



مؤسسة الإمارات للخدمات الصحية
Emirates Health Services

INDIVIDUAL USER

HCR Manual

Version 1.0

DECEMBER 19, 2022
EMIRATES HEALTH SERVICES
United Arab Emirates

1 Document Information

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1.2 Document Owner(s)

Owner	Contact
Emirates Health Services	info@ehs.gov.ae

Contents

1	Document Information	2
1.1	Emirates Health Services © 2022 All Rights Reserved.....	2
1.2	Document Owner(s)	2
2	Introduction and General Information	4
2.1	Purpose	4
2.2	Why to Use this Manual?	4
2.3	Browser requirements.....	4
2.4	Organization of the Manual	4
2.5	Getting Started	5
2.5.1	Entry to the system	5
2.5.1	Health Cards System.....	5
2.5.1	Users Registration	7
2.5.1	Login.....	8
3	Using The System	9
3.1	My Health Cards	10
3.1.1	Link Health Card	10
3.1.1	Unlink Health Card	10
3.1.1	View all linked Health Cards	11
3.2	Apply for Health Card	12
3.2.1	Expatriate.....	12
3.2.1	UAE National.....	19
3.2.1	GCC National	24
3.2.1	People of Determination	30
3.3	Dashboard	33
3.4	System Accessibility.....	34

2 Introduction and General Information

2.1 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.

2.2 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.

2.3 Browser requirements

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

2.4 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

2.5 Getting Started

2.5.1 Entry to the system

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

2.5.1 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.

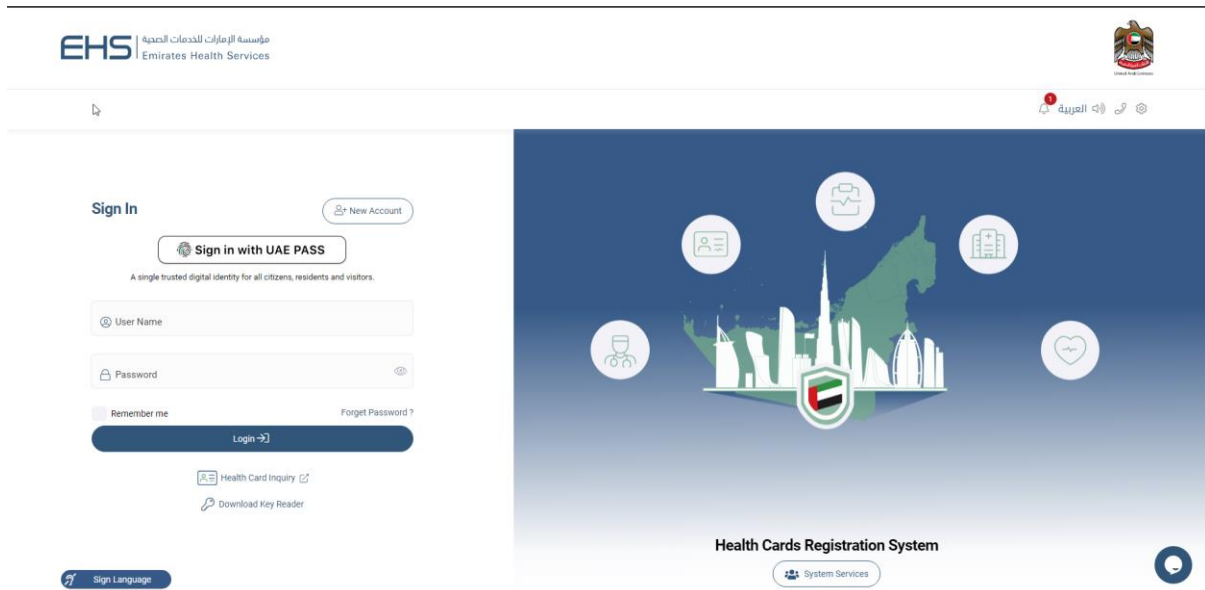


Figure 1 | HCR homepage

You can see all the available health cards by clicking on the “system Services” button. As shown in figure (2)

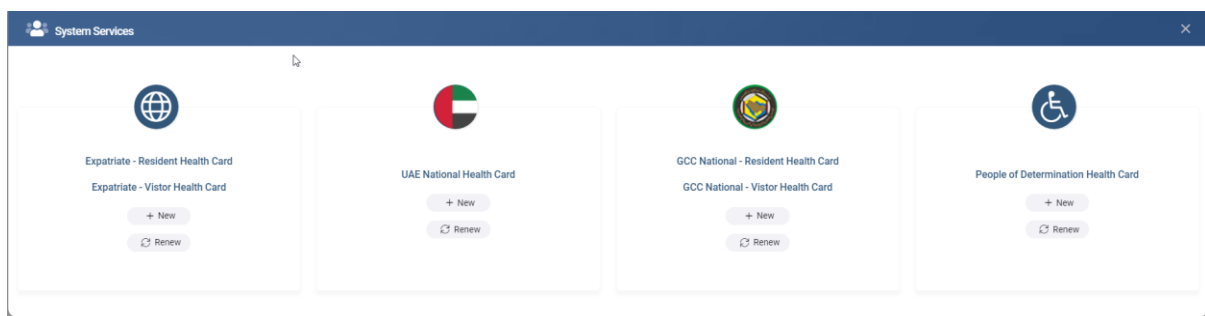


Figure 2 | System Services

You can search for your health card application by clicking on the **"Health Card Inquiry"** button. As shown in figure (3)

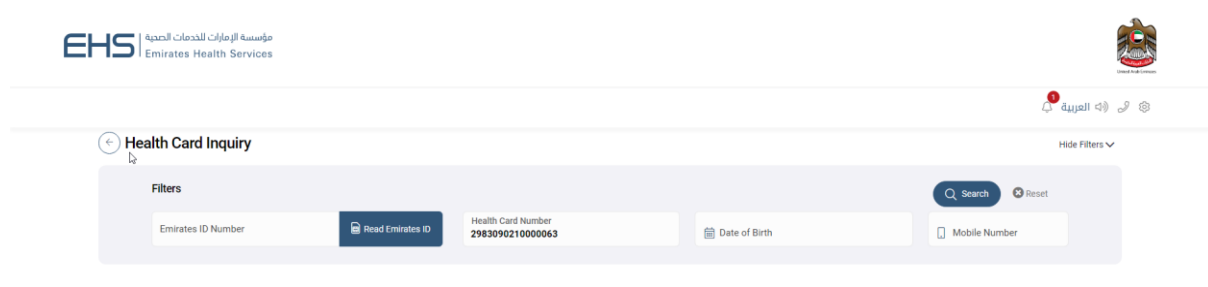


Figure 3 | Health Card Inquiry

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.

You will be able to **"Print Health Card"** by clicking on the button. As shown in figure (4)

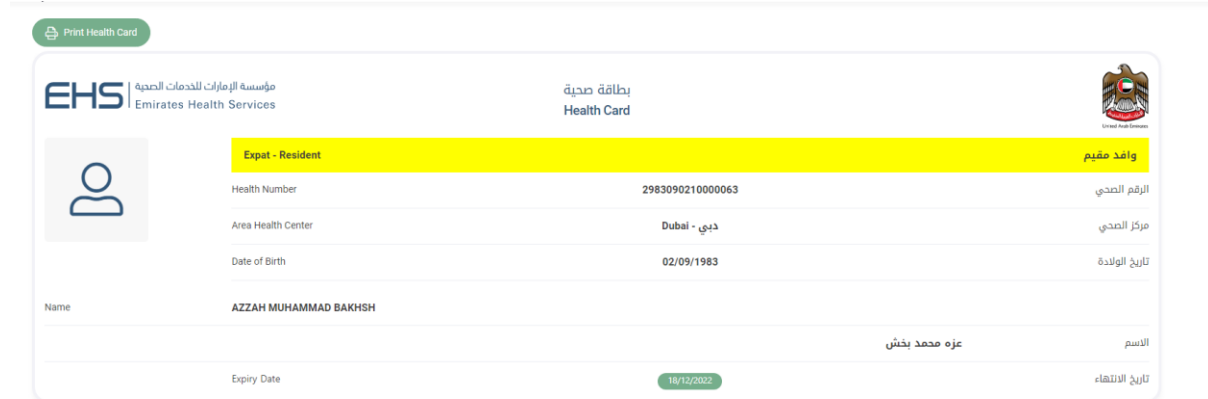


Figure 4 | Requested Health Card

2.5.1 Users Registration

Registering in the health cards system requires you to enter the information consisting of:

- User name.
- Arabic Full Name
- English Full Name
- Email.
- Mobile Number.
- Emirates ID.
- Password.
- Confirm Password.

After you enter all the fields with your information, you need to click on the “Register” button. As shown in figure (5)

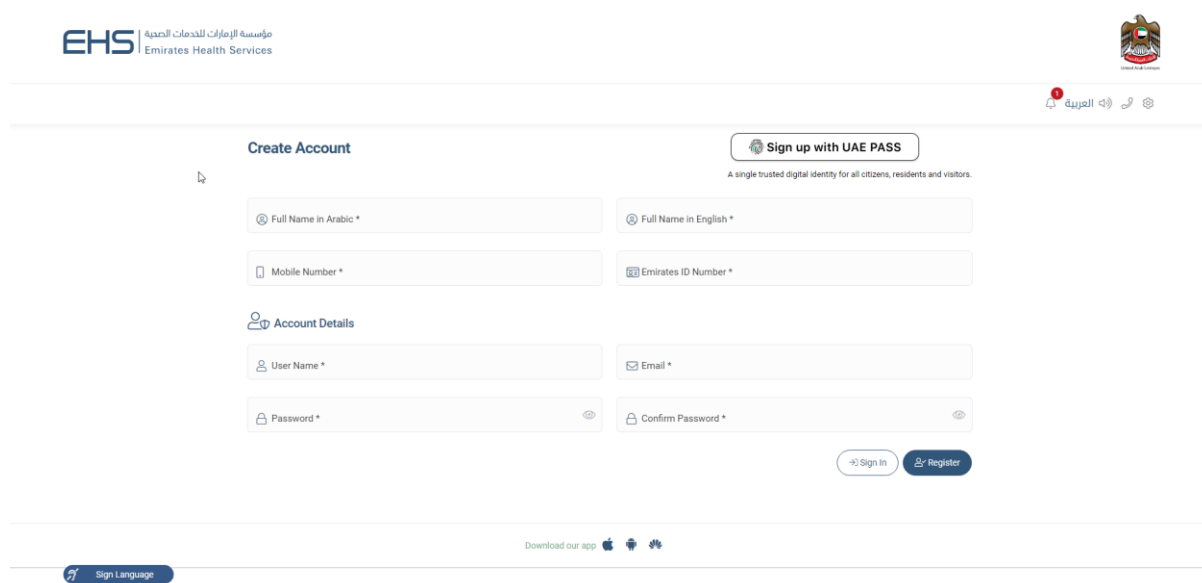


Figure 5 | Individual User Registration Page

Also the user can register with the UAE PASS if they are residence of the UAE and they are already connected with digital ID authority.



Figure 6 | UAE Pass

Then a confirmation/activation message will be sent to the registered user's e-mail so the user can activate their account.

2.5.1 Login

Logging into the health cards system requires the users to enter their username and password clicking on the “Login” button.

You can save your login credentials by clicking on the “Remember me” checkbox. Also you can change the language of the site by clicking on the “عربي”.

Note: All the old registered users need to reset their password by clicking on forget password, then they will be able to login in the new system.

As shown in figure (7)

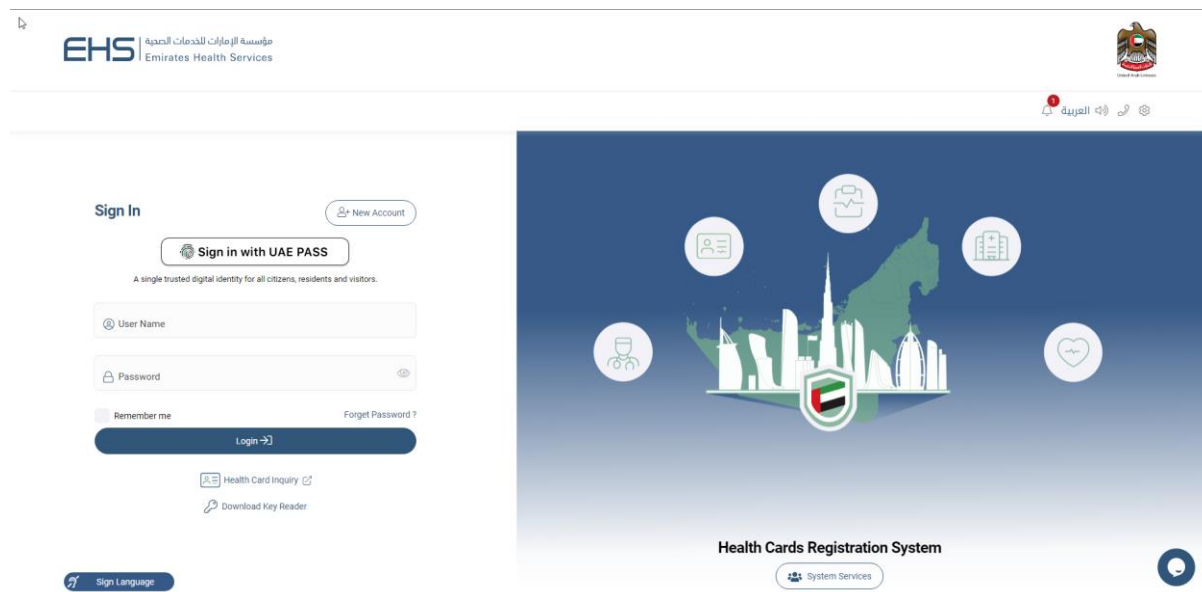


Figure 7 | Login Page

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

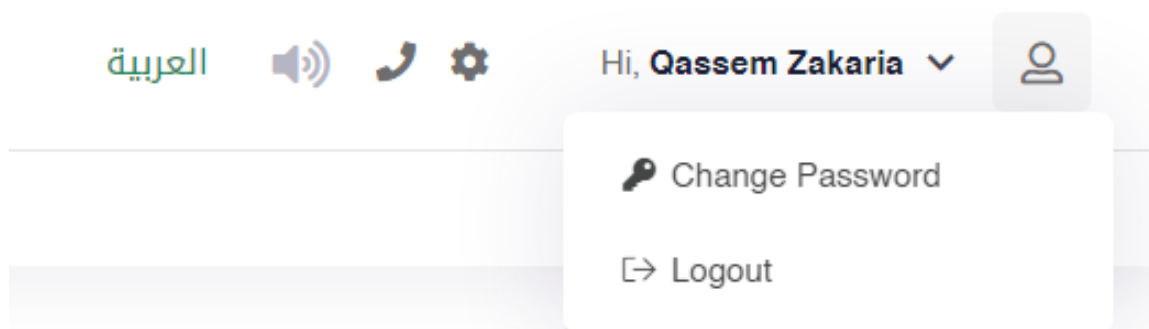


Figure User Logout

3 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 (8)

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

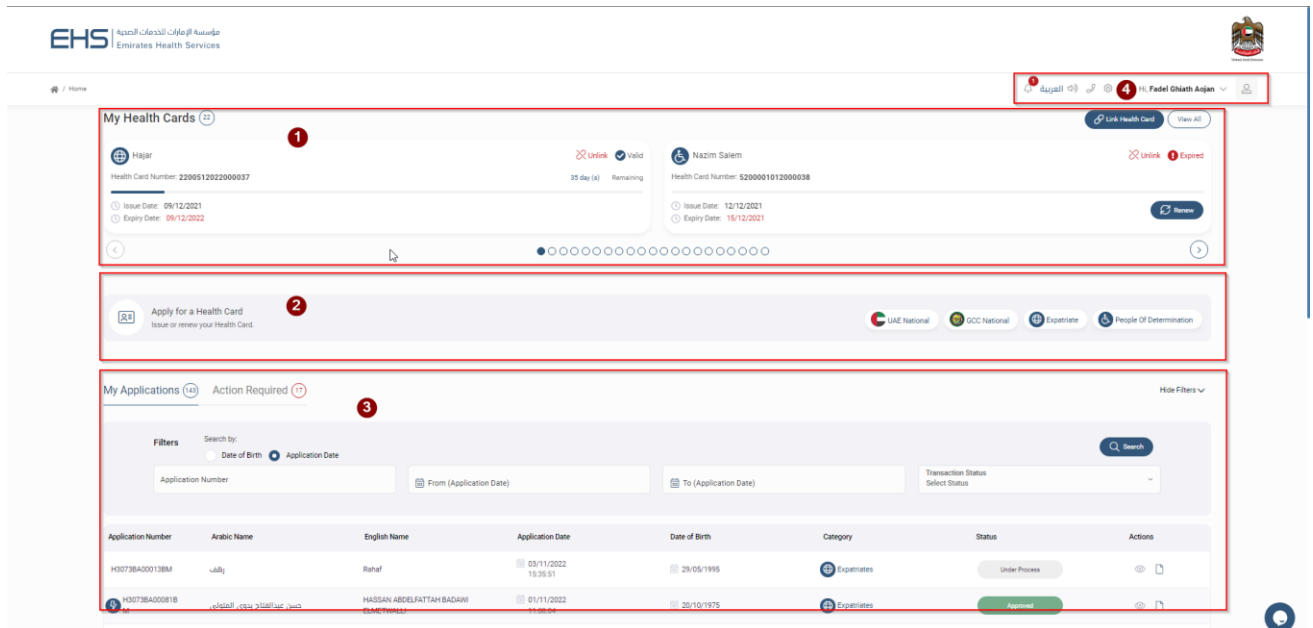


Figure 8 | Individual User Homepage

3.1 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 (9)

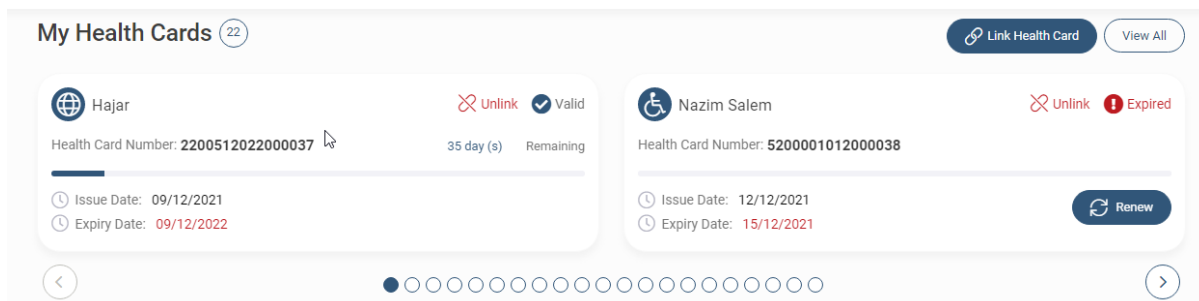


Figure 9 | My Health Cards

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.

3.1.1 Link Health Card

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

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

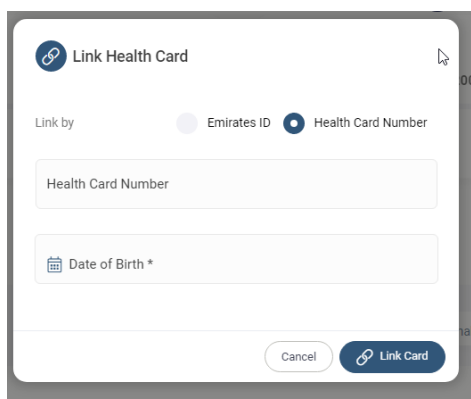


Figure 10 | Link Health Card

3.1.1 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 (11)

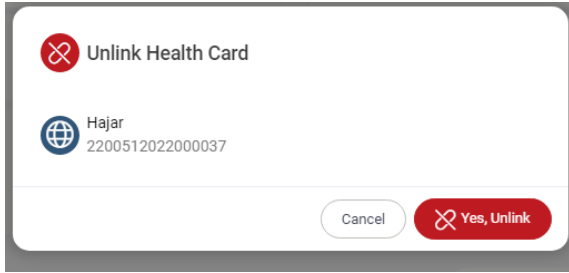


Figure 11 | Unlink Health Card

3.1.1 View all linked Health Cards

You can view all your health cards and their status by clicking on the “View All” button:
As shown in figure (12)

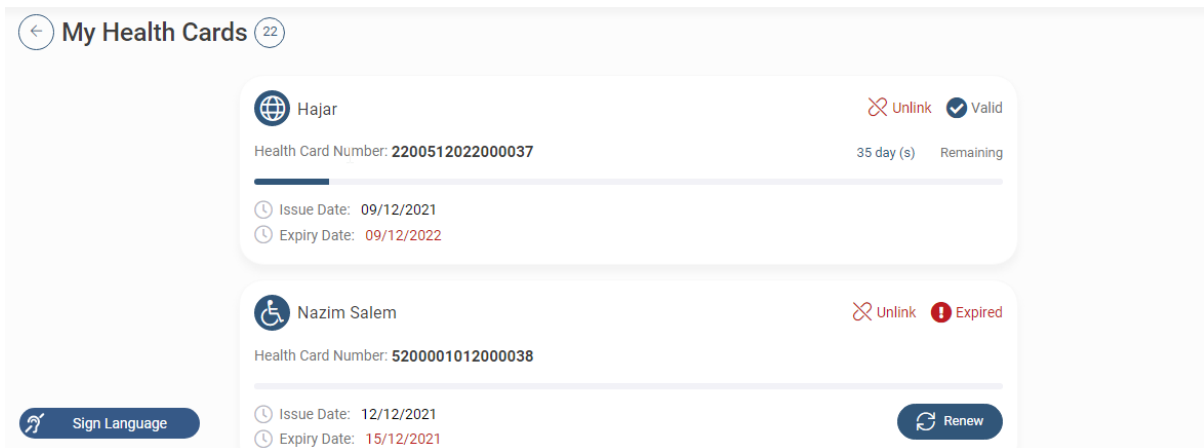


Figure 12 | All Added Health Cards

3.2 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 (13)

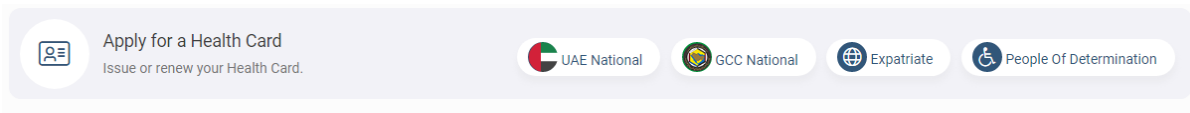


Figure 13 | Health Cards Types

3.2.1 Expatriate

Any person with any nationality can apply for this health card. There are two types of requests for all health cards types: As shown in figure (14)

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

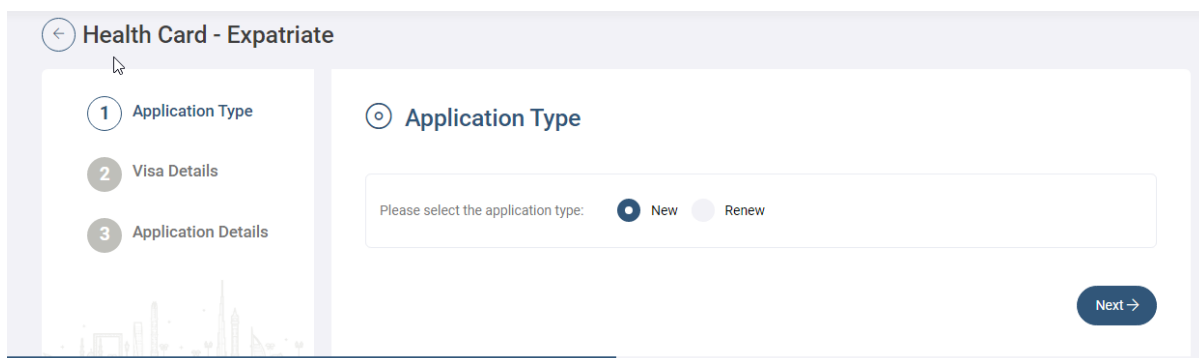


Figure 14 | Expatriate Health Card

As a Residence you can select the 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 you have any other documents to use it as application documents.

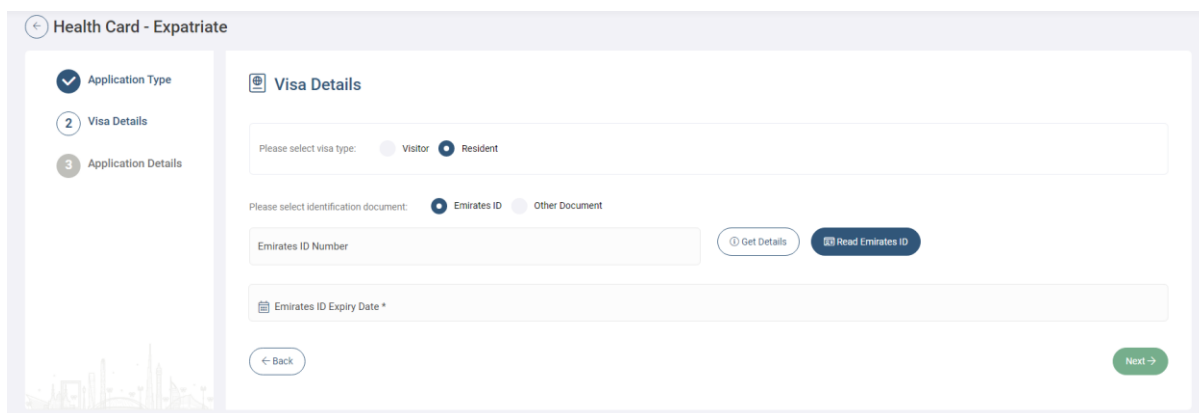


Figure 15 | Residence Application

Express Process

If you select Emirates ID, then the system will require you to enter a valid Emirates ID number 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 (16)

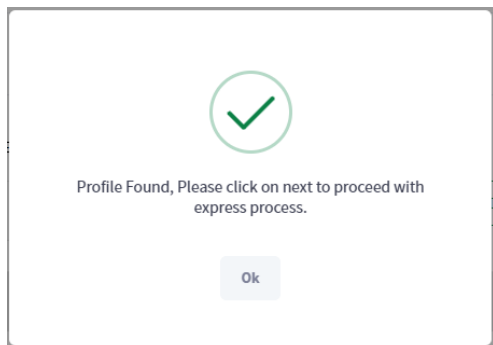


Figure 16 | Valid for Express

Then you can click on “Next” button to go the fields form which need to be filled, which are Area Health Center, Mobile Number and Email. As shown in figure (17)

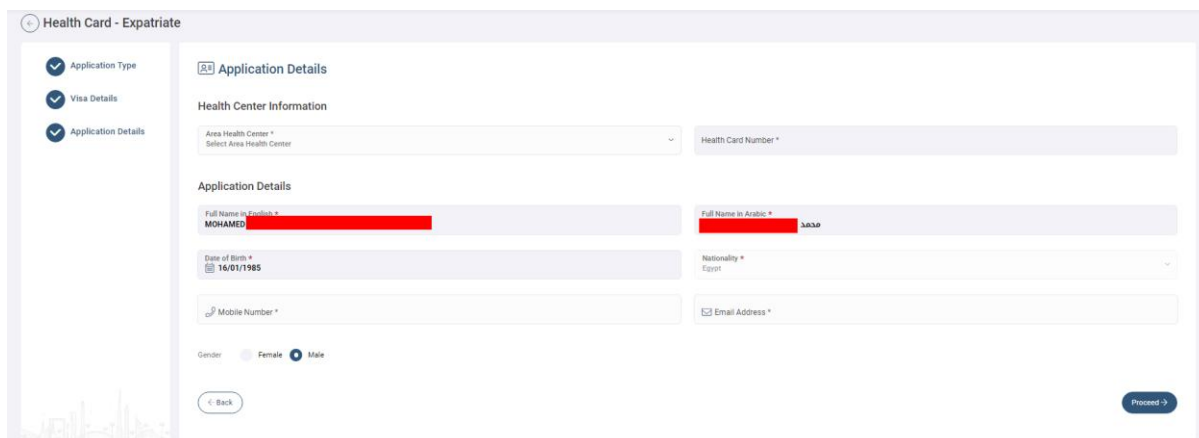
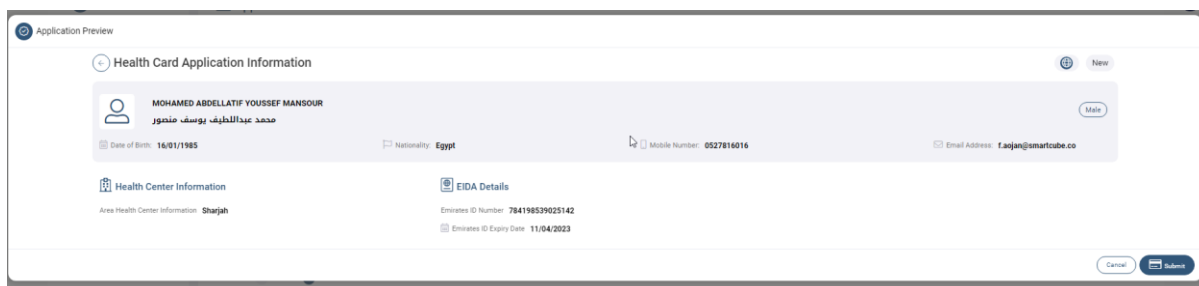


Figure 17 | Application Details (Express)

After clicking of “Next” 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.

Normal Process

If the EMIRATES ID is expired, the application will not be considered as express which means that the application need to go thought the Health Center Process then either to get approved or rejected. As shown in figure (18)

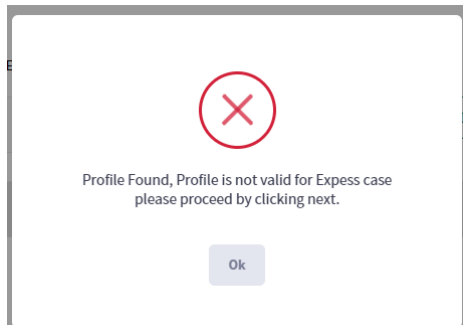


Figure 18 | Not Valid for Express

Also if you want to apply with Other Document this request will not be considered as Express. Then you can click on “Next” button to go the fields form which need to be filled. As shown in figure (19)

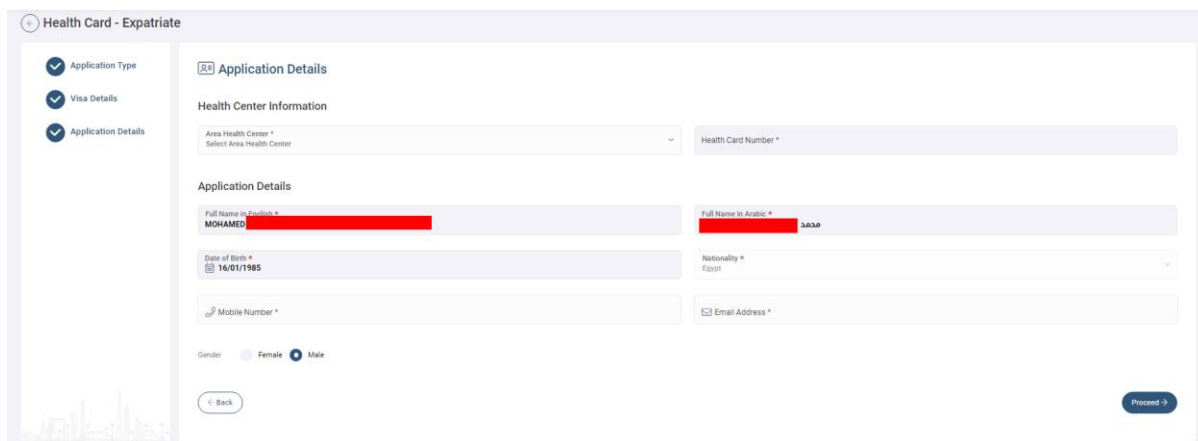


Figure 19 | Application Details

Then you need to upload the required attachments either by uploading the file from “My Device” or “Scan” the document. As shown in figure (20)

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

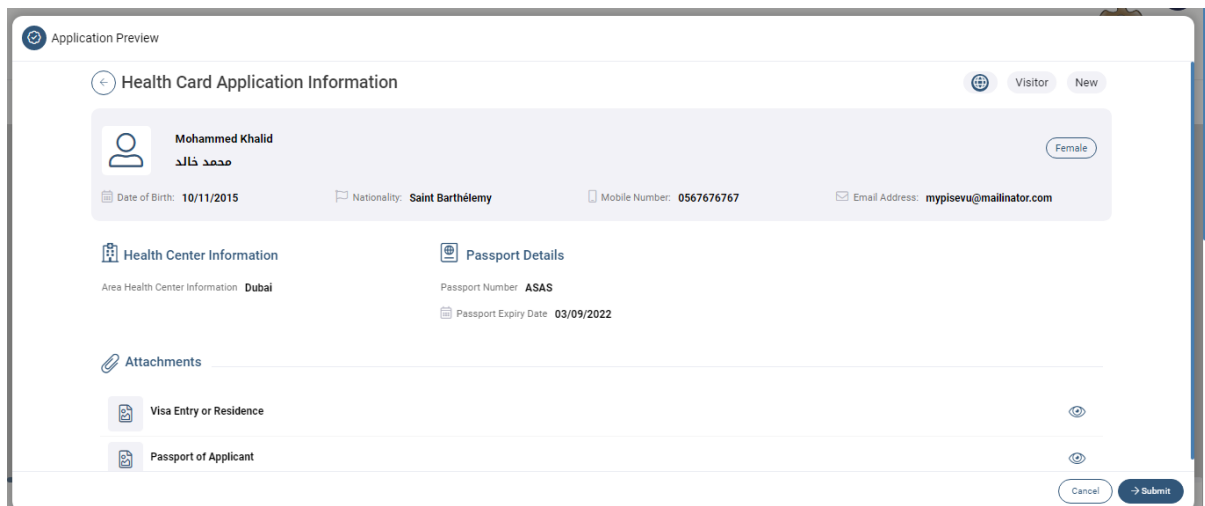
Visa Entry or Residence *
Use the plus button on the right to upload your document. Supported file types: .pdf .jpg .jpeg .png Maximum File Size: 1MB

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

Proceed

Figure 20 | Attachments Page

Then the system will show the preview of the application in a popup window, so you will be able to proceed to payment by clicking on “Next” button.
As shown in figure (21)



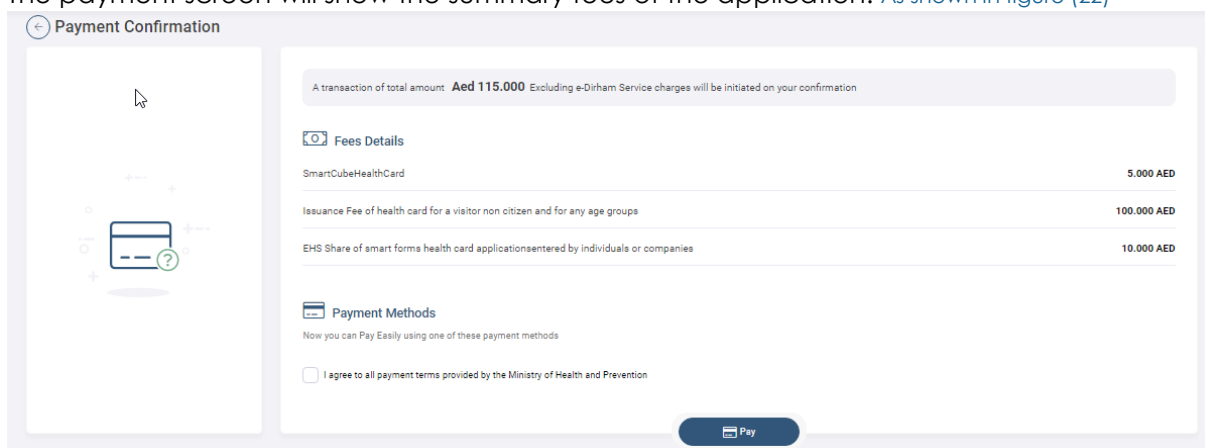
The screenshot shows the 'Application Preview' window with the following details:

- Health Card Application Information:**
 - Name: Mohammed Khalid (محمد خالد)
 - Gender: Female
 - Date of Birth: 10/11/2015
 - Nationality: Saint Barthélemy
 - Mobile Number: 05676767
 - Email Address: mypisevu@mailinator.com
- Health Center Information:**
 - Area Health Center Information: Dubai
- Passport Details:**
 - Passport Number: ASAS
 - Passport Expiry Date: 03/09/2022
- Attachments:**
 - Visa Entry or Residence
 - Passport of Applicant

Buttons for 'Cancel' and 'Submit' are visible at the bottom right.

Figure 21 | Application Preview

The payment screen will show the summary fees of the application. As shown in figure (22)



The screenshot shows the 'Payment Confirmation' screen with the following details:

- Transaction Summary:** A transaction of total amount **Aed 115,000** Excluding e-Dirham Service charges will be initiated on your confirmation.
- Fees Details:**

Item	Amount
SmartCubeHealthCard	5,000 AED
Issuance Fee of health card for a visitor non citizen and for any age groups	100,000 AED
EHS Share of smart forms health card applications entered by individuals or companies	10,000 AED
- Payment Methods:**
 - Now you can Pay Easily using one of these payment methods
 - I agree to all payment terms provided by the Ministry of Health and Prevention

A 'Pay' button is located at the bottom center.

Figure 22 | Payment Screen

Then you will be directed to the Magnati payment gateway. As shown in figure (23)

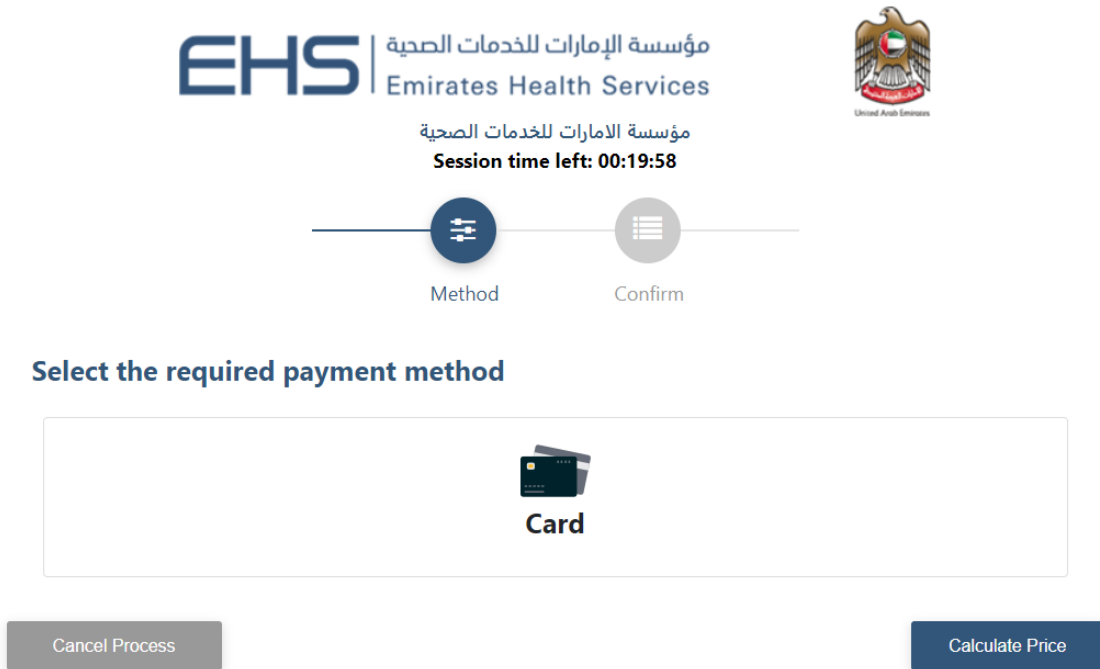


Figure 23 | Magnati Payment Gateway

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 (24)

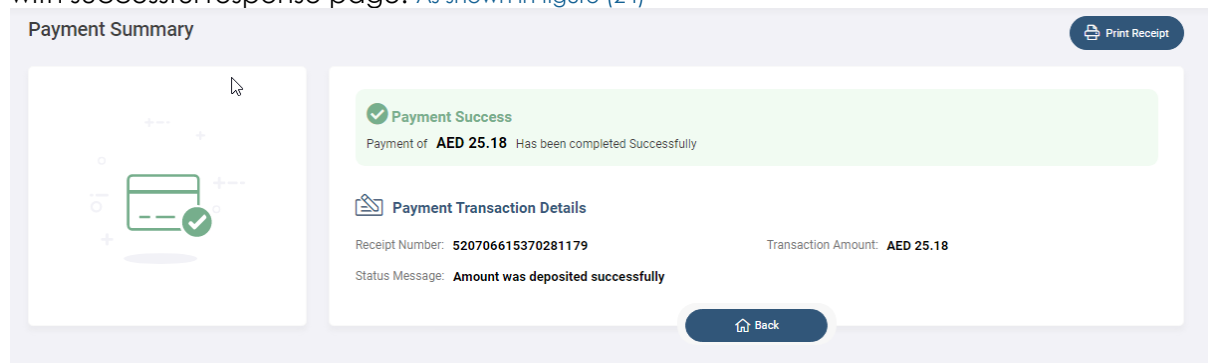


Figure 24 | Success Response Page

Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (25)

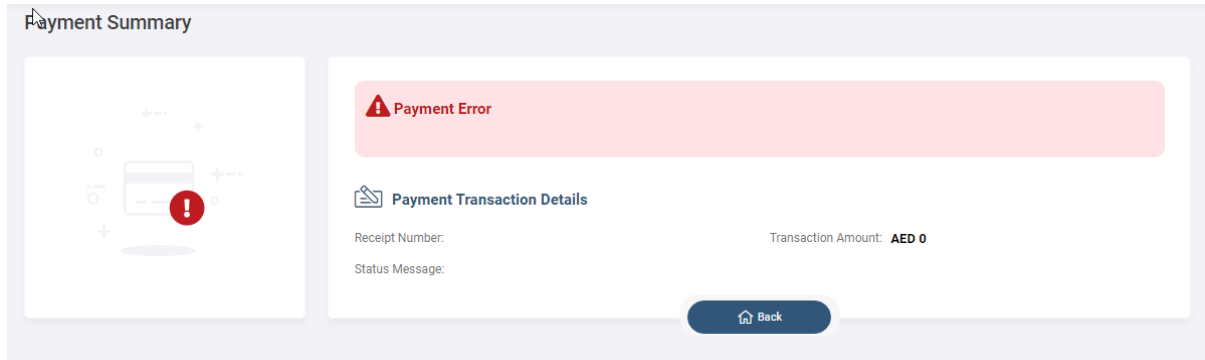


Figure 25 | Failed Response Page

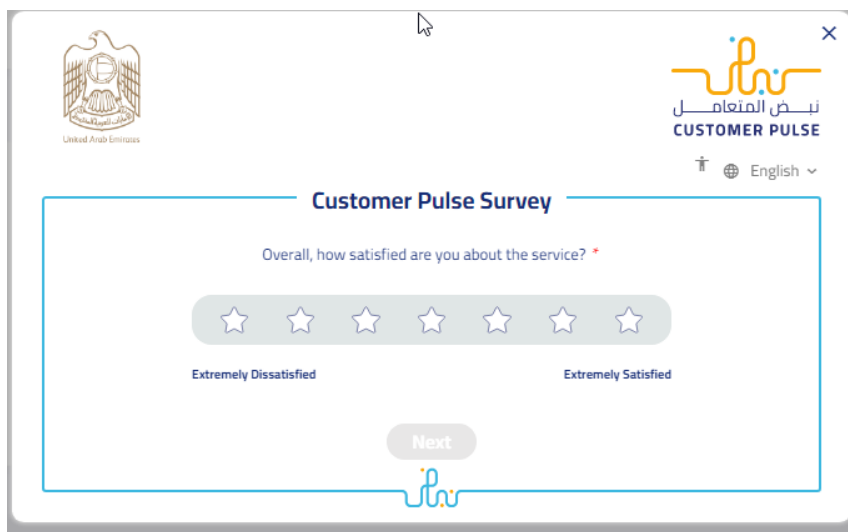


Figure 26 | Happiness Meter

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.

3.2.1 UAE National

Only people who have family relationship with UAE nationality can apply for this health card. There are two types of requests for all health cards types: As shown in figure (27)

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

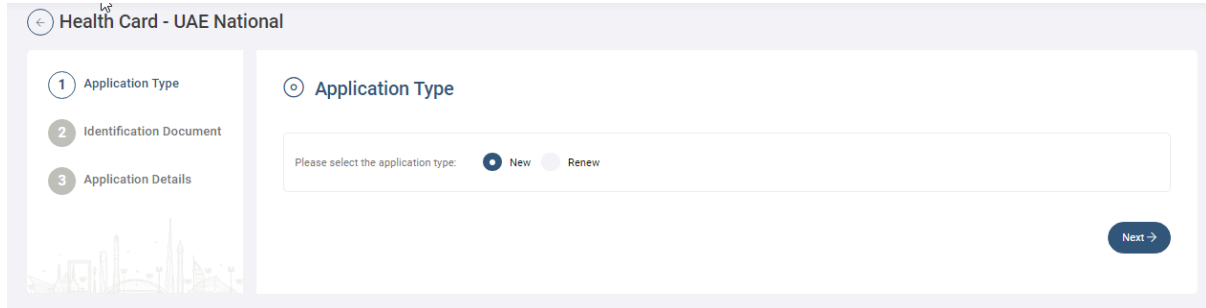


Figure 27 | UAE National Health Card

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.
2. Other Document: If the person has any other documents to use it.

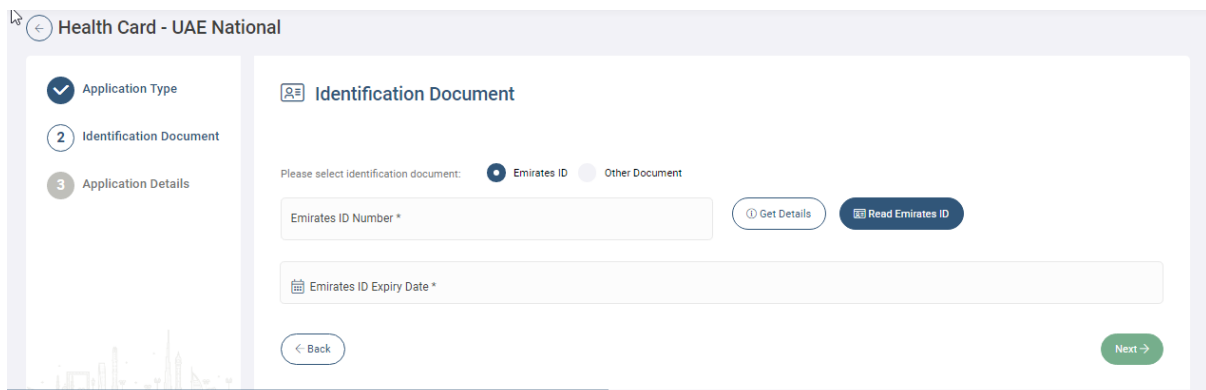


Figure 28 | Identification Type

Express Process

If you select Emirates ID, then the system will require you to enter a valid Emirates ID number 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 (29)

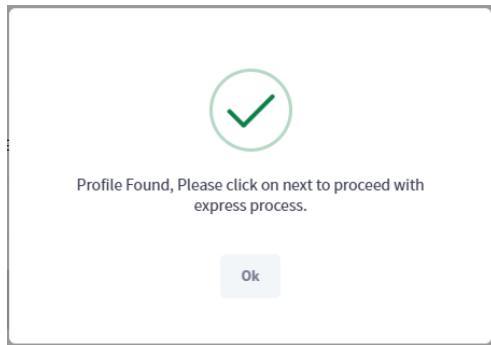


Figure 29 | Valid for Express

Then you can click on “Next” button to go the fields form which need to be filled, which are Area Health Center, Mobile Number and Email. As shown in figure (30)

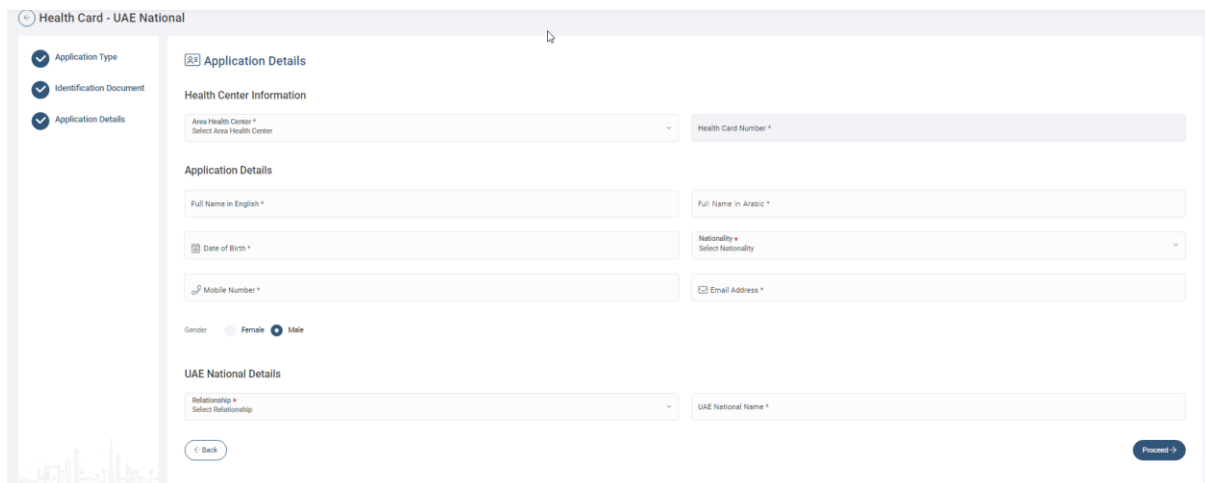
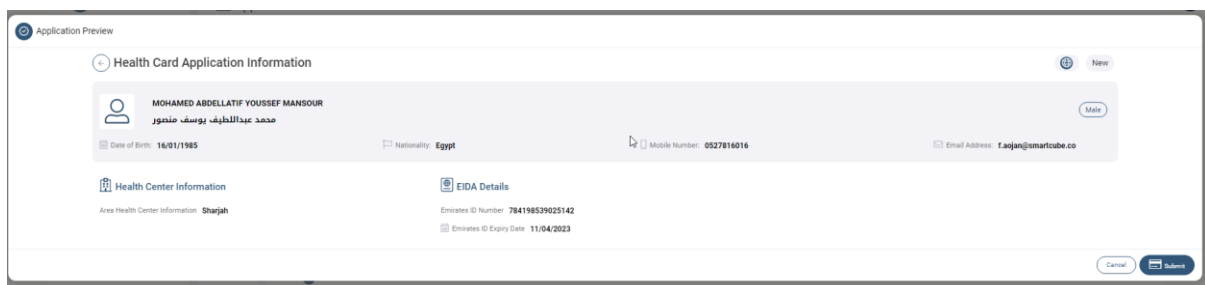


Figure 30 | Application Details (Express)

After clicking of “Next” 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.

Normal Process

If the EMIRATES ID is expired, the application will not be considered as express which means that the application need to go thought the Health Center Process then either to get approved or rejected. As shown in figure (31)

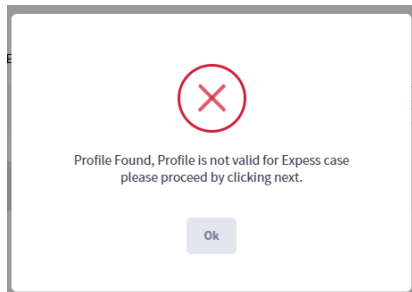


Figure 31 | Not Valid for Express

Also if you want to apply with Other Document this request will not be considered as Express. Then you can click on “Next” button to go the fields form which need to be filled. As shown in figure (32)

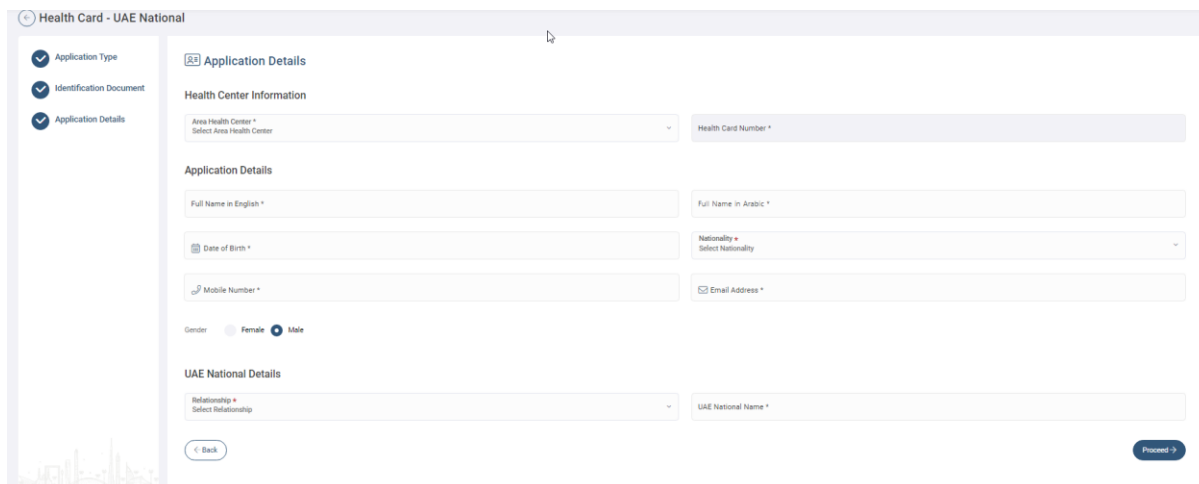


Figure 32 | Application Details

Then you need to upload the required attachments either by uploading the file from “My Device” or “Scan” the document. As shown in figure (33)

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

[Proceed](#)

Figure 33 | Attachments Page

Then the system will show the preview of the application in a popup window, so you can proceed to payment by clicking on “Next” button. As shown in figure (34)

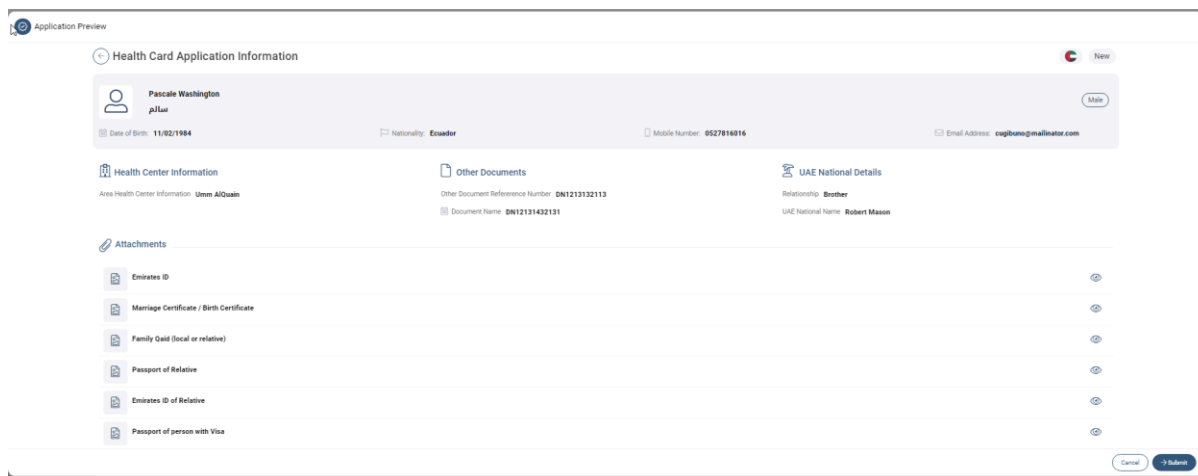


Figure 34 | Application Preview

The payment screen will show the summary fees of the application. As shown in figure (35)

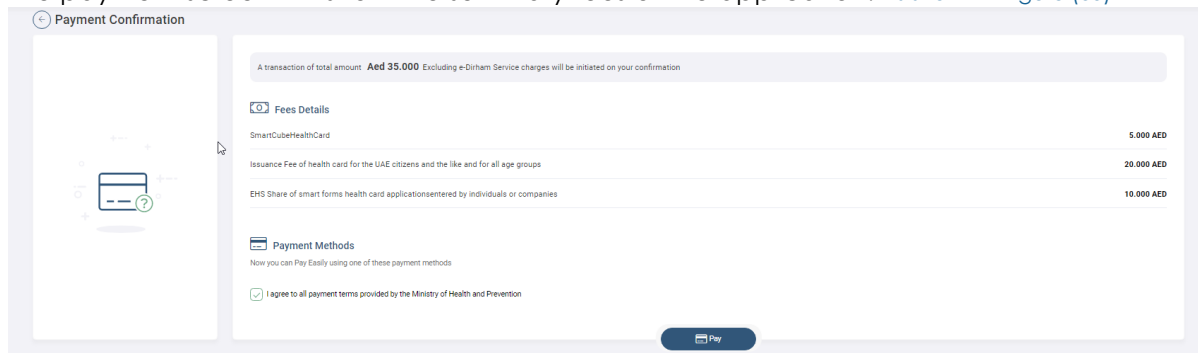


Figure 35 | Payment Screen

Then user will be directed to the magnati payment gateway. As shown in figure (24)

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 (25)

Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (26)

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.

3.2.1 GCC National

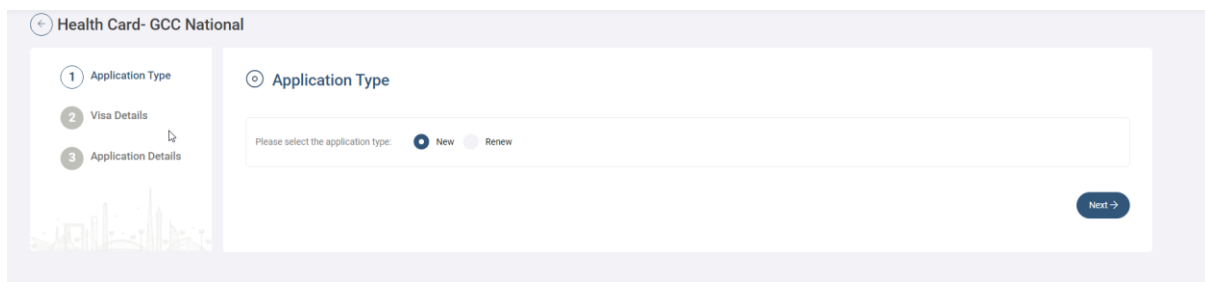
Only people who have family relationship with GCC nationality can apply for this health card. There are two types of requests for all health cards types: As shown in figure (36)

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

Figure 36 | GCC National 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.



The screenshot shows a web application interface for a "Health Card - GCC National". On the left, there is a vertical navigation menu with three steps: "1 Application Type", "2 Visa Details", and "3 Application Details". The "Application Type" step is currently active. The main content area is titled "Application Type" and contains a form with the text "Please select the application type:" followed by two radio button options: "New" (which is selected) and "Renew". A "Next ->" button is located at the bottom right of the form.

Figure 37 | Identification Type

Express Process

If you select Emirates ID, then the system will require you to enter a valid Emirates ID number 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 (29)

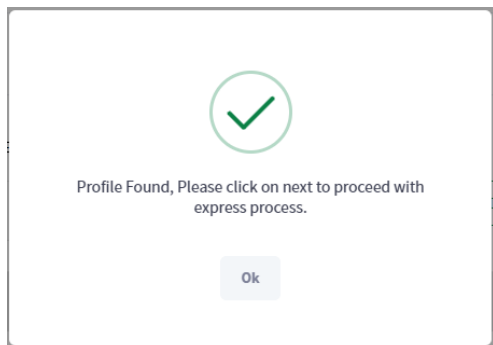


Figure 38 | Valid for Express

Then you can click on “Next” button to go the fields form which need to be filled, which are Area Health Center, Mobile Number and Email. As shown in figure (30)

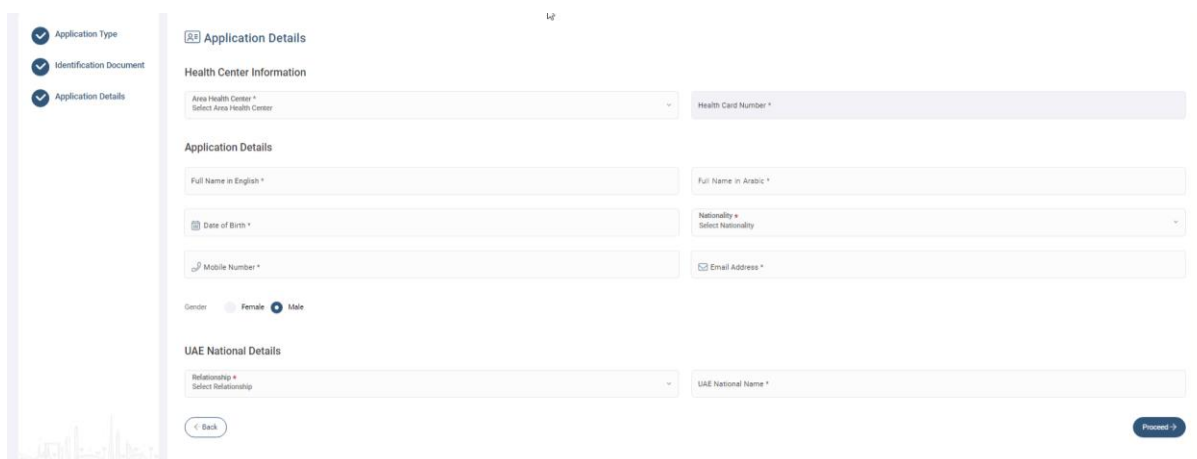


Figure 39 | Application Details (Express)

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

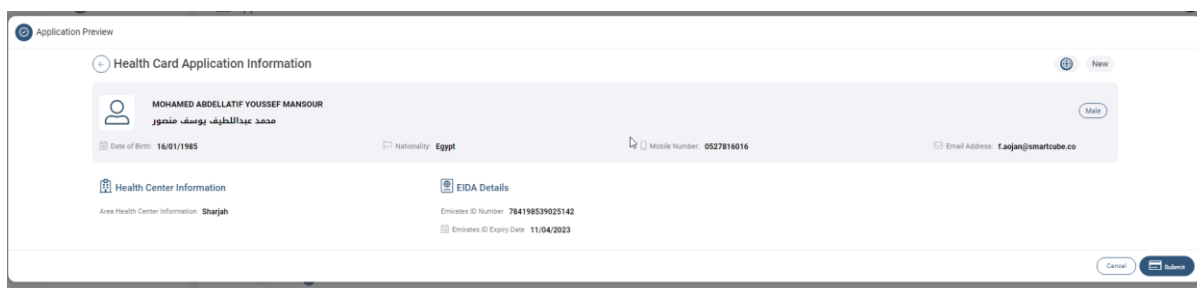


Figure 40 | Application Preview

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.

Normal Process

If the EMIRATES ID is expired, the application will not be considered as express which means that the application need to go thought the Health Center Process then either to get approved or rejected. As shown in figure (41)

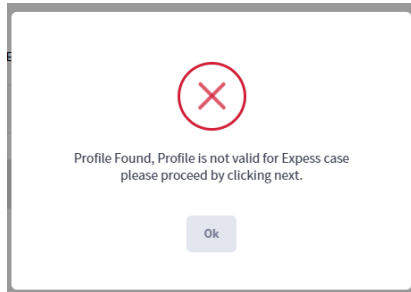


Figure 41 | Not Valid for Express

Also if you want to apply with Other Document this request will not be considered as Express. Then you can click on “Next” button to go the fields form which need to be filled. As shown in figure (42)

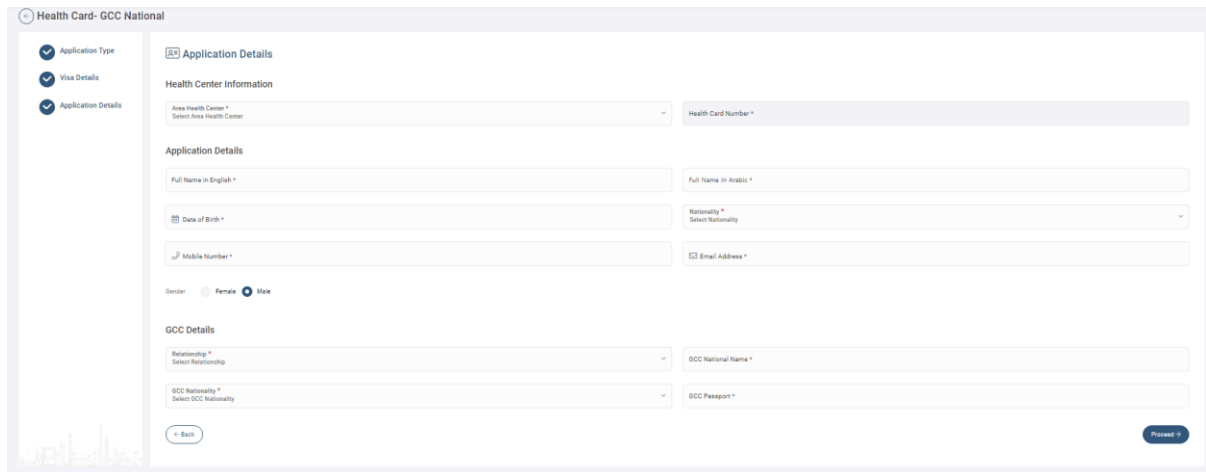
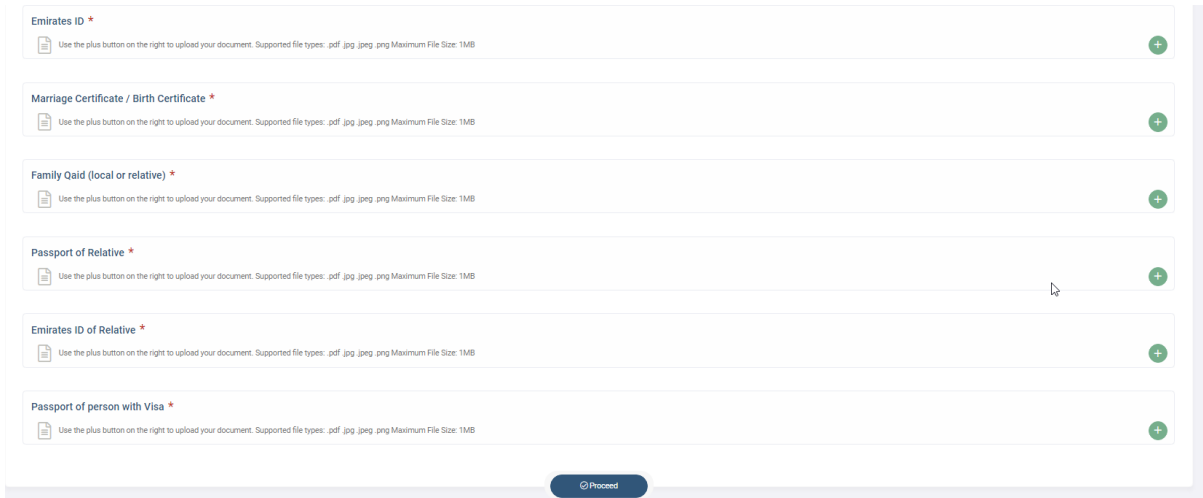


Figure 42 | Application Details

Then you need to upload the required attachments either by uploading the file from “My Device” or “Scan” the document. As shown in figure (43)

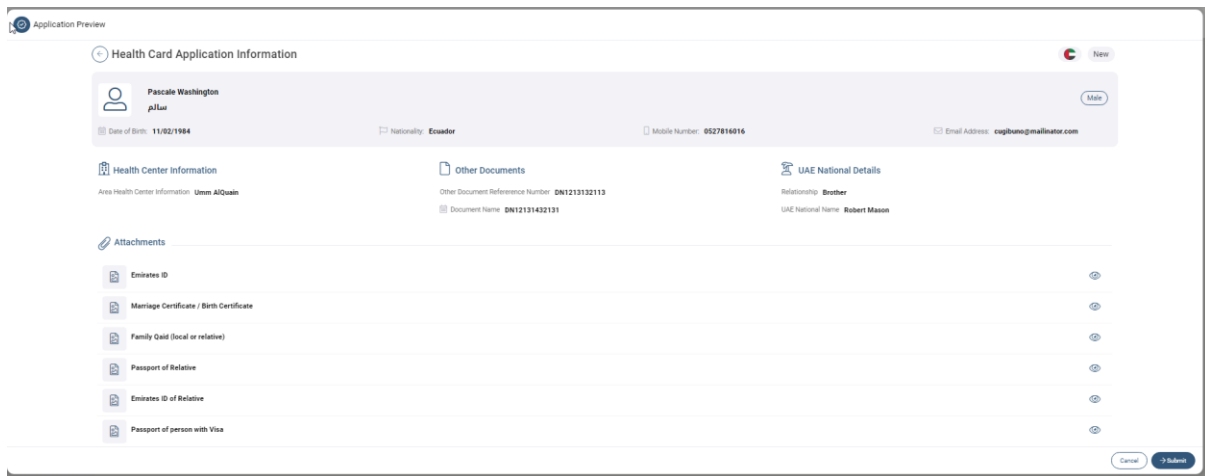


The screenshot displays a web interface for uploading documents. It features a vertical list of six required attachments, each with a document icon, a plus sign, and a green plus button. The items are: Emirates ID, Marriage Certificate / Birth Certificate, Family Qaid (local or relative), Passport of Relative, Emirates ID of Relative, and Passport of person with Visa. Below the list is a dark blue 'Proceed' button.

Attachment Name	Supported File Types	Maximum File Size
Emirates ID *	.pdf .jpg .jpeg .png	1MB
Marriage Certificate / Birth Certificate *	.pdf .jpg .jpeg .png	1MB
Family Qaid (local or relative) *	.pdf .jpg .jpeg .png	1MB
Passport of Relative *	.pdf .jpg .jpeg .png	1MB
Emirates ID of Relative *	.pdf .jpg .jpeg .png	1MB
Passport of person with Visa *	.pdf .jpg .jpeg .png	1MB

Figure 43 | Attachments Page

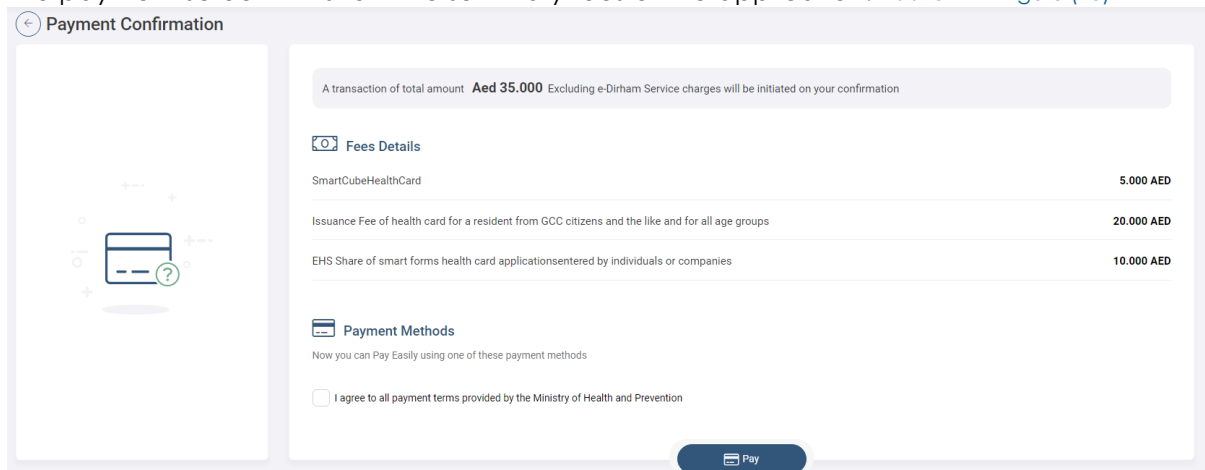
Then the system will show the preview of the application in a popup window, so you can proceed to payment by clicking on “Next” button. As shown in figure (44)



The screenshot shows the 'Application Preview' window for a Health Card Application. The user's name is Pascale Washington (باسكال واشنطن), born on 11/02/1984, with a nationality of Ecuador and a mobile number of 0527816016. The email address is cugibuno@mailinator.com. The health center information is Umm AlQuain. Other documents include a document named DN1213132131. UAE National Details show a relationship of 'Brother' with a name of Robert Mason. The attachments section lists: Emirates ID, Marriage Certificate / Birth Certificate, Family Qaid (local or relative), Passport of Relative, Emirates ID of Relative, and Passport of person with Visa. There are 'Cancel' and 'Submit' buttons at the bottom right.

Figure 44 | Application Preview

The payment screen will show the summary fees of the application. As shown in figure (45)



The screenshot shows the 'Payment Confirmation' screen. A message states: "A transaction of total amount **Aed 35,000** Excluding e-Dirham Service charges will be initiated on your confirmation". The 'Fees Details' section includes:

SmartCubeHealthCard	5,000 AED
Issuance Fee of health card for a resident from GCC citizens and the like and for all age groups	20,000 AED
EHS Share of smart forms health card applications entered by individuals or companies	10,000 AED

The 'Payment Methods' section has a sub-header "Now you can Pay Easily using one of these payment methods" and a checkbox for "I agree to all payment terms provided by the Ministry of Health and Prevention". A 'Pay' button is located at the bottom right.

Figure 45 | Payment Screen

Then user will be directed to the magnate payment gateway. As shown in figure (24)

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 (25)

Else if the payment has failed the user will get redirected back to the HCR system with failed response. As shown in figure (26)

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.

3.2.1 People of Determination

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

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

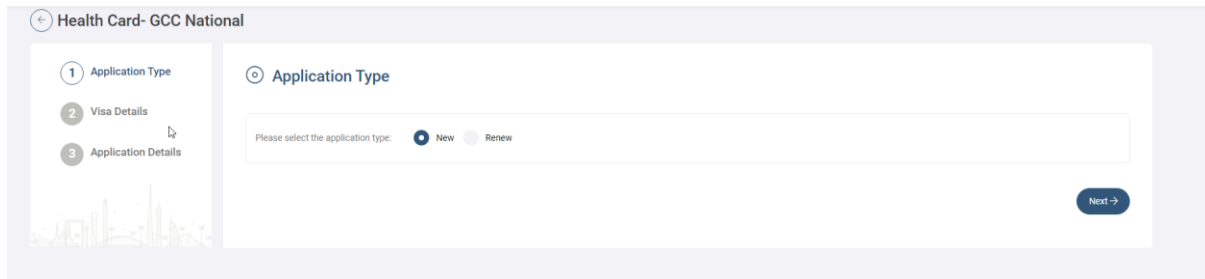


Figure 46 | POD Health Card

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.

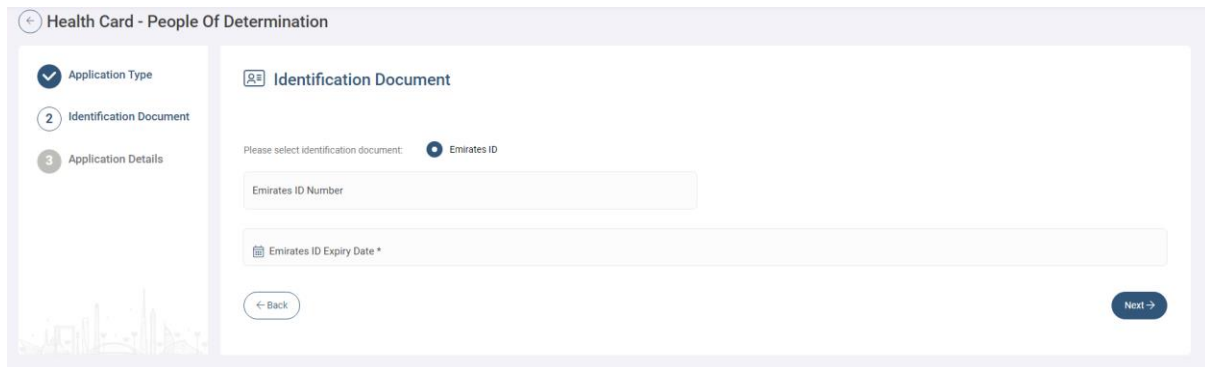


Figure 47 | Identification Type

If the Emirates ID is valid then you can click on “Next” button to go the fields form which need to be filled. As shown in figure (48)

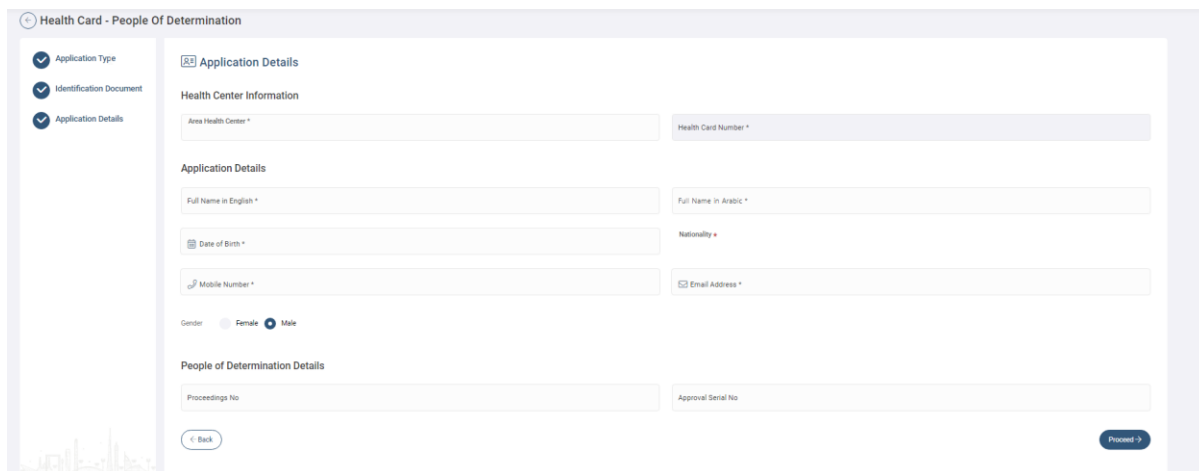


Figure 48 | Application Details

Then you need to upload the required attachments either by uploading the file from “My Device” or “Scan” the document. As shown in figure (49)

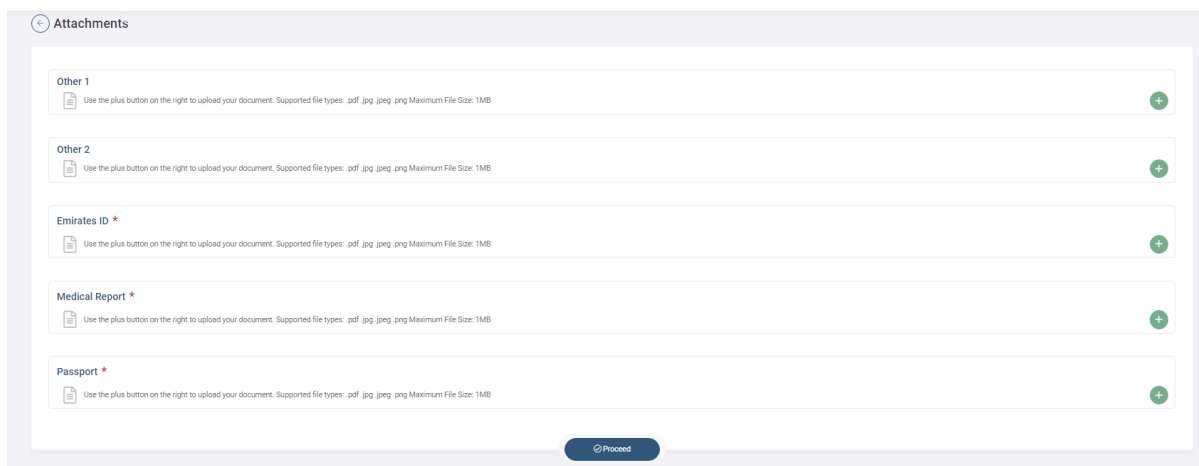


Figure 49 | Attachments Page

Then the system will show the preview of the application in a popup window, so you will be able to proceed to payment by clicking on “Next” button. As shown in figure (49)

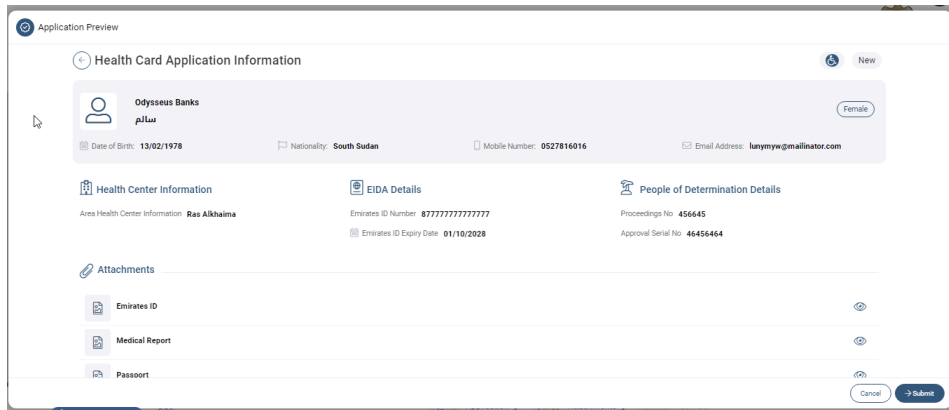
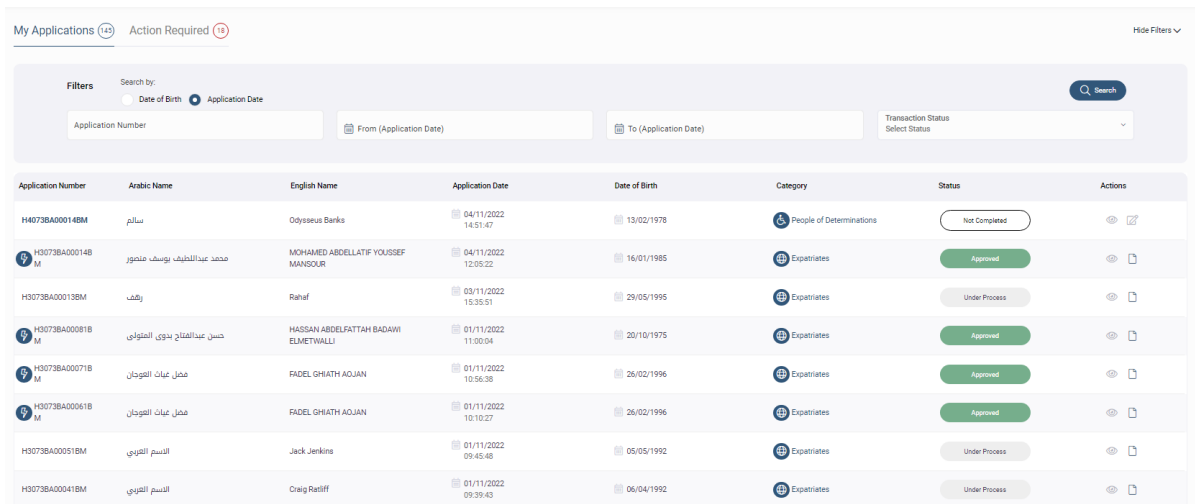


Figure 50 | Application Preview

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.

3.3 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 (50)



My Applications (12) Action Required (18) Hide Filters

Filters Search by: Date of Birth Application Date

Application Number From (Application Date) To (Application Date) Transaction Status Select Status

Application Number	Arabic Name	English Name	Application Date	Date of Birth	Category	Status	Actions
H4073BA00014BM	سالم	Odysseus Banks	04/11/2022 14:51:47	13/02/1978	People of Determinations	Not Completed	View Edit
H3073BA00014B M	محمد عبد اللطيف يوسف منصور	MUHAMMAD ABDELLATIF YOUSSEF MANSOUR	04/11/2022 12:05:22	16/01/1985	Expatriates	Approved	View Edit
H3073BA00013BM	رهف	Rahaf	03/11/2022 15:35:51	29/05/1995	Expatriates	Under Process	View Edit
H3073BA000081B M	حسن عبدالفتاح بنوي المتولي	HASSAN ABDELFAHATH BADAWI ELMETWALLI	01/11/2022 11:00:04	20/10/1975	Expatriates	Approved	View Edit
H3073BA00071B M	مichel غيثان	FIDEL GHIATH AOJAN	01/11/2022 10:56:36	26/02/1996	Expatriates	Approved	View Edit
H3073BA00061B M	مichel غيثان	FIDEL GHIATH AOJAN	01/11/2022 10:10:27	26/02/1996	Expatriates	Approved	View Edit
H3073BA00051BM	الشمس القوي	Jack Jenkins	01/11/2022 09:45:45	05/05/1992	Expatriates	Under Process	View Edit
H3073BA00041BM	الشمس القوي	Craig Ratliff	01/11/2022 09:39:43	06/04/1992	Expatriates	Under Process	View Edit

Figure 51 | My Applications List

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

3.4 System Accessibility

The user can change theme of the site to have better experience in case they were colorblind.

In addition, the user can change the font size by clicking on the “-”, “+” buttons or they can reset the font size to the default size.

Also the user can switch between Arabic and English as language for the system or they can translate the system by google translate to their language if they want.

Furthermore, can change the them to inverted color for hard contrast colors.

As shown in figure (51)

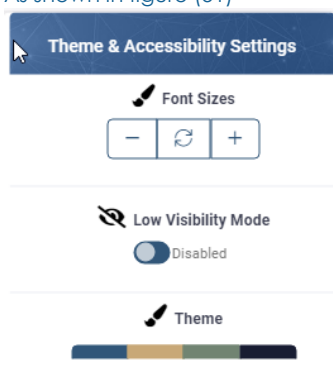


Figure 52 | Accessibility Settings

The user can logout of the system by clicking on his name, then clicking on “Logout” button or they can change their password by clicking on “Change Password” button.

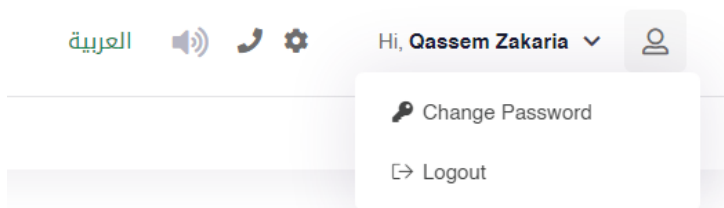


Figure 53 | User Actions

The Individual user can change his password by entering the old password, then entering the new password twice.

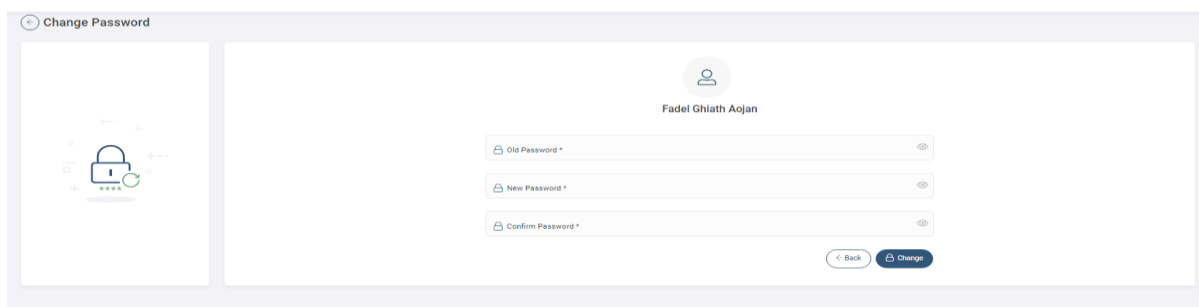


Figure 54 | Change Password Screen

Note: The new password should be compinded of letters, numbers and Sympols .