SCHS
Frequently Asked Questions

1. How do I apply?

Applicants have following options to submit applications:

- ONLINE APPLICATION: Please visit the link https://dfscfhs.com/Login.aspx and register as per the instructions provided.

APPLY AT DATAFLOW HELPDESK: Applicants are required to visit DataFlow helpdesk at SCHS Office and submit the documents (as classified by SCHS) to our Customer Support Executive. They can make payment by cash and collect their payment receipt for further processing.
NOTE: All Instruction should be read carefully and clear documents uploaded to avoid delays.

2. Which information and documents do I need to submit?

Complete the application form with the details of the documents to be verified relevant to the position you are applying for (as per SCHS classification), attach all the documents mentioned in the DataFlow online application portal.

3. What will happen after I submit my DataFlow online application and documents?

On receipt of the payment for your application, DataFlow will commence the validation process to review your application.

A system generated receipt will be sent to your registered Email Address after the validation process is completed.

NOTE: Validation process takes 48 hours to complete if your application details and documents uploaded are correct

4. What will be the size of the documents which I have to upload?

DataFlow Group conducts Primary Source Verification only. Reference to any other query, we request you to approach respective officials at OMSB.

5. I am facing error while uploading the documents

Please send an email to scfhs@dataflowgroup.com with the screenshot of the error.

6. What are the fees for Primary Source Verification through DataFlow?

Fees vary depending on the number of documents that need to be verified.

7. Can I login again to my account and edit or delete some of the uploaded documents?

You may modify your information/ documents only before submission of the fee. Once the payment has been made, details cannot be changed.

Please read the instruction from SCHS and DataFlow carefully before submitting application.

8. How do I pay?

Please note the payment methods:

1. **ONLINE APPLICATION:** Applicant is required to make payment using his/her Credit Card (Visa OR MasterCard). Receipt of payment is sent via E-mail.
2. **APPLY AT DATAFLOW HELPDESK:** Applicant is required to visit DataFlow Helpdesk at SCHS Office and pay by cash. Receipt of payment will be provided by the Customer Support Executive at the Helpdesk.

NOTE: There will be additional charge (administration fee) in case of cash payment.

9. How do I check the status of my application?

Applicants who have submitted Applications through the online portal may check their application status by using their login details or write to DataFlow at scfhs@dataflowgroup.com

Applicants who have submitted applications at the DataFlow Helpdesk may write to DataFlow at scfhs@dataflowgroup.com

10. Is it possible to apply for refund or cancelation?

Request for refund or cancelation must be submitted within maximum of 48 hours from the date of the payment of the DataFlow fee.

Please ensure to provide a reason to discontinue/cancel your application for us to process your request.

11. I have cancelled my Primary Source Verification application however now wish to undo the cancellation request

Kindly submit a fresh application as your previous Application is already under process for refund (if confirmation received from DataFlow)

12. I am unable to log in into the account after confirming login id and password. Please help

Please visit the link https://dfscfhs.com/Login.aspx and click on the "Forgot Password" link to receive new password details on your registered Email Address.
Applicants may also write to scfhs@dataflowgroup.com with snapshot of the login error.

13. What do I do if I have registered with an incorrect Email address?

If you have submitted your application with payment, please write to scfhs@dataflowgroup.com along with your SCHS reference number and correct Email address. We will make changes at our end and send you a confirmation.

If payment is yet to be made toward your application, then please submit a fresh application by creating a new login account with correct Email Address.

14. I am still unable to access my login account. Please help

We request you to delete the temporary internet files and cookies from the web browser you are using. Steps to delete cookies have been explained in the attached file.

In case the concern persists, please write to scfhs@dataflowgroup.com with snapshot of the login error.

15. I have received an email regarding insufficiency; I don't know how to fulfill it?

Please login to your account and upload the document and re-submit the application

NOTE: If you are an applicant, please select I'm an Applicant else if you are PRO select I'm a PRO during login.

Your payment receipt will be published post validation of the requisite document which may take up to 48 hours.

16. How can PRO apply for Primary Source Verification?

Please visit the link https://dfscfhs.com/Login.aspx and create a login by first clicking on the "I'm a PRO" option and then follow the below instructions:

1. Register by choosing the "NEW PRO" option available on the first page.
2. Enter the details in each text box for registration. 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.
3. 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.

You may login any time by clicking on the "Existing PRO" option available on the first page and proceed straight to submission of Applications.

17. Can I check status of multiple Applications as a PRO?

A PRO may check status using their login and clicking on the "CHECK STATUS" button. You will be required to enter the SCHS Reference Number to check status of each application one at a time.

PRO may also write to scfhs@dataflowgroup.com with the following information tabulated in an excel file:

1. SCHS Reference Number
2. Applicant Name (as specified during online submission)
3. Passport Number of the Applicant

18. I have received an email which consist Ticket number. What is ticket number?

Mail which consist Ticket number is just an auto generated email, which is generated in reference to your mail sent at scfhs@dataflowgroup.com.

You may use that Ticket number for all future correspondence relating to same query.

19. Why diploma is mentioned there on your final report when I have submitted my degree certificate for verification?

Please note that this is a standard phraseology used in Primary Source Verification Reports issued by DataFlow

20. I wish to submit more than one qualification. How do I apply?

Please apply afresh using your alternate email address for every individual qualification as the system will not accept your previous registered email address. However, you may submit as many applications as you wish at our helpdesk at SCHS offices across Saudi Arabia

21. Can u give me any reference/name/email of any responsible official at SCHS for further assistance?

Request you to approach respective official at SCHS in regards to your query, you may visit below mentioned link to submit a webmail:

Link -   http://english.scfhs.org.sa/en/pages/contact_us.html
Telephone: + 966 920019393
Email: crmsupport@scfhs.org

22. I require a copy of payment receipt

Please login online and click the "Print" button to obtain copy of your payment receipt.
If you are a PRO, please enter the SCHS Reference Number one at a time and click the "Print" button to obtain copy of payment receipt.

23. Can the applicant submit a qualification document which is issued from Saudi?

As per instruction from SCHS, Applicants are required to check upon their classification with SCHS if they need to submit their document which is from Saudi Arabia

24. I want to modify details in the application form after submitting the fees?

Any modification or changes in on the application is applicable within 48 hours of submission of application. Applicant may also write to scfhs@dataflowgroup.com for necessary changes.

25. How do I attain or apply for my eligibility number?

A Kindly note that Eligibility Number is only provided to individuals who are applying from outside Saudi Arabia. Please follow the instructions below to attain eligibility number:

1. Please visit the link http://www.scfhs.org.sa/en/eservices/Momares/Pages/default.aspx and click on the option "Create Eligibility Number for Applicant from outside KSA"
2. Read the important instructions and click on the "Click Here" hyperlink available at the end of the instructions
3. A new page will open. Please click on the "New Account" link appearing on the page and register as new login
4. Follow the instructions given on the new page. Once the form has been submitted, a system generated email will be received on your registered Email address containing an activation link, login details and your Pro-Metric and DataFlow Eligibility Numbers
NOTE: DataFlow Eligibility is for Primary Source Verification and Pro-Metric Eligibility Number is for examination purposes
5. Please click on the activation link which will direct you to DataFlow Portal where the user will need to register for a new login account on this page
6. You will observe that the "Personal Details Section" will already contain your information.
NOTE: Personal details may only be modified till the time the user does not click on the "SAVE AND NEXT" button appearing at the end of the online form.
7. Kindly fill the details starting with the "Education Section" and upload the documents classified by SCHS as instructed on the form
8. Once the form has been completed, please click on "SAVE AND NEXT" button to review the Application Form.
9. After reviewing the form, please click on "SAVE AND NEXT" button to proceed with the payment
10. Once you have submitted the payment, your application will be received by DataFlow for validation The validation process will be completed and a system generated payment receipt will be sent to your registered Email address (containing the DataFlow Eligibility Number)

NOTE: Validation process takes 48 hours to complete if your application details and documents uploaded are correct

26. The activation link I have received is not working

Please provide a snapshot of the error being faced by you along with Pro-Metric Eligibility Number appearing in the system generated email and write to crmsupport@scfhs.org

27. The Eligibility Number provided to me is invalid. Please advise

Please write to crmsupport@scfhs.org with snapshot of the error being faced by you along with Eligibility Number appearing in the system generated email

28. I have completed the process and submitted payment however did not receive the Eligibility Number. Please advise

Please write to scfhs@dataflowgroup.com along with copy of your bank statement in support of the payment made for Primary Source Verification.

2.9 The website states that the Eligibility Number provided is already in use. Please advise

Please write to crmsupport@scfhs.org with snapshot of the error being faced by you along with Eligibility Number appearing in the system generated email

30. I have completed my Primary Source Verification with DataFlow for SCHS earlier and require Eligibility Number. Please advise the procedure

Please write to crmsupport@scfhs.org along with either copy of payment of receipt or the Primary Source Verification Report of your Application for assistance to your query

31. I submitted my Primary Source Verification at the DataFlow Helpdesk and paid in cash. Please advise how I do get my Eligibility Number

Please visit the Documentation Department at SCHS office along with your copy of payment receipt for assistance