



United Arab Emirates

FEDERAL AUTHORITY FOR IDENTITY AND CITIZENSHIP

Smart Services

User Manual – Nomination Request for Golden Residence



About this User Manual

This guide provides step-by-step instructions for the user on how to access the service of nomination request for golden residence, The smart services provide "**speed and accuracy**" in the nomination request process with eliminating the need for the applicant to visit the happiness centres.



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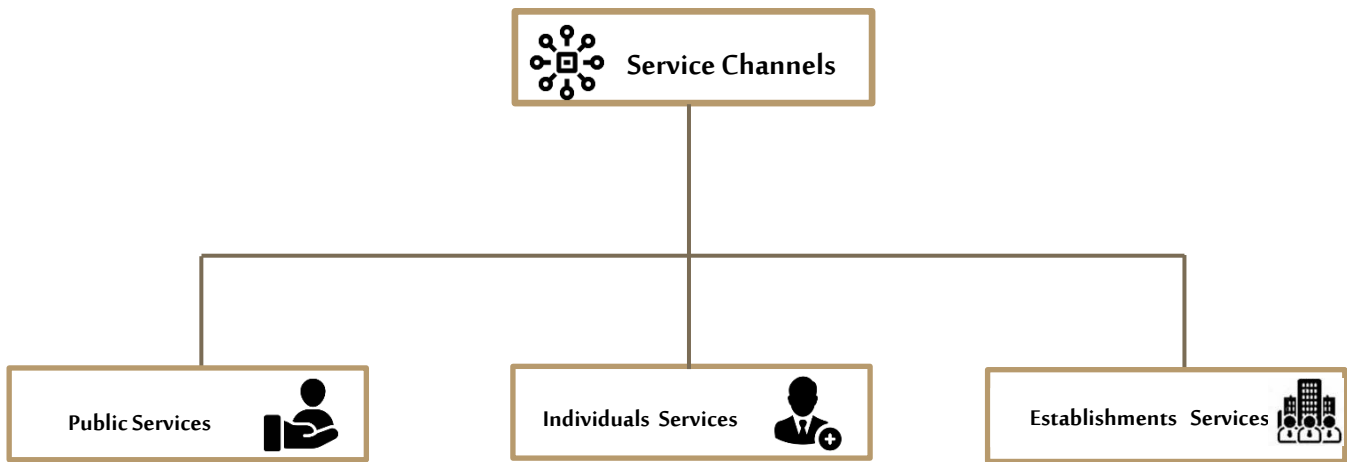
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About the Nominating Request for Golden Residence

It is one of the services provided by the Federal Authority for Identity and Citizenship, and the applicants who meet the requirements can apply for nomination in order to obtain a golden residency.

Service Channels



Access to Nominating Request for Golden Residence – Public Services

- The user can access the service by following the below steps: -
 1. Entering the link for [Smart Services](#).
 2. The home page of the smart services system will appear to the user, click on **"Public Services"**.

The screenshot shows the 'Smart Services' login page. At the top, the 'Public Services' menu item is highlighted with a red box. Below the navigation bar, the 'Golden Services' section is visible, followed by the 'Smart Services' section which includes buttons for 'Individuals Services', 'Establishments Services', and 'Typing Centers Services'. The 'Individuals Services' section contains a list of services for different categories: Citizens, UAE Residents, GCC Citizens, GCC Residents, and Visitors. The 'Login' section features a 'Sign in with UAE PASS' button and a standard login form with fields for 'Email' and 'Password', a 'Remember Me' checkbox, and a 'Login' button. The footer includes a 'Visitors Counter' showing 5,382,919 visitors, social media icons, and a 'Call Center' number 600522222.

Figure 1: Log in Page.

- The system will redirect the user to the “**Smart Services**” screen, select the required service “**Visa - Golden Visa - Nomination Request for Golden Residence- New Request**”.

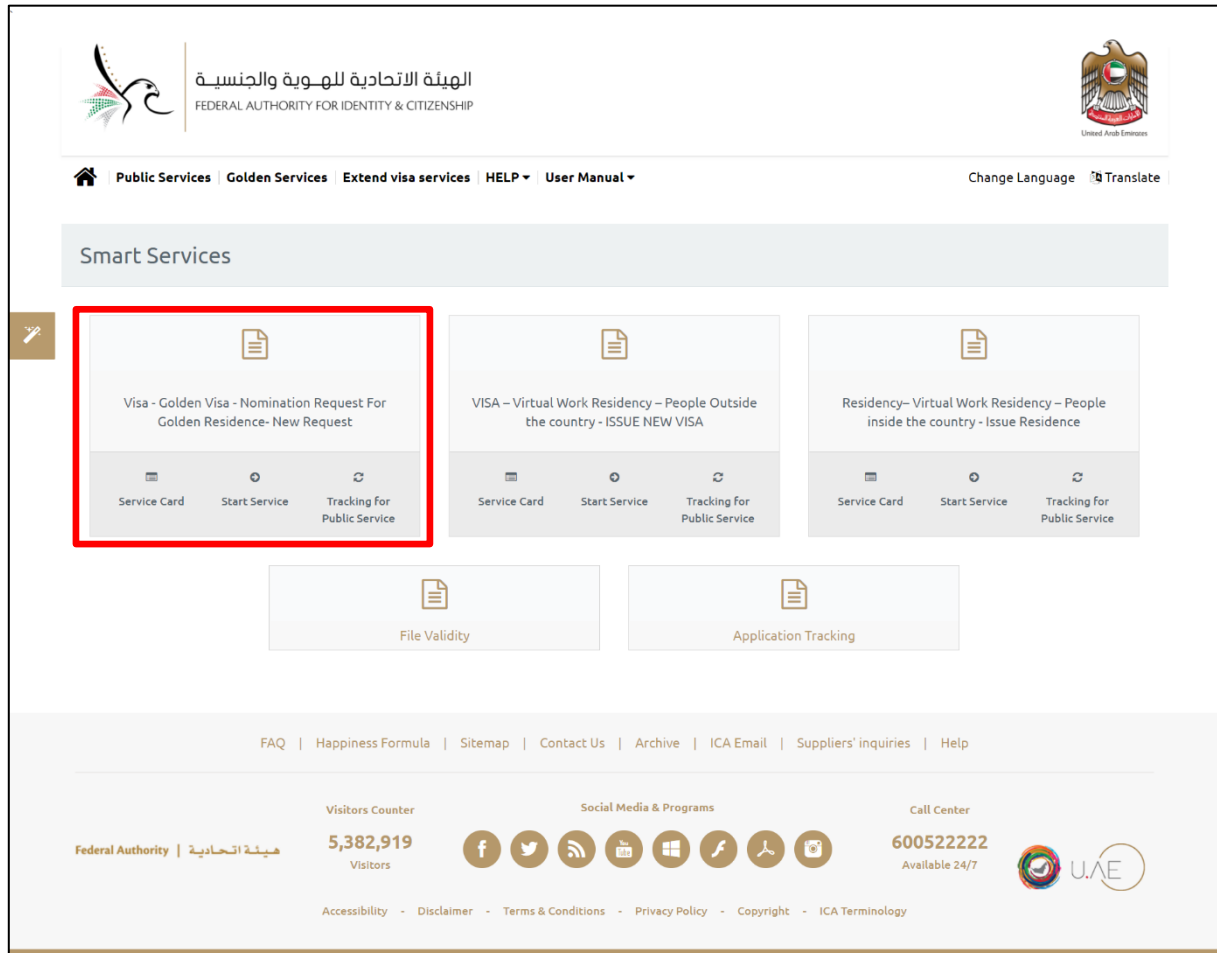


Figure 2: Smart Services Screen - Selecting the Required Service.

- Click on “**Start Service**”.

5. The system will redirect the user to the required service screen " **Visa - Golden Residence - Nomination Request for Golden Residence- New Request**".
6. The Service screen is divided into four subsections distributed on the dashboard as shown below.

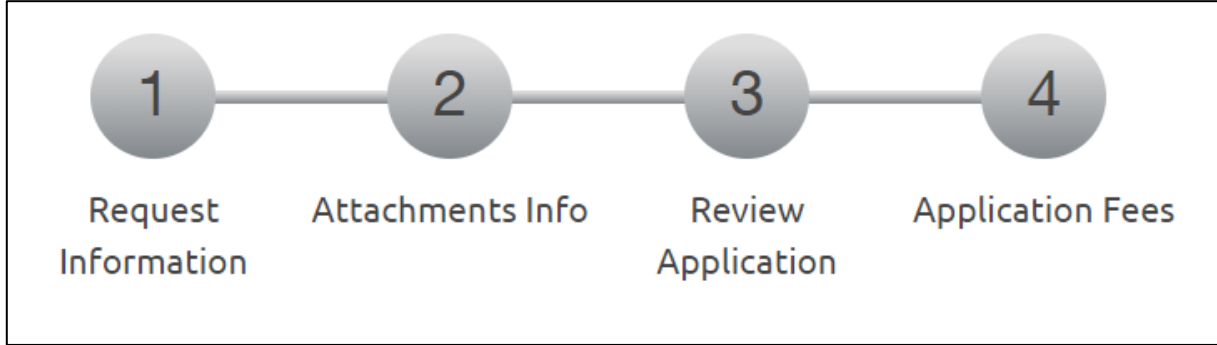


Figure 3 : Distributed Subsections.



7. Enter the Personal Information (Service Beneficiary).

Service Description

0%

First Step Second Step Third Step

1 2 3 4
Request Information Attachments Info Review Application Application Fees

Personal Information (Service Beneficiary)

| | |
|-----------------------|------------------------------|
| Unified Number * | 158780695 |
| Emirate * | ABU DHABI |
| Name (English) * | TEST USER |
| Name (Arabic) * | مستخدم تجريبي |
| Current Nationality * | CANADA |
| Passport Number * | 0756983 |
| Gender * | MALE |
| Date Of Birth * | 05/06/1940 |
| Birth Country * | CANADA |
| Professions * | GENERAL PRACTITIONER DENTIST |

Figure 4: Enter Personal Information.

8. Select the Nominated Golden Visa Category and Sub Category.
9. Enter the Contact Information so that it is easy for the Federal Authority for Identity and Citizenship to communicate with the applicant.

Nominated Golden Visa Category

Person Category * Investor In Public Investments

Person Sub Category * Investor In Public Investments

Contact Information

Mobile No. * 00971 - UNITED ARAB EMI... 501234567

Email * info.test@tahaluf.ae

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

I'm not a robot

reCAPTCHA Privacy - Terms

Next

FAQ | Happiness Formula | Sitemap | Contact Us | Archive | ICA Email | Suppliers' inquiries | Help

Visitors Counter: 5,382,919 Visitors

Social Media & Programs: f, t, r, y, w, l, s, i

Call Center: 600522222 Available 24/7

U.A.E.

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Figure 5: Entering Golden Visa Category and Contact Information.

10. Click on “Next” to move to the “Attachments” sub-screen.

11. Upload the required attachments as documents supporting the request when it is processed by the Federal Authority for Identity and Citizenship.

VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST
Reference Number : 0001029431012021300874143

Service Description

25%

First Step Second Step Third Step

1 2 3 4
Request Information Attachments Info Review Application Application Fees

Support Document (Required) [Select \ Select other file](#)

Scan As pdf

Select \ Select other file Scan

Attachment max size 2 mega byte [Scanner Application](#)

Allowed Types : .jpeg, .jpg, .pdf

| Type | Name |
|------------------|----------------------------|
| Support Document | TEST USER_Support Document |

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Visitors Counter
5,382,919 Visitors

Social Media & Programs

Call Center
600522222 Available 24/7

Federal Authority | هيئة الاتحادية

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Figure 6: Attachments Sub- Screen.

12. Click on “Next” to move to the “Review Application” sub-screen.



13. Review the request information, and upon completion, click on “Next” to move to the “Application Fees” sub-screen.

VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST
Reference Number : 0001029431012021300874143

Service Description

50%

First Step | Second Step | Third Step

1 Request Information | 2 Attachments Info | 3 Review Application | 4 Application Fees

User data

| | |
|---|-------------------------------|
| Unified Number : 158780695 | Emirate : |
| Name (English) : TEST USER | Name (Arabic) : مستخدم تجريبي |
| Gender : MALE | Date of Birth : 1940/06/05 |
| Country of Birth : CANADA | Passport Number : O756983 |
| Profession : GENERAL PRACTITIONER DENTIST | |

Nominated Golden Visa Category

| | |
|--|--|
| Person Category : Investor In Public Investments | Person Sub Category : Investor In Public Investments |
|--|--|

Contact Information

| | |
|-----------------------------|------------------------------|
| Mobile No. : 00971501234567 | Email : info.test@tahaluf.ae |
|-----------------------------|------------------------------|

Attachments Info

Support Document View

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Visitors Counter: 5,382,919 Visitors

Social Media & Programs: Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, Instagram

Call Center: 600522222 Available 24/7

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Figure 7: Reviewing Information Sub-Screen.

14. The system will redirect the user to the “Application fees” sub-screen, click on “I Agree on the terms and conditions”, and then click on “Submit” to complete the process.

VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST
Reference Number : 0001029431012021300874127

Service Description

75%

First Step Second Step Third Step

1 2 3 4
Request Information Attachments Info Review Application Application Fees

| Fees Description | Amount(AED) | Vat Amount (AED) 5% | Total With Vat |
|------------------|-------------|---------------------|----------------|
| Total | | | 0.00 AED |

Refund amount in the case of rejection of the application 0.00 AED/Refund amount in the case of Acceptance of the application 0.00 AED

I Agree to the Terms and Conditions

Submit

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Visitors Counter: 5,382,919 Visitors

Social Media & Programs

Call Center: 600522222 Available 24/7

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Figure 8: Application Fee Sub-Screen.

- Please note that this service is free of charge.

15. When the process is completed, a message will appear to the user stating that **“Request Applied Successfully”** and contains the **“Request number”**.

The screenshot displays the website interface for the Federal Authority for Identity & Citizenship. At the top, the logo and name of the authority are visible in Arabic and English. The navigation menu includes 'Public Services', 'Golden Services', 'Extend visa services', 'HELP', and 'User Manual'. A 'Change Language' and 'Translate' option is also present. The main content area features a green box with the following text:

Requests Applied Successfully

Service Name: VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST

Application Reference : 0101029431012021300874144

You will receive an email to confirm this process and show details.

Kindly note that the Emirates ID request related to the exemption request will be saved in the drafts and can only be submitted after processing the exemption request.

To the right of the text is a circular progress indicator showing 100% completion. Below the main content is a 'survey' button. The footer contains a navigation menu with 'FAQ', 'Happiness Formula', 'Sitemap', 'Contact Us', 'Archive', 'ICA Email', 'Suppliers' inquiries', and 'Help'. It also features a 'Visitors Counter' showing 5,382,919 visitors, a 'Social Media & Programs' section with icons for Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, and Instagram, and a 'Call Center' number 600522222 available 24/7. The footer also includes 'Accessibility', 'Disclaimer', 'Terms & Conditions', 'Privacy Policy', 'Copyright', and 'ICA Terminology'.

Figure 9: Confirmation Message.

Access to Nominating Request for Golden Residence – Individual Services

- The user can access the service by following the below steps: -
 1. Click on the link for **Smart Services**.
 2. The home page of the smart services system will appear to the user, Enter the “User Name “and “Password”.

The screenshot displays the 'Smart Services' login page. At the top, there is a navigation bar with links for 'Public Services', 'Golden Services', 'Extend visa services', 'HELP', and 'User Manual'. The main heading is 'Golden Services For Federal Authority for Identity and Citizenship (ICA)'. Below this, there are three service categories: 'Individuals Services', 'Establishments Services', and 'Typing Centers Services'. The 'Individuals Services' section is expanded, showing a list of services for Citizens, UAE Residents, GCC Citizens, GCC Residents, and Visitors. A 'Login' section is also present, with a 'Sign in with UAE PASS' button and a form for Email and Password. A red arrow points to the 'Login' button. At the bottom, there are sections for 'Open Data', 'Service Card', and 'Customer Happiness Centers', along with a footer containing contact information and social media links.

Figure 10: Log in Page.

3. The home page screen will appear to the user, which contains all the smart services.

The screenshot displays the user interface of the Smart Services Home Page. At the top, there is a navigation bar with the organization's logo and name in Arabic and English, a 'Test User' button, and a 'Logout' button. Below this is a secondary navigation bar with a home icon, 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'Payments', and 'HELP'. A 'Change Language' and 'Translate' option is also present.

The main content area is titled 'Control Panel' and features several data cards:

- 112 sponsored** (with a plus icon)
- 0 Related Establishments** (with a plus icon)
- 236 Visa Requests** (with a plus icon)
- 332 Residency Requests** (with a plus icon)
- 58 Active Visas** (with a plus icon)
- 0 Visas about to expire** (with a plus icon)
- 0 Expired Visas** (with a plus icon)
- 54 Active Residencies** (with a plus icon)
- 1 Residencies about to expire** (with a plus icon)
- 7 Expired Residencies** (with a plus icon)
- Entry and exit** (with a plus icon)
- 1469 Financial Transaction** (with a plus icon)
- 12 Ready To Pay Requests** (with a plus icon)

Below the control panel is a 'Browse Smart Service' section with an information icon and a text box: "You can view the services by clicking on the Department tab, choosing the Module, sub-service, and the appropriate action. Please view the service card, which contains all the details related to the service, before submitting your request."

A search bar for 'Department' is shown with a dropdown menu listing: "ABU DHABI - FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI - RESIDENCE SPONSOR".

The footer contains a navigation menu with links: FAQ | Happiness Formula | Sitemap | Contact Us | Archive | ICA Email | Suppliers' inquiries | Help.

At the bottom, there is a 'Visitors Counter' showing 5,382,919 visitors, a 'Social Media & Programs' section with icons for Facebook, Twitter, RSS, YouTube, Windows, and others, and a 'Call Center' number 600522222 available 24/7. The footer also includes links for Accessibility, Disclaimer, Terms & Conditions, Privacy Policy, Copyright, and ICA Terminology, along with the UAE logo.

Figure 11: Smart Services Home Page.

- The user can access the nominating request for golden residence by following the steps shown below from the **"Browse Smart Services"** menu.
- Click on the following Department.
- Select **"Visa"** from the module, then select **"Golden Residence"** from the list of services.
- Select **"Nomination Request for Golden Residence"** from the list of sub-services, then select **"New Request"** as the type of service action.

The screenshot shows the 'Browse Smart Service' interface with the following navigation path highlighted by red boxes:

- Department:** ABU DHABI - FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI - RESIDENCE SPONSOR
- Module:** VISA
- Service:** GOLDEN RESIDENCE
- Sub Service:** NOMINATION REQUEST FOR GOLDEN RESIDENCE
- Service Action:** NEW REQUEST

Figure 12 :Browse Smart Service Access to Nomination Request for Golden Residence

- The system will redirect the user to the required service screen **"Visa - Golden Residence - Nomination Request for Golden Residence- New Request"**.

- The Service screen is divided into four subsections distributed on the dashboard as shown below.

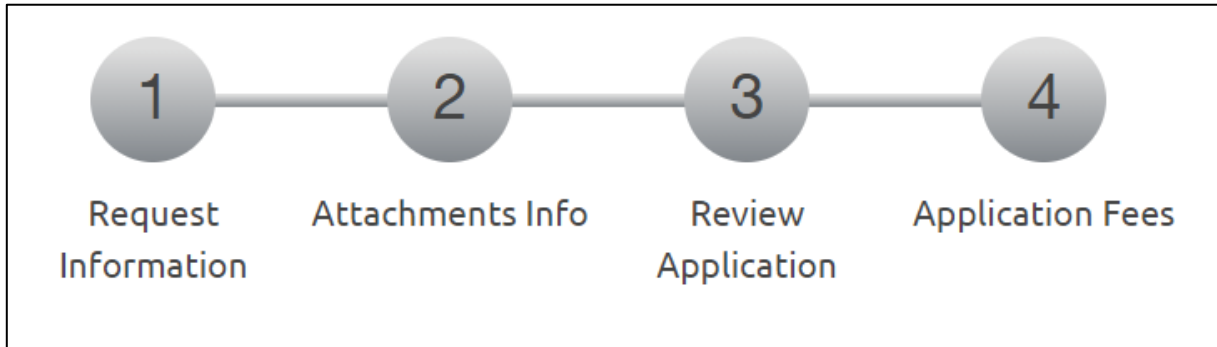


Figure 13: Distributed Subsections.

4. Enter the Personal Information (Service Beneficiary).

Unified Number * 3350216

Emirate * ABU DHABI

Name (English) * TEST USER

Name (Arabic) * مستخدم تجريبي

Current Nationality * STATE OF PALESTINE

Passport Number * T280442

Gender * MALE

Date Of Birth * 01/01/1970

Birth Country * STATE OF PALESTINE

Professions * Investor

Figure 14: Enter Personal Information.

5. Select the Nominated Golden Visa Category and Sub Category.
6. Enter the Contact Information so that it is easy for the Federal Authority for Identity and Citizenship to communicate with the applicant.

The screenshot displays a web form for entering Golden Visa category and contact information. It is divided into two main sections:

- Nominated Golden Visa Category:** Contains two dropdown menus, both currently set to "Investor In Public Investments".
- Contact Information:** Contains two input fields: "Mobile No. *" with the value "00971 - UNITED ARAB EMI... 501234567" and "Email *" with the value "RESIDENT.GOV.ECHANNELS@GMAIL.COM".

A red arrow points to the "Next" button located at the bottom right of the form area. The footer of the page includes navigation links (FAQ, Happiness Formula, Sitemap, Contact Us, Archive, ICA Email, Suppliers' inquiries, Help), a visitors counter (5,382,919), social media icons, a call center number (600522222), and various legal links (Accessibility, Disclaimer, Terms & Conditions, Privacy Policy, Copyright, ICA Terminology).

Figure 15: Entering Golden Visa Category and Contact Information.

7. Click on “Next” to move to the “Attachments” sub-screen.

8. Upload the required attachments as documents supporting the request when it is processed by the Federal Authority for Identity and Citizenship.

VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST
Reference Number : 0001029431012021300874148

Service Description

25%

Service Card
Favorite

First Step Second Step Third Step

1 2 3 4
Request Information Attachments Info Review Application Application Fees

Support Document (Required)
Select \ Select other file
Scan As pdf

Select \ Select other file Scan

Attachment max size 2 mega byte
Allowed Types : .jpeg, .jpg, .pdf
Scanner Application

| Type | Name | |
|------------------|----------------------------|--|
| Support Document | TEST USER_Support Document | |

Back Next

FAQ | Happiness Formula | Sitemap | Contact Us | Archive | ICA Email | Suppliers' inquiries | Help

Visitors Counter
5,382,919
Visitors

Social Media & Programs

Call Center
600522222
Available 24/7

Federal Authority | هيئة اتحادية

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Figure 16: Attachments Sub- Screen.

9. Click on “Next” to move to the “Review Application” sub-screen.

10. Review the request information, and upon completion, click on “Next” to move to the “Application Fees” sub-screen.

VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST
Reference Number : 0001029431012021300874148

Service Description

50%

Service Card
Favorite

First Step | Second Step | Third Step

1 Request Information | 2 Attachments Info | 3 Review Application | 4 Application Fees

User data

| | |
|---------------------------------------|-------------------------------|
| Unified Number : 3350216 | Emirate : |
| Name (English) : TEST USER | Name (Arabic) : مستخدم تجريبي |
| Gender : MALE | Date of Birth : 01/01/1970 |
| Country of Birth : STATE OF PALESTINE | Passport Number : T280442 |
| Profession : Investor | |

Nominated Golden Visa Category

| | |
|--|--|
| Person Category : Investor In Public Investments | Person Sub Category : Investor In Public Investments |
|--|--|

Contact Information

| | |
|-----------------------------|--|
| Mobile No. : 00971501234567 | Email : RESIDENT.GOV.ECHANNELS@GMAIL.COM |
|-----------------------------|--|

Attachments Info

Support Document View

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FAQ | Happiness Formula | Sitemap | Contact Us | Archive | ICA Email | Suppliers' inquiries | Help

Visitors Counter: 5,382,919 Visitors

Social Media & Programs

Call Center: 600522222 Available 24/7

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Figure 17: Reviewing Information Sub-Screen.

11. The system will redirect the user to the “Application fees” sub-screen, click on “I Agree on the terms and conditions”, and then click on “Submit” to complete the process.

The screenshot shows the 'Application fees' sub-screen for a 'VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST'. The page features a progress bar indicating 75% completion. A navigation bar at the top includes 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'Payments', and 'HELP'. A table below the progress bar shows the fee details:

| Fees Description | Amount(AED) | Vat Amount (AED) 5% | Total With Vat |
|------------------|-------------|---------------------|----------------|
| Total | | | 0.00 AED |

Below the table, there is a checkbox labeled 'I Agree to the Terms and Conditions' which is checked. Two red arrows point to this checkbox and the 'Submit' button below it. The 'Submit' button is a grey button with a white dollar sign icon and the text 'Submit'. A 'Back' button is also visible at the bottom left of the main content area.

Figure 18: Application Fee Sub-Screen.

- Please note that this service is free of charge.



12. When the process is completed, a message will appear to the user stating that **“Request Applied Successfully”** and contains the **“Request number”**.

The screenshot displays the user interface of the Federal Authority for Identity & Citizenship. At the top, the logo and name of the authority are visible on the left, and navigation options like 'Test User' and 'Logout' are on the right. Below the header, there is a navigation menu with 'My Requests' selected. The main content area features a green box with the heading 'Requests Applied Successfully'. Inside this box, the following information is provided: Service Name: VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST; Application Reference: 0001029431012021300874148; and a note stating that an email confirmation will be sent. To the right of this box is a circular progress indicator showing 100%. Below the main content, there is a 'survey' button. The footer contains various links such as 'FAQ', 'Happiness Formula', 'Sitemap', 'Contact Us', 'Archive', 'ICA Email', 'Suppliers' inquiries', and 'Help'. It also includes a 'Visitors Counter' showing 5,382,919 visitors, 'Social Media & Programs' icons, and a 'Call Center' number 600522222 available 24/7. The footer also includes 'Accessibility', 'Disclaimer', 'Terms & Conditions', 'Privacy Policy', 'Copyright', and 'ICA Terminology'.

Figure 19: Confirmation Message.

Access to Nominating Request for Golden Residence – Establishment Services

- The user can access the service by following the below steps: -
 1. Click on the link for [Smart Services](#).
 2. The home page of the smart services system will appear to the user, Enter the “User Name “and “Password”.

The screenshot shows the 'Smart Services' login page for 'Establishments Services'. The page header includes the organization's name in Arabic and English, and the UAE national emblem. A navigation bar contains links for 'Public Services', 'Golden Services', 'Extend visa services', 'HELP', and 'User Manual'. The main heading is 'Golden Services for Federal Authority for Identity and Citizenship (ICA)'. Below this, there are three service categories: 'Individuals Services', 'Establishments Services' (which is highlighted), and 'Typing Centers Services'. The 'Establishments Services' section contains a list of service details and a 'Login' form. The login form includes a 'Sign in with UAE PASS' button, a text box for 'Email', a text box for 'Password', and a 'Remember Me' checkbox. A red arrow points to the 'Login' button. At the bottom of the page, there is a footer with 'Open Data', 'Service Card', and 'Customer Happiness Centers' sections, along with a visitor counter showing 5,382,919 visitors and social media icons.

Figure 20: Log in Page.



3. The home page screen will appear to the user, which contains all the smart services.

The screenshot displays the user interface of the Smart Services Home Page. At the top, there is a navigation bar with the organization's logo and name in Arabic and English, a 'Test Company' dropdown, and a 'Logout' button. Below this is a secondary navigation bar with menu items like 'Establishment Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'Payments', 'Reports', and 'HELP'. A 'Users Management' section is also visible.

The main content area features a 'Control Panel' with a search bar and several data cards. The cards show statistics such as '245 sponsored', '19 Visa Requests', '7 Residency Requests', '234 Active Visas', '6 Visas about to expire', '42 Expired Visas', '11 Active Residencies', '3 Residencies about to expire', '1 Expired Residencies', 'Entry and exit', '44 Financial Transaction', and '1 Ready To Pay Requests'. The dashboard also indicates 'Available Balance', 'Black Points 0', and 'Dashboard Last Update since: 04:49 PM'.

Below the control panel is a 'Browse Smart Service' section with a search bar and a list of modules: RESIDENCY, VISA, SPONSOR, and INVESTIGATION. A 'Service Action' section follows, showing search results for 'RESIDENCY-FOR WHOM THIS MAY CONCERN-FOR ESTABLISHMENTS WITH THE LIST OF THEIR SPONSORED-ISSUE (FOR WHOM THIS MAY CONCERN) CERTIFICATE' and 'RESIDENCY-ALL RESIDENCE TYPES-CHANGE STATUS-CHANGE STATUS', each with 'Start Service', 'Service Card', and 'Favorite' options.

The footer contains a navigation menu with links for 'FAQ', 'Happiness Formula', 'Sitemap', 'Contact Us', 'Archive', 'ICA Email', 'Suppliers' inquiries', and 'Help'. It also includes a 'Visitors Counter' showing 5,382,919 visitors, 'Social Media & Programs' with icons for Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, and Instagram, and a 'Call Center' number 600522222 available 24/7. The footer also includes links for 'Accessibility', 'Disclaimer', 'Terms & Conditions', 'Privacy Policy', 'Copyright', and 'ICA Terminology'.

Figure 21: Smart Services Home Page.

- The user can access the nominating request for golden residence by following the steps shown below from the **"Browse Smart Services"** menu.
- Select **"Visa"** from the module, then select **"Golden Residence"** from the list of services.
- Select **"Nomination Request for Golden Residence"** from the list of sub-services, then select **"New Request"** as the type of service action.

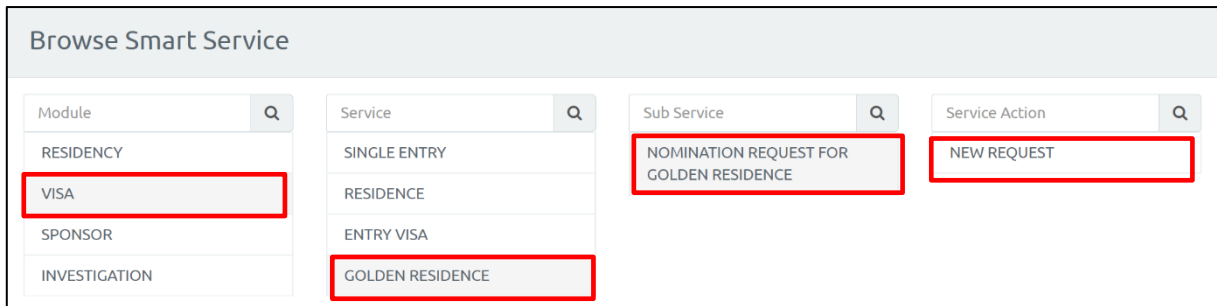


Figure 22: Browse Smart Service Access to Nomination Request for Golden Residence

- The system will redirect the user to the required service screen **"Visa - Golden Residence - Nomination Request for Golden Residence- New Request"**.
- The Service screen is divided into three subsections distributed on the dashboard as shown below.

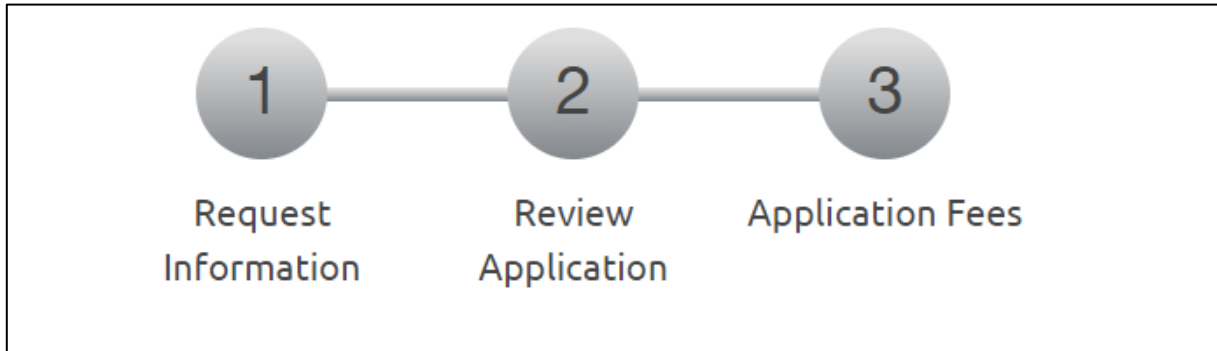


Figure 23: Distributed Subsections.

4. Enter the Personal Information (Service Beneficiary).

The screenshot shows the 'VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST' page. The progress bar indicates 0% completion. The form is divided into three steps: 1. Request Information, 2. Review Application, and 3. Application Fees. The 'Personal Information (Service Beneficiary)' section contains the following fields:

| Field | Value |
|-----------------------|------------------------------|
| Unified Number * | 158780695 |
| Emirate * | ABU DHABI |
| Name (English) * | TEST USER |
| Name (Arabic) * | مستخدم تجريبي |
| Current Nationality * | YEMEN |
| Passport Number * | T54248115 |
| Gender * | MALE |
| Date Of Birth * | 05/06/1940 |
| Birth Country * | YEMEN |
| Professions * | GENERAL PRACTITIONER DENTIST |

Figure 24: Enter Personal Information.

5. Select the Nominated Golden Visa Category and Sub Category.
6. Enter the Contact Information so that it is easy for the Federal Authority for Identity and Citizenship to communicate with the applicant.

The screenshot displays a web form for Golden Visa applications. It is divided into two main sections: 'Nominated Golden Visa Category' and 'Contact Information'. In the first section, both 'Person Category' and 'Person Sub Category' are set to 'Investor In Public Investments'. The second section contains 'Mobile No.' (00971 - UNITED ARAB EMI... 501234567) and 'Email' (Test.user@ica.ae). A red arrow points to a 'Next' button at the bottom right of the form. The footer includes navigation links, a visitor counter (5,382,919), social media icons, and contact information (600522222).

Figure 25: Entering Golden Visa Category and Contact Information.

7. Click on “Next” to move to the “Review Application” sub-screen.

8. Review the request information, and upon completion, click on “Next” to move to the “Application Fees” sub-screen.

الهيئة الاتحادية للهوية والجنسية
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP

Test Company | Logout

Establishment Requests | Sponsored | Drafts | Requests Ready To Payment | Payments | Reports | HELP

Users Management | Annual

VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST
Reference Number : 0001029431012021300874155

Service Description

33%

Service Card

Favorite

First Step | Second Step | Third Step

1 | 2 | 3
Request Information | Review Application | Application Fees

User data

Unified Number : 158780695
Emirate :
Name (English) : TEST USER
Name (Arabic) : مستخدم تجريبي
Gender : MALE
Date of Birth : 1940/06/05
Country of Birth : YEMEN
Passport Number : T54248115
Profession : GENERAL PRACTITIONER DENTIST

Nominated Golden Visa Category

Person Category : Investor In Public Investments
Person Sub Category : Investor In Public Investments

Contact Information

Mobile No. : 00971501234567
Email : Test.user@ica.ae

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Visitors Counter
5,382,919
Visitors

Social Media & Programs

Call Center
600522222
Available 24/7

Federal Authority | هيئة اتحادية | UAE

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Figure 26: Reviewing Information Sub-Screen.

9. The system will redirect the user to the “Application fees” sub-screen, click on “I Agree on the terms and conditions”, and then click on “Submit” to complete the process.

VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST
Reference Number : 0001029431012021300874155

Service Description

67%

First Step | Second Step | Third Step

1 Request Information | 2 Review Application | 3 Application Fees

| Fees Description | Amount(AED) | Vat Amount (AED) 5% | Total With Vat |
|------------------|-------------|---------------------|----------------|
| Total | | | 0.00 AED |

Refund amount in the case of rejection of the application 0.00 AED/Refund amount in the case of Acceptance of the application 0.00 AED

I Agree to the Terms and Conditions

Submit

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Figure 27: Application Fee Sub-Screen.

- Please note that this service is free of charge.



10. When the process is completed, a message will appear to the user stating that **“Request Applied Successfully”** and contains the **“Request number”**.

The screenshot displays the website interface for the Federal Authority for Identity & Citizenship. At the top, there is a navigation bar with the following items: Establishment Requests, Sponsored, Drafts, Requests Ready To Payment, Payments, Reports, and HELP. A user profile section shows 'Test Company' and a 'Logout' button. A secondary navigation bar includes 'Users Management' and 'Annual'. The main content area features a green confirmation message titled 'Requests Applied Successfully'. The message text reads: 'Service Name: VISA - GOLDEN RESIDENCE - NOMINATION REQUEST FOR GOLDEN RESIDENCE - NEW REQUEST', 'Application Reference : 0101029431012021300674155', 'You will receive an email to confirm this process and show details.', and 'Kindly note that the Emirates ID request related to the exemption request will be saved in the drafts and can only be submitted after processing the exemption request.' To the right of the message is a circular progress indicator showing '100%'. Below the message is a 'survey' button. The footer contains a navigation menu with links for FAQ, Happiness Formula, Sitemap, Contact Us, Archive, ICA Email, Suppliers' Inquiries, and Help. It also includes a 'Visitors Counter' showing 5,382,919 visitors, a 'Social Media & Programs' section with icons for Facebook, Twitter, RSS, YouTube, LinkedIn, and Instagram, and a 'Call Center' section with the number 600522222 available 24/7. The footer also includes links for Accessibility, Disclaimer, Terms & Conditions, Privacy Policy, Copyright, and ICA Terminology, along with the U.A.E. logo.

Figure 28: Confirmation Message.

- Starting the procedures for issuing entry permits. After the request is approved, a notification will be sent to the applicant, then the applicant will start the procedures of issuing entry permit by choosing the appropriate service according to the category, and then click on “Check”.

The screenshot displays the user interface for the 'VISA - GOLDEN RESIDENCE - INVESTOR IN PUBLIC INVESTMENTS - ISSUE NEW VISA' service. At the top, there is a navigation bar with 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'Payments', and 'HELP'. A progress indicator shows '0%' completion. Below this, a horizontal timeline indicates four steps: 1. Request Information, 2. Attachments Info, 3. Review Application, and 4. Application Fees. The 'Request Information' step is currently active, and the form contains the following fields:

- Applicant Information (+)
- Communication Information (+)
- Notes (+)
- Nomination Request Information (-)
- Request Number * (0101029431012021300874163)
- Email* (Test.user@ica.ae)
- Check button
- Identification Information For Sponsored (Service Beneficiary) (+)
- Personal Information For Sponsored (Service Beneficiary) (+)
- Address Details of Service Beneficiary (+)
- At Land Transportation, Please Fill in these Information (+)
- Deposit (+)
- Next button

The footer includes a 'Check' button and a 'Next' button. The bottom of the page features a footer with links for FAQ, Happiness Formula, Sitemap, Contact Us, Archive, ICA Email, Suppliers' inquiries, and Help. It also displays a Visitors Counter (5,382,919), Social Media & Programs icons, and a Call Center number (600522222).

Figure 29: Starting the procedures for issuing entry permits.