PCFC-Online Services Customer FAQ

1. What is the link for Online Services?
   Given below is the link for Online Services.
   
   [https://online.trakhees.ae/oaservices/login/form.htm](https://online.trakhees.ae/oaservices/login/form.htm)

2. I forgot my Password.
   - If you forget the current password, you can click on “Forgot Password” link on the User Login page.
   - You will be redirected to “Forgot Password” page with a “Username” textbox and “Enter Text Shown Above” textbox to enter the captcha text.
• Enter your “Username”, Captcha text and clicks the “Submit” button and then you will be navigated to an Identity Verification page.
Enter either Security Answer or Trakhees Id & Pin and click on “Send Reset Instructions”.

If the Security Answer is not entered or if invalid security answer is entered, error message will be displayed.
If the Trakhees Id & Pin is not entered or entered data is invalid, error message will be displayed.
On entering valid security answer or Trakhees Id and Pin and clicking on “Send Reset Instructions”, you will be navigated to success page and mail will be sent to you with Reset instructions.
Clicking on the “use this link” in mail, you will be navigated to Password Reset Screen.
Enter “Password” and “Confirm Password” and click on “Reset Password” button. You will be navigated to Login screen with success message.
3. I forgot my username.
   a) Click on the Forgot Username link available in Trakhees Online Services Home Page.

   ![Trakhees Online Services Home Page]

   b) In the Following Page, Enter the valid License Issuing Authority and License number.

   c) System will send the Username to the registered mail id to proceed with logging in.

4. What is Trakhees ID and PIN? What can I do with it?
   Once a Company is registered under Trakhees through any 1 of the Interface (DED, Jafza and direct Registration through Online etc.), Trakhees ID and Pin are generated and mailed to customer through the registered mail address.

   Customer can provide the Trakhees ID and PIN and login to the online Services and Register for an Admin.

   The Registered admin can login to the Online Service with registered username/Password and avail EHS and Finance Services depending on the role selected during company registration.
5. What is the status of my registration?

Inquire Request Status

You can verify the status of your request by following the below steps:

a) Click on “Inquire Status” from the left menu.

b) Inquire status page is shown where you can select the department and enter your “Reference Number” which was displayed on previous successful request submission.
c) Clicks on “Search” button.
d) The status of the request is displayed.

e) If the reference is not found in the system then an error message is displayed.
6. Recall Trakhees ID & PIN

a) Click on the “Recall Trakhees PIN” link from the left menu.

b) Choose your Client Type - Company or Person and fill in the fields required.

c) Click on the ‘Submit’ button.
d) On submission, your Trakhees ID & PIN is sent to the email address given at the time of your Company/Person Registration.

e) Error message will be shown if the system is unable to find the Trakhees ID and PIN with the input given or if there are many clients found for the input.
7. My license is from JAFZA/TP/DMCC/TKS CLD/TKS Federal Law (DED), how can I register for online services?

You need to create online Admin user for your registered company with the help of TKS ID & PIN (Please refer Qn4 for TKS ID).

8. My license is from Ajman, how can I register for online services?

You have to register your company first to get the TKS ID & PIN through the PCFC Online application (https://online.trakhees.ae/oaservices/login/form.htm).

Once your company registered, then you can create online admin user for your company with the help of TKS ID & PIN (Please refer Qn4 for TKS ID).
9. When will you inspect my facility? When will the OFC be issued?
   Please contact EHS Business for more details.

10. Where can I check the balance in my pre-paid account?
    Login to Online Services as Client Admin and click on
    b. Provide a valid Start and End Date with a range less than 100 days and click on Submit.
    The Report Displayed will have the details of the client’s Pre-Paid balance as of the specified end date.

11. What is the total size of OFC related documents can be uploaded?
    20MB.

12. During OFC Renewal request, I put wrong log id, How to proceed?
    With Manager Approval, EHS Officer has to send the correct log id to IT department for data fix.

13. When I can see the officer inspection comments & reply?
    Once the EHS Officer finished his comments entry part in IMS, then the same will be reflected in Online System & Client can reply for the pending comments.