STEP BY STEP GUIDE

Guideline	**Application - Renew an existing employee residence permit (visa)**
Version/Date	Version 1, 18th 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

Complete the application details on DMCC portal

Receive Re-newed visa through aramex

Provide required documents and make full payment

Receive confirmation from DMCC and DNRD at various stages
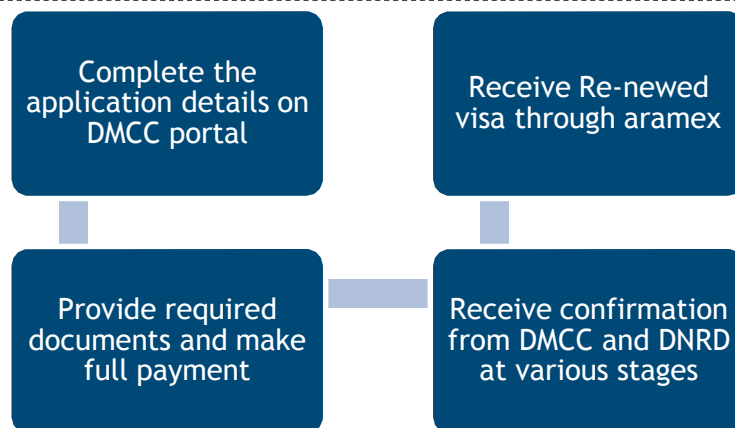
Before you begin

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.
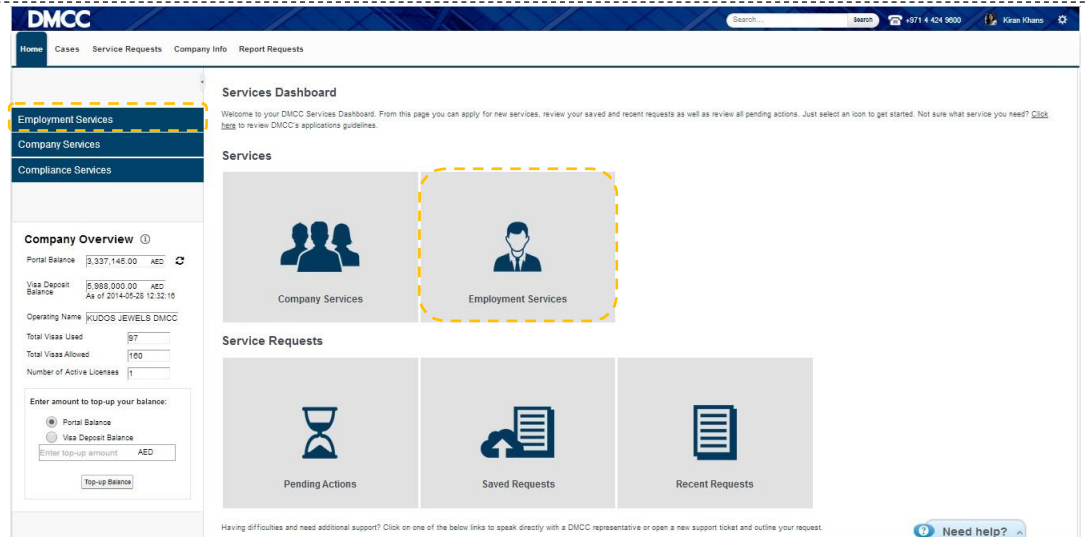
LOGIN and get started

Open the following link
www.portal.dmcc.ae

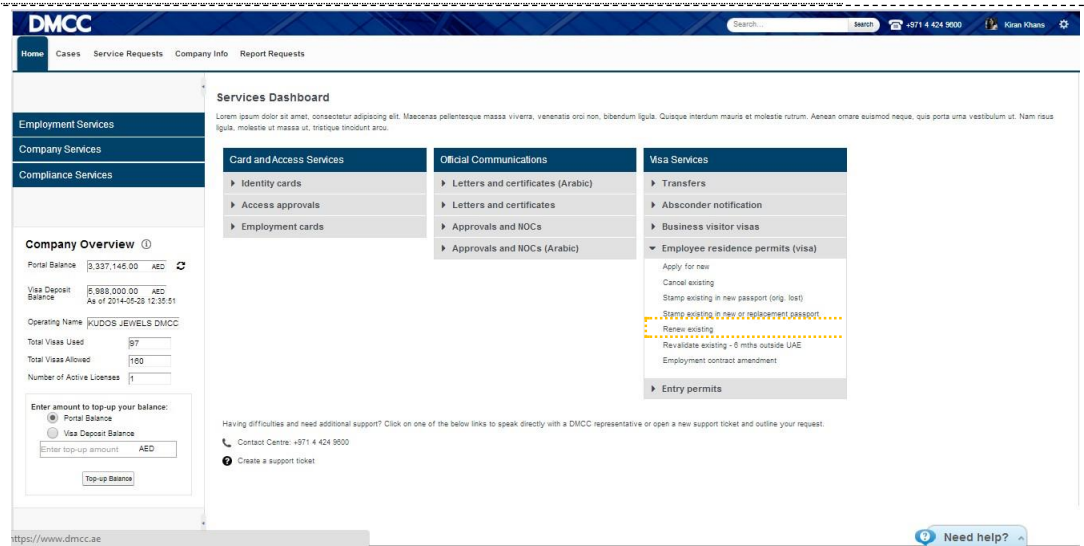Once you see this screen, type in your user name and password to login and get started
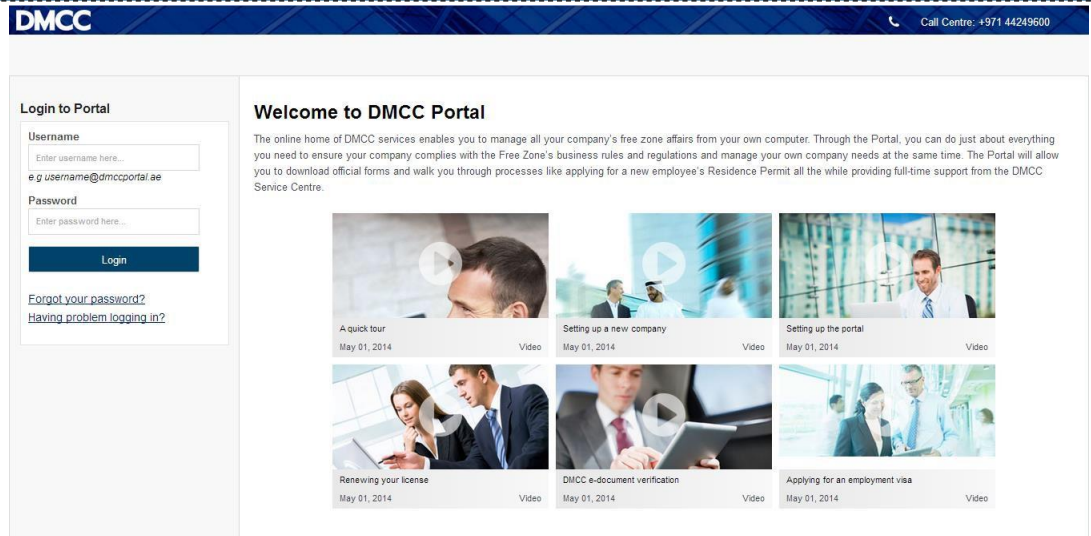
On logging in you will see the Services Dashboard.

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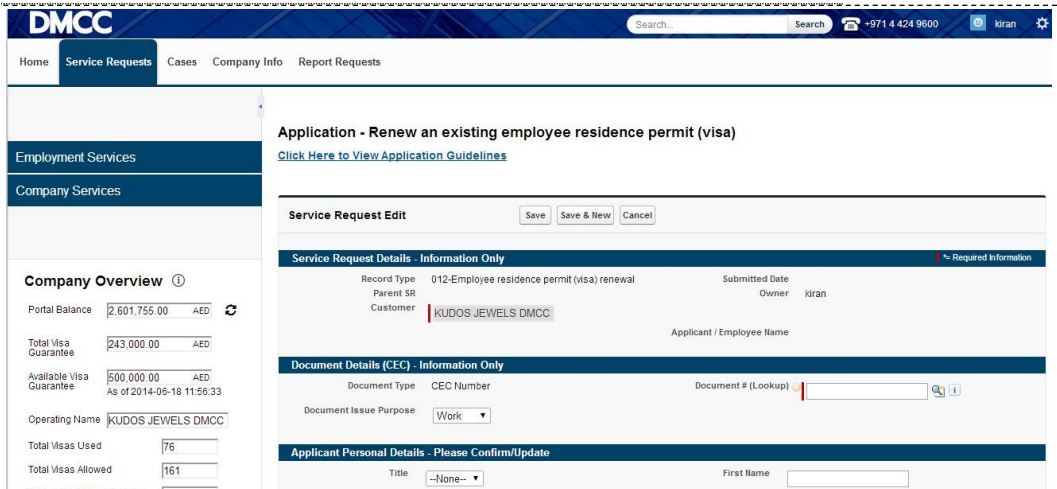
Tip: You can close the Company Overview by clicking the left hand arrows. This will give you full screen view.

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

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.

Fill out rest of the required details.

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

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".

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

The page will update as shown.

To upload the documents, click on Upload.

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	☐	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	☐	Uploaded			18/06/2014 15:52
Preview | Replace	Latest Passport Size Photos	Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.	Copy & Original	☐	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	☐	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	☐	Uploaded			18/06/2014 15:52
Preview | Replace	Establishment Card	Upload a copy of the Establishment Card	Copy Required	☐	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:

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 you 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.