



Sheryan
شریان

Raise License Cancellation Issue



User Guide

Last Updated October/2020







Information

-  Accessing your DHA E-Services Account
-  Sheryan Account Management
-  Ask Latifa / Health Licensing Support
-  Frequently Asked Questions

-  How to Check Application Status
-  How to Re-submit Applications

Steps

-  Accessing the Service
-  Fill-up Form
-  Terms & Conditions
-  Review/Submit Application



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

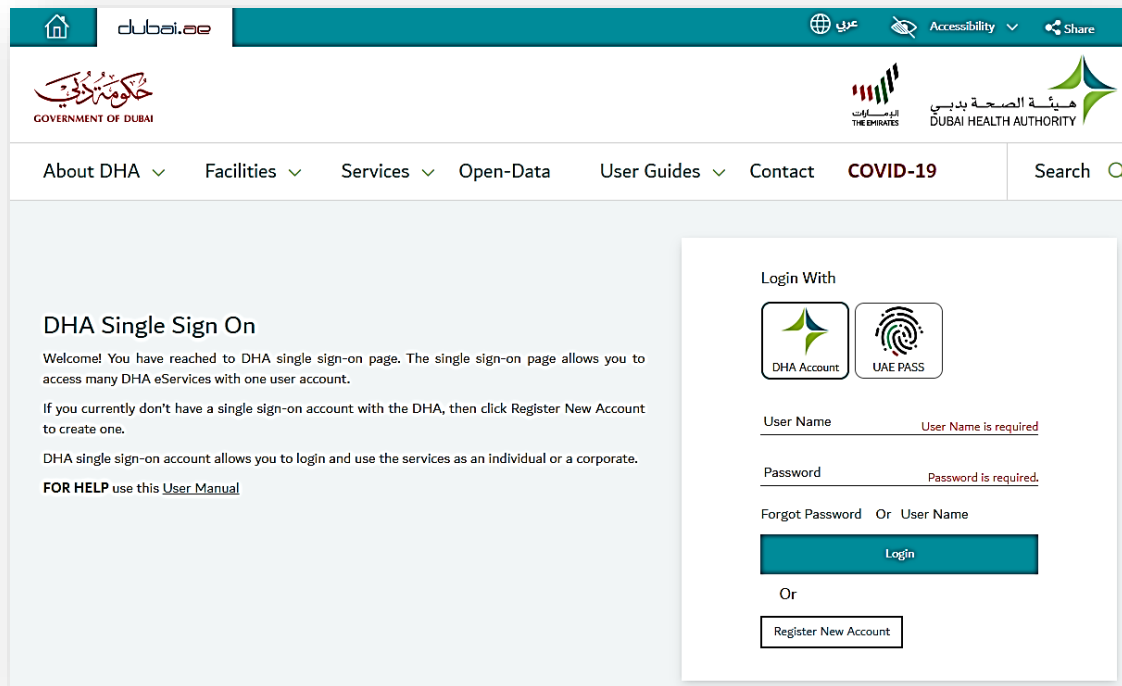


DHA E-service Account Access

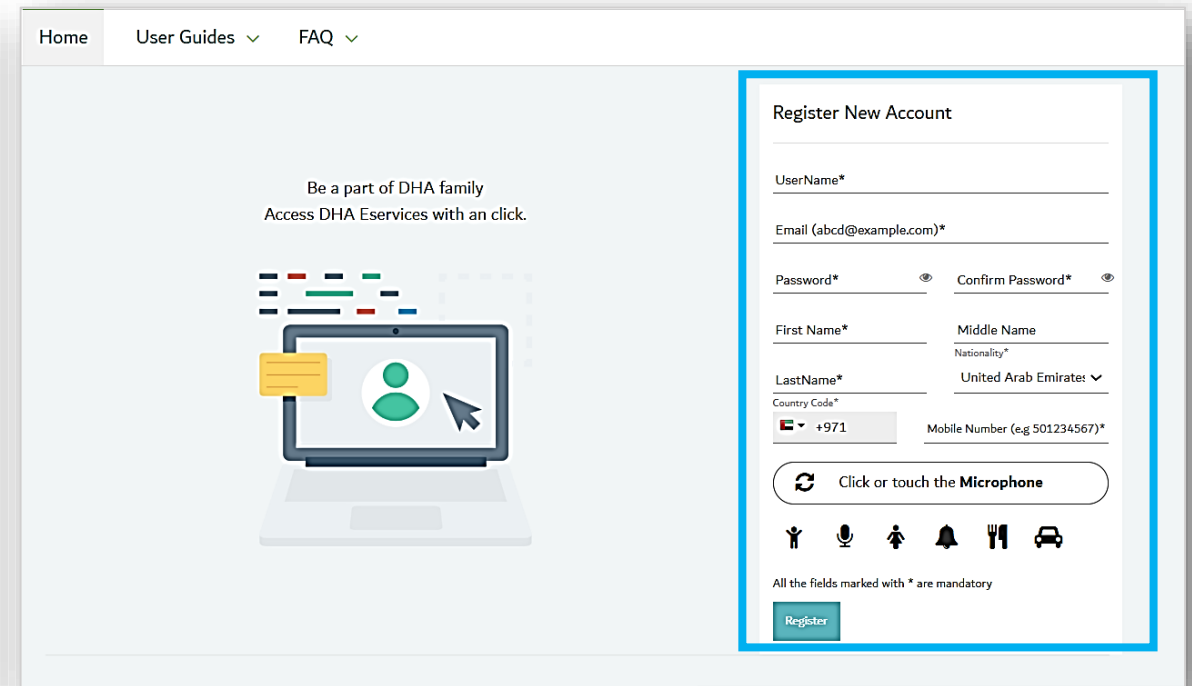
Follow the steps below to sign-up or login on the DHA Sheryan account.
Visit the [website](#) and click on the Login icon to access the DHA Sheryan [portal](#).

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 contains 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'. 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.



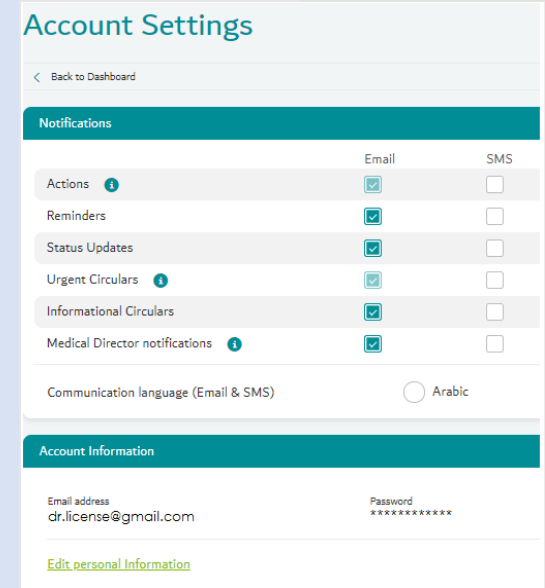
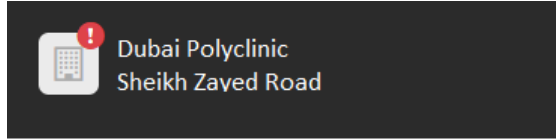
Sheryan Account Management

Menu Screenshot	Account Menu Options	Screenshot
<div><div>ABDULLAH MOHAMMED</div><div>DHA ID: 00123456</div><div><div>My Dashboard</div><div>My Applications</div><div>Verifications and CBT Assessments</div><div>Notification Centre</div><div>Settings</div></div><div><div><div><div></div><div>!</div></div><div>Dubai Polyclinic</div><div>Sheikh Zayed Road</div></div></div></div>	<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>	<div><div><div>My Dashboard</div><div><div>Edit Dashboard</div><div><div>Active Applications</div><div>Verify Master PQR</div><div>Submitted</div><div>Reference Number:</div><div>Estimated time:</div><div>Instant*</div></div></div></div><div><div>License and Registration</div><div>You will be able to track your license and registration information once you become a registered professional</div></div><div><div>Sick Leave</div><div>You will be able to track your sick leave certificates once you become a licensed medical professional</div></div></div>
	<p>My Applications - comprehensive view of applications. There are 2 tabs on the screen:</p> <p>Active tab- will show a list of all applications that are either in draft, submitted, returned to you.</p> <p>Closed tab- will show a list of all applications that are either approved, rejected or cancelled by the user.</p>	<div><div><div>My Applications</div><div><div>Go To Dashboard</div><div>Active</div><div>Closed</div><div>Download Excel</div></div><div><div>Type to filter</div><div></div></div><div><div><div>Status</div><div>Application Name</div><div>Reference No</div><div>Submitted For</div><div>Cost (AED)</div><div>Submitted On</div></div><div><div><div>Draft</div><div>02/08/2020</div></div><div>Amend Facility License</div><div>AFL-2020-00003432</div><div>Dubai Polyclinic</div><div>--</div><div>--</div></div></div></div></div>



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>	<div><h3>Verifications and CBT Assessments</h3><div>Go To Dashboard</div><div><input type="text" value="Type to filter"/></div><table><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></div> <div><h3>Notification Center</h3><div>Go To Dashboard</div><div><input type="text" value="Type to filter"/></div><table><thead><tr><th>Type</th><th>Message</th><th>Timestamp</th></tr></thead><tbody><tr><td>Status Update</td><td>Your Application Reference NRG-2019-Returned. for the Register Professional service has been</td><td>14/02/2019 02:55 PM</td></tr><tr><td>Status Update</td><td>Your Application Reference NRG-2019- account to view the application. has been approved. Please access your Sheryan</td><td>14/02/2019 02:53 PM</td></tr><tr><td>Information</td><td>Register Professional Application NRG-2019- oral assessment Approved: You are required to pass an</td><td>14/02/2019 02:53 PM</td></tr><tr><td>Status Update</td><td>Your Application Reference NRG-2019- submitted successfully. for the Register Professional service has been</td><td>14/02/2019 02:29 PM</td></tr><tr><td>Status Update</td><td>Your Application Reference NRG-2019-Returned. for the Register Professional service has been</td><td>13/02/2019 11:18 AM</td></tr></tbody></table></div>	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	Type	Message	Timestamp	Status Update	Your Application Reference NRG-2019-Returned. for the Register Professional service has been	14/02/2019 02:55 PM	Status Update	Your Application Reference NRG-2019- account to view the application. has been approved. Please access your Sheryan	14/02/2019 02:53 PM	Information	Register Professional Application NRG-2019- oral assessment Approved: You are required to pass an	14/02/2019 02:53 PM	Status Update	Your Application Reference NRG-2019- submitted successfully. for the Register Professional service has been	14/02/2019 02:29 PM	Status Update	Your Application Reference NRG-2019-Returned. for the Register Professional service has been	13/02/2019 11:18 AM
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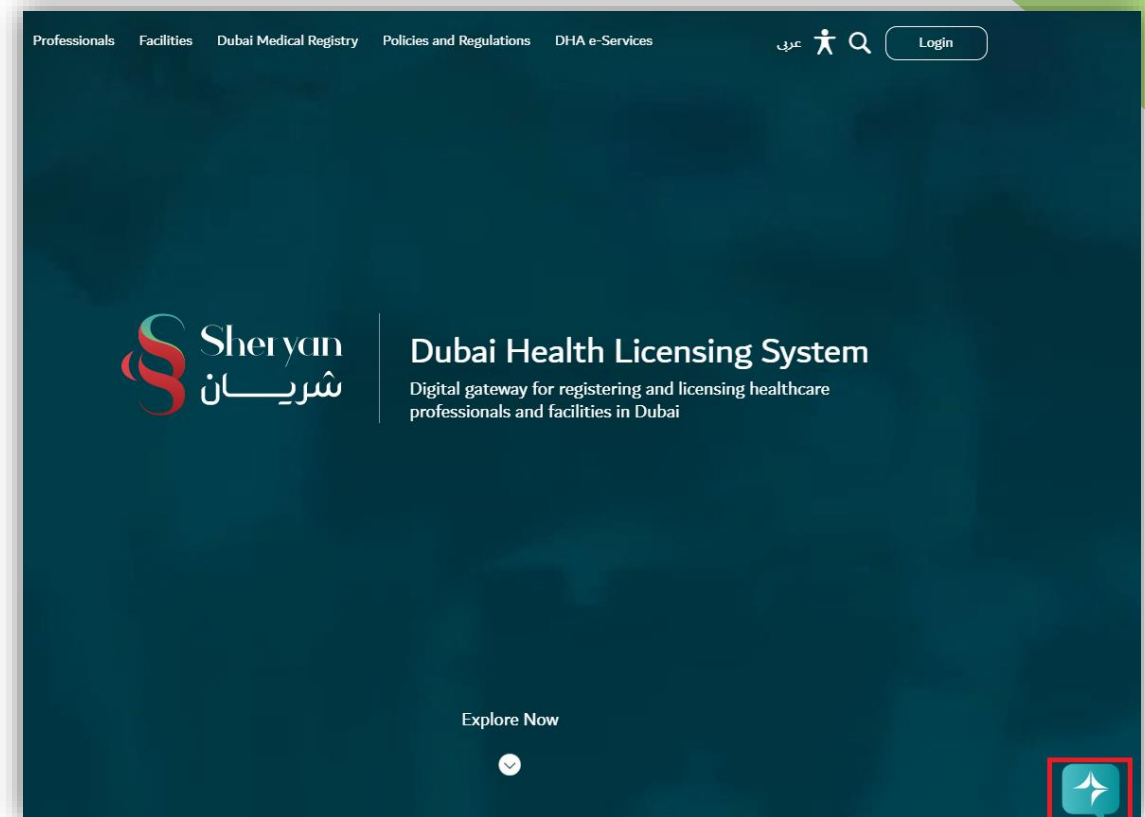
Account Menu Options	Screenshot
Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.	 <p>The screenshot shows the 'Account Settings' page. It features a 'Back to Dashboard' link, a 'Notifications' section with checkboxes for Email and SMS, and an 'Account Information' section with fields for Email address and Password. There is also 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.

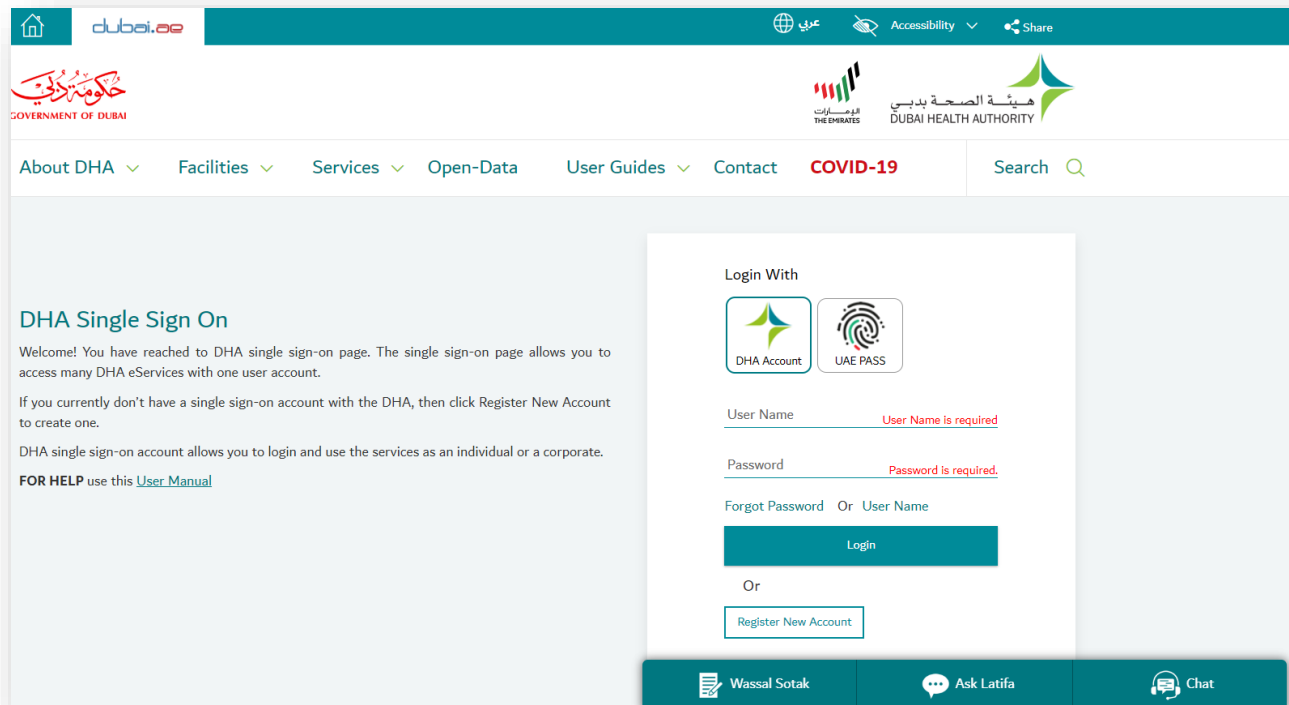


Health Licensing Support

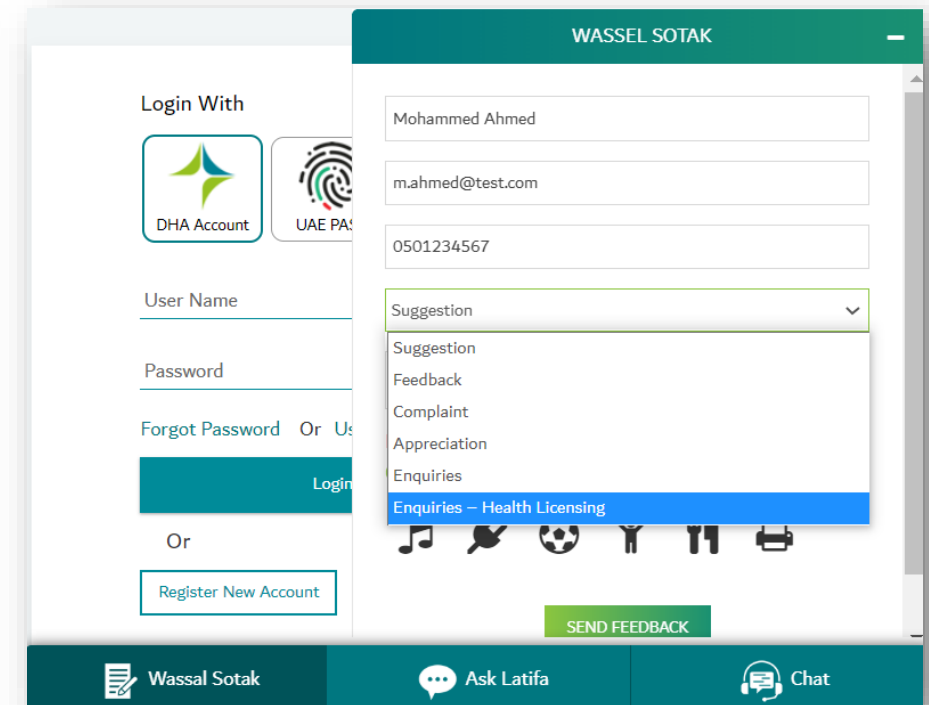
The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the [DHA website](#).

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, 'dubai.ae', and navigation links like 'About DHA', 'Facilities', 'Services', 'Open-Data', 'User Guides', 'Contact', and 'COVID-19'. The main content area has 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 links for 'Forgot Password' and 'User Name', a 'Login' button, and a 'Register New Account' button. The footer contains 'Wassel Sotak', 'Ask Latifa', and 'Chat' icons.



The screenshot shows the 'Wassel Sotak' login form. It has a 'Login With' section with 'DHA Account' and 'UAE PASS' options. Below this are input fields for 'User Name' and 'Password'. There are links for 'Forgot Password' and 'User Name', a 'Login' button, and a 'Register New Account' button. A dropdown menu is open, showing options: 'Suggestion', 'Feedback', 'Complaint', 'Appreciation', 'Enquiries', and 'Enquiries – Health Licensing' (which is highlighted). The footer contains 'Wassel Sotak', 'Ask Latifa', and 'Chat' icons.



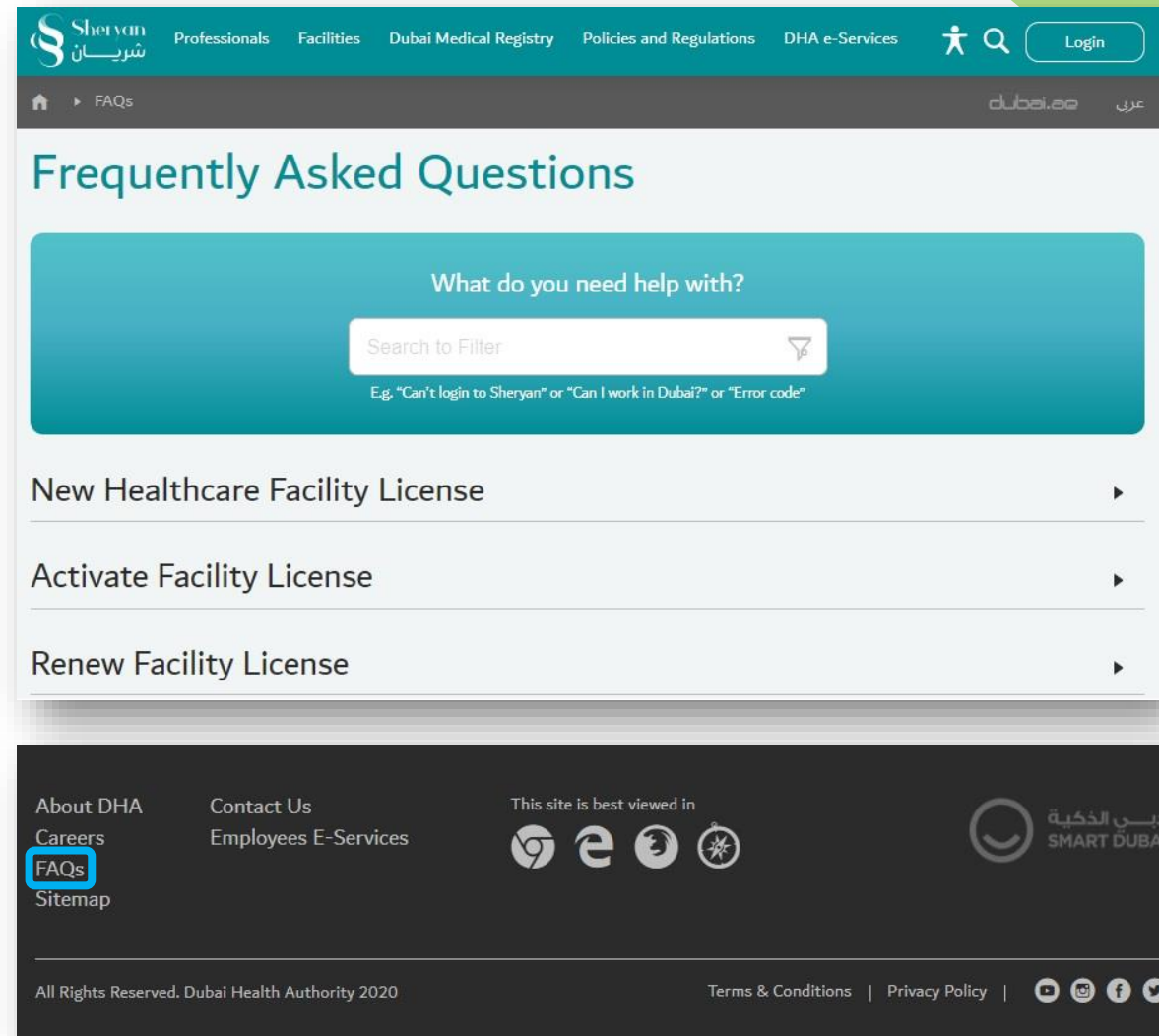
Good to Know: For 24/7 support, call 800-342 or click on the 'Chat' icon in the lower right hand corner of the DHA website.



Frequently Asked Questions

An efficient way to gather information is to check the [Frequently Asked Questions/FAQ page](#).

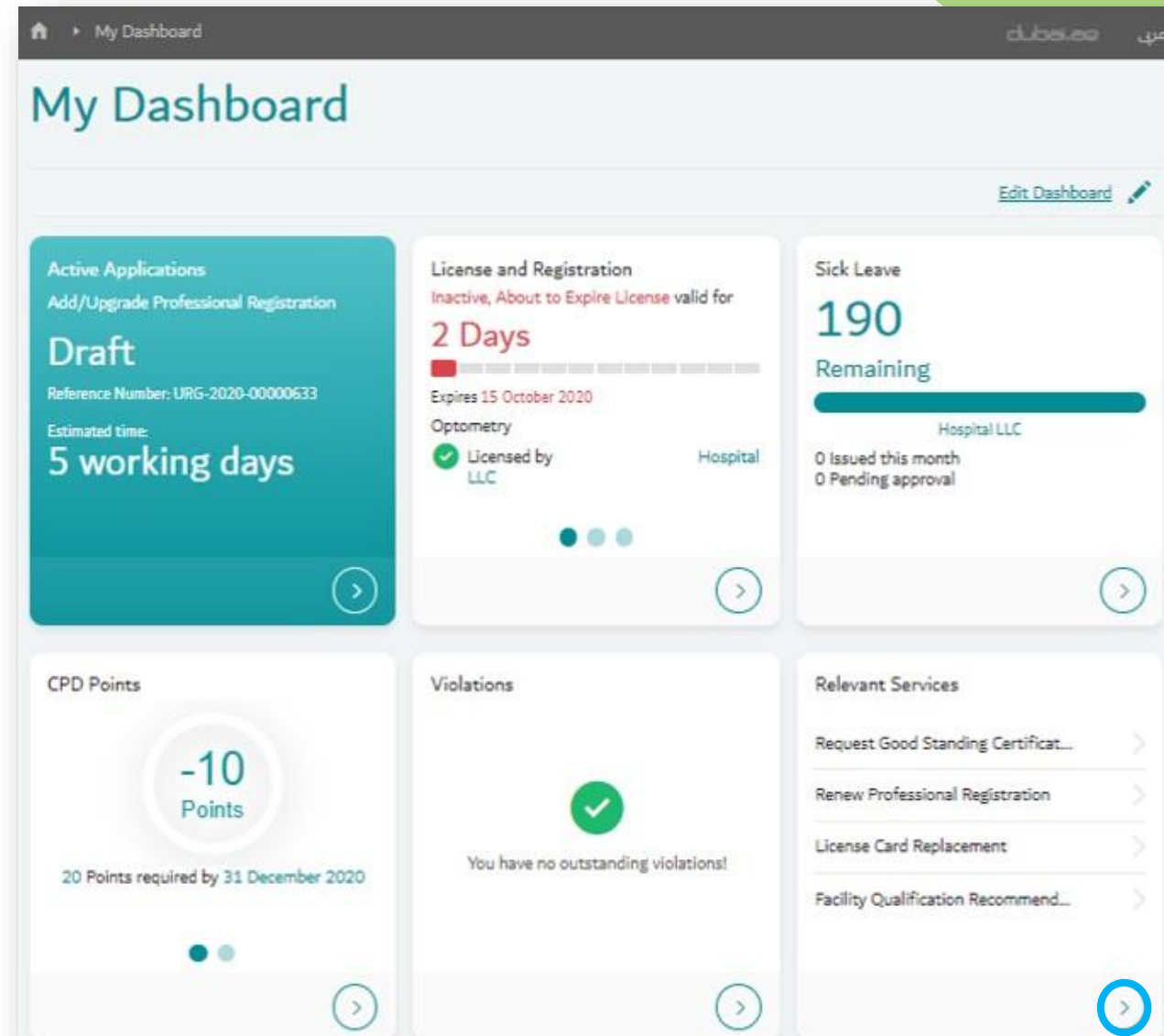
The link can be found at the bottom of the HRS web page.



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



Step 1: Accessing the Service

Scroll down till 'Licensed Professionals' section,
Click on 'Raise License Cancellation Issue'.

Click on 'Raise Issues'

Licensed Professionals

- [Issue Sick Leave Certificate](#) >
- [Request Good Standing Certificate](#) >
- [License Card Replacement](#) >
- [Update CPD Points](#) >
- [Raise License Cancellation Issues](#) >

Service Steps

- Fill and submit online application form
- DHA review and action

Service Channel

- Sheryan portal

Related Services

- [Cancel Professional License](#)

Approximate Cost

Free

[Raise Issues](#)



Step 2: Filling up the Application Form

▼ Raise License Cancellation Issues

Please fill in this section

Professional Information

Professional DHA Unique ID

Professional Name

DIVYA .

Select Facility Name

Professional License Information

Facility Name

Professional License Type

Full-time License

Category

Nurse and Midwife

Title

Registered Nurse

Specialty

Nursing

Professional License Expiry Date

26/04/2021

Separation Date

Separation Date

Raise Conflict Reason

Facility refusing to cancel license

Supporting Documents

Supporting Documents

Comments

Comments

If you are no longer the part of the facility, please enter the date of your last day.

In case of a Full-time license, please provide one of the below:
1. Confirmation of employment visa or labor card cancellation
2. New employment visa under new registered health facility
3. Temporary permission to work in another health facility issued by Ministry of Human Resources and Emiratization (formerly known as Ministry of Labor). Please note that multiple documents can be uploaded.

Please describe the reason of your conflict.

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

Confirm

Select the facility in which the license will be canceled

Under 'separation date' insert resignation date

Please read instruction in the right side about supporting documents



Step 4: Terms & Conditions

Please read and agree to the terms & conditions, then confirm

▼ 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 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 full liability for professionals abiding to all the Dubai Health Authority regulations and policies.
- 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 the Dubai Health Authority will act solely as a mediator between the professional and facility. The Dubai Health Authority accepts no responsibility and makes no guarantees of any positive outcomes. The Dubai Health Authority will remain unbiased between the two parties.



I agree to the terms and conditions

Confirm



Step 5: Review & Submit the Application

► Raise License Cancellation Issues

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](#)

Make sure that all section turn to green & click on review form

Review the whole form, make sure all details correct, then submit.

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 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 full liability for professionals abiding to all the Dubai Health Authority regulations and policies.
- 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 the Dubai Health Authority will act solely as a mediator between the professional and facility. The Dubai Health Authority accepts no responsibility and makes no guarantees of any positive outcomes. The Dubai Health Authority will remain unbiased between the two parties.

☒ I agree to the terms and conditions

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.

Submit

[Go Back](#)

[Withdraw Application](#)



Any adjustment required before submit the application, click on (Go Back)



ADDITIONAL INFORMATION

Application Status
Resubmit Returned Application



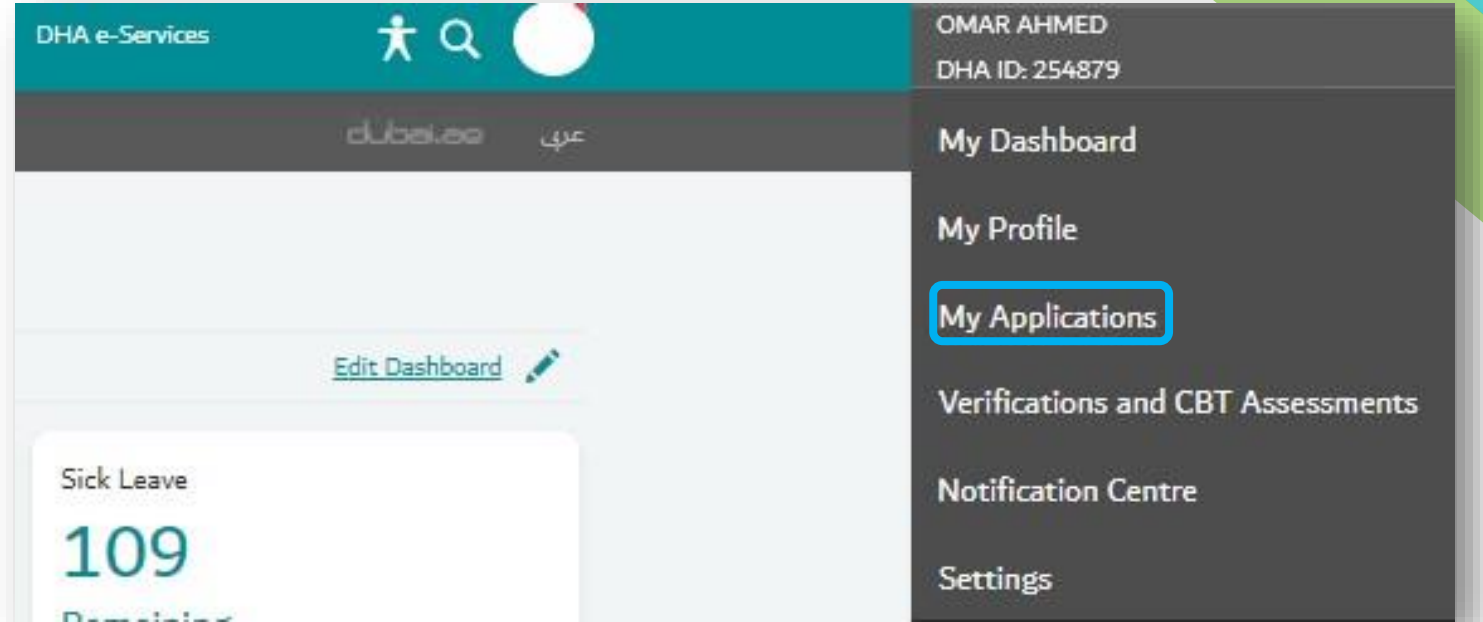
How to Check Application Status

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 Application

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



The screenshot shows the DHA e-Services dashboard. The top header includes the DHA logo, a search icon, and a user profile for OMAR AHMED with 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' card with the number 109 and an 'Edit Dashboard' link. Below this, there is a tabbed interface with 'Active' and 'Closed' tabs. The 'Active' tab is selected, and a table of applications is displayed. 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 'Rasie Conflict', Reference No 'RCN-2020-0000322', Submitted For '--', Cost (AED) blank, and Submitted On '27/07/2020'.

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On
Returned 29/07/2020	Rasie Conflict	RCN-2020-0000322	--		27/07/2020

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

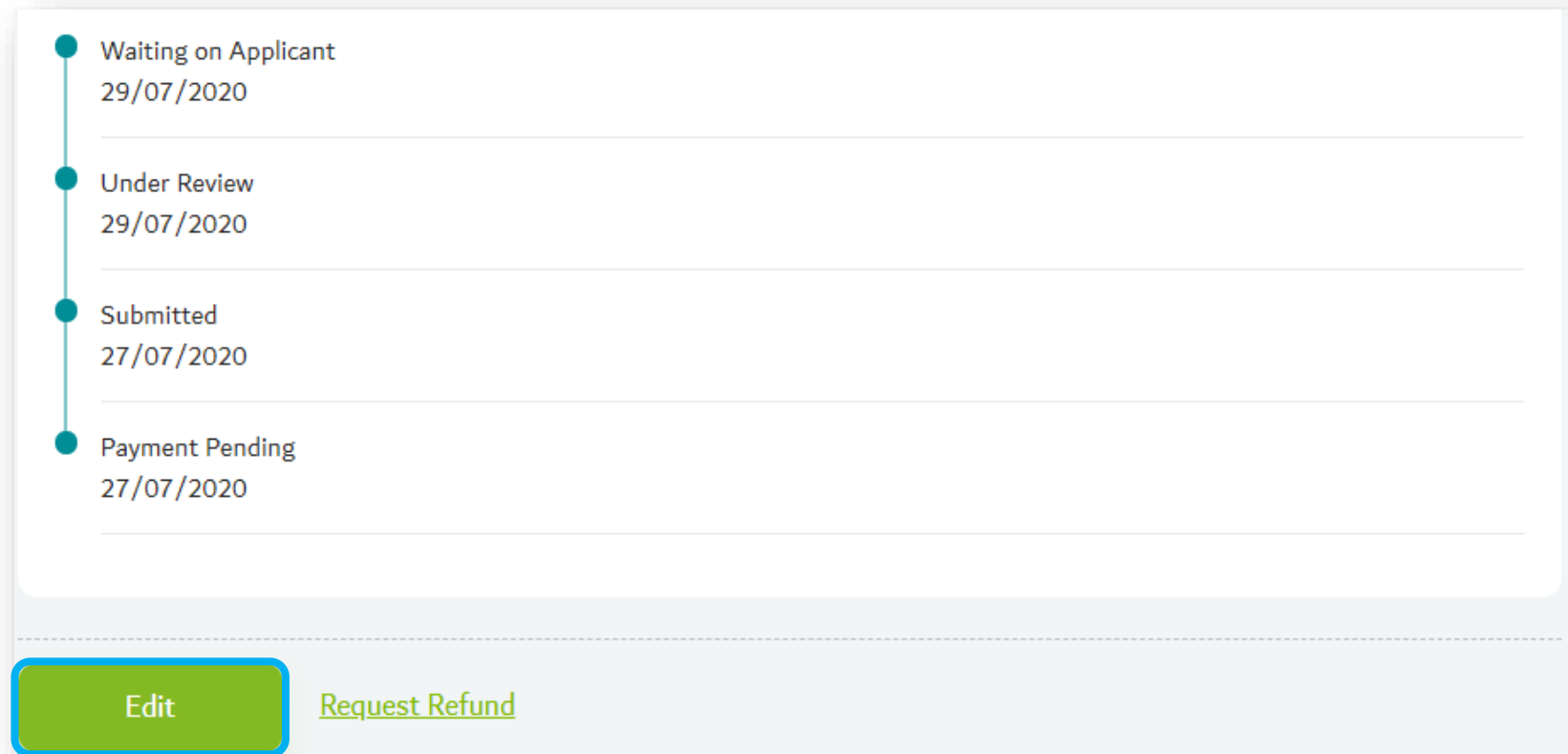
Note:

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 Application

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



The image shows a screenshot of an application status interface. It features a vertical timeline on the left with four status points, each marked with a teal dot. The status points are: 'Waiting on Applicant' (29/07/2020), 'Under Review' (29/07/2020), 'Submitted' (27/07/2020), and 'Payment Pending' (27/07/2020). To the right of the timeline is a large, empty rectangular area. At the bottom of the interface, there are two buttons: a green 'Edit' button and a light blue 'Request Refund' 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 Application

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.

► Raise License Cancellation Issues

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	Raise Conflict	RCN-2020-0000322		00.00	27/07/2020 >



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

