



# HAAD Frequently Asked Questions





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### 1. How do I apply?

Visit <http://www.haad.ae> and check the HAAD Personnel Qualification Requirements (PQR) and eligibility criteria and follow the Instructions to create an account with DataFlow website: <http://www.dataflowgroup.com/HAAD/login.aspx>  
All instructions should be read carefully and clear documents uploaded to avoid delays.

### 2. Which Information and documents do I need to submit?

Complete the application form with the details of the documents to be verified relevant to the position you are applying for, according to HAAD PQR and eligibility criteria.  
Attach all the documents mentioned in "Section 8 and 9" in the DataFlow online application. The list is also available on HAAD website.

### 3. How much does this service cost?

Fees vary depending on the number of documents that need to be verified.

### 4. Is it possible to submit documents and information for verification at a later stage?

All the relevant details and documents must be submitted at the time of Application. Any document or details submitted at a later stage will be subject to additional cost and will delay the final report.

### 5. How do I pay?

Applicants have the following options for payment:

- Applicants in UAE can pay in cash at the Dataflow counters located in the HAAD facilities at Abu Dhabi, Al Ain and Western Region.
- Applicants outside UAE can pay through their Credit Cards
- All Applicants have the option to pay online using Credit cards

### 6. What will happen after I submit my DataFlow online application and documents?

- After submitting the DataFlow online application, DataFlow will send your details to HAAD and start the verification process.
- Applicants with Positive DataFlow report and eligible for HAAD license will sit for HAAD examination in order to obtain a license, or obtain it directly if they passed Pearson Vue.
- Applications with Negative DataFlow report, not eligible as per HAAD license or unable to clear HAAD or Pearson Vue examinations will be rejected.

### 7. How to follow up on the status of my application?

- Applicants may visit the following link using their Login details to check the current status of their Application: [https://www.dataflowbpm.com/sbm/Applicant/GAHS\\_Applicant.jsp](https://www.dataflowbpm.com/sbm/Applicant/GAHS_Applicant.jsp)
- For further enquiries, Applicants may send an email to [haadsupport@dataflowgroup.com](mailto:haadsupport@dataflowgroup.com) or call quoting the unique ID number received by email from DataFlow.





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**8. My request for HAAD license was rejected, may I request a refund?**

Requests for refund must be submitted within a maximum of 48 hours from the date of the payment of the DataFlow fee.

Therefore Applicant is advised to read the instructions carefully and check HAAD criteria to know the eligibility for a license before applying with DataFlow.

**9. I have a Negative or Unable to Verify DataFlow report, may I ask for re-verification?**

Yes, please write to [haadsupport@dataflowgroup.com](mailto:haadsupport@dataflowgroup.com) quoting your unique ID number and provide any additional details and documents for re-verification.

DataFlow team will update you and HAAD on the new result when re-verification is completed.

**10. Is this service mandatory to obtain a HAAD license?**

The purpose of this service is to speed up the process allow the applicants to obtain a health professional license in a short period and to protect the public. Therefore, it is mandatory to all health professionals.

**11. Who can apply for this service?**

Any medical professional can apply, however the applicants are advised to check HAAD PQR for eligibility for a license before applying.

Applicants who do not meet the HAAD criteria will not be issued a Health License even if they have a positive DataFlow report.

**12. Is it mandatory to take a confirmation from employer in Abu Dhabi first and then apply?**

Applicants can apply first and then seek an employment in Abu Dhabi.

**13. Can the representative of the Applicant(s) submit documents at DataFlow Help Desk, if yes then do they have to give an authority letter separately or authority letter with form would meet their requirement?**

Only online applications are accepted, no documents will be accepted at DataFlow Help Desks.

DataFlow customer service agents can only accept payments and guide applicants and facilities on the process.

**14. When is next HAAD exam? How many times it is conducted in the year? Can the Applicants check this on HAAD website? Where are the examination centers located?**

- Exams are announced on HAAD portal.
- Applicants with Pearson Vue clearance do not have to appear for HAAD exams and they would be issued a license upon completion of the DataFlow verification and HAAD evaluation.
- For further information regarding Pearson Vue, visit <http://www.pearsonvue.com>

**15. My Health license validity is for a life time but there is no option to specify the same.**

Please use 31 December 2050 as default year.





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**16. Do you have an office in Philippines?**

Our Operations in Philippines take care of support services.

**17. Can I login again to my account and edit / delete some of the uploaded documents?**

Applicant can add or delete his/her information / documents before submission of fees only.

**18. Should full passport be uploaded?**

Pages which contain personal information should be uploaded.

**19. Created an account and received confirmatory mail but still unable to login with the same id and password.**

Please sign up as a new user and fill the application form and upload your documents on below mentioned link.

<http://www.dataflowgroup.com/HAAD/Login.aspx>

**20. I am trying to fill the Application Form but unable to go beyond page 2.**

Login again with the same user name and password which you have received through notification mail and complete the Application Form.

**21. How can I get my reference number?**

Application number will be sent to you by mail once the complete Application has been submitted.

**22. I am unable to enter my date of birth?**

Please enter the date with help of date selector. First the month and year and then date have to be entered in that order.

**23. I am not able to submit the letter of authorization.**

Please ensure that the size of the document does not exceed 500kbs whether it's a PDF or JPEG file.

**24. I require an update on HAAD Examination schedule.**

Please visit HAAD website <http://www.haad.ae> for the examinations schedule.

