

# Company User Training Document

*ACCESS***ADGM**

# Objectives

In this training we will help you to:

- Overview of **ACCESSADGM**
- **Understand** Key Concepts
- **Access** the Portal via the Website
- **Request** access and Register to the **ACCESSADGM** Portal
- **Login and Overview** of the **ACCESSADGM** Portal
- **View** and **Access** difference components of the Portal
- **Edit** and **Update** user details and profile picture
- **Understand** how to Top – Up Portal Balance
- **Raise** a Service Request
- **Raise** Cases
- **View Knowledge Articles**
- **View** Tutorial Videos
- **Access** receipts
- **Generate** Statement of Accounts











# Overview of ACCESSADGM

**ACCESSADGM** is a comprehensive online portal that will allow you access government related services, including letters & permits.

It also provides you with a homepage dashboard that displays the status of all your services requests and cases, in addition to many more value added services for full transparency.

You can access the ADGM Client Portal 24/7 to request services, receive real time notifications, pay online anytime, anywhere and get updated on all ADGM related announcements without the need to visit ADGM service counters.

	Online platform for customers		Important Alerts/Announcements
	Raise Service Requests		Update User Details
	View Knowledge Articles		Raise Cases
	Upload/Download Documents		View Status Dashboards

# Understanding Key Concepts

# Understand Key Concepts

Term	What is it?
Alerts	Periodically notify client about changes in services or about document expiry dates, etc.
Announcements	Broadcast important information related to the entity or ADGM in general
Case	Allows client to provide detailed description of a client's feedback and technical or payment related queries
Dashboard	Provide a snapshot of key metrics related to service requests and cases
Home	The Portal Home Page from where you view case statistics, service requests metrics, access government related services, view alerts and announcements and view or top-up portal balance.

# Understand Key Concepts – Service Request

Term	What is it?
Service Request	A request raised for any of the services currently offered by AccessADGM
SR-Number	Reference number for the request raised.
Status	Current status of the request raised.
SR-Documents	A list of documents related to the service request raised.
Action Item	Task assigned to client to be completed such as Payment or Re-upload Document.

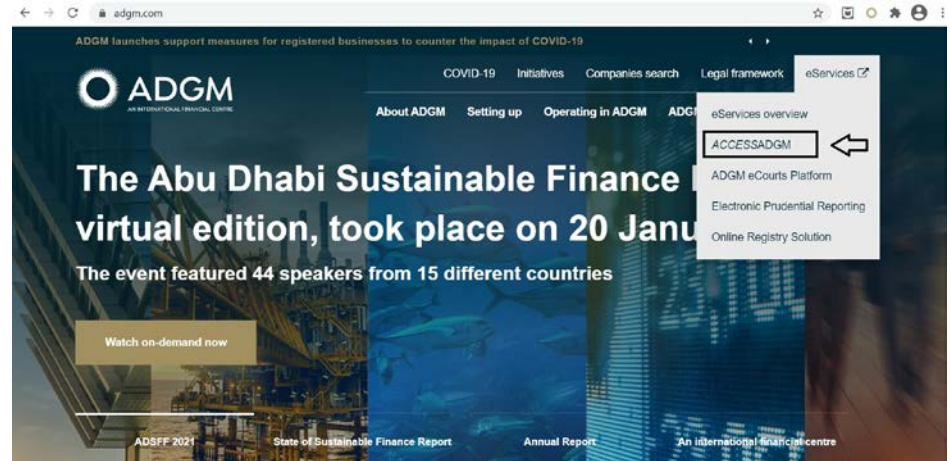
# Access the Client Portal

*ACCESS***ADGM**

# Access the online portal via the website

In order to access the **ACCESSADGM** Portal via the website :

- Browse for **[www.adgm.com](http://www.adgm.com)**
- On the top right hand corner, click on the link, eServices
- Select **ACCESSADGM**
- User will redirected to **ACCESSADGM** Portal Login screen





# Register as a Company User

User is required to complete the **Company User Registration Form** to request for access.

- All fields marked with red are mandatory.
- **Work Email** is required to be unique. If a user tries to register with an already existing email address, system will throw an error.
- The **Contact number** must be entered in a particular format as mentioned in the help text. Hover over the ? icon next to the field label to view the help text.
- Please select if **Yes** if the portal user is an ADGM Sponsored Employee of the respective entity.

### COMPANY USER REGISTRATION

#### Information

Title? --None--

First Name

Middle Name

Last Name

Date of Birth? [23/02/2021]

Work Email

Contact Number?

ADGM License Number

Registered for Tax? --None--

Tax Registration Number

Are you an employee of the company? --None--

#### Requested Services

Select from the list below the required services for this user profile. In order to permit access to these selected services, the relevant authorization letter needs to identify the exact same set of services.

Types of Services?

Available

Company Services

Payment - Account Servi

Permits Services

Via & Letter Services

Chosen

#### Username Details

Username?  [Badgm portal](#) [Check Availability](#)

#### Documents

Please note that the uploaded document file format should be either PDF, JPEG, JPG, BMP or PNG with a maximum file size of 5MB and the file name should not exceed 80 characters.

Name	Description	
Passport Copy/Emirates ID of Authorized Signatory	Please upload valid passport copy/emirates ID of the authorized signatory	<a href="#">Choose File</a>   No file chosen
Authorization Letter <a href="#">Click here to access template</a>	Please upload signed letter from authorized signatory	<a href="#">Choose File</a>   No file chosen
Passport Copy/Emirates ID of Delegated Portal User	Please upload passport copy/emirates ID of the Delegated Portal User	<a href="#">Choose File</a>   No file chosen

# Register as a Company User

- User can enter the desired username and check for its availability in the system by clicking on **Check Availability**. If the username already exists, system will throw an error and will not allow user to proceed.
- User is required to attach **Passport Copy** and **Signed Letter from Authorized Signatory** before submitting the request. The template for the letter can be located on the registration page.
- After completing the form and attaching all the mandatory documents, click on **Submit** to proceed

The screenshot displays the 'COMPANY USER REGISTRATION' form, which is organized into several sections: Information, Requested Services, Username Details, and Documents.

**Information Section:** This section contains various input fields and dropdown menus. The 'Title' dropdown is set to 'Mrs'. The 'First Name' field contains 'Sally', and the 'Last Name' field contains 'Green'. The 'Date of Birth' is '10/02/1988' with a date range of '[1/1/1900/2021]'. The 'Work Email' field contains 'sally.green'. Other fields include 'Middle Name', 'Contact Number', 'Registered for Tax' (set to 'None'), 'ADGM License Number', 'Tax Registration Number', and 'Are you an employee of the company' (set to 'None').

**Requested Services Section:** This section includes a note: 'Select from the list below the required services for this user profile. In order to permit access to these selected services, the relevant authorization letter needs to identify the exact same set of services.' Below this, there are two lists of services. The 'Types of Services' list on the left includes 'Available' and 'Permits Services'. The 'Chosen' list on the right includes 'Company Services', 'Payment - Account Services', and 'Visa & Letter Services'.

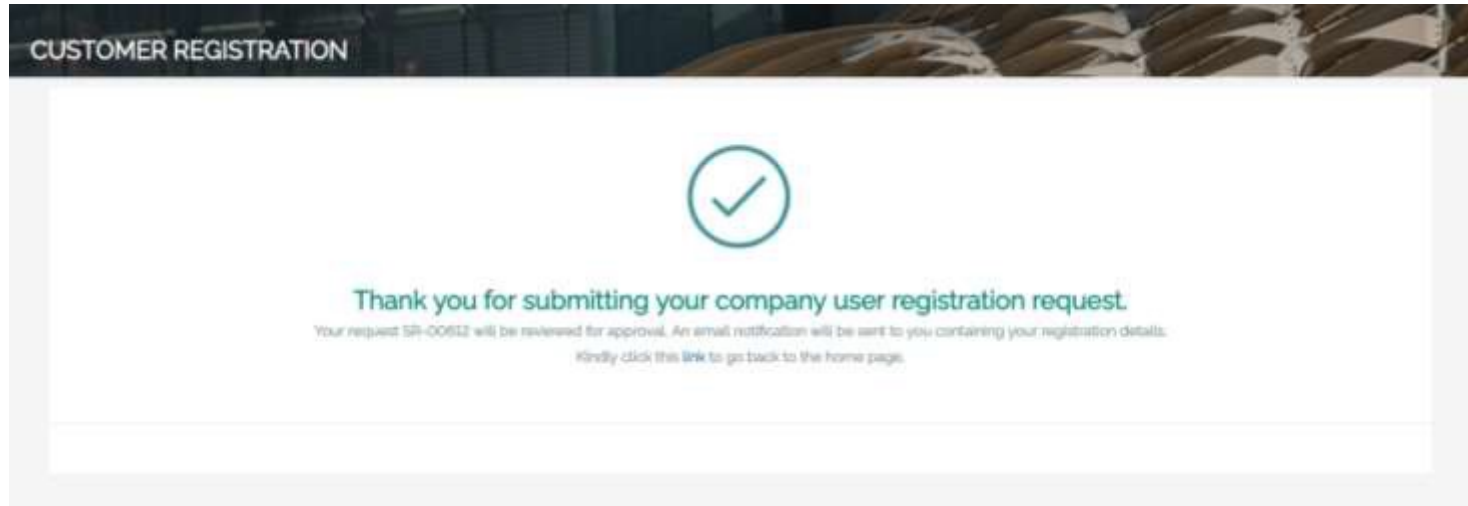
**Username Details Section:** This section has a 'Username' field and a 'Check Availability' button.

**Documents Section:** This section includes a note: 'Please note that the upload document file format should be either PDF, JPEG, JPG, BMP or PNG with a maximum file size of 5MB and the file name should not exceed 80 characters.' Below this, there is a table with columns 'Name' and 'Description'.

Name	Description
Passport Copy/Emirates ID of Authorized Signatory	Please upload valid passport copy/emirates ID of the authorized signatory
Authorization Letter <a href="#">Click here to access template</a>	Please upload signed letter from authorized signatory
Passport Copy/Emirates ID of Delegated Portal User	Please upload passport copy/emirates ID of the Delegated Portal User

Each row in the table has a 'Choose File' button and a 'No file chosen' status.

# Register as a Company User



On clicking **Submit**, the service request will be submitted to ADGM for approval

# Login to the ACCESSADGM Portal

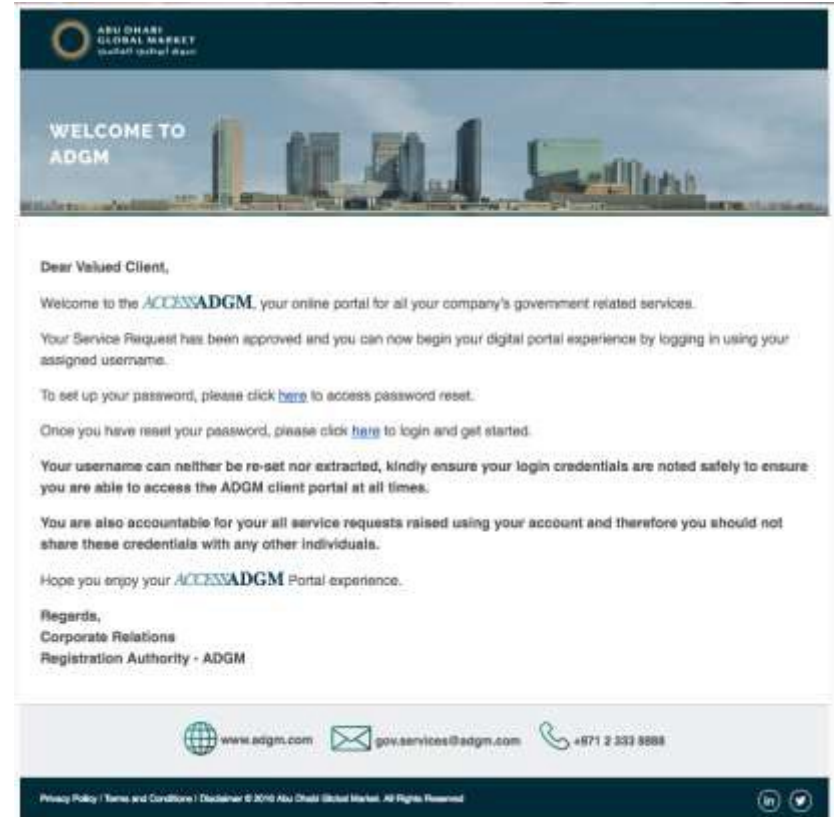
User will receive a Welcome Email from ADGM to access the portal.

Click on the **link** to setup a password for the portal.

Once you have set a password, you can click on the link in the email to login and get started.

Users are requested to note the login credentials safely in order to access the ADGM Client Portal at all times.

Please note that the username can neither be re-set nor extracted.



# Login to the *ACCESS*ADGM Portal

User is required to set a new password before login to the portal.

The password must have at least :

- 8 characters
- 1 letter
- 1 number

Click on **Change Password** to set a new password.



## Change Your Password

Enter a new password for `rolabh@adgm.portal`. Make sure to include at least:

- ☐ 8 characters
- ☐ 1 letter
- ☐ 1 number

\* New Password

\* Confirm New Password

Change Password

Password was last changed on 23/02/2021 12:23.

# Navigate through the Client Portal

*ACCESS***ADGM**

# Navigate through the ACCESSADGM Portal

1. **Tabs** allow user to easily access the Home page, Cases, Knowledge Links, Tutorial Videos ,Receipts and a redirect to ADGM Online Registry Solution.
2. Allows user to perform **global search**, view **company** information and general **settings**.
3. User can upload or edit a **profile picture**.
4. User can access all **Government & 3RD Party** related Services here.
5. **Quick Links** allow user to access frequently raised government services.
6. User can view **saved** requests, **submitted** requests and any **pending** actions.
7. Dashboard that shows the number of **service requests by status**, number of **service requests by category**, **case statistics** and **count of visa due for renewal**.

The screenshot displays the ACCESSADGM Portal dashboard for a user named Sally Green. The interface includes a top navigation bar with tabs for COMPANY PROFILE, MANAGE PORTAL USERS, CASES, STATEMENT OF ACCOUNT, KNOWLEDGE CENTRE, TUTORIALS, RECEIPTS, and ONLINE REGISTRY SOLUTION. The dashboard is divided into several sections:

- Left Sidebar (Annotations 1-4):** Contains a profile picture, a list of services (GOVERNMENT SERVICES, 3RD PARTY SERVICES), a list of requests (PENDING ACTIONS, SAVED REQUESTS, CURRENT REQUESTS), and a section for 'YOUR COMPANY AT A GLANCE' showing portal balance, operating name, and number of employees. Below this is a 'RECHARGE YOUR ACCOUNT' section with options for online payment or wire transfer.
- Main Content Area (Annotations 5-11):** Features a 'WELCOME TO ACCESSADGM' message, a 'FREQUENTLY USED SERVICES' section with links to E-CHANNELS SERVICES, EMPLOYMENT VISA SERVICES, SALES & PROMOTION SERVICES, and WORK PERMIT SERVICES. The central dashboard includes a 'SERVICE REQUEST BY STATUS' bar chart, a 'SERVICE REQUEST BY CATEGORY' donut chart, 'CASE STATISTICS' bar chart, and a 'VISA DUE FOR RENEWAL' line chart.
- Right Sidebar (Annotations 8-13):** Contains an 'ALERTS' section, an 'APPOINTMENT CALENDAR' with a 'Book an Appointment' button, a 'CONTACT INFORMATION' section with a 'Raise a Case' button, and a 'Tweets' section showing a tweet from Abu Dhabi Global Market.

# Navigate through the ACCESSADGM Portal

8. User can view all **alerts** here such as permit expiry dates.
9. User can view the current **portal balance** and also perform a recharge.
10. Visa Medical Appointment Calender widget allows user to book an appointment for visa medical by selecting a specific date and time.
11. Displays all important **announcements** released by ADGM.
12. Displays ADGM **contact** information.
13. Shows the trending **tweets** of ADGM.


The screenshot displays the ACCESSADGM Portal dashboard. The interface includes a top navigation bar with links like COMPANY PROFILE, MANAGE PORTAL USERS, CASES, STATEMENT OF ACCOUNT, KNOWLEDGE CENTRE, TUTORIALS, RECEIPTS, and ONLINE REGISTRY SOLUTIONS. A user profile section on the left shows the user's name, Sally Green, and a circular profile picture. The main content area is divided into several sections: a 'FREQUENTLY USED SERVICES' section with icons for E-CANALS SERVICES, EMPLOYMENT VISA SERVICES, SALES & PROMOTION SERVICES, and WORK PERMIT SERVICES; a 'SERVICE REQUEST BY STATUS' section with a bar chart; a 'SERVICE REQUEST BY CATEGORY' section with a donut chart; a 'CASE STATISTICS' section with a line chart; a 'VISA DUE FOR RENEWAL' section with a bar chart; a 'YOUR COMPANY AT A GLANCE' section showing portal balance and operating name; a 'RECHARGE YOUR ACCOUNT' section with options for online payment or wire transfer; an 'ANNOUNCEMENTS' section featuring a vaccination facility announcement; an 'APPOINTMENT CALENDAR' section for booking medical appointments; a 'CONTACT INFORMATION' section with phone and email details; and a 'Tweets' section showing trending tweets from @ADGMofficial.

1. COMPANY PROFILE  
2. MANAGE PORTAL USERS  
3. CASES  
4. STATEMENT OF ACCOUNT  
5. KNOWLEDGE CENTRE  
6. TUTORIALS  
7. RECEIPTS  
8. ONLINE REGISTRY SOLUTIONS  
9. WELCOME TO ACCESSADGM  
10. FREQUENTLY USED SERVICES  
11. SERVICE REQUEST BY STATUS  
12. SERVICE REQUEST BY CATEGORY  
13. CASE STATISTICS  
14. VISA DUE FOR RENEWAL  
15. YOUR COMPANY AT A GLANCE  
16. RECHARGE YOUR ACCOUNT  
17. ANNOUNCEMENTS  
18. APPOINTMENT CALENDAR  
19. CONTACT INFORMATION  
20. TWEETS




# Update Profile Picture

User can update the profile picture by two ways :

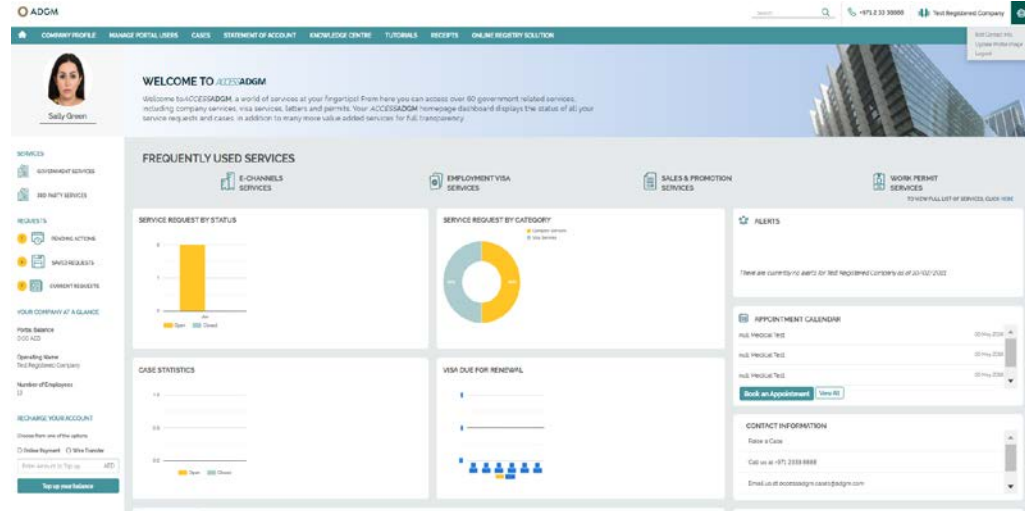
1. Hover over the  icon on the left hand corner of the screen.

2. Click on **Edit Photo**

OR

1. Click on the  icon on the top right hand corner of the screen.

2. Select **Update Profile Image** from the dropdown.



# Upload Profile Picture

Click on **Choose File** to select the picture that you want to upload.

The ideal size of the image is 352x352 pixels but you can zoom your image in and out using your mouse or keyboard to make it fit.

Click on **Save** to complete updating the profile picture.


### UPLOAD PROFILE PICTURE

The ideal profile picture size is 352x352 pixels. you can adjust your image by dragging or zooming the picture.

Browse

Choose File

No file chosen



Cancel


Save

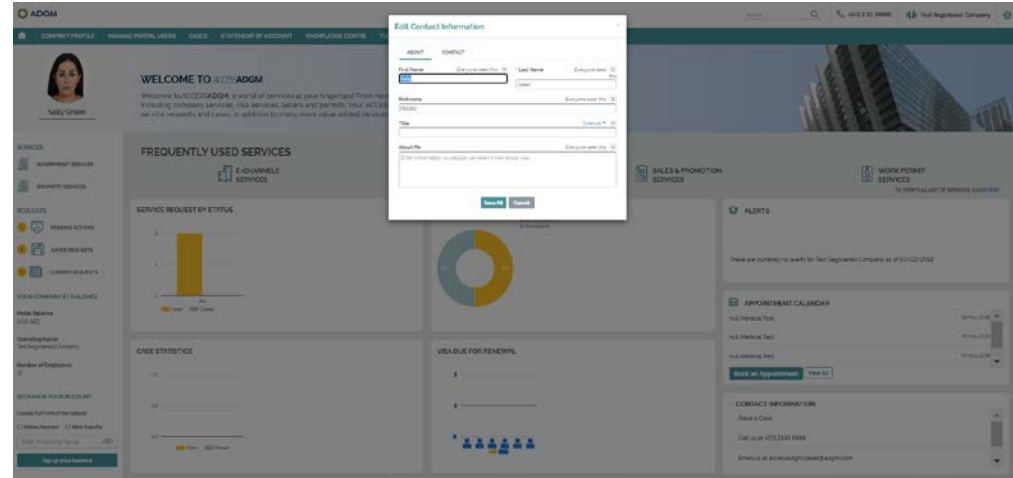
Cancel

Save

# Update Contact Information

User can update the **Contact** Information on the Portal :

1. Click on the  icon on the top right hand corner of the screen.
2. Select **Edit Contact Info** from the dropdown.
3. Click on **About** to update information about the user.
4. Click on **Contact** to update information such as Email, Work Phone, Mobile Phone, Street Address, City, Country, etc.



# Overview of Portal Sidebar

The Portal Sidebar allows quick access to the following links:

- User can access government related letters and permits for various purposes by clicking on **Government Services** Option.
- User can access all third party services by clicking on **3RD Party Services** Option.
- User can access all requests that have been saved as a draft but not yet submitted by clicking on the **Saved Requests** option.
- User can access all requests that are submitted for approval and are pending with ADGM by clicking on **Current Requests** option.
- The Portal Balance displays the entity's current balance and is updated after every successful transaction.
- User can top up the portal balance by selecting either one of the option **Online Payment** or **Wire Transfer** by specifying the amount to be recharged in the box and then clicking on **Top Up Your Balance**.

## SERVICES



GOVERNMENT SERVICES



3RD PARTY SERVICES

## REQUESTS



PENDING ACTIONS



SAVED REQUESTS



CURRENT REQUESTS

## YOUR COMPANY AT A GLANCE

Portal Balance

0.00 AED

Operating Name

Test Registered Company

Number of Employees

13

## RECHARGE YOUR ACCOUNT

Choose from one of the options

☐ Online Payment ☐ Wire Transfer

Enter Amount to Top up

AED

Top up your balance

# Top Up Portal Balance through Online Payment

User can top up the portal balance either through **Online Payment** or **Wire Transfer**.

To top-up portal balance using **Online Payment**:

- Click on the **Online Payment** radio button.
- Enter the amount to be recharged in the box.
- Click on **Top Up Your Balance** button.
- Click on **Confirm** to proceed with the payment.
- User will redirected to **Payment Gateway** where he/she will have to enter the bank and card details. Click on **Pay** to complete the transaction.
- A receipt will be generated for the transaction which can be accessed from the **Receipts** tab.
- Please note that **Visa, MasterCard and AMEX** are accepted.

## YOUR COMPANY AT A GLANCE

**Portal Balance**

0.00 AED

**Operating Name**

Test Registered Company

**Number of Employees**

13

## RECHARGE YOUR ACCOUNT

Choose from one of the options

☐ **Online Payment**   ☐ **Wire Transfer**

Enter Amount to Top up

AED

**Top up your balance**

# Top Up Portal Balance through Wire Transfer

To top-up portal balance using **Wire Transfer**:

- Click on the **Wire Transfer** radio button.
- Enter the amount to be recharged in the box.
- Click on **Top Up Your Balance** button.
- Enter the **Bank Transfer Number** and also add the corresponding attachment.
- Click on **Save**.
- The request for wire transfer is submitted to ADGM for approval.
- A receipt reference number is generated on approval and the receipt can be viewed under the **Attachments** section.

The screenshot shows a receipt form titled "RECEIPT" with the ID "T-000385". Below the title, there is a "Receipt Details" section with the following information:

- Transaction Number: T-000385
- Amount: 1000.00
- Payment Method: Wire Transfer
- Payment Currency: AED
- Receipt Reference: [blank]
- Status: Under Review
- Receipt Date: 18/04/2018 16:20
- Transaction Reference #: T0003499
- Payment Purpose: Initial Deposit

Below the details section, there is a note: "Receipt will be generated only when the transaction is successfully approved by ADGM Finance".

At the bottom, there is a table with the following columns: Action, Title, Last Modified, and Created By.

Action	Title	Last Modified	Created By
View	Initial prop.	18/04/2018 17:23:58	Rafiq Syarif

# View Company Profile

User can obtain a 360° view of their Entity including license and establishment details, all the active P.O. Boxes and also search for the employees of the entity.

To view company information, click on **Company Profile** tab.

User can see the following information under the **Company Profile** tab :

- **Company Details** - Information regarding the entity such as License Details, Establishment Card Details and E-Channel Status.
- **P.O.Boxes** – All the P.O.Boxes rented by the entity.
- **Employee Details** – User can view all employee of the company here. User can also search for a particular entity by typing his/her name in the search box. Click on **View** to obtain more information about the employee such as his/her visa and passport details .

The screenshot displays the 'COMPANY PROFILE' interface, which is divided into three main sections: Company Details, P.O. Boxes, and Employee Details.

**Company Details:** This section provides a 360° view of the entity's information, including license and establishment details, all active P.O. Boxes, and a search function for employees.

**P.O. Boxes:** This section lists all P.O. Boxes rented by the entity. The table below shows the data:

Box Number	Type	Start Date	Expiry Date
10001	General Box	2020-01-01	2021-12-31
10002	General Box	2020-01-01	2021-12-31
10003	General Box	2020-01-01	2021-12-31
10004	General Box	2020-01-01	2021-12-31
10005	General Box	2020-01-01	2021-12-31
10006	General Box	2020-01-01	2021-12-31
10007	General Box	2020-01-01	2021-12-31
10008	General Box	2020-01-01	2021-12-31
10009	General Box	2020-01-01	2021-12-31
10010	General Box	2020-01-01	2021-12-31

**Employee Details:** This section lists all employees of the company. The table below shows the data:

Employee ID	First Name	Last Name	Gender	Passport Number	Nationality	Expiry Date	Status
10001	John	Doe	Male	123456789	USA	2021-12-31	Active
10002	Jane	Doe	Female	987654321	USA	2021-12-31	Active
10003	John	Doe	Male	123456789	USA	2021-12-31	Active
10004	Jane	Doe	Female	987654321	USA	2021-12-31	Active
10005	John	Doe	Male	123456789	USA	2021-12-31	Active
10006	Jane	Doe	Female	987654321	USA	2021-12-31	Active
10007	John	Doe	Male	123456789	USA	2021-12-31	Active
10008	Jane	Doe	Female	987654321	USA	2021-12-31	Active
10009	John	Doe	Male	123456789	USA	2021-12-31	Active
10010	Jane	Doe	Female	987654321	USA	2021-12-31	Active

# Manage Portal Users

An active portal user can add or another portal user who if approved by ADGM will be granted access to the Access ADGM Client Portal.

To manage portal users :

- Click on **Manage Portal Users** tab.
- The system will display all previously submitted requests(if any) for Portal User with the status Under Review.
- In order to add a new portal user, click on **Add New User** button. Enter the details on the form. Select the **Types of Services** to be granted access to. Attach the mandatory documents. Click on **Save** to submit the request for adding a new portal user.
- After ADGM approves the request, the status of the user will change to **Active**. You can **Deactivate** the user or **Promote** the user to Lead Admin.

**MANAGE PORTAL USERS**  
Create/Update Users

List of Users

Action	Name	Username	Email	Access Type	Status
	Test - John Test - Faw	ffaw@adgmportal	john@adgmportal.com	Company Services/Payment - Account Services Visa & Letter Services/Permits Services	Inactive
	Ammath Sheikh	asheikh@adgmportal	asheikh@adgmportal.com	Company Services/Payment - Account Services Visa & Letter Services/Permits Services	Inactive
	Saf	saf@adgmportal	saf@adgmportal.com	Company Services/Payment - Account Services Visa & Letter Services/Permits Services	Inactive
	Test Test	testtest@adgmportal	testtest@adgmportal.com	Company Services/Payment - Account Services Visa & Letter Services/Permits Services	Inactive
	Test CS-C	testcs@adgmportal	testcs@adgmportal.com	Company Services/Payment - Account Services Visa & Letter Services/Permits Services	Inactive
	Muhammad Taha Moh	tmoh@adgmportal	tmoh@adgmportal.com	Company Services/Payment - Account Services Visa & Letter Services/Permits Services	Inactive

**Information**

Title:  First Name:   
Middle Name:  Last Name:   
Date of Birth:  Work Email:   
Contact Number:

**Interested Services**

Types of Services:

**Username Details**

Username:

**Documents**

Name	Description	Action
Passport Copy/Emirates ID of Authorized Signatory	Please upload valid passport copy/emirates ID of the authorized signatory.	<input type="button" value="Choose File"/> No file chosen
Authorization Letter <a href="#">Click here to access template</a>	Please upload signed letter from authorized signatory.	<input type="button" value="Choose File"/> No file chosen
Passport Copy/Emirates ID of Delegated Portal User	Please upload passport copy/emirates ID of the Delegated Portal User.	<input type="button" value="Choose File"/> No file chosen



# View Government Services

The **Government Services** link allows user to view the different services offered by ADGM. Users can raise a request for a particular service from here. The request can be saved and then submitted from the client portal.

To raise a **new** service request :

- Click on the **Government Services** option in the side bar.
- Click on the menu item to review the letter and permits.
- Select the required service.

The screenshot displays the 'GOVERNMENT SERVICES' section of the ADGM client portal. At the top, a welcome message states: 'Welcome to your Company Services page. From this page you will be able to apply for all types of Company Services including official communications, company amendments and licensing services. Just click on any menu item to review the services available.' Below this, the interface is organized into three main columns: 'COMPANY SERVICES', 'LETTERS & PERMITS', and 'VISA SERVICES'. Each column contains a list of services with expandable dropdown menus. The 'COMPANY SERVICES' column includes 'Establishment Services' (with options like Amend, New, Renew, and Cancel Establishment Card; and New E-Channels Application) and 'P.O. Box Services' (with New, Renew, and Cancel P.O. Box Application). The 'LETTERS & PERMITS' column includes 'Letters' (Employee List, NOC for Government Organization, Employee Entry and Exit Report) and 'Permits' (Alcohol, Renew Alcohol, Entertainment, Events and Exhibition, Extended Business Hours, Photography, Sales and Promotion, Shopping, and Tourism and Seminars). The 'VISA SERVICES' column includes 'Employee' (New, Renew, Cancel Employment Residence Visa; Visa Transfer; Update Personal Details; Visa Correction - Change of Name; Visa Amendment - Change of Job Title; Visa Re-Stamping on Lost Passport; Visa Re-Stamping on New/Damaged Passport; Report an Employee as Absconding; Withdraw Absconding Status of an Employee), 'Dependent' (New, New Born Baby in the UAE, Renew, Cancel Dependents Residence Visa; Visa Correction - Change of Name; Visa Re-Stamping on New/Damaged Passport; Visa Re-Stamping on Lost Passport; Personal Visit Visa), and 'Work Permits' (New, Renew, Cancel Temporary Work Permit; New Work Permit - Non Sponsored Full Time Employee; Renew Work Permit - Non Sponsored Full Time Employee; Cancel Work Permits - Non Sponsored Full Time Employee; New Work Permit for ADGM Sponsored Employees; Replace Temporary Work Permit; Replace Employee Work Permit (LINE/QCC National)).

# Raising a Service Request – Company Services

# Raise a new Service Request – New Establishment Card

To raise a request for a New Establishment Card, click on **New Establishment Card** under the **Establishment Services** from the list of company services.

User is required to fill in the service request details, User can also select and apply for eChannels account within the same form if they wish to apply for visa services . After completing the form details, please ensure that you have read the **Disclaimer** carefully and understand the **Authorization** included in the form. User is required to click on **I Agree** if you comply with the **Terms and Conditions**.

Click on **Save** to proceed. The request will be saved under **Saved Requests** and can be viewed anytime. Click on **Cancel** to discard the request.

## Please Note :

- If the user enters a wrong value in any of the field, system will throw a validation error and prevent the user from saving the form.
- Click on **Apply for E-Channels** if user wishes to apply for E-Channels Services along with a new Establishment card
- Fields marked with a red bar are mandatory.
- The Portal Correspondence details are pre-populated with the login user's details. The email address is used to send all important notifications regarding the request.
- User can enter the applicant's details in **Other Correspondent Details**.

The screenshot displays the 'New Establishment Card' form. At the top, there is a title 'New Establishment Card' and a paragraph explaining the card's purpose and validity. Below this, 'Instructions' are listed in three steps. A disclaimer states that all requests are saved under 'Saved Requests'. The form is divided into several sections: 'Service Request' (with a sub-section 'Information' showing 'Record Type: Establishment Card - New'), 'Entity Details' (with 'Entity Name' as 'Technology Park Company' and 'License Number' as 'EP123456'), 'E-Channel Application' (with a button 'Apply for E-Channel'), 'Portal Correspondence Details' (with 'Email' as 'sally.jones@tst.com' and 'Contact Number' as '0097701234567'), 'Other Correspondence Details' (with empty fields for 'Email' and 'Contact Number'), and 'Authorization and Privacy Statement' (with a declaration text and an 'I Agree' checkbox). At the bottom right, there are 'Save' and 'Cancel' buttons.

## Raise a new Service Request – New Establishment Card

After the user clicks on **Save**, the request is saved and user is directed to the Service Request Detail page.

Here the user can view the following information :

- **Progress Indicator** - The progress indicator displays the status of each action item of the process. For example – In this case, the user is now required to Upload Documents.
- **SR-Number** - The reference number for the service request.
- **SR Documents** - Any document required to be uploaded or downloaded can be viewed by clicking on **Upload/Download Documents**. The user will be able to view and download the invoice as well as the permit from here.
- **Price Items** – The price of the service request raised will appear under this section.

After saving the request, user can either **Edit**, **Cancel** or **Submit** the request.

[illegible]

# Submit and Pay

Once the user fills the necessary information, the request can be submitted, no documents are required to be uploaded for this service.

- Click on **Submit Request** button.
- System will display the price line item for the request.
- Click on **Confirm and Pay** to complete the payment.
- If there is sufficient balance in the Portal, the price amount will be deducted from the portal balance.
- In case the portal balance is not sufficient, system will direct the user to Online Payment via the payment gateway.
- Once the payment is complete, the request will be submitted to ADGM for approval

The screenshot displays a web form titled "SR-01526 for Government Services". It is divided into three main sections: "Service Request Details", "SR Price Items", and "Summary".

**Service Request Details:** This section contains fields for "SR Number" (SR-01526), "Entity Name" (Technology Park Company), "Status" (Draft), and "Created Date" (22/04/2022 10:04). There are "Cancel" and "Confirm and Pay" buttons.

**SR Price Items:** This section contains a table with the following data:

Item Number	Item Name	Fee (AED)	Tax (AED)
P-2061	Subsidiary Card Fee	1,000.00	23.71
P-2062	S-Channel Fee	4,000.00	97.27

**Summary:** This section contains a table with the following data:

Available Balance (AED)	Total Amount (AED)
45,250.30	5,100.98

# Submit and Pay

After the request is submitted, user will receive an email outlining Service Request Name, SR- Number and the payment details.

**User is required to keep a note of the SR-Number for reference.**

User can click on the SR-Number and will be directed to the Service Request Detail Page on the portal.

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## THANK YOU FOR YOUR APPLICATION

Dear Valued Client,

We have received your application for the following:

**Service Request:** Establishment Card - New

**Service Request Number :** [#SR-01526](#)

**Payment Details:**

Service(s) Required:	Fees in AED	Tax in AED
Establishment Card Fees	1000	25.77
E-Channel Fees	4000	97.27
Total Amount:		5127.04

Your Service request is currently being processed, and you will soon be notified with status updates.

Regards,  
Corporate Relations  
Registration Authority - ADGM

[www.adgm.com](http://www.adgm.com) [gov.services@adgm.com](mailto:gov.services@adgm.com) +971 2 553 8888

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# Service Request Approval

After the service request is approved by ADGM, user will receive an email informing him/her about the approval.

User will now be able to download the establishment card from the portal and will also be able to view the invoice generated for the service request.

To download the establishment card, open the service request in the portal and click on **Upload/Download Documents**. Under the **Generated Documents** section, user can preview and download the documents.

User can view the Establishment Card Details and E-Channels Details under the **Company Profile** tab on the Access ADGM Client Portal.



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## TAX INVOICE

The Registered Number : FPMR0000000000

Authority Name	Registration Authority
Invoice Number	SAR-21528
Invoice Date	23 Oct 2018
Entity Name	Technology Park Company
License Number	TP123456
Category	Company Services
Paysment Specific For	Establishment Card - New

Service(s) Required:	Deductions/(No VAT)	Admin Fee	VAT	Total
E-Channel Fees	2,054.55	1,945.45	97.27	4,097.27
Establishment Card Fees	494.55	895.45	29.77	1,320.77
				Fine (AEI) 5,327.04

### AJGB Bank Account Details:

Account Name	AJGM Registration Authority
Bank Name	National Bank of Abu Dhabi
Bank Branch	Abu Dhabi, UAE
IBAN No.	NAHJ1CBZG033GQ293761542
Account Number	5205791533
Account Currency	AED
Swift Code	MADAEEAA
Account Type	Curent Accounts Corporate

Note: All bank fees should be made free of bank charges or add-on

22/04/2018 16:26:23

Abu Dhabi Global Market  
P.O. Box 11889  
Abu Dhabi  
United Arab Emirates  
Tel +971 2 351 8888

# Raising a Service Request – Visa Services



# Raise a new Service Request – New Employment Residence Visa

To raise a request for a New Employment Residence Visa, click on **New Employment Residence Visa** under the **Employee** section from the list of Visa services.

User is required to fill in the service request details. After completing the form details, please ensure that you have read the **Disclaimer** carefully and understand the **Authorization** included in the form. User is required to click on **I Agree** if you comply with the **Terms and Conditions**.

Click on **Save** to proceed. The request will be saved under **Saved Requests** and can be viewed anytime. Click on **Cancel** to discard the request.

## Please Note :

- If the user enters a wrong value in any of the field, system will throw a validation error and prevent the user from saving the form.
- The **Applicant Arabic Details** section will be translated and pre-populated as the enters the **Applicant Personal Details**.
- Fields marked with a red bar are mandatory.
- To select the **Job Title**, click on the magnifying glass icon next to the field. Type the name of the job title in the search box and click on Go. Select from the list, the job title which is the closest match to the job title of the employee.



# Raise a new Service Request – New Employment Residence Visa

## Please Note :

- If the user selects **Person in UAE** is Yes, they are required to mandatorily enter the **Previous Visa Type** and the **Unified ID Number of Previous Visa**.
- If the **Previous Visa Type** is Visit Visa / Visa on Arrival / Tourist Visa, then please enter the **Date of Arrival**. If the **Previous Visa Type** is Cancelled Employee/Dependent Residence, then please enter the **Previous Visa No.** & **Visa Cancellation Date**.
- Fields marked with a red bar are mandatory.
- The Portal Correspondence details are pre-populated with the login user's details. The email address is used to send all important notifications regarding the request.
- User can enter the applicant's details in **Other Correspondent Details**.

The screenshot shows a web form titled "Apply for Existing Visa Details". It contains several sections with input fields and dropdown menus. The "Previous Visa Type" dropdown is set to "Cancelled/Resident Empl". The "Unified ID Number of Previous Visa" field contains "1023456789". The "Residence Visa - Cancellation Date" field contains "22/04/2024". The "Date of Arrival" field contains "10/04/2024". The "Portal Correspondence Details" section has an "Email" field with "info@jawa2ind.com" and a "Contact Number" field with "9077550244488". The "Other Correspondence Details" section has empty "Email" and "Contact Number" fields. The "Declaration and Privacy Statement" section contains a text area with a disclaimer. At the bottom, there are "Save" and "Cancel" buttons.

**Apply for Existing Visa Details**

Person in UAE:

Previous Visa Type:

Unified ID Number of Previous Visa:

Residence Visa - Cancellation Date:

Date of Arrival:

**Portal Correspondence Details**

Email:

Contact Number:

**Other Correspondence Details**

Email:

Contact Number:

**Declaration and Privacy Statement**

I hereby declare that the above information is true to the best of my knowledge and I bear full responsibility for it.  
I have read and understand the Authorization mechanism in this application form and I hereby agree to its terms and conditions.  
The information being submitted in this form is provided to relevant authorities and will be shared with third parties for the purpose of arranging government services. Please confirm that you have the subject's consent to submit their personal information to the Registration Authority.  
Any fees, taxes, charges, fines or other financial penalties that are due to host pattern involving, but not limited, government authorities is considered as such fee application could be verified by the applicant.

# Raise a new Service Request – New Employment Residence Visa

After the user clicks on **Save**, the request is saved and user is directed to the Service Request Detail page.

Here the user can view the following information :

- **Progress Indicator** - The progress indicator displays the status of each action item of the process. For example – In this case, the user is now required to Upload Documents.
- **SR-Number** - The reference number for the service request.
- **Applicant Photo** – Applicant passport photo to be uploaded here.
- **SR Documents** - Any document required to be uploaded or downloaded can be viewed by clicking on **Upload/Download Documents**. The user will be able to view and download the invoice as well as the permit from here.
- **Price Items** – The price of the service request raised will appear under this section.

After saving the request, user can either **Edit**, **Cancel** or **Submit** the request.

Service Request Detail

Edit Submit Request Cancel Request

Progress Indicator

1 Draft 2 Upload Documents 3 Review & Submit 4 Under Process 5 Closed

Information

SR Number SR-09161

Record Type Employment Visa - New Status Draft

Applicant Photo

Upload Remove

SR Documents

Upload/Download Documents

Document Name	Instructions	Required	Status	Preview / Download Document	Generated Documents
Passport Copy	Upload Passport Copy	✓	Pending Upload	Upload Document	<input type="checkbox"/>
Employment Contract/Offer Letter	Upload Employment Contract/Offer Letter	✓	Pending Upload	Upload Document	<input type="checkbox"/>

Price Items

Price Item No	Product Name	Fee	Tax Amount	Total Amount
F-1066	Employment Visa Fees	4350.00	97.97	4247.97

# Submit and Pay

Once the user uploads all the documents and fills the necessary information, the request can be submitted.

- Click on **Submit Request** button.
- System will display the price line item for the request.
- Click on **Confirm and Pay** to complete the payment.
- If there is sufficient balance in the Portal, the price amount will be deducted from the portal balance.
- In case the portal balance is not sufficient, system will direct the user to Online Payment via the payment gateway.
- Once the payment is complete, the request will be submitted to ADGM for approval

SR-01528 for Government Services

---

Service Request Details

[Cancel](#) [Confirm and Pay](#)

SR Number: SR-01528      Entity Name: Technology Park Company

Status: Draft      Created Date: 22/04/2018 10:58

---

SR Price Items

Item Number	Item Name	Fee (AED)	Tax (AED)
P-1066	Employment Visa Fees	4,350.00	9757

---

Summary


Available Balance (AED)	Total Amount (AED)
39,035.59	4,247.97

# Submit and Pay


After the request is submitted, user will receive an email outlining Service Request Name, SR- Number and the payment details.

**User is required to keep a note of the SR-Number for reference.**

User can click on the SR-Number and will be directed to the Service Request Detail Page on the portal.



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THANK YOU FOR YOUR  
APPLICATION

Dear Valued Client,

We have received your application for the following:

Service Request: Employment Visa - New

Service Request Number : [#SR-09343](#)




Applicant Name : Sally Green

Payment Details:



Service(s) Required:	Fees in AED	Tax in AED
Employment Visa Fees	4150.00	97.97
Total Amount	4247.97	

Your Service request is currently being processed, and you will soon be notified with status updates.

Regards,  
Corporate Relations  
Registration Authority - ADGM

 [www.adgm.com](http://www.adgm.com)  [gov.services@adgm.com](mailto:gov.services@adgm.com)  +971 2 333 8888

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# Cancel Request

After the service request is submitted, user has the provision to cancel the request at any stage during the application process. However once the Residence Visa is approved and stamped, user will not be allowed to raise a cancellation request. Cancellation is subject to approval by ADGM and standard cancellation charges may apply.

## To raise a request for cancellation :

- Click on **Cancel Request** button on top of the Service Request Detail Page.
- User will be asked to confirm if they are sure that they want to cancel the request. Click on **OK** to proceed.
- Once the request is approved by ADGM Government Services, the remaining amount will be refunded back to the Portal Balance.

The screenshot displays the 'Service Request Detail' page for request ID SR-00343. A confirmation modal is open, asking: 'Are you sure you want to cancel the request? Refund is subject to ADGM approval. Cancellation charges will apply.' The modal has 'OK' and 'Cancel' buttons. The background page shows a progress indicator with five steps: Draft, Cancel Request (active), Name & Score, Issue Papers, and Court. Below the progress bar, the 'Information' section lists the SR Number (SR-00343), Record Type (Employment Visa - New), and Status (Submitted). The 'Applicant Photo' section shows a placeholder icon and a 'Upload' button. The 'Entity Details' section lists Entity Name (Photo artist) and License Number (0000000007). The 'Visa validity details' section shows Visa Period (7 years).

# Download Entry Permit

After submitting the request, user will be periodically notified via email of the next action item during the application process.

The Entry Permit will be issued by ADGM. Once the entry permit has been issued, the applicant must use it to enter the UAE within the next 60 days. After his/her arrival in the UAE, the permit is valid for an additional 60 days.

User will be notified to download the Entry Permit from the client portal. This form is required by the applicant to enter the country.

## To download the Entry Permit:

- Login in to Access ADGM Client Portal
- Search for the relevant service request by entering the service request in the global search box. User can also access the service request under the **Current Requests** tab.
- Navigate to the **SR Documents** sections and click **Click to View Document** button to view the Entry Permit.

Residence Visa - Cancellation

Date

Date of Arrival 15/10/2020

▼ Portal Correspondence Details

Email shouab.khateeb@dragonem.com

Mobile 0521042299

▼ Other Correspondence Details

Email

Contact Number

▼ Authorization and Privacy Statement

Declaration, Authorization and Privacy Statement

A. I hereby declare that the above information is true to the best of our knowledge and I bear full responsibility for it.  
B. I have read and understand the **Authorization** included in this application form and I hereby agree to its terms and conditions.  
C. The information being submitted in this form is personal in nature and will be shared with third parties for the purpose of arranging government services. Please confirm that you have the subjects consent to submit their personal information to the Registration Authority.  
D. Any fees, levies, charges, fines or other financial penalties that are due to third parties including, but not limited, government authorities in connection with the application must be settled by the applicant.

I Agree ☒

SR Documents

Upload/Download Documents

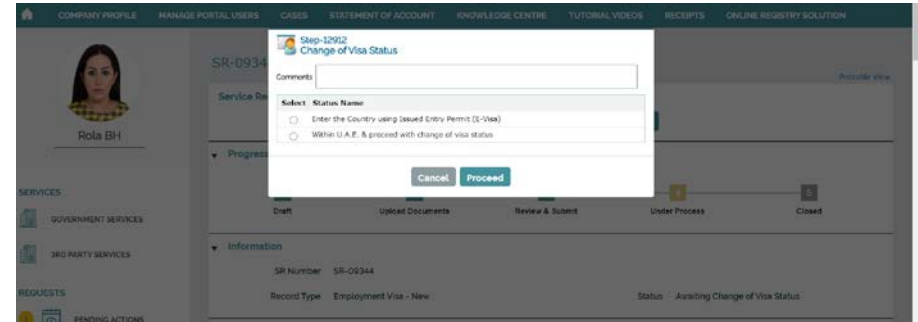
Document Name	Instructions	Required	Status	Preview / Download Document	Sys_IsGenerated_Doc
Passport Copy	Upload Passport Copy	<input checked="" type="checkbox"/>	Uploaded	<a href="#">Click to View Document</a>	<input type="checkbox"/>
Employment Contract/Offer Letter	Upload Employment Contract/Offer Letter	<input checked="" type="checkbox"/>	Uploaded	<a href="#">Click to View Document</a>	<input type="checkbox"/>
Entry Permit	Upload Entry Permit	<input type="checkbox"/>	Uploaded	<a href="#">Click to View Document</a>	<input type="checkbox"/>
Invoice	View Generated Invoice	<input type="checkbox"/>	Generated	<a href="#">Click to View Document</a>	<input checked="" type="checkbox"/>

# Confirm Change of Visa Status

The user will receive an email to confirm the change of visa status.

## To confirm the change of visa status :

- Login in to Access ADGM Client Portal
- Click on **Pending Actions** tab from the sidebar. Select the relevant service request who current step status is **Confirm Applicant Status** and click on the status to change it.
- If the applicant is outside U.A.E. and wishes to enter the country using the entry permit, then select the option – **Outside U.A.E. and will entry the country using entry permit.**
- If the applicant is within U.A.E. and wishes to change his current visa status, then select the option : **Within U.A.E. and proceed with change of visa status.**



The screenshot displays the ADGM Client Portal interface. On the left sidebar, the user profile for 'Rola BH' is visible. The main content area shows a service request for 'SR-09344' with a status of 'Confirm Applicant Status'. A modal window titled 'Step-12012 Change of Visa Status' is open, featuring a 'Comments' field and a 'Select Status Name' section with two radio button options: 'Enter the Country using (Issued Entry Permit (E-Visa))' and 'Within U.A.E. & proceed with change of visa status'. 'Cancel' and 'Proceed' buttons are at the bottom of the modal. Below the modal, a progress bar shows steps: Draft, Upload Documents, Review & Submit, Under Process, and Closed. The 'Under Process' step is currently active. An 'Information' section below the progress bar lists 'SR Number: SR-09344' and 'Record Type: Employment Visa - New'. At the bottom, it shows 'Status: Awaiting Change of Visa Status'.



# Confirm Change of Visa Status

## To confirm the change of visa status :

- If the applicant had previously selected **Person in UAE** as **No** while completing the service request form but his current visa status is **Within U.A.E**, then they will be required to pay the additional fees of AED 800 for change of visa status. The **Payment** action item will be assigned to the client under all the other **Pending Action Items**. User is required to complete the payment in order to proceed with the application.
- If the applicant is outside the country and wishes to enter the country using the entry permit, then the portal user is required to confirm the arrival of the applicant to UAE. An action item is assigned for the same to the client. User is required to upload a copy of the stamped entry visa in order to proceed with the application.

### UPLOAD REQUIRED DOCUMENTS

Please note that the upload document file format should be either PDF, DOC, DOCX, JPEG, JPG, BMP, TIFF or PNG with a maximum file size of 5MB.  
Recommended file types for Passport: jpeg, jpg

[Save](#) [Cancel](#)

#### Documents to be Uploaded

Name	Instructions	Required	Status	ADGM Comments	Customer Comments	Action
Passport Copy	Upload Passport Copy	<input checked="" type="checkbox"/>	Uploaded			<a href="#">Preview</a>
Employment Contract/Offer Letter	Upload Employment Contract/Offer Letter	<input checked="" type="checkbox"/>	Uploaded			<a href="#">Preview</a>
Entry Permit	Upload Entry Permit	<input type="checkbox"/>	Uploaded			<a href="#">Preview</a>
Stamped Entry Visa	Upload Stamped Entry Visa	<input type="checkbox"/>	Pending Upload			<a href="#">Upload</a>

Please click on Preview to view the Document.

# Emirates ID Application

Once the Arrival status/Change of Visa status is confirmed, ADGM will initiate the applicant's Emirates ID Application. The Emirates ID Application Form will be processed and uploaded by ADGM Government Services. User can download this form from the client portal.

## To download the Emirates ID Application Form :

- Login in to Access ADGM Client Portal
- Search for the relevant service request by entering the service request in the global search box. User can also access the service request under the **Current Requests** tab.
- Navigate to the **SR Documents** sections and click **Upload/Download Documents** button. Click on Preview for the Emirates ID Application Form.


**UPLOAD REQUIRED DOCUMENTS**

Please note that the upload document file format should be either PDF, DOC, DOCX, JPEG, JPG, BMP, TIFF or PNG with a maximum file size of 5MB. Recommended file types for Passport: .jpeg, .jpg

[Save](#) [Cancel](#)

Documents to be Uploaded						
Name	Instructions	Required	Status	ADGM Comments	Customer Comments	Action
Passport Copy	Upload Passport Copy	<input checked="" type="checkbox"/>	Uploaded			<a href="#">Preview</a>
Employment Contract/Offer Letter	Upload Employment Contract/Offer Letter	<input checked="" type="checkbox"/>	Uploaded			<a href="#">Preview</a>
Entry Permit	Upload Entry Permit	<input type="checkbox"/>	Uploaded			<a href="#">Preview</a>
Stamped Entry Visa	Upload Stamped Entry Visa	<input type="checkbox"/>	Uploaded			<a href="#">Preview</a>
Emirates ID Application Form	Please upload copy of Emirates ID Application Form	<input type="checkbox"/>	Uploaded			<a href="#">Preview</a>

**Previewing - Emirates ID Application Form**



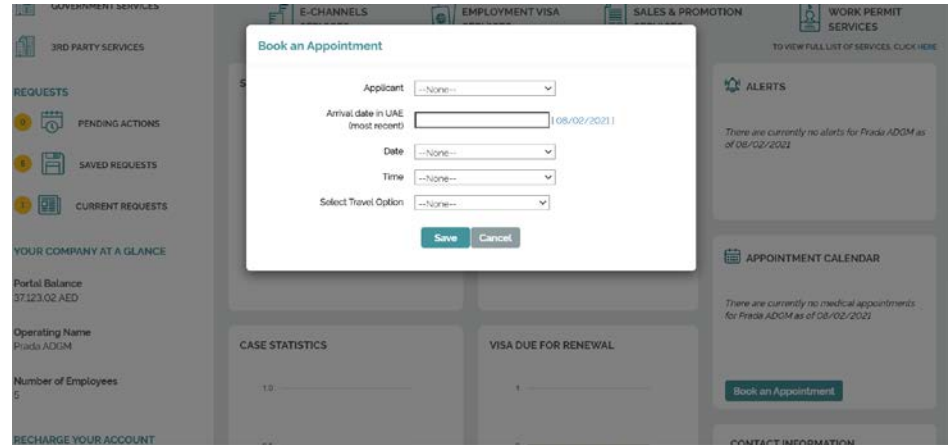
The screenshot shows a bilingual registration form for the Emirates ID. It includes fields for personal information, contact details, and a section for the applicant's signature and stamp. The form is titled 'REGISTRATION FORM' and 'FORMULAIRE D'ENREGISTREMENT'.

# Visa Medical Appointment and Health Insurance

After the Emirates ID is processed, the user will be notified to book medical/visa screening test appointment and in the meanwhile, the user is required to upload his/her Health Insurance.

## To book visa medical appointment :

- Select the relevant service request and click on **Awaiting Medical Appointment Confirmation** from the **Pending Actions** tab
- The **Appointment Calendar Widget** will open.
- Select the relevant applicant, the arrival date to the UAE ,the appointment date, appointment time, travel option and click on **Save**. Your medical appointment will be confirmed. Applicant will receive an SMS to notify them about the scheduled date and time of the appointment.



The screenshot shows a web application interface with a modal window titled "Book an Appointment". The modal contains the following fields:

- Applicant: A dropdown menu with "--None--" selected.
- Arrival date in UAE (most recent): A date input field showing "10/08/2021".
- Date: A dropdown menu with "--None--" selected.
- Time: A dropdown menu with "--None--" selected.
- Select Travel Option: A dropdown menu with "--None--" selected.

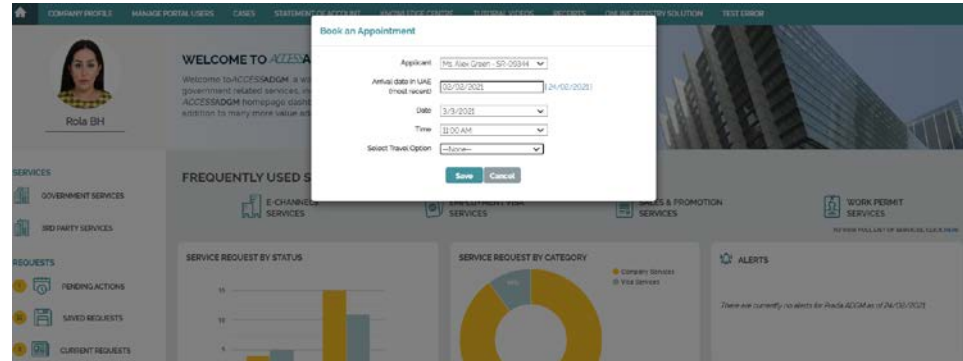
At the bottom of the modal are two buttons: "Save" and "Cancel".

The background of the application shows a sidebar with navigation options: "GOVERNMENT SERVICES", "E-CHANNELS", "EMPLOYMENT VISA", "SALES & PROMOTION", and "WORK PERMIT SERVICES". The main content area includes sections for "REQUESTS" (with sub-items: "3RD PARTY SERVICES", "PENDING ACTIONS", "SAVED REQUESTS", "CURRENT REQUESTS"), "YOUR COMPANY AT A GLANCE" (with sub-items: "Portal Balance: 37,123.02 AED", "Operating Name: Prada ADGM", "Number of Employees: 5"), "CASE STATISTICS", "VISA DUE FOR RENEWAL", "RECHARGE YOUR ACCOUNT", "ALERTS" (with a message: "There are currently no alerts for Prada ADGM as of 08/02/2021"), "APPOINTMENT CALENDAR" (with a message: "There are currently no medical appointments for Prada ADGM as of 08/02/2021"), and "CONTACT INFORMATION". A "Book an Appointment" button is visible in the bottom right corner of the main content area.

# Visa Medical Appointment and Health Insurance

## To re-schedule visa medical appointment :

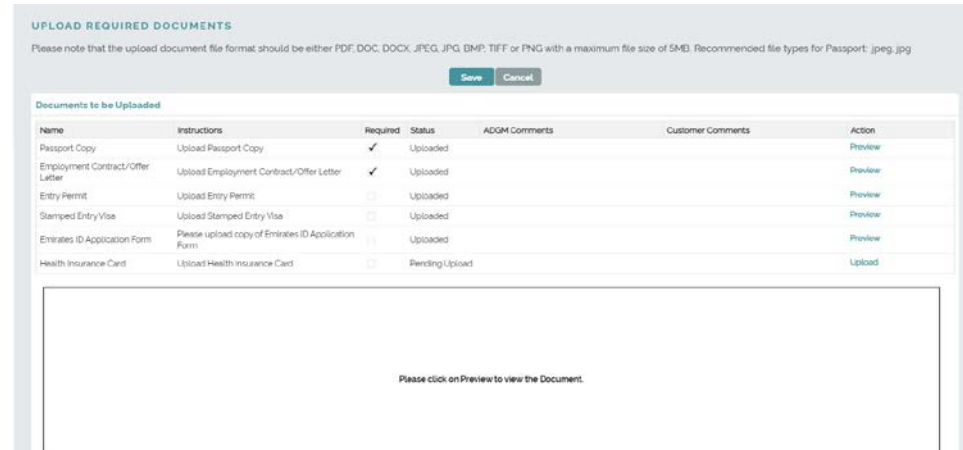
- In order to re-schedule the appointment, click on **View All** from the Appointment Calendar Widget on the client portal home page.
- Click on **Re-schedule** from the next to the appointment that you wish to re-schedule .
- Select the applicant, the appointment date and appointment time, reschedule reason and click on **Save**. Your medical appointment will be confirmed. Applicant will receive an SMS to notify them about the scheduled date and time of the appointment.
- User is also required to upload a copy of the health insurance card. The system shall assign an action item for the same. Select the relevant service request and click on **Awaiting Upload of Health Insurance Card** from the **Pending Actions** tab. Upload the document and click on **Save**.



The screenshot shows the 'Book an Appointment' modal in the ACCESSADGM client portal. The modal is overlaid on a dashboard that includes a 'WELCOME TO ACCESSADGM' message, a 'FREQUENTLY USED SERVICES' section, and two charts: 'SERVICE REQUEST BY STATUS' and 'SERVICE REQUEST BY CATEGORY'. The modal contains the following fields:

- Applicant: Mr. Alex Green, ID: 0034
- Appointment date in UAE: 10/10/2021
- Date: 13/10/2021
- Time: 10:00 AM
- Select Travel Option: Airplane

Buttons: Save, Cancel



The screenshot shows the 'UPLOAD REQUIRED DOCUMENTS' section in the ACCESSADGM client portal. It includes a note about document file formats and a table of documents to be uploaded.

Please note that the upload document file format should be either PDF, DOC, DOCX, JPEG, JPG, BMP, TIFF or PNG with a maximum file size of 5MB. Recommended file types for Passport: jpeg, jpg

Buttons: Save, Cancel

Name	Instructions	Required	Status	ADGM Comments	Customer Comments	Action
Passport Copy	Upload Passport Copy	✓	Uploaded			<a href="#">Preview</a>
Employment Contract/Offer Letter	Upload Employment Contract/Offer Letter	✓	Uploaded			<a href="#">Preview</a>
Entry Permit	Upload Entry Permit	☐	Uploaded			<a href="#">Preview</a>
Stamped Entry Visa	Upload Stamped Entry Visa	☐	Uploaded			<a href="#">Preview</a>
Emirates ID Application Form	Please upload copy of Emirates ID Application Form	☐	Uploaded			<a href="#">Preview</a>
Health Insurance Card	Upload Health Insurance Card	☐	Pending Upload			<a href="#">Upload</a>

Please click on Preview to view the Document.

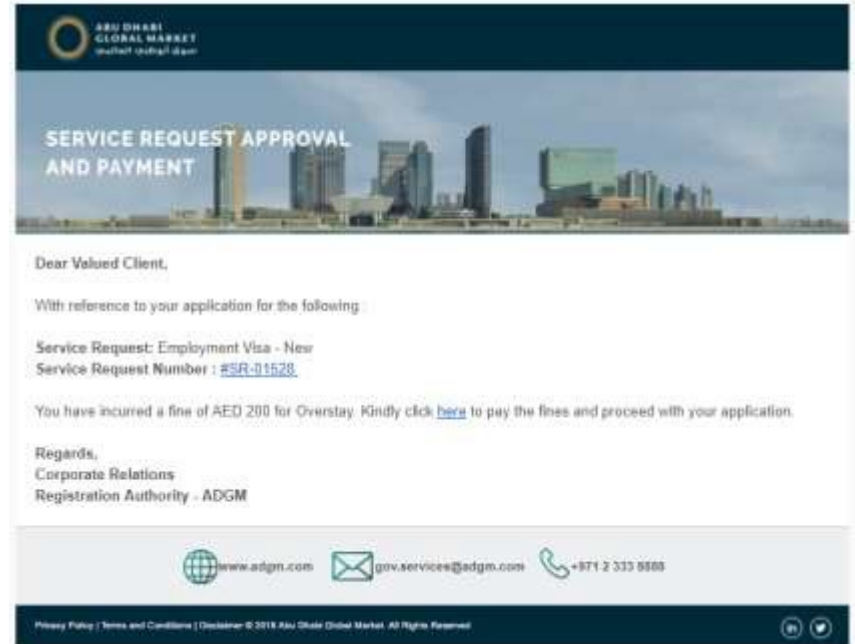
# Fines Payment

ADGM Corporate Relations Team will notify the user via email in case they have incurred a fine during the application process.

User is required to pay the fines in order to proceed with the application.

## To complete the payment of fines :

- Click **here** from the **Payment of Fines Email** received. User can also navigate to **Pending Actions** tab on the portal and select the **Awaiting Payment**.
- User will be re-directed to the payment page. Click on **Confirm** to complete the payment and proceed with your application.



# Service Request Approval

Once the medical appointment and health insurance steps are completed, ADGM will then proceed with the Electronic Residence visa issuance. As soon as the Electronic Residence visa is approved, you will be notified to submit the passport for visa stamping.

As soon as it is issued by the relevant authority, your Emirates ID will be couriered to the address you have provided upon completing the application form.

After the service request is approved by ADGM, user will receive an email informing him/her about the approval.

User will now be able to download the soft copy of the residence visa as well as the work permit from the portal and will also be able to view the invoice generated for the service request.

User can select if they wish to have the documents delivered to their prefer delivery address via courier or they can also collect the document at the ADGM Registration Authority Building during the office hours as mentioned in the email .

To download the permit, open the service request in the portal and click on **Upload/Download Documents**. Under the **Generated Documents** section, user can preview and download the documents.



The screenshot shows an email from ADGM (Abu Dhabi Global Market) with the subject 'SERVICE REQUEST STATUS UPDATE'. The email is addressed to 'Dear Valued Client,' and provides information about a service request for an Employment Visa. It states that the visa has been successfully stamped and provides instructions on how to collect the passport and work permit. It also mentions that the user can download a soft copy of the stamped visa and that the documents will be delivered to their registered address or collected at the ADGM Registration Authority Building. The email is signed by the Corporate Relations, Registration Authority - ADGM.

**ABU DHABI GLOBAL MARKET**  
مركز دبي العالمي

## SERVICE REQUEST STATUS UPDATE

Dear Valued Client,

With reference to your application for the following :

Service Request: Employment Visa - New  
Service Request Number : **ESR-01528**  
Applicant Name : Larry Baster

You visa has been successfully stamped, you are kindly requested to collect your original passport and ADGM Work Permit.

You can download a soft copy of your stamped visa by clicking [here](#).

You will be notified once your Emirates ID has been issued and is ready for collection.

Your passport could be delivered to you via registered courier, please click [here](#) to schedule courier delivery to your preferred delivery address.

You are also able to collect the documents at the ADGM Registration Authority Building, 3rd floor, Al Maryah Island Abu Dhabi during office hours, Sunday to Thursday from 9:00 Am- 3:00 PM.

Regards,  
Corporate Relations  
Registration Authority - ADGM

[www.adgm.com](http://www.adgm.com) [gov.services@adgm.com](mailto:gov.services@adgm.com) +971 2 333 8888

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# Service Request Approval – Scheduling a Courier Delivery

In order to schedule a courier for delivery of documents :

- Click **here** from the **Approval Email** received. User can also navigate to **Pending Actions** tab on the portal and select the **Document Delivery Option**.
- Select **Courier Collection** from the **Courier Options** drop down menu if you wish to schedule a courier for delivery.
- Enter the **Delivery Address in U.A.E, Emirate, Alternative Address in U.A.E.** and click on **Confirm** to proceed.
- User will be directed to payment where they will be charged a fee of AED21(inclusive of VAT) for the courier.
- After completing the payment, user will be contacted the courier company for further tracking of the courier.



The screenshot shows a web portal interface with a modal window titled "Select Document Delivery Option". The modal contains a "Delivery Information" section with the following fields:

- Courier Options:** A dropdown menu with "Courier Collection" selected.
- Delivery Address in U.A.E:** A text input field.
- Alternative Address in U.A.E:** A text input field.

At the bottom of the modal, there are "Cancel" and "Confirm" buttons. The background of the portal shows a sidebar with "Pending Actions" and a main content area with various sections like "Information" and "Service Details".

# Raising a Service Request – Work Permits



## Raise a new Service Request – New Work Permit - Non Sponsored Fulltime Employee - (UAE/GCC National)

To raise a request for a Non Sponsored Fulltime Employee Work Permit (UAE/GCC National) type, click on **New Work Permit-Non Sponsored Fulltime Employee** from the list of government services then select **UAE/GCC National** from the Work Permit Type from the drop down list.

User is required to fill in the service request details. After completing the form details, please ensure that you have read the **Disclaimer** carefully and understand the **Authorization** included in the form. User is required to click on **I Agree** if you comply with the **Terms and Conditions**.

Click on **Save** to proceed. The request will be saved under **Saved Requests** and can be viewed anytime. Click on **Cancel** to discard the request.

**Please Note :**

- If the user enters a wrong value in any of the field, system will throw a validation error and prevent the user from saving the form.
- The Applicant Arabic Details section will be translated and pre-populated as the user enters the Applicant Personal Details.
- Fields marked with a red bar are mandatory.
- The Portal Correspondence details are pre-populated with the login user's details. The email address is used to send all important notifications regarding the request. However, it can be overwritten. User can enter the applicant's details in **Other Correspondent Details**.

[illegible]

# Raise a new Service Request – Employee(UAE/GCC National) Work Permit

After the user clicks on **Save**, the request is saved and user is directed to the Service Request Detail page.

Here the user can view the following information :

- **Progress Indicator** - The progress indicator displays the status of each action item of the process. For example – In this case, the user is now required to Upload Documents.
- **SR-Number** - The reference number for the service request.
- **SR Documents** - Any document required to be uploaded or downloaded can be viewed by clicking on **Upload/Download Documents**. The user will be able to view and download the invoice as well as the permit from here.
- **Price Items** – The price of the service request raised will appear under this section.

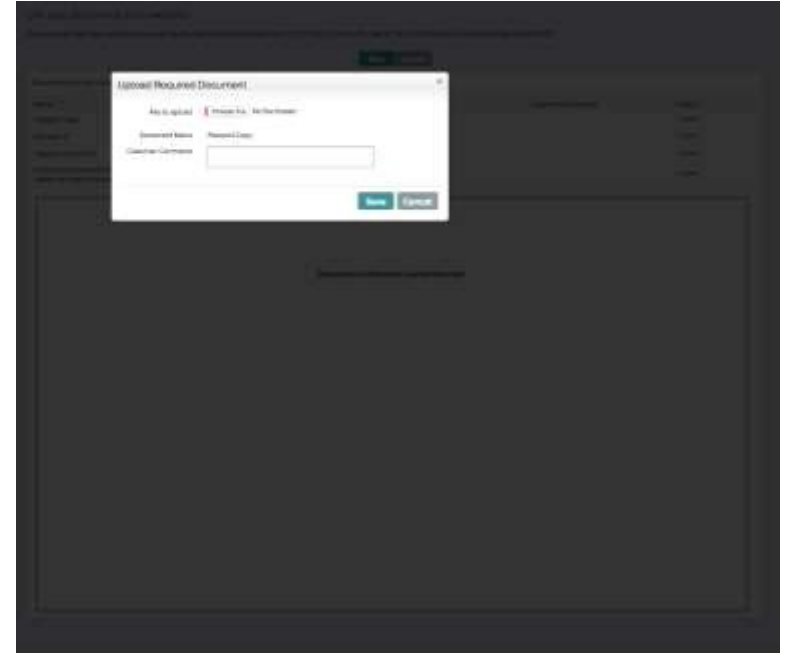
After saving the request, user can either **Edit**, **Cancel** or **Submit** the request.

The screenshot displays the 'Service Request Detail' page. At the top, there are buttons for 'Edit' and 'Submit Request'. Below this is a 'Progress Indicator' showing five steps: 1. Draft (active), 2. Upload Documents, 3. Review & Submit, 4. Under Process, and 5. Closed. The main content area is divided into sections: 'Information' showing 'SR Number: SR-00000' and 'Request Type: Employee Work Permit (UAE/GCC National) - New'; 'Entity Details' showing 'Entity Name: Technology Park Company' and 'License Number: TPJ2456'; and 'Applicant Personal Details' with fields for Title, MR, Name, Gender, Religion, Date of Birth, Place of Birth, and Emirates ID Number. On the right side of the personal details, there are fields for Full Name, Last Name, Marital Status, Type, Nationality, and Country of Birth.

# Upload/Download SR Documents

User is required to upload the Applicant passport photo in the **Applicant Photo** section . User is also required to upload documents of the applicant. If user tries to submit the request without uploading the mandatory documents, system will throw an error and not allow user to submit the request.

- Click on **Upload/Download Documents** button.
- Click on **Upload** under the Action section.
- Choose the relevant file and click on Save. The file will be uploaded. The file size is required to be less than 5 MB and can be of type PDF, JPG, JPEG, PNG or BMP only.
- Click on **Preview** to preview the file in the Preview pane.
- Click on **Replace** to replace the file.
- Once all documents are uploaded, click on **Save** to return the service request detail page.



# Submit and Pay

Once the user uploads all the documents and fills the necessary information, the request can be submitted.

- Click on **Submit Request** button.
- System will display the price line item for the request.
- Click on **Confirm and Pay** to complete the payment.
- If there is sufficient balance in the Portal, the price amount will be deducted from the portal balance.
- In case the portal balance is not sufficient, system will direct the user to Online Payment via the payment gateway.
- Once the payment is complete, the request will be submitted to ADGM for approval

The screenshot displays a web interface for 'ADGM Development Services'. At the top, there's a header with the service name. Below it, a section titled 'Service Request Details' contains a 'Submit' button and a 'Cancel Request' button. The main content area shows a summary of the request: 'Request Number: SR-00001', 'Request Name: Technology Park Company', and 'Requested Value: \$1,000,000.00'. Below this, a table lists 'Request Details' with columns for 'Item Name', 'Unit Name', 'Unit Price', and 'Total Price'. The table contains one row: 'Tech Park' with a unit price of '\$1,000,000.00' and a total price of '\$1,000,000.00'. At the bottom, a 'Summary' section shows 'Customer Order ID: SR-00001' and 'Total Requested Value: \$1,000,000.00'.

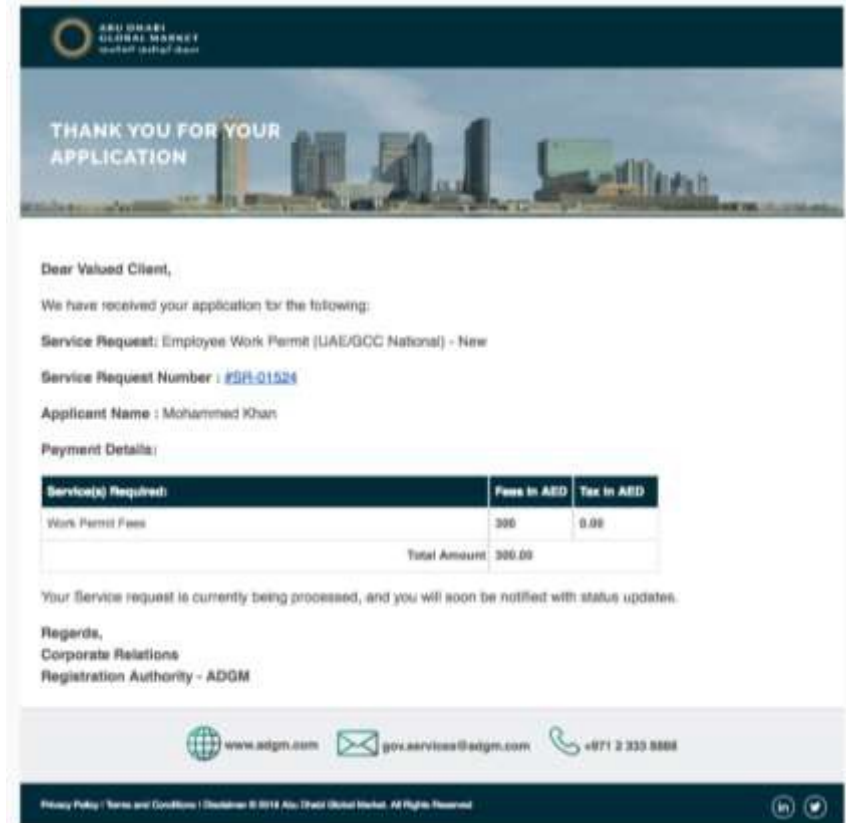
Item Name	Unit Name	Unit Price	Total Price
Tech Park	Tech Park	\$1,000,000.00	\$1,000,000.00

# Submit and Pay

After the request is submitted, user will receive an email outlining Service Request Name, SR- Number and the payment details.

**User is required to keep a note of the SR-Number for reference.**

User can click on the SR-Number and will be directed to the Service Request Detail Page on the portal.



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مركز دبي المالي العالمي

**THANK YOU FOR YOUR APPLICATION**

Dear Valued Client,

We have received your application for the following:

**Service Request:** Employee Work Permit (UAE/GCC National) - New

**Service Request Number :** [SR-01524](#)

**Applicant Name :** Mohammed Khan

**Payment Details:**

Service(s) Required:	Fees in AED	Tax in AED
Work Permit Fees	300	0.00
<b>Total Amount:</b>	<b>300.00</b>	

Your Service request is currently being processed, and you will soon be notified with status updates.

Regards,  
Corporate Relations  
Registration Authority - ADGM

[www.adgm.com](http://www.adgm.com) [gov.services@adgm.com](mailto:gov.services@adgm.com) +971 2 333 8888

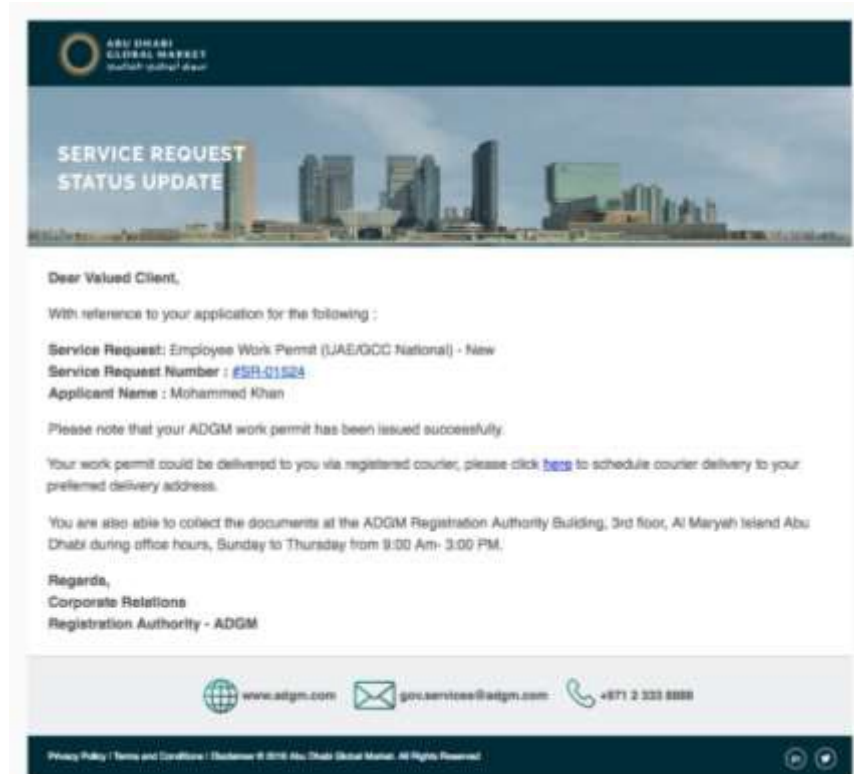
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# Service Request Approval

After the service request is approved by ADGM, user will receive an email informing him/her about the approval.

User will now be able to download the electronic Work Permit from the portal and will also be able to view the invoice generated for the service request.

To download the Work Permit, open the service request in the portal and click on **Upload/Download Documents**. Under the **Generated Documents** section, user can preview and download the documents.



# Raising a Service Request - Permits

# Raise a new Service Request – Photography Permit

To raise a request for a Photography Permit, click on **Photography Permit** from the list of government services.

User is required to fill in the service request details.

After completing the form, click on **Save** to proceed. The request will be saved under **Saved Requests** and can be viewed anytime. Click on **Cancel** to discard the request.

## Please Note :

- If the user enters a wrong value in any of the field, system will throw a validation error and prevent the user from saving the form.
- The Client details will be pre – populated with the Entity Name and License Number.
- Fields marked with a red bar are mandatory.
- The Portal Correspondence details are pre-populated with the login user's details. The email address is used to send all important notifications regarding the request.
- User can enter the applicant's details in **Other Correspondent Details**.

The screenshot shows a web form titled "Photography Permit". At the top, it states: "This service request allows you to obtain a permit to allow conducting photography activities on a Manam Island." Below this are instructions: 1. Fill out the form and click on 'Save' button. Please select the Event Start Date and/or End Date to be in the future. 2. Click 'Submit Request' button to proceed with payment and to provision your request. 3. Click 'Submit Request' button to proceed with payment and to provision your request. A note follows: "Please be advised that all your entities will be saved under 'Saved Requests'. You will be able to access these requests later to edit and complete at any time." Another note states: "Please note: In order to process your permit request, please apply no later than 30 days in advance of the event start date. Failure to do so, may lead to delays in obtaining approvals." The form is divided into several sections: "Service Request Information" (Record Type: Permit - Photography), "Entity Details" (Entity: Test Registered Company, License Number: A2040002), "Permit Details" (Location: Ngoran, Event Type: 001400, Start Date: 1/24/2022, End Date: 1/24/2022, Purpose of Photography: ), "Portal Correspondence Details" (Email: user@public.shin-ig.com, Mobile: 475011620384), and "Other Correspondent Details" (Email: , Contact Number: ). At the bottom right are "Save" and "Cancel" buttons.



# Raise a new Service Request – Photography Permit

After the user clicks on **Save**, the request is saved and user is directed to the Service Request Detail page.

Here the user can view the following information :

- **SR-Number** - The reference number for the service request.
- **SR Documents** - Any document required to be uploaded or downloaded can be viewed by clicking on **Upload/Download Documents**. The user will be able to view and download the invoice as well as the permit from here.
- **Price Items** – The price of the service request raised will appear under this section.

After saving the request, user can either **Edit**, **Cancel** or **Submit** the request.

The screenshot displays the 'Service Request Detail' page for SR-43616. At the top, a yellow banner indicates 'Service Request has been saved'. Below this, a progress indicator shows the workflow: Draft (active), Upload Documents, Review & Submit, Under Process, and Closed. The main form is divided into several sections: Information (SR Number: SR-43616, Record Type: Permit - Photography, Status: Draft), Entity Details (Entity: Test Registered Company, License Number: ADOH0002), Permit Details (Location: Indoor, Start Date: 21/12/2023, End Date: 25/12/2023, Purpose of Photography: test), Portal Correspondence Details (Email: aamethulshah@kayak.com, Mobile: +97155329384), and Other Correspondence Details (Email: ). Below the form is a table of SR Documents, showing a document named 'Commercial License Copy' with instructions to upload a copy of the commercial license. At the bottom, a 'Price Items' table lists a 'Permit Fee' of 367.00.

Document Name	Instructions	Required	Status	Preview / Download Document	System Generated Doc
Commercial License Copy	Please upload a copy of the commercial license	✓	Pending Upload	Upload Document	

Price Item No	Product Name	Fee	Tax Amount	Total Amount
P-0368	Permit Fee	367.00	0.00	367.00

# Raise a new Service Request – Photography Permit

The service requests raised may have mandatory documents to be uploaded or some information to be updated.

If the user clicks on **Submit Request** button without uploading the mandatory documents or the required information, system throws an error.

This service request requires that the user fill in the details of the participants.(in this case, all the required photographers). It also requires that the user upload a copy of the commercial license of the company as mandatory document.

Click on the **List of Participants** button to add the participants.

Service Request Control

Please Upload the Required Docs before Submit.

Submit

SR Number: SR-001

Account Type: Permit - Photography

Client Details

Entity Name: Technology Park Company

License Number: TPL2456

Permit Details

Location: Indoor

Event Time: 12:00

Start Date: 24/03/2018

End Date: 25/03/2018

Permit of Photography: Yes

Participant Correspondence Details

Email: info@technologypark.com

Contact Number: 06075032987

Other Correspondence Details

Email:

Contact Number:

SR Documents

Upload / Download Documents

Document Name	Instructions	Uploaded	Status	Preview / Download Document	Generated Documents
Commercial License Copy	Please attach a copy of the commercial license		Pending Upload	Upload Document	

Price Items

Price Item No	Product Name	Fee	Tax Amount	Total Amount
P-0032	Permit Fees	357.00	0.00	357.00

# List of Participants

**To add the list of participants :**

- Fill in the details of the participant.
- Click on **Save and New** to continue adding more participants
- Click on **Save and Proceed** after you complete adding all the participants.

User can also delete or edit existing participants by clicking on **Edit** or **Delete** option in the **List of Participants** section on top of the page.

SR-43636

Service Request Two Item closed

SR Documents / Price Items

Service Request Detail

[Edit](#)
[List of Participants](#)
[Submit Request](#)

Progress Indicator

1 Draft

2 Upload Documents

3 Review & Submit

4 Under Process

5 Closed

Information

SR Number SR-43636

Status Draft

Record Type Permit - Photography

Entity Details

Entity Test Registered Company

License Number ADGA0002

Permit Details

Location Indoor

Event Time 12:00

Start Date 27/02/2021

End Date 28/02/2021

Purpose of Photography Test

Portal Correspondence Details

Email aamathullah.shah@gmail.com

Mobile +97553293384

Other Correspondence Details

Email

Contact Number

SR Documents

Upload/Download Documents

Document Name	Instructions	Required	Status	Preview / Download Document	System Generated Doc
Commercial License Copy	Please upload a copy of the commercial license	✓	Pending Upload	Upload Document	

Price Items

Price Item No	Product Name	Fee	Tax Amount	Total Amount
P-67448	Permit Fees	36700	0.00	36700

# Upload/Download SR Documents

User is required to upload the documents of the participants. If user tries to submit the request without uploading the mandatory documents, system will throw an error and not allow user to submit the request.

- Click on **Upload/Download Documents** button.
- Click on **Upload** under the Action section.
- Choose the relevant file and click on Save. The file will be uploaded. The file size is required to be less than 5 MB and can be of type PDF, JPG, JPEG, PNG or BMP only.
- Click on **Preview** to preview the file in the Preview pane.
- Click on **Replace** to replace the file.
- Once all documents are uploaded, click on **Save** to return the service request detail page.

The screenshot displays the 'Service Request Detail' form. At the top, there are buttons for 'Edit', 'List of Participants', and 'Submit Request'. Below this is a 'Progress Indicator' showing five steps: Draft, Upload Documents, Review & Submit, Under Process, and Done. The form is divided into several sections: 'Information' with fields for SR Number, SR Type, Record Type, and Status; 'Entity Details' with fields for Entity and License Number; 'Permit Details' with fields for Location, Start Date, End Date, and Purpose of Photography; 'Permit Correspondence Details' with fields for Email and Mobile; and 'Other Correspondence Details' with a field for Contact Number. At the bottom, there is a table for 'SR Documents' with columns for Document Name, Instructions, Request, Status, Review / Download Document, and Action. The table lists three documents: Commercial License Copy, Passport Copy, and a generic SR Document.

Document Name	Instructions	Request	Status	Review / Download Document	Action
Commercial License Copy	Please upload a copy of the commercial license	✓	Pending Upload	Upload Document	
Passport Copy	Please upload valid passport copy	✓	Pending Upload	Upload Document	
				Upload Document	

# Submit and Pay

Once the user uploads all the documents and fills the necessary information, the request can be submitted.

- Click on **Submit Request** button.
- System will display the price line item for the request.
- Click on **Confirm and Pay** to complete the payment.
- If there is sufficient balance in the Portal, the price amount will be deducted from the portal balance.
- In case the portal balance is not sufficient, system will direct the user to Online Payment via the payment gateway.
- Once the payment is complete, the request will be submitted to ADGM for approval

The screenshot displays the 'SR-COSM for Government Services' portal. The top section, 'Service Request Details', includes a 'Submit' button and a 'Confirm and Pay' button. Below this, there are input fields for 'SR Number' (SR-123456), 'Entity Name' (Technology Park Company), and 'Website/Email'. The 'SR Price Entry' section contains a table with the following data:


Item Number	Item Name	Fee (AED)	Tax (AED)
SR-123456	Service Fee	100.00	0.00

# Submit and Pay

After the request is submitted, user will receive an email outlining Service Request Name, SR- Number and the payment details.

**User is required to keep a note of the SR-Number for reference.**

User can click on the SR-Number and will be directed to the Service Request Detail Page on the portal.



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## THANK YOU FOR YOUR APPLICATION

Dear Valued Client,

We have received your application for the following:

Service Request: Photography Permit

Service Request Number : [#SR-00508](#)

Payment Details:

Service(s) Required:	Fees In AED	Tax In AED
Permit Fees	367	6.98
Total Amount	367.98	

Your Service request is currently being processed, and you will soon be notified with status updates.

Regards,  
Corporate Relations  
Registration Authority - ADGM

[www.adgm.com](http://www.adgm.com) [gov.services@adgm.com](mailto:gov.services@adgm.com) +971 2 333 8868

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# Re-Upload Document / Require More Information

After the request is submitted to ADGM for approval, ADGM may require a particular document or information to re-upload or re-submitted.

User will receive an email for the same with steps to re-upload the document/re-submit information.

User is required to follow the steps in the email received in order for ADGM to proceed with processing and approving the request.



# Service Request Approval

After the service request is approved by ADGM, user will receive an email informing him/her about the approval.

User will now be able to download the permit from the portal and will also be able to view the invoice generated for the service request.

To download the permit, open the service request in the portal and click on **Upload/Download Documents**. Under the **Generated Documents** section, user can preview and download the documents.

[illegible]



# Cases

# Raise a New Case

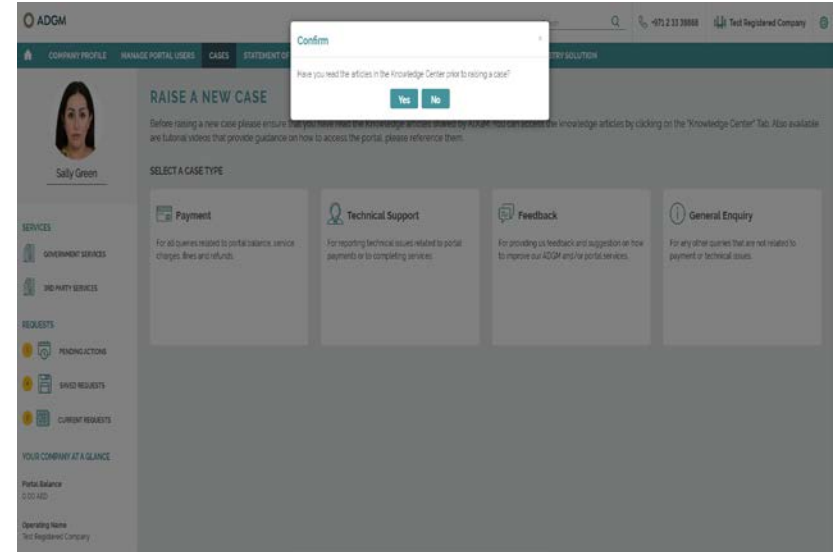
User can raise a new Case or view existing cases by clicking on the **Case** tab.

## To view existing cases :

- Click on the drop down arrow next to View.
- From the drop down, select whether you want to view **Open Cases** or **Closed Cases** or **All Cases** and click on **Go**.

## To raise a new case:

- Click on the **Create New Case** button to raise a new case.
- Select a Case Type : Payment, IT Support, Feedback, General Enquiry.
- System will prompt user to confirm whether they have read the articles related to the case in the **Knowledge Center**. If user selects '**Yes**', he/she will be directed to the Case Detail Page. If user selects '**No**', he/she will be directed to the Knowledge Center.



# Raise a New Case

On the Case edit page :

- Enter the case information such as **Case Subtype, Subject, Description.**
- User can also lookup for the service request related to the case. Click on the magnifying glass icon and enter the service request number in the lookup box. Select the relevant service request from the list by clicking on it.
- Click on **Submit** to submit the case.
- If user wants to add an attachment to the case, click on **Submit & Add Attachment.**

The screenshot shows a web form titled 'CASE' with the subtitle 'New Case'. The form is divided into several sections:

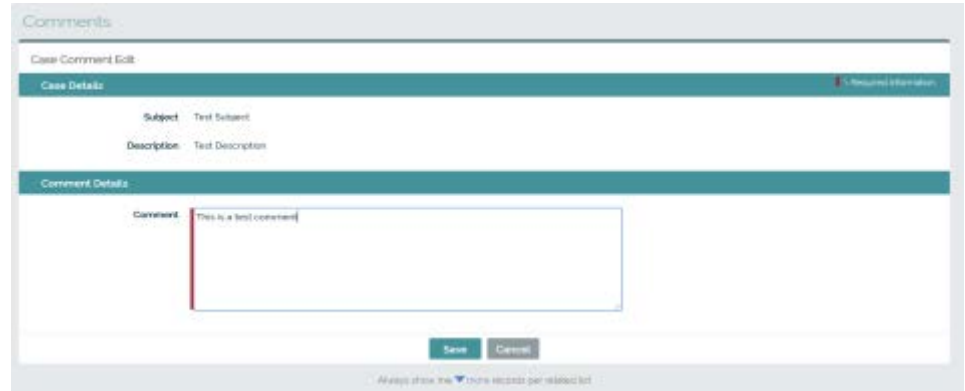
- Case Header:** Contains buttons for 'Submit', 'Submit & Add Attachment', and 'Cancel'. Below this is a 'Case Details' section with fields for 'Entity Name' (Technology Park Company), 'Type' (Payment), 'Case Owner' (Sally Jones), 'Status' (Open), and 'Priority' (Medium).
- Case Description:** Contains fields for 'Subject' (Test), 'Description' (Test), 'Service Request' (SR-000000), and 'Service Category' (Available, Environment, Cost, and Date, Priority).
- Case Correspondence Details:** Contains a 'Contact Name' field (Sally Jones).

At the bottom of the form, there are buttons for 'Submit', 'Submit & Add Attachment', and 'Cancel'.

# Add Case Comments and Attach Files to Cases

## To add a case comment:

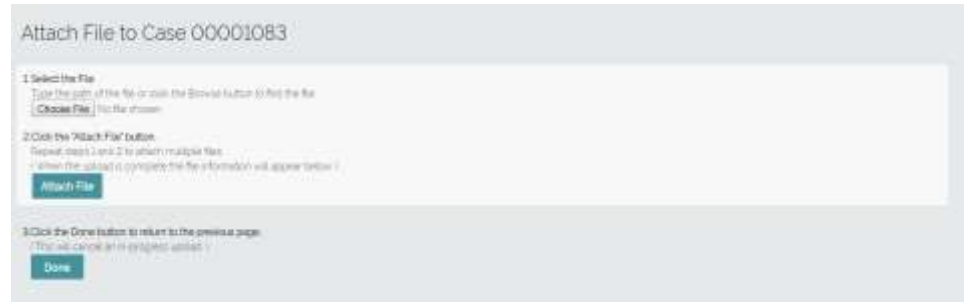
- Click on the **Add Comment** button in the Case Comments section.
- Add the required comments.
- Click on **Save**.



The screenshot shows a 'Comments' form titled 'Case Comment Edit:'. It has a teal header bar with 'Case Details' and a red 'Required Information' icon. Below the header, there are two sections: 'Subject' with 'Test Subject' and 'Description' with 'Test Description'. The main section is 'Comment Details', which contains a text area with the placeholder text 'This is a test comment'. At the bottom right of the form are 'Save' and 'Cancel' buttons. A footer note says 'Always show the 10 most recent per related list'.

## To add attach a file:

- Click on the **Attach File** button in the Attachments section.
- Follow the instructions on the screen to attach a file.
- Click on **Save**.

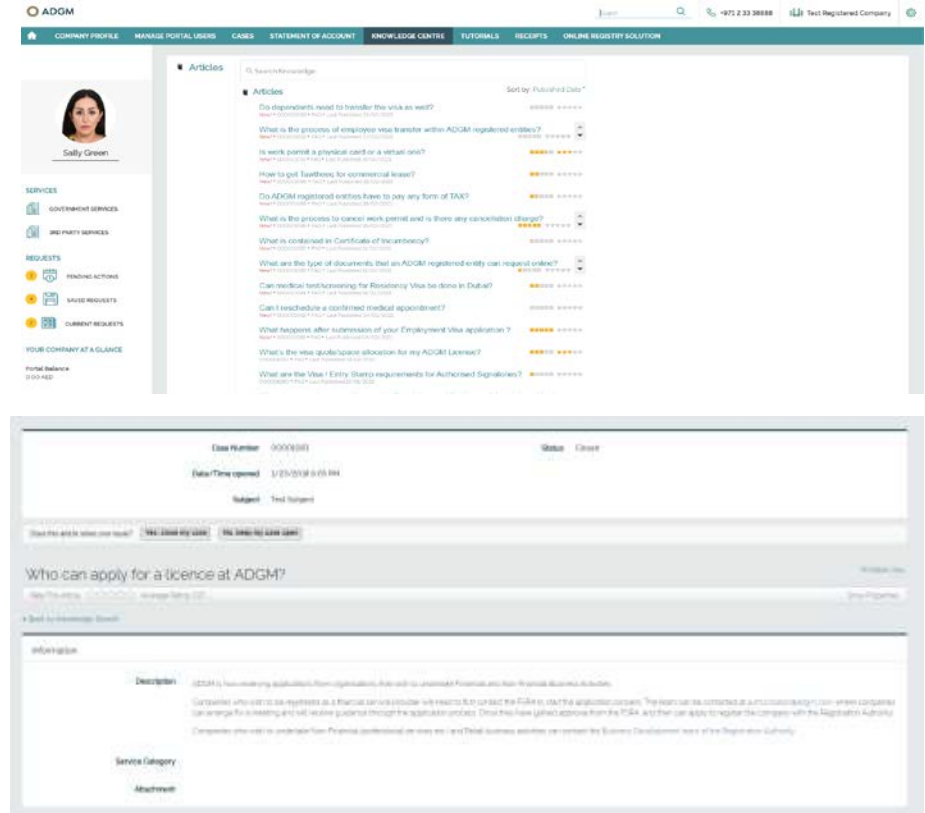


The screenshot shows a form titled 'Attach File to Case 00001083'. It has three steps: 1. 'Select the File' with instructions to 'Click the "Choose File" button' and a 'Choose File' button. 2. 'Click the "Attach File" button' with instructions to 'Repeat steps 1 and 2 to attach multiple files' and 'When the upload is complete the file information will appear below', followed by an 'Attach File' button. 3. 'Click the Done button to return to the previous page' with instructions to 'This will cancel all in-progress uploads', followed by a 'Done' button.

## Add Knowledge Articles to Case

**To find and attach relevant case articles :**

- Click on the **Find Articles** button in the Articles Section.
- Enter the keyword in the search box.
- Click on the relevant article.
- User can attach the article and close the case by clicking on **Yes, close my case** button. System will attach the current article to the case and the case will be closed.
- User can also rate an article.



# Knowledge Center and Tutorial Videos

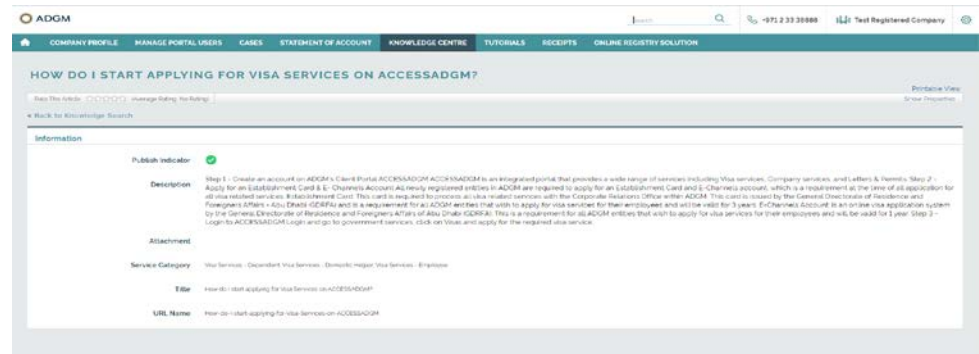
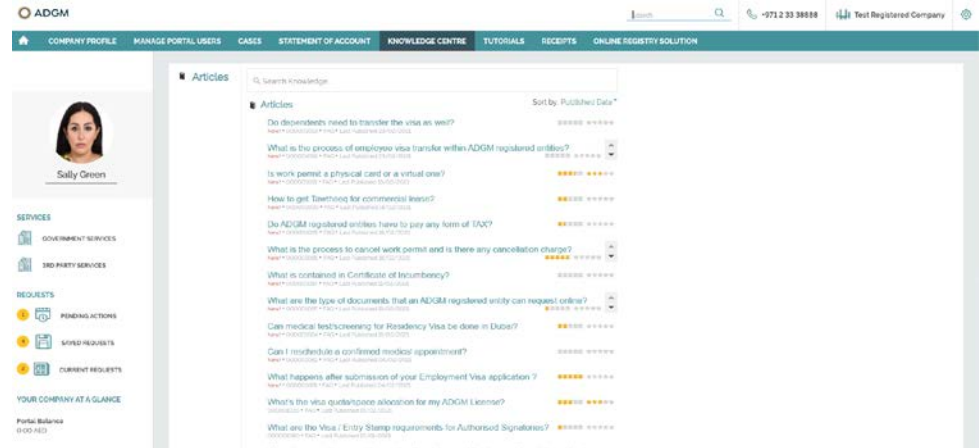
*ACCESS***ADGM**

# Access Knowledge Articles

User can access Knowledge Articles in case of query regarding any of the services of the portal or frequently asked questions.

To access the knowledge articles :

- Click on the **Knowledge Tab**.
- User can search for an article by typing the relevant search keyword in the search box and press Enter key.



# View Tutorial Videos

User can view tutorial videos for guidance on accessing the different services provided by ADGM.

**To access tutorial videos :**

- Click on **Tutorial Videos** tab.
- Click on any of the video that you want to view.
- The video will open as a pop up.





# Receipts and Statement of Account

# Access Receipts

User can access the receipts for all the transactions under the **Receipts** tab.

To access the **Receipts** :

- Click on the **Receipts** Tab.
- User can see the list of all the recent receipts.
- Click on any receipt to be viewed.
- Under the **Attachments** Section, click on **View** to open the receipt.

The screenshot shows a receipt page with a header section and a main content area. The header includes the title 'RECEIPT' and the transaction ID 'T-048682'. There are navigation links for 'Back to List: Receipts' and 'Printable View'. The main content area is titled 'Receipt Detail' and contains two columns of information. The left column lists transaction details: Transaction Number (T-048682), Amount (AED 300), Payment Method (Credit Card), Payment Currency (AED), Entity (Test Registered Company), and Operating Unit (Registration Authority OU). The right column lists receipt details: Receipt Reference, Receipt Status (Payment Unsuccessful), Receipt Date (28/01/2021 18:02), Transaction Reference # (0050Y000003h8D9GAJ\_2021-01-28T14:02:00Z), and Payment Purpose (Portal Deposit). At the bottom, there is an 'Attachments' section with a right-pointing arrow.

RECEIPT	
T-048682	
<a href="#">Back to List: Receipts</a> <a href="#">Printable View</a>	
Receipt Detail	
Transaction Number	T-048682
Amount	AED 300
Payment Method	Credit Card
Payment Currency	AED
Entity	Test Registered Company
Operating Unit	Registration Authority OU
Receipt Reference	
Receipt Status	Payment Unsuccessful
Receipt Date	28/01/2021 18:02
Transaction Reference #	0050Y000003h8D9GAJ_2021-01-28T14:02:00Z
Payment Purpose	Portal Deposit
<a href="#">Attachments</a>	

# Access Receipt



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## PAYMENT RECEIPT

Authority Name	Registration Authority
Receipt Number	R-0000187
Receipt Date	11-04-2018
Entity Name	Technology Park Company
Payment Method	Credit Card
License Number	TP123456
Payment Specific For	Portal Balance Top Up

Details	Fees in AED	Total in AED
Portal Balance Top Up	1,000.00	1,000.00

Total Amount in AED: 1,000.00

### ADGM Bank Account Details:

Account Name	ADGM Registration Authority
Bank Name	National Bank of Abu Dhabi
Bank Branch	Abu Dhabi, UAE
IBAN No.	AEB1 085000000006205791532
Account Number	6205791532
Account Currency	AED
Swift Code	NSADAEAA
Account Type	Current Accounts Corporate

Note: All payments should be made free of bank charges to ADGM.

PAID

11/04/2018 16:58:00

Abu Dhabi Global Market  
P.O. Box 11900  
Abu Dhabi  
United Arab Emirates  
Tel +971 2 333 8888

# Generate Statement of Account

User can generate the **Statement of Account** to obtain a complete summary of all the transactions of the entity.

To generate the **Statement of Account** :

- Click on the **Statement of Accounts** Tab.
- Enter the **Date From** and **Date To** to view all transactions between this specific period. Click on **Save**.
- The Statement of Account will be generated in a new tab.

The screenshot shows a web application interface for generating a Statement of Account. The top navigation bar includes links for COMPANY PROFILE, MANAGE PORTAL USERS, CASES, STATEMENT OF ACCOUNT (which is highlighted), KNOWLEDGE CENTRE, TUTORIALS, RECEIPTS, and ONLINE REGISTRY SOLUTION. On the left sidebar, there is a user profile for Sally Green and a list of services: GOVERNMENT SERVICES and BRD PLUITY SERVICES. Below these are sections for REQUESTS (PENDING ACTIONS, SAVED REQUESTS, CURRENT REQUESTS) and YOUR COMPANY AT A GLANCE (Portal Balance: 0.00 AED, Operating Name: Test Registered Company). The main content area is titled 'GENERATE STATEMENT OF ACCOUNT' and prompts the user to 'Please select the from and to date.' It features two date input fields: 'From Date' (set to 01/02/2020) and 'To Date' (set to 30/02/2021). A calendar widget is open for the 'To Date' field, showing the month of February 2021. The calendar has a grid with days of the week and dates, and a 'Today' button at the bottom.

Thank you!

*ACCESS***ADGM**