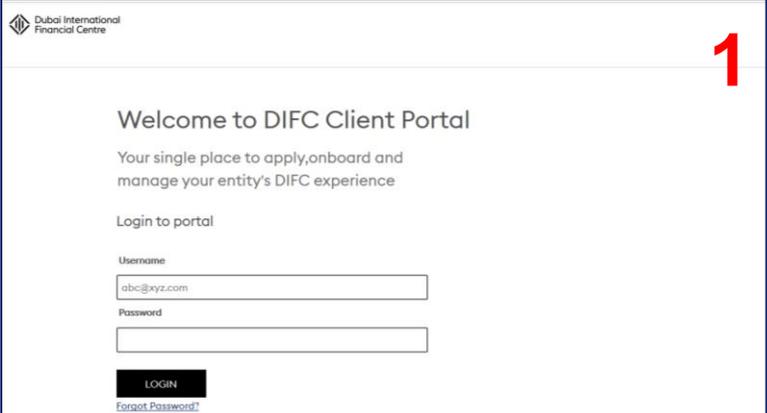


How to find out your existing portal users

1

To check who are your existing portal users:

1. Visit <https://portal.difc.ae/signin> and log in to portal.
2. Click Entity Profile section.
3. Scroll down to “Company Relationships”
4. All individuals listed with “Portal User” relationship are your active portal users.
5. To check who from the entity existing portal users is a Super User, please ask each user to login to the portal.
6. Users that can see the option “Manage Users” under the Preview section are Super Users. When clicking on the “Manage Users” link, the super user will be able to view all the existing users and Super Users as well.



Dubai International Financial Centre

Welcome to DIFC Client Portal

Your single place to apply, onboard and manage your entity's DIFC experience

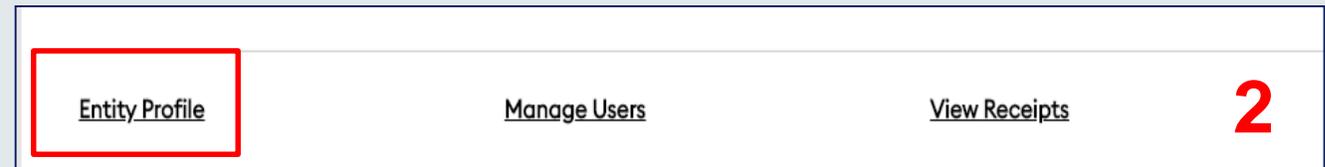
Login to portal

Username
abc@xyz.com

Password

LOGIN

[Forgot Password?](#)



Super Users are portal users that can:

- ✓ Manage the entity portal users
- ✓ Add, remove or edit users
- ✓ Assign more roles to existing users
- ✓ Upgrade existing users to Super Users



Notes:

- Only a super user can Manage Users/ will have the Manage Users Option as shown on screenshot on the right.
- Proceed to Slide 2 for more details on how a super user can manage users.
- If your entity doesn't have a super user or the current super user is not accessible, contact roc.helpdesk@difc.ae ; the entity will receive a link to apply for a new super user.

The screenshot shows a user management interface with the following components:

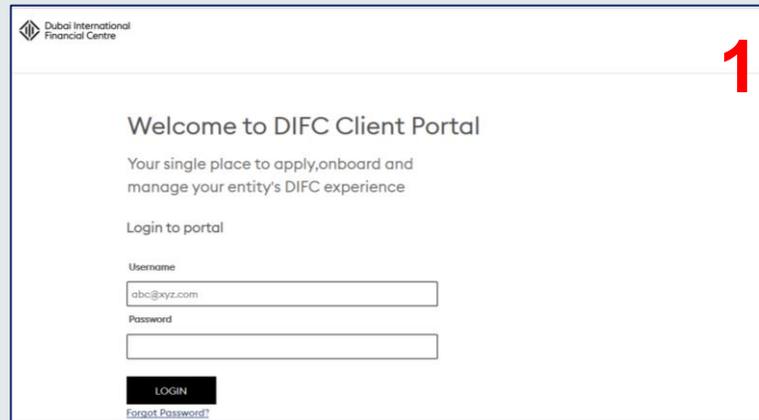
- Title:** Add and manage your users
- Buttons:** ADD USER (top right)
- Search:** search by name (input field)
- Table:** A table with columns: Name, Email, Role, Access Level, and Actions.
- Dropdown Menu:** A dropdown menu is open, showing a list of roles. The 'Super User' role is highlighted in blue and enclosed in a red box.

Name	Email	Role	Access Level	Actions
Test Tulika	c-selva.rathinam@difc.ae	Company Services Employee Services Property Services IT Services Marketing Services Listing Services Fit-Out Services Mortgage Registration Discharge of Mortgage Variation of Mortgage Super User Event Services	Read/Write	Deactivate Edit
Test User	nadine.chaar@difc.ae	Company Services	Read/Write	Registered Deactivate Edit

How can Super Users manage users:

To Manage Users :

1. Visit <https://portal.difc.ae/signin> and log in to portal.
2. Click on “Manage Users” section.
3. Continue following the options required:



Option (1): To Add a New User.

Click on Add User Button, complete the form and submit.

Option (2): To Remove a User.

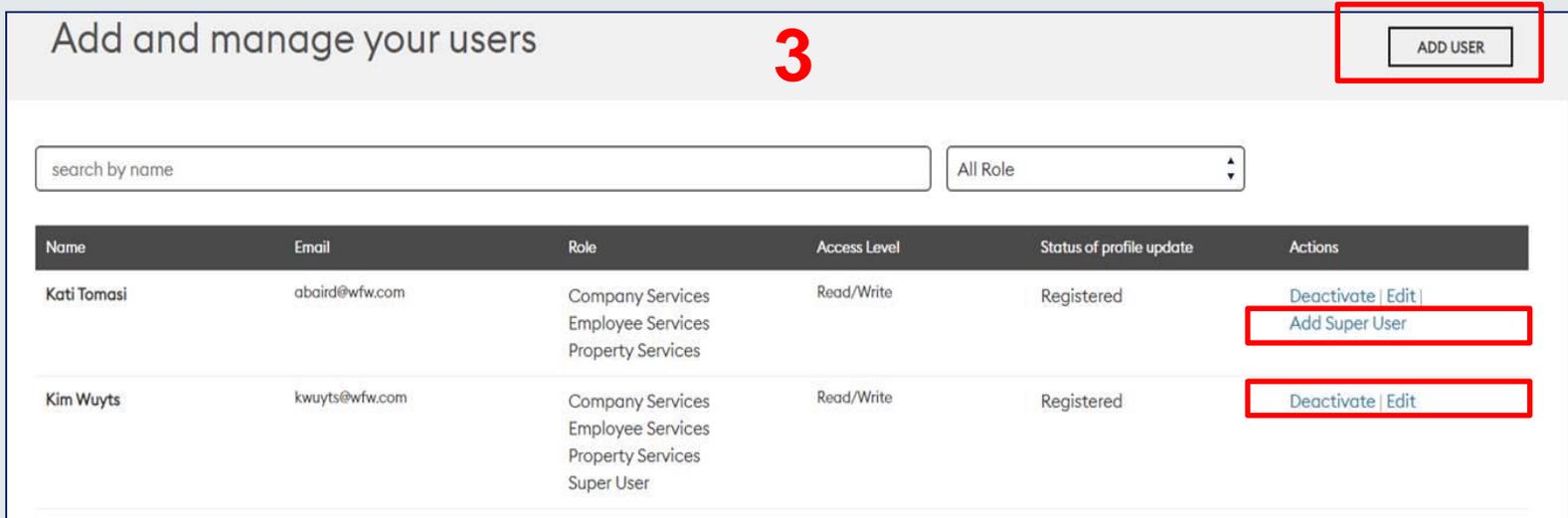
Click on De-activate in Actions for the user you would like to remove.

Option (3): To Add More roles to

an existing user: Click on Edit in Actions for the user you would like to change the access role.

Option (4): To upgrade an existing

user to a Super User : Click on Add Super User in Actions for the user you would like to upgrade.



I don't know who my users are, I need to add a Super User

4

If the entity doesn't have access to any of the users and cannot log in to the portal, the entity can follow the steps below:

1. Email roc.helpdesk@difc.ae requesting to add a Super User.
2. DIFC Services will send you a link to apply for a Super User
3. Fill the form and submit as per the screen shot to the right.
4. Receive a Super User authorization form which must be signed by an authorized signatory as per the DIFC License.
5. Send the signed form to roc.helpdesk@difc.ae
6. DIFC Services will approve the request and the Super User will receive an email with user credentials.

USER ACCESS REQUEST FORM

What would you like to do:

Please enter the following details for creating a Super user.

Username Entity Name

Please select the Authorised signatory (s) who will sign the user access form

Select	Authorised Signatory Name	Email