INFORMATION TECHNOLOGY DEPARTMENT

USER MANAGEMENT USER GUIDE

VERSION 1.0

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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 <u>https://services.dubaihealth.ae/</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 <u>https://services.dubaihealth.ae/</u>
- Choose one of following options:
 - o <u>Dubai Health Account</u>
 - Enter "User Name" and "Password"
 - Click "Login"

o LOGIN WITH UAE Pass:

Click on 'Login with UAE PASS' C "Login using Emirates
 ID, email, orphone eg. 971500000000"

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Dubai Health Single Sign On	Login	Register	
Welcomel You have neached to Dubai Health single sign-on page. The single sign-on page allows you to access many Dubai Health eServices with one user account.	Username		
If you currently don't have a single sign-on account with the Dubai Health, then click Register New Account to create one.			
Dubai Health single sign-on account allows you to login and use the services as an individual or a corporate.	Password		
For help please use the user manual below			
	Forget Password OR Forget Username		
	LOGIN		
	OR		
	COGIN WITH UAE PASS		
Alixat Dubit Kulta Alixat Dubit Huthh Media Genter Genters Fritway Naisy DUBA1 HEALTH DUBA1 HEALTH </td <td></td> <td></td> <td>sach us on 800 60</td>			sach us on 800 60
Ø 2022 Dubar Academic Healthcare Corporation (Dubar Health). All Rights Reserved.		X 🖬 🕈	0 6

Figure 4.a Dubai Health login screen



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

CO DASHBOARD	LANDING DASHBOARD	~
Welcome Please help us know you better so we can personalise your experience and dashboard. You can select from your primary profile with Dubai Health from the options below. You can also use our general services from the General Dubai Health Services list in the meantime.	General Dubai Health Servi	ces
Lets setup your Dubai Health services profile	SMART MAZAD DUBAI NEONATAL NETWORK (DNN)	\rightarrow \rightarrow
	CSR & VOLUNTEER	\rightarrow
Dubai Health SERVICES FOR Dubai Health SERVICES FOR CORPORATES Set up a patient profile for you and your dependents. Manage lab results, medication, vaccinations and other health information. Use Dubai Health port business. You can add new profiles profiles. Exercise 1	c AS	K DUBAI HEALTH

Figure 4.b Landing Dashboard

5. Forgot Password

- For Dubai Health Single Sign On: Go to_ https://services.dubaihealth.ae/
 - Click "Forgot Password?" link
 - o Provide your registered email address or username and click on Submit

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دبب الصحية DUBAI HEALTH	
	Forgot Password
	Forgot Your Dubai Health Service Password? (Enter your registered User Name or Email address)
	User Name or Email Id Type your username or email
	I'm not a robot
	 Choose how you would like to get the authentication code via Email or Mobilnumber. Pleasese note choice for mobile number is displayed only when a valid mobile number is associated with this account.
	ر Accessibility ∨ حيج Share ☐ Print (

Reset Password	
How would you like to get your authentication code?	
Receive authentication code on : 009715xxxxx03	
 Receive authentication code on : md.xxxxx@gmail.com SUBMIT 	



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

-	-	-	-	-			-	
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			D					
			Reset I	Passwo	ra			
		How	would you like to g	get your authent	ication code?			
		Receive au	thentication code on : (009715xxxx03				
		O Receive au	thentication code on : r	nd.xxxxx@gmail.con	1			
			S	SUBMIT				

 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: .).Please do not include username in the password.Please note yo	it should be between 8 to 20 Characters; Must contain at least one alphabet, one num ou cannot use 5 last previous passwords.	neric character (0-9) .Allowed special characters (@ ! # \$
	Reset Password	
	Enter your new password	
	New password	
	Confirm New password Confirm New password	
	CHANGE PASSWORD	
	RESET	

7. Forget UserName

• Click "Forgot User Name?" link

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ביי الصحية DUBAI HEALTH					
Dubai Health Single Sign On	Login		Register		
 Welcome! You have reached to Dubai Health single sign-on page. The single sign-on page allows you to access many Dubai Health eServices with one user account. If you currently don't have a single sign-on account with the Dubai Health, then click Register New Account to create one. Dubai Health 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 Dubai Health User Manual 	Username Password Forgot Password OR Forgot Password OR Forgot Dogstower LC	O GIN OR —			

• Enter the registered email address



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ديب الصحية DUBAI HEALTH							
	Forgot User Name						
	Forgot Your Dubai Health Service UserName? (Enter your registered Email address)						
	Email Type your registered email)					
	I'm not a robot						
	SUBMIT						

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

The OTP code is sent to	
009715xxxxx	
Enter the one-time password (OTP).	
7166-	



• 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"

DASHBOARD Melcome Please help us know you better so we can personalise your experience and dashboard. You can select from your primary profile with Dubai Health from the options below. You can also use our general services from the General Dubai Health Services list in the meantime. Vou can also use our general services profile Lets setup your Dubai Health services profile				🕀 عربي 🌐	ssibility 🗸 🖧 Share	Print	DASHBOARD
DASHBOARD Edit Profile Logout Logout Please help us know you better so we can personalise your experience and dashboard. You can select from your primary profile with Dubai Health from the options below. You can have multiple profiles/dashboards and navigate between them seamlessly. Edit Profile You can also use our general services from the General Dubai Health Services list in the meantime. CLINICAL ATTACHMENT Lets setup your Dubai Health services profile SMART MAZAD	III DÜBAI HEÄLTH						
Welcome Please help us know you better so we can personalise your experience and dashboard. You can select from your primary profile with Dubai Health from the options below. You can have multiple profiles/dashboards and navigate between them seamlessly. You can also use our general services from the General Dubai Health Services list in the meantime. Lets setup your Dubai Health services profile	Ŭ D				LANDING DASHBOARD		~
below. You can have multiple profiles/dashboards and navigate between them seamlessly. CLINICAL ATTACHMENT You can also use our general services from the General Dubai Health Services list in the meantime. SMART MAZAD Lets setup your Dubai Health services profile SMART MAZAD							
Lets setup your Dubai Health services profile →			our primary profile with Dubai Health from the options		CLINICAL ATTACHMENT		\rightarrow
	Ū.				SMART MAZAD		→
	Lets setup your Dubai Health services profile				DUBAI NEONATAL NETW	/ORK (DNN)	\rightarrow
	Ê				CSR & VOLUNTEER		\rightarrow
Dubai Health SERVICES FOR Dubai Health SERVICES FOR PATIENTS CORPORATES		Dubai Health SERVICES FOR					
Set up a patient profile for you and your Use Dubai Health portal as a corporate and dependents. Manage lab results, manage services for your business. You can medication, vaccinations and other health add new profiles or connect existing	dependents. Manage lab results,	manage services for your business. You can					

Figure 7.a Edit Profile

• In order to change email click "Change Email"

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دبت الصحية DUBAI HEÄLTH						
Edit Profile Account Information					General Dubai Health Services	
Username *		Email Address *			SMART MAZAD	
test10		abc@foundtoo.com			DUBAI NEONATAL NETWORK (DNN)	
CHANGE PASSWORD		CHANGE EMAIL			CSR & VOLUNTEER	\rightarrow
Personal Information						
First Name *	Middle Name		Last Name *			
Test	Middle Name		Updated			
Nationality *	Gender *	~	Mobile *			
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13						



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

בירי الصحية DÜBAI HEÂLTH	
Edit Profile Account Information	
Username * test10	Email Address * abc@foundtoo.com
CHANGE PASSWORD	CHANGE EMAIL

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

Edit Profile		
Account Information		×
Username *	Verify Your Email	
test10	Enter the OTP sent to your email to confirm and update your profile.	
CHANGE PASSWORD	Enter OTP * Enter OTP	
	Resend OTP	_
Personal Information	VERIFY	_
First Name * Test	Middle Name Updated	



• In order to change password Click "Change Password"

ביאם וובחבים DUBAI HEALTH	
Edit Profile Account Information	
Username * test10	Email Address * abc@foundtoo.com
CHANGE PASSWORD	CHANGE EMAIL
Personal Information	

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

		\$¢~
دبب الصحية DUBAI HEALTH		
Edit Profile		×
Account Information	Change Password	
Username *	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 • Allowed special characters (@ ! # \$ ^ *). • Please do not include username in the password. • Please note you cannot use 5 lats previous passwords.	character (0-9).
	New Password *	
	Confirm Password *	
Personal Information	Confirm Password	
First Name *	CHANGE PASSWORD	
Nationality *	Gender * Mobile *	
Afghanistan 🗸	Male ~ +9100000000	
