هـيـئـــة
الإمــــارات
لـلـهـــويـــة

EMIRATES
IDENTITY
AUTHORITY

The Emirates ID Smart Application... comprehensive services around the clock

The Emirates Id Smart Application

The Emirates ID Smart Application... comprehensive services around the clock

The Emirates ID Authority's smart application available on smart phones and tablets allows the completion of many services and transactions associated with the ID card, and provides the Emirates ID Authority customers with a package of smart services available on "Apple", "Windows" and "Android" platforms. Such services include applying for issuance, renewal and replacement of the ID card, reading the ID card data, following up the status of the application, customizing the user profile, in addition to submitting suggestions and complaints, alerts service, locating the Emirates ID Authority centers and typing centers.

The application contributes to overcome many challenges that may face the users, by providing the service around the clock, through mobile and easy-to-access channels that replace the need to visit the traditional service outlets, whether service centers, typing centers or the Emirates ID Authority website. The application also contributes in reducing the services steps by 50%, which in turn reflects on saving time and effort to the user, and saving operational expenses to the Emirates ID Authority and increases the capacity to provide services around the clock.

Issuance, Renewal and Replacement of the ID Card

The application allows the Emirates ID Authority customers to apply for the issuance, renewal or replacement of the ID card via their mobile phones, through two easy steps, within three minutes, anytime, anywhere, in the framework of an integrated Push & Pay scenario.

Reading the Card Data

The application allows all service providers to deal with the ID card via smart devices on all platforms (Apple, Android, BlackBerry, Windows) and read the data through the machine-readable zone so that they can obtain the digital ratification center Services, which provides access to the smart and e-services via the various smart phones using the ID card. Furthermore, this increases the safety and credibility in dealing with individuals via cyberspace.

Checking the Queue and the Number of Customers at the Service Centers

It is a new service that allows the users to learn about the number of applications for services in the service centers affiliated to the Authority and the number of persons in each service center at each specific moment based on the automated queuing system, so that the user can visit the nearest and least busy center.

Customizing the User's Profile

This service allows reading and verifying the ID card data through the near field communication technology (NFC) without the need to the e -reader devices.

Following up the Application Status

A user can, through the smart application, check the status of his application and the state of the same at the Emirates ID Authority, whether the application was for issuance, renewal or other services.

Notifications

A user can, through the alerts service and the location service, locate the service centers and typing centers affiliated to the Emirates ID Authority. He can also view the key services provided that the notifications related to the validity of the ID Card on a unified and integrated panel.

Complaints and Observations

The application allows customers to interact with the Emirates ID Authority and obtain its services anytime and anywhere in a very easy way, through the complaints and observations service regarding the ID application status in order to overcome any obstacle facing the user so that he customers are provided with the best services according to the best standards.

Efficiency and Effectiveness

The Emirates ID Authority is keen that the time of provision of service via the application does not exceed 3 minutes and that such services are available around the clock via a smart channel available to the user anytime and anywhere.