



Sheryan  
شَرِيَان

# Issue Sick Leave Certificate Guide

## User Guide

Last Updated January/2021



Issuance of Sick Leave  
Certificate Policy



### 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



View Certificate

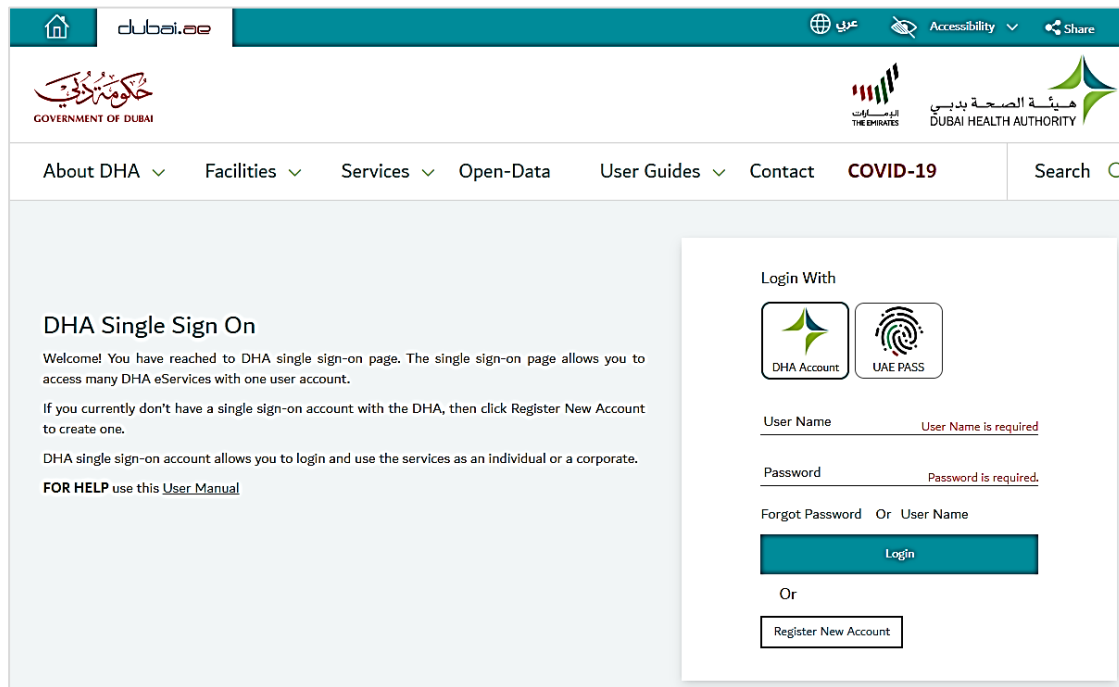


Note: Click the icon to skip to a specific section.



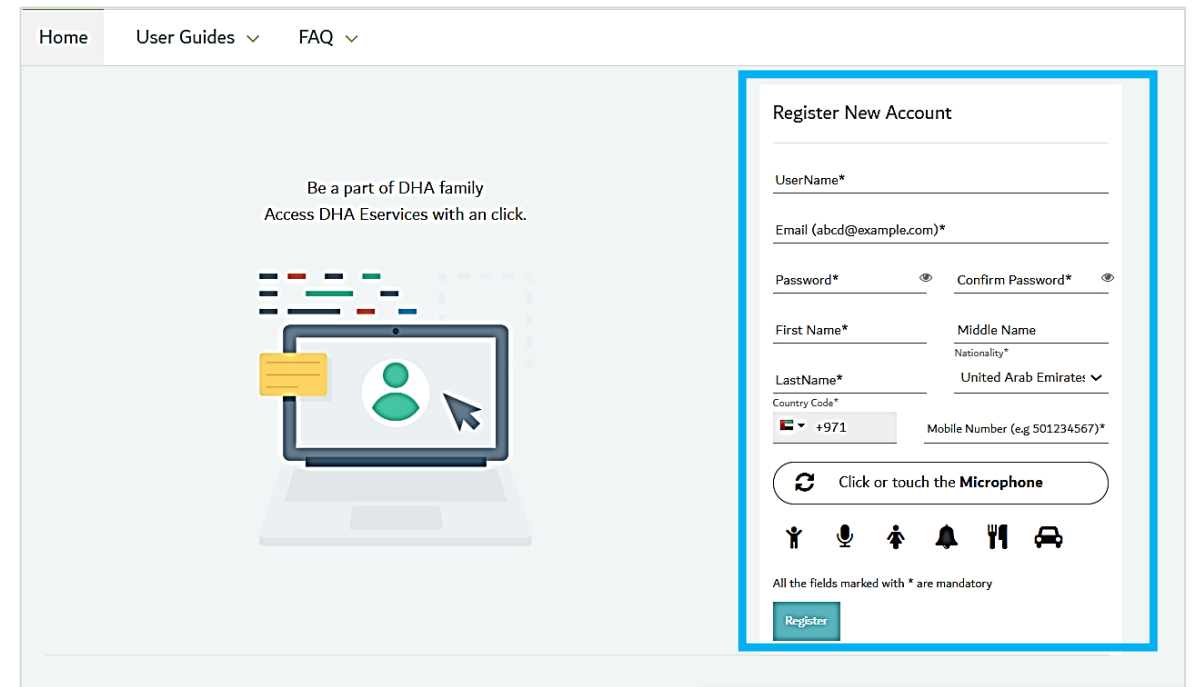
Follow the steps below to sign-up or login on the DHA Sheryan account.  
Visit the [website](#) and click on the Login icon to access the DHA Sheryan [portal](#).

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



The screenshot shows the 'DHA Single Sign On' page. The header includes the Dubai Government logo, 'dubai.ae', and navigation links like 'About DHA', 'Facilities', 'Services', 'Open-Data', 'User Guides', 'Contact', and 'COVID-19'. The main content area has a 'DHA Single Sign On' heading with a welcome message. Below it, there's a 'Login With' section featuring 'DHA Account' and 'UAE PASS' icons. There 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'). A 'Forgot Password Or User Name' link is present. A blue 'Login' button is at the bottom, along with an 'Or' separator and a 'Register New Account' button.

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



The screenshot shows the 'Register New Account' page. The header includes 'Home', 'User Guides', and 'FAQ'. The main content area has a heading 'Be a part of DHA family' and 'Access DHA Eservices with an click.' Below this is an illustration of a laptop with a user icon. On the right, there's a 'Register New Account' form with fields for 'UserName\*', 'Email (abcd@example.com)\*', 'Password\*', 'Confirm Password\*', 'First Name\*', 'Middle Name', 'LastName\*', 'Country Code\*', and 'Mobile Number (e.g 501234567)\*'. There are also dropdowns for 'Nationality\*' and 'United Arab Emirate:'. A 'Click or touch the Microphone' button is present. At the bottom, there's a 'Register' button and a note: '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

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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.



## 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 ▼

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 **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.

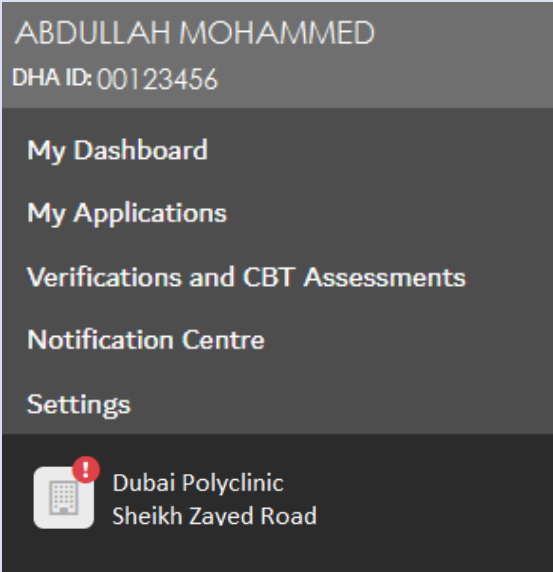
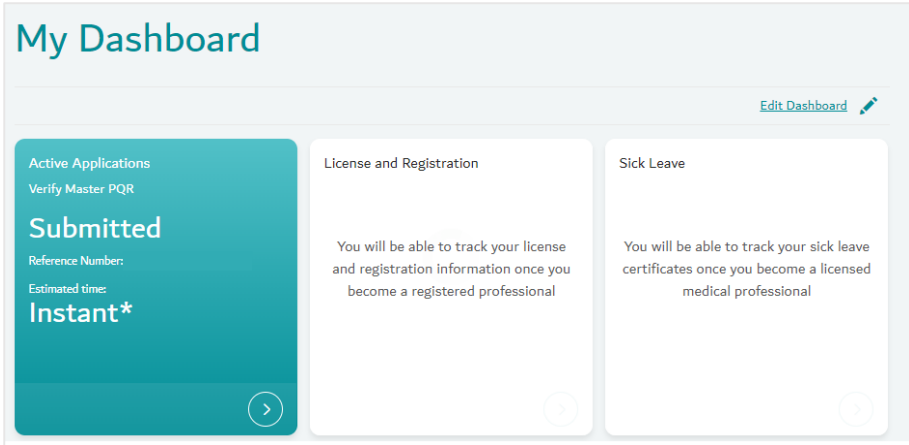
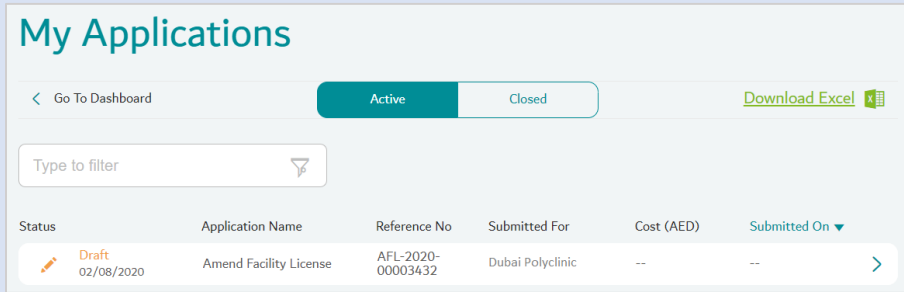


Before proceeding to the licensing services, users must be familiar with account management.



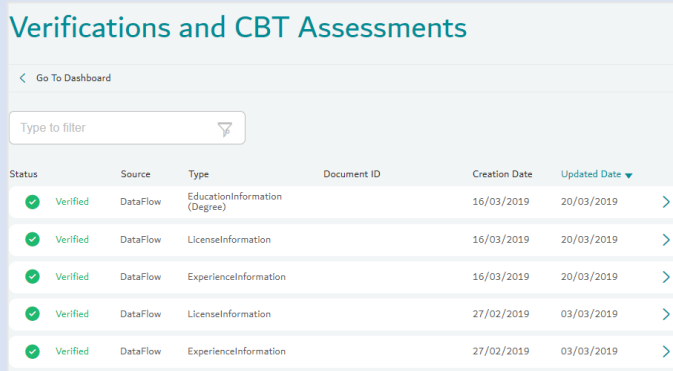
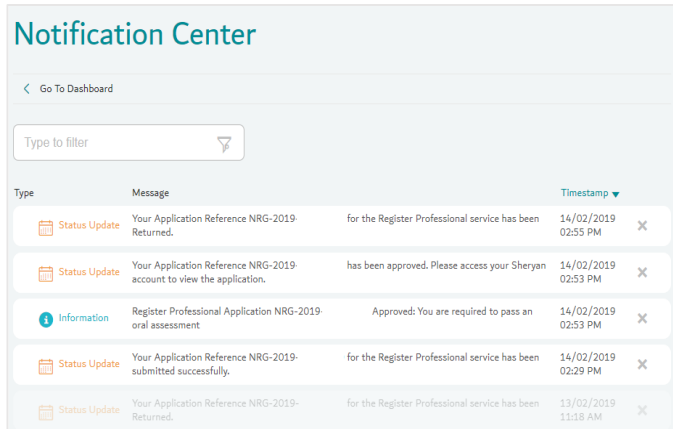
| Icon  | Action  |
|---|---|
| عربي /English   | Change Language Preference  |
|  | Accessibility (Text Resize, Contrast Switch, Read Speaker)  |
|  | Search  |
|  | The initials depend on the user’s first and last name. Click on the icon to view your unique ID, access your dashboard, applications,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

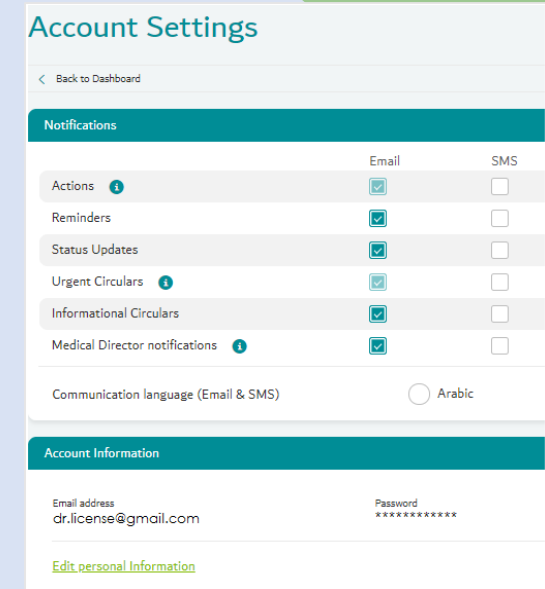
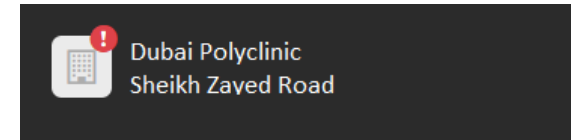


| Menu Screenshot   | Account Menu Options   | Screenshot   |
|---|--|--|
|  | Name and Unique ID - important when accessing third party services (Prometric, Dataflow) and license activation by a hiring facility.  | Note: The unique ID never changes and is only an identifier.                         |
|   | 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:<br>Active tab- will show a list of all applications that are either in draft, submitted, returned to you.<br>Closed tab- will show a list of all applications that are either approved, rejected or cancelled by the user. |  |





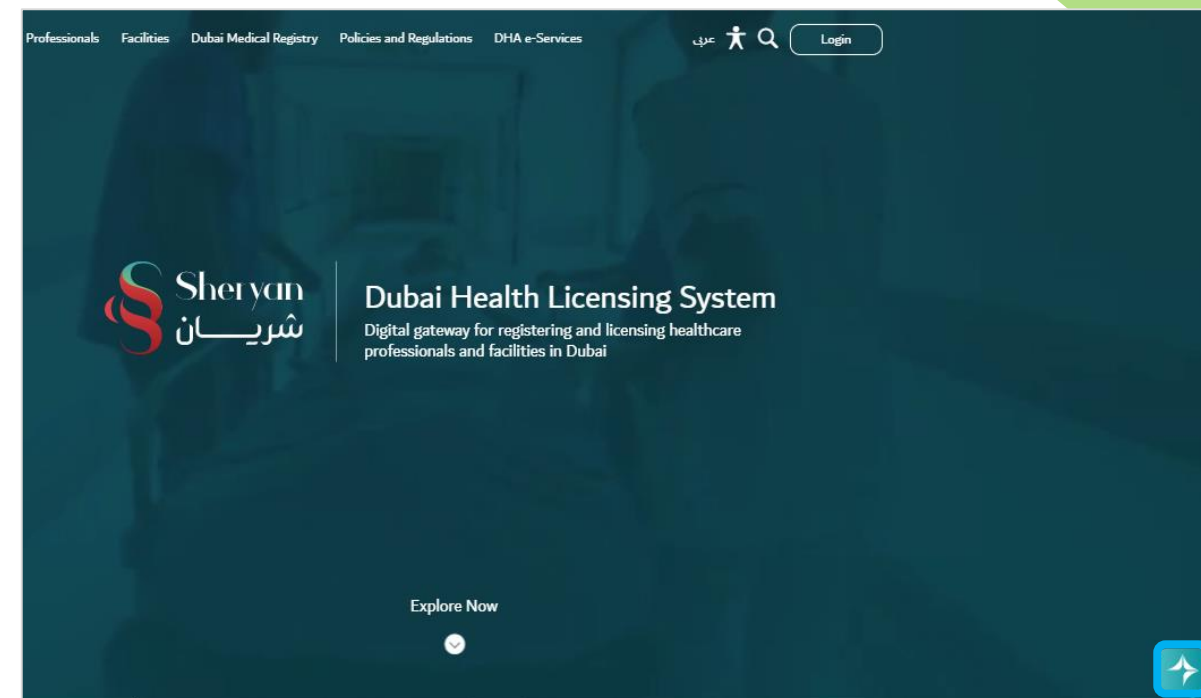
| Account Menu Options  | Screenshot  |
|---|---|
| <p>Verifications and CBT Assessments - list of all verified documents from Dataflow and assessment results from Prometric.</p> <p>This will be empty for users who are not registered healthcare professionals.</p> |   |
| <p>Notification Centre - (!) alerts represented by a red exclamation point beside your name's initials can be seen here.</p>  |  |

| 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>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>Logout - exit the account.</p>  |  |





DHA's virtual assistant, Latifa, is trained to answer your questions on Sheryan's healthcare licensing services for Professionals and Facilities. Interact with her by clicking the Ask Latifa icon the lower right hand corner of the [DHA website](#) or the [Sheryan Homepage](#).



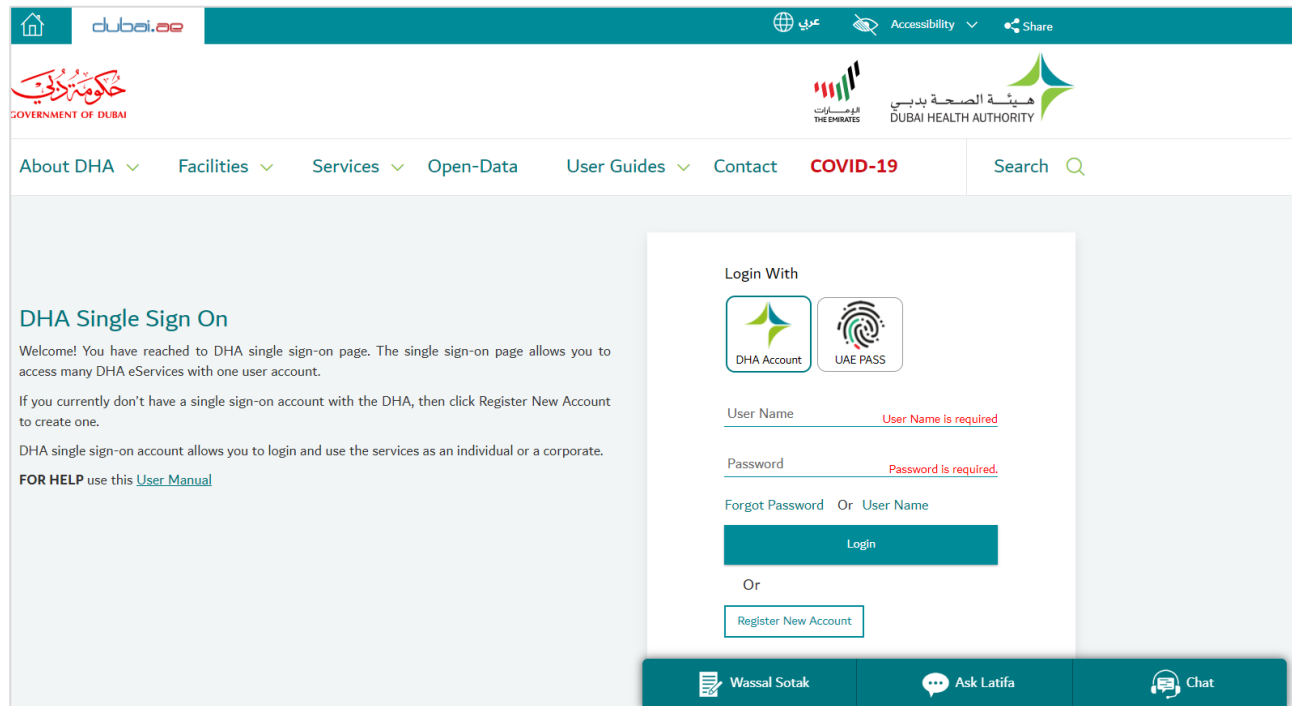
Good to Know: Latifa works through Artificial Intelligence and constantly learns as you ask her more questions.



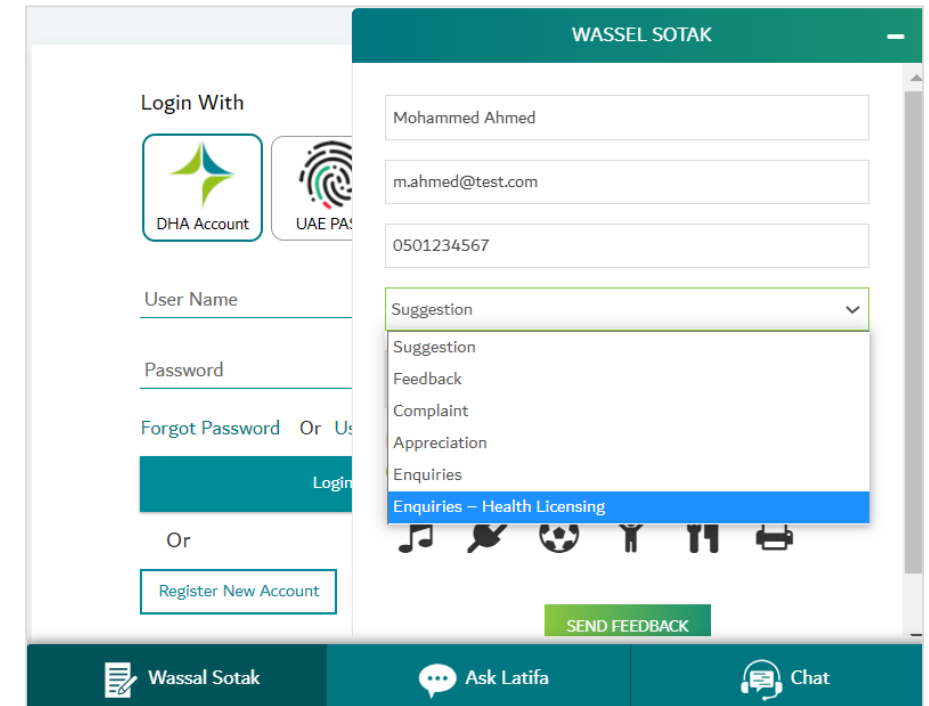
The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the [DHA website](#).

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

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



The screenshot shows the 'DHA Single Sign On' page. It features a header with the Dubai Government logo and navigation links. The main content area includes a 'Login With' section with 'DHA Account' and 'UAE PASS' options. Below this 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 'Or User Name', a 'Login' button, and a 'Register New Account' button. A footer bar contains icons for 'Wassel Sotak', 'Ask Latifa', and 'Chat'.



The screenshot shows the 'Wassel Sotak' mobile app interface. It features a 'Login With' section with 'DHA Account' and 'UAE PASS' options. Below this are input fields for 'User Name' and 'Password'. There are also links for 'Forgot Password' and 'Or User Name', a 'Login' button, and a 'Register New Account' button. A dropdown menu is open, showing a list of categories: 'Suggestion', 'Feedback', 'Complaint', 'Appreciation', 'Enquiries', and 'Enquiries – Health Licensing' (which is highlighted in blue). At the bottom, there is a 'SEND FEEDBACK' button and a footer bar with icons for 'Wassel Sotak', 'Ask Latifa', and 'Chat'.



## 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 'Frequently Asked Questions' page on the Sheryan website. The header includes the Sheryan logo and navigation links: Professionals, Facilities, Dubai Medical Registry, Policies and Regulations, DHA e-Services, and a Login button. A breadcrumb trail shows 'Home > FAQs'. The main heading is 'Frequently Asked Questions'. Below it is a search bar with the placeholder text 'What do you need help with?' and 'Search to Filter'. An example text below the search bar reads: 'E.g. "Can't login to Sheryan" or "Can I work in Dubai?" or "Error code"'. Two FAQ items are listed: 'New Healthcare Facility License' and 'Activate Facility License', each with a right-pointing arrow. The footer contains links for 'About DHA', 'Careers', 'FAQs' (which is highlighted with a blue box), and 'Sitemap'. It also includes 'Contact Us' and 'Employees E-Services'. A section states 'This site is best viewed in' followed by icons for Chrome, Edge, Firefox, and Safari. The 'SMART DUBAI' logo is also present. At the bottom, it says 'All Rights Reserved. Dubai Health Authority 2020' and provides links for 'Terms & Conditions' and 'Privacy Policy', along with social media icons for YouTube, Instagram, Facebook, and Twitter.



## Step 1: Accessing the Service

Logging to the account “Facility/Professional” to get access to the service. Click on ‘Sick Leave’ widget.

The screenshot displays the Sheryan Facility Dashboard for Hospital LLC. The dashboard includes a top navigation bar with links to Professionals, Facilities, Dubai Medical Registry, Policies and Regulations, and DHA e-Services. The main content area is divided into three widgets:

- Active Applications:** A list of application statuses: 2 Returned to you (highlighted in red), 11 Submitted, 0 Under Review, and 11 Drafts. A total of 31 applications is shown at the bottom.
- Facility License:** Shows a valid license for 6 Months, expiring on 17 March 2021. It also lists 24 specialties and an active license status.
- Sick Leave:** Displays 190 remaining sick leave days. It also shows 0 issued this month and 0 pending approval.

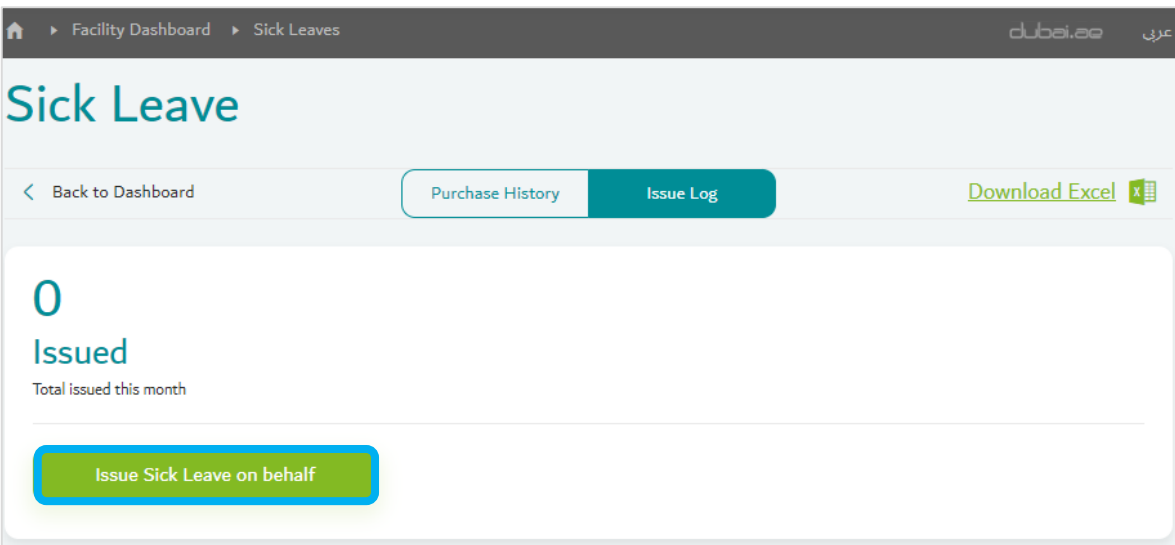


**Good to Know :** If the service access from facility account, the certificate will be issued on behalf of the professional.



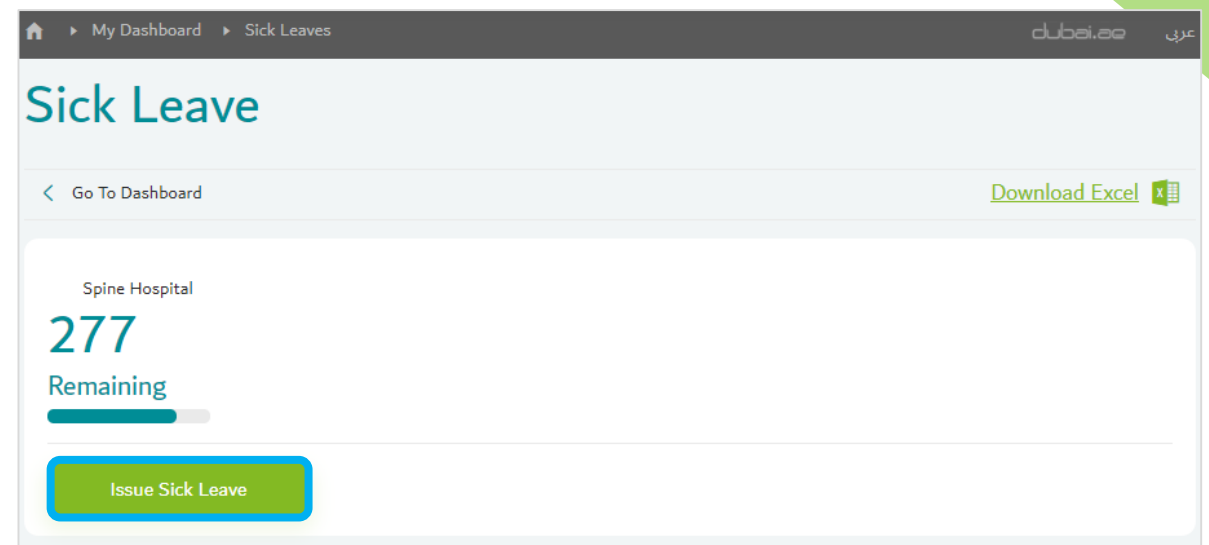
## Step 1: Accessing the Service

From facility account, click on 'Issue Sick Leave on behalf'



The screenshot shows the 'Sick Leave' page for a facility account. The breadcrumb trail is 'Facility Dashboard > Sick Leaves'. The page title is 'Sick Leave'. Below the title, there are two tabs: 'Purchase History' and 'Issue Log', with 'Issue Log' being the active tab. To the right of the tabs is a 'Download Excel' link with an Excel icon. The main content area displays '0 Issued' with the subtitle 'Total issued this month'. At the bottom, there is a green button labeled 'Issue Sick Leave on behalf'.

From professional account, click on 'Issue Sick Leave Certificate'



The screenshot shows the 'Sick Leave' page for a professional account. The breadcrumb trail is 'My Dashboard > Sick Leaves'. The page title is 'Sick Leave'. Below the title, there are two tabs: 'Purchase History' and 'Issue Log', with 'Issue Log' being the active tab. To the right of the tabs is a 'Download Excel' link with an Excel icon. The main content area displays '277 Remaining' with the subtitle 'Spine Hospital'. Below this, there is a green button labeled 'Issue Sick Leave'.



## Step 2: Filling up the Application Form

If access from facility account Select the professional unique ID in which the sick leave certificate will be issued on behalf & Fill up the form

If accessed from professional account, Select the facility in which the sick leave will be generated

The screenshot shows the 'Issue Sick Leave Certificate on Behalf of Professional' page. The breadcrumb trail is 'Professional Services > Issue Sick Leave Certificate'. The page title is 'Issue Sick Leave Certificate on Behalf of Professional'. Below the title is a teal bar with a dropdown arrow and the text 'Issue Sick Leave Certificate'. Underneath is a section titled 'Facility and Professional Information'. It contains a dropdown menu labeled 'Professional Name'. At the bottom left, there is a button labeled 'Terms & Conditions'.

The screenshot shows the 'Issue Sick Leave Certificate' page. The breadcrumb trail is 'Professional Services > Issue Sick Leave Certificate'. The page title is 'Issue Sick Leave Certificate'. Below the title is a teal bar with a dropdown arrow and the text 'Issue Sick Leave Certificate'. Underneath is a section titled 'Facility and Professional Information'. It contains a dropdown menu labeled 'Facility Name'. A dropdown menu is open, showing a 'Select' button and a list item 'Spine Hospital'. At the bottom left, there is a button labeled 'Terms & Conditions'.



**Good to Know :** If the professional has more than one licenses, all facilities in which the professional has license will be listed



## Step 2: Filling up the Application Form

Full up required information accurately in each section

### ▼ Issue Sick Leave Certificate

#### Facility and Professional Information

Facility Name

Orthopaedics And Spine Hospital ▼

Facility Category

General Hospital (>100)

Professional Unique ID

0022

Professional Category

Physician

Professional Specialty

General Surgery

Professional License Type

Full-time License FTL

Facility ID

00001

Professional Name

Neer

Professional Title

Specialist

Available Sick Leave Quantity

278

#### Patient Information

Patient Type

Select ▼

Select

Inpatient

Outpatient

Patient Residency Status

Select ▼

Patient Nationality

Select ▼

Patient Date of Birth

Patient Date of Birth



Patient Gender

Select ▼





## Step 2: Filling up the Application Form

If required, fill-up the information of Escort and confirm the step.

Home > Professional Services > Issue Sick Leave Certificate dubai.ae عربي

Is Escort Required?

☒ Yes ☐ No

Relationship

Select ▼

Escort English Name

Escort English Name


Escort Residency Status

Select ▼

Escort Nationality

Select ▼

Escort Date of Birth

Escort Date of Birth 

Escort Gender

Select ▼



## Step 3: Filling up the Application Form

Enter the 'ICD Code'

Professional Services

Issue Sick Leave Certificate

dubai.ae عربي

### Medical Information

Diagnosis

Search ICD Code

| ICD Name         | ICD Code |
|------------------|----------|
| Leave From       |          |
| 10/01/2021       |          |
| Requested Period |          |
| 3                |          |
| Leave To         |          |
| 12/01/2021       |          |

Please note, according to DHA Policy, the below applies:

1. A General Practitioner is not allowed to issue a sick leave for more than 5 days for normal diseases and more than 15 days for infectious diseases.
2. If a specialist issues a sick leave for more than 15 days, it will require a DHA Review which will take up to 5 working days.
3. If a consultant issues a sick leave for more than 30 days, it will require a DHA Review which will take up to 5 working days.



### Step 3: Filling up the Application Form

Search for the ICD code or type the diagnosis to search.

Click on the diagnosis, then click 'Add' to include under 'Selected ICDs'.  
Click 'Save'.

If a diagnosis/ICD code was selected by mistake, click 'Remove' then 'Save'.

The screenshot shows a web application for searching ICD codes. At the top, there is a text input field labeled 'ICD Code' containing the number '236', and a green 'Search' button. Below this, the interface is split into two main sections. The 'Results' section on the left contains a scrollable list of medical conditions: 'Tuberculous laryngitis, bacteriological or histo', 'Pulmonary infection due to Mycobacterium av', 'Skin ulcer due to Mycobacterium (A31.1)', 'Myocarditis, syphilitic (A52.06)', 'Herpes simplex infection of other site of male', 'Nonvenereal endemic syphilis (A65)', and 'Herpetic granuloma (B00.80)'. To the right of this list are two green buttons: 'Add' and 'Remove'. The 'Selected ICD's' section on the right contains a scrollable list with one item, 'Systemic infection (A41.9)', which is highlighted with a blue background. At the bottom of the form are two green buttons: 'Save' and 'Cancel'.

3. If a consultant issues a sick leave for more than 30



Good to know:

ICD based on International Classification of Disease,  
\*[Refer to the Issuance of Sick Leave Certificate](#) to get the ICD Codes



### Step 3: Filling up the Application Form

Select the date range for the sick leave and upload supporting documents, if necessary. Then click on 'Confirm'.

Professional Services

Issue Sick Leave Certificate

dubai.ae

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Requested Period

3

Leave To

12/01/2021

Supporting Documents (Optional)

report.pdf

Physician Remarks (Optional)

rest and do not carry heavy things

Please note, according to DHA Policy, the below applies:  
1. A General Practitioner is not allowed to issue a sick leave for more than 5 days for normal diseases and more than 15 days for infectious diseases.  
2. If a specialist issues a sick leave for more than 15 days, it will require a DHA Review which will take up to 5 working days.  
3. If a consultant issues a sick leave for more than 30 days, it will require a DHA Review which will take up to 5 working days.

This field does not accept special characters like \* & ^ < % , etc.

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

Confirm



Good to know:

Review the Sick Leave Policy for maximum duration Sick Leave Certificate per professional category.



## Step 3: Filling up the Application Form

If sick leave is issued for more than 15 days, a medical report must be filled and uploaded in the 'Supporting Documents' application.

Physician could add remarks, if required. This will appear in the certificate.

The screenshot shows the 'Issue Sick Leave Certificate' form on the DHA portal. The form is titled 'Professional Services > Issue Sick Leave Certificate' and includes the following fields and instructions:

- Requested Period:** A text input field containing the value '30'.
- Leave To:** A date input field containing '08/02/2021' with a calendar icon.
- Medical Report:** A section with a link labeled 'Download Medical Report'.
- Supporting Documents:** A section showing a file named 'report.pdf' with a trash icon for deletion.
- Physician Remarks (Optional):** A large text area containing the text 'rest and do not carry heavy things'.

Instructions on the right side of the form:

- Please note, according to DHA Policy, the below applies:
  - 1. A General Practitioner is not allowed to issue a sick leave for more than 5 days for normal diseases and more than 15 days for infectious diseases.
  - 2. If a specialist issues a sick leave for more than 15 days, it will require a DHA Review which will take up to 5 working days.
  - 3. If a consultant issues a sick leave for more than 30 days, it will require a DHA Review which will take up to 5 working days.
- A Medical Report should be uploaded along with your application.
- This field does not accept special characters like \* & ^ < % , etc.



## Step 2: Filling up the Application Form

Fill up patient details (details will appear in the out put of the sick leave certificate)

Patient Employer Type

Private

Select

Government

Not Applicable

Private

Medical Information

Patient Employer Name

Select

Select

Awqaf and Minors Affairs Foundation

Board of Economic Development

Department of Civil Aviation

Medical Information



Review the terms & conditions then  
click 'Confirm'.

### ▼ 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 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 Dubai Health Authority reserves the right to reject any application in which the applicant has failed background check procedures. The applicant is not entitled to be provided the reason of rejection by the Dubai Health Authority.
- You hereby acknowledge and accept that the issuance of sick leaves from the incorrect facility, forfeits all eligibility for a refund.
- You hereby acknowledge and accept that the professional assumes all liability in ensuring the correctness of the information filled in the sick leave certificate.



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

### Issue Sick Leave Certificate

- ▶ Issue Sick Leave Certificate Complete ✓
- ▶ Terms & Conditions Complete ✓

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

[Review Form](#)

[Go Back](#)

Click on 'Review Form' to review the whole form, then submit

[Home](#) > [Professional Services](#) > [Issue Sick Leave Certificate](#) dubai.ae عربي

### Issue Sick Leave Form

✓

Application Name: [Issue Sick Leave Certificate](#)

Submission Time: 09:29

Submission Date: 10-11-2020

Application Status: [Submitted](#)

Application Reference Number: [ISL-2020-00000075](#)


[View your application](#)






View Sick Leave Certificate

Click on 'View you application'

 Professional Services Issue Sick Leave Certificate

dubai.ae عربي


## Issue Sick Leave Form

 Application Name: Issue Sick Leave Certificate  
Submission Time: 09:29  
Submission Date: 10-11-2020  
Application Status: Submitted  
Application Reference Number: ISL-2020-00000075

[View your application](#)



Scroll down till the end of the page

 > My Applications > Issue Sick Leave Certificate dubai.ae عربي

### Issue Sick Leave Certificate

Service Name: Issue Sick Leave Certificate

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Applied On : 10/11/2020  
Reference Number: ISL-2020-00000075

✓ Issued on 10/11/2020

#### Facility and Professional Information

|  |  |
|--|--|
| Facility Name<br>Orthopaedics And Spine Hospital | Facility Category<br>General Hospital (>100) |
| Facility ID<br>000019                            | Professional Unique ID<br>00221              |

Click on 'View Sick Leave'

#### Audit Trail

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

● Issued  
10/11/2020


View Sick Leave




## Sample Sick Leave Certificate

The certificate is issued electronically. This means 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.



GOVERNMENT OF DUBAI



هيئة الصحة بدبي  
DUBAI HEALTH AUTHORITY

**Sick Leave Certificate**  
**شهادة إجازة مرضية**

Date: 10-11-2020 تاريخ:

| Patient Information             |                |                                   |
|---------------------------------|----------------|-----------------------------------|
| Patient Name                    | 21365469878697 | اسم المريض                        |
| Patient File No.                | 21365469878697 | رقم ملف المريض                    |
| Visit Type                      | Inpatient      | نوع الزيارة                       |
| Date of Admission               | 18-11-2020     | تاريخ الدخول                      |
| Date of Discharge               | 20-11-2020     | تاريخ الخروج                      |
| Patient Passport No/Emirates ID | N/A / 784 586  | رقم بطاقة الهوية / رقم جواز السفر |
| Employer                        | Not Applicable | جهة العمل                         |
| Employer Name                   | N/A            | إسم جهة العمل                     |

| Sick Leave Information |                                    |                          |
|------------------------|------------------------------------|--------------------------|
| Diagnosis - ICD Code   | Systemic infection (A41.9) (A41.9) | اسم ورقم التشخيص         |
| Sick Leave From, To    | 18-11-2020, 11-11-2020             | الإجازة المرضية من , إلى |
| Sick Leave Period      | 3                                  | مدة الإجازة المرضية      |
| Physician Remarks      | rest & relax                       | ملاحظات الطبيب           |

| Physician Information |                                 |             |
|-----------------------|---------------------------------|-------------|
| Physician Name        | Neeraj Dhamija                  | اسم الطبيب  |
| Physician Title       | Specialist-General Surgery      | تخصص الطبيب |
| Facility Name         | Orthopaedics And Spine Hospital | اسم المنشأة |

|                     |  |              |
|---------------------|--|--------------|
| Physician Signature |  | توقيع الطبيب |
| Physician Stamp     |  | ختم الطبيب   |

Remarks:

- This certificate is electronically issued and does not require a DHA stamp or attending DHA for manual attestation.  
- For the purpose of verification of this certificate, please visit DHA Website: <https://services.dha.gov.ae/sheryan/wpa/portal/home/services-professional/online-verification> and enter the Security code & Certificate No. mentioned below.

ملاحظات:  
- يتم إصدار هذه الشهادة إلكترونياً ولا تتطلب ختم الهيئة أو حضور الطبيب لإصدارها.  
- لغرض التحقق من هذه الشهادة، يرجى زيارة موقع هيئة الصحة بدبي: <https://services.dha.gov.ae/sheryan/wpa/portal/home/services-professional/online-verification> وإدخال رمز و رقم الشهادة المذكورين أدناه.

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