United Arab Emirates

FEDERAL AUTHORITY FOR IDENTITY AND CITIZENSHIP

Smart Services

Citizen Services - Smartphone Application – User Manual

About this User Manual

The smart services provide "speed and accuracy" in the process of issuing visas, residence permits, passport services, Emirates ID services, in addition to all citizen services. It will also eliminate the need for applicants to visit service centers.

This system enables the citizens of the United Arab Emirates to easily apply for the services of the Federal Authority for Identity and Citizenship through the smart application from anywhere and at any time.

You can use the steps mentioned in this guide to log in to the smart services, and explore all its features and functions

Prerequisites

1	Connect to the Internet	
2	If your phone supports IOS, download the smart services application	
3	If your phone supports Android, download the application for smart services	
4	Effective Email Address.	

Technical support

The information in this document is subject to change without notice. If you are facing any technical or linguistic errors while using the system, please report them in writing by sending a message to the complaints system through e-mail or calling:

call centre: 600522222

complaints system: https://cc.ica.movev.ae/Web/landing

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Log in to the System

You can log in to your account by downloading the application and following the below steps:

1. The home page of the smart services application will appear, enter the **"username"** and **"password"** to access the smart services screen.

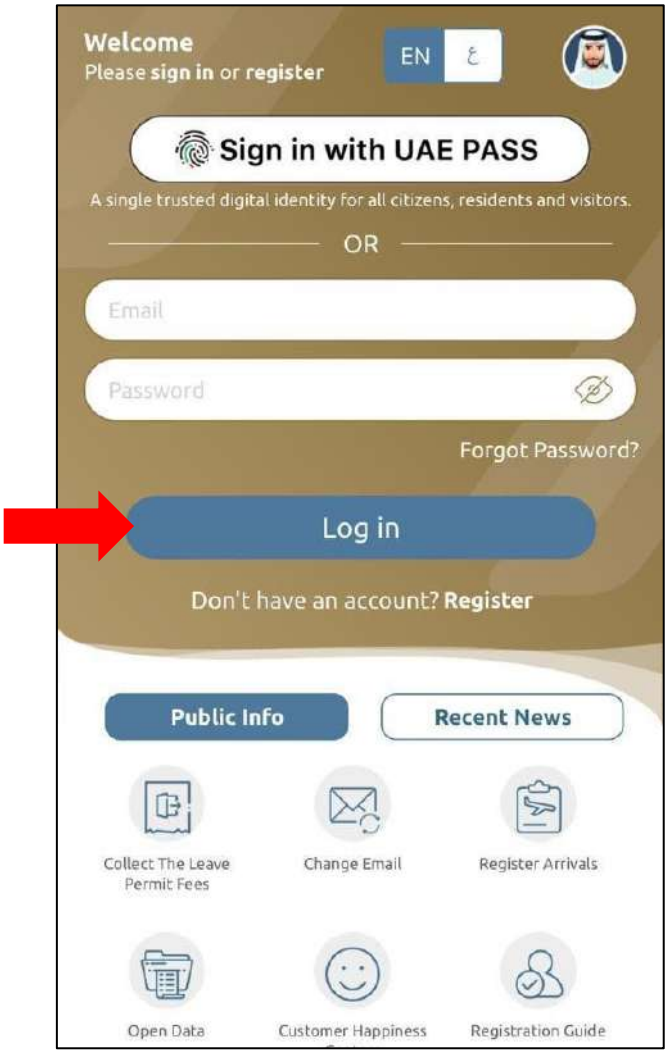

Figure 1: Log in page.

2. Click on **"Log in"** to access your account.

3. The user can change the application display language by clicking on **"AR"** if he wants to use the application in Arabic.

- The main login screen shows **"Public information"** that will help the user easily access and get some information about the services without the need to log in.
- The user can view the latest news of the Federal Authority for Identity and Citizenship by clicking on **"News"**.

4. If the application is downloaded and used for the first time, the application will allow the user to activate the Biometric Authentication in order to facilitate the process of logging in again.

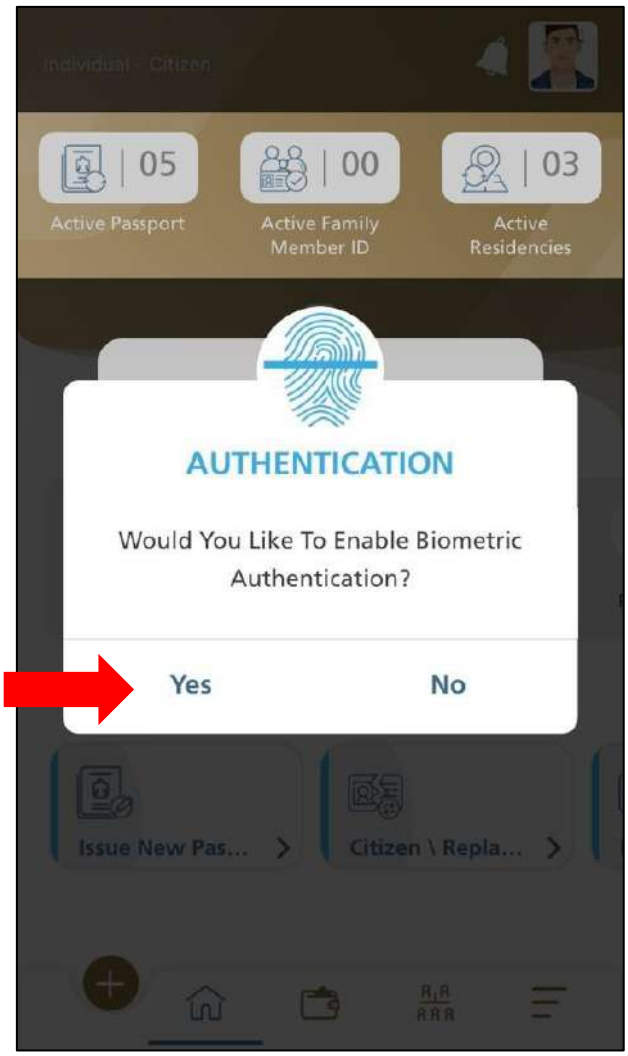

Figure 2: The main page for the smart services application - activating the biometric.

5. Click on **"Yes"** to activate the biometric.

6. The main page of the user account will appear, which contains all smart services.

.

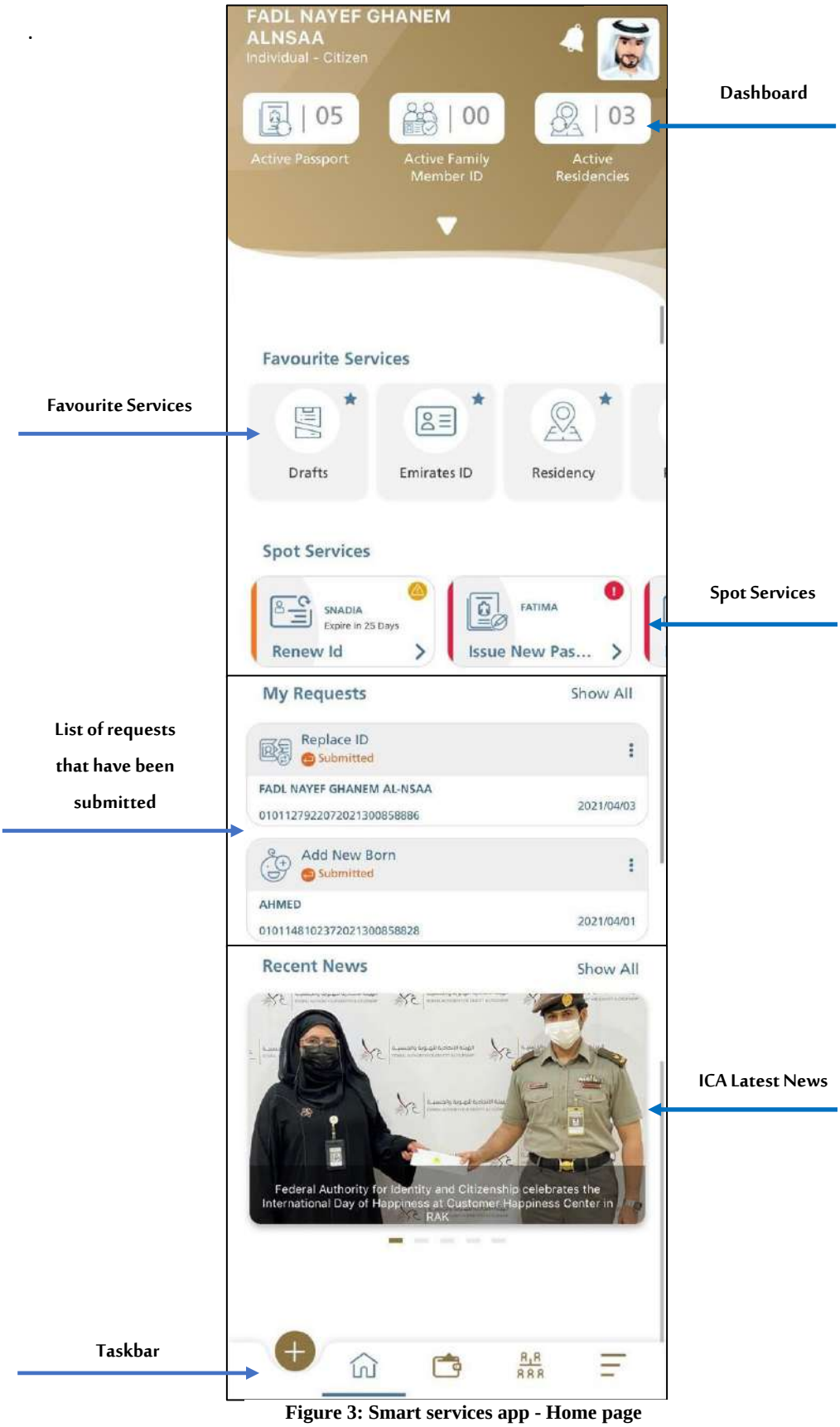

Figure 3: Smart services app - Home page

Define the Dashboard Items

No	Icon	Technical Name	Description
1		Active Passport	shows the number of passports that are valid.
2		Active Family Member ID	shows the number of family member ID that are valid.
3		Active Residencies	shows the number of valid residency.

Define the Taskbar Items

No	Icon	Technical Name	Description
1		Add a new service	Access the application submission screen.
2		Home Page	Redirect the user to the main screen of the application.
3		Attachments of family members or sponsored persons	Shows the name and information of the family members included in the family book. Shows the name and information of the sponsored persons and the ability to view the attachments for each catemovery.
4		Family members or sponsored persons	It displays the information of the family members in the form of a family tree. Displaying the information of the sponsored persons with the ability to start a specific service for each catemovery.
5		main menu	It allows the user to access a number of services and the setting of the application.

Submit Request Through the App

This part explains the steps for submitting request through the App of the Federal Authority for Identity and Citizenship (Smart Services), and explains the steps for paying fees, searching and inquiring about previous requests.

- To start submitting a new request, follow the steps below: -

1. Click on **"Add a new service"** from the main screen of the application.
2. The user can also access the required service by selecting the service from the **"list of Favorite Services "** from the App main screen.

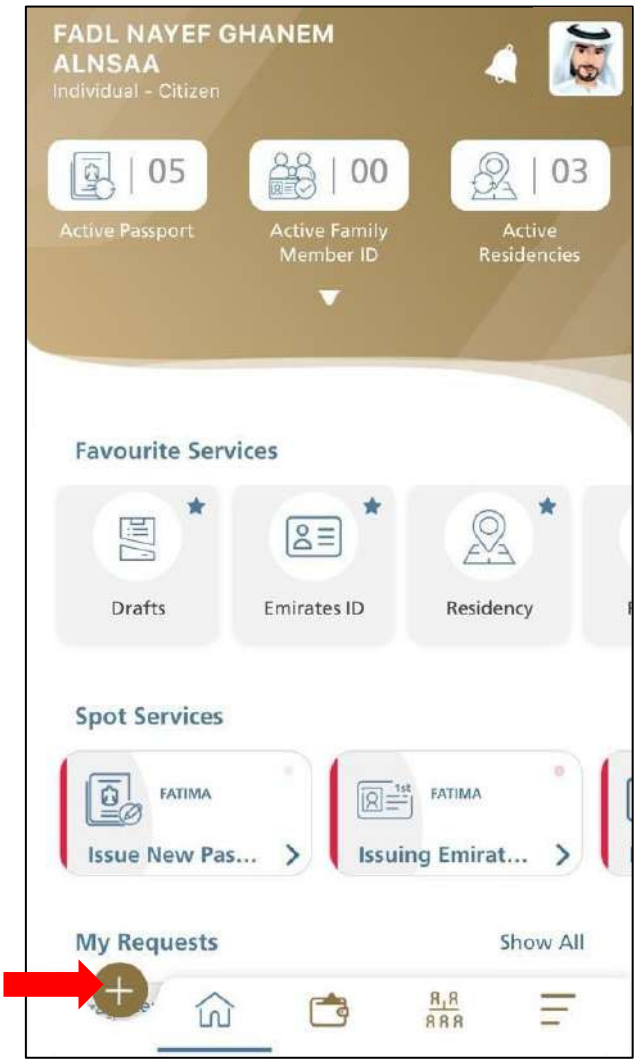

Figure 4: The main screen of the smart services application - adding a new request.

3. The user will see a **"list of most used services"**, click on **"start a new service"**.

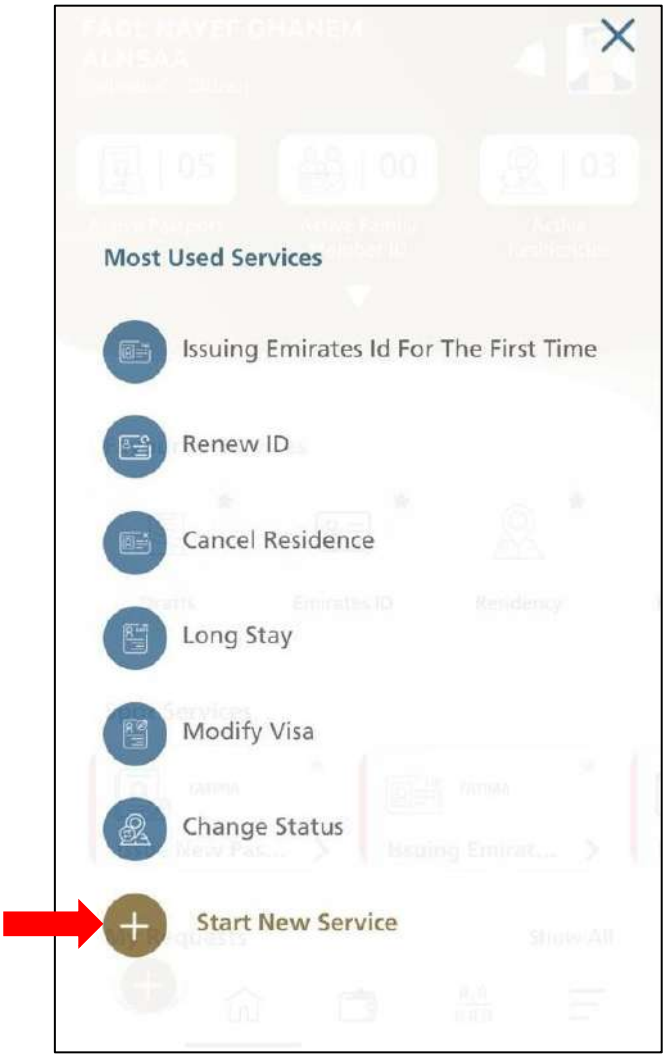

Figure 5: list of most used services.

4. The app will redirect the user to the **"Start a New Service"** screen, choose the **"Department"** to which you belong, and then choose the required service from the list of available services.

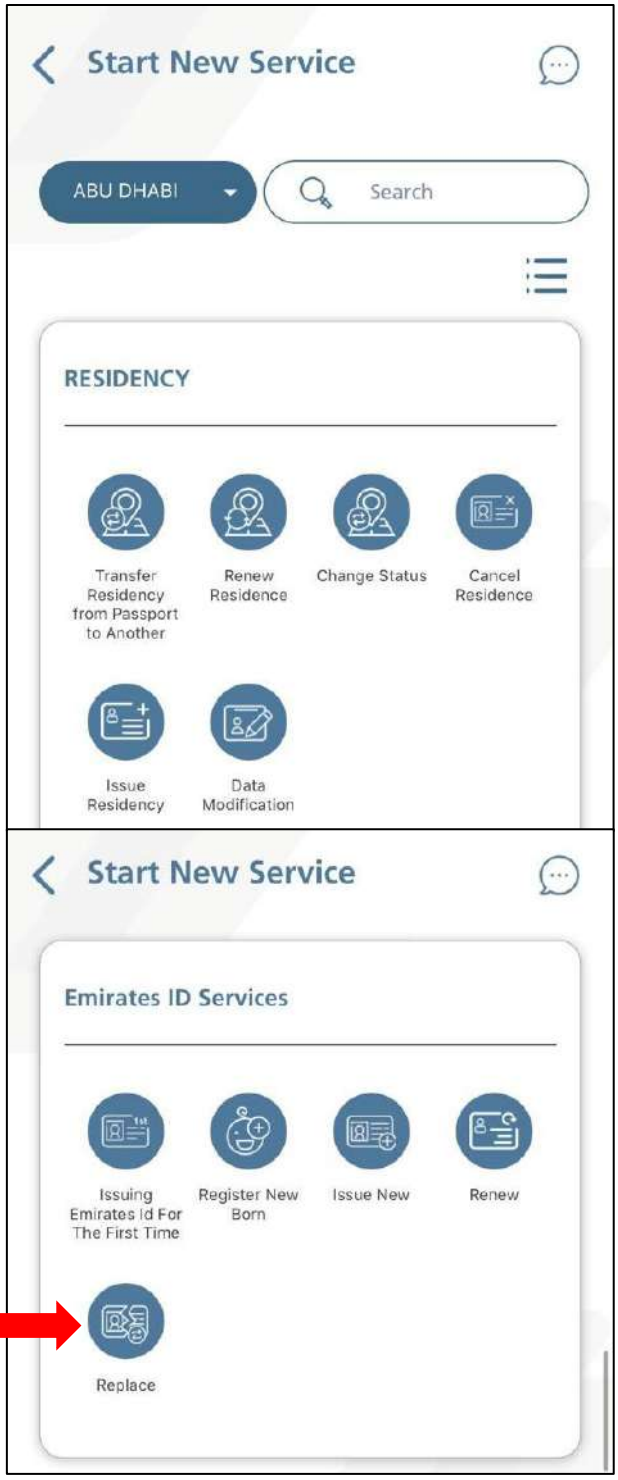

Figure 6: Start a New Service screen.

5. The application will redirect the user to the **"Replace Service "**screen, select the "**Family Members "** category.

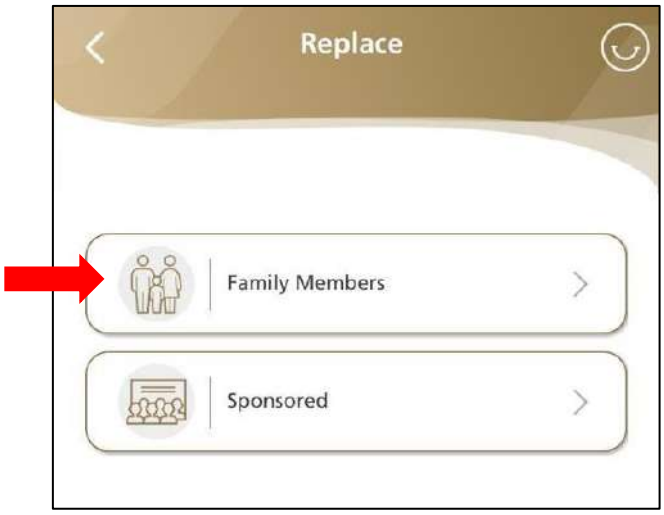

Figure 7: Replace Service Screen.

6. select the family member.

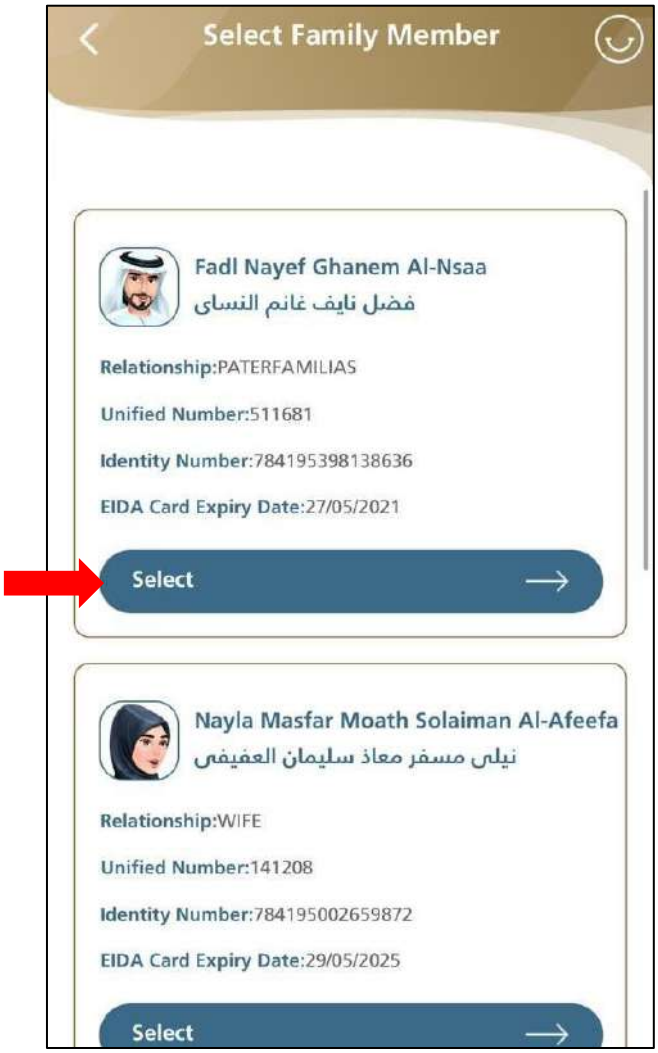

Figure 8: Select the family member screen.

- The user can change the display of the services by clicking

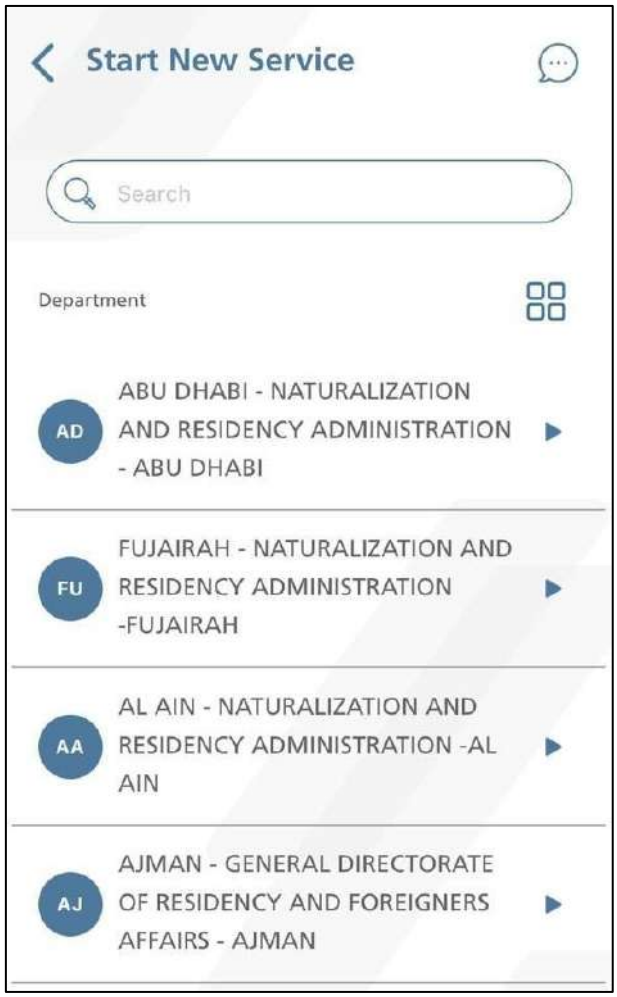

Figure 9: change the display of services.

7. If the user wants to obtain more information or inquire about a specific service, this can be done by clicking on and the application will redirect the user to the default chat screen with Hamad.

8. The application will redirect the user to the required service screen, as shown below.

9. Enter the required information in the **"Basic Information"** screen.

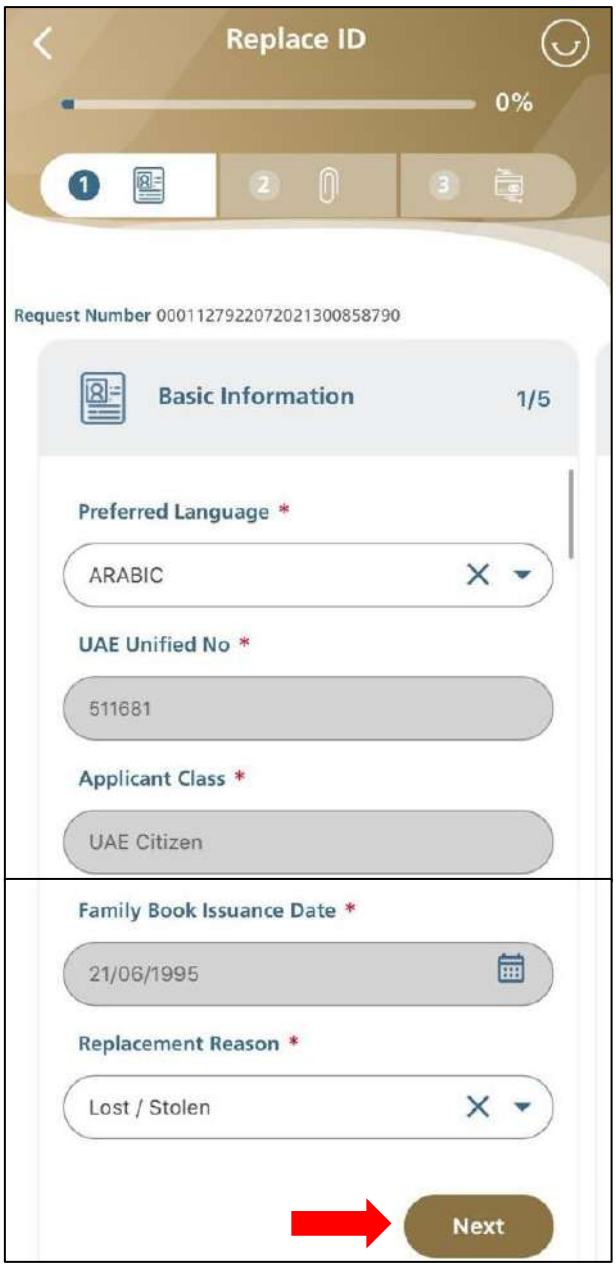

Figure 10: Basic Information Screen.

10. Click on **"Next"** to move to the **" Beneficiary Information"** screen.

11. Enter the data and information of the person who benefits from the service.

Figure 11: Beneficiary Information Screen.

12. Click on **"Next"** to move to the **" passport Information"** screen.

13. Enter the travel / passport document information.

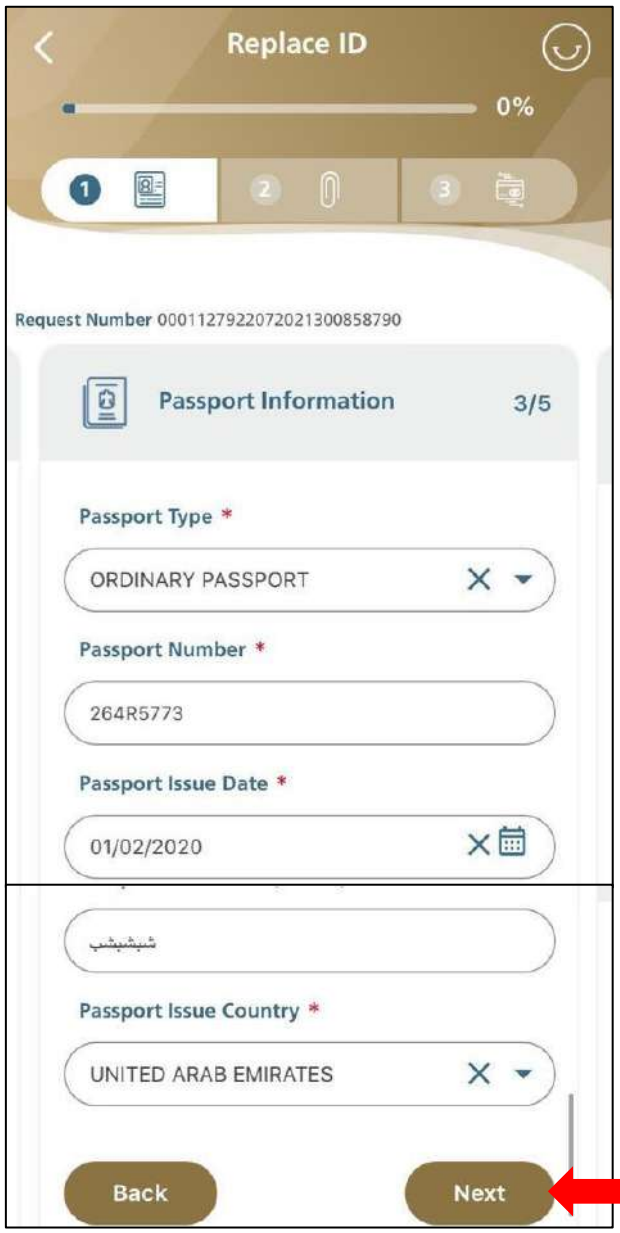

Figure 12: Travel / Passport document information Screen.

14. Click on **"Next"** to move to the **" Delivery Address Information"** screen.

15. Choose the delivery address, specifying if there is a P. O. Box or not.

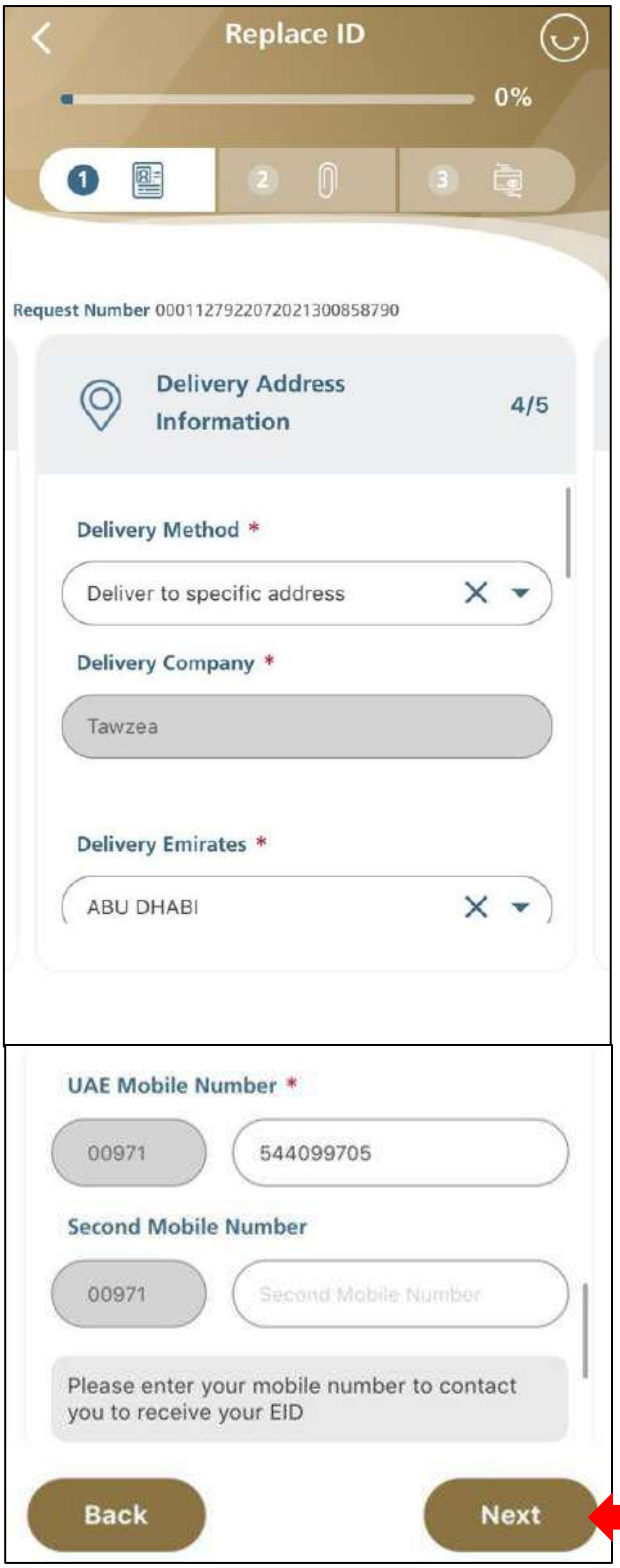

Figure 13 : Delivery address information

16. Click on **"Next"** to move to the **" Residence Information"** screen.

17. Select the residence address and enter the availability data of the person benefiting from the service.

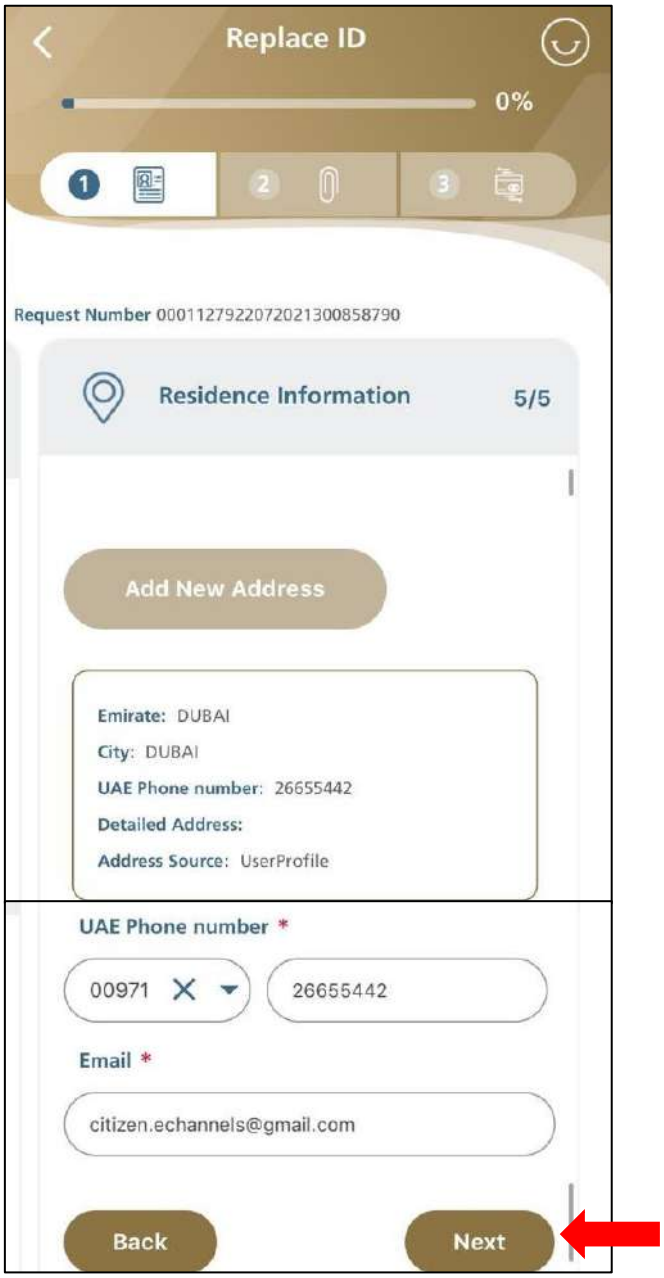

Figure 14: Residence Information

18. Click on **"Next"** to move to the **"Attachments"** screen.

19. Upload the required attachments, and after that click on **"Next"** to move to the **"Review the application"** screen.

Figure 15: Attachment's screen.

20. Review the information and make sure its correct. After that click on **"Pay"** to move to the **"Fees"** screen.

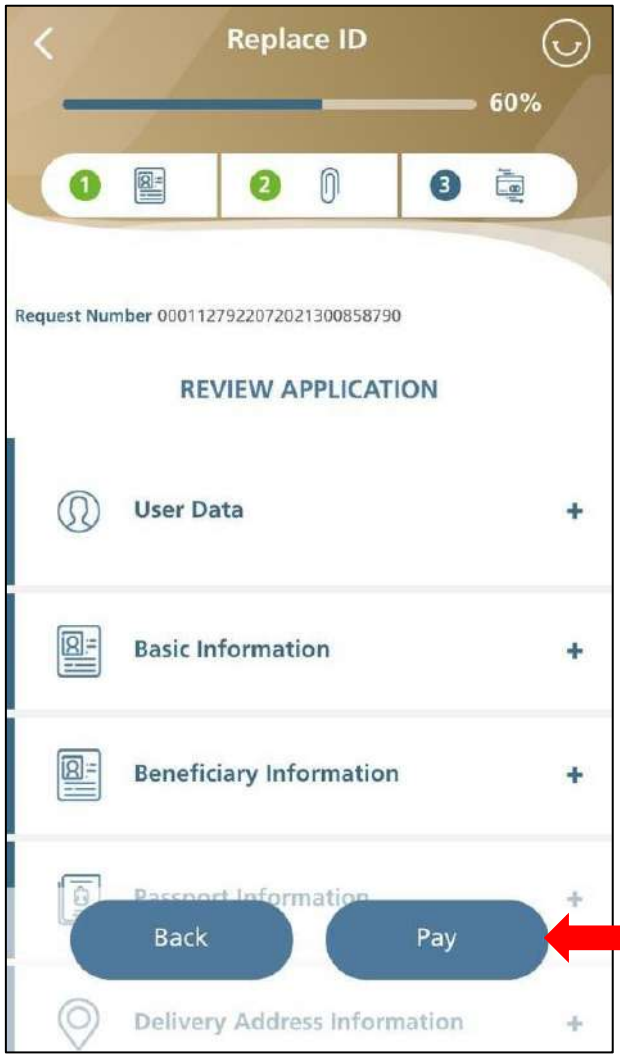

Figure 16: Review the application Screen

21. The application will redirect the user to the **"Payment"** screen, which shows the fees for this service.

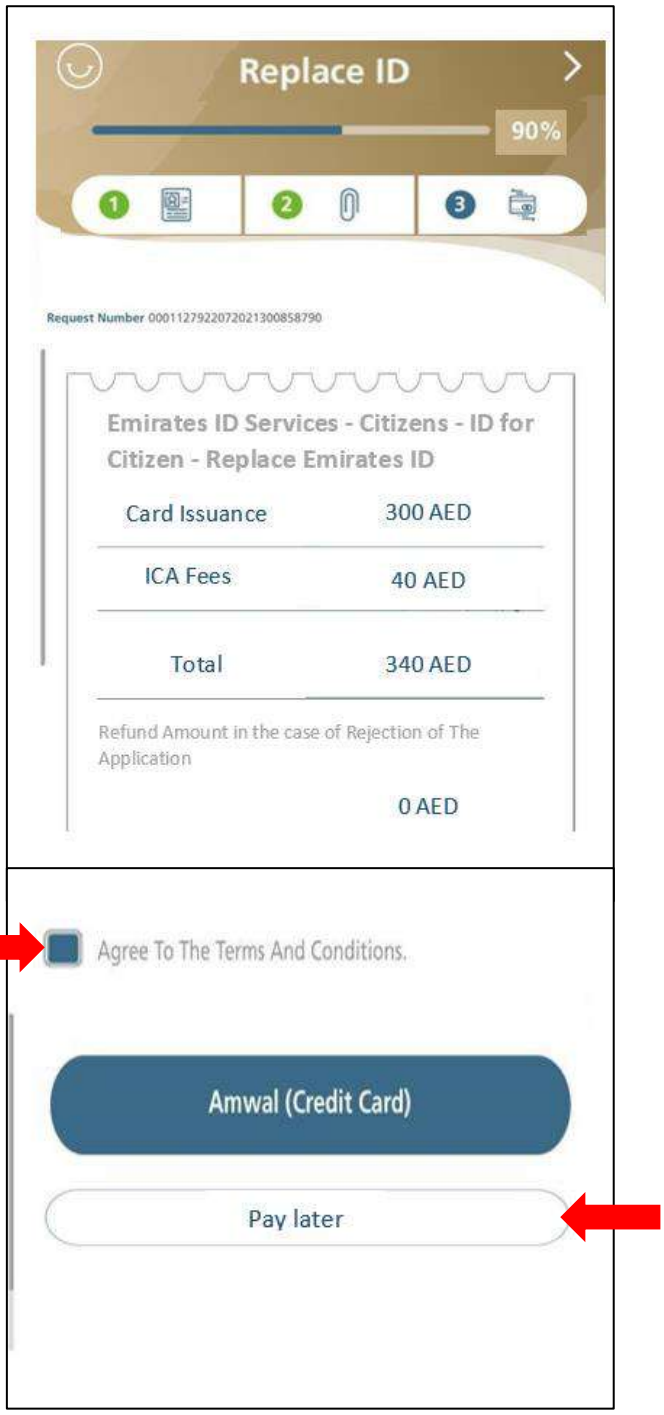

Figure 17: Payment screen.

22. Click on **"Agree to The Terms and Conditions"** to complete the payment process.

23. Choose the Amwal **"credit card method"** to pay.

- In case that the user wants to complete the payment process at a later time, click on **"Pay later".**

24. When you click on "Pay", the application will redirect the user to the **"Payment Details "** screen, choose the **"Visa"** or **"Master Card"** payment method and enter the card number, and then click on **"Pay"**.

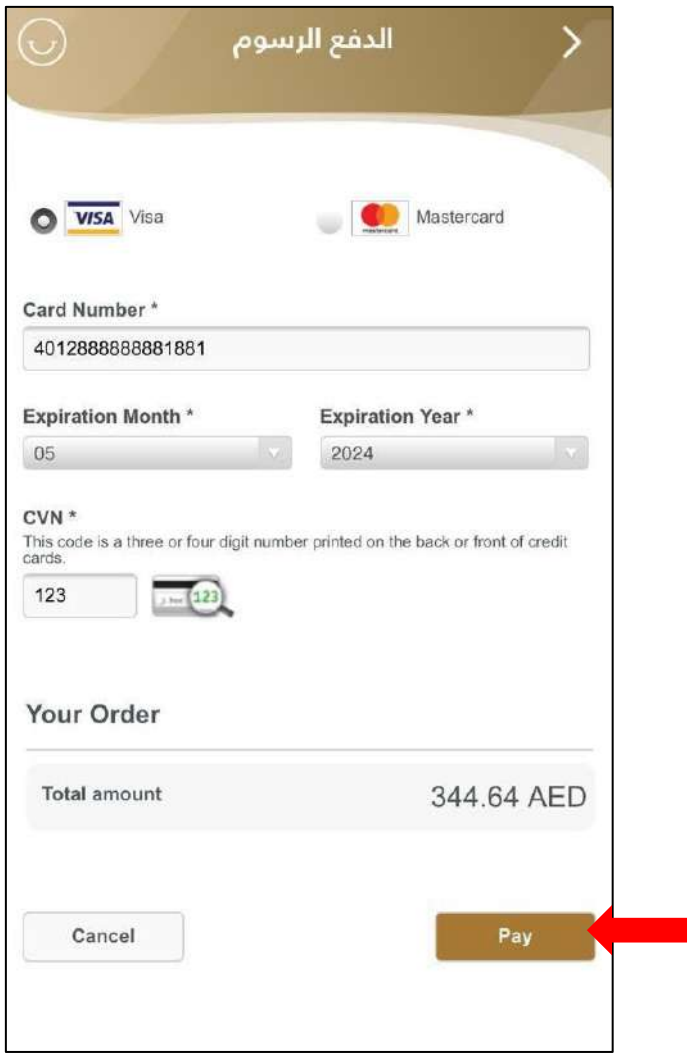

Figure 18: Payment details screen.

- After completing the **"submission"**, a message will appear below to show that the request has been submitted successfully. The application will also send a message to the e-mail registered in the system to confirm the submission.

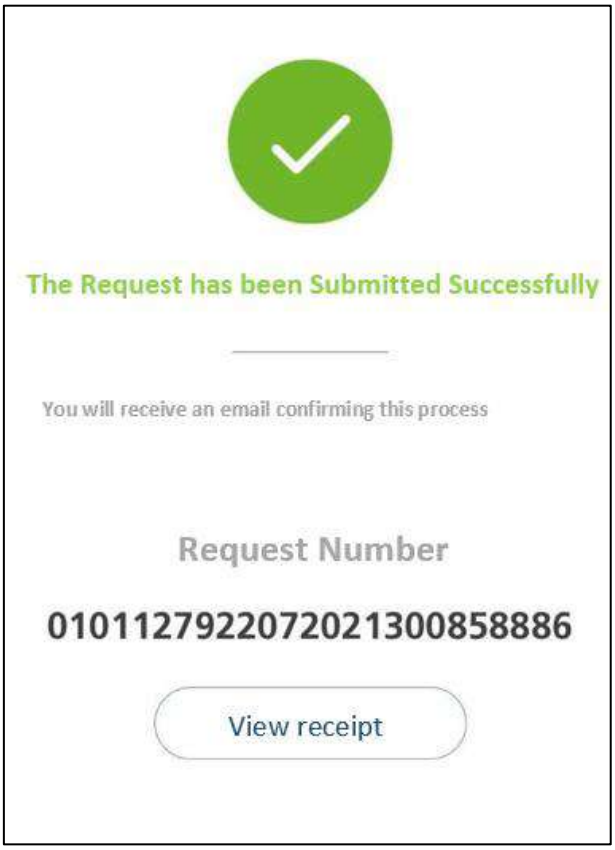

Figure 19: A message confirming that the application has been submitted successfully.

- If the user wants to view the bill details, click **"View Receipt"**.

- The user will see the tax invoice details.

Figure 20: Tax invoice details

- In case that the user wants to share the tax invoice details, click on **"Share."**
- The user can follow the same steps mentioned above if wants to apply for another service.

Family Members' Attachments Screen

This screen explains all the information of the family members included in the family book, in addition to that the ability to display the passport and the Emirates ID.

- To access the family members screen, follow the below steps: -

1. Click on **"Family Members"** from the main screen of the application.

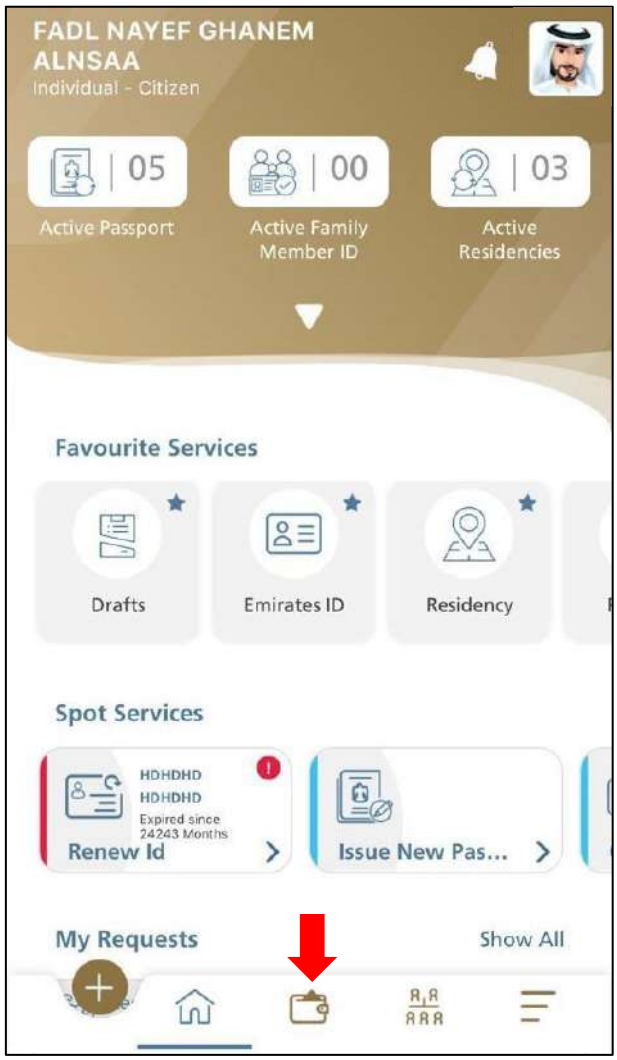

Figure 21: The main screen of the smart services application - access the family members' attachments screen.

2. The user will see a **"list of family members"**. Click on the family member whose details want to be shown.

Figure 22: Family members' attachments screen

3. When the user presses the **"ID"** or **"passport"** image, the application will display the attachment and will allow the user to takes many actions as it's listed below.

   - Issue new passport.
   - Renew the passport.
   - Replace the passport.
   - Download the passport photocopy.
   - Replace ID.
   - Renew ID.
   - Download the ID photocopy.

Figure 23: A copy of the Emirates ID attachment.

Sponsored Attachments Screen

This screen explains all the information of the sponsored, in addition to that the ability to display the residence and Emirates ID.

- To access the family members screen, follow the below steps: -

1. Click on **" Sponsored "** from the main screen of the application.

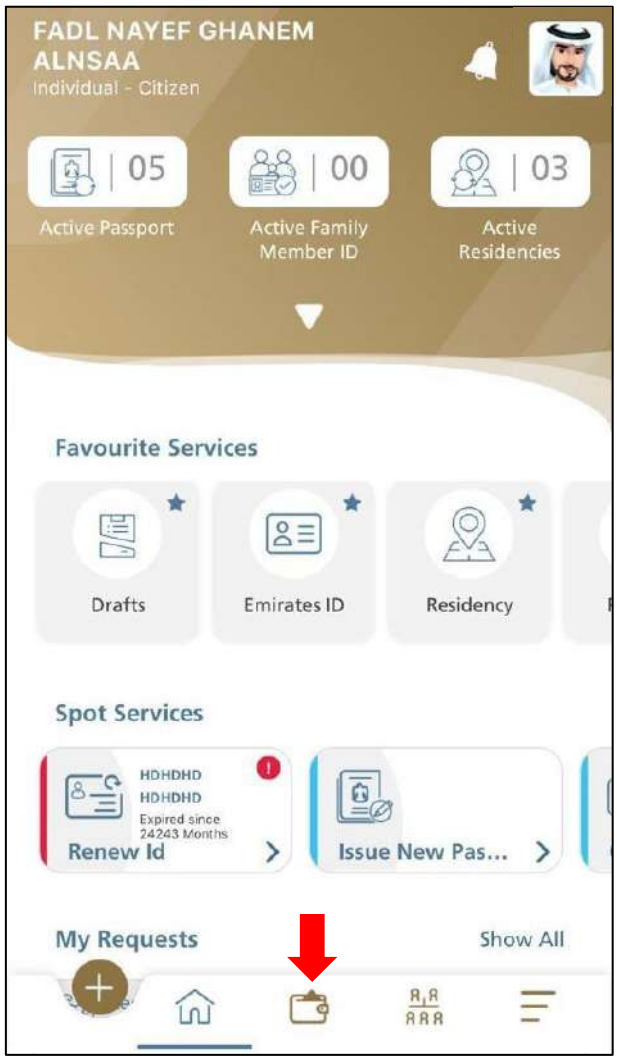

Figure 24: The main screen of the smart services application - access the sponsored attachments screen.

2. The user will see a **"list of family members".** Change the available option from "**family members**" to "**sponsored** ".

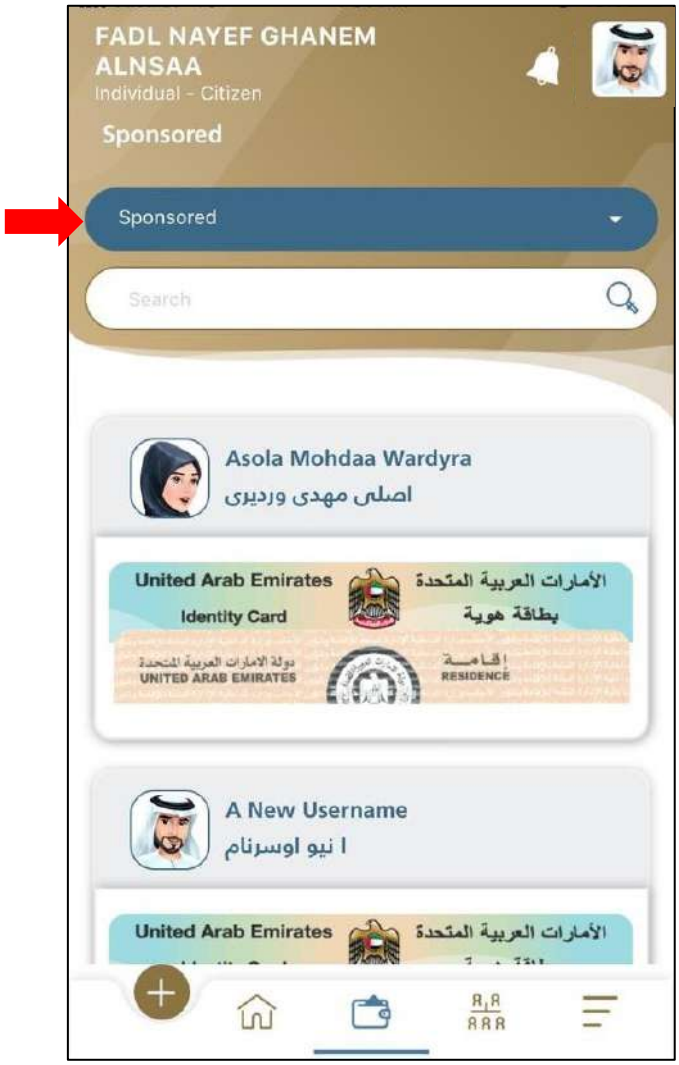

Figure 25: Sponsored attachments Screen.

3. When the user clicks on the **"ID"** or **"Residence"** image, the application will display the attachment and will allow the user to **"download the attachment"**.

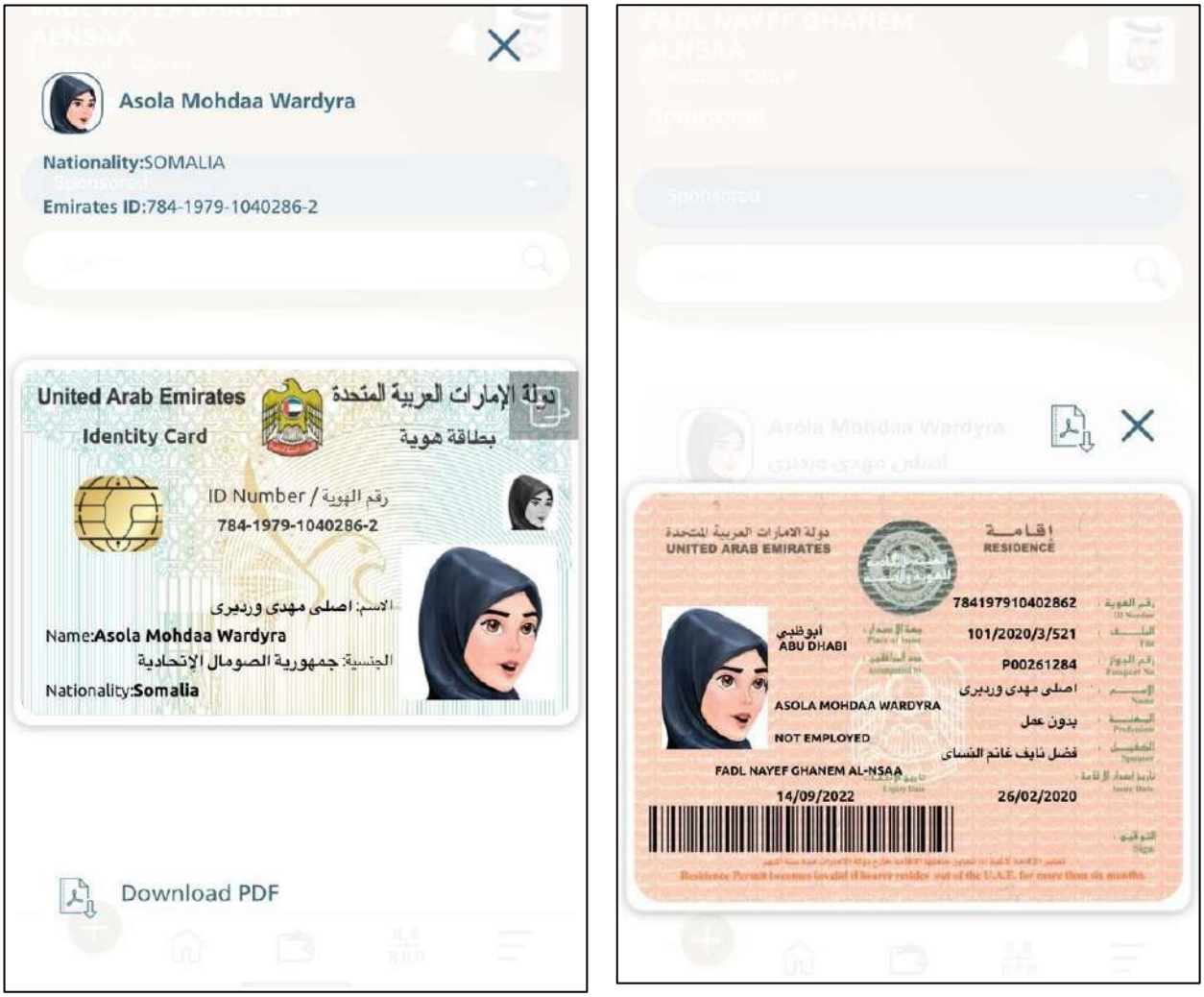

Figure 26: A copy of the Emirates ID attachment.

Family Members Screen

This screen explains all the information of the family members who are included in the family book, in addition to the possibility of applying for a specific service for the family member who has been chosen.

- To access the family members screen, follow the below steps: -

1. Click on **"Family Members"** from the main screen of the application.

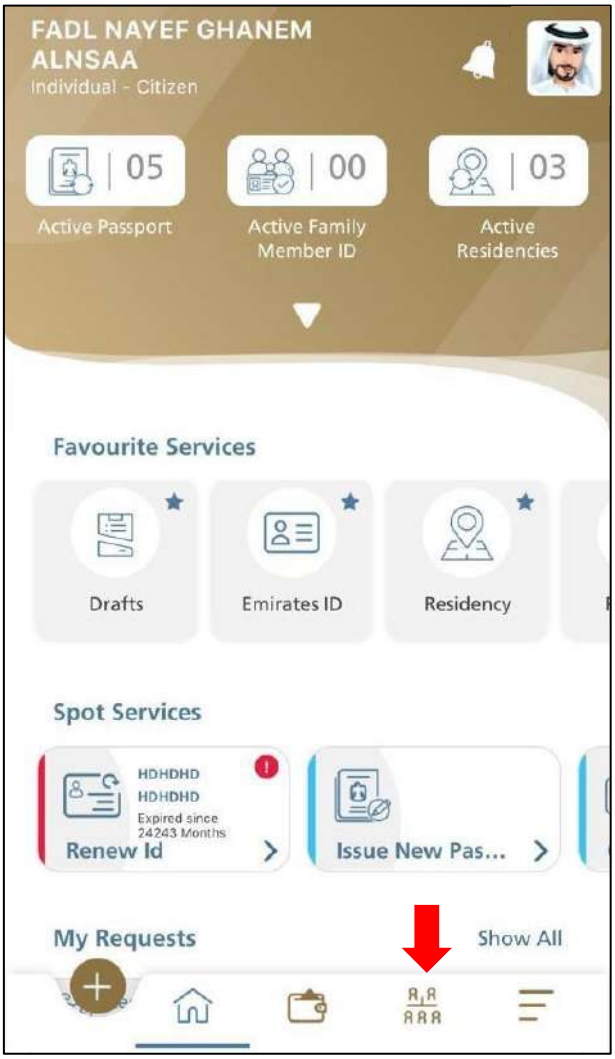

Figure 27: Home screen of the smart services application - access the family member's screen.

2. The user will see a **"list of family members"** screen, choose the required family member.

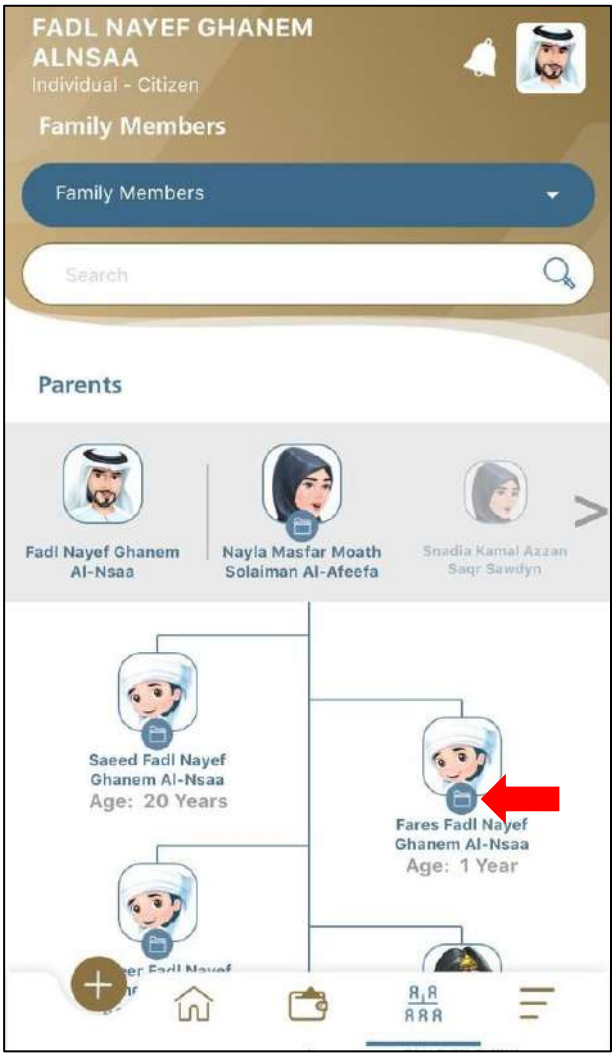

Figure 28: family member's screen.

3. When you click on the **"family member",** the user will see the screen including **"family member's name"**, **"age",** in addition to some services that the application user can apply for.

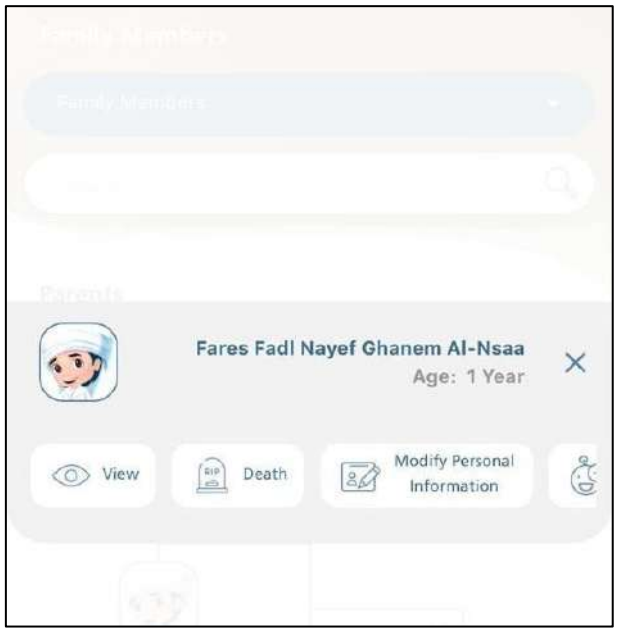

Figure 29: Family member information screen and a list of available services.

Sponsored Screen

This screen explains all the information of the sponsored in addition to the ability to apply for a specific service for the chosen sponsored.

- To access the sponsored members screen, follow the below steps: -

1. Click on **"Sponsored Members"** from the main screen of the application.

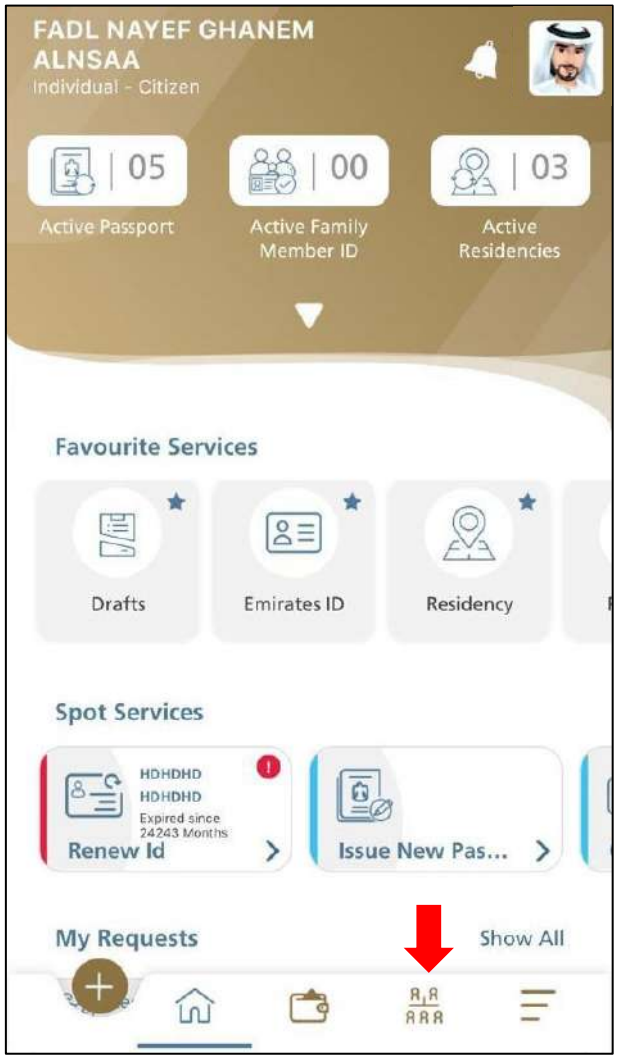

Figure 30: Home screen of the smart services application - access the sponsored screen.

2. The user will see a **"list of family members".** Change the available option from "**family members**" to "**sponsored** ".

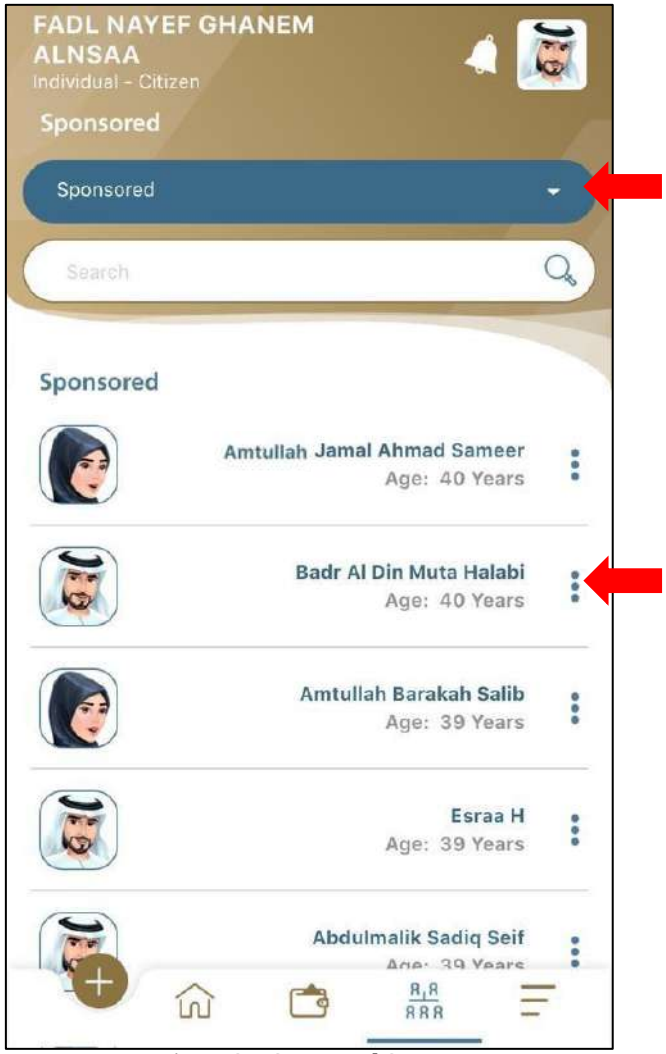

Figure 31: Sponsored Screen.

3. Select the sponsored person where his / her information to be displayed.

4. When you click on "the sponsored", the user will see a screen that including the "**name of the sponsored person", "age", "nationality", "file status", "violation status",** in addition to some services that the user can apply for.

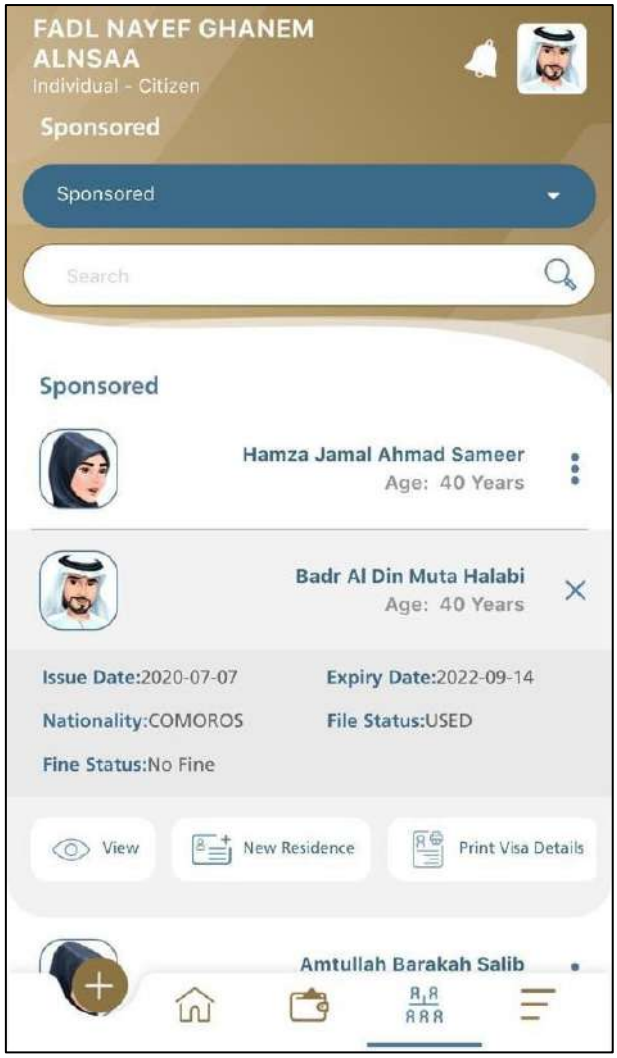

Figure 32: sponsored person information screen and a list of available services.

My Request

This service explains all the sub-services that will make requests management easier, the sub-services consist of the following: -

- My Requests.
- Drafts.
- Payments.
- Number Sponsored.
- Cancelled Files.
- Ready to Pay Requests.

- To access **"My Requests "**service, follow the below steps: -

1. Click on **"Main Menu"** from the main screen of the application.

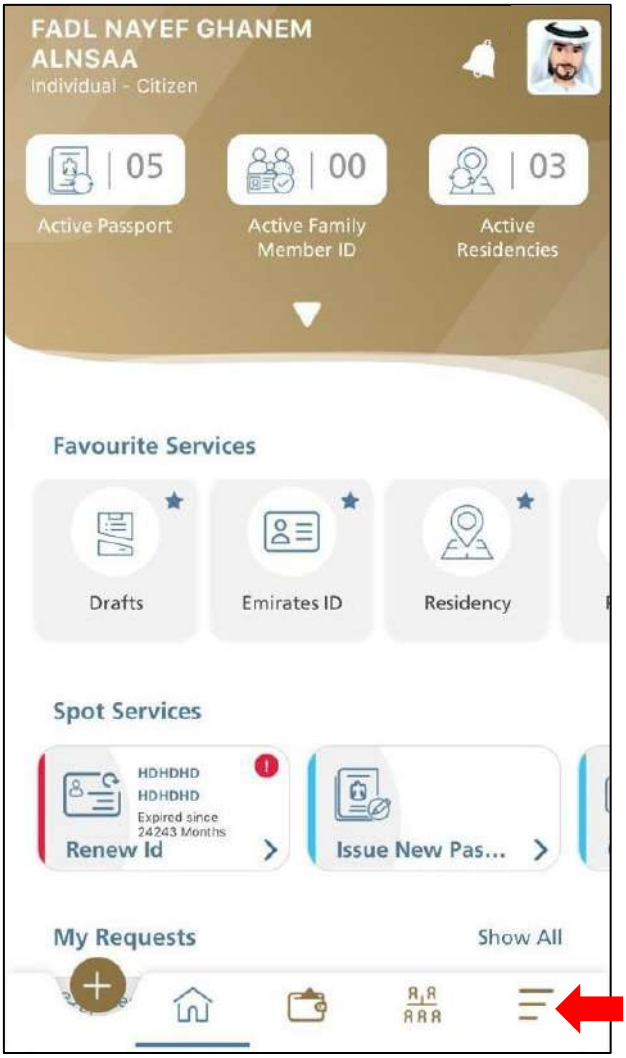

Figure 33: The main screen of the smart services application - access to the main menu – My Requests service.

2. The application will redirect the user to the main menu screen.

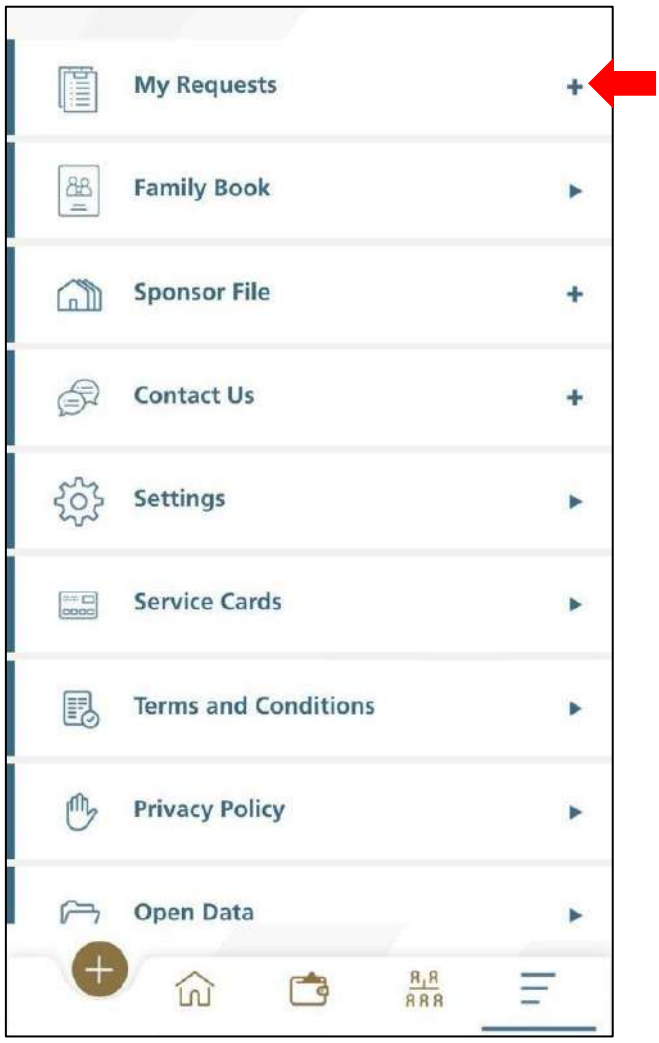

Figure 34: Main menu screen.

3. Click on **"Display"** to access the sub-services under My Requests.

4. The user will see all the sub services.

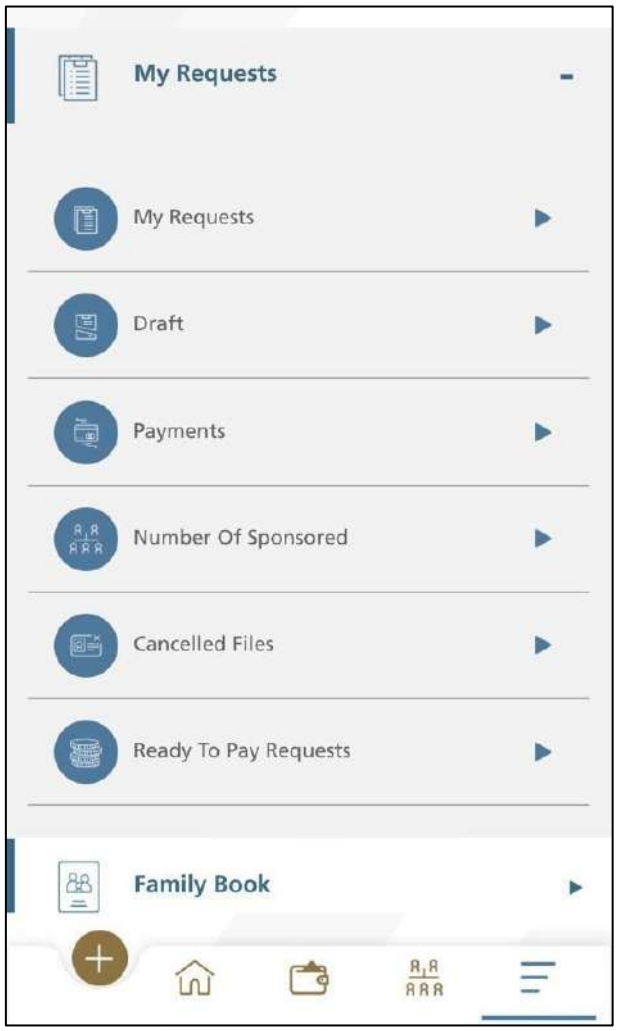

Figure 35: Sub services under my requests.

My Request

This service allows the user to track the requests that have been submitted in addition to taking a number of actions.

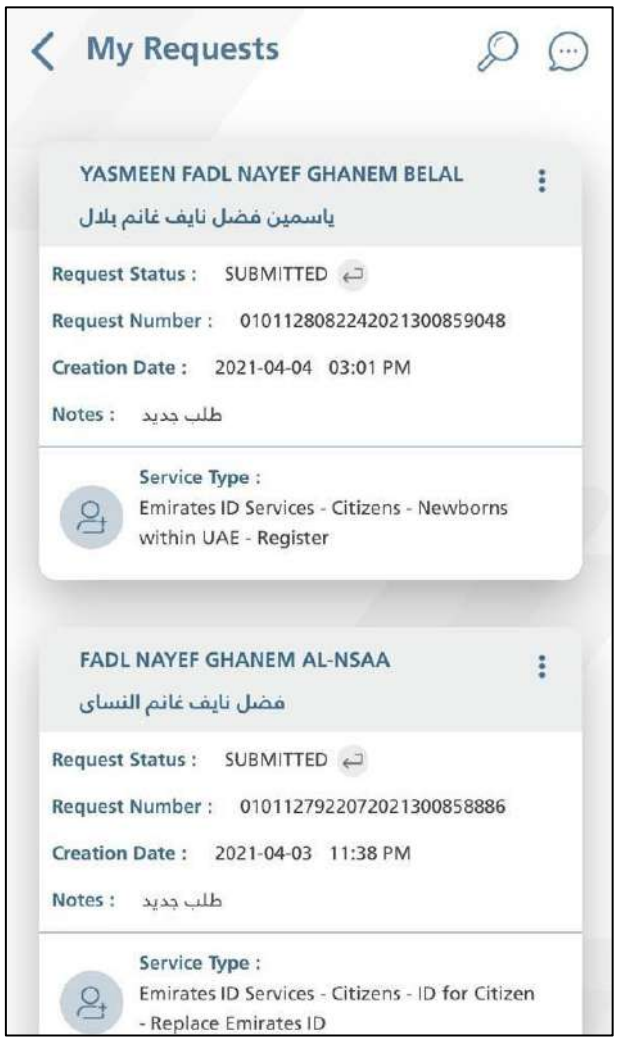

Figure 36: My Request Screen.

- If the user wants to obtain more information or inquire about a specific service, this can be done by clicking on and the application will redirect the user to the default chat screen with Hamad.
- The user can search for a specific request by clicking on **"Search".**

- The user can take a number of actions to the request that has been submitted by clicking on "**Actions**", and a list of actions will appear.

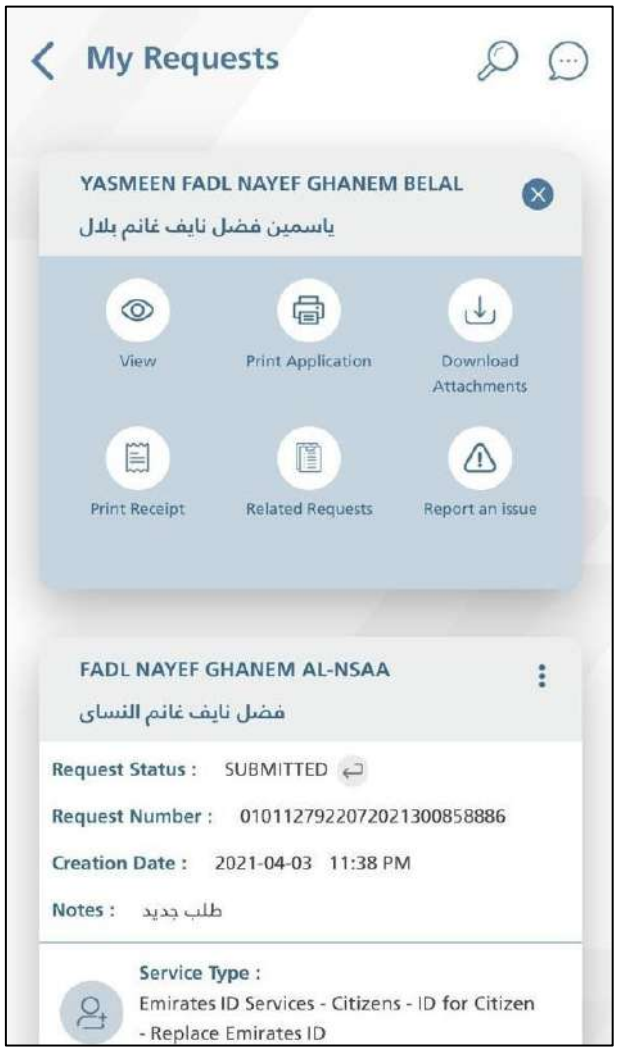

Figure 37: My Request screen - Actions List.

Drafts

This service allows the application user to access all requests that have not been completed and were saved as a draft.

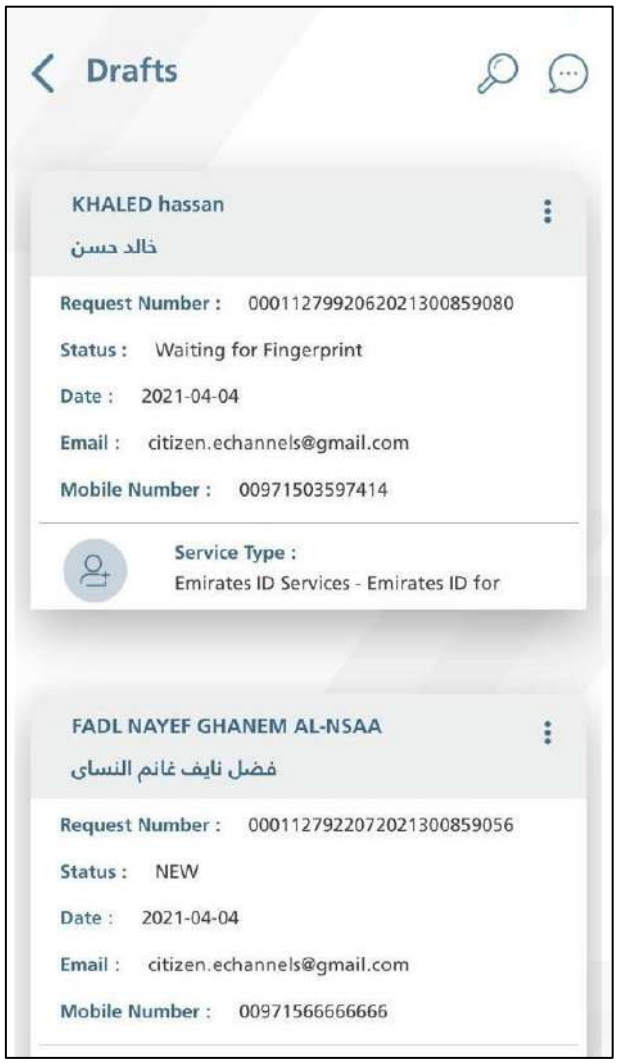

Figure 38: Drafts Screen.

- If the user wants to obtain more information or inquire about a specific service, this can be done by clicking on and the application will redirect the user to the default chat screen with Hamad.
- The user can search for a specific request by clicking on **"Search".**

- The user can take a number of actions to the request that has been submitted by clicking on "**Actions**", and a list of actions will appear.

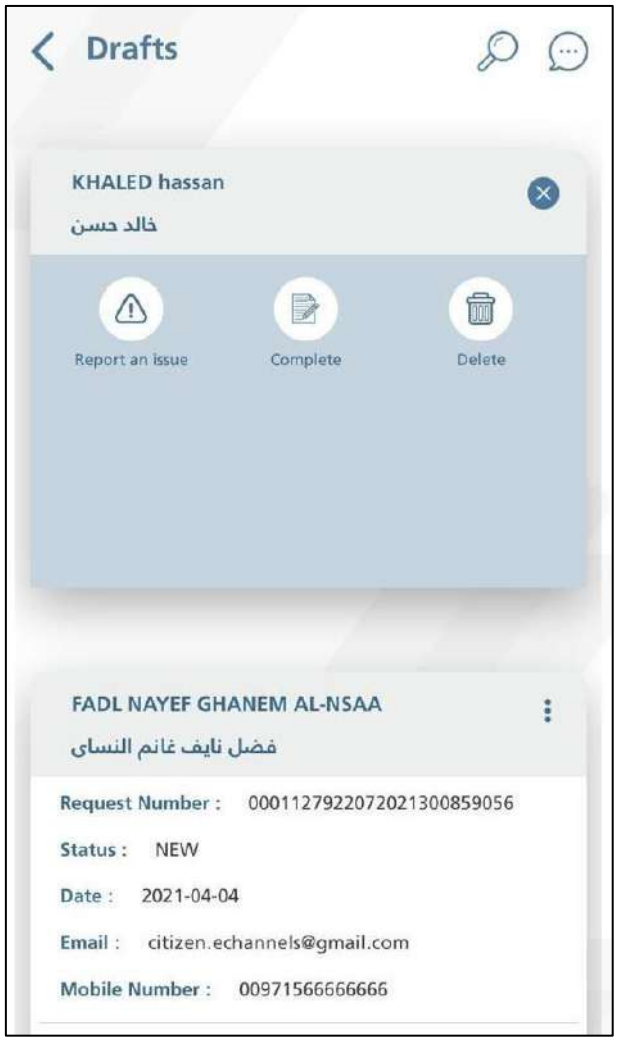

Figure 39: Draft's screen - Action List.

Payments

This service allows the user to view all financial transactions related to the smart system services.

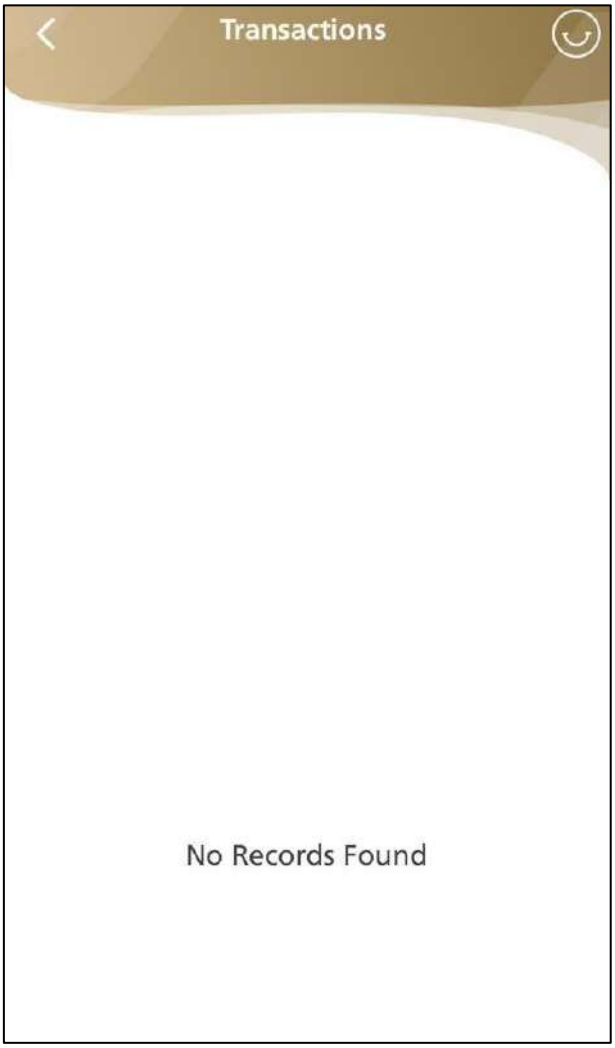

Figure 40: Payment's screen.

Number of Sponsored

This service redirects the user to the sponsored screen.

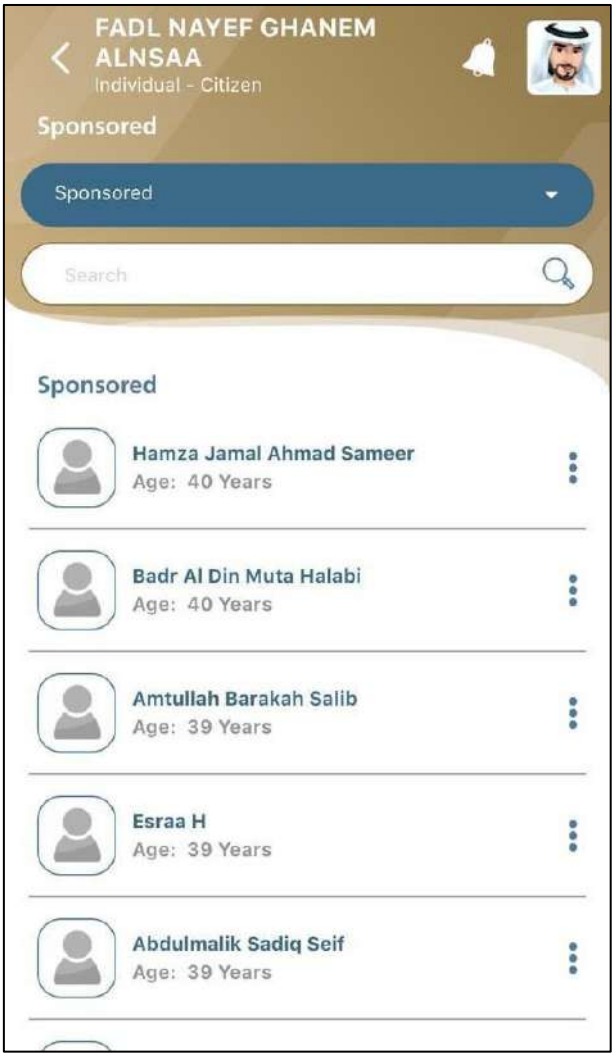

Figure 41: Sponsored screen

Cancelled Files

This service displays all cancelled sponsorship requests.

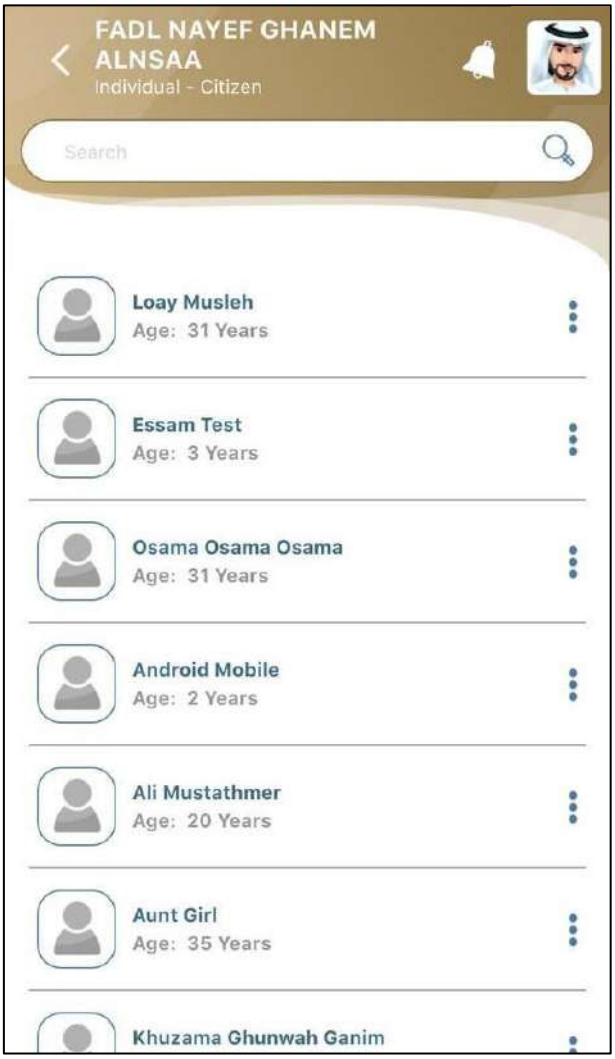

Figure 42: Cancelled files screen.

Ready to Pay Request

This service displays all completed and finished request that waiting for the payment.

Figure 43: Ready to Pay Request.

- If the user wants to complete the payment process, press **"Pay"** and the application will redirect the user to the **"Payment"** screen.

Family Book

This service displays the information for family members.

- To access **"Family Book "**service, follow the below steps: -

1. Click on **"Main Menu"** from the main screen of the application.

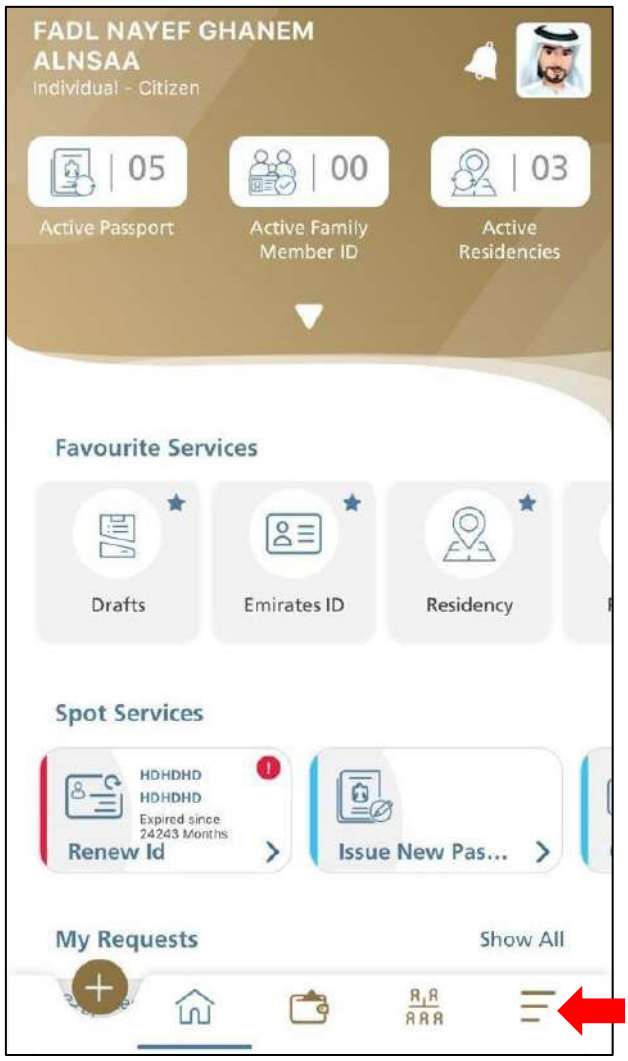

Figure 44: The main screen of the smart services application - access to the main menu - displaying the family book

2. The application will redirect the user to the main menu screen.

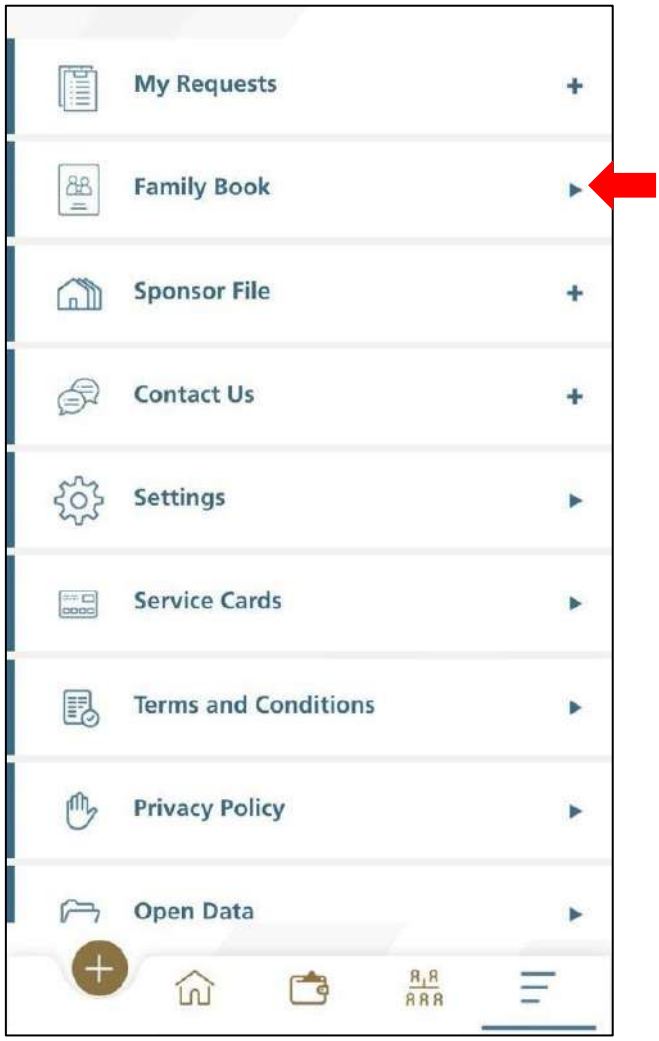

Figure 45: Main menu screen.

3. Click on **"Family Book"** to view the information.

4. The app will display the family book, the user can click on **"Next"** to view more information about the family book.

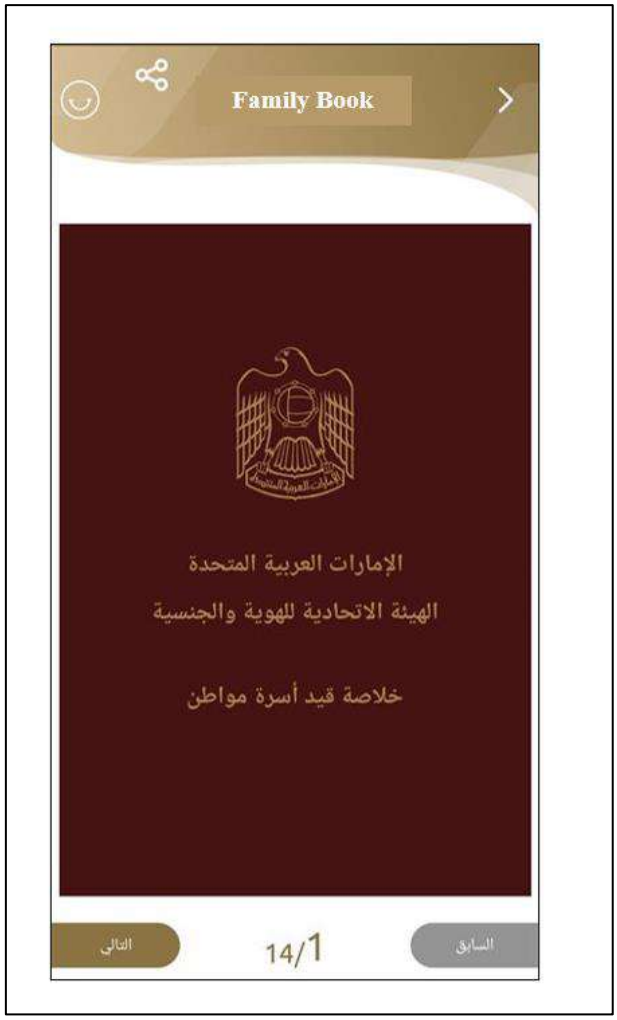

Figure 46: View the family book.

Sponsor File

This service allows the user to open a new sponsorship file.

- To access **"Sponsor File "**service, follow the below steps: -

1. Click on **"Main Menu"** from the main screen of the application.

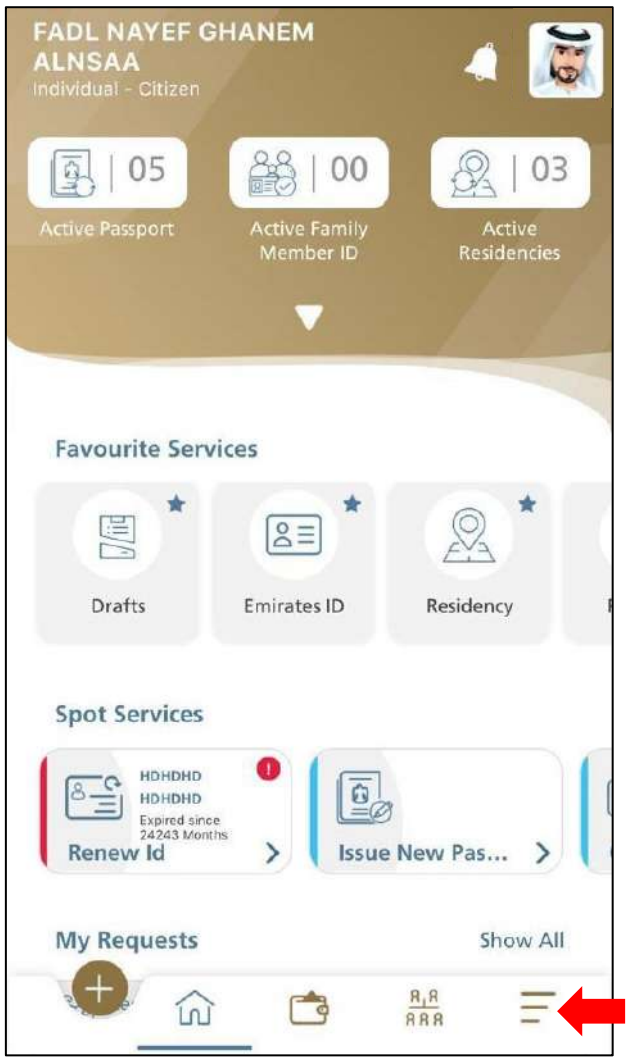

Figure 47: The main screen of the smart services application - access to the main menu - sponsor file.

2. The application will redirect the user to the main menu screen.

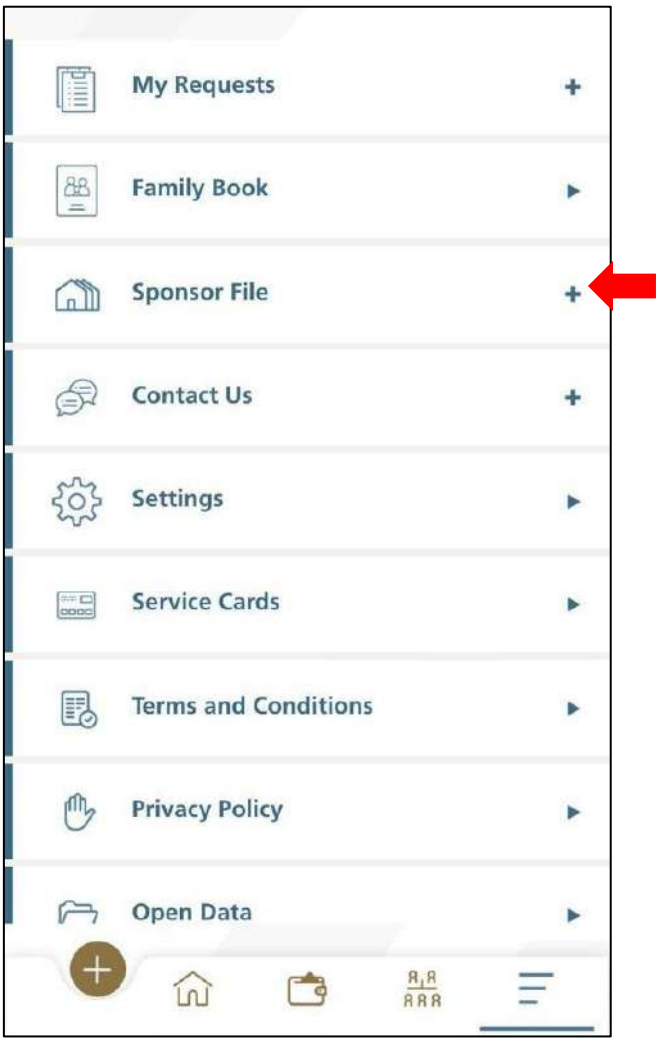

Figure 48: Main menu screen.

3. Click on **"Sponsor File"**.

4. A list of sub-services listed under the sponsorship file will appear.

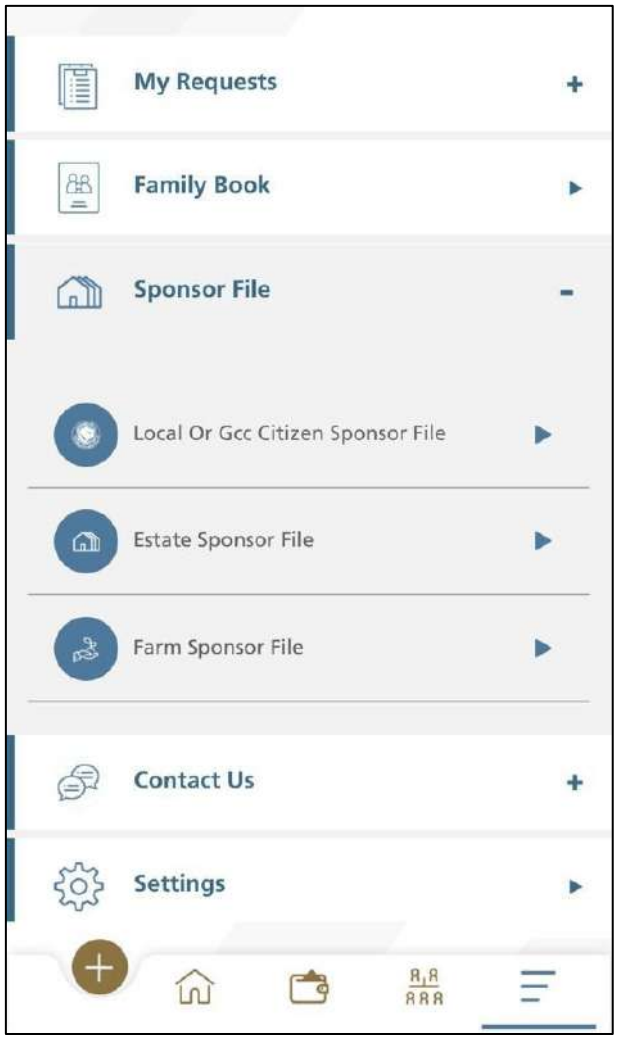

Figure 49: List of sub-services under the sponsorship file service.

Contact Us

This service allows the user to access the contact numbers of the Federal Authority for Identity and Citizenship, submit ideas and suggestions, access the chat screen with the virtual assistant Hamad, in addition to that reviewing the frequently asked questions.

- To access **"Contact Us "**service, follow the below steps: -

1. Click on **"Main Menu"** from the main screen of the application.

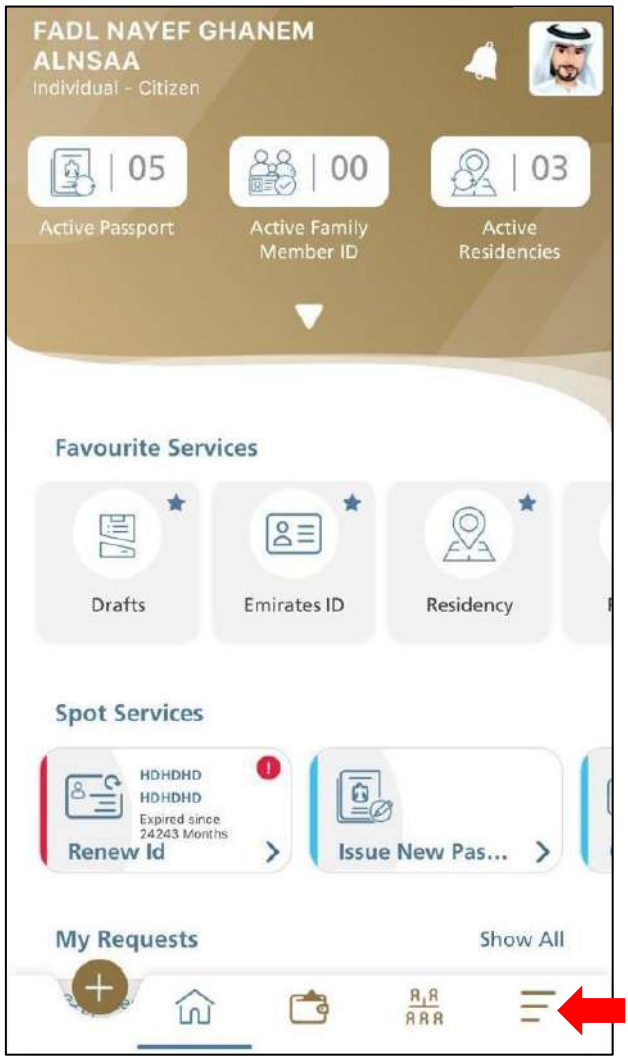

Figure 50: The main screen of the smart services application - access to the main menu – Contact Us.

2. The application will redirect the user to the main menu screen.

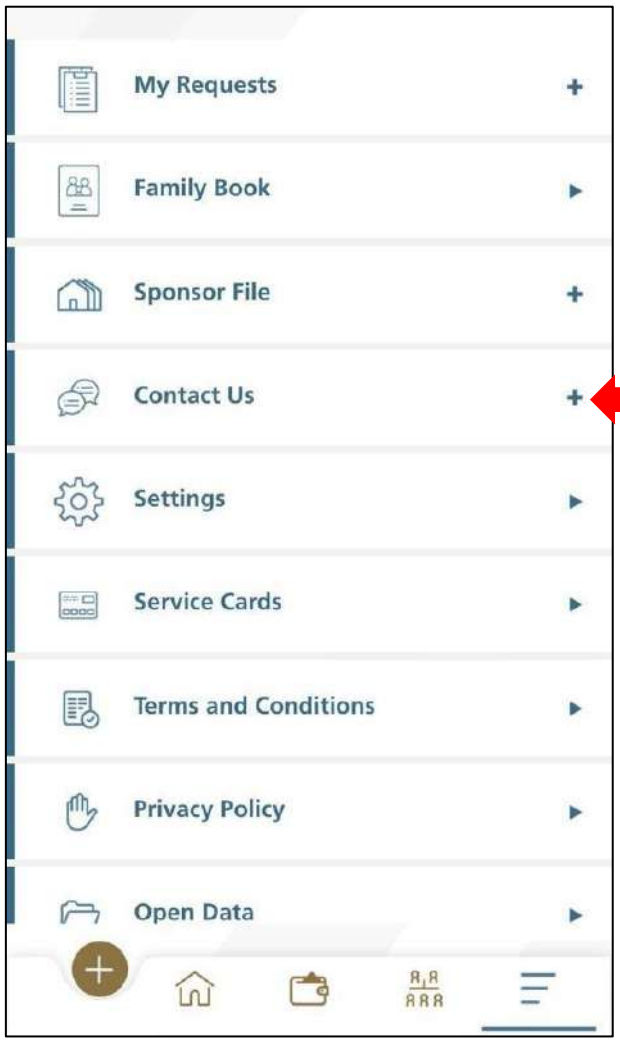

Figure 51: Main menu screen.

3. Click on **"Contact Us"**.

4. A list of sub-services under the Contact Us service will appear.

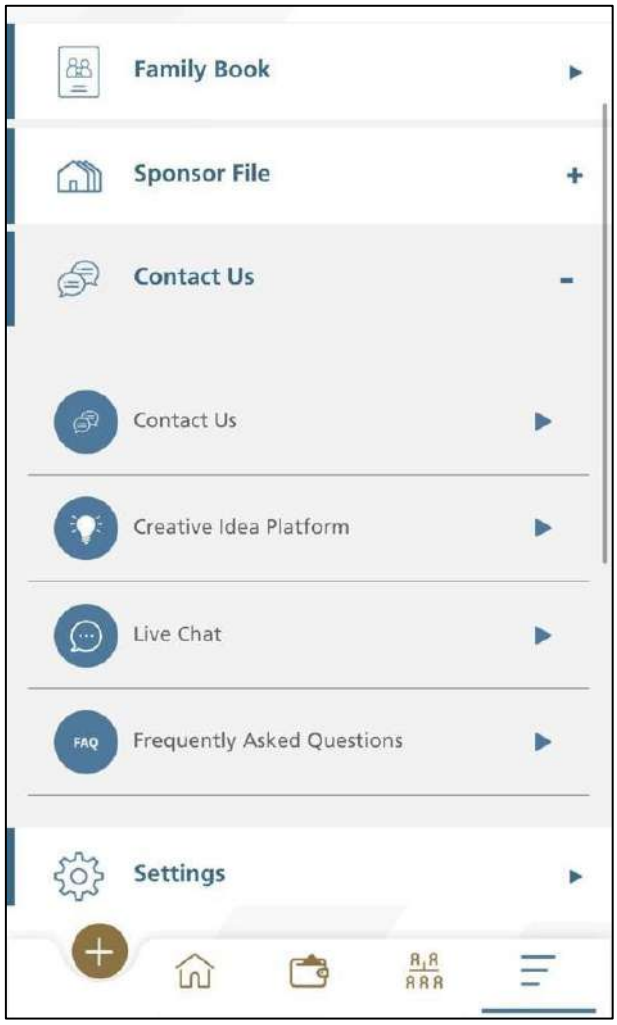

Figure 52: List of sub-services under the Contact Us service.

Setting

This service allows the user to access the user profile in addition to that controlling the application's settings in terms of activating the biometric, displaying the user's guide, changing the password or language, in addition to that controlling the font size and color of the application.

- To access **"Setting "**service, follow the below steps: -

1. Click on **"Main Menu"** from the main screen of the application.

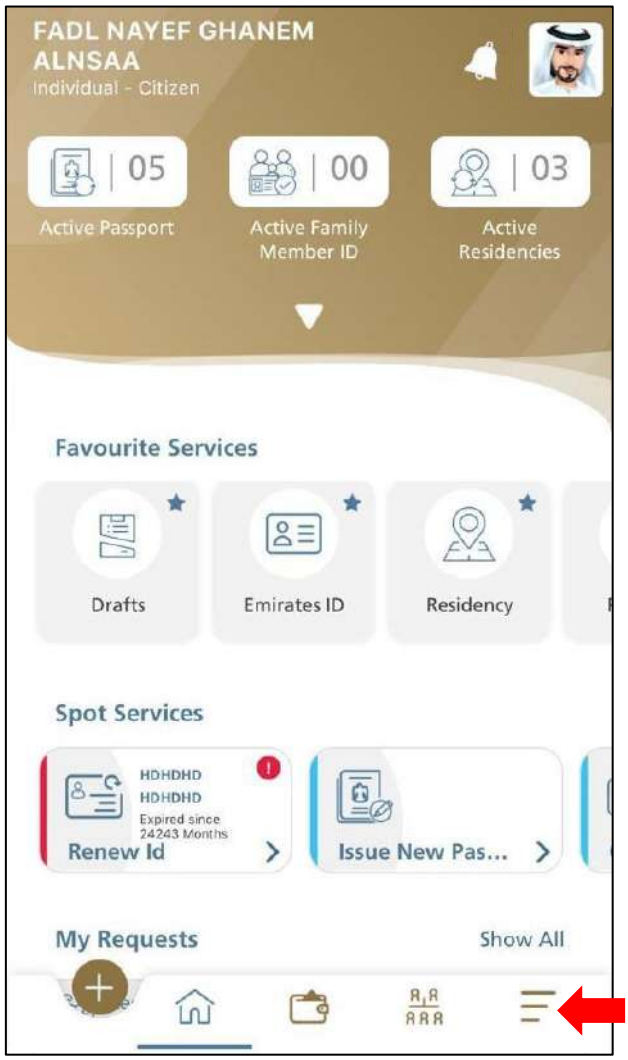

Figure 53: The main screen of the smart services application - access to the main menu – Setting.

2. The application will redirect the user to the main menu screen.

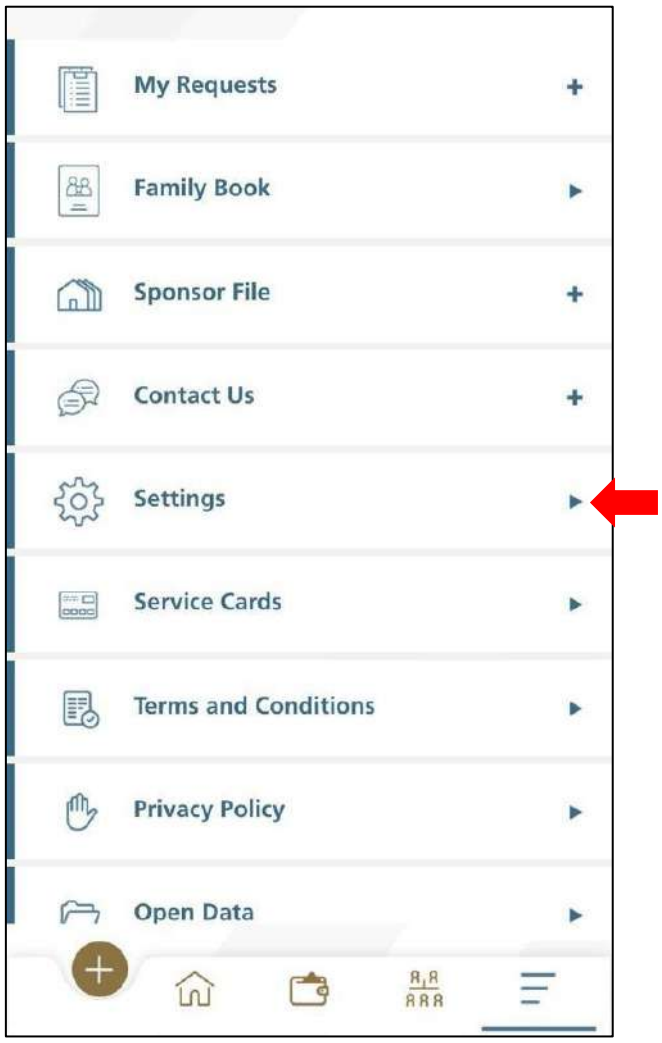

Figure 54: Main menu screen.

3. Click on **"Setting"**.

4. A list of settings for the smart services application will appear.

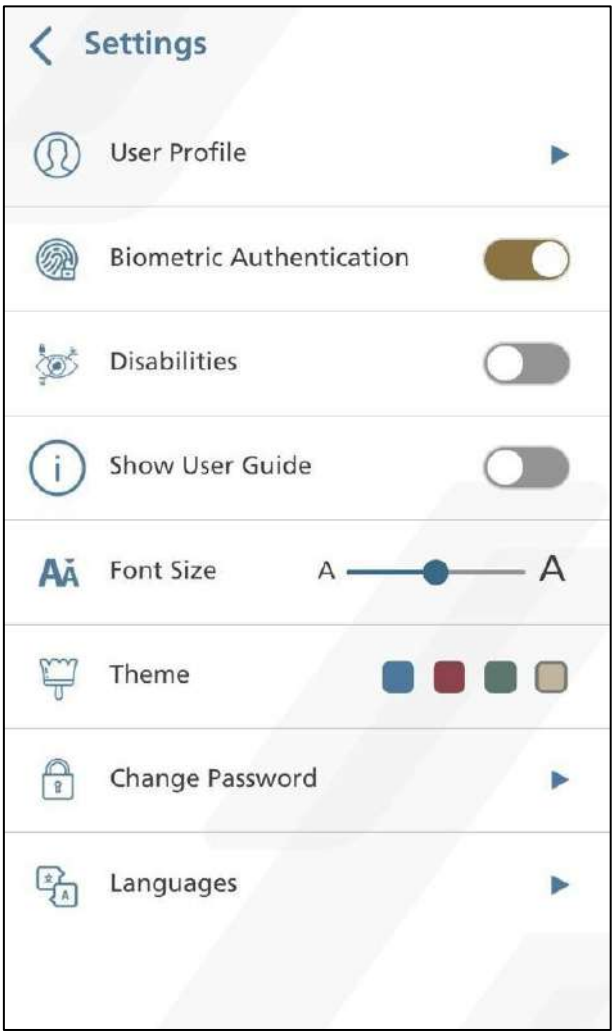

Figure 55: Setting List.

Service Cards

This service allows the user to obtain information related to the service that he / she wishes to apply for.

- To access **"Service Cards "**service, follow the below steps: -

1. Click on **"Main Menu"** from the main screen of the application.

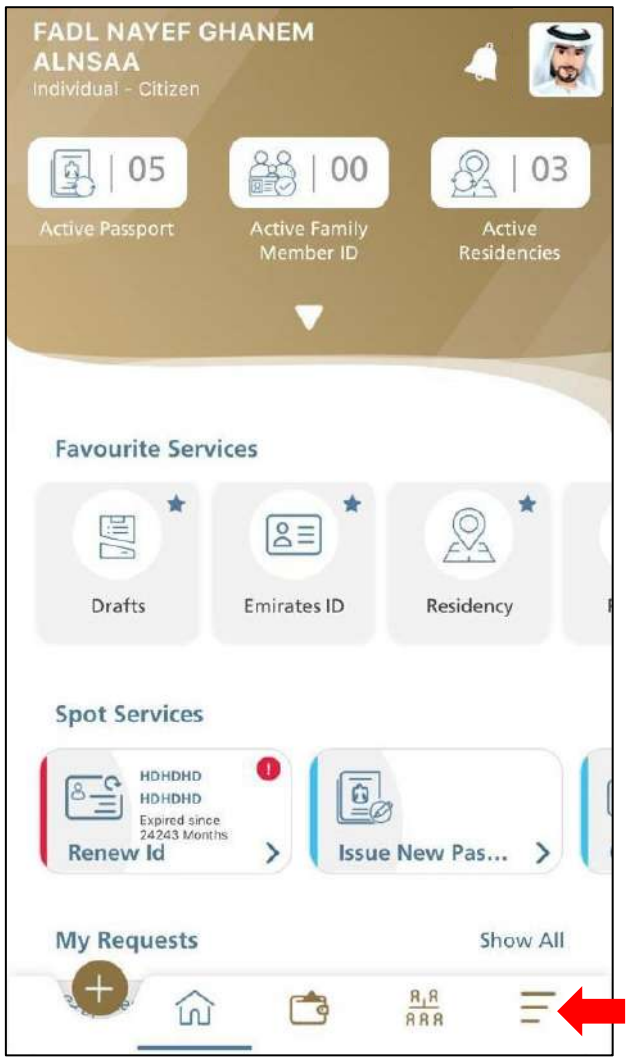

Figure 56: The main screen of the smart services application - access to the main menu – Service cards.

2. The application will redirect the user to the main menu screen.

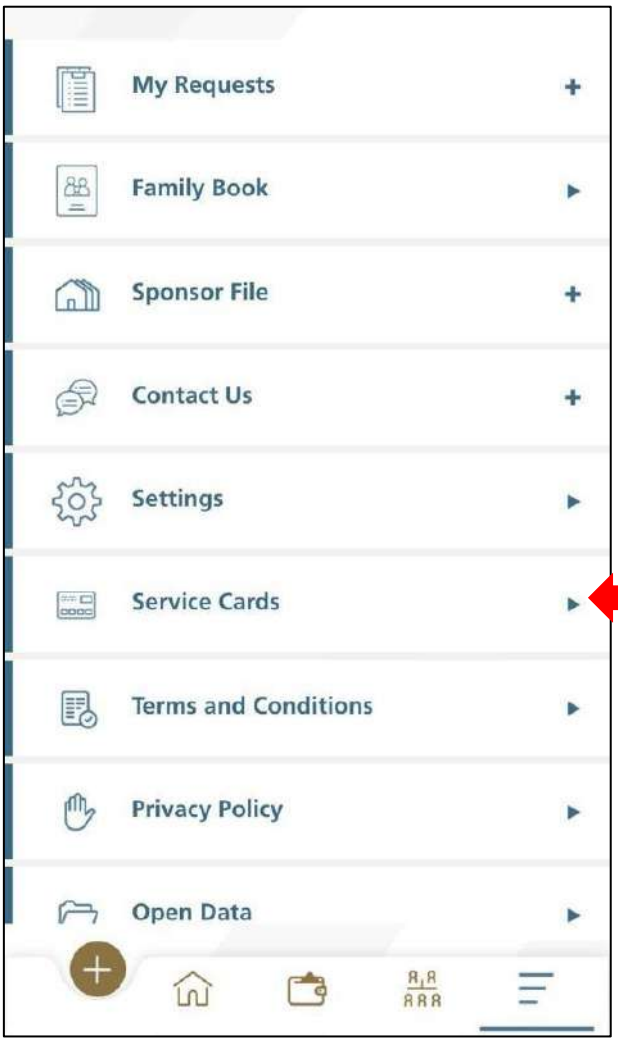

Figure 57: Main menu screen.

3. Click on **"service cards"**.

4. The user will see a list of departments, choose the required department.

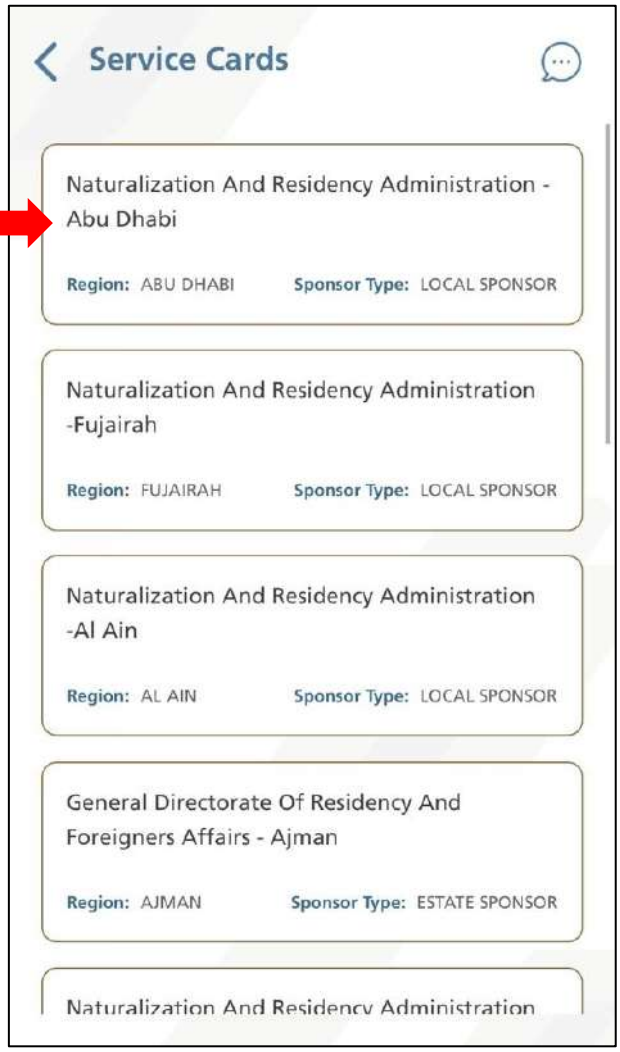

Figure 58: Department list.

5. When you click on the required **"Department"**, the application will redirect the user to the **"Services"** screen.

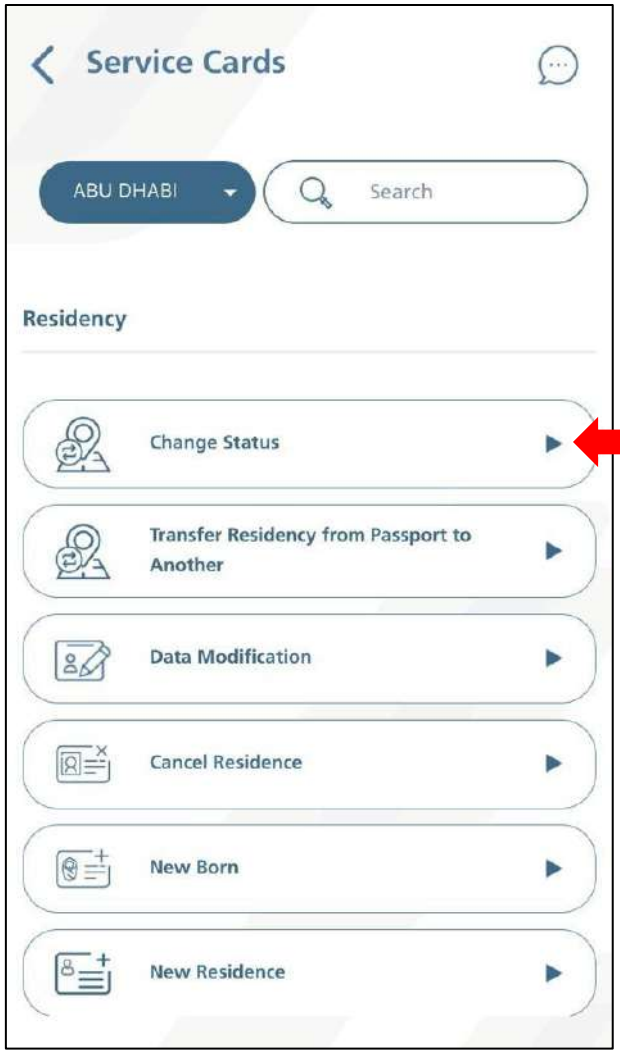

Figure 59: Service Screen.

6. Click on "View" to get information about the service that has been selected.

7. A **"Service Information"** screen will appear, which explains all the information and steps on how to obtain the service, in addition to the fees for this service.

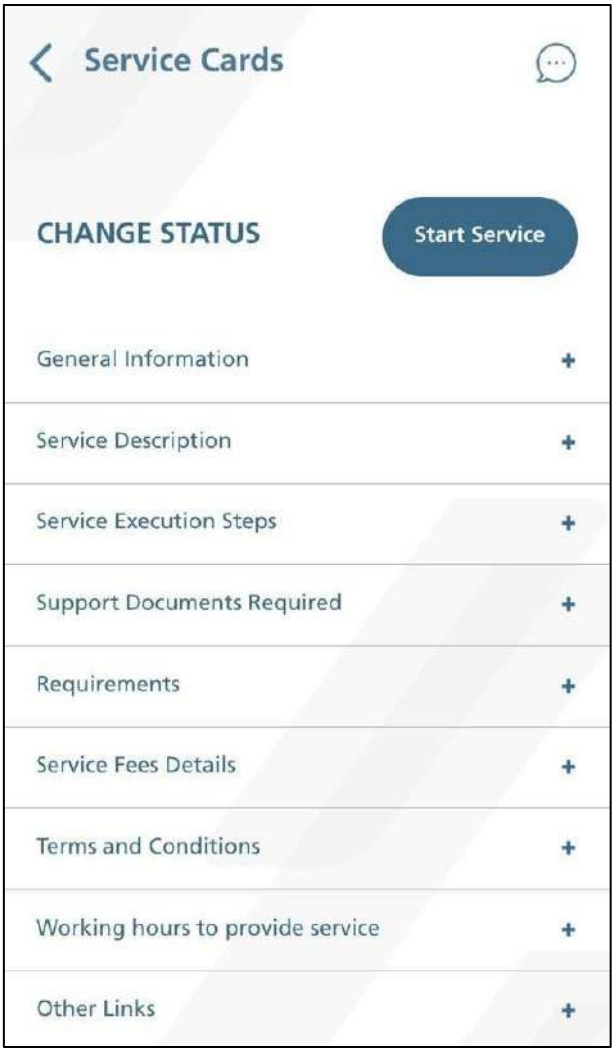

Figure 60: Service Card.

User Profile

This service allows the user to access his / her information in addition to that allowing the user to change the password and control notifications, text messages and e-mail.

- To access the user profile, follow the steps below.

1. Click on the user's **"personal photo".**

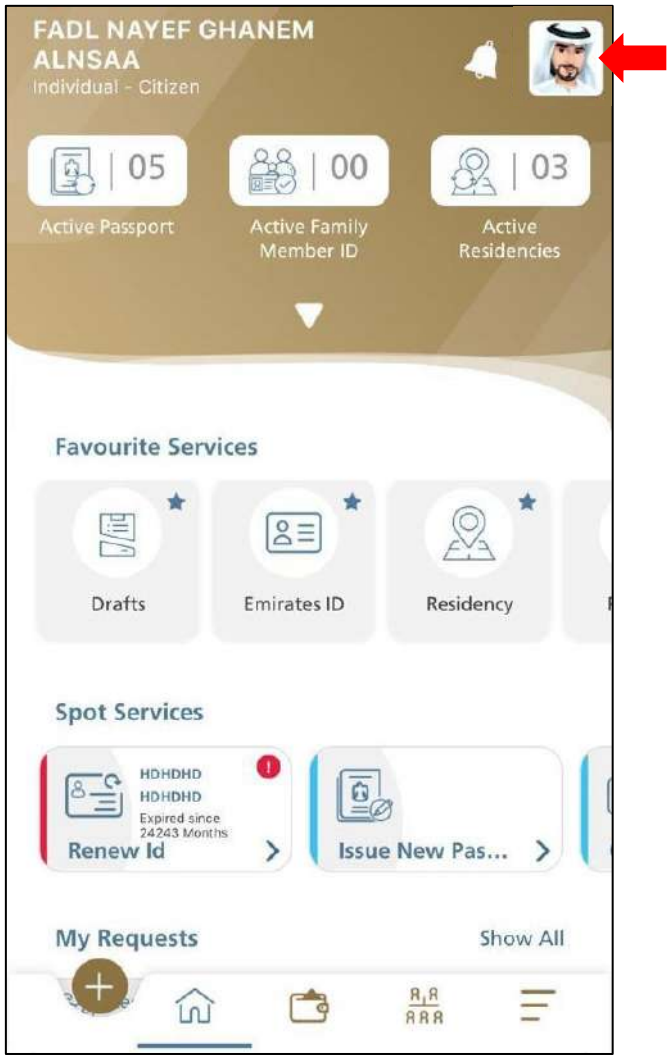

Figure 61: The main screen of the application - access to the user's profile.

2. The application will redirect the user to the **"User Information"** screen, click on **"User Profile"**.

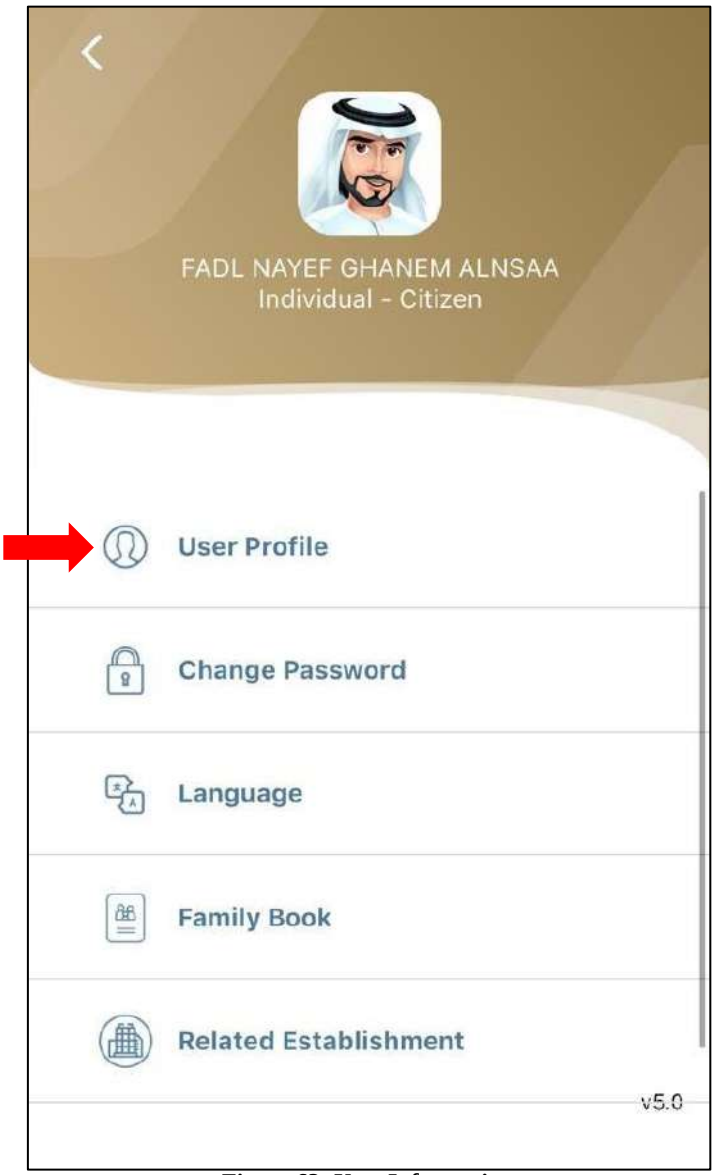

Figure 62: User Information.

3. The user will see the **"Edit Profile"** screen, which explains all the information about the account holder with the ability to amend this information.

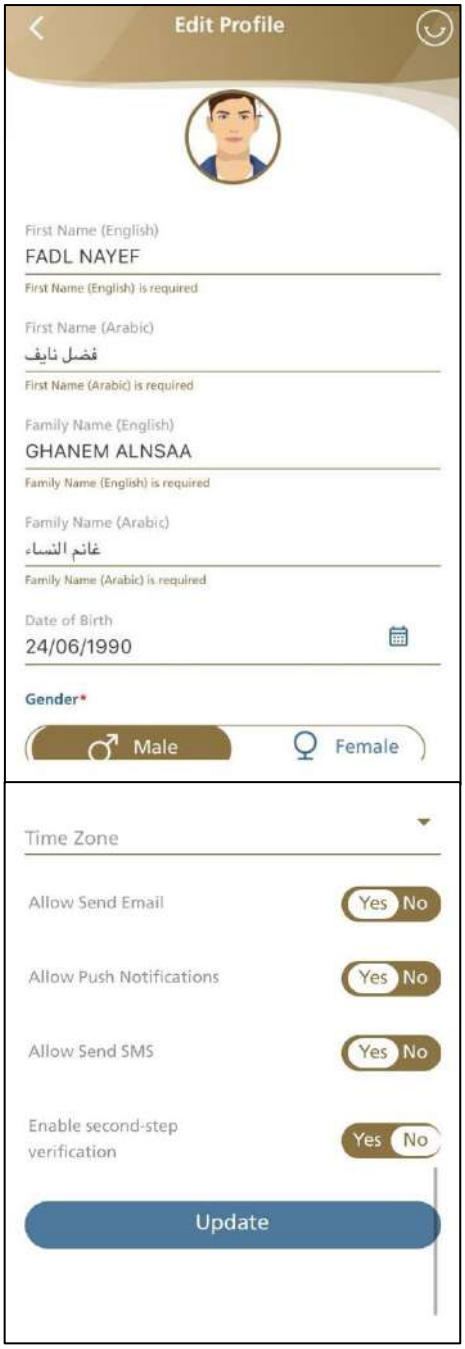

Figure 63: User profile screen.

Change Password

This service allows the user to reset the account password.

- To access the user profile, follow the steps below.

1. Click on the user's **"personal photo".**

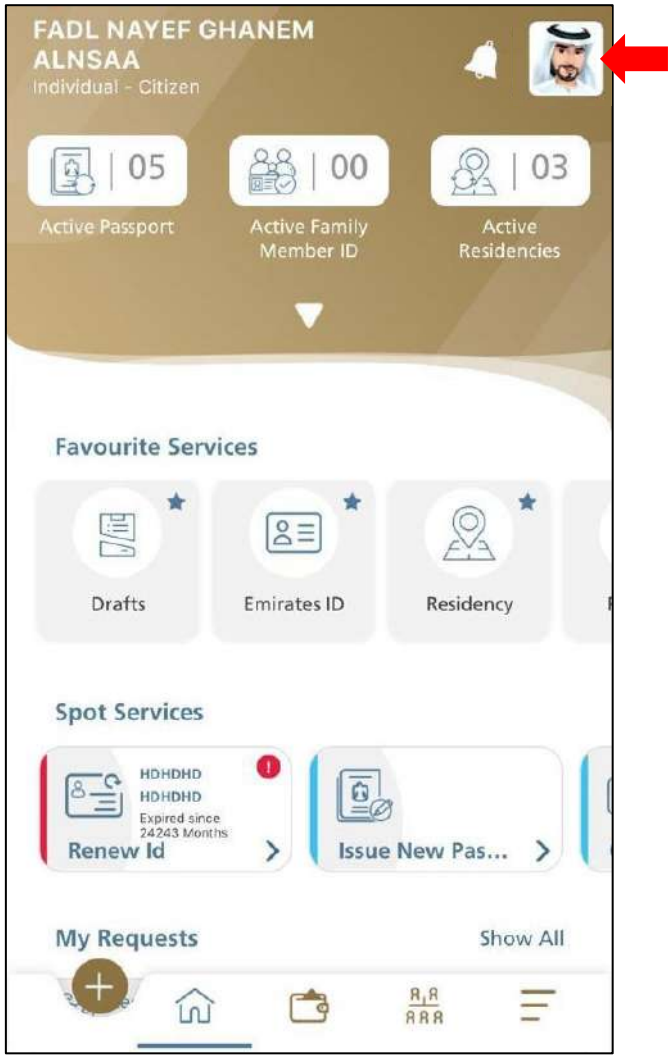

Figure 64: The main screen of the application - access to the Change password.

2. The application will redirect the user to the **"User Information"** screen, click on **"User Profile"**.

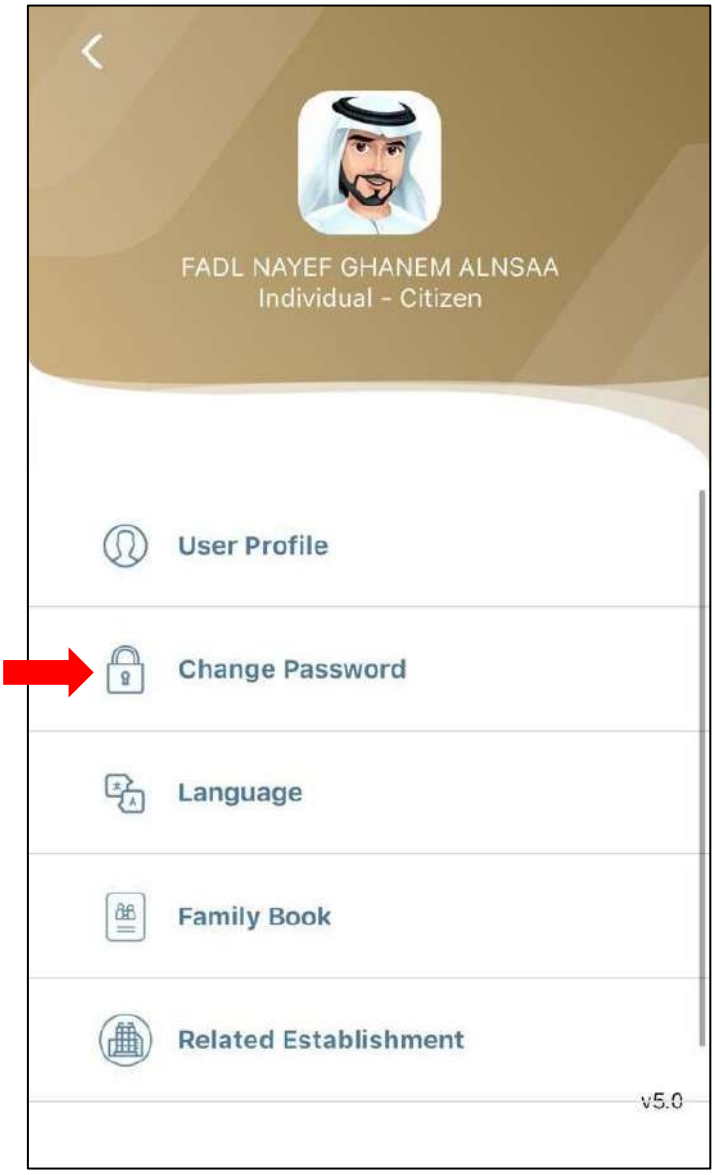

Figure 65: User information.

3. A **"change password"** screen will appear, enter the old password then the new password, and when you finished, click on "**Submit**" in order to complete the process.

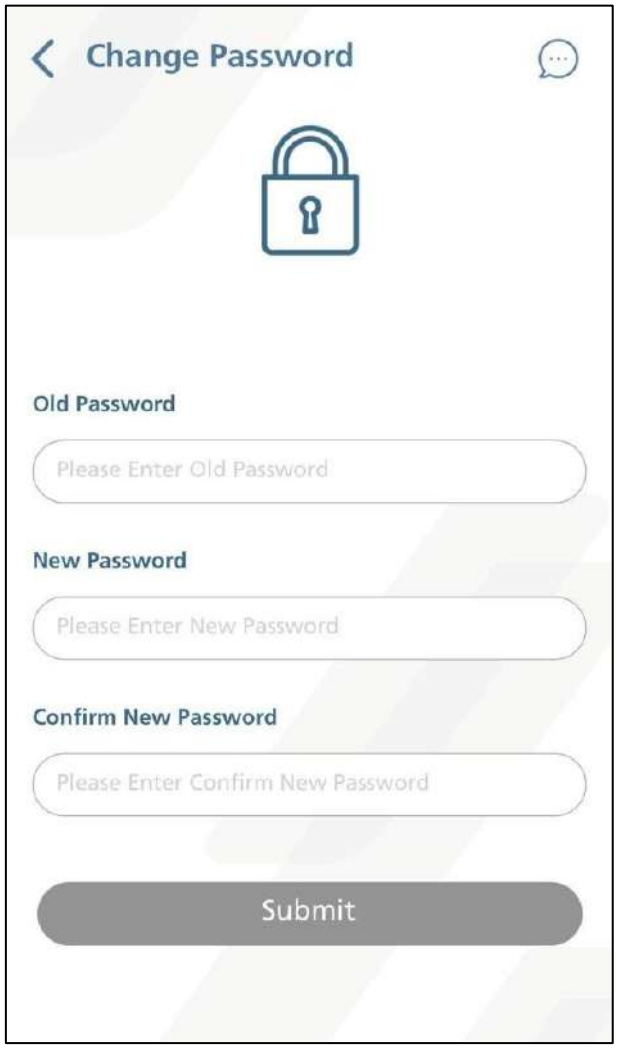

Figure 66: Change Password screen.