

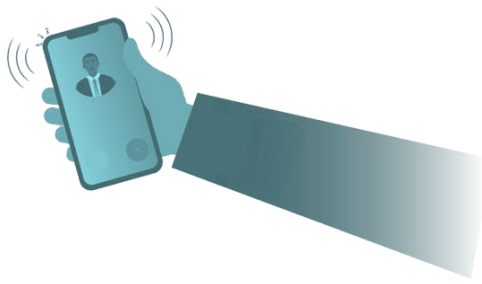


# JAFZA APP

## Guide for Creating User Profile

October 2024





We are delighted to announce that we are nearing the milestone of **60,000 users** on the Jafza App, and we extend our sincere gratitude for your continued support in enhancing your experience on the platform. In the latest version of the Jafza App, we have implemented enhanced security protocols for profile creation, ensuring greater transparency and compliance to safeguard our users.

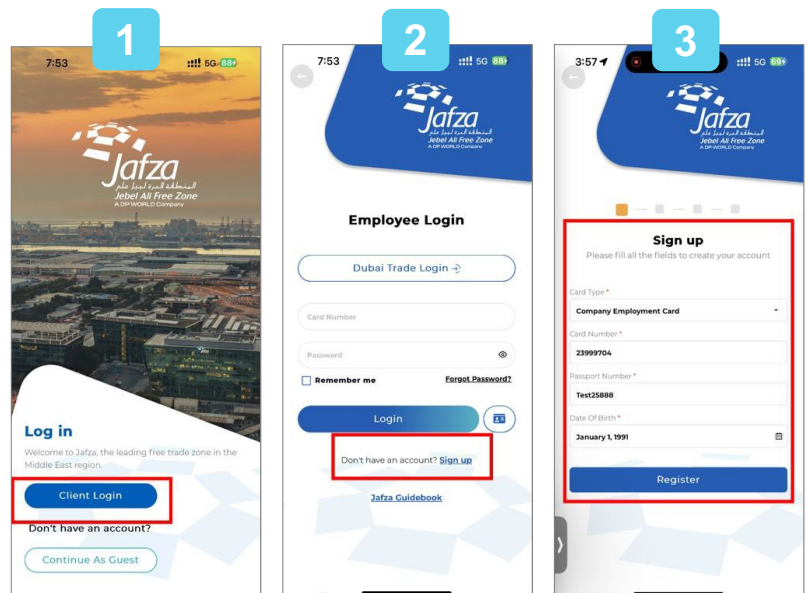
Below are the steps for employees to create a login profile on the Jafza App and the process for the company Administrator/PRO, with access to the Dubai Trade portal, to approve the employee's request directly on the Jafza App



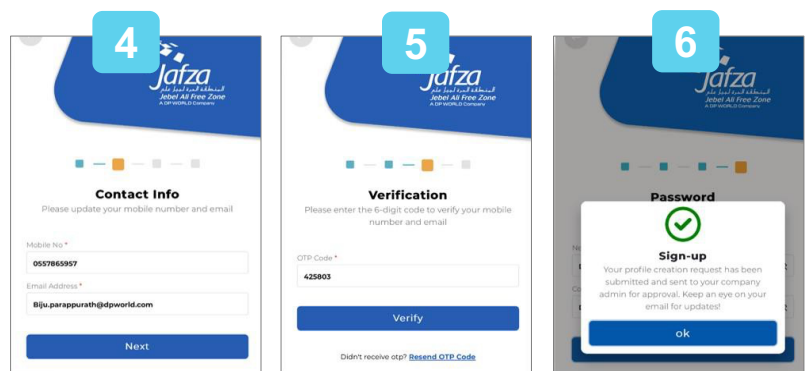
## Employee Login (Profile Creation)

1. After downloading the Jafza App from the landing page, employees should select **"Client Login"**.
2. Click **"Sign up"** and complete the form by selecting the appropriate ID card.

3. Employees holding a Company Employment Card (CEC), Permanent Access Card (PAC), Permanent Identity Card (PIC), Temporary Access Card (TAC), or Temporary Identity Card (TIC) are eligible to access the Jafza App platform.



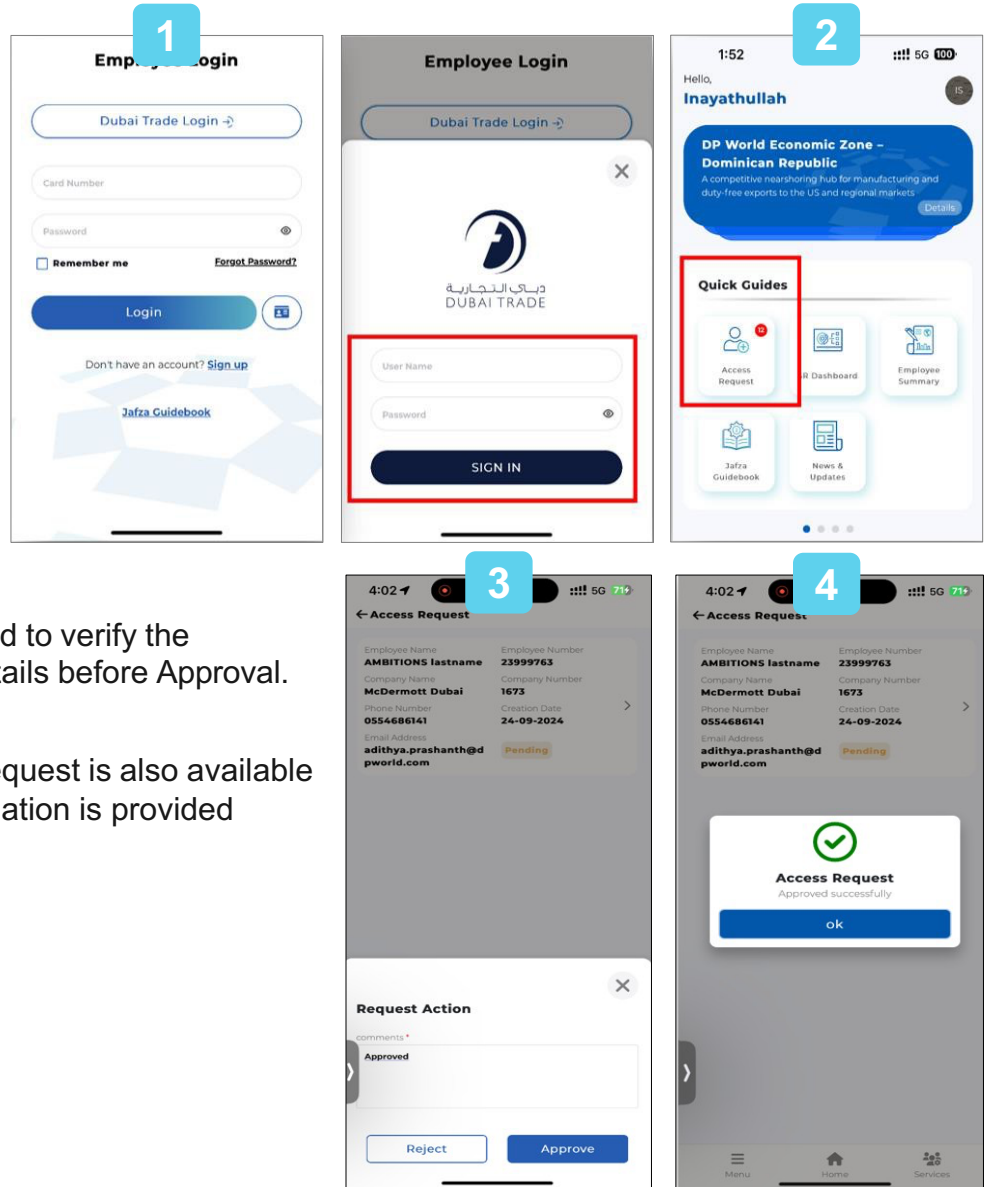
4. The employee will undergo OTP verification via email and mobile number before the request is forwarded to the company administrator for Approval.
5. The company admin/PRO will be notified about the approval request through their registered email IDs.



6. Upon approval/rejection, the employee will be notified through their registered email and mobile number.
7. On rejection, the employee must resubmit the request through the app again after making the necessary change

## Company Admin (Approval – Profile Creation Request)

1. Upon the employee submitting a request, the company admin/PRO will be notified about the request at the registered email on the Dubai Trade Portal.
2. The administrator must log in to the Jafza App and review or approve the user requests under the “Access Request” tab.
3. Administrators are advised to verify the employee’s submitted details before Approval.
4. The option to reject the request is also available to ensure accurate information is provided during profile creation.



If you have further questions,  
please call **800-Jafza (800-52392)**