



Consultant/ Contractor Enrollment

USER
MANUAL

ISSUE DATE

28 Nov 2023

REVISION DATE

28 NOV 2023

VERSION

1.0

Overview

Consultant/Contractor Enrollment Process in DEWA is to enroll consultant and contractor by themselves by using eService self-enrollment process. Customer Portal is specially designed for Consultant, Contractor and Developers to serve his customer with full satisfaction. Consultant, Contractor and Developers needs to be register with DEWA for availing various services offered by DEWA.

The following categories have been defined to fit the business requirement of DEWA Consultant:

1. Consultant

- a. General
- b. Electrical
- c. Infrastructure
- d. Utility
- e. Electrical & DRRG Solar Contractor
- f. Major Projects (MA'LEM)

2. Contractor

- a. Electrical
- b. Civil
- c. FitOut
- d. Demolition
- e. Infrastructure
- f. Civil & Demolition
- g. Electrical & demolition
- h. Electrical & DRRG Solar Developer

3. Developer

- a. Government (MA'LEM)
- b. Private (MA'LEM)

The aim of this tutorial is to provide step by step guide for users on how to enroll as a consultant/contractor using e-service portal.

1.1 Service features

1. Enrollment of consultant/contractor
2. Track Enrollment Application
3. Invitation to Register on DEWA Portal

1.2 How to request

Builder Portal URL : <https://crm.dewa.gov.ae/irj/portal/anonymous>

1.2.1 Enrollment (Company Details)

In enrolment screen user will first register his/her company as an Organizational Business Partner by providing relevant Company details. Here user will select builder category and type and provided trade license number along with issued by values and expiry date of issued document. In case of trade license issued by DED, user will click on “Search & Auto-fill Company details” button and available details in DED interface for that trade license will be auto-fetched. If builder category & type is government company, then system will have input field for Authorization letter number instead of Trade License Number.

Welcome to DEWA

I am a

Consumer

Builder

Supplier

Job Seeker

Government

Builder Login

Username

Username

Password

Password

[Forgot Password?](#)

☐ Remember me

Login

OR

Create an Account

User Action: To initiate process, go to Login Page . Click on **Create an Account** button

All fields are mandatory, unless marked optional

Company Details
Basic Information of the Company

Administrator Details
Details of the Administrator from the company

Document Uploads
All Documents that are to be uploaded for the process

Builder Details

Builder Category

-- Select the Builder Category --

Consultant

Contractor

Developer

Company Identification

Trade Licence Number

Expiry Date

User Action: Click and Select **Builder Category**. Select **Consultant**.

All fields are mandatory, unless marked optional

Company Details
Basic Information of the Company

Administrator Details
Details of the Administrator from the company

Document Uploads
All Documents that are to be uploaded for the process

Builder Details

Builder Category

Consultant

Builder Type

|

-- Select the Builder Type --

Electrical

Electrical & DRRG Solar PV

General

Infrastructure

Major Projects(MA'LEM)

Utility

User Action: Click and select **Builder Type as Electrical**

Builder Type

i Consultant-Electrical should have Trade License issued by Department of Economic Development Dubai, specifying the activity as per applied category. They should have min. one Graduate Electrical Engineer in their sponsorship with minimum 1 year experience

Issued By

Company Identification

Trade Licence Number

Expiry Date

Search and Auto Fill Company Details

User Action: Click and Select Issued By as **Dubai Economic Department**.

Company Identification

Trade Licence Number

Expiry Date

Search and Auto Fill Company Details

User Action: Enter Trade License Number and its Expiry Date

Company Identification

Trade Licence Number

1138944

Expiry Date

11/01/2024



Search and Auto Fill Company Details

Company Details

Company Full Name

ALMUBARAK DOCUMENTS CLEARING SERVICES EST.

Company Full Name as per Trade License.

Company Telephone Number

+971

43214234

Extension (Optional)

Extension

eg:4XXXXXXX

Company Email

youremail@company.com

Eg. yourname@emirates.net.ae or yourname@companyname.com

User Action: Enter Telephone number (if not auto-filled) and Company Email address

Fax (Optional)

+971	Fax
------	-----

(4XXXXXXX eg. 41234567)

VAT Registration Number (Optional)

VAT Registration Number

Company Activity Description

Electrical Equipment

User Action: Enter VAT Registration number (Optional) and Company's Activity Description.

Company Activity Description

Electrical Equipment

Street Name (Optional)

17A

Office Location Area

111-CORNICHE

City

Dubai

PO Box

7630

Next

User Action: Enter Street Name (Optional) and Select Office Location Area from dropdown. Click on **Next** to go to Administrator's Details Page.

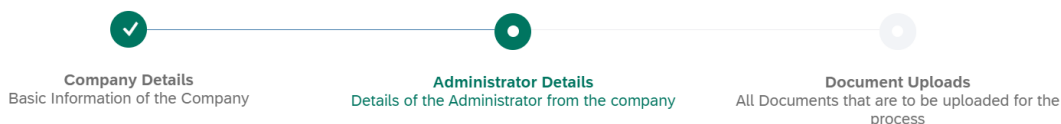
1.2.2 Enrollment (Administrator Details)

In this section, the applicant will enter the emirate ID and expiry date and click on search button. Clicking on search button will trigger below actions.

- System will first validate the emirates ID. If validation failed system will give error to enter valid emirate ID.
- If Emirate validation is passed, system will search for existing BP in S/4 system. If BP found with contact person role and without any active relationship, then system will fetch the details from S/4 system.
- If no BP found, ICA integration service will be triggered to fetch applicant details like name, email and mobile no.
- Entered individual will automatically be assigned Admin role and later on can access admin services.

Create an Account

All fields are mandatory, unless marked optional



Administrator Details

Applicant's Emirates ID Number	Expiry Date
784199382416131	14/04/2024

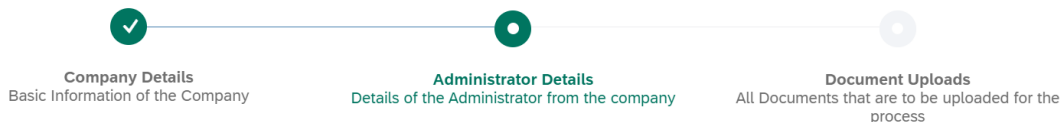
Search and Auto Fill

Applicant Name

User Action: Enter Applicant's Emirates ID Number where later on Admin role will be extended if BP already exists in system or if it is not created already, system will create Business Partner with Admin role. Click calendar icon and select Expiry date

Create an Account

All fields are mandatory, unless marked optional



Administrator Details

Applicant's Emirates ID Number	Expiry Date
<input type="text" value="784199382416131"/>	<input type="text" value="14/04/2024"/>
<input type="button" value="Search and Auto Fill"/>	
Applicant Name	
<input type="text"/>	

User Action: Click on **Search and Auto Fill** to fetch data from ICA integration.

Applicant's Emirates ID Number	Expiry Date
<input type="text" value="784199382416131"/>	<input type="text" value="14/04/2024"/>
<input type="button" value="Search and Auto Fill"/>	
Applicant Name	
<input type="text" value="FEM OZCAN"/>	
Designation	
<input type="text" value="Electrical Engineer"/>	

User Action: Select Designation from available dropdown values. For Example Electrical Engineer

Applicant Name

FEM OZCAN

Designation

Electrical Engineer

Mobile Number

+971

5*****3

Verify

eg:5XXXXXXX

Email

Email

Verify

ⓘ Eg. yourname@emirates.net.ae or yourname@companyname.com

User Action: Click on **Verify** button to verify mobile number.

Applicant's Emirates ID Number Expiry Date

784

Verify Mobile Number

Please enter the 6-digit OTP sent to your mobile number 5*****3.

9 9 9 9 9 9

The session will end in 2:48
Didn't receive any code? [Resend](#)

Verify

User Action: Click **Verify** button by entering OTP received in registered mobile number.

Applicant's Emirates ID Number: 784199382416131 Expiry Date: 14/04/2024

Success

Mobile Number Verified

OK

User Action: Click OK

Mobile Number

+971 5*****3 ✓

Verified

eg:5XXXXXXX

Email

admin@companyname.com

Verify

❗ Eg. yourname@emirates.net.ae or yourname@companyname.com

Back

Next

User Action: If email or mobile number is not automatically fetched from ICA, user must manually enter and click on **Verify** Button.

Applicant's Emirates ID Number Expiry Date

784

Applic

FEN

Design

Elect

Mobil

+97


eg:5X

Email

admin@companyname.com

Verify

Verify Email Address



Please enter the 6-digit OTP sent to your e-mail
admin@companyname.com.

9 9 9 9 9 9

The session will end in **9:48**
Didn't receive any code? [Resend](#)

Verify

User Action: Click **Verify** after entering OTP on entered Email ID.

Applicant's Emirates ID Number: 784199382416131

Expiry Date: 14/04/2024

Se

Applicant: FEM OZ

Designation: Electric

Mobile Number: +971

eg:5XXXXXXX

Email:

Success
Email Address Verified

OK

User Action: Click OK

Applicant Name

FEM OZCAN

Designation

Electrical Engineer

Mobile Number

+971

5*****3



Verified

eg:5XXXXXXX

Email

admin@companyname.com



Verified

Eg. yourname@emirates.net.ae or yourname@companyname.com

Back

Next

User Action: Click **Next** to go to attachments page.

Create an Account

All fields are mandatory, unless marked optional



Company Details
Basic Information of the Company



Administrator Details
Details of the Administrator from the company



Document Uploads
All Documents that are to be uploaded for the process

Document Uploads

Experience document (min 1 year supervision experience compliance)

Upload your File

Supported File Types: PDF,PNG,JPG (Upto 5 MB)

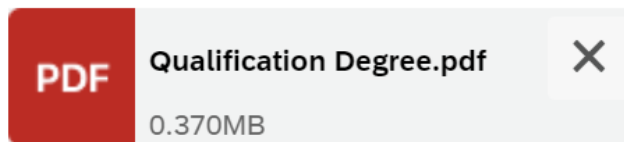
Qualification Degree/Diploma

Upload your File

Supported File Types: PDF,PNG,JPG (Upto 5 MB)

User Action: Click **Upload your File**. Upload all mandatory attachments. Attachments can differ as per selection of different builder type and category combinations.

Supported File Types: PDF,PNG,JPG (Upto 5 MB)



VAT Registration Letter (Optional)

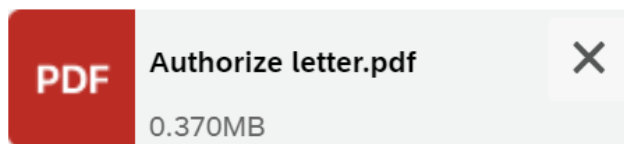


Supported File Types: PDF,PNG,JPG (Upto 5 MB)

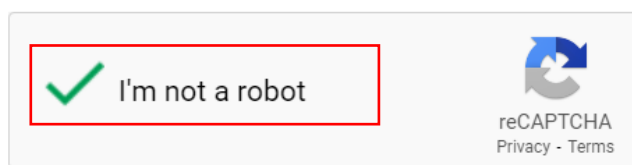
Authorize Letter For Admin



Supported File Types: PDF,PNG,JPG (Upto 5 MB)



Admin Authorization Letter Template



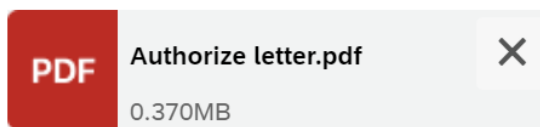
I have read and understood the [Terms and Conditions of Use](#)

User Action: Check and complete **“I’m not a robot”** verification

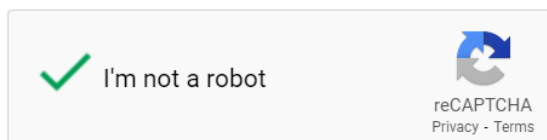
Authorize Letter For Admin

Upload your File

Supported File Types: PDF,PNG,JPG (Upto 5 MB)



Admin Authorization Letter Template



☒ I have read and understood the [Terms and Conditions of Use](#)

Back

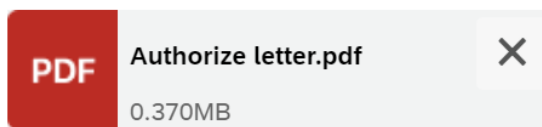
Submit

User Action: Check **Terms and Conditions** of User after carefully reading them.

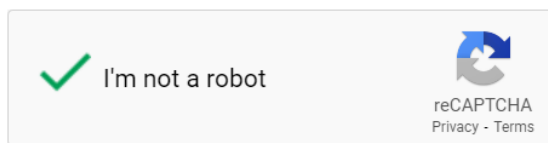
Authorize Letter For Admin

Upload your File

Supported File Types: PDF,PNG,JPG (Upto 5 MB)



Admin Authorization Letter Template

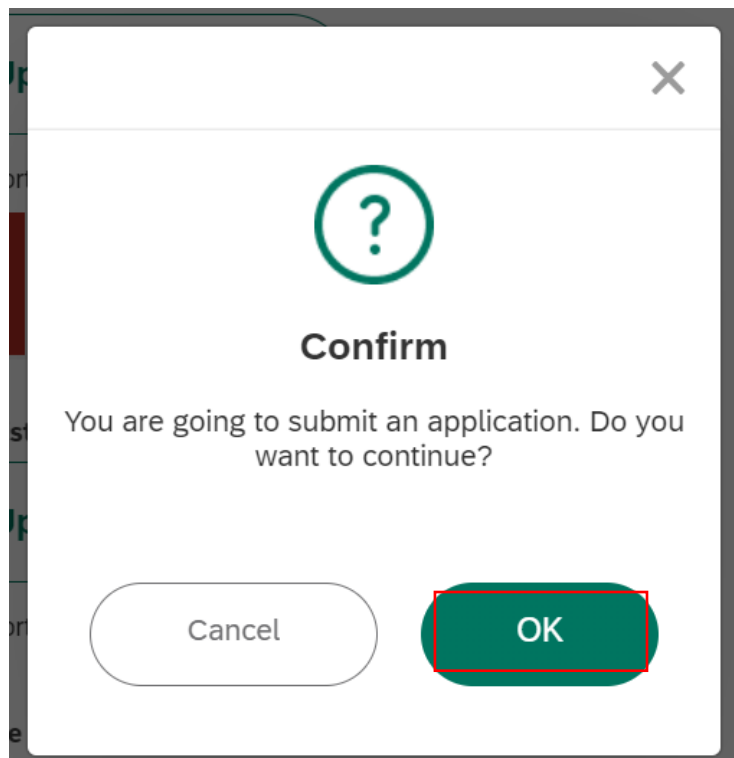


☒ I have read and understood the [Terms and Conditions of Use](#)

Back

Submit

User Action: Click **Submit** button after completing above application.



User Action: Click **OK** button to complete and submit application.



Submission Successful

Your new enrollment reference no is 5000010638

Your New Enrollment request submission request(s) is under review

Submitted Date	28 Nov 2023 02:45:13
Trade Licence Number	1138944
Company Full Name	ALMUBARAK DOCUMENTS CLEARING SERVICES EST.
Applicant Name	FEM OZCAN
Builder Category	Consultant-Electrical

What's Next?

Your application is being processed. We will send you an E-mail and SMS once application status changes. Once application is approved, an email with a link to create user name and password will be sent.

[Track Application](#)

User Action: Application has been successfully submitted for approval process and unique request number will be generated against the same which could be used to track application status.

Upon Submission of application:

- System will automatically send SMS & E-mail.
- Submitted application will undergo through approval process in DEWA.
- Upon approval, system will automatically send Invitation to Register on DEWA portal.

1.2.3 Track Enrollment Application

Track Enrollment Application

All fields are mandatory unless marked optional

Search

Requests

Request No: 5000010638



Request for Consultant - Electrical Enrollment
5000010638

In-Process



Request No.5000010638 Submitted
28 November 2023 14:44:17



Request No.5000010638 is in Process
28 November 2023 14:44:17

Remarks

- Your request is currently in progress. Please note that the estimated completion time for this service is 3 working days
[View Application](#)

1.2.4 Invitation to Register on DEWA Portal

After approval of enrollement request. You will recieve an email, click on the link provided in the email

Invitation to Register on DEWA Portal



noreply@dewa.gov.ae

To: [Redacted]

This message was sent with High importance.

Dear Applicant,

With reference to your Request no: [Redacted] for registering on DEWA portal.

Please click on the below link to complete your registration and set your credentials to access DEWA self service portal.

[Click Here](#)

If you have any questions, send an E-Mail to customercare@dewa.gov.ae

Thank You,

Dubai Electricity & water Authority (PJSC)

Our Vision: A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050.

Our Mission: We are committed and aligned to Dubai's 8 Guiding Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy and pota stakeholders, for a sustainable Net-Zero carbon 2050.

Please consider the environment before printing this email.

×

Verify User

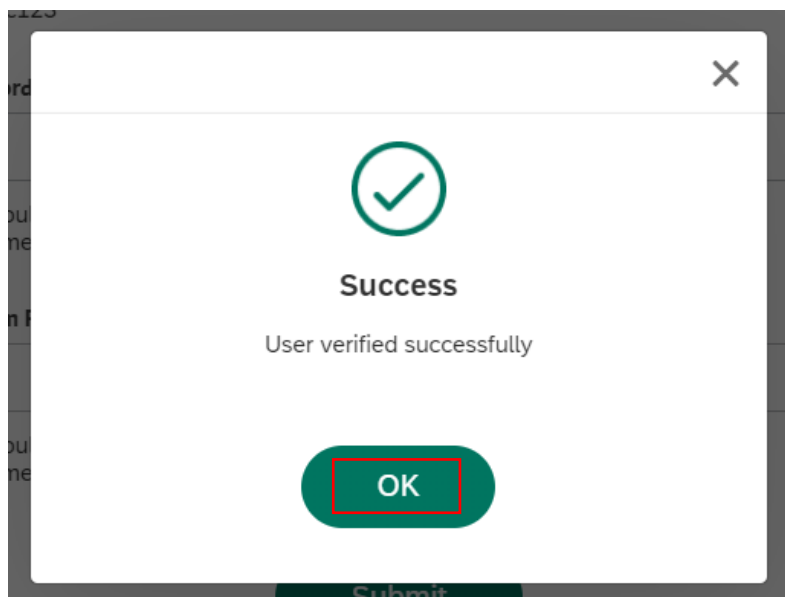
Please enter the 6-digit OTP sent to your e-mail **gari** and mobile **05*****33**.

|

The session will end in **2:6**
Didn't receive any code? [Resend](#)

Verify

User Action: Click **Verify** button by entering OTP received in registered mobile number.



User Action: Click OK

Registration

Complete your registration to get access to DEWA Customer Management Portal

User Name

qa_demo_1001

Should be between 6-16 characters. Can contain only alphabets and numbers eg 'abc123'

Password

.....

Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Medium Password

Confirm Password

.....

Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Submit

User Action: Register with unique Username and Password

Registration

Complete your registration to get access to DEWA Customer Management Portal

User Name

qa_demo_1001

- ① Should be between 6-16 characters. Can contain only alphabets and numbers eg 'abc123'

Password

.....

- ① Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Medium Password

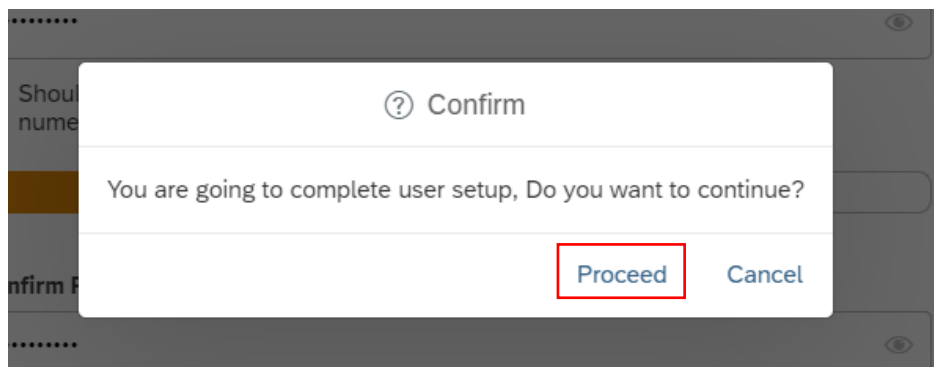
Confirm Password

.....

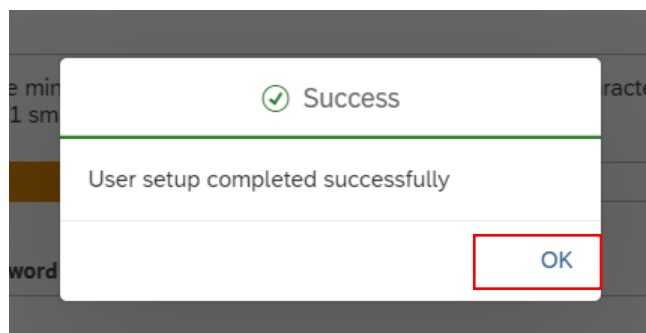
- ① Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Submit

User Action: Click **Submit** after entering "Confirm Password" field making sure both Password and Confirm Password should match.



User Action: Click **Proceed** to complete the user setup process.



User Action: User setup successfully completed. These login details can be used later to access services assigned to selected rôle.