



Guest 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 video tutorials.
- 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

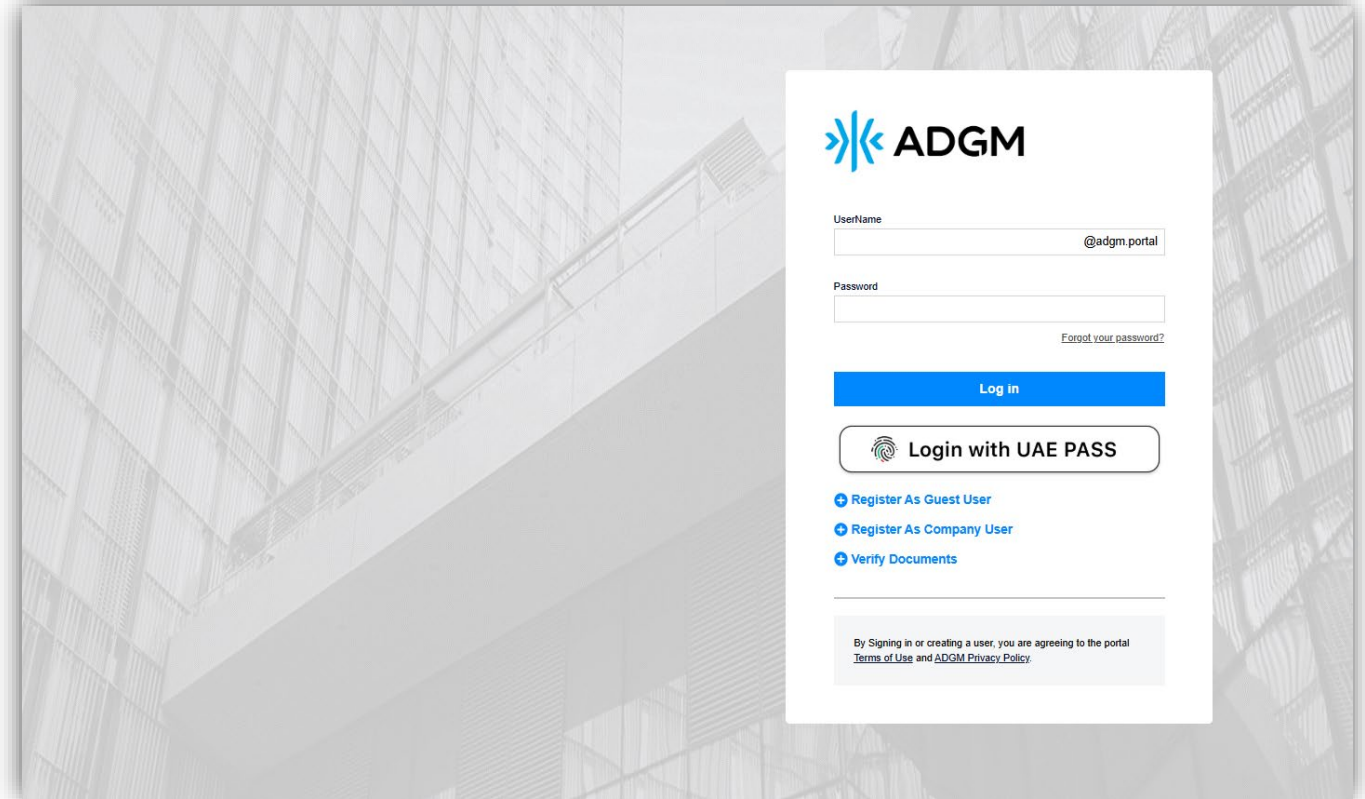
ADGM government related services can be accessed through **ACCESSADGM** client portal, a highly efficient, comprehensive and integrated online portal that has contributed to enhancing our ease of doing business and enjoying a seamless digital experience by our clients.

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 Guest User

- A user can request for access on the portal, without an ADGM commercial license, in order to obtain permits for conducting events, trainings, seminars or sales and promotional activities on Al Maryah Island.
- In order to request for access to the portal, click on “**Register as Guest User**” on the login page.
- User can also opt to log in using **UAE Pass**.

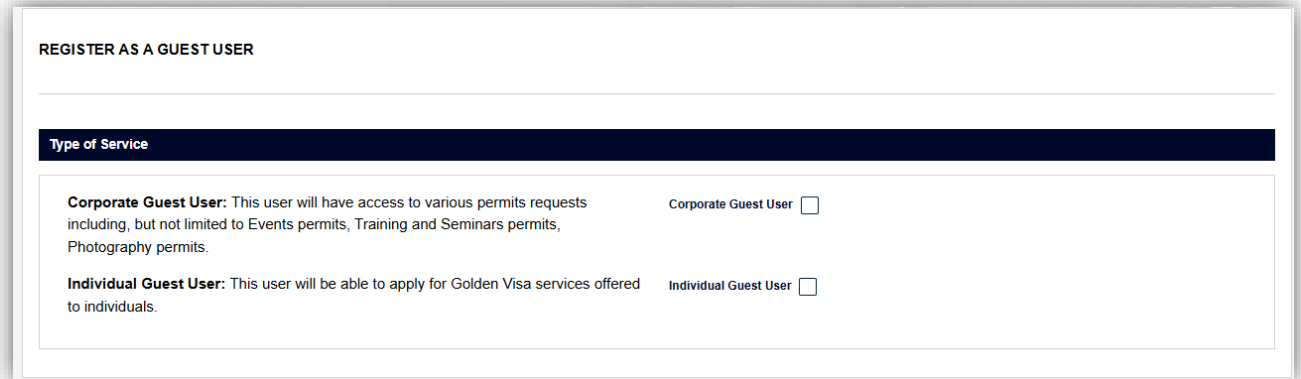


The screenshot displays the ADGM login interface. At the top right is the ADGM logo. Below it are input fields for 'UserName' (with a placeholder '@adgm.portal') and 'Password'. A 'Forgot your password?' link is positioned to the right of the password field. A blue 'Log in' button is centered below the fields. Underneath is a 'Login with UAE PASS' button featuring a fingerprint icon. 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 Guest User

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

- User has the option to register as:
 - Corporate Guest User.
 - Individual Guest User.
- **Corporate Guest User** can be used for submitting requests on behalf of an entity.
- **Individual Guest User** is for requests related to that individual. Such as Golden Visa Application.



REGISTER AS A GUEST USER

Type of Service

Corporate Guest User: This user will have access to various permits requests including, but not limited to Events permits, Training and Seminars permits, Photography permits. Corporate Guest User

Individual Guest User: This user will be able to apply for Golden Visa services offered to individuals. Individual Guest User

Register as a Corporate Guest User

User is required to complete the **Corporate Guest 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.
- After completing the form, click on **Submit** at the bottom to proceed.

Type of Service

Corporate Guest User: This user will have access to various permits requests including, but not limited to Events permits, Training and Seminars permits, Photography permits. Corporate Guest User

Individual Guest User: This user will be able to apply for Golden Visa services offered to individuals. Individual Guest User

Information

* Title * First Name

Middle Name * Last Name

* Date of Birth * Work Email

* Company Name * License Number

Company Name (Arabic) Registered for Tax

Tax Registration Number * Contact Number

UAE Pass Activation

Activate Login with UAE Pass

Username Details

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

Privacy Notice: ADGM Registration Authority will not disclose your personal data, including name, date of birth or e-mail address to any third parties, and we will only use your personal details for the purpose of registration for the ACCESSADGM online solution. You have a right of access to and rectification of your personal data.

For more information on how we handle your personal data, please refer to ADGM's Privacy Policy.

Register as an Individual Guest User

- User is required to complete the **Individual Guest 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.
- After completing the form, click on **Submit** at the bottom to proceed.

REGISTER AS A GUEST USER

Type of Service

Corporate Guest User: This user will have access to various permits requests including, but not limited to Events permits, Training and Seminars permits, Photography permits. Corporate Guest User

Individual Guest User: This user will be able to apply for Golden Visa services offered to individuals. Individual Guest User

Information

* Title * First Name

Middle Name * Last Name

* Date of Birth * Work Email

* Contact Number

UAE Pass Activation

Activate Login with UAE Pass

Username Details

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

Privacy Notice: ADGM Registration Authority will not disclose your personal data, including name, date of birth or e-mail address to any third parties, and we will only use your personal details for the purpose of registration for the ACCESSADGM online solution. You have a right of access to and rectification of your personal data.

For more information on how we handle your personal data, please refer to ADGM's Privacy Policy.



Thank you for submitting user registration request.

Your request SR-196581 will be reviewed for approval. An email notification will be sent to you containing your registration details.

Kindly [click this link](#) to go back to the home page.

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.



Dear Valued Client,

Welcome to the **ACCESSADGM**, your online portal for all your event and exhibition permits and ADGM letter requests.

Your Service Request has been approved and you can now begin your digital portal experience by logging in using your assigned username.

To set up your password, please click here to access password reset.

Once you have reset your password, please click [here](#) to login and get started.

Your username can neither be re-set nor extracted, kindly ensure your login credentials are noted safely to ensure you are able to access the ADGM client portal at all times.

You are also accountable for your all service requests raised using your account and therefore you should not share these credentials with any other individuals.

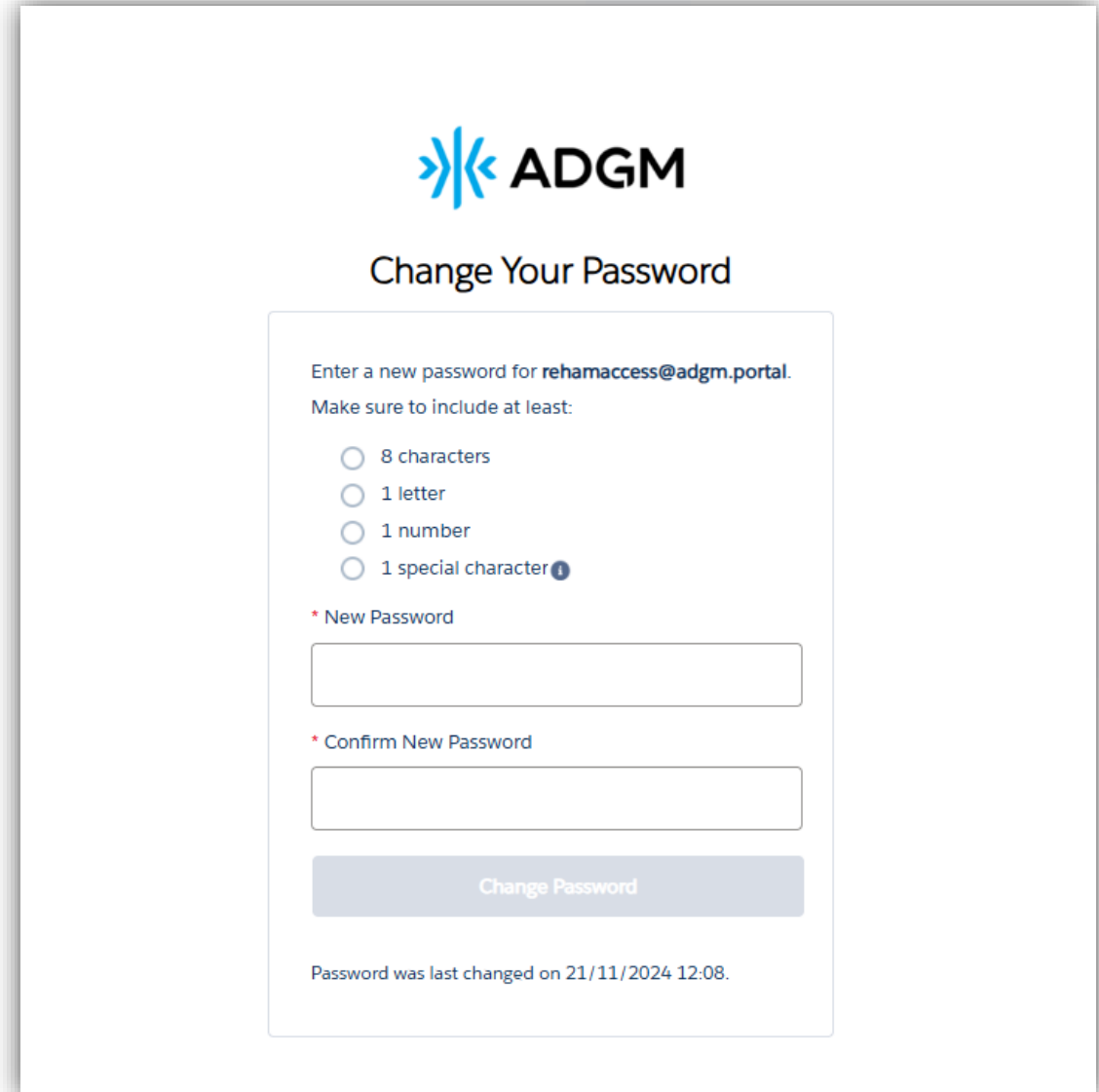
Hope you enjoy your **ACCESSADGM** Portal experience.


Regards,
Corporate Relations
Registration Authority - ADGM



adgm.com

- 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 ACCESSADGM Portal

1. Tabs allow user to easily access the **Home** page, **Services**, **Payments**, and **Support**.
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 shows the ACCESSADGM Portal interface. At the top left is the ADGM logo. A navigation bar (1) contains Home, Services, Payments, and Support. A search bar (2) is at the top right. A welcome message for 'Reham' is displayed. A 'Company Overview' section shows 'UAT Guest Company'. A 'Wallet' section shows 'AED 197063' and a 'Top Up' button. A 'Pending Actions' section is empty. An 'All Service Requests' table lists various requests. A 'Quick Links' section (4) includes Tutorial & Manuals, Knowledge Center, and Online Registry Solution. An 'Alerts' section (3) is also visible.

SR Number	Service Request Name	Status
SR-192143	Photography Permit	Service Request Completed
SR-192136	Entertainment Permit	Service Request Completed
SR-192082	Entertainment Permit	Service Request Completed
SR-191943	Photography Permit	Service Request Completed
SR-191871	ADGM Permit Amendment/Cancellation Service Request	Awaiting Approval
SR-191782	Trainings and Seminars Permit	Submitted
SR-191781	Photography Permit	Service Request Completed

Navigate through the ACCESSADGM Portal

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. For **Individual Guest Users** the **Visa Medical Appointment Calendar** widget allows user to book an appointment for their golden visa medical by selecting a specific date and time.

The screenshot displays the ACCESSADGM Portal dashboard. The top navigation bar includes the ADGM logo, a search bar, and a user profile icon labeled 'RG'. The main content area is divided into several sections:

- Wallet:** A dark blue widget showing a balance of '0 AED' and a 'Top Up' button. A blue callout '7' is positioned below it.
- Pending Actions:** A section with a blue callout '6' indicating 6 pending actions. It includes a table with columns 'SR Number', 'Service Request Name', and 'Status', and a 'View All' link.
- Alerts:** A section with a bell icon and a blue callout '6' indicating 6 alerts. It includes a 'View All' link and the text 'No Records to Show'.
- Quick Links:** A section with three links: 'Tutorials & Manuals', 'Knowledge Center', and 'Online Registry Solution'.
- All Service Requests:** A section with a blue callout '7' indicating 7 service requests. It includes a table with columns 'SR Number', 'Service Request Name', and 'Status', and a 'View All' link.
- News & Updates:** A section with a blue callout '8' indicating 8 news items. It features a large image with Arabic text 'عيد الاتحاد' and '51' (UAE National Day), and a 'View All' link.
- Medical Appointment Calendar:** A section with a blue callout '8' indicating 8 appointments. It includes a 'Book Appointment' button, a calendar for November 2024, and a 'Read More' link.

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.

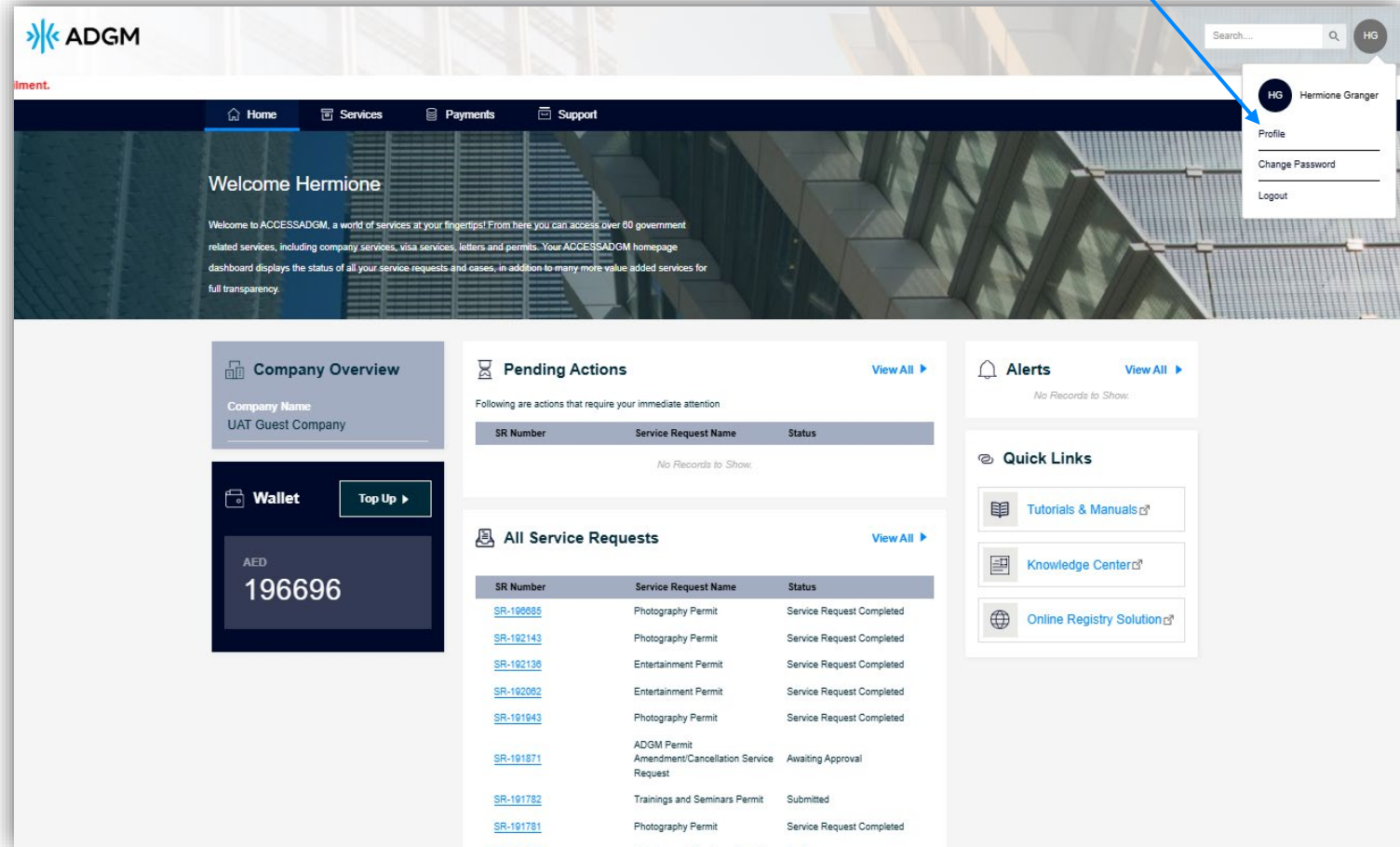
The screenshot displays the ACCESSADGM Portal interface. A blue box highlights the 'News & Updates' section, which features a large graphic with the Arabic text 'عيد الاتحاد' (Eid al-Uthud) and the number '51' for the UAE's 51st National Day. Below the graphic, the text reads: 'Commemoration Day & 51st UAE National Day Holiday'. A message follows: '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...'. A 'Read More' link and a '1 of 2' indicator are also visible. A blue circle with the number '9' is placed to the left of this section.

The footer contains the ADGM logo and copyright information: '© 2021 Abu Dhabi Global Market. All rights Reserved. Abu Dhabi Global Market has been established in accordance with the Federal Decree No. (15) of 2013 Establishment of Financial Free Zone in the Emirate of Abu Dhabi'. To the right, there are three sections: 'Links' with 'Privacy Policy' and 'Terms & Conditions' (highlighted with a blue circle '10'); 'Contact Us' with email 'accessadgm.cases@adgm.com', phone '+971 2 333 8888', and '+971 2 843 2304'; and 'Follow Us' with icons for LinkedIn, Twitter, Instagram, and YouTube. A blue circle with the number '11' is placed below the footer, and a blue chat bubble icon is in the bottom right corner.

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**”.



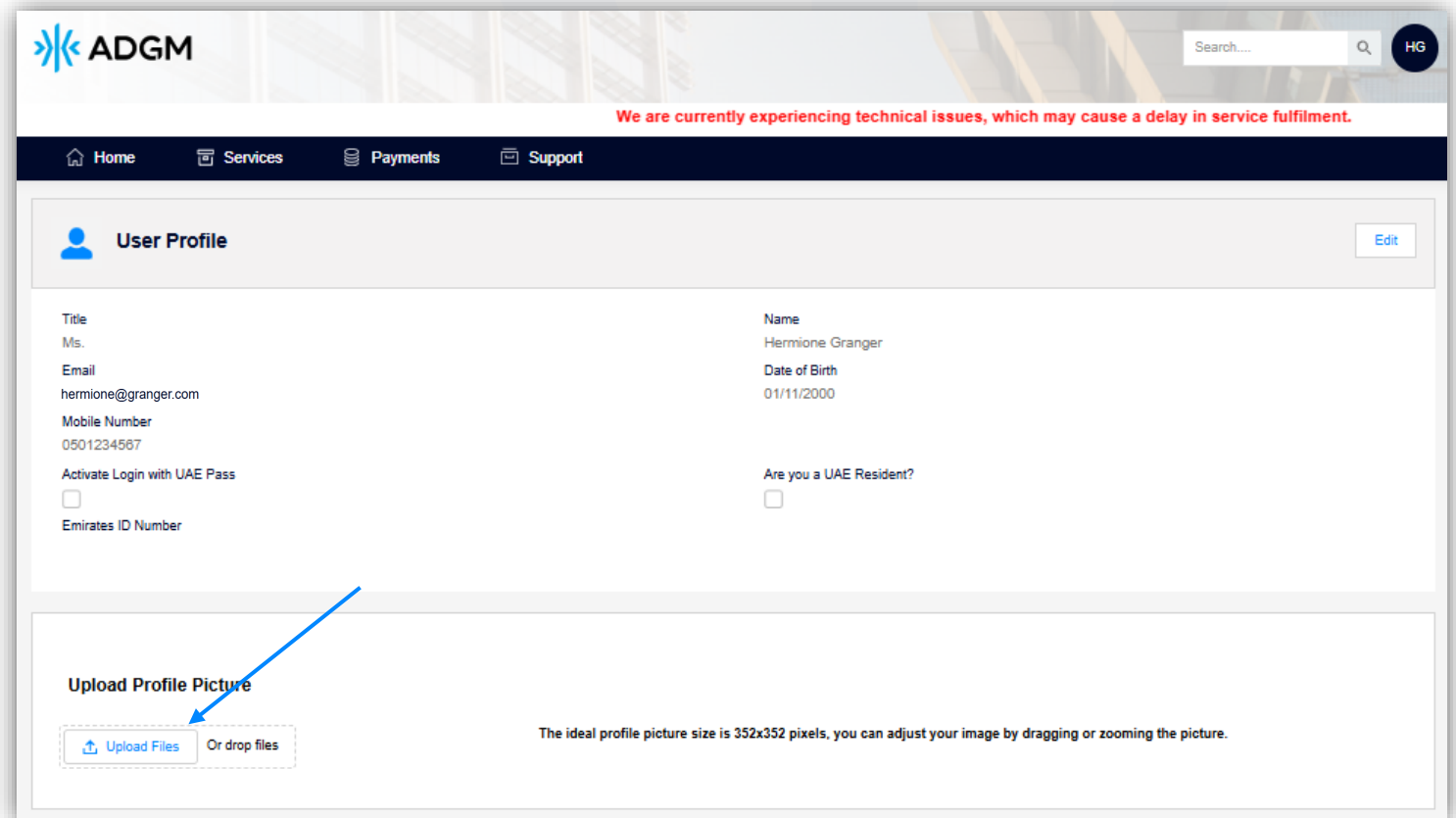
The screenshot displays the ADGM ACCESSADM user interface. At the top right, a search bar and a user profile icon labeled 'HG' are visible. A blue arrow points to the profile icon, which has opened a dropdown menu with the following options: Profile, Change Password, and Logout. The main dashboard area includes sections for Company Overview (UAT Guest Company), Wallet (AED 196696), Pending Actions, Alerts, Quick Links (Tutorials & Manuals, Knowledge Center, Online Registry Solution), and All Service Requests. The Service Requests table is as follows:

SR Number	Service Request Name	Status
SR-196685	Photography Permit	Service Request Completed
SR-192143	Photography Permit	Service Request Completed
SR-192138	Entertainment Permit	Service Request Completed
SR-192092	Entertainment Permit	Service Request Completed
SR-191943	Photography Permit	Service Request Completed
SR-191871	ADGM Permit Amendment/Cancellation Service Request	Awaiting Approval
SR-191782	Trainings and Seminars Permit	Submitted
SR-191781	Photography Permit	Service Request Completed

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 icon labeled 'HG'. 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 organized into two columns:

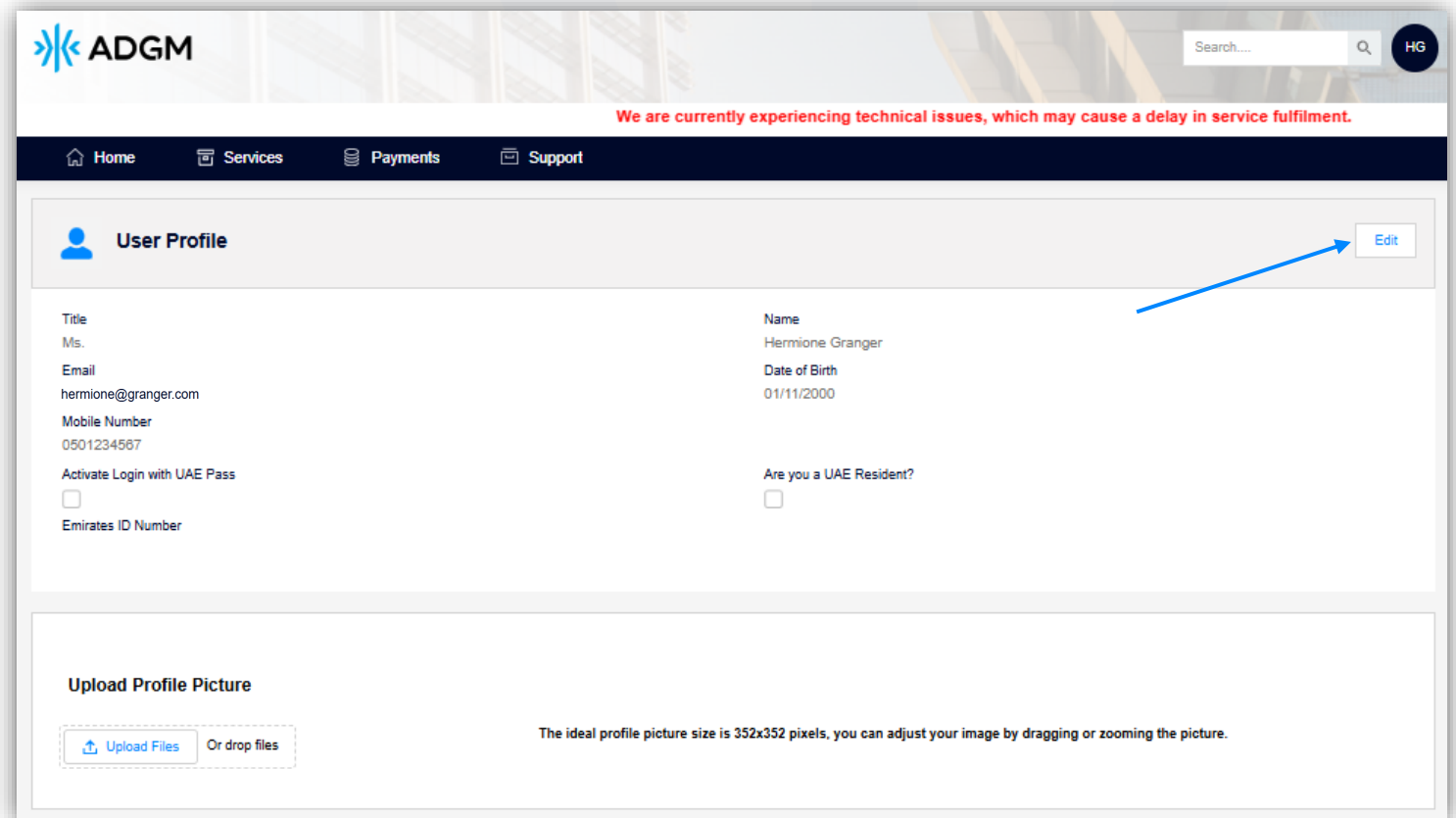
Title Ms.	Name Hermione Granger
Email hermione@granger.com	Date of Birth 01/11/2000
Mobile Number 0501234567	
Activate Login with UAE Pass <input type="checkbox"/>	Are you a UAE Resident? <input type="checkbox"/>
Emirates ID Number	

At the bottom of the profile page, there is a section titled 'Upload Profile Picture'. It features a dashed box containing an 'Upload Files' button (with an upload icon) and the text 'Or drop files'. A blue arrow points to the 'Upload Files' button. 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 page. At the top left is the ADGM logo. A search bar and a user profile icon labeled 'HG' are in the top right. A red banner below the navigation bar reads: "We are currently experiencing technical issues, which may cause a delay in service fulfilment." The navigation bar includes links for Home, Services, Payments, and Support. The main content area is titled "User Profile" and features a blue "Edit" button in the top right corner, which is pointed to by a blue arrow. The profile details are as follows:

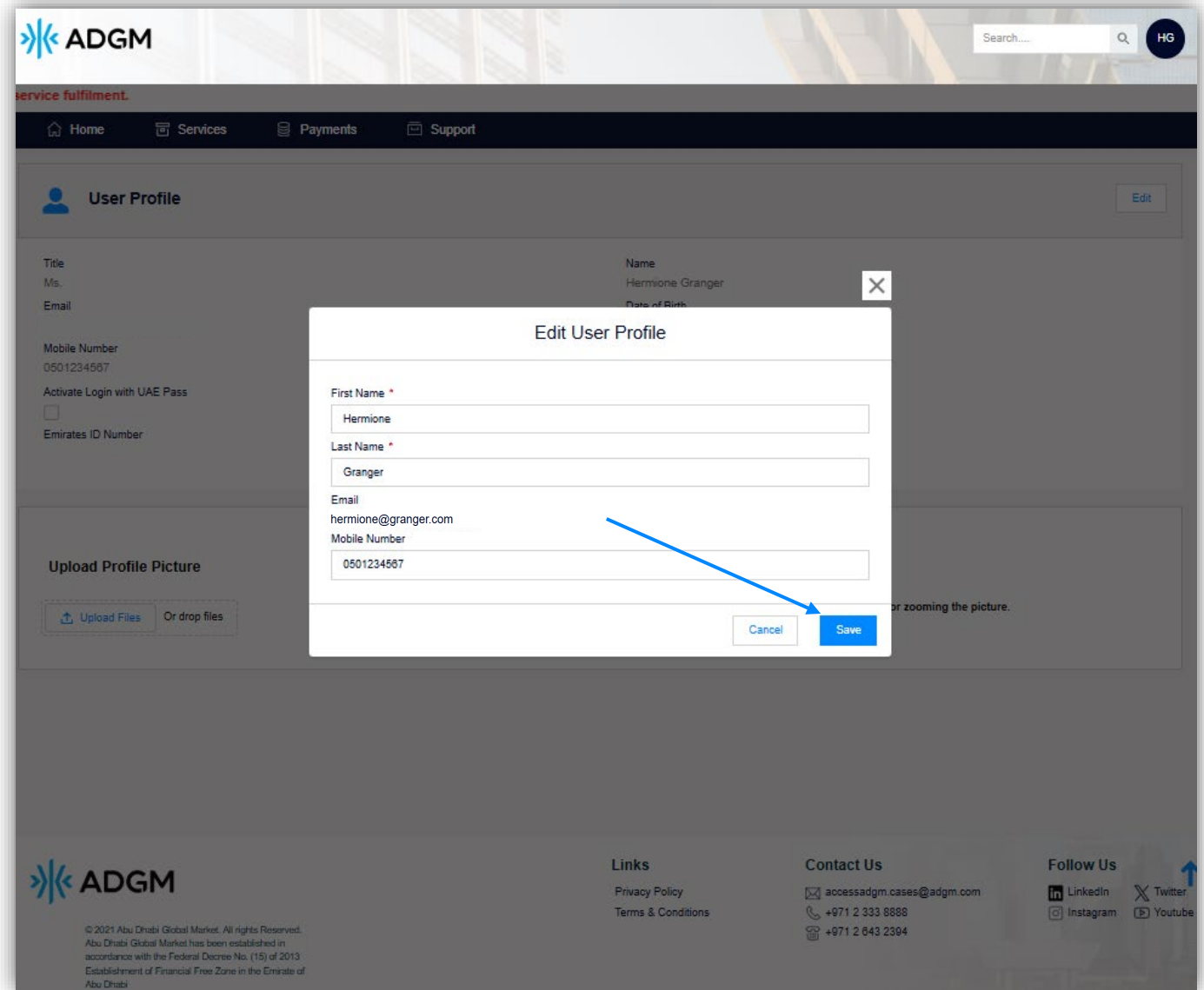
Title	Ms.	Name	Hermione Granger
Email	hermione@granger.com	Date of Birth	01/11/2000
Mobile Number	0501234567	Are you a UAE Resident?	<input type="checkbox"/>
Activate Login with UAE Pass	<input type="checkbox"/>	Emirates ID Number	

Below the profile details is the "Upload Profile Picture" section, which includes an "Upload Files" button and the text "Or drop files". 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

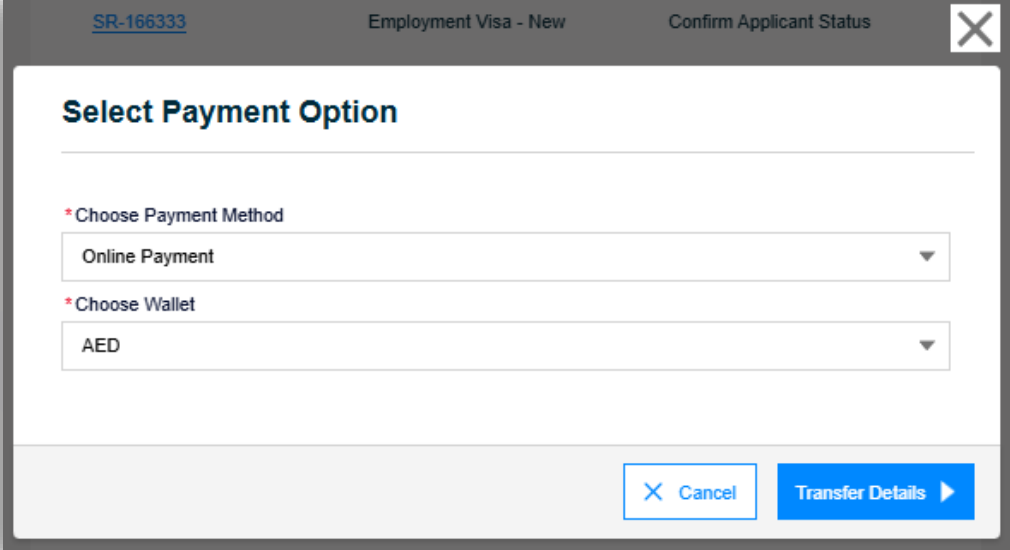
User can update the Contact Information on the Portal :

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.

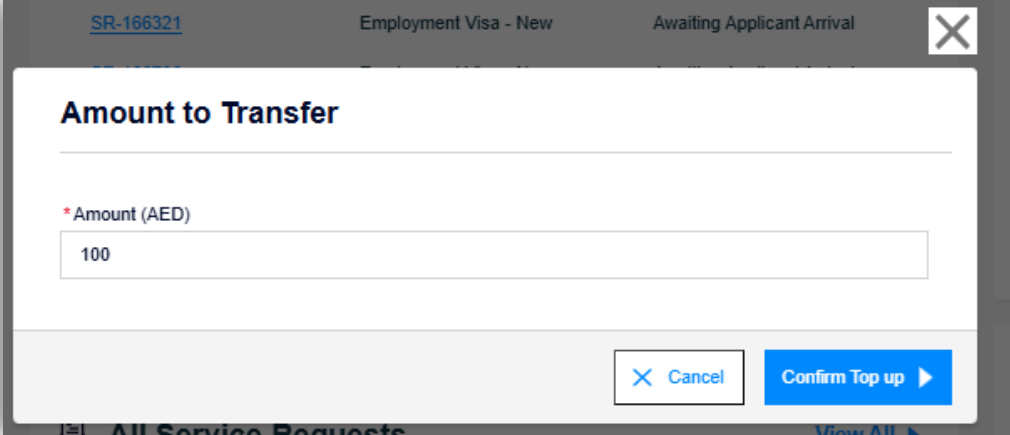


Top Up Portal Balance through Online Payment

- 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" (with an X icon) and "Transfer Details" (with a right-pointing arrow).



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" (with an X icon) and "Confirm Top up" (with a right-pointing arrow).

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	(Test Registered Company L.L.C)	* Payment Purpose	Portal Deposit
* Payment Method	Electronic Funds Transfer	* Payment Currency	AED
* Amount		* Bank Transfer Number	
Description			
Proof of Payment	* Upload File Upload Files Or drop files		

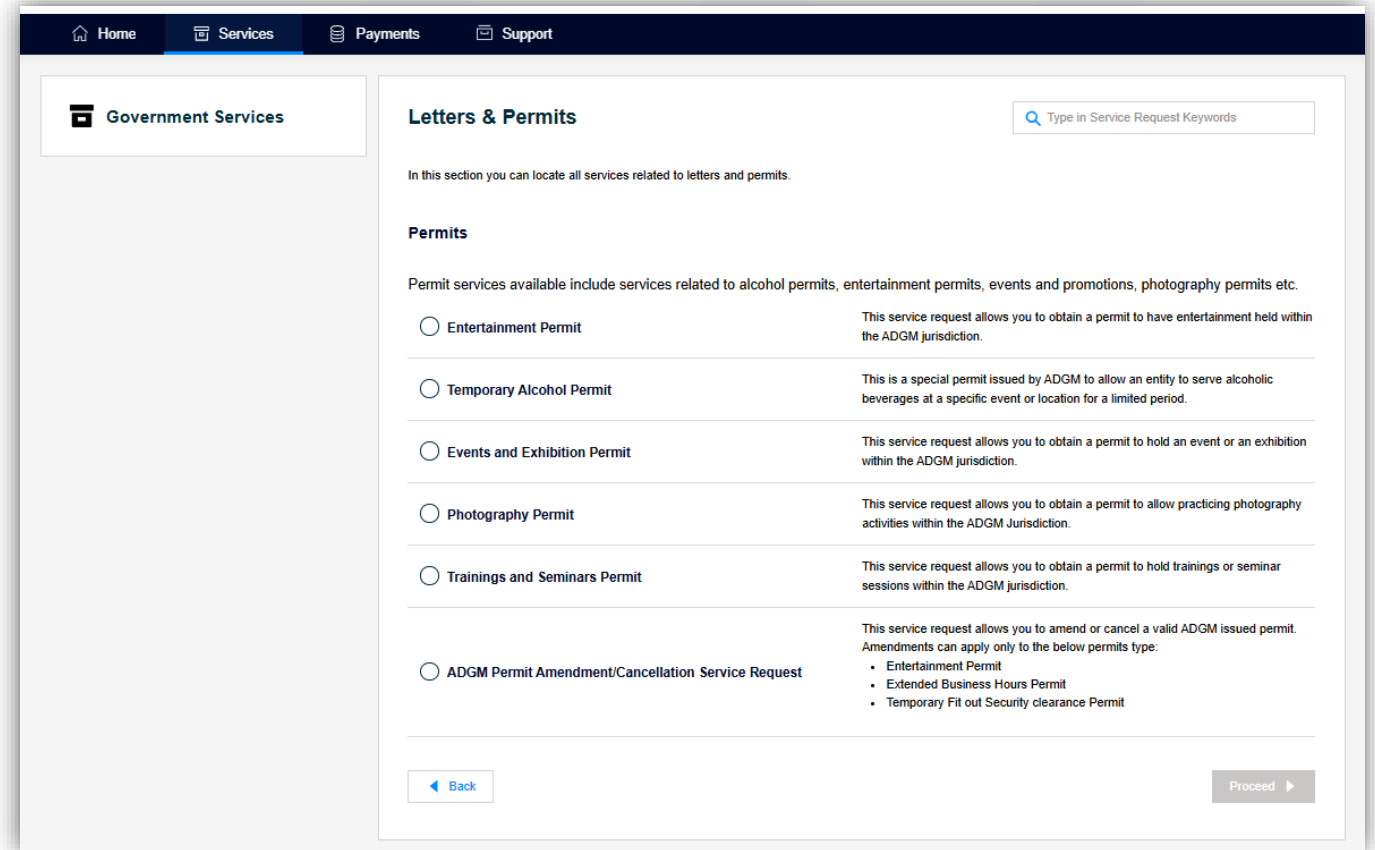
Total Portal Balance After Transfer: 294101

Bank Account Details:

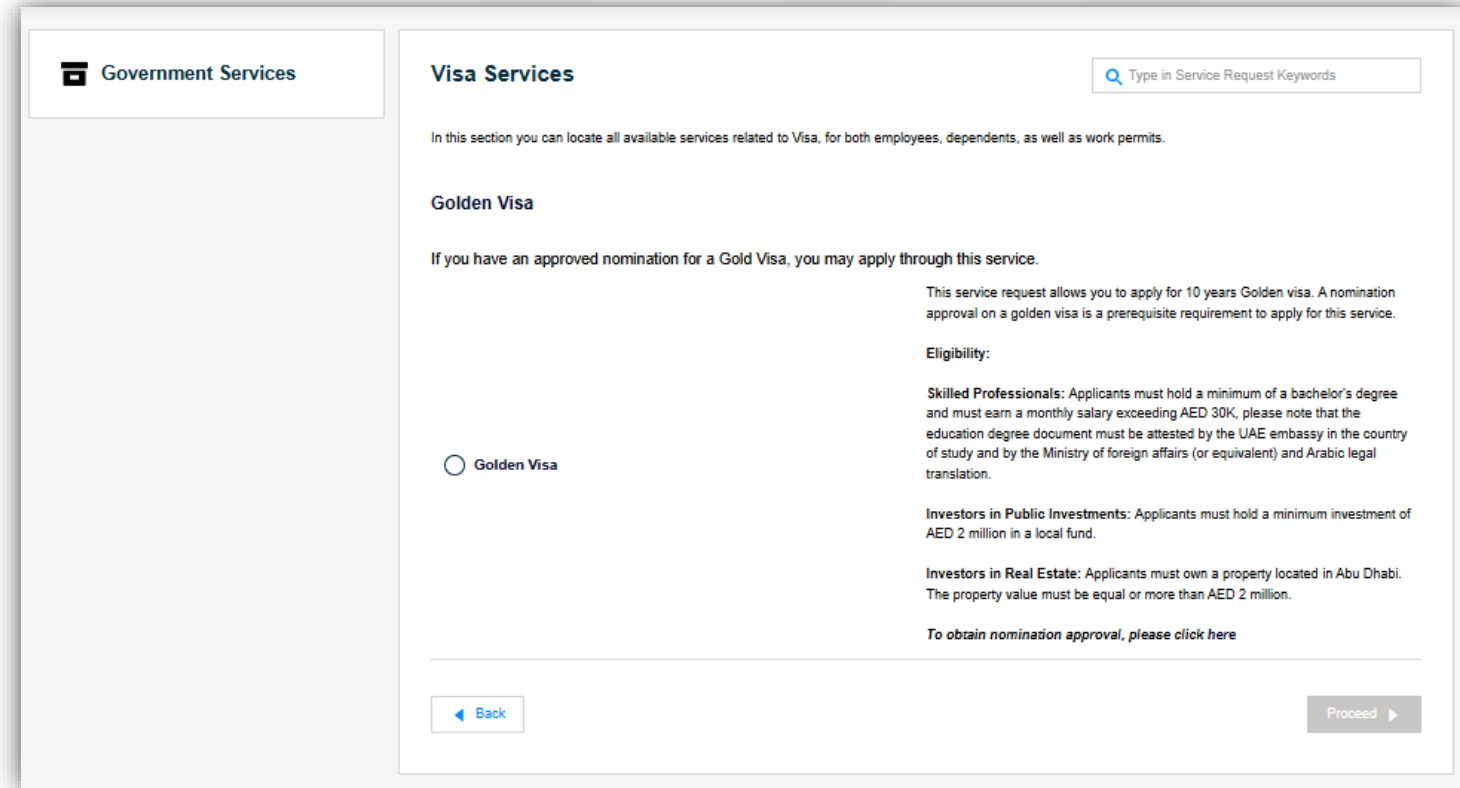
Bank Name:	First Abu Dhabi Bank (FAB)
Account Name:	ADGM REGISTRATION AUTHORITY
Account Number:	4021003571090031
IBAN Number:	AE350354021003571090031
Branch:	H.O. Sheikh Khalifa Street, Abu Dhabi, UAE
Swift Code/BIC:	NBADAEAA

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

- 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:
 - **Entertainment Permit**
 - **Temporary Alcohol Permit**
 - **Events and Exhibition Permit**
 - **Photography Permit**
 - **Trainings and Seminars Permit**
 - **Permit Amendment / Cancellation**

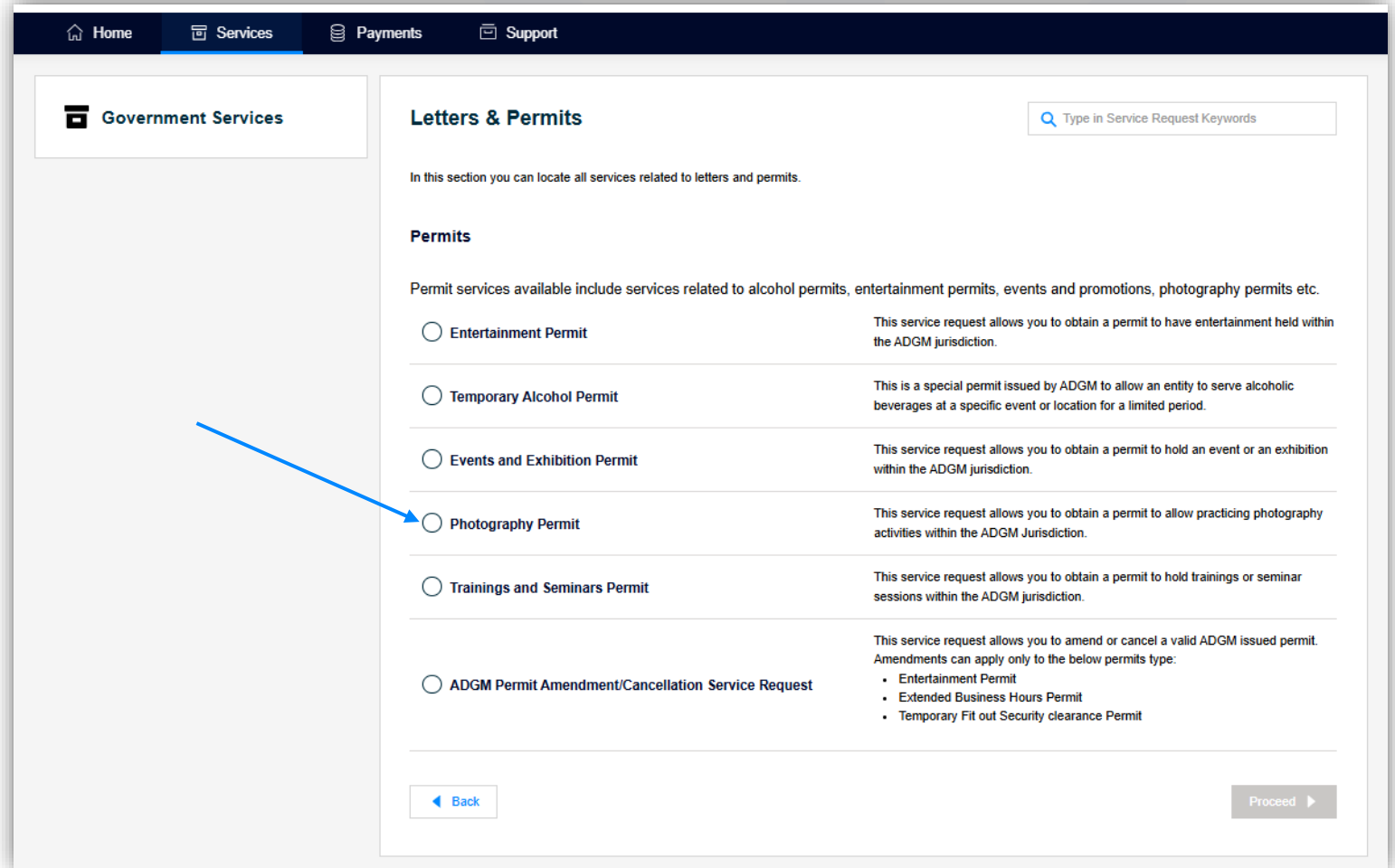


- For the Individual Guest User, The **Services** tab allows users to apply for the below service:
 - **Golden Visa**



Raise a new Service Request – Photography Permit

- To raise a request for a Photography Permit, click on **Photography Permit > Proceed > Confirm**.
- 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 the 'Government Services' portal. The top navigation bar includes 'Home', 'Services', 'Payments', and 'Support'. The 'Services' tab is active. On the left, there is a 'Government Services' sidebar. The main content area is titled 'Letters & Permits' and contains a search bar with the placeholder text 'Type in Service Request Keywords'. Below the search bar, there is a section for 'Permits' with a description: 'In this section you can locate all services related to letters and permits.' and 'Permit services available include services related to alcohol permits, entertainment permits, events and promotions, photography permits etc.' A list of permit options is shown, each with a radio button and a description:

- Entertainment Permit: This service request allows you to obtain a permit to have entertainment held within the ADGM jurisdiction.
- 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.
- Events and Exhibition Permit: This service request allows you to obtain a permit to hold an event or an exhibition within the ADGM jurisdiction.
- Photography Permit: This service request allows you to obtain a permit to allow practicing photography activities within the ADGM Jurisdiction.
- Trainings and Seminars Permit: This service request allows you to obtain a permit to hold trainings or seminar sessions within the ADGM jurisdiction.
- ADGM Permit Amendment/Cancellation Service Request: This service request allows you to amend or cancel a valid ADGM issued permit. Amendments can apply only to the below permits type:
 - Entertainment Permit
 - Extended Business Hours Permit
 - Temporary Fit out Security clearance Permit

At the bottom of the list, there are two buttons: 'Back' and 'Proceed'.

Raise a new Service Request – Photography Permit

- Complete all the below steps of the form and click on **Next** until you reach the Payment step.
 1. **Details**
 2. **List of Participants**
 3. **Documents** - Any document required to be uploaded or downloaded can be viewed here. The user will be able to view and download the invoice as well as the permit from here.
 4. **Review**
 5. **Payment**
- Click on **Discard Request** to discard the application.

The screenshot shows a web interface for raising a service request. On the left is a vertical progress indicator with six steps: 1. Start (highlighted in dark blue), 2. Details, 3. List Of Participants, 4. Documents, 5. Review, and 6. Payment. The main content area is titled 'Photography Permit SR-196685' and includes a 'Next >' button. Below the title is a 'Start' section with a 'Discard Request' button. The 'How It Works' section contains instructions: 'This service request allows you to obtain a permit to allow practicing photography activities within the ADGM Jurisdiction.' The instructions list: 1) Fill out the form and click on 'Save' button. Please select the Event Start Date and End Date to be in the future. 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 note 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.' Another note states: 'Please note : In order to process your permit request, please apply no later than 10 days in advance of the event start date. Failure to do so, may lead to delays in obtaining approvals.' A 'Next >' button is located at the bottom right of the form.

Raise a new Service Request – Photography Permit

- To add the **List Of Participants** :
- Click on **Add Participant** and Fill in the details of the participant.
- Click on **“Confirm and Update”** to save and continue adding more participants.
- Click on **“Save”** then **“Next”** after you complete adding all the participants.
- User can also remove or edit existing participants by clicking on **“Edit”** or **“Remove”** option from the **Action** drop down.

The screenshot displays the 'List Of Participants' step in a multi-step process for raising a Photography Permit (SR-196495). On the left, a vertical progress indicator shows six steps: 1. Start, 2. Details, 3. List Of Participants (highlighted), 4. Documents, 5. Review, and 6. Payment. The main content area features a header with the permit title and ID, and navigation buttons for 'Back', 'Save', and 'Next'. Below this is a 'List Of Participants' section with a 'Discard Request' button. The 'Add Participants' section contains a form with an 'Add Participant' label and a '+ Add Participant' button. At the bottom, there are 'Back', 'Save', and 'Next' buttons.

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 “**Pay and Submit**” 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**” step to add the participants.

Photography Permit
SR-196685

1 Start
2 Details
3 List Of Participants
4 **Documents**
5 Review
6 Payment

Documents

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

Documents to be Uploaded

Commercial License Copy *

Upload Files Or drop files

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).

Issued Documents

Note : User will be able to view Issued Documents here once approved or issued by the government services team.

Back Save Next Discard Request

- 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

◀ Back Pay and Submit ▶

Payment ↶ 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

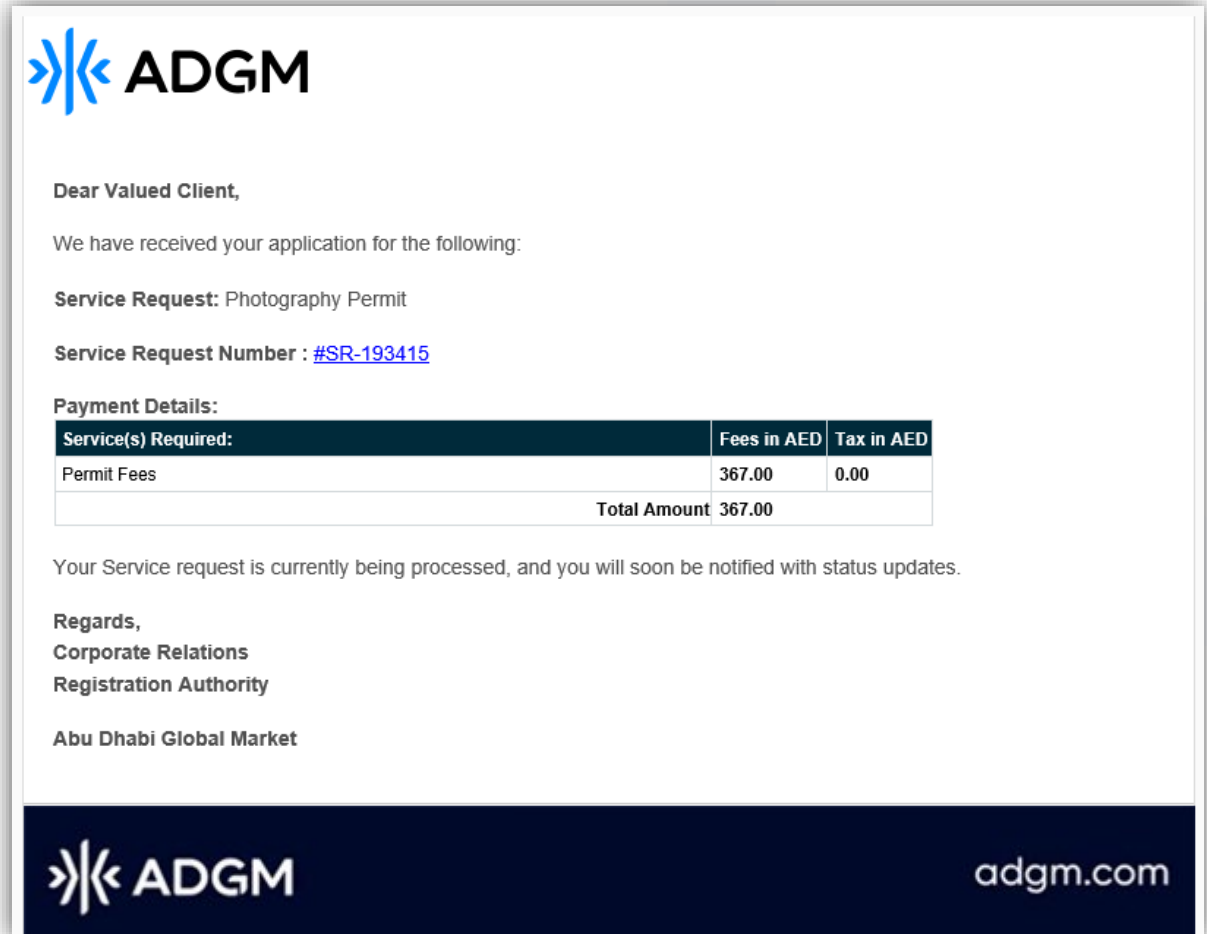
Item Name	Fee (AED)	Tax (AED)
Permit Fees	367	0

Summary

Total (AED)	367
Wallet Balance (AED) ⓘ	

◀ Back Pay and Submit ▶

- 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: Photography Permit

Service Request Number : [#SR-193415](#)

Payment Details:

Service(s) Required:	Fees in AED	Tax in AED
Permit Fees	367.00	0.00
Total Amount	367.00	

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

- Once the service request is approved by ADGM, user will receive an email confirming the approval.
- User will now be able to download the permit from the portal and will also be able to view the invoice generated for the service request.
- To download the permit, open the service request in the portal and expand the **Documents** section from the **Review** step.
- Under the “**Generated Documents**” section, user can preview and download the documents.

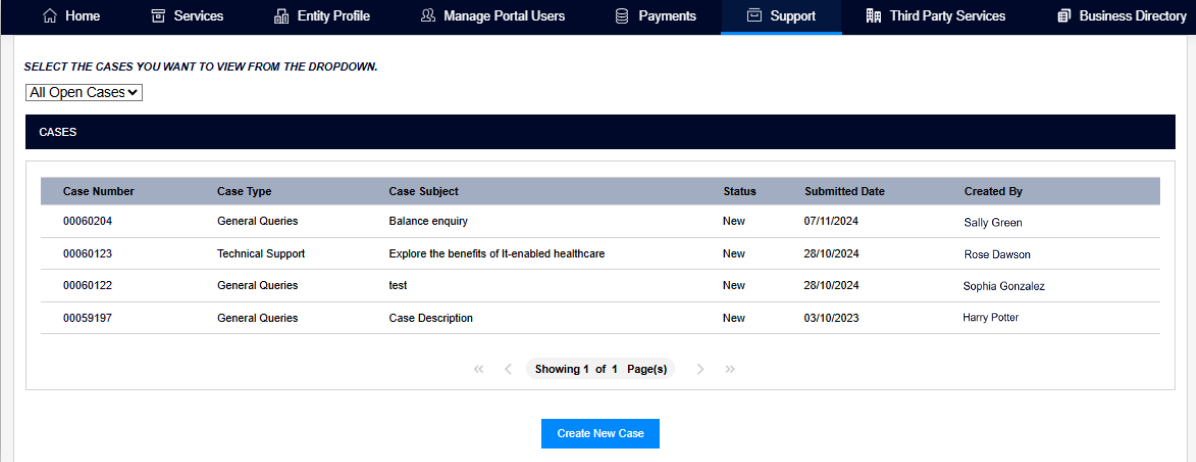
The screenshot displays the 'Progress Indicator' at the top, showing a four-step process: 1. Draft, 2. Submitted, 3. Under Process, and 4. Closed. The 'Closed' step is highlighted in blue. Below this, a table provides details for the service request:

SR Number	SR-196685	Status	Service Request Completed
Entity Name	UAT Guest Company	Submitted Date	26/11/2024

The interface includes a sidebar with expandable sections: '2. Details', '3. List Of Participants', and '4. Documents'. The '4. Documents' section is currently expanded, showing two categories: 'Uploaded Documents' and 'Generated Documents'. Under 'Uploaded Documents', there is one entry: 'Commercial License Copy' with a sub-entry 'test document' (dated 26/11/2024, 11:35 am) and a 'Preview' link. Under 'Generated Documents', there are three entries: 'Photography Permit' with sub-entries 'Photography Permit - UA...' (dated 26/11/2024, 11:36 am) and 'Invoice' with sub-entry 'UAT Guest Company - S...' (dated 26/11/2024, 11:36 am). Each generated document entry includes a 'Preview' link.

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.



Home Services Entity Profile Manage Portal Users Payments Support Third Party Services Business Directory

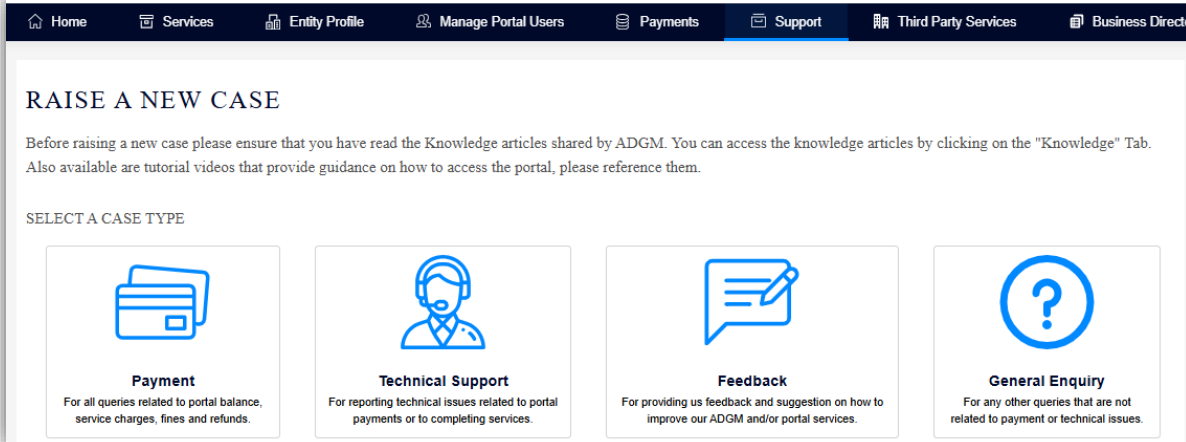
SELECT THE CASES YOU WANT TO VIEW FROM THE DROPDOWN.
All Open Cases ▾

CASES

Case Number	Case Type	Case Subject	Status	Submitted Date	Created By
00060204	General Queries	Balance enquiry	New	07/11/2024	Sally Green
00060123	Technical Support	Explore the benefits of IT-enabled healthcare	New	28/10/2024	Rose Dawson
00060122	General Queries	test	New	28/10/2024	Sophia Gonzalez
00059197	General Queries	Case Description	New	03/10/2023	Harry Potter

<< < Showing 1 of 1 Page(s) > >>

Create New Case




Home Services Entity Profile Manage Portal Users Payments Support Third Party Services Business Directory


RAISE A NEW CASE

Before raising a new case please ensure that you have read the Knowledge articles shared by ADGM. You can access the knowledge articles by clicking on the "Knowledge" Tab. Also available are tutorial videos that provide guidance on how to access the portal, please reference them.


SELECT A CASE TYPE




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



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



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



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

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

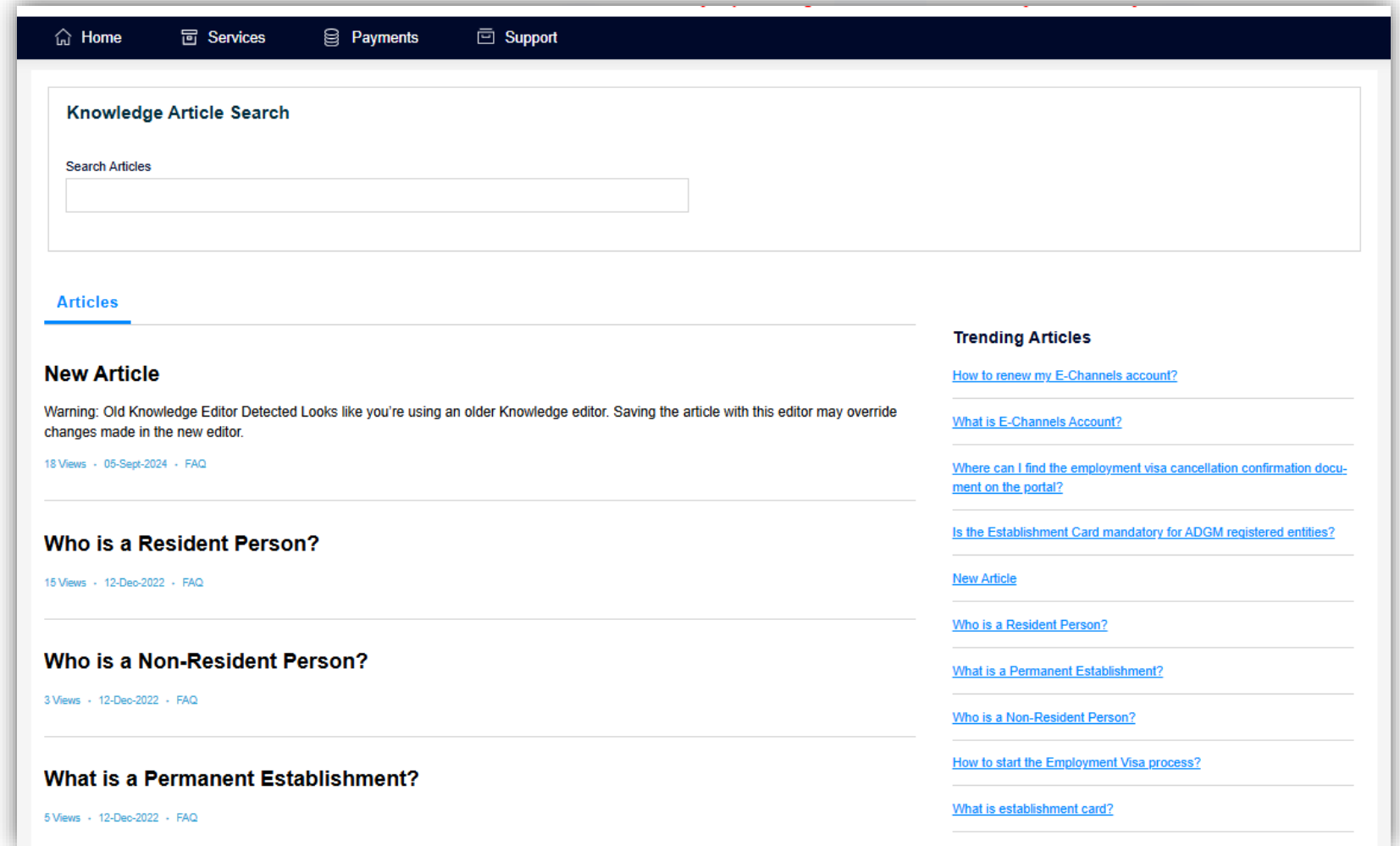
Upload Files

Upload Files Or drop files

Selected files:

Submit Cancel

- 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.



- 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 'Payments' tab interface. At the top, there is a navigation bar with 'Home', 'Services', 'Payments', and 'Support'. Below this, the 'Account Statement' section features two date input fields labeled 'From Date*' and 'To Date*', each with a calendar icon, and a 'Download Statement' button. 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-171900	SR-198685	Permit - Photography for Reham Guest	Wallet	Debit	387	26/11/2024	View
IN-170951	SR-192143	Permit - Photography for Reham Guest	Wallet	Debit	387	11/11/2024	View
IN-170950	SR-192138	Permit - Entertainment for Reham Guest	Wallet	Debit	387	11/11/2024	View
IN-170948	SR-192062	Permit - Entertainment for Reham Guest	Wallet	Debit	387	11/11/2024	View
IN-170947	SR-191943	Permit - Photography for Reham Guest	Wallet	Debit	387	11/11/2024	View

Below the table is a pagination control showing 'Page 1 of 2'. 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-191782	Permit - Training and Seminar for Reham Guest	Wallet	Debit	387	07/11/2024
SR-191513	Permit - Events and Exhibition for Reham Guest	Wallet	Debit	387	06/11/2024

Below this table is a pagination control showing 'Page 1 of 1'.



TAX INVOICE

Tax Registration Number: 100026365500003

Entity Name :	UAT Guest Company	Invoice Number :	SR-192143
Address :		Invoice Date :	11/11/2024
Tax Registration Number :		Service Name :	Photography Permit

Service Type	Description	Amount (AED)	VAT%	VAT (AED)	Total Amount (AED)
Permit Fees	Permit Fees	367.00	Out of scope 0%	0.00	367.00
Total Amount - AED		367.0	0.0		367.0

ADGM Bank Account Details:

Account Name	ADGM Registration Authority
Bank Name	First Abu Dhabi Bank
Bank Branch	Abu Dhabi, UAE
Account Number	4021003571090020
Currency	AED
AED IBAN	AE410354021003571090020
Swift Code	NBADAEEA

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

REGISTRATION AUTHORITY
سلطة التسجيل

ADGM Building, ADGM Square, Al Maryah Island, PO Box 11999, Abu Dhabi, UAE
مبنى أبوظبي العالمي، جزيرة أبوظبي العالمي، جزيرة الماريح، ص.ب 11999، أبو ظبي، الإمارات العربية المتحدة
T +971 2 333 8888 adgm.com

User	Reham Guest
Entity Name	UAT Guest Company
License Number	897790
Statement Issue Date	01-11-2024 till 26-11-2024

Statement Of Account



All Transactions

Date	Description	Sr Number	Service Type	Payment Method	Invoice/Receipt Reference Number	Debit in AED	Credit in AED
06-11-2024	Portal Deposit			Credit Card	T-132194		199,999.00
06-11-2024	Permit Fees	SR-191499	Permit - Entertainment for Reham Guest	Wallet	IN-170785	367.00	
06-11-2024	Permit Fees	SR-191513	Permit - Events and Exhibition for Reham Guest	Wallet		367.00	
07-11-2024	Permit Fees	SR-191781	Permit - Photography for Reham Guest	Wallet	IN-170841	367.00	
07-11-2024	Permit Fees	SR-191782	Permit - Training and Seminar for Reham Guest	Wallet		367.00	
11-11-2024	Permit Fees	SR-192136	Permit - Entertainment for Reham Guest	Wallet	IN-170950	367.00	
11-11-2024	Permit Fees	SR-192062	Permit - Entertainment for Reham Guest	Wallet	IN-170948	367.00	
11-11-2024	Permit Fees	SR-191943	Permit - Photography for Reham Guest	Wallet	IN-170947	367.00	
11-11-2024	Permit Fees	SR-192143	Permit - Photography for Reham Guest	Wallet	IN-170951	367.00	
26-11-2024	Permit Fees	SR-196685	Permit - Photography for Reham Guest	Wallet	IN-171900	367.00	
Totals						3,303.00	199,999.00

Portal Balance in AED as of 26-11-2024 : 196696.0



Thank you

