INFORMATION TECHNOLOGY DEPARTMENT

USER MANAGEMENT USER GUIDE

VERSION 1.0

11/11/2023

Contents

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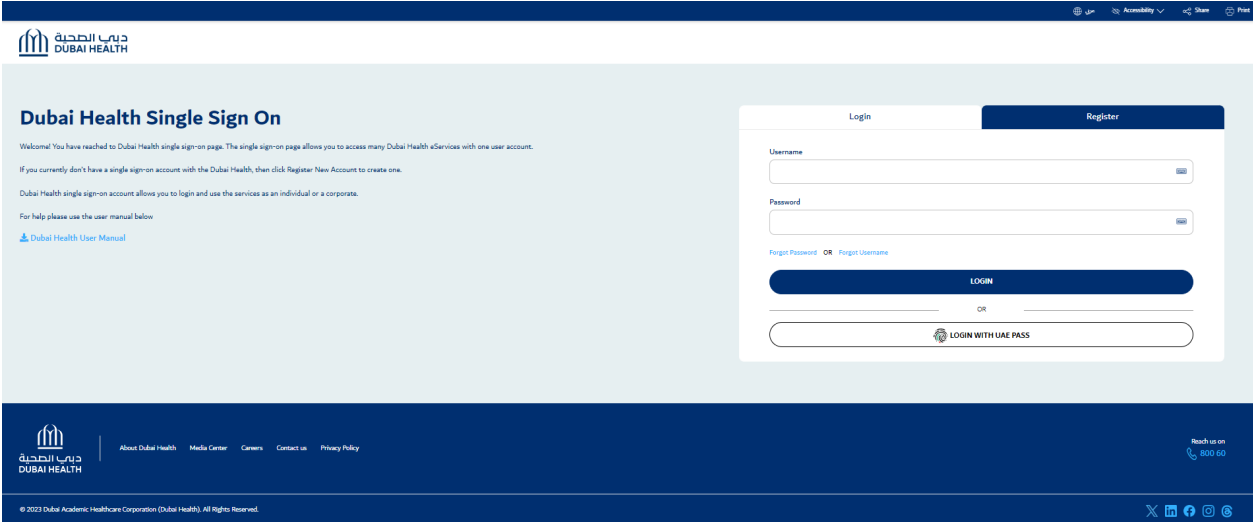
- In all forms * means mandatory field
- While using the system and filling any application, detailed error messages (in red) will be shown if required explaining the error for you and the solution
- Payment process is done through Dubai eGovernment ePay Gateway.

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'   ❼ "Login using Emirates ID, email, orphone eg. 971500000000"

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
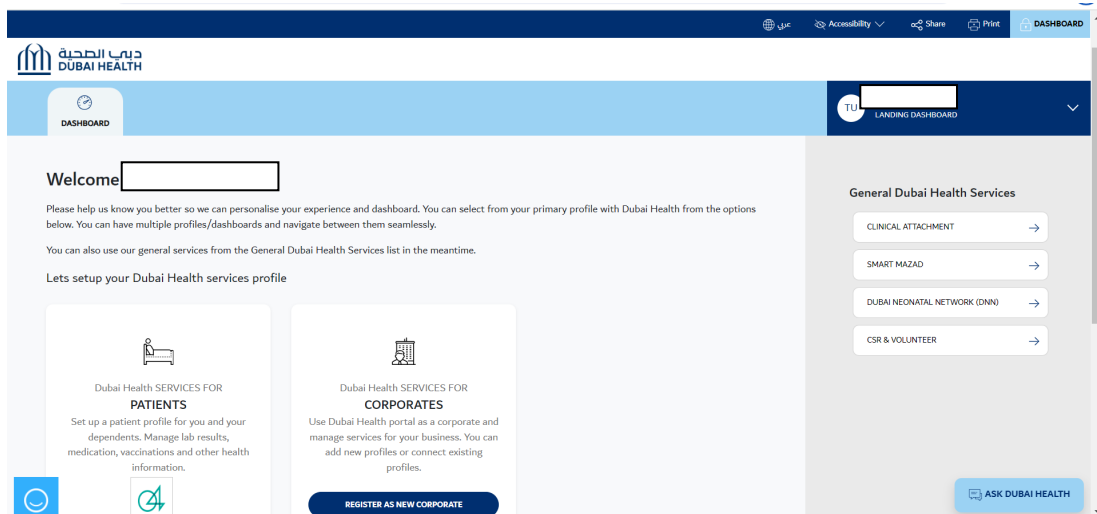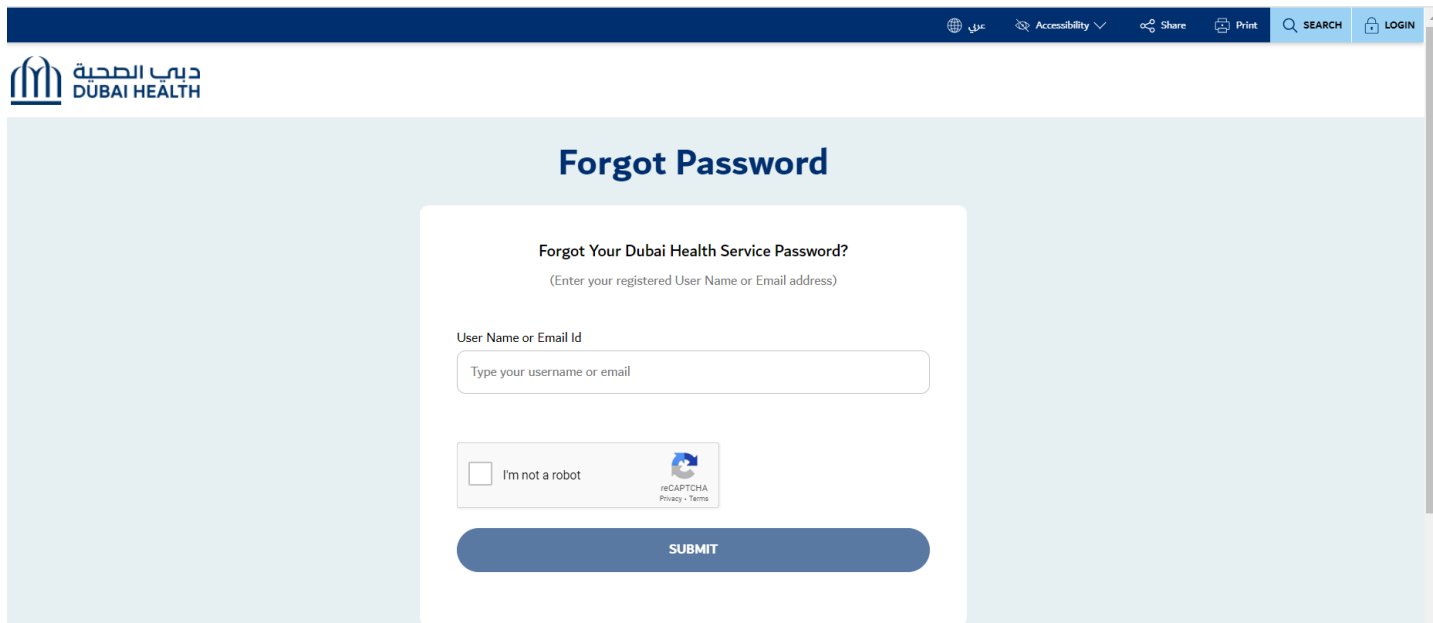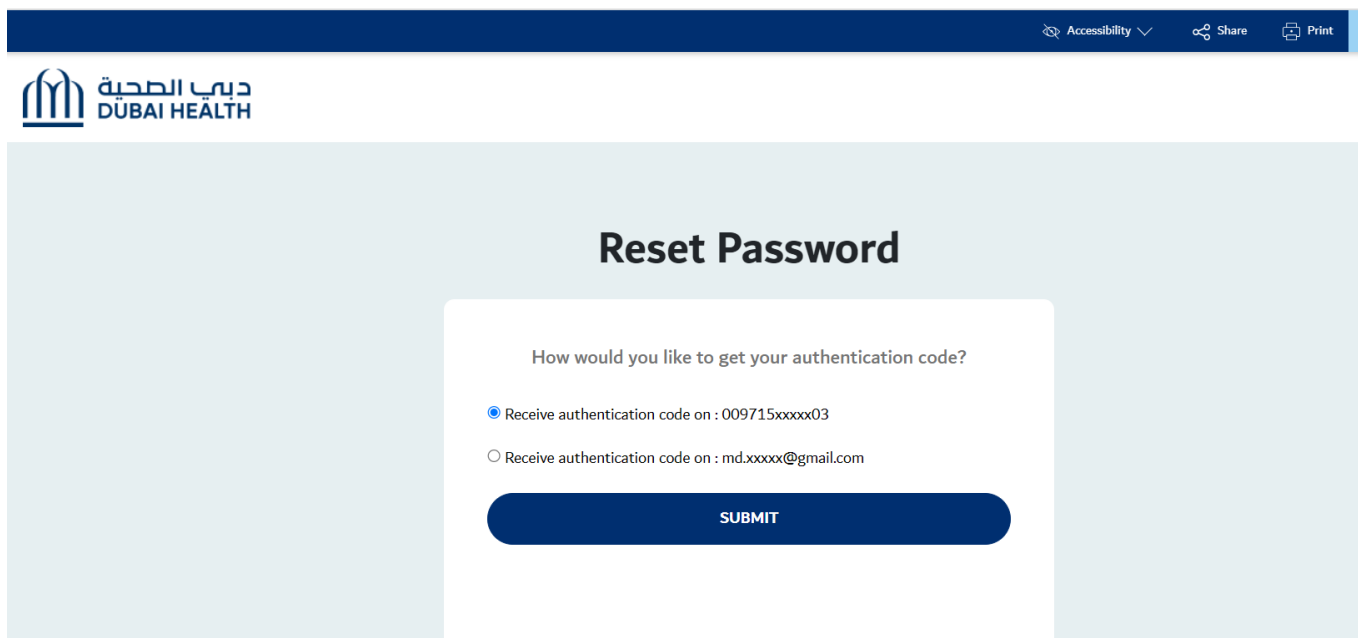
Figure 4.b Landing Dashboard

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. Pleasese note choice for mobile number is displayed only when a valid mobile number is associated with this account.

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

- o Once submitted please enter the new password & Confirm New Password. Click on Change Password and the password will be updated.
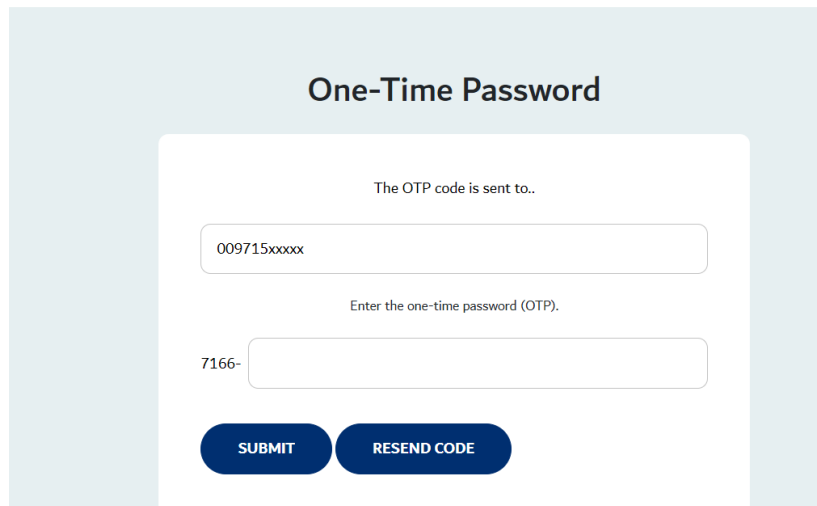
7. Forget UserName
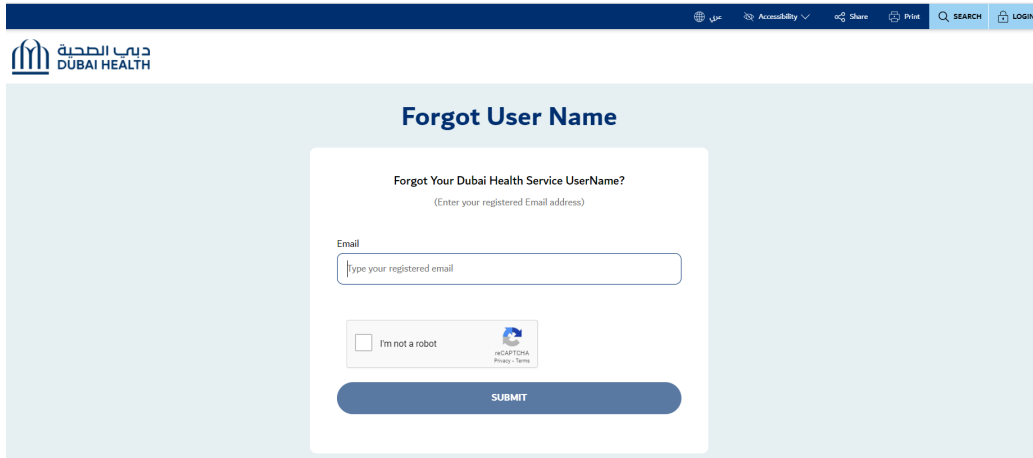
- Click "**Forgot User Name?**" link

- 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.

System Message - رسالة النظام

User Name has been sent to the registered email.

BACK TO LOGIN PAGE

8. Edit Profile

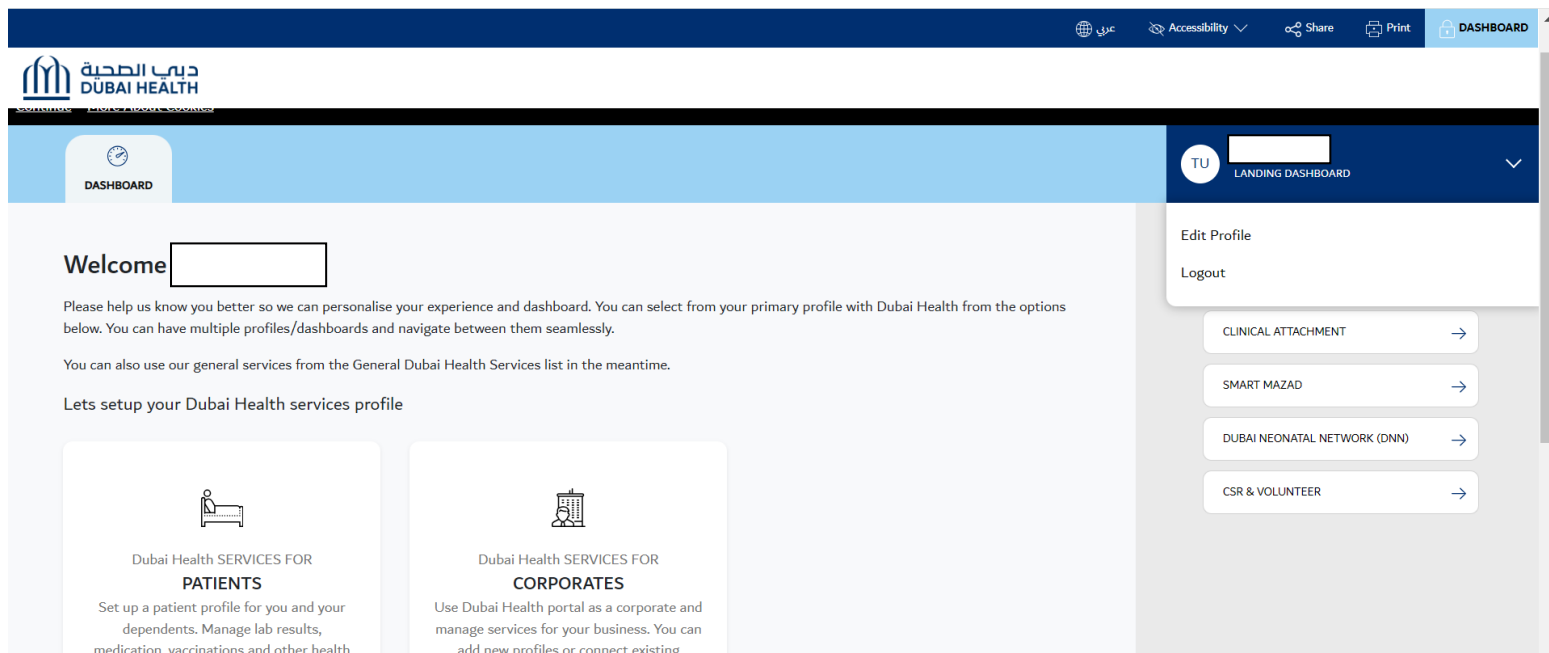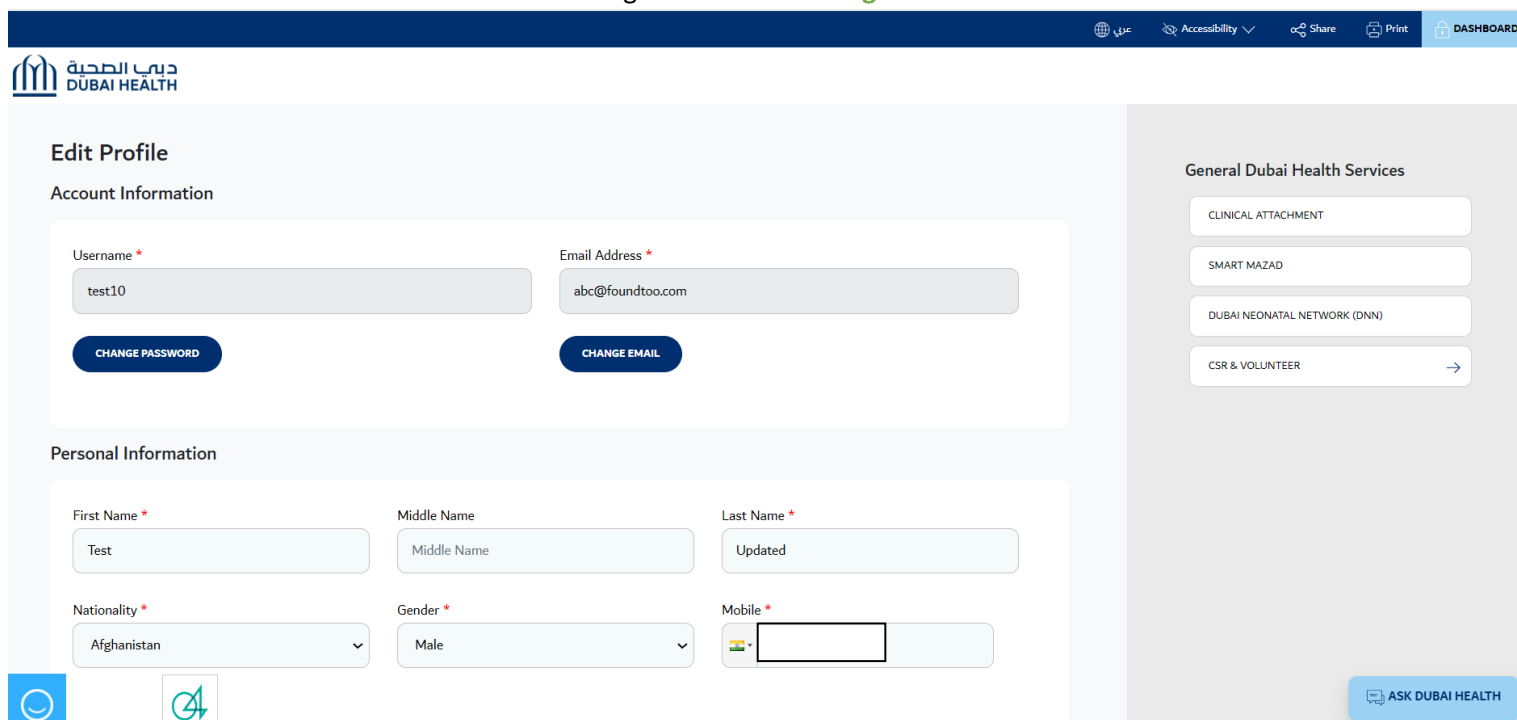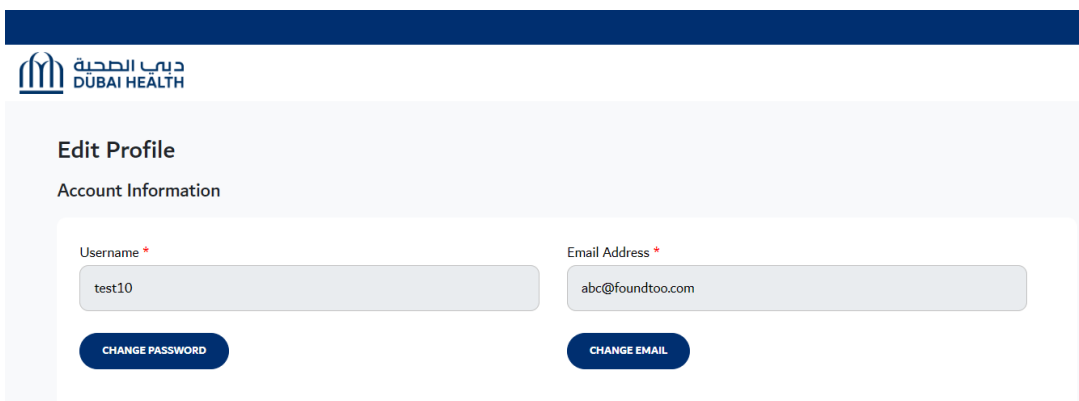- Open menu next to username at top right corner
- Click "**Edit Profile**"

Figure 7.a Edit Profile

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

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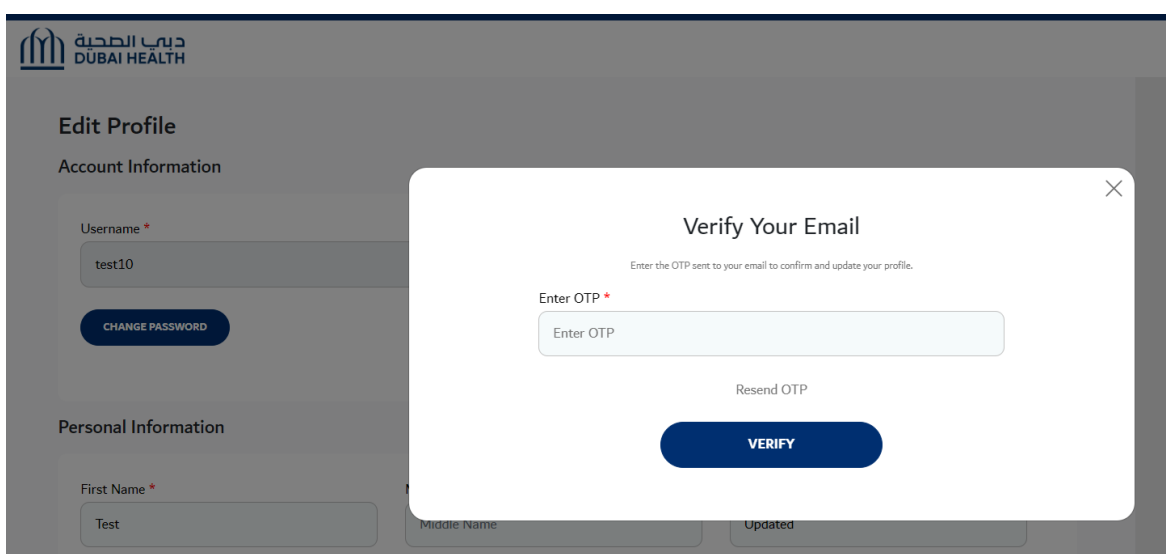

- Provide the proper authentication code, the system confirms the email id change.
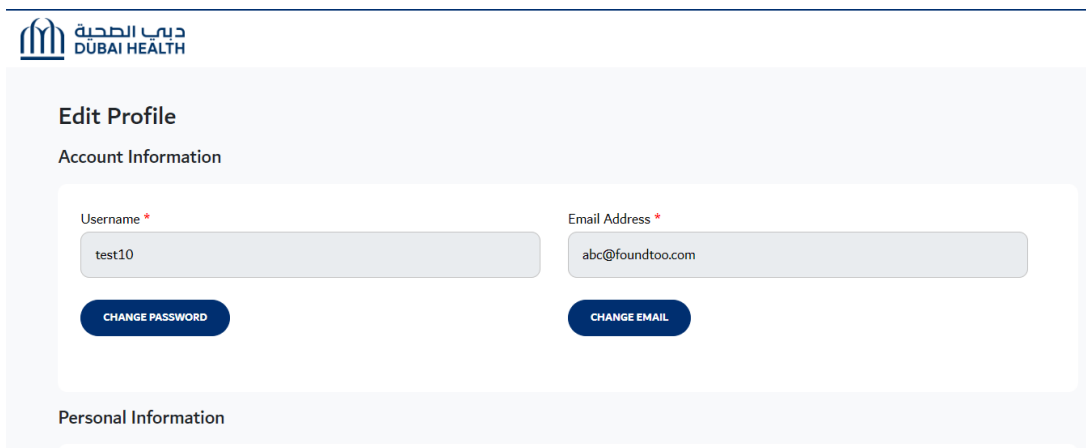
- In order to change password Click "**Change Password**"

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

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