



**United Arab Emirates**

**Federal Authority for Identity & Citizenship,**

**Customs & Port Security**

**(Smart Services)**

**User Guide – Typing Centre**



## About this Guide

This guide clarifies the main instructions to the Typing Centers 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 typing centers 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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## Typing Centers Registration

- To create a typing center account, follow the below steps:

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

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Seven Emirates  
Seven Beacons  
One Future.

Download Smart Services Mobile Application

Quick Search Reference Number Inquiry

Smart Services

Individuals Services Establishments Services Typing Centers Services

**Typing Centers Services**

This service enables registered typing centers to provide smart services for the naturalization and residence sector by:

- ✓ Providing the establishment card
- ✓ Establishment activity should be in the field of typing center services
- ✓ Payment of fees of 6,000 AED distributed between 5000 AED security deposit and AED 1000 subscription fees
- ✓ Provision of equipment and training to staff
- ✓ To comply with the laws and undertakings required to provide these services and take full responsibility for any errors resulting from malfunction or failure to submit applications

Typing Centers Registration Change Username

Login By Email Login By QR Code

Sign in with UAE PASS

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

OR

typingcenter1.echannels@gmail.com

\*\*\*\*\*

☒ Remember Me

Login

Forgot Password ?

Figure 1: Typing Centers Registration Screen

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

Figure 2: Register - Typing Centers 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.

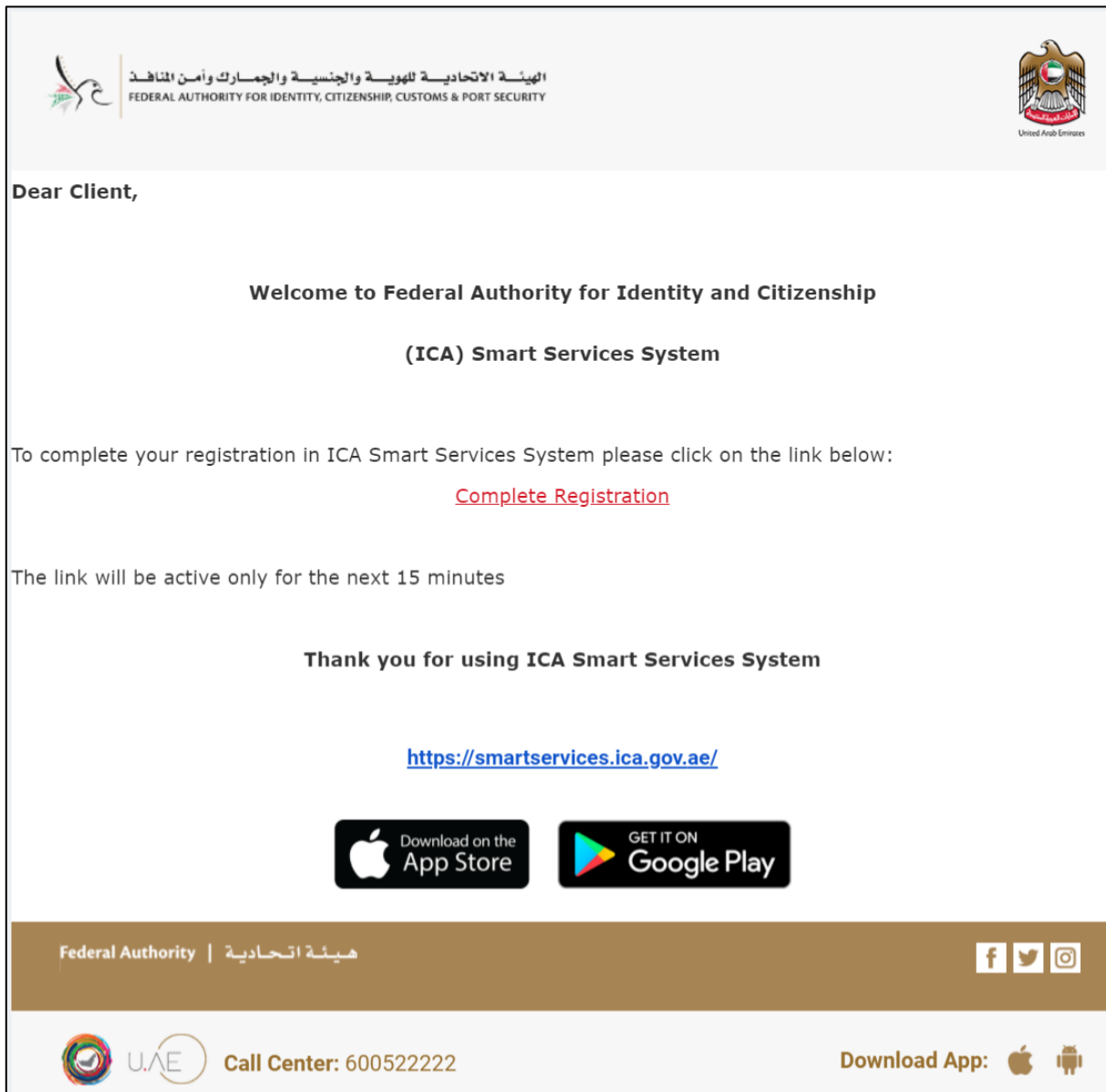


Figure 3: Complete Registration Email Screen



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 “Typing Center Type” screen, select “Citizenship Services”.

Please choose typing center type

**Citizen Ship Services**

Registration for Eform Account Holders

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

Call Center: 600522222 Available 24/7

U.A.E.

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Figure 4: Select Typing Center Type Screen



7. The system will redirect the user into “**Establishment Registration**” screen that is related to the selected typing center service type, enter the required information in the fields and select the “**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)

Select mobile number

☒ 00971503597414

Next

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Figure 5: Establishment Registration Screen-Verification Step

8. Press on “**Next**” to continue the verification step.

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

Figure 6: OTP Screen

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

11. 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 7: Establishment Registration Screen - User Registration Step

12. 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 Typing Centers Account

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

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

The screenshot shows the login interface of the Typing Centers Account. At the top, there are logos for the Federal Authority for Identity & Citizenship, Customs & Port Security and the United Arab Emirates. Below the logos, there is a navigation bar with links to Public Services, Golden Services, Visa Extension services, HELP, and User Manual. A search bar is also present. The main heading is "Services" with a sub-heading "Individuals, Establishments, Typing Centers and Public Services". There is a "Public Services" button. Below this, there is a section for "Smart Services" with three buttons: "Individuals Services", "Establishments Services", and "Typing Centers Services". The "Individuals Services" section is expanded, showing a list of services for individuals, including Citizens, UAE Residents, GCC Citizens, GCC Residents, and Visitors. The "Login" section is on the right, with options for "Login By Email" and "Login By QR Code". There is a "Sign in with UAE PASS" button. Below this, there is a text input field for the email address (Test2.typingcenter@gmail.com) and a password input field. There is a "Remember Me" checkbox and a "Login" button. A red arrow points to the "Login" button. There is also a "Forgot Password ?" link.

Figure 8: Account Activation - Login Screen

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 Est	Establishment Arabic Name	مؤسسة تجريبية
Establishment Department	FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI	Establishment Type	COMPANIES
License Issue Date		Establishment Number	65889

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 9: Account Activation Screen - Verify General Information

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

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

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

TEST USER USER | Logout

Typing Center Requests | Drafts | Requests Ready To Payment | Payments | Users Mapping | HELP |

Change Language | Translate

User Manual For Typing Center | Learning Videos and Links | Users Management | Amwal

OTHER SERVICES - SUBSCRIBE IN ECHANNELS SYSTEM - TYPING CENTERS - NEW

Reference Number : 0001067031732022300901646

Service Description

50%

1 2

General Information Application Fees

OTHER SERVICES - SUBSCRIBE IN ECHANNELS SYSTEM - TYPING CENTERS - 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	50.00	0.00-Vat Free	50.00
ISSUE FEES	1,000.00	0.00-Vat Free	1,000.00
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			6,126.65 AED

Refund amount in the case of rejection of the application 6,000.00 AED/Refund amount in the case of Acceptance of the application 5,000.00 AED

Pay using

☒ I Agree to the Terms and Conditions

Fees Description	Amount(AED)
Fees Total	6,126.65
ePayment Commission \ Vat	79.65 3.98
Final Total	6,210.28

Pay

Back

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Figure 10: Account Activation - Application Fees Screen

## Login to Smart Services

After creating a typing center 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 login interface for Typing Centers Services. At the top, there are logos for the Federal Authority for Identity & Citizenship, Customs & Port Security and the United Arab Emirates. Below the logos, there is a navigation bar with links to Public Services, Golden Services, Visa Extension services, HELP, and User Manual. A search bar is also present. The main header features the UAE Nation Brand logo and the slogan "Seven Emirates, Seven Beacons, One Future." Below this, there is a section for downloading the Smart Services Mobile Application for iOS and Android. The central part of the screen is titled "Smart Services" and contains three buttons: Individuals Services, Establishments Services, and Typing Centers Services. The Typing Centers Services button is highlighted. Below the buttons, there is a section for Typing Centers Services, which includes a list of requirements for registration. To the right of this section, there is a login form with fields for Email and Password, a "Remember Me" checkbox, and a "Login" button. A red arrow points to the "Login" button. Above the login form, there are links for "Login By Email" and "Login By QR Code". Below the login form, there is a link for "Forgot Password?".

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الإمارات  
THE EMIRATES

Seven Emirates  
Seven Beacons  
One Future.

Download Smart Services Mobile Application

Quick Search Reference Number Inquiry

Smart Services

Individuals Services Establishments Services Typing Centers Services

**Typing Centers Services**  
This service enables registered typing centers to provide smart services for the naturalization and residence sector by:

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- ✓ Establishment activity should be in the field of typing center services
- ✓ Payment of fees of 6,000 AED distributed between 5000 AED security deposit and AED 1000 subscription fees
- ✓ Provision of equipment and training to staff
- ✓ To comply with the laws and undertakings required to provide these services and take full responsibility for any errors resulting from malfunction or failure to submit applications

Typing Centers Registration Change Username

Login By Email Login By QR Code

**Sign in with UAE PASS**  
A single trusted digital identity for all citizens, residents and visitors.

OR

typingcenter1.echannels@gmail.com

Remember Me

**Login**

Forgot Password ?

Figure 11: Typing Centers 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	Typing Center Requests	To view and search the submitted requests.
4	Drafts	To view and complete the uncompleted requests.
5	Requests Ready for Payment	To view and complete unpaid requests.
6	Payments	To view all payments transactions made from the user account.
7	User Mapping	To link between e-channels account and e-form account.
8	User Manual for Typing Center	To download typing centers user manuals in both languages, English and Arabic.
9	Learning Videos and Links	To view video tutorials and useful links related to typing centers services.
10	User Management	To add an additional account for the same user.
11	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.

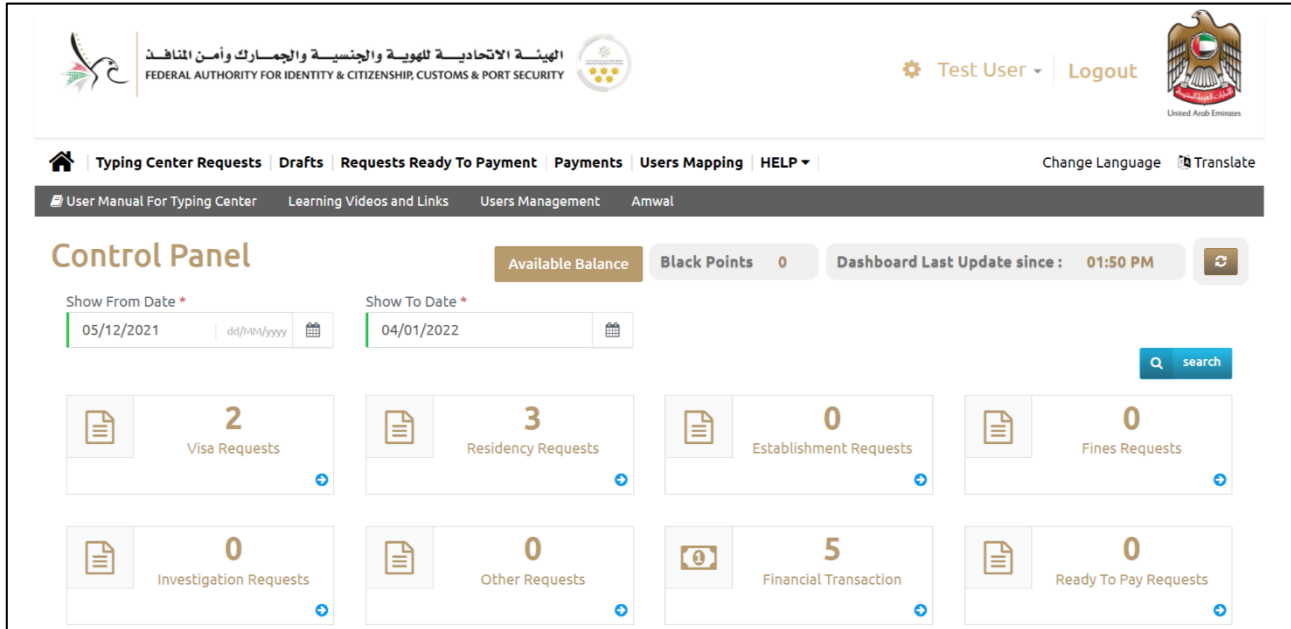


Figure 12: Home Screen - Control Panel

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

Icon	Service	Description
	Visa Requests	To view the total submitted visa requests.
	Residency Requests	To view the total submitted residency requests.
	Establishment Requests	To view the total submitted establishment requests.
	Fines Requests	To view the total submitted fines requests.
	Investigation Requests	To view the total submitted investigation requests.
	Other Requests	To view the total submitted requests for other services.
	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.
	Available Balance	To view the available balance in the electronic 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	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.

## Submit a Request

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

- 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.

**Browse Smart Service**

Department	Module	Service	Sub Service	Service Action
ABU DHABI	RESIDENCY	SINGLE ENTRY	LONG STAY PLEASURE	ISSUE NEW VISA
DUBAI	VISA	RESIDENCE	LONG STAY COURTESY	EXTEND VISA
SHARJAH	SPONSOR	STUDY, TRAINING, ETC	SHORT STAY PLEASURE	
AJMAN	INVESTIGATION	ENTRY VISA	SHORT STAY WORK	
UMM AL QUWAIN	FINES	WORK	SHORT STAY EXHIBITION	
RAS AL KHAIMAH	OTHER SERVICES	MULTIPLE ENTRY	SHORT STAY FESTIVAL	
FUJAIRAH	UAE LOCALS SERVICES	GCC	SHORT STAY CONFERENCE	
AL AIN		PROPERTY OWNER	SHORT STAY COURTESY	
Al Dhafra Area (Western Region)		ALL VISA TYPES	TREATMENT	
		HOLDERS OF SPECIAL VISAS	ACCOMPANY OF A PATIENT FOR TREATMENT	
		VISAS FOR WORK PERMITS	LONG STAY WORK (GOVERNMENT ESTABLISHMENTS)	
		GOLDEN RESIDENCE		
		VIRTUAL WORK RESIDENCY		
		PERMANENT RESIDENCE		
		BEST 100 UNIVERSITIES GRADUATES OUTSIDE UAE		
		BEST 200 UNIVERSITIES GRADUATES OUTSIDE UAE		
		UNIVERSITY GRADUATES OUTSIDE UAE		
		UNIVERSITY GRADUATES INSIDE UAE		

VISA-SINGLE ENTRY-LONG STAY PLEASURE

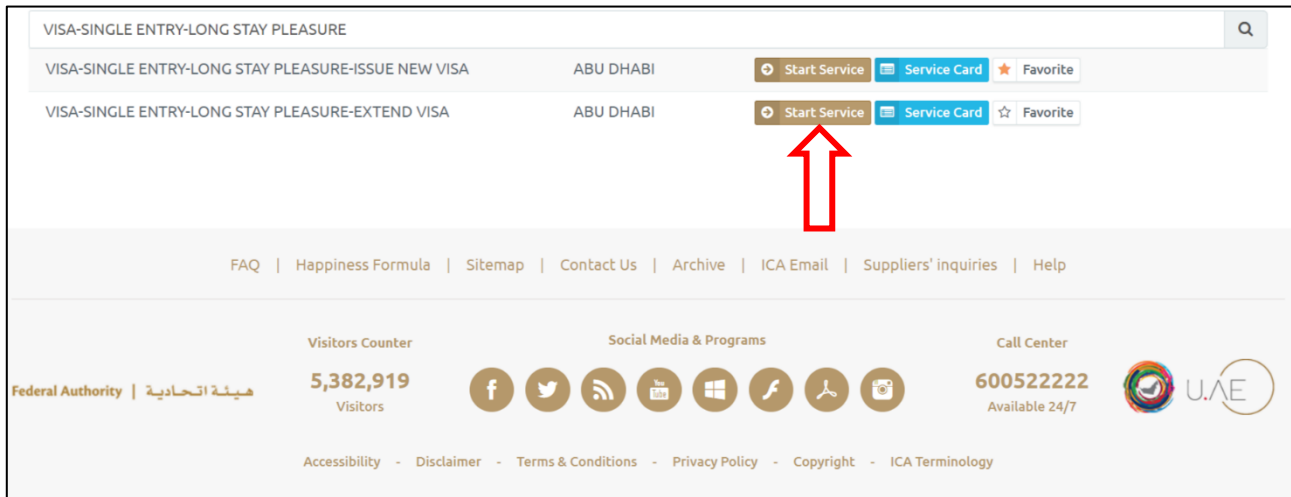
VISA-SINGLE ENTRY-LONG STAY PLEASURE-ISSUE NEW VISA ABU DHABI

Start Service Service Card Favorite

Figure 13: Submit a Request - First Method

## Second Method:

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

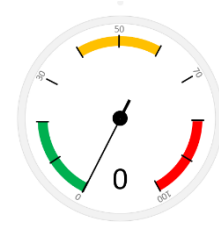


**Figure 14: Submit a Request - Second Method**



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



## First Step– Request Information

1. Enter the “Applicant Information” and “Communication Information” in the required fields.

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FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User

Logout

Typing Center Requests | Drafts | Requests Ready To Payment | Payments | Users Mapping | HELP

Change Language | Translate

User Manual For Typing Center | Learning Videos and Links | Users Management | Amwal

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

Service Description

0%

Service Card

Department: FEDERAL  
AUTHORITY FOR IDENTITY  
& CITIZENSHIP \ ABU  
DHABI

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 | 2 | 3 | 4

Request  
Information | Attachments Info | Review  
Application | Application Fees

Applicant Information

Emirates ID Number \* 784192839707194

Applicant English Name \* TEST USER

Applicant Arabic Name \* مستخدم تجريبي

Read Data

Communication Information

This information shall be filled carefully as it will be used in the communication during the request processing.

Email \* typingcenter1.echannels@gmail.com

Applicant Mobile \* 00971 - UNITED ARAB EMI... 55555555

Preferred Language \* EN ENGLISH



The user enters the Applicant information via the Identity card reader.



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

Notes	
Identification Information For Sponsored (Service Beneficiary)	
Personal Information For Sponsored (Service Beneficiary)	
Full Name (English) *	BETA USER
Full Name (Arabic) *	مستخدم تجريبي
Current Nationality *	121 JORDAN
Previous Nationality	Please Select
Occupation *	1110237 INTERNET DEVELOPER
Gender *	1 MALE
Date of Birth *	02/01/1993
Country of Birth *	121 JORDAN
English City Of Birth *	Amman
Arabic City Of Birth *	عمان
Passport No. *	EMN93323
Passport Type *	1 ORDINARY PASSPORT
Passport Issue Place (English) *	Amman
Passport Issue Place (Arabic) *	عمان
Country of Issue *	121 JORDAN
Date of Issue *	15/05/2019
Expiry Date *	14/05/2025
Religion *	1 ISLAM
Faith *	1 SUNNI
Marital Status *	1 SINGLE
Qualification *	5 BACHELOR
Mother Name(English) *	ZAINAB
Mother Name (Arabic) *	مستخدم تجريبي
Visit Reason	Visit Reason



3. Enter the “Address Details of Service Beneficiary” in the required fields.

Address Details of Service Beneficiary

Inside UAE Address

Emirate \*

ABU DHABI

City \*

ABU DHABI

Area \*

AL HOSN

Detailed Address \*

Alhosn No.20

Building / Hotel \*

Alhosn

Local Flat Number \*

23

P.O. BOX

P.O. BOX

UAE Mobile Number \*

00971 - UNITED ARAB EMI... 55555555

UAE Phone Number

00971 - UNITED ARAB EMI... UAE Phone Number

Email \*

typingcenter1.echannels@gmail.com

Address outside UAE

Permanent Country \*

JORDAN

Detailed Address Outside UAE \*

Jordan-Amman-House No.20

Permanent Mobile Number \*

00962 - JORDAN 75745418

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Federal Authority | هيئة اتحادية

4. Enter the “**Host Information**” in the required fields.

Host Information

Host Department \*

152

FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ AL AIN

Host Number \*

123456

123456

category \*

3

RESIDENCE SPONSOR

Relation \*

7

BROTHER

Host English Name \*

TEST HOST

Host Arabic Name \*

مستضيف تجريبي

Monthly Income

Monthly Income

At Land Transportation, Please fill in these information

Copy

Paste

Reset

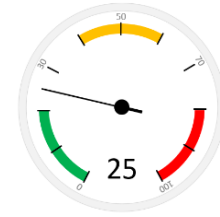
Next

Figure 15: Request Information Screen

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

- The user can take several actions, as below:

No	Icon	Action Name	Description
1		Copy	To copy the inserted information in the request.
2		Paste	To paste the copied information in another field.
3		Reset	To delete the inserted information.



## 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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FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP, CUSTOMS & PORT SECURITY

Test User | Logout

Change Language | Translate

Typing Center Requests | Drafts | Requests Ready To Payment | Payments | Users Mapping | HELP

User Manual For Typing Center | Learning Videos and Links | Users Management | Amwal

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

Reference Number : 0001024090092022300901778

Service Description

25%

First Step | Second Step | Third Step

1 | 2 | 3 | 4

Request Information | 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.

Service Card

Department: FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI

Frequently Asked Questions

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

☒

COPY OF SPONSOR'S PASSPORT (Required)

Select \ Select other File

☒

PROOF OF EXEMPTION FROM FINANCIAL GUARANTEE (Required)

Select \ Select other File

☐

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

Select \ Select other File

☐

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

☐

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

Select \ Select other File

☐

SALARY CERTIFICATE (Optional)

Select \ Select other File

8

SALARY CERTIFICATE (Optional)

Select \ Select other file

9

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)

Select \ Select other file

11

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
<div>COPY OF THE SPONSOR'S PASSPORT VALID</div>	BETA USER_COPY OF THE SPONSOR'S
<div>COPY OF SPONSOR'S PASSPORT</div>	BETA USER_COPY OF SPONSOR'S PA
<div>PROOF OF EXEMPTION FROM FINANCIAL</div>	BETA USER_PROOF OF EXEMPTION F
<div>HEALTH INSURANCE COVERS THE PERIOD</div>	BETA USER_HEALTH INSURANCE COV
<div>COPY OF TRADE LICENSE (INVESTOR)</div>	BETA USER_COPY OF TRADE LICENSE
<div>ELECTRICITY BILL</div>	BETA USER_ELECTRICITY BILL

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Visitors Counter  
5,382,919  
Visitors

Social Media & Programs  
f t r y w i n s

Call Center  
600522222  
Available 24/7

U.A.E.

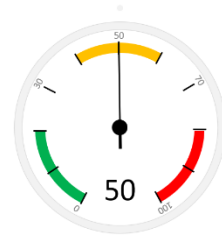
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Figure 16: Attachments Info Screen

- 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.



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Test User | Logout

Typing Center Requests | Drafts | Requests Ready To Payment | Payments | Users Mapping | HELP

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User Manual For Typing Center | Learning Videos and Links | Users Management | Amwal

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

Reference Number: 0001024090092022300901778

Service Description

50%

Department: FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI

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

2

3

4

Request Information

Attachments Info

Review Application

Application Fees

Related Requests

Request Number	Service Type	Name
0001024090092022300901778 04/01/2022 6:46:22 PM <div>Primary Request</div>	VISA - LONG STAY PLEASURE - ISSUE NEW VISA	مستخدم تجريبي BETA USER

Applicant Information

Applicant English Name : TEST USER  
Identity Number : 784192839707194  
Applicant Mobile : 0097155555555

Applicant Arabic Name : مستخدم تجريبي  
Preferred Language : ENGLISH  
Email : typingcenter1.echannels@gmail.com

Notes

Important Note!  
Please make sure to enter accurate data while filling all fields specially (Occupation, Mother Name, Phone Numbers, email (if applicable), and address) knowing that your application will be rejected in case inaccurate data found

Identification Information For Sponsored (Service Beneficiary)

Personal Information For Sponsored (Service Beneficiary)

Full Name (English) : BETA USER  
Current Nationality : JORDAN  
Date of Birth : 1993/01/02  
Place Of Birth (English) : Amman  
Passport No. : EMN93323  
Passport Issue Place (English) : Amman  
Country of Issue : JORDAN  
Expiry Date : 2025/05/14  
Faith : SUNNI  
Occupation : INTERNET DEVELOPER  
Mother Name (Arabic) : مستخدم تجريبي  
Sponsored relation with sponsor : BROTHER

Full Name (Arabic) : مستخدم تجريبي  
Gender : MALE  
Country of Birth : JORDAN  
Place Of Birth (Arabic) : عمان  
Passport Type : ORDINARY PASSPORT  
Passport Issue Place (Arabic) : عمان  
Date of Issue : 2019/05/15  
Religion : ISLAM  
Marital Status : SINGLE  
Mother Name(English) : ZAINAB  
Qualification : BACHELOR

Address in U.A.E

Area : AL HOSN

Address in U.A.E : Alhosn No.20

Building / Hotel : Alhosn

P.O. BOX :

Residence Tel :

Mobile No. : 0097155555555

Address outside U.A.E

Permanent Country : JORDAN

Address Abroad : Jordan-Amman-House No.20

Permanent Mobile No. : 0096275745418

Sponsor Information

Host Number : 6555877

Category : RESIDENCE SPONSOR

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

Host English Name : TEST HOST

Host Arabic Name : مستضيف تجريبي

Mobile No. : 0097155555555

Monthly Income :

Attachments Info

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

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

COPY OF TRADE LICENSE (INVESTOR) [View](#)

HEALTH INSURANCE COVERS THE PERIOD OF STAY [View](#)

ELECTRICITY BILL [View](#)

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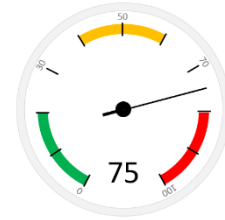
Federal Authority | هيئة اتحادية

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Figure 17: 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:
  1. Review the listed fees, then select the **“Health Insurance”**.
  2. Press on **“I Agree to the Terms and Conditions”**.

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Typing Center RequestsDraftsRequests Ready To PaymentPaymentsUsers MappingHELP ▾

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User Manual For Typing CenterLearning Videos and LinksUsers ManagementAmwal

VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISAReference Number : 0001024090092022300901778

Service Description

75%

First StepSecond StepThird Step

1Request Information

2Attachments Info

3Review Application

4Application Fees

Service Card

Department: FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI

Frequently Asked Questions

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

FINES - PAY FINES - VIOLATIONS OF ENTRY PERMISSIONS OR RESIDENCES - PAY NEW FINE

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
FINES	112,900.00	0.00-Vat Free	112,900.00
E-SERVICES FEES	28.00	1.40	29.40
ICA FEES	22.00	0.00-Vat Free	22.00
Total			112,951.40 AED
Refund amount in the case of rejection of the application 0.00 AED/Refund amount in the case of Acceptance of the application 0.00 AED			

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
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

3. Select the required payment method.

Fees Description	Amount(AED)
Fees Total	114,672.55
ePayment Commission \ Vat	1,490.74    74.54
Final Total	116,237.83

**Pay**

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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.**






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United Arab Emirates



Tax Invoice

0 3 1 4 9 2 0 2 1 0 0 0 7 3 2 8 5 4

فاتورة ضريبة

**Service Name :** FINES - PAY FINES - VIOLATIONS OF ENTRY PERMISSIONS OR RESIDENCES - PAY NEW FINE **نوع الخدمة :**

**Applicant Name :**  **اسم مقدم الطلب :**

**Payment Date :** 27/12/2021 **تاريخ الدفع :**

**Transaction Number :** 422112271909308650 **رقم العملية :**

**Receipt Number :** 031492021000732854 **رقم الإيصال :**

**Application Number :** 0101055941492021300901034 **رقم الطلب :**

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

Fees Description	Is Refundable قابل للاسترداد	Amount المبلغ	VAT الضريبة	وصف الرسم
FINES	No ❌	42,200.00	0.00	الغرامات
E-SERVICES FEES	No ❌	28.00	1.40	رسوم خدمات إلكترونية ***
ICA FEES	No ❌	22.00	0.00	رسوم الهيئة الاتحادية
ELECTRONIC PAYMENT FEES	No ❌	3.00	0.15	رسوم الدفع الإلكتروني **
		42,253.00	1.55	
<b>Total</b>		<b>42,254.55</b>	<b>AED</b>	<b>المجموع</b>

**Print Date :** 06/01/2022 3:45:51PM **تاريخ الطباعة :**

TARBOUSH RESTAURANT

50

شعار المؤسسة

ISSUED BY THE CUSTOMS

مطعم طربوش

\* رسوم التأمين الصحي      رقم الملف الضريبي لشركة ابو ظبي الوطنية للتأمين      100001136900003

\*\* رسوم الدفع الإلكتروني      رقم الملف الضريبي لشركة دبي التجاري      100252062300003

\*\*\* رسوم الخدمات الإلكترونية      رقم الملف الضريبي لشركة تحالف الإمارات للحلول التقنية      100523178000003

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

Figure 20: Receipt Sample

## Typing Center 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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Typing Center Requests

Drafts | Requests Ready To Payment | Payments | Users Mapping | HELP

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Typing Center Requests

Search for requests

Module

Please select

Services

Services

Applicant Name

Applicant Name

MobileNo

00971 - UNITED ARAB EMI... | MobileNo

Emirates ID Number

Emirates ID Number

Nationality

Please Select

Passport No.

Passport No.

Email

Email

Date From

20/12/2021 | dd/h-i/y/yyyy

Date To

04/01/2022 | dd/h-i/y/yyyy

Request Status

Please Select

User Name

typingcenter.echannels@gmail.com

Search for request

Please select

Search

Request Number	Request Date	Service Type	Applicant Name	Status	
0101024090092022300901778	04/01/2022 8:42 PM	VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA	مستخدم تجريبي TEST USER	SUBMITTED	
0101055941492022300901784	04/01/2022 8:42 PM	FINES - PAY FINES - VIOLATIONS OF ENTRY PERMISSIONS OR RESIDENCES - PAY NEW FINE	مستخدم تجريبي TEST USER	APPROVED	

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Figure 21: Typing Center 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		Urgent Service	Add urgent service feature into residency requests.
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		Print Electronic Visa	Print the e-Visa related to the applicant.
9		Print Electronic Visa with Rules	Print the e-Visa with rules related to the applicant.
11		Update Request Status	View the request current status and update the status.



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



## Drafts

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

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[User Manual For Typing Center](#) | [Learning Videos and Links](#) | [Users Management](#) | [Amwal](#)

### Drafts

[Delete](#)

Request Number

Email

Applicant Name

Service Beneficiary name

MobileNo

From

To

[Search](#)

		Request Number	Service Beneficiary name	Request Type	Creation Date	Status	
<a href="#">+</a>	<input type="checkbox"/>	00030661815020213 00901399	NA	OTHER SERVICES - URGENT - URGENT SERVICE - ISSUE	30/12/2021 1:00 AM	NEW	<a href="#">lock</a> <a href="#">edit</a> <a href="#">view</a> <a href="#">delete</a> <a href="#">info</a>
<a href="#">+</a>	<input type="checkbox"/>	00010240900920213 00901354	مستخدم تجريبي TEST USER	VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA	29/12/2021 5:52 PM	NEW	<a href="#">lock</a> <a href="#">edit</a> <a href="#">view</a> <a href="#">delete</a> <a href="#">info</a>

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Figure 22: 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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### 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

28/12/2021 | dd/MM/yyyy

To

04/01/2022 | dd/MM/yyyy

[Search](#)

		Request Number	Service Beneficiary name	Request Type	Creation Date	Status	
	<input type="checkbox"/>	00010240900920223 00901778	مستخدم تجريبي BETA USER	VISA - SINGLE ENTRY - LONG STAY PLEASURE - ISSUE NEW VISA	04/01/2022 6:46 PM	NEW	

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Figure 23: 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 typing center via specifying the search requirements.

The screenshot shows the 'Payments' section of the system. It includes a search form with fields for Request Number, Receipt Number, Start Date, End Date, Service Type, and Bank/Amwal Reference Number. A 'Search' button is located at the bottom right of the form. Below the form is a table displaying payment transactions.

Request Number	Receipt Number	Bank/Amwal Reference Number	Amount	Date	Method	User	Status
010102409009202230 0901778	030092022000733006	422201041916608650	1,744.64	04/01/2022 8:29:48 PM	AMWAL - CREDIT CARD	typingcenter.echannels @gmail.com	Paid
010105594149202230 0901784	031492022000733005	422201041916588650	114,493.19	04/01/2022 8:29:47 PM	AMWAL - CREDIT CARD	typingcenter.echannels @gmail.com	Paid

The footer of the page contains a navigation bar with links to 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 list of links: Accessibility, Disclaimer, Terms & Conditions, Privacy Policy, Copyright, and ICA Terminology.

Figure 24: 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”.

The screenshot shows the home screen of the system. At the top, there is a navigation bar with the following items: Typing Center Requests, Drafts, Requests Ready To Payment, Payments, Users Mapping, and HELP. A red arrow points to the 'User Name' dropdown menu, which is currently open, showing 'User Profile' as the selected option. Below the navigation bar, there is a 'Control Panel' section with a grid of cards showing various request counts: Visa Requests (3), Residency Requests (3), Establishment Requests (0), Fines Requests (1), Investigation Requests (0), Other Requests (0), Financial Transaction (7), and Ready To Pay Requests (0). Below the 'Control Panel', there is a 'Browse Smart Service' section with a dropdown menu for selecting a department. The footer of the page contains links to FAQ, Happiness Formula, Sitemap, Contact Us, Archive, ICA Email, Suppliers' inquiries, and Help. It also features a visitors counter showing 5,382,919 visitors, social media links, and a call center number 600522222.

Figure 25: Home Screen - Select 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 is divided into several sections:

- Sponsor Data:** Includes fields for Sponsor English Name (Test Sponsor), Sponsor Arabic Name (كفيل تجاري), Sponsor Department (FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP \ ABU DHABI), Sponsor Type (COMPANIES), License Issue Date (14/06/2015), and Sponsor Number (654236).
- Personal Information:** Includes First Name (English: TEST, Arabic: مستخدم), Second Name (English: USER, Arabic: تجاري), Third Name (English: -, Arabic: -), Family Name (English: -, Arabic: -), Date Of Birth (18/05/1993), Gender (MALE), Religion (Please Select), Marital Status (Please Select), Current Nationality (121 JORDAN), Residence Country (101 UNITED ARAB EMIRATES), Mobile Number (00971 - UNITED ARAB EMI... 555555555), First Address Description, Second Address Description, Preferred Language (EN الإنجليزية), and Preferred Time Zone (Please Select).
- Communication:** Includes checkboxes for 'Allow Send SMS' and 'Allow Send Email'.
- Footer:** Includes a 'Save' button highlighted by a red arrow, and 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 a U.A.E. logo.

Figure 26: 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 27: 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.