

## External User Guide

### Modifying of Pharmaceutical Facility License

## 1. Service Overview

Enables licensed pharmaceutical facilities to apply for change to a new name.

## 2. Service Channel



Website

## 3. Service Target Audience



Facility

## 4. Service Outputs

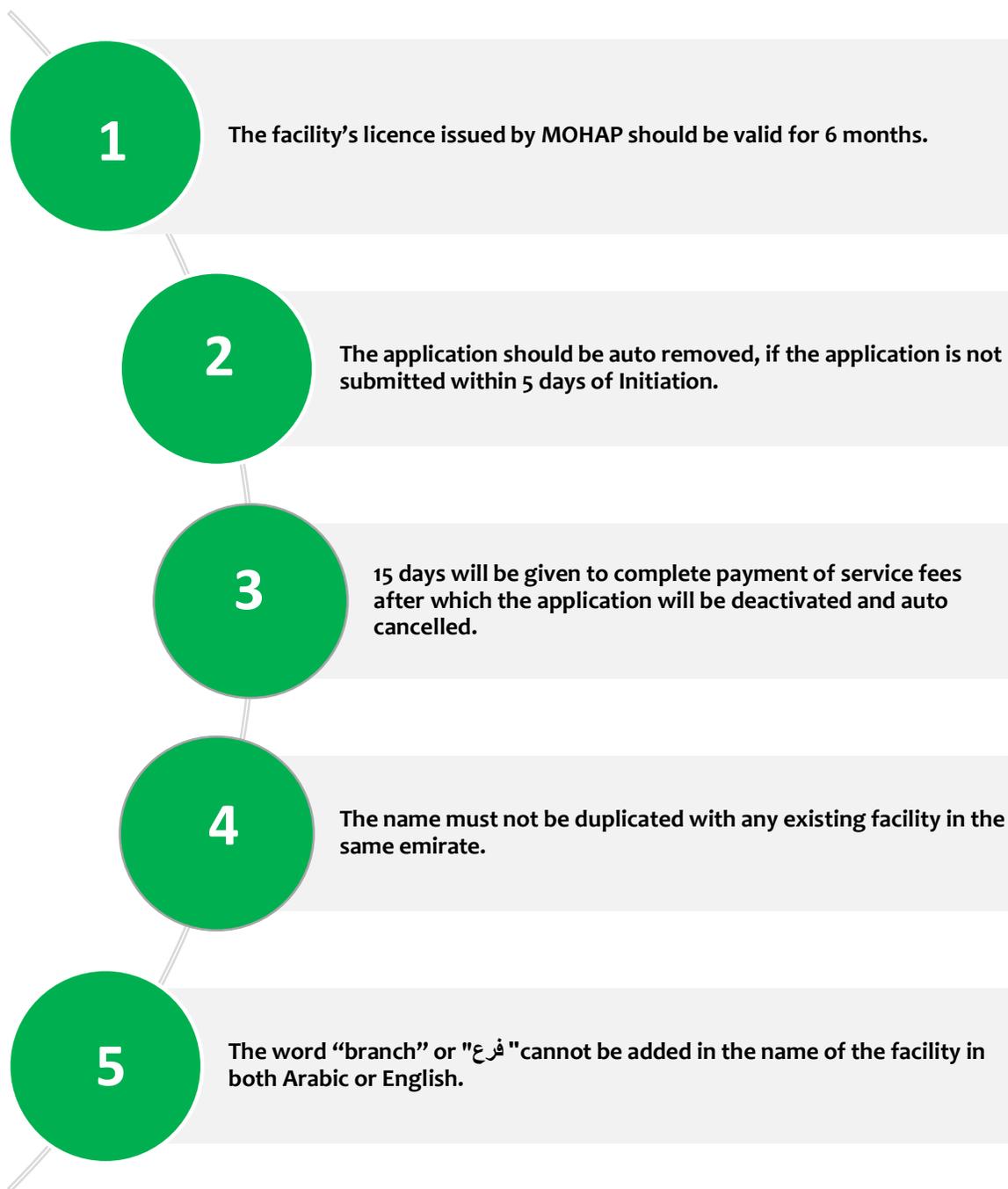


**“NOC Letter for DED”**

**“Initial Approval Letter”**

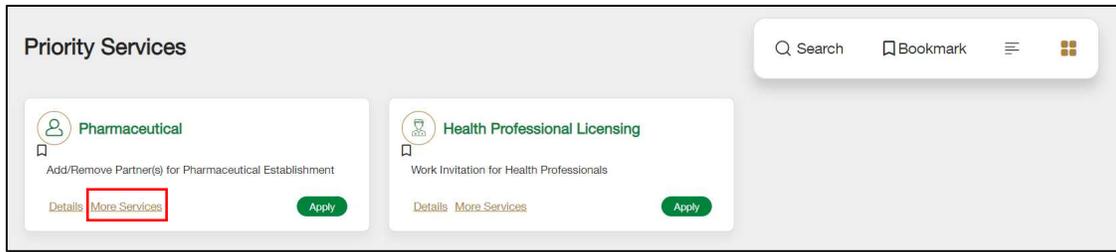
**“Final Pharmaceutical Establishment License”**

## 5. Service Prerequisites

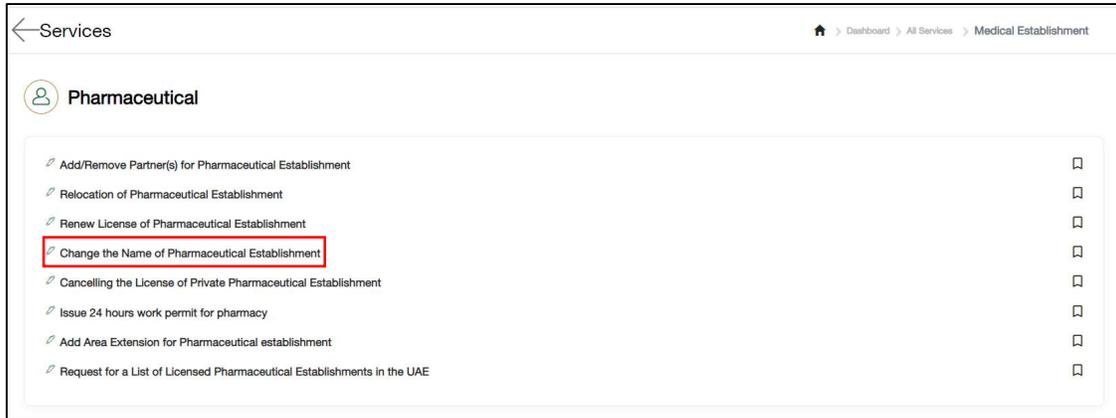


## 6. Submit Service Request

Open the form from the services list



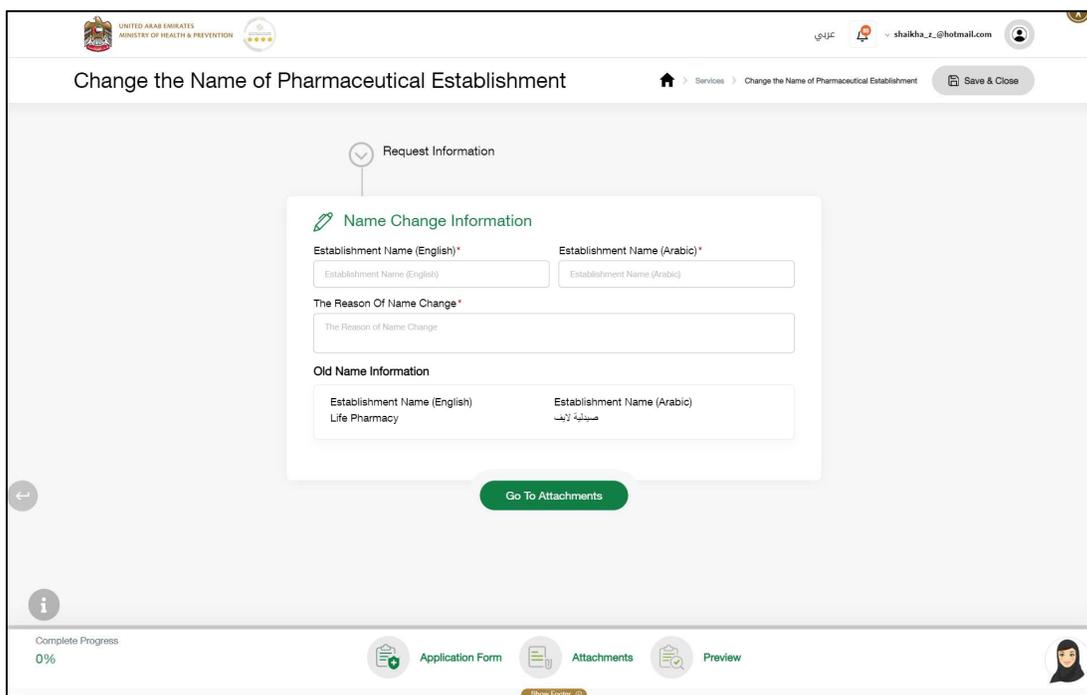
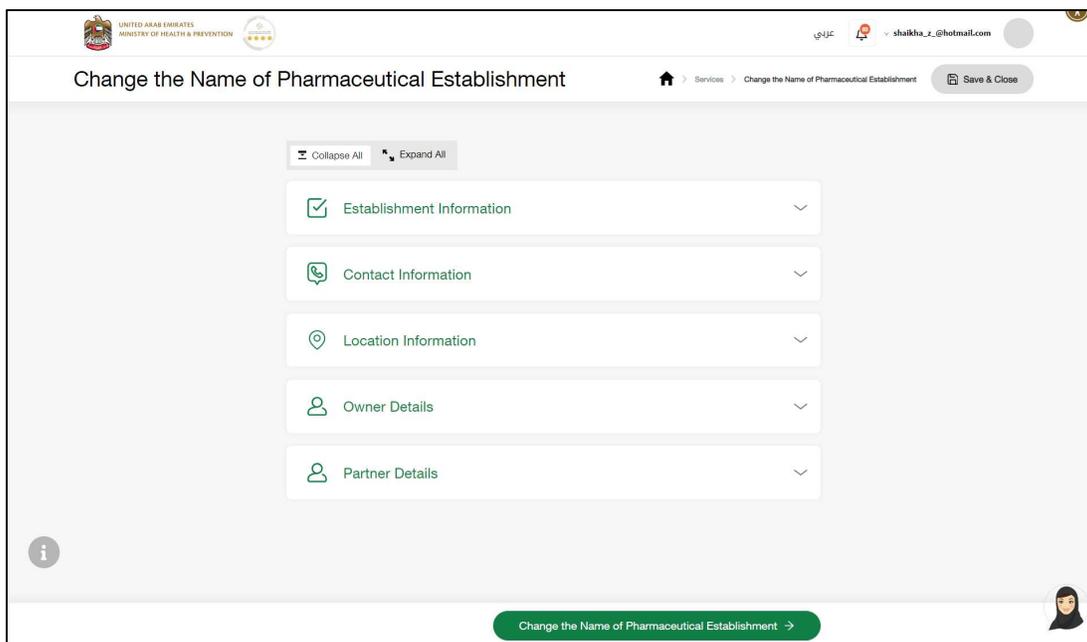
Click on the “More Services”



Clicks on the apply for “Change the Name of Pharmaceutical Establishment” button.

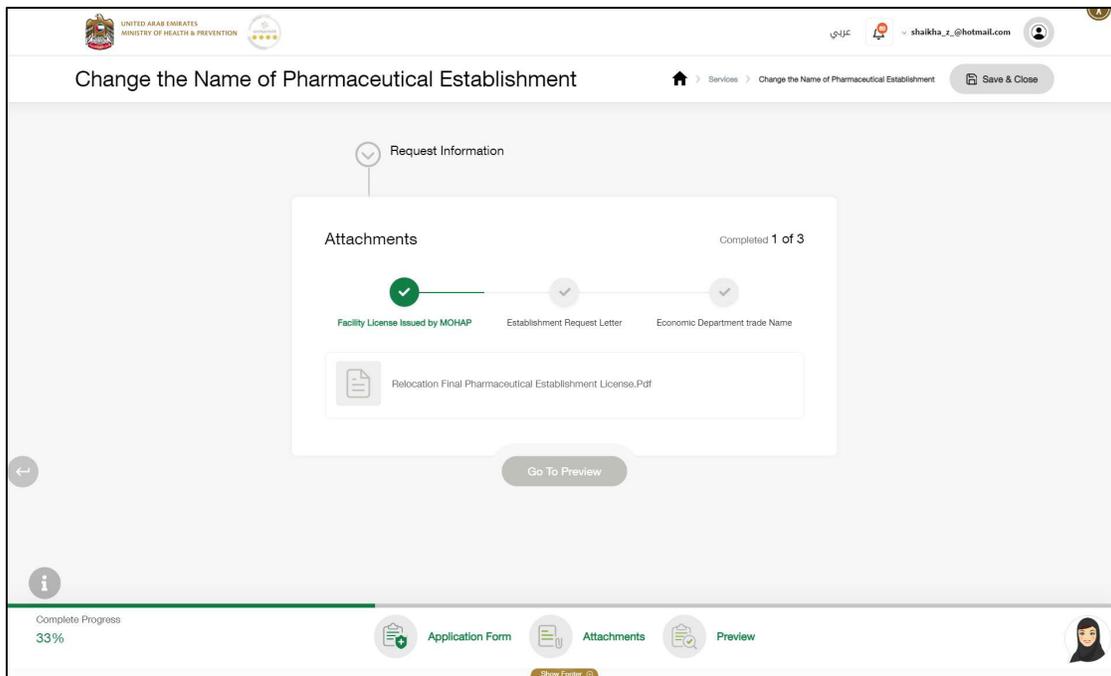
## 6.1 Initial Approval

Start the application process by reviewing your details and clicking on “Change the Name of Pharmaceutical Establishment”

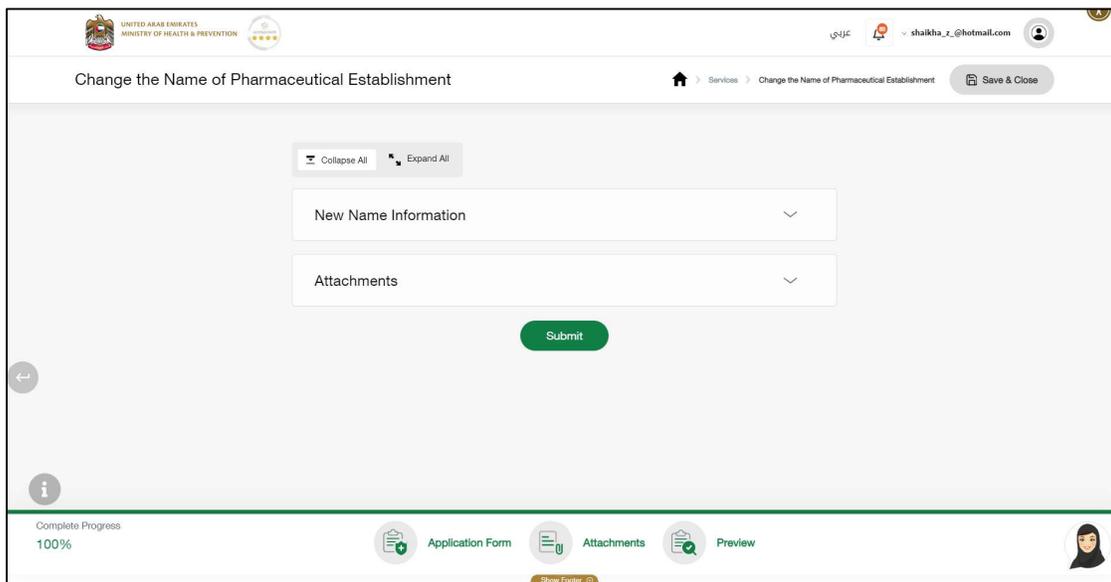


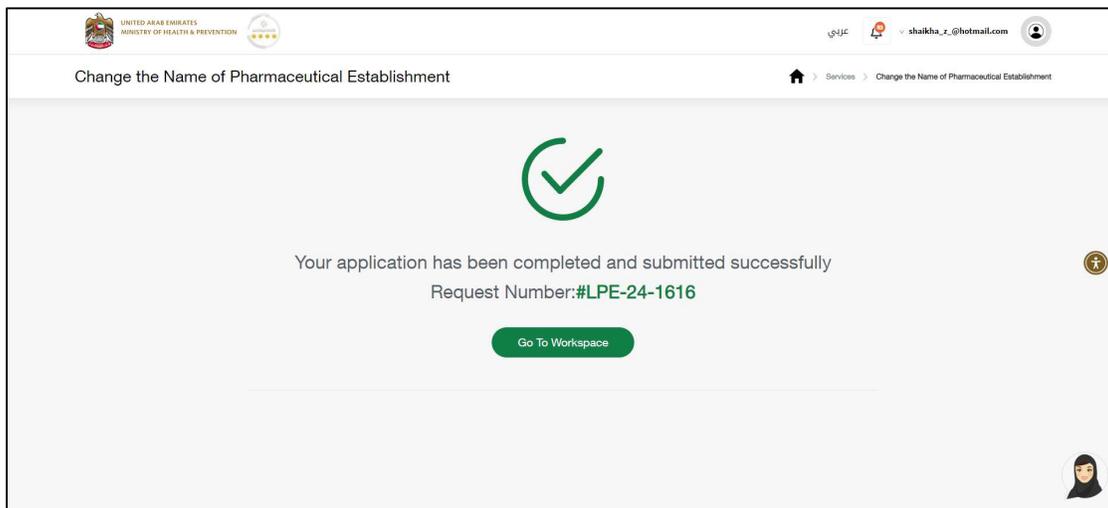
Fill in all the details in the fields and click on “Go to Attachments” button.

### Upload the required attachment(s)



Preview the application and edit it if required and click on “Submit” button.

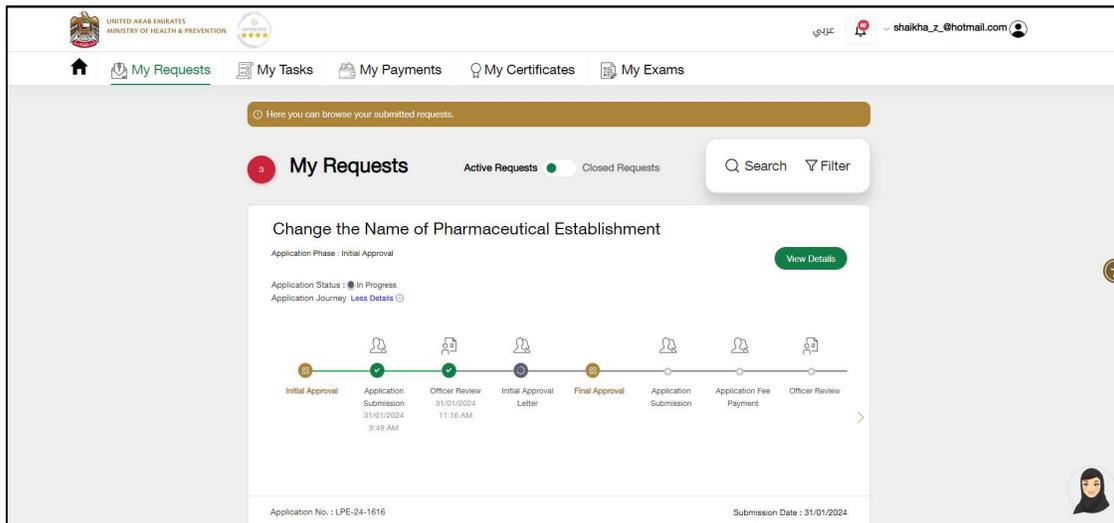


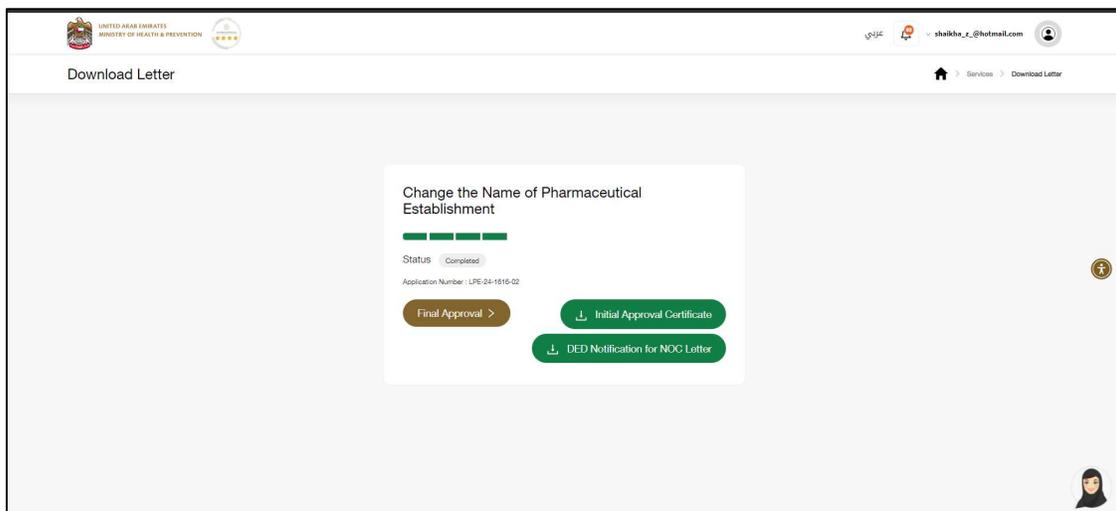
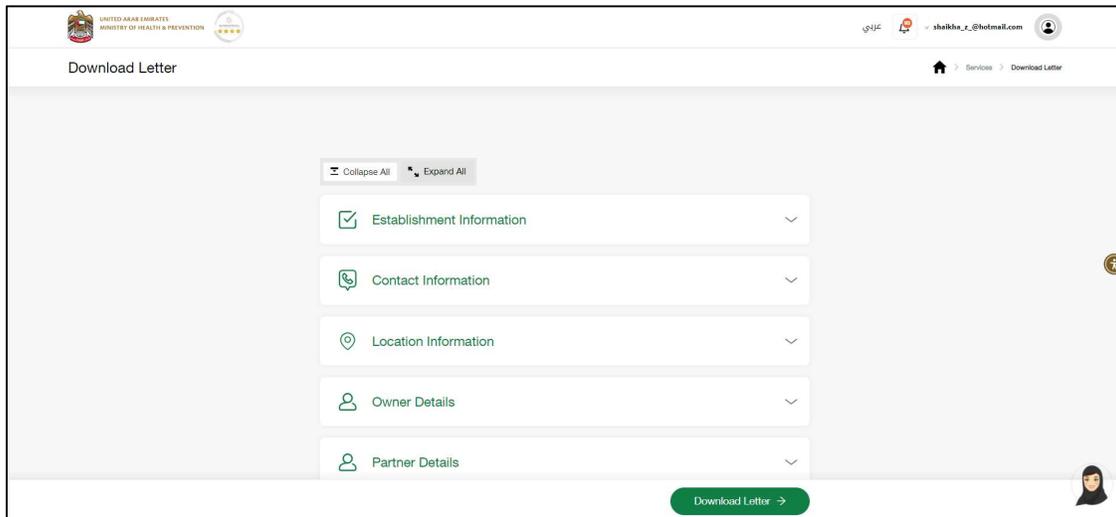


Confirmation that your request has been successfully submitted.

### Initial Approval letter

Upon approval, the applicant will receive a notification confirming the issuance of the NOC letter for DED and initial approval letters. These documents can be downloaded from either the email or portal. You may proceed to the final approval stage.





## 6.2 Final Approval

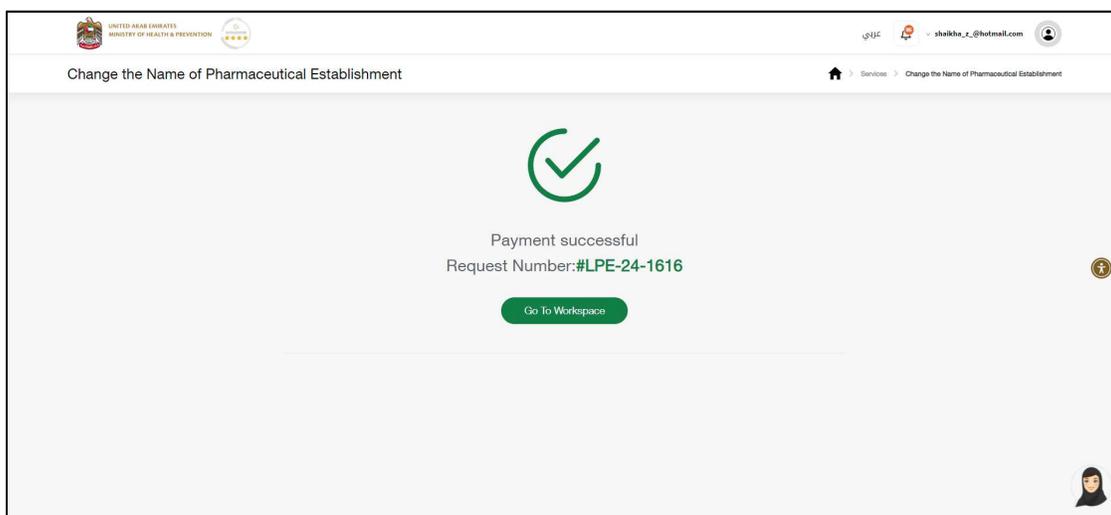
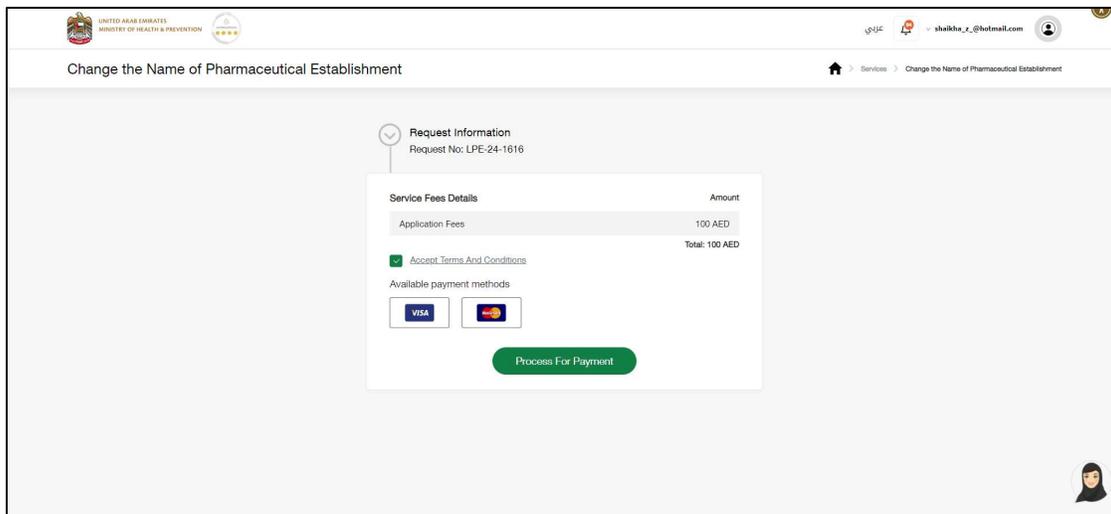
Upload the required document(s)

The screenshot shows a web application interface for 'Change the Name of Pharmaceutical Establishment'. At the top, there is a header with the United Arab Emirates Ministry of Health & Prevention logo and the user's name 'shakha\_c@hotmail.com'. Below the header, the page title 'Change the Name of Pharmaceutical Establishment' is displayed. The main content area shows a 'Request Information' section with 'Request No: LPE-24-1616'. Below this is an 'Attachments' section with a green checkmark and the text 'Completed 1 of 1'. A large green checkmark is centered above the text 'Valid Copy Of Establishment Trade License With New Name'. Below this is a file upload area with a dashed border and a green arrow icon. The text reads 'Select Files from your computer' and 'Use the "Browse" button to upload your attachments'. Below this is a 'Browse For Attachments On Your Computer' button. Below the upload area is a list of attachments showing a file named 'Valid Copy Of Establishment Trade License.Pdf' with a size of '25.14 KB'. At the bottom of the attachment list is a green 'Submit' button. At the bottom of the page, there is a progress bar showing 'Complete Progress 100%' and a navigation menu with 'Application Form', 'Attachments', and 'Preview' options.

Submit the application.

The screenshot shows the same web application interface as the previous one, but now displaying a confirmation message. A large green checkmark is centered on the page. Below it, the text reads 'Your application has been completed and submitted successfully' and 'Request Number: #LPE-24-1616'. Below this text is a green 'Go To Payment' button. The header and navigation menu are the same as in the previous screenshot.

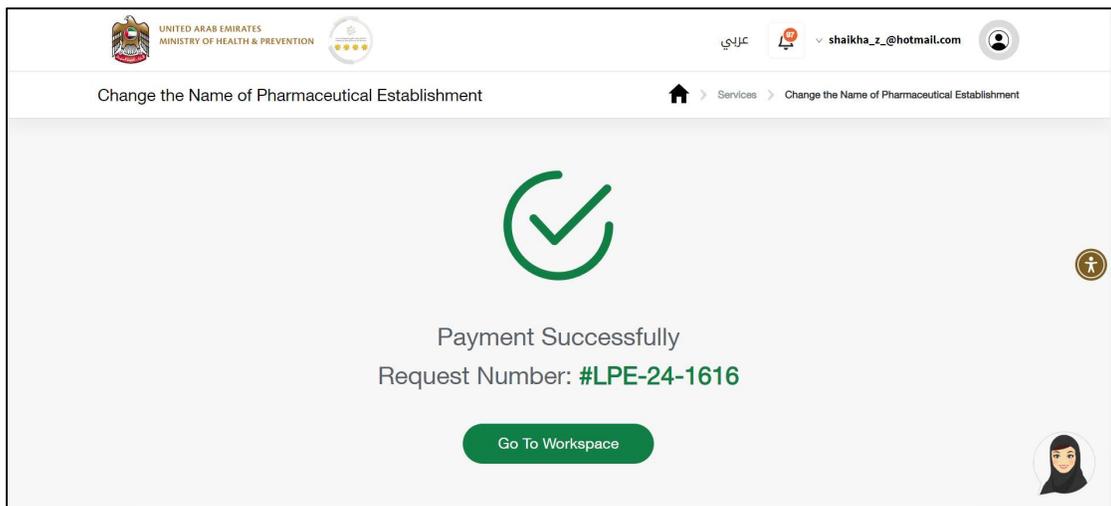
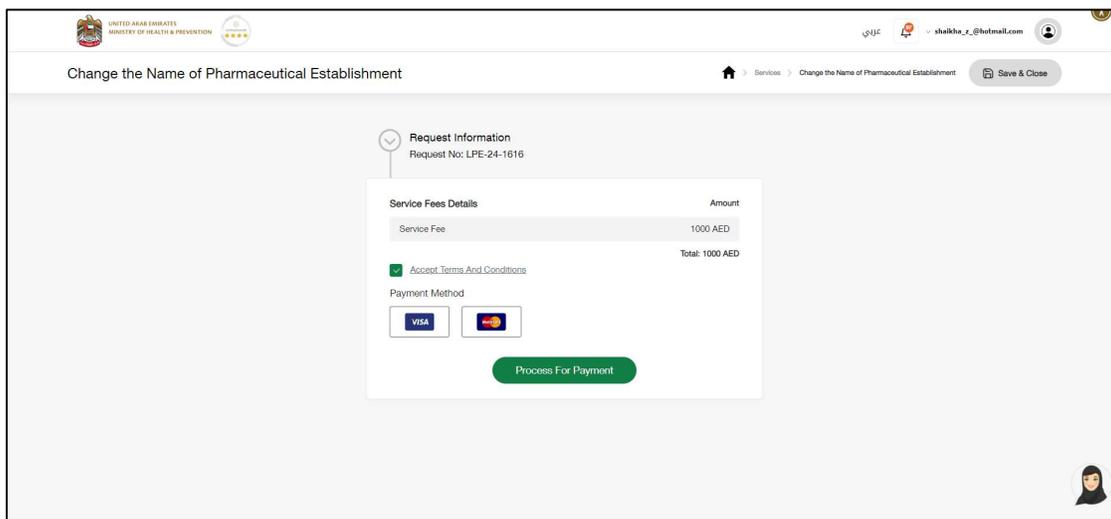
### Make the payment for the application fee



A confirmation for successful completion of payment.

### Make the payment for the service fee

Once approved, the applicant is required to pay a service fee to download the final certificate.



A confirmation for successful completion of payment.

Download the approval letter(s) or certificates  
you can download the final certificate from the 'My Certificate' section.

