# Request for Adding Specialty in PHE

User Manual

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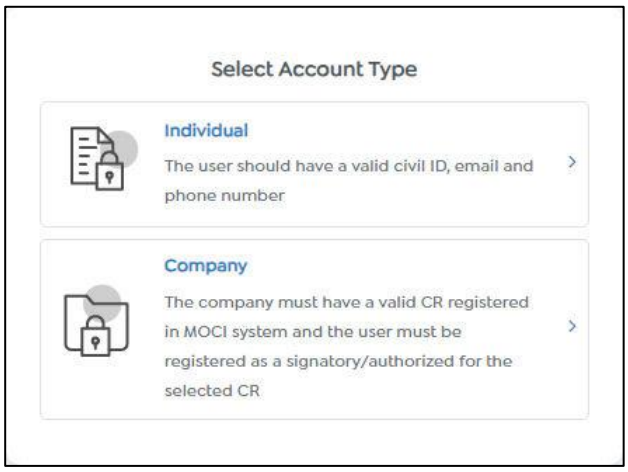
# 1. Registration

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

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



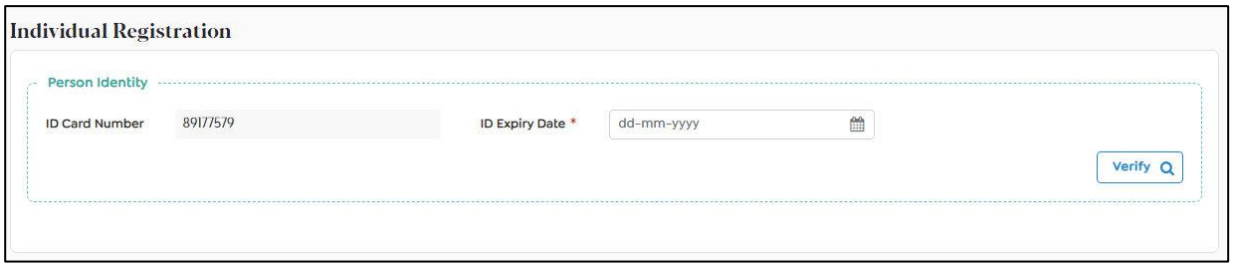

You can select an account type by simply clicking on any of them.

# 1.1 Register an Individual Account

To register an individual account, follow the steps below:

1. Click on

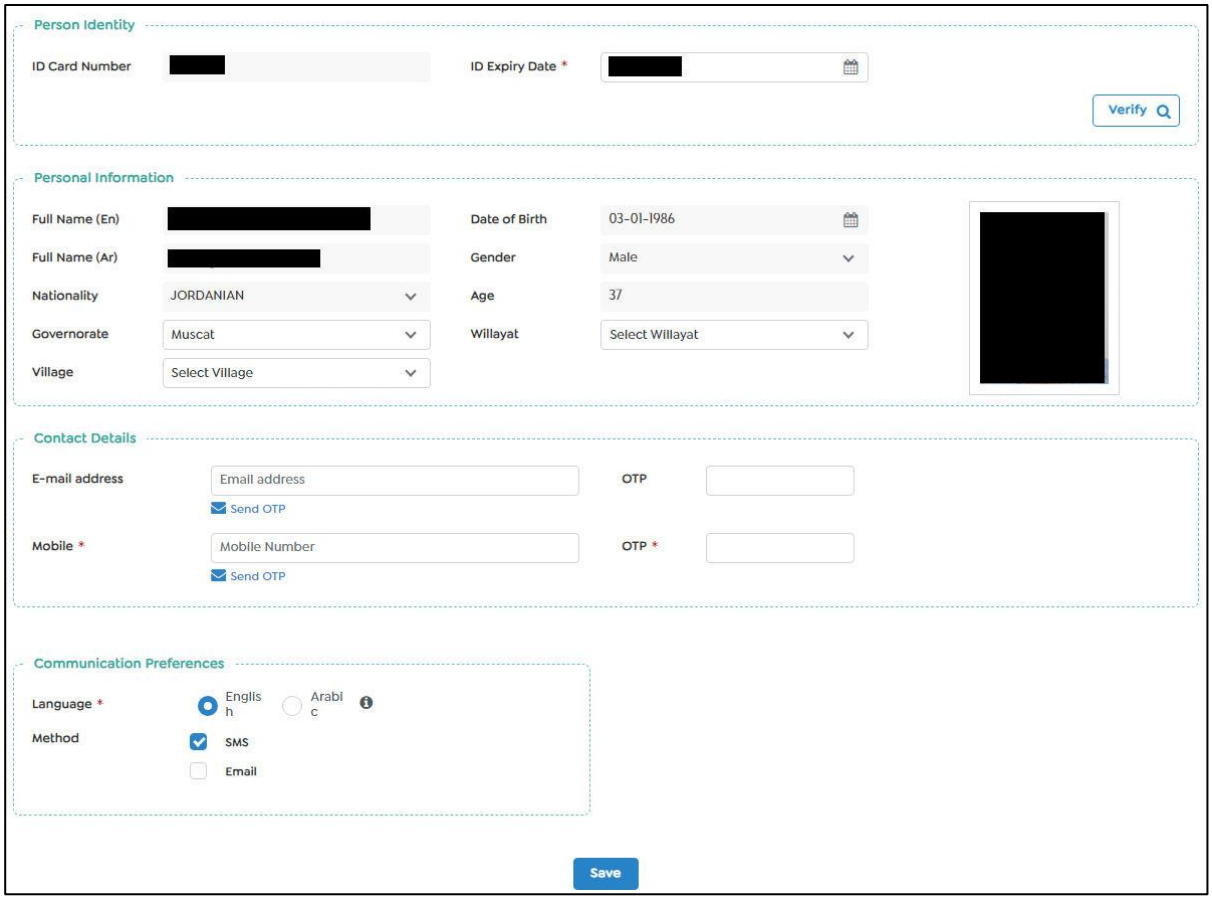
, and following page appears:




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.

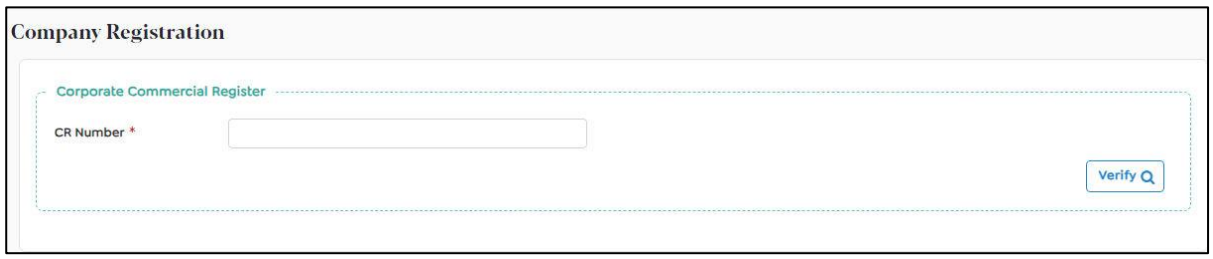
6. Select the communication language if it's in Arabic or English.
7. Select the communication method if it's by SMS or Email or both.
8. Click Save, and a message appears indicating that the account has been successfully registered.

## 1.2 Register a Company Account

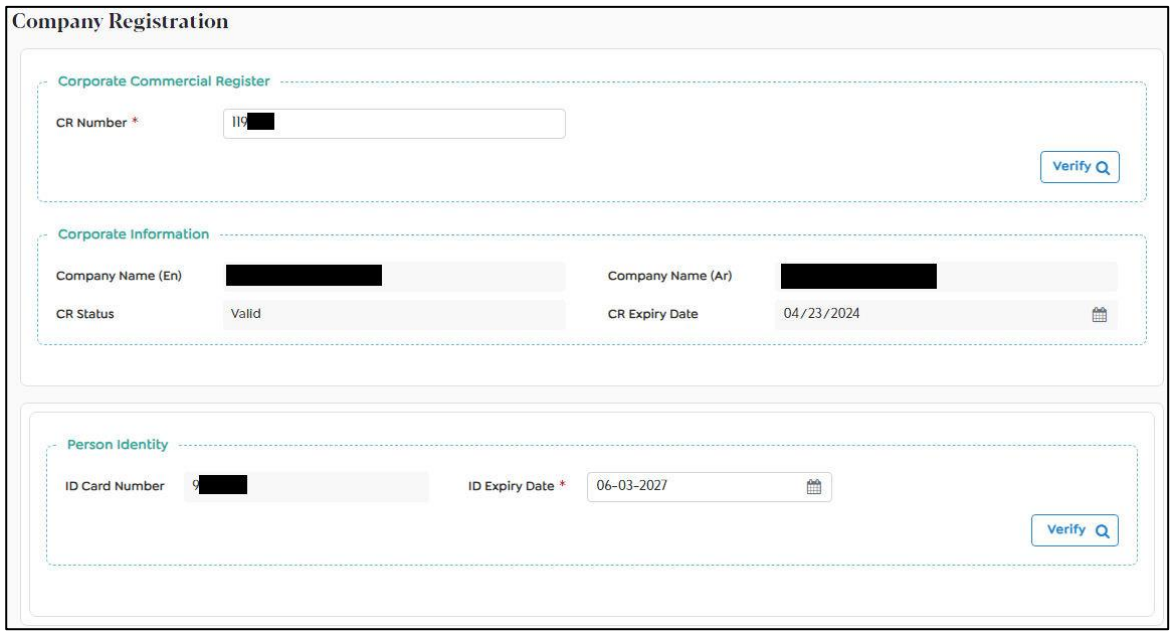
To register a company account, follow the steps below:

1. Click on

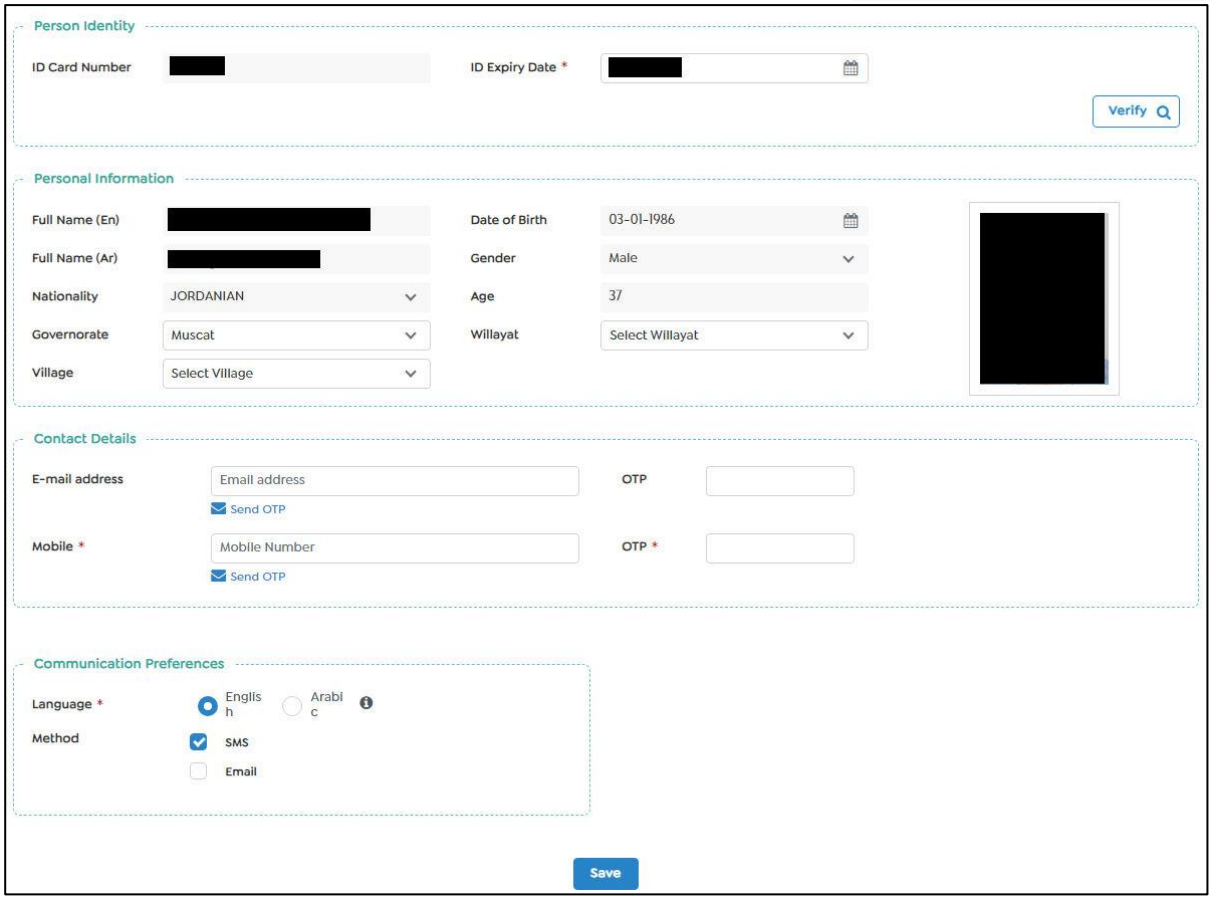
, and the following page appears:




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



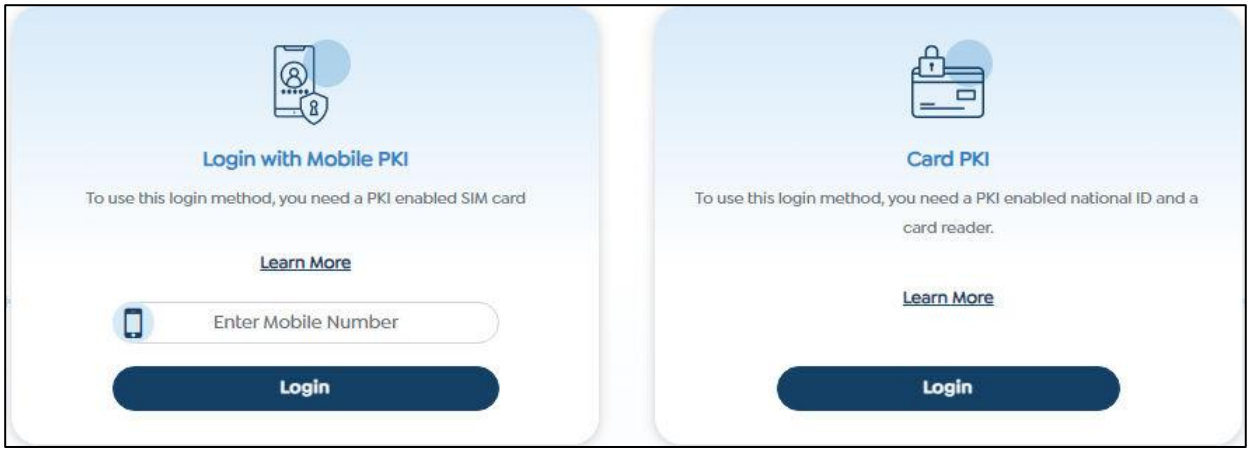

3. Then you need to enter the person's information by entering the resident card number and expiry date, then click Verify and the system will retrieve the person's information automatically as shown below:




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:

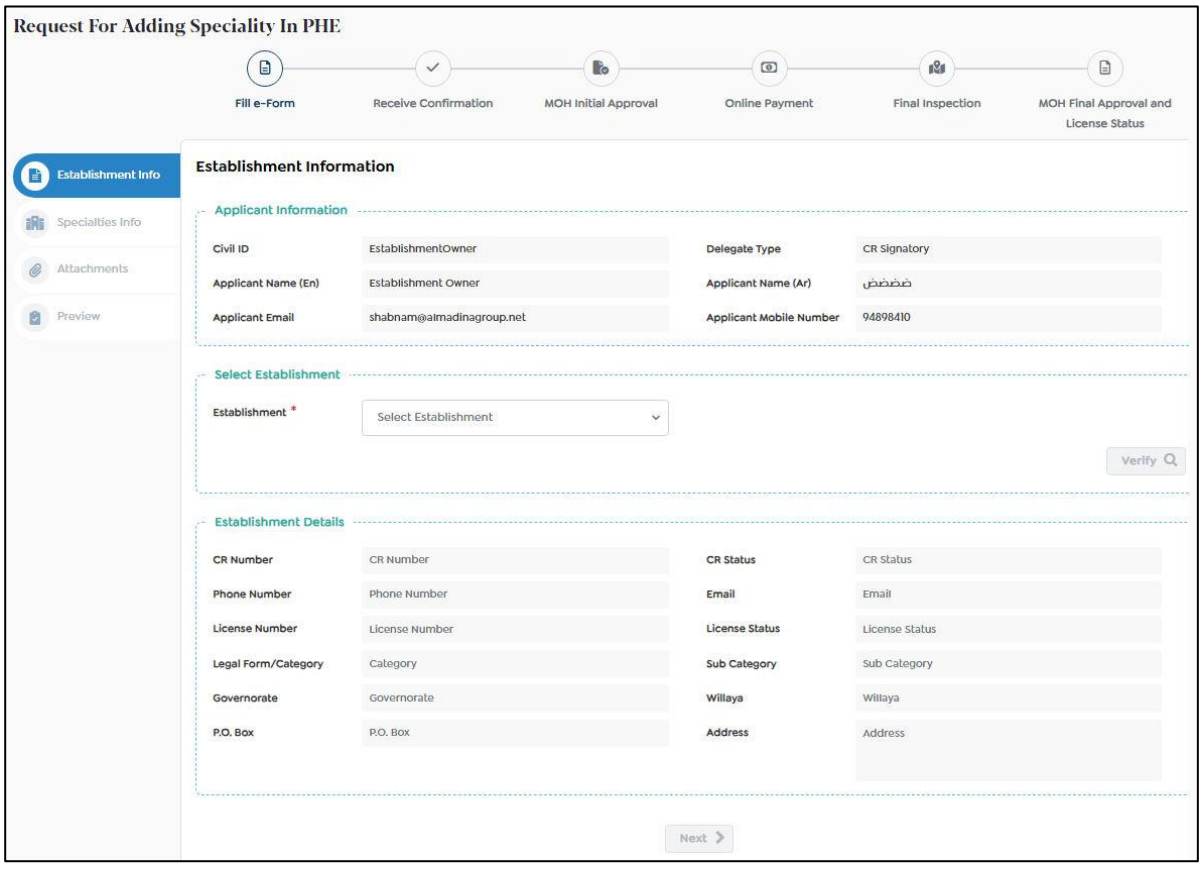



- For **Mobile PKI**, you enter your mobile number then you click Login button on the left side, and it you enter your password on your phone.
- For **Card PKI**, you click Login on the right side, then you use the ID card reader to read your card, and then you enter your password on the computer screen.

# 3. Request for Adding Specialty in PHE Service

Through this page you request to add specialties in your private health establishment and you submit this request to DGPHE for approval. The process is as follows:

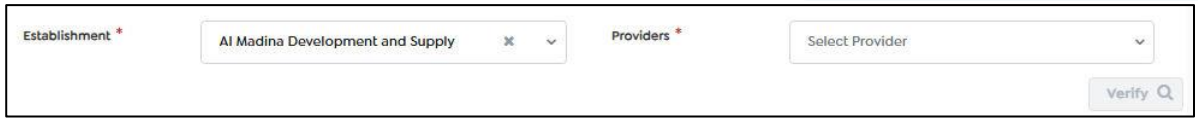
The **Request for Adding Specialty in PHE** page appears as shown below:




## 3.1 Apply for service

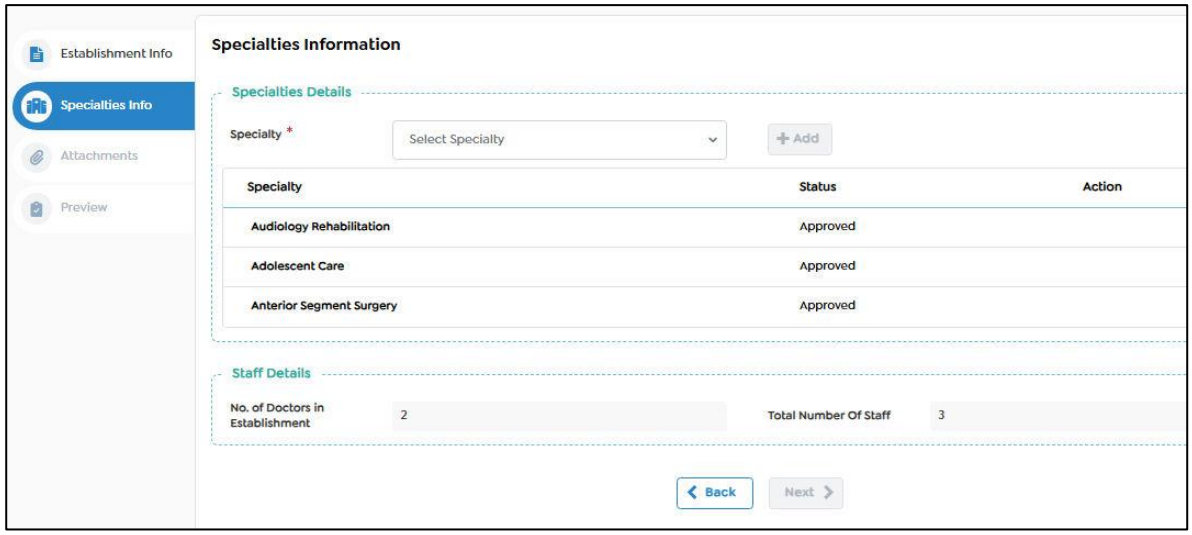
To apply for the service, follow the steps below:

1. Select the establishment from the dropdown list, and the details appear automatically also thw following field appears:

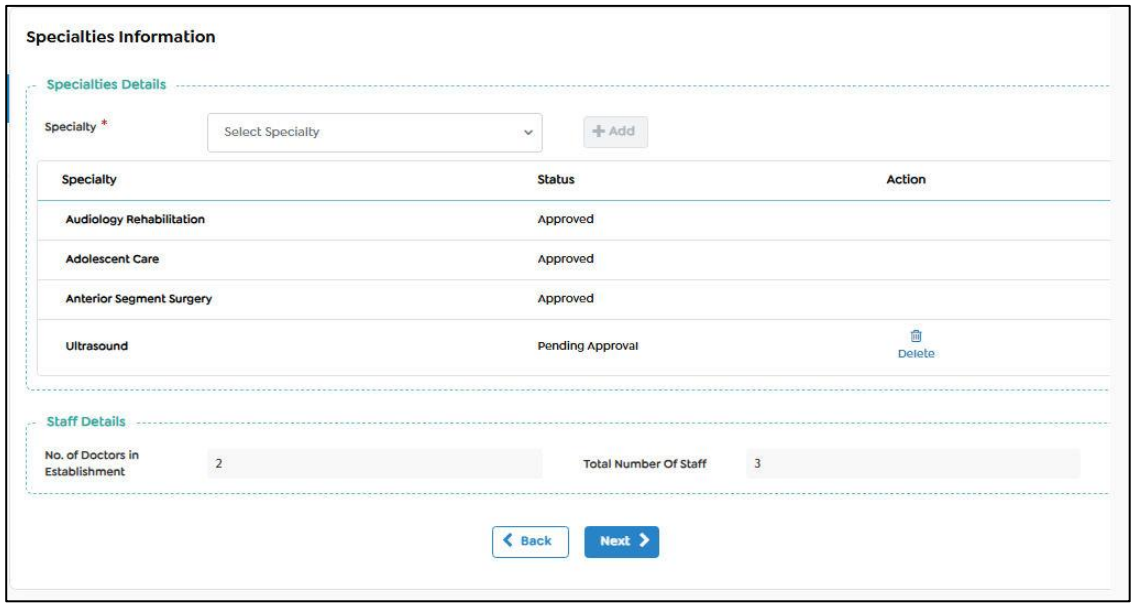



2. Select Provider then click Verify button, and you get a notification in green on top of the page if the establishment and provider are valid and you can continue with the process. The notification appears as shown below:

3. Click Next and the following page appears:

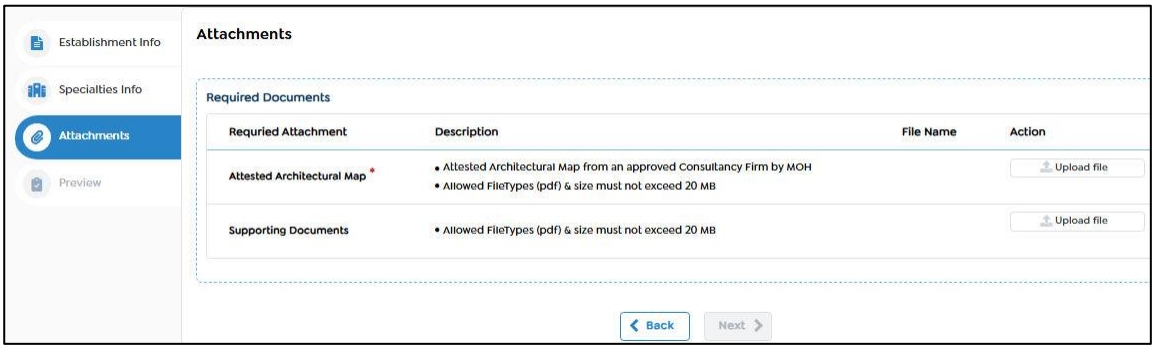



4. Select specialty from the dropdown list then click + Add, and the specialty is added to the list as shown below:



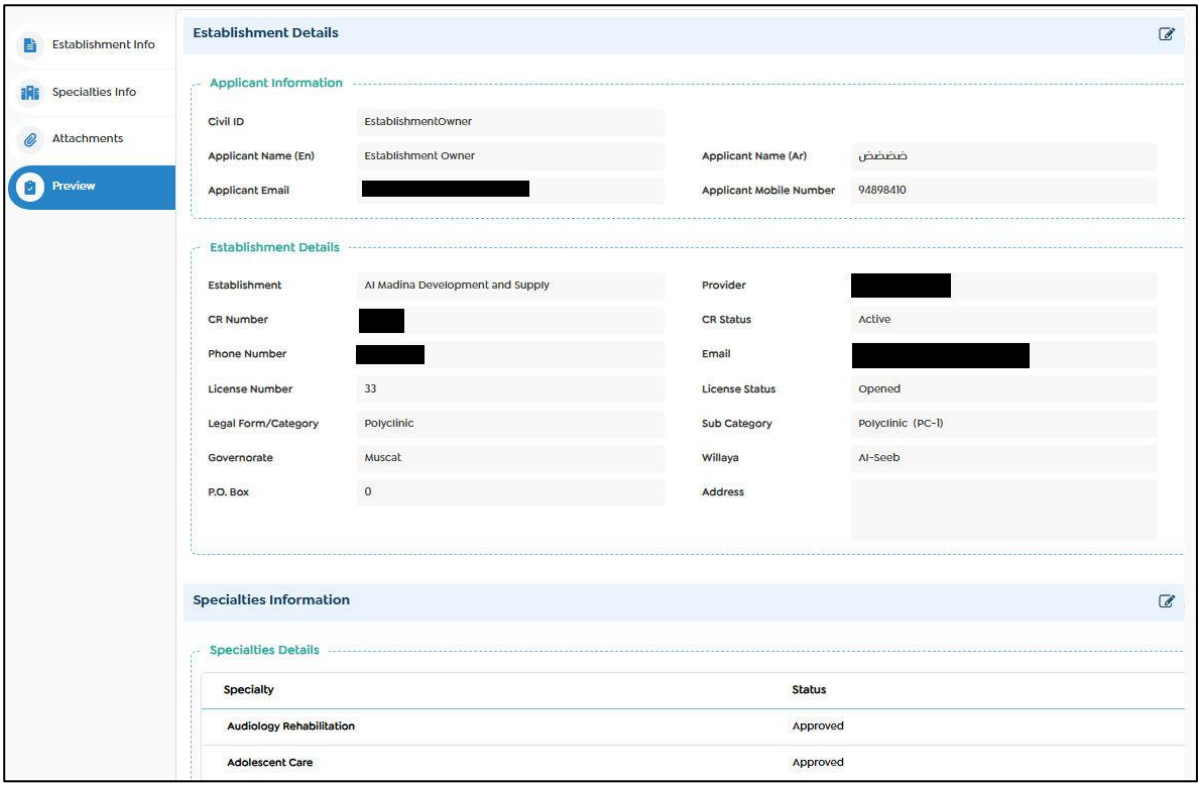

You can add more specialties or delete them.

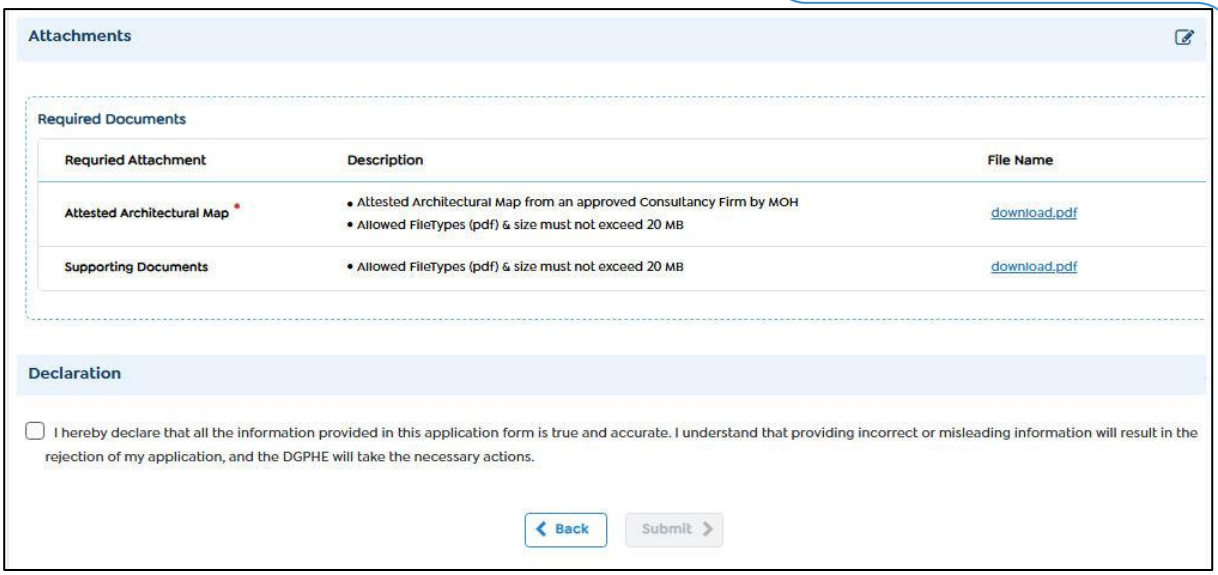
5. Click Next and the following page appears:




6. Upload the required attachments using the Upload file button.

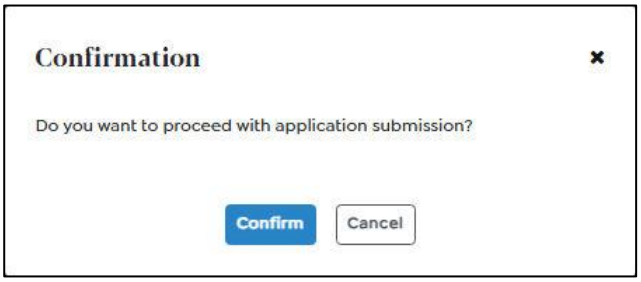
7. Click Next and the following page appears:



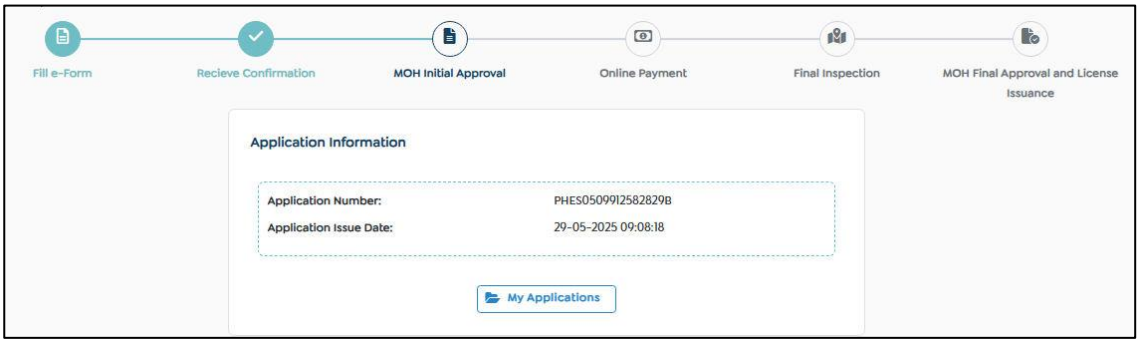



8. Review all the details. Once done, add a tick to the checkbox to declare that the entered information is true and correct.

9. click Submit, and the following message appears:



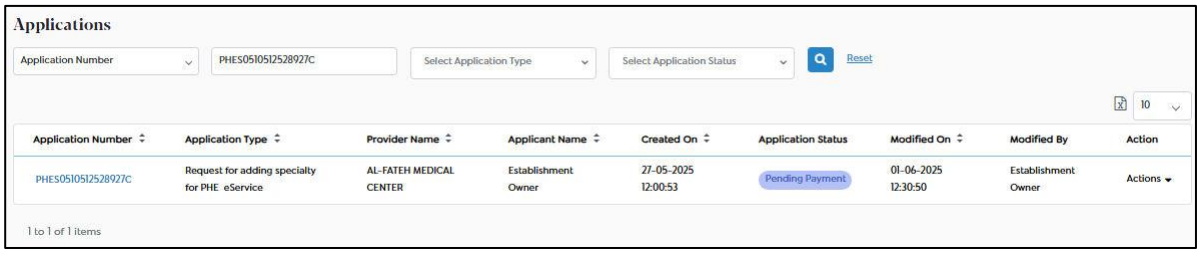

10. Click Confirm button, and the following page appears:




Your request is sent to DGPHE for approval.

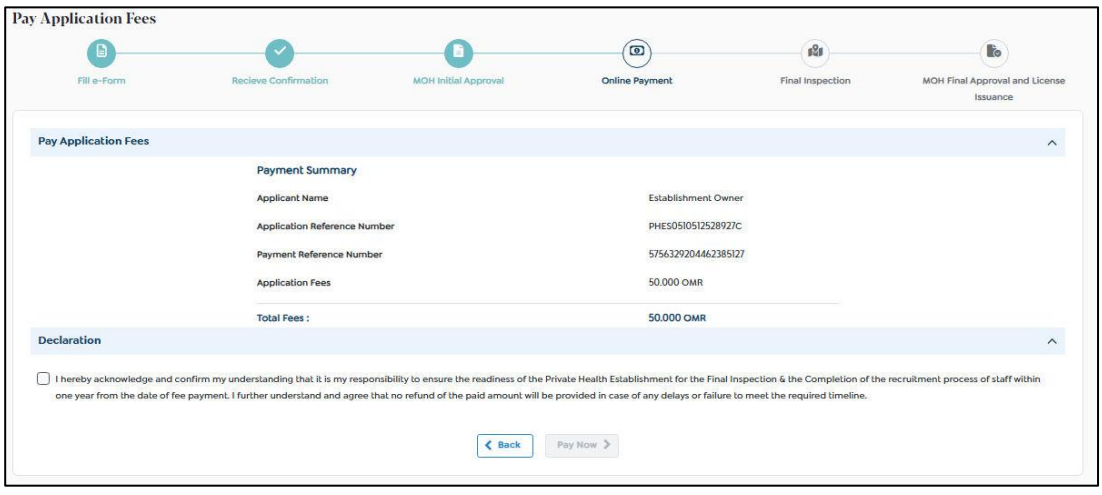
## 3.2 Online Payment

Once you receive initial approval, you view your applications using the My Applications button, and the details appears as shown below:




1. Click “Actions” link and the following menu appears:

2. Click “Pay Now” and the following page appears:



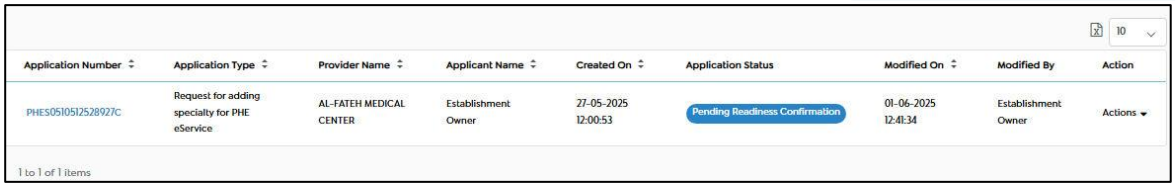

3. Add a tick to the checkbox to declare that the entered information is true and correct.

4. click Pay Now, and complete the payment process and change the status to “Pending Readiness Confirmation”.

## 3.3 Inspection Readiness and Final Approval

After completing your payment, you can determine if you’re ready for inspection by follow the steps below:

1. Go to “My applications” page and the following appears:



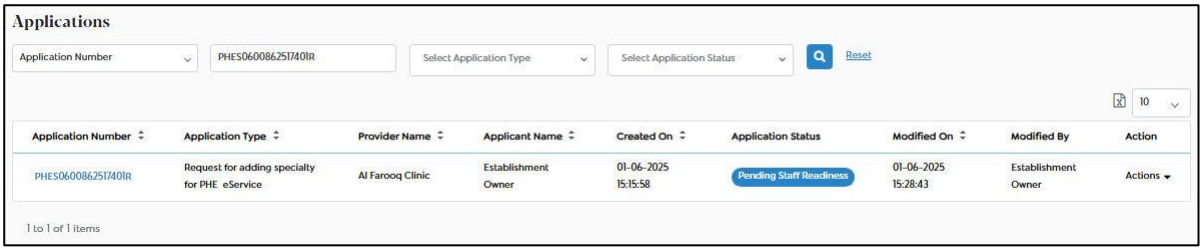

2. Click “Actions” link and the following menu appears:

3. Click “Confirm Readiness for Inspection” and the following page appears:

4. Enter secondary phone number then click

, and the status changes to “Pending Schedule inspection”.

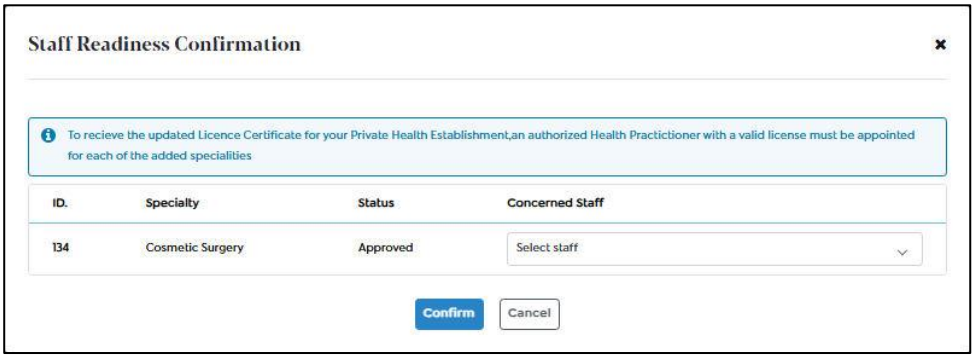
   After MOH schedules the inspection and inputs the final results as “Passed”, the following status appears:




   **Note**: There may be multiple inspections in case the establishment fails to meet the required criteria during the initial or follow-up visits. If an inspection fails, a subsequent inspection may be scheduled. Please note that the **inspection fee for the third visit (or beyond) is subject to MOH policy** and may or may not be applicable, depending on the Ministry's decision.

5. Click “Actions” link and the following menu appears:

6. Click “Confirm Staff Readiness” and the following page appears:




7. Select staff member from the dropdown list and make sure he/she matches the specialty.

8. Click Confirm, and the application changes to “Approved”.

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Ministry of Health

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