Dubai Trade Single Window Landing Page features

DT SW Landing Page features

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DOCUMENT DETAILS

Document Name	Dubai Trade Single Window Landing Page features
Project Name	
Business Unit	Dubai Trade
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This guide provides a comprehensive walkthrough of the Dubai Trade Single Window platform's landing page and key features.

1. **Introduction**

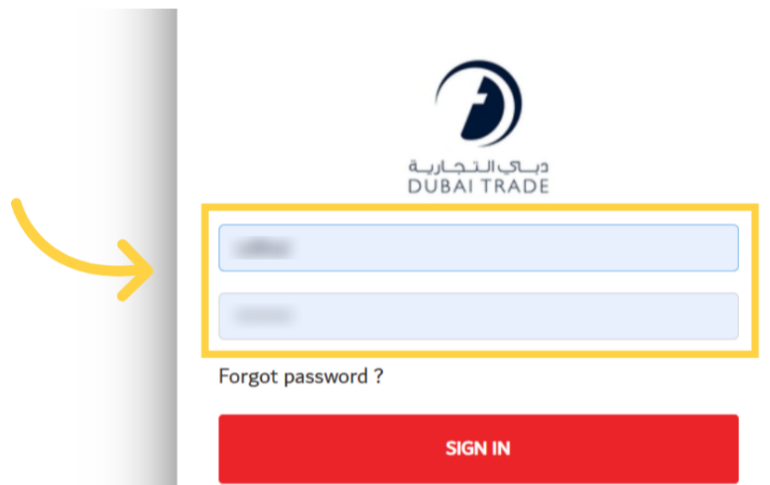To begin, please go to www.dubaitrade.ae
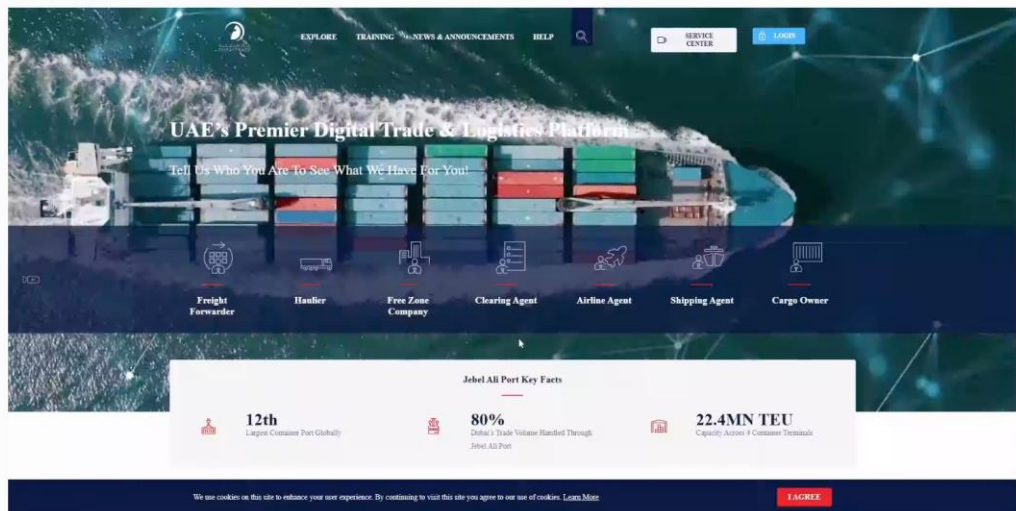
2. **Login**

Access the log in page.

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3. Authentication Page

Navigate to the authentication page and enter your Administrator "username" and "password".
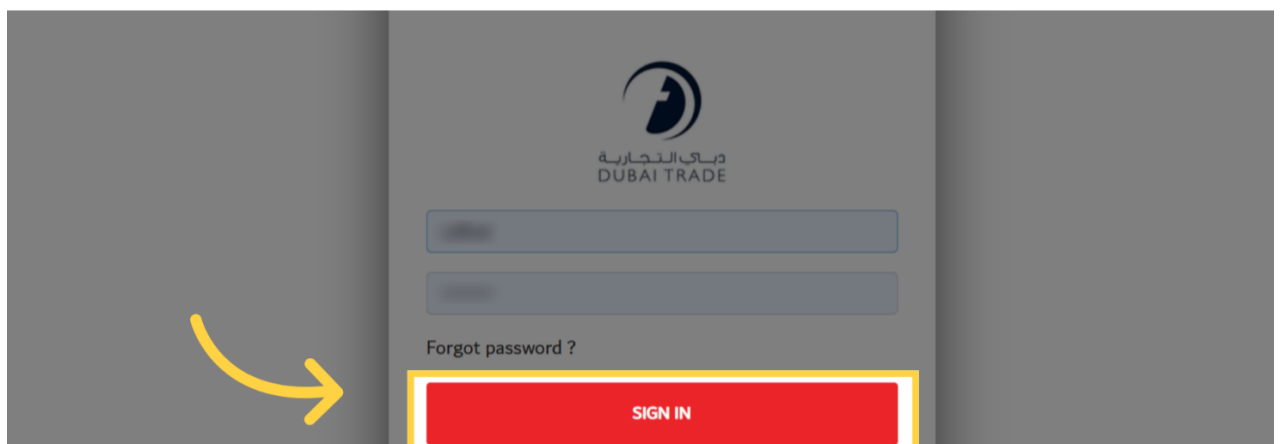

4. Complete Sign In

Click on "sign in" to login to your account.
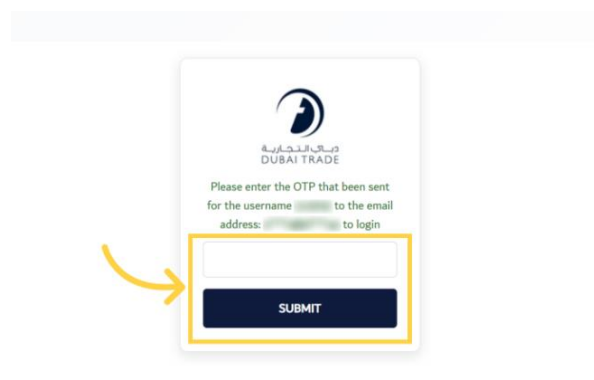
To complete your login, please enter the Multi-Factor Authentication code, sent to your registered email address and click on Submit.
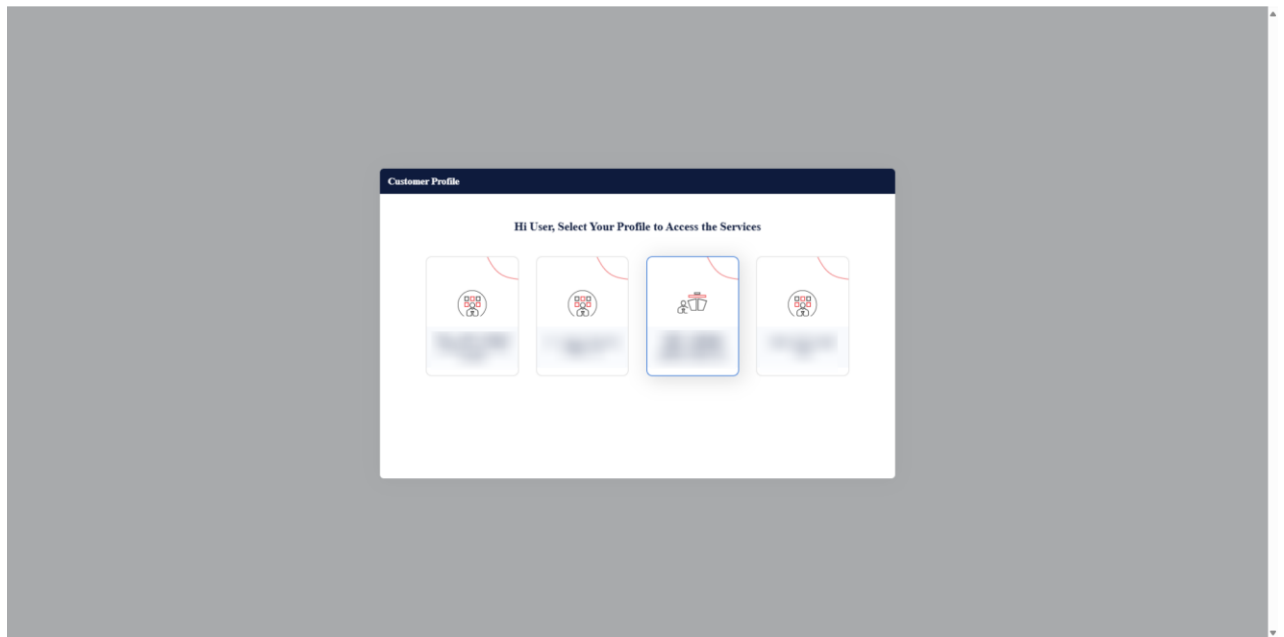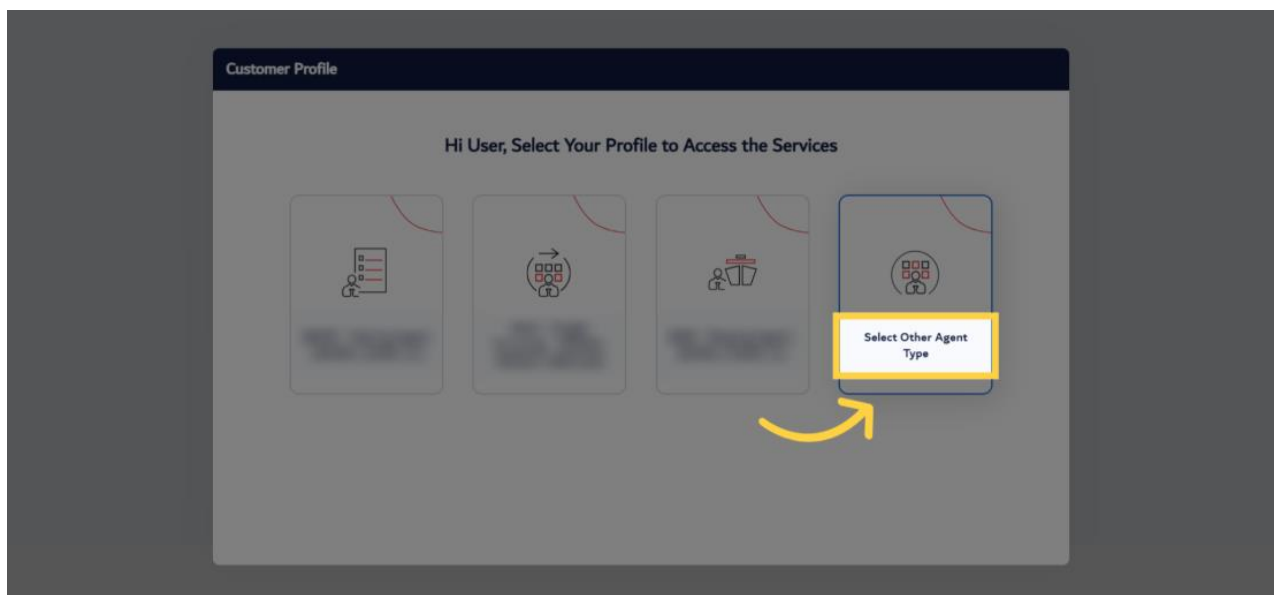

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5. Customer Profile Selection

Your profiles will be displayed for selection according to the e-services you want to access.

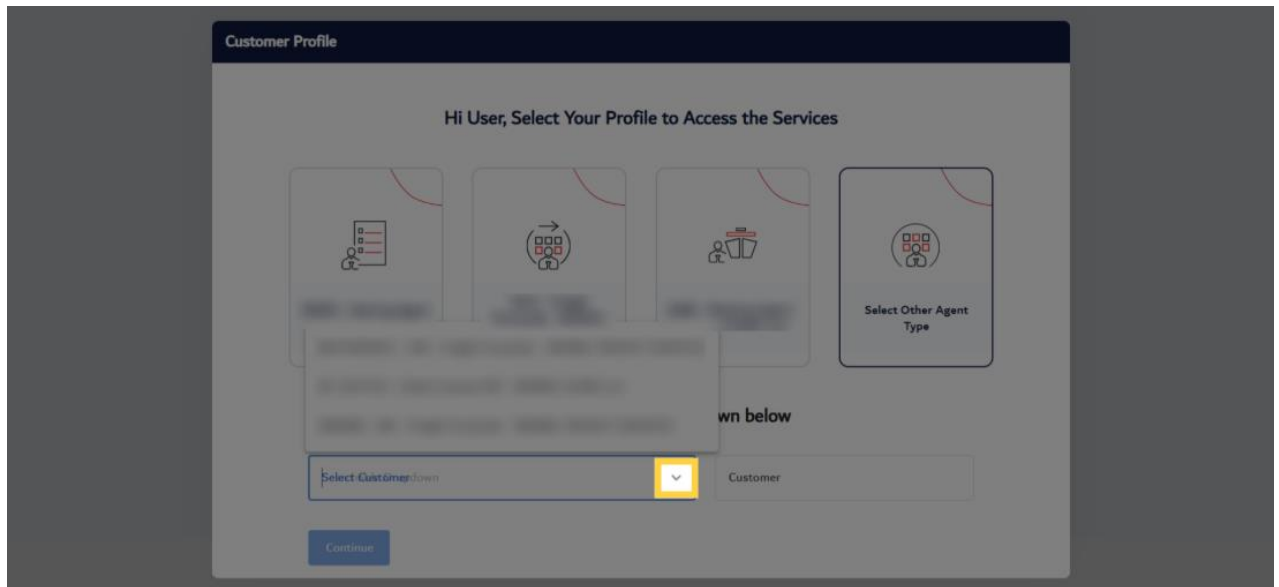**6. Customer Profile Selection**

For other profiles not displayed, please select "Other Agent Type".
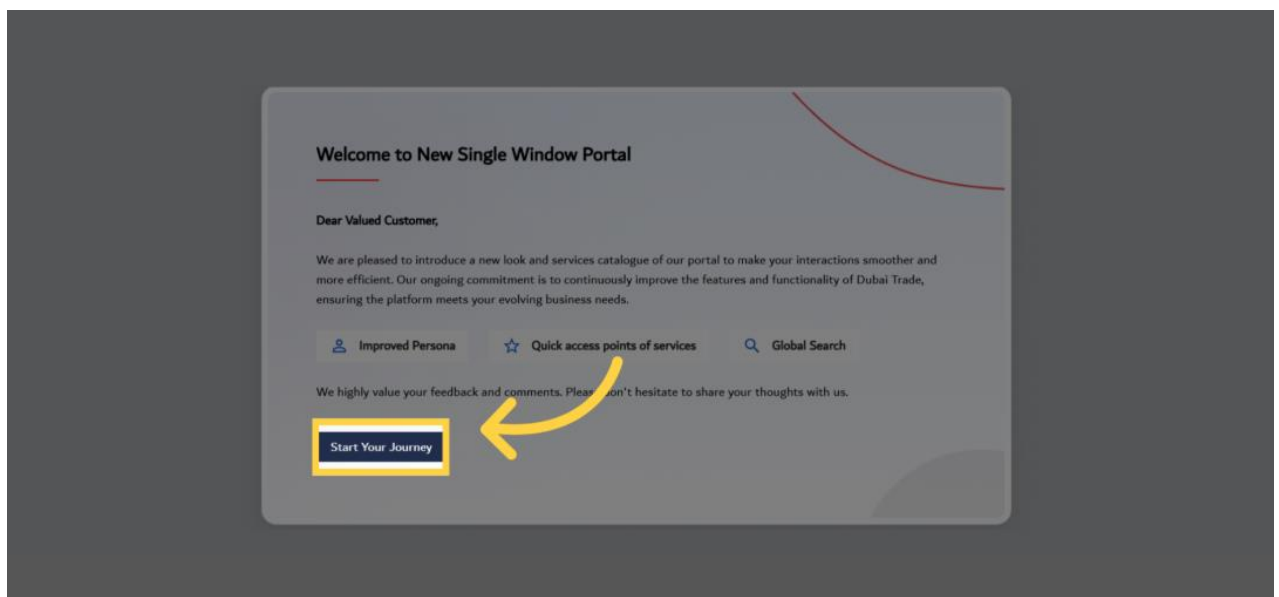

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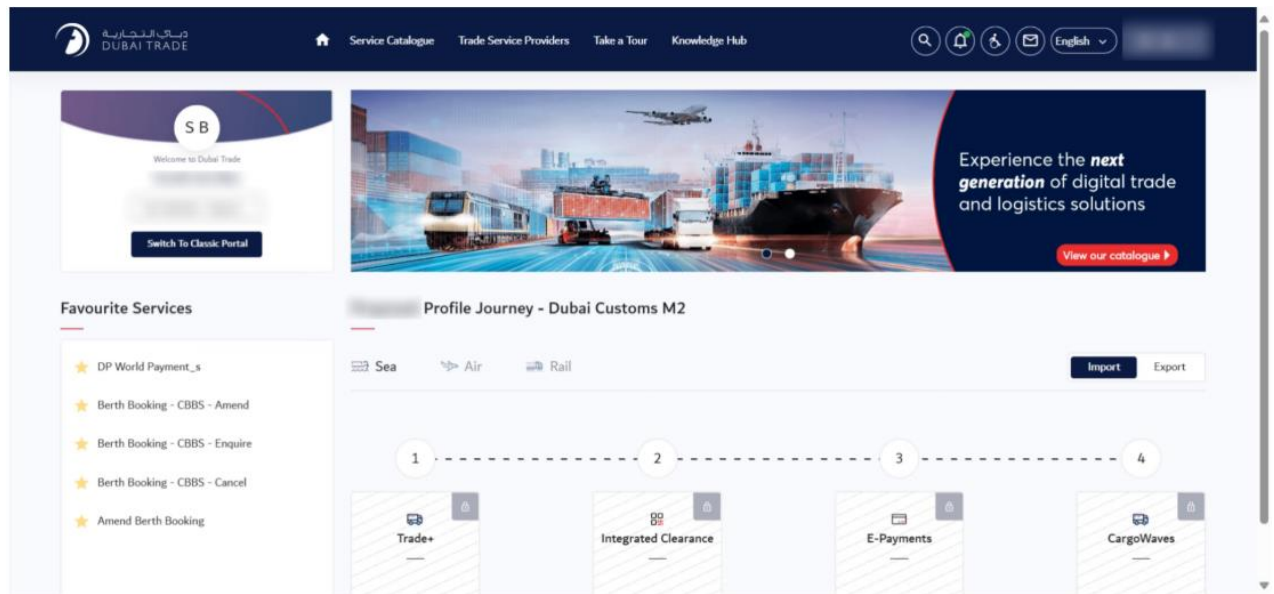View other agent types using the "Searchable Dropdown" feature.

7. Start Your Journey

A brief information will be displayed about the Dubai Trade Single Window platform. Click "Start Your Journey" to access the platform.
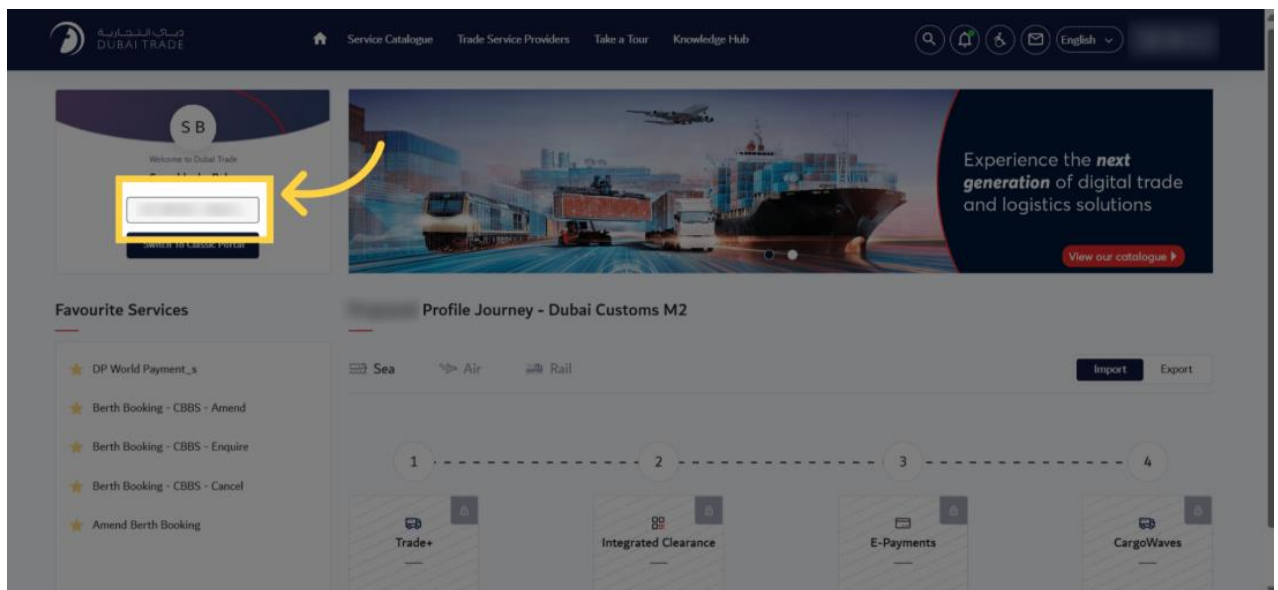

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You will be directed to the landing page, which provides multiple access points to services.

This is the welcome section with the logged-in user information.

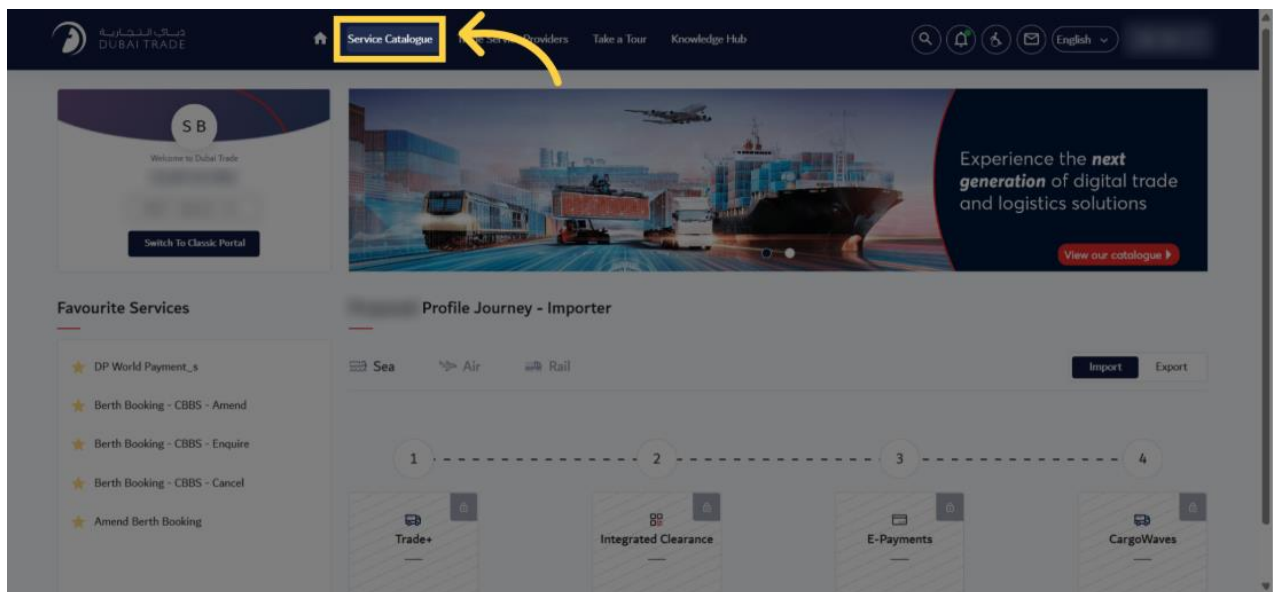
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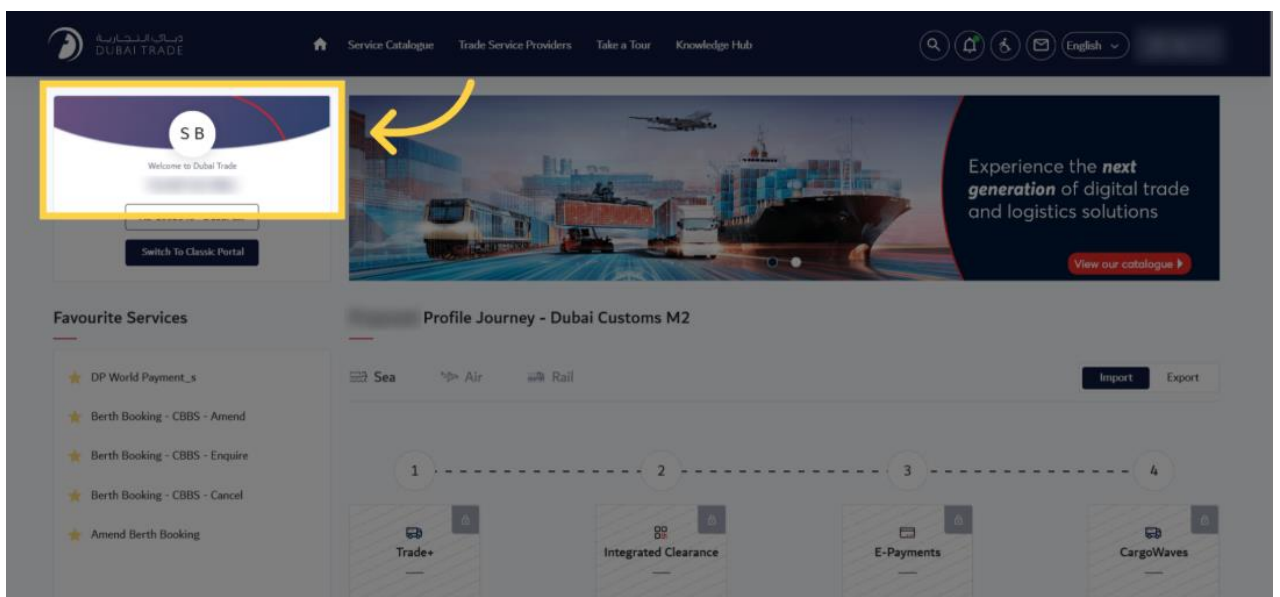
This will display the company code you have selected initially. Click on this to switch profiles, if required.

You will again be redirected to the Customer Profile selection page.


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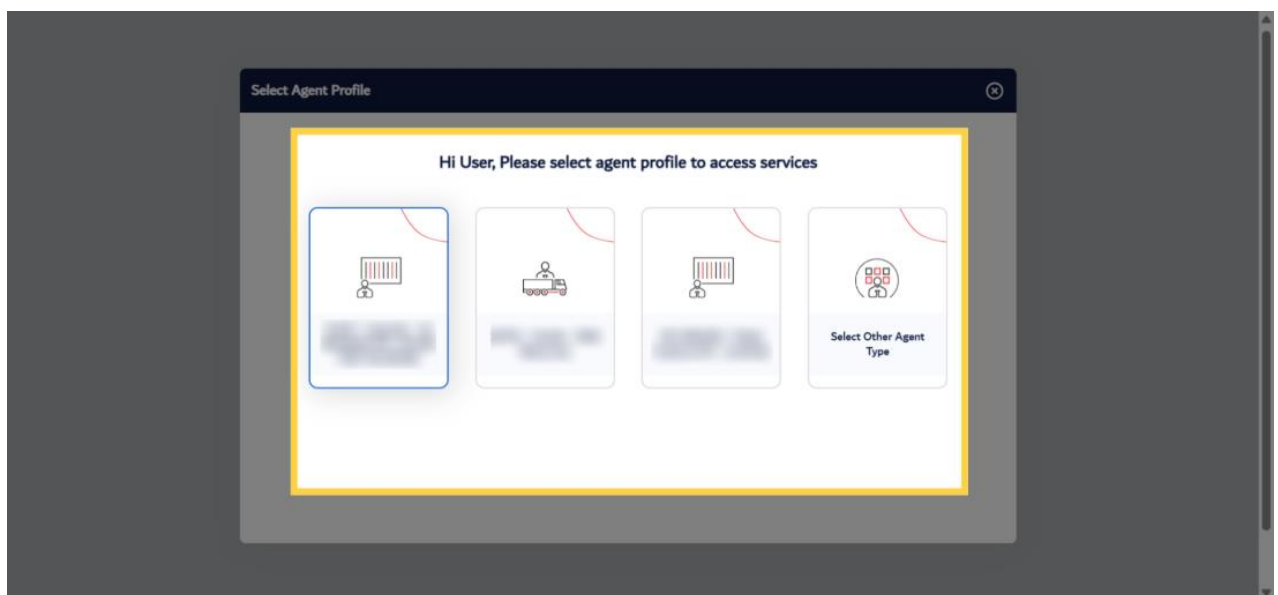
Let's now begin with the **Service Catalogue** where you can access all the assigned services of a user.

The assigned services are organized into categories such as **Sea, Air, Rail, Parks & Freezone, Payments, and more** in Service Catalogue. Each category contains subgroups to help you quickly find the services based on the nature of your transactions.


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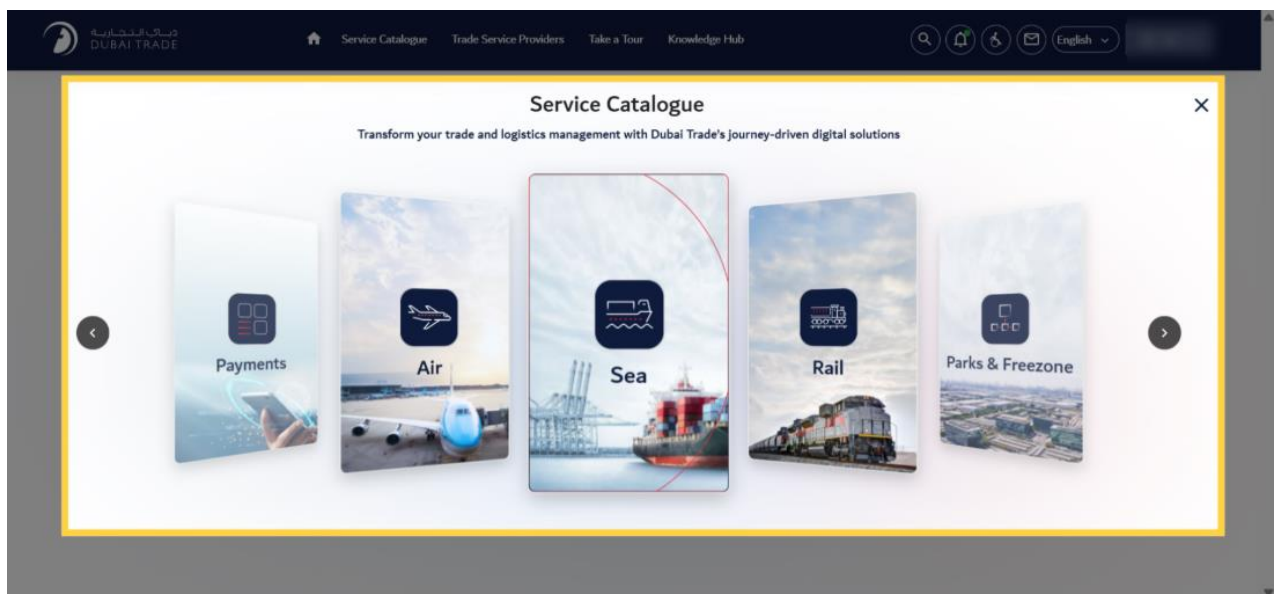
Use the right and left arrows to swipe through the catalogues.
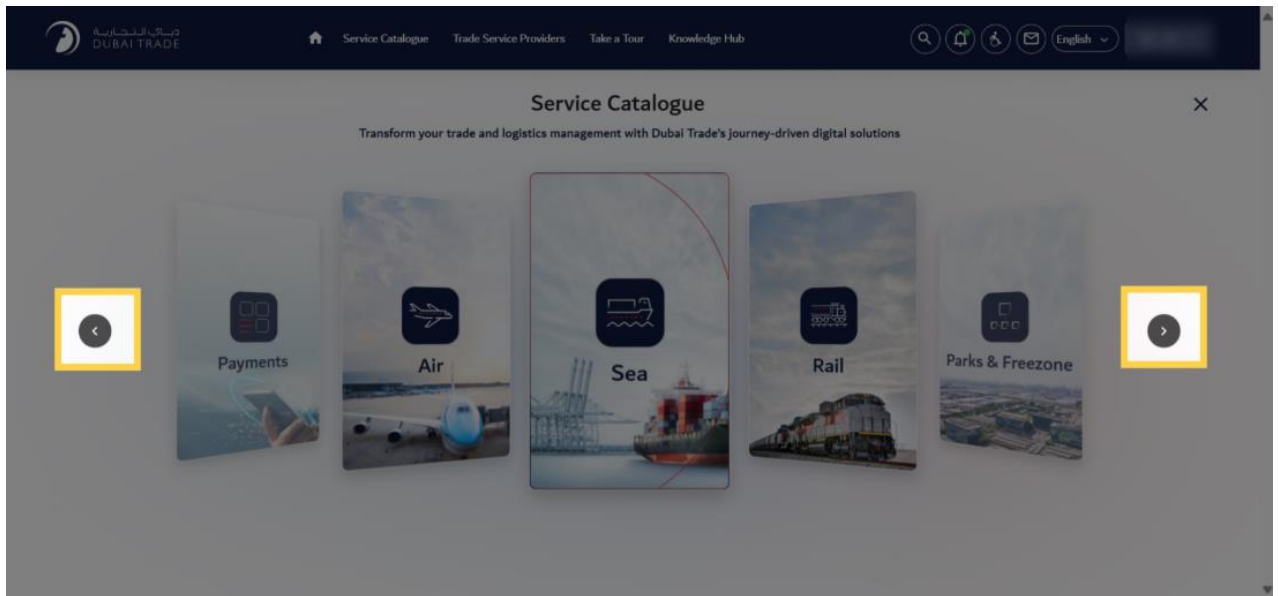
To view the all the assigned services, please navigate to the service catalogue section and choose your preferred service category.
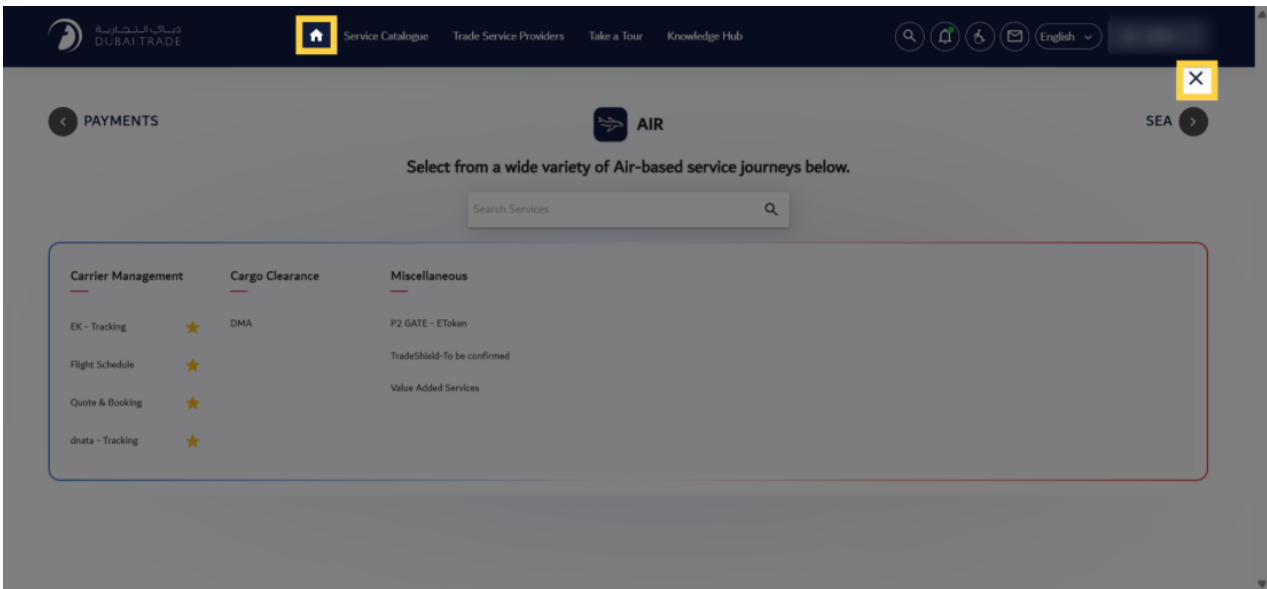

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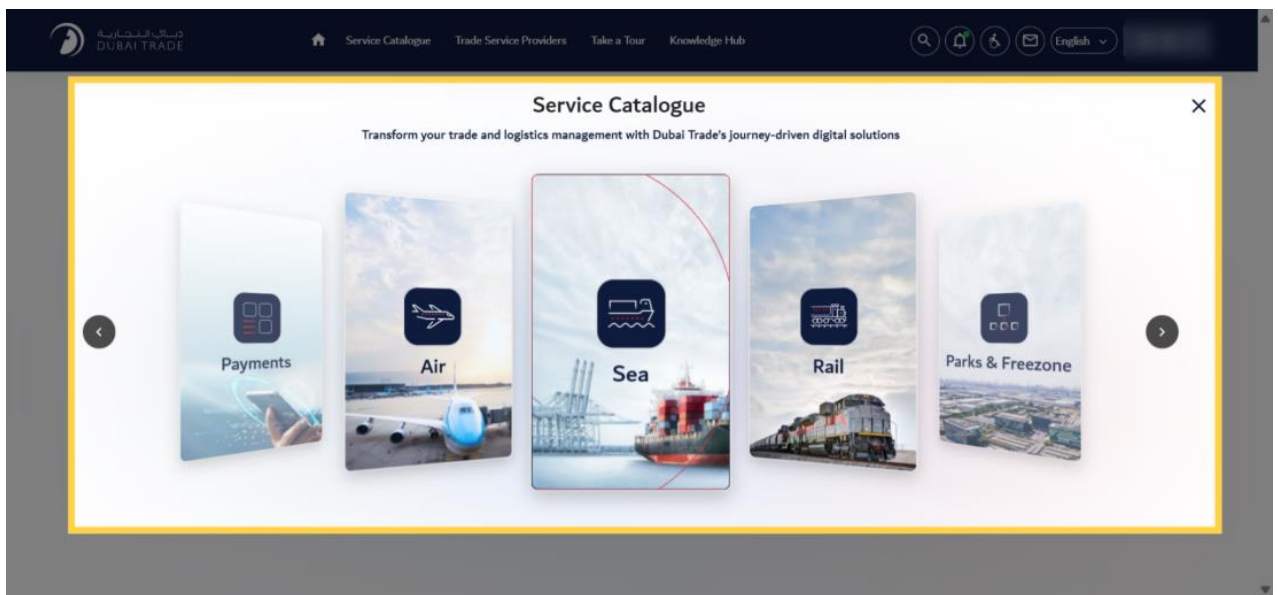
The list of services assigned to the user will be displayed here. Click on the service name you want to access from this page.
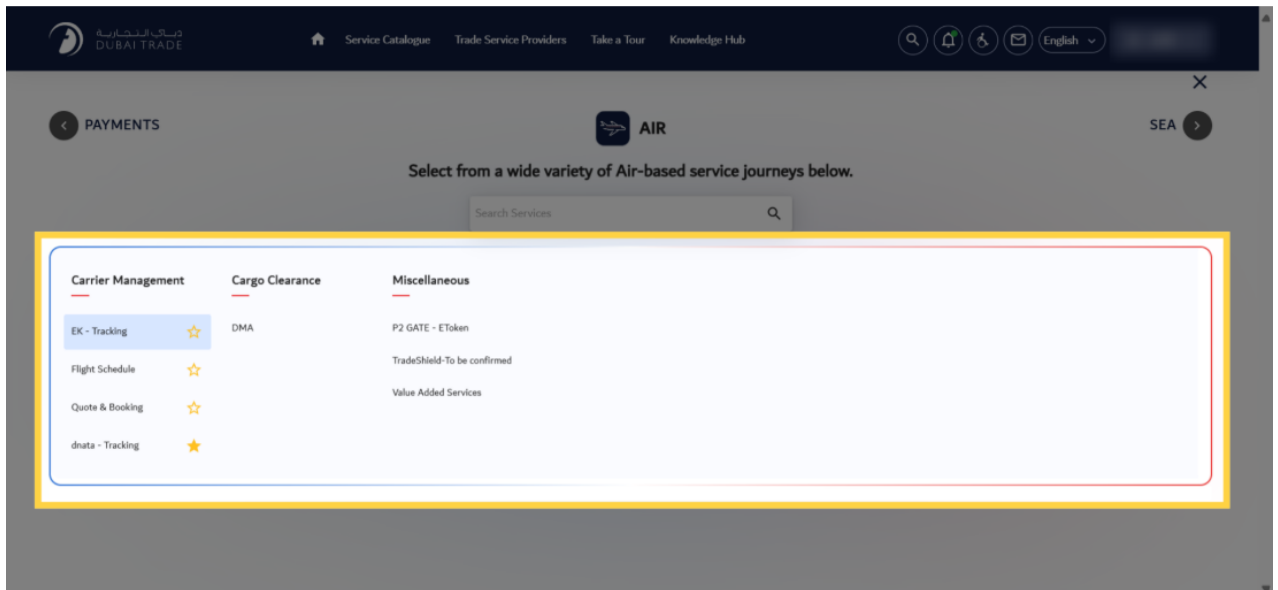
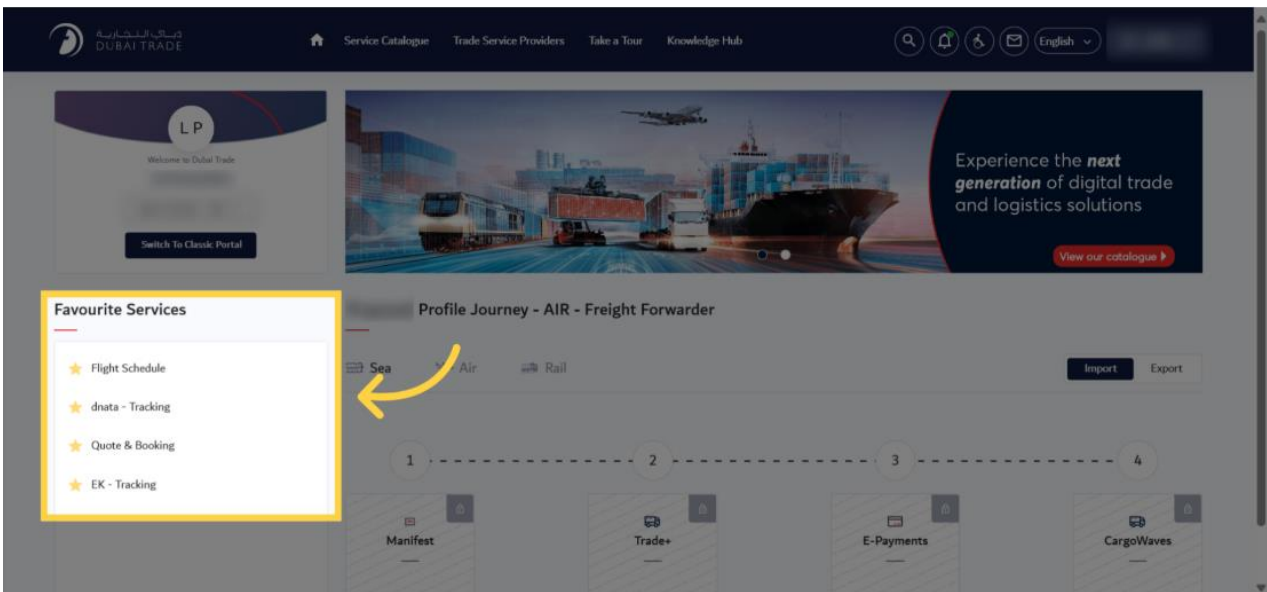To flag or unflag **favourite services**, select or deselect the "star" icon next to the preferred service.
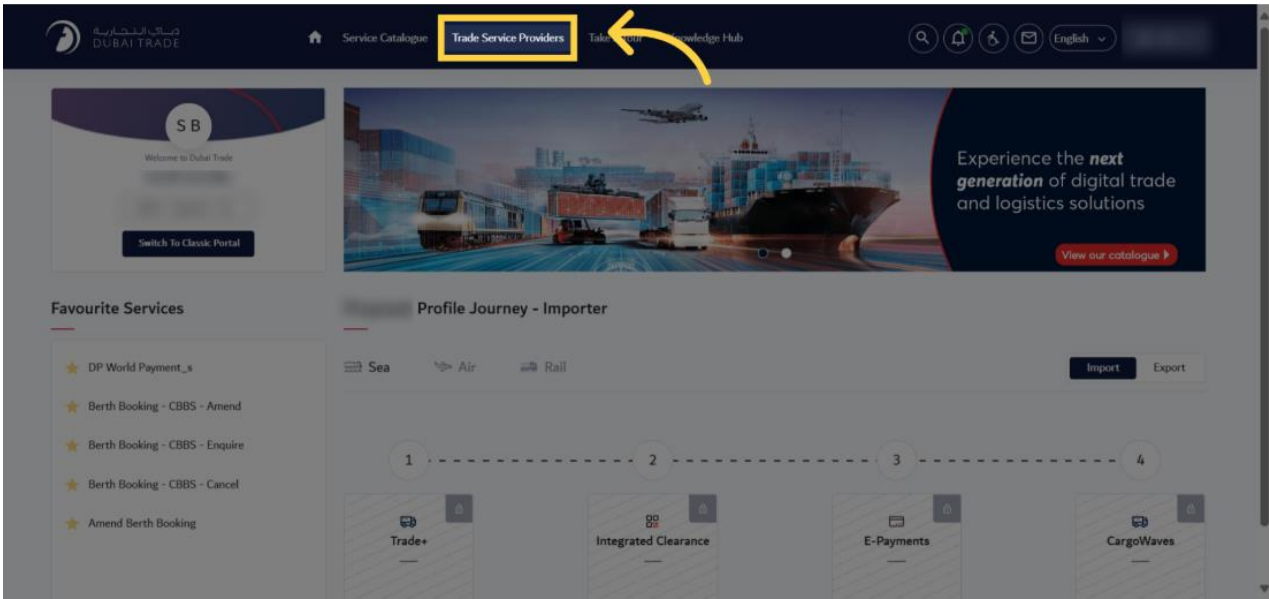

# DT SW Landing Page features
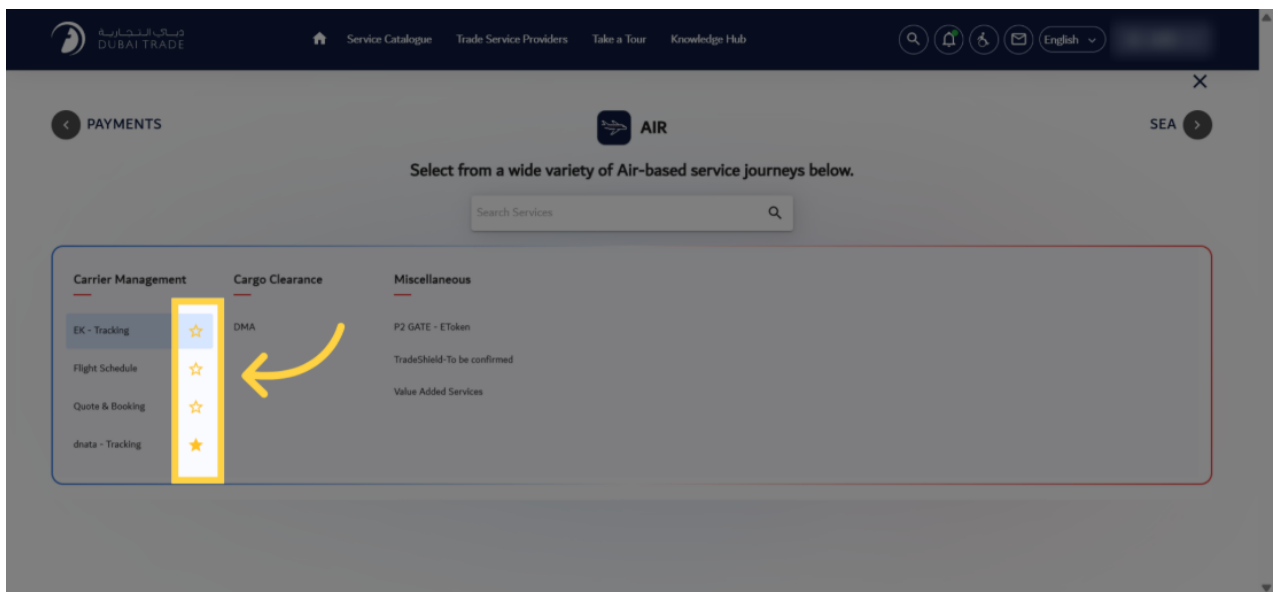
Click the Home button or Close to go back to the homepage.

The flagged services will now be displayed here and the unflagged services will not be visible in this section.
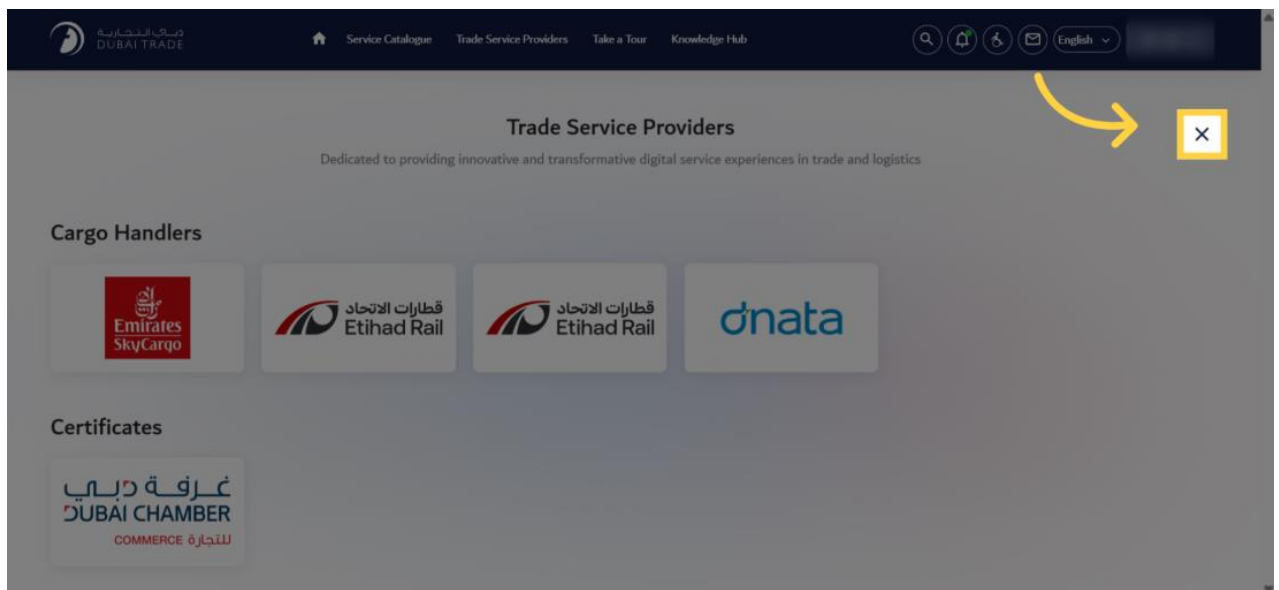

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The 'Trade Service Providers' section has the information about our relevant partners onboarded on the Single Window Platform.

Click on the provided link to view detailed information about trade service providers.


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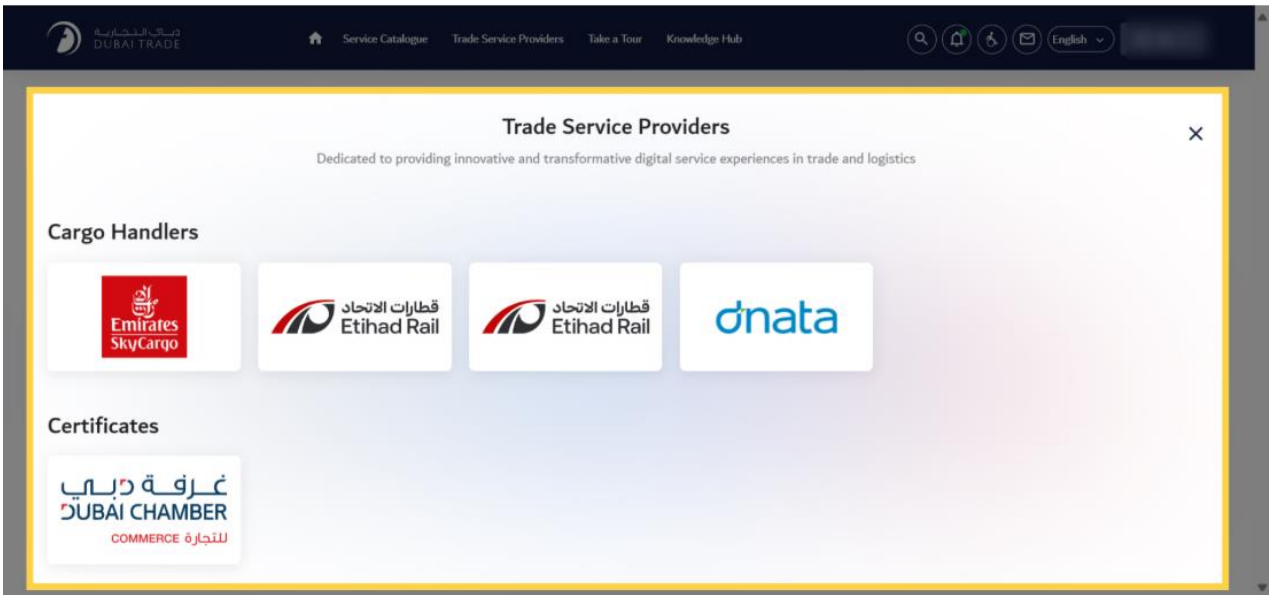
Click on close to go back to the landing page.

The "**Knowledge Hub**" section is where you can find the Training booking links and information about various services, including service overviews, FAQs, manuals, video tutorials, and more.
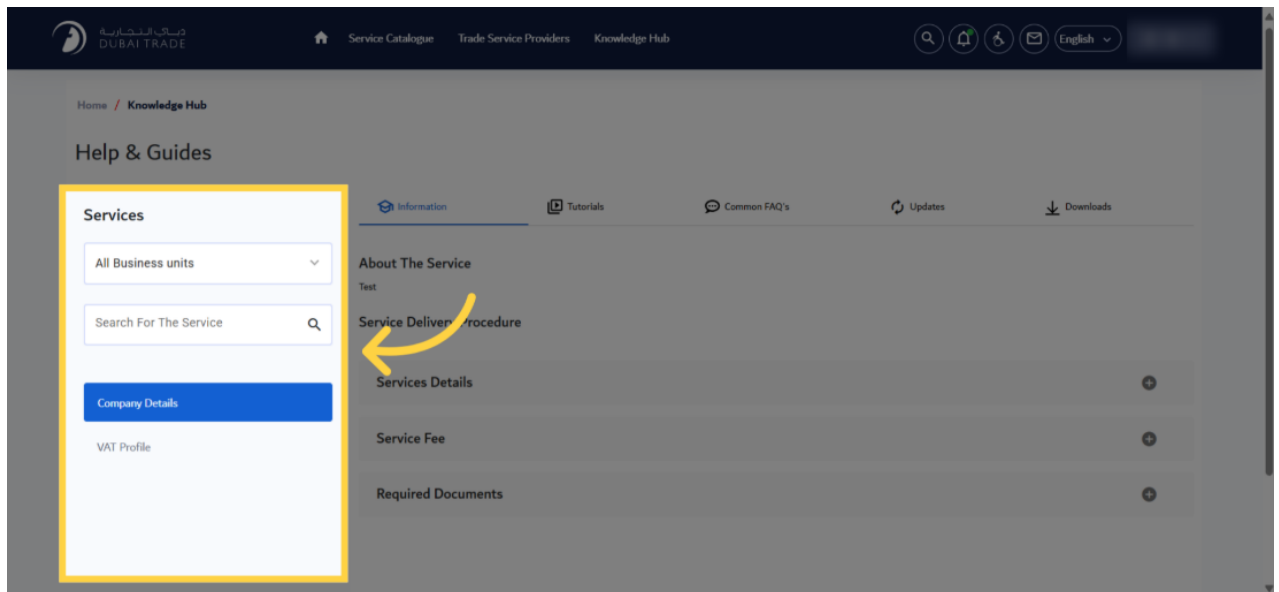

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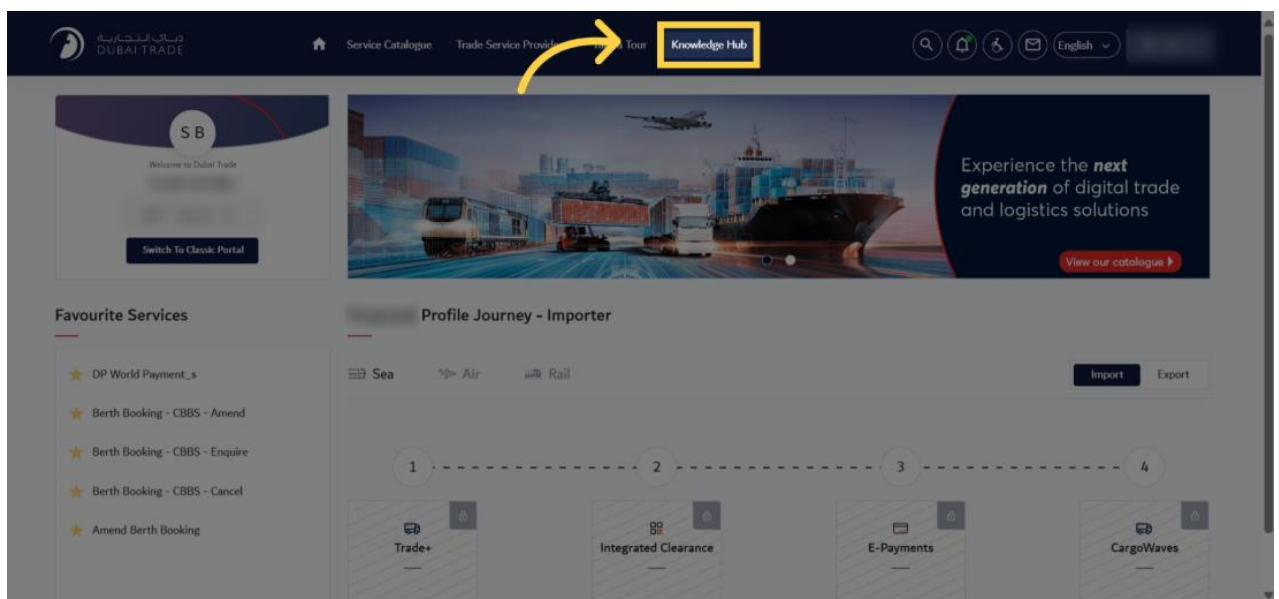
Click on **Training** to view available trainings and **Help and Guides** to access support materials.
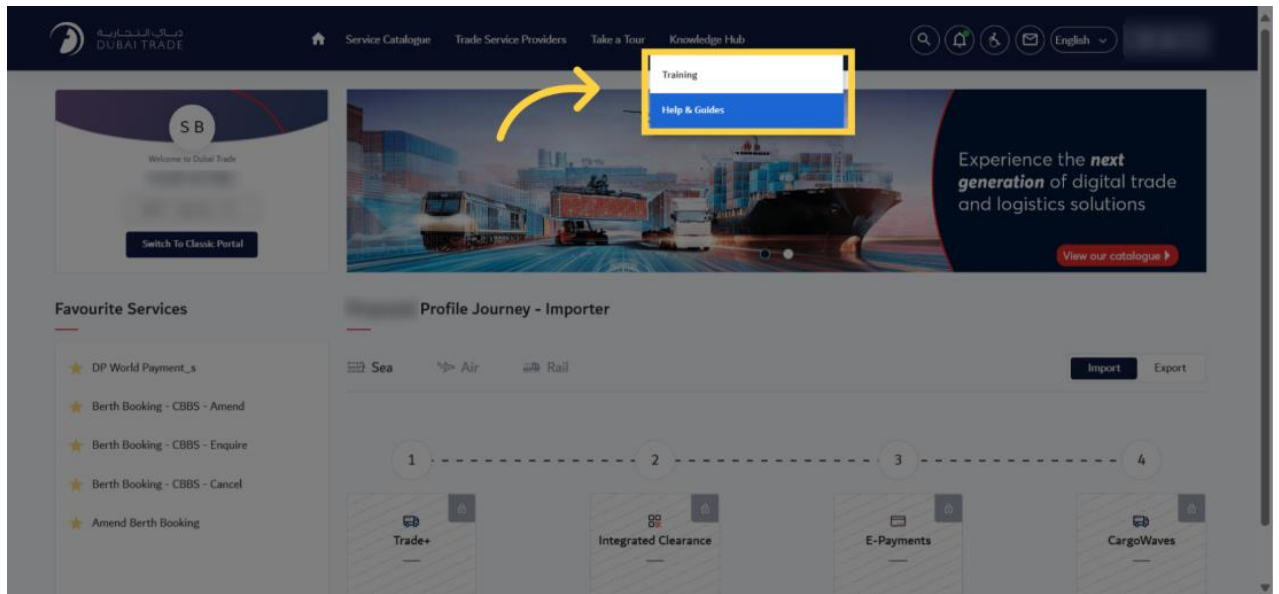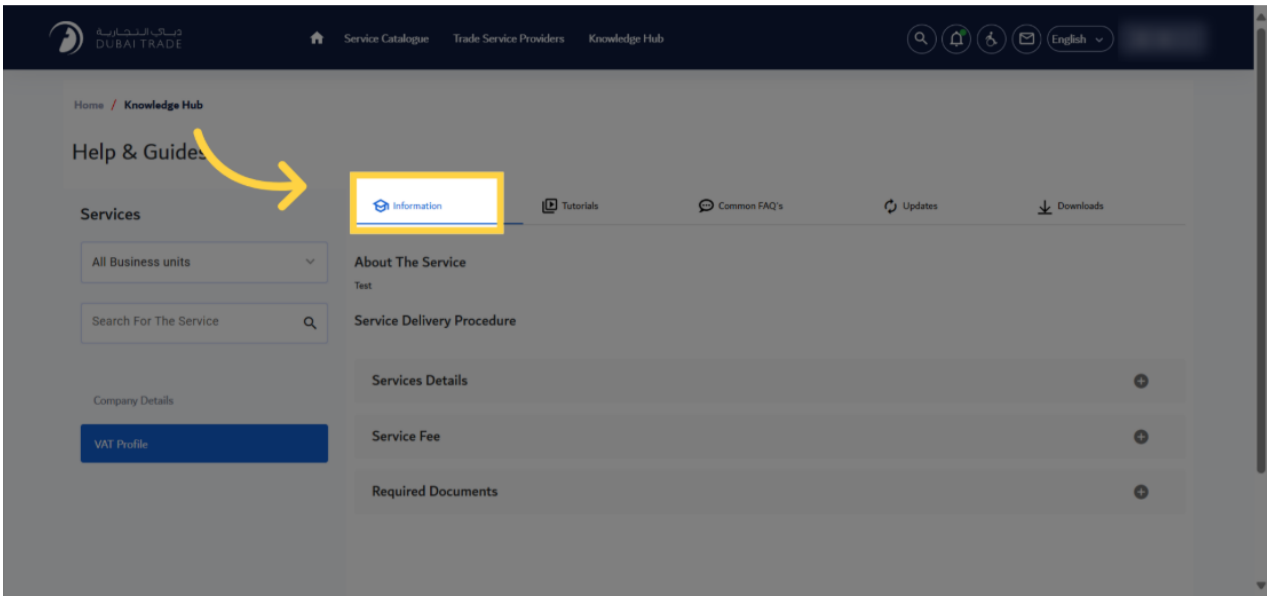

Help & Guides

To search for services information, please filter by Business Unit or by Searching the service name. The services with available support materials will be listed below.
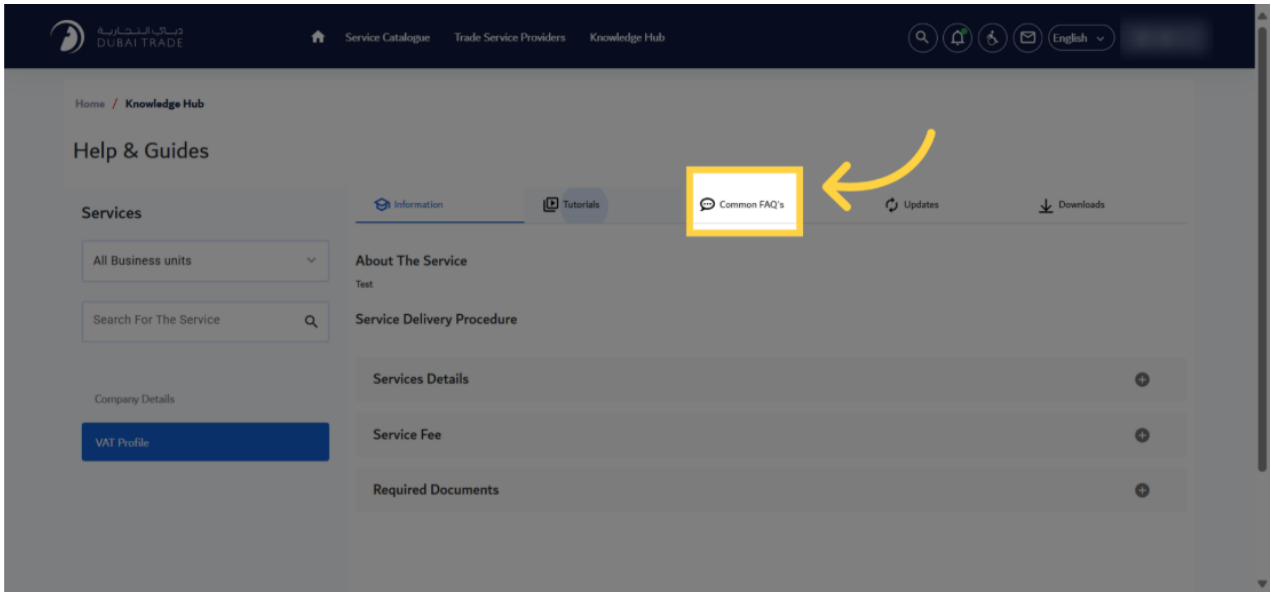

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This section will display basic information about the selected service.

Video tutorial for the service will be available here.

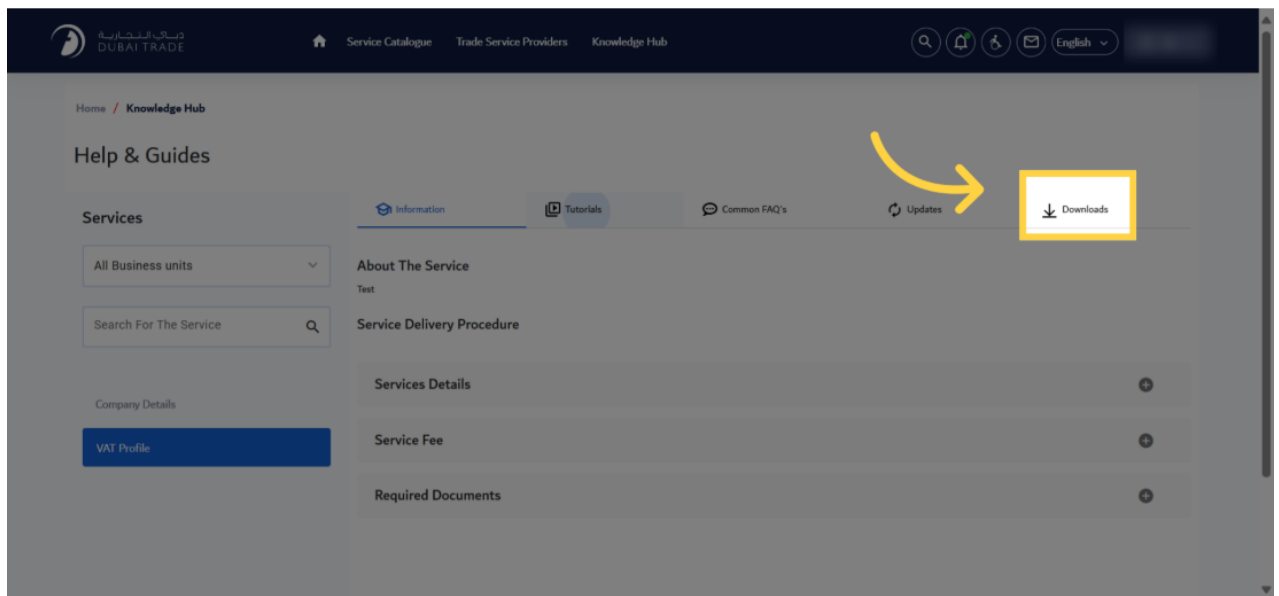# DT SW Landing Page features
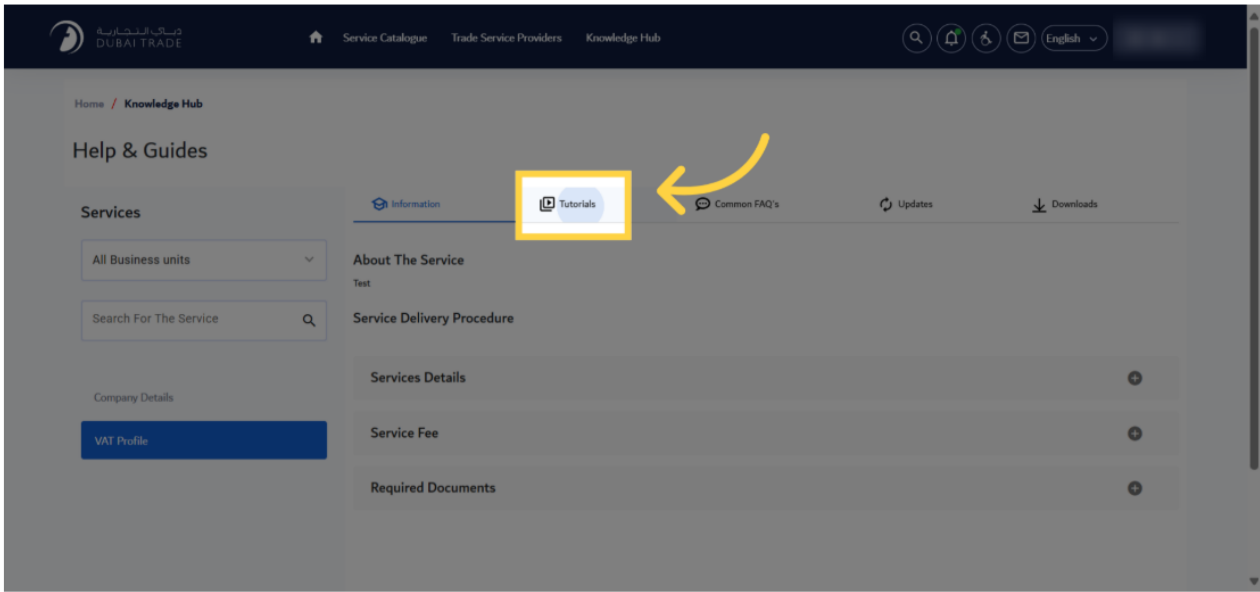
Access the Frequently Asked Questions here

Service updates will be available here
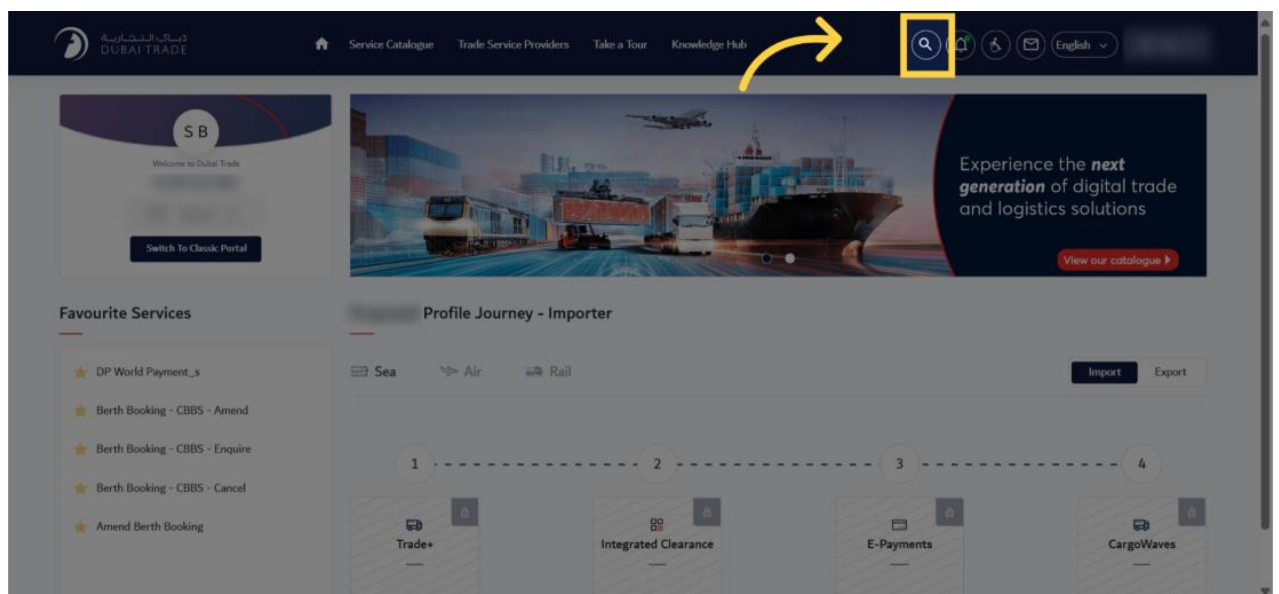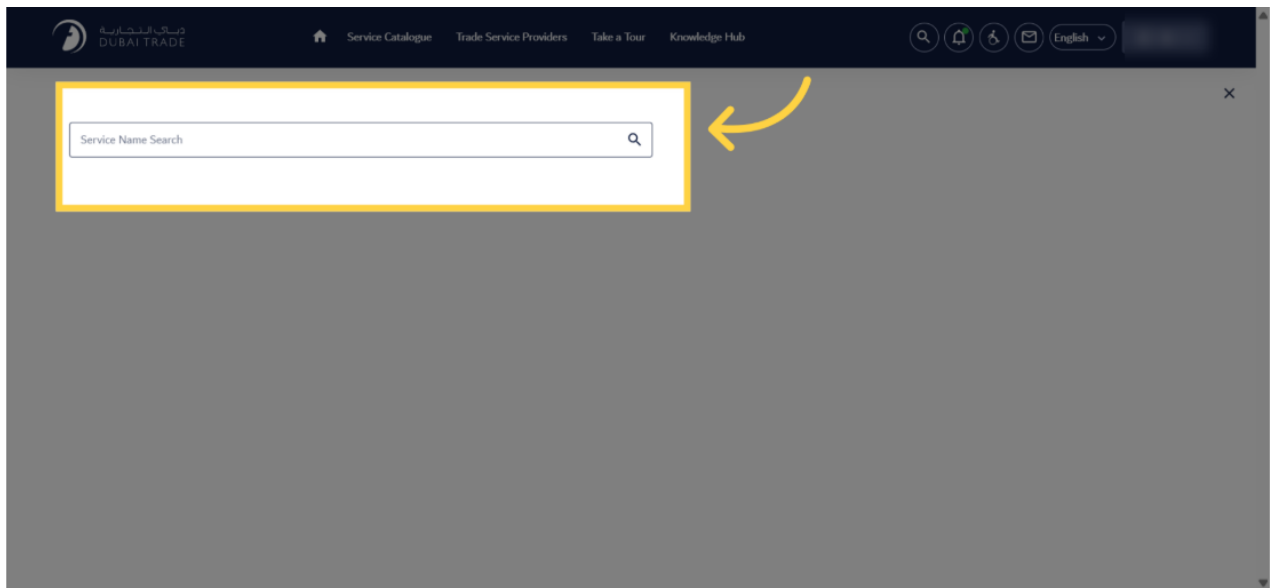

DT SW Landing Page features
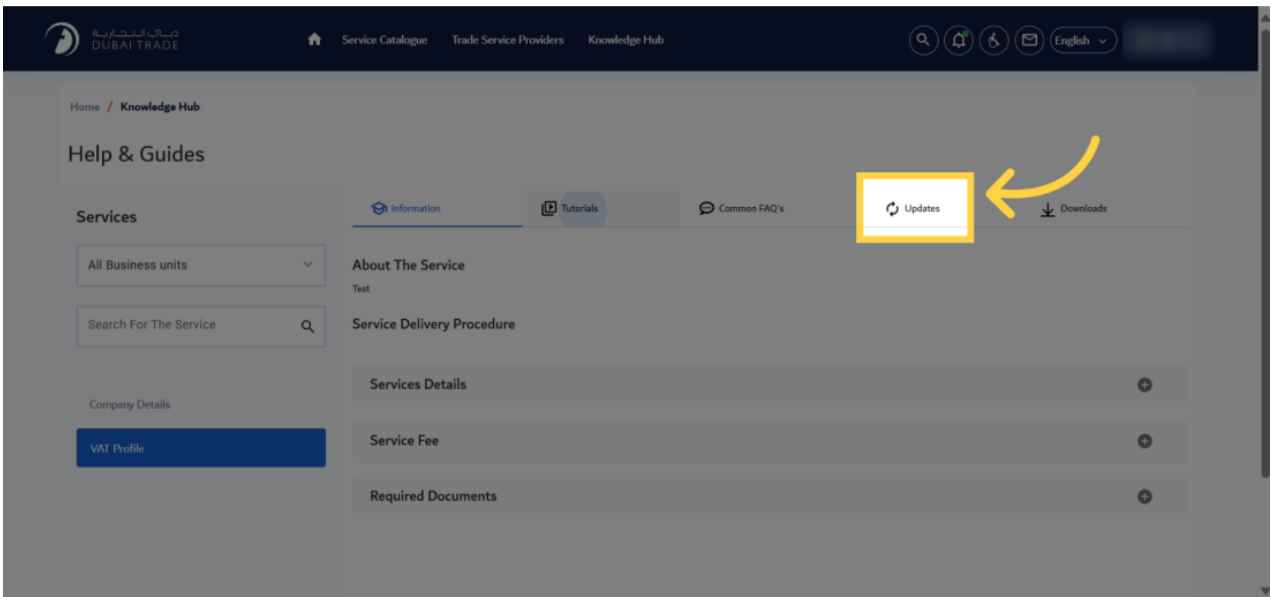
And the user manuals can be accessible here.
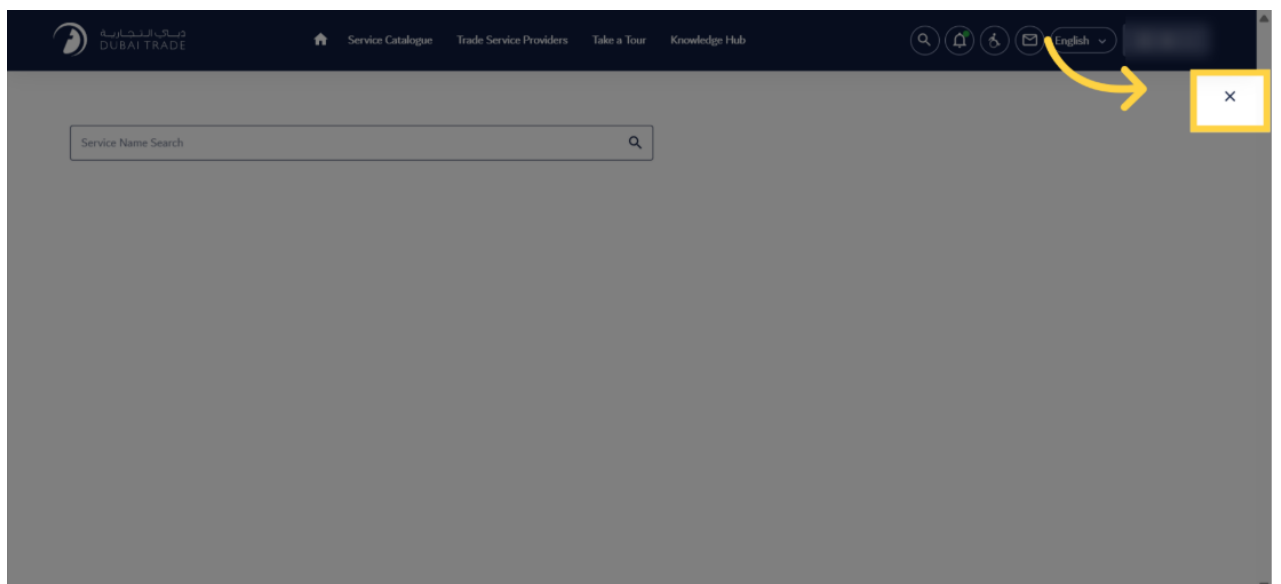

Use this centralized global search function that allows you to quickly find services, or information across the entire platform with a single query.
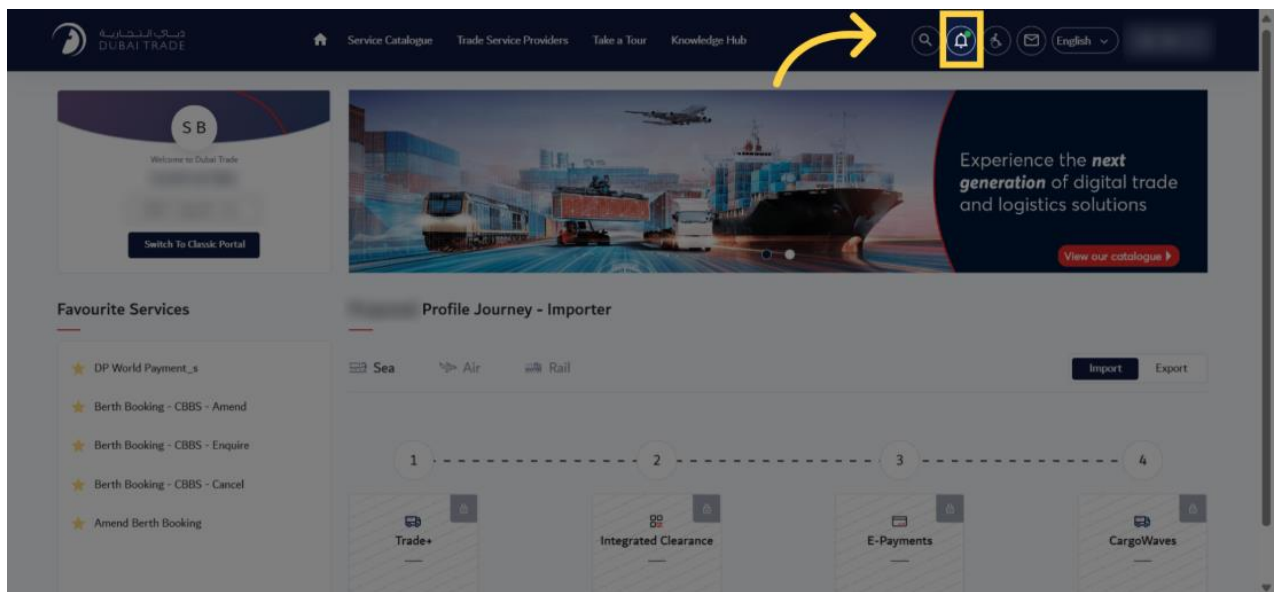

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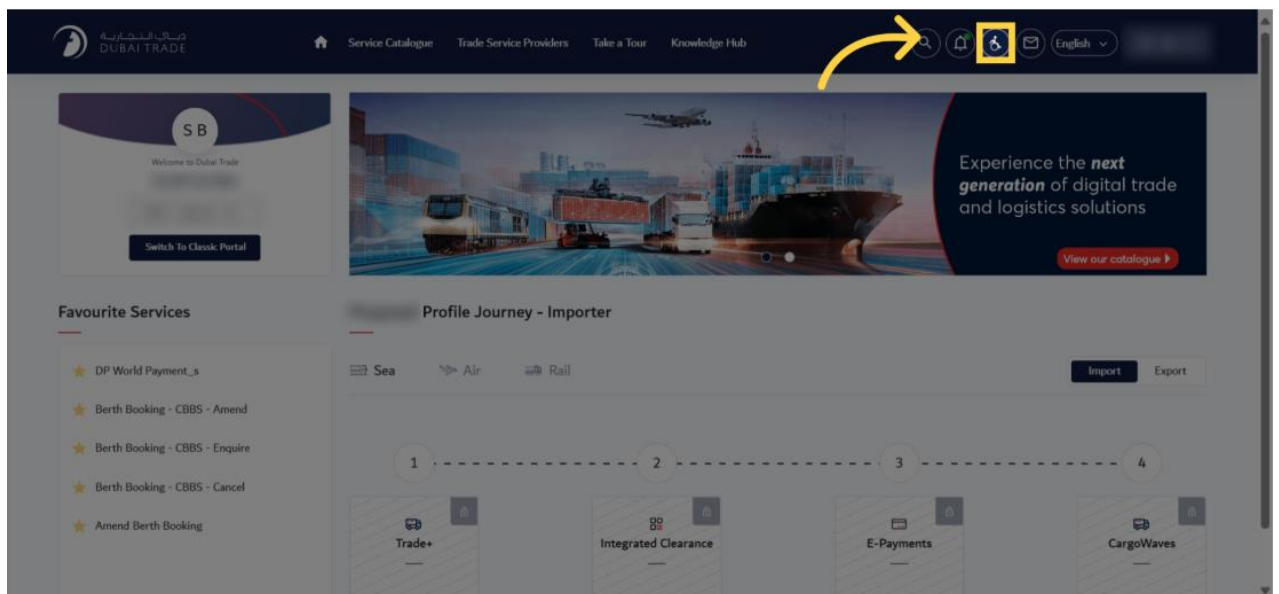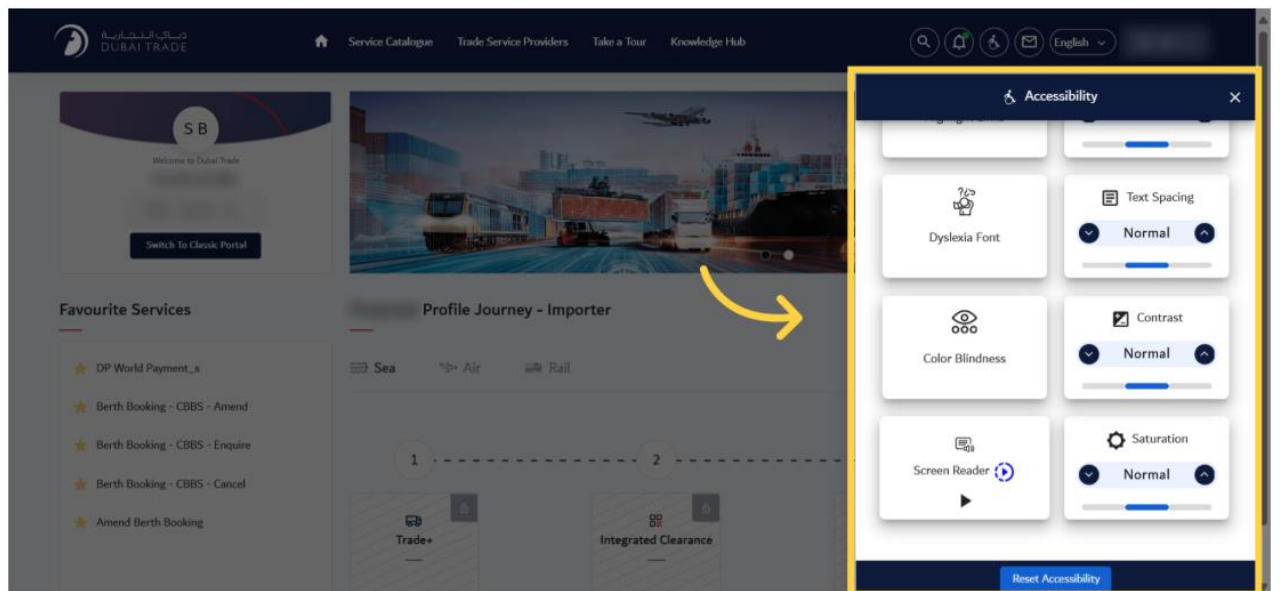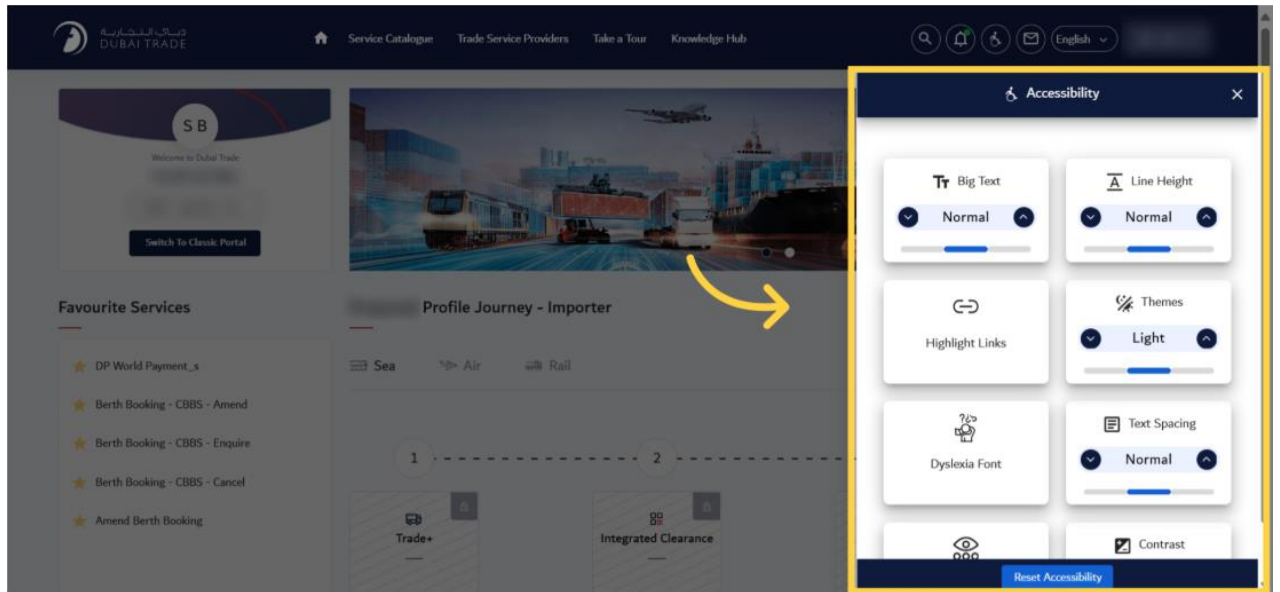Click close to go back to the homepage.

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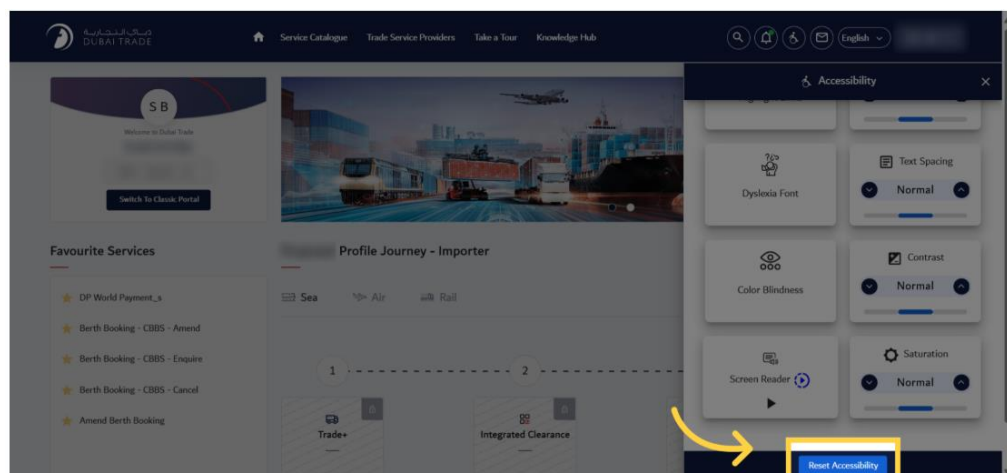
All your notifications will be displayed here.

The accessibility section is designed inclusive experiences that cater to all users, regardless of their physical or cognitive limitations. Such as Color blindness, dyslexia, font sizing etc.
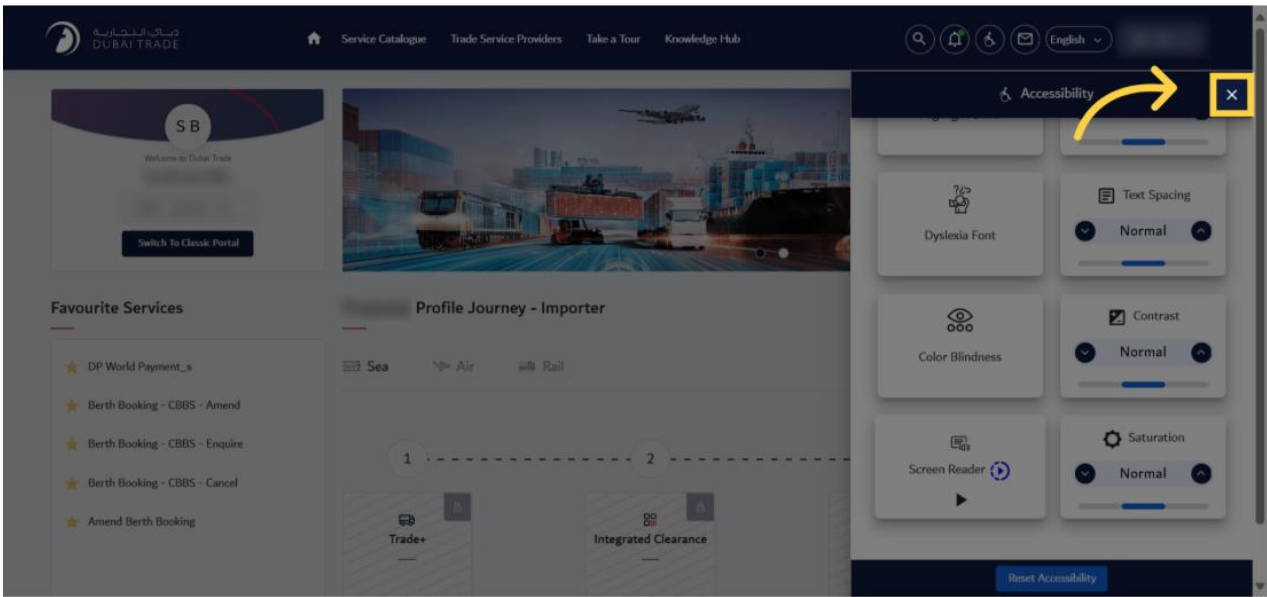

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Click here to reset selected accessibility functions.
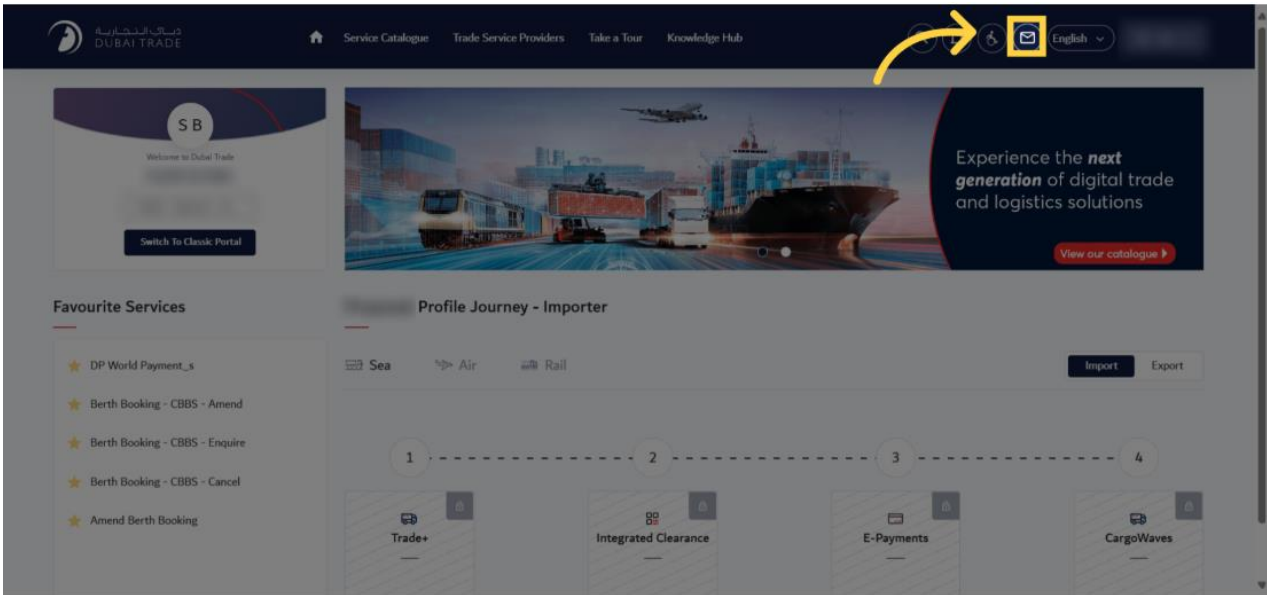

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Click close to go back to the homepage.

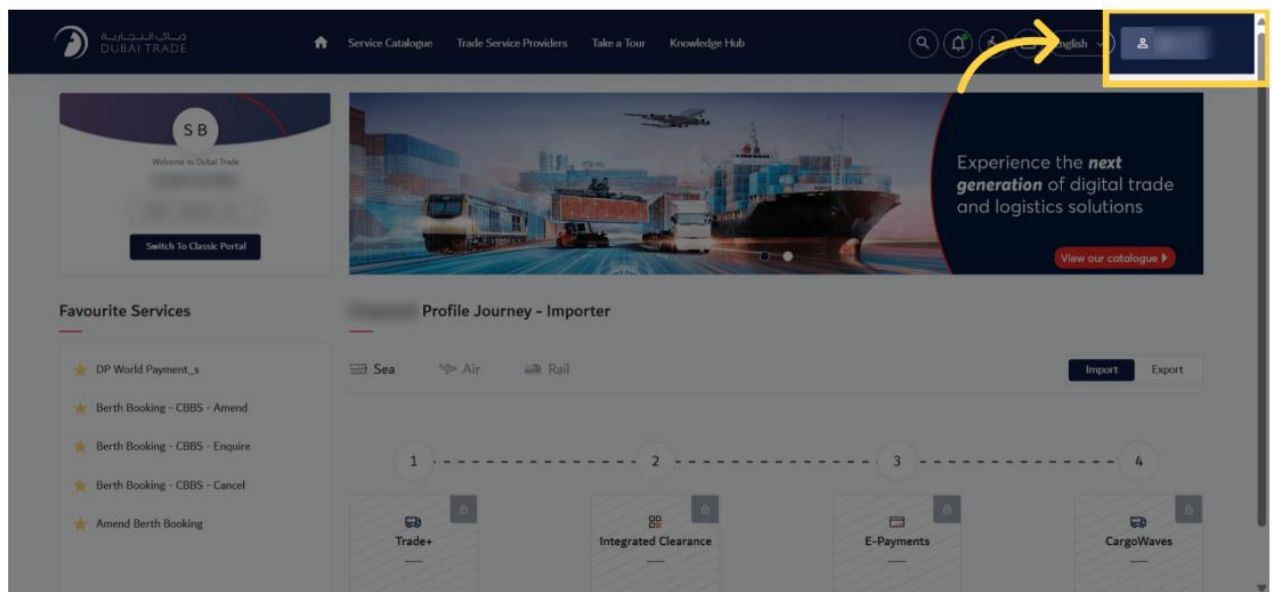You can access the Message Center from this section.
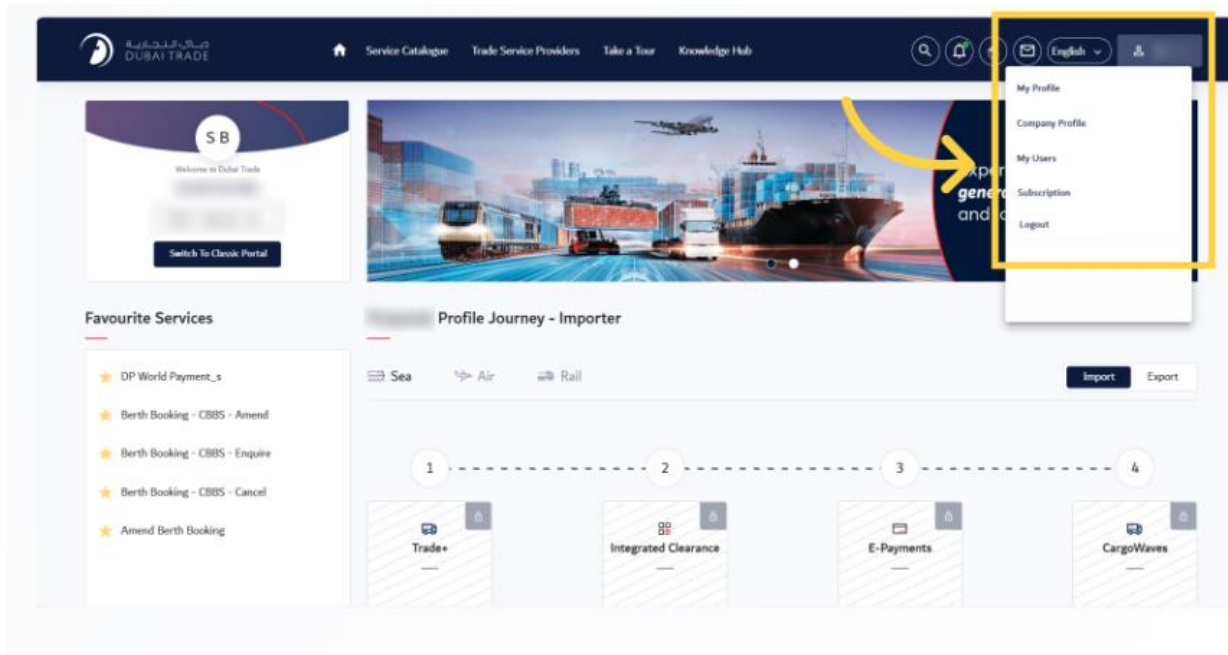

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You can switch your preferred language here to either English or Arabic.
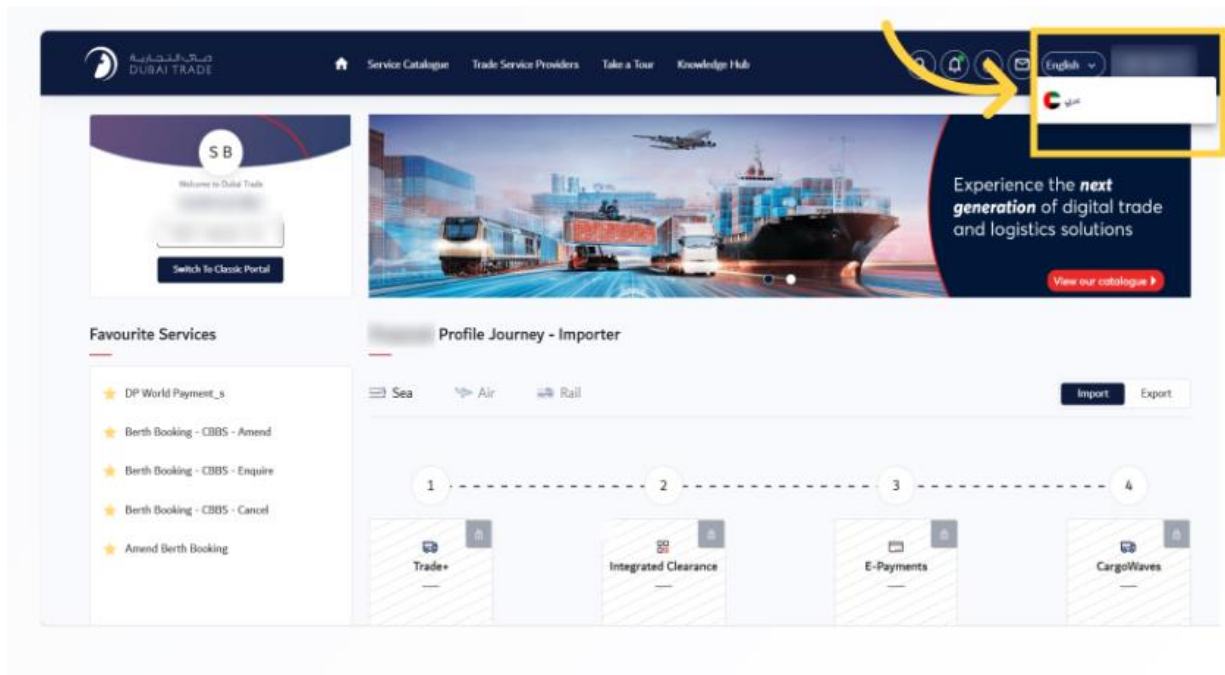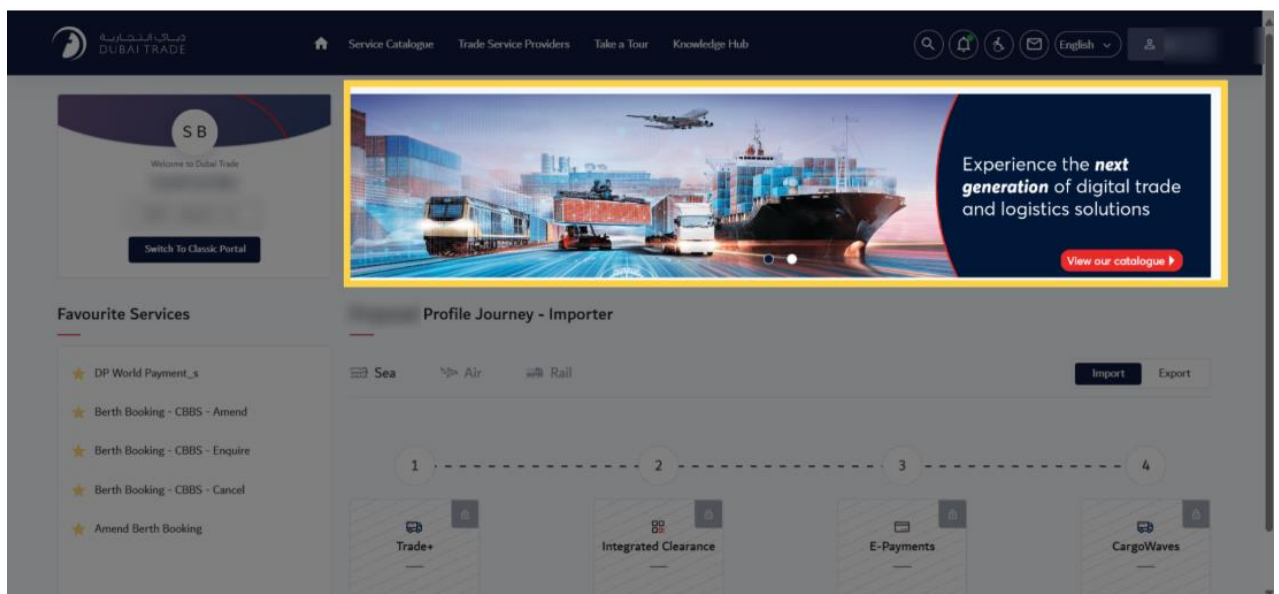

Click on the user icon to access My Profile, Company Profile, My Users, and Subscription services along with the option to Log Out from your account.

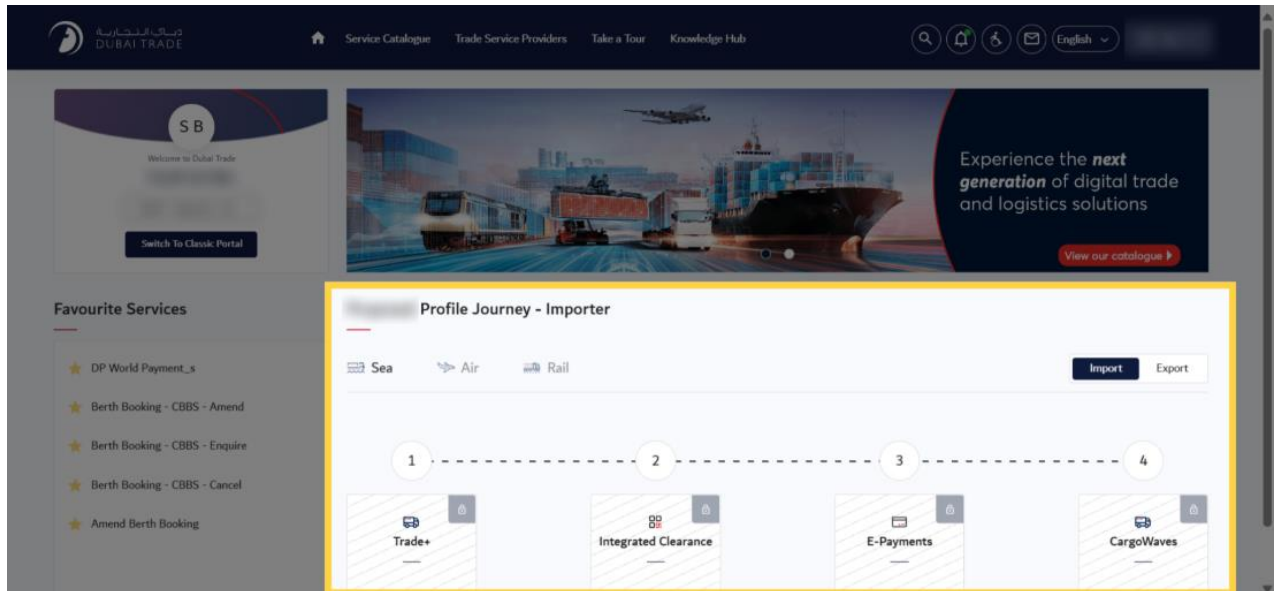# DT SW Landing Page features

The banner section of the portal provides a space to highlight key announcements, promotions, or important updates for users.
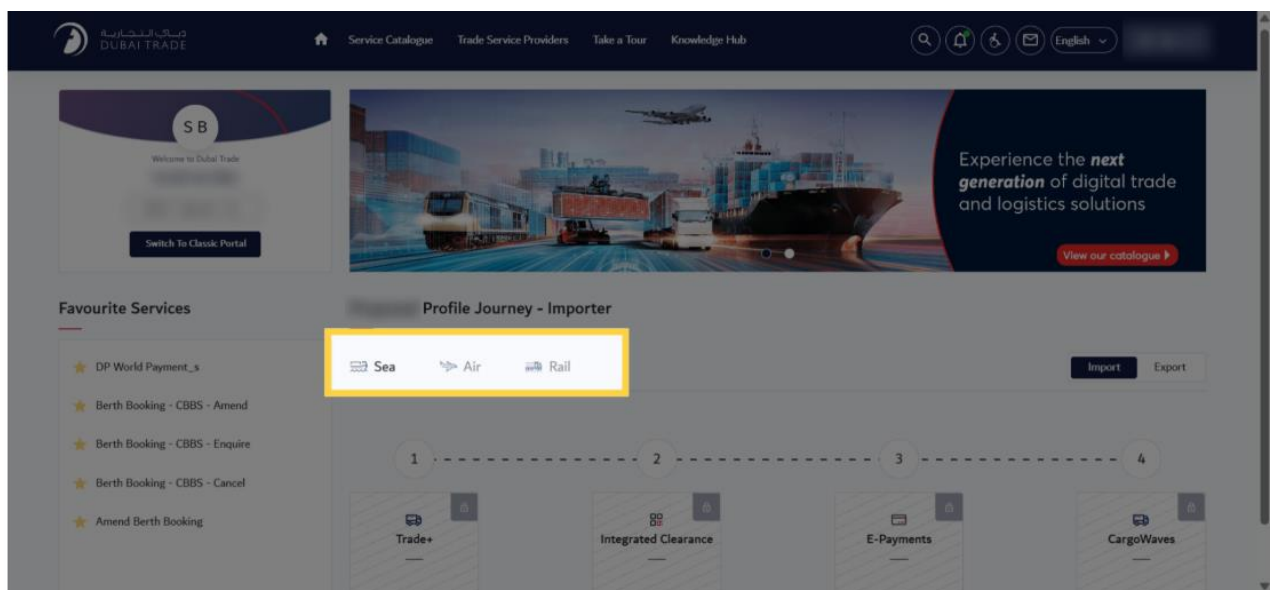

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The Proposed Profile Journey links together the key services required to complete end-to-end Import and Export processes across different modes of transport, including Sea, Air, and Rail. The journey is tailored to the nature of each business role, such as Consignee, Shipping Agent, Clearing Agent, Freight Forwarder, Airline Agent, Haulier, or Freezone Licensee, ensuring a customized and efficient experience.
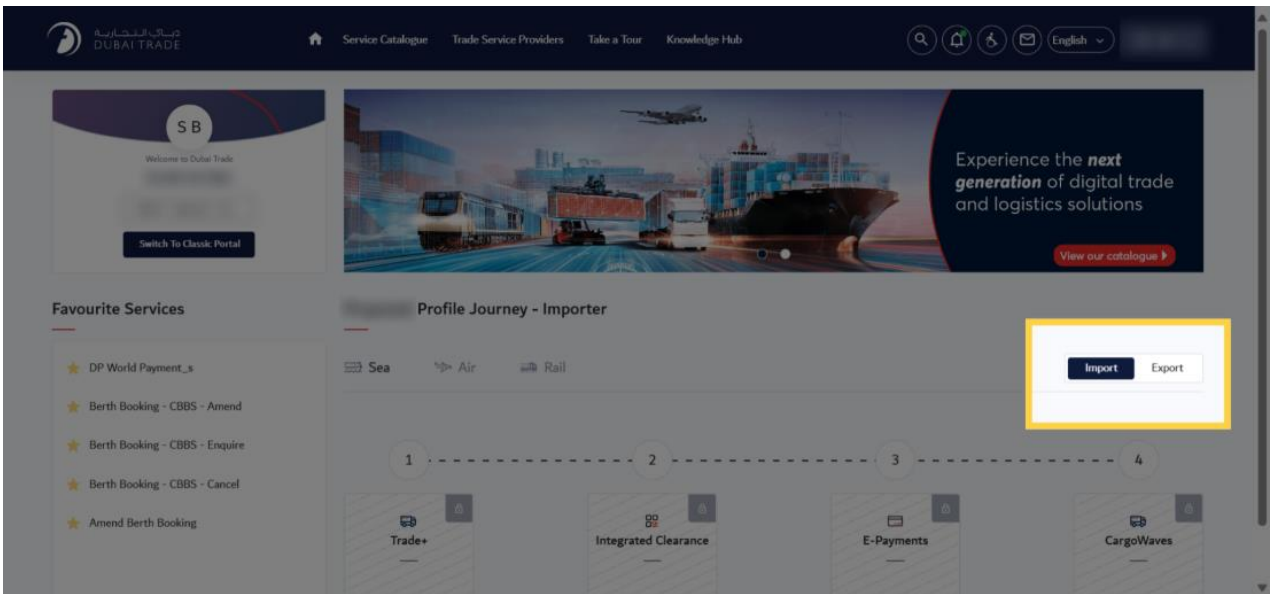

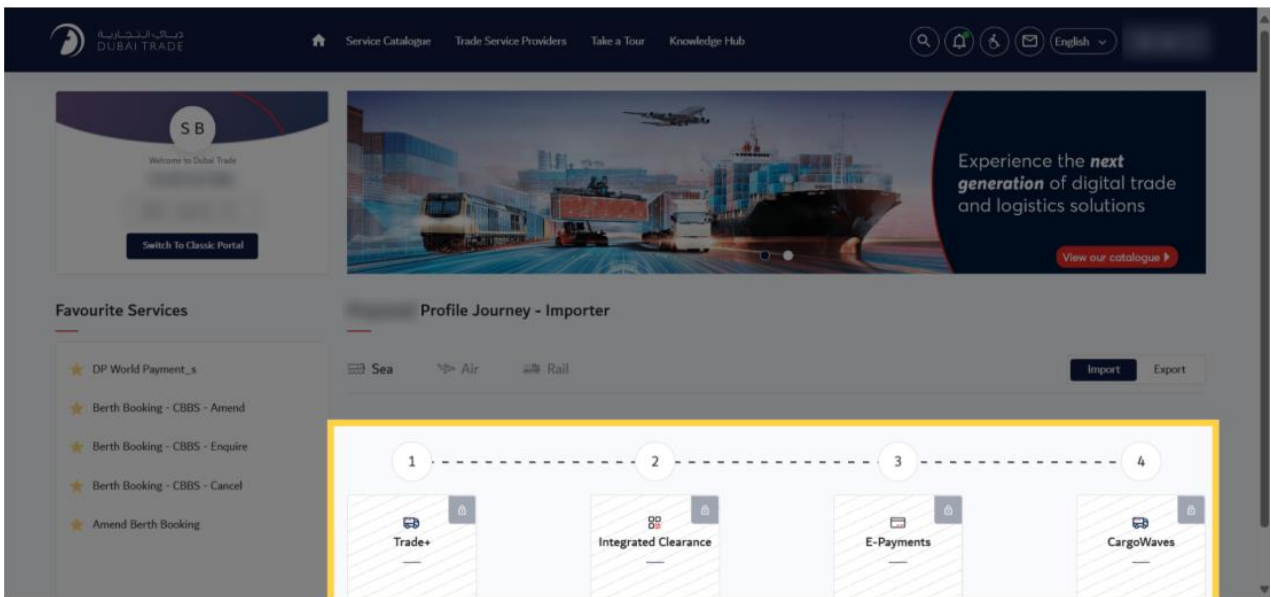Choose your preferred Transport journey
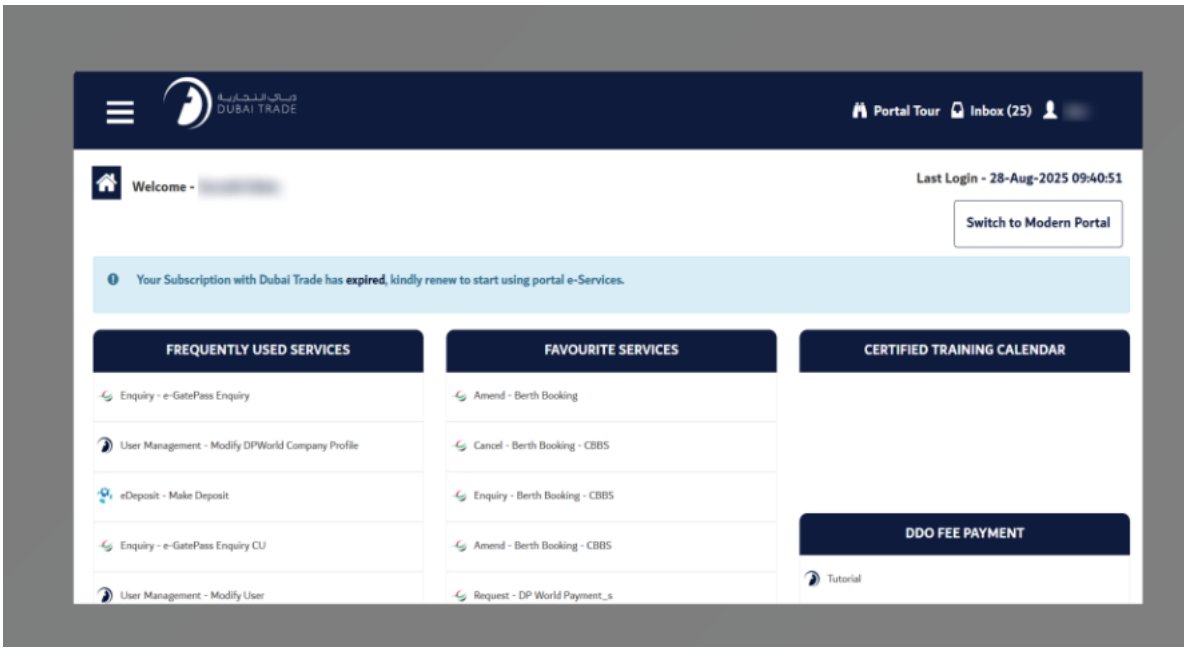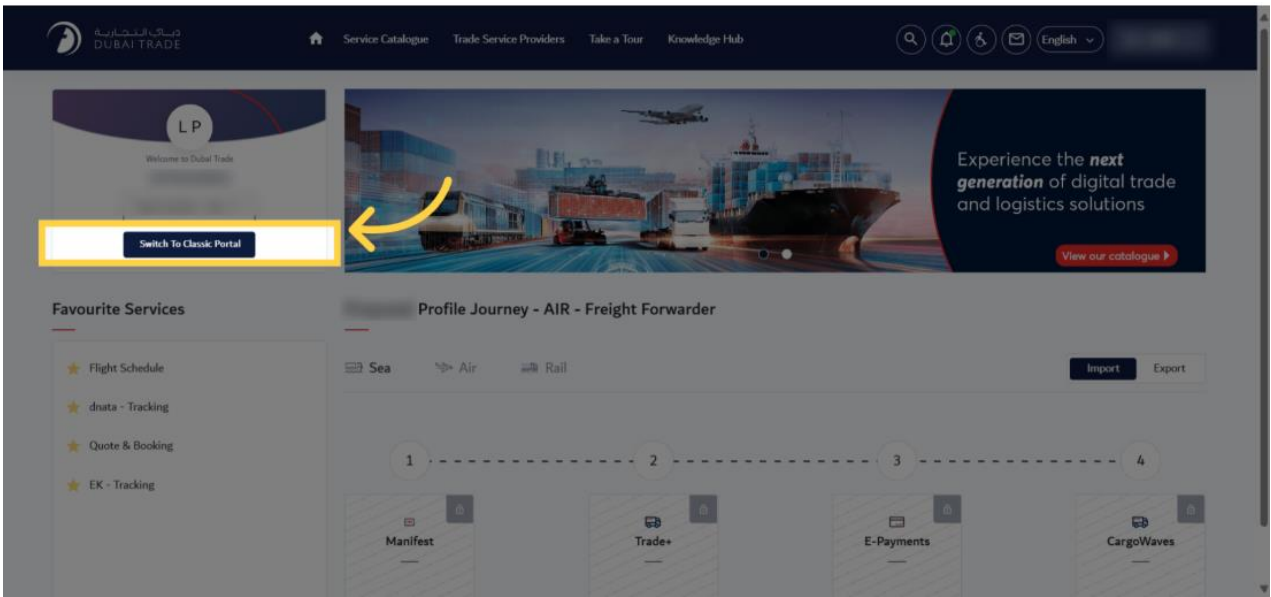

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Choose either Import or Export journey here.

Navigate from one service to another, with information automatically pre-filled to reduce duplication.

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You are given certain amount of time to still switch to the classic portal by clicking on this option.

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You can always go back to the new Single Window platform by clicking "Switch to Modern Portal".
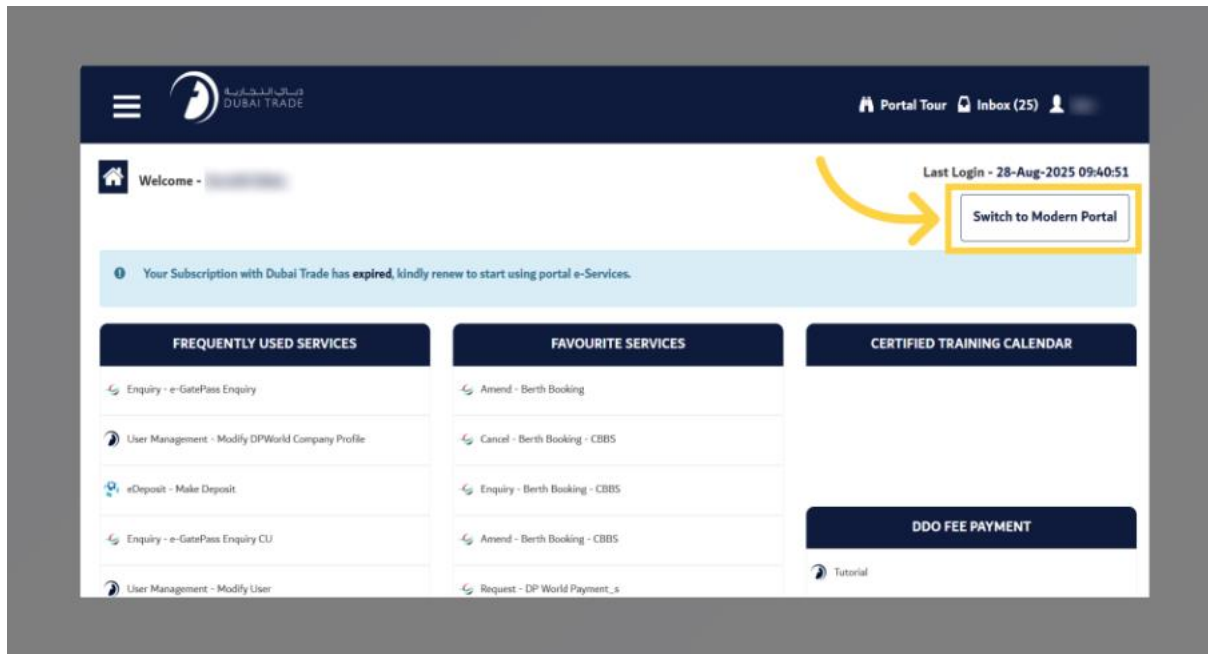
This guide walked you through navigating the new Dubai Trade Single Window's landing page features for confident platform use.

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