Ministry of Health

Request for Sick Leave Approval

User Manual

1/11/2023

Table of Contents

1. Registration 2

1.1 Register an Individual Account 3

1.2 Register a Company Account 4

2. Login 6

2.1 My Profile & My Delegates 7

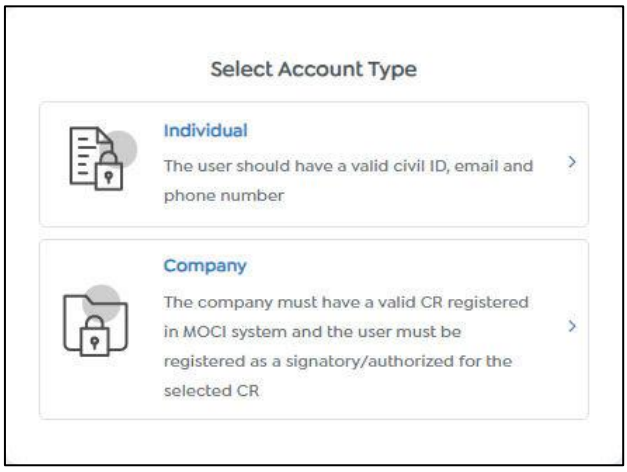
3. Request for Sick Leave Approval 10

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

, when the system recognizes that it is not registered in the system, it will navigate you to the following page:



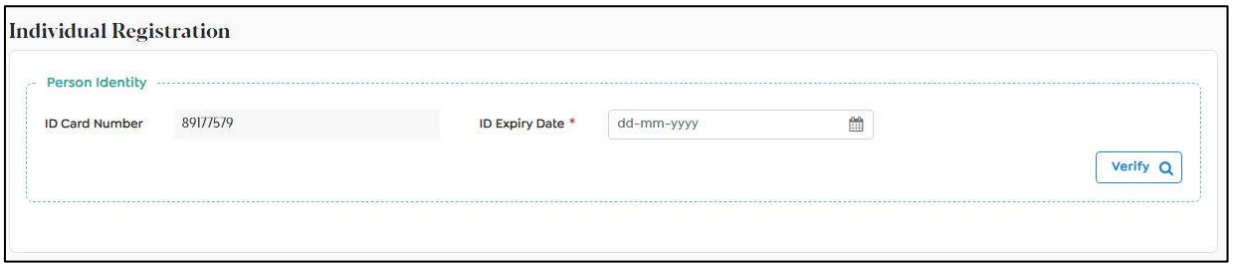
You can select an account type by simply clicking on any of them.

1.1 Register an Individual Account

To register an individual account, follow the steps below:

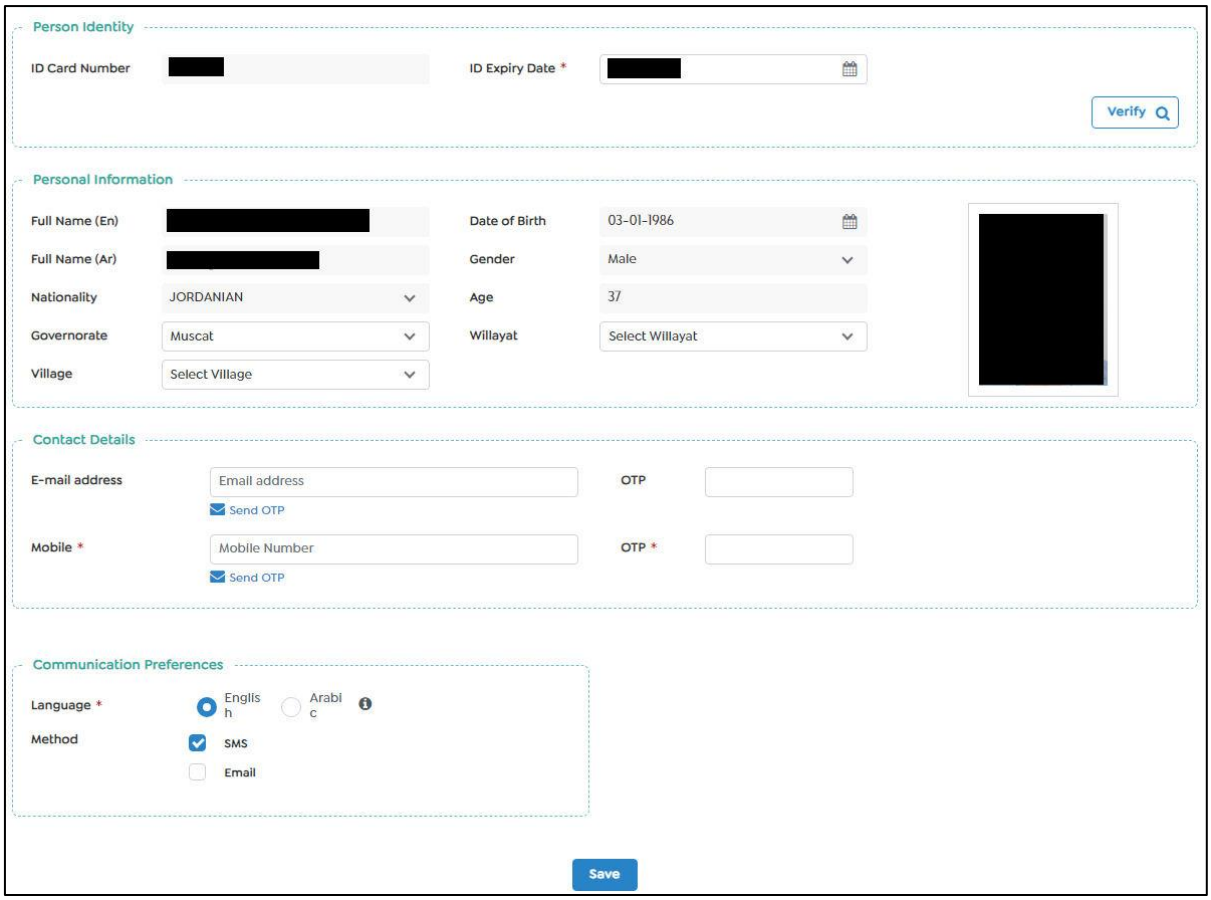
1. Click on

, 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.

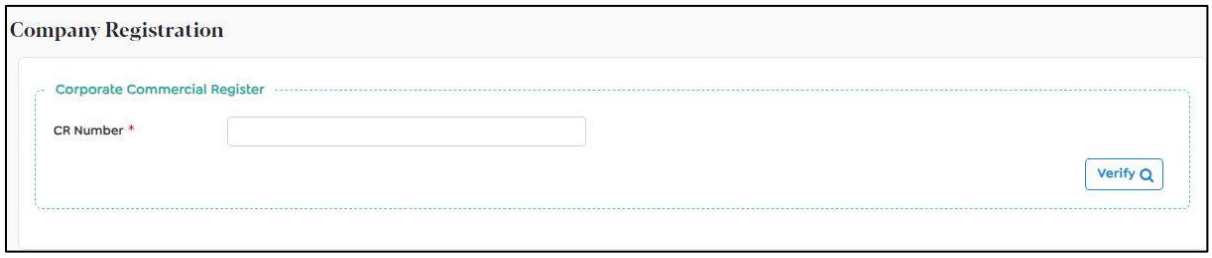
6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click Save, and a message appears indicating that the account has been successfully registered.

1.2 Register a Company Account

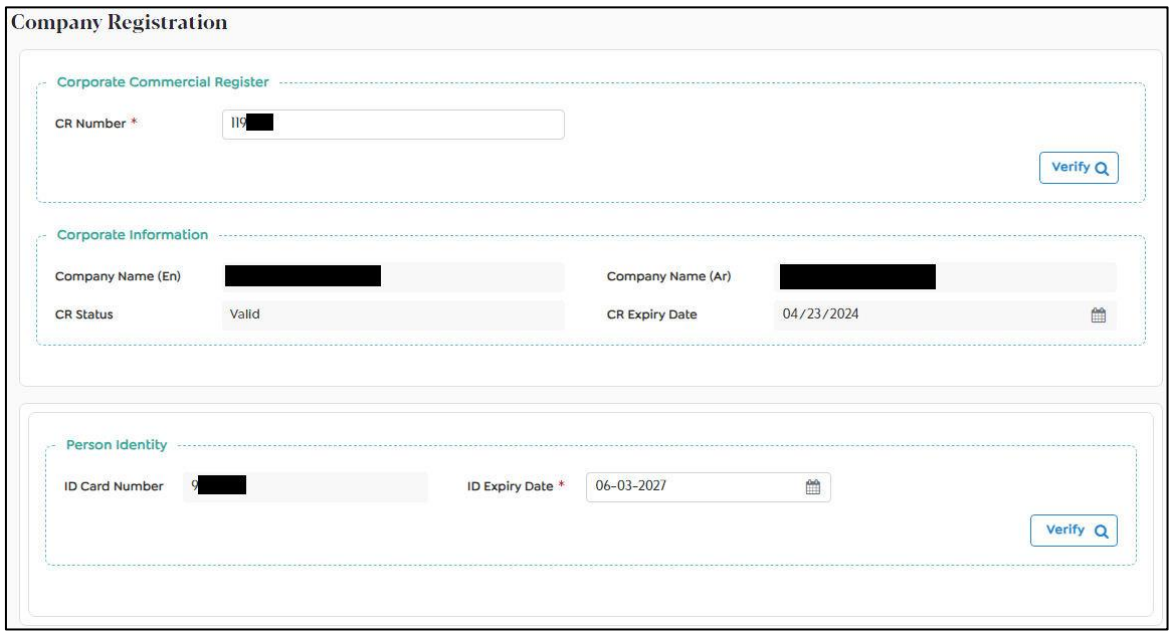
To register a company account, follow the steps below:

1. Click on

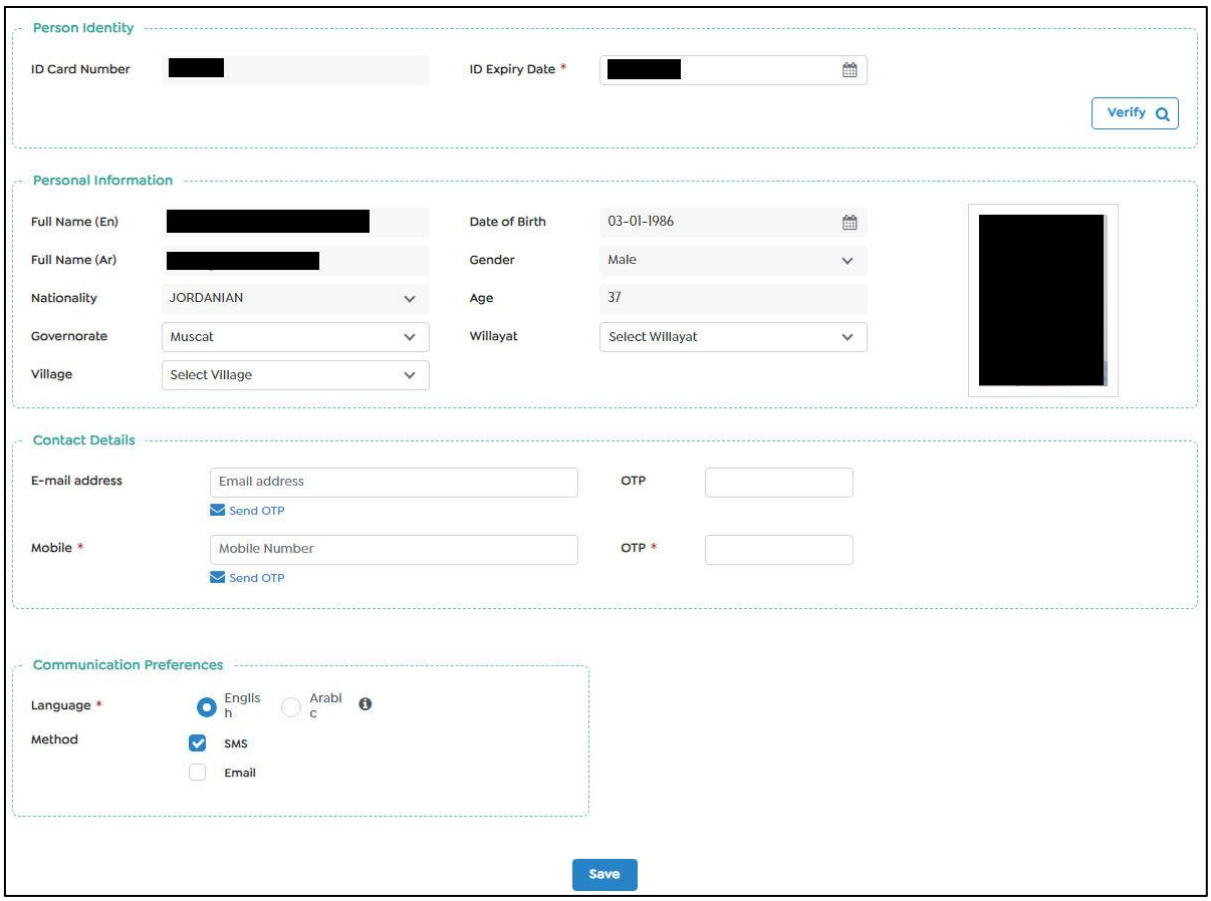
, and the following page appears:



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



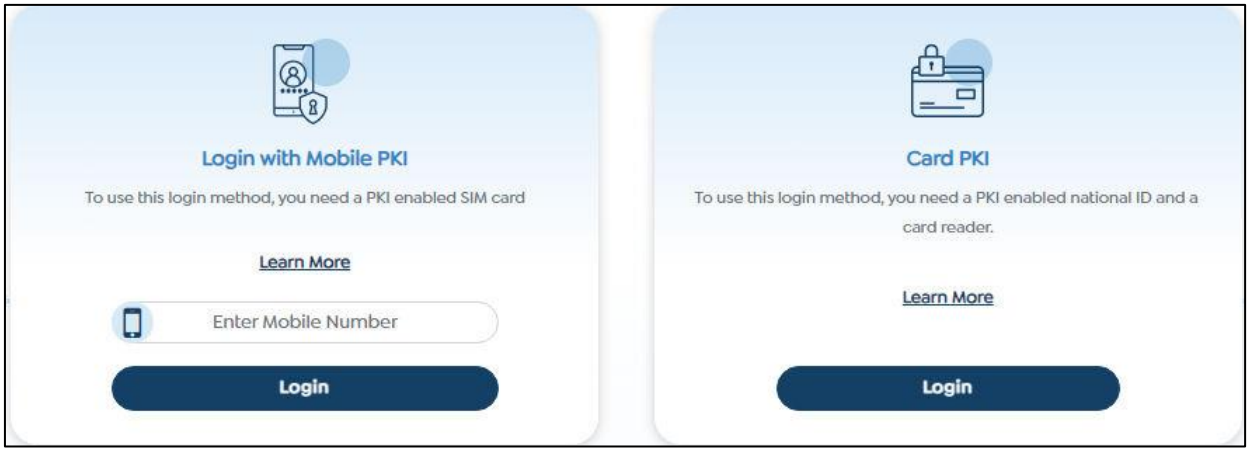
3. Then you need to enter the person's information by entering the resident card number and expiry date, then click Verify and the system will retrieve the person's information automatically as shown below:



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.
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 Save, and a message appears indicating that the account has been successfully registered.

2. Login

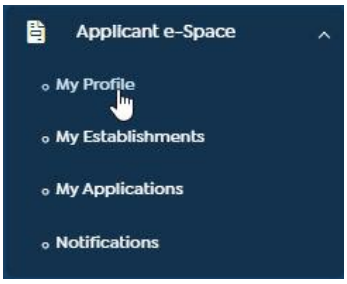
You can login to the system with your account using two different methods: Mobile PKI and Card PKI. The **Login** page appears as shown below:



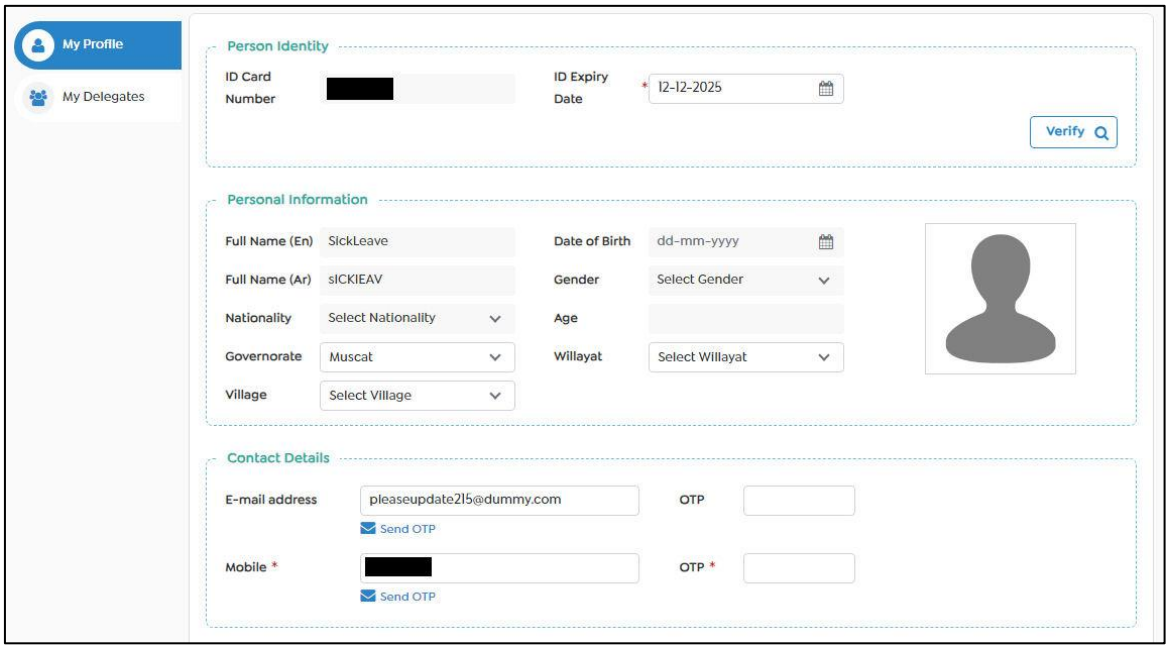
- For **Mobile PKI**, you enter your mobile number then you click Login button on the left side, and it you enter your password on your phone.
- For **Card PKI**, you click Login on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.

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:

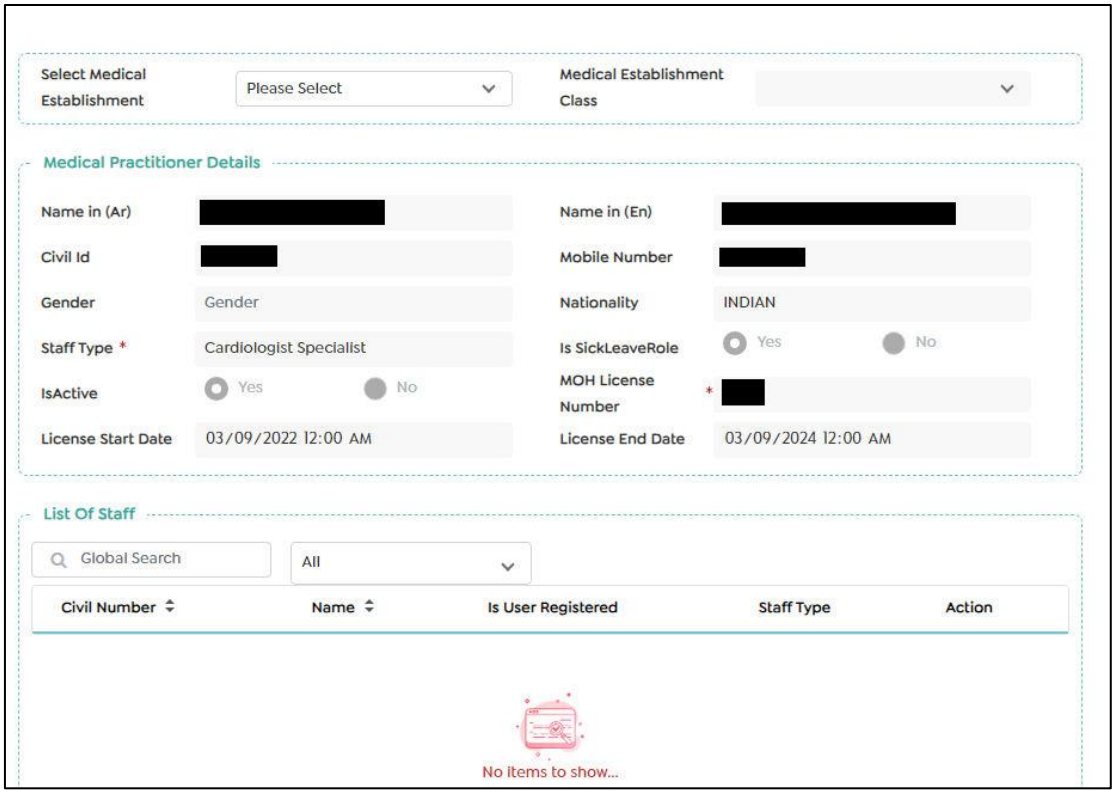


The **My Profile** page appears as shown below:



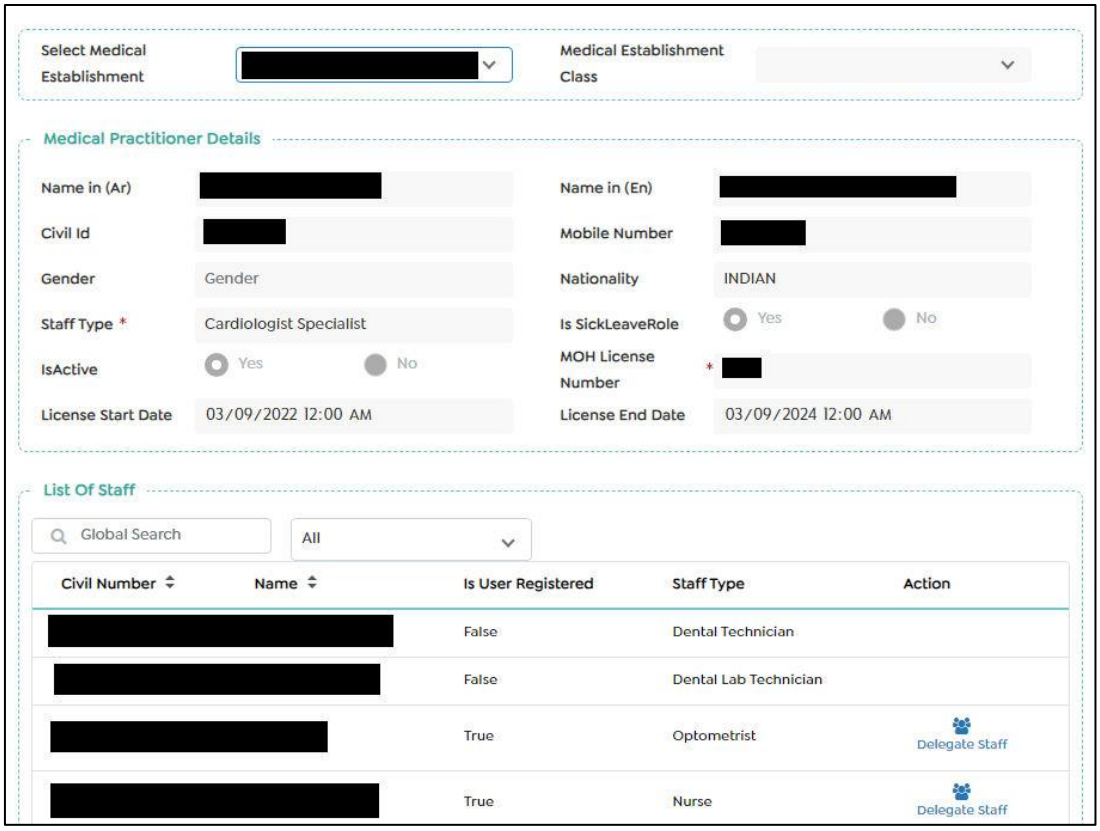
This page shows your profile which you can update.

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

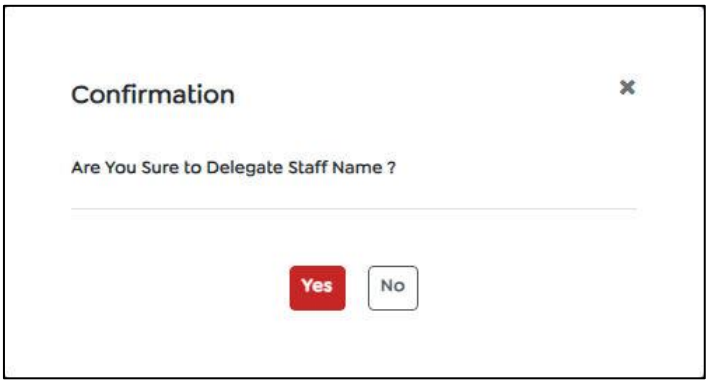


To delegate a staff member, follow the steps below:

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



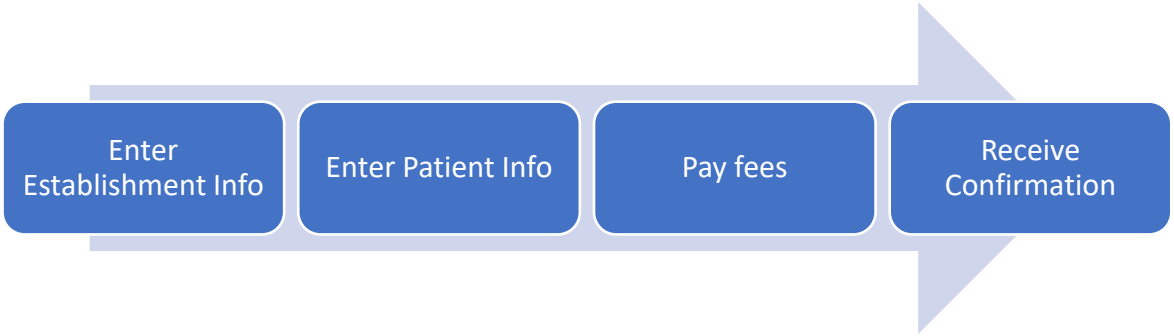
2. Click Delegate Staff icon next to the staff member, and the following message appears:



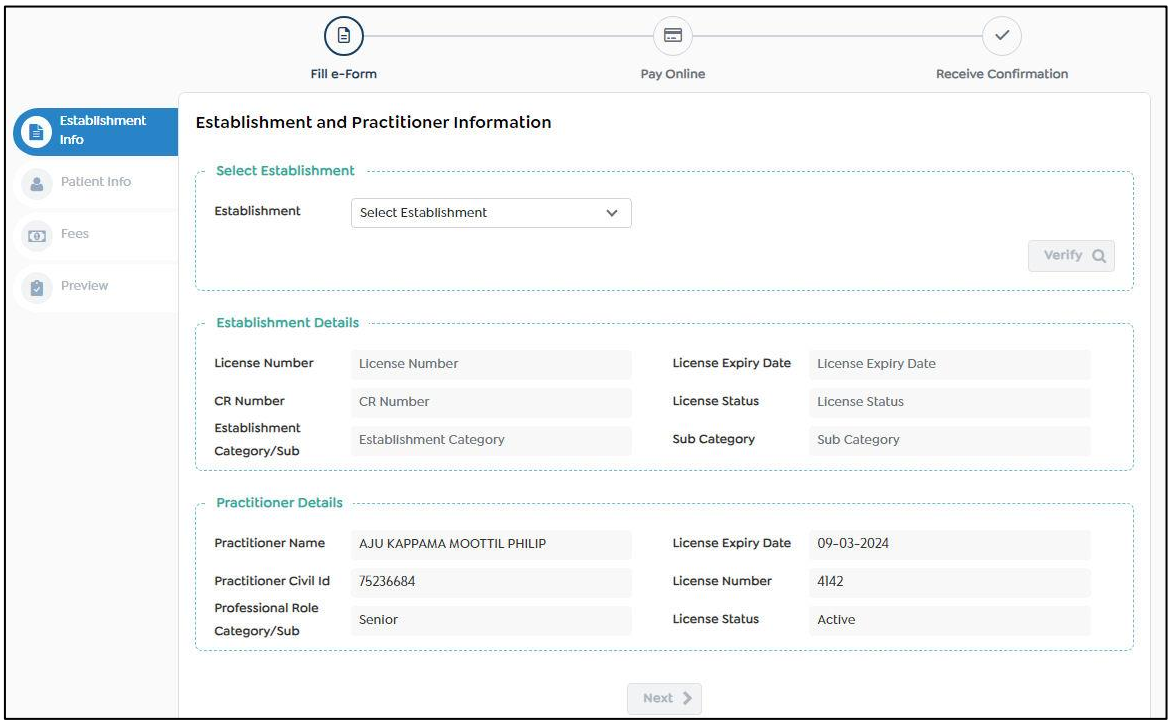
3. Click Yes.

3. Request for Sick Leave Approval

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

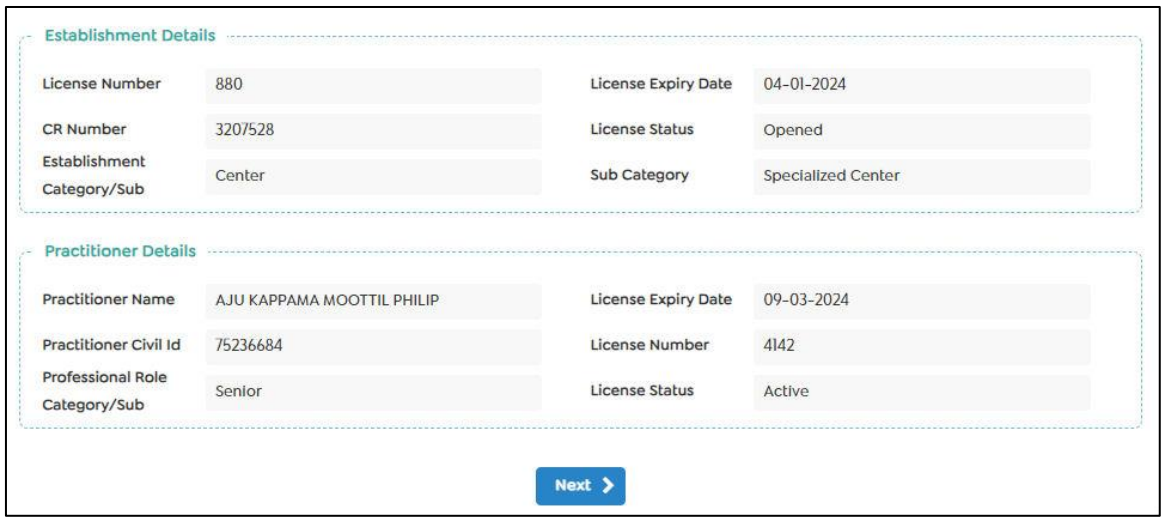


The **Request for Sick Leave Approval** page appears as shown below:



To create a request, follow the steps below:

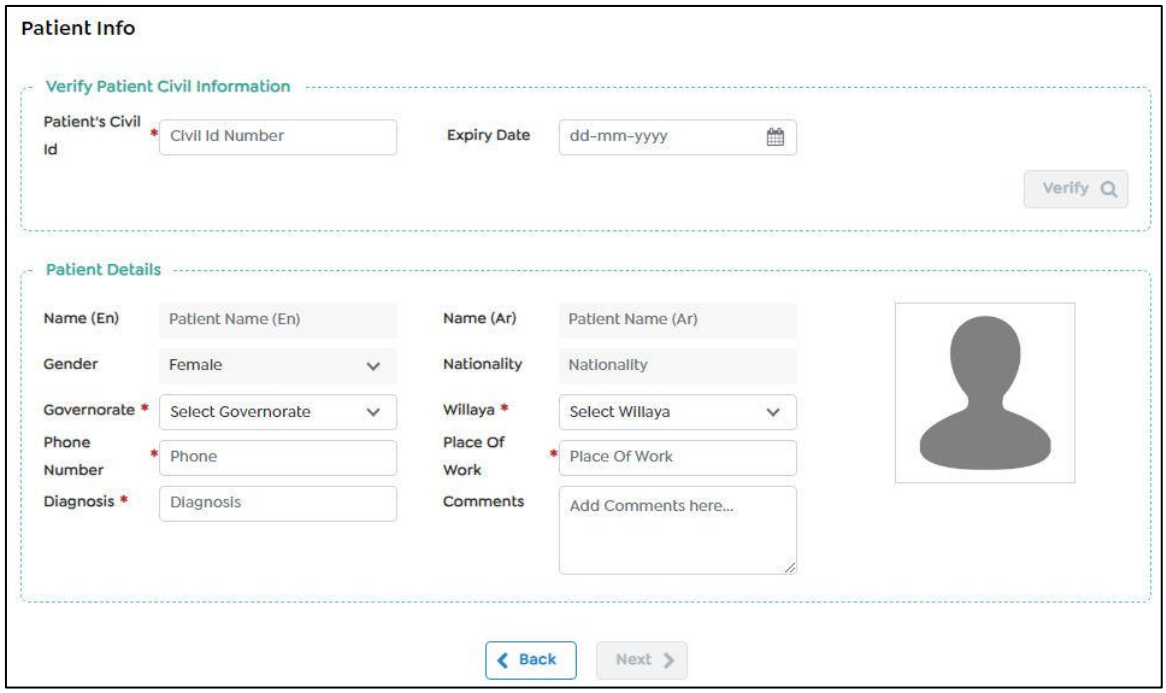
1. Select the establishment from the dropdown list then click Verify, and the details appear automatically as shown below:



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:

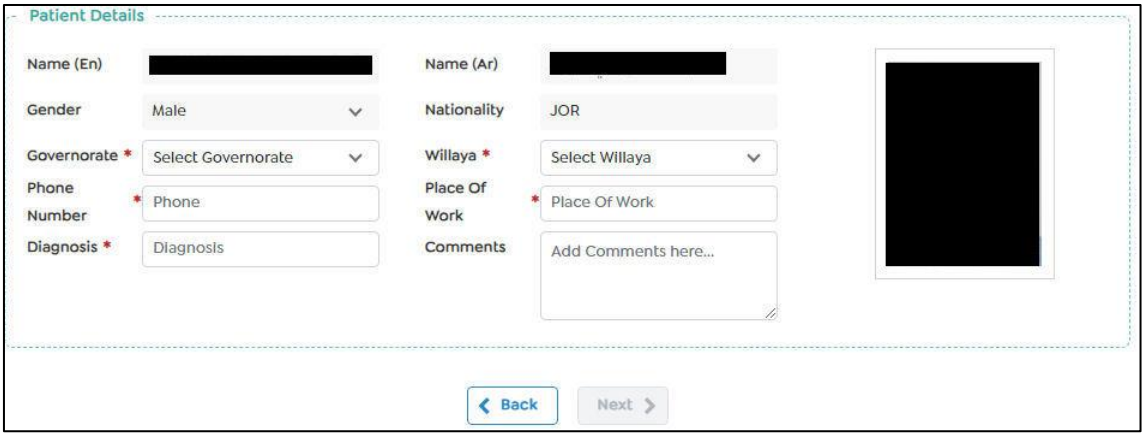
2. Click

and the following page appears:



3. Enter the patient's civil ID number and its expiry date, then click

, and the details appear automatically as shown below:



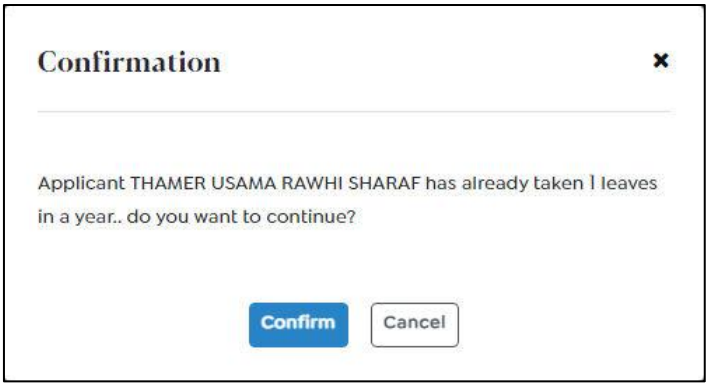
4. Enter the other needed details which consist of: Governorate, Wilaya, Phone Number, Place of Work, Diagnosis, and Comments. This will activate the Next button.

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.

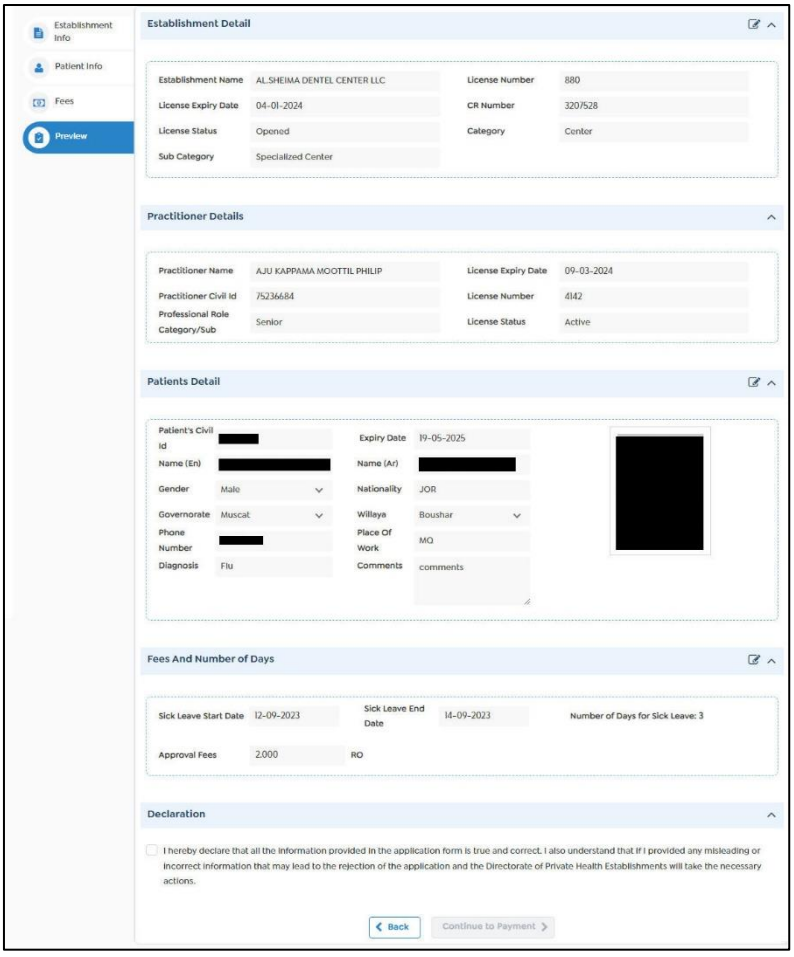
7. Click Check Eligibility to check if the patient is eligible to have sick leave based on the entered number of days, you get a notification on top of the screen if the person is eligible or not as shown below:

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



Click Confirm button.

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

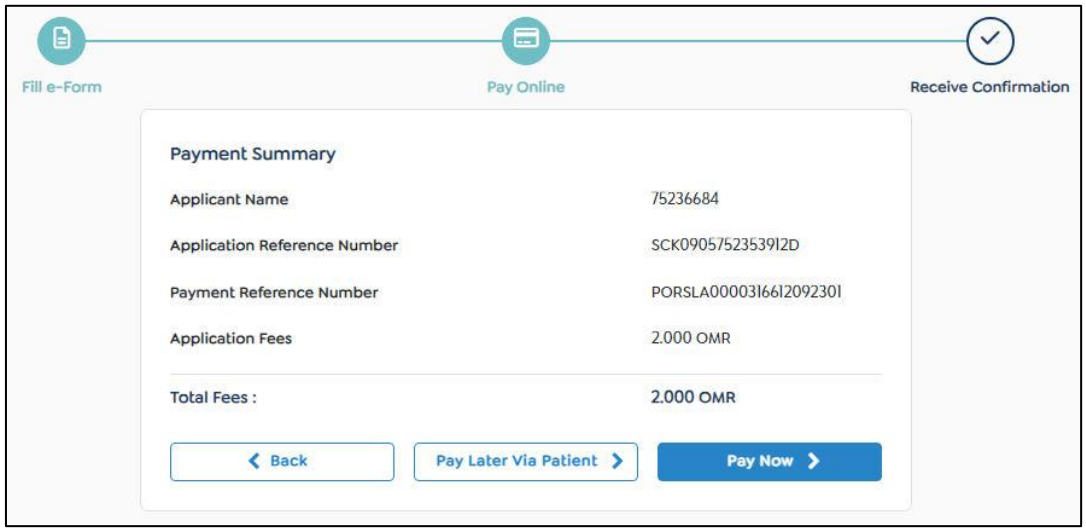


9. Review all the details, and confirm if all information is true and correct by adding a tick to the checkbox at the bottom.
10. Click Continue to Payment.

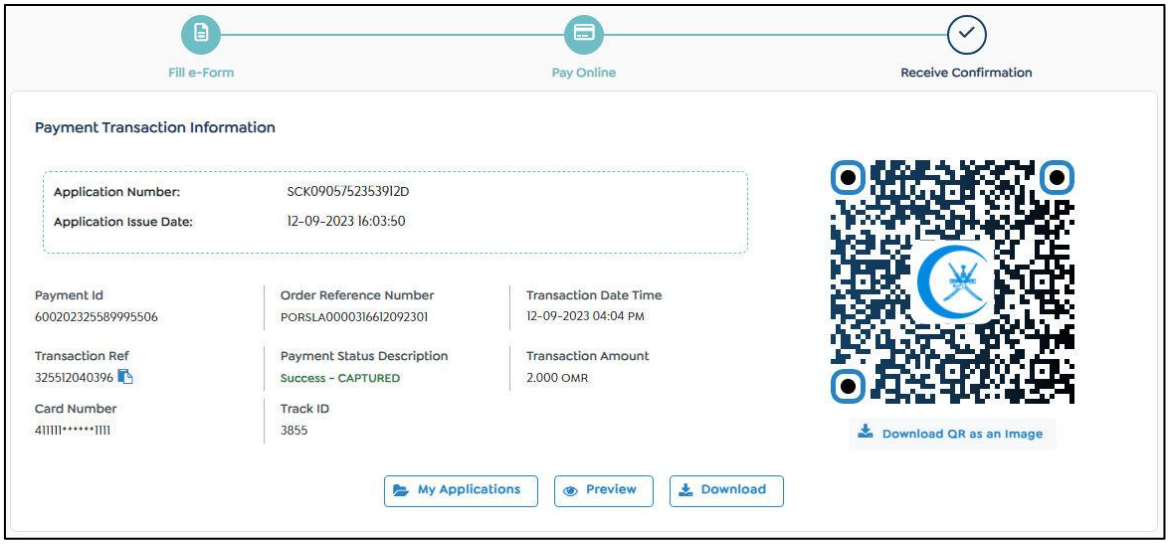
Note: if there are no fees, you click the Confirm button instead.

The following message appears:

11. Click Confirm button, and the following page appears:



12. Click Pay Later Via Patient to pay later via patient, or click Pay Now and you go to the payment page.
13. Once you complete the payment, you will be navigated to the following page:



- You can view your applications using the My Applications button.
- You can preview the application using the Preview button.
- You can also download the application using the Download button.