



الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المناهد FEDERAL AUTHORITY FOR IDENTITY, CITIZENSHIP, CUSTOMS & PORT SECURITY



United Arab Emirates

FEDERAL AUTHORITY FOR IDENTITY, CITIZENSHIP, CUSTOMS & PORT SECURITY

Smart Services Platform

Establishments Services – Work Package – User Guide





About this Guide

This guide clarifies the main instructions to the establishments on how to access and use the smart services of the Federal Authority for Identity & Citizenship, Customs & Port Security. These services aim to improve the process of issuing Work Package services that have been launched for private establishments. It will also eliminate the need for applicants to visit the service center in person.





Basic Requirements for Access Smart Services

NO	Service	lcon
1	Internet Connection	(((•
2	IOS Mobile Application.	É
3	Android Mobile Application.	
4	An active email address.	

Technical Support

All information provided in this document is subject to change without any further notice and might be inaccurate. If you detect technical or linguistic errors while using the platform, please report them by sending an email to our complaints and feedback email address or by calling the following:

Call Centre: 600522222

Complaints Platform: https://cc.icp.gov.ae/Web/landing

Icons Used in This Guide



Completion





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1 Consolidated Action Icons

No	lcon	Technical Name	Description
01	ľ	Edit	Modify specific information in the platform.
02		Download	Allow the user to download items from the platform.
03		Delete	Delete specific actions in the platform.
04		Actions	Display a list of actions for an item in the platform.
05		View	Display additional Information about an item in the platform.





2 Work Package Services Overview

The Work Package Services was developed by the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security in cooperation with the Ministry of Human Resources and Emiratisation to facilitate and streamline the recruitment and management of employees in the UAE, especially in the private enterprise sector. This service comprises a range of sub-services, provided via a single platform, to facilitate the effective and smooth handling of staff-related administrative processes. This service is based on the one-time information request principle and a single payment platform, which enhances the efficiency of operations and reduces the effort and time taken in employee management procedures.

• The Work Package Service includes three main types, as follows: -



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3 Login

The user can login to the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security and start benefiting from the features provided by following different three methods as below: -

3.1 Login Using UAE PASS

- 1. Open the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security.
- 2. The "login" screen will appear to the user, press on "Login with UAE PASS".

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Porgot Usemane / Passwird	Registration Change Stername	Registration Change Username	Cost Cost Cost Cost Cost Cost Cost Cost	
			Forgot Password ?	

Figure 1: Login Screen - Access to Login with UAE PASS.





3. The platform will redirect the user to "Login to UAE PASS ", enter the "Emirates ID", then press on

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Login to UAE PASS	
7941******	
C Remember me	
Login	
Don't have UAEPASS account? Create new account	
Hecover your account	
Home About Support FAQ Kiosk Locations Service Provider	

"Login" to access the account.

Figure 2: Login to UAE PASS Screen.

4. The "Access Request" screen will appear to the user, open the UAE PASS application on your mobile

then press on "Allow Access" to login.	
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Access F	Request
to MOI Controlled Medicati	n Unified Portal website
Check UAE PASS A	op on your mobile
Please tap *Allow acce citck Back or Re	sa" to sign in, Do not fresh please.
))
Waiting for your	confirmation
Can	sel
(iii) Powered by	JAE PASS

Figure 3: Access Request Screen.





3.2 Login Using User Credentials

- 1. Open the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security.
- 2. The **"Login "**screen will appear to the user, enter the **"Username "** and **"Password"**.
- 3. Press on **"reCAPTCHA"** which is a security test to confirm the validity and that the user is not a harmful

software or a robot, then press on **"Login"** to access the platform.

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		衝	V I'm not a robot	
Public Services	Golden Services	Public Visa Services	Login Forgot Password ?	

Figure 4: Login Screen.





3.3 Login Using QR Code

- 1. Open the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security.
- 2. The **"Login"** screen will appear to the user, press on **"Login by QR Code"**.

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80 Individuals	Establishments	Typing Centers	Login by email	Login by QR code	
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		(E)	I'm not a robot	IBCAPTCHA Prizely - Terms	
Public Services	Golden Services	Public Visa Services	Login		
			Forgot Passw	ord ?	

Figure 5: Login Screen - Access to Login by QR Code.





3. A QR code will appear to the user, open ICP mobile application then navigate the User Profile and select

"Login by QR Code".

4. Scan the QR code to complete the process.

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Figure 6: Login Screen - Login by QR Code.





4 Dashboard

The Dashboard feature of the Smart Services platform provides a crucial set of indicators and data that provide the user with valuable and immediate insights into the overall platform performance. The purpose of this feature is to help users make well-informed decisions quickly, contributing to the accomplishment of the Federal Authority for Identity and Citizenship, Customs and Port Security strategic objectives.

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WORK PACKAGE-WOR WORK	RK PACKAGE-PRIVATE SECTOR-CANCELI	ATION EMPLOYEE Start Service	Service Card 🏠 Favorite 🚀 Share Se	rvice	
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	E 292 010	AAAAAA	60052222		
۲ اتىجادىية Federal Authority	میٹا Visitors		Available 24/1		

Figure 7: Dashboard Screen.





5 Access to Work Package Services

This feature from the Smart Services platform of the Federal Authority for Identity, Citizenship, Customs &

Port Security allows the user access to the Work Package services.

• The Smart Services platform in the Federal Authority for Identity and Citizenship, Customs and Port

Security allows access to the Work Package services, as shown below: -

First Method: -

- 1. From the dashboard screen, select "Work Package" from the quick access tool.
- 2. Select the required "Service", "Sub-Service", and "Service Action".

Module	Q	Service	Q	Sub Service	Q	Service Action	C
RESIDENCY		WORK PACKAGE		PRIVATE SECTOR		ADD NEW EMPLOYEE	1
VISA						RENEWAL EMPLOYEE	1
SPONSOR						WORK	
INVESTIGATION						CANCELLATION EMPLOYEE WORK	\$
FINES						CANCELLATION VISA	Ø
OTHER SERVICES						WORK	07 - 1
PERMITS							
RESIDENCE AND IDENTITY							
EMIRATES ID SERVICES							
DIPLOMATIC CARDS							
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Figure 8: Dashboard Screen – Submitting Requests – First Method.





Second Method: -

1. Press on **"Start Service"** after selecting the required module.



Figure 9: Dashboard Screen – Submitting Requests – Second Method.



The user can display service details by pressing on "Service Card", as well as adding services to favorites to easily access it later.





<u>Third Method: -</u>

- 1. From the dashboard screen, press on **"Sponsored"**.
- 2. A drop-down list will appear, press on "Sponsored".

D Sponsored Old Sponsored Canceled Files	Taris Requests Ready to Payment My real	m Performance 👻 Payments Fees And Depo	isits Refund Complaints and Suggestio مربی 🖓 Transl
Escape Files Canceled Escape CONTROL PANEL Establishment's Related Users M Dashboard Last Update since : 1 Show From Date * 31/01/2024	Add a child establishme Add a child establishme CO1 AM Show To Date * 01/03/2024	ent Available Balance Black Points	0
8 sponsored	Visa Requests	E 11 Residency Requests	S Active Visas Visas about to expire Expired Visas
	Entry and exit	0 74	Ready To Pay Requests

Figure 10: Dashboard Screen - Access to Sponsored.





3. The system will redirect the user to the **"Sponsored"** screen, enter the search parameters in the required

fields.

الجمسارك وأمن المناهنة Federal authority for id	لاتحاديــــة للهويـــة والجنسيــة و ENTITY, CITIZENSHIP, CUSTOMS & PORT	ا کینے SECURITY	Lo	ogout TEST ESTABLIS	HMENT - 🌣 🌲	d Arab Emiraces
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Help 🕶					ا روه عربی	Franslate
Users Management Amwal						
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Federal Authority هيئة اتحادية	Visitors Counter 5,382,919 Visitors	Social Media	a & Programs	Cal 600 Avail	l Center 522222 (), Jable 24/7	NE)
	Accessibility - Disclaimer -	Terms & Conditions - Pri	ivacy Policy - Copyrig	ht - ICA Terminology		-ilv

Figure 11: Sponsored Screen - Searching for Sponsored.

4. Press on **"reCAPTCHA"** which is a security test to confirm the validity and that the user is not a harmful

software or a robot, then press on "Search".





- 5. The system will get the search results based on the search parameters, select the required sponsored then press on **"Actions"**.
- 6. A drop-down list will appear, select the required service.

Users Management Amwal					کر ہی	⊳ 🗞 Translat
Sponsored Management						
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Figure 12: Sponsored Screen - Selecting the Service.

Ω

Please note that using the third access method is only when applying for a "Renew Employee Work" or "Employee Work Cancelation" Request.





6 Add New Employee

This service from the Work Package services facilitates the recruitment process of new employees through the smart services platform, enabling establishments to apply for work permits for new employees and submit all required documents in electronic form.









Submit Service Request: -

• When accessing the service, the platform will redirect the user to "Submit Request" screen, which

contains seven steps should the user follow to complete the submission process successfully, as follows:-

Quote	Payment	Employee Personal	Job Offer	Attachments	Review	Application
Information	Methods	Information	Details	Information	Application	Fees
4	لچنسيـة والجمــارك وأمـن المُناهــن FeDeral Authority for identity, Citiz	الهیئے الاتحادیے للهریے و ENSHIP, CUSTOMS & PORT SECURITY	UNITED ARAB EA MINISTRY OF HU & EMIRATISATIO	NIRATES MAN RESOURCES Logout N	TEST 🔅	Law Juli Lawa
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C	0	1	CA - مدير التموين	TERING MANAGER	MALE	
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		Accessibility - Disclaimer - Terms	& Conditions - Privacy Polic	/ - Copyright - ICA Terminol	ogy	
		Figure 13	: Submit Request	Screen.		





First Step - Quote Information: -

In this step, the user should identify the target group that is commensurate with the labor quotas of the job vacancy. In addition, the user should enter the name of the job candidate in Arabic and English for record and communication purposes.



1. Select the quote from the available one, then enter the employee's name in the required fields.

Users Managemen	it Amwal		ی کریمی Translate
WORK P	PACKAGE - WORK PACKAGE -	PRIVATE SECTOR - ADD NEW EMPLOYEE	
Service Des	cription		0%
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Q	uota Information Payment Methods Employee	e Personal Job Offer Details Attachments Info Review Applicatio	n Application Fees
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Quota Inform	Available Quota Available Quota	Occupation Description	Gender MALE MALE

Figure 14: Submit Request Screen - Quota Information Step.

2. Press on "Next" to move on to the next step.





Second Step - Payment Method: -

In this step, the user should select the e-wallet to pay all the required transaction fees in the package



Figure 15: Submit Request Screen - Payment Method Step.







- 4. The platform will retrieve the e-wallet that is linked to the user account, select the required wallet.
- 5. Press on "I authorize the direct deduction from the selected financial wallet balance during

submitting each request of the package automatically".

FEDERAL AUTHORITY FOR IDENTITY, CITIZENSHIP, CUSTOMS & PORT SECURITY
My Requests 👻 Sponsored 👻 Drafts Requests Ready To Payment My Team Performance 👻 Payments Fees And Deposits Refund Complaints and Suggestions
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Users Management Amwal WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Reference Number: 00011***39
Service Description 14%
1 2 3 4 5 6 7 Quota Information Payment Methods Employee Personal Job Offer Details Attachments Info Review Application Application Fees Information
Available payment methods - Results -
eWALLET
Ce-wallet one Ce-wallet two 1000.75 AED 1100.8 AED
I authorize the direct deduction from the selected financial wallet balance during submitting each request of the package automatically.
← Back
FAQ Happiness Formula Sitemap Contact Us Archive ICA Email Suppliers' inquiries Help
Visitors Counter Social Media & Programs Call Center Federal Authority 5,382,919 Visitors () () () () () () () () () () () () () (
Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 16: Submit Request Screen - Payment Method Step - Select the e-wallet.

The selected e-wallet will be used in the next payments, kindly ensure there is sufficient balance. 6. Press on "Next" to move on to the next step.

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Third Step - Employee Personal: -

In this step, the user should fill out the employee details to meet the requirements of the application.



7. From the **"Employee Personal Information"** part, enter the employee details in the required fields.

My Requests ▼ Sponsored ▼ Drafts Requests F	Ready To Payment My Team	Performance Payments Fees And Deposits Refund Complaints and Suggesti
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الهيئة الاتحادية للهويسة والجنسيسة والجمسارك وأمس النافسد FEDERAL AUTHORITY FOR IDENTITY, CITIZENSHIP, CUSTOMS & PORT SECURITY



Mother Name (En) *			Mother Name (Ar) *		
TEST NAME			اسم تجريبي		
Religion *			Faith*		
ISLAM		x -	SUNNI		× -
Marital Status *			Qualification Level *		
SINGLE		× -	BACHELOR		× -
Qualification Country *			Qualification Description *		
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Address outside UAE Delivery Information					+
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FAQ	Happiness Formula Sitem	nap Contact Us	Archive ICA Email Suppliers'	inquiries Help	
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leral Authority هيئة اتحادية	Visitors Counter	Social	Media & Programs	Call Center 600522222 Available 24/7	🙆 U./

Figure 17: Submit Request Screen - Employee Personal Step - Employee Personal Information Part.





9. From the **"Passport Information"** part, enter the passport details in the required fields.

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WORK PACKAGE -	WORK PACKAGE - PRIVATE	E SECT	OR - ADD NEW EMPLOYE	E Reference Number : 00011***39
Service Description				29%
Quota Information	2 3 Payment Methods Employee Personal Information	Job Offer D	5 6	cation Application Fees
Passport Information				-
Passport Type *			Passport No *	
ORDINARY PASSPORT		x -	123	
Passport Issue Date * 01/01/2024 Passport Issuance Place (En) *	dd/MM/yyyy		Passport Expire Date * 31/12/2028 Passport Issuance Place (Ar) *	dd//MM//yyyy
Passport Issue Date * 01/01/2024 Passport Issuance Place (En) * Amman	dd/mm/yyyy	 	Passport Expire Date * 31/12/2028 Passport Issuance Place (Ar) * صان	dd/MM/xxxxv 🗎
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Figure 18: Submit Request Screen - Employee Personal Step - Passport Information Part.





10. From the **"Inside UAE Address"** part, enter the employee address details inside UAE in the required

Users Management Amwal	۳۲ (ظ ^ه عربي ا
WORK PACKAGE - WORK PACKAGE - PF	RIVATE SECTOR - ADD NEW EMPLOYEE Reference Number: 00011**
Service Description	
	29%
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	4 5 6 7
Quota Information Payment Methods Employee Pe	rersonal Job Offer Details Attachments Info Review Application Application Fees
Informati	tion
Employee Personal Information	
Inside UAE Address	
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Emirate *	City *
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Email *	
test@test.tom	
Do you want to save the entered address info?	
○ Use for current request only	
Address outside UAE	
Delivery Information	
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FAQ Happiness Formula Sitemap	p Contact Us Archive ICA Email Suppliers' inquiries Help
FAQ Happiness Formula Sitemap	p Contact Us Archive ICA Email Suppliers' inquiries Help
FAQ Happiness Formula Sitemap Visitors Counter	p Contact Us Archive ICA Email Suppliers' inquiries Help Social Media & Programs Call Center

Figure 19: Submit Request Screen - Employee Personal Step - Inside UAE Address Part.







11. From the **"Outside UAE Address"** part, enter the employee address details outside UAE in the

required fields.

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Help 🕶
Users Management Amwal WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Reference Number: 00011***39
Service Description 29%
Quota Information Payment Methods Employee Personal Job Offer Details Attachments Info Review Application Application Fees
Employee Personal Information +
Passport Information +
Inside UAE Address
Address outside UAE Permanent Country * JORDAN X * Test Address
Permanent Mobile Number * 00962 - JORDAN
Delivery Information +
FAQ Happiness Formula Sitemap Contact Us Archive ICA Email Suppliers' inquiries Help
Visitors Counter Social Media & Programs Call Center Federal Authority 5,382,919 Visitors F Image: Conter the state of the state
Accessibility Dischings Terms & Conditions Drivery Dallay Convisions 164 Terminalogy

Figure 20: Submit Request Screen - Employee Personal Step - Outside UAE Address Part.





12. From the **"Delivery Information"** part, enter the delivery details in the required fields to deliver the

documents to their destination, then press on "**Next**" to move on to the next step.

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WORK PACKAGE - WORK P	ACRAGE - PRIVATE SEC	TOR - ADD NEW EMPLO	
Service Description			
			29%
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1 2		5 6	3 7
Quota Information Payment M	ethods Employee Personal Job Offer Information	Details Attachments Info Review A	pplication Application Fees
Employee Personal Information			-
Passport Information			+
Inside UAE Address			+
Address outside UAE			+
Delivery Information			
Emirate City City ABU DHABI	Area Perman Al Nahyan - E20_01 00971	ent Phone Number Address Deta 50***5646 ALSO, THE NEW GRID	ils SYSTEM SHALL BE UPDATED TO ENABLE A FOR THE SAVED DELIVERY AD
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Figure 21: Submit Request Screen - Employee Personal Step - Delivery Information Part.





Fourth Step - Job Offer Details: -

In this step, the user should fill out the employee job offer details to meet the requirements of the



14. From the **"Job Offer Details"** part, enter the job offer information in the required fields.

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	Information		
lob Offer Details			-
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Job Emirate*		Annual Leave Days *	
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Probation Period*		Notice Period *	
3 Months	× -	2 Months	× -
		Contract Duration *	
Currency*	× -		
Currency* AED	× *	×	
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Currency* AED Basic Salary(AED) * 5000 Bonus	X -	Growth Salary (AED) * 10000	

Figure 22: Submit Request Screen - Job Offer Details Step & Part.





15. From the "Allowances and Bonuses" part, enter the job allowances and bonuses information in the

required fields, then press on **"Save"** to ensure that the employee wage details are accurately recorded.

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Users Management Amwal	
WORK PACKAGE -	VORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Reference Number : 00011***39
Service Description	43%
1 —	2 3 4 5 6 7
Quota Information	Payment Methods Employee Personal Job Offer Details Attachments Info Review Application Application Fees
Job Offer Details	+
Allowances And Bonuses	-
Allowances And Bonuses Housing Allowance	Allowances Amount * 1000
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FAQ	Happiness Formula Sitemap Contact Us Archive ICA Email Suppliers' inquiries Help
قيئة اتحادية Federal Authority	Visitors Counter Social Media & Programs Call Center 5,382,919 f i
	Arcessibility - Disclaimer - Terms & Conditions - Privacy Policy - Convricth - 104 Terminology

Figure 23: Submit Request Screen - Job Offer Details Step - Allowances and Bonuses Part.





• The user will notice that the platform added allowances and bonuses successfully.

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Users Management Amwal	- WORK PACKAGE	- PRIVATE SECTOR - A	DD NEW EMPLOYEE	Reference Number : 00011***39
Service Description				43%
	2	3 4	6	7
Job Offer Details Allowances And Bonuses	n Payment Methods Empl	oyee Personal Job Offer Details , formation	Attachments Info Review Applicatic	on Application Fees
Job Offer Details Allowances And Bonuses Please select	n Payment Methods Empl	oyee Personal Job Offer Details formation	Attachments Info Review Applicatic	on Application Fees
Job Offer Details Allowances And Bonuses Please select Arabic Term D	on Payment Methods Empli	oyee Personal Job Offer Details formation	Attachments Info Review Applicatic	on Application Fees + -
Job Offer Details Allowances And Bonuses Please select Arabic Term D	n Payment Methods Empl In Description	oyee Personal Job Offer Details . formation Allowances Amount 1000	Attachments Info Review Application	ption
Job Offer Details Allowances And Bonuses Please select Arabic Term D	n Payment Methods Empl In Description بدل السکن	oyee Personal Job Offer Details . formation Allowances Amount 1000	Attachments Info Review Application	n Application Fees
Job Offer Details Allowances And Bonuses Allowances And Bonuses Please select Arabic Term D Terms Of Contract Back	n Payment Methods Empl In Description بین انسکن	oyee Personal Job Offer Details , formation Allowances Amount 1000	Attachments Info Review Application	ption t Next

Figure 24: Submit Request Screen - Job Offer Details Step - Allowances and Bonuses Part – Added Allowances and Successfully.

The user can add more than one type of allowance and bonus by following the same previous steps.





16. From the **"Terms of Contract"** part, enter the terms of the employment contract information in the

required fields, then press on **"Save"** to support the onboarding process.

Users Management Amwal WORK PACKAGE - WORK F		
WORK PACKAGE - WORK F		
	PACKAGE - PRIVATE SECTOR - ADD NE	EW EMPLOYEE Reference Number : 00011***39
Service Description		43%
1 2	3 4 5	6 7
Quota Information Payment M	ethods Employee Personal Job Offer Details Attachmen	ats Info Review Application Application Fees
	Information	
Job Offer Details		+
Allowances And Bonuses		*
Terms Of Contract		
		-
Terms Of Contract The employee shall be entitled to an airw	vay ticket every {Se	- x -
Terms Of Contract The employee shall be entitled to an airw	vay ticket every {Se	- * *
Terms Of Contract The employee shall be entitled to an airw Arabic Term Description	vay ticket every {Se	- X * English Term Description
Terms Of Contract The employee shall be entitled to an airw Arabic Term Description ن تذكر و سفر كل سنة و احدو بالإضافة لحدد 1 تذكر و للمر افقين	vay ticket every {5e یستحق العامل Select Number Of Years * One Year X *	English Term Description The employee shall be entitled to an airway ticket every One Year in addition to 1 airway tickets for their dependents
Terms Of Contract The employee shall be entitled to an airw Arabic Term Description نتكر و سفر كل سنة واحده بالإضافة لحدد 1 تذكر و للمر افقين	vay ticket every {Se Select Number Of Years * One Year * • Number Of Ticket For Dependent	English Term Description The employee shall be entitled to an airway ticket every One Year in addition to 1 airway tickets for their dependents
Terms Of Contract The employee shall be entitled to an airw Arabic Term Description يتكر ٩ سفر كل سنة واحده بالإضافة لحد 1 تتكر ٩ للمر افتين	vay ticket every {Se Select Number Of Years * One Year * • Number Of Ticket For Dependent 1	English Term Description The employee shall be entitled to an airway ticket every One Year in addition to 1 airway tickets for their dependents Cancet + Save
Terms Of Contract The employee shall be entitled to an airw Arabic Term Description نتكر و سفر كل سنة و اهده بالإصافة لعدد 1 تذكر و للمر افتين	vay ticket every {Se Select Number Of Years * One Year * • Number Of Ticket For Dependent 1	
Terms Of Contract The employee shall be entitled to an airw Arabic Term Description تنكر و سفر كل سنة و احدو بالإصافة لحد 1 تنكر و للمرافقين	vay ticket every {5e Select Number Of Years * One Year * • Number Of Ticket For Dependent 1	
Terms Of Contract The employee shall be entitled to an airw Arabic Term Description یتکر و سنر گل سنه واحده پالإصافه لحد 1 تنکر و للمرافین Back	vay ticket every {Se Select Number Of Years * One Year * • Number Of Ticket For Dependent 1 sFormula Sitemap Contact Us Archive ICA Em	

Figure 25: Submit Request Screen - Job Offer Details Step - Terms of Contract Part.





• The user will notice that the platform added the terms of the employment contract successfully.

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rederal authority for identity, cutizenship, customs & port security	MINISTRY OF HUMAN RESOURCES Logout TEST & * * * * * * * * *
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My Requests ▼ Sponsored ▼ Drafts Requests Ready To Payment	My Team Performance ▼ Payments Fees And Deposits Refund Complaints and Suggestions
Help 🔻	
	ا مربي 🛞 Translate
Users Management Amwal	
WORK PACKAGE - WORK PACKAGE - PRIVAT	E SECTOR - ADD NEW EMPLOYEE Reference Number : 00011***39
Service Description	43%
Quota Information Payment Methods Employee Personal Information	4 5 6 7 Job Offer Details Attachments Info Review Application Application Fees
Job Offer Details	
Allowances And Bonuses	· · · · · · · · · · · · · · · · · · ·
Allowances And Bonuses Terms Of Contract	+
Allowances And Bonuses Terms Of Contract Terms Of Contract Please select	+ -
Allowances And Bonuses Terms Of Contract Terms Of Contract Please select Select	+ -
Allowances And Bonuses Terms Of Contract Terms Of Contract Please select Select Arabic Term Description	+ - ted Terms Of Contract English Term Description
Allowances And Bonuses Terms Of Contract Terms Of Contract Please select Select Arabic Term Description يستعق العامل تذكر و سفر كل سنة راحده بالإهبالة لعند 1 تذكر و السراقين	ted Terms Of Contract
Allowances And Bonuses Terms Of Contract Terms Of Contract Please select Select Arabic Term Description يستمن العامل تذكر و سفر كل سنة واحدد بالإصافة لعدد 1 تذكر والسر الفين Back	ted Terms Of Contract The employee shall be entitled to an airway ticket every One Year in addition to 1 airway tickets for their dependents Next
Allowances And Bonuses	ted Terms Of Contract
Allowances And Bonuses Terms Of Contract Terms Of Contract Please select Selec Arabic Term Description يستحق العامل تذكر فسلر كل سنة واحدة بالإصافة لعد 1 تذكر فالسر افنين Back FAQ Happiness Formula Sitemap Contract Visitors Counter	ted Terms Of Contract English Term Description The employee shall be entitled to an airway ticket every One Year in addition to 1 airway tickets for their dependents tact Us Archive ICA Email Suppliers' inquiries Help Social Media & Programs Call Center
Allowances And Bonuses Terms Of Contract Terms Of Contract Please select Select Arabic Term Description يستعل العائل تذكر و سلر كل سنة و احدة بالإصافة لعدد 1 تذكر و اللير الفين Fack Visitors Formula Sitemap Con Visitors Counter 5,382,919 Visitors Visitors	ted Terms Of Contract English Term Description The employee shall be entitled to an airway ticket every One Year in addition to 1 airway tickets for their dependents The employee shall be entitled to an airway ticket every One Year in addition to 1 airway tickets for their dependents Itact Us Archive ICA Email Suppliers' inquiries Help Social Media & Programs Call Center Social Media & Programs Social Center

Figure 26: Submit Request Screen - Job Offer Details Step - Terms of Contract Part - Added Employment Terms Successfully.

The user can add more than one type of employments terms by following the same previous steps.

17. Press on **"Next"** to move on to the next step.





Fifth Step - Attachments Information: -

In this step, the user should upload the required files to meet the requirements of the application.

					-	
Quote	Payment	Employee Personal	Job Offer	Attachments	Review	Application
Information	Methods	Information	Details	Information	Application	Fees
18. Uploa	id the required a	ttachments to ensur	e that the info	mation provided is	accurate.	
FEI	والجنسيسة والجمسارك وأمن المُناه Deral AUTHORITY FOR IDENTITY, CITIZE	الی کے الاتحادیے للویے م NSHIP, CUSTOMS & PORT SECURITY	UNITED ARAB I MINISTRY OF H & EMIRATISATI	MIRATES UMAN RESOURCES Logout ON	TEST 🔅	Last Aud Feam
My Re	equests - Sponsored - E	Drafts Requests Ready To Payment	My Team Performance	 Payments Fees And Deposition 	its Refund Complaints and	Suggestions
Help 🕶						
					عربي	🗞 Translate
	ement Amwal				Reference Number : 0	1011***39
WOR	R FACKAGE - WC	TREFACE - FRIVA	ATE SECTOR - A			
Service I	Description					
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		2 3	4		7	
	Quota information Pay	Information	Job Offer Details A	ittachments inro Review Applic	ation Application rees	
Colo	red Photo (Required) 🕄				🕹 Select \ Sele	ct other file
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	A COPY OF THE PASSF	PORT OF THE BENEFICIARY OF THE S	SERVICE V TES	T NAME_A COPY OF THE PASSPO	DRT OF THE BENEFIC	

Figure 27: Submit Request Screen - Attachments Information Step.

19. Press on **"Next"** to move on to the next step.





Sixth Step - Review Application: -

In this step, the user should check entered information to meet the requirements of the application.



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Addresses Info			
Emirate - ADII DUADI		City ABU DUAB	
		Address in U.A.F. Tas	t Address
Local Building : 00		Local Flat Number : 0	0
Residence Tel: 6000000		Permanent Country :	JORDAN
Applicant location outside UAE : Test Address		Permanent Mobile N	umber: 00962123456789
Email:test@test.com			
Delivery Information			
Delivery Method : Deliver to specific address		Delivery Company : T	awzea
Delivery Emirates : ABU DHABI		Delivery City : ABU D	HABI
Delivery Area : Al Nahyan - E20_01		Land Mark : Aramex	
Delivery Address Details : Test Address		UAE Mobile Number	00971500000000
Job Offer Details			
Contract Type : Full Work		Wage Type : Monthly	Wage
Probation Period: 3 Months		Working Hours: 8	
Job Emirate : ABU DHABI		Annual Leave Days :	30
Notice Period : 2 Months		Basic Salary(AED) : 5	000
Growth Salary (AED): 10000			
Weekends : Saturday , Sunday			
Allowances And Bonuses Arabic Term Description	Allowance	s Amount	English Term Description
بدل المىكن	100	0	Housing Allowance
			-
Selected Terms Of Contract			
Selected Terms Of Contract Arabic Term Description			English Term Description
Selected Terms Of Contract Arabic Term Description دو بالإصافة لعدد 1 تذكر والبر الفين	يستحق العامل تذكر و سفر كل سنة و احد	The employee shall be 1 airway tickets for th	English Term Description e entitled to an airway ticket every one year in addition to eir dependents
Selected Terms Of Contract Arabic Term Description دو بالإضافة لحد 1 تذكر دللبر القين	يستحق العامل تذكر 8 سفر كل سنة و احد	The employee shall be 1 airway tickets for th	English Term Description e entitled to an airway ticket every one year in addition to eir dependents
Selected Terms Of Contract Arabic Term Description ده بالإصافة لعد 1 تذكره للمر القين Attachments Info	يستحق العامل تذكر و سفر كل سنة و احد	The employee shall be 1 airway tickets for th	English Term Description e entitled to an airway ticket every one year in addition to eir dependents
Selected Terms Of Contract Arabic Term Description که بالإصافة لعد 1 تذکره للبر القین Attachments Info A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE Colored Photo View	یستحق العامل تذکر و سفر کل سنة و احد SERVICE View	The employee shall be 1 airway tickets for th SCIENTIFIC CERTIFICA	English Term Description e entitled to an airway ticket every one year in addition to eir dependents
Selected Terms Of Contract Arabic Term Description که بالإصفاقة لحد 1 تذکر و للمر القین Attachments Info A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE Colored Photo View ه Back	يستحق العامل تذكرة سفر كل سنة واحد SERVICE View	The employee shall be 1 airway tickets for th SCIENTIFIC CERTIFICA	English Term Description e entitled to an airway ticket every one year in addition to eir dependents TE View Next
Selected Terms Of Contract Arabic Term Description که پارسافه لعد 1 تنکر و للبر افتین Attachments Info A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE Colored Photo View Colored Photo View	بستحق العامل تذكر ٥ سفر كل سنة و احد بستحق العامل تذكر ٥ سفر كل سنة و احد Sitemap Contact Us	The employee shall be 1 airway tickets for the SCIENTIFIC CERTIFICA	English Term Description entitled to an airway ticket every one year in addition to eir dependents TE View ITE View It View
Selected Terms Of Contract Arabic Term Description کو بالإسلاق لحد [تلکر و للبر الآنین Attachments Info A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE Colored Photo View Back FAQ Happiness Formula Visitors Counter	ا با	The employee shall be 1 airway tickets for th SCIENTIFIC CERTIFICA	English Term Description e entitled to an airway ticket every one year in addition to eir dependents TE View ITE View It Suppliers' inquiries Help Call Center
Selected Terms Of Contract Arabic Term Description ن بالإصافة لعدد إ نظى دلتر القين Attachments Info A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE Colored Photo View Back FAQ Happiness Formula Visitors Counter 5,382,919 Visitors	Sitemap Contact Us	The employee shall be 1 airway tickets for the 1 airway tickets f	English Term Description entitled to an airway ticket every one year in addition to eir dependents TE View TE View ii Suppliers' inquiries Help Call Center 600522222 Avsilable 24/7 Iii Suppliers' inquiries Help
Selected Terms Of Contract Arabic Term Description Arabic Term Description Selected Terms Of Contract Arabic Term Description Accopy of THE PASSPORT OF THE BENEFICIARY OF THE Colored Photo View	Sitemap Contact Us Social Sitemap : کار الجام Social Social Social Social Social Social Social Social	The employee shall be 1 airway tickets for th SCIENTIFIC CERTIFICA Archive ICA Ema Media & Programs Image: Comparison of the system of t	English Term Description e entitled to an airway ticket every one year in addition to eir dependents TE View TE View it Suppliers' inquiries Help Call Center 600522222 Available 24/7 CON UNE

Figure 28: Review Application Step.

21. Press on "**Next**" to move on to the next step.





22. A Confirmation Message will appear to the user, press on "Yes, Continue".

Average Terms Of Contract Average Term Description Average Term Description Confirmation Please note that the entered information will be sent to the Ministry of Human Resources and Emiratization. Are you sure of the entered information? A conv or The Description Molecular Description			
Anabia Term Description Anabia Term Description The include sector and the entire of the entered information will be sent to the Ministry of Human Resources and Emiralization. Are you sure of the entered information? A corr of THE RESERVENT OF THE E Control Precedual			
Confirmation A complete Messport of The Press Point of The Englinger shall be antituded to the Ministry of Human Resources and Emiratization. Are you sure of the entered information?			
Attachments Info A com, OF THE PASSPORT OF THE B A com, OF THE	Confirmation	employee shall be antituded to an array of poor every dev	
A COPTICE THE MASSPORT OF THE FILL HO, Exit	Please note that the entered information will be sen and Emiratization. Are you sure of the entered infor	nt to the Ministry of Human Resources mation?	
	x No,Eult	Yes, Continue	

Figure 29: The Confirmation Message.





Seventh Step – Application Fees Step: -

In this step, the user should pay fees to complete the requirements of the application.



23. Press on "I Agree to the Terms and Conditions" to activate payment methods.

سیسة والجعسارك وأسن المناهنا Federal Authonity for Identity, c	الهيئسة الاتحاديسة للهويسة والجنا ITIZENSHIP, CUSTOMS & PORT SECURITY	UNITED ARAB EMIRATES MINISTRY OF HUMAN RESOL	JRCES Logout Test STABLISHMENT	
බ My Requests ▼ Sponsored ▼	Drafts Requests Ready To Payr	nent My Team Performance 🔻 Payments	Fees And Deposits Refund Complaints and Suggestions	
Help 🕶			ی خربی 🗞 Translate	
Users Management Amwal WORK PACKAGE - V	VORK PACKAGE - PRI	VATE SECTOR - ADD NEW	EMPLOYEE Reference Number : 00011***39	
Service Description			0%	
	Revi	1 2 ew Application Fees		
Beneficiary name: TEST NAME				
WORK PACKAGE - WORK	PERMIT - Private sector - AI	DD NEW EMPLOYEE		
Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat	
Application fee - Ministry of Human Resources and Emiratisation	50.00	0.00-Vat Free	50.00	
Total			50.00 AED	
Rerund amount in the case or rejer	cion or the application 0.00 AED/R	erund amount in the case of Acceptance of t	ne application 0.00 AED	
FAQ	Happiness Formula Sitemap	Contact Us Archive ICA Email	Suppliers' inquiries Help	
Federal Authority هيئة اتحادية	Visitors Counter 5,382,919 Visitors	Social Media & Programs	Call Center 600522222 O U.E Available 24/7	•
	Accessibility - Disclaimer - Ter	ms & Conditions - Privacy Policy - Copyrig	ht - ICA Terminology	-ulu-

Figure 30: Submit Request Screen - Application Fees Step.





24. The platform will retrieve the final total fees, press on **"Pay"** to complete the process.

	ORK PACK	AGE - PRIVAT	E SECTOR - ADD N	NEW EMPLOYEE	Reference Number : 00011***39
Service Description					0%
		1 Review Ap	2 Dilication Fees		
Beneficiary name: TEST NAME					
WORK PACKAGE - WORK F	PERMIT - Priva	te sector - ADD N	EW EMPLOYEE		
Fees Description	Amount(AED) Vat	Amount (AED) 5%	Total W	/ith Vat
Application fee - Ministry of Human Resources and Emiratisation	50.00	0.00	-Vat Free	50.00	
Total				50.00	AED
Refund amount in the case of reject	tion of the applica	ation 0.00 AED/Refund a	mount in the case of Acceptan	ice of the application 0.00 AED	
Fees Description	2115	Amount(AED)			
Fees Total		50.00			
ePayment Commission	\ Vat	3.00 0.1	5		
Final Total		53.15			
0	Pay				
← Back					

Figure 31: Submit Request Screen - Application Fees Step - Access to Pay Action.







Figure 32: Submit the request Successfully Screen.





6.1 Tracking The Add New Employee Request

This feature from the Smart Services platform of the Federal Authority for Identity, Citizenship, Customs &

Port Security allows the user to track the add new employee requests.

- To start tracking the request, follow the steps below: -
- 1. From the main screen, press on "My Request".
- 2. A drop-down list will appear, press on "Establishments Requests".

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My Requests Sponsored Help Establishment Requests Returned Requests	Drafts Requests Ready To Payment My Team Performance - Payments Fees And Deposits Refund Complaints and Sugg	estions Franslate
Users Management Amwal Control Panel Establishment's Related Users	s Management Add a child establishment Available Balance Black Points 0	
Dashboard Last Update since :	10:01 AM	
Show From Date * 31/01/2024	Show To Date * 01/03/2024	
8 sponsored	Image: Constraint of the second se	arch
 3 Active Residencies 0 Residencies about to expire 1 Expired Residencies 	Entry and exit Entry and exit	ts O
0 % Daily Progress	Work Package Completed Request Work Package In Progress Request	
Browse Smart Service	* One Click :	Service
Module C OTHER SERVICES	2	
WORK PACKAGE		
FAQ	Happiness Formula Sitemap Contact Us Archive ICA Email Suppliers' inquiries Help	
	Visitors Counter Social Media & Programs Call Center	
هيئة اتحادية Federal Authority	5,382,919 Visitors f V S E C V S 60052222 Visitors 4 Visitors C V S C V V V V V V V V V V V V V V V V	NE)
	Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology	
	Figure 33: The Main Screen - Access to Establishments Requests.	







- 3. The platform will redirect the user to "Establishment Request" screen, enter the search criteria for the required request.
- 4. Press on **"reCAPTCHA"** which is a security test to confirm the validity and that the user is not a harmful

software or a robot, then press on "Search".

	afts Requests Ready To Pa	yment My Team	Performance Payments	Fees And Deposits Refund Co	omplaints and Suggestions
Help 🔻					
					A Tradito
					an manistace مربي
Users Management Amwal					
Establishment Request					
Search for requests					
Module Name			Services		
WORK PACKAGE		•	Services		
Nationality			Passport Number		
Please Select		-	Passport Number		
Date From	Date To		Request Actions		
14/02/2024 dd/MM/yyyy	29/02/2024	1d/MM/yyyy	Please Select		~
Service Beneficiary name			Emirates ID Number		
Search for request					
Please Select		·~-			
				This reCAPTCHA is for testing purposes or	ly. Please report to the site admin if
				l'm not a robot	recapticha
					Privacy - Terms
					Q Search
					Q Search
Request Number	Creation Date	Service Ben	eficiary name	Service Type	Q Search Status
Request Number	Creation Date	Service Ben No reco	eficiary name rd found	Service Type	Q Search Status
Request Number	Creation Date	Service Ben No reco	eficiary name rd found	Service Type	Q Search Status
Request Number	Creation Date	Service Ben No reco	eficiary name rd found	Service Type	Q Search Status
Request Number	Creation Date	Service Ben No reco	eficiary name rd found	Service Type	Q Search Status
Request Number	Creation Date	Service Ben No reco	reficiary name rd found	Service Type	Q Search Status
Request Number FAQ Hap Vis Vis	Creation Date	Service Ben No reco	reficiary name rd found Archive ICA Email Media & Programs	Service Type	Q Search Status





5. The platform will retrieve the data according to the entered search criteria, press on "Package

Timeline" to continue the process.

					🗞 👋 عربی 🗞
Users Management Amwal					
Establishment Reques	Í.				
Search for requests					
Module Name		S	iervices		
WORK PACKAGE			Services		
Nationality		F	Passport Number		
Please Select		-	Passport Number		
Date From	Date To	F	Request Actions		
14/02/2024 dd/MM/yyyy	29/02/2024	dd/MM/yyyy	Please Select		~
Service Beneficiary name		E	mirates ID Number		
Test Name			Emirates ID Number		
Please Select		~	ţ	his reCAPTCHA is for testing purposes only. Ple ou are seeing this. I'm not a robot	recaption to the site administif recaption of the site administif recaption of the site administration of the site administratio of the site administration of the site administration
Paguart Number	Creation Date	Sarvica Banaficiary	Service Tune	Chabur	Q Search
0 010116316818202430106343	29/02/2024 12:26	اسم تجربني	WORK PACKAGE - WOR	K Request	
	PM	TEST NAME	PACKAGE - PRIVATE SEC ADD NEW EMPLOYEE	TOR - Initiated	
			and a second		

Figure 35: Establishment Request Screen - Access to Package Timeline Action.





• The platform will redirect the user to "**Request Timeline**", which displays the status of the request.

My Requests Sponsored Drafts Requests Ready To Payment My Team Performance Payments Fees And Deposits Refund Complaints and Suggestions Help Work Package Work Package Private Priv
Help - Source Register Anwal WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Request Number : 01011***39 Reference Number : MB386453459AEMOCK
Users Management Amwal WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Request Number : 01011***39 Reference Number : MB386453459AEMOCK
WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Request Number : 01011***39 Reference Number : MB386453459AEMOCK
WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Request Number: 01011***39 Reference Number : MB386453459AEMOCK
(V) Request Initiated (%)
¹ ● 2024-92-29 ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●
Issuance Work Permit Initial Approval For Medical Examination Work Contract Residence And Approval Entry Permit Work Permit Issuance Entering Country Services Issuance Identity Issuance
FAQ Happiness Formula Sitemap Contact Us Archive ICA Email Suppliers' inquiries Help
Visitors Counter Social Media & Programs Call Center
Federal Authority 5,382,919 F S E C 60052222 O L C L L L L L L L L L L L L L L L <thl< th=""> <thl< th=""> L <thl< th=""> <</thl<></thl<></thl<>
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Figure 36: Request Timeline Screen.



The concerned authorities will review the request and take the appropriate action.





6.1.1 Contract Ratification

This function from the Smart Services platform of the Federal Authority for Identity, Citizenship, Customs

& Port Security allows the user to complete the contract ratification.

- To start completing the contract ratification, follow the steps below: -
- 1. From the "Request Timeline" screen, press on "Work Package Contract Ratification".

FEDERAL AUTHORITY FOR IDE	NTITY, CITIZENSHIP, CUSTOMS & PORT SECURIT		Logoul	Test Establishmer	Lined And Emission
🙃 My Requests 👻 Sponsored 🕶	Drafts Requests Ready To Paymer	nt My Team Performanc	e▼ Payments Fees/	And Deposits Refund	Complaints and Suggestions
Help 🕶					
					ار 🚓 🛞 Translate
Users Management Amwal		_			
			_	_	
WORK PACKAGE - V	VORK PACKAGE - PRIV	ATE SECTOR - A	DD NEW EMP	LOYEE	
				Request Number : 010 Reference Numb	01163168182024301063439 Dec : MB386453459AEMOCK
					29%)
			A		
5:14 PM	IPM O	9	0	0	
Issuance Work Permit Initial Ap Approval Entry Per	proval For mit Work Permit Issuance	Entering Country	Medical Examination Services	Work Contract Issuance	Residence And Identity Issuance
				1.2.	
				🖉 Work i	Package - Contract Ratification
FAQ	Happiness Formula Sitemap	Contact Us Archive	1CA Email Suppl	ilers' inquiries Help	D
FAQ	Happiness Formula Sitemap Visitors Counter	Contact Us Archive Social Media & Prog	ICA Email Suppl	iers' inquiries Help Call Cente	r
FAQ deral Authority هينة اتحادية	Happiness Formula Sitemap Visitors Counter 5,382,919 Visitors	Contact Us Archive Social Media & Prog	iCA Email Suppl	iers' inquiries Help Call Cente 6005222 Available 24	s 1222 Ø U.Æ

Figure 37: Request Timeline - Access to Contract Ratification Action.





• The platform will redirect the user to **"Issue Permit Approval"** screen, which contains two steps should the user follow to complete the submission process successfully, as follows: -



First Step - Guarantee Information

In this step, the user is required to select the type of guarantee required, whether it is social insurance or bank security. In addition, the necessary attachments and documents evidencing the authenticity of the information provided are requested.

2. Select the "Guarantee Type" from the drop-down list.

الميث 1 الاتحاديث للهويثة والجنسية والجمارك وأمن المنافثة FEDERAL AUTHORITY FOR IDENTITY, CITIZENSHIP, CUSTOMS & PORT SECURITY	UNITED ARAB EMIRATES MINISTRY OF HUMAN RESOURCES Logout TEST & EMIRATISATION
 My Requests ▼ Sponsored ▼ Drafts Requests Ready To Payment M Help ▼ 	My Team Performance ▼ Payments Fees And Deposits Refund Complaints and Suggestions
Users Management Amwal	indisidle اينه عربي
WORK PACKAGE - WORK PERMIT - Private se	ector - ISSUE PERMIT APPROVAL Reference Number : 0001927467452024301063699
Service Description	0%
Guarante Informati	tee Application Fees
Guarantee Information Guarantee Type* Please select INSURANCE Bank Guarantee	a Next
FAQ Happiness Formula Sitemap Cont	tact Us Archive ICA Email Suppliers' inquiries Help
Visitors Counter Federal Authority میتدانحادید (Visitors Counter Visitors (Visitors Counter Visitors (Visitors Counter Visitors Counter	Social Media & Programs Call Center Call Center 600522222 Available 24/7 OUVE

Figure 38: Issue Permit Approval Screen - Guarantee Information Step - Guarantee Type Part.





3. The **"Attachments"** part will display to the user, upload the required files.

Help 🔻	Dialts Requests Ready for	Payment My ream Performance	 Payments rees and be 	posits keruna – complaints and suggestions
Horr Management Amusi	_		_	ار سى 🖉 🔪 Translate
WORK PACKAGE -	WORK PERMIT - Pri	vate sector - ISSUE P	ERMIT APPROVA	L Ince Number : 0001927467452024301063699
Service Description				
				0%
		1 2 Guarantee Application	Fees	
		Information		
Guarantee Information				-
Guarantee Type*		× •		
Bank Guarantee				
Bank Guarantee				-
Bank Guarantee Attachments Info Crop Employee Signature	? (Required)			▲ Select \ Select other File
Bank Guarantee Attachments Info Crop Employee Signature	e (Required)			► Select \ Select other file
Bank Guarantee Attachments Info Crop Employee Signature	e (Required) Hect \ Select other file		Sca	Select \Select other file □ Scan As pdf
Bank Guarantee Attachments InFo Crop Employee Signature Se Attachment max size 2 mega byt Allowed Types : .jpg., .jpg., .jpf.	e (Required) Hect \ Select other file		Sca	▲ Select \ Select other File □ Scan As pdf ■ ●
Bank Guarantee Attachments Info Crop Employee Signature Se Attachment max size 2 mega byt Allowed Types : .jpeg, .jpg, .pdf Type	e (Required) Nect \ Select other file	Name	Sca	■ Scan As pdf Scan As pdf Scanner Application
Bank Guarantee Attachments Info Image: Crop Employee Signature Second Attachment max size 2 mega byt Allowed Types : .jpeg, .jpg, .pdf Type Image: Crop Employee Crop Employee	e (Required) elect \ Select other file e e Signature	v TEST NAME	Sca	■ Scan As pdf Scan As pdf Scanner Application
Bank Guarantee Attachments Info Crop Employee Signature Set Attachment max size 2 mega byte Allowed Types : .jpeg, .jpg, .pdf Type Example Set Crop Employee	e (Required) Hect \ Select other file e e Signature	→ Name TEST NAME	Sca	■ Scener Application
Bank Guarantee	e (Required) Hect \ Select other file e s Signature	ap Contact Us Archive	_Crop Employee Signature	

Figure 39: Issue Permit Approval Screen - Guarantee Information Step – Attachments Info Part.

4. Press on "Next" to move on to the next step.





5. The Confirmation message will appear to the user, press on **"Yes, Continue"** to continue the process.

Confirmation			x	
Please note that the entered and Emiratization. Are you su	information will be sent to the re of the entered information?	Ministry of Human Resou	rces	
x No, Exit		Yes, Contin		

Figure 40: The Confirmation Message.





Second Step - Application Fees Step: -

In this step, the user should pay fees to complete the requirements of the application.

6. Press on **"I Agree to the Terms and Conditions"** to activate payment methods.

G My Requests ▼ Sponsored ▼	Drafts Requests Ready To	o Payment My Team Performance 👻 Payments 🗌	ees And Deposits Refund Complaints and Suggestions
Help 🔻			ی مربی 🖏 Translate
Users Management Amwai			
WORK PACKAGE - V	VORK PERMIT - Pr	ivate sector - ISSUE PERMIT AF	PROVAL Reference Number : 0001927467452024301063699
Service Description			50%
		Cuarantee Application Fees	
Beneficiary name: TEST NAME		Information	
WORK PACKAGE - WORK	PERMIT - Private sector	- ISSUE PERMIT APPROVAL	
Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	3,450.00	0.00-Vat Free	3,450.00
Total			3,450.00 AED
Refund amount in the case of reje	ction of the application 0.00 A	ED/Refund amount in the case of Acceptance of the	application 0.00 AED
I Agree to the Terms and Condit Back	ons		
FAQ	Happiness Formula Siter	map Contact Us Archive ICA Email	Suppliers' inquiries Help

Figure 41: Submit Request Screen - Application Fees Step.





7. The platform will retrieve the final total fees, press on "**Pay**" to complete the process.

Service Description			
		1 2 Guarantee Application Fees	50%
Beneficiary name: TEST NAME		Information	
WORK PACKAGE - WORK	PERMIT - Private sector	r - ISSUE PERMIT APPROVAL	
Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	3,450.00	0.00 Vat Free	3,450.00
Total			3,450.00 AED
Refund amount in the case of reje	ction of the application 0.00 A	.ED/Refund amount in the case of Acceptan	ice of the application 0.00 AED
I Agree to the Terms and Condition From Dependential	ons		
Fees Total	All	3 450 00	
ePayment Commission	\Vat 3.00	0.15	
Final Total		3,453.15	
0	Pay		
∠ Back			

Figure 42: Submit Request Screen - Application Fees Step - Access to Pay Action.







Figure 43: Submit the request Successfully Screen.





6.1.2 Issue Residency and Identity

This function from the Smart Services platform of the Federal Authority for Identity, Citizenship, Customs

& Port Security allows the user to issue residency and identity.

- To start completing the contract ratification, follow the steps below: -
- 1. From the "Request Timeline" screen press on "Work Package Issue Residency and Identity".

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A My Requests ▼ Sponsored ▼	 Drafts Requests Ready To Pay 	ment My Team Performa	nce 🔻 Payments Fees	And Deposits Refund	Complaints and Suggestions
ielp 🔫					
					🐠 🦓 Translate
Users Management Amwai					
WORK PACKAGE - \	WORK PACKAGE - PR	IVATE SECTOR -	ADD NEW EMP	PLOYEE	
				Request Number : 010 Reference	1163168182024301063439 Number: MB938350110AE
12					_
					8696
9 Waiting for Residency and Ident	tity Submission				
Waiting for Residency and Ident 2024-02-29 202 202 202	24-02-29 2024-02-29	2024-02-29	2024-02-29	2024-02-29	
Walting for Residency and Ident	24-02-29 0 PM 2024-02-29 5:50 PM	2024-02-29 6:02 PM	2024-02-29 6:02 PM	2024-02-29 6:02 PM	© Beridance And
Walting for Residency and Ident 2024-02-29 202 5:14 PM 202 Issuance Work Permit Initial Ap Approval Entry Per	24-02-29 0 PM 2024-02-29 5:50 PM opproval For rmit Work Permit Issuar	2024-02-29 6:02 PM	eco 2024-02-29 6:02 PM Medical Examination Services	2024-02-29 6:02 PM Work Contract Issuance	Residence And Identity Issuance
Walting for Residency and Ident 2024-02-29 202 5:14 PM 5:51 Issuance Work Permit Initial Ap Approval Entry Per	24-02-29 0 PM 2024-02-29 550 PM oproval For rmit Work Permit Issuar	2024-02-29 8:02 PM	Medical Examination Services	2024-02-29 8:02 PM Work Contract Issuance	Residence And Identity Issuance
Walting for Residency and Ident 2024-02-29 202 5:14 PM 202 Issuance Work Permit Initial Ap Approval Entry Per	24-02-29 opM 2024-02-29 sS0 PM oproval For rmit Work Permit Issuar	CO24-02-29 6:02 PM	Medical Examination Services	2024-02-29 602 PM Work Contract Issuance	Residence And Identity Issuance
Walting for Residency and Ident 2024-02-29 202 5114 PM 202 Issuance Work Permit Initial Ap Approval Entry Per	24-02-29 0 PM 2024-02-29 5:50 PM oproval For rmit Work Permit Issuar	2024-02-29 8:02 PM	Medical Examination Services	2024-02-29 8:92 PM Work Contract Issuance	Residence And Identity Issuance
Walting for Residency and Ident 2024-02-29 202 5114 PM 202 Issuance Work Permit Initial Ap Approval Entry Per	24-02-29 or M 2024-02-29 score M opproval For rmit Work Permit Issuar	COURTER COUNTRY	Medical Examination Services	2024-02-29 602 PM Work Contract Issuance	Residence And Identity Issuance
Walting for Residency and Ident Void 2024-02-29 202 5:13 PM Void 202 Issuance Work Permit Initial Ap Approval Entry Per	24-02-29 0 PM opproval For rmit Work Permit Issuar	Contact Us	Medical Examination Services	2024-02-29 8:02 PM Work Contract Issuance	Residence And Identity Issuance
Walting for Residency and Ident 2024-02-29 511 PM Issuance Work Permit Approval Entry Per FAQ	24-02-29 OPM 2024-02-29 Stop PM Stop	Contact Us	2024-02-29 Boo PM Medical Examination Services	2024-02-29 602 PM Work Contract Issuance	Residence And Identity Issuance
Walting for Residency and Ident 2024-02-29 202 5:14 PM 202 Issuance Work Permit Initial Ap Approval Entry Per	24-02-29 OPM 2024-02-29 SSO PM poproval For rmit Work Permit Issuar Happiness Formula Sitemap Visitors Counter	Contact Us Archive	e i ICA Email Supp	2024-02-29 6:02 PM Work Contract Issuance	Residence And Identity Issuance

Figure 44: Request Timeline - Access to Contract Ratification Action.





• The platform will redirect the user to "Residency and Identity Issuance" screen, which contains two

steps should the user follow to complete the submission process successfully, as follows: -



First Step – Attachments Info

In this step, the user should upload the required files to meet the requirements of the application.

2. Upload the required files.

FEDERAL AUTHORITY FOR IDENTITY, CITIZENSHIP, CUSTOMS & PORT SECUR	Logout TEST ESTA	BLISHMENT - 💀 🛦
ເ∂៌ My Requests ▼ Sponsored ▼ Drafts Requests Ready To Paym	nent My Team Performance 🔻 Payments Fees And Deposit	s Refund Complaints and Suggestions
ielp 🕶		
		ی کریی 🦉 🖉
IDENTITY ISSUANCE	EZONE OR PRIVATE SECTOR SPONS Reference N	OR - RESIDENCY AND Number : 0001562887272024301063733
Please note we changed number of years to one year based on medica	al test result.	
Service Description	\frown	Service Card
	0%	🔲 🏠 Favorite
Attachments Info		
A copy of the Health Examination Test Result (Optional)		
A copy of the Health Examination Test Result (Optional) View Details - The data was retrieved from the source successfully and the attachment is n	now optional	
A copy of the Health Examination Test Result (Optional) View Details - The data was retrieved from the source successfully and the attachment is re A Copy Of Health Insurance (Required) There is no data returned from source	now optional Select \ Select other file	
A copy of the Health Examination Test Result (Optional) View Details- The data was retrieved from the source successfully and the attachment is r A Copy Of Health Insurance (Required) There is no data returned from source Supporting documents (Optional)	now optional ▲ Select \ Select other File ▲ Select \ Select other File ▲ Select \ Select other File	
A copy of the Health Examination Test Result (Optional) View Details- The data was retrieved from the source successfully and the attachment is r A Copy Of Health Insurance (Required) There is no data returned from source Supporting documents (Optional)	now optional Select \ Select other file Select \ Select other file Select \ Select other file Scan As pdF	
A copy of the Health Examination Test Result (Optional) View Details- The data was retrieved from the source successfully and the attachment is r A Copy Of Health Insurance (Required) There is no data returned from source Supporting documents (Optional) Select \ Select other file	new spilonal Scan Scan	
A copy of the Health Examination Test Result (Optional) View Details- The data was retrieved from the source successfully and the attachment is r A Copy Of Health Insurance (Required) There is no data returned from source Supporting documents (Optional) Select \ Select other File Attachment max size 2 mega byte	new spilonal & Select \ Select other file	







Figure 45: Residency and Identity Issuance Screen - Attachments Info Step.

3. Press on "Next" to move on to the next step.





Second Step - Application Fees Step: -

In this step, the user should pay fees to complete the requirements of the application.

4. Press on **"I Agree to the Terms and Conditions"** to activate payment methods.

RESIDENCE AN IDENTITY ISSU	ID IDENTITY			
Please note we chang		- WORK - FREEZONE C	DR PRIVATE SECTOR SPO Ref	ONSOR - RESIDENCY AND erence Number : 0001562887272024301063733
	ged number of years to	one year based on medical test result.		
Service Description				🗐 Service Card
			50%	🔲 🏠 Favorite
		-		
		1 2		
	Atl	achments Info Application Fees		
DESIDENCY WORK				
RESIDENCY - WORK	- FRIVATE SECT	OK - ISSUE RESIDENCE		
Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat	
REQUEST FEES	100.00	0.00-Vat Free	100.00	
ISSUE FEES	100.00	0.00-Vat Free	100.00	
E-SERVICES FEES	28.00	1.40	29.40	
ICP FEES	122.00	0.00-Vat Free	122.00	
Total			351.40 AED	
Refund amount in the cas	e of rejection of the a	application 100.00 AED/Refund amoun	t in the case of Acceptance of the	
RESIDENCE AND ID	ENTITY - WORK	- FREEZONE OR PRIVATE SEC	TOR SPONSOR - RESIDENCY	
AND IDENTITY ISSU	IANCE			
If you would like to apply	y for an exemption re	quest please click on the following link	chere	
Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat	
Card Issues	100.00		100.00	
Card Issuance	100.00	U.UU Val Free	100.00	
Smart Services Fee	100.00	0.00 Vac Free	100.00	
Total Refund amount in the case	e of rejection of the	application 0.00 AFD/Refund amount in	200.00 AED	
application 0.00 AED			The same of mesepholities of the	
I Agree to the Terms and	d Conditions			
∠ Back				
	FAQ Happiness	Formula Sitemap Contact Us	Archive ICA Email Suppliers	'inquiries Help
	Visitors Co	unter Social	l Media & Programs	Call Center

Figure 46: Submit Request Screen - Application Fees Step.







5. The platform will retrieve the final total fees, press on **"Pay"** to complete the process.

ND IDENTITY JANCE	′ - WORK - FREEZONE C	OR PRIVATE SECTOR SPON Refere	NSOR - RESIDENCY AND ince Number : 0001562887272024301063733
JANCE		Refere	nce Number : 0001562887272024301063733
nged number of years b			
	o one year based on medical test result.		
1		\frown	Service Card
		50%	🗐 ☆ Favorite
	1 2		
At	tachments Info Application Fees		
K - PRIVATE SEC	TOR - ISSUE RESIDENCE		
Amount	Vat Amount (AED) 5%	Total With Vat	
100.00	0.00. Vat Free	100.00	
100.00	0.00-Vat Free	100.00	
28.00	1.40	29.40	
122.00	0.00 -Vat Free	122.00	
		351.40 AED	
ly for an exemption r	equest please click on the following link	there	
Amount	Vat Amount (AED) 5%	Total With Vat	
100.00	0.00-Vat Free	100.00	
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se of rejection of the	application 0.00 AED/Refund amount in	200.00 AED	
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Figure 47: Submit Request Screen - Application Fees Step - Access to Pay Action.

هيئة اتحادية | Federal Authority







Figure 48: Submit the request Successfully Screen.





7 Employee Work Renewal Service

This feature from the Smart Services system of the Federal Authority for Identity, Citizenship, Customs &

port Security allows the user to submit work renewal service requests for private establishment employees.

Service Workflow: -







Submit Service Request: -

• The system will redirect the user to the "Submit Request" screen, which consists of six main steps the

user has to follow to submit the request these steps are as follows: -



Figure 49: Submit Renewal Employee Work Package Screen.





First Step – Payment Method: -

In this step, the user will choose an e-wallet to pay all the fees for the work package.



Figure 50: Submit Renewal Employee Work Package Screen - Choose eWallet.







- 1. Select the required e-wallet from the user's available wallets.
- 2. Press on "I Authorize the Direct Deduction from the Selected Financial Wallet Balance

During Submitting Each Request of the Package Automatically".

G King sure	ily note that the selected wallet w to keep sufficient balance to avoi	ill be used for all the payment transaction d any delay in the package journey.	s required during the package reques	sts, please make
U sure	to keep sufficient balance to avoi	d any delay in the package journey.	2007-yan oo uut sus harvata radias	and brands strated
Sure	The weep sufficient balance to avoid	a any delay in the package journey.		
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	0			
Sure	e to keep surricient balance to avoi	o any oelay in the package Journey.		
Sure	to keep sufficient balance to avoi	d any delay in the package journey.		
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Sure	to keep surricient balance to avoi	o any delay in the package journey.		
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	eWALLET			
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I authorize the direct deductio	n from the selected financial v	vallet balance during submitting each		
		VALUEL DALATILE CLITICA SUDITICLIUG PALI	n request of the backage automat	ically.
		valler balance doring submitting each	n request of the package automai	itically.
		vallet balance during submitting each	n request of the package automa	itically.
		watter bacance during submitting each	n request of the package automai	itically.
Person Full Name (En) *		Person Full Name (AR)	i request of the package automat *	itically.

3. Press on "Next" to move on to the next step.





Second Step – Employee Personal Information: -

In this step, the system will retrieve the user's personal information and they can be edited as needed.



4. From the **"Employee Personal Information"** part, enter the employee details in the required fields.

My Requests Sponsored Drafts Requests Ready	y To Payment My Team	Performance - Payments Fees And De	posits Refund Complaints and Suggestio
lp -			
			🚙 🖉 Transl
sers Management Amwal			
WORK PACKAGE - WORK PACKAGE	- PRIVATE SEC	TOR - RENEWAL EMPLOY	EE WORK
		Refere	nce Number : 0001942612152024301063446
Service Description			
Service Description			
			17%
1 2	3	5	- 6
Baumont Mathods Employee Parent	al Job Offer Details	Attachments Info - Deview Application	
Information	at 500 Offer Details	Actachments into Review Application	Application rees
Employee Personal Information			-
Employee Personal Information UAE Unified No.		UAE Identity Number	-
Employee Personal Information UAE Unified No. 5		UAE Identity Number 7	-
Employee Personal Information UAE Unified No. 5 Years of Residence *		UAE Identity Number 7	-
Employee Personal Information UAE Unified No. 5 Years of Residence * 2	v	UAE Identity Number 7	-
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name *	v	UAE Identity Number 7 Arabic First Name *	-
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test	v	UAE Identity Number 7 Arabic First Name *	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name		UAE Identity Number 7 Arabic First Name * ستخر Arabic Second Name	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User		UAE Identity Number 7 Arabic First Name * ستغدر Arabic Second Name	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User Facilish Third Name		UAE Identity Number 7 Arabic First Name * ستخدم Arabic Second Name تحریس	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User English Third Name Test		UAE Identity Number 7 Arabic First Name * ستخم Arabic Second Name توریس Arabic Third Name	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User English Third Name Test		UAE Identity Number 7 Arabic First Name * ستختر Arabic Second Name توریس Arabic Third Name	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User English Third Name Test English Forth Name User		UAE Identity Number 7 Arabic First Name * مستخدم Arabic Second Name تحریس Arabic Third Name	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User English Third Name Test English Forth Name User		UAE Identity Number 7 Arabic First Name * مستخدم Arabic Second Name تحریس Arabic Third Name مستخدم	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User English Third Name Test English Forth Name User Family Name (English) *		UAE Identity Number 7 Arabic First Name * ستغنر Arabic Second Name تجریس Arabic Third Name ستخنم Arabic Forth Name	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User English Third Name Test English Forth Name User Family Name (English) * Test		UAE Identity Number 7 Arabic First Name * مستخم Arabic Second Name تحریس Arabic Third Name مستخم Arabic Forth Name تحریس	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User English Third Name Test English Forth Name User Family Name (English) * Test Current Nationality *		UAE Identity Number 7 Arabic First Name * مستخدم Arabic Second Name تحریس Arabic Third Name مستخدم Family Name (Arabic) * تحریس Family Name (Arabic) *	
Employee Personal Information UAE Unified No. 5 Years of Residence * 2 English First Name * Test English Second Name User English Second Name User Family Name (English) * Test Current Nationality * JORDAN		UAE Identity Number 7 7 Arabic First Name * ستخبر Arabic Second Name توریس Arabic Third Name شتخبر Family Name (Arabic) * تحریس Previous Nationality UNITED ARAB EMIRATES	



1		
X	3	



Place of Birth (En) *		Place of Birth (Ar) *	
amman		عمان	
Mother Name (En) *		Mother Name (Ar) *	
USER		مستخدم	
Religion *		Faith*	
ISLAM	X -	SUNNI	× -
Marital Status *		Gender *	
SINGLE	× -	MALE	× -
Professions () *			
TEACHER (KINDERGARTEN)	× -		
Qualification Level *		Qualification Country *	
BACHELOR	× -	JORDAN	× -
Qualification Description *			
Passport Information			+
Inside UAE Address			+
Address outside UAE			+
Delivery Information			+
🖌 Back			→ Next
FAQ	Happiness Formula Sitemap Contact U	is Archive ICA Email Suppliers' ir	nquiries Help
	Visitors Counter Sou	cial Media & Programs	Call Center
هيئة اتحادية Federal Authority	5,382,919 Visitors		600522222 ØU.E
	Accessibility - Disclaimer - Terms & Condition	is - Privacy Policy - Copyright - ICA Term	ninology

Figure 52: Submit Renewal Employee Work Package Screen - Employee Personal Information Step - Employee Personal Part.





5. From the **"Passport Information"** part, enter the passport details in the required fields.

المهنة الاتحادية للموية والجنسية والجمارك وأمن المناهة المجرد والجنابة والجمارك وأمن المناهة المحادية المحادية والجمارة والمحمد المناهمة والمحمد والمحمد والمحمد والمحمد والجمارة والجمارة والجمارة والمحمد والجمارة والمحمد وال	UNITED ARAB EMIRATES MINISTRY OF HUMAN RESOURCES Logout TEST & EMIRATISATION ESTABLISHMENT
My Requests Sponsored Drafts Requests Ready To Payment My Tea	am Performance - Payments Fees And Deposits Refund Complaints and Suggestions
	ی عربی 🕲 Translate
Users Management Amwal	
WORK PACKAGE - WORK PACKAGE - PRIVATE SE	CTOR - RENEWAL EMPLOYEE WORK Reference Number : 0001942612152024301063446
Service Description	17%
1 2 3 Payment Methods Employee Personal Job Offer Details Information Information	4 5 6 Attachments Info Review Application Application Fees
Employee Personal Information	+
Passport Information	-
Passport Type *	Passport No *
ORDINARY PASSPORT	AS90305
Passoort Issue Date *	Paccont Evnira Date *
01/01/2022 dd//M4/yyyy 🛍	01/01/2026 dd//MM/yyyy
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Federal Authority میندانمادید (5,382,919 آل کاری Visitors کاری	600522222 O U.E
Accessibility - Disclaimer - Terms & Condition	s - Privacy Policy - Copyright - ICA Terminology

Figure 53: Submit Renewal Employee Work Package Screen - Employee Personal Information Step – Passport Information Part.





6. From the **"Inside UAE Address"** part, enter the employee address details inside UAE in the required

fields.

My Requests - Sponsored - Drafts Requests Ready To Pay	ment My Team Pe	erformance - Payments	Fees And Depo	sits Refund Compla	aints and Suggestion
μ·					
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sers Management Amwal					
WORK PACKAGE - WORK PACKAGE - PR	VATE SECT	OR - RENEWAL		E WORK	
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Figure 54: Submit Renewal Employee Work Package Screen - Employee Personal Information Step – Inside UAE Adress.





7. From the **"Outside UAE Address"** part, enter the employee address details outside UAE in the required

fields.

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	accessibility - Disclaimer - Terms & Conditio	ns - Privacy Policy - Copyright - ICA Terr	minology

Figure 55: Submit Renewal Employee Work Package Screen - Employee Personal Information Step - Address Outside UAE.





8. From the **"Delivery Information"** part, enter the delivery details in the required fields to deliver the

documents to their destination, then press on "**Next**" to move on to the next step.

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Figure 56: Submit Renewal Employee Work Package Screen - Employee Personal Information Step - Delivery Information.





<u>Third Step – Job Offer Details: -</u>

In this step, the system will retrieve the user's job offer information and they can be edited as needed.



9. From the **"Job Offer Details"** part, enter the job offer information in the required fields.

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Figure 57: Submit Renewal Employee Work Package Screen – Job Offer Details Step - Review Information.

10. Press on "Next" to move on the next step.





Step Four - Attachment Information: -

In this step, the user should upload the required files to meet the requirements of the application.







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Figure 58: Submit Renewal Employee Work Package Screen – Application Info Step – Upload Attachments.

12. Press on "**Next**" to move on to the next step.




Fifth Step - Review Application: -

In this step, the user will review the request application information.









Figure 59: Submit Renewal Employee Work Package Screen – Application Review – Review Application Information.

14. Press on **"Next"** to move on to the next step.





15. The Confirmation Message will appear to the user, press on "Yes, Continue".



Figure 60: The Confirmation Message.





<u>Sixth Step – Application Fees: -</u>

In this step, the user will pay the request application fees.



16. Press on **"I Agree to the Terms and Conditions"** to activate the payment.

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Figure 61: Submit Renewal Employee Work Package Screen – Application Fees Step – Pay Application Fees.

17. Press on **"Pay"** to complete the process.





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Figure 62: Request Applied Successfully Screen.







7.1 Tracking Work Renewal Package Request

This function from the Smart Services system of the Federal Authority for Identity, Citizenship, Customs &

port Security allows the user to track the renewal work package request.

- To start accessing work renewal package timeline, follow the steps below: -
- 1. From the dashboard screen, press on "My Requests".
- 2. A drop-down list will appear, press on "Establishment Requests".

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• The system will redirect the user to the "Establishment Requests" screen.

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Figure 64: Establishment Request Screen - Searching for Request.

3. Press on "reCAPTCHA", which is a security test to confirm the validity and that the user is not a harmful

software or a robot, then press on "Search".





4. The system will retrieve the search results based on the search parameters, press on "Package

Timeline".

ielp 🔻	My Requests ▼ Sponsored	▼ Drafts Requests	Ready To Payment My	' <mark>Team Pe</mark>	erformance ▼ Payments Fees And Depc	osits Refund Com	plaints and Suggestions
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14/0	dd/MM/yyyy	29/02/202	4 dd/MM/yyyy	**	Please Select		~
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	Request Number	Creation Date	Service Beneficiary	y name	Service Type	Status	ĮĻ
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		Happiness Formula	Sitemap Contac	ct Us	Archive ICA Email Suppliers' inqu	iiries Help	
	FAQ						
	FAQ	Visitors Counter		Social Me	edia & Programs	Call Center	

Figure 65: Establishment Requests Screen - Access to Package Timeline.





• The system will redirect the user to the **"Package Timeline"** screen.

ରି My Requests ▼ Sponsored ▼			United Arab Emirates
	Drafts Requests Ready To Payme	ent My Team Performance ▼ Payments Fe	es And Deposits Refund Complaints and Suggestions
Help 🕶			
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Users Management Amwal	_		
WORK PACKAGE - W	IORK PACKAGE - PRIV	ATE SECTOR - RENEWAL EN	APLOYEE WORK Request Number : 0101458054612024301063627 Reference Number : MB123456AEMOCK
S Request Initiated			
2024-02-29 4:10 PM	2024-02-29 4:10 PM		
Medical Examination Services	Work Permit Renewal	Work Contract Renewal	Residence And Identity Renewal
FAQ	Happiness Formula Sitemap	Contact Us Archive ICA Email Su	ippliers' inquiries Help
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ederal Authority هيئة اتحادية	5,382,919 Visitors		600522222 O U.E
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Figure 66: Work Package Screen - Package Timeline.





7.1.1 Contract Ratification

This function from the Smart Services system of the Federal Authority for Identity, Citizenship, Customs &

port Security allows the user to submit a contract ratification request.

To start submitting a residency and identity renewal request, follow the steps below: -

1. From the package timeline screen, in the "Work Permit" stage, press on "Work Package - Contract

Ratification".

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Users Management Amwal	_			
WORK PACKAGE - V	WORK PACKAGE - PRIV	ATE SECTOR - RENEWAL EM	PLOYEE WORK Request Number : 010145805461203	24301063627
			Reference Number : MB123	456AEMOCK
Pending payment of work permi	t renewal fees			50%
2024-02-29	2024-02-29			
Medical Examination Services	Work Permit Renewal	Work Contract Renewal	Residence And Identity Ren	ewal
			🕞 Work Package - Contr	act Ratification
FAQ	Happiness Formula Sitemap	Contact Us Archive ICA Email Sup	pliers' inquiries Help	
FAQ	Happiness Formula Sitemap Visitors Counter	Contact Us Archive ICA Email Sup Social Media & Programs	pliers' inquiries Help Call Center	
FAQ deral Authority هيئة اتحادية	Happiness Formula Sitemap Visitors Counter 5,382,919 Visitors	Contact Us Archive ICA Email Sup Social Media & Programs	pliers' inquiries Help Call Center 600522222 Available 24/7	U.AE
FAQ deral Authority هيئة اتحادية	Happiness Formula Sitemap Visitors Counter 5,382,919 Visitors f () Accessibility - Disclaimer - Term	Contact Us Archive ICA Email Sup Social Media & Programs	pliers' inquiries Help Call Center 600522222 Available 24/7) U.AE

Figure 67: Work Package Screen – Submitting Contract Ratification.





• The system will redirect the user to the "Issue Permit Approval" screen, which contains two steps the user has to follow to submit the request.



First Step - Guarantee Information: -

In this step, the user will enter the request's guarantee information.

1. Select the **"Guarantee Type"** from the drop-down list.

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G My Requests ▼ Sponsored ▼	Drafts Requests Ready To Payme	nt My Team Performance 👻 Payments	Fees And Deposits Refund Complaints and Suggestions
Help 🕶			ی جربی Translate
Users Management Amwal			
WORK PACKAGE - W	ORK CONTRACT - PR	VATE SECTOR - ISSUE PEF	RMIT APPROVAL Reference Number : 0001490110362024301063674
Service Description			
Guarantee Information	Gu	12 arantee Application Fees ormation	
Guarantee Type*			
Please select		•	
		۹	
INSURANCE Bank Guarantee			→ Next
FAQ H	Iappiness Formula Sitemap	Contact Us Archive ICA Email	Suppliers' inquiries Help
	Visitors Counter	Social Media & Programs	Call Center
هيئة اتحادية Federal Authority	5,382,919 Visitors		600522222 O U.E
	Accessibility - Disclaimer - Terms	& Conditions - Privacy Policy - Copyright	- ICA Terminology

Figure 68: Residency and Identity Renewal Screen – Guarantee Information Step – Selecting Guarantee Type.





2. After selecting the guarantee type, the attachment info section will appear, upload the required

attachments.

lb -	y 10 Payment – My Team Perform	ance ▼ Payments Fees And Deposits Refund	Complaints and Suggestion
			👋 🛛 مربى
ers Management Amwal			
WORK PACKAGE - WORK CONTRAC	CT - PRIVATE SECTO	R - ISSUE PERMIT APPROVA Reference Number : (001490110362024301063674
Service Description			
	1	2	
	Guarantee Applice	ition Fees	
Guarantee Information			-
Guarantee Type* Bank Guarantee	x -		
Guarantee Type# Bank Guarantee	× -		
Guarantee Type# Bank Guarantee Attachments Info	× -		-
Cuarantee Type* Bank Guarantee Attachments Info Crop Employee Signature (Required)	X -		-
Guarantee Type* Bank Guarantee Attachments Info Crop Employee Signature (Required) (2) Last Educational Certificate (Optional)	X ~		Select \ Select other file
Guarantee Type* Bank Guarantee Attachments Info Crop Employee Signature (Required) 2 Lest Educational Certificate (Optional)	× •		▲ Select \ Select other File ▲ Select \ Select other File
Guarantee Type* Bank Guarantee Attachments Info Crop Employee Signature (Required) 2 Last Educational Certificate (Optional)	X -		▲ Select \ Select other File ▲ Select \ Select other File □ Scan As pdf
Cuarantee Type* Bank Guarantee Attachments Info Crop Employee Signature (Required) automatical Certificate (Optional)	X -		 ▲ Select \ Select other file ▲ Select \ Select other file □ Scan As pdf
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Figure 69: Residency and Identity Renewal Screen – Guarantee Information Step – Upload Attachments.

3. Press on "Next" to move on to the next step.





4. The Confirmation Message will appear to the user, press on "Yes, Continue".



Figure 70: The Confirmation Message.





Second Step - Application Fees: -

In this step, the user will pay the fees for applying for this request.

5. Check the fee value then press on "I Agree to the Terms and Conditions".

Users Management Amwal	_		
WORK PACKAGE	- WORK CONTRACT	- PRIVATE SECTOR - ISSUE PER	MIT APPROVAL Reference Number : 0001490110362024301063674
Service Description			
		Information	
Beneficiary name: AHMAD A	LI		
WORK PACKAGE - WOR	RK CONTRACT - PRIVATE S	ECTOR - ISSUE PERMIT APPROVAL	
Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	3,450.00	0.00-Vat Free	3,450.00
Total			3,450.00 AED
Refund amount in the case of I Agree to the Terms and Col Back	rejection of the application 0.00 A	ED/Refund amount in the case of Acceptance of the	application 0.00 AED

Figure 71: Residency and Identity Renewal Screen – Application Fees Step – Agree to Terms and Conditions.





6. Press on **"Pay"** to complete the process.



Figure 72: Residency and Identity Renewal Screen – Application Fees Step – Pay Fees.





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User					اکی 🔍 🧠 👟
	Management Amwal	_	_	_	
Re	quests Applied Succes	sfully			
3	ervice Name: WORK PACKAGE - WO	RK CONTRACT - PRIVATE SECTOR - IS	SUE PERMIT APPROVAL		
	pplication Reference : 010'				100%
1	eceipt Number: 031				
	ou will receive an email to confirm t	his process and show details.			
	ou can view and print the Receipt fr	om here, and you can track the status	of request or generate QR code from Trac	k Your Application Page	
	FAQ H	lappiness Formula Sitemap	Contact Us Archive ICA Ema	il Suppliers' inquiries He	۱p
		Visitors Counter	Social Media & Programs	Call Cent	ter

Figure 73: Request Applied Successfully.





7.1.2 Residency and Identity Renewal

This function from the Smart Services system of the Federal Authority for Identity, Citizenship, Customs &

port Security allows the user to submit a residency and identity renewal request.

- To start renewing residency and identity renewal request, follow the steps below: -
- 1. From the package timeline screen, in the "Pending Residence and Identity Renewal" stage, press on

"Work Package – Renew Residency and Identity".

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Help 🔻				
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Users Management Amwal				
WORK PACKAGE - V	VORK PACKAGE - PRI	VATE SECTOR - RENEWAL EI	MPLOYEE WORK Request Number : 0101458054612 Reference Number : MB12	024301063627 23456AEMOCK
Waiting for Residency and Identi	ity Submission			75%
2024-02-29 5:15 PM	2024-02-29 5:15 PM	2024-02-29 5:30 PM		
Medical Examination Services	Work Permit Renewal	Work Contract Renewal	Residence And Identity Re	enewal
			🕞 Work Package - Renew Reside	ency And Identity
FAQ	Happiness Formula Sitemap	Contact Us Archive ICA Email So	uppliers' inquiries Help	
	Visitors Counter	Social Media & Programs	Call Center	
Federal Authority هيئة اتحادية	5,382,919 Visitors		600522222 Available 24/7	JU.AE
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Figure 74: Work Package Screen – Submitting Work Residency and Identity Renewal.





• The platform will redirect the user to "Residency and Identity Renewal" screen, which contains two

steps should the user follow to complete the submission process successfully, as follows: -



First Step – Attachments Info: -

In this step, the user should upload the required files to meet the requirements of the application.

6. Upload the required files.

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Users Management Amwal		
RESIDENCE AND IDENTITY - WORK - IDENTITY RENEWAL	• FREEZONE OR PRIVATE SECTOR SPONS	OR - RESIDENCY AND Number : 0001507584732024301063687
Service Description		Service Card
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JOB/WORK CONTRACT (Required)	▲ Select \ Select other File	
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Attachment Allowed Typ	max size 2 mega byte bes : .jpeg, .jpg, .pdf			& Scanner Application		
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×	JOB/WORK CON	TRACT ~	AHMAD ALI_JOB/WORK CONTRACT			
			I	→ Next		
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Figure 75: Residency and Identity Renewal Screen - Attachments Info Step.

7. Press on "**Next**" to move on to the next step.





Second Step - Application Fees Step: -

In this step, the user should pay fees to complete the requirements of the application.

8. Press on **"I Agree to the Terms and Conditions"** to activate payment methods.

My Requests 👻 Sp	onsored 🕶 Drafts 🕴	Requests Ready To Payment M	y Team Performance 👻 Payments Fees And Deposi	its Refund Complaints and Suggest
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Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat	
REQUEST FEES	100.00	0.00-Vat Free	100.00	
ISSUE FEES	200.00	0.00 Vat Free	200.00	
E-SERVICES FEES	28.00	1.40	29.40	
ICP FEES	122.00	0.00 Vat Free	122.00	
Total			451.40 AED	
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AND IDENTITY RE	NEWAL			
If you would like to app	ily for an exemption re	equest please click on the followi	ing link here	
Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat	
Card Issuance	200.00	0.00-Vat Free	200.00	
Smart Services Fee	100.00	0.00 Vat Free	100.00	
Total			300.00 AED	
Refund amount in the ca application 0.00 AED	ise of rejection of the	application 0.00 AED/Refund am	ount in the case of Acceptance of the	
I Agree to the Terms a	nd Conditions			
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Fees Total ePayment Commiss	ion (vac 0.00			
Fees Total ePayment Commiss Final Total	ion (vac 0.00	757.70		

Figure 76: Submit Request Screen - Application Fees Step.





9. The platform will retrieve the final total fees, press on "**Pay**" to complete the process.

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ISSUE FEES	200.00	0.00 Vat Free	200.00	
E-SERVICES FEES	28.00	1.40	29.40	
ICP FEES	122.00	0.00 -Vat Free	122.00	
Total			451.40 AED	
Refund amount in the ca application 0.00 AED	se of rejection of the	application 200.00 AED/Refund amou	nt in the case of Acceptance of the	
RESIDENCE AND IE AND IDENTITY REP If you would like to app	DENTITY - WORK NEWAL	- FREEZONE OR PRIVATE SE	CTOR SPONSOR - RESIDENCY	
Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat	
Card Issuance	200.00	0.00 Vat Free	200.00	
Smart Services Fee	100.00	0.00 Vat Free	100.00	
Total			300.00 AED	
Refund amount in the ca application 0.00 AED	se of rejection of the	application 0.00 AED/Refund amount	in the case of Acceptance of the	
I Agree to the Terms and	d Conditions			
Fees Description	on A	Amount		
Fees Total		751.40		
ePayment Commissi	on \ Vat 6.00	0.30		
Final Total		757.70		
-	David			
70	Paw			

Figure 77: Submit Request Screen - Application Fees Step - Access to Pay Action.





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Receipt Number: 031172024000	767096				
You will receive an email to confi	rm this process and show details.				
You can view and print the Receip	ot from here, and you can track the	status of request or generate QR coo	e from Track Your Application I	Page	
Service Name: RESIDENCE AND I AND IDENTITY RENEWAL	DENTITY - WORK - FREEZONE OR P	RIVATE SECTOR SPONSOR - RESIDEN	CY		
Application Reference : 0101439	697322024301063732				
Receipt Number: 032022024000	767097				
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8 Cancellation Employee Work

This service from the Work Package services facilitates the recruitment process of cancellation employee work permit through the smart services platform, enabling establishments to apply for work permit cancellation for employees and submit all required documents in electronic form.

Service Workflow







Start Cancelling Employee Work

- To start Cancelling the employee work, follow the steps below: -
- 1. From Dashboards screen, press on "Sponsored".
- 2. The drop-down list will appear, press on **"Sponsored".**

Control Panel Steps Files Casced of Sizes Paper Control Panel	My F	Requests - Sponsored -	Drafts	s Requests Ready To	Payment My Te	am Performance	e ▼ Payments Fees And De	eposits Refun	d Complaints and Suggestions
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Darly Progress		0 %		Work Request	Package Completed				
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3. The platform will redirect the user to the **"Sponsored Management"** screen, enter the required search

criteria to cancel the employee work in the required fields.

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Figure 80: Sponsored Management Screen - Search Sponsor.

4. Press on **"reCAPTCHA"** which is a security test to confirm the validity and that the user is not a harmful

software or a robot, then press on "Search".





5. The user will notice that the search result has been displayed, press on the "Actions" then from the

actions list select "Residency – G	Cancellation Employee Work".
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Figure 81: Sponsored Management Screen - Cancellation Employee Work Service.





• When accessing the cancellation employee work service, the platform will redirect the user to **"Submit Request"** screen, which contains five steps should the user follow to complete the submit process successfully, as follows: -



Figure 82: Cancellation Employee Work Application Screen.







First Step - Payment Methods

In this step, the user should select the e-wallet to pay all the required transaction fees in the requests.



Figure 83: Cancellation Employee Work Service - Payment Method Screen.







- 26. The platform will retrieve the e-wallet that is linked to the user account, select the required wallet.
- 27. Press on "I authorize the direct deduction from the selected financial wallet balance during

submitting each request of the package automatically".

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The selected e-wallet will be used in the next payments, kindly ensure there is sufficient balance.

28. Press on **"Next"** to move on to the next step.





<u>Second Step – Personal Info</u>

In this step, the platform will retrieve the employee information from the database, where the data are able

to edit and modify as required.

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Figure 85: Cancellation Employee Work - Personal Info Screen.

29. Press on "**Next**" to move on to the next step.





<u>Third Step – Attachments Info</u>

In this step, the user should upload the required files to meet the requirements of the application.



Figure 86: Cancellation Employee Work - Attachments Info Screen.

31. Press on "Next" to move on to the next step.







Fourth Step – Review Application

In this step, the user should check the entered information to meet the requirements of the application.





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Email: testuser@mohre.ae						
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Figure 87: Cancellation Employee Work - Review Application Screen.

- 33. Press on **"Next"** to move on to the next step.
- 34. A Confirmation pop-up window will appear to the user, press on "Yes, Continue".



Figure 88: Confirmation Window Screen.





Fifth Step – Payment Fees

In this step, the user should pay fees to complete the requirements of the application.

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Figure 90: Request Applied Successfully.




8.1 Tracking The Cancellation Employee Work Request

This section will describe the different request statuses to enable the user to track the application request

easily and accurately: -

- To start track the application, follow the steps below: -
- 1. From the dashboard screen, press on "My Requests".
- 2. The drop-down list will appear, press on "Establishment Requests".

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Figure 91: Dashboard Screen - Access to Establishment Requests Screen.







3. The platform will redirect the user to the "Establishment Request" screen, enter the search criteria in the required fields.

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Figure 92: Establishment Request Screen.

4. Press on **"reCAPTCHA"** which is a security test to confirm the validity and that the user is not a harmful

software or a robot, then press on "Search".





5. The platform will retrieve the search results of the cancellation employee work requests, press on

"Package Timeline".

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Figure 93: Establishment Request Screen - Access to Package Timeline.





• The platform will display the request progress and current status of the cancellation employee work

service.

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Figure 94: Cancellation Employee Work Package Timeline.





8.1.1 Permit Cancellation Signing

This service of the Smart Services Platform allows the user to sign the permit cancellation form to

continue the cancellation process.

- To start signing the permit cancellation form, follow the steps below:-
- 1. From the request timeline screen of the cancellation employee work service at "Waiting Permit

Cancellation Signing" status press on "Work Package – Cancellation Receipt".

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Figure 95: Package Timeline Screen - Cancellation Receipt.





2. The platform will redirect the user to the **"Permit Cancellation Signing"** screen, where the user will download the signing forum in both languages to be signed and then upload the signed forums.

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Figure 96: Permit Cancellation Signing Screen.

3. Press **"Send"** to move on to the next step.





• The user will notice that the request status will change to "Waiting for Permit Cancellation".

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9 Cancellation Visa Work

This service from the Work Package services facilitates the recruitment process of cancellation employee work visa through the smart services platform, enabling establishments to apply for work permits cancellation for employees and submit all required documents in electronic form.

• The platform user is enabled to follow the same steps at the <u>Cancellation Employee Work</u> to start the process of Cancellation Visa Work service.