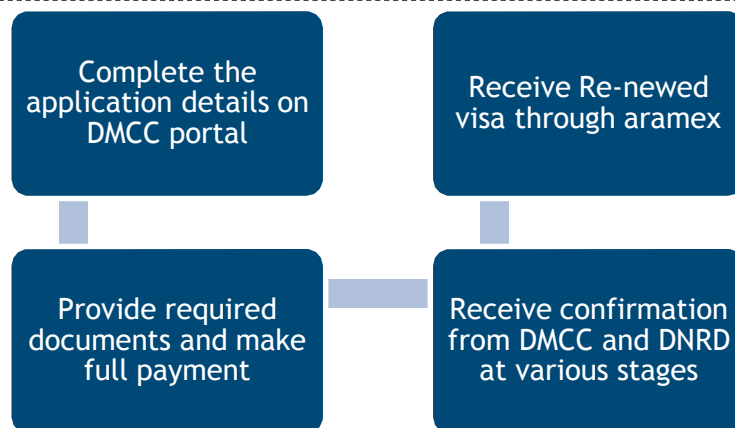


STEP BY STEP GUIDE

Guideline	Application - Renew an existing employee residence permit (visa)
Version/Date	Version 1, 18 th June 2014
Who should use this guide	Any employer who wants to renew an existing employee residence permit (visa) for an employee in the DMCC Free Zone
Purpose of this guide	To provide a detailed step by step guide for any employer who wants to renew an existing employee residence permit (visa) for an employee on the DMCC member portal.

Steps



Before you begin

The DMCC application to renew an existing employee residence permit (visa) for an employee is online. At any point if you have issue, there are many consultants that can assist you with this process. Call us on 800 DMCC if you would like more information.

There will be a number of documents that you will need to upload on the DMCC portal. Review our Applications Guidelines at www.dmcc.ae under Free Zone, Applications Guidelines to familiarise yourself with our requirements.

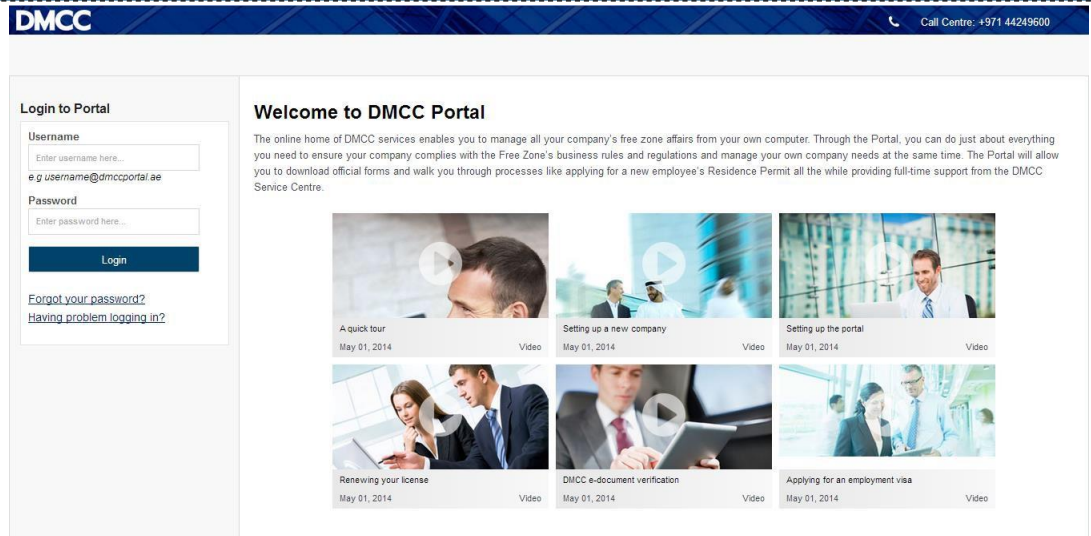
You may wish to save scanned copies of documents on your computer before you begin. Note: the maximum file size per file is 10MB.

If you don't have certain information, don't worry, you will be able to Save your request and return later to complete.

LOGIN and get started

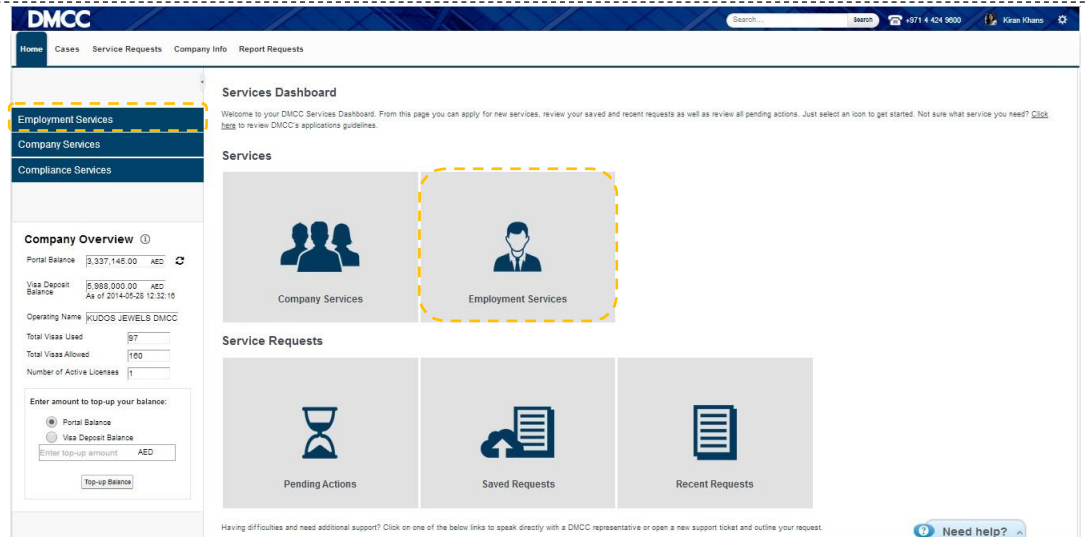
Open the following link
www.portal.dmcc.ae

Once you see this screen, type in your user name and password to login and get started



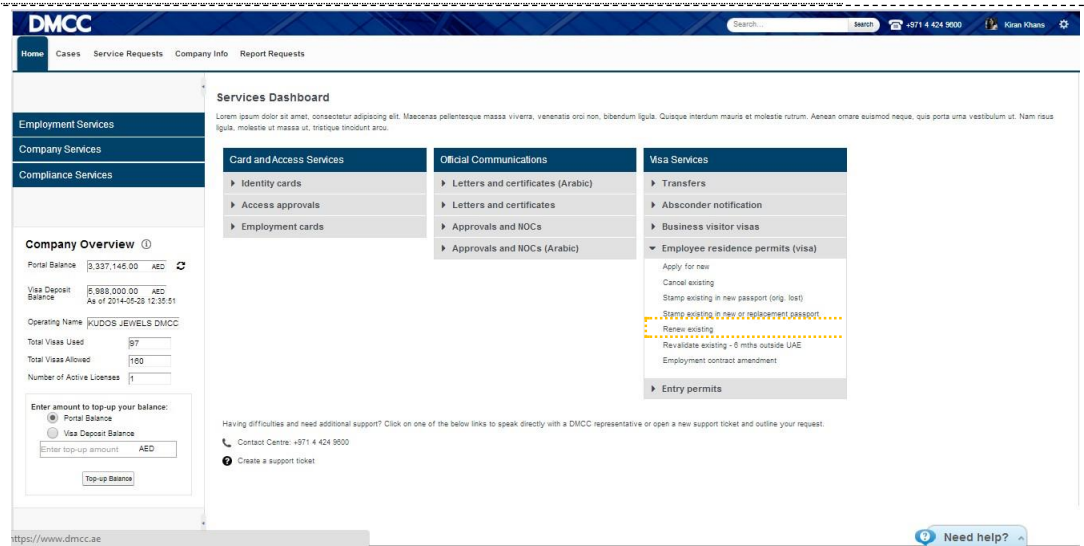
On logging in you will see the Services Dashboard.

Click on "Employment services"



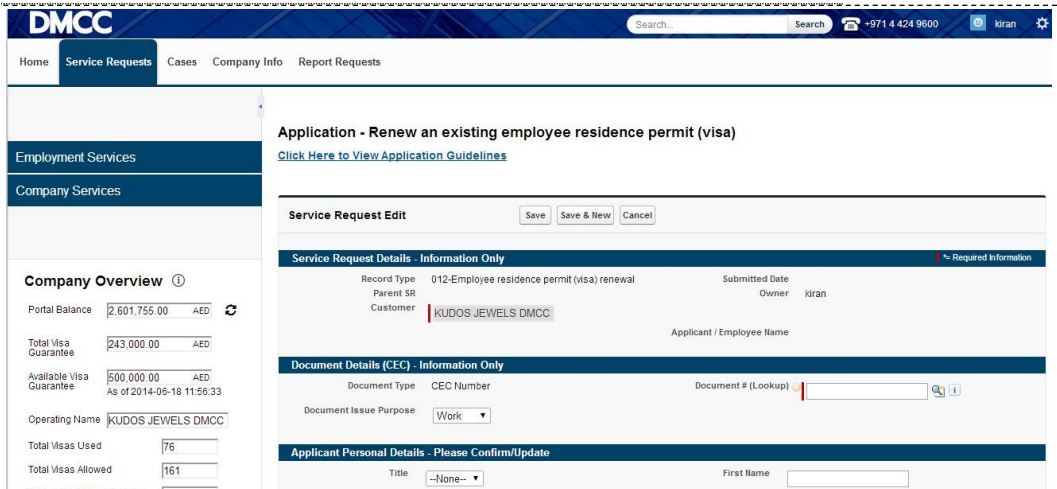
Then select “Visa Services” to expand the category and then “Employment residence permits(visa)” section

Click on “Renew existing”



You will be directed to the “Renew an existing employee residence permit (visa)” application form.

A “WalkMe” pop-up will appear to guide you. This pop-up will guide you step-by-step through the application. It can be turned off at any time.



Tip: You can close the Company Overview by clicking the left hand arrows. This will give you full screen view.

Fill out all the information. Anything marked with a red line is mandatory to fill out.

You will need the employee's CEC number to fill out this section. Click the magnifying glass on the right

Application - Renew an existing employee residence permit (visa)
[Click Here to View Application Guidelines](#)

Service Request Edit [Save] [Save & New] [Cancel]

Service Request Details - Information Only * Required Information

Record Type: 012-Employee residence permit (visa) renewal
 Submitted Date: []
 Parent SR: []
 Owner: kiran
 Customer: KUDOS JEWELS DMCC
 Applicant / Employee Name: []

Document Details (CEC) - Information Only

Document Type: CEC Number
 Document # (Lookup): []

Document Issue Purpose: Work

Applicant Personal Details - Please Confirm/Update

Title: --None--
 First Name: []

On clicking the magnifying glass, a lookup will pop up

In the search field enter "doc*", or if you know the document number please enter it and click "Go"

The search will generate results based on your criteria.

Choose your document

You will be re-directed to the application form and the document number will be populated.

Lookup

Employee Documents No. based on document type selected in the Service request
 Search With - CEC No, Or Passport No, Or Person Passport Name

Search: [doc*] [Go]

Search: Name All Fields

< Clear Search Results

Search Results

Document Details [1] Show Filters

Document #	Document Type	Document Status	Passport Name	Account	Passport No.	Nationality	Card Number	En
DOC-00071491	CEC Number	Active	JAGABANDHU	KUDOS JEWELS DMCC	F1585448	India	CEC Number-00071491	JA DU

Fill out rest of the required details.

Applicant Passport Details - Please Confirm/Update

Passport Type: --None--
 Name (as per passport): []
 Passport No.: []
 Nationality / Country: []

Date of Birth: [] [18/06/2014]
 Place of Birth: []
 Country of Birth: --None--

Passport Issue Date: [] [18/06/2014]
 Passport Expiry Date: [] [18/06/2014]
 Country of Issue: --None--
 Place of Issue: []

Applicant's Mobile No: +971567899729
 Applicant's Email ID: kirankabir@gmail.com

Please check your correspondence details. Update if you wish to and click "save"

Correspondence Details - Please confirm/update

Email: kiran.khan@nsigulf.com
 Send SMS To Mobile: +971567899729

[Save] [Save & New] [Cancel]

Required Documents and Editing Information

The page will refresh with all the information available on the system regarding your employee.

At this point review all the information carefully.

If you need to make changes, please double click the filled in section (example marked) and re fill.

Click save once done.

You will now need to upload all the required documents. These will be listed further down the page.

You will need to scroll down and find them in the section called "SR Documents".

Applicant Arabic Details - Please Enter (Optional)

Last Name (Arabic) Middle Name (Arabic)
 First Name (Arabic) Mother name (Arabic)
 Name as per Passport (Arabic) Place of birth (Arabic)

Applicant Passport Details - Please Enter

Passport Type F1585448 Nationality / Country India
 Passport No. JAGABANDHU Country of Birth
 Name (as per passport) Date of Birth 22/12/1966
 Place of Birth Passport Issue Date 09/02/2005
 Passport Issue Date 08/02/2015
 Country of Issue India Place of Issue THANE
 Applicant's Mobile No +971567899729 Applicant's Email ID

Applicant Address Details - Please Enter

Permanent (Native) Address 1 DOMJUR BARAUIPARA U.A.E. Address
 Permanent (Native) Address 2 DOMJUR HOVRRAH U.A.E. Address 2
 Permanent (Native) City U.A.E. Address City
 Permanent (Native) Country India U.A.E. Address Emirate#
 Permanent (Native) POBox/Postal/Zip Code U.A.E. Address PO Box

DMCC Comments - For Your Information

DMCC Comments Rejection Reason

SR Documents [Download/Upload/Review Doc](#)

Document Name	Instructions	Preview / Download Document	Requirement	Original Verified	Status	Created Date
Company Employment Card (CEC)	Upload a copy of the Company Employment Card. Original will be required.	Upload Document	Copy & Original	<input type="checkbox"/>	Pending Upload	18/06/2014
Emirates Identity Card or Registration form	Upload a copy of the Emirates Identity Card or Registration form. Original will be required.	Upload Document	Copy & Original	<input type="checkbox"/>	Pending Upload	18/06/2014
Establishment Card	Upload a copy of the Establishment Card	Upload Document	Copy Required	<input type="checkbox"/>	Pending Upload	18/06/2014
Latest Passport Size Photos	Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.	Upload Document	Copy & Original	<input type="checkbox"/>	Pending Upload	18/06/2014
Medical Report	Upload copy of Medical Fitness Report - From Government Approved Hospital or Medical Clinic. Original will be required.	Upload Document	Copy & Original	<input type="checkbox"/>	Pending Upload	18/06/2014

[Show 1 more >](#) | [Go to list \(6\) >](#)

Click on "Download/Upload/Review Doc" next to SR Documents

SR Documents [Download/Upload/Review Doc](#)

Document Name	Instructions	Preview / Download Document	Requirement	Original Verified	Status	Created Date
Company Employment Card (CEC)	Upload a copy of the Company Employment Card. Original will be required.	Upload Document	Copy & Original	<input type="checkbox"/>	Pending Upload	18/06/2014
Emirates Identity Card or Registration form	Upload a copy of the Emirates Identity Card or Registration form. Original will be required.	Upload Document	Copy & Original	<input type="checkbox"/>	Pending Upload	18/06/2014
Establishment Card	Upload a copy of the Establishment Card	Upload Document	Copy Required	<input type="checkbox"/>	Pending Upload	18/06/2014
Latest Passport Size Photos	Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.	Upload Document	Copy & Original	<input type="checkbox"/>	Pending Upload	18/06/2014
Medical Report	Upload copy of Medical Fitness Report - From Government Approved Hospital or Medical Clinic. Original will be required.	Upload Document	Copy & Original	<input type="checkbox"/>	Pending Upload	18/06/2014

[Show 1 more >](#) | [Go to list \(6\) >](#)

The page will update as shown.

To upload the documents, click on Upload.

[Return back to SR](#)

Documents to be Uploaded

Action	Name	Instructions	Copy / Original	Original Verified	Status	DMCC Comments	Customer Comments	Last Modified Date
Upload	Passport Copy	Upload a copy of the applicant's passport and visa page. Original passport will be required.	Copy & Original	<input type="checkbox"/>	Pending Upload			18/06/2014 15:48
Upload	Medical Report	Upload copy of Medical Fitness Report - From Government Approved Hospital or Medical Clinic. Original will be required.	Copy & Original	<input type="checkbox"/>	Pending Upload			18/06/2014 15:48
Upload	Latest Passport Size Photos	Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.	Copy & Original	<input type="checkbox"/>	Pending Upload			18/06/2014 15:48
Upload	Company Employment Card (CEC)	Upload a copy of the Company Employment Card. Original will be required.	Copy & Original	<input type="checkbox"/>	Pending Upload			18/06/2014 15:48
Upload	Emirates Identity Card or Registration form	Upload a copy of the Emirates Identity Card or Registration form. Original will be required.	Copy & Original	<input type="checkbox"/>	Pending Upload			18/06/2014 15:48
Upload	Establishment Card	Upload a copy of the Establishment Card	Copy Required	<input type="checkbox"/>	Pending Upload			18/06/2014 15:48

The page will appear as below.

Click on “Browse” and select the relevant document. Then click on “Open”. The document will upload. Click on Save.

Repeat this step for all documents required to upload.

All uploaded documents can be reviewed and replaced if necessary.

Once all required documents are uploaded, click on “Return back to SR”.

[Return back to SR](#)

Documents to be Uploaded									
Action	Name	Instructions	Copy / Original	Original Verified	Status	DMCC Comments	Customer Comments	Last Modified	Date
Preview Replace	Passport Copy	Upload a copy of the applicant's passport and visa page. Original passport will be required.	Copy & Original	<input type="checkbox"/>	Uploaded			18/06/2014	15:51
Preview Replace	Medical Report	Upload copy of Medical Fitness Report - From Government Approved Hospital or Medical Clinic. Original will be required.	Copy & Original	<input type="checkbox"/>	Uploaded			18/06/2014	15:52
Preview Replace	Latest Passport Size Photos	Upload a copy of the latest passport size colour photo (UPEG). 2 originals will be required.	Copy & Original	<input type="checkbox"/>	Uploaded			18/06/2014	15:52
Preview Replace	Company Employment Card (CEC)	Upload a copy of the Company Employment Card. Original will be required.	Copy & Original	<input type="checkbox"/>	Uploaded			18/06/2014	15:52
Preview Replace	Emirates Identity Card or Registration form	Upload a copy of the Emirates Identity Card or Registration form. Original will be required.	Copy & Original	<input type="checkbox"/>	Uploaded			18/06/2014	15:52
Preview Replace	Establishment Card	Upload a copy of the Establishment Card	Copy Required	<input type="checkbox"/>	Uploaded			18/06/2014	15:53

Click on “Submit”

Application - Renew an existing employee residence permit (visa)

[Printable View](#)

[Back to List: Service Requests](#)

[SR Price Items \(Service Request\) \[2\]](#) | [Service Request History \[1\]](#)

Service Request Detail

[Edit](#) [Submit](#) [Cancel SR](#)

Complete payment

This screen will appear.

A payment of AED 3,310 is required to continue with the application.

If you have balance in your account, you can go ahead and click 'confirm'.

In case there is no balance, you will need to top up your portal balance and return back to the request to proceed on

The payment is made via credit card into the company's portal account.

Service Request

0549463 for Application - Renew an existing employee residence permit (visa)

Service Request Details		Confirm	Back to Service Request
SR No	0549463	Customer	KUDOS JEWELS DMCC
External Status	Draft	Created Date	18/06/2014 15:48

Available Account Balance : AED **2,598,285.00**

AED : **3,310.00** will be charged

SR Price Items				
SR Price Items Name	Price	Product	Pricing Line	Status
SRP-95100	AED 3,300.00	EMP_SER_RP_REN ICEC	Renew An Employee Residence Permit (Visa)	Added
SRP-95101	AED 10.00	Knowledge Dirham		Added

An e-mail and a text message will be sent confirming your request.

A Request number will be automatically generated and included in both the text message and email.



Dear Member

We have received the following request: **0549463**

Your request number is [0549436](#).

You will be updated soon with the progress.

Regards
DMCC Customer Care Team

E customercare@dmcc.ae
T 800 3622(DMCC) tollfree or +971 4 424 9600
W dmcc.ae

Once your application is approved, you will receive an email a text message with the status of your application.

Congratulations on filling out the visa form. We wish you great success, and look forward to serving you well.