Dubai Health Authority (DHA)
United Arab Emirates
FAQs

1. **What is the DataFlow Group?**

The DataFlow Group is a leading global provider of specialized Primary Source Verification (PSV) solutions, and background screening and immigration compliance services. Clients across the public and private sectors rely on the DataFlow Group to mitigate potential risk by exposing fraudulent academic degrees, employment certificates, practice licenses, work permits, and passports, among other documents.

To ensure that hired professionals have the qualifications they claim, the DataFlow Group utilizes cutting-edge technologies and leverages an expansive network of over 60,000 issuing authorities throughout more than 200 countries and territories to liaise with primary sources and verify the authenticity of documents submitted by candidates, in accordance with global industry best practices and Joint Commission International (JCI) guidelines.

The DataFlow Group undertakes hundreds of thousands of immigration compliance screening and verification service transactions for professionals each year on behalf of various government, quasi-government, regulatory and large multinational organizations worldwide.

2. **How can I get a Unique ID?**

A unique ID is generated from the DHA Sheryan system. To generate one, please visit https://services.dha.gov.ae - then click on the 'Register With us' Button to create a new account.

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

To apply for Primary Source Verification, follow the steps below:

- Ensure you have generated unique ID generated from DHA Sheryan system
- Visit https://dha.dfgateway.com/
- If you are a registered user, fill in the required fields to login
- If you are a first-time user, register with a new email ID and use your Unique ID generated from Sheryan
- Post registration, follow the process in the How to Apply document to submit the application
- You will be required to pay the fees online before submitting the application

4. **What is the fee for the PSV application?**

Fees vary depending on the number of documents that need to be verified.

5. How do I pay?

Visit https://dha.dfgateway.com/ - follow the How to Apply application process and before submission, you will be asked to review the payment details and settle the payment online via debit or credit card.

An email confirmation along with the payment receipt will be sent to your registered email address once the payment has been successfully received by the DataFlow Group.

For further inquiries, **click here**.

Note: The only payment fee required by the DataFlow Group is settled during the application stage. If any party claims the need for additional fees, please notify us immediately via the Contact Us page on the DataFlow Group website.

6. I need assistance regarding examination and assessment. Please advise.

The DataFlow Group is responsible for conducting PSV only. For other queries regarding examination, assessment or license renewal, please contact the DHA at regulation@dha.gov.ae

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

Click here to check the current status of your application. This can be done by entering your Dataflow Case Number and Passport Number or by using a combination of your Client Reference Number and Passport Number.

8. What is the timeframe required by the DataFlow Group to complete the PSV application?

The standard timeframe for completing an application is approximately 15 working days upon receiving the payment. However, occasionally, it will not be possible to conclude the process within this estimated time frame due to holidays, staff absences or records being archived or misplaced by institutions.

9. Who determines the documents required for PSV?

The Credentialing Team within the Health Regulation Department (HRD) at the DHA is responsible for determining applicant documents required for PSV.

This process requires five working days, after which you will receive a DHA Reference Number at your registered email address.

10. Should I attest my documents from the UAE embassy in my country or from any other authority? The DataFlow Group does not require document attestation for PSV. Simply make sure that document scans are clear and complete to ensure the timely processing of your application.

11. What is the procedure for requesting a refund?

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

If you have paid extra or paid more than once, **click here** to submit your request, quoting your DHA Reference Number and evidence of made payments.

12. 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.

13. How can I add more documents to my existing application if required by the DHA?

An additional component can be raised using the 'Additional' option available against a submitted case.

14. How can I obtain a copy of my PSV report?

Click here to submit your request, quoting your Dataflow case Number or Reference Number.

15. I obtained my DHA license a few months ago. I attempted to get a copy of my PSV report on the website, but could not find it. Please guide me.

Click here to submit your request, quoting your DataFlow Case Number or Reference Number. The DataFlow Group team will revert shortly.

16. My credentials have been previously verified by the DataFlow Group for another regulatory authority. Please advise if I need to apply once again with the DataFlow Group to attain a license with the DHA.

Kindly note the following:

If you have submitted your application in Sheryan: **Click here** to submit your request with a copy of your previous DataFlow Group report. We will send an updated payment request email upon revising your application details.

If you have not submitted your application in Sheryan: Please follow the PSV process using the Unique ID and apply under 'Report Transfer' category.

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

To raise a re-verification, visit https://dha.dfgateway.com/ and login using the credentials. You will get an option to raise an appeal against the submitted cases. Choose the option and follow the process to submit the re-verification.

18. I was unable to get an answer to my query, and I still have a question.

Click here to submit your request, quoting your Barcode Number or Reference Number. The DataFlow Group team will revert at the soonest.