



Sheryan
شريان

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.

dubai.ae

Accessibility Share

دولة الإمارات العربية المتحدة
GOVERNMENT OF DUBAI

هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

About DHA Facilities Services Open-Data User Guides Contact COVID-19 Search

DHA Single Sign On

Welcome! You have reached to DHA single sign-on page. The single sign-on page allows you to access many DHA eServices with one user account.

If you currently don't have a single sign-on account with the DHA, then click Register New Account to create one.

DHA single sign-on account allows you to login and use the services as an individual or a corporate.
FOR HELP use this [User Manual](#)

Login With

DHA Account UAE PASS

User Name User Name is required

Password Password is required.

Forgot Password Or User Name

Login

Or

Register New Account

Home User Guides FAQ

Be a part of DHA family
Access DHA Eservices with an click.

Register New Account

UserName*

Email (abcd@example.com)*

Password* Confirm Password*

First Name* Middle Name
Nationality*

LastName* United Arab Emirate: ▾

Country Code* +971 Mobile Number (e.g 501234567)*

Click or touch the Microphone

Register

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

<p>Are you an individual who want to use DHA Services for personal use?</p> <p>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.</p> <p><input type="button" value="Individual Home"/></p> <p><input type="radio"/> set as default page</p>	<p>Are you a corporate owner or employee who want to use DHA Services for your corporate?</p> <p>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.</p> <p><input type="button" value="Corporate Home"/></p> <p><input type="radio"/> set as default page</p>
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Good to Know:



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



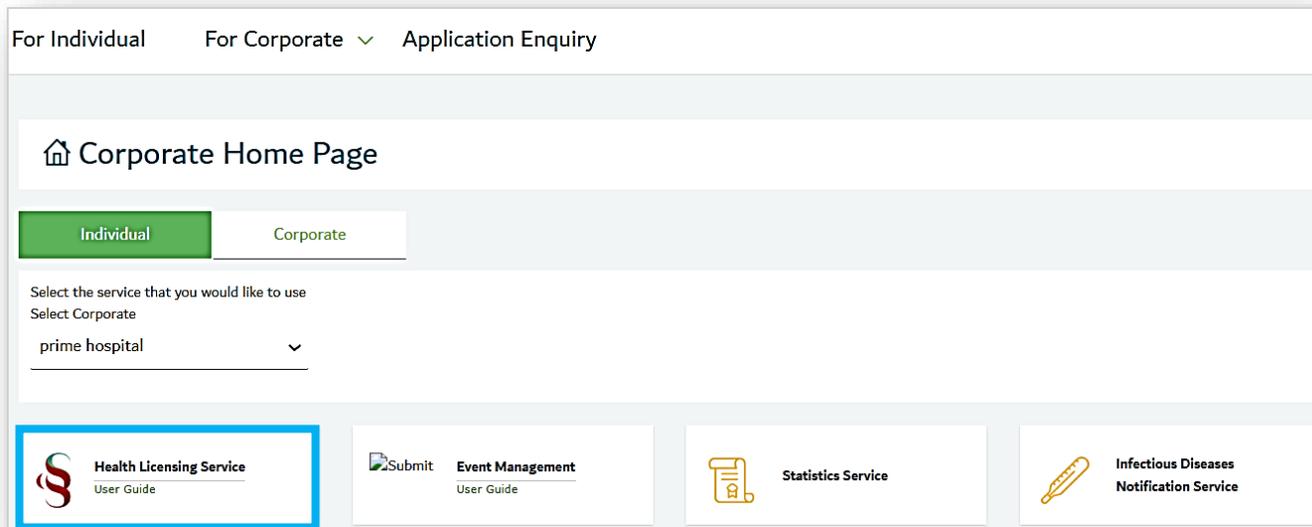
Once an email is registered for an account, it cannot be used for another account.



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



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



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.



Sheryan Account Management

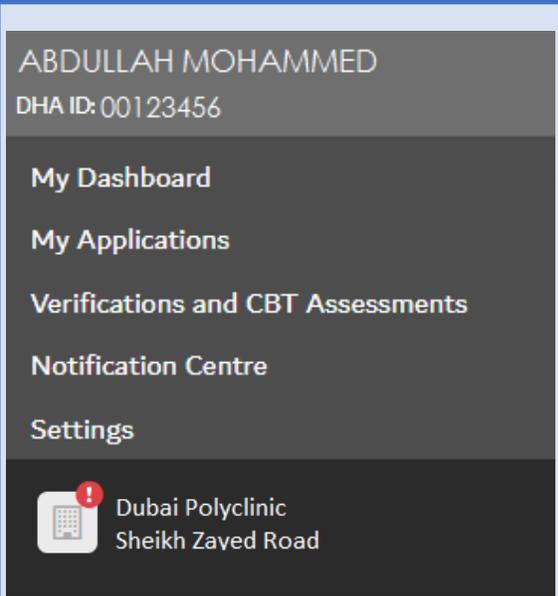
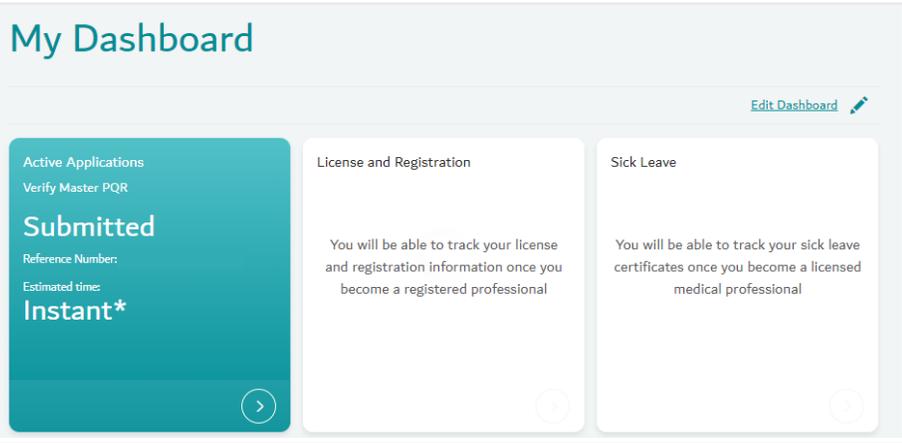
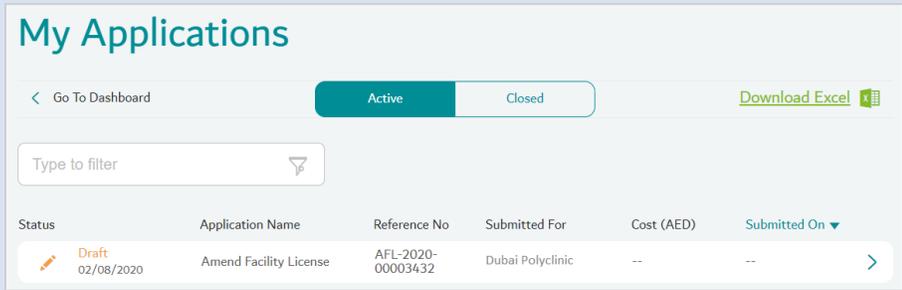
Before proceeding to the licensing services, users must be familiar with account management.



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.

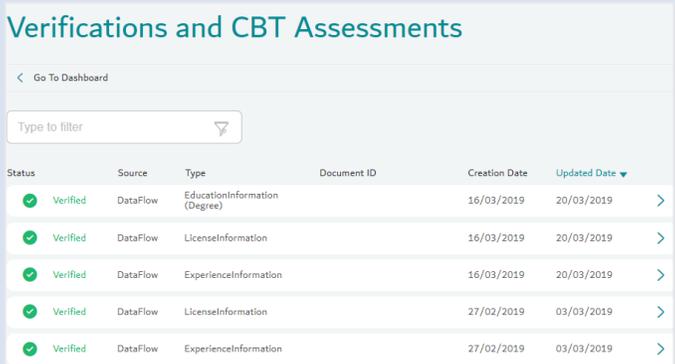
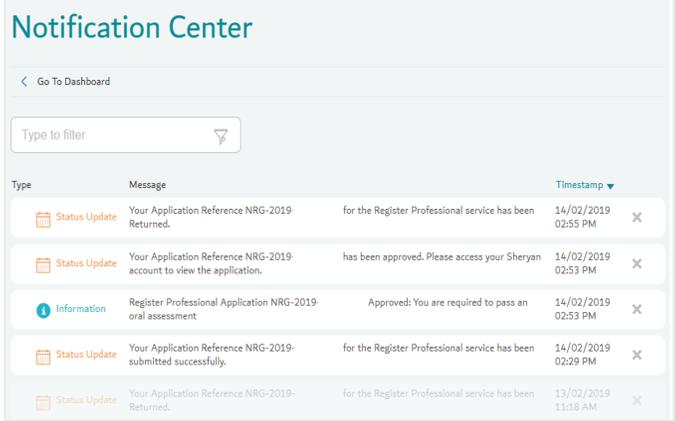


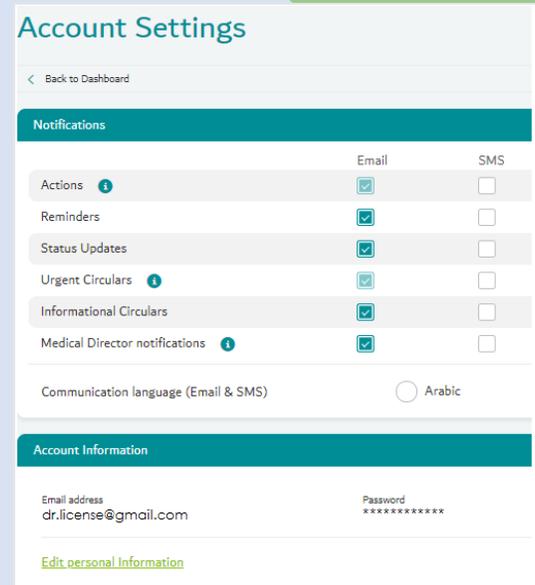
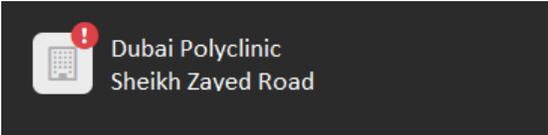
Sheryan Account Management

Menu Screenshot	Account Menu Options	Screenshot												
	<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>													
	<p>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.</p>	 <table border="1"> <thead> <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> </thead> <tbody> <tr> <td>Draft 02/08/2020</td> <td>Amend Facility License</td> <td>AFL-2020-00003432</td> <td>Dubai Polyclinic</td> <td>--</td> <td>--</td> </tr> </tbody> </table>	Status	Application Name	Reference No	Submitted For	Cost (AED)	Submitted On	Draft 02/08/2020	Amend Facility License	AFL-2020-00003432	Dubai Polyclinic	--	--
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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>	 <p>Verifications and CBT Assessments</p> <p>Go To Dashboard</p> <p>Type to filter</p> <table border="1"> <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>	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
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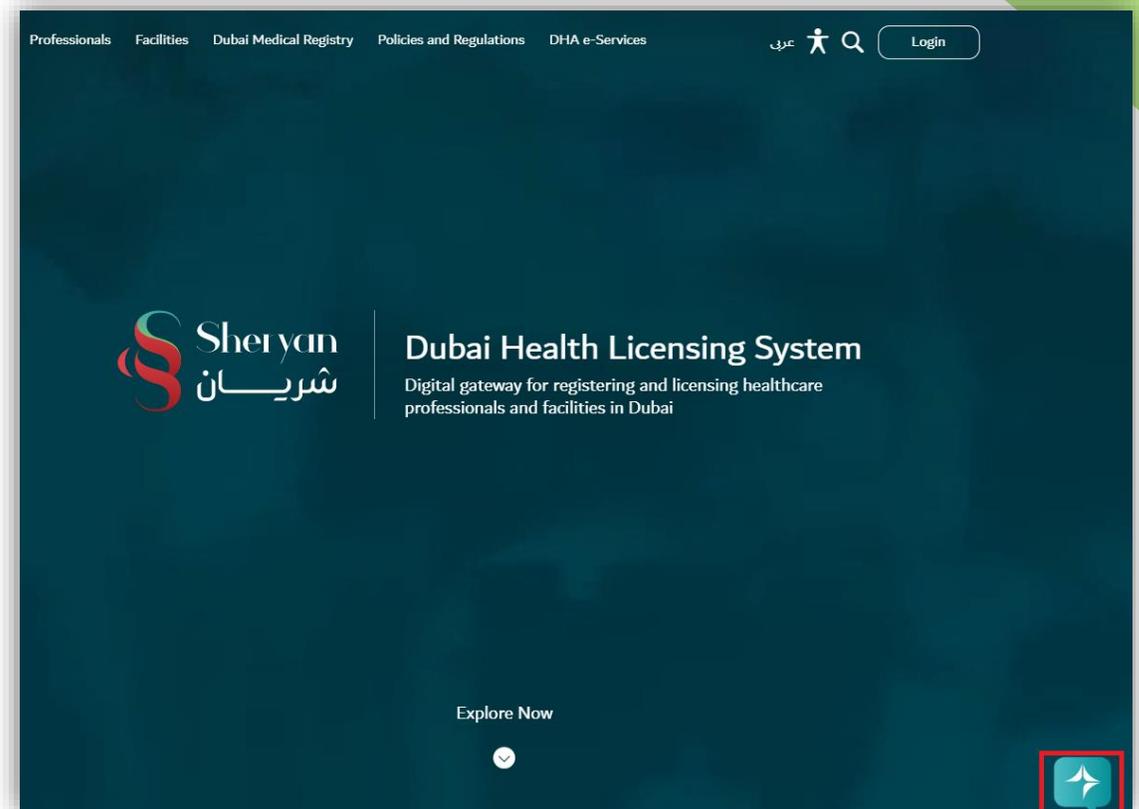
Account Menu Options	Screenshot																		
<p>Settings - changes in notification preference (SMS/Email), account information (name, email, password, etc.), and personal information (mobile number, address, etc.) can be made here.</p>	 <p>Account Settings</p> <p>Back to Dashboard</p> <p>Notifications</p> <table border="1"> <thead> <tr> <th>Actions</th> <th>Email</th> <th>SMS</th> </tr> </thead> <tbody> <tr> <td>Reminders</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Status Updates</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Urgent Circulars</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Informational Circulars</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Medical Director notifications</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> <p>Communication language (Email & SMS) <input type="radio"/> Arabic</p> <p>Account Information</p> <p>Email address: dr.license@gmail.com Password: *****</p> <p>Edit personal Information</p>	Actions	Email	SMS	Reminders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Status Updates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Urgent Circulars	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Informational Circulars	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Medical Director notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<p>Linked Facility User – if you are a linked user, you can access the facility dashboard by clicking on the facility name on your menu.</p>	 <p>Dubai Polyclinic Sheikh Zayed Road</p>																		
<p>Logout - exit the account.</p>																			



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 website's login page. The header includes the Dubai Government logo, the DHA logo, and navigation links for 'About DHA', 'Facilities', 'Services', 'Open-Data', 'User Guides', 'Contact', and 'COVID-19'. A search bar is also present. The main content area features a 'DHA Single Sign On' section with a welcome message and instructions. Below this is a 'Login With' section with options for 'DHA Account' and 'UAE PASS'. There are input fields for 'User Name' (with a red error message 'User Name is required') and 'Password' (with a red error message 'Password is required'). A 'Login' button is located below the password field, and a 'Register New Account' button is below it. At the bottom of the page, there are three icons: 'Wassel Sotak', 'Ask Latifa', and 'Chat'.

The screenshot shows the 'Wassel Sotak' chat interface. It features a 'Login With' section with 'DHA Account' and 'UAE PASS' options. Below this are input fields for 'User Name', 'Password', and 'Forgot Password Or User Name'. A 'Login' button is present. There is also a 'Register New Account' button. On the right side, there is a chat input area with a text box containing 'Mohammed Ahmed', an email field with 'm.ahmed@test.com', and a phone number field with '0501234567'. Below the input fields is a dropdown menu with 'Suggestion' selected. At the bottom of the chat area, there are several icons: a music note, a speech bubble, a soccer ball, a person, a printer, and a 'SEND FEEDBACK' button. At the bottom of the page, there are three icons: '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.

The screenshot shows the Sheryan website's Frequently Asked Questions page. The header includes the Sheryan logo and navigation links for Professionals, Facilities, Dubai Medical Registry, Policies and Regulations, and DHA e-Services. A search bar is present with the text "What do you need help with?" and "Search to Filter". Below the search bar, there are three main categories of questions: "New Healthcare Facility License", "Activate Facility License", and "Renew Facility License". The footer contains links for "About DHA", "Careers", "FAQs" (highlighted with a red box), and "Sitemap". It also includes social media icons, a "SMART DUBAI" logo, and a copyright notice: "All Rights Reserved. Dubai Health Authority 2020".



Step 1: Accessing the Service

On My Dashboard, click on 'My Application'

The screenshot displays the 'My Dashboard' interface for a user named Ahmed Ahmed (DHA ID: 000212125). The dashboard is divided into three main sections:

- Active Applications:** Shows a 'Draft' application for 'Add/Upgrade Professional Registration' with a reference number of URG-2020-00000633. The estimated time is 5 working days.
- License and Registration:** Shows an 'Inactive, About to Expire License valid for 2 Days' for 'Optometry' at 'Hospital LLC'. The license expires on 15 October 2020.
- Sick Leave:** Shows 190 days remaining for 'Hospital LLC'. It also indicates 0 issued this month and 0 pending approval.

The right sidebar contains the following navigation options:

- My Dashboard
- My Profile
- My Applications** (highlighted)
- Verifications and CBT Assessments
- Notification Centre
- Settings



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	Payment Reference Number 000325698578411245478963
Service Name Renew Professional License	Date 03/08/2020
Invoice Number 20000356215	Paid Amount 1020
Currency AED	Payment Channel Credit Card

Refund Reason

Provide a detailed reason justifying the refund request.

Refund Reason

Supporting Documents

Supporting Documents 

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

Confirm



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

English Last Name

Date of Birth
 

Gender
 ▼

Nationality
 ▼

Email Address

Mobile Number

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



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

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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	Application is rejected. Read the comment in the application. Possible reasons: <ul style="list-style-type: none">• 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.

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.



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

