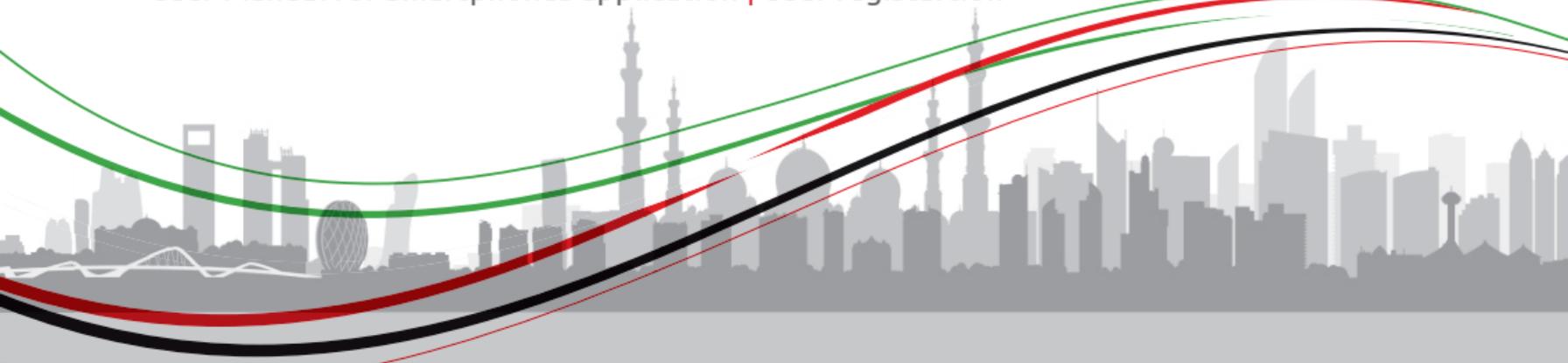


# The Guideline of the **Smart Services** in their new suit **2020**



الهيئة الاتحادية للهوية والجنسية  
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP

User Manual for Smartphones application | User registration



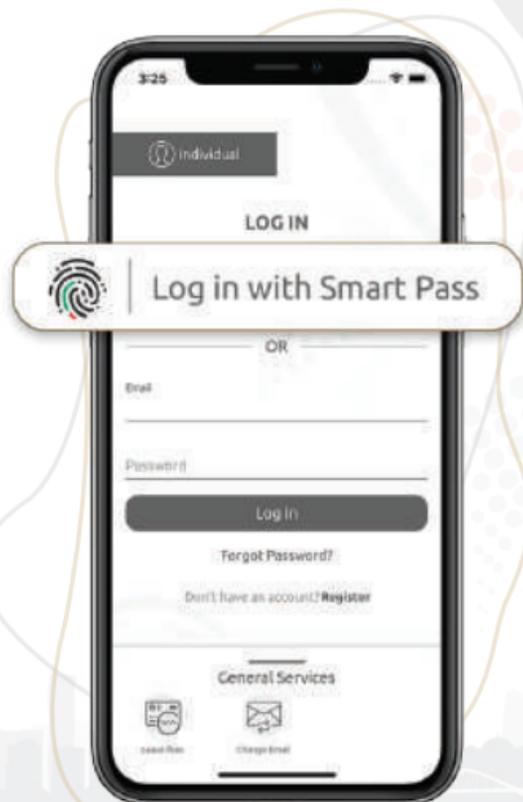
## About the Mobile App

The application of the Federal Authority for Identity & Citizenship (ICA) offers a package of Citizenship, Residency and Identity services, which provides the environment for the user to apply through the smart phone app of ICA for Citizenship, Residency and Identity services by using the type of account without the need to visit customer service centres to complete the application just by installing ICA app.



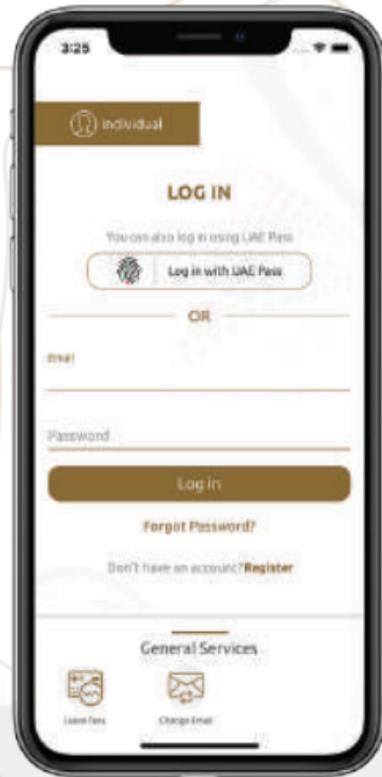
## | Register New user

New User of the application can login easily using the preregistered (UAE Pass) account, Or Register new user by follow the next steps:

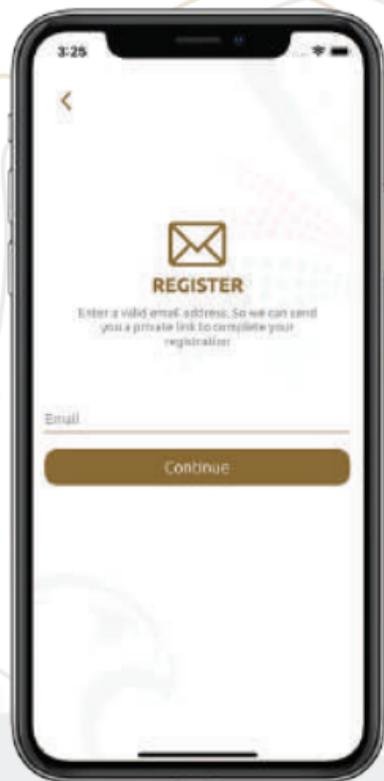


## | Register New user

- The Registration process starts with the «**New User**» icon at the top of application first page, then the user enters email address in the specified field.



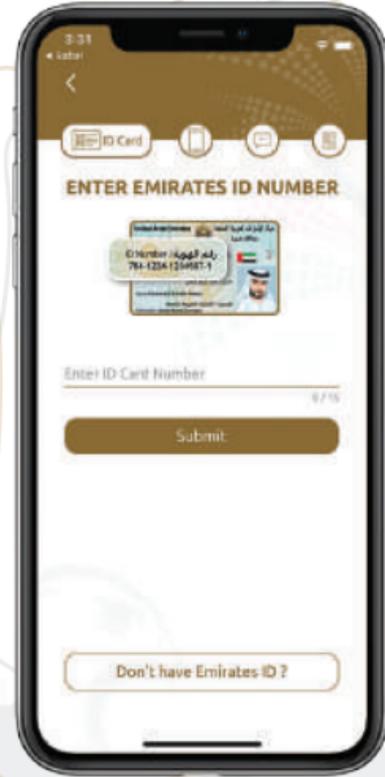
- The application will send a verification email to the provided email address to confirm the ownership of the email address



- Tap the link provided in the confirmation email which will open the application, fill the UAE Identity number to proceed with the registration process as in the screenshot:

The following is the steps of registration based on Category:

- Citizen
- Resident
- Citizens \ Residents of GCC
- UAE Entry Visa Holders



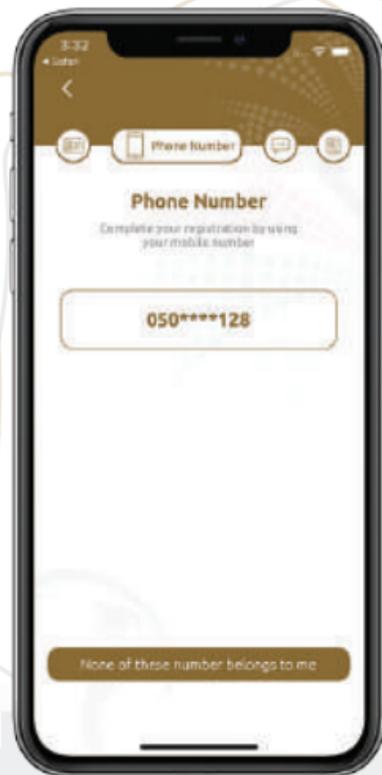
**Citizen**



## Register new user (Citizen)

Mobile number registration verification:

A list of user's registered mobile numbers will appear to select one to get SMS of activation code.



Once SMS received user has to fill the code to move to the following screen .

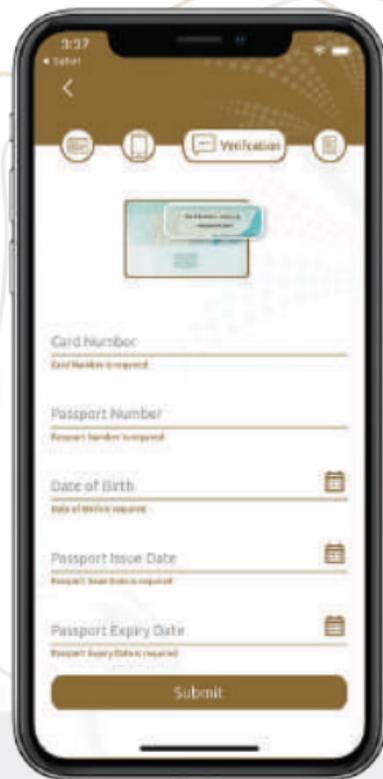


## Register new user (Citizen)

### Personal details Verification:

If the user's phone number is not listed, the user can tap on **(None of these number belongs to me)** and then start verification through the next step.

A screen of personal details will appear to verify the user, where these details must match the personal details registered.

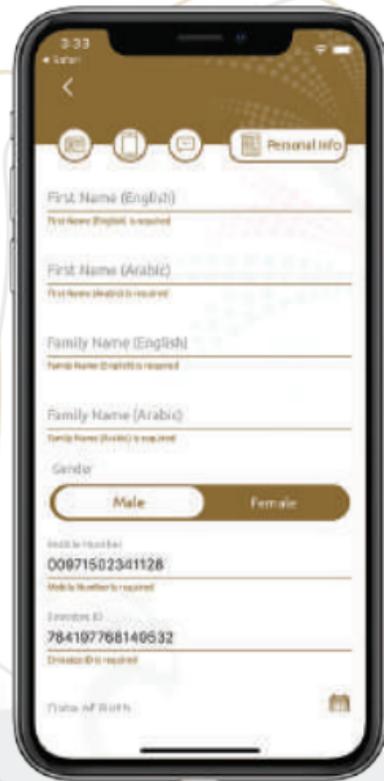


## Register new user (Citizen)

### Complete Registration

Finally, user has to fill the personal details to finish the registration process and tap on **Register** button.

After completing all the registration steps a message on screen and an email will be sent to confirm the success of the registration process.



The image shows a smartphone screen displaying a registration form titled "Personal Info". The form includes the following fields and options:

- First Name (English)**: Field with a red asterisk and the note "First Name (English) is required".
- First Name (Arabic)**: Field with a red asterisk and the note "First Name (Arabic) is required".
- Family Name (English)**: Field with a red asterisk and the note "Family Name (English) is required".
- Family Name (Arabic)**: Field with a red asterisk and the note "Family Name (Arabic) is required".
- Gender**: Two radio button options, "Male" and "Female", both currently unselected.
- Mobile Number**: Field containing "00971502341128" with a red asterisk and the note "Mobile Number is required".
- Driver's ID**: Field containing "784197768149632" with a red asterisk and the note "Driver's ID is required".

At the bottom of the screen, there is a "Photo of User" label and a small camera icon.

**Resident**



## Register new user (Resident)

Mobile number registration verification:

A list of user's registered mobile numbers will appear to select one to get SMS of activation code.



Once SMS received user has to fill the code to move to the following screen.

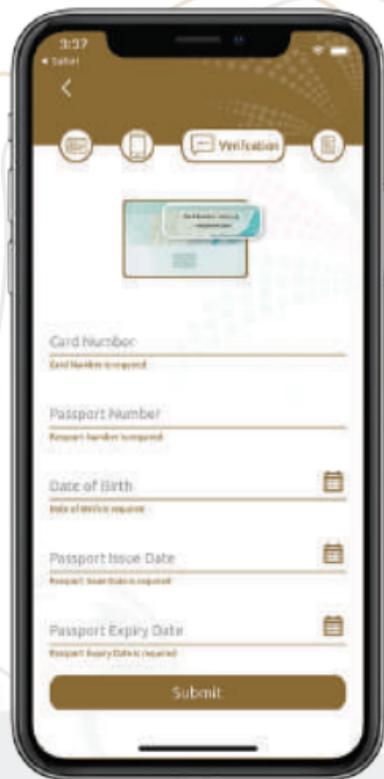


## Register new user (Resident)

Personal details Verification:

If the user's phone number is not listed, the user can tap on **(None of these number belongs to me)** and then start verification through the next step.

A screen of personal details will appear to verify the user, where these details must match the personal details registered.

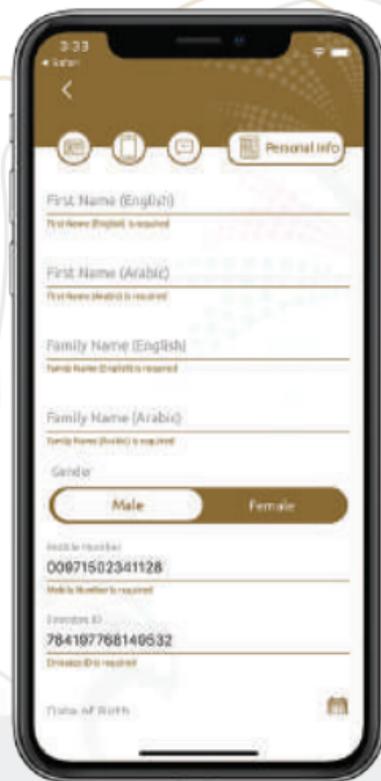


## Register new user (Resident)

### Complete Registration

Finally, user has to fill the personal details to finish the registration process and tap on Register button.

After completing all the registration steps a message on screen and an email will be sent to confirm the success of the registration process.



The image shows a smartphone screen displaying a registration form titled "Personal Info". The form includes the following fields and options:

- First Name (English)**: Field with placeholder text "First Name (English) is required".
- First Name (Arabic)**: Field with placeholder text "First Name (Arabic) is required".
- Family Name (English)**: Field with placeholder text "Family Name (English) is required".
- Family Name (Arabic)**: Field with placeholder text "Family Name (Arabic) is required".
- Gender**: Radio button options for **Male** and **Female**.
- Mobile No (Required)**: Field containing the number **00971502341128** with placeholder text "Mobile Number is required".
- Drivers ID**: Field containing the number **784197768140532** with placeholder text "Driver ID is required".

At the bottom of the screen, there is a button labeled "Finish My Profile" and a small icon of a house.

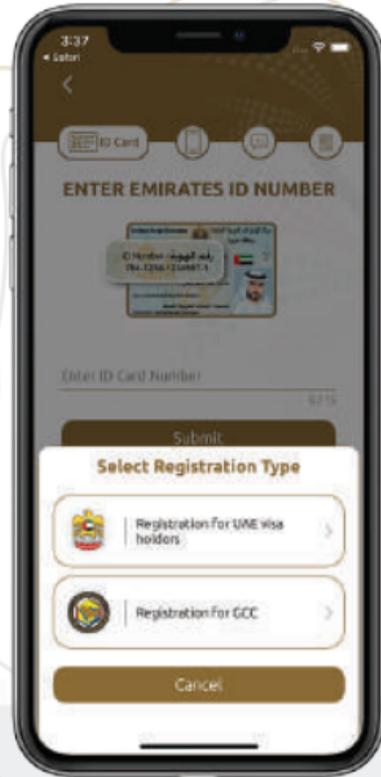
**Resident/Citizen  
GCC**



## Register new user (Resident/Citizen GCC)

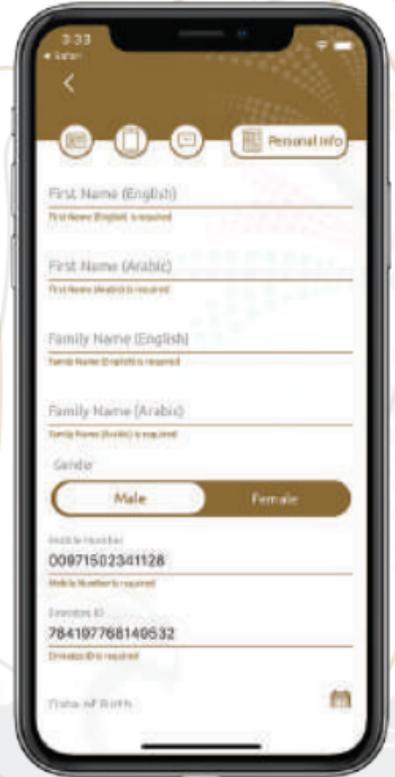
After the verification of email and select not having UAE ID, User will select one of the following Categories

- Resident/Citizen GCC
- UAE Visa Holder



Finally, user has to fill the personal details to finish the registration process and tap on Register button.

After completing all the registration steps a message on screen and an email will be sent to confirm the success of the registration process.

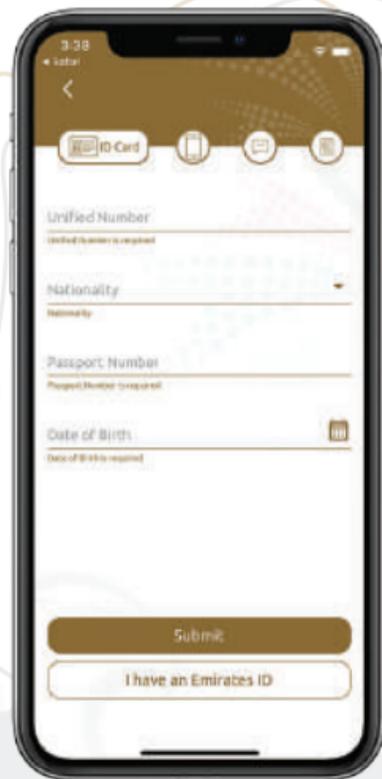


# UAE Visa Holder





User has to fill personal details for validation and click on Next.

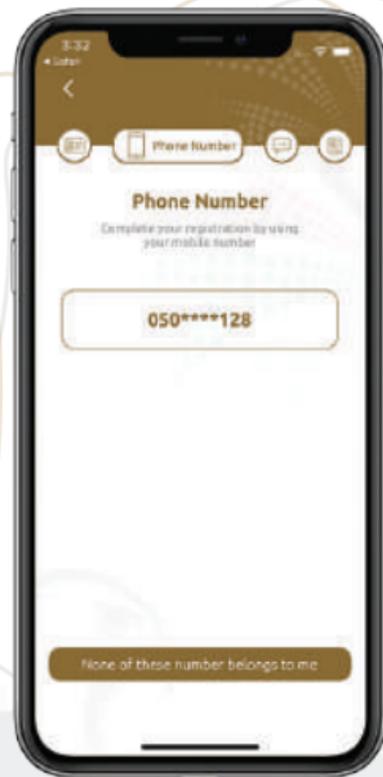


The image shows a smartphone screen displaying a registration form for an Emirates ID card. The form is titled "ID Card" and includes the following fields:

- Unified Number:** A text input field with a small note below it that says "Unified Number is required".
- Nationality:** A dropdown menu with a small note below it that says "Nationality is required".
- Passport Number:** A text input field with a small note below it that says "Passport Number is required".
- Date of Birth:** A date picker field with a small note below it that says "Date of Birth is required".

At the bottom of the form, there are two buttons: a brown "Submit" button and a white button with a brown border labeled "I have an Emirates ID". The background of the phone screen shows a faint map of the United Arab Emirates. The phone is set against a background featuring a city skyline silhouette and decorative stars.

After filling the Personal Details, a list of related mobile numbers appears to select the correct one to send OTP to it.



Once SMS received user has to fill the code to move to the following screen.

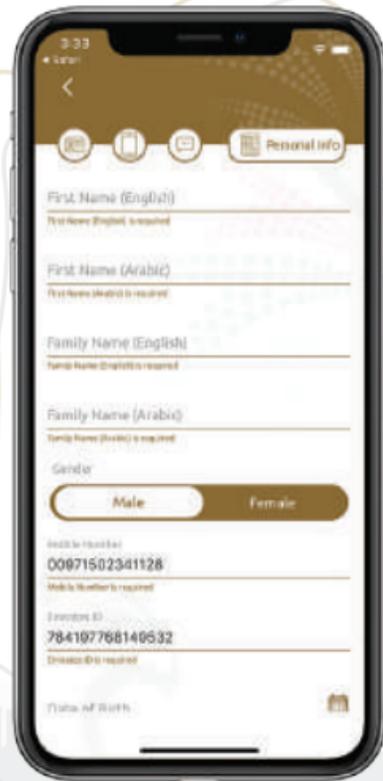


## Register new user

UAE Visa Holder

Finally, user has to fill the personal details to finish the registration process and tap on **“Register”** button.

After completing all the registration steps a message on screen and an email will be sent to confirm the success of the registration process.

A smartphone screen showing a registration form titled "Personal info". The form includes fields for "First Name (English)", "First Name (Arabic)", "Family Name (English)", and "Family Name (Arabic)", each with a "required" note. There is a "Gender" section with "Male" and "Female" options. Below that are fields for "Mobile Number" (with value 00971502341128) and "Director ID" (with value 784197768140532). The phone's status bar at the top shows the time 3:33 and battery level. The background of the phone screen is a light brown color with a subtle pattern of dots and lines.

3:33  
Personal info

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

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

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

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

Gender

Male Female

Mobile Number  
00971502341128  
Mobile Number is required

Director ID  
784197768140532  
Director ID is required

Photo of Birth

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