



Ministry of Health

Request for Sick Leave Approval  
User Manual

1/11/2023

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# 1. Registration

You can create or a register a new account to use in the system using two different types: Individual and Company. You start from the **Login** page as shown below:



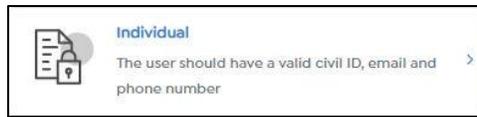
Click your mobile number and click **Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page:

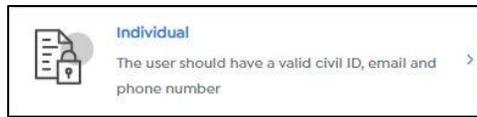


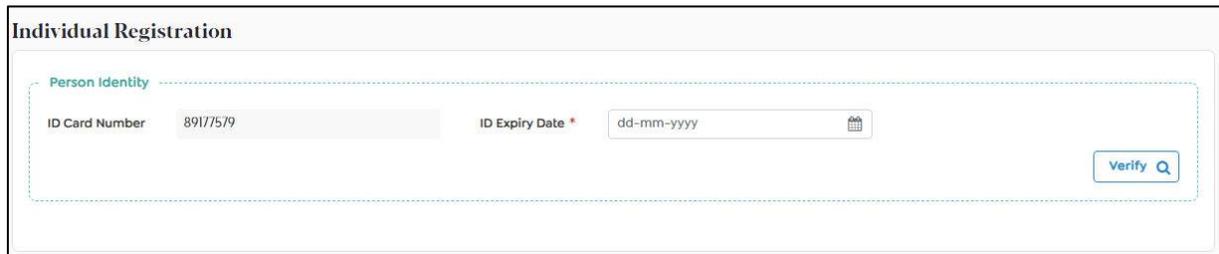
You can select an account type by simply clicking on any of them.

## 1.1 Register an Individual Account

To register an individual account, follow the steps below:

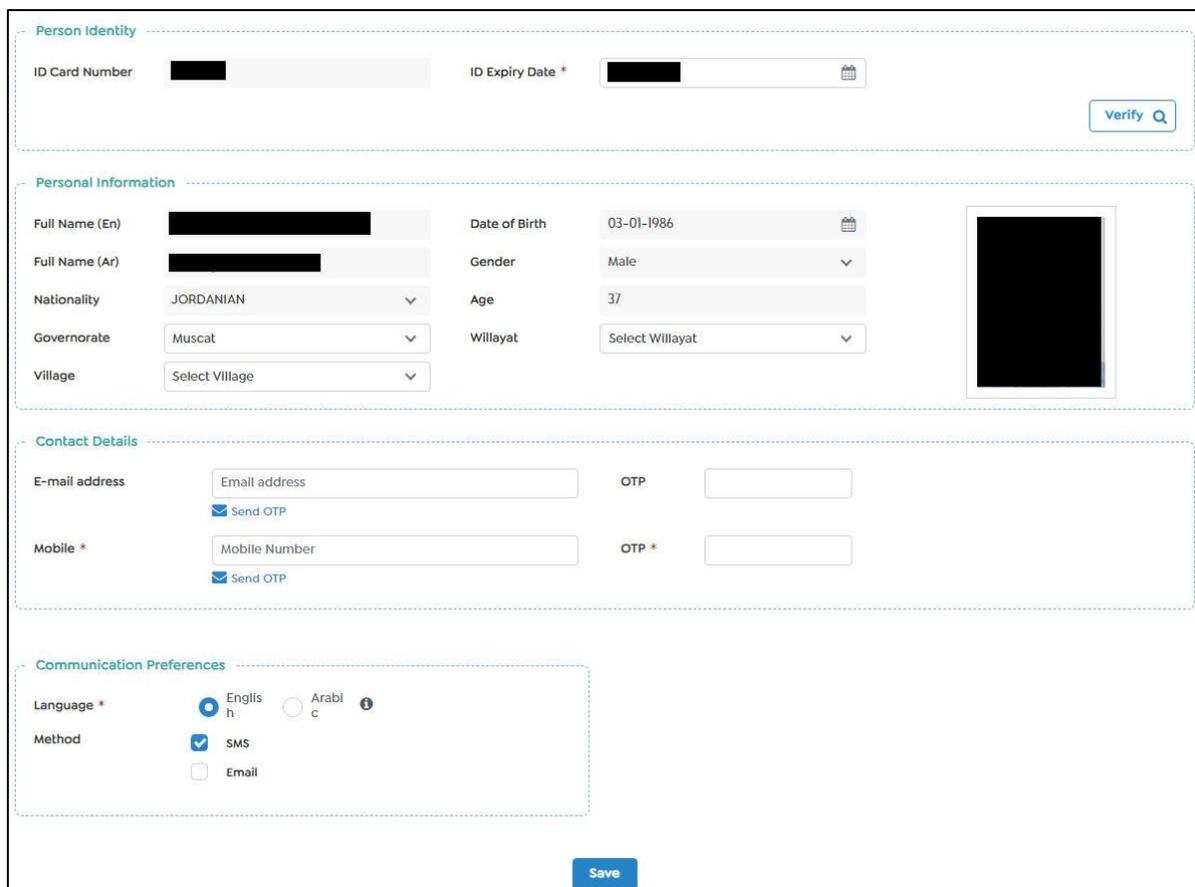


1. Click on , and following page appears:



2. Enter your resident card number and expiry date.

3. Click , and the system will retrieve your information automatically as shown below:



4. Enter the location which consists of Governorate, Wilaya, and village.

5. Enter email address and mobile number, then click  Send OTP for both platforms, and then enter the OTP which you have received on both platforms.

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6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click , and a message appears indicating that the account has been successfully registered.

## 1.2 Register a Company Account

To register a company account, follow the steps below:



1. Click on , and the following page appears:

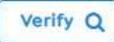


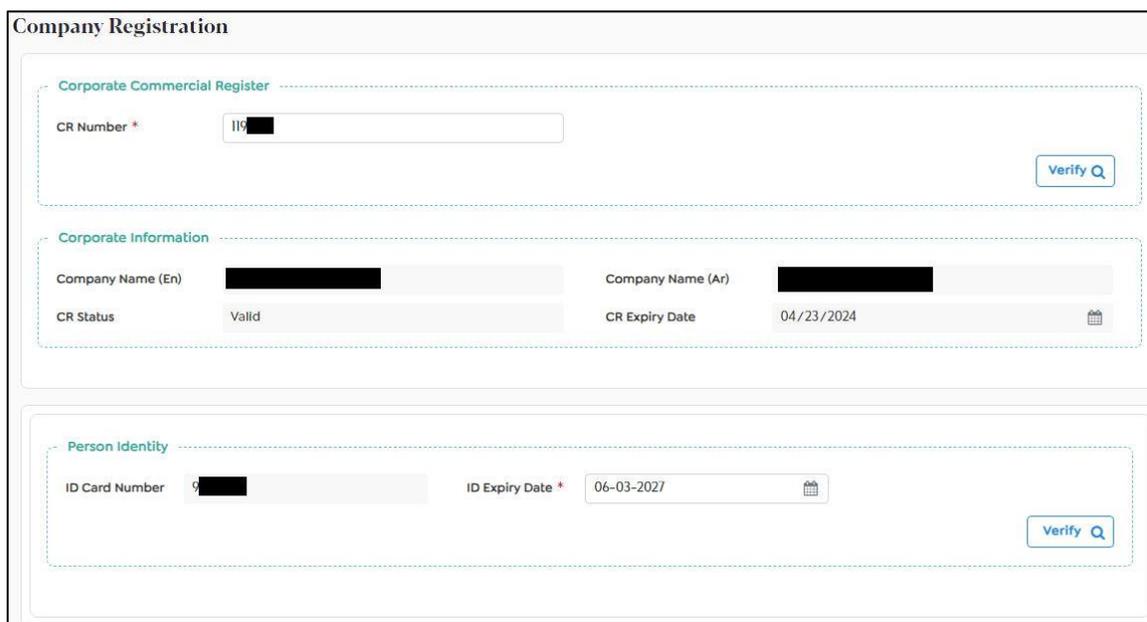
**Company Registration**

**Corporate Commercial Register**

CR Number \*

[Verify Q](#)

2. Enter the CR number and then click the  button, and the system will retrieve your company's information as shown below:



**Company Registration**

**Corporate Commercial Register**

CR Number \*

[Verify Q](#)

**Corporate Information**

Company Name (En)	<input type="text" value="██████████"/>	Company Name (Ar)	<input type="text" value="██████████"/>
CR Status	Valid	CR Expiry Date	04/23/2024 

**Person Identity**

ID Card Number  ID Expiry Date \*  

[Verify Q](#)

3. Then you need to enter the person's information by entering the resident card number and expiry date, then click  and the system will retrieve the person's information automatically as shown below:

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**Person Identity**

ID Card Number  ID Expiry Date \*  

[Verify](#) 

**Personal Information**

Full Name (En) <input type="text" value="██████████"/>	Date of Birth <input type="text" value="03-01-1986"/> 	
Full Name (Ar) <input type="text" value="██████████"/>	Gender <input type="text" value="Male"/> 	
Nationality <input type="text" value="JORDANIAN"/> 	Age <input type="text" value="37"/>	
Governorate <input type="text" value="Muscat"/> 	Willayat <input type="text" value="Select Willayat"/> 	
Village <input type="text" value="Select Village"/> 		

**Contact Details**

E-mail address <input type="text" value="Email address"/>	OTP <input type="text"/>
<input checked="" type="checkbox"/> Send OTP	
Mobile * <input type="text" value="Mobile Number"/>	OTP * <input type="text"/>
<input checked="" type="checkbox"/> Send OTP	

**Communication Preferences**

Language \*  English   Arabic

Method  SMS  Email

[Save](#)

4. Enter the location which consists of Governorate, Wilaya, and village.
5. Enter email address and mobile number, then click  **Send OTP** for both platforms, and then enter the OTP which you have received on both platforms.
6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click , and a message appears indicating that the account has been successfully registered.

## 2. Login

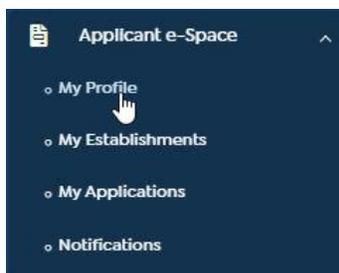
You can login to the system with your account using two different methods: Mobile PKI and Card PKI. The **Login** page appears as shown below:

The screenshot displays two login panels side-by-side. The left panel is titled 'Login with Mobile PKI' and includes a mobile phone icon, a 'Learn More' link, a text input field labeled 'Enter Mobile Number', and a 'Login' button. The right panel is titled 'Card PKI' and includes a card reader icon, a 'Learn More' link, and a 'Login' button.

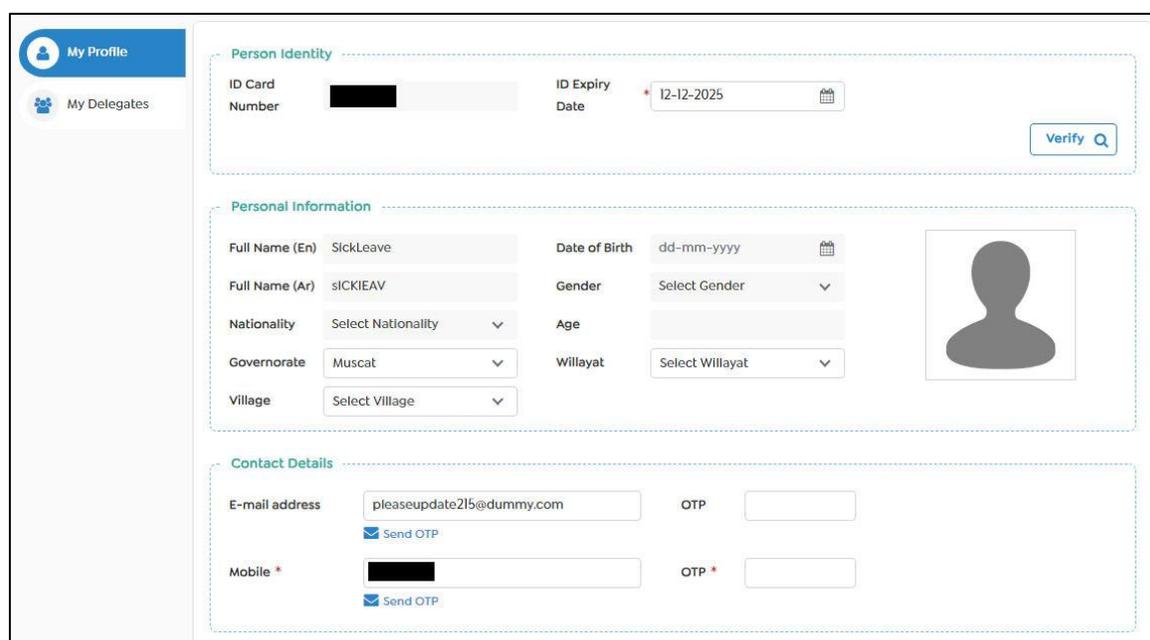
- For **Mobile PKI**, you enter your mobile number then you click  button on the left side, and if you enter your password on your phone.
- For **Card PKI**, you click  on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.

## 2.1 My Profile & My Delegates

Through this page as a doctor, you view profile details and the list of delegates assigned to submit sick leave requests on your behalf. You can access this page through the menu below:



The **My Profile** page appears as shown below:



The 'My Profile' page is divided into three main sections:

- Person Identity:** Includes 'ID Card Number' (redacted), 'ID Expiry Date' (12-12-2025), and a 'Verify' button.
- Personal Information:** Includes 'Full Name (En)' (SickLeave), 'Date of Birth' (dd-mm-yyyy), 'Full Name (Ar)' (sICKIEAV), 'Gender' (Select Gender), 'Nationality' (Select Nationality), 'Age', 'Governorate' (Muscat), 'Willayat' (Select Willayat), and 'Village' (Select Village). There is a placeholder for a profile picture.
- Contact Details:** Includes 'E-mail address' (pleaseupdate215@dummy.com) with a 'Send OTP' button, and 'Mobile' (redacted) with a 'Send OTP' button.

This page shows your profile which you can update.

Click “My Delegates” tab and the following page appears:

## Request for Sick Leave Approval User Manual

Select Medical Establishment

Medical Establishment Class

**Medical Practitioner Details**

Name in (Ar)

Civil Id

Gender

Staff Type \*

Is Active  Yes  No

License Start Date

Name in (En)

Mobile Number

Nationality

Is SickLeaveRole  Yes  No

MOH License Number \*

License End Date

**List Of Staff**

Civil Number	Name	Is User Registered	Staff Type	Action
 No Items to show...				

To delegate a staff member, follow the steps below:

1. Select medical establishment from the dropdown list, and the list of staff appears as shown below:

## Request for Sick Leave Approval User Manual

Select Medical Establishment

Medical Establishment Class

**Medical Practitioner Details**

Name in (Ar)

Civil Id

Gender

Staff Type \*

IsActive  Yes  No

License Start Date

Name in (En)

Mobile Number

Nationality

Is SickLeaveRole  Yes  No

MOH License Number \*

License End Date

**List Of Staff**

Global Search  All

Civil Number	Name	Is User Registered	Staff Type	Action
<input type="text"/>	<input type="text"/>	False	Dental Technician	
<input type="text"/>	<input type="text"/>	False	Dental Lab Technician	
<input type="text"/>	<input type="text"/>	True	Optometrist	Delegate Staff
<input type="text"/>	<input type="text"/>	True	Nurse	Delegate Staff

2. Click icon next to the staff member, and the following message appears:

### Confirmation

✕

Are You Sure to Delegate Staff Name ?

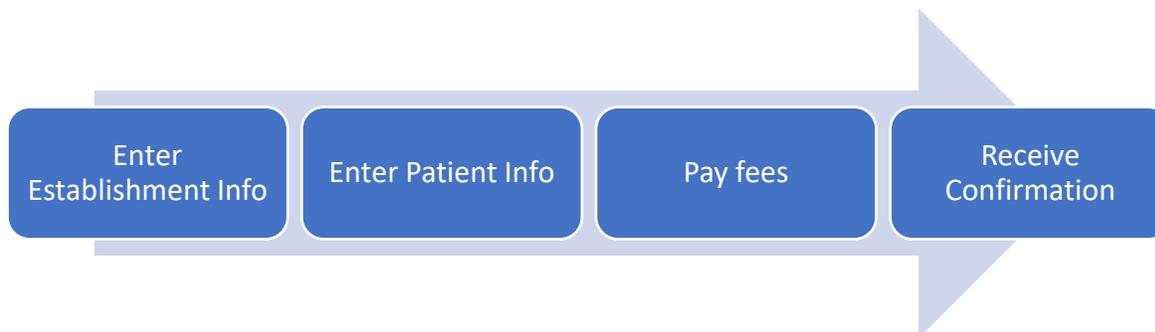
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Yes
No

3. Click .

### 3. Request for Sick Leave Approval

Through this page you create a request for sick leave approval. The process is as follows:



The **Request for Sick Leave Approval** page appears as shown below:

**Establishment and Practitioner Information**

**Select Establishment**

Establishment:  Verify

**Establishment Details**

License Number	<input type="text" value="License Number"/>	License Expiry Date	<input type="text" value="License Expiry Date"/>
CR Number	<input type="text" value="CR Number"/>	License Status	<input type="text" value="License Status"/>
Establishment Category/Sub	<input type="text" value="Establishment Category"/>	Sub Category	<input type="text" value="Sub Category"/>

**Practitioner Details**

Practitioner Name	<input type="text" value="AJU KAPPAMA MOOTIL PHILIP"/>	License Expiry Date	<input type="text" value="09-03-2024"/>
Practitioner Civil Id	<input type="text" value="75236684"/>	License Number	<input type="text" value="4142"/>
Professional Role Category/Sub	<input type="text" value="Senior"/>	License Status	<input type="text" value="Active"/>

Next

To create a request, follow the steps below:

1. Select the establishment from the dropdown list then click Verify, and the details appear automatically as shown below:

## Request for Sick Leave Approval User Manual

Establishment Details			
License Number	880	License Expiry Date	04-01-2024
CR Number	3207528	License Status	Opened
Establishment Category/Sub	Center	Sub Category	Specialized Center

Practitioner Details			
Practitioner Name	AJU KAPPAMA MOOTTIL PHILIP	License Expiry Date	09-03-2024
Practitioner Civil Id	75236684	License Number	4142
Professional Role Category/Sub	Senior	License Status	Active

[Next >](#)

You get a notification in green on top of the page if the practitioner license is valid and you can continue with the request. The notification appears as shown below:



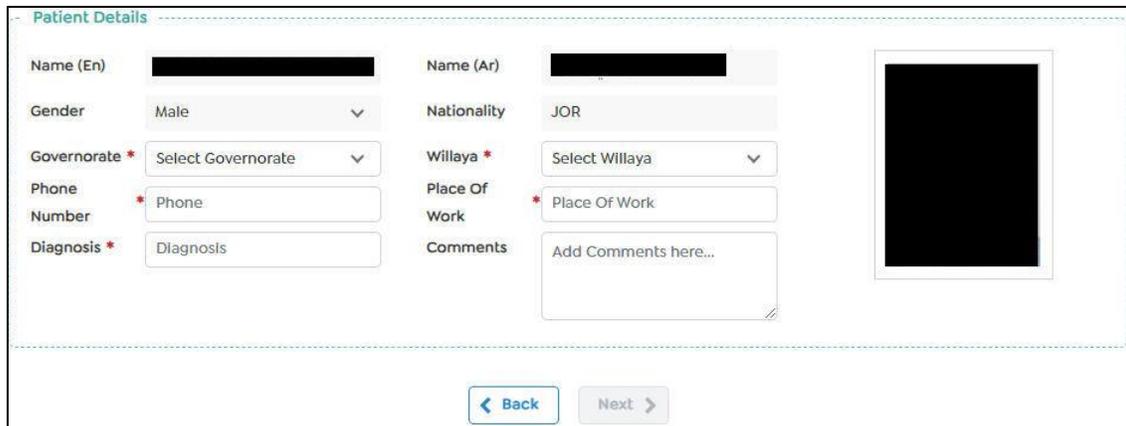
- Click [Next >](#) and the following page appears:

Patient Info					
Verify Patient Civil Information					
Patient's Civil Id	<input type="text" value="Civil Id Number"/>	Expiry Date	<input type="text" value="dd-mm-yyyy"/>	<input type="button" value="Verify Q"/>	
Patient Details					
Name (En)	<input type="text" value="Patient Name (En)"/>	Name (Ar)	<input type="text" value="Patient Name (Ar)"/>		
Gender	<input type="text" value="Female"/>	Nationality	<input type="text" value="Nationality"/>		
Governorate *	<input type="text" value="Select Governorate"/>	Wilaya *	<input type="text" value="Select Wilaya"/>		
Phone Number *	<input type="text" value="Phone"/>	Place Of Work *	<input type="text" value="Place Of Work"/>		
Diagnosis *	<input type="text" value="Diagnosis"/>	Comments	<input type="text" value="Add Comments here..."/>		

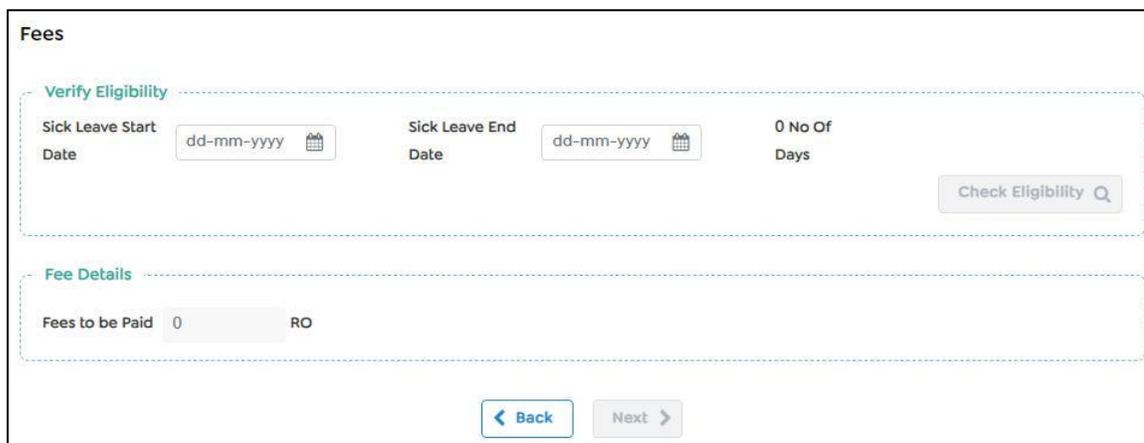
[Back <](#) [Next >](#)

- Enter the patient's civil ID number and its expiry date, then click [Verify Q](#), and the details appear automatically as shown below:

## Request for Sick Leave Approval User Manual



4. Enter the other needed details which consist of: Governorate, Wilaya, Phone Number, Place of Work, Diagnosis, and Comments. This will activate the **Next** button.
5. Click **Next** and the following page appears:



6. Enter the leave period by selecting the start date and end date, if it is more than 3 days, it will calculate 2 rials as the fees to be paid.
7. Click **Check Eligibility** to check if the patient is eligible to have sick leave based on the entered number of days, you get a notification on top of the screen if the person is eligible or not as shown below:



Also, if the patient has taken a leave in the same year, the following message appears:

## Request for Sick Leave Approval User Manual

### Confirmation ✕

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Applicant THAMER USAMA RAWHI SHARAF has already taken 1 leaves in a year.. do you want to continue?

Confirm
Cancel

Click Confirm button.

8. Once you check the fees, click Next > and the following page appears:

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#### Establishment Detail

Establishment Name	AL-SHEIMA DENTEL CENTER LLC	License Number	880
License Expiry Date	04-01-2024	CR Number	3207528
License Status	Opened	Category	Center
Sub Category	Specialized Center		

#### Practitioner Details

Practitioner Name	AJU KAPPAMA MOOTIL PHILIP	License Expiry Date	09-03-2024
Practitioner Civil Id	75236684	License Number	4142
Professional Role Category/Sub	Senior	License Status	Active

#### Patients Detail

Patient's Civil Id	[REDACTED]	Expiry Date	19-05-2025
Name (En)	[REDACTED]	Name (Ar)	[REDACTED]
Gender	Male	Nationality	JOR
Governorate	Muscat	Wilaya	Boushar
Phone Number	[REDACTED]	Place Of Work	MQ
Diagnosis	Flu	Comments	comments

#### Fees And Number of Days

Sick Leave Start Date	12-09-2023	Sick Leave End Date	14-09-2023	Number of Days for Sick Leave	3
Approval Fees	2,000	RO			

#### Declaration

I hereby declare that all the information provided in the application form is true and correct. I also understand that if I provided any misleading or incorrect information that may lead to the rejection of the application and the Directorate of Private Health Establishments will take the necessary actions.

Back
Continue to Payment >

9. Review all the details, and confirm if all information is true and correct by adding a tick to the checkbox at the bottom.

10. Click Continue to Payment >.

**Note:** if there are no fees, you click the Confirm button instead.

Ministry of Health

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## Request for Sick Leave Approval User Manual

The following message appears:

**Confirmation** ✕

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Are you sure you want to proceed?

11. Click  button, and the following page appears:

  
 Fill e-Form

  
 Pay Online

  
 Receive Confirmation

**Payment Summary**

Applicant Name	75236684
Application Reference Number	SCK0905752353912D
Payment Reference Number	PORSLA000031661209230I
Application Fees	2.000 OMR
<b>Total Fees :</b>	<b>2.000 OMR</b>

12. Click  to pay later via patient, or click  and you go to the payment page.

13. Once you complete the payment, you will be navigated to the following page:

## Request for Sick Leave Approval User Manual

Payment Transaction Information

Application Number:	SCK0905752353912D
Application Issue Date:	12-09-2023 16:03:50

Payment Id 600202325589995506	Order Reference Number PORSLA0000316612092301	Transaction Date Time 12-09-2023 04:04 PM
Transaction Ref 325512040396	Payment Status Description Success - CAPTURED	Transaction Amount 2,000 OMR
Card Number 4111111111111111	Track ID 3855	

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- You can preview the application using the  button.
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