

INDIVIDUAL USER

HCR Manual

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1 Introduction and General Information

1.1 Purpose

We put in your hands the user manual for the health cards system, which is a web application that works through the browser to record and follow up with all applications and requests for the health cards. Also the users will be able to pay the fees of the health cards through it.

1.2 Why to Use this Manual?

The User Manual helps each user how to work on the system and how to use the exact functionality that is needed to perform a single task or action. Also to ensure the correct results that gets the desired results.

1.3 Browser requirements

- Google Chrome Version 90.0 +
- Mozilla Firefox Version 90.0 +
- Microsoft Edge Version 90.0 +

1.4 Organization of the Manual

| Manual Section | Description |
|------------------------|--|
| 1. General Information | This section is an introduction for the document listing a brief overview and manual organization |
| 2. Getting Started | Discusses the major functionalities of the system, such as: login, Home Page and Main Menu, and Logout |
| 3. Using the System | Discusses in details the system's modules along with their functionalities and sub modules |

1.5 Getting Started

1.5.1 Entry to the system

All the users can enter and access "Health Card System" through the following link:
<https://hcr.ehs.gov.ae/>

1.5.1 Health Cards System

At the beginning, you can navigate to the health cards site and the home page will show the different functionality and objectives of the system which you can do.

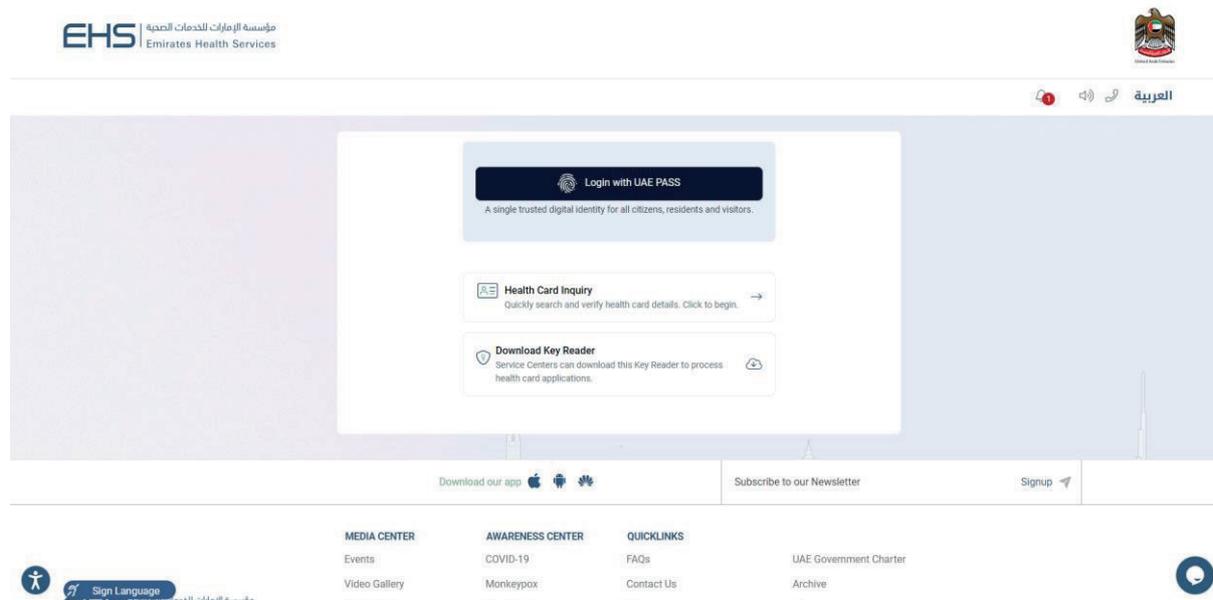


Figure 1 | HCR homepage

You can search for your health card application by clicking on the "Health Card Inquiry" button. As shown in figure (2)

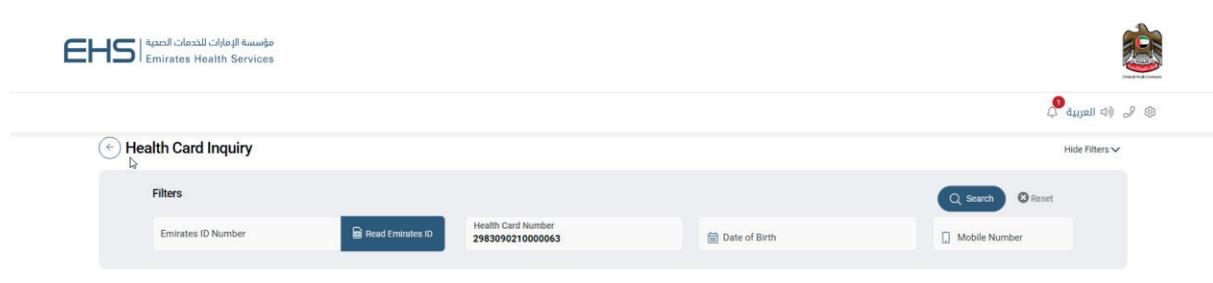


Figure 2 | Heath Card Inquiry

You can search for the record by:

1. EMIRATES ID No
2. Health No
3. Date of Birth and Mobile No

If the entered data is correct, the system will fetch the requested health card and show it in the same page with all its information.

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You will be able to “Print Health Card” by clicking on the button. As shown in figure (3)

The screenshot displays the 'HEALTH CARD INQUIRY' interface. At the top, there are filter fields for 'Emirates ID Number', 'Health Card Number' (with a 'Read Emirates ID' button), 'Date of Birth', and 'Mobile Number'. A 'Search' button and a 'Reset' button are also present. Below the filters, a sample 'HEALTH CARD - EXPATRIATE' is shown. The card includes the following information:

| Health Card | الرقم الصحي | Expatriate - Resident |
|---|------------------|-----------------------|
| بطاقة صحية | 2964121180000065 | وافد مقيم |
| JUBER GAFFARMYAN SHAIKH SHAIKH GAFFARMYAN RUKMOODIN جابر قفرميان شيخ الشايخ جعفرميان روكمودين | | |
| Emirates ID | 0078419849792725 | رقم الهوية الإماراتية |
| Nationality | India - هند | الجنسية |
| Date Of Birth | 11/12/1984 | تاريخ الولادة |
| Issuance date | 18/10/2023 | تاريخ الإصدار |
| Expiry Date | 18/10/2028 | تاريخ الانتهاء |

Below the card, there is a 'Print Health Card' button.

Figure 3 | Requested Health Card

1.5.1 Login

Logging into the health cards system requires the users to enter their UAE Pass details like Emirates ID, email or Phone Number and clicking on the “Login” button.

As shown in figure (4)

The screenshot shows the 'Login to UAE PASS' interface. It features a circular logo at the top, followed by the text 'Login to UAE PASS'. Below this is a text input field with the placeholder text 'Emirates ID, email, or phone eg. 97150000000'. There is a checkbox labeled 'Remember me' and a 'Login' button at the bottom.

Figure 4 | Login Page

You can logout of the system by clicking on your name, then clicking on “Logout” button.

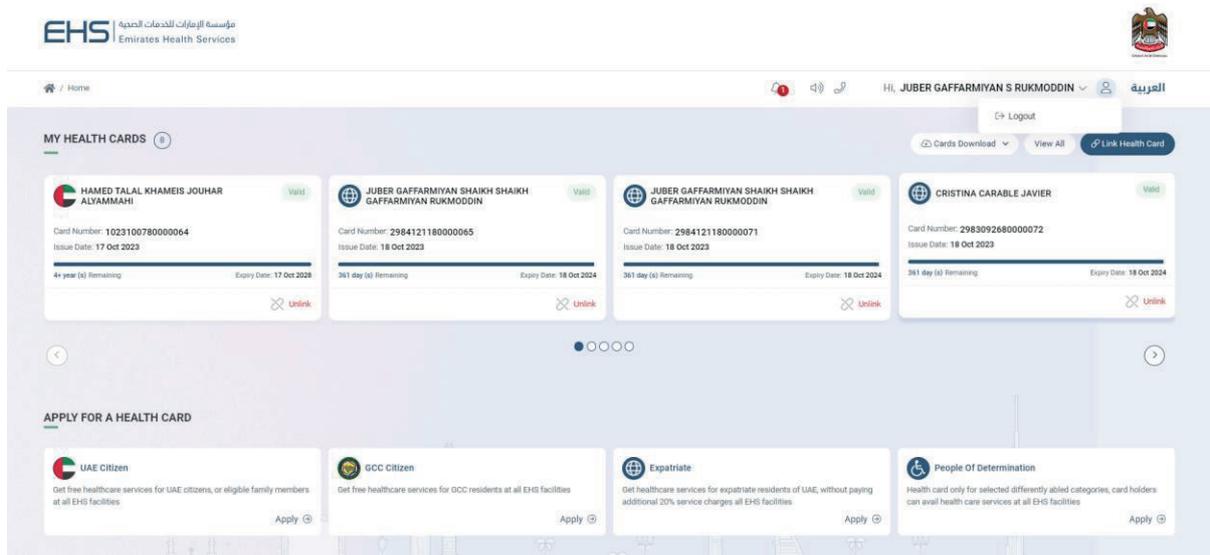


Figure 5 | User Logout

2 Using the System

At first when the user login to the health cards system, the user main page is displayed. There are four main sections in the vase. As shown in figure (6)

1. My Health Cards
2. Apply for Health Card
3. My Application Table
4. System Controls

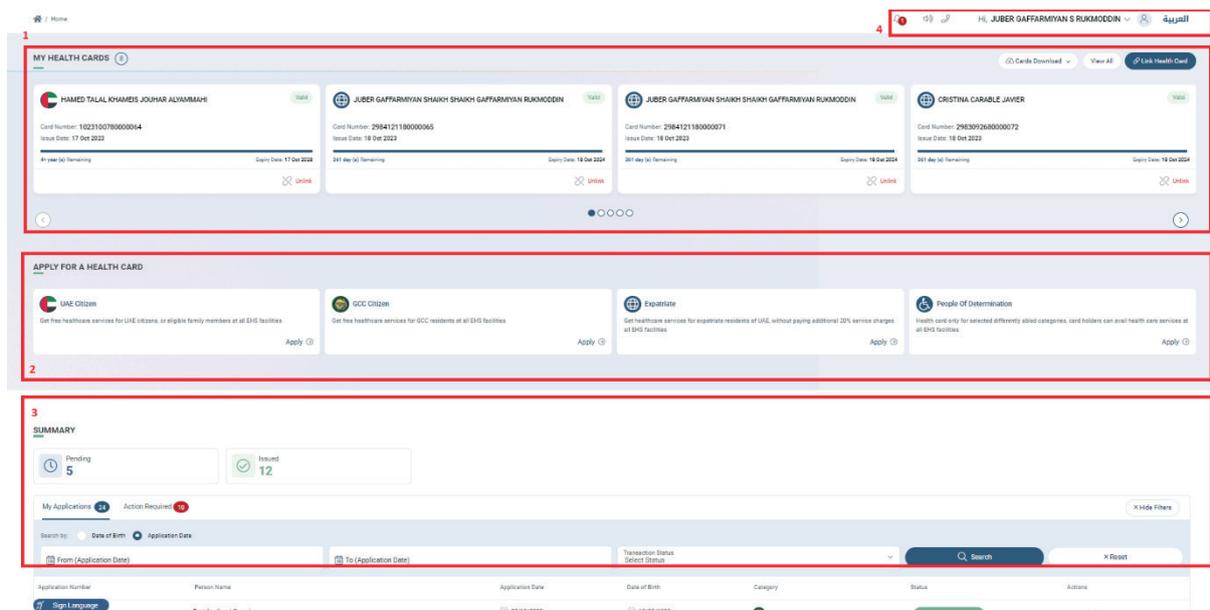


Figure 6 | Individual User Homepage

2.1 My Health Cards

This module will let you add health cards to your dashboard, so it will be easier for you to take action on those linked health cards. As shown in figure (7)

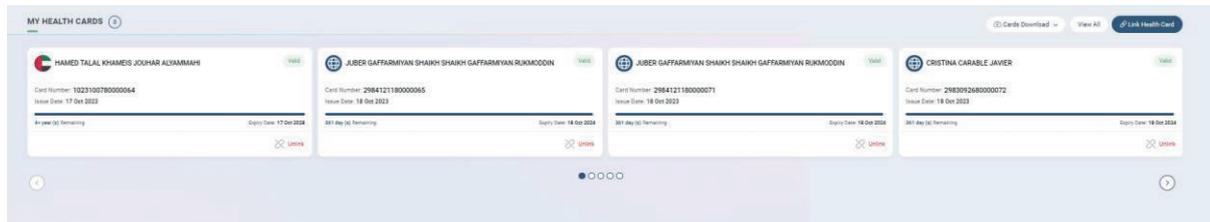


Figure 7 | My Health Cards

You can see all the different types of health cards that you have added by navigating with the arrow keys, the name of the health card holder, how many days left for each health card and a renew button for the expired health cards.

2.1.1 Link Health Card

You can link any health card to your dashboard by entering:

1. EMIRATES ID Number/Health Card
2. Birth Date

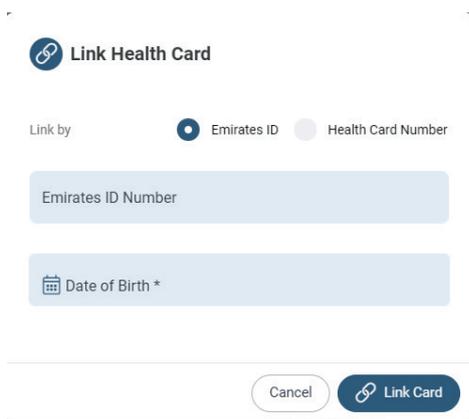


Figure 8 | Link Health Card

2.1.1 Unlink Health Card

You can unlink any health card, which has been added to your dashboard by clicking on the "Unlink" button: As shown in figure (9)

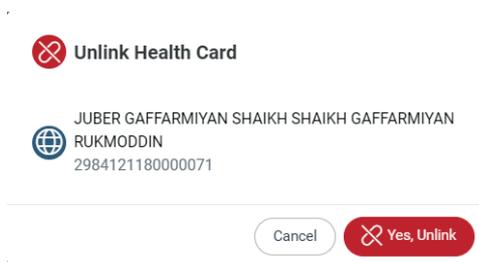


Figure 9 | Unlink Health Card

2.1.1 View all linked Health Cards

You can view all your health cards and their status by clicking on the "View All" button:

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As shown in figure (10)

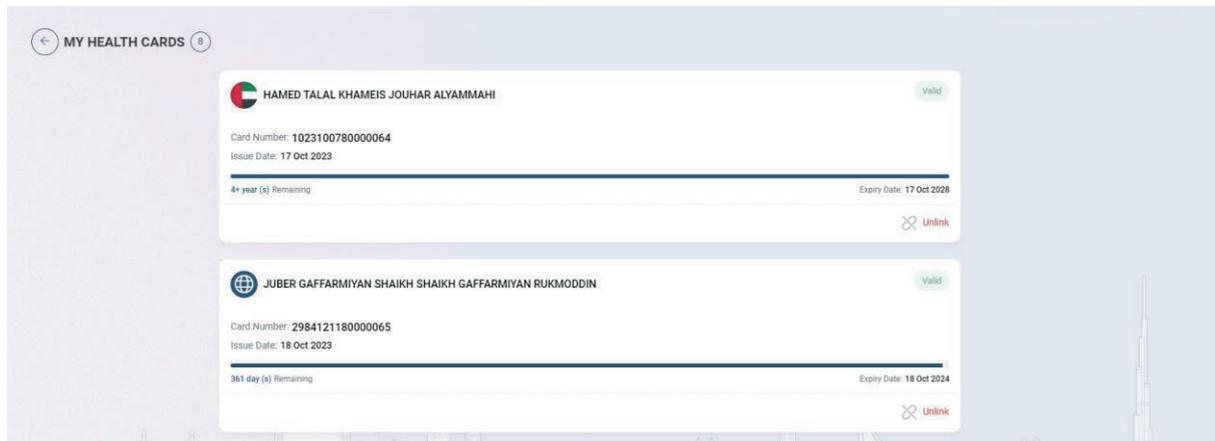


Figure 10 | All Added Health Cards

2.2 Apply for Health Card

This module will let you apply to any type of the four health cards in system. Each health card type has its own requirements and each will be discussed separately. As shown in figure (11)



Figure 21 | Health Cards Types

2.2.1 UAE Citizen

Only people who have family relationship with UAE nationality can apply for this health card. After selecting the application is for account owner or on behalf someone.

There are two types of requests for all health cards types: [As shown in figure \(12\)](#)

1. New (issue a new health card)
2. Renew (renew an existing health card)

Figure 12 | UAE Citizen Health Card

Express Process

If you select I am the applicant and type as “New”. If the Emirates ID is valid the application will be considered as “Express Health Card” which means that the health card will be issued directly.

If you select On behalf of someone and Identification Document as Emirates ID, then the system will require you to enter a valid Emirates ID number and Gender and date of Birth then to click on the “Get Detail” button. If the Emirates ID is valid the application will be considered as “Express Health Card” which means that the health card will be issued directly. [As shown in figure \(13\)](#)

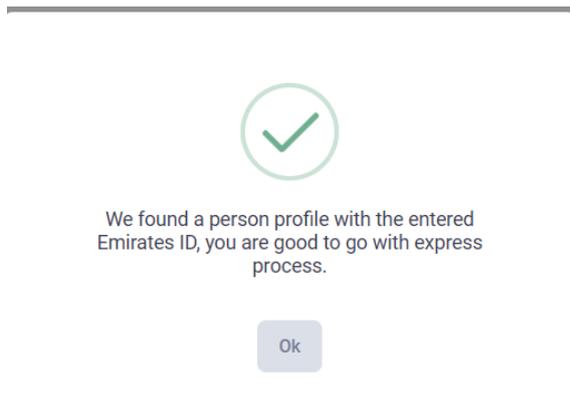


Figure 13 | Valid for Express

Then you can click on “Proceed” button to go the field's form which need to be filled if required, which are Mobile Number and Email. As shown in figure (14)

Figure 14 | Application Details (Express)

After clicking of “Proceed” button system will show the application preview and you will be able to proceed to payment without the need to upload any attachments.

And if the payment is done successfully, the system will issue the health card directly without the need for any approval from the HCR officer.

If the EMIRATES ID is expired, user won't be able to submit the application. As shown in figure (14)



Dear User Please note that your Emirates ID is expired and you cannot apply

Ok

Figure 14 | EIDA is expired

Normal Process

If user selected Other Document this request will not be considered as Express. Then you can click on "Proceed" button to go the field's form which need to be filled. As shown in figure (15)

IDENTIFICATION DOCUMENT

Please select identification document:

Emirates ID Other Document

Other Document Details

Other Document Reference Number *

Document Name *

APPLICATION DETAILS

APPLICATION DETAILS

Full Name in English *

Full Name in Arabic *

Date of Birth *

Nationality *
Select Nationality

Figure 15 | Application Details

Then you need to upload the required attachments either by uploading the file from "My Device" or "Scan" the document. As shown in figure (16)

Application Detail Upload Attachments Preview Application Payment

ATTACHMENTS

Other 1
Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

Other 2
Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

Emirates ID *
Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

Marriage Certificate / Birth Certificate *
Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

Family Qaid (local or relative) *
Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

Passport of Relative *
Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

Emirates ID of Relative *
Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

Passport of person with Visa *
Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

← Previous → Proceed

Figure 16 | Attachments Page

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Then the system will show the preview of the application in a popup window, so you can proceed to payment by clicking on "Proceed" button. As shown in figure (17)

The screenshot displays a web application interface for a Health Card Application. At the top, there is a navigation bar with four steps: Application Detail, Upload Attachments, Preview Application (the current step), and Payment. The main content area is titled "HEALTH CARD APPLICATION INFORMATION" and contains several sections:

- Applicant Information:** A header bar with a profile icon, the name "اختيار لياقة المتقدم" (Application Selection), a placeholder "dfgdfgd dgdgfd", and the gender "Female".
- UAE Citizen:** A section with the UAE flag, the text "UAE Citizen", a "New" status indicator, and a dropdown arrow.
- Personal Details:** A table with the following fields:

| | |
|-----------------|----------------------|
| Date of Birth : | 29/05/1980 |
| Mobile Number : | 0561680204 |
| Email Address : | jshalkh@smartcube.co |
| Nationality : | United Arab Emirates |
- Other Documents:** A section with a plus icon and the title "Other Documents". It contains a table:

| | |
|-----------------------------------|----------|
| Other Document Reference Number : | gdfgdf |
| Document Name : | Passport |
- UAE Citizen Details:** A section with a plus icon and the title "UAE Citizen Details". It contains a table:

| | |
|--------------------|---------------|
| Relationship : | Wife |
| UAE Citizen Name : | Test UAE Name |
- Attachments:** A section with a plus icon and the title "Attachments". It lists several document types, each with a document icon and a circular refresh icon:
 - Emirates ID
 - Marriage Certificate / Birth Certificate
 - Family Qaid (local or relative)
 - Passport of Relative (highlighted)
 - Emirates ID of Relative
 - Passport of person with Visa

At the bottom of the form, there are two buttons: a "Previous" button with a left arrow and a "Proceed" button with a right arrow.

Figure 17 | Application Preview

The payment screen will show the summary fees of the application. As shown in figure (18)

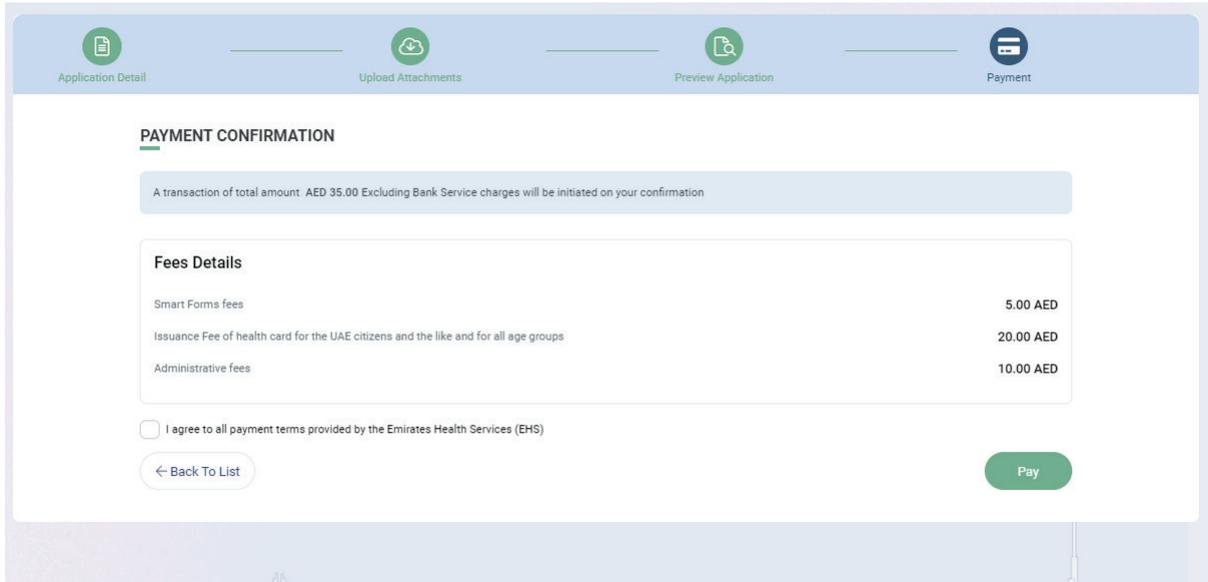
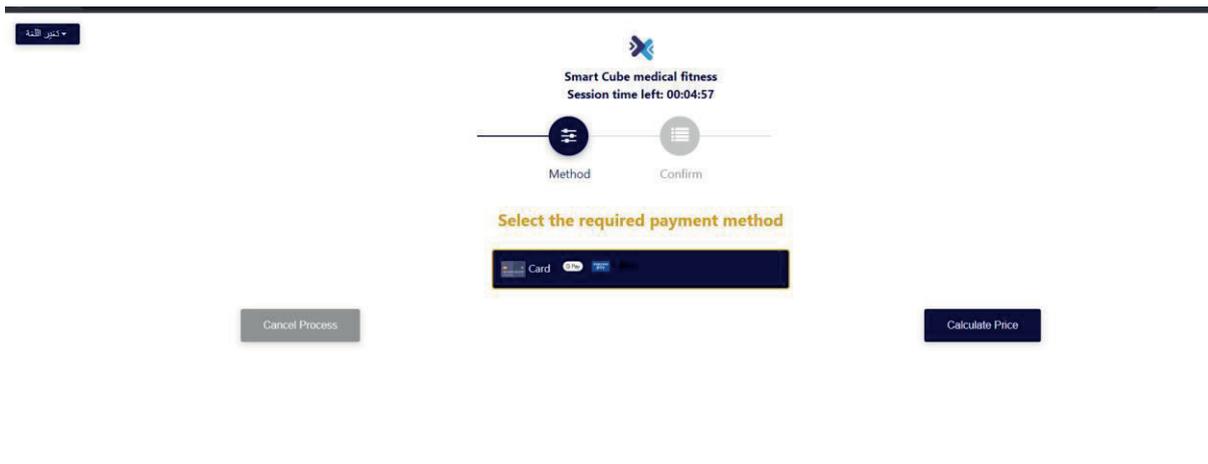


Figure 18 | Payment Screen

Then user will be directed to the magnati payment gateway. As shown in figure (19)



After that if the payment is successful the user will get redirected back to the HCR system with successful response page. As shown in figure (19)

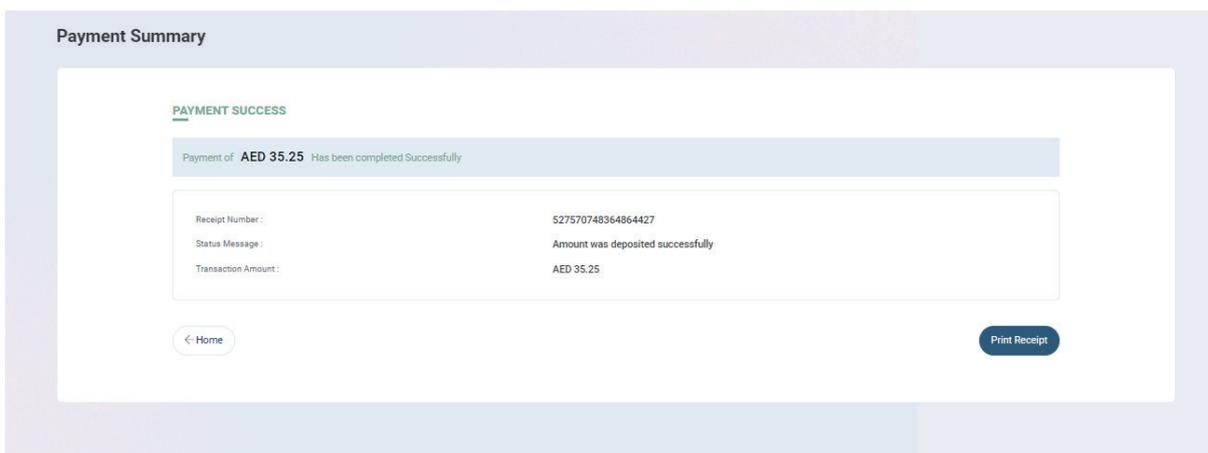


Figure 19 | Success Response Page

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Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (20)

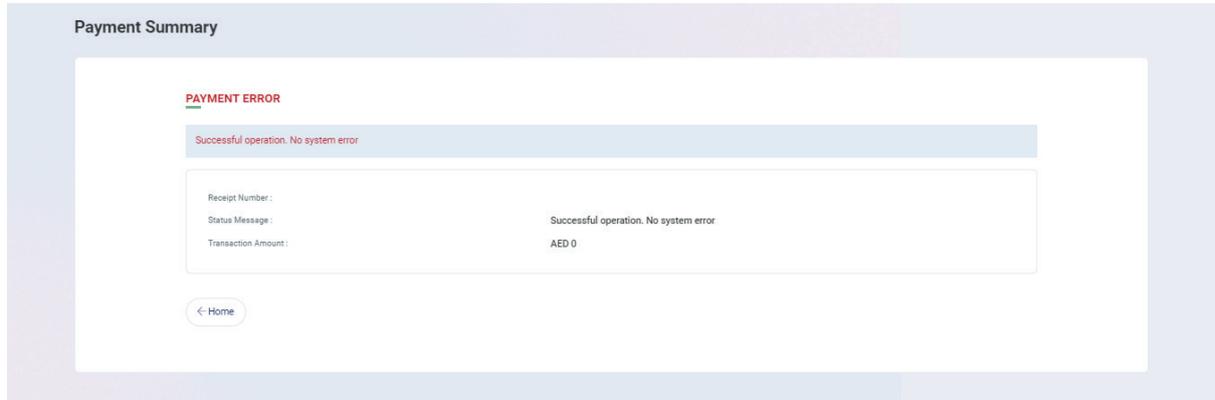


Figure 20 | Failed Response Page

And if the payment is done successfully, the system will send the request for the HCR officer either to approved the request or return it in case of any missing any information.

3.2.2 GCC Citizen

Only people who have family relationship with GCC nationality can apply for this health card. After selecting the application is for account owner or on behalf someone.

There are two types of requests for all health cards types: As shown in figure (21)

1. New (issue a new health card)
2. Renew (renew an existing health card)

← Apply for an GCC Citizen Health Card

Application Detail Upload Attachments Preview Application Payment

You are applying for GCC Citizen Health Card. Should you wish to apply as different category, go to [Home Screen](#) and select a different category.

Are you applying for the service on behalf of others ?

I am the applicant On behalf of someone

Please select the application type:

New Renew

Proceed →

Figure 21 | GCC Citizen Health Card

For new health cards you need to select type of "Identification Document" from one of the following:

1. EMIRATES ID: If the person has an existing EMIRATES ID card.
2. Other Document: If the person has any other documents to use it.

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VISA DETAILS

Please select visa type:

Visitor Resident

IDENTIFICATION DOCUMENT

Please select identification document:

Emirates ID Other Document

Please choose your Emirates ID inputting method below:

1. Scan Emirates ID

Insert your Emirates ID card into the card reader and then click on the button below to continue.

[➤ Read Emirates ID](#)

2. Enter Emirates ID manually

Emirates ID Number *
784-1984-9793273-5

Emirates ID Expiry Date *
27/11/2024

⚠ Date of birth and gender that we need these 2 additional attributes as one time activity for verification purposes

Date of Birth *
11/12/1984

Gender

Female Male

[Get Details](#)

APPLICATION DETAILS

APPLICATION DETAILS

Full Name in English *
JUBER GAFFARIYAN SHAIKH SHAIKH GAFFARIYAN RUKMOODIN

Full Name in Arabic *
جابر فخرميان شيخ الشيوخ غافريان روكمودين

Date of Birth *
11/12/1984

Nationality *
India

+971 0506405515

Email Address *
jubersk@gmail.com

Gender

Male

GCC DETAILS

Relationship *
Select Relationship

GCC Citizen Name *

GCC Nationality *
Select GCC Nationality

GCC Passport *

[Proceed →](#)

Figure 22 | Identification Type

Express Process

If you select I am the applicant and type as “New”. If the Emirates ID is valid the application will be considered as “Express Health Card” which means that the health card will be issued directly.

If you select On behalf of someone and Identification Document as Emirates ID, then the system will require you to enter a valid Emirates ID number and Gender and date of Birth then to click on the “Get Detail” button. If the Emirates ID is valid the application will be considered as “Express Health Card” which means that the health card will be issued directly. As shown in figure (23)

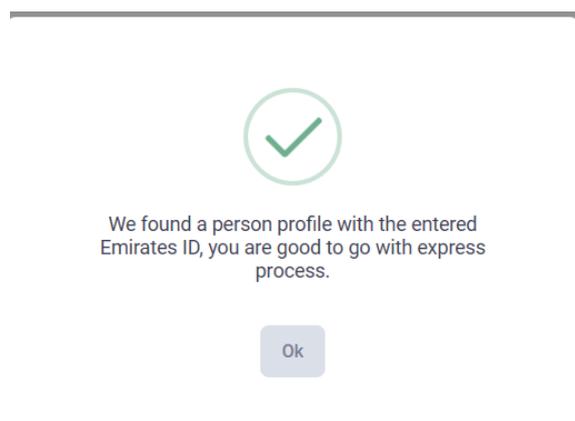


Figure 23 | Valid for Express

Then you can click on “Proceed” button to go the field's form which need to be filled in case required, which are Mobile Number and Email. As shown in figure (24)

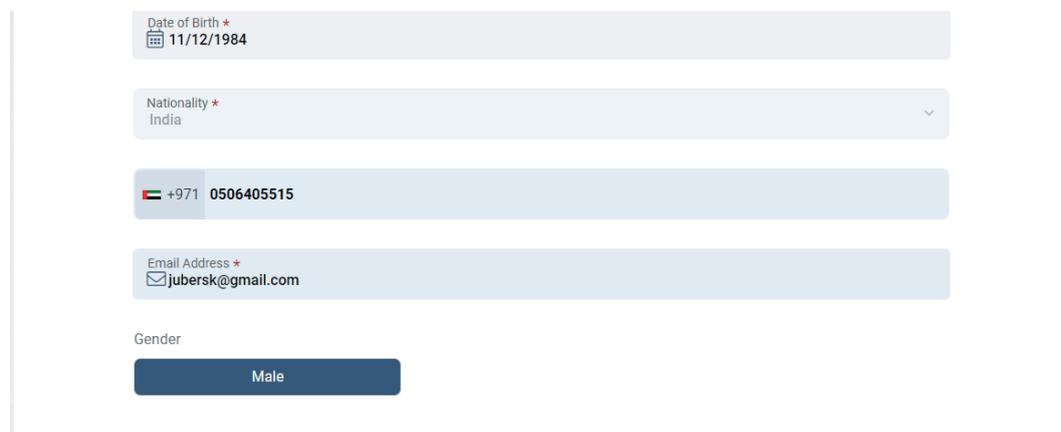


Figure 24 | Application Details (Express)

After clicking of “Proceed” button system will show the application preview and you will be able to proceed to payment without the need to upload any attachments.

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Application Detail Upload Attachments Preview Application Payment

HEALTH CARD APPLICATION INFORMATION

جابر قفرميان شيخ الشيخ غفارميان روكمودين
JUBER GAFFARMIYAN SHAIKH SHAIKH GAFFARMIYAN RUKMODDIN Male

Expatriate **New** Resident

Date of Birth : 11/12/1984
Mobile Number : 0506405515
Email Address : jubersk@gmail.com
Nationality : India

EIDA Details

Emirates ID Number : 784198497932735
Emirates ID Expiry Date : 27/11/2024

← Previous → Proceed

Figure 25 | Application Preview

And if the payment is done successfully, the system will issue the health card directly without the need for any approval from the HCR officer.

If the EMIRATES ID is expired, user won't be able to submit the application. As shown in figure (26)



Dear User Please note that your Emirates ID is expired and you cannot apply

Ok

Figure 26 | Not Valid for Express

Normal Process

If user select Other Document this request will not be considered as Express. Then you can click on "Proceed" button to go the field's form which need to be filled. As shown in figure (27)

The screenshot shows a web form with two main sections. The first section, titled 'IDENTIFICATION DOCUMENT', contains a prompt 'Please select identification document:' followed by two buttons: 'Emirates ID' and 'Other Document'. The 'Other Document' button is highlighted in dark blue. Below this is a sub-section 'Other Document Details' with three input fields: 'Other Document Reference Number *', 'Document Name *', and a partially visible field. The second section, titled 'APPLICATION DETAILS', is preceded by a user icon and contains four input fields: 'Full Name in English *', 'Full Name in Arabic *', 'Date of Birth *' (with a calendar icon), and 'Nationality *' (a dropdown menu with 'Select Nationality' and a downward arrow). A partially visible field is at the bottom of this section.

Figure 27 | Application Details

Then you need to upload the required attachments either by uploading the file from "My Device" or "Scan" the document. As shown in figure (28)

The screenshot displays a form titled "ATTACHMENTS" with six rows, each representing a document upload slot. Each slot contains a document icon, a title, instructions, supported file types, a maximum file size, and a plus button. The slots are:

- Other 1**: Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB
- Other 2**: Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB
- Emirates ID ***: Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB
- Marriage Certificate / Birth Certificate ***: Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB
- Passport of Relative ***: Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB
- Emirates ID of Relative ***: Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

At the bottom of the form, there are two buttons: "← Previous" and "→ Proceed".

Figure 28 | Attachments Page

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Then the system will show the preview of the application in a popup window, so you can proceed to payment by clicking on "Proceed" button. As shown in figure (29)

The screenshot shows a user interface for 'اختبار لياقة المتقدم' (Test Applicant Fitness). The user is identified as 'Female'. The application is for a 'GCC Citizen' (New) who is a 'Resident'. Personal details include: Date of Birth: 07/05/1980, Mobile Number: 0561680204, Email Address: jshaikh@smartcube.co, and Nationality: Oman. Under 'Other Documents', there is an 'Other Document Reference Number: PASS18787' and a 'Document Name: Passport'. The 'GCC Details' section shows: Relationship: Wife, GCC Citizen Name: Rasma Ansari Hasim, and GCC Nationality: Oman. The 'Attachments' section lists: Emirates ID, Marriage Certificate / Birth Certificate, Passport of Relative, and Emirates ID of Relative, each with a document icon and a visibility toggle. At the bottom, there are 'Previous' and 'Proceed' buttons.

Figure 29 | Application Preview

The payment screen will show the summary fees of the application. As shown in figure (30)

The screenshot shows a 'PAYMENT CONFIRMATION' screen. A message states: 'A transaction of total amount: AED 35.00 Excluding Bank Service charges will be initiated on your confirmation'. Below this is a 'Fees Details' table:

| Fees Details | |
|--|-----------|
| Smart Forms fees | 5.00 AED |
| Issuance Fee of health card for a resident from GCC citizens and the like and for all age groups | 20.00 AED |
| Administrative fees | 10.00 AED |

Below the table, there is a checkbox: I agree to all payment terms provided by the Emirates Health Services (EHS). At the bottom, there are 'Back To List' and 'Pay' buttons.

Figure 30 | Payment Screen

Then user will be directed to the magnate payment gateway. As shown in figure (31)

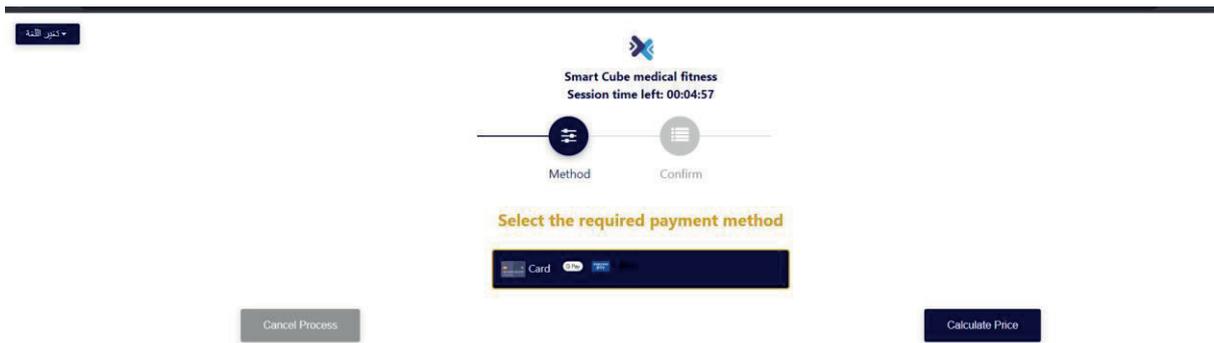


Figure 31 | Magnati Payment Gateway

After that if the payment is successful the user will get redirected back to the HCR system with successful response page. As shown in figure (32)

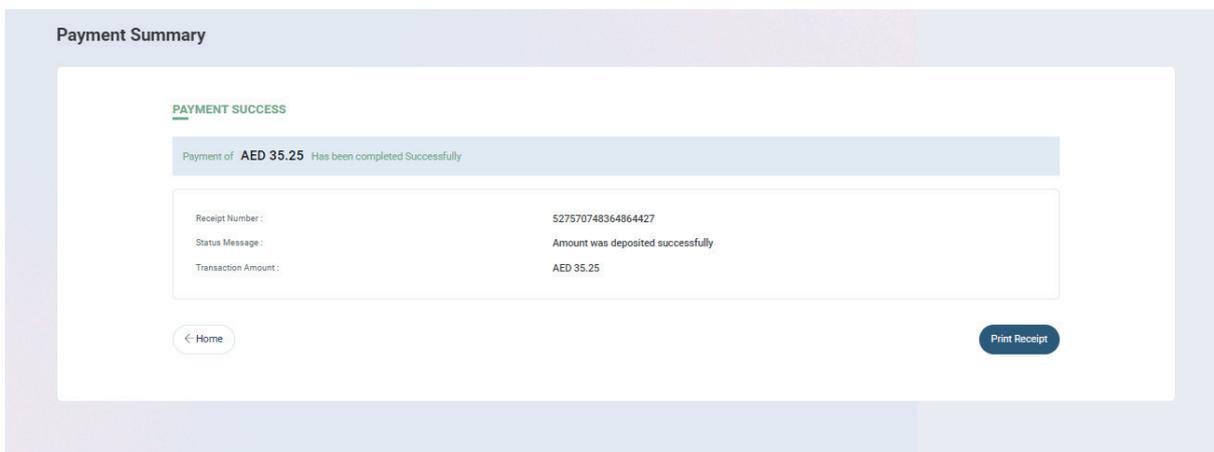


Figure 32 | Success Response Page

Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (33)

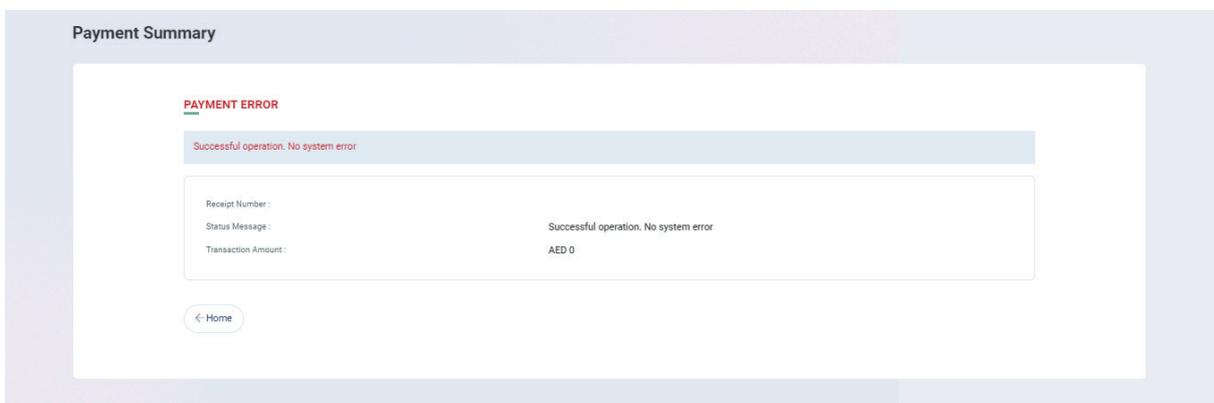


Figure 33 | Failed Response Page

And if the payment is done successfully, the system will send the request for the HCR officer either to approved the request or return it in case of any missing any information. Expatriate

Any person with any nationality (Other than UAE & GCC Nationality) can apply for this health card. After selecting the application is for account owner or on behalf someone. There are two types of requests for all health cards types: *As shown in figure (34)*

1. New (issue a new health card)
2. Renew (renew an existing health card)

Figure 34 | Expatriate Health Card

Express Process

If you select I am the applicant and type as “New”. If the Emirates ID is valid the application will be considered as “Express Health Card” which means that the health card will be issued directly. *As shown in figure (35)*

If you select On behalf of someone and Identification Document as Emirates ID, then the system will require you to enter a valid Emirates ID number and Gender and date of Birth then to click on the “Get Detail” button. If the Emirates ID is valid the application will be considered as “Express Health Card” which means that the health card will be issued directly. *As shown in figure (35)*

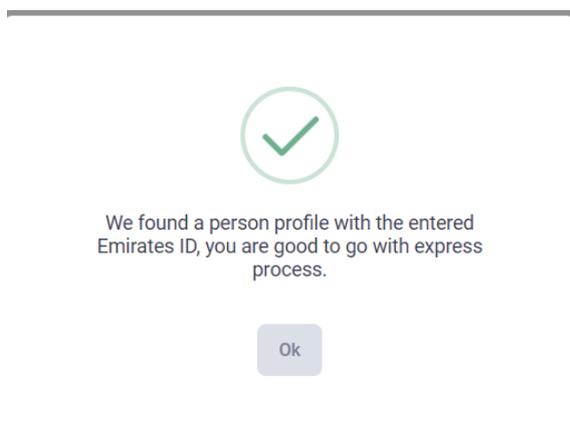


Figure 35 | Valid for Express

Then you can click on “Proceed” button to go the field's form which need to be filled, which are Mobile Number and Email. *As shown in figure (36)*

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Country: India

Mobile Number: +971 0506405515

Email Address: jubersk@gmail.com

Gender: Male

Proceed →

Figure 36 | Application Details (Express)

After clicking of “Proceed” button system will show the application preview and you will be able to proceed to payment without the need to upload any attachments.

HEALTH CARD APPLICATION INFORMATION

JUBER GAFFARMIYAN SHAIKH SHAikh GAFFARMIYAN RUKMODDIN Male

Expatriate New Resident

Date of Birth: 11/12/1984

Mobile Number: 0506405515

Email Address: jubersk@gmail.com

Nationality: India

EIDA Details

Emirates ID Number: 784198497932735

Emirates ID Expiry Date: 27/11/2024

← Previous Proceed →

And if the payment is done successfully, the system will issue the health card directly without the need for any approval from the HCR officer.

If the EMIRATES ID is expired, user won't be able to submit the application. As shown in figure (37)



Dear User Please note that your Emirates ID is expired and you cannot apply

Ok

Figure 37 | Emirates ID Expired

Normal Process

If Other Document is selected this request will not be considered as Express. Then you can click on "Proceed" button to go the field's form which need to be filled. As shown in figure (38)

Other document details

Other Document Reference Number *
PASS124556

Document Name *
Passport

 APPLICATION DETAILS

APPLICATION DETAILS

Full Name in English *
Test Applicant Fitness

Full Name in Arabic *
اختبار لياقة المتقدم

Date of Birth *
 07/11/1986

Nationality *
India  

 +971 0561680204

Email Address *
 jshaikh@smartcube.co

Gender

Female Male

Figure 38 | Application Details

Then you need to upload the required attachments either by uploading the file from "My Device" or "Scan" the document. As shown in figure (39)

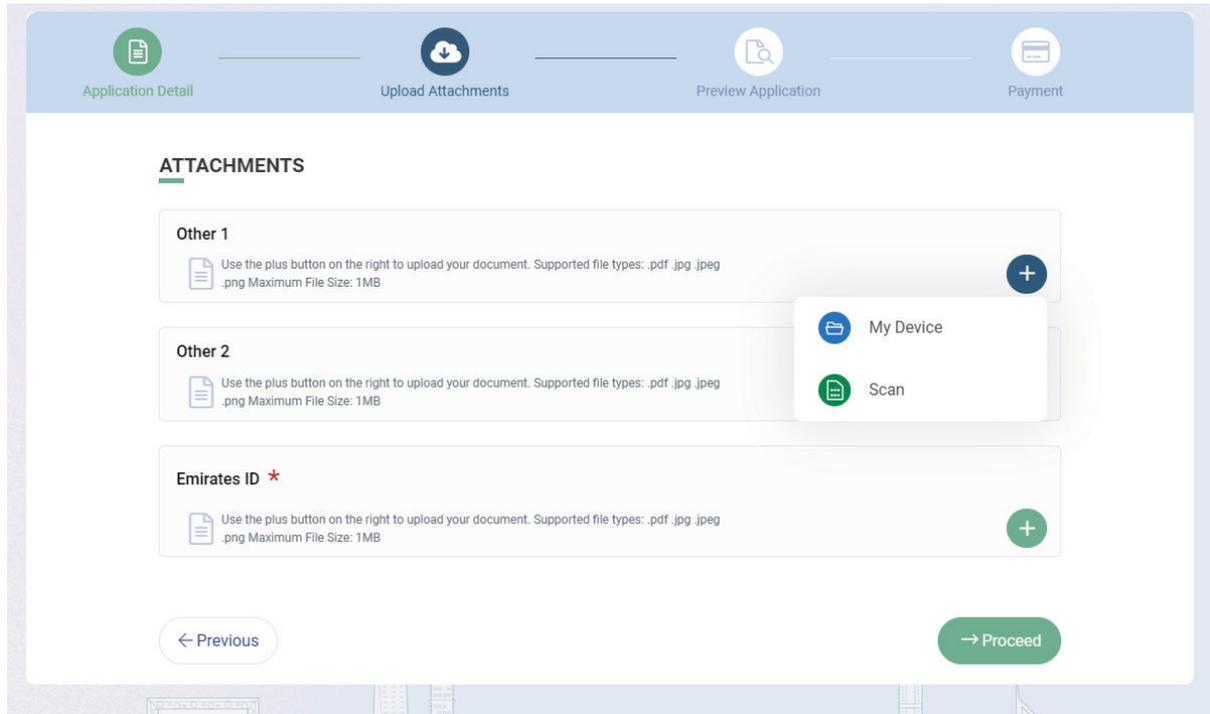


Figure 39 | Attachments Page

INDIVIDUAL USER

Then the system will show the preview of the application, so you will be able to proceed to payment by clicking on "Proceed" button.
As shown in figure (40)

The screenshot shows the 'Preview Application' screen for a Health Card Application. The top navigation bar includes 'Application Detail', 'Upload Attachments', 'Preview Application', and 'Payment'. The main content area is titled 'HEALTH CARD APPLICATION INFORMATION' and contains the following details:

- Applicant Information:** اختبار لياقة المتقدم (Test Applicant Fitness), Male.
- Residency Status:** Expatriate (New), Resident.
- Personal Details:** Date of Birth: 07/11/1986, Mobile Number: 0561680204, Email Address: jshaikh@smartcube.co, Nationality: India.
- Other Documents:** Other Document Reference Number: PASS124556, Document Name: Passport.
- Attachments:** Emirates ID.

Figure 40 | Application Preview

The payment screen will show the summary fees of the application. As shown in figure (41)

The screenshot shows the 'Payment Confirmation' screen. The top navigation bar includes 'Application Detail', 'Upload Attachments', 'Preview Application', and 'Payment'. The main content area is titled 'PAYMENT CONFIRMATION' and contains the following details:

- Transaction Summary:** A transaction of total amount AED 115.00 Excluding Bank Service charges will be initiated on your confirmation.
- Fees Details:**

| Fee Description | Amount |
|---|------------|
| Smart Forms fees | 5.00 AED |
| Issuance Fee of health card for a resident non citizen and for all age groups | 100.00 AED |
| Administrative fees | 10.00 AED |
- Agreement:** I agree to all payment terms provided by the Emirates Health Services (EHS).
- Buttons:** Back To List, Pay.

Figure 41 | Payment Screen

INDIVIDUAL USER

Then you will be directed to the Magnati payment gateway. As shown in figure (42)



Figure 42 | Magnati Payment Gateway

After that if the payment is successful the user will get redirected back to the HCR system with successful response page. As shown in figure (43)

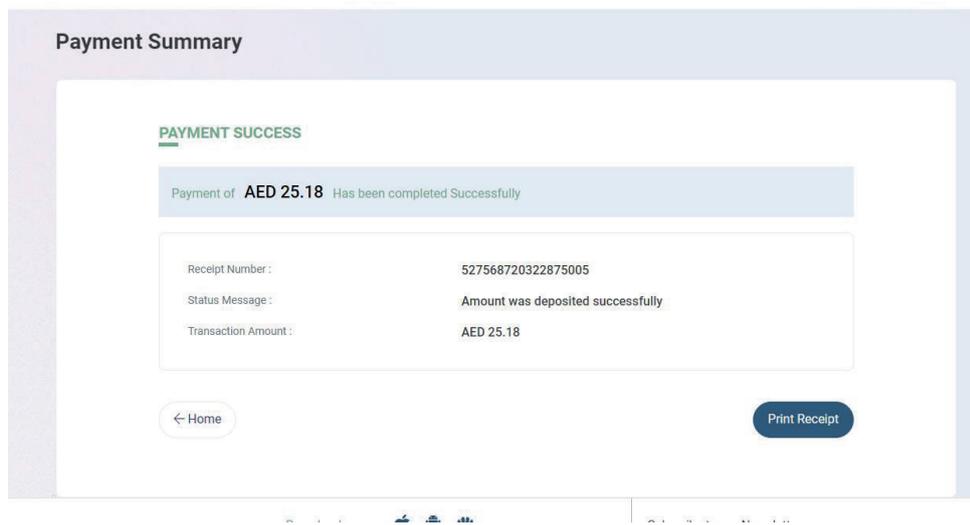


Figure 43 | Success Response Page

Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (44)

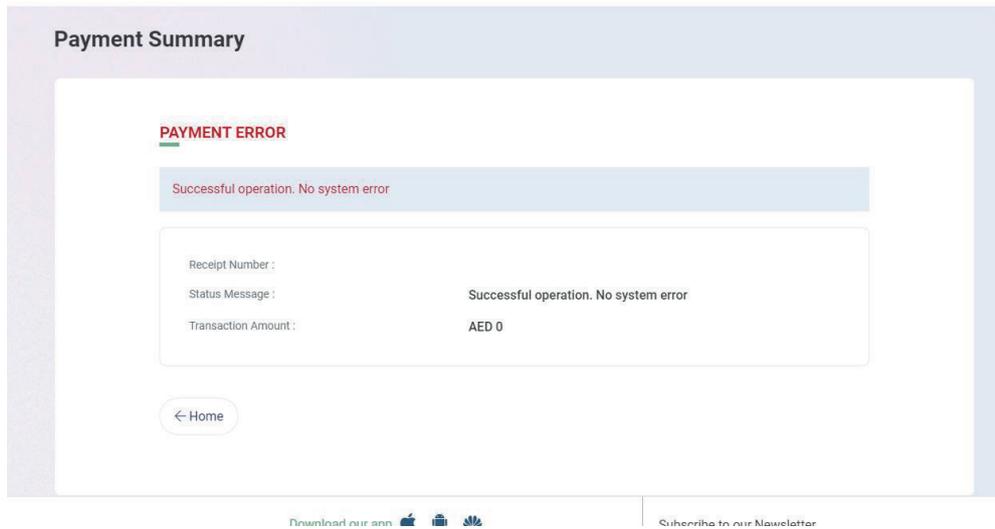


Figure 44 | Failed Response Page

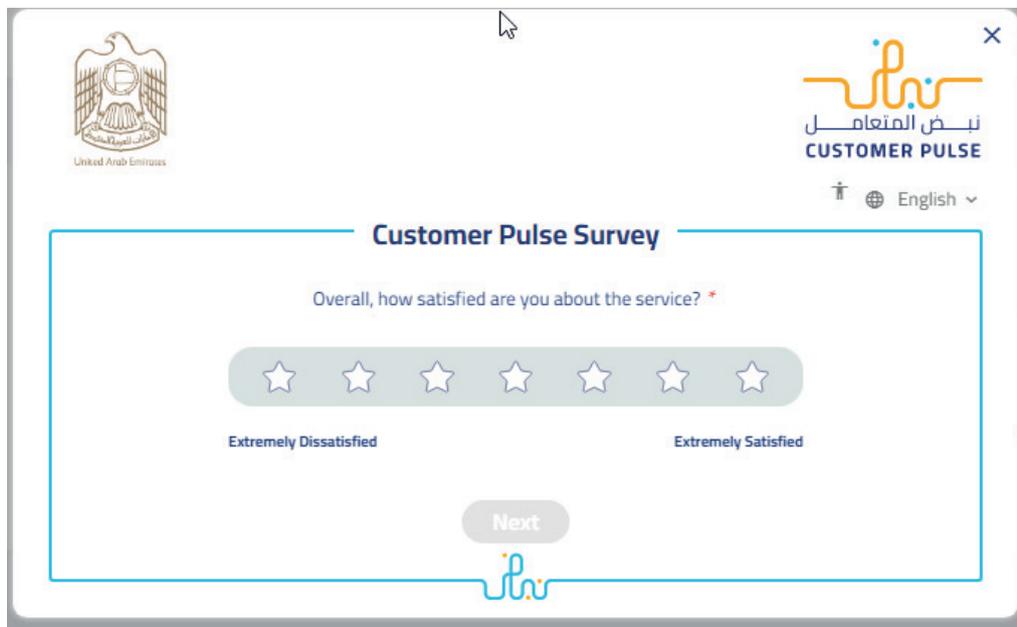


Figure 45 | Happiness Meter

And if the payment is done successfully, the system will send the request for the HCR officer either to approved the request or return it in case of any missing any information.

3.2.3 Expatriate

Any person with any nationality (Other than UAE & GCC Nationality) can apply for this health card. After selecting the application is for account owner or on behalf someone.

There are two types of requests for all health cards types: *As shown in figure (46)*

3. New (issue a new health card)
4. Renew (renew an existing health card)

Figure 46 | Expatriate Health Card

Express Process

If you select I am the applicant and type as "New". If the Emirates ID is valid the application will be considered as "Express Health Card" which means that the health card will be issued directly. *As shown in figure (47)*

If you select On behalf of someone and Identification Document as Emirates ID, then the system will require you to enter a valid Emirates ID number and Gender and date of Birth then to click on the "Get Detail" button. If the Emirates ID is valid the application will be considered as "Express Health Card" which means that the health card will be issued directly. *As shown in figure (47)*

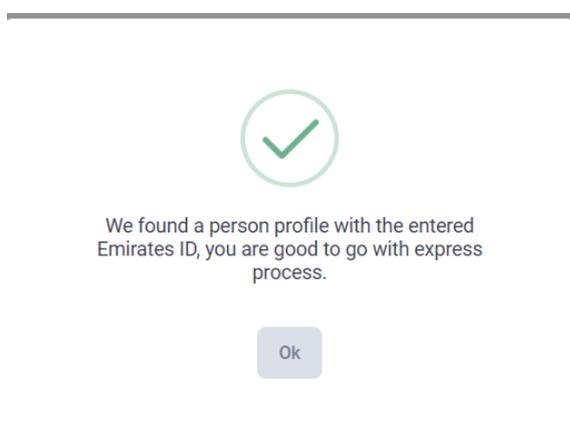


Figure 47 | Valid for Express

Then you can click on "Proceed" button to go the field's form which need to be filled, which are Mobile Number and Email. *As shown in figure (48)*

INDIVIDUAL USER

Nationality
India

+971 0506405515

Email Address
jubersk@gmail.com

Gender
Male

Proceed →

Figure 48 | Application Details (Express)

After clicking of “Proceed” button system will show the application preview and you will be able to proceed to payment without the need to upload any attachments. As shown in figure (49)

Application Detail Upload Attachments Preview Application Payment

HEALTH CARD APPLICATION INFORMATION

جابر قفرميان شيخ الشيخ غفارميان روكمودين
JUBER GAFFARMYAN SHAIKH SHAIKH GAFFARMYAN RUKMODDIN Male

Expatriate New Resident

Date of Birth : 11/12/1984
Mobile Number : 0506405515
Email Address : jubersk@gmail.com
Nationality : India

EIDA Details

Emirates ID Number : 784198497932735
Emirates ID Expiry Date : 27/11/2024

← Previous → Proceed

Figure 49 | Application Preview (Express)

And if the payment is done successfully, the system will issue the health card directly without the need for any approval from the HCR officer.

If the EMIRATES ID is expired, user won't be able to submit the application. As shown in figure (50)



Dear User Please note that your Emirates ID is expired and you cannot apply

Ok

Figure 50 | Emirates ID Expired

Normal Process

If Other Document is selected this request will not be considered as Express. Then you can click on “Proceed” button to go the field's form which need to be filled. As shown in figure (51)

Other Document Details

Other Document Reference Number *
PASS124556

Document Name *
Passport

APPLICATION DETAILS

APPLICATION DETAILS

Full Name in English *
Test Applicant Fitness

Full Name in Arabic *
اختبار لياقة المتقدم

Date of Birth *
07/11/1986

Nationality *
India

+971 0561680204

Email Address *
jshaikh@smartcube.co

Gender

Female Male

Figure 51 | Application Details

Then you need to upload the required attachments either by uploading the file from “My Device” or “Scan” the document. As shown in figure (52)

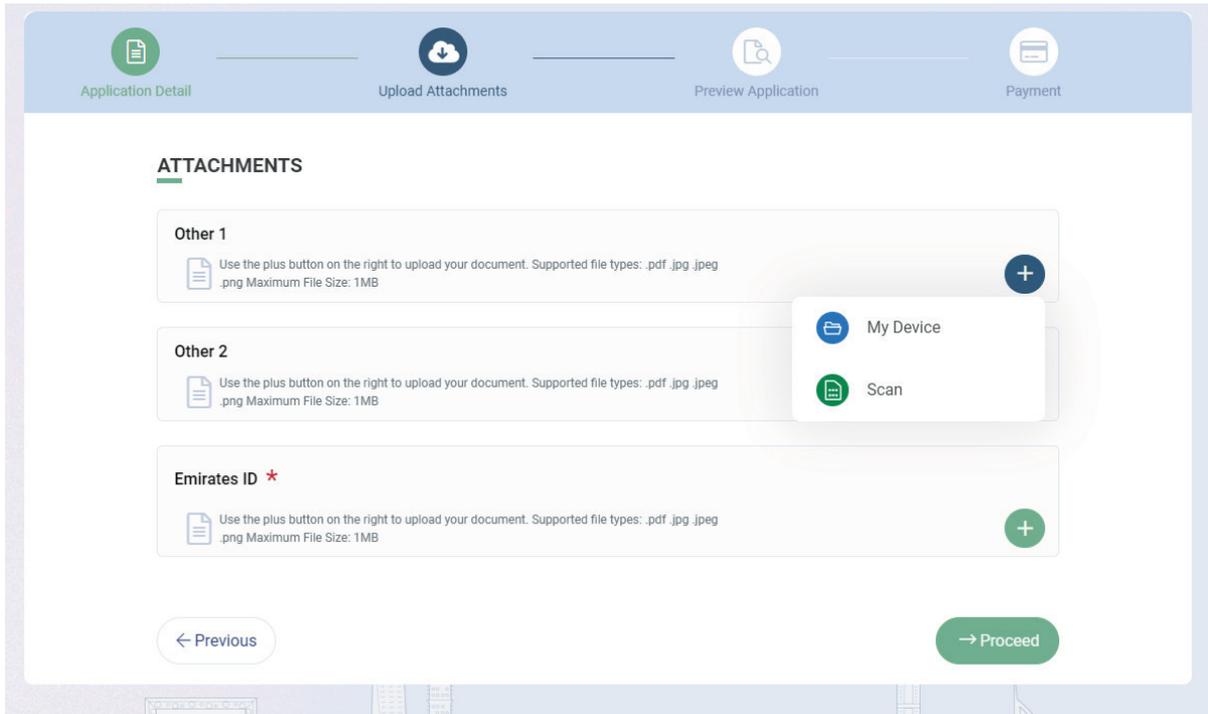


Figure 52 | Attachments Page

INDIVIDUAL USER

Then the system will show the preview of the application, so you will be able to proceed to payment by clicking on "Proceed" button.
As shown in figure (53)

The screenshot shows the 'Preview Application' screen for a Health Card Application. The top navigation bar includes 'Application Detail', 'Upload Attachments', 'Preview Application', and 'Payment'. The main content area is titled 'HEALTH CARD APPLICATION INFORMATION' and contains the following details:

- Applicant Information:** اختبار لياقة المتقدم (Test Applicant Fitness), Male.
- Residency Status:** Expatriate (New), Resident.
- Personal Details:** Date of Birth: 07/11/1986, Mobile Number: 0561680204, Email Address: jshaikh@smartcube.co, Nationality: India.
- Other Documents:** Other Document Reference Number: PASS124556, Document Name: Passport.
- Attachments:** Emirates ID.

Figure 53 | Application Preview

The payment screen will show the summary fees of the application. As shown in figure (54)

The screenshot shows the 'Payment Confirmation' screen. The top navigation bar includes 'Application Detail', 'Upload Attachments', 'Preview Application', and 'Payment'. The main content area is titled 'PAYMENT CONFIRMATION' and contains the following details:

- Transaction Summary:** A transaction of total amount AED 115.00 Excluding Bank Service charges will be initiated on your confirmation.
- Fees Details:**

| Fee Description | Amount |
|---|------------|
| Smart Forms fees | 5.00 AED |
| Issuance Fee of health card for a resident non citizen and for all age groups | 100.00 AED |
| Administrative fees | 10.00 AED |
- Agreement:** I agree to all payment terms provided by the Emirates Health Services (EHS).
- Buttons:** Back To List, Pay.

Figure 54 | Payment Screen

INDIVIDUAL USER

Then you will be directed to the Magnati payment gateway. As shown in figure (55)



Figure 55 | Magnati Payment Gateway

After that if the payment is successful the user will get redirected back to the HCR system with successful response page. As shown in figure (56)

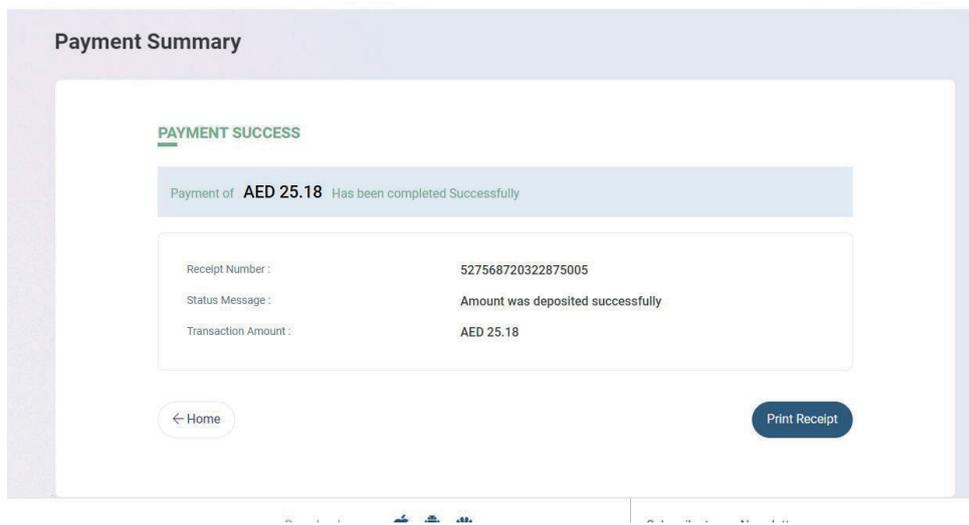


Figure 56 | Success Response Page

Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (57)

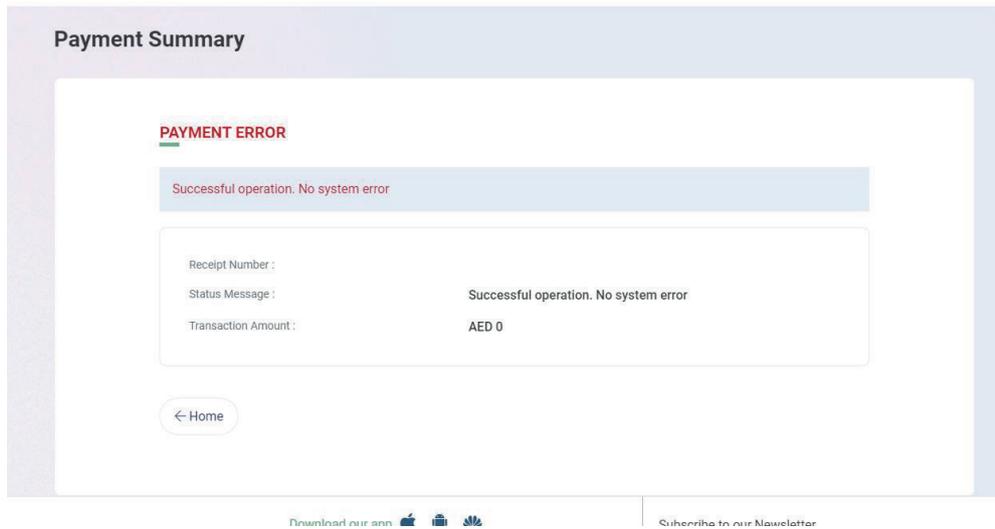


Figure 57 | Failed Response Page

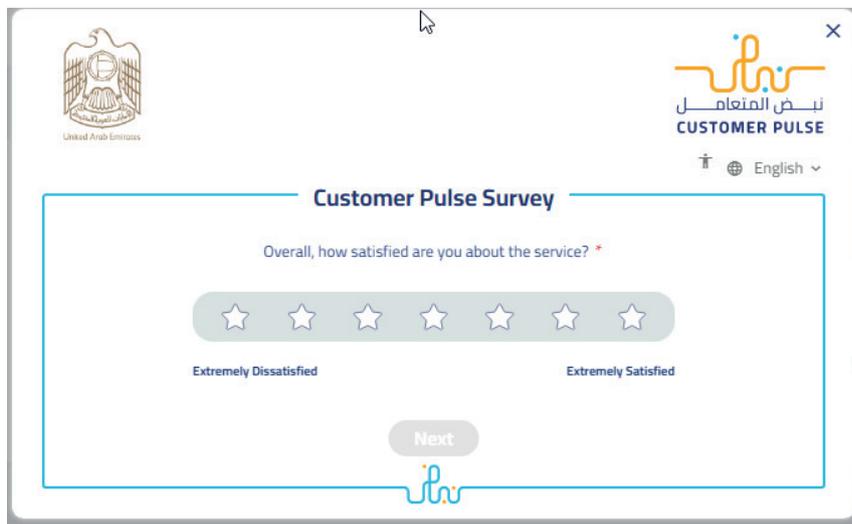


Figure 58 | Happiness Meter

And if the payment is done successfully, the system will send the request for the HCR officer either to approved the request or return it in case of any missing any information.

3.2.4 People of Determination

After selecting the application is for account owner or on behalf someone.

There are two types of requests for all health cards types: As shown in figure (59)

1. New (issue a new health card)
2. Renew (renew an existing health card)

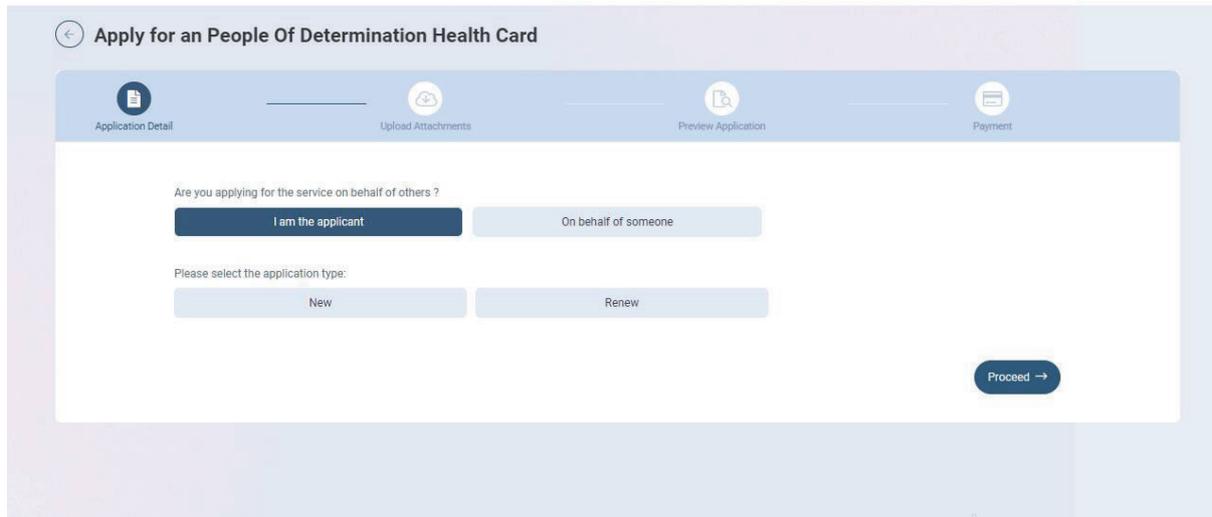


Figure 59 | POD Health Card

For new health cards the user need to select type of "Identification Document" from one of the following:

1. Emirates ID: If the person has an existing EMIRATES ID card.

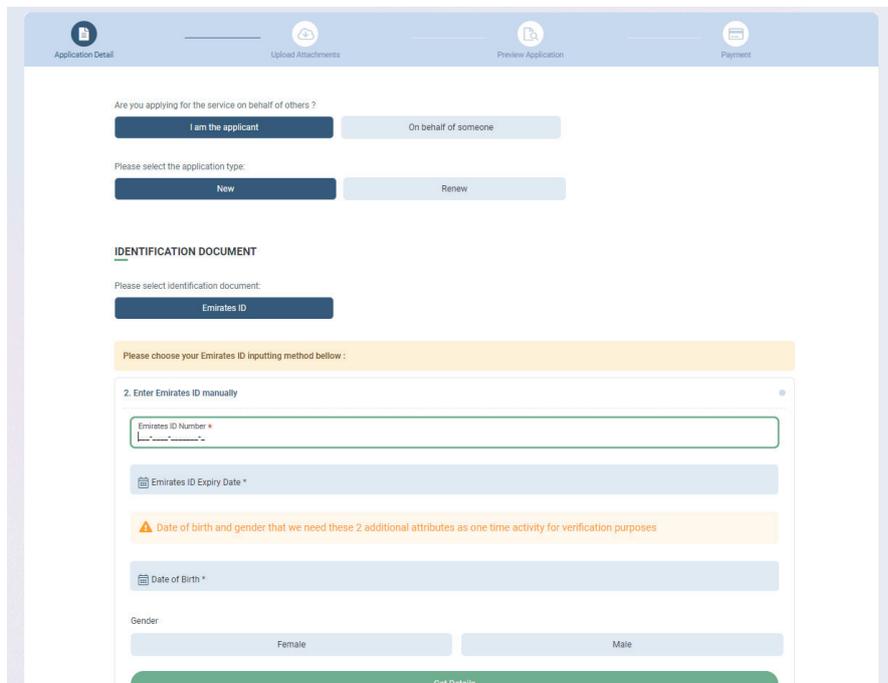


Figure 60 | Identification Type

INDIVIDUAL USER

then the system will require you to enter a valid Emirates ID number and Gender and date of Birth, then to click on the "Get Detail" button, If the Emirates ID is valid then you can click on "Proceed" button to go the fields form which need to be filled. As shown in figure (61)

The screenshot displays a web form titled "Apply for an People Of Determination Health Card". The form is divided into several sections:

- Application Status:** Includes buttons for "Application Detail", "Application Information", "Previous Applications", and "Payment".
- Are you applying for the service on behalf of others?:** Options are "I am the applicant" (selected) and "On behalf of someone".
- Please select the application type:** Options are "New" (selected) and "Renew".
- IDENTIFICATION DOCUMENT:** Option is "Emirates ID" (selected).
- Please choose your Emirates ID inputting method below:** A yellow banner with a warning icon and text: "Date of birth and gender that we have these 2 additional attributes so we can verify for verification purposes".
- 2. Enter Emirates ID manually:** Fields for "Emirates ID Number" (784-1984-978273-5), "Emirates ID Expiry Date" (23/11/2024), "Date of Birth" (11/12/1984), and "Gender" (Male selected).
- APPLICATION DETAILS:** Fields for "Full Name in English" (JUBER GAFFARIYAN SHAKH SHAKH GAFFARIYAN RUKMOODI), "Full Name in Arabic" (جابر القويان شيخ الشخير غافريان روكموودي), "Date of Birth" (11/12/1984), "Nationality" (Kuwait), "Phone Number" (+977 0506485518), "Email Address" (jubersk@gmail.com), and "Gender" (Male selected).
- Proceed** button at the bottom right.

Figure 61 | Application Details

Then you need to upload the required attachments either by uploading the file from "My Device" or "Scan" the document. As shown in figure (62)

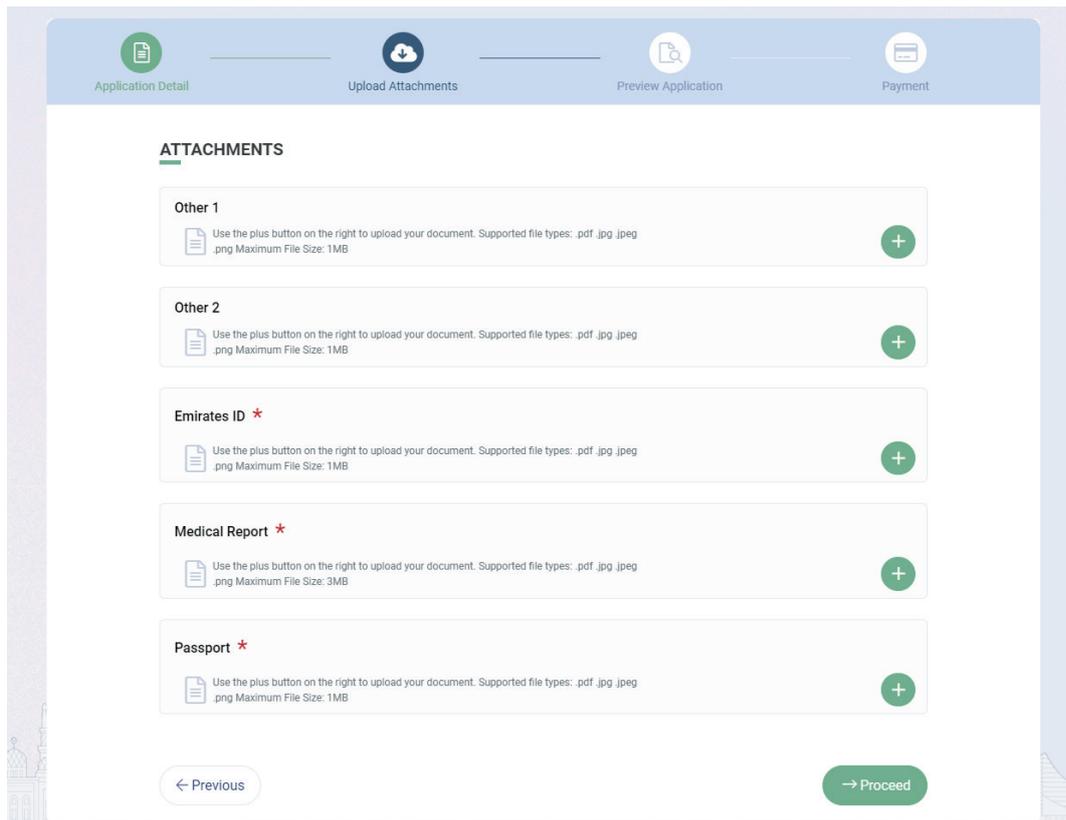


Figure 62 | Attachments Page

INDIVIDUAL USER

Then the system will show the preview of the application, after click on Proceed As shown in figure (63)

The screenshot displays the 'Preview Application' screen for a health card application. At the top, there is a navigation bar with four icons: 'Application Detail', 'Upload Attachments', 'Preview Application', and 'Payment'. The main content area is titled 'HEALTH CARD APPLICATION INFORMATION' and contains the following details:

- Personal Information:** JUBER GAFFARMIYAN SHAIKH SHAIKH GAFFARMIYAN RUKMODDIN (Male)
- People Of Determination:** New
- Personal Details:**
 - Date of Birth: 11/12/1984
 - Mobile Number: 0506405515
 - Email Address: jubersk@gmail.com
 - Nationality: India
- EIDA Details:**
 - Emirates ID Number: 784198497932735
 - Emirates ID Expiry Date: 27/11/2024
- People of Determination Details:** Proceedings No: (empty)
- Attachments:**
 - Emirates ID
 - Medical Report
 - Passport

At the bottom of the screen, there are two navigation buttons: '← Previous' and '→ Proceed'.

Figure 63 | Application Preview

Then application will be sent to the PMD center to be either approved or rejected if it is approved you will be able to make the payment and the system will issue the health card directly.

2.3 Dashboard

The user can do action on the requests which is under the list “My application” like proceed to payment for the Read to Pay requests, edit the draft applications, view the details of all the requests or print the receipt of the paid applications. As shown in figure (64)

1. Pending (Number of application pending with Under Process & More Information Required status)
2. Issued (Number of Health Cards issued)

SUMMARY

Pending 7 Issued 12

My Applications 33 Action Required 12

Search by: Date of Birth Application Date

From (Application Date) To (Application Date) Transaction Status Select Status Search X Reset

| Application Number | Person Name | Application Date | Date of Birth | Category | Status | Actions |
|--------------------|---|------------------------|---------------|--------------------------|------------------------|---------|
| H4015025001NAN | MUHAMMAD HASAN ANAS ANAS JAWAID محمد حسن اناس اناس جاويد | 23/10/2023 16:30:50 | 18/08/2014 | People of Determinations | Pending with Committee | 👁️ |
| H2015025002NAN | Test Applicant Fitness اختبار لياقة المتقدم | 23/10/2023 16:17:56 | 07/05/1980 | GCC Citizens | Under Process | 👁️ 📄 |
| H3015025001NAN | JUBER GAFFARMYAN SHAIKH SHAIKH GAFFARMYAN RUKMOODIN جابر قفرميان شيخ الشيخ قفرميان رؤسومودين | 23/10/2023 13:10:39 | 11/12/1984 | Expatriates | Not Completed | 👁️ 📄 |
| H2015025003KAN | Test Applicant Omani اختبار لياقة المتقدم | 20/10/2023 16:56:51 | 13/03/1990 | GCC Citizens | Approved | 👁️ 📄 |
| H2015025001KAN | Test Payment Visitor Case مريم علي عبدالله شرفوف الكفوي | 20/10/2023 16:07:37 | 04/06/2019 | GCC Citizens | Approved | 👁️ 📄 |
| H4015025002KAN | SINDHU RAVI W O THANKAPPAN RAVI سيندو رافي روجه نلتانان رافي | 20/10/2023 15:32:18 | 28/05/1974 | People of Determinations | Pending with Committee | 👁️ |

Sign Language

Figure 64 | My Applications List

Also the user can search for the request by creation date or filter the request by their statuses.