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TAMM

خدمات أبوظبي الحكومية  
Abu Dhabi Government Services

# Department of Health Dashboard

*User Guide – V 0.1*

*Created: Oct 2020*

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Abu Dhabi Government Services



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## Introduction

The Department of Health (DoH) Dashboard is the central system to request, track and amend all your DoH related services. The Dashboard is split into different DoH modules such as Death, Birth and Drug etc. You will only be able to view modules that you have access to based on your position. Each module can have up to 3 levels of progressively detailed information. Users can also manage their personal profile and services access permission through the User Management System (UMS).

The following modules are covered in this User Guide:

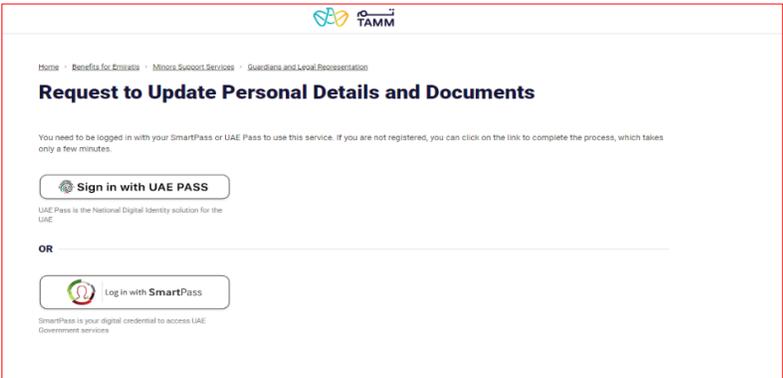
- Healthcare Facility Licences (HFL)
- Healthcare Professional Licences (HPL)
- Death
- Drug
- Medical Board
- Birth
- Public Services
- Medical Education and Examination
- Drug Coding

The structure of each module on the DoH Dashboard is structured in the following way:

- Level 0 – Main dashboard landing page where all modules can be viewed
- Level 1 – An individual module landing page which is a broad overview
- Level 2 – Viewing the different tabs which categorise information for users
- Level 3 – A detailed breakdown of an item selected from level 2 such as a Healthcare Professional

## Prerequisite(s)

A valid UAEPass or SmartPass account is needed to sign into the TAMM website to access DoH digital services.

	<p><b>Signing into TAMM Digital Services</b></p> <p>Click <b>Log in with SmartPass</b> or <b>Login with UAE PASS</b> to log in, using your valid credentials.</p>
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A valid DoH account that can be linked to your UAEPass or SmartPass login credentials.

	<h3>Connecting DoH Credentials to Your UAEPass or SmartPass</h3> <p>For first time Dashboard use you will be required to connect your DoH credentials to your UAEPass or SmartPass. Our system will redirect you to a DoH login page to enter your credentials.</p> <p>This prerequisite is a one-time requirement, subsequent Dashboard access will not require you to connect your DoH account again.</p> <ol style="list-style-type: none"> <li>1. Navigate to the Tamm website and login using your UAEPass or SmartPass</li> </ol>
	<ol style="list-style-type: none"> <li>2. Click on the square icon located on the top right of the Tamm website and select 'Department of Health' from the drop-down menu.</li> </ol> <p>You will then be redirected to the following login screen.</p>
	<ol style="list-style-type: none"> <li>3. Enter your DoH account credentials</li> <li>4. Click on the 'LOGIN' button</li> </ol> <p>If you have forgotten you Username or Password, please see the upcoming sections in this User Guide (shown in table of contents).</p>



## Accessing the Department of Health Dashboard

This section explains how to safely login and logout of the DoH Dashboard. Registering a DoH account is also covered as this is a prerequisite to accessing the DoH Dashboard.

<p>You need to be logged in to use this service.</p> <p>USERNAME OR EMAIL</p> <input type="text"/> <p><a href="#">Forgot Username?</a></p> <p>PASSWORD</p> <input type="password"/> <p><a href="#">Forgot Password?</a></p> <p><b>LOGIN</b></p> <p>Don't have an account? <a href="#">Register Now</a></p>	<h3>DoH User Registration</h3> <p>For users that do not have a DoH account created you can register by clicking on the 'Do not have an account? Register' link located on the login page.</p> <ol style="list-style-type: none"> <li>1. Click on the 'Register Now' link</li> </ol> <p>You will then be redirected to the following user registration screen.</p>								
<h3>User Registration</h3> <p>Enter the requested personal details, type of user, and subscription information to register in the Department of Health's dashboard.</p> <p><b>Profile Details</b></p> <table border="1"> <tr> <td>Full Name</td> <td>Raneem Hilal Ramadan</td> </tr> <tr> <td>Nationality</td> <td>Lebanon</td> </tr> <tr> <td>Email Address</td> <td>raneem.ramad@email.com</td> </tr> <tr> <td>UAE Resident</td> <td>Yes</td> </tr> </table> <p>MOBILE NUMBER</p> <input type="text" value="+971 53 311 3536"/> <p><b>User Type</b></p> <p><input checked="" type="radio"/> <b>As a Doctor / Nurse / Pharmacist / Technician with DoH Licence</b> DoH Licensed Healthcare professional must select this option and enter their licence number for a quicker authorisation of the user ID request.</p> <p><input type="radio"/> <b>As a Doctor / Nurse / Pharmacist / Technician without DoH Licence</b> To Apply For New DoH Licence.</p> <p><input type="radio"/> <b>As a Facility Representative</b> All Non-DoH licenced users must use this option to register their request. Please note that the option will take more time for approval of their request.</p> <p><input type="radio"/> <b>As Individual</b> User can access DoH self-services such as request for Aduvak card, Insurance Complaints, Birth Certificate.</p> <p><input type="radio"/> <b>As Registration for Medical Education Programs</b> Such as Tasneeq, and Internship Program</p> <p>DOH LICENCE NUMBER: TN-63554MY</p> <p>HEALTH FACILITY / ORGANISATION NAME: Nevesyam Hospital</p> <p><b>REGISTER</b> <a href="#">Cancel</a></p>	Full Name	Raneem Hilal Ramadan	Nationality	Lebanon	Email Address	raneem.ramad@email.com	UAE Resident	Yes	<p>Your personal details will be auto populated from your UAEPass or SmartPass login. Please verify they are correct before continuing with the rest of the registration.</p> <ol style="list-style-type: none"> <li>2. Enter your mobile number</li> <li>3. Select your User Type based on your profession and purpose in accessing the DoH dashboard</li> </ol> <p>Based on your User Type you will be required to enter additional details on the bottom of the page. For example, if the first option is selected you are required to enter your DoH licence number and according facility name.</p> <ol style="list-style-type: none"> <li>4. Click on 'REGISTER' to submit your application</li> </ol> <p>You will then be redirected to the following submission screen.</p>
Full Name	Raneem Hilal Ramadan								
Nationality	Lebanon								
Email Address	raneem.ramad@email.com								
UAE Resident	Yes								

<p><b>User Registration</b></p> <p><b>Registration Complete</b></p> <p>We have received your profile creation request and will notify you on your email address and mobile number once an update has been made to the status of your request. Once approved, you will be able to manage service access across different facilities via the dashboard.</p> <p><b>LOGIN</b></p>	<p>This confirmation page will be shown to when you user registration has been successfully submitted. Please note that your application is still in review and you will be notified by email and mobile number once there has been an update.</p>
<p><b>Abu Dhabi Government Services</b></p> <p>Log In</p> <p>Sign in for a personalized experience, access to My Locker, documents, continue services and so much more.</p> <p>Sign in with UAE PASS</p> <p>Log in with SmartPass</p> <p>Don't have an account? Register</p> <p>What are you looking for?</p> <p>Popular: Traffic Fines Request for Treatment Abroad</p> <p><b>Benefits for Emiratis</b> Healthcare, education, employment, Emiratisation, financing, retirement, social welfare and support.</p> <p><b>Business Events &amp; Advertising</b> Abu Dhabi government promotions and event services, permits, funding, campaigns.</p> <p><b>Start &amp; Manage a Business</b> Economic licences and industrial licences for investors in one place to start and manage their business.</p> <p><b>Consultations &amp; Training</b> Managing and developing a business in Abu Dhabi, expert guidance and support.</p>	<p><b>Logging into the DoH Dashboard</b></p> <ol style="list-style-type: none"> <li>1. Navigate to the TAMM website</li> <li>2. Click on the Login icon located on the top right of the page</li> <li>3. Select either UAEPass or SmartPass options from the drop-down menu</li> </ol>
<p><b>Login to UAE PASS</b></p> <p>Emirates ID, email, or phone eg. 971500000000</p> <p><b>Login</b></p> <p><input checked="" type="checkbox"/> Remember me</p> <p>Don't have an account? <a href="#">Create new UAE PASS account</a></p> <p><a href="#">Recover your account</a></p>	<p>If you selected UAEPass:</p> <ol style="list-style-type: none"> <li>4. Enter your login details and click 'LOGIN'</li> </ol> <p>You will then be redirected to the main Dashboard landing page in step (6.)</p>

	<p>If you selected SmartPass:</p> <p>5. Enter your login details and click 'LOGIN'</p> <p>You will then be redirected to the main Dashboard landing page in step (6.)</p>
	<p>6. After successfully logging in you will be redirected to the main DoH dashboard login page.</p>
	<p><b>Logging out of the DoH Dashboard</b></p> <p>1. Click on your profile photo in the top right corner of the dashboard and click 'Logout' from the drop-down menu.</p> <p>You will be redirected to the TAMM website once you have logged out.</p>



## Navigating the DoH Dashboard

This section explains how to navigate through the dashboard along the different levels of each module

	<p><b>Level 0</b></p> <p>Overview Landing Page</p> <p>When you first log into your Dashboard this is the page you will be redirected to. It contains an overview off all the different modules you have access to. By clicking on any of the modules or selecting it from the overview drop-down menu you will be redirected to that dashboard page.</p>
	<p><b>Level 1</b></p> <p>Dashboard Module Page</p> <p>When you click on any of the given modules you will be redirected to this page. The data bar above gives you an overview of all the status of all requests contained to the module.</p> <p>In the example shown here, the table presents brief information about all the different facilities. The table has several functions to help you search and filter the contents. These functions include:</p> <ul style="list-style-type: none"> <li>○ Search bar</li> <li>○ Table filters</li> <li>○ Table actions</li> </ul> <p>By clicking on a profile licence the user will be redirected to level 2 which is a zoomed in view of the requests contained within that selected facility.</p> <p>Each table item has an actions option indicated by the 3 dots on the left. This gives you access to a multitude of management and viewing options for that table item.</p>



**Healthcare Facility Licences**

**Facility Transactions**

**Optical Shop Center 100**

ME23923 **Cancelled**

Type: Rehabilitation  
Sub-Type:

**ALERTS** | **MY REQUESTS** | **DRAFT REQUESTS** | **HIRED PROFESSIONALS** | **CANCELLED PROFESSIONALS**

Filter by: [Dropdown] Search: [Input]

Certificate ID	Request Title	Issue Date	Status	Actions
AMF-2020-001067	Change Location	10/25/2020	Cancelled	Comments, Outputs, Claims, View
AMF-2020-000885	Change Plan	10/19/2020	Cancelled	
AMF-2020-000892	Change Plan	10/19/2020	Cancelled	
AMF-2020-000871	Registration/Re-Registration - Preliminary	10/19/2020	Incomplete	

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## Level 2

### Dashboard Module Tabs

After clicking on profile item in the table from level 1 you will be redirected to the following page. In this example, after clicking on a facility licence from level 1 we are taken to level 2 where the transactions for that facility are detailed.

Information such as facility name, type and sub-type can be viewed in the data bar.

Table content is categorised to help you navigate through level 2 module information. The tabs are described as follows:

- Alerts are items that require your attention such as a payment or approval
- My Requests are requests that have been completed or currently active
- Draft Requests are requests that have been started however the application is still not finished
- Hired professionals (only viewable in HFL) are a list of currently hired professionals at the facility
- Cancelled professionals (only viewable in HFL) are a list of professionals who no longer have an active licence

**Healthcare Facility Licences**

**View More Details**

**New Standard Provider Contract**

NSPC-2020-000003 **Cancelled**

Issue Date: 9/9/2019

**RECORD DETAILS** | **WORKFLOW DETAILS** | **RELATED RECORDS** | **ATTACHMENTS** | **FEES**

**PAYER**

Name	Value
InsuranceCompanyName/Value	HSFICO-2019-000074
InsuranceCompanyName	CN-1011177 TEST
representedBy	N/A
located	[ 128 ] المرعى، الرميلات، 326300، عمارة رقم 1
telephone	+97121234567

## Level 3

### View More Details

By clicking on the view button from the actions drop-down menu in the table. You will be redirected to level 3 which contains the most amount of detail regarding a request, professional or facility depending on which module you are in.

The view more details page contains a in-depth breakdown of record and workflow details, related records, attachments and any fees associated.



## DoH Dashboard Pinned Functions

This section covers the main functions that are pinned to the Dashboard. This includes how to imitate a new request, amend an existing request and downloading templates from the DoH database.

	<h3>Initiating a New Service Request</h3> <p>You can start a new service request from anywhere in the Dashboard by clicking on the pinned 'NEW REQUEST' button at the top right of the page.</p> <p>You will be redirected to the following page.</p>
	<p>Here you will be able to select all DoH services available to you as a user. By clicking on a request, you will then be redirected to the start of the application page. After completing the application, it will appear as in your My Requests tab for that according module.</p>
	<h3>Amending an Existing Request</h3> <p>You can amend an existing request that can enable you to manage, extend or cancel it depending on the service being selected.</p> <ol style="list-style-type: none"> <li>1. Navigate to the service request you would like to amend in the table</li> <li>2. Select the 'Amend' option from the actions drop-down menu</li> </ol> <p>You will be redirected to the following page.</p>



	<p>Here you will be presented with all of the amend options for that particular service you selected. You will be redirected to the start of the application for the amend service once you click on it.</p>
	<h3>Accessing Service Templates</h3> <p>You can access multiple DoH application templates for download by clicking on the pinned 'TEMPLATES' button located at the top right of the dashboard.</p> <p>You will be redirected to the following page.</p>
	<p>All listed templates can be downloaded as an excel file for your use.</p>



## User Management System

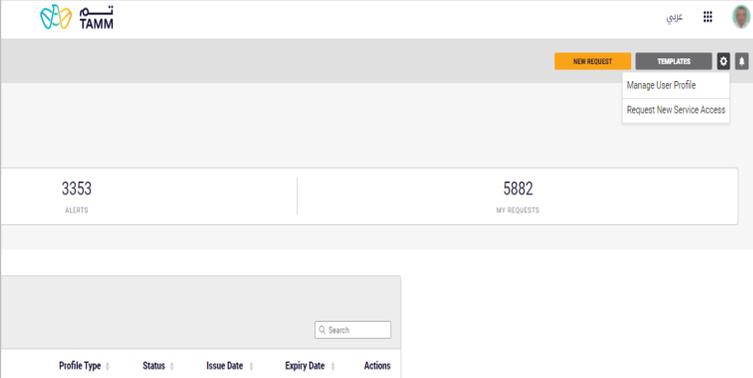
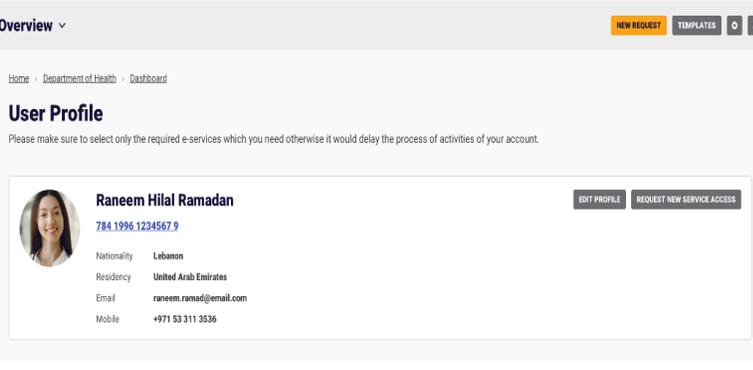
This section covers how to manage your DoH account and user profile from the Dashboard. This includes adding additional service and facility access to your profile.

	<h3>Forgot Username</h3> <p>If you have forgotten your username, click on the 'Forgot Username?' shown here.</p> <p>You will then be redirected to the following page.</p>
	<ol style="list-style-type: none"> <li>1. Enter your registered email address associated with your DoH account</li> <li>2. Click on show username</li> </ol>
	<p>If your email address is correctly associated to an existing DoH username then you will be shown this pop-up message that contains your username.</p>



<p><b>Forgot Username</b></p> <p>Enter your registered email address to view your username.</p> <p>EMAIL ADDRESS</p> <input type="text" value="raneem.ramad@email.com"/> <p><b>SHOW USERNAME</b> <a href="#">Cancel</a></p> <p><span>✖</span> No username is associated with this email address</p>	<p>If the email address is not associated to any DoH username then you will be shown this error message.</p>
<p>You need to be logged in to use this service.</p> <p>USERNAME OR EMAIL</p> <input type="text"/> <p><a href="#">Forgot Username?</a></p> <p>PASSWORD</p> <input type="password"/> <p><a href="#">Forgot Password?</a></p> <p><b>LOGIN</b></p> <p>Don't have an account? <a href="#">Register Now</a></p>	<p><b>Forgot Password</b></p> <p>If you have forgotten your password, click on the 'Forgot Password?' shown here.</p> <p>You will then be redirected to the following page</p>
<p><b>Forgot Password</b></p> <p>Enter your registered email address and we will send you an email with a recovery link. If you already have a token, <a href="#">Click here</a> to enter it and regain access to the dashboard.</p> <p>EMAIL ADDRESS</p> <input type="text"/> <p>USER ID</p> <input type="text"/> <p><b>SEND EMAIL</b> <a href="#">Cancel</a></p>	<ol style="list-style-type: none"> <li>1. Enter your email address associated to your DoH account</li> <li>2. Enter your username</li> <li>3. Click on 'SEND EMAIL'</li> </ol> <p>You will be sent a recovery token to your email which will act as a temporary password for you to log back into your account.</p>



<p><b>Forgot Password</b></p> <p><b>Token Sent</b></p> <p>Kindly enter below the token we sent to your email address to help you regain access to DoH Dashboard.</p> <p>ENTER TOKEN</p> <p>63554</p> <p><b>RESEND TOKEN</b></p> <p><b>VERIFY</b> <a href="#">Cancel</a></p>	<p>4. Enter the recovery token that was sent to your registered email address</p> <p>5. Click 'VERIFY'</p> <p>Once the token is verified you will have successfully linked your DoH account to your UAEPass or SmartPass.</p>
	<p><b>Editing Your User Profile</b></p> <p>To edit your user profile, click on the pinned gear icon drop-down menu.</p> <p>You will then be redirected to the following screen.</p>
	<p>2. Click on the 'EDIT PROFILE' button</p>



**Profile Details**

Name	Fatma_Moza
Nationality	United Arab Emirates
Emirates ID	784198595960664
Email Address	sd@k
Mobile Number	+97192300

EMAIL ADDRESS (OPTIONAL)

MOBILE NUMBER (OPTIONAL)

**SUBMIT** [Cancel](#)

You can optionally submit your email address and mobile number to be added to your profile details.

**Manage Service Access**  
Please provide the required information below to add services to your account.

Select a Request Type

Add Additional Service Access  
By selecting this option you can request to add additional service access to an existing Facility listed below.

Add Additional Facility User Permissions  
By selecting this option you can request to add a new Facility to your user management system. You will then be able to select this facility to add further service access (only for Facility representatives).

Facility Details

Facility Name	Facility ID	Facility Type
<input type="checkbox"/> KHARAJA AL KUBBA SCHOOL CLINIC	MF288	Clinic
<input type="checkbox"/> JAL AL KHAYMA BINA THEKHA AL KUBBA SCHOOL CLINIC	MF288	Clinic

## Managing Your Service Access

### Adding additional service access

By clicking on the first check box and then selecting the facility and service you would like to add to your user profile.

Select a Request Type

Add Additional Service Access  
By selecting this option you can request to add additional service access to an existing Facility listed below.

Add Additional Facility User Permissions  
By selecting this option you can request to add a new Facility to your user management system. You will then be able to select this facility to add further service access (only for Facility representatives).

Facility Details

FACILITY TYPE

FACILITY NAME

Service Details

SELECT SERVICE

JUSTIFICATION FOR ACCESS

If you wish to add multiple files, kindly compile them into a single PDF file and attach it below.

or drop files here

[BACK](#) [SUBMIT](#) [Cancel](#)

### Adding additional facility user permissions

1. Click on the second check box
2. Fill out the required details
3. Attach any documents needed
4. Click on SUBMIT