



PATIENT USER GUIDE FOR
SICK LEAVES & MEDICAL
REPORTS E-SERVICE

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Purpose

This document details the steps involved in viewing and printing the Sick Leaves and Medical Reports, which will only be issued and approved electronically by Hospitals and Clinics, without the need for the doctor's signature or the administration's stamp.

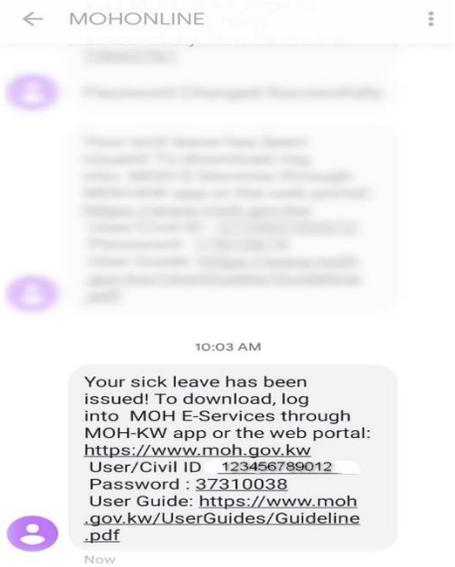
1. Registering the User with MOH

First time users approaching Hospitals or Clinics for Sick Leaves or Medical Report will be registered automatically with the MOH once the report is approved. Their account can be used to access MOH E-services in the Web Portal and the Mobile App.

A user account is created as follows:

1. Patient visits the Hospital or Clinic to request a Sick Leave or Medical Report.
2. After their request is approved, the patient receives their credentials via SMS (Civil ID as username and temporary password). You can also print the credentials at the Health Center.
3. Download the App from the App Store (iOS)/Google Play (Android).
4. User logs into the MOH App or Web Portal to view or print their report.

IMPORTANT: If you change your mobile number at any time, please confirm the new number with the nearest Health Center.

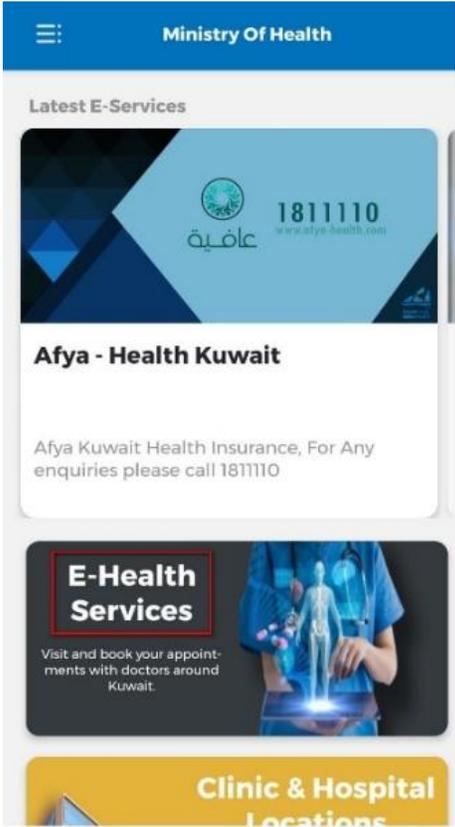
<p>The SMS sample is as follows:</p> 	<p>The printout is as follows:</p> 
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2. Downloading Sick Leaves

The patient can view and download the Sick Leave in two ways:

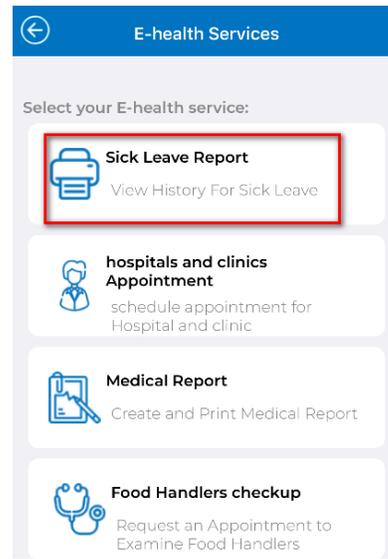
5. From the MOH Mobile App 'MOH KW'.
6. From the MOH Portal.

2.1 Downloading the Sick Leave from the Mobile App

<p>1. Download the app 'MOH KW' from the App Store (iOS)/Google Play (Android).</p>	
<p>2. In the Home Page, select E-Health Services.</p>	

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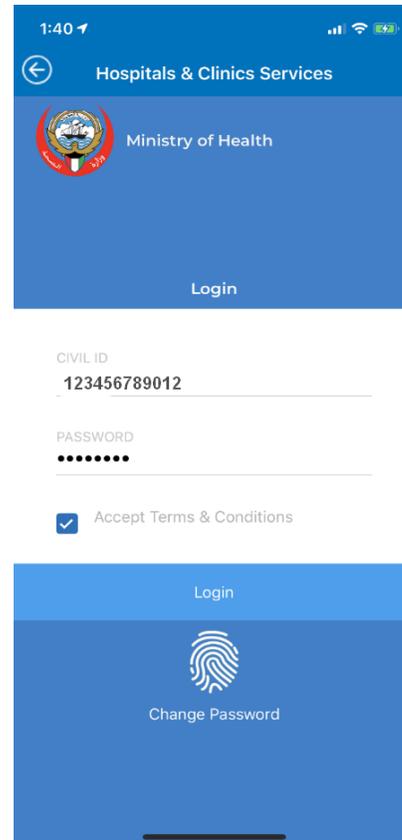
3. Select 'Sick Leave Report'.



4. Login using your credentials with your Civil ID as the username, and check the box to accept the 'Terms and Conditions'.

On first-time login, use the temporary password received via SMS. You'll be prompted to change it shortly. For instructions, check the [Change Password](#) section of this document.

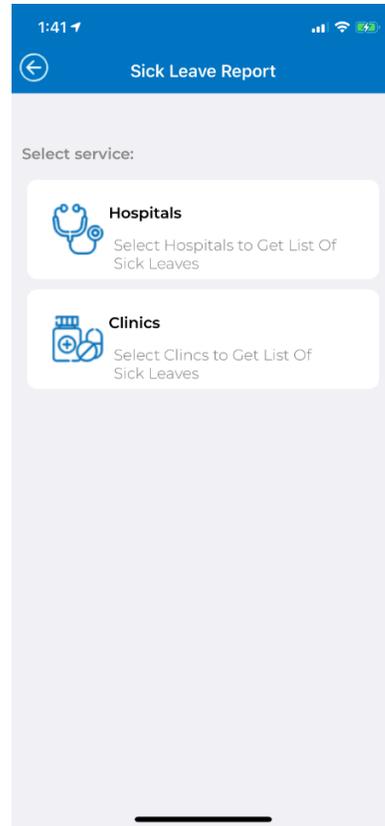
After first-time login, you can login using your biometric data (fingerprint, face recognition).



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5. Select 'Hospitals' or 'Clinics' depending on where you requested your Sick Leave.

Note: Sick Leaves from Hospitals and Clinics will only be issued electronically.



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6. You will see your personal details at the top (Civil ID, Name, Gender and Nationality).

Below you will see the issued Sick Leaves and a summary of their details.

Click on the 'Details' button to view the full Sick Leave details.

Note: You will only be able to view Sick Leaves that have been issued for the past year.

The screenshot displays a mobile application interface. At the top, there is a blue header with a back arrow icon and the text 'Hospitals'. Below the header, a white card contains personal details: 'Civil ID' (123456789012), 'UserName' (Mohammed), 'Gender' (Male), and 'Nationality' (Non-Kuwaiti). Below this card, a section titled 'Sick Leave History' contains a list of leave records. The first record shows 'Serial No.' (405), 'Date' (21 Sep 2019), 'Doctor Name' (MAHMOUD NASR SABRI SULAIMAN), 'Hospital Name' (Amiri Hospital), and 'No. Of Days' (1). At the bottom of the record card is a blue button labeled 'Details'. The mobile status bar at the top shows signal strength, 34% battery, and the time 10:48. The Android navigation bar is visible at the bottom.

Civil ID	123456789012
UserName	Mohammed
Gender	Male
Nationality	Non-Kuwaiti

Sick Leave History

Serial No.	405
Date	21 Sep 2019
Doctor Name	MAHMOUD NASR SABRI SULAIMAN
Hospital Name	Amiri Hospital
No. Of Days	1

Details

7. On this screen, you can view the entire Sick Leave details.

Scroll down and click on the 'Show Report' button to view the Sick Leave Report.

The screenshot shows a mobile application interface for 'Sick Leave Details'. At the top, there is a blue header with a back arrow and the title 'Sick Leave Details'. Below the header, the form contains the following information:

- Work Place:** Kuwait Petroleum International
- Doctor Name:** MAHMOUD NASR SABRI SULAIMAN
- Diagnosis:** [Redacted]
- Sick Leave Days:** 1
- From Date:** 21 Sep 2019
- To Date:** 21 Sep 2019

At the bottom of the form, there is a prominent blue button labeled 'Show Report'. The mobile status bar at the top shows the time as 10:53 and various system icons.

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- The Sick Leave Report is displayed in .pdf format.

You can now download or print the Sick Leave Report.

Note: The QR code can be scanned through the app by official bodies to verify the Sick Leave Report.

مستشفى الاميري
Amiri Hospital

وزارة الصحة
تموذج اجازة مرضية

الرقم المدني: 123456789012
اسم المريض: محمد زيد خان
تاريخ الاصدار: 21-09-2019 9:43 am
MOHAMMAD

جهة العمل: شركة التمرد الفوقية العالمية
التخصص: Cardiology SACC
القسم/التخصص: Borderline lepromatous leprosy

التوصية: 1 يوم ايام ابتداء من: 21/09/2019 الى: 21/09/2019

الطبيب المعالج: معونة نعيم سموي سليمان

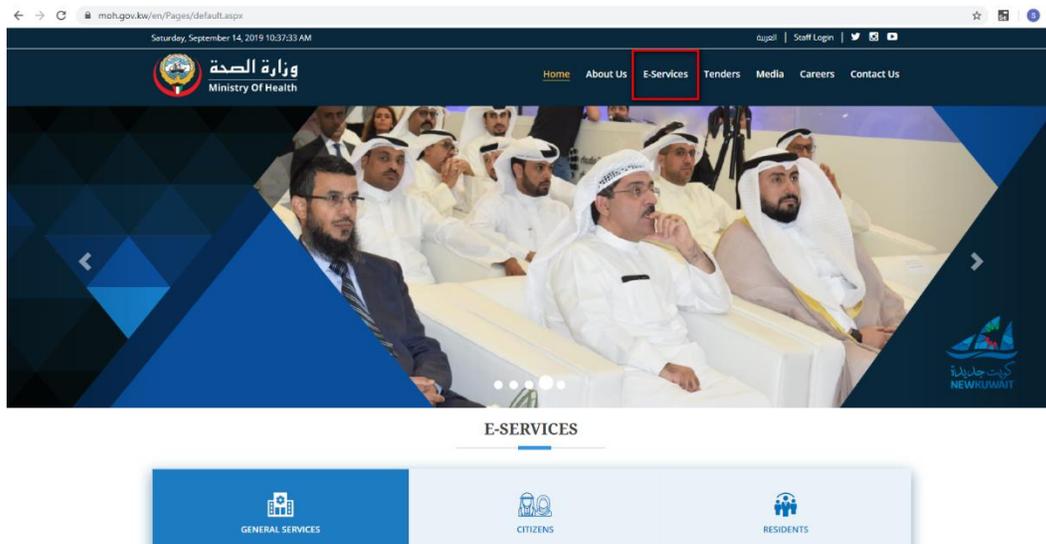
H91015210002194005

يؤكد الطبيب من صلاحية
المرضية عن طريق مسح الرمز
الباركود من خلال التطبيق

جميع ايام الترحيل المتحصلا من المستشفى العربيين الاحل هو 0 يوم ايام في الفترة من 01/09/2019 الى 20/09/2019
على انماضي وزارة الصحة لا يملك طها اي مسؤولية عن قدر الزيادة او تخفيضه اعداد اشخاص بموجب الاجازة المرضية المرفقة مع هذا تطبيق القران
وقران الصحة بالشؤون الوطنية
توثيق هذا التقرير يكون من خلال وزارة الصحة وتطبيق الجواز الالكتروني بعد ان تم اصداره من قبل وزارة الصحة
توافق القانوني جسد من وزارة الصحة لا يملك اي قدر او مسؤولية
اي مخالفة اعداد اذ يكون في برامج المرضية يملك طها حسب القانون في دولة الكويت

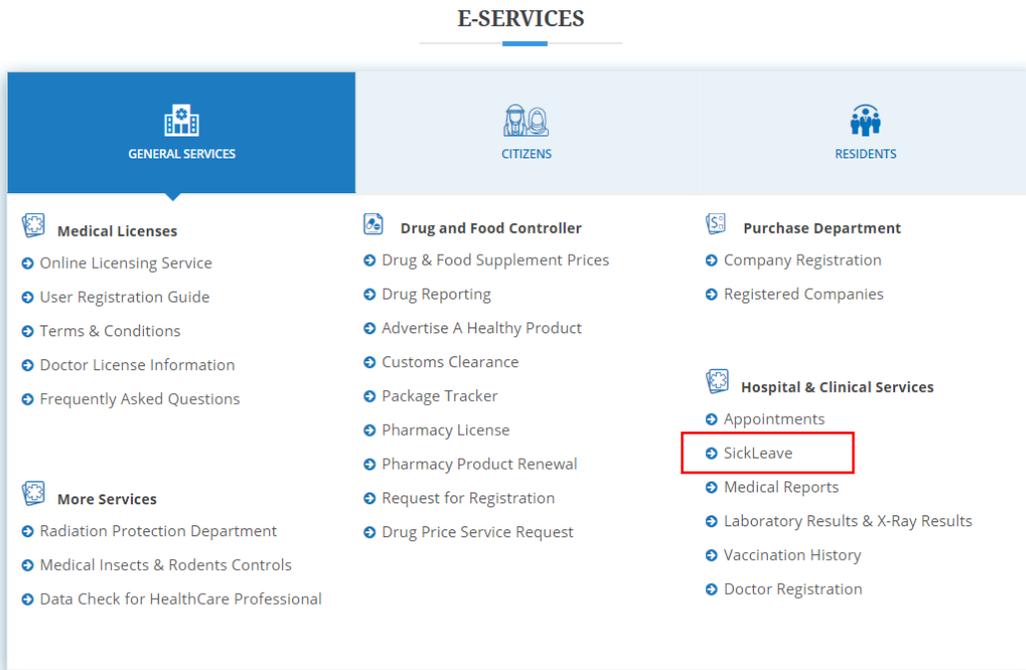
2.2 Downloading the Sick Leave from the MOH Portal

- Go to <https://www.moh.gov.kw/en> and click on E-Services from the menu at the top.



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2. In the 'GENERAL SERVICES' tab, under 'Hospital & Clinical Services', click on 'Sick Leaves'.



3. Login using your credentials with your Civil ID as the username, and check the box to accept the 'Terms and Conditions'.

On first-time login, use the temporary password received via SMS. You'll be prompted to change it shortly. For instructions, check the [Change Password](#) section of this document.

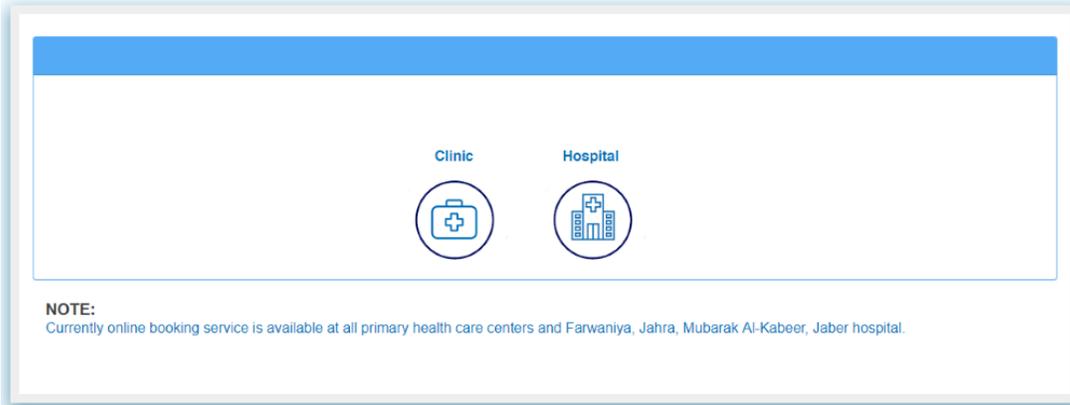
The screenshot shows a login form titled 'PLEASE SIGN IN'. It features a text input field for the username containing the number '123456789012', followed by a password input field with masked characters. Below the password field is a checkbox labeled 'I agree to the Terms of Service. Terms & Conditions'. There are two buttons: a blue 'Login' button and an orange 'Reset' button. At the bottom of the form, there are two links: 'Change Password' and 'Forgot Password?'.

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4. Select 'Hospital' or 'Clinic' depending on where you requested your Sick Leave.

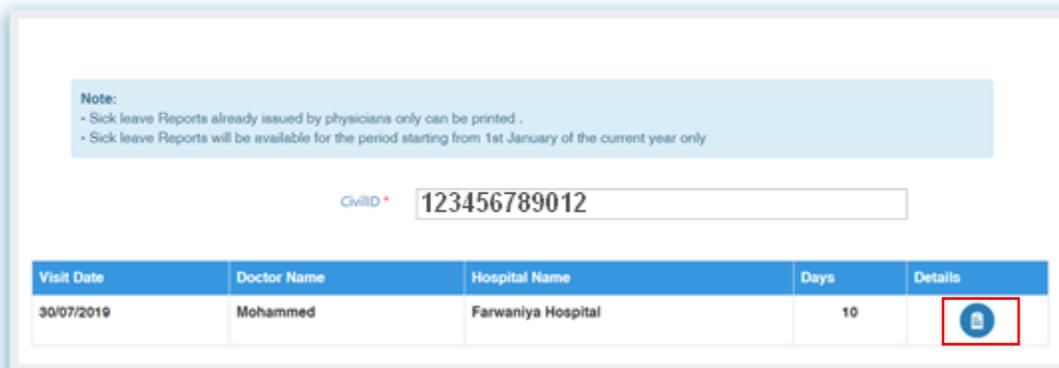
Note: Sick Leaves from Hospitals and Clinics will only be issued electronically.

Services



5. The issued Sick Leaves are shown in a grid under the specified Civil ID. The Visit Date, Doctor and name of the Health Center will appear. Click on the details icon to view all details.

Sick Leave



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6. The Sick Leave details are shown. Click on the 'Print Details' button to view the Sick Leave report.

Note: You will only be able to view Sick Leaves that have been issued from the past year.

Leave Details

Hospital Name	Amiri Hospital
Civil ID	123456789012
Patient Name	Mohammed
Visit Date	21/09/2019
Department	
Work Place	شركة خدمات القطاع الطبي
File No	
Doctor Name	Mahmoud
Diagnosis	
Sick Leave Days	10
From Date	21/09/2019
To Date	21/09/2019

[Print Details](#)

7. The Sick leave Report will be displayed in .PDF format. You can now download or print the Sick Leave Report.

Note: The QR code can be scanned from the app by official bodies to verify the Report.



مستشفى الاميري
Amiri Hospital



وزارة الصحة

تمودج اجازة مرضية

الرقم المدني:	123456789012	اسم المريض:	محمد زيا خان
تاريخ الإصدار:	21-09-2019 9:43 am	الاسم/الجنس:	MOHAMMAD
جهة العمل:	شركة التمريض الكويتية العالمية	القسم/الطبيب:	Cardiology SACC

التشخيص: Borderline lepromatous leprosy

التوصية: 1 يوم/اليوم ابتداء من: 21/09/2019 إلى: 21/09/2019

الطبيب المعالج: محمود ناصر سمير سليمان



HH01S21062019405

يمكنك التحقق من صلاحية التوصية عن طريق مسح الرمز أسيلا من خلال التطبيق

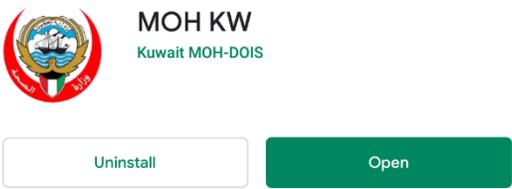
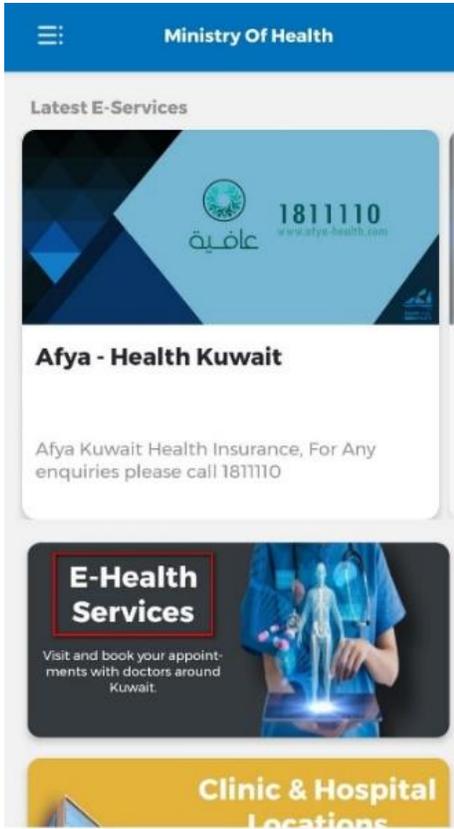
مجموع أيام المرضيات المسجلة من المستشفى الترخيص اجلاء هو 0 يوم/اليوم في الفترة من 01/01/2019 إلى 30/09/2019 على مستوى لوزة الصحة ولا يشارك فيها اي مسؤولا من قبل الوزارة وطريقة العمل لتكامل مجموع الاجازات المرضية المسجلة المرفقة بمرفقها هذا تطبيق الترخيص والرجوع للخدمة بالثبوت المرضية
تم إعداد هذا التقرير الإلكتروني من خلال برنامج وزارة الصحة و تطبيق الجوازات الالكترونية حيث أن سر الطبيب المعالج والحضرة اخصي المستشفى على امراج الامارة المرضية بخلاف توقيع الطبيب المسجل من قبل وزارة الصحة ولا يسمح اي شخص اخر بتوقيع اي
أي عملية الاصدار اخطأ في الزمير في امراج الامارة المرضية بحسب طلبه حسب القوانين في دولة الكويت

3. Downloading Medical Reports

The patient can make the payment (if necessary), then view and download the Medical Report in two ways:

1. From the MOH Mobile App 'MOH KW'.
2. From the MOH Portal.

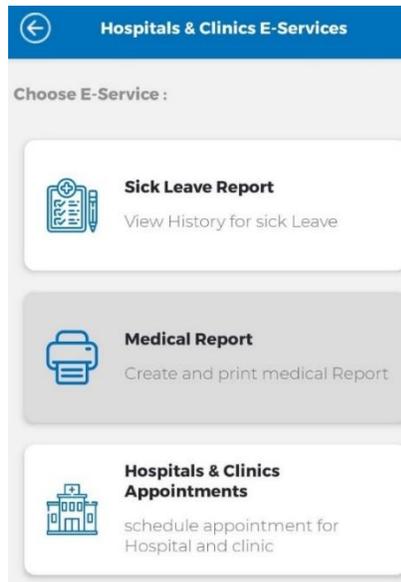
3.1 Downloading the Medical Report from the Mobile App

<p>1. Download the app 'MOH KW' from the App Store (iOS)/Google Play (Android).</p>	
<p>2. User lands in the Home Page and selects E-Health Services.</p>	

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3. Select 'Medical Reports'.

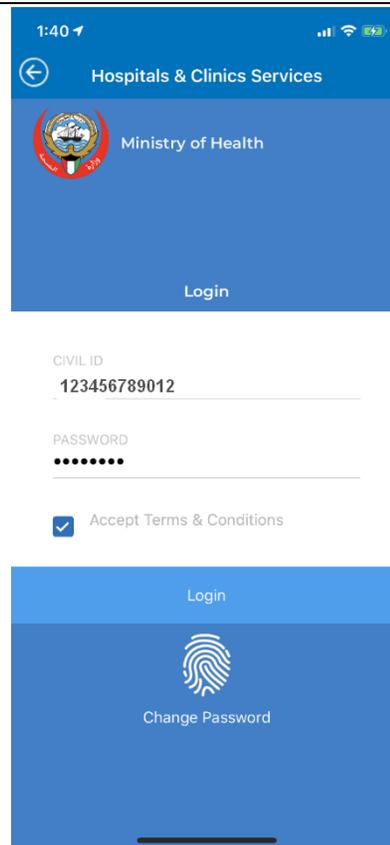
Note: Medical Reports from Hospitals will only be issued electronically.



9. Login using your credentials with your Civil ID as the username, and check the box to accept the 'Terms and Conditions'.

On first-time login, use the temporary password received via SMS. You'll be prompted to change it shortly. For instructions, check the [Change Password](#) section of this document.

After first-time login, you can login using your biometric data



(fingerprint, face recognition).

4. The details of the Patient are displayed here. If this is a new report and it has been approved, the status will appear as **'READY FOR PAYMENT'**.

If the Report is still under review, the status will show as **'IN PROGRESS'**.

Click on the 'Payment' button to proceed with the payment.

MEDICAL REPORT

Mohammed

Note :Exempt from fees who has the disability card.

CivilID * 123456789012

Name Mohammed

Gender Male

Nationality Non-Kuwaiti

Email

id	Civil id	Hospital Name	Request Date	Status	Report	Pay
21	123456789012	Amiri Hospital	01/09/2019	READY FOR PAYMENT		

5. You will land in the Payment Gateway. Complete the payment by entering the required details.

Accepted Cards | KNET Home | Help
 Copyrights | Privacy Policy | Disclaimer | View Certificate | Contact Us



6. Once the payment is made successfully, you will view the receipt with the payment details.

← **Payment**

Payment Confirmation

Your Payment has been processed. Here are the details for your reference

CivilID	123456789012
Mobile No	12345678
Payment Status	CAPTURED
Amount	1
Payment Id	100201925819304622
Transaction Id	201925880665360
Track Id	68401553
Authentication Code	B22085
Posted Date	0915

PATIENT USER GUIDE FOR SICK LEAVES & MEDICAL REPORTS E-SERVICE

7. You can now downloaded or print the Report as needed.

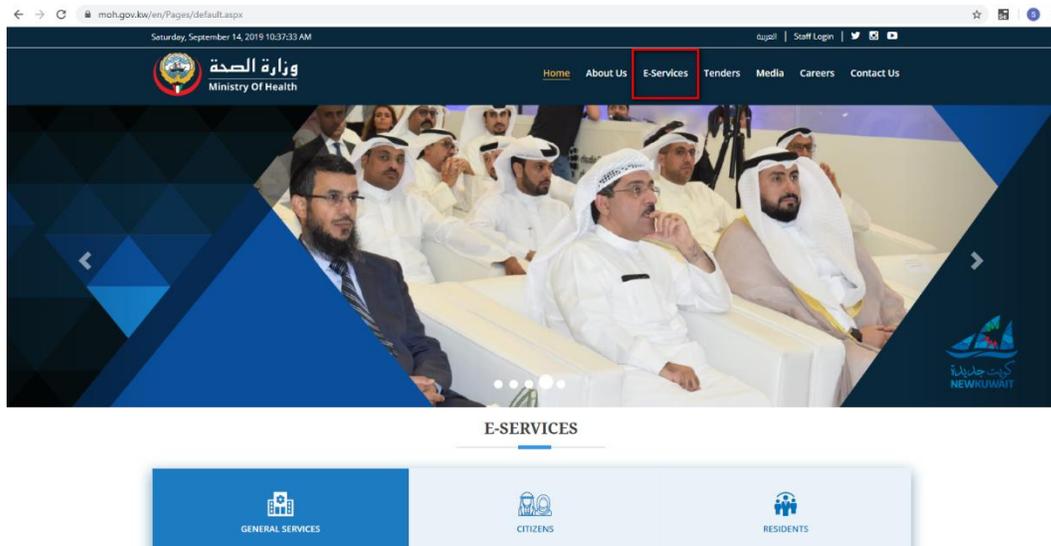
The screenshot shows a medical report form from the State of Kuwait Ministry of Health. The form includes the following fields:

- Name:** Mohammed
- Age:** 49
- Sex:** Male
- Receive Date:** 31/07/2019
- Civil ID:** 123456789012
- File No.:**

The form also contains sections for Medical History, Medical Examination, Medical Investigation, Medical Diagnosis, and Medical Management, each with a placeholder for text. At the bottom, there are fields for Hospital Director, Dept Head / Unit Head, and Doctor Signature & Stamp. The Hospital Director is listed as DPTHHead, the Dept Head as DPTHHead /, and the Doctor as Farhan. Contact information for HEALTH KUWAIT is provided at the bottom left, including Admin. Financial Affairs, Medical Stores, P.O. Box (5 1519 22575), E-Mail (health@moh.gov.kw), and a phone number (7540 He 0009522). Contact information for the Ministry of Health is provided at the bottom right, including the address (P.O. Box 5 1519 22575), E-Mail (health@moh.gov.kw), and a phone number (13001).

3.2 Downloading the Medical Report from the MOH Portal

1. Go to <https://www.moh.gov.kw/en> and click on E-Services from the menu at the top.



PATIENT USER GUIDE FOR SICK LEAVES & MEDICAL REPORTS E-SERVICE

2. In the 'GENERAL SERVICES' tab, under 'Hospital & Clinical Services', click on 'Medical Reports'.

E-SERVICES

The screenshot shows the 'E-SERVICES' interface. At the top, there are three tabs: 'GENERAL SERVICES' (selected), 'CITIZENS', and 'RESIDENTS'. Below the tabs, the 'GENERAL SERVICES' menu is displayed. It is organized into three columns. The first column contains 'Medical Licenses' and 'More Services'. The second column contains 'Drug and Food Controller'. The third column contains 'Purchase Department' and 'Hospital & Clinical Services'. Under 'Hospital & Clinical Services', the 'Medical Reports' option is highlighted with a red box. Other options in this category include 'Appointments', 'SickLeave', 'Laboratory Results & X-Ray Results', 'Vaccination History', and 'Doctor Registration'.

- GENERAL SERVICES**
 - Medical Licenses
 - Online Licensing Service
 - User Registration Guide
 - Terms & Conditions
 - Doctor License Information
 - Frequently Asked Questions
 - More Services
 - Radiation Protection Department
 - Medical Insects & Rodents Controls
 - Data Check for HealthCare Professional
- CITIZENS**
 - Drug and Food Controller
 - Drug & Food Supplement Prices
 - Drug Reporting
 - Advertise A Healthy Product
 - Customs Clearance
 - Package Tracker
 - Pharmacy License
 - Pharmacy Product Renewal
 - Request for Registration
 - Drug Price Service Request
- RESIDENTS**
 - Purchase Department
 - Company Registration
 - Registered Companies
 - Hospital & Clinical Services
 - Appointments
 - SickLeave
 - Medical Reports**
 - Laboratory Results & X-Ray Results
 - Vaccination History
 - Doctor Registration

3. Login using your credentials with your Civil ID as the username, and check the box to accept the 'Terms and Conditions'.

On first-time login, use the temporary password received via SMS. You'll be prompted to change it shortly. For instructions, check the [Change Password](#) section of this document.

The screenshot shows the 'PLEASE SIGN IN' login form. It features a text input field for the Civil ID containing '123456789012', a password input field with masked characters, and a checked checkbox for 'I agree to the Terms of Service. Terms & Conditions'. Below the inputs are two buttons: a blue 'Login' button and an orange 'Reset' button. At the bottom, there are links for 'Change Password' and 'Forgot Password?'.

PATIENT USER GUIDE FOR SICK LEAVES & MEDICAL REPORTS E-SERVICE

- The Medical Reports will be shown in a grid under the specified Civil ID along with the Status. All the details except Email get auto-populated.

If the Status is '**IN PROGRESS**', then the Medical Report is still under review and hasn't been issued yet.

Note: Medical Reports from Hospitals will only be issued electronically.

- Once the Medical Report is approved, the status changes to '**READY FOR PAYMENT**'.

MEDICAL REPORT

 Mohammed

Note :Exempt from fees who has the disability card.

CivilID *

Name

Gender

Nationality

Email

Id	Civil id	Hospital Name	Request Date	Status	Report	Pay
21	123456789012	Amiri Hospital	01/09/2019	READY FOR PAYMENT		

- 6. Enter your email address in the designated field if you wish to receive the payment receipt via email.

Click the 'Payment' icon to proceed with the payment.

MEDICAL REPORT

Mohammed

Note :Exempt from fees who has the disability card.

CivilID * 123456789012

Name Mohammed

Gender Male

Nationality Non-Kuwaiti

Email

Id	Civil Id	Hospital Name	Request Date	Status	Report	Pay
21	123456789012	Amiri Hospital	01/09/2019	READY FOR PAYMENT		

- 7. You will be redirected to the Payment Gateway. Complete the payment by entering the required details.



Billing Information

Merchant: Ministry of Health
Website: <https://www.moh.gov.kw>
Amount: KD 1,000

Card Information

Select Your Bank:

Card Number:

Expiration Date:

PIN:

Accepted Cards | KNET Home | Help
Copyrights | Privacy Policy | Disclaimer | View Certificate | Contact Us

Driven by      @knetkw

- Once the payment is made successfully, you will view the receipt with the payment details.

Click 'Print' to print the payment receipt. You will also receive a copy of the receipt by email if the email was provided in step 6.



Payment Confirmation

Your Payment has been processed. Here are the details for your reference

CivilID	123456789012
Mobile No	12345678
Payment Status	CAPTURED
Amount	1
Payment Id	100201925819304622
Transaction Id	201925880665360
Track Id	68401553
Authentication Code	B22085
Posted Date	0915

- After payment, the status changes to '**PAYMENT COMPLETED**' and the show Report icon will be enabled. Click the 'Report' icon to display the Medical Report.

MEDICAL REPORT

Mohammed

Note :Exempt from fees who has the disability card.

CivilID *

Name

Gender

Nationality

Id	Civil Id	Hospital Name	Request Date	Status	Report	Pay
21	123456789012	Amiri Hospital	01/09/2019	PAYMENT COMPLETED		

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10. The Medical Report will be displayed in .PDF format. You can now download or print the Report as needed.

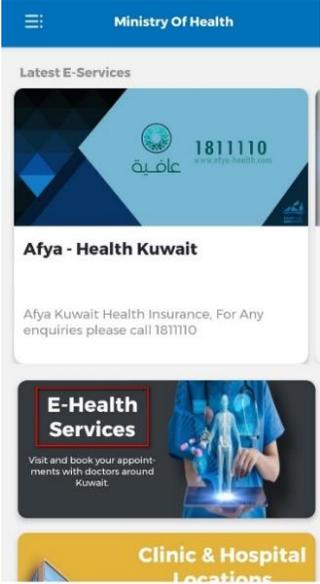
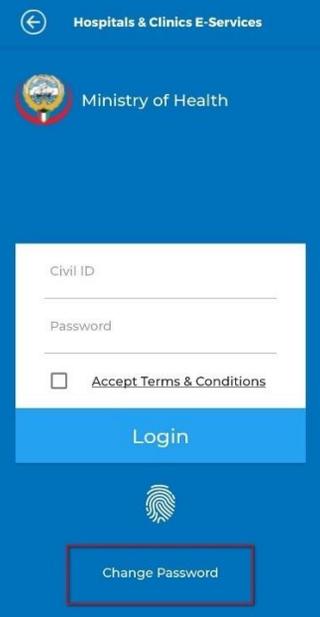
	State of Kuwait Ministry of Health	Stamp	
Medical Report			
Name: Mohammed	Receive Date: 31/07/2019		
Age: 49	Civil ID: 123456789012		
Sex: Male	File No:		
Medical History :-	<small>The above mentioned patient was admitted to Hospital DPH on 31/07/2019 for the following reason: (The patient is a 49-year-old male, Kuwaiti national, residing in Kuwait, with a past medical history of Hypertension, Diabetes Mellitus, and Dyslipidemia.)</small>		
Medical Examination :-	<small>The above mentioned patient was admitted to Hospital DPH on 31/07/2019 for the following reason: (The patient is a 49-year-old male, Kuwaiti national, residing in Kuwait, with a past medical history of Hypertension, Diabetes Mellitus, and Dyslipidemia.)</small>		
Medical Investigation :-	<small>The above mentioned patient was admitted to Hospital DPH on 31/07/2019 for the following reason: (The patient is a 49-year-old male, Kuwaiti national, residing in Kuwait, with a past medical history of Hypertension, Diabetes Mellitus, and Dyslipidemia.)</small>		
Medical Diagnosis :-	<small>Hypertension, Diabetes Mellitus, and Dyslipidemia.</small>		
Medical Management :-	<small>Hypertension, Diabetes Mellitus, and Dyslipidemia.</small>		
Hospital Director	Dept Head / Unit Head	Doctor Signature & Stamp	
DPHHead	DPHHead /	Faham	
Cables : HEALTH KUWAIT Admin. Financial Affairs Medical Stores		برقيا : صحة الكويت وزارة الصحة	
P.O.Box : 5 1519 22575		البريد 5 - 1519 - 22575	
E-Mail : health@moh.gov.kw		البريد الإلكتروني لوزارة الصحة 13001	
<small>7540 Ha 0009622</small>			

4. Change Password

Upon first-time login, users will be prompted to change their password. You can also change your password at any time in two ways:

1. From the MOH Mobile App 'MOH KW'.
2. From the MOH Portal.

4.1 Change Password from the Mobile App

<p>1. Open the MOH app 'MOH KW'</p> <p>User lands in the Home Page.</p> <p>To go to the login page, select any of the E-Health Services available 'e.g. Sick Leave Report'.</p>	 <p>The screenshot shows the home page of the Ministry of Health app. At the top, it says 'Ministry Of Health'. Below that, there's a section for 'Latest E-Services' featuring a card for 'Afyah - Health Kuwait' with the phone number 1811110 and the website www.afyah.kw. There's also a card for 'E-Health Services' with a doctor's image and text about booking appointments. At the bottom, there's a yellow button for 'Clinic & Hospital Locations'.</p>
<p>2. In the login page, click on 'Change Password'.</p>	 <p>The screenshot shows the login page of the Ministry of Health app. It has a blue header with 'Hospitals & Clinics E-Services' and the Ministry of Health logo. Below the header, there are input fields for 'Civil ID' and 'Password'. There's a checkbox for 'Accept Terms & Conditions'. A blue 'Login' button is at the bottom. A red box highlights a 'Change Password' button at the very bottom of the screen.</p>

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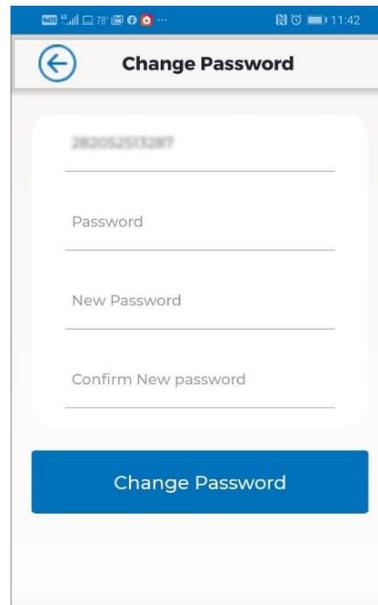
3. Your Civil ID will be auto-populated.

Enter the old password in the 'Password' field, and the new password of your choice.

Click the 'Change Password' button to confirm. You'll receive an SMS with the confirmation.

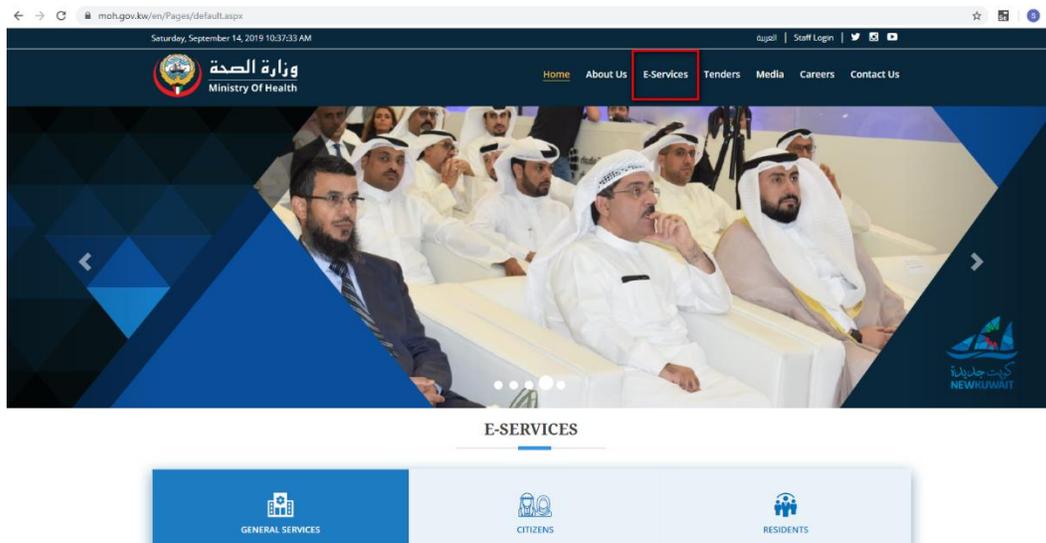
Note: If this is your first-time login, enter the temporary password you received via SMS in the 'Password' field.

Note: Password must be at least 6 characters in length.



4.2 Change Password from the MOH Portal

1. Go to <https://www.moh.gov.kw/en> and click on E-Services from the menu at the top.



PATIENT USER GUIDE FOR SICK LEAVES & MEDICAL REPORTS E-SERVICE

2. In the 'GENERAL SERVICES' tab, click on any of the Hospital & Clinical Services available.

The screenshot shows the 'E-SERVICES' interface. At the top, there are three tabs: 'GENERAL SERVICES' (selected), 'CITIZENS', and 'RESIDENTS'. Below the tabs, there are three columns of services:

- Medical Licenses**
 - Online Licensing Service
 - User Registration Guide
 - Terms & Conditions
 - Doctor License Information
 - Frequently Asked Questions
- More Services**
 - Radiation Protection Department
 - Medical Insects & Rodents Controls
 - Data Check for HealthCare Professional
- Drug and Food Controller**
 - Drug & Food Supplement Prices
 - Drug Reporting
 - Advertise A Healthy Product
 - Customs Clearance
 - Package Tracker
 - Pharmacy License
 - Pharmacy Product Renewal
 - Request for Registration
 - Drug Price Service Request
- Purchase Department**
 - Company Registration
 - Registered Companies
- Hospital & Clinical Services** (highlighted with a red box)
 - Appointments
 - SickLeave
 - Medical Reports
 - Laboratory Results & X-Ray Results
 - Vaccination History
 - Doctor Registration

3. You will land in the login page. Click on the 'Change Password' link.

The screenshot shows the 'PLEASE SIGN IN' login page. It features the following elements:

- Input fields for 'CiviID' and 'Password'.
- A checkbox for 'I agree to the Terms of Service. Terms & Conditions'.
- A blue 'Login' button.
- An orange 'Reset' button.
- Links for 'Change Password' (highlighted with a red box) and 'Forgot Password?'.

4. In the Change Password page, enter the old password in the 'Password' field, and the new password of your choice.

Click 'Submit' to confirm. You'll receive an SMS with the confirmation.

Note: If this is your first-time login, enter the temporary password you received via SMS in the 'Password' field.

Note: Password must be at least 6 characters in length.

CHANGE PASSWORD

Civil Id *

Old Password *
Required OldPassword

New Password *
Required Password

Confirm Password *
Required Password Confirmation

5. Forgot Password

In case the user forgets the password, they will need to go to the Hospital or Clinic to reset the password. The patient receives an SMS with the new login credentials, which they must change upon login.