



United Arab Emirates

Federal Authority for Identity & Citizenship,

Customs & Port Security

(Smart Services)

User Guide – Individuals Services



About this Guide

This guide clarifies the main instructions to the Individuals 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 individuals 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



Contents

Individuals Registration.....	6
Login to Smart Services.....	14
Home Screen	15
Home Screen Features	15
Home Screen – Control Panel	16
Home Screen – Quick Access	18
Home Screen – Smart Services.....	19
Submit a Request	20
First Step – Applicant Info.....	22
First Step – Address Info.....	24
Second Step – Attachments Info.....	25
Second Step – Review Application.....	27
Third Step – Application Fees	29
My Requests	33
Sponsored.....	35
Sponsored – Sponsored Management.....	36
Sponsored – Canceled Files Managemnet	38
Sponsored – Old Sponsored Management.....	40
Drafts	42



Requests Ready To Payment.....	44
Payments	46
Access To User Profile	47
Forget Password	49

Individuals Registration

- To create an individual's account, follow the below steps:

1. Enter into [Smart Services](#) link.
2. Press on **"Individuals Registration"**.

The screenshot shows the 'Individuals Services' section of the Federal Authority for Identity & Citizenship website. At the top, there is a header with the organization's name in Arabic and English, and the UAE coat of arms. Below the header, there is a navigation bar with links for 'Public Services', 'Golden Services', 'Visa Extension services', 'HELP', 'User Manual', and a search icon. A banner for 'UAE Nation Brand' and 'THE EMIRATES' is displayed, along with the slogan 'Seven Emirates Seven Beacons One Future.' Below the banner, there is a section for 'Smart Services' with three main categories: 'Individuals Services', 'Establishments Services', and 'Typing Centers Services'. The 'Individuals Services' section is expanded, showing a list of services for different categories: Citizens, UAE Residents, GCC Citizens, GCC Residents, and Visitors. A red arrow points to the 'Individuals Registration' button at the bottom left. On the right side, there is a 'Sign in with UAE PASS' section with a login form containing fields for email and password, a 'Remember Me' checkbox, and a 'Login' button. Below the login form, there is a 'Forgot Password?' link.

Figure 1: Individuals Services Registration Screen

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

Register - Individuals Services

Please note that registration is only available for these categories:

- Citizens
- UAE Residents
- GCC Citizens
- GCC Residents
- Visitors

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

Sign up with UAE PASS

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

OR

Email

Email *

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

Continue

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

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 2: Register - Individuals 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.

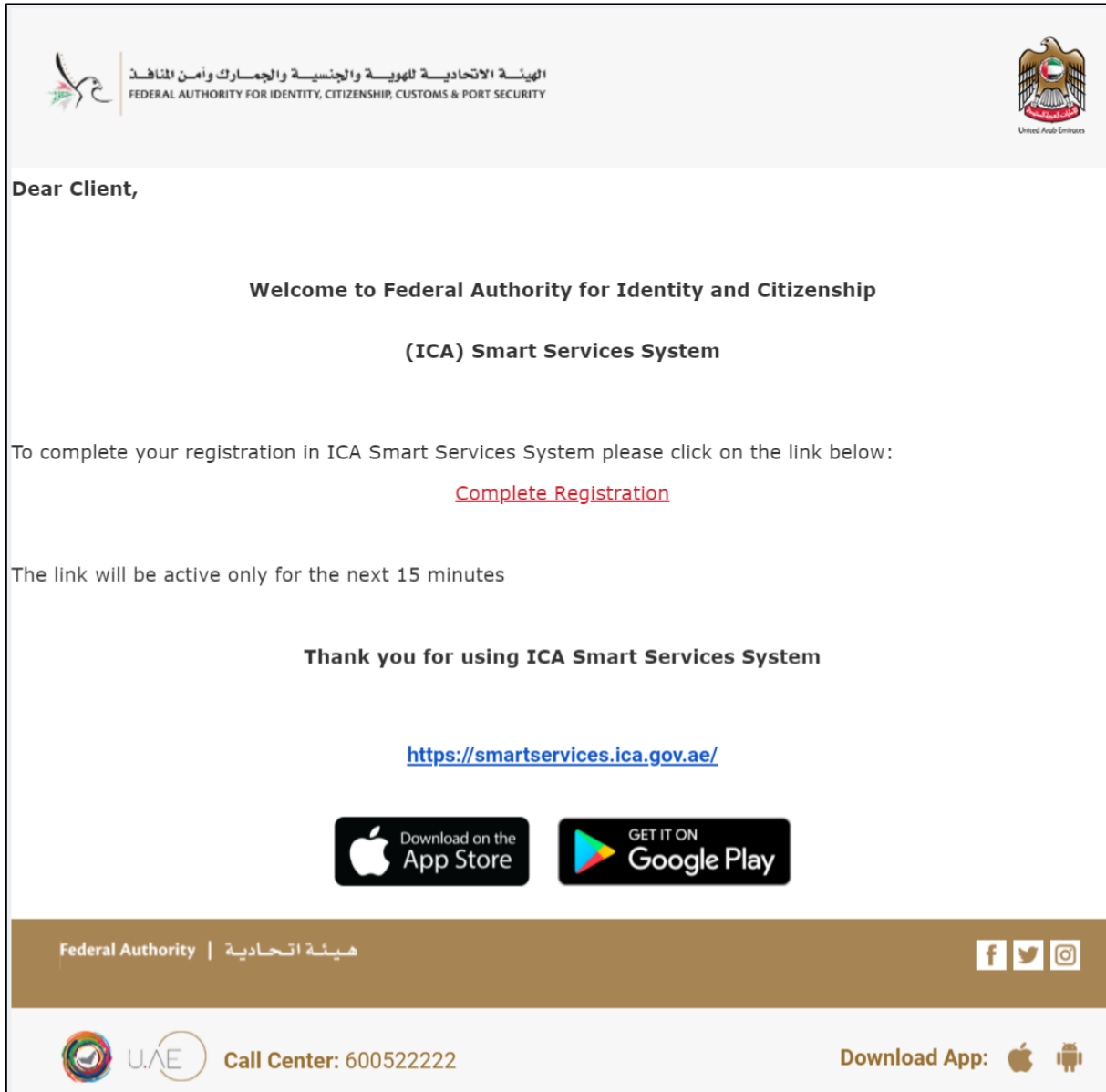


Figure 3: Complete Registration Email Screen



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 “Register” screen, select “Yes” if you have a UAE ID.

Register

Do you have a United Arab Emirates identity?

Yes No

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

U.A.E.

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 4: Register Screen



If you don't have a United Arab Emirates ID, you will complete the registration by entering the visa and profile details.

7. Enter the “Emirates ID” in the required field.

The screenshot displays the 'Register' page for the Emirates ID process. At the top, the header includes the organization's name in Arabic and English, its logo, and the United Arab Emirates coat of arms. A navigation bar below the header contains links for 'Public Services', 'Golden Services', 'Visa Extension services', 'HELP', and 'User Manual', along with 'Change Language' and 'Translate' options. The main content area features a 'Register' title and a three-step progress indicator: 'First Step' (Emirates ID), 'Second Step' (Verification), and 'Third Step' (Registration). Step 1 is currently active, showing a text input field for the 'Emirates ID'. To the right of the input field is a graphic of an Emirates ID card. Below the input field are 'Back' and 'Next' buttons. A red arrow points to the 'Next' button. The footer contains a list of links (FAQ, Happiness Formula, Sitemap, Contact Us, Archive, ICA Email, Suppliers' inquiries, Help), a 'Visitors Counter' showing 5,382,919 visitors, 'Social Media & Programs' icons, a 'Call Center' number (600522222) available 24/7, and the U.A.E. logo. At the very bottom, there are links for Accessibility, Disclaimer, Terms & Conditions, Privacy Policy, Copyright, and ICA Terminology.

Figure 5: Register - Emirates ID Step Screen

8. Press on “Next” to start the registration process.

- The system enables the user to select the verification method, whether by “**Registered Mobile Number**” or by “**Providing Personal Information**”.

9. Select the “**Mobile Number**” then press on “**Next**” to continue the verification step.

The screenshot displays the 'Register' page with a progress bar indicating three steps: First Step (Emirates ID), Second Step (Verification), and Third Step (Registration). The user has entered their Emirates ID (784198635702925) and selected 'By registered mobile number' as the verification method. The selected mobile number is 050****414. A red arrow points to the 'Next' button.

Figure 6: Register - Verification Step Screen

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

Register

First Step Second Step Third Step

1 2 3

Emirates ID Verification Registration

Emirates ID
784198635702925

Enter the one time password sent to your mobile number
971982

If you dont receive the code, you can request for new code by clicking on "Resend Code" after: 47 second

Resend Code

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

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 7: OTP Screen

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

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

The screenshot displays the 'Register' screen of the Federal Authority for Identity & Citizenship, Customs & Port Security. The page features a header with the authority's logo and name in Arabic and English, along with navigation links for Public Services, Golden Services, Extend visa services, HELP, and User Manual. A progress bar indicates the current step is 'Third Step' (Registration), following 'First Step' (Emirates ID) and 'Second Step' (Verification). The registration form includes fields for personal information: First Name (English) [BETA], Family Name (English) [USER], First Name (Arabic) [مستخدم], Family Name (Arabic) [أحمد], Gender [FEMALE], Mobile Number [00971 - الإمارات العربية المتحدة 503597414], Emirates ID [784198635702925], Date Of Birth [07/04/1991], Email [r.olakhres.ext@tahaluf.ae], Password, and Confirm Password. A CAPTCHA verification box is also present. A red arrow points to the 'Register' button at the bottom right of the form.

Figure 8: Register - Registration Step Screen

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



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

Login to Smart Services

After creating the individuals 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 Smart Services login interface. 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. A banner for the UAE Nation Brand is displayed, featuring the text 'Seven Emirates Seven Beacons One Future.' and the UAE flag. Below the banner, there's a section for downloading the Smart Services mobile application for iOS and Android. The main content area is titled 'Smart Services' and includes a 'Quick Search' bar with a 'Reference Number' field and an 'Inquiry' button. 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. To the right of the service list, there's a 'Login By Email' section with a 'Sign in with UAE PASS' button and a description: 'A single trusted digital identity for all citizens, residents and visitors.' Below this, there's a login form with fields for 'resident.echannels@gmail.com' and a password field. A 'Remember Me' checkbox is also present. A red arrow points to the 'Login' button at the bottom right of the login form. At the bottom of the page, there are links for 'Individuals Registration' and 'Forgot Username / Password'.

Figure 9: Individuals 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 the services accessing process.

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	My 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 to Payment	To view and complete unpaid requests.
7	Payments	To view all payments transactions made from the user account.
8	Help	Contact the technical support team regarding a system issue.
9	Search Bar (Search For)	Search for features and services or requests in the system.

Home Screen – Control Panel

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

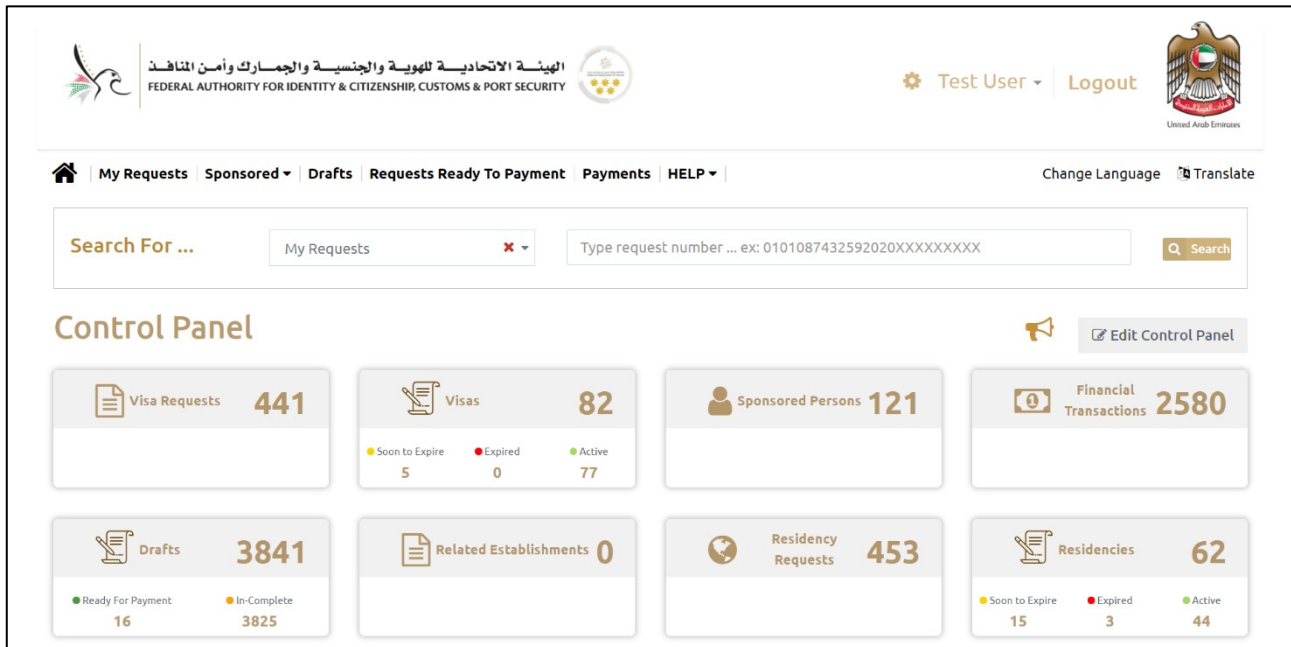


Figure 10: Home Screen - Control Panel

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

Icon	Service	Description
	Visa Requests	To view the total submitted visa requests.
	Visas	To view all visas requests that will expire soon, already expired, and active visas.
	Sponsored Persons	To view the total number of individuals that have been sponsored by the system user.
	Financial Transactions	To view the total financial transactions for submitted visa and residency requests.
	Drafts	To view the total number of ready for payment requests and in-complete requests.
	Related Establishments	To view the main information of the establishments related to the system user.
	Residency Requests	To view the total number of residency requests applied by the system user.
	Residencies	To view the total number of residency requests that will expire soon, already expired, and active visas.

Home Screen – Quick Access

- With this feature, the system user be able to view and access the services and features of smart services platform.

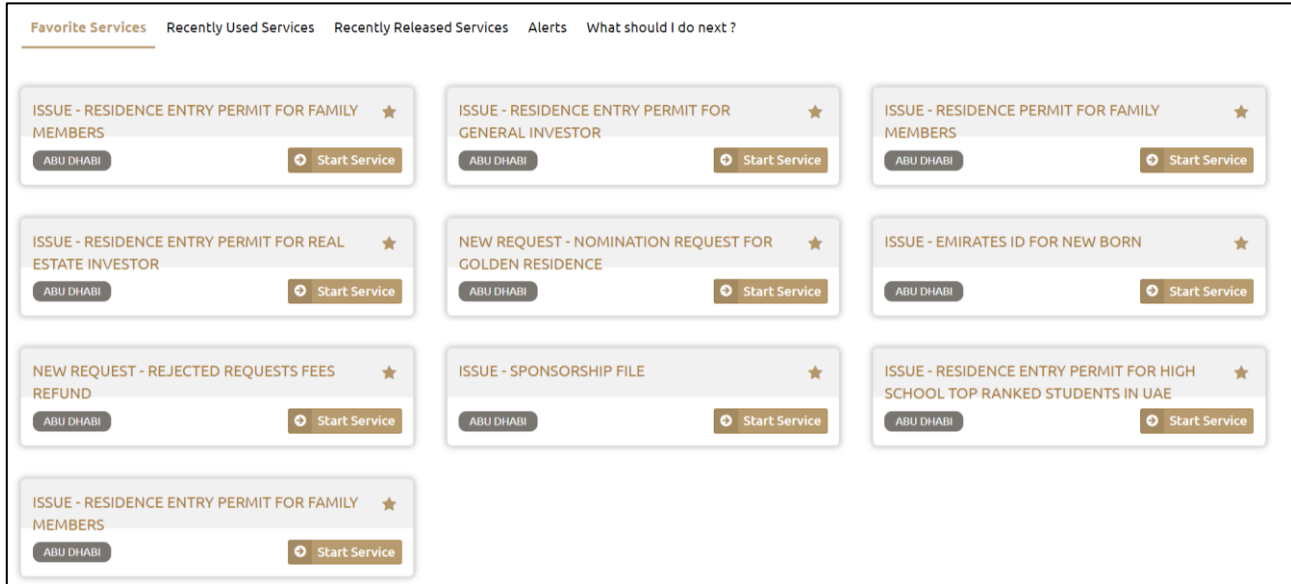


Figure 11: Home Screen - Quick Access

- The below table, displays the services through quick access feature:

No	Service	Description
1	Favorite Services	To add the most used services into favorite list.
2	Recently Used Services	View the latest used services by the user.
3	Recently Released Services	View the latest services added into the smart services platform.
4	Alerts	View and search on the notifications at a specific date.
5	What should I do next	View the uncompleted requests, and guide the applicant into the next step to complete the request.

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	Department	The emirate that the applicant from.
2	Module	The main services the system provide.
3	Service	The list of services related to the selected module.
4	Sub Service	The list of services related to the selected service.
5	Service Action	The required action of the selected service.
6	One Step Service	View the services that requires only one step to submit the request.

Submit a Request

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

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

First Method:

- From browse smart services section, select the **“Department”** and **“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. At the top, there is a header with the title 'Browse Smart Service' and a 'One Step Service' button. Below the header, a blue information box states: '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.'

The main area contains five dropdown menus, each with a search icon:

- Department:** A list of departments is shown, with 'ABU DHABI - FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI - RESIDENCE SPONSOR' selected and highlighted with a red box.
- Module:** A list of modules is shown, with 'VISA' selected and highlighted with a red box.
- Service:** A list of services is shown, with 'SINGLE ENTRY' selected and highlighted with a red box.
- Sub Service:** A list of sub-services is shown, with 'LONG STAY PLEASURE' selected and highlighted with a red box.
- Service Action:** A list of service actions is shown, with 'ISSUE NEW VISA' selected and highlighted with a red box. This list also includes 'Favorite' icons and a share icon for each action.

Below the dropdown menus, a search bar contains the text 'VISA-SINGLE ENTRY-LONG STAY PLEASURE'. Below the search bar, a service card is displayed with the following details:

- VISA-SINGLE ENTRY-LONG STAY PLEASURE-ISSUE NEW VISA**
- ABU DHABI - FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI**
- Buttons: **Start Service**, **Service Card**, **Favorite**, **Share Service**

Figure 12: Submit a Request - First Method

Second Method:

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

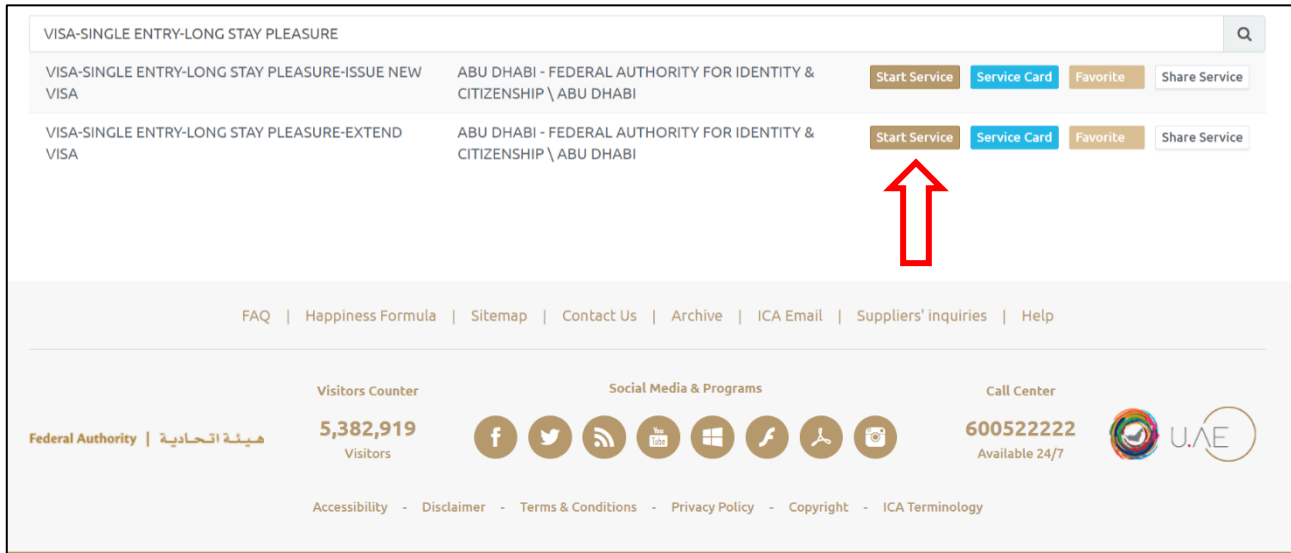


Figure 13: Submit a Request - Second Method



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 five stages. Below there will be fully detailed description of each step and how to complete it.



First Step – Applicant Info

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

الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ

FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User

Logout

My Requests

Sponsored

Drafts

Requests Ready To Payment

Payments

HELP

Change Language

Translate

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

Service Description

0%

First Step

Second Step

Third Step

1

2

3

4

5

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 User

Host Arabic Name

مستخدم تجريبي

Nationality

JORDAN

Host Number

1012015070039505

UAE Unifed No.

158780505

Passport No

T54248505

Passport Expire Date

18/02/2025

Category

RESIDENCE SPONSOR

Emirates ID

784197043585505

Date Of Birth

05/06/1991

Notes

Identification Information For Sponsored (Service Beneficiary)

Personal Information For Sponsored (Service Beneficiary)

Relationship *

NONE

Name (English) *

TEST USER

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) *

إربد

Mother Name (English) *

MONTAHA

Mother Name(Arabic) *

منتهى

Qualification*

DIPLOMA

Professions *

TECHNICAL WRITING OFFICER

Religion *

ISLAM

Faith *

SUNNI

Vist Reason*

Vacation

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

Passport Information

Passport Type *
ORDINARY PASSPORT

Passport No *
EMN992020

Passport Issue Place (English) *
Amman

Passport Issue Place (Arabic) *
عمان

Passport Issue Date *
15/05/2019

Passport Expire Date *
14/05/2025

Passport Issue Country *
JORDAN

Next

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

Federal Authority | هيئة اتحادية

Visitors Counter
5,382,919
Visitors

Social Media & Programs

Call Center
600522222
Available 24/7

U.A.E.

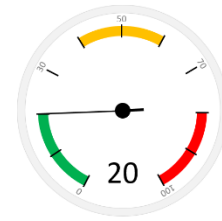
Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 14: Application Info Screen

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

First Step – Address Info

1. Enter the address information in the required fields, then press on **"Next"**.



الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User - Logout

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

Change Language Translate

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

Reference Number :
0001024090092022300902390

Service Description

20%

Service Card

Favorite

First StepSecond StepThird Step

12345

Applicant InfoAddress InfoAttachments InfoReview ApplicationApplication Fees

Inside UAE AddressAdd New Address

Emirate *ABU DHABI

City *ABU DHABI

Area *ABU DHABI INDUSTRIAL CITY

Detailed Address *Industrial City

Building / Hotel *Manara 1Local Flat Number *100

P.O. BOXP.O. BOXUAE Mobile Number *00971 - UNITED ARAB EMI...55555555

Residence Tel00971 - UNITED ARAB EMI...Residence TelEmail *resident.echannels@gmail.com

Address outside UAE

Abroad Country *JORDAN

Detailed Address Outside UAE *Irbid

Permanent Mobile Number *00962 - JORDAN795555555

BackNext

What is this service?

Who is eligible to apply this service?

What attachments are needed for this service?

Frequently Asked Questions

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

Visitors Counter5,382,919 Visitors

Social Media & Programs

Call Center600522222 Available 24/7

Federal Authority | هيئة اتحادية

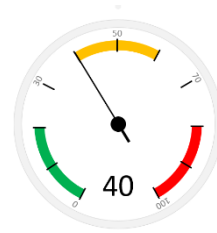
Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 15: Address Info Screen



Second Step – Attachments Info

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



الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User | Logout

Change Language | Translate

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

Reference Number : 0001024090092022300902390

Service Description

40%

Service Card

Favorite

First Step

Second Step

Third Step

1

2

3

4

5

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.

What is this service?

Who is eligible to apply this service?

What attachments are needed for this service?

✓

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

✓

HEALTH INSURANCE COVERS THE PERIOD OF STAY (Optional)

There is no data returned from source

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

✓

COPY OF TRADE LICENSE (INVESTOR) (Optional)

There is no data returned from source

Select \ Select other file

10

A COPY OF THE SPONSOR'S RESIDENCE (Optional)

[Import from source](#) [Select \ Select other file](#)

ELECTRICITY BILL (Optional)

There is no data returned from source

[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](#)

☐ Scan As pdf

Select \ Select other file

Scan

Attachment max size 2 mega byte

[Scanner Application](#)

Allowed Types : .jpeg, .jpg, .pdf

Type	Name
COPY OF THE SPONSOR'S PASSPORT VALID	TEST USER_COPY OF THE SPONSOR'S
COLORED PHOTO	TEST USER_COLORED PHOTO
COPY OF SPONSOR'S PASSPORT	TEST USER_COPY OF SPONSOR'S PAS
HEALTH INSURANCE COVERS THE PERIOD	TEST USER_HEALTH INSURANCE COV
COPY OF TRADE LICENSE (INVESTOR)	TEST USER_COPY OF TRADE LICENSE
ELECTRICITY BILL	TEST USER_ELECTRICITY BILL

Back

Next

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

Federal Authority | هيئة اتحادية

Visitors Counter
5,382,919
Visitors

Social Media & Programs

Call Center
600522222
Available 24/7

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 16: Attachments Info Screen

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



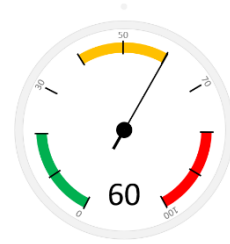
The system enables the user to upload the required documents via scanner application.



Second 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.



الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User | Logout

[My Requests](#) | [Sponsored](#) | [Drafts](#) | [Requests Ready To Payment](#) | [Payments](#) | [HELP](#)

Change Language | Translate

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

Reference Number : 0001024090092022300902390

Service Description

60%

Service Card

Favorite

First Step | Second Step | Third Step

1 | 2 | 3 | 4 | 5

Applicant Info | Address Info | Attachments Info | Review Application | Application Fees

Host Information

Host English Name : Test User

Host Arabic Name : مستخدم تجريبي

Nationality : JORDAN

Host Number : 1012015070039505

Unified Number : 158780505

Passport No : T54248505

Passport Expire Date : 18/02/2025

Category : RESIDENCE SPONSOR

Emirates ID : 784197043585505

Date Of Birth : 05/06/1991

Personal Information

Relationship : NONE

Full Name (English) : TEST USER

Current Nationality : JORDAN

Gender : MALE

Birth Country : JORDAN

Place Of Birth (English) : Irbid

Mother English Name : MONTAHA

Qualification : DIPLOMA

Religion : ISLAM

Vist Reason : Vacation

Full Name (Arabic) : مستخدم تجريبي

Previous Nationality :

Date Of Birth : 1993/01/02

Marital Status : SINGLE

Place Of Birth (Arabic) : اربد

Mother Arabic Name : منتهى

Profession : TECHNICAL WRITING OFFICER

Faith : SUNNI

Edit Information

Frequently Asked Questions

What is this service? +

Who is eligible to apply this service? +

What attachments are needed for this service? +

Passport Information

Edit Information

Passport Type : ORDINARY PASSPORT

Passport No : EMN992020

Passport Issue Place (English) : Amman

Passport Issue Place (Arabic) : عمان

Passport Issue Date : 2019/05/15

Passport Expire Date : 2025/05/14

Passport Issue Country : JORDAN

Addresses Info

Edit Information

Area : ABU DHABI INDUSTRIAL CITY

Address in U.A.E : Industrial City

Local Flat Number : 100

UAE Mobile Number : 0097155555555

Applicant location outside UAE : Irbid

Abroad Country : JORDAN

Local Building Name : Manara 1

P.O. BOX :

Residence Tel :

Permanent Mobile Number : 009627955555555

Email : resident.echannels@gmail.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

HEALTH INSURANCE COVERS THE PERIOD OF STAY View

COPY OF TRADE LICENSE (INVESTOR) View

ELECTRICITY BILL View

Back

Next

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

Federal Authority | هيئة اتحادية

Visitors Counter
5,382,919
Visitors

Social Media & Programs

Call Center
600522222
Available 24/7

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 17: Review Application Screen

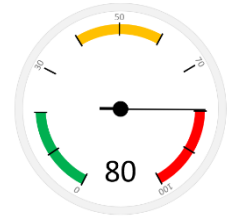
- Press on “Next” to be redirected to the next step.



The system enables the user to edit the information before payment 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:
1. Review the listed fees, then select the **“Health Insurance”**.
 2. Press on **“I Agree to the Terms and Conditions”**.

الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User Logout

My Requests Sponsored Drafts Requests Ready To Payment Payments HELP

Change Language Translate

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

Reference Number : 0001024090092022300902390

Service Description

80%

Service Card

Favorite

First Step Second Step Third Step

1 2 3 4 5

Applicant Info Address Info Attachments Info Review Application 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
HEALTHY INSURANCE*			
<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
Total			1,721.15 AED

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

Frequently Asked Questions

- What is this service? +
- Who is eligible to apply this service? +
- What attachments are needed for this service? +

3. Select the required payment method.

Pay using

☒ I Agree to the Terms and Conditions

Credit Card Pay Later

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

Pay

Back

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

Visitors Counter
Federal Authority | هيئة اتحادية 5,382,919 Visitors

Social Media & Programs

Call Center
600522222 Available 24/7

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 18: 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 19: Payment Details Screen




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






الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY, CITIZENSHIP, CUSTOMS & PORT SECURITY



United Arab Emirates



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

Tax Invoice

فاتورة ضريبة

Service Name : : نوع الخدمة :
 : VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA
 : التأشيرة - سفرة واحدة - زيارة طويلة ترفيه - إصدار تأشيرة

Applicant Name : : اسم مقدم الطلب :

Payment Date : : تاريخ الدفع :
 : 10/01/2022

Transaction Number : : رقم العملية :
 : 422201101925988650

Receipt Number : : رقم الإيصال :
 : 030092022000733100

Application Number : : رقم الطلب :
 : 0101024090092022300902390

Master Application Request : : رقم الطلب الرئيسي :

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

Print Date : 10/01/2022 7:02:16PM

تاريخ الطباعة :

50
YEAR OF THE EMIRATE
1971 2021

رقم الملف الضريبي لشركة الطفرة للتأمين 100014650400003
 رقم الملف الضريبي لبك دبي التجاري 100252062300003
 رقم الملف الضريبي لشركة تحالف الإمارات للحلول التقنية 100523178000003

* رسوم التأمين الصحي
 ** رسوم الدفع الإلكتروني
 *** رسوم الخدمات الإلكترونية

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

Figure 20: Receipt Sample

My Requests

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

الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User | [Logout](#)

United Arab Emirates

[My Requests](#) | [Sponsored](#) | [Drafts](#) | [Requests Ready To Payment](#) | [Payments](#) | [HELP](#) | [Change Language](#) | [Translate](#)

My Requests

Search for requests

Module Name
Please Select

Services
Services

Service Beneficiary name
Sponsored Name

Request Actions
Please Select

Nationality
Please Select

Passport Number
Passport Number

Emirates ID Number
Emirates ID Number

Date From
Date From

Date To
Date To

Search for request

Please Select

[Search](#)

Request Number	Creation Date	Service Beneficiary name	Service Type	Status	
0101024090092022300902390	10/01/2022 7:01 PM	مستخدم تجريبي TEST USER	VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA	SUBMITTED	View Edit Delete
0101067361722022300902452	10/01/2022 4:36 PM	Test User	OTHER SERVICES - REPORTS - RESIDENCE DETAILS - PRINT	APPROVED	View Edit Delete
0101055941492022300902211	10/01/2022 10:03 AM	Test User	FINES - PAY FINES - VIOLATIONS OF ENTRY PERMISSIONS OR RESIDENCES - PAY NEW FINE	APPROVED	View Edit Delete

5 10 20

Showing 1 to 10 of 2556 records

1 2 3 4 5 [Last Page](#)

1 of 256

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

Visitors Counter
Federal Authority | هيئة اتحادية
5,382,919
Visitors

Social Media & Programs
[Facebook](#) [Twitter](#) [LinkedIn](#) [YouTube](#) [Instagram](#) [WhatsApp](#) [Telegram](#)

Call Center
600522222
Available 24/7

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 21: My 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	Report an issue to the technical support team.
3		Urgent Service	Add urgent service feature into residency requests.
4		Print Application	Print the submitted request.
5		Download Attachments	Download the uploaded attachments.
6		Print Receipt	Print the fees receipt.
7		Related Requests	View the linked requests to the applicant.
8		Cancel Requests	Cancel the request submission process.
9		Generate Request QR Code	Create and print QR code for the request.
10		Print Residence Details	Print the e-Visa related to the applicant.



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, this feature consists of three sub-features where will explain each one through this guide.

Sponsored – Sponsored Management

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

الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User Logout

[My Requests](#) | [Sponsored](#) | [Drafts](#) | [Requests Ready To Payment](#) | [Payments](#) | [HELP](#) | [Change Language](#) | [Translate](#)

Sponsored Management

This page enables you to search and display the data of the sponsored under your sponsorship, in addition to the ability to choose one of the sponsored and click on the Actions button to view the services and actions suitable for this sponsored

Unified Number

Unified Number

Emirates ID

Emirates ID

Expire date from

Expire date to

Sponsored Name

Sponsored Name

Nationality

Please Select

Module Name

Please Select

File Validity

Please Select

Search

	Sponsored Name	Type	Issue Date	Expire Date	Nationality	File Status	Fine Status	
	Test Sponsored Unified Number: Emirates ID:	RESIDENCY - FAMILY MEMBERS OF THE SPONSOR - INVESTOR OR PARTNER	05/03/2019	10/12/2021	ICELAND	VIOLATED	Has fine	
	Test Sponsored Unified Number:	VISA - SINGLE ENTRY - LONG STAY PLEASURE	29/11/2019	01/02/2023	GHANA	USED	No Fine	
	Test Sponsored Unified Number:	VISA - SINGLE ENTRY - LONG STAY PLEASURE	15/02/2017	22/03/2022	USA	ACTIVE	No Fine	

5 10 20

1 2 3 4 5 Last Page

1 of 13

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

Visitors Counter

3,382,919
Visitors

Call Center

600522222
Available 24/7

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 22: 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.



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.

الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User | Logout

United Arab Emirates

[Home](#) | [My Requests](#) | [Sponsored](#) | [Drafts](#) | [Requests Ready To Payment](#) | [Payments](#) | [HELP](#) | [Change Language](#) | [Translate](#)

Canceled Files Management

Unified Number

Emirates ID

Sponsored Name

Nationality

Expire date from

Expire date to

Cancel Date

Sponsored Name	Type	Issue Date	Expire Date	Nationality	File Status	Fine Status	
Test Sponsored Unified Number: Emirates ID:	VISA - RESIDENCE - RESIDENCE FOR A RESIDENT FAMILY WORKING IN A PRIVATE SECTOR OR A FREEZONE	29/12/2020	01/02/2023	JORDAN	CANCELED AFTER ENTRY	No Fine	
Test Sponsored Unified Number: Emirates ID:	VISA - RESIDENCE - FAMILY OF AN INVESTOR OR A PARTNER	30/10/2017	22/03/2022	JORDAN	CANCELED AFTER ENTRY	Has fine	

5 10 20

1 2 3 4 Last Page

1 of 4

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

Federal Authority | هيئة اتحادية

Visitors Counter
5,382,919
Visitors

Social Media & Programs

Call Center
600522222
Available 24/7

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 23: Sponsored - Canceled Files 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.



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

Sponsored – Old Sponsored Management

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

الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User | Logout

United Arab Emirates

[Home](#) | [My Requests](#) | [Sponsored](#) | [Drafts](#) | [Requests Ready To Payment](#) | [Payments](#) | [HELP](#) | [Change Language](#) | [Translate](#)

Old Sponsored Management

Unified Number

Unified Number

Emirates ID

Emirates ID

Expire date from

Expire date to

Sponsored Name

Sponsored Name

Nationality

Please Select

Module Name

Please Select

[Search](#)

Sponsored Name	Type	Issue Date	Expire Date	Nationality	File Status	
Test Sponsored Unified Number:	VISA - RESIDENCE - FAMILY OF AN INVESTOR OR A PARTNER	02/09/2015	22/03/2022	GREECE	CLOSED	
Test Sponsored Unified Number: Emirates ID:	RESIDENCY - FAMILY MEMBERS OF THE SPONSOR - INVESTOR OR PARTNER	08/06/2018	07/06/2022	YEMEN	CANCELED	

5 10 20

1 2 3 4 5 Last Page

1 of 5

[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

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 24: Sponsored - Old Sponsored Management Screen



- The user can take several actions, as below:

No	Icon	Action Name	Description
1		Print Residency Details	Print residency permit details.
2		Enter Exit Transaction	Print the individuals entry and exit transactions.

Drafts

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

الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User | Logout

[Home](#) | [My Requests](#) | [Sponsored](#) | **[Drafts](#)** | [Requests Ready To Payment](#) | [Payments](#) | [HELP](#) | [Change Language](#) | [Translate](#)

Drafts

[Delete](#)

Request Number

Request Number

Email

Email

Service Beneficiary name

Service Beneficiary name

Mobile Number

Mobile Number

[Search](#)

		Request Number	Service Beneficiary name	Request Type	Creation Date	
	<input type="checkbox"/>	000106735172202230090 2440	Test User	OTHER SERVICES - REPORTS - VISA DETAILS - PRINT	10/01/2022 6:05 PM	
	<input type="checkbox"/>	000101481116202230090 2388	Test User	RESIDENCY - FAMILY MEMBERS OF THE SPONSOR - INVESTOR OR PARTNER - ISSUE RESIDENCE	10/01/2022 4:56 PM	

5 | 10 | 20

1 | 2 | 3 | 4 | 5 | Last Page

1 of 201

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

Federal Authority | هيئة اتحادية

Visitors Counter
5,382,919
Visitors

Social Media & Programs

Call Center
600522222
Available 24/7

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 25: Draft 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.

الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User | Logout

[Home](#) | [My Requests](#) | [Sponsored](#) | [Drafts](#) | **Requests Ready To Payment** | [Payments](#) | [HELP](#) | [Change Language](#) | [Translate](#)

Requests Ready To Payment

[Pay](#) | [Book a fingerprint appointment](#) | [Delete](#)

Request Number

Request Number

Email

Email

Service Beneficiary name

Service Beneficiary name

Mobile Number

Mobile Number

☐ Request Waiting For Fingerprint

Search

		Request Number	Service Beneficiary name	Request Type	Creation Date	
	<input type="checkbox"/>	000102409009202230090 2390	مستخدم تجريبي TEST USER	VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA	10/01/2022 5:22 PM	

[FAQ](#) | [Happiness Formula](#) | [Sitemap](#) | [Contact Us](#) | [Archive](#) | [ICA Email](#) | [Suppliers' inquiries](#) | [Help](#)

Federal Authority | هيئة اتحادية

Visitors Counter
5,382,919
Visitors

Social Media & Programs

Call Center
600522222
Available 24/7

[Accessibility](#) - [Disclaimer](#) - [Terms & Conditions](#) - [Privacy Policy](#) - [Copyright](#) - [ICA Terminology](#)

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 individuals account via specifying the search requirements.

الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User | Logout

[Home](#) | [My Requests](#) | [Sponsored](#) | [Drafts](#) | [Requests Ready To Payment](#) | **Payments** | [HELP](#) | [Change Language](#) | [Translate](#)

Payments

Request Number
Request Number

Receipt Number
Receipt Number

Start Date
26/12/2021

Payment Method
Please Select

Service Type
Service Type

Bank/Amwal Reference Number
Bank/Amwal Reference Number

End Date
10/01/2022

[Search](#)

Request Number	Receipt Number	Bank/Amwal Reference Number	Amount	Date	Method	User	Status
010102409009202230 0902198	030092022000733065	422201101922568650	1,744.64	10/01/2022 10:02:22 AM	AMWAL - CREDIT CARD	resident.echannels@g mail.com	Paid
010102409009202230 0902390	030092022000733100	422201101925988650	1,744.64	10/01/2022 6:58:26 PM	AMWAL - CREDIT CARD	resident.echannels@g mail.com	Paid

5 | 10 | 20

1 | 2 | 3 | 4 | 5 | Last Page

1 of 5

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

Federal Authority | هيئة اتحادية

Visitors Counter
5,382,919
Visitors

Social Media & Programs

Call Center
600522222
Available 24/7

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

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**”.

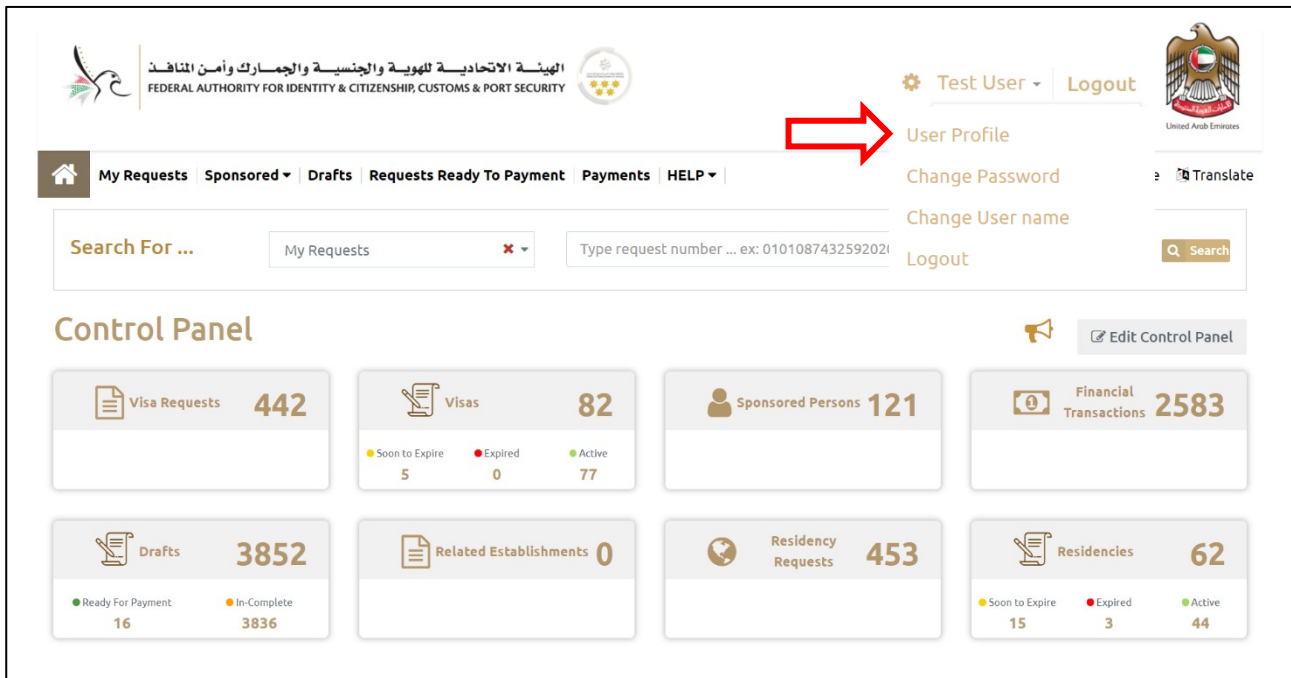


Figure 28: Home Screen - Access to User Profile



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' page of the Federal Authority for Identity & Citizenship, Customs & Port Security. The page is in Arabic and English. The user is logged in as 'Test User' and can click 'Logout'. The page has a navigation bar with links: My Requests, Sponsored, Drafts, Requests Ready To Payment, Payments, and HELP. The main content area is titled 'User Profile' and contains a form with the following fields:

- First Name (English): TEST
- Second Name (English): USER
- Third Name (English): Third Name (English)
- Family Name (English): -
- First Name (Arabic): مستخدم
- Second Name (Arabic): تجربي
- Third Name (Arabic): -
- Family Name (Arabic): -
- Date Of Birth: 04/05/1991
- Gender: 1 MALE
- Religion: 1 ISLAM
- Marital Status: Please Select
- Current Nationality: 227 JORDAN
- Passport Number: kizsw
- Residence Country: 101 UAE
- Email: resident.echannels@gmail.com
- Mobile Number: 00971 - الإمارات العربية المتحدة 2654164161
- Identity Number: 784197043585021
- First Address Description: ABUDHABI
- Second Address Description: Second Address Description
- Preferred Language: EN الإنجليزية
- Preferred TimeZone: Please Select

Below the form, there are checkboxes for:

- ☒ Allow Send SMS
- ☒ Allow Send Email
- ☒ Allow Push Notification
- ☐ Enable second-step verification

A red arrow points to the 'Save' button at the bottom right of the form.

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, s, p, i

Call Center: 600522222 Available 24/7

Federal Authority | هيئة اتحادية

Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 29: User Profile Screen

Forget Password

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

Figure 30: Forgot 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