

**E PASS**

# Gatepass & Permits – Online Portal

# User Manual – Guide to apply & track request

Oct 2020

# How to Register

## (New companies not yet registered)

(New companies not yet registered)



# New company Registration

## Register your company with Abu Dhabi Ports

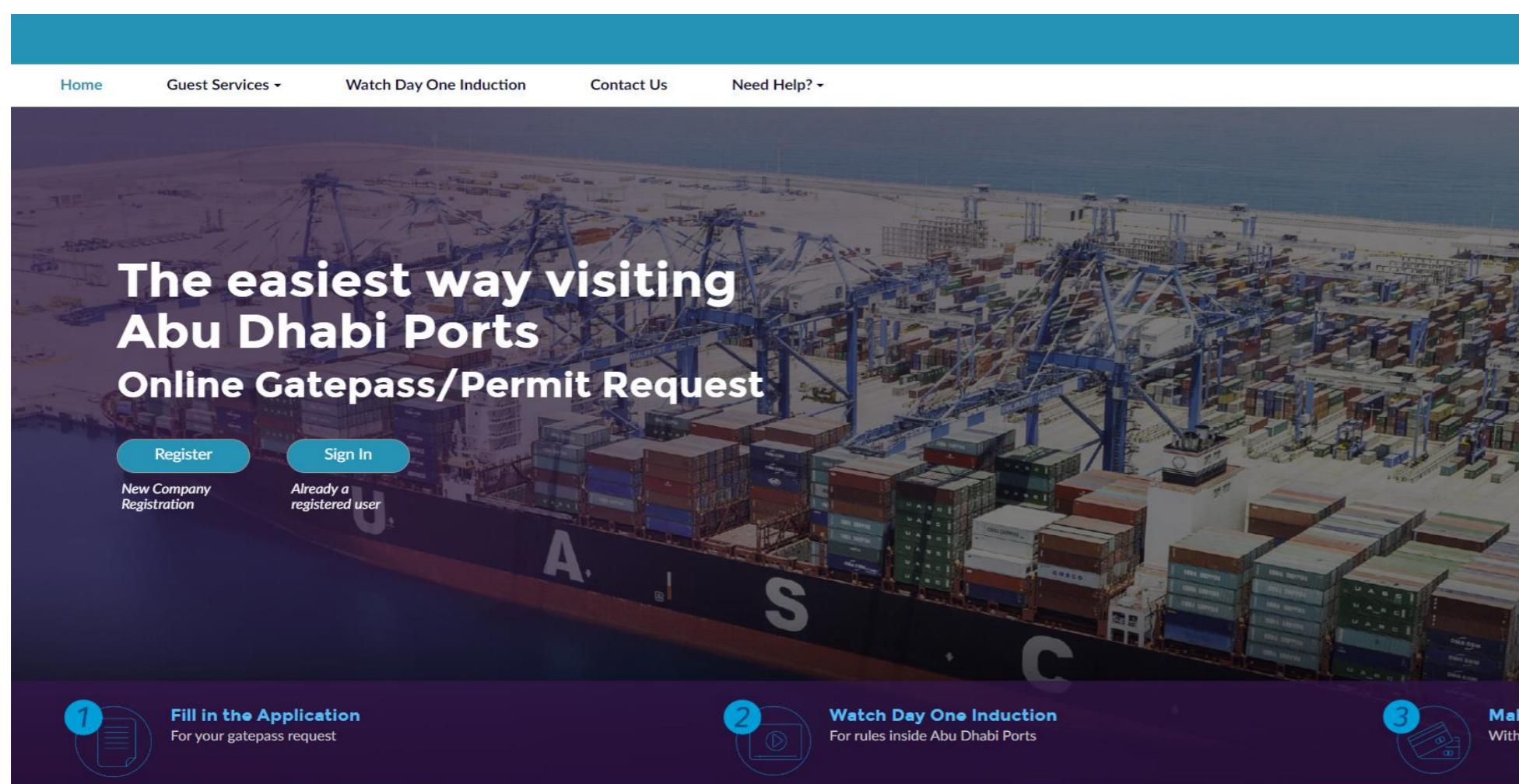
Click Register on portal

Enter Details & attach documents

Submit for approval

Receive email to create login credentials

Login with username & password



**EPASS**

The easiest way visiting Abu Dhabi Ports Online Gatepass/Permit Request

**Registration**

1 Company Information    2 Owner/Authorised Person Details    3 Document Attachments    4 Complete

Please select Maqta Gateway as "Business Unit" for new license issuance or existing license renewal.

Select Business Unit*	MAQTA GATEWAY	Country*	Select country
Select Profile*	Select your profile type	City Name*	Enter company address
Company Name (As per TL)*	Enter company name	Address*	Enter company PO Box
Trade License No.*	Enter trade license no:	P.O. Box	Enter phone no:
License Type*	Select License Type	Phone No.*	Enter company email
License Issuing Authority*	Select License Issuing Authority	Email Address*	
Value Added Tax(VAT) Category*	--Select--		
Upload Trade License*	Choose File No file chosen	Issue / Expiry Date*	dd/mm/yyyy dd/mm/yyyy

**PREVIOUS** **NEXT**

# Guest User

## (Individuals and non registered Users)

(asociatii cu indivizi sau cu persoane nerezistate)



# Apply gatepass as a Guest

Still not registered with us then apply for gatepass as a Guest

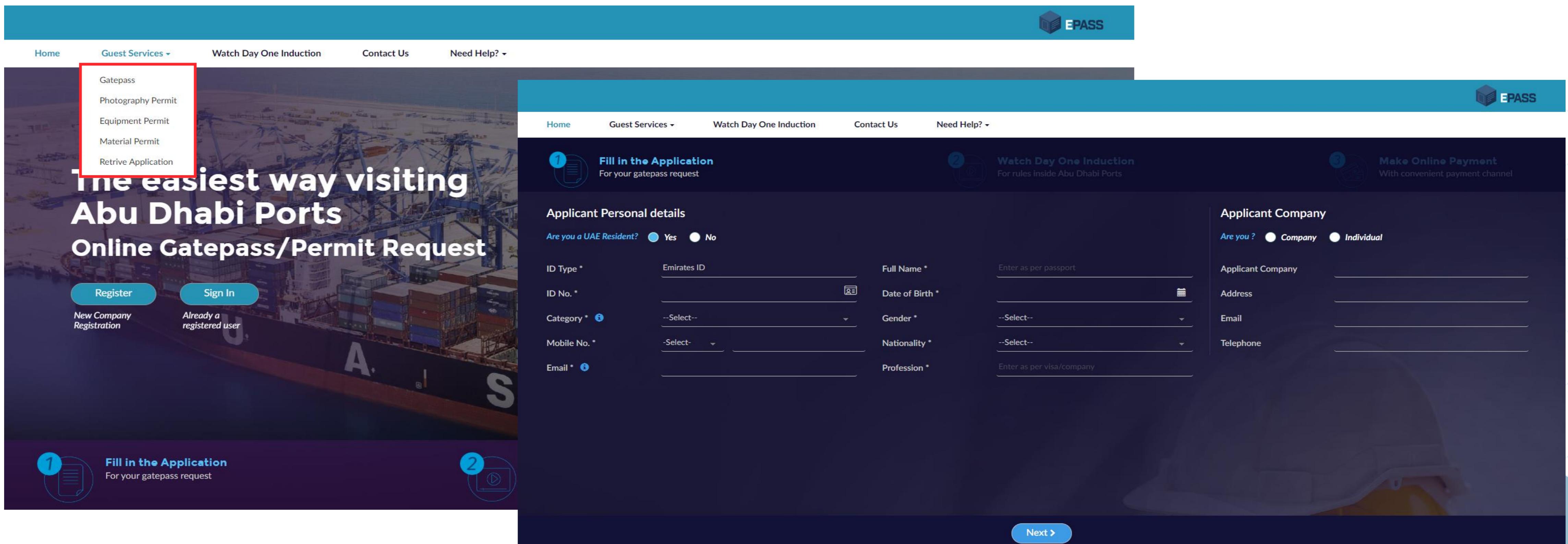
Click Guest Services on portal

Select gatepass to apply

Complete online application and pay

Receive email for successful submission

Receive email once approved by Pass Team



The screenshot displays the Maqta Gateway E-PASS portal interface for applying for a gatepass as a guest. The process is divided into five main steps:

- Step 1: Fill in the Application** (Icon: Document): For your gatepass request. This step shows the "Guest Services" menu open, with "Gatepass" selected and highlighted with a red box.
- Step 2: Watch Day One Induction** (Icon: Camera): For rules inside Abu Dhabi Ports.
- Step 3: Make Online Payment** (Icon: Credit Card): With convenient payment channel.

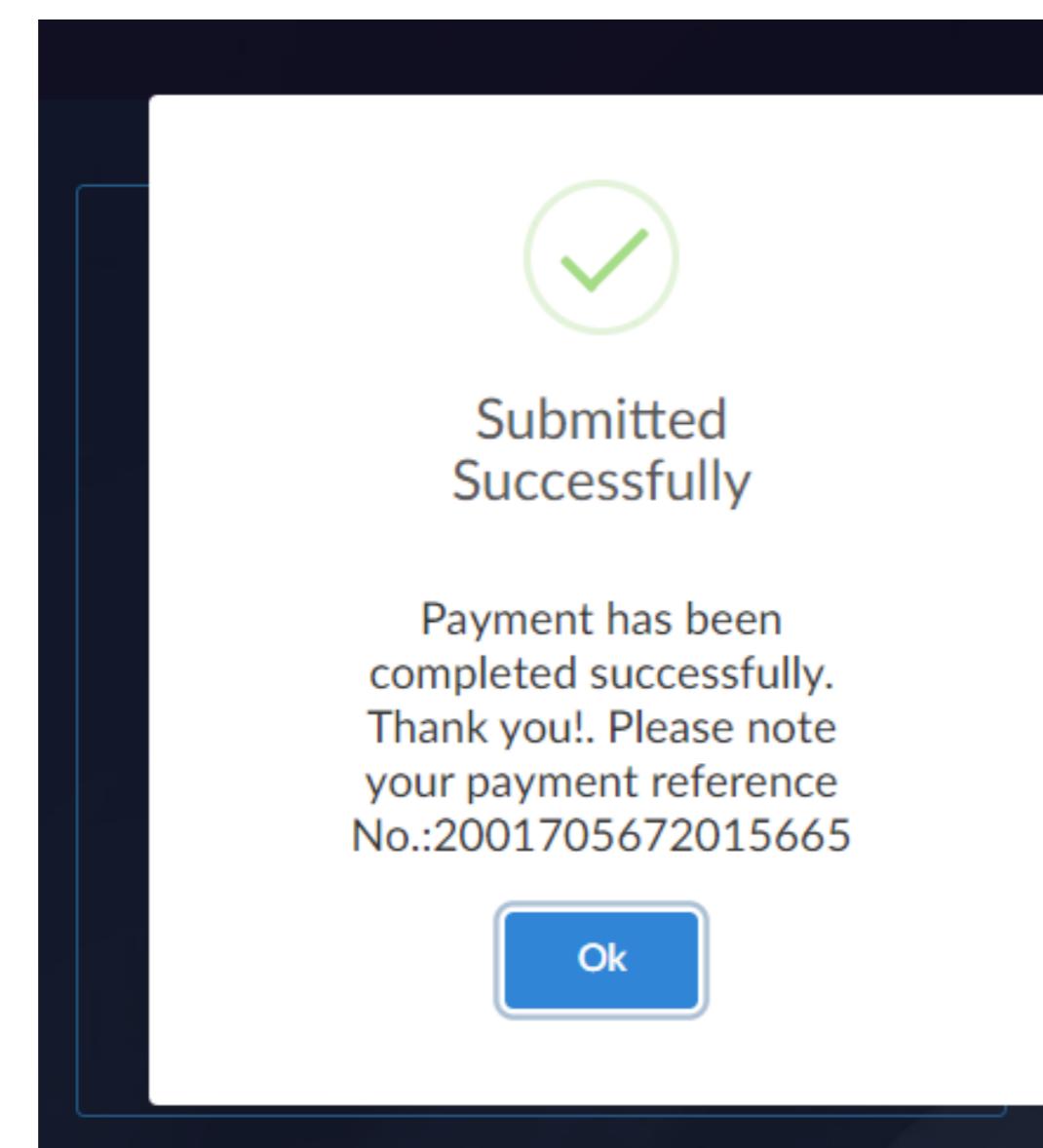
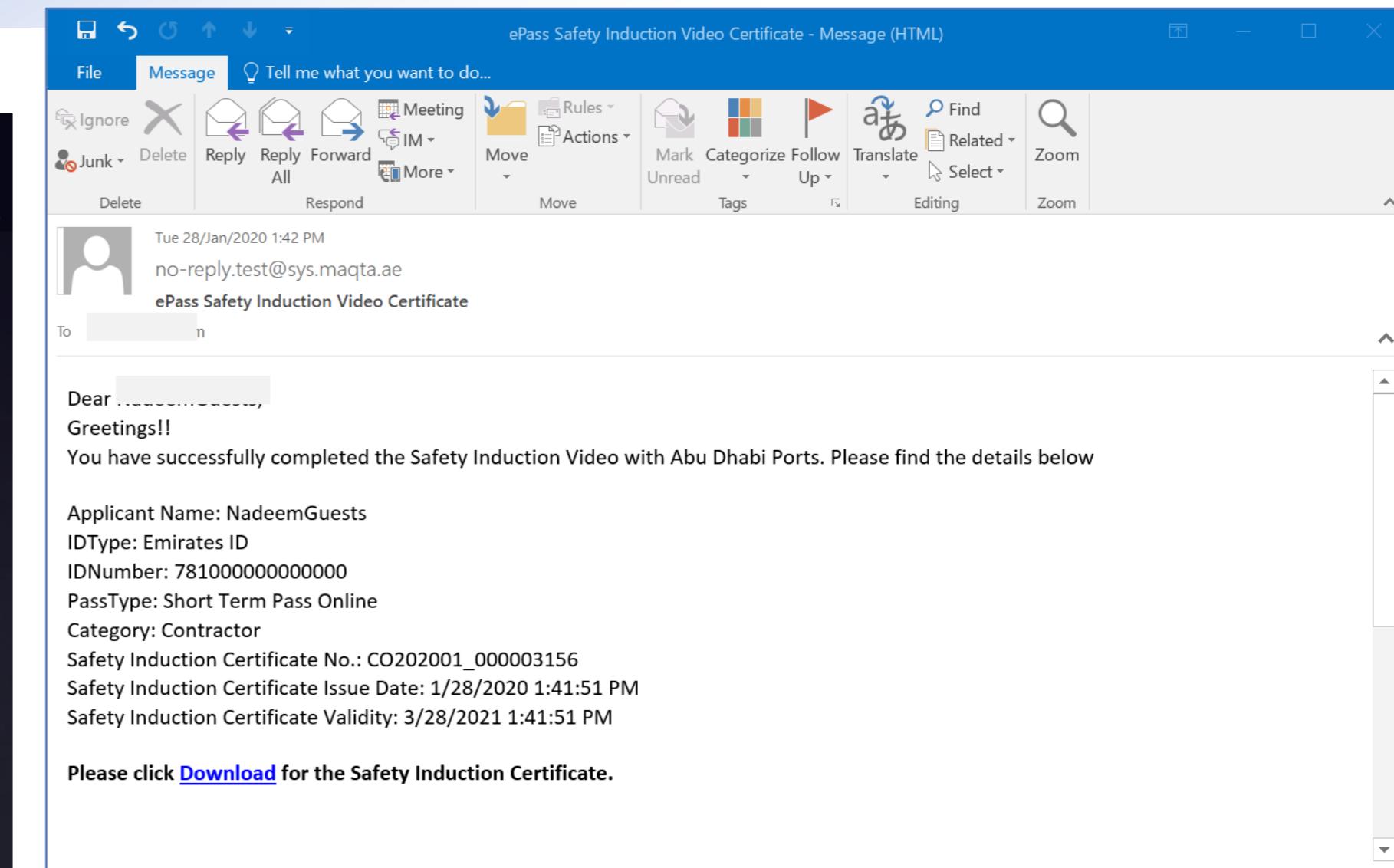
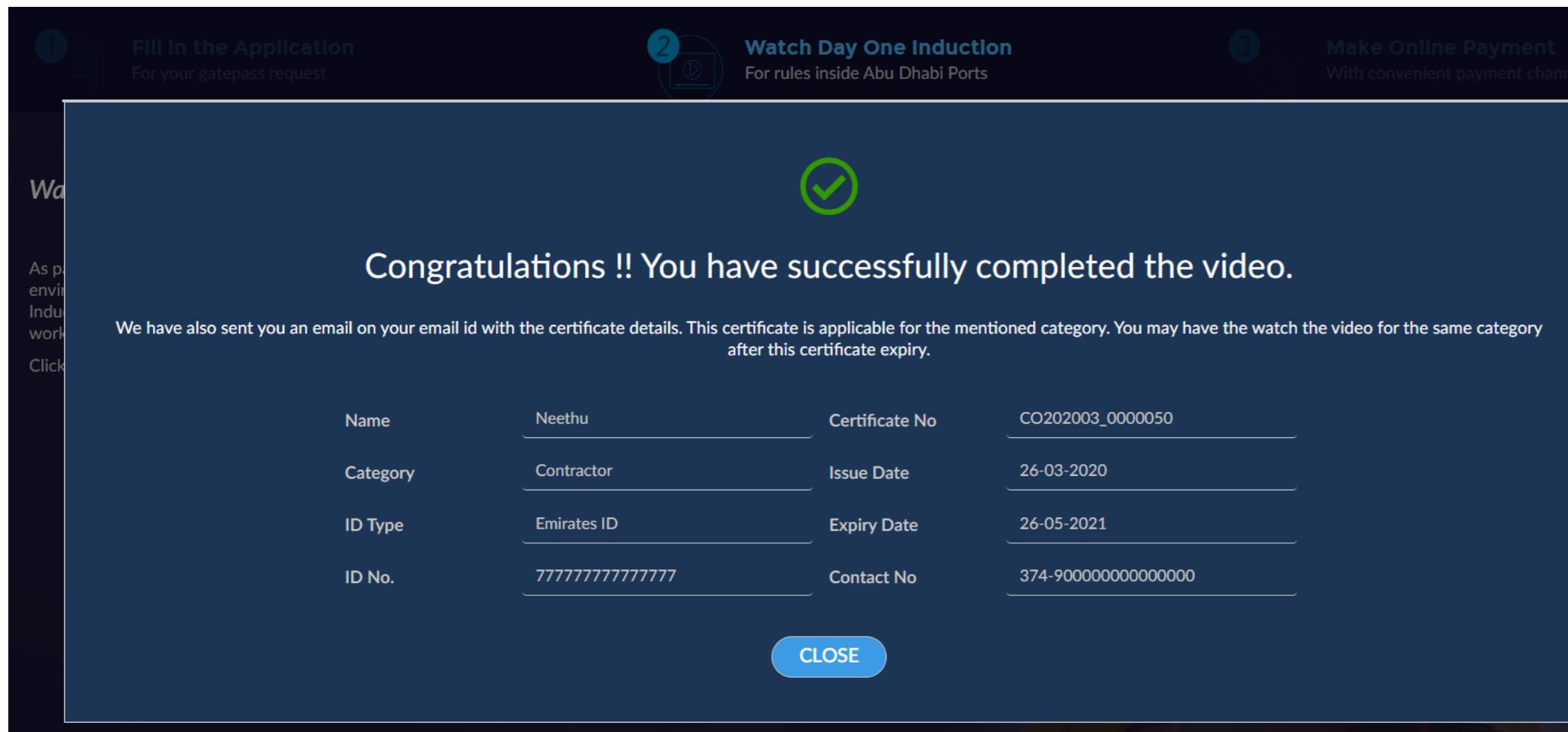
The application form for "Fill in the Application" includes fields for:

- Applicant Personal details:** ID Type \* (Emirates ID), ID No. \*, Category \* (dropdown: Select), Mobile No. \*, Email \*.
- Applicant Company:** Are you? (radio buttons: Company, Individual).
- Other Fields:** Full Name \* (Enter as per passport), Date of Birth \* (dropdown: Select), Gender \* (dropdown: Select), Nationality \* (dropdown: Select), Profession \* (Enter as per visa/company).

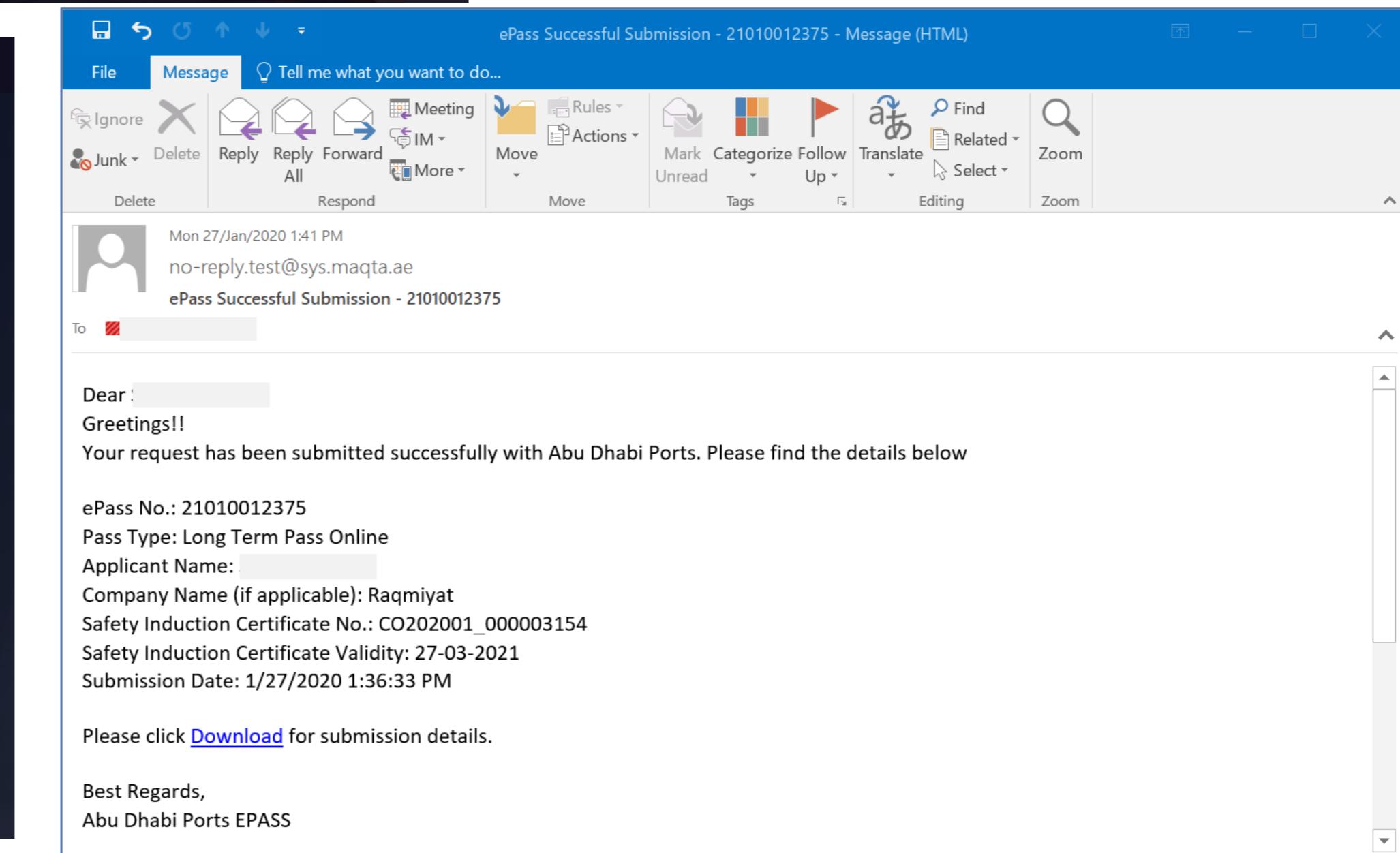
At the bottom right of the application form, there is a "Next >" button.

# Apply gatepass as a Guest(Contd.)

## Safety Induction Video

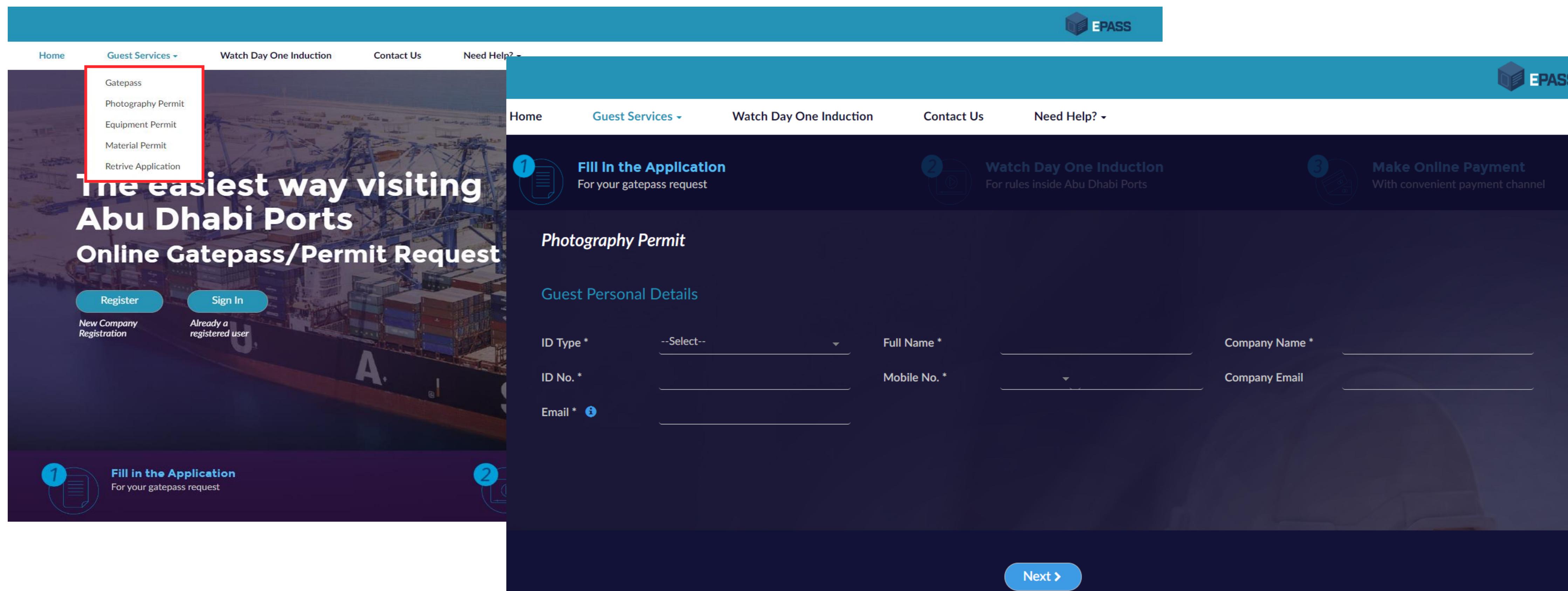


**Payment & successful submission**



# Apply permit as a Guest

Still not registered then apply for permit as a Guest

The screenshot illustrates the online application process for a Photography Permit through the EPASS Guest Services portal.

**Step 1: Guest Services**

The user is on the Guest Services page, which includes links for Watch Day One Induction, Contact Us, and Need Help?.

**Step 2: Application Selection**

A dropdown menu under Guest Services shows options: Gatepass, Photography Permit, Equipment Permit, Material Permit, and Retrieve Application. The Photography Permit option is highlighted.

**Step 3: Application Form**

The user is now on the "Photography Permit" application form page. The form is divided into sections:

- Guest Personal Details:** Fields include ID Type (dropdown), ID No. (text input), and Email (text input).
- Induction:** Fields include Full Name (text input), Mobile No. (text input), Company Name (text input), and Company Email (text input).

Three numbered steps are visible on the right side of the form:

- 1 Fill in the Application For your gatepass request
- 2 Watch Day One Induction For rules inside Abu Dhabi Ports
- 3 Make Online Payment With convenient payment channel

At the bottom right of the form is a "Next >" button.

# Email Notifications for Guest

## Customer receives following notifications for pass/ permit request

- Email with payment receipt
- Email when request is submitted to port pass team
- Email if port pass officer needs more info on your request
- Email & SMS when your requested is approved

**ePass Successful Submission - 21010012375 - Message (HTML)**

File Message Tell me what you want to do...

Ignore Delete Reply All Forward Respond

Mon 27/Jan/2020 1:41 PM no-reply.test@sys.maqta.ae ePass Successful Submission - 21010012375

To: [REDACTED]

Dear [REDACTED],  
Greetings!!  
Your request has been submitted successfully with Abu Dhabi Ports EPASS.

ePass No.: 21010012375  
Pass Type: Long Term Pass Online  
Applicant Name: [REDACTED]  
Company Name (if applicable): Raqmiyat  
Safety Induction Certificate No.: CO202001\_000003154  
Safety Induction Certificate Validity: 27-03-2021  
Submission Date: 1/27/2020 1:36:33 PM

Please click [Download](#) for submission details.

Best Regards,  
Abu Dhabi Ports EPASS

**e-Permit # 19100000403 Photography Online Permit. Please Update and Re-Submit. - Message (HTML)**

File Message Tell me what you want to do...

Ignore Delete Reply All Forward Respond

Mon 27/Jan/2020 12:58 PM ePass@adports.ae

e-Permit # 19100000403 Photography Online Permit. Please Update and Re-Su...

To: abc@abc.com  
Cc: ePass@adports.ae

Dear test - subhan,

Need to Update and Re-Submit a Photography Online e-Permit previously submitted.

Please find below Gate Pass Security comments

**Need mandatory documents from Elie**

Thanks and Regards

Abu Dhabi Ports e-Pass System

**Your Daily Pass Online ePass# 19060693837 has approved. - Message (HTML)**

File Message Tell me what you want to do...

Ignore Delete Reply All Forward Respond

Tue 11/Jun/2019 2:14 PM Visitor Pass

Your Daily Pass Online ePass# 19060693837 has approved.

To: info@allianz-me.com  
Cc: Visitor Pass

Dear mustak and hasam,

e-Pass No:	19060693837	Name:	mustak and hasam
ID Type::	UID Number	ID Number:	22634304
Valid From:	6/11/2019 10:44:00 AM	Valid Until:	6/12/2019 10:43:29 AM
Mobile No.:	0564043016	Nationality:	Bangladesh
Company:	Titanic Marine Boats maint.	Address:	MEENA ROAD TOURIST CLUB
Port To Visit:	Free Port and New Free Port;	Entry Reason:	MCS ALLIANZ RUBY

**QR Code:**



# Registered User

(Already registered with Maqta/ AD Ports)

(already registered with Maqta/ AD Ports)



# Portal Access

## Quick and Easy access to the EPASS portal

Click Sign In to enter username & password

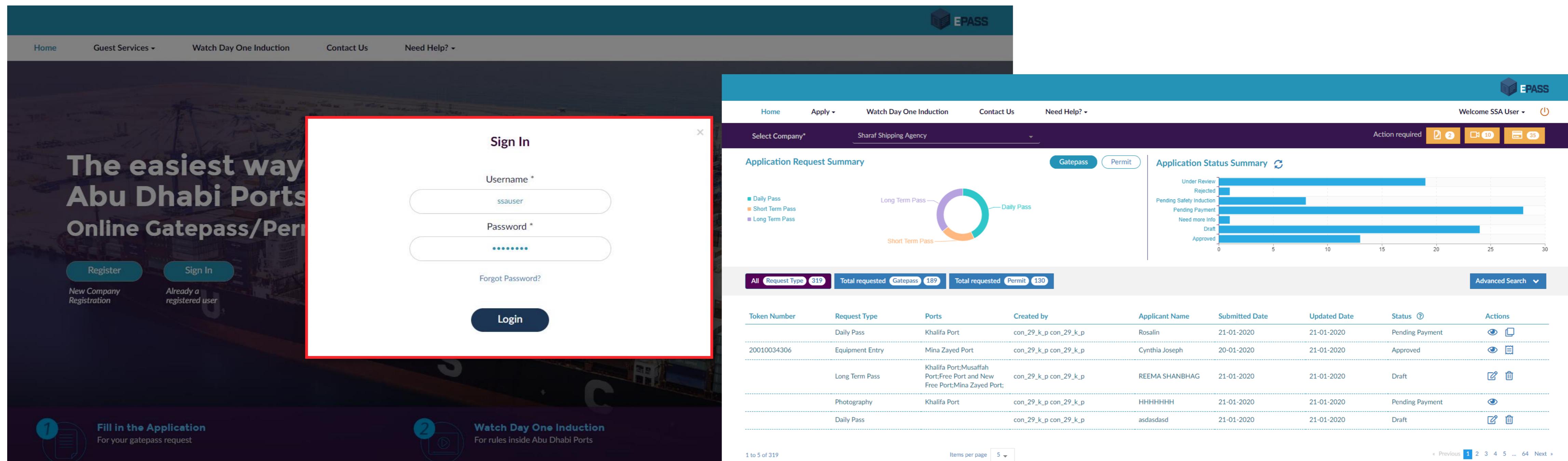
Click Apply

Select gatepass or permit

Complete online application with payment

Approval received

Collect/Download Gatepass/Permit



The easiest way Abu Dhabi Ports Online Gatepass/Permit

**Sign In**

Username \*  
ssauser

Password \*  
\*\*\*\*\*

Forgot Password?

Login

Fill in the Application For your gatepass request

Watch Day One Induction For rules inside Abu Dhabi Ports

EPASS

Home Apply Watch Day One Induction Contact Us Need Help? Welcome SSA User

Select Company\* Sharaf Shipping Agency

Action required 2 10 35

Application Request Summary

Gatepass Permit

Daily Pass Short Term Pass Long Term Pass

Long Term Pass Daily Pass Short Term Pass

All Request Type 319 Total requested Gatepass 189 Total requested Permit 130

Advanced Search

Application Status Summary

Under Review	Rejected	Pending Safety Induction	Pending Payment	Need more Info	Draft	Approved
18	2	8	28	2	24	1

Token Number Request Type Ports Created by Applicant Name Submitted Date Updated Date Status Actions

20010034306 Daily Pass Khalifa Port con\_29\_k\_p con\_29\_k\_p Rosalin 21-01-2020 21-01-2020 Pending Payment

Long Term Pass Khalifa Port;Musaffah Port;Free Port and New Free Port:Mina Zayed Port; REEMA SHANBHAG 21-01-2020 21-01-2020 Draft

Photography Khalifa Port con\_29\_k\_p con\_29\_k\_p HHHHHHHH 21-01-2020 21-01-2020 Pending Payment

Daily Pass con\_29\_k\_p con\_29\_k\_p asdasasd 21-01-2020 21-01-2020 Draft

1 to 5 of 319 Items per page 5

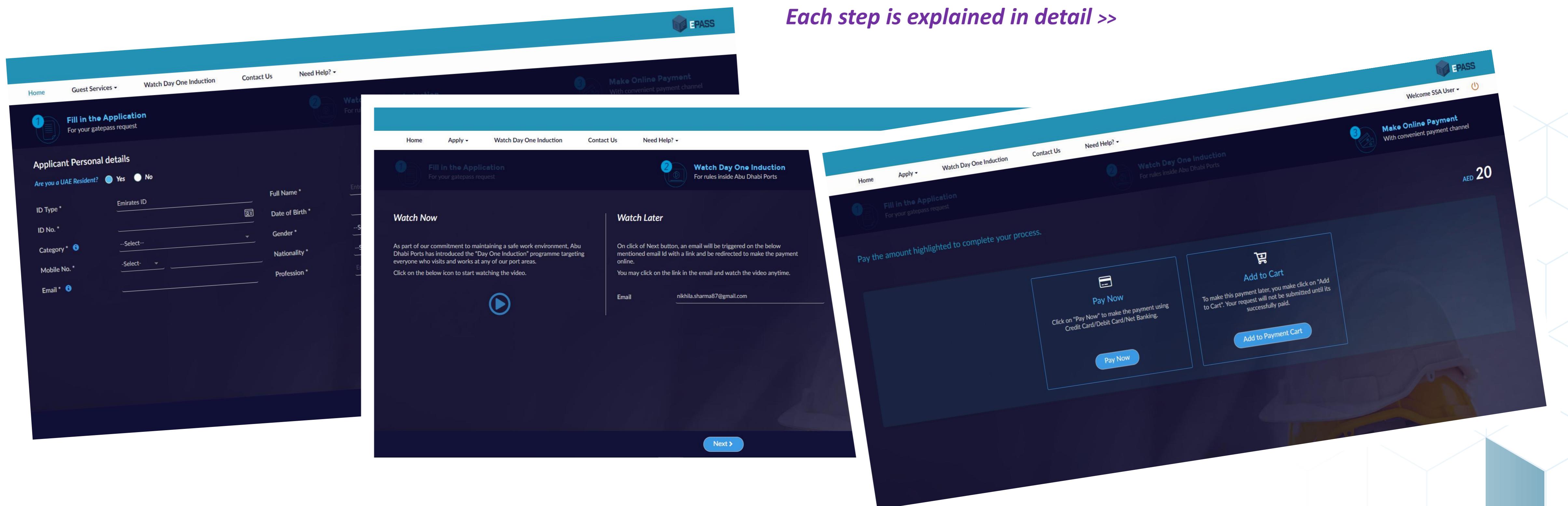
Previous 1 2 3 4 5 ... 64 Next

# Apply for Gatepass

Request for gatepass to enter Abu Dhabi Ports with three simple steps



*Each step is explained in detail >>*

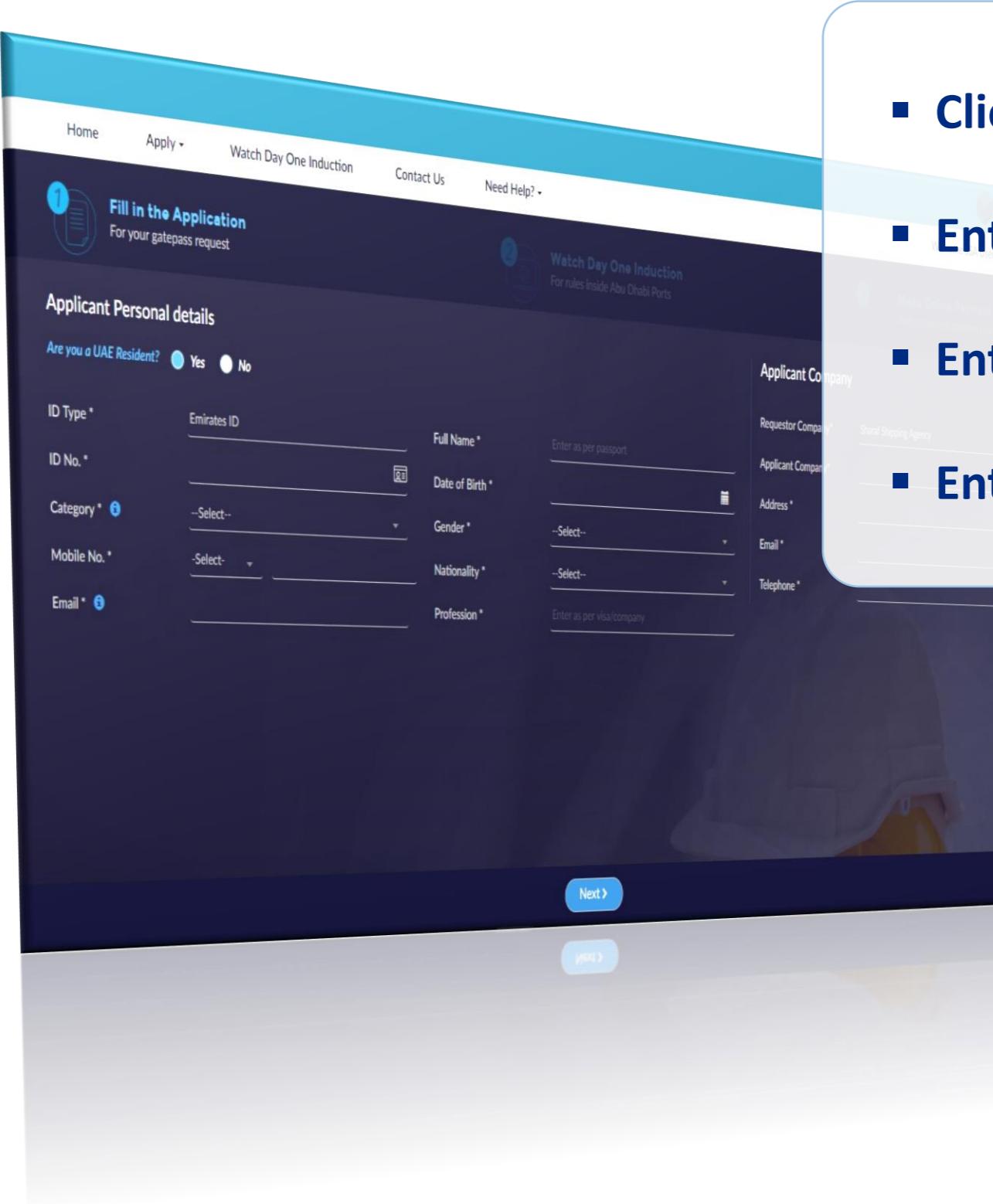


The image displays three screenshots of the E-PASS application interface, illustrating the three steps of the gatepass application process:

- Step 1: Fill in the Application** (Left screenshot): This screen shows the "Fill in the Application" section. It includes fields for "Applicant Personal details" such as "Full Name", "Date of Birth", "Gender", "Nationality", "Profession", and "Email". There is also a section for "ID Type" and "ID No.". A "Next >" button is visible at the bottom.
- Step 2: Watch Day One Induction** (Middle screenshot): This screen shows the "Watch Day One Induction" section. It includes a "Watch Now" section with a video player icon and a "Watch Later" section where an email address "nikhila.sharma87@gmail.com" is listed. A "Next >" button is visible at the bottom.
- Step 3: Pay Online** (Right screenshot): This screen shows the "Pay Online" section. It includes options for "Pay Now" (using Credit Card/Debit Card/Net Banking) and "Add to Payment Cart" (to make payment later). A total amount of "AED 20" is displayed. A "Pay Now" button is visible at the bottom.

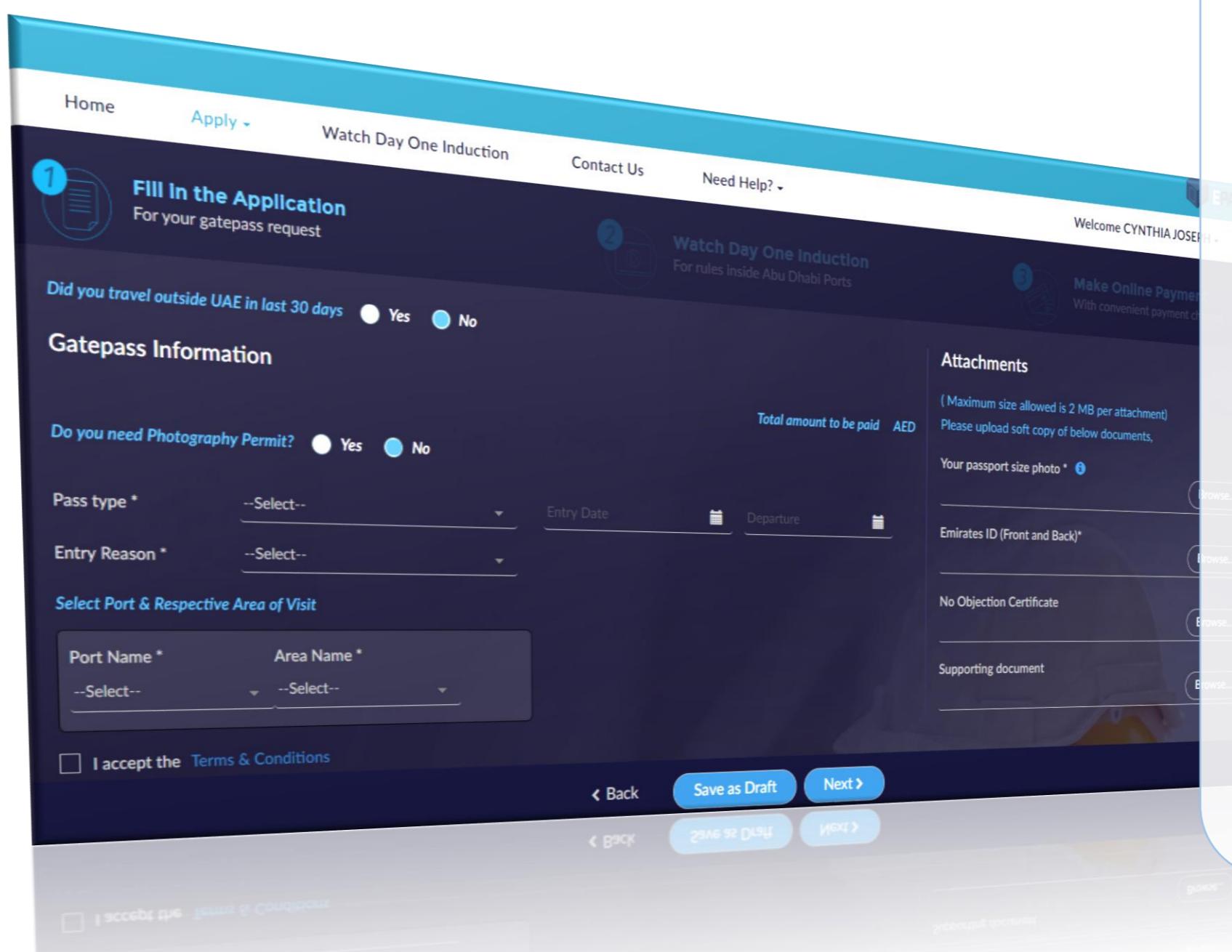
# Gatepass – Step 1 (Fill Request Details)

Start your request for gatepass by filling the required details



**The request cannot be modified once the next is clicked.**

- Click Apply to raise Gatepass request
- Enter your ID details (Emirates/Passport/UID)
- Enter Email that will be used for all email communication
- Enter company details



- Select the countries you travelled in last 30 days
- Select Gatepass Type
  - Daily (One day)
  - Short (Less than 30 days)
  - Long (Less than 364 days)
- Select entry & departure date
- Select multiple ports (short & long) /single port (daily) areas
- Select respective areas of the port & reason
- Attach documents (Photo, Scan ID, NOC)
- Accept the terms & conditions & click next once all the details entered

# Gatepass with special tariff – (Special tariff selection)

Tariff Type will appear according to your contract with AD ports and upon selection, amount to be paid will be shown as per the tariff

**E PASS**

Home Apply Watch Day One Induction Contact Us Need Help? Welcome Radha Rajgopalan

**Fill in the Application** For your gatepass request

Did you travel outside UAE in last 30 days  Yes  No

**Gatepass Information**

Do you need Photography Permit?  Yes  No

Pass type \* Short Term Pass

Entry Reason \* Collection of Waste

Select Port & Respective Area of Visit

Port Name \* Khalifa Port Area Name \* All Areas

I accept the Terms & Conditions

Tariff Type --Select--  Total amount to be paid 100 AED

Attachments

2020-06-11 2020-06-25

Save as Draft Next >

▪ Select tariff type from the dropdown

**E PASS**

Welcome Radha Rajgopalan

**Fill in the Application** For your gatepass request

Did you travel outside UAE in last 30 days  Yes  No

**Gatepass Information**

Do you need Photography Permit?  Yes  No

Pass type \* Short Term Pass

Entry Reason \* Collection of Waste

Select Port & Respective Area of Visit

Port Name \* Khalifa Port Area Name \* All Areas

I accept the Terms & Conditions

Tariff Type Free Total amount to be paid 0 AED

Attachments

( Maximum size allowed is 2 MB per attachment)  
Please upload soft copy of below documents,

Your passport size photo \*  Browse...

Emirates ID (Front and Back)\*  Browse...

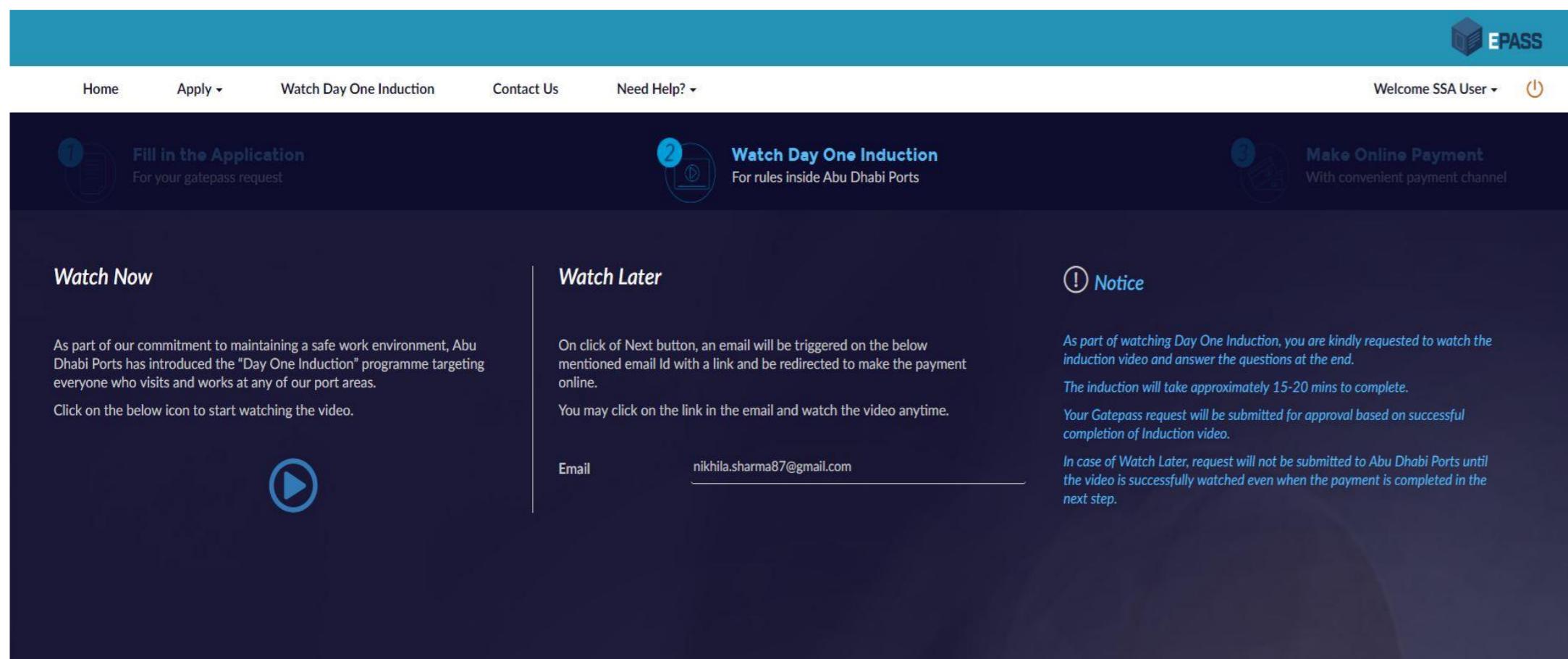
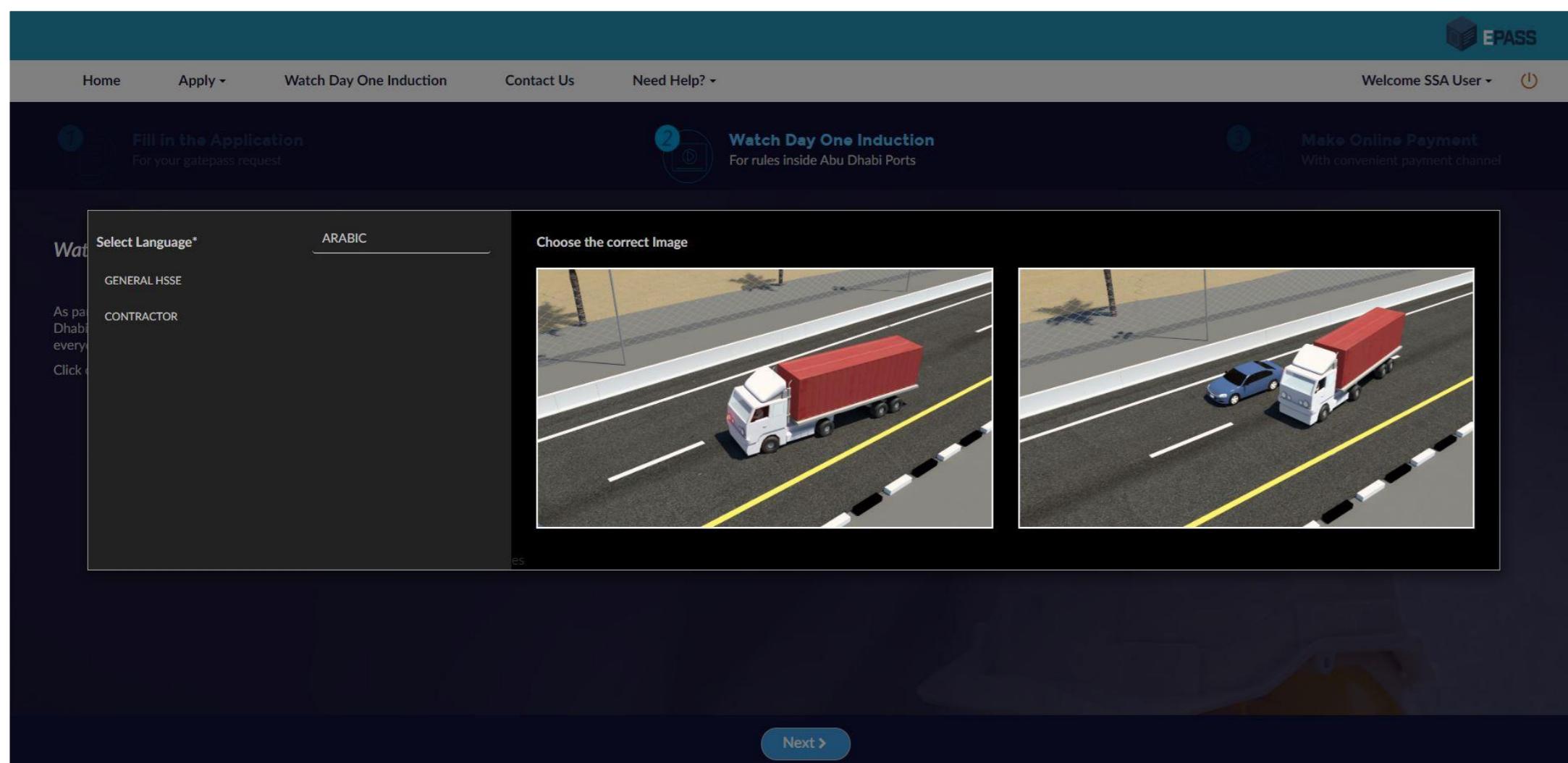
No Objection Certificate  Browse...

Supporting document  Browse...

Save as Draft Next >

# Gatepass – Step 2 (Watch Day One Induction)

## Watch induction video to know safety details & rules inside Abu Dhabi Ports

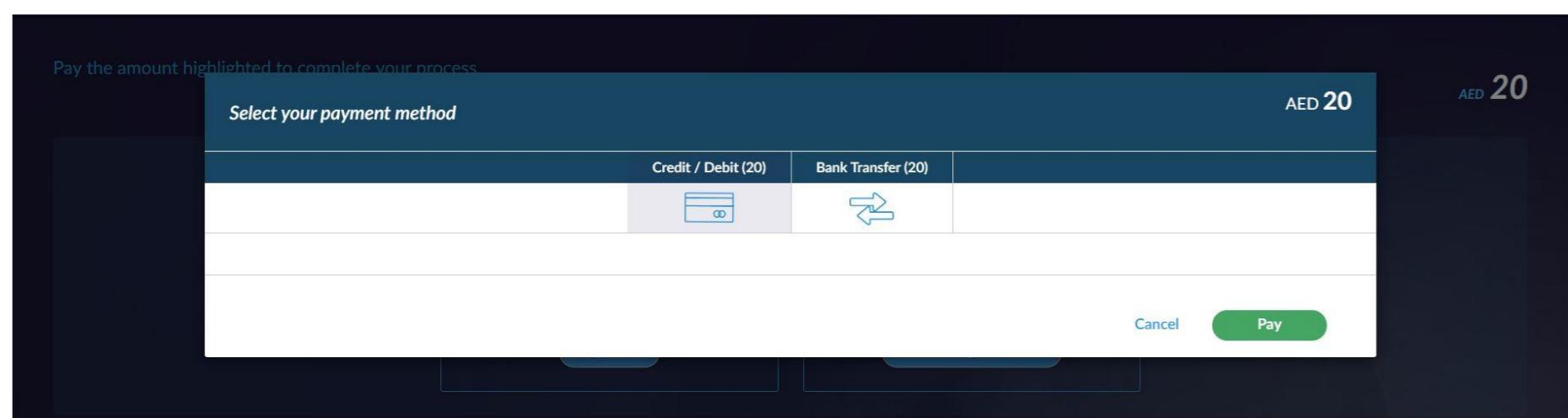
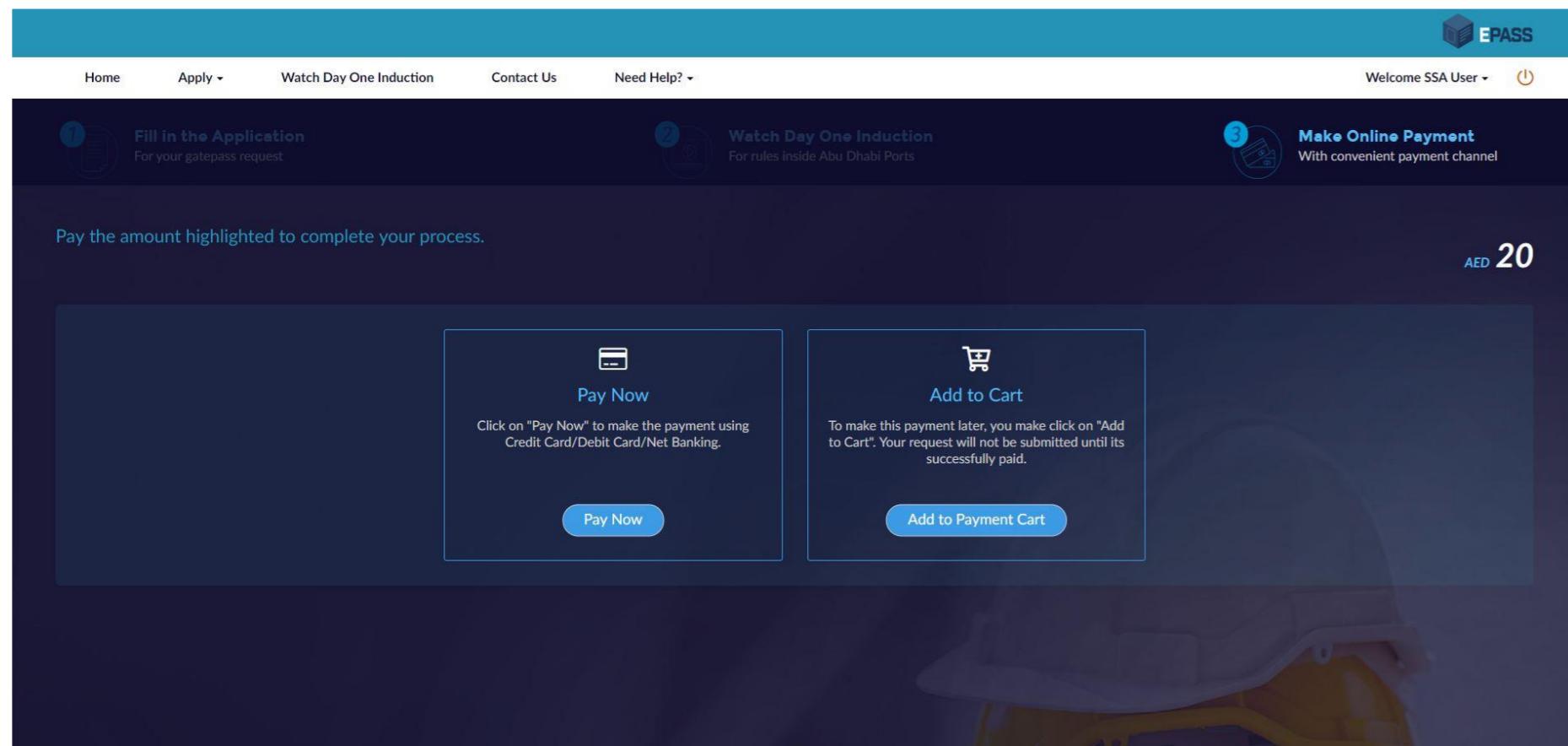



- **Day one induction is only applicable for Gatepass Request**
- **Provision for Registered Customers to watch the induction video –**
  - **Immediate : Click play icon to start watching**
  - **Later :**
    - **Click next to move for online payment**
    - **An email will be triggered with the video link**
    - **Link will expire once the video is successfully watched**
- **Guests do not have provision to watch later**
- **An assessment will appear after each video to select the right image**
- **On successful completion of video & assessment, a certificate will be provided having validity of 14 months**
- **Until the certificate is valid, user will not be asked to watch video again and will be identified based on user ID no. & category selected**
- **Videos will be displayed based on category, Pass Type & Visit Area**

*Request will not be processed by Abu Ports until the safety induction video is successfully watched even though the payment is completed*

# Gatepass – Step 3 (Pay Online)

Pay using online channel for the request



Select Company*		Sharaf Shipping Agency	Tariff : 0 AED	Pay	Cancel
<input type="checkbox"/>	Request Type	Port	Created By	Applicant Name	Tariff Entry Date Status
<input type="checkbox"/>	Long Term Pass	Khalifa Port:Free Port and New Free Port:	con_29_k_p con_29_k_p	Palash Tower	350 24-01-2020 Pending Payment
<input type="checkbox"/>	Daily Pass	Khalifa Port	con_29_k_p con_29_k_p	Palash Tower	20 25-01-2020 Pending Payment
<input type="checkbox"/>	Daily Pass	Khalifa Port	con_29_k_p con_29_k_p	Rosalin	20 21-01-2020 Pending Payment
<input type="checkbox"/>	Photography	Khalifa Port	con_29_k_p con_29_k_p	HHHHHHHH	500 24-01-2020 Pending Payment
<input type="checkbox"/>	Long Term Pass	Khalifa Port:Musaffah Port:	con_29_k_p con_29_k_p	HHHHHHHH	350 21-01-2020 Pending Payment

- **Provision for Registered Customers to pay -**
  - Immediate : Click Pay Now to continue with payment
  - Later - Add to Payment Cart :
    - Click Add to Cart
    - Your request will be available in the cart for single or group payment
    - The request will no longer be valid and be removed from cart if the payment is not completed before the proposed entry date
    - Once added to cart, request changes are not allowed
- Guest does not have the provision to pay later
- When pay now is clicked, user will be navigated to the selection of payment mode i.e. Credit Card/Debit Card or Internet Banking
- On successful payment –
  - Request will be submitted to Abu Dhabi Ports for approval
  - Receipt will be generated and be available on dashboard (registered customer) and email (guest & registered customer)

*Tariff is based on gatepass type & is not refundable. Day One Induction & Payment are important steps to submit the request to Abu Dhabi Ports for approval*

# Apply for Permit

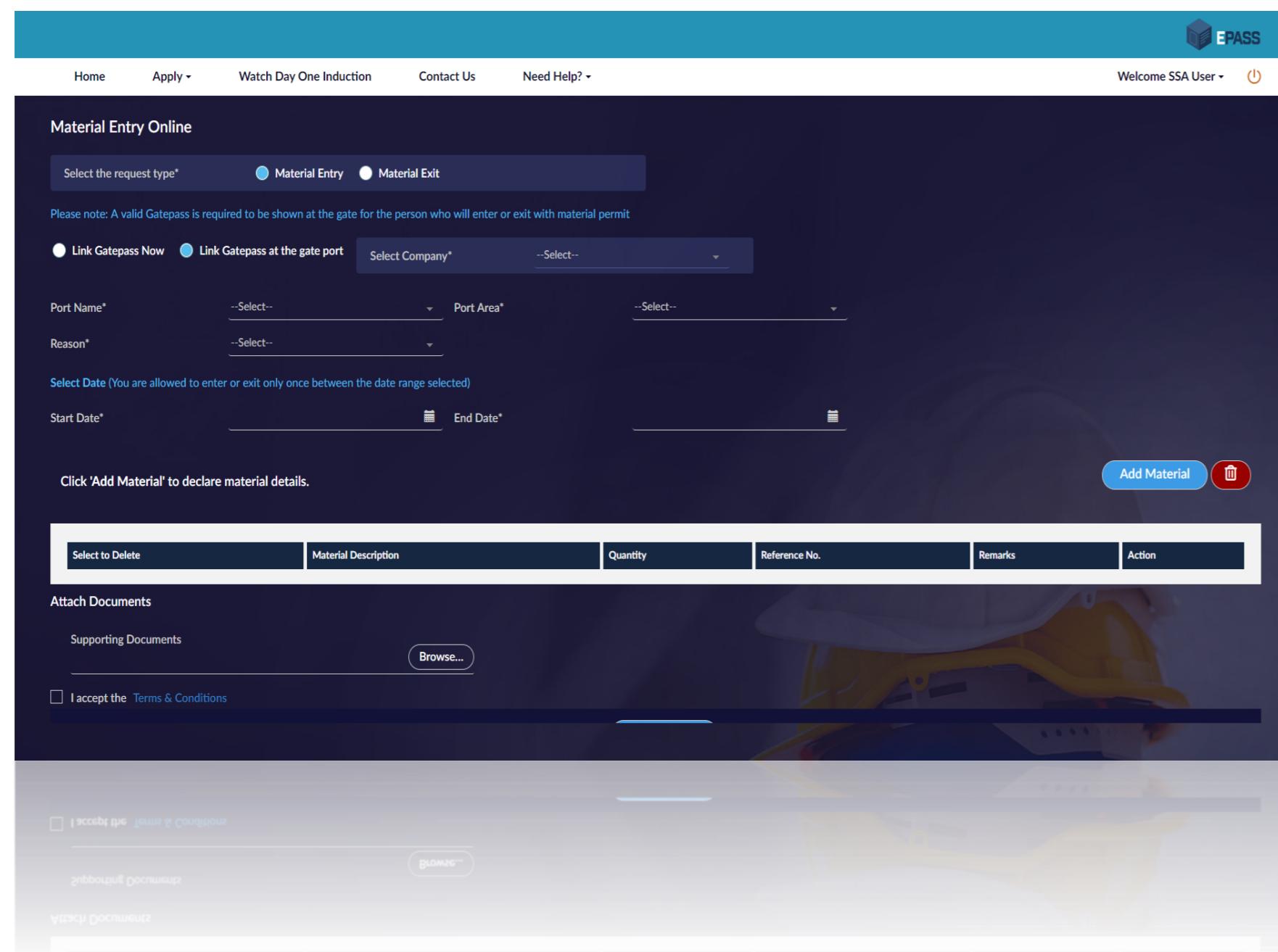
Request for permit to carry camera, material or equipment inside or outside Abu Dhabi Ports

1

Fill the request details

2

Pay Online



**E-PASS**

Material Entry Online

Select the request type\*  Material Entry  Material Exit

Please note: A valid Gatepass is required to be shown at the gate for the person who will enter or exit with material permit

Link Gatepass Now  Link Gatepass at the gate port Select Company\* --Select--

Port Name\* --Select-- Port Area\* --Select--

Reason\* --Select--

Select Date (You are allowed to enter or exit only once between the date range selected)

Start Date\* [ ] End Date\* [ ]

Click 'Add Material' to declare material details.

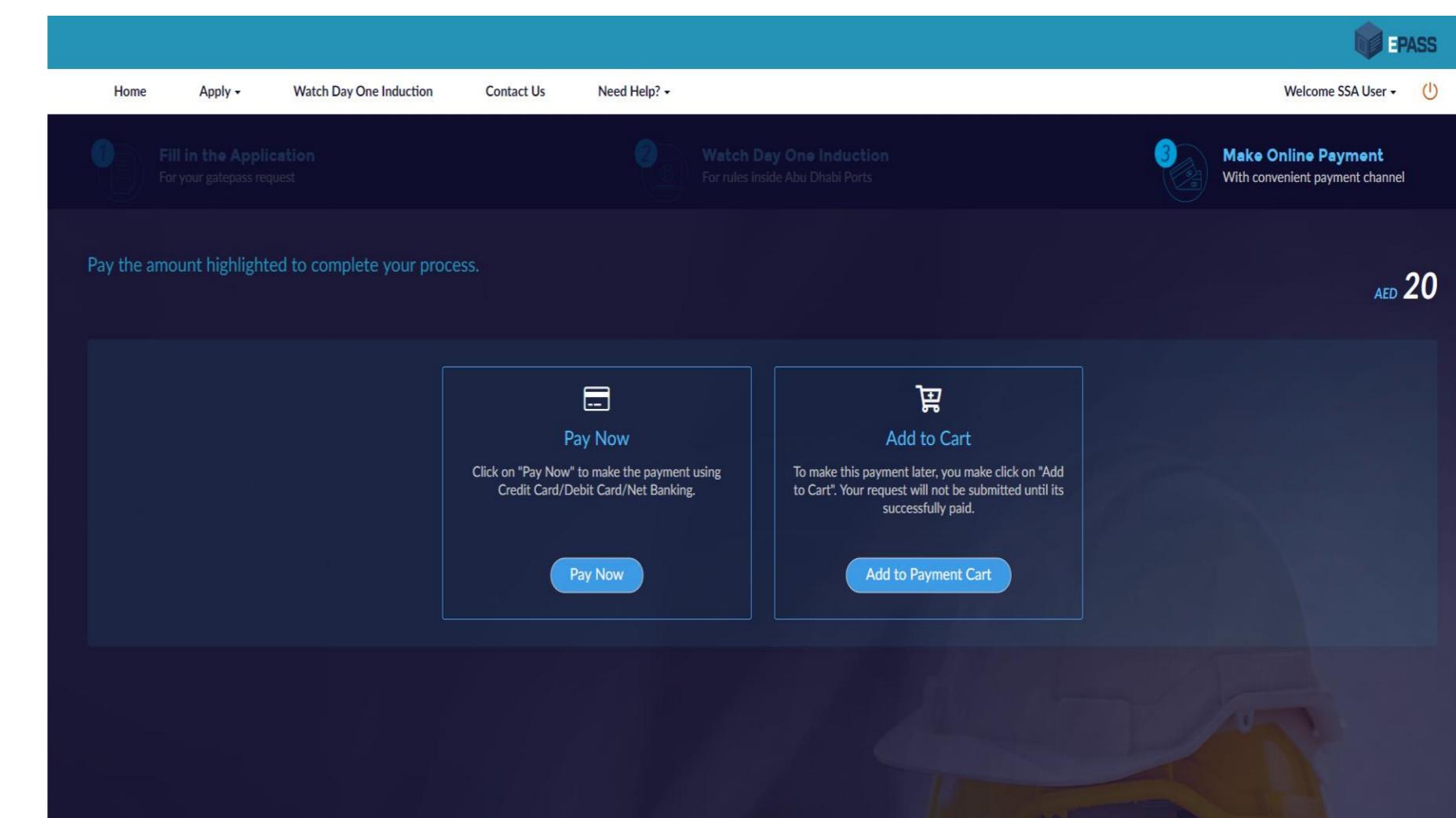
Add Material

Select to Delete	Material Description	Quantity	Reference No.	Remarks	Action

Attach Documents

Supporting Documents

I accept the [Terms & Conditions](#)



**E-PASS**

Fill in the Application  
For your gatepass request

Watch Day One Induction  
For rules Inside Abu Dhabi Ports

Make Online Payment  
With convenient payment channel

AED 20

Pay Now

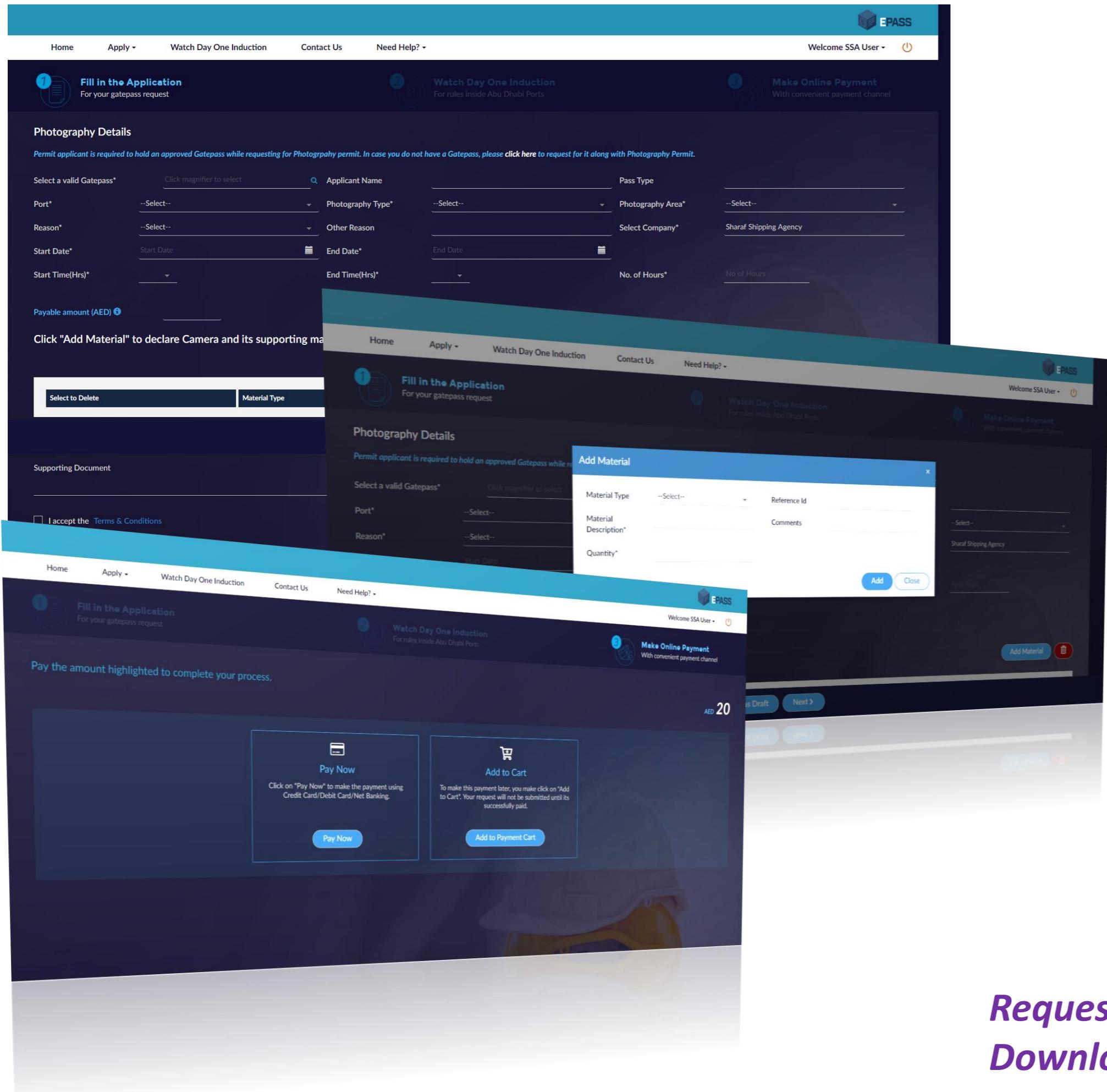
Add to Cart

To make this payment later, you make click on "Add to Cart". Your request will not be submitted until its successfully paid.

*Each step is explained in detail >>*

# Photography Permit

## Request for permit to do photography inside Abu Dhabi Ports



The screenshots illustrate the two-step process for requesting a Photography Permit:

- Step 1:** The user fills in the "Photography Details" form, specifying the port, reason, dates, and duration of the permit.
- Step 2:** The user adds details for the camera and accessories, attaches supporting documents, and accepts terms and conditions before proceeding to payment.

### Step 1

- Request can be raised by Guest or Registered customer
- Essential to have an approved gatepass to link & raise a standalone permit request
- Select the photography type & area
- Select the reason and visit date/ time duration
- Declare camera & associated accessories/material details
- Attach supporting documents based on photography type & reason

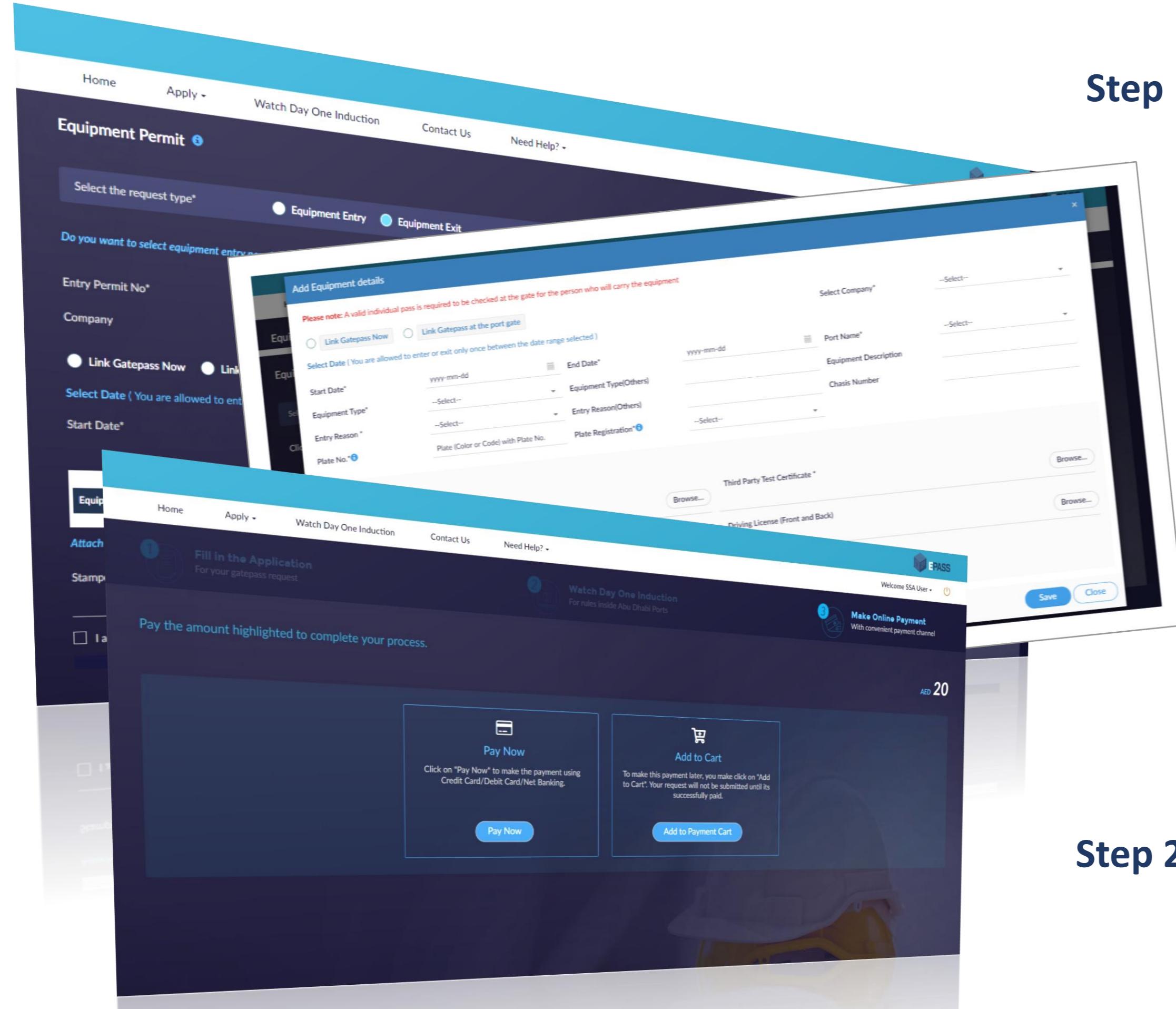
### Step 2

- Accept Terms & Conditions and click next to Pay Online (immediate for Guest /Registered customer) or Later (Registered customer only)
- Payment process is same as for gatepass, kindly refer to the details on page 8

*Request once paid will be submitted for approval from Abu Dhabi Ports & Area Owners  
Download the permit once approved to show at port gate after approval*

# Equipment Entry Permit

## Request for permit to carry movable operational equipment inside Abu Dhabi Ports



### Step 1

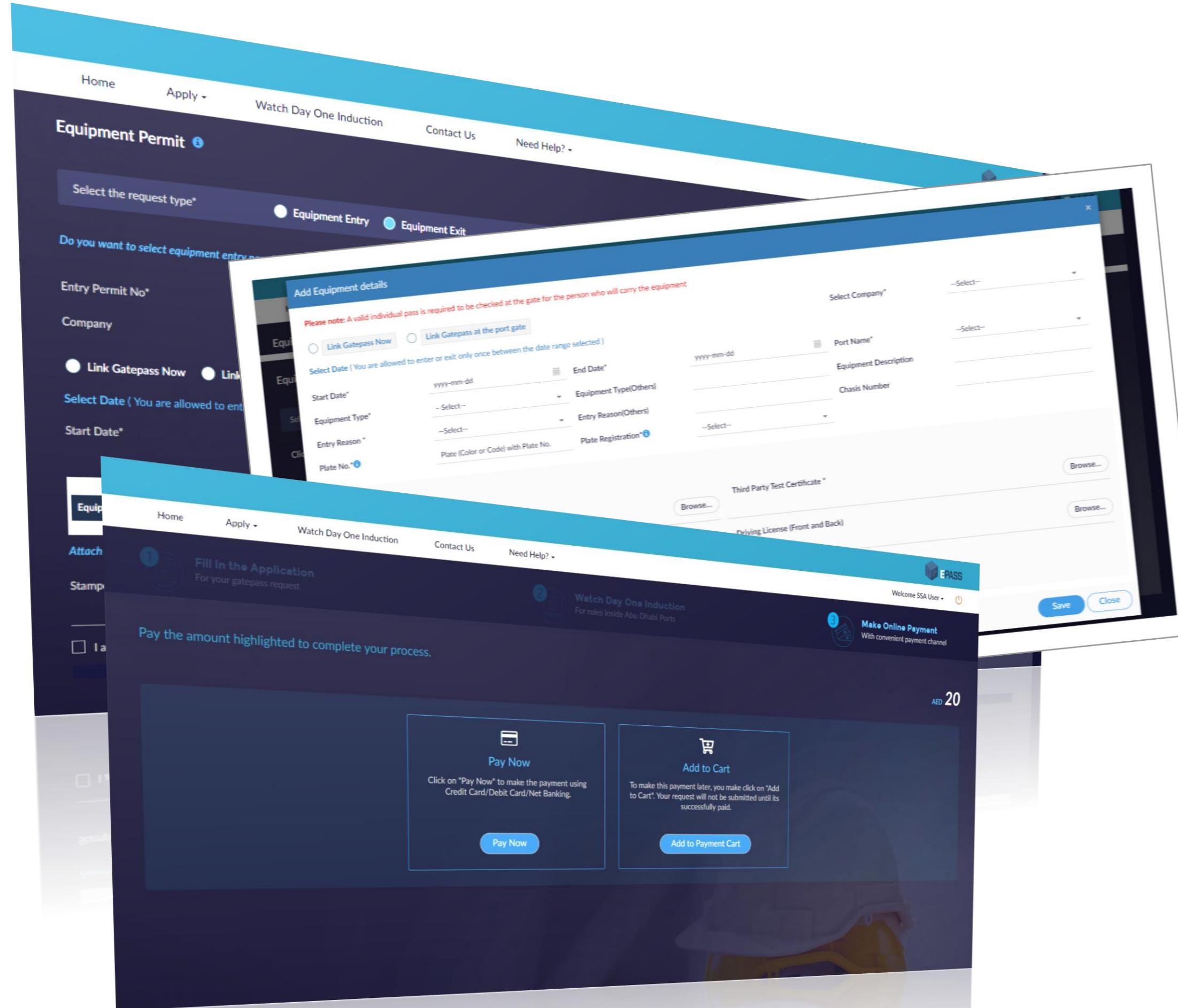
### Step 2

- Select Entry option for carrying equipment inside the port
- Click on Add Equipment to declare equipment details like –
  - Equipment Type, Description, Reason
  - Plate No. & Code
  - Declare date range - Single entry permitted within the dates selected
- Provision to link the approved gatepass at the time of raising permit request or can be linked at the port gate -- This gatepass is for the person who carries the equipment inside
- Attach the required documents
- Multiple equipment declaration is allowed –
  - Charges will be calculated per equipment basis
  - After submission, each equipment will become as a standalone request with a token number
- Accept the Terms & Condition and click next to Pay Online (immediate for Guest /Registered customer) or Later (Registered customer only)
- Payment process is same as for gatepass, kindly refer to the details on page 8

Request once paid will be submitted for approvals from Abu Dhabi Ports & Area Owners. Download the permit once approved to show at port gate after approval

# Equipment Exit Permit

## Request for permit to carry movable operational equipment inside Abu Dhabi Ports

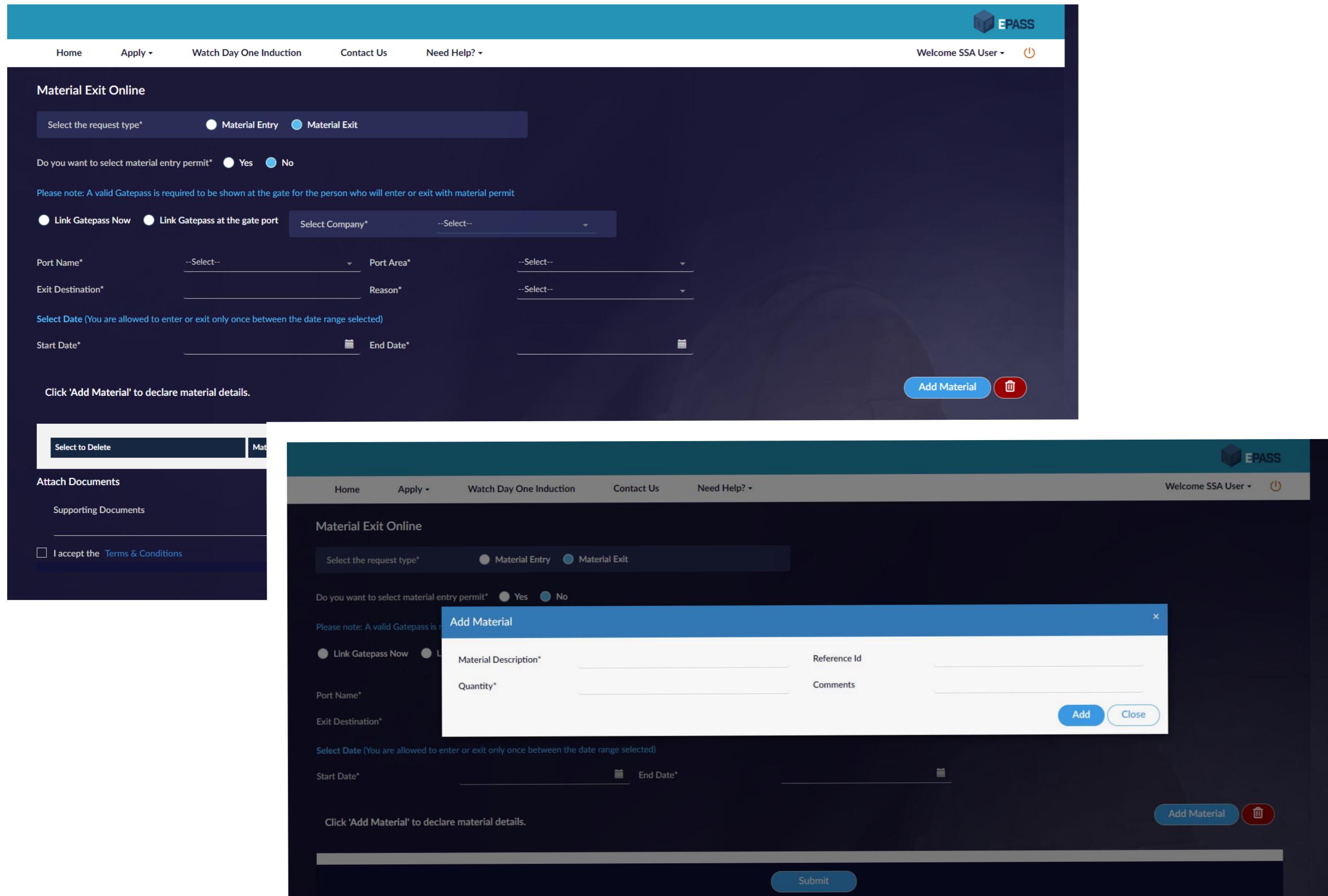


- Select Exit option for carrying equipment outside the port
- Select an entry permit to exit or declare new equipment details to exit
- If an entry permit is selected, all the equipment details will auto populate
- If it's a new exit, click on Add Equipment to declare equipment details
- Provision to link the approved gatepass at the time of raising exit permit request or can be linked at the port gate – This gatepass is for the person who carries the equipment outside
- Attach the required documents
- Only single equipment can be exited in one request
- Exit request does not require any payment
- Accept the Terms & Condition and click next to submit

*Request once paid will be submitted for approvals from Abu Dhabi Ports & Area Owners. Download the permit once approved to show at port gate after approval*

# Material Entry Permit

## Request for permit to carry material inside Abu Dhabi Ports



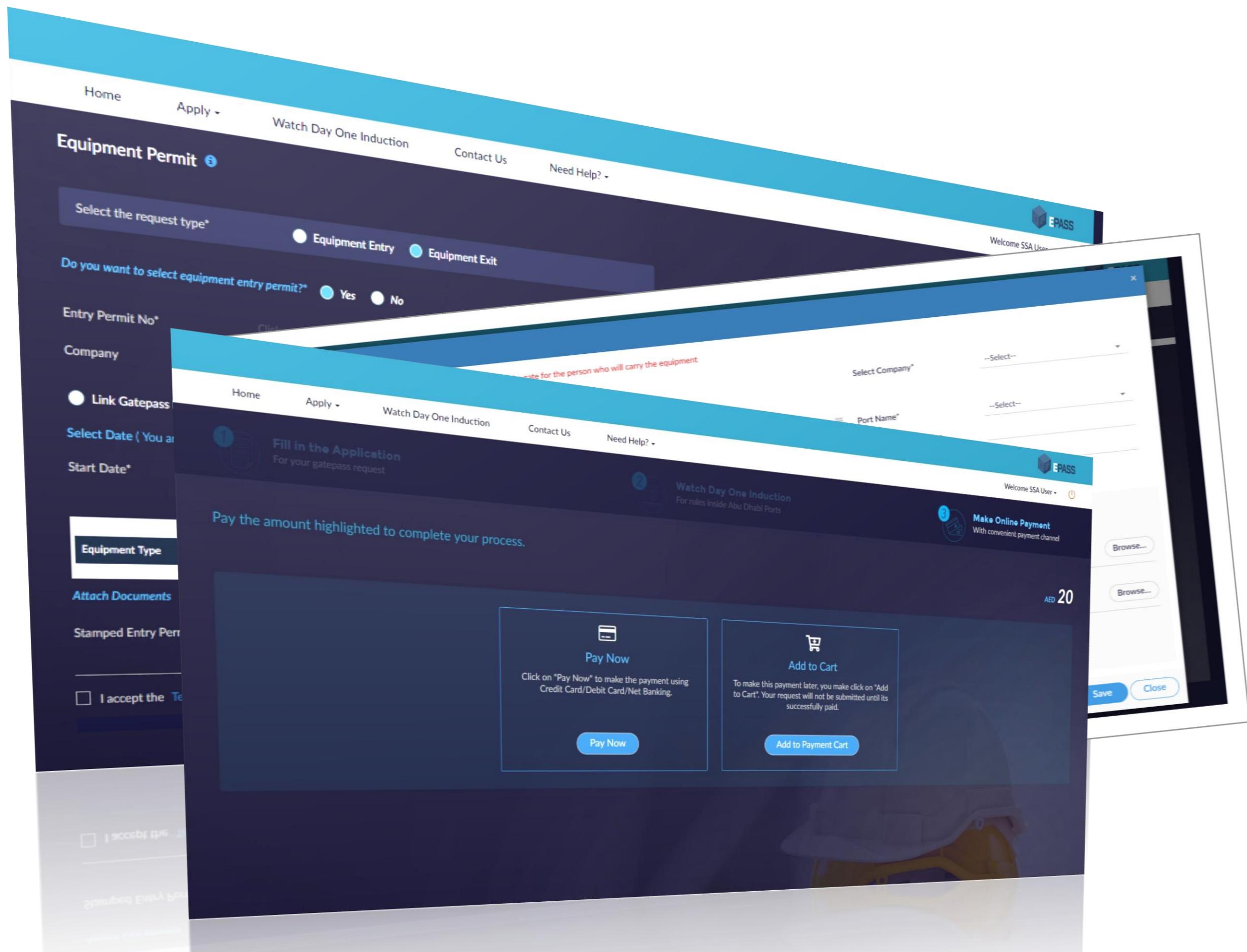
The screenshot displays the EPASS Material Exit Online application. The main form requires input for Port Name, Port Area, Exit Destination, Reason, Start Date, and End Date. An 'Add Material' button is present. A sidebar allows attaching documents. A modal window titled 'Add Material' provides fields for Material Description, Reference Id, Comments, and Quantity.

- Select Entry option for carrying material inside the port
- Click Add material to declare material information to be carried inside along with quantity
- Select the date range between which the material to be carried inside – Only one entry is permitted between the dates declared
- Provision to link the approved gatepass at the time of raising entry permit request or can be linked at the port gate – This gatepass is for the person who carry the material inside
- Multiple material can be declared in one request
- Attach documents if required (optional)
- Accept the Terms & Condition and click next to submit

*Request will be submitted for approval from Abu Dhabi Ports & Area Owners.  
Download the permit once approved to show at port gate after approval*

# Material Exit Permit

## Request for permit to carry material outside Abu Dhabi Ports



*Request will be submitted for approval from Abu Dhabi Ports & Area Owners.  
Download the permit once approved to show at port gate after approval*

- Select Exit option for carrying material outside the port
- Select an entry permit to exit or declare new material details to exit
- If an entry permit is selected, all the equipment details will auto populate.
- If it's a new exit, click on Add Material to declare equipment details
- Provision to link the approved gatepass at the time of raising exit permit request or can be linked at the port gate – This gatepass is for the person who carries the equipment outside
- Attach the required documents
- Only single equipment can be exited in one request
- Exit request does not require any payment
- Accept the Terms & Condition and click next to submit

# Email Notifications

## Customer receives following notifications for pass/ permit request

- Email if registered user opts to watch the safety induction video later
- Email when the safety induction video is watched with the certificate
- Email with payment receipt
- Email when request is submitted to port pass team
- Email if port pass officer needs more info on your request
- Email & SMS when your request is approved
- Email to area owner to notify customer visit details

Your Visitor Pass Online e-Pass# 22050000645 is approved. - Message (HTML)

File **Message** Tell me what you want to do...

Ignore Delete Reply Forward All Respond Junk Rules Actions More Meeting IM More Move Unread Categorize Follow Up Tags Translate Select Editing Zoom

Tue 28/Jan/2020 1:42 PM no-reply.test@sys.maqta.ae ePass Safety Induction Video Certificate

To: Nadeem Salim

Dear NadeemGuests,  
Greetings!!  
You have successfully completed the Safety Induction Video with Abu Dhabi Ports. Please find the details below

Applicant Name: NadeemGuests  
IDType: Emirates ID  
IDNumber: 7810000000000000  
PassType: Short Term Pass Online  
Category: Contractor  
Safety Induction Certificate No.: CO202001\_000003156  
Safety Induction Certificate Issue Date: 1/28/2020 1:41:51 PM  
Safety Induction Certificate Validity: 3/28/2021 1:41:51 PM

Please click [Download](#) for the Safety Induction Certificate.

**Mobile No.:** 29763456563 **Nationality:** Bahrain  
**Company:** GULFADZCITONE **Address:** ARABU DHABIUnited Arab Emirates  
**Port To Visit:** Khalifa Port **Entry Reason:** General Inspection

**QR Code:**



Click here to download the submitted details

**Pass request approved notification**

ePass Safety Induction Video Certificate - Message (HTML)

File **Message** Tell me what you want to do...

Ignore Delete Reply Forward All Respond Junk Rules Actions More Meeting IM More Move Unread Categorize Follow Up Tags Translate Select Editing Zoom

Tue 28/Jan/2020 1:42 PM no-reply.test@sys.maqta.ae ePass Safety Induction Video Certificate

To: Nadeem Salim

Dear NadeemGuests,  
Greetings!!  
You have successfully completed the Safety Induction Video with Abu Dhabi Ports. Please find the details below

Applicant Name: NadeemGuests  
IDType: Emirates ID  
IDNumber: 7810000000000000  
PassType: Short Term Pass Online  
Category: Contractor  
Safety Induction Certificate No.: CO202001\_000003156  
Safety Induction Certificate Issue Date: 1/28/2020 1:41:51 PM  
Safety Induction Certificate Validity: 3/28/2021 1:41:51 PM

Please click [Download](#) for the Safety Induction Certificate.

**Safety induction certificate notification**

# Validate Request at Port Gate

Carry ID or Permit copy at the port gate to validate



*Abu Dhabi Ports gate security uses a smart security iPad application for validating your gatepass & permit details*

## Approved Gatepass

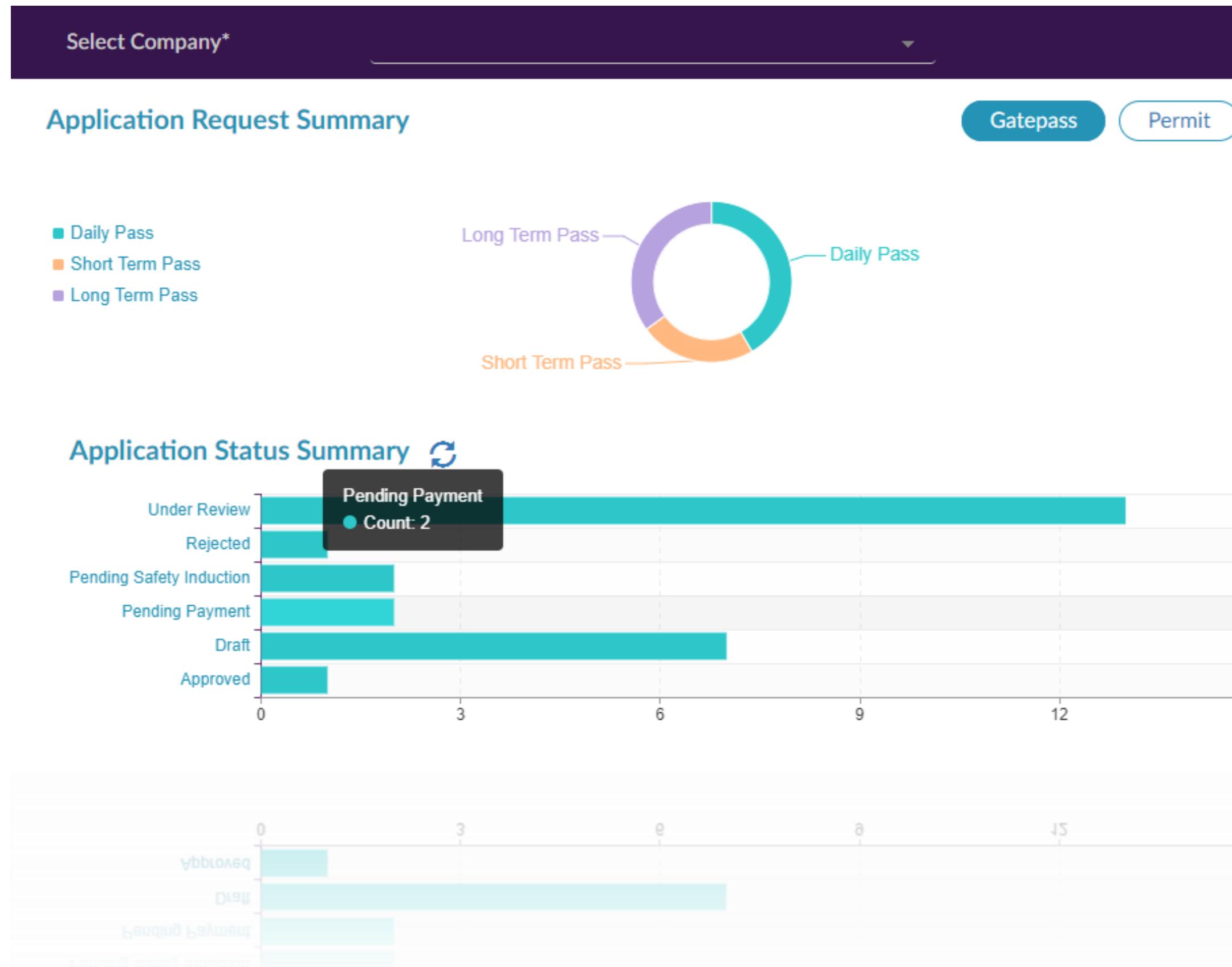
- Entry inside the port is only permitted with approved Gatepass
- Carry your ID during your visit inside Abu Dhabi Ports
- Depending on ID details declared at the time of request, security will validate the details on their security iPad application at the gate

## Approved Permit

- You may download & print permit either from email or after login from the approved request page
- Carry your ID along with permit & relevant document during your visit inside Abu Dhabi Ports
- Gate security can link your approved gatepass with approved permit request at the port gate using their security iPad application
- Gate security can update the approved gatepass to the approved permit using their security iPad application

# Dashboard & Request Summary

**View statistical summary of Gatepass & Permit request for Registered customer only**



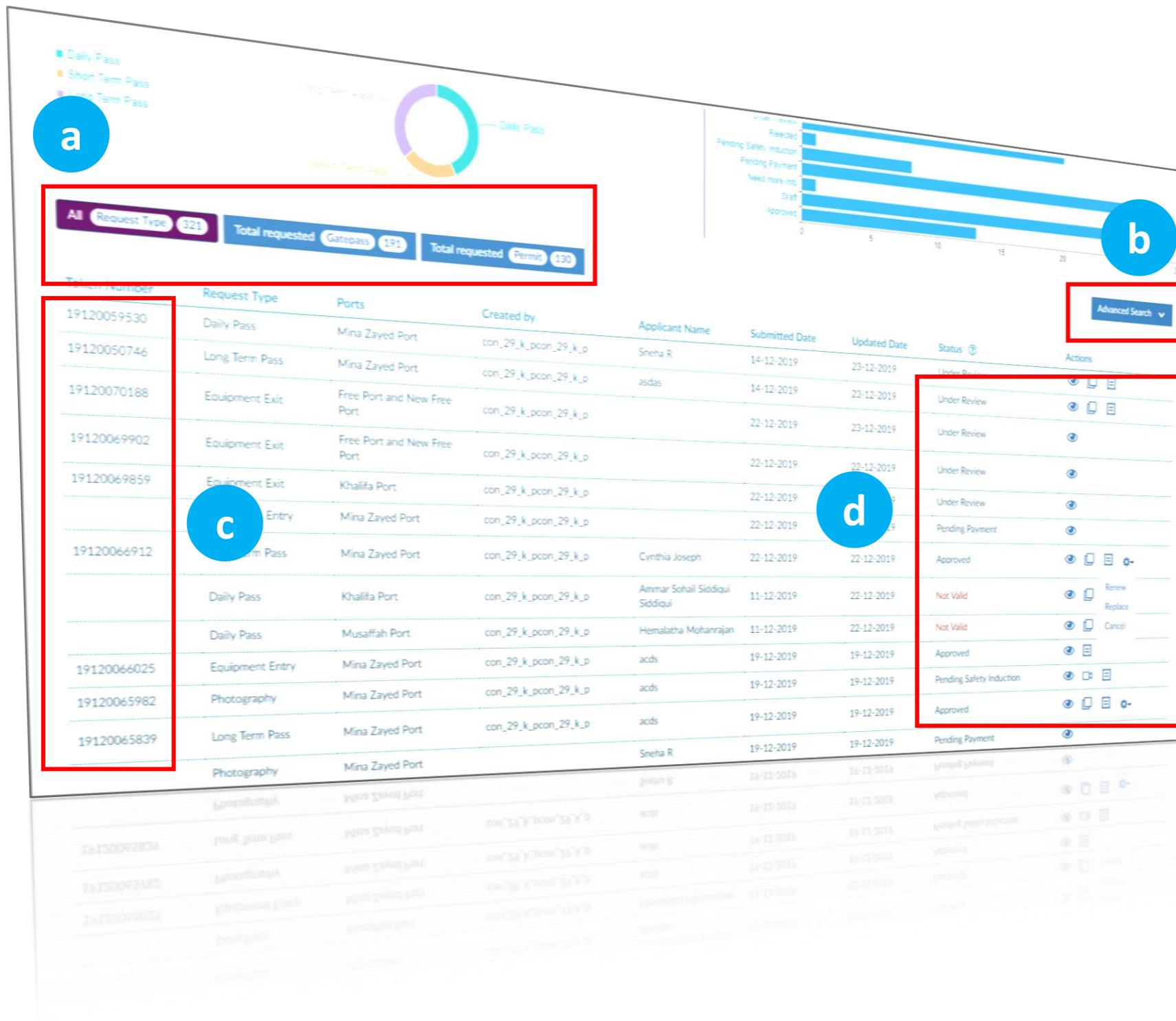
**Select the registered company for viewing the statistical summary & detailed request**

- Click on Gatepass to view request summary based on pass type
- Mouse-over & View the percentage of request on the pie chart
- Click on any pass type on the pie chart to view the summary based on request status
- Mouse-over & View the count of request for each status
- Click on Permit to view request summary based on permit type
- Mouse-over & View the percentage of request on the pie chart
- Click on any permit type on the pie chart to view the summary based on request status
- Mouse-over & View the count of request for each status

**Request summary will appear on home page after login**

# Request Status

# **View request status on Dashboard for Registered customer only**

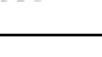


*Statuses will appear on the dashboard and latest will appear based on updated date*

- a. View submitted request by clicking on any of the tabs, by default ‘All Request’ will be displayed
  - b. Search your submitted request by clicking ‘Advanced Search’ and select search criteria – ID type, Port, Applicant Name, Status, Token No. (gatepass or permit no.)
  - c. Each request when submitted will be assigned a Token no. (Gatepass or Permit no.). It’s a unique no. for each request.
  - d. Requests may have any one of the following statuses :
    - *Draft : Request saved with minimal details & not submitted*
    - *Pending Payment : Request added to payment cart for making the payment later, request pending to be submitted*
    - *Pending Safety Induction : Day one induction is selected to be watched later after payment*
    - *Submission In-Progress : Request submitted but token no. (ePass no./permit no.) is pending to be received*
    - *Under Review : Request is under approval process & Token no. received*
    - *Approved : Gatepass or Permit is issued on approval*
    - *Rejected : Gatepass or Permit is not issued on rejection*
    - *Need More Info : Port Pass team need more information to process the request*
    - *Not Valid : Request becomes invalid as result of no payment before entry date expiry*

# Status and Action

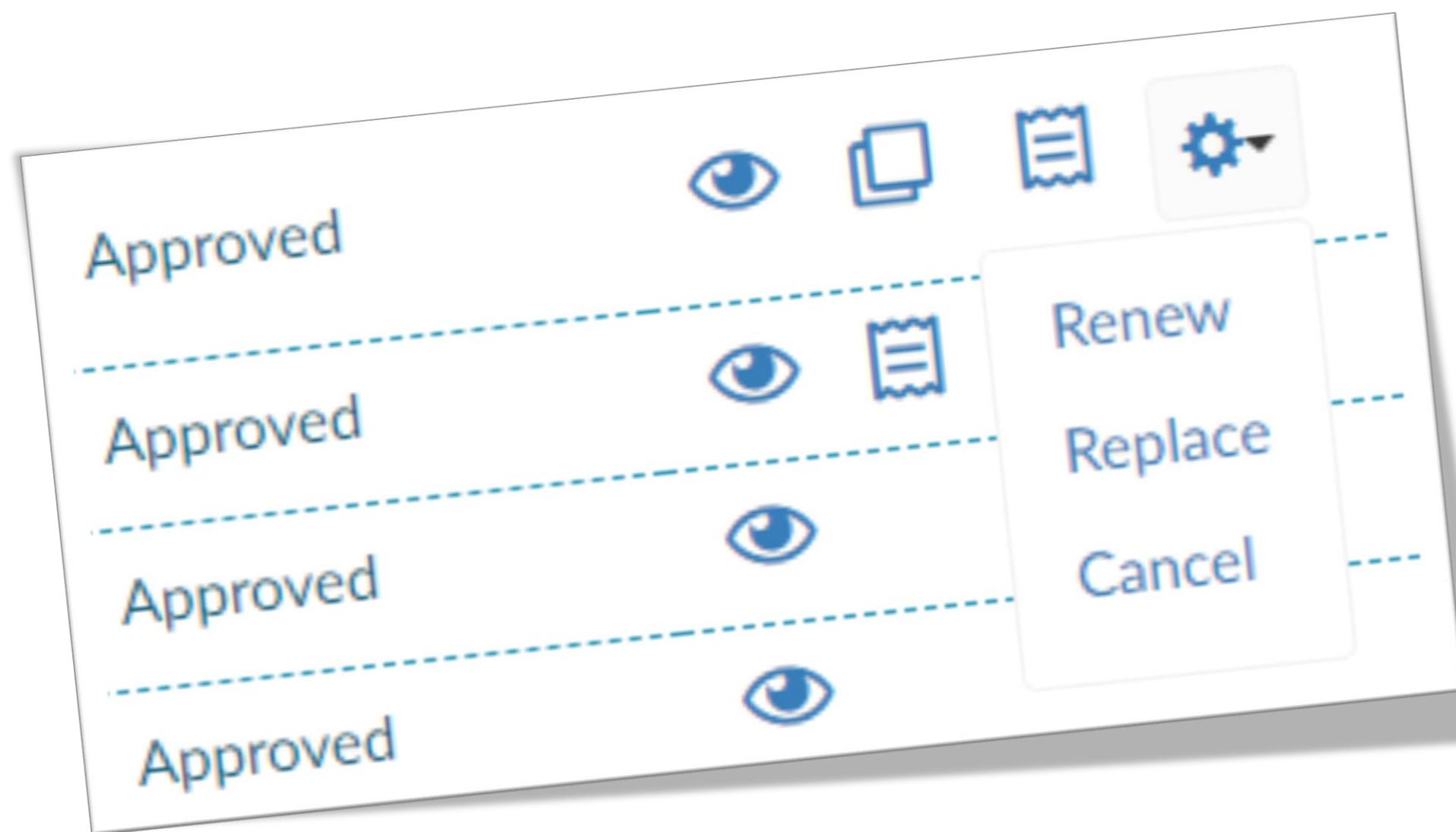
Each status has an action icon on Dashboard for Registered customers only

Request Status	Icon	Action Description
Draft	 	Edit or Delete
Pending Payment	 34	Appears with count as part of Action Required
Pending Safety Induction	   	View   Clone   Play Video   Payment Receipt
Submission In-Progress	  	View   Clone   Payment Receipt
Under Review	  	View   Clone   Payment Receipt
Approved	   	View   Clone   Payment Receipt   More (Renew/Replace/Cancel)
Rejected	  	View   Clone   Payment Receipt
Need more info	 	Update Details   Payment Receipt
Not Valid	 	View   Clone
<b>Action Required</b>	 2  12  34	Update Info   Play Video   Payment Cart <i>It appears on the top right of the dashboard. Click to take action if count appears next to respective icon</i>

Click on respective icon to take action

# Gatepass Renew, Replace, Cancel

Take action on approved gatepass by selecting a Token No. (ePass no./Permit No.) on Dashboard



Select a request to perform the respective action

## Renew

- Click renew to view the previously raised request, submit by updating the new dates
- Personal & pass details provided earlier except full name, Category, Pass Type, Ports and area selected cannot be changed
- This service is payable based on the tariff displayed while requesting.
- Request will be submitted for approval once paid
- New Token no. will be generated for this request

## Replace

- Click replace to view the previously raised request and provide the reason & comments
- Personal & pass details provided earlier cannot be changed
- This service is payable based on the tariff displayed while requesting.
- Request will be submitted for approval once paid
- New Token no. will be generated for this request and previous Token no. will be printed on the replace gatepass

## Cancel

- Click cancel to cancel the previously raised request and provide the reason & comments
- Personal & pass details provided earlier cannot be changed
- It will be cancelled immediately upon submission

# How can we help you ?

Please write us on [mgservice.desk@maqta.ae](mailto:mgservice.desk@maqta.ae) for any Queries,  
Concerns or Feedback

Or

Call us on 800 10 2030

# Thank You

