

# My Users - Create User



دبي التجارية  
DUBAI TRADE

## Copyright Information

Copyright © 2025 by Dubai Trade. All rights reserved. This document and all associated attachments mentioned therein are the intellectual property of Dubai Trade. This document shall be used only by persons authorized by DUBAI TRADE, for the purpose of carrying out their obligations under a specific contract with DUBAI TRADE. 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.



# Table of Contents

---

## DOCUMENT DETAILS

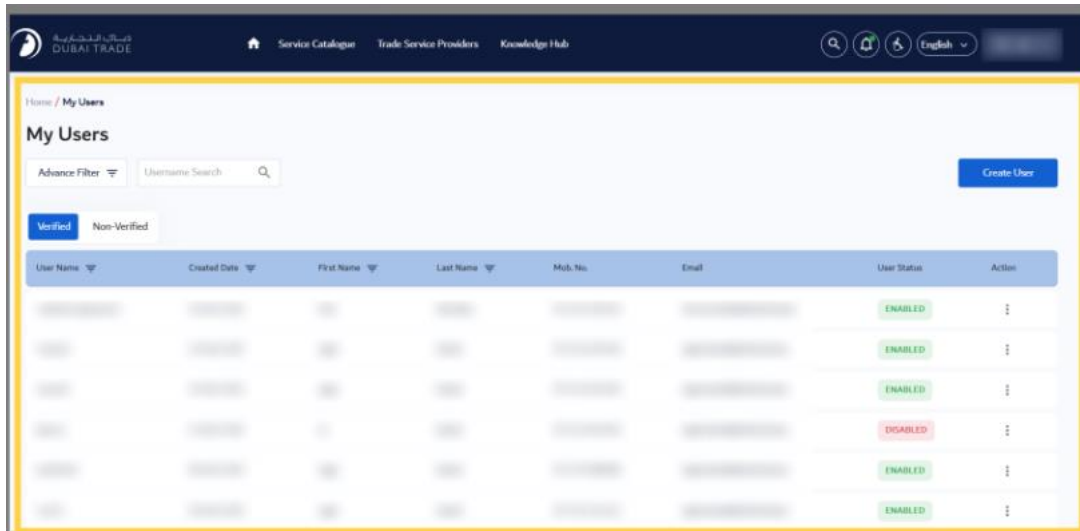
---

Document Name	My Users – Create User
Project Name	
Business Unit	Dubai Trade
Author(s)	DT Training Dept.
Last Updated Date	28 <sup>st</sup> August 2025
Current Version	1.0

This guide walks you through how to create a new Dubai Trade user with this comprehensive guide by entering user details, assigning roles and services, and managing activation to get users started efficiently.

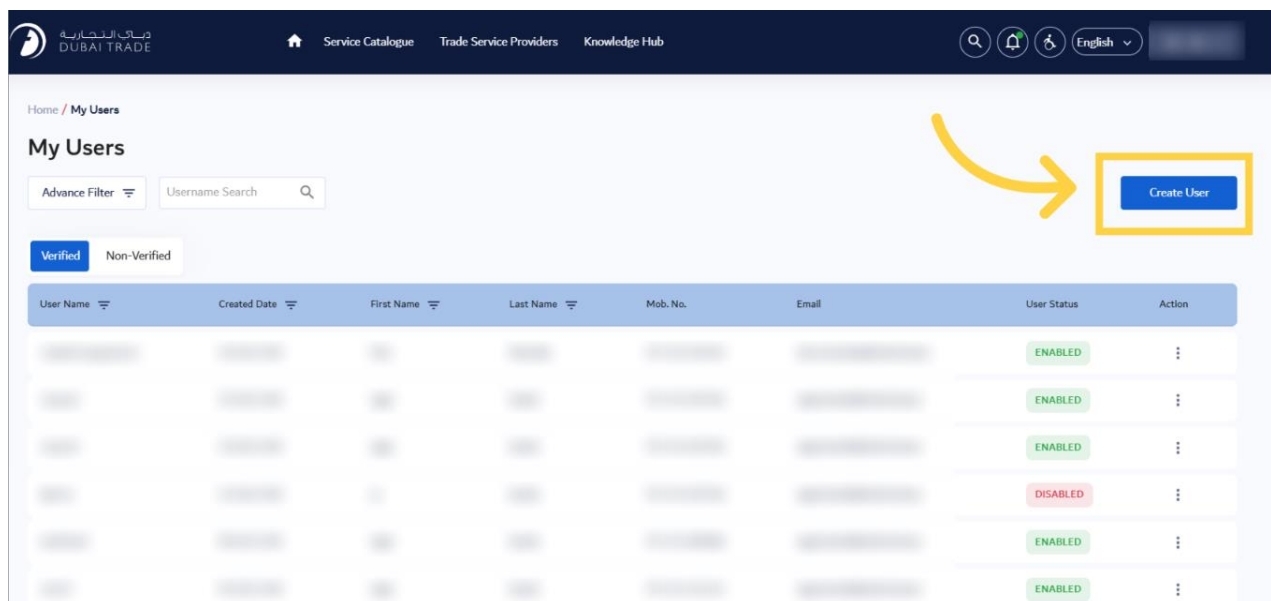
## 1. Creation Page

Use this page to start creating your sub-users.



## 2. Create User

Click on "Create User" to begin the transaction.



Enter the mandatory user profile information such as the **title, first name, last name, and designation.**

The screenshot shows the 'Create User' form in the Dubai Trade system. The 'Profile Information' section is highlighted with a yellow border. It contains the following fields:

- Title: Mr. (dropdown)
- \*First Name: Jane (text input)
- Middle Name: (text input)
- \*Last Name: (text input)
- Nationality: (dropdown)
- Age Group: (dropdown)
- \*Designation: (text input)

The 'Contact Information' section is visible below but not highlighted. It includes fields for E-mail, Confirm E-mail, Country (+971), \*Company Telephone No., \*Mobile No., and Fax No. There are 'Cancel', 'Reset', and 'Next' buttons at the bottom.

Proceed to the **contact information** section to input communication details.

The screenshot shows the 'Create User' form in the Dubai Trade system. The 'Contact Information' section is highlighted with a yellow border. It contains the following fields:

- \*E-mail: Enter your email (text input)
- \*Confirm E-mail: (text input)
- Country: +971 (dropdown) | \*Company Telephone No.: (text input)
- Country: +971 (dropdown) | Direct Telephone No.: (text input)
- Country: +971 (dropdown) | \*Mobile No.: (text input)
- Country: +971 (dropdown) | Fax No.: (text input)

The 'Profile Information' section is visible above but not highlighted. There are 'Cancel', 'Reset', and 'Next' buttons at the bottom.

Click Next to proceed to the next stage of user setup or "Reset" to clear all the entered information.

Home / My Users

### Create User

**Profile Information**

Title: Mr. | First Name: | Middle Name: | Last Name: | Nationality: | Age Group: | Designation: Admin

**Contact Information**

E-mail: | Confirm E-mail: | Country: +971 | Company Telephone No.: 04-1234567 | Country: +971 | Direct Telephone No.: | Mobile No.: +971 050-123-4567 | Country: +971 | Fax No.: | Cancel | **Reset** **Next**

Use this page to assign the business units and agent codes that a user can access and utilize on the platform.

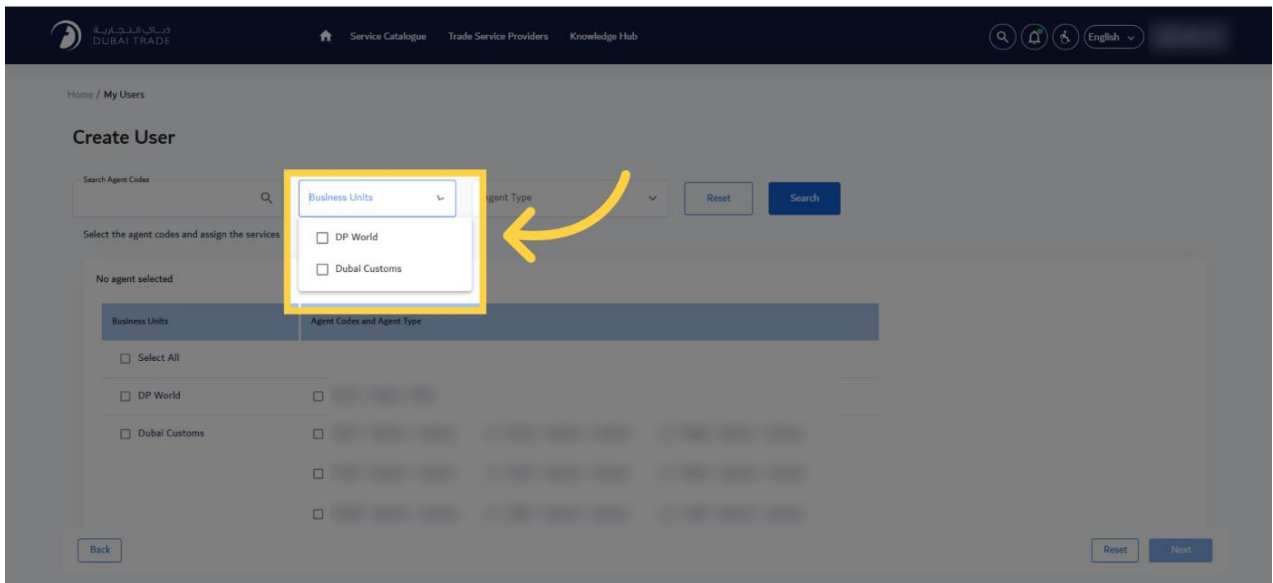
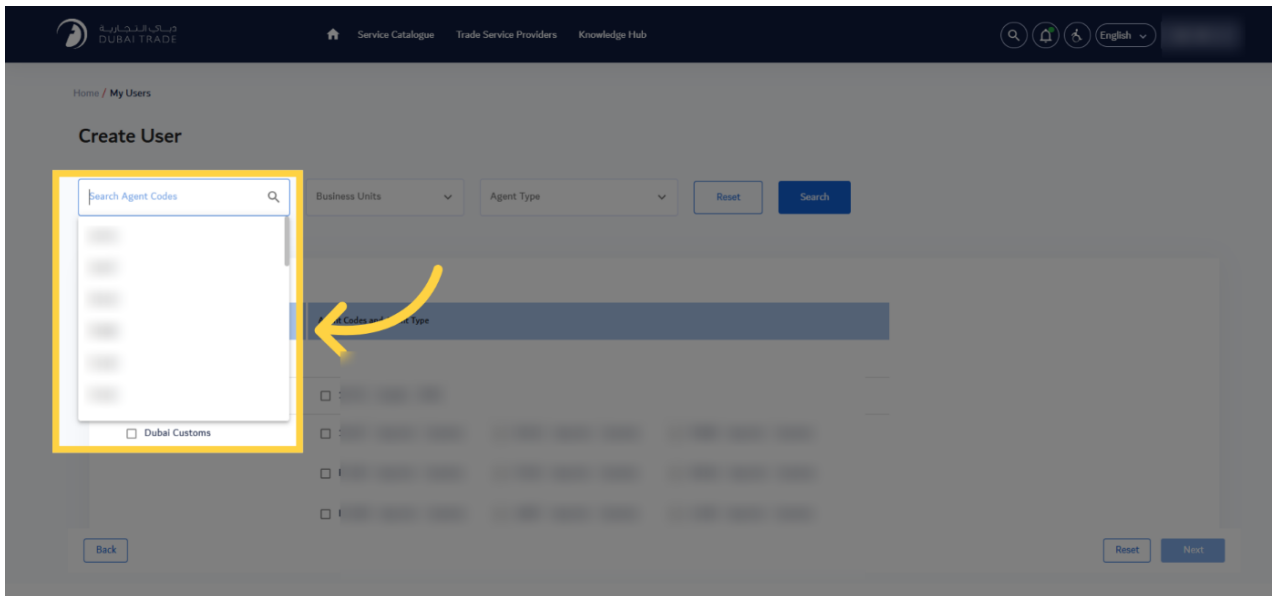
Search Agent Codes | Business Units | Agent Type | Reset | Search

Select the agent codes and assign the services

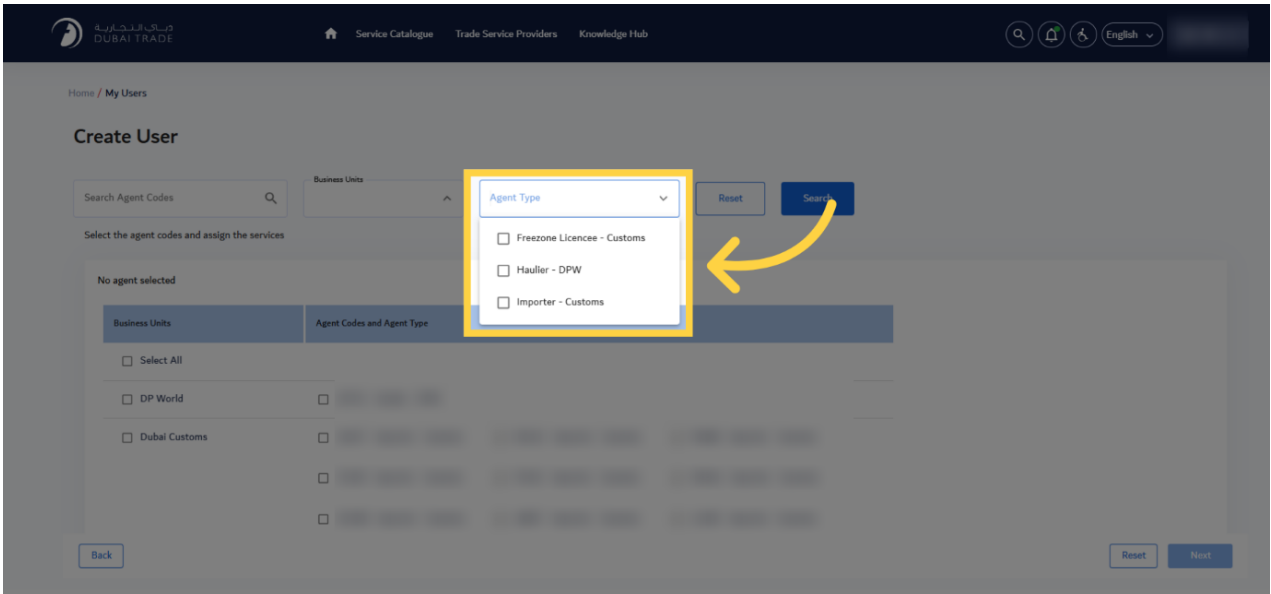
No agent selected

Business Units	Agent Codes and Agent Type
<input type="checkbox"/> Select All	
<input type="checkbox"/> DP World	
<input type="checkbox"/> Dubai Customs	

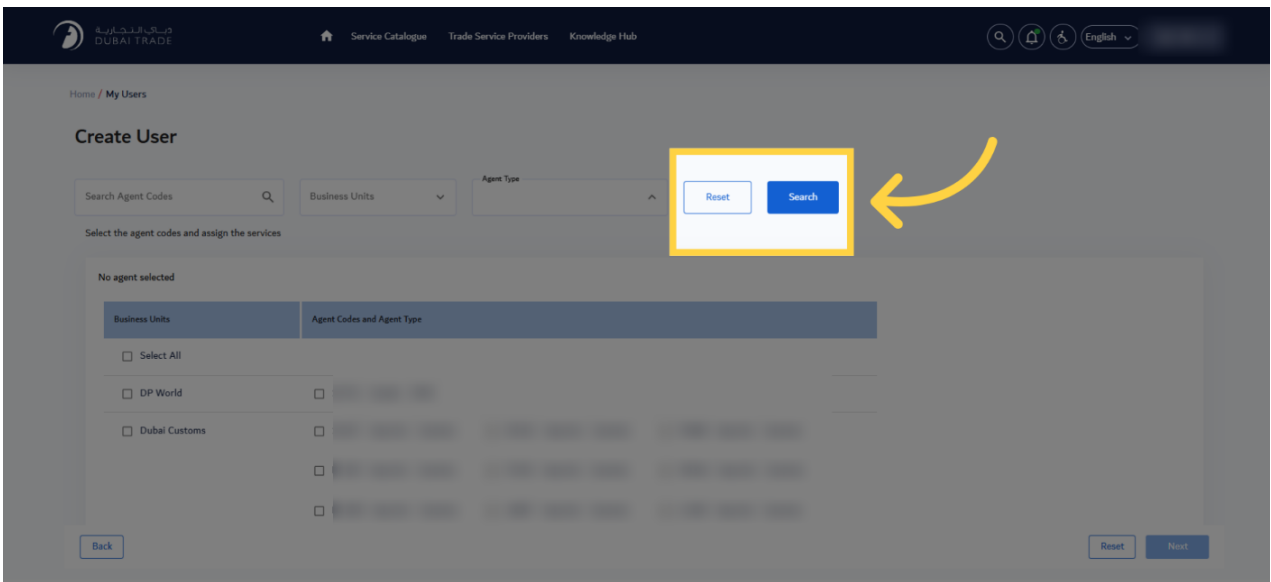
You may use filter search criteria such as Agent Codes, Business Units and/or Agent Type.



My Users – Create User

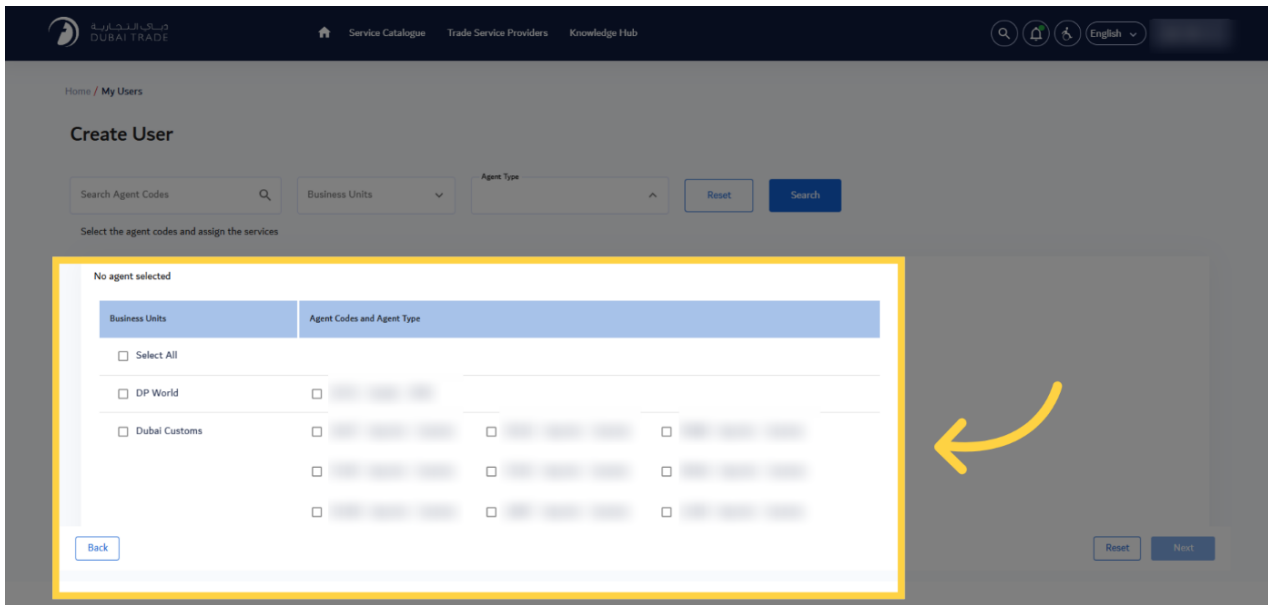


Click on **Search** to retrieve records or Reset to start all over again

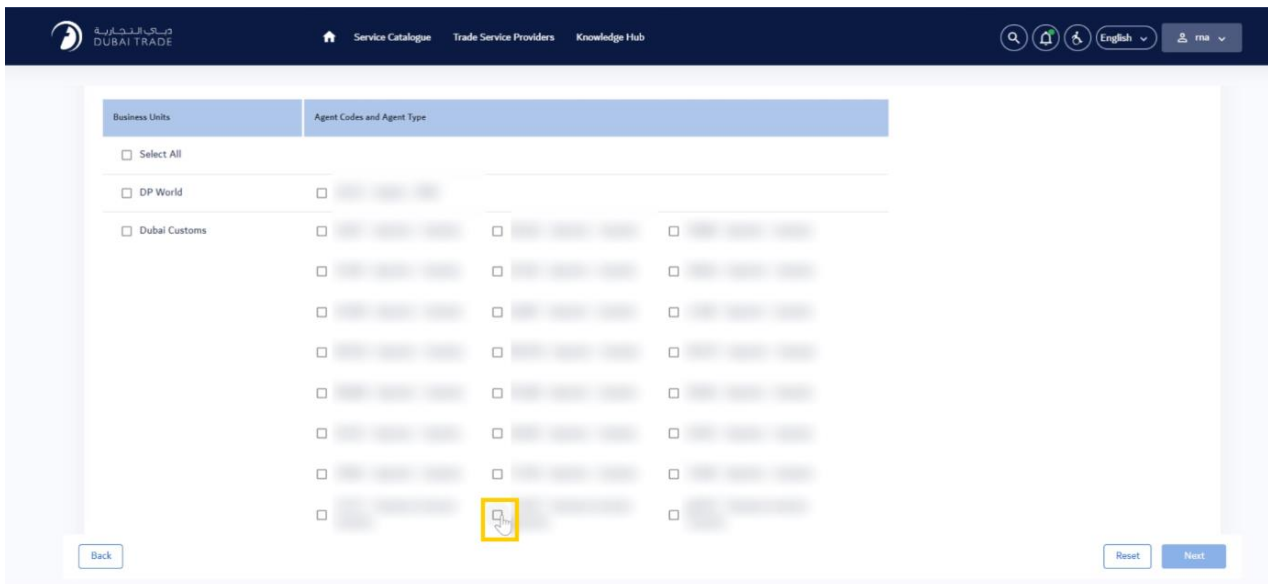


My Users – Create User

Otherwise, use this page to search and assign all or specific agent codes.

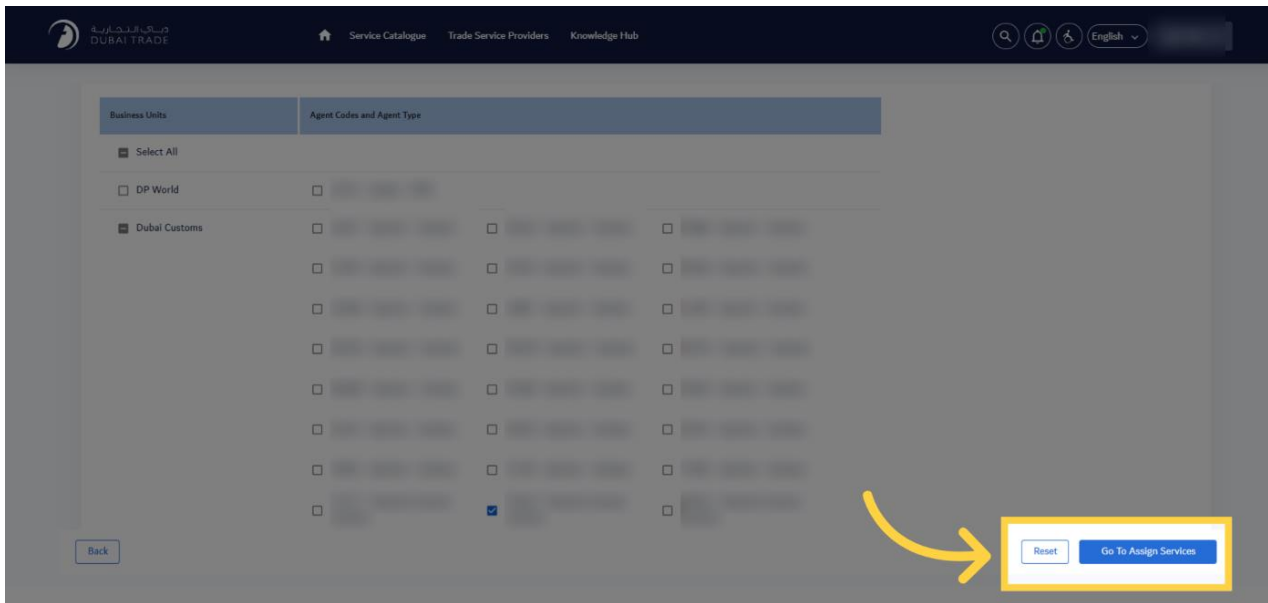


Select an agent code or codes applicable for this user.

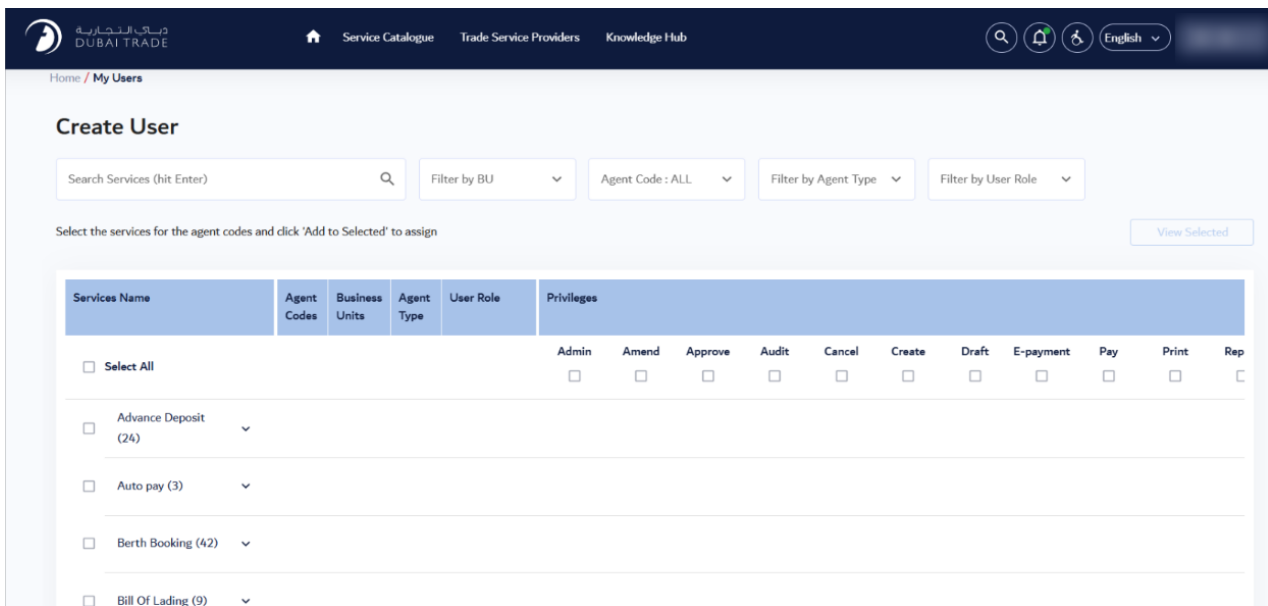




Click to move to the service assignment page.

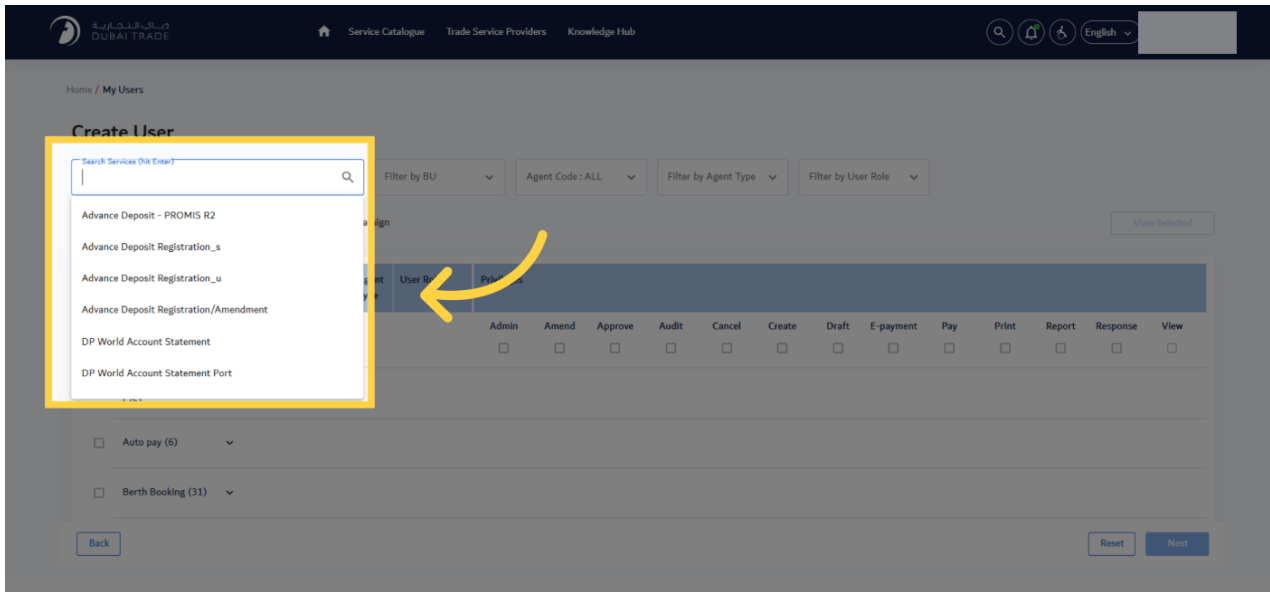


Use this page to assign specific services to your sub-user.

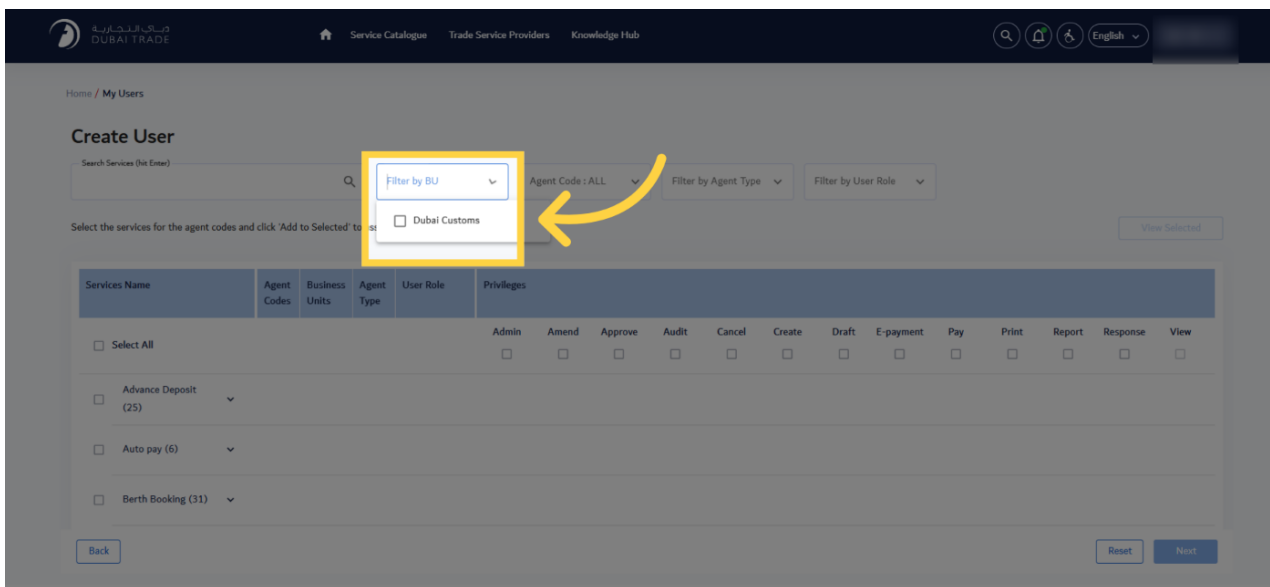


## My Users – Create User

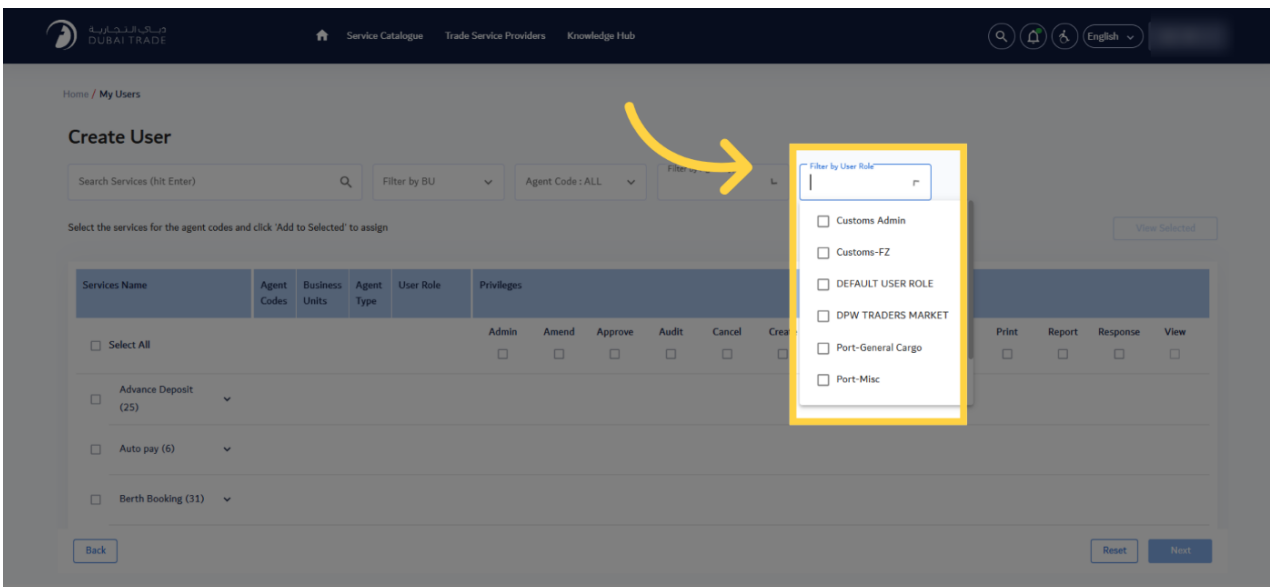
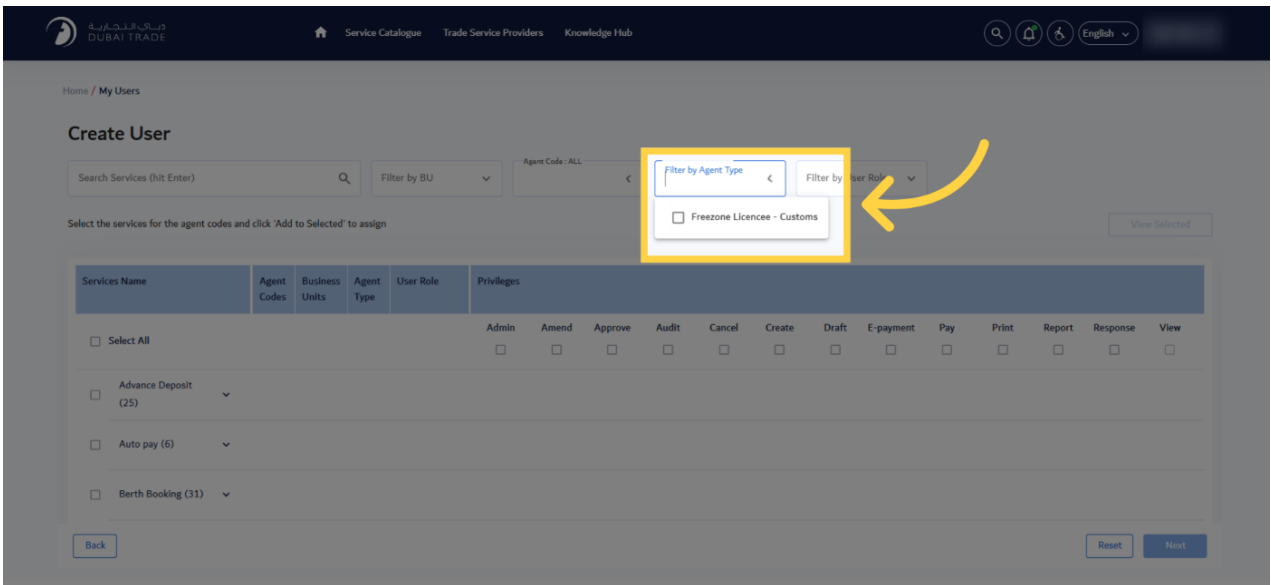
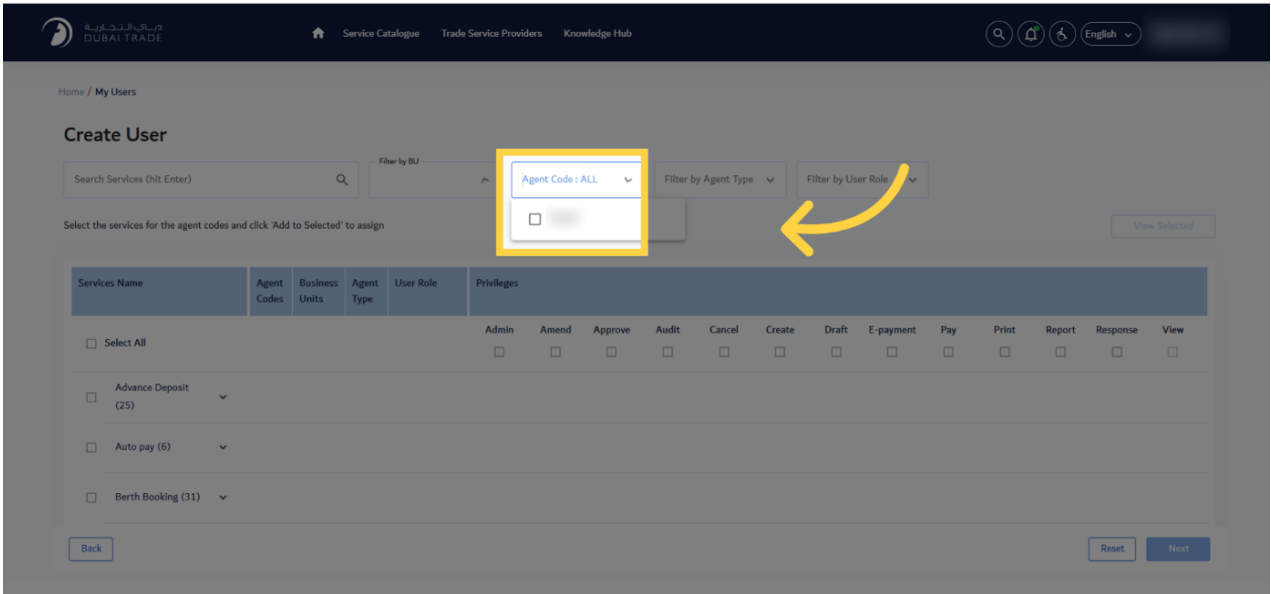
You can filter your searches by looking for **specific services**, by **Business Units**, **Agent Code**, **Agent Type** or **User Role**.



It will display based on your selection from the previous step.

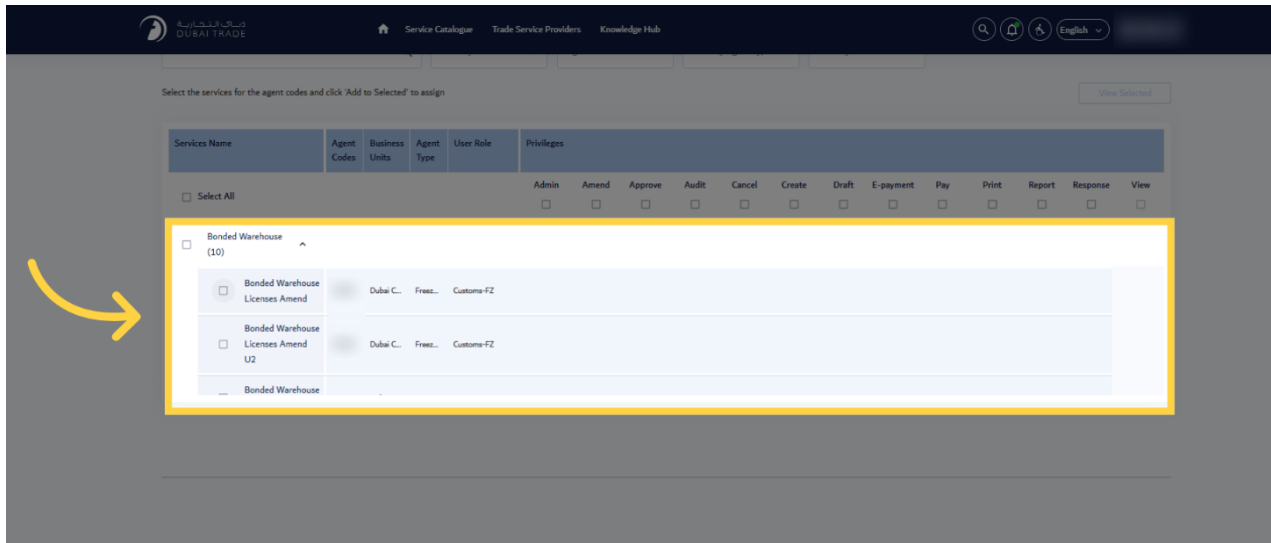


My Users – Create User

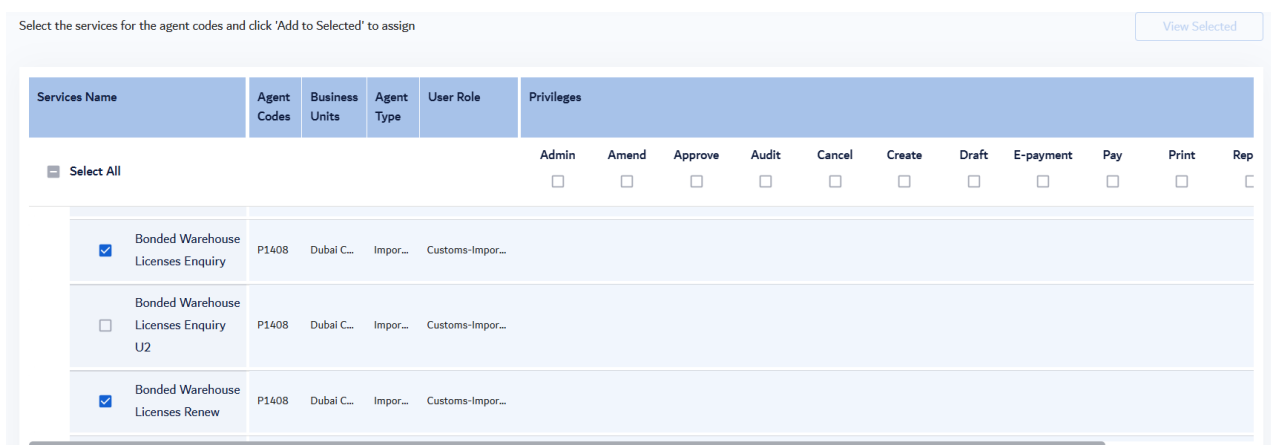
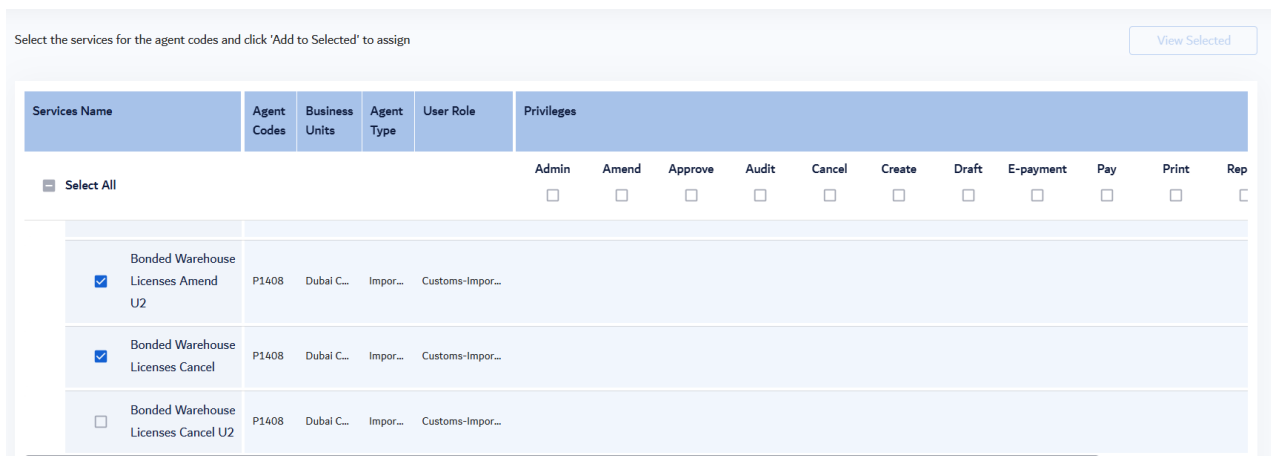


My Users – Create User

Otherwise, you can navigate to the service name list and choose the services you prefer to be assigned to the sub-user.



For classic services, you can choose its sub-menus such as **Request**, **Amend**, **Cancel**, **Enquiry**, **Renew**, etc.



## My Users – Create User

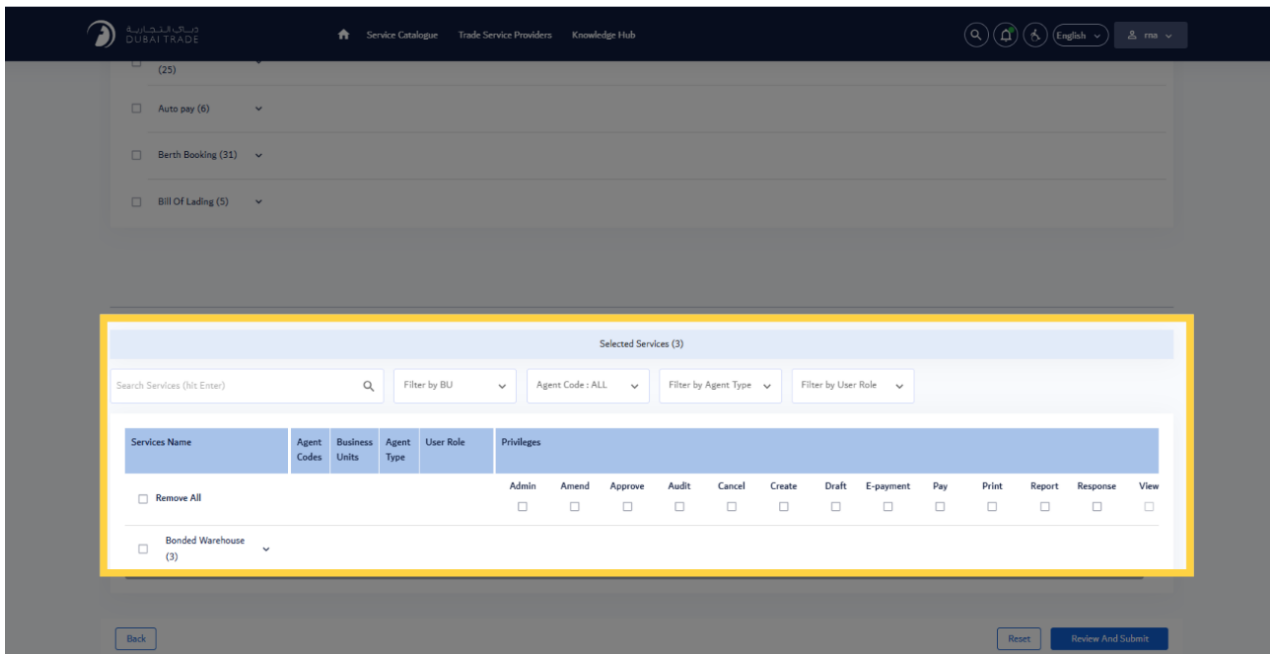
Select the services for the agent codes and click 'Add to Selected' to assign View Selected

Services Name	Agent Codes	Business Units	Agent Type	User Role	Privileges											
					Admin	Amend	Approve	Audit	Cancel	Create	Draft	E-payment	Pay	Print	Rep	
<input type="checkbox"/> Select All					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bonded Warehouse Licenses Renew U2	P1408	Dubai C...	Impor...	Customs-Impor...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Bonded Warehouse Licenses Request	P1408	Dubai C...	Impor...	Customs-Impor...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bonded Warehouse Licenses Request U2	P1408	Dubai C...	Impor...	Customs-Impor...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

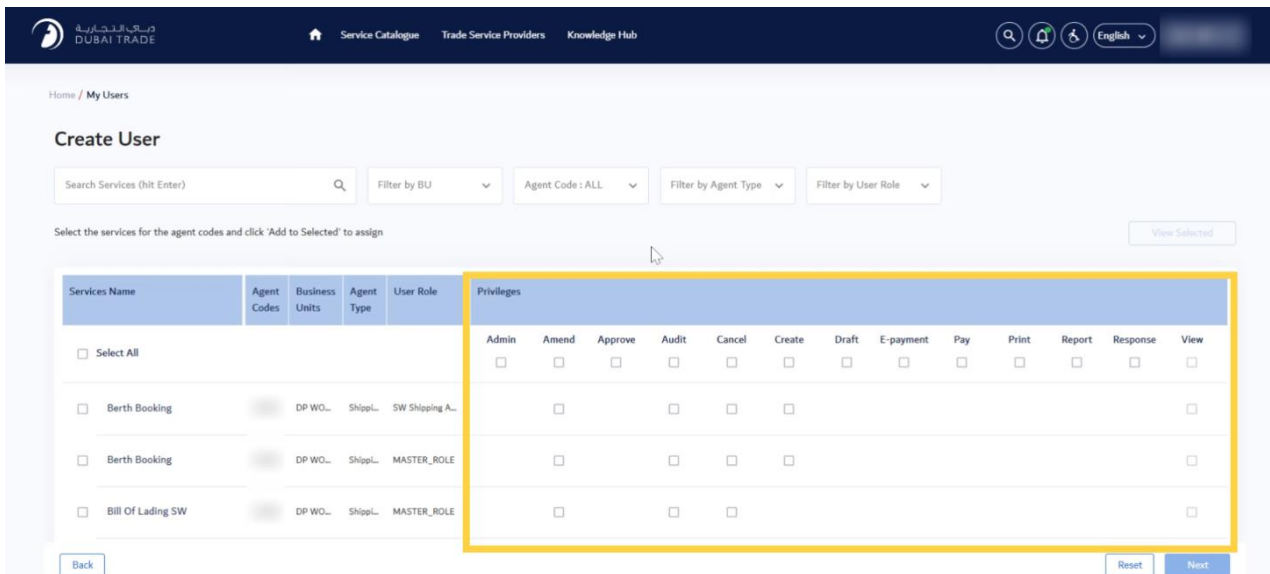
Once done, please click on **"Add to Selected"** or clear selection to choose other services.

The screenshot shows the Dubai Trade portal interface. At the top, there is a navigation bar with the logo and menu items: Service Catalogue, Trade Service Providers, Knowledge Hub. Below the navigation bar, there is a header with the text "Select the services for the agent codes and click 'Add to Selected' to assign" and a "View Selected" button. The main content area contains a table with columns: Services Name, Agent Codes, Business Units, Agent Type, User Role, and Privileges. The table lists three services under the "Licenses Renew" category. The second service, "Bonded Warehouse Licenses Request", is selected with a blue checkmark. Below the table, there is a summary box with a yellow border containing the text "3 Service Selected", a "Clear Selection" button, and an "Add To Selected" button. A yellow arrow points from the table to the summary box.

All the services you have selected and added will appear in this section.



For services that are moved to the Single Window platform, you can choose the privileges required for that particular service.



## My Users – Create User

All associated privileges will be automatically flagged if you select a particular service on the left column.

Home / My Users

### Create User

Search Services (hit Enter)  Filter by BU  Agent Code : ALL  Filter by Agent Type  Filter by User Role

Select the services for the agent codes and click 'Add to Selected' to assign View Selected

Services Name	Agent Codes	Business Units	Agent Type	User Role	Privileges													
					Admin	Amend	Approve	Audit	Cancel	Create	Draft	E-payment	Pay	Print	Report	Response	View	
<input checked="" type="checkbox"/> Select All					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Berth Booking		DP WO...	ShippL...	SW Shipping A...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Berth Booking		DP WO...	ShippL...	MASTER_ROLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bill Of Lading SW		DP WO...	ShippL...	MASTER_ROLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Or, you may deselect and choose specific privileges instead.

Home / My Users

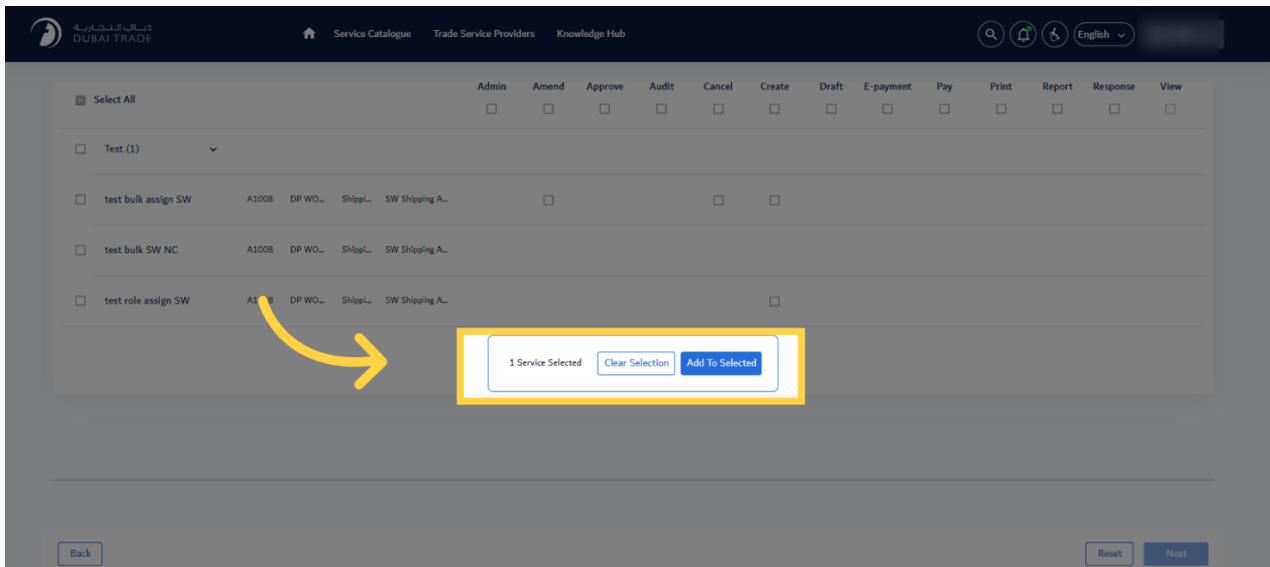
### Create User

Search Services (hit Enter)  Filter by BU  Agent Code : ALL  Filter by Agent Type  Filter by User Role

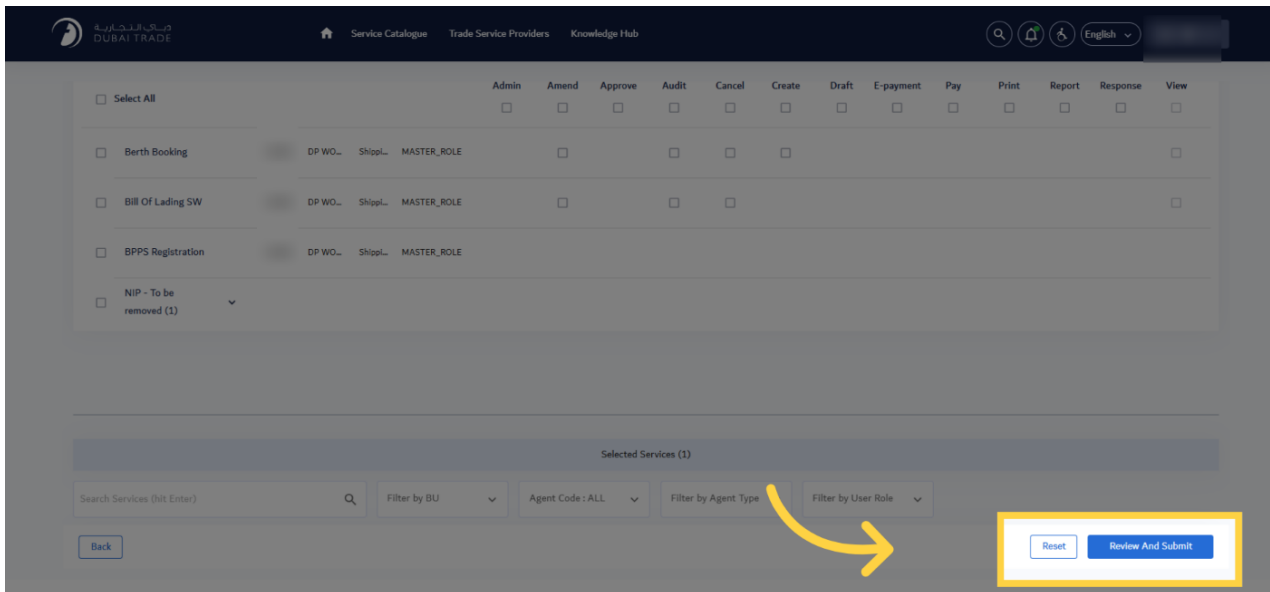
Select the services for the agent codes and click 'Add to Selected' to assign View Selected

Services Name	Agent Codes	Business Units	Agent Type	User Role	Privileges													
					Admin	Amend	Approve	Audit	Cancel	Create	Draft	E-payment	Pay	Print	Report	Response	View	
<input checked="" type="checkbox"/> Select All					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Berth Booking		DP WO...	ShippL...	SW Shipping A...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Berth Booking		DP WO...	ShippL...	MASTER_ROLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bill Of Lading SW		DP WO...	ShippL...	MASTER_ROLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Once finished, click on "Add to Selected" or "Clear Selection" to reselect other services and privileges.



Click "Review and Submit" to proceed or click Reset to clear entered information or go back to the previous page.



My Users – Create User



Review all entered information carefully before submitting the user creation request.

PERSONAL INFORMATION

CONTACT INFORMATION

Selected Services (1)

Services Name	Agent Codes	Business Units	Agent Type	User Role	Privileges
Select All					Admin Amend Approve Audit Cancel Create Draft E-payment Pay Print Report Response View
<input checked="" type="checkbox"/>	Berth Booking	DP WO...	Shipp...	SW Shipping A...	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>

Back To Assign Submit

Return to the service assignment page if further edits are needed or click on Submit.

PERSONAL INFORMATION

CONTACT INFORMATION

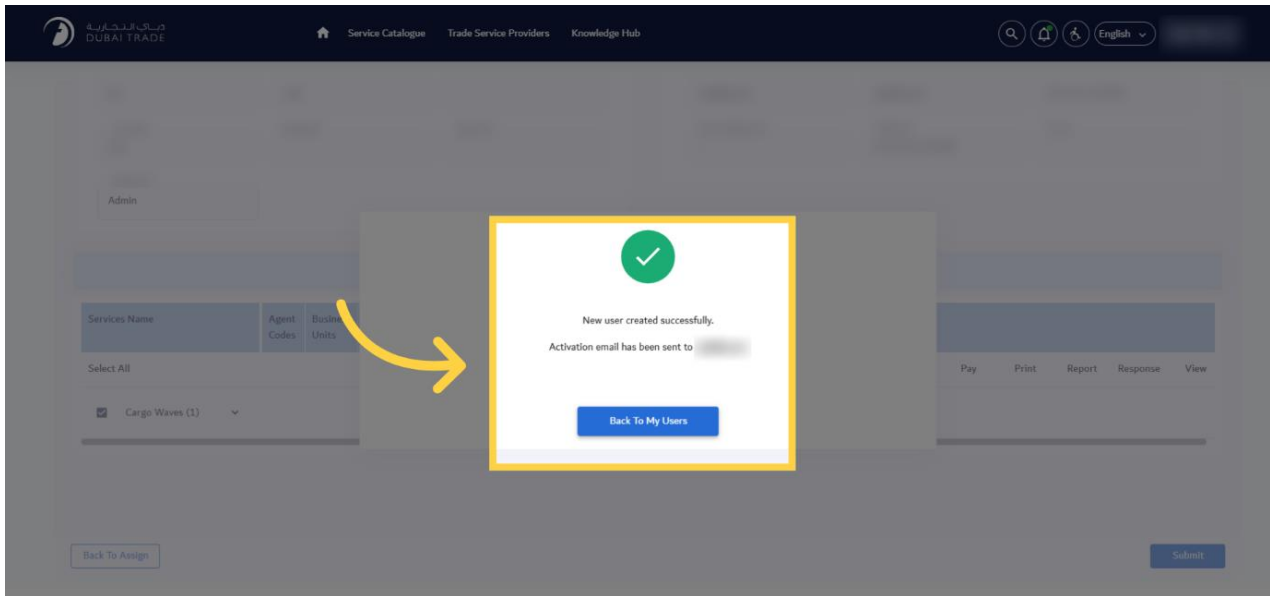
Selected Services (1)

Services Name	Agent Codes	Business Units	Agent Type	User Role	Privileges
Select All					Admin Amend Approve Audit Cancel Create Draft E-payment Pay Print Report Response View
<input checked="" type="checkbox"/>	Berth Booking	DP WO...	Shipp...	SW Shipping A...	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>

Back To Assign Submit

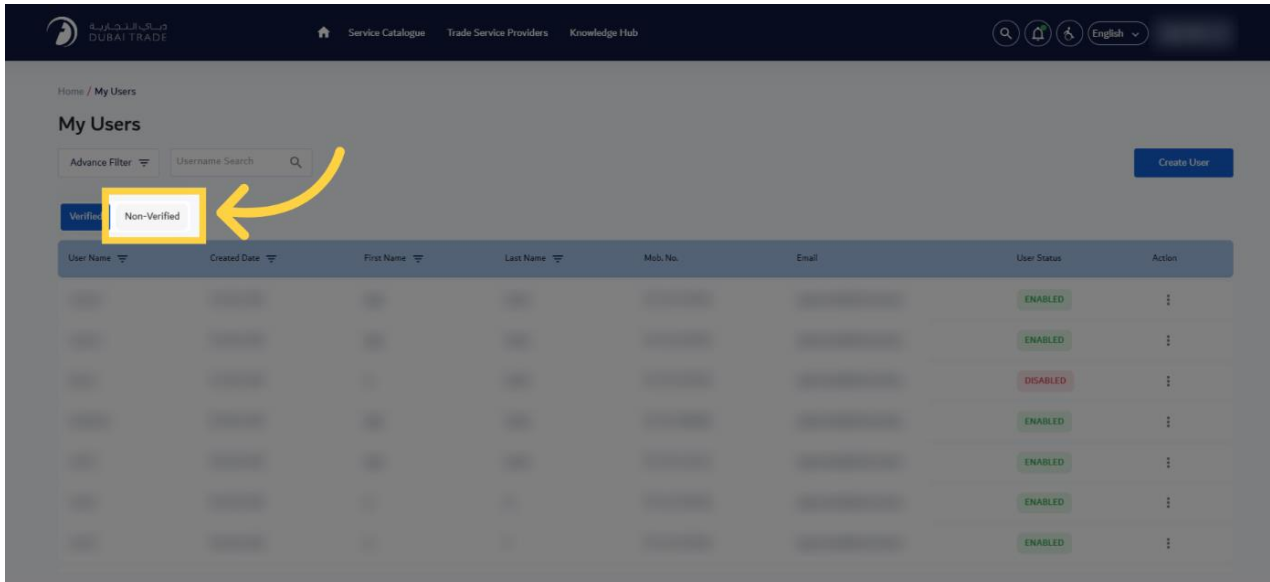


An email will be sent to the new user for account activation. Return to the main user list to verify the new user entry.

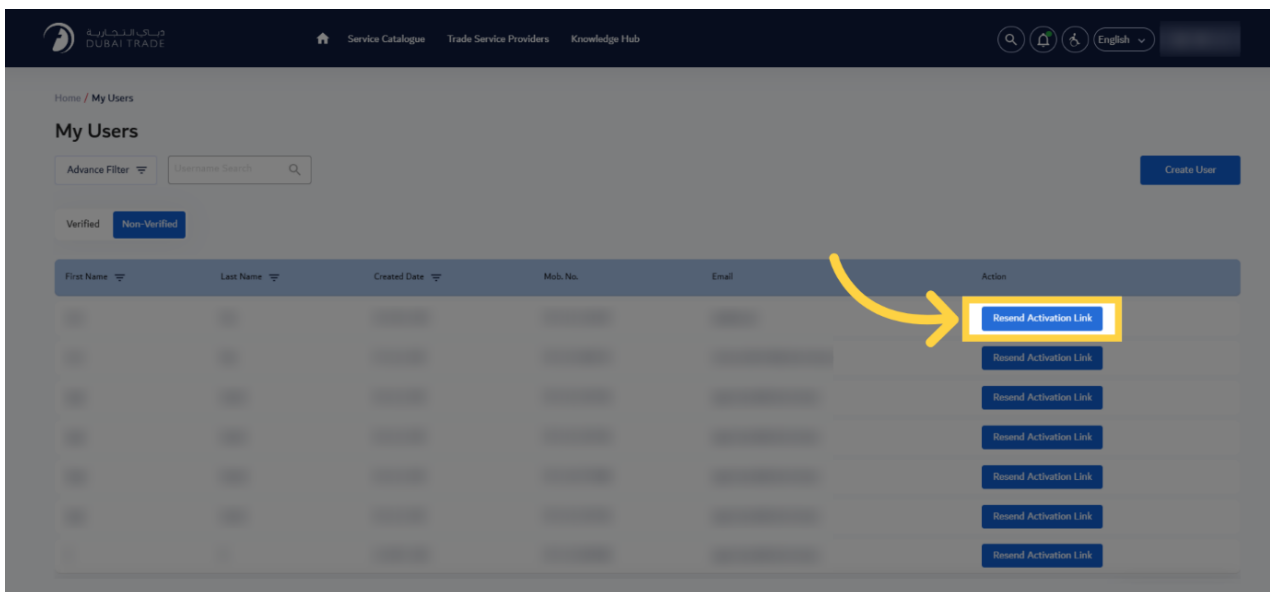


## Resend Activation Link

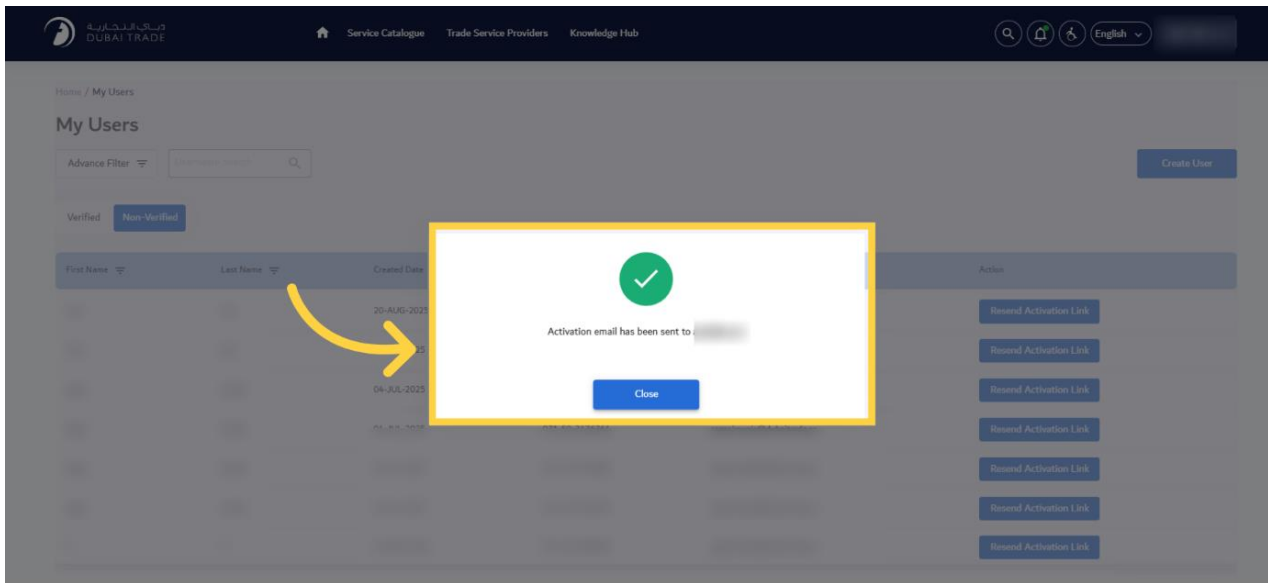
If the sub-user has not activated their account within the specified time frame after the receipt of the email, the administrator can resend the activation link to the sub-user. Go to the My Users section and click on **"Non-Verified"**.



All sub-users pending for activation will be displayed on the page. Click on "Resend Activation Link" for the selected user.



A confirmation dialog will appear, and the email will be sent to the new sub-user's email address.



This guide detailed the step-by-step process to create a new user, assign roles, contact information, agent codes, and services, including resending activation links for account setup. It ensures users can confidently manage user creation and service assignments.

