FAQs: Registering with the Sehhaty App for your COVID-19 test:

- Firstly, try to book an appointment directly without registering – this has worked for a number of people

- If you are not able to do that and are still facing issues, please find the below FAQs which address some of the most common issues.

1. **How may I book an appointment without an Iqama?**

- If you do not have an Iqama, you may use your border control number as an identification. This is the hand written number on the visa page in your passport.
- If the number is written in Arabic, you may require the assistance of an Arabic speaking person to help you translate.

2. **Sehhaty App is not allowing me to register my Iqama number – Message "Sorry, we couldn't confirm the person with entered data"?**

- If it did not work the first time, please try again a few more times. If that also does not work, try using your passport number.

3. **The date of birth entered is not correct**

- When issuing an Iqama, the date of birth is converted form Gregorian to Hijri, this may result in a few days difference. Check in your Abshir account, use the date of birth mentioned there (this will be in Hijri).

4. **Please make sure your device is connected to the network and has data**

- Turn off the WiFi and connect through the 4G
- Restart the app and try again

5. **I can no longer find my appointment after a confirmed booking.**

- This will be fine as long as you have a booking confirmed with a QR code. In case you were not able to take a screenshot of the booking (And QR code), the ID number used for making the booking will be sufficient on the day of the test.

6. **I am not receiving an SMS when registering**

- If you do not receive an SMS during the registration process, skip registration and try to book an appointment directly.