DP World
User Management User's Manual

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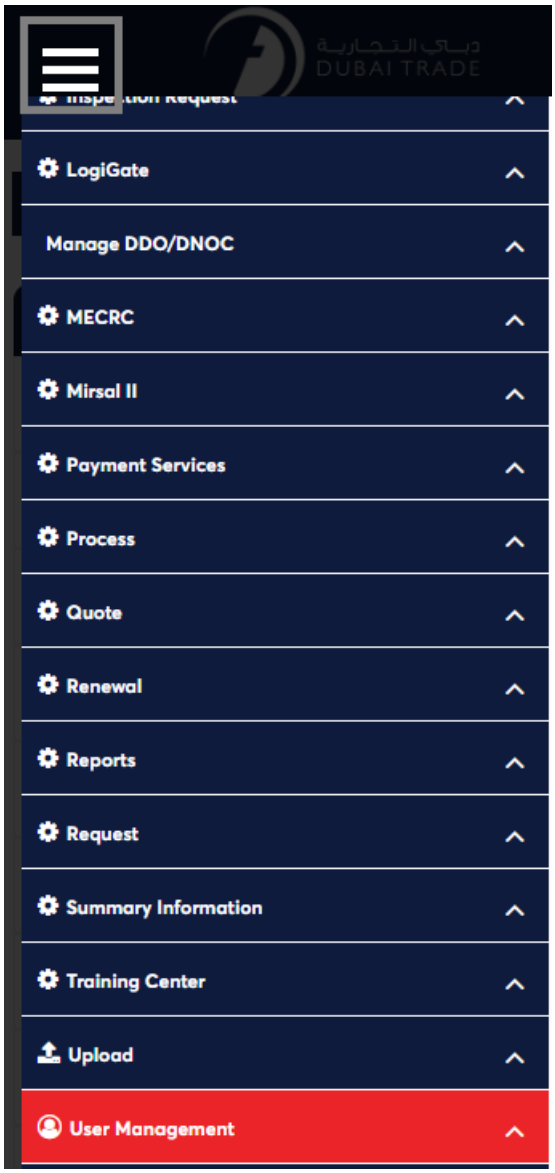
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Introduction

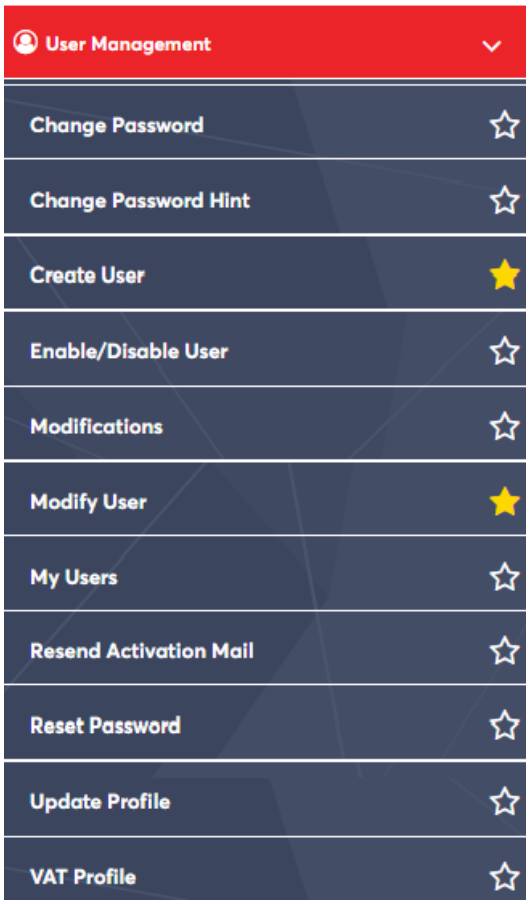
User Management is a suite of services that enables the Dubai Trade User and Admin User manage their company's account on Dubai Trade.

Navigation:

1. Login to **Dubai Trade**
2. Go to the **Services Menu**
3. Click on **User Management**

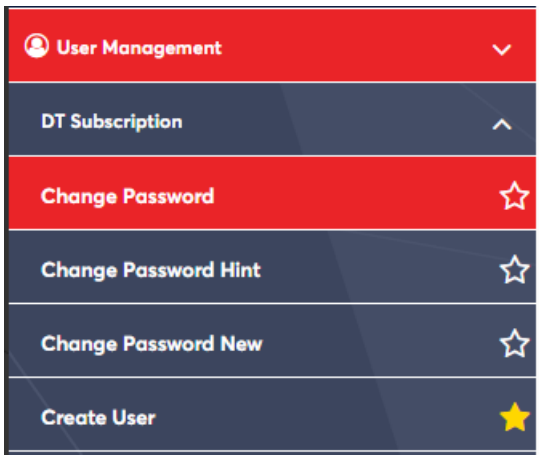


The below e-Services will be available

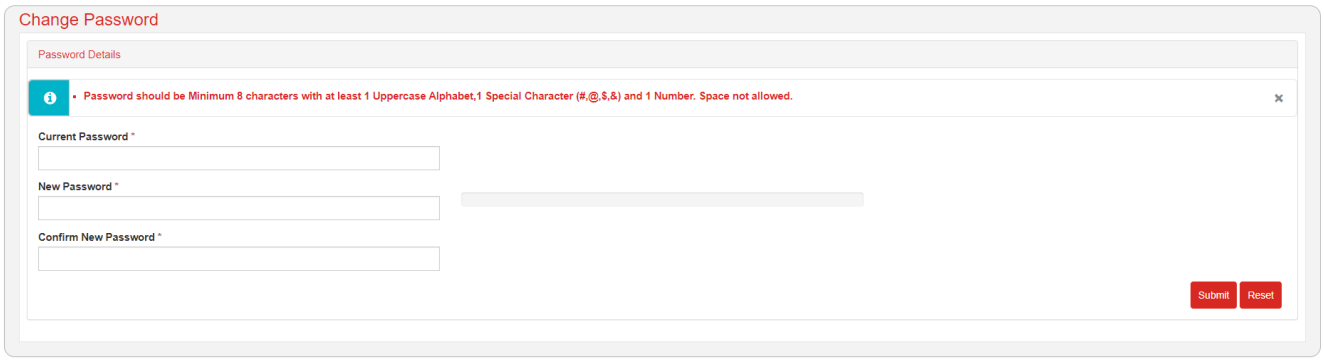


Procedure:

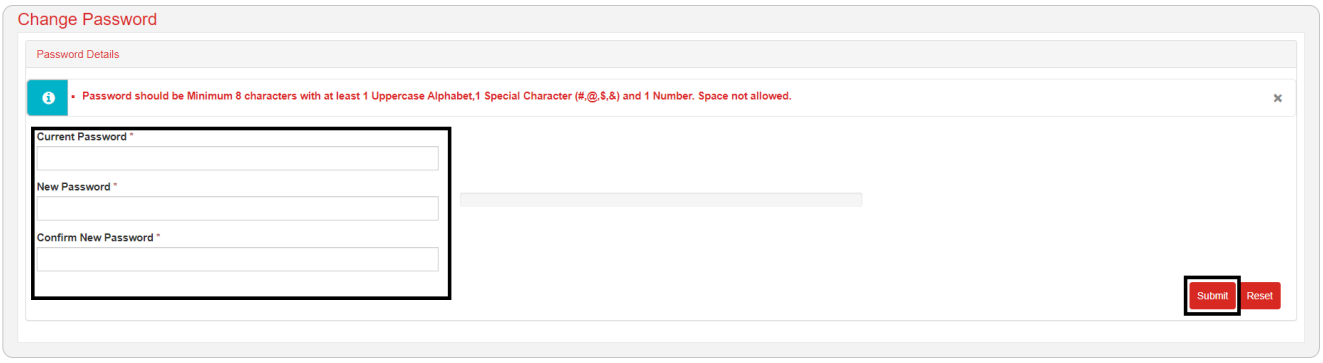
1. **Click** on "Change Password":



The below screen will be displayed

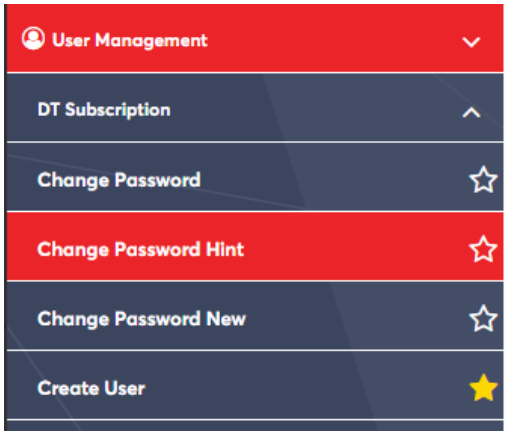


a. **Enter** the "Current Password", "New Password", and "Confirm New Password" fields *then* **click** "Submit":

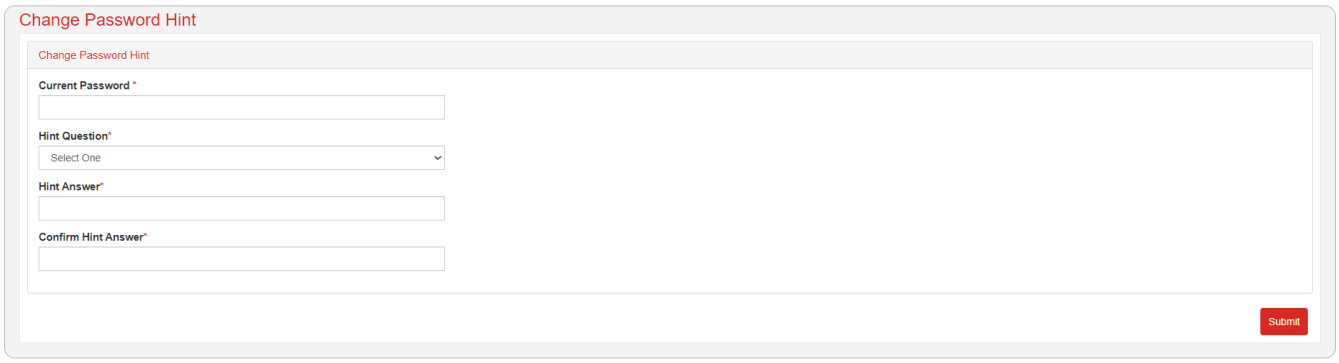


The "Reset" button will clear all the entered information on the screen.

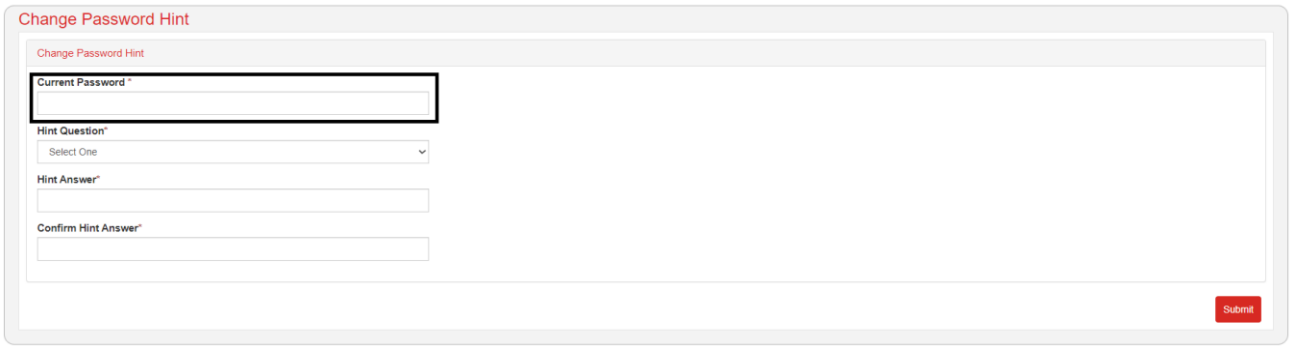
2. **Click** on "Change Password Hint":



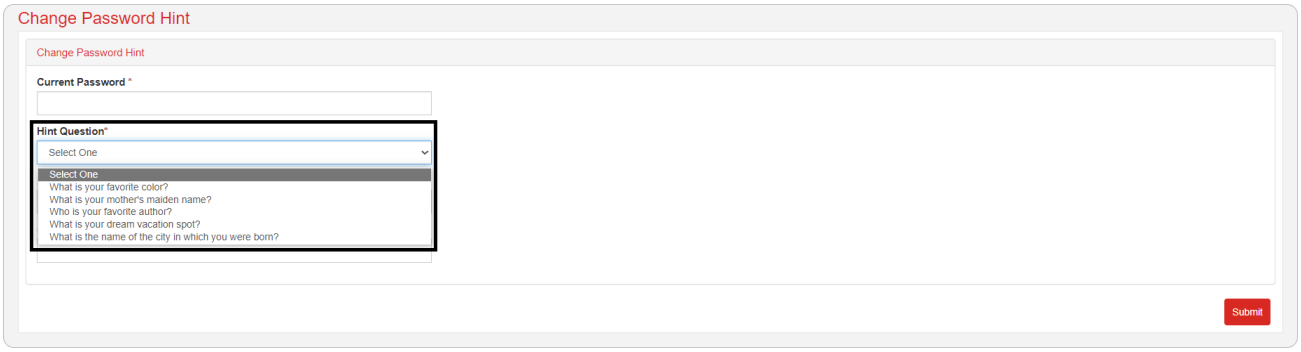
The below screen will be displayed



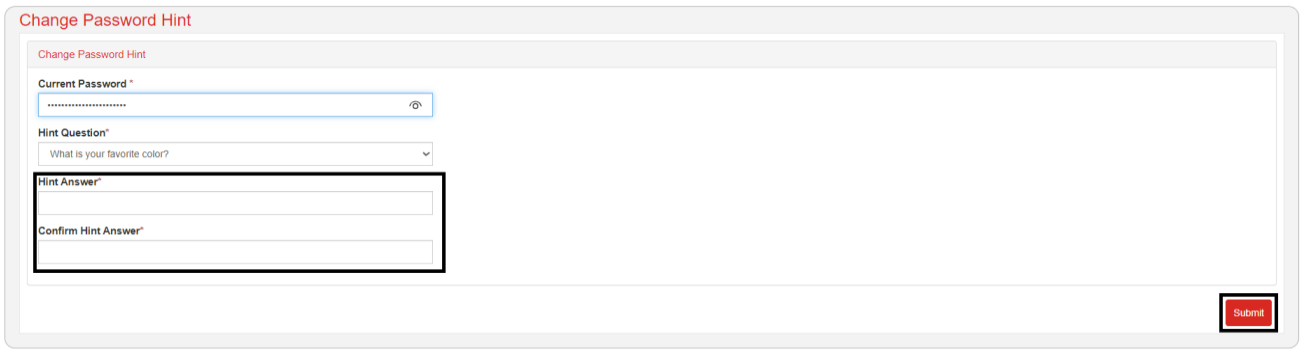
a. **Enter** the "Current Password":



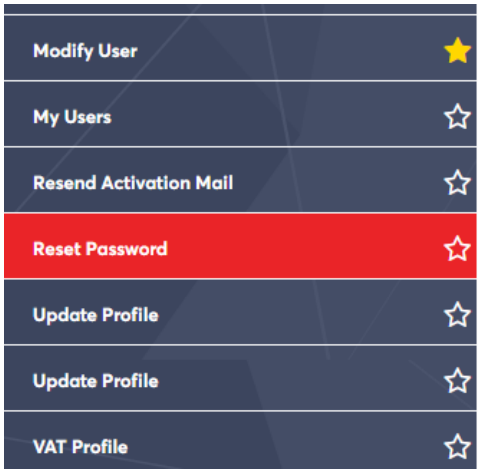
b. **Select** the "Hint Question" from the drop-down list:



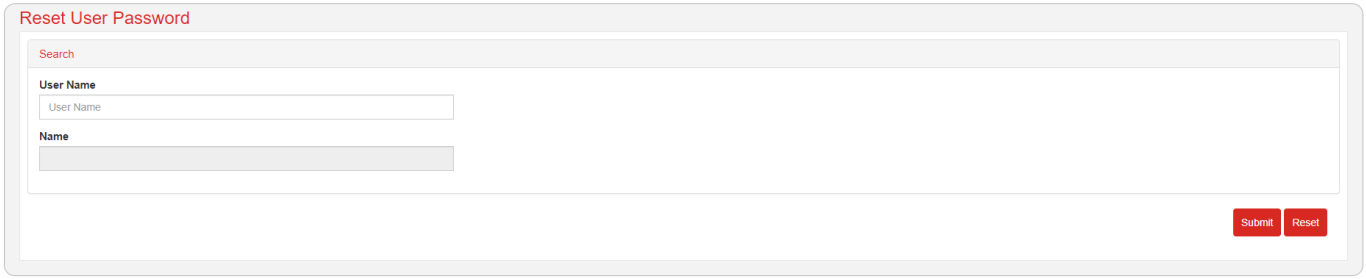
c. **Enter** the "Hint Answer" and "Confirm Hint Answer" fields *then* **click** "Submit":



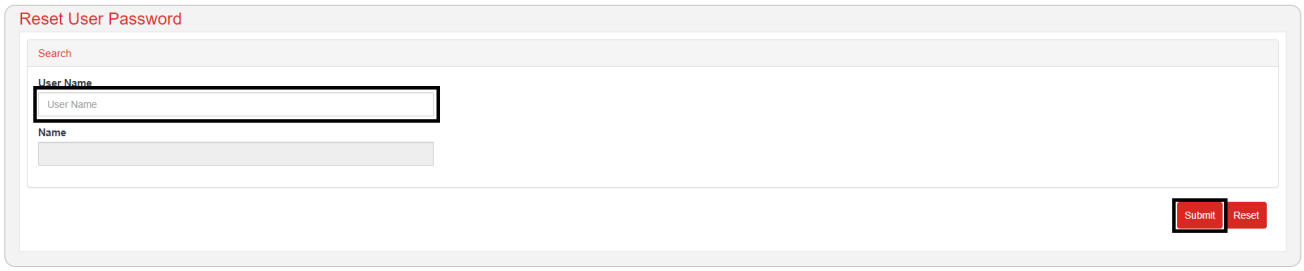
3. **Click** on "Reset Password":



The below screen will be displayed

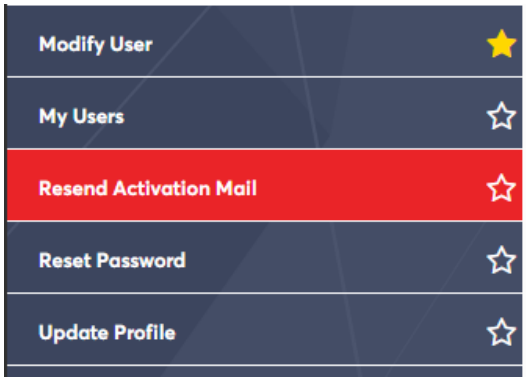


a. **Enter** the "User Name" and **click** "Submit" to reset the password of the entered Username:

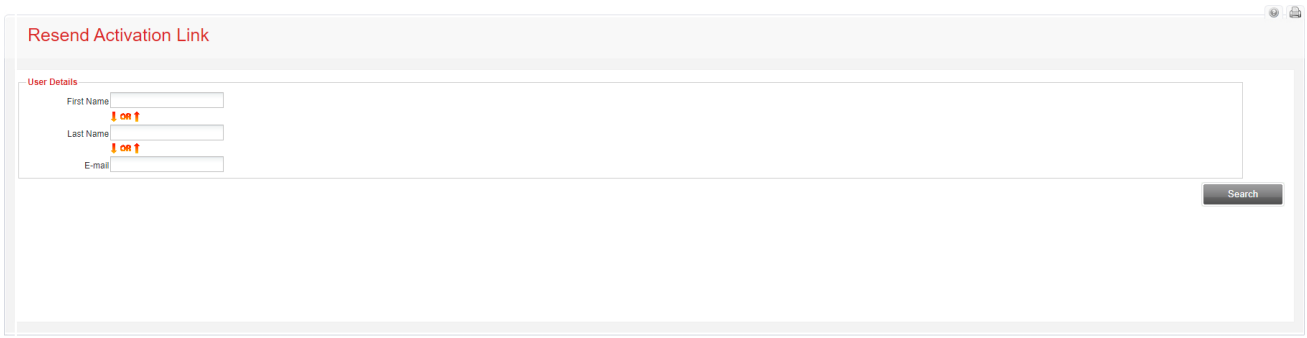


The "Reset" button will clear all the entered information on the screen.

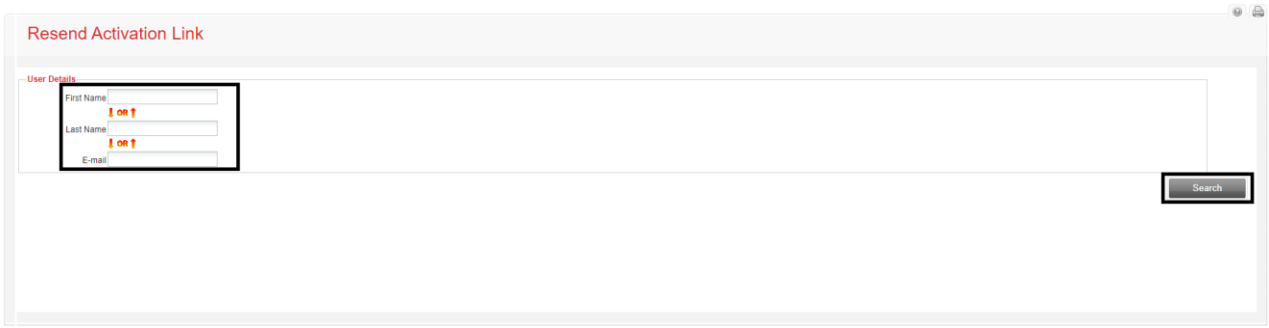
4. **Click** on "Resend Activation Mail":



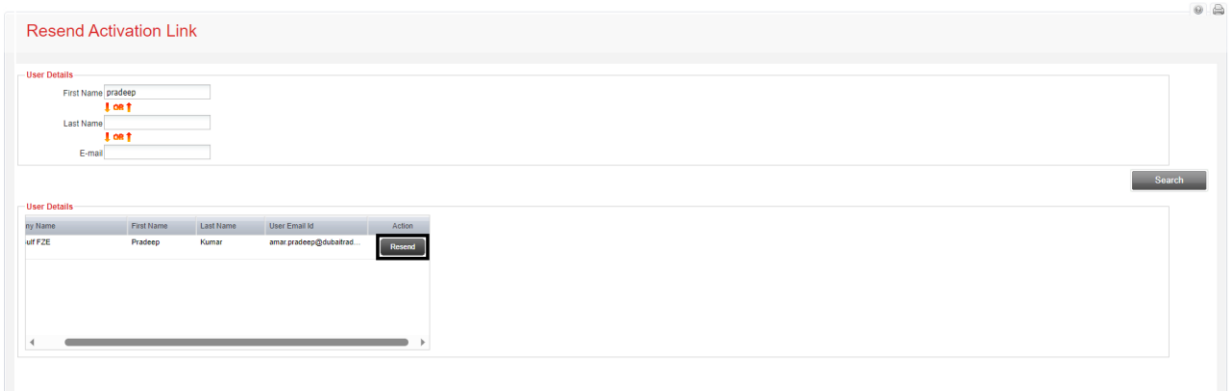
The below screen will be displayed



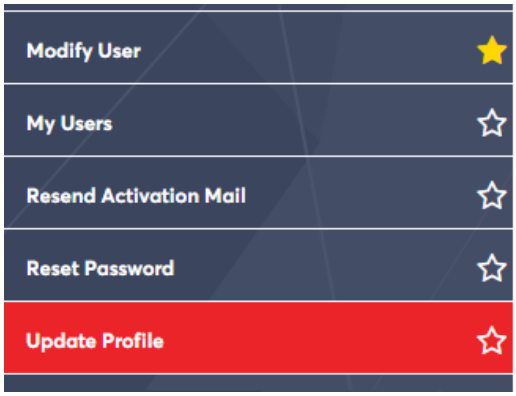
a. **Entered** <u>either one</u> of the fields *then* **click** on "Search"



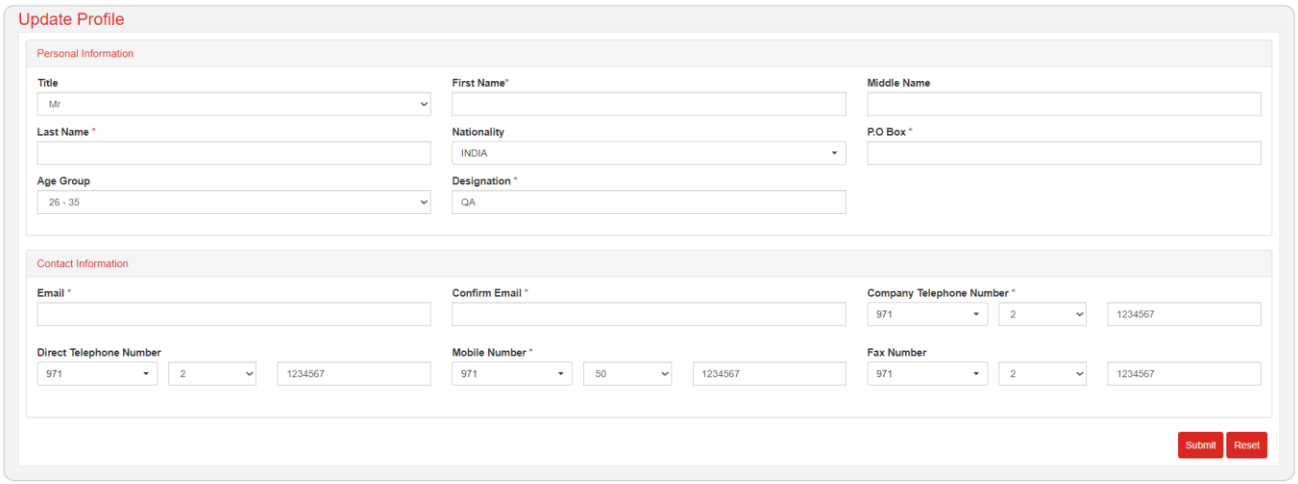
b. **Click** on "Resend" to resend the activation mail for the corresponding username



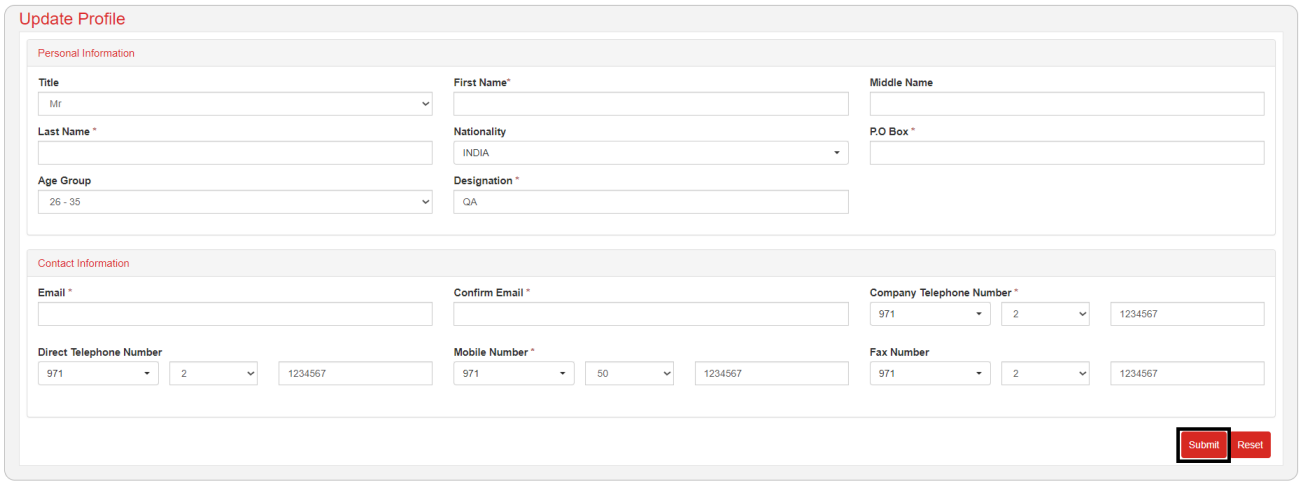
5. **Click** on "Update Profile":



The below screen will be displayed

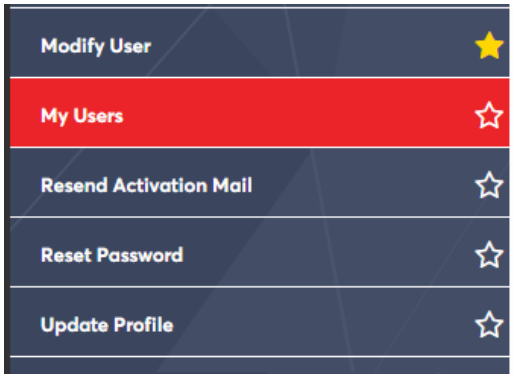


a. **Enter/Amend** the fields required then **click** on "Submit"

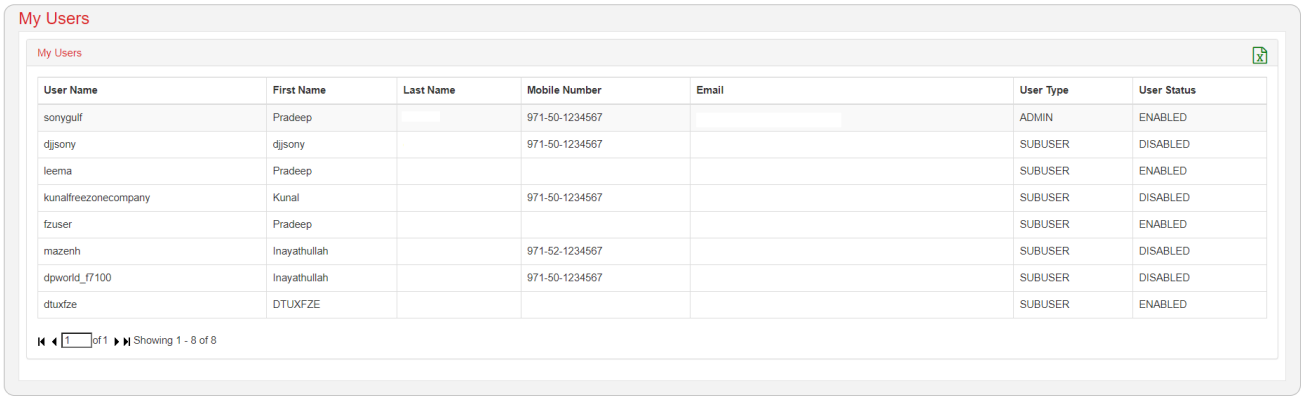


The "Reset" button will clear all the entered information on the screen.

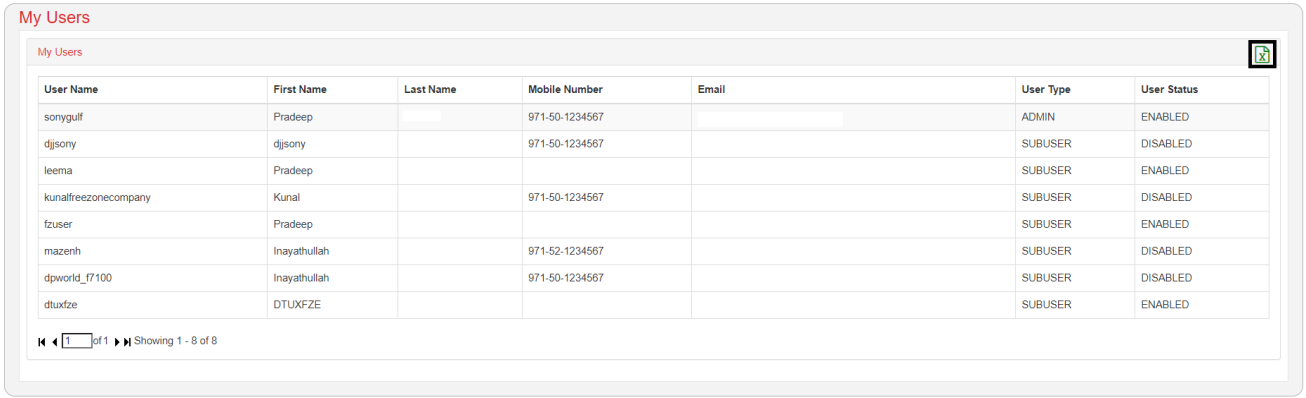
6. **Click** on "My User":



The below screen will be displayed



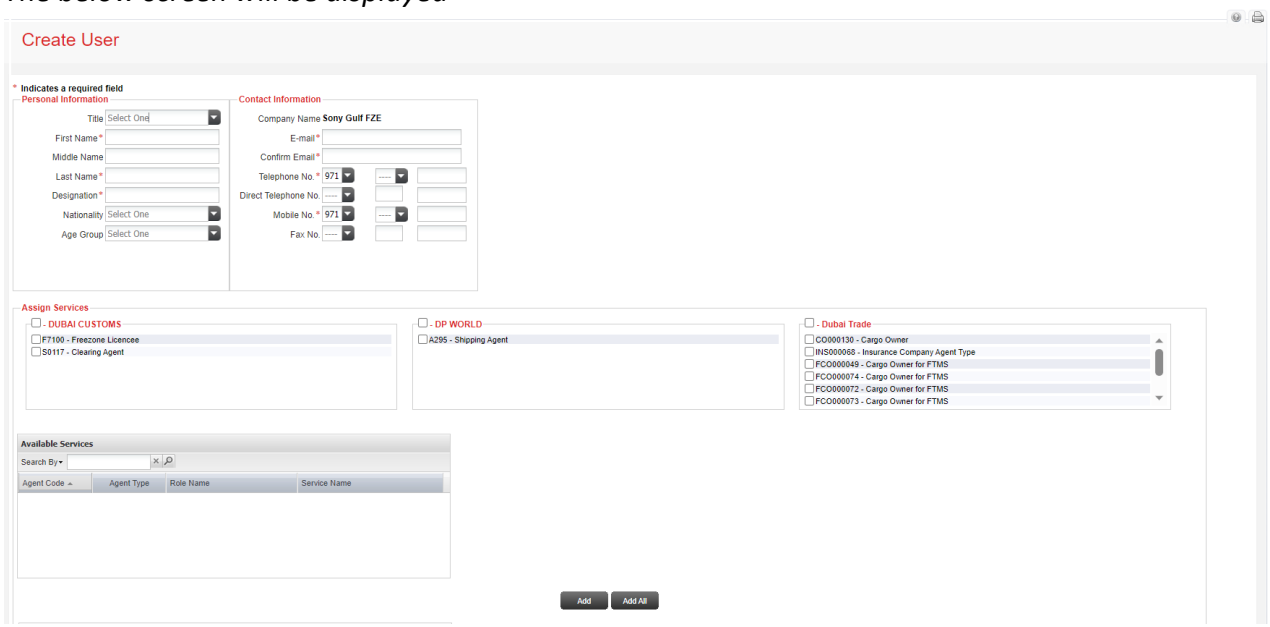
a. **Click** on the  icon to download the users list in excel format



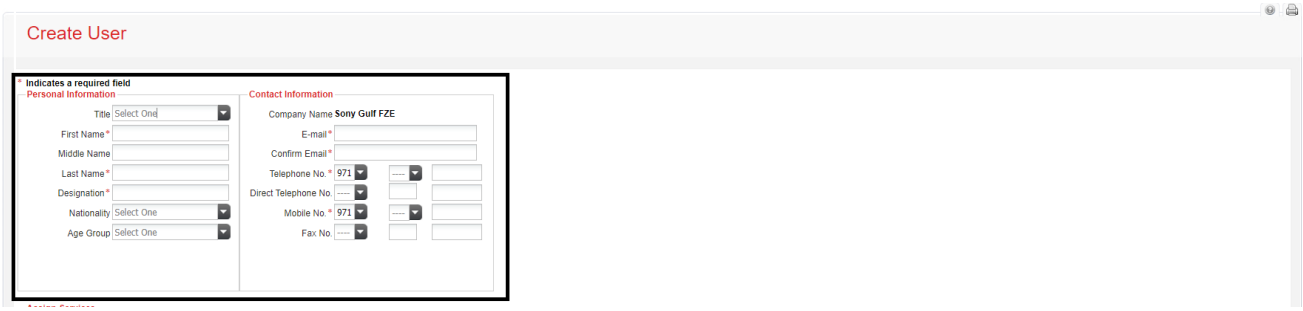
7. **Click** on "Create User":



The below screen will be displayed



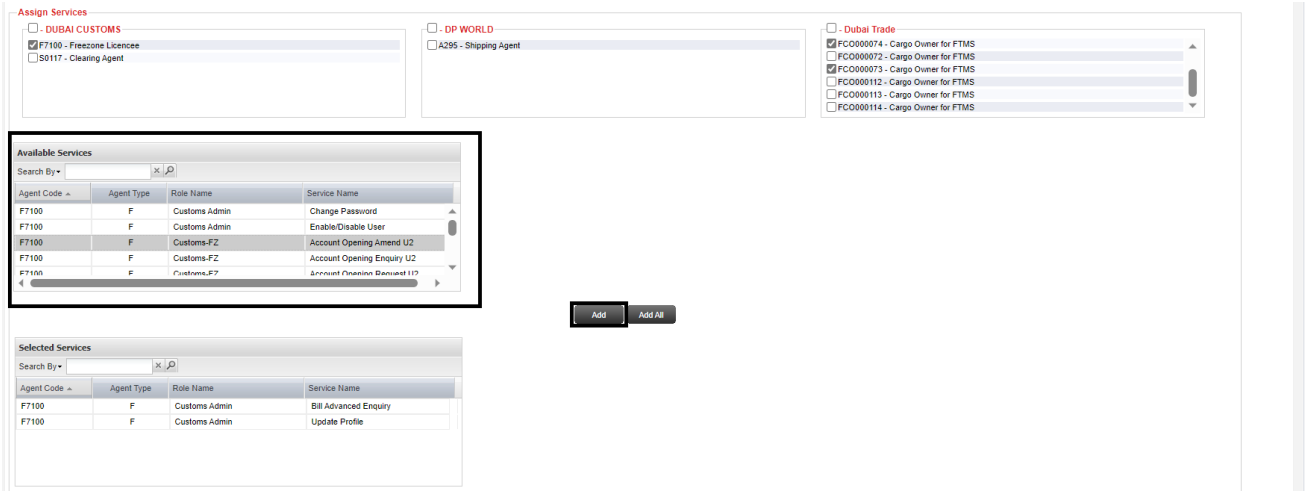
a. **Enter** the "Personal Information" and "Contact Information" of the user



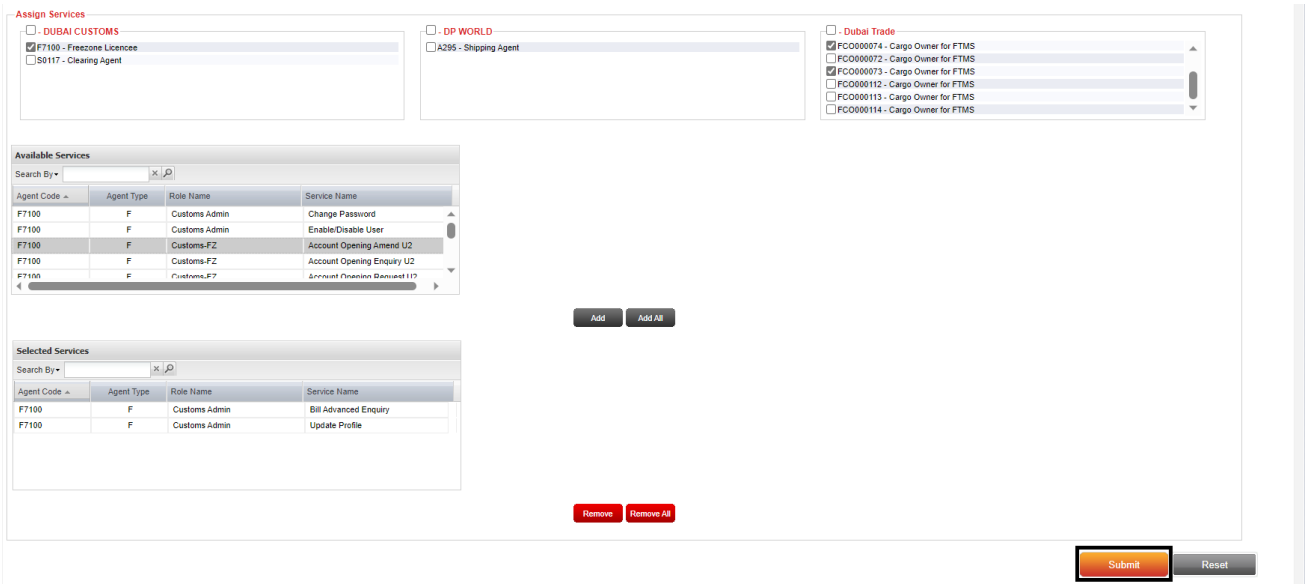
b. **Select** the services from the list



c. **Select** the service/s for the user from the "Available Services" and **click** "Add"



d. **Click** on "Submit" to create the user

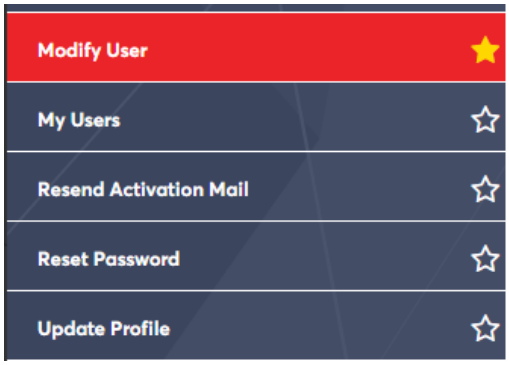


The below confirmation screen will be displayed

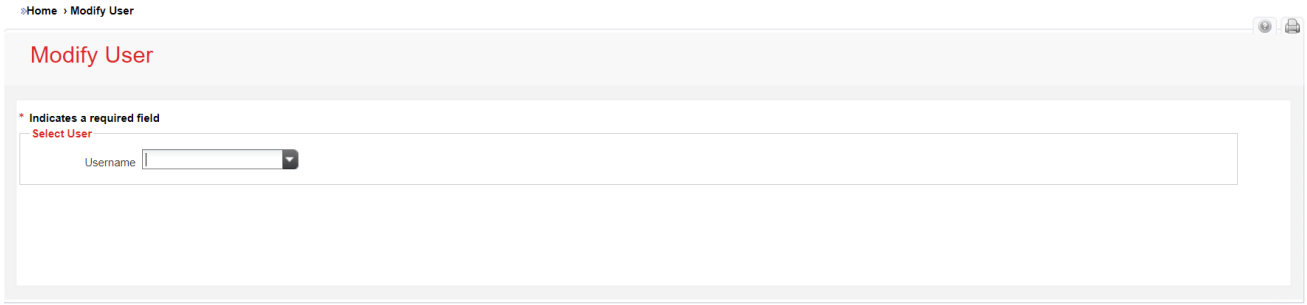


The activation email will be sent to the registered email of the user. Follow the instruction of the email to activate the user.

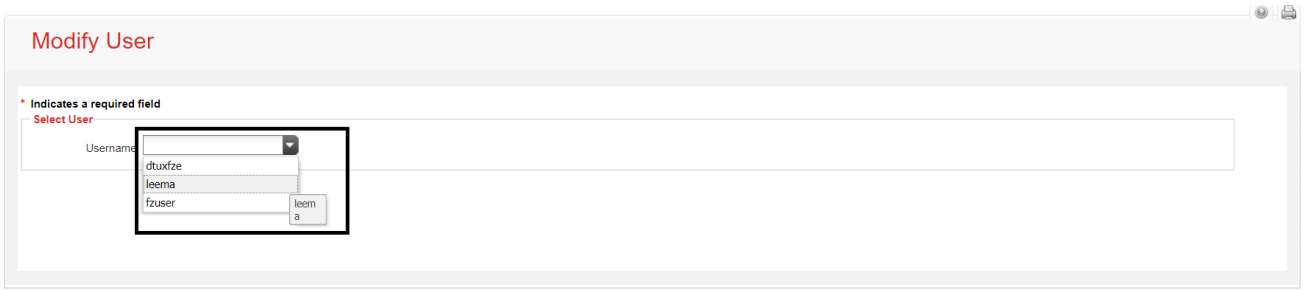
8. **Click** on "Modify User":



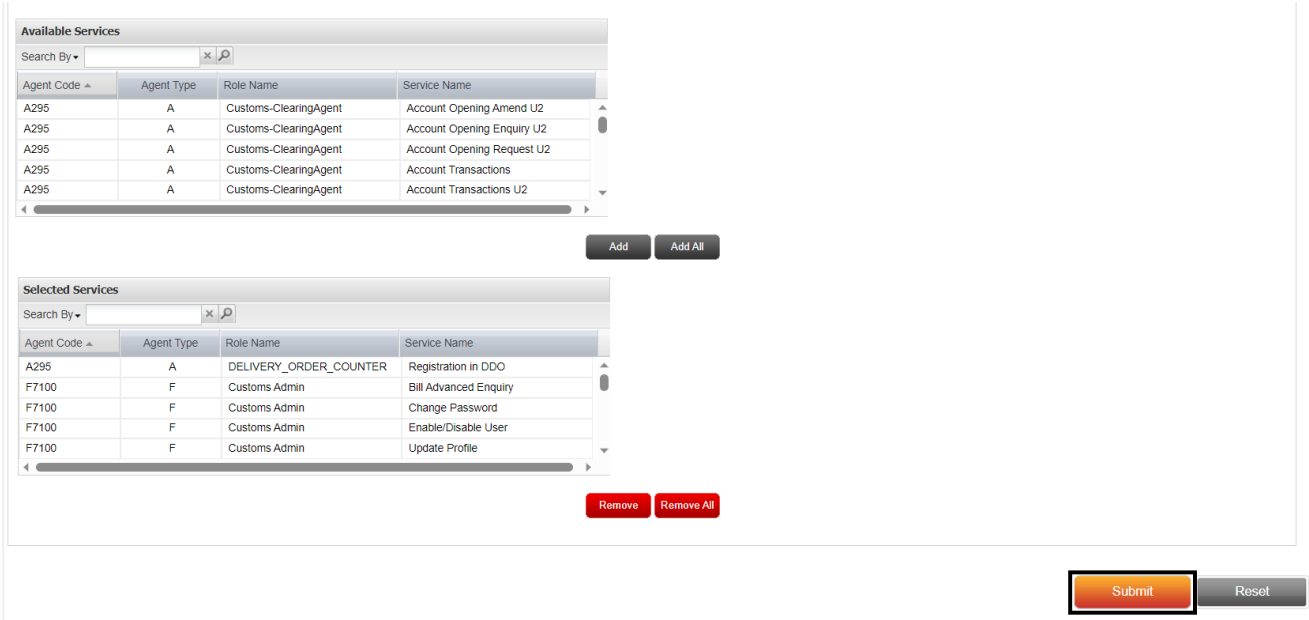
The below screen will be displayed



a. **Select** the specific username from the drop-down list



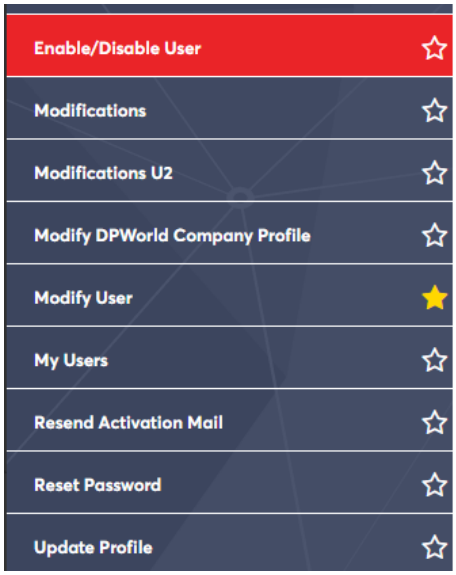
b. **Modify** as required *then* **click** on "Submit"



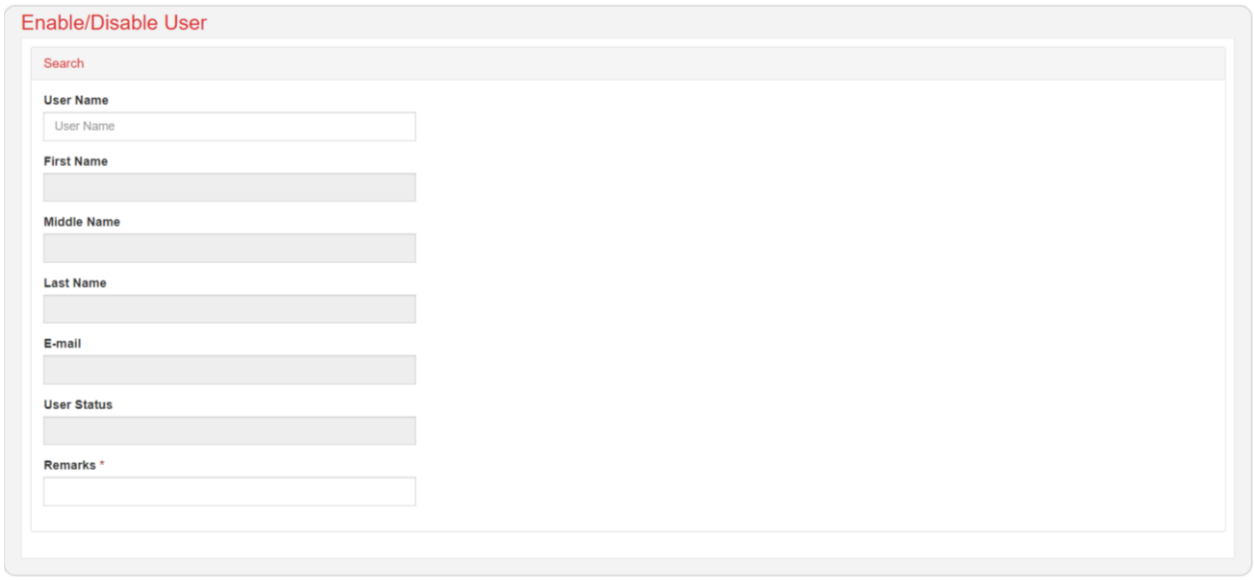
The below confirmation screen will be displayed



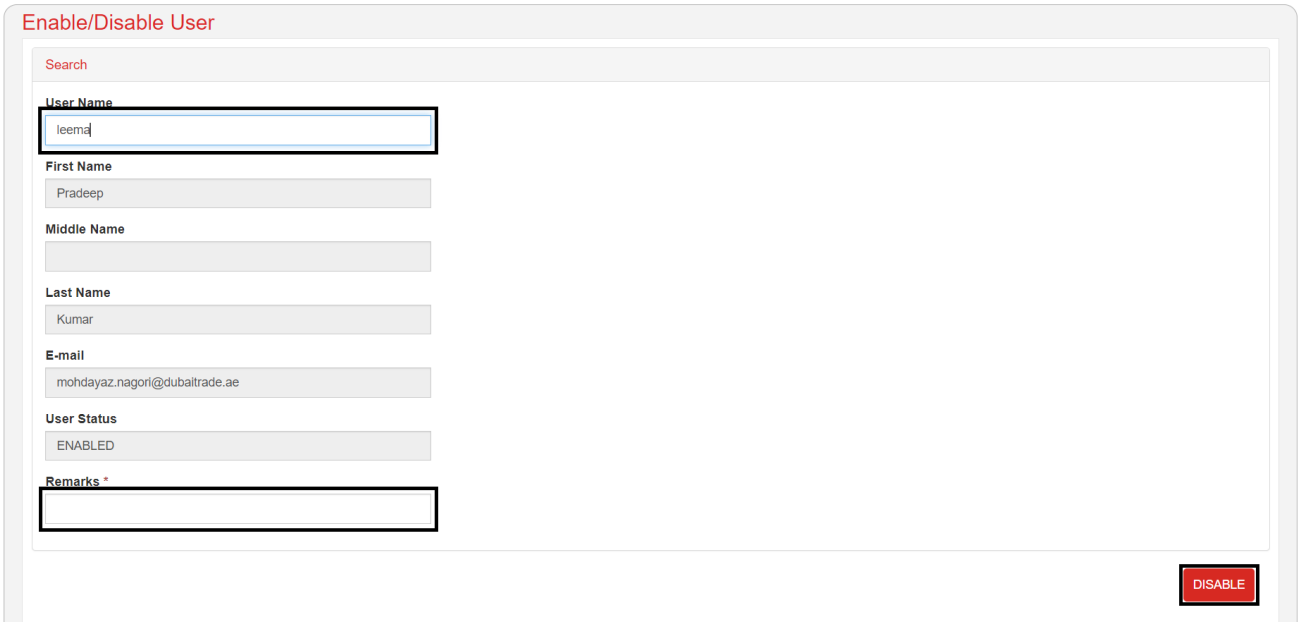
9. **Click** on "Enable/Disable User":



The below screen will be displayed

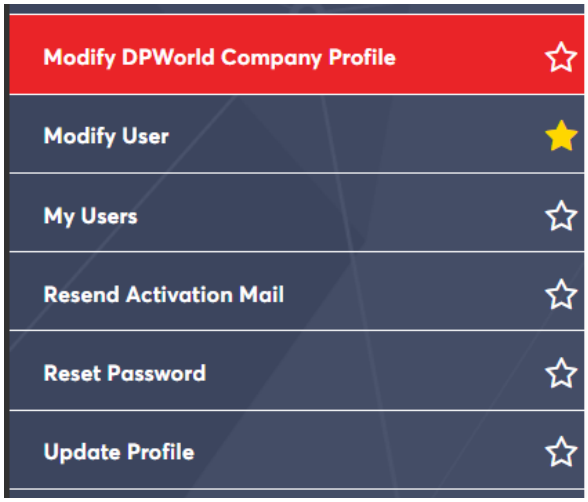


a. **Enter** the "User Name" and "Remarks" *then* **click** "Disable"

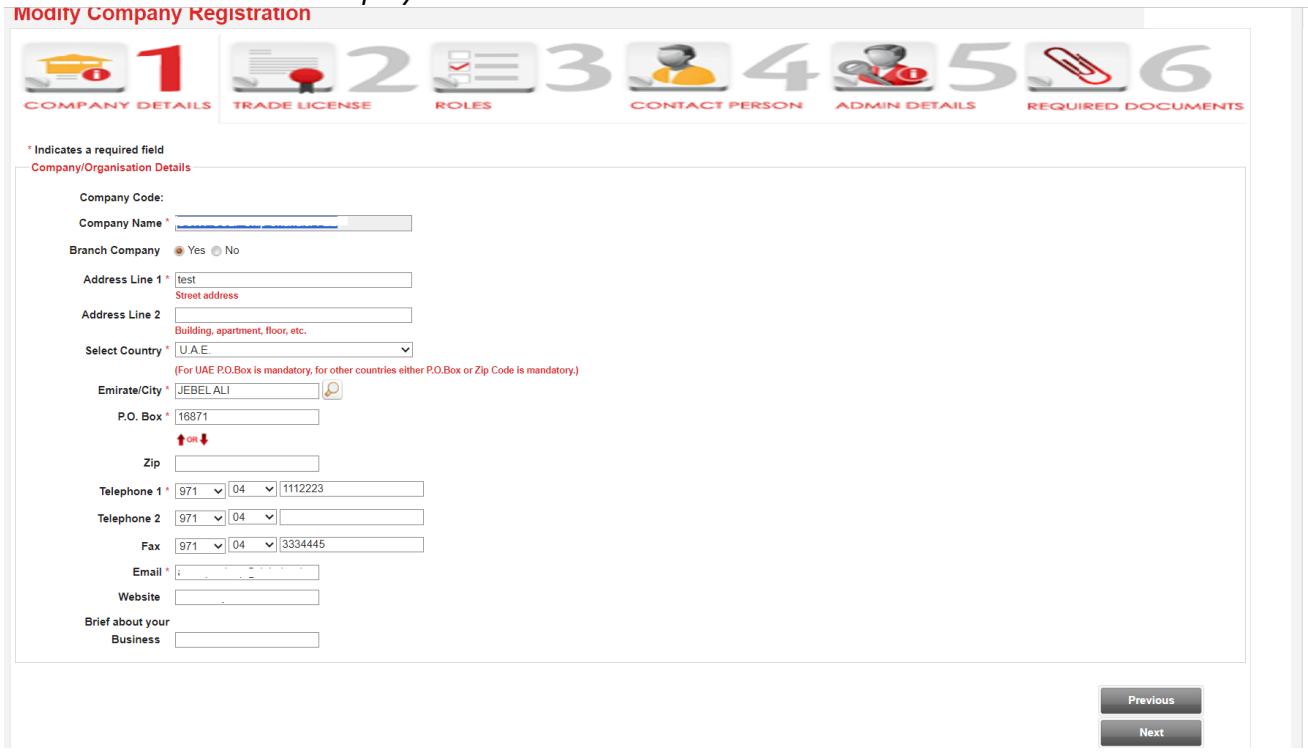


The enable a disabled username, you may follow the same steps and "Enable" will be display instead of "Disable".

10. **Click** on "Modify DPWorld Company Profile":



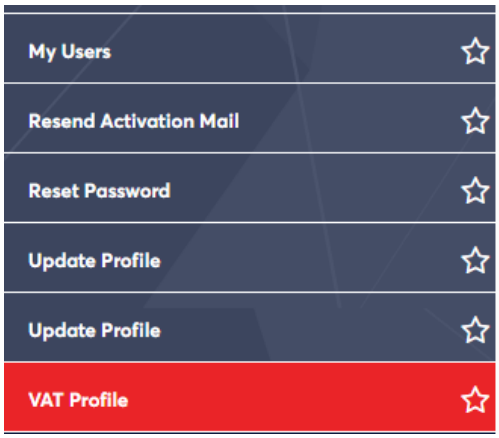
The below screen will be displayed



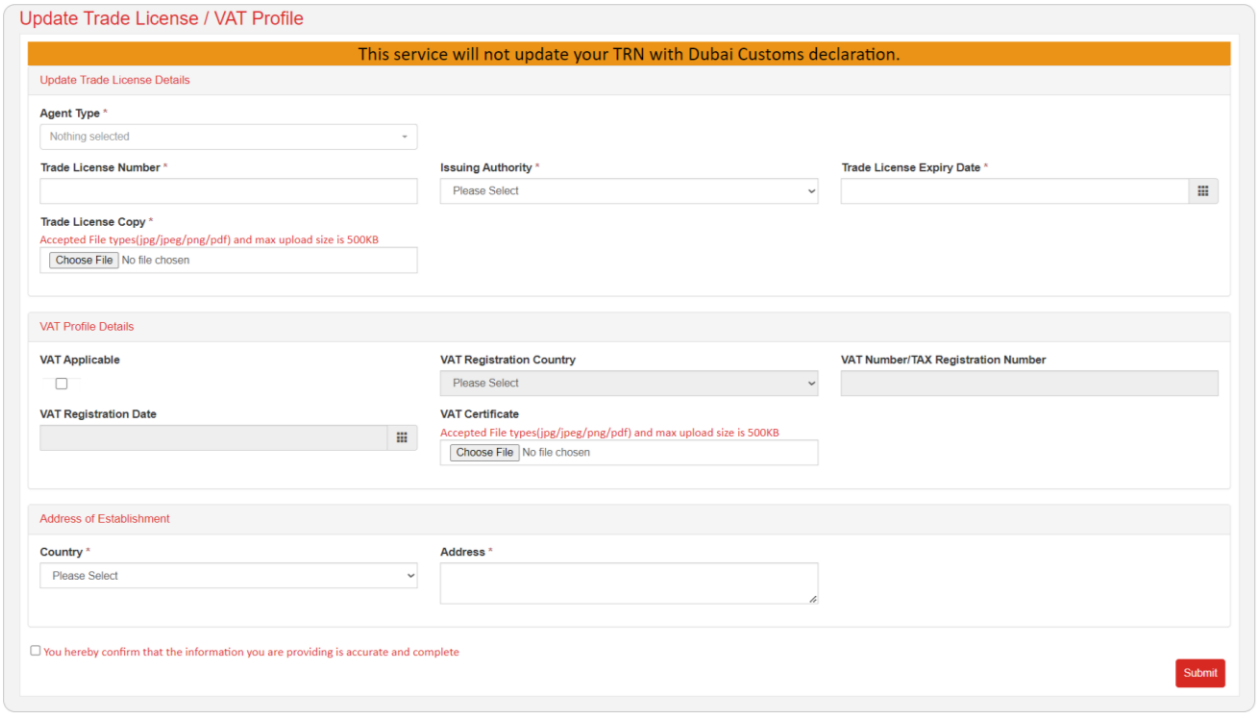
a. **Edit** the required fields *then* **click** on "Next"



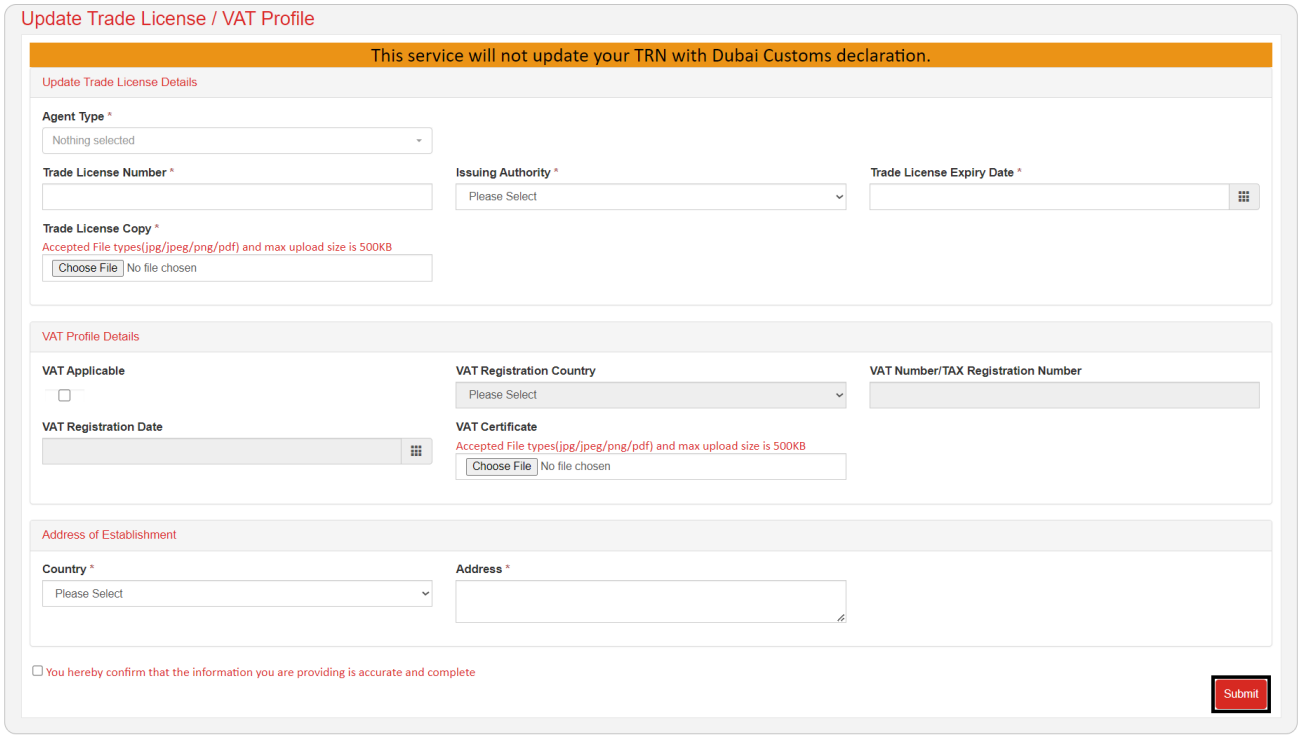
11. **Click** on "VAT Profile":



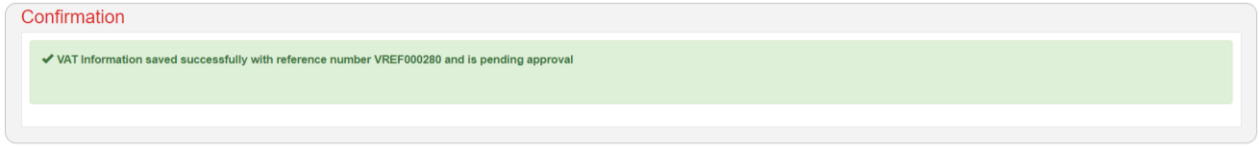
The below screen will be displayed



a. **Enter/Edit** the required fields *then* **click** "Submit"



The below confirmation screen will be displayed



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