Renew Professional Registration

User Guide

Last Updated December/2020

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Guidelines for Computer Based Testing

Data Flow Support Team

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Accessing your DHA E-Services Account

Sheryan Account Management

Ask Latifa / Health Licensing Support

Frequently Asked Questions

Required Status to Apply for Renew Registration

How to Check Application Status

How to Re-submit Applications

How to Download the Document

Steps

Accessing the Service

Fill-up Form
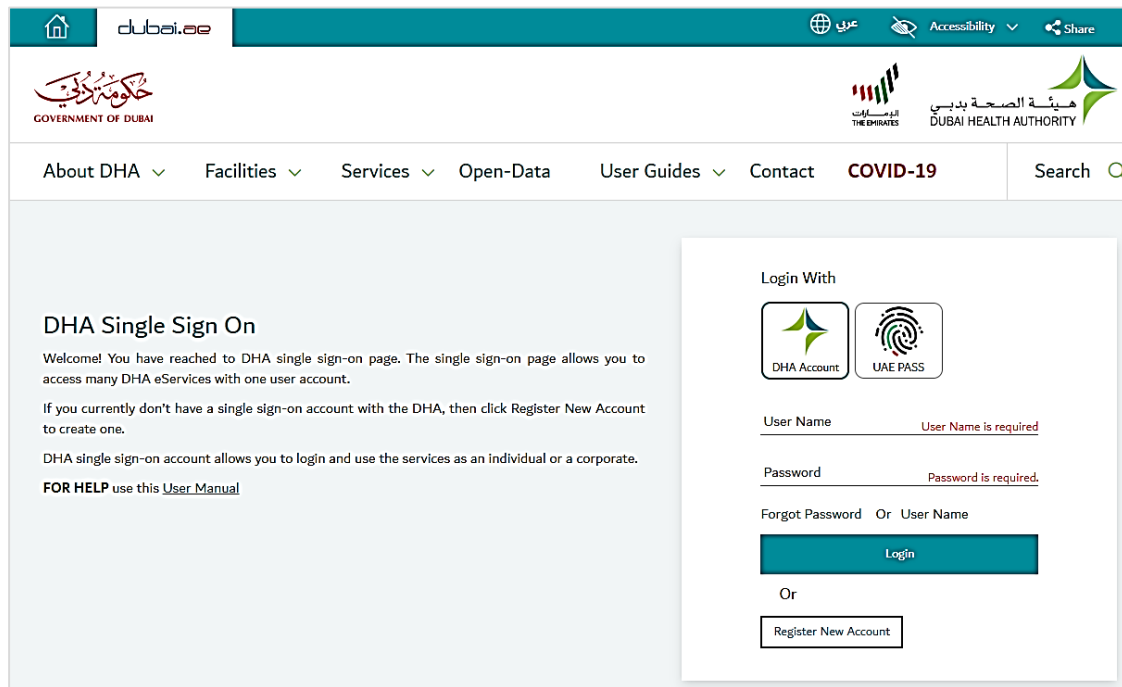
Review& Submit Form

View Registration

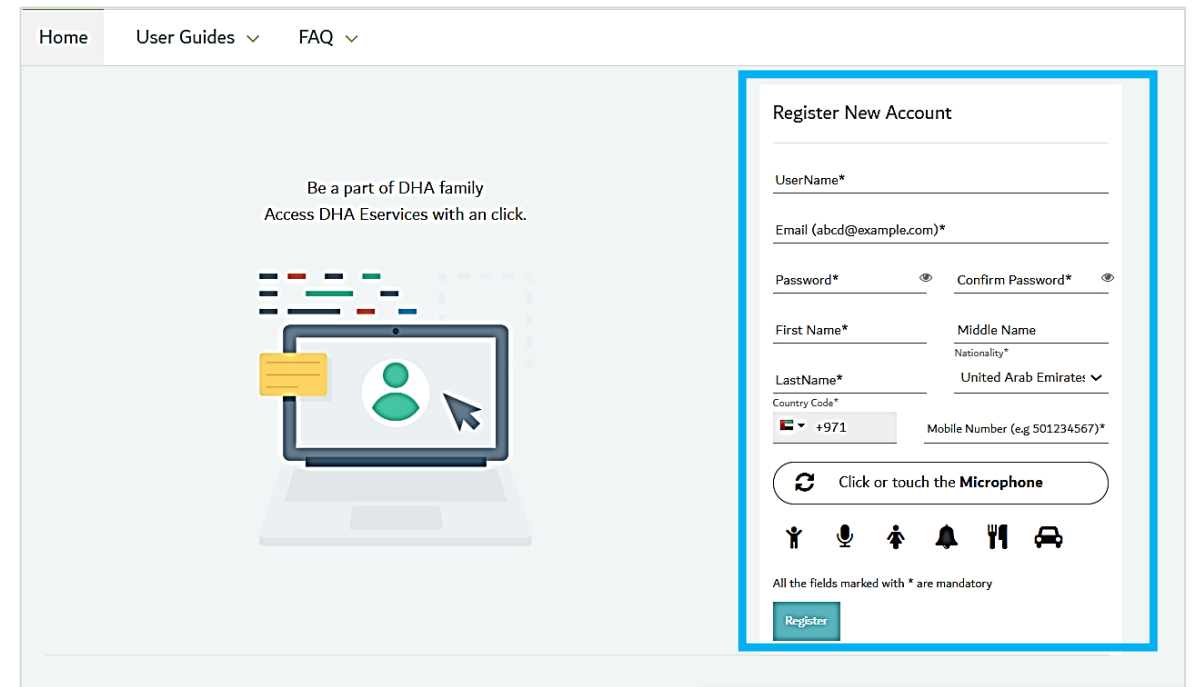**Note: Click the icon to skip to a specific section.**

3

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 ˅

| Health Licensing Service | Event Management | Statistics Service | Infectious Diseases |
| User Guide | User Guide | | 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.

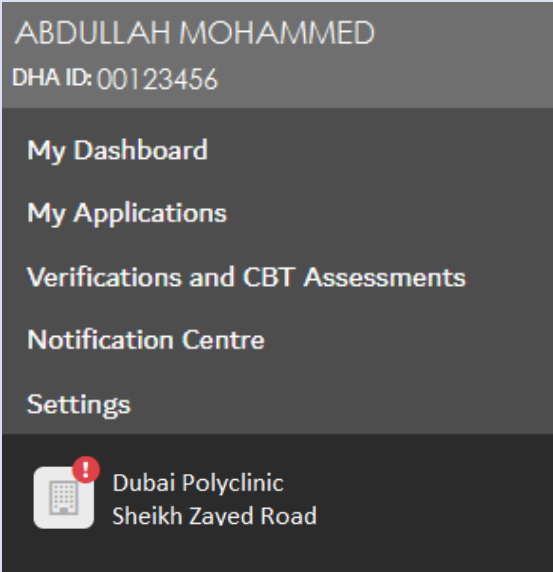Users must keep their log-in details confidential to avoid unauthorized access.
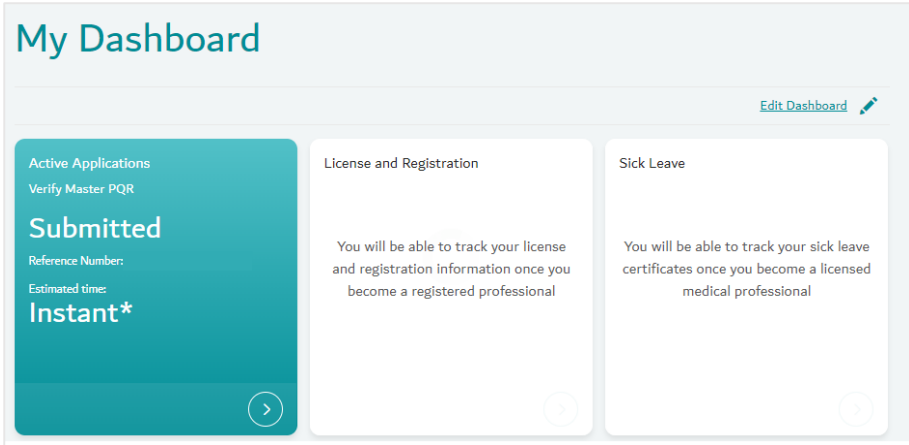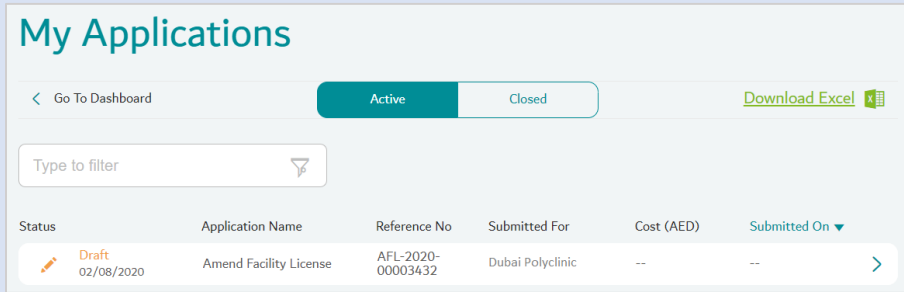
Before proceeding to the licensing services, users must be familiar with account management.
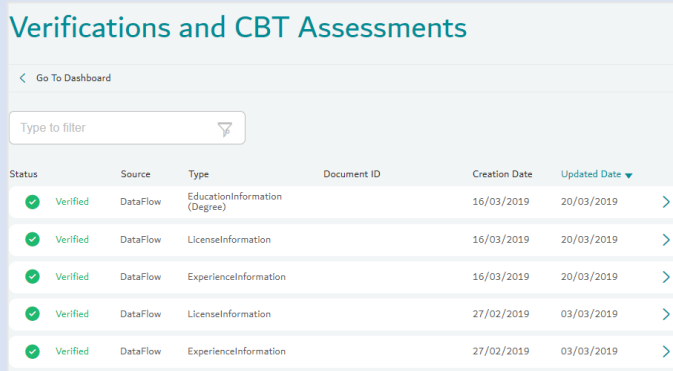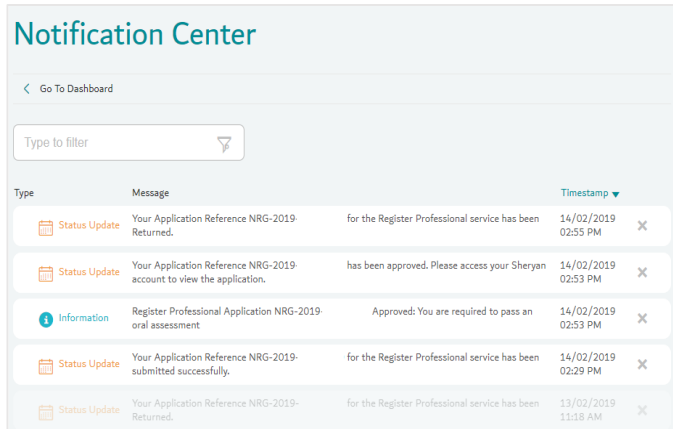

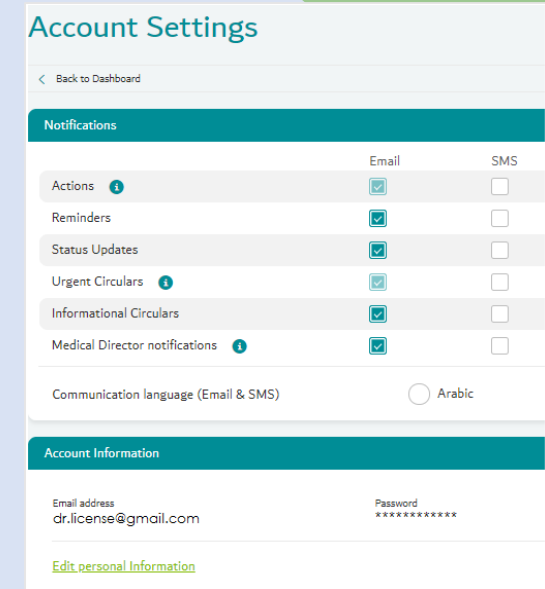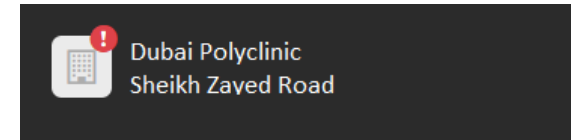| Icon	Action
عربي /**English**	Change Language Preference
🚶	Accessibility (Text Resize, Contrast Switch, Read Speaker)
🔍	Search
LA	The initials depend on the user's first and last name. Click on the icon to view your unique ID, access your dashboard, applications, verified documents, notifications and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

| Menu Screenshot	Account Menu Options	Screenshot
ABDULLAH MOHAMMED **DHA ID:** 00123456 My Dashboard My Applications Verifications and CBT Assessments Notification Centre Settings Dubai Polyclinic 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** Edit Dashboard ✏ **Active Applications** Verify Master PQR **Submitted** Reference Number: Estimated time: **Instant*** **License and Registration** You will be able to track your license and registration information once you become a registered professional **Sick Leave** 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: 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.	**My Applications** ‹ Go To Dashboard [Active] [Closed] Download Excel 📊 Type to filter 🔽 Status Application Name Reference No Submitted For Cost (AED) Submitted On ▼ ✏ 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. This will be empty for users who are not registered healthcare professionals.		Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.	
Notification Centre - (!) alerts represented by a red exclamation point beside your name's initials can be seen here.		Linked Facility User – if you are a linked user, you can access the facility dashboard by clicking on the facility name on your menu.	
		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.
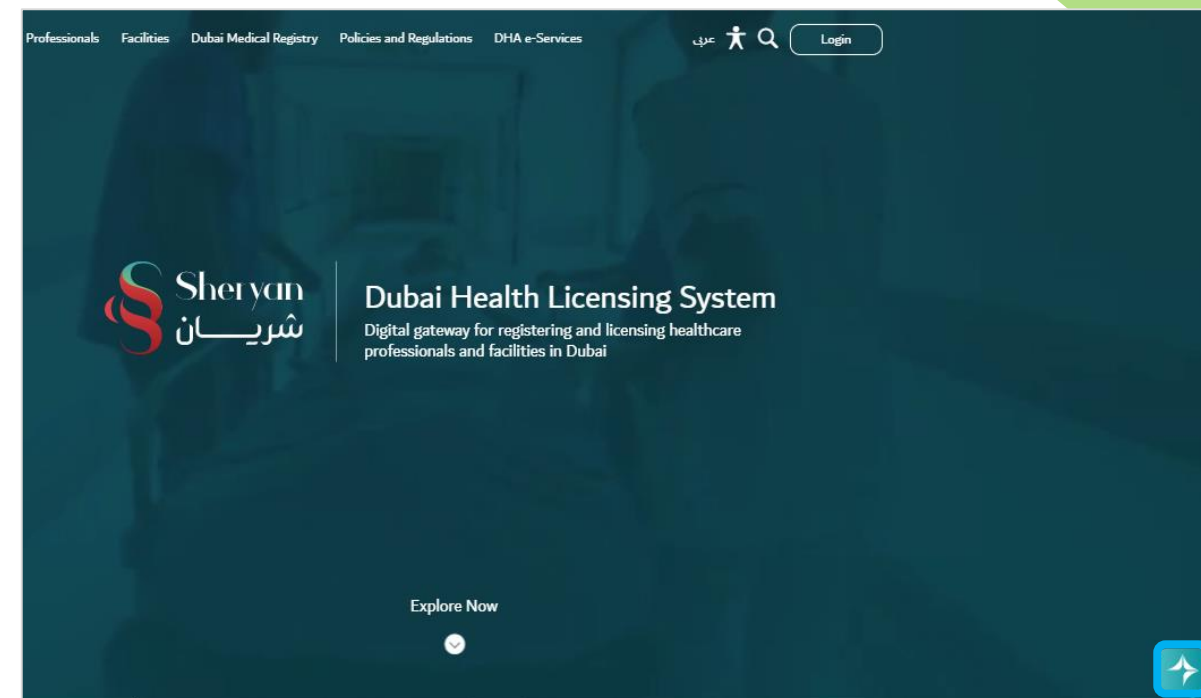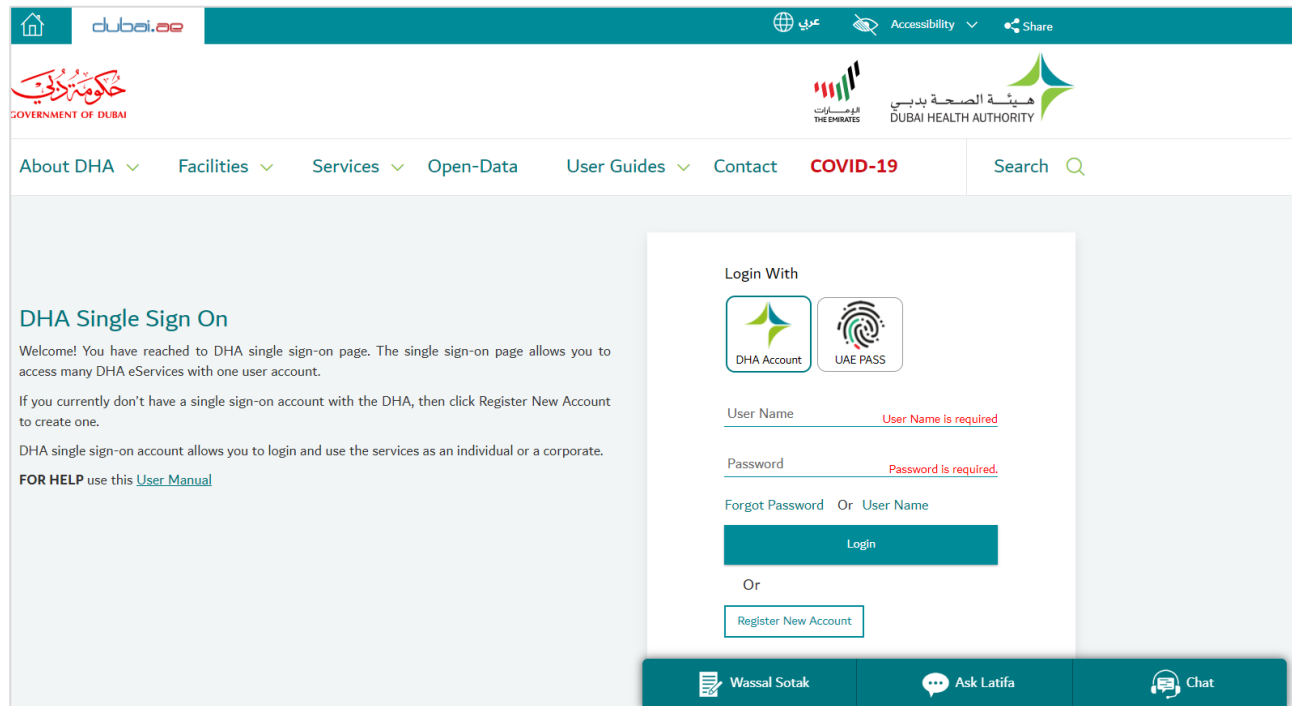
Good to Know: Latifa works through Artificial Intelligence and constantly learns as you ask her more questions.
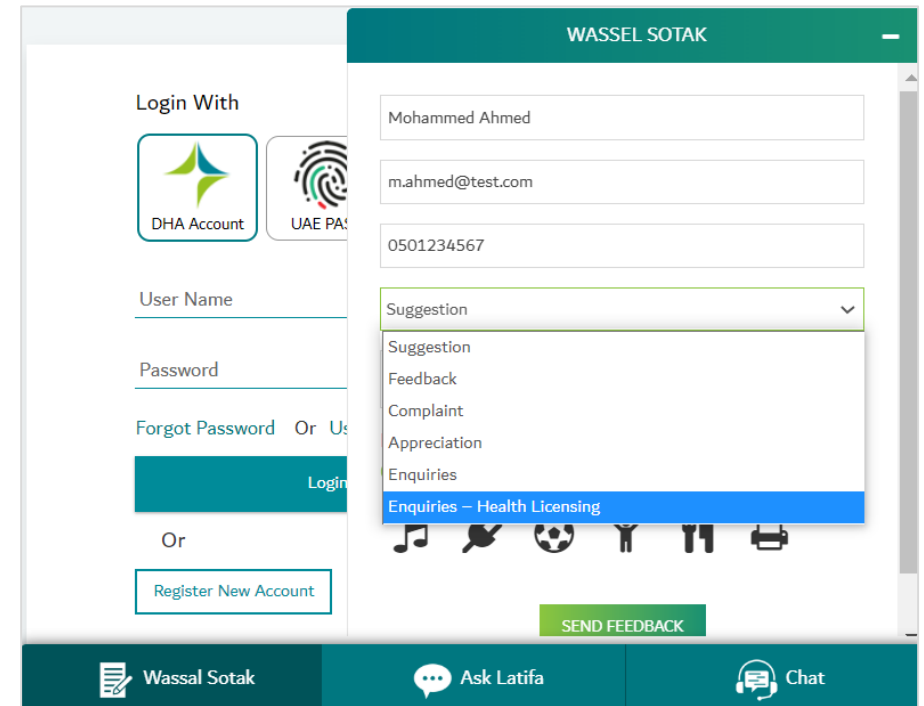
The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the **DHA website**.

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.

Status	Description	Action required
Cancelled	Professional cannot renew the registration	Go through "**Self-Assessment Tools**" then "**Get Registered**" with the fulfillment of the requirements (**PQR**)
Fully Active, About to Expire (Red)	Will expire very soon, then registration will be cancelled *	The action must be done as soon as possible before it gets cancelled.
Fully Active, About to Expire (Orange)	Will expire within the 90-day period*	Action could be done within the period.
Active-in-Transition (Red)	Professional license is cancelled and an action has to be done soon.*	Either join another facility (Activate License) or renew the registration
Active-in-Transition (Orange)	Professional license is cancelled and an action has to be done within the 90-day period*	Either join another facility (Activate License) or renew the registration

*Check dashboard for exact number of days left.

In this case, professional has to apply again for self-assessment tools and get registered with fulfillment of all the requirement

Still one day left, you can submit the renewal application in the same day. If not submitted at the same day, it will be automatically canceled.

With in 3 months of the validly of registration also professional can renew the registration.

License and Registration
Registration
Cancelled

Otolaryngology
⚠ Not Licensed

License and Registration
Fully Active, About to Expire Registration valid for
1 Day

Expires 5 October 2020
Nursing
⚠ Not Licensed

License and Registration
Fully Active, About to Expire Registration valid for
3 Months

Expires 21 January 2021
Ophthalmology
⚠ Not Licensed

registration could renew before the 24 day is over Or join new facility

License and Registration

Active In Transition Registration valid for

24 Days

Expires 21 November 2020

Geriatric Medicine

⚠ Not Licensed

Licenses

	Status	Specialities	
Cancelled	⚠ Cancelled Full-time License License: 0014	Geriatric Medicine	Actions on your license will be taken by your facility.
Cancelled	⚠ Cancelled Full-time License License: 0014	Geriatric Medicine	Actions on your license will be taken by your facility.

Registrations

Update Registration
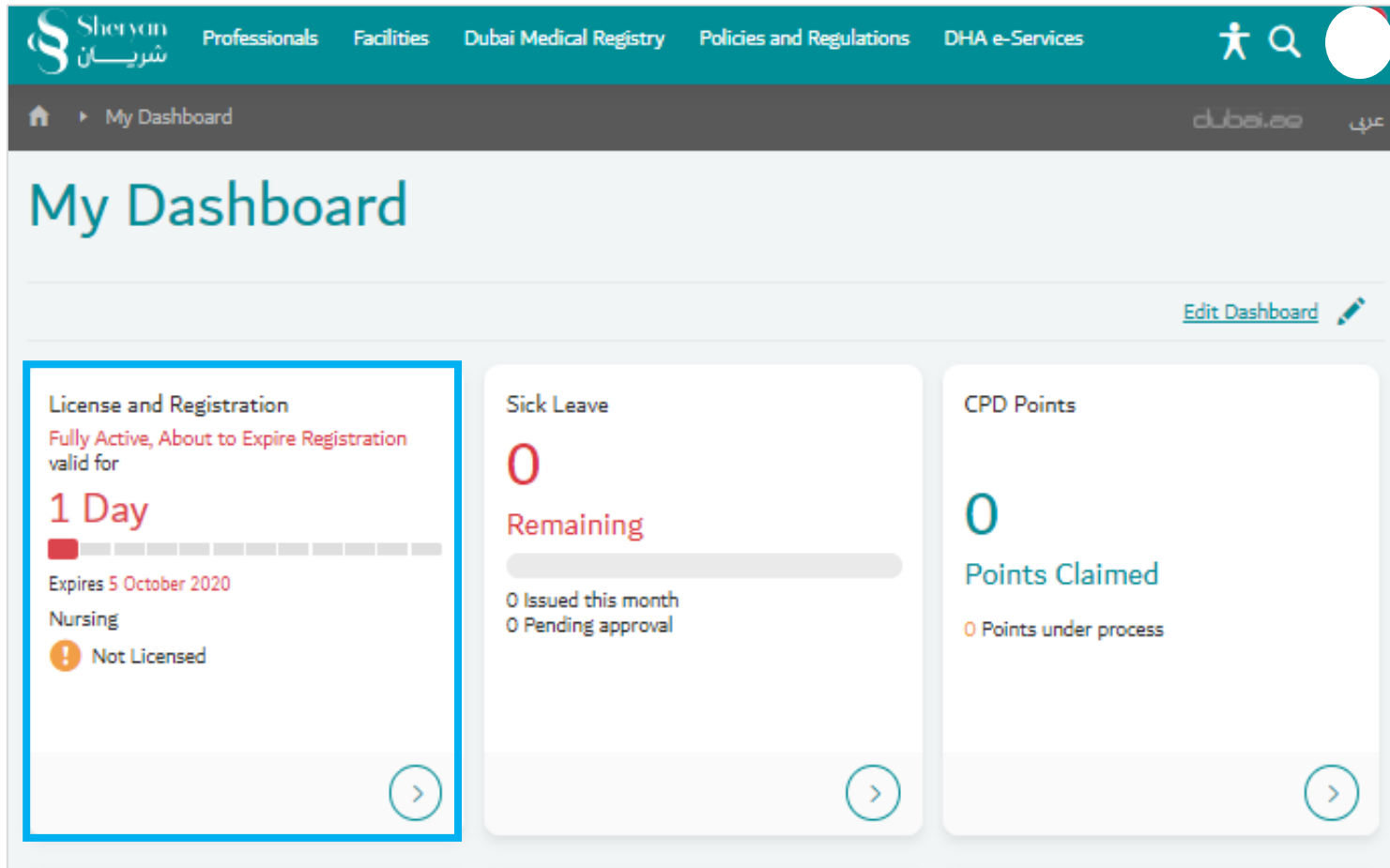
Geriatric Medicine

Valid for

24 Days

Status

⚠ Active In Transition
Expires On 21 November 2020

Renew

Logging to professional account, click on the side arrow of the 'License and Registration' widget

Under 'Registrations', choose the registration that is eligible to be renewed and click on 'Renew'

Licenses

| Dr. | Status | Specialities | Actions on your license will be taken by your facility. |
| Cancelled | ⚠ Cancelled
Full-time License
License: 00224 | Nursing | |

| | Status | Specialities | Actions on your license will be taken by your facility. |
| Cancelled | ⚠ Cancelled
Full-time License
License: 00224 | Nursing | |

Registrations   Update Registration

| Nursing
Valid for
1 Day | Status
⚠ Fully Active, About to Expire
Expires On 05 October 2020 | Renew |

If you encounter an error "! Discontinuity", it is only a warning message. This does not stop you from submitting your application. Please continue with the renewal.

Ensure that your verified documents (e.g. experience, log book, good standing, license) are updated in your account, before submitting.
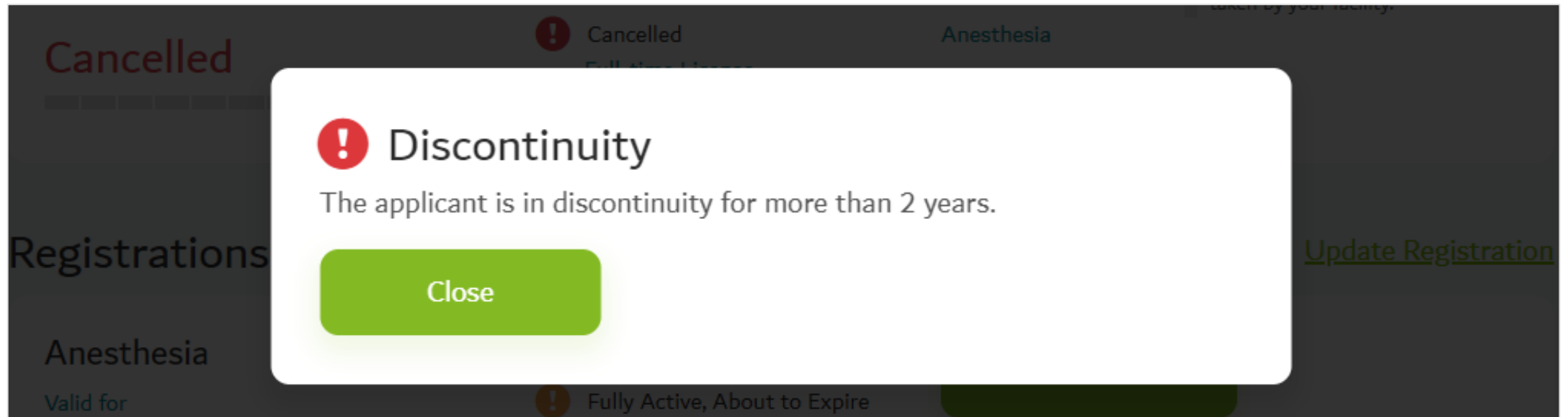
The application form will open, fill up accurate information.

Renew Professional Registration

| ▶ Application Details |
| ▶ Personal Information |
| ▶ Terms & Conditions |

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

Save   Go Back

Choose Action and select 'Restore/Renew with Full Registration

▼ **Application Details**

Choose Action

Choose the action that you would like to take as part of this application.Choose Renew Provisional Registration if you wish to stay on the register. Note that provisional registrations may not be activated on licenses directly.Choose Restore Full Registration if you wish to restore Provisional Registrations as Full Registrations. Restoring Full Registration is required before being able to activate a registration on a license to practice.

Action

| Select Option ▼ |

| Select Option |
| Restore/Renew with Full Registration |

▶ Pe

If your registration is provisional, license cannot be activated. You have to renew the registration as fully active. Then the facility can the activate the professional license.

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Select the title to be renewed, then click 'Confirm'.

🏠 ▸ Professional Services ▸ Renew Professional Registration
dubai.ae عربي

Action

Restore/Renew with Full Registration ▼

Restore/Renew with Full Registration

Select which Provisional Registrations to be restored to Full Registrations. Registrations that have been restored to Full Registrations may be directly Activated on Health Licenses.You may select any of your provisional registrations to restore them to full registrations.

☑

Category	Title
Allied Health	Technician

Speciality	Status
Anesthesia	Fully Active, About to Expire

Expiry Date
13/01/2020

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

Confirm

Fill up personal information & make sure that information is correct (Emirates ID, passport should be valid). Scroll down, click 'Confirm'.

▼ **Personal Information**

Personal Information

DHA Unique ID
00027700

English First Name
Asma

English Last Name

Arabic First Name (Optional)
اسمى

Arabic Last Name (Optional)

🏠 ▸ Professional Services ▸ Renew Professional Registration   dubai.ae عربي

Postcode
0000

Address In UAE(Optional)
Address In UAE

Communication Preference(Optional)
Email ▼

Email Address
cujmk03yyw@privacy-mail.top

Tel (Contact No)
🇦🇪 +971 ▾ 50 888 8777

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

Confirm

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Link all required components from the PSV report

Consultant Ophthalmology
Link DataFlow Data

Experience 1

Add Experience Letter
Link a Relevant Verified Document

Add Experience Letter +
☑ Not Applicable

Add License
Link a Relevant Verified Document

Add License +
☑ Not Applicable

Add Good standing certificate
Link a Relevant Verified Document

Add Good standing certificate +
☑ Not Applicable

Add Experience

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

Confirm

Upload other requirements under 'Other Documents'. Click 'Add from PSV' if it is verified. Click 'Add Manually' if it is not verified.

Consultant Ophthalmology   Complete ✓

▼ Other Documents (Optional)

In case the document you wish to upload consists of multiple pages, kindly upload them as one PDF document – please note that the maximum number of attachment is 10

Add Documents

Add From PSV +

Add Manually +

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

Confirm

Other Documents

Please select that applies

☑ Document Type: Education
Issuing Country : India
PSV Document Result : Complete

Link   Cancel

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Make sure that all sections are completed & all tabs turn to green

Make sure to read Terms & Conditions before submitting the application

Click on 'Review Form' to review the summary of information provided

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

Renew Professional Registration

| Application Details | Complete ✓ |

| Personal Information | Complete ✓ |

| Consultant Ophthalmology | Complete ✓ |

| Other Documents (Optional) | 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

The application will be under review by DHA staff after successful payment.

Get Registered

✅ Application Name: Get Registered
Application Submission Time : 13:21
Application Submission Date: 01-11-2020
Application Status: Submitted
Application Reference Number: RRG-2020-00000118

🏠 ▸ My Applications

My Applications

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

RRG	✕

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▾
⌛ Under Review 01/11/2020	Renew Professional Registration	RRG-2020-00000118	--	0.00	01/11/2020 ⟩

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

Application under review by DHA Once approved, an eligibility/registration letter will be issued under the 'Closed' tab of 'My Application'.

Valid for one year and could be renewed yearly with the fulfillment of the requirement

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

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: • Requirements not met • Missing documents • Instructions not followed etc. Rejected applications cannot be activated. You must re-apply.
CANCELLED/AUTO-CANCELLED	Application exceeded 90 days without any action.

Step 1: Step 1: Login to your account, open the menu and select '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 Application 'RRG' Click on the arrow on the right to open the application form.

< Go To Dashboard | Active | Closed | Download Excel [X]

rrg ✕

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼
❗ Returned 01/11/2020	Renew Professional Registration	RRG-2020-00000118	--	0.00	01/11/2020 ⊙

Items per page: 10 ∨ Showing 1-1 of 1 Active Applications

First | Previous | **1** | Next | Last

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

Renew Professional Registration

< Back

Service: Renew Professional Registration

Applied On: 01/11/2020

Reference no. RRG-2020-00000118

⚠ Waiting on Applicant on 01/11/2020

Audit Trail

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

- Waiting on Applicant
  01/11/2020

- Under Review
  01/11/2020

- Payment Exemption Approved
  01/11/2020

- Submitted
  01/11/2020

Edit

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.

▶ Application Details   Complete ✓

▶ Personal Information   Complete ✓

▶ Consultant Ophthalmology   Complete ✓

▶ Other Documents (Optional)   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

The status will change to Re-submitted.

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

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

🏠 ▸ My Applications   dubai.ae عربي

My Applications

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

| RRG | ✕ |

Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼	
✓ Renewed 02/07/2019	Renew Professional Registration	RRG-2019-00003118	--	220.00	02/07/2019	›

Showing all 1 Closed Applications

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

Renew Professional Registration

< Back

Service: Renew Professional Registration

Applied On: 02/07/2019
Reference no. RRG-2019-00003118

✅ Renewed on 02/07/2019

🏠 ▸ My Applications ▸ Renew Professional Registration   dubai.ae   عربي

Audit Trail

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

● Renewed
  02/07/2019

[**View Eligiblity Letter**]   Request Refund

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