



دبي التجارية  
DUBAI TRADE

# Dubai Trade

## 2012 User Management User's Manual

---

### **Copyright Information**

Copyright © 2012 by Dubai Trade FZE. All rights reserved

This document and all associated attachments mentioned therein are the intellectual property of Dubai Trade FZE. This document shall be used only by persons authorized by Dubai Trade FZE, for the purpose of carrying out their obligations under a specific contract with Dubai Trade FZE. Unauthorized copying, printing, disclosure to third party and transmission of this document to any other destination by any media will constitute an unlawful act, attracting appropriate legal actions.

### **Control Document Notification**

This is a controlled document. Unauthorized access, copying, replication and usage for a purpose other than for which this is intended are prohibited.

This document is being maintained on electronic media. Any hard copies of it are uncontrolled and may not be the latest version. Ascertain the latest version available with Dubai Trade FZE.

## Document Details

### Document Information

DOCUMENT NAME	User Management Manual
PROJECT NAME	New User Management
BUSINESS UNIT	Dubai Trade
AUTHOR(S)	Dubai Trade Training Department
LAST UPDATED DATE	6/21/2012
CURRENT VERSION	1.0

### Revision History

VERSION	DATE	AUTHOR	DESIGNATION	DESCRIPTION OF CHANGE

### Approval History

VERSION	DATE	NAME	DESIGNATION	COMMENTS

### Distribution

VERSION	LOCATION

---

## Contents

Introduction.....	4
Glossary .....	4
Getting Started .....	4
Change Password.....	6
Change Password Hint.....	7
Create User.....	9
Part 1: Sub User Creation by Admin .....	9
Part 2: Activation .....	15
Enable/Disable User.....	18
Modify Registration .....	20
Modify User.....	22
Resend Activation Mail .....	27
Reset Password .....	29
Update Profile .....	31

# User Management

## Introduction

User Management is a suite of services that the Dubai Trade administrator user in order to manage their company's Dubai Trade account.

This document discusses these services and gives a step by step explanation on how they are used.

## Glossary

**Administrator** – This is the main Dubai Trade user credentials for a company registered with Dubai Trade.

**Sub User** - a user created by the administrator. The services available to a sub user will depend on those that the administrator assigns using the Create User service.

**Service** - also referred to as Electronic Service or eService. An online service that is used to perform a task or transaction on the Dubai Trade Portal

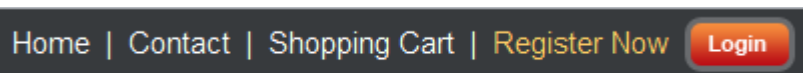
**Dubai Trade** – single sign in, single channel portal that hosts the electronic services of DP World, Jafza, Customs and Dubai Multi Commodities Center.

**Portal** – a website that brings together information and electronic services from different sources in an organized manner

## Getting Started

To access all services, login to your Dubai Trade Account:

1. Login to your Dubai trade administrator account. Click on the Orange Login button at the upper right hand corner of the Dubai Trade home page



2. Enter your **User Name** and **Password** then click on **Sign In**

### Login details

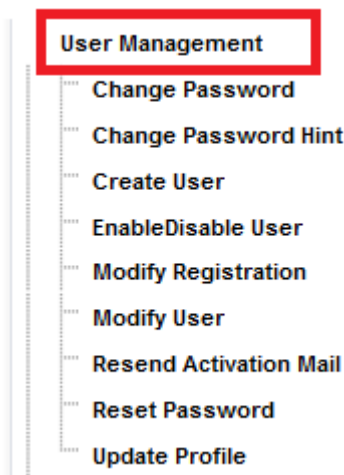
Username

Password

**Sign In**

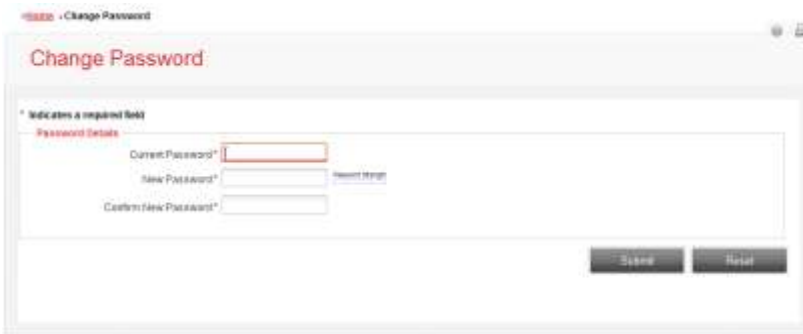
[Forgot Password?](#)

3. Click on **User Management** to expand it.



## Change Password

This service allows the current user to change his password. Note that this is not a reset password scenario rather; this service assumes that the user is aware of his current password



- The following steps below zooms in on the fields:

1. Enter your **Current Password**

Current Password\*

2. Enter the desired **New Password**. Dubai Trade has strict criteria: Passwords should not have less than 8 characters; it should be alpha-numeric and should contain at least 1 upper-case letter.

New Password\*  Password Strength

**Password Strength:** System will notify you if the password is Too Short, Weak or Strong. The system will not accept Too Short or Weak passwords.

3. Confirm the **New Password** (copy-pasting is disabled by the system)

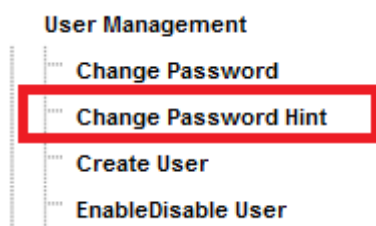
Confirm New Password\*

4. Click on **Submit** to enter the changes. (The **Reset** button will only clear the fields)

## Change Password Hint

This service enables the administrator to change the hint question and answer associated with his account. The hint question and answer is used for password recovery using the Forgot Password service.

1. Expand User Management and Select Change Password Hint



2. The System will display the following page



The screenshot shows a web browser window with the title "Change Password Hint". The form contains the following fields: "Current Password\*" (text input), "Hint Question\*" (dropdown menu with "What is the name of the" selected), "Hint Answer\*" (text input with "Dubai" entered), and "Confirm Hint Answer\*" (text input with "Dubai" entered). A "Submit" button is located at the bottom right of the form. A note at the top left of the form states: "\* Indicates a required field".

3. Enter the Current Password

Current Password\*

4. Select the desired Hint Question from the drop down menu

Hint Question\*

5. Enter the Hint Answer

Hint Answer\*

6. Confirm the Hint Answer. The system will match the cases of the characters entered. (copy-pasting is disabled for this field)

Confirm Hint Answer\*

7. Click on Submit to finalize the changes

8. You will get a notification that you have successfully changed your Hint Question and Hint Answer.





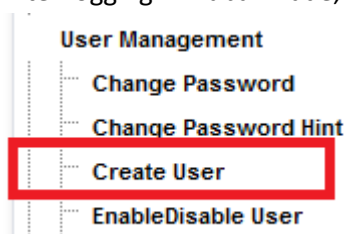
## Create User

This service allows the administrator to create a sub-user and assign relevant services. This service works in 2 parts; the administrator first enters the user's information and assigns the services then an activation link gets sent to the person we are creating a sub-user for. The second part involves the sub user accessing the activation link and entering login information for the new sub user.

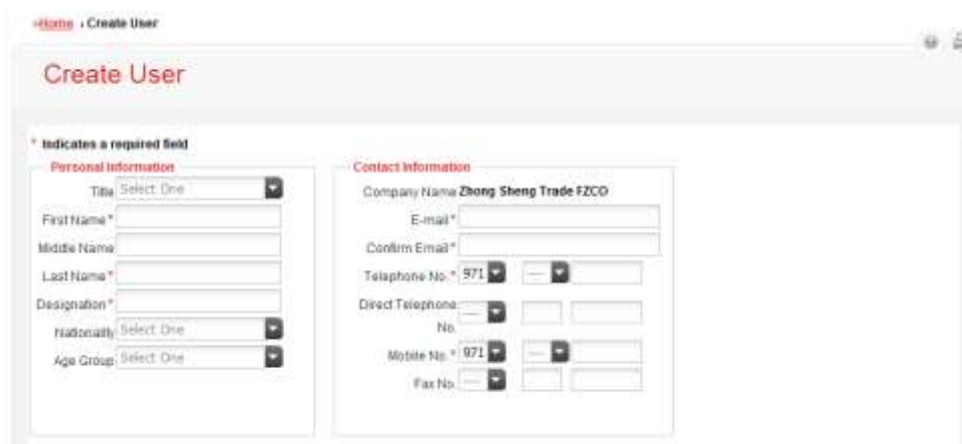
The following are the specific steps in creating a new user:

### Part 1: Sub User Creation by Admin

1. After logging in Dubai Trade, select **Create User** under **User Management**



2. The following page is displayed. We have split the screenshot of the service into 2 to give a better understanding of each segment.
3. Enter **Personal and Contact Information**



A screenshot of the 'Create User' form. The form is divided into two main sections: 'Personal Information' and 'Contact Information'. The 'Personal Information' section includes fields for Title (dropdown), First Name\*, Middle Name, Last Name\*, Designation\*, Nationality (dropdown), and Age Group (dropdown). The 'Contact Information' section includes fields for Company Name (Zhang Sheng Trade FZCO), E-mail\*, Confirm Email\*, Telephone No.\* (971), Direct Telephone No., Mobile No.\* (971), and Fax No. A legend indicates that an asterisk (\*) denotes a required field.

This section is further divided into **Personal Information** and **Contact Information**

**\* Indicates a required field**

**Personal Information**

Title

First Name\*

Middle Name

Last Name\*

Designation\*

Nationality

Age Group

- Select the **Title** from the drop down Menu
- Enter the **First Name**
- Enter the **Middle Name**
- Enter the **Last Name**
- Enter the **Designation** (Job Title)
- Select the **Nationality** from the drop down menu
- Select the **Age Group** from the drop down menu

**Contact Information**

Company Name **Zhong Sheng Trade FZCO**

E-mail\*

Confirm Email\*

Telephone No.\*

Direct Telephone No.

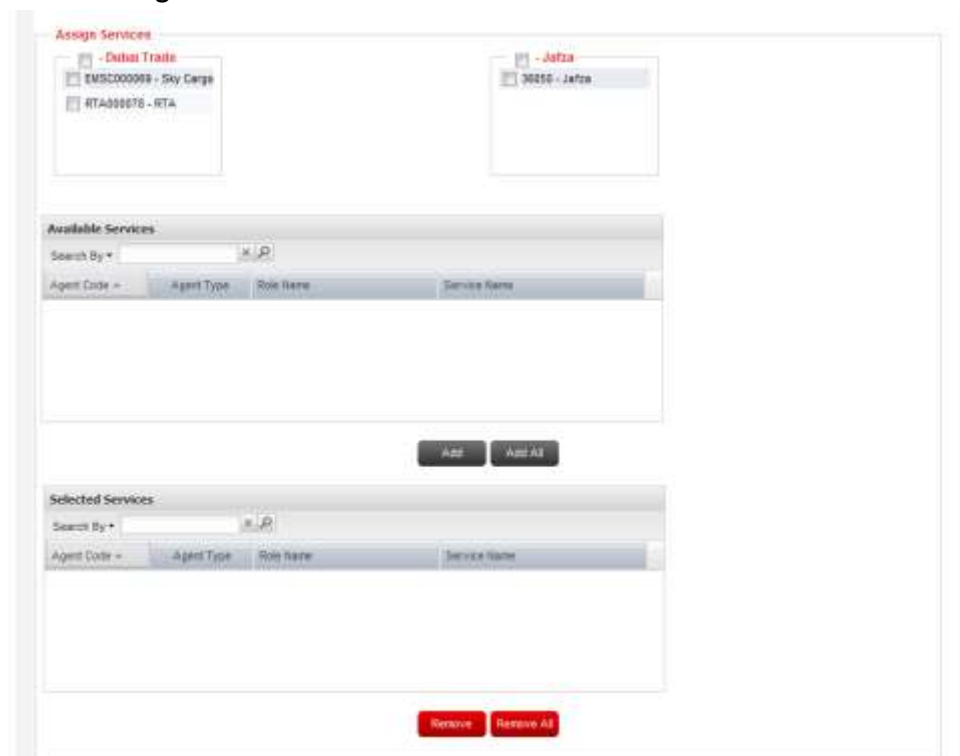
Mobile No.\*

Fax No.

- Company Name** will be displayed by default

- b. Enter the **E-mail** Address to be registered to this sub-user. This email address will receive all password reset and deactivation notifications performed on this sub-user.
- c. **Confirm the Email** address. Re-type the email address in order to validate it. (copy-pasting is disabled in this field)
- d. Enter the **Phone Number** by selecting the relevant values from the drop down menus (**Country Code, Area Code, Seven digit number**)
- e. Enter **Direct Telephone** (optional)
- f. Enter **the Mobile Number** by selecting the relevant values from the drop down menu.
- g. Enter the **Fax Number** (optional)

## Services Assignments



**Assign Services**

- Dubai Trade

- EMSC000098 - Sky Cargo
- RTA000076 - RTA

- Ajfza

- 30250 - Jafza

**Available Services**

Search By +

Agent Code	Agent Type	Role Name	Service Name
------------	------------	-----------	--------------

Add Add All

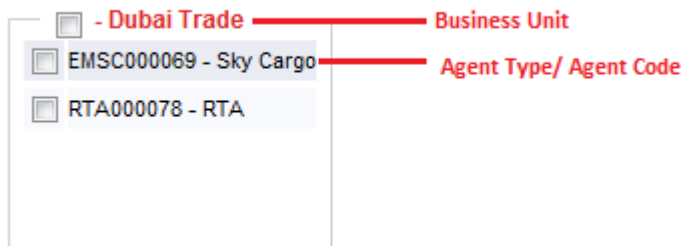
**Selected Services**

Search By +

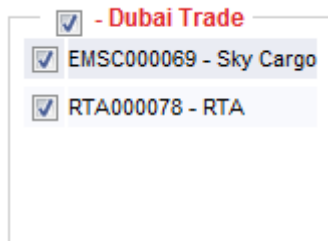
Agent Code	Agent Type	Role Name	Service Name
------------	------------	-----------	--------------

Remove Remove All

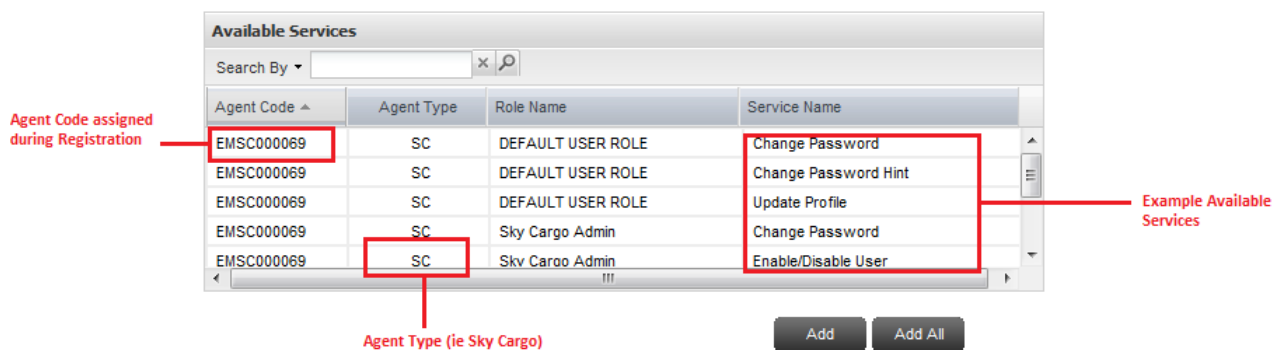
- Assign eServices. Under Assign services you will see some boxes with the name of Business Unit (i.e. Jafza, DP World, Customs or DMCC) as its heading. Just under the heading is the Agent Code and the Agent type which determines the services available for assignment. Thos has been pre-defined during customer registration (see [User Registration Manual](#) for Details)



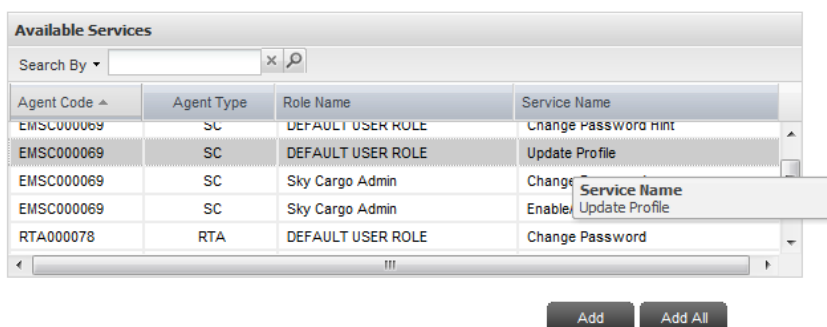
- Ticking on the checkboxes will allow the services associated with the Agent Code/Type to be assignable



- After ticking the checkbox, the services will be displayed under Available Services table.



7. Highlight a single service to select it



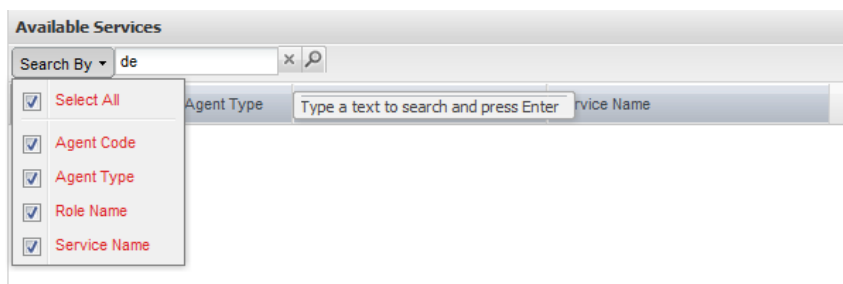
8. Click on Add to assign it to the sub user



9. Alternatively you can click on Add All to assign all Available Services displayed



*\*To assign multiple services without adding all, hold down the **Shift Key** and click on a range of services in the Available services box. Click on **Add** to add the selected services*  
*\*\* You can **filter** the Available services by using the **Search By** function. Click on the drop down menu and select/de-select the categories. Then enter a partial text for the service. You can use this feature so that you can filter the results if you wish to assign services from a specific Agent Type*



10. Services assigned will appear in the **Services Selected** box and will disappear from the **Available Services** box.

Selected Services			
Search By <input type="text"/> <input type="button" value="x"/> <input type="button" value="🔍"/>			
Agent Code ^	Agent Type	Role Name	Service Name
EMSC000069	SC	DEFAULT USER ROLE	Update Profile
EMSC000069	SC	Sky Cargo Admin	Change Password
EMSC000069	SC	Sky Cargo Admin	Enable/Disable User

11. Once all desired services are assigned and appearing in the Selected Service, click on Submit.

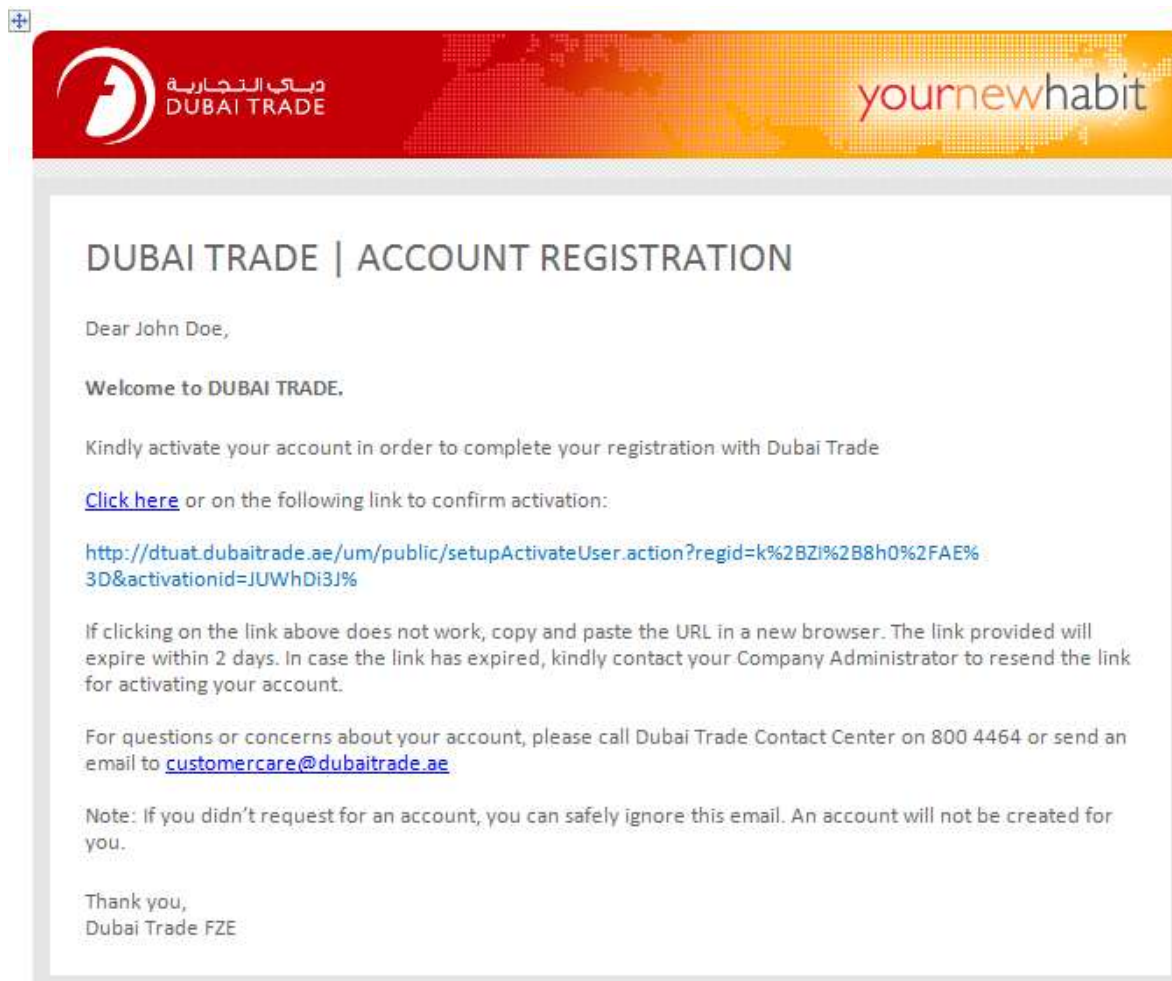
12. The system will notify you of the following. And an email with an activation link will be sent to the registered email of the sub-user. The sub user has to follow the steps in part 2 in order to activate his/her Dubai Trade sub-user account.



## Part 2: Activation

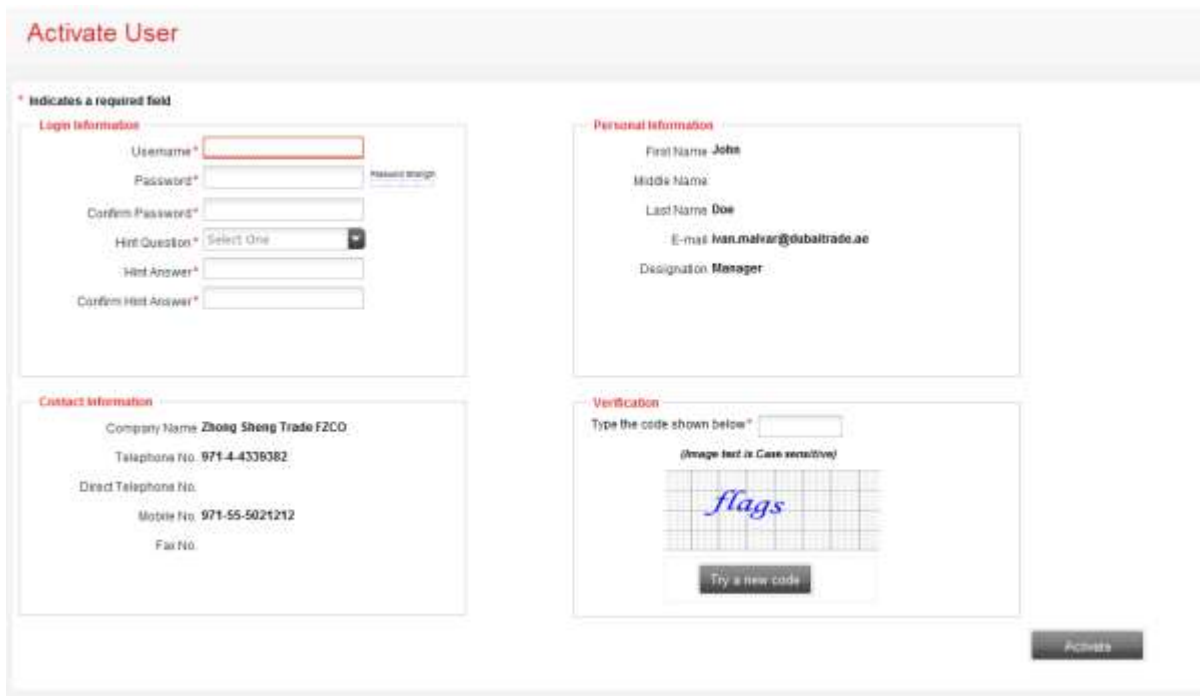
The recipient of the activation email (the sub-user) would need to follow the following steps to activate his/her user account:

1. The email with the activation link should contain the following message:



NOTE: This e-mail message is subject to the Dubai World Group disclaimer see [http://www.dubaiworld.ae/email\\_disclaimer](http://www.dubaiworld.ae/email_disclaimer)

2. Click on the link so that you will be redirected to the activation page



3. The sub-user must enter all his desired login credentials.

- a. Enter the user name. Username must have a minimum of 6 characters. The system will verify if the username is unique.

Username\*

- b. Enter the desired password. Password must not be less than 8 characters, must contain numbers as well as letters and at least 1 letter needs to be in upper-case (System will only accept Strong Passwords as indicated in the strength bar)

Password\*  Password Strength

- c. Confirm the Password. (Copy-pasting has been disabled in this field)

Confirm Password\*

- d. Select Hint Question from the Drop Down Menu

Hint Question\*



- e. Enter the **Hint Answer**

Hint Answer\*

- f. Confirm the Hint Answer. System will validate and match the case in both **Hint Answer** and **Confirmation**


Confirm Hint Answer\*

- g. **Verification:** Enter the code as shown in the box. This is a security code to prevent unwarranted or malicious entities from spamming the registration procedure.

**Verification**

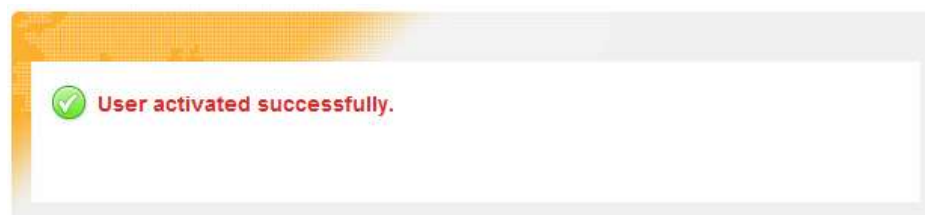
Type the code shown below\*

*(Image text is Case sensitive)*



- h. Once all of the information has been entered, click on Activate

- i. System will display a notification informing you of the successful activation

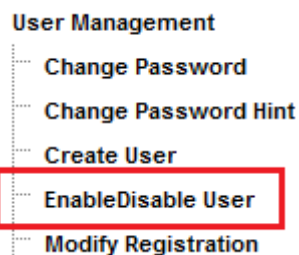


- j. You can log into the sub user once activated

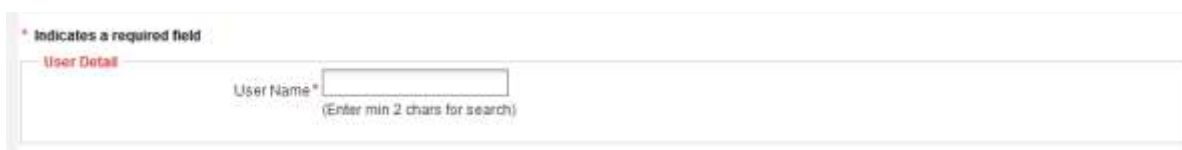
## EnableDisable User

This service allows the administrator to disable an active user and prevent all access to it. Conversely, a disabled user can be enabled if need be.

1. In User Management, click on EnableDisable User.

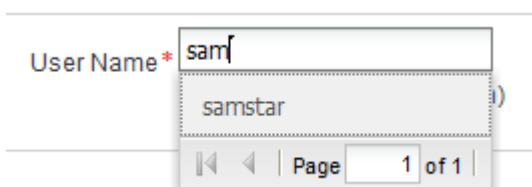


2. The following page will be displayed



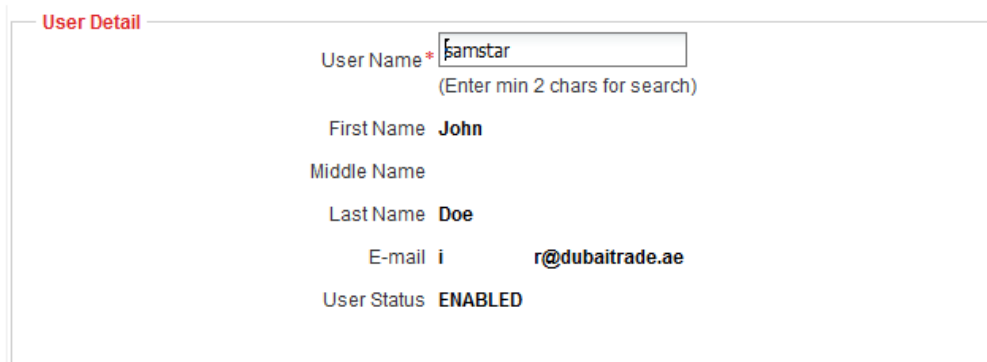
The image shows a search interface for user details. At the top left, there is a red asterisk and the text "\* Indicates a required field". Below this, the title "User Detail" is displayed. The main search field is labeled "User Name\*" and contains the text "sam". Below the search field, there is a hint "(Enter min 2 chars for search)".

3. Enter the whole or part of the username. System will perform a search for the specific username and display it. Click on the username



The image shows a search results dropdown. The search field "User Name\*" contains the text "sam". Below the search field, a dropdown menu is open, showing a single result: "samstar". Below the dropdown, there is a pagination control showing "Page 1 of 1".

4. The system will display some details including the User Status:



The image shows the "User Detail" page. The title "User Detail" is at the top left. The search field "User Name\*" contains the text "samstar". Below the search field, there is a hint "(Enter min 2 chars for search)". The user details are displayed as follows:

First Name	John
Middle Name	
Last Name	Doe
E-mail	i r@dubaitrade.ae
User Status	ENABLED

5. Click on Disable to deactivate the user. (Or click on Enable if the user was previously deactivated and you are reactivating it)




6. System will notify you that the user status was modified successfully



## Modify Registration

This service enables the administrator to make amendments to the company's registration with Dubai Trade. Changes such as amending the Authorized Person and the Administrator details are possible. This follows the same flow as Registration except that all the details have already been entered and approved in the system.

1. Customer Registration. In this section you are able to amend the Company Information such as the Group/Company Name, Address, Country and Emirate. This is also where you can add an additional Agent Code if you are registering with another Agent Type.



\* Indicates a required field

**Search Business Unit**

Business Unit\*

Agent Type\*

Agent Code/FZ License No.\*

**Company Info**

Group Name\*

Address

Country\*

Emirate(if within UAE)

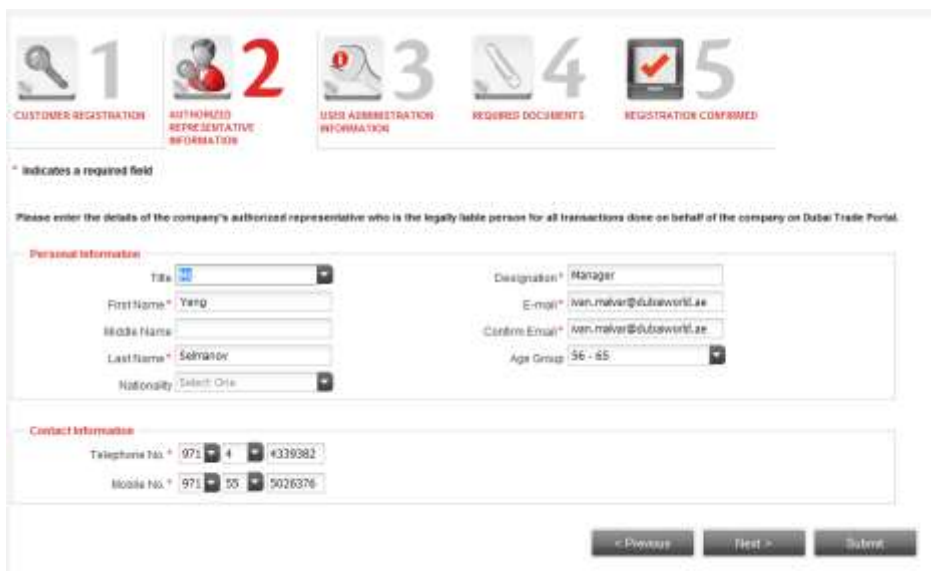
State

Website

**Customer List**

Business Unit	Agent Type	Agent Code	Business Name
Dubai Trade	Sky Cargo	EMSC0000	Zheng She
Dubai Trade	RTA	RTA000078	Zheng She
Jatza	Jatza	36058	Zheng She

- Authorized Representative Information: The name and information of the person that appears in this section should be the name of the person that appears in your company's business license. You can make amendments here just in case you want to update the **Name, Designation, Email Address and Contact Information**



**1** CUSTOMER REGISTRATION **2** AUTHORIZED REPRESENTATIVE INFORMATION **3** USER ADMINISTRATION INFORMATION **4** REQUIRED DOCUMENTS **5** REGISTRATION CONFIRMED

\* Indicates a required field

Please enter the details of the company's authorized representative who is the legally liable person for all transactions done on behalf of the company on Dubai Trade Portal.

**Personal Information**

Title: Mr  
 First Name: Yaqo  
 Middle Name:  
 Last Name: Solmanov  
 Nationality: Select One  
 Designation: Manager  
 E-mail: yan.makar@dubaiworld.ae  
 Confirm Email: yan.makar@dubaiworld.ae  
 Age Group: 36 - 45

**Contact Information**

Telephone No.: 971 4 4339382  
 Mobile No.: 971 55 5026376

< Previous Next > Submit

- User Administration Information: In this section you can amend the information of the Administrator. You can also amend the profile of the admin user by using the Update Profile Service.



**1** CUSTOMER REGISTRATION **2** AUTHORIZED REPRESENTATIVE INFORMATION **3** USER ADMINISTRATION INFORMATION **4** REQUIRED DOCUMENTS **5** REGISTRATION CONFIRMED

\* Indicates a required field

Please enter the details of the company's account administrator in charge of managing user accounts and services on Dubai Trade Portal.

**Personal Information**

Title: Mr  
 First Name: Jan  
 Middle Name:  
 Last Name: Doe  
 Age Group: 26 - 35  
 Nationality: LAOS  
 Designation: Training Officer

**Contact Information**

E-mail: @dubaiworld.ae  
 Confirm Email: @dubaiworld.ae  
 Telephone No.: 971 4 4339382  
 Direct Telephone No.:  
 Mobile No.: 971 55 5026376  
 Fax No.:

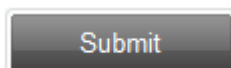
**Login Information**

Username: training001

< Previous Next > Submit

- Required Documents are not mandatory when Modifying the Registration

5. Once all desired amendments have been made, click on **Submit**



6. You will be taken to step 5 where you will be given a reference number and be able to print out a pdf summary of your amendments.



Dear **John Doe**,

Thanks For Registering with Dubai Trade. Your request is accepted and you have been assigned a following reference number:

Reference No. **125980**

We'll get back to you soon. Please click on the following button to get the registration form in printer friendly format. Kindly note that your registration for Dubai Trade will not be processed without this form.

[Print Registration](#)

## Modify User

This service enables the administrator to make amendments to any Enabled sub-user's details such as the Personal Information, Contact Information and Services.

1. Under User Management, click on Modify User

### User Management

- Change Password
- Change Password Hint
- Create User
- Enable/Disable User
- Modify Registration
- Modify User**
- Resend Activation Mail
- Reset Password
- Update Profile

- The system will display the following

**\* Indicates a required field**

**Select User**

Username

- Select the user from the drop-down menu. Only Enabled users are displayed (if you need to modify a disabled sub-user, you need to reactivate them first using the EnableDisable service)
- Administrator will be able to amend the Personal Information and/or the Contact Information.

**Select User**

Username

---

**Personal Information**

Title

First Name \*

Middle Name

Last Name \*

Designation \*

Nationality

Age Group

**Contact Information**

Company Name **Zhong Sheng Trade FZCO**

E-mail \*

Confirm Email \*

Telephone No. \*

Direct Telephone No.

Mobile No. \*

Fax No.

## 5. Administrator will also be able to amend the Assigned Services

**Assign Services**

**- Dubai Trade**

- EMSC000069 - Sky Cargo
- RTA000078 - RTA

**- Jafza**

- 36050 - Jafza

**Available Services**

Search By

Agent Code ▲	Agent Type	Role Name	Service Name
36050	JF	EZW Admin	Change Password
36050	JF	EZW Admin	Enable/Disable User
36050	JF	JAFZA - Data Entry	Amend CEC - Entry
36050	JF	JAFZA - Data Entry	Amend EC - Entry
36050	JF	JAFZA - Data Entrv	Amend Visa Position at DNRD - Entrv

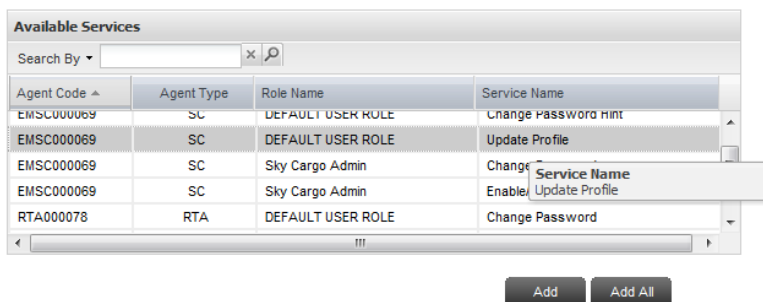
**Selected Services**

Search By

Agent Code ▲	Agent Type	Role Name	Service Name
36050	JF	DEFAULT USER ROLE	Change Password
36050	JF	DEFAULT USER ROLE	Change Password Hint
36050	JF	DEFAULT USER ROLE	Update Profile
36050	JF	JAFZA - Approval	Amend CEC - Approval
36050	JF	JAFZA - Approval	Amend EC - Approval

6. Services appearing under Available Services are those that are not assigned to the sub user
7. Services appearing under Selected Services are those that are already assigned to the sub user
8. Highlight a single service to select it





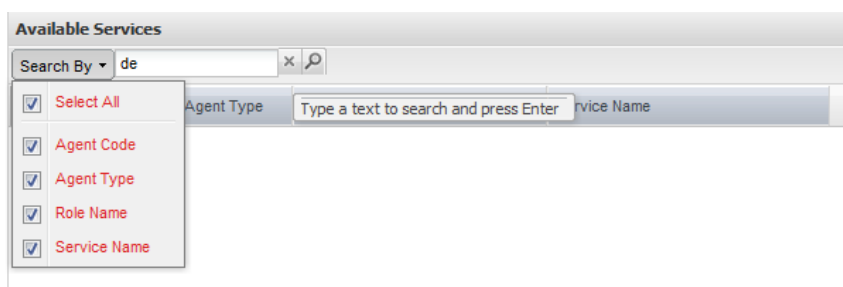
9. Click on Add to assign it to the sub user



10. Alternatively you can click on Add All to assign all Available Services displayed



*\*To assign multiple services without adding all, hold down the **Shift Key** and click on a range of services in the Available services box. Click on **Add** to add the selected services*  
*\*\* You can **filter** the Available services by using the **Search By** function. Click on the drop down menu and select/de-select the categories. Then enter a partial text for the service. You can use this feature so that you can filter the results if you wish to assign services from a specific Agent Type*



11. Services assigned will appear in the **Services Selected** box and will disappear from the **Available Services** box.

Selected Services			
Search By <input type="text"/> <input type="button" value="x"/> <input type="button" value="🔍"/>			
Agent Code ^	Agent Type	Role Name	Service Name
EMSC000069	SC	DEFAULT USER ROLE	Update Profile
EMSC000069	SC	Sky Cargo Admin	Change Password
EMSC000069	SC	Sky Cargo Admin	Enable/Disable User

12. Once all desired changes have been made, click on Submit

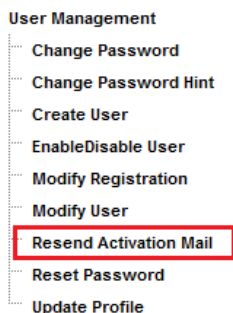
13. The system will display a notification:



## Resend Activation Mail

This service enables the administrator to resend the email activation link to a sub-user in order to finalize pending user activation.

1. Under User Management, click on Resend Activation Mail



2. The following will be displayed



A search form titled 'User Details' with a red asterisk indicating required fields. It contains three input fields: 'First Name', 'Last Name', and 'Email'. A 'Search' button is located at the bottom right of the form.

3. You can enter a partial search criteria using either **First Name**, **Last Name** or **E-mail**



Three input fields for search criteria: 'First Name', 'Last Name', and 'E-mail'.

- Once the System finishes searching, it will display results that includes the search string (criteria) that you have entered

\* Indicates a required field

**User Details**

First Name

Last Name

E-mail

**User Details**

Company Name	First Name	Last Name	User Email Id	Action
Sheng Trade FZCO	John	Doe	testmail@dubaitrade.ae	<input type="button" value="Resend"/>

- Click on Resend to send the email activation link.

**User Details**

Company Name	First Name	Last Name	User Email Id	Action
Sheng Trade FZCO	John	Doe	testmail@dubaitrade.ae	<input type="button" value="Resend"/>

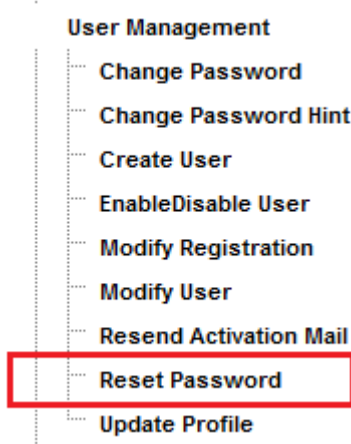
- The system will display a confirmation informing you that the activation mail has been sent



## Reset Password

This service allows the administrator to reset any of the company's Dubai Trade users (administrator included) without the need for hint question & hint answer verification. The system will generate a random password and sends it to that user's registered email address (the one that appears under that user's **Contact Information**)

1. Under User Management, select Reset Password

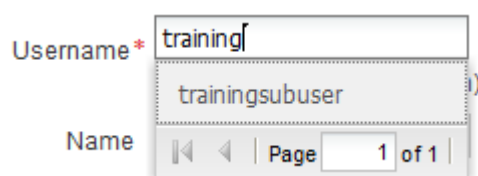


2. The following page will be displayed



The image shows a web form titled "Reset User Password". At the top left, there is a note: "\* Indicates a required field". The form contains two input fields: "Username\*" with a subtext "(Enter min 2 chars for search)" and "Name". A "Submit" button is located at the bottom right of the form.

3. Enter the username whose password needs to be reset. The system will complete any partial searches



The image shows the search results for the username "training". The "Username\*" field contains "training". Below it, a dropdown menu shows the search results, with "trainingsubuser" selected. At the bottom, there is a pagination control showing "Page 1 of 1".

4. Click on the username to select it. The system will also display the name of the person associated with that user (actual name has been marked off for privacy purposes)

Username\*   
(Enter min 2 chars for search)

Name

5. Click on Submit to confirm the password reset

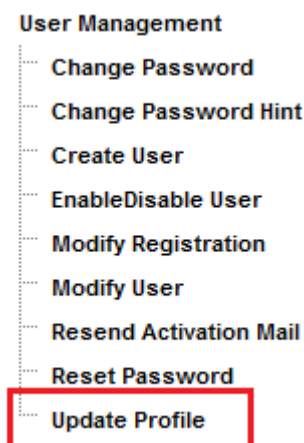
6. The system will display a notification saying that an email has been sent to the user.



## Update Profile

This service enables the user to make amendments to his/her Personal Information and Contact Information associated with the user account. This is also important when updating the email information for the user as this is where all password resets and notifications will be sent.

1. Under user management, click on Update Profile



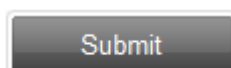
2. The following will be displayed

\* Indicates a required field

Personal Information		Contact Information	
Title	Mr	Email*	@dubaiworld.
First Name*	Jon	Confirm Email*	i. @dubaiworld.
Middle Name		Company Telephone No*	971 4 4339362
Last name*	Doe	Direct Telephone No	5026376
Nationality	LAOS	Mobile No*	971 55 5026376
Age Group	26 - 35	Fax No	
Designation*	Training Officer		

Submit Reset

3. The user can make amendments in either his/her Personal Information and/or Contact Information
4. Click on Submit once all amendments have been made



5. The system will give you the following notification

