# Renew Professional License

User Guide

Last Updated January/2021

# Guide Overview

## 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
- How to Download the Document

## Steps

- Accessing the Service
- Fill-up Form
- Review& Submit Form
- Sample of eLicense
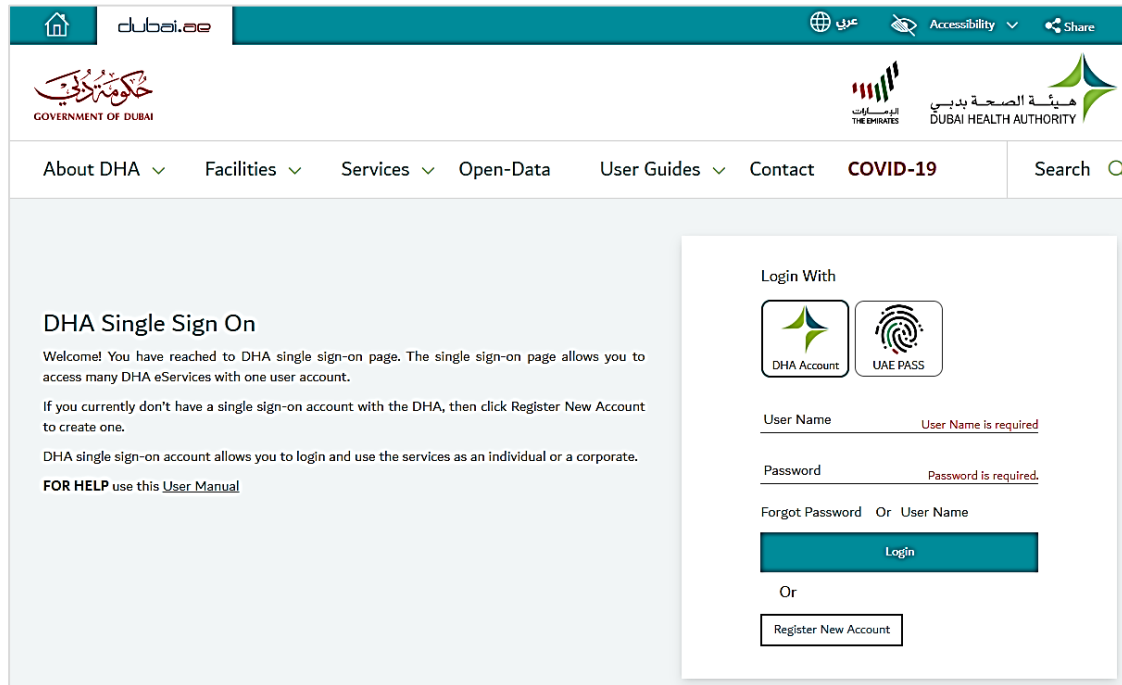
**Follow the steps below to sign-up or login on the DHA Sheryan account.**
**Visit the website and click on the Login icon to access the DHA Sheryan portal.**

**Login**: Existing users can enter their username and password on this page.
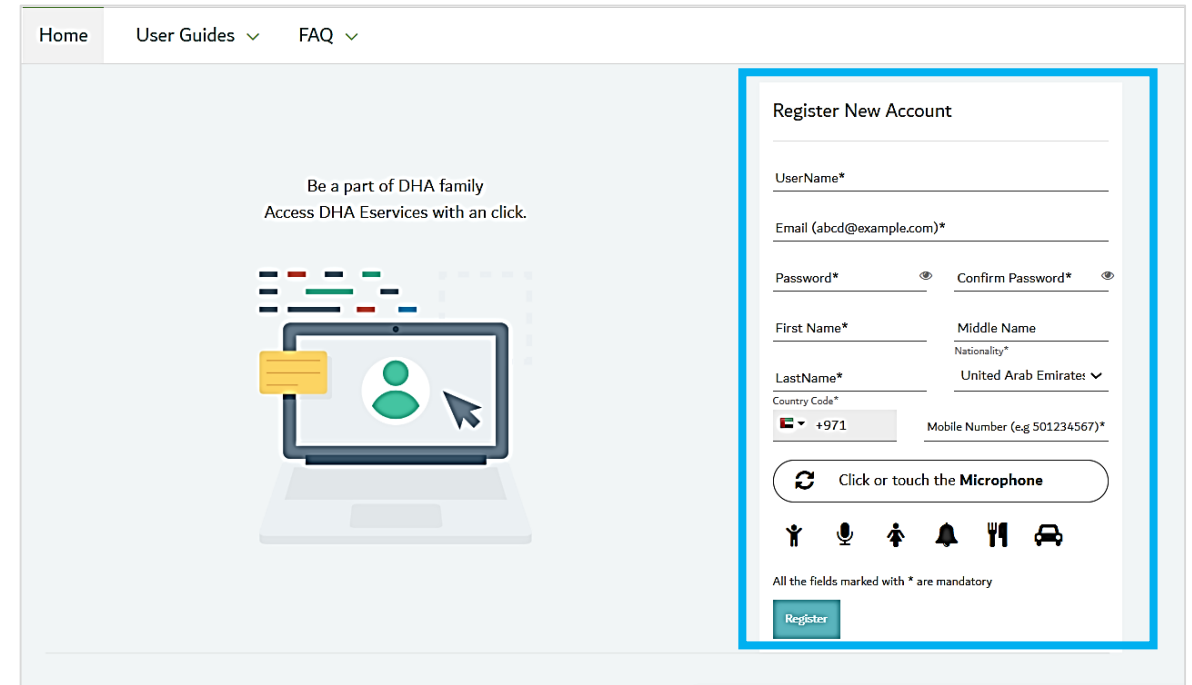
Registration: New users must create an account. Click the 'Register With Us' button to create a new username & password.

**Set Preference**

- After login, a prompt to set preference for 'Individual Home' or 'Corporate Home' will appear.

- Access to all the services provided by Dubai Health Authority will be on the next page

For Individual     For Corporate ⌄     Application Enquiry

DHA Service Start Page

Are you an individual who want to use DHA Services for personal use?

From DHA Individual Home Page you will be able to access broad range of service like Registering yourself as a new Health Professional, Renewing your license etc.

Individual Home

○ set as default page

Are you a corporate owner or employee who want to use DHA Services for your corporate?

From DHA Corporate Home Page you will be able to access broad range of service like Registering a new Health Facility, Renewing the facility, adding partner etc.

Corporate Home

○ set as default page

Good to Know:

DHA E-service account is managed by IT Department. For assistance, call 800-342.

Once an email is registered for an account, it cannot be used for another account.

Each user must have one account. Do not create multiple accounts.

**Click on the Health Licensing Service icon to access the DHA Sheryan Portal**

| For Individual | For Corporate ∨ | Application Enquiry |
|---|---|---|

⌂ Corporate Home Page

| Individual | Corporate |

Select the service that you would like to use
Select Corporate

prime hospital ∨

| S Health Licensing Service<br>User Guide | Submit Event Management<br>User Guide | Statistics Service | Infectious Diseases Notification Service |

## Good to Know:

Sheryan is an application within your DHA E-service account.

Users who can access facility dashboard are categorized as Privileged or Limited Access user.

Users must keep their log-in details confidential to avoid unauthorized access.
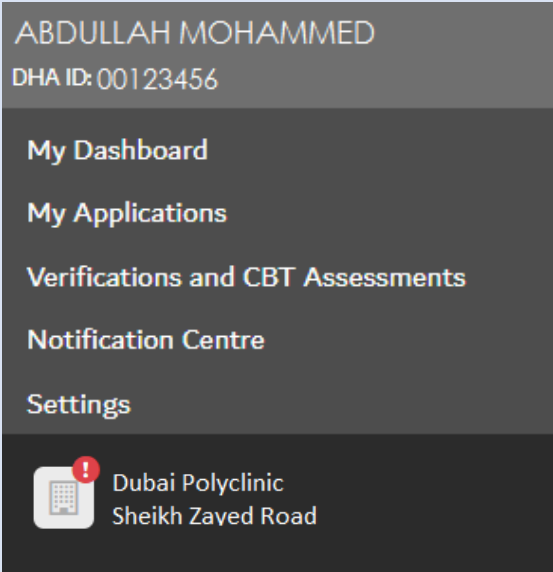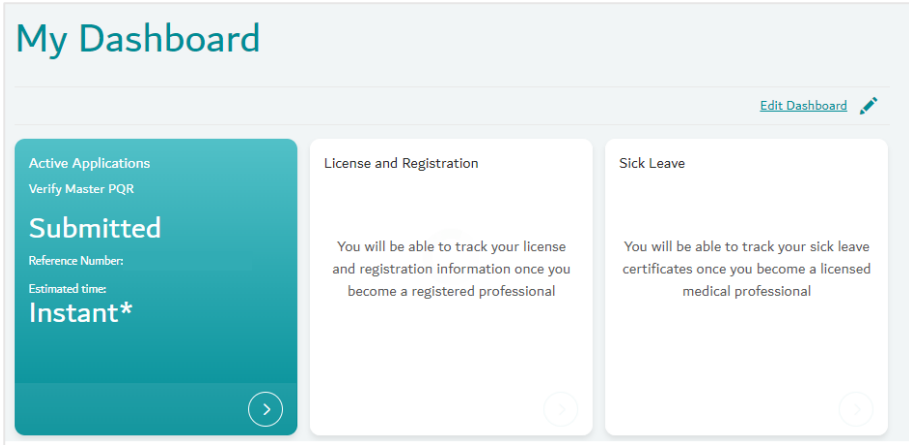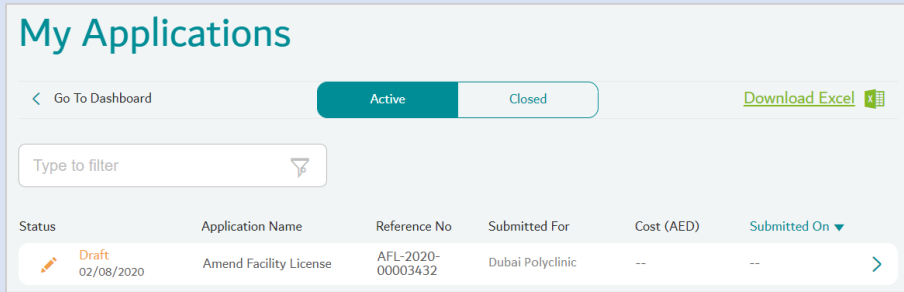
**Before proceeding to the licensing services, users must be familiar with account management.**
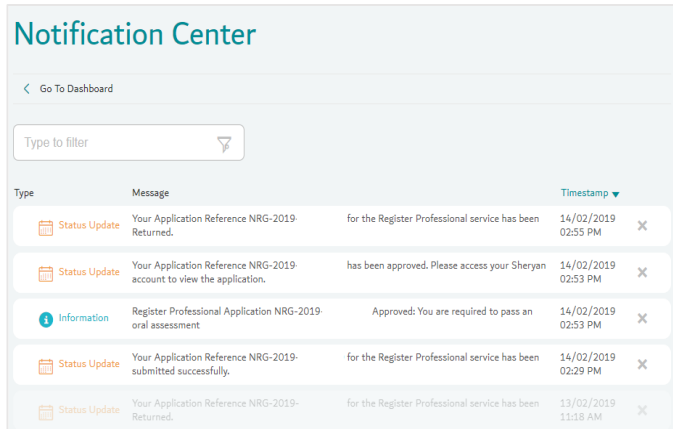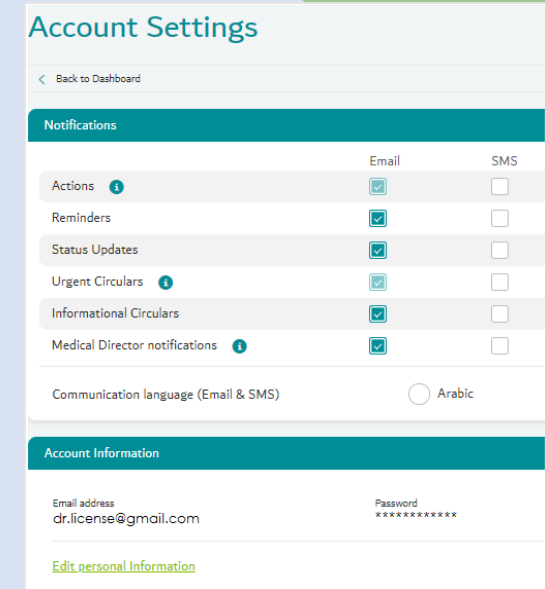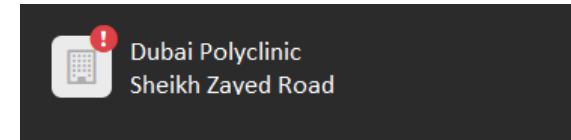


| Icon | Action |
|---|---|
| عربي /**English** | Change Language Preference |
| 🧍 | Accessibility (Text Resize, Contrast Switch, Read Speaker) |
| 🔍 | Search |
| LA | The initials depend on the user's first and last name. Click on the icon to view your unique ID, access your dashboard, applications,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

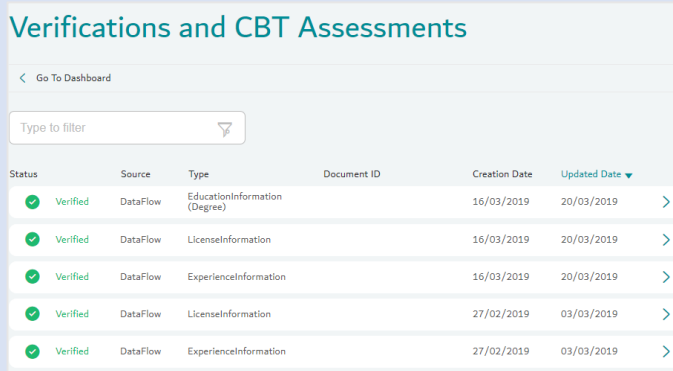| Menu Screenshot | Account Menu Options | Screenshot |
|---|---|---|
| **ABDULLAH MOHAMMED**<br>**DHA ID: 00123456**<br><br>My Dashboard<br>My Applications<br>Verifications and CBT Assessments<br>Notification Centre<br>Settings<br><br>Dubai Polyclinic<br>Sheikh Zayed Road | Name and Unique ID - important when accessing third party services (Prometric, Dataflow) and license activation by a hiring facility. | Note: The unique ID never changes and is only an identifier. |
| | My Dashboard - quick view of application status, current registration/ license status, services, issued sick leaves, etc. | **My Dashboard**<br><br>Edit Dashboard ✎<br><br>**Active Applications**<br>Verify Master PQR<br>**Submitted**<br>Reference Number:<br>Estimated time:<br>**Instant***<br><br>**License and Registration**<br>You will be able to track your license and registration information once you become a registered professional<br><br>**Sick Leave**<br>You will be able to track your sick leave certificates once you become a licensed medical professional |
| | My Applications - comprehensive view of applications. There are 2 tabs on the screen:<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. | **My Applications**<br><br>< Go To Dashboard   [Active] [Closed]   Download Excel<br><br>Type to filter<br><br>| Status | Application Name | Reference No | Submitted For | Cost (AED) | Submitted On ▼ |<br>| Draft 02/08/2020 | Amend Facility License | AFL-2020-00003432 | Dubai Polyclinic | -- | -- | > |

| Account Menu Options | Screenshot | Account Menu Options | Screenshot |
|---|---|---|---|
| Verifications and CBT Assessments - list of all verified documents from Dataflow and assessment results from Prometric.<br><br>This will be empty for users who are not registered healthcare professionals. | **Verifications and CBT Assessments** | Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here. | **Account Settings** |
| Notification Centre - (!) alerts represented by a red exclamation point beside your name's initials can be seen here. | **Notification Center** | Linked Facility User – if you are a linked user, you can access the facility dashboard by clicking on the facility name on your menu. | Dubai Polyclinic Sheikh Zayed Road |
| | | Logout - exit the account. | |

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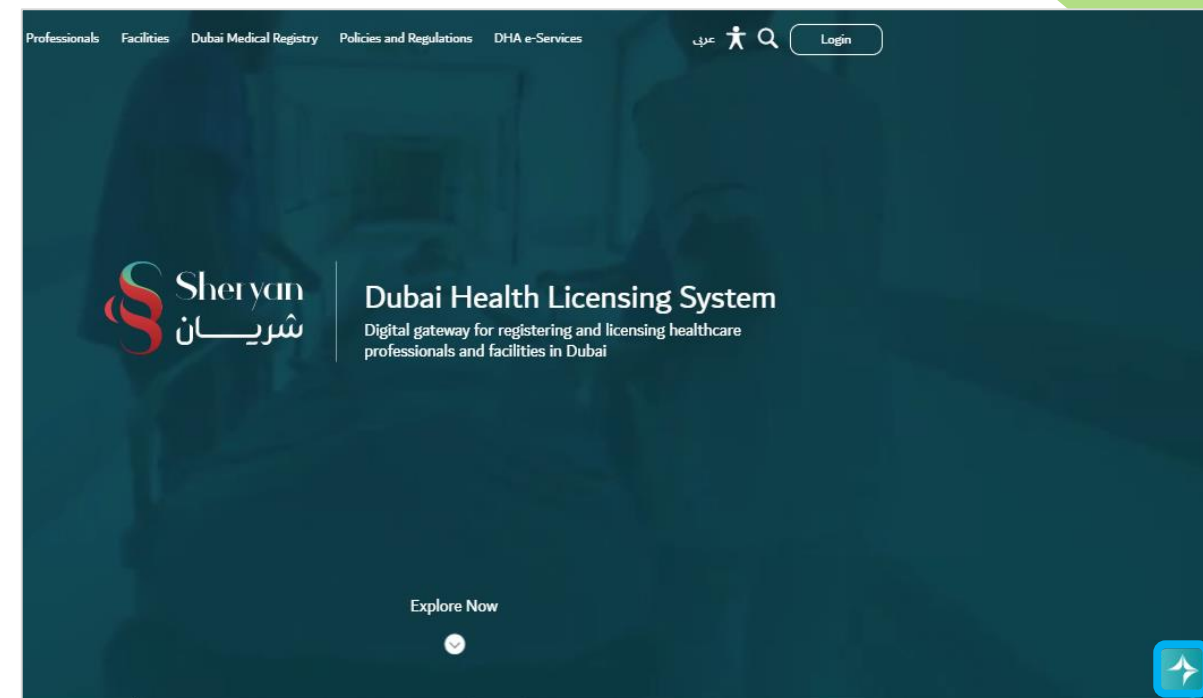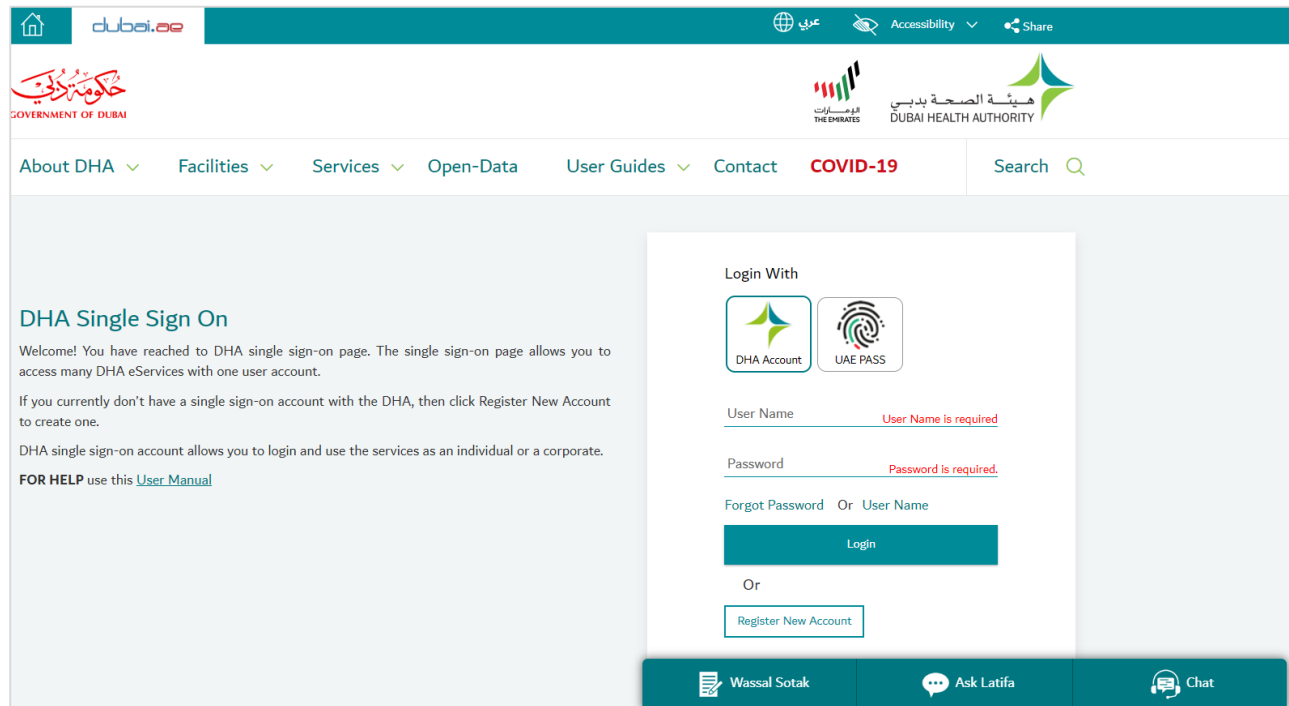


**Good to Know:** Latifa works through Artificial Intelligence and constantly learns as you ask her more questions.
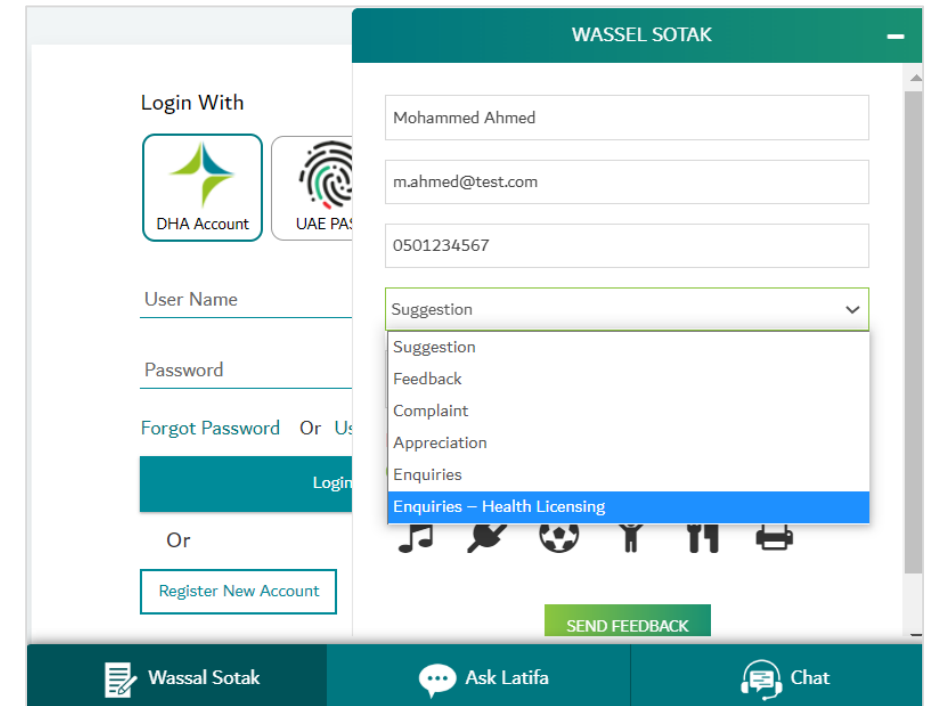
The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the **DHA website**.

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

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



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

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

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

> **Logging to facility account. In the Facility Dashboard, access the 'Healthcare Professional' widget by clicking on the side arrow to access the list of all professionals**
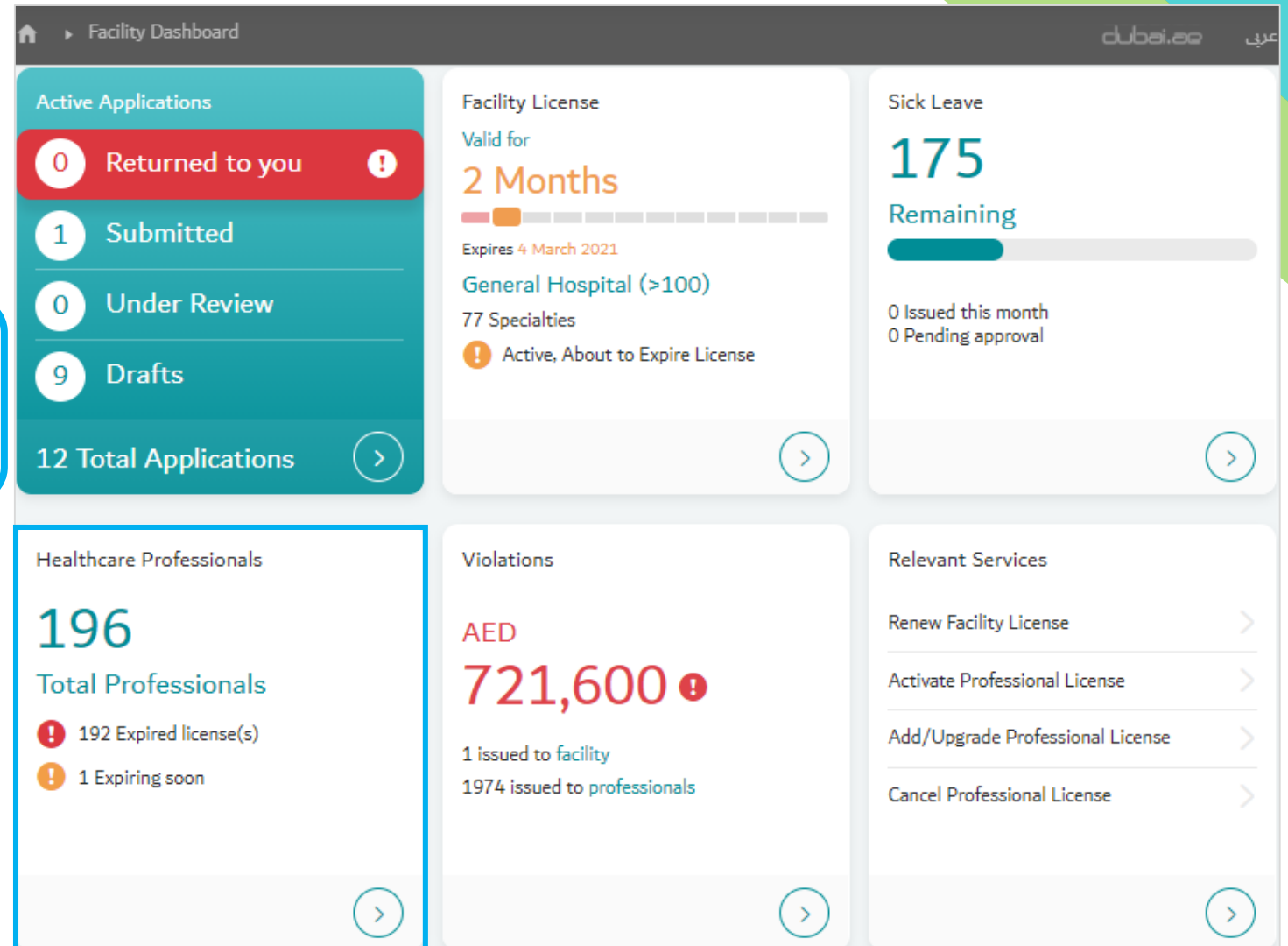
**Type in the unique ID of the professional license to be renewed**

**Click on the side arrow to proceed to the application form**

**Fines must be paid in order to renew the license.**

**Hospital LLC**

## Hospital LLC
Nurse and Midwife

⚠ Expired
Full-time License
License: 00019    -001
Expires on 22 October 2020

**Expired**

## Specialities
Registered Nurse - Nursing

## CPD Credits
✅ 0 Credits ( 2021 )

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.

Click on 'Renew License'

Facility Dashboard ▸ Healthcare Professionals ▸ Professional Profile                    dubai.ae   عربي

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 ▾

The facility's medical director can allow the professional to practice in other facilities under your facility group.

☐ Allow this Professional to apply for part time licenses

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

**Renew License**        Update License                                   Cancel License

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**Professional information is added automatically to the application**

### Renew Professional License — Complete

**Selected Professional**

Selected Professional Name

Position - 1

Category
Physician

Title
Ophthalmology

Speciality
Specialist

Professional License Type
Full-time License

Professional License Status
Expired

Supervisor Exists
Yes

Limited To

Professional Registration Issue Date
17/09/2012

Input your internal facility Staff ID, then click 'Confirm'

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

Category
**Nurse and Midwife**
Speciality
**Nursing**

Title
**Registered Nurse**

License Type
**Full-time License**

Issue Date
**29/09/2019**

Expiry Date
**22/10/2020**

Facility Name
**Hospital LLC**

License Status
**Expired**

Staff Id

00000

Please input your internal facility Staff ID, if exists, else input your DHA Unique ID.

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

**Confirm**

**Make sure to provide accurate and correct information**

## Professional Information

### Personal Information

**DHA Unique ID**
00008

**English First Name**
Raje

**English Last Name**

**Arabic First Name**
راجيف

**Arabic Last Name**

**Maiden Name**

**Date Of Birth**
05/04/1969

**Gender**
Male

**Passport Sized Photograph**
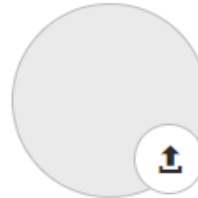
The file must be:
1. JPEG/PNG format
2. Maximum size of 2MB
3. Valid and clear
4. Coloured copy

## Passport Details

Make sure that all sections turn to green, click 'Review the Form' to review the summary of information provided.

| | |
|---|---|
| ▶ Renew Professional License | Complete ✓ |
| ▶ Professional Information | 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

If all details are correct, proceed to payment & submit the application to be reviewed by DHA staff

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

Total
# AED 4260.0

Application Fee: AED 3000 + Knowledge & innovation fee: AED 60.0 + Total Fines: 1200.0

☐ Are you exempted from payment?

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

**Pay Now**   Go Back                        Withdraw Application

Once the application is submitted, the status will be 'Under Review'.
Take note of the reference number to check the status, under 'My Application', Active tab.

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

# Renew Professional License

✅ Application Name: Renew Professional License
Application Submission Time : 10:10
Application Submission Date: 08-11-2020
Application Status: Submitted
Application Reference Number: RPL-2020-00000268

🏠 ▸ My Applications                                                                  dubai.ae    عربي

# My Applications

‹ Go To Dashboard                    | Active | Closed |                  Download Excel 📗

| RPL-2020-00000268 ✕ |

| Status | Application Name | Reference No | Submitted For | Cost (AED) | Submitted On ▾ |
|---|---|---|---|---|---|
| ⏳ Under Review 08/11/2020 | Renew Professional License | RPL-2020-00000268 | Hospital LLC | 0.00 | 08/11/2020 › |

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

Once application is approved, an e-License is issued.
*e-License could be viewed in the closed tab of 'My Application'

🏠 ▸ My Applications                                    dubai.ae   عربى

# My Applications

‹ Go To Dashboard        | Active | **Closed** |        Download Excel 📊

RPL-2020-00000268                                    ✕

| Status | Application Name | Reference No | Submitted For | Cost (AED) | Submitted On ▼ |
|---|---|---|---|---|---|
| ✅ Issued 08/11/2020 | Renew Professional License | RPL-2020-00000268 | Hospital LLC | 0.00 | 08/11/2020 › |

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

GOVERNMENT OF DUBAI — DUBAI HEALTH AUTHORITY

**Professional License Certificate**
شهادة ترخيص مهني

| | | |
|---|---|---|
| Issue Date: | 08-11-2020 | تاريخ الإصدار: |
| Professional Name | راجيف<br>Raje | اسم المهني |
| DHA Unique ID | 00008 | الرقم التعريفي |
| License Number | 0000850 | رقم الترخيص المهني |
| License Type | ترخيص بدوام كامل<br>Full-time License | نوع الترخيص |
| License Title | طبيب أخصائي أمراض العيون<br>Physician-Specialist-Ophthalmology | مسمى الترخيص |
| License Expiry Date | 01-10-2021 | تاريخ الانتهاء |
| Facility Name | مستشفى ـ ذ م م<br>Hospital LLC | اسم المنشأة |
| Remarks/ Restrictions | | ملاحظات |

**Notes:**
- This certificate is a proof of issuance of DHA Professional license. It does not require signature or stamp.
- To verify this document, Please visit the below link and enter the Barcode.
- Healthcare Professional shall maintain a copy of his/her valid e-License card during clinical practice.

https://services.dha.gov.ae/sheryan/wps/portal/home/services-professional/online-verification

**ملاحظات:**
- هذه الشهادة دليل على إصدار الترخيص المهني من قبل هيئة الصحة بدبي، ولا تحتاج إلى ختم أو توقيع.
- للتحقق من هذه الوثيقة، يرجى زيارة الرابط أدناه وإدخال الرمز التعريفي (الباركود)
- يتوجب على المهني الصحي الاحتفاظ بنسخة من بطاقة الترخيص الالكترونية (سارية المفعول) أثناء الممارسة الاكلينيكية.

CP_9.3 F-01

PIN:

160483

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GOVERNMENT OF DUBAI — DUBAI HEALTH AUTHORITY

**Professional License** — ترخيص مهني

**Full Time**
License No: 000085

000085

راجيف
أخصائي أمراض العيون
م م

Rajeen
**Specialist Ophthalmology**
Hospital LLC

| Position 2 | Position 3 |
|---|---|
| N/A | N/A |

**Remarks**

| Expiry Date | 01-10-2021 | تاريخ الانتهاء |
|---|---|---|

To verify the License details & Expiry date, please visit the Dubai Medical Registry
www.dha.gov.ae
Dubai, United Arab Emirates

Using the eLicense card: Print, cut and fold

استخدام الترخيص الالكتروني: قم بطباعته وقصه ثم طيه

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# ADDITIONAL INFORMATION

Application Status
Resubmit Returned Application
Download Document

| 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** | Application is rejected. Read the comment in the application. Possible reasons:<br>• Requirements not met<br>• Missing documents<br>• Instructions not followed etc.<br><br>Rejected applications cannot be activated. You must re-apply. |
| **CANCELLED/AUTO-CANCELLED** | Application exceeded 90 days without any action. |

**Step 1:** Step 1: Logging to facility account, open the menu and select 'My Applications'.

**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.

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

# My Applications

‹ Go To Dashboard | Active | Closed | Download Excel 🗴

ret ✕

| Status | Application Name | Reference No | Submitted For | Cost (AED) | Submitted On ▼ |
|---|---|---|---|---|---|
| ❗ Returned 08/11/2020 | Renew Professional License | RPL-2020-00000268 | Hospital LLC | 0.00 | 08/11/2020 | › |

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

**Service: Renew Professional License**

Applied on: 08/11/2020
Reference no. RPL-2020-00000268

⚠ Waiting on Applicant on 08/11/2020

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

**Audit Trail**

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

● Waiting on Applicant
08/11/2020

● Under Review
08/11/2020

● Payment Exemption Approved
08/11/2020

● Submitted
08/11/2020

Edit

**Step 4:** upload the required document. All sections must be complete and bright green. Then click 'Review Form'.

▶ Renew Professional License — Complete ✔

▼ Professional Information — 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

**Step 5:** Review the summary of information provided. Agree to the terms and conditions again. Then re-submit the application.



🏠 ▶ My Applications                                                                                    dubai.ae    عربي

# My Applications

‹ Go To Dashboard          **Active**     Closed                                    Download Excel 📊

RPL-2021-00000019                                        ✕

| Status | Application Name | Reference No | Submitted For | Cost (AED) | Submitted On ▼ |
|---|---|---|---|---|---|
| ✓ Resubmitted 07/01/2021 | Renew Professional License | RPL-2021-00000019 | Hospital LLC | 0.00 | 06/01/2021  › |

Items per page: 10 ⌄   Showing 1-1 of 1 Active Applications          First  Previous  **1**  Next  Last

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**Step 1:** Step 1: Logging to facility account, open the menu and select 'My Applications'.

**Step 2:** Under 'Closed' tab, search for the abbreviation 'Issued' Or reference number of the application' Click on the side arrow to open the application.

🏠 ▶ My Applications                                    dubai.ae    عربي

# My Applications

⟨ Go To Dashboard          [ Active | **Closed** ]          Download Excel 📗

RPL-2020-00000268                    ✕

| Status | Application Name | Reference No | Submitted For | Cost (AED) | Submitted On ▼ | |
|---|---|---|---|---|---|---|
| ✅ Issued 08/11/2020 | Renew Professional License | RPL-2020-00000268 | Hospital LLC | 0.00 | 08/11/2020 | ⟩ |

Items per page: [ 10 ▾ ]   Showing 1-1 of 1 Closed Applications        First  Previous  **1**  Next  Last

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

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

# Renew Professional License

‹ Back

### Service: Renew Professional License

Applied on: 28/05/2020
Reference no. RPL-2020-00000144

✅ Issued on 28/05/2020

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

## Audit Trail

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

● Issued
17/08/2020

● Approved
17/08/2020

● Under Review
17/08/2020

● Submitted
28/05/2020

● Payment Pending
28/05/2020

**eLicense**      Request Refund

This certificate can be verified **online**.
Enter the Pin and Barcode found at the lower right hand corner of the page.

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