

Department of Planning & Development
Ports, Customs & Free Zone Corporation
Government of Dubai



دائرة التخطيط والتطوير
مؤسسة الموانئ والجمارك والمنطقة الحرة
حكومة دبي

دعم للتنمية... Facilitating Growth

Trakhees

Online Services

User Manual - Web - Online Registration

Document Details

Document Information

DOCUMENT NAME	TrakheesOnlineServices_UserManual - Web - Online Registration
PROJECT NAME	Trakhees Online Services
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DATE	26-Aug-15
CURRENT VERSION	1.1

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1 Introduction

At the beginning of 2008 Trakhees was established by the Ports, Customs and Free Zone Corporation with the aim of integrating licensing and compliance functions, already performed by the Civil Engineering Division and Environment, Health and Safety Division with a new function, Commercial Licensing to be offered by a young division, Commercial Licensing Division.

On July 1st of 2008, the new department went into operation and the objective of establishing Trakhees started to materialize. PCFC, Dubai World Business Units, the Engineering Community interacting with Trakhees, and the Dubai World Communities now have a one stop shop where all their licensing and government services can be done. It has following main departments:

- Commercial Licensing Department (CLD)
- Civil Engineering Department (CED)
- Environment Health & Safety (EHS)

Part of the new mandate is providing services to businesses, owners and tenants of the new Dubai World Communities who had little interaction with the already existing departments before. To this end, Trakhees adopted a concept of “distributed services” by having satellite Helpdesk Offices in these communities, such as Dragon Mart, Atlantis and Ibn Batuta Mall. With the electronic platforms Trakhees uses, a full range of services can be offered at these locations, making life easier for clients without any compromise on quality of service.

Trakhees Online Services system will enable the users to avail e-Services provided like Client Registration, Visa application, Licensing etc. First users must have to register themselves in Trakhees back office to get Trakhees ID which is unique identification for each company/person. After back office registration an online account can be created by using Trakhees ID & PIN which is received during back office registration.

1.1 Purpose of the Document

The purpose of this document is to serve as the User Manual for the Trakhees Online Services so, that they can easily avail the services. It will give you a walkthrough of the Trakhees Online Services.

1.2 Intended Audience

Intended audiences are general public & Trakhees Clients.

2 System Overview

Trakhees Online Services will support to registration of company or person, and enable them to avail services. System is having following features:

- Back Office Registration
- Online Account Creation
- Profile Management
- Role Request
- Service Request
- CLD Services
- CED Services
- EHS Services
- Finance Services

If you are a company you can have more features as following:

- Employee Management
 - Create User Account for Company Employee
 - Active/Disable Employee User Account
 - Grant/Revoke Available Services

3 Trakhees Online Services

Trakhees ID: It is given by Trakhees & it is unique for each client.

There are two steps in the registration to avail the online services. First you need to register in Trakhees back office system. If you have ever done a transaction with Trakhees it means you are already registered in back office system. So, you can skip the back office registration & directly go to the Online Admin Account Creation.

3.1 Client Registration (Trakhees ID & PIN Registration)

Client Registration is required to store the complete details of a client. This registration is mandatory for each client if he wants to deal with Trakhees with any manner. At the end of registration, a unique Trakhees ID & PIN is generated for the client. The flow of the registration is as following:

There are two types of registrations:

- Company Registration
- Person Registration

3.1.1 Company Registration

1) Click on “Register Company” from the left menu.

Thursday, August 27, 2015 | 11:47 AM

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Help  العربية

Site Map

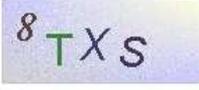
- Login
- Register Online Company Admin
- Register Online Person Access
- Register Company**
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

Login

If you have already registered with us, you can login using the form below.If you are a new user [Click here ?](#)

*Enter UserName

*Enter Password



*Enter Text Shown Above

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Trakhees

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- 2) A page with is displayed to feed in the details of Company, License, Contact, Location and supporting documents. You have to fill in all the mandatory fields (marked with red * sign) on the page and click “Next”.

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- License Cost Calculator
- Labour Dispute for Employee

Company & License Details | **Contact & Location Details** | Upload Documents | Preview & Submit

Contact information

* P.O Box(Number)

* P.O Box(Location)

* Tel. No(Office)

* Fax No(Office)

Website URL

* Email Address

Location Information

* Address(English)

* Address(Arabic)

* Country

* City



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- 3) Upload the documents by clicking the "Upload" button. After uploading both documents, click on Next Button. Preview Page is displayed with Submit button.

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- Register Person
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- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

Company & License Details | **Contact & Location Details** | **Upload Documents** | **Preview & Submit**

Upload Documents

License Copy Uploaded Successfully
Please select the type of document

Trade License Copy

Choose File No file chosen

Manager Passport Copy View Delete
License Copy View Delete


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- 4) Now, you can preview all the data. In case, if you want to modify, you can click Previous Button & modify whatever you want. You can submit these details by clicking on the 'Submit' button given on Preview & Submit screen. Once Submit button is clicked your details are sent to the Trakhees for Company registration & a reference number is generated so that you can track the status of your registration request.

Thursday, August 27, 2015 | 11:55 AM





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Company & License Details
Contact & Location Details
Upload Documents
Preview & Submit

Company & License Details

Client Role	Company with External License
Company Name(English)	mycompany
Company Name(Arabic)	mycompany
Client Category	Internet
License Issuing Authority	Ajman Freezone Authority
License Number	9280
License Type	Commercial
License Issue Date	01-08-2015
License Expiry Date	31-08-2016

Contact & Location Details

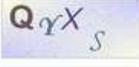
P.O Box(Number)	123456
P.O Box(Location)	1234
Tel. No(Office)	0205298785
Fax No(Office)	0205298785
Website URL	
Email Address	abc@gmail.com
Address(English)	Address
Address(Arabic)	Address
Country	United Arab Emirates
City	DUBAI

Uploaded Documents

Manager Passport Copy	View
License Copy	View

Disclaimer

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*Enter Text Shown Above

Previous
Submit



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Site Map	Success
Login Register Online Company Admin Register Online Person Access Register Company Register Person Forgot Username Forgot Password Recall Trakhees PIN Inquire status Enquire License Activity Quick Pay License Cost Calculator Labour Dispute for Employee	<p>Your reference number is C-10415 Account will be activated after admin approval. Click here to Login</p>



- 5) An email notification will be sent to you when the request is approved/rejected as below.

Dear [Company Name],

Congratulations! Your request for Company Registration reference # [Reference Number] have been approved.

Now, you can register for an Online Account to access e-Services offered by PCFC Trakhees. Your Trakhees Client ID is [X-X-XXXX] and Pin is [XXXXXXXX].

Kindly use the following URL for online account registration:

[http://\[Online Account Creation URL\]](http://[Online Account Creation URL])

Note: Your pin is confidential & for any future contact with Trakhees please use this Trakhees Client ID.

[Trakhees Comments Regarding Request]

Thanks,
PCFC Trakhees]

3.1.2 Person Registration

- 1) Click on “Register Person” from the left menu.

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Login

If you have already registered with us, you can login using the form below.If you are a new user [Click here ?](#)

*Enter UserName

* Enter Password



*Enter Text Shown Above


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- 2) A page is displayed to feed in the Personal, Contact, Passport details with supporting documents.
- 3) You have to fill in all the mandatory fields (marked with red * sign) on the page and click “Next”.

Site Map	Personal Information	Contact Details	Passport Details	Upload Documents	Preview and Submit
Login Register Online Company Admin Register Online Person Access Register Company Register Person Forgot Username Forgot Password Recall Trakhees PIN Inquire status Enquire License Activity Quick Pay License Cost Calculator Labour Dispute for Employee	<h3>Personal Details</h3> <p>* Title <input type="text" value="Dr"/></p> <p>* Name (English) <input type="text" value="abcnew"/></p> <p>* Name (Arabic) <input type="text" value="abcnew"/></p> <p>* Client Role <small>Hint: Press CTL or SHIFT key for multiple roles selection</small> <input type="text" value="House Owner"/> House Tenant EHS - Developer</p> <p>* Client Category <input type="text" value="Body Corporate (Companies from other Emirate)"/></p> <p>* Gender <input type="radio"/> Male <input checked="" type="radio"/> Female</p> <p>* Date of Birth <input type="text" value="10/10/1987"/></p> <p>* Country <input type="text" value="United Arab Emirates"/></p> <p>* City <input type="text" value="DUBAI"/></p> <p>* Nationality <input type="text" value="Emirati"/></p> <p style="text-align: right;"> <input type="button" value="Reset"/> <input type="button" value="Next"/> </p>				

Site Map

- Login
- Register Online Company Admin
- Register Online Person Access
- Register Company
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

- Personal Information
- Contact Details**
- Passport Details
- Upload Documents
- Preview and Submit

Contact Details

* Address (English)	<input style="width: 90%;" type="text" value="Jumeira beach"/>
* Address (Arabic)	<input style="width: 90%;" type="text" value="Jumeira beach"/>
P.O Box	<input style="width: 90%;" type="text"/>
P.O Box Location	<input style="width: 90%;" type="text"/>
Tel No (Office)	<input style="width: 90%;" type="text"/>
Tel No (Home)	<input style="width: 90%;" type="text"/>
*Mob No 1	<input style="width: 90%;" type="text" value="0509838020"/>
Mob No 2	<input style="width: 90%;" type="text"/>
Fax No	<input style="width: 90%;" type="text"/>
Website URL	<input style="width: 90%;" type="text"/>
*Email Address	<input style="width: 90%;" type="text" value="abc@gmail.com"/>

[Reset](#)[Previous](#)[Next](#)

Site Map	Personal Information	Contact Details	Passport Details	Upload Documents	Preview and Submit
Login Register Online Company Admin Register Online Person Access Register Company Register Person Forgot Username Forgot Password Recall Trakhees PIN Inquire status Enquire License Activity Quick Pay License Cost Calculator Labour Dispute for Employee	<h3>Passport Details</h3> <p>*Passport No <input type="text" value="h56789"/></p> <p>*Passport Place of Issue <input type="text" value="india"/></p> <p>*Passport Date of Issue <input type="text" value="07/09/2014"/></p> <p>*Passport Expiry Date <input type="text" value="30/05/2017"/></p> <p>Emirates ID <input type="text"/></p> <p>Ebdara <input type="text"/></p> <p>Visa # <input type="text"/></p> <p>Visa Type <input type="text"/></p> <p>*Visa Expiry Date <input type="text" value="31/05/2016"/></p> <p>Remarks <input type="text"/></p> <p style="text-align: right;"> <input type="button" value="Previous"/> <input type="button" value="Next"/> </p>				

4) Upload the documents by clicking the "Upload" button. After uploading document(s), click on Next Button.

Site Map

- Login
- Register Online Company Admin
- Register Online Person Access
- Register Company
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

Personal Information
Contact Details
Passport Details
Upload Documents
Preview and Submit

Upload Documents

Lease Copy Uploaded Successfully
Please select the type of document

Choose File

No file chosen

Upload

Previous

Next

Contract Copy	View Delete
Lease Copy	View Delete



5) Preview Page is displayed with Submit button.

Thursday, August 27, 2015 | 01:23 PM







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Personal Information
Contact Details
Passport Details
Upload Documents
Preview and Submit

Personal Details

Title	Dr
Name (English)	abcnew
Name (Arabic)	abcnew
Client Role	House Owner
Client Category	Body Corporate (Companies from other Emirate)
Gender	Female
Date of Birth	10-10-1987
City	DUBAI
Country	United Arab Emirates
Nationality	Emirat

Contact Details

Address (English)	Jumeira beach
Address (Arabic)	Jumeira beach
P.O Box	
P.O.Box Location	
Tel No (Home)	
Tel No (Office)	
MMB No 1	0509830020
MMB No 2	
Fax No	
Website URL	
Email Address	abc@gmail.com

Passport Details

Passport No	556789
Passport Place of Issue	India
Passport Date of Issue	07-09-2014
Passport Expiry Date	30-05-2017
Emirates ID	
Edicare	
Visa #	
Visa Type	
Visa Expiry Date	31-05-2016
Remarks	

Uploaded Documents

Contract Copy	View
Lease Copy	View

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*Enter Text Shown Above

Preview
Submit



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6) When you click on "Submit" button on "Preview and Submit" screen, the registration request containing the details you filled in are sent to the Trakhees.

7) A reference number is generated & displayed for future correspondence as shown below.

Site Map	Success
Login Register Online Company Admin Register Online Person Access Register Company Register Person Forgot Username Forgot Password Recall Trakhees PIN Inquire status Enquire License Activity Quick Pay License Cost Calculator Labour Dispute for Employee	<p>Your reference number is P-10416 Account will be activated after admin approval. Click here to Login</p>



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8) An email notification will be sent to you when the request is approved or rejected as below.

Dear [Person Name],

Congratulations! Your request for Person Registration reference # C-1604 have been approved.

Now, you can register for an Online Account to access e-Services offered by PCFC Trakhees. Your Trakhees Client ID is [X-X-XXXXXX] and Pin is [XXXXXXXX].

Kindly use the following URL for online account registration:

[http://\[Online Account Creation Url\]](http://[Online Account Creation Url])

Note: Your pin is confidential & for any future contact with Trakhees please use this Trakhees Client ID.

Thanks,
PCFC Trakhees

3.2 Online Account Creation

3.2.1 Company Admin - Online Account

- 1) Click on "Click here" on login page or "Register Online Company Admin" from the left menu.

Monday, August 17, 2015 | 10:04 AM

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Site Map

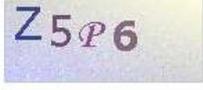
- Login
- Register Online Company Admin**
- Register Online Person Access
- Register Company
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
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Login

If you have already registered with us, you can login using the form below.If you are a new user [Click here](#) ?

*Enter UserName

* Enter Password



*Enter Text Shown Above

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- 2) A page is displayed where you can enter Trakhees ID and PIN.

3) Enter your Trakhees ID & PIN and click on 'Submit' button.

Monday, August 17, 2015 | 10:06 AM



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Site Map	Registered User
Login	* Trakhees ID <input type="text" value="C-X-150034"/>
Register Online Company Admin	* Trakhees PIN <input type="password" value="....."/>
Register Online Person Access	
Register Company	*Enter Text Shown Above <input type="text"/>
Register Person	<input type="button" value="Submit"/>
Forgot Username	New User?(If you don't possess a unique TKID)
Forgot Password	Register Company ?
Recall Trakhees PIN	Register Person ?
Inquire status	
Enquire License Activity	
Quick Pay	
License Cost Calculator	
Labour Dispute for Employee	



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4) The system verifies the Trakhees ID/PIN combination and redirects to the admin registration page.

5) You need to fill in your desired login detail for the online account. Also, attach supporting documents as required.

6) Then, click the “Submit” button.

Monday, August 17, 2015 | 10:14 AM

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Company Admin Registration

Company Name Information

Company Name(English)	EDCH FZE	Company Name(Arabic)	EDCH FZE
Tel. No(Office)	IMS-NA	Email Address	PCFCSystemSupport@pcfc.ae
Website URL			
Client Role	Company with External License		

License Information

License Issuing Authority - En	Jebel Ali Freezone Authority	License Issuing Authority - Arb	جبل علي
License Number	7366	License Issue Date	15/10/2006
License Expiry Date	14/10/2012		

Login Details

Admin Name(English)*	<input type="text"/>	Admin Name(Arabic)*	<input type="text"/>
UserName*	<input type="text"/>	Password*	(e.g. Abcd#1234)
Confirm Password*	<input type="text"/>	Secret Question*	What is your favorite place?
Secret Answer*	<input type="text"/>	Company Authorized Person	<input type="checkbox"/>
Email*	<input type="text"/>	Mobile Number*	<input type="text"/>

Documents

 Note: The request submission will include the uploaded documents

 add

Attachments (Accepts pdf,ppt,doc,xdoc,jpeg,png formats)

Document Type	Uploaded File
---------------	---------------

Information

Identification Copy can be one of the below:

- Employee Identification
- Employee Labor Card
- National ID
- Special Power of Attorney

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Monday, August 17, 2015 10:22 AM




Site Map

- Login
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Company Admin Registration

Company Name Information

Company Name(English)	EDCH FZE	Company Name(Arabic)	EDCH FZE
Tel. No(Office)	JMS-NA	Email Address	PCFCSysSupport@pcfc.ae
Website URL			
Client Role	Company with External License		

License Information

License Issuing Authority - En	Jebel Ali Freezone Authority	License Issuing Authority - Arb	مفزا
License Number	7366	License Issue Date	15/10/2006
License Expiry Date	14/10/2012		

Login Details

Admin Name(English)*	EDCH	Admin Name(Arabic)*	EDCH
UserName*	EDCH	Password* (e.g. Abc@1234) Very strong password
Confirm Password*	Secret Question*	What is your favourite place?
Secret Answer*	no	Company Authorized Person	<input checked="" type="checkbox"/>
E-mail*	Ghs Jone@tr.pcfc.ae	Mobile Number*	055555

Documents

Note: The request submission will include the uploaded documents + add

Attachments (Accepts pdf,jpg,docs,doc,jpeg,png formats)

Document Type	Uploaded File
Identification Copy	Choose File Desert.jpg

Information

Identification Copy can be one of the below:

- Employee Identification
- Employee Labor Card
- National ID
- Special Power of Attorney

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7) A reference number is shown to the client for future correspondence.

8) An email notification will be sent to you when the request is approved or rejected.

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Site Map	Submission Confirmation
Login	Service Request Saved Successfully With ID: 3667
Register Online Company Admin	
Register Online Person Access	
Register Company	
Register Person	
Forgot Username	
Forgot Password	
Recall Trakhees PIN	
Inquire status	
Enquire License Activity	
Quick Pay	
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Labour Dispute for Employee	



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3.2.2 Person Admin - Online Account

1) Click on "Click here" on login page or "Register Online Person Access" from the left menu.

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Site Map

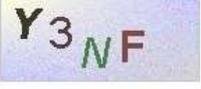
- Login
- Register Online Company Admin
- Register Online Person Access**
- Register Company
- Register Person
- Forgot Username
- Forgot Password
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- Inquire status
- Enquire License Activity
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Login

If you have already registered with us, you can login using the form below.If you are a new user [Click here](#) ?

*Enter UserName

* Enter Password



*Enter Text Shown Above



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2) A page is displayed where you can enter your Trakhees ID and PIN.

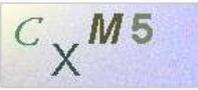
3) Enter your Trakhees ID & PIN and click on 'Submit' button.

Monday, August 17, 2015 | 10:06 AM

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GOVERNMENT OF DUBAI

  
مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

Help  العربية

Site Map	Registered User
Login	* Trakhees ID <input type="text" value="C-X-150034"/>
Register Online Company Admin	* Trakhees PIN <input type="password" value="....."/>
Register Online Person Access	
Register Company	*Enter Text Shown Above <input type="text"/>
Register Person	<input type="button" value="Submit"/>
Forgot Username	New User?(If you don't possess a unique TKID)
Forgot Password	Register Company ?
Recall Trakhees PIN	Register Person ?
Inquire status	
Enquire License Activity	
Quick Pay	
License Cost Calculator	
Labour Dispute for Employee	


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4) The system verifies the Trakhees ID/PIN combination and redirects to the admin registration page.

- 5) You need to fill in their desired login detail for the online account. Also, attach supporting documents as required.
- 6) Then, click on the “Submit” button.

Monday, August 17, 2015 | 11:53 AM







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Site Map

- Login
- Register Online Company Admin
- Register Online Person Access
- Register Company
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

Person Admin Registration

Personal Details

Name (English)	<input type="text" value="Yumin Lu"/>	Name (Arabic)	<input type="text" value="يومن لو"/>
Tel No (Home)	<input type="text"/>	Mob No 1	<input type="text"/>
Email Address	<input type="text"/>	Website URL	<input type="text"/>
Client Role	<input type="text"/>		

Login Details

Admin Name(English)*	<input type="text"/>	Admin Name(Arabic)*	<input type="text"/>
UserName*	<input type="text"/>	Password*	<input type="password" value="(e.g. Abcd#1234)"/>
Confirm Password*	<input type="password"/>	Secret Question*	<input type="text" value="What is your favourite place?"/>
Secret Answer*	<input type="text"/>	E-mail Address*	<input type="text"/>
Mobile Number*	<input type="text"/>		

Documents

Note: The request submission will include the uploaded documents.

[+ add](#)

Attachments (Accepts pdf, jpg, docx, doc, jpeg, png formats)

Document Type	Uploaded File

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Site Map | Person Admin Registration

- Login
- Register Online Company Admin
- Register Online Person Access
- Register Company
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

Personal Details

Name (English)	<input type="text" value="Yumin Lu"/>	Name (Arabic)	<input type="text" value="يوسين لو"/>
Tel No (Home)	<input type="text"/>	Mob No 1	<input type="text"/>
Email Address	<input type="text"/>	Website URL	<input type="text"/>
Client Role	<input type="text"/>		

Login Details

Admin Name(English)*	<input type="text" value="yumin"/>	Admin Name(Arabic)*	<input type="text" value="yumin"/>
UserName*	<input type="text" value="yumin"/>	Password*	<input type="password" value="....."/> <small>(e.g. Abcd#1234) Very strong password</small>
Confirm Password*	<input type="password" value="....."/>	Secret Question*	<input type="text" value="What is your favourite place?"/>
Secret Answer*	<input type="text" value="no"/>	E-mail Address*	<input type="text" value="Gfs.Jone@trk.pfc.ae"/>
Mobile Number*	<input type="text" value="055555"/>		

Documents

Note: The request submission will include the uploaded documents:

 add

Attachments (Accepts pdf,jpg,docx,doc,jpeg,png formats)

Document Type	Uploaded File
Emirates ID	<input type="button" value="Choose File"/> Desert.jpg

Disclaimer

I have read and understood the [Privacy Policy](#)



- 7) A reference number is shown to the client for future correspondence.
- 8) An email notification will be sent to you when the request is approved or rejected.

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Site Map	Submission Confirmation
Login	<p>Service Request Saved Successfully With ID: 3676</p>
Register Online Company Admin	
Register Online Person Access	
Register Company	
Register Person	
Forgot Username	
Forgot Password	
Recall Trakhees PIN	
Inquire status	
Enquire License Activity	
Quick Pay	
License Cost Calculator	
Labour Dispute for Employee	



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3.3 Inquire Request Status

You can verify the status of your request by following the below steps:

1. Click on “Inquire Status” from the left menu.

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Site Map

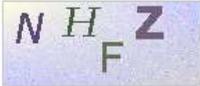
- Login
- Register Online Company Admin
- Register Online Person Access
- Register Company
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status**
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

Login

If you have already registered with us, you can login using the form below.If you are a new user [Click here](#) ?

*Enter UserName

* Enter Password

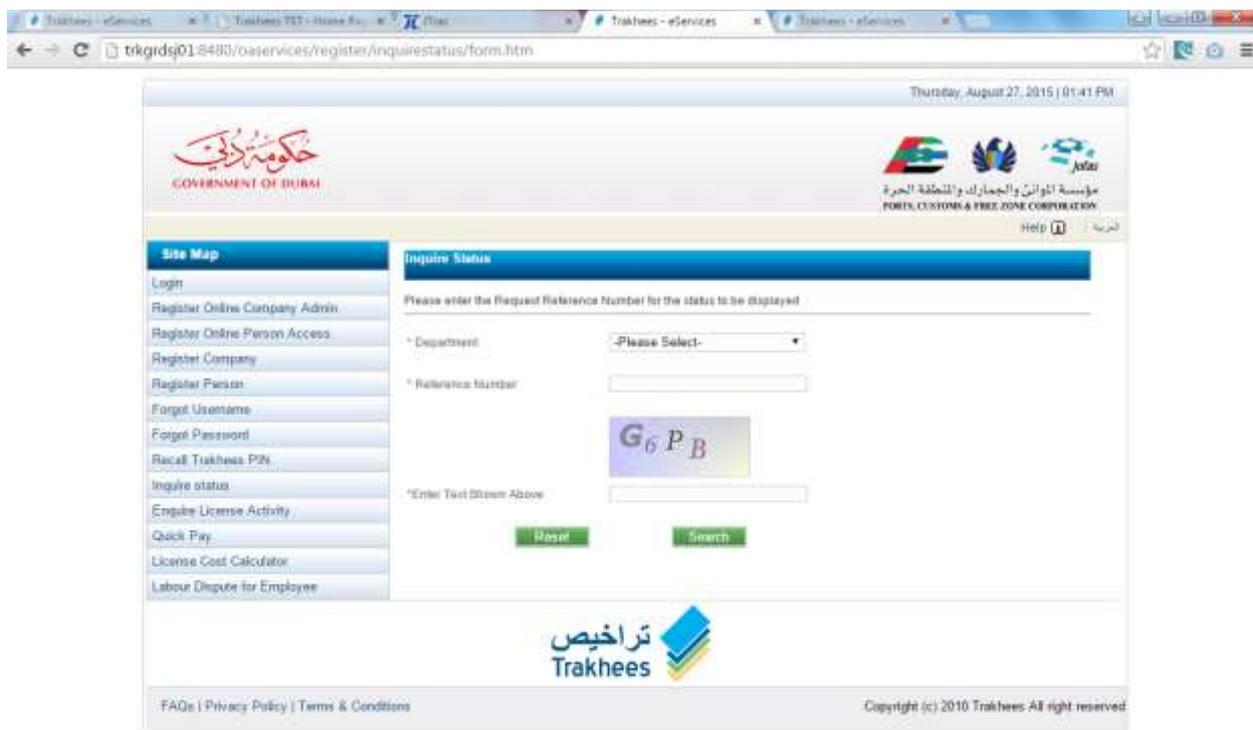


*Enter Text Shown Above


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- Inquire status page is shown where you can select the department and enter your “Reference Number” which was displayed on previous successful request submission.



- Clicks on “Search” button.



- The status of the request is displayed.

Site Map	Status of Application
Login	Request Reference Number : C-4627
Register Online Company Admin	Request Status : Approved
Register Online Person Access	Request Created On : Jan 7, 2014
Register Company	
Register Person	
Forgot Username	
Forgot Password	
Recall Trakhees PIN	
Inquire status	
Enquire License Activity	
Quick Pay	
License Cost Calculator	
Labour Dispute for Employee	



5. If the reference is not found in the system then an error message is displayed.

Site Map	Status of Application
Login	Reference # '12' not found in the system
Register Online Company Admin	
Register Online Person Access	
Register Company	
Register Person	
Forgot Username	
Forgot Password	
Recall Trakhees PIN	
Inquire status	
Enquire License Activity	
Quick Pay	
License Cost Calculator	
Labour Dispute for Employee	



3.4 Recall Trakhees ID & PIN

1. Click on the “Recall Trakhees PIN” link from the left menu.

The screenshot shows the Trakhees website interface. At the top, there is a header with the Government of Dubai logo and the Jafza logo. Below the header, there is a navigation menu on the left with the 'Recall Trakhees PIN' link highlighted. The main content area contains a 'Login' form with fields for 'Enter Username' (containing 'adm21'), 'Enter Password', and a CAPTCHA image showing 'M J P 3'. A 'Submit' button is located below the CAPTCHA field. The footer contains the Trakhees logo and copyright information.

2. Choose your Client Type - Company or Person and fill in the fields required.
3. Click on the ‘Submit’ button.

The screenshot shows the Trakhees website interface. At the top, there is a header with the Government of Dubai logo and the Jafza logo. Below the header, there is a navigation menu on the left with the 'Recall Trakhees PIN' link highlighted. The main content area contains a 'Recall Trakhees Pin' form with the following fields: 'Client Type' (radio buttons for 'Client Company' and 'Client Person'), 'License Issuing Authority' (dropdown menu showing 'Ajman Freezone Authority'), 'License Number', and a CAPTCHA image showing 'N 8 2 Z'. A 'Submit' button is located below the CAPTCHA field. The footer contains the Trakhees logo and copyright information.

4. On submission, your Trakhees ID & PIN is sent to the email address given at the time of your Company/Person Registration.

Site Map	Recall Pin Request Confirmation
Login Register Online Company Admin Register Online Person Access Register Company Register Person Forgot Username Forgot Password Recall Trakhees PIN Inquire status Enquire License Activity Quick Pay License Cost Calculator Labour Dispute for Employee	<p>Dear User</p> <p>Please check your email. Within the next few minutes, you should receive a message from us containing your ID & pin information.</p> <p>Login</p>



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- Error message will be shown if the system is unable to find the Trakhees ID and PIN with the input given or if there are many clients found for the input.

3.5 Profile Management

3.5.1 Forgot Password

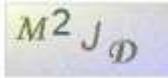
- 1) If you forget the current password, you can click on “Forgot Password” link on the User Login page.

Screenshot of the Trakhees User Login page. The page header includes the Government of Dubai logo and the Ports, Customs & Free Zone Corporation logo. A 'Site Map' menu is on the left, with 'Forgot Password' highlighted. The main content area is titled 'Login' and contains a form with fields for 'Enter UserName' (containing 'Flavors'), 'Enter Password', and 'Enter Text Shown Above' (containing a captcha 'AVIj'). A 'Submit' button is at the bottom of the form. The footer includes 'Trakhees' logo and copyright information.

- 2) You will be redirected to “Forgot Password” page with a “Username” textbox and “Enter Text Shown Above” textbox to enter the captcha text.

Screenshot of the Trakhees 'Forgot Password Request Form' page. The page header is the same as the previous screenshot. The 'Site Map' menu is on the left. The main content area is titled 'Forgot Password Request Form' and contains a form with a 'Username' field, a captcha field (containing 'M2 J 0'), and an 'Enter Text Shown Above' field. A 'Submit' button is at the bottom of the form. The footer includes 'Trakhees' logo and copyright information.

- 3) Enter your “Username”, Captcha text and clicks the “Submit” button and then you will be navigated to an Identity Verification page.

Site Map	Forgot Password Request Form
Login Register Online Company Admin Register Online Person Access Register Company Register Person Forgot Username Forgot Password Recall Trakhees PIN Inquire status Enquire License Activity Quick Pay License Cost Calculator Labour Dispute for Employee	<p>Enter your user name below and password reset information will be sent to you.</p> <p>*Username <input type="text" value="jone14"/></p> <p></p> <p>*Enter Text Shown Above <input type="text" value="M2JD"/></p> <p><input type="button" value="Submit"/></p>



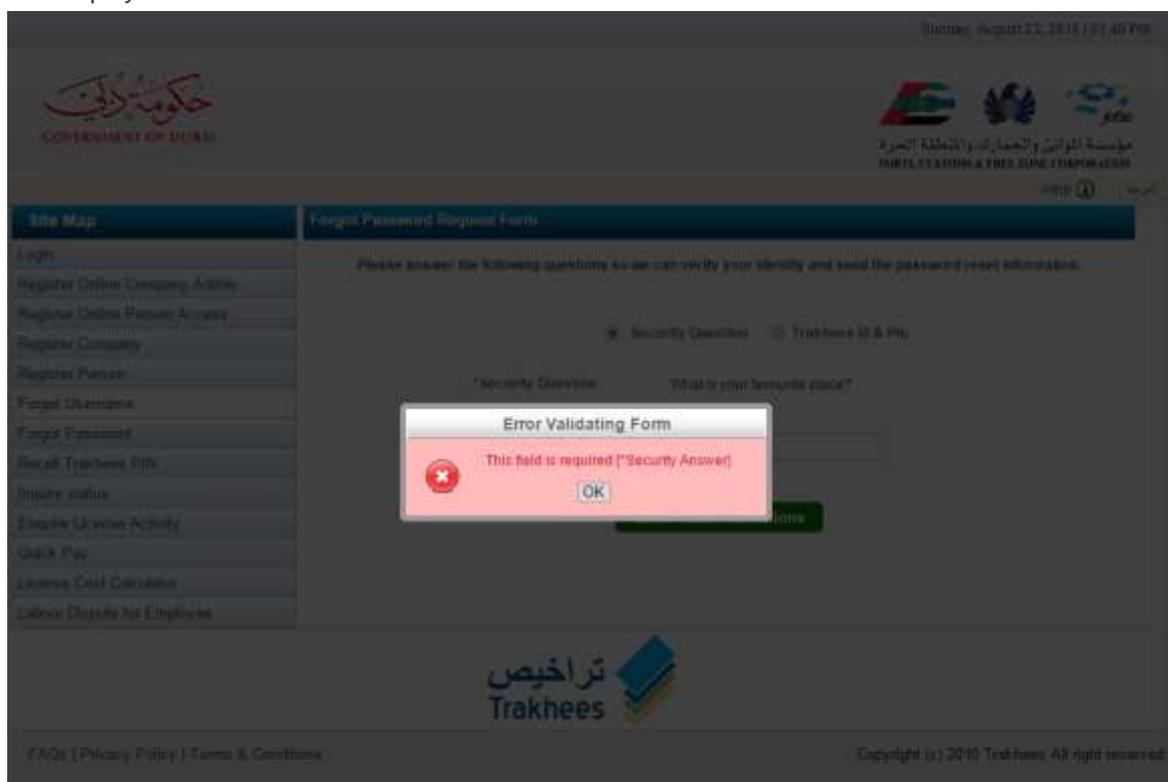
Site Map	Forgot Password Request Form
Login Register Online Company Admin Register Online Person Access Register Company Register Person Forgot Username Forgot Password Recall Trakhees PIN Inquire status Enquire License Activity Quick Pay License Cost Calculator Labour Dispute for Employee	<p>Please answer the following questions so we can verify your identity and send the password reset information.</p> <p> <input checked="" type="radio"/> Security Question <input type="radio"/> Trakhees Id & Pin </p> <p>*Security Question <input type="text" value="What is your favourite place?"/></p> <p>*Security Answer <input type="text"/></p> <p><input type="button" value="Send Reset Instructions"/></p>



Site Map	Forgot Password Request Form
Login Register Online Company Admin Register Online Person Access Register Company Register Person Forgot Username Forgot Password Recall Trakhees PIN Inquire status Enquire License Activity Quick Pay License Cost Calculator Labour Dispute for Employee	<p>Please answer the following questions so we can verify your identity and send the password reset information.</p> <p> <input type="radio"/> Security Question <input checked="" type="radio"/> Trakhees Id & Pin </p> <p>*Trakhees ID <input type="text"/></p> <p>*Trakhees PIN <input type="text"/></p> <p>Send Reset Instructions</p>



- 4) Enter either Security Answer or Trakhees Id & Pin and click on “Send Reset Instructions”.
- If the Security Answer is not entered or if invalid security answer is entered, error message will be displayed.



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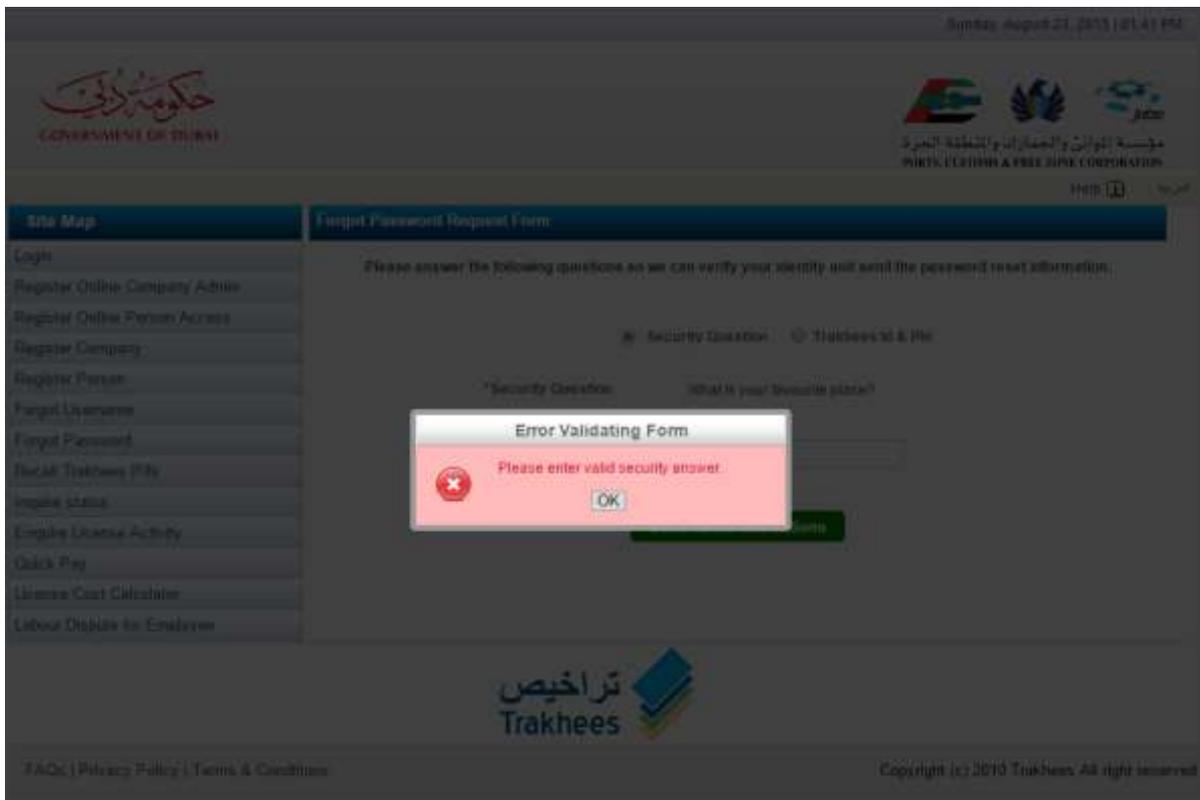
Help  العربية

Site Map	Forgot Password Request Form
Login Register Online Company Admin Register Online Person Access Register Company Register Person Forgot Username Forgot Password Recall Trakhees PIN Inquire status Enquire License Activity Quick Pay License Cost Calculator Labour Dispute for Employee	<p>Please answer the following questions so we can verify your identity and send the password reset information.</p> <p> <input checked="" type="radio"/> Security Question <input type="radio"/> Trakhees Id & Pin </p> <p>*Security Question *What is your account's pin?</p> <p>Error Validating Form This field is required (*Security Answer) <input type="button" value="OK"/> </p> <p>Send Reset Instructions</p>

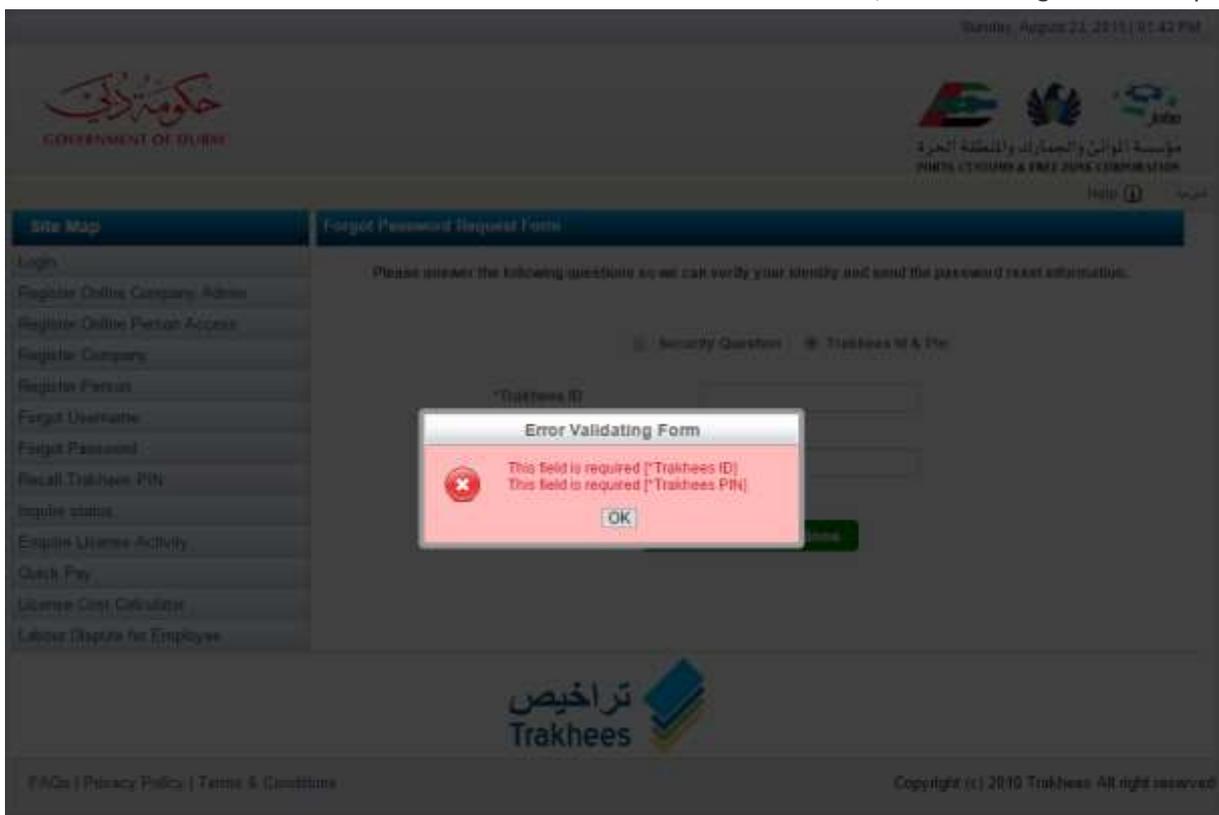
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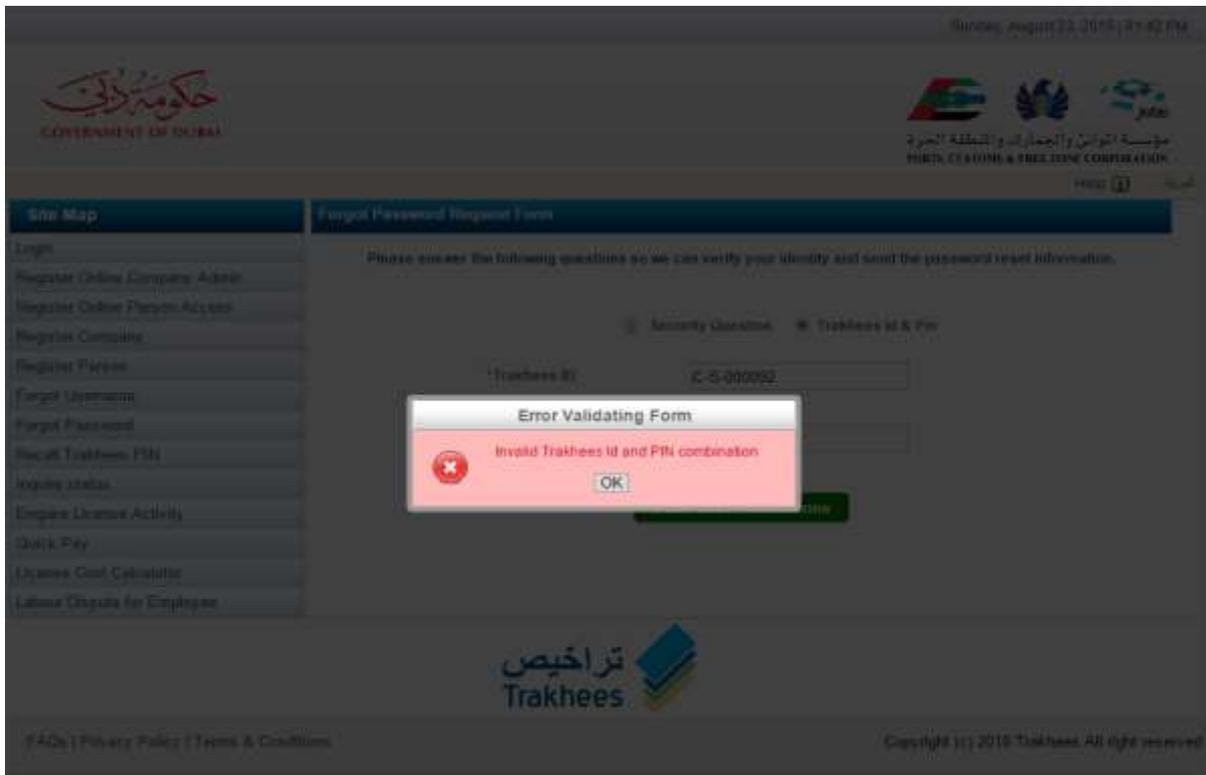
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- If the Trakhees Id & Pin is not entered or entered data is invalid, error message will be displayed.





- On entering valid security answer or Trakhees Id and Pin and clicking on “Send Reset Instructions”, you will be navigated to success page and mail will be sent to you with Reset instructions.



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- Register Person
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- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

Forgot Password Request Success

Password reset information has been sent successfully to your email address, registered with us. Please find the account details below:

Account Details	
UserName	jonecafe
Email Address	Gifs.Jone@trk.pctf.ae



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Trakhees Login - Reset Password - Message (HTML)

From: Trakhees@trakhees.ae
To: Gifs.Jone
Cc:
Subject: Trakhees Login - Reset Password

Sent: Sun 23/08/2015 12:44

Dear jonecafe,

We received your request to reset the password for your account.

If you made this request, [use this link](#) to reset your password.

If you didn't make this request, Please ignore this mail.

NOTE: This is a system generated email. Please do not respond to this email address.

5) Clicking on the “use this link” in mail, you will be navigated to Password Reset Screen.

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- Register Company
- Register Person
- Forgot Username
- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

Reset Your Password

Now you can reset your Password, Please fill in the form below:

*UserName jonacafe

*Password

*Confirm Password

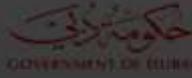
[Reset Password](#)



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- 6) Enter “Password” and “Confirm Password” and click on “Reset Password” button. You will be navigated to Login screen with success message.

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- Forgot Password
- Recall Trakhees PIN
- Inquire status
- Enquire License Activity
- Quick Pay
- License Cost Calculator
- Labour Dispute for Employee

Login

If you have already registered with us, you can login using the form below. If you are a new user, [Click here](#)

*Enter Username

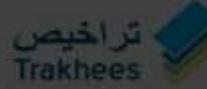
*Enter Password

Alert

✔ Password has been updated Successfully. Please login

[OK](#)

[Login](#)



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3.5.2 Update My Profile

1) User clicks on “Update My Profile” link in the menu. Link is provided on the menu.

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You are in :> Home Help  العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile**
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Finance Online Services
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service

License Remarks Details

No remarks on license

Requests

Date	Ref #	Description	Status	Action
23/08/2015 14:27:29	14538	Lease Update	Rejected	View
18/08/2015 08:04:01	40492	New Visit Visa	Closed	View
18/08/2015 08:56:25	40495	Visit Visa Cancel	Closed	View
18/08/2015 12:13:44	40502	New Visit Visa	Request Submitted	View
18/08/2015 12:14:42	40503	New Visit Visa	In-Progress	View
18/08/2015 14:33:06	40505	New Visit Visa	Closed	View
18/08/2015 14:37:31	40506	Visit Visa Cancel	More Info Required	View
18/08/2015 15:00:28	40508	New Visit Visa	Rejected	View
17/08/2015 08:32:01	40468	New Visit Visa	In-Progress	View
17/08/2015 08:40:08	40469	New Visit Visa	In-Progress	View

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2) User is redirected to his profile page.

3) All the fields on the profile page are read-only except Login Details.

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You are in: > Update Company Profile Help ⓘ العربية

Welcome - cid21

Your Employment Visa Renewal with Reference # 38335 has been Rejected
Your Employment Visa Cancellation with Reference # 38053 has been Approved
Your Employee Salary Amendment with Reference # 38052 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Finance Online Services
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service

Update My Profile

Summary Info

Company Name(English)	Kenoo Digital (Middle Ea
Company Name(Arabic)	كنوو ديجيتال (ميدل إيست) ب.س.ج
Trakhees ID	C-X-000092
Tel. No(Office)	5756765765
Client Role	Company with Trakhees FZ License EHS - Contractor
Email Address	MuhammadAsif.Anwar@
Website URL	
License Issuing Authority	TKS
License Number	1032
License Issue Date	10-03-2010
License Expiry Date	05-03-2016

Login Details

Admin Name(English)	cid21
Admin Name(Arabic)	cid21
UserName	cid21
* Current Password	
Password	
Confirm Password	
Secret Question	What is the name of your favourite teacher? ▼
Answer to Secret Question	448d8d1
E-mail	Gts.Jone@tkp.pfc.ae
Mobile Number	0500000001999000



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4) User changes his profile and clicks the “Save” button.

5) User profile is updated and success message is shown to the user.

You are in > Update Company Profile

Help ⓘ العربية

Welcome : cid21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
 Your Employment Visa Cancellation with Reference # 39053 has been Approved
 Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

Update My Profile

Summary info

Company Name(English) Kenuo Digital (Middle Ea

Company Name(Arabic) كينو ديجيتال (ميدل إيست) ش.م.ح

Trakhees

Tel. No(O

Client Role

Company with Trakhees FZ License
EHS - Contractor

Email Address

MuhammadAsif.Anwar@i

Website URL

License Issuing Authority

TKS

License Number

1032

License Issue Date

10-03-2010

License Expiry Date

09-03-2016



6) If user doesn't enter mandatory fields then error message will be displayed.

License Number 1032
License Issue Date 10-03-2010
License Expiry Date 09-03-2016

Login Details

Admin Name(English) cid21
Admin Name(Arabic) cid21
UserName
* Current Password
Password
Confirm Password
Secret Question What is the name of your favourite teacher? ▾
Answer to Secret Question 44fdidf
E-mail MuhammadAsif.Anwar@
Mobile Number 0500000001999000

Error Validating Form

 This field is required [* Current Password]

OK

Reset Save

3.5.3 Add Additional Roles

1) User clicks on “Add Additional Role” link in the menu

The screenshot shows the Trakhees portal interface. The top navigation bar includes the Government of Dubai logo and the Ports, Customs & Free Zone Corporation logo. The main content area is divided into two sections: 'License Remarks Details' and 'Requests'. The 'Requests' section contains a table with columns for Date, Ref #, Description, Status, and Action. The 'Add Additional Role' link is highlighted in the left sidebar menu.

Date	Ref #	Description	Status	Action
23/08/2015 14:27:29	14538	Lease Update	Rejected	View
18/08/2015 08:04:01	40492	New Visit Visa	Closed	View
18/08/2015 08:56:25	40495	Visit Visa Cancel	Closed	View
18/08/2015 12:13:44	40502	New Visit Visa	Request Submitted	View
18/08/2015 12:14:42	40503	New Visit Visa	In-Progress	View
18/08/2015 14:33:06	40505	New Visit Visa	Closed	View
18/08/2015 14:37:31	40506	Visit Visa Cancel	More Info Required	View
18/08/2015 15:00:28	40508	New Visit Visa	Rejected	View
17/08/2015 08:32:01	40468	New Visit Visa	In-Progress	View
17/08/2015 08:40:08	40469	New Visit Visa	In-Progress	View

2) User is redirected to a page where all the roles currently assigned and the roles which he/she can avail are displayed.

The screenshot shows the 'Add Additional Role' page in the Trakhees portal. The page displays a table of 'Current Available Roles' and a table of 'Add Additional Role' options. The 'Add Additional Role' table includes columns for Serial No., Role Description (English), Role Description (Arabic), and a Select checkbox.

Serial No.	Role Description (English)	Role Description (Arabic)	Select
1	Company with E-Formal License	شركة مسجلة لدى جهة أخرى	<input type="checkbox"/>
2	Civil Consultant	مستشار مدني	<input type="checkbox"/>
3	Civil Contractor	حقوق مدني	<input type="checkbox"/>
4	EIA Consultant	مستشار لتقييم الأثر البيئي	<input type="checkbox"/>
5	Third party Agency - Service Provider	وكالة - مقدم خدمات	<input type="checkbox"/>
6	EHS - Developer	البيئة والصحة والسلامة - مطور	<input type="checkbox"/>
7	EHS - Food Supplier	البيئة والصحة والسلامة - مورد أغذية	<input type="checkbox"/>
8	EHS - Ship Agent	البيئة والصحة والسلامة - وكيل سفينة	<input type="checkbox"/>
9	EHS Consultant	EHS Consultant	<input type="checkbox"/>
10	Typing Office	مكتب طباعة	<input type="checkbox"/>
11	Marpol Waste Reception Company	Marpol Waste Reception Company	<input type="checkbox"/>
12	Bunker Supply company	Bunker Supply company	<input type="checkbox"/>
13	Diving Company	Diving Company	<input type="checkbox"/>
14	Ship Repair Company	Ship Repair Company	<input type="checkbox"/>
15	Ship Survey Company	Ship Survey Company	<input type="checkbox"/>
16	Hazmat/Tank cleaning company	Hazmat/Tank cleaning company	<input type="checkbox"/>

3) User selects a role(s) and clicks the “Submit” button.

Thursday, August 27, 2015 | 02:29 PM




You are in: Add Additional Relationship (Role) with Trakhees

Welcome : cid21

Your Employment Visa Renewal with Reference # 30335 has been Rejected
Your Employment Visa Cancellation with Reference # 30553 has been Approved
Your Employee Salary Amendment with Reference # 30552 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Finance Online Services
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service

Current Available Roles

Serial No.	Role Description (English)	Role Description (Arabic)
1	Company with Trakhees FZ License	شركة حرة مسجلة لدى تراخيص
2	EHS - Contractor	المقاول في الصحة والسلامة - مهني

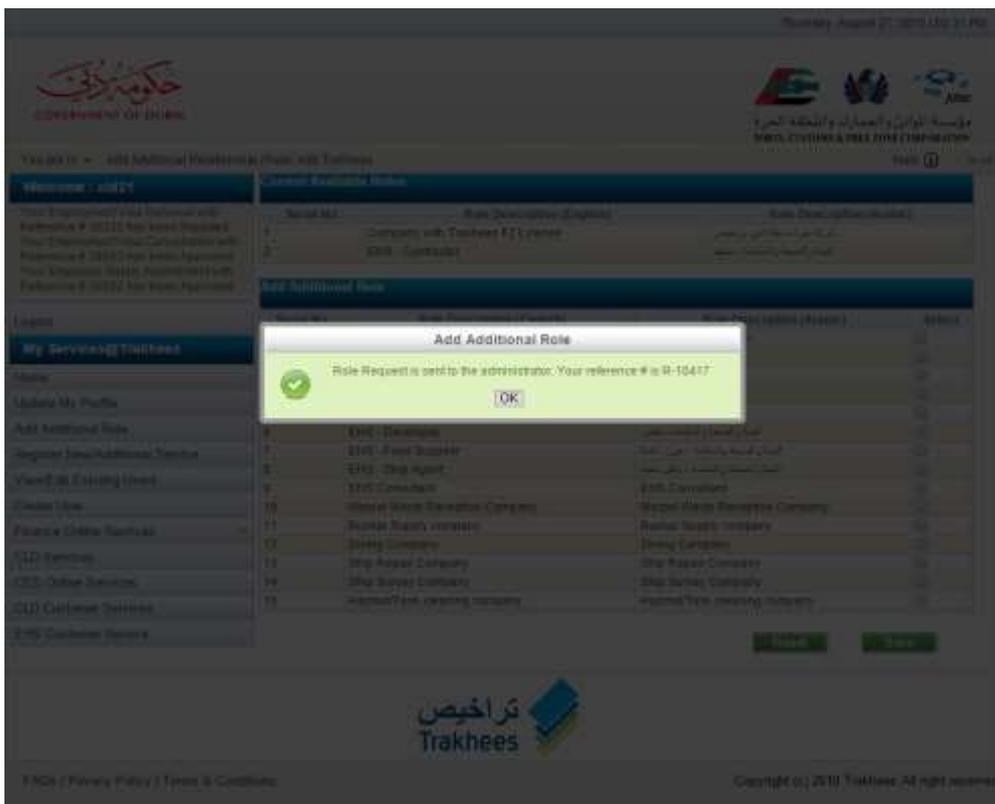
Add Additional Role

Serial No.	Role Description (English)	Role Description (Arabic)	Select
1	Company with External License	شركة مسجلة لدى دولة أخرى	<input type="checkbox"/>
2	CAO Consultant	استشاري ضاربي	<input type="checkbox"/>
3	Civil Contractor	مقاول مدني	<input type="checkbox"/>
4	EIA Consultant	مستشار بيئي	<input type="checkbox"/>
5	Third party Agency - Service Provider	وكالة - مقدم خدمات	<input type="checkbox"/>
6	EHS - Developer	الهيئة والصحة والسلامة - مطبق	<input type="checkbox"/>
7	EHS - Food Supplier	الهيئة والصحة والسلامة - مورد غذائي	<input type="checkbox"/>
8	EHS - Ship Agent	الهيئة والصحة والسلامة - وكيل سفينة	<input type="checkbox"/>
9	EHS Consultant	EHS Consultant	<input type="checkbox"/>
10	Typing Office	مكتب طباعة	<input checked="" type="checkbox"/>
11	Margol Waste Reception Company	Margol Waste Reception Company	<input type="checkbox"/>
12	Bunker Supply company	Bunker Supply company	<input type="checkbox"/>
13	Diving Company	Diving Company	<input type="checkbox"/>
14	Ship Repair Company	Ship Repair Company	<input type="checkbox"/>
15	Ship Survey Company	Ship Survey Company	<input type="checkbox"/>
16	Hazmat/Tank cleaning company	Hazmat/Tank cleaning company	<input type="checkbox"/>



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4) User role registration request is sent to the admin, success message is displayed.



The screenshot shows the same user interface as above, but with a green success message box overlaid in the center. The message reads: "Role Request is sent to the administrator. Your reference # is R-10417". Below the message is an "OK" button. The background content is dimmed.

5) User receives an error message if system is unable to submit his request.

6) An email notification will be sent to you when the request is approved or rejected.

3.6 Company Admin User Management

3.6.1 Create User

- 1) Company Admin User login the system.
- 2) Company Admin User clicks on the “Create User” link from the menu.

Thursday, August 27, 2015 | 02:40 PM

 **GOVERNMENT OF DUBAI**

 **مؤسسة الموانئ والجمارك والمنطقة الحرة**
PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> Home Help ⓘ العربية

Welcome : cid21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User**
- Finance Online Services
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service

License Remarks Details

No remarks on license

Requests

Date	Ref #	Description	Status	Action
27/08/2015	R-10417	Client Role Request	In Progress	View
23/08/2015 14:27:29	14538	Lease Update	Rejected	View
18/08/2015 08:04:01	40492	New Visit Visa	Closed	View
18/08/2015 08:56:25	40495	Visit Visa Cancel	Closed	View
18/08/2015 12:13:44	40502	New Visit Visa	Request Submitted	View
18/08/2015 12:14:42	40503	New Visit Visa	In-Progress	View
18/08/2015 14:33:06	40505	New Visit Visa	Closed	View
18/08/2015 14:37:31	40506	Visit Visa Cancel	More Info Required	View
18/08/2015 15:00:28	40508	New Visit Visa	Rejected	View
17/08/2015 08:32:01	40468	New Visit Visa	In-Progress	View

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 **تراخيص**
Trakhees

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- 3) A screen is displayed with fields along with a submit button.

You are in -> Create User

Help  العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
 Your Employment Visa Cancellation with Reference # 39053 has been Approved
 Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

Create User

Login Details

* Employee Name(English) * Employee Name(Arabic) * User Name * Password * Confirm Password * Secret Question * Secret Answer * E-mail Address * Mob No * Account Status Active Inactive

Service

Service 

4) After filling all mandatory fields & add service. Company Admin User clicks on submit button.

You are in :> Create User

Help  العربية

Welcome : cid21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services 

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

Create User

Login Details

- * Employee Name(English)
- * Employee Name(Arabic)
- * User Name
- * Password Very strong password
- * Confirm Password
- * Secret Question
- * Secret Answer
- * E-mail Address
- * Mob No
- * Account Status Active Inactive

Service

Service

Service Name(English)	Service Name(Arabic)	Select
EHS Customer Service	خدمة عملاء إدارة قبيلة والصحة والسلامة	<input type="button" value="Delete"/>
CLD Customer Services	CLD Customer Services	<input type="button" value="Delete"/>



5) Employee is created & success message is displayed.

Thursday, August 27, 2015 10:24:45 PM

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GOVERNMENT OF DUBAI

مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in > View/Edit Users

Help 1 العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

View/Edit Existing Users

Id	Name (English)	Name (Arabic)	Email Address	Status
3885	dsds	sdsd	scx@gmail.com	Active
3683	cldemp	cldemp	asas@gmail.com	Active
1692	cld215	cld215	asas@gmail.com111	Active
3345	cld213	cld213	ismail mohideen@trk.pfc.ae	Active
3344			ismail mohideen@trk.pfc.ae	Active
3343			Gtfs.Jone@trk.pfc.ae	Active
3926			abc@gmail.com	Active
3323			joneonlineindia@gmail.com	Active
3303	Jone	Jone	joneonlineindia@gmail.com	Active
3584	Asna Khader	Asna Khader	asna@gmail.com	Active

Search Edit Add Reset Password Page 1 of 2 10 View 1 - 10 of 11

Success

Information saved Successfully

OK

تراخيص
Trakhees

7) If user doesn't enter all the mandatory fields on the screen then error message will be displayed.



You are in >> Create User

Help العربية

Welcome : cld21

Create User

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Login Details

* Employee Name(English)

* Employee ID

* User Name

* Password

* Confirm Password

* Secret Question

* Secret Answer

* E-mail Address

* Mob No

* Account Status Active Inactive

* Service

Service

Subscribe Service(s)		
Service Name(English)	Service Name(Arabic)	Select
CLD Customer Services	CLD Customer Services	<input type="button" value="Delete"/>
EHS Customer Service	خدمة عملاء إدارة البنية التحتية والمنطقة الحرة	<input type="button" value="Delete"/>

Error Validating Form

✘ This field is required [E-mail Address]

✘ This field is required [Mob No]

- Logout
- My Services@Trakhees**
- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Finance Online Services
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service



3.6.2 Activate/Inactive Employee User Account

- 1) Company Admin User login the system.
- 2) Company Admin User clicks on the “View/Edit Users” link from the menu.

Thursday, August 27, 2015 | 02:49 PM




You are in :> Home Help ⓘ العربية

Welcome : cid21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users**
- Create User
- Finance Online Services ▲
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service

License Remarks Details

No remarks on license

Requests

Date	Ref #	Description	Status	Action
27/08/2015	R-10417	Client Role Request	In Progress	View
23/08/2015 14:27:29	14538	Lease Update	Rejected	View
18/08/2015 08:04:01	40492	New Visit Visa	Closed	View
18/08/2015 08:56:25	40495	Visit Visa Cancel	Closed	View
18/08/2015 12:13:44	40502	New Visit Visa Cancel	Request Submitted	View
18/08/2015 12:14:42	40503	New Visit Visa	In-Progress	View
18/08/2015 14:33:06	40505	New Visit Visa	Closed	View
18/08/2015 14:37:31	40506	Visit Visa Cancel	More Info Required	View
18/08/2015 15:00:28	40508	New Visit Visa	Rejected	View
17/08/2015 08:32:01	40468	New Visit Visa	In-Progress	View

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- 3) A screen is displayed containing the entire employees list along with edit button.

4) Company Admin User selects an employee & click on edit button.

Thursday, August 27, 2015 | 02:50 PM



You are in :> View/Edit Users

Help العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

View/Edit Existing Users

Id	Name (English)	Name (Arabic)	Email Address	Status
3885	dsds	sdsd	scx@gmail.com	Active
3683	cldemp	cldemp	asas@gmail.com	Active
1692	cld215	cld215	asas@gmail.com111	Active
3345	cld213	cld213	ismail.mohideen@trk.pfc.ae	Active
3344	cld212	cld212	ismail.mohideen@trk.pfc.ae	Active
3343	cld211	cld211	Gtfs.Jone@trk.pfc.ae	Active
3926	NewEmployee	NewEmployee	abc@gmail.com	Active
3323	Jone	Jone	joneonlineindia@gmail.com	Active
3303	Jone	Jone	joneonlineindia@gmail.com	Active
3584	Asna Khader	Asna Khader	asna@gmail.com	Active

Search Edit + Add Reset Password Page 1 of 2 10 View 1 - 10 of 11



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- 5) A screen is displayed containing employee details along with Status radio button having values Active/Inactive & a submit button.

Thursday, August 27, 2015 | 02:50 PM





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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> [View/Edit Users](#)> [Edit User](#) Help  العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

Edit User

Login Details

* Employee Name(English)

* Employee Name(Arabic)

User Name

* Secret Question

* Secret Answer

* E-mail Address

* Mob No

* Account Status Active Inactive

Service

Service

Subscribe Service(s)		
Service Name(English)	Service Name(Arabic)	Select
CLD Customer Services	CLD Customer Services	<input type="button" value="Delete"/>



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6) Company Admin User selects “Active/Inactive” from radio button & clicks the “Save” button.

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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in > View/Edit Users > Edit User Help ⓘ العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services ▲

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

Edit User

Login Details

* Employee Name(English)

* Employee Name(Arabic)

User Name

* Secret Question

* Secret Answer

* E-mail Address

* Mob No

* Account Status Active Inactive

Service

Service

Subscribe Service(s)		
Service Name(English)	Service Name(Arabic)	Select
CLD Customer Services	CLD Customer Services	<input type="button" value="Delete"/>



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8) Employee is activated/deactivated accordingly & success message is displayed.

Thursday, August 27, 2015 | 02:52 PM

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مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in > View/Edit Users Help ⓘ العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

View/Edit Existing Users

Id	Name (English)	Name (Arabic)	Email Address	Status
3885	dsds	sdsd	scx@gmail.com	Active
3683	cldemp	cldemp	asas@gmail.com	Active
1692	cld215	cld215	asas@gmail.com111	Inactive
3345	cld213	cld213	ismail.mohideen@trk.pcfz.ae	Active
3344			ismail.mohideen@trk.pcfz.ae	Active
3343			Gtfs.Jone@trk.pcfz.ae	Active
3926			abc@gmail.com	Active
3323			joneonlineindia@gmail.com	Active
3303	Jone	Jone	joneonlineindia@gmail.com	Active
3584	Asna Khader	Asna Khader	asna@gmail.com	Active

Search Edit + Add Reset Password Page 1 of 2 View 1 - 10 of 11

Success

Information saved Successfully

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3.6.3 Grant/Revoke Service to Employee

- 1) Company Admin User login the system.
- 2) Company Admin User clicks on the “View/Edit Users” link from the menu.

Thursday, August 27, 2015 | 02:49 PM





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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> Home Help ⓘ العربية

Welcome : cid21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users**
- Create User
- Finance Online Services ▲
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service

License Remarks Details

No remarks on license

Requests

Date	Ref #	Description	Status	Action
27/08/2015	R-10417	Client Role Request	In Progress	View
23/08/2015 14:27:29	14538	Lease Update	Rejected	View
18/08/2015 08:04:01	40492	New Visit Visa	Closed	View
18/08/2015 08:56:25	40495	Visit Visa Cancel	Closed	View
18/08/2015 12:13:44	40502	New Visit Visa Cancel	Request Submitted	View
18/08/2015 12:14:42	40503	New Visit Visa	In-Progress	View
18/08/2015 14:33:06	40505	New Visit Visa	Closed	View
18/08/2015 14:37:31	40506	Visit Visa Cancel	More Info Required	View
18/08/2015 15:00:28	40508	New Visit Visa	Rejected	View
17/08/2015 08:32:01	40468	New Visit Visa	In-Progress	View

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- 3) A screen is displayed containing the entire employees list along with edit button.

4) Company Admin User selects an employee & click on edit button.

Thursday, August 27, 2015 | 02:50 PM





مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> View/Edit Users Help  العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services 

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

View/Edit Existing Users

Id	Name (English) ↓	Name (Arabic)	Email Address	Status
3885	dsds	sdsd	scx@gmail.com	Active
3683	cldemp	cldemp	asas@gmail.com	Active
1692	cld215	cld215	asas@gmail.com111	Active
3345	cld213	cld213	ismail.mohideen@trk.pfc.ae	Active
3344	cld212	cld212	ismail.mohideen@trk.pfc.ae	Active
3343	cld211	cld211	Gtfs.Jone@trk.pfc.ae	Active
3926	NewEmployee	NewEmployee	abc@gmail.com	Active
3323	Jone	Jone	joneonlineindia@gmail.com	Active
3303	Jone	Jone	joneonlineindia@gmail.com	Active
3584	Asna Khader	Asna Khader	asna@gmail.com	Active

 Search  Edit  Add  Reset Password Page 1 of 2   10  View 1 - 10 of 11



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5) A screen is displayed containing employee details along with employee service section containing assigned services in the form of a grid with headers Service Name (English), Service Name (Arabic) & Action. In action there is a delete link.

You are in :> View/Edit Users> Edit User

Help  العربية

Welcome : cld21

Edit User

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

Login Details

* Employee Name(English)

* Employee Name(Arabic)

User Name

* Secret Question

* Secret Answer

* E-mail Address

* Mob No

* Account Status Active Inactive

Service

Service

Subscribe Service(s)

Service Name(English)	Service Name(Arabic)	Select
CLD Customer Services	CLD Customer Services	<input type="button" value="Delete"/>



6) A button with label "Search" is also there to add more services A submit button is also there on the screen.

Thursday, August 27, 2015 | 02:59 PM





You are in > View/Edit Users > Edit User Help | العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected

Your Employment Visa Renewal with Reference # 39335 has been Rejected

Your Employment Visa Renewal with Reference # 39335 has been Rejected

Edit User

Login Details

Search Service ✕

Search by Service Name

Search Result

Service Name(English)	Service Name(Arabic)	Select
EHS Customer Service	خدمة عملاء إدارة البيئة والصحة والسلامة	<input checked="" type="checkbox"/>

Service

Subscribe Service(s)		
Service Name(English)	Service Name(Arabic)	Select
CLD Customer Services	CLD Customer Services	<input type="button" value="Delete"/>



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- 7) If Company Admin User deletes service(s) by clicking the delete link & click submit button that service(s) will be revoked from the employee.

Thursday, August 27, 2015 | 03:00 PM





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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> View/Edit Users> Edit User Help  العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

Edit User

Login Details

* Employee Name(English)

* Employee Name(Arabic)

User Name

* Secret Question

* Secret Answer

* E-mail Address

* Mob No

* Account Status Active Inactive

Service

Service

Subscribe Service(s)		
Service Name(English)	Service Name(Arabic)	Select
CLD Customer Services	CLD Customer Services	<input type="button" value="Delete"/>
EHS Customer Service	خدمة عملاء إدارة البيئة والصحة والسلامة	<input type="button" value="Delete"/>



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Admin user can add service(s) by using the Search button. After adding the service(s) Online Admin User clicks submit button the service will be granted to the employee.

Thursday, August 27, 2015 | 02:52 PM







مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in > View/Edit Users Help ⓘ العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Finance Online Services

CLD Services

CED Online Services

CLD Customer Services

EHS Customer Service

View/Edit Existing Users

Id	Name (English)	Name (Arabic)	Email Address	Status
3885	dsds	sdsd	scx@gmail.com	Active
3683	cldemp	cldemp	asas@gmail.com	Active
1692	cld215	cld215	asas@gmail.com111	Inactive
3345	cld213	cld213	ismail.mohideen@trk.pcfz.ae	Active
3344			ismail.mohideen@trk.pcfz.ae	Active
3343			Gtfs.Jone@trk.pcfz.ae	Active
3926			abc@gmail.com	Active
3323			joneonlineindia@gmail.com	Active
3303	Jone	Jone	joneonlineindia@gmail.com	Active
3584	Asna Khader	Asna Khader	asna@gmail.com	Active

Search Edit + Add Reset Password

Page 1 of 2 View 1 - 10 of 11



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3.6.4 Search & Add Service

1) "Search" service popup is opened when it is called from any page.

The screenshot shows a web application interface for the Government of Dubai. At the top, there are logos for the Government of Dubai and the Ports, Customs & Free Zone Corporation. The user is logged in as 'cid21' and is viewing the 'Edit User' page. A 'Search Service' popup is open, displaying search results for 'EHS'. The popup contains a table with the following data:

Service Name(English)	Service Name(Arabic)	Select
EHS Customer Service	خدمة عملاء إدارة البيئة والصحة والسلامة	<input checked="" type="checkbox"/>

Below the popup, there is a 'Service' search field and a 'Subscribe Service(s)' table. The 'Subscribe Service(s)' table has the following data:

Service Name(English)	Service Name(Arabic)	Select
CLD Customer Services	CLD Customer Services	Delete

At the bottom of the page, there is a logo for 'Trakhees' and a footer with 'FAQs | Privacy Policy | Terms & Conditions' and 'Copyright (c) 2010 Trakhees All right reserved'.

- 2) User types in the fields & click on search button.
- 3) Matching services are displayed on the popup along with a checkbox.
- 4) User selects the required services & clicks on submit button.

3.6.5 User Register Service

1. Client Admin User logs in the portal.
2. User clicks on “Register New/Additional Service” link on menu.

Thursday, August 27, 2015 | 03:14 PM





مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> Home Help  العربية

Welcome : cld21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Finance Online Services
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service

License Remarks Details

No remarks on license

Requests

Date	Ref #	Description	Status	Action
27/08/2015	R-10417	Client Role Request	In Progress	View
23/08/2015 14:27:29	14538	Lease Update	Rejected	View
18/08/2015 08:04:01	40492	New Visit Visa	Closed	View
18/08/2015 08:56:25	40495	Visit Visa Cancel	Closed	View
18/08/2015 12:13:44	40502	New Visit Visa	Request Submitted	View
18/08/2015 12:14:42	40503	New Visit Visa	In-Progress	View
18/08/2015 14:33:06	40505	New Visit Visa	Closed	View
18/08/2015 14:37:31	40506	Visit Visa Cancel	More Info Required	View
18/08/2015 15:00:28	40508	New Visit Visa	Rejected	View
17/08/2015 08:32:01	40468	New Visit Visa	In-Progress	View

Page 1 of 45 View 1 - 10 of 450



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3. User will be redirected to a page where all the services which he/she can avail are displayed.

Thursday, August 27, 2015 | 03:18 PM

 **GOVERNMENT OF DUBAI**

  
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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> Register New/Additional Service Help  العربية

Welcome : testadm75

Your Visa Amendment with Reference # 8250 has been Rejected
Your License Renewal with Reference # 6733 has been Rejected
Your Visa Amendment with Reference # 8216 has been Approved

Services

Please mark the services you want to register for and save.

Serial No.	Service Name(English)	Service Name(Arabic)	Select
1	Employment Visa	العملة فيزا	<input type="checkbox"/>

[Reset](#) [Continue](#)

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services
- CLD Services
- CED Online Services
- EHS Customer Service


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4. User selects a service(s) and clicks the "Continue" button.

Thursday, August 27, 2015 | 03:21 PM



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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> Register New/Additional Service Help ⓘ العربية

Welcome : testadm75

Your Visa Amendment with Reference # 8250 has been Rejected
Your License Renewal with Reference # 6733 has been Rejected
Your Visa Amendment with Reference # 8216 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services ▲
- CLD Services
- CED Online Services
- EHS Customer Service

Services

Please mark the services you want to register for and save.

Serial No.	Service Name(English)	Service Name(Arabic)	Select
1	Employment Visa	العمالة فجزا	<input checked="" type="checkbox"/>

[Reset](#) [Continue](#)



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5. User clicks the “Continue” button.

Thursday, August 27, 2015 | 03:21 PM



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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> Register New/Additional Service> Service(s) Detail Help ⓘ العربية

Welcome : testadm75

Your Visa Amendment with Reference # 8250 has been Rejected
Your License Renewal with Reference # 6733 has been Rejected
Your Visa Amendment with Reference # 8216 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services ▲
- CLD Services
- CED Online Services
- EHS Customer Service

Services

Employment Visa

* Passport Number

Mobile Number



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6. Enter required details and click on Submit. User service registration request is sent to the admin, success message is displayed.
7. An email notification will be sent to you when the request is approved or rejected.

Thursday, August 27, 2015 | 03:23 PM

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مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in > Register New/Additional Service

Help العربية

Welcome : testadm75

Your Visa Amendment with Reference # 8250 has been Rejected
Your License Renewal with Reference # 6733 has been Rejected
Your Visa Amendment with Reference # 8216 has been Approved

Logout

My Services@Trakhees

Home
Update My Profile
Add Additional Role
Register New/Additional Service
View/Edit Existing Users
Create User
Update My Profile
Finance Online Services
CLD Services
CED Online Services
EHS Customer Service

Services

No service available for request

Register New/Additional Service

Service Request is sent to the administrator. Your Reference # is S-6150

OK

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3.6.6 Reset Employee Password

- 1) Company Admin User login the system.
- 2) Company Admin User clicks on the “View/Edit Users” link from the menu.

Thursday, August 27, 2015 | 02:49 PM




You are in :> Home Help ⓘ العربية

Welcome : cid21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Finance Online Services ▲
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service

License Remarks Details

No remarks on license

Requests

Date	Ref #	Description	Status	Action
27/08/2015	R-10417	Client Role Request	In Progress	View
23/08/2015 14:27:29	14538	Lease Update	Rejected	View
18/08/2015 08:04:01	40492	New Visit Visa	Closed	View
18/08/2015 08:56:25	40495	Visit Visa Cancel	Closed	View
18/08/2015 12:13:44	40502	New Visit Visa Visit Visa Cancel	Request Submitted	View
18/08/2015 12:14:42	40503	New Visit Visa	In-Progress	View
18/08/2015 14:33:06	40505	New Visit Visa	Closed	View
18/08/2015 14:37:31	40506	Visit Visa Cancel	More Info Required	View
18/08/2015 15:00:28	40508	New Visit Visa	Rejected	View
17/08/2015 08:32:01	40468	New Visit Visa	In-Progress	View

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- 3) A screen is displayed containing the entire employees list along with reset password button.
- 4) Company Admin User selects an employee & click on reset password button.

You are in :> View/Edit Users

Help  العربية**Welcome : testadm9**

Your Non Sponsored Amend with Reference # 8248 has been Approved
Your Non Sponsored Cancel with Reference # 8247 has been Rejected
Your Non Sponsored Renew with Reference # 8246 has been Rejected

Logout

My Services@Trakhees

Home

Update My Profile

Add Additional Role

Register New/Additional Service

View/Edit Existing Users

Create User

Update My Profile

Finance Online Services 

CLD Services

CED Online Services

EHS Customer Service

View/Edit Existing Users

Id	Name (English) ↓	Name (Arabic)	Email Address	Status
1320	testuser	testuser	Dicetek.Amir@pcfc.ae	Active
1318	testadm92	testadm92	ismail.mohideen@trk.pcfc.ae	Active
1316	testadm91	testadm91	ismail.mohideen@trk.pcfc.ae	Active

 Search  Edit  Add  Reset Password Page 1 of 1   10  View 1 - 3 of 3



A dialog box appears user confirms & password is changed and an email is sent to the employee containing new password.

Sunday, August 30, 2015 | 07:45 AM

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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in: > View/Edit Users

Help | العربية

Welcome : testadm9

Your Non Sponsored Amend with Reference # 8248 has been Approved
Your Non Sponsored Cancel with Reference # 8247 has been Rejected
Your Non Sponsored Renew with Reference # 8246 has been Rejected

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services
- GLD Services
- GED Online Services
- EHS Customer Service

View/Edit Existing Users

Id	Name (English)	Name (Arabic)	Email Address	Status
1320	testuser	testuser	Dicetek.Amir@pcfc.ae	Active
1318	testadm92	testadm92	ismail.mohideen@trk.pcfc.ae	Active
1316	testadm91	testadm91	ismail.mohideen@trk.pcfc.ae	Active

Search | Edit + Add | Reset Password | Page 1 of 1 | 10 | View 1 - 3 of 3

Reset Password

Do you want to reset password for testuser ?



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You are in > View/Edit Users

Help  العربية

Welcome : testadm9

Your Non Sponsored Amend with Reference # 8248 has been Approved
Your Non Sponsored Cancel with Reference # 8247 has been Rejected
Your Non Sponsored Renew with Reference # 8246 has been Rejected

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services
- CLD Services
- GED Online Services
- EHS Customer Service

View/Edit Existing Users

Id	Name (English)	Name (Arabic)	Email Address	Status
1320	testuser	testuser	Dicetek.Amir@pcfc.ae	Active
1318	testadm92	testadm92	ismail.mohideen@trk.pcfc.ae	Active
1316	testadm91	testadm91	ismail.mohideen@trk.pcfc.ae	Active

Search Edit Add Reset Password Page 1 of 1 15 View 1 - 3 of 3

Reset Password

 Password Reset Successfully for testuser



3.6.7 Edit Employee Profile

- 1) Company Admin User login the system.
- 2) Company Admin User clicks on the “View/Edit Users” link from the menu.

Thursday, August 27, 2015 | 02:49 PM




You are in :> Home Help ⓘ العربية

Welcome : cid21

Your Employment Visa Renewal with Reference # 39335 has been Rejected
Your Employment Visa Cancellation with Reference # 39053 has been Approved
Your Employee Salary Amendment with Reference # 39052 has been Approved

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Finance Online Services ▲
- CLD Services
- CED Online Services
- CLD Customer Services
- EHS Customer Service

License Remarks Details

No remarks on license

Requests

Date	Ref #	Description	Status	Action
27/08/2015	R-10417	Client Role Request	In Progress	View
23/08/2015 14:27:29	14538	Lease Update	Rejected	View
18/08/2015 08:04:01	40492	New Visit Visa	Closed	View
18/08/2015 08:56:25	40495	Visit Visa Cancel	Closed	View
18/08/2015 12:13:44	40502	New Visit Visa Visit Visa Cancel	Request Submitted	View
18/08/2015 12:14:42	40503	New Visit Visa	In-Progress	View
18/08/2015 14:33:06	40505	New Visit Visa	Closed	View
18/08/2015 14:37:31	40506	Visit Visa Cancel	More Info Required	View
18/08/2015 15:00:28	40508	New Visit Visa	Rejected	View
17/08/2015 08:32:01	40468	New Visit Visa	In-Progress	View

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- 3) A screen is displayed containing list of employees. Company admin user selects an employee & clicks on edit button.

Thursday, August 27, 2015 | 03:31 PM





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You are in :> View/Edit Users Help  العربية

Welcome : testadm9

Your Non Sponsored Amend with Reference # 8248 has been Approved
Your Non Sponsored Cancel with Reference # 8247 has been Rejected
Your Non Sponsored Renew with Reference # 8246 has been Rejected

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services 
- CLD Services
- CED Online Services
- EHS Customer Service

View/Edit Existing Users

Id	Name (English) ↓	Name (Arabic)	Email Address	Status
1320	testuser	testuser	Dicetek.Amir@pcfc.ae	Active
1318	testadm92	testadm92	ismail.mohideen@trk.pcfc.ae	Active
1316	testadm91	testadm91	ismail.mohideen@trk.pcfc.ae	Active

[Search](#) 
[Edit](#) 
[Add](#) 
[Reset Password](#) 
Page 1 of 1  10 
View 1 - 3 of 3



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4) Employee profile is opened with fields along with a submit button.

Sunday, August 30, 2015 | 07:48 AM



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مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in :> View/Edit Users> Edit User Help ⓘ العربية

Welcome : testadm9

Your Non Sponsored Amend with Reference # 8248 has been Approved
Your Non Sponsored Cancel with Reference # 8247 has been Rejected
Your Non Sponsored Renew with Reference # 8246 has been Rejected

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services ▲
- CLD Services
- CED Online Services
- EHS Customer Service

Edit User

Login Details

* Employee Name(English)

* Employee Name(Arabic)

User Name

* Secret Question

* Secret Answer

* E-mail Address

* Mob No

* Account Status Active Inactive

Service

Service



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5) Company Admin can change the assigned the services. Company Admin after editing the required details, clicks on submit button.

Employee is updated & success message is displayed.

Sunday, August 30, 2015 | 07:48 AM

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مؤسسة الموانئ والجمارك والمنطقة الحرة
PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in > View/Edit Users

Help العربية

Welcome : testadm9

Your Non Sponsored Amend with Reference # 8248 has been Approved
Your Non Sponsored Cancel with Reference # 8247 has been Rejected
Your Non Sponsored Renew with Reference # 8246 has been Rejected

Logout

My Services@Trakhees

- Home
- Update My Profile
- Add Additional Role
- Register New/Additional Service
- View/Edit Existing Users
- Create User
- Update My Profile
- Finance Online Services
- GLD Services
- CED Online Services
- EHS Customer Service

View/Edit Existing Users

Id	Name (English)	Name (Arabic)	Email Address	Status
1320	testuser	testuser	Dicetek.Amir@pfc.ae	Active
1318	testadm92	testadm92	ismail.mohideen@trk.pfc.ae	Active
1316	testadm91	testadm91	ismail.mohideen@trk.pfc.ae	Active

Search Edit Add Reset Password Page 1 of 1 View 1 - 3 of 3

Success
Information saved Successfully
OK

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3.6.8 Employee Change Password

- 1) Employee login the system.
- 2) Employee clicks on “Update My Profile” link from the menu.

The screenshot displays the Trakhees employee portal. At the top right, the date and time are shown as "Monday, April 16, 2012 | 10:53 AM". The Trakhees logo, featuring the Arabic text "تراخيص" and "Trakhees" with a stylized blue and green graphic, is on the left. The text "Trakhees Department of Planning and Development" is on the right. A "Help" link and the Arabic word "العربية" are also present.

The main content area is divided into two sections. On the left is a navigation menu with the following items: "Welcome : golden_employee", "Logout", "My Services@Trakhees", "Home", "Update My Profile", "EHS_ADMIN", "EHS_OFFICER", and "EHS_CUSTOMER". On the right is a table titled "Requests".

Application Date	Reference #	Request Description	Status
------------------	-------------	---------------------	--------

At the bottom left, there are links for "FAQs | Privacy Policy | Terms & Conditions". At the bottom right, the copyright notice reads "Copyright (c) 2010 Trakhees All right reserved".

- 3) A screen is displayed containing employee profile having attributes. Employee type in the new password & clicks on submit button.

Monday, April 16, 2012 | 10:55 AM



Trakhees

Department of Planning and Development

Help ⓘ العربية

Welcome : golden_employee

Logout

My Services@Trakhees

Home

Update My Profile

EHS_ADMIN

EHS_OFFICER

EHS_CUSTOMER

Update My Profile

Login Details

Employee Name(English)

Employee Name(Arabic)

User Name

* Password

* Confirm Password

Secret Question

Secret Answer

E-mail Address

Mob No

Service

Subscribed Service(s)	
Service Name(English)	Service Name(Arabic)
EHS_ADMIN	EHS_ADMIN
EHS_OFFICER	EHS_OFFICER
EHS_CUSTOMER	EHS_CUSTOMER

[FAQs](#) | [Privacy Policy](#) | [Terms & Conditions](#)
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You are in :> Update My Profile

Help  العربية

Welcome : testuser

Logout

My Services@Trakhees

Home

Update My Profile

Finance Online Services

CLD Services

CED Online Services

EHS Customer Service

Update My Profile

Login Details

Employee Name(English)

Employee Name(Arabic)

User Name

* Current Password

* Password

* Confirm Password

Secret Question

Secret Answer

E-mail Address

Mob No

Service		Subscribed Service(s)
Service Name(English)	Service Name(Arabic)	
EHS Customer Service	خدمة عملاء إدارة البيئة والصحة والسلامة	

Reset

Submit



Employee password is updated & success message is displayed.

Sunday, August 30, 2015 | 10:08 AM

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GOVERNMENT OF DUBAI

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PORTS, CUSTOMS & FREE ZONE CORPORATION

You are in > Home

Welcome : testuser

Logout

My Services@Trakhees

Home

Update My Profile

Finance Online Services

CLD Services

CED Online Services

EHS Customer Service

License Remarks Details

Type in English	Type in Arabic	Comments
WARNING	تحذير	44444

Requests

Date	Ref #	Description	Status	Action
Page 0 of 0 10 No records to view				

Success

Profile updated Successfully

OK

تراخيص
Trakhees

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