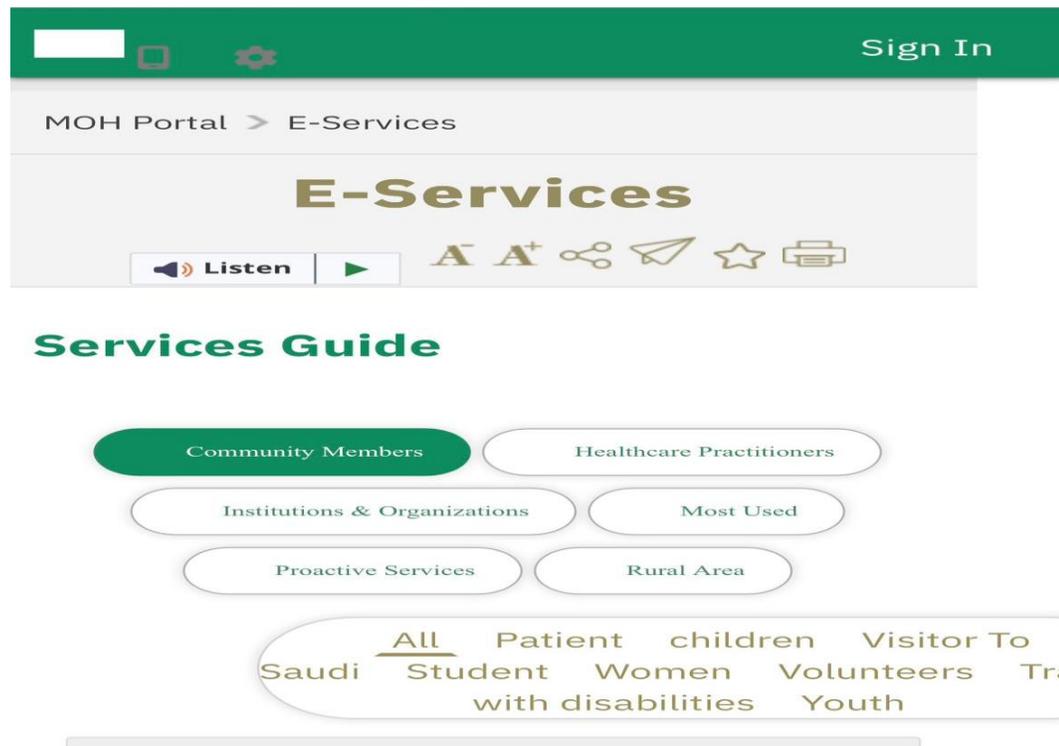


# Sandbox Platform User Guide

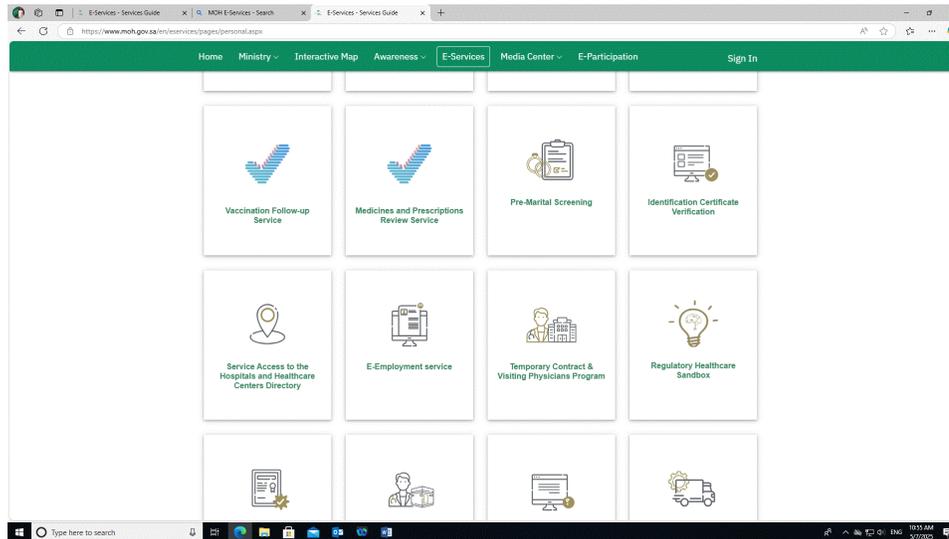
1. Log in to the Ministry of Health's e-services portal:

- Visit the official MoH website:  
<https://www.moh.gov.sa>
- From the top menu, select "E-Services" then "List of E-Services".
- Select "Individual Services" to navigate to the page of services dedicated to individuals.



## 2. Select the "Regulatory Healthcare Sandbox" service:

On the Individual Services page, select the "Regulatory Healthcare Sandbox" icon.



### 3. Service Introduction Page:

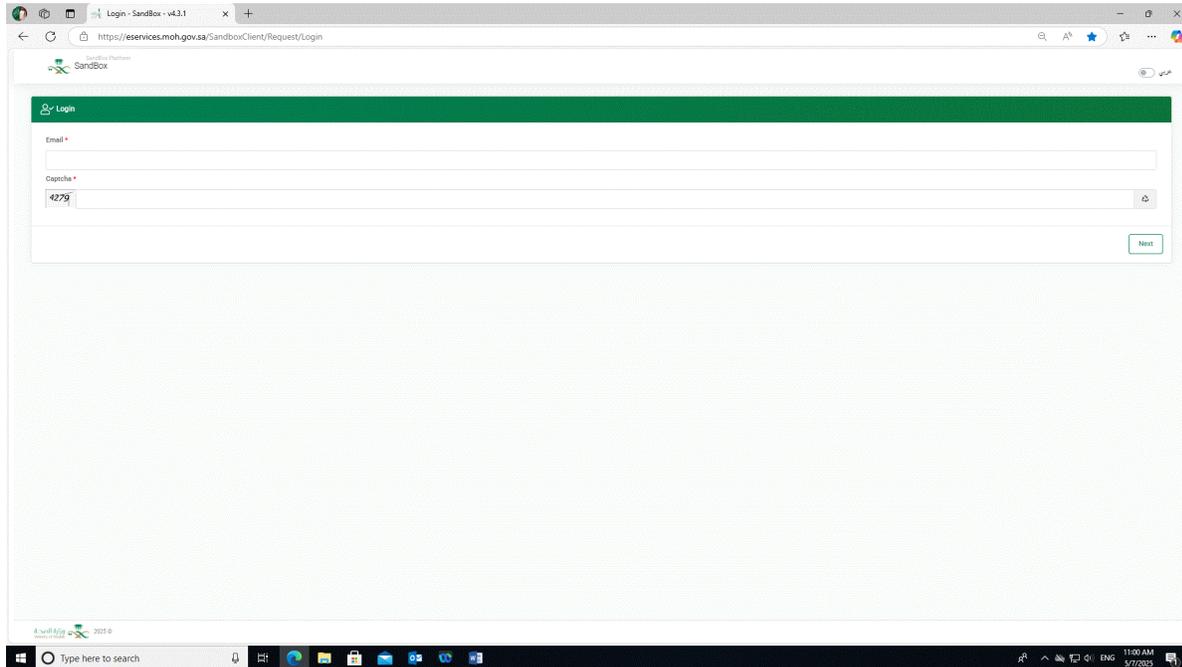
- It contains a service overview, target users, support channels, usage terms, and application steps to start select Request permit.

The screenshot displays the 'Regulatory Healthcare Sandbox' service page. The page is divided into several sections:

- Header:** Includes navigation links for Home, Ministry, Interactive Map, Awareness, E-Services, Media Center, E-Participation, and Sign In.
- Service Overview:** A brief description of the 'SandBox' e-service, its purpose, and a 'Request permit' button.
- Steps:** A numbered list of 10 steps detailing the registration and request process, from visiting the official website to submitting the request.
- Eligibility and Required Information:** Sections for 'Individuals and companies' and 'Target audience', including acceptance periods and service duration.
- Service Channels:** Lists contact methods such as Email (SVH-Sandbox@moh.gov.sa), Phone, Website, and X (Twitter).
- Frequently Asked Questions:** A section for 'Ministry-FAQ's page' and 'Customer support'.

## 4. Log in:

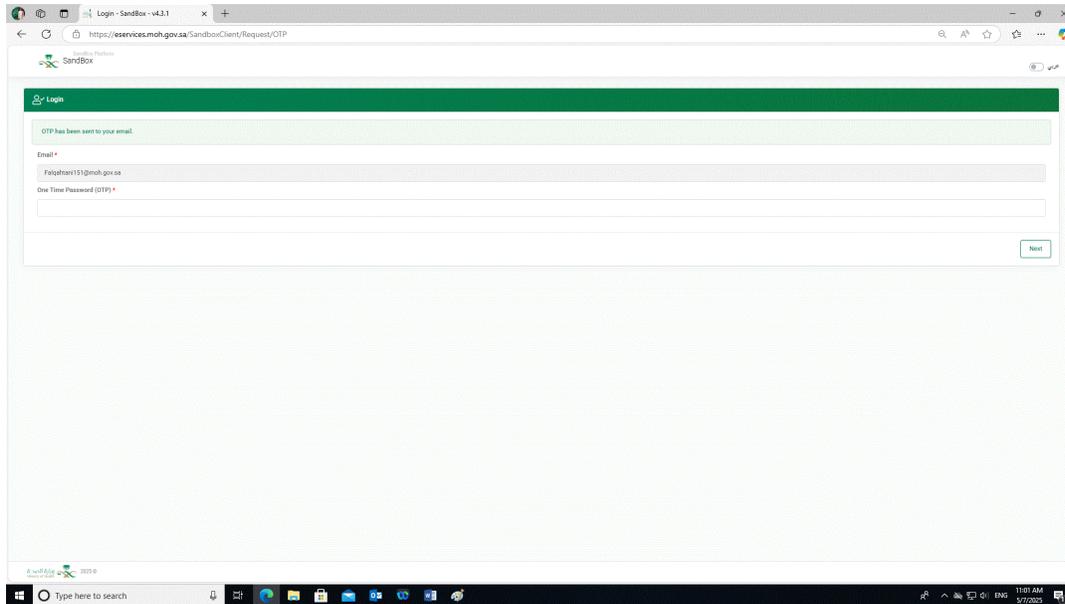
- Enter your email and the verification code, and then click "Next".



The screenshot displays a web browser window with the URL <https://eservices.moh.gov.sa/SandboxClient/Request/Login>. The page features a green header with the 'Login' title. Below the header, there is a form with two input fields: 'Email' and 'Capcha'. The 'Capcha' field contains the text '4279'. A 'Next' button is located at the bottom right of the form. The browser's taskbar at the bottom shows the Windows logo, a search bar, and various application icons, with the system tray displaying the time as 11:00 AM on 5/17/2023.

## 5. Email verification:

- A verification code will be sent to your email.
- Enter it in the field provided and click "Next".



The screenshot shows a web browser window with the URL <https://eservices.moh.gov.sa/SandboxClient/Request/OTP>. The page title is "Login" and the SandBox logo is visible in the top left corner. A green notification bar at the top of the form area states "OTP has been sent to your email." Below this, there are two input fields: "Email" with the value "Falqahani151@moh.gov.sa" and "One Time Password (OTP)". A "Next" button is located at the bottom right of the form. The Windows taskbar at the bottom shows the system tray with the date and time "11:01 AM 5/17/2022".

## 6. Request Management:

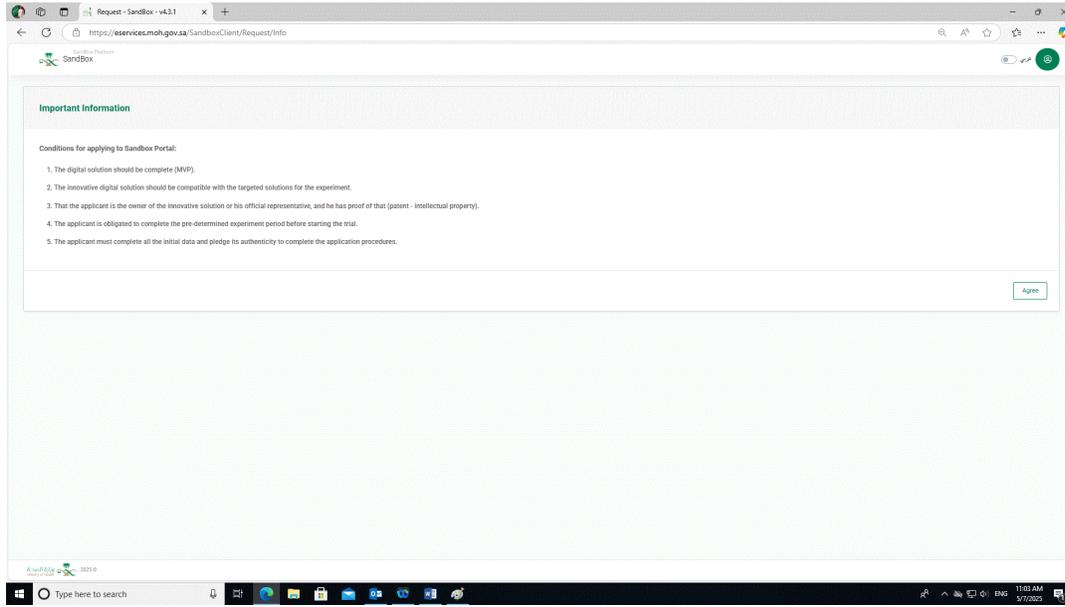
- You can view previous requests or submit a new one by clicking "Submit Request".

The screenshot displays the 'My Requests' page in the SandBox Platform. At the top, there is a search section with filters for 'Request No', 'Created Date', 'Request Type', and 'Request Status'. Below the search filters is a table titled 'My Requests' with columns for 'Request No', 'Request Type', 'Created Date', 'Request Status', and 'Action'. A single request is listed with ID 212, type Individual, date 08-04-2025, and status 'Completed'. A 'Submit Request' button is visible in the top right of the table area.

Request No	Request Type	Created Date	Request Status	Action
212	Individual	08-04-2025	Completed	Details

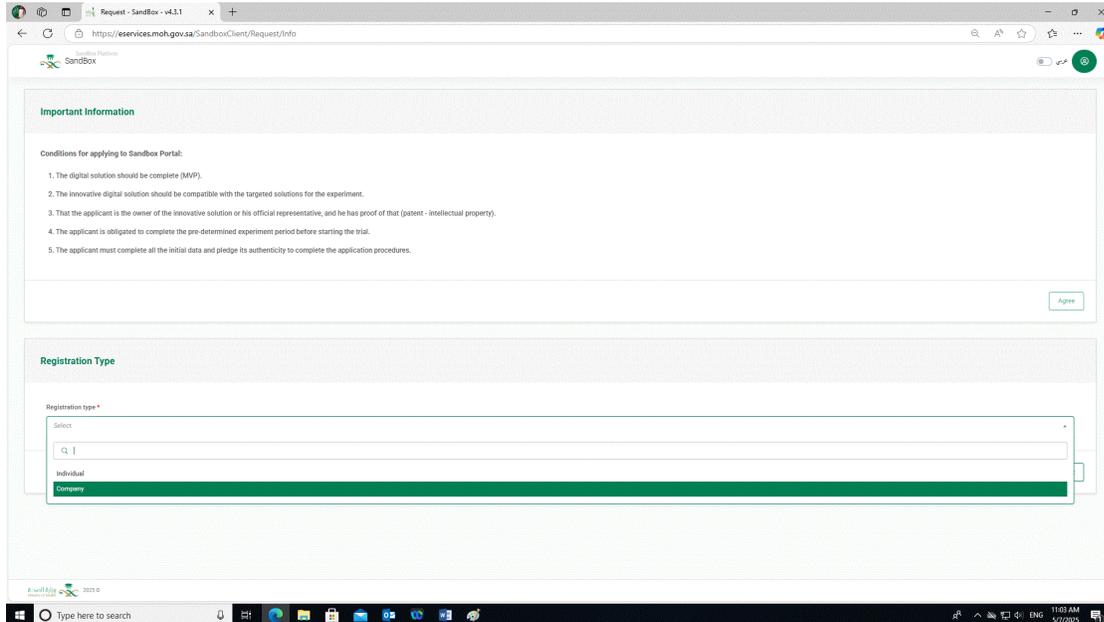
## 7. Acceptance of Terms:

- A screen with submission terms appears; read them and click "Agree" to proceed.



## 8. Choose the type of registration:

- Select the appropriate registration type: "Individual" or "Company", then click "Next."



The screenshot shows a web browser window displaying the SandBox Platform registration page. The page is titled "Request - SandBox - v4.3.1" and the URL is "https://eservices.moh.gov.sa/SandboxClient/Request/Info". The page content is divided into two main sections: "Important Information" and "Registration Type".

**Important Information**

Conditions for applying to SandBox Portal:

1. The digital solution should be complete (MVP).
2. The Innovative digital solution should be compatible with the targeted solutions for the experiment.
3. That the applicant is the owner of the innovative solution or his official representative, and he has proof of that (patent - intellectual property).
4. The applicant is obligated to complete the pre-determined experiment period before starting the trial.
5. The applicant must complete all the initial data and pledge its authenticity to complete the application procedures.

Agree

**Registration Type**

Registration type \*

Select

Individual

Company

The "Registration Type" section features a dropdown menu with a search bar. The "Company" option is currently selected and highlighted in green. The "Individual" option is also visible below it. The "Agree" button is located at the bottom right of the "Important Information" section.

## 9. Application Form – Individuals:

- It includes personal data (name, email, phone, city, specialization, organization...).

The screenshot shows a web browser window displaying the SandBox Platform application form. The form is titled "Registration Details" and "Information about the proposed innovation".

**Registration Details:**

Name *	Phone Number *
الاسم	+9665037714
Email *	Address *
Falqhan151@mh.gov.sa	العنوان
Educational level *	Speciality
Bachelor	1
Employee	Job Title
1	1

**Information about the proposed innovation:**

Was the solution already applied? \*

Yes  No

Country en-US \*

Select

Brief description of the innovation presented \*

Describe how this innovation can serve innovative health services over existing solutions in the health sector en-US \*

The purpose of presenting the solution to the experiment en-US \*

The degree of maturity of the solution \*

## 10. Application Form - Companies:

- Includes company data (name, address, CR number, existing establishment, Brief company description, capital, contact details, and more....).

The screenshot shows a web browser window displaying the 'Registration Details' form for a company. The form is titled 'Registration Details' and contains several input fields and checkboxes. The fields are: 'Company Name', 'Company Type', 'Company have a facility?' (with radio buttons for 'Yes' and 'No'), 'Company Address', 'Company URL', 'Is the company located in Saudi Arabia?' (with radio buttons for 'Yes' and 'No'), 'Commercial Registration', 'Brief description of the company', 'The company's capital' (with a 'Select' dropdown), 'Contact Number', and 'Email'. Below the registration details is a section titled 'Information about the proposed innovation'. The browser's address bar shows the URL 'https://eservices.moh.gov.sa/SandboxClient/Request/RequestType=2'. The Windows taskbar at the bottom shows the time as 11:05 AM on 5/27/2020.

## 11. Proposed Innovation Information:

- Describe the innovation, its field, target users, added value, challenges, maturity level, and attachments.
- After saving the request, you can review your request and follow any updates from the previous page, "Request Management".

The screenshot displays a web browser window with the URL <https://eservices.moh.gov.sa/SandBoxClient/Request/RequestType=2>. The page title is "Request - SandBox - v4.1.1". The main content area is titled "Information about the proposed innovation" and contains a form with the following fields:

- Was the solution already required? \***  
Radio buttons:  Yes  No
- Is the application still running? \***  
Radio buttons:  Yes  No
- Where? \***  
Text input field
- Country an ID? \***  
Text input field
- Brief description of the innovation presented? \***  
Text area
- Does the new innovation can solve innovative health services over existing solutions in the health sector an ID? \***  
Text area
- The progress of presenting the solution to the experiment an ID? \***  
Text input field
- The degree of maturity of the solution? \***  
Text input field
- Describe how and why this solution is unique and different from the solutions available in the health system? \***  
Text area
- Specify the number the health sector you want from the experimental environment to test the innovative solution? \***  
Text area
- The technology to which the solution belongs an ID? \***  
Text input field
- Attachment**  
Text input field with a "Browse" button

At the bottom of the form, there is a "Back" button and a "Save" button. A red error message is visible: "Maximum 200 maximum size 10MB". The Windows taskbar is visible at the bottom of the browser window.