



# User Management

## End User Manual

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Date: 15 Sep 2019



## 1 Copyright and Confidentiality

This Document is Created by MOHAP with the understanding that the technical design and Information contained herein in this document shall not be disclosed to any unrelated person or authority that is not eligible for MOHAP online services.

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## 2 Document management & Version Control

### 2.1 Document History

Version	Date	Author	Revision Notes
1.0	15-Sep-2019	Tarek Gamal	MOHAP IT Department

### 3 Executive Summary

MOHAP IT Department, Dubai, develops this Document.

The MOHAP IT Department Located in Dubai intends to automate and document the business requirements, processes and activities done by the MOHAP departments.

MOHAP IT Department has a strong and long experience in eservices development.

## 4 Definitions & Abbreviations

Item	Description
<b>MOHAP</b>	Ministry of Health and Prevention, United Arab Emirates, MOHAP is the Service Provider
<b>IT</b>	MOHAP IT Department
<b>Business Services, Establishment or Est.</b>	Pharmaceutical establishments or medical facilities Hospitals. Users allowed to request for establishment services as Licensing of Establishment and its technical staff Sick leave attestation Medical Advertising
<b>Individual Services</b>	Services which can individuals use as sick leave and medical Professionals evaluation or good standing...
<b>Applicant / Client / End User</b>	The Applicant who is eligible to initiate, request or apply for the service The Applicant may be Individual or Business corporate.
<b>Service</b>	Service provided by MOHAP to the applicants.
<b>Process</b>	Process is set of activities and steps with start and end you have to do to complete the process as New attestation request: Applicant submit request, MOHAP take action ->Applicant respond to any enquires --> status Done / Completed
<b>*</b>	*means new or mandatory
<b>Internal User</b>	MOHAP Staff
<b>External User</b>	Non MOHAP Staff

## 5 Business & System Overview

User management has been developed by IT Department in order to be used by all e Services for the below purposes

- User account management: create account, change password -forgot password- and forgot user name.
- User login authentication for both external and internal users.
- User Profile information for Corporate (Establishments) and Individuals which used by all services to obtain user identifications, demographic information, contact information and identities documents.
- Administration of users, services, roles, roles privileges, roles assignments to services and service pages, user roles assignment, etc.; will be not be covered in this document.
- The services listed at the [Services in the scope.](#)

### 5.1 Document Purpose

The purpose of this document is to guide the end users, how to use the system.



## 6 Scope of work

### 6.1 Entities in the scope:

- Individual End User or customer – e.g. Patients or medical professionals requesting evaluation
- Business End User or customer – e.g. Medical or pharmaceutical establishments subject to the Ministry's license.
- Ministry Staff Officers, Licensing Committee, Inspectors etc.

### 6.2 Services in the scope

Fees	Service Name	اسم الخدمة	#
0	User Sign Up	تسجيل المستخدم	1
0	User Login	تسجيل دخول المستخدم	2
0	Forgot password – Change Password	هل نسيت كلمة المرور - تغيير كلمة المرور	3
0	Forgot user name	هل نسيت اسم المستخدم	4

S. No.	Name	Brief Description	Responsibility
1	User Sign Up – Create user Account	User create account, fill the user profile information and attach the identities copies	External users - Applicants Establishments and individuals
2	User Login	User enter user name , password, domain if applicable and press login button	Internal users - MOHAP Staff
3	Forgot password – Change password	Users receive change password link to their email	External users - Applicants
4	Forgot user name	System help user to remember the user name	All users

### 6.3 User Roles and Definitions


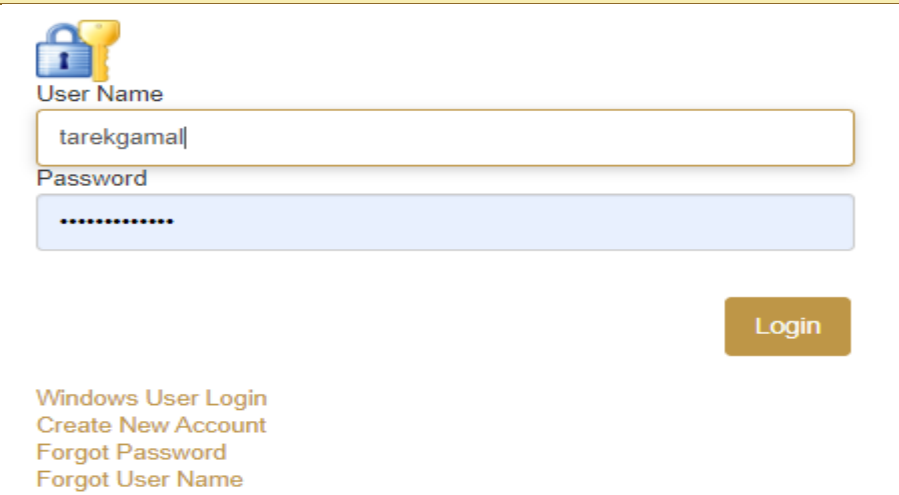
S. No.	Role	Description	Functions
1	External User	The Originator or Applicant	<ul style="list-style-type: none"><li>✓ Login to System.</li><li>✓ Forgot password / Change password.</li><li>✓ Forgot user name.</li><li>✓ Create New Account, enter and edit profile information..</li></ul>
1	Internal User	MOHAP Domain User	<ul style="list-style-type: none"><li>✓ Login to system using domain user, password and domain name.</li><li>✓ Forgot user name</li></ul>

## 7 Using the system

### 7.1 Navigate to the Login Page

Follow the below few steps to access the login Page of the MOHAP e Services

1. Go to the official website of the Ministry of Health [www.mohap.gov.ae](http://www.mohap.gov.ae)
2. Click “Register / Login”
3. Alternatively skip directly to the login page using the link <https://smartforms.moh.gov.ae:444/?lang=en>
4. The login page appears
5. Through this page you can do the following
  - 5.1 [Login to the System](#)
  - 5.2 [Create New Account](#)
  - 5.3 [Forgot Password](#)
  - 5.4 [Forgot User Name](#)

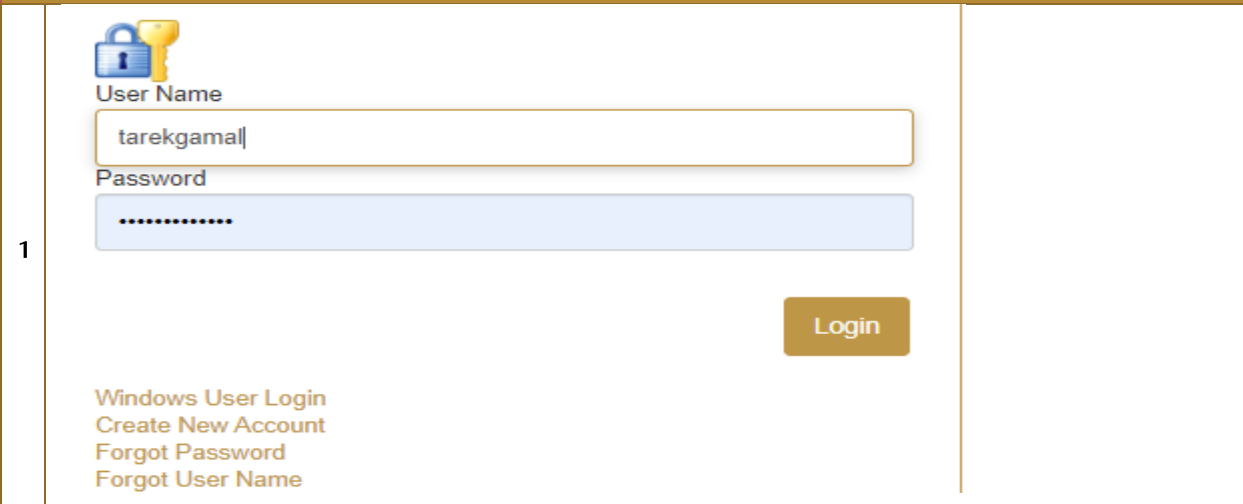
Navigate to the login page	
1	<a href="https://www.mohap.gov.ae/en/Pages/default.aspx">https://www.mohap.gov.ae/en/Pages/default.aspx</a>
2	at the MOHAP Home Page click “Register / Login”
	
3	Or Skip directly to the login page <a href="https://smartforms.moh.gov.ae:444/?lang=en">https://smartforms.moh.gov.ae:444/?lang=en</a>
4	

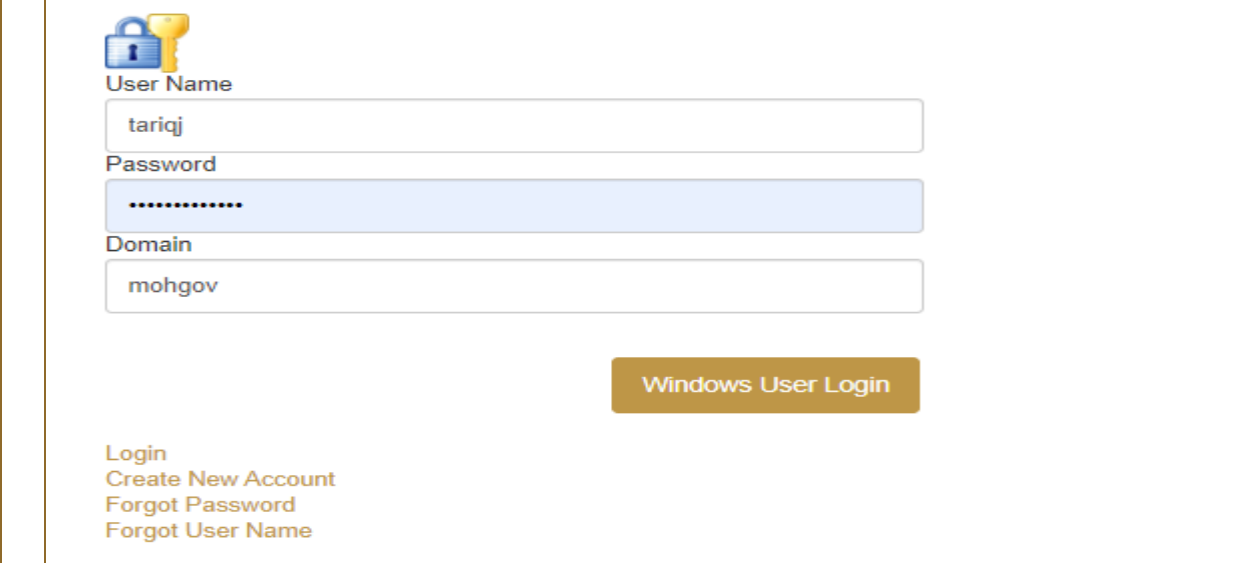
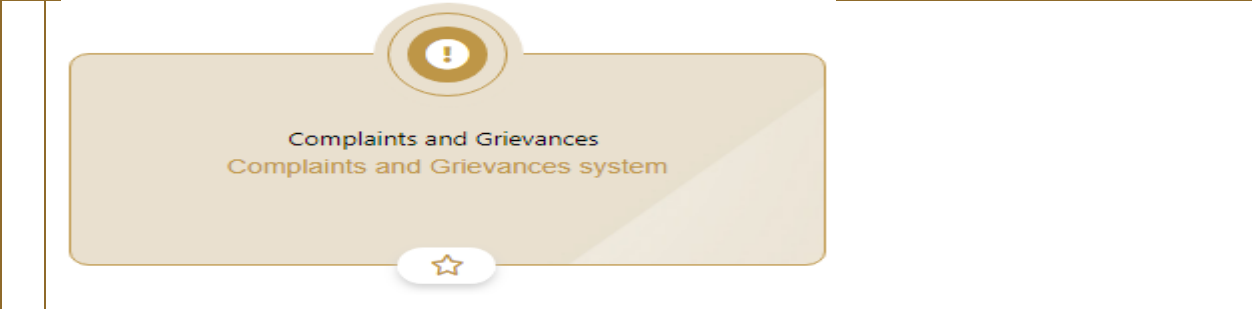
## 7.2 Login to the System

You should have account to login, see [Create New Account](#) .

Follow the below few steps to login to MOHAP e Services

1. [Navigate to the Login Page.](#)
2. Login
  - 2.1 External User: Enter user name, Password and click login button, if you have username, account.
  - 2.2 MOHAP Staff: Click on ‘Windows User Login’ link on the above screen then enter the user name, password, domain name then push the “Windows User Login” button as in the below screen.
3. Push the required service icon to start using it.

User login	
1	
2	<p>External Users: Enter user name, Password and click login button, if you have username, account</p> <p>MOHAP User: Click on ‘Windows User Login’ link on the above screen then enter the user name, password, domain name then push the “Windows User Login” button as in the below screen</p>


User login	
	 <p>User Name tariqj</p> <p>Password .....</p> <p>Domain mohgov</p> <p>Windows User Login</p> <p>Login Create New Account Forgot Password Forgot User Name</p>
3	Push the required service icon to start using it.
	 <p>Complaints and Grievances Complaints and Grievances system</p>


### 7.3 Create New Account


This step is only suitable for external user only, one time only.

If you are a new user - you do not have a user account for the ministry systems - you must create a user account in order to benefit from the ministry's e-services.

If you already have an account, skip to [Login to the system](#)

# Create New Account – Sign Up	
1	<a href="#">Navigate to the Login Page.</a>
2	Click 'Create New Account Link'
1	 <p>The screenshot shows a login interface with two input fields labeled 'User Name' and 'Password'. To the right is a 'Login' button. Below the fields is a list of links: 'Windows User Login', 'Create New Account' (circled in red), 'Forgot Password', and 'Forgot User Name'. A yellow callout bubble with the number '1' points to the 'Create New Account' link.</p>
2	Enter all required information to sign up in the signup page Click Create Account

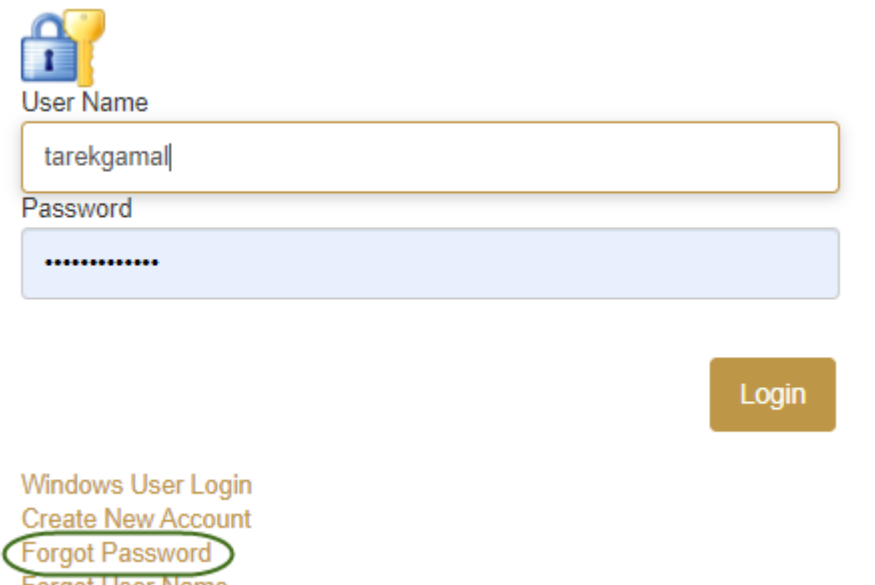
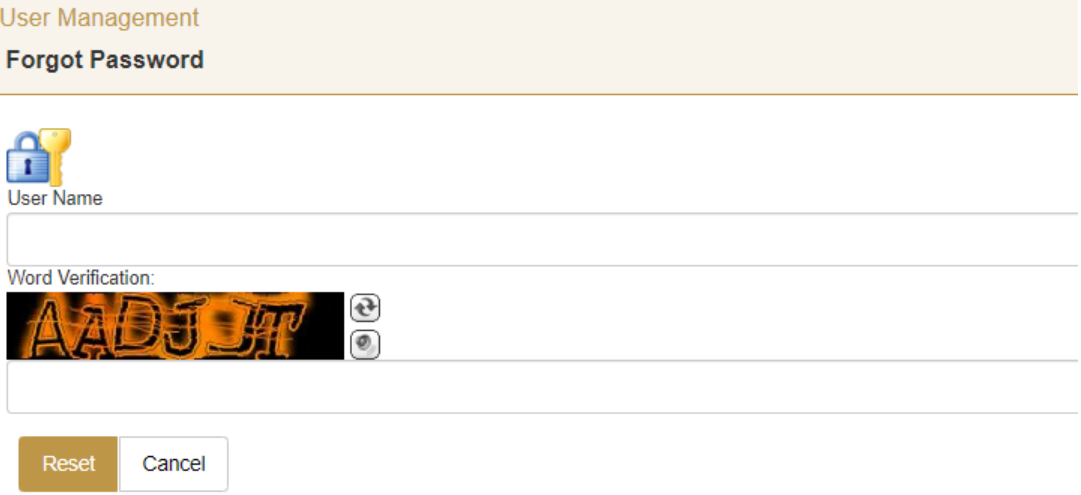
# Create New Account – Sign Up	
2	<div style="border: 1px solid #ccc; padding: 10px;"> <p><b>Sign Up</b></p> <p><b>Login Information</b></p> <p>User Name * <input type="text"/></p> <p>User Group * <input type="text" value="Select"/></p> <p>Email * <input type="text"/></p> <p>Password * <input type="password"/></p> <p>Verify Password * <input type="password"/></p> <p><b>User Information</b></p> <p>First Name * <input type="text"/></p> <p>Middle Name <input type="text"/></p> <p>Last Name * <input type="text"/></p> <p>Cell Number <input type="text"/></p> <p>Address * <input type="text"/></p> <p>Country * <input type="text" value="Select"/></p> <p>City <input type="text" value="Select"/></p> <p>Area <input type="text" value="Select"/></p> <p>Identity * <input type="text" value="Select"/></p> <p>Attachment <input type="text" value="Browse... No file selected."/></p> <p>Two Factor Authentication <input type="checkbox"/> <small>If you need to have additional security at login, than enable this option</small></p> <p>Word Verification: * </p> <p style="text-align: right;"> <span style="color: green; font-weight: bold; font-size: 24px;">➔</span> <span style="border: 2px solid red; border-radius: 15px; padding: 5px 15px; margin-left: 10px;">Create New Account</span> <span style="margin-left: 10px;">Cancel</span> </p> </div>
3	<p>After Completion of the registration steps, the following alert will show to confirm that the records saved successfully and an Email has been sent for activation.</p>
3	<p><b>Signup</b></p> <div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <p style="color: green; font-weight: bold;">Record Saved Successfully and Email has been sent to User For Activation</p> </div>

# Create New Account – Sign Up	
4	Click on the link in activation E-mail to activate the account
4	



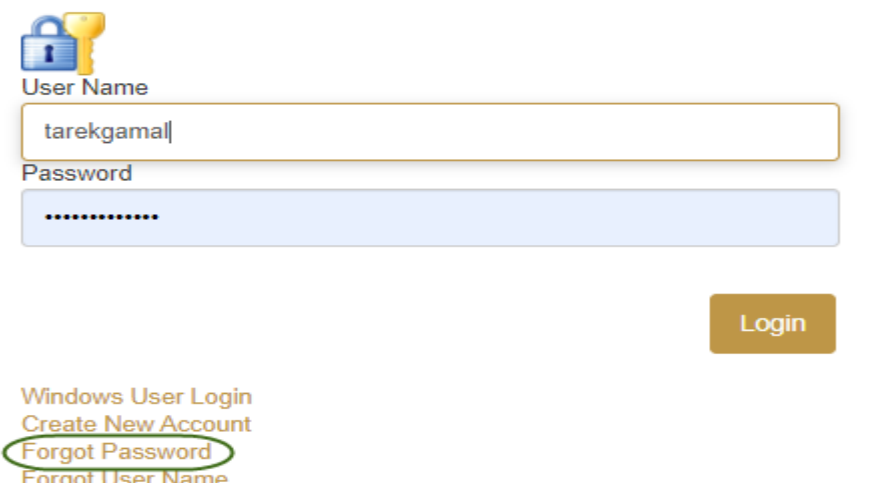
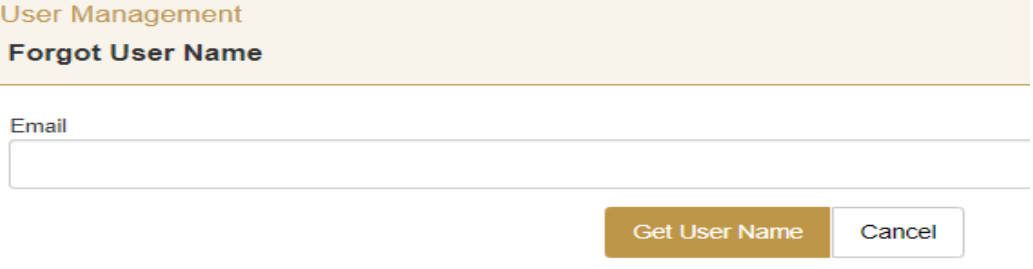
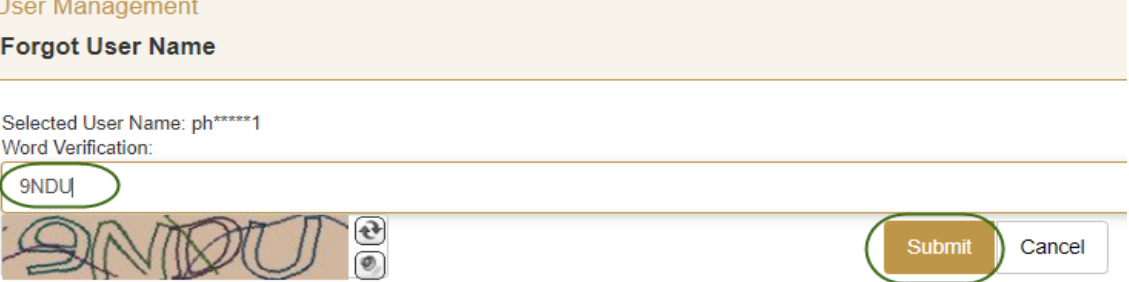
## 7.4 Forgot Password

This option is suitable for External users

#	Forgot Password
1	<a href="#">Navigate to the Login Page.</a>
2	<p>Click Forgot password link</p> <p>Enter the user name and the word verification then click reset</p> <p>You will receive reset link into your email , click it to enter your new password</p>
	
	

## 7.5 Forgot User Name

This option is suitable for all users

#	Forgot User Name
1	<a href="#">Navigate to the Login Page.</a>
2	<p>Click "Forgot User Name" link</p> <p>System will show part of your user name</p> <p>Do you Still cannot remember it? Click on your user name</p> <p>Enter the your registered email and push the button "Get User Name"</p> <p>You will receive the complete user name into your email.</p>
	 <p>The screenshot shows a login form with fields for 'User Name' (containing 'tarekgamal') and 'Password'. Below the fields is a 'Login' button. At the bottom, there are links for 'Windows User Login', 'Create New Account', 'Forgot Password' (circled in green), and 'Forgot User Name'.</p>
	 <p>The screenshot shows the 'Forgot User Name' page under 'User Management'. It has an 'Email' input field and two buttons: 'Get User Name' (highlighted) and 'Cancel'.</p>
	<p>Click on your User Name</p> <p>ph*****1</p>
	 <p>The screenshot shows the 'Forgot User Name' page with 'Selected User Name: ph*****1' and 'Word Verification:'. The word verification input contains '9NDUJ' (circled in green). Below it is a CAPTCHA image showing '9NDUJ' and two buttons: 'Submit' (circled in green) and 'Cancel'.</p>

User Name has been sent in email Successfully