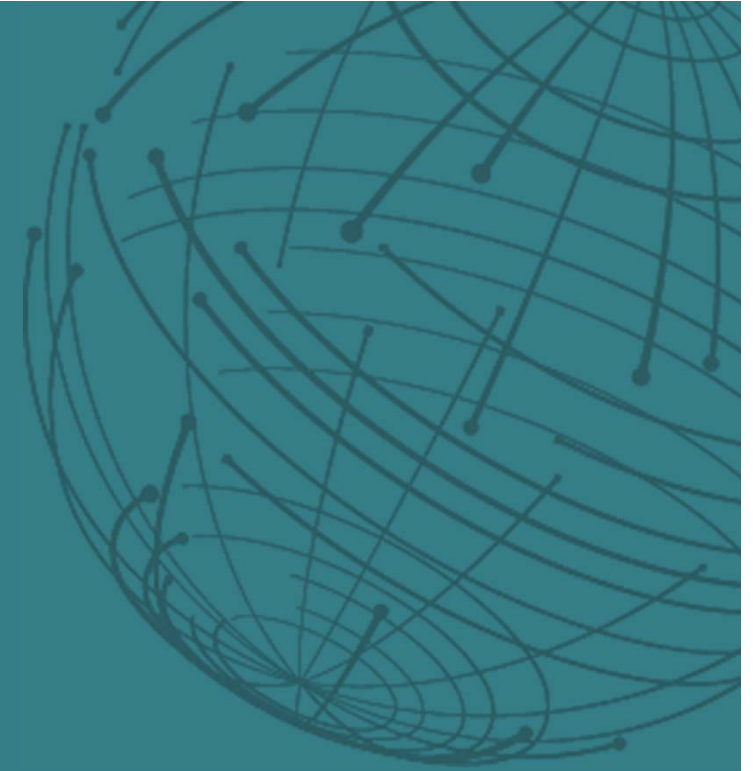


Guest User Training Document



*ACCESS***ADGM**

Objectives

In this training we will help you to:

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











Overview of ACCESSADGM

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

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

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

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

Understand Key Concepts

Term	What is it?
Alerts	Periodically notify client about changes in services or about document expiry dates, etc.
Announcements	Broadcast important information related to the entity or ADGM in general
Case	Allows client to provide detailed description of a client's feedback, problem, or question.
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.

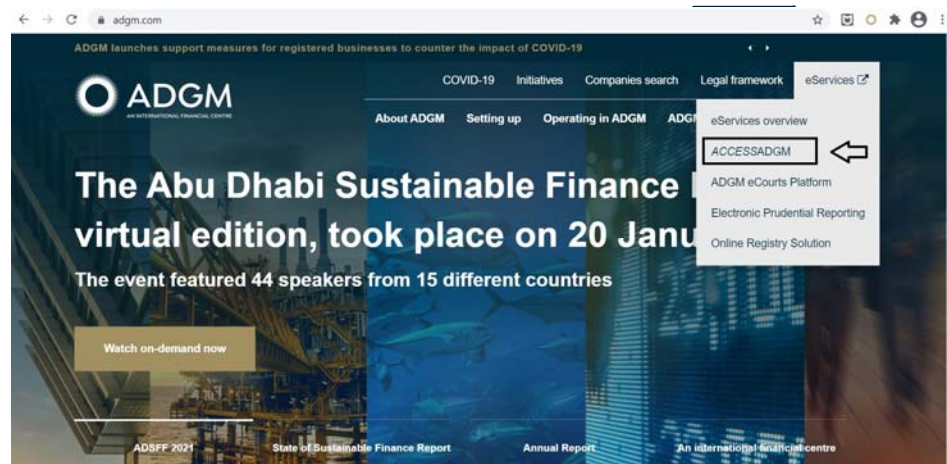
Understand Key Concepts – Service Request

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

Access the online portal via the website

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

- Browse for **www.adgm.com**
- On the top right hand corner, click on the link, “eServices”
- Select **ACCESSADGM**
- User will be redirected to **ACCESSADGM** Portal Login screen



Request for access to the online portal

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 **“+Add Guest User”** , on the Portal Login Screen.

Users can click on **“Watch our demo video”** to learn more about ADGM and the services it offers.

A screenshot of the ADGM portal login screen. The page features the ADGM logo at the top, followed by the text "WELCOME TO ACCESS ADGM". Below this, there are input fields for "Username" (containing "adgmportal") and "Password". A link for "Forgot your password" is located below the password field. A "LOGIN" button is positioned below the password field, with a white arrow pointing to it from the left. Below the login button, there are two radio button options: "Register As Guest User" (which is selected) and "Register As Company User". At the bottom of the form, there is a link that says "Watch our introduction video ▶".

Register as a Guest User

User is required to complete the “**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.
- The “**Contact number**” must be entered in a particular format as mentioned in the help text.
- 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**” to proceed.

REGISTER AS A GUEST USER

Information

Title: First Name:

Middle Name: Last Name:

Date of Birth: Work Email:

Contact Number: Company Name:

License Number: Company Name (Arabic):

Registered for Tax: Tax Registration Number:

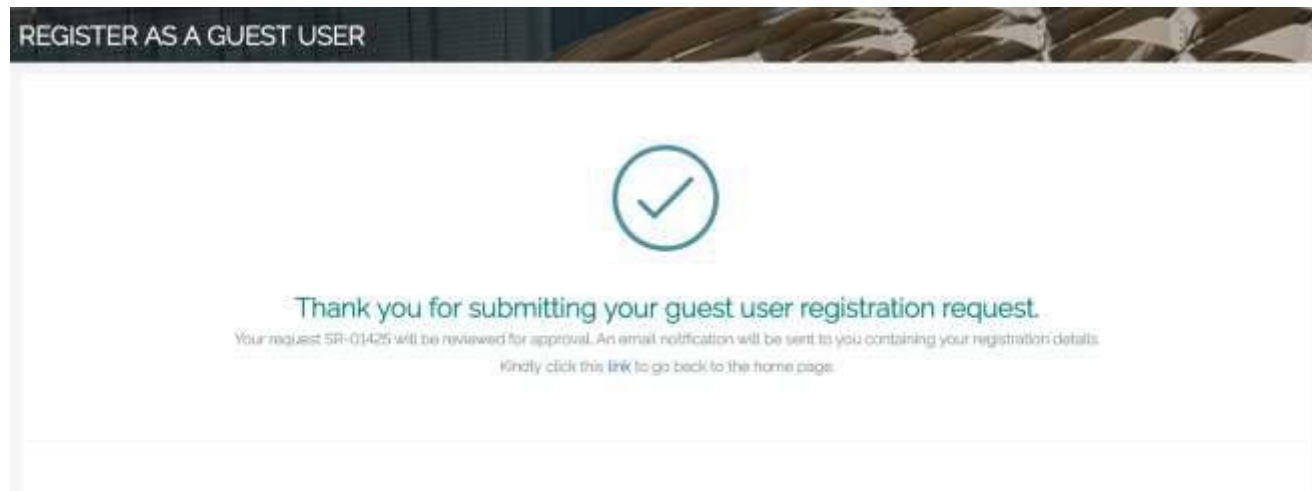
Is ADGM Company:

Username Details

Username: @adgmportal 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 a Guest User



On clicking "**Submit**", the service request will be submitted for approval.

Login to the *ACCESSADGM* Portal

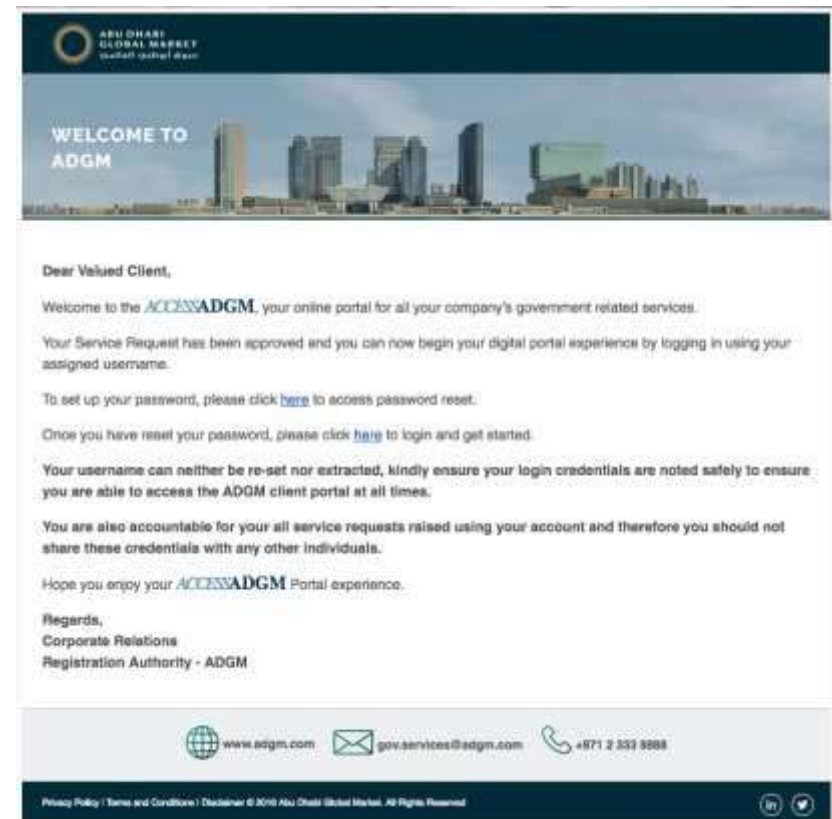
User will receive a Welcome Email from ADGM to access the portal.

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 login to the portal.

The password must have at least :

- 8 characters
- 1 letter
- 1 number

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



Change Your Password

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

- 8 characters
- 1 letter
- 1 number

* New Password

* Confirm New Password

Change Password

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

Navigate through the ACCESSADGM Portal

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

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

- 1.** Navigation tabs at the top.
- 2.** Search bar and user profile information.
- 3.** Welcome message and overview of services.
- 4.** Services section with filters for Government Services and 3RD PARTY SERVICES.
- 5.** Frequently Used Services section with quick links for E-CHANNELS SERVICES, EMPLOYMENT VISA SERVICES, SALES & PROMOTION SERVICES, and WORK PERMIT SERVICES.
- 6.** Requests section with filters for PENDING ACTIONS, SAVED REQUESTS, and CURRENT REQUESTS.
- 7.** Service Request by Status bar chart showing 2 Open and 0 Closed requests.
- 8.** Alerts section showing no alerts for the user.
- 9.** Your Company at a Glance section showing Portal Balance (0.00 AED), Operating Name (Test Registered Company), and Number of Employees (13).
- 10.** Appointment Calendar showing medical tests for null Medical Test.
- 11.** Case Statistics bar chart showing 1.0 Open and 0.0 Closed cases.
- 12.** VISA DUE FOR RENEWAL section showing a bar chart for Visa renewals.
- 13.** Contact Information section with a 'Raise a Case' button and contact details.

Navigate through the ACCESSADGM Portal


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

The screenshot shows the ACCESSADGM Portal dashboard for a user named Sally Green. The dashboard is divided into several sections:


- 1.** Navigation menu at the top: COMPANY PROFILE, MANAGE PORTAL USERS, CASES, STATEMENT OF ACCOUNT, KNOWLEDGE CENTRE, TUTORIALS, RECEIPTS, ONLINE RESOLVER SOLUTIONS.
- 2.** Search bar and user profile information (Sally Green, Test Registered Company).
- 3.** Welcome message: WELCOME TO ACCESSADGM. Below it, a brief introduction to the portal's services.
- 4.** FREQUENTLY USED SERVICES: E-CHANNELS SERVICES, EMPLOYMENT VISA SERVICES, SALES & PROMOTION SERVICES, WORK PERMIT SERVICES.
- 5.** SERVICE REQUEST BY STATUS: A bar chart showing 2 Open and 0 Closed requests.
- 6.** SERVICE REQUEST BY CATEGORY: A donut chart showing 100% for Companies Services and 0% for Visa Services.
- 7.** CASE STATISTICS: A bar chart showing 1.0 Open and 0.0 Closed cases.
- 8.** ALERTS: A section stating "There are currently no alerts for Test Registered Company as of 23/02/2020".
- 9.** YOUR COMPANY AT A GLANCE: Portal Balance (1000 AED), Operating Name (Test Registered Company), Number of Employees (10). Includes a RECHARGE YOUR ACCOUNT section with options for Online Payment and Visa Transfer.
- 10.** APPOINTMENT CALENDAR: A calendar view for "Full Medical Test" with a "Book an Appointment" button.
- 11.** ANNOUNCEMENTS: A section titled "Vaccination facility at The Galleria, Al Maryah Island" with a "READ MORE" link.
- 12.** CONTACT INFORMATION: "Raise a Case" section with contact details: Call us at +971 2333 8888, Email us at accessadgm-cases@adgm.com.
- 13.** Tweets: A section showing a tweet from @ADGMSupporter regarding a vaccination facility.

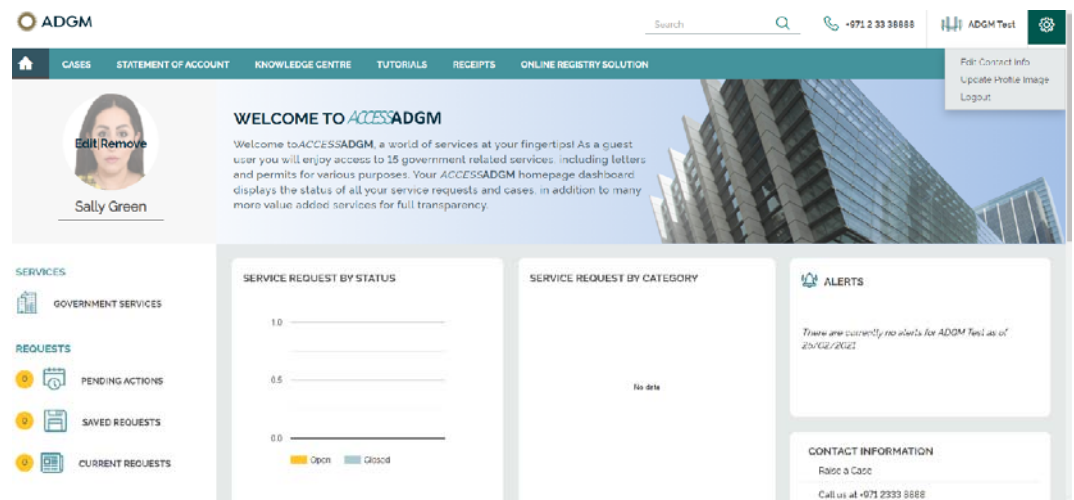
Update Profile Picture

User can update the profile picture by two ways :

1. Hover over the  icon on the left hand corner of the screen.
2. Click on **“Edit Photo”**

OR

1. Click on the  icon on the top right hand corner of the screen.
2. Select **“Update Profile Image”** from the dropdown.



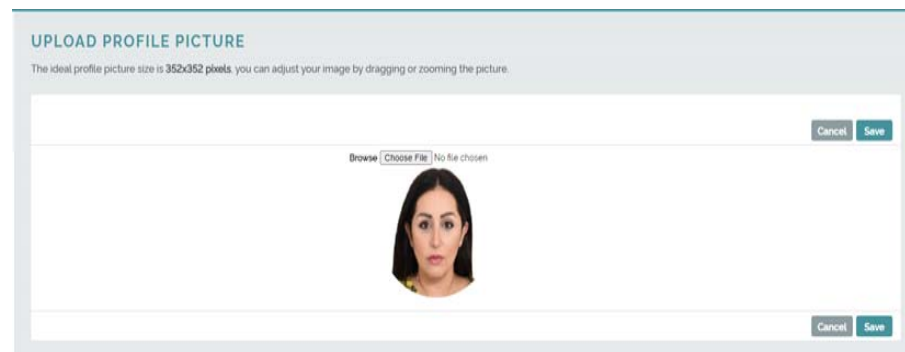
The screenshot displays the ACCESSADGM user dashboard. At the top, there is a navigation bar with the ADGM logo, a search bar, a phone number (+971 2 33 38888), and a user profile icon. Below the navigation bar, the user's profile is shown with a photo of Sally Green and the name 'Sally Green'. The photo has 'Edit' and 'Remove' options. To the right of the profile, there is a 'WELCOME TO ACCESSADGM' message and a dropdown menu with options: 'Edit Contact Info', 'Update Profile Image', and 'Logout'. The main dashboard area contains several sections: 'SERVICES' with 'GOVERNMENT SERVICES', 'REQUESTS' with 'PENDING ACTIONS', 'SAVED REQUESTS', and 'CURRENT REQUESTS', 'SERVICE REQUEST BY STATUS' (a bar chart showing 1.0 Open and 0.0 Closed), 'SERVICE REQUEST BY CATEGORY' (No data), 'ALERTS' (No alerts for ADGM Test as of 26/02/2021), and 'CONTACT INFORMATION' (Raise a Case, Call us at +971 2333 3888).

Upload Profile Picture

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


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

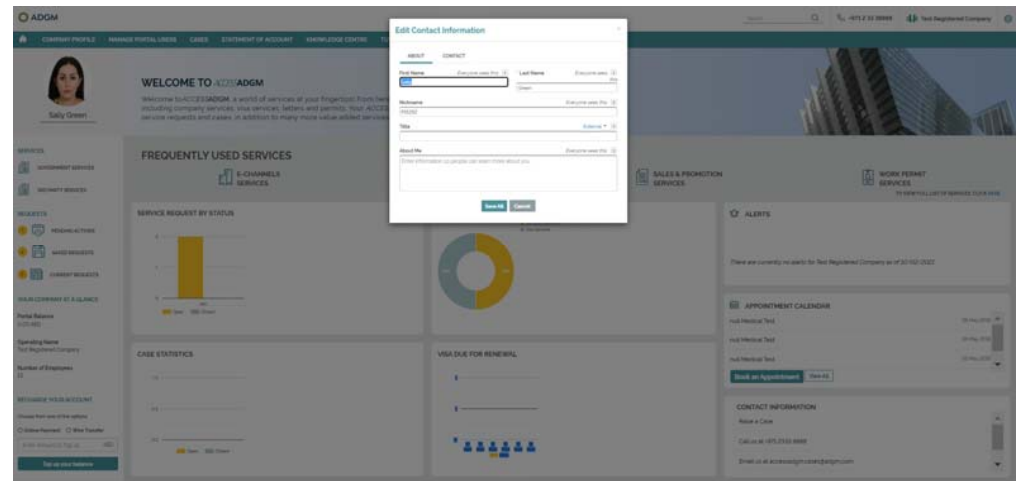
Click on “**Save**” to complete updating the profile picture.



Update Contact Information

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

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



Overview of Portal Sidebar

The Portal Sidebar allows quick access to the following links:

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

SERVICES

 GOVERNMENT SERVICES

REQUESTS

 PENDING ACTIONS

 SAVED REQUESTS

 CURRENT REQUESTS

YOUR COMPANY AT A GLANCE

Portal Balance
0.00 AED

Operating Name
ADGM Test

RECHARGE YOUR ACCOUNT

Choose from one of the options

Online Payment Wire Transfer

Enter Amount to Top up AED

[Top up your balance](#)

Top Up Portal Balance through Online Payment

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

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

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

YOUR COMPANY AT A GLANCE

Portal Balance
0.00 AED

Operating Name
ADGM Test

RECHARGE YOUR ACCOUNT

Choose from one of the options

Online Payment Wire Transfer

10000 AED

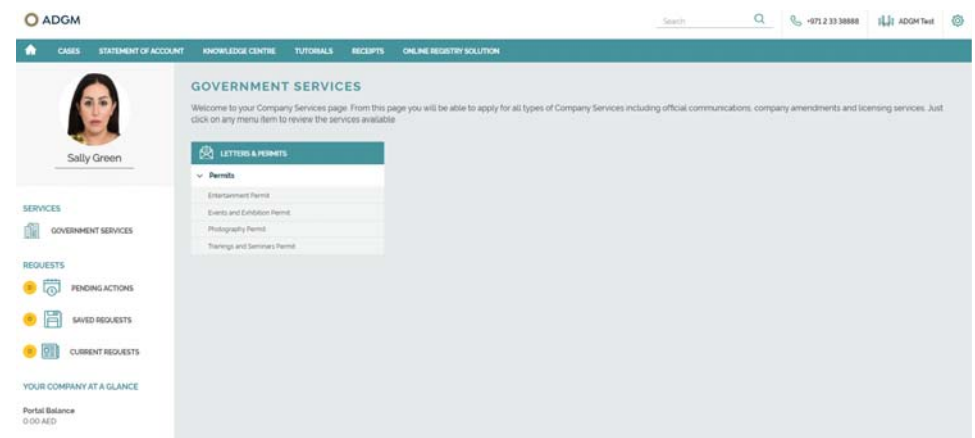
Top up your balance

View Government Services

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

To raise a **new** service request :

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



Raise a new Service Request – Photography Permit

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

User is required to fill in the service request details.

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

Please Note :

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

The screenshot shows a web form titled "Photography Permit". At the top, there is a brief description: "This service request allows you to obtain a permit to allow practicing photography activities on Al-Nahayn Island." Below this are instructions: 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/Overseas Document" on the left Document related tab to upload required documents. 3) Click "Submit Request" button to proceed with payment and to process your request. A note below 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 warning note follows: "Please note: In order to process your permit request, please apply no later than 30 days in advance of the event start date. Failure to do so, may lead to delays in obtaining approvals." The form is divided into several sections: "Service Request" (with a "Request Number" link), "Information" (Record Type: Permit - Photography), "Entity Details" (Entity: Text Registered Company, License Number: 40040002), "Permit Details" (Location: None, Event Time: 08:00:00, Start Date: 24/02/2021, End Date: 12/03/2021, Purpose of Photography: empty), "Portal Correspondence Details" (Email: aemathulshahk@spec.com, Mobile: 97551320384), and "Other Correspondence Details" (Email: empty, Contact Number: empty). At the bottom right, there are "Save" and "Cancel" buttons.

Raise a new Service Request – Photography Permit

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

Here the user can view the following information :

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

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

The screenshot displays the 'Service Request Detail' page for SR-43016. The page includes a progress indicator showing the current status as 'Draft'. Below this, there are sections for 'Information', 'Entity Details', 'Permit Details', 'Portal Correspondence Details', and 'Other Correspondence Details'. At the bottom, there is a table for 'SR Documents' and a 'Price Items' table.

Document Name	Instructions	Required	Status	Preview / Download Document	App Generated Doc
Commercial License Copy	Please submit a copy of the commercial license	<input checked="" type="checkbox"/>	Pending Upload	Upload Document	

Price Item No	Product Name	Fee	Tax Amount	Total Amount
P-0746B	Permit Fees	36700	0.00	36700

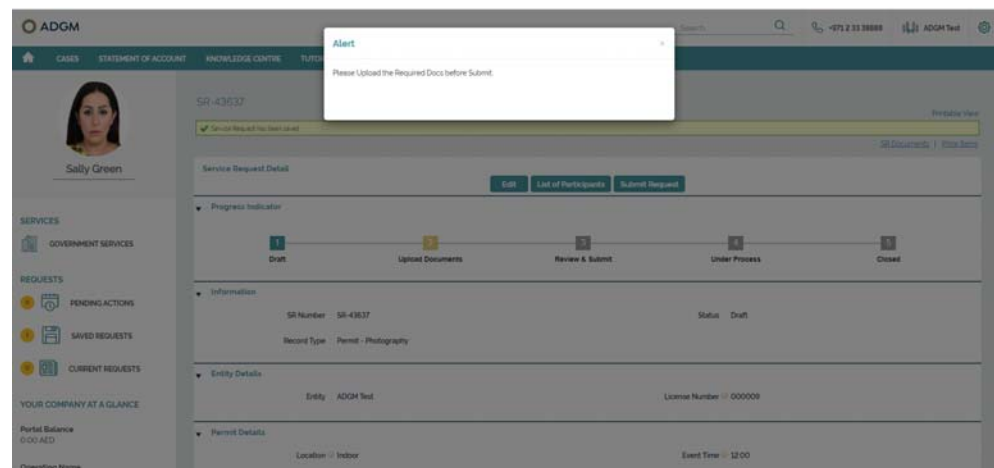
Raise a new Service Request – Photography Permit

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.



List of Participants

To add the list of participants :

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

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

The screenshot displays a web application interface for a Service Request (SR-43616). The interface is organized into several sections:

- Service Request Detail:** Includes buttons for **Edit**, **List of Participants**, and **Submit Request**.
- Progress Indicator:** A horizontal timeline showing the process flow: **Start** (blue), **Upload Documents** (yellow), **Review & Submit** (grey), **Under Process** (grey), and **Close** (grey).
- Information:** SR Number: SR-43616, Status: Draft, Record Type: Permit - Photography.
- Entity Details:** Entity: Text Registered Company, License Number: A06P0002.
- Permit Details:** Location: Indoor, Event Time: 12:00, Start Date: 27/02/2021, End Date: 28/02/2021, Purpose of Photography: text.
- Partial Correspondence Details:** Email: acmthub@hshsh.gov.com, Mobile: +975502929394.
- Other Correspondence Details:** Email: , Contact Number: .
- SR Documents:** Includes a table with columns for Document Name, Instructions, Required, Status, Preview / Download Document, and Sys_InGenerated_Doc.
- Price Items:** Includes a table with columns for Price Item No, Product Name, Fee, Tax Amount, and Total Amount.

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

Price Item No	Product Name	Fee	Tax Amount	Total Amount
P-07048	Permit Fees	36700	0.00	36700

Upload/Download SR Documents

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

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

Name	Mandatory	Required	Status	SRM Comments	Summary Comments	Action
Consent Form (SR)	Please upload a copy of the consent form.	<input checked="" type="checkbox"/>	Uploaded			Preview / Download
SR Form (SR)	Please upload a copy of the SR form.	<input checked="" type="checkbox"/>	Uploaded			Preview / Download
SR Form - Patient Copy	Please upload a copy of the SR form.	<input checked="" type="checkbox"/>	Pending Upload			Upload

Submit and Pay

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

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

The screenshot displays a web interface for 'SB-0000 for Government Services'. The main section is titled 'Service Request Details' and contains a 'Submit' button and a 'Confirm and Pay' button. Below this, there is a table with the following data:

SB Number	SB Name	Price (USD)	Unit Price
1-123	Service Fee	100.00	1.00

At the bottom of the page, there is a 'Payment Method' dropdown menu and a 'Pay' button.

Submit and Pay

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

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

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

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مركز دبي العالمي للأسواق المالية

THANK YOU FOR YOUR APPLICATION

Dear Valued Client,

We have received your application for the following:

Service Request: Photography Permit

Service Request Number : [#SR-00500](#)

Payment Details:

Service(s) Required:	Fees In AED	Tax In AED
Permit Fee	367	18.35
Total Amount:		385.35

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

Regards,
Corporate Relations
Registration Authority - ADGM

www.adgm.com | gov.services@adgm.com | +971 2 333 8668

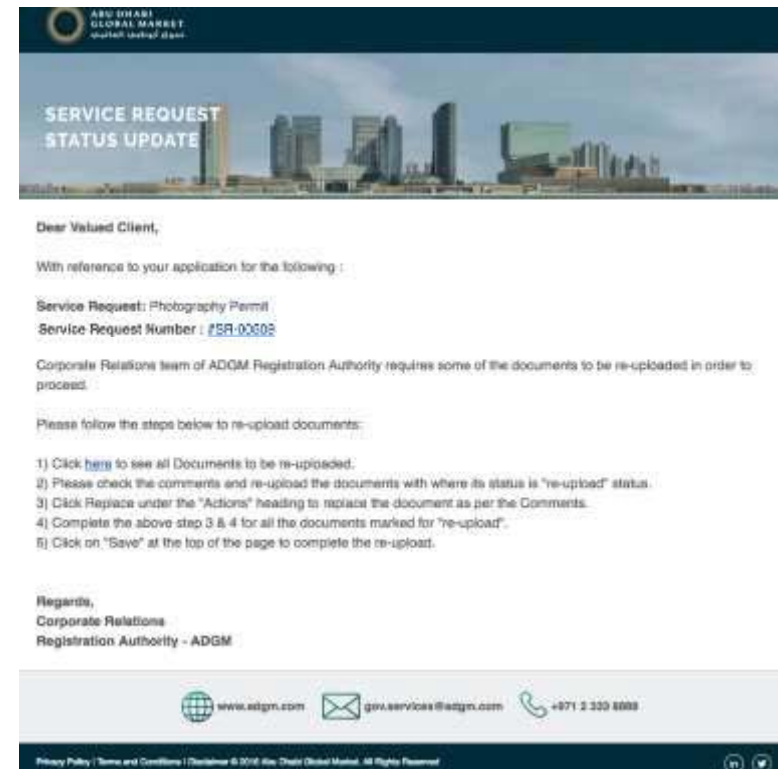
Privacy Policy | Terms and Conditions | Disclaimer © 2018 Abu Dhabi Global Market. All Rights Reserved

Re-Upload Document / Require More Information

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

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

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



ABU DHABI GLOBAL MARKET
شركة دبي العالمية

SERVICE REQUEST STATUS UPDATE

Dear Valued Client,

With reference to your application for the following :

Service Request: Photography Permit
Service Request Number : [#SR-00002](#)

Corporate Relations team of ADGM Registration Authority requires some of the documents to be re-uploaded in order to proceed :

Please follow the steps below to re-upload documents:

- 1) Click [here](#) to see all Documents to be re-uploaded.
- 2) Please check the comments and re-upload the documents with where its status is "re-uploaded" status.
- 3) Click Replace under the "Actions" heading to replace the document as per the Comments.
- 4) Complete the above step 3 & 4 for all the documents marked for "re-upload".
- 5) Click on "Save" at the top of the page to complete the re-upload.

Regards,
Corporate Relations
Registration Authority - ADGM

www.adgm.com grn.services@adgm.com +971 2 359 8000

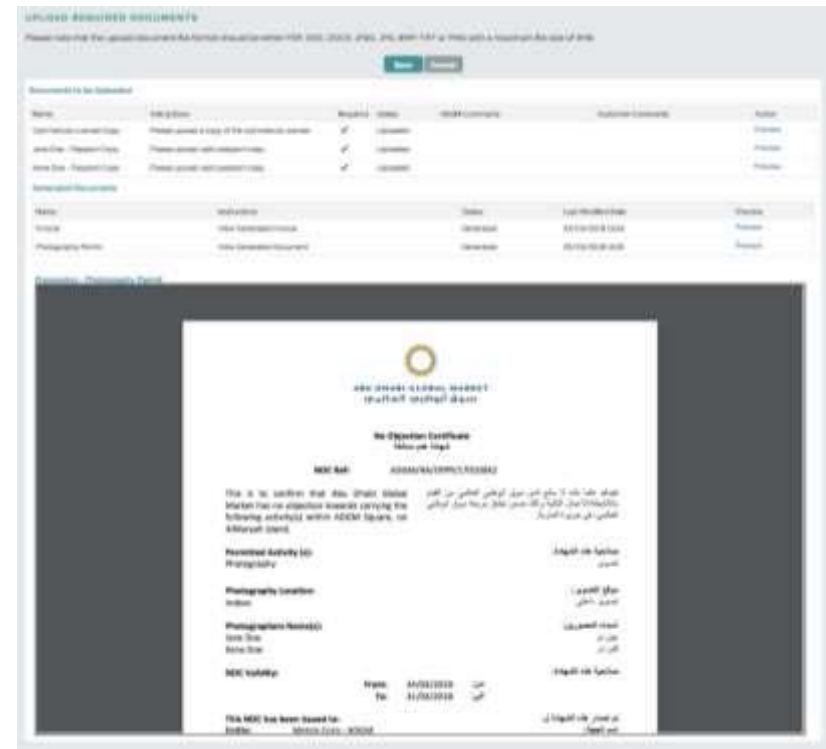
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Service Request Approval

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

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

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



Raise a New Case

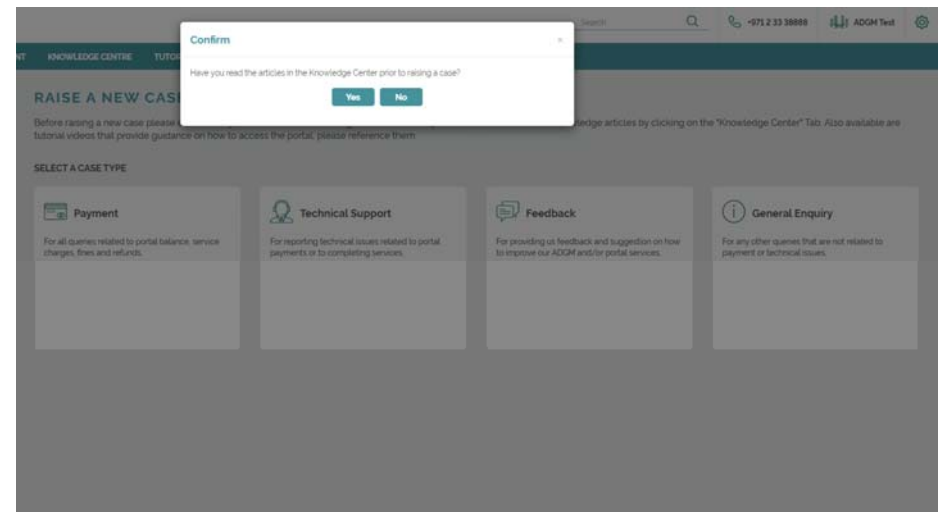
User can raise a new Case or view existing cases by clicking on the “Case” tab.

To view existing cases :

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

To raise a new case:

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



Raise a New Case

On the Case edit page :

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

The screenshot shows a web form titled "CASE New Case". At the top, there are three buttons: "Submit", "Submit & Add Attachment", and "Cancel". Below this is a section labeled "Case Details" with a "Required Information" indicator. It contains fields for "Entity Name" (with a search icon and value "ADGM Test"), "Type" (set to "General Queries"), "Sub-Type" (a dropdown menu with "Application Process" selected), and "Other Sub-Type" (an empty text box). To the right is a "Status" dropdown menu with "New" selected. Below this is the "Case Description" section, which includes a "Subject" field (with a red error bar and value "How to Apply for a Work Perm"), a "Description" field (with a red error bar and value "Can you please let me know the documents"), and a "Service Request" field (with a search icon and value "53"). At the bottom is the "Case Correspondence Details" section, which has a "Contact Name" field with the value "Rola Hari". At the very bottom, there are three buttons: "Submit", "Submit & Add Attachment", and "Cancel".

Add Case Comments and Attach Files to Cases

To add a case comment:

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



The screenshot shows a web interface titled "Comments" for editing a case comment. It features a "Case Comment Edit" header and a "Case Details" section with fields for "Subject" (Text Subject) and "Description" (Text Description). Below this is a "Comment Details" section with a "Comment" field containing the text "This is a test comment". At the bottom, there are "Save" and "Cancel" buttons. A footer note reads "Always show the [down arrow] icon to report a problem".

To add attach a file:

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



The screenshot shows a web interface titled "Attach File to Case 00001083". It provides instructions for attaching a file:

- 1. Select the File:** Type the path of the file or click the Browse button to find the file. (Cancel File) No file chosen.
- 2. Click the "Attach File" button:** Repeat steps 1 and 2 to attach multiple files. When the upload is complete the file information will appear below. (Attach File)
- 3. Click the Done button to return to the previous page:** (Done)

Add Knowledge Articles to Case

To find and attach relevant case articles :

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



Access Knowledge Articles

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

To access the knowledge articles :

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

The screenshot displays the 'Articles' section of a Knowledge Centre. At the top, there is a search bar labeled 'Search Knowledge' and a 'Sort by: Published Date' dropdown. Below this, a list of articles is shown, each with a title, a 'New!' badge, a star rating, and a 'Last Published' date. The articles listed include:

- How can an entity create a firm account with the ADGM courts?
- Do dependents need to transfer the visa as well?
- What is the process of employee visa transfer within ADGM registered entities?
- Is work permit a physical card or a virtual one?
- How to get Taxwaheq for commercial lease?
- Do ADGM registered entities have to pay any form of TAX?
- What is the process to cancel work permit and is there any cancellation charge?
- What is contained in Certificate of Incumbency?
- What are the type of documents that an ADGM registered entity can request online?
- Can medical test/screening for Residency Visa be done in Dubai?
- Can I reschedule a confirmed medical appointment?
- What happens after submission of your Employment Visa application?

The detailed view of the article 'WHAT HAPPENS AFTER SUBMISSION OF YOUR EMPLOYMENT VISA APPLICATION?' is shown below. It includes a 'Publish Indicator' (green checkmark), a 'Description' section, and a 'Next Steps' section with a numbered list of actions:

1. Check the Actual Status/Change of visa status also is confirmed. ADGM will release the Emirates ID application.
2. Once the Emirates ID application is processed and approved, you will then be requested to book your medical/visa screening test appointment. This can be done through the Appointment Calendar Widget on the ACCESSADGM portal.
3. You will also be requested to upload your health insurance card via ACCESSADGM, please ensure to upload your health insurance as soon as possible to avoid delay.
4. Once we receive your health insurance, ADGM will then proceed with your Electronic Residence visa issuance.
5. Upon the Electronic Residence visa is approved, you will be notified to drop off your passport at the ADGM offices for visa stamping and you will be notified when your passport is ready to collect. please note, courier services can also be requested.
6. You are required to complete the visa charging process within 60 days from the day of your Emirates ID application day, any delay beyond 60 days will result in fees.

Additional information includes a note about the Emirates ID address and a contact email: accessadgm@adgm.com.

View Tutorial Videos

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

To access tutorial videos :

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



Access Receipts

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

To access the “**Receipts**” :

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

RECEIPT
T-048682

[← Back to List: Receipts](#) [Printable View](#)

Receipt Detail

Transaction Number	T-048682	Receipt Reference	
Amount	AED 300	Receipt Status	Payment Unsuccessful
Payment Method	Credit Card	Receipt Date	28/01/2021 18:02
Payment Currency	AED	Transaction Reference #	0050Y000003H8D9GAL_2021-01-28T14:02:00Z
Entity	Test Registered Company	Payment Purpose	Portal Deposit
Operating Unit	Registration Authority OU		

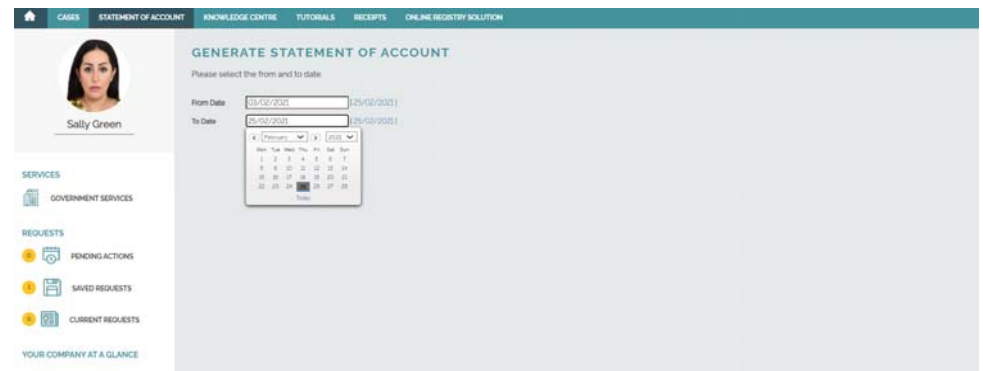
▶ **Attachments**

Generate Statement of Account

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

To generate the “**Statement of Account**” :

- Click on the “**Statement of Accounts**” Tab. User can also view the statement of accounts that were previously generated.
- Click on “**Create New Statement of Account**”.
- Enter the “**Date From**” and “**Date To**” to view all transactions between this specific period. Click on **Save**.
- The “**Statement of Account**” will be generated shortly. Refresh the page to view the generated document under the Notes and Attachment section from where it can be downloaded.



The screenshot shows a web application interface for generating a statement of account. At the top, there is a navigation bar with tabs: CASES, STATEMENT OF ACCOUNT (selected), KNOWLEDGE CENTRE, TUTORIALS, RECEIPTS, and ONLINE REGISTRY SOLUTION. Below the navigation bar, there is a user profile section for 'Sally Green' with a profile picture. To the left of the main content area, there is a sidebar menu with sections: SERVICES (GOVERNMENT SERVICES), REQUESTS (PENDING ACTIONS, SAVED REQUESTS, CURRENT REQUESTS), and YOUR COMPANY AT A GLANCE. The main content area is titled 'GENERATE STATEMENT OF ACCOUNT' and contains a form with the following fields: 'From Date' (05/12/2020), 'To Date' (05/02/2021), and a 'Save' button. A calendar widget is visible below the date fields, showing the month of December 2020.

Thank you!

*ACCESS***ADGM**