

## Phase two: card renewal steps

### In case of renewal with a different skill level

- 1- Sign in to your account through the following link: <http://members.cdws.travel/>
- 2- Enter the registered email and password for your account
- 3- Choose (My certificates) from the left panel then click on (Update my Skills) option to update your new skill level [Example 1](#)
- 4- A new page will open to add your new certificate, choose the level from the drop-down menu, and then write your certificate number in the (certificate # ) field, enter the date in which you achieved your certificate and the expiry date, then upload your certificate to the (Certificate card scanned) option (front and back)
- 5- Press on submit [Example 2](#)
- 6- Choose Services from the left panel, then choose card request
- 7- Click on the (Update level) box + the (Renewal) box, a new field will appear on the same page to update your new level.
- 8- Press on Submit [Example 3](#)
- 9- In case of changing a skill level, no exam is required, after submitting a message will show that your card request submitted correctly to the technical manager for reviewing [Example 4](#)
- 10- For the technical manager to approve the requests, he must sign in to his/her account and choose the name of the facility from the list on the left panel, then choose services, then Pro Requests to confirm or reject the requests. [Example 5](#)
- 11- The membership department will contact the technical manager or the legal representative of the facility to schedule an appointment to pay the fees and hand out all the cards that belong to the facility
- 12- In case updating the skill, level requires a test a new page will appear to book an appointment for an exam request
- 13- Choose the office and the date and time in which you will take your exam [Example 6](#)
- 14- Show up at the office half an hour before your exam time to pay the needed fees for the exam
- 15- After passing the exam successfully, the request will be sent to the technical manager for approval
- 16- he must sign in to his/her account and choose the name of the facility from the list on the left panel, then choose services, then Pro Requests to confirm or reject the requests. [Example 7](#)
- 17- The membership department will contact the technical manager or the legal representative of the facility to schedule an appointment to pay the fees and hand out all the cards that belong to the facility

Note: all the employees and staff members whether pros or others, should address the facility's legal representative in case of any inquiry or difficulty in the previous steps without approaching the CDWS for any individual services



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