



Sheryan
شریان

Request Refund

User Guide

Last Updated October/2020



Guide Overview

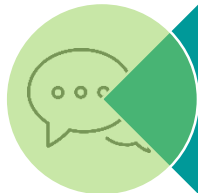
Information



Accessing your DHA
E-Services Account



Sheryan Account
Management



Ask Latifa / Health
Licensing Support



Frequently Asked
Questions

Steps



Accessing the Service



Fill-up Form



Terms & Conditions



Review Form/Submit



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

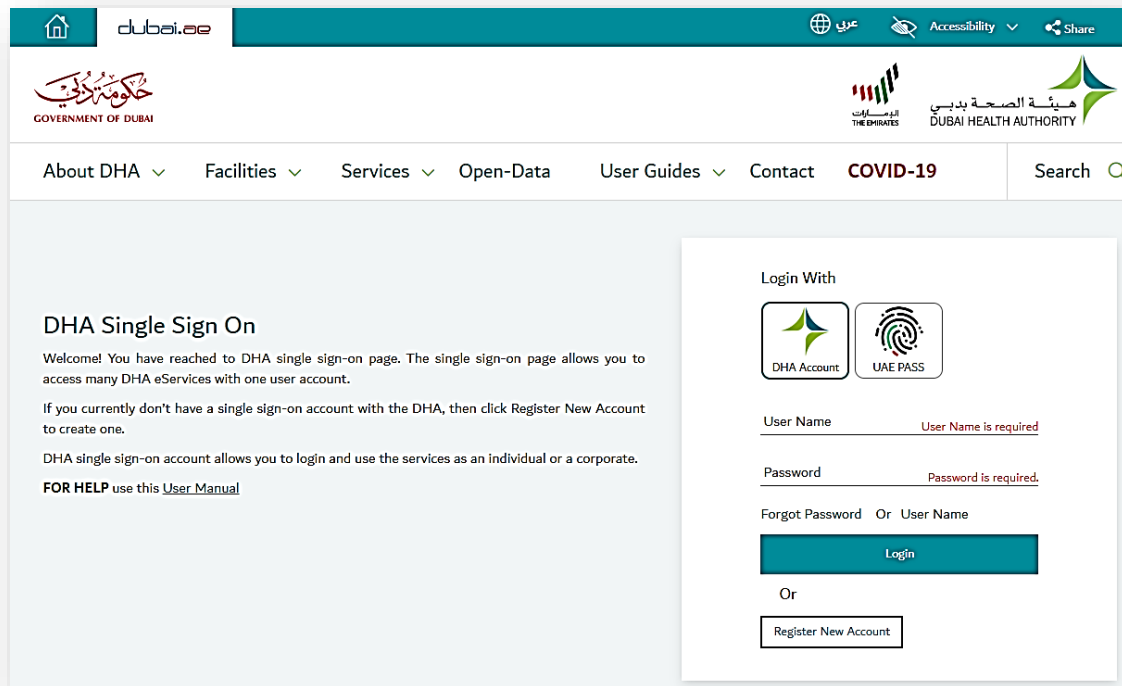


DHA E-service Account Access

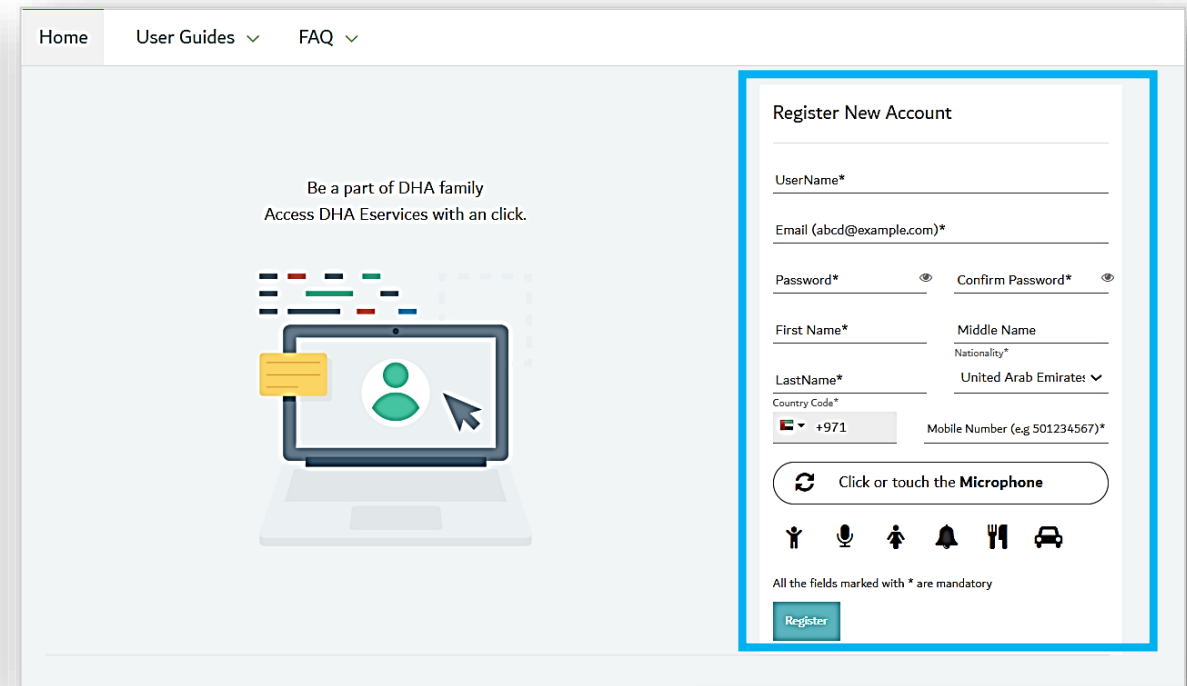
Follow the steps below to sign-up or login on the DHA Sheryan account.
Visit the [website](#) and click on the Login icon to access the DHA Sheryan [portal](#).

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



Set Preference

- After login, a prompt to set preference for 'Individual Home' or 'Corporate Home' will appear.
- Access to all the services provided by Dubai Health Authority will be on the next page

DHA Service Start Page

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

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

Individual Home

☐ set as default page

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

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

Corporate Home

☐ set as default page

Good to Know:



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



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



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




Click on the Health Licensing Service icon to access the [DHA Sheryan Portal](#)


For Individual For Corporate ▼ Application Enquiry


🏠 Corporate Home Page


Individual Corporate

Select the service that you would like to use
Select Corporate
prime hospital ▼

 **Health Licensing Service**
User Guide

 **Event Management**
User Guide

 **Statistics Service**

 **Infectious Diseases Notification Service**

Good to Know:

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




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

Users must keep their log-in details confidential to avoid unauthorized access.



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



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

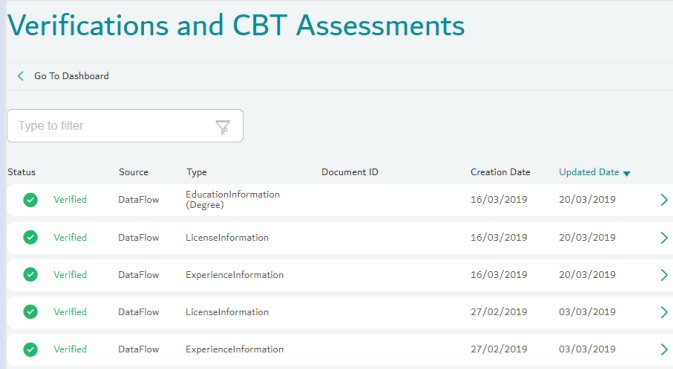
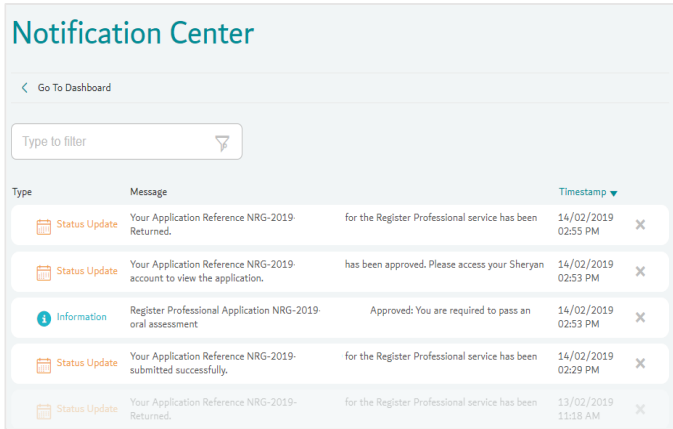


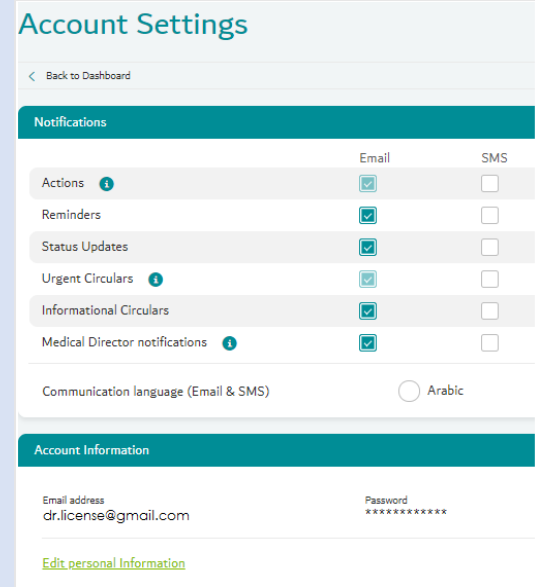
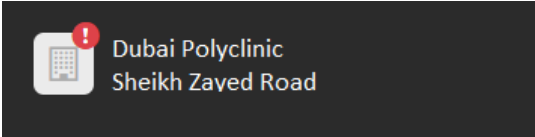
Sheryan Account Management

Menu Screenshot	Account Menu Options	Screenshot											
<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><table><tr><th>Status</th><th>Application Name</th><th>Reference No</th><th>Submitted For</th><th>Cost (AED)</th><th>Submitted On</th></tr><tr><td><div><div></div><div>Draft</div><div>02/08/2020</div></div></td><td>Amend Facility License</td><td>AFL-2020-00003432</td><td>Dubai Polyclinic</td><td>--</td><td>--</td></tr></table></div></div></div>	Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On	<div><div></div><div>Draft</div><div>02/08/2020</div></div>	Amend Facility License	AFL-2020-00003432	Dubai Polyclinic	--
Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On								
<div><div></div><div>Draft</div><div>02/08/2020</div></div>	Amend Facility License	AFL-2020-00003432	Dubai Polyclinic	--	--								



Sheryan Account Management

Account Menu Options	Screenshot
Verifications and CBT Assessments - list of all verified documents from Dataflow and assessment results from Prometric. This will be empty for users who are not registered healthcare professionals.	 <p>The screenshot shows the 'Verifications and CBT Assessments' page. It features a 'Go To Dashboard' link, a search bar labeled 'Type to filter', and a table with columns: Status, Source, Type, Document ID, Creation Date, and Updated Date. The table lists five verified documents from DataFlow, including EducationInformation (Degree), LicenseInformation, and ExperienceInformation, all with creation and update dates from 2019.</p>
Notification Centre - (!) alerts represented by a red exclamation point beside your name's initials can be seen here.	 <p>The screenshot shows the 'Notification Center' page. It includes a 'Go To Dashboard' link, a search bar labeled 'Type to filter', and a table with columns: Type, Message, and Timestamp. The table displays five notifications, including status updates and information regarding application reference NRG-2019, with timestamps from 13/02/2019 to 14/02/2019.</p>

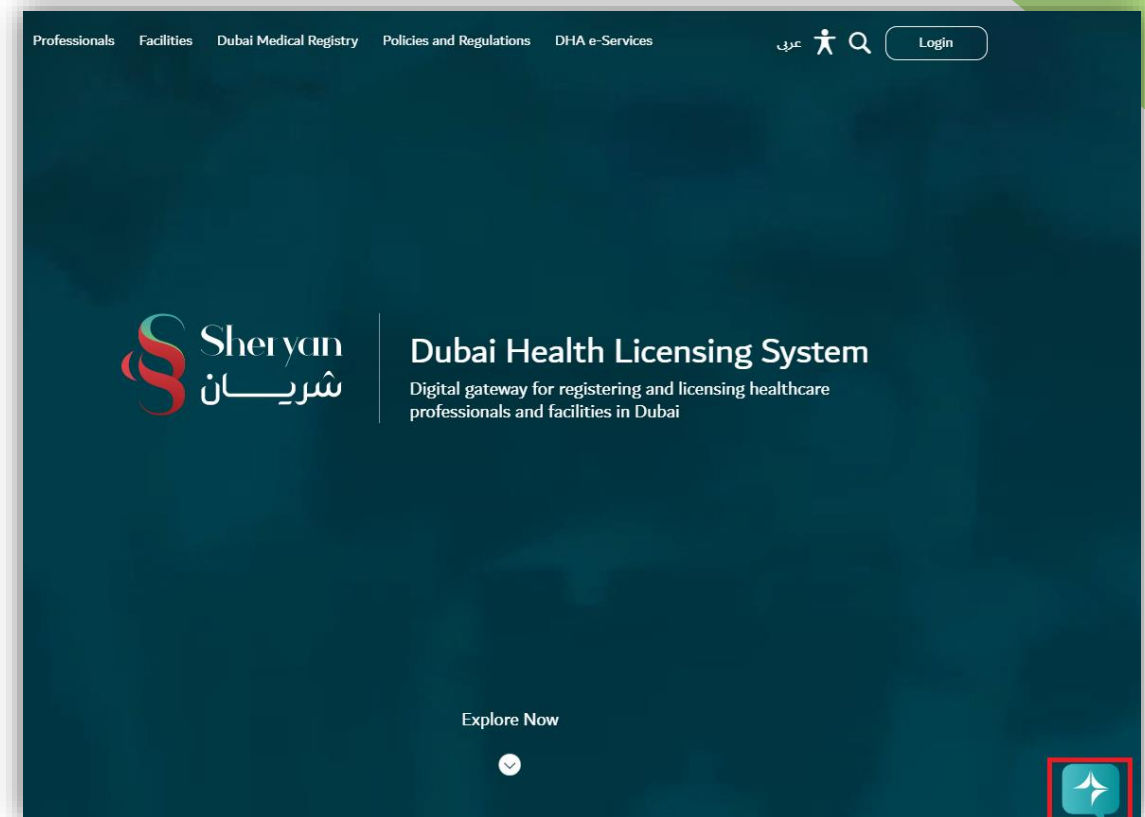
Account Menu Options	Screenshot
Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.	 <p>The screenshot shows the 'Account Settings' page. It has a 'Back to Dashboard' link and sections for 'Notifications' and 'Account Information'. The 'Notifications' section allows toggling actions, reminders, status updates, urgent circulars, informational circulars, and medical director notifications for Email and SMS. The 'Account Information' section shows the email address (dr.license@gmail.com) and a masked password, with a link to 'Edit personal Information'.</p>
Linked Facility User – if you are a linked user, you can access the facility dashboard by clicking on the facility name on your menu.	 <p>The screenshot shows the 'Dubai Polyclinic' facility dashboard. It features a red exclamation mark 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.

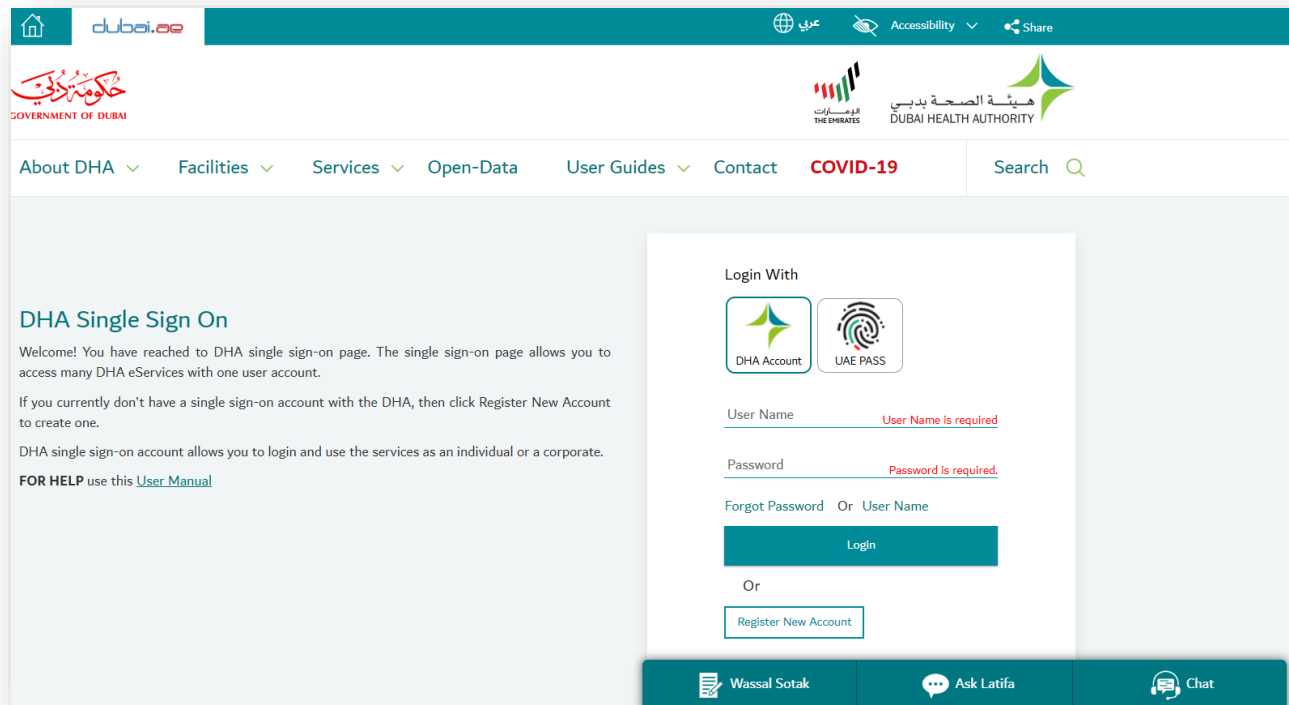


Health Licensing Support

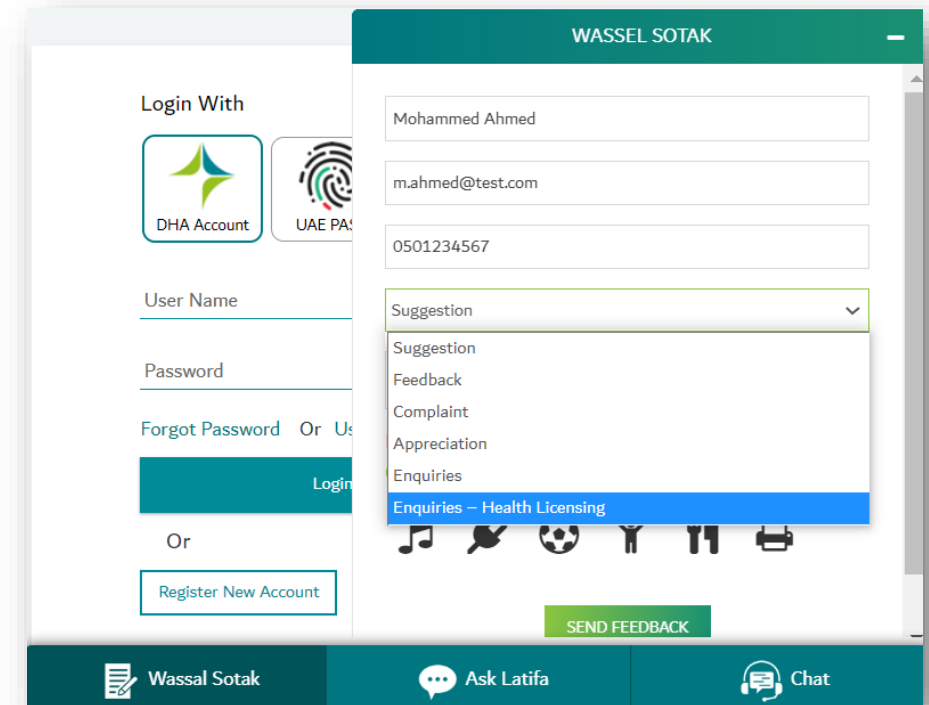
The Health Licensing Department is available to assist you. Contact us by clicking the Wassel Sotak icon the lower right hand corner of the [DHA website](#).

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, navigation links (About DHA, Facilities, Services, Open-Data, User Guides, Contact, COVID-19), and a search bar. The main content area has a 'DHA Single Sign On' heading and a welcome message. Below this is a login form with fields for 'User Name' and 'Password', both marked as required. There are links for 'Forgot Password' and 'User Name', and a 'Login' button. A 'Register New Account' button is also present. The footer contains icons for 'Wassel Sotak', 'Ask Latifa', and 'Chat'.



The screenshot shows the Wassel Sotak login form. The header includes the 'Wassel Sotak' title. The form has fields for 'User Name', 'Password', and a 'Forgot Password' link. There is 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 icons for 'Wassel Sotak', 'Ask Latifa', and 'Chat'.



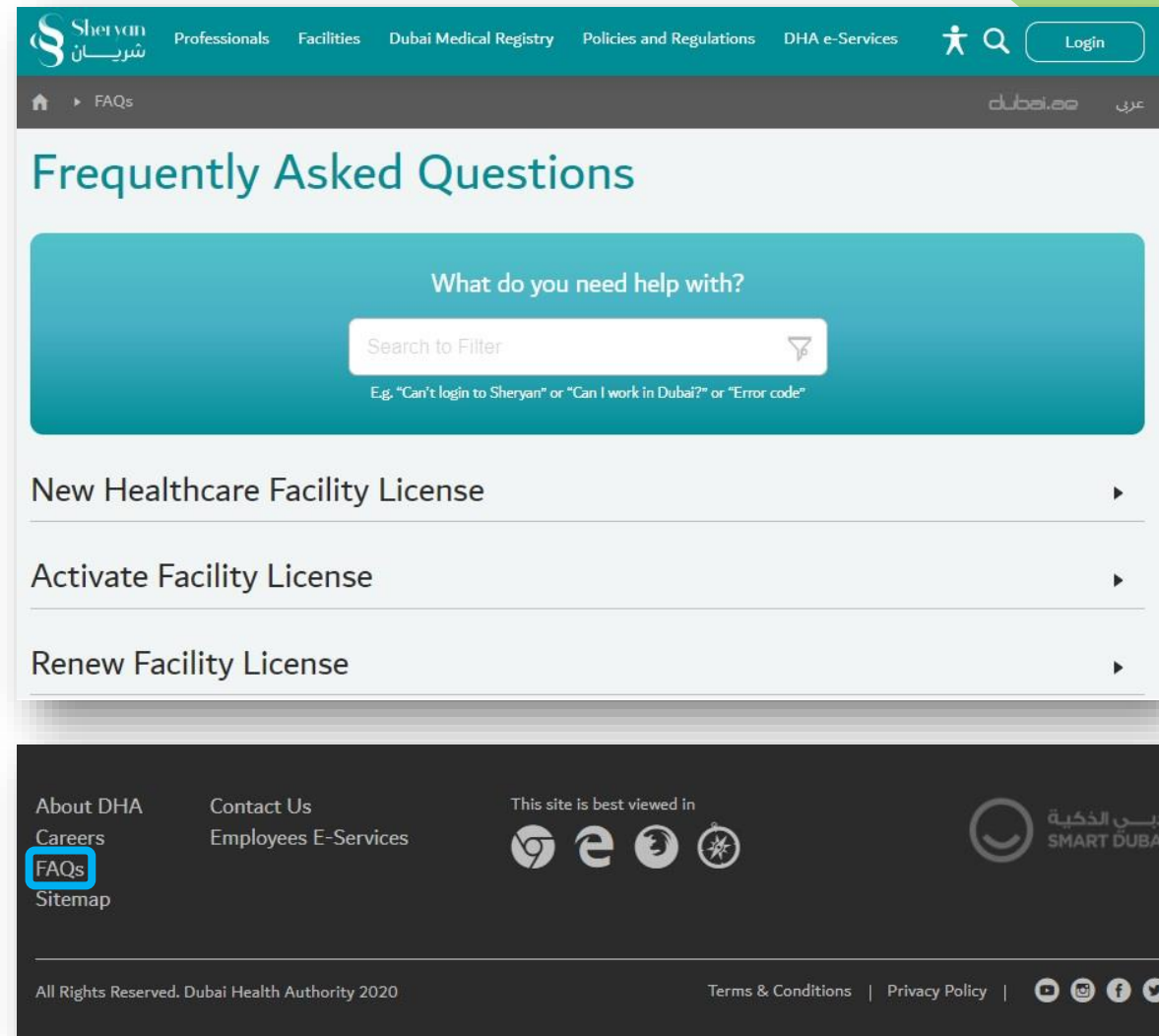
Good to Know: For 24/7 support, call 800-342 or click on the 'Chat' icon in the lower right hand corner of the DHA website.



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 My Dashboard, click on 'My Application'

The screenshot displays the 'My Dashboard' interface of the Sheryan DHA e-Services portal. The top navigation bar includes links for Professionals, Facilities, Dubai Medical Registry, Policies and Regulations, and DHA e-Services. The user's name, Ahmed Ahmed, and DHA ID, 000212125, are shown in the top right corner. The dashboard is divided into three main sections: Active Applications, License and Registration, and Sick Leave. The Active Applications section shows a 'Draft' application for 'Add/Upgrade Professional Registration' with a reference number and an estimated time of 5 working days. The License and Registration section shows a license that is 'Inactive, About to Expire' with 2 days remaining, expiring on 15 October 2020, and is licensed by LLC. The Sick Leave section shows 190 days remaining, with 0 issued this month and 0 pending approval. A sidebar on the right contains navigation links, with 'My Applications' highlighted. The bottom right corner features a home icon.

Sheryan شريان
Professionals Facilities Dubai Medical Registry Policies and Regulations DHA e-Services

Home ▶ My Dashboard

My Dashboard

[Edit Dashboard](#)

Active Applications
Add/Upgrade Professional Registration
Draft
Reference Number: URG-2020-00000633
Estimated time:
5 working days

License and Registration
Inactive, About to Expire License valid for
2 Days
Expires 15 October 2020
Optometry
Licensed by LLC Hospital

Sick Leave
190
Remaining
Hospital LLC
0 Issued this month
0 Pending approval

Ahmed Ahmed
DHA ID: 000212125

My Dashboard
My Profile
My Applications
Verifications and CBT Assessments
Notification Centre
Settings

Home icon

Step 1: Accessing the Service

Under closed tab, select the application in which to request the refund.

Then click the arrow on the right side to open the application.

Scroll down until the end of the page, click on the 'Request Refund' link.

My Applications

< Go To Dashboard




Active

Closed

[Download Excel](#) 

Type to filter



Status		Application Name	Reference No	Submitted For	Cost (AED)	Submitted On ▼	
 Draft	26/07/2020	Amend Facility License	AFL-2020-000033	Center Day Surgery	--	--	>
 Draft	06/10/2019	Activate Professional License	NPL-2019-000285	Center Day Surgery	--	--	>
 Submitted	03/08/2020	Renew Professional License	RPL-2020-000257	Center Day Surgery	1020.00	03/08/2020	>

Audit Trail

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

- Submitted
03/08/2020
- Payment Pending
03/08/2020

[Request Refund](#)



Step 2: Filling up the Application Form

In the 'Refund Reason' provide detailed explanation for the request.

Please provide supporting document as an evidence. Then click 'Confirm'.

▼ Request Refund

Request Refund

Application Reference Number
RPL-2020-00023568

Service Name
Renew Professional License

Invoice Number
20000356215

Currency
AED

Payment Reference Number
000325698578411245478963

Date
03/08/2020


Paid Amount
1020

Payment Channel
Credit Card

Refund Reason

Refund Reason

Supporting Documents

Supporting Documents 

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

Confirm

Provide a detailed reason justifying the refund request.



Step 3: Filling up the Application Form

All information provided should be correct since all communication will be based on the information provided.

▼ Applicant Details

This section displays the logged-in user information.

Applicant Details

DHA Unique ID


English First Name

AI

English Last Name

Center

Date of Birth

Date of Birth 

Gender


Select ▼

Nationality

India ▼

Email Address

Mobile Number

 +971

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

Confirm



Step 4: Term & Conditions

Please read the terms & conditions.
I agree to the terms and conditions'. Then click
'Confirm'.

▼ Terms and Conditions

Complete 

Terms & Conditions

- You hereby acknowledge and accept that in cases when additional information is required from the applicant, the applicant is liable to respond to the request for information, in a timely manner. Failure to provide the requested information will lead to rejection of the application.
The Dubai Health Authority reserve the right to reject the application if there is no response from the applicant, for more than 3 months (90 days).
This will additionally forfeit the applicant's right for a refund of fees, associated to the service.
- You hereby acknowledge and accept that decisions taken by the Dubai Health Authority relevant to the application for Professional license, will be directly linked to the information provided by the applicant, at the time of application.
Dubai Health Authority reserves the right to reject any application when incorrect or inaccurate information is provided by the applicant.
- You hereby acknowledge and accept that the Service Level Agreement (SLA) for this service is as defined in the service catalogue.
Dubai Health Authority reserves the full right to adjust or update the Service Level Agreement as it sees fit, and will not be required to provide updates on any changes made.
- You hereby acknowledge and accept that all payments are due upon receipt. If a payment is not received or payment method is declined, the buyer forfeits the right to service.
You hereby acknowledge and accept that the Dubai Health Authority reserves the right to investigate each refund request to provide approval or rejection of the refund.
The customer is responsible for carefully reviewing all terms and conditions for each service applied for.
If approved, the Dubai Health Authority will issue the refund through the same payment channel only.



I agree to the terms and conditions

Confirm



Step 5: Review & Submit the Application

▶ Request Refund	Complete ✓
▶ Applicant Details	Complete ✓
▶ Terms and 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](#)

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

Review the whole form, make sure all details are correct, then click 'Submit'.

Terms & Conditions

- 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).
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The customer is responsible for carefully reviewing all terms and conditions for each service applied for.
If approved, the Dubai Health Authority will issue the refund through the same payment channel only.



I agree to the terms and conditions

[Submit](#)[Go Back](#)[Withdraw Application](#)

ADDITIONAL INFORMATION

Application Status



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.

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.



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