Dubai Healthcare City Authority (DHCA)
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, quasigovernment, regulatory and large multinational organizations worldwide.

2. **Why do I need to submit my documents to the DataFlow Group?**

The DHCA has partnered with the DataFlow Group to verify the authenticity of all documents presented by applicants using an advanced screening method known as PSV.

3. **How do I submit my information and documents to the DataFlow Group?**

You may submit your information and documents within your PSV application by visiting www.dfgateway.com.

4. **What information and documents am I required to submit?**

Once you are logged into your account, you will be guided at each step to provide the needed information and upload the required documents accordingly. You must enter your personal data under the Personal Details section and your education and employment data and documents under the Verification Details section. Once done, download the Letter of Authorization (LoA) - which must be signed and uploaded - along with a copy of your passport.
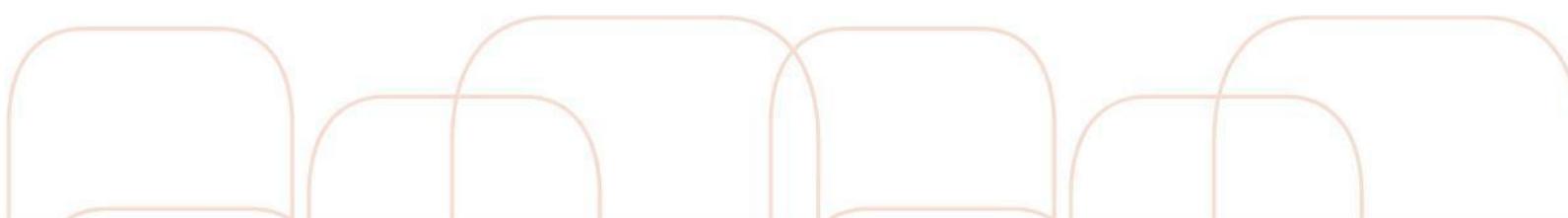
5. What is the fee for the PSV application?

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

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

The DataFlow Group conducts PSV by directly approaching the education, corporate or licensing body that issued the document to confirm its authenticity.

7. Should I attest my documents from the 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.

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

The LoA is a mandatory requirement that provides permission to the DataFlow Group and the DHCA to conduct the verification process. Kindly note that the LoA must be signed by the applicant only.

9. What is the timeframe required by the DataFlow Group to complete the PSV process?

The standard timeframe for completing the verification is 30 working days upon receiving the payment. However, occasionally, it will not be possible to conclude the process within this estimated timeframe due to holidays, staff absences or records being archived or misplaced by institutions.

10. How can I get my application processed on priority?

You may request for priority servicing of your application at an additional fee. The time period for processing such a request is 15 working days from receiving the payment, as opposed to 30 working days. This being said, occasionally, it will not be possible to conclude the process within this estimated timeframe due to holidays, staff absences or records being archived or misplaced by institutions.

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

Login to your account at www.dfgateway.com by using your Login ID and Password. You may track the status of your application using any of the two methods listed below:

a. On the dashboard, select your Barcode Number in the dropdown menu against the 'Select Case' option

OR

b. On the dashboard, click on the 'Check Your Status' option

You may download the report once your application is completed.

12. What am I required to do to cancel my application?

Click here to submit your request - quoting your Client Reference Number or Barcode Number - along with the reason behind your cancellation.

A refund request will only be processed if it is received within 48 hours of the payment.

Note: For reimbursement of a credit card payment - once your request has been accepted - it will take between 45 - 60 days for the refunded amount to be credited to your bank account.

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

You are only allowed to add/edit/delete information and documents before completing the payment.

14. 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 for the DHCA.

If your credentials have been verified by the DataFlow Group for a different authority, you may use your previous report. In order to meet DHCA requirements, your former report will be reviewed and you may or may not be required to verify additional documents.

You may submit your existing report within your PSV application by visiting www.dfgateway.com.

15. How will I be informed of the result of the verification?

Once the PSV process has been completed, you will receive a notification message to the email address provided during the online submission stage. You may login to your account and download a copy of the report for your reference.

16. I received an 'Unable to Verify' DataFlow Group report. May I request a re-verification?

Click here to submit your request quoting your unique ID 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.

17. 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.