

**From:** Shafafiya Support shafafiyasupport@doh.gov.ae  
**Subject:** Notification - Shafafiya services accessibility from outside UAE  
**Date:** December 19, 2018 at 17:06  
**To:** Undisclosed recipients;

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## Shafafiya services accessibility from outside UAE



### Summary / Description:

Access to Shafafiya web services from outside UAE has been blocked due to information security concerns.

To minimise service disruption and to facilitate transition to hosting within the UAE, a grace period of 90 days will be provided on request to affected services/systems/applications.

To facilitate access during the grace period, all affected service providers are requested to provide the static IP address of services/systems/application accessing Shafafiya services from outside UAE in response to this email.

### Timing:

From 20<sup>th</sup> March 2019

### Audience:

All health entities and third-party services providers using Shafafiya services from outside UAE

### Impact:

All Shafafiya services will not be accessible from outside UAE starting **Wednesday, 20 March 2019**

### Change Objective:

Information security

### Contact Us

SHAFAFIYA Help Desk at 02 40 45 433shafafiyasupport@haad.ae

Client Specific SD Support Hours: 24/7



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