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MINISTRY OF HEALTH-ETHIOPIA

FACILITY LICENSE (e-Licensing System) USER MANUAL

A practical guide on how to use the e-Licensing system to manage facility licensing activities for the MOH Regulatory

Version I June 2026

DOCUMENT CONTROL SHEET

Project Details

Project Name:	Facility License (e-Licensing System) User Manual		
Date:		Release:	
Author:			
Client:	Ministry of Health		
Document Number:			

Revision History

Revision Date	Document Version	Change Summary

Approvals

This document requires the following approvals:

Name	Signature	Title	Date of Issue	Version

ACRONYMS

API	Application Programming Interface
COC	Certificate of Competency
MOH	Ministry of Health
SPA	Single Page Application

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DOCUMENT OVERVIEW

Purpose of this Document

This document is a manual designed to provide a step-by-step guide on how to use the Facility License application. The Facility Licensing application is a web-based application used to facilitate the process of giving a certificate of competency to customers, particularly health facility owners.

How This Document Should Be Used

This document should be used as a reference guide for using a Facility License to complete licensing tasks. This document is a living document; any changes to its contents will be handled through a formal change control procedure.

Targeted Users of the Document

Primary users of this document include individuals and groups with involvement in the certification process: MOH employees and Facility owners.

Scope of this Document

The scope of this document will be limited to the Facility License application only.

APPLICATION OVERVIEW

Facility Licensing Overview

The **e-Licensing System** is a comprehensive digital platform that manages the entire process of health facility licensing, inspection, and regulation. It replaces manual, paper-based, and fragmented processes by providing a centralized system for the Ministry of Health (MoH) and Regional Health Bureaus to administer licensing services efficiently, transparently, and consistently.

The licensing process begins with a facility owner creating an account and verifying their identity through the **Fayda National Digital ID** system. Once authenticated, the applicant submits a license application by providing facility information, technical manager details, and all required supporting documents.

After submission, the application undergoes an administrative review by a Licensing Officer to verify the completeness and accuracy of the information and supporting documentation. If the application meets the initial requirements, a physical inspection is scheduled. Inspectors conduct the inspection using an offline-capable digital checklist specifically tailored to the facility type, enabling inspections to continue even in areas with limited internet connectivity.

The final licensing decision is made based on the outcomes of both the document review and the inspection. Depending on the evaluation, the regulatory authority may approve the application, reject it, request additional information, suspend or cancel an existing license, or take other regulatory actions in accordance with applicable licensing requirements.

When an application is approved, the system automatically generates a **Certificate of Competency (COC)** containing a tamper-resistant QR code for verification. At the same time, the licensed facility's information is automatically synchronized with the **Master Facility Registry (MFR)** to ensure accurate and up-to-date national facility records.

Beyond initial licensing, the system supports the complete management of a facility's license throughout its lifecycle. Users can submit applications for license renewal, changes to the facility owner or technical manager, facility upgrades, service additions or reductions, and other licensing amendments.

To enhance efficiency and improve service delivery, the e-Licensing System integrates with external services including **Fayda** for identity verification, **Telebirr** and **EthSwitch** for electronic fee payments, and SMS and email gateways for automated notifications, ensuring applicants and regulatory staff receive timely updates throughout the licensing process.

NAVIGATION

Application Acronym / Menu Key

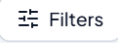
The following acronyms are defined as follows:

APSUBM	Action Plan Submitted	The required action plan has been submitted for review.
CERG	Certificate Generated	The application has been approved and a certificate has been generated.
CLOSED	Closed	The facility license has been closed.
DEL	Deleted	The application has been deleted from the system.
DGAPP	Downgrade Application	A facility license downgrade application has been initiated.
DGRQ	Downgraded Requested	A request to downgrade the facility license has been submitted.
DGPP	Downgrade Pending Payment	The downgrade request is awaiting payment before processing.
FIRS	Further Information Request Submitted	The request for additional information has been submitted to the applicant.
FIS	Further Information Submitted	The applicant has submitted the requested additional information.
GENREV	Generate Revocation Letter	A revocation letter has been generated for the facility license.
LCC	License Cancelled	The facility license has been cancelled.
LCS	License Suspended	The facility license has been suspended.
PINP	Partially Inspected	The application has been partially inspected and is awaiting completion.
PAPI	Partially Premise Inspected	The premise inspection has been partially completed.
PAYP	Payment Pending	The application is awaiting payment verification.
PRIR	Product Inspection Requested	A product inspection has been requested.

PDAF	Professional Documentation Assessment Failed	The professional documentation assessment did not meet the required criteria.
PDAP	Professional Documentation Assessment Passed	The professional documentation assessment has been completed successfully.
PIATC	Professional Information Attached	The required professional information has been attached to the application.
QURT	Quarantined	The application has been quarantined pending further investigation or action.
REJ	Rejected	The application has been rejected.
REJLTR	Rejection Letter Generated	A rejection letter has been generated.
RQST	Requested	A new application has been submitted.
RTADG	Returned to Applicant to Downgrade	The application has been returned to the applicant to complete the downgrade process.
RTA	Return to Applicant	The application has been returned to the applicant for correction or additional information.
RTAPP	RTA Payment Pending	The application has been returned to the applicant and is awaiting payment.
SCRF	Screening Failed	The application did not pass document screening.
SFAPREQ	Submitted for Action plan request	The application has been submitted for an action plan request.
VOID	Void	The application or transaction has been declared void and is no longer valid.
WITH	Withdrawn	The application has been withdrawn and is no longer under review.
UREV	Under Review	The application is currently under review.

Icon Navigation

Facility License uses icons to complete various tasks. These include:

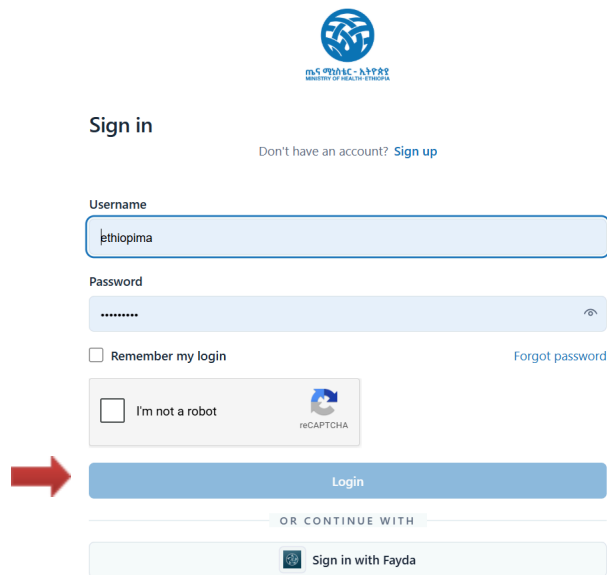
	Click the “ upload ” button to upload documents associated with the application.
	This icon allows you to preview an uploaded document.
	This icon allows you to download documents.
	Click this button to start creating a new application.
	This icon allows you to see notifications.
	This icon allows you to filter the application by date and status
	This icon allows you to navigate a number of pages.
	This icon implies that the information you have to provide is required.
	This icon allows you to delete files.

LOGIN ACCESS

Tool Website Address

Facility License can be accessed via the internet through this URL: <https://fl-dev.dh.moh.gov.et/>

Type this address into any browser (e.g., Chrome, Firefox, Internet Explorer, Safari), or click on the above link.



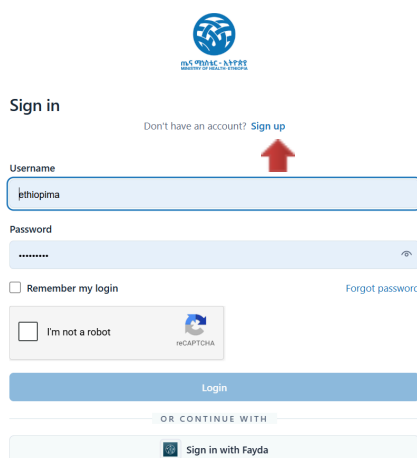
CREATE NEW USER ACCOUNT

Create New User Account

- WHAT:** This process is used to create a new account for those using Facility Licensing.
- WHEN:** When an individual needs to use Facility Licensing to complete licensing actions.
- WHO:** Any person with responsibility for tasks related to the certification process.

NOTE: The account you are about to create will expire if you have not registered your facility.

1. Click on the “**Sign up**” button.



Sign in

Don't have an account? [Sign up](#)

Username
ethiopia

Password
.....

☐ Remember my login [Forgot password](#)

☐ I'm not a robot 

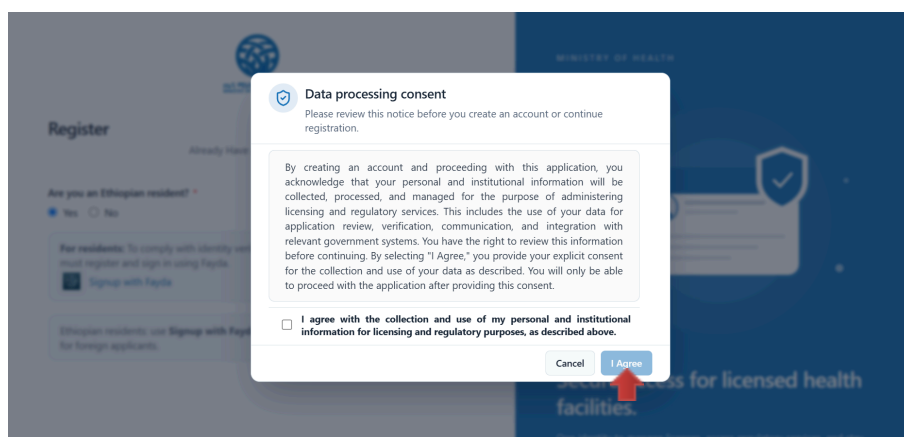
Login

OR CONTINUE WITH

 Sign in with Facebook



2. Before filling in the registration form, read and click on the "I Agree" checkbox to start the facility license user registration process.



Register

Already registered? [Sign in](#)

Are you an Ethiopian resident?

☒ Yes ☐ No

For residents: To comply with identity verification, you must register and sign in using Fayda.

[Sign up with Fayda](#)

For foreign residents: use [Sign up with Fayda](#) for foreign applicants.

Data processing consent

Please review this notice before you create an account or continue registration.

By creating an account and proceeding with this application, you acknowledge that your personal and institutional information will be collected, processed, and managed for the purpose of administering licensing and regulatory services. This includes the use of your data for application review, verification, communication, and integration with relevant government systems. You have the right to review this information before continuing. By selecting "I Agree," you provide your explicit consent for the collection and use of your data as described. You will only be able to proceed with the application after providing this consent.

☐ I agree with the collection and use of my personal and institutional information for licensing and regulatory purposes, as described above.

[Cancel](#) [I Agree](#)

3. Fill the registration form

Register

Already Have Account? [SignIn](#)

Are you an Ethiopian resident? *

☒ Yes ☐ No

For residents: To comply with identity verification requirements, all Ethiopian residents must register and sign in using Fayda.

[Signup with Fayda](#)

Ethiopian residents: use **Signup with Fayda** above. The Register button below is only for foreign applicants.

MINISTRY OF HEALTH

Secure access for licensed health facilities.

4. If you are an Ethiopian resident, you can click on the yes button and also sign up with Fayda.

Select a preferred mode of login

[Login with Code](#) >

① What is OTP or Code?

[Login with Biometrics](#) >

① What is BIOMETRICS

Powered by vorm ID

5. If you are not an Ethiopian resident, you can click on the No button and sign up as a foreigner using the sign-up form.

Register

Already Have Account? [SignIn](#)

Are you an Ethiopian resident? *

☐ Yes ☒ No

Foreign applicants — passport number is required during the application process. Work permit number is optional. Admin review may apply.

First Name *

Father's Name *

Grand Father's Name *

Phone Number *

Passport number *

Work permit number (optional)

Username *

Email *

Password *

Confirm Password *

MINISTRY OF HEALTH

Secure access for licensed health facilities.

This will send a confirmation email to the email you registered with. Go to your email account and find this message. Click on the link in your confirmation email to complete the sign-up process.

Note: The username and password you enter here is used to log in to your account. You have to remember it. The email address and password you enter here will be used to send you notifications and also to recover your password if forgotten. Please use a valid email address and phone number.

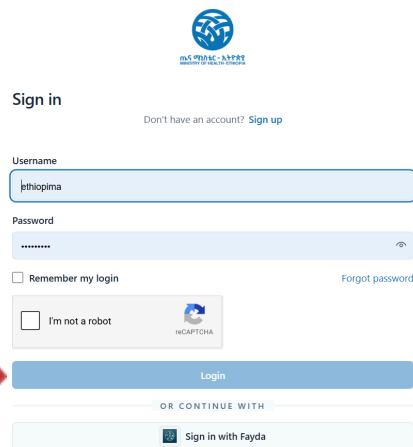
Login

WHAT: This process is used to log into the Facility Licensing (e-Licensing) System to complete licensing requests.

WHEN: Whenever a licensing request or processing is needed.

WHO: Registered user

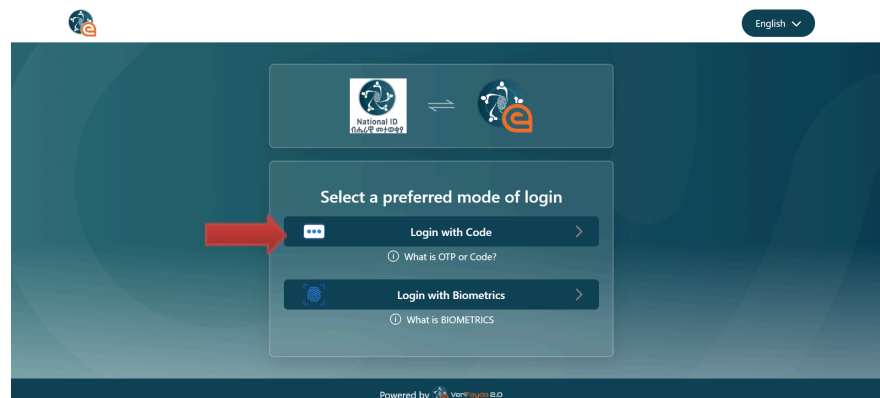
1. Go to the Facility Licensing website and enter Username and Password.



2. Click the “Login” button.



3. A registered user can also **sign in** or **log in** to the system by using the sign-in with Fayda option.



Recover Forgotten Password

WHAT: This process is used to recover a forgotten password.

WHEN: When a user forgets his/her password.

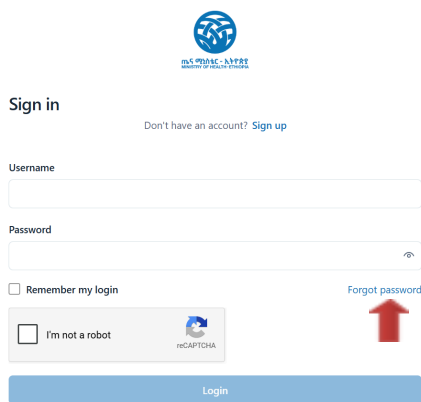
WHO: Registered user

1. Click the “**Forgot password**” button.

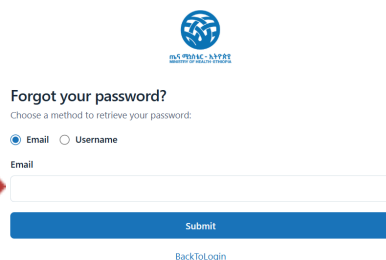
2. Click on “email or username”.

3. Check your email registered with this site –

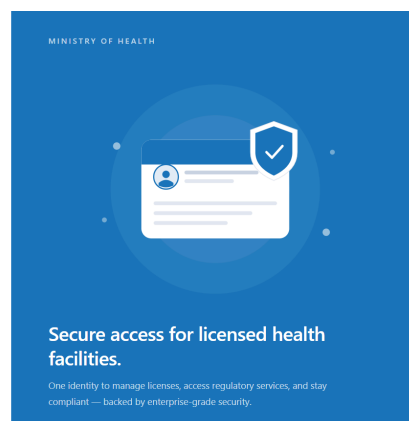
The application will send a secret code to this email to recover your password and start using the Facility License again.



The screenshot shows the login page of the Ministry of Health. At the top is the logo and the text "MINISTRY OF HEALTH". Below it, the heading "Sign in" is followed by the link "Don't have an account? Sign up". There are two input fields: "Username" and "Password". Below the "Password" field is a checkbox for "Remember my login" and a "Forgot password" link with a red arrow pointing to it. There is also a reCAPTCHA widget with the text "I'm not a robot". At the bottom is a blue "Login" button.



The screenshot shows the "Forgot your password?" page. It has the same header as the login page. Below the heading, it says "Choose a method to retrieve your password:". There are two radio buttons: "Email" (selected) and "Username". Below the "Email" radio button is an input field for the email address. A red arrow points to this input field. At the bottom is a blue "Submit" button and a link "BackToLogin".



Note: Enter your username exactly as you registered it when you signed up:

- Do not add any extra spaces.
- Use appropriate capitalization

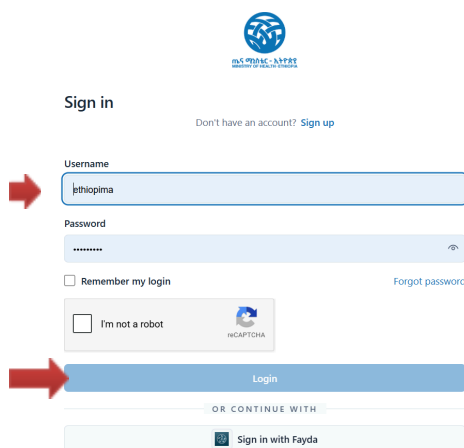
Manage Profile

WHAT: This process is used to manage a user's registered account.

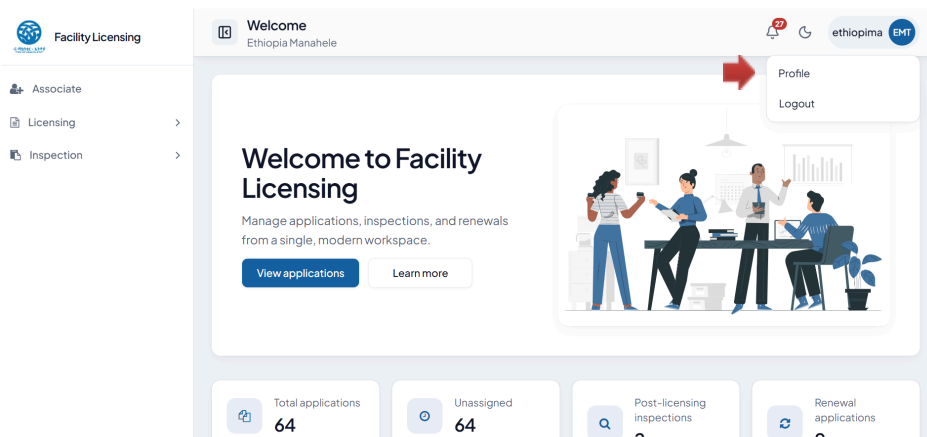
WHEN: When a user wants to update his/her account.

WHO: Registered user

1. Go to the Facility licensing website and enter Username and Password.




2. After logging in to your account, click on your profile.



3. After logging in to your account, you will be able to update and manage your registered user account:

- a. **My profile** - Manage your profile, contact, and Address Information, and save your profile information.

The screenshot shows the 'Profile' page of the Master Facility system. The page has a header with 'Master Facility' and navigation tabs for 'Registry (MFR)', 'Licensing (FL)', and 'Settings - Tinsae Applicant Gaenene'. The main content area is titled 'Profile' and includes a sub-header 'Manage your profile and contact information.' Below this, there are several input fields: 'First Name' (Tinsae), 'Father's Name' (Applicant), 'Email' (tinsu2genene@gmail.com), 'Phone number' (0910104070), 'Username' (tagenene), and 'Full Name' (Tinsae Applicant Gaenene). A dropdown menu is open, showing options like 'My profile', 'My personal data', 'My external logins', 'Two-factor authentication', 'Change password', 'Grants', 'Server Sessions', and 'Logout'. A red arrow points to the 'My profile' option. At the bottom, there are fields for 'Passport number' (0978534234) and 'Work permit number (optional)'. A note at the bottom states: 'Foreign applicants — passport number is required during the application process. Work permit number is optional. Admin review may apply.'

- b. **My personal data** - This process is used to change a user's password.

The screenshot shows the 'Personal Data' page of the Master Facility system. The page has a header with 'Master Facility' and navigation tabs for 'Registry (MFR)', 'Licensing (FL)', and 'Settings - Tinsae Applicant Gaenene'. The main content area is titled 'Personal Data' and includes a sub-header 'Your account contains personal data that you have given us. This page allows you to download or delete that data.' Below this, there are two buttons: 'Download' and 'Delete'. A red arrow points to the 'Delete' button. A warning message states: 'Deleting this data will permanently remove your account, and this cannot be recovered.'

- c. **My external logins** - When a user has the need to authenticate his/her account.

The screenshot shows the 'Registered Logins' page of the Master Facility system. The page has a header with 'Master Facility' and navigation tabs for 'Registry (MFR)', 'Licensing (FL)', and 'Settings - Tinsae Applicant Gaenene'. The main content area is titled 'Registered Logins' and includes a sub-header 'Manage your external logins'. Below this, there is a button for 'OpenidConnect'. At the bottom, there is a footer with 'Master Facility © 2026 - 1.0.0' and a language dropdown set to 'English'.

d. **Two-factor authentication** -
Click on
Two-factor
Authentication

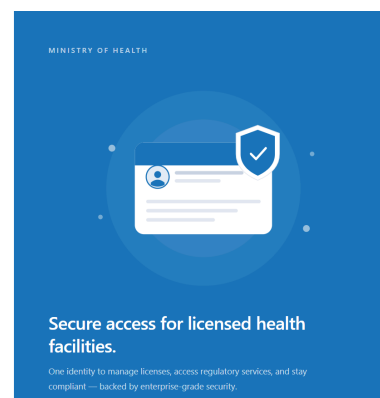
- Configure using the authenticator app and follow the given steps
- Follow the verification code received

The top screenshot shows the 'Master Facility' interface with tabs for 'Registry (MFR)', 'Licensing (FL)', and 'Settings - ethiopia'. The 'Authenticator app' section is highlighted, and a red arrow points to the 'Add authenticator app' button.

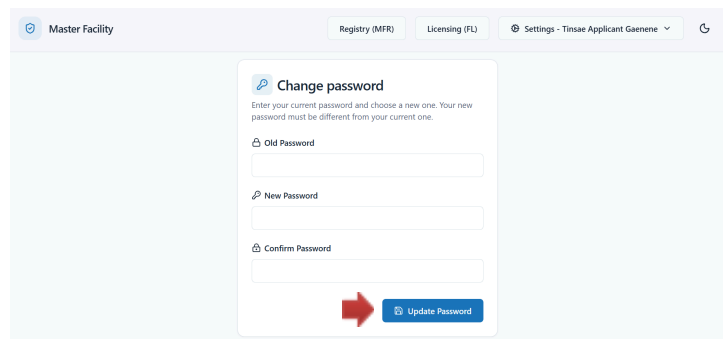
The bottom screenshot shows the 'Configure authenticator app' section. It includes instructions: 'To use an authenticator app go through the following steps: 1. Download a two-factor authenticator app like Microsoft Authenticator for Windows Phone, Android, iOS, Google Authenticator for Android, iOS. 2. Scan the QR Code or enter this key: egsu bcaj xybn kxvd zcgh gñz eem into your two factor authenticator app. Spaces and casing do not matter.' A QR code is displayed. Below it, step 3 says: 'Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation box below.' There is a 'Verification Code' input field and a red arrow pointing to the 'Verify' button.

- When using **Two-factor authentication**, sign in using the **Authenticator code**

The screenshot shows the 'Two-factor authentication' login screen. It includes the Ministry of Health logo and the text: 'Your login is protected with an authenticator app. Enter your authenticator code below.' There is a text input field for the 'Authenticator code', a 'Remember this machine' checkbox, and a 'Log in' button. A red arrow points to the 'Authenticator code' input field.

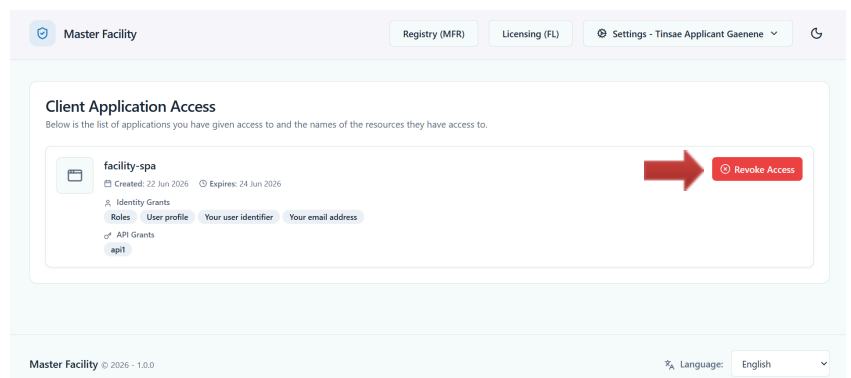


- e. Change Password:
 - i. Click on “**Profile**” and change your password
 - ii. First, enter your **old password**, then add the **new password** and **confirm** your password.
 - iii. Click “**Update Password**”.



The screenshot shows the 'Change password' form in the Master Facility application. The form is titled 'Change password' and includes a sub-header: 'Enter your current password and choose a new one. Your new password must be different from your current one.' There are three input fields: 'Old Password', 'New Password', and 'Confirm Password'. A red arrow points to the 'Update Password' button at the bottom right of the form.

- f. Grants: You can revoke the access you consented to during signup



The screenshot shows the 'Client Application Access' page in the Master Facility application. The page title is 'Client Application Access' and it includes a sub-header: 'Below is the list of applications you have given access to and the names of the resources they have access to.' There is a table with one row showing 'facility-spa' with details: 'Created: 22 Jun 2026', 'Expires: 24 Jun 2026', and a list of resources: 'Identity Grants', 'Roles', 'User profile', 'Your user identifier', 'Your email address', 'API Grants', and 'api'. A red arrow points to the 'Revoke Access' button in the top right corner of the table.

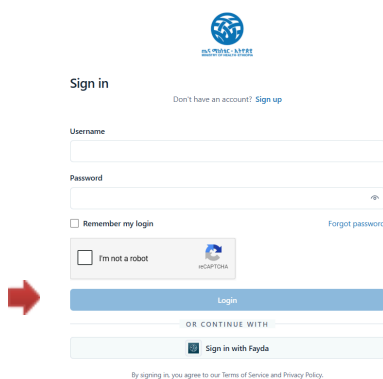
Understand the Dashboard for Applicant

WHAT: This page is for applicants to understand what is placed on the dashboard.

WHEN: When an applicant user signs in to the e-Licensing application.

WHO: Registered User

1. Go to the Facility licensing website and enter Username and Password.



Sign in

Don't have an account? [Sign up](#)

Username

Password

☐ Remember my login

☐ I'm not a robot

[Forgot password](#)

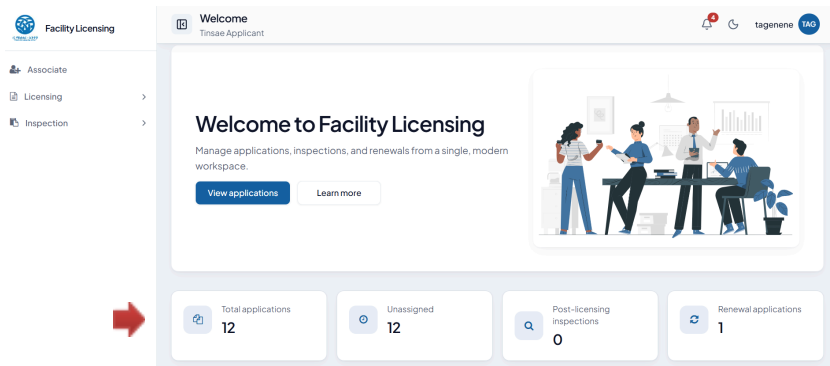
[Sign in with Fayda](#)

By signing in, you agree to our [Terms of Service](#) and [Privacy Policy](#).

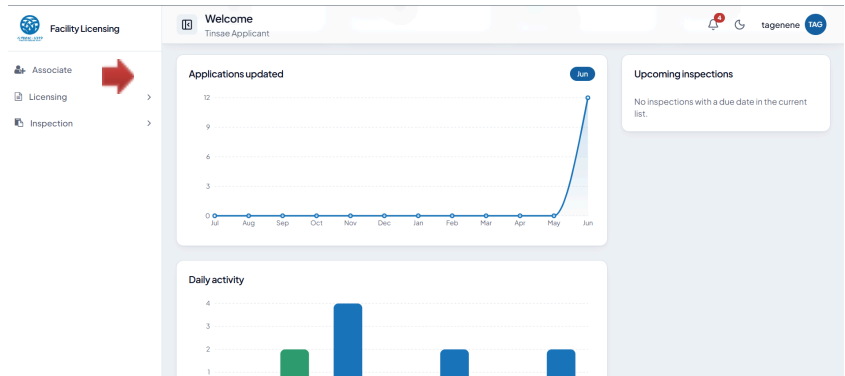


2. After logging in to your account, view all reports.

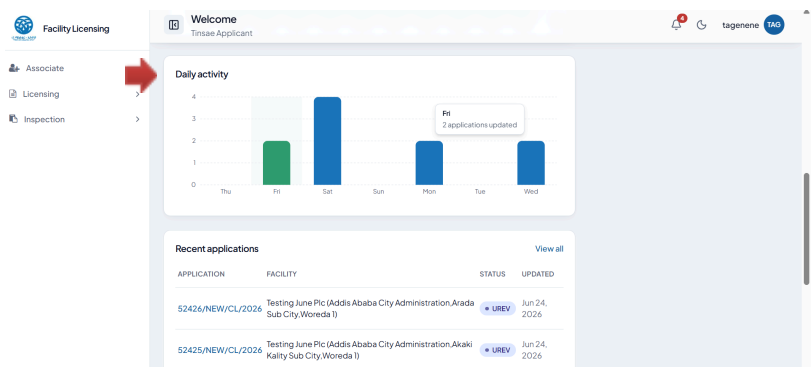
- a. Count of Total applications
- b. Count of Unassigned applications
- c. Count of post-licensing inspections
- d. Count of renewal applications in process



- e. Applications updated:
Shows a monthly activity of the registered account



- f. Daily activity: Shows based on daily activity on a weekly basis.



- g. List of all Recent applications. Click on View all to view all applications.

Recent applications [View all](#)

APPLICATION	FACILITY	STATUS	UPDATED
52426/NEW/CL/2026	Testing June P/c (Addis Ababa City Administration, Akada Sub City, Woreda I)	• UREV	Jun 24, 2026
52425/NEW/CL/2026	Testing June P/c (Addis Ababa City Administration, Akaki Kality Sub City, Woreda I)	• UREV	Jun 24, 2026

Associate, Set Up & Link the Account to the Facility

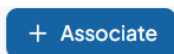
- WHAT:** This process is used to connect and link user accounts with specific facilities.
- WHEN:** When Applicant wants to start processing licensing applications and connect facilities with user accounts.
- WHO:** Registered user

1. Go to the Facility licensing website and enter **Username** and **Password**.



2. Click on "**Associate**".

Click on this icon



ORGANIZATION	TIN NUMBER	PERSON TO ASSOCIATE	ASSOCIATION ROLE	ACTIONS
MALEDA DRUG AND MEDICAL SUPPLY PLC	0093770560	New New	FFRSN	Remove
MALEDA DRUG AND MEDICAL SUPPLY PLC	0093770560	Yordanos Deleegn	TMGR	Remove

3. When associating a person

- a. Add organization TIN if the facility has one.

- b. Select Person to Associate

- c. Select Association Role
- d. Click on "**Associate Person**" after finalizing.

REQUEST NEW APPLICATION

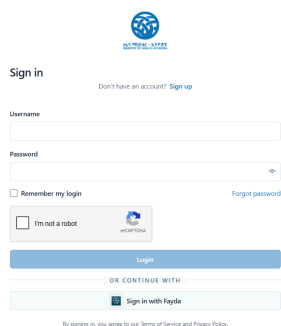
New application Set Up & Link the Account to the Facility

WHAT: This process is used to create a new application to process and receive a certificate of competency.

WHEN: When an applicant wants to start processing licensing requests.

WHO: Registered user

1. Go to the Facility licensing website and enter **Username** and **Password**.



Sign in

Don't have an account? [Sign up](#)

Username

Password

☐ Remember my login [Forgot password](#)

☐ I'm not a robot 

[Login](#)

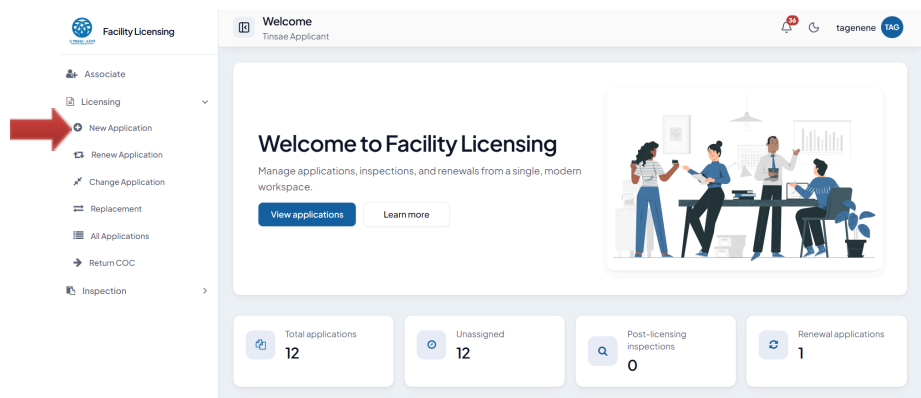
OR CONTINUE WITH

[Sign in with Faysla](#)

By signing in, you agree to our [Terms of Service](#) and [Privacy Policy](#).



2. Click on “**New Application**”.



Facility Licensing

- Associate
- Licensing
 - New Application
 - Renew Application
 - Change Application
 - Replacement
 - All Applications
 - Return COC
- Inspection

Welcome Tinsae Applicant

Manage applications, inspections, and renewals from a single, modern workspace.

[View applications](#) [Learn more](#)

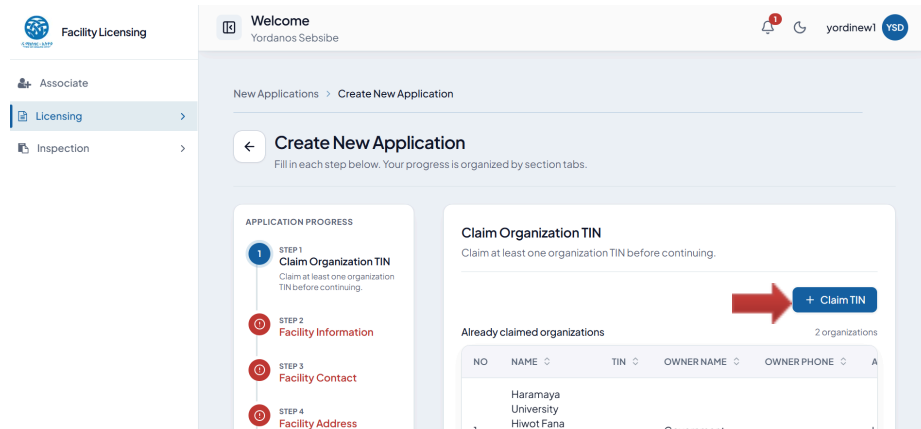
Total applications: 12

Unassigned: 12

Post-licensing inspections: 0

Renewal applications: 1

3. Start filling in the new application form Information



Facility Licensing

- Associate
- Licensing
- Inspection

Welcome Yordanos Sebsibe

New Applications > Create New Application

Create New Application

Fill in each step below. Your progress is organized by section tabs.

APPLICATION PROGRESS

- STEP 1 Claim Organization TIN
- STEP 2 Facility Information
- STEP 3 Facility Contact
- STEP 4 Facility Address

Claim Organization TIN

Claim at least one organization TIN before continuing.

[+ Claim TIN](#)

Already claimed organizations 2 organizations

NO	NAME	TIN	OWNER NAME	OWNER PHONE
1	Haramaya University Hiwot Fana	-	Government	-

- a. Claim Organization TIN

Claim organization TIN
Register your organization's TIN so applications can be submitted under it.

Ownership Type *
Select ownership type...

Has TIN? *
Select option...

Owner name *
First Name Fathers' Name GrandFathers' Name

Owner phone *
Phone number must be 10 digits.

Cancel + Claim TIN

- b. Fill in **“Facility Information”**.
 - i. TIN Number, Facility Name, Facility Type & Ownership Type.

- c. Click on **“Next”**.

- d. Fill the **“Facility contact”** form.

- e. Click on **“Next”**.

Facility Information
TIN, official name, facility type, settlement, and ownership.

TIN/Organization Name *
Search TIN...

Official Facility Name *
Must abide by the rules and regulations

Facility Type *
Select an option...

Settlement
Select an option...

Ownership Type *
Select an option...

Back Cancel Save Draft Next

- f. Fill the **“Facility Address”** form.

- g. Click on **“Next”**.

Facility Address
Administrative location.

Region *
Search...

Zone *
Search...

Woreda *
Search...

City
Search...

Kebele
Search...

Licensing Unit *
Search...

House Number
Search...

Specific Area *
Search...

h. Click on the **“Upload”** button to attach files.

i. Click on the **“(View)”** button to preview the attached files.

j. Click on **“Next”**.

k. Finalize payment. If you select **Cash** payment type, fill in **“Receipt Number”**

l. Check the **Terms and Conditions** agreement checkbox.

m. Click on the **“Submit Application”** button.

Note: You can save your application process and finish it later. You just have to click on the **“Save Draft”** button in the bottom right corner of the page. To see the draft applications, please select **“All Application”**.

The saved draft will be available below all application lists for submission, and click on the **“Continue”** button to update and submit the application.



Save Draft

Saved drafts

Resume a draft by category (same routing as legacy all-applications draft list).

Q Search drafts...

DRAFT / REF ↕	CATEGORY ↕	STATUS ↕	FACILITY ↕	LAST MODIFIED ↕	
00081/Draft/2026	RET	—	—	Jun 22, 2026	<button>Continue</button>
00080/Draft/2026	REN	—	—	Jun 22, 2026	<button>Continue</button>
00079/Draft/2026	NEW	—	—	Jun 22, 2026	<button>Continue</button>

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REQUEST RENEWAL APPLICATION

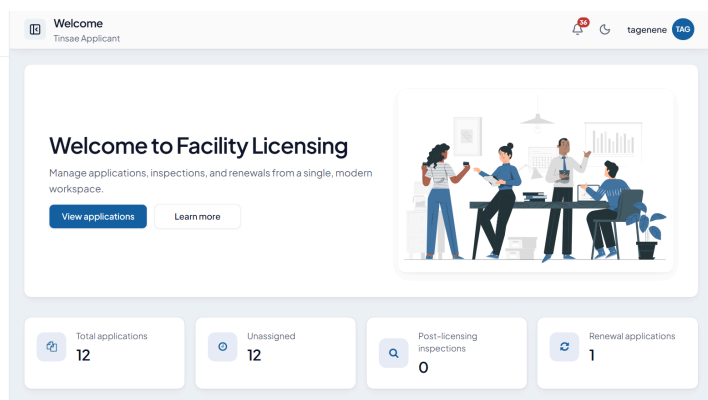
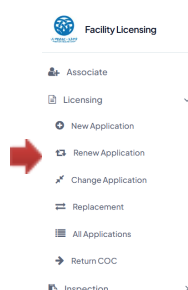
Request Renewal Application

- WHAT:** This process is used to create a renewal application to process and receive a certificate of competency.
- WHEN:** When an applicant wants to start processing facility licensing requests.
- WHO:** Registered user

- Go to the Facility licensing website and enter **Username** and **Password**.



- Click on “**Renewal Application**”.



- Start filling in the renewal application form Information



NO	FACILITY NAME	FACILITY TYPE	TIN NUMBER	ACTIONS
1	Addis Medium Clinic (Addis Ababa City Administration, Akaki Kality Sub City, Woreda 1, New)	Medium Clinic	-	Unclaim

If your facility is not in the system, click on the **Claim Facility** for Legacy data applications.

When claiming a facility from the legacy data, fill in the needed information:

Organization TIN, Region, Zone, Woreda, Facility Type, and Facility Sub Type; then the **Facility Name** will come based on the filter-filled information. Following that, fill in the Licensing Unit and **“Claim facility”**.

- Select the facility for Renewal
- Click on **“Next”**

- Fill in facility Information
- Click on **“Next”**

- Fill in Facility Contact information
- Click on **“Next”**

g. Fill Facility Address

h. Click on “Next”

i. Fill in the Technical Leader Information.

j. Click on **Register using Fayda**; enter the technical manager's full information

k. Use login with code and enter your **technical manager's FAN** to verify the technical manager's information.

l. Click on “Next”

m. To add professionals, the applicant has two options

i. **Import from Excel:**

- First, click on **“Download template”**.

- Fill in the downloaded Excel sheet.

- Upload the filled Excel sheet to **“Import Excel”**

Full Name	Qualification	License	Employment Type	Other
Hygiene a/Degree				
Level 4 NuDiploma				
Public Hea/Degree				

ii. Fill in using the application form:

- Fill in the needed information of the required professionals by clicking the **“Add Professional”** button.

- Click Save after filling in one professional's information. Click Remove if you want to remove the added information.

n. Click on **“Next”** after confirming full professional information has been entered.

- o. Click on the **“Upload”** button to attach files.
- p. Click on **“Next”** after attaching all required documents.

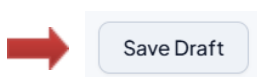
- q. Finalize payment. If you select the **Cash** payment type, fill in **“Receipt Number”**
- r. Click on **“Next”**

- n. Check the **Terms and Conditions** agreement checkbox.

- o. Click on the **“Submit Application”** button.

Note: You can save your application process and finish it later. You just have to click on the **“Save Draft”** button in the bottom right corner of the page. To see the draft applications, please read the **“All Application”**.

The saved draft will be available below all application lists for submission and click on the **“Continue”** button to update and submit the application.



Saved drafts

Resume a draft by category (same routing as legacy all-applications draft list).

DRAFT / REF	CATEGORY	STATUS	FACILITY	LAST MODIFIED	
00081/Draft/2026	RET	—	—	Jun 22, 2026	Continue
00080/Draft/2026	REN	—	—	Jun 22, 2026	Continue
00079/Draft/2026	NEW	—	—	Jun 22, 2026	Continue

REQUEST CHANGE APPLICATION

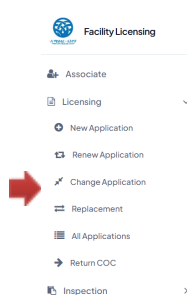
Request Change Application

- WHAT:** This process is used to apply for changes to a certified facility licensing application.
- WHEN:** When an applicant wants to process changes for a licensed facility.
- WHO:** Registered user

1. Go to the Facility licensing website and enter **Username** and **Password**.



2. Click on “**Change Application**”.



3. Start filling in the change application form.



- a. Select Facility
- b. Click on “**Next**”
- c. Select Change Type
 - i. Professional
 - ii. Technical Manager
 - iii. Ownership/ Owner
 - iv. Facility Name
 - v. Location (Minor) Address
 - vi. Location (Major) Address
 - vii. Facility Type
 - viii. Service (addition & removal)
- d. Click on “**Next**”

- e. Click on the “**upload**” button to attach files

- f. Finalize payment. If you select **Cash** payment type, fill in “Receipt Number”
- g. Click on “**Next**”

- h. Check the **Terms and Conditions** agreement checkbox.

Facility Licensing

Welcome
Ethiopia Harshale

APPLICATION PROGRESS

- STEP 1 Change Details
- STEP 2 Facility Information
- STEP 3 Service Facility Information
- STEP 4 Facility Ownership
- STEP 5 Facility Contact
- STEP 6 Facility Address
- STEP 7 Technical Leader
- STEP 8 Attachments
- STEP 9 Terms and Declaration**
Review the declaration and agree before submitting.

Terms and Declaration
Review the declaration and agree before submitting.

Declaration
I hereby certify that the information supplied in this change application and the supporting documents is correct and accurate to the best of my knowledge. I understand that any false statement, misrepresentation, or omission may result in rejection of this application, revocation of any licence subsequently issued, and/or other legal action. I agree to comply with the national health, safety, and regulatory standards applicable to the facility described below.

Change application summary

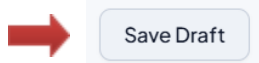
FACILITY NAME Ararata Primary Clinic (Addis Ababa City Administration, Addis Ketema Sub City Woreda 3,219)	TIN 9000052199
FACILITY TYPE Clinic	FACILITY SUBTYPE Primary Clinic
OWNER NAME Ararata Gelata	REGION Addis Ababa City Administration
SELECTED CHANGE TYPES Technical Leader	
CHANGE SUMMARY dde	

☒ I have read the declaration above and confirm that the information provided in this change application is true and complete. *

[← Back](#) [Cancel](#) [Save Draft](#) [Submit Change Application](#)

Note: You can save your application process and finish it later. You just have to click on the **“Save Draft”** button in the bottom right corner of the page. To see the draft applications, please read the **“All Application”**.

The saved draft will be available below all application lists for submission and click on the **“Continue”** button to update and submit the application.



Saved drafts
Resume a draft by category (same routing as legacy all-applications draft list).

Q Search drafts...

DRAFT / REF	CATEGORY	STATUS	FACILITY	LAST MODIFIED	
00081/Draft/2026	RET	—	—	Jun 22, 2026	Continue
00080/Draft/2026	REN	—	—	Jun 22, 2026	Continue
00079/Draft/2026	NEW	—	—	Jun 22, 2026	Continue

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REQUEST REPLACEMENT APPLICATION

Request Replacement Application

- WHAT:** This process is used to apply for a replacement of a certified facility licensing application.
- WHEN:** When an applicant wants to process a replacement for a licensed facility.
- WHO:** Registered user

1. Go to the Facility licensing website and enter **Username** and **Password**.



2. Click on “Replacement Application”.

3. Start filling in the Replacement application form.

- a. Select Facility for replacement request

- b. Select the reason for replacement

- c. Finalize payment. If you select **Cash** payment type, fill in “Receipt Number”
- d. Click on “**Next**”

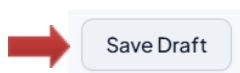
- e. Click on the “**upload**” button to attach files.

- f. Click on “**Next**”

- g. Check the **Terms and Conditions** agreement checkbox.

Note: You can save your application process and finish it later. You just have to click on the **“Save Draft”** button in the bottom right corner of the page. To see the draft applications, please read the **“All Application”**.

The saved draft will be available below all application lists for submission and click on the **“Continue”** button to update and submit the application.



Saved drafts
Resume a draft by category (same routing as legacy all-applications draft list).

DRAFT / REF	CATEGORY	STATUS	FACILITY	LAST MODIFIED	
00081/Draft/2026	RET	—	—	Jun 22, 2026	<button>Continue</button>
00080/Draft/2026	REN	—	—	Jun 22, 2026	<button>Continue</button>
00079/Draft/2026	NEW	—	—	Jun 22, 2026	<button>Continue</button>

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REQUEST RETURN APPLICATION

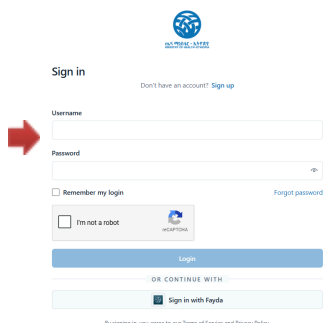
Request Return Application

WHAT: This process is used to apply for the Competency Certificate Return.

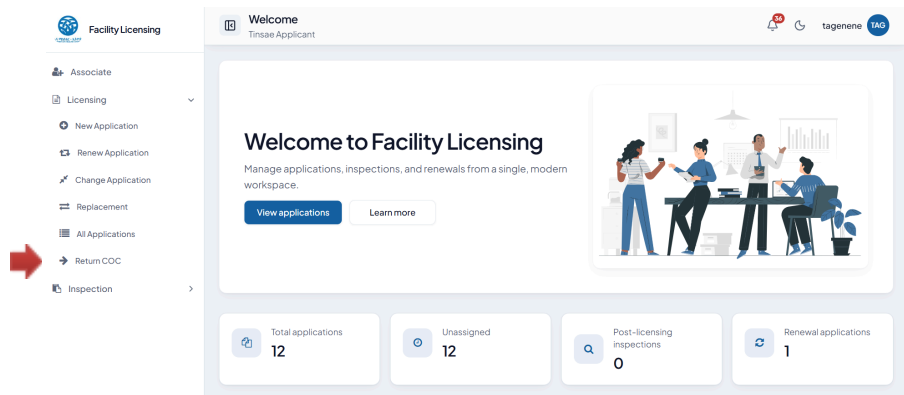
WHEN: When an applicant wants to return a certificate for a licensed facility.

WHO: Registered user

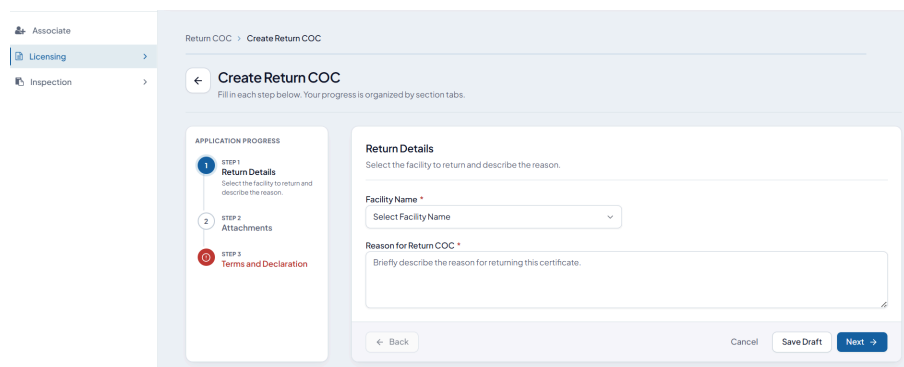
1. Go to the Facility licensing website and enter **Username** and **Password**.




2. Click on “**Return Application**”.



3. Start filling in the Return application form:



- a. Select a facility to return

- b. Finalize payment. If you select **Cash** payment type, fill in “Receipt Number”
- c. Click on “**Next**”

- d. Click on the “**upload**” button to attach files.

- h. Click on “**Next**”

- i. Check the **Terms and Conditions** agreement checkbox.

Return summary	
FACILITY NAME	TIN
Begenet Medium Clinic (Addis Ababa City Administration, Addis Ketema Sub City, Woreda 13,035)	0021399173
FACILITY TYPE	FACILITY SUB TYPE
Clinic	Medium Clinic
REASON FOR RETURN	
Returned	

Note: You can save your application process and finish it later. You just have to click on the **“Save Draft”** button in the bottom right corner of the page. To see the draft applications, please read the **“All Application”**.

The saved draft will be available below all application lists for submission, and click on the **“Continue”** button to update and submit the application.

[Save Draft](#)

Saved drafts

Resume a draft by category (same routing as legacy all-applications draft list).

DRAFT / REF	CATEGORY	STATUS	FACILITY	LAST MODIFIED	
00081/Draft/2026	RET	—	—	Jun 22, 2026	Continue
00080/Draft/2026	REN	—	—	Jun 22, 2026	Continue
00079/Draft/2026	NEW	—	—	Jun 22, 2026	Continue

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EDIT RETURNED APPLICATION

Edit Facility Application

WHAT: This process allows an applicant to update and resubmit a facility licensing application that has been returned during document screening.

WHEN: When the application status is **Screening Failed**.

WHO: Registered User (Applicant)

1. Log in to the e-Licensing System.



2. Click on “**All Application**”

3. Select the application with “**Screening Failed**”

REVIEW	APPLICATION NO	STATUS	FACILITY NAME	FACILITY TYPE	LAST MODIFIED
	52456/NEW/CL/2026	PREP	Jhon Test Pic (Addis Ababa City Administration, Akaki Kality Sub City, Woreda 2)	Medium Clinic	Jun 26, 2026
	52456/NEW/CL/2026	WITH	Jhon Test Pic (Addis Ababa City Administration, Bole Sub City, Woreda 1)	Medium Clinic	Jun 26, 2026

4. Review the screening comments provided by the reviewer.

5. Click on the **Edit** button.

6. Update the required information.

APPLICANT INFORMATION	
FULL NAME	A. Jhon Father (jhonapp)
EMAIL	@ jhon@gmail.com
PHONE NUMBER	091223344
REGION	Addis Ababa City Administration
WOREDA	Woreda 10
KEBELE	...

7. Upload revised supporting documents where necessary.

8. Review all corrections.

9. Click **Update application.**

The screenshot displays the 'Facility Licensing' application interface for a user named 'Jhon Applicant'. The interface is divided into several sections:

- Left Sidebar:** Contains navigation links for 'Associate', 'Licensing' (selected), and 'Inspection'. Under 'Licensing', there are options for 'New Application', 'Renew Application', 'Change Application', 'Replacement', 'All Applications', 'Return COC', and 'Inspection'.
- Top Bar:** Shows the user's name 'Jhon Applicant' and a profile icon.
- APPLICANT INFORMATION:** A section containing personal and contact details for 'A. Jhon Father (Jhonapp)'.

FULL NAME	A. Jhon Father (Jhonapp)	EMAIL	Jhon@gmail.com
PHONE NUMBER	091223344	STATUS	Prescreening Failed
REGION	Addis Ababa City Administration	ZONE / SUB-CITY	Addis Ketema Sub City
WOREDA	Woreda 10	CITY	---
KEBELE	---	HOUSE NUMBER	---
- PROCESSING:** A section showing the current status of the application.

PRIMARY ASSIGNEE	A. Screener Federal Federal
LICENSING UNIT	Federal
RECORD NUMBER	754657668
PAYMENT AMOUNT	9,000 ETB
- HISTORY:** A section showing a log of recent updates.

Timestamp	Action	Status
Jun 26, 2026 10:00:46 PM	Assigned to Prescreener	Prescreening Failed
Jun 26, 2026 9:54:56 PM	Requested	Assigned to Prescreener
- QUICK FACTS:** A summary section on the right.

Application ID	52456
Category	NEW
Status	PREF
Created	Jun 26, 2026
Last updated	Jun 26, 2026, 10:00:46 PM

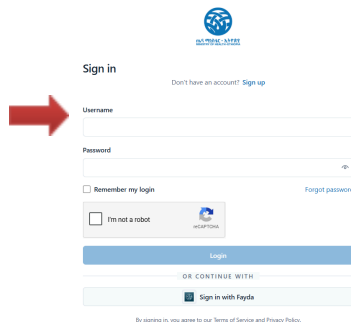
Edit Application Returned to Applicant

WHAT: This process allows an applicant to update and resubmit a facility licensing application that has been returned by the Desk Head after the inspection review.

WHEN: When there is a facility licensing application returned to the applicant.

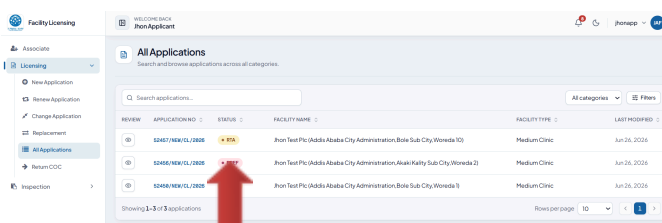
WHO: Registered User (Applicant)

- I. Log in to the e-Licensing System.



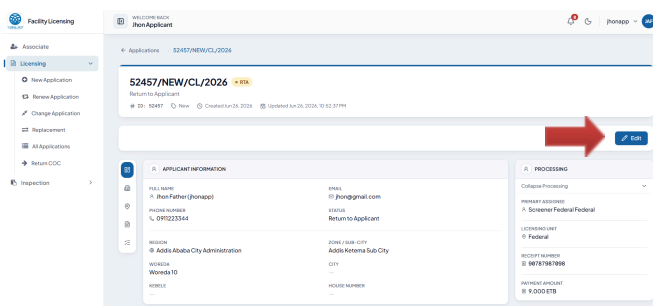
2. From the left navigation menu, click **All Applications**.

3. Select the application with the status **Returned to Applicant**.



4. Review the comments and observations provided by the Desk Head.

5. Update the required application information.



6. Upload any revised or additional supporting documents, if required.

7. Verify that all requested corrections have been addressed.

8. Click Update Application.

The screenshot displays the 'Edit Application' interface. On the left, a sidebar shows the 'Facility Licensing' menu with options for 'Associate', 'Licensing', and 'Inspection'. The main content area is titled 'Edit Application' and includes a progress bar on the left with steps: STEP 1: Claim Organization TIN, STEP 2: Facility Information, STEP 3: Facility Contact, STEP 4: Facility Address, STEP 5: Attachments, and STEP 6: Payment. The 'Payment' section is active, showing a 'Paid Amount' of ETB 9,000.00 (CASH - Completed) and a 'Required Now' amount of ETB 9,000.00 (Up to date). A message states: 'The paid amount matches the current fee — the payment method can't be changed.' Below this, the 'Payment method' is set to 'Cash'. At the bottom right, there are 'Back', 'Cancel', and 'Update Application' buttons. A red arrow points to the 'Update Application' button.

Request for Product Inspection

- WHAT:** This process allows the applicant to request Product Inspection after the premises inspection has been approved.
- WHEN:** When the premises inspection has been approved by the Licensing Executive Officer (LEO).
- WHO:** Registered User (Applicant)

1. Log in to the e-Licensing System.



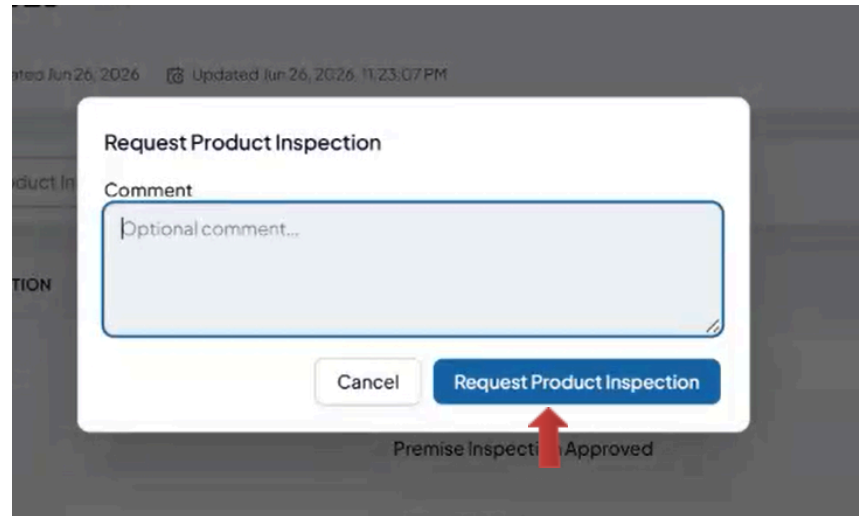
2. Click on “**All Application**”
3. Select the application with “**Premise Inspection Approved**”. Open the application details.

REVIEW	APPLICATION NO	STATUS	FACILITY NAME	FACILITY TYPE	LAST MODIFIED
⊕	52458/NEW/CL/2026	PRA	Jhon Test Ptc (Addis Ababa City Administration, Addis Ketema Sub-City, Woreda 10)	Medium Clinic	Jun 26, 2026
⊕	52457/NEW/CL/2026	ATA	Jhon Test Ptc (Addis Ababa City Administration, Bole Sub-City, Woreda 10)	Medium Clinic	Jun 26, 2026
⊕	52456/NEW/CL/2026	PRA	Jhon Test Ptc (Addis Ababa City Administration, Akaki Kality Sub-City, Woreda 2)	Medium Clinic	Jun 26, 2026
⊕	52459/NEW/CL/2026	WITH	Jhon Test Ptc (Addis Ababa City Administration, Bole Sub-City, Woreda 1)	Medium Clinic	Jun 26, 2026

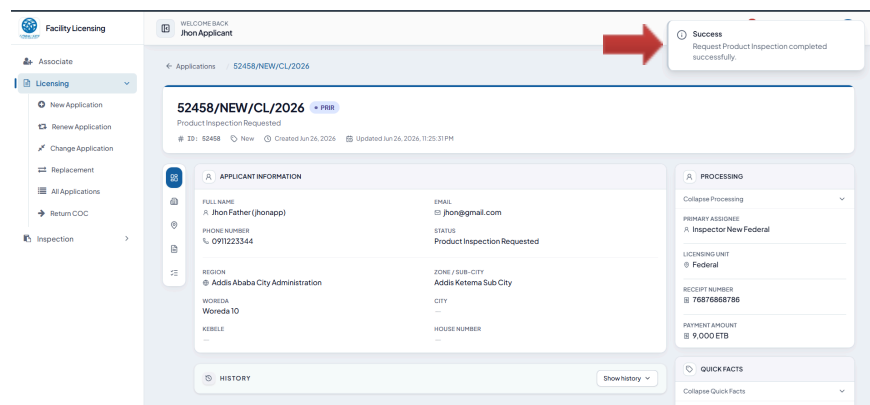
4. Click **Request Product Inspection**.

APPLICANT INFORMATION		PROCESSING	
FULL NAME	Jhon Father (Jhonapp)	EMAIL	Jhonfg@gmail.com
PHONE NUMBER	091223344	STATUS	Premise Inspection Approved
REGION	Addis Ababa City Administration	ZONE / SUB-CITY	Addis Ketema Sub-City
WOREDA	Woreda 10	CITY	
KIRILLE		HOUSE NUMBER	
		PRIMARY ASSIGNEE	Inspector New Federal
		LICENSING UNIT	Federal
		RECEIPT NUMBER	76676668796
		PAYMENT AMOUNT	9,000 ETB

5. Enter approval remarks.
6. Click on **“Request Product Inspection”**



The image shows a modal window titled "Request Product Inspection". It contains a text area for a "Comment" with the placeholder text "Optional comment...". Below the text area are two buttons: "Cancel" and "Request Product Inspection". A red arrow points to the "Request Product Inspection" button. In the background, a status "Premise Inspection Approved" is visible.



The image shows the "Facility Licensing" application details page. The left sidebar contains a menu with options: Associate, Licensing, New Application, Renew Application, Change Application, Replacement, All Applications, Return COC, and Inspection. The main content area displays the application ID "52458/NEW/CL/2026" and the status "Product Inspection Requested". Below this, there is a table with applicant information:

APPLICANT INFORMATION	
FULL NAME A. Jhon Father (Jhonappi)	EMAIL a.jhon@gmail.com
PHONE NUMBER 091223344	STATUS Product Inspection Requested
REGION Addis Ababa City Administration	ZONE / SUB-CITY Addis Ketema Sub City
WOREDA Woreda 10	CITY ---
KERBELE	HOUSE NUMBER

Below the table is a "HISTORY" section with a "Show history" button. On the right side, there is a "PROCESSING" section with a "Collapse Processing" button and a "PRIMARY ASSIGNEE" dropdown menu showing "Inspector New Federal". Below this, there is a "LICENSING UNIT" dropdown menu showing "Federal". Further down, there is a "RECEIPT NUMBER" field showing "76876868786" and a "PAYMENT AMOUNT" field showing "9,000 ETB". At the bottom right, there is a "QUICK FACTS" section with a "Collapse Quick Facts" button. A red arrow points to a "Success" notification in the top right corner that reads "Request Product Inspection completed successfully".

Submit Professional Information

- WHAT:** This process is when the applicant is requested to update professional information.
- WHEN:** When the inspection has been approved and professional information is requested.
- WHO:** Registered User (Applicant)

- Go to the Facility licensing website and log in to the e-Licensing System.

- Click on “All Application”



- Select the inspected application.

REVIEW	APPLICATION NO.	STATUS	FACILITY NAME	FACILITY TYPE	LAST MODIFIED
①	52456/NEW/CL/2026	INS	Jhon Test Plc (Addis Ababa City Administration, Addis Ketema Sub City, Woreda 10)	Medium Clinic	Jun 27, 2026
①	52457/NEW/CL/2026	INS	Jhon Test Plc (Addis Ababa City Administration, Bole Sub City, Woreda 10)	Medium Clinic	Jun 26, 2026
①	52456/NEW/CL/2026	INS	Jhon Test Plc (Addis Ababa City Administration, Akaki Kaliti Sub City, Woreda 2)	Medium Clinic	Jun 26, 2026
①	52456/NEW/CL/2026	INS	Jhon Test Plc (Addis Ababa City Administration, Bole Sub City, Woreda 1)	Medium Clinic	Jun 26, 2026

- Click on **Register using Fayda**; enter the technical manager's full information.

- Use login with code and enter your **technical manager's FAN** to verify the technical manager's information.

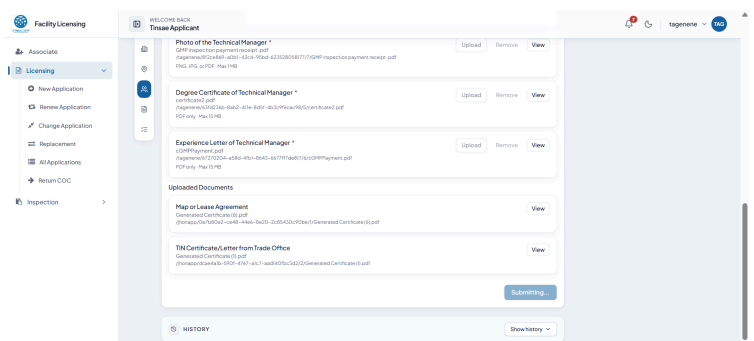
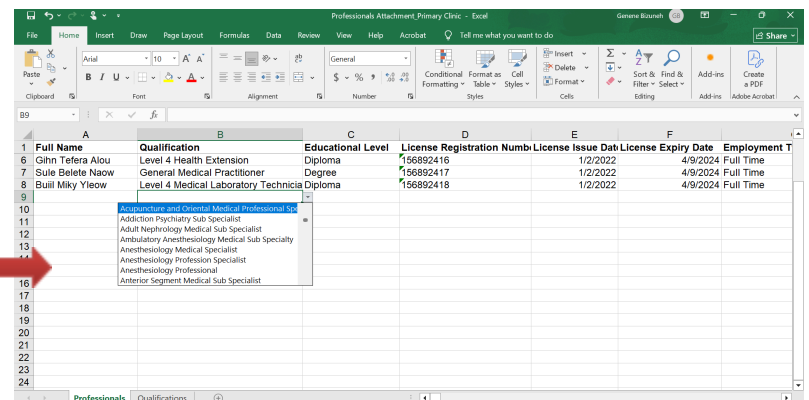
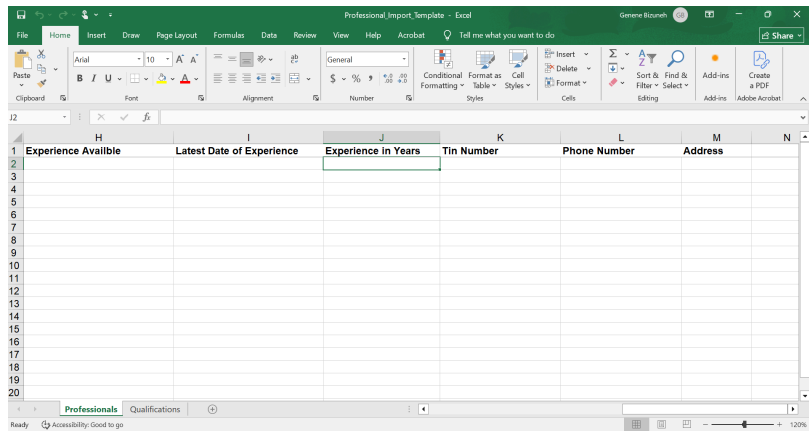
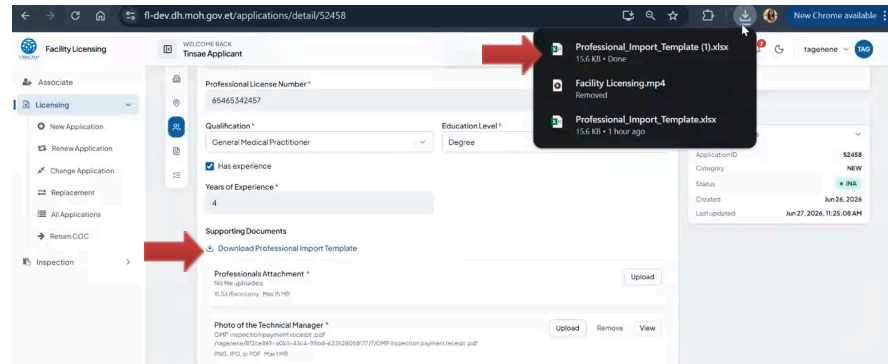
6. Click “**Download Professional Import Template**”

7. Open the downloaded Excel sheet

8. Add the list of professionals on the downloaded Excel sheet and upload to **Professional Attachment**.

9. Attach and upload all the required documents for professional information.

10. Click Submit application.



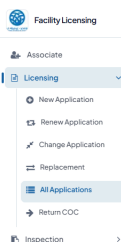
Edit Application Further Information Requested

- WHAT:** This process allows an applicant to update and resubmit a facility licensing application that has been returned for further information by the inspectors and Desk Head after the inspection review.
- WHEN:** When there is a facility licensing application Requested for further information.
- WHO:** Registered User (Applicant)

1. Log in to the e-Licensing System.

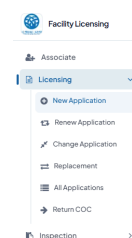


2. From the left navigation menu, click **All Applications**.



REVIEW	APPLICATION NO	STATUS	FACILITY NAME	FACILITY TYPE	LAST MODIFIED
	52781/NEW/CL/2026	PSFR	Ihon Test Plc (Addis Ababa City Administration, Arada Sub City, Woreda 1)	Medium Clinic	Jul 20, 2026

3. Select the application with the status **Submitted for FIR**.



4. Review the comments and observations provided by the Desk Head.

5. Update the required application information that is open for edit.
6. Upload any revised or additional supporting documents, if required.

The screenshot shows the 'Edit Application' form in the Facility Licensing system. The left sidebar indicates the user is in the 'Licensing' section. The main content area shows the 'Edit Application' form with a progress indicator on the left. The progress indicator shows five steps: 1. Claim Organization TIN, 2. Facility Information, 3. Facility Contact, 4. Facility Address, and 5. Attachments. The 'Facility Contact' section is currently active and contains the following fields: Owner Name (with a dropdown menu), Owner Phone (with a dropdown menu), Fax (with a dropdown menu), Facility Phone (with a dropdown menu), Email (with a dropdown menu), Website (with a dropdown menu), and Postal Address (with a dropdown menu). The 'Back' button is visible at the bottom left of the form, and the 'Cancel' and 'Next' buttons are at the bottom right.

7. Verify that all requested corrections have been addressed.
8. Click Update Application.

The screenshot shows the 'Edit Application' form in the Facility Licensing system, specifically the 'Attachments' section. The left sidebar indicates the user is in the 'Licensing' section. The main content area shows the 'Edit Application' form with a progress indicator on the left. The progress indicator shows five steps: 1. Claim Organization TIN, 2. Facility Information, 3. Facility Contact, 4. Facility Address, and 5. Attachments. The 'Attachments' section is currently active and contains the following fields: Map or Lease Agreement (with a dropdown menu), Generated Certificate (with a dropdown menu), Establishment Document for a P.L.C. (with a dropdown menu), Owner National ID/Passport (with a dropdown menu), and TIN Certificate/Letter from Trade Office (with a dropdown menu). The 'Back' button is visible at the bottom left of the form, and the 'Cancel' and 'Update Application' buttons are at the bottom right. A red arrow points to the 'Update Application' button.

View Certificate

- WHAT:** This process enables the applicant to view and download the issued Certificate of Competency after the application has been approved.
- WHEN:** When a Certificate of Competency has been generated for the approved facility.
- WHO:** Registered User (Applicant)

1. Go to the Facility licensing website and log in to the e-Licensing System.



2. Click on “**All Application**”

REVIEW	APPLICATION NO.	STATUS	FACILITY NAME	FACILITY TYPE	LAST MODIFIED
⊕	52458/NEW/CL/2026	CERG	Iron Test Plc (Addis Ababa City Administration, Addis Ketema Sub City, Woreda 10)	Medium Clinic	Jun 27, 2026
⊕	52457/NEW/CL/2026	RTA	Iron Test Plc (Addis Ababa City Administration, Bole Sub City, Woreda 10)	Medium Clinic	Jun 26, 2026
⊕	52456/NEW/CL/2026	PREP	Iron Test Plc (Addis Ababa City Administration, Akaki/Katly Sub City, Woreda 2)	Medium Clinic	Jun 26, 2026
⊕	52455/NEW/CL/2026	WITH	Iron Test Plc (Addis Ababa City Administration, Bole Sub City, Woreda 1)	Medium Clinic	Jun 26, 2026
⊕	52454/NEW/CL/2026	RGRT	Testing June Org (Addis Ababa City Administration, Akaki/Katly Sub City, Woreda 1)	Medium Clinic	Jun 24, 2026
⊕	52453/NEW/CL/2026	CERG	Testing June Plc (Addis Ababa City Administration, Arada Sub City, Woreda 1)	Primary Clinic	Jun 26, 2026
⊕	52452/NEW/CL/2026	RTD/L	Testing June Plc (Addis Ababa City Administration, Akaki/Katly Sub City, Woreda 1)	Medium Clinic	Jun 25, 2026
⊕	52451/NEW/CL/2026	ADCP	Addis Medium Clinic (Addis Ababa City Administration, Akaki/Katly Sub City, Woreda 1 New)	Medium Clinic	Jun 22, 2026

3. Search for applications with the status "**Certificate Generated.**"

4. Review the Certificate of Competency.

APPLICANT INFORMATION		PROCESSING
Full Name A. Biron Father (Jonagga)	EMAIL a.jonagga@gmail.com	Colleague/Processing Screened Federal Federal
PHONE NUMBER % 091223344	STATUS Certificate Generated	LICENSING UNIT Federal
REGION Addis Ababa City Administration	ZONE / SUB-CITY Addis Ketema Sub City	RECORD NUMBER 75876668786
WOREDA Woreda 10	CITY 	PAYMENT AMOUNT 9,000 ETB
HOUSE 	HOUSE NUMBER 	

6. Click **Download** or **Print** to save a copy of the certificate.

7. Click **View certificate** to view and download the generated certificate.

Ministry of Health - Ethiopia

Certificate of Competence for Health Institution

Ref. No. 00000NEW/2026 Issued Date: 27/6/2026
Expiry Date: 27/6/2027

Health Institution Information			
Name	New Test (P)	Type of Facility	Class
Region	Addis Ababa City Administration	Sub Institution Type	Midwifery Clinic
City	Mekki	Sub-Institution	Addis Ababa Sub City
District	Mekki 01	Health Facility	
Health Facility	01/01/01/01/01	Application Type	New
Application No.	01/01/01/01/01		
Ownership Information			
Ownership	Private Not for profit	Ownership Information	Start Date
Technical Leader's Information			
Name	Mr. Genet (P)	Emp. No.	01/01/01/01/01
Qualification	General Medical Practitioner	Phone Number	01111111111

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