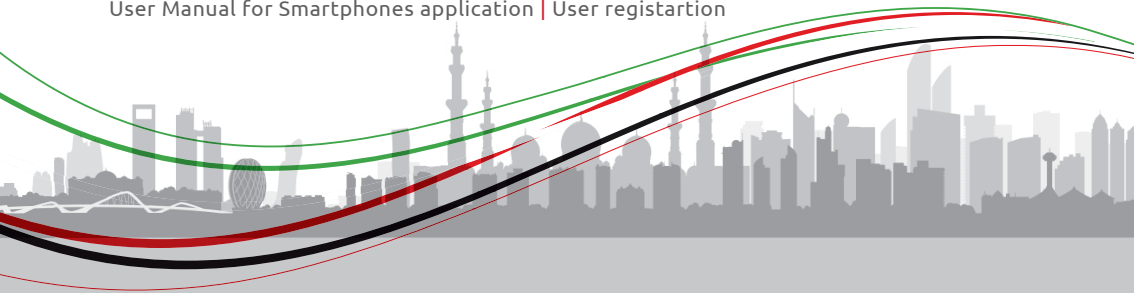


# The Guideline of the **Smart Services** in their new suit **2020**



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.

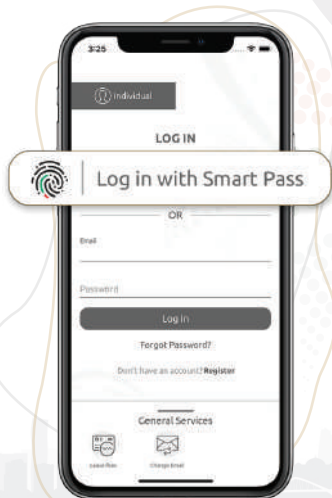


ICA UAE eChannels



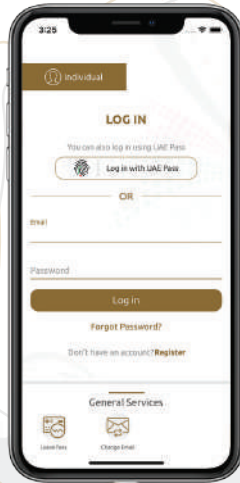
## | Register New user

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

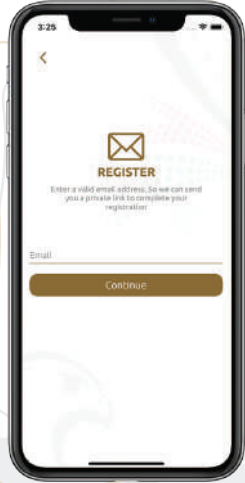


## | Register New user

- 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.



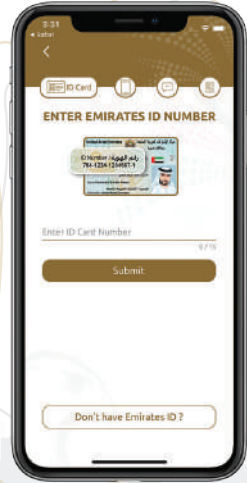
- The application will send a verification email to the provided email address to confirm the ownership of the email address



- 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



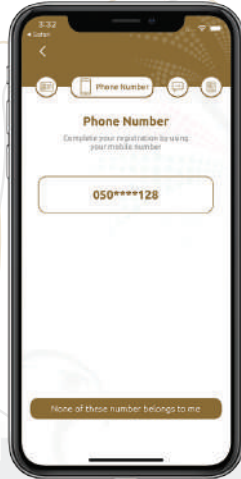
# Citizen



## 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.

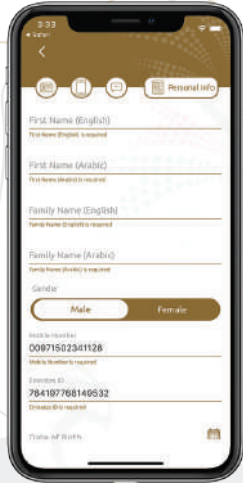


## Register new user (Citizen)

### 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 with a registration form. The form has a header with a back arrow and a 'Personal Info' tab. Below the header are several input fields: 'First Name (English)' with a red 'Required' label, 'First Name (Arabic)' with a red 'Required' label, 'Family Name (English)' with a red 'Required' label, and 'Family Name (Arabic)' with a red 'Required' label. There is a 'Gender' section with two buttons: 'Male' (selected) and 'Female'. Below that is a 'National ID' field with the value '00971502341128' and a red 'Required' label. At the bottom, there is a 'Phone No.' field with the value '784197768146532' and a red 'Required' label. The phone is connected to a stylized city skyline background.

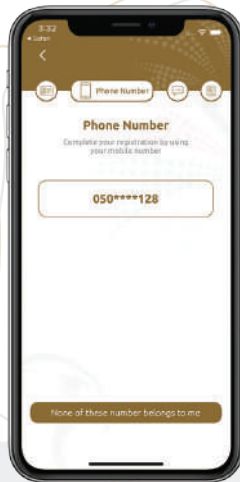
# Resident



## 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.

3:37  
Tahiri  
< Verification

Card Number  
Card Number is required

Passport Number  
Passport Number is required

Date of Birth  
Date of birth is required

Passport Issue Date  
Passport Issue Date is required

Passport Expiry Date  
Passport Expiry Date is required

Submit

## 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.

3:33  
Arabic

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 No. (required)  
00971502341128  
Mobile No. is required

Emirates ID  
784197768149532  
Emirates ID is required

Photo of IDPH



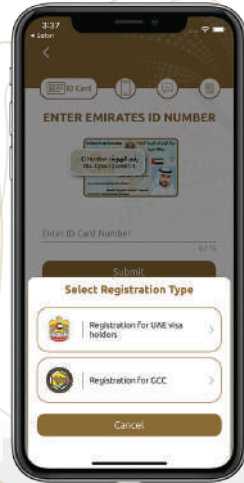
**Resident/Citizen  
GCC**



## 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.

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

Directorate ID  
784197768140532  
Directorate ID is required

Please, confirm

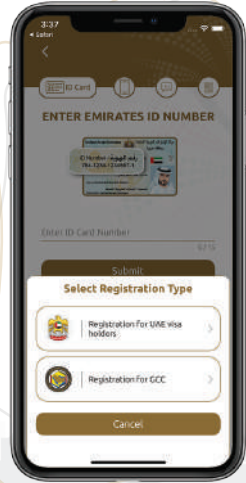
# UAE Visa Holder



## Register new user (UAE Visa Holder)

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

- Resident/Citizen GCC



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

3:38  
Dubai

ID Card

Unified Number  
Unified Number is required

Nationality  
Nationality is required

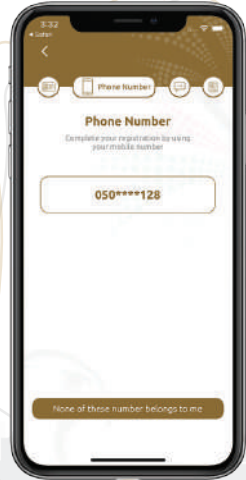
Passport Number  
Passport Number is required

Date of Birth  
Date of Birth is required

Submit

I have an Emirates ID

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.



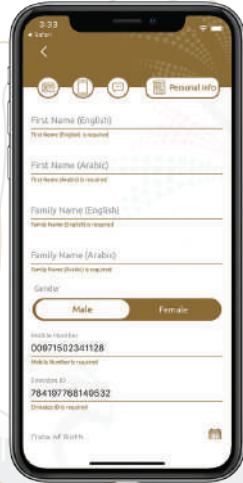


## Register new user

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.



The image shows a smartphone screen with the 'Personal Info' registration form. The form is titled 'Personal Info' and has a back arrow at the top left. It contains several input fields for personal details, each with a label and a placeholder text indicating that the field is required. The fields are: First Name (English), First Name (Arabic), Family Name (English), Family Name (Arabic), Gender (with 'Male' and 'Female' buttons), Mobile Number, and Emirates ID. The Mobile Number field contains the value '00971502341128' and the Emirates ID field contains '784197788140532'. There is also a 'Photo' field at the bottom right with a camera icon.

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

Emirates ID  
784197788140532  
Emirates ID is required

Photo (if 2019)

# Contact us:

Khalifa City

Street No. 12 – Beside Al Forsan Sports Club

P.O.B: 47999


Abu Dhabi – UAE

 +971 2 4955555

 600 52 222 2

 +971 2 4955550

 [contactus@ica.gov.ae](mailto:contactus@ica.gov.ae)

 24.40157,54.551759



For more information follow us

