



**DATAFLOW**

**Protecting Communities**

# **Sharjah Social Services Department**

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

Social Services Department - Government of Sharjah has partnered with the DataFlow Group to verify the authenticity of 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](http://www.dfgateway.com).

**4. What documents are required for my PSV application?**

Once you are logged into your account, you will be guided at each step to provide the information and upload the required documents accordingly. Attach and submit all documents relevant to the position you are applying for - according to the 'How to Apply' kit document.

Once done, download the Letter of Authorization (LoA) - which must be signed and uploaded - along with a copy of your passport.



5. I am a Social Worker/Social Therapist. How many certificates are required for my PSV application?

You will need to submit your 1. Highest education certificate for PSV. 2. Verification of Professional Licence 3. Most recent employment certificate and 4. Certificate of Good Standing.

In case you would want additional education certificates to be verified, you are welcome to add more educational certificates, these can be verified for an additional fee per document.

6. How do I assess the type of documents I need to include in my PSV application?

Refer to the 'How to Apply' kit to learn more about the documents you need to include in your PSV application. For further queries, please contact concerned officials at Social Services Department - Government of Sharjah.

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

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

8. What is the fee for the PSV application?

Fees vary depending on the Verification Package selected, as well as the number of additional documents that need to be verified. Fees will be displayed upon selecting the package you select.

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.



**9. Can I pay for my application in cash?**

We only accept online payments via credit/debit cards.

**10. Should I attest/apostille my documents from the embassy in my country or from any other authority?**

The DataFlow Group does not require document attestation/apostilling for PSV. Simply make sure that your document scans are clear and complete to ensure the timely processing of your application. The DataFlow Group does not require translated copies or actual original documents.

**11. Is it possible to submit documents and information for verification at a later stage?**

All relevant details and documents must be submitted at the time of application. Anything submitted at a later stage will be subject to additional fees and will delay your final report.

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

The LoA is a mandatory requirement that provides permission to the DataFlow Group and Social Services Department - Government of Sharjah, to conduct the verification process. Kindly note that the LoA must be signed by the applicant only. The signatures need to match the signatures on your passport or any additional identification document uploaded.

**13. What is the timeframe required by the DataFlow Group to complete the verification?**

The standard timeframe for completing the verification is 30 working days upon receiving the payment. However, occasionally, it may 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.



**14. What happens after the DataFlow Group has completed my PSV application?**

Once your PSV application is completed, a final report will be shared with the Social Services Department - Government of Sharjah, and you will be notified and directed to obtain a summarized version of your result online.

Please reach out to the Social Services Department - Government of Sharjah for the next steps.

**15. I haven't received any confirmation regarding my application submission. Please advise.**

An auto-generated email is sent by [noreply@dataflowgroup.com](mailto:noreply@dataflowgroup.com) once the payment is settled and the application is submitted successfully.

Alternatively, you may visit [www.dfgateway.com](http://www.dfgateway.com), log in using your account credentials and click on the 'Check Your Status' button.

**16. Please advise on the DataFlow Group Case Number of my application.**

Your DataFlow Group Case Number will be provided in the confirmation email you will receive after successfully completing your application.

Your DataFlow Group Case Number would also be reflected in your Payment Receipt.

**17. 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 Group Case Number and Passport Number.

Alternatively, you may visit [www.dfgateway.com](http://www.dfgateway.com), log in using your account credentials and click on the 'Check Your Status' button.



18. My credentials have been previously verified by the DataFlow Group for another authority. Please advise if I need to submit my application once again to the DataFlow Group when applying to the Social Services Department - Government of Sharjah.

You can opt for report transfer process of your application to the DataFlow Group when applying to the Social Services Department - Government of Sharjah. Go to the Dashboard page, click on the 'Detailed Case Entry' button to initiate an application. Follow the on-screen instructions to complete your application. Read about the steps in the 'How to Apply' guide document.

19. How will I know when my PSV application has been completed?

Once your PSV application is completed, an email notification will be sent to your registered email ID and a final report will be shared with the Social Services Department - Government of Sharjah.

20. I have been informed through my online application status that my PSV process has been completed. How can I obtain the report?

A copy of your PSV report has been shared directly with the Social Services Department - Government of Sharjah. You can also obtain your report at [www.dataflowstatus.com](http://www.dataflowstatus.com) by simply entering your DataFlow Group Case Number and your passport number.

21. I was unable to find an answer to my query, and I still have a question.

[Click here](#) to submit your request, quoting your DataFlow Group Case Number or Reference Number. The DataFlow Group team will revert at the soonest.

22. I am having multiple Dataflow reports how can I transfer all these reports to Social Services Department - Government of Sharjah.

Please note that you need to create multiple applications in order to transfer all the reports separately and accordingly report transfer fees will be chargeable for each request.