

INFORMATION TECHNOLOGY DEPARTMENT

USER MANAGEMENT USER GUIDE

VERSION 3.0

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1. Introduction

This document guides you how to manage your user account.

2. General Notes

Following are general notes that you need to know and understand before using the system:

- In all forms * means mandatory field
- While using the system and filling any application, detailed error messages (in red) will be shown if required explaining the error for you and the solution
- Payment process is done through Dubai eGovernment ePay Gateway.

3. New User Registration

- Go to <https://services.dha.gov.ae/eservices/dhaweb/Default.aspx>
- Choose one of following options:
 - Click “Register” tab
 - Enter a “Username” between 5 to 30 characters and contains only English characters (Aa – Zz). May contain only ‘_’ and ‘.’ as special character
 - Please select a password that meets all of the following criteria: It should be between 8 to 20 Characters; Must contain at least one alphabet, one numeric character (0-9). Allowed special characters (@! # \$ ^ * _ .). Please do not include username in the password. Please note you cannot use 5 last previous passwords.
 - Re-enter the password in “Confirm Password” field
 - Enter your “E-Mail” address
 - Enter “First Name”, “Middle Name” & “Last Name” as per your passport.
 - Select “Nationality” from the dropdown
 - Click “Register”

4. Log In

- Go to <https://services.dha.gov.ae/eservices/dhaweb/Default.aspx>
- Choose one of following options:
 - DHA Account
 - Enter “User Name” and “Password”
 - Click “Login”
 - LOGIN WITH UAE Pass:
 - Click on ‘Login with UAE PASS’ → “Login using Emirates ID, email, or phone eg. 971500000000 ”

The screenshot shows the DHA Single Sign On page. The header includes the DHA logo and navigation links. The main content area is titled "DHA Single Sign On" and contains the following text:

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 please use the user manual below

DHA User Manual [Download icon]

The login form on the right has the following elements:

- Buttons: DHA Account, Register
- Fields: DHA Username, Password
- Links: Forgot Password, Forgot Username
- Buttons: LOGIN, LOGIN WITH UAE PASS

The footer includes contact information: WE ARE HERE FOR YOU, 800 342 (DHA), and social media links. It also features the "ASK DHA" button and the Digital Dubai logo.

Figure 4.a DHA login screen

- Choose “**Visit Patient Dashboard**’ or “**Access Dashboard**” under Corporates to proceed.
- You can access services from the list under General DHA Services
-

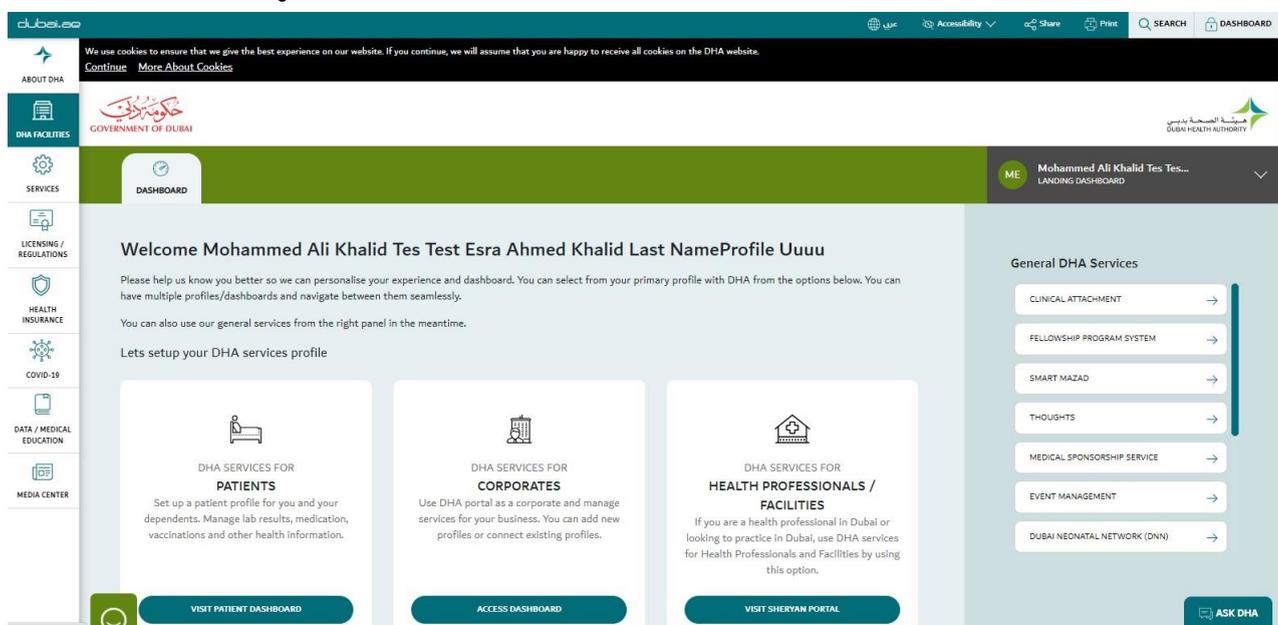


Figure 4.b Landing Dashboard

5. Forgot Password

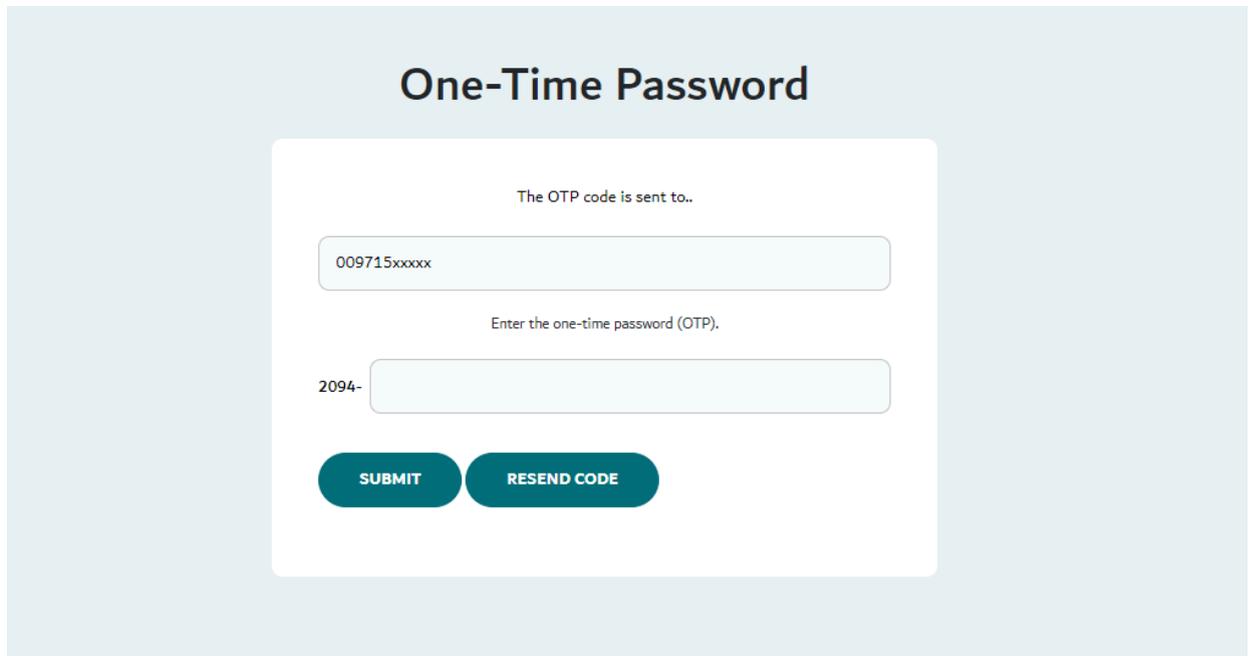
- For DHA Single Sign On: Go to <https://services.dha.gov.ae/eservices/DHAWeb/Default.aspx>
 - Click **“Forgot Password?”** link
 - Provide your registered email address or username and click on Submit

The screenshot shows the 'Forgot Password' page on the DHA website. The page title is 'Forgot Password'. Below the title, it says 'Forgot Your DHA Service Password?' and '(Enter your registered User Name or Email address)'. There is a text input field labeled 'User Name or Email Id' with the placeholder text 'Type your username or email'. Below the input field is a reCAPTCHA widget with the text 'I'm not a robot' and a 'SUBMIT' button. The page has a dark teal header with the DHA logo and navigation links. A sidebar on the left contains icons for various services like 'ABOUT DHA', 'DHA FACILITIES', 'SERVICES', 'LICENSING / REGULATIONS', 'HEALTH INSURANCE', 'COVID-19', and 'DATA / MEDICAL EDUCATION'.

- Choose how you would like to get the authentication code via Email or Mobile number .Please note choice for mobile number is displayed only when a valid mobile number is associated with this account.

The screenshot shows the 'Reset Password' page on the DHA website. The page title is 'Reset Password'. Below the title, it asks 'How would you like to get your authentication code?'. There are two radio button options: 'Receive authentication code on : 009715xxxxx75' (which is selected) and 'Receive authentication code on : ritxxxxx@yahoo.com'. Below the options is a 'SUBMIT' button. The page has a dark teal header with the DHA logo and navigation links. A sidebar on the left contains icons for various services like 'ABOUT DHA', 'DHA FACILITIES', 'SERVICES', 'LICENSING / REGULATIONS', 'HEALTH INSURANCE', 'COVID-19', and 'DATA / MEDICAL EDUCATION'.

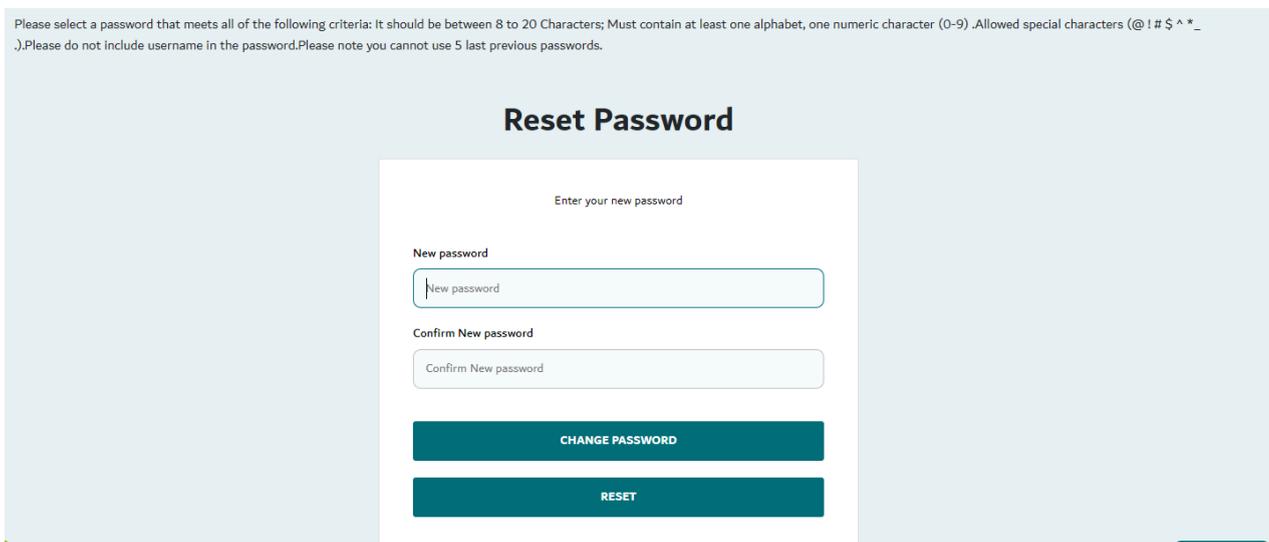
- Once submitted the below shown screen will be displayed prompting for the authentication code.



The image shows a 'One-Time Password' screen. At the top, it says 'The OTP code is sent to..' followed by a text input field containing '009715xxxxx'. Below that, it says 'Enter the one-time password (OTP).' followed by a text input field containing '2094-'. At the bottom, there are two buttons: 'SUBMIT' and 'RESEND CODE'.

- Once submitted please enter the new password & Confirm New Password. Click on Change Password and the password will be updated.

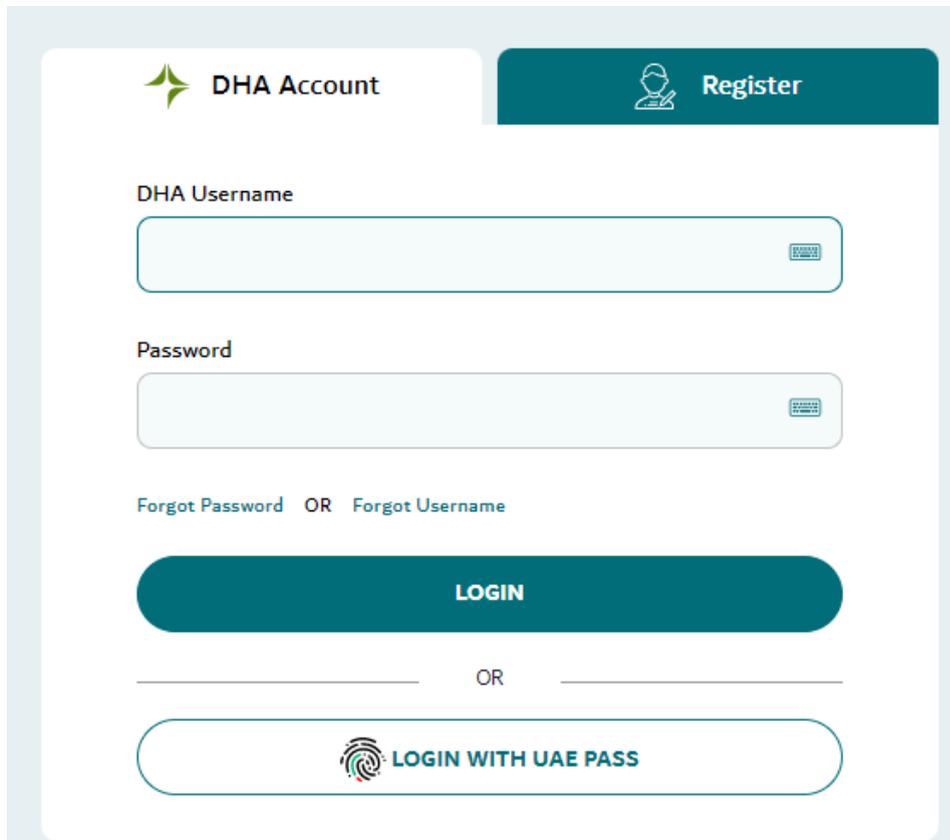
Please select a password that meets all of the following criteria: It should be between 8 to 20 Characters; Must contain at least one alphabet, one numeric character (0-9) .Allowed special characters (@ ! # \$ ^ * _ .).Please do not include username in the password.Please note you cannot use 5 last previous passwords.



The image shows a 'Reset Password' screen. At the top, it says 'Enter your new password'. Below that, there are two text input fields: 'New password' and 'Confirm New password'. At the bottom, there are two buttons: 'CHANGE PASSWORD' and 'RESET'.

7. Forget UserName

- Click "[Forgot User Name?](#)" link



The screenshot shows the DHA Account login interface. At the top left, there is a logo and the text "DHA Account". To the right, there is a "Register" button with a user icon. Below this, there are two input fields: "DHA Username" and "Password", each with a small icon on the right side. Underneath the password field, there are two links: "Forgot Password" and "Forgot Username", separated by "OR". Below these links is a large teal "LOGIN" button. At the bottom, there is a horizontal line with "OR" in the center, and below that is a rounded button with a fingerprint icon and the text "LOGIN WITH UAE PASS".

- Enter the registered email address

Forgot User Name

Forgot Your DHA Service UserName?

(Enter your registered Email address)

Email

I'm not a robot



reCAPTCHA
Privacy - Terms

SUBMIT

- OTP will be sent to the email address. Please enter the OTP in the below screen

One-Time Password

The OTP code is sent to..

r*****r@yahoo.com

Enter the one-time password (OTP).

1411-

SUBMIT

RESEND CODE

- After successful OTP verification, username will be sent to the Email address.

System Message - رسالة النظام

User Name has been sent to the registered email.

BACK TO LOGIN PAGE

8. Edit Profile

- Open menu next to username at top right corner
- Click **“Edit Profile”**

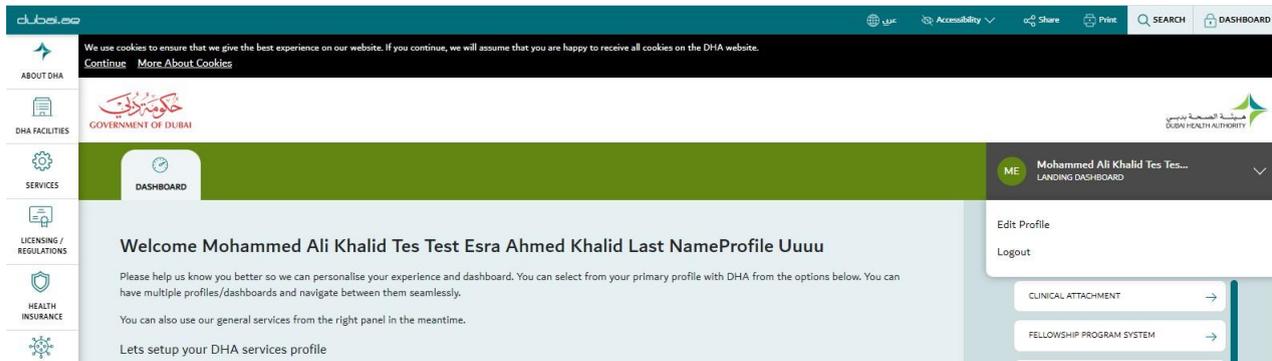


Figure 7.a Edit Profile

- In order to change email click **“Change Email”**

Edit Profile

Account Information

Username *	Email Address *
<input type="text" value="uaepass12345"/>	<input type="text" value="uaepass321@cuvov.de"/>
<input type="button" value="CHANGE PASSWORD"/>	<input type="button" value="CHANGE EMAIL"/>

Personal Information

First Name *	Middle Name	Last Name *
<input type="text" value="Mohammed Ali Khalid Tes Test"/>	<input type="text" value="Middle Name"/>	<input type="text" value="Esra Ahmed Khalid Last NameProfile Uuuu"/>
Nationality *	Gender *	Mobile *
<input type="text" value="Antigua and Barbuda"/>	<input type="text" value="Male"/>	<input type="text" value="+919490140134"/>

- Update the Email address in the text box and click on 'Save Email'. An OTP will be sent to the new email address.

The screenshot shows a web interface with a green header bar containing a circular icon and the word "DASHBOARD". Below the header, the page title is "Edit Profile". Underneath, there is a section titled "Account Information". This section contains two input fields: "Username *" with the value "uaepass12345" and "Email Address *" with the value "uaepass321@cuvov.de". Below the "Username" field is a teal button labeled "CHANGE PASSWORD". Below the "Email Address" field are two buttons: a teal button labeled "SAVE EMAIL" and a white button with a grey border labeled "CANCEL".

- Provide the proper authentication code, the system confirms the email id change.

The screenshot shows a modal dialog box titled "Verify OTP" with a close button (X) in the top right corner. Below the title, there is a subtitle: "Enter the OTP sent to your email to confirm and update your profile." Below this, there is a label "Enter OTP *" followed by a text input field containing the placeholder text "Enter OTP". At the bottom of the modal is a large teal button labeled "VERIFY".

- In order to change password Click “**Change Password**”

Edit Profile

Account Information

Username *
ueepass12345
CHANGE PASSWORD

Email Address *
ueepass321@cuvov.de
CHANGE EMAIL

Personal Information

First Name *
Mohammed Ali Khalid Tes Test

Middle Name
Middle Name

Last Name *
Esra Ahmed Khalid Last NameProfile Uuuu

Nationality *
Antigua and Barbuda

Gender *
Male

Mobile *
+919490140134

SAVE CHANGES

- Provide the new password & confirm new password.
- Click on ‘Change Password’ button.

Change Password

Please select a password that meets all of the following criteria :

- o It should be between 8 to 20 Characters; must contain at least one alphabet, one numeric character (0-9).
- o Allowed special characters (@!#\$%^&*_).
- o Please do not include username in the password. Please note you cannot use 5 last previous passwords.

New Password *

New Password

Confirm Password *

Confirm Password

CHANGE PASSWORD
