

# Online Registry Solution (ORS) – User Manual





The Online Registry Solution (ORS) has been updated, offering an improved digital portal for Abu Dhabi Global Market's (ADGM) registration services.

The updated portal has an enhanced User Interface and offers several enhancements to support the ease of accessing services and filings with the Registration Authority.

This document will provide you with an overview of the various sections of the portal, further information and supporting documents for specific services can be located at **www.adgm.com** and within the Knowledge Center of the portal.



## How to access the portal

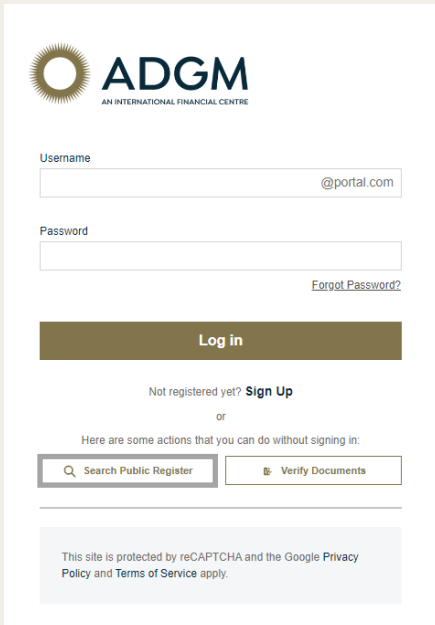
The ORS can be accessed at the following URL:  
**[www.registration.adgm.com](http://www.registration.adgm.com)**

We recommend that this page is bookmarked in your browser.

## Searching the Public Register

From the landing page, you can search the public register (without the need to create a user or login)

The Public Register is a directory containing all the information related to the Entities, Properties, Charges and Auditors registered with ADGM. Clicking “Search Public Register”



ADGM  
AN INTERNATIONAL FINANCIAL CENTRE

Username

Password  
  
[Forgot Password?](#)

**Log in**

Not registered yet? **Sign Up**  
or

Here are some actions that you can do without signing in:

[Search Public Register](#) [Verify Documents](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

For the best results, use the **Advanced** option to filter by the criteria specific to the selected Register and narrow down the search results.

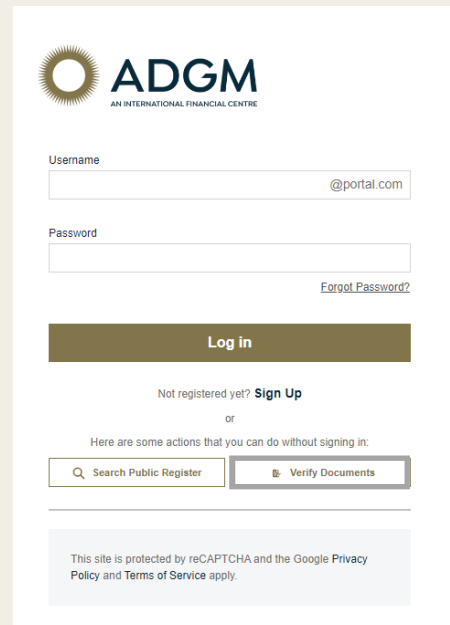
- The search results will display summary level information
- For detailed information, click on the search result name

The portal allows you to export a summary of the search results to excel. A maximum of 10,000 records can be exported at one time.

The Verify Documents button located on the Landing Page is a tool to support users in verifying the authenticity of ADGM Registration Authority issued documents.

Each document issued by the Registration Authority will have a unique code located at the bottom of the document e.g. COMPANIES-77097445

To verify a document, select the Verify Documents button, and enter in required details, i.e. the Document Code and Registration Number.



ADGM  
AN INTERNATIONAL FINANCIAL CENTRE

Username

Password  
  
[Forgot Password?](#)

**Log in**

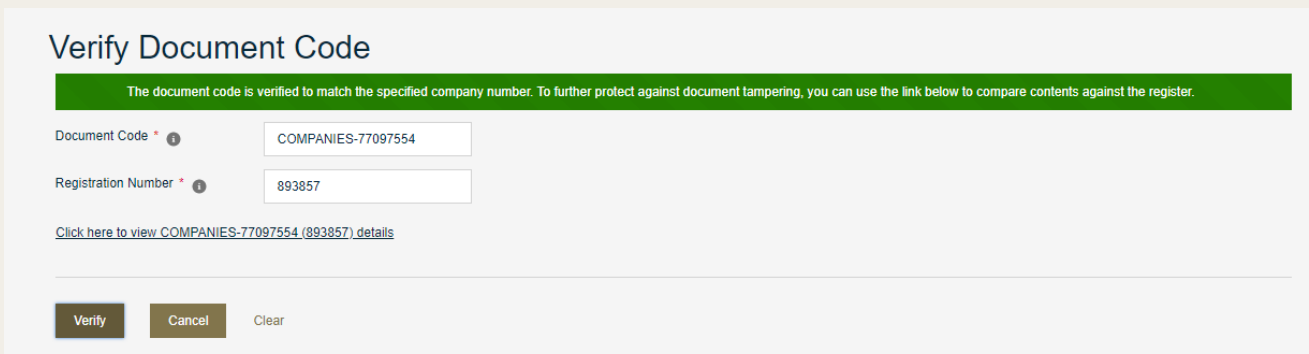
Not registered yet? **Sign Up**  
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Here are some actions that you can do without signing in:

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**A verified document will be confirmed once the search is completed.**



### Verify Document Code

The document code is verified to match the specified company number. To further protect against document tampering, you can use the link below to compare contents against the register.

Document Code \*

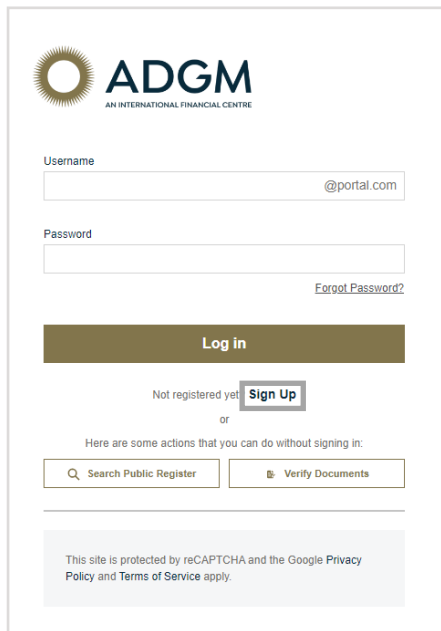
Registration Number \*

[Click here to view COMPANIES-77097554 \(893857\) details](#)

**Verify** **Cancel** Clear



## Logging into the Portal – Part 1: Creating a New User



The screenshot shows the ADGM User Registration Page. At the top is the ADGM logo. Below it are two input fields: 'Username' (with a placeholder '@portal.com') and 'Password'. A 'Forgot Password?' link is next to the password field. Below these is a 'Log in' button. Underneath is a 'Sign Up' button, which is highlighted with a red asterisk. Below the 'Sign Up' button is a link 'Not registered yet?'. Below that is a section titled 'Here are some actions that you can do without signing in:' with two buttons: 'Search Public Register' and 'Verify Documents'. At the bottom is a footer stating 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.'

From the landing page of the portal select to “Sign Up”.

You will be navigated to the User Registration Page.

All required fields must be completed. Required fields are highlighted with “\*”.

From the User Registration page, you also will be able to create an “Organisation” User. An Organisation User is a distinct user group where multiple individual users can be linked under one Organisation User. This may be useful where multiple individuals will be managing the same registration details.

If you decide not to create an Organisation User at this stage, you will be able to create one at a future date when using the portal.

Once you have completed all required details, and selected to Register, you will receive a Welcome Email from the ADGM Registration Authority instructing you on how to set up your password.

You must Click the link from the email to create a password.

The password must include at least:

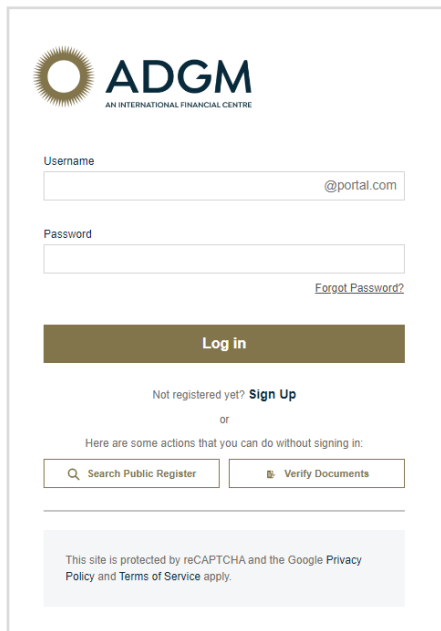
- 10 characters
- 1 letter
- 1 number

Make sure you use a strong password and that you save your login credentials in a safe place. We recommend that user names are not shared, and each individual user creates individual login credentials.

**Note:** This is registration of your user only. Any registration of entities, properties or charges needs to be done within the portal.



## Logging into the Portal – Part 2: Existing User Login



The screenshot shows the ADGM login interface. At the top is the ADGM logo. Below it are two input fields: 'Username' with a placeholder '@portal.com' and 'Password'. A 'Forgot Password?' link is next to the password field. A large 'Log in' button is below the fields. Underneath, there is a link for 'Not registered yet? Sign Up' and a note 'Here are some actions that you can do without signing in:' followed by two buttons: 'Search Public Register' and 'Verify Documents'. At the bottom, a small disclaimer states: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.'

If you already have an active account, simply enter your username and password on the Portal's landing page and click the **"Log in"** button.

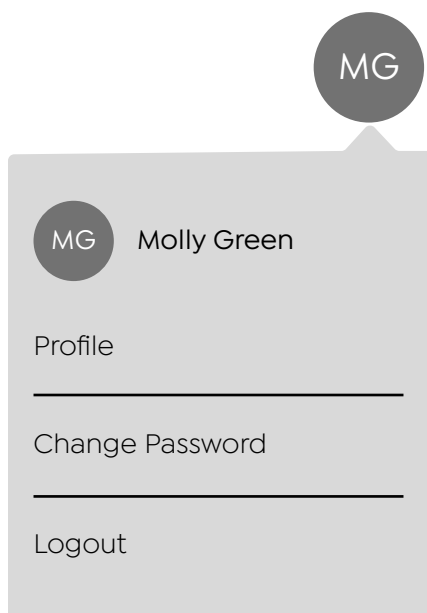
You can use the Forgot Password function if you are unable to recall the password that you had set. At any time, you can contact the ORS support desk who can assist you with your login.

The support team can be contacted at:  
[ors.support@adgm.com](mailto:ors.support@adgm.com)

Or by calling: 02 333 8888



## Managing your User Profile



Once logged into the portal, you will be able to manage your profile and change your password. You can access your Individual Profile by clicking the circle with your initials in the top right corner and then clicking **"Profile"**.

Click "Change Password" – if you wish to change your password. You will be prompted to add your existing password before proceeding with the change.

The password must include at least:

- 10 characters
- 1 letter
- 1 number

## Your Dashboard

Your dashboard will provide you with a summary view of key information, including

- Quick Access to Services
- View of your wallet balance, and function to top-up from the dashboard.
- Overview of any Services that are requiring action
- Overview and Status of Services submitted to the Registration Authority
- A Compliance Calendar, for a quick view of the compliance filings due dates
- News and Announcement from the Registration Authority
- Watch list

## Initiating a Service Request

To initiate a new Service Request, you can select the “Service List” tab from the top of the tool bar, or alternatively from the Frequent Services categories on the left-hand side of the dashboard.

Services are grouped into key categories:

- Companies
- Partnership
- Foundation
- Property
- Auditors
- Charges

Permits (ATM and Temporary Permits).

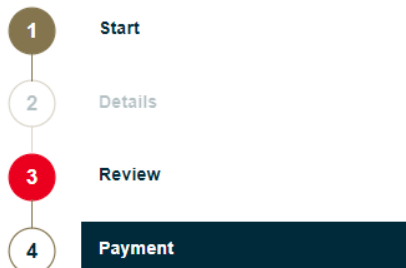
You can use the search function to assist in locating the required service.



## Completing the form

Once you have identified the Service from the Service Lists, select “proceed” to commence the application.

On the left-hand side of the form, you will find a navigation tool, that will highlight the sections of the form to be completed.



A section highlighted in red will notify you where details are missing or need to be updated.

You will not be able to proceed with submitting the request until this section is updated.

**Reserve a Company Name**

SR-60840

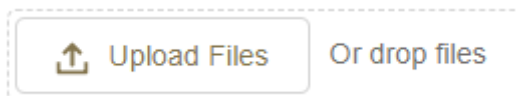
At the top of the form you will see the name of the service that you have initiated as well as the unique Service Request (SR) number.

## Uploading Documents

Throughout the forms, you maybe requested to provide documentation as evidence to support your application.

The following file formats are supported: PNG, JPG, JPEG, PDF, DOC, DOCX, PPT, PPTX.

The maximum file size permitted is 5mb.

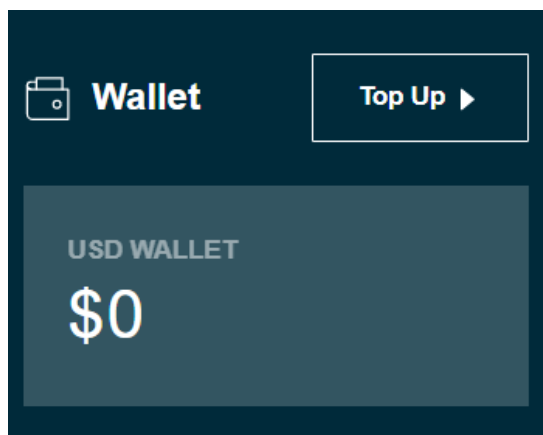


We recommend that uploaded files are not security protected.

If the uploaded files are security protected this may cause delays in receiving certified true copies.

## Making Payment

All payments through the portal can be made through the wallet function.



You can top-up your wallet balance from the dashboard, prior to commencing a service. Note the portal balance is linked to the user, rather than a specific entity.

Alternatively if insufficient funds are available in your wallet once you reach submission stage for an application, the wallet can be topped up once you reach the payment page.

An invoice will be generated once payment has been made, and a copy delivered to your email address.





## Viewing the Status of your Application:

From your dashboard you will be able to view the status of the applications that you have submitted, under the “Service Requests” Section.

On the dashboard you will see a summary of the status of the application.

Clicking on the SR number of the application will navigate you to the detailed review page, where you will be able to view more detailed insight into the status.



### Service Requests


[View All ►](#)

Following list shows the status and date submitted of recent service requests

SR Number	Service Request Name	Entity Name	Status
<a href="#">SR-60839</a>	Reserve a Company Name	PROFESSIONAL SERVICES LTD	Submitted



#### Service Request Details

<div>1</div> <div>Review by Case Officer</div> <div>1 Review - Awaiting Verification </div>		<div>2</div> <div>Return for Correction</div> <div>Client Correction</div>	<div>3</div> <div>Application Completed</div> <div>Application Completed</div>
SR Number	SR-60839	Status	Submitted
Entity Name	PROFESSIONAL SERVICES LTD	Created Date	26/11/2022



## Applications returned for correction

Following the initial review of your application, the team may require some further information to support your application. In such instances, your application will be returned for correction.

You will receive an email notification that the application has been returned, along with a summary the elements that need to be addressed on your application.

When logging into the portal, you will view this returned application under the “Pending Actions” section of your dashboard.



### Pending Actions

[View All ►](#)

Following are actions that require your immediate attention

SR Number	Service Request Name	Entity Name	Status
<a href="#">SR-60839</a>	Reserve a Company Name	PROFESSIONAL SERVICES LTD	Returned for Correction

To make the required changes, you can click on the SR number associated with the application from the Pending Actions section.

- 1 Start** This will open the application and permit you to make the required changes.
- 2 General Details** The sections of the form requiring updates will be highlighted in red on the left.

Once all required changes have been applied, you can proceed to the review page and resubmit the application.

Once resubmitted the status of your application will be updated on the dashboard.

## Updating the registered details

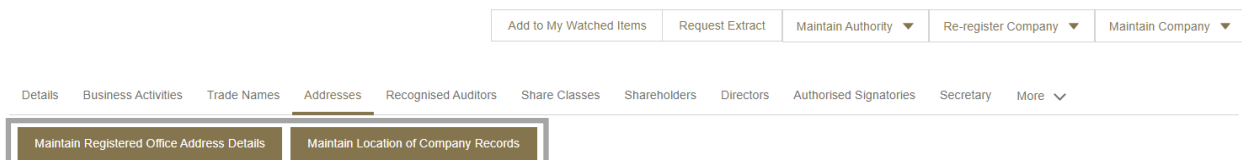
Once the application has been approved, and the registration is completed, you may need to update the registered details of your entity from time to time.

To update the details of your registration, you need to open the relevant record. This can be done from the tool bar on your dashboard.



1. **For Entities (Companies, Partnerships, Foundations and Permits)** – these registered details can be located within the Entity Profile(s) tab.
2. **Registered Auditors**
3. **Charges**
4. **Reserved Names**
5. **Leases**

Navigate to the appropriate section and open the record that you wish to update.



The buttons highlighted at the top of the page will open the appropriate Service Request to allow you to submit a maintenance application.

You will be required to submit the required information, and upload any supporting documents, and to proceed to pay and submit.

**Note:** Please familiarize yourself with the timelines required for event driven filings. Further information on this is located at the ongoing obligations section at [adgm.com](https://adgm.com)



## Annual Filings

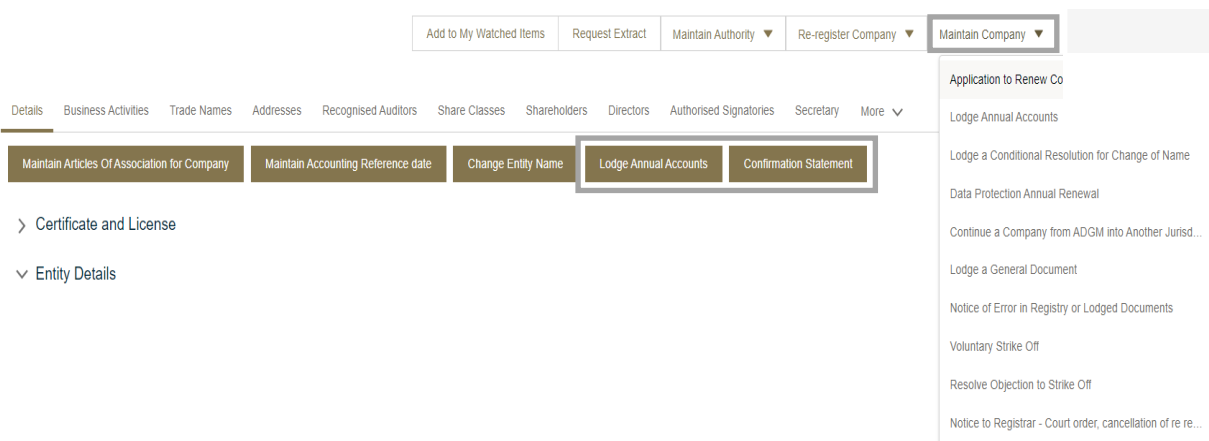
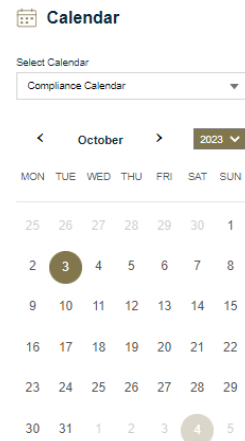
For any required annual filings, you will be able to commence these filings through the registered entity record.

The Compliance Calendar on the Dashboard will provide you with a visual indicator as to when each of the filings are due to be filed with the Registrar. You will also receive email notifications related to the filing dates.

Note: the date indicated for confirmation statement and annual accounts filings (if relevant) is the date by which the filing needs to be submitted.

From the dashboard, go to the relevant record (e.g. within the Entity Profile(s) section), and open to view full details.

You will be able to locate the forms for filings within the Maintain Company button at the top of the record, and from the Details tab.



## Authority Management

Once you have successfully registered with ADGM, the user will automatically be granted authority over the entity / property / charge. To add additional users, you will no longer be required to submit the authority request form to the support team.

It is the responsibility of the authorized user to ensure that the authority is only granted to those individuals or organization user that can act on behalf of the entity.



## Sending Feedback / Raising an Issue

Reporting feedback or an issue with the portal can be done through the “Cases” module located on the dashboard.

 **Cases**

Once you open the cases page, you can select “New” from the top right-hand corner, and you will be prompted to select the nature of the feedback that you wish to provide.



### RAISE A NEW CASE

Before raising a new case, please ensure that you have read the training manual or watched the instructional videos that provide guidance on how to access and navigate through the Portal.



#### Payment

For all queries related to portal balance, service charges, fines and refunds.



#### Technical Support

For reporting technical issues related to portal payments or to completing services.



#### Feedback

For providing us feedback and suggestion on how to improve our ADGM and/or portal services.



#### General Enquiry

For any other queries that are not related to payment or technical issues.

You can add the subject and description as well as the record that you are providing the feedback regarding. Once you have completed the required fields, click “save”. You will then be prompted to upload any files. We recommend if there is a screen shot of any error that you are facing to provide it at this time to support the technical team in resolving.

Once saved, you will receive an email confirming the case number, and you can track the details of your case from the module.

At any time you can also email the support team at **ors.support@adgm.com** or call us at **+02 3338888**