



Birth and Death Certificate System

End User Manual

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Table of Contents

Copyright and Confidentiality	2
1 Document management & Version Control	5
1.1 Document History.....	5
1.2 Document Version Control.....	5
2 Executive Summary	6
3 Definitions & Abbreviations	7
4 Introduction	8
5 How to Use This Manual	9
5.1 Browser requirements.....	9
5.2 Functional requirements.....	9
5.3 Entry to the system.....	9
6 Navigate to Birth and Death Certificate System.....	10
6.1 Registration	10
7 For confirm the account Log in.....	12
8 Birth certificate	14
9 Request Birth Certificate	15
10 Birth Certificate Modification Request.....	18
11 Search (Birth Certificate Modification Request)	19
12 Modification Birth Certificate	20
13 Download Scan Application	27
14 Print birth notification (Birth Certificate Modification Request).....	33
15 Birth Certificate Lost/Replacement Request	35
16 Search (Birth Certificate Lost/Replacement Request).....	36
17 Request Birth Certificate Lost/Replacement	37
18 Print Birth Notification (Lost/Replacement Request)	44
19 Birth Certificate Reissue Request	46

20	Search (Birth Certificate Reissue Request)	47
21	Request Birth Certificate Reissue	48
22	Print Birth Notification (Birth Certificate Reissue Request).....	55
23	Reset (change password).....	57
24	Forgot password.....	58

1 Document management & Version Control

1.1 Document History

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1.2 Document Version Control

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2 Executive Summary

MOHAP IT Department, Dubai, develops this Document.

The MOHAP IT Department Located in Dubai intends to automate and document the business requirements, processes and activities done by the MOHAP departments.

MOHAP IT Department has a strong and long experience in eservices development.

This document is intended to describe how the “Birth and Death Certificate System” works.

3 Definitions & Abbreviations

Item	Description
MOHAP	Ministry of Health and Prevention, United Arab Emirates, MOHAP is the Service Provider
HQ	Head Quarter
PMD	Preventive Medicine Department
Applicant	The Applicant who is eligible to apply for the service
Service	Service provided by MOHAP to the applicants.
*	* means Mandatory
Internal User	MOHAP Staff
External User	Non MOHAP Staff

4 Introduction

We put in your hands the user manual for the system of birth and death certificate, which is an application that works through the browser to record and follow all applications for birth certificates and death certificates and pay the fee of the certificate through this electronic service. The Ministry of Health and Community Protection, through its website, provides some services to citizens and expatriates, in order to facilitate the formal procedures in the extraction of some of your documents to meet the requirements of the modern state.

5 How to Use This Manual

User Manual Helps the user to work on the system in the right steps and to ensure the correct results, and to get the desired results please follow the steps described in this manual.

5.1 Browser requirements

- Internet Explorer 10.0+.
- Google Chrome 12.0+.
- Mozilla Firefox 30.0+.
- Apple Safari 1.2+.

5.2 Functional requirements

Functional requirements describe what the system can do to meet the job; the functional requirements are the following:

1. Birth certificate
 - Request Birth Certificate.
 - Birth Certificate Modification Request.
 - Birth Certificate Lost/Replacement Request.
 - Birth Certificate Reissue Request.
2. Death certificate
 - Request Death Certificate.
 - Death Certificate Modification Request.
 - Death Certificate Lost/Replacement Request.
 - Death Certificate Reissue Request.
3. Pay
 - Payment Log

5.3 Entry to the system

The birth and death certificate system can be accessed through the following link:

<https://ebirthdeath.mohap.gov.ae/BirthDeathCertifications>

6 Navigate to Birth and Death Certificate System

At the beginning, when you navigate to the birth and death certificate site, the main page that describes the objectives of the system is displayed. The user can also search for his / her application by entering the Reference Number in the assigned place. This is the search by Reference Number, as shown in Figure (1).



Figure (1) Main Page

6.1 Registration

Registering a new user requires you to enter a set of information consisting of:

- User name.
- Email.
- Mobile Number.
- Emirates ID.
- Password.
- Confirm Password.

You must enter all the fields with your information and click on the new **Register** button, as shown in Figure (2).

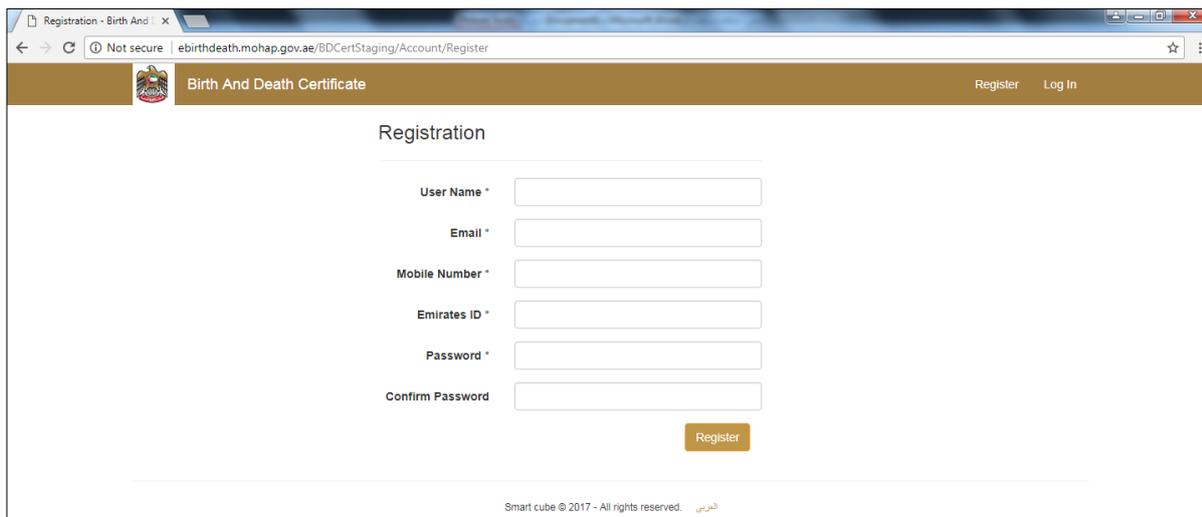
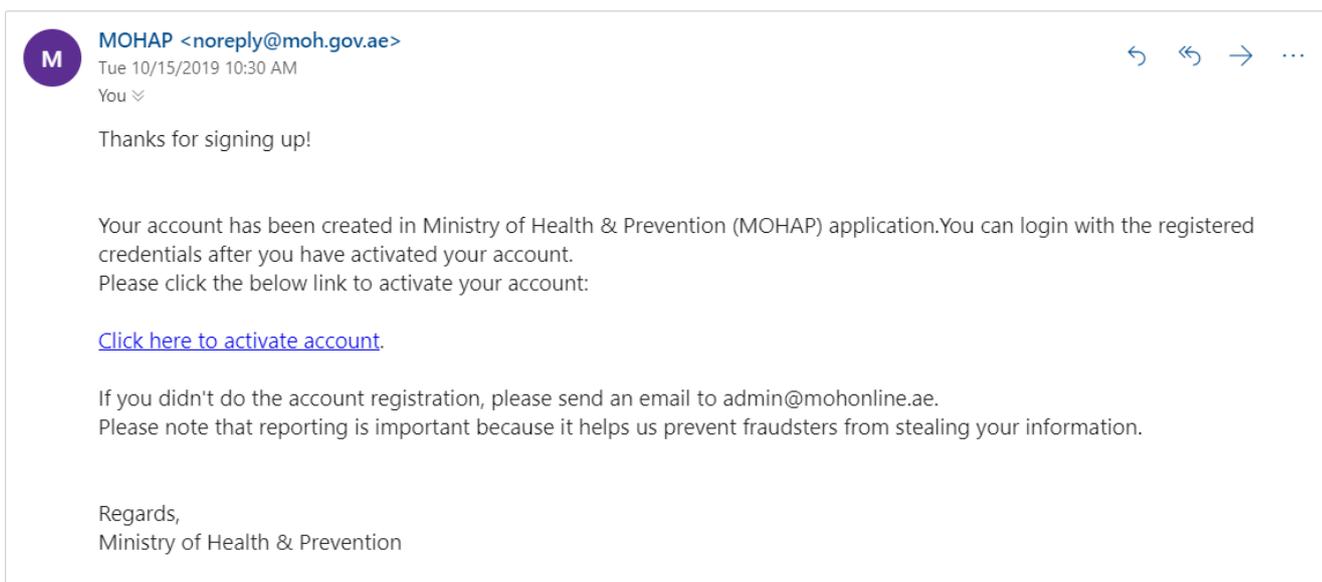


Figure (2) Registration Page

A email will be sent to you as below:



7 For confirm the account Log in

Logging into the birth and death certificate system requires entering your username and password and clicking on the **Log In** button. It can also save its username by clicking on the Remember me checkbox, and you can also change the language by clicking on the link **عربي** to change to Arabic language. As shown in Figure (3).

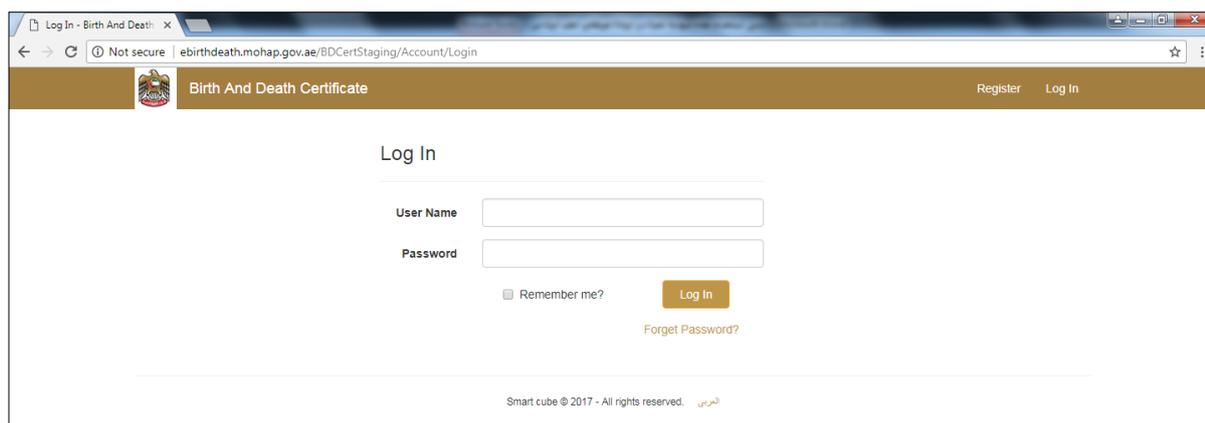


Figure (3) Login Page

At first when you log on to the birth certificate system, the user main page is displayed. There are four sections in the vase as shown in Figure (4).

1. Birth certificate.
2. Death certificate.
3. Pay.
4. Reports.

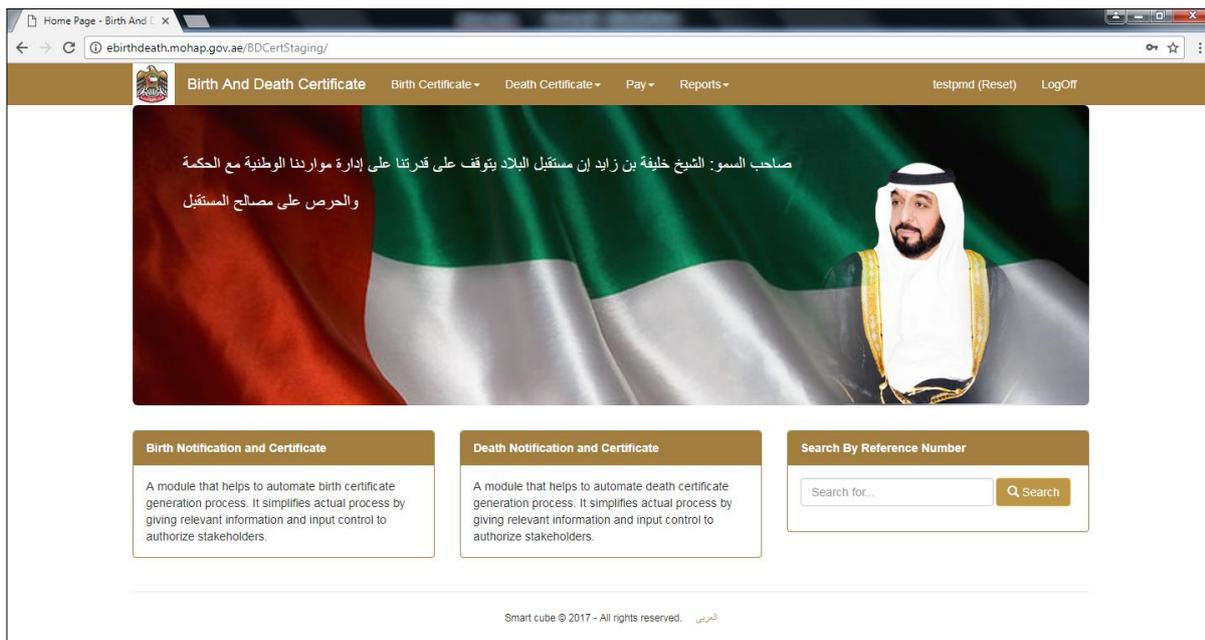
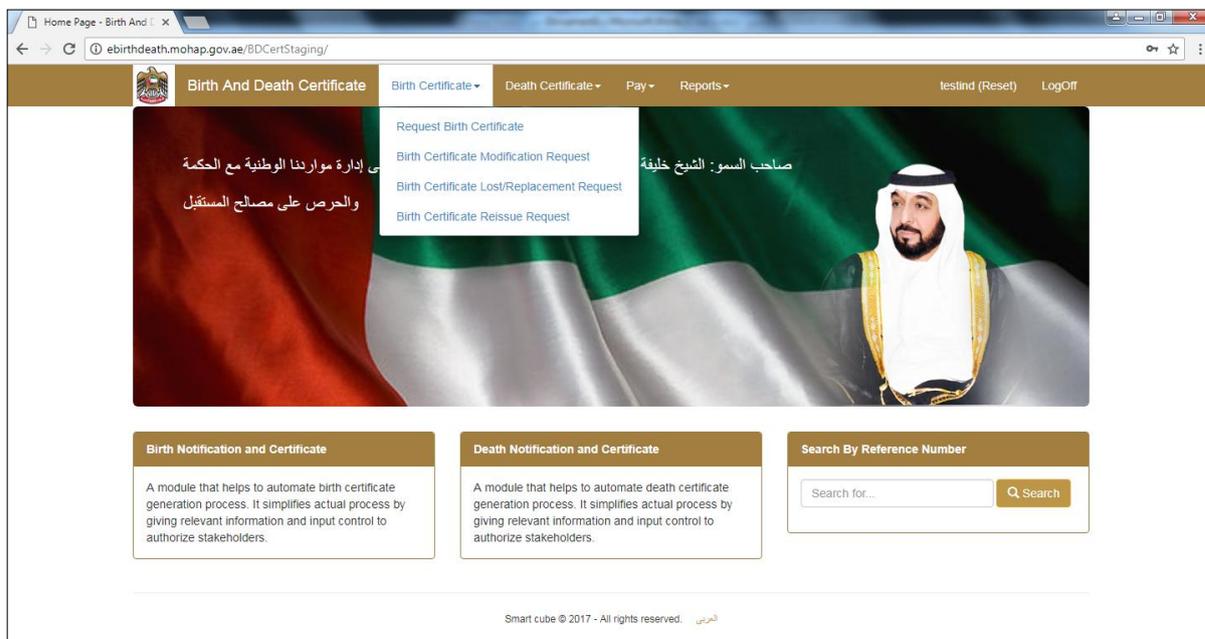


Figure (4) User Main Page

8 Birth certificate

The birth certificate list consists of twelve processes. The first process is the **Request birth Certificate**; the second is the **Birth Certificate Modification Request**, The third process is **Birth Certificate Lost/Replacement Request**, the fourth process is **Birth Certificate Reissue Request**. As shown in Figure



(5).

Figure (5) Birth Certificate List

9 Request Birth Certificate

To request a birth certificate, you must enter the Enrollment number in the Field search for and click **Search**. As shown in Figure (6).

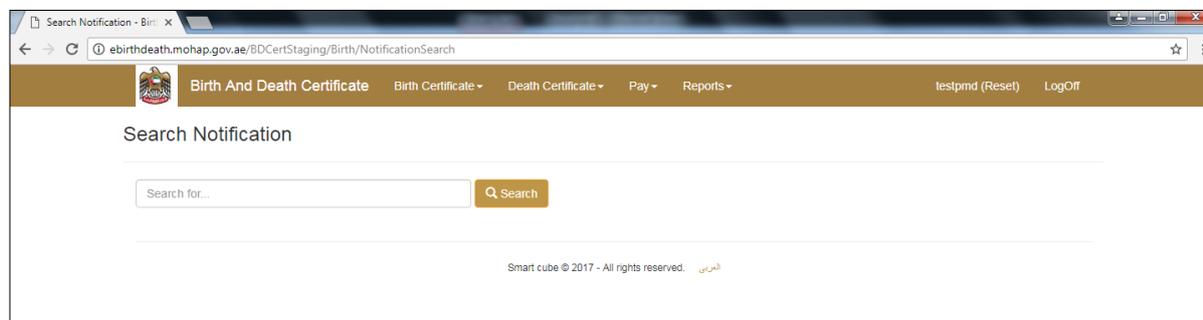


Figure (6) Request Birth Certificate (search Notification)

You will be redirected to Request Birth Certificate page to modify the data consisting of six sections; the first section is the **Birth certificate Payment Details**. The remaining five sections are only for displaying data that includes details of the father, mother, notification, baby and attachments. In the **Birth certificate Payment Details** section, enter the name of the baby in Arabic and English, then choose the language that consists of Arabic and English to issue the birth certificate, then choose the payment method and the number of copies for each language, as shown in Figure (7).

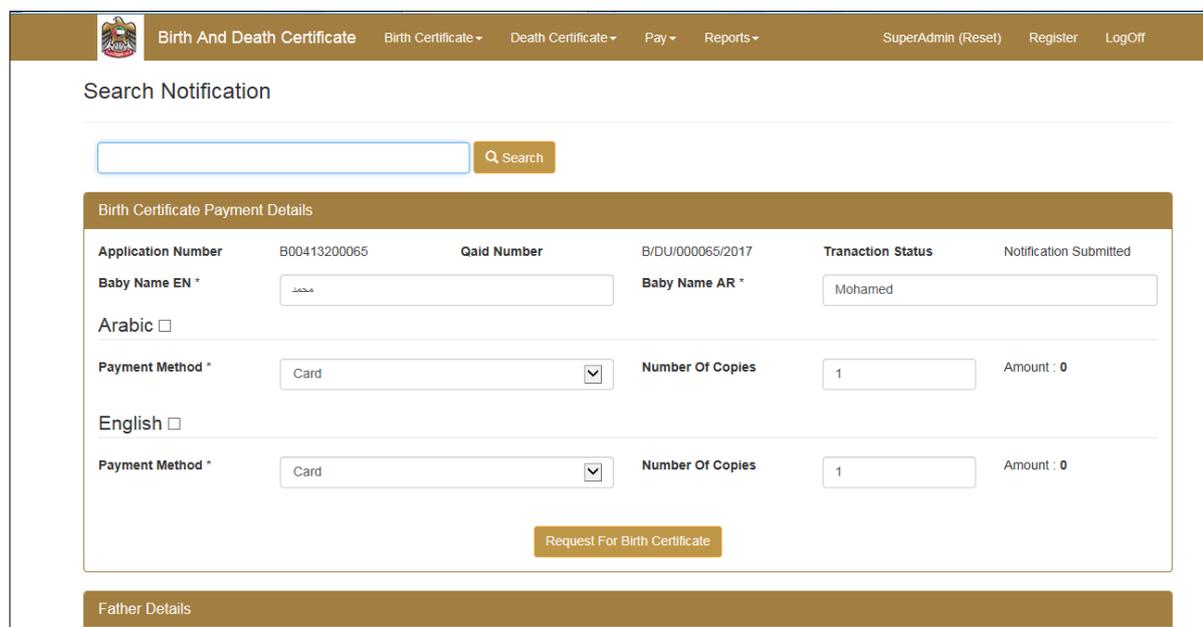


Figure (7) Request Birth Certificate (Birth Certificate Details)

Click on the **Birth for Certificate Request** button, you will be taken to the payment page where a detailed receipt is displayed for the required amount. As shown in Figure (8).

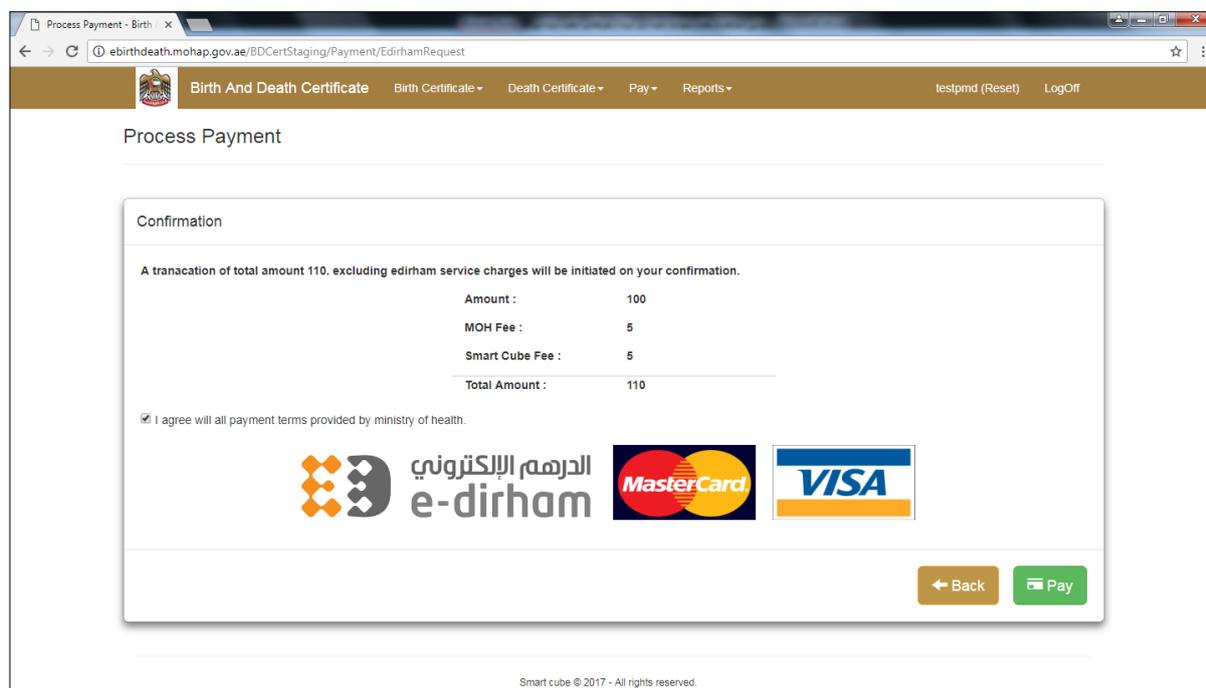


Figure (8) Agree Payment Process (Request Birth Certificate)

Click on checkbox to accept all payment terms provided by the Ministry of Health. To pay, click on **Pay** button. To cancel the birth certificate request, click on **Back** button, as shown in Figure (8). Then choose a payment method that consists of three types; first type **eDirham G2 Cards**, second type **eDirham Cards**, the third type **eD-Wallet**, each one has multiple payment cards. As shown in Figure (9).

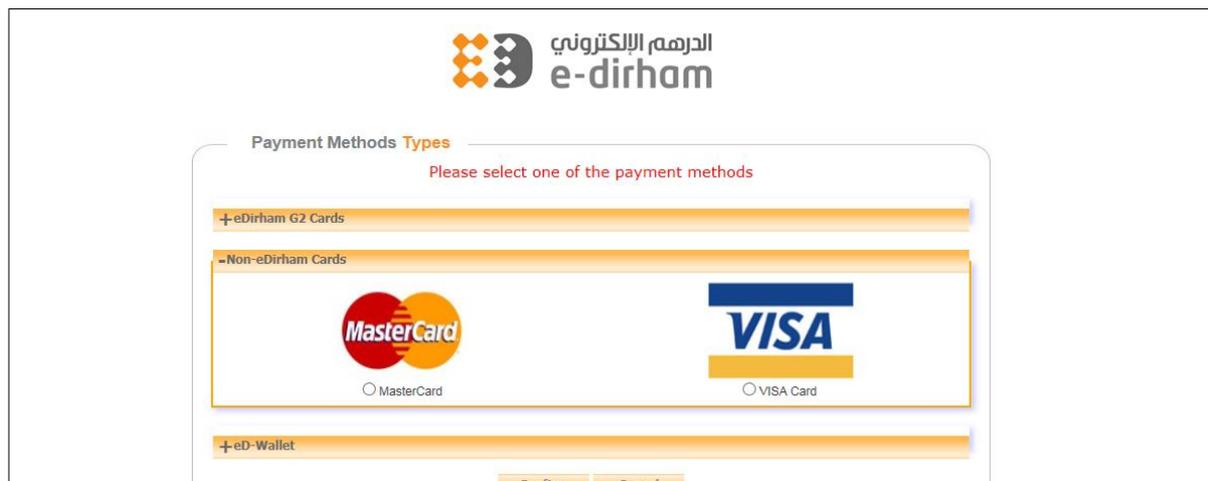


Figure (9) Payment Method Types (Request Birth Certificate)

After selecting the payment card type, click on the **Confirm** button. To cancel the payment, press the **Cancel** button as shown in Figure (9). After the application for birth certificate is processed, the application will be forwarded to the Preventive Medicine Center for verification of information and documentation.

11 Search (Birth Certificate Modification Request)

The search consists of a set of fields; the first field (from) select the date you want it, field (to) select the date you want it, the third field (search for) Choose the transaction status. As follows

The screenshot shows a search interface with the following elements:

- Two date input fields: the first contains '10/30/2017' and the second contains '10/31/2017'.
- A text input field containing 'Search for...'.
- A dropdown menu labeled 'Transaction St:' with a downward arrow.
- An orange 'Search' button with a magnifying glass icon.

You do not need to enter all the fields to search. Just enter the information you want to search.

The status of the transaction is a list of four cases. Each case will be explained separately as shown in the table below.

Transaction status	Transaction status function
Certificate Approved	In this case, the Birth Certificate Modification Request was approved by the preventive medicine centers.
Certificate Issued	In this case, birth certificate was issued by preventive medicine centers.
Certificate Update Rejected	In this case, the Birth Certificate Modification Request was Rejected by the preventive medicine centers.
Certificate Update Submitted	In this case, send the Birth Certificate Modification Request to verify information from the centers of preventive medicine.

12 Modification Birth Certificate

To modify the birth certificate, select the certificate that you want to modify, and then click the plus icon in the operation field, in which case the transaction status must either be **certificate approved** or the **certificate issued**. As shown in Figure (11).

Baby Name EN	Baby Name AR	Father Name EN	Father Name AR	Qaid Number	Date of Birth	Transaction Status	Category	Transaction Date	Operation
L9UT0AAHSIHNEB	نوشقة/خديجة	87ZJPYMK90	وهديفون	B/FUJ/000042/2017	10/26/2017 2:45:23 PM	Certificate Update Submitted	Normal	10/27/2017 6:34:18 PM	✚
WO31FW4Z26JUKCW	عمهكحلقهيدن	9G1XFJ2FC7	يدكحلقه	B/SJ/000071/2017	10/26/2017 2:49:56 PM	Certificate Issued	Normal	10/26/2017 2:49:58 PM	✚
PDX47A1YG689SFG	سهموكمجورضج	DA43SH7KO9	تامحجولس	B/AN/000046/2017	10/26/2017 2:49:40 PM	Certificate Issued	Normal	10/26/2017 2:49:42 PM	✚
S1GZN8HPP3ZEGFQ	سكوزووشكحلقه	MNCX6NIVAQ	زينهزخلفن	B/W5/000046/2017	10/26/2017 2:49:32 PM	Certificate Approved	Normal	10/26/2017 2:49:34 PM	✚
I73N6967QSQ3CSG	خوزخوزكحلقه	8O7XFWAO2P	يسوعشلقن	B/RAK/000045/2017	10/26/2017 2:49:02 PM	Certificate Update Rejected	Normal	10/26/2017 2:49:04 PM	✚
3LXGQZ7D0IW5CFUM	مغوكهلقهحلقه	HFLUM1A8AT	حلقهلقه	B/FUJ/000044/2017	10/26/2017 2:47:53 PM	Certificate Update Submitted	Normal	10/26/2017 2:47:55 PM	✚
3RK1RSN8SE5TJ1L	لمدكسوزووشكحلقه	H25USZ5XY9	حلقهلقه	B/UAQ/000044/2017	10/26/2017 2:47:38 PM	Certificate Issued	Normal	10/26/2017 2:47:40 PM	✚
TAOP4WG14MRLSIR	طازسككوزووشكحلقه	H7VOP4MOCCO	حلقهلقه	B/SJ/000069/2017	10/26/2017 2:47:22 PM	Certificate Approved	Normal	10/26/2017 2:47:24 PM	✚
LDVALUUYOAUCCBYA	لقهلقهلقهلقه	N3F168ROK8	زمجوروسلو	B/AD/000086/2017	10/26/2017 2:46:45 PM	Certificate Update Rejected	Normal	10/26/2017 2:46:46 PM	✚
EAI9FVF1RRQEYFA	تامجولوكسكحلقه	Q07QTNZVTR	شوقهلقهلقه	B/AD/000085/2017	10/26/2017 2:45:37 PM	Certificate Update Submitted	Normal	10/26/2017 2:45:39 PM	✚

Figure (11) Requirements for Birth Certificate Modification Request

When you click on the plus icon, the user receives a message that do you want to create the certificate modification request at the top of the browser page. To approve the certificate modify

The screenshot shows a web browser window with the URL <http://ebirthdeath.moh.gov.ae/BDCertStaging/BirthAddons/UpdateLostDuplicate/UpdateList>. The page title is "Certificate Modification Request". Below the title are search filters for dates (10/30/2017, 10/31/2017), a search box, and a "Transaction St:" dropdown. The main content is a table with the following columns: Baby Name EN, Baby Name AR, Father Name EN, Father Name AR, Qaid Number, Date of Birth, Transaction Status, Category, Transaction Date, and Operation. The table contains 10 rows of data, with the last row highlighted in red.

Baby Name EN	Baby Name AR	Father Name EN	Father Name AR	Qaid Number	Date of Birth	Transaction Status	Category	Transaction Date	Operation
L9UT0AAH5IHNEB	ليلى هادي حنظل	87ZJPYMK90	وهدي هادي	B/FUJ/000042/2017	10/26/2017 2:45:23 PM	Certificate Update Submitted	Normal	10/27/2017 6:34:18 PM	
WO31FW4Z2Z6JUKCW	عبدالله محمد بن علي	9G1XFJ2FC7	محمد بن علي	B/SJ/000071/2017	10/26/2017 2:49:56 PM	Certificate Issued	Normal	10/26/2017 2:49:58 PM	
PDX47A1YG689SFG	محمد بن علي بن محمد	DA43SH7KO9	محمد بن علي	B/AN/000046/2017	10/26/2017 2:49:40 PM	Certificate Issued	Normal	10/26/2017 2:49:42 PM	
S1GZN8HPP3ZEGFQ	محمد بن علي بن محمد	MNCX6NIVAQ	محمد بن علي	B/WS/000046/2017	10/26/2017 2:49:32 PM	Certificate Approved	Normal	10/26/2017 2:49:34 PM	
I73N6967QSQ3CSG	محمد بن علي بن محمد	8OTXFWAO2P	محمد بن علي	B/RAK/000045/2017	10/26/2017 2:49:02 PM	Certificate Update Rejected	Normal	10/26/2017 2:49:04 PM	
3LXGQZ0IWI5CFUM	محمد بن علي بن محمد	HFLUM1A8AT	محمد بن علي	B/FUJ/000044/2017	10/26/2017 2:47:53 PM	Certificate Update Submitted	Normal	10/26/2017 2:47:55 PM	
3RK1RSN8SE5TJ1L	محمد بن علي بن محمد	H25USZ5XY9	محمد بن علي	B/UAQ/000044/2017	10/26/2017 2:47:38 PM	Certificate Issued	Normal	10/26/2017 2:47:40 PM	
TAOP4WG14MRLSIR	محمد بن علي بن محمد	H7VOP4MOCO	محمد بن علي	B/SJ/000069/2017	10/26/2017 2:47:22 PM	Certificate Approved	Normal	10/26/2017 2:47:24 PM	
L0VALUUYOAUCCBYA	محمد بن علي بن محمد	N3FI68ROK8	محمد بن علي	B/AD/000086/2017	10/26/2017 2:46:45 PM	Certificate Update Rejected	Normal	10/26/2017 2:46:46 PM	
EAI9FV1RRQYFYA	محمد بن علي بن محمد	Q07QTNZVTR	محمد بن علي	B/AD/000085/2017	10/26/2017 2:45:37 PM	Certificate Update Submitted	Normal	10/26/2017 2:45:39 PM	

Figure (13) Modification Birth Certificate

You will be redirected to the Certificate Modification page, which consists of two forms. First form is the **birth certificate payment detail**; the second form is the **attachments**. Beginning we will start with the birth certificate payment detail form in which you choose the attributes you want to modify from the existing list of value, Add over (Attributes) by clicking the **Plus** button, as shown in Figure (14).

The screenshot shows the "Certificate Modification Request" page with the "Birth Certificate Payment Details" form. The form includes fields for "Application Number" (B00114300085) and "Qaid Number". Below these is an "Attributes" dropdown menu currently set to "Property". A callout box labeled "Attributes list" points to this dropdown. Below the dropdown is a table with columns: "Person.Attribute Name", "Updated Value", "Previous Value", and "Action". There is an "Add" button with a plus icon. The form also has sections for "Arabic" and "English" with "Payment Method" and "Number Of Copies" fields. The "Amount" is displayed as 0.

Figure (14) Birth Certificate Payment Details (Birth Certificate Modification Request)

After the Attributes are selected, the user will see two fields; the first field must enter the new data for Attributes, and the second field displays the previous data for Attributes, as shown in Figure (15).

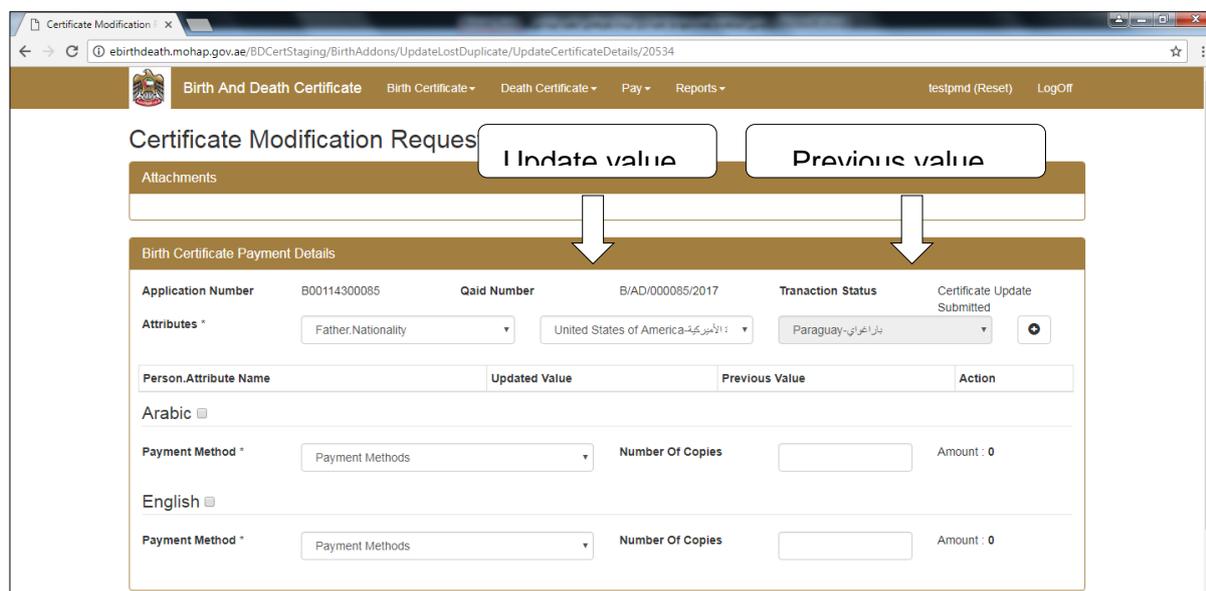


Figure (15) updated value & previous value (Birth Certificate Modification Request)

After modifying the data click on the plus button will display the modified data and old data in the table, as shown in Figure (16).

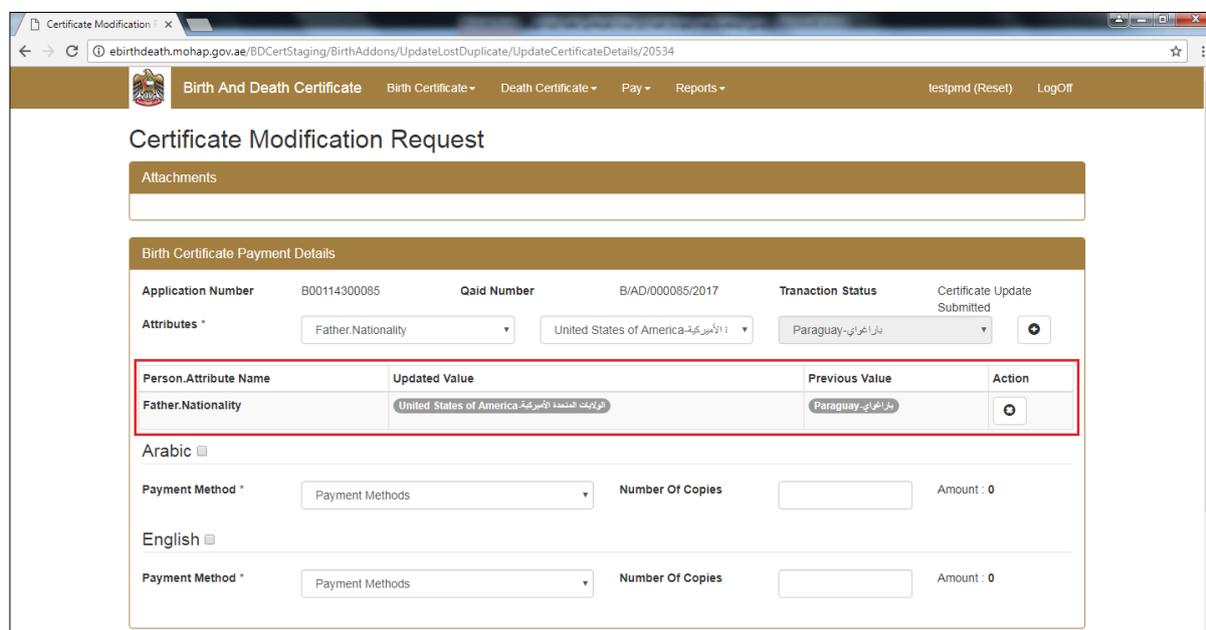


Figure (16) Updated values (Birth Certificate Modification Request)

If the user wants to modify the Attributes, you will select the property from the list and then click the **Plus** button. If the user clicks on a plus without changing Attributes, an alert message will appear that the user must select Other Attributes, as shown in Figure (17).

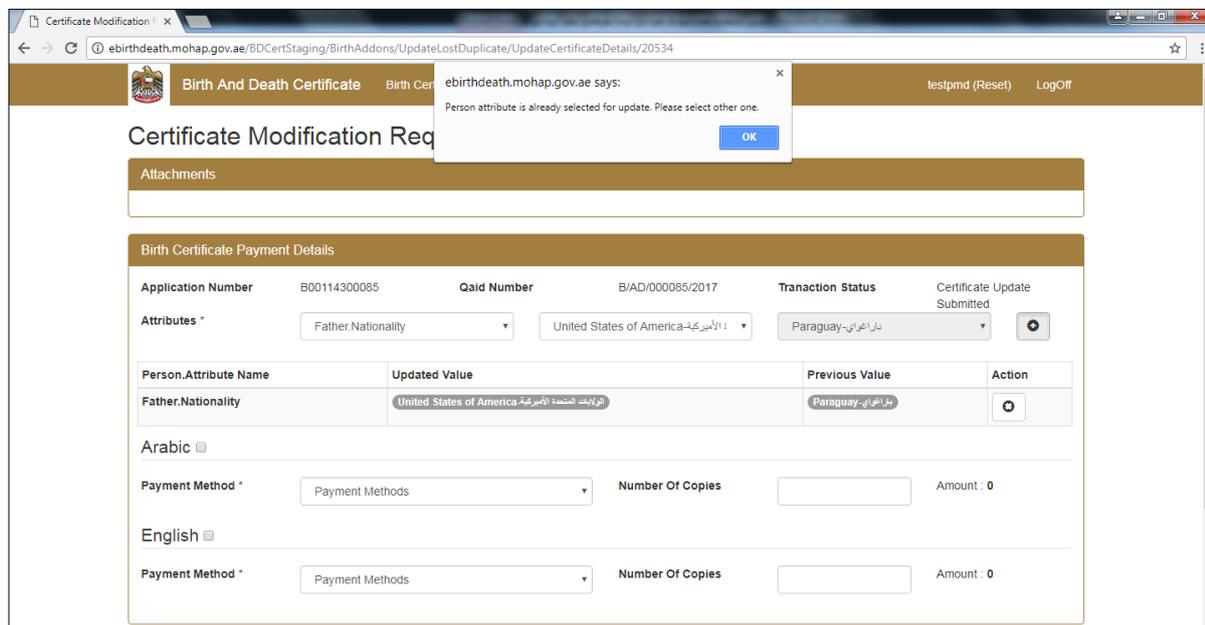


Figure (17) Warning Message to Change Attributes

To clear the modified data, click the button in the Action field, as shown in Figure (18)

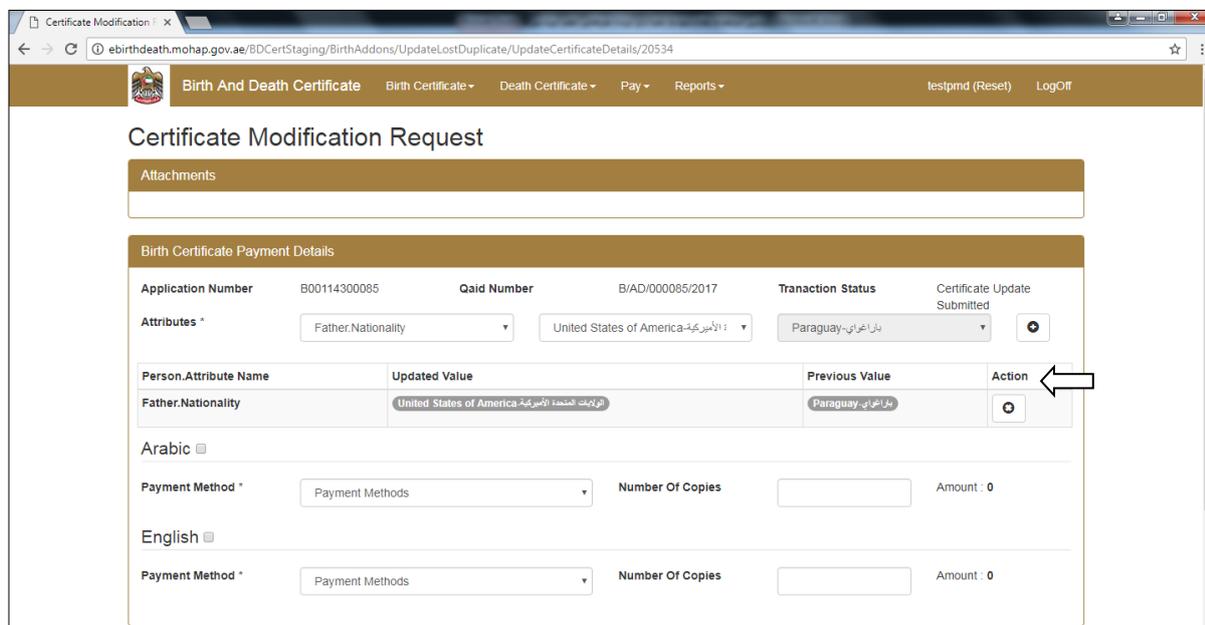


Figure (18) Delete updated value

After the modifying process is finished, the language consisting of Arabic and English, then choose the payment method and the number of copies for each language as shown in Figure (19).

The screenshot shows a web browser window with the URL <http://ebirthdeath.mohap.gov.ae/BDCertStaging/BirthAddons/UpdateLostDuplicate/UpdateCertificateDetails/20534>. The page title is "Certificate Modification Request".

Attachments

Birth Certificate Payment Details

Application Number: B00114300085 Qaid Number: B/AD/000085/2017 Transaction Status: Certificate Update Submitted

Attributes *
Father.Nationality: United States of America-الولايات المتحدة الأمريكية Language: Paraguay-الارغواي

Person.Attribute Name	Updated Value	Previous Value	Action
Father.Nationality	United States of America-الولايات المتحدة الأمريكية	Paraguay-الارغواي	[Refresh]

Arabic

Payment Method * : Card Number Of Copies : 1 Amount : 50

English

Payment Method * : Card Number Of Copies : 1 Amount : 50

Figure (19) choose language & number of copies (Birth Certificate Modification Request)

The second form is the attachment entry is done in two ways; Method one is Attach, Method two is Scan; we will start by entering Attachments in **Attach** mode. In this case, the user clicks the **Choose File** button, as shown in Figure (20).

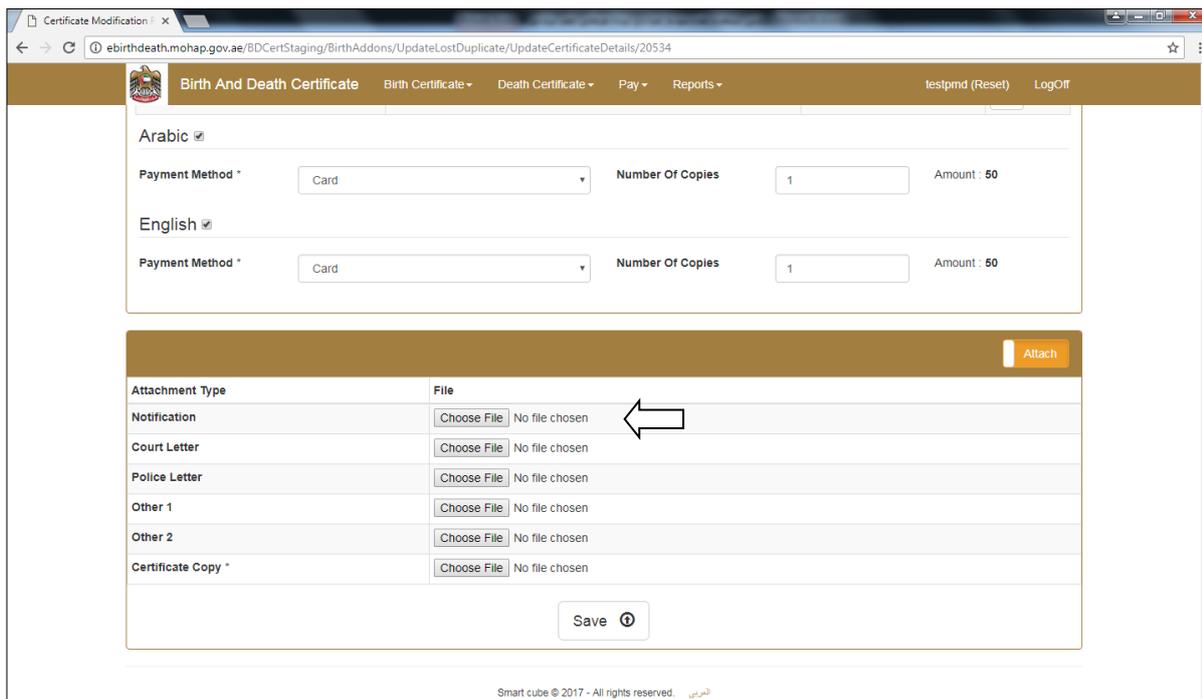


Figure (20) Attach file (Birth Certificate Modification Request)

Then select the file you want to attach and then press the **Open** button, as shown in Figure (21).

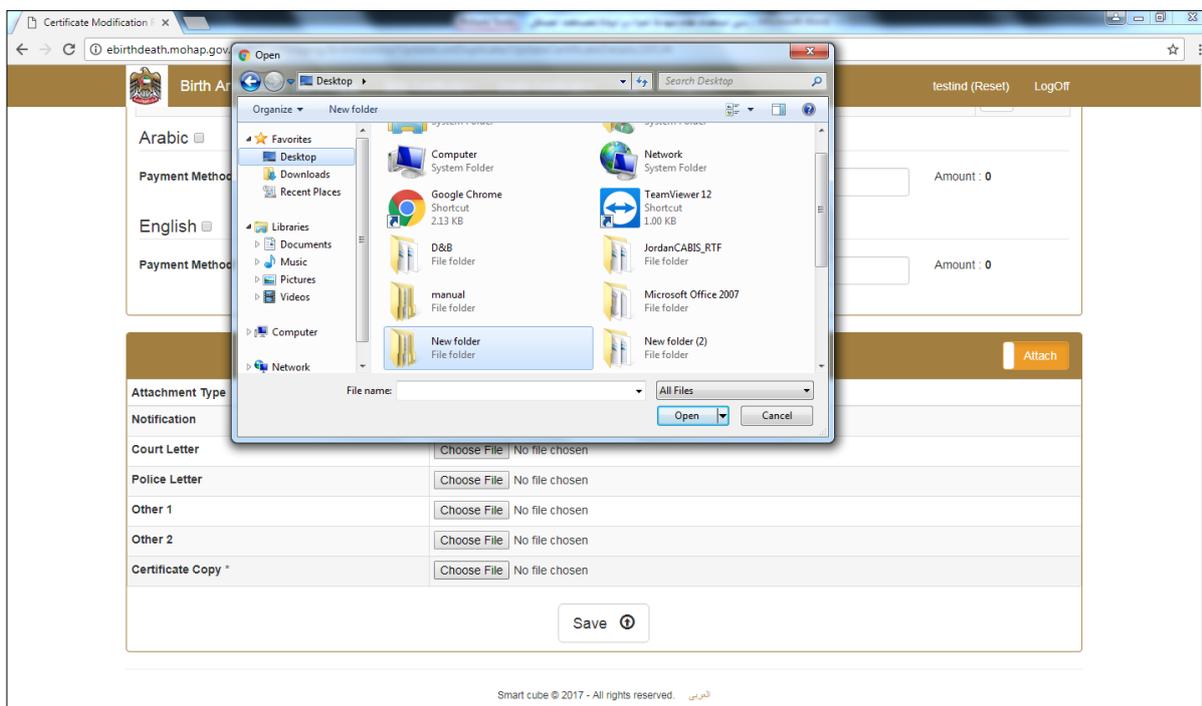


Figure (21) Choose File (Birth Certificate Modification Request)

To edit the attachment, click the **Choose File** button again and choose the file you want.

13 Download Scan Application

The second way is the **scan**. Click Attach to change the process to a scan that is used if the user has hard copies. In this case, it is required to download the paper scanning program. Click on the link **Download and run it** at the bottom of the page (22).

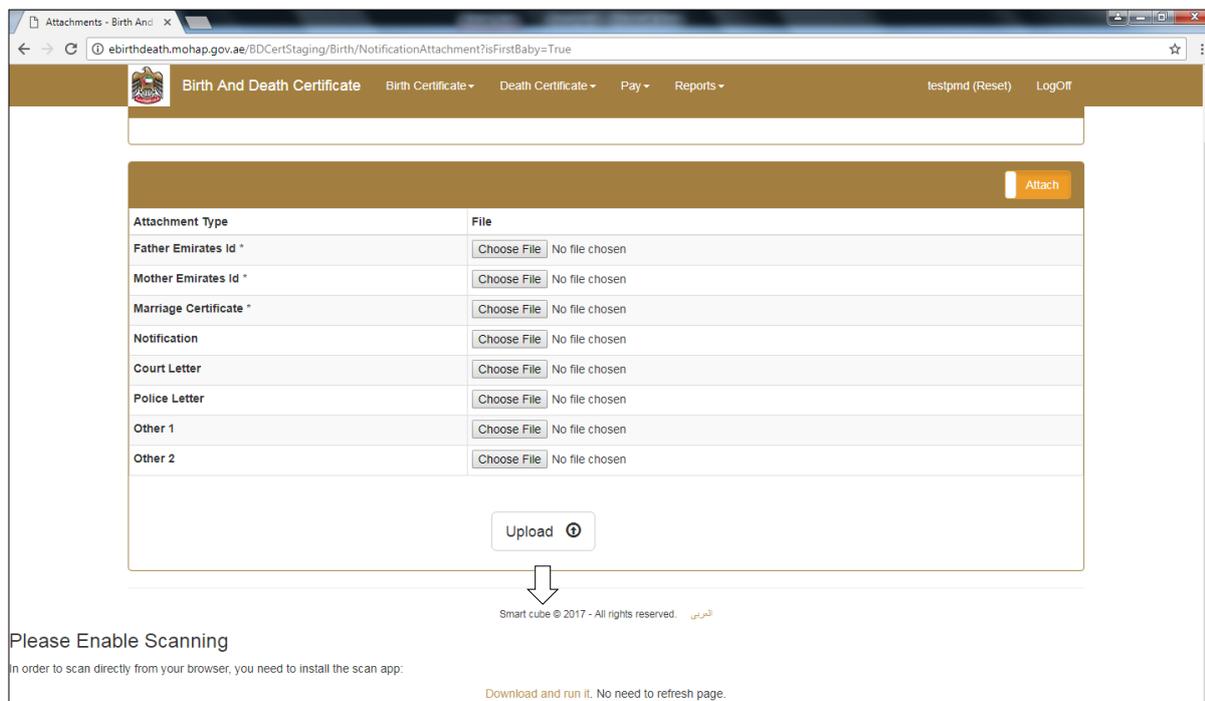


Figure (22) Installing the Scan Application

And then click on the downloaded file, as shown in Figure (23).

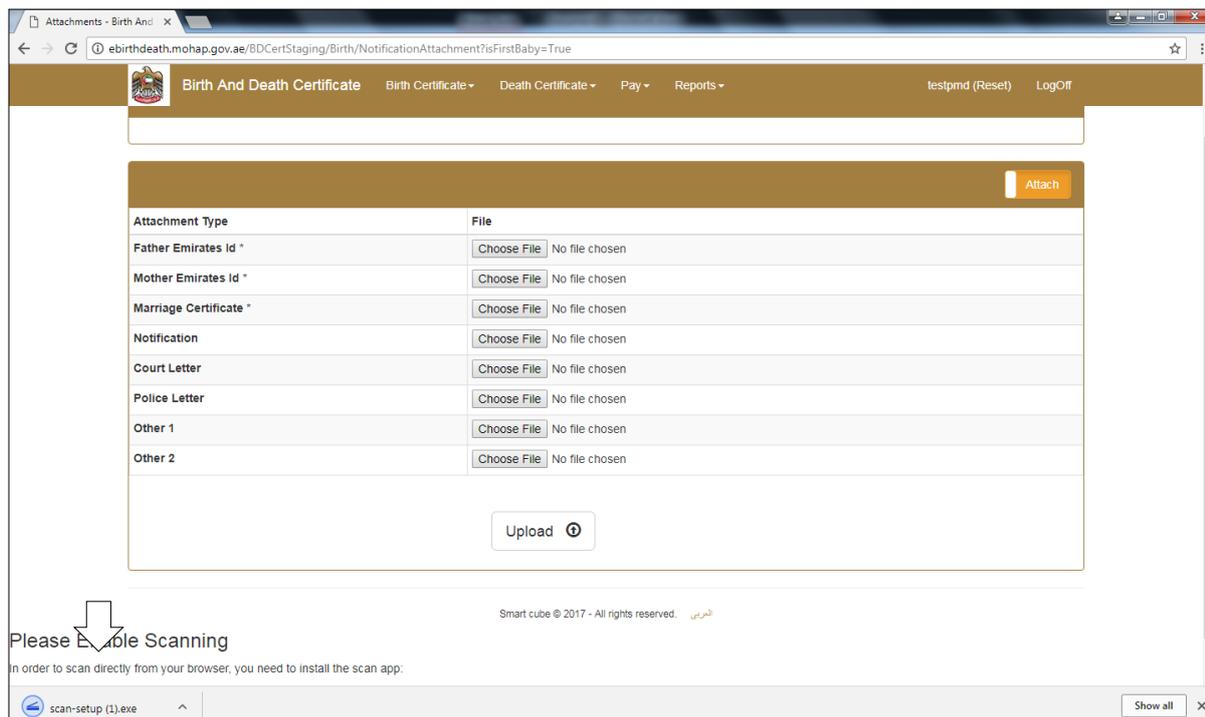


Figure (23) Open Scan setup

The program will be opened for download, as shown in Figure (24).

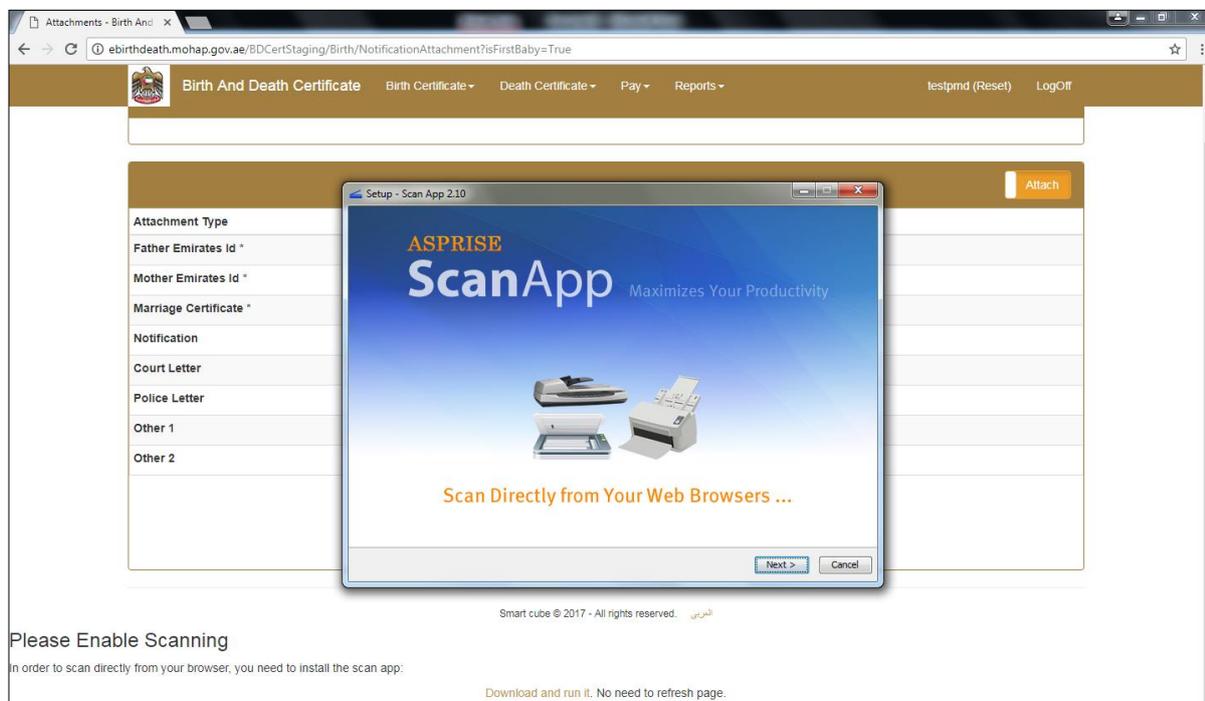


Figure (24) Open ASPRISE Scan App

To cancel download the scan application, click the **Cancel** button. To download, click the **Next** button, as shown in Figure (24).

Then select the first option I accept the agreement, and then click the Next button, as shown in Figure (25).

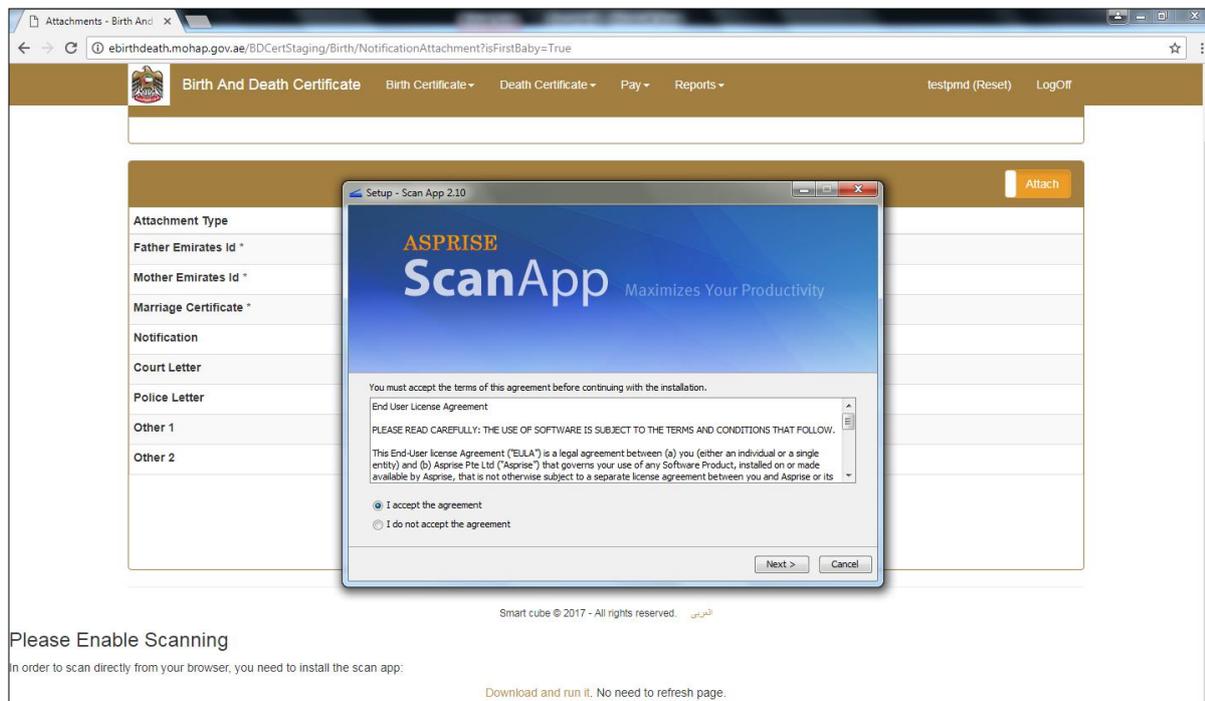


Figure (25) accept the agreement (ASPRISE Scan App)

Download the scan application finished; click the **Finish** button, as shown in Figure (26).

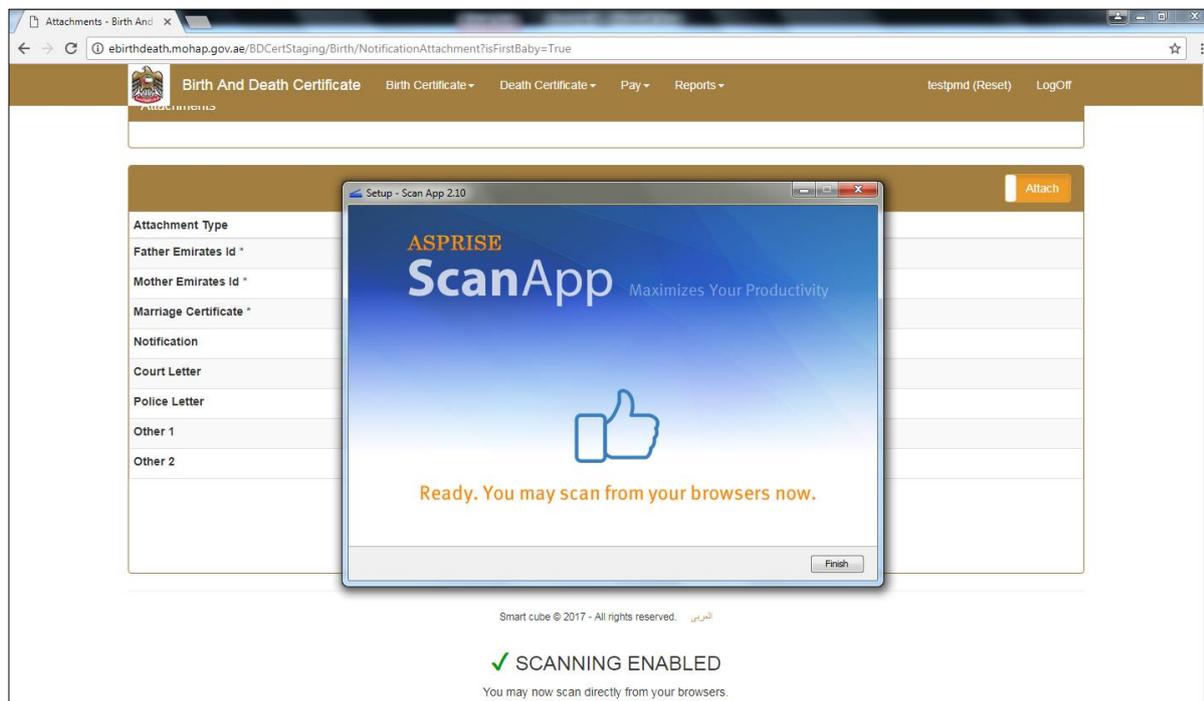


Figure (26) Finish Download ASPRISE Scan App

To scan paper copies, connect the scanner device, and then press the **Scan** button.

After you finish modifying the data, click the **Save** button to create the Birth Certificate Modification Request, as shown in Figure (27).

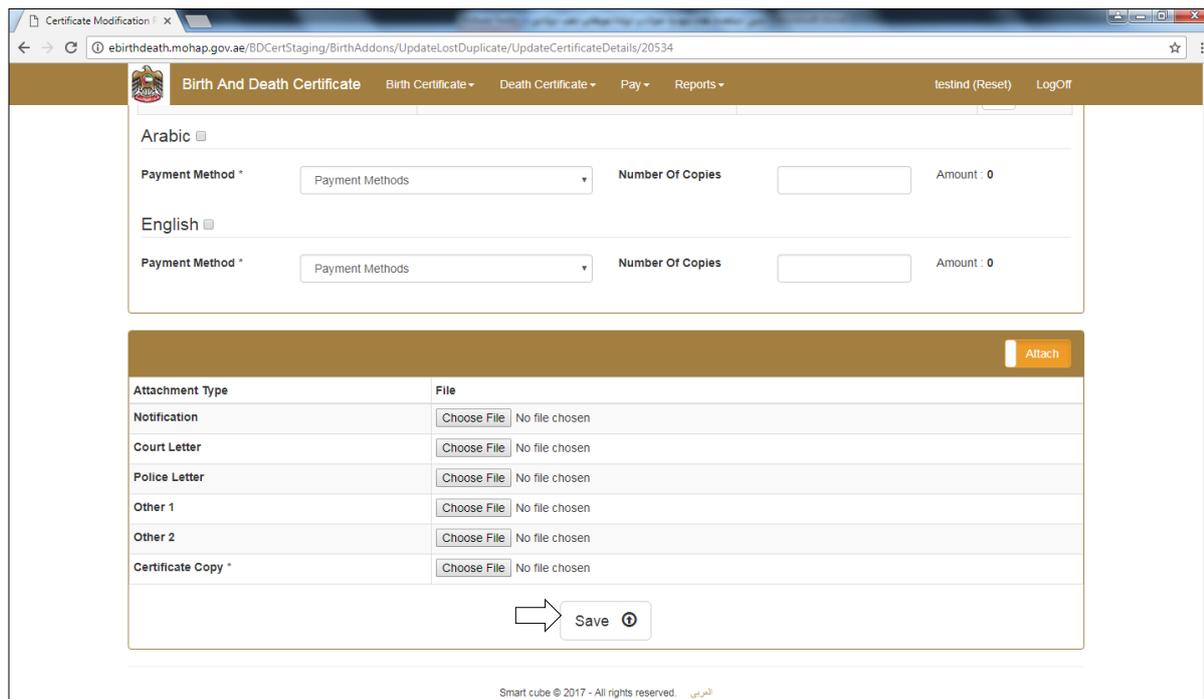


Figure (27) Save (Birth Certificate Modification Request)

You will be transferred to the payment page where a detailed receipt is displayed for the required amount. As shown in Figure (28).

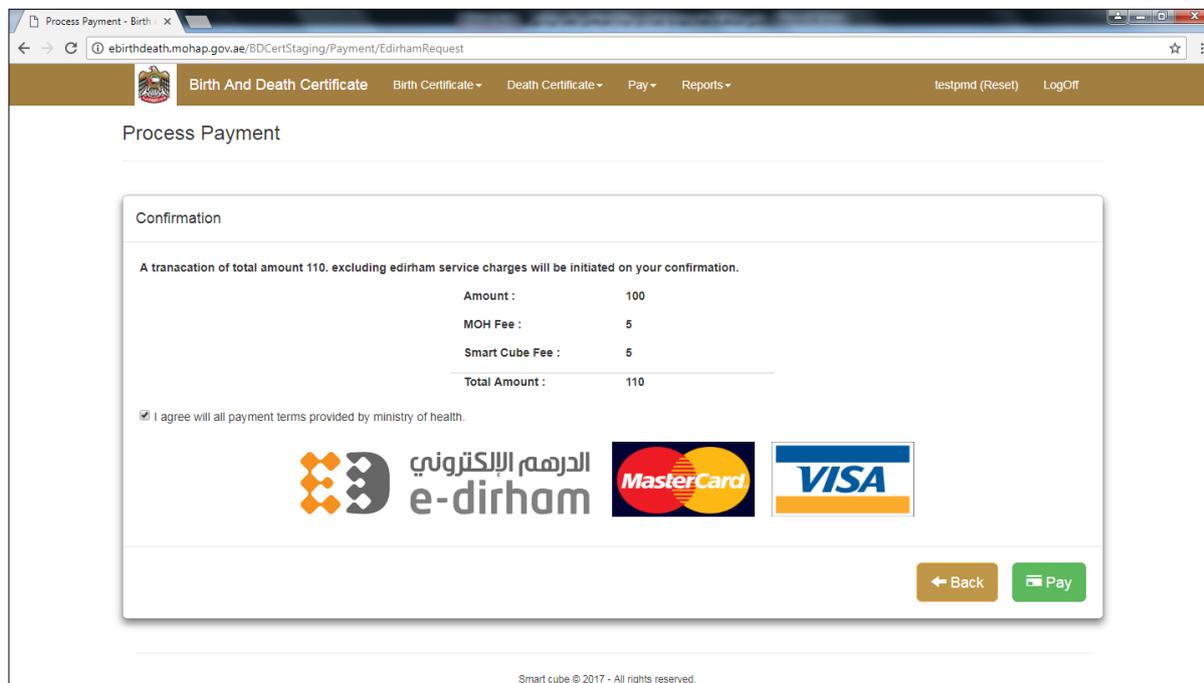


Figure (28) Agree Payment Process

Click on checkbox to accept all payment terms provided by the Ministry of Health. To pay, click on **Pay** button. To cancel the birth certificate request, click on **Back** button, as shown in Figure (28). Then choose a payment method that consists of three types; first type **eDirham G2 Cards**, the second type **eDirham Cards**, the third type **eD-Wallet**, each one has multiple payment cards. As shown in Figure (29).

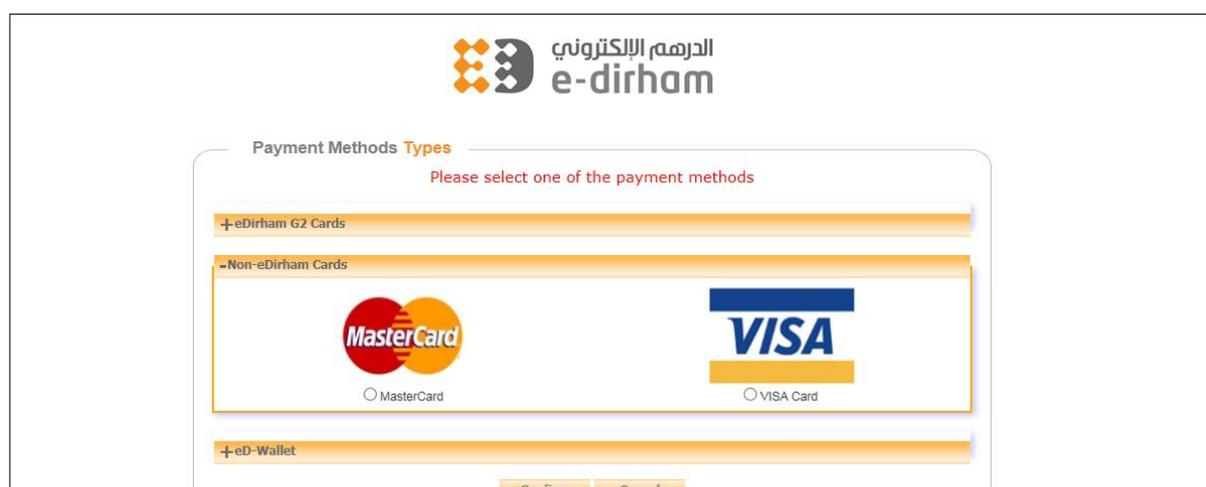


Figure (29) Payment Method Types (Birth Certificate Modification Request)

After selecting the payment card type, click on the **Confirm** button. To cancel the payment, press the **Cancel** button as shown in Figure (29). After the application modifying for birth certificate is processed, the application will be forwarded to the Preventive Medicine Center for verification of information and documentation.

14 Print birth notification (Birth Certificate Modification Request)

To print the birth notification, select the notification that you want to print from the list of birth notifications, and then click on the printer icon in the operation field to print the birth notification, as shown in Figure (30).

Baby Name EN	Baby Name AR	Father Name EN	Father Name AR	Qaid Number	Date of Birth	Transaction Status	Category	Transaction Date	Operation
L9UT0AAH5IHHNEB	نولمحة خلدخخزتا	87ZJPYMK9O	وهسفرنيس	B/FUJ/000042/2017	10/26/2017 2:45:23 PM	Certificate Update Submitted	Normal	10/27/2017 6:34:16 PM	
WO31FW4Z26JUKCW	عمسكجفنهبنذنع	9G1XFJ2FC7	يكمجلجيه	B/SJ/000071/2017	10/26/2017 2:49:56 PM	Certificate Issued	Normal	10/26/2017 2:49:58 PM	
PDX47A1YG689SFG	سئموه اكجوربندج	DA43SH7KO9	تاملخولاس	B/AN/000046/2017	10/26/2017 2:49:40 PM	Certificate Issued	Normal	10/26/2017 2:49:42 PM	
S1GZN8HPP3ZEGFQ	شكجوز وئسكجفنجش	MNCX6NIVAQ	رزنينرخلناس	B/WS/000046/2017	10/26/2017 2:49:32 PM	Certificate Approved	Normal	10/26/2017 2:49:34 PM	
I73N6967QSQ3CSG	خوزمخوئسكجفناصيح	8O7XFWAO2P	يسوعلماس	B/RAK/000045/2017	10/26/2017 2:49:02 PM	Certificate Update Rejected	Normal	10/26/2017 2:49:04 PM	
3LXGQZ0IWSCFUM	ماتعوتيقفخلجمل	HFLUM1A8AT	جدنفرگولام	B/FUJ/000044/2017	10/26/2017 2:47:53 PM	Certificate Update Submitted	Normal	10/26/2017 2:47:55 PM	
3RK1RSN8SESTJ1L	لمسكجوز وئسكجندر	H25USZ5XY9	مظنظنظني	B/UAQ/000044/2017	10/26/2017 2:47:38 PM	Certificate Issued	Normal	10/26/2017 2:47:40 PM	
TAOP4WG14MRLSIR	ملاسمكجوز مرخصص	H7VOP4MOCCO	جوهظشمريسن	B/SJ/000069/2017	10/26/2017 2:47:22 PM	Certificate Approved	Normal	10/26/2017 2:47:24 PM	
L0VALUUYOAUUBYA	نظانظلمظملاظينا	N3F168ROK8	زمجورمسندر	B/AD/000086/2017	10/26/2017 2:46:45 PM	Certificate Update Rejected	Normal	10/26/2017 2:46:46 PM	
EAI9FVF1RRQYFYA	كئججذكجسكجستجدا	Q07QTNZVTR	شوفسظرفمظمن	B/AD/000085/2017	10/26/2017 2:45:37 PM	Certificate Update Submitted	Normal	10/26/2017 2:45:39 PM	

Figure (30) Printing Birth Notification (Birth Certificate Modification Request)

That will open a new page that displays the birth notification. To print the birth notification, click on the printer icon, as shown in Figure (31).

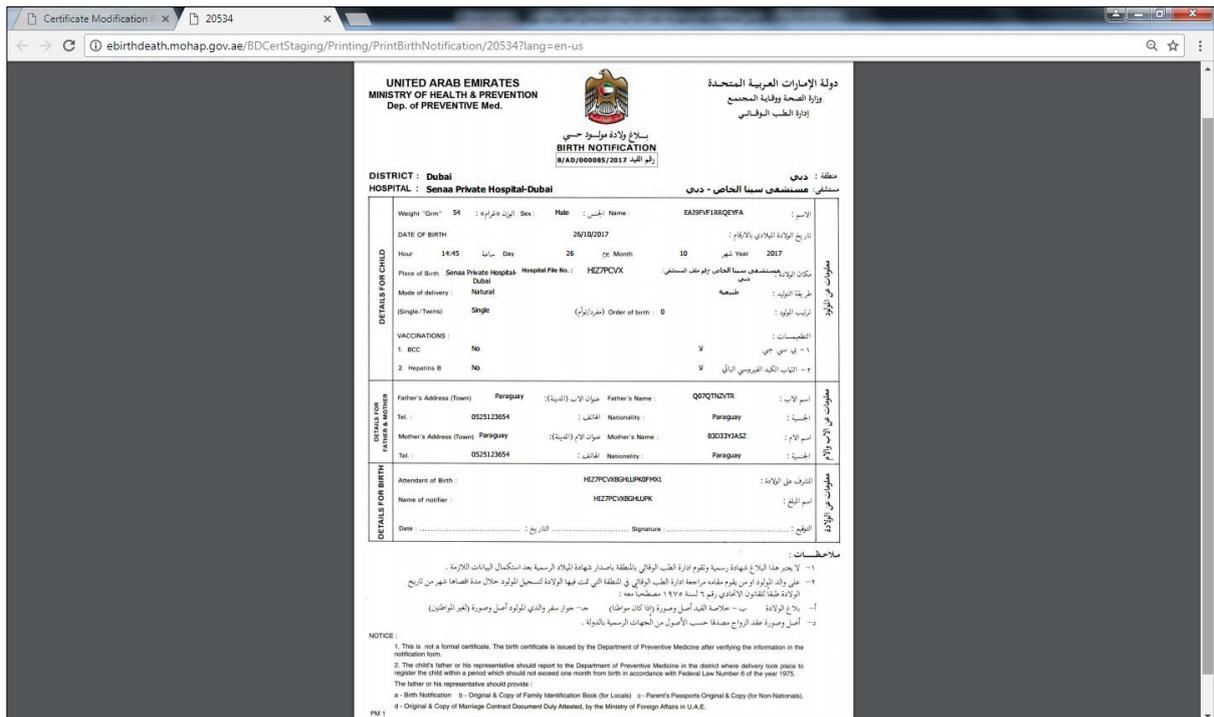


Figure (31) Display Printing Birth Notification (Birth Certificate Modification Request)

15 Birth Certificate Lost/Replacement Request

The Birth Certificate Lost/Replacement Request is selected from the birth certificate list's that you will be redirected to the Birth Certificate Lost/Replacement Request page. The page consists of three parts. The first part is a search; second Part is Table of birth certificate, third Part operation. As shown in Figure (32).

Birth Certificate Lost/Replacement Request

Search

Search for... Transaction St. Search

Baby Name EN	Baby Name AR	Father Name EN	Father Name AR	Qaid Number	Date of Birth	Transaction Status	Category	Transaction Date	Operation
LSUT0AAH5IHNEB	لبنينة/عندة خنخرا	87ZJPYMK90	وهسفر نيس	B/FUJ/000042/2017	10/26/2017 2:45:23 PM	Certificate Lost Submitted	Normal	10/28/2017 3:14:40 PM	✎ 🗑
WO31FW4Z26JUKCW	عسك جتفوب نطنع	9G1XFJ2FC7	بجك جتاجه	B/SJ/000071/2017	10/26/2017 2:49:56 PM	Certificate Lost Submitted	Normal	10/28/2017 1:18:47 AM	✎ 🗑
PDX47A1YG689SFG	سكهم كجهو بنديج	DA43SH7KO9	كامل جتديس	B/AN/000046/2017	10/26/2017 2:49:40 PM	Certificate Issued	Normal	10/26/2017 2:49:42 PM	🗑 🗑
S1GZN8HPP3ZEGFQ	سكجهو رختسك جتجس	MNCX6NIVAQ	رزيه نخر خطاص	B/W5/000046/2017	10/26/2017 2:49:32 PM	Certificate Approved	Normal	10/26/2017 2:49:34 PM	🗑 🗑
FVTW0EPIH4EEP	جتفوم جتسك جتجس	092BXASYJ4	كيد اصدم	B/FUJ/000045/2017	10/26/2017 2:49:10 PM	Certificate Lost Rejected	Normal	10/26/2017 2:49:12 PM	🗑
C5NLDWITTX1A8GY	كتر نسك جتسك كراج	FBYBUHSB4R	جتفول جتصامس	B/AD/000088/2017	10/26/2017 2:48:01 PM	Certificate Lost Submitted	Normal	10/26/2017 2:48:03 PM	✎ 🗑
3RK1RSN8SE5TJ1L	كسكسكسكس رختسك جتجس	H25USZ5XY9	جتفول جتفول	B/UAQ/000044/2017	10/26/2017 2:47:38 PM	Certificate Issued	Normal	10/26/2017 2:47:40 PM	🗑 🗑
TAOP4WG14MRLSIR	طازسكسكسكس رختسك جتجس	H7VOP4MOCC	جوهشكسكس ريس	B/SJ/000069/2017	10/26/2017 2:47:22 PM	Certificate Approved	Normal	10/26/2017 2:47:24 PM	🗑 🗑
YCNX7U7C2Y34KS9	فيز غوطو رختسك جتجس	61PX05FK3D	سكسكسكسكسكس	B/AD/000087/2017	10/26/2017 2:46:54 PM	Certificate Lost Rejected	Normal	10/26/2017 2:46:55 PM	🗑

Table of birth 1 2 3 4 5 6 7 8 9 10 Next Last Operatio

Figure (32) Birth Certificate Lost/Replacement Request

16 Search (Birth Certificate Lost/Replacement Request)

The search consists of a set of fields; the first field (from) select the date you want it, field (to) select the date you want it, the third field (search for) Choose the transaction status. As follows

The screenshot shows a search interface with the following elements:

- Two date selection fields: "10/29/2017" and "10/30/2017".
- A search input field containing the text "Search for...".
- A dropdown menu labeled "Transaction St:" with a downward arrow.
- A search button with a magnifying glass icon and the text "Search".

You do not need to enter all the fields to search. Just enter the information you want to search.

The status of the transaction is a list of four cases. Each case will be explained separately as shown in the table below.

Transaction status	Transaction status function
Certificate Approved	In this case, the application for a Birth Certificate Lost/Replacement was approved from the preventive medicine centers.
Certificate Issued	In this case, a Birth Certificate Lost/Replacement was issued from the preventive medicine centers.
Certificate Lost Rejected	In this case, the application for a Birth Certificate Lost/Replacement was rejected from the preventive medicine centers.
Certificate Lost Submitted	In this case, send Birth Certificate Lost/Replacement to the preventive medicine center to verify the information.

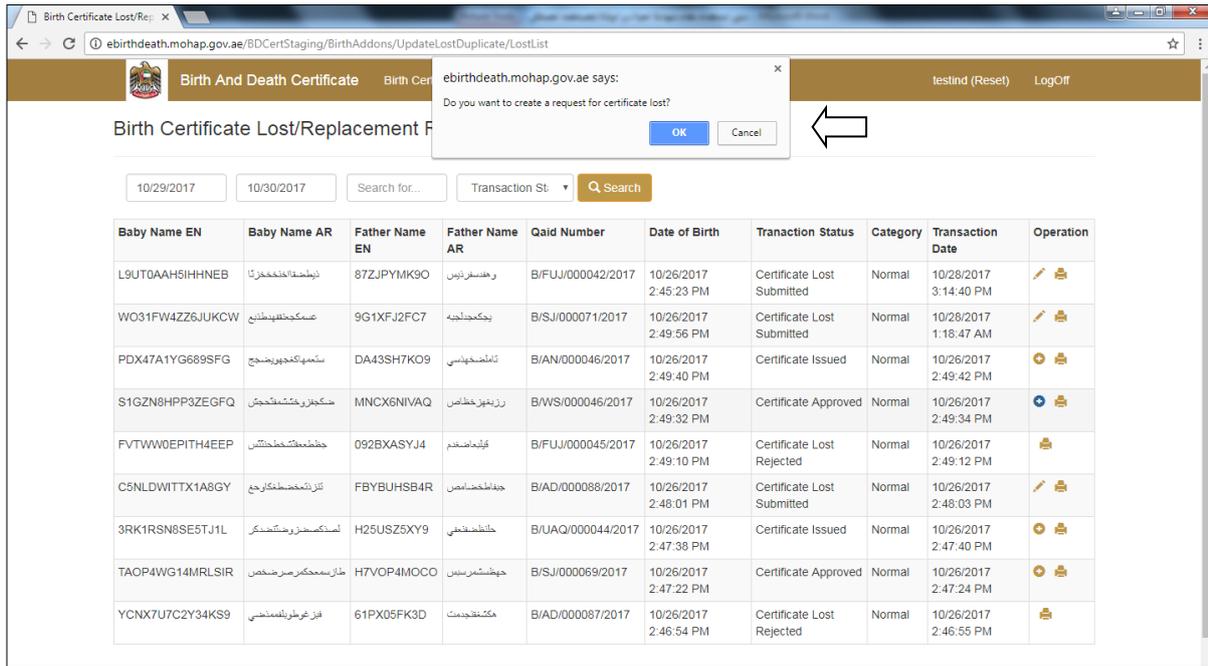


Figure (34) Message to Create Birth Certificate Lost/Replacement Request

After the certificate approval process is created, the status of the transaction will change to the **Certificate Lost Submitted**. To complete the Birth Certificate Lost/Replacement Request process, click on the **pen icon**, as shown in Figure (35).

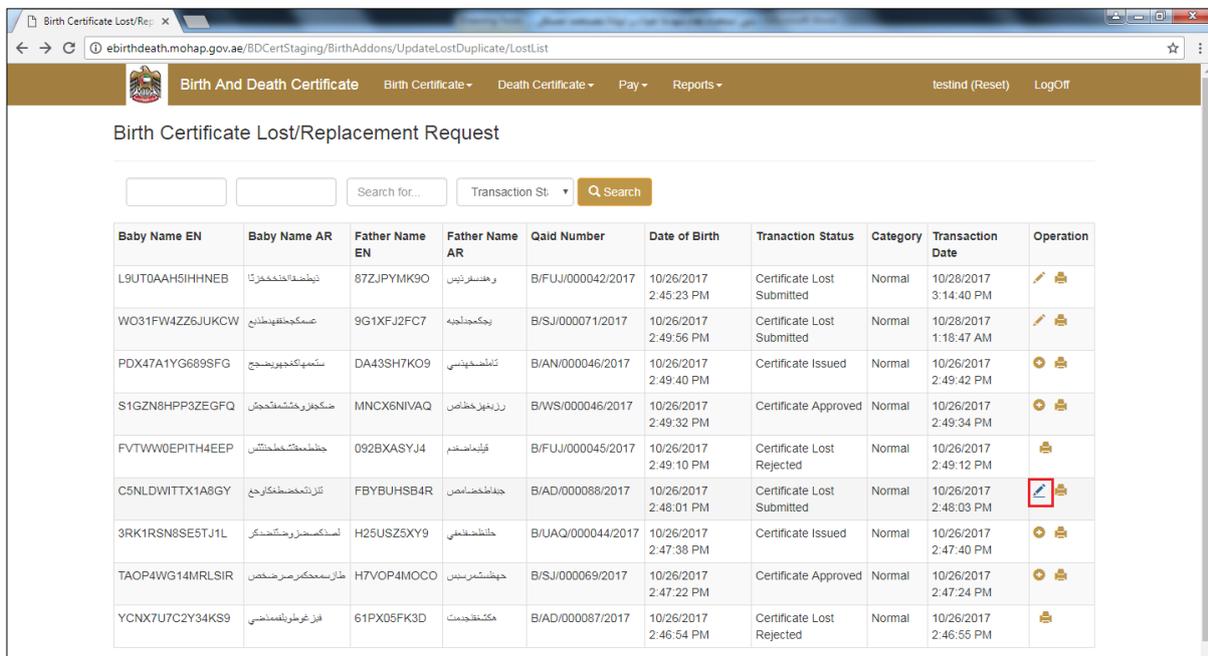


Figure (35) to create Birth Certificate Lost/Replacement Request

You will be redirected to the Birth Certificate Lost/Replacement Request page, which consists of two forms. First form is the **birth certificate payment detail**, the second form is the **attachments**. At the beginning we will start with the birth certificate payment detail form the language consisting of Arabic and English, then choose the payment method and the number of copies for each language as shown in Figure (36).

Application Number	B00114300088	Qaid Number	B/AD/000088/2017	Transaction Status	Certificate Lost Submitted
Baby Name EN	C5NLDWITTX1A8GY	Baby Name AR	كتر نتمحططككارجح		
Date of Birth	10/26/2017 2:48:01 PM				

Arabic

Payment Method * Number Of Copies Amount: 50

English

Payment Method * Number Of Copies Amount: 50

Figure (36) Choose Language & Number of Copies (Birth Certificate Lost/Replacement Request)

The second form is the attachment entry is done in two ways; Method one is Attach, Method two is Scan; we will start by entering Attachments in **Attach** mode. In this case, the user clicks the **Choose File** button, as shown in Figure (37).

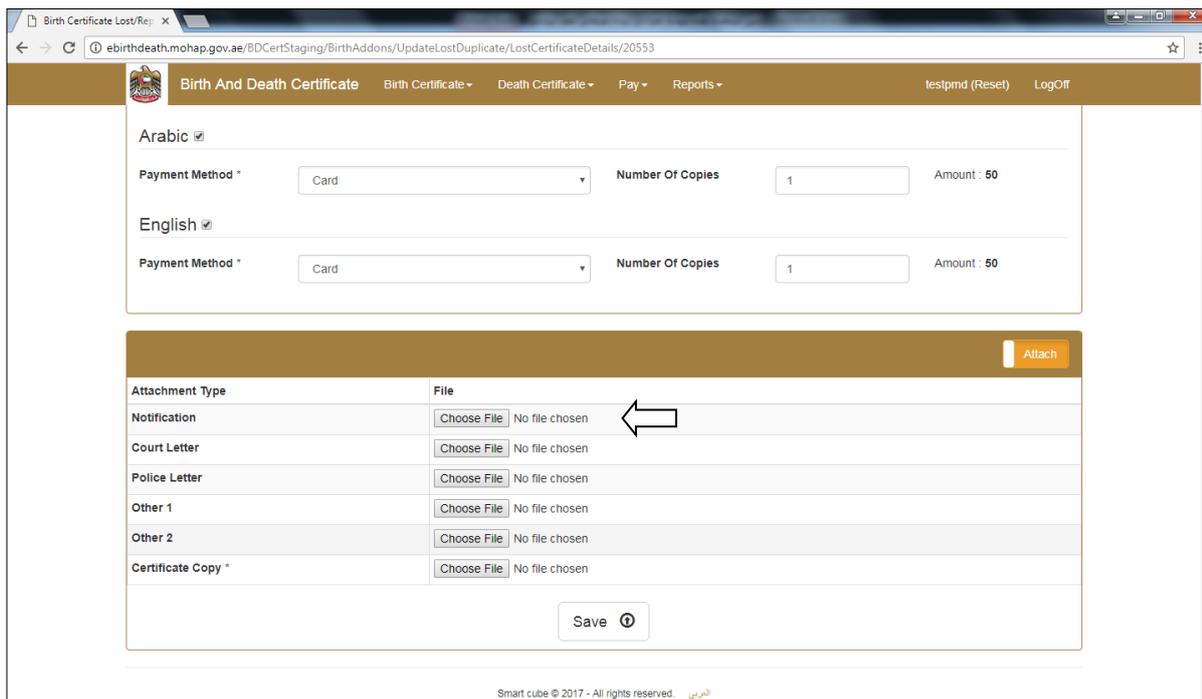


Figure (37) Attach File (Birth Certificate Lost/Replacement Request)

Then select the file you want to attach and then press the **Open** button, as shown in Figure (38).

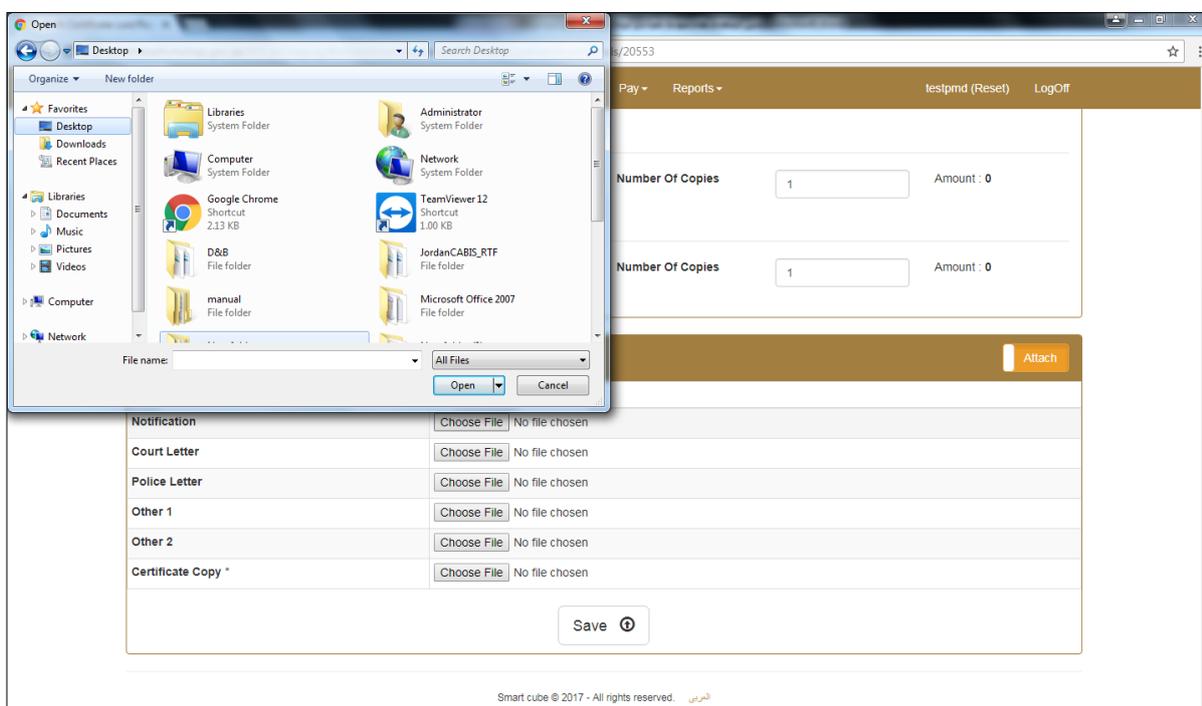


Figure (38) Choose File (Birth Certificate Lost/Replacement Request)

To edit the attachment, click the **Choose File** button again and choose the file you want.

The second way is the **scan**. Click Attach to change the process to a scan that is used if the user has hard copies, In this case, it is required to download the paper scanning program process described above.

In this case, it is required to download the paper scanning program

After you finish, click the **Save** button to create the Birth Certificate Lost/Replacement Request, as shown in Figure (39).

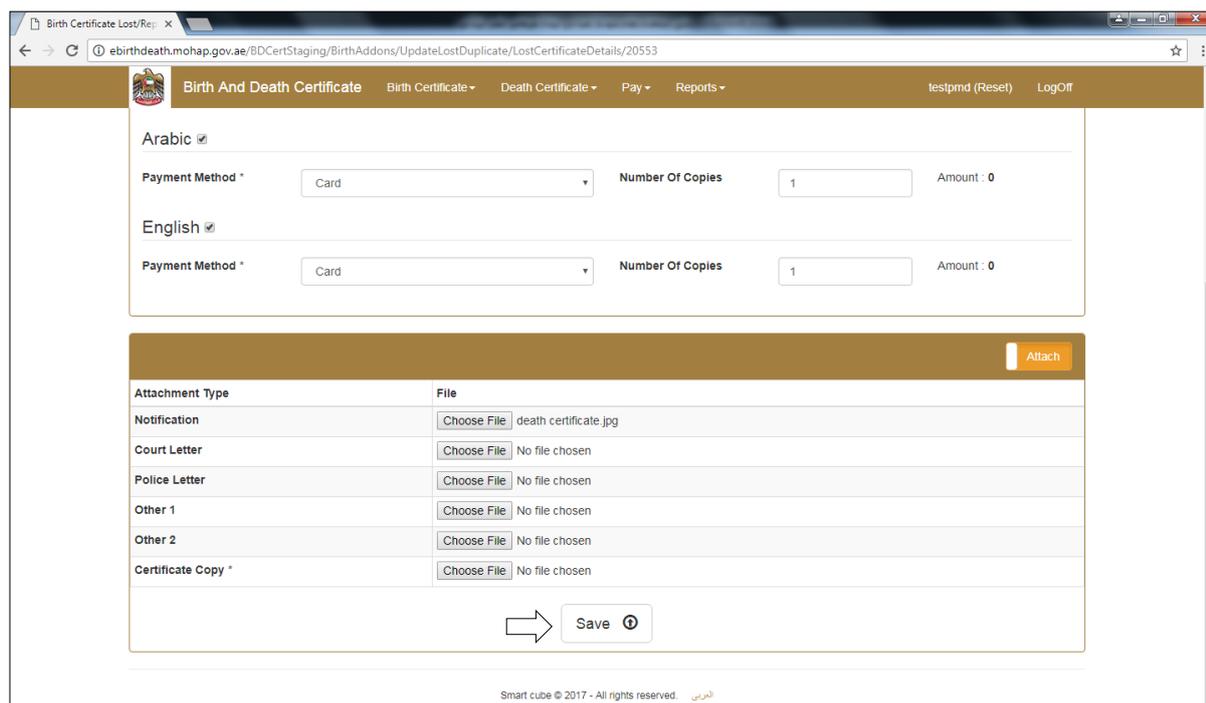


Figure (39) Save (Birth Certificate Lost/Replacement Request)

You will be transferred to the payment page where a detailed receipt is displayed for the required amount. As shown in Figure (40).

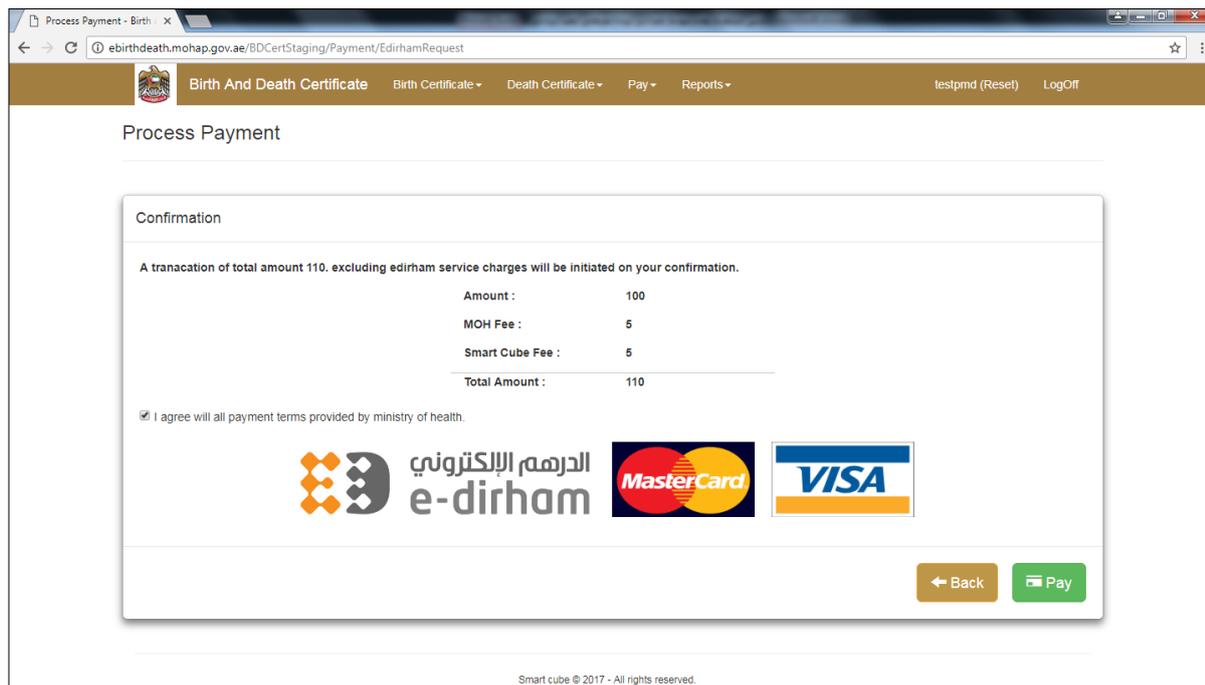


Figure (40) Agree Payment Process (Birth Certificate Lost/Replacement Request)

Click on checkbox to accept all payment terms provided by the Ministry of Health. To pay, click on **Pay** button. To cancel the birth certificate request, click on **Back** button, as shown in Figure (40). Then choose a payment method that consists of three types; first type **eDirham G2 Cards**, the second type **eDirham Cards**, the third type **eD-Wallet**, each one has multiple payment cards. As shown in Figure (41).

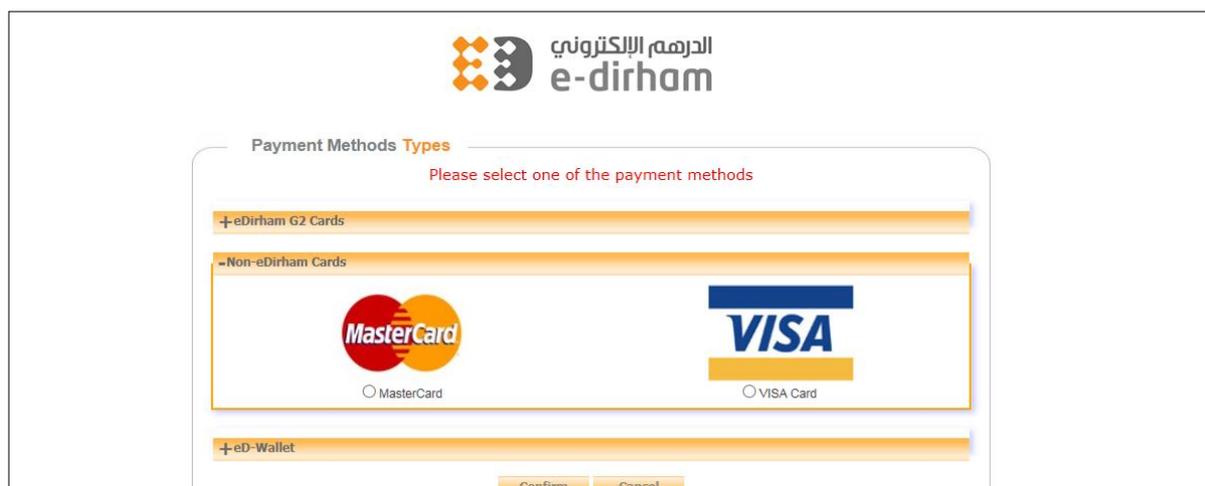


Figure (41) Payment Method Types (Birth Certificate Lost/Replacement Request)

After selecting the payment card type, click on the **Confirm** button. To cancel the payment, press the **Cancel** button as shown in Figure (41). After the application is processed, the application will be forwarded to the Preventive Medicine Center for verification of information and documentation.

18 Print Birth Notification (Lost/Replacement Request)

To print the birth certificate, select the request that you want to print from the list of birth request, and then click on the printer icon in the operation field to print the birth certificate, as shown in Figure (42).

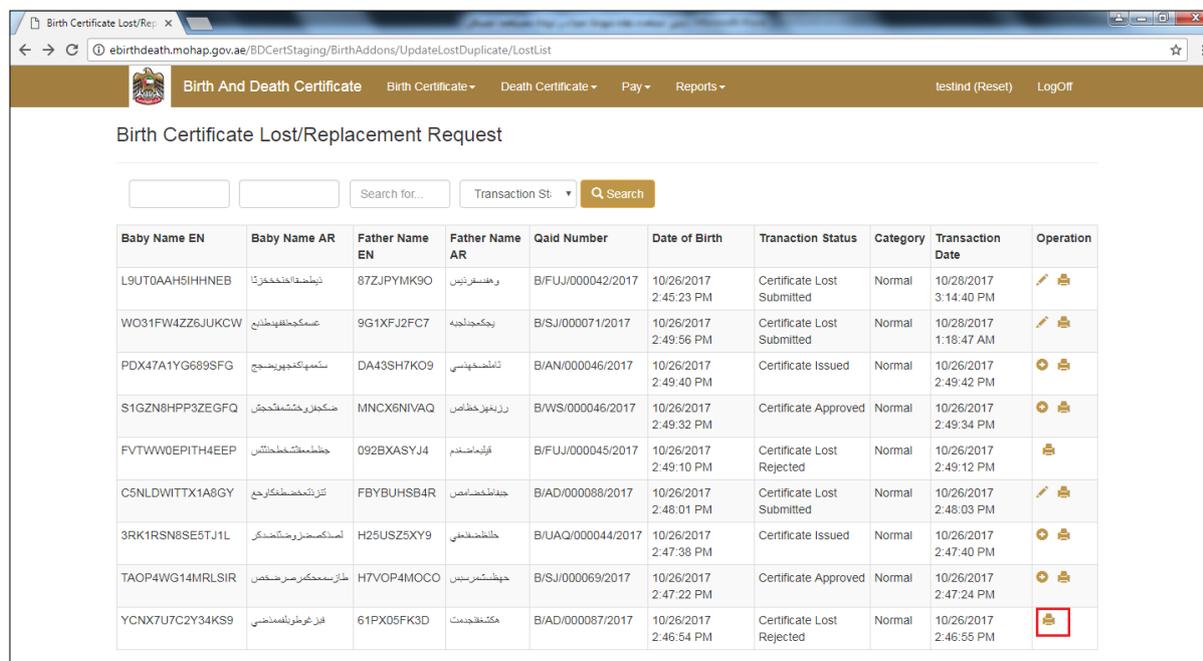


Figure 42 Printing Certificate Lost/Replacement

That will open a new page that displays the birth notification. To print the birth certificate, click on the printer icon, as shown in Figure (42).

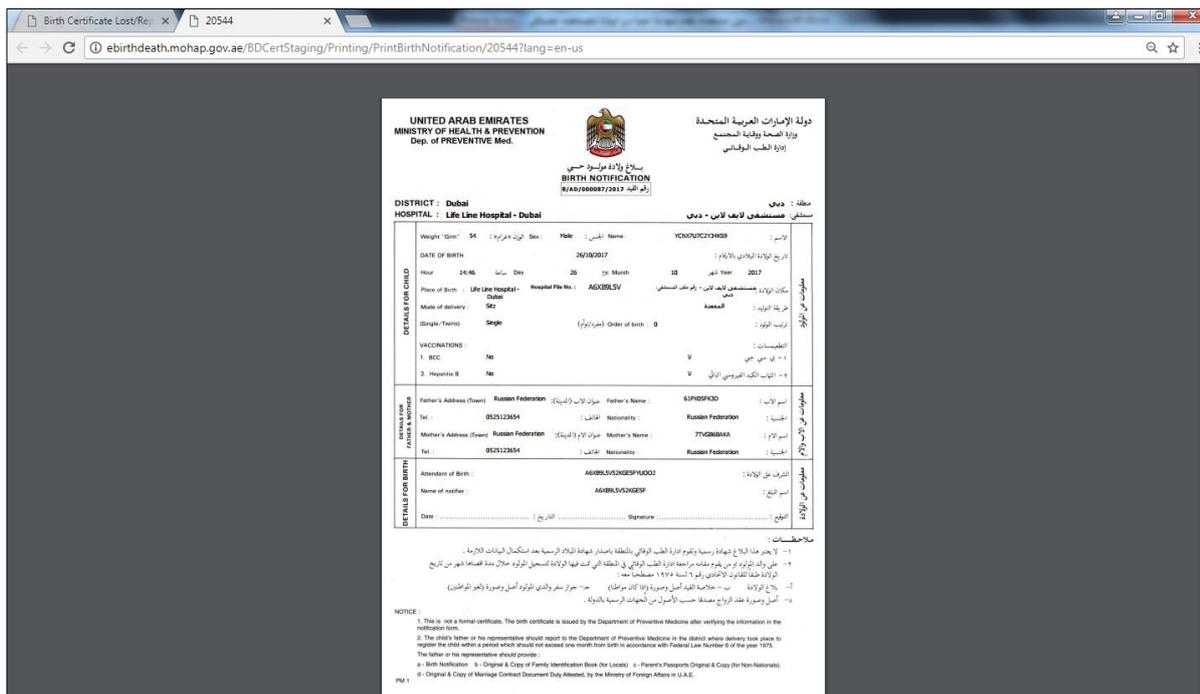


Figure (43) Display Birth Notification (Certificate Lost/Replacement)

19 Birth Certificate Reissue Request

The Birth Certificate Reissue Request is selected from the birth certificate list's that you will be redirected to the Birth Certificate Reissue Request page. The page consists of three parts. The first part is a search; second Part is Table of birth certificate, third Part operation. As shown in Figure (44).

The screenshot displays the 'Birth Certificate Reissue Request' page. At the top, there is a navigation bar with the system name and various menu items. Below this, a search bar is present. The main content area features a table with the following data:

Baby Name EN	Baby Name AR	Father Name EN	Father Name AR	Qaid Number	Date of Birth	Transaction Status	Category	Transaction Date	Operation
WO31FW4Z26JUKCW	عبدكحقيبنظيع	9G1XFJ2FC7	بجكمدلجيه	B/SJ/000071/2017	10/26/2017 2:49:56 PM	Certificate Duplicate Submitted	Normal	10/26/2017 5:05:11 PM	✎ 🗑
PDX47A1YG689SFG	سئمةياكجويريضج	DA43SH7K09	ئامدخدويس	B/AN/000045/2017	10/26/2017 2:49:40 PM	Certificate Issued	Normal	10/26/2017 2:49:42 PM	⊕ 🗑
S1GZ8HPP3ZEGFQ	شكجيزوخشمججش	MNCX6NIVAQ	رزبوزخطاص	B/W/S/000046/2017	10/26/2017 2:49:32 PM	Certificate Approved	Normal	10/26/2017 2:49:34 PM	⊕ 🗑
605HU60ZKAYN9VU	همنظيفناغريظنا	W59R2S4GW7	عويمظمجر	B/AD/000089/2017	10/26/2017 2:48:08 PM	Certificate Duplicate Submitted	Normal	10/26/2017 2:48:09 PM	✎ 🗑
3RK1RSN8SE5TJ1L	ئامكسجوزمكجندر	H25USZ5XY9	حظظظظظظظظ	B/UAQ/000044/2017	10/26/2017 2:47:38 PM	Certificate Issued	Normal	10/26/2017 2:47:40 PM	⊕ 🗑
TAOP4WG14MRLSIR	ملازسمكجوزمراخص	H7VOP4MOCCO	جھظظظظظظظظ	B/SJ/000069/2017	10/26/2017 2:47:22 PM	Certificate Approved	Normal	10/26/2017 2:47:24 PM	⊕ 🗑
SKSVZNOY33FA5UI	صنظظظظظظظظظظظظ	AVH1CYW46P	اظظظظظظظظ	B/AN/000043/2017	10/26/2017 2:45:51 PM	Certificate Duplicate Submitted	Normal	10/26/2017 2:45:53 PM	✎ 🗑
L9UT0AAH5IHNEB	نيلظظظظظظظظظظظظ	87ZJPYMK9O	وھظظظظظظظظ	B/FUJ/000042/2017	10/26/2017 2:45:23 PM	Certificate Issued	Normal	10/26/2017 2:45:25 PM	⊕ 🗑
GLPG9WBOZ94O9R0	حزبجوامغابنيمظ	I562ZNGW95	ظظظظظظظظ	B/UAQ/000042/2017	10/26/2017 2:45:09 PM	Certificate Issued	Normal	10/26/2017 2:45:11 PM	⊕ 🗑

Below the table, there is a pagination control with buttons for 'Table of birth' and 'Operatio'. The pagination shows a sequence of numbers from 1 to 9, followed by 'Next' and 'Last'.

Figure (44) Birth Certificate Reissue Request

20 Search (Birth Certificate Reissue Request)

The search consists of a set of fields; the first field (from) select the date you want it, field (to) select the date you want it, the third field (search for) Choose the transaction status. As follows

The screenshot shows a search interface with the following elements:

- Two date input fields, both containing "10/30/2017".
- A text input field labeled "Search for..." which is currently empty.
- A dropdown menu labeled "Transaction St:" with a downward arrow.
- A blue "Search" button with a magnifying glass icon.

You do not need to enter all the fields to search. Just enter the information you want to search.

The status of the transaction is a list of four cases. Each case will be explained separately as shown in the table below.

Transaction status	Transaction status function
Certificate Approved	In this case, the request to re-issue a birth certificate was approved by the Preventive Medicine Centers.
Certificate Issued	In this case, an additional birth certificate was issued by the preventive medicine centers.
Certificate Duplicate Rejected	In this case, an application for an additional birth certificate was rejected by the preventive medicine centers.
Certificate Duplicate Submitted	In this case, send an additional birth certificate application to the Preventive Medicine Center to verify the information.

21 Request Birth Certificate Reissue

To request the Birth Certificate Reissue, select the certificate that you want to request the Birth Certificate Reissue, and then click the **plus** icon in the operation field, in which case the transaction status must either be **certificate approved** or the **certificate issued**. As shown in Figure (45).

Baby Name EN	Baby Name AR	Father Name EN	Father Name AR	Qaid Number	Date of Birth	Transaction Status	Category	Transaction Date	Operation
WO31FW4Z26JUKCW	عبدكريم جعفر بن طه	9G1XFJ2FC7	بجكمدلجيه	B/SJ/000071/2017	10/26/2017 2:49:56 PM	Certificate Duplicate Submitted	Normal	10/26/2017 5:05:11 PM	✚ 📄
PDX47A1YG689SFG	سليمه محمد بن محمد	DA43SH7K09	محمد بن محمد	B/AN/000046/2017	10/26/2017 2:49:40 PM	Certificate Issued	Normal	10/26/2017 2:49:42 PM	✚ 📄
S1GZ8HPP3ZEGFQ	محمد بن محمد بن محمد	MNCX6NVAQ	محمد بن محمد	B/WS/000046/2017	10/26/2017 2:49:32 PM	Certificate Approved	Normal	10/26/2017 2:49:34 PM	✚ 📄
605HU60ZKAYN9VU	محمد بن محمد بن محمد	W59R2S4GW7	محمد بن محمد	B/AD/000089/2017	10/26/2017 2:48:08 PM	Certificate Duplicate Submitted	Normal	10/26/2017 2:48:09 PM	✚ 📄
3RK1RSN6SE5TJ1L	محمد بن محمد بن محمد	H25USZ5XY9	محمد بن محمد	B/UAQ/000044/2017	10/26/2017 2:47:38 PM	Certificate Issued	Normal	10/26/2017 2:47:40 PM	✚ 📄
TAOP4WG14MRLSIR	محمد بن محمد بن محمد	H7VOP4MOCC	محمد بن محمد	B/SJ/000069/2017	10/26/2017 2:47:22 PM	Certificate Approved	Normal	10/26/2017 2:47:24 PM	✚ 📄
SKSVZNDY33FA5UI	محمد بن محمد بن محمد	AVH1CYW46P	محمد بن محمد	B/AN/000043/2017	10/26/2017 2:45:51 PM	Certificate Duplicate Submitted	Normal	10/26/2017 2:45:53 PM	✚ 📄
L9UT0AAH5IHNEB	محمد بن محمد بن محمد	87ZJIPYMK90	محمد بن محمد	B/FUJ/000042/2017	10/26/2017 2:45:23 PM	Certificate Issued	Normal	10/26/2017 2:45:25 PM	✚ 📄
GLPG9WBOZ94O9R0	محمد بن محمد بن محمد	I562ZNGW95	محمد بن محمد	B/UAQ/000042/2017	10/26/2017 2:45:09 PM	Certificate Issued	Normal	10/26/2017 2:45:11 PM	✚ 📄

Figure (45) Birth Certificate Reissue Request Requirements

When you click on the plus icon, the user receives a message that do you want to create the request for certificate duplicate at the top of the browser page. To approve the Certificate Reissue Request, press the **OK** button, to cancel, click the **Cancel** button. As shown in Figure (46).

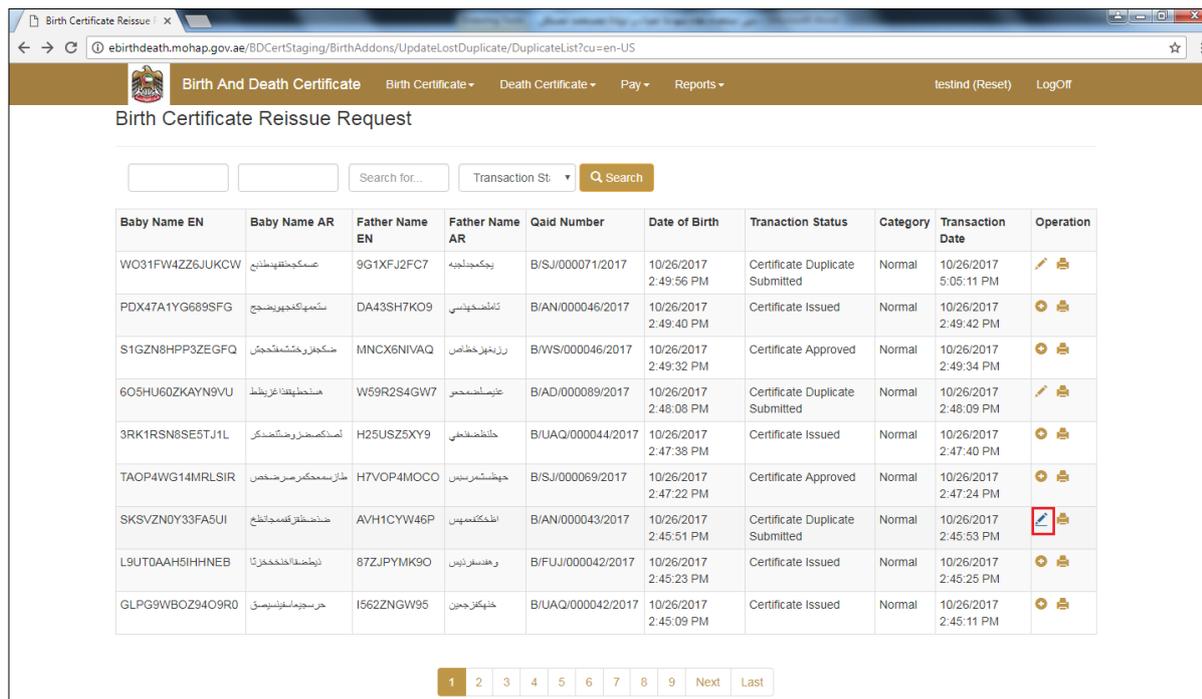


Figure (47) Create Birth Certificate Reissue Request

You will be redirected to the Birth Certificate Reissue Request page, which consists of two forms; the first form is the **birth certificate payment detail**, the second form is the **attachments**. At the beginning we will start with the birth certificate payment detail form the language consisting of Arabic and English, then choose the payment method and the number of copies for each language as shown in Figure (48).

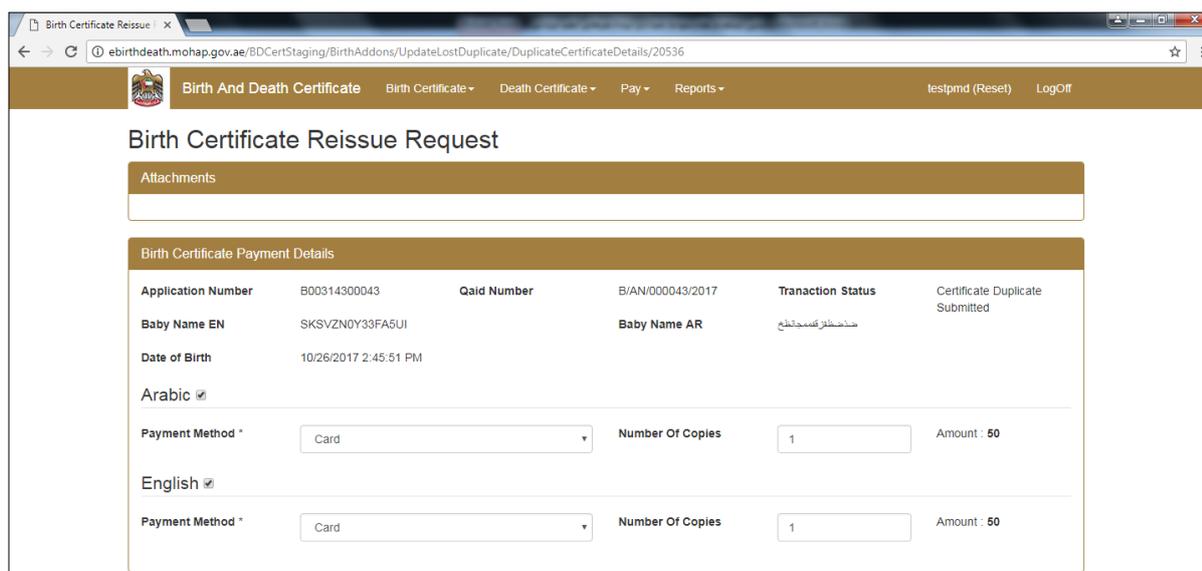


Figure (48) Choose Language & Number of Copies (Birth Certificate Reissue Request)

The second form is the attachment entry is done in two ways; Method one is Attach, Method two is Scan; we will start by entering Attachments in **Attach** mode. In this case, the user clicks the **Choose File** button, as shown in Figure (49).

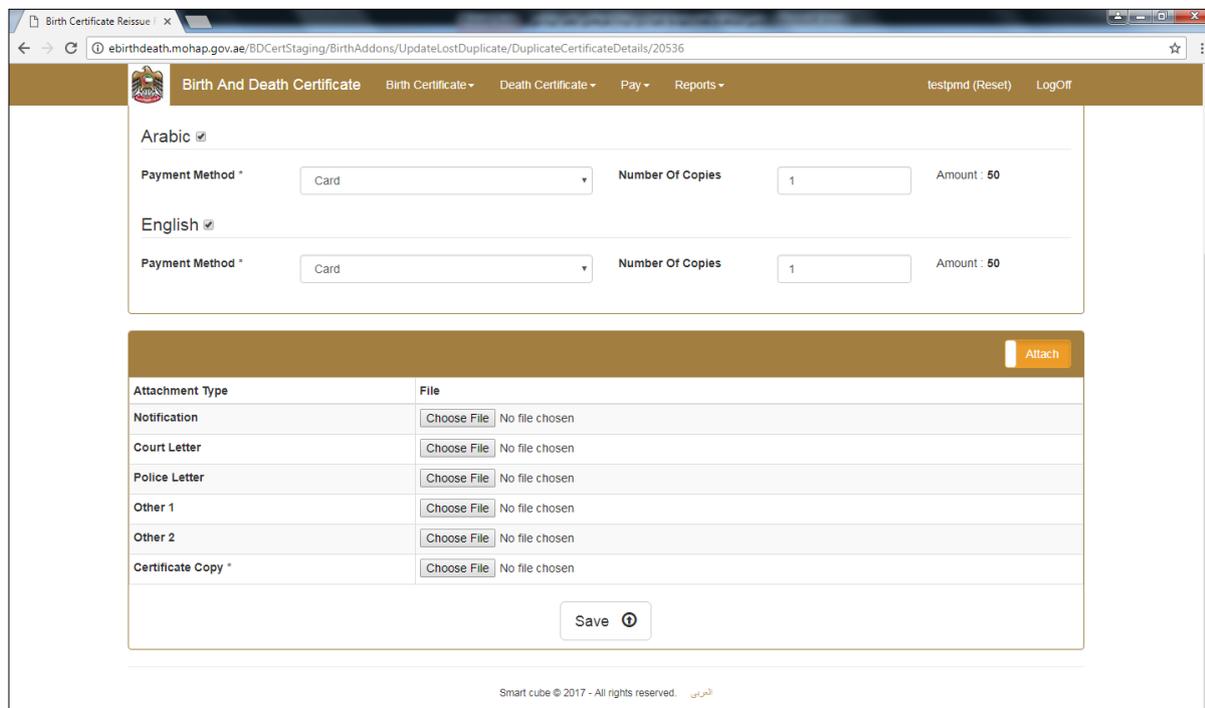


Figure (49) Attach file (Birth Certificate Reissue Request)

Then select the file you want to attach and then press the **Open** button, as shown in Figure (50).

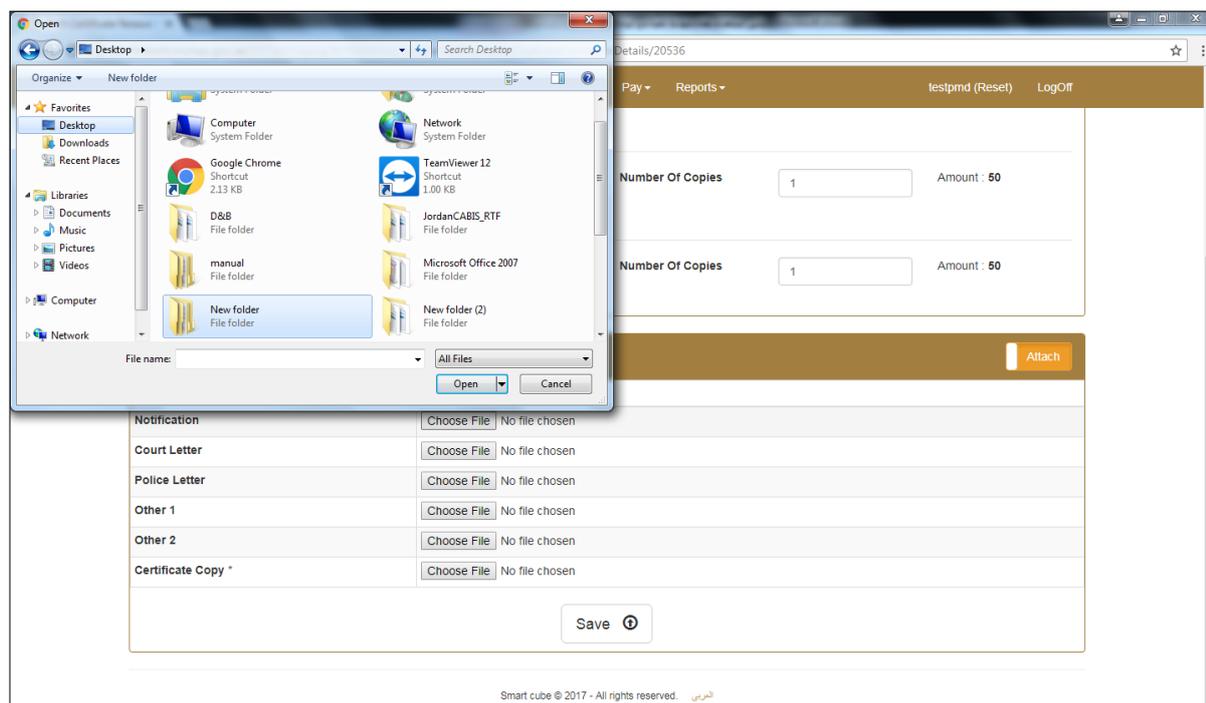


Figure (50) Choose File (Birth Certificate Reissue Request)

To edit the attachment, click the **Choose File** button again and choose the file you want.

The second way is the **scan**. Click Attach to change the process to a scan that is used if the user has hard copies, In this case, it is required to download the paper scanning program process described above.

In this case, it is required to download the paper-scanning program

After you finish, click the **Save** button to create the Birth Certificate Reissue Request, as shown in Figure (51).

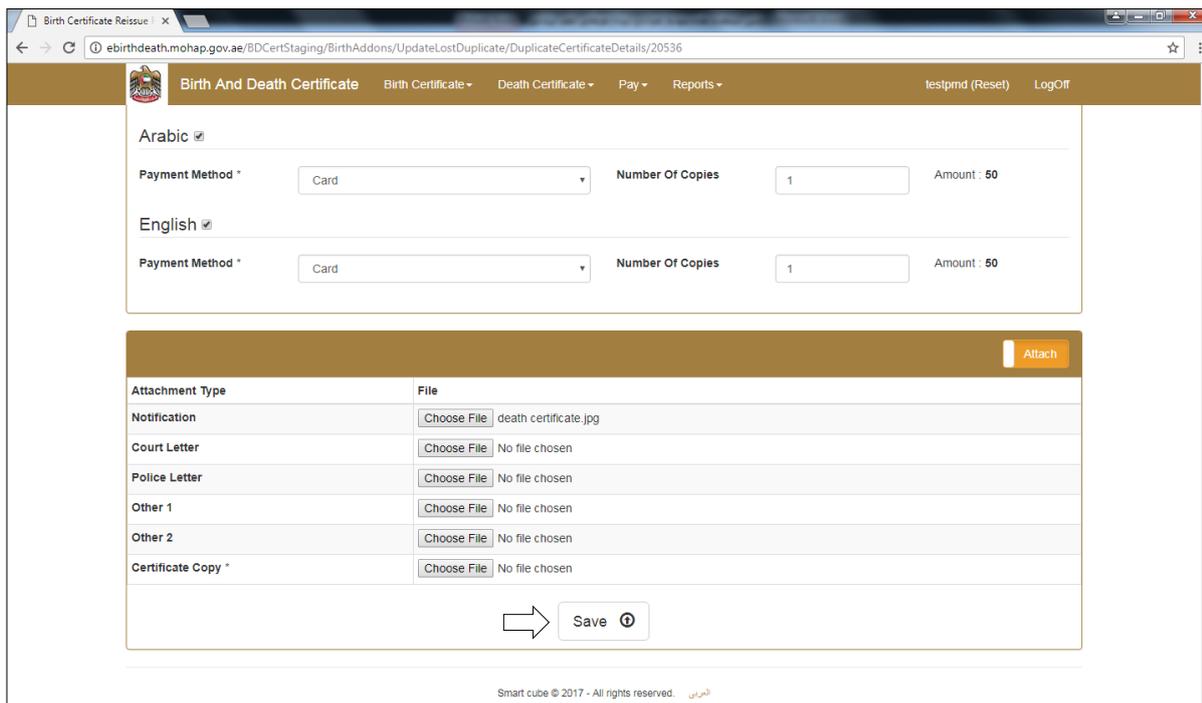


Figure (51) Save (Birth Certificate Reissue Request)

You will be transferred to the payment page where a detailed receipt is displayed for the required amount. As shown in Figure (52).

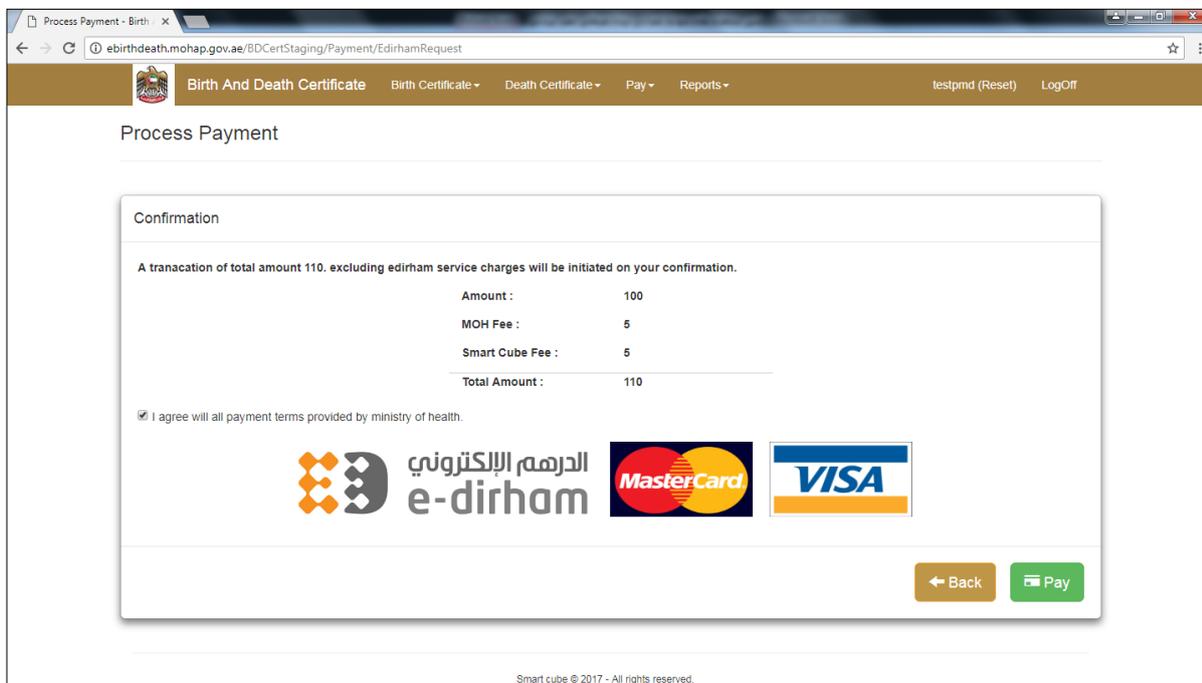


Figure (52) Agree Payment Process (Birth Certificate Reissue Request)

Click on checkbox to accept all payment terms provided by the Ministry of Health. To pay, click on **Pay** button. To cancel the birth certificate request, click on **Back** button, as shown in Figure (52). Then choose a payment method that consists of three types; first type **eDirham G2 Cards**, the second type **eDirham Cards**, the third type **eD-Wallet**, each one has multiple payment cards. As shown in Figure (53).

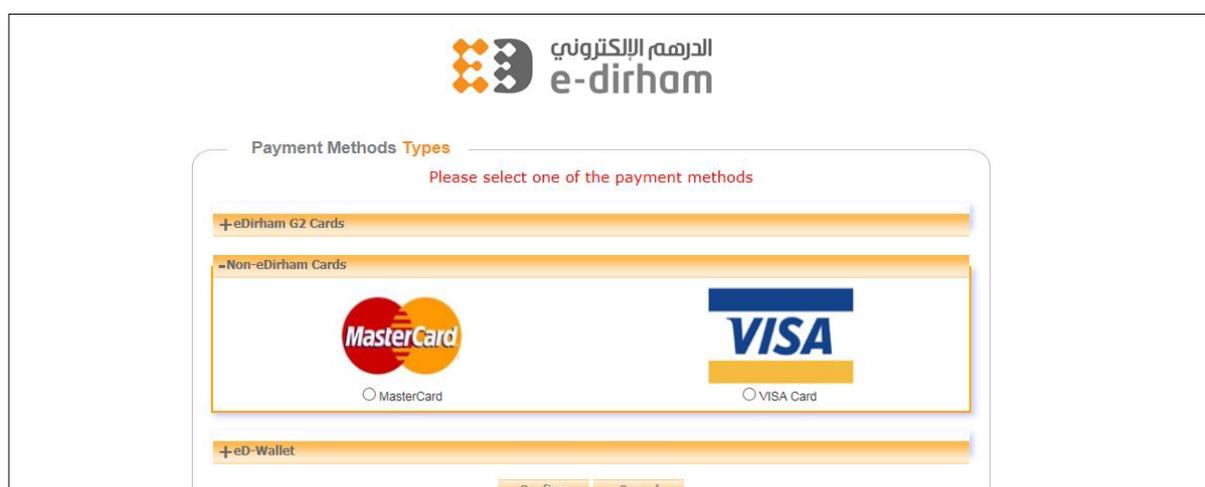


Figure (53) Payments Methods types (Birth Certificate Reissue Request)

After selecting the payment card type, click on the **Confirm** button. To cancel the payment, press the **Cancel** button as shown in Figure (53). After the application is processed, the application will be forwarded to the Preventive Medicine Center for verification of information and documentation.

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION
 Dep. of PREVENTIVE Med.

دولة الإمارات العربية المتحدة
 وزارة الصحة ووقاية المجتمع
 إدارة الطب الوقائي

مبلغ ولادة مرسوم رسمي
BIRTH NOTIFICATION
 رقم البث: 060642/2017

DISTRICT : **Dubai** مدينة : **دبي**
 HOSPITAL : **Medeor Hospital - Dubai** مستشفى : **مستشفى ميديور - دبي**

DETAILS FOR CHILD		معلومات عن الطفل	
Weight "Gm" : 54 Date of Birth : 26/10/2017 Hour : 14:45 Place of Birth : Medeor Hospital - Dubai Mode of delivery : Section Vaccinations : 1. BCC : No 2. Hepatitis B : No	Sex : Male Name : GLPW952CH09RD Date of Birth : 26/10/2017 Month : 10 Year : 2017 Hospital File No. : DW3FA4C Order of birth : 0 No No	الجنس : ذكر الاسم : GLPW952CH09RD تاريخ الولادة الفعلي بالعام : 2017 شهر : 10 يوم : 26 مكان الولادة ومستشفى ميديور - دبي رقم ملف المستشفى : DW3FA4C الطريقة التي ولدت بها : القيصرية ترتيب الولادة : 0 التطعيمات : لا 1 - لقاح الحصبة 2 - التهاب الكبد الفيروسي البائي : لا	الوزن : 54 تاريخ الولادة الفعلي بالعام : 2017 شهر : 10 يوم : 26 مكان الولادة ومستشفى ميديور - دبي رقم ملف المستشفى : DW3FA4C الطريقة التي ولدت بها : القيصرية ترتيب الولادة : 0 التطعيمات : لا 1 - لقاح الحصبة 2 - التهاب الكبد الفيروسي البائي : لا

DETAILS FOR FATHER		معلومات عن الأب	
Father's Address (Town) : Pablu Tel. : 052512854	Father's Name : 15622NDW95 Nationality : Pablu	عنوان الأب (البلدية) : Pablu الاسم : 15622NDW95 الجنسية : Pablu	اسم الأب : 15622NDW95 الجنسية : Pablu

DETAILS FOR MOTHER		معلومات عن الأم	
Mother's Address (Town) : Pablu Tel. : 052512854	Mother's Name : SLW38660DC Nationality : Pablu	عنوان الأم (البلدية) : Pablu الاسم : SLW38660DC الجنسية : Pablu	اسم الأم : SLW38660DC الجنسية : Pablu

DETAILS FOR BIRTH		معلومات عن الولادة	
Attendant of Birth : DW3FA4C1316WJHRNZ Name of registrar : DW3FA4C1316W Date :	Signature :	الموظف على الولادة : DW3FA4C1316WJHRNZ اسم الموظف : DW3FA4C1316W التوقيع :	التوقيع :

ملاحظات :

- لا يعتبر هذا البلاغ شهادة رسمية وتقوم إدارة الطب الوقائي بالتحقق من صحة البيانات الواردة الرسمية بعد استكمال البيانات اللازمة.
- على والد المولود من يقوم بتقديم مزايا إدارة الطب الوقائي في المنطقة التي أتت فيها الولادة لتسجيل المولود خلال مدة السماح بهم من تاريخ الولادة طبقاً للقانون الاتحادي رقم 1 لسنة 1978 م.ملاحظة :
 أ - بلاغ الولادة ب - ملاحظة القيد أصل وصورة (إذا كان مواطن)
 ج - جواز سفر والدي المولود أصل وصورة (غير المواطنين)
 د - أصل وصورة عقد الزواج مصدقة حسب الأصول من الجهات الرسمية بالدولة.

NOTICE :

- This is not a formal certificate. The birth certificate is issued by the Department of Preventive Medicine after verifying the information in the notification form.
- The child's father or his representative should report to the Department of Preventive Medicine in the district where delivery took place to register the child within a period which should not exceed one month from birth in accordance with Federal Law Number 6 of the year 1978. The father or his representative should provide :
 a - Birth Notification b - Original & Copy of Family Identification Book (for Locals) c - Parents' Passports Original & Copy (for Non-Nationals).
 d - Original & Copy of Marriage Contract Document duly Attested, by the Ministry of Foreign Affairs in U.A.E.

Figure (55) Display Birth Notification (Birth Certificate Reissue Request)

23 Reset (change password)

To change your password, click the **reset** link shown in Figure (56).



Figure (56) Reset Password

You will be taken to the change password page where you enter your current password and new password and confirm your new password, as shown in Figure (57).

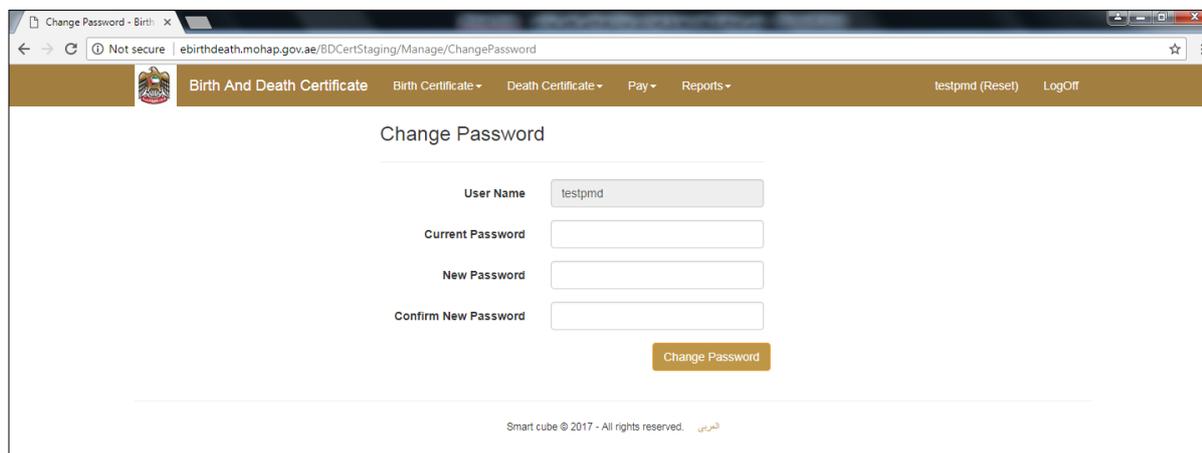


Figure (57) Change Password

To save the new password, click the **Change Password** button.

24 Forgot password

In case the user forgot his/her password click the link **Forgot your password?** As shown in Figure (3). Your e-mail is entered and click on **E-mail link** button, a message is sent to the user's e-mail with the password, as shown in Figure (58).

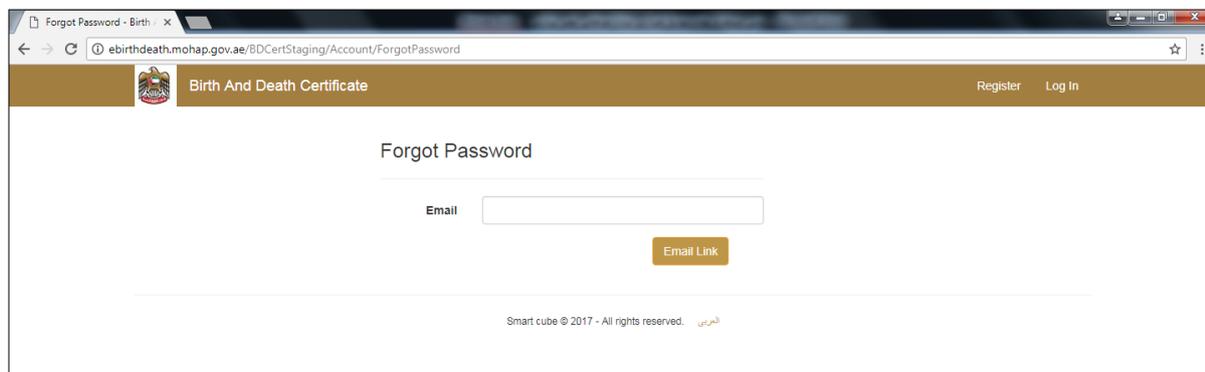


Figure (58) Forgot Password