Frequently Asked Questions

1. What documents are required for my PSV application?

- Copy of the Degree submitted to MOE for equivalency
- Transcripts or Marksheets
- Passport copy
- Signed Letter of Authorization (available to download directly from the DataFlow portal)

- Please ensure that copies are clear, readable and complete.
- The Issuing Authorities may seek specific additional documents and/or information required for verification. In this case, an Associate from the DataFlow Group team will be in contact with you for any supplementary requirements.

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

The DataFlow Group conducts PSV by directly approaching the University/Institute that issued the document to confirm its authenticity. The process also includes the confirmation of the accreditation of the University/Institute in addition to other details required by MOE, UAE.

3. 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.

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

The LoA is a mandatory requirement that provides permission to the DataFlow Group to conduct the verification process. Kindly note that the LoA is electronic, therefore, the system will take digital consent from the applicant and the file will be submitted along with other documents uploaded in the application as a PDF file. The name on the letter of authorization will be checked by the system as per the name specified in the personal information section of the application. The authorization letter must be signed by the Educational Certificate holder only. The signature must also match the one existing on your passport or another uploaded additional identification document.

5. 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 with a link to download the report. The final report will also be shared with the Ministry of Education, UAE.

In case of Discrepancy (incorrect document, unaccredited university, etc…) the PSV report will be only sent to the Ministry of Education and the applicant will be requested to communicate directly with the Ministry regarding the same.

6. How can I follow up on the status of my application?

To check the status of your application, visit www.dataflowstatus.com and enter your DataFlow reference and Passport numbers. You may use the same link to download a copy of your report once completed.

7. How long does the PSV process take?

The standard timeframe for completing the verification varies from 12 to 25 working days from the date of the payment to DataFlow and depends on the country of the Degree.

However in certain instances - due to force majeure, applicant late response or verifications necessitating attainment from countries that are conflicted or affected by natural disasters - the process may be delayed.

Make sure you submit accurate and valid information, as well as clear and uncut copies of the required documents in order to avoid any unnecessary delays

8. Can I submit multiple qualifications for verification in one application?

Yes, it is possible but each qualification added will incur an additional cost to your package.

9. In case I have previously verified my Degree with the DataFlow Group under another Authority, can I submit my previous report to MOE, UAE?

Unfortunately NO, as the UAE Ministry of Education has different requirements so we need to adhere to their rules and regulations by going through the verification process all over again.

10. How can I reach the DataFlow Group customer service ?

Visit the DataFlow support page on the below link:
https://corp.dataflowgroup.com/supportcontact-us/

The page allows you to:

- Search the **DataFlow knowledgebase** to find an answer to all your queries
- Raise a **Ticket** if you are unable to find a suitable answer
- **Live Chat** with one of our customer service representatives.