



# User Manual Online Services Public Health Department





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# Introduction:

The Public Health Department of Ras Al Khaimah has published a patch of online service to save the customers time and efforts, and to enable them to submit any request anytime from anywhere. Hence, the customer should have a registered account on the Public Health Department to be able to use those online services.

This manual will guide the customer on how to register online account and how to use it to reach the PHD online services. In addition, it will guide the customer on how to create, submit, and track their PHD requests online.

The customer will not visit the DHP facility at any time, the customers can register their online accounts, submit requests, track requests, modify requests, re-submit request after modifications, and finally get their required certificates all online.

- 1- Once registration on RAK Government Portal is completed and you have accessed the RAK Government portal, submit the establishment identification documents to register the establishment online.
- 2- The required documents for establishment or individual registration can be found on the RAK Government portal by clicking the "Service Guide" then clicking "Government"







3- Next, select "RAK Municipality"

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	RAK Municipality	RAK Courts	Public Prosecution Department			
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# 4- Next, select "Public Health Department"

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	<b>\$</b> 5 P	Public Health Depart	ment	Ĵ					»		

5- Next, click on Public Health Department Online Services





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		🖇 Public Health Depa	rtment				~		
		Food/ Consumer/ V     My Cases     Issuing a health card     Renew health card     Issue Health Certific     Issue Free Sale Cert     Food/ Consumer/ V     Public Health Depart	eterinary Product Registrat d iate request ificate request eterinary Product Modificat tment Online Services	ion					

**6-** The PHD online service screen displays the online service definition, procedure, prerequisites, fees, time, required documents and the required forms to be downloaded.

Wednesday 8, April, 2020 عبريني		Login / Register
Home About RAK Services Guide Government Entities About	RAK eGov Media Center Legislative Committee	
eServices		
25'47'51.6'N 55'57'12.7'E View larger map	Public Health Department Online Services This service is to submit requests for different sections inside Public Health Department and to pa	ly through the
Cate Ras Al Khaimah Port FEW,	new online electronic service	
Secticity Rd	Step 1 Sign Up using smart pass	
Power Station 🐨	Step 2 Select request type attaching the required documents	
htt 🖓 +	Step 3 Pay request fees	
Palah Burger Pala Google	Step 4 The concerned department will Review the request and take a decision	
Map data @2020 Terms of Use	Step 5 Upon approval, Certificate ,card, permit will be generated, sent to customer email v can download the product certificate electronic copy	where he
Report a Bug		

**Important Note**: to view the list of all the online services that are provided through this screen, their fees, and their required attachments, please download the "<u>PHD online services prices</u>" sheet that is located at the bottom of the screen.





Downloadable Forms
Establishment update information form PHD online services prices
-

7- You have to download the "<u>Establishment update information form</u>" template located at the bottom of the screen; to fill it and submit it in addition to the rest of the prerequisite documents to have you or your establishment registered in the PHD online service.

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				Required According to	Documents each service type (f	For more details please view th	ne below attachments)				
				Downloa Establishme PHD online s	dable Forms nt update informatic services prices	in form					
						Start Service					

**Important Note**: the rest of the prerequisite documents that are required to register your Establishment/update its information for the 1st time, are the below in addition to the Establishment update information form that you already filled:

- a) Copy of the License
- b) Lease Contract/ Title Deed
- c) Filled <u>Establishment update information form</u> for (Owner / manager / Representative contacts, EID number)
- Letter of Authorization from the Company (if registering a company representative) with the ID/ Passport Number, full name and representative's relation to the Company

N.B. In case Manager / owner is not mentioned in license

The Customer must also register a company representative (an individual) by providing the following documents:

- a) Create an Internet user (Electronic Company Representative) and UAEPass account by:
  - Registering in UAEPass, scanning the ID Card and fingerprint on a selfpayment machine as shown in the first steps
  - A valid Emirates ID Card is needed for the request
- b) Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information





- c) Provide the representative's ID/Passport number
- 8- After having your documents ready, you need to register **online** in order to be able to use the PHD online services. So, click on the "**Start Service**" button.

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				Required	Documents					
				According to	each service type (F	For more details please view t	he below attachments)			
				Downloa	dable Forms					
				Establishme PHD online s	nt update informatic services prices	n form				
					l	Start Service	9			

9- The "Company Information" screen will pop up as follows:

حلومتی برلُس الخنیمتی Government of Ras Al Khaimah	Company Information	rak.ae
Home About RAK Services Guide G Public Health	Applicant Applicant Name Ahmed Alaa El Kashef Registration Get Drafts Update Establishment information for the 1st time, and provide the required documents:	

- **10-** Your name will be displayed in the "**Applicant Name**" field, select the "**New Registration**" option, and then click "**Ok**".
- **11-** The Public Health Department Online Service screen will be displayed including the following blocks:
  - a) The **General Information** block





	Public health department online services 🕑 Help
Save As Draft 🛛 🏠 Bac	k To Initial Screen 😼 Submit
General Inform	nation
Case Description:	Business partner update information
Case Description: * Application Type:	Business partner update information
Case Description: * Application Type: Case Information:	Business partner update information Business partner update information To use PHD automated services, customer must head to RaK.ae and Establishment and update Establishment information for the 1st time, and provide the required documents:

Note that the only request type available for you as a new customer is the "**Business Partner Update Information**" request which you will submit to register your account for the PHD online services. You can enter any notes in the "**Customer Note**" field.

b) The Applicant Details Block

<ul> <li>Applicant Deta</li> </ul>	ils
Applicant	
Applicant Number:	3000050000
Applicant Name:	Ahmed Alaa El Kashef
Applicant Mobile Number:	564041094
Applicant Mail Address:	ahmedm@egac.rak.ae

Note that this block displays your information.

c) The **Attachments** Block





Mandatory     Doc Description     Attach File     File Particular       Establishment update information form     Upload     Upload       Lease Contract / Title Deed     Upload     Upload       Other Documents     Upload     Upload	th
Establishment update information form     Upload       Lease Contract / Title Deed     Upload       Other Documents     Upload	
Lease Contract / Title Deed     Upload       Other Documents     Upload	
Other Documents Upload	
Trade License Upload	
delegation letter from company contains his name and EID Upload	

Note that all of the required documents for your first registration is listed, all you have to do is to upload them and click on the "**Submit**" button at the bottom of the form, to send your request to the PHD employee for approval.

**Important Note**: the registration service will be the <u>only active service</u> for the customer when the customer register for the first time.





# Log in and Create PHD Online Service Request

After your registration request for the first time is completed and approved by the PHD respective staff, you can login to start using the PHD online services (as needed)

1. Enter your RAK Government Portal username and password which you have previously created, then press on the "Log in" button.

Login With 🔞 UAE PASS		Log in to RAK.ae	
A single trusted digital identity for all		Username	
citizens, residents and visitors.	GR	Password	
Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login		Log in	
to UaePass.		$\wedge$	
Not yet a member? Register With UaePass		L	

2. Select the name of the establishment for which you want to get the service. Note that the list will include the establishments that are registered by your username.

(	Company Information	
	Select Establishment	
ave As Draft	Establishment Name: مؤسسة الربيع للمقلولات الحامة والديكور	
General In		
	Registration	
	O New registration	
Case Descr	O Get Drafts	
* Application		
ouse mon		
Customer		

3. Select "New Registration" option to apply for a new service, then click "Ok".





C	ompany Information		
	Select Establishment		
Draft	Establishment Name: مؤسسة الربيع للمقاولات العامة والديكون		
neral In			
	Registration		
ase Descri	• New registration		
Application	Get Dratts		
Case Inforr	1		
Customer			
		Ok	

**Note**: you can select "**Get Drafts**" option, if you have created service request draft before and you want to complete and submit them now, then click "**Ok**".

4. The Public Health Department Online Service screen opens, and you can apply for a new service.

Public Health De	partment Online Ser	vices	1 - 1
	Bublic ba	alth department online convises	9 Heln
		aun department online services	- ricity
🗐 Save As Draft 🛛 🌇 Ba	ck To Initial Screen		
<ul> <li>General Inform</li> </ul>	nation		
Case Description:	Issue health card (new/renewal)		
* Application Type:	Issue health card (new/renewal)	~	
Case Information:	To issue health card for workers in t	food establishment or working in public health related	I
	facilities		
Customer Note:			
Applicant Detail	ails		
Applicant		Applicant Represent	ative
Applicant Number:	3000113077	Rep. Name:	مصطفى احمد
Applicant Name:	مؤسسة الربيع للمقاولات العامة والديكور	Rep. Mail Address:	hend.m@egac.rak.ae
Applicant Mobile Number:	564041094	Rep. Mobile Number:	564041094
Applicant Mail Address:	hend.m@egac.rak.ae		

5. In **General Information** block, Select the **Request Type**, from the dropdown list which includes 52 requests types.







6. Enter your notes in the **Customer Note** field.

#### Note:

- The "Case Description" and the "Case Information" fields content will be changed as per the selected request type.
- The **Applicant Details** block displays the information of the establishment that you have selected in the initial screen, and the information of its representative.
  - 7. The **Attachments** block displays the mandatory documents to be attached to complete the selected request. The list of the attachments will be changed as per the selected request type.

Print Version			
Mandatory	Doc Description	Attach File	File Path
	EID copy	Upload	
	Other Documents	Upload	
	Passport copy	Upload	
	Personal picture	Upload	
	Visa copy	Upload	

- 8. You can edit all attachments (add new or remove/replace existing) taking into consideration that mandatory attachments should be uploaded.
- 9. To upload documents:





A. Click the **"Upload**" button, a window pops up allowing you to choose the files as shown below:

Add Attachment							
Attachment De	tails						
* Document Type:	EID copy						
* Attachment:		Browse					
Clear							
		Add Cancel					

- B. Browse for the file and Click on Add  $\rightarrow$  the file will be uploaded successfully.
- C. Repeat the steps to attach next documents.

Note: In case of incorrect upload, you can select the record and click the "Clear" button to remove it

- 10. After you select the required request type, enter your note, and attach the mandatory documents, you have options to:
  - "Save As Draft" to save the request for later.
  - "Submit" to complete the request.
  - or even clear all fields by selecting "Back To Initial Screen" and confirm leaving the screen in the displayed confirmation message.
- 11. Click "**Submit**" and confirm the submission in the displayed confirmation message. A screen will appear stating that the case is submitted in addition to the **case ID**.

ervices	Department Online Services	Public Health D
	ssfully created!	Case was succes
	details please go to My Cases tab.	se is submitted, for case
	Issue health card (new/renewal)	Application Type:
	107669	Case ID:
	]	Back Print Result Form
	1	

- 12. To return to the main screen click "Back"
- 13. To print out the screen click "Print Result Form"

After the request is submitted, you need to access your cases on the RAK Portal www.rak.ae to pay the request fees, in order to send it to the PHD respective employees to review it and take the decision.





Note: To get	your feedback regarding the service procedure, the following happiness meter screen
will pop up a	long with the request result screen allowing you to submit how happy you are for the
same:	
	Case was successfully created!
	Case is submitted, for case detaile nlease on to My Cases tab
	Result
	Application Type: Iss How was your Experience?
	Case ID: 107
Select the re	quired face and your evaluation will be submitted directly.





# **My Cases**

You can find the Submitted requests in "**My Cases**" tab, to access it please visit the Ras Al Khaimah Government website at www.rak.ae as shown on the screen below.

Then, Click the "Service Guide" then click "Government"

Sunday 22, September, 2019 مربعي	
Home About RAK Services Guide Government Entities About RAK eGov Media Cent	ter 💿 👘 A- A A+
Individual     Business	Government
CScrvices	
Government	

# Next, select "RAK Municipality"

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	↑ > Services Guide	e > Government									
	Government	t									
		>@									
		RAK Municipality		RAK Courts	Public	Prosecution Depa	rtment				





# Next, Select the "Public Health Department"

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	<b>↑</b> > Ser	rvices Guide > Governi	ment > RAK Municipality						
	<b>%3</b> E	Building and Engine	ering Department					»	
	<b>5</b> 5 L	and and Property S	ector					»	
	\$3	Town Planning						»	
	\$3 (	Others						*	
	<b>\$</b> \$ (	General Services						*	
	\$30	Quick Pay							
	\$3 F	Public Health Depar	tment	Ĵ				»	
				_					

# Next, Select "My Cases"

Monday	23, Septemb	er, 2019 <mark>عـربــي</mark>					• •	Login / Register	re	ək <b>.ə</b>	e
Home	About R	AK Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee			A-	A	A+
		S Others						»			
		🛠 General Services						*			
		% Quick Pay									
		🖇 Public Health Depart	tment					~			
		▶ Food/ Consumer/ Vet	erinary Product Registratio	n							

Next, enter your RAK Government Portal username and password which you have previously created, then press on the "Log in" button.





Please Log in		
Login With 🏀 UAE PASS	Log in to RAK.ae	
A single trusted digital identity for all citizens, residents and visitors.	Username Password	$\bigtriangleup$
Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.	OR Log in	
Not yet a member? Register With UaePass	行	
	Cancel	

"**My Cases**" tab will be displayed to show all of your transactions submitted to the Public Health Department and pending for payment (if not paid yet) or pending for PHD approval.

P	ublic H	lealth Ser	vices									-
My ca	ases (ZH)	My Notification	Product R	egistration	Request	Issue	Health Certificate	Issue Free Sale	s Certificate			
Case	e Registratio	n										
M	/ Cases	🕜 Help										
	,											
My	Cases											
P	rint Version	Export _										
	Service	ID ≂ Service ty	pe descriptio	on	Number	Year	Туре		Applicant		Created On	Final Decision
	107674	PHD Gene	eric Service	Request			Issue health car	d (new/renewal)	بيع للمقاولات العامة والديكور	مؤسسة الرب	09.04.2020 09:45:48	
	107673	PHD Gene	eric Service	Request			Issue health car	d (new/renewal)	بع للمقاولات العامه والدبكور	مؤسسة الرب	09.04.2020 09:45:25	
	107672	PHD Gene	eric Service	Request			Issue health car	d (new/renewal)	بع للمقاولات العامة والدبكور	مؤسسة الرب	09.04.2020 09:44:08	
	107671	PHD Gene	eric Service	Request			NOC ship cleara	nce	بيع للمقاولات العامه والديكور	مؤسسة الرب	09.04.2020 09:21:24	
	107670	PHD Gene	eric Service	Request			Pork Insurance		بع للمقاولات العامة والدبكور	مؤسسة الرب	09.04.2020 09:09:52	
	107669	PHD Gene	eric Service	Request			Issue health car	d (new/renewal)	بيع للمقاولات العامة والديكور	مؤسسة الرب	09.04.2020 08:16:28	
Q	Case Deta	ails  🛱 Case D	ocuments	🔂 Payı	nent Requ	ests			Cr	eation dat	te frame: All	✓ Case Status:
Tota	al number of	cases: 1008										

"**My Cases**" Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

**Note**: you can do the following for each case/ request created:

- Print (As a Pdf)
   Print Version
- Export (As excel files) Export

When selecting the request, and perform any of Print version or export, the system will automatically generate / download the required case





• You will be able to view the details of the service request by selecting the required request and then clicking on the "Case Details" button

y cases (ZH) My I	Notification Product Registration	Request	Issue	Health Certificate Issue Free Sale	s Certificate		
Case Registration							
My Cases 🛛 😨	) Help						
My Cases							
Print Version E:	xport _						
Service ID =	Service type description	Number	Year	Туре	Applicant	Created On	Final Desisio
	o office ()pe accomption	Number	1 0 01	1360	Applicant	Created Off	Final Decisio
107675	PHD Generic Service Request	Number		Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:46:12	Final Decisio
107675	PHD Generic Service Request PHD Generic Service Request	Humber		Issue health card (new/renewal) Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامه والديكور مؤسسة الربيع للمقاولات العامه والديكور	09.04.2020 09:46:12 09.04.2020 09:45:48	Final Decisio
107675 107674 107673	PHD Generic Service Request PHD Generic Service Request PHD Generic Service Request	Number		Issue health card (new/renewal) Issue health card (new/renewal) Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة و النيكور. مؤسسة الربيع للمقاولات العامة و النيكور. مؤسسة الربيع للمقاولات العامة و النيكور.	09.04.2020 09:46:12 09.04.2020 09:45:48 09.04.2020 09:45:25	Final Decisio
107675 107674 107673 107672	PHD Generic Service Request PHD Generic Service Request PHD Generic Service Request PHD Generic Service Request	Humber		Issue health card (new/renewal) Issue health card (new/renewal) Issue health card (new/renewal) Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والنيكور مؤسسة الربيع للمقاولات العامة والنيكور مؤسسة الربيع للمقاولات العامة والنيكور مؤسسة الربيع للمقاولات العامة والنيكور	09.04.2020 09:46:12 09.04.2020 09:45:48 09.04.2020 09:45:25 09.04.2020 09:44:08	Final Decisio
107675 107674 107673 107672 107671	PHD Generic Service Request PHD Generic Service Request PHD Generic Service Request PHD Generic Service Request PHD Generic Service Request	NUMBER		Issue health card (new/renewal) Issue health card (new/renewal) Issue health card (new/renewal) Issue health card (new/renewal) NOC ship clearance	مؤسسة الربيع للمقاولات العامة والنيكور مؤسسة الربيع للمقاولات العامة والنيكور مؤسسة الربيع للمقاولات العامة والنيكور مؤسسة الربيع للمقاولات العامة والنيكور مؤسسة الربيع للمقاولات العامة والنيكور	09.04.2020 09:46:12 09.04.2020 09:45:48 09.04.2020 09:45:25 09.04.2020 09:44:08 09.04.2020 09:21:24	Final Decisio
107675 107674 107673 107672 107671 107670	PHD Generic Service Request PHD Generic Service Request	Number		Issue health card (new/renewal) Issue health card (new/renewal) Issue health card (new/renewal) Issue health card (new/renewal) NOC ship clearance Pork Insurance	مؤسسة الربيع للمقاولات العامة والنيكور مؤسسة الربيع للمقاولات العامة والنيكور	09.04.2020 09:46:12 09.04.2020 09:45:48 09.04.2020 09:45:25 09.04.2020 09:44:08 09.04.2020 09:21:24 09.04.2020 09:09:52	

The details screen of the selected request pops up to show all of its details as below:

etails for case with ID 10	7674	
Case Attributes		
Title:	Issue health card (new/renewal)	
Case Type:	PHD Generic Service Request	
Last Changed by:	System	
Changed On:	09.04.2020 09:45:54	
Created By:	PORTAL1	
Created On:	09.04.2020 09:45:48	
Case ID:	107674	
Final Decision:		
MISC Service Fee:	0.00	
MISC Serivce Qty:	1	
Status:	Customer happiness review(1)	
Sub Scenario Document Types:	Issue health card (new/renewal)	
ase Notes		
		<u> </u>
El Linkod Objecto		





• You will be able to view the attachments of the service request by selecting the required request and then clicking on the "Case Documents" button

Pu	blic Hea	lth Service	s				C/			1
My cas	es (ZH) My	Notification Prod	uct Registration	Request	Issue	Health Certificate Issue Free Sale	s Certificate			
Case	Registration									
My	Cases 📀	Help								
N	<b>C</b>									
Pri	Lases	vnort								
	Sonrico ID -	Sonico tuno door	ription	Number	Voor	Tuno	Applicant	Created On	Final Decision	01
	Service ID ÷	Service type desi		Number	real	Type	Applicant		Filial Decision	31
	10/6/5	PHD Generic Ser	vice Request			Issue health card (new/renewal)	مؤسسة الربيع للمفاولات العامة والابتور	09.04.2020 09:46:12		CL
	107674	PHD Generic Ser	vice Request			Issue health card (new/renewal)	مؤمسة الربيع للمقاولات العامة والديكور	09.04.2020 09:45:48		Cu
	107673	PHD Generic Ser	vice Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والنيكور	09.04.2020 09:45:25		Сι
	107672	PHD Generic Ser	vice Request			Issue health card (new/renewal)	مؤمسه الربيع للمقاولات العامة والنبكور	09.04.2020 09:44:08		Сι
	107671	PHD Generic Ser	vice Request			NOC ship clearance	مؤسسة الربيع للمقاولات العامة والنيكور	09.04.2020 09:21:24		Сι
	107670	PHD Generic Ser	vice Request			Pork Insurance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:09:52		Pe
	Case Details	🔁 Case Docume	nts 🔊 🖓 Pay	ment Requ	ests		Creation da	te frame: All	✓ Case Status:	0
Total	number of cases	: 1008								
		-								

A screen will pop up to show all of the documents are attached to the selected request when it is created where you can upload any file or all of the files.

Doc	uments for case w	ith ID 107674			
Cas	e Documents				
	File Description				
	EID copy.PNG				
			Download all a	attachm	nents
					Close







# **Request Payment**

In "**My Cases**" tab, you will be able to pay the fees of a service request by selecting the required request and then clicking on the "**Payment Requests**" button.

Ρι	ublic Heal	Ith Services				El .			
My cas	ses (ZH) My I	Notification Product Registration	Request	Issue	Health Certificate Issue Free Sales	s Certificate			
Case	Registration								
My	Cases 🕜	) Help							
-									
	2								
My	Cases	vport							
FI					-				
	Service ID =	Service type description	Number	Year	Туре	Applicant	Created On	Final Decision	St
	107672	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:44:08		Сι
	107671	PHD Generic Service Request			NOC ship clearance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:21:24		Сι
	107670	PHD Generic Service Request			Pork Insurance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:09:52		P
	107669	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 08:16:28		Сι
	107668	PHD Generic Service Request			Permit to sell popcorn machines	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 07:56:28		Сι
	107667	PHD Generic Service Request			تصريح مكائن بيع الفوشار	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 07:55:40		Сι
	Case Details	🔁 Case Documents 🛛 🖓 Pay	ment Reque	ests		Creation da	te frame: All	<ul> <li>Case Status:</li> </ul>	0
Total	number of cases:	: 1008	$\hat{\mathbf{h}}$						

The following screen will be displayed to show the amount needed to be paid for the select request.

Pu	blic H	ealth Serv	vices	8							
My cas	es (ZH)	My Notification	Product Registra	ation Request	Issue Health Certificate	Issue I	Free Sales Certificate				
My P Billing	aymen g Docur	its <sup>② Help</sup> ments for cas	se with ID								
Print	Version	Export _									
Ē	Status	Case/Request	t ID	Payment Re	quest Number		To Be Paid	Paid	Due To Pay	Currency	
	Ð	107670		910027435			15,000.00	0.00	15,000.00	AED	
हुवै Pa	iy Selected	I Item Back									

Click on the required payment item and then click on the "**Pay Selected Item**" button to move to the payments channels screen:





ly cases (ZH)	My Notification	Product Registration Request	Issue Health Certificate	Issue Free Sales Certificate
Payment A	mount: 15,000.00			
mount Already	Payed: 0.00			
Transaction A	mount 15,000	.00 AED		
• E-Dirham	ين e	الدرهم الإلكترو dirhom		
Banks Cards	VISA	moste-card.		
By clicking "Pay' will be redirected yo	' a new transaction v to Etisalat/e-Dirham u can finish the trans	vill be created and you payment page, where saction.		
Pay Canc	el 🌇 Back			
VIS	A B edition			

The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

Select the required payment channel and click the "**Pay**" button to proceed with the payment process as usual.





# **Customer Action**

Upon successful payment the request will be displayed for the DHP respective employee to review it and take the decision, but if the request requires a modification from the customer, then the employee will return it to the customer to apply the modification and then send it back after modification again for review.

When one of your request is returned to you for modification, you will find it in **"My Notification"** tab. To access **"My Notification"** tab, follow the <u>same procedure you did to reach "My Cases" Tab</u>.

In "My Notification" tab, you can open the request for modification as in the screen below:

Public He	ealth Service	es			-
My cases (ZH)	My Notification Pr	oduct Registration Request Issue Health Certificate	Issue Free Sales Certifi	icate	
Notifications	B Relp				
View: [Standard V	/iew] v P	rint Version Export			2.
Notification	Due Date	Request Type	Case ID	Case type text	Details
300092107	09.04.2020	Issue health card (new/renewal)	107674	PHD Generic Service Request	
300092024	08.04.2020	To whom it may concern consumer section	107626	PHD Generic Service Request	1
300091960	08.04.2020	Issue health card (new/renewal)	107614	PHD Generic Service Request	1
300091957	08.04.2020	NOC ship clearance	107612	PHD Generic Service Request	16
300088807	11.03.2020		107183	Free Sale Certificate	10
300086812	17.02.2020		106618	Health Certificate	∽ ∿∕
			Notif. timeframe:	All v Display Opened o v	P Refresh

To modify a request, follow the step below:

1. Click the "**Details**" icon <sup>∞</sup> to the right of the required request → the "**Customer Action**" screen pops up as below:



# إدارة الصحة العامة Public Health Department



\_\_\_\_

Created on: 09.04.2020 Requester: Hend Gomaa Mohamed E Lock Status:  Current System Status: Onen	Case Type: BusinessPartner:	ZH00 PHD Generic Service Request عصطفي عبد الرازق محمد احمد 3000113130
Requester: Hend Gomaa Mohamed E	BusinessPartner:	مصطفي عبد الرازق محمد احمد 3000113130
Lock Status:		
Current System Status: Open		
tep 3: Write the comments (if any) in the below comments section		
ep 4: Complete the notification modification by clicking the below		
omments		

2. Click on "**Open case**" button to modify the request  $\rightarrow$  the request details screen opens





			Pu	blic hea	lth departn	nent online services	[2] Help	
🐉 Upda	ite							
€ G	General Inform	nation						
	Case Description:	Issue health o	card (new/rer	newal)				
	Application Type	: Issue health o	card (new/rer	newal)				
	Case Information	: To issue heal facilities	Ith card for w	orkers in foo	od establishment	or working in public health related	1	
	Customer Note:	:						
	oplicant Det	ails						
<u> </u>								
	cant						ativo	
Applic	ount					Applicant Represent	lauve	
Applic	Applicant Number	3000113077				Applicant Represent Rep. Name:	الطالعة مصطفى احد	
Applic	Applicant Number: Applicant Name:	3000113077 ت العامة والديكون	سة الربيع للمقاولا،	ەۋب		Applicant Represent Rep. Name: Rep. Mail Address:	مسائق احاد hend.m@egac.rak.ae	
Applic	Applicant Number Applicant Name: cant Mobile Number	3000113077 ت المانة والايكور 564041094	سة الربيع للمقاولان	ەۋس		Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المتاتع المسطلق لحاد hend.m@egac.rak.ae 584041094	
Applic Applic Applic	Applicant Number: Applicant Name: cant Mobile Number: plicant Mail Address:	: 3000113077 ت العابة والبيكون 564041094 hend.m@ega	سة الربيع للمقاولان ac.rak.ae	مۇب		Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المنطقي احدد امسطقي احدد hend.m@egac.rak.ae 564041094	
Applic Applic App	Applicant Number: Applicant Name: cant Mobile Number: plicant Mail Address:	: 3000113077 ت الدامة والايكور : 564041094 : hend.m@ega	سة الربيع للمقاولات ac.rak.ae	ەۋ		Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المنطقي احدد امسطقي احدد hend.m@egac.rak.ae 564041094	
Applic Applic App	Applicant Number: Applicant Name: cant Mobile Number: olicant Mail Address:	: 3000113077 ت الدامة رالايكور : 564041094 : hend.m@ega	سة الربيع للمقاولان ac.rak.ae	مۇب		Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المطلق لحد المصطلق لحد hend.m@egac.rak.ae 564041094	
Applic Applic App	Applicant Number: Applicant Name: cant Mobile Number: olicant Mail Address:	: 3000113077 ت المالة والبيكور 564041094 hend.m@ega	سة الربيع للعقاوين ac.rak.ae	مزب		Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	الطلاق المسطقي الحاد hend.m@egac.rak.ae 564041094	
Applic Applic App App App Attack	Applicant Number: Applicant Name: sant Mobile Number: olicant Mail Address: Attachments hment List	: 3000113077 ت الحامة والانيكور 584041094 hend.m@ega	سة الربيع للعقاولان ac.rak.ae	ەز.		Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المطلق العن المطلق العن hend.m@egac.rak.ae 584041094	
Applic Applic App Applic App Attact	Applicant Number Applicant Name cant Mobile Number olicant Mail Address Attachments hment List	: 3000113077 ت المالية واليبكور 564041084 hend.m@ega	سة الربيع للمقاولان ac.rak.ae	مۇد	_	Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المطلق احد مصلقی احد hend.m@egac.rak.ae 564041094	
Applic Applic App Applic App Attact	Applicant Number Applicant Name: aant Mobile Number: alicant Mail Address: Attachments hment List tversion Mandatory Doc Di	: 3000113077 ت الصابة والبركور 584041094 hend.m@ega	سة الربيع للمقاولات ac.rak.ae Attach File   1	ەزى File Path	_	Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المطلق لحند hend.m@egac.rak.ae 584041094	
Applic Applic App Applic App Applic App Applic App	Applicant Number: Applicant Name: aant Mobile Number: olicant Mail Address: Attachments hment List Eversion Mandatory Doc Di EID co	: 3000113077 ت الخامة والديكون 564041094 hend.m@ega escription A py 1	سة الربيع للمقاولات ac.rak.ae Attach File   1 Upload	رو. File Path		Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المطلق لحلا hend.m@egac.rak.ae 564041094	
Applic Applic Applic App Attacl	Applicant Number: Applicant Name: aant Mobile Number: bilcant Mail Address: ttachments hment List Wersion Mandatory Doc D EID co Other 1	: 3000113077 ت الخامة والديكون 564041094 hend.m@ega escription A py 1 Documents 1	سة الربيع للمقرلات ac.rak.ae Attach File   1 Upload	-ja File Path		Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المطلق لحلا hend.m@egac.rak.ae 584041094	
Applic A A Applic A A A A A A A A A A A A A A A A A A A	Applicant Number: Applicant Name: aant Mobile Number: bilcant Mail Address: ttachments hment List Wersion Mandatory Doc D EID co Other Passpr	: 3000113077 ت الخامة والديكون 564041094 hend.m@ega escription A py I Documents I ort copy I	مدة (ربيع المقرير، ac.rak.ae Upload Upload Upload	مۇم		Applicant Represent Rep. Name: Rep. Mail Address: Rep. Mobile Number:	المطلق لحلا hend.m@egac.rak.ae 584041094	

- 3. Modify the request as per the PHD employee comments through add/replace or delete the request attachments.
- 4. Click the "**Update**" button. A confirmation message will pop up:



5. Click "Submit", then you will return to the "Customer Action" screen:





ustomer Action 30	00092110			
Selected Notification	on			
Notification:	300092110	Case ID:	107673	
Created on:	09.04.2020	Case Type:	ZH00 PHD Generic Service Request	
Requester:	Hend Gomaa Mohamed	BusinessPartner:	مصطفي عبد الرازق محمد احمد 3000113130	
Lock Status:	ſ			
Current System Status:	Open			
itep 1: Read the commer itep 2: Open the case by by Open Case itep 3: Write the commer itep 4: Complete the noti	nts from the below section sent from the clicking the below button for editing nts (if any) in the below comments sectio fication modification by clicking the below	requester N		
comments				
Modify the attachomor	te		Note from Municipalit	y:
wouny the attachemen	15			
			Sav	e Cance

6. Click "**Complete**" and then "**Save**" to complete your modifications → the request will be removed from "My Notifications" tab and the request will be submitted again to the PHD employee for review and take the decision.

After getting your request approved by the PHD employee, you will receive the required result such as certificate, online. The PHD employee will send you a soft copy of the required certificate on your Email through the system.





# Appendix i

Establishment update information form



ate+information+fc

PHD online services prices



PHD+online+servic es+prices+&+descri