

Electronic Signatures Instructions

Below are the instructions on how to use electronic signature by both the DMCC member company employer and employee. For detailed and comprehensive information, please visit the website at <https://www.dmcc.ae/esignatures>.

Instructions for the Employer

1. All HR Signatories of the company will receive the employment documentation for e-signing by email; however only the first HR Signatory who signs will suffice.
2. In order to proceed with the e-signing process, the HR Signatory must click 'Review Documents' button in the email to be redirected first to a security DocuSign page where he / she will be asked to enter a One Time Password 'OTP' through SMS, which is an authentication code that will be sent to his / her mobile number as entered in the service request.
3. Once the code is entered, the HR Signatory will then be redirected to DocuSign platform, where he / she will be able to access the documentation for review and e-signing.
4. The HR Signatory must click 'continue' to review the sets of documents, then click on the yellow button to sign. He / she can select their preferred signature style by clicking 'Change Style'.
5. After e-signing all documents, the HR Signatory must click 'Adopt and Sign' then click 'Finish'.
6. Once the e-signing is completed by the HR Signatory, the same documentation will be sent to the employee by email to e-sign via email if it was selected for the employee to e-sign by email.
7. Once the e-signing is completed by both parties, a completion email will be sent to both the employer and employee with all the e-signed documents along with the certificate of completion.

Instructions for the Employee

1. Once the employer e-signs the employment documentation, the employee will receive an email with the same documentation to e-sign if the employer had selected e-signing by email for the employee.
2. The employee is advised to read carefully the details in the email and the provided links and take note of the company admin email address to contact in case of any doubt or concern related to the documentation.
3. To proceed with the e-signing process, the employee must click 'Review Documents' button in the email to be redirected first to a security DocuSign page where he / she will be asked to enter a One Time Password 'OTP' through SMS, which is an authentication code that will be sent to his / her mobile number as entered in the service request.
4. If they do not receive SMS, they must contact the company admin via the email address mentioned in the email and ask him / her to update their mobile number in order to receive the documentation.
5. Once the authentication code is entered, the HR Signatory will then be redirected to DocuSign platform, where he / she will be able to access the documentation for review and e-signing.
6. He / she then must click 'continue' to review the sets of documents.
7. The employee is strongly advised to read carefully all the provided documentation and ensures that all the details are as per the offer letter / employment documentation before proceeding with the e-signing process.
8. Then, he she should click on the yellow button to sign. They can select their preferred signature style by clicking 'Change Style'.
9. After e-signing all documents, the employee must click 'Adopt and Sign' then click 'Finish'.
10. Once the e-signing is completed by both parties, a completion email will be sent to both the employer and employee with all the e-signed documents along with the certificate of completion.

Instructions Related to the In Person Signing

The In Person Signing is the process where the company has opted for the employee to electronically sign the employment documentation at the DMCC Counter or the employee's salary is equal or below AED 5000, hence, must do In Person Signing as per DMCC's rules only in the case of cancellation of employment visa or identity card.

Instructions for the Employer

The employer (HR Signatory) will receive an email following his / her e-signing of documents where the employee will be copied on the email (only if their email address was available in the service request) to ensure that the employer is aware that he / she is obligated to do the following actions for his / her employee:

1. To provide the employee with a copy of his / her employment documentation before the employee comes to the DMCC counter to e-sign the documentation.
2. Give the envelope code (at the top of the documentation) to the employee to bring to DMCC to ensure he / she is e-signing the exact documentation.
3. To ensure that the employee is carrying the same mobile number mentioned in the service request to receive the authentication code by SMS for e-signature.
4. To ensure that the employee brings along his / her original passport for identity verification at the DMCC counter.

Instructions for the Employee at DMCC Counter

1. The employee must have already read his / her terms of employment documentation before coming to DMCC Counter ensuring to bring along the documentation envelope code, the original passport and the mobile number registered by the company.
2. The DMCC counter staff will then verify the identity of the employee against their original passport.
3. The DMCC counter staff will ask the employee if he /she has read their terms of employment documentation and if they have the envelope code. If they are not aware of their terms of contract or employment documentation, they will not be allowed to e-sign.
4. The DMCC counter staff will locate the company and then click 'Pending In Person Documents'.
5. The DMCC counter staff will then pass the control to the employee.

6. The employee will click 'Continue' and then receive SMS on his / her registered mobile number, where they will enter the authentication code received on their mobile number and confirm it to access the employment documentation.
7. The employee will then be redirected to DocuSign platform e-sign his / her employment documentation.
8. He / she then must click 'continue' to review the sets of documents.
9. Then, he she should click on the yellow button to sign. They can select their preferred signature style by clicking 'Change Style'.
10. After e-signing all documents, the employee must click 'Adopt and Sign' then click 'Finish'.
11. Once the e-signing is completed, a completion email will be sent to both the employer and employee (if his / her email address is on the system) with all the e-signed documents along with the certificate of completion.

The standard application process of the submitted service request will then continue after the e-signing of both parties has been carried out.