

Guide to the CDWS online services and the required steps to follow to obtain each service

General instructions:

- All administrative services provided by the CDWS to the members -whether to issue a new card, letters or certificates – must be through the facility's legal representative or the appointed delegates only ([as per the attached form](#)). The CDWS shall not provide any of the below services to any staff or employee.
- The facility's legal representative or the appointed delegates must ensure the compliance of the submitted requests and documents with the requirements and procedures of the CDWS, and that the Chamber has the right to refrain from providing any services in case the data, requests or documents are not complete.
- Falsification or forging any document or certification will put the owner of the document legally accountable and subject to punishment.
- All employees and staff members shall approach the legal representative or the appointed delegate of their facility in order to coordinate any service that they require and not to approach the CDWS with any individual requests and to approach the legal representatives and the technical managers with any inquiries they might have about the services.
- Reading and acknowledging the CDWS ID card agreement is part of requesting a card application process through the online portal, [the agreement is attached for your knowledge](#).



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The online portal services and steps (first phase):

1- Activate the account, providing data and renew pre-registered card:

In case that you have applied for a CDWS exam without obtaining the card, please contact us to get your CDWS number and complete the following steps

Phase one: pro accounts activation

[\(Click here for the steps\)](#)

Phase two: card request steps

Attention: Please note that the attached personal photo of the request/ renew card application must meet the below requirements in order to be accepted:

- A recent full-face photo (not older than 6 months) with the same specifications as a passport photo.
- Photo size 265 x 265 pixels.
- White background.
- Without sunglasses or a hat, as this photo will be printed on the card.
- Photos taken by mobile camera shall not be accepted.

[\(Click here for the steps\)](#)

2- New registration, providing data and requesting a card for first-time applicants:

Phase one: Registration for a first-time applicant

[\(Click here for the steps\)](#)

Phase two: Test request

[\(Click here for the steps\)](#)

Phase three: Card request

[\(Click here for the steps\)](#)

3- Card request for the employees

[\(Click here for the steps\)](#)

4- Procedures for applying to issue an equivalent certificate for foreign professionals to be submitted within the required documents for the work permit

[\(Click here for the steps\)](#)



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Services requested by e-mail (until the launch of the second phase of the portal)

- **Membership letters, certificate of and certificates of good conduct:**

- 1- Procedures of submitting the visit request, renewing membership letter, technical manager's experience certificate, and the certificate of good conduct for a foreign technical manager of the diving centers and safari boats
- 2- Procedures for submitting a visit request and renewing the membership letter for water sports and snorkeling service providers
- 3- Procedures for submitting a visit request and renewing the membership letter for water sports that offers any of the following activities: towings- water ski-semi submarines- glass bottom boat-parasailing -sailing boats-pedals
- 4- Procedures for issuing a membership letter to existing water sports centers that offers kite and windsurf activities
- 5- Procedures for issuing a membership letter to new water sports centers that offers kite and windsurf activities

- **Accreditation Certificates:**

- 1- Procedures for submitting a visit request and renewing the accreditation certificate for testing and filling stations
- 2- Procedures for issuing an accreditation certificate for underwater photography company

- **Exception letters:**

Procedures for submitting a request to issue an exception letter for the workforce



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Steps for requesting a service:

First: Submit requests for different services electronically as follows:

- Requesting audits, requesting a membership letter, and an experience certificate for the technical manager by e-mail in accordance with the procedures described above.
- Requesting an exception letter by e-mail in accordance with the procedures described above.
- Test and new card requests and an equivalent certificate addressed to the workforce through the CDWS online portal, according to the procedures described above.

The application and documents will be reviewed and response is within a maximum period of two working days, in case the documents meet the requirements you will be provided with a date of delivery for the service according to its type.

Second: online payments

The Chamber has activated online payment, where you can now pay via Fawry service, whether by credit cards or through Fawry outlets.

[\(Click here to view the requirements and the steps\)](#)

*Note the credit card must be issued from an Egyptian bank

Third: service delivery

- Regarding the membership letters and the technical manager's experience certificate, after providing all the needed documents and payment, the CDWS will send the letter or the certificate directly to the Ministry of Tourism and the technical manager will not need to visit the CDWS headquarters
- Regarding the delivery of the exception letters, equivalent certificates, ISO certificates, accreditation certificates and the CDWS ID cards, after providing all the needed documents and payment the membership department will contact the technical manager to arrange for an appointment to maintain the proper social distance.

When visiting the CDWS headquarters, make sure to follow [the attached regulations](#) for your safety.

Regards,

The Chamber of Diving and Water Sports



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