INFORMATION TECHNOLOGY DEPARTMENT

USER MANAGEMENT USER GUIDE

VERSION 3.0

26/04/2022

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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 containonly ' _' 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 notinclude 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, orphone eg. 971500000000` "

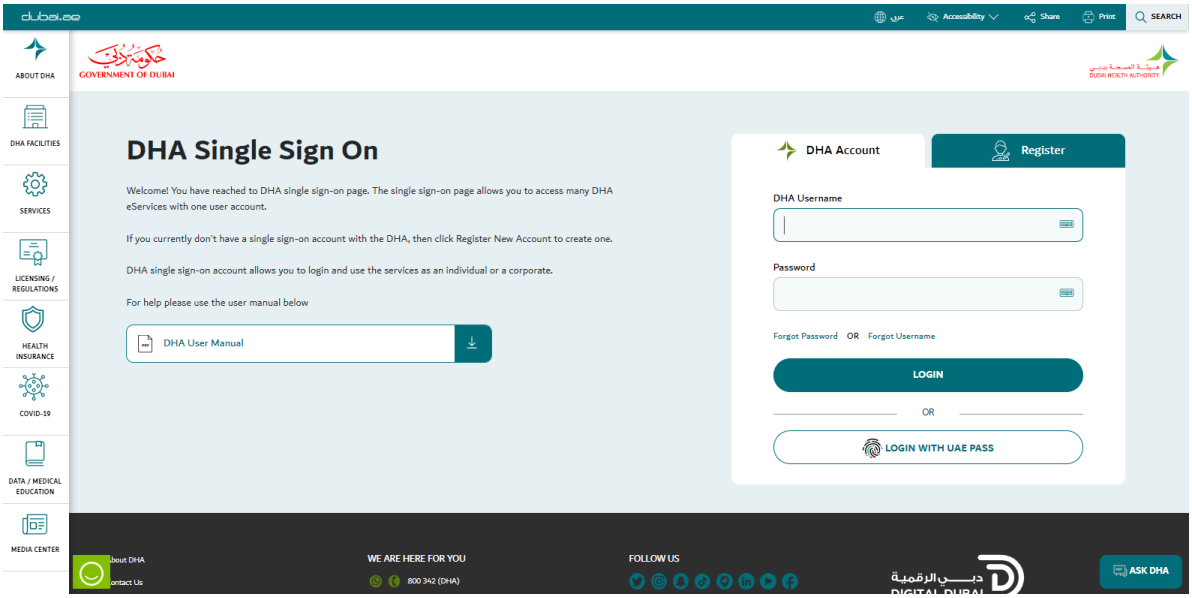


Figure 4.a DHA login screen

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

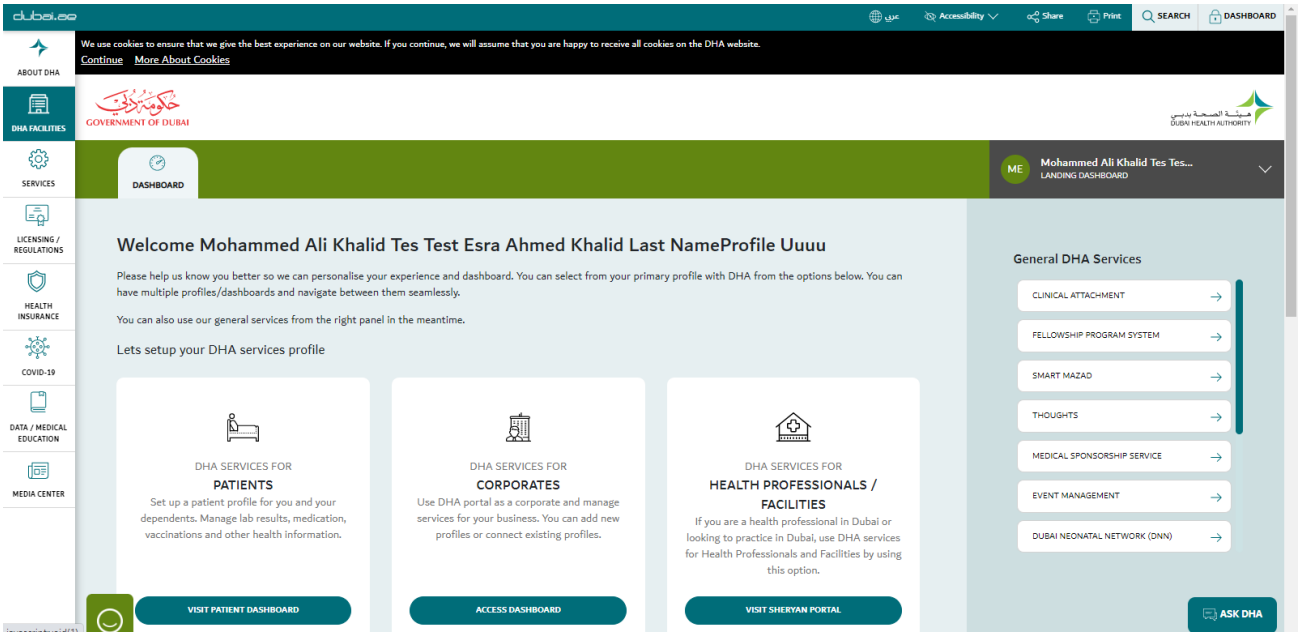
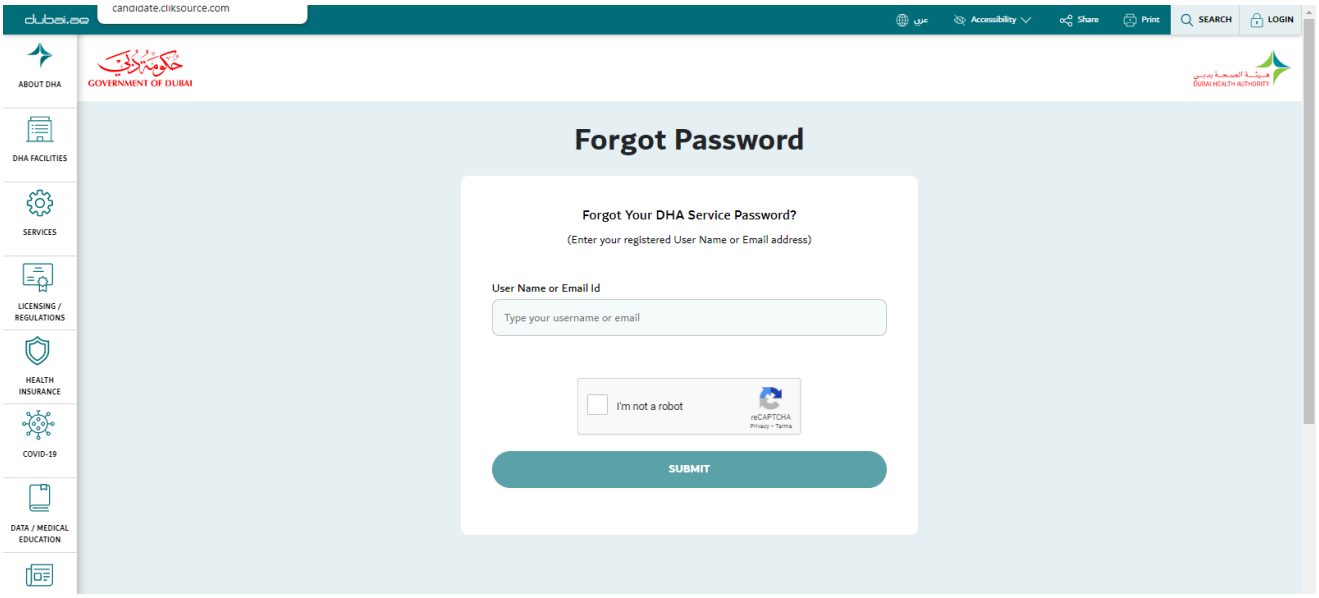


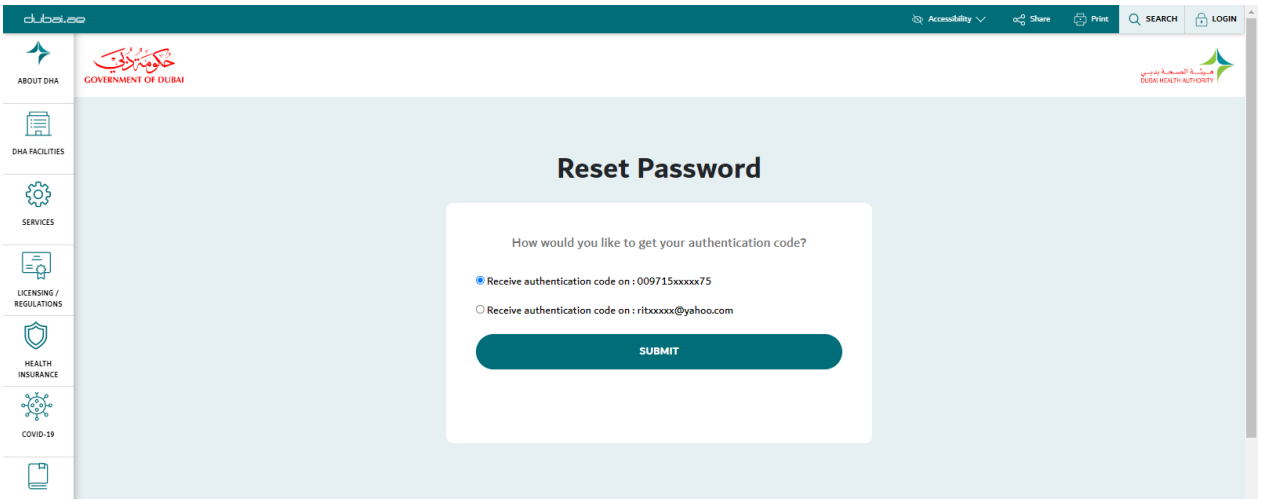
Figure 4.b Landing Dashboard

5. Forgot Password

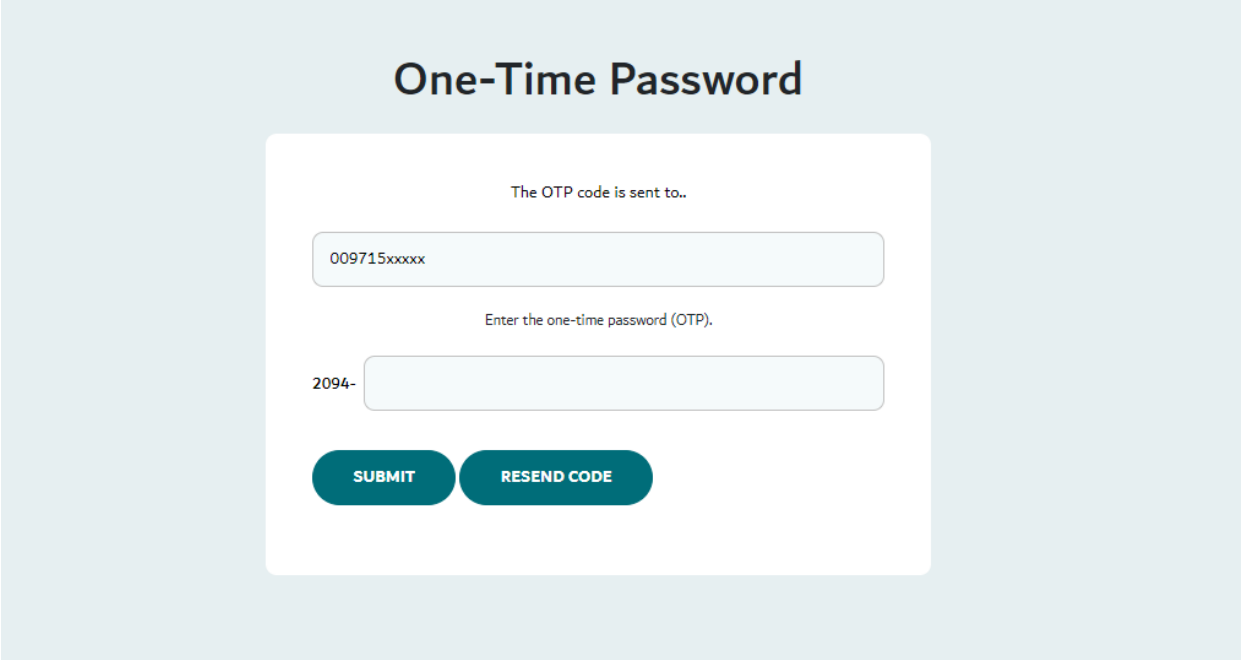
- For DHA Single Sign On: Go to https://services.dha.gov.ae/eservices/DHAWeb/Default.aspx
  - Click "**Forgot Password?**" link
  - Provide your registered email address or username and click on Submit



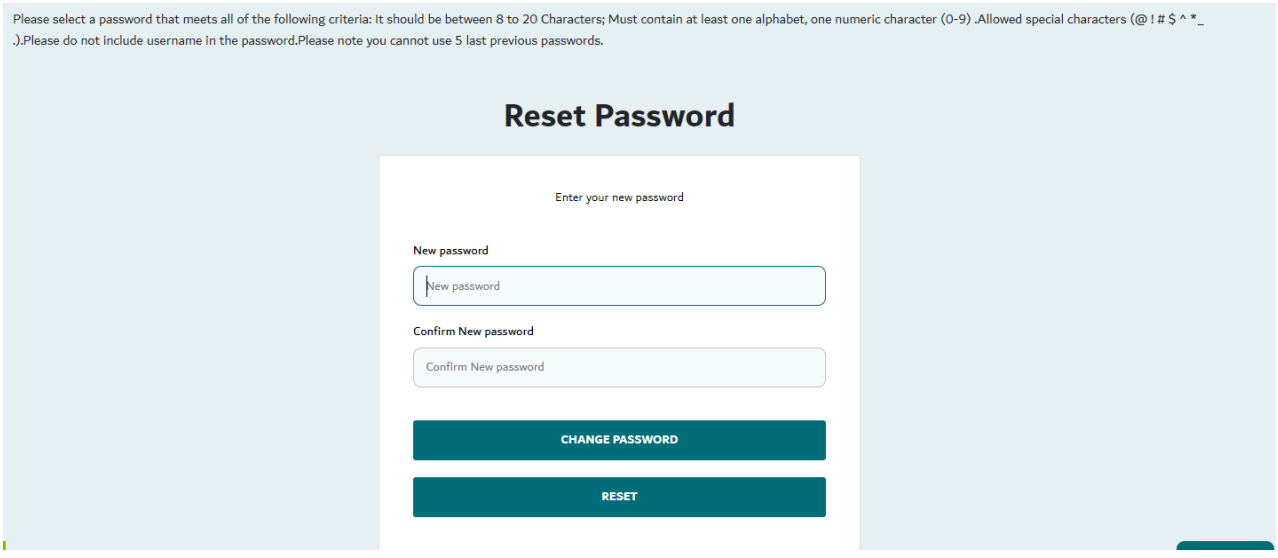
  - Choose how you would like to get the authentication code via Email or Mobile number .Please note choice for mobile number is displayed only when a valid mobile number is associated with this account.



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

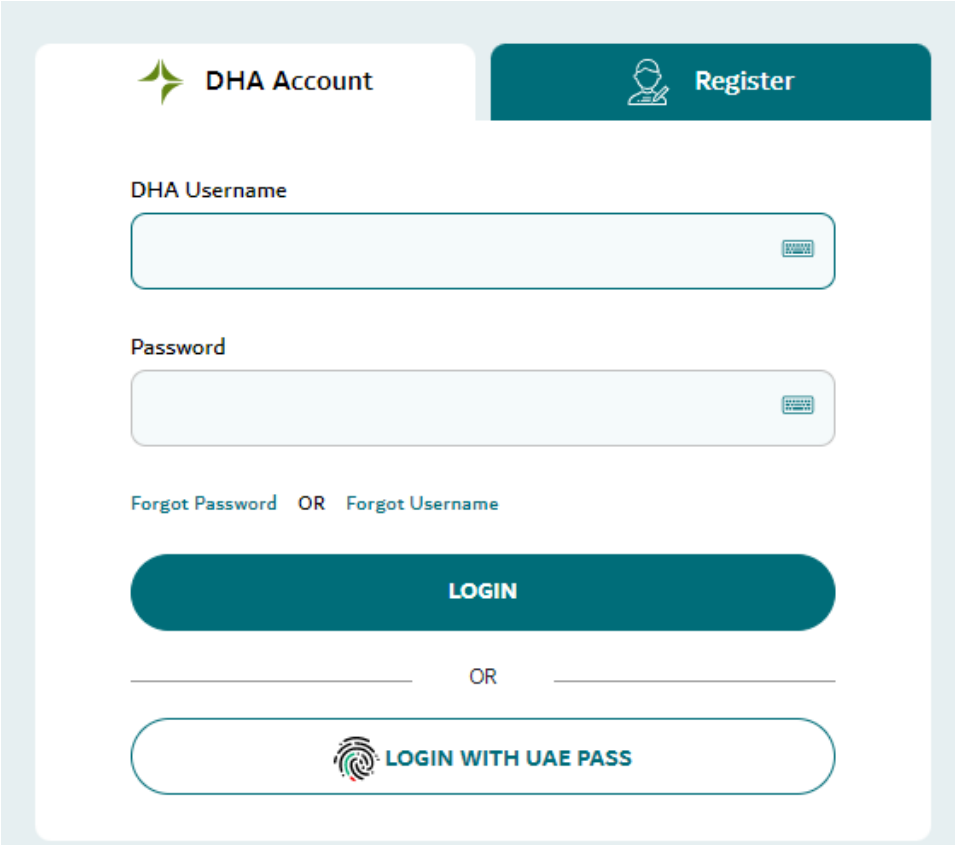


- Once submitted please enter the new password & Confirm New Password. Click on Change Password and the password will be updated.

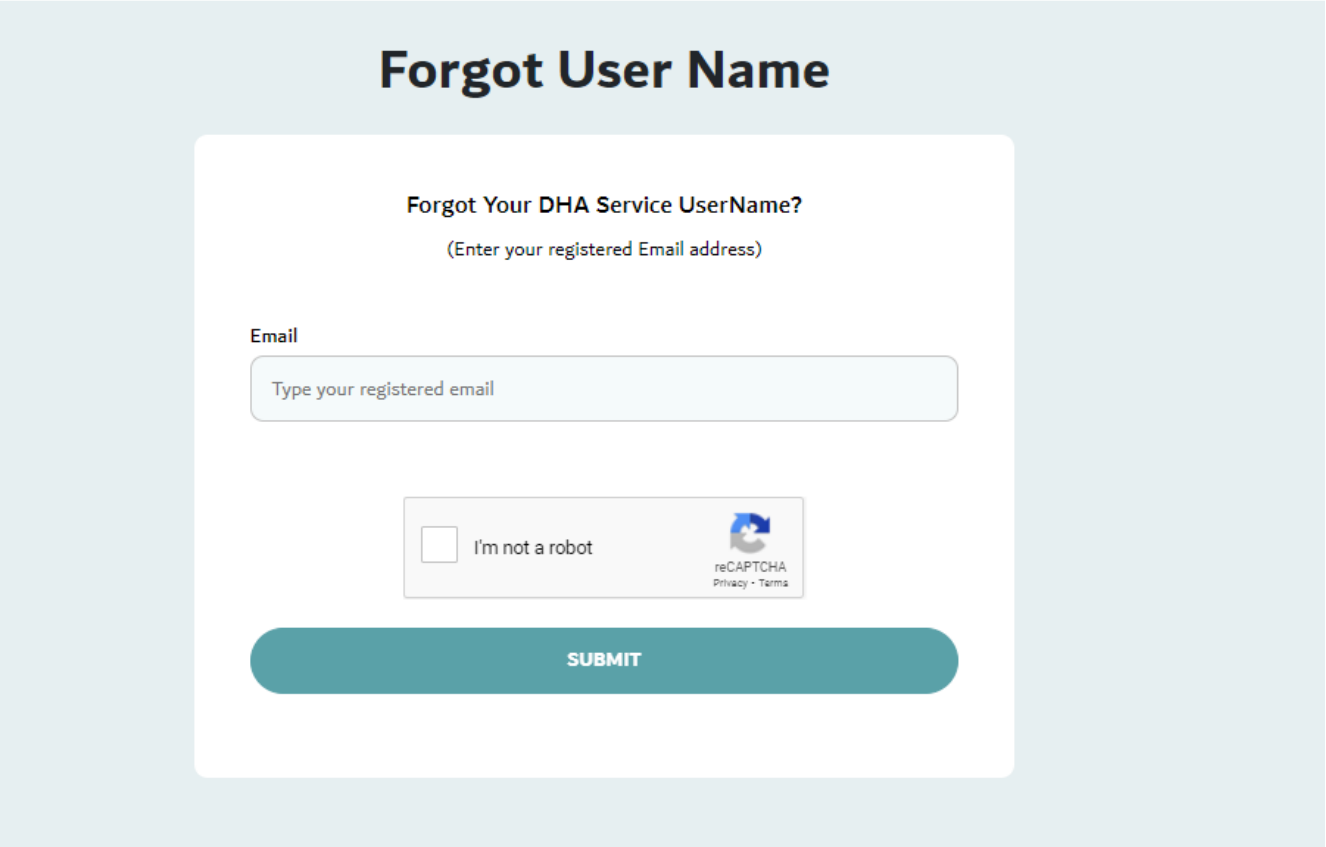


7. Forget UserName

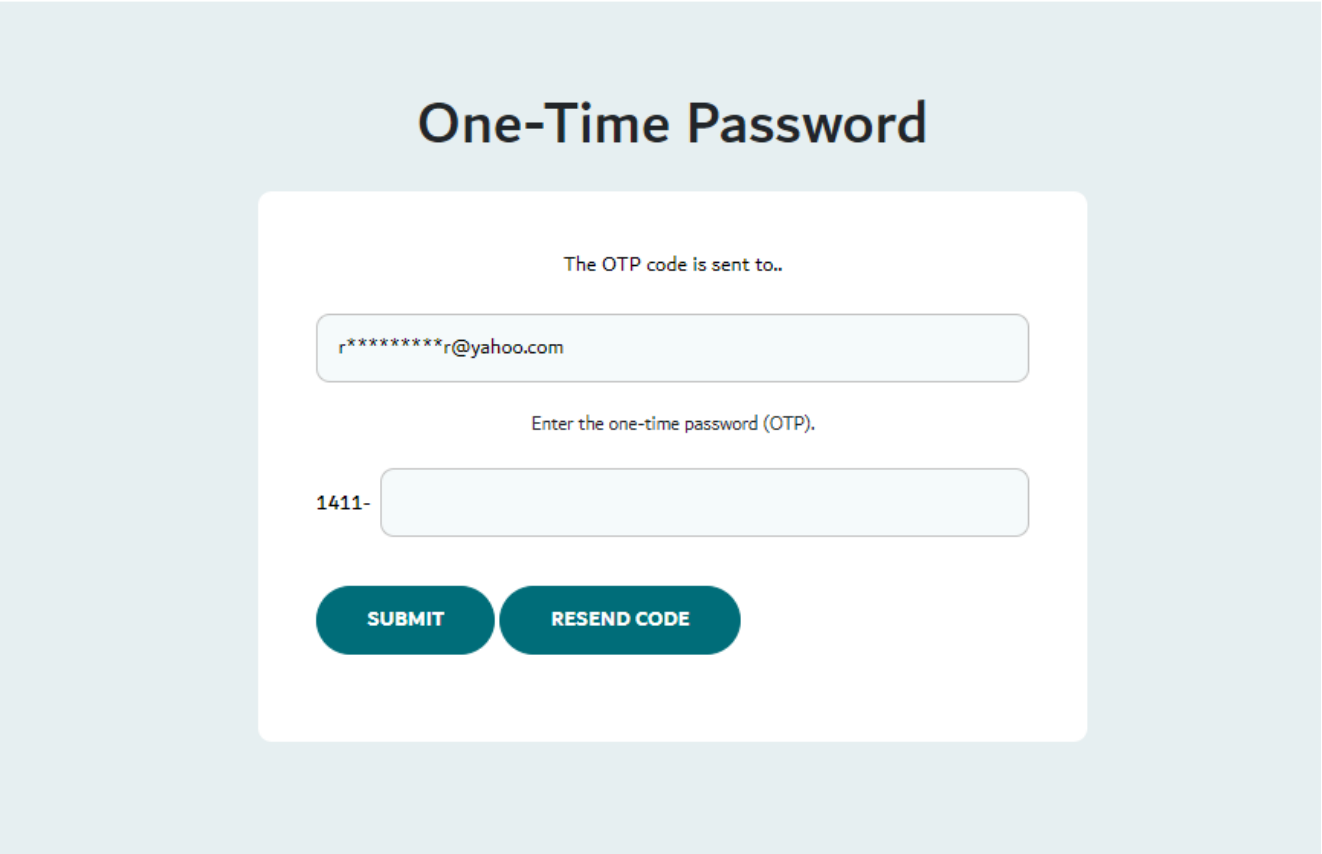
- Click "**Forgot User Name?**" link



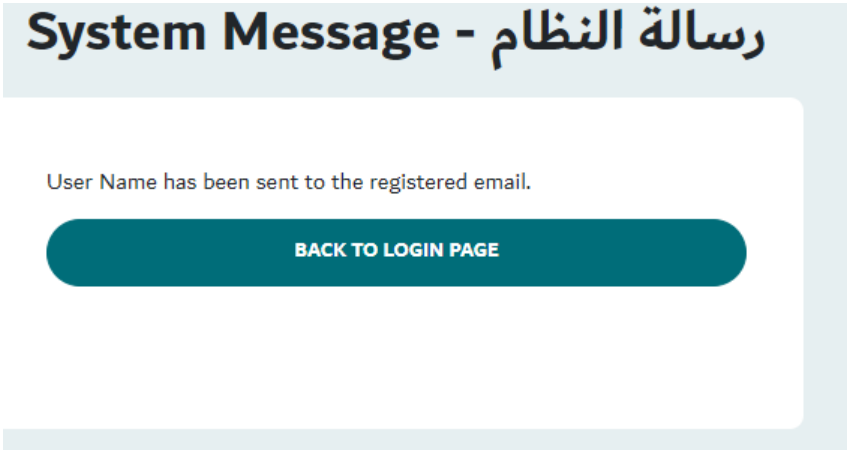
- Enter the registered email address



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



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



8. Edit Profile

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

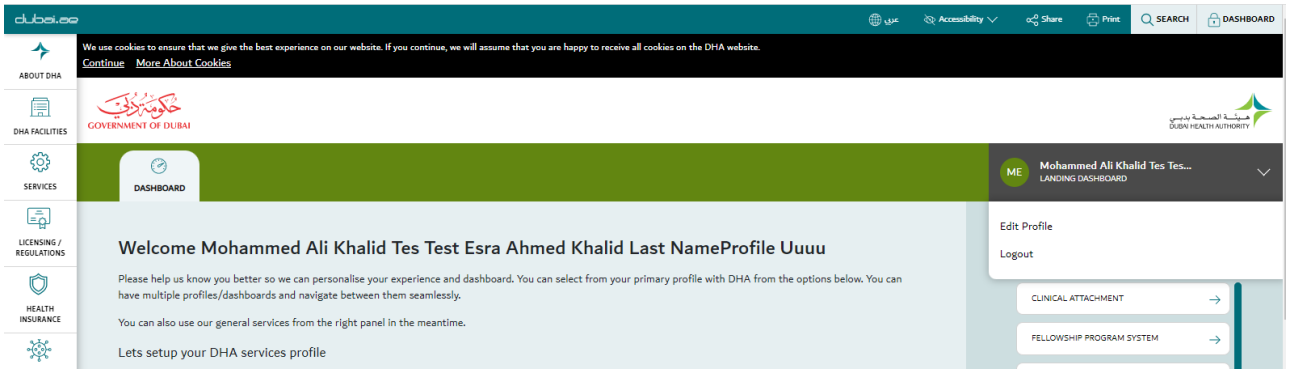
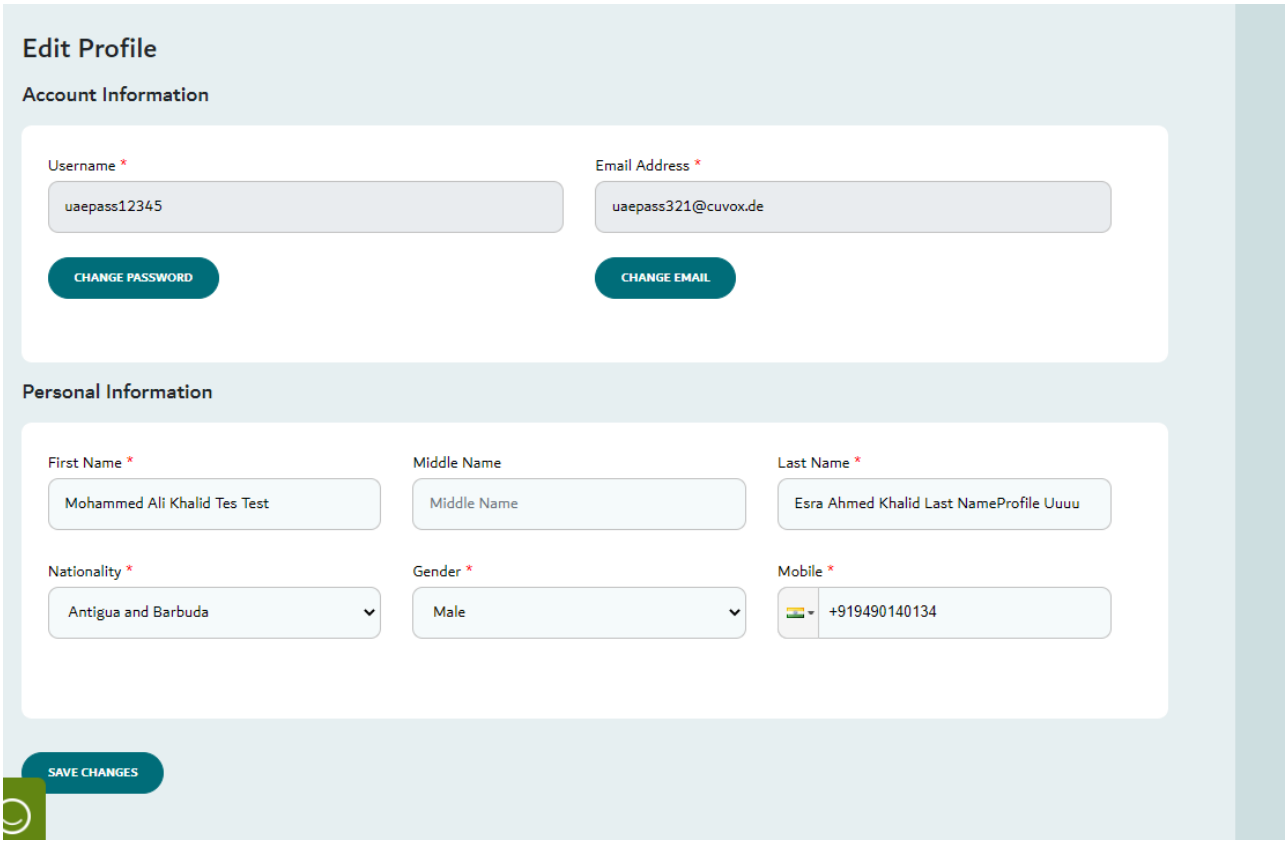
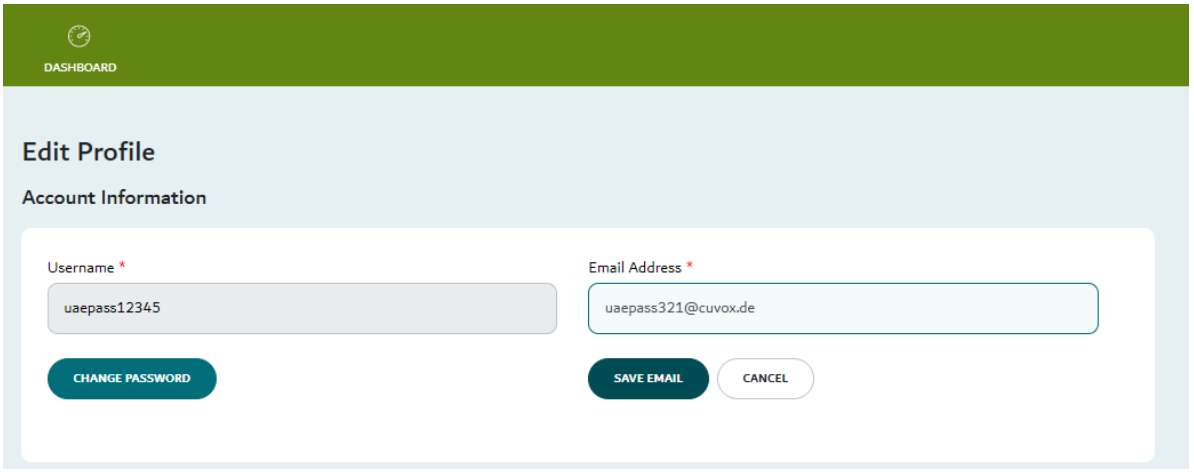


Figure 7.a Edit Profile

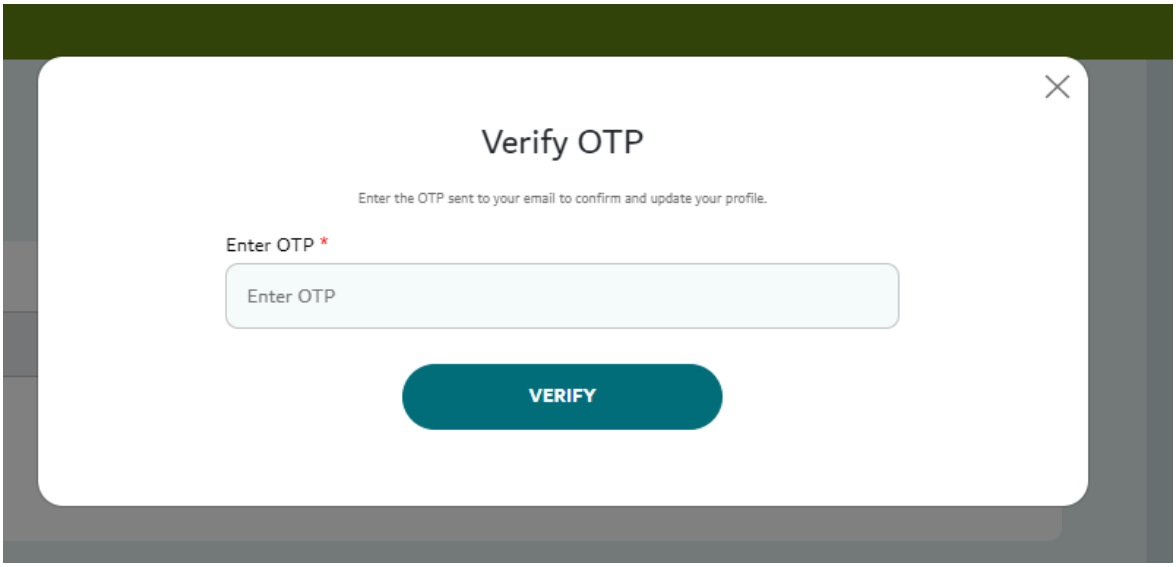
- In order to change email click "**Change Email**"



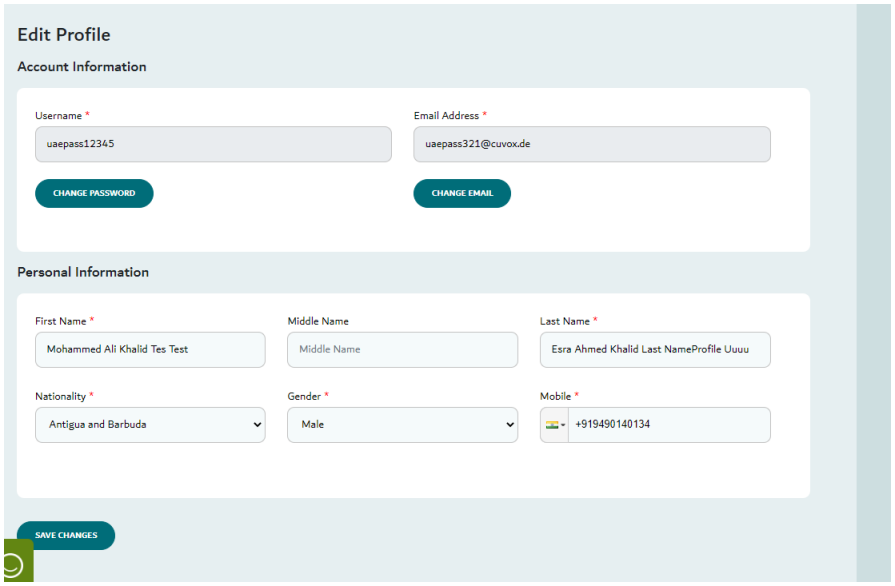
- Update the Email address in the text box and click on ‘Save Email’.
  An OTP will be sent to the new email address.



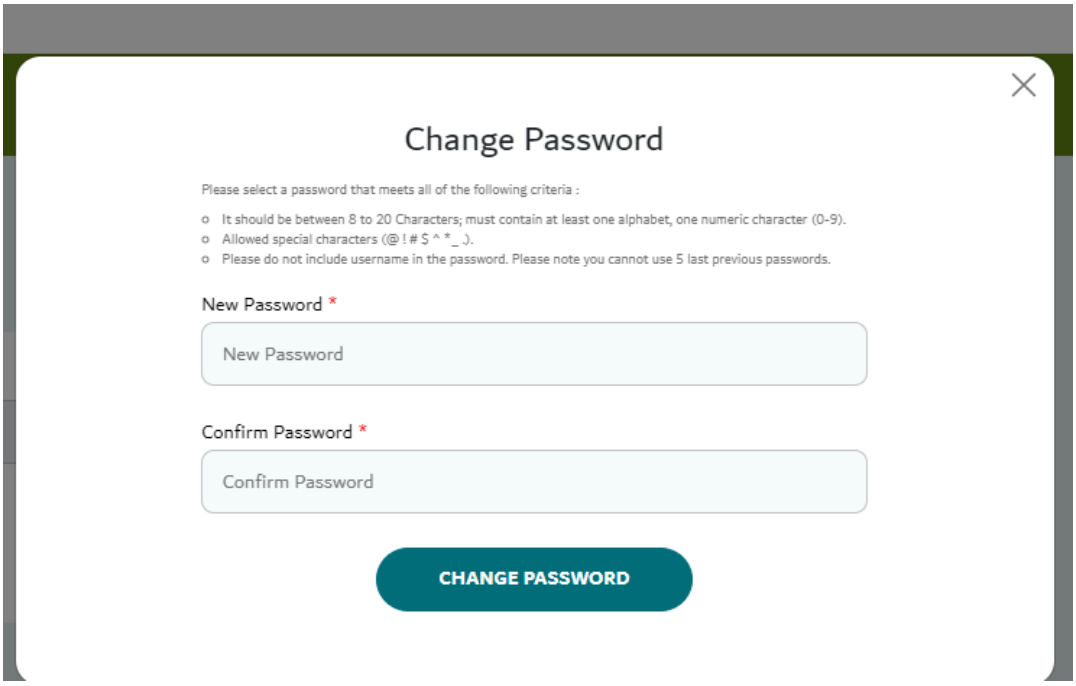
- Provide the proper authentication code, the system confirms the email id change.



- In order to change password Click "**Change Password**"



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



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