



# **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 <u>https://services.dha.gov.ae/eservices/dhaweb/Default.aspx</u>
- 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 <a href="https://services.dha.gov.ae/eservices/dhaweb/Default.aspx">https://services.dha.gov.ae/eservices/dhaweb/Default.aspx</a>
- Choose one of following options:
  - o DHA Account
    - Enter "User Name" and "Password"
    - Click "Login"

#### o LOGIN WITH UAE Pass:

 Click on 'Login with UAE PASS' → "Login using Emirates ID, email, orphone eg. 97150000000 "

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ABOUT DHA	COVERNMENT OF DURAL					سخية يديني DUBAI HEALTH	
DHA FACILITIES	DHA Single Sign On		MHA Account	Â	Register		
SERVICES	Wekcome! You have reached to DHA single sign-on page. The single sign-on page eServices with one user account. If you currently don't have a single sign-on account with the DHA, then citck Res		DHA Username		(CL13)	)	
	it you currently both in new a single sign-on account with the Drive, then click neg DHA single sign-on account allows you to login and use the services as an indivi- For help please use the user manual below		Password		(aut)	)	
HEALTH	DHA User Manual		Forgot Password OR Forgot Us	LOGIN			
covid-19				OR		-	
DATA / MEDICAL EDUCATION				N WITH UAE PASS		)	
	boor DHA WE ARE HERE FOR YOU	FOLLOW US					
	ontact Us (0 600 342 (DHA)	0 0 0 0	ية 👩 😋 🕲 🕲	🖸 دېـــــي الرقم	)		ASK DHA

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

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ABOUT DHA	We use cookies to ensure that we give the best experience on our website <u>Continue</u> <u>More About Cookies</u>							
DHA FACILITIES	GOVERNMENT OF DUBAI			ő	يئــة الصحية بدب JBAI HEALTH AUTHORI			
ر SERVICES	Ø           DASHBOARD					nmed Ali Khalid Tes Te i DASHBOARD	s	~
LICENSING / REGULATIONS	Welcome Mohammed Ali Khalio	d Tes Test Esra Ahmed Khalid Las	at NameProfile Uuuu		General DI	HA Services		
HEALTH	Please help us know you better so we can personalise yo have multiple profiles/dashboards and navigate between You can also use our general services from the right pan		ary profile with DHA from the options below. You can			TTACHMENT	<i>→</i>	
covid-19	Lets setup your DHA services profile				FELLOWSH SMART MA	IP PROGRAM SYSTEM	$\rightarrow$	
DATA / MEDICAL EDUCATION	Ĕ	廁			THOUGHTS	5	→	
	DHA SERVICES FOR	DHA SERVICES FOR	DHA SERVICES FOR		MEDICAL S	PONSORSHIP SERVICE	$\rightarrow$	
MEDIA CENTER	PATIENTS Set up a patient profile for you and your dependents. Manage lab results, medication,	CORPORATES Use DHA portal as a corporate and manage services for your business. You can add new	HEALTH PROFESSIONALS / FACILITIES		EVENT MA	NAGEMENT	→	
	dependents. Manage lab results, medication, vaccinations and other health information.	services for your business. You can add new profiles or connect existing profiles.	If you are a health professional in Dubai or looking to practice in Dubai, use DHA services for Health Professionals and Facilities by using this option.		DUBAI NEG	DNATAL NETWORK (DNN)	÷	
1	VISIT PATIENT DASHBOARD	ACCESS DASHBOARD	VISIT SHERYAN PORTAL				🗔 ASK I	DHA

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

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ABOUT DHA	GOVERNMENT OF DUBAI						لصحة بديسي DUBAI HEALTH N	а по
DHA FACILITIES		Forgot Passwo	ord					
SERVICES		Forgot Your DHA Service Passy (Enter your registered User Name or Emai						
		User Name or Email Id Type your username or email						
			PTCHA					
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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.

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ABOUT DHA	COVERNMENT OF DUBAI					لصحية يديني DUBAI HEALTH A	AUTHORITY	
DHA FACILITIES		Reset Password						
SERVICES SERVICES LICENSING / REGULATIONS HEALTH INSURANCE		How would you like to get your authentication code?  Receive authentication code on : 009715xxxxx75 Receive authentication code on : ritxxxxx@yahoa.com  SUBMIT						





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

One-Time Password	
The OTP code is sent to	
009715xxxxx	
Enter the one-time password (OTP).	
2094-	
SUBMIT 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 .).Please do not include username in the password.Please note you	should be between 8 to 20 Characters; Must contain at least one alphabet, one n I cannot use 5 last previous passwords.	umeric character (0-9) . Allowed special characters (@ ! # \$ ^ *_
	Reset Password	
	Enter your new password	
	New password           New password	
	Confirm New password Confirm New password	
	CHANGE PASSWORD	
	RESET	





## 7. Forget UserName

• Click "Forgot User Name?" link

	ne		
Password			
Forgot Passwor	rd OR Forgot Username		
	LOGII	N	

• Enter the registered email address



User Management User Guide



Image: Descent and the product of the pr	Forgot User Name
Type your registered email	
reCAPTCHA Privacy - Terma	
	reCAPTCHA Privacy - Terma

• 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.







## 8. Edit Profile

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

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ABOUT DHA	We use cookies to ansure that we give the best experience on our website. If you continue, we will assume that you are happy to receive all cookies on the DHA website. Continue More About Cookies				
DHA FACILITIES	GOVERNMENT OF DUBA			لله بدیسی DUBAI HE	
SERVICES	Contraction of the second seco		Mohammed Ali Kha LANDING DASHBOARD	ılid Tes Tes	~
LICENSING / REGULATIONS	Welcome Mohammed Ali Khalid Tes Test Esra Ahmed Khalid Last NameProfile Uuuu	Edit Prof	file		
HEALTH INSURANCE	Please help us know you better so we can personalise your experience and dashboard. You can select from your primary profile with DHA from the options below. You can have multiple profiles/dashboards and navigate between them seamlessly. You can also use our general services from the right panel in the meantime.	-	INICAL ATTACHMENT		→
ŵ	Lets setup your DHA services profile	FE	LLOWSHIP PROGRAM S	YSTEM	→

Figure 7.a Edit Profile

• In order to change email click "Change Email"

dit Profile				
Username * uaepass12345 CHANGE PASSWORD		Email Address * uaepass321@cuvox.de CHANGE EMAIL	:	
ersonal 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 *	
SAVE CHANGES				





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

⊘ Dashboard	
Edit Profile Account Information	
Username * uaepass12345	Email Address * uaepass321@cuvox.de
CHANGE PASSWORD	SAVE EMAIL CANCEL

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

	×
Verify OTP	
Enter the OTP sent to your email to confirm and update your profile.	
Enter OTP *	_
Enter OTP	
VERIFY	





#### • In order to change password Click "Change Password"

Edit Profile				
Account Information				
Username * uaepass12345		Email Address *	e	
CHANGE MASSWORD		CHANGE EMAIL		
Personal Information				
First Name *	Middle Name		Last Name *	
Mohammed Ali Khalid Tes Test	Middle Name		Esra Ahmed Khalid Last NameProfile Uuuu	
Nationality *	Gender *		Mobile *	
Antigua and Barbuda 🗸 🗸	Male	~	+919490140134	
SAVE CHANGES				

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

Please select a password that meets all of the following criteria :   I tshould 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.  New Password *  Confirm Password *  Confirm Password *	Change Password
Allowed special characters (@ ! # \$ ^ *_ ). Please do not include username in the password. Please note you cannot use 5 last previous passwords. lew Password * New Password confirm Password *	ease select a password that meets all of the following criteria :
New Password Confirm Password *	Allowed special characters (@ ! # \$ ^ *).
Confirm Password *	New Password *
	New Password
Confirm Password	Confirm Password *
	Confirm Password