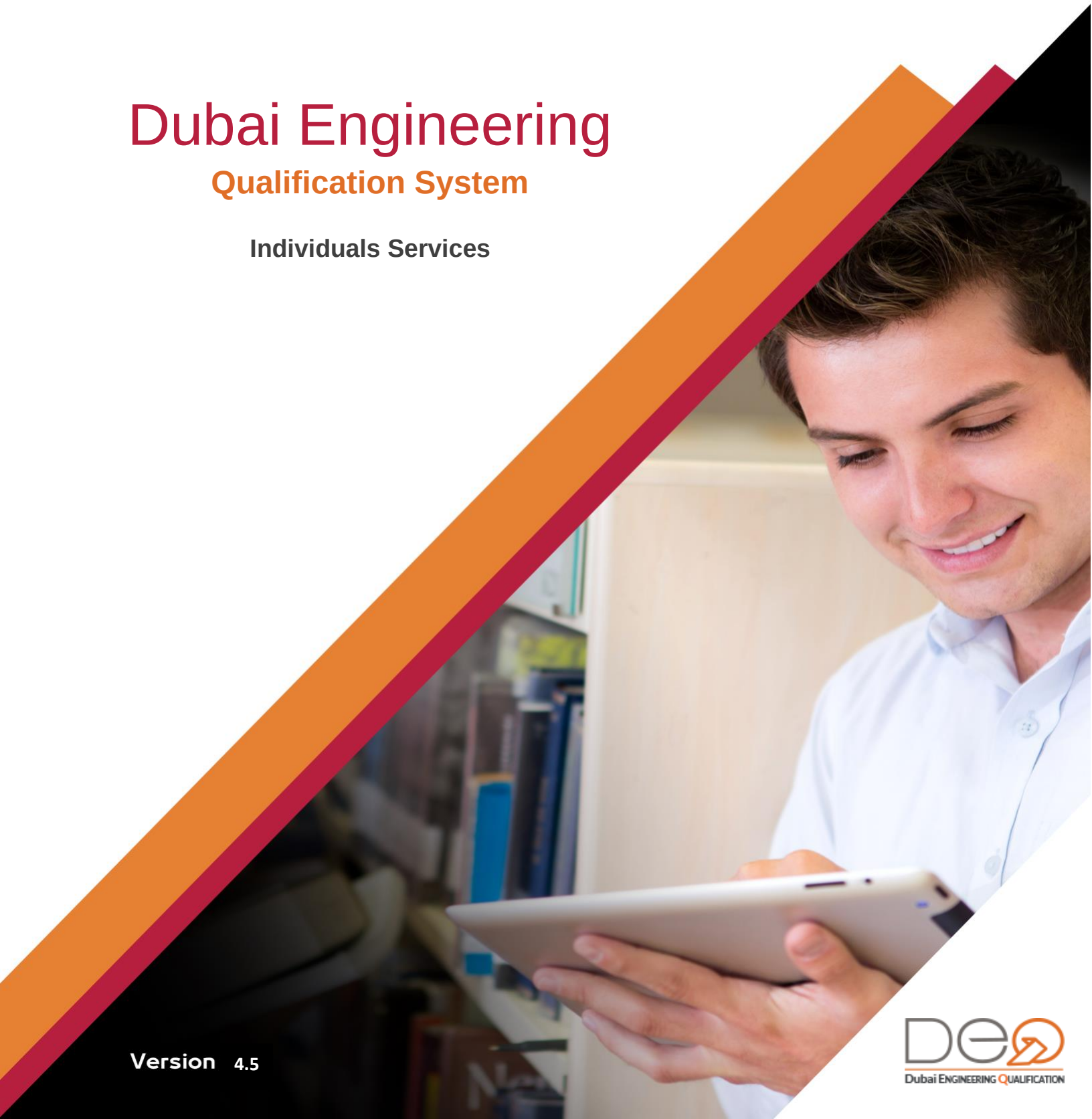
بلدية دبي
DUBAI MUNICIPALITY

Dubai Engineering

Qualification System

Individuals Services



Version 4.5

Dubai ENGINEERING QUALIFICATION

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1. Overview

1.1 About Dubai Engineering Qualifications System - Individual services

Within the framework of the responsibilities of the consultants and contractors' qualification section towards individuals and establishments working in the construction sector, the Dubai Engineering Qualifications system provides many services to technical staff, consultancy offices, contracting corporates, and manufacturers & suppliers of building materials operating in the emirate to improve the level of engineering works, and ensure the highest quality of projects. You can learn how to sign in to the account and know how to perform Individual services and the functions of the Dashboard for your personal account.

2. Signing in to Your Account

You can sign in to your account either through the Dubai ID account, or through your account that you created in the system using OTP message.

2.1 Sign in using UAE PASS

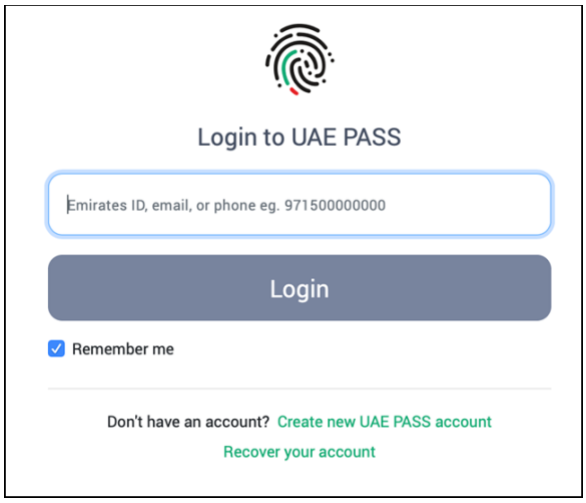
If you have an account registered with UAE PASS, you can use it to enter the Dubai Engineering Qualification System. This happens in the following cases:

1. **You do not have an account** in the Dubai Engineering Qualification System, and there are no similar data between you and any of the system users. In this case, the system will fill in all your data via the link with UAE PASS system and create an account for you in the Dubai Engineering Qualification System.
2. **You already have an account** in the Dubai Engineering Qualification system, but you tried to sign in using the UAE PASS, one of these two situations will happen:
   - If the UAE PASS data matches your data in the DEQ system, the system signs you into the Home page.
   - If some of the UAE PASS data are similar to the data of an existing DEQ system user, the system opens the "Create an Account" pages to modify these identical data, and then signs you into the Home page.

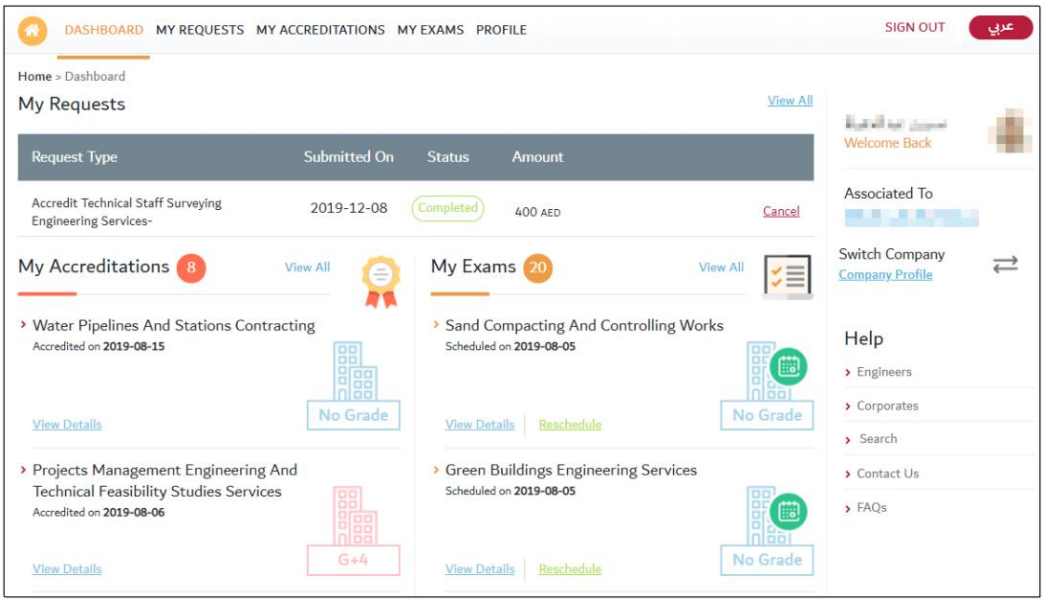
To sign to your account with your UAE PASS, perform the following steps:

1. After opening the system Home page, in the **Sign In** section by selecting UAE PASS.

2. Enter the **Email, Mobile Number or the Emirati ID** used with the UAE PASS and click the **Sign In** button.



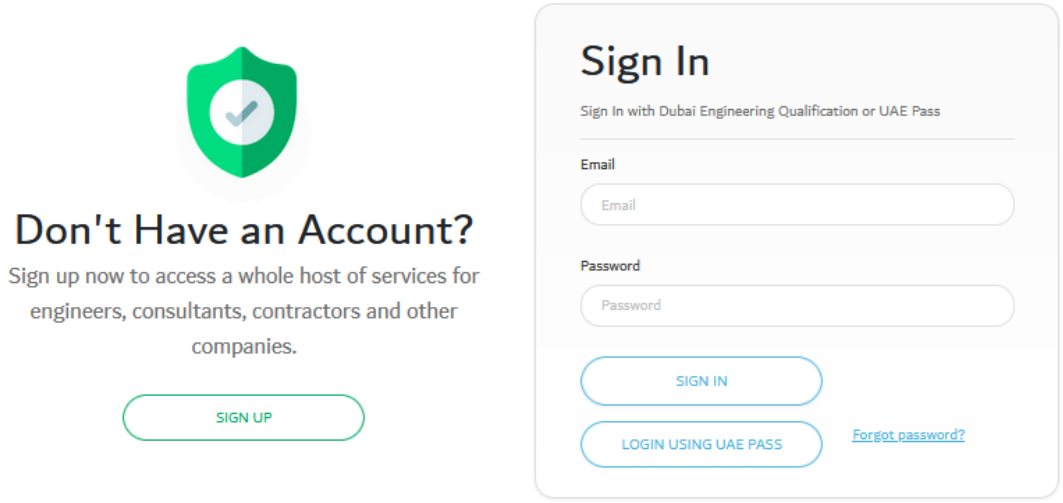
3. The system displays the Home page of your profile.



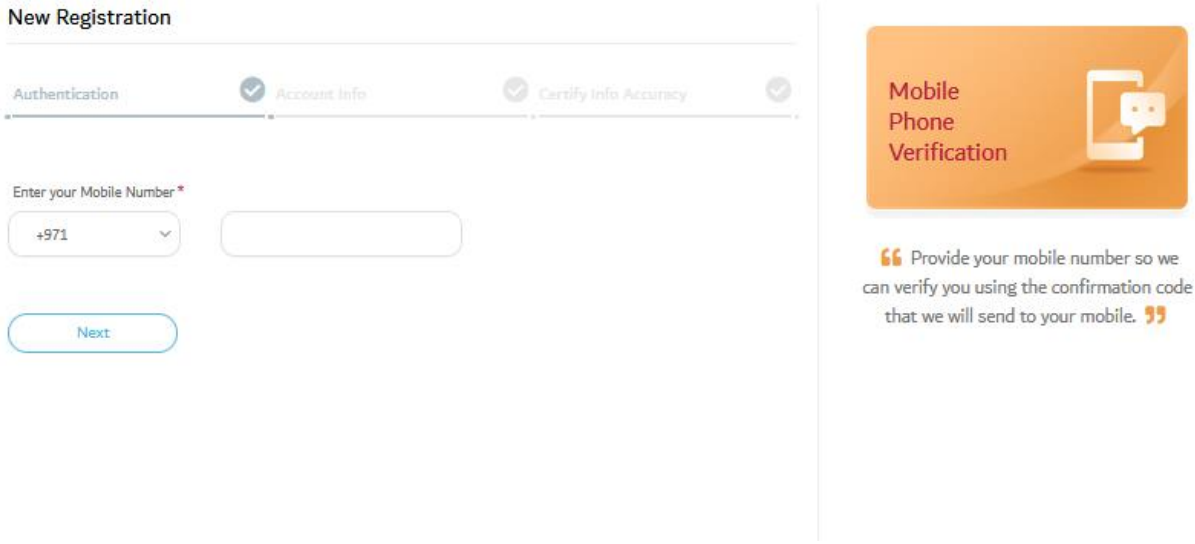
2.2 Sign up to Dubai Engineering Qualification System

To sign in using your DEQ account, perform the following steps:

4. After opening the system Home page, in the Sign in section, select the DEQ radio button.



Enter **Mobile Number** then press **Next**



OTP will be sent once by SMS on mobile number specified in the previous step.

Enter your **Email** and **Password, Confirm Password, First Name, Middle Name and Last Name, Birthdate, Sex and Nationality**) in the relevant fields.

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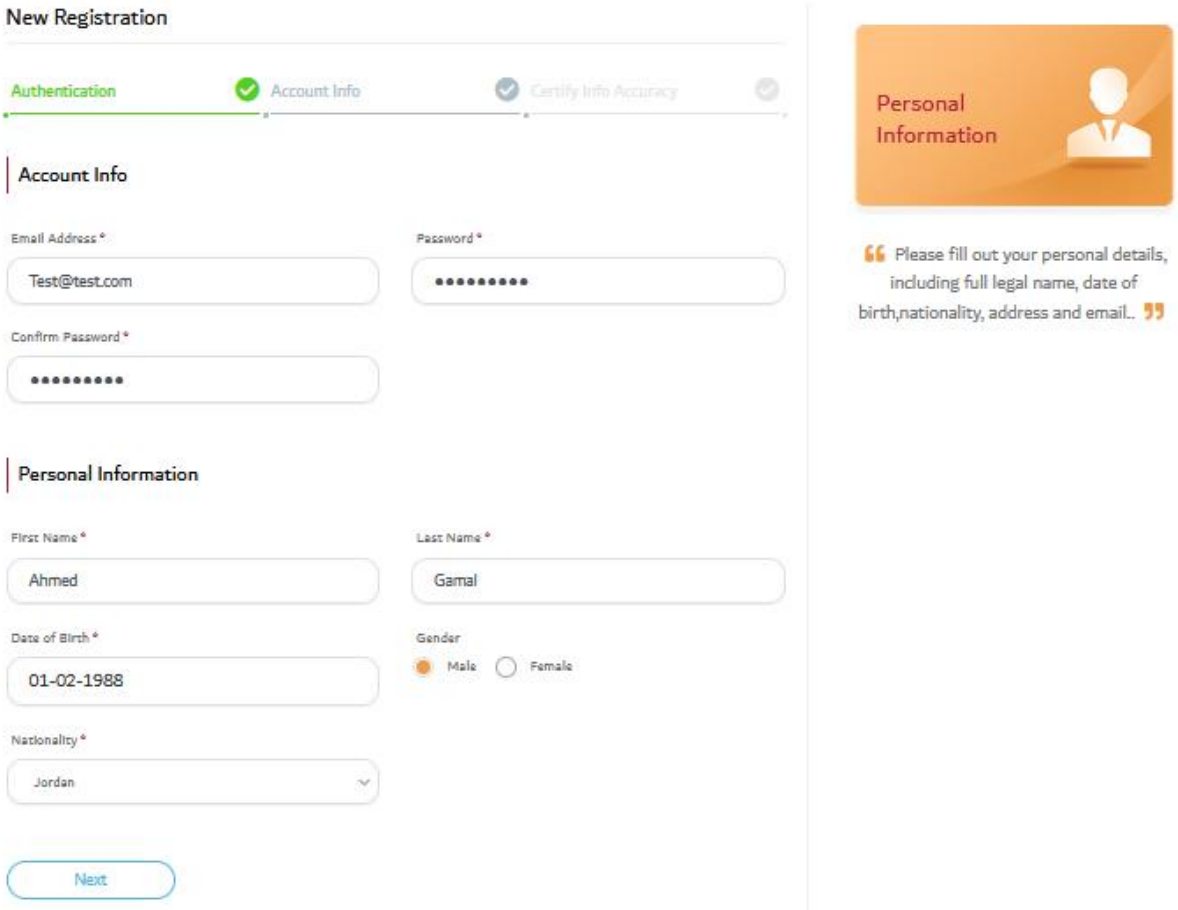
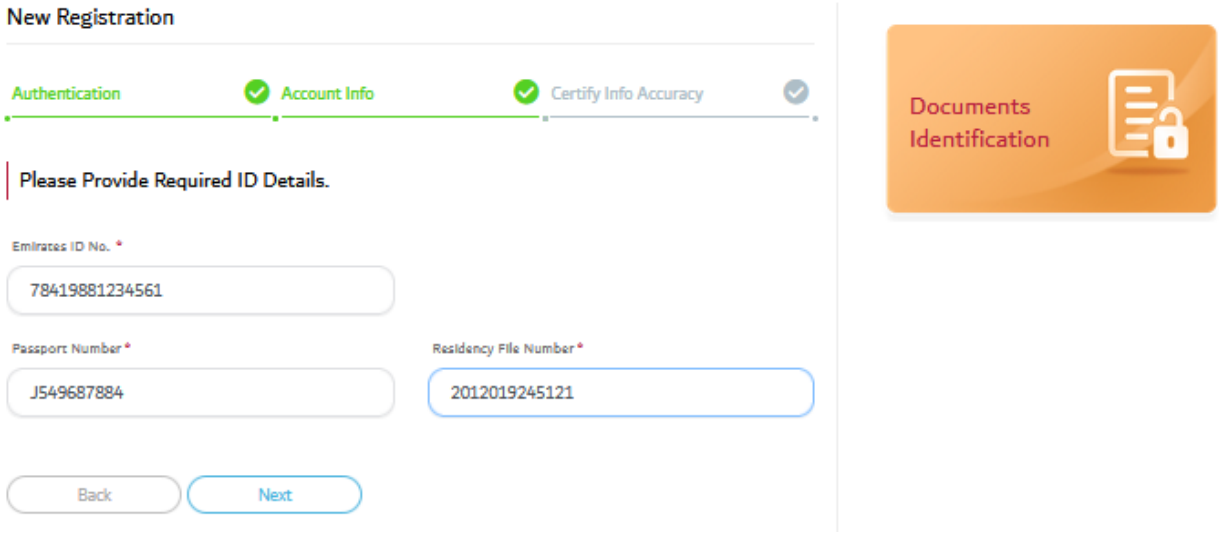
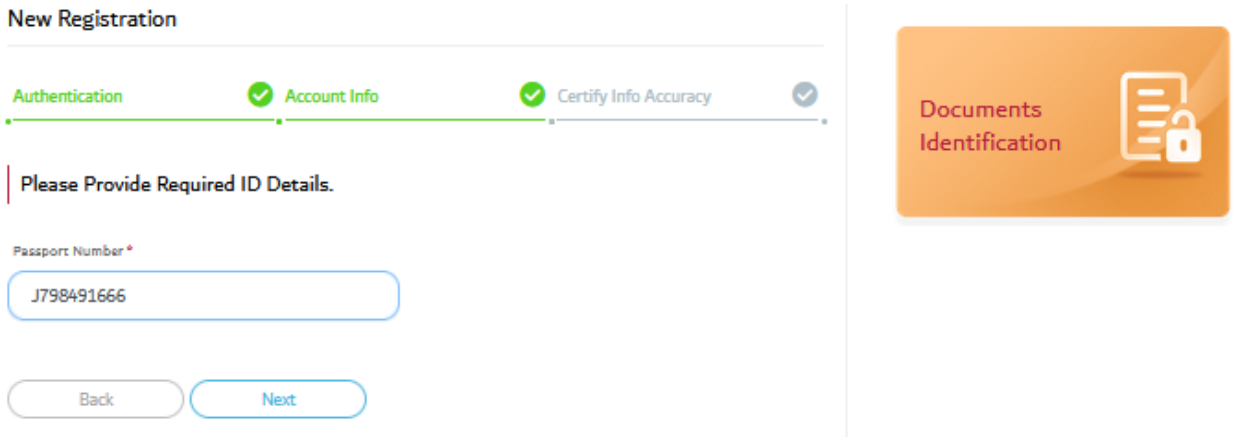


A. In case you select Emeriti Nationality, this requires ID Details. If you press Next, you go to the Dashboard.
B. In case you are Non-Emeriti, you need to answer the following question: Are you Emeriti Resident?
    a. If you have residency, you need to enter the following information (Emirates ID no., Passport Number, and Residency File Number). Press Next to go to the Dashboard.

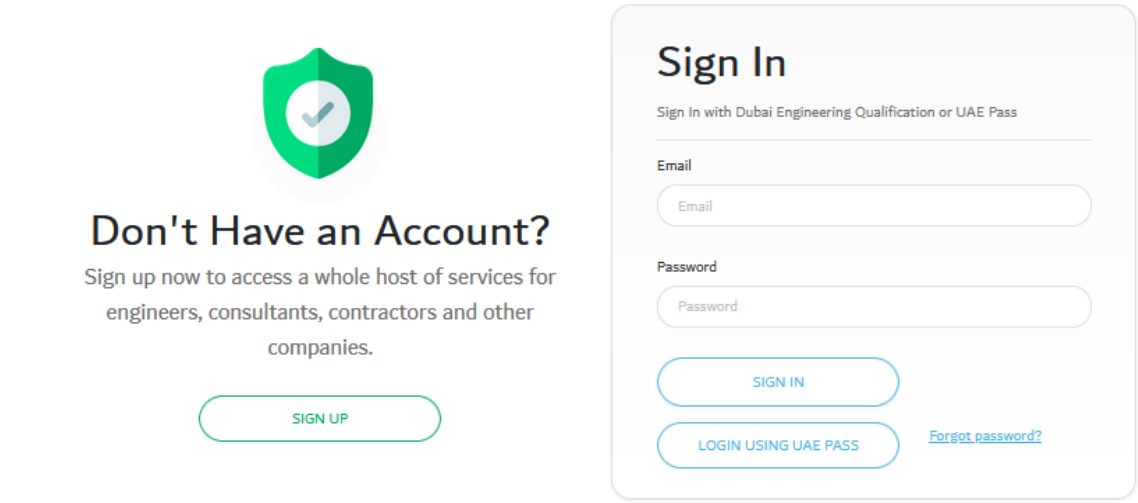


b. If you are not a resident, you need to enter Passport number. Press Next to go to the Dashboard.

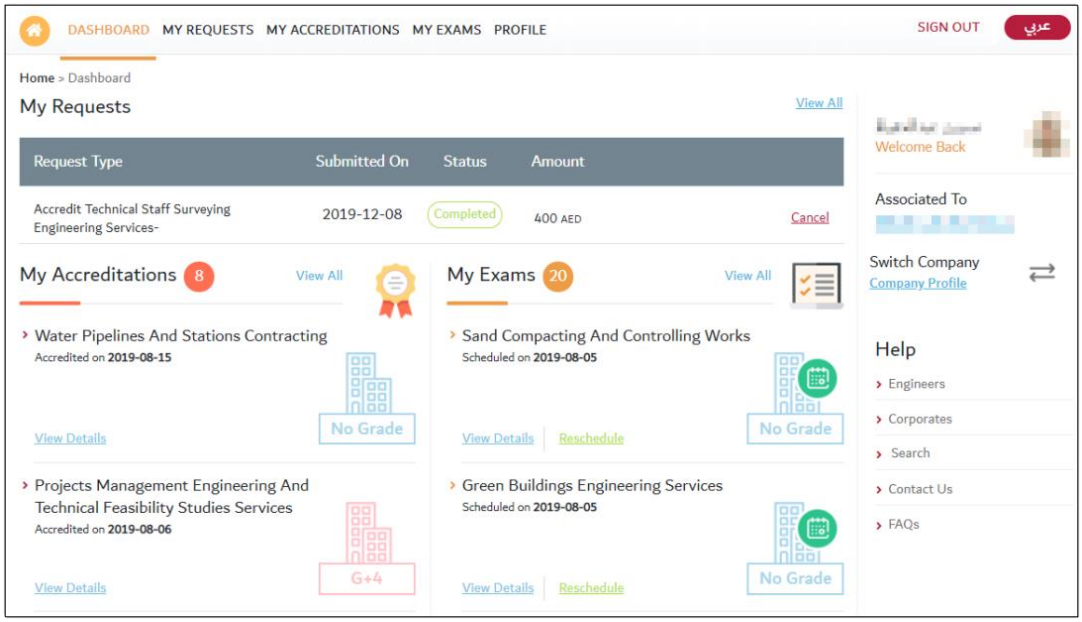


2.3 Sign in to Dubai Engineering Qualification System

5. and then click the Sign In button.



6. The system displays the Dashboard in the Home page of your personal profile.



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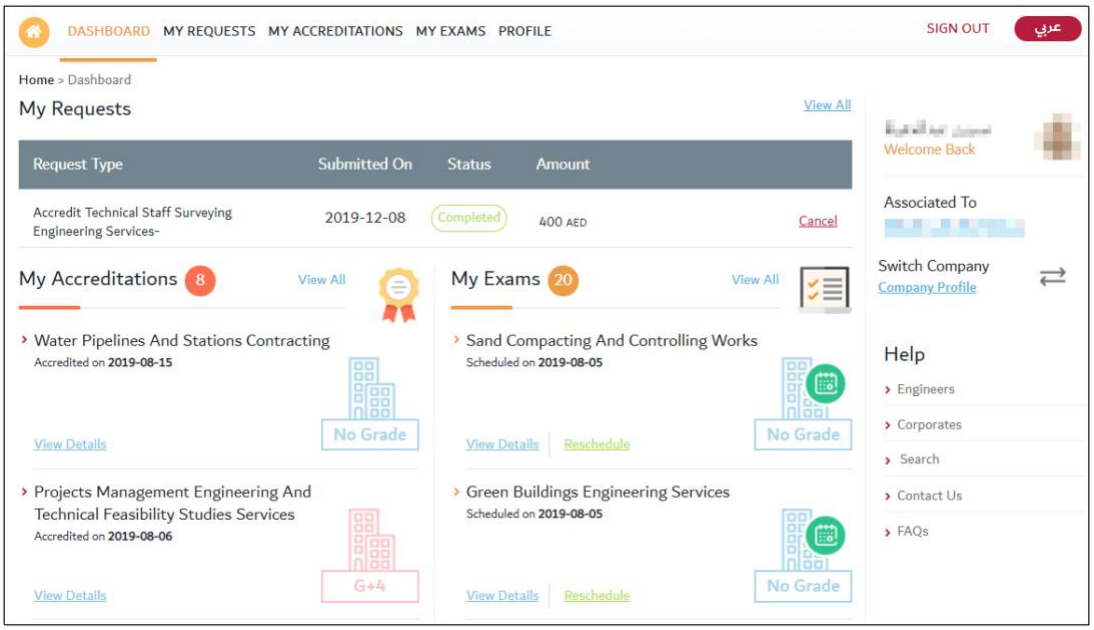
3. Dashboard for Dubai Engineering Qualification System Users

Through this chapter, you will learn about the Dashboard, which displays everything related to individual services. Use it to view your data that you entered during the creation of the account, or by linking with other entities (UAE PASS, MOE, General Directorate of Residency and Foreigners Affairs (DNRD), Society of Engineers (SOE).

The sections displayed on the left side of the Dashboard vary depending on the transactions you have performed. For example, if you apply for requests, My Requests section will display with the request details.

If you have a specific accreditation, My Accreditations section displays with some of its details.



At the top left side of the dashboard, the following sections display:

- Dashboard
- My Requests
- My Accreditations
- My Exams
- Profile

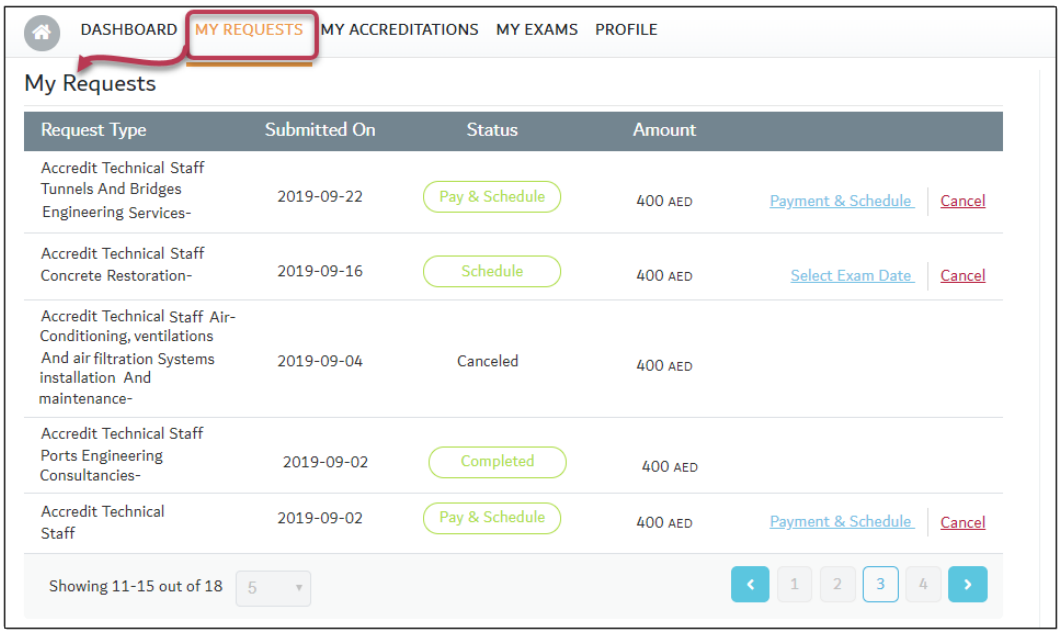
In the next chapter, a detailed explanation will be provided for each one of these sections.

3.1 Dashboard

The dashboard components differ - as mentioned previously - depending on the requests for which you applied.

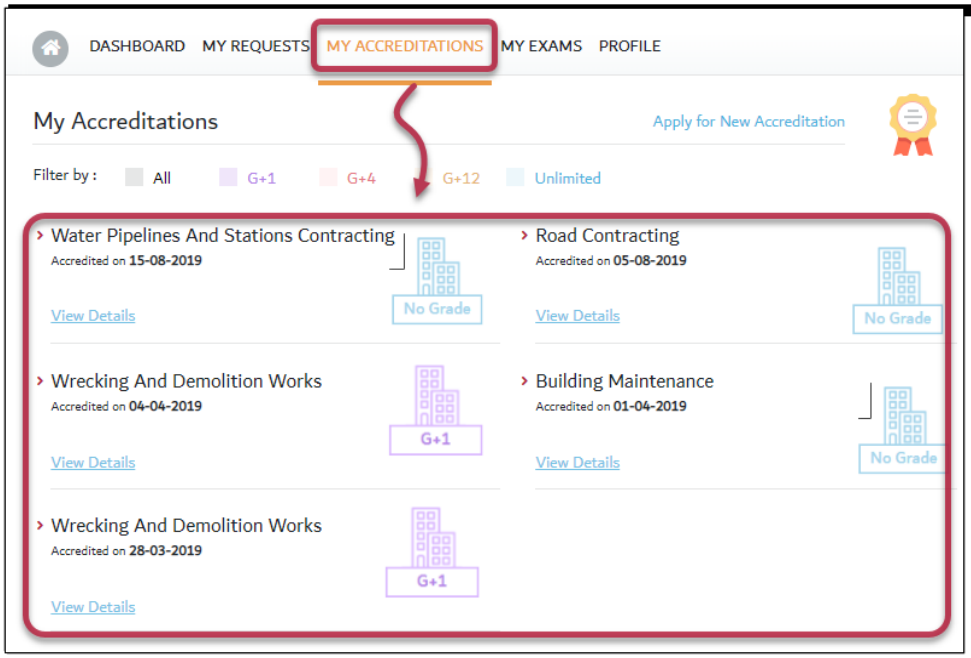
3.2 My Requests

This section displays all the requests that you have applied for with their dates and statuses.



3.3 My Accreditations

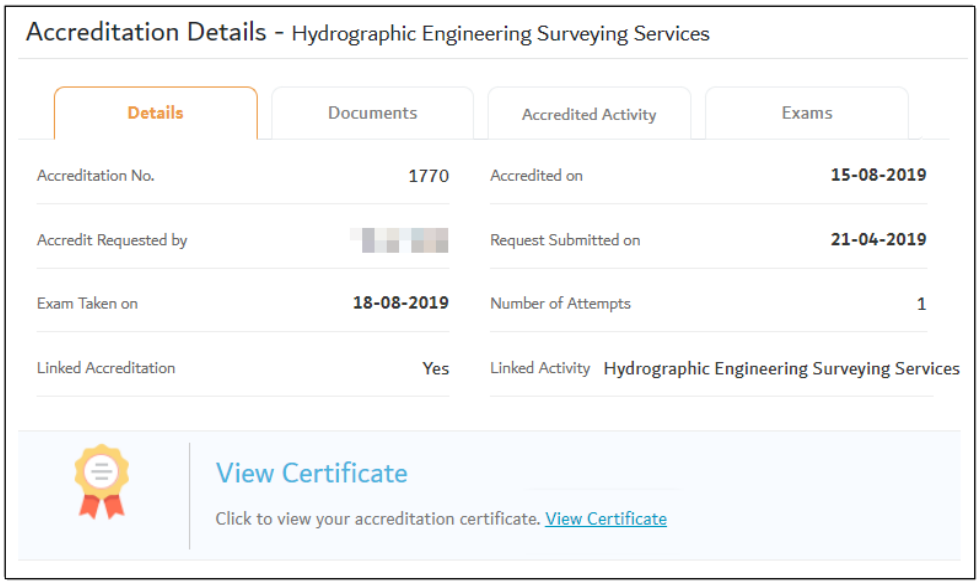
The My Accreditations section is one of the most important section through which you can apply for a new accreditation, and you will be able to follow up your accreditation requests if you previously applied for them.



To view the details of any of the previous accreditations, just click the **View Details** button. The page consists of four sections (Details, Documents, Accredited Activity, and Exams):

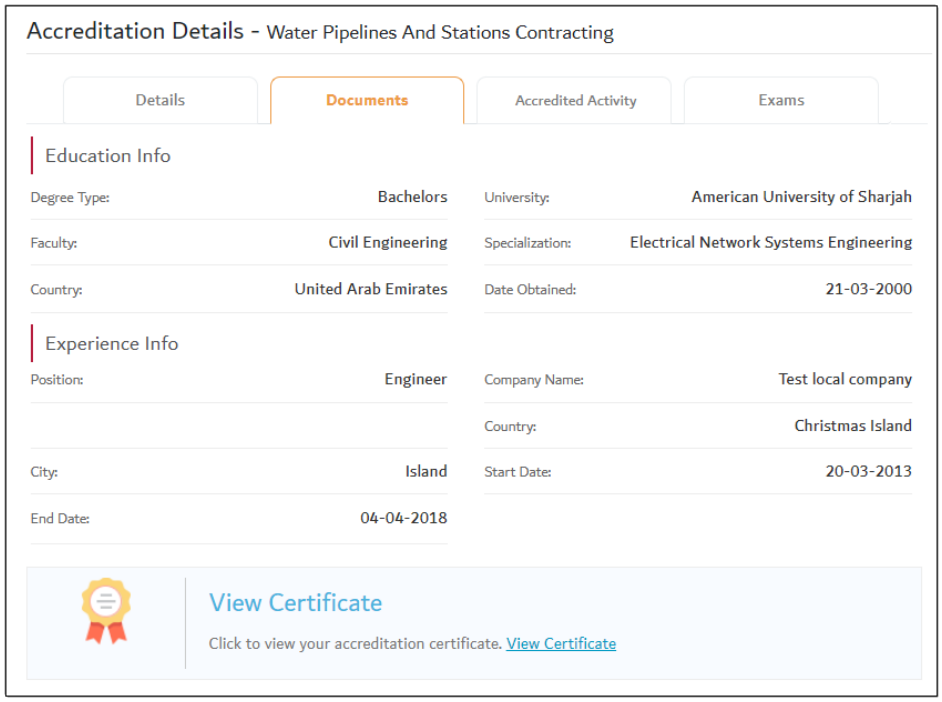
3.3.1 Details

The **Details** tab displays your accreditation request and related exam data, and the activity associated with this accreditation.



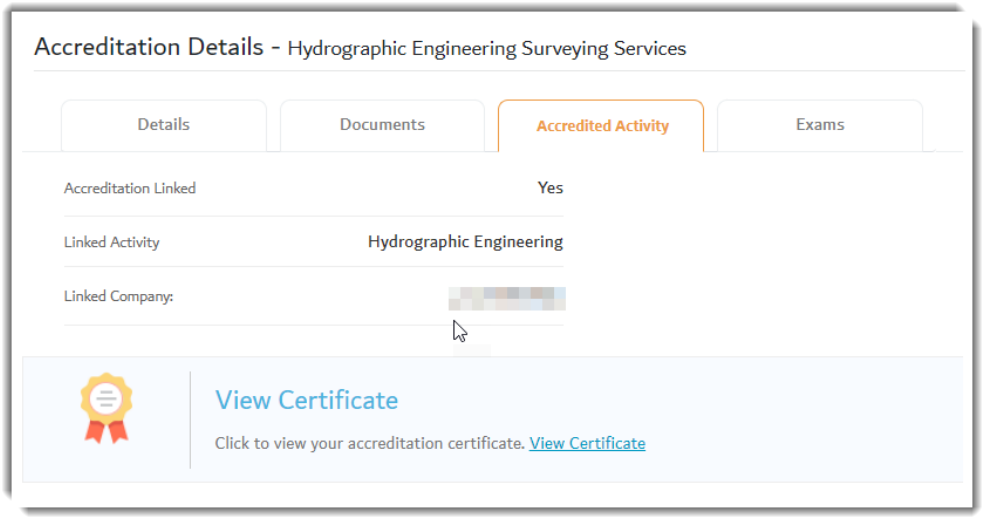
3.3.2 Documents

This section displays Education details (degree, university, faculty, specialization, etc.), and Experience information you added after creating your account (position, company, start and end date of job, etc.).



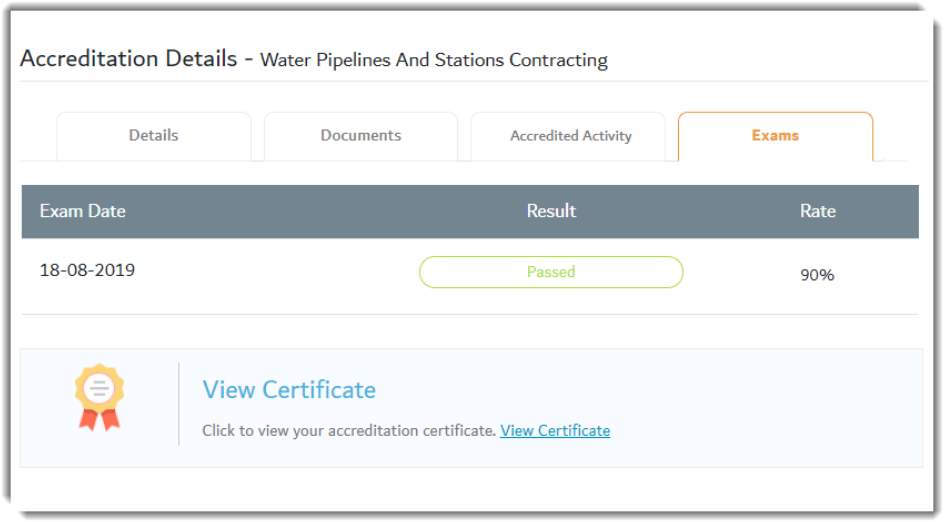
3.3.3 Accredited Activity

This section displays the accredited activity linked to your company, if any.



3.3.4 Exams

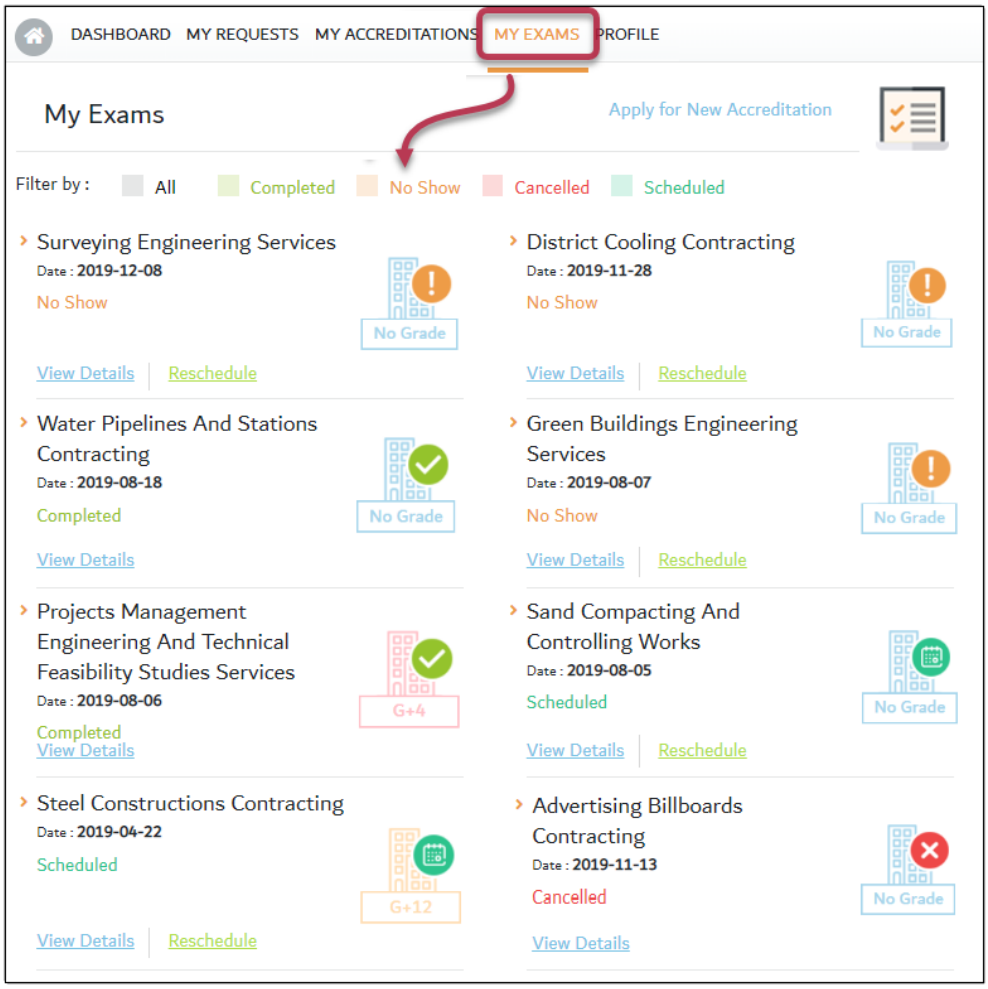
In this section, the system displays the accreditation exam(s) you have taken, the result(s) and the percentage you got.



You can also view the certificate you obtained by clicking the **View Certificate** link at the bottom of the page.

3.4 My Exams

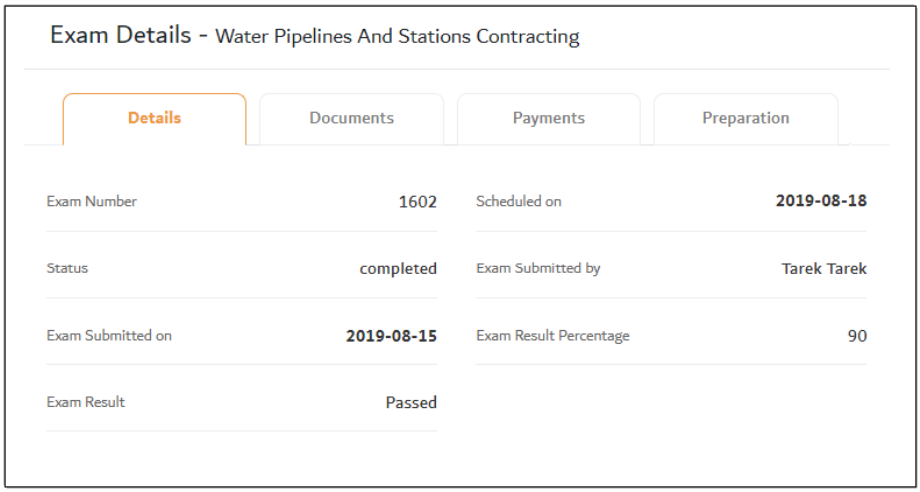
Through **My Exams** section, you can view the exams that you applied for to obtain accreditation. You can also apply for a new accreditation through this section. After viewing exam details, you can **Reschedule** or **Cancel the Exam** if you haven't already attended the exam.



My Exams section consists of four tabs (Details, Documents, Payments, and Preparation) after clicking the View Details button for one of the exams you have taken:

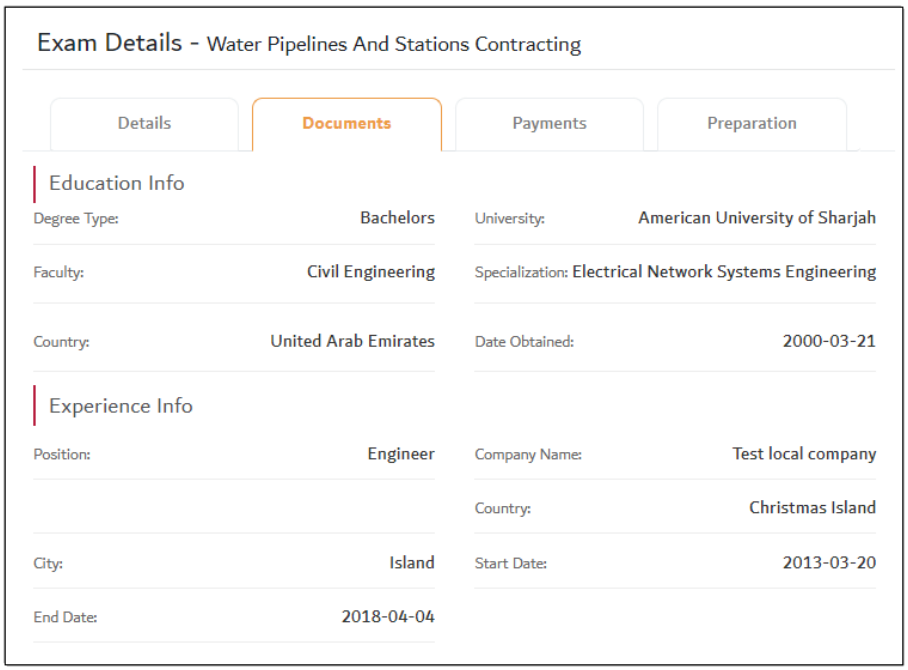
3.4.1 Details

In the Details tab, the exam data are displayed, such as status, date of submission, etc.



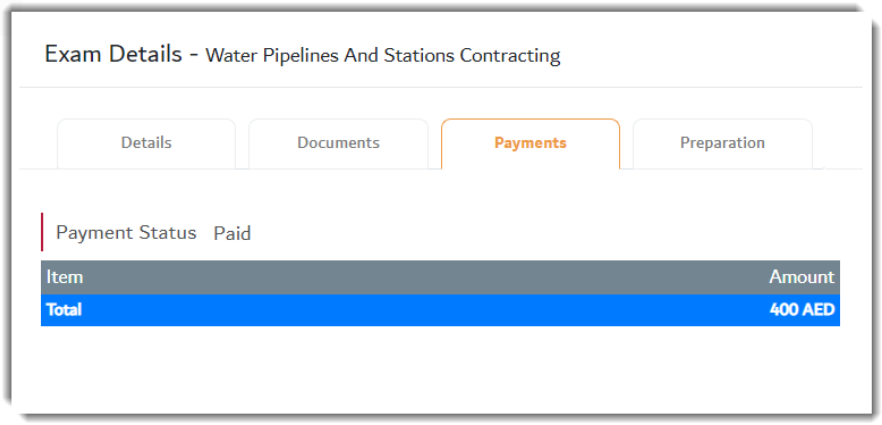
3.4.2 Documents

This tab includes your educational information and experience information to enable you to take this exam.



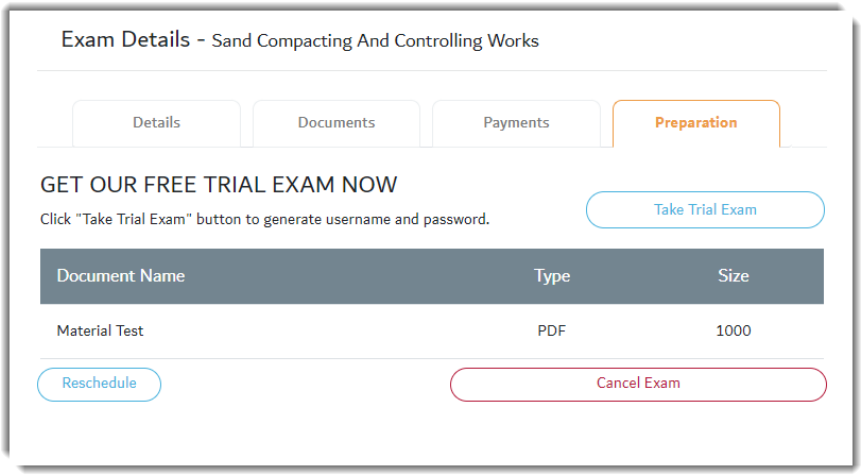
3.4.3 Payments

The Payments tab displays the fees for this exam and the payment status. Note that if your payment status is **paid**, you cannot cancel the exam, but you can only reschedule.



3.4.4 Preparation

The **Preparation** tab displays the possibility to **Take Trial Exam** before taking the actual one. You can also **download the exam material** to read it before the exam, in addition to **reschedule** or **cancel the exam**.



If you click the **Take Trial Exam**, link, the page changes to show you **Username** and **Password** to be able to log in to the Exams system, then click the **Take the Exam** button.

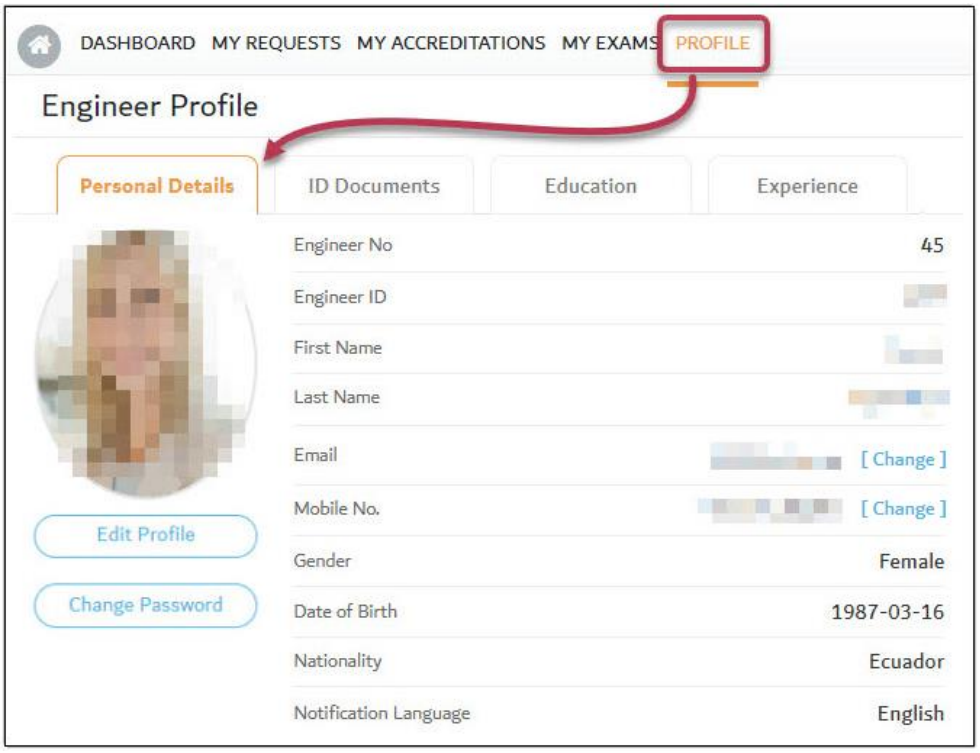
After entering the trial exam, the system sends a message to your registered email with the exam result. If you pass the exam, the system sends you a link in the mail to view the certificate details.

3.5 Profile

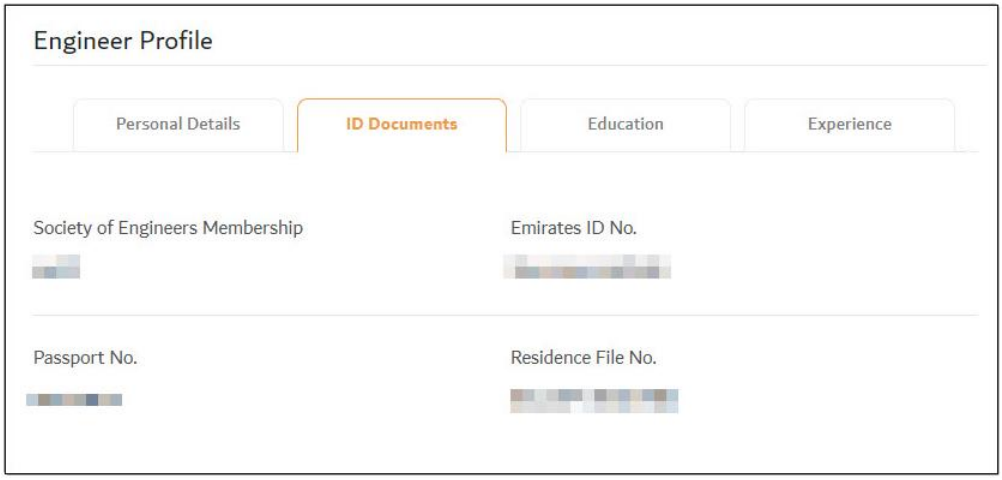
Through the **Profile** section, you can view the details you entered when creating your account for the first time. You can also edit your details or change your password.

The Profile section is divided into four tabs: (Personal Details, ID Documents, Education, and Experience):

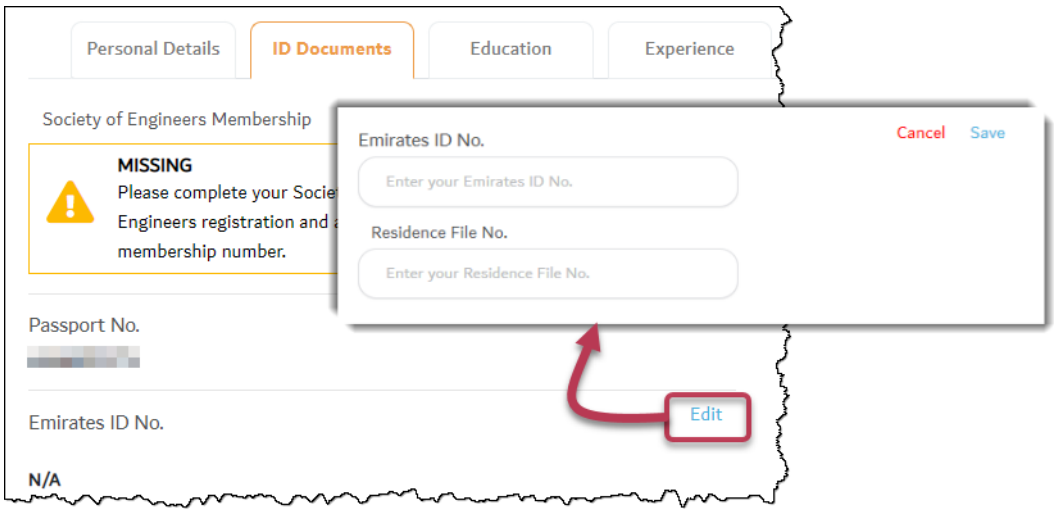
Personal Details tab contains the data you entered the first time when you created the account.



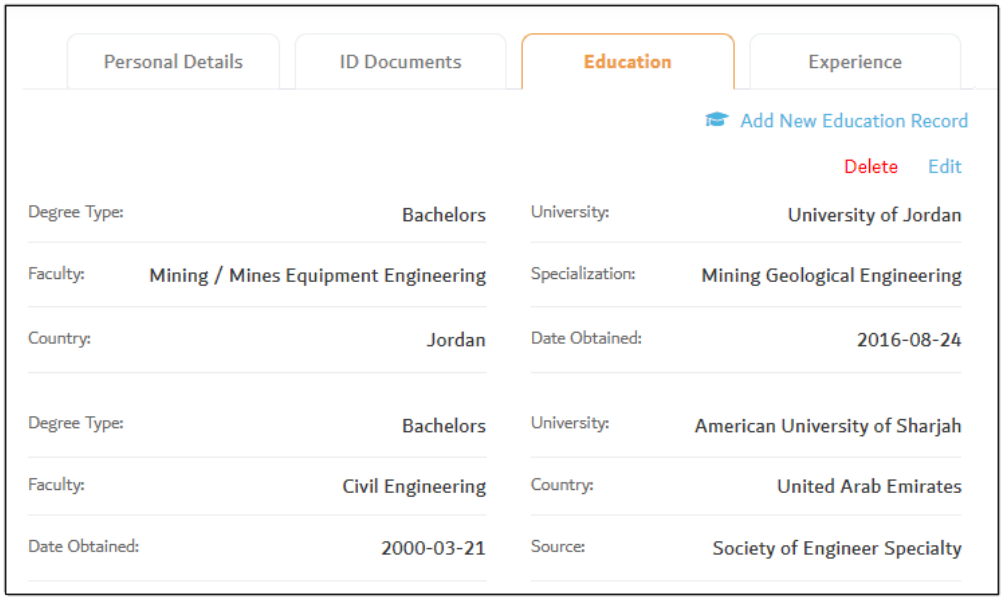
ID Documents: The details that you entered during the creation of the account, and it varies according to the nationality you entered. The ID Documents may include Emirates ID, Passport Number and Residency File Number.



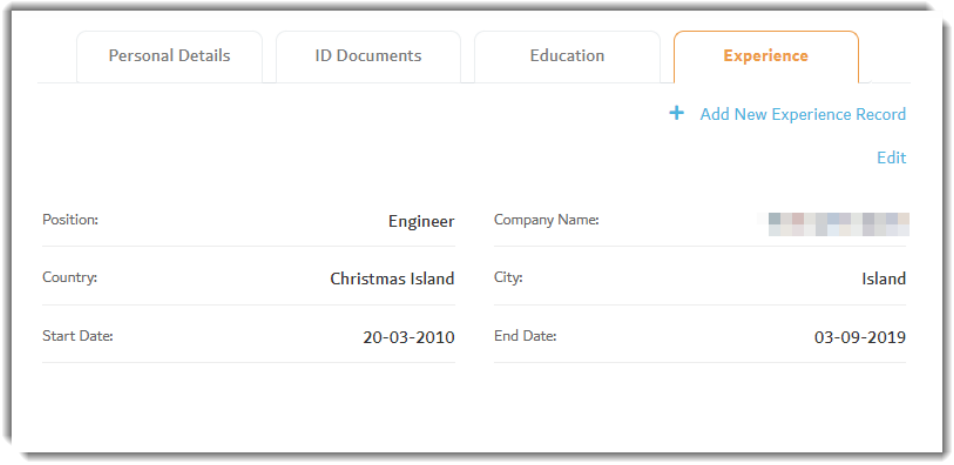
You can also, through the **ID Documents** tab modify the user type from **non-resident** to **resident**. And that is by clicking the **Edit** button at the Emirates ID data section and the residence file to be able to enter **ID Number** and **Residence File No.** where the system will automatically verify the data by linking with GDRFA.



Education: Displays the obtained educational qualifications. They are added from this tab after creating the account by clicking the **Add New Education Record** link. You can also edit or delete the record if it has not been verified via automatic linking with SOE if you are a member, or when taking any exam submitted through Dubai Municipality.



Experience: This tab displays the experience certificates you obtained, and adding a new experience record. You can also **Edit** or **Delete** the record if it has not been verified when performing any exam submitted by Dubai Municipality.



4. Individuals Services

Through this chapter, you will learn about the procedures you can perform after signing in to your account. These procedures include:

Add New Education Record

Add New Experience Record

Apply for New Accreditation

Cancel Accreditation Request

Reschedule Exam Date

Cancel Exam

Perform Electronic Exam

NOC Issue Local Branch for Corporate from Another Emirate

NOC Issue New Foreign Branch Request

NOC Issue New Corporate Request

Change Email

Change Mobile Number

Modify Account Details

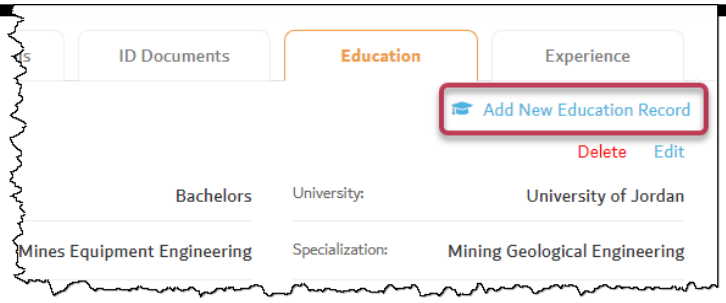
Change Password

4.1 Add New Education Record

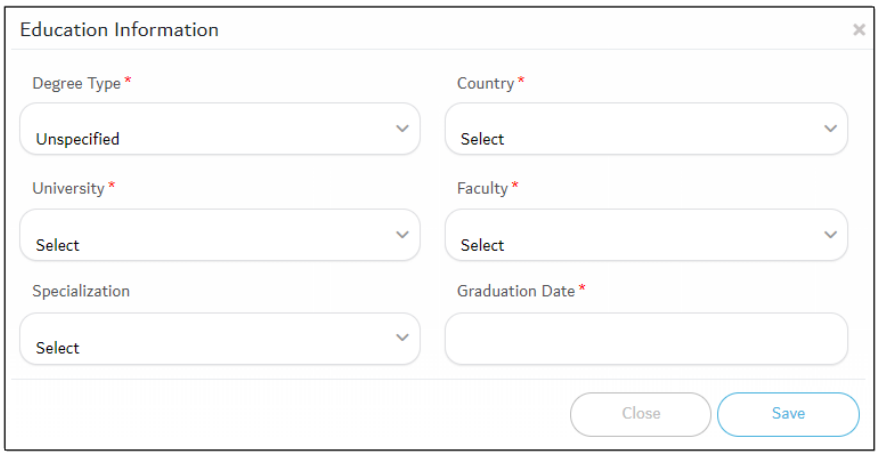
After creating the account, you can add a new education record from the profile section. To add a new record,

perform the following steps:

7. From the top section of the screen, click the **Profile** section.
8. In the **Profile** screen, select the **Education** tab, then click the **Add New Education Record** link at the top of the page.



9. The **Education Information** screen displays. Select **Degree Type** from the pick list, then select **Country**.
10. Select **University** from the pick list, and then select **Faculty**.



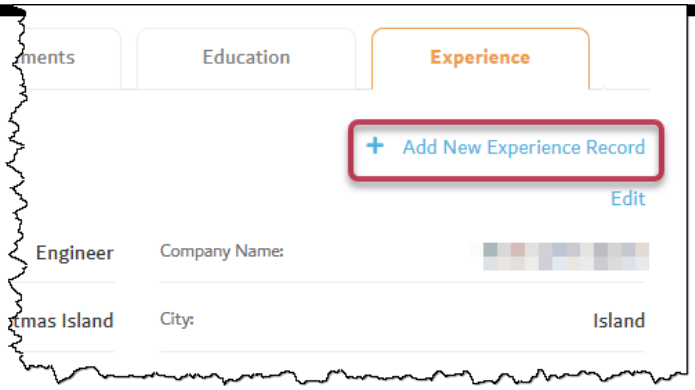
11. Select the **Specialization** from the pick list, then enter **Graduation Date**.
12. Click the **Save** button to record data and return to the **Education** tab. A message displays that the record is created successfully.

13. Repeat steps 2 through 6 to add another record, and so on.

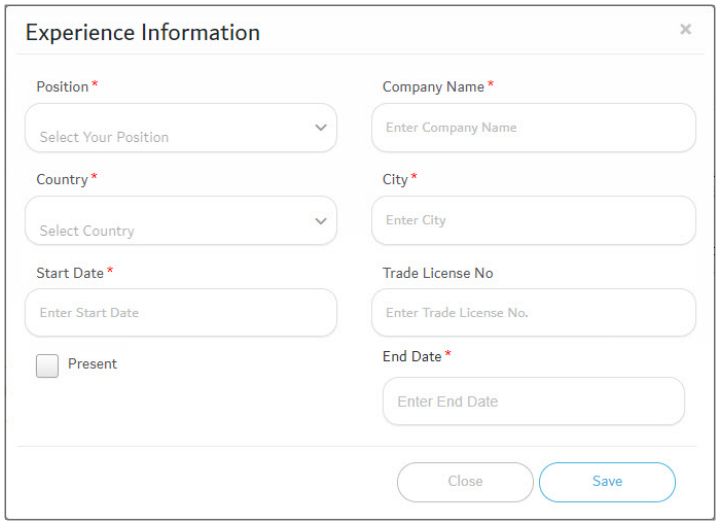
4.2 Add New Experience Record

After creating the account, you can add a new experience record from the **Profile** section. To add the record, perform the following steps:

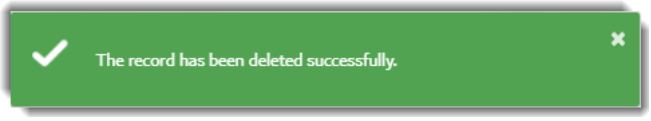
1. From the top side of the screen, click the **Profile** link.
2. In the **Profile** section, select the **Experience** tab, then click the **Add New Experience Record** link at the top of the page.



3. The **Experience Information** screen displays. Select **Position** from the pick list, then select **Country**.
4. Select **City** from the pick list, then select **Company Name**. If you select the city **Dubai**, a list of registered corporates in **Dubai** displays for you to select one.



5. Enter the **Trade License No.** for the company. If you select the city **Dubai**, you won't need to add the trade license number.
6. Select the **Start Date** and select the **Present** check box if it is your current job, or enter the **End Date** if this is not your current job.
7. Click the **Save** button to record data and return to the **Experience** tab. A message displays that the record is created successfully.

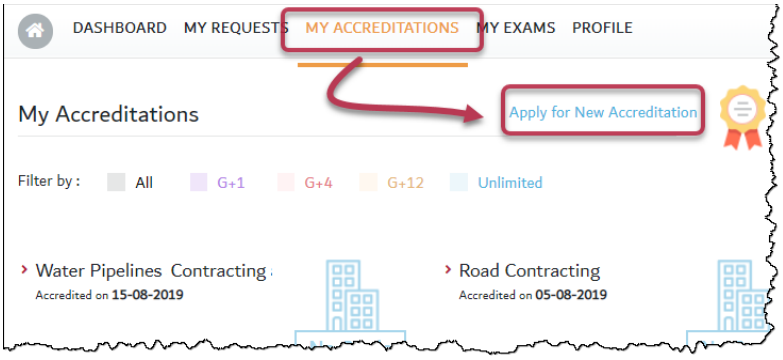


8. Repeat steps 2 through 7 to add another experience record.

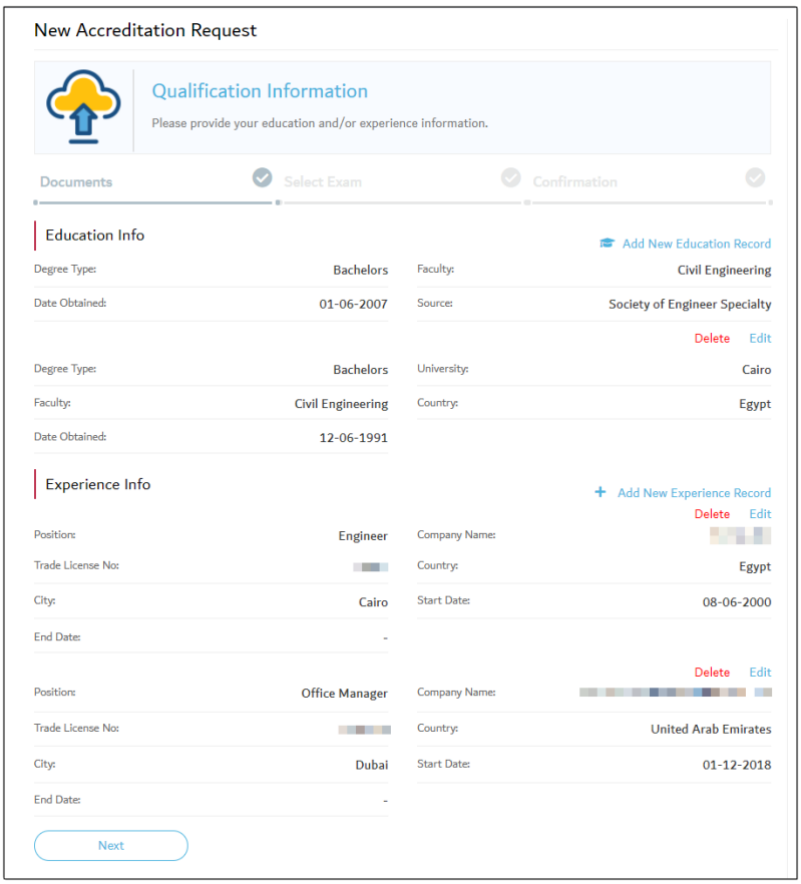
4.3 Add New Accreditation Request

To apply for a new accreditation, do the following steps:

1. After logging in to your account, click on the **My Accreditations** section at the top of the screen.
2. In the **My Accreditations** screen, click the **Apply for New Accreditation**.

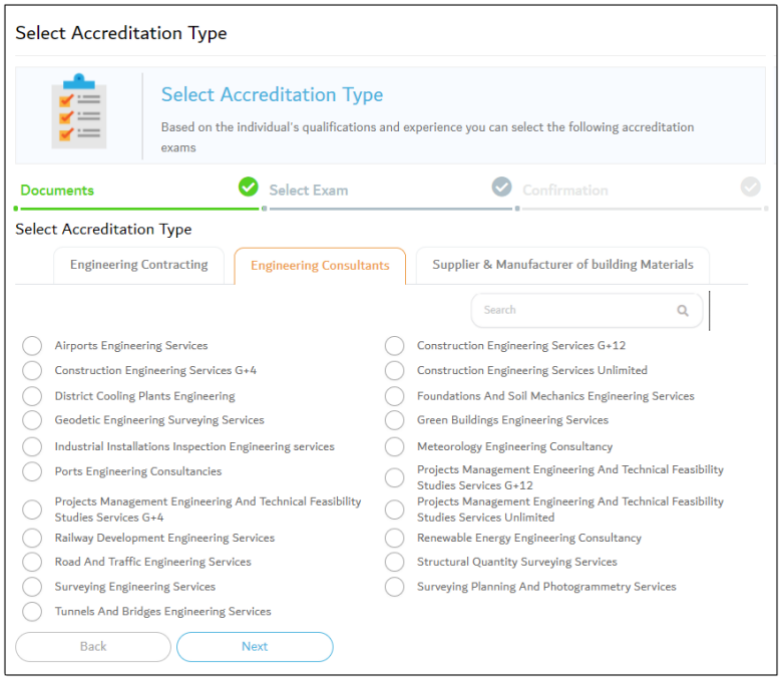


3. The first step **Documents** displays. You can add a new education record or a new work experience record.

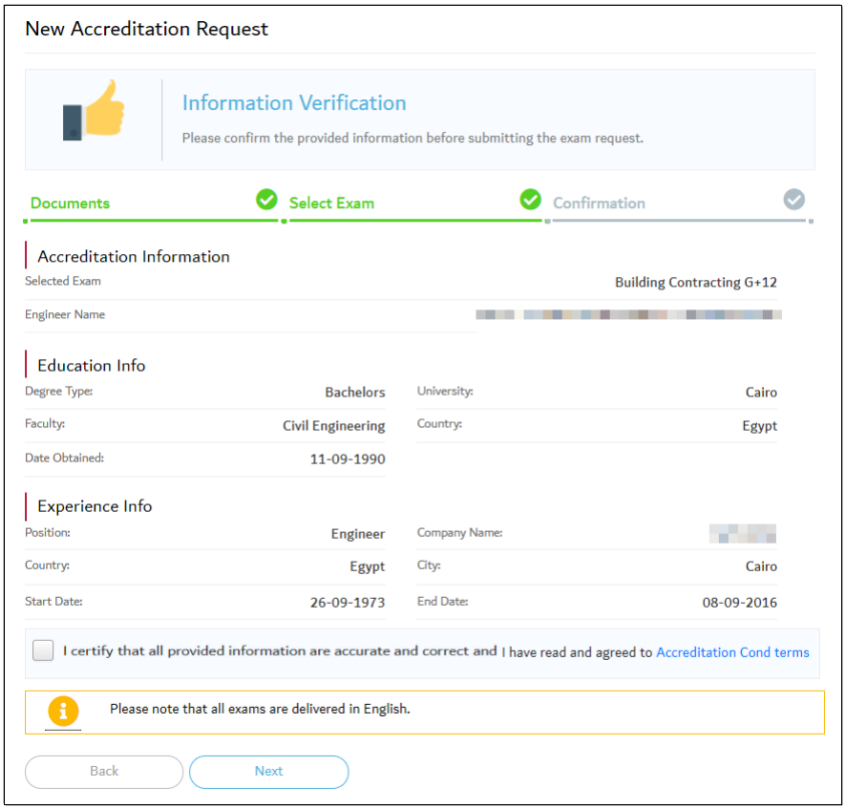


4. Click the **Next** button to continue to the second step to select the exam.

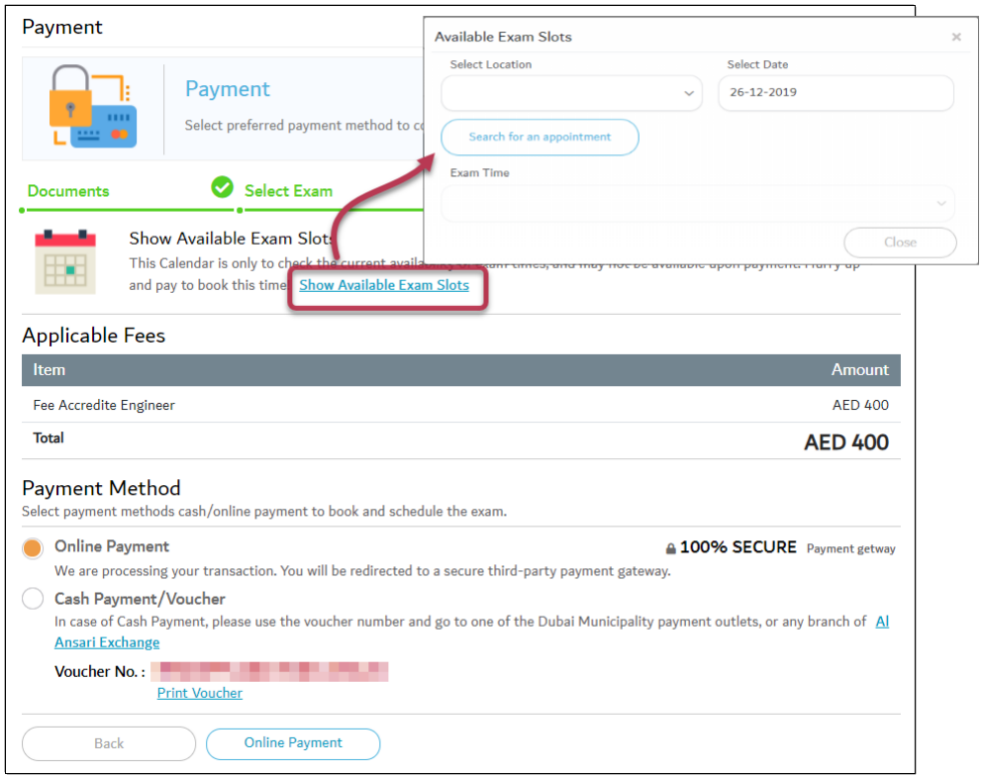
5. Select the accreditation that you want to get from the available list, or you can select one of the categories above the options (Consulting, Contracting, etc.), then click the **Next** button.



6. The **Confirmation** step displays. Select the check box I certify that all provided information are accurate and correct.
7. Click the **Next** button. to proceed to the next step.



8. The **Payment** step displays, from which you can view the available exam slots before completing the payment. Click the link to view the available slots so you can check them before paying.



9. Select the payment method that is convenient for you (cash or electronic). If you select to pay cash, you will view a Voucher to pay with the invoice number so that you can print it and use it to pay. If you select to pay online, the system will take you to the online payment gateway to complete the transaction.

GOVERNMENT OF DUBAI — ZAYED — بلدية دبي DUBAI MUNICIPALITY

Print Date: Saturday, 07 September 2019

Voucher / إذن الدفع

Invoice No.	[redacted]	رقم الفاتورة
Service Type	Accredit Technical Staff	نوع الخدمة
Service	Fee Accredite Engineer	الخدمة
Record ID	62165	رقم السجل
Expiry Date		تاريخ انتهاء الصلاحية

ERAD / إيراد

[redacted]

Fee Item / رسم البند	Unit Price / سعر الوحدة
Fee Accredite Engineer	400 AED
TOTAL	400 AED

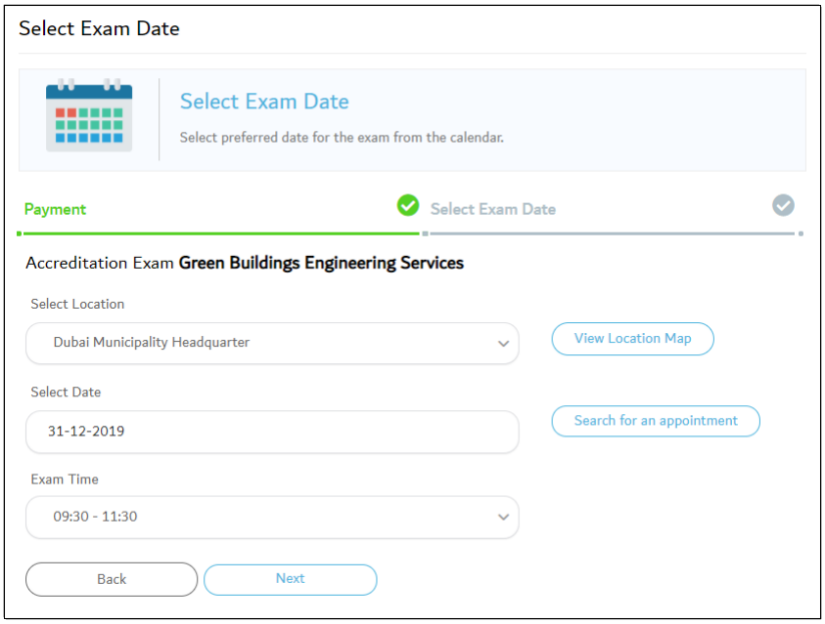
Notes: Dear Customer, kindly note that the value of this invoice might be subject to additional Knowledge and Innovation Dirham fees.

ملاحظات : عزيزي العميل، يرجى ملاحظة أن قيمة هذه الفاتورة قد تكون خاضعة لرسوم إضافية خاصة بدرهم المعرفة ودرهم الابتكار

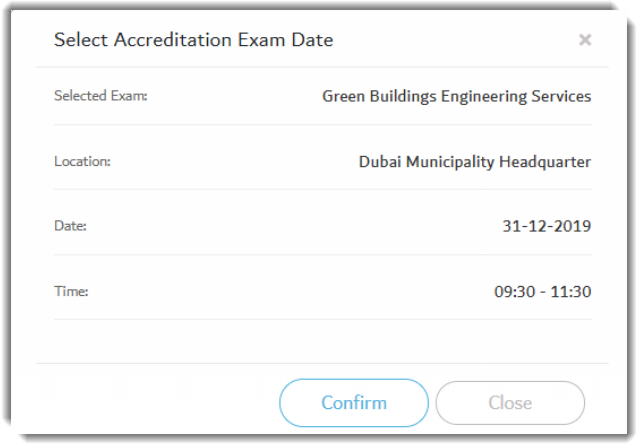
DUBAI ENGINEERING QUALIFICATIONS

بلدية دبي DUBAI MUNICIPALITY

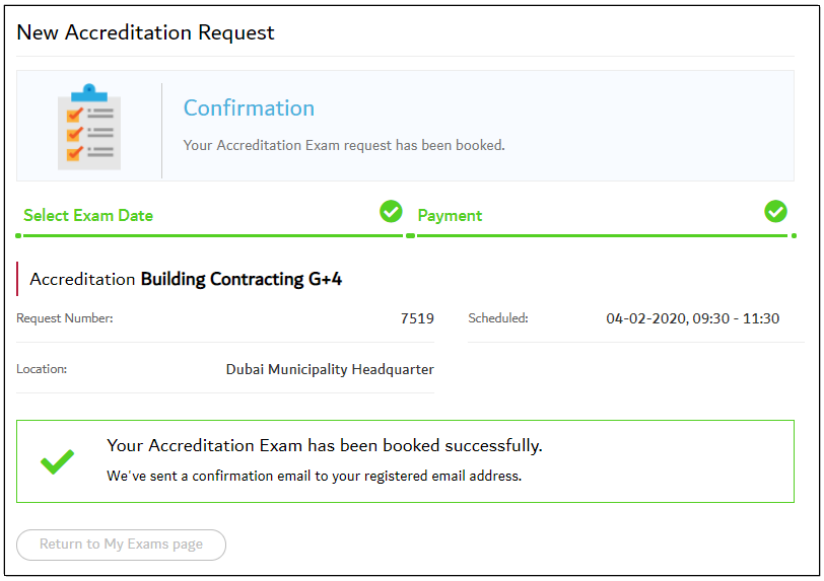
10. After the payment has been processed successfully, you will be able to select the exam slot. The **Select Exam Date** page displays.
11. From the **Select Location** pick list, select Dubai Municipality. Then select the **Date** in which you want to take the exam, and click the **Search for an Appointment** button.
12. Select from the **Exam Times** pick list the time slot to take the exam.



13. Click the **Next** button. A pop up window displays to confirm the date and appointment. Click the **Confirm** button.



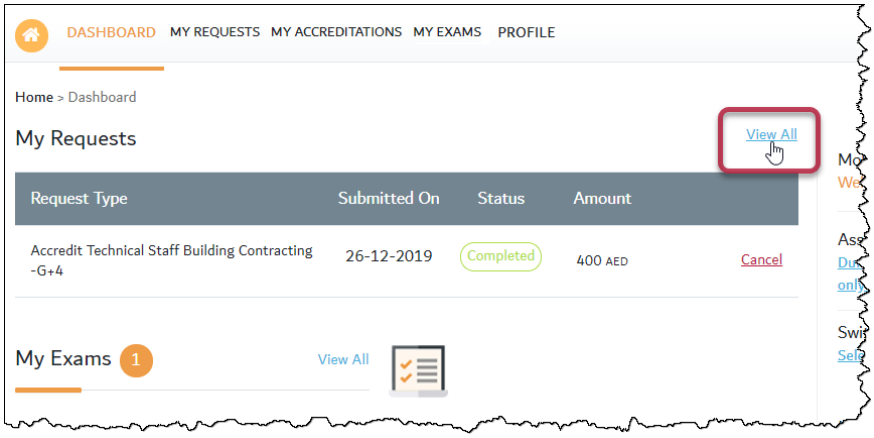
14. A message displays that the transaction was successful and the appointment is selected.



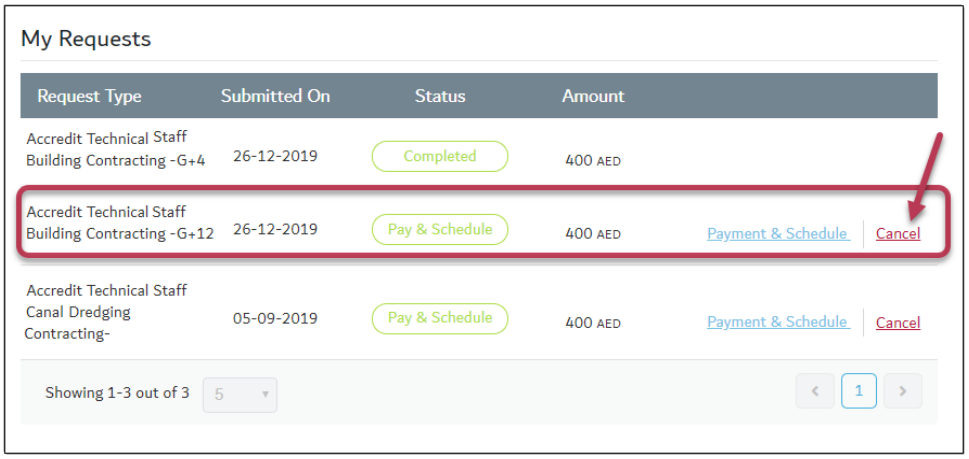
4.4 Cancel Accreditation Request

Before paying for the accreditation exam, and selecting the appointment, you can cancel your request that you have applied for. Perform the following steps:

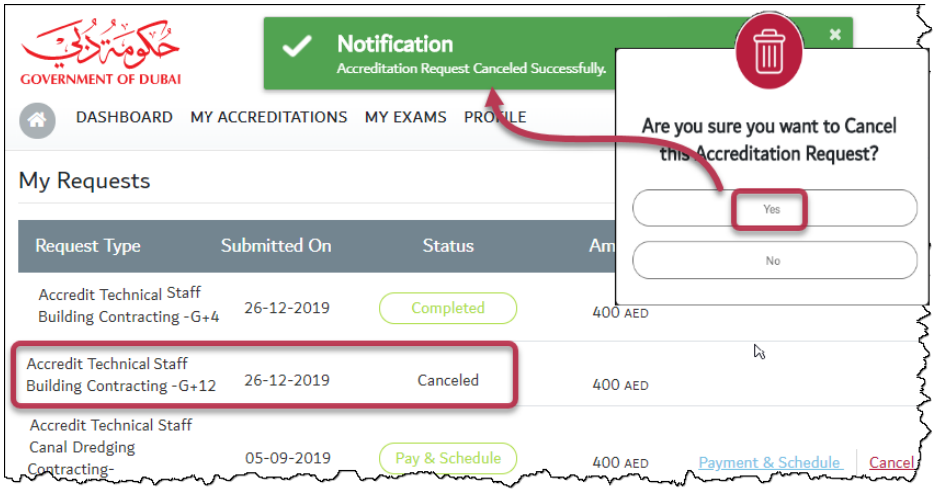
1. After signing in to your account, your dashboard displays. In the **My Requests** section, click the **View all** link.



2. All your requests are displayed. Select the request that you want to cancel and its status is" *Pay & Schedule* ". You will see two options, either **Pay & Schedule** or **Cancel**. Click the **Cancel** button.



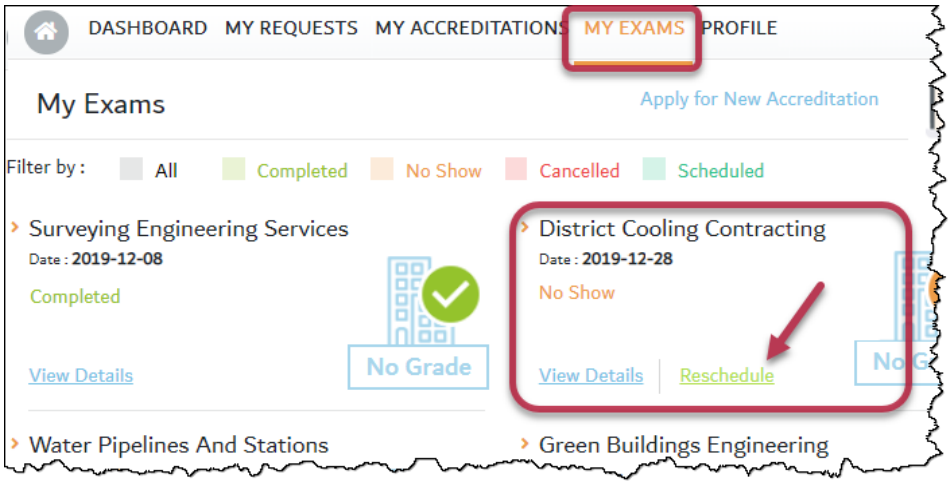
3. A warning message displays to confirm if you want to cancel. Click the **Yes** button. The exam is canceled and its new status is ***Canceled*** and a success message displays to confirm the cancellation.



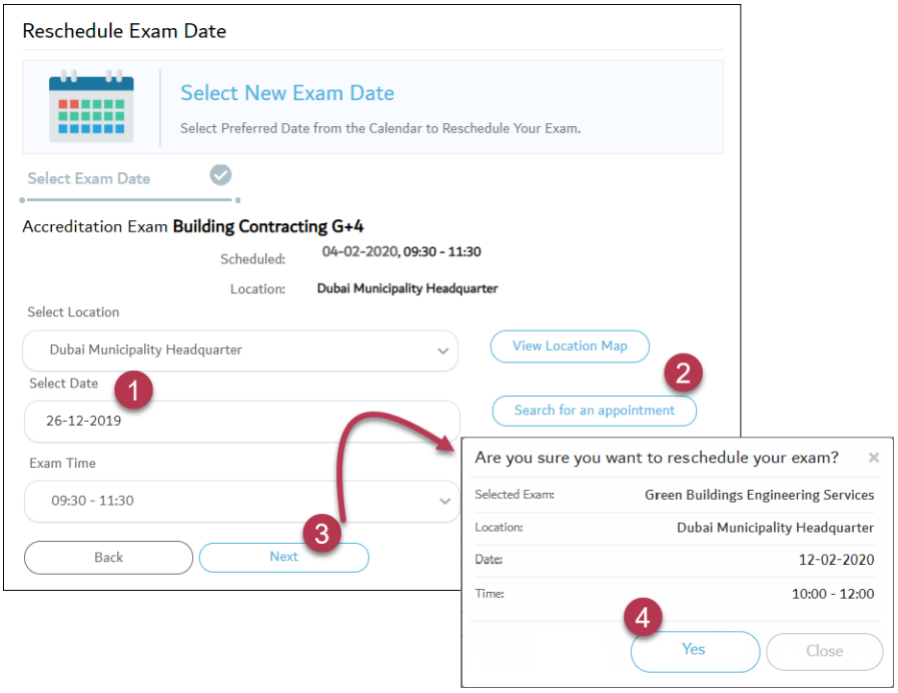
4.5 Reschedule an Exam

After scheduling an exam, you can reschedule its time and date only if the remaining time is at least one day. To do this, perform the following steps:

1. After signing in to your account, click on the **My Exams** from the top section of the page.
2. The exams page displays your currently registered exams. Select the exam that you want to reschedule, then click the **Reschedule** button.



3. The **Reschedule Exam Date** page displays. Select the **Date** on which you want to take the exam.
4. Click the **Search for an Appointment** button to view available appointments.
5. Select the time that fits you, then click the **Next** button.
6. A pop up window displays to confirm rescheduling to the selected date. Click **Yes**.

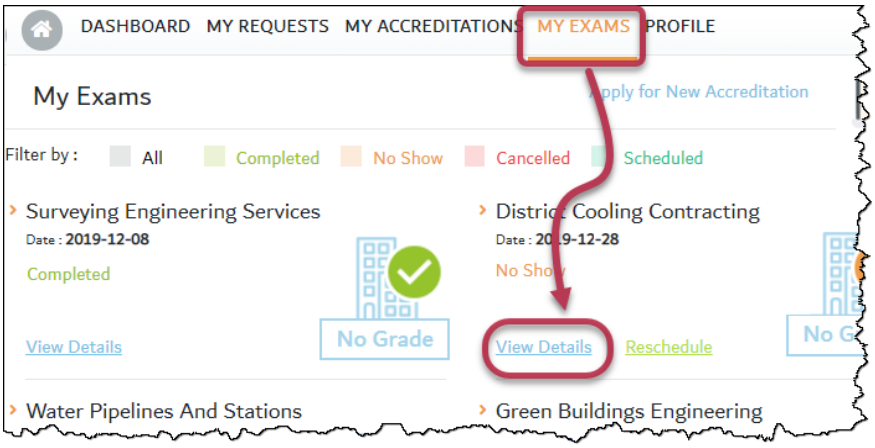


7. A success message displays with the new appointment, along with the request number.

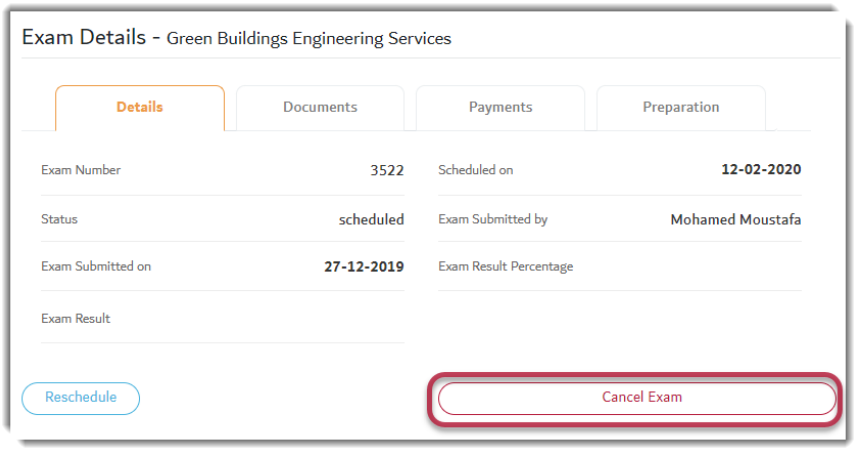
4.6 Cancel Exam

You can cancel the exam after scheduling and paying for it, yet, you will not be able to get a refund. To do this, perform the following steps:

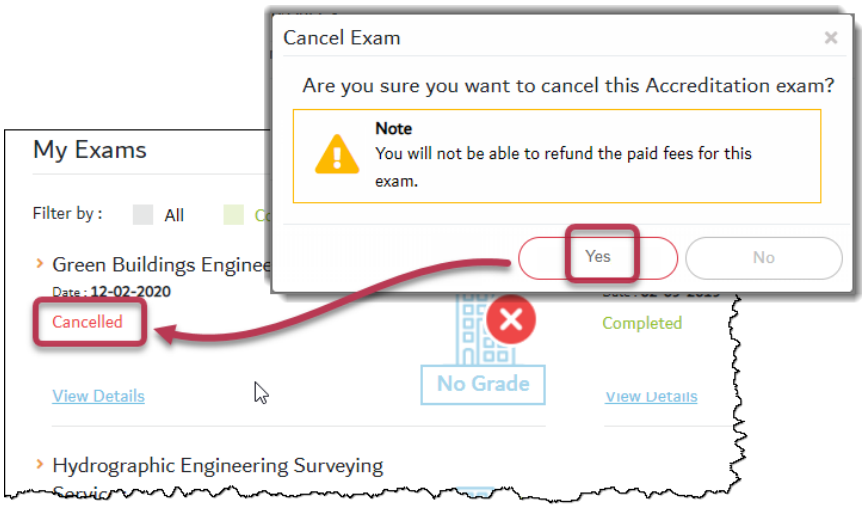
1. After signing in to your account, click on the **My Exams** from the top section of the page.
2. The exams page displays your currently registered exams. Select the exam that you want to cancel, then click the **View Details** button.



3. The Exam details page displays. Click the **Cancel Exam** button.



4. A pop up message displays to confirm if you want to cancel. Click the **Yes** button. The exam is canceled and its status changes in **My Exams** page.

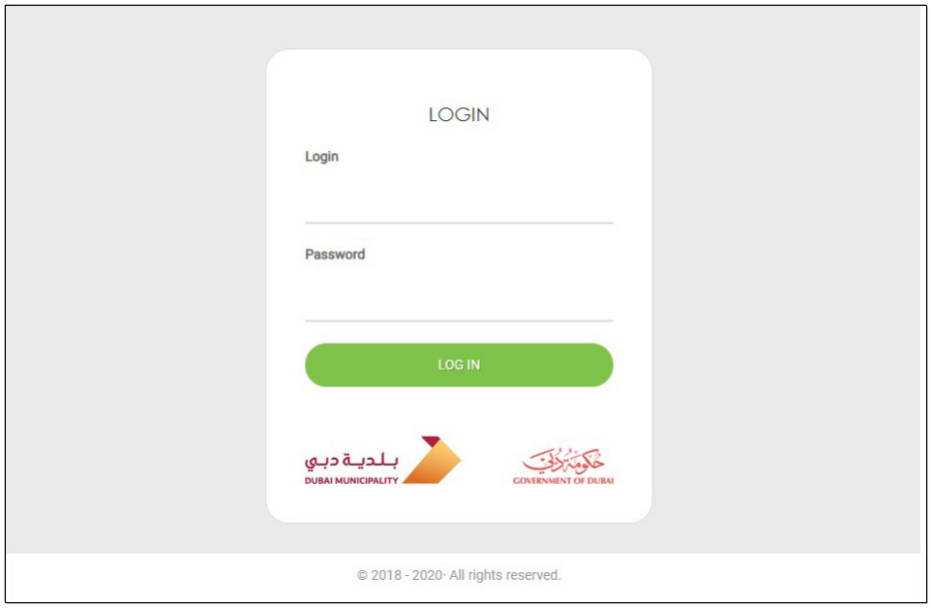


4.7 Perform Electronic Exam

After applying for accreditation, you will be able to take the exam by going to the Dubai Municipality location, then submitting your identification papers, and then taking the exam in one of the available rooms according to the date you applied for.

Perform the following steps:

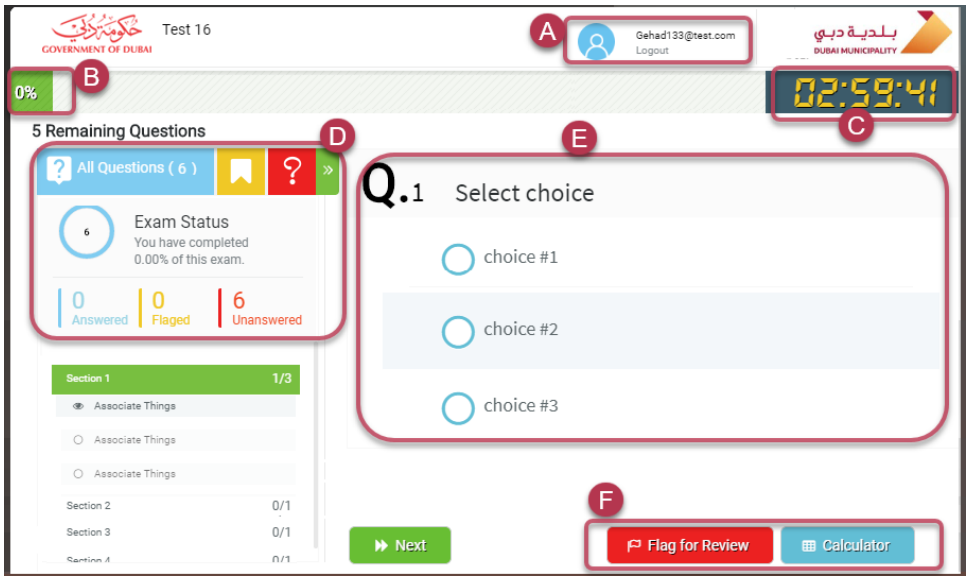
1. On the day of the exam, go to the selected location, and head to the front desk. Submit your Emirates ID or your passport to the receptionist to confirm your identity, and register your name on the list of attendees for the exam.
2. The receptionist will guide you to the waiting area. After verification of your data, the system will automatically add you to the Exam Applicants List. And when it's your turn, your name will automatically appear on the Waiting Room screen.
3. Now, you can present the graduation certificate, and the experience certificates to the employee for verification, and you will be given a locker to keep your personal belongings.
4. The employee will provide you with **username** and **password** created by the system in order for you to start the exam.
5. On the computer that will be assigned to you, you will find the login screen to enter the provided **username** and **password**. Enter them in the relevant fields, then click the **Login** button.



6. It The available exam displays for you. Click the **Start** button to start the exam.

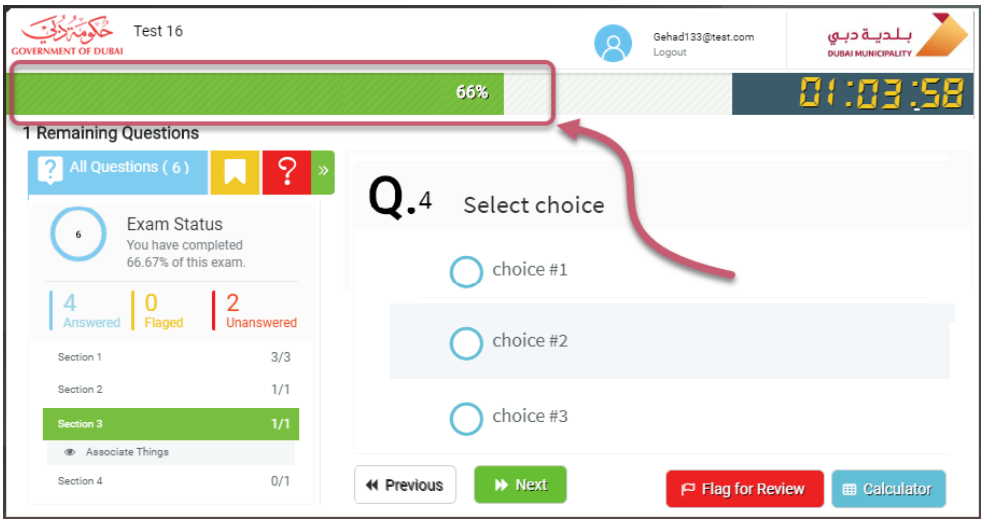
7. The exam starts with the timer in the upper-right side of the screen. The screen consists of the following sections:

   A. Email of the examiner,
   B. The percentage of questions that were already answered in the exam,
   C. A counter for the exam remaining time,
   D. Status details of the exam questions (Unanswered, flagged for later, answered),
   E. The current question,
   F. Additional action fields (Flag for Later, Calculator)



8. Start answering the questions, and you can use a calculator if you need it by clicking the **Calculator** button.

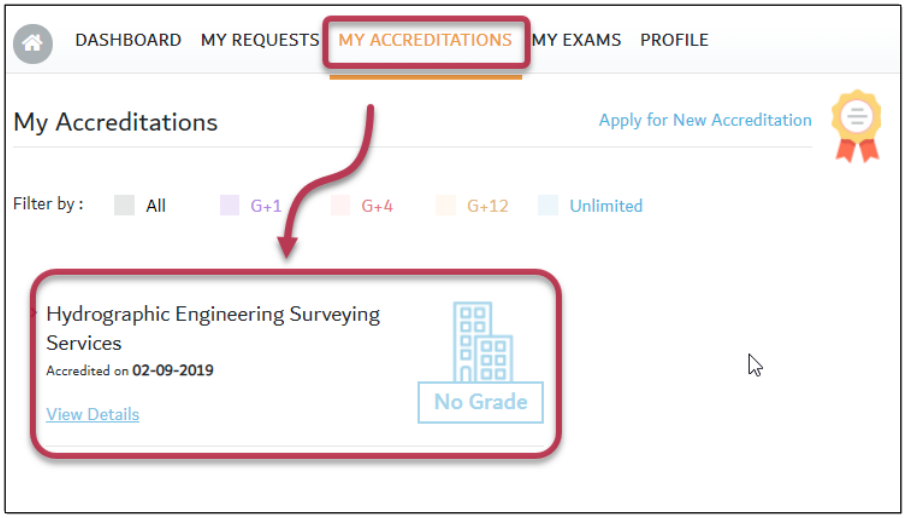
9. Continue with the exam until you have completed all the questions. Note the progress bar in the upper left side of the screen, showing you the percentage of your completion.



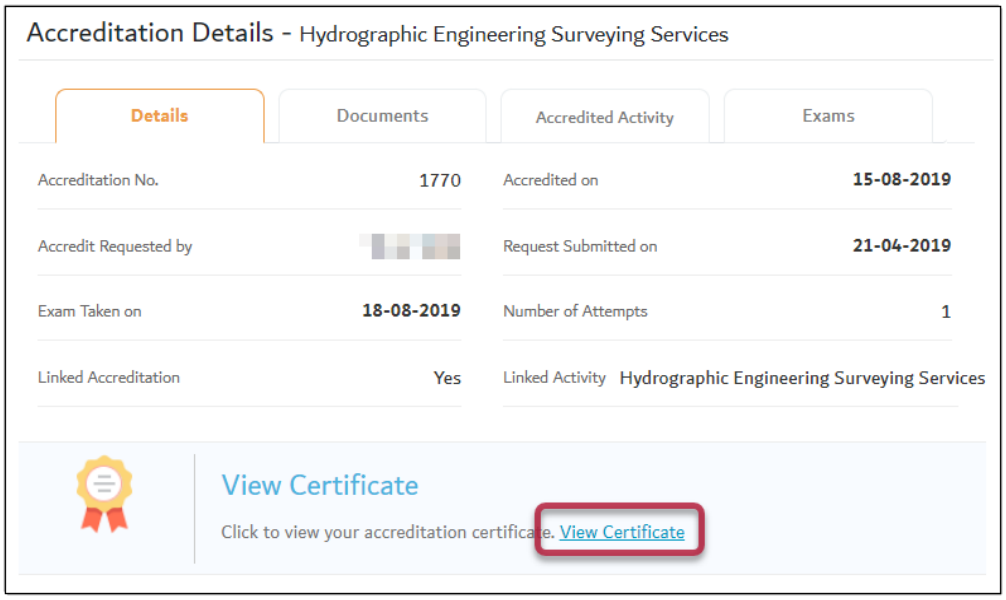
10. When you are finished with all questions, click the **End Test** button to end the exam and close the screen.

11. The result shown the number of correct and wrong answers and the percentage you have received. Click the **Finish & Close** button.

12. The next time you sign in to the DEQ system, you will be able to view the exam result in **My Exams** section if you pass or fail, depending on the percentage required to pass this type of accreditation.
13. If you pass the exam successfully, you will be able to view your certificate through **My Accreditations** tab. Select the exam that you performed, and then click the **View Details** button.



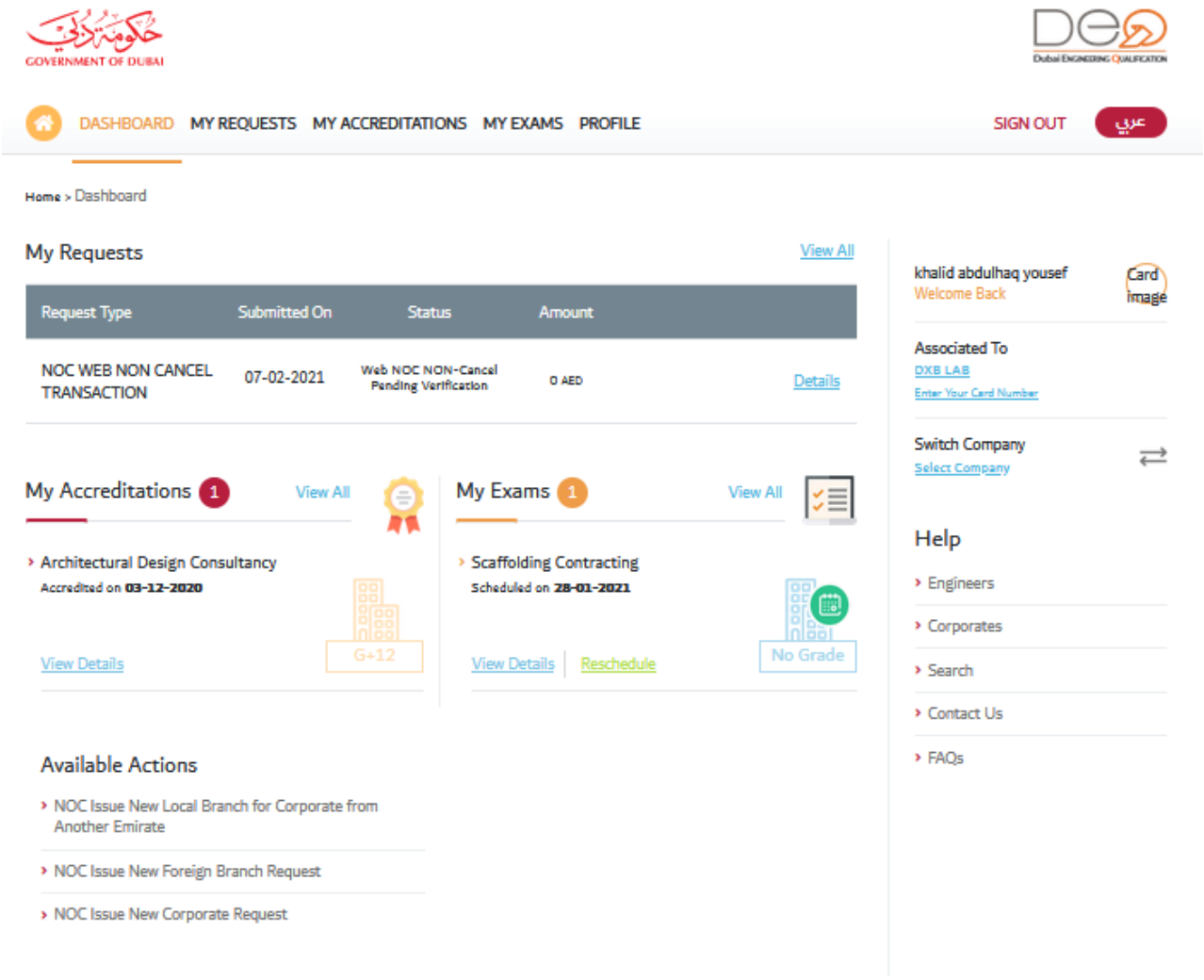
14. The **Accreditation Details** page displays. You can now view the certificate by clicking the **View Certificate** at the bottom of the page.



NOC Issue Local Branch for Corporate from Another Emirate

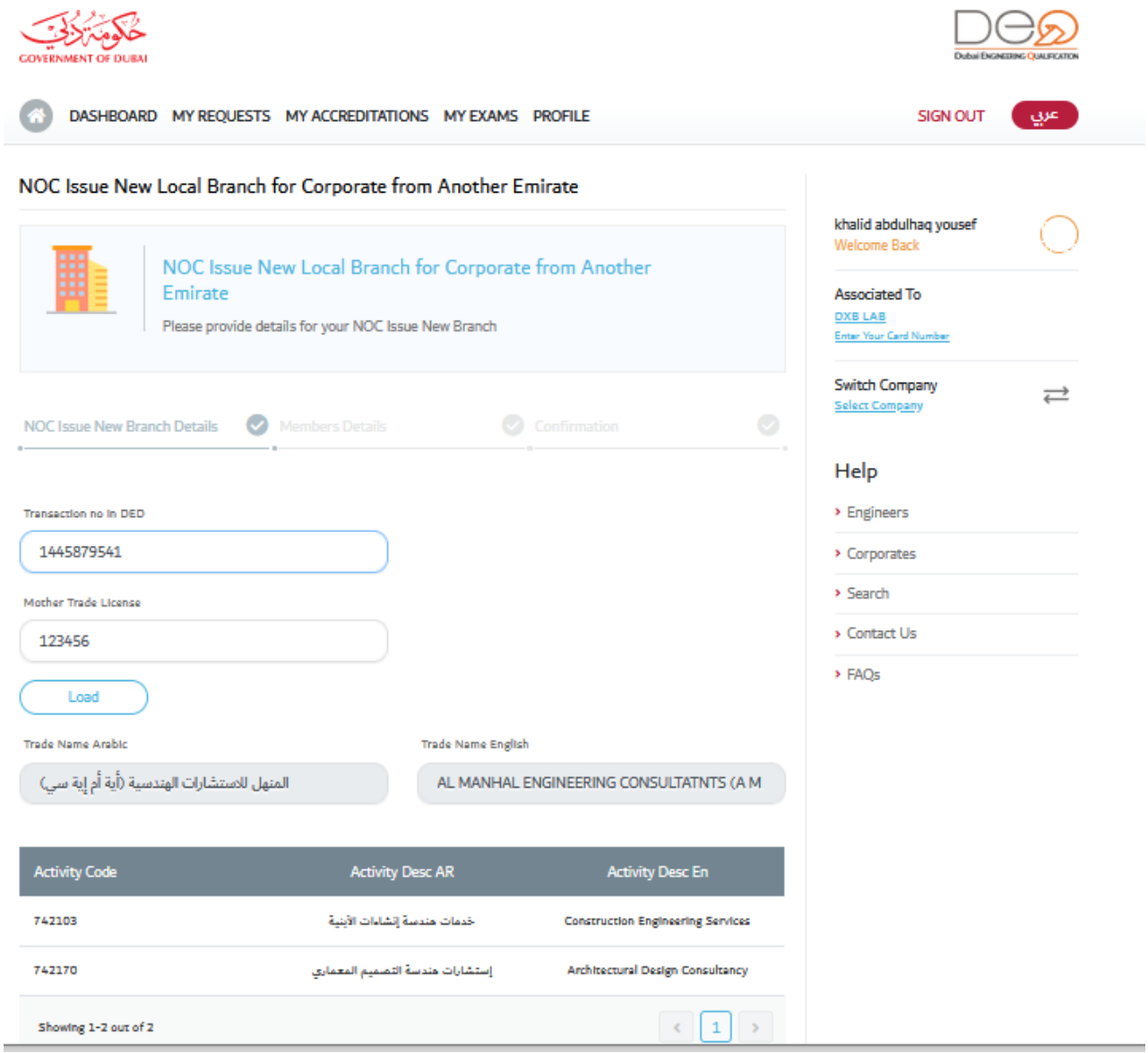
To apply for NOC Issue Local Branch for Corporate from Another Emirate, you must have Transaction no. in DED. Do the following steps:

- After registration, **Dashboard-Person** appears, and it has the available actions. Press **NOC Issue Local Branch for Corporate from Another Emirate** link.



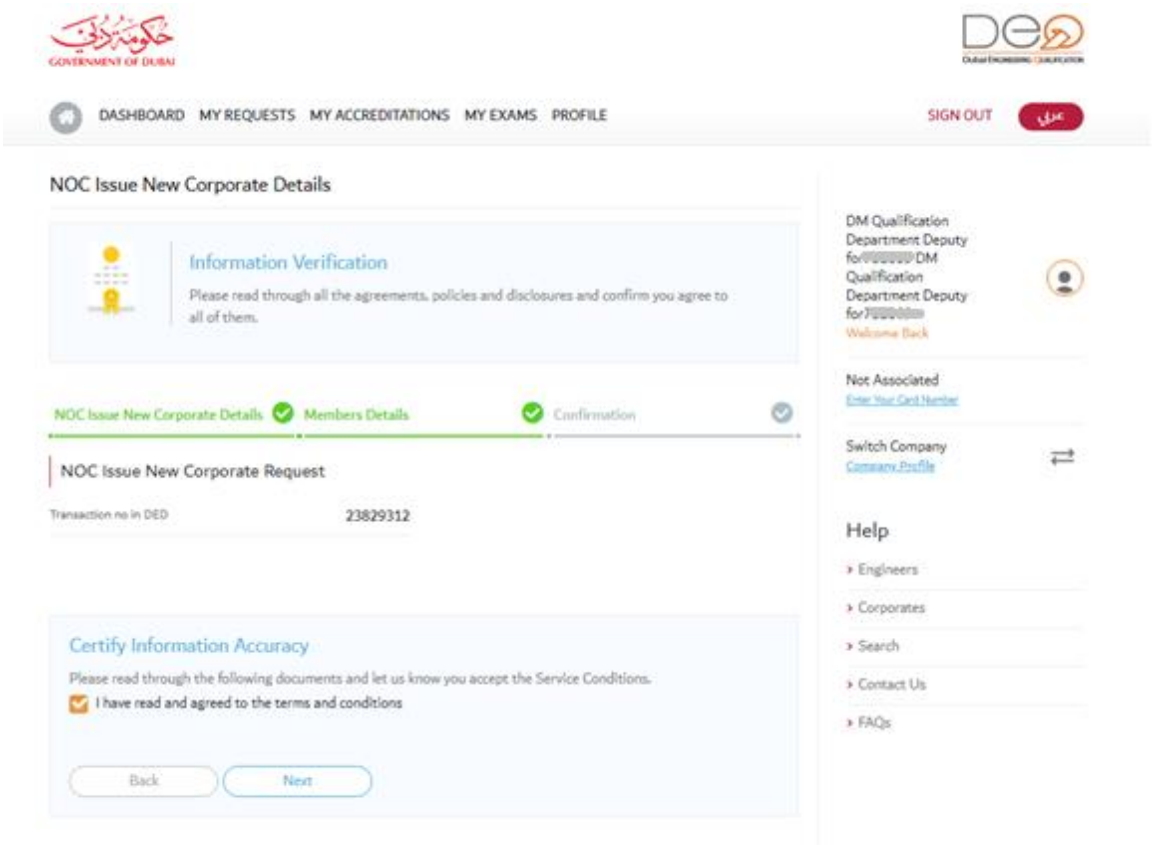
- In the Request page, enter Transaction no. in DED
- Enter the number of the Main Trade License for the Head Quarter then press Upload. The system upload the information of the corporate automatically.

4. Press Next.

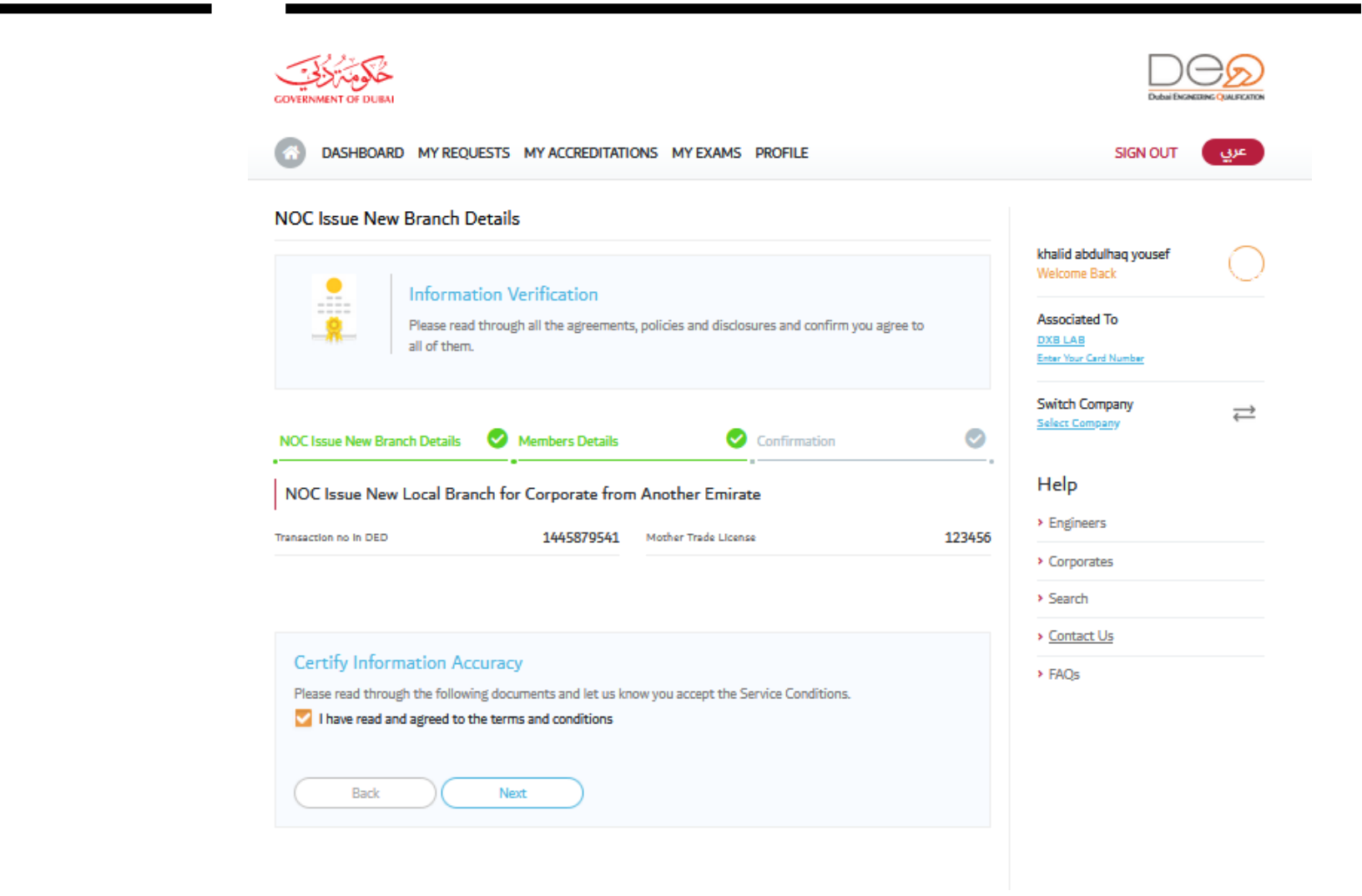


5. In the next step, Members' details are displayed. Each member is shown associated with the type of his membership. Press Next.

6. Confirmation Step appears. Select I have read and agreed to the terms and conditions. Press Next.



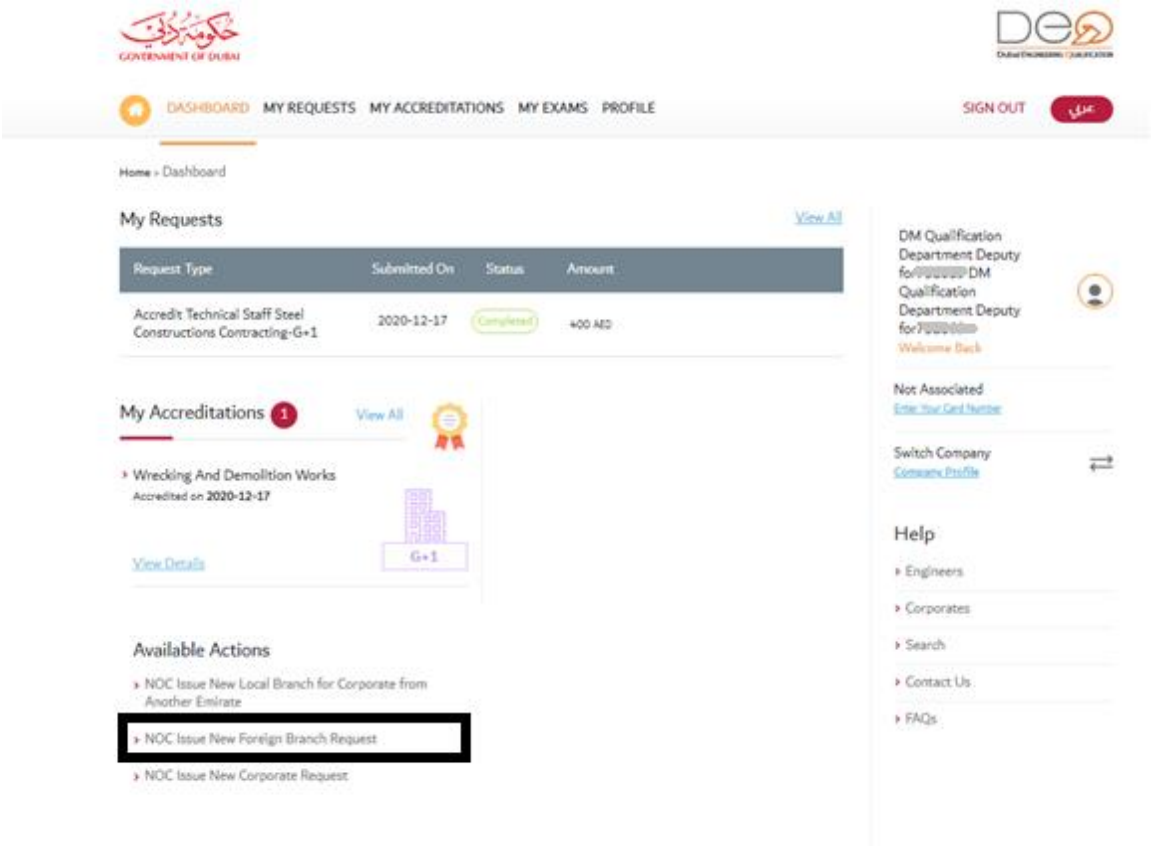
7. Confirmation message is displayed: NOC Issue New Corporate Request has been submitted. Request Number is also displayed.


GOVERNMENT OF DUBAI
DASHBOARD MY REQUESTS MY ACCREDITATIONS MY EXAMS PROFILE
SIGN OUT
عربي
NOC Issue New Branch Details
Information Verification
Please read through all the agreements, policies and disclosures and confirm you agree to all of them.
NOC Issue New Branch Details
Members Details
Confirmation
NOC Issue New Local Branch for Corporate from Another Emirate
Transaction no in DED
1445879541
Mother Trade License
123456
Certify Information Accuracy
Please read through the following documents and let us know you accept the Service Conditions.
I have read and agreed to the terms and conditions
Back
Next
khalid abdulhaq yousef
Welcome Back
Associated To
DXB LAB
Enter Your Card Number
Switch Company
Select Company
Help
Engineers
Corporates
Search
Contact Us
FAQs

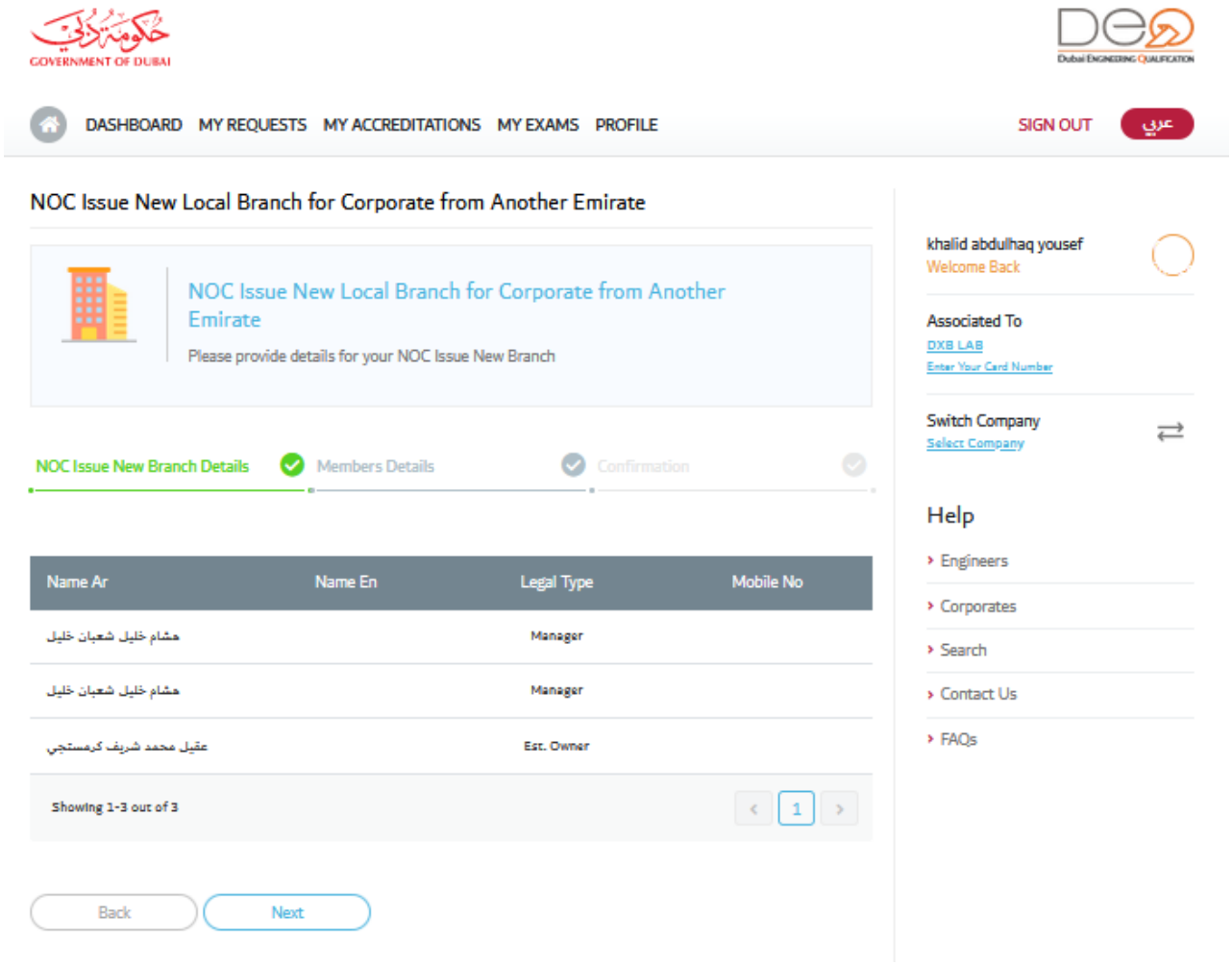
NOC Issue New Foreign Branch Request

To apply for NOC Issue New Foreign Branch Request, You must have fist the transaction number in DED.

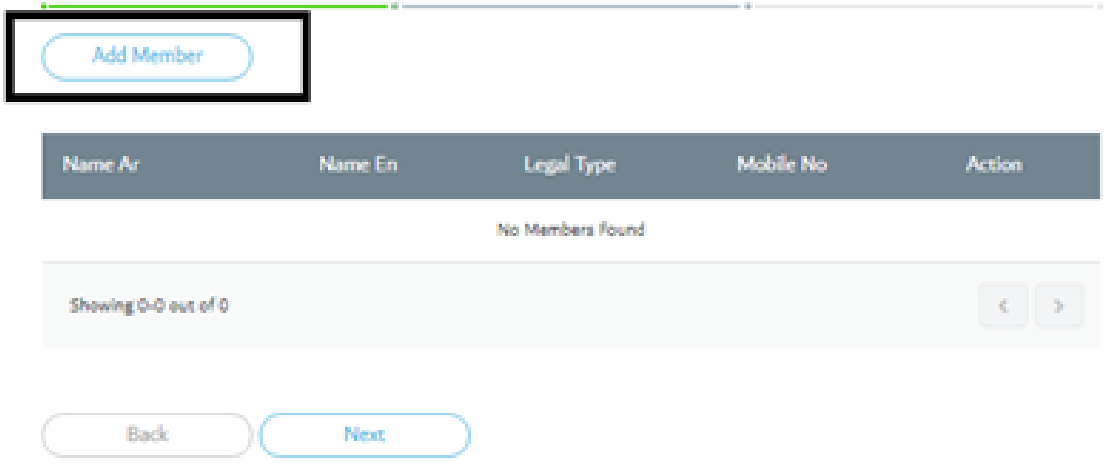
- After registration, Dashboard-Person appears. Press **NOC Issue New Foreign Branch Request** link**.**



- In the Request page, input Transaction no. in DED
- Input Trade License Number for the Head Quarter.
- Input the Trade Name in Arabic then the Trade Name in English.
- Select Activity from the dropdown list then press Add Activity. You may add more than one activity.
- Press Next.



- The next step displays Members' details. Press Add Member.

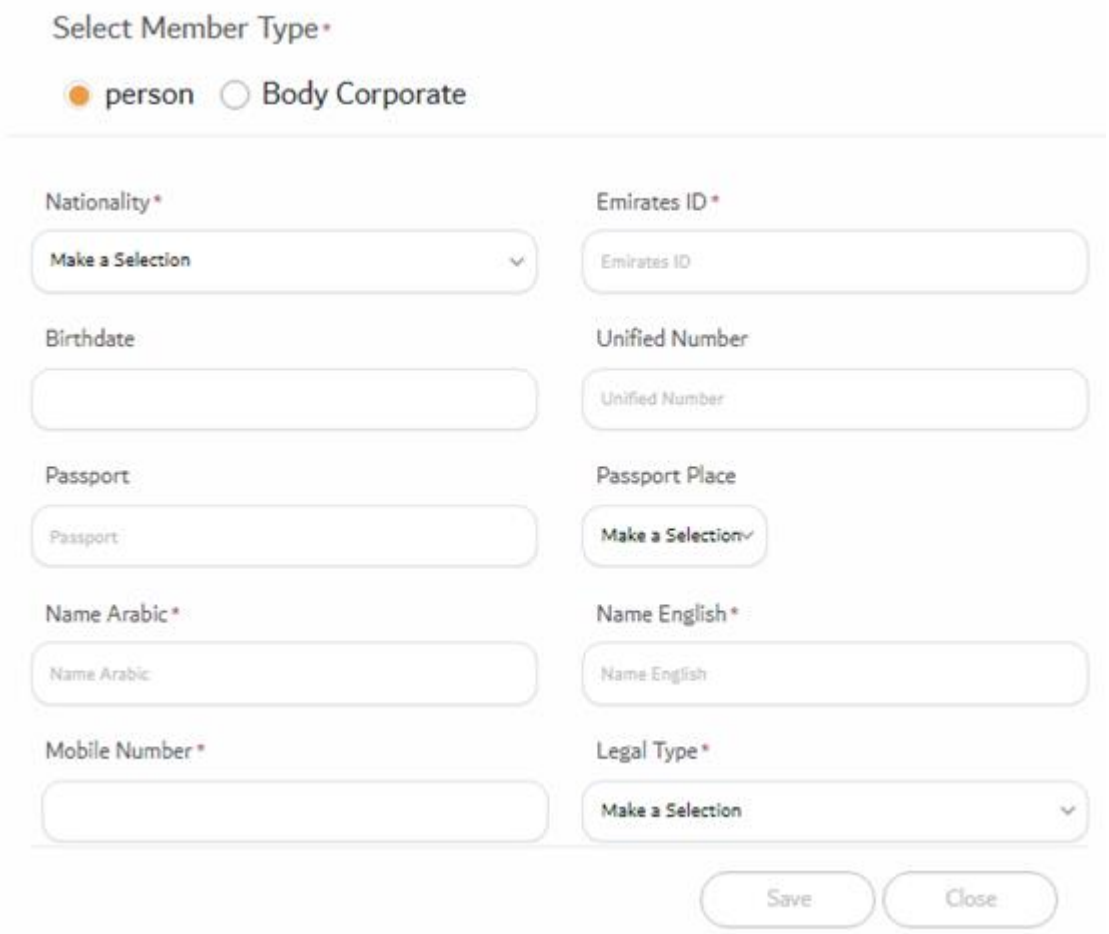


- Popup window appears to add Member's information. You may add a person or a corporate.

8.1 To add Person information, select **Nationality** (If Emeriti, **Emirates ID** is required. But, if non-Emeriti, **Passport number** and **Passport Place** are required.

8.2 Add **Name in Arabic** and **Name in English**.

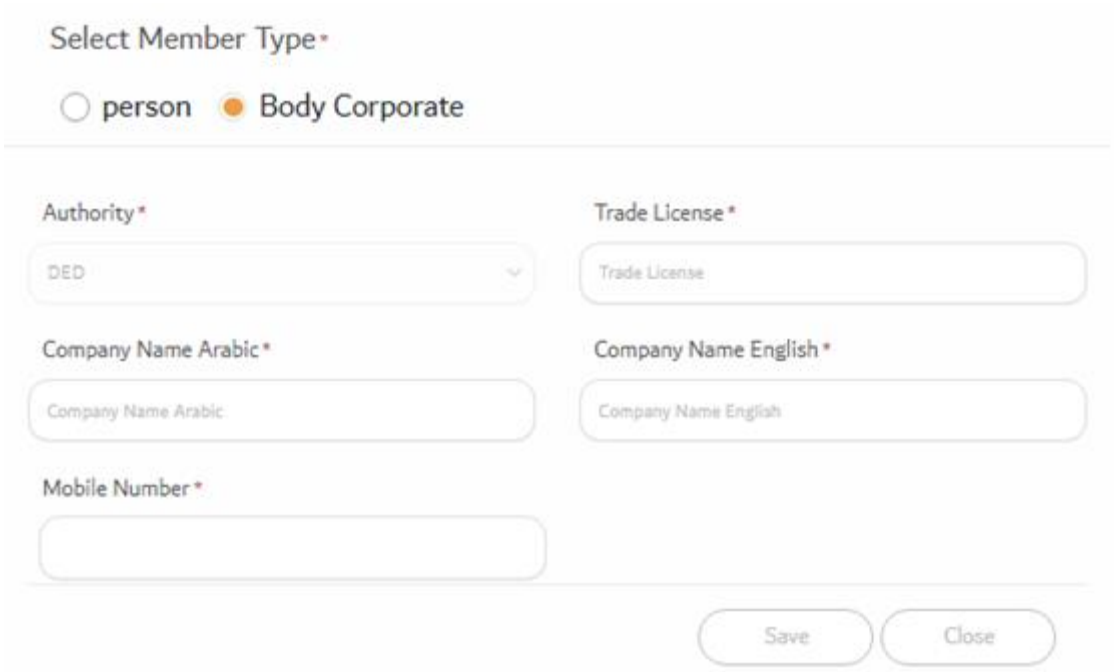
8.3 Add **Mobile number**. Then, select **Legal Type**.



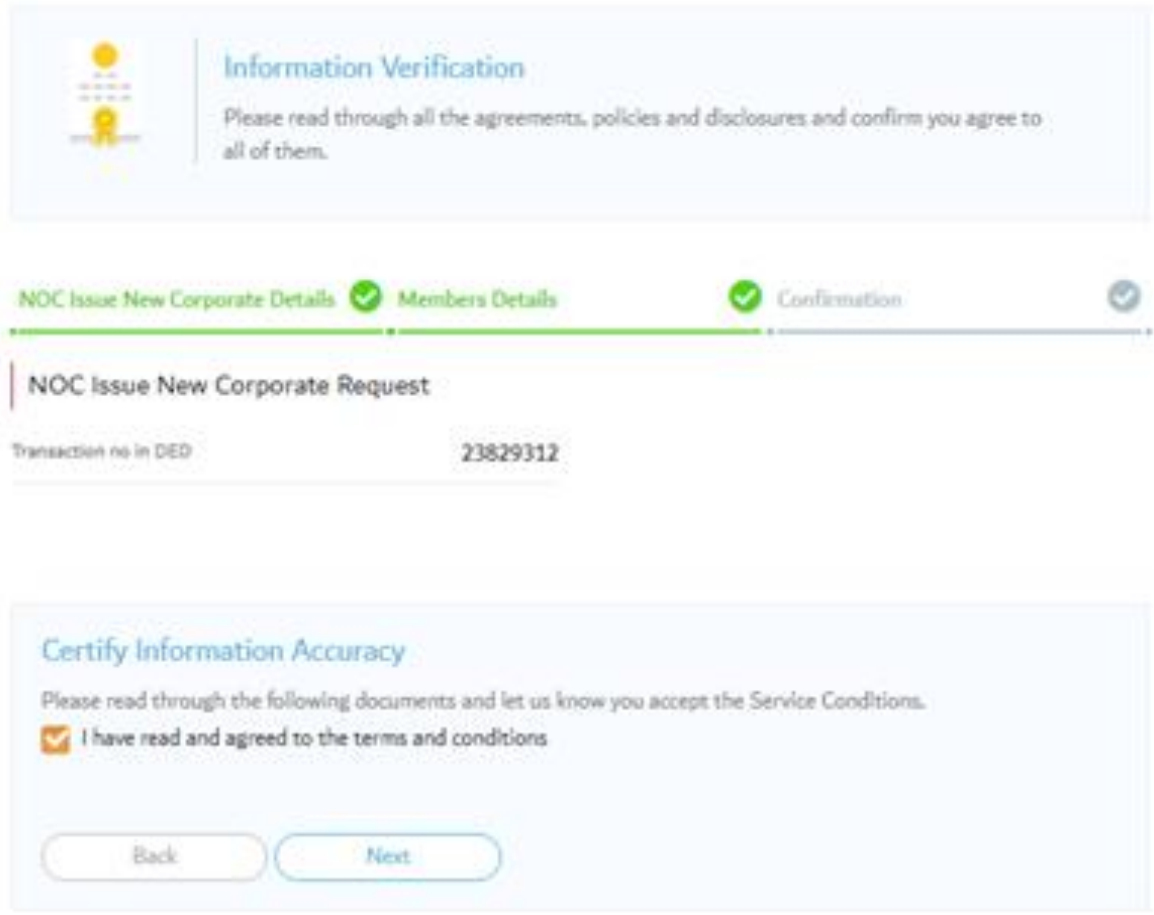
8.4 To add Corporate information, select **Body Corporate**. Then, Add, **Trade License**.

8.5 Add **Corporate Name in Arabic** and **Corporate Name in English**.

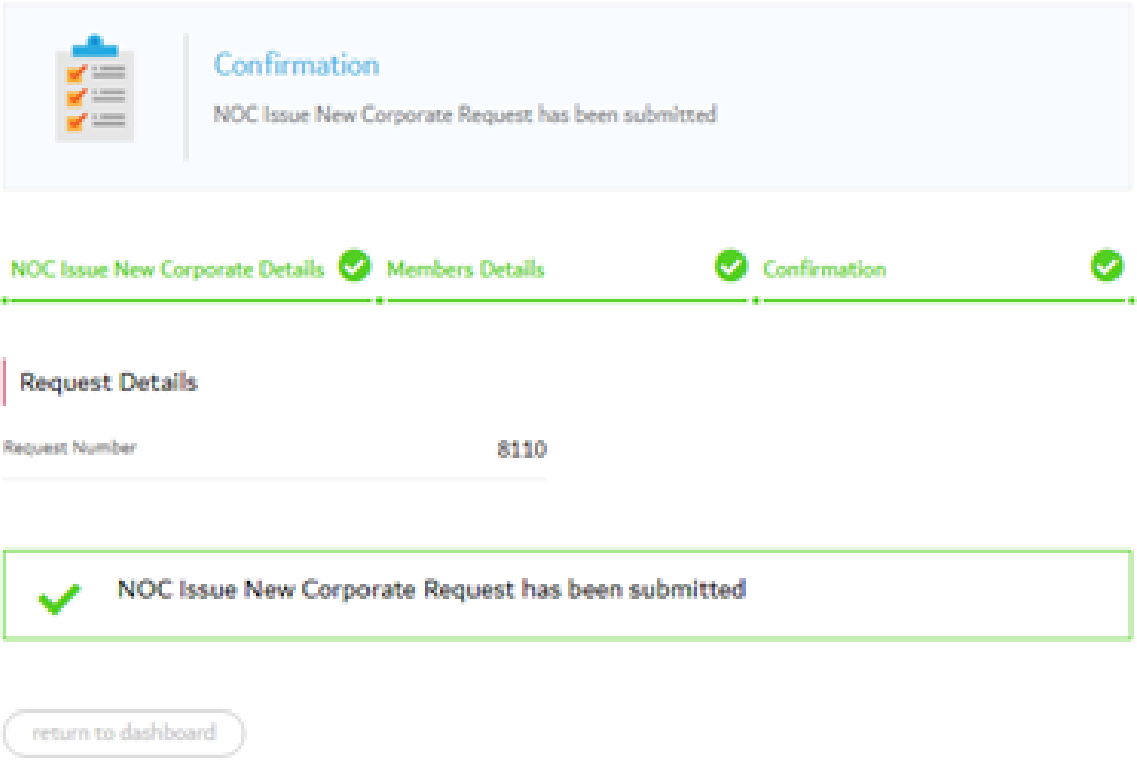
8.6 Add **Mobile Number.**



- Press **Save** to add member. Member file is saved. You may add more than one member.
- Press Next.
- Confirmation step is displayed. Select I have read and agreed to the Terms and conditions. Press Next.



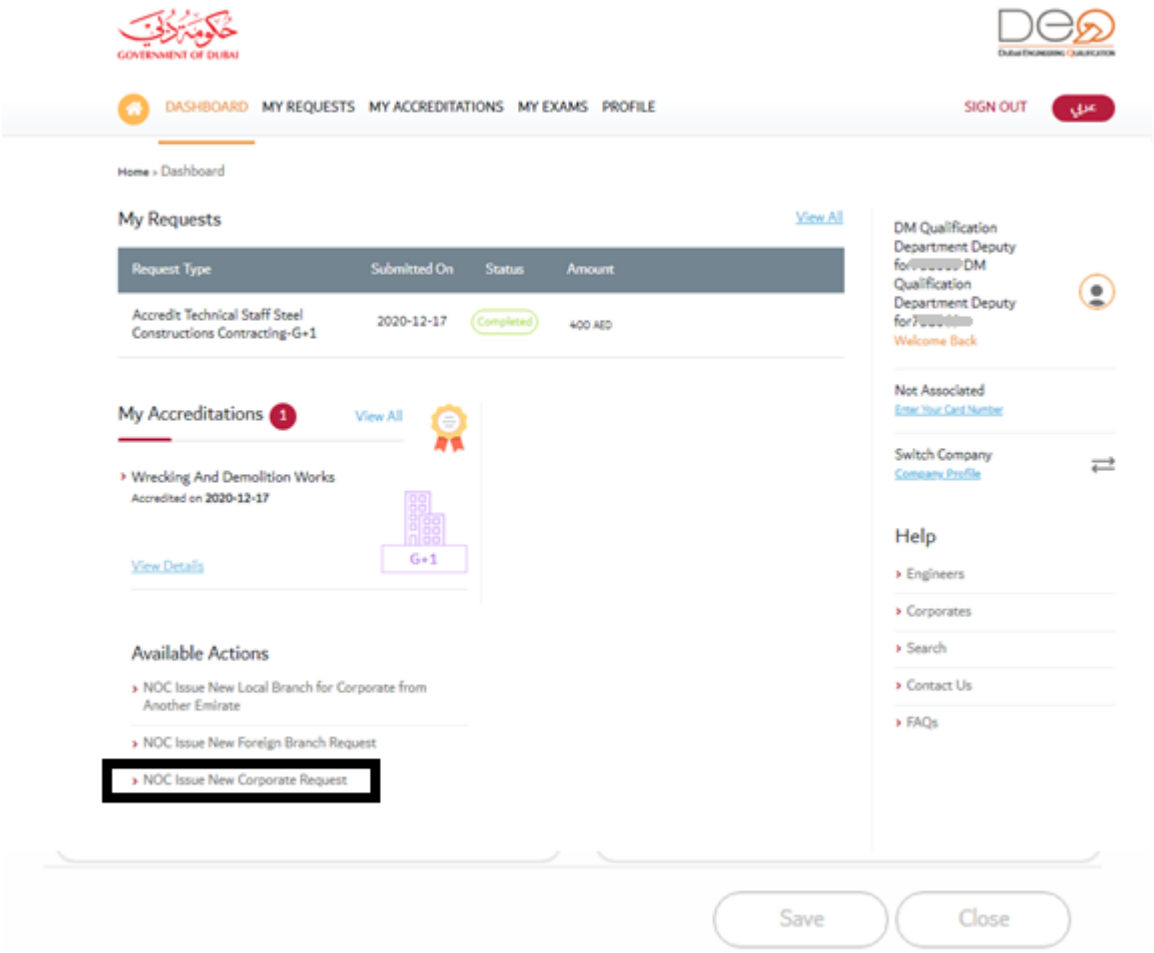
- Confirmation verification is displayed. Request Number is also displayed.


Confirmation
NOC Issue New Corporate Request has been submitted
NOC Issue New Corporate Details
Members Details
Confirmation
Request Details
Request Number
8110
NOC Issue New Corporate Request has been submitted
return to dashboard

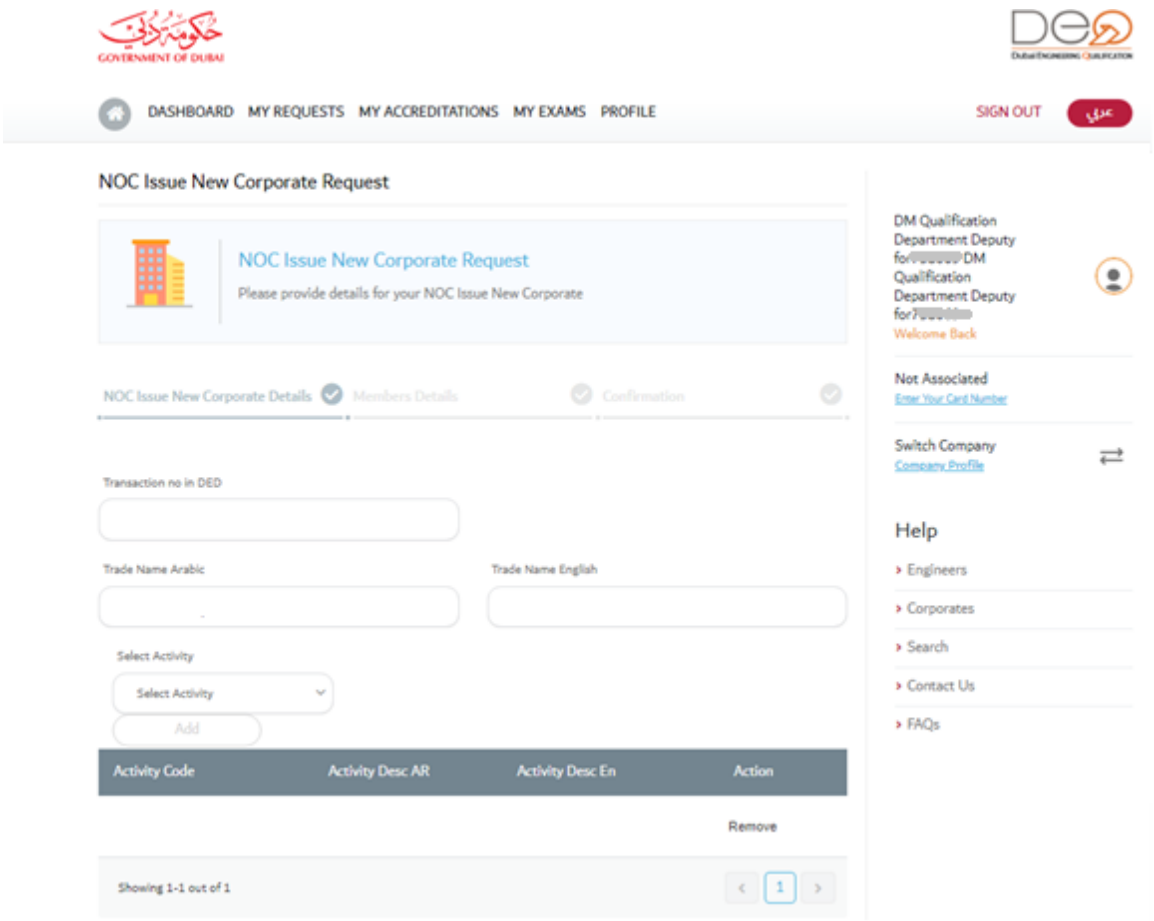
NOC Issue New Corporate Request

To apply for NOC Issue New Corporate Request, you have to have Transaction no. in DED. Do the following steps:

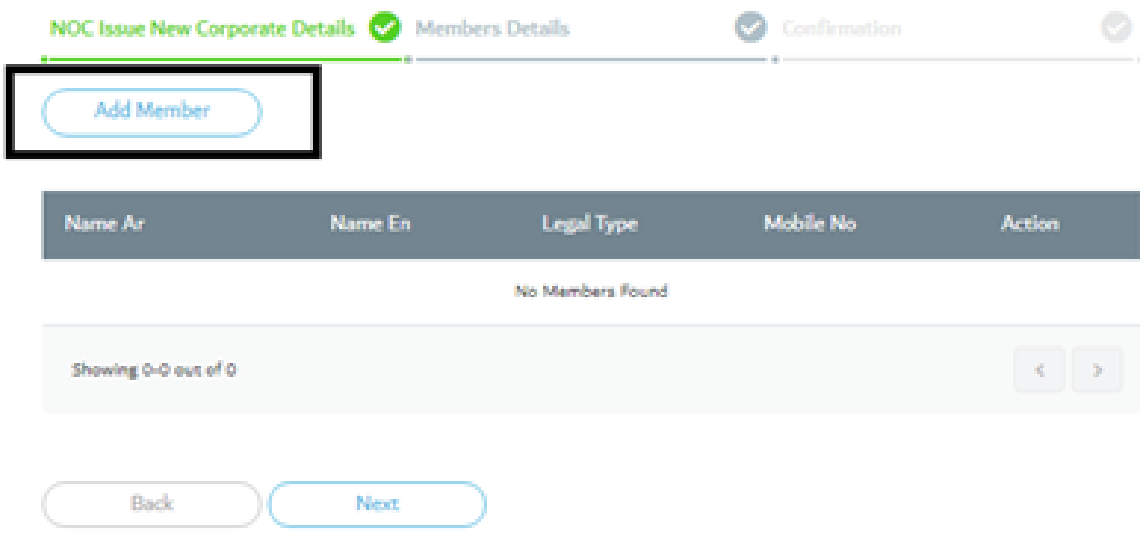
- After registration, Dashboard-Person appears and it has the available actions. Press **NOC Issue New Corporate Request** link.



2. In the Request page, enter Transaction no. in DED
3. Enter the Trade Name in Arabic then the Trade Name in English.
4. Select Activity from the dropdown list. Then, press Add Activity. You may add more than one activity.
5. Press Next.



6. Member details page is displayed. Press Add Member.

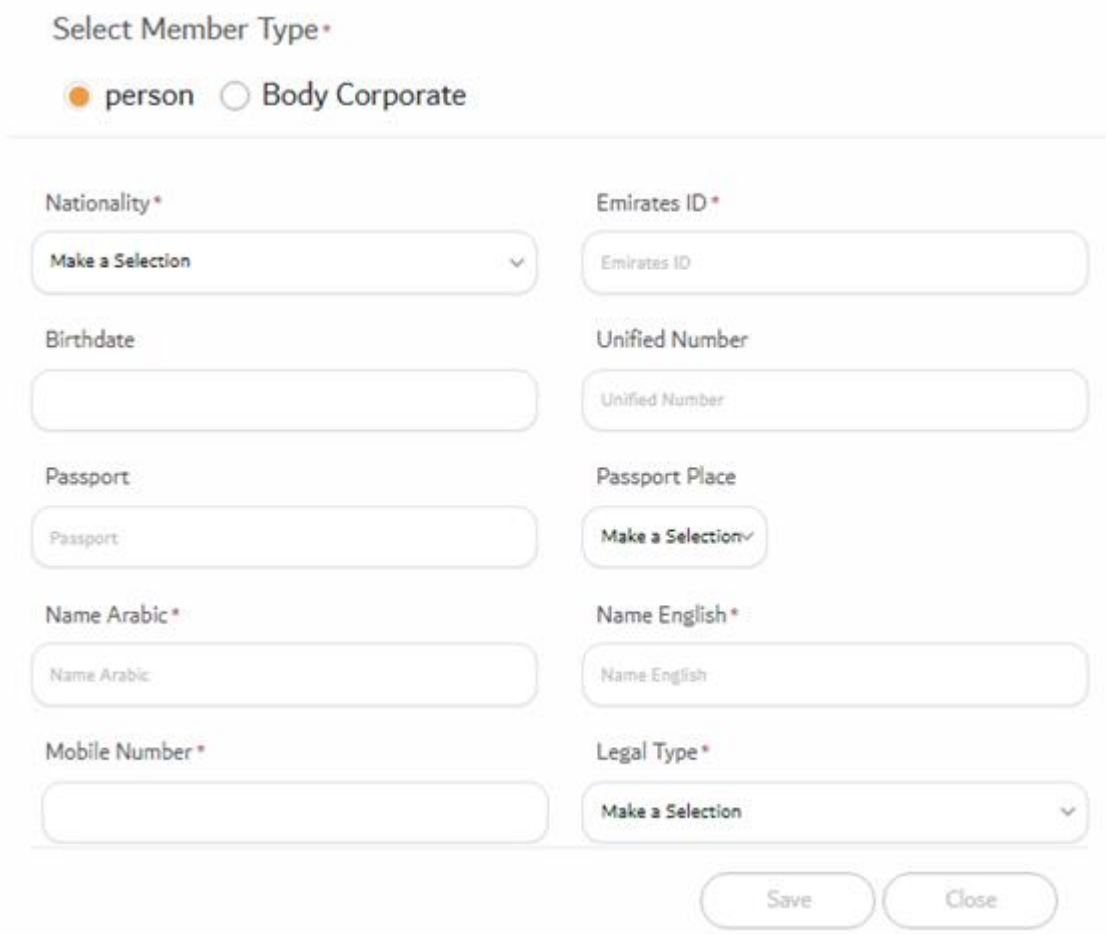


7. Popup window I displayed to add member's information. You may add a person or a corporate.

7.1 To add Person information, select **Nationality** (If Emeriti, **Emirates ID** is required. But, if non-Emeriti, **Passport number** and **Passport Place** are required.

7.2 Add **Name in Arabic** and **Name in English**.

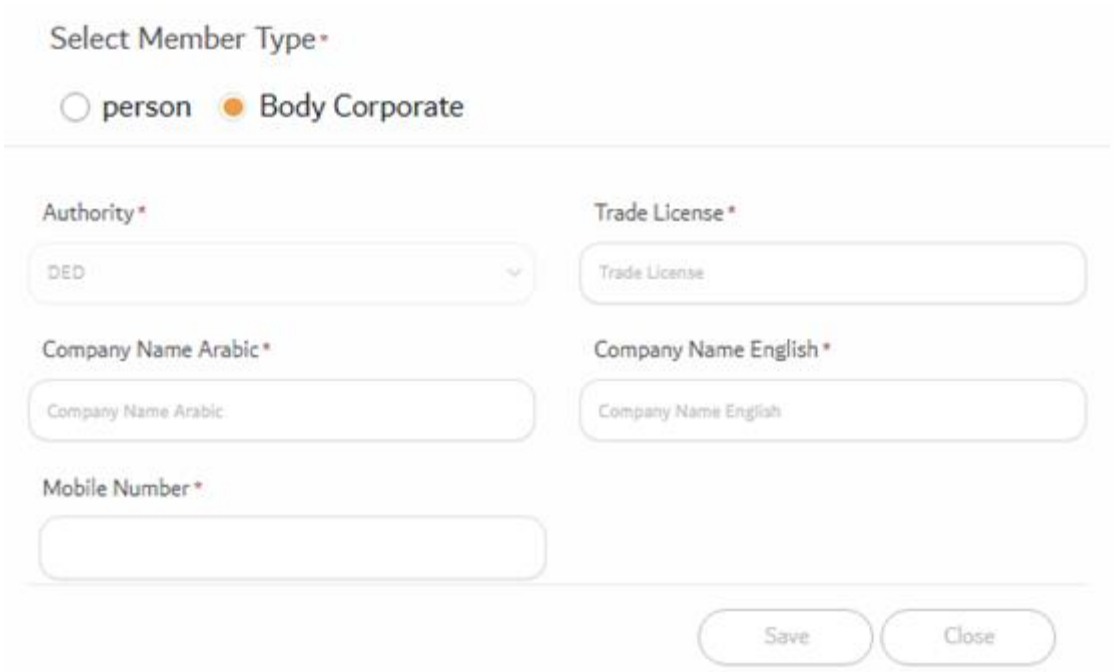
7.3 Add **Mobile number**. Then, select **Legal Type**.



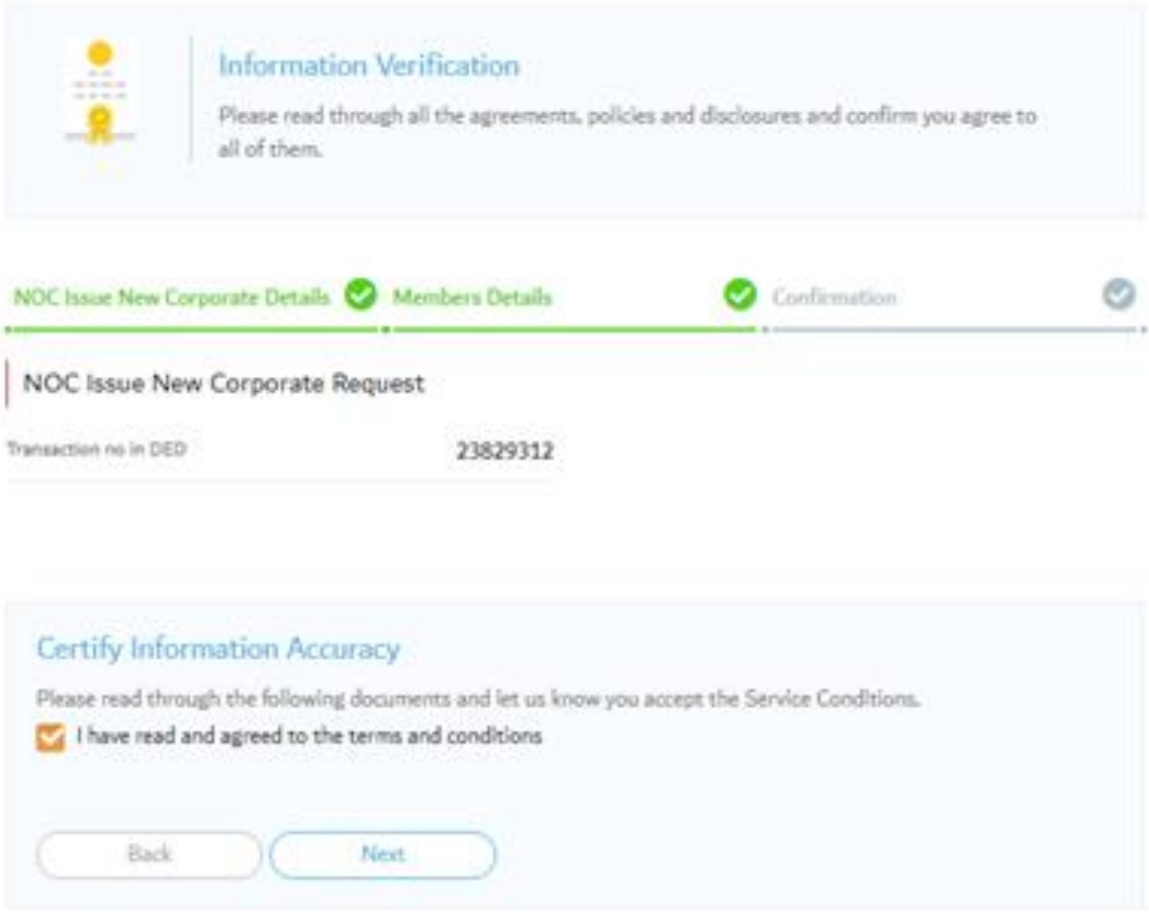
8.4 To add Corporate information, select **Body Corporate**. Then, Add, **Trade License**.

8.5 Add **Corporate Name in Arabic** and **Corporate Name in English**.

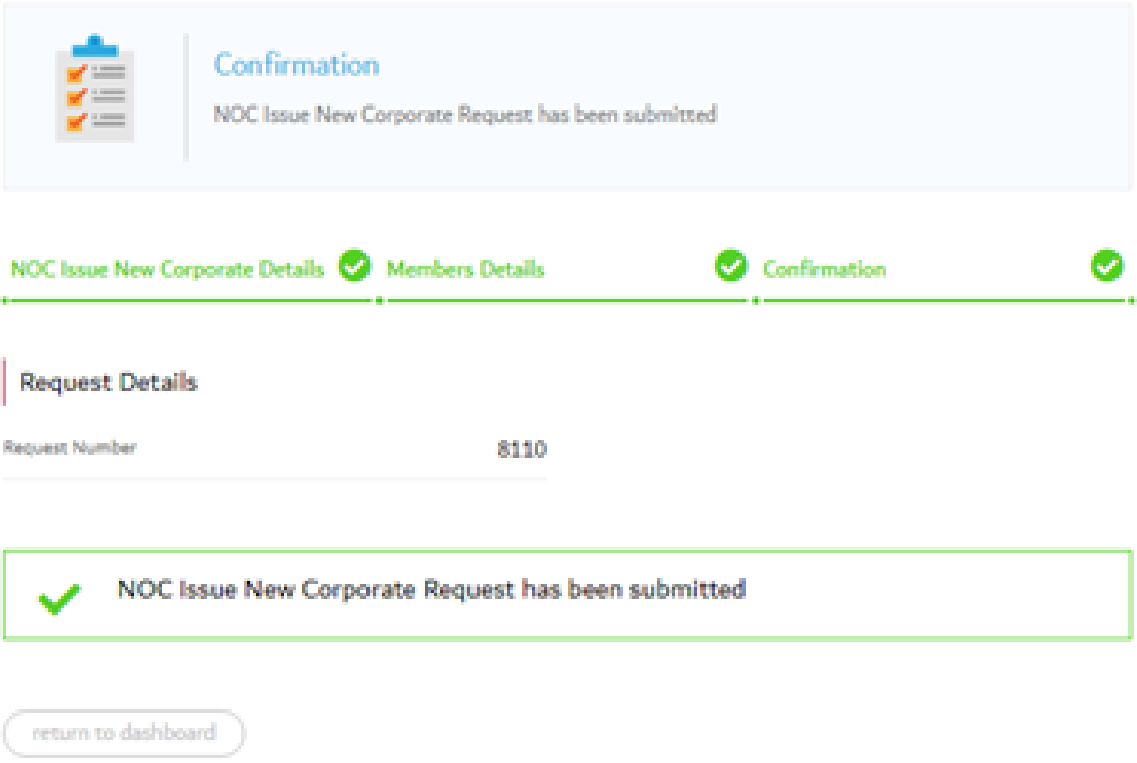
8.6 Add **Mobile Number.**



- Press **Save** to add member. Member file is saved. You may add more than one member.
- Press Next.
- Confirmation step is displayed. Select I have read and agreed to the Terms and conditions. Press Next.



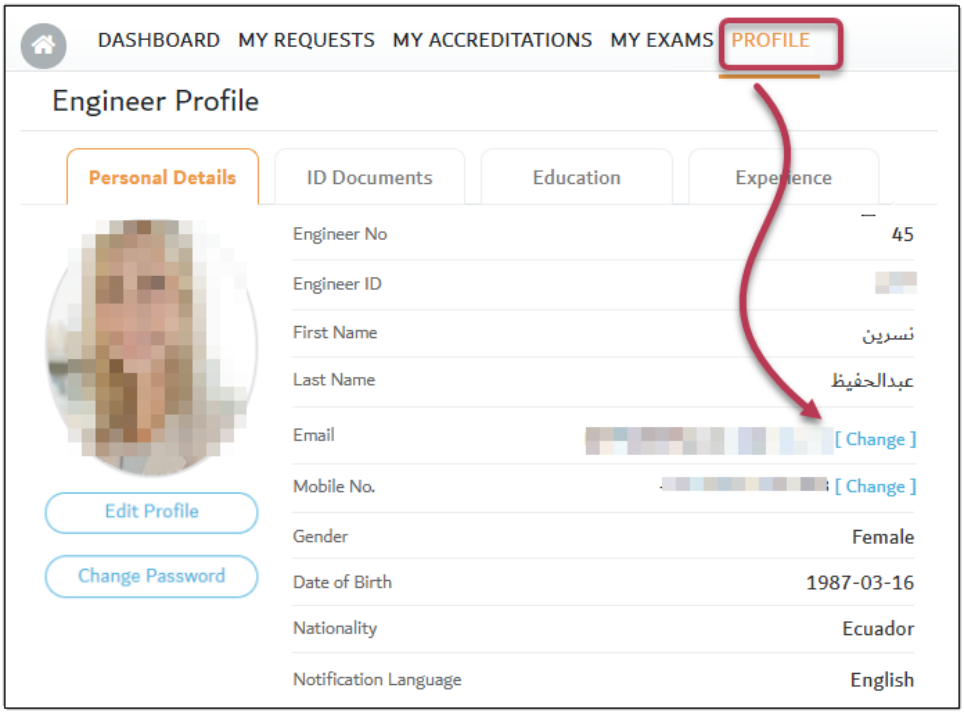
- Confirmation verification is displayed. Request Number is also displayed.



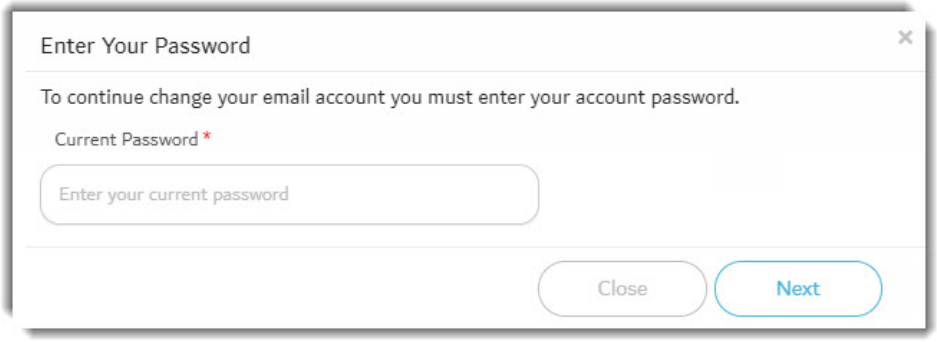
Change Email

To change your email address, perform the following steps:

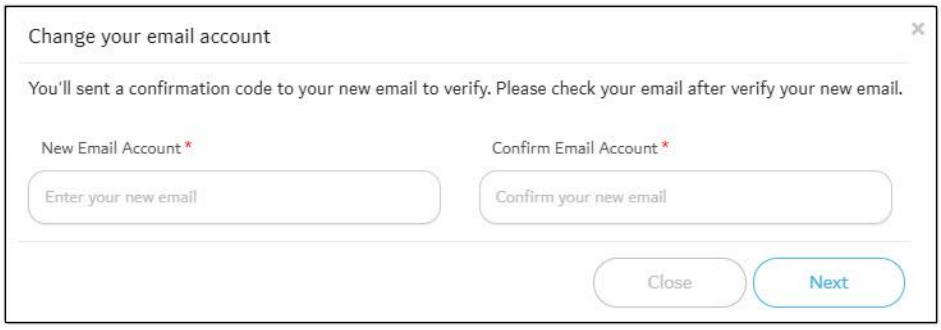
15. After logging to your account, go to the top side of the page, and click the **Profile** link.
16. In the **Personal Details** tab, click the displays the Engineer Profile screen. Click **Change** next to the **Email**.



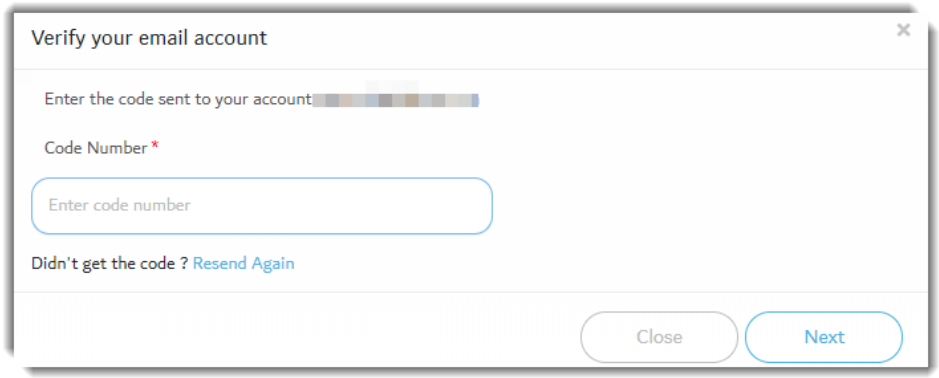
17. A pop up window displays. Enter your current password, and then click **Next**.



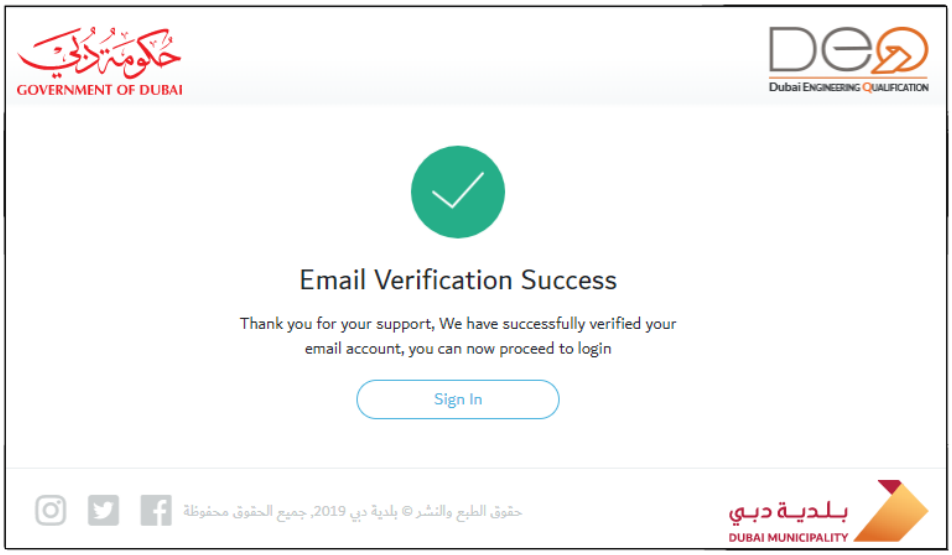
18. The second step displays. Type the **New email**, and then retype it in the **Confirm Email** field.
19. Click the **Next** button to proceed.



20. The third step displays where the system sends you a confirmation code to the new email. Type the **Code Number**, and then click **Next**.



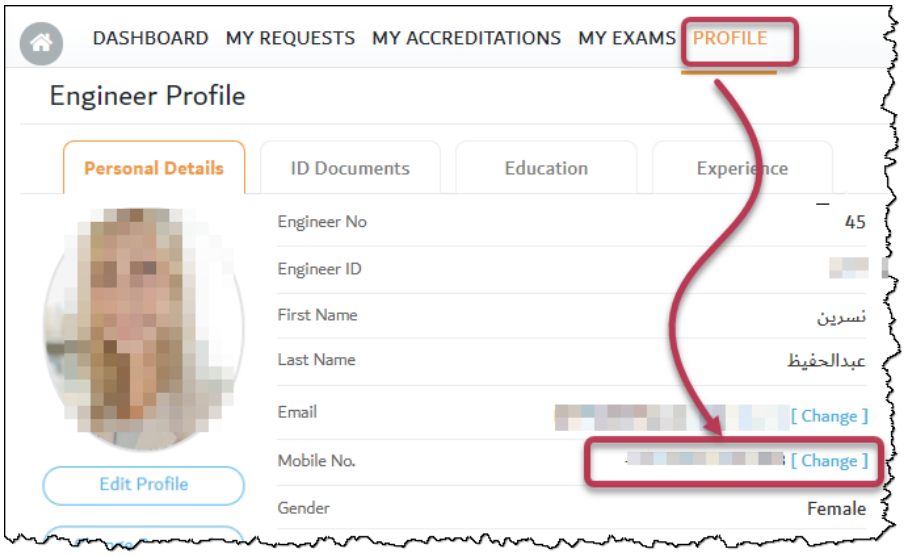
21. The system changes the email successfully, and logs you out so that you would sign in with the new email.



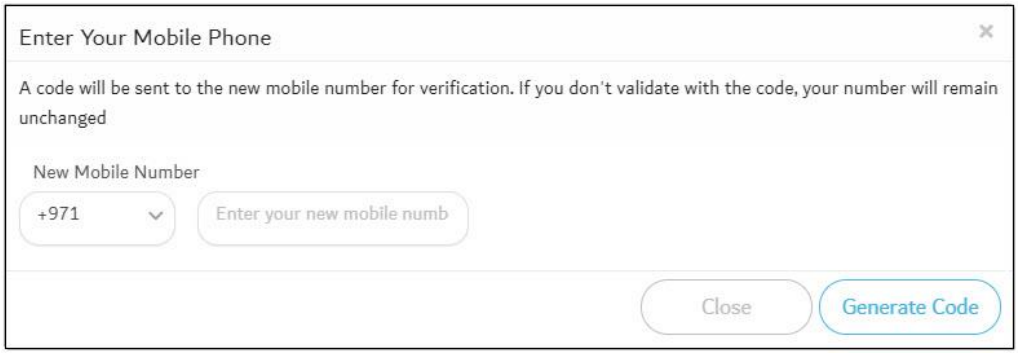
▪ Change Mobile Number

To change your registered mobile number, perform the following steps:

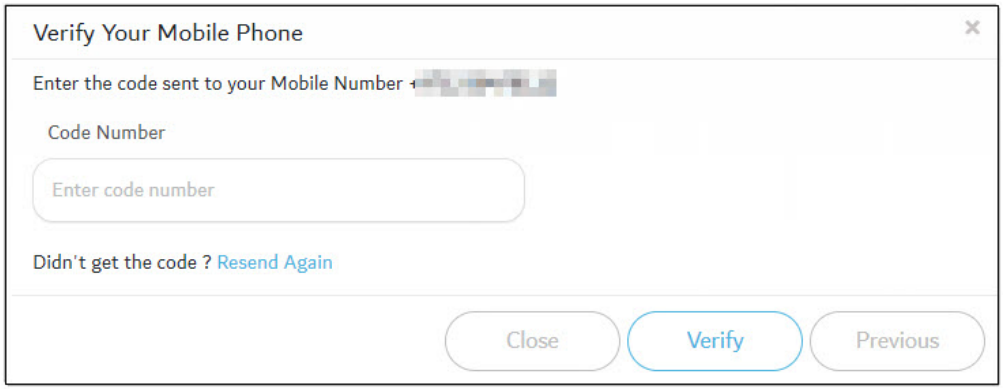
1. After logging to your account, go to the top side of the page, and click the **Profile** link.
2. In the **Personal Details** tab, click the displays the Engineer Profile screen. Click **Change** next to the **Mobile No.**



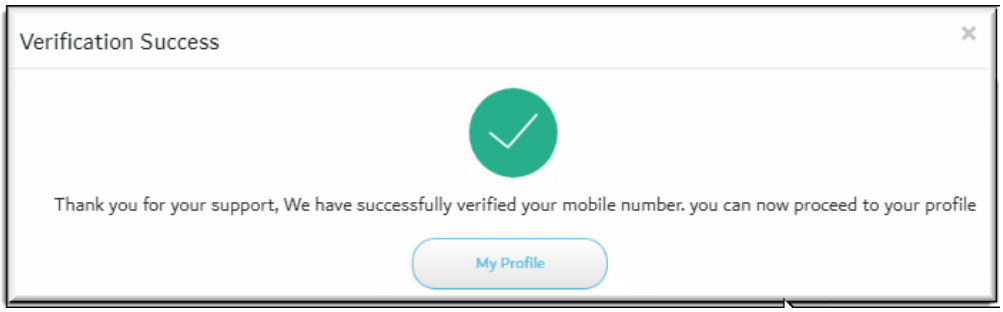
3. A pop up window displays to modify the mobile number. Select the **Country Code** and enter the new mobile number, .and then click **Generate Code**.



4. The second step displays, where the system send a confirmation code to the new mobile. Type the **Code**, and then click **Verify**.



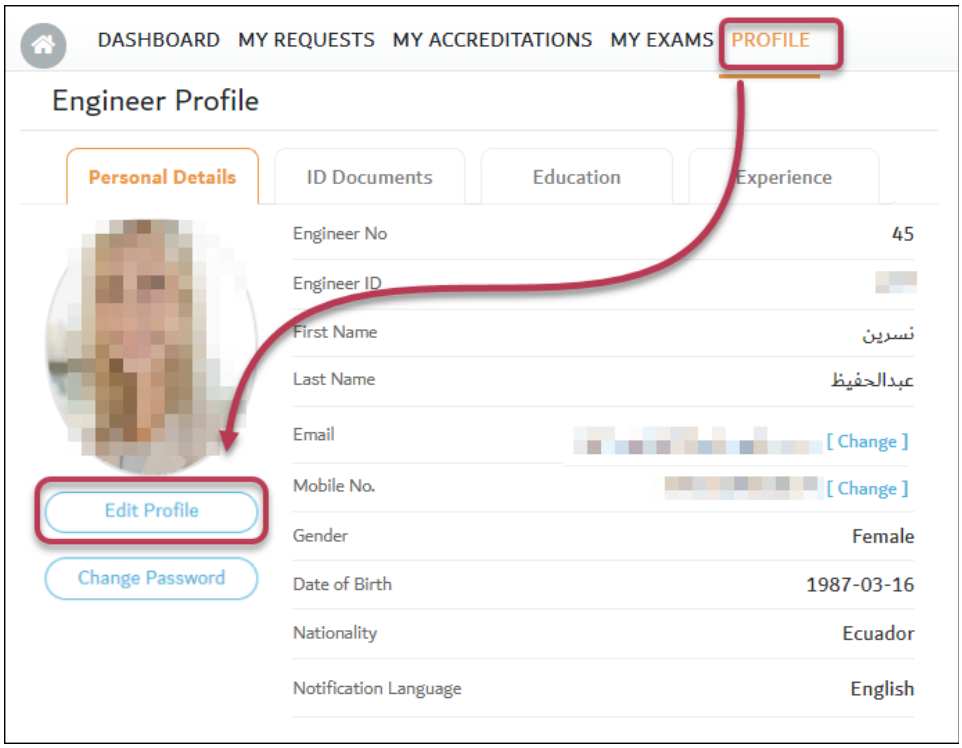
5. A message displays to confirm change of mobile number successfully.



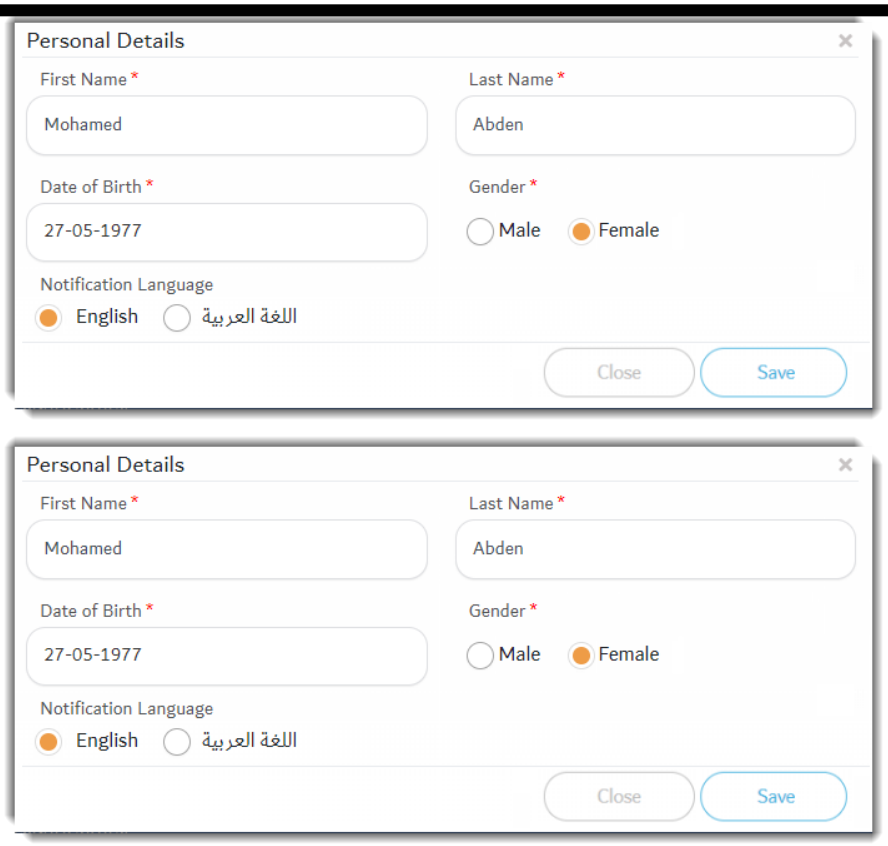
4.8 Modify Account Details

After logging to your account, you can access your personal profile, and modify the account details. Perform the following steps:

1. From the top left side of the screen, click the **Profile** link.
2. In the Engineer Profile page, the **Personal Details** section displays. Click the **Edit Profile** button.



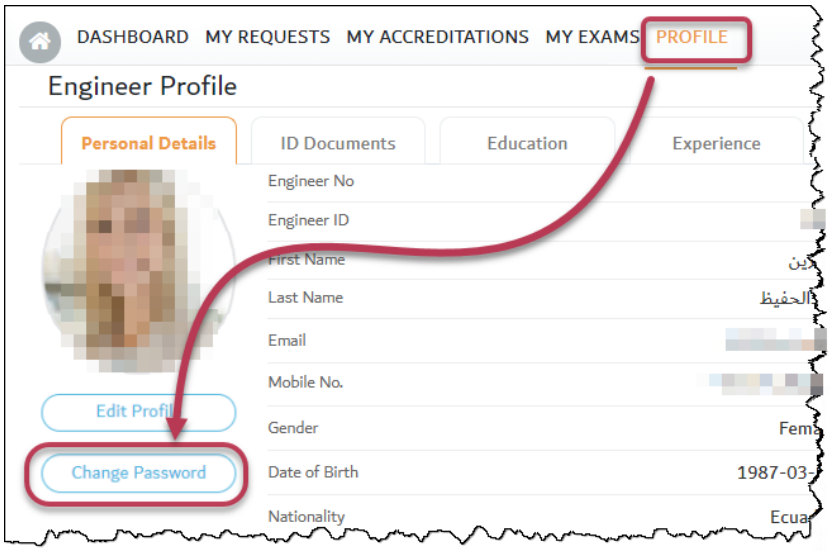
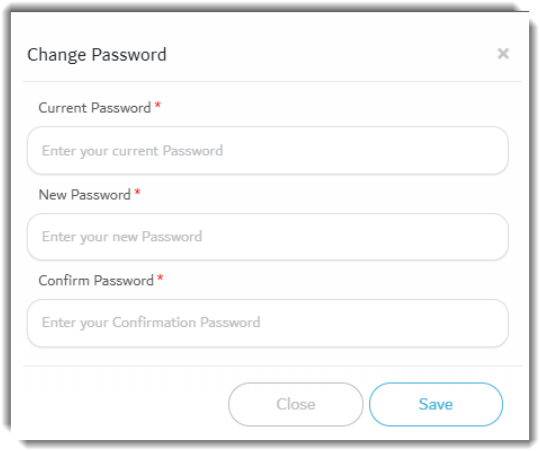
3. A pop up window displays so that you can edit the personal details. After editing the details, click the **Save** button. The changes are saved and the Personal Details window closes.



4.9 Change Password

After logging to your personal account, you can access your personal profile, and change the password. Perform the following steps:

1. From the top left side of the screen, click the **Profile** link.
2. The **Personal Details** section displays in the Engineer Profile page. Click the **Change Password** button.



3. A pop up window displays to change the password. After entering the new password, click the **Save** button. The changes are saved and the Change Password window closes.