

Customer Service

Instruction for using E.Service

The Federal Department of Nursing in The Ministry of Health has designed e-services to help providing a quick solution for customer service. These services help to save time and efforts exerted in the registration process needed for practicing the profession of nursing in an organized and accurate way. Moreover, they help in developing easy procedures that guarantee immediate action and fast communication with the Nursing Central Administration.

The services file provides the following e-services:

- Registration for practicing the nursing profession through exam and exemption
- Renewal of the certificate for practicing the profession of nursing and midwifery
- Request for the verification of registration for foreign countries or other entities.
- Request for the Recognition of Certificate of the nursing certificate (nursing diploma, bachelor, master)
- Updating the continuing nursing education data with the possibility of maintaining a record of the personal, educational and experience information

How to deal with the provided e-services:

❖ Registration for practicing the nursing profession:



1. Requirements needed before starting the online registration process of the nursing profession
 - Scan a clear personal photo
 - Scan the nursing certificate
 - Scan the educational History
 - Scan the experience certificate (last certificate obtained by the applicant issued not less than 6 months ago)
 - Scan the license or the registration obtained by the applicant from his/her country
 - Scan the evidence on any change done to the applicant's name if any
 - The applicant must have an e-mail to communicate with him/her and follow-up actions taken by management on your application
2. Reading the Registration Requirements
3. Registration in the site by clicking the Sign Up feature.

Registration steps through the e-services feature according to the service type

| MOH Staff without MOH License | Applicants without MOH license |
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| Register in the site by clicking the Sign Up feature. | Register in the site by clicking the Sign Up feature. |
| Confirm the account registration via e-mail. | Confirm the account registration via e-mail. |

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| <ul style="list-style-type: none"> Note: If you are using the Yahoo/hotmail mail, you may receive messages in the Spam Inbox. To open the site, select the site name then right click and choose Open. | <ul style="list-style-type: none"> Note: If you are using the Yahoo/hotmail mail, you may receive messages in the Spam Inbox. To open the site, select the site name then right click and choose Open. |
| Enter the User Name and the Password and the system will guide you to 'My Profile'. | Enter the User Name and the Password and the system will guide you to 'My Profile'. |
| In My Profile, Fill in the personal data and upload the photo. | In My Profile, Fill in the personal data and upload the photo. |
| Select the MOH Staff without MOH License feature at the bottom of the form. | Select the Applicants without License feature at the bottom of the form. |
| Read the registration requirements carefully then click continue. | Read the registration requirements carefully then click continue. |
| Complete the data of the educational certificate, experience and license. | <p>Choose how to register</p> <ul style="list-style-type: none"> By Exam By Exemption from Exam. If the exemption feature is selected, the reasons behind the applicant's exemption from the exam : <ol style="list-style-type: none"> Applicants who have a doctorate degree (Ph.D) in nursing Applicants who have a master's degree in nursing Graduates of the nursing institutes of the Ministry of Health, UAE. Sharjah University graduates (Bachelor of Nursing) Citizens of the United Arab Emirates Nurses working in Ministry of Health who have been appointed before 1993 Applicants who passed the registration exam of practicing the nursing profession held by other Ministries of Health from outside the UAE Applicants who passed the registration exam of practicing the nursing profession of the UAE Ministry of Health before 2010 |
| Upload the required documents. | Upload the required documents. |
| Confirm the request sending. | Book the exam date by clicking the Book button. |
| No Fees | Fees: Select the Counter Payment and print the payment form. Please note that the fees should be paid within 3 days of the request submission date. |
| You will be informed with the requirements via e-mail. | You will be informed with the requirements via e-mail. |

Using the e-services is the user's responsibility. In case there is any manipulation in the data attached, the Department of Nursing Central has the right to take the legal procedures followed in this regard.

Renewal of the License certificate for practicing the profession of nursing and midwifery:

This service provides the ability to renew the certificates for practicing the nursing profession issued from the Department of the Nursing Central without having to visit the Department.

- Enter the username and password then click the Renewal of Registration feature. If the applicant does not have an account for using the e-services, please register in the site by clicking the Sign Up feature and confirm the account registration via e-mail
- Note: If you are using the Yahoo mail, you will receive a message in the Spam Inbox. To open the site, select the site name then right click and choose Open

Enter the registration number and the expiration date.

Click the New Application feature.

Fill in the personal data and upload the photo.

Complete the data of the educational certificate, experience and license.

Upload the above mentioned documents.

Save & Confirm the request sending.

No fees required

You will be informed with the requirements via e-mail.

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Verification of registration for foreign countries:

This feature provides the ability to obtain a verification of registration in other countries and authorities inside and outside the UAE without having to visit the Department of Nursing Central

- Enter the **username and password** then click the Verification of Registration feature.
- If the applicant does not have an account for using the e-services, please register in the site by clicking the Sign Up feature and confirm the account registration via e-mail
- Note: If you are using the Yahoo/hotmail mail, you may receive messages in the Spam Inbox. To open the site, select the site name then right click and choose Open.

Click the **New Application** feature.

Fill in the personal data and upload the photo.

Complete the data of the educational certificate or qualification, experience and license.

Upload the required documents.

Fill in the Verification Request to be sent.

Fees: Select the Counter Payment and print the payment form.

Save & Confirm the request.

You will be informed with the requirements via e-mail.

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Recognition of certificate

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| <ul style="list-style-type: none">• Enter the username and password then click the Certificate Recognition feature.• If the applicant does not have an account for using the e-services, please register in the site by clicking the Sign Up feature and confirm the account registration via e-mail.• Note: If you are using the Yahoo/hotmail mail, you may receive messages in the Spam Inbox. To open the site, select the site name then right click and choose Open. |
| <ul style="list-style-type: none">• Click the New Application feature. |
| <ul style="list-style-type: none">• Fill in the personal data and upload the photo. |
| <ul style="list-style-type: none">• Complete the data of the educational certificate or qualification, experience and license. |
| <ul style="list-style-type: none">• Upload the required documents. |
| <ul style="list-style-type: none">• Fill in the Certificate Recognition request. |
| <ul style="list-style-type: none">• Fees: Select the Counter Payment and print the payment form. |
| <ul style="list-style-type: none">• Save & Confirm the request. |
| <ul style="list-style-type: none">• You will be informed with the requirements via e-mail. |

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Continuous Education Updating

the continuing nursing education data with the possibility of maintaining up-to-date record of the personal, educational and experience information

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| <ul style="list-style-type: none">• This feature allows the nurses registered in the system to keep a record of their continuing nursing education data and the educational courses they obtained. It also allows the Federal Department of Nursing to know the training and practical courses as well as the continuing education hours obtained by the nursing staff. |
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