



Ministry of Health

# Renewal of Medical Practitioner License User Manual

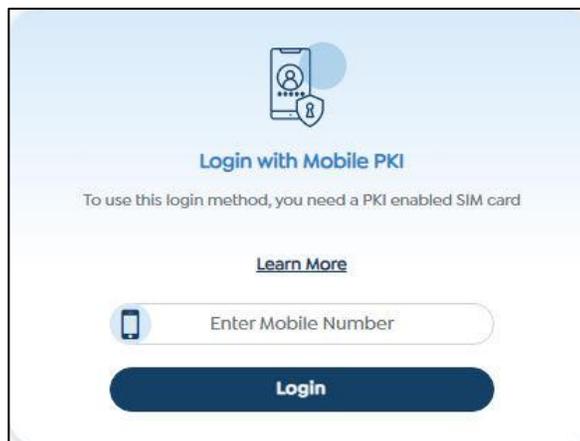
31/10/2023

## Table of Contents

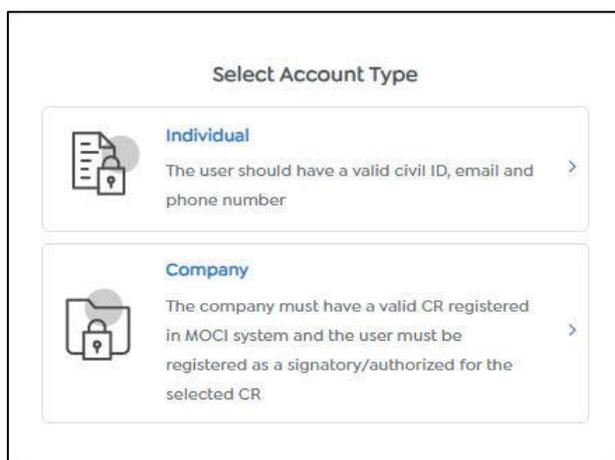
<b>1. Registration</b> .....	<b>2</b>
1.1 Register an Individual Account.....	3
1.2 Register a Company Account.....	4
<b>2. Login</b> .....	<b>6</b>
2.1 My Establishments .....	7
2.1.1 Add Delegate .....	9
2.1.2 Delete Delegate .....	10
<b>3. Renewal of Medical Practitioner License</b> .....	<b>11</b>

# 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:



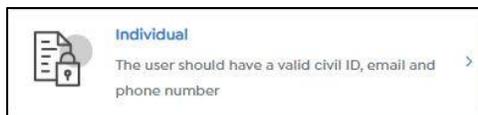
Click your mobile number and click **Login**, when the system recognizes that it is not registered in the system, it will navigate you to the following page:

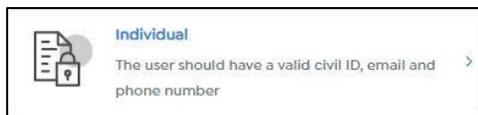


You can select an account type by simply clicking on any of them.

## 1.1 Register an Individual Account

To register an individual account, follow the steps below:

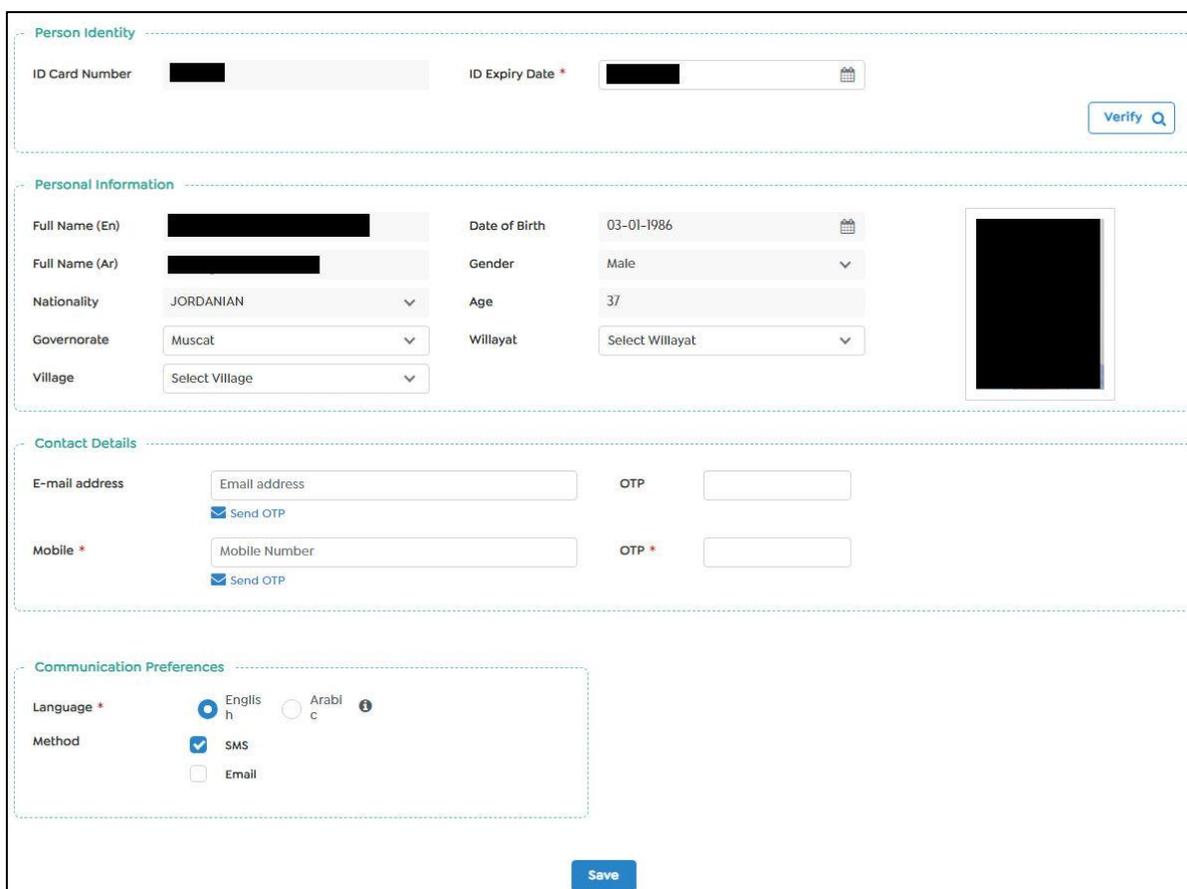


1. Click on , and following page appears:



2. Enter your resident card number and expiry date.

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



**Person Identity**

ID Card Number: [Redacted] ID Expiry Date: [Redacted]

---

**Personal Information**

Full Name (En): [Redacted] Date of Birth: 03-01-1986  
 Full Name (Ar): [Redacted] Gender: Male  
 Nationality: JORDANIAN Age: 37  
 Governorate: Muscat Willayat: Select Willayat  
 Village: Select Village

**Contact Details**

E-mail address: [Redacted] OTP: [Redacted]  
 Send OTP

Mobile: [Redacted] OTP: [Redacted]  
 Send OTP

**Communication Preferences**

Language:  English  Arabic  
 Method:  SMS  Email

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.

## Renewal of Medical Practitioner License User Manual

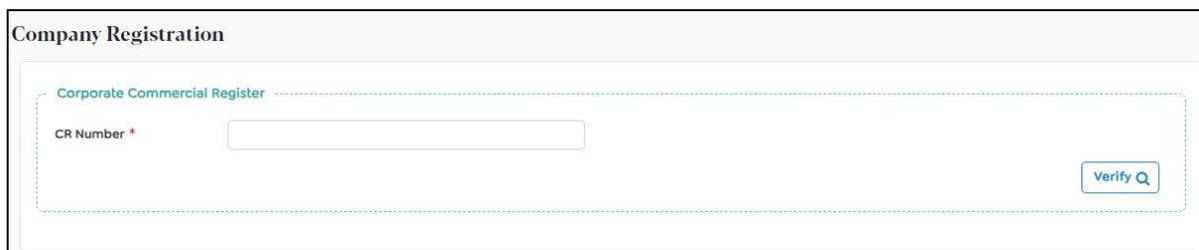
6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click , and a message appears indicating that the account has been successfully registered.

### 1.2 Register a Company Account

To register a company account, follow the steps below:



1. Click on , and the following page appears:



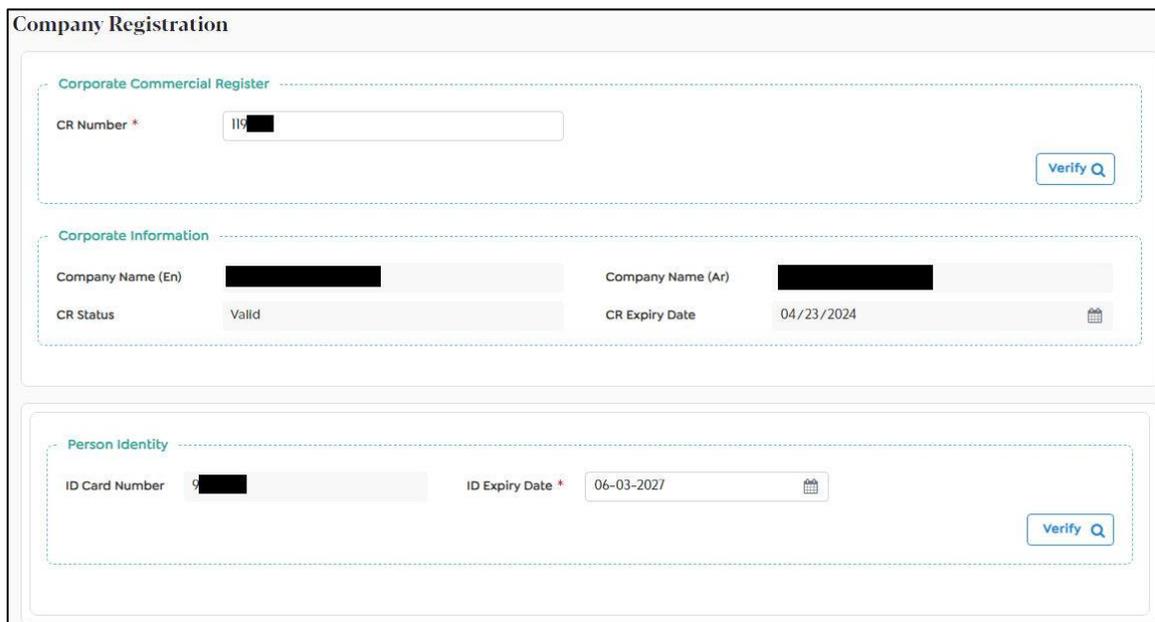
**Company Registration**

**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:

## Renewal of Medical Practitioner License User Manual

**Person Identity**

ID Card Number  ID Expiry Date \*  

[Verify](#) 

**Personal Information**

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

**Contact Details**

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

**Communication Preferences**

Language \*  English  Arabic 

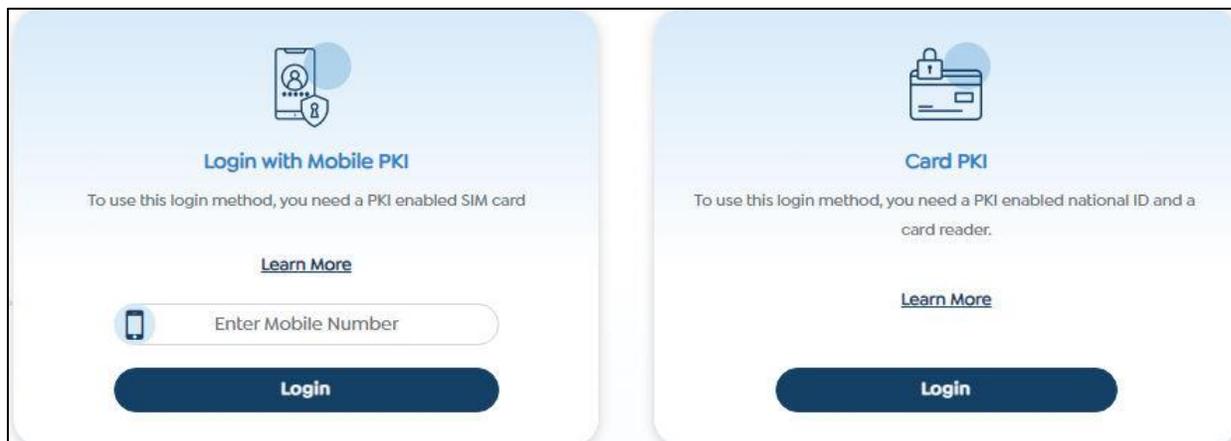
Method  SMS  Email

[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 [Save](#), and a message appears indicating that the account has been successfully registered.

## 2. Login

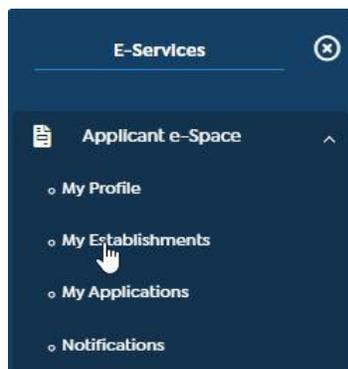
You can login to the system with your account using two different methods: Mobile PKI and Card PKI. The **Login** page appears as shown below:



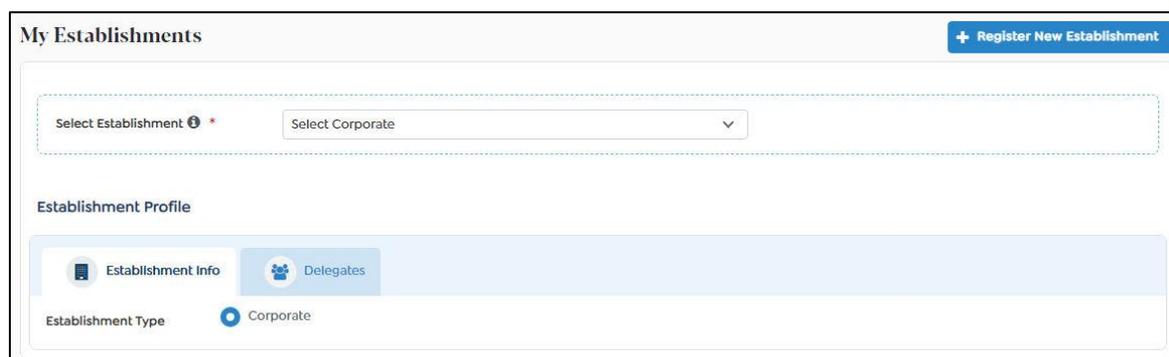
- For **Mobile PKI**, you enter your mobile number then you click  button on the left side, and if you enter your password on your phone.
- For **Card PKI**, you click  on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.

## 2.1 My Establishments

Through this page as a company owner, you view the establishments registered to your ID number, and you can add delegates for each establishment, as delegates can apply for eservices on behalf of the owner. You can access this page through the menu below:



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



Select the establishment from the dropdown list, and its information appears as shown below:

## Renewal of Medical Practitioner License User Manual

Select Establishment ⓘ \* ▼

### Establishment Profile

Establishment Info
Delegates

Establishment Type  Corporate

**Corporate Commercial Register**

CR Number [REDACTED]

[Reload CR Details](#)

**Corporate Information**

Company Name (En) [REDACTED]      Company Name (Ar) [REDACTED]

CR Status Valid      CR Expiry Date 04/23/2024 📅

**Establishment Profile Registration**

Profile Created By [REDACTED]      Profile Created At 10/31/2023 09:07 AM

And the delegate info appears as shown below:

Select Establishment ⓘ \* ▼

### Establishment Profile

Establishment Info
Delegates

#### Delegate Info

**Search for a User**

Civil Id       Mobile Number

[🔍 Search](#)

#### Delegates List

Records Per Page

CivilID ↕	Name ↕	DelegationStatus ↕	DelegateType ↕	Action
[REDACTED]	[REDACTED]	Active	CR Signatory	<a href="#">📄 Details</a> <a href="#">✎ Edit</a> <a href="#">🗑 Delete</a>

1 to 1 of 1 Items

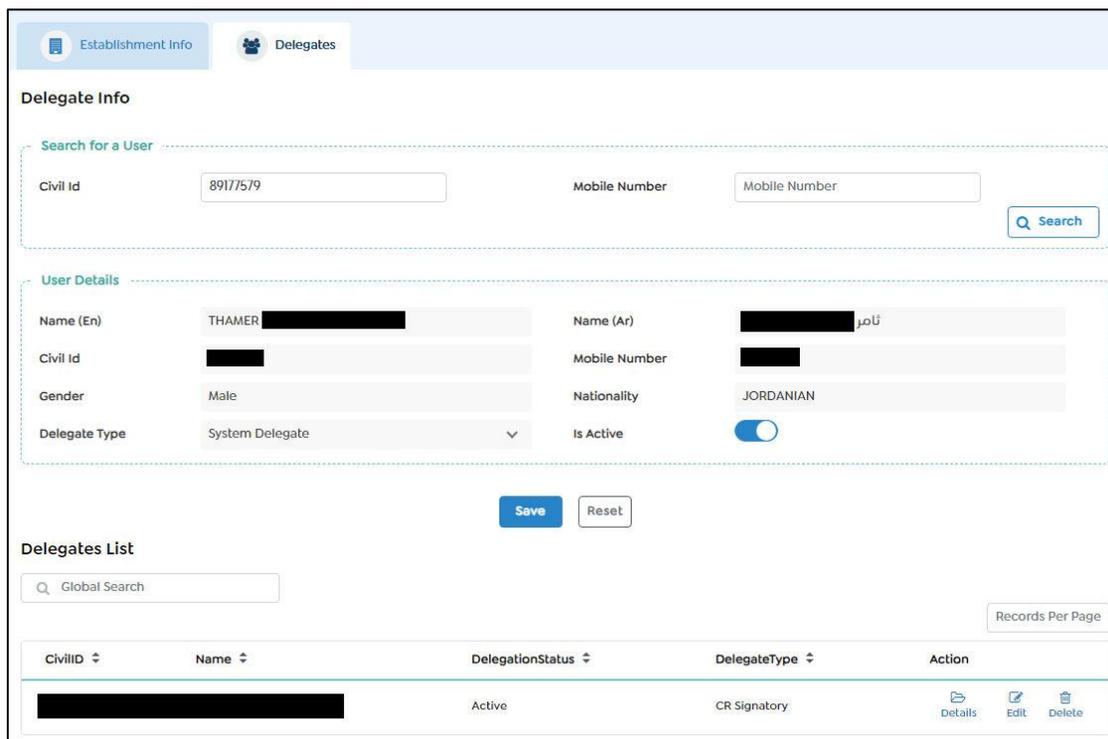
You can add new delegates, edit them, and delete them.

## 2.1.1 Add Delegate

To add a new delegate, follow the steps below:

1. Enter the delegate's civil ID, entering the mobile number is optional.

2. Click , and the following details appear:



The screenshot shows a web interface with two tabs: 'Establishment Info' and 'Delegates'. The 'Delegates' tab is active. Below the tabs is a 'Delegate Info' section with a 'Search for a User' box. Inside this box, there are input fields for 'Civil Id' (containing '89177579') and 'Mobile Number' (containing 'Mobile Number'). A 'Search' button is located to the right of these fields. Below the search box is a 'User Details' section with several fields: 'Name (En)' (THAMER [redacted]), 'Name (Ar)' ([redacted] ثامر), 'Civil Id' ([redacted]), 'Mobile Number' ([redacted]), 'Gender' (Male), 'Nationality' (JORDANIAN), 'Delegate Type' (System Delegate), and 'Is Active' (checked). At the bottom of this section are 'Save' and 'Reset' buttons. Below the 'User Details' is a 'Delegates List' section with a 'Global Search' input field and a 'Records Per Page' dropdown. The list contains one entry with columns for 'CivillID', 'Name', 'DelegationStatus', 'DelegateType', and 'Action'. The entry shows a redacted name, 'Active' status, and 'CR Signatory' type. The 'Action' column contains icons for 'Details', 'Edit', and 'Delete'.

3. Click , and the delegate is added to the list as shown below:



The screenshot shows the 'Delegates List' section with a 'Global Search' input field and a 'Records Per Page' dropdown. The table below has columns for 'CivillID', 'Name', 'DelegationStatus', 'DelegateType', and 'Action'. It contains two entries:

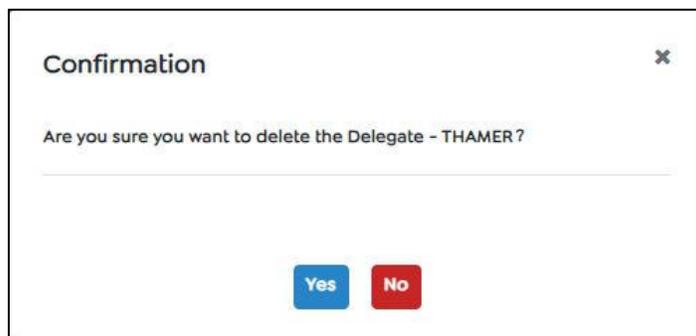
CivillID	Name	DelegationStatus	DelegateType	Action
[redacted]	[redacted]	Active	CR Signatory	Details Edit Delete
[redacted]	[redacted]	Active	System Delegate	Details Edit Delete

You can edit the delegate by clicking  [edit](#) icon and change the status from active to inactive.

### 2.1.2 Delete Delegate

To delete a delegate, follow the steps below:

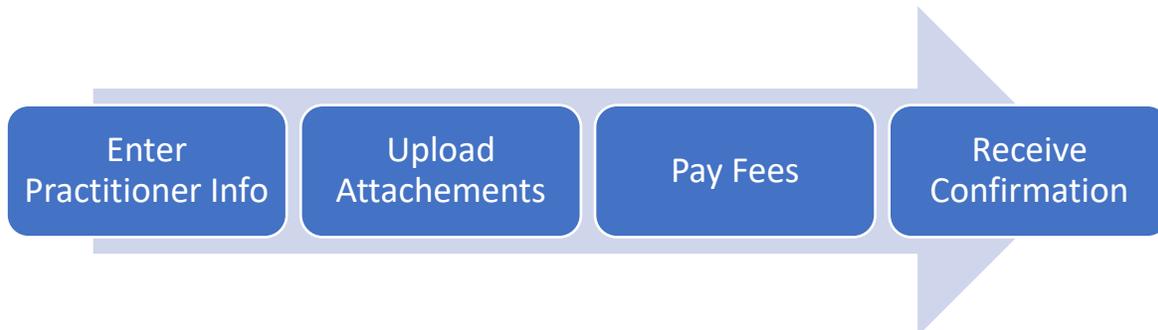
1. Click  icon, and the following message appears:



2. Click .

### 3. Renewal of Medical Practitioner License

Through this page you renew the license of a medical practitioner. The process is as follows:



The **Renewal of Medical Practitioner License** page appears as shown below:

The screenshot shows a web form for renewing a medical practitioner license. The form is organized into three main sections:

- Applicant Information:** Includes fields for Applicant Name (Establishment Owner User), Applicant Civil ID (test\_EstablishmentOwner), and Role (Owner).
- Establishment Information:** Includes a dropdown for 'Select Establishment' and a 'Verify' button.
- Practitioner Information:** Includes a dropdown for 'Select Practitioner' and a 'Verify' button.

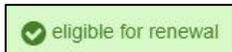
Below these sections are fields for 'Practitioner Details' including Civil ID, License Number, Professional Role, License Expiry Date, Practitioner Nationality, License Status, and Medical Category. Navigation buttons for 'Back' and 'Next' are located at the bottom of the form.

To start the renewal process, follow the steps below:

## Renewal of Medical Practitioner License User Manual

1. Select the establishment from the dropdown list then click , and the details appear automatically.

You get a notification in green on top of the page if it is eligible for renewal and you can continue with the process. The notification appears as shown below:



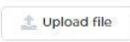
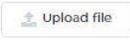
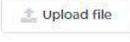
2. Select the practitioner from the dropdown list then click , and the details appear automatically.

You get a notification in green on top of the page if it is eligible for renewal and you can continue with the process. The notification appears as shown below:

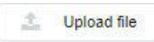


3. Click  and the following page appears:

**Attachments**

Requried Attachment	Description	File Name	Action
Valid 2-year medical insurance *	<ul style="list-style-type: none"> <li>Valid 2-year medical insurance Description</li> <li>Allowed FileTypes (jpg,pdf) &amp; size must be with in 5 MB</li> </ul>		
Photo *	<ul style="list-style-type: none"> <li>Photo with Blue Background</li> <li>Allowed FileTypes (jpg,png) &amp; size must be with in 5 MB</li> </ul>		
BLS certificate *	<ul style="list-style-type: none"> <li>BLS certificate Description</li> <li>Allowed FileTypes (jpg,pdf) &amp; size must be with in 5 MB</li> </ul>		




4. Enter the required attachments using the  buttons. Once done, it will activate the  button.

5. Click  and the following page appears:

## Renewal of Medical Practitioner License User Manual

**Application Fees**

Select Validity Period  Months

Fee Type	Amount
Service Fees	0.000 OMR
Board Fee	0.000 OMR
Delay Fee	0.000 OMR
<b>Total Fee</b>	<b>0.000 OMR</b>

[Back](#) [Next](#)

6. Select validity period in months, and the fees amount appears as shown below:

Select Validity Period  Months

Fee Type	Amount
Service Fees	100.000 OMR
Board Fee	0.000 OMR
Delay Fee	0.000 OMR
<b>Total Fee</b>	<b>100.000 OMR</b>

[Back](#) [Next](#)

7. Once you check the fees, click [Next](#) and the following page appears:

## Renewal of Medical Practitioner License User Manual

Valid - BLS certificate

- BLS certificate Description
- Allowed FileTypes (jpg,pd) & size must be with in 5 KB

Image1.jpg

**Fees Details** ✎ ^

Validity Period  Months

Fee Type	Amount
Service Fees	100.000 OMR
Board Fee	0.000 OMR
Delay Fee	0.000 OMR
<b>Total Fee</b>	<b>100.000 OMR</b>

**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 →

8. Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.
9. click Continue to Payment >, and the following message appears:

### Confirmation

✕

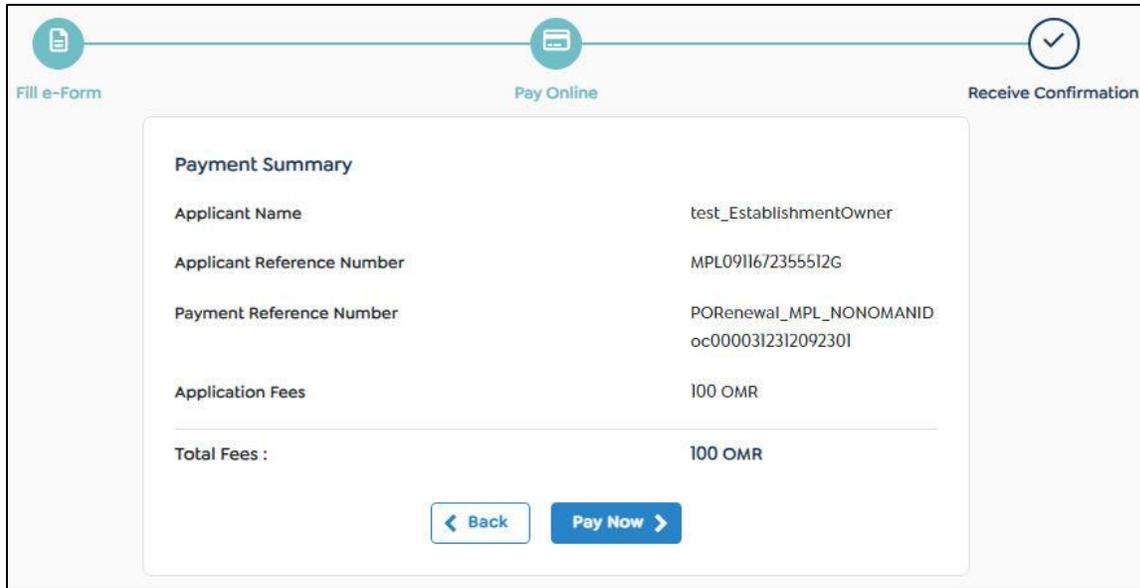
---

Are you sure you want to Confirm and Proceed for Payment?

Confirm
Cancel

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

## Renewal of Medical Practitioner License User Manual

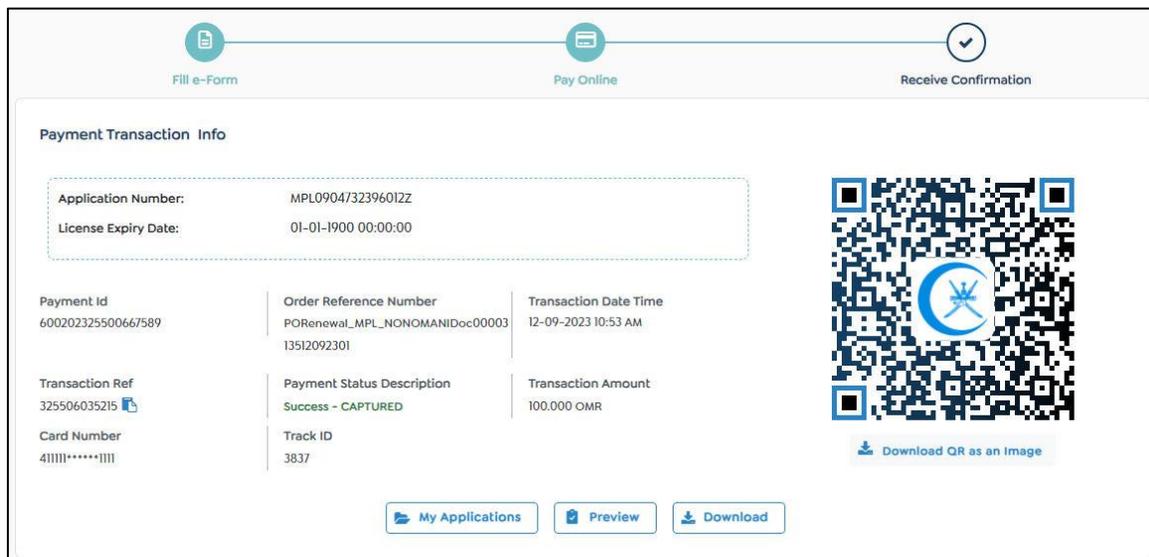


Payment Summary	
Applicant Name	test_EstablishmentOwner
Applicant Reference Number	MPL091I67235512G
Payment Reference Number	PORenewal_MPL_NONOMANID oc0000312312092301
Application Fees	100 OMR
<b>Total Fees :</b>	<b>100 OMR</b>

[← Back](#)
[Pay Now >](#)

11. Click [Pay Now >](#) and you go to the payment page.

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



Payment Transaction Info		
Application Number:	MPL0904732396012Z	
License Expiry Date:	01-01-1900 00:00:00	
Payment Id	Order Reference Number	Transaction Date Time
600202325500667589	PORenewal_MPL_NONOMANIDoc0000313512092301	12-09-2023 10:53 AM
Transaction Ref	Payment Status Description	Transaction Amount
325506035215	Success - CAPTURED	100.000 OMR
Card Number	Track ID	
411111*****1111	3837	

[Download QR as an Image](#)

[My Applications](#)
[Preview](#)
[Download](#)

- 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.