Frequently Asked Questions

1. How can I apply for PSV with the DataFlow Group?

To apply for PSV, visit www.dfgateway.com www.dfgateway.com and create a DataFlow Group account. Read the instructions carefully and upload clear documents to avoid any delays.

2. What documents are required for my PSV application?

- Passport copy in original language
- Degree copy in original language
- Transcript/Mark Sheet (if available)
- License Copy
- Previous employment certificates

- Please ensure that copies are clear, readable and complete.
- The Issuing Authorities may seek specific additional documents and/or information required for verification. In this case, an Associate from the DataFlow Group team will be in contact with you for any supplementary requirements.

3. What is the process adopted by the DataFlow Group for document verification?

The DataFlow Group conducts PSV by directly approaching the issuing Authority that issued the document to confirm its authenticity. The process also includes the confirmation of the accreditation. Legal status and details required by SCFHS

4. Is it possible to submit documents and information for verification at a later stage?

All relevant details and documents must be submitted at the time of application. Anything submitted at a later stage will be subject to additional costs and will delay the final report. This being said, if any details and documents must be submitted at a later stage, click on the 'Additional Document' tab and enter your SCFHS reference number to proceed further.

5. What is the Letter of Authorization (LoA) intended for?

The LoA is a mandatory requirement that provides permission to the DataFlow Group to conduct the verification process. Kindly note that our LoA is electronic, therefore, our system will take your digital consent.

6. What happens after I submit my DataFlow Group online PSV application?

After you submit and pay for your application, the DataFlow Group will start the verification of your document. Once complete, applicants with 'Positive' DataFlow Group reports will be eligible to apply for a SCFHS license, while applicants with 'Discrepancy' or 'Unable to Verify' reports will not be able to proceed.

7. How will I know when my PSV application has been completed?

Once your PSV application is completed, an email notification will be sent to your registered email ID with a link to download the report. The final report will also be shared with the Saudi Commission for Health Specialities SCFHS.

8. How can I follow up on the status of my application?

To check the status of your application, visit www.dataflowstatus.com and enter your DataFlow reference and Passport numbers. You may use the same link to download a copy of your report once completed.

9. How long does the PSV process take?

The standard timeframe for completing the verification is around 25 working days from the date of the payment to DataFlow

However in certain instances - due to force majeure, applicant late response or verifications necessitating attainment from countries that are conflicted or affected by natural disasters - the process may be delayed.

Make sure you submit accurate and valid information, as well as clear and uncut copies of the required documents in order to avoid any unnecessary delays

10. What is the fee for the PSV application?

Fees vary depending on the category and the number of documents that need to be verified. You will be notified about the Fee as soon as you select the application type and category relevant to your profession on www.dfgateway.com

Please note that your Issuing Authorities (Universities, Councils, etc.) may request additional or extra verification fees. In these cases, the DataFlow Group will contact you in order to collect this additional payment in order to continue processing the case.

11. When Shall I start my Mumaris Plus Application?

It is preferred to start your Mumaris Plus application at the same time as your PSV application but submit it for classification only once you have your PSV report issued by DataFlow. In a case that you submit your Mumaris Plus application for classification before your PSV report is issued, you may receive rejection from SCFHS and end up paying again for classification service.

12. My request for SCFHS license was rejected, may I request a refund?

Requests for refund must be submitted within a maximum of 48 hours from payment of the DataFlow Group fee.

Therefore, we recommend that you carefully read the instructions and review SCFHS criteria to determine whether you are eligible for a license before applying with the DataFlow Group. Please refer to the Professional Classification and Registration Bylaws and Executive Regulation on SCFHS's website.

13. I received a 'Discrpency' or 'Unable to Verify' DataFlow Group report. May I request a re-verification?

Click here to submit your request - quoting your Dataflow Case Number or Reference Number and provide any additional details and documents you might have to help us conduct the re-verification. The DataFlow Group team will review and respond to your query within 48 hours.

The first re-verification for the same document is free of charge, charges will apply for any additional requests for re-verification or request for the verification of different documents.

14. I have forgotten my password. How can I reset it?

Visit www.dfgateway.com and click on the 'Forgot Password' tab to receive a new password at your registered email address.

If this doesn't help, **click here** and send a screenshot of the appearing error message. The DataFlow Group team will revert shortly.

15. Am I allowed to apply for a license in Saudi Arabia without securing a job there first?

Yes, applicants may apply before securing employment in Saudi Arabia. This being said, the process must be completed in conjunction with required examinations and the instructions laid down by the SCFHS.

16. Can a representative submit an application on behalf of the applicant?

Hospital Representatives can request a PRO/Agency access to apply and pay on behalf of their applicants, they need to send a request to our team on this link
It's important to note that our letter of Authorization must be filled and signed by the applicant and uploaded by the representative to the online application. Click here to download a copy

17. Can I login to my account and add/edit/delete uploaded documents?

Applicants are only allowed to add/edit/delete information and documents before making the payment.

18. I was unable to find an answer to my query, and I still have a question, how can I reach the DataFlow Group customer service ?

Visit the DataFlow support page on the below link:
https://corp.dataflowgroup.com/supportcontact-us/

The page allows you to:

- Search the **DataFlow knowledgebase** to find an answer to all your queries
- Raise a **Ticket** if you are unable to find a suitable answer
- **Live Chat** with one of our customer service representatives.