



## United Arab Emirates

# FEDERAL AUTHORITY FOR IDENTITY AND CITIZENSHIP

## Smart Services

### Residents 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 resident's services. It will also eliminate the need for applicants to visit service centers.

This system enables the UAE residents 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.

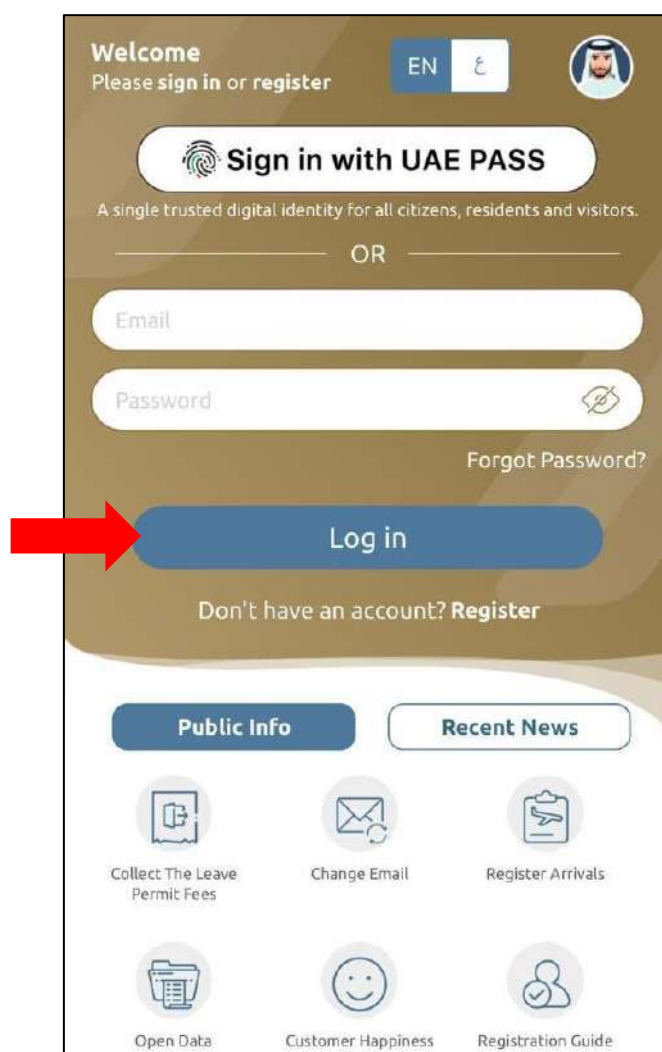


Figure 1: Log in page.

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

3. The user can change the application display language by clicking on "AR" if he/she 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.

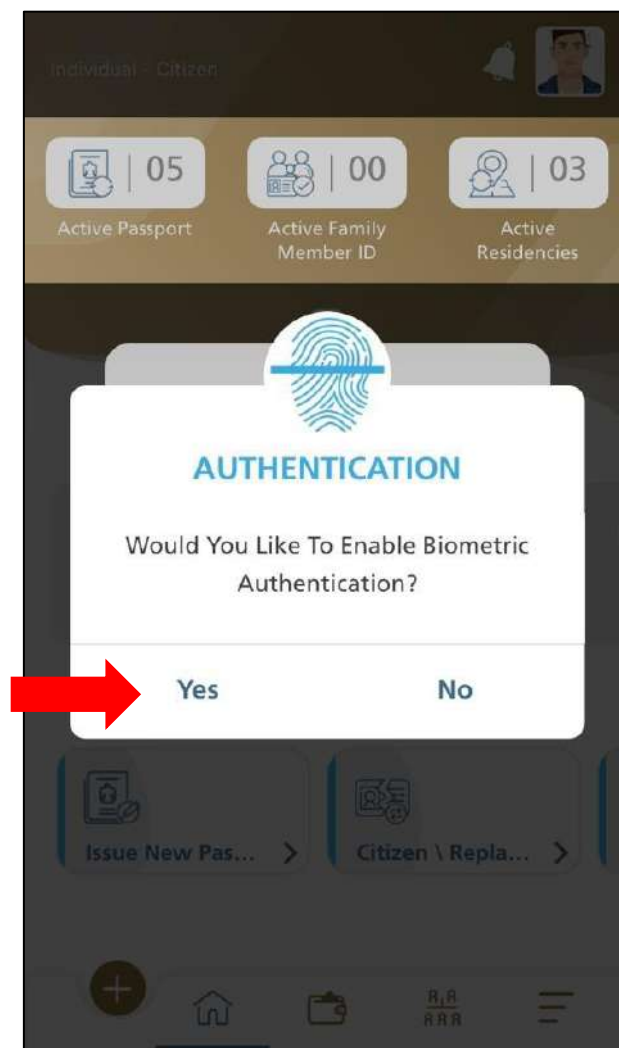


Figure 2: The main page for the smart services application - activating the biometric.

5. Click on "Yes" to activate the biometric.
6. The main page of the user account will appear, which contains all smart services.

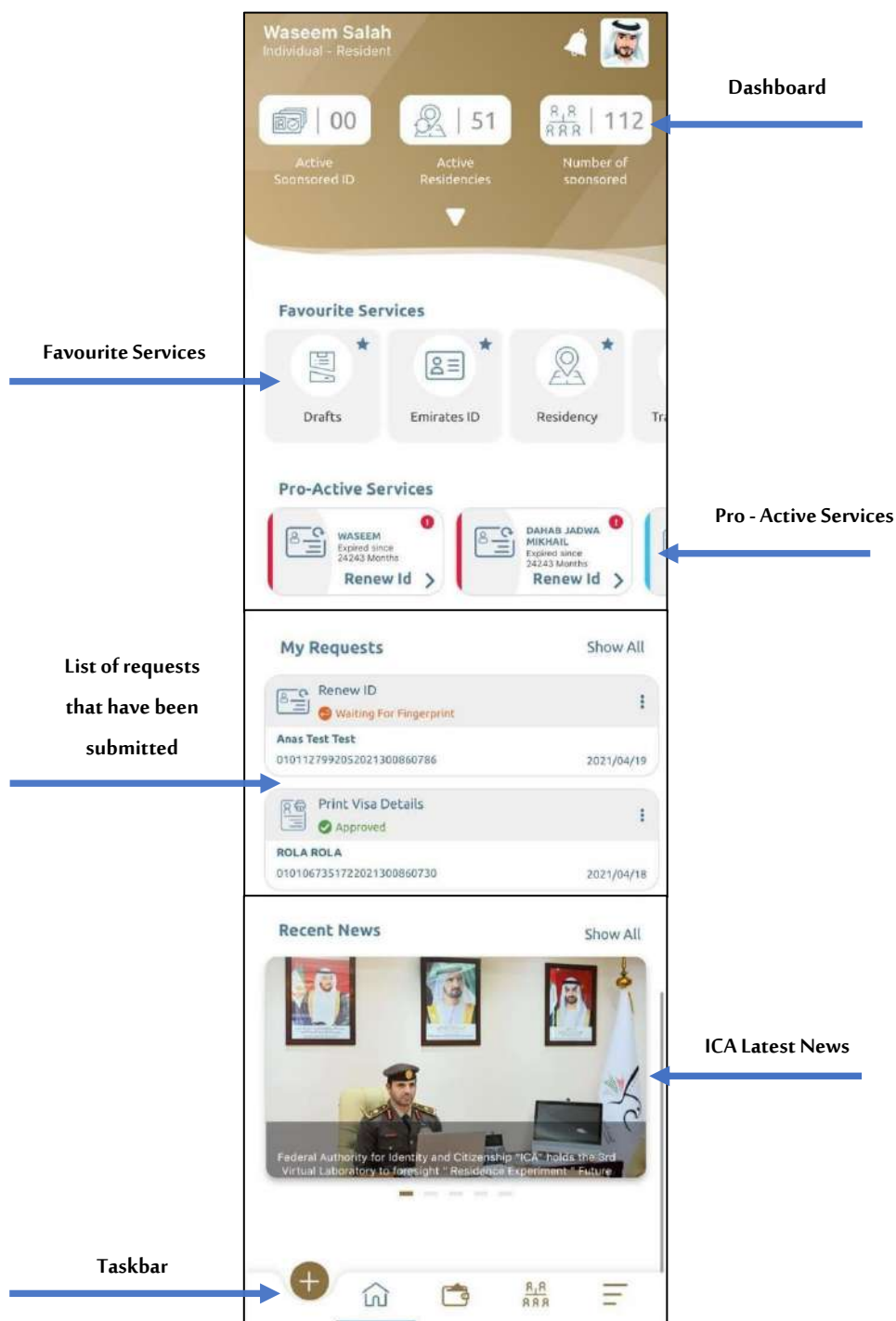










Figure 3: Smart services app - Home page

### Define the Dashboard Items


No	Icon	Technical Name	Description
1		Active Sponcer ID	shows the number of valid ids.
2		Active Residencies	shows the number of valid residencies
3		Number of Sponsored	shows the number of sponcored.

### 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		Sponsored Attachments	Shows the name and information of the sponsored persons with the ability to view the attachments.
4		Sponsored	Displaying the sponsored information with the ability to start a specific service for each sponsored person.
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.

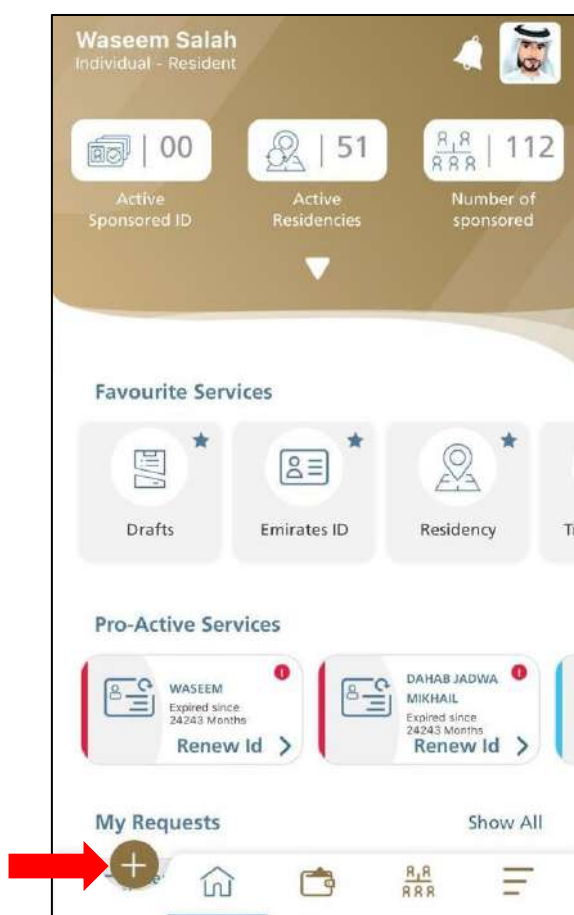


Figure 4: The main screen of the smart services application - adding a new request.



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

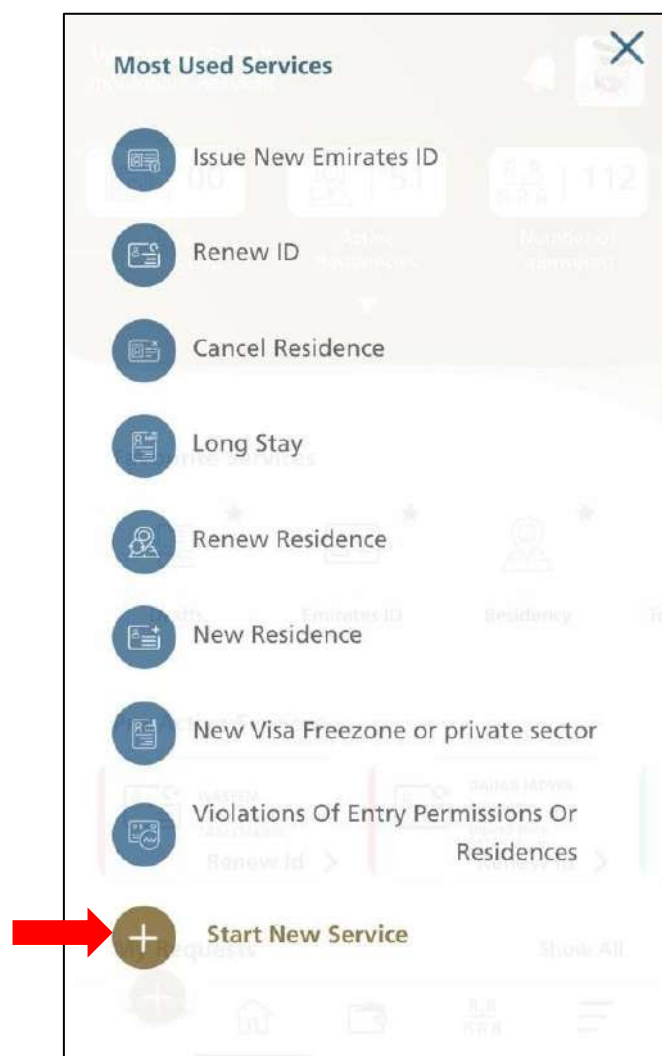




Figure 5: list of most used services.


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.

- 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 change the display of the services by clicking 

5. The app will redirect the user to “Sponsored” screen, select the family member.

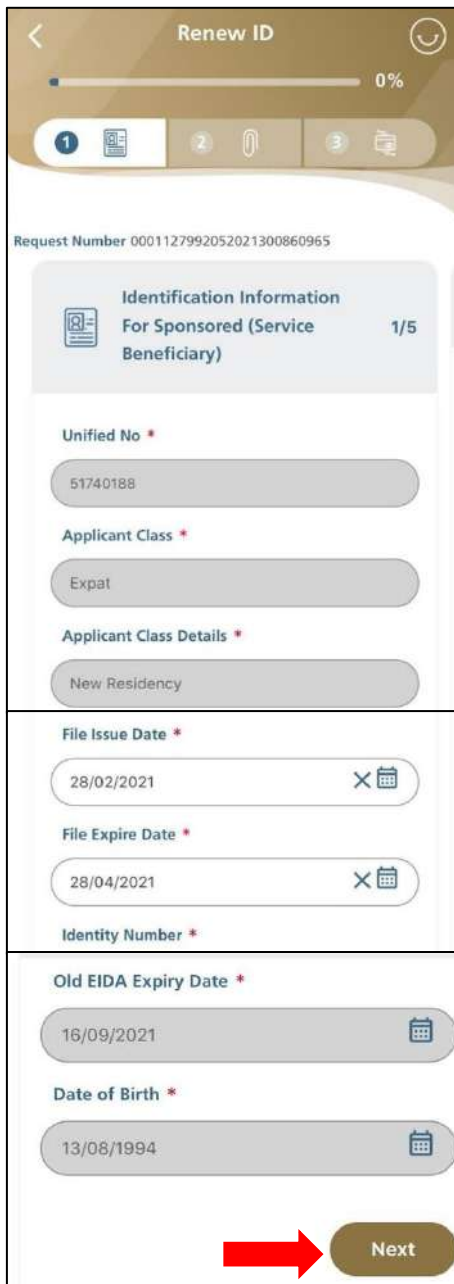


The screenshot shows the 'Sponsored' screen with a back arrow and a user profile icon. It lists two sponsored family members:

Sponsored Name	Service Type	Nationality	Unified Number	Issue Date	Expiry Date
Waseem Hassan Salah وسيم حسن صلاح	RESIDENCY - WORK - PUBLIC SECTOR WORK	STATE OF PALESTINE	3350216	02/02/2010	02/02/2025
Raed Moahhamd رايد محمد	VISA - RESIDENCE - RESIDENCE FOR A RESID WORKING IN PUBLIC SECTOR	JORDAN	51716726	07/10/2018	01/01/2023

Figure 7: Select the family member screen.

6. The application will redirect the user to the required service screen, as shown below.
7. Enter the required information in the **"Identification Information for Sponsored"** screen.

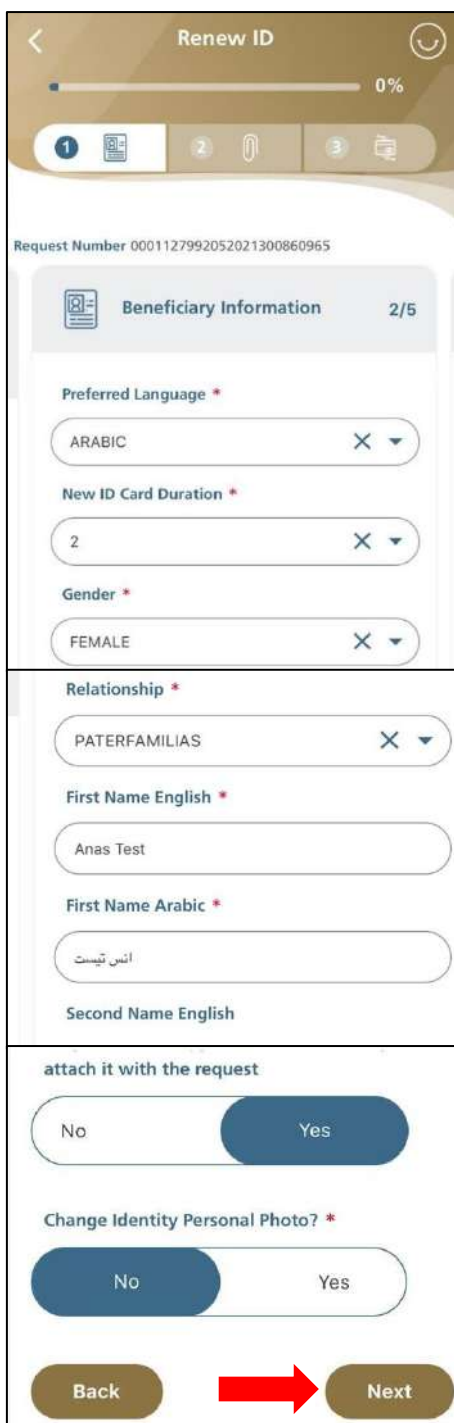


The screenshot shows a mobile application interface for renewing an ID. The title bar at the top says "Renew ID" with a back arrow on the left and a smiley face icon on the right. Below the title bar is a progress indicator showing 0% completion. A navigation bar contains three steps: 1 (active), 2, and 3. The main content area displays the "Request Number 0001127992052021300860965". Below this is a section titled "Identification Information For Sponsored (Service Beneficiary)" with a sub-header "1/5". The form contains several fields: "Unified No \*" with the value "51740188", "Applicant Class \*" with the value "Expat", "Applicant Class Details \*" with the value "New Residency", "File Issue Date \*" with the value "28/02/2021", "File Expire Date \*" with the value "28/04/2021", "Identity Number \*" (empty), "Old EIDA Expiry Date \*" with the value "16/09/2021", and "Date of Birth \*" with the value "13/08/1994". At the bottom right, there is a red arrow pointing to a "Next" button.

Figure 8: Identification Information for Sponsored Screen.

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

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



Renew ID

0%

1 2 3

Request Number 0001127992052021300860965

**Beneficiary Information** 2/5

Preferred Language \*

ARABIC X

New ID Card Duration \*

2 X

Gender \*

FEMALE X

Relationship \*

PATERFAMILIAS X

First Name English \*

Anas Test

First Name Arabic \*

انيس تيسيت

Second Name English

attach it with the request

No Yes

Change Identity Personal Photo? \*

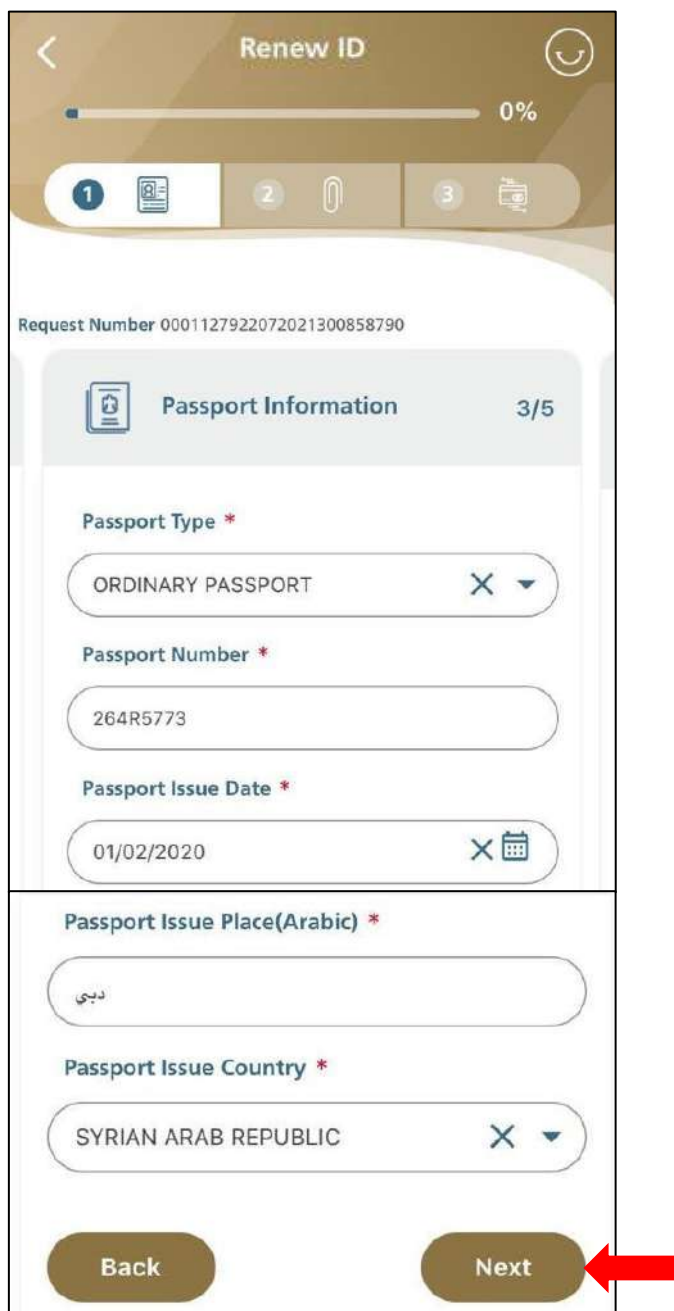
No Yes

Back Next

Figure 9: Beneficiary Information Screen.

10. Click on "Next" to move to the "passport Information" screen.

11. Enter the travel / passport document information.



Renew ID

0%

1 2 3

Request Number 0001127922072021300858790

Passport Information 3/5

Passport Type \*

ORDINARY PASSPORT

Passport Number \*

264R5773

Passport Issue Date \*

01/02/2020

Passport Issue Place(Arabic) \*

دبي

Passport Issue Country \*

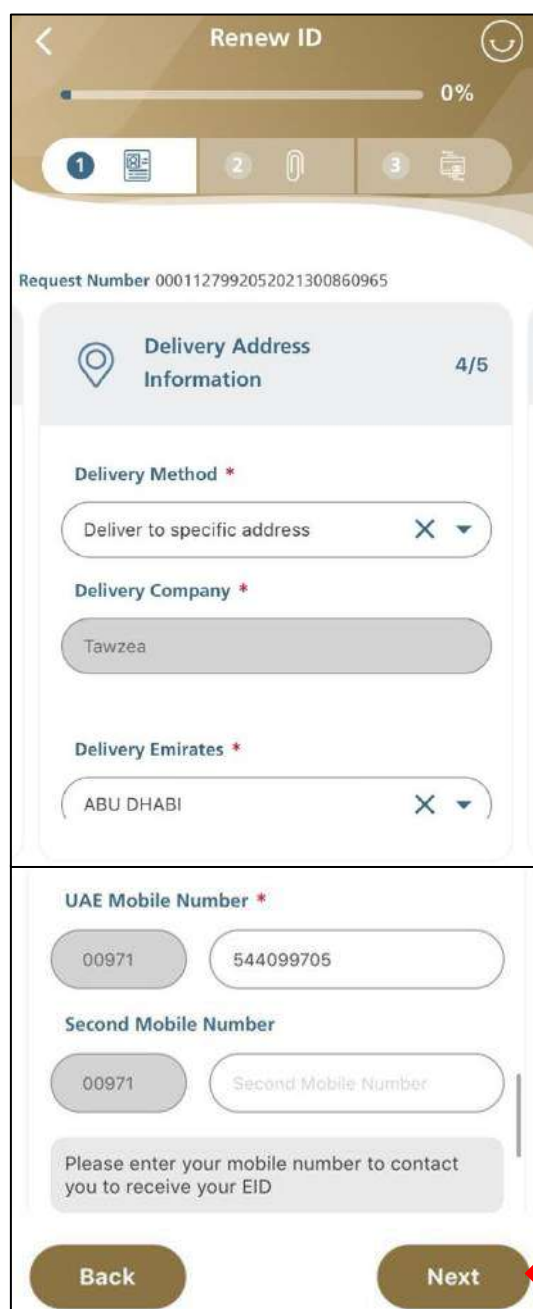
SYRIAN ARAB REPUBLIC

Back Next

Figure 10: Travel / Passport document information Screen.

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

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



Renew ID

0%

1 2 3

Request Number 0001127992052021300860965

Delivery Address Information 4/5

Delivery Method \*

Deliver to specific address X

Delivery Company \*

Tawzea

Delivery Emirates \*

ABU DHABI X

UAE Mobile Number \*

00971 544099705

Second Mobile Number

00971 Second Mobile Number

Please enter your mobile number to contact you to receive your EID

Back Next

Figure 11: Delivery address information

14. Click on "Next" to move to the "Residence Information" screen.

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



Renew ID

0%

1 2 3

Request Number 0001127992052021300860965

Residence Information 5/5

Add New Address

Emirate: ABU DHABI  
City: ABU DHABI  
UAE Phone number: 25065456  
Detailed Address:  
Address Source: UserProfile

Residency Address Emirate \*

ABU DHABI

Residency Address City \*

ABU DHABI

Residency Address Area \*

Umm Al Nar

Detailed Address \*

Applicant location outside UAE \*

5050

Permanent Mobile Number \*

00971 503597414

Back Next

Figure 12: Residence Information

16. Click on "Next" to move to the "Attachments" screen.



17. Upload the required attachments, and after that click on “Next” to move to the “Review the application” screen.



The screenshot shows the 'Renew ID' screen with a progress bar at 30%. Below the progress bar are three steps: 1 (document icon), 2 (paperclip icon), and 3 (ID card icon). The 'Request Number' is 0001127992052021300860965. There are two tabs: 'Required' (selected) and 'Optional'. Under the 'Required' tab, there are four items: 'PASSPORT COPY', 'ORIGINAL ENTRY PERMISSION', 'Emirates ID Card - Front', and a partially visible 'Emirates ID Card - Back'. Each item has a placeholder image with a red 'X' and a blue 'X' button. At the bottom, there are 'Back' and 'Next' buttons. A red arrow points to the 'Next' button.

Figure 13: Attachment's screen.

18. Review the information and make sure its correct. After that click on **“Pay”** to move to the **“Appointment”** screen.

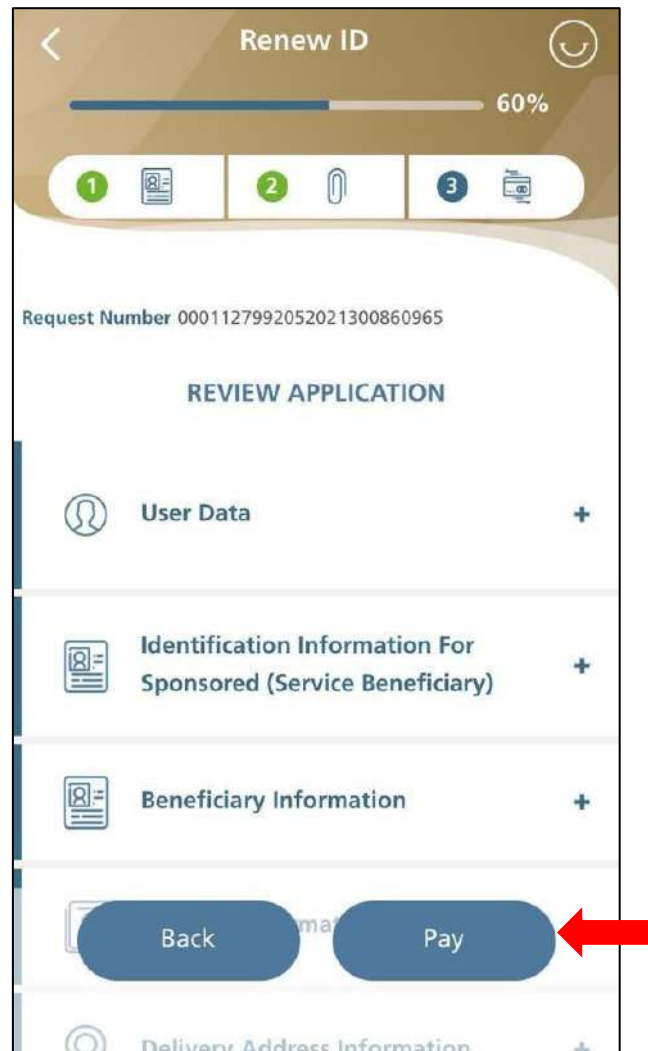
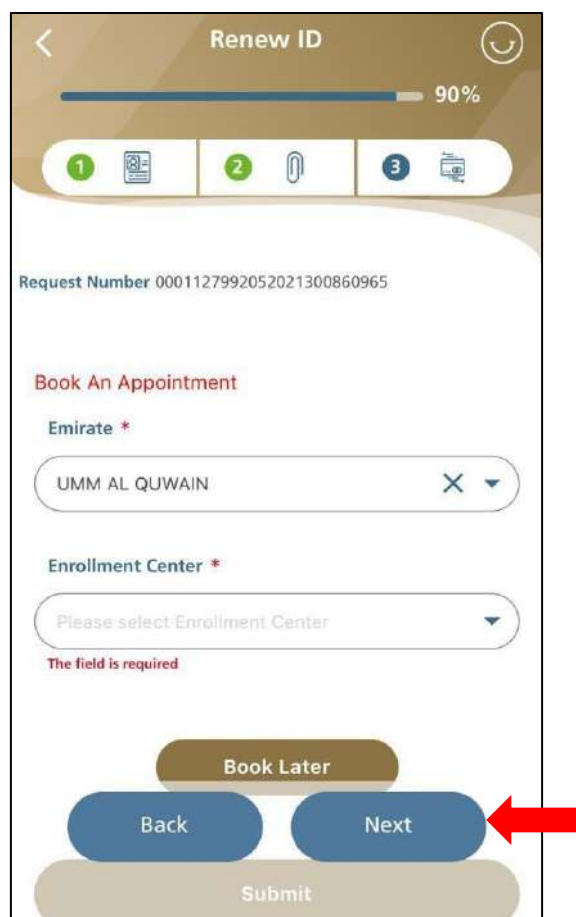


Figure 14: Review the application Screen.

19. The app will redirect the user to **“Book an Appointment”** screen, select the appointment and then click on **“Next”** to move to **“Pay”** screen.



Renew ID

90%

1 2 3

Request Number 0001127992052021300860965

**Book An Appointment**

Emirate \*

UMM AL QUWAIN

Enrollment Center \*

Please select Enrollment Center

The field is required

Book Later

Back Next

Submit

Figure 15: Book an Appointment Screen.

- The user can postpone booking by clicking on **"Book Later"**.

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

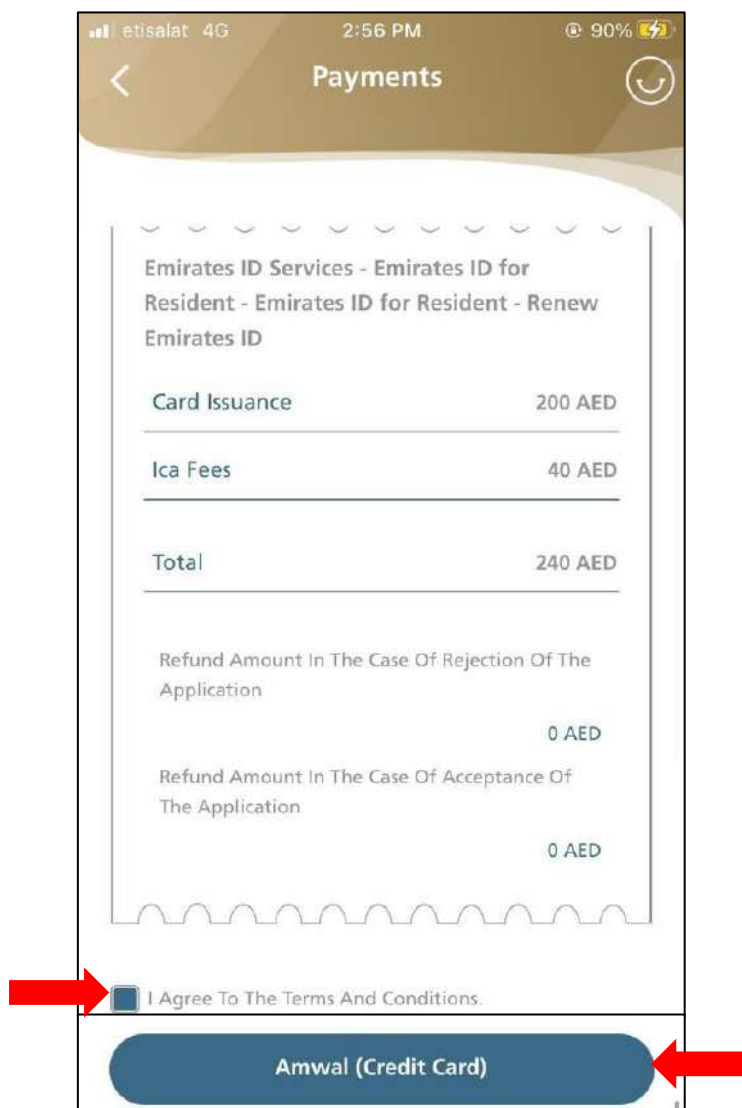


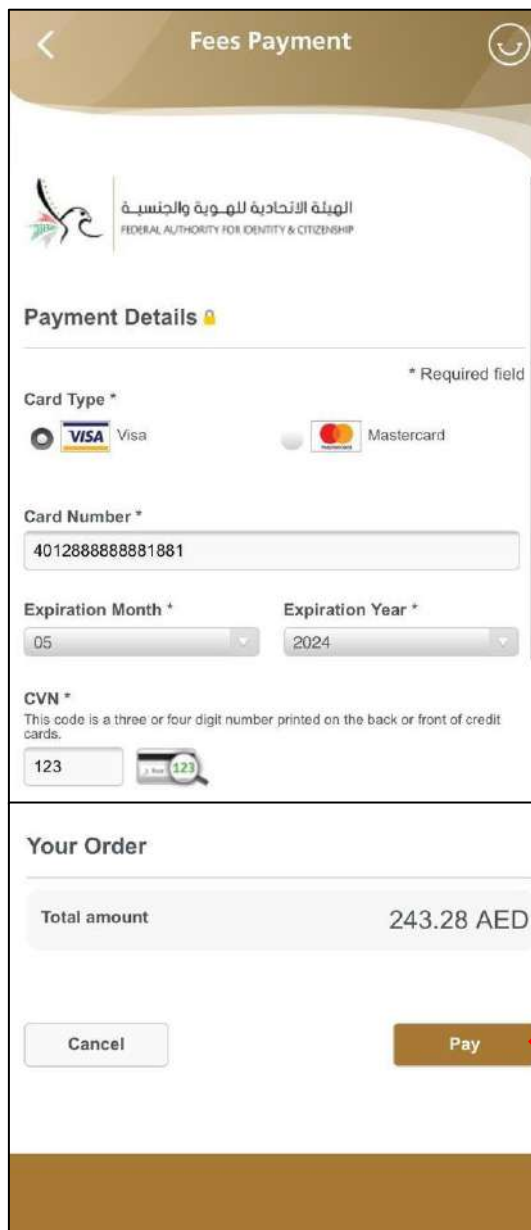
Figure 16: Payment screen.

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

22. 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"**.

23. 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"**.



The screenshot shows the 'Fees Payment' screen. At the top, there is a back arrow, the title 'Fees Payment', and a circular icon. Below this is the logo and name of the Federal Authority for Identity & Citizenship. The main section is titled 'Payment Details' with a lock icon. It contains several fields: 'Card Type' with radio buttons for 'Visa' and 'Mastercard'; 'Card Number' with a text input field containing '4012888888881881'; 'Expiration Month' and 'Expiration Year' with dropdown menus showing '05' and '2024' respectively; and 'CVN' with a text input field containing '123' and a small icon of a card. Below this is a section titled 'Your Order' showing 'Total amount' as '243.28 AED'. At the bottom, there are two buttons: 'Cancel' and 'Pay'. A red arrow points to the 'Pay' button.

Figure 17: Payment details screen.

- After completing the "**submission**", a message will appear 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.

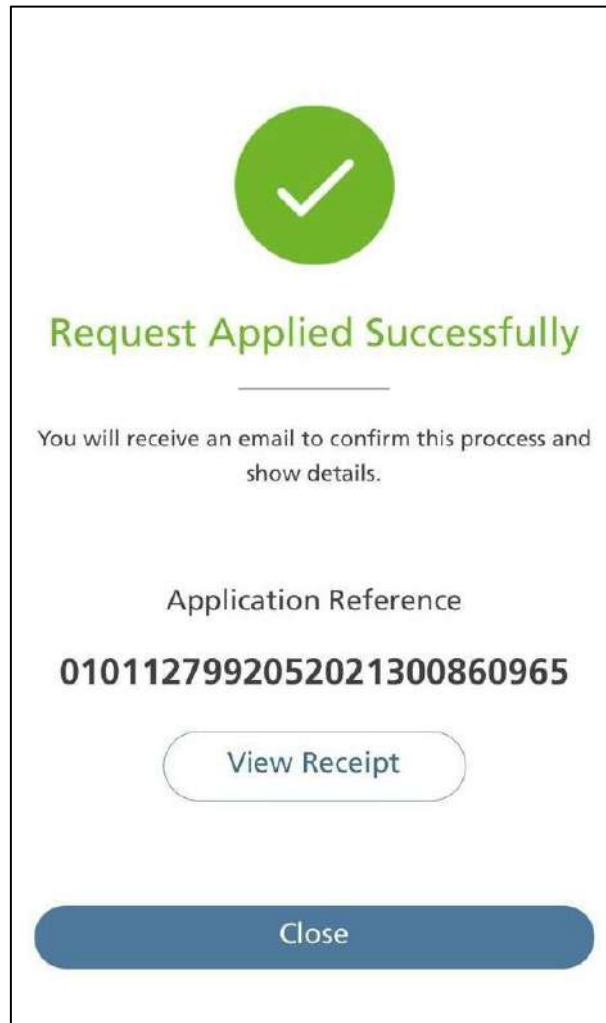


Figure 18: A message confirming that the application has been submitted successfully.

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

- The user will see the tax invoice details.



## الهيئة الاتحادية للهوية والجنسية

### FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP




United Arab Emirates

**Tax Invoice**

٥ ٣ ٢ ١ ٤ ٢ ٥ ٢ ١ ٥ ٥ ٩ ٧ ٢ ٢ ٢ ٩ ٥ ٨

**فاتورة ضريبة**

**Service Name :** خدمات الهوية الإماراتية - هوية بطيم - خدمات هوية إماراتية  
Emirates ID Services - Emirates ID for Resident - Emirates ID for Resident - Emirates ID

**Applicant Name :** واسع هاشم اسم مقدم الطلب

**Payment Date :** 20/04/2021 تاريخ الدفع

**Transaction Number :** 422104201547228630 رقم العملية

**Receipt Number :** 0320520/100722898 رقم الإيصال

**Application Number :** 0101127992052021300860965 رقم الطلب

**Master Application Request :** رقم الطلب الرئيسي

Fee Description	Is Refundable قابل للاسترداد	Amount المبلغ	VAT الضريبة	وصف الرسوم
Card Issuance	No <input type="checkbox"/>	200.00	0.00	رسوم إصدار البطاقة
ELECTRONIC PAYMENT FEE	No <input type="checkbox"/>	3.12	0.36	رسوم الدفع الإلكتروني
ICA fees	No <input type="checkbox"/>	40.00	0.00	رسوم الهيئة الاتحادية للهوية والجنسية
		243.12	0.36	
<b>Total</b>		<b>243.28</b>	<b>AED</b>	<b>المجموع</b>

**Print Date :** 20/04/2021 1:02:37PM

**تاريخ الطباعة :**

\* رسوم الخدمات الضمنية

\*\* رسوم الدفع الإلكتروني

\*\*\* رسوم الخدمات الإلكترونية

١- رسوم إصدار البطاقة: ٢٠٠.٠٠ درهم إماراتي (بما في ذلك رسوم البطاقة)

٢- رسوم الدفع الإلكتروني: ٣.١٢ درهم إماراتي (بما في ذلك رسوم الدفع الإلكتروني)

٣- رسوم الهيئة الاتحادية للهوية والجنسية: ٤٠.٠٠ درهم إماراتي (بما في ذلك رسوم الهيئة الاتحادية للهوية والجنسية)

٤- رسوم البطاقة: ٣.١٢ درهم إماراتي (بما في ذلك رسوم البطاقة)

٥- رسوم الدفع الإلكتروني: ٠.٣٦ درهم إماراتي (بما في ذلك رسوم الدفع الإلكتروني)

٦- رسوم الإيصال: ٠.٣٦ درهم إماراتي (بما في ذلك رسوم الإيصال)

٧- رسوم الطلب: ٠.٣٦ درهم إماراتي (بما في ذلك رسوم الطلب)

٨- رسوم الطلب الرئيسي: ٠.٣٦ درهم إماراتي (بما في ذلك رسوم الطلب الرئيسي)

٩- رسوم الطلب الرئيسي: ٠.٣٦ درهم إماراتي (بما في ذلك رسوم الطلب الرئيسي)

١٠- رسوم الطلب الرئيسي: ٠.٣٦ درهم إماراتي (بما في ذلك رسوم الطلب الرئيسي)


**Figure 19: 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.

## 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 sponsored members screen, follow the below steps: -

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

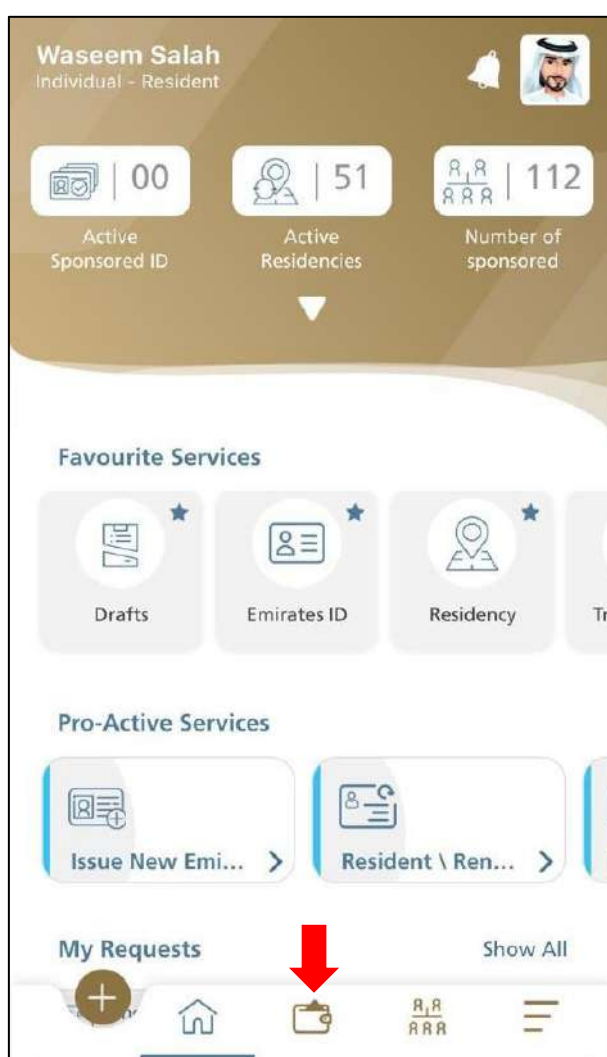


Figure 7: The main screen of the smart services application - access the sponsored attachments screen.



2. A "List of the sponsored" screen will appear. Click on the sponsored person to display the attachments.

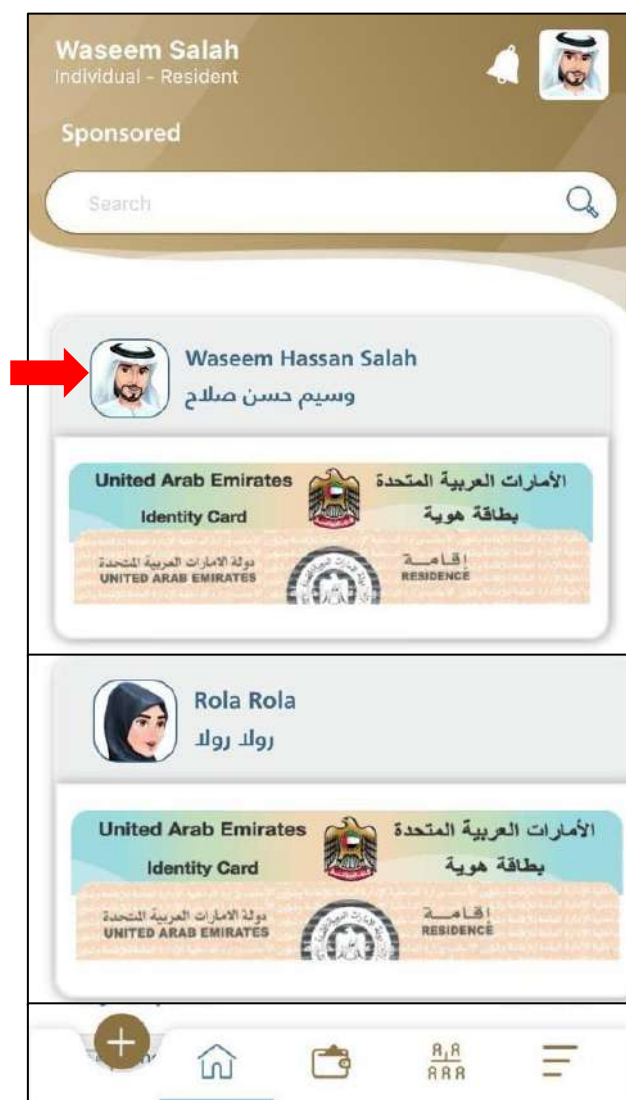


Figure 21: Sponsored attachments Screen.

- 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"**.

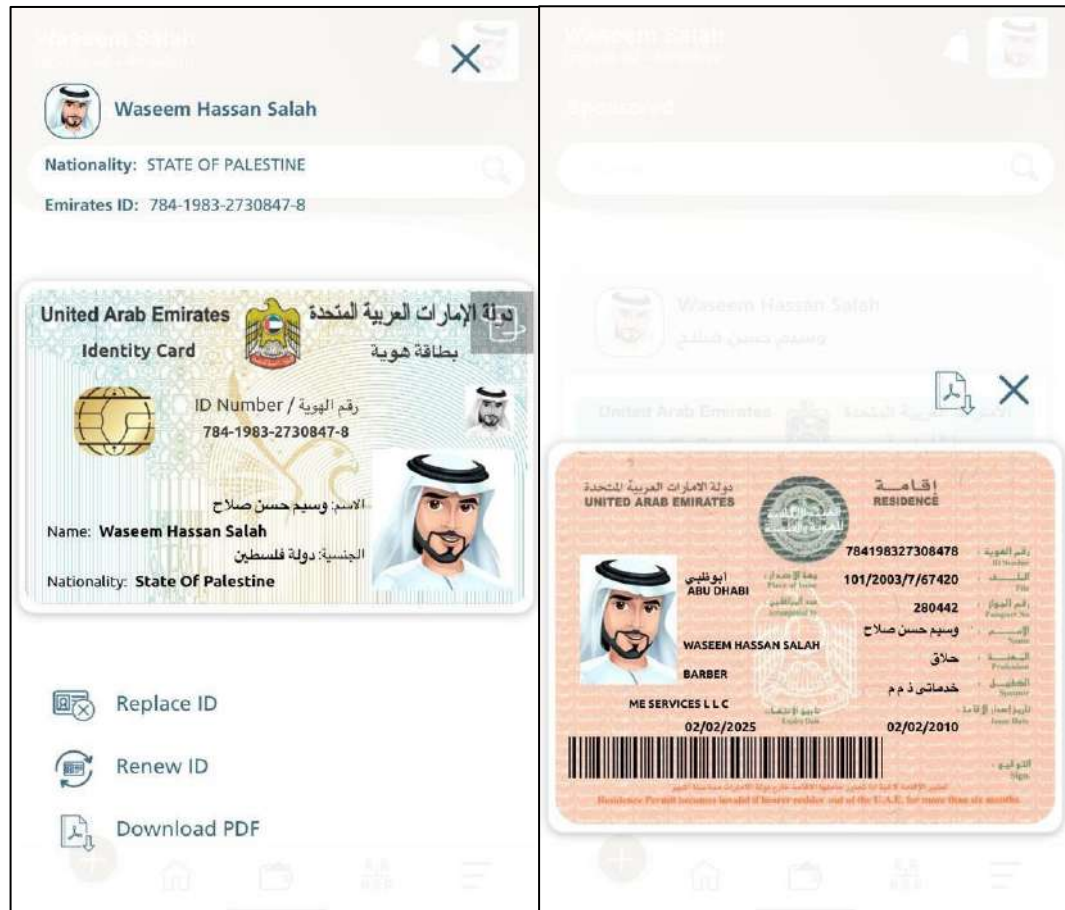


Figure 22: A copy of the Emirates ID attachment & Residence.

## 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.

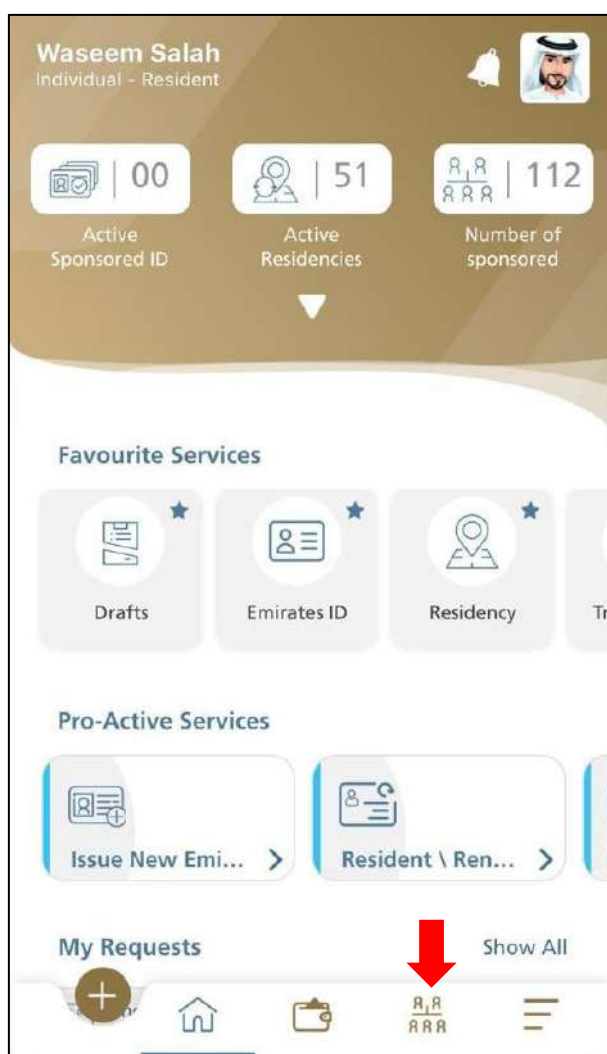


Figure 23: Home screen of the smart services application - access the sponsored screen.

2. A "list of family members" screen will appear. Select the sponsored person.

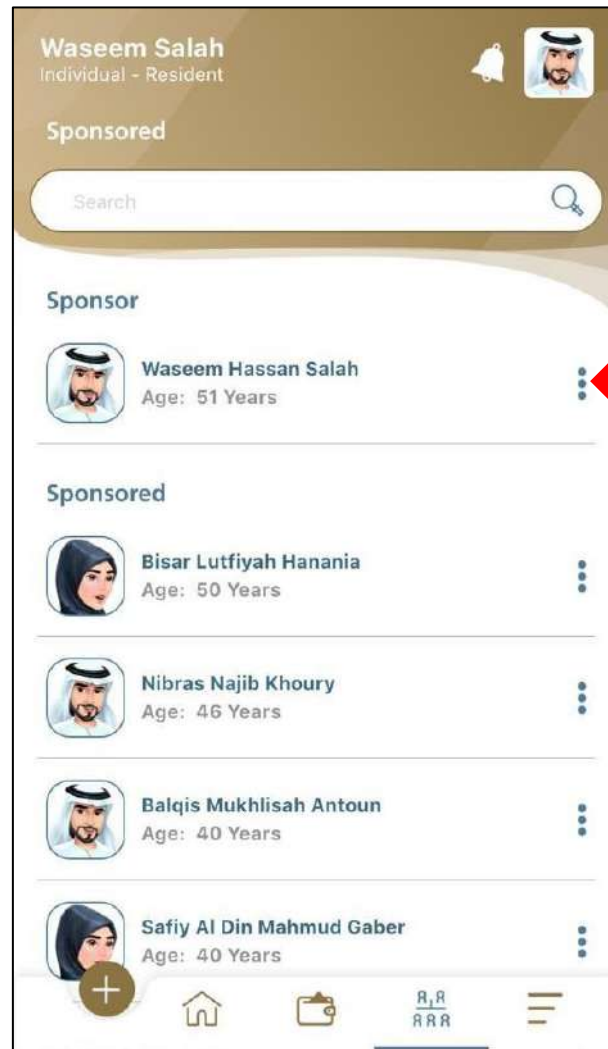


Figure 24: Sponsored Screen.

3. 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.

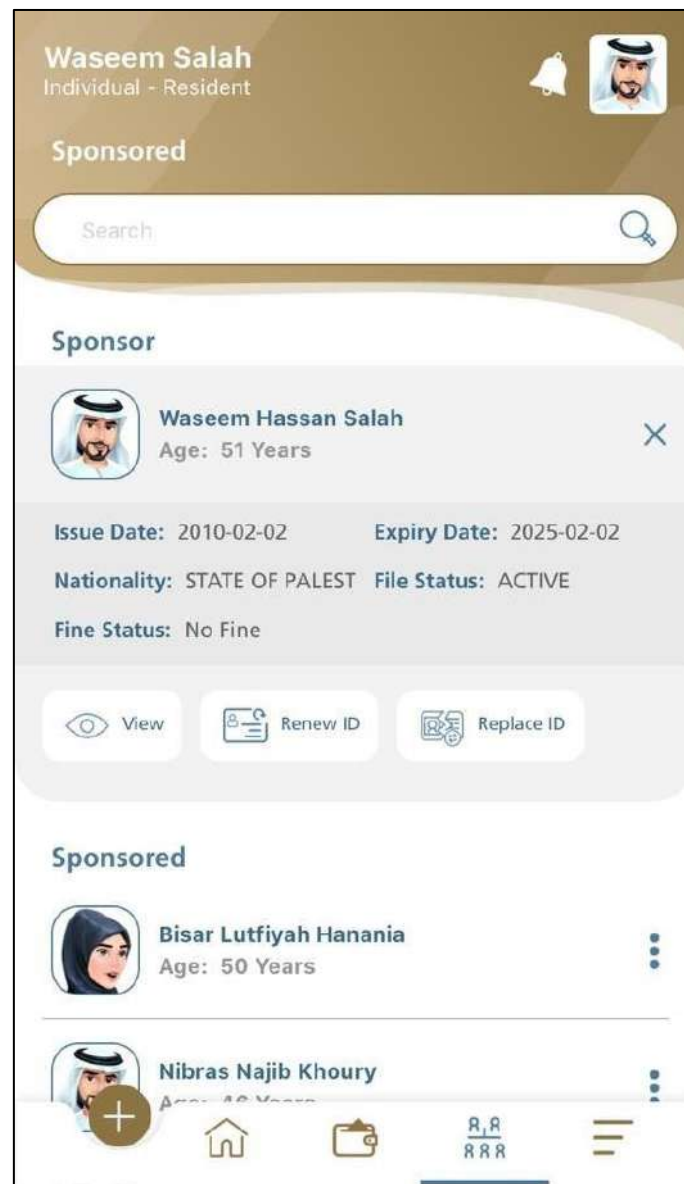


Figure 25: sponsored person information screen and a list of available services.




## 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.

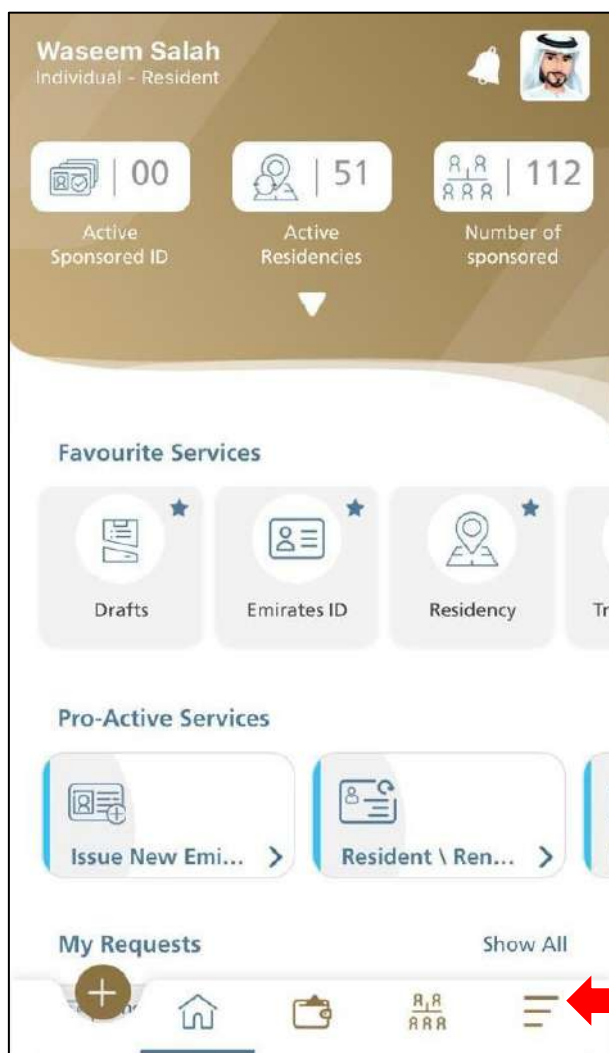


Figure 26: The main screen of the smart services application - access to the main menu – My Requests service.



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

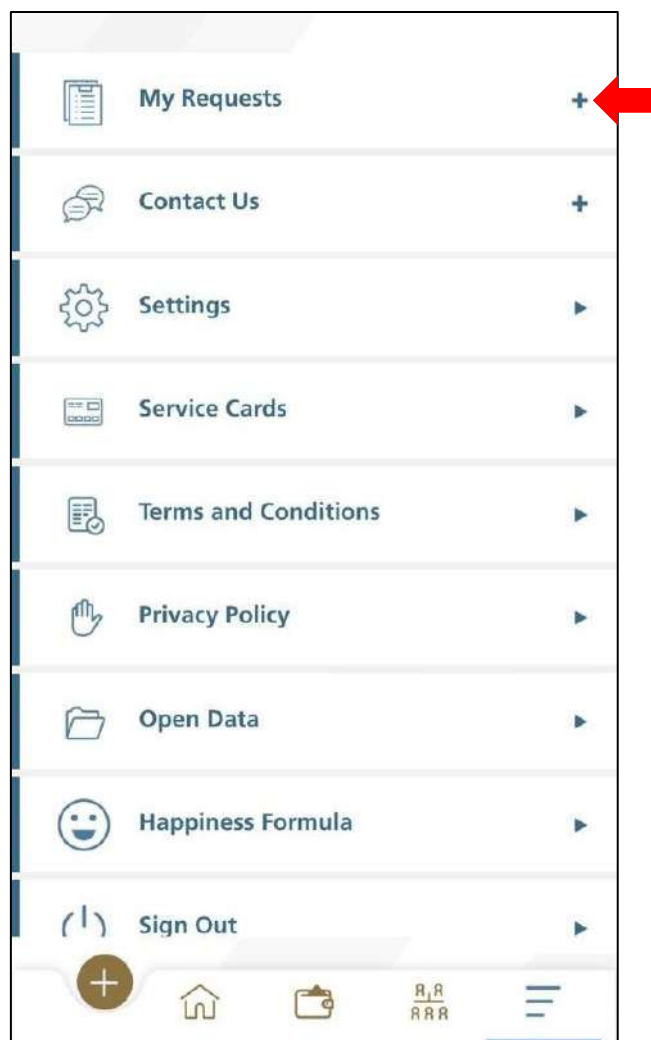



Figure 27: Main menu screen.

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



4. The user will see all the sub services.

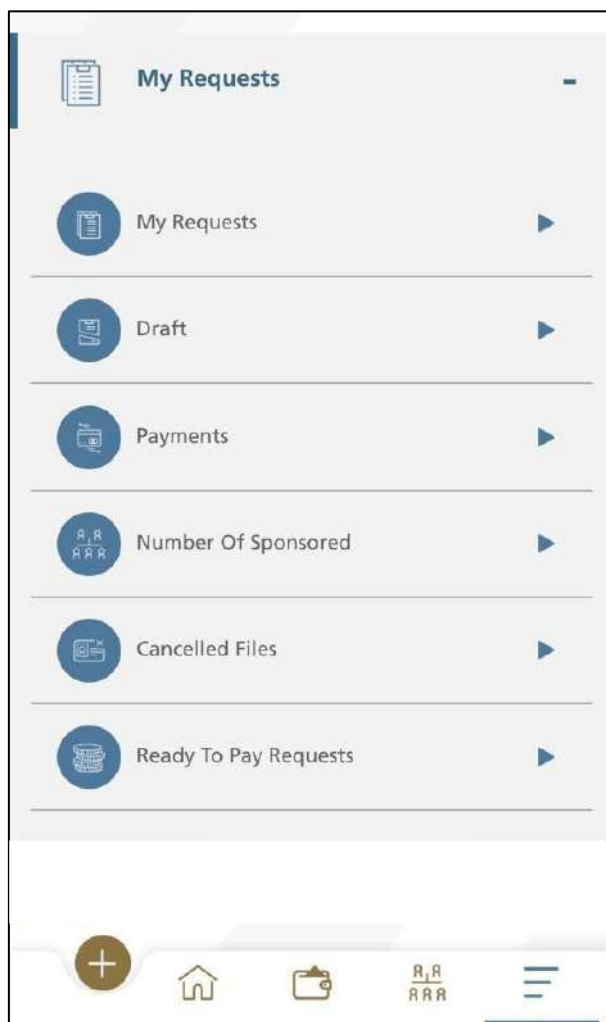


Figure 28: Sub services under my requests.

## My Request

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

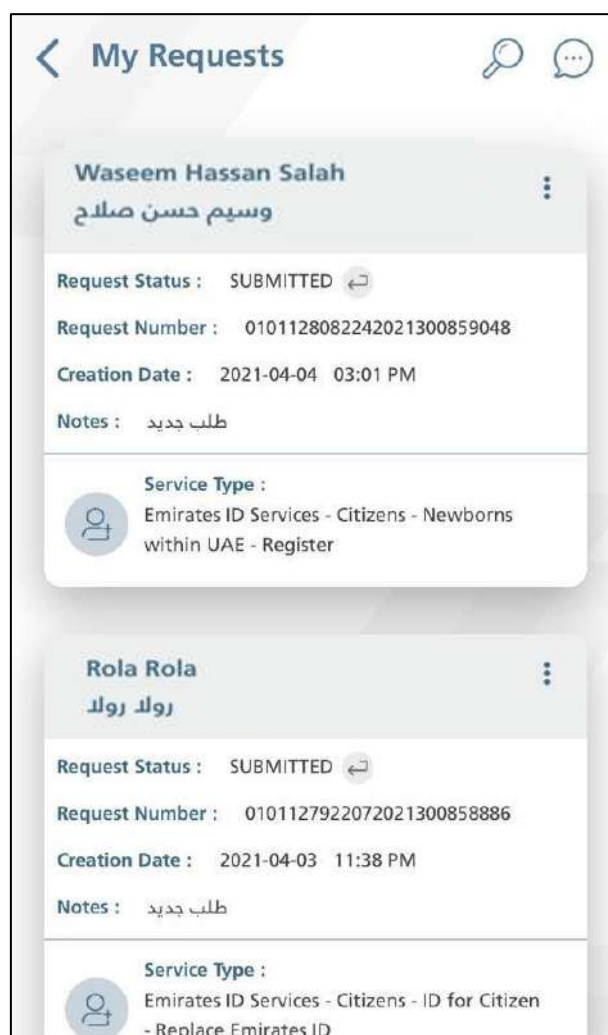




Figure 29: My Request Screen.

- 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.

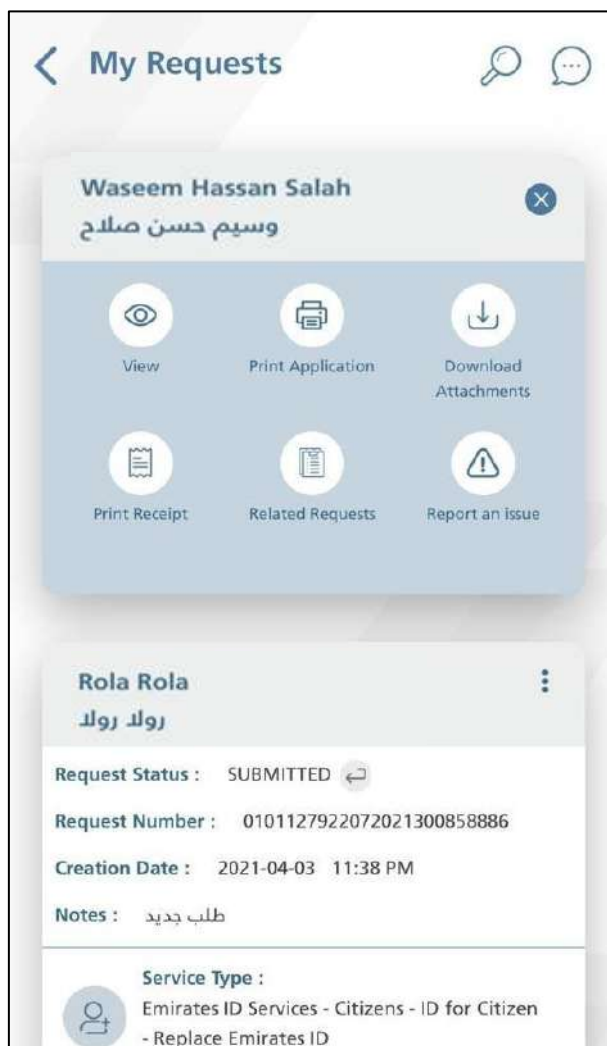




Figure 8: My Request screen - Actions List.

## Drafts

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



Figure 31: 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",

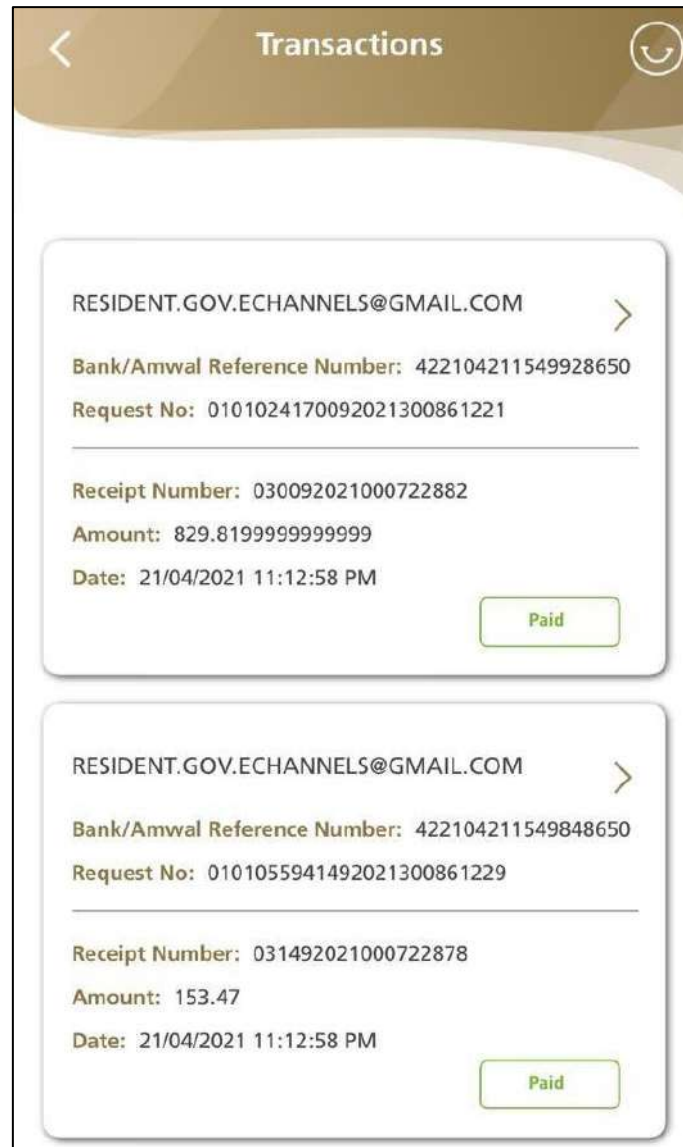
and a list of actions will appear.



Figure 32: Draft's screen - Action List.

## Payments

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



The screenshot displays a mobile application interface titled "Transactions". It features two transaction cards. Each card includes the email address "RESIDENT.GOV.ECHANNELS@GMAIL.COM" with a right-pointing arrow, followed by the "Bank/Amwal Reference Number", "Request No.", "Receipt Number", "Amount", and "Date". A green "Paid" button is located at the bottom right of each card.

Transaction ID	Bank/Amwal Reference Number	Request No.	Receipt Number	Amount	Date	Status
1	422104211549928650	0101024170092021300861221	030092021000722882	829.8199999999999	21/04/2021 11:12:58 PM	Paid
2	422104211549848650	0101055941492021300861229	031492021000722878	153.47	21/04/2021 11:12:58 PM	Paid

Figure 33: Payment's screen.

## Number of Sponsored

This service redirects the user to the sponsored screen.



Figure 34: Sponsored screen

## Cancelled Files

This service displays all cancelled sponsorship requests.

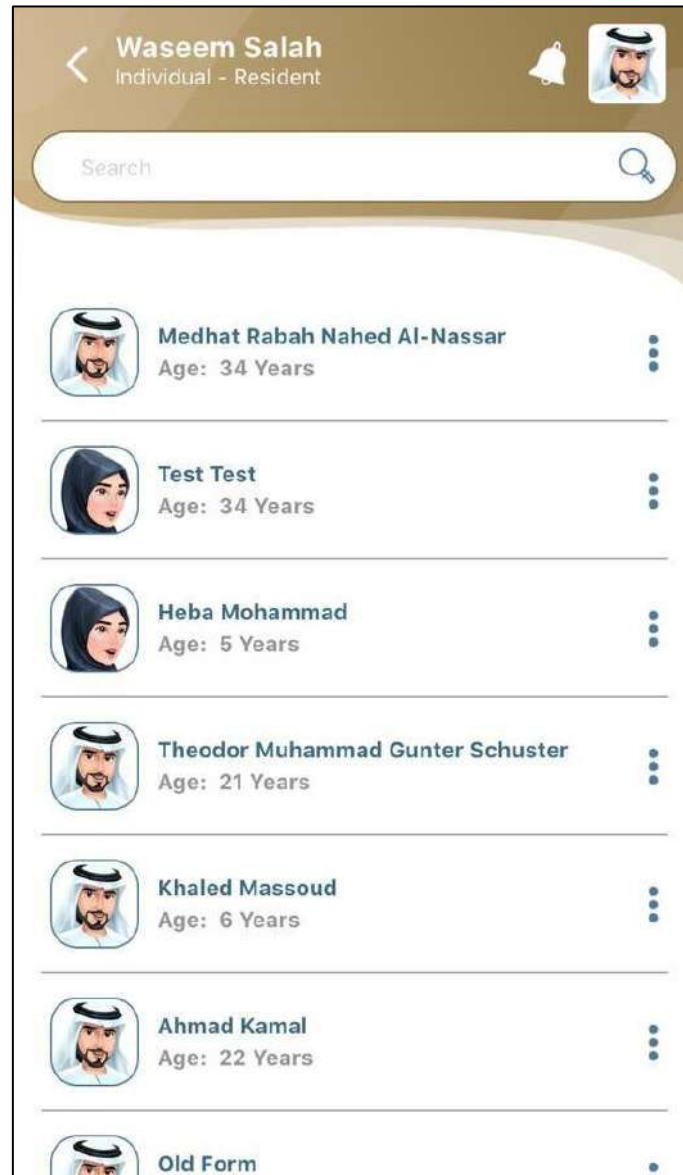


Figure 35: Cancelled files screen.



## Ready to Pay Request

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




Figure 36: 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.

## 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: -

- Click on “**Main Menu**”  from the main screen of the application.

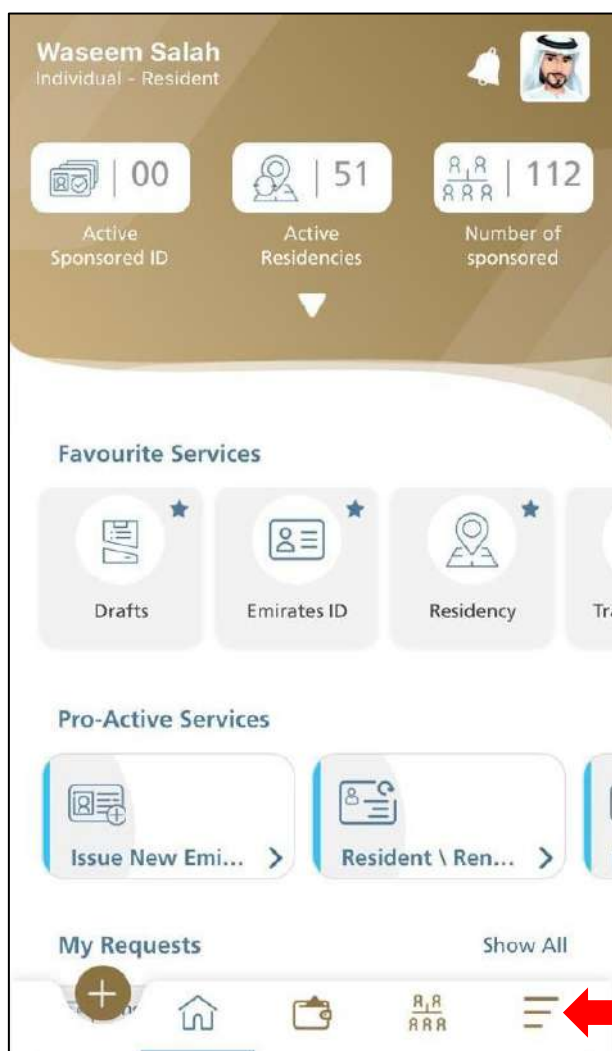


Figure 37: The main screen of the smart services application - access to the main menu – Contact Us.

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

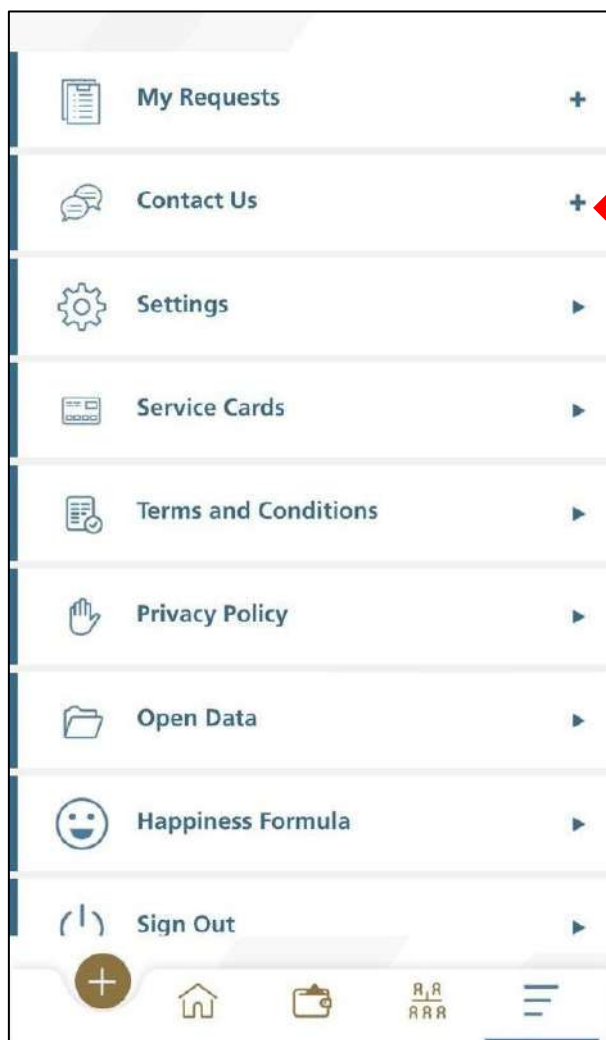


Figure 38: Main menu screen.

- Click on "Contact Us".

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

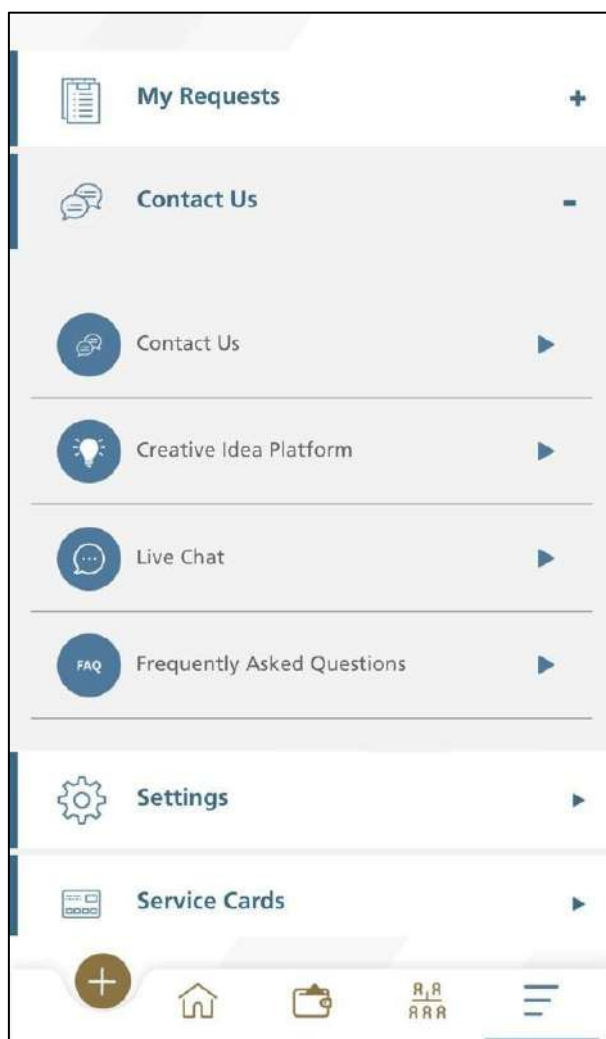



Figure 39: List of sub-services under the Contact Us service.

## 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.

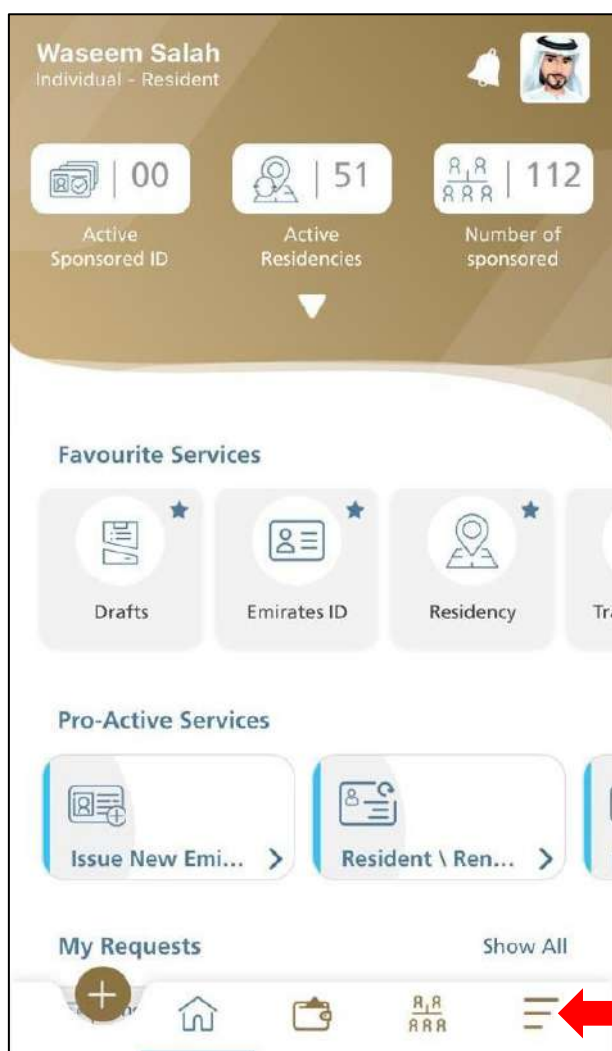


Figure 40: The main screen of the smart services application - access to the main menu – Setting.

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

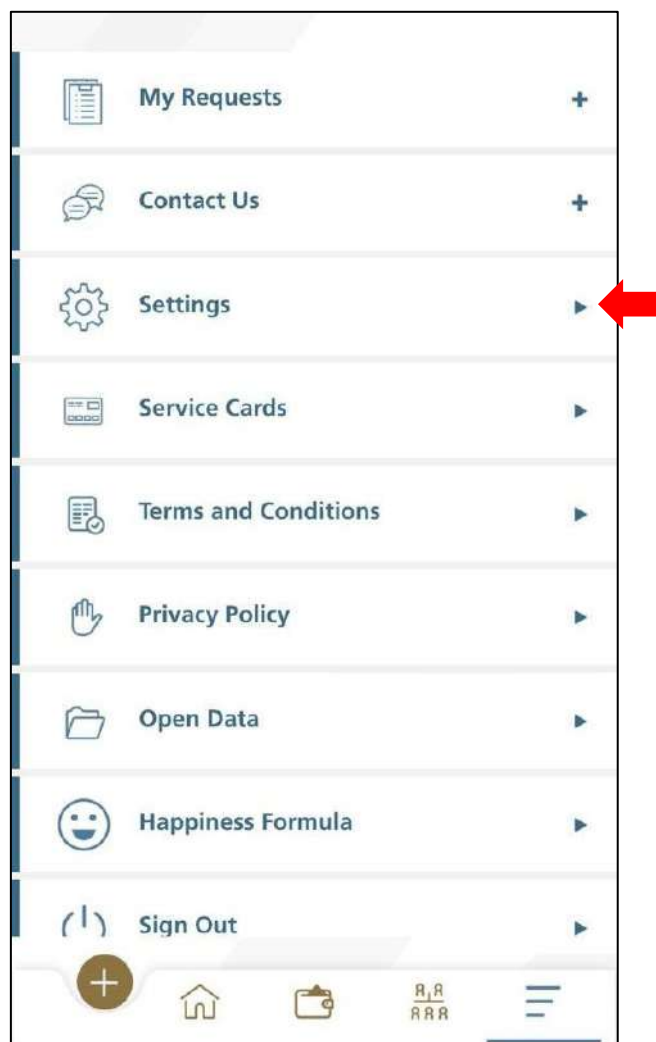


Figure 41: Main menu screen.

- Click on "Setting".

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

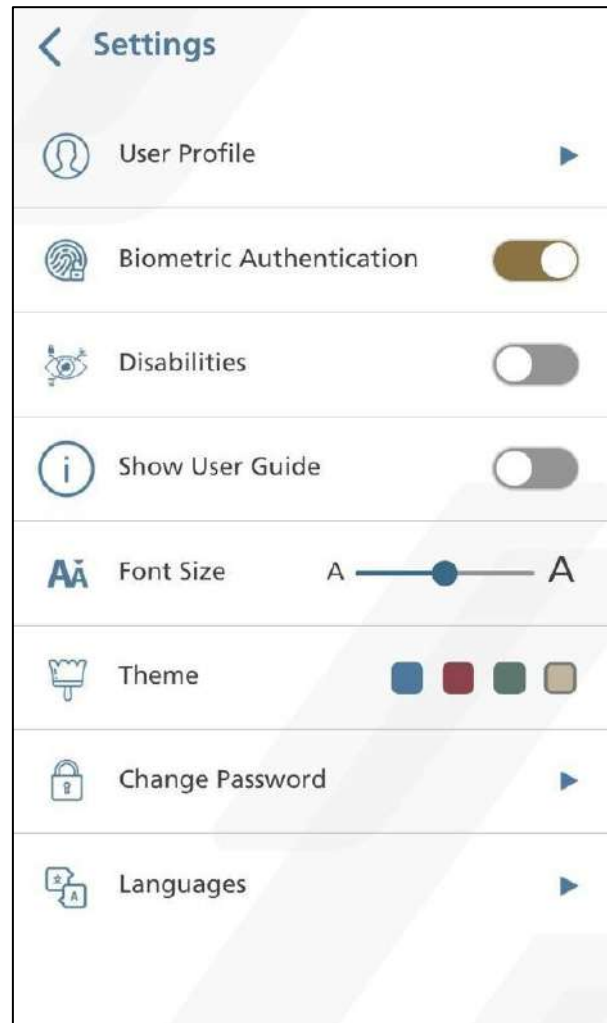



Figure 42: Setting List.

## 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.

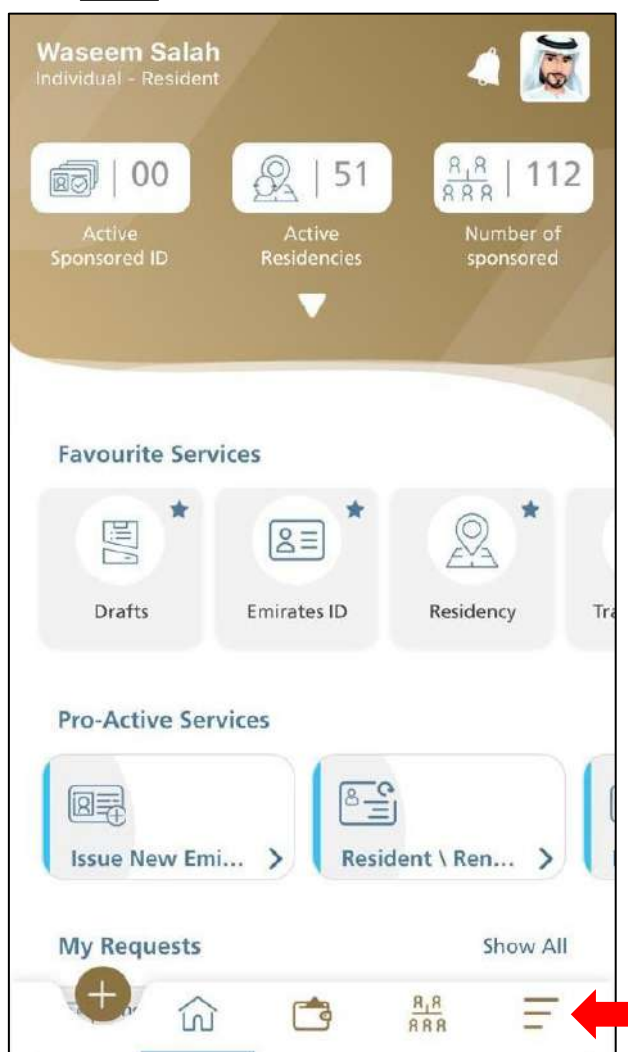


Figure 43: The main screen of the smart services application - access to the main menu – Service cards.



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

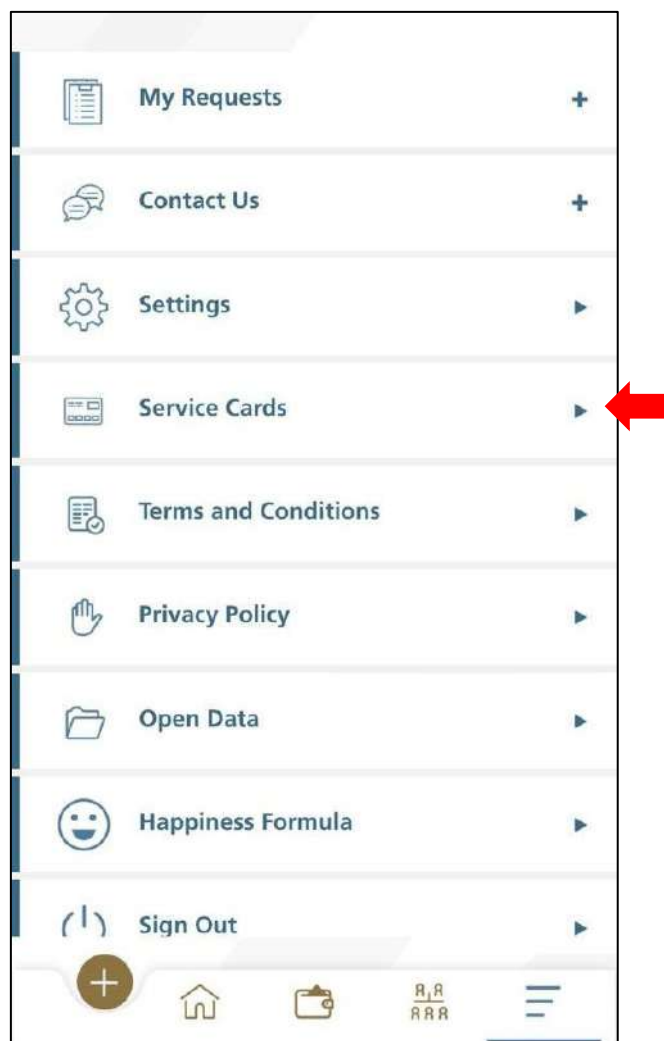


Figure 44: Main menu screen.

- Click on "service cards".

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

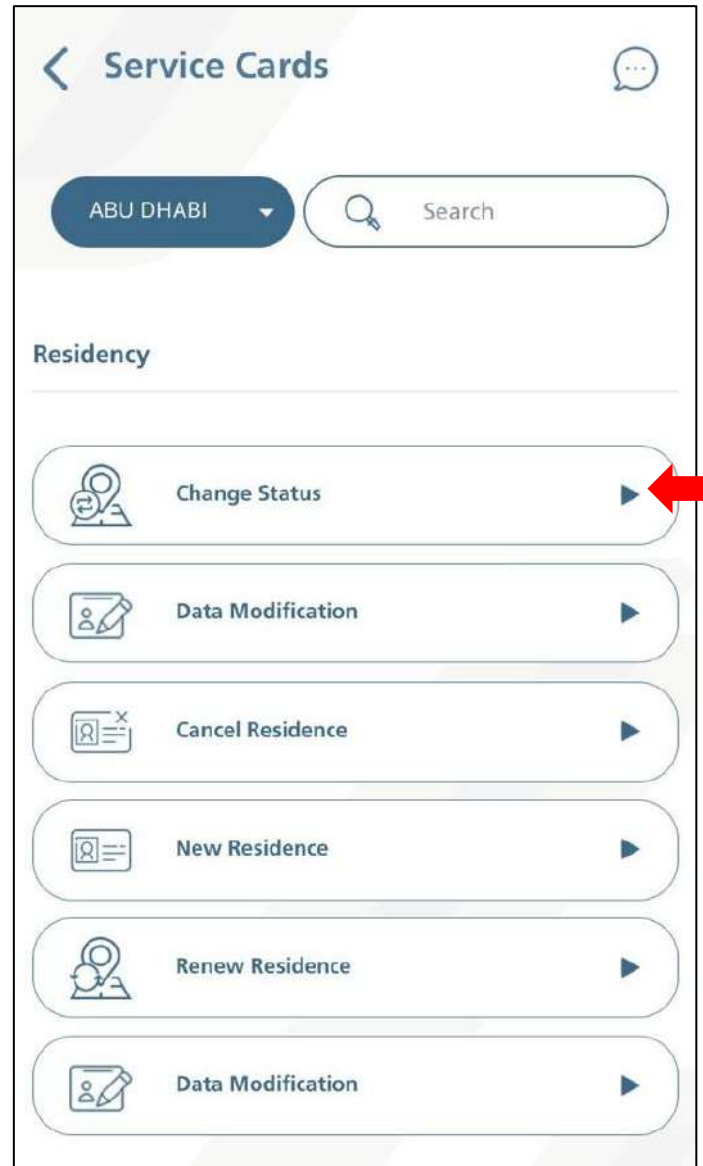
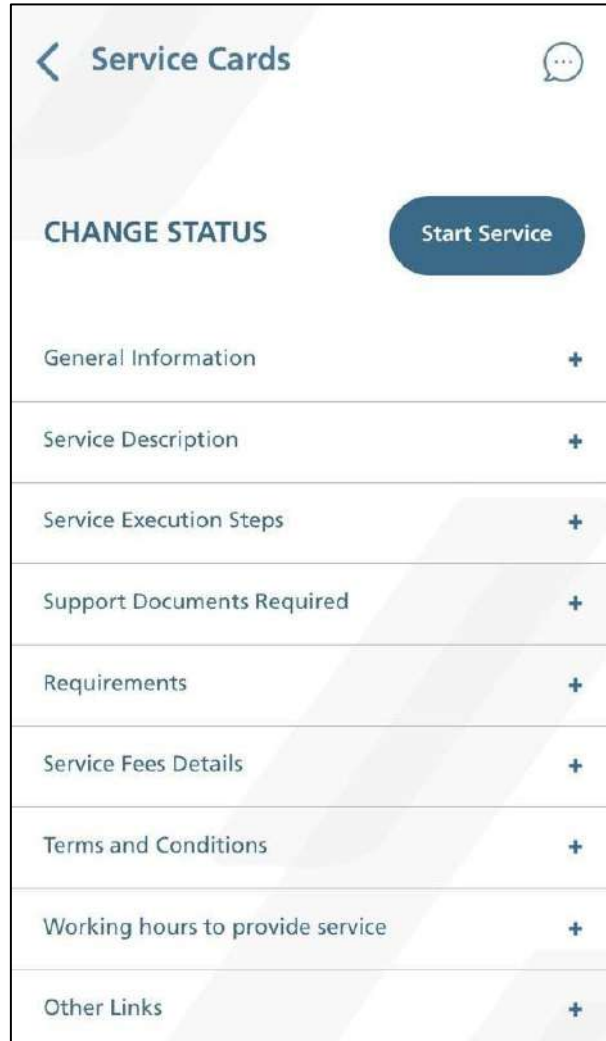


Figure 45: Department list.

5. 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.



Service Cards	
CHANGE STATUS	Start Service
General Information	+
Service Description	+
Service Execution Steps	+
Support Documents Required	+
Requirements	+
Service Fees Details	+
Terms and Conditions	+
Working hours to provide service	+
Other Links	+

Figure 46: 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 47: 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".

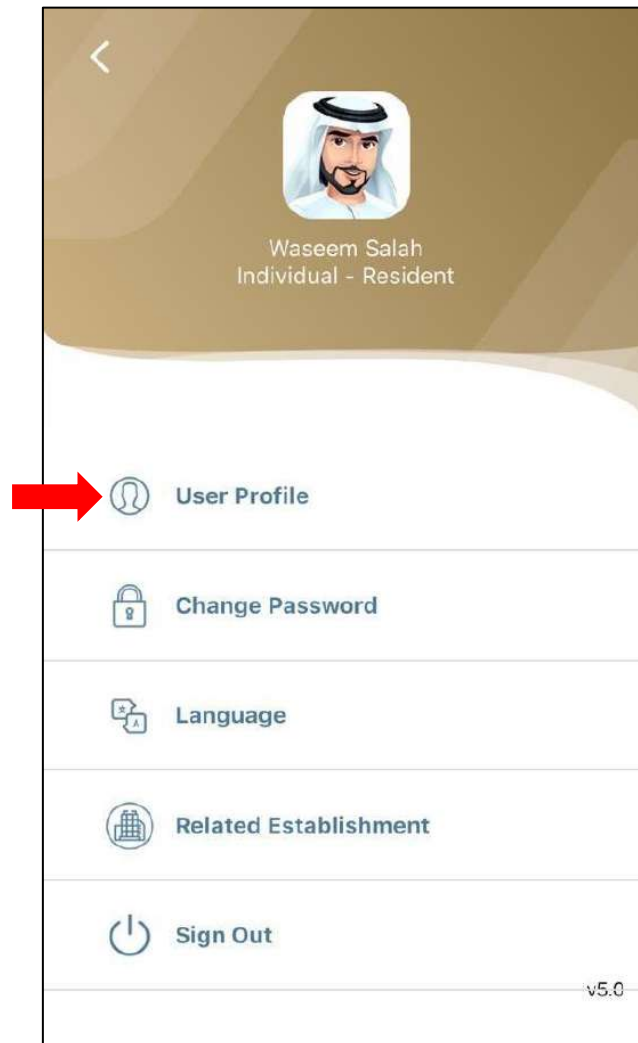


Figure 48: User Information.

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.



**Edit Profile**



First Name (English)  
Waseem  
First Name (English) is required

First Name (Arabic)  
واسيم  
First Name (Arabic) is required

Family Name (English)  
Salah  
Family Name (English) is required

Family Name (Arabic)  
صلاح  
Family Name (Arabic) is required

Date of Birth  
27/12/1969

Gender\*

☒ Male ☐ Female

Time Zone

Allow Send Email ☒ Yes ☐ No

Allow Push Notifications ☒ Yes ☐ No

Allow Send SMS ☒ Yes ☐ No

Enable second-step verification ☒ Yes ☐ No

**Update**

**Figure 49: 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"**.

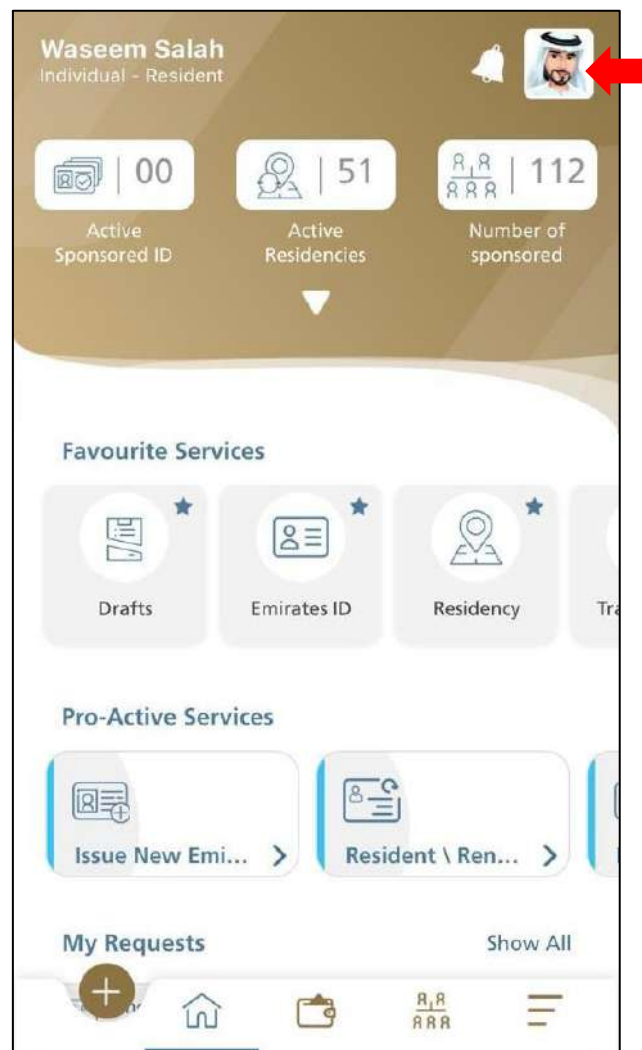


Figure 50: The main screen of the application - access to the Change password.

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

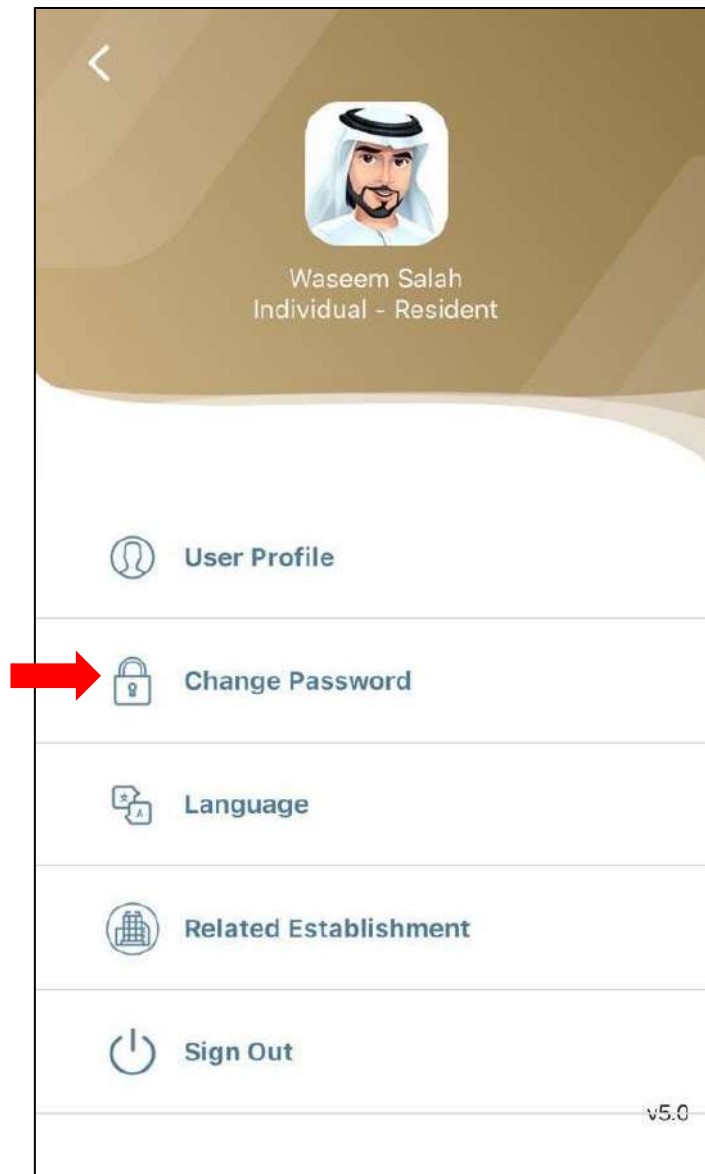
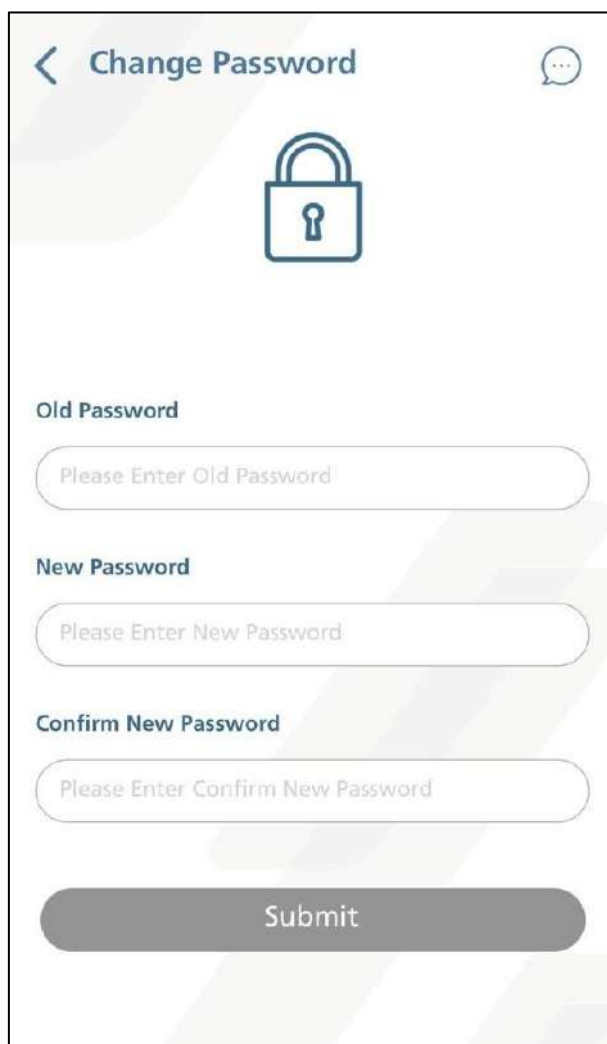


Figure 51: User information.



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.



The image shows a mobile application screen titled "Change Password". At the top left is a back arrow icon, and at the top right is a speech bubble icon. In the center is a large padlock icon. Below the padlock are three input fields: "Old Password", "New Password", and "Confirm New Password". Each field has a placeholder text "Please Enter Old Password", "Please Enter New Password", and "Please Enter Confirm New Password" respectively. At the bottom is a large grey button labeled "Submit".

Figure 52: Change Password screen.