



مركز دبي التجاري العالمي  
DUBAI WORLD TRADE CENTRE

# Contractor+ Portal Guide

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Version 04 | 20 December 2023



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DUBAI WORLD TRADE CENTRE

# Contractor+ Portal Guide

Version 04 | 20 December 2023



Dear Partners,

We are excited to announce the launch of our new **Contractor+ Portal** - your one-stop for digital passes and venue access. This document provides a step-by-step guide about the portal and its easy use.

## Highlights

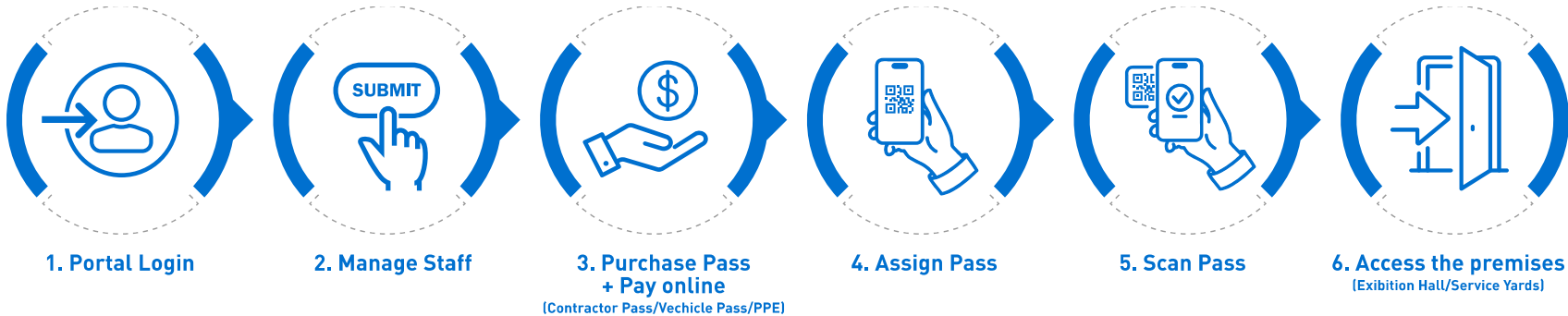
- Contractor companies can register online with no limited licenses.
- Users can purchase and select Contractor Digital Pass type i.e. International, Annual, Daily & Vehicle pass, with no limitation.
- Payment needs to be completed online prior to assigning the contractors and accessing the Venue. Payment receipt and TAX invoice is shared after the payment, via email.
- Users can directly assign passes to their staff based on the approved staff details.
- Users can select the duration of the access – typically valid for the selected event's build-up & tear-down days.
- The system generated Digital Contractor and Vehicle Passes are sent via email, and/or can be downloaded from the portal directly. Each pass displays the registered photo and their access information.
- For Exhibition events, all deliveries are automatically designated, registered and directed to Al- Warsan Area.
- For material deliveries, the date is programmed on the portal based on build-up operation.
- The Contractor and Vehicle passes need to be scanned, prior entering the premises. That's it!

We look forward to experiencing a seamless journey with you on all upcoming events.

Thank you  
The Venue Infrastructure team

- **PORTAL OVERVIEW**
- **LOGIN & REGISTRATION**
- **CONTRACTOR SERVICES**
- **MANAGING STAFF – PROCESS**
- **BUYING PASSES & ASSIGNMENT**
- **VEHICLES PASSES - PROCESS**

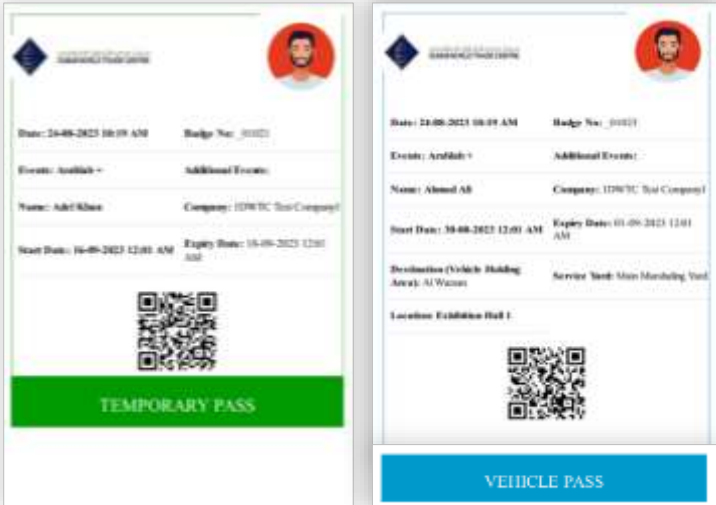
## PROCESS WORKFLOW




## CONTRACTOR+ PORTAL LOOK



## DIGITAL PASS SAMPLE





Sign in with your email

Email Address

Fatmayasob.j@hotmail.com

Password


Remember me [Forgot Password?](#)


Login

If you don't have an account, [Register](#)

OR

Sign in with your social account


 Company / Corporate Account

 Google

If you need help, please contact us  
Global contact number: +971 (0)4 200 2000 UAE toll-free: 800WTC (2002)  
Email: [care@dwtc.com](mailto:care@dwtc.com)

By signing up you agree to [Terms of Use](#) and [Privacy Policy](#)





1 Personal Information 2 Company Information

Email Address

Email Address

Send verification code

New Password

New Password

Confirm New Password

Confirm New Password

Title

☒ Mr ☐ Mrs

First Name Last Name

First Name Last Name

Mobile Job Role

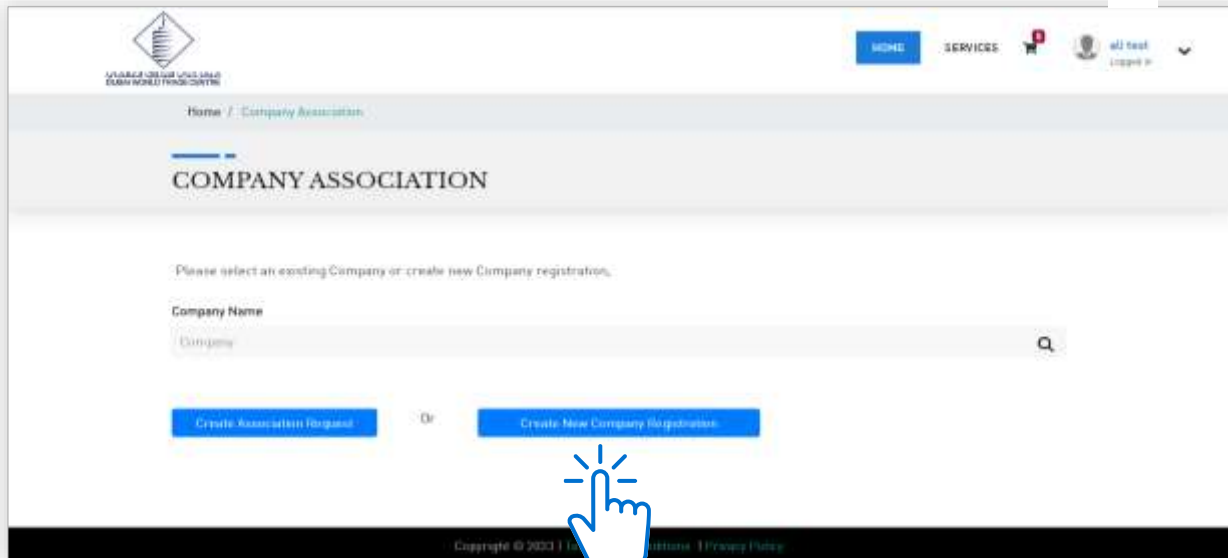
Mobile Job Role

Create

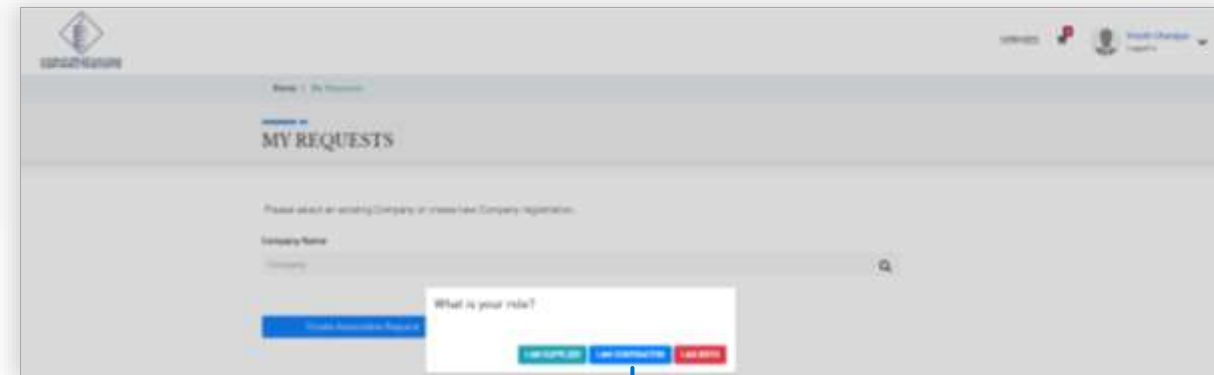
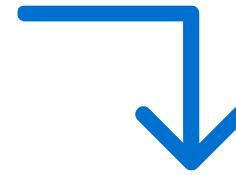
If you need help, please contact us  
Global contact number: +971 (0)4 200 2000 UAE toll-free: 800WTC (2002)  
Email: [care@dwtc.com](mailto:care@dwtc.com)

By signing up you agree to [Terms of Use](#) and [Privacy Policy](#)

To complete the registration click Create New Company Registration.



Click here



Click here

The screenshot shows the 'ORGANIZATION' registration form. The 'ORGANIZATION' tab is highlighted in blue. The form contains several input fields for company details: 'Organization Name (As Per Trade License)', 'Address Line 1', 'Main Phone Number', 'VAT Number', 'Eg: 12345678', 'Email', 'Primary Email Address', 'Secondary Email Address', 'Trade License No.', 'Managing Director', 'Company Sector', 'City', and 'Trade License Expiry'. A 'Next' button is at the bottom right.

1. Fill the Company Details

The screenshot shows the 'ADD NEW CONTACT' form. The 'ADD NEW CONTACT' tab is highlighted in blue. The form contains input fields for contact details: 'Organization Name (As Per Trade License)', 'Contact Name', 'City', 'Address Line 1', 'Primary Email Address', 'Secondary Email Address', 'Main Phone Number', 'Trade License No.', 'Trade License Expiry', 'VAT Number', 'Managing Director', 'Company Sector', 'Eg: 12345678', and 'Contact Email'. A 'Create' button is at the bottom right.

2. Fill Create contact.  
Note: The email must not match the primary and Secondary email you filled in the Organisation form.

3. Attach the required documents

The screenshot shows the 'ATTACHMENTS' section. It lists 'Required Documents' with a table of attachments. The table has columns: 'Document Type', 'File Name', 'Size', 'Uploaded By', and 'Uploaded On'. There are two rows of attachments, each with a 'Download' button and a 'Delete' button. A 'Submit for Approval' button is at the bottom right.

4. Submit and then you can view the services





# **SELECT SERVICES**

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SERVICES



Supplier Services



Contractor Services



Update Company  
Details



Update Bank Details



Click here to view  
Contractor Services









SERVICES

PENDING PAYMENTS



## SERVICES

### Contractor Services

 <b>Contractor Passes</b> Shop Passes & Accessories	 <b>Permit To Work</b> Submit Permit for works	 <b>Scan QR Code</b> Scan QR Code
 <b>QMS</b> View Sequence	 <b>Scan ID</b> Scan ID	 <b>Pending Payments</b>

Click here to register and apply for Contractor Pass



SERVICES

PENDING PAYMENTS



View  
Logout

Services / Contractor Passes

## CONTRACTOR PASSES

### CONTRACTOR SERVICES

- > PERMIT TO WORK
- > TEMP STAFF
- > CONTRACTOR PASSES
- > PASS ASSIGNMENT
- > MANAGE STAFF

Note: The prices shown on this page are VAT inclusive.



### DEC Annual Pass Package

Get unlimited access for 365 days with our Annual Pass—a ticket to enjoy year-round benefits within a month's timeframe.

Valid for: 365 Day

☐ 10 - 200 525.00 AED

☐ 201 & Above 475.00 AED

- 1 +



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☐ 201 & Above 475.00 AED

- 1 +



### Temporary Pass

Experience a day access with our Temporary Pass—an ideal option for short-term visits and immediate entry

Valid for: 1 Day

One Day Pass 30.00 AED



- 1 +



### DEC Temp Pass

Experience a day access to DEC with our Temporary Pass—an ideal option for short-term visits

Valid for: 1 Day

One Day Pass 30.00 AED



### DEC Vehicle Pass

Secure a 1-day Vehicle Pass for hassle-free access and parking privileges during your event contractor services.

Valid for: 1 Day

One Trip Pass 30.00 AED



### Vehicle Pass

Secure a 1-day Vehicle Pass for hassle-free access and parking privileges during your event contractor services.

Valid for: 1 Day

One Trip Pass 30.00 AED

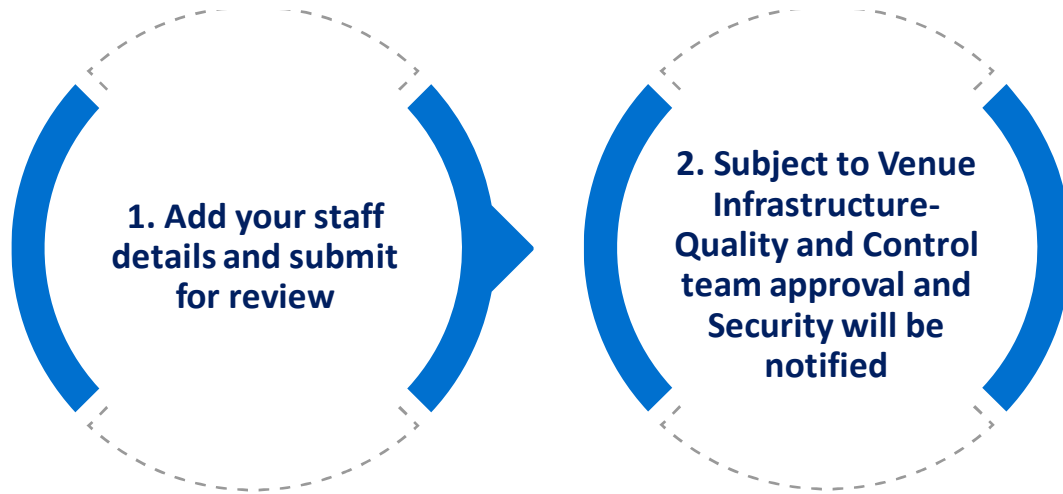




# STEP 1. MANAGE STAFF

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- First step is adding the staff list as it will be subject to review and approval by Venue Infrastructure- Quality and Control team.



- Submissions and approvals timeline:

Task	Applicable to	Deadline	2 <sup>nd</sup> Reminder
Manage Staff	All Events	One week prior of start of the tenancy	

/ Manage Staff

E-PERMIT STAFF

SERVICES

> PERMIT TO WORK
 > TEMP STAFF
 > INVOICE SUBMISSION
 > CONTRACTOR PASSES
 > PASS ASSIGNMENT
 > **MANAGE STAFF**

Click here for bulk upload, or you can submit individual Staff

Bulk Upload

New Staff

International Staff
Local Staff
Drivers

ID:
Name:
Status:

ID
Name
Select Status

Show 10 entries

Full Name	Gender	Profession	Nationality	ID	ID Validity	Status	Approver Comments
Jayaprakash Jayaprakash	Male	Handy Man	India	784197436968545	06-06-2023	Expired	
Anisur Rahman	Male	Handy Man	Bangladesh	784199294242450	07-11-2024	Draft	
Arif Mia	Male	Handy Man	Bangladesh	784199239286299	06-06-2023	Expired	
MIRZA UBAID ALI SHAUKET ALI BAIG BAIG	Male	Handy Man	India	784199216503039	06-06-2024	Draft	
MIRZA UBAID ALI SHAUKET ALI BAIG BAIG	Male	Handy Man	India	784199216503039	06-06-2024	Draft	
SAHAD SAHAD	Male	Handy Man	India	784199758648952	06-06-2024	Draft	
"AWANISH SINGH SHYAMBADAN "	Male	Handy Man	India	784199915073755	06-06-2023	Expired	

Click on Manage Staff to start adding

Shop / Manage Staff / Bulk Staff Upload

## BULK STAFF UPLOAD

Click Here To Download Template

Choose File No file chosen

Upload

### HISTORY

Reference	Total Records	Succeeded	Declined
No data available in table			

Showing 0 to 0 of 0 entries

Previous Next

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Click here to download the Bulk sheet.  
Note: Download the sheet, Save it then start filling.

Upload for review and approval

Fill the excel sheet.  
Note: Don't copy and Paste the Title, Skill, Gender and Nationality columns

International Staff for 36121 (002) (Read-Only) - Excel

1	Title	TitleCode	First Name	Last Name	Gender	GenderCode	Skill	SkillCode	Nationality	NationalityCode	Passport No	Passport Expiry
2	Mr.	964130001	Xinyu	Wang	Male	964130000	Project Coordinator	9f9deda4-992	China	d318bd83-21da-ea11-a813-000d3a	E02833686	14-May-28
3	Mr.	964130001	Haowen	Liu	Male	964130000	Supervisor	df129621-8bd	China	d318bd83-21da-ea11-a813-000d3a	EJ5888113	30-Aug-32
4												



- After uploading the bulk sheet the staff status is DRAFT you have to complete the submission.

E-PERMIT STAFF

Full Name

Gender

Profession

Nationality

ID

ID Validity

Status

Approval Comments

Abdullah A

Male

Driver

Saudi

11007504997

09-07-2020

Active

Jay Yoo

Male

Electrician

Angola

24000780

01-05-2020

Active

Jay Yoo

Male

Welder

Burkina Faso

5000042719801

01-05-2020

Draft

Jay Yoo

Male

Acoustic Wall

Bangladesh

100009710

13-06-2020

Active

Wahid Ali

Male

Plumber

Azerbaijan

000000000000000000

13-06-2020

Draft

Mark Yu

Male

Electrician

China

000000000000000000

01-05-2020

Active

Abdullah A

Male

Electrician

Kuwait

000000000000000000

01-05-2020

Expired

Abdullah A

Male

Electrician

Philippines

000000000000000000

01-05-2020

Expired

Abdullah A

Male

Electrician

Saudi

000000000000000000

01-05-2020

Active



ATTACH DOCUMENTS

Self Information

Attach Documents

UPLOAD ATTACHMENTS

Profile Photo \*

DRAG AND DROP A FILE OR SELECT FILE

National ID Front \*

DRAG AND DROP A FILE OR SELECT FILE

National ID Back \*

DRAG AND DROP A FILE OR SELECT FILE

Passport \*

DRAG AND DROP A FILE OR SELECT FILE

Visa \*

DRAG AND DROP A FILE OR SELECT FILE

Staff Competency Certificates

DRAG AND DROP A FILE OR SELECT FILE

PCR Test Results

DRAG AND DROP A FILE OR SELECT FILE

Vaccination History

DRAG AND DROP A FILE OR SELECT FILE

Back

Save

# MANAGE STAFF - ACCREDITATION SUBMISSIONS WORKFLOW

- Active staff means the submission is approved.
- Expired means the documentation is expired

E-PERMIT STAFF

ID:

ID

Name:

Name

Status:

Select Status

Bulk Upload Staff

New Staff

Show 10 entries

Full Name	Gender	Profession	Nationality	ID	ID Validity	Status	Approver Comments
Hareesh Y	Male	Driver	India	122637049927	24-07-2023	Active	
Jay Tee	Male	Electrician	Angola	344546788	01-05-2024	Active	
Jay Tee	Male	Mason	Bahamas	53553447778881	01-05-2024	Draft	
Jay Khan	Male	Handy Man	Bangladesh	1444489976	12-06-2024	Active	
Khalid Vse	Male	Plumber	Azerbaijan	255347489509	12-06-2024	Draft	
Mark Toi	Male	Electrician	Kenya	665777892	21-08-2025	Active	
mohamed HM	Male	Carpenter	Azerbaijan	265737703989	28-01-2023	Expired	
Randolph Molinos	Male	Supervisor	Philippines	78419624896410	28-03-2023	Expired	
Randolph Molinos	Male	Barber	Angola	2553477828	01-12-2023	Active	



## **STEP 2**

# **PURCHASE PASSES**

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# PURCHASE PASSES - CATEGORIES

- You will be able to select as many passes and complete the payment online.

The screenshot displays the 'CONTRACTOR PASSES' page. The top navigation bar includes 'SERVICES', 'PENDING PAYMENTS', a shopping cart icon with a red notification bubble, and a 'View: Login' link. The breadcrumb trail shows 'Services / Contractor Passes'. The main heading is 'CONTRACTOR PASSES'. A note states: 'Note: The prices shown on this page are VAT inclusive.' The sidebar under 'CONTRACTOR SERVICES' lists: 'PERMIT TO WORK', 'TEMP STAFF', 'CONTRACTOR PASSES' (highlighted with a red box and an arrow pointing to it from the annotation 'Click on Contractor Passes to start Shopping.'), 'PASS ASSIGNMENT', and 'MANAGE STAFF'. The main content area features six pass cards:

- DEC Annual Pass Package**: Get unlimited access for 365 days with our Annual Pass—a ticket to enjoy year-round benefits within a month's timeframe. Valid for: 365 Day. Options: 10 - 200 (525.00 AED), 201 & Above (475.00 AED). Quantity: 1.
- Annual Pass Package**: Get unlimited access for 365 days with our Annual Pass—a ticket to enjoy year-round benefits within a month's timeframe. Valid for: 365 Day. Options: 10 - 200 (525.00 AED), 201 & Above (475.00 AED). Quantity: 1.
- Temporary Pass**: Experience a day access with our Temporary Pass—an ideal option for short-term visits and immediate entry. Valid for: 1 Day. Option: One Day Pass 30.00 AED. Quantity: 1. An arrow points from the 'Add to Cart' button (shopping cart icon) to the annotation '2. Once you select the pass, it will be added in the cart.'
- DEC Temp Pass**: Experience a day access to DEC with our Temporary Pass—an ideal option for short-term visits. Valid for: 1 Day. Option: One Day Pass 30.00 AED.
- DEC Vehicle Pass**: Secure a 1-day Vehicle Pass for hassle-free access and parking privileges during your event contractor services. Valid for: 1 Day. Option: One Trip Pass 30.00 AED.
- Vehicle Pass**: Secure a 1-day Vehicle Pass for hassle-free access and parking privileges during your event contractor services. Valid for: 1 Day. Option: One Trip Pass 30.00 AED.

An arrow points from the shopping cart icon in the top right navigation bar to the annotation '3. click here to proceed to checkout.'

- You will be able to complete the payment and to add many items as well.



SERVICES

PENDING PAYMENTS



Vis

Log



## CART

ITEM	PRICE	TOTAL	QUANTITY	REMOVE
Temporary Pass				
Temporary Pass - One Day Pass	30.00 AED	150.00 AED	- 5 +	

ADD MORE ITEMS

### SUBTOTAL

ITEMS TOTAL	142.00 AED
VAT CHARGE	7.00 AED
ORDER TOTAL	150.00 AED

PROCEED TO CHECKOUT



4. Click here to complete the payment.



# **STEP 3**

## **ASSIGN PASSES**

---

- This dashboard showcasing the Un-assigned Passes , Assigned and the expired one.

Services / / Pass Assignment

PASS ASSIGNMENT

61  
PASSES

4  
ASSIGNED

2  
EXPIRED

SERVICES

- > PERMIT TO WORK
- > TEMP STAFF
- > INVOICE SUBMISSION
- > CONTRACTOR PASSES
- > PASS ASSIGNMENT
- > MANAGE STAFF

UN ASSIGNED PASSESAssigned PassesExpired Passes

Pass Name:

Name

Amount:

Passes

Remaining Passes

Action

Temporary Pass - One Day Pass

11

Assign

Temporary Pass - One Day Pass

20

Assign

Temporary Pass - One Day Pass

6

Assign

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- After purchasing a badge you will be able to assign to your staff list.
- Follow the below steps.

Services / [Pass Assignment](#)

PASS ASSIGNMENT

61  
PASSES

4  
ASSIGNED

2  
EXPIRED

SERVICES

> PERMIT TO WORK

> TEMP STAFF

> INVOICE SUBMISSION

> CONTRACTOR PASSES

1 

> PASS ASSIGNMENT

> MANAGE STAFF

UN ASSIGNED PASSES

Assigned Passes

Expired Passes

Pass Name:

Amount:

Name

1

2

1. Click here view the Pass assignment list.

Passes

Remaining Passes

Action

Temporary Pass - One Day Pass

11

2 Assign

Temporary Pass - One Day Pass

20

Assign

Temporary Pass - One Day Pass

6

Assign

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click here view  
the staff list.



3

TEMPORARY PASS - THREE DAY  
PASS

2  
PASSES

STAFF INFORMATION

Staff \*

Event Name \*

Pass Start Date \*

Pass Start Time \*

Pass End Date

Pass End Time

Additional Events

4 Save

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You can select additional event which  
happens in a same tenancy period.

# VIEW OR DOWNLOAD e-PASS

- You will be able to view the pass from the notification email or you can download it from the portal.

PASS ASSIGNMENT

ASSIGNED

DOWNLOAD

Un Assigned Passes **ASSIGNED PASSES** Expired Passes

Staff Name:

Start Date:

End Date:

Generate Bulk Badges

Last Days:  

Last 60 Days

Status:  

Select Status

Pass Name

Assigned To

Start Date

End Date

Event Name

Status

ePass

No data available in table

Showing 0 to 0 of 0 entries

Show 10 entries

Previous

Next

Date: 24-06-2023 10:19 AM Badge No: \_01021

Events: Available + Additional Events:

Name: Adel Khan Company: DWTTC Test Company

Start Date: 16-09-2023 12:01 AM Expiry Date: 16-09-2023 12:01 AM

TEMPORARY PASS

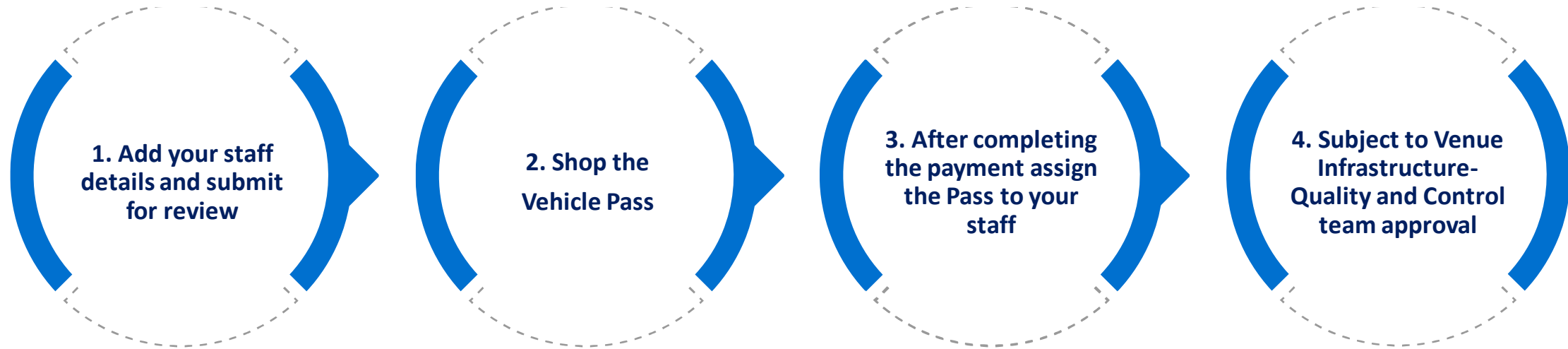
Click here to view  
the ePass



# VEHICLE PASSES PROCESS

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- All the Vehicle Destination are fixed to Al- Warsan by default except Non- Exhibition, Live events, conferences and weddings through the portal.



- Submissions and approvals timeline:

Task	Applicable to	Deadline	2 <sup>nd</sup> Reminder
Manage Staff	All Events	One week prior of start of the tenancy	

# SELECT CATEGORIES & PURCHASE PASS



## CONTRACTOR SERVICES

- > PERMIT TO WORK
- > TEMP STAFF
- > **CONTRACTOR PASSES**
- > PASS ASSIGNMENT
- > MANAGE STAFF

1. Click on Contractor Pass to start Shopping

Note: The prices shown on this page are VAT inclusive.



### DEC Annual Pass Package

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Valid for: 365 Day

☐ 10 - 200 525.00 AED

☐ 201 & Above 475.00 AED

- 1 +



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Get unlimited access for 365 days with our Annual Pass—a ticket to enjoy year-round benefits within a month's timeframe.

Valid for: 365 Day

☐ 10 - 200 525.00 AED

☐ 201 & Above 475.00 AED

- 1 +



### Temporary Pass

Experience a day access with our Temporary Pass—an ideal option for short-term visits and immediate entry.

Valid for: 1 Day

One Day Pass 30.00 AED

- 5 +



### DEC Temp Pass

Experience a day access to DEC with our Temporary Pass—an ideal option for short-term visits

Valid for: 1 Day

One Day Pass 30.00 AED

- 1 +



### DEC Vehicle Pass

Secure a 1-day Vehicle Pass for hassle-free access and parking privileges during your event contractor services.

Valid for: 1 Day

One Trip Pass 30.00 AED

- 1 +



### Vehicle Pass

Secure a 1-day Vehicle Pass for hassle-free access and parking privileges during your event contractor services.

Valid for: 1 Day

One Trip Pass 30.00 AED

- 1 +



2. Once you select the pass click here to added in the cart.



3. Click here to proceed to check out.



SERVICES

PENDING PAYMENTS



View

Logge

- After purchasing a pass you will be able to assign to your staff list.

Services / / Pass Assignment

## PASS ASSIGNMENT

61  
PASSES

4  
ASSIGNED

2  
EXPIRED

SERVICES

- > PERMIT TO WORK
- > TEMP STAFF
- > INVOICE SUBMISSION
- > CONTRACTOR PASSES
- > PASS ASSIGNMENT
- > MANAGE STAFF

UN ASSIGNED PASSESAssigned PassesExpired Passes

Pass Name:

Amount:

Shows 10 entries

Passes	Remaining Passes	Action
Temporary Pass - One Day Pass	11	<div>2Assign</div>
Temporary Pass - One Day Pass	20	Assign
Temporary Pass - One Day Pass	6	Assign

1. Click here view the Pass assignment list

# VEHICLE PASS ASSIGNMENT – FILL INFORMATION

- You will be able to select the staff list and fill the vehicle pass information.

**VEHICLE PASS - THREE DAY PASS**

**2** Steps

**STAFF INFORMATION**

Staff *	Company Name *	Company Email Address *
Ahmad Ali	TDTE Test Company	Fahma.Ahmad@tdtc.com
Company Representative *	Contact Number *	Vehicle Name *
Fahma Ahmad	0551184278	Hyundai
Vehicle Type *	Type of Movement *	Vehicle Plate No *
2T Truck	Buildup	15455
Vehicle License Expiration Date	Event Name *	Location *
	Arabtec 4	Exhibition Hall 1
Destination *	Material Type *	Pass Start Date *
Al Warrah	Wooden	20-09-2023
Pass Start Time *	Pass End Date	Pass End Time
12:01 AM	20-09-2023	12:01 AM
Additional Events		
Vehicle Registration (Mulky) Front and Back (PDF) *		
DRAG AND DROP A FILE OR SELECT FILE		

**Save**

Fill the  
information

Attach the  
required Doc.

Click Save.  
Subject for Q&C  
team review and  
approval.

# VEHICLE PASS ASSIGNMENT - REVIEW

Un Assigned Passes **ASSIGNED PASSES** Expired Passes

Staff Name:

Start Date:

End Date:

Generate Bulk Badges

Last Days:

Last 60 Days

Status:

Select Status

Showing 0 to 0 of 0 entries

Previous

Next

Pass Name	Assigned To	Start Date	End Date	Event Name	Status	ePass
Vehicle Pass	Hassan MMM	17-03-2023 00:00:00 AM	18-03-2023 00:00:00 AM	9th World Tamil Economic Confer...	Pending	

Subject to Q&C review  
and approval



# VIEW OR DOWNLOAD VEHICLE e-PASS

- You will be able to view the pass from the notification email or you can download it from the portal.

PASS ASSIGNMENT

ASSIGNED

DOWNLOAD

Un Assigned Passes

ASSIGNED PASSES

Expired Passes

Staff Name:

Start Date:

End Date:

Generate Bulk Badges

Name

Start Date

End Date


Last Days:

Status:

Last 60 Days

Select Status

Show 10 entries

Pass Name	Assigned To	Start Date	End Date	Event Name	Status	ePass
Temporary Pass - One Day Pass	Hareesh	26-05-2023 06:01:00 AM	21-05-2023 06:01:00 AM	Index Exhibition	Active	

Showing 0 to 0 of 0 entries

PreviousNext

Click here to view the ePass





Date: 24-05-2023 10:19 AM

Badge No: 01023

Event: Arabtec

Additional Events:

Name: Ahmed Ali

Company: (1947) Test Company

Start Date: 30-05-2023 12:00 AM

Expiry Date: 01-06-2023 12:00 AM

Destination (Vehicle Holding Area): Al Wasat

Service: North Main Marketing Stand

Location: Exhibition Hall 1



VEHICLE PASS



مركز دبي التجاري العالمي  
DUBAI WORLD TRADE CENTRE

# THANK YOU

*For more information, please reach out to us at:*

**[AccreditationLiaison@dwtc.com](mailto:AccreditationLiaison@dwtc.com)**

**04 306 4816**