

INFORMATION TECHNOLOGY DEPARTMENT

USER MANAGEMENT USER GUIDE

VERSION 1.0

11/11/2023

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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:

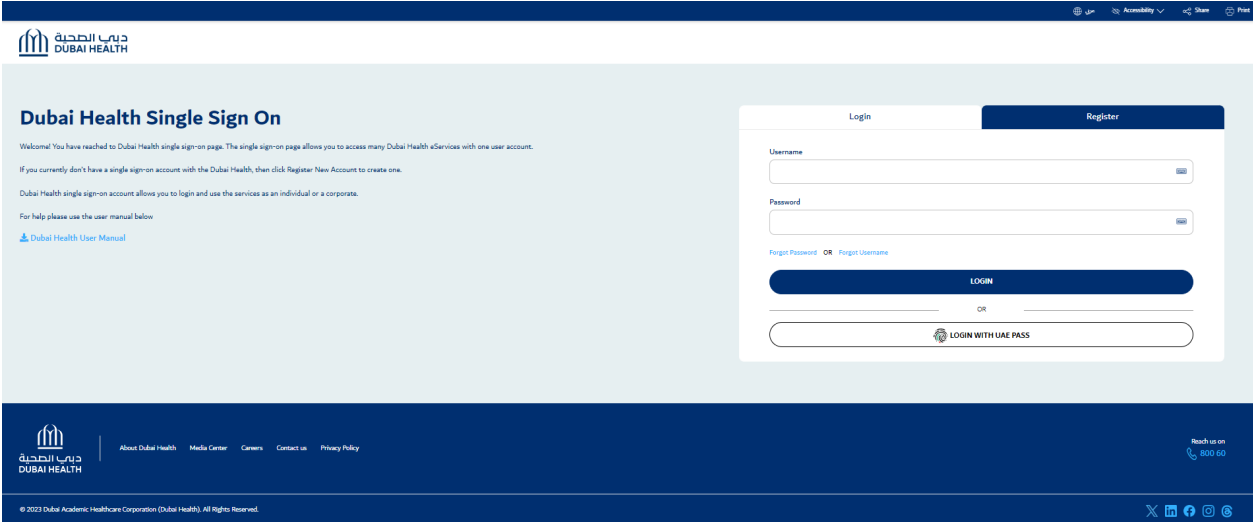
- In all forms * means mandatory field
- While using the system and filling any application, detailed error messages (in red) will be shown if required explaining the error for you and the solution
- Payment process is done through Dubai eGovernment ePay Gateway.

3. New User Registration

- Go to <https://services.dubaihealth.ae/>
- 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.dubaihealth.ae/>
- Choose one of following options:
 - Dubai Health 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”



Dubai Health Single Sign On

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](#)

Login **Register**


Username

Password

[Forgot Password](#) OR [Forgot Username](#)

LOGIN

OR

 **LOGIN WITH UAE PASS**

Dubai Health [About Dubai Health](#) [Media Center](#) [Careers](#) [Contact us](#) [Privacy Policy](#) [Watch us on](#) [2023-2024](#)

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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

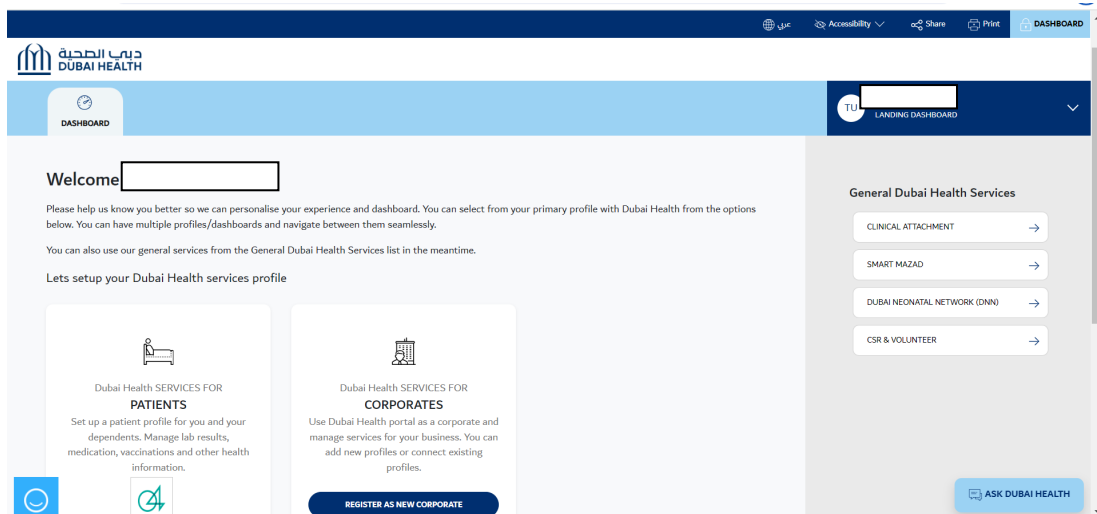
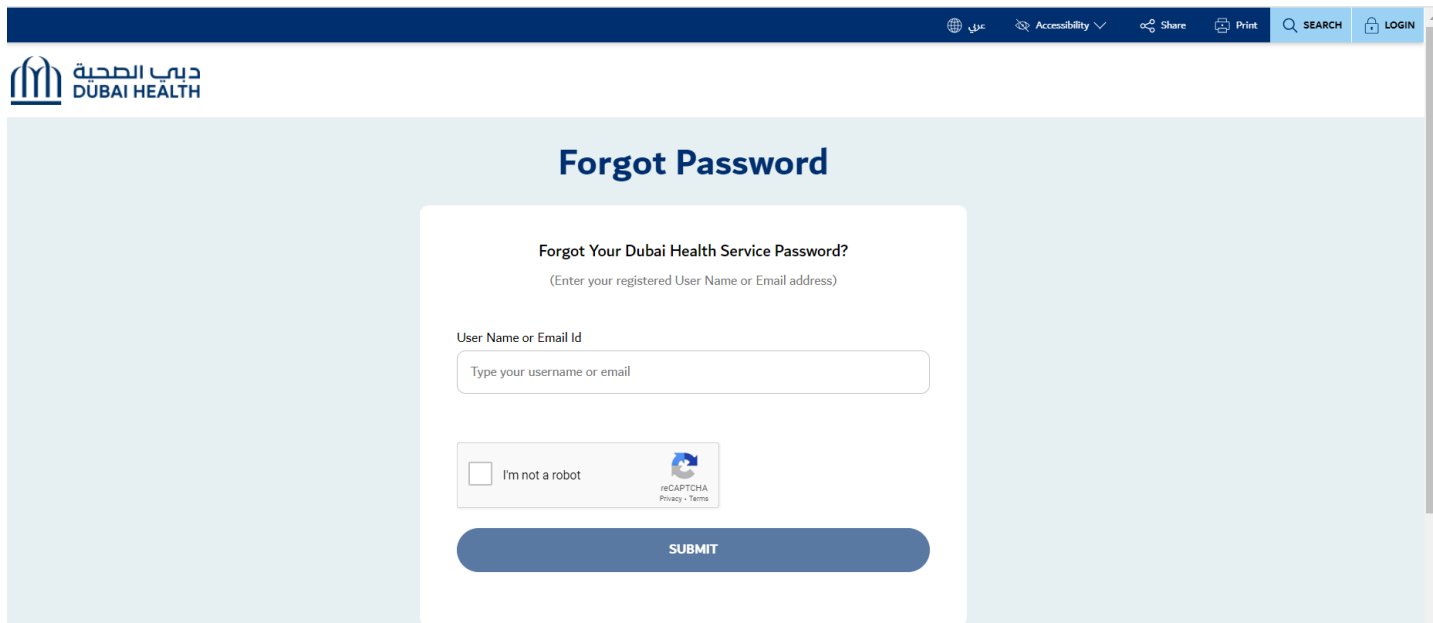


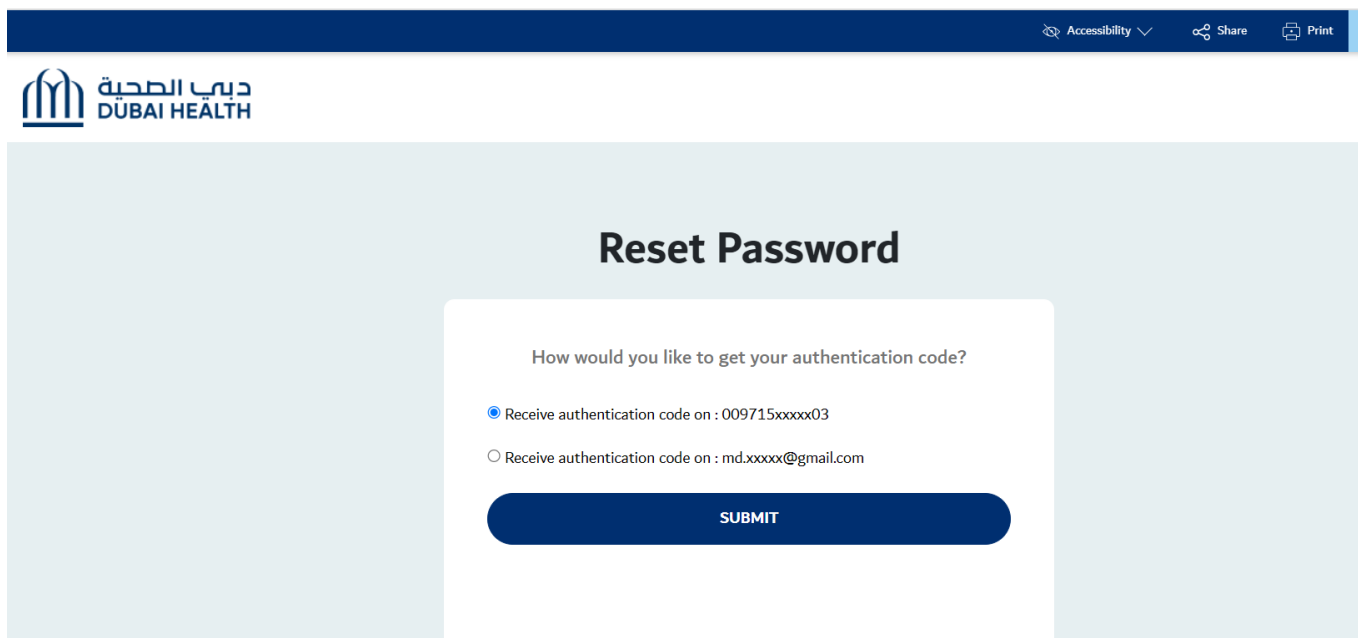
Figure 4.b Landing Dashboard

5. Forgot Password

- For Dubai Health Single Sign On: Go to <https://services.dubaihealth.ae/>
 - 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 Mobilnumber. 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.

Accessibility

Share

Print

Reset Password

How would you like to get your authentication code?

☒ Receive authentication code on : 009715xxxx03

☐ Receive authentication code on : md.xxxxx@gmail.com

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: It should be between 8 to 20 Characters; Must contain at least one alphabet, one numeric character (0-9) .Allowed special characters (@ ! # \$ % ^ & *) _ - + = , . / : ; ' " ~ ` { } | \ . , < > [] ^ & asterisk .Please do not include username in the password.Please note you cannot use 5 last previous passwords.

Reset Password

Enter your new password

New password

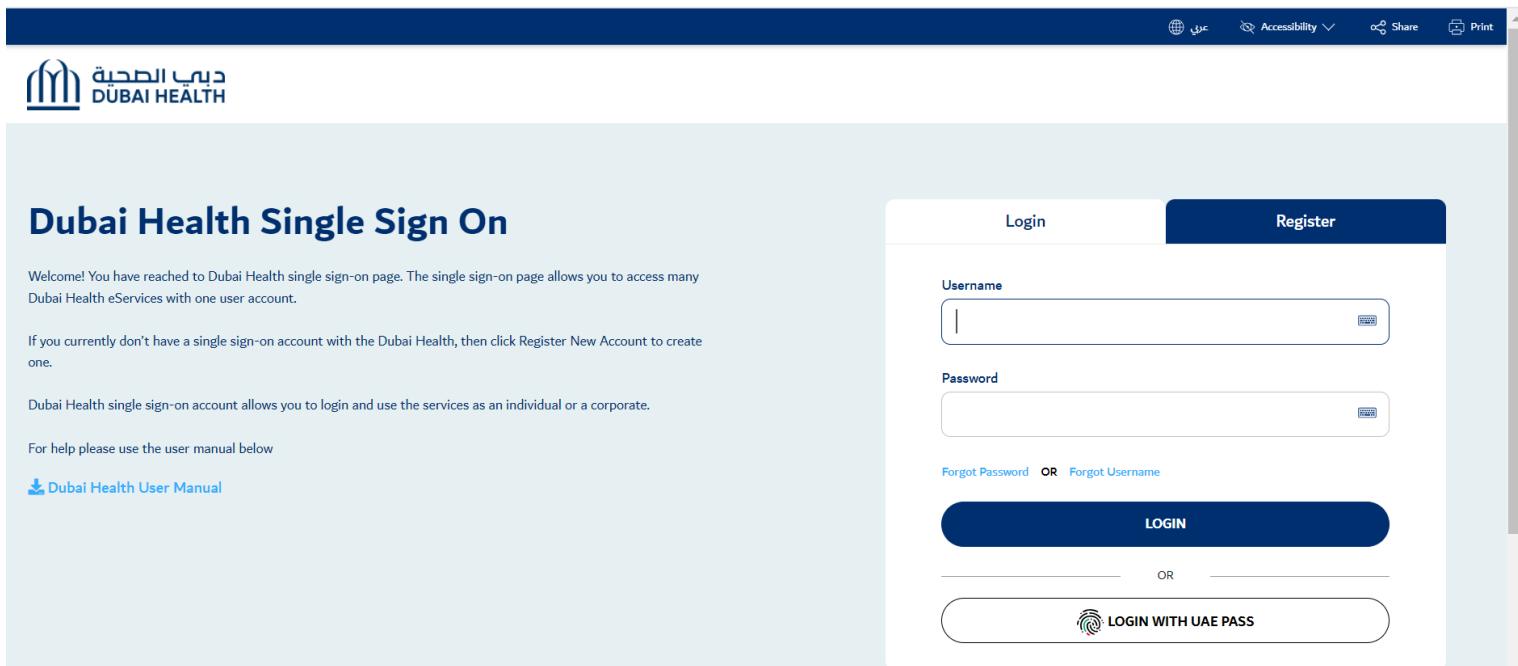
Confirm New password

CHANGE PASSWORD

RESET

7. Forget UserName

- Click “**Forgot User Name?**” link



Dubai Health Single Sign On

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[Dubai Health User Manual](#)

Login **Register**


Username

Password

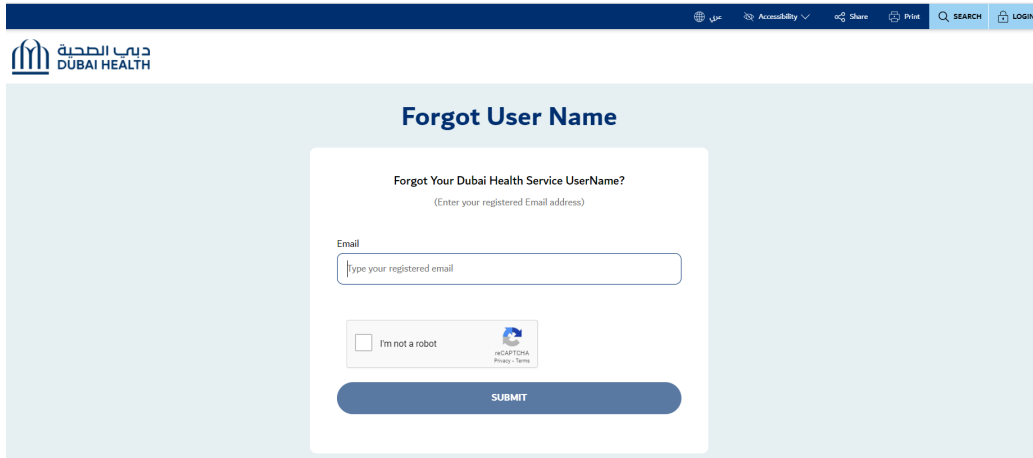
[Forgot Password](#) OR [Forgot Username](#)

LOGIN

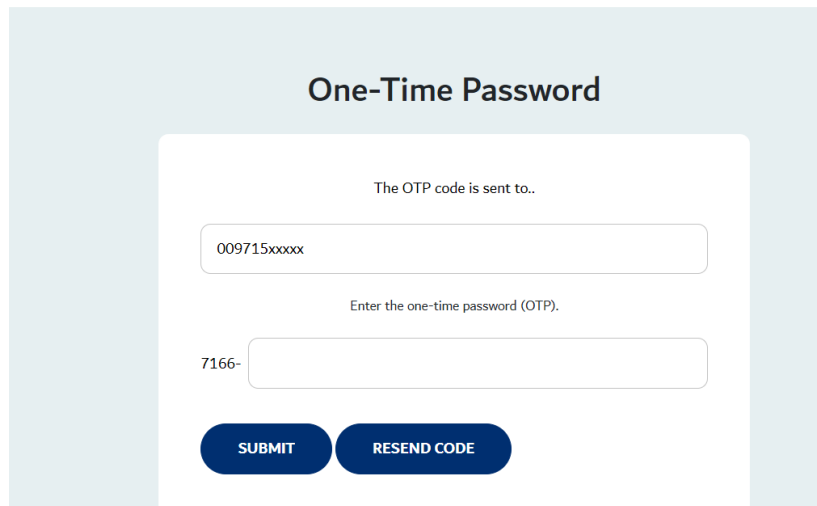
OR

 **LOGIN WITH UAE PASS**

- 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.

رسالة النظام - System Message

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**”

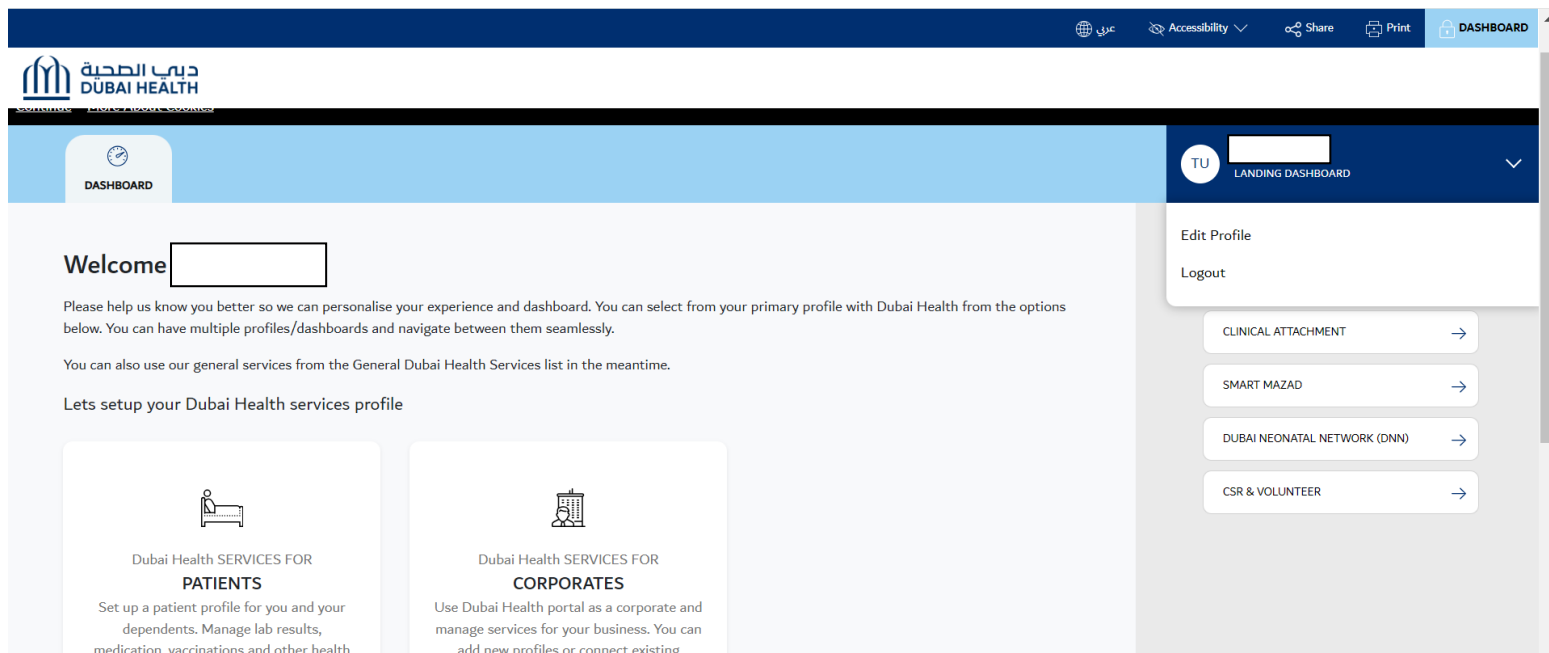
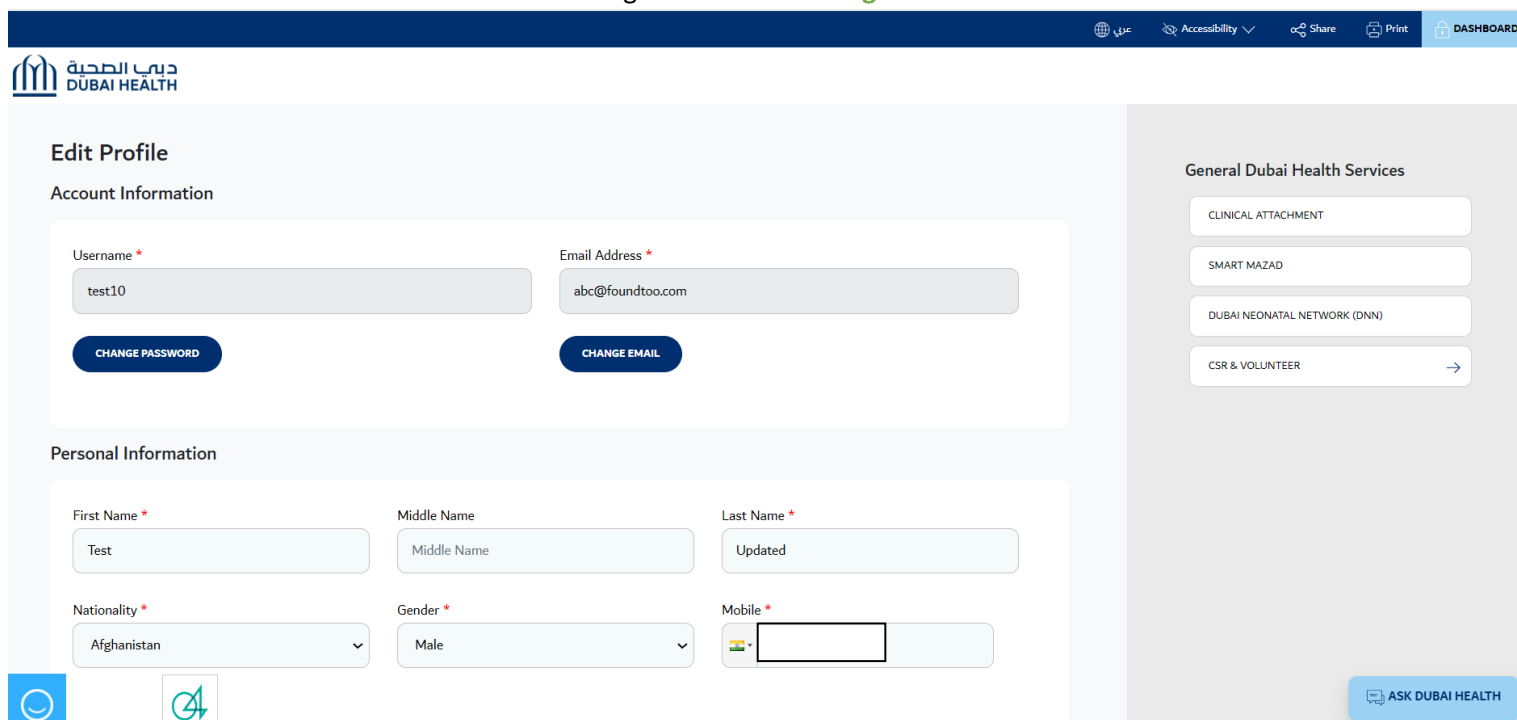


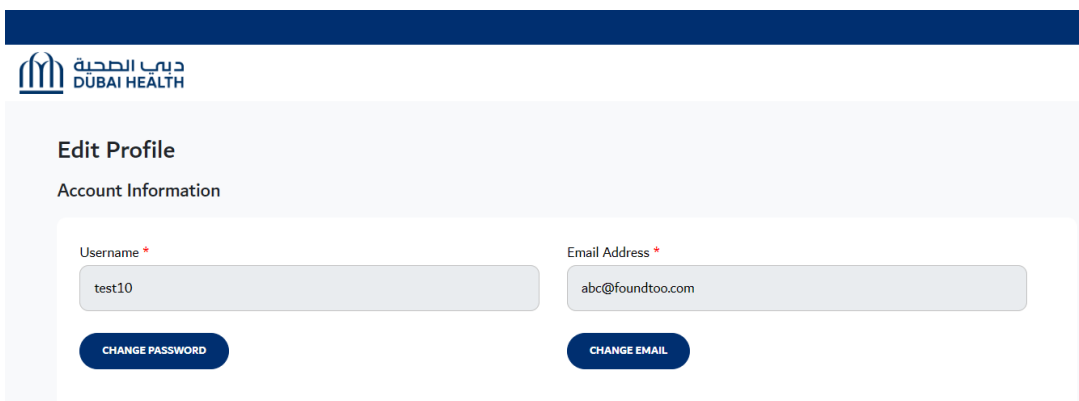
Figure 7.a Edit Profile

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



The screenshot shows the 'Edit Profile' form. It is divided into two main sections: 'Account Information' and 'Personal Information'. The 'Account Information' section has fields for 'Username' (test10) and 'Email Address' (abc@foundtoo.com), with buttons for 'CHANGE PASSWORD' and 'CHANGE EMAIL'. The 'Personal Information' section has fields for 'First Name' (Test), 'Middle Name' (Middle Name), 'Last Name' (Updated), 'Nationality' (Afghanistan), 'Gender' (Male), and 'Mobile' (with a dropdown for country code and a text input for the number). On the right side, there is a sidebar with 'General Dubai Health Services' links: 'CLINICAL ATTACHMENT', 'SMART MAZAD', 'DUBAI NEONATAL NETWORK (DNN)', and 'CSR & VOLUNTEER'. At the bottom right, there is a button labeled 'ASK DUBAI HEALTH'.

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



Edit Profile

Account Information

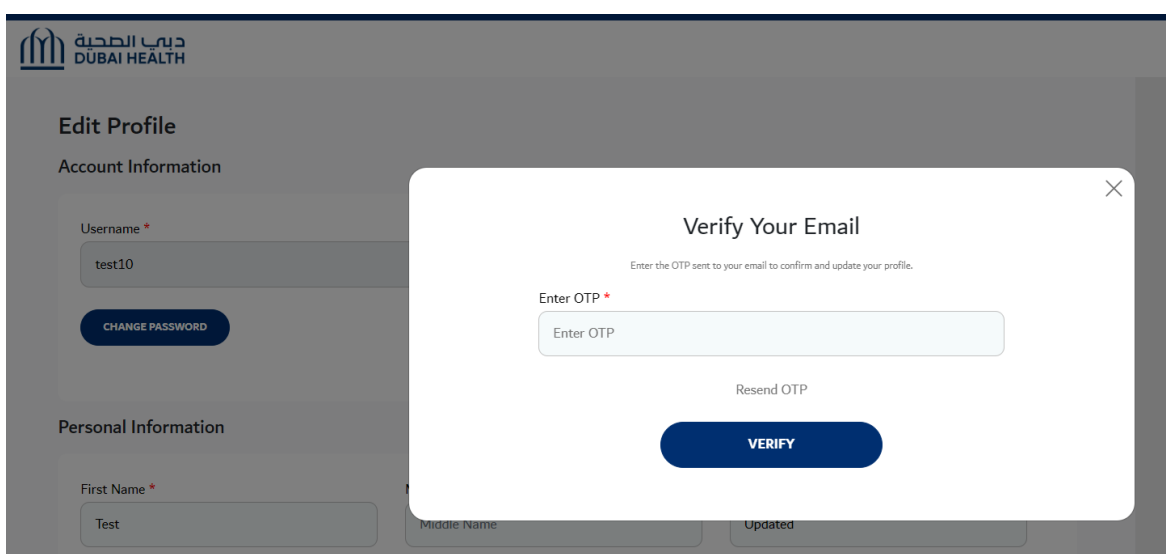
Username *
test10

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 *
test10

CHANGE PASSWORD

Personal Information

First Name *
Test

Middle Name
Updated

Verify Your Email

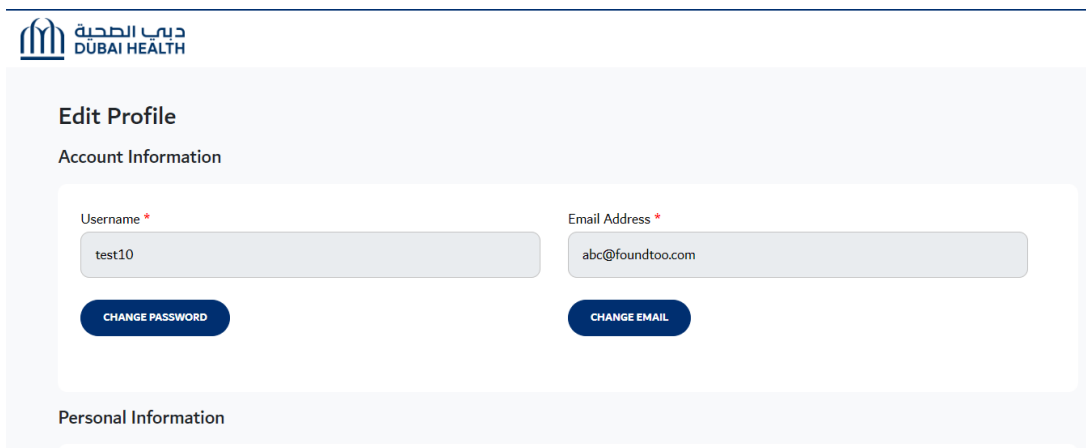
Enter the OTP sent to your email to confirm and update your profile.

Enter OTP *
Enter OTP

Resend OTP

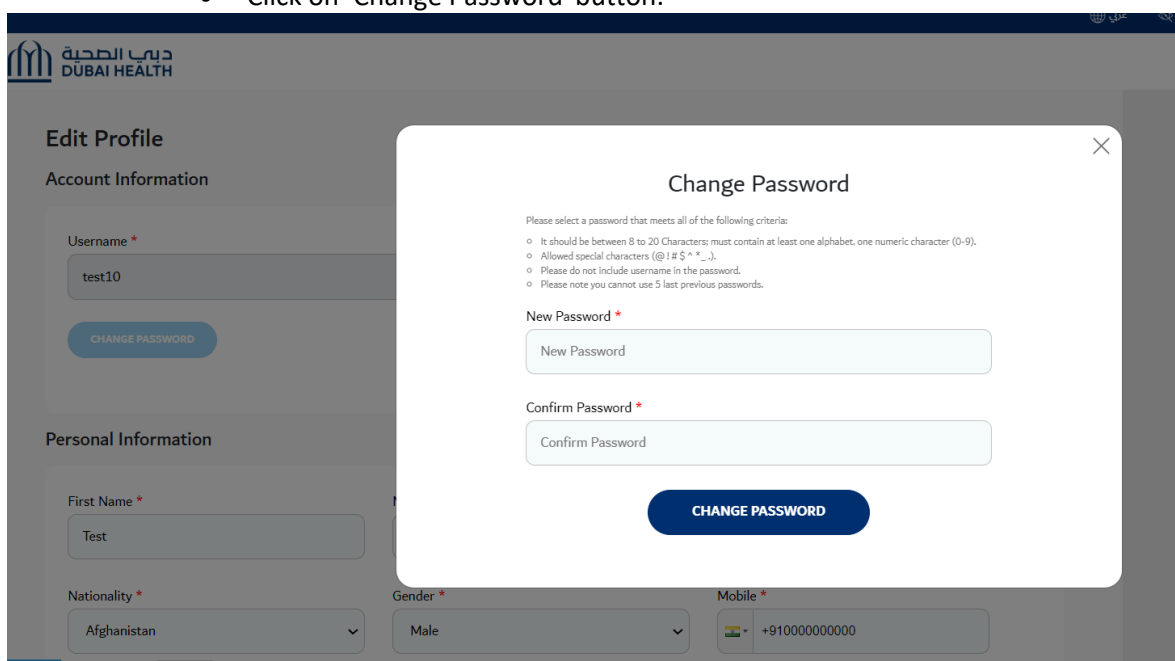
VERIFY

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



The screenshot shows the 'Edit Profile' page. Under 'Account Information', there are fields for 'Username' (containing 'test10') and 'Email Address' (containing 'abc@foundtoo.com'). Below these fields are buttons labeled 'CHANGE PASSWORD' and 'CHANGE EMAIL'. The 'Personal Information' section is partially visible below.

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



The screenshot shows the 'Edit Profile' page with a 'Change Password' modal open. The modal contains the following text: '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.' Below this are fields for 'New Password' and 'Confirm Password', and a 'CHANGE PASSWORD' button. The background shows the 'Edit Profile' page with 'Account Information' and 'Personal Information' sections.
