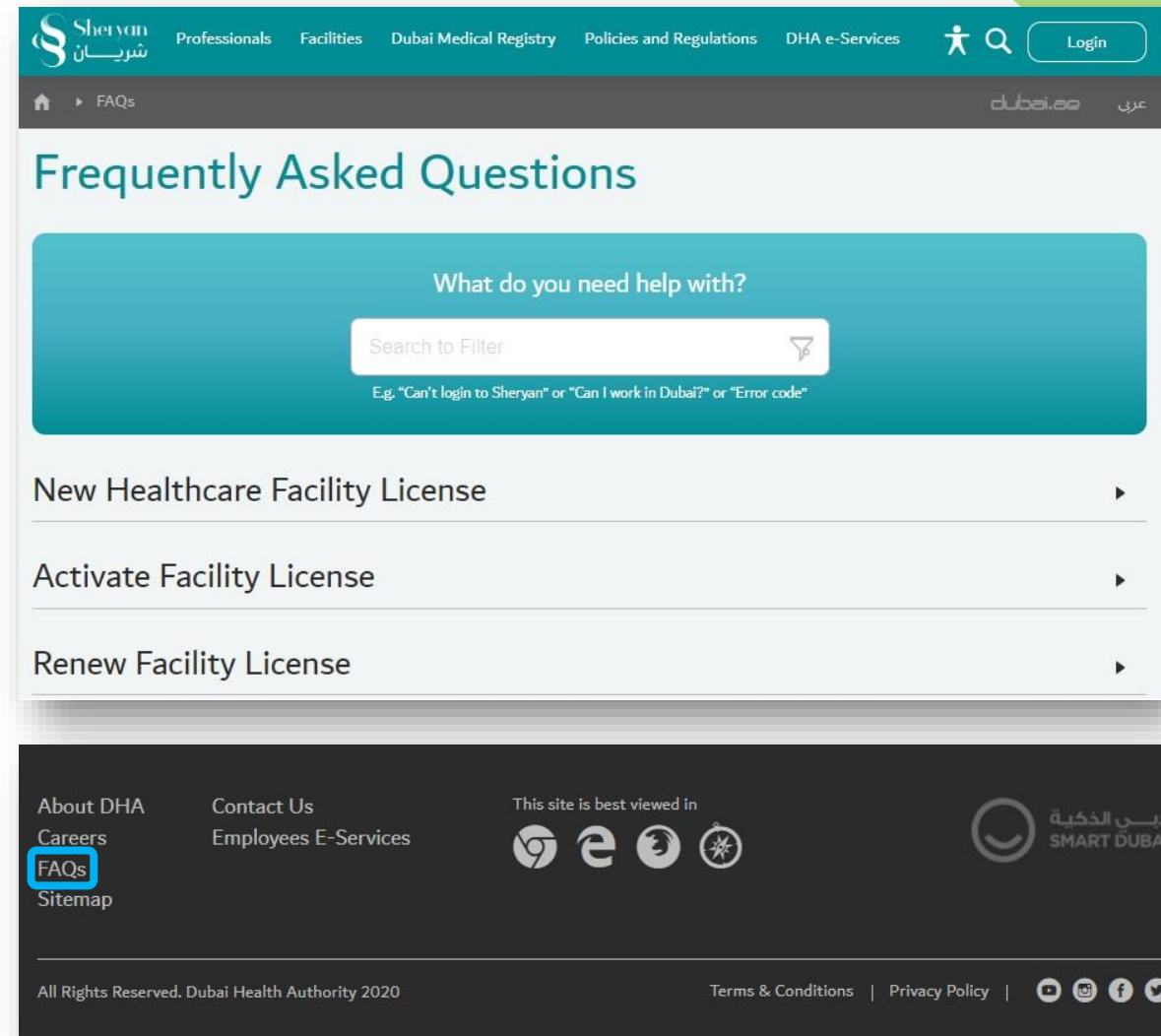
Good to Know: For 24/7 support, call 800-342 or click on the 'Chat' icon in the lower right hand corner of the DHA website.



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.

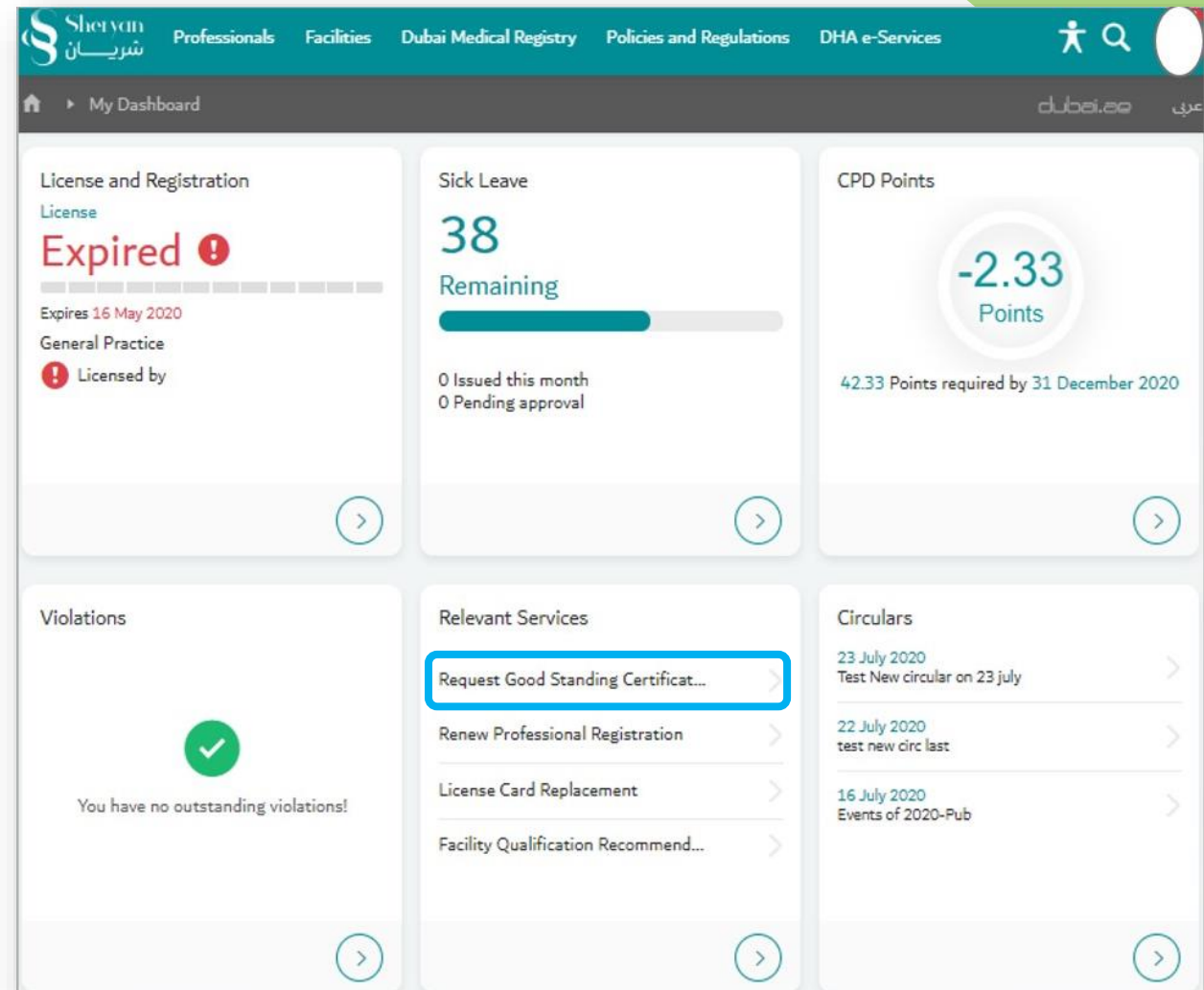


Step 1: Accessing the Service

On the [DHA Sheryan Portal](#), click on 'Professional' on the top bar; there is access to all services

Or Under "Relevant Services", click on Request Good Standing Certificate

Or click on the side arrow within the same widget to access the list of all services



Good to Know:

Good Standing Certificate cannot be applied before completing 3 months of an active license. Licensed professionals must use the same user account where their license is linked.



Step 1: Accessing the Service

Information page of good standing certificate will open.
Scroll down until the end of the page.

there will be 'Request Certificate' button. Click to request the certificate

Who Can Apply

- Current or previously DHA licensed Healthcare Professionals (Physicians, Dentists, Allied Healthcare, Nurses/Midwives, Traditional & Complementary & Alternative Medicine).
- Healthcare professionals must be licensed with DHA for at least 3 months in order to be eligible to apply to this service.
- Healthcare Professionals licensed by DHA in private Healthcare Facilities before 1999 will not be issued Good Standing Certificates.

Prerequisites

- Pay outstanding fines (if applicable)

Required Documents

- Valid passport copy (if not up to date in the system)
- End of Service Letter (for Government healthcare professionals)

Service Steps

- Fill and submit online application
- Pay required fees
- DHA review
- GSC letter is generated and a copy is emailed to other recipient (upon the professional's request in the application)

Service Channel

- Sheryan portal
- DHA mobile app

Approximate Cost

AED 500

Knowledge and Innovation Fees will be applied at checkout.

[Request Certificate](#)



Step 2: Filling up the Application Form

Section 1: Click on “Professional Details and License History” license information will be automatically add on the application.

▼ Professional Details And License History

Please note if you were licensed by DHA and working in a private health facility before 2020, we cannot issue a good standing certificate on your behalf.

Professional Details

First Name	Last Name
Ahmed	Salim

License Number - 00110

License Status	License Type
Cancelled	Full-time License
Category	Title
Physician	Specialist
Speciality	Facility Name
Cardiology	Investment LLC_1
Initial License Issue Date	Final License Expiry Date
10/06/2012	23/10/2020

License Number - 00110

License Status	License Type
Cancelled	Full-time License
Category	Title
Allied Health	Optometrist
Speciality	Facility Name
Optometry	Investment LLC_1
Initial License Issue Date	Final License Expiry Date
10/06/2012	23/10/2020



Step 2: Filling up the Application Form

Section 2: Add Manually' button, for those who were working in DHA without a license prior to 2011, you will have to update your details manually

Professional Services > Request for Good Standing Certificate

Category: Allied Health Title: Optometrist

Speciality: Optometry Facility Name: Investment LLC_1

Initial License Issue Date: 10/06/2012 Final License Expiry Date: 23/10/2020

License Number - 00110

License Status: Inactive, About to Expire License Type: Part-time License

Category: Allied Health Title: Optometrist

Speciality: Optometry Facility Name:

Initial License Issue Date: 15/10/2019 Final License Expiry Date: 15/10/2020

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

[Confirm](#) [Add Manually](#)



Step 3: Filling up the Application Form

Section 3: Please read & agree to the Terms & Conditions

▼ Terms & Conditions

Terms & Conditions

- You, hereby acknowledge and accept that all payments are due on system prompt. If a payment is not received or payment method is declined, it is deemed that the user has forfeited their right to service.
Refund or payment exemption is only considered if
 1. There has been a system error in the processing of your application.
 2. If DHA identifies that there has been a processing error in your application.The Dubai Health Authority will not provide credit, refunds, or prorated billing after the 'Service' (In part or full) has been provided.
- 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 decisions taken by the Dubai Health Authority relevant to the application for Professional license, will be directly linked to the information provided by the applicant, at the time of application.
Dubai Health Authority reserves the right to reject any application when incorrect or inaccurate information is provided by the applicant.
- 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 Good Standing Certificate will be issued according to the position entered in this application. In case you want a Good Standing Certificate for another position, you need to apply again to this service and additional cost will apply.
- Please note that you will get the GSC according to the position entered in case you want to add a position later you need to apply later and additional cost will apply.



I agree to the terms and conditions

Confirm



Step 4: 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

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

▶ Professional Details And License History

Complete ✓

▶ Recipient 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](#)

Total

AED 520

Application Fee: AED 500 + Knowledge & innovation fee: AED 20

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

Pay Now

[Go Back](#)

[Withdraw Application](#)



Sample Good Standing Certificate

The Good Standing Certificate (GSC) contains your name, license number, license validity, license current status, and title.

The certificate is stamped electronically. This means that a printout is considered the original copy.

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



Date: 21-06-2020

Certificate of Good Standing

Professional Name	Mohammed Ahmed
License No.	00012345-001
License Type	Full-time License
License Status	Active
License Title	Registered Nurse
License Issue Date	23-05-2006
License Expiry Date	15-05-2021

I hereby certify that no disciplinary proceedings / actions were initiated by the Dubai Health Authority, against the practitioner listed above nor any proceeding is presently contemplated..

Yours Sincerely,



Health Regulation Sector
Dubai Health Authority

Notes:

- This Certificate is electronically generated and does not require any signature. For verification, please visit: <https://services.dha.gov.ae/sheryan/wps/portal/home/services-professional/online-verification>
- Any modifications will invalidate this certificate.
- For further inquiries, please contact GSC@dha.gov.ae, regulation@dha.gov.ae

CP_9.3 F-04

PIN: 1234

1592754273900



Details of Received Certificate

Appendix 5– Details of GSC and Current status certificate

License history	Certificate Name	Certificate details
No previous disciplinary actions during the last 10 years	Good Standing	I hereby certify that no disciplinary proceedings / actions were initiated by the Dubai Health Authority, against the practitioner listed above nor any proceeding is presently contemplated.
Warning letter or Notice letter during the last 10 years (not during the last 2 years)	Good Standing	I hereby certify that no disciplinary proceedings / actions were initiated by the Dubai Health Authority, against the practitioner listed above nor any proceeding is presently contemplated.
Notice letter (during last 2 years)	Good Standing	I further certify that the above mentioned practitioner was issued a Notice letter on ----- . However, no current disciplinary proceedings / actions are initiated by the Dubai Health Authority, against the practitioner listed above.
Suspended during the last 10 years (not during the last 2 years)	Good Standing	I hereby certify the professional license of the practitioner was suspended for ----- months from ----- - till ----- , and no current disciplinary proceedings / actions are initiated by the Dubai Health Authority, against the practitioner listed above.
Revoked during the last 10 years (not during the last 2 years) and license reinstated by the concerned committee	Good Standing	License was revoked in ----- based on Medical Practice Committee decision / Appeal Committee then reinstated in ----- ; and no current disciplinary proceedings / actions are initiated by the Dubai Health Authority, against the practitioner listed above.



Under investigation	Current Status	I further certify that the above mentioned practitioner is involved in a medical complaint case and the investigation is currently under process. However, no current disciplinary proceedings / actions are initiated by the Dubai Health Authority, against the practitioner listed above.
Warning letter (during last 2 years)	Current Status	I further certify that the above mentioned practitioner was issued a warning letter on ----- . However, no current disciplinary proceedings / actions are initiated by the Dubai Health Authority, against the practitioner listed above.
Suspended	Current Status	The Professional license of the practitioner is Suspended for ---- months (from ----- to -----) based on Medical Practice Committee decision / Appeal Committee on -----.
Suspended & Warning letter	Current Status	The Healthcare professional has received the following disciplinary actions based on Medical Practice Committee decision / Appeal Committee: 1- Suspension of the professional license for -----months (from ----- to -----) 2- Warning letter on -----.
Revoked	Current Status	The Professional license of the practitioner is revoked based on Medical Practice Committee decision / Appeal Committee on -----.



ADDITIONAL INFORMATION

[Application Status](#)
[Resubmit Returned Application](#)
[Download Document](#)



How to Check Application Status

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	<p>Application is rejected. Read the comment in the application. Possible reasons:</p> <ul style="list-style-type: none">• Requirements not met• Missing documents• Instructions not followed etc. <p>Rejected applications cannot be activated. You must re-apply.</p>
CANCELLED/AUTO-CANCELLED	Application exceeded 90 days without any action.



How to Re-Submit Applications

Step 1: Login to your account, open the menu and select 'Applications'.

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

The screenshot shows the DHA e-Services dashboard. The top header includes the DHA e-Services logo, a search icon, a user profile icon, and the user's name 'OMAR AHMED' and ID 'DHA ID: 254879'. A sidebar menu on the right contains links to 'My Dashboard', 'My Profile', 'My Applications' (highlighted with a blue box), 'Verifications and CBT Assessments', 'Notification Centre', and 'Settings'. The main content area shows a 'Sick Leave' application with a status of '109' and an 'Edit Dashboard' link. Below this, there is a table of applications with tabs for 'Active' and 'Closed'. The 'Active' tab is selected. A search bar labeled 'Type to filter' is present. The table has columns for Status, Application Name, Reference No, Submitted For, Cost (AED), and Submitted On. One application is listed with a 'Returned' status (indicated by a red exclamation mark icon), Application Name 'Good Standing Certificate', Reference No 'GSC-2020-0002526', Submitted For '--', Cost (AED) '70.00', and Submitted On '27/07/2020'. A blue circle with a right arrow is next to the 'Submitted On' column header.

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On
Returned 29/07/2020	Good Standing Certificate	GSC-2020-0002526	--	70.00	27/07/2020

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.



How to Re-Submit Applications

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

- Waiting on Applicant
29/07/2020
- Under Review
29/07/2020
- Submitted
27/07/2020
- Payment Pending
27/07/2020

Edit

[Request Refund](#)



How to Re-Submit Applications

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 Submitted.

▶ Professional Details And License History Complete ✓

▶ Recipient 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](#)

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

Submit

[go back](#)

[Withdraw Application](#)

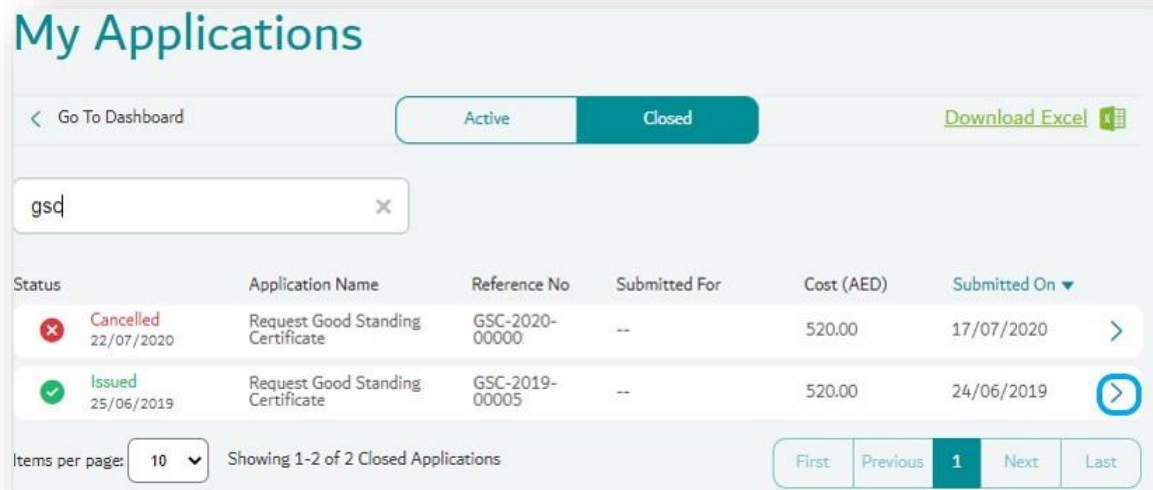
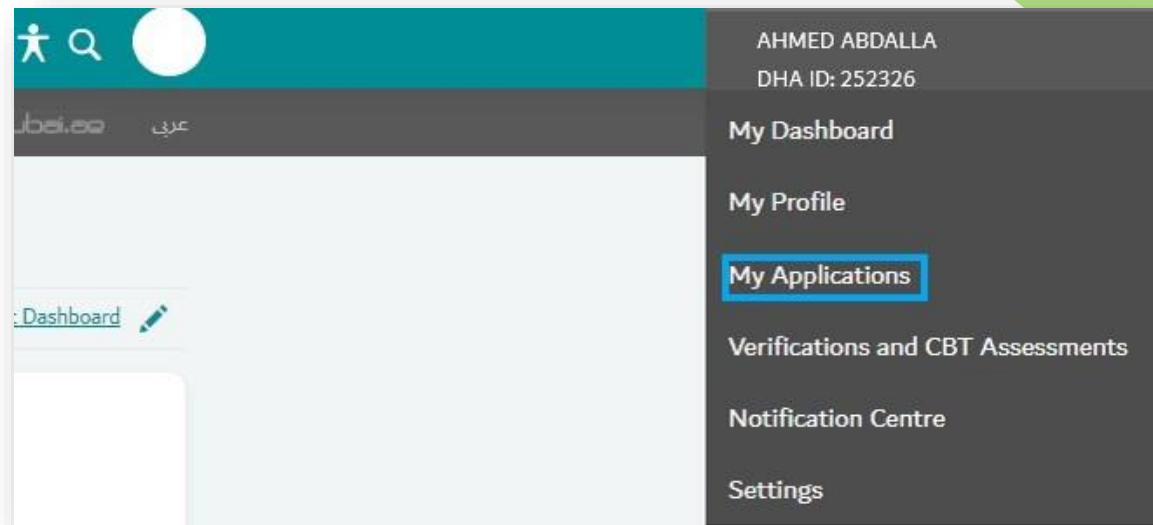
Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼
✓ Resubmitted 15/09/2020	Good Standing Certificate	GSC-2020-0000172--		520.00	27/07/2020 >



How to Download the Certificate

Step 1: Login to your account, open the menu and select 'Applications'.

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



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

Request Good Standing Certificate

< Back

Service : Request Good Standing Certificate

Applied on : 24/06/2019

Reference no. : GSC-2019-00003636

✓ Issued on 24/06/2019

Fee paid

● AED 520

Invoice no. : #00005604245201993141

Paid On : 24/06/2019

[View invoice](#)

Audit Trail

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

● Issued

25/06/2019

[View Certificate](#)

[Request Refund](#)

[Home 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

