# Frequently Asked Questions (FAQs)

1. **Where is the Pass Office located?**
   Terminal1, Terminal 2, Terminal 3 and Al Maktoum Airport

2. **How can I contact your concerned staff to get information about certain service?**
   You can call help desk on: **T1** 04 216 2200 or 04 216 2271
                                           **T2** 04 216 5204
                                           **T3** 04 50 45039 or 04 50 45038 or 04 50 45036
                                           **DWC** 04 8774014 or 04 8773381

3. **What documents needed in order to apply for the passes?**
   Check the Pass Issuance Procedure on the following website https://www.dubaiairports.ae

4. **How can customer follow up with the status of application?**
   Customer will receive SMS or email concerning the application's status if it's approved, otherwise Customer may follow up via website https://www.dubaiairports.ae through "workflow report"
   For more information please read the SOPs

5. **What would delay the pass process?**
   - Not clear Documents
   - Missing information on the "Application Form"
   - Noncompliance with terms and conditions by the data entry

6. **How long it would take to issue a new pass?**
   Maximum of 14 working hours

7. **How do I apply for a pass for a new member or staff who will be working at DWC-AMIA?**
   Apply either Online through AMIN for "companies" or Manually through Pass Office at DWC-AMIA for "individuals" and then collect the pass from DWC-AMIA pass office or upon Data Entry request

8. **How do I apply for someone who already has a DA pass and needs to have DWC-AMIA access?**
   If the person requires access to both airports, he should select "to use in both airports" in the APMS or manually

9. **Can I go anywhere Airside with my pass?**
   You can only access the areas that are mentioned on the pass and which are given according to work demand, The following colored balls specify the areas:

   🔴 All areas

   🔵 Passenger Terminal includes (T1, T2, T3, DWC …etc)

   🟡 Gates (gate 3, gate 13, gate 5, gate 8, AMIA super gate… etc)

   🟣 Ramp

   🟢 Service areas include (baggage claim, immigration)

   ⚫ Landside Controlled areas include (cargo village, free zone, FedEx…etc)

10. **What if my company does not have an admin?**
Your company must register to have online service through https://www.dubaiairports.ae and nominate one admin to attend training on how to use AMIN system

11. **What shall I do if the data entry staff has travelled and we required training for our new staff?**
In this case let him/her go through AMIN online user manual. If he needs more information or training please contact the Airport Security Pass office to get training.

12. **Do I need a separate pass to enter the Dubai Logistics City Area?**
If you have a valid pass with DWC-AMIA logo on it, the security staff at the DLC gate will allow you to access

13. **How will I know if there are data entry errors for my submitted application?**
Error messages will appear before the form is being submitted, also if the pass has been returned in the system with remarks.

14. **I filled the online form and when I click on save, a message appears saying that this pass exists OR under the following company?**
Go to the pass assignments - and click on Enquiry to know if the person does have a pass or it is still pending.
In case of not finding any details of the person in your company account then please call the Airport Security Pass office to check whether the person have pass under another company.

15. **I have done the data entry successfully; however, once I click on details I am not able to view the photo of the applicant?**
In this case this means you have not click on "set photo", please take the following steps:
   - Go to edit then go to attachments page
   - Select the photo you will like to show
   - Then click on Set Photo
After that once you click on details again you will be able to view the photo.

16. **I'm unable to attach the documents?**
In this case please make sure of the following;
   - The document attached is less than 1 MB
   - The document type is Tiff file

17. **In Workflow Report, can I view all the passes that are under my company?**
No .in case its required kindly request it from Airports Security Pass office

18. **Do you store or delete accounts that are not used for a long time after registration?**
We don't cancel or delete any account that has not been used for a long time, unless we receive instructions from the user to do so or if the company is suspended for security reasons.

19. **What are the situations that may stop renewal or may lead to suspension of my security pass?**

   - Noncompliance with pass holder terms and conditions

- Violating any of Dubai Airports rules and regulations
- Lose the security pass more than twice

20. What is the security pass cancellation Process?
- Submit Official letter online and mention the reason for cancellation
- Submit the physical pass to the Pass Office

21. Can I assist my family while they are traveling using the Airport pass?
No, security pass is for official business use only

22. Can I travel with my pass?
No, you have to give the pass to your organizations or administration section

23. Can I damage the pass or break it before getting my renewed or modified pass?
No, you have to give the old pass to your admin or ASP delivery section in order to get the new pass.

24. What shall I do if I am not able to log in to the website?
If you find any difficulty to enter the website or logging in, please contact Airport Security Pass Office on:

- DXB: 045045036 / 045045038 / 045045039 / 04504587
- DWC: 048773156

25. Registration done but I am unable to login as it is not approved? And how can I know the status of the request?
In case you didn't get the approval for the company registration within 48 hours, then please send an email to Security Pass office writing your reference number and company name on the following email address: ASP@dubaiairports.ae
You will receive the status of your request in your registered email address.

26. How can I edit on the company profile?
Go to Profiles and click on Company User Sign Up
Once the page will open click on the Edit company profile.

27. How can I edit on my personal details?
Go to Profiles, click on Edit profile, then you can edit on your personal details.

28. What if I forgot my password?
To get back your password you may: (1) Use the service (I forgot the password) on the log in page. (2) Fill in the required information and send it. (3) The system will send the new password to your e-mail.

29. What shall I do if my security pass access is not working?
In this case physical visit to Airport Security Pass office is required.

30. What shall I do if I need more access or areas to be added in my pass?
You can apply for modified pass and attach an official letter from your higher management mentioning the reason for requesting new areas

31. What shall I do if I lost my pass?
You have to bring police clearance letter first and then apply for lost pass.

32. Can I send someone else to receive my pass?

Yes, only authorized person which is assigned from your company or department

### 33. What is the pass Fee?
It depends on the pass type and duration, for more information you can visit the website https://www.dubaiairports.ae

### 34. Can I transfer the baggage of a passenger in/out the airport?
No

### 35. Can I carry my personal laptop in the airport?
No, but if you need it for work purposes, you must apply for Equipment Pass to allow you to use the Laptop inside the airport

### 36. Can I bring nails cutter or any sharp items in airport?
No, you have to follow the prohibited items rules

### 37. Can I take the passengers' lost items?
No, you have to inform the police office or police operations on the following contacts:

**T1** 04/2166999, **T2** 04/2165560 **T3** 045041111 and **DWC** 048774999