FAQs for SCHS License Application through DataFlow Group

Q1: Why do I have to apply?

A1: In accordance with the decision of the Board of Trustees of the Saudi Commission for Health Specialties No. 25 / A / 32 dated 11/18/1432H, on the verification of all certificates issued from outside the Kingdom of Saudi Arabia and submitted to the Commission as a key requirement for registration and professional classification, it was agreed to assign DataFlow the responsibility to carry out this task with effect from 01.10.2012 G, 11/13/1433 AH.

Primary Source Verifications is the process of communicating with the Issuing Authority of the Degree (certificate) submitted by the health practitioner for professional classification and registration, in order to confirm its authenticity and validity.

The Commission has the right to request a health practitioner to submit for verification other qualification, experience or any other documents, as needed.

Health professionals from all categories are required to verify the educational qualification they wish to classify and they must complete the verification before applying for completion of the registration and classification procedure.

Q2: How do I register with the DataFlow SCHS web service?

A2: PRO are required to visit the link provided and first register for a login id: http://www.dfscfhs.com/ADMIN/PROOnlineRegistration.aspx

• Please register by choosing the “NEW PRO” option available on the first page
• Enter the details in each text box for registration.
  NOTE: All details are relevant and mandatory in order for DataFlow to assist you better. The information also assists to contact you on a later date regarding status and completion of Applications.
• After completing the form, click on the “NEXT” button to save this information and proceed to submit Applications

The above process is only required for initial registration.

PROs may login any time by clicking on the “Existing PRO” option available on the first page and proceed straight to submitting Applications.

Q2: What do I do if I forget my PRO login password?

A2: Follow the simple process below to retrieve password:

• Visit the link provided and click on the “Existing PRO” option. http://www.dfscfhs.com/ADMIN/PROOnlineRegistration.aspx
Next, click on the “Forgot Password” option appearing in red text on the right hand side.

A new page will appear where the PRO is required to enter the valid E-mail Id specified during initial registration.

Click the “Submit” button and the web service will send your login password to the registered E-mail Id.

For any assistance, PROs may also write to scfhs@dataflowgroup.com anytime

Q3: How do I submit Applications?

A2: After successful registration, PROs are required to visit the link provided and follow the below mentioned process: http://www.dfscfhs.com/ADMIN/PROOnlineRegistration.aspx

STEP 1 – Completing the Application Form:

Click on the “Existing PRO” option which will provide a PRO Email Id and Password textbox.

Enter the valid E-mail Id and password and click on the “Login” button which will proceed to the page containing the Online Application Form.

Initiate the online application by first choosing the category of the health professional from the drop down menu.

Complete the Primary Source Verification Form and upload the necessary documents (as classified by SCHS).

All fields marked with the asterisk (*) sign need to be filled as the information is mandatory.

The Applicant’s First, Middle and Last Name have to be in exact order as it appears on his/her current and valid passport.

PROs may provide the Applicant’s or their own mobile number as convenient. Please provide only valid Saudi mobile numbers during online application.

The name of the “University” and “Qualification Attained” needs to be mentioned exactly as it appears on the qualification document which needs to be verified (as classified by SCHS).

NOTE:

Please review all information entered before clicking on the “Save and Next button”.

The PRO may click on the “Reset” button available on the base of the page in case they wish to start again.

Ensure all documents being uploaded are relevant to the qualification(s) which is required to be verified (as classified by SCHS).

Each qualification needs to be submitted separately for each Applicant.

STEP 2 – Uploading Documentation:

The passport scan only needs to be for the pages containing personal details and expiration dates.

Ensure only current and valid passport of the Applicant is provided.

If the name of the Applicant on the qualification document and passport are different, then a name change document is mandatory.

The Letter of Authorization needs to be signed “only” by the Applicant.
• PROs will view three options available during Step 2: Upload, View and Delete
• Please click on the relevant and upload, view and delete documents relevant to the Application
• Click on the “Previous” button to save the documentation uploaded
• Click on the “Add to Cart” button to add the Application for payment.

On clicking either the “Previous” button or the “Add to Cart” button, the web service automatically assigns a unique DataFlow Id to each Application which can then be quoted anytime for making payments or checking Application Status.

NOTE:
• Each document required to be uploaded needs to have a clear and complete scan to avoid delays.
• The size of each document should be within 2 MB in size
• Ensure all documents being uploaded are relevant to the qualification(s) which is required to be verified (as classified by SCHS).

STEP 3 – Payment:
• After reviewing the details, PROs are required to make online payment using their Credit Cards (Visa & MasterCard)
• Once payment has been made successfully, an auto-generated E-mail will be sent to the Applicant’s E-mail Id containing the details filled online and a payment receipt for confirmation of successful completion of Primary Source Verification application procedure.
• The PROs also have the option to choose the “Cash” payment option for the applications submitted online. Refer to Q5 for the payment procedure under this option.

Q3: Which information and documentation do I need to submit?

A3: Complete the Application Form with the details of the documents to be verified in accordance to the guidelines provided by SCHS and eligibility criteria.

Attach clear documents in readable format as mentioned in the DataFlow online application. Ensure that the copy of each document covers all sides (Signatures, header and footer information).

• **Legible documents** – Copy of legible documents where Identification Numbers (usually appearing on the top of the document) and signatures of the authorized officials of the Authority (usually appearing on the bottom of the document).
• **Transcript of Records** – Final Year Mark sheet / Grade Certificates are helpful in verification process.
• **Complete name of the Study Centre** – (College/Institute) attended by the Applicant is also helpful in the verification process.
• **Qualification attained outside home country** – If the Applicant has attained the qualification outside their home country, they will still need to provide copy of the original qualification document.
• **Translation documents / Equivalence Certificates** – Translation documents are not mandatory. Equivalence Certificate will not be accepted. Dataflow will conduct verification based on the copy of the education document.
• **Name Change** – If there is a change in name (middle/surname) as per passport and documents, please provide document/certificate in support of the name change.

**Q4: What are the options available for payments?**

**A4:** PRO have 02 options available for payments for online Applications:

1. Cash
2. Credit Card

**Cash payment for new Applications not submitted online –**

- PROs are required to visit DataFlow Helpdesk at SCHS Office, submit relevant documentation and pay by cash.
- Receipt of payment will be provided by the Customer Support Executive at the DataFlow Helpdesk.

**NOTE:** An additional charge of SAR 30 (Administration Fee) per Application is applicable if the Application is submitted along with cash payment.

**Cash payment for new Applications submitted online –**

- PROs first need to login online, submit the Applications and move each Application into the “Add to Cart” option.
- Next, click on the “View Cart” option which will list all applications submitted online.
- By clicking the “CHECK BOX” button, the PRO may select all Applications for which cash payment will be made.
- After selecting all relevant applications, click on the “Cash” button option appearing on the right hand side under the “Payment Mode” label and then select the Location (City) where the cash payment will be made.
- After selecting the relevant Location, please click on the “Make Payment” button appearing on the base of the web page. The chosen Applications will then move out of the Cart and PRO login and transfer to the DataFlow Helpdesk database.
- The PRO may then approach the DataFlow Helpdesk at any SCHS office, quote the unique DataFlow Id(s) and make corresponding payments.
- Receipt of payment will be provided by the Customer Support Executive at the DataFlow Helpdesk.
Credit Card –

PROs are required to make payment using their Credit Card (Visa OR MasterCard).

Receipt of payment is sent via E-mail.

Q5: How much does this service cost?

A5: Charges for Primary Source Verification are as follows;

- For Physicians: SAR 400
- For Non Physicians: SAR 350

NOTE: An additional charge of SAR 30 (Administration Fee) per Application is applicable if the Application is submitted along with cash payment.

Q6: How do I view the Applications pending for payment?

A6: Please follow the below mentioned procedure:

- Visit the link: [http://www.dfscfhs.com/ADMIN/PROOnlineRegistration.aspx](http://www.dfscfhs.com/ADMIN/PROOnlineRegistration.aspx)
- Click on the “Existing PRO” option which will provide a PRO Email Id and Password textbox.
- Enter the valid E-mail Id and password and click on the “Login” button which will proceed to the page containing the Online Application Form.
- On the right hand side of the webpage will be the “View Cart” button. Click on the button to view the list of applications pending for payment.

Q7: What if I wish to change the payment mode after choosing the payment mode from my login for single/multiple Applications?

A7: Following details need to be noted for such scenarios:

Cash to Credit Card payment mode change:
- The payment option in this scenario cannot be changed.
- PROs are advised to proceed and make payment through DataFlow Helpdesk for the said Applications.

Credit Card payment to cash mode change:
- When on the payment page, PRO may click on the “Previous” button appearing on the base of the web page.
- The “View Cart” page will re-appear where the PRO may then switch over to the Cash payment option.
Q8: What will happen after I submit the DataFlow online application and documents?

A8: After submitting the DataFlow Online Application form, DataFlow will send the Application details to SCHS and commence the Primary Source Verification process.

DataFlow will commence the Primary Source Verification process which may take 35 working days to complete it from the date of successful payment and submission of required documents. (Delay may be caused by the Issuing Authorities).

Q9: May I login again to my account and edit / delete some of the uploaded documents?

A9: PROs may add or delete information/documents before submission of fees only.

Q10: How do I check the status of the Applications submitted by me?

A10: Applicants may approach DataFlow anytime regarding application status by sending a communication at SCHS@dataflowgroup.com.

Q11: What is Letter of Authorization?

A11: Letter of Authorization (LOA) – This letter authorizes DataFlow Group to conduct Primary Source Verification on behalf of SCHS.

Applicant is required to download the Letter of Authorization, print the document, complete the details and sign it. The completed and signed Letter then needs to be scanned and uploaded on the DataFlow online application.

This is a mandatory requirement which is presented to each Issuing Authority during verification.

Q12: I am unable to submit the Letter of Authorization. What do I do?

A12: Please ensure that the size of each document is less than 2 MB (whether it's a PDF or JPEG file).

Q13: I am unable to upload the document.

A13: You are advised to upload each relevant document which is less than 2 MB in size.
If you continue to face the same concern, take a screen shot of the error message and inform us immediately at SCHS@dataflowgroup.com.

Q14: May I apply in Arabic language?

A14: You are requested to fill all the information in English. You may upload the documents which are in Arabic language.

Q15: Do I need to provide translation for documents in a language other than English?

A15: DataFlow conducts Primary Source Verification as per the copy of the original documents provided by the Applicant.

Translation documents are not mandatory however they may be provided.