



Company User Training Document



*ACCESS***ADGM**

In this training we will help you to:

- An 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** different 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**
- **Access** payment 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.

 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

*ACCESS*ADGM



Understand Key Concepts

Term	What is it?
Alerts	Periodically notify client about changes in services or about document expiry dates, etc.
News & Updates	Broadcast important information related to the entity or ADGM in general.
Support / Cases	Allows clients to provide detailed feedback and raise 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.
Documents	A list of documents related to the service request raised.
Actions Required	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 :

- Visit this link <https://access.adgm.com>
- You may also visit <https://www.adgm.com/operating-in-adgm/e-services/accessadgm-government-services-portal/> for guidance, FAQs, and user manuals.
- Select **ACCESSADGM**
- User will be directed to **ACCESSADGM** Portal Login screen

Operating in ADGM

ACCESSADGM Government Services Portal

Home > Operating in ADGM > eServices > ACCESSADGM Government Services Portal

Providing a digitised experience for government-related services

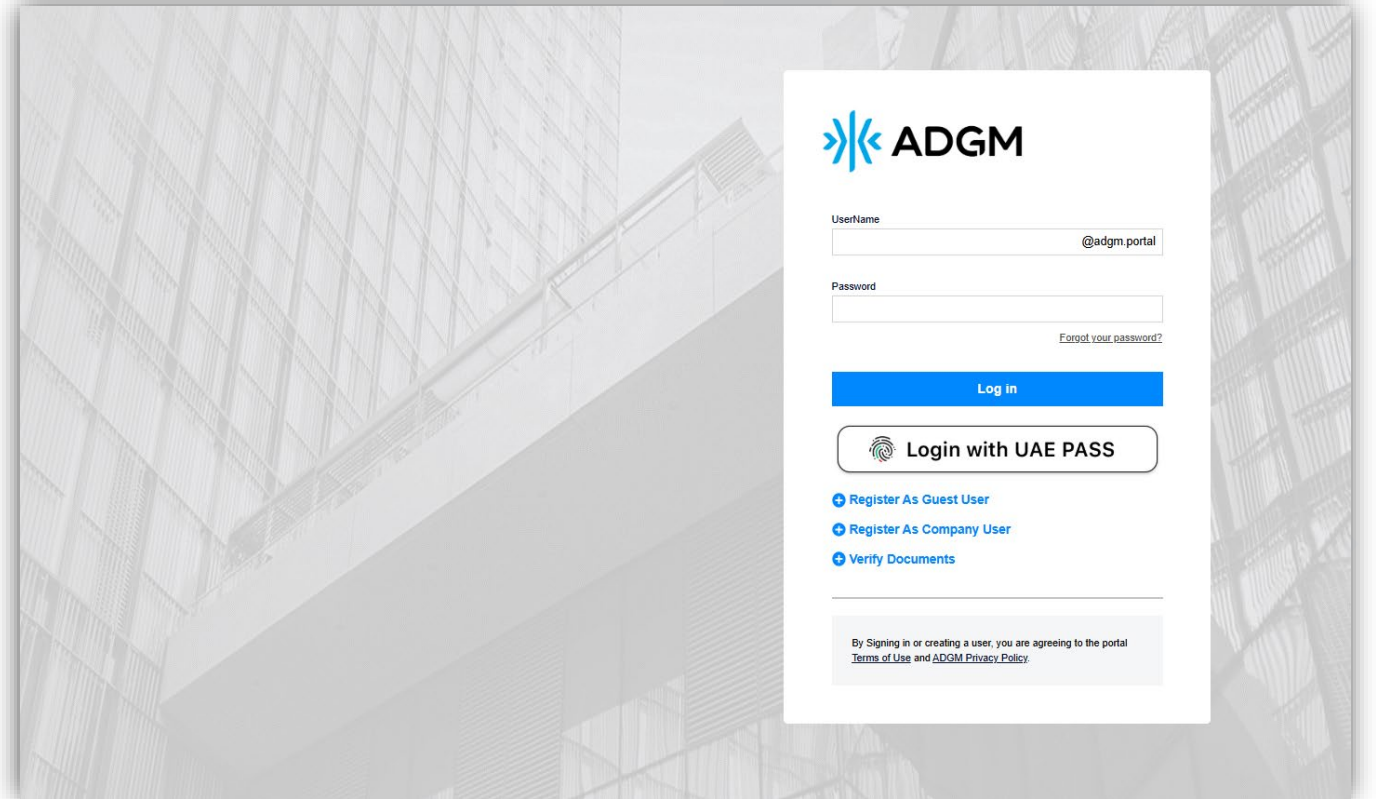
ADGM government related services can be accessed through **ACCESSADGM** client portal, a highly efficient, comprehensive and integrated online portal that has contributed to enhancing our ease of doing business and enjoying a seamless digital experience by our clients.

ACCESSADGM client portal provides a wide range of services including visas, permits, postal services,

2. Guest User: this user is an admin from a non-registered company, who has access to the portal for

Register as a Company User

- User has the option to register as a **Company User** for registered ADGM entities.
- **Guest User** is for entities non-registered in ADGM.
- User can also opt to log in using **UAE Pass** upon registration if they are a UAE resident.



The screenshot displays the ADGM user interface. At the top right is the ADGM logo. Below it are two input fields: 'UserName' with the placeholder '@adgm.portal' and 'Password'. A link for 'Forgot your password?' is positioned below the password field. A blue 'Log in' button is centered below the fields. A 'Login with UAE PASS' button, featuring a fingerprint icon, is located below the 'Log in' button. Three links are listed below: '+ Register As Guest User', '+ Register As Company User', and '+ Verify Documents'. At the bottom, a small text box states: 'By Signing in or creating a user, you are agreeing to the portal Terms of Use and ADGM Privacy Policy.'

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.
- 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 **Save** at the bottom to proceed.

Personal Information:

- * Title:
- * First Name:
- Middle Name:
- * Last Name:
- * Date Of Birth:
- * Work Email:
- * Contact Number:

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

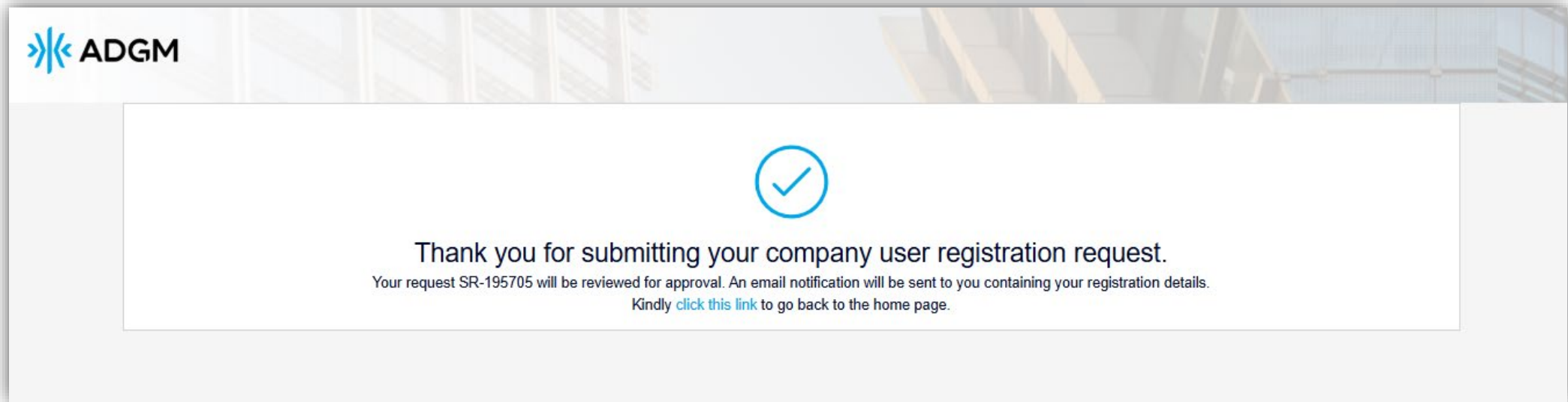
Available	Chosen
Company Services	
Permits Services	
Visa & Letter Services	
Business Directory	

Username Details

* Username @adgm.portal [Check Availability](#)

Documents

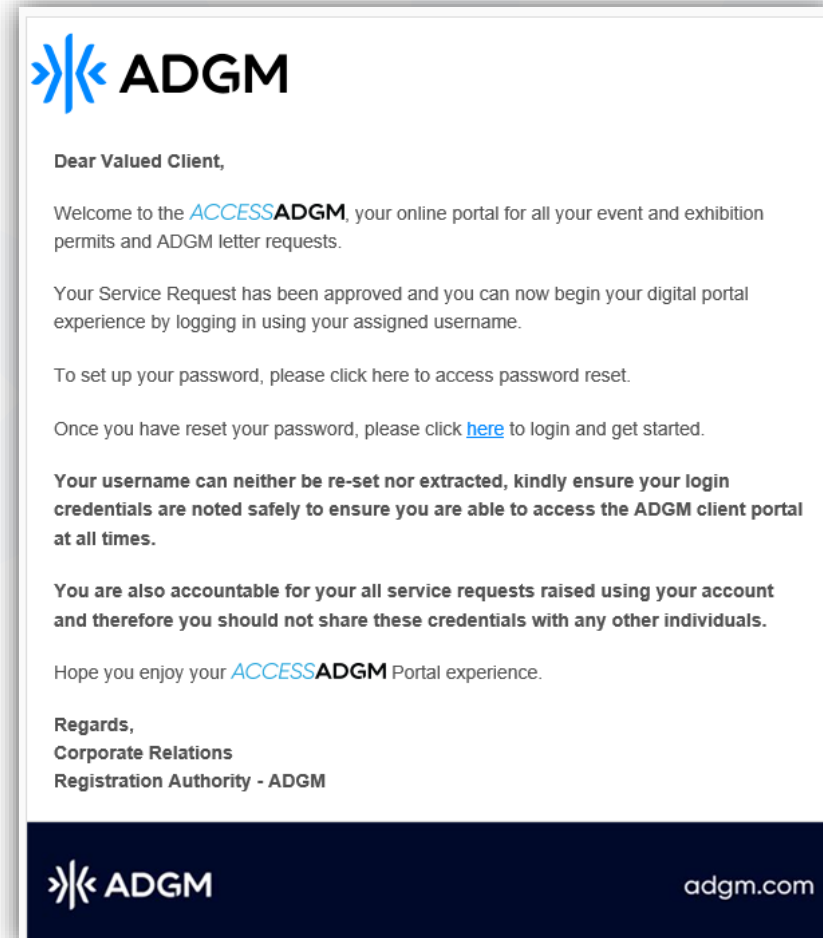
Name	Description	Upload Files
Passport Copy/Emirates ID of Authorized Signatory	Please upload valid passport copy/emirates ID of the authorized signatory.	<input type="button" value="Upload Files"/> Or drop files
Passport Copy/Emirates ID of Delegated Portal User	Please upload passport copy/emirates ID of the Delegated Portal User.	<input type="button" value="Upload Files"/> Or drop files
Authorization Letter (Click here to access template)	Please upload signed letter from authorized signatory	<input type="button" value="Upload Files"/> Or drop files



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

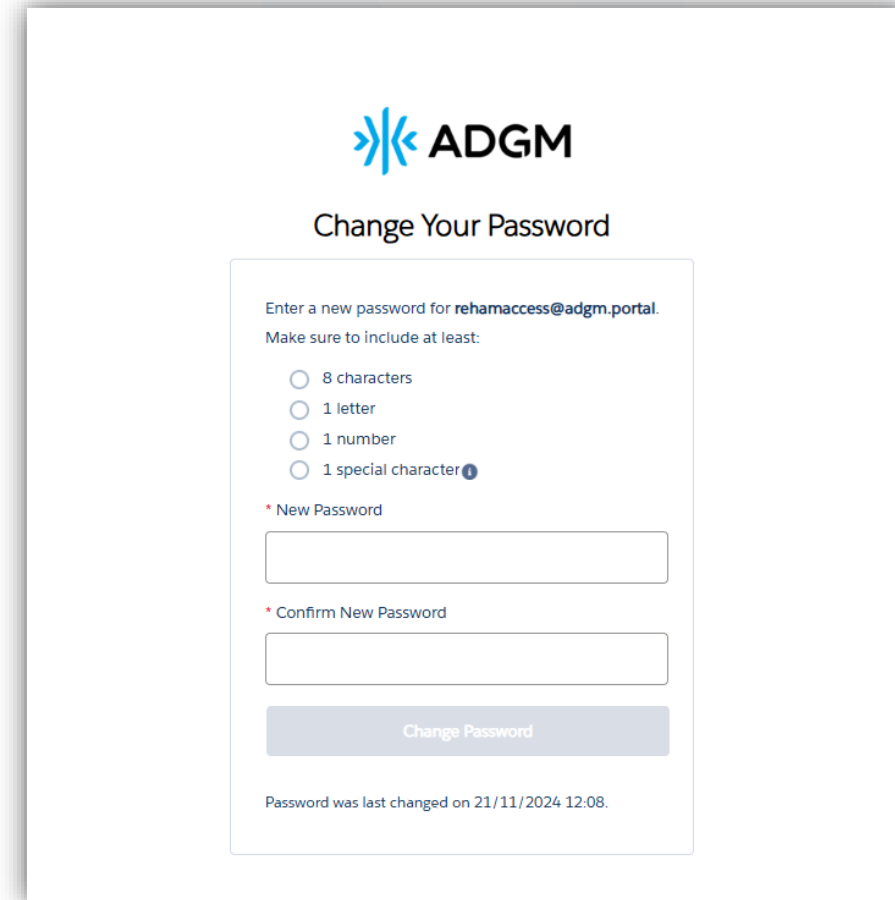
Login to the ACCESSADGM Portal


- 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 ACCESSADGM Portal

- User is required to set a new password before logging into the portal.
- The password requirements:
 - 8 characters
 - 1 letter
 - 1 number
 - 1 special character
- Click on **Change Password** to set the new password.



 **ADGM**

Change Your Password

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

- 8 characters
- 1 letter
- 1 number
- 1 special character ⓘ

* New Password

* Confirm New Password

Change Password

Password was last changed on 21/11/2024 12:08.

Navigate through the Client Portal

ACCESSADGM



Navigate through the ACCESSADGM Portal

1. Tabs allow user to easily access the **Home** page, **Services**, **Entity Profile**, **Manage Portal Users**, **Payments**, **Support**, **Third Party Services**, and **Business Directory**.
2. Allows user to perform **global search**, view **company** information and general **settings**.
3. User can upload or edit a **profile picture**.
4. Quick Links allow user to access **Tutorial & Manuals**, **Knowledge Center**, and The **Online Registry Solution**.
5. User can view **Draft** requests, **Submitted** requests, **Approved** Requests and **Pending Actions**.

The screenshot displays the ACCESSADGM Portal interface. At the top left is the ADGM logo. A search bar is located at the top right. A navigation bar contains tabs for Home, Services, Entity Profile, Manage Portal Users, Payments, Support, Third Party Services, and Business Directory. Below the navigation bar is a welcome message for 'Rola' and a brief overview of the portal's services. The main content area is divided into several sections: 'Company Overview' (showing details for 'Test Registered Company L.L.C.'), 'Pending Actions' (a table of service requests requiring attention), 'Alerts' (showing no records), 'Quick Links' (with links to Tutorials & Manuals, Knowledge Center, and Online Registry Solution), and 'All Service Requests' (a table of draft requests). A 'Wallet' section at the bottom left shows a balance of 294101.33 AED. A 'Medical Appointment Calendar' is visible at the bottom right. Numbered callouts (1-5) highlight the navigation tabs, search bar, profile picture, Quick Links, and Pending Actions table respectively.

SR Number	Service Request Name	Status
SR-163447	Employment Visa - New	Awaiting Confirmation
SR-168333	Employment Visa - New	Confirm Applicant Status
SR-168321	Employment Visa - New	Awaiting Applicant Arrival
SR-168706	Employment Visa - New	Awaiting Applicant Arrival
SR-168707	Employment Visa - New	Awaiting Re-Upload
SR-170481	Employment Residence Visa - Renewal	Awaiting Upload of Health Insurance Card
SR-170496	Employment Visa - New	Awaiting Re-Upload

SR Number	Service Request Name	Status
SR-195233	Temporary Alcohol Permit	Draft
SR-195183	Cancel - Full Time Non Sponsored Employee	Draft
SR-195182	Temporary Work Permit - Cancellation	Draft
SR-194622	Temporary Fit Out Security Clearance	Draft

Navigate through the ACCESSADGM Portal

ADGM Search...

We are currently experiencing technical issues, which may cause a delay in service.

[Home](#) [Services](#) [Entity Profile](#) [Manage Portal Users](#) [Payments](#) [Support](#) [Third Party Services](#) [Business Directory](#)

Welcome Rola

Welcome to ACCESSADGM, a world of services at your fingertips! From here you can access over 60 government related services, including company services, visa services, letters and permits. Your ACCESSADGM homepage dashboard displays the status of all your service requests and cases, in addition to many more value added services for full transparency.

Company Overview

Company Name
(Test Registered Company L.L.C.)

Entity ID
9000006ASD

Entity Status
Registered

Establishment Card Expiry Date
04/08/2023

E-Channel Expiry Date
03/11/2024

Employment Allocation
63/100

Pending Actions

Following are actions that require your immediate attention

SR Number	Service Request Name	Status
SR-163447	Employment Visa - New	Awaiting Confirmation
SR-168333	Employment Visa - New	Confirm Applicant Status
SR-168321	Employment Visa - New	Awaiting Applicant Arrival
SR-168706	Employment Visa - New	Awaiting Applicant Arrival
SR-168707	Employment Visa - New	Awaiting Re-Upload
SR-170481	Employment Residence Visa - Renewal	Awaiting Upload of Health Insurance Card
SR-170496	Employment Visa - New	Awaiting Re-Upload

Page 1 of 1

Alerts

No Records to Show.

Quick Links

- [Tutorials & Manuals](#)
- [Knowledge Center](#)
- [Online Registry Solution](#)

Medical Appointment Calendar

[Book Appointment](#) [View All](#)

November 2024

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

All Service Requests

SR Number	Service Request Name	Status
SR-195233	Temporary Alcohol Permit	Draft
SR-195183	Cancel - Full Time Non Sponsored Employee	Draft
SR-195182	Temporary Work Permit - Cancellation	Draft
SR-194622	Temporary Fit Out Security Clearance	Draft

Wallet

AED **294101.33** [Top Up](#)

6. User can view all **Alerts** here such as permit expiry dates.
7. User can view the current **Wallet Balance** and also perform a recharge.
8. Visa **Medical Appointment Calendar** widget allows user to book an appointment for visa medical by selecting a specific date and time.

Navigate through the ACCESSADGM Portal

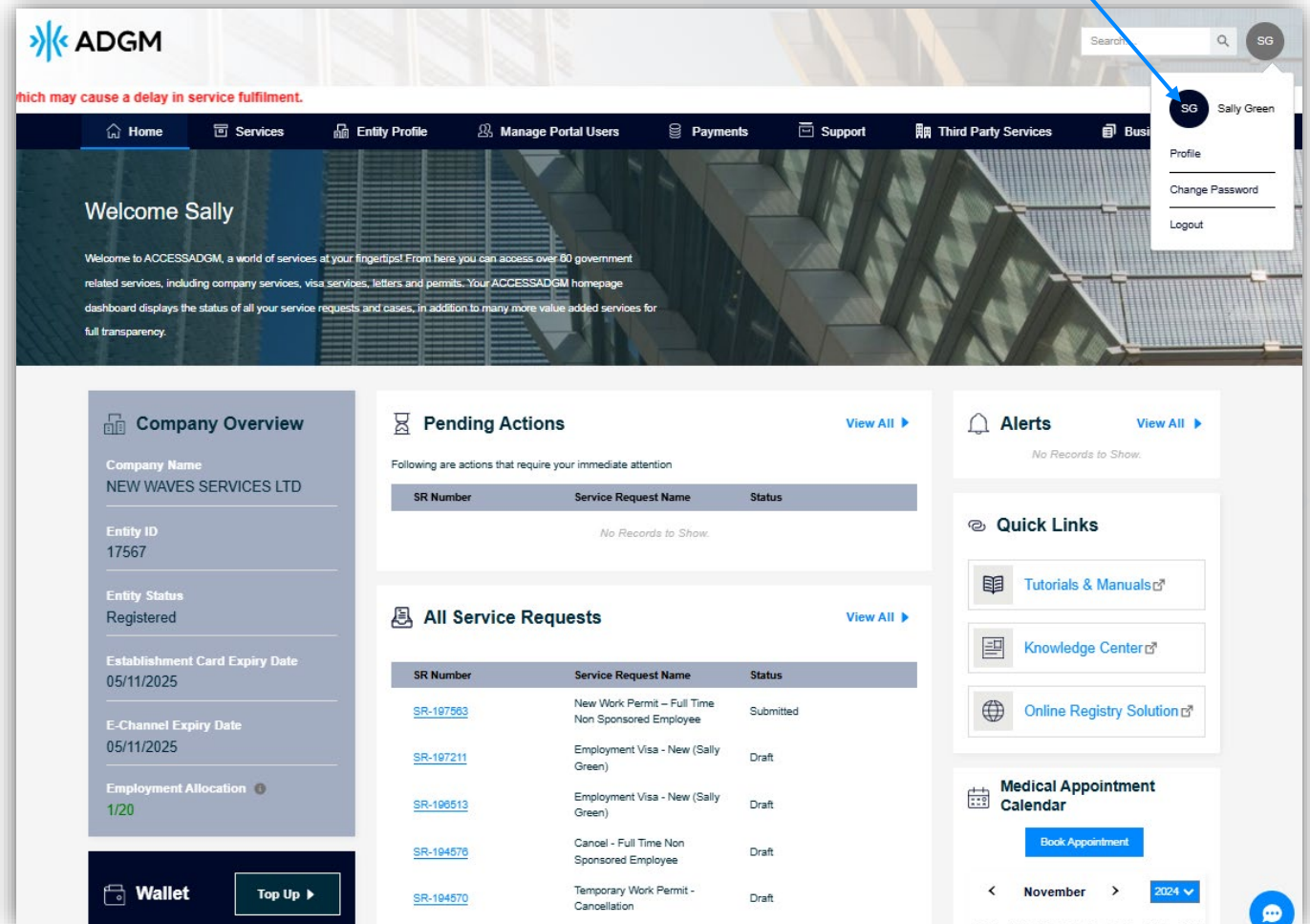
9. Displays all important **News & Updates** released by ADGM.
10. Displays ADGM **contact** information.
11. The **ADGM Bot** can assist providing information on various Government Services.

The screenshot displays the ACCESSADGM Portal interface. At the top, there are navigation links for 'SR-193414' and 'Draft'. Below this, a 'News & Updates' section is highlighted with a blue box and a callout '9'. The news item features a large image with the Arabic text 'عيد الاتحاد' (Eid al-Uthman) and '51' (51st UAE National Day). The title of the news item is 'Commemoration Day & 51st UAE National Day Holiday'. The text below the title reads: 'Dear Valued Client, On the occasion of Commemoration Day & the 51st UAE National Day, ADGM offices will be closed from Thursday 1st of December 2022 until Friday 2nd December 2022. In case of further enquiries, please feel free to contact us... Read More'. A 'View All' link is visible in the top right corner of the news section. At the bottom of the page, there is a footer with the ADGM logo, a 'Links' section with 'Privacy Policy' and 'Terms & Conditions', a 'Contact Us' section with email 'accessadgm.cases@adgm.com' and phone numbers '+971 2 333 8888' and '+971 2 643 2384', and a 'Follow Us' section with icons for LinkedIn, Twitter, Instagram, and YouTube. A callout '10' points to the 'Contact Us' section. A callout '11' points to a chat icon in the bottom right corner. The page number 'Page 1 of 28' is visible in the center of the page.

Update Profile Picture

User can update the profile picture by Following the steps below:

1. Click on the profile icon at the top right corner.
2. Select **Profile**.
3. Scroll down to **Upload Profile Picture**.
4. Click on “**Upload Files**”.



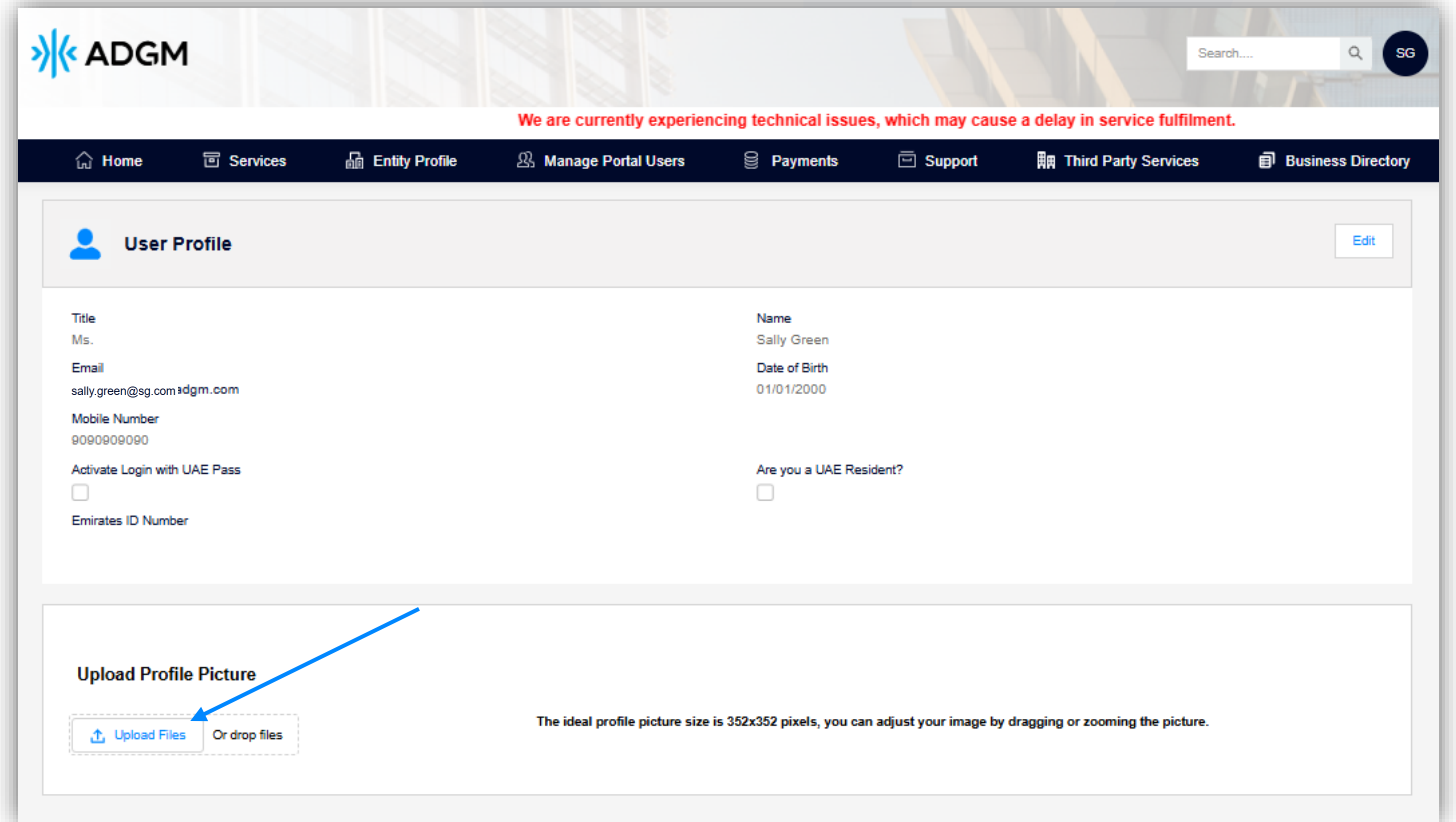
The screenshot shows the ADGM user dashboard. At the top right, there is a search bar and a user profile icon labeled 'SG Sally Green'. A blue arrow points to this icon, which has a dropdown menu open. The menu options are: Profile, Change Password, and Logout. The dashboard content includes a 'Welcome Sally' message, a 'Company Overview' section with details for 'NEW WAVES SERVICES LTD', 'Pending Actions' (no records), 'All Service Requests' (a table of requests), 'Alerts' (no records), 'Quick Links' (Tutorials & Manuals, Knowledge Center, Online Registry Solution), and a 'Medical Appointment Calendar' for November 2024.

SR Number	Service Request Name	Status
SR-197563	New Work Permit – Full Time Non Sponsored Employee	Submitted
SR-197211	Employment Visa - New (Sally Green)	Draft
SR-196513	Employment Visa - New (Sally Green)	Draft
SR-194576	Cancel - Full Time Non Sponsored Employee	Draft
SR-194570	Temporary Work Permit - Cancellation	Draft

Update Profile Picture

User can update the profile picture by Following the steps below:

1. Click on the profile icon at the top right corner.
2. Select **Profile**.
3. Scroll down to **Upload Profile Picture**.
4. Click on “**Upload Files**”.



The screenshot displays the ADGM user profile interface. At the top, there is a navigation bar with the ADGM logo, a search bar, and a user profile icon labeled 'SG'. Below the navigation bar, a red banner indicates technical issues. The main content area is titled 'User Profile' and includes an 'Edit' button. The profile details are as follows:

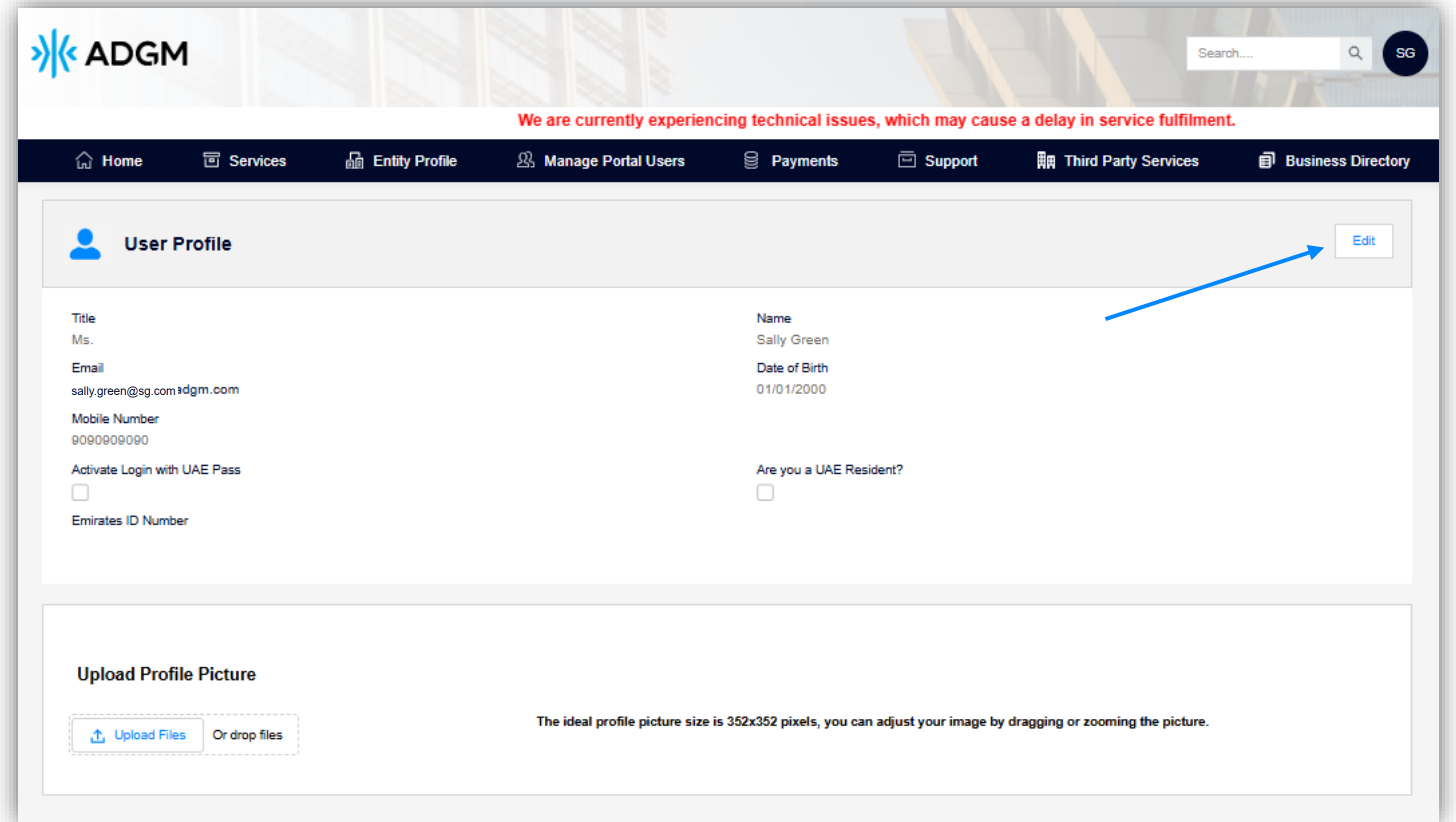
Title Ms.	Name Sally Green
Email sally.green@sg.com@dgm.com	Date of Birth 01/01/2000
Mobile Number 9090909090	
Activate Login with UAE Pass <input type="checkbox"/>	Are you a UAE Resident? <input type="checkbox"/>
Emirates ID Number	

Below the profile details, there is a section titled 'Upload Profile Picture'. It features a button labeled 'Upload Files' with a blue arrow pointing to it, and the text 'Or drop files'. To the right of this section, a note states: 'The ideal profile picture size is 352x352 pixels, you can adjust your image by dragging or zooming the picture.'

Update Contact Information

User can update the Contact Information on the Portal :

1. Click on the profile icon on the top right hand corner of the screen.
2. Select **Profile** then click on **Edit**.
3. User can update the **First Name, Last Name** and activate **UAE Pass**.
4. Click on **Save** to confirm.



The screenshot displays the ADGM user profile interface. At the top, there is a navigation bar with the ADGM logo, a search bar, and a user profile icon labeled 'SG'. A red banner below the navigation bar states: "We are currently experiencing technical issues, which may cause a delay in service fulfilment." The main navigation menu includes: Home, Services, Entity Profile, Manage Portal Users, Payments, Support, Third Party Services, and Business Directory. The "User Profile" section is active, showing a user icon and the title "User Profile". An "Edit" button is located in the top right corner of this section, with a blue arrow pointing to it. The profile details are organized into two columns:

Title Ms.	Name Sally Green
Email sally.green@sg.com@dgm.com	Date of Birth 01/01/2000
Mobile Number 9090909090	
Activate Login with UAE Pass <input type="checkbox"/>	Are you a UAE Resident? <input type="checkbox"/>
Emirates ID Number	

Below the profile details is the "Upload Profile Picture" section, which includes an "Upload Files" button and the text: "The ideal profile picture size is 352x352 pixels, you can adjust your image by dragging or zooming the picture."

Update Contact Information

User can update the Contact Information on the Portal :

1. Click on the profile icon on the top right hand corner of the screen.
2. Select **Profile** then click on **Edit**.
3. User can update the **First Name**, **Last Name** and activate **UAE Pass**.
4. Click on **Save** to confirm.

The screenshot displays the ADGM portal interface. At the top, there is a navigation bar with the ADGM logo, a search bar, and a user profile icon labeled 'SG'. Below the navigation bar, a dark banner contains the text: "We are currently experiencing technical issues, which may cause a delay in service". The main navigation menu includes links for Home, Services, Entity Profile, Manage Portal Users, Payments, Support, Third Party Services, and Business Directory. The central content area shows the "User Profile" section with an "Edit" button. A modal window titled "Edit User Profile" is open, containing the following fields:

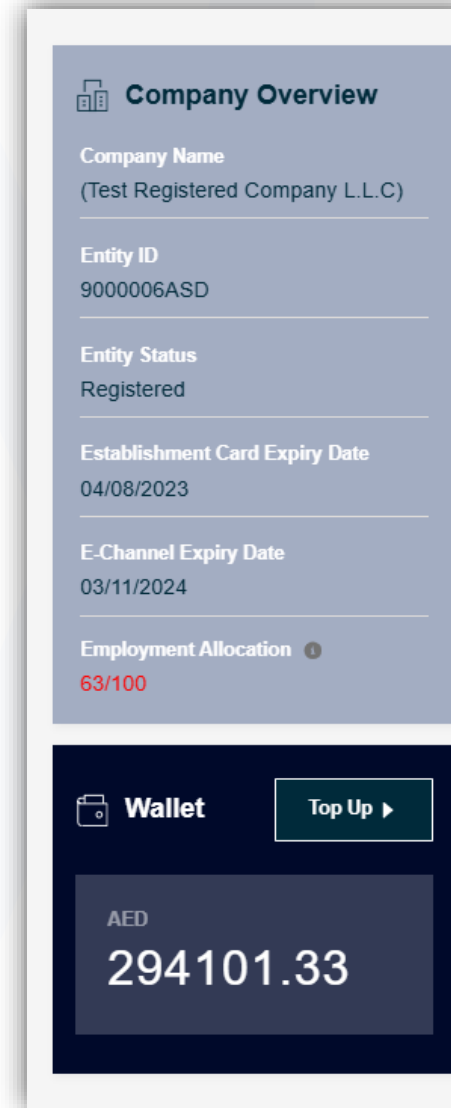
- Title: Ms.
- Email: sally.green@sg.com
- Mobile Number: 0000000000
- Activate Login with UAE Pass:
- Emirates ID Number:
- First Name: Sally
- Last Name: sally.green@sg.com
- Email: sally.green@sg.com.jm.com
- Mobile Number: 0000000000

At the bottom of the modal, there are "Cancel" and "Save" buttons. A blue arrow points to the "Save" button. Below the modal, there is an "Upload Profile Picture" section with "Upload Files" and "Or drop files" options. The footer contains the ADGM logo, copyright information, links to Privacy Policy and Terms & Conditions, contact information (accessadgm.cases@adgm.com, +971 2 333 8888, +971 2 643 2394), and social media links for LinkedIn, Twitter, Instagram, and YouTube.

Overview of Portal Sidebar

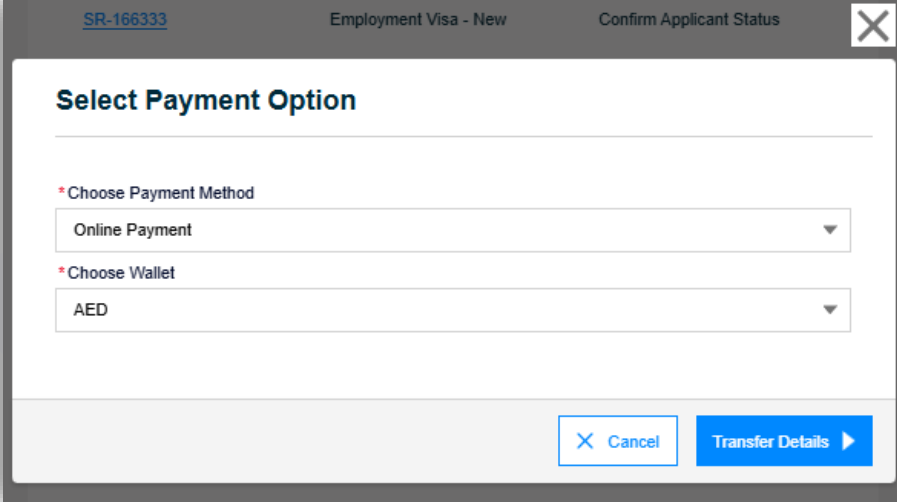
The Portal Sidebar allows quick access to the following :

- **Company Overview** including:
 - **Company Name**
 - **Entity ID**
 - **Entity Status**
 - **Establishment Card Expiry Date**
 - **E-Channel Expiry Date**
 - **Employment Allocation**
- The Portal's **Wallet** displays the entity's current balance and is updated after every successful transaction.
- User can top up the portal balance by clicking on **Top Up**, then selecting either **Online Payment** or **Wire Transfer** and proceeding with the transfer details.

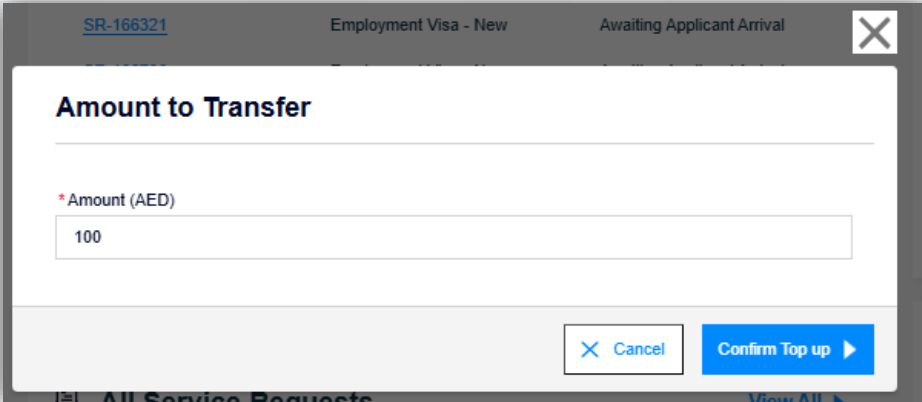


Top Up Portal Balance through Online Payment

- User can top up the portal balance either through **Online Payment** or **Wire Transfer**.
- To top-up portal balance using **Online Payment**:
 - Select the **Online Payment** method.
 - Click on **Transfer Details**.
 - Enter the amount to be recharged in the box.
 - Click on **Confirm Top up**.
 - User will be redirected to **Payment Gateway** where they 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 **Payments** tab.



The screenshot shows a dialog box titled "Select Payment Option" with a close button (X) in the top right corner. The dialog box contains two dropdown menus: "* Choose Payment Method" with "Online Payment" selected, and "* Choose Wallet" with "AED" selected. At the bottom right, there are two buttons: "Cancel" and "Transfer Details".



The screenshot shows a dialog box titled "Amount to Transfer" with a close button (X) in the top right corner. The dialog box contains a text input field labeled "* Amount (AED)" with the value "100" entered. At the bottom right, there are two buttons: "Cancel" and "Confirm Top up".

Top Up Portal Balance through Wire Transfer

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

- Select **Wire Transfer** from the drop down. Button.
- Click on **Transfer Details**.
- Enter the amount to be recharged in the box.
- Enter the **Bank Transfer Number** and 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 **Payments** section.

Transfer Details

* Entity <input type="text" value="(Test Registered Company L.L.C)"/>	* Payment Purpose <input type="text" value="Portal Deposit"/>
* Payment Method <input type="text" value="Electronic Funds Transfer"/>	* Payment Currency <input type="text" value="AED"/>
* Amount <input type="text"/>	* Bank Transfer Number <input type="text"/>

Description

Proof of Payment

* Upload File
 Or drop files

Total Portal Balance After Transfer: 294101

Bank Account Details:

Bank Name:	First Abu Dhabi Bank (FAB)
Account Name:	ADGM REGISTRATION AUTHORITY
Account Number:	4021003571090031
IBAN Number:	AE350354021003571090031
Branch:	H.O. Sheikh Khalifa Street, Abu Dhabi, UAE
Swift Code/BIC:	NBADAEEA

View Entity 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 **Entity Profile** tab.
- User can see the following information under the **Entity Profile** tab:
 - **Entity 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 employees of the company here. User can also search for a particular entity by typing their name in the search box.
 - Obtain more information about the employee such as their visa, work permit, and passport details .

The screenshot displays the 'Entity Profile' interface with the following sections:

- Entity Details:** A table with fields for Entity ID (900000ASD), License Issue Date (19/04/2017), Establishment Card No (781575), Establishment Arabic Name (Arabic), Establishment Card Issue Date (01/11/2020), E-Channel Status (Active), E-Channel Expiry Date (03/11/2024), Entity Status (Registered), License Expiry Date (16/04/2025), Establishment Card Status (Active), Establishment English Name (English Name), Establishment Card Expiry Date (04/08/2023), E-Channel Issue Date (20/05/2024), and Establishment Card Document (Preview).
- P.O. Boxes:** A table with columns: PO Box #, PO Box Name, Status, Start Date, Expiry Date, and Type. It lists four boxes with statuses like 'Cancelled' and 'Allocated'.
- Search Active Employees:** A search bar with the text 'Search By Name' and an 'Export All Employees' button.
- Full Time Employees:** A table with columns: Name, Passport Number, Nationality, Employee Type, Work Permit Expiry Date, and Employment Status. It lists five employees with various nationalities and employment types.
- Temporary Employees:** A table with columns: Name, Passport Number, Nationality, Work Permit Expiry Date, and Employment Status. It lists one employee: Khawli Hassan Ali AlMarsoofi.
- Cancelled Employees:** A table with columns: Name, Passport Number, Nationality, Work Permit Expiry Date, and Employment Status. It lists one cancelled employee: Ghazi User, Test, work permit.

Manage Portal Users

- An active portal user can add another portal user who if approved by ADGM will be granted access to the AccessADGM Client Portal.
- To manage portal users:
 - Click on **Manage Portal Users** tab.
 - The system will display all users including those with status still Under Review.
 - 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.

The screenshot displays the 'Manage Portal Users' interface. At the top, it says 'Manage Portal Users' and 'Create/Update Users'. Below this is a 'List Of Users' section with a search bar and a table of users. The table has columns for Name, Username, Email, Access Type, Status, and Actions. Three users are listed: Sally Green Hani (Active), Saif (Inactive), and Test Test (Inactive). Below the table is a pagination control showing 'Showing 1 of 13 Page(s)'. The bottom section is a form for adding a new user, titled 'Information'. It contains fields for Title, First Name, Middle Name, Last Name, Date Of Birth, Work Email, and Contact Number. Below the form is a 'Requested Services' section with a note and a list of services to be selected.

Name	Username	Email	Access Type	Status	Actions
Sally Green Hani	sally.green@adgm.portal.newuat		Company Services;Payment - Account Services;Visa & Letter Services;Permits Services	Active	
Saif	saif@adgm.portal.nce.com.newuat		Company Services;Payment - Account Services;Visa & Letter Services;Permits Services	Inactive	
Test Test	test@adgm.portal@adgm.portal.newuat		Company Services;Visa & Letter Services	Inactive	

View Government Services

- The **Services** tab allows user to view the different Government 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.
- The below service types are available under Government Services:
 - **Company Services** (Establishment, E-channels, PO Box)
 - **Letters & Permits**
 - **Visa Services**

The screenshot displays the ADGM website's 'Services' page. At the top, the ADGM logo is on the left, and a search bar is on the right. A navigation menu below the header includes 'Home', 'Services', 'Entity Profile', 'Manage Portal Users', 'Payments', 'Support', 'Third Party Services', and 'Business Directory'. The 'Services' tab is highlighted with a blue arrow. Below the navigation, the page is divided into two main sections: 'Government Services' on the left and 'Company Services' on the right. The 'Government Services' section has a sidebar with three items: 'Company Services' (highlighted), 'Letters & Permits', and 'Visa Services'. The 'Company Services' section on the right contains a search bar and two sub-sections: 'Establishment Services' and 'P.O. Box Services'. A red banner at the top right of the page reads: 'We are currently experiencing technical issues, which may cause a delay in service'. The footer contains the ADGM logo, copyright information, links to 'Privacy Policy' and 'Terms & Conditions', contact information, and social media links for LinkedIn, Instagram, Twitter, and YouTube.

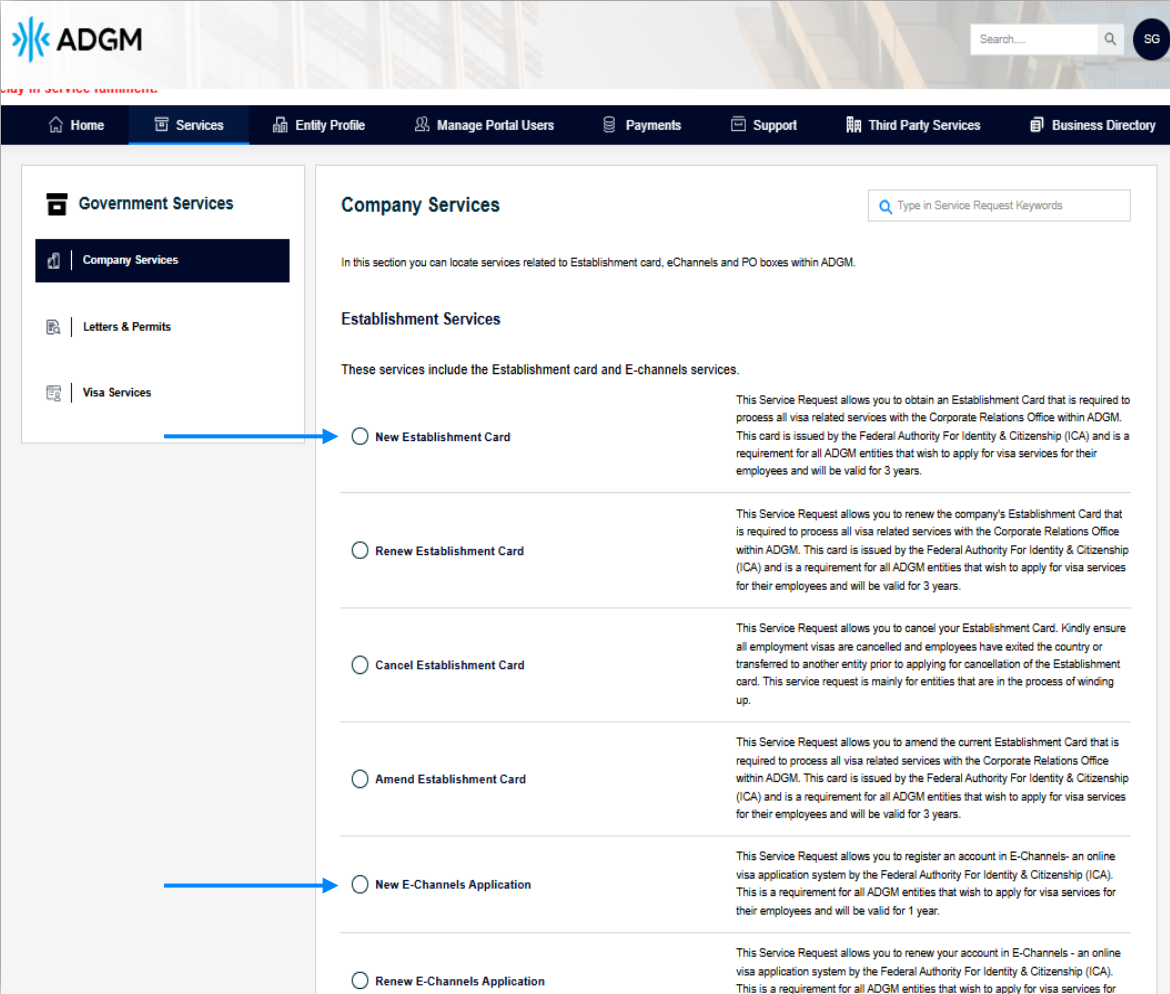


Raising a Service Request – Company Services

*ACCESS*ADGM

Raise a new Service Request – Company Services

- To raise a request for a New Establishment Card, click on **Company Services > New Establishment Card**.
- To apply for new e-channels, click on **Company Services > New E-Channels Application**.



The screenshot displays the ADGM portal interface. At the top, the ADGM logo is visible on the left, and a search bar with a magnifying glass icon and the text 'Search...' is on the right. Below the logo, a navigation bar contains several menu items: Home, Services, Entity Profile, Manage Portal Users, Payments, Support, Third Party Services, and Business Directory. The 'Services' menu item is highlighted. On the left side of the main content area, there is a sidebar with a 'Government Services' header and three sub-items: 'Company Services' (highlighted with a blue bar), 'Letters & Permits', and 'Visa Services'. A blue arrow points from the 'Company Services' sub-item to the 'New Establishment Card' option in the main content area. The main content area is titled 'Company Services' and includes a search bar with the placeholder text 'Type in Service Request Keywords'. Below this, there is a descriptive paragraph: 'In this section you can locate services related to Establishment card, eChannels and PO boxes within ADGM.' The section is divided into 'Establishment Services' and 'E-Channels Services'. Under 'Establishment Services', there are five radio button options: 'New Establishment Card', 'Renew Establishment Card', 'Cancel Establishment Card', 'Amend Establishment Card', and 'New E-Channels Application'. Each option is accompanied by a brief description of the service. A blue arrow points from the 'New E-Channels Application' option to the 'New E-Channels Application' option in the 'E-Channels Services' section. The 'Renew E-Channels Application' option is also visible at the bottom of the list.

Raise a new Service Request – New Establishment Card

- User should fill in the required service request steps below:
 - **Details**
 - **Documents**
 - **Review**
 - **Payment**
- 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** and proceed to payment. The request will be saved under Saved Requests and can be viewed anytime.
- Click on **Discard Request** to discard the request.

The screenshot shows a web interface for raising a new service request. On the left, a vertical navigation menu contains five steps: 1 Start (highlighted in dark blue), 2 Details, 3 Documents, 4 Review, and 5 Payment. The main content area is titled 'Establishment Card - New' with the reference number 'SR-191389'. Below the title is a section 'Your Guide to this Application' containing a 'How it Works' section. The 'How it Works' section explains that the service request allows obtaining an Establishment Card required for visa services with the Corporate Relations Office within ADGM, issued by the Federal Authority For Identity & Citizenship (ICA). It includes three instructions: 1) Fill out the form and click on 'Save' button. 2) Click 'Upload/Download Document' on the SR Document related list to upload required documents. 3) Click 'Submit Request' button to proceed with payment and to process your request. A disclaimer at the bottom states: 'Please be advised that all your entries will be saved under "Saved Requests". You will be able to access these requests later to edit and complete at any time.'

- Once the user fills the necessary information, and provides the required documents, the request can be submitted.
- System will display the price line item for the request.
- Click on **Pay and Submit** 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 top up the balance.
- Once the payment is complete, the request will be submitted to ADGM for approval.

Establishment Card - New
SR-196453

Payment

Pay and Submit

Please view the Cost Breakdown, Total Amount to be paid, and Available Balance.

In case the Available Balance is insufficient to make the payment, you can either choose to Top Up Balance and add funds to the wallet or you can directly proceed to pay in which case the payment will be added to the Wallet and then deducted.

Please navigate to the sections from the left side to enter the missing details or resolve any errors (which are highlighted in red).

Once all the information is reviewed and completed, you can proceed to pay and submit the Service Request. The invoice will be available upon completion of the request.

Upon submission of the Service Request, the status of the Service Request will change to Submitted and the Portal User will receive an email confirming the submission of the Service Request to the Government Services Department.

Please note - The entity can choose to cancel the Service Request form prior to submission, if it no longer wishes to proceed.

Cost Breakdown

Item Name	Fee (AED)	Tax (AED)
Establishment Card Fees	1,100	27.27

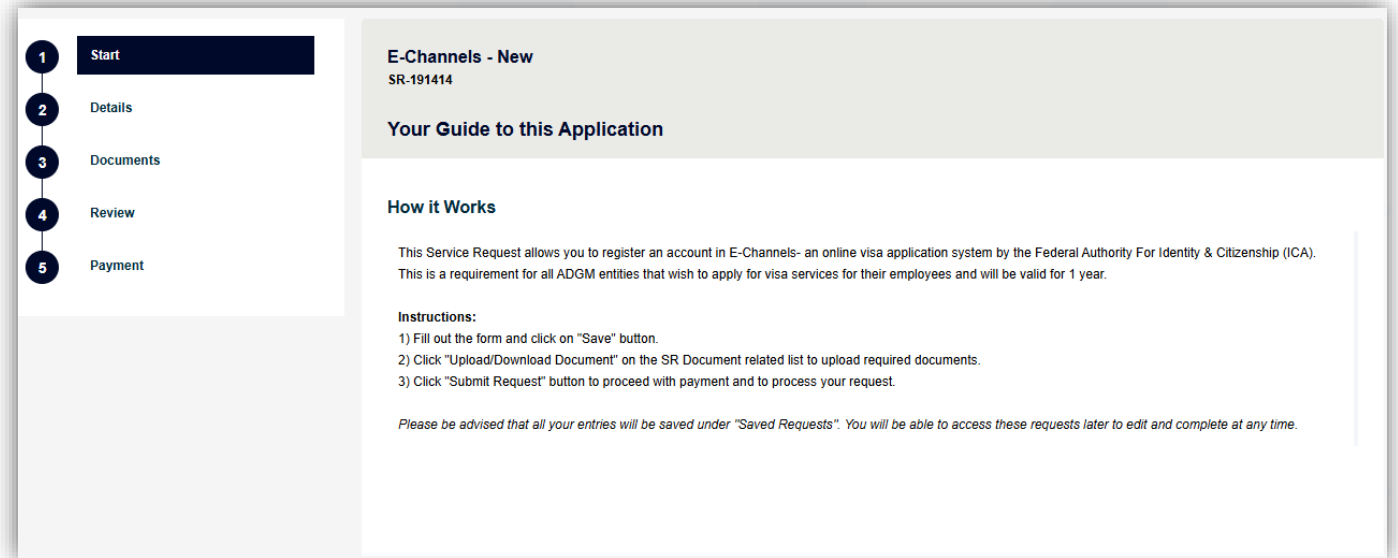
Summary

Total (AED)	1,127.27
Wallet Balance (AED)	294,101.33

Navigation buttons: Back, Pay and Submit, Discard Request.

Raise a new Service Request – New E-Channels

- User should fill in the required service request steps below:
 - **Details**
 - **Documents**
 - **Review**
 - **Payment**
- 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** and proceed to payment. The request will be saved under Saved Requests and can be viewed anytime.
- Click on **Discard Request** to discard the request.



E-Channels - New
SR-191414

Your Guide to this Application

How it Works

This Service Request allows you to register an account in E-Channels- an online visa application system by the Federal Authority For Identity & Citizenship (ICA). This is a requirement for all ADGM entities that wish to apply for visa services for their employees and will be valid for 1 year.

Instructions:

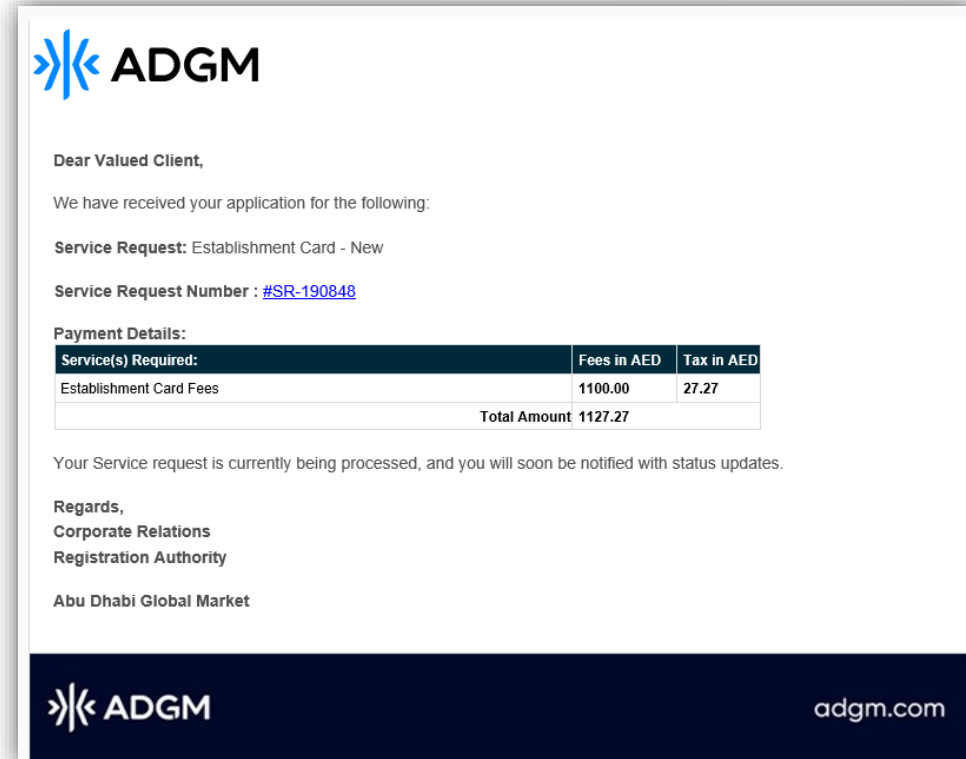
- 1) Fill out the form and click on "Save" button.
- 2) Click "Upload/Download Document" on the SR Document related list to upload required documents.
- 3) Click "Submit Request" button to proceed with payment and to process your request.

Please be advised that all your entries will be saved under "Saved Requests". You will be able to access these requests later to edit and complete at any time.

- Once the user fills the necessary information, and provides the required documents, the request can be submitted.
- System will display the price line item for the request.
- Click on **Pay and Submit** 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 top up the balance.
- Once the payment is complete, the request will be submitted to ADGM for approval.

Item Name	Fee (AED)	Tax (AED)
E-Channel Fees	4,100	97.27

- After the request is submitted, user will receive an email outlining **Service Request Name**, **Service Request 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.



ADGM

Dear Valued Client,

We have received your application for the following:

Service Request: Establishment Card - New

Service Request Number : [#SR-190848](#)

Payment Details:

Service(s) Required:	Fees in AED	Tax in AED
Establishment Card Fees	1100.00	27.27
Total Amount		1127.27

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

Regards,
Corporate Relations
Registration Authority

Abu Dhabi Global Market

ADGM adgm.com

Service Request Approval

- After the service request is approved by ADGM, user will receive an email confirming the approval.
- User will now be able to download the establishment card document from the portal under the **Entity Profile > Establishment Card Document**.
- User can also download the invoice from the **Payments** tab or within the **SR Documents**.
- User can also view the **Establishment Card Details** and **E-Channels Details** under the Entity Profile tab on the Access ADGM Client Portal.

Entity Profile

Entity Details

Entity ID	9000006ASD	Entity Status	Registered
License Issue Date	19/04/2017	License Expiry Date	16/04/2025
Establishment Card No	781575	Establishment Card Status	Active
Establishment Arabic Name	Arabic	Establishment English Name	English Name
Establishment Card Issue Date	01/11/2020	Establishment Card Expiry Date	04/08/2023
E-Channel Status	Active	E-Channel Issue Date	20/05/2024
E-Channel Expiry Date	03/11/2024	Establishment Card Document	Preview

P.O. Boxes



Raising a Service Request – Visa Services

*ACCESS*ADGM

Raise a new Service Request – New Employment Residence Visa

- To raise a request for a New Employment Residence Visa, click on **Visa Services > 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** and proceed to payment. The request will be saved under **Draft Requests** and can be viewed anytime. Click on **Discard Request** to discard the application.

The screenshot shows the 'Government Services' portal. On the left, there is a navigation menu with 'Government Services' at the top, followed by 'Company Services', 'Letters & Permits', and 'Visa Services' (which is highlighted). The main content area is titled 'Visa Services' and includes a search bar with the placeholder text 'Type in Service Request Keywords'. Below the search bar, there is a section for 'Employee' with a sub-section for 'New Employment Residence Visa'. This section contains a description: 'This service request allows you to apply for a new employment visa under ADGM's sponsorship. In order to apply for an ADGM employment visa, you must have an offer of employment from an ADGM registered entity.' There is also a 'Renew Employment Residence Visa' option with a description: 'This service request allows you to apply for an employment visa renewal of an ADGM sponsored employee. Please ensure that the visa renewal is submitted prior'.

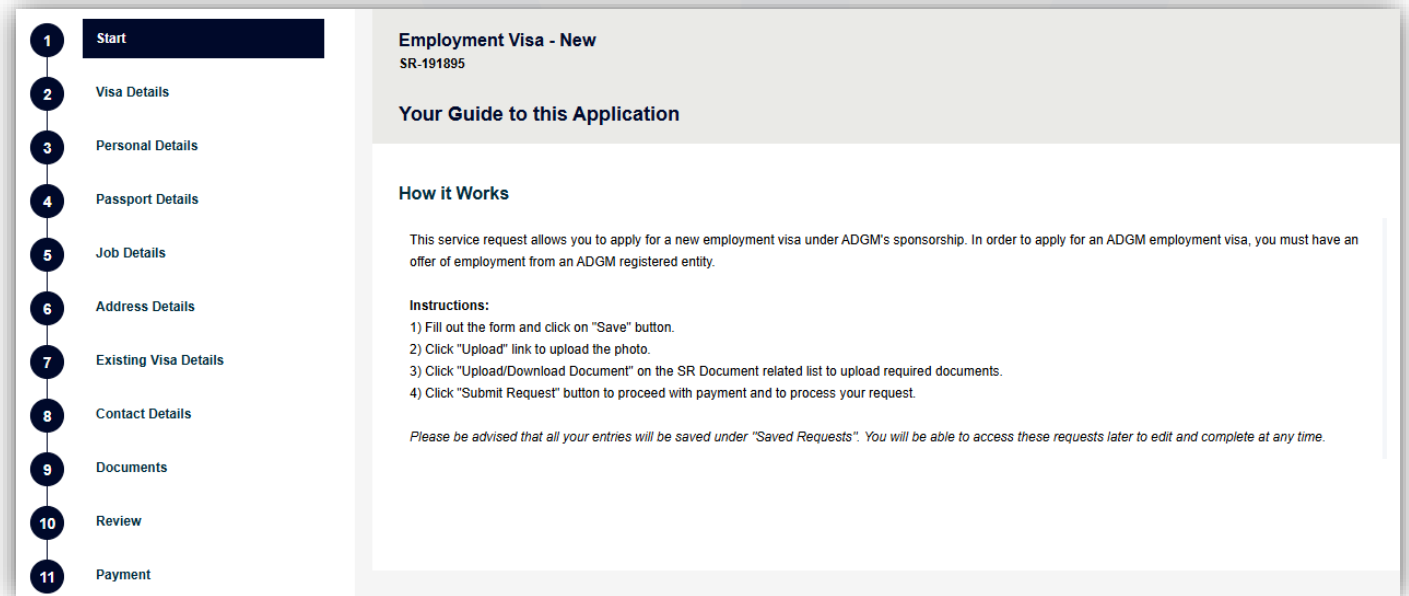
The screenshot shows the 'Employment Visa - New' application form. The left sidebar contains a progress indicator with 11 steps: 1. Start (highlighted), 2. Visa Details, 3. Personal Details, 4. Passport Details, 5. Job Details, 6. Address Details, 7. Existing Visa Details, 8. Contact Details, 9. Documents, 10. Review, and 11. Payment. The main content area is titled 'Employment Visa - New' with the reference number 'SR-163447'. Below this, there is a 'Your Guide to this Application' section with a 'Cancel Request' button. The 'How it Works' section contains a description: 'This service request allows you to apply for a new employment visa under ADGM's sponsorship. In order to apply for an ADGM employment visa, you must have an offer of employment from an ADGM registered entity.' The 'Instructions' section lists four steps: 1) Fill out the form and click on "Save" button. 2) Click "Upload" link to upload the photo. 3) Click "Upload/Download Document" on the SR Document related list to upload required documents. 4) Click "Submit Request" button to proceed with payment and to process your request. A note at the bottom states: 'Please be advised that all your entries will be saved under "Saved Requests". You will be able to access these requests later to edit and complete at any time.'

Raise a new Service Request – New Employment Residence Visa

- User should fill in the required service request steps

below:

- **Visa Details**
- **Personal Details**
- **Passport Details**
- **Job Details**
- **Address Details**
- **Existing Visa Details**
- **Contact Details**
- **Documents**
- **Review**
- **Payment**



1 Start

2 Visa Details

3 Personal Details

4 Passport Details

5 Job Details

6 Address Details

7 Existing Visa Details

8 Contact Details

9 Documents

10 Review

11 Payment

Employment Visa - New
SR-191895

Your Guide to this Application

How it Works

This service request allows you to apply for a new employment visa under ADGM's sponsorship. In order to apply for an ADGM employment visa, you must have an offer of employment from an ADGM registered entity.

Instructions:

- 1) Fill out the form and click on "Save" button.
- 2) Click "Upload" link to upload the photo.
- 3) Click "Upload/Download Document" on the SR Document related list to upload required documents.
- 4) Click "Submit Request" button to proceed with payment and to process your request.

Please be advised that all your entries will be saved under "Saved Requests". You will be able to access these requests later to edit and complete at any time.

Raise a new Service Request – New Employment Residence Visa

- If the user enters a wrong value in any of the fields, 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 they enter the **Applicant’s Personal Details**.
- Fields marked with a red bar are mandatory.

The screenshot displays a web form titled 'Personal Details' for a 'New Employment Residence Visa' application. On the left, a vertical navigation menu shows steps 2 through 11: Visa Details, Personal Details (highlighted), Passport Details, Job Details, Address Details, Existing Visa Details, Contact Details, Documents, Review, and Payment. The main form area includes a 'Discard Request' button in the top right. Below the title is the 'Applicant Photo' section, which contains an 'Applicant Picture' upload area with 'Upload Files' and 'Or drop files' options. To the right of the upload area is a text box with photo specifications: 'To enable acceptance of personal photographs via the Federal Authority for Identity and Citizenship (ICA) smart systems, the following specifications must be met:' followed by a bulleted list: 'Image high quality, recent, colored, not older than 6 months.', 'Background: clear, preferably white.', 'Features: natural facial expressions.', 'Head position: straight, not tilted, parallel to the photographic lens.', 'Eyes: open towards the camera and without the use of colored lenses.', 'Glasses: acceptable as long as they do not obscure the eyes and do not reflect light.', and 'Resolution (pixels): at least 500 dpi without ink traces or shrinkage.' Below this is a link: 'To view the Federal Authority for Identity and Citizenship (ICA) photo specifications guide, please Click here'. The 'Personal Information' section contains several fields: 'Title' (dropdown), 'First Name' (text), 'Middle Name' (text), 'Last Name' (text), 'Gender' (dropdown), 'Nationality' (dropdown), 'First Name (Arabic)' (text), 'Middle Name (Arabic)' (text), 'Last Name (Arabic)' (text), and 'Marital Status' (dropdown).

Raise a new Service Request – New Employment Residence Visa

- To select the **Job Title**, click on the blank field and type the name of the job title in the search box.
- Select from the list, the job title which is the closest match to the job title of the employee.

The screenshot shows the 'Employment Visa - New' form (SR-197211) with the 'Job Details' section active. The sidebar on the left lists 11 steps: 1. Start, 2. Visa Details, 3. Personal Details, 4. Passport Details, 5. Job Details (highlighted), 6. Address Details, 7. Existing Visa Details, 8. Contact Details, 9. Documents, 10. Review, and 11. Payment. The main form area has a 'Job Details' header with a 'Discard Request' button. Below this is the 'Applicant Job Details' section, which includes a 'Job Title' search box, a 'Highest Qualification' dropdown, 'Gross Monthly Salary' and 'Employee Email ID' text boxes, and a 'Languages Spoken' section with 'Available' and 'Chosen' lists. The 'Available' list contains ARABIC, BANGLA, BLUSSHIEAH, and CHINESE. The 'Chosen' list is empty. The form also features 'Back', 'Save', and 'Next' buttons at the top and bottom right. A legend indicates that red asterisks (*) denote required fields and red brackets [] denote mandatory fields to save details.

Raise a new Service Request – New Employment Residence Visa

- If the user selects **Person in UAE** is Yes, they are required to enter the **Previous Visa Type**.
- 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 **Unified ID Number of Previous Visa & Visa Cancellation Date**.

Employment Visa - New
SR-196513

Existing Visa Details

* - Required, Can fill out later.
[] - Mandatory to save the details.

Applicant Existing Visa Details

Person in UAE *
Yes

Previous Visa Type *
Visa on Arrival

Date of Arrival *

Back Save Next

Employment Visa - New
SR-196513

Existing Visa Details

* - Required, Can fill out later.
[] - Mandatory to save the details.

Applicant Existing Visa Details

Person in UAE *
Yes

Previous Visa Type *
Cancelled Residence Employment Visa

Residence Visa - Cancellation Date *

Unified ID Number on Previous Visa *

Back Save Next

Submit and Pay

- Once the user fills the necessary information, and provides the required documents, the request can be submitted.
- System will display the price line item for the request.
- Click on **Pay and Submit** 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 top up the balance.
- Once the payment is complete, the request will be submitted to ADGM for approval.

The screenshot shows a web interface for the 'Payment' step of an 'Employment Visa - New' application (SR-196513). On the left is a vertical navigation menu with 11 steps: 1. Start, 2. Visa Details, 3. Personal Details, 4. Passport Details, 5. Job Details, 6. Address Details, 7. Existing Visa Details, 8. Contact Details, 9. Documents, 10. Review, and 11. Payment (which is highlighted). The main content area has a title 'Employment Visa - New' and 'SR-196513'. It includes a 'Payment' section with a 'Pay and Submit' button and a 'Discard Request' button. Below this is a 'Pay and Submit' section with instructions: 'Please view the Cost Breakdown, Total Amount to be paid, and Available Balance. In case the Available Balance is insufficient to make the payment, you can either choose to Top Up Balance and add funds to the wallet or you can directly proceed to pay in which case the payment will be added to the Wallet and then deducted. Please navigate to the sections from the left side to enter the missing details or resolve any errors (which are highlighted in red). Once all the information is reviewed and completed, you can proceed to pay and submit the Service Request. The invoice will be available upon completion of the request. Upon submission of the Service Request, the status of the Service Request will change to Submitted and the Portal User will receive an email confirming the submission of the Service Request to the Government Services Department. Please note - The entity can choose to cancel the Service Request form prior to submission, if it no longer wishes to proceed.'

Cost Breakdown

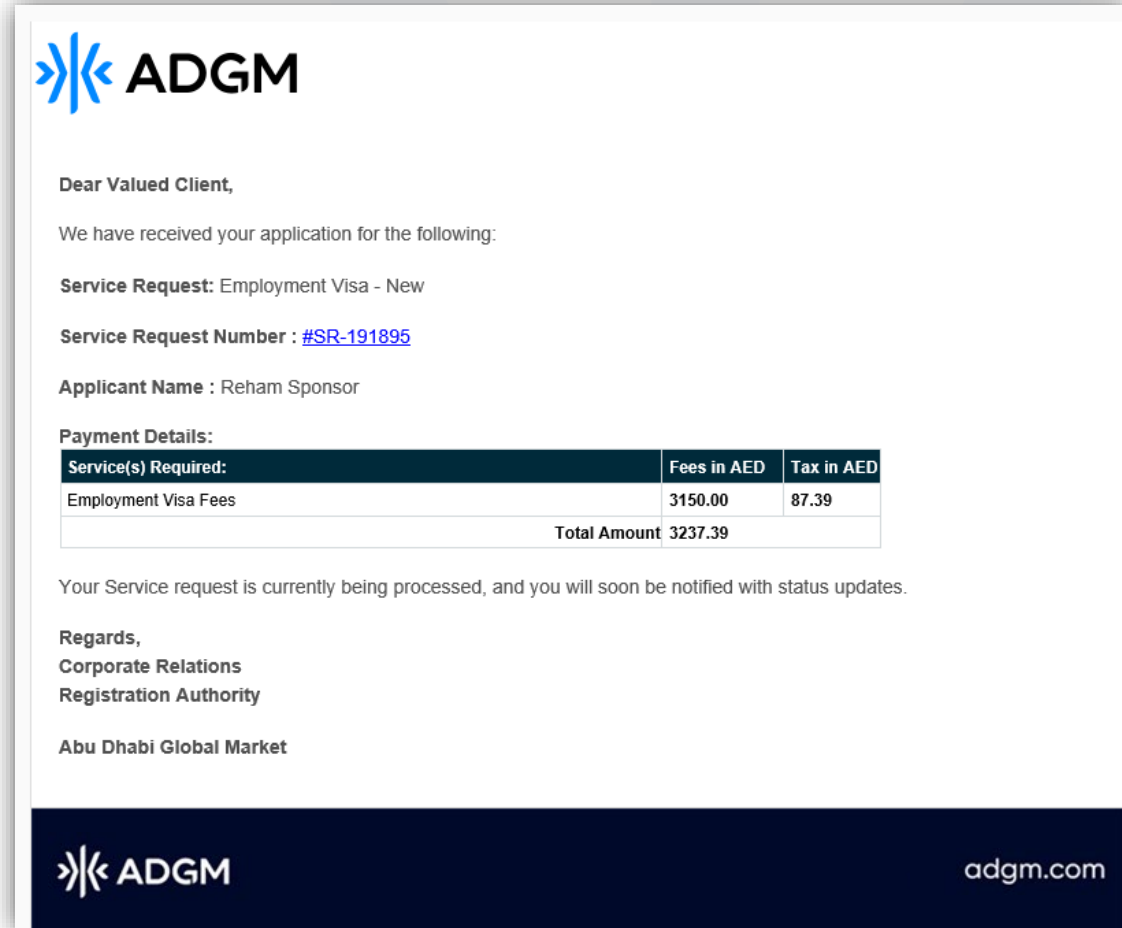
Item Name	Fee (AED)	Tax (AED)
Employment Visa Fees	3,150	87.39

Summary

Total (AED)	3,237.39
Wallet Balance (AED) ⓘ	177,707.93

At the bottom of the page, there are 'Back' and 'Pay and Submit' buttons.

- After the request is submitted, user will receive an email outlining **Service Request Name**, **Service Request 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.



ADGM

Dear Valued Client,

We have received your application for the following:

Service Request: Employment Visa - New

Service Request Number : [#SR-191895](#)

Applicant Name : Reham Sponsor

Payment Details:

Service(s) Required:	Fees in AED	Tax in AED
Employment Visa Fees	3150.00	87.39
Total Amount	3237.39	

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

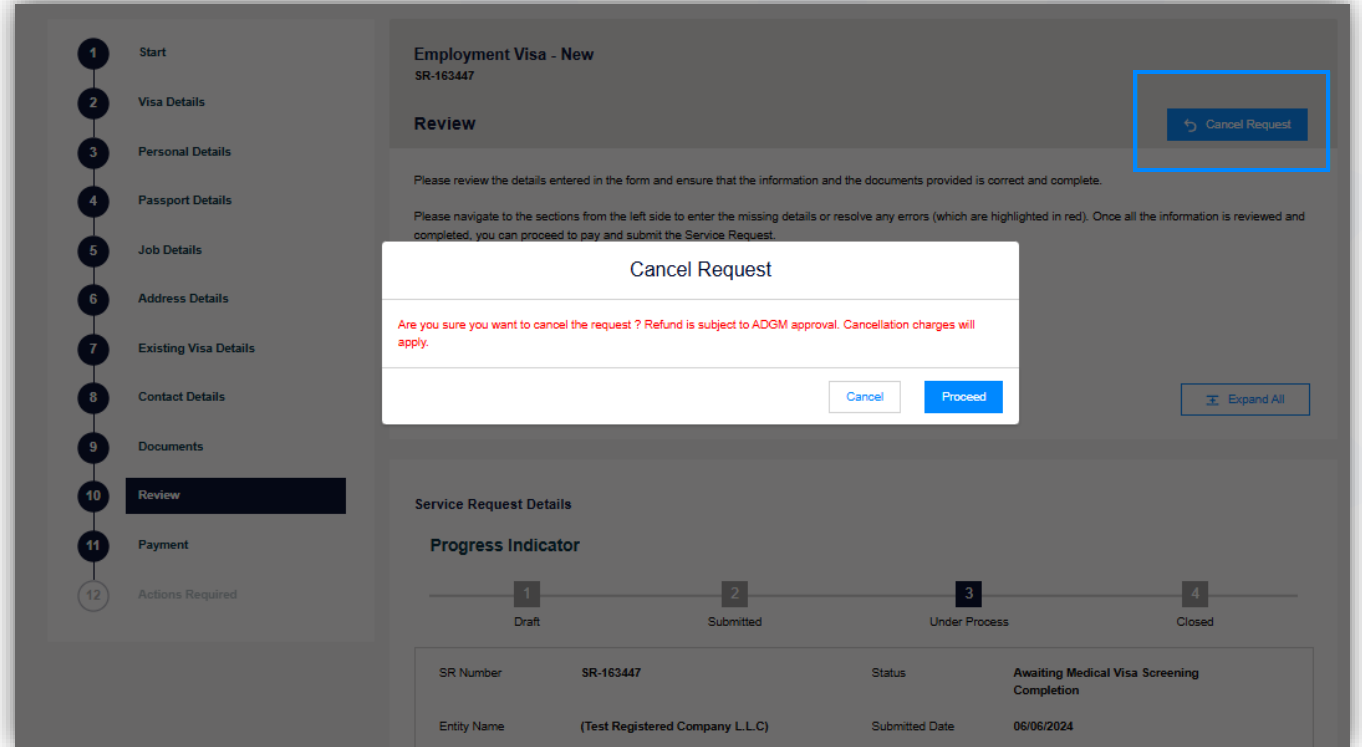
Regards,
Corporate Relations
Registration Authority

Abu Dhabi Global Market

ADGM adgm.com

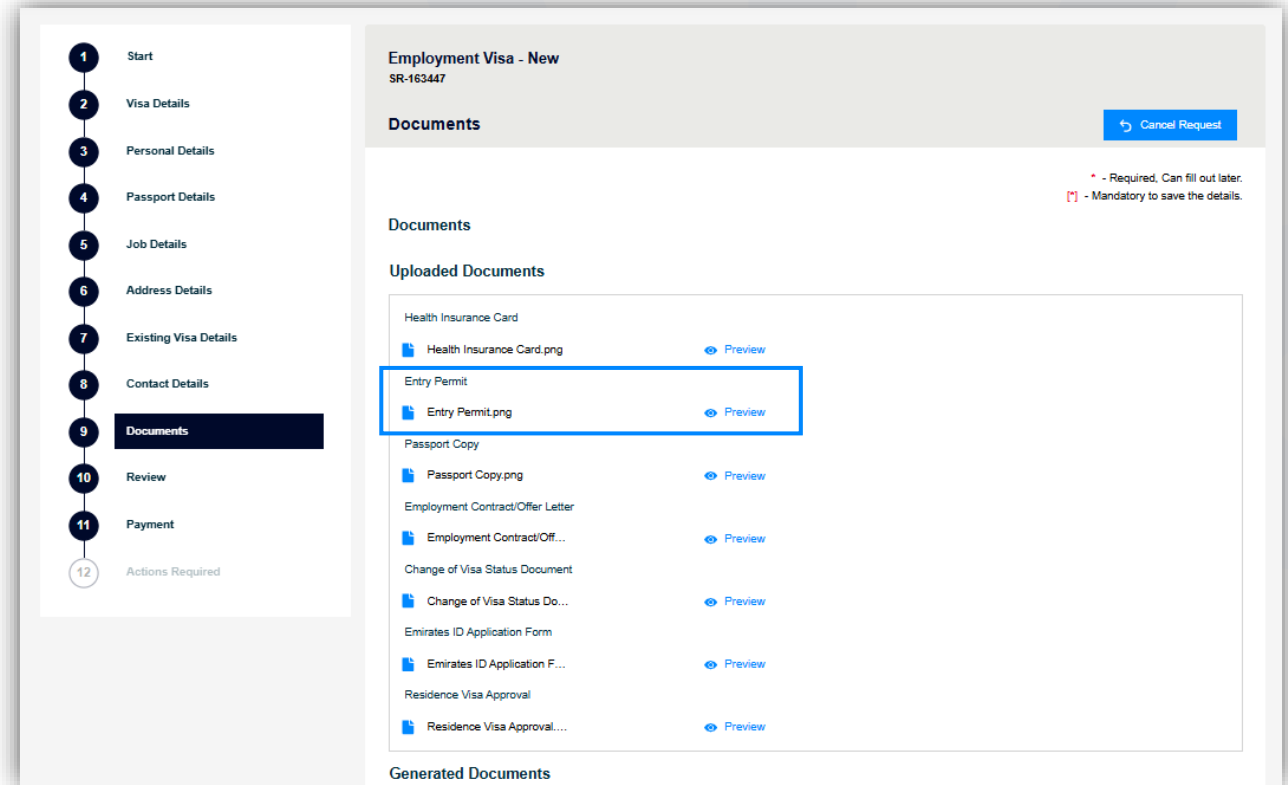
Cancel Request

- 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, the 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 **Proceed**.
 - Once the request is approved by ADGM Government Services, the remaining amount will be refunded back to the Portal Balance.



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.
- **To download the Entry Permit:**
 - Login in to Access ADGM Client Portal.
 - Search for the relevant service request from the **Home** tab under **Pending Actions**.
 - Click on the SR and select the **Documents** step on the left.
 - Click to **Preview** to view the Entry Permit.



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 the SR number under **Pending Actions** section.
 - Click on **Confirm Applicant Status** and select the correct status.
 - 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 enter 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.**

Employment Visa - New
SR-166333

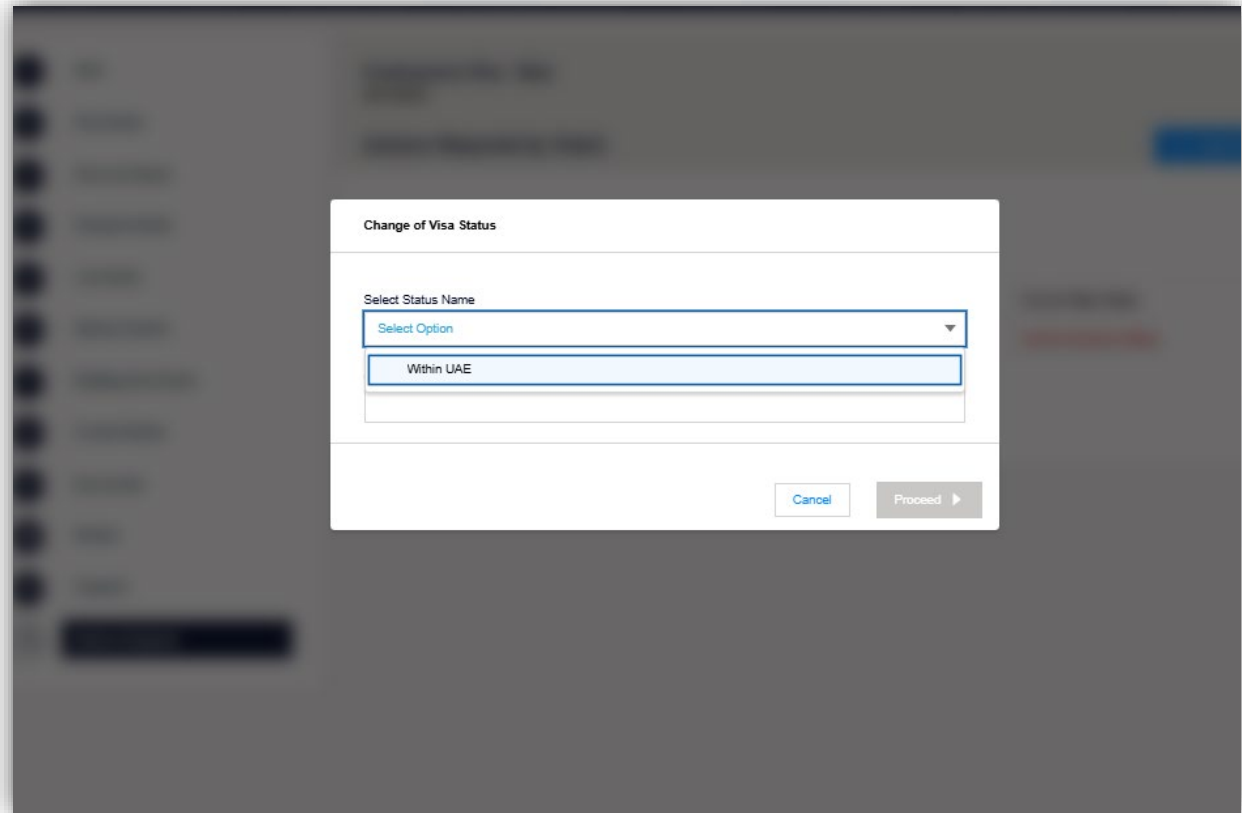
Actions Required by Client [Cancel Request](#)

Actions Required

Serial Number	Summary	ADGM Notes	Current Step Status
1	Change of Visa Status		Confirm Applicant Status

Confirm Change of Visa Status

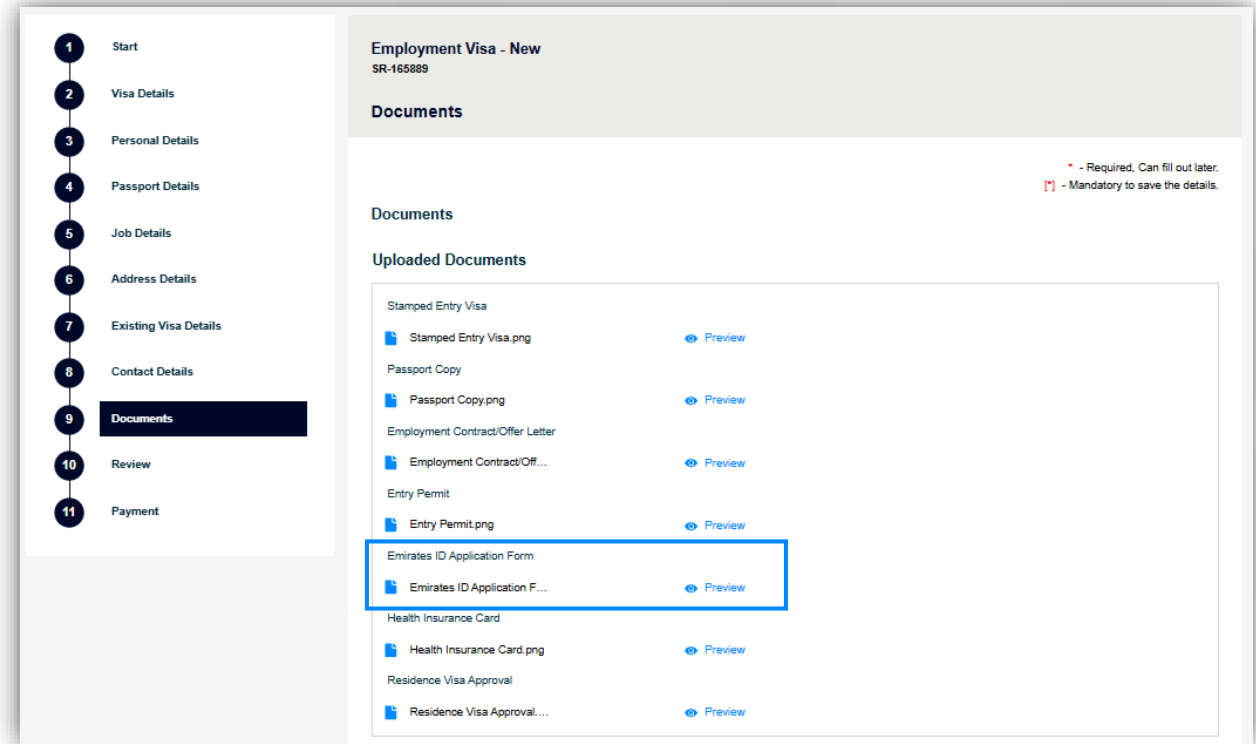
- **To confirm the change of visa status :**
- If the applicant had previously selected **Person in UAE** as **No** while completing the service request form but his current visa status is **Within U.A.E**, then they will be required to pay the additional fees of AED 800 for change of visa status. The **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 to proceed with the application.



The screenshot shows a web form titled "Change of Visa Status". It features a dropdown menu for "Select Status Name" with "Select Option" selected. Below the dropdown is a text input field containing "Within UAE". At the bottom right of the form are two buttons: "Cancel" and "Proceed".

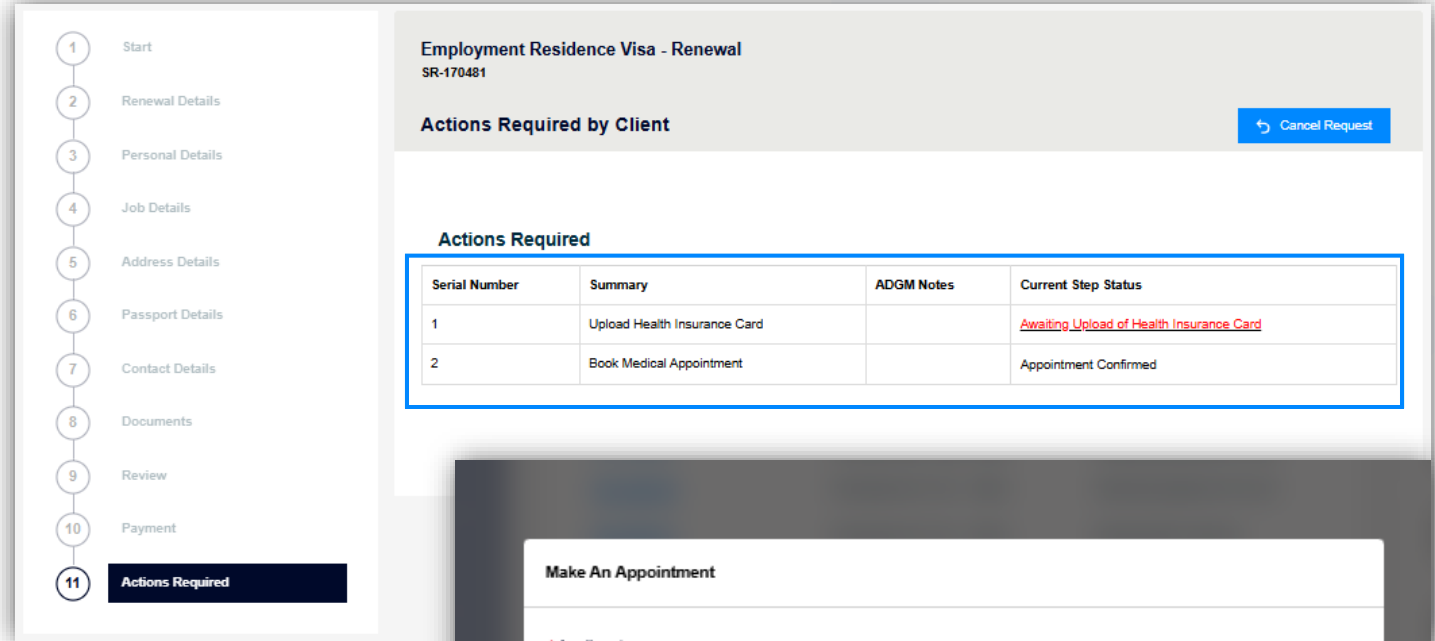
Emirates ID Application

- 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:**
 - Log in to the Access ADGM Client Portal.
 - Click on the SR number under **Pending Actions** section.
 - Click on the SR and select the **Documents** step on the left.
 - Click to **Preview** to view the Emirates ID Application Form.



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 their Health Insurance Card.
- **To book visa medical appointment:**
 - Select the relevant service request and click on **Book Medical Appointment**.
 - The Appointment Calendar Widget will open.
 - Select the relevant **Applicant**, the **Preferred Appointment Date**, **Preferred Appointment Time**, and click on **Save**. Your medical appointment will be confirmed.



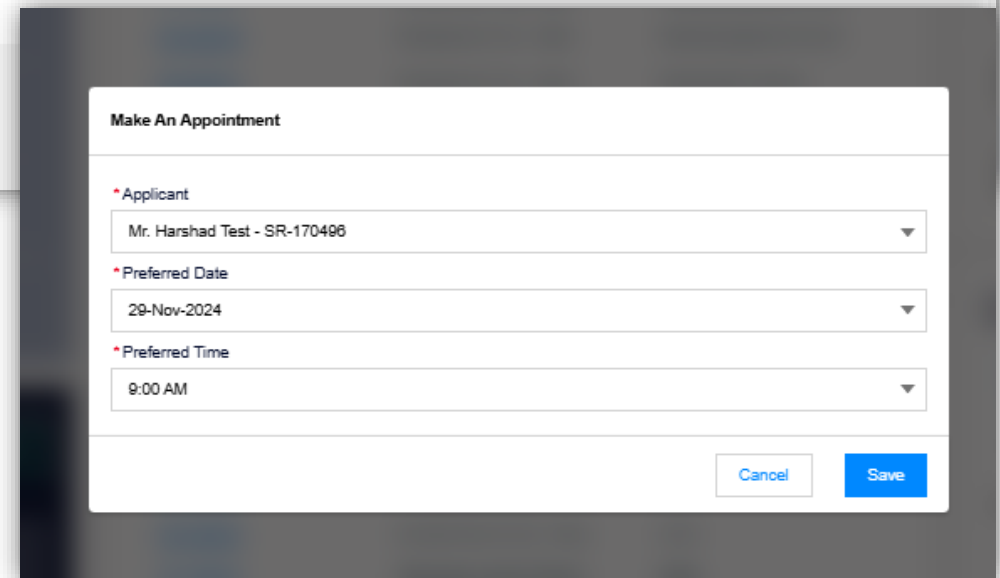
Employment Residence Visa - Renewal
SR-170481

Cancel Request

Actions Required by Client

Actions Required

Serial Number	Summary	ADGM Notes	Current Step Status
1	Upload Health Insurance Card		Awaiting Upload of Health Insurance Card
2	Book Medical Appointment		Appointment Confirmed



Make An Appointment

* Applicant
Mr. Harshad Test - SR-170486

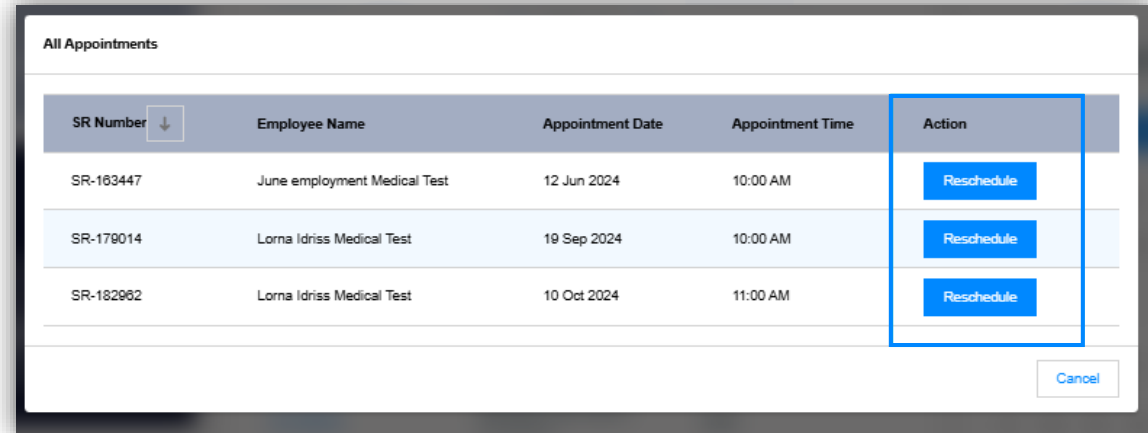
* Preferred Date
29-Nov-2024

* Preferred Time
9:00 AM

Cancel Save

Visa Medical Appointment and Health Insurance

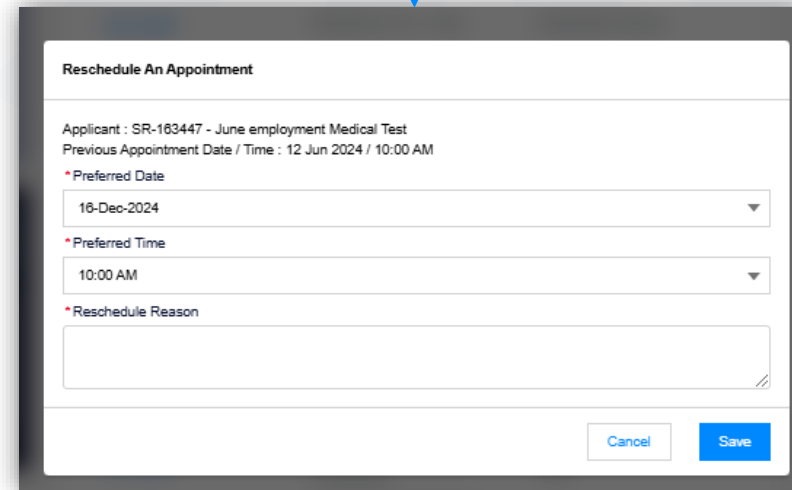
- **Reschedule visa medical appointment:**
 - To reschedule the appointment, click on View All from the Appointment Calendar Widget on the client portal home page.
 - Click on **Reschedule** next to the appointment that you wish to re-schedule.
 - Select the **Preferred Appointment Date, Preferred Appointment Time, and Reschedule Reason** then on **Save**.
- 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 a table titled "All Appointments" with the following data:

SR Number	Employee Name	Appointment Date	Appointment Time	Action
SR-163447	June employment Medical Test	12 Jun 2024	10:00 AM	Reschedule
SR-179014	Lorna Idriss Medical Test	19 Sep 2024	10:00 AM	Reschedule
SR-182962	Lorna Idriss Medical Test	10 Oct 2024	11:00 AM	Reschedule

A blue box highlights the "Reschedule" buttons in the "Action" column. A "Cancel" button is located at the bottom right of the table.



The screenshot shows the "Reschedule An Appointment" form with the following details:

Applicant : SR-163447 - June employment Medical Test
Previous Appointment Date / Time : 12 Jun 2024 / 10:00 AM

* Preferred Date: 16-Dec-2024

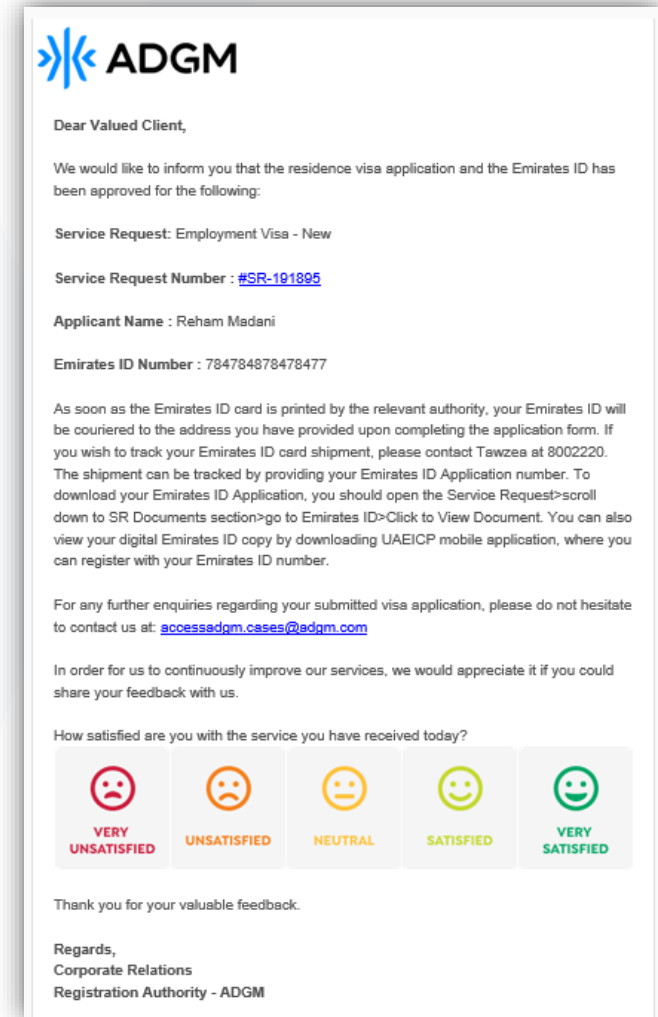
* Preferred Time: 10:00 AM

* Reschedule Reason: [Text area]

Buttons: Cancel, Save

Service Request Approval

- Once the medical appointment and health insurance steps are completed, ADGM will proceed with the Electronic Residence visa issuance. As soon as the Electronic Residence visa is approved, the user will receive an email notification.
- 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.
- To download the permit, open the service request in the portal and click on the **Documents** step on the left. Under the Generated Documents section, the user can preview and download the documents.





Raising a Service Request – Work Permits

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Raise a new Service Request – New Work Permit - Non-Sponsored Full time Employee

- To raise a request for a Non Sponsored Fulltime Employee Work Permit type, click on **Visa Services** > **Work Permits** > **New Work Permit-Non Sponsored Fulltime Employee**.
- 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** and proceed to payment. The request will be saved under **Draft Requests** and can be viewed anytime. Click on **Discard Request** to discard the application.

The screenshot displays the 'Government Services' portal. On the left, a navigation menu includes 'Government Services', 'Company Services', 'Letters & Permits', and 'Visa Services' (highlighted). The main content area is titled 'Visa Services' and contains a search bar. Below the search bar, there is a section for 'Work Permits' with a descriptive paragraph. A list of service options is provided, each with a radio button and a detailed description:

- New Temporary Work Permit: This service request allows you to apply for a new temporary work permit for a seconded employee, an intern, a freelancer, an outsourced and a service provider who wants to temporary work for an ADGM entity. Employee's visas need to be valid more than the period of the temporary work permit requested. The applicant should be in the UAE upon submission of temporary work permit.
- Renew Temporary Work Permit: This service request allows you to apply for renewal of temporary work permit. Employee's visas need to be valid more than the period of the temporary work permit requested. The applicant should be in the UAE upon submission of temporary work permit.
- Cancel Temporary Work Permit: This service request allows you to cancel a valid temporary ADGM work permit.
- New Work Permit – Non Sponsored Full Time Employee: This service request allows you to obtain a new work permit for the below types:
 - a. Employee Sponsored by spouse/parent: Individuals directly employed by an ADGM entity but, who remain on a visa sponsored by their spouse or parent. Employee's and Sponsor's visas need to be valid more than the period of the work permit requested. The applicant should be in the UAE upon submission of work permit.
 - b. UAE/GCC National : The permit is issued for UAE/GCC national who wants to work for an ADGM registered entity. This permit will be issued until the expiry date of the passport or for a period of 3 years whichever comes first.
 - c. Golden Visa Holder : The permit is issued for Golden Visa Holders who wish to work for an ADGM registered entity. This permit will be issued until the expiry date of the passport/visa or for a period of 3 years whichever comes first.

Raise a new Service Request – New Work Permit - Non-Sponsored Full time Employee

- User should fill in the required service request steps below:
 - **Work Permit Details**
 - **Personal Details**
 - **Passport Details**
 - **Job Details**
 - **Contact Details**
 - **Documents**
 - **Review**
 - **Payment**

The screenshot shows a web interface for raising a service request. On the left is a vertical progress bar with 9 steps: 1. Start (highlighted), 2. Work Permit Details, 3. Personal Details, 4. Passport Details, 5. Job Details, 6. Contact Details, 7. Documents, 8. Review, and 9. Payment. The main content area is titled 'New Work Permit – Full Time Non Sponsored Employee' with ID 'SR-197563'. It includes a 'Next >' button, a 'Your Guide to this Application' section with a 'Discard Request' button, and a 'How it Works' section with instructions. The instructions list: 1) Fill out the form and click on 'Save' button. 2) Click 'Upload' link to upload the applicant photo. 3) Click 'Upload/Download Document' on the SR Document related list to upload required documents. 4) Click 'Submit Request' button to proceed with payment and to process your request. A note at the bottom states: 'Please be advised that all your entries will be saved under "Saved Requests". You will be able to access these requests later to edit and complete at any time.' A 'Next >' button is located at the bottom right of the main content area.

Raise a new Service Request – New Work Permit - Non-Sponsored Full time Employee

- User is required to upload documents of the Applicant, such as **Emirates ID**, and **Employment Contract**.
- 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 Files**.
- Choose the relevant file and click on Open > Done.
- 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, DOC, DOCX, PPT, or PPTX only.
- Click on **Preview** to preview the file.
- Click on **Remove** to replace the file.
- Once all documents are uploaded, click on **Save > Next** to proceed with the application.

The screenshot shows a web application interface for raising a service request. The main heading is "New Work Permit – Full Time Non Sponsored Employee" with the reference number "SR-197563". On the left, a vertical navigation menu lists steps from 1 to 9: Start, Work Permit Details, Personal Details, Passport Details, Job Details, Contact Details, Documents (highlighted), Review, and Payment. The main content area is titled "Documents" and includes a "Discard Request" button. Below this, there are two sections for document uploads: "Emirates ID" and "Employment Contract/Offer Letter from New Employer". Each section has an "Upload Files" button and a note: "Only the following file formats are supported: [PNG, JPG, JPEG, PDF, DOC, DOCX, PPT, PPTX]. We recommend that uploaded files are not security protected. (Maximum file size 5 MB)." and "Please upload mandatory file." At the bottom, there is an "Issued Documents" section with a note: "User will be able to view Issued Documents here once approved or issued by the government services team." Navigation buttons for "Back", "Save", and "Next" are present at the top and bottom of the form.

Submit and Pay

- Once the user fills the necessary information, and provides the required documents, the request can be submitted.
- System will display the price line item for the request.
- Click on **Pay and Submit** 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 top up the balance.
- Once the payment is complete, the request will be submitted to ADGM for approval.

New Work Permit – Full Time Non Sponsored Employee
SR-197563

[← Back](#) [Pay and Submit ▶](#)

[↶ Discard Request](#)

Pay and Submit

Please view the Cost Breakdown, Total Amount to be paid, and Available Balance.

In case the Available Balance is insufficient to make the payment, you can either choose to Top Up Balance and add funds to the wallet or you can directly proceed to pay in which case the payment will be added to the Wallet and then deducted.

Please navigate to the sections from the left side to enter the missing details or resolve any errors (which are highlighted in red).

Once all the information is reviewed and completed, you can proceed to pay and submit the Service Request. The invoice will be available upon completion of the request.

Upon submission of the Service Request, the status of the Service Request will change to Submitted and the Portal User will receive an email confirming the submission of the Service Request to the Government Services Department.

Please note - The entity can choose to cancel the Service Request form prior to submission, if it no longer wishes to proceed.

Cost Breakdown

Item Name	Fee (AED)	Tax (AED)
Full Time Non Sponsored Employee	300	0

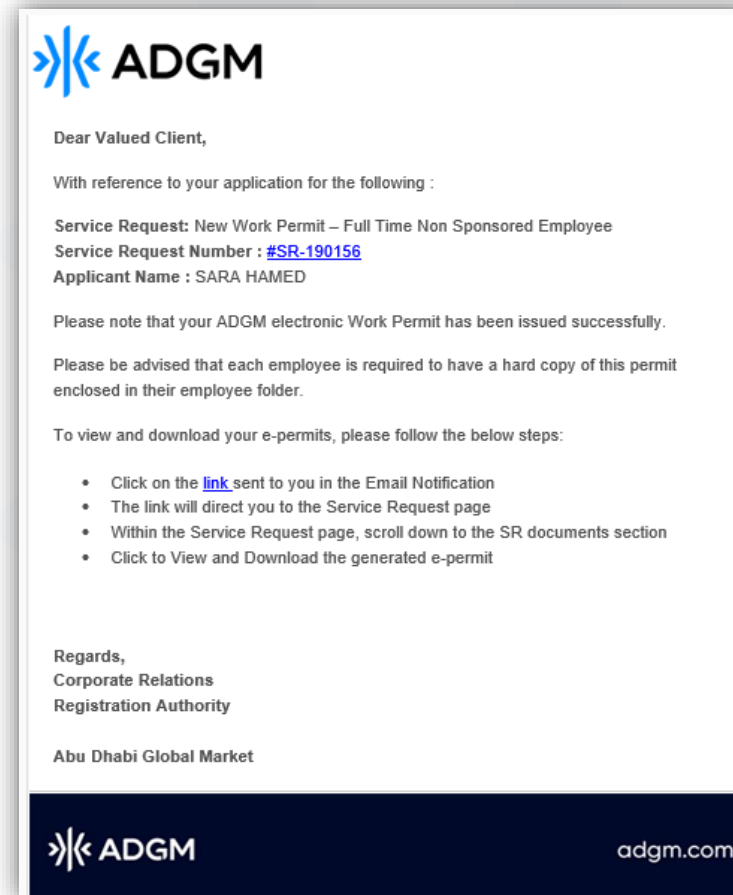
Summary

Total (AED)	300
Wallet Balance (AED) ⓘ	177,707.93

[← Back](#) [Pay and Submit ▶](#)

Service Request Approval

- Once the service request is approved by ADGM, user will receive an email informing them about the approval.
- User will now be able to download the soft copy of the work 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 the **Documents** step on the left. Under the Generated Documents section, the user can preview and download the documents.



Raising a Service Request - Permits

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Raise a new Service Request – Photography Permit

- To raise a request for a Photography Permit, click on **Letters & Permits > Permits > Photography Permit**.
- User is required to fill in the service request details.
- After completing the form, Click on **Save** and proceed to payment. The request will be saved under **Draft Requests** and can be viewed anytime.
- Click on **Discard Request** to discard the application.

The screenshot displays a web interface for 'Government Services'. On the left, a navigation menu includes 'Government Services', 'Company Services', 'Letters & Permits' (highlighted), and 'Visa Services'. The main content area is titled 'Letters & Permits' and contains a search bar and a list of permit options. The 'Photography Permit' option is highlighted in a dark blue bar.

Permit Type	Description
<input type="radio"/> Alcohol Permit - New	This permit issued by ADGM grants the holder a permission to legally serve alcoholic beverages within the holder premises in ADGM's jurisdiction such as restaurants, bars and lounges. For hotel establishment within the ADGM jurisdiction, this permit also covers serving alcoholic beverages for personal consumption of hotel guests and visitors.
<input type="radio"/> Temporary Alcohol Permit	This is a special permit issued by ADGM to allow an entity to serve alcoholic beverages at a specific event or location for a limited period.
<input type="radio"/> Entertainment Permit	This service request allows you to obtain a permit to have entertainment held within the ADGM jurisdiction.
<input type="radio"/> Events and Exhibition Permit	This service request allows you to obtain a permit to hold an event or an exhibition within the ADGM jurisdiction.
<input type="radio"/> Extended Business Hours Permit	This service request allows you to obtain a permit to extend the operating hours of a retail outlet operating within the ADGM jurisdiction.
<input type="radio"/> Alcohol Retail Permit - New	This permit is issued by ADGM for establishments such as liquor stores, convenience stores, grocery stores, and other retail outlets where alcohol is sold for off-site consumption.
<input checked="" type="radio"/> Photography Permit	This service request allows you to obtain a permit to allow practicing photography activities within the ADGM Jurisdiction.

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.

The screenshot displays the 'Photography Permit' service request form (SR-196495) in the 'List Of Participants' step. On the left, a vertical progress bar shows six steps: 1. Start, 2. Details, 3. List Of Participants (highlighted), 4. Documents, 5. Review, and 6. Payment. The main content area includes a header with 'Photography Permit SR-196495', 'Back', 'Save', and 'Next' buttons, and a 'Discard Request' button. Below this is the 'List Of Participants' section, followed by an 'Add Participants' section with an 'Add Participant' input field and a '+ Add Participant' button. At the bottom, there are 'Back', 'Save', and 'Next' buttons.

Submit and Pay

- Once the user uploads all the documents and fills the necessary information, the request can be submitted.
- System will display the price line item for the request.
- Click on **Pay and Submit** 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 top up the balance.
- Once the payment is complete, the request will be submitted to ADGM for approval.

Photography Permit
SR-196495

Payment

Pay and Submit

Please view the Cost Breakdown, Total Amount to be paid, and Available Balance.

In case the Available Balance is insufficient to make the payment, you can either choose to Top Up Balance and add funds to the wallet or you can directly proceed to pay in which case the payment will be added to the Wallet and then deducted.

Please navigate to the sections from the left side to enter the missing details or resolve any errors (which are highlighted in red).

Once all the information is reviewed and completed, you can proceed to pay and submit the Service Request. The invoice will be available upon completion of the request.

Upon submission of the Service Request, the status of the Service Request will change to Submitted and the Portal User will receive an email confirming the submission of the Service Request to the Government Services Department.

Please note - The entity can choose to cancel the Service Request form prior to submission, if it no longer wishes to proceed.

Cost Breakdown

Item Name	Fee (AED)	Tax (AED)
Permit Fees	367	0

Summary

Total (AED)	367
Wallet Balance (AED) ⓘ	284,101.33

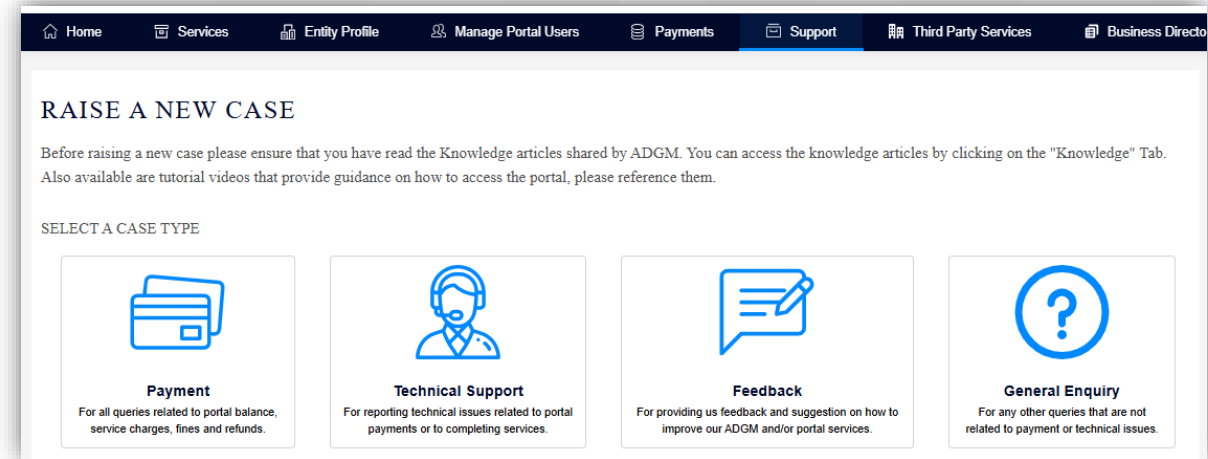
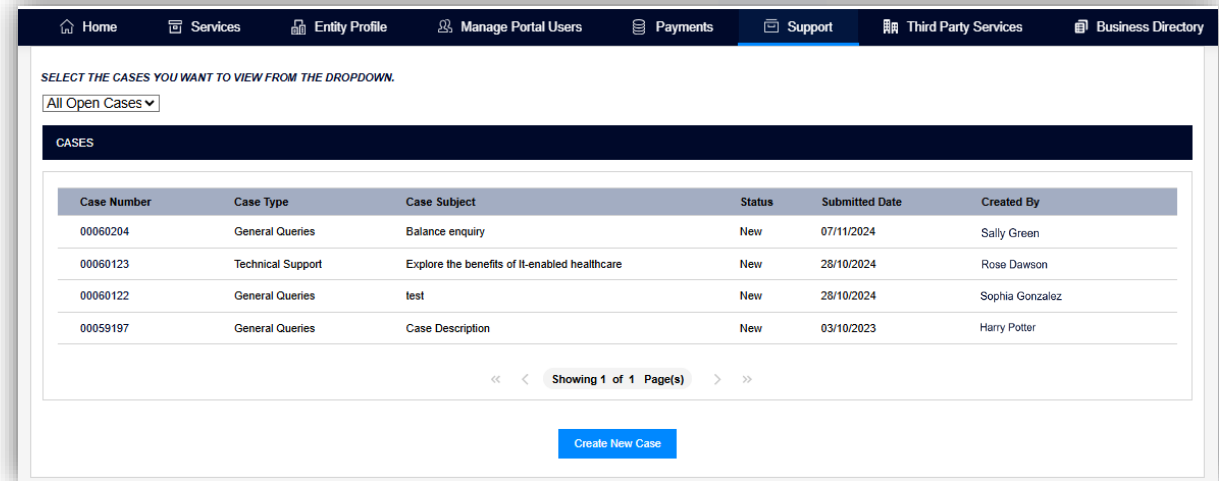
Support

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Raise a New Case

- User can raise a new Case or view existing cases by clicking on the **Support** tab.
- From the drop down, select whether you want to view **Open Cases** or **Closed Cases**.
- Click on the **Create New Case** button to raise a new case.
- Select a Case Type:
 - **Payment, Technical Support, Feedback, or 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'**, they will be directed to the Case Detail Page. If user selects **'No'**, they will be directed to the Knowledge Center.



Raise a New Case

- Enter the case information such as **Case Subject, Category, and Description.**
- User can also lookup the **Service Request** related to the case. Click on the search icon and enter the service request number in the lookup box. Select the relevant service request from the list by clicking on it.
- If user wants to add an attachment to the case, click on **Upload Files.**
- Click on **Submit** to submit the case.

Case Description

* Subject

Service Request

Search Service Request

Service category

Available

- Establishment Card
- P.O Box
- Letters
- Permits
- Visa Services - Dependent
- Visa Services - Employee
- Work Permits

Selected

* Description

Type Here

Attachments

Upload Files

Upload Files Or drop files

Selected files:

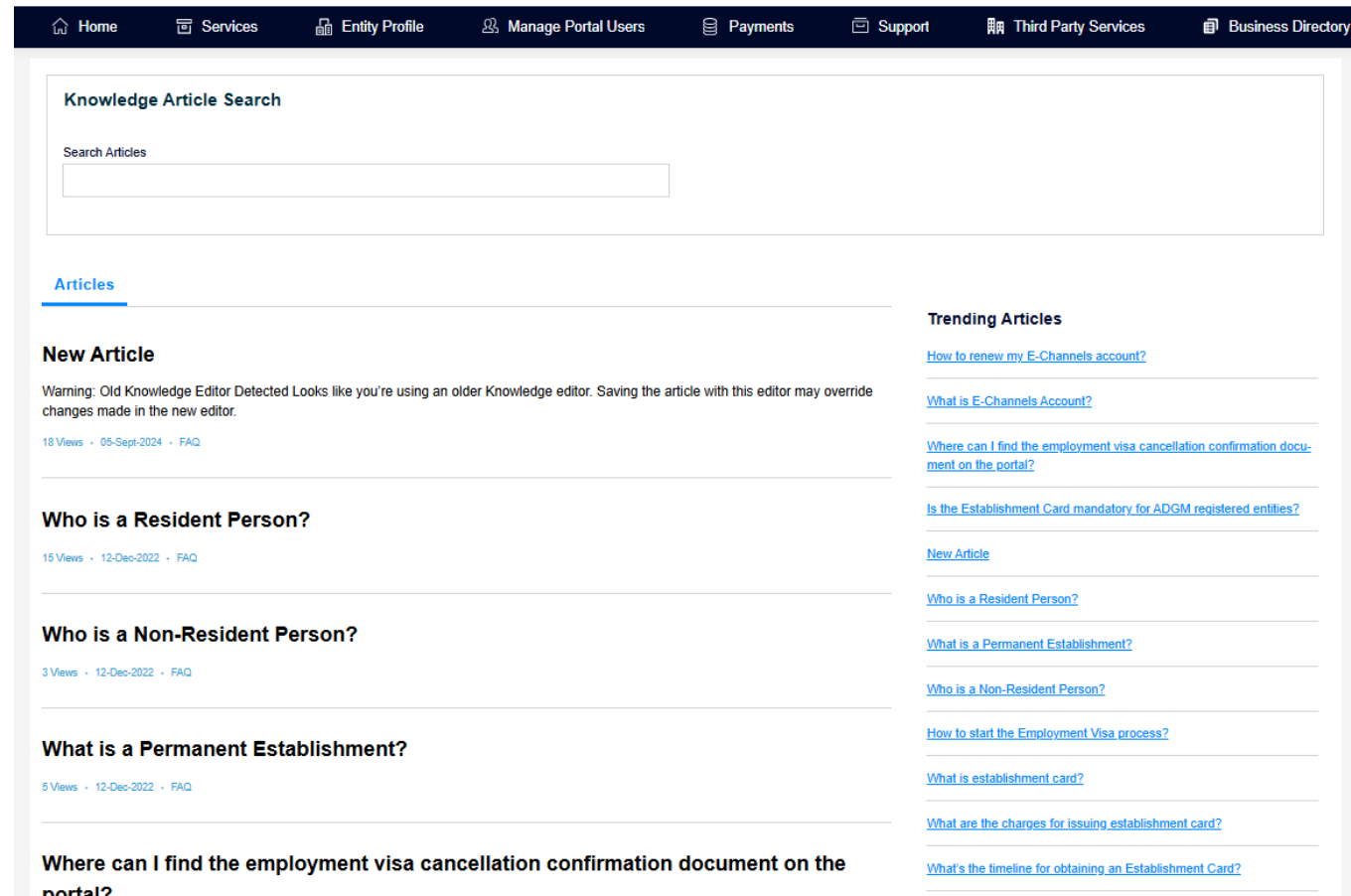
Submit Cancel



Knowledge Center

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- User can access Knowledge Articles by clicking on **Home > Quick Links > Knowledge Centre.**
- User can refer to Knowledge Articles in case of a query regarding any of the services of the portal or frequently asked questions.
- User can search for an article by typing the relevant search keyword in the search box and press Enter key.



The screenshot displays the 'Knowledge Article Search' section of the ADGM portal. At the top, a navigation bar includes links for Home, Services, Entity Profile, Manage Portal Users, Payments, Support, Third Party Services, and Business Directory. Below the navigation bar is a search box labeled 'Search Articles'. The main content area is titled 'Articles' and features a 'New Article' section with a warning message: 'Warning: Old Knowledge Editor Detected Looks like you're using an older Knowledge editor. Saving the article with this editor may override changes made in the new editor.' Below this, several article titles are listed with their respective view counts and dates: 'Who is a Resident Person?' (18 Views, 05-Sept-2024), 'Who is a Non-Resident Person?' (15 Views, 12-Dec-2022), 'What is a Permanent Establishment?' (3 Views, 12-Dec-2022), and 'Where can I find the employment visa cancellation confirmation document on the portal?' (5 Views, 12-Dec-2022). On the right side, a 'Trending Articles' section lists several popular articles, including 'How to renew my E-Channels account?', 'What is E-Channels Account?', 'Where can I find the employment visa cancellation confirmation document on the portal?', 'Is the Establishment Card mandatory for ADGM registered entities?', 'New Article', 'Who is a Resident Person?', 'What is a Permanent Establishment?', 'Who is a Non-Resident Person?', 'How to start the Employment Visa process?', 'What is establishment card?', 'What are the charges for issuing establishment card?', and 'What's the timeline for obtaining an Establishment Card?'.



Receipts and Statement of Account

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- User can access payment receipts for all the transactions under the **Payment** tab.
- User can see the list of all the **Completed** and **In-Progress** Transactions.
- Click **View** to access the invoice.
- User can generate the **Account Statement** to obtain a complete summary of all the transactions of the entity.
- Enter the Date From and Date To, to view all transactions in this specific period and click on **Download Statement**.

The screenshot displays the ADGM Payments portal interface. At the top, there is a navigation bar with links for Home, Services, Entity Profile, Manage Portal Users, Payments (highlighted), Support, Third Party Services, and Business Directory. Below the navigation bar, the 'Account Statement' section is visible, featuring a 'From Date' and 'To Date' input fields with calendar icons, and a 'Download Statement' button. The main content area is divided into two sections: 'Completed Transactions' and 'In-Progress Transactions'. The 'Completed Transactions' section contains a table with the following data:

Receipt/Invoice No	SR Number	Service Type	Payment Method	Type(Credit/Debit)	Amount(AED)	Created Date	
IN-171477	SR-193395	Temporary Alcohol Permit	Wallet	Debit	1000	18/11/2024	View
IN-171459	SR-193360	Temporary Alcohol Permit	Wallet	Debit	1000	15/11/2024	View
IN-171433	SR-193174	Permit - Shisha	Wallet	Debit	10000	15/11/2024	View
IN-171432	SR-193155	Temporary Alcohol Permit	Wallet	Debit	3000	15/11/2024	View
IN-171431	SR-193150	New Alcohol Retail Permit	Wallet	Debit	120000	15/11/2024	View

Below the table, there is a pagination indicator showing 'Page 1 of 22'. The 'In-Progress Transactions' section contains a table with the following data:

SR Number	Service Type	Payment Method	Type(Credit/Debit)	Amount(AED)	Created Date
SR-192878	Dependent Visa - New for Rakesh Malhotra	Wallet	Debit	3519.74	14/11/2024
SR-191811	Temporary Work Permit - Renew for Khalid Hasan Ali AlMarzooqi	Wallet	Debit	1200	07/11/2024
SR-191444	Temporary Work Permit - Cancellation for Shaikha Al	Wallet	Debit	0	06/11/2024



Thank you

