



**United Arab Emirates**

**Federal Authority for Identity & Citizenship,**

**Customs & Port Security**

**(Smart Services)**

**User Guide – Establishments Services**



## About this Guide

This guide clarifies the main instructions to the Establishments on how to access and use the smart services of the Federal Authority for Identity & Citizenship, Customs & Port Security. The smart services guarantee speed and accuracy in the process of issuing visas and residence permits. It will also eliminate the need for applicants to visit the service centre in person.

The system enables the, including UAE and GCC citizens and residents, to easily apply for citizenship and residency services online through the following URL [Smart Services](#) from anywhere and at any time.

## The Main Objectives

This guide clarifies the main instructions for establishments on how to register and log in into the system, and benefit from its features and functions.

## Prerequisites and Illustrations Used in this Guide

NO	Service	Icon
1	Internet Connection	
2	IOS Mobile Application.	
3	Android Mobile Application.	
4	An active email address.	

## Technical Support

All information provided in this document are subject to change without any further notice and might be inaccurate. If you detect a technical or linguistic errors while using the system, please report them by sending an email to our complaints and feedback email address or by calling on the following:

Call Centre: **600522222**

Complaints System: <https://cc.ica.gov.ae/Web/landing>

## Icons Used in This Guide



Note



Important Note



Completion



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## Establishments Registration

- To create an establishment account, follow the below steps:

- Enter into [Smart Services](#) link.
- Press on “Establishments Registration”.

The screenshot displays the website of the Federal Authority for Identity & Citizenship, Customs & Port Security. The header includes the organization's name in Arabic and English, along with the UAE coat of arms. The main navigation bar contains links for Public Services, Golden Services, Visa Extension services, HELP, User Manual, and a search icon. The 'Services' section is highlighted, showing a list of services: Individuals, Establishments, Typing Centers, and Public Services. The 'Establishments Services' section is expanded, showing a list of services and a login form. A red arrow points to the 'Establishments Registration' button at the bottom left.

**Services**

Individuals, Establishments, Typing Centers and Public Services

Public Services

Download Smart Services Mobile Application

Quick Search Reference Number Inquiry

**Smart Services**

Individuals Services Establishments Services Typing Centers Services

**Establishments Services**

The smart services system provides a range of services related to the Federal Authority for Identity and Citizenship for establishments.

To register and start using the system, the facility must have an effective commercial license.

An overview of the services for the establishments in the system after completing the registration process:

**Administration of the Sponsored**

All services of the sponsored pertaining to the Federal Authority for Identity and Citizenship are available through the facility account in the system.

**Facility services**

All facility services related to the Federal Authority for Identity and Citizenship are made available through the establishment's account in the system, such as facility card services, delegate cards, in addition to some other services.

Login By Email Login By QR Code

Sign in with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

OR

establishmentlaln2.echannels@gmail.com

Remember Me

Login

Forgot Password ?

Establishments Registration Change Username

Figure 1: Establishments Registration Screen

3. Enter your email address in the required field to start the establishments registration process.

Register - Establishments Services

Please note that registration is available for all establishments classifications:

- Governmental establishments
- Private establishments
- Semi-Governmental establishments

Please enter your e-mail, which will be used later to log in to the system.

Email

Email \*

☐ I'm not a robot

reCAPTCHA Privacy - Terms

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Visitors Counter  
5,382,919  
Visitors

Social Media & Programs

Call Center  
60052222  
Available 24/7

U.A.E.

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Figure 2: Register - Establishments Services Screen

4. Press on “Continue” to start the registration process.

5. The system will send an activation message into your email inbox to complete the registration process, press on **“Complete Registration”** link to be forwarded into the next step.

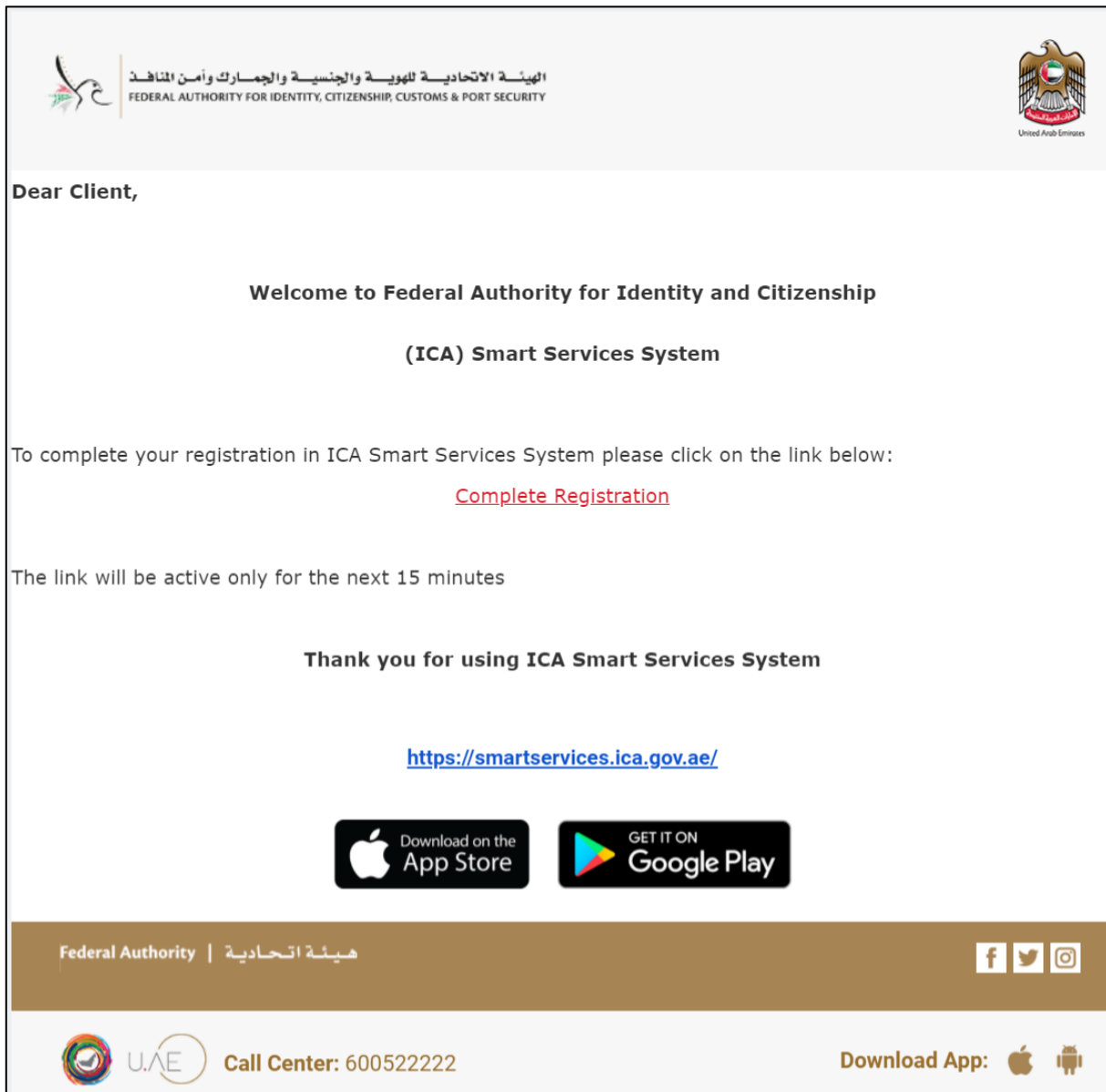


Figure 3: Complete Registration Email Screen



Please note that the complete registration link will be active only for 15 minutes only, after that you will have to register again.

6. The system will redirect the user into “Establishment Registration” screen, enter the required information in the fields and select the “Mobile Number”.

The screenshot displays the 'Establishment Registration' screen. At the top, there is a header with the organization's name in Arabic and English, and the United Arab Emirates coat of arms. Below the header is a navigation bar with links for 'Public Services', 'Golden Services', 'Visa Extension services', 'HELP', 'User Manual', and a search icon. There are also links for 'Change Language' and 'Translate'.

The main content area is titled 'Establishment Registration' and shows a progress bar with two steps: '1 Verification' and '2 User Registration'. The 'Verification' step is currently active, indicated by a green checkmark and a green bar.

Below the progress bar, there are two tabs: 'Use OTP' (selected) and 'Use Identity Card'. The 'Use OTP' tab is active, showing the following fields:

- Establishment Department \***: A dropdown menu showing 'FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP' with a red 'X' icon.
- Establishment Card Number \***: A text input field containing '65889' and a separate field for the last digit '6'.
- Sponsor Unified Number \***: A text input field containing '966578'.
- Licence Issue Date \***: A date picker showing '05/02/2018'.

A red asterisk note below the fields states: '\* Please ensure to enter the card number correctly (including any 0 on the left side if exist)'.

Below the fields, there is a section titled 'Select mobile number' with a green button showing a checkmark and the number '00971503597414'.

At the bottom right of the form, there is a large red arrow pointing to a 'Next' button.

The footer of the page contains a navigation bar with links for 'FAQ', 'Happiness Formula', 'Sitemap', 'Contact Us', 'Archive', 'ICA Email', 'Suppliers' inquiries', and 'Help'. Below this is a section with 'Visitors Counter' showing '5,382,919 Visitors', 'Social Media & Programs' with icons for Facebook, Twitter, RSS, YouTube, Windows, and LinkedIn, and a 'Call Center' section with the number '600522222' and 'Available 24/7'. The footer also includes the 'Federal Authority | هيئة اتحادية' logo and a list of links: 'Accessibility', 'Disclaimer', 'Terms & Conditions', 'Privacy Policy', 'Copyright', and 'ICA Terminology'.

Figure 4: Establishment Registration Screen-Verification Step

7. Press on “Next” to continue the verification step.

8. Enter the “One Time Password (OTP)” that has been sent to your mobile number.

Establishment Registration

Service Description 0%

1 Verification 2 User Registration

☒ Use OTP ☐ Use Identity Card

Establishment Department \* FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP

Establishment Card Number \* 65889 / 6

Sponsor Unified Number \* 966578

Licence Issue Date \* 05/02/2018

\* Please ensure to enter the card number correctly (including any 0 on the left side if exist)

Enter the one time password sent to your mobile number  
441373

If you don't receive the code, you can request for new code by clicking on "Resend Code" after: 18 second

Resend Code

Next

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Figure 5: OTP Screen

9. Press on “Next” to be redirected into next step.

10. The system will redirect the user into “**User Registration**” screen, enter the required information into the fields.

Establishment Registration

Service Description 50%

1 Verification 2 User Registration

EnglishEstabName : Test Est Arabic establishment name : مؤسسة تجريبية

First Name (English) \* TEST USER First Name (Arabic) \* مستخدم تجريبي

Family Name (English) \* USER Family Name (Arabic) \* تجريبي

Mobile Number \* 00971 - UNITED ARAB EMI... 503597622 Gender \* MALE

Date Of Birth \* 08/02/1983 Current Nationality JORDAN

Email \* Test2.typingcenter@gmail.com

Password \* Confirm Password \*

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

I'm not a robot

Register

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Figure 6: Establishment Registration Screen - User Registration Step

11. Press “**Register**” to complete the registration process.



**Congratulations! You have successfully completed the account registration steps. Please check your email inbox for verification.**

## Subscribe to Establishments Services Account

- To activate the created account, follow the below steps:

1. Enter your “Email Address” and “Password” from the login screen.

The screenshot displays the login interface for the Establishments Services account. At the top, there are navigation links for Public Services, Golden Services, Visa Extension services, HELP, and User Manual. Below this is a 'Services' section with a 'Public Services' button. The 'Smart Services' section features three buttons: Individuals Services, Establishments Services, and Typing Centers Services. The 'Establishments Services' section provides information about the smart services system and includes a 'Login By Email' option. The login form consists of a 'Sign in with UAE PASS' button, an email input field (containing 'establishemntalain2.echannels@gmail.com'), a password input field, a 'Remember Me' checkbox, and a 'Login' button. A red arrow points to the 'Login' button.

Figure 7: Login to Establishments Services - Account Subscription Step

2. Press on “Login” to start the activation process.



- The system will redirect the user into “Other Services” screen, review the “General Information” for verification.

Service Description

0%

1 General Information 2 Application Fees

Sponsor Data	
Establishment English Name	Test Establishment
Establishment Arabic Name	منشأة تجريبية
EstabDepartment	FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI
Establishment Type	COMPANIES
License Issue Date	
Establishment Number	501850

Please note that your account should be activated to start using ICA smart services, to activate your account please pay security deposit and yearly subscription fees. Note that yearly subscription will be active for one year after completing the payment.

Next

Figure 8: Establishments Account Subscription Screen - General Information Step

- Press on “Next” to complete the subscription process.

4. The system will redirect the user into “**Application Fees**” screen, select your payment method then press on “**Pay**” to activate your account.

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FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

TEST USER

Logout

Establishment Requests

Sponsored

Drafts

Requests Ready To Payment

Payments

HELP

Users Management

Amwal

OTHER SERVICES - SUBSCRIBE IN ECHANNELS SYSTEM - ESTABLISHMENTS - NEW  
Reference Number : 0001067021732022300902927

Service Description

50%

1

2

General Information

Application Fees

OTHER SERVICES - SUBSCRIBE IN ECHANNELS SYSTEM - ESTABLISHMENTS - NEW

Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
<input type="checkbox"/> URGENT SERVICE FEES	400.00	0.00-Vat-Free	400.00
REQUEST FEES	2,000.00	0.00-Vat Free	2,000.00
SECURITY DEPOSITS	5,025.00	0.25 The value on which the vat was calculated 5.00	5,025.25
E-SERVICES FEES	28.00	1.40	29.40
ICA FEES	22.00	0.00-Vat Free	22.00
Total			7,076.65 AED

Refund amount in the case of rejection of the application 5,000.00 AED/Refund amount in the case of Acceptance of the application 5,000.00 AED

Pay using

☒ I Agree to the Terms and Conditions

Amwal

eWALLET

Amwal

Credit Card

Fees Description	Amount(AED)
Fees Total	7,076.65
ePayment Commission \ Vat	92.00 4.60
Final Total	7,173.25

☐ For faster and more secure payments save your card details for future transactions

Pay

Back

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Figure 9: Establishments Account Subscription Screen - Payment Step

## Login to Smart Services

After creating an establishment account, you can start using Smart Services platform. Follow the below steps to login into your account:

1. Press on the following link [Smart Services](#) to access the platform.
2. Insert your “Email Address” and “Password”, then press on “Login”.

The screenshot shows the 'Establishments Services' login page. At the top, there's a header with the organization's name in Arabic and English, and the UAE coat of arms. Below the header, there's a navigation bar with links for 'Public Services', 'Golden Services', 'Visa Extension services', 'HELP', 'User Manual', and a search icon. There are also links for 'Change Language' and 'Translate'. The main content area is titled 'Services' and includes a section for 'Individuals, Establishments, Typing Centers and Public Services' with a 'Public Services' button. Below this is a banner for 'Download Smart Services Mobile Application' with Apple and Android icons. The 'Smart Services' section features three buttons: 'Individuals Services', 'Establishments Services', and 'Typing Centers Services'. The 'Establishments Services' section includes a list of services, a 'Login By Email' option, a 'Login By QR Code' option, and a 'Sign in with UAE PASS' button. The login form has fields for 'Quick Search' (Reference Number), 'Inquiry', 'Email Address' (with the example 'establishmentlain2.echannels@gmail.com'), and 'Password'. There is a 'Remember Me' checkbox and a 'Login' button. A red arrow points to the 'Login' button. At the bottom, there are links for 'Establishments Registration' and 'Change Username'.

Figure 10: Establishments Services Login Screen

## Home Screen

With this service, the system user be able to view the features of the smart services platform.

### Home Screen Features

- The table below, displays the features of the Smart Services platform home screen, which aims to serve the user and facilitate to access the services.

No	Feature Name	Description
1	User Name	To access and view the user profile, change the password, and logout from the system.
2	Language	To change the system language.
3	Establishments Requests	To view and search the submitted requests.
4	Sponsored	To view all individuals under the user sponsorship, whether old or current sponsored.
5	Drafts	To view and complete the uncompleted requests.
6	Requests Ready for Payment	To view and complete unpaid requests.
7	Payments	To view all payments transactions made from the user account.
8	User Management	To add an additional account for the same user.
9	Amwal	To access electronic payment channel (Amwal).

## Home Screen – Control Panel

- With this feature, the system user be able to view the provided services through the control panel.

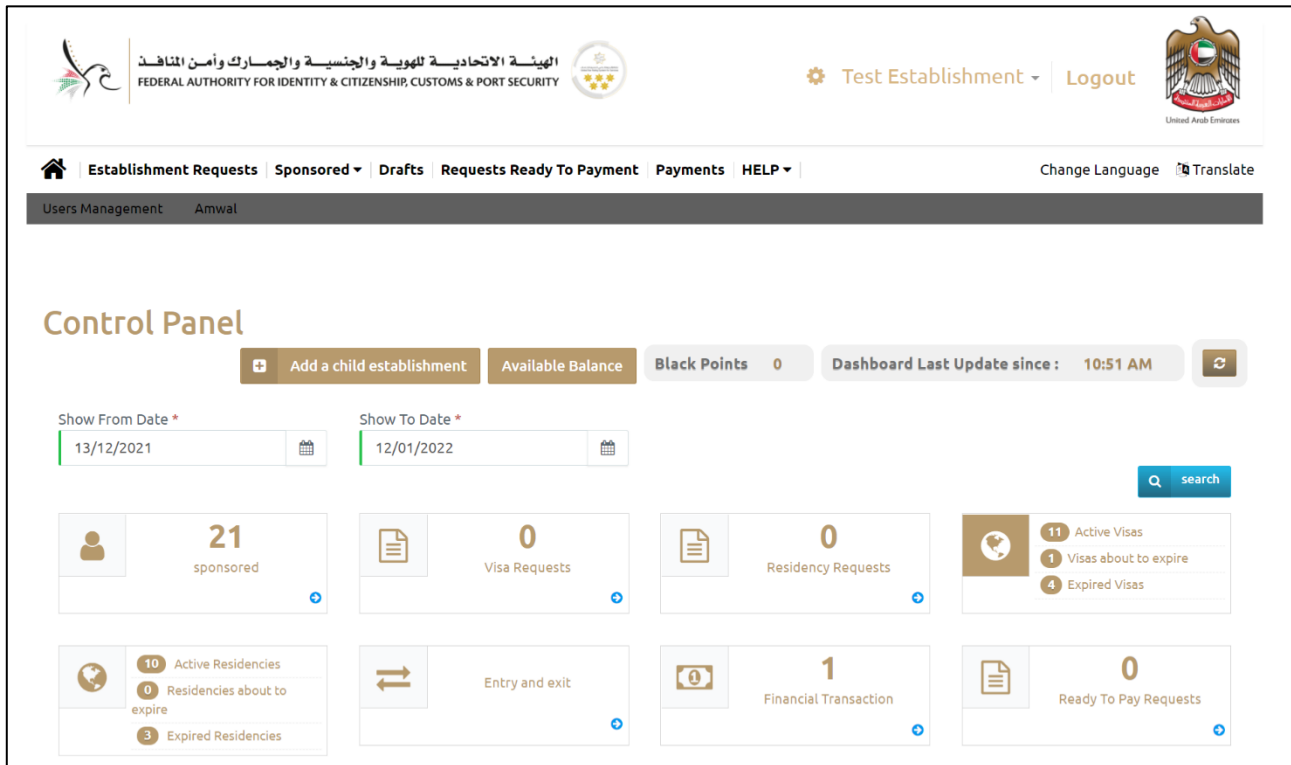


Figure 11: Home Screen - Control Panel

- The below table, displays the services through the control panel:

Icon	Service	Description
	Sponsored	To view the total number of individuals that have been sponsored by the system user.
	Visa Requests	To view the total submitted visa requests.
	Residency Requests	To view the total submitted residency requests.
	Visas	To view all visas requests that will expire soon, already expired, and active visas.
	Residencies	To view the total number of residency requests that will expire soon, already expired, and active visas.
	Entry and Exit	To print the entry and exit from the country report for the company employees.
	Financial Transactions	To view the total financial transactions for submitted visa and residency requests.
	Ready To Pay Requests	To view the total submitted requests that are ready to pay.
	Add a Child Establishment	To add an external establishment from the main company.
	Available Balance	To view the available balance in the e-wallet.
	Black Points	To view the total black points counted for the account.
	Dashboard Last Update Since	To view the latest update time happened on the account.
	Show From Date – To Date	To view the total submitted requests through the dashboard during a specific date.



## Home Screen – Smart Services

With this feature, the system user be able to view the smart services provided by the Federal Authority for Identity & Citizenship, Customs & Port Security. Where the system facilitates request submission process to save time and effort.

- The below table, displays the smart services features:

No	Service Name	Description
1	Module	The main services the system provide.
2	Service	The list of services related to the selected module.
3	Sub Service	The list of services related to the selected service.
4	Service Action	The required action of the selected service.

## Submit a Request

With this service, the system user be able to submit a new request through the establishment account.

- There are two methods to submit a new request, follow the below steps:

### First Method:

- From browse smart services section, select the “**Module**” from the dropdown lists.
- Select the “**Service**”, “**Sub Service**”, and “**Service Action**” from the dropdown lists.

The screenshot displays the 'Browse Smart Service' interface with four dropdown menus. The first dropdown, 'Module', has 'VISA' selected. The second dropdown, 'Service', has 'SINGLE ENTRY' selected. The third dropdown, 'Sub Service', has 'LONG STAY PLEASURE' selected. The fourth dropdown, 'Service Action', has 'ISSUE NEW VISA' selected. Below the dropdowns, a search bar contains the text 'VISA-SINGLE ENTRY-LONG STAY PLEASURE'. At the bottom, a button labeled 'Start Service' is visible.

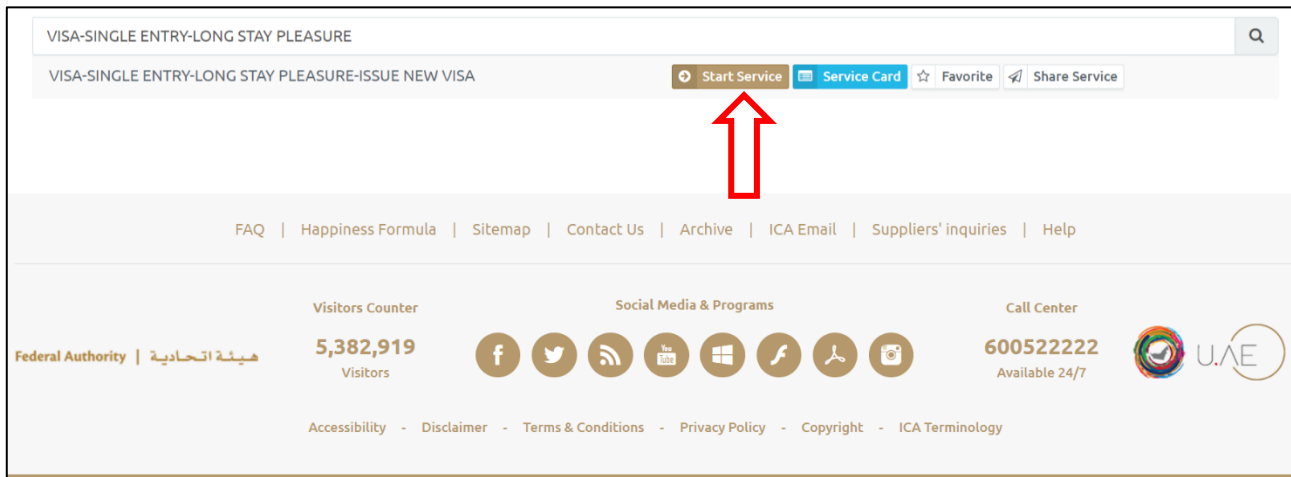
Module	Service	Sub Service	Service Action
VISA	SINGLE ENTRY	LONG STAY PLEASURE	ISSUE NEW VISA

Figure 12: Submit a New Request - First Method



## Second Method:

1. Press on **“Start Service”** after selecting the required service from above method.



**Figure 13: Submit a New Request - Second Method**



The system provides “Service Card” feature, that enables the user to view the details of the selected service, in addition to “Favorite” feature which enables the user to add the selected service into Favorite list to facilitate accessing it in the future.

- The system will redirect the user into the selected service application screen, which it consists of three steps divided into six stages. Below there will be fully detailed description of each step and how to complete it.

## First Step – Trip Info

1. Enter the trip information in the required fields.

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Test Establishment - Logout

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

Change Language Translate

Users ManagementAmwal

VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA

Service Description

0%

Service Card

Favorites

First StepSecond StepThird Step

123456

Trip InfoApplicant InfoAddress InfoAttachments InfoReview ApplicationApplication Fees

Arrival Port \*  
ABU DHABI AIRPORT

Come From \*  
JORDAN

Departure Port  
Please select

Trip\ Vessel Number  
Trip\ Vessel Number

Arrival Date \*  
20/01/2022 dd/MM/yyyy

Electronic visa should be used within 60 days from the date of issuance.  
Your e-visa is valid from 2022/01/20 to 20/04/2022  
your residency can't exceed 90 days from the expected date of entry.

Kindly note that you can enter to UAE using any boarder in the country, and not only the selected border in this application.

Kindly note that if the visa holder stay has exceeded the allowed period for issued visa,then he has to pay an extra fine for each extra day (100 a day).

2022/01/20

90 Days

60 Days

20/04/2022

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**Figure 14: Trip Info Screen**



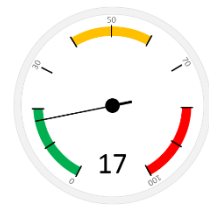
2. Press on **“Next”** to be redirected into next step.




The system will display the visa expiry dates from the date of via issue.


## First Step—Applicant Info

1. Enter the **“Personal Information For Sponsored”** in the required fields.







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



Test Establishment ▾ Logout

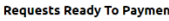



United Arab Emirates


 Establishment Requests

 Sponsored ▾


 Drafts

 Requests Ready To Payment

 Payments

 HELP ▾

Change Language

 Translate

Users Management

Amwal

VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA

Reference Number : 0001024090092022300903011

Service Description

17%

First Step

Second Step

Third Step

1

2

3

4

5

6

Trip Info

Applicant Info

Address Info

Attachments Info

Review Application

Application Fees

Service Card

Favorite

Frequently Asked Questions

What is this service?

Who is eligible to apply this service?

What attachments are needed for this service?

Host Information

Host English Name

Test Establishment

Host Arabic Name

مشأة تجارية

Host Department

FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI

category

COMPANIES

License Issue Date

19/10/2015

Host Number

8199

Health insurance policy information

Identification Information For Sponsored (Service Beneficiary)

Personal Information For Sponsored (Service Beneficiary)

Full Name (English) \*

TEST USER

Full Name (Arabic) \*

مستخدم تجريبي

Current Nationality \*

JORDAN

Previous Nationality

Please select

Gender \*

MALE

Date Of Birth \*

02/01/1993

Birth Country \*

JORDAN

Marital Status \*

SINGLE

Place Of Birth (English) \*

Irbid

Place Of Birth (Arabic) \*

أربد

Mother Name (English) \*

ZAINAB

Mother Name (Arabic) \*

زينب

Religion \*

ISLAM

Faith

SUNNI

Qualification \*

DIPLOMA

Professions \*

DEVELOPER

Visit Reason\*

Vacation

2. Enter the “**Passport Information**” in the required fields.

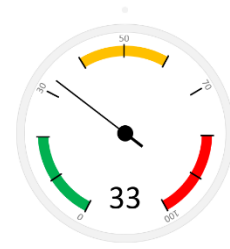
The screenshot shows a web form titled "Passport Information". It contains several fields for passport details:

- Passport Type \***: Dropdown menu with "ORDINARY PASSPORT" selected.
- Passport No \***: Text field with "EMN93323" entered.
- Passport Issue Date \***: Date picker with "15/05/2019" selected.
- Passport Expire Date \***: Date picker with "14/05/2025" selected.
- Passport Issue Place (English) \***: Text field with "Irbid" entered.
- Passport Issue Place (Arabic) \***: Text field with "أربد" entered.
- Passport Issue Country \***: Dropdown menu with "JORDAN" selected.

At the bottom of the form, there are two buttons: "Back" (with a left arrow) and "Next" (with a right arrow). A red arrow points to the "Next" button. Below the form, there is a footer section with links (FAQ, Happiness Formula, Sitemap, Contact Us, Archive, ICA Email, Suppliers' Inquiries, Help), a Visitors Counter (5,382,919), Social Media & Programs icons, a Call Center number (600522222), and various legal links (Accessibility, Disclaimer, Terms & Conditions, Privacy Policy, Copyright, ICA Terminology).

**Figure 15: Applicant Info**

3. Press on “**Next**” to be redirected to the next step.



## Second Step – Address Info

1. Enter the address information in the required fields. press on “Next”.

Service Description

33%

First Step Second Step Third Step

1 2 3 4 5 6

Trip Info Applicant Info Address Info Attachments Info Review Application Application Fees

Applicant location inside UAE \*

ABU DHABI ABU DHABI

Local Building

Local Building

Detailed Address

Abu Dhabi - Airport Street

Local Flat Number

Local Flat Number

UAE Mobile Number\*

00971 - UNITED ARAB EMI... 55555555

UAE Phone Number\*

00971 - UNITED ARAB EMI... 22222222

Permanent Country \*

JORDAN

Applicant location outside UAE \*

Amman-Irbid

Permanent Mobile Number \*

00962 - JORDAN 7955555555

Email \*

komohot161@vinopub.com

PoBox

PoBox

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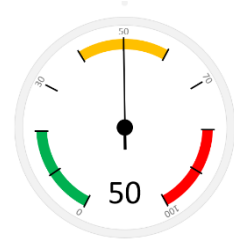
Figure 16: Address Info Screen

2. Press on “Next” to be redirected to the next step.



## Second Step – Attachments Info

1. Upload the required “Attachments” to proceed in the application process, where some of the attachments are required.



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Test Establishment

Logout

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

Change Language | Translate

Users Management | Amwal

VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA

Reference Number : 0001024090092022300903011

Service Description

50%

Service Card

Favorite

First Step

Second Step

Third Step

1

2

3

4

5

6

Trip Info

Applicant Info

Address Info

Attachments Info

Review Application

Application Fees

Please note that the date of the attachments are collected using electronic integration with following government authorities  
1. Abu Dhabi Municipality  
2. Health Authority of Abu Dhabi  
3. Emirates Identity Authority  
4. Department of Economic Development Abu Dhabi  
5. Abu Dhabi Police  
6. Abu Dhabi Water and Electricity Authority  
7. Ministry of Health  
  
\* If your health insurance from Daman company and effective and issued after 1/1/2018 then the upload of health insurance not required. If it's not please upload attachment to avoid reject request.

✓

COPY OF THE SPONSOR'S PASSPORT VALID FOR MINIMUM OF SIX MONTHS (Required)

Select \ Select other file

✓

COLORED PHOTO (Required)

Select \ Select other file

✓

COPY OF SPONSOR'S PASSPORT (Required)

Select \ Select other file

4

PLACE OF RESIDENCE (RENT CONTRACT OR HOTEL RESERVATION)-MANDATORY FOR RESIDENTS ONLY (Optional)

Select \ Select other file

5

PROOF OF KINSHIP (Optional)

Select \ Select other file

6

HEALTH INSURANCE COVERS THE PERIOD OF STAY (Optional)

Select \ Select other file

7

BIRTH CERTIFICATES OF CHILDREN WHICH SHALL BE DULLY ATTESTED. (Optional)

Select \ Select other file

8

SALARY CERTIFICATE (Optional)

Select \ Select other file

9

COPY OF TRADE LICENSE (INVESTOR) (Optional)

Select \ Select other file

10

A COPY OF THE SPONSOR'S RESIDENCE (Optional)

Select \ Select other file

11

ELECTRICITY BILL (Optional)

Select \ Select other file

12

COPY OF THE TRAVELING RETURN TICKET (Optional)

Select \ Select other file

13

CERTIFIED ACCOUNT STATEMENT (Optional)

Select \ Select other file

14

A COPY OF DEPOSIT PAPER (IN CASE OF OLD SYSTEM PAYMENT) (Optional)

Select \ Select other file

15

PROOF OF EXEMPTION FROM FINANCIAL GUARANTEE (Optional)

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
<div>COPY OF THE SPONSOR'S PASSPORT VALID</div>	TEST USER_COPY OF THE SPONSOR'S
<div>COLORED PHOTO</div>	TEST USER_COLORED PHOTO
<div>COPY OF SPONSOR'S PASSPORT</div>	TEST USER_COPY OF SPONSOR'S PAS

Back

Next

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Figure 17: Attachments Info Screen

2. Press on “Next” to be redirected to the next step.

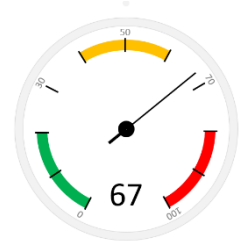


The system enables the user to upload the required documents via scanner application.



### Third Step – Review Application

- With this step, the system user be able to review the full application before moving to payment step, to make sure that all the inserted information is accurate and correct.



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Test Establishment ▾ | Logout

---

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

Change Language | Translate

---

Users Management | Amwal

---

VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA

Reference Number : 0001024090092022300903011

Service Description

67%

First Step

Second Step

Third Step

1

2

3

4

5

6

Trip Info

Applicant Info

Address Info

Attachments Info

Review Application

Application Fees

Service Card

Favorite

Frequently Asked Questions

What is this service? +

Who is eligible to apply this service? +

What attachments are needed for this service? +

Identification Information For Sponsored (Service Beneficiary) Edit Information

Unified Number :

Trip Info Edit Information

Arrival Port : ABU DHABI AIRPORT

Come From : JORDAN

Departure Port :

Trip\ Vessel Number :

Arrival Date : 2022/01/20

Host Information Edit Information

Host English Name : Test Establishment

Host Arabic Name : منشأة تجريبية

Host Department: FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI

Category : COMPANIES

License Issue Date : 19/10/2015

Host Number : 8199

Personal Information Edit Information

Full Name (English) TEST USER

Full Name (Arabic) مستخدم تجريبي

Current Nationality : JORDAN

Previous Nationality :

Gender : MALE

Date Of Birth : 1993/01/02

Birth Country : JORDAN

Residence Country : JORDAN

Place Of Birth (English) : Irbid

Place Of Birth (Arabic) : اربد

Mother English Name : ZAINAB

Mother Arabic Name : زينب

Qualification : DIPLOMA

Profession : DEVELOPER

Religion : ISLAM

Faith : SUNNI

Marital Status SINGLE

Vist Reason : Vacation

Passport Information

Edit Information

Passport Type : ORDINARY PASSPORT

Passport No : EMN93323

Passport Issue Date : 2019/05/15

Passport Expire Date : 2025/05/14

Passport Issue Place (English) : Irbid

Passport Issue Place (Arabic) : اربد

Passport Issue Country : JORDAN

Addresses Info

Edit Information

Address in U.A.E : ABU DHABI - ABU DHABI - Abu Dhabi - Airport Street

Local Building Name :

Local Flat Number :

PoBox :

Mobile No. : 0097155555555

Residence Tel : 0097122222222

Applicant location outside UAE : Amman-Irbid

Permanent Mobile Number : 00962795555555

Email : komohot161@vinopub.com

Attachments Info

Edit Information

COPY OF THE SPONSOR'S PASSPORT VALID FOR MINIMUM OF SIX MONTHS [View](#)

COLORED PHOTO [View](#)

COPY OF SPONSOR'S PASSPORT [View](#)

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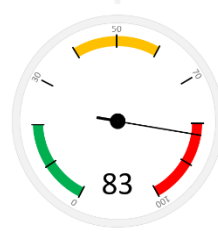
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Figure 18: Review Application Screen

- Press on “Next” to be redirected to the next step.



## Third Step – Application Fees

With this step, the system user be able to pay the required application fees after reviewing the application information.

- To make the payment process, follow the below steps:
- Review the listed fees, then select the “**Health Insurance**”.
  - Press on “**I Agree to the Terms and Conditions**”.

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Users Management | Amwal

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

Change Language | Translate

VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA

Reference Number : 0001024090092022300903025

Service Description

83%

Service Card

Favorite

Frequently Asked Questions

What is this service? +

Who is eligible to apply this service? +

What attachments are needed for this service? +

First Step | Second Step | Third Step

1 Trip Info | 2 Applicant Info | 3 Addresses Info | 4 Attachments Info | 5 Review Application | 6 Application Fees

VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA

Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
<input type="checkbox"/> URGENT SERVICE FEES	400.00	0.00-Vat Free	400.00
REQUEST FEES	100.00	0.00-Vat Free	100.00
ISSUE FEES	450.00	0.00-Vat Free	450.00
SECURITY DEPOSITS	1,025.00	0.25 The value on which the vat was calculated 5.00	1,025.25
E-SERVICES FEES	28.00	1.40	29.40
ICA FEES	22.00	0.00-Vat Free	22.00
<b>HEALTHY INSURANCE</b>			
<input checked="" type="checkbox"/> Dhafra INSURANCE FEES	90.00	4.50	94.50
<input type="checkbox"/> ADNIC INSURANCE FEES	90.00	4.50	94.50
<b>Total</b>			<b>1,721.15 AED</b>

Refund amount in the case of rejection of the application 1,544.50 AED/Refund amount in the case of Acceptance of the application 1,000.00 AED

Pay using

☒ I Agree to the Terms and Conditions

3. Select the required payment method.

The screenshot displays the 'Application Fees Screen' with three payment methods at the top: Amwal eWALLET, Amwal Credit Card (highlighted in green), and Pay Later. Below these is a table of fees:

Fees Description	Amount(AED)
Fees Total	1,721.15
ePayment Commission \ Vat	22.37    1.12
Final Total	1,744.64

Below the table, there is a checkbox option: ☐ For faster and more secure payments save your card details for future transactions. A red arrow points to the 'Pay' button. A 'Back' button is also visible.

The footer contains links for FAQ, Happiness Formula, Sitemap, Contact Us, Archive, ICA Email, Suppliers' Inquiries, and Help. It also features a Visitors Counter (5,382,919), Social Media & Programs icons, a Call Center number (600522222), and various legal links like Accessibility, Disclaimer, Terms & Conditions, Privacy Policy, Copyright, and ICA Terminology.

Figure 19: Application Fees Screen

4. Press on “Pay” to start the payment process.

5. The system will redirect the user to “**Payment Details**” screen, enter the credit card details then press on “**Pay**”.

Figure 20: Payment Details Screen



**Congratulations! You have successfully applied the request; you will receive an email to confirm this process and show details.**





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United Arab Emirates



Tax Invoice

فاتورة ضريبة

0 3 0 0 9 2 0 2 2 0 0 0 7 3 3 1 9 2

**Service Name :** التاكثيرة - سفرة واحدة - زيارة طويلة ترفيه - إصدار تاكثيرة  
VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA

**Applicant Name :** \_\_\_\_\_ **اسم مقدم الطلب :**

**Payment Date :** 12/01/2022 **تاريخ الدفع :**

**Transaction Number :** 422201121932068650 **رقم المعاملة :**

**Receipt Number :** 030092022000733192 **رقم الإيصال :**

**Application Number :** 0101024090092022300903025 **رقم الطلب :**

**Master Application Request :** \_\_\_\_\_ **رقم الطلب الرئيسي :**

Fees Description	Is Refundable قابل للإسترداد	Amount المبلغ درهم إماراتي / AED	VAT الضريبة درهم إماراتي / AED	وصف الرسم
		1,737.37	7.27	
<b>Total</b>		1,744.64	AED / درهم إماراتي	<b>المجموع</b>

Print Date : 12/01/2022 1:26:04PM تاريخ الطباعة :

THE SAFE WAY AUTO REPAIRS - BRANCH 1

50

تأجير سيارات

TAJIR BY THE FORTUNE

الطريق الامن لتصلح السيارات - فرع 1

\* رسوم التأمين المسمى 100014650400003 رقم الملف الضريبي لشركة الطفرة للتأمين

\*\* رسوم البيع الإلكتروني 1002520623000003 رقم الملف الضريبي لبك دبي التجاري

\*\*\* رسوم الخدمات الإلكترونية 1005231780000003 رقم الملف الضريبي لشركة تحالف الإمارات للمحول التقنية

ملاحظة : قد لا يحتوي الإيصال على كافة أنواع الرسوم وذلك حسب نوع الخدمة

Figure 21: Receipt Sample



## Establishment Requests

- With this feature, the system user will be able to search and view all the submitted requests by specifying the search requirements.

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### Establishment Request

#### Search for requests

Module Name  
Please Select

Services  
Services

Nationality  
Please Select

Passport No.  
Passport No.

Date From  
28/12/2021

Date To  
12/01/2022

Request Action  
Please Select

Service Beneficiary name  
Sponsored Name

Emirates ID Number  
Emirates ID Number

#### Search for request

Please Select

Search

Request Number	Creation Date	Service Beneficiary name	Service Type	Status
0101127992052022300902598 Eida request number (PRAN) : 80022022011147688285	11/01/2022 2:37 PM	Test User	EMIRATES ID SERVICES - EMIRATES ID FOR RESIDENT - EMIRATES ID FOR RESIDENT - RENEW EMIRATES ID	Waiting for Fingerprint

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Figure 22: Establishment Requests Screen

- The user can take several actions, as below:

No	Icon	Action Name	Description
1		View	View the submitted request.
2		Report an Issue	Submit a complain to the technical support team.
3		Download Attachments	Download the submitted requests attachments.
4		Print Application	Print the submitted request.
5		Print Receipt	Print the fees receipt.
6		Related Requests	View the linked requests to the applicant.
7		Generate Requests QR Code	Create and print QR code for the request.
8		Share Service	Share the service by QR code.



The list of actions will be updated based on the request type and status.



## Sponsored

- With this feature, the system user be able to view and search for sponsored individuals and take the required action.

## Sponsored – Sponsored Management

- With this feature, the system user be able to search for sponsored individuals and take the required action on their requests.

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Test Establishment Logout

Establishment Request Sponsored Drafts Requests Ready To Payment Payments HELP

Change Language Translate

Users Management Amwal

### Sponsored Management

Unified Number  
Unified Number

Sponsored Name  
Sponsored Name

Emirates ID  
Emirates ID

Nationality  
Please Select

Expire date from  
Expire date from dd/mm/yyyy

Expire date to  
Expire date to dd/mm/yyyy

Module Name  
Please Select

File Validity  
Please Select

Search

Sponsored Name	Type	Expire Date	Nationality	File Status	Fine Status	
Test Sponsored	RESIDENCY - WORK - PRIVATE SECTOR	05/05/2022	PAKISTAN	ACTIVE	No Fine	
Unified Number: Emirates ID:						

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Figure 23: Sponsored - Sponsored Management Screen

- The user can take several actions, as below:

No	Icon	Action Name	Description
1		View	View the submitted request.
2		Print	Print the Emirates ID or Residency.
3		Print Residence Permit Report	Print residency permit details.
4		Renew Emirates ID for Residents	Renew Emirates ID for sponsored residence.
5		Edit Personal Information	Edit the sponsored personal information.
6		Print Entry Permit Report	Print visa.
7		Edit Entry Permit Information	Edit visa information.
8		Cancel Entry Permit	Cancel the visa.
9		Extend Single entry leisure visit (90 Days)	Extended the single-entry visit.
10		Change Status	Change the sponsored status without the need to exit the country.
11		Cancel Residence Permit	Cancel residency permits for all residencies types.



The list of actions will be updated based on the request type and status.

## Sponsored – Canceled Files Managemnet

- With this feature, the system user be able to search for a previous sponsored and take the required action.

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Change Language | Translate

Users Management | Amwal

### Canceled Files Management

Unified Number  
Unified Number

Emirates ID  
Emirates ID

Sponsored Name  
Sponsored Name

Nationality  
Please Select

Expire date from  
dd/mm/yyyy

Expire date to  
dd/mm/yyyy

Module Name  
Please Select

Cancel Date  
Cancel Date

Search

	Sponsored Name	Type	Expire Date	Nationality	File Status	Fine Status	
❗	Test Sponsored Unified Number: Emirates ID:	RESIDENCY - WORK - PRIVATE SECTOR	03/06/2017	IRAQ	VIOLATED	Has fine	
❗	Test Sponsored Unified Number: Emirates ID:	RESIDENCY - WORK - PRIVATE SECTOR	28/09/2015	SYRIAN ARAB REPUBLIC	CANCELED	No Fine	

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Figure 24: Sponsored - Canceled File Management Screen



- The user can take several actions, as below:

No	Icon	Action Name	Description
1		View	View the submitted request.
2		Residency - open escape report for sponsored of private sector or free zone	Submit an escape of a sponsored report.
3		Residency - remove escape report for sponsored of private sector or free zone	Cancel the submitted sponsored escape report.

## Drafts

- With this feature, the system user be able to view and complete the uncompleted requests.

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[Users Management](#) | [Amwal](#)

### Drafts

[Delete](#)

Request Number

Request Number

Email

Email

Applicant Name

Applicant Name

Service Beneficiary name

Service Beneficiary name

MobileNo

00971 - UNITED ARAB EMI... | MobileNo

From

05/01/2022 | dd/MM/yyyy

To

12/01/2022 | dd/MM/yyyy

[Search](#)

		Request Number	Service Beneficiary name	Request Type	Creation Date	Status	
	<input type="checkbox"/>	00010240900920223 00902992	Test	VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA	12/01/2022 12:43 PM	NEW	

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Figure 25: Drafts Screen

- The user can take several actions, as below:

No	Icon	Action Name	Description
1		Complete	To complete the requests from the last step.
2		View	View the submitted request.
3		Delete	Delete the request.
4		Report an Issue	Submit a complain to the technical support team.
5		Checked out	To lock the request and prevent other users from completing it.
6		Checked in	To unlock the request and allow other users to complete it.

## Requests Ready To Payment

- With this feature, the system user will be able to complete the submitted requests from the payment step.

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

Change Language | Translate

Users Management | Amwal

Requests Ready To Payment

Pay | Book a fingerprint appointment | Delete

Request Number

Request Number

Email

Email

Applicant Name

Applicant Name

Service Beneficiary name

Service Beneficiary name

MobileNo

00971 - UNITED ARAB EMI... | MobileNo

Request Waiting For Fingerprint

From

05/01/2022 | dd/MM/yyyy

To

12/01/2022 | dd/MM/yyyy

Search

		Request Number	Service Beneficiary name	Request Type	Creation Date	Status	
	<input type="checkbox"/>	00010240900920223 00903034	مستخدم تجريبي TEST USER	VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA	12/01/2022 1:27 PM	NEW	

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Figure 26: Requests Ready to Payment Screen

- The user can take several actions, as below:

No	Icon	Action Name	Description
1		Pay	To pay the application fees directly.
2		Book a fingerprint appointment	To book a fingerprint appointment for the required requests.
3		Complete	To complete the requests from the last step.
4		View	View the submitted request.
5		Delete	Delete the request.
6		Report an Issue	Submit a complain to the technical support team.
7		Checked out	To lock the request and prevent other users from completing it.
8		Checked in	To unlock the request and allow other users to complete it.



## Payments

- With this feature, the system user will be able to view all the payment transactions and fees breakdown that has been made from the establishment account via specifying the search requirements.

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Test Establishment Logout

Establishment Requests Sponsored Drafts Requests Ready To Payment Payments HELP

Change Language Translate

Users Management Amwal

Payments

Request Number

Request Number

Service Type

Service Type

Receipt Number

Receipt Number

Bank/Amwal Reference Number

Bank/Amwal Reference Number

Start Date

28/12/2021

End Date

12/01/2022

Payment Method

Please Select

Search

Request Number	Receipt Number	Bank/Amwal Reference Number	Amount	Date	Method	User	Status	
010102409009202230 0902786	030092022000733153	42220111929648650	1,744.64	11/01/2022 5:33:11 PM	AMWAL - CREDIT CARD	establishmentlain2.ec hannels@gmail.com	Paid	
010102409009202230 0903025	030092022000733192	422201121932068650	1,744.64	12/01/2022 1:24:30 PM	AMWAL - CREDIT CARD	establishmentlain2.ec hannels@gmail.com	Paid	

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Figure 27: Payments Screen

## Access To User Profile

With this feature, the system user will be able to access the user profile to view and make changes to the profile settings.

- To access the user profile, follow the below steps:
  1. Press on the **“User Name”** from the home screen.
  2. The dropdown list for the user name will appear, select **“User Profile”**.

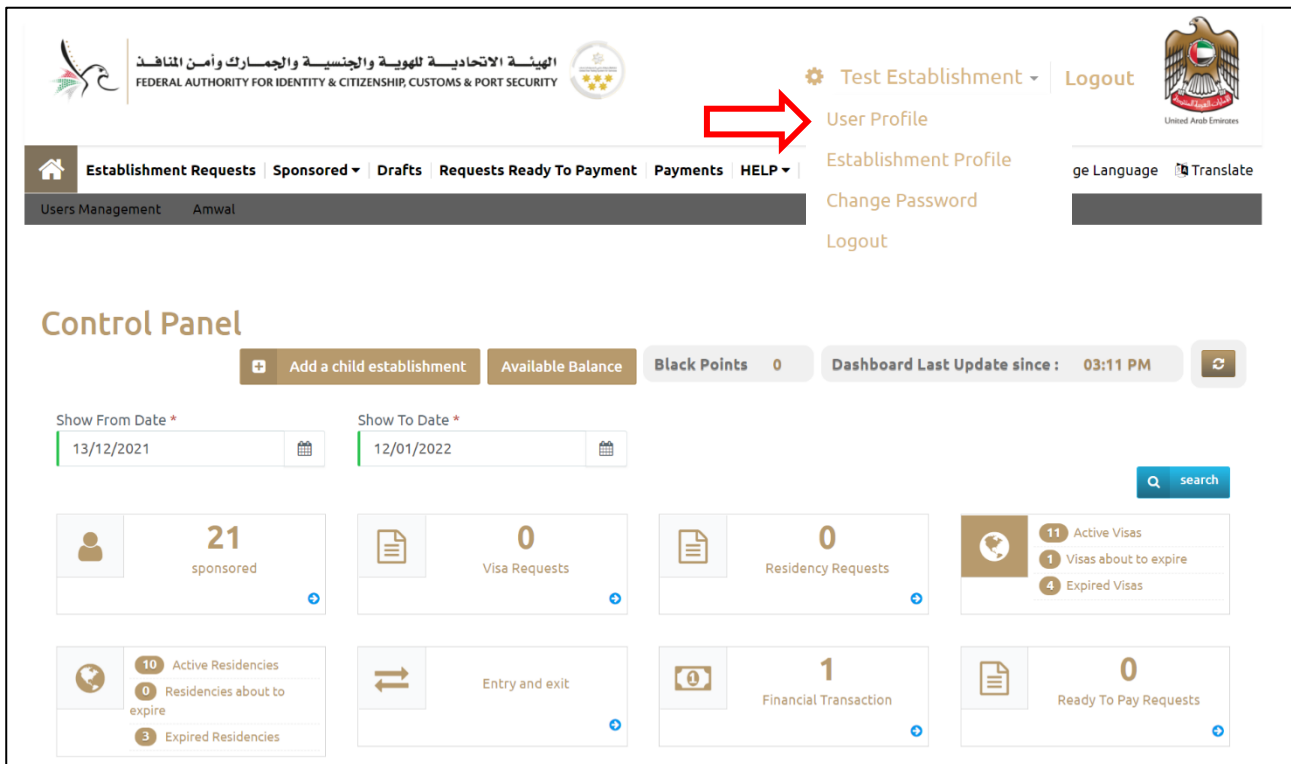


Figure 28: Home Screen - Access to User Profile

3. The system will redirect the user into “User Profile” screen, make the required changes then press on “Save”.

The screenshot displays the 'User Profile' screen of the Federal Authority for Identity & Citizenship, Customs & Port Security system. The page header includes the organization's name in Arabic and English, along with its logo and the United Arab Emirates coat of arms. The main navigation bar shows options like 'Establishment Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'Payments', and 'HELP'. The 'User Profile' tab is selected, and the 'Notifications Settings' tab is also visible. The form contains various input fields for personal and contact information, including names in English and Arabic, date of birth, gender, religion, nationality, residence country, mobile number, addresses, preferred language, and time zone. A red arrow points to the 'Save' button at the bottom right of the form.

Figure 29: User Profile Screen

## Access To Establishment Profile

With this feature, the system user will be able to access the establishment profile to view and make changes to the profile settings.

- To access the establishment profile, follow the below steps:

- Press on the “User Name” from the home screen.
- The dropdown list for the user name will appear, select “Establishment Profile”.

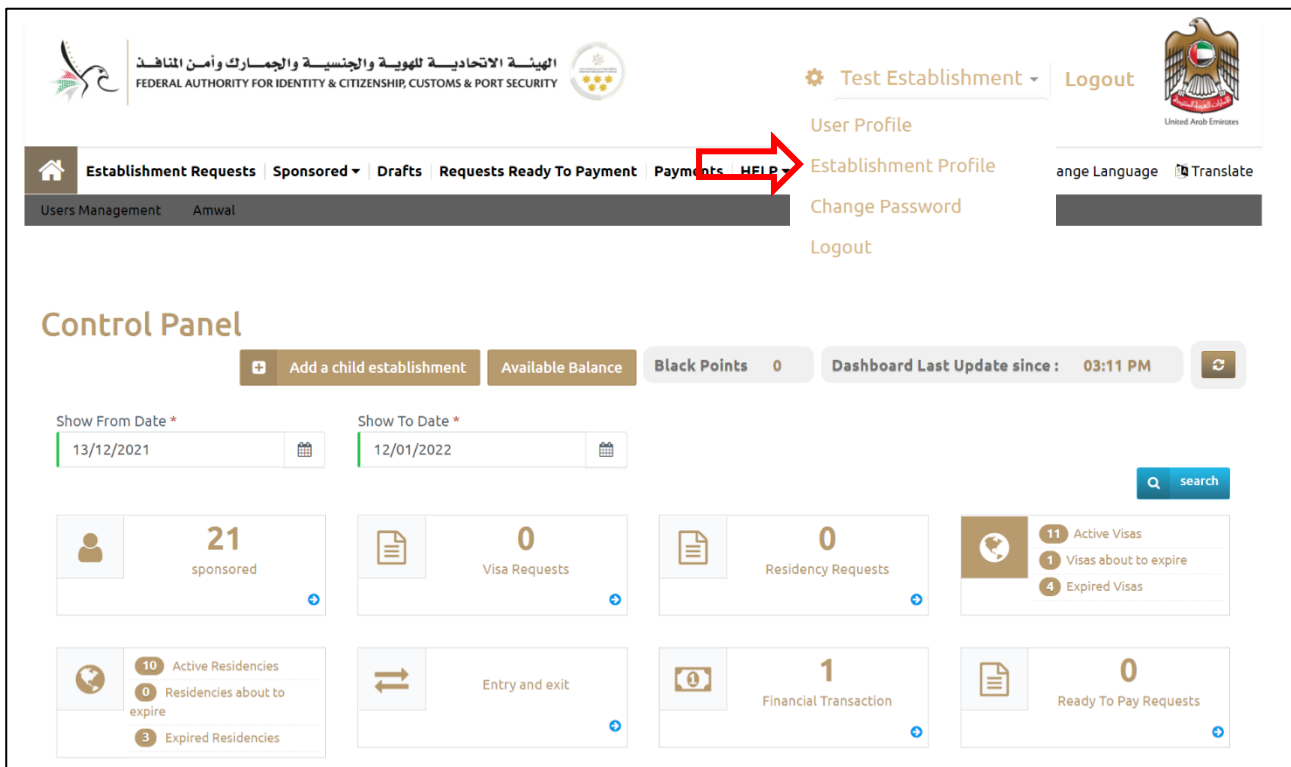


Figure 30: Home Screen - Access to Establishment Profile

3. The system will redirect the user into “User Profile” screen, make the required changes on the profile sections.

The screenshot displays the 'Establishment Main Information' screen of the Federal Authority for Identity & Citizenship, Customs & Port Security. The page features a header with the organization's logo and name in Arabic and English, along with a 'Test Establishment' button and a 'Logout' link. A navigation bar includes links for 'Establishment Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'Payments', and 'HELP'. Below this, a secondary navigation bar lists 'Users Management' and 'Amwal'. The main content area is titled 'Establishment Main Information' and contains a table with the following data:

Establishment Main Information	
Sponsor English Name : TEST ESTABLISHMENT	Sponsor Arabic Name : منشأة تجريبية
Sponsor Department : FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI	Sponsor Type : PRIVATE ESTABLISHMENT
Sponsor Number : 8199	License Issue Date : 19/10/2015
License Expiry Date : 10/01/2022	eChannels Subscription Date : 17/03/2021
eChannels Expiry Date : 17/10/2022	Amount Of Subscription Security Deposit : 5025

The footer of the page includes a navigation bar with links for '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, and others, and a 'Call Center' section with the number 600522222 available 24/7. The footer also includes a 'Federal Authority | هيئة اتحادية' logo and a list of links for 'Accessibility', 'Disclaimer', 'Terms & Conditions', 'Privacy Policy', 'Copyright', and 'ICA Terminology'.

Figure 31: Establishment Main Information Screen

## Forget Password

1. Press on **“Forget Password”** to recover your password.
2. Enter the registered email address, then press on **“Send”**.

Figure 32: Forget Password Screen

3. The system will send a recovery email to your email inbox, press on the attached link and follow the email recovery steps.