



External User Guide

Medical Products Price List

Table of Contents

1. Brief Overview	3
2. Apply for Service	3
2.1 Applicant Details	5
2.2 Service Details	5
2.3 Attachments	6
2.4 Review Application	6
2.5 Payment	7
3. Take Required Actions	8
2 Printouts	9

1. Brief Overview

This guide will help you submit an application for requesting a price list related to medical products, medications, or controlled medicines through the MOHAP online portal.

Please note: This service is available to the Applicants listed below.

Applicant Type	Rules
Medical Store	Should be licensed by MOHAP and have un-expired license
Local Factory	Should be licensed by MOHAP and have un-expired license
Scientific Office/ Marketing Office	Should be licensed by MOHAP and have un-expired license
Medical Establishments	Hospitals, Clinics ,Pharmacies

2. Apply for Service

System Link: <https://smartservices.moh.gov.ae/wps/portal/mohap/login/>

After successfully logging into the MOHAP portal, users will be directed to the Dashboard screen where they can apply for MOHAP's e-services. Applicants must follow the process below to apply for the available services:

1. Create a new application.
2. Complete application
3. Review application.

The sections below will guide the user through the step-by-step process of applying.

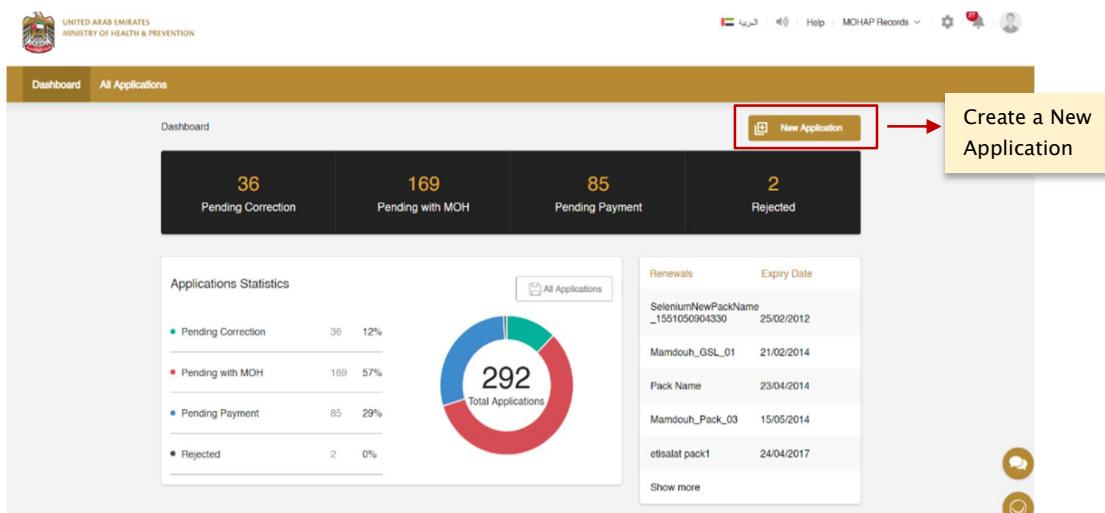


FIGURE A: DASHBOARD SCREEN

- a. Click on the **New Application**
- b. Select **Medical Product**  **Certificates**  **Products Price List**.
- c. Click the Create Application button.

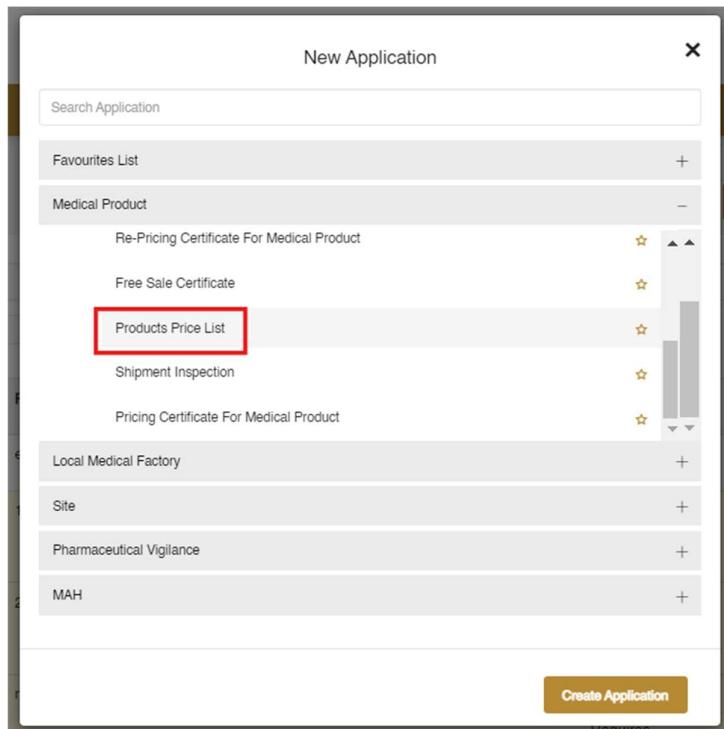


FIGURE B: CREATE PRODUCTS PRICE LIST APPLICATION

To complete a shipment inspection application, the applicant must fill the following sections:

1. Applicant Details.
2. Service Details.
3. Attachments.



FIGURE C: PROGRESS BAR

At any application stage, the applicant can perform the following actions:

- Discard application.
- Proceed to next section.
- Go back to the previous section.
- Save Application.

2.1 Applicant Details

The applicant details will be automatically filled in based on the information from the logged-in account.

FIGURE D: APPLICANT DETAILS SCREEN

2.2 Service Details

The applicant should Select the type of price list they are requesting from the dropdown menu. Available options include:

- Medicines Registered for the Company
- Controlled or Semi-controlled medicines
- Medical Products Registered in the UAE
- Registered Medications

Once selected, click Attachment to proceed.

FIGURE E: SERVICE DETAILS SCREEN

2.3 Attachments

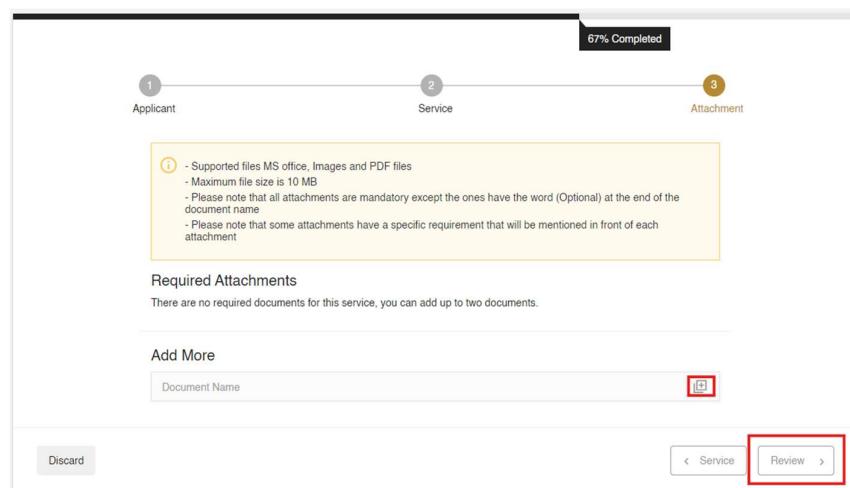
Required Attachments: For this service, no mandatory attachments are specified, but you may upload up to two optional documents.

- Attach supported file types (MS Office, Images, PDF) with a maximum size of 10 MB.
- Mandatory attachments are required only for specific applications, which will be indicated.

Add More: If needed

1. Enter the Document Name
2. Click the Add Attachment icon '+'
3. Upload Attachment

Once done, click **Review** to move forward.



The screenshot shows a progress bar at the top with three steps: 'Applicant' (1), 'Service' (2), and 'Attachment' (3), with '67% Completed' written next to step 3. Below the progress bar, there is a yellow box containing instructions about supported file types and maximum file size. A section titled 'Required Attachments' follows, stating 'There are no required documents for this service, you can add up to two documents.' Below this is an 'Add More' section with a 'Document Name' input field and a '+' icon. At the bottom, there are 'Discard' and 'Review' buttons, with the 'Review' button being highlighted by a red box.

FIGURE E: ATTACHMENTS SCREEN

2.4 Review Application

After completing all application details, click the **Review** button to proceed with submission. The Review section provides a full summary of the application and allows the user to:

- Edit Application
- Discard Application
- Go Back to Previous Section
- Read & Accept General Terms & Conditions
- Submit Application

Once the applicant reviews the application and accepts the General Terms and Conditions, they must click the **Submit** button.

FIGURE F: REVIEW APPLICATION SCREEN

2.5 Payment

Once your application is reviewed by a MOHAP officer, then it will be returned for payment following fees will apply:

- Request for a Price List for Medical Products Registered in the UAE: 500 AED
- Request for a Price List of Registered Medications: 500 AED
- Request for a Price List of Medicines Registered for the Company: 500 AED
- Request for a Price List for Controlled or Semi-controlled Medicines: 500 AED

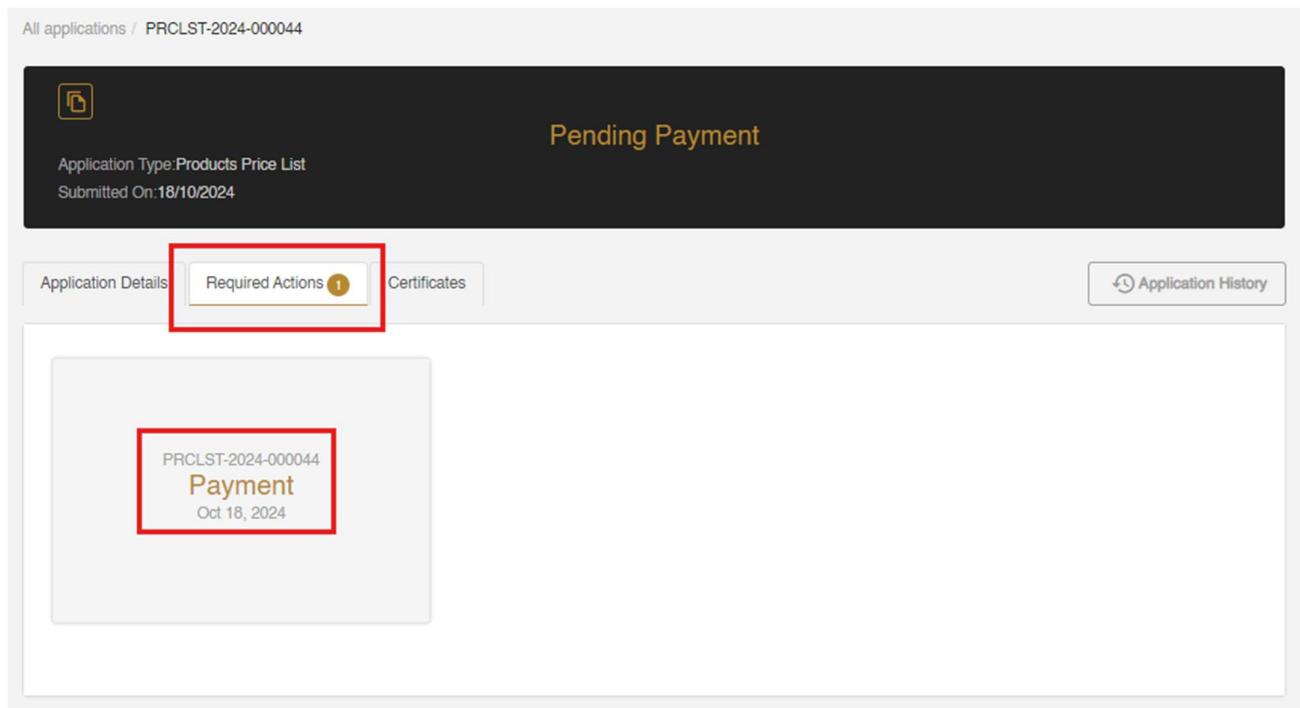


FIGURE F: PAYMENT SCREEN

3. Take Required Actions

After an application has been reviewed by a MOHAP officer, the officer may request the applicant to take certain actions. The applicant will be notified via email and SMS if any action is required. To view and take these actions:

1. Click on the Application Number in the All Applications screen.
2. Click on the Required Actions tab.
3. Click on the Correction button to redirect to the Correction screen.
4. Find the requested correction under Comment/Consultation.
5. Make changes to fields/attachments.
6. Add a comment in the Comment box.
7. Click the Submit Correction button.

The application will be sent back to the officer for further review

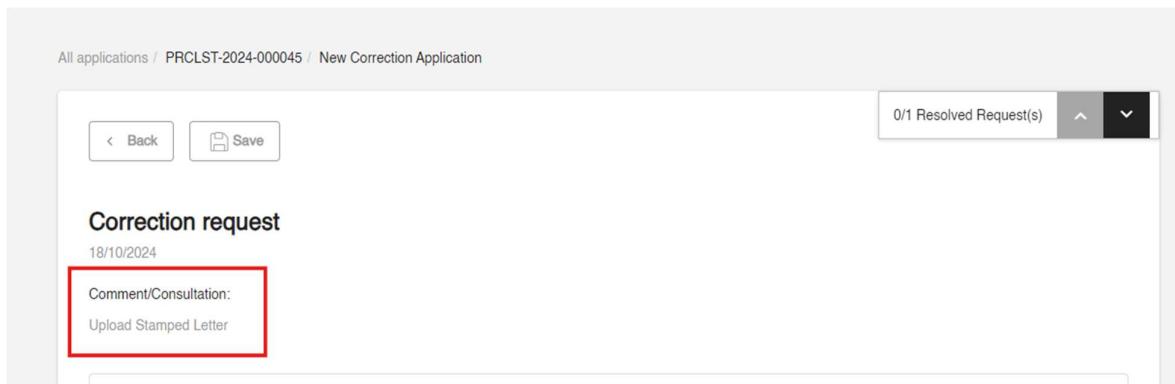
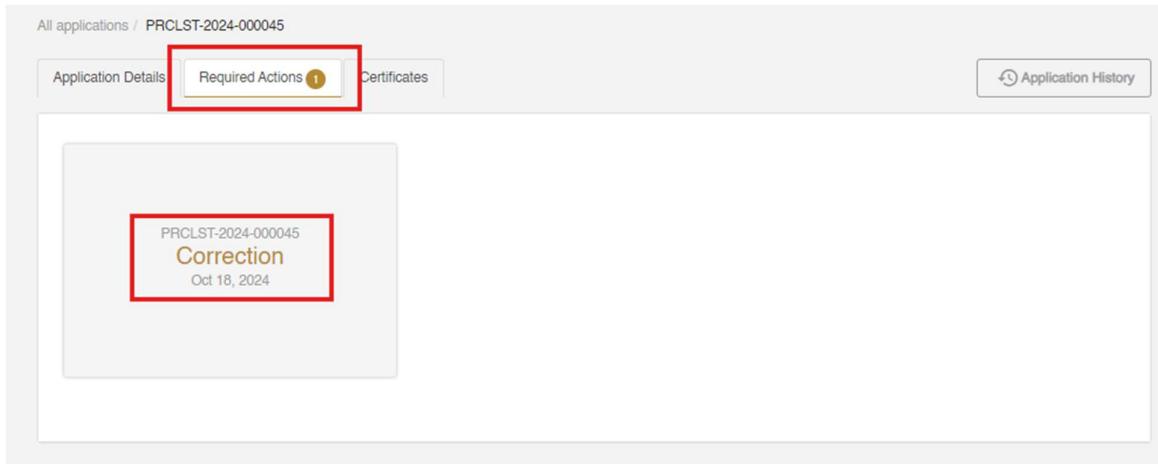


FIGURE U: REQUIRED ACTIONS SCREEN

2 Printouts

Once the payment is processed, the report will be issued. To view and print the report:

For a user to view and printout a certificate, they must:

1. Click on the Application Number in the All Applications screen to redirect to the Submitted Application screen.
2. Click on the **Certificate** tab
3. Click on the Attachment to open the report as a PDF
4. Print PDF

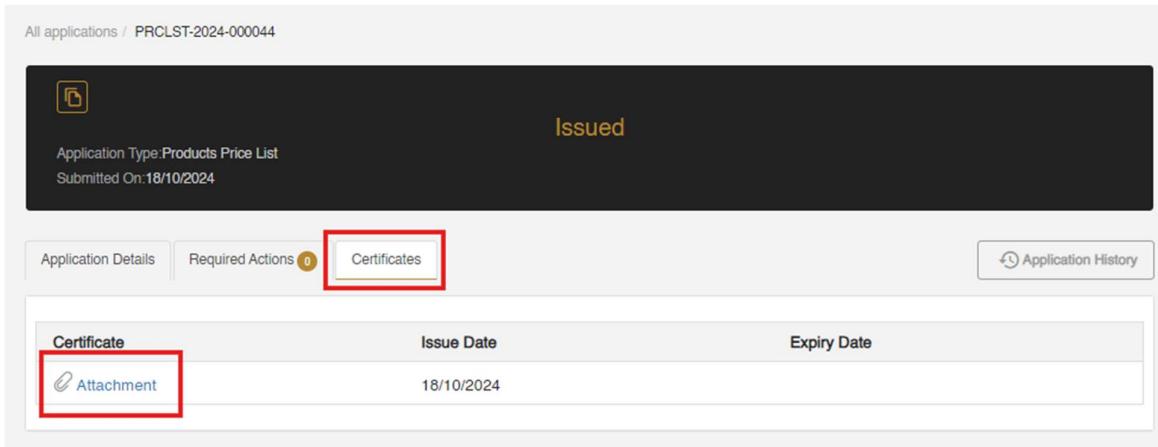


FIGURE V: CERTIFICATES SCREEN