



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



## United Arab Emirates

FEDERAL AUTHORITY FOR IDENTITY, CITIZENSHIP, CUSTOMS & PORT SECURITY

### Smart Services Platform

### Establishments Services –Work Package – User Guide

## About this Guide

This guide clarifies the main instructions to the establishments on how to access and use the smart services of the Federal Authority for Identity & Citizenship, Customs & Port Security. These services aim to improve the process of issuing Work Package services that have been launched for private establishments. It will also eliminate the need for applicants to visit the service center in person.

## Basic Requirements for Access Smart Services

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 is subject to change without any further notice and might be inaccurate. If you detect technical or linguistic errors while using the platform, please report them by sending an email to our complaints and feedback email address or by calling the following:

Call Centre: **600522222**

Complaints Platform: <https://cc.icp.gov.ae/Web/landing>

## Icons Used in This Guide



Completion



Note



Important Note

## Contents

1 Consolidated Action Icons .....	5
2 Work Package Services Overview .....	6
3 Login.....	7
3.1 Login Using UAE PASS.....	7
3.2 Login Using User Credentials.....	9
3.3 Login Using QR Code .....	10
4 Dashboard.....	12
5 Access to Work Package Services .....	14
6 Add New Employee .....	19
6.1 Tracking The Add New Employee Request.....	42
6.1.1 Contract Ratification .....	46
6.1.2 Issue Residency and Identity .....	53
7 Employee Work Renewal Service .....	59
7.1 Tracking Work Renewal Package Request .....	78
7.1.1 Contract Ratification .....	82
7.1.2 Residency and Identity Renewal .....	89
8 Cancellation Employee Work .....	95
8.1 Tracking The Cancellation Employee Work Request .....	109
8.1.1 Permit Cancellation Signing.....	113
9 Cancellation Visa Work .....	116

## 1 Consolidated Action Icons

No	Icon	Technical Name	Description
01		Edit	Modify specific information in the platform.
02		Download	Allow the user to download items from the platform.
03		Delete	Delete specific actions in the platform.
04		Actions	Display a list of actions for an item in the platform.
05		View	Display additional Information about an item in the platform.

## 2 Work Package Services Overview

The Work Package Services was developed by the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security in cooperation with the Ministry of Human Resources and Emiratization to facilitate and streamline the recruitment and management of employees in the UAE, especially in the private enterprise sector. This service comprises a range of sub-services, provided via a single platform, to facilitate the effective and smooth handling of staff-related administrative processes. This service is based on the one-time information request principle and a single payment platform, which enhances the efficiency of operations and reduces the effort and time taken in employee management procedures.

- The Work Package Service includes three main types, as follows: -



### 3 Login

The user can login to the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security and start benefiting from the features provided by following different three methods as below: -

#### 3.1 Login Using UAE PASS

1. Open the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security.
2. The **“login”** screen will appear to the user, press on **“Login with UAE PASS”**.

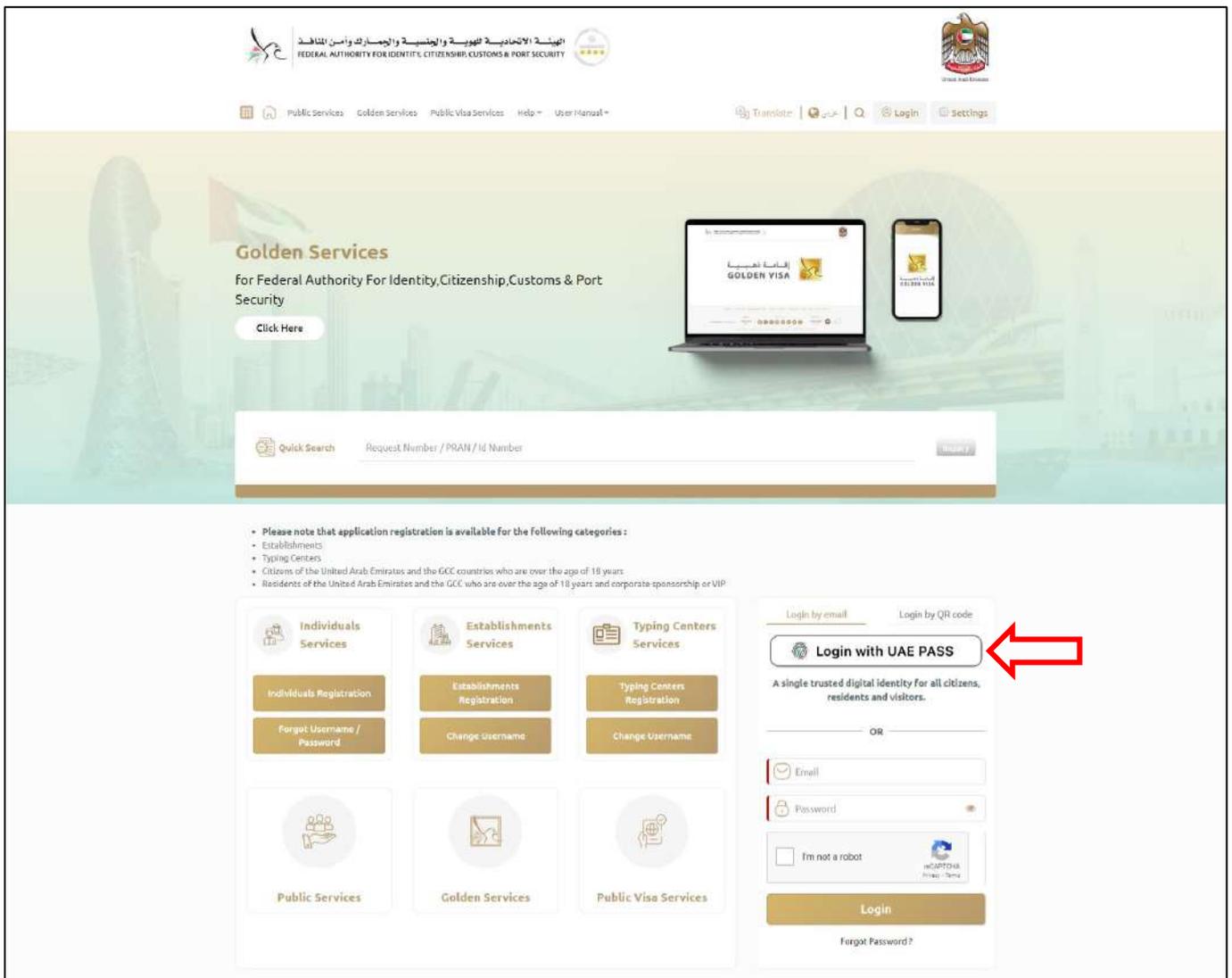
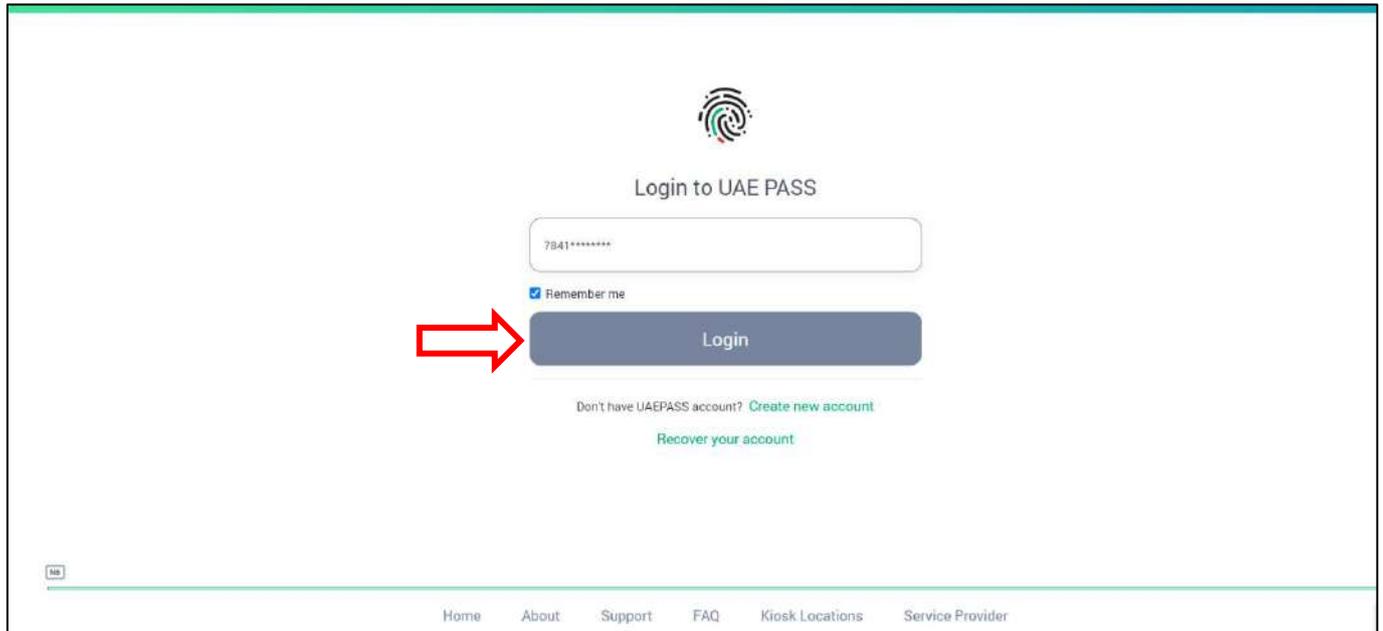


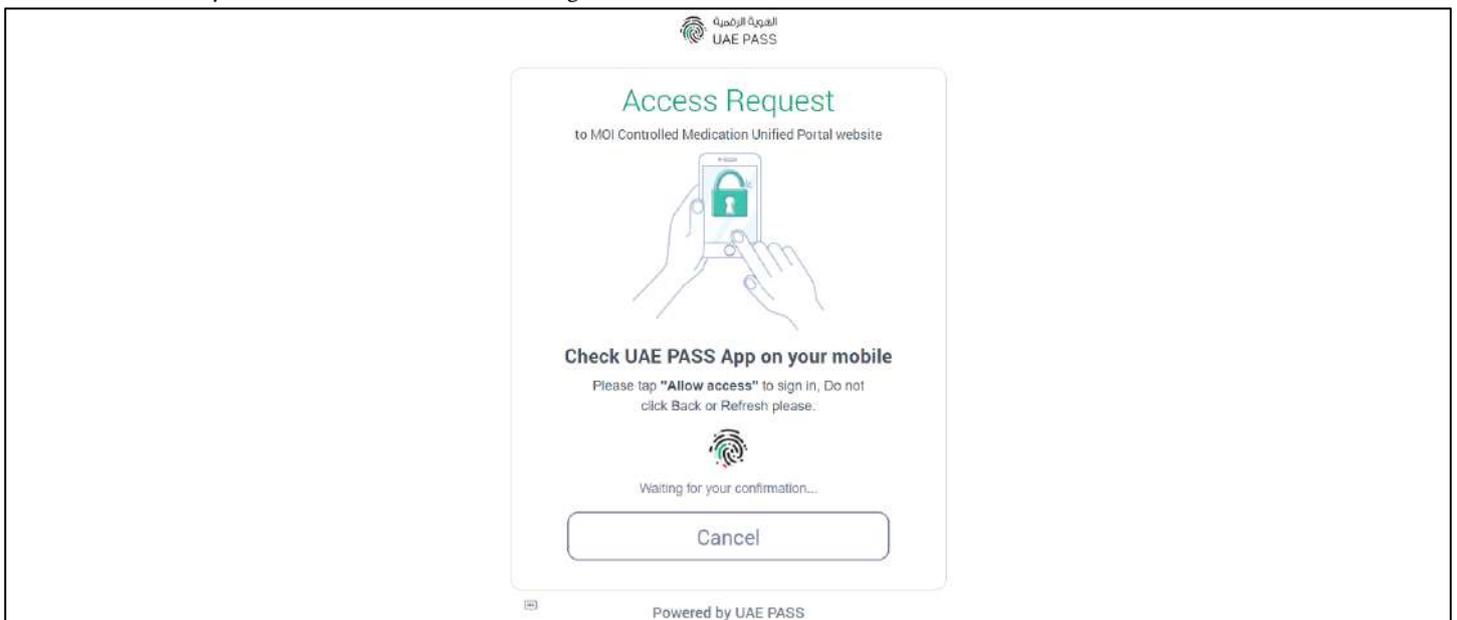
Figure 1: Login Screen - Access to Login with UAE PASS.

3. The platform will redirect the user to **“Login to UAE PASS “**, enter the **“Emirates ID”**, then press on **“Login”** to access the account.



**Figure 2: Login to UAE PASS Screen.**

4. The **“Access Request”** screen will appear to the user, open the UAE PASS application on your mobile then press on **“Allow Access”** to login.



**Figure 3: Access Request Screen.**

### 3.2 Login Using User Credentials

1. Open the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security.
2. The “Login” screen will appear to the user, enter the “Username” and “Password”.
3. Press on “reCAPTCHA” which is a security test to confirm the validity and that the user is not a harmful software or a robot, then press on “Login” to access the platform.

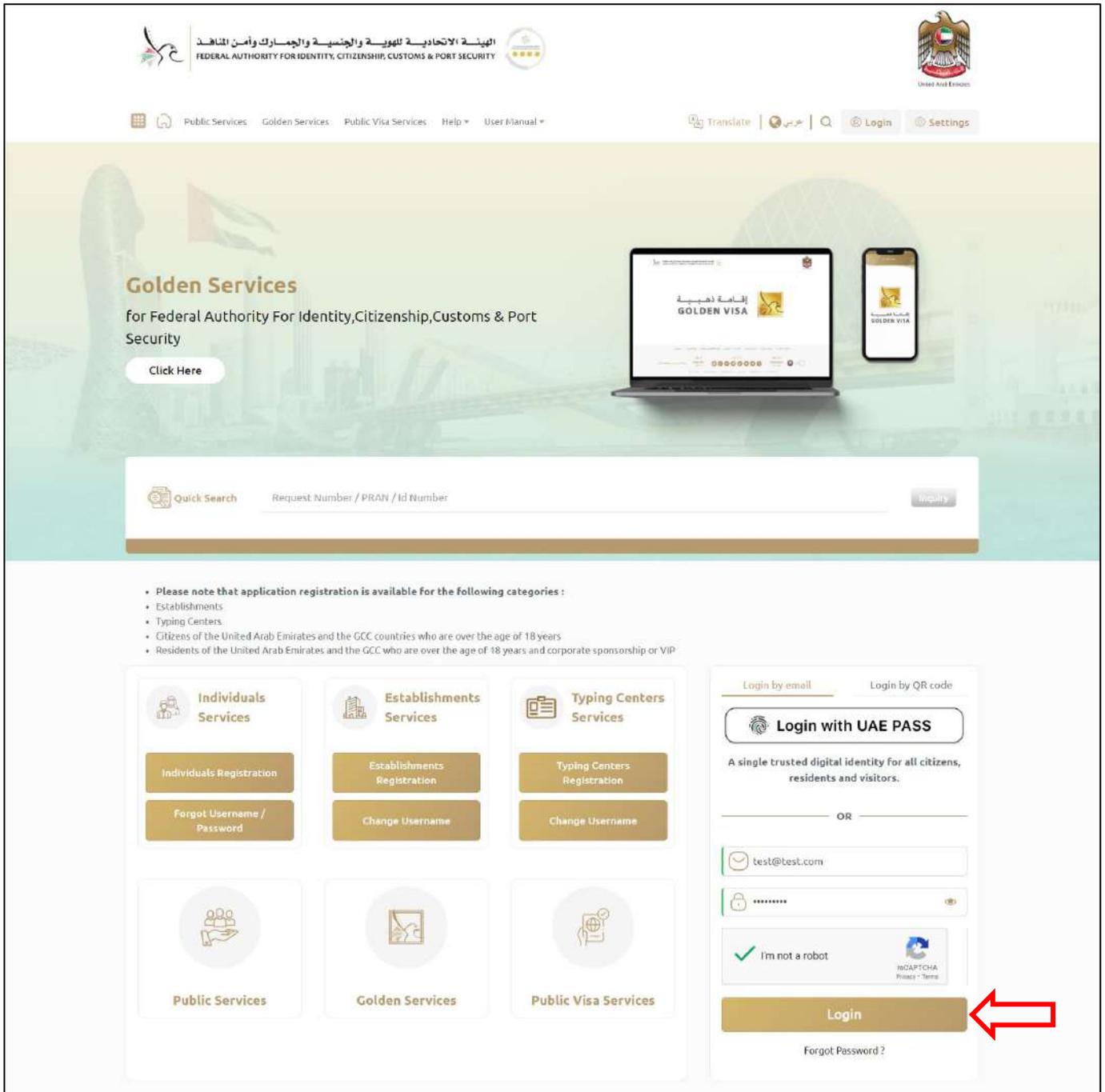


Figure 4: Login Screen.

### 3.3 Login Using QR Code

1. Open the Smart Services of the Federal Authority for Identity, Citizenship, Customs & port Security.
2. The “Login” screen will appear to the user, press on “Login by QR Code”.

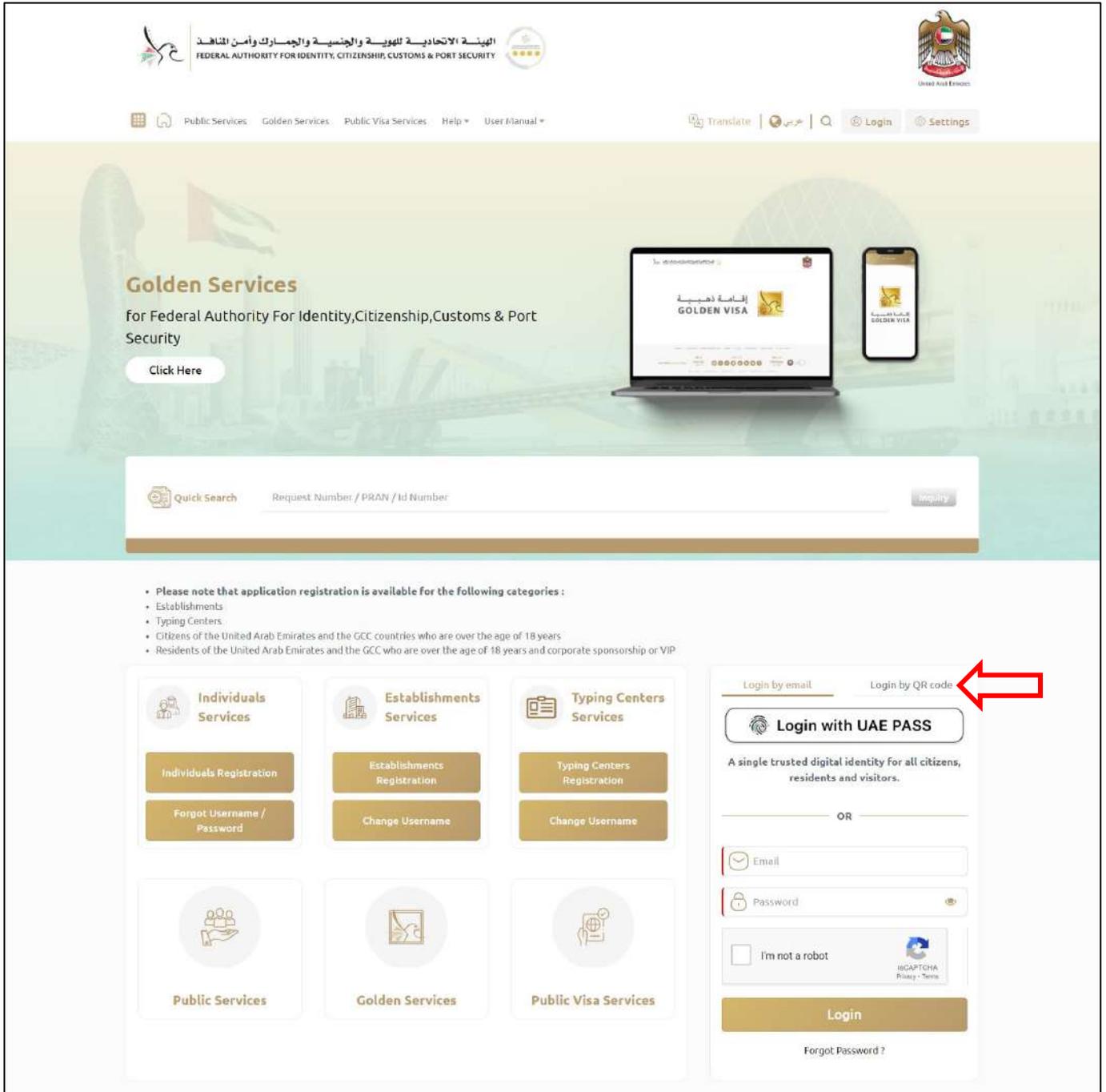


Figure 5: Login Screen - Access to Login by QR Code.

3. A QR code will appear to the user, open ICP mobile application then navigate the User Profile and select “Login by QR Code”.
4. Scan the QR code to complete the process.

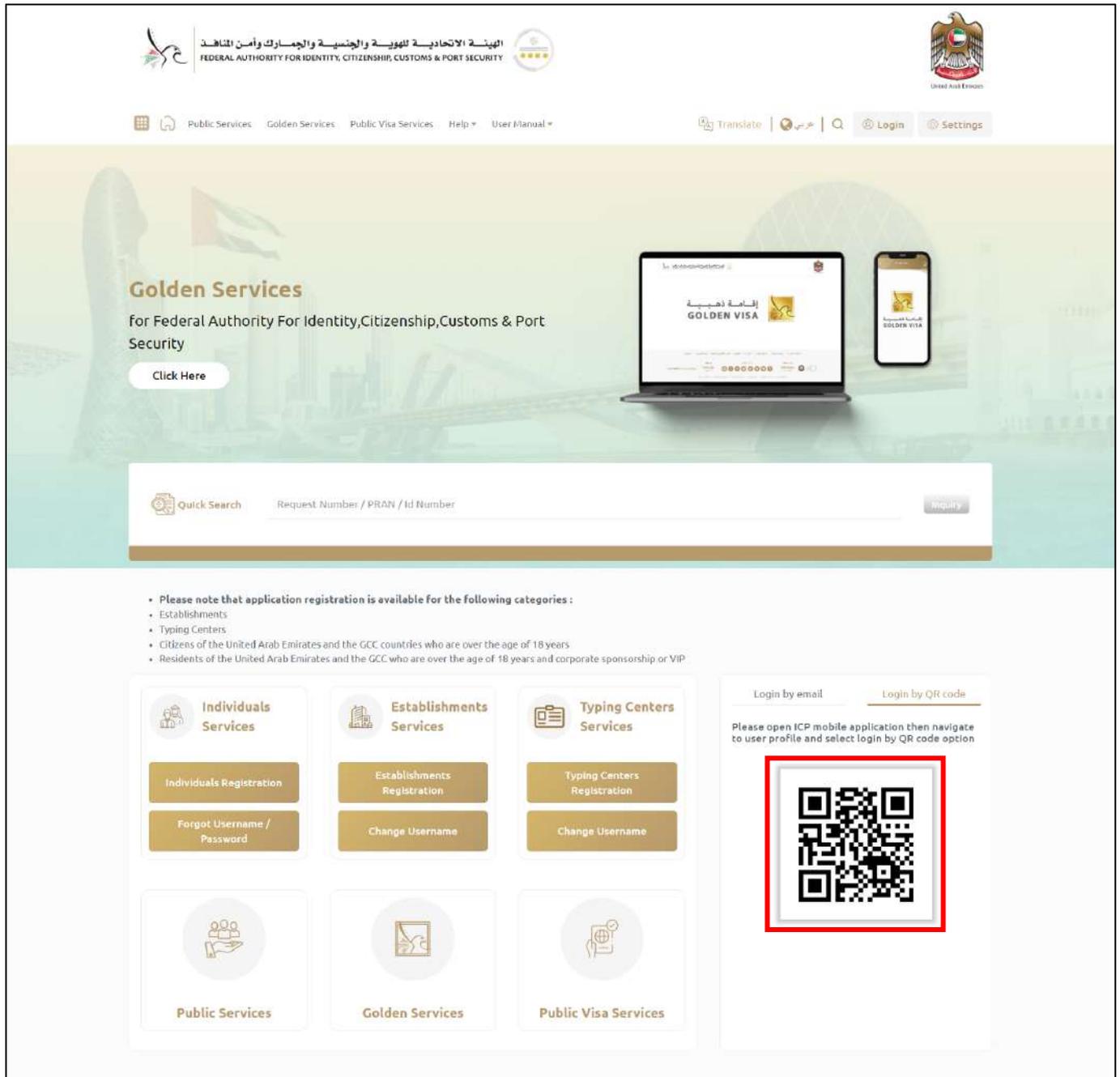


Figure 6: Login Screen - Login by QR Code.

## 4 Dashboard

The Dashboard feature of the Smart Services platform provides a crucial set of indicators and data that provide the user with valuable and immediate insights into the overall platform performance. The purpose of this feature is to help users make well-informed decisions quickly, contributing to the accomplishment of the Federal Authority for Identity and Citizenship, Customs and Port Security strategic objectives.



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

Logout | TEST ESTABLISHMENT



[My Requests](#) | [Sponsored](#) | [Drafts](#) | [Requests Ready To Payment](#) | [My Team Performance](#) | [Payments](#) | [Fees And Deposits Refund](#) | [Complaints and Suggestions](#)

[Help](#)

[عربي](#) | [Translate](#)

Users Management
Amwal

### Control Panel

Establishment's Related Users Management

Add a child establishment

Available Balance

Black Points 0

Dashboard Last Update since : 10:08 AM

Show From Date \*

Show To Date \*



### 7

sponsored



### 6

Visa Requests



### 5

Residency Requests



### 5

Active Visas



0 Visas about to expire



0 Expired Visas



### 2

Active Residencies



0 Residencies about to expire



1 Expired Residencies



### Entry and exit



### 37

Financial Transaction



### 0

Ready To Pay Requests

### 0 %

Daily Progress



### 0

Work Package Completed Request



0 Work Package In Progress Request

### Browse Smart Service

- RESIDENCY
- VISA
- SPONSOR
- INVESTIGATION
- FINES
- OTHER SERVICES
- PERMITS
- RESIDENCE AND IDENTITY
- EMIRATES ID SERVICES
- DIPLOMATIC CARDS
- VALIDATION GATEWAY SERVICE
- WORK PACKAGE

- WORK PACKAGE

- PRIVATE SECTOR

- ADD NEW EMPLOYEE
- RENEWAL EMPLOYEE WORK
- CANCELLATION EMPLOYEE WORK
- CANCELLATION VISA WORK

Page 12 Of 116

Federal Authority | هيئة اتحادية

WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR Q

WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR-ADD NEW EMPLOYEE	<a href="#">Start Service</a>	<a href="#">Service Card</a>	<a href="#">Favorite</a>	<a href="#">Share Service</a>
WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR-RENEWAL EMPLOYEE WORK	<a href="#">Start Service</a>	<a href="#">Service Card</a>	<a href="#">Favorite</a>	<a href="#">Share Service</a>
WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR-CANCELLATION EMPLOYEE WORK	<a href="#">Start Service</a>	<a href="#">Service Card</a>	<a href="#">Favorite</a>	<a href="#">Share Service</a>
WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR-CANCELLATION VISA WORK	<a href="#">Start Service</a>	<a href="#">Service Card</a>	<a href="#">Favorite</a>	<a href="#">Share Service</a>

[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 7: Dashboard Screen.

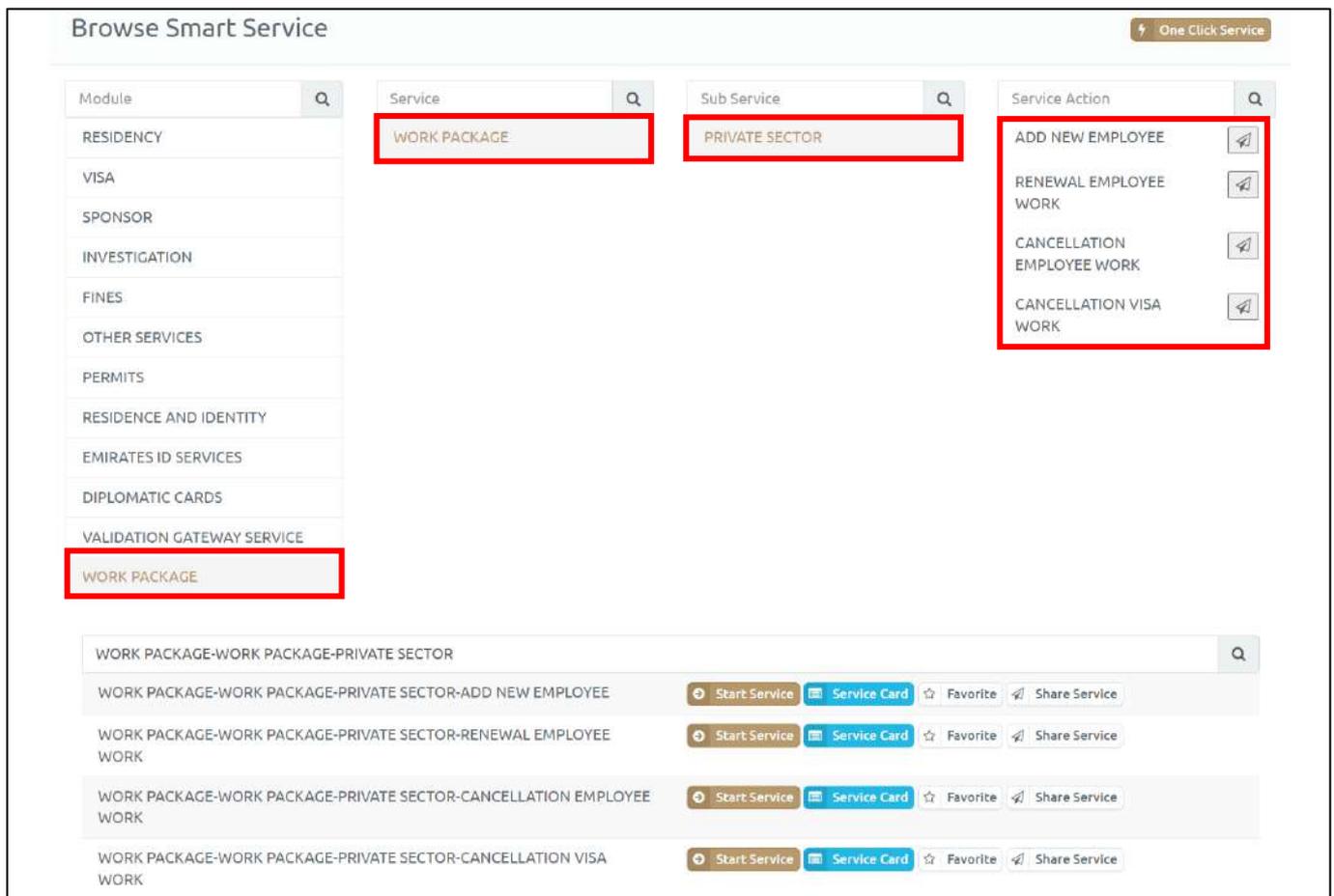
## 5 Access to Work Package Services

This feature from the Smart Services platform of the Federal Authority for Identity, Citizenship, Customs & Port Security allows the user access to the Work Package services.

- The Smart Services platform in the Federal Authority for Identity and Citizenship, Customs and Port Security allows access to the Work Package services, as shown below: -

### First Method: -

1. From the dashboard screen, select “**Work Package**” from the quick access tool.
2. Select the required “**Service**”, “**Sub-Service**”, and “**Service Action**”.

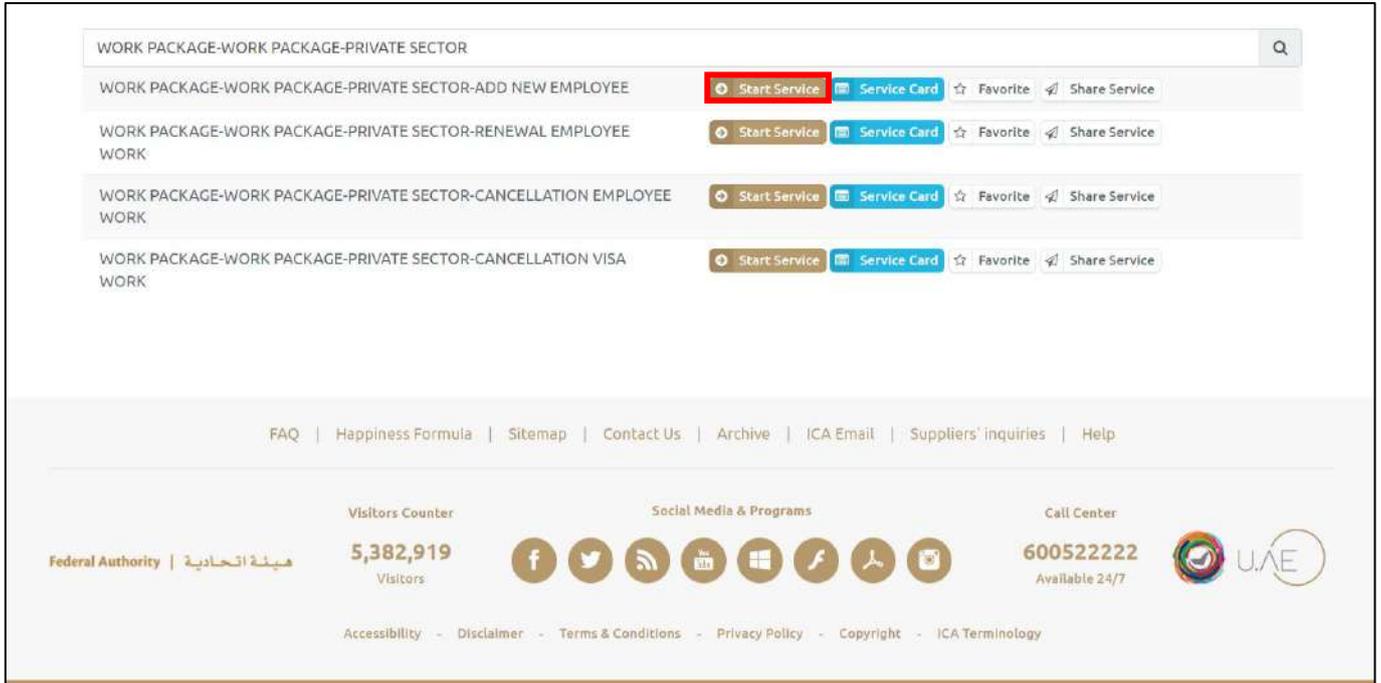


The screenshot displays the 'Browse Smart Service' interface. At the top right, there is a search bar and a 'One Click Service' button. Below this, there are four dropdown menus: 'Module', 'Service', 'Sub Service', and 'Service Action'. The 'Module' dropdown is open, showing 'WORK PACKAGE' selected. The 'Service' dropdown is open, showing 'WORK PACKAGE' selected. The 'Sub Service' dropdown is open, showing 'PRIVATE SECTOR' selected. The 'Service Action' dropdown is open, showing 'ADD NEW EMPLOYEE', 'RENEWAL EMPLOYEE WORK', 'CANCELLATION EMPLOYEE WORK', and 'CANCELLATION VISA WORK' selected. Below the dropdowns, there is a search bar with the text 'WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR'. Below the search bar, there is a list of service cards. Each card has a 'Start Service' button, a 'Service Card' button, a 'Favorite' button, and a 'Share Service' button. The first card is 'WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR-ADD NEW EMPLOYEE'. The second card is 'WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR-RENEWAL EMPLOYEE WORK'. The third card is 'WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR-CANCELLATION EMPLOYEE WORK'. The fourth card is 'WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR-CANCELLATION VISA WORK'.

Figure 8: Dashboard Screen – Submitting Requests – First Method.

## Second Method: -

1. Press on “**Start Service**” after selecting the required module.



The screenshot displays a search bar at the top with the text "WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR". Below the search bar, there is a list of service options. The first option is "WORK PACKAGE-WORK PACKAGE-PRIVATE SECTOR-ADD NEW EMPLOYEE", which has a red box highlighting the "Start Service" button. Other options include "RENEWAL EMPLOYEE WORK", "CANCELLATION EMPLOYEE WORK", and "CANCELLATION VISA WORK". Each option has buttons for "Start Service", "Service Card", "Favorite", and "Share Service".

At the bottom of the dashboard, there is a footer section containing:

- Navigation links: FAQ | Happiness Formula | Sitemap | Contact Us | Archive | ICA Email | Suppliers' inquiries | Help
- Visitors Counter: 5,382,919 Visitors
- Social Media & Programs: Icons for Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, and Instagram.
- Call Center: 600522222 Available 24/7
- Footer text: Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

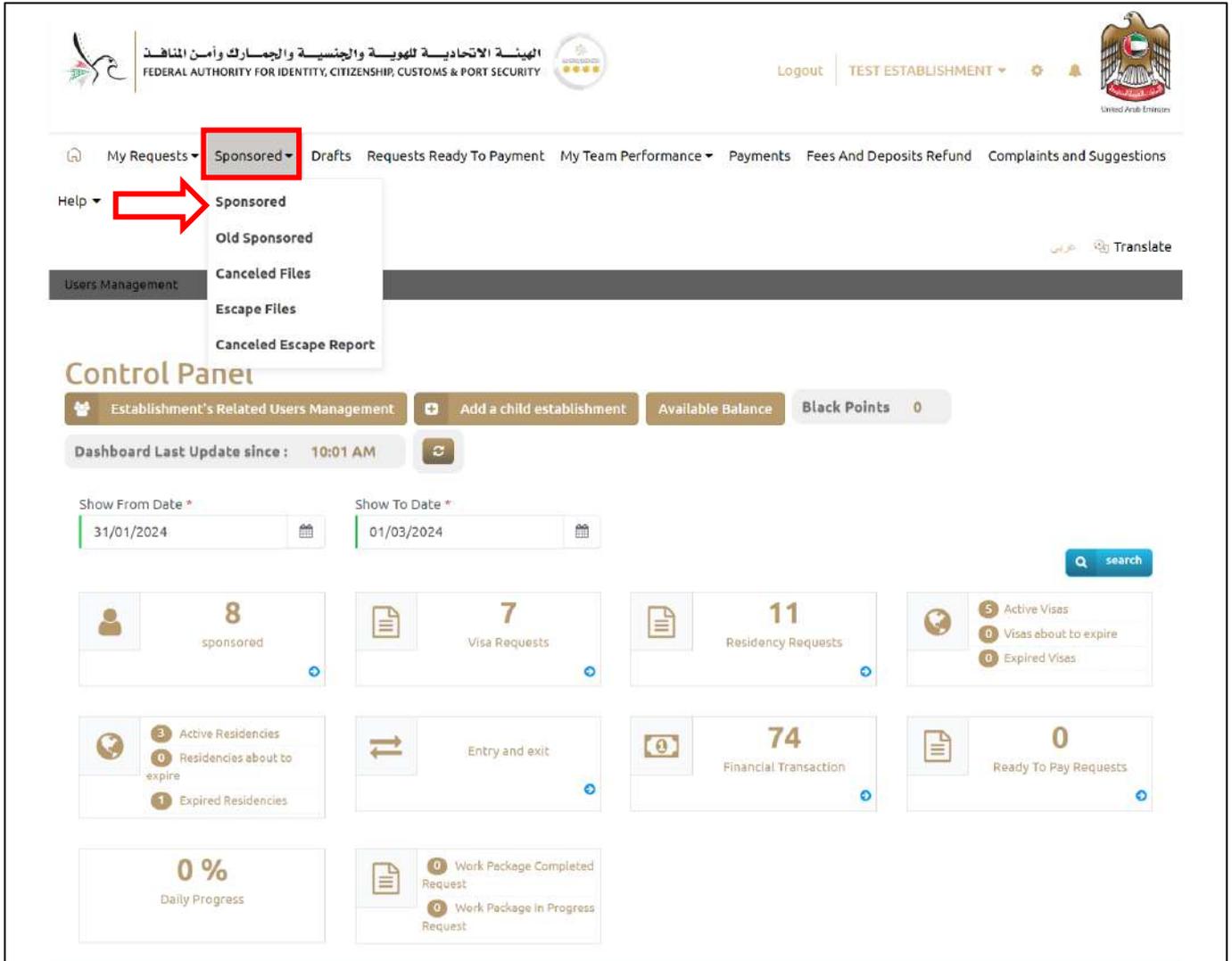
**Figure 9: Dashboard Screen – Submitting Requests – Second Method.**



The user can display service details by pressing on “**Service Card**”, as well as adding services to favorites to easily access it later.

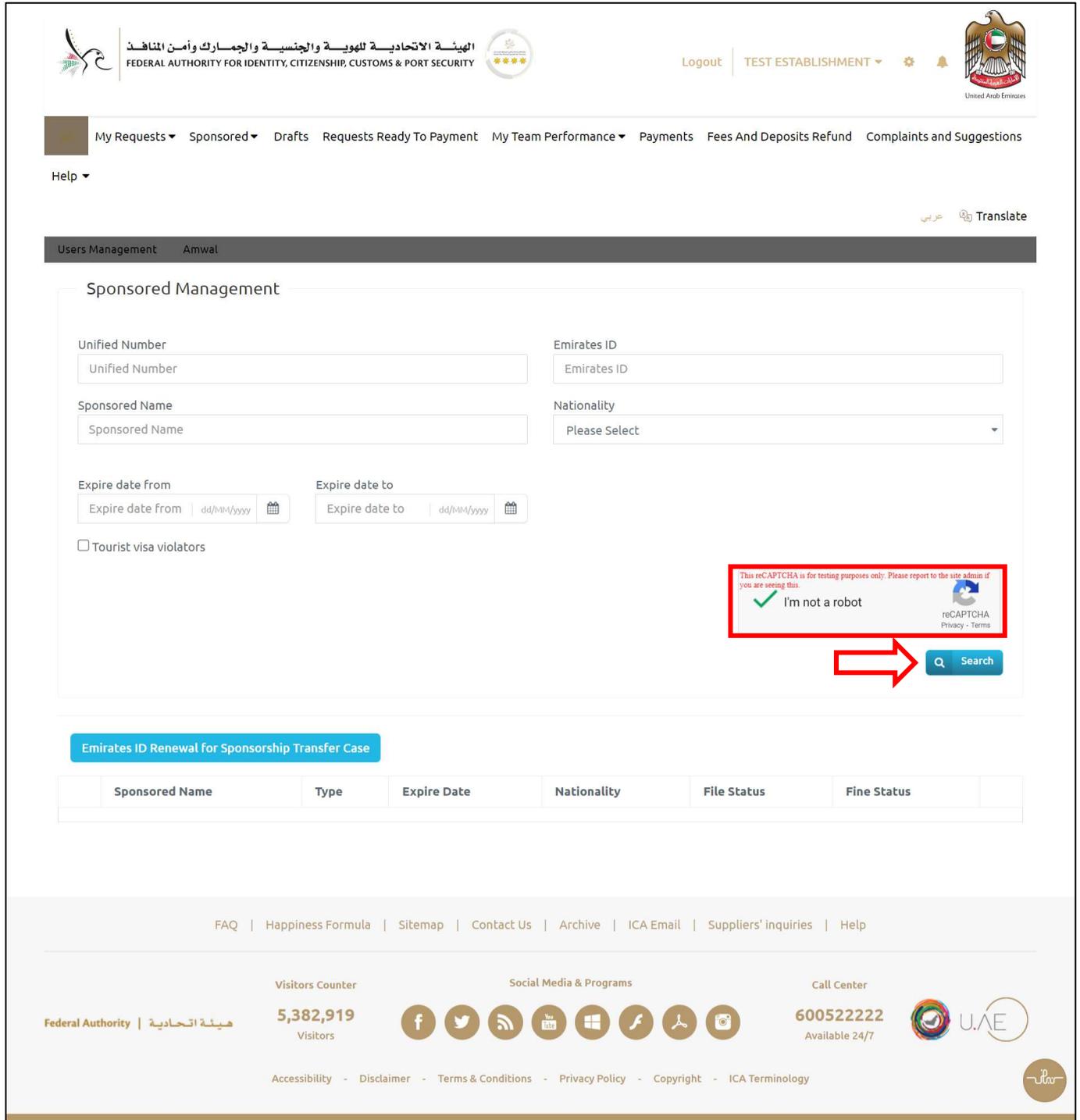
### Third Method: -

1. From the dashboard screen, press on **“Sponsored”**.
2. A drop-down list will appear, press on **“Sponsored”**.



**Figure 10: Dashboard Screen - Access to Sponsored.**

3. The system will redirect the user to the “Sponsored” screen, enter the search parameters in the required fields.

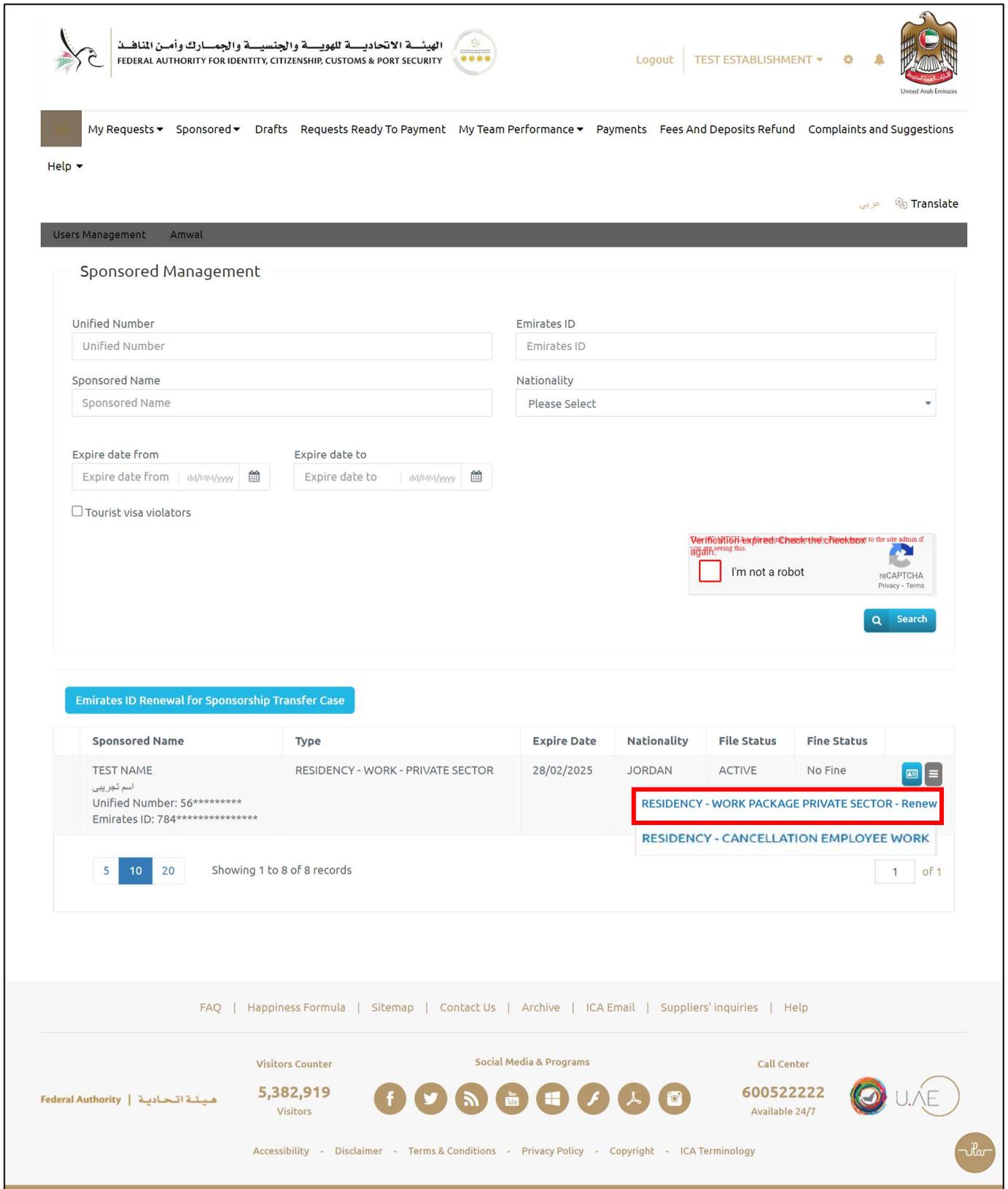


The screenshot displays the 'Sponsored Management' interface. It includes search filters for Unified Number, Sponsored Name, Emirates ID, and Nationality. A reCAPTCHA 'I'm not a robot' checkbox is highlighted with a red box and an arrow pointing to the Search button. Below the filters is a table for 'Emirates ID Renewal for Sponsorship Transfer Case' with columns for Sponsored Name, Type, Expire Date, Nationality, File Status, and Fine Status. The footer contains navigation links, a visitor counter (5,382,919), social media icons, and a call center number (600522222).

Figure 11: Sponsored Screen - Searching for Sponsored.

4. Press on “reCAPTCHA” which is a security test to confirm the validity and that the user is not a harmful software or a robot, then press on “Search”.

- The system will get the search results based on the search parameters, select the required sponsored then press on “Actions”.
- A drop-down list will appear, select the required service.



The screenshot shows the 'Sponsored Management' interface. It includes search filters for Unified Number, Emirates ID, Sponsored Name, and Nationality. Below the filters is a table of sponsored individuals. The table has columns for Sponsored Name, Type, Expire Date, Nationality, File Status, and Fine Status. A dropdown menu is open under the 'Actions' column for the first record, showing options: 'RESIDENCY - WORK PACKAGE PRIVATE SECTOR - Renew' (highlighted in red) and 'RESIDENCY - CANCELLATION EMPLOYEE WORK'.

Sponsored Name	Type	Expire Date	Nationality	File Status	Fine Status	Actions
TEST NAME اسم تجاري Unified Number: 56***** Emirates ID: 784*****	RESIDENCY - WORK - PRIVATE SECTOR	28/02/2025	JORDAN	ACTIVE	No Fine	<ul style="list-style-type: none"> <li>RESIDENCY - WORK PACKAGE PRIVATE SECTOR - Renew</li> <li>RESIDENCY - CANCELLATION EMPLOYEE WORK</li> </ul>

Figure 12: Sponsored Screen - Selecting the Service.



Please note that using the third access method is only when applying for a “Renew Employee Work” or “Employee Work Cancellation” Request.

## 6 Add New Employee

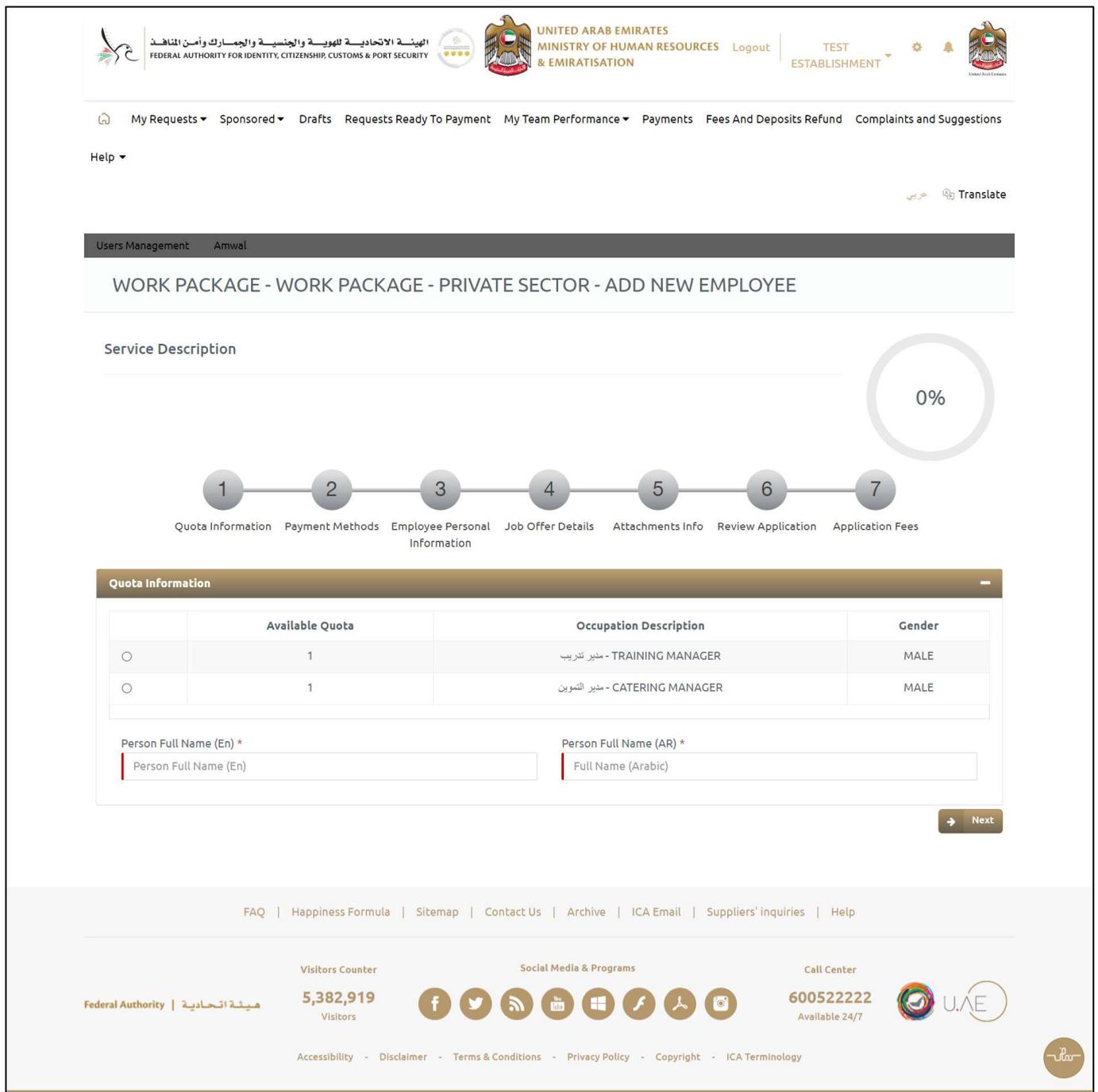
This service from the Work Package services facilitates the recruitment process of new employees through the smart services platform, enabling establishments to apply for work permits for new employees and submit all required documents in electronic form.

### Service Workflow: -



## Submit Service Request: -

- When accessing the service, the platform will redirect the user to “Submit Request” screen, which contains seven steps should the user follow to complete the submission process successfully, as follows:-

Users Management Amwal

### WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE

Service Description

0%

- 1 Quota Information
- 2 Payment Methods
- 3 Employee Personal Information
- 4 Job Offer Details
- 5 Attachments Info
- 6 Review Application
- 7 Application Fees

	Available Quota	Occupation Description	Gender
<input type="radio"/>	1	مدير تدريب - TRAINING MANAGER	MALE
<input type="radio"/>	1	مدير التموين - CATERING MANAGER	MALE

Person Full Name (En) \*  
Person Full Name (En)

Person Full Name (AR) \*  
Full Name (Arabic)

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

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

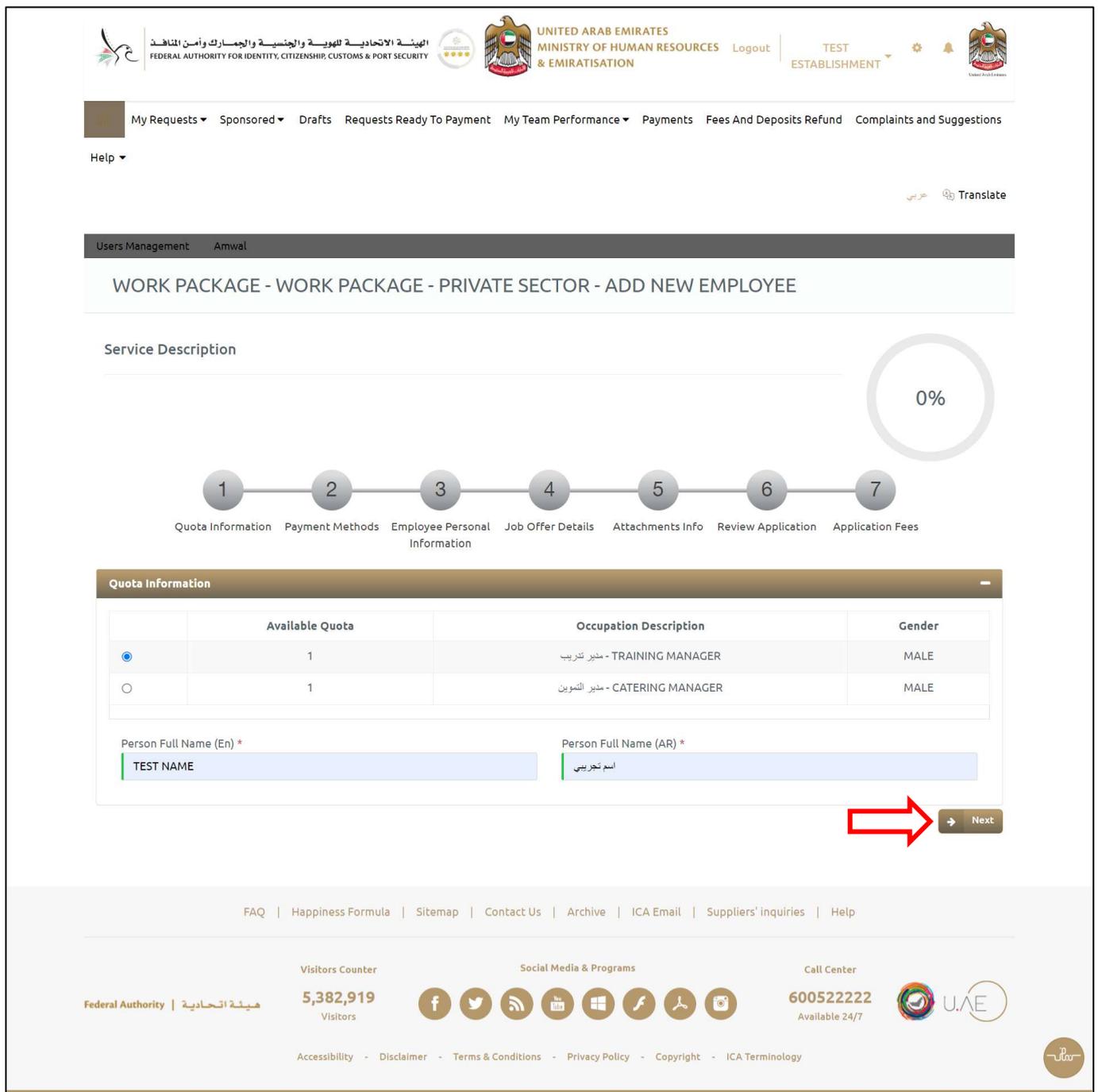
Figure 13: Submit Request Screen.

## First Step - Quote Information: -

In this step, the user should identify the target group that is commensurate with the labor quotas of the job vacancy. In addition, the user should enter the name of the job candidate in Arabic and English for record and communication purposes.



1. Select the quote from the available one, then enter the employee's name in the required fields.



Users Management Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE

Service Description

0%

1 Quota Information 2 Payment Methods 3 Employee Personal Information 4 Job Offer Details 5 Attachments Info 6 Review Application 7 Application Fees

	Available Quota	Occupation Description	Gender
<input checked="" type="radio"/>	1	مدير تدريب - TRAINING MANAGER	MALE
<input type="radio"/>	1	مدير التموين - CATERING MANAGER	MALE

Person Full Name (En) \*  
TEST NAME

Person Full Name (AR) \*  
اسم تجريبي

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

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

Figure 14: Submit Request Screen - Quota Information Step.

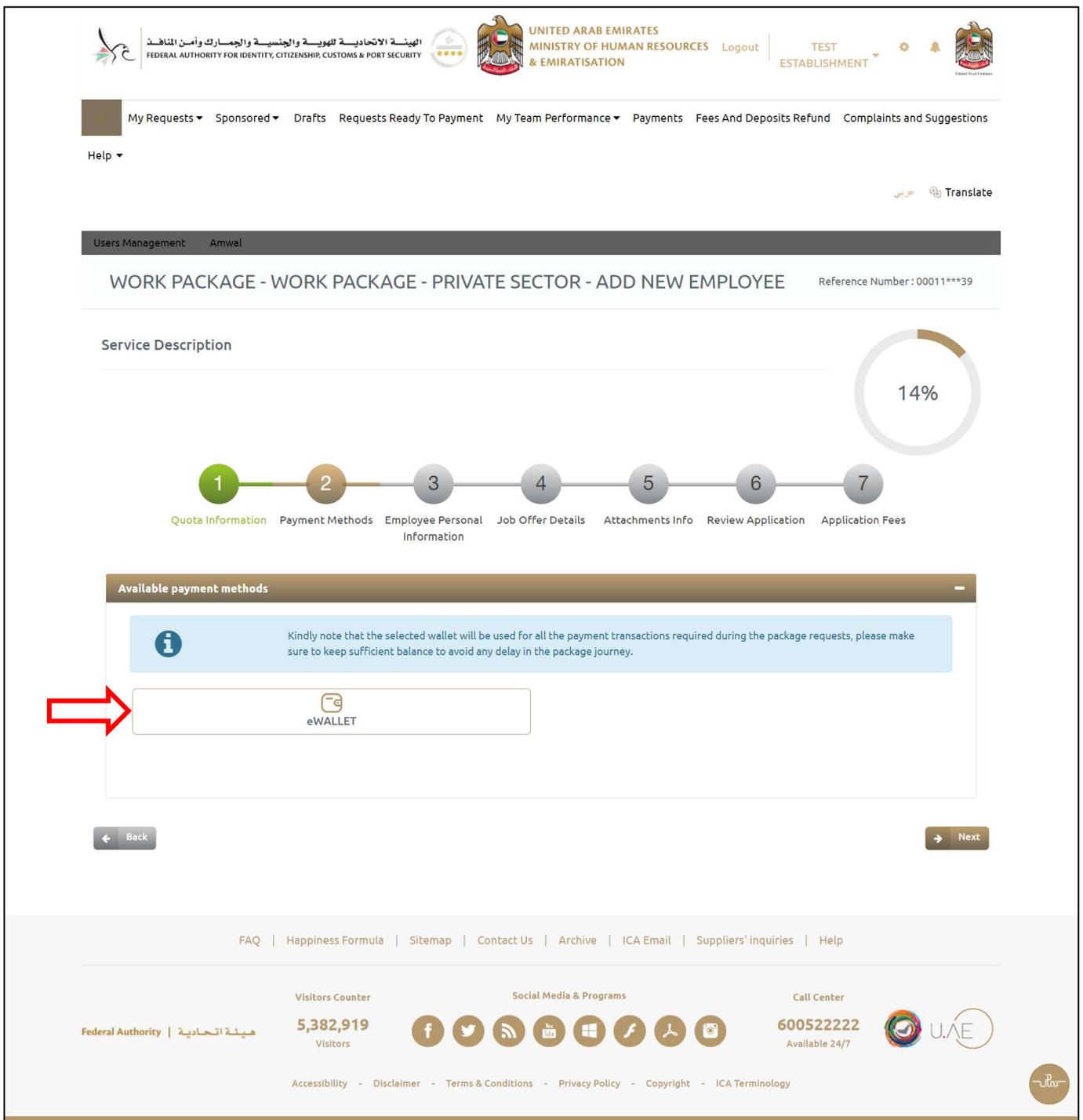
2. Press on "Next" to move on to the next step.

## Second Step - Payment Method: -

In this step, the user should select the e-wallet to pay all the required transaction fees in the package requests.



3. Press on “eWALLET” to continue the process.



My Requests   Sponsored   Drafts   Requests Ready To Payment   My Team Performance   Payments   Fees And Deposits Refund   Complaints and Suggestions

Users Management   Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE      Reference Number : 00011\*\*\*39

Service Description

14%

1   2   3   4   5   6   7

Quota Information   Payment Methods   Employee Personal Information   Job Offer Details   Attachments Info   Review Application   Application Fees

Available payment methods

Kindly note that the selected wallet will be used for all the payment transactions required during the package requests, please make sure to keep sufficient balance to avoid any delay in the package journey.

eWALLET

Back   Next

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

Visitors Counter      Social Media & Programs      Call Center

Federal Authority | هيئة اتحادية      5,382,919      f      Social Media & Programs      600522222      U.A.E

Visitors      Available 24/7

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

Figure 15: Submit Request Screen - Payment Method Step.

- The platform will retrieve the e-wallet that is linked to the user account, select the required wallet.
- Press on **“I authorize the direct deduction from the selected financial wallet balance during submitting each request of the package automatically”**.



Figure 16: Submit Request Screen - Payment Method Step - Select the e-wallet.

 The selected e-wallet will be used in the next payments, kindly ensure there is sufficient balance.

- Press on **“Next”** to move on to the next step.

### Third Step - Employee Personal: -

In this step, the user should fill out the employee details to meet the requirements of the application.



7. From the “Employee Personal Information” part, enter the employee details in the required fields.

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

UNITED ARAB EMIRATES  
 MINISTRY OF HUMAN RESOURCES  
 & EMIRATISATION

Logout
TEST ESTABLISHMENT

My Requests ▾
Sponsored ▾
Drafts
Requests Ready To Payment
My Team Performance ▾
Payments
Fees And Deposits Refund
Complaints and Suggestions

Help ▾
عربي

Users Management
Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE
Reference Number : 00011\*\*\*39

Service Description

1

2

3

4

5

6

7

Quota Information
Payment Methods
Employee Personal Information
Job Offer Details
Attachments Info
Review Application
Application Fees

i If the user has entered UAE before and has Unified Number, please fill it here to ease the processing phase.

<p>UAE Unified No.</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>	<p>UAE Identity Number</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>
<p>Years of Residence *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="2"/>	<p>Arabic First Name *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="اسم"/>
<p>English First Name *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="Test"/>	<p>Arabic Second Name</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>
<p>English Second Name</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>	<p>Arabic Third Name</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>
<p>English Third Name</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>	<p>Arabic Forth Name</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>
<p>English Forth Name</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>	<p>Family Name (Arabic) *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="تجريبي"/>
<p>Family Name (English) *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="Name"/>	<p>Previous Nationality</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="Please select"/>
<p>Current Nationality *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="JORDAN"/>	<p>Birth Country *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="JORDAN"/>
<p>Date Of Birth *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="10/02/1994"/>	<p>Place of Birth (Ar) *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="عمان"/>
<p>Place of Birth (En) *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text" value="Amman"/>	

Mother Name (En) *	TEST NAME	Mother Name (Ar) *	اسم تجريبي
Religion *	ISLAM	Faith*	SUNNI
Marital Status *	SINGLE	Qualification Level *	BACHELOR
Qualification Country *	JORDAN	Qualification Description *	Accountant

Passport Information +

Inside UAE Address +

Address outside UAE +

Delivery Information +

← 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: f, t, r, y, w, s, p, i

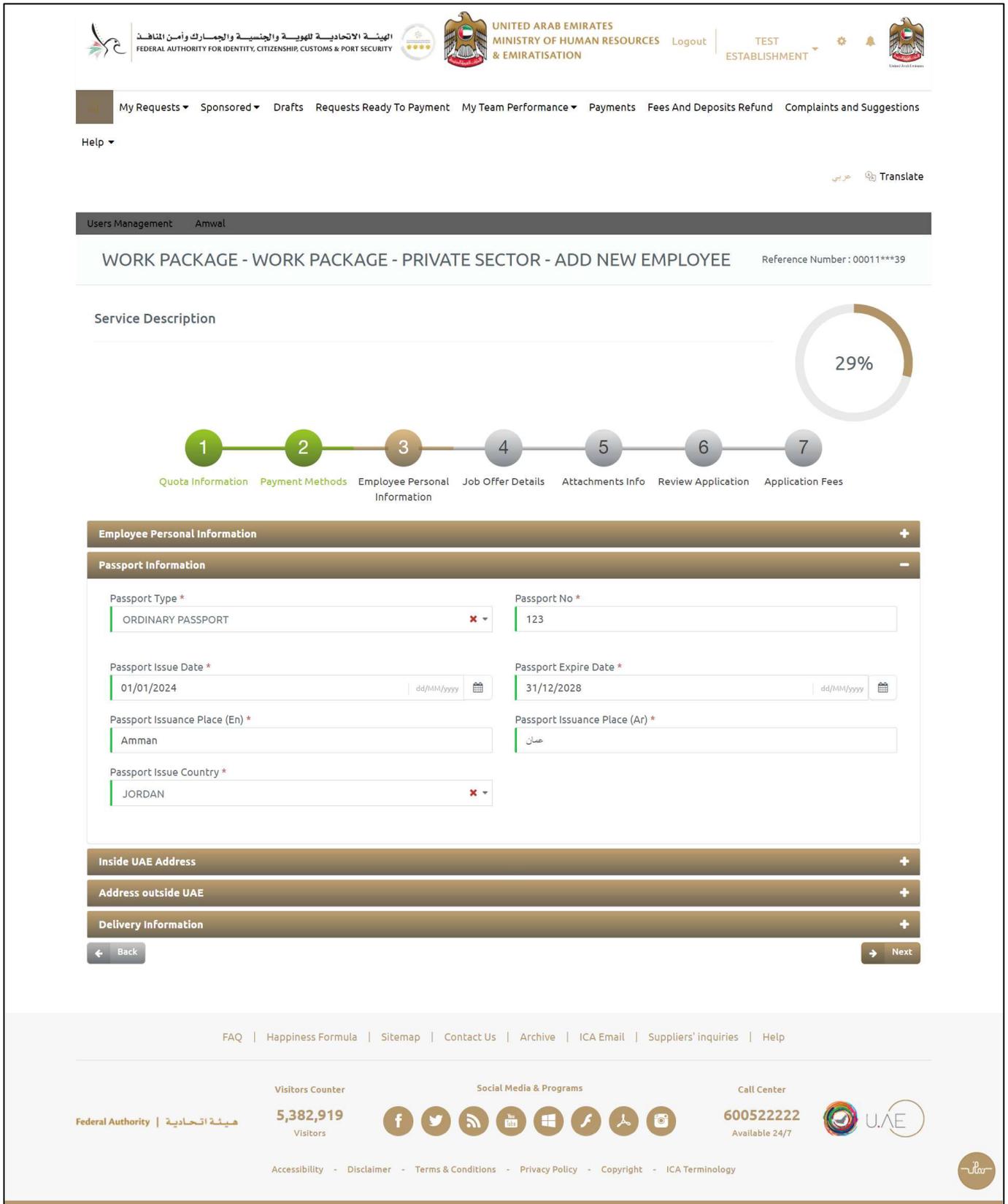
Call Center: 600522222 Available 24/7

U.A.E

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

Figure 17: Submit Request Screen - Employee Personal Step - Employee Personal Information Part.

9. From the “Passport Information” part, enter the passport details in the required fields.



Users Management Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Reference Number : 00011\*\*\*39

Service Description

29%

1 2 3 4 5 6 7

Quota Information Payment Methods Employee Personal Information Job Offer Details Attachments Info Review Application Application Fees

Employee Personal Information +

Passport Information -

Passport Type \*  
ORDINARY PASSPORT

Passport No \*  
123

Passport Issue Date \*  
01/01/2024 dd/MM/yyyy

Passport Expire Date \*  
31/12/2028 dd/MM/yyyy

Passport Issuance Place (En) \*  
Amman

Passport Issuance Place (Ar) \*  
عمان

Passport Issue Country \*  
JORDAN

Inside UAE Address +

Address outside UAE +

Delivery Information +

Back Next

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

Visitors Counter  
5,382,919  
Visitors

Social Media & Programs

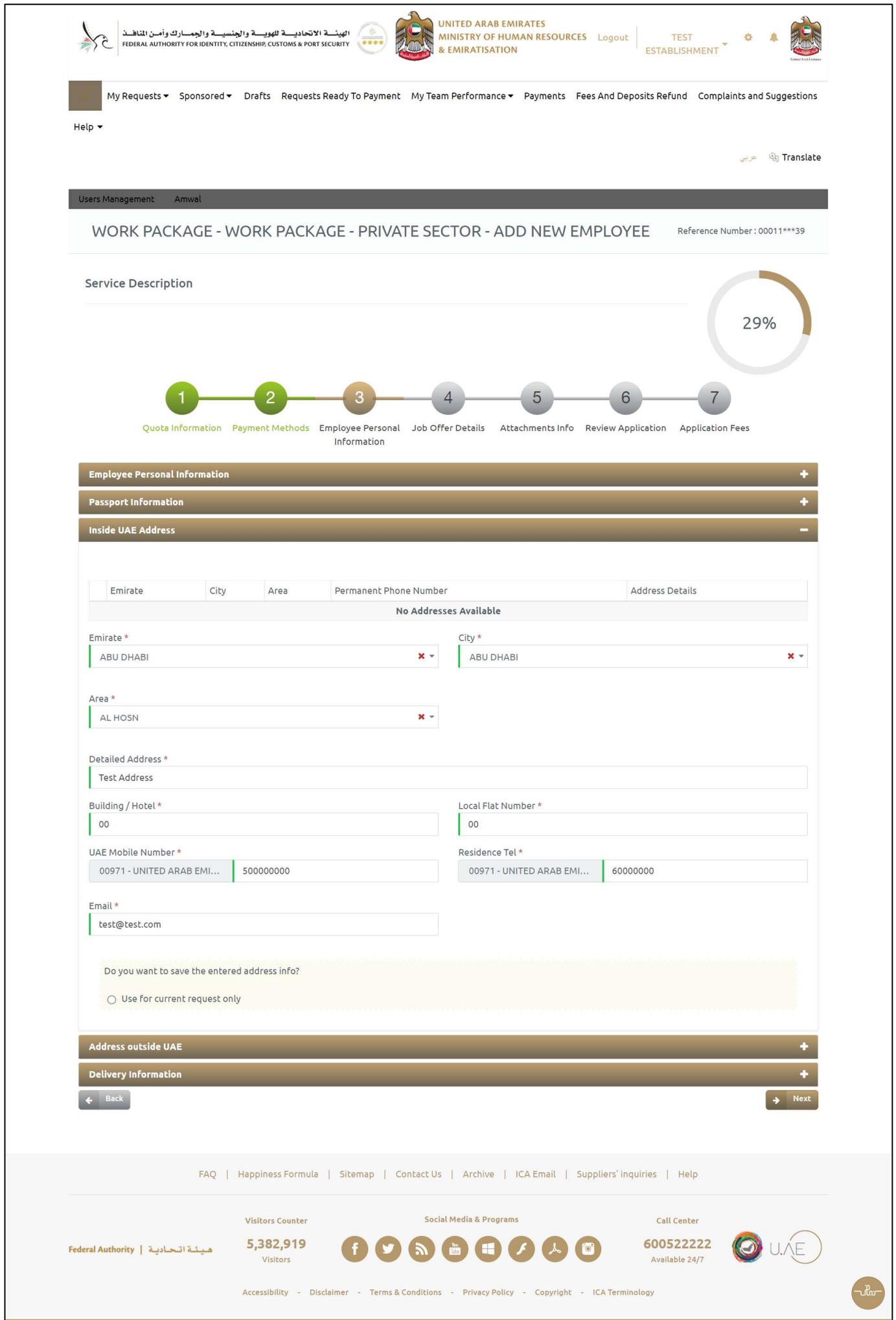
Call Center  
600522222  
Available 24/7

Federal Authority | هيئة اتحادية

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

Figure 18: Submit Request Screen - Employee Personal Step - Passport Information Part.

10. From the “Inside UAE Address” part, enter the employee address details inside UAE in the required fields.



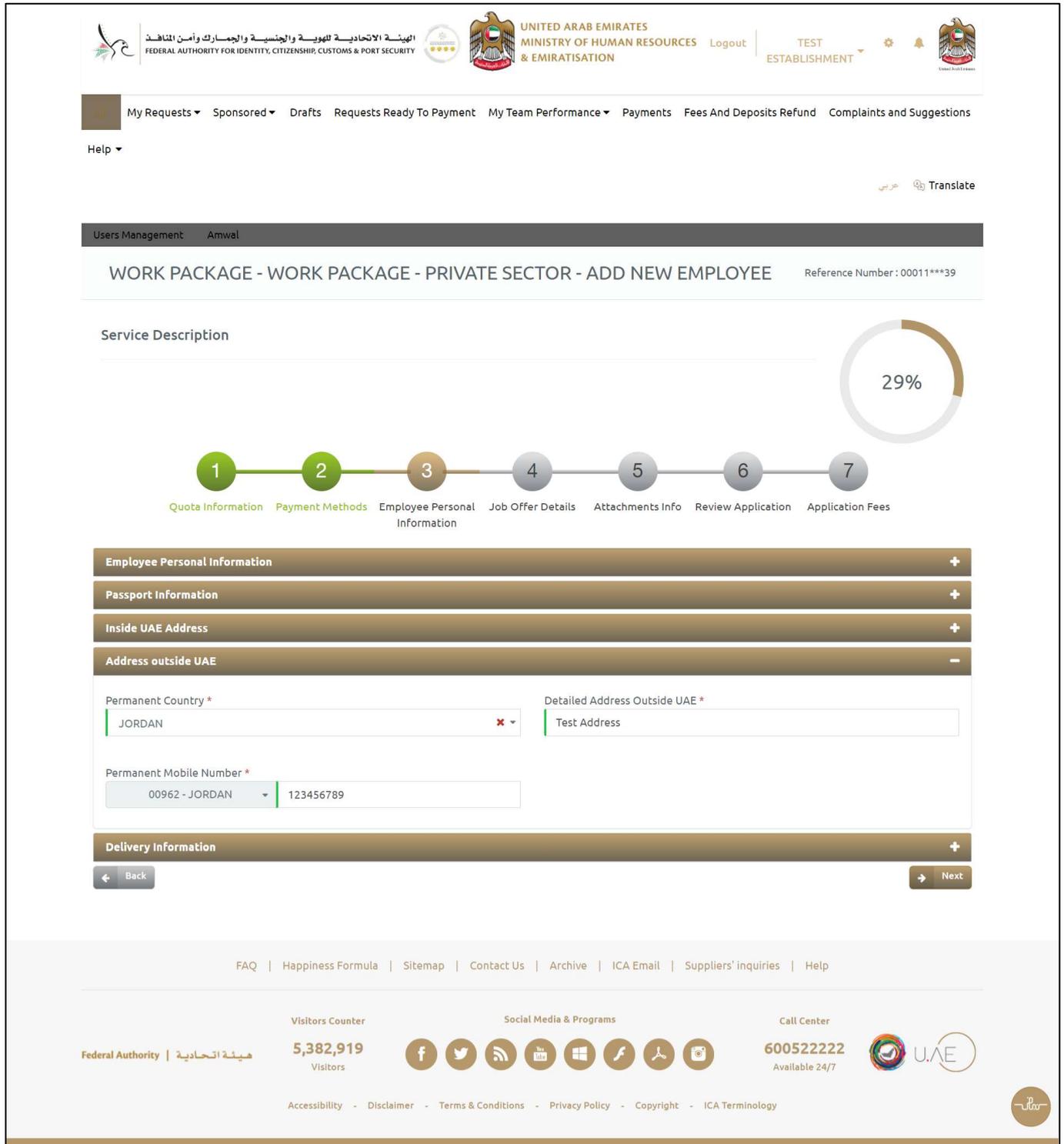
The screenshot displays the 'Inside UAE Address' section of a web application. At the top, there is a navigation bar with the organization's name in Arabic and English, a 'Logout' button, and a 'TEST ESTABLISHMENT' dropdown. Below this is a menu with options like 'My Requests', 'Sponsored', 'Drafts', etc. The main content area shows a progress bar with 7 steps, where step 3 'Employee Personal Information' is currently active. A circular progress indicator shows 29% completion. The 'Employee Personal Information' section is expanded, revealing a form for 'Inside UAE Address'. The form includes a table for existing addresses (currently empty), and input fields for:
 

- Emirate \* (ABU DHABI)
- City \* (ABU DHABI)
- Area \* (AL HOSN)
- Detailed Address \* (Test Address)
- Building / Hotel \* (00)
- Local Flat Number \* (00)
- UAE Mobile Number \* (00971 - UNITED ARAB EMI... 50000000)
- Residence Tel \* (00971 - UNITED ARAB EMI... 60000000)
- Email \* (test@test.com)

 A checkbox option 'Use for current request only' is present. Below the form are sections for 'Address outside UAE' and 'Delivery Information'. The footer contains a navigation menu, a visitors counter (5,382,919), social media icons, a call center number (600522222), and various legal notices.

Figure 19: Submit Request Screen - Employee Personal Step - Inside UAE Address Part.

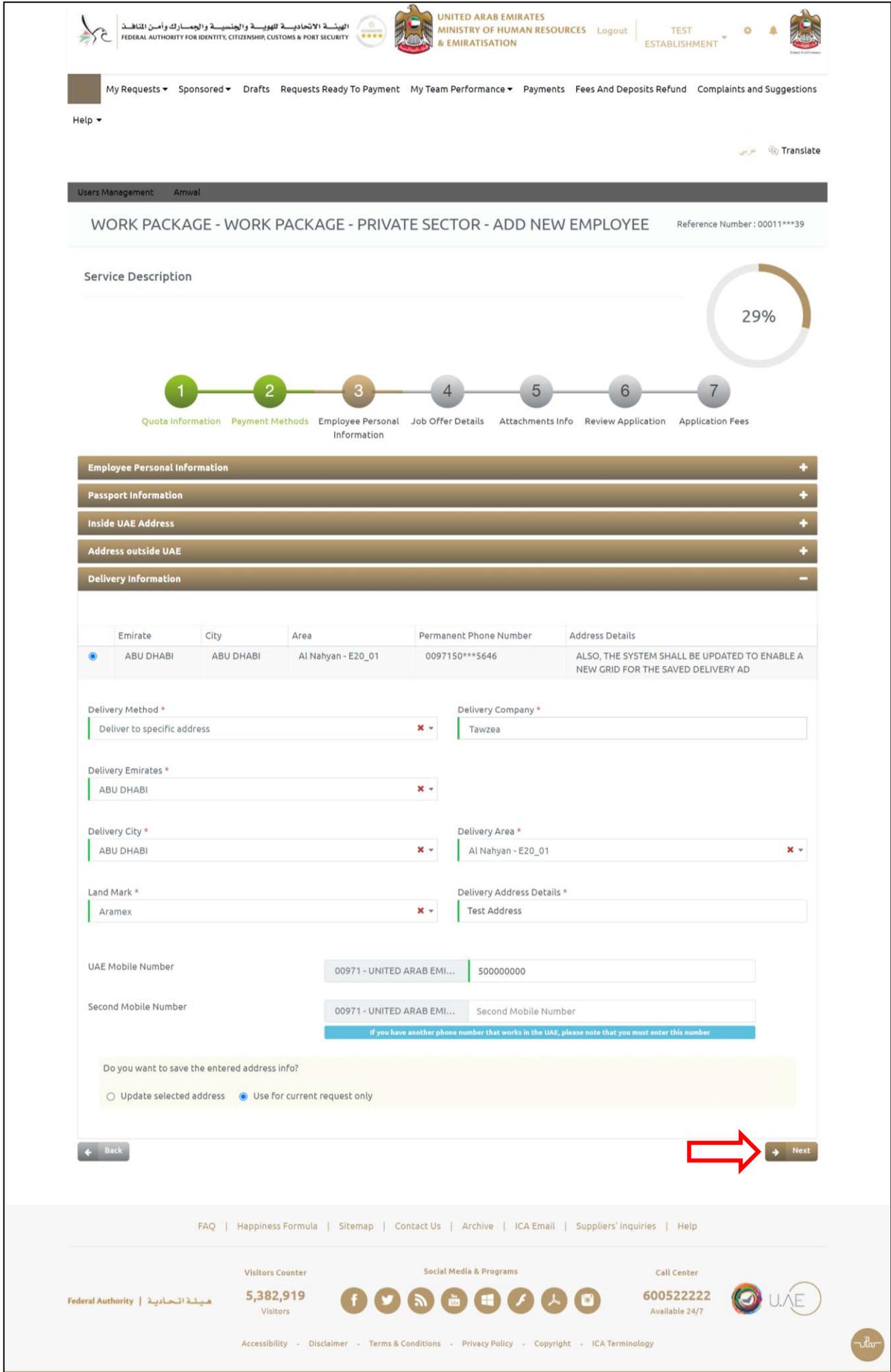
11. From the “**Outside UAE Address**” part, enter the employee address details outside UAE in the required fields.



The screenshot displays the 'Submit Request Screen' for an 'Employee Personal Step' in the 'Outside UAE Address Part'. The page features a navigation menu at the top with options like 'My Requests', 'Sponsored', 'Drafts', and 'Requests Ready To Payment'. A progress bar indicates that 29% of the process is complete, with seven steps: 1. Quota Information, 2. Payment Methods, 3. Employee Personal Information (current step), 4. Job Offer Details, 5. Attachments Info, 6. Review Application, and 7. Application Fees. The 'Employee Personal Information' section is expanded to show the 'Address outside UAE' form. This form includes fields for 'Permanent Country \*' (JORDAN), 'Detailed Address Outside UAE \*' (Test Address), and 'Permanent Mobile Number \*' (00962 - JORDAN, 123456789). A 'Delivery Information' section is also visible. The footer contains a visitors counter (5,382,919), social media links, and contact information (Call Center: 600522222).

Figure 20: Submit Request Screen - Employee Personal Step - Outside UAE Address Part.

12. From the “**Delivery Information**” part, enter the delivery details in the required fields to deliver the documents to their destination, then press on “**Next**” to move on to the next step.



Users Management Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Reference Number : 0011\*\*\*39

Service Description

29%

1 2 3 4 5 6 7  
Quota Information Payment Methods Employee Personal Information Job Offer Details Attachments Info Review Application Application Fees

Employee Personal Information +  
Passport Information +  
Inside UAE Address +  
Address outside UAE +  
Delivery Information -

Emirate	City	Area	Permanent Phone Number	Address Details
ABU DHABI	ABU DHABI	Al Nahyan - E20_01	0097150***5646	ALSO, THE SYSTEM SHALL BE UPDATED TO ENABLE A NEW GRID FOR THE SAVED DELIVERY AD

Delivery Method \*  
Deliver to specific address

Delivery Company \*  
Tawzea

Delivery Emirates \*  
ABU DHABI

Delivery City \*  
ABU DHABI

Delivery Area \*  
Al Nahyan - E20\_01

Land Mark \*  
Aramex

Delivery Address Details \*  
Test Address

UAE Mobile Number  
00971 - UNITED ARAB EMI... 500000000

Second Mobile Number  
00971 - UNITED ARAB EMI... Second Mobile Number  
if you have another phone number that works in the UAE, please note that you must enter this number

Do you want to save the entered address info?  
 Update selected address  Use for current request only

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 21: Submit Request Screen - Employee Personal Step - Delivery Information Part.

### Fourth Step - Job Offer Details: -

In this step, the user should fill out the employee job offer details to meet the requirements of the application.



14. From the “Job Offer Details” part, enter the job offer information in the required fields.

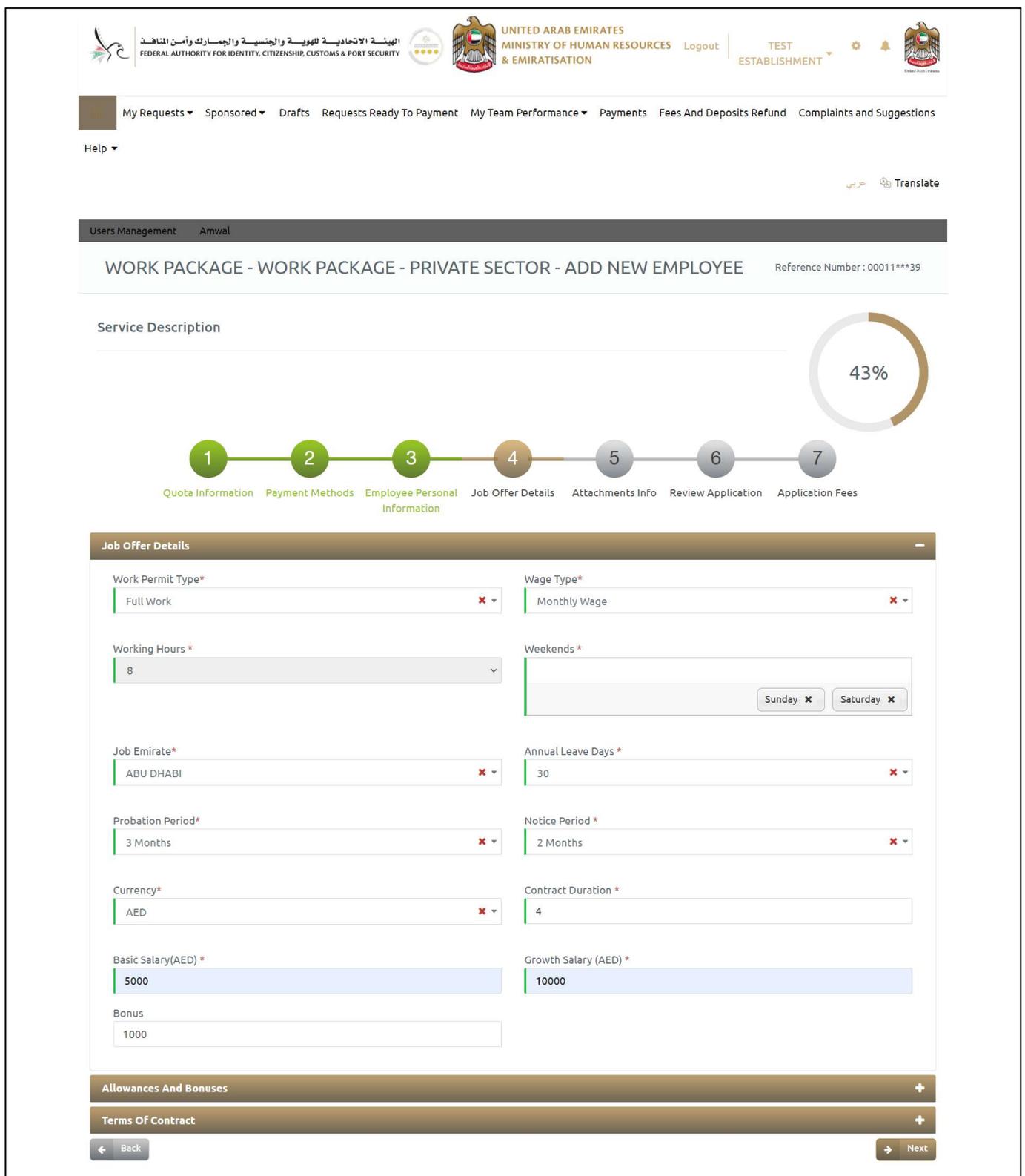
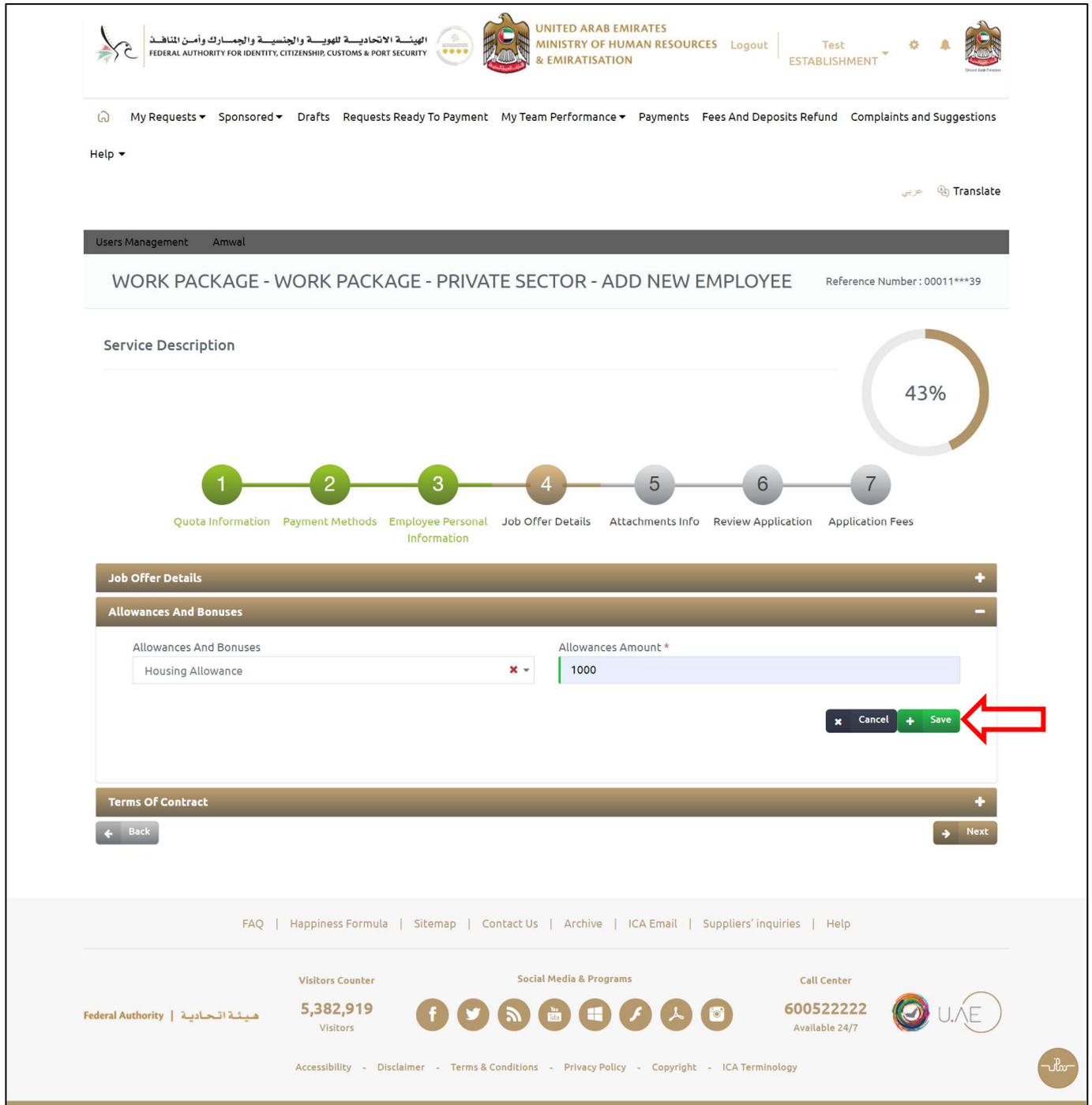


Figure 22: Submit Request Screen - Job Offer Details Step & Part.

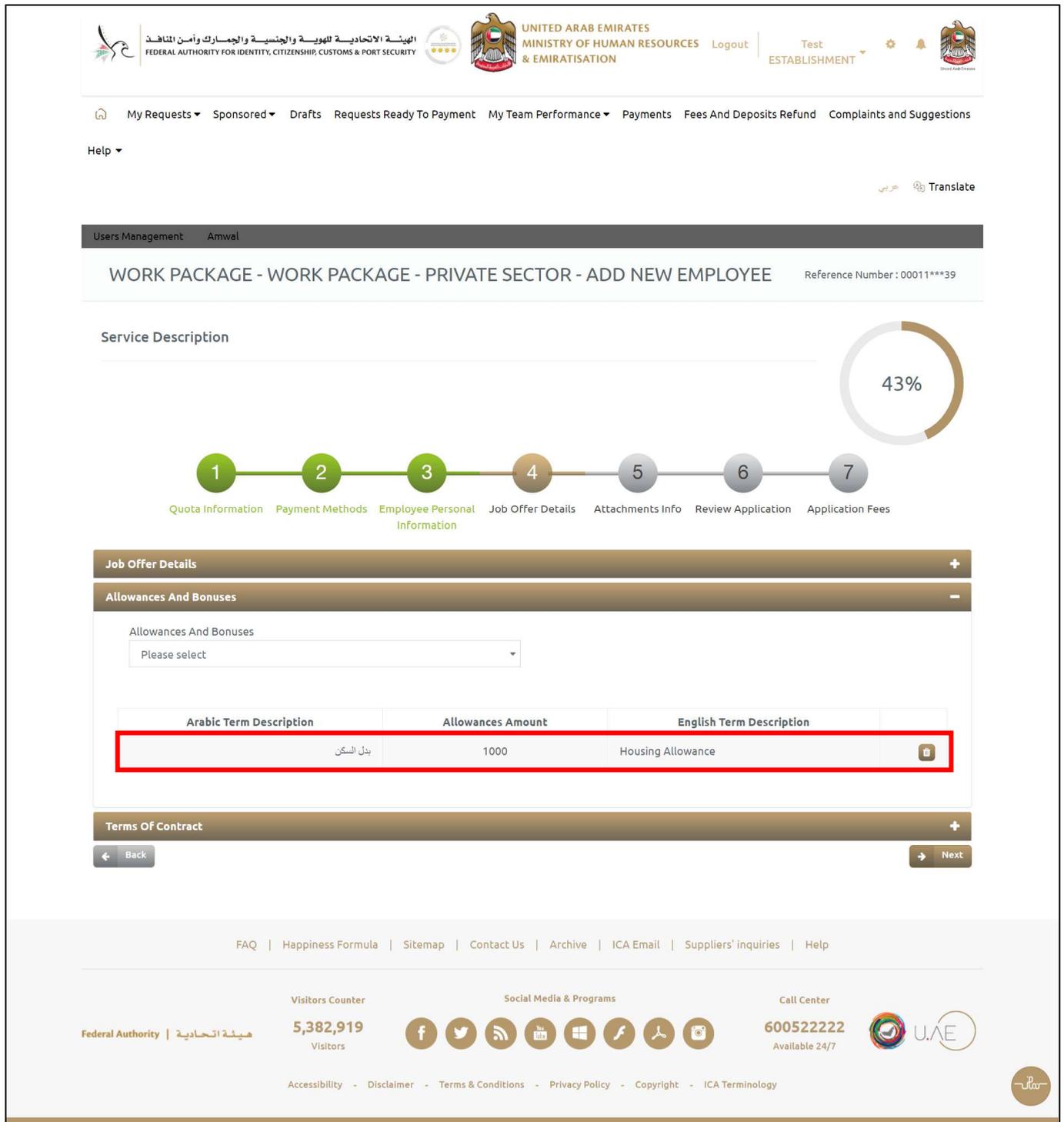
15. From the “**Allowances and Bonuses**” part, enter the job allowances and bonuses information in the required fields, then press on “**Save**” to ensure that the employee wage details are accurately recorded.



The screenshot displays the 'Submit Request' screen for a 'Job Offer Details' step, specifically the 'Allowances and Bonuses' part. The page header includes the logos of the United Arab Emirates and the Federal Authority for Identity, Citizenship, Customs & Port Security, along with the text 'UNITED ARAB EMIRATES MINISTRY OF HUMAN RESOURCES & EMIRATISATION'. The user is logged in as 'Test ESTABLISHMENT'. The main content area shows a progress bar at 43% completion, with seven steps: 1. Quota Information, 2. Payment Methods, 3. Employee Personal Information, 4. Job Offer Details (current step), 5. Attachments Info, 6. Review Application, and 7. Application Fees. The 'Allowances And Bonuses' section is expanded, showing a dropdown menu with 'Housing Allowance' selected and an input field for 'Allowances Amount \*' containing the value '1000'. A red arrow points to the 'Save' button. The footer includes a visitors counter (5,382,919), social media links, and contact information (600522222).

Figure 23: Submit Request Screen - Job Offer Details Step - Allowances and Bonuses Part.

- The user will notice that the platform added allowances and bonuses successfully.



Users Management Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Reference Number : 00011\*\*\*39

Service Description

43%

1 2 3 4 5 6 7

Quota Information Payment Methods Employee Personal Information Job Offer Details Attachments Info Review Application Application Fees

Job Offer Details

Allowances And Bonuses

Allowances And Bonuses  
Please select

Arabic Term Description	Allowances Amount	English Term Description
بدل السكن	1000	Housing Allowance

Terms Of Contract

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

U.A.E

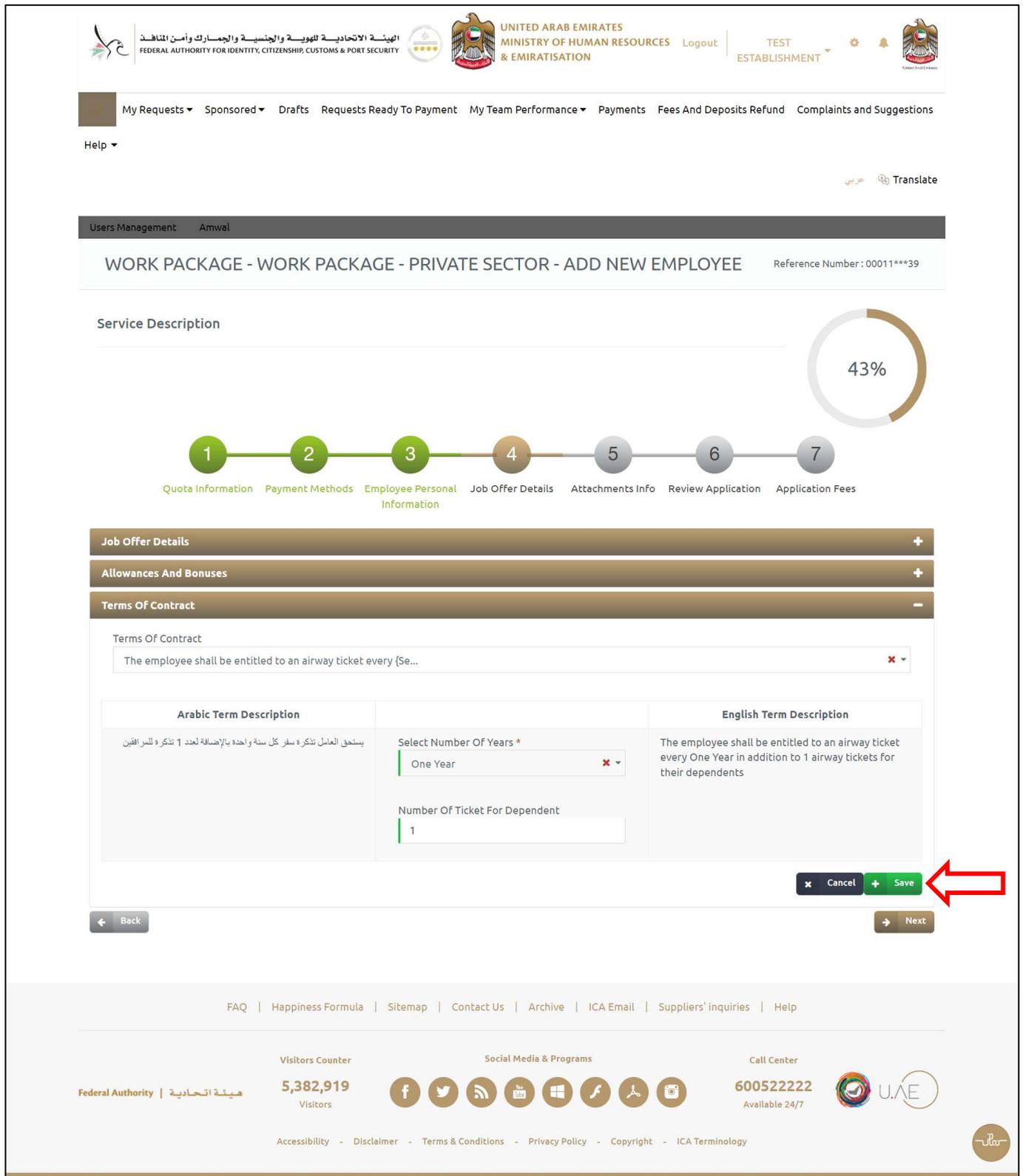
Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 24: Submit Request Screen - Job Offer Details Step - Allowances and Bonuses Part – Added Allowances and Successfully.



The user can add more than one type of allowance and bonus by following the same previous steps.

16. From the “Terms of Contract” part, enter the terms of the employment contract information in the required fields, then press on “Save” to support the onboarding process.



Users Management Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Reference Number : 00011\*\*\*39

Service Description

43%

1 2 3 4 5 6 7

Quota Information Payment Methods Employee Personal Information Job Offer Details Attachments Info Review Application Application Fees

Job Offer Details +

Allowances And Bonuses +

Terms Of Contract -

Terms Of Contract

The employee shall be entitled to an airway ticket every {Se... x

Arabic Term Description		English Term Description
يستحق العامل تذكرة سفر كل سنة واحدة بالإضافة لعدد 1 تذكرة للمرافقين	Select Number Of Years * One Year x	The employee shall be entitled to an airway ticket every One Year in addition to 1 airway tickets for their dependents
	Number Of Ticket For Dependent 1	

Cancel Save

Back Next

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

Visitors Counter  
5,382,919  
Visitors

Social Media & Programs

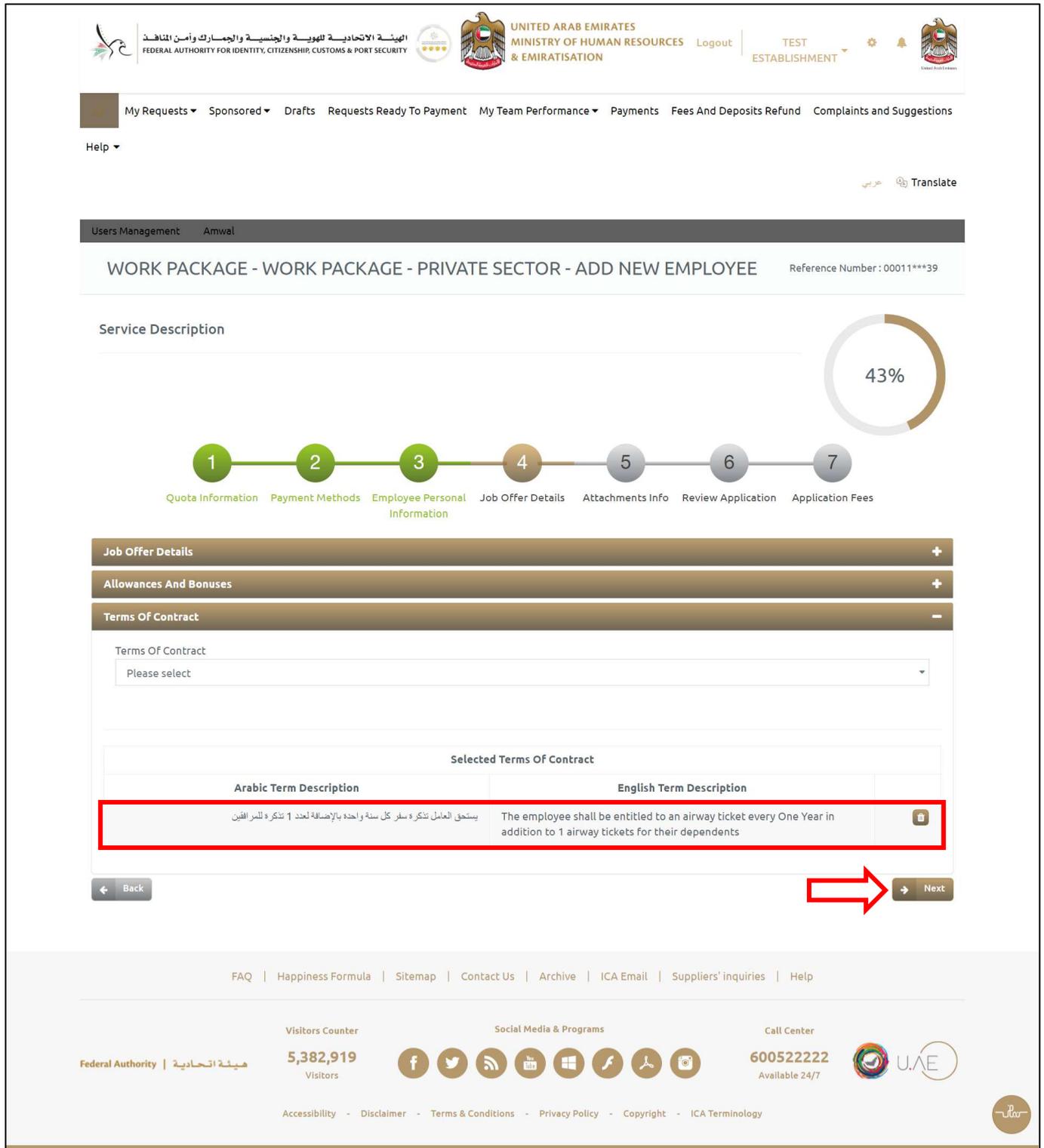
Call Center  
600522222  
Available 24/7

Federal Authority | هيئة اتحادية

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

Figure 25: Submit Request Screen - Job Offer Details Step - Terms of Contract Part.

- The user will notice that the platform added the terms of the employment contract successfully.



The screenshot displays the 'Terms of Contract' section of a web application. At the top, there is a navigation menu with options like 'My Requests', 'Sponsored', 'Drafts', etc. Below this is a progress bar showing 43% completion. A horizontal timeline with 7 steps is visible, with step 3 'Employee Personal Information' highlighted. The 'Terms of Contract' section is expanded, showing a dropdown menu for 'Terms Of Contract' and a table of 'Selected Terms Of Contract'. The table has two columns: 'Arabic Term Description' and 'English Term Description'. One row is highlighted with a red box, containing the text: 'يستحق العامل تذكرة سفر كل سنة واحدة بالإضافة لعدد 1 تذكرة للمرافقين' and 'The employee shall be entitled to an airway ticket every One Year in addition to 1 airway tickets for their dependents'. A red arrow points to the 'Next' button at the bottom right.

Figure 26: Submit Request Screen - Job Offer Details Step - Terms of Contract Part - Added Employment Terms Successfully.

 The user can add more than one type of employments terms by following the same previous steps.

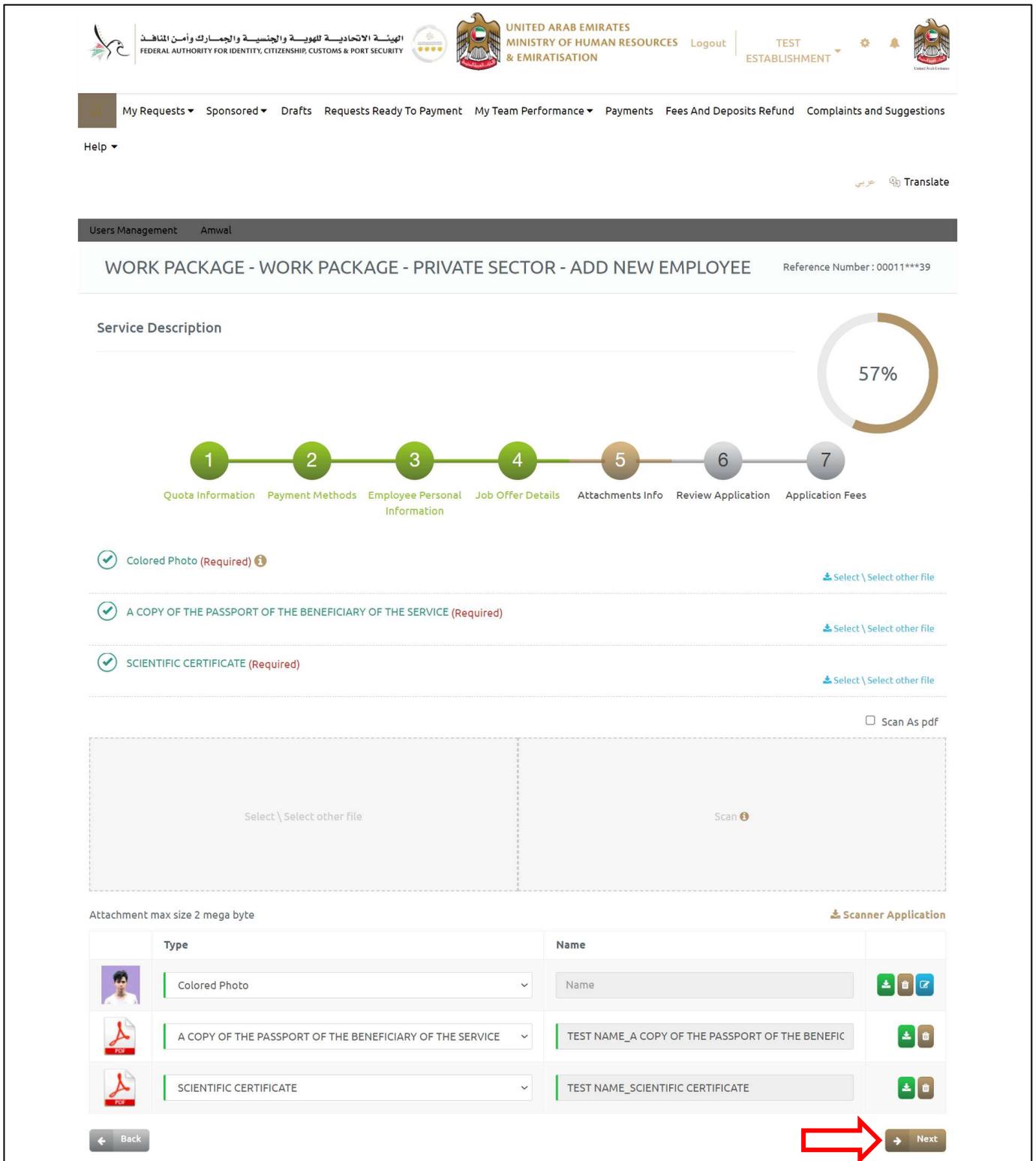
17. Press on “Next” to move on to the next step.

## Fifth Step - Attachments Information: -

In this step, the user should upload the required files to meet the requirements of the application.



18. Upload the required attachments to ensure that the information provided is accurate.



UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES & EMIRATISATION

My Requests ▾ Sponsored ▾ Drafts Requests Ready To Payment My Team Performance ▾ Payments Fees And Deposits Refund Complaints and Suggestions

Help ▾

Users Management Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE Reference Number : 00011\*\*\*39

Service Description

57%

1 2 3 4 5 6 7  
Quota Information Payment Methods Employee Personal Information Job Offer Details Attachments Info Review Application Application Fees

Colored Photo (Required) [Select \ Select other file](#)

A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE SERVICE (Required) [Select \ Select other file](#)

SCIENTIFIC CERTIFICATE (Required) [Select \ Select other file](#)

Scan As pdf

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

Type	Name	
Colored Photo	Name	  
A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE SERVICE	TEST NAME_A COPY OF THE PASSPORT OF THE BENEFIC	 
SCIENTIFIC CERTIFICATE	TEST NAME_SCIENTIFIC CERTIFICATE	 

[Back](#) [Next](#)

Figure 27: Submit Request Screen - Attachments Information Step.

19. Press on “Next” to move on to the next step.

## Sixth Step - Review Application: -

In this step, the user should check entered information to meet the requirements of the application.



20. Check the entered information to reduce the risk of the request inaccuracies.

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

UNITED ARAB EMIRATES  
 MINISTRY OF HUMAN RESOURCES  
 & EMIRATISATION

Logout

TEST ESTABLISHMENT

My Requests
Sponsored
Drafts
Requests Ready To Payment
My Team Performance
Payments
Fees And Deposits Refund
Complaints and Suggestions

Help
عربي
Translate

Users Management
Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE

Reference Number : 00011\*\*\*39

Service Description

1

2

3

4

5

6

7

Quota Information
Payment Methods
Employee Personal Information
Job Offer Details
Attachments Info
Review Application
Application Fees

Employee Personal Information

Years of Residence 2	
Person Full Name (En) TEST NAME	Person Full Name (AR) اسم تجريبي
English First Name : Test	Arabic First Name : اسم
Family Name (English) : Name	Family Name (Arabic) : تجريبي
Current Nationality : JORDAN	Gender : MALE
Date Of Birth : 1994/02/10	Birth Country : JORDAN
Marital Status : SINGLE	Place of Birth (Ar) : عمان
Place of Birth (En) : Amman	Mother English Name : TEST NAME
Mother Arabic Name : اسم تجريبي	Religion : ISLAM
Faith : SUNNI	Qualification : BACHELOR
Qualification Country : JORDAN	Marital Status SINGLE
Company Name : Abu Jarour private ESTABLISHMENT	

Passport Information

Passport Type : ORDINARY PASSPORT	Passport No : 123
Passport Issue Date : 2024/01/01	Passport Expire Date : 2028/12/31
Passport Issue Place (English) : Amman	Passport Issue Place (Arabic) : عمان
Passport Issue Country : JORDAN	

**Addresses Info**

Emirate : ABU DHABI      City : ABU DHABI  
 Area : AL HOSN      Address in U.A.E : Test Address  
 Local Building : 00      Local Flat Number : 00  
 Residence Tel : 60000000      Permanent Country : JORDAN  
 Applicant location outside UAE : Test Address      Permanent Mobile Number : 00962123456789  
 Email : test@test.com

**Delivery Information**

Delivery Method : Deliver to specific address      Delivery Company : Tawzea  
 Delivery Emirates : ABU DHABI      Delivery City : ABU DHABI  
 Delivery Area : Al Nahyan - E20\_01      Land Mark : Aramex  
 Delivery Address Details : Test Address      UAE Mobile Number : 00971500000000

**Job Offer Details**

Contract Type : Full Work      Wage Type : Monthly Wage  
 Probation Period : 3 Months      Working Hours : 8  
 Job Emirate : ABU DHABI      Annual Leave Days : 30  
 Notice Period : 2 Months      Basic Salary(AED) : 5000  
 Growth Salary (AED) : 10000  
 Weekends : Saturday , Sunday

**Allowances And Bonuses**

Arabic Term Description	Allowances Amount	English Term Description
بند السكن	1000	Housing Allowance

**Selected Terms Of Contract**

Arabic Term Description	English Term Description
يستحق العامل تذكرة سفر كل سنة واحدة بالإضافة لعدد 1 تذكرة للمرافقين	The employee shall be entitled to an airway ticket every one year in addition to 1 airway tickets for their dependents

**Attachments Info**

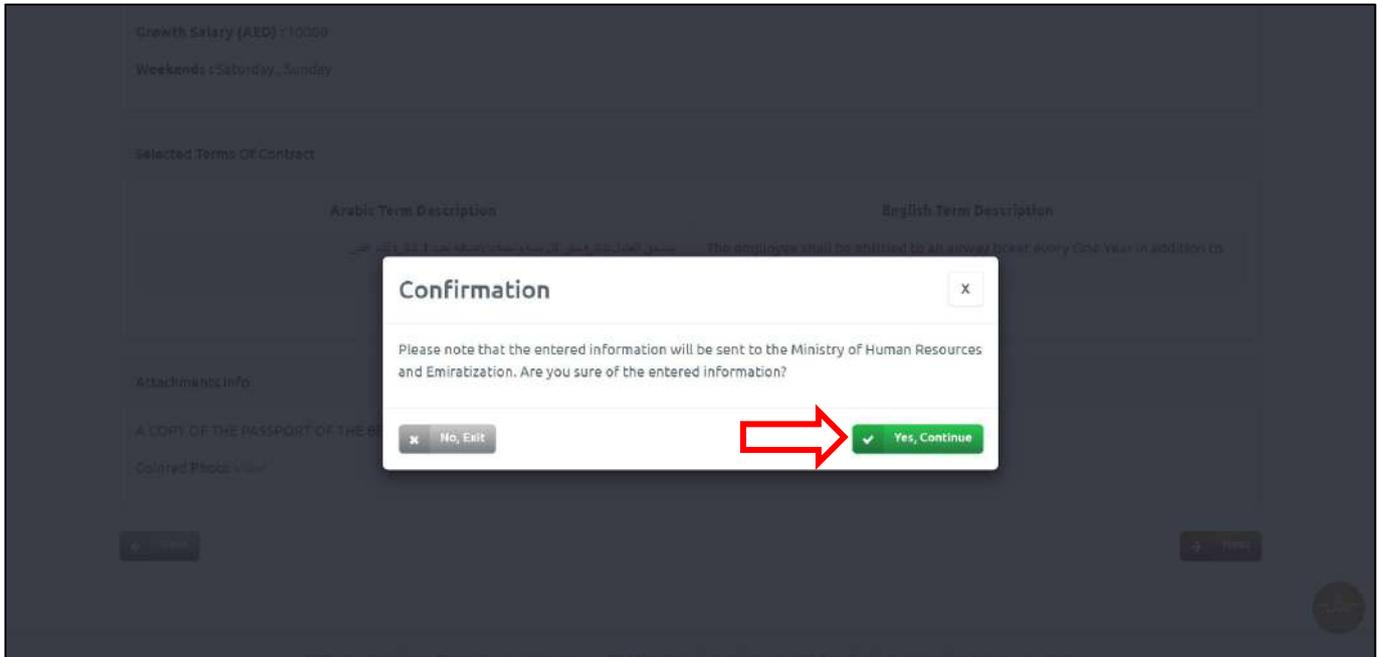
A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE SERVICE View      SCIENTIFIC CERTIFICATE View  
 Colored Photo View

← Back      **Next** →

Figure 28: Review Application Step.

21. Press on “Next” to move on to the next step.

22. A Confirmation Message will appear to the user, press on **“Yes, Continue”**.



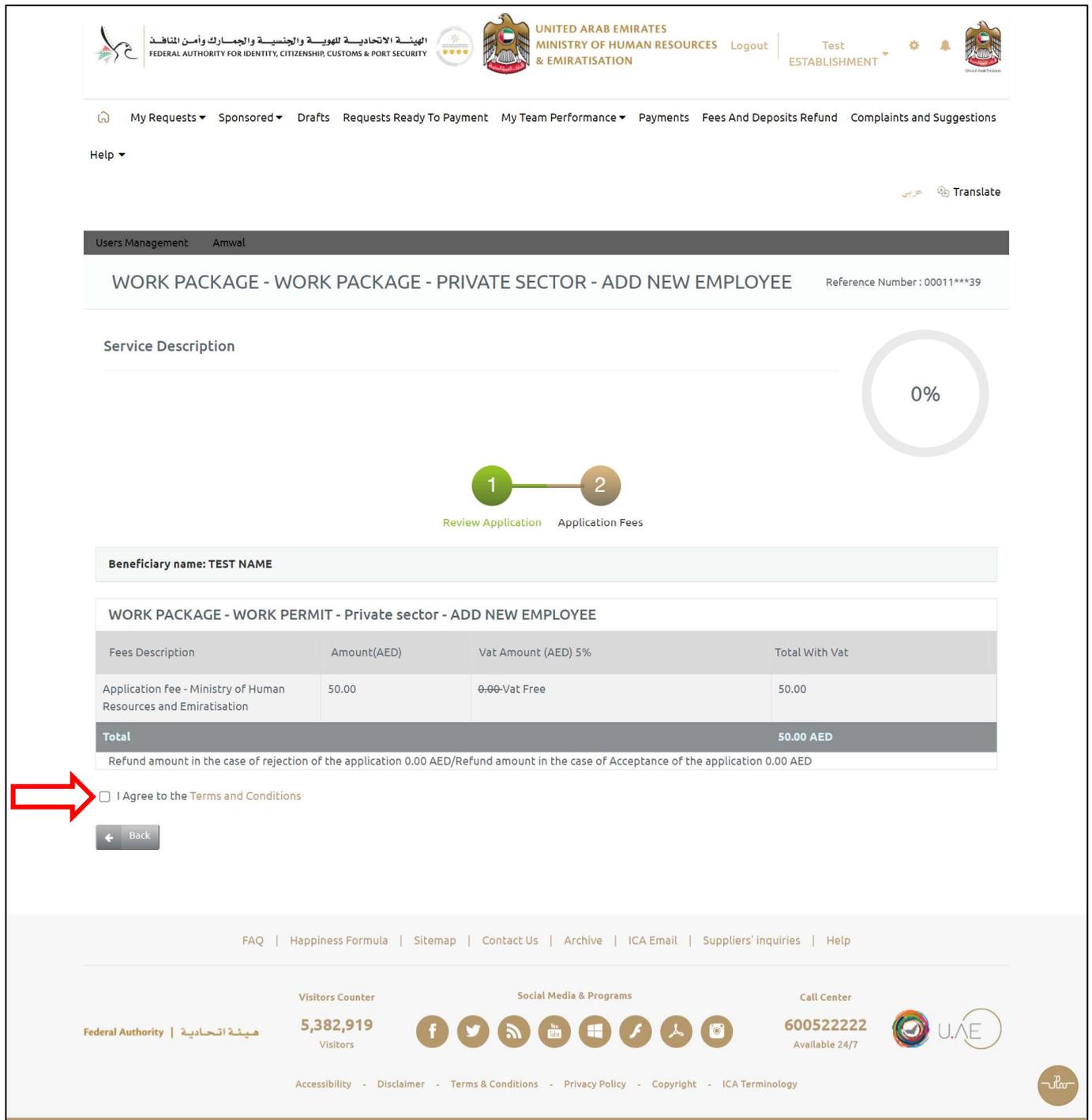
**Figure 29: The Confirmation Message.**

## Seventh Step – Application Fees Step: -

In this step, the user should pay fees to complete the requirements of the application.



23. Press on “I Agree to the Terms and Conditions” to activate payment methods.



The screenshot shows the user interface for the 'Application Fees Step'. At the top, there are navigation menus and a header with the organization's name in Arabic and English. Below the header, there are several tabs: 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. A 'Help' dropdown is also visible.

The main content area displays the service description: 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE' with a reference number '00011\*\*\*39'. A progress indicator shows '0%' completion. Below this, there are two steps: '1 Review Application' and '2 Application Fees', with step 2 being the current active step.

A table lists the fees for the application:

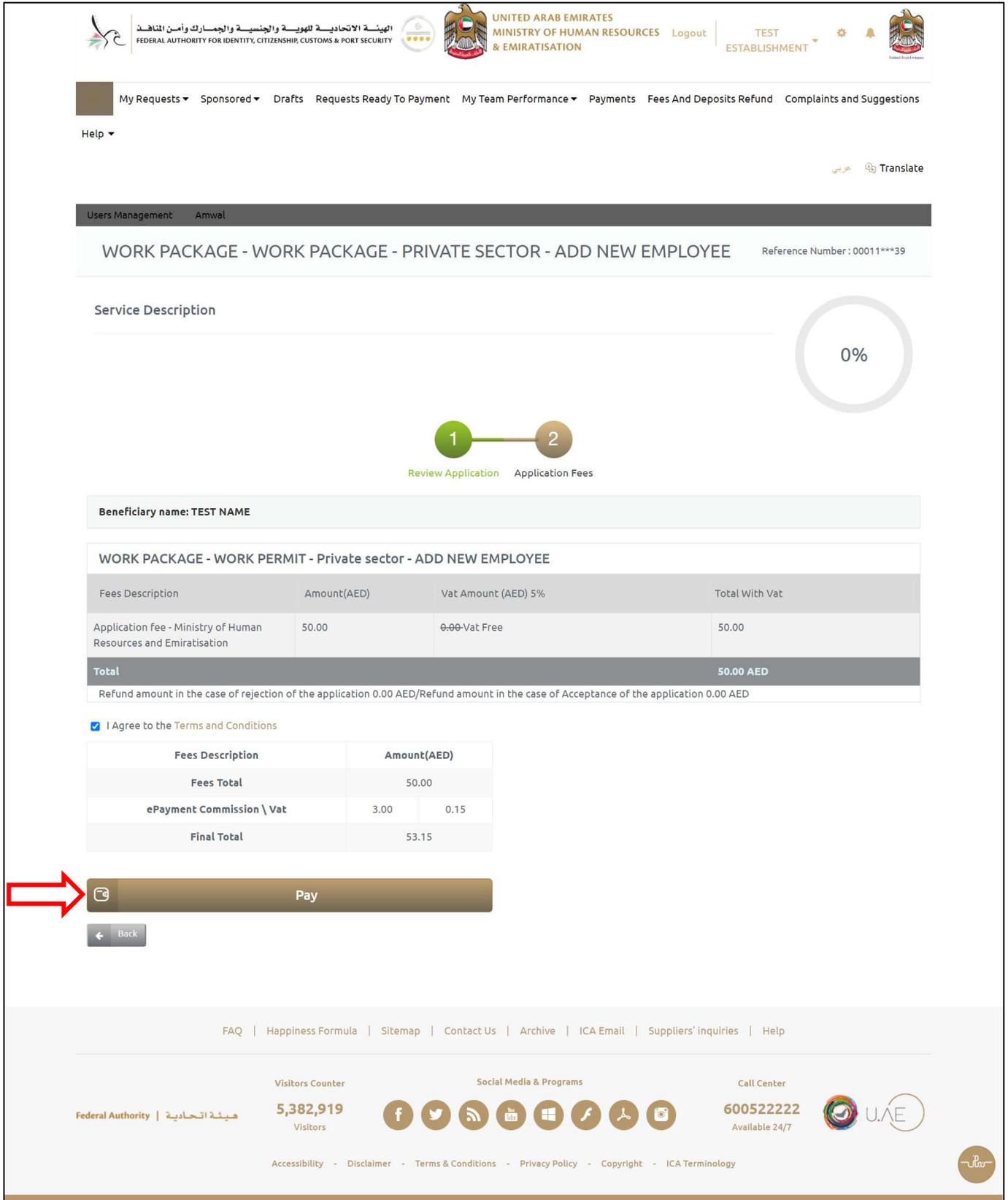
Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
Application fee - Ministry of Human Resources and Emiratization	50.00	0.00-Vat Free	50.00
<b>Total</b>			<b>50.00 AED</b>

Below the table, there is a note: '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'. A red arrow points to the checkbox labeled 'I Agree to the Terms and Conditions', which is currently unchecked. A 'Back' button is located below the checkbox.

The footer contains various links like '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 icons, and a 'Call Center' number 600522222 available 24/7.

Figure 30: Submit Request Screen - Application Fees Step.

24. The platform will retrieve the final total fees, press on “Pay” to complete the process.



The screenshot shows the 'Application Fees Step' of the 'Pay' action. The page title is 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE' with a reference number of 00011\*\*\*39. A progress indicator shows 0% completion, with step 1 'Review Application' completed and step 2 'Application Fees' active. A table lists the fees: Application fee - Ministry of Human Resources and Emiratisation (50.00 AED) and a Total of 50.00 AED. A second table shows the final total including ePayment Commission and Vat, resulting in 53.15 AED. A red arrow points to the 'Pay' button.

**Beneficiary name:** TEST NAME

**WORK PACKAGE - WORK PERMIT - Private sector - ADD NEW EMPLOYEE**

Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
Application fee - Ministry of Human Resources and Emiratisation	50.00	0.00-Vat Free	50.00
<b>Total</b>			<b>50.00 AED</b>

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

I Agree to the [Terms and Conditions](#)

Fees Description	Amount(AED)	
<b>Fees Total</b>	50.00	
ePayment Commission \ Vat	3.00	0.15
<b>Final Total</b>	<b>53.15</b>	

**Pay**

[Back](#)

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

Federal Authority | هيئة اتحادية

Visitors Counter: 5,382,919 Visitors

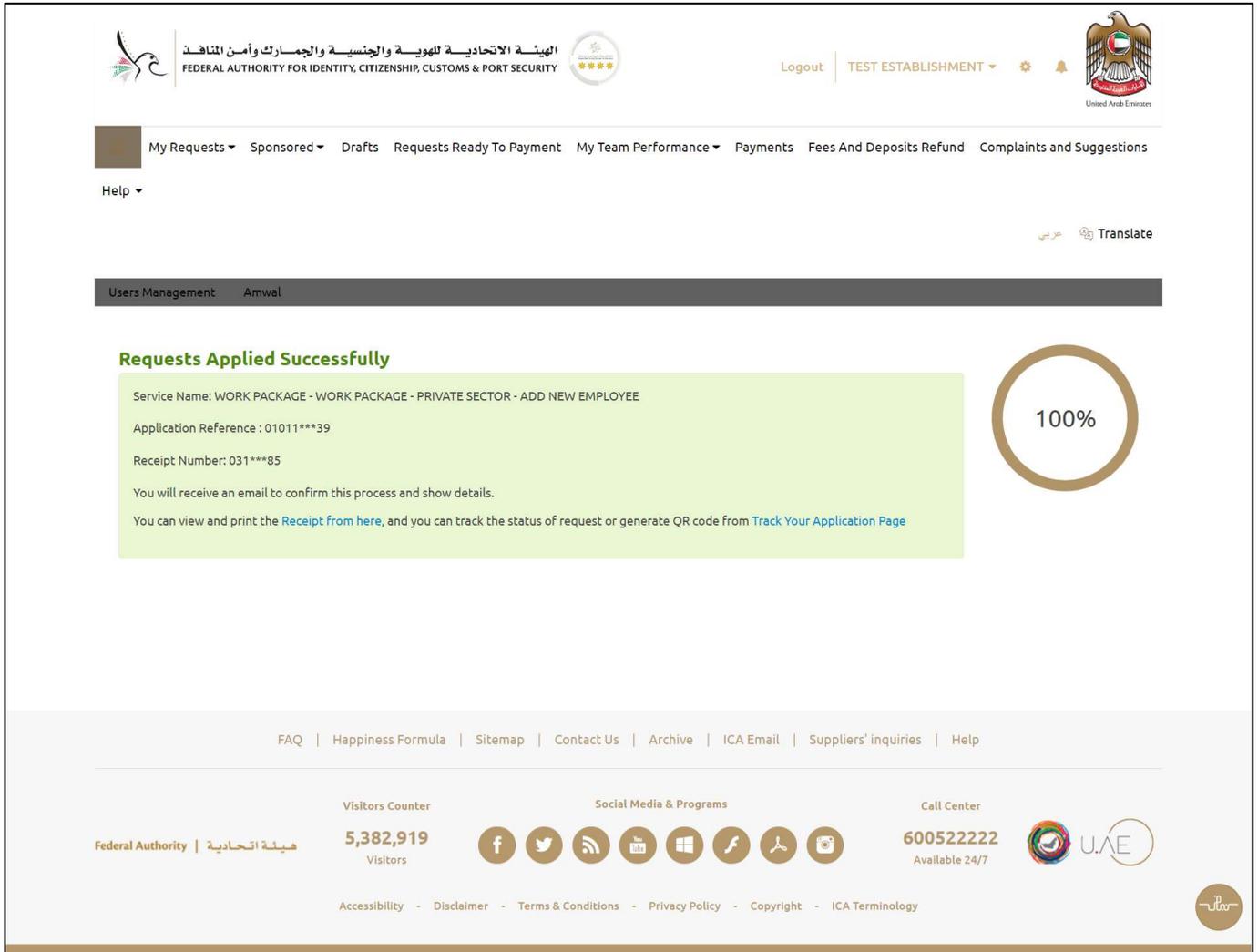
Social Media & Programs: Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, Instagram

Call Center: 600522222 Available 24/7

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

Figure 31: Submit Request Screen - Application Fees Step - Access to Pay Action.

 Congrats! You've followed the steps correctly, and the request has been submitted successfully.



The screenshot shows the 'Requests Applied Successfully' screen in the ICA portal. The page header includes the ICA logo, navigation links (Logout, TEST ESTABLISHMENT), and the United Arab Emirates logo. A navigation menu contains: My Requests, Sponsored, Drafts, Requests Ready To Payment, My Team Performance, Payments, Fees And Deposits Refund, Complaints and Suggestions, and Help. A language selector shows 'عربي' and 'Translate'. A dark bar contains 'Users Management' and 'Amwal'. The main content area features a green box with the following information: Service Name: WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE; Application Reference: 01011\*\*\*39; Receipt Number: 031\*\*\*85. It also states: 'You will receive an email to confirm this process and show details.' and 'You can view and print the Receipt from here, and you can track the status of request or generate QR code from Track Your Application Page'. To the right of the green box is a circular progress indicator showing 100%. The footer contains: FAQ, Happiness Formula, Sitemap, Contact Us, Archive, ICA Email, Suppliers' inquiries, Help; Visitors Counter (5,382,919 Visitors); Social Media & Programs (Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, Print, Instagram); Call Center (600522222, Available 24/7); and a footer menu with Accessibility, Disclaimer, Terms & Conditions, Privacy Policy, Copyright, and ICA Terminology.

Figure 32: Submit the request Successfully Screen.

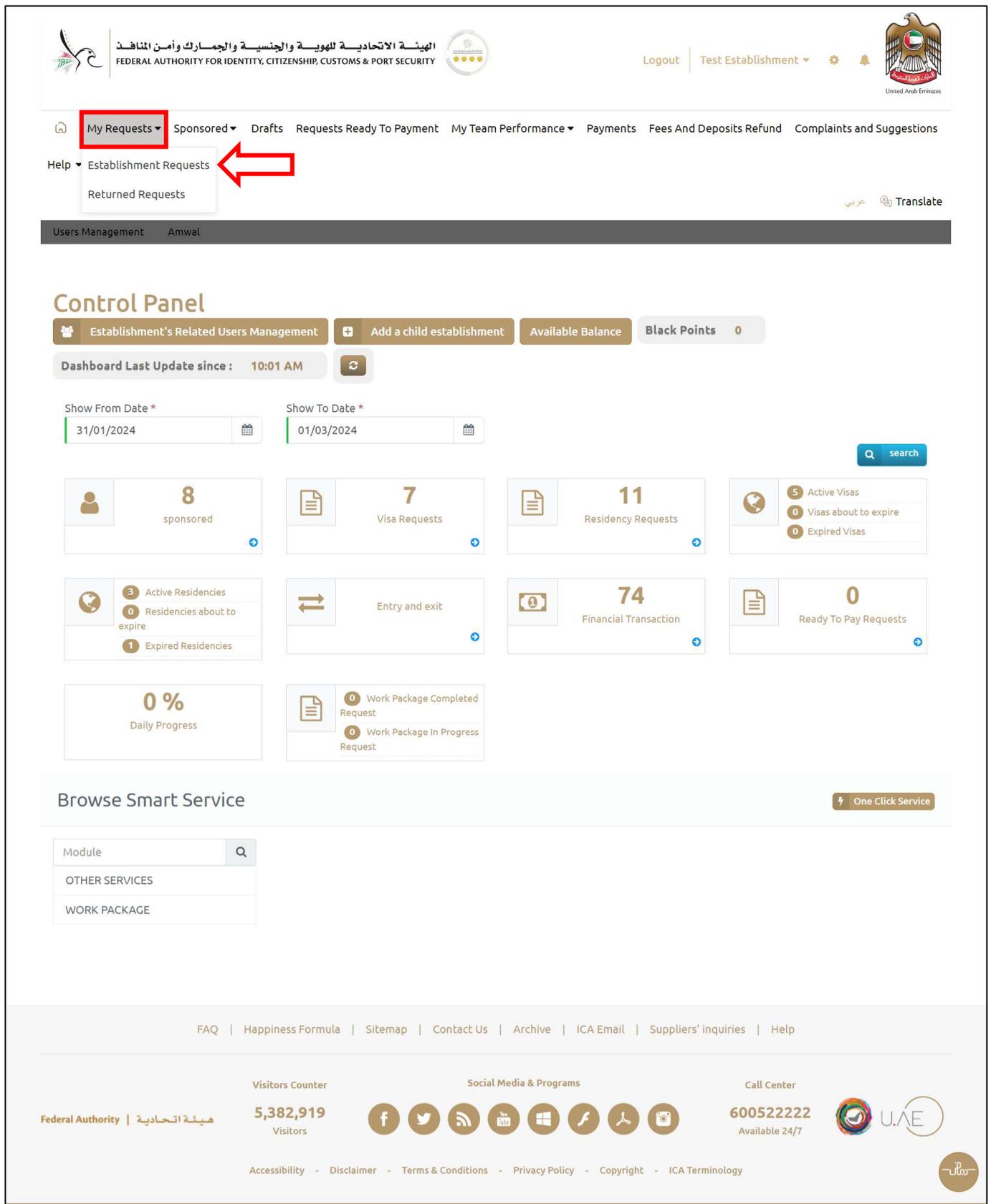
## 6.1 Tracking The Add New Employee Request

This feature from the Smart Services platform of the Federal Authority for Identity, Citizenship, Customs & Port Security allows the user to track the add new employee requests.

- To start tracking the request, follow the steps below: -

1. From the main screen, press on **“My Request”**.

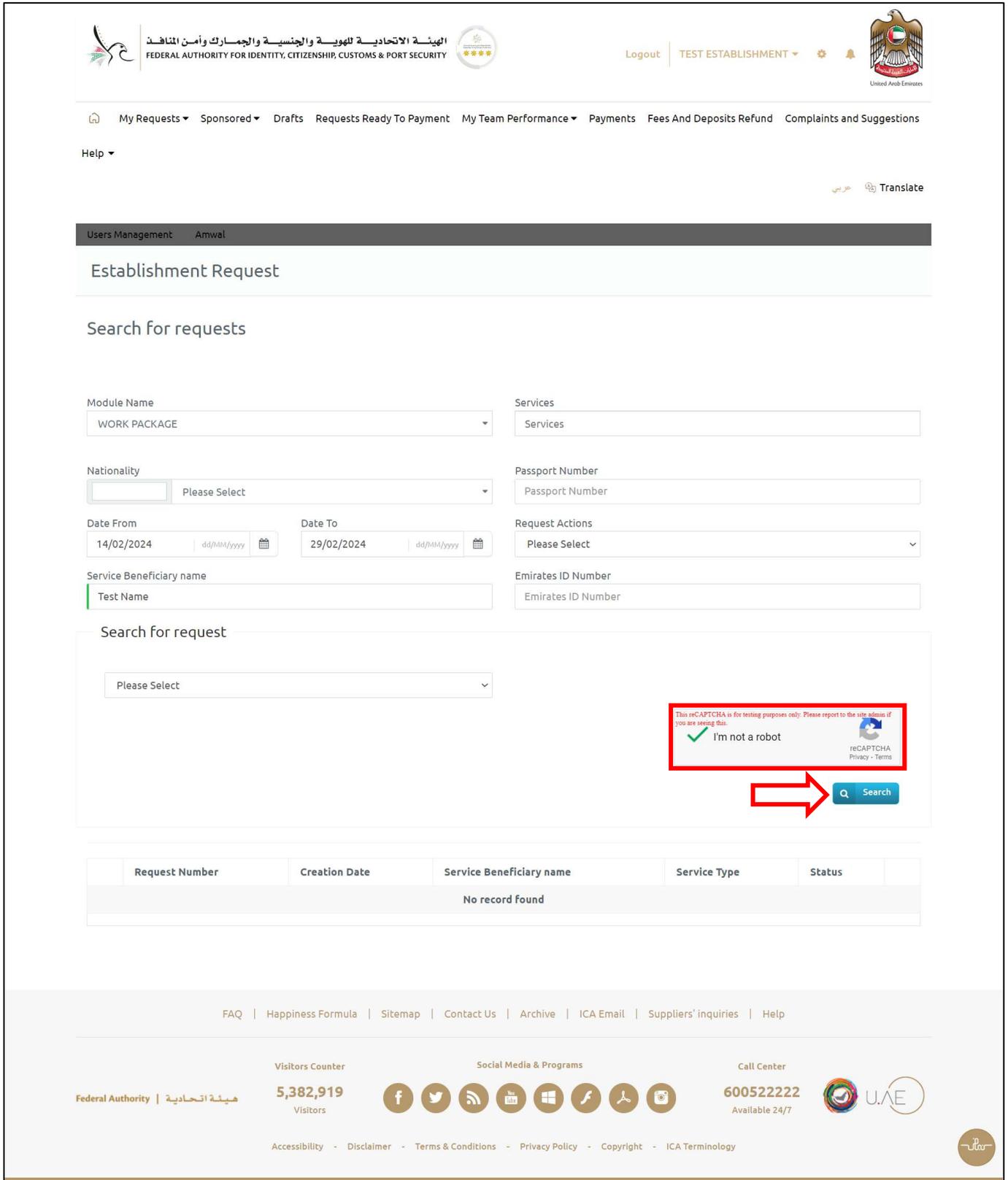
2. A drop-down list will appear, press on **“Establishments Requests”**.



The screenshot displays the main dashboard of the Federal Authority for Identity, Citizenship, Customs & Port Security. At the top, there is a navigation bar with the logo on the left, the organization's name in Arabic and English, and a 'Logout' button. Below the navigation bar, a horizontal menu contains several options: 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. The 'My Requests' option is highlighted with a red box, and a red arrow points to the 'Establishment Requests' option in the dropdown menu that appears below it. Other options in the dropdown include 'Help' and 'Returned Requests'. Below the navigation bar, there is a 'Users Management' and 'Amwal' section. The main content area is titled 'Control Panel' and features several widgets: 'Establishment's Related Users Management' (8 sponsored), 'Add a child establishment', 'Available Balance', and 'Black Points 0'. A 'Dashboard Last Update since: 10:01 AM' indicator is present. Below these are date filters for 'Show From Date' (31/01/2024) and 'Show To Date' (01/03/2024). The dashboard displays various statistics: 8 sponsored users, 7 Visa Requests, 11 Residency Requests, 5 Active Visas, 0 Visas about to expire, 0 Expired Visas, 3 Active Residencies, 0 Residencies about to expire, 1 Expired Residencies, 74 Financial Transaction, 0 Ready To Pay Requests, 0% Daily Progress, 0 Work Package Completed Request, and 0 Work Package In Progress Request. A 'Browse Smart Service' section is also visible, with a search bar and a 'One Click Service' button. At the bottom, there is a footer with links for 'FAQ', 'Happiness Formula', 'Sitemap', 'Contact Us', 'Archive', 'ICA Email', 'Suppliers' inquiries', and 'Help'. The footer also includes 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. Accessibility links for 'Disclaimer', 'Terms & Conditions', 'Privacy Policy', 'Copyright', and 'ICA Terminology' are also provided.

Figure 33: The Main Screen - Access to Establishments Requests.

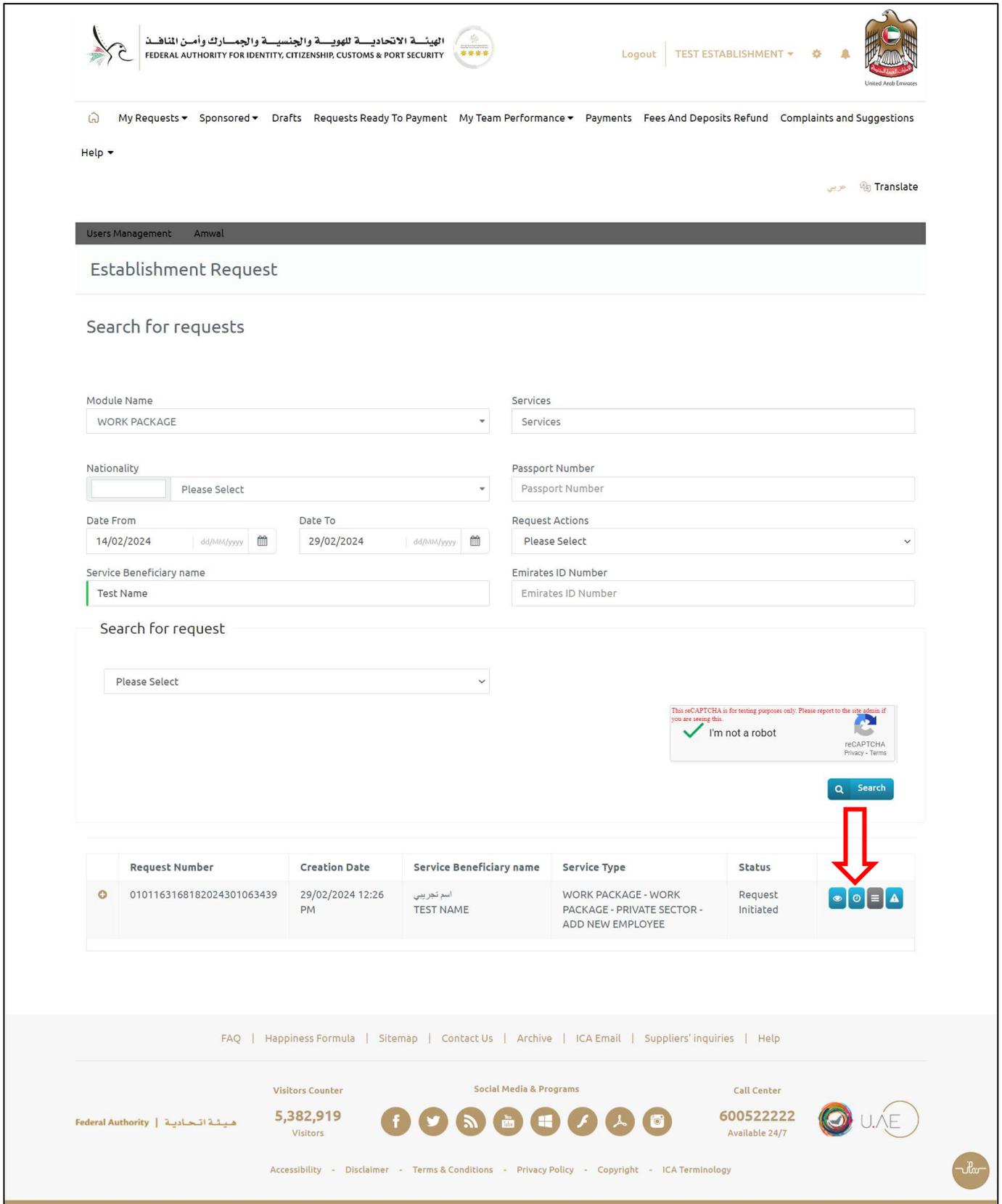
3. The platform will redirect the user to “Establishment Request” screen, enter the search criteria for the required request.
4. Press on “reCAPTCHA” which is a security test to confirm the validity and that the user is not a harmful software or a robot, then press on “Search”.



The screenshot displays the 'Establishment Request' interface. At the top, there is a navigation bar with the organization's name in Arabic and English, a 'Logout' button, and a 'TEST ESTABLISHMENT' dropdown menu. Below this is a secondary navigation bar with various menu items like 'My Requests', 'Sponsored', 'Drafts', etc. The main content area is titled 'Establishment Request' and contains a 'Search for requests' section. This section includes several input fields: 'Module Name' (set to 'WORK PACKAGE'), 'Services' (set to 'Services'), 'Nationality' (set to 'Please Select'), 'Passport Number' (set to 'Passport Number'), 'Date From' (14/02/2024), 'Date To' (29/02/2024), 'Request Actions' (set to 'Please Select'), 'Service Beneficiary name' (set to 'Test Name'), and 'Emirates ID Number' (set to 'Emirates ID Number'). A 'Search for request' dropdown is also present, set to 'Please Select'. A red box highlights a reCAPTCHA security test with the text 'I'm not a robot' and a 'Search' button. Below the search fields is a table with columns: 'Request Number', 'Creation Date', 'Service Beneficiary name', 'Service Type', and 'Status'. The table currently shows 'No record found'. The footer contains a navigation menu, a visitors counter showing 5,382,919, social media icons, a call center number (600522222), and various legal links.

Figure 34: Establishment Request Screen.

5. The platform will retrieve the data according to the entered search criteria, press on **“Package Timeline”** to continue the process.

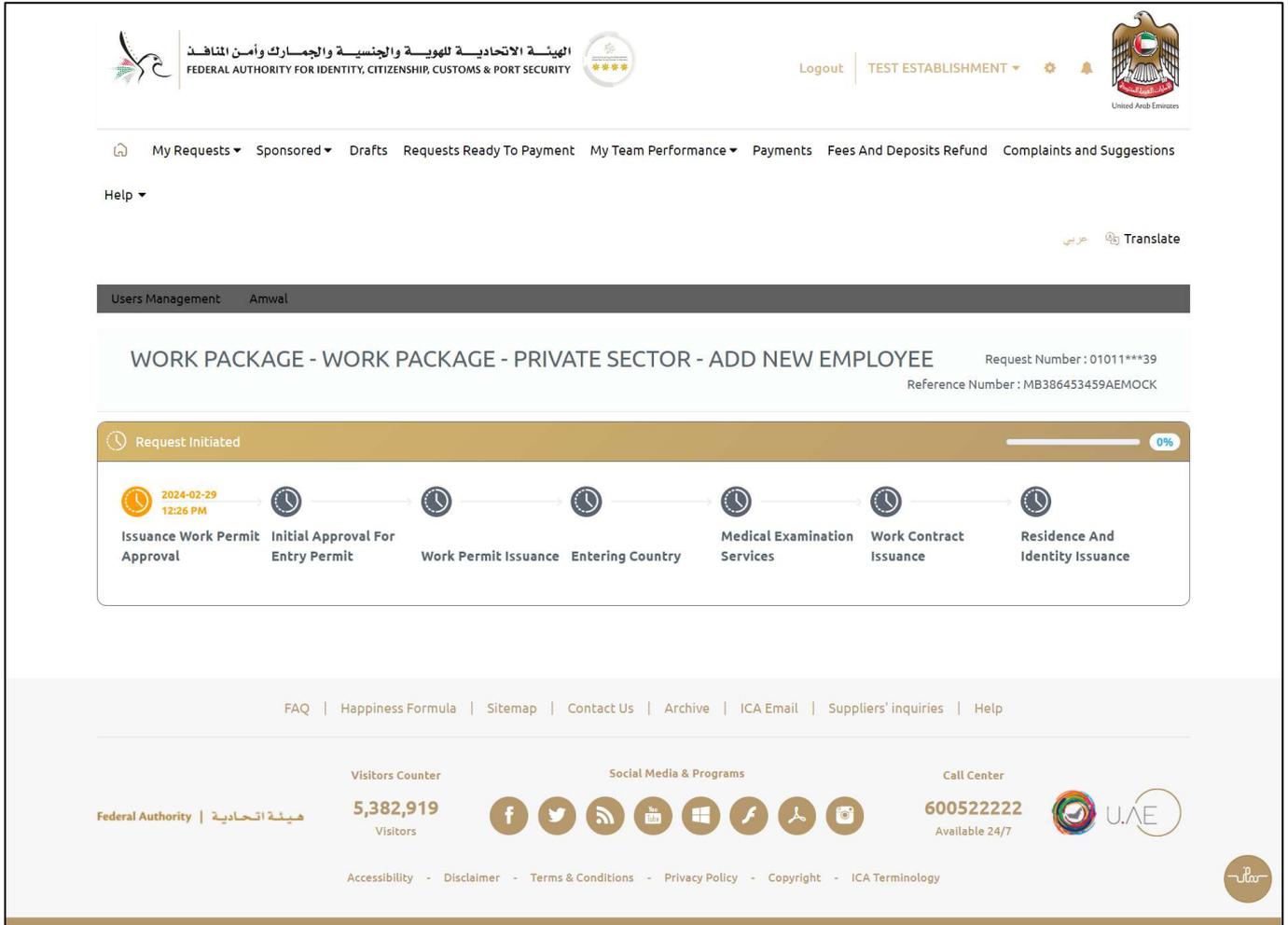


The screenshot displays the 'Establishment Request' interface. At the top, there is a navigation bar with the FA logo, user name 'Amwal', and a 'Logout' button. Below this is a menu with options like 'My Requests', 'Sponsored', 'Drafts', etc. The main section is titled 'Establishment Request' and contains search filters for 'Module Name' (WORK PACKAGE), 'Services', 'Nationality', 'Passport Number', 'Date From', 'Date To', 'Request Actions', 'Service Beneficiary name', and 'Emirates ID Number'. A search button is visible. Below the filters is a table of requests. A red arrow points to the 'Package Timeline' icon in the table's action column.

Request Number	Creation Date	Service Beneficiary name	Service Type	Status	
0101163168182024301063439	29/02/2024 12:26 PM	اسم تجريبي TEST NAME	WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE	Request Initiated	

Figure 35: Establishment Request Screen - Access to Package Timeline Action.

- The platform will redirect the user to “Request Timeline”, which displays the status of the request.



The screenshot shows the 'Request Timeline' screen for a 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - ADD NEW EMPLOYEE' request. The request number is 01011\*\*\*39 and the reference number is MB386453459AEMOCK. The timeline is currently at 0% completion, with the first step, 'Issuance Work Permit Approval', completed on 2024-02-29 at 12:26 PM. The subsequent steps are: 'Initial Approval For Entry Permit', 'Work Permit Issuance', 'Entering Country', 'Medical Examination Services', 'Work Contract Issuance', and 'Residence And Identity Issuance'. The page includes a navigation menu, a footer with visitor counter (5,382,919), social media links, and contact information (600522222).

Figure 36: Request Timeline Screen.



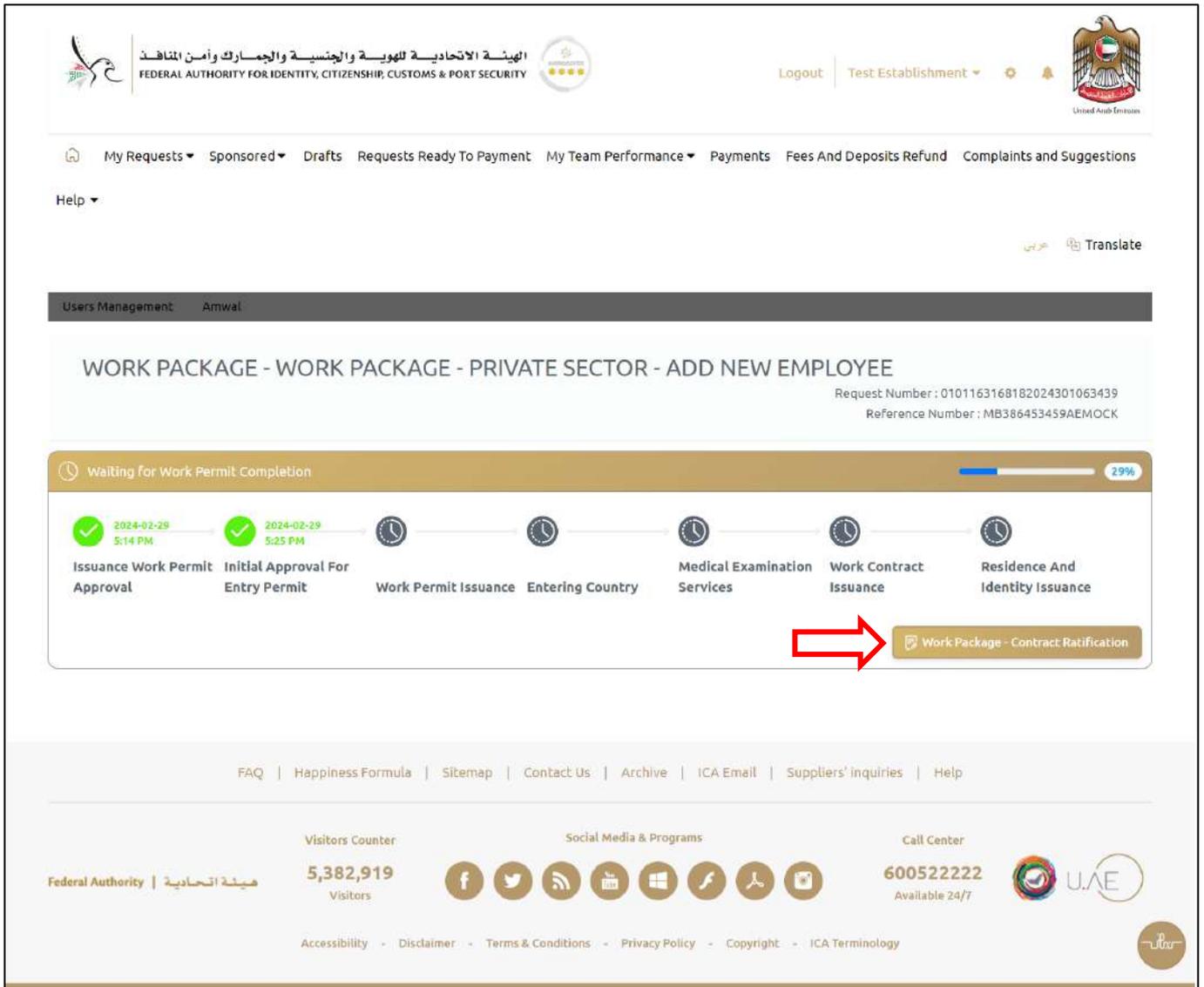
The concerned authorities will review the request and take the appropriate action.

### 6.1.1 Contract Ratification

This function from the Smart Services platform of the Federal Authority for Identity, Citizenship, Customs & Port Security allows the user to complete the contract ratification.

- To start completing the contract ratification, follow the steps below: -

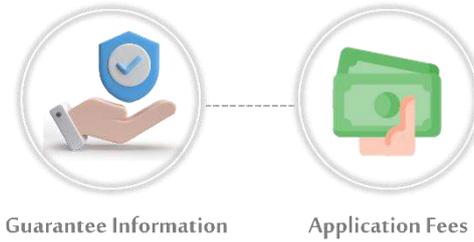
1. From the “Request Timeline” screen, press on “Work Package – Contract Ratification”.



The screenshot shows the 'Request Timeline' interface for a 'Work Package - Private Sector - Add New Employee' request. The page header includes the FICA logo and navigation options like 'Logout' and 'Test Establishment'. A navigation bar contains links for 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. The main content area displays the request title and a progress bar for 'Waiting for Work Permit Completion' at 29%. The timeline consists of seven steps: 'Issuance Work Permit Approval' (completed on 2024-02-29 at 5:14 PM), 'Initial Approval For Entry Permit' (completed on 2024-02-29 at 5:25 PM), 'Work Permit Issuance', 'Entering Country', 'Medical Examination Services', 'Work Contract Issuance', and 'Residence And Identity Issuance'. A red arrow points to a button labeled 'Work Package - Contract Ratification' located below the 'Work Contract Issuance' step. The footer contains a navigation menu, a visitor counter (5,382,919), social media links, a call center number (600522222), and various legal notices.

Figure 37: Request Timeline - Access to Contract Ratification Action.

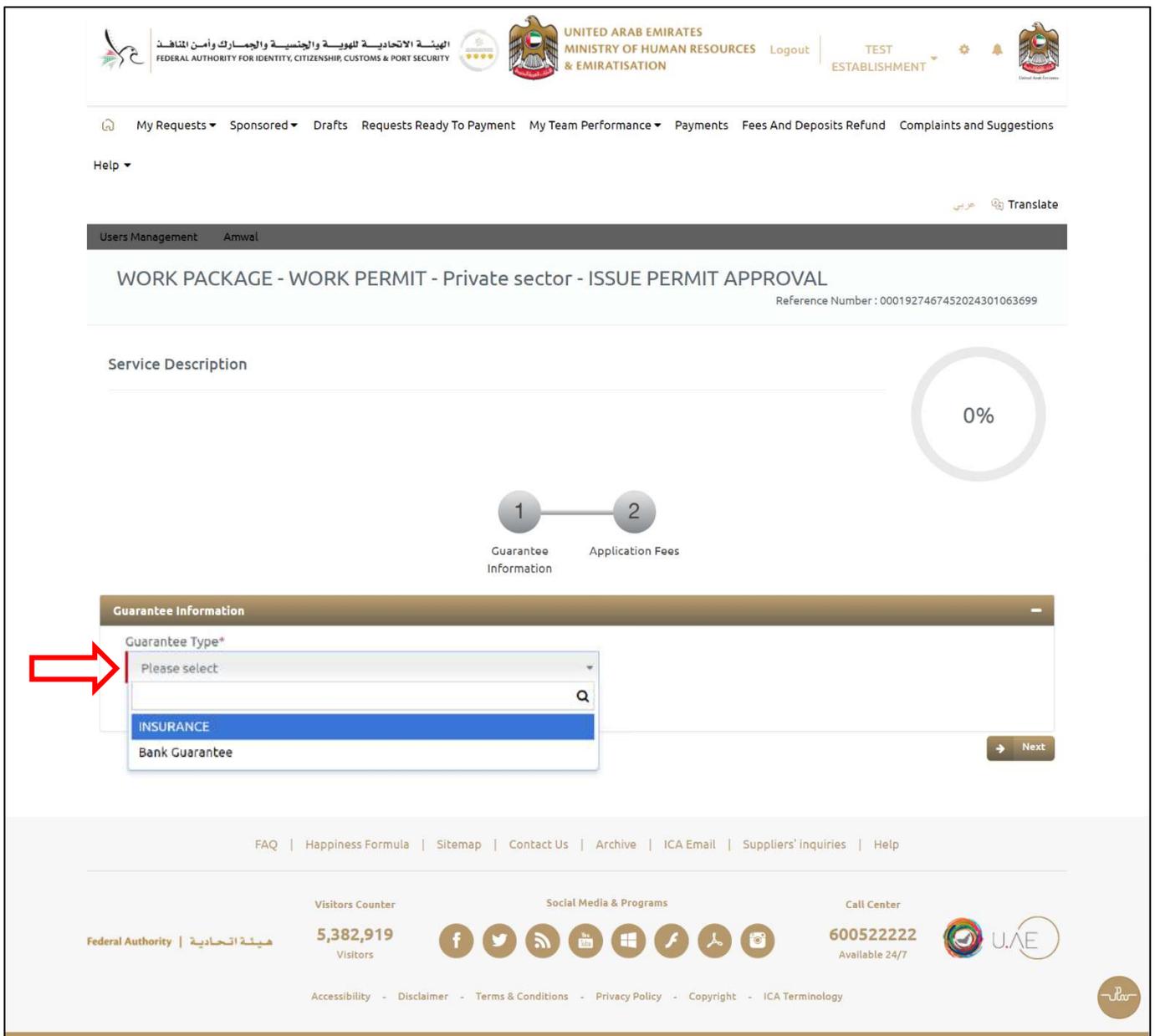
- The platform will redirect the user to **“Issue Permit Approval”** screen, which contains two steps should the user follow to complete the submission process successfully, as follows: -



## First Step - Guarantee Information

In this step, the user is required to select the type of guarantee required, whether it is social insurance or bank security. In addition, the necessary attachments and documents evidencing the authenticity of the information provided are requested.

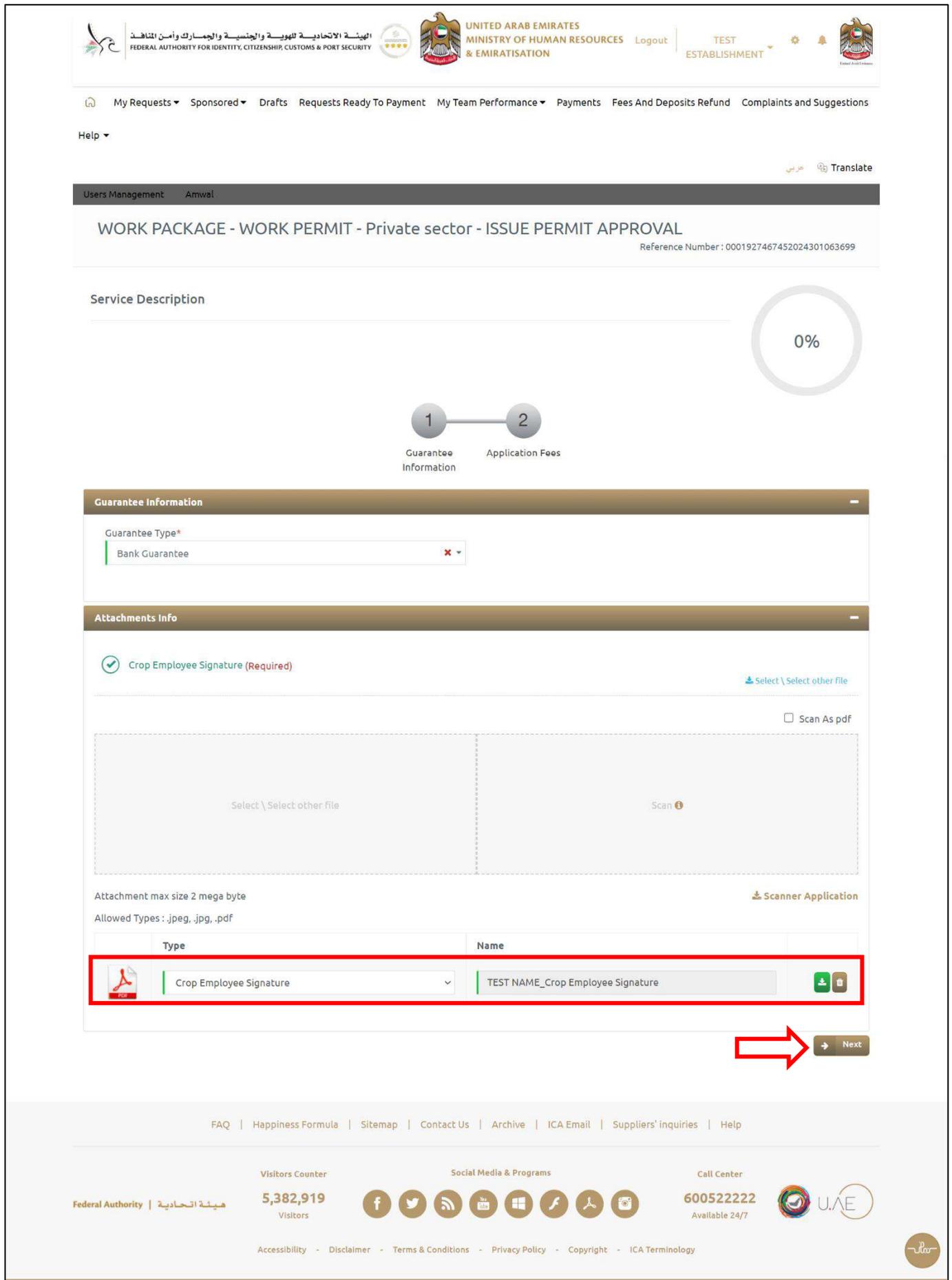
2. Select the **“Guarantee Type”** from the drop-down list.



The screenshot displays the user interface for the 'Issue Permit Approval' process. At the top, there are logos for the Federal Authority for Identity, Citizenship, Customs & Port Security and the Ministry of Human Resources & Emiratization. The main heading is 'WORK PACKAGE - WORK PERMIT - Private sector - ISSUE PERMIT APPROVAL' with a reference number. A progress indicator shows 0% completion. Below this, a step indicator shows '1' for 'Guarantee Information' and '2' for 'Application Fees'. The 'Guarantee Information' section contains a dropdown menu for 'Guarantee Type\*' with the following options: 'Please select', 'INSURANCE', and 'Bank Guarantee'. A red arrow points to the dropdown menu. A 'Next' button is visible at the bottom right of the form.

Figure 38: Issue Permit Approval Screen - Guarantee Information Step - Guarantee Type Part.

3. The “Attachments” part will display to the user, upload the required files.



Users Management Amwal

### WORK PACKAGE - WORK PERMIT - Private sector - ISSUE PERMIT APPROVAL

Reference Number : 0001927467452024301063699

Service Description

0%

1 Guarantee Information 2 Application Fees

#### Guarantee Information

Guarantee Type\*  
Bank Guarantee

#### Attachments Info

✓ Crop Employee Signature (Required) [Select \ Select other file](#)

Scan As pdf

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

Allowed Types : .jpeg, .jpg, .pdf

Type	Name	
 Crop Employee Signature	TEST NAME_Crop Employee Signature	 

[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

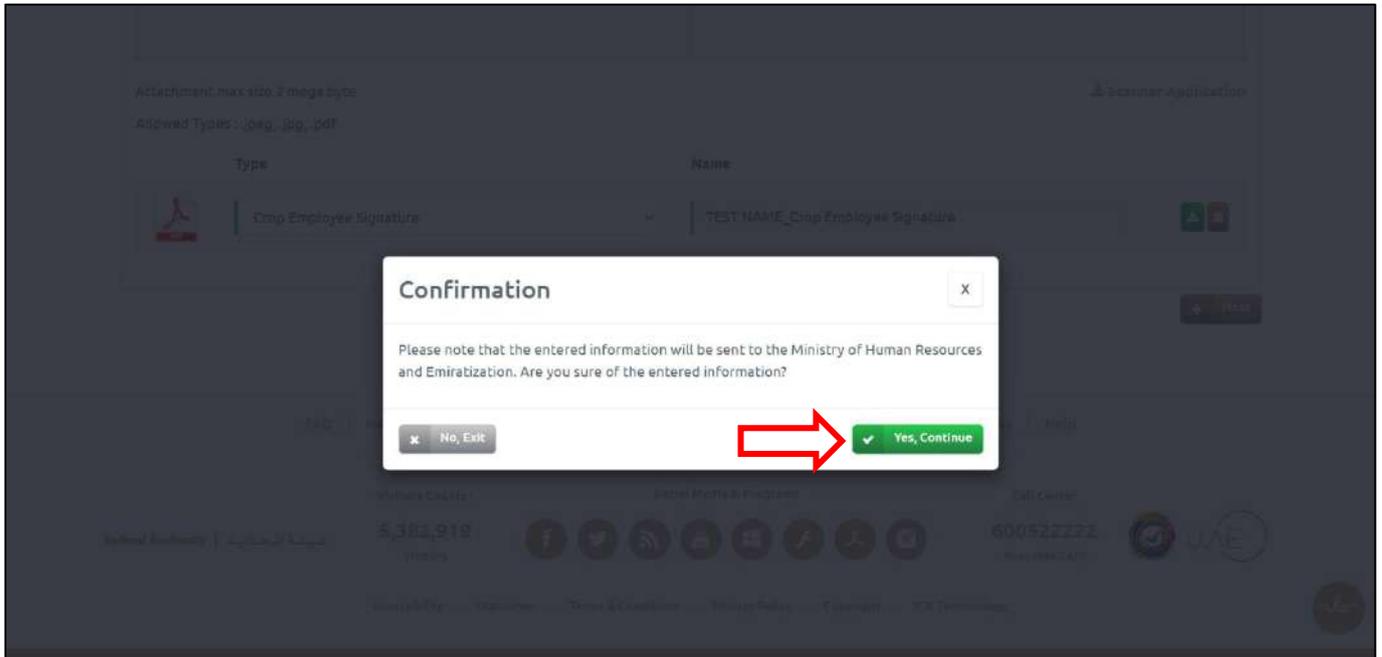
Federal Authority | هيئة اتحادية

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

Figure 39: Issue Permit Approval Screen - Guarantee Information Step – Attachments Info Part.

4. Press on “Next” to move on to the next step.

5. The Confirmation message will appear to the user, press on **“Yes, Continue”** to continue the process.

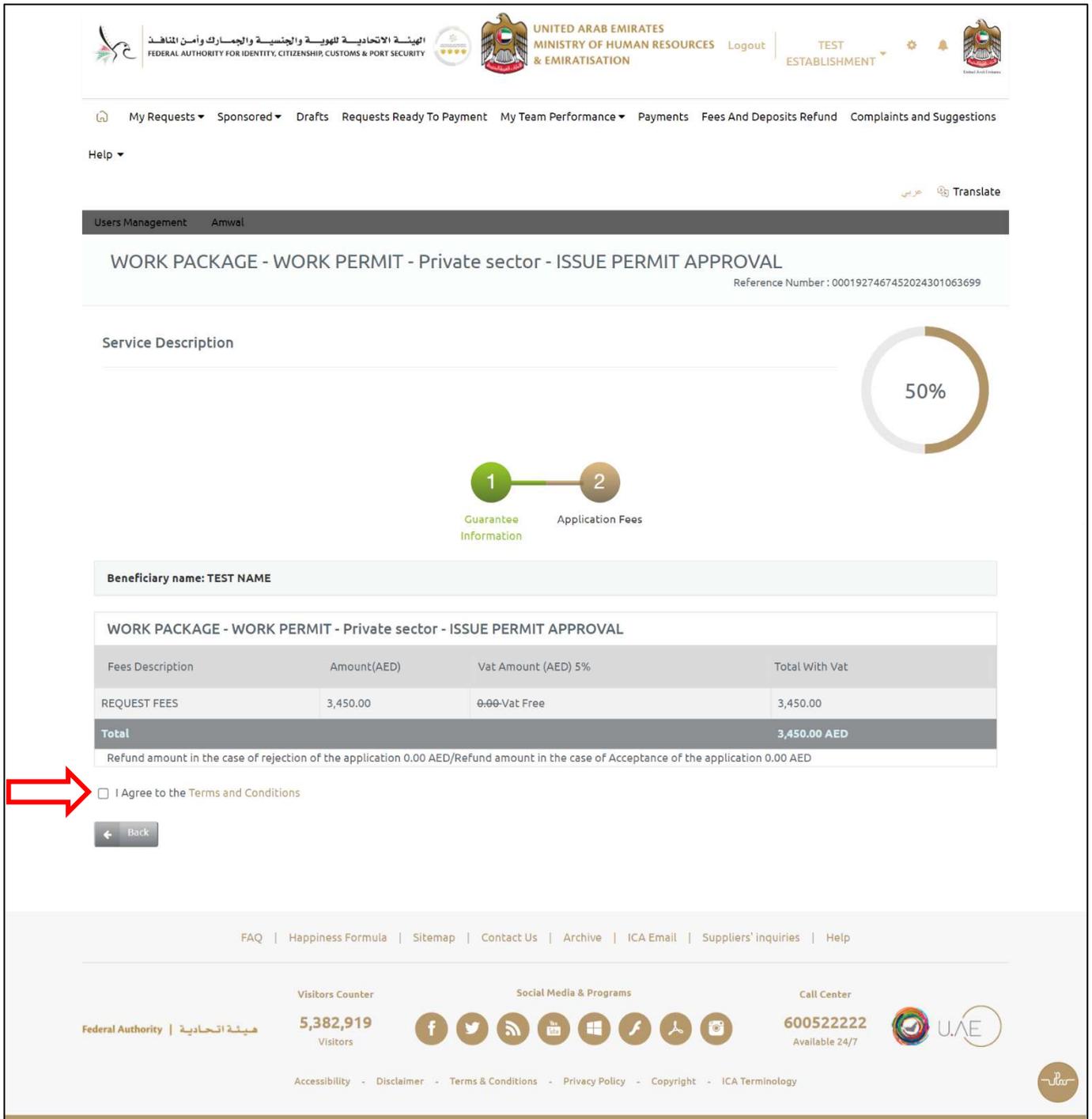


**Figure 40: The Confirmation Message.**

## Second Step – Application Fees Step: -

In this step, the user should pay fees to complete the requirements of the application.

6. Press on “I Agree to the Terms and Conditions” to activate payment methods.



The screenshot displays the 'Application Fees Step' of the user portal. At the top, there is a navigation menu with options like 'My Requests', 'Sponsored', 'Drafts', etc. The main content area shows the service description and a progress indicator at 50%. Below this, a table lists the fees for the 'WORK PACKAGE - WORK PERMIT - Private sector - ISSUE PERMIT APPROVAL' service. A red arrow points to the checkbox labeled 'I Agree to the Terms and Conditions'.

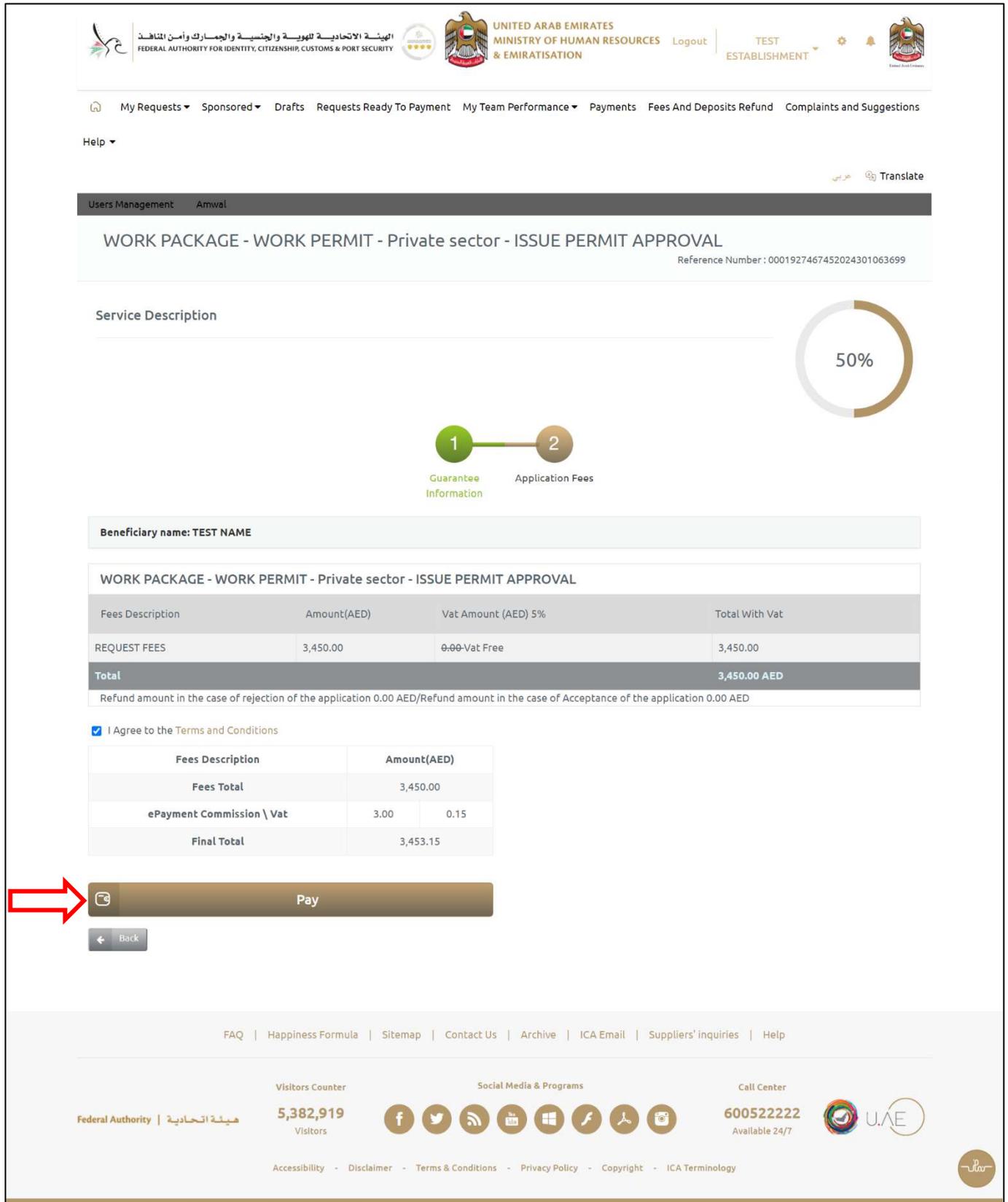
Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	3,450.00	0.00-Vat Free	3,450.00
<b>Total</b>			<b>3,450.00 AED</b>

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

I Agree to the Terms and Conditions

Figure 41: Submit Request Screen - Application Fees Step.

7. The platform will retrieve the final total fees, press on “Pay” to complete the process.



The screenshot shows the 'Pay' action screen in the application fees step. The page header includes the logos of the United Arab Emirates and the Federal Authority for Identity, Citizenship, Customs & Port Security, along with the Ministry of Human Resources & Emiratization. The main content area displays the service description 'WORK PACKAGE - WORK PERMIT - Private sector - ISSUE PERMIT APPROVAL' with a reference number. A progress indicator shows 50% completion, with steps 1 (Guarantee Information) and 2 (Application Fees) visible. A table lists the fees, including REQUEST FEES of 3,450.00 AED. A 'Pay' button is highlighted with a red arrow, and a 'Back' button is also visible. The footer contains navigation links, a visitors counter (5,382,919), social media icons, and a call center number (600522222).

Beneficiary name: TEST NAME

WORK PACKAGE - WORK PERMIT - Private sector - ISSUE PERMIT APPROVAL  
Reference Number : 0001927467452024301063699

Service Description

50%

1 Guarantee Information 2 Application Fees

Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	3,450.00	0.00-Vat Free	3,450.00
<b>Total</b>			<b>3,450.00 AED</b>

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

I Agree to the Terms and Conditions

Fees Description	Amount(AED)
Fees Total	3,450.00
ePayment Commission \ Vat	3.00 0.15
<b>Final Total</b>	<b>3,453.15</b>

**Pay**

Back

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

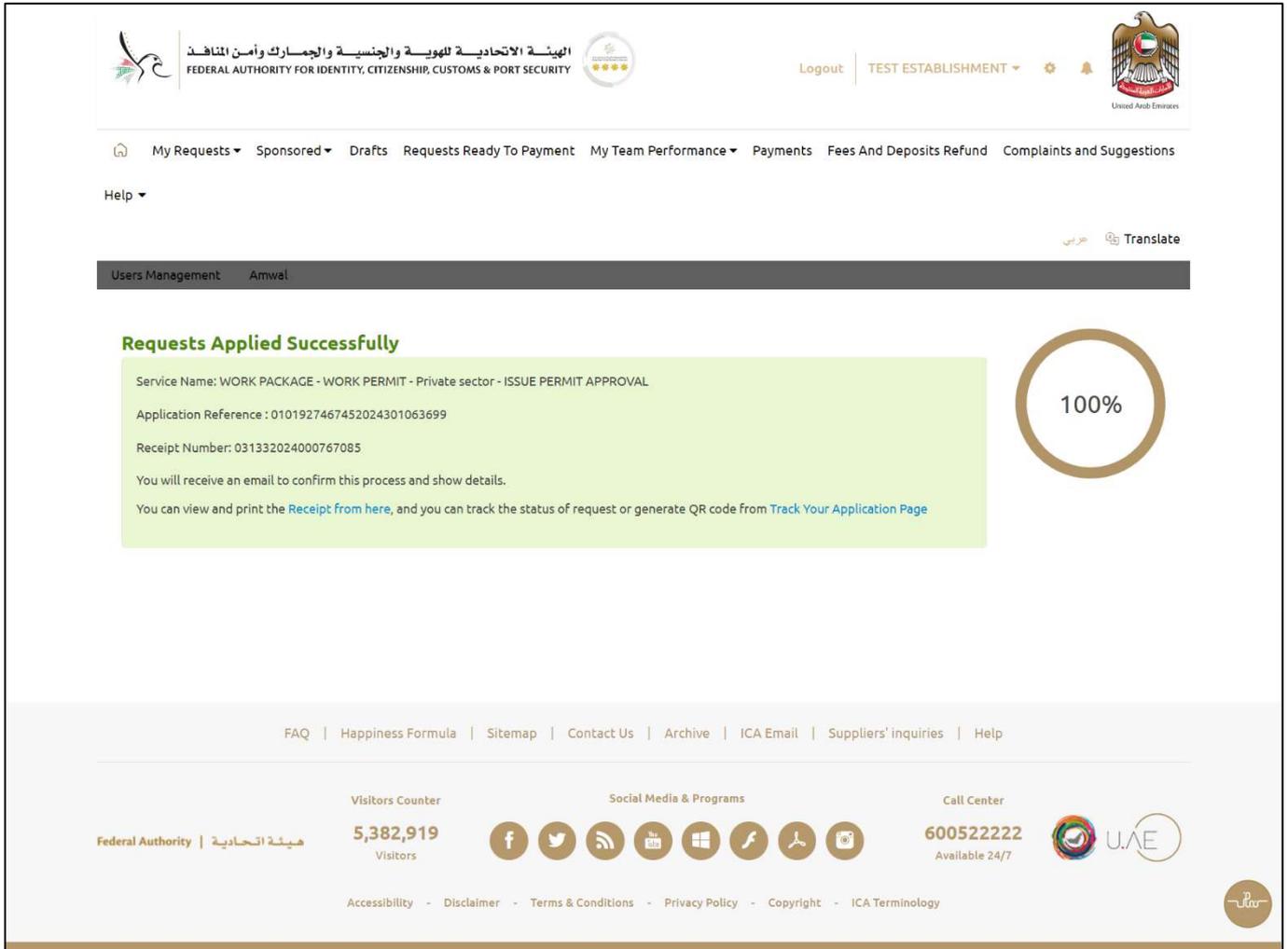
Federal Authority | هيئة اتحادية

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

Figure 42: Submit Request Screen - Application Fees Step - Access to Pay Action.



Congrats! You've followed the steps correctly, and the request has been submitted successfully.



The screenshot shows the 'Submit the request Successfully' screen on the FICA website. The page features a green success message box with the following details:

- Service Name: WORK PACKAGE - WORK PERMIT - Private sector - ISSUE PERMIT APPROVAL
- Application Reference : 0101927467452024301063699
- Receipt Number: 031332024000767085
- You will receive an email to confirm this process and show details.
- You can view and print the [Receipt from here](#), and you can track the status of request or generate QR code from [Track Your Application Page](#)

A circular progress indicator on the right shows 100% completion. The page also includes a navigation menu, a footer with visitor counter (5,382,919), social media links, and contact information.

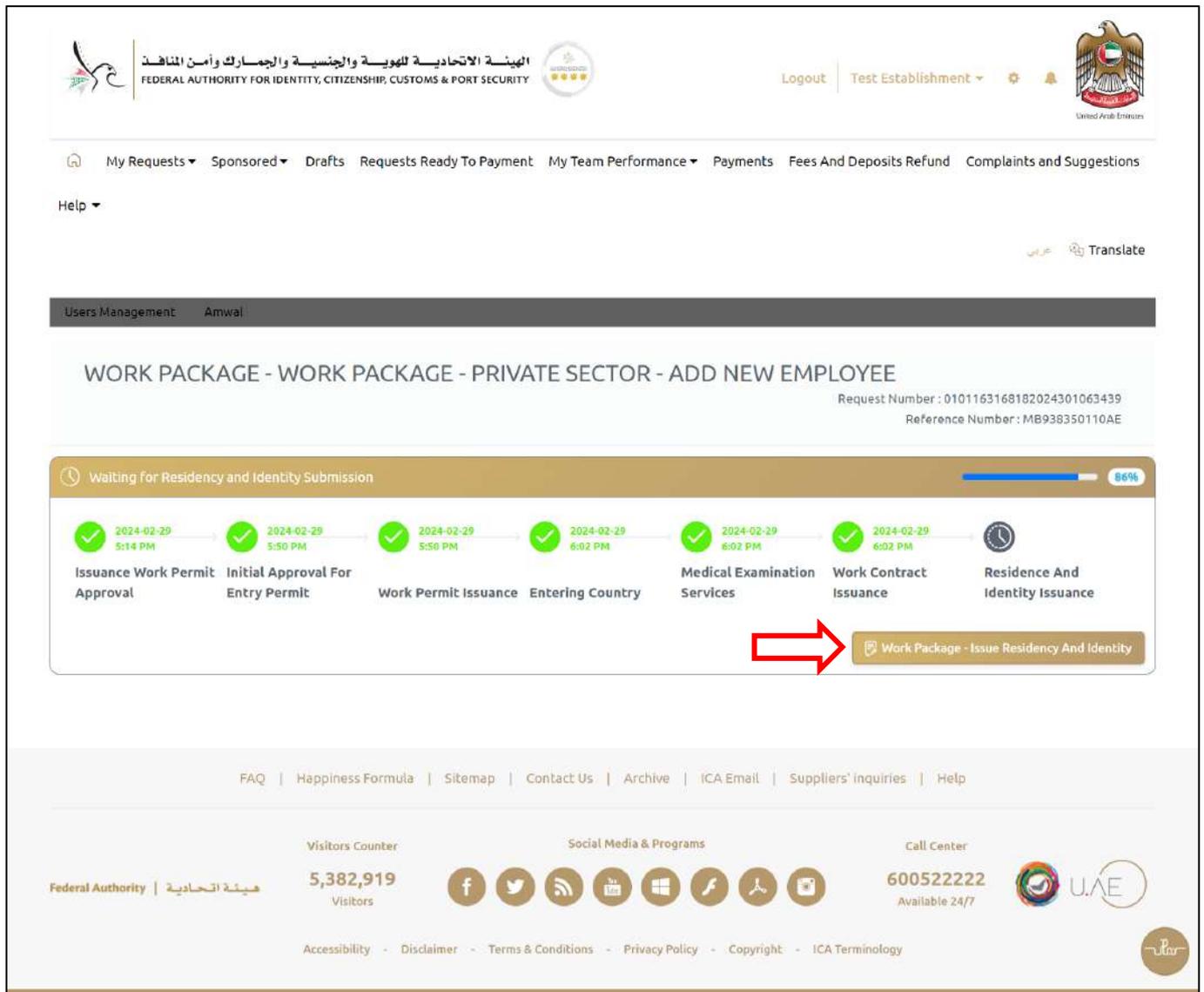
Figure 43: Submit the request Successfully Screen.

### 6.1.2 Issue Residency and Identity

This function from the Smart Services platform of the Federal Authority for Identity, Citizenship, Customs & Port Security allows the user to issue residency and identity.

- To start completing the contract ratification, follow the steps below: -

1. From the “Request Timeline” screen press on “Work Package – Issue Residency and Identity”.



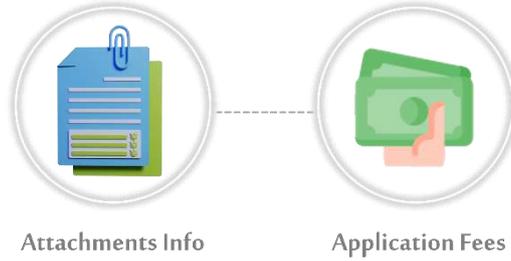
The screenshot displays the 'Request Timeline' for a 'Work Package - Issue Residency and Identity' submission. The progress bar indicates 86% completion. The steps are as follows:

Step	Date	Time	Status
Issuance Work Permit Approval	2024-02-29	5:14 PM	Completed
Initial Approval For Entry Permit	2024-02-29	5:50 PM	Completed
Work Permit Issuance	2024-02-29	5:50 PM	Completed
Entering Country	2024-02-29	6:02 PM	Completed
Medical Examination Services	2024-02-29	6:02 PM	Completed
Work Contract Issuance	2024-02-29	6:02 PM	Completed
Residence And Identity Issuance	-	-	Pending

A red arrow points to the 'Work Package - Issue Residency And Identity' button located below the timeline.

Figure 44: Request Timeline - Access to Contract Ratification Action.

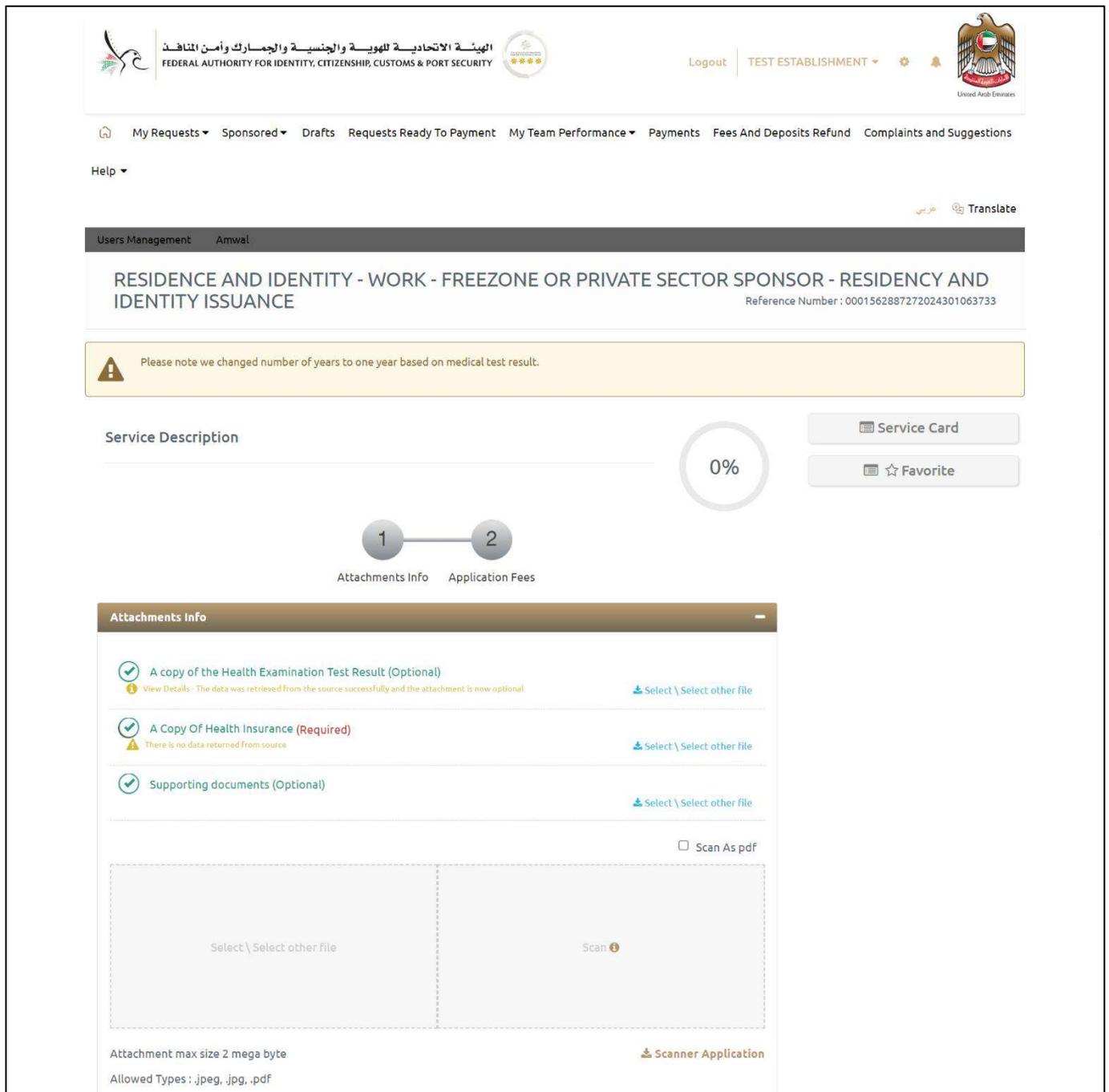
- The platform will redirect the user to “Residency and Identity Issuance” screen, which contains two steps should the user follow to complete the submission process successfully, as follows: -



## First Step – Attachments Info

In this step, the user should upload the required files to meet the requirements of the application.

2. Upload the required files.



The screenshot shows the user interface for the "RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY ISSUANCE" application. The page includes a navigation menu with options like "My Requests", "Sponsored", "Drafts", "Requests Ready To Payment", "My Team Performance", "Payments", "Fees And Deposits Refund", and "Complaints and Suggestions". A progress indicator shows 0% completion, with two steps: "1 Attachments Info" and "2 Application Fees". The "Attachments Info" section lists three required items: "A copy of the Health Examination Test Result (Optional)", "A Copy Of Health Insurance (Required)", and "Supporting documents (Optional)". Each item has a "Select \ Select other file" button. A "Scanner Application" button is also visible at the bottom right of the attachment section.

Type	Name	
 A Copy Of Health Insurance	TEST NAME_A Copy Of Health Insu	 
 Supporting documents	TEST NAME_Supporting document	 



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

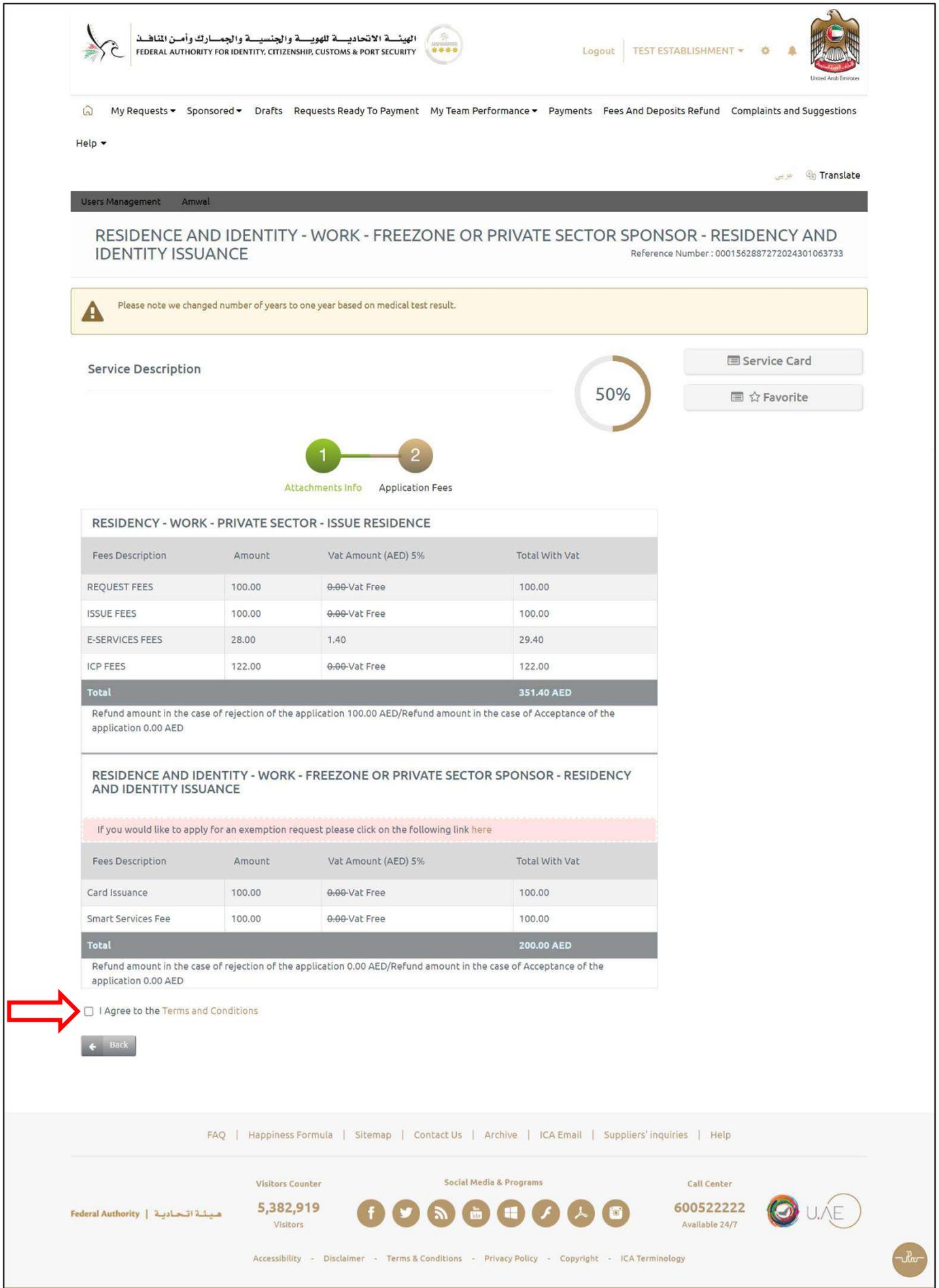
**Figure 45: Residency and Identity Issuance Screen - Attachments Info Step.**

3. Press on “Next” to move on to the next step.

## Second Step – Application Fees Step: -

In this step, the user should pay fees to complete the requirements of the application.

4. Press on “I Agree to the Terms and Conditions” to activate payment methods.



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

Logout TEST ESTABLISHMENT

My Requests Sponsored Drafts Requests Ready To Payment My Team Performance Payments Fees And Deposits Refund Complaints and Suggestions

Help

Users Management Amwal

RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY ISSUANCE  
Reference Number : 0001562887272024301063733

Please note we changed number of years to one year based on medical test result.

Service Description

50%

Service Card

Favorite

1 Attachments Info 2 Application Fees

Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	100.00	0.00-Vat Free	100.00
ISSUE FEES	100.00	0.00-Vat Free	100.00
E-SERVICES FEES	28.00	1.40	29.40
ICP FEES	122.00	0.00-Vat Free	122.00
<b>Total</b>			<b>351.40 AED</b>

Refund amount in the case of rejection of the application 100.00 AED/Refund amount in the case of Acceptance of the application 0.00 AED

RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY ISSUANCE

If you would like to apply for an exemption request please click on the following link here

Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat
Card Issuance	100.00	0.00-Vat Free	100.00
Smart Services Fee	100.00	0.00-Vat Free	100.00
<b>Total</b>			<b>200.00 AED</b>

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

I Agree to the Terms and Conditions

Back

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 46: Submit Request Screen - Application Fees Step.

5. The platform will retrieve the final total fees, press on “Pay” to complete the process.

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

Logout TEST ESTABLISHMENT

United Arab Emirates

My Requests Sponsored Drafts Requests Ready To Payment My Team Performance Payments Fees And Deposits Refund Complaints and Suggestions

Help

عربي Translate

Users Management Amwal

## RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY ISSUANCE

Reference Number : 0001562887272024301063733

**!** Please note we changed number of years to one year based on medical test result.

**Service Description**

1

2

Attachments Info Application Fees

RESIDENCY - WORK - PRIVATE SECTOR - ISSUE RESIDENCE			
Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	100.00	0.00-Vat Free	100.00
ISSUE FEES	100.00	0.00-Vat Free	100.00
E-SERVICES FEES	28.00	1.40	29.40
ICP FEES	122.00	0.00-Vat Free	122.00
<b>Total</b>			<b>351.40 AED</b>

Refund amount in the case of rejection of the application 100.00 AED/Refund amount in the case of Acceptance of the application 0.00 AED

Service Card

Favorite

### RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY ISSUANCE

If you would like to apply for an exemption request please click on the following link here

Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat
Card Issuance	100.00	0.00-Vat Free	100.00
Smart Services Fee	100.00	0.00-Vat Free	100.00
<b>Total</b>			<b>200.00 AED</b>

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

I Agree to the Terms and Conditions

Fees Description	Amount	
<b>Fees Total</b>	551.40	
ePayment Commission \ Vat	6.00	0.30
<b>Final Total</b>	557.70	

Pay

← Back

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

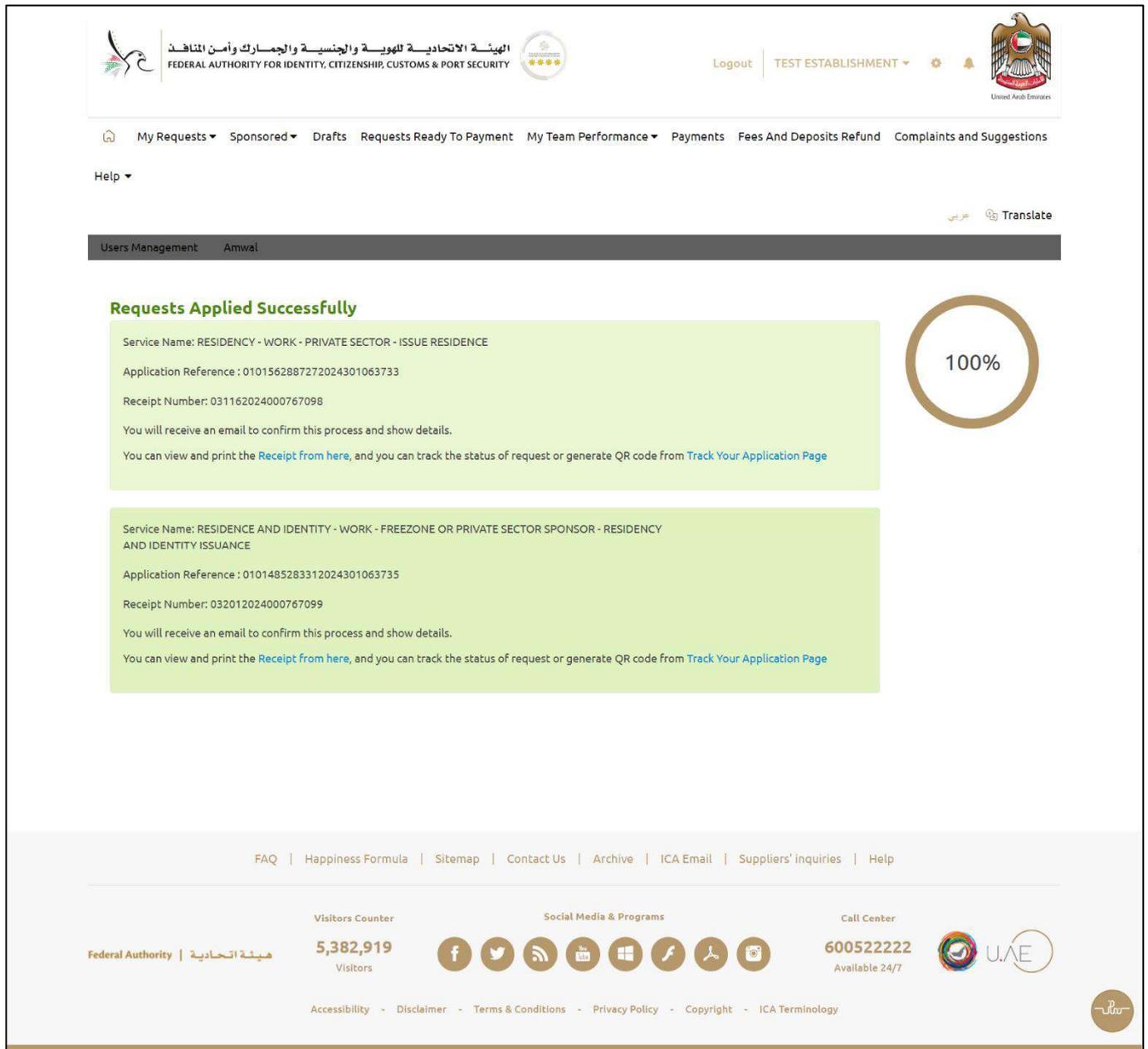
Available 24/7

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

Figure 47: Submit Request Screen - Application Fees Step - Access to Pay Action.



Congrats! You've followed the steps correctly, and the request has been submitted successfully.



The screenshot shows the 'Submit the request Successfully' screen on the ICA website. The page features a green header with the ICA logo and navigation links. A main content area displays two successful request entries, each with a green background and a circular progress indicator showing 100%. The footer includes a visitors counter, social media links, and contact information.

**Requests Applied Successfully**

Service Name: RESIDENCY - WORK - PRIVATE SECTOR - ISSUE RESIDENCE  
Application Reference : 0101562887272024301063733  
Receipt Number: 031162024000767098  
You will receive an email to confirm this process and show details.  
You can view and print the [Receipt from here](#), and you can track the status of request or generate QR code from [Track Your Application Page](#)

Service Name: RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY ISSUANCE  
Application Reference : 0101485283312024301063735  
Receipt Number: 032012024000767099  
You will receive an email to confirm this process and show details.  
You can view and print the [Receipt from here](#), and you can track the status of request or generate QR code from [Track Your Application Page](#)

100%

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: Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, Print, Instagram

Call Center: 600522222 Available 24/7

U.A.E

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

Figure 48: Submit the request Successfully Screen.

## 7 Employee Work Renewal Service

This feature from the Smart Services system of the Federal Authority for Identity, Citizenship, Customs & port Security allows the user to submit work renewal service requests for private establishment employees.

### Service Workflow: -



### Submit Service Request: -

- The system will redirect the user to the “Submit Request” screen, which consists of six main steps the user has to follow to submit the request these steps are as follows: -

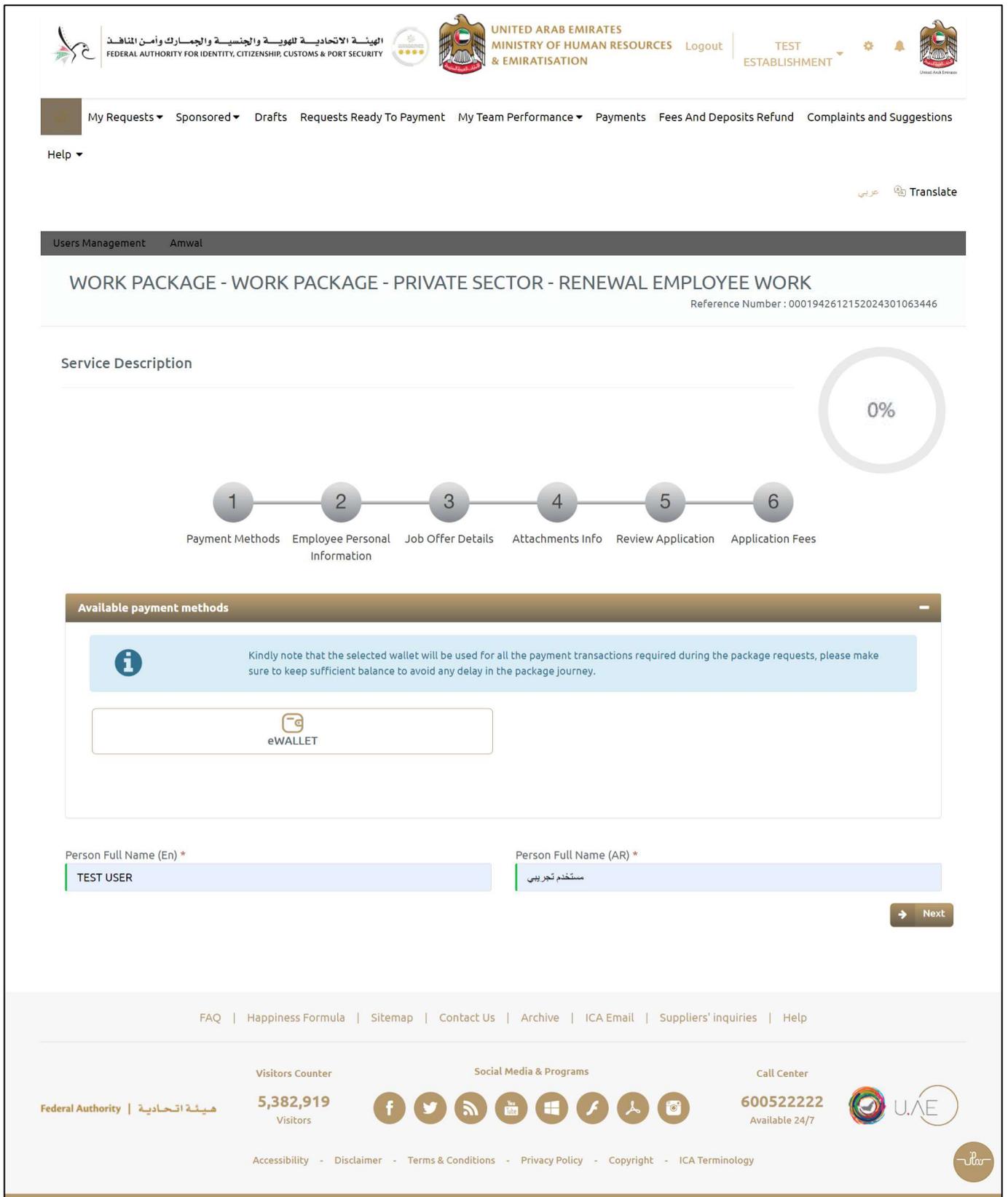
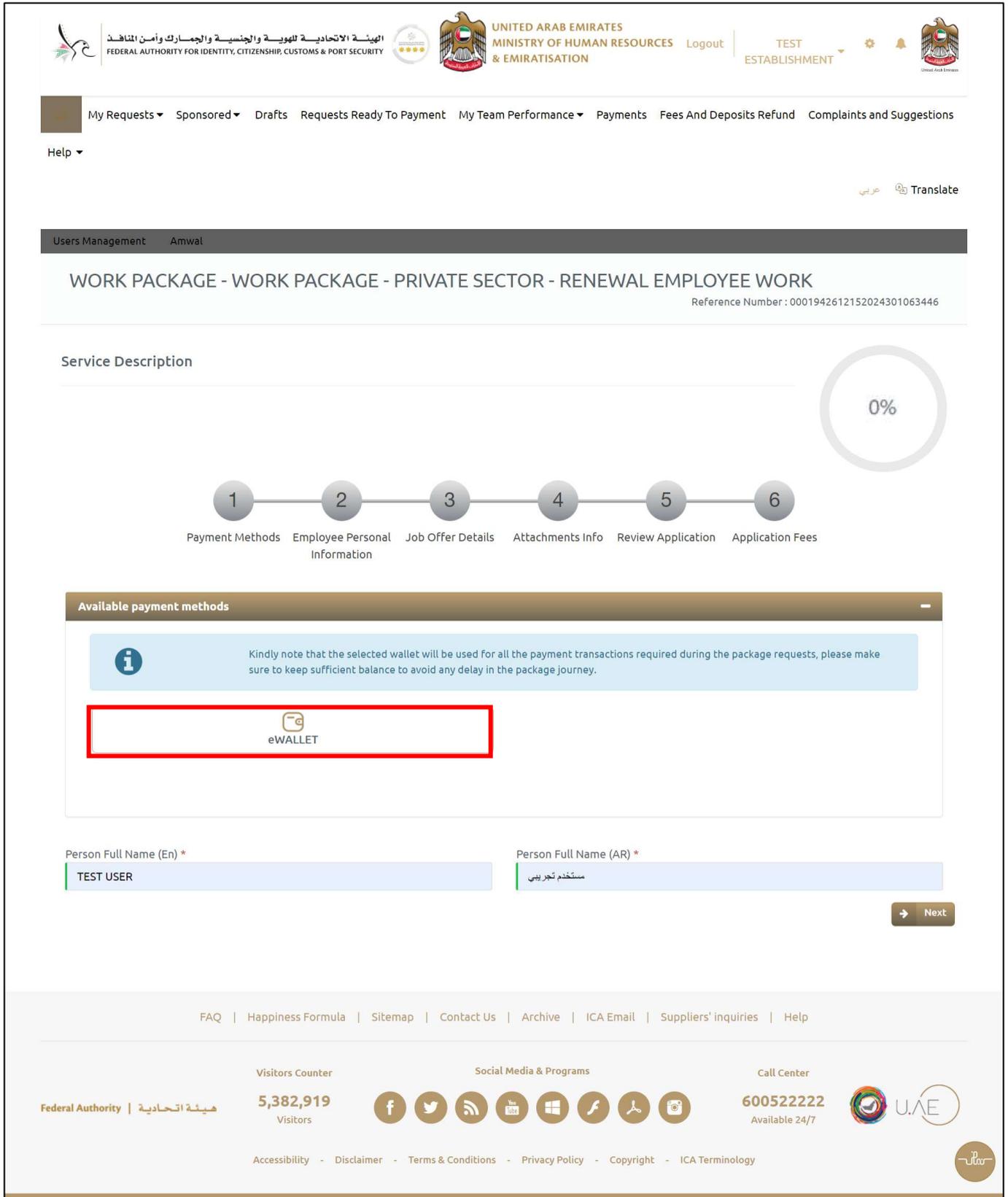



Figure 49: Submit Renewal Employee Work Package Screen.

## First Step – Payment Method: -

In this step, the user will choose an e-wallet to pay all the fees for the work package.

The screenshot shows the user interface for submitting a renewal employee work package. The page title is "WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK" with a reference number of 0001942612152024301063446. The service description section shows a progress indicator at 0% and a process flow with 6 steps. The "Available payment methods" section is highlighted, showing an information message and the "eWALLET" option selected with a red border. Below this, there are input fields for "Person Full Name (En)" (TEST USER) and "Person Full Name (AR)" (مستخدم تجريبي). A "Next" button is visible at the bottom right of the form.

Figure 50: Submit Renewal Employee Work Package Screen - Choose eWallet.

1. Select the required e-wallet from the user's available wallets.
2. Press on **"I Authorize the Direct Deduction from the Selected Financial Wallet Balance During Submitting Each Request of the Package Automatically"**.

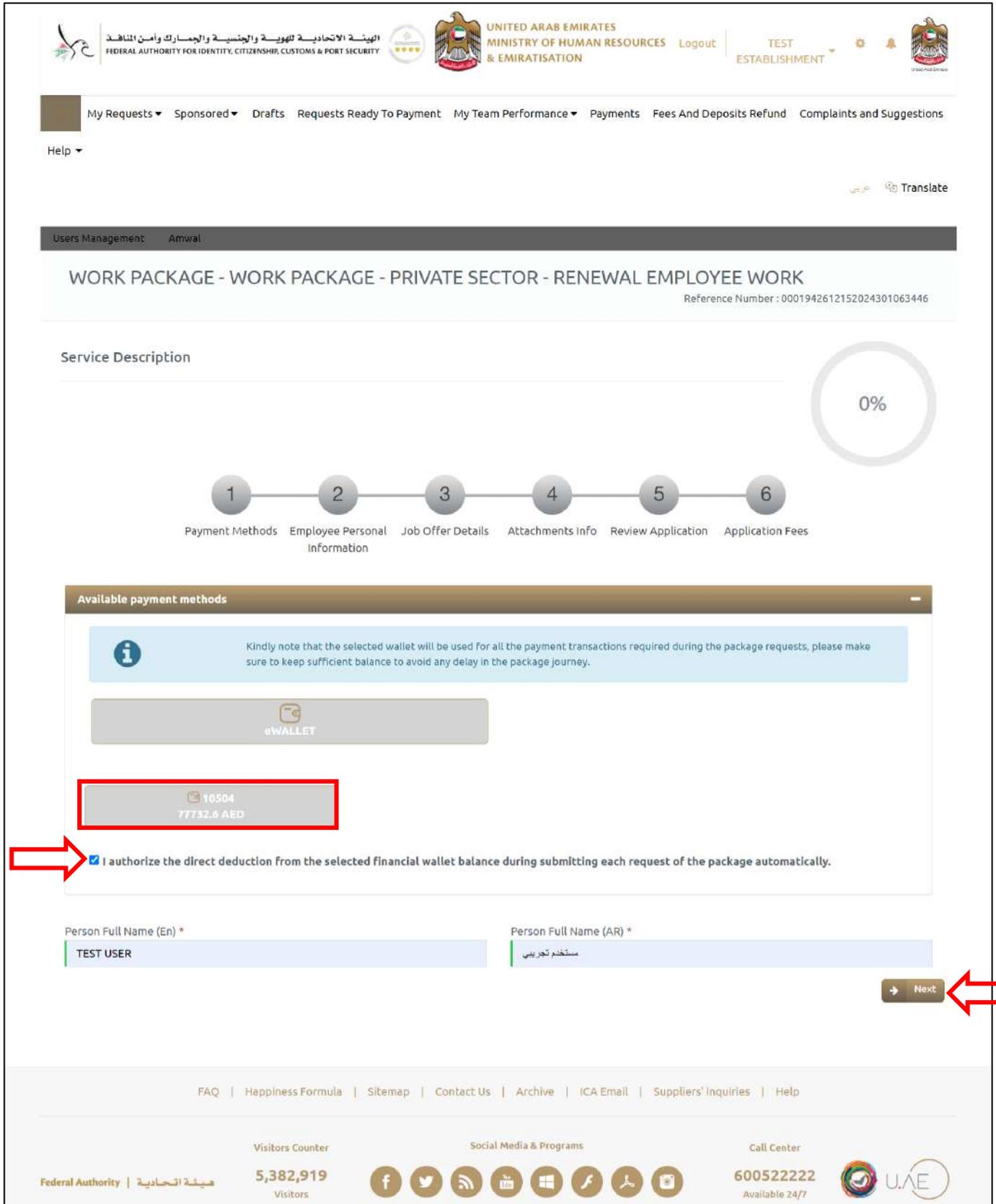


Figure 51: Submit Renewal Employee Work Package Screen - Choosing eWallet.

3. Press on **"Next"** to move on to the next step.

## Second Step – Employee Personal Information: -

In this step, the system will retrieve the user’s personal information and they can be edited as needed.



4. From the “Employee Personal Information” part, enter the employee details in the required fields.

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

UNITED ARAB EMIRATES  
 MINISTRY OF HUMAN RESOURCES  
 & EMIRATISATION

Logout
TEST ESTABLISHMENT

My Requests
Sponsored
Drafts
Requests Ready To Payment
My Team Performance
Payments
Fees And Deposits Refund
Complaints and Suggestions

Help
Arabic
Translate

Users Management
Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK

Reference Number : 0001942612152024301063446

Service Description

17%

1

Payment Methods

2

Employee Personal Information

3

Job Offer Details

4

Attachments Info

5

Review Application

6

Application Fees

Employee Personal Information

UAE Unified No. <input style="width: 95%; border: 1px solid #ccc;" type="text" value="5"/>	UAE Identity Number <input style="width: 95%; border: 1px solid #ccc;" type="text" value="7"/>
Years of Residence * <input style="width: 95%; border: 1px solid #ccc;" type="text" value="2"/>	Arabic First Name * <input style="width: 95%; border: 1px solid #ccc;" type="text" value="مستخدم"/>
English First Name * <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Test"/>	Arabic Second Name <input style="width: 95%; border: 1px solid #ccc;" type="text" value="تجريبي"/>
English Second Name <input style="width: 95%; border: 1px solid #ccc;" type="text" value="User"/>	Arabic Third Name <input style="width: 95%; border: 1px solid #ccc;" type="text" value="مستخدم"/>
English Third Name <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Test"/>	Arabic Forth Name <input style="width: 95%; border: 1px solid #ccc;" type="text" value="تجريبي"/>
English Forth Name <input style="width: 95%; border: 1px solid #ccc;" type="text" value="User"/>	Family Name (Arabic) * <input style="width: 95%; border: 1px solid #ccc;" type="text" value="تجريبي"/>
Family Name (English) * <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Test"/>	Previous Nationality <input style="width: 95%; border: 1px solid #ccc;" type="text" value="UNITED ARAB EMIRATES"/>
Current Nationality * <input style="width: 95%; border: 1px solid #ccc;" type="text" value="JORDAN"/>	Birth Country * <input style="width: 95%; border: 1px solid #ccc;" type="text" value="JORDAN"/>
Date Of Birth * <input style="width: 95%; border: 1px solid #ccc;" type="text" value="01/05/1999"/>	

Place of Birth (En) *	amman	Place of Birth (Ar) *	عمان
Mother Name (En) *	USER	Mother Name (Ar) *	مستخدم
Religion *	ISLAM	Faith *	SUNNI
Marital Status *	SINGLE	Gender *	MALE
Professions *	TEACHER (KINDERGARTEN)		
Qualification Level *	BACHELOR	Qualification Country *	JORDAN
Qualification Description *	Test		

Passport Information +

Inside UAE Address +

Address outside UAE +

Delivery Information +

← 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: f, t, r, y, w, s, l, i

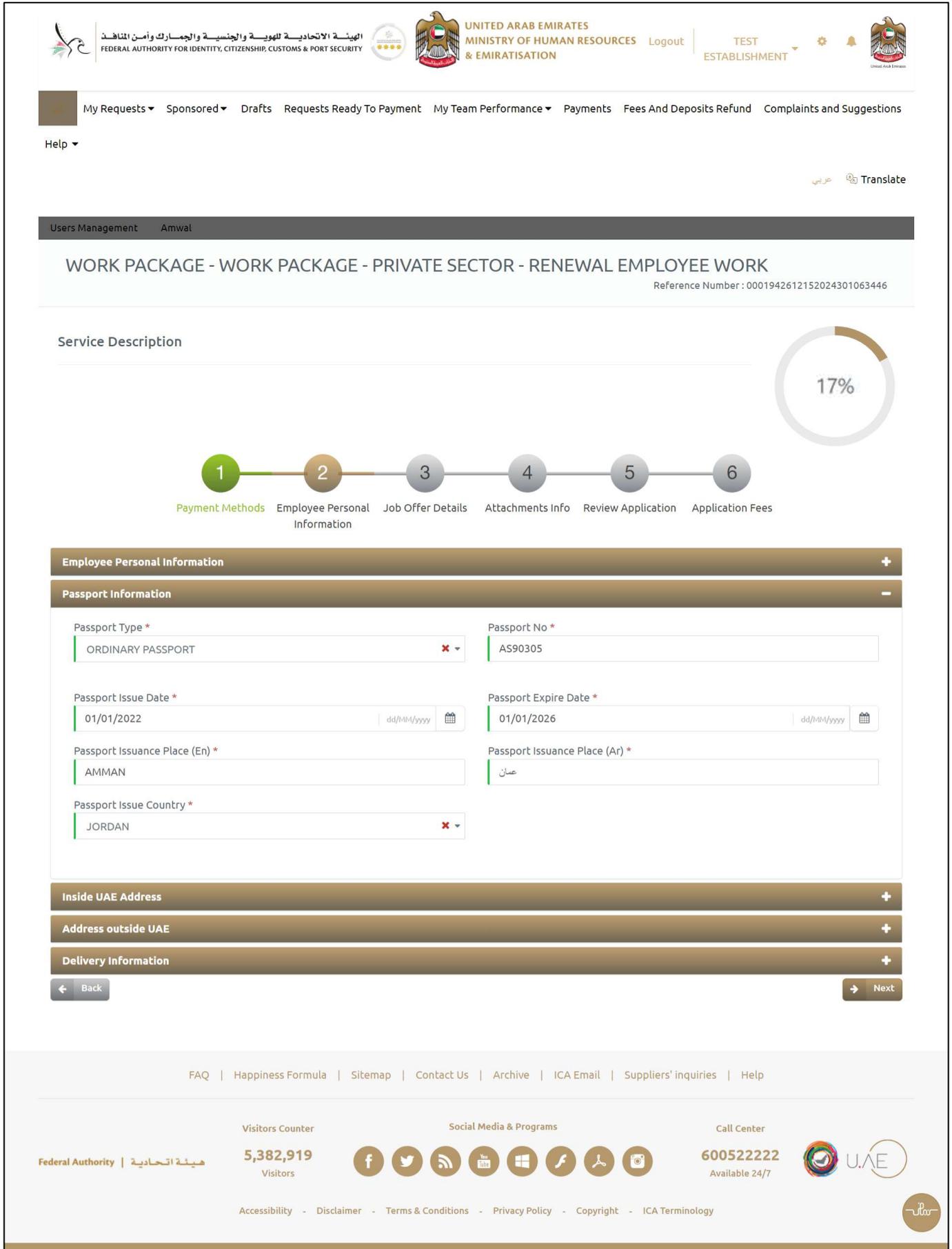
Call Center: 600522222 Available 24/7

U.A.E.

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

Figure 52: Submit Renewal Employee Work Package Screen - Employee Personal Information Step - Employee Personal Part.

5. From the “Passport Information” part, enter the passport details in the required fields.



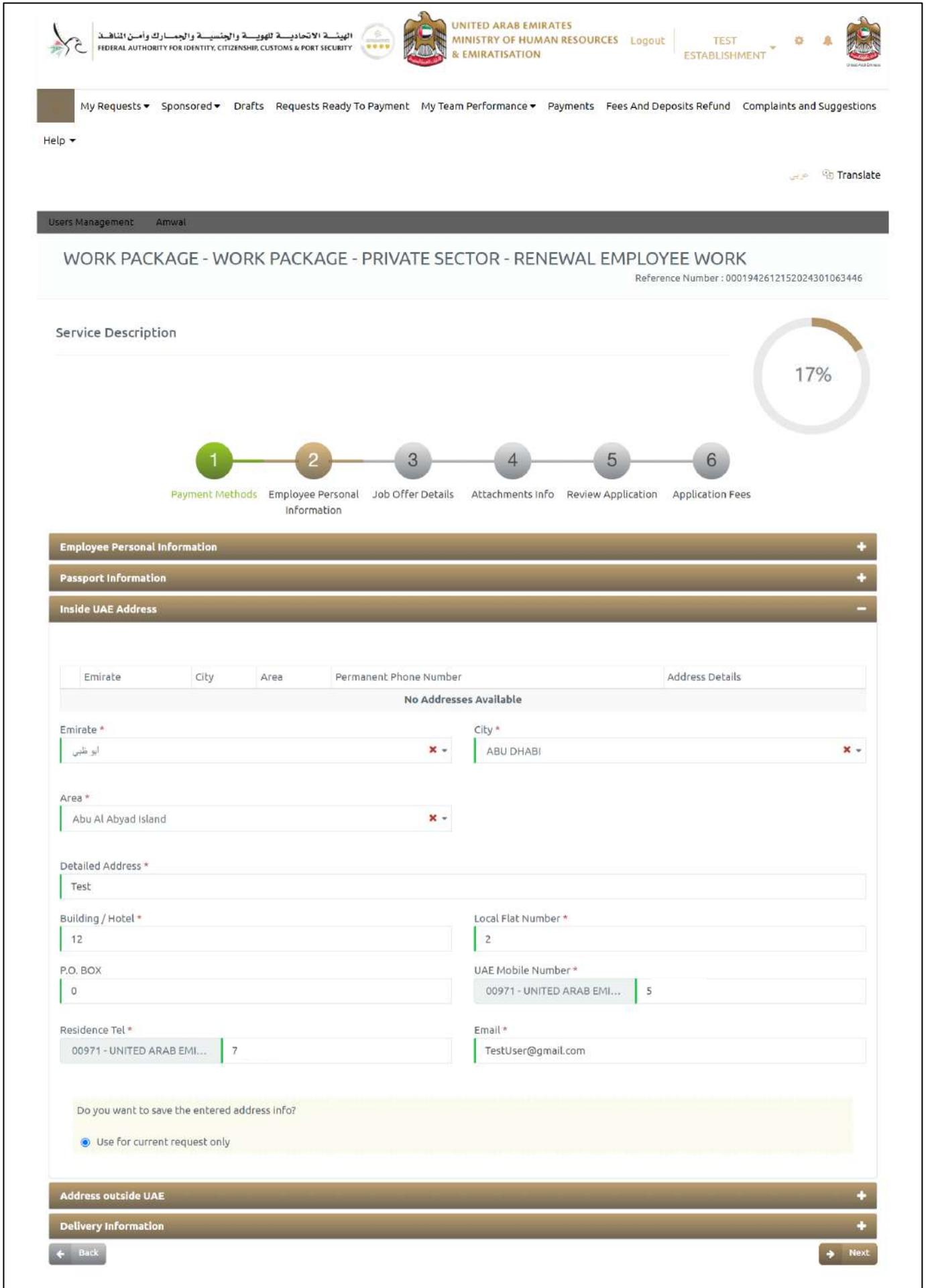
The screenshot displays the 'Passport Information' step in a multi-step process. The progress bar shows 17% completion, with step 2, 'Employee Personal Information', being the current step. The form includes the following fields:

- Passport Type \***: ORDINARY PASSPORT
- Passport No \***: AS90305
- Passport Issue Date \***: 01/01/2022
- Passport Expire Date \***: 01/01/2026
- Passport Issuance Place (En) \***: AMMAN
- Passport Issuance Place (Ar) \***: عمان
- Passport Issue Country \***: JORDAN

Navigation buttons for 'Back' and 'Next' are visible at the bottom of the form section.

Figure 53: Submit Renewal Employee Work Package Screen - Employee Personal Information Step – Passport Information Part.

6. From the “**Inside UAE Address**” part, enter the employee address details inside UAE in the required fields.



The screenshot shows a web application interface for submitting a renewal employee work package. The page title is "WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK" with a reference number "0001942612152024301063446". A progress bar indicates 17% completion, with step 2, "Employee Personal Information", currently active. The interface includes a navigation menu, a service description, and a detailed form for "Inside UAE Address".

**Service Description**

17%

1 Payment Methods | 2 Employee Personal Information | 3 Job Offer Details | 4 Attachments Info | 5 Review Application | 6 Application Fees

**Employee Personal Information**

**Passport Information**

**Inside UAE Address**

Emirate	City	Area	Permanent Phone Number	Address Details
No Addresses Available				
Emirate *	City *			
أبو ظبي	ABU DHABI			
Area *				
Abu Al Abyad Island				
Detailed Address *				
Test				
Building / Hotel *	Local Flat Number *			
12	2			
P.O. BOX	UAE Mobile Number *			
0	00971 - UNITED ARAB EMI...   5			
Residence Tel *	Email *			
00971 - UNITED ARAB EMI...   7	TestUser@gmail.com			

Do you want to save the entered address info?

Use for current request only

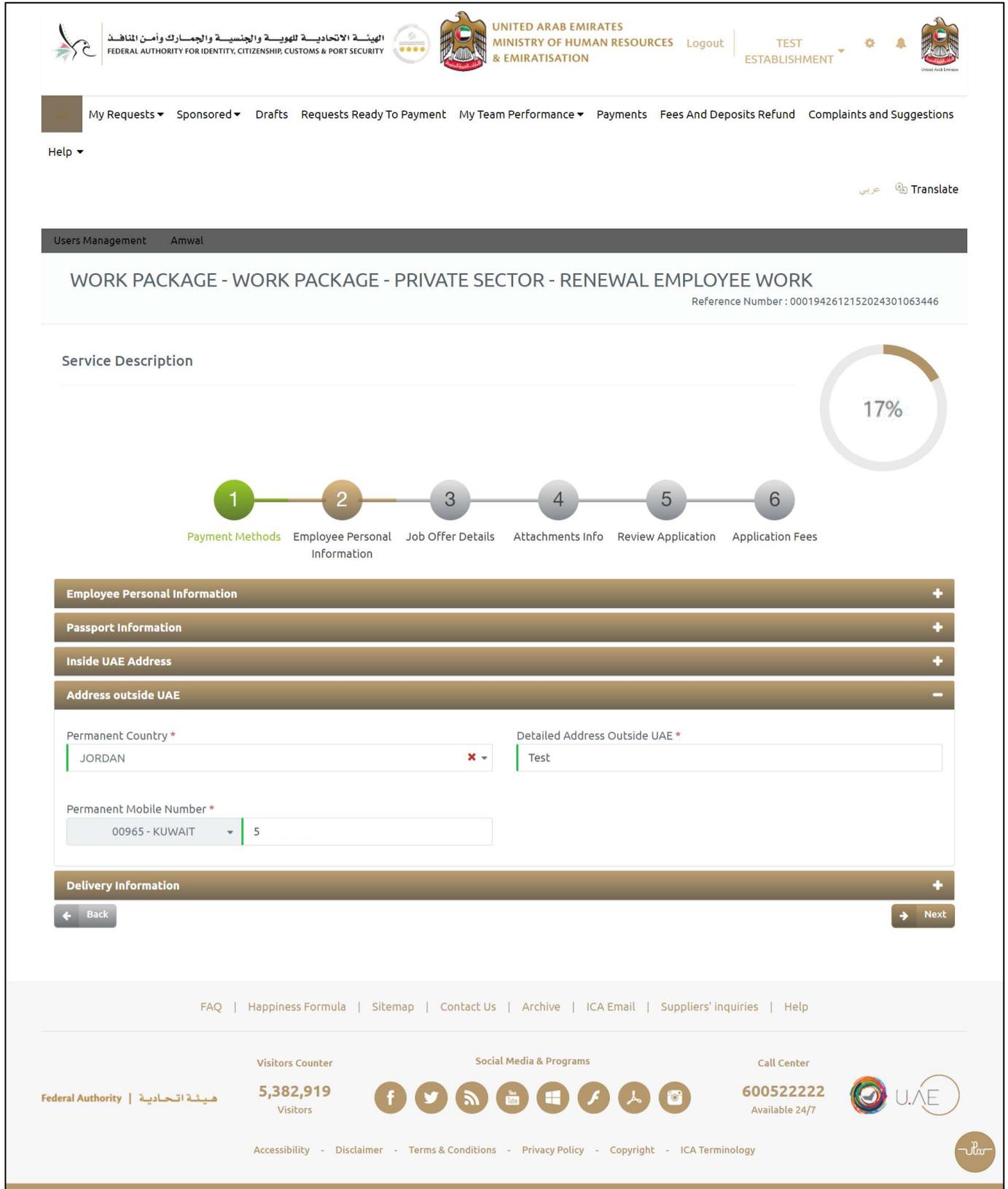
**Address outside UAE**

**Delivery Information**

← Back | Next →

Figure 54: Submit Renewal Employee Work Package Screen - Employee Personal Information Step – Inside UAE Address.

7. From the “**Outside UAE Address**” part, enter the employee address details outside UAE in the required fields.



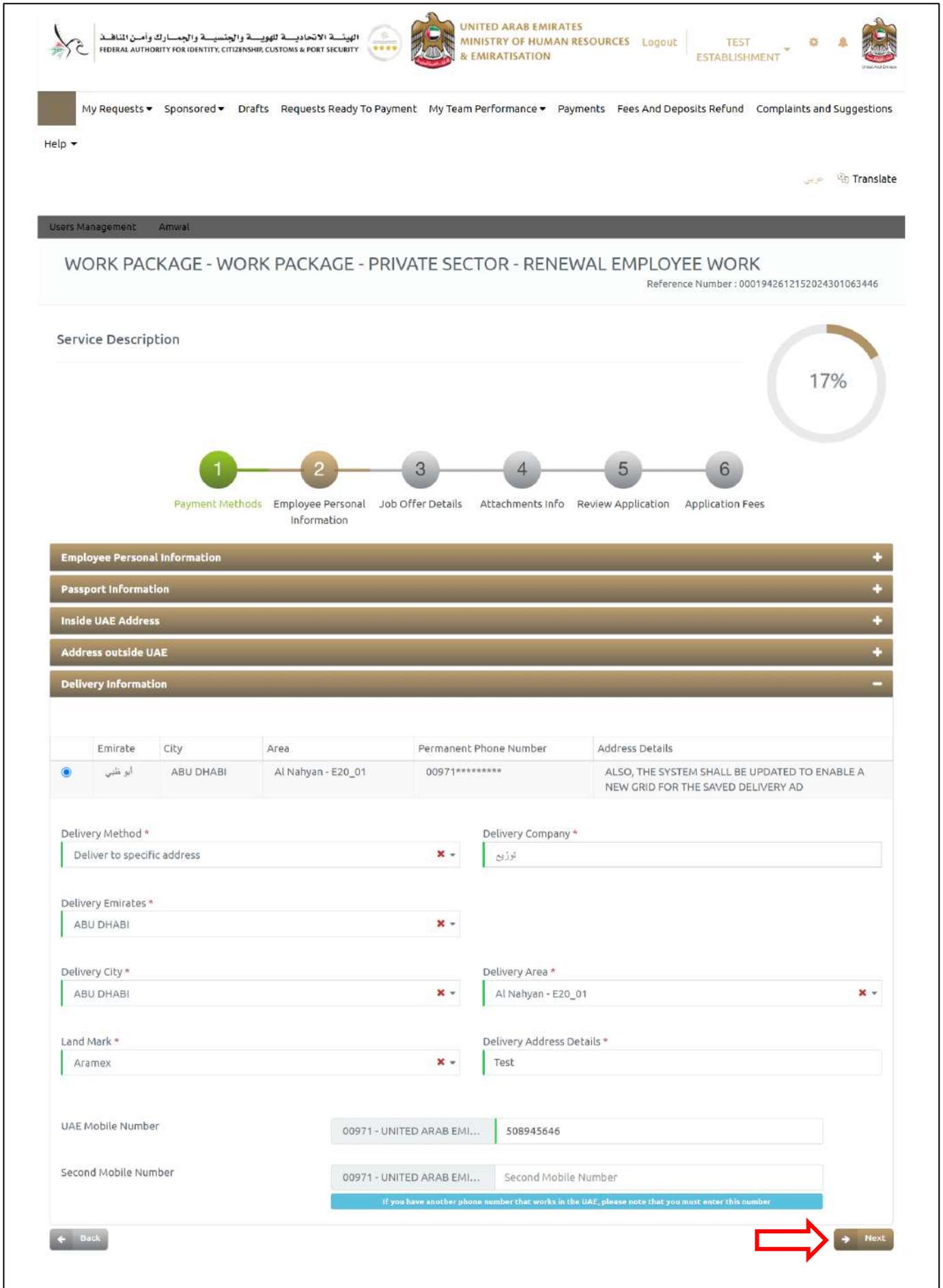
The screenshot shows the 'Address Outside UAE' step in a web application. The page header includes the FICA logo and navigation links. The main content area features a progress bar with six steps: 1. Payment Methods, 2. Employee Personal Information (current step), 3. Job Offer Details, 4. Attachments Info, 5. Review Application, and 6. Application Fees. A circular progress indicator shows 17% completion. Below the progress bar, there are expandable sections for 'Employee Personal Information', 'Passport Information', 'Inside UAE Address', and 'Address outside UAE'. The 'Address outside UAE' section contains the following fields:

- Permanent Country \***: A dropdown menu with 'JORDAN' selected.
- Detailed Address Outside UAE \***: A text input field containing 'Test'.
- Permanent Mobile Number \***: A dropdown menu with '00965 - KUWAIT' selected and a text input field with '5'.

At the bottom of the form, there are 'Back' and 'Next' buttons. The footer contains a navigation menu, a visitors counter (5,382,919), social media icons, a call center number (600522222), and various legal links.

Figure 55: Submit Renewal Employee Work Package Screen - Employee Personal Information Step - Address Outside UAE.

8. From the “**Delivery Information**” part, enter the delivery details in the required fields to deliver the documents to their destination, then press on “**Next**” to move on to the next step.



Users Management Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK  
Reference Number : 0001942612152024301063446

Service Description

17%

1 Payment Methods 2 Employee Personal Information 3 Job Offer Details 4 Attachments Info 5 Review Application 6 Application Fees

Employee Personal Information +

Passport Information +

Inside UAE Address +

Address outside UAE +

Delivery Information -

Emirate	City	Area	Permanent Phone Number	Address Details	
<input checked="" type="radio"/>	أبو ظبي	ABU DHABI	Al Nahyan - E20_01	00971*****	ALSO, THE SYSTEM SHALL BE UPDATED TO ENABLE A NEW GRID FOR THE SAVED DELIVERY AD

Delivery Method \*  
Deliver to specific address

Delivery Company \*  
توزيع

Delivery Emirates \*  
ABU DHABI

Delivery City \*  
ABU DHABI

Delivery Area \*  
Al Nahyan - E20\_01

Land Mark \*  
Aramex

Delivery Address Details \*  
Test

UAE Mobile Number  
00971 - UNITED ARAB EMI... 508945646

Second Mobile Number  
00971 - UNITED ARAB EMI... Second Mobile Number

If you have another phone number that works in the UAE, please note that you must enter this number

Back Next

Figure 56: Submit Renewal Employee Work Package Screen - Employee Personal Information Step - Delivery Information.

### Third Step – Job Offer Details: -

In this step, the system will retrieve the user’s job offer information and they can be edited as needed.



9. From the “Job Offer Details” part, enter the job offer information in the required fields.



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



UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

Logout

My Requests ▾ Sponsored ▾ **Drafts** Requests Ready To Payment My Team Performance ▾ Payments Fees And Deposits Refund Complaints and Suggestions

Help ▾

عربي  Translate

Users Management Amwal

## WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK

Reference Number : 0001942612152024301063446

Service Description



33%

1

2

3

4

5

6

Payment Methods
Employee Personal Information
Job Offer Details
Attachments Info
Review Application
Application Fees

**Job Offer Details**

<p>Work Permit Type* <input type="text" value="Job sharing"/></p>	<p>Wage Type* <input type="text" value="Piecework-paid Wage"/></p>
<p>Working Hours* <input type="text" value="4"/></p>	<p>Weekends* <input type="text" value="Thursday"/></p>
<p>Job Emirate* <input type="text" value="ABU DHABI"/></p>	<p>Annual Leave Days* <input type="text" value="30"/></p>
<p>Notice Period* <input type="text" value="1 Month"/></p>	<p>Currency* <input type="text" value="AED"/></p>
<p>Contract Duration* <input type="text" value="3"/></p>	<p>Contract End Date* <input type="text" value="01/03/2027"/></p>
<p>Basic Salary(AED)* <input type="text" value="3000"/></p>	<p>Growth Salary (AED)* <input type="text" value="100"/></p>
<p>Bonus <input type="text" value="Bonus"/></p>	

Working Hours * 4	Weekends * Thursday
Job Emirate* ABU DHABI	Annual Leave Days * 30
Notice Period * 1 Month	Currency* AED
Contract Duration * 3	Contract End Date * 01/03/2027
Basic Salary(AED) * 3000	Growth Salary (AED) * 100
Bonus Bonus	

Allowances And Bonuses +

Terms Of Contract +

← 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

U.A.E

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

Figure 57: Submit Renewal Employee Work Package Screen – Job Offer Details Step - Review Information.

10. Press on “Next” to move on the next step.

## Step Four – Attachment Information: -

In this step, the user should upload the required files to meet the requirements of the application.



11. Upload the required attachments to ensure that the information provided is accurate.



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



UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

Logout
TEST ESTABLISHMENT


My Requests
Sponsored
Drafts
Requests Ready To Payment
My Team Performance
Payments
Fees And Deposits Refund
Complaints and Suggestions

Help
عربي
Translate

Users Management
Amwal

### WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK

Reference Number : 0001942612152024301063446

Service Description



1  
 Payment Methods

2  
 Employee Personal Information

3  
Job Offer Details

4  
 Attachments Info

5  
 Review Application

6  
 Application Fees

- ✔
A copy of the Health Examination Test Result (Optional)

View Details - The data was retrieved from the source successfully and the attachment is now optional

Select \ Select other file
- ✔
Colored Photo (Required) ⓘ

Select \ Select other file
- ✔
Last Educational Certificate (Required)

Select \ Select other file
- ✔
Last Educational Certificate- Third attachment (Required)

Select \ Select other file
- ✔
Last Educational Certificate-Second attachment (Required)

Select \ Select other file

Scan As pdf

Select \ Select other file

Scan ⓘ

Attachment max size 2 mega byte
Scanner Application

Type	Name	
 Colored Photo	TEST_USER_Colored Photo	  
 Last Educational Certificate	TEST_USER_Last Educational Certificate	 
 Last Educational Certificate- Third attachment	TEST_USER_Last Educational Certificate- Third attachmer	 
 Last Educational Certificate-Second attachment	TEST_USER_Last Educational Certificate-Second attachm	 

[← 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 58: Submit Renewal Employee Work Package Screen – Application Info Step – Upload Attachments.

12. Press on “Next” to move on to the next step.

## Fifth Step – Review Application: -

In this step, the user will review the request application information.



13. Check the entered information to reduce the risk of the request inaccuracies.

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

UNITED ARAB EMIRATES  
 MINISTRY OF HUMAN RESOURCES & EMIRATISATION

[Logout](#)

TEST ESTABLISHMENT

My Requests
Sponsored
Drafts
Requests Ready To Payment
My Team Performance
Payments
Fees And Deposits Refund
Complaints and Suggestions

Help
عربي
Translate

Users Management
Amwal

### WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK

Reference Number : 0001942612152024301063446

Service Description



67%

1

2

3

4

5

6

Payment Methods
Employee Personal Information
Job Offer Details
Attachments Info
Review Application
Application Fees

Employee Personal Information

<p>Emirate Unified Number 5</p> <p>Preferred Language For Communication : ENGLISH</p> <p>Person Full Name (En) TEST USER</p> <p>English First Name : Test</p> <p>English Second Name : User</p> <p>English Third Name : Test</p> <p>English Forth Name : User</p> <p>Family Name (English) : Test</p> <p>Current Nationality : JORDAN</p> <p>Gender : MALE</p> <p>Birth Country : JORDAN</p> <p>Place of Birth (Ar) : عمان</p> <p>Mother English Name : TEST</p> <p>Religion : ISLAM</p> <p>Qualification : BACHELOR</p> <p>Marital Status SINGLE</p>	<p>Emirate Unified Number 7</p> <p>Years of Residence 1</p> <p>Person Full Name (AR) مستخدم تجريبي</p> <p>Arabic First Name : مستخدم</p> <p>Arabic Second Name : تجريبي</p> <p>Arabic Third Name : مستخدم</p> <p>Arabic Forth Name : تجريبي</p> <p>Family Name (Arabic) : تجريبي</p> <p>Previous Nationality : UNITED ARAB EMIRATES</p> <p>Date Of Birth : 01/05/1999</p> <p>Marital Status : SINGLE</p> <p>Place of Birth (En) : amman</p> <p>Mother Arabic Name : تجريبي</p> <p>Faith : SUNNI</p> <p>Education Level Country : JORDAN</p> <p>Company Name : Test Company</p>
---	--

### Passport Information

Passport Type : ORDINARY PASSPORT	Passport No : AS*****
Passport Issue Date : 01/01/2022	Passport Expire Date : 01/01/2026
Passport Issue Place (English) : AMMAN	Passport Issue Place (Arabic) : عمان
Passport Issue Country : JORDAN	

### Addresses Info

Emirate : ABU DHABI	City : ABU DHABI
Area : Abu Al Abyad Island	Address in U.A.E : 33
Local Building Name : 12	Local Flat Number : 2
Residency Address Po Box : 0	Residence Tel : 7*****
Permanent Country : JORDAN	Applicant location outside UAE : Test
Permanent Mobile Number : 00965*****	Email : TestUser@gmail.com

### Delivery Information

Delivery Method : Deliver to specific address	Delivery Company : Tawzea
Delivery Emirates : ABU DHABI	Delivery City : ABU DHABI
Delivery Area : Al Nahyan - E20_01	Landmark : Aramex
Delivery Address Details : Test	UAE Mobile Number : 00971*****

### Job Offer Details

Contract Type : Job sharing	Wage Type : Piecework-paid Wage
Probation Period : 6 Months	Working Hours : 4
Job Emirate : ABU DHABI	Annual Leave Days : 30
Notice Period : 1 Month	Salary Cycle :
Basic Salary(AED) : 3000	Growth Salary (AED) : 100
Weekends : Thursday	

### Attachments Info

Colored Photo <a href="#">View</a>	Last Educational Certificate <a href="#">View</a>
Last Educational Certificate- Third attachment <a href="#">View</a>	Last Educational Certificate-Second attachment <a href="#">View</a>
A copy of the Health Examination Test Result <a href="#">View</a>	COPY OF RESIDENCY <a href="#">View</a>
COPY OF THE EMPLOYMENT CARD <a href="#">View</a>	A Copy Of Health Insurance <a href="#">View</a>
A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE SERVICE <a href="#">View</a>	Supporting documents <a href="#">View</a>
WORK CONTRACT-LAST PAGE <a href="#">View</a>	A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE SERVICE-Second attachment <a href="#">View</a>
Attested Police Clearance Certificate from the Origin Country <a href="#">View</a>	

← Back Next →

Figure 59: Submit Renewal Employee Work Package Screen – Application Review – Review Application Information.

14. Press on “Next” to move on to the next step.

15. The Confirmation Message will appear to the user, press on “Yes, Continue”.

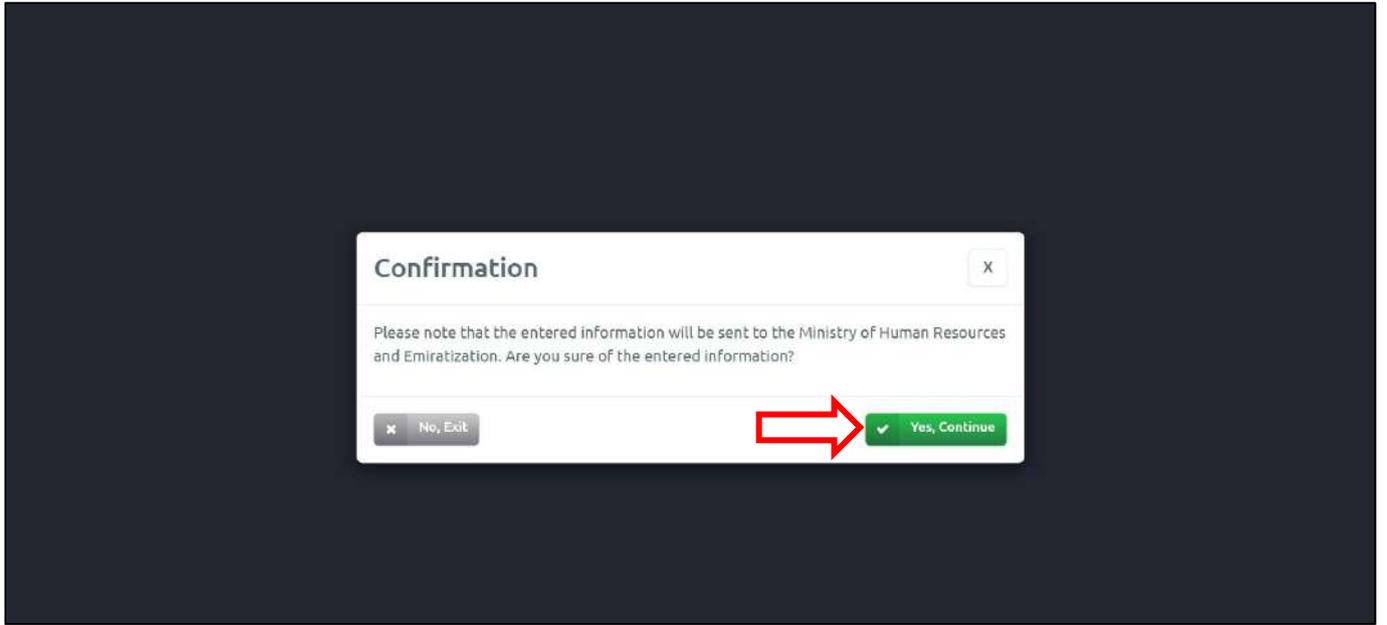


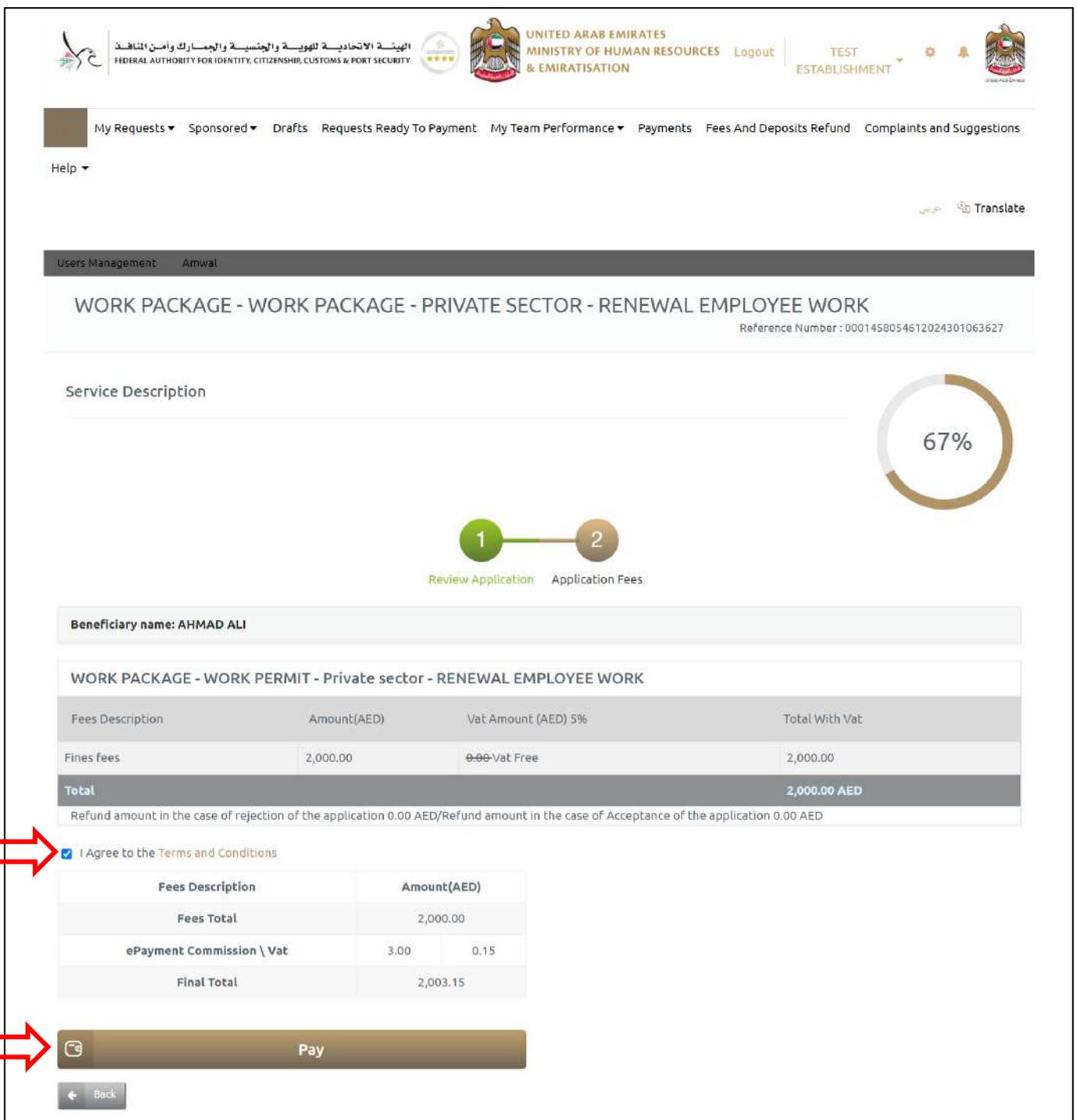
Figure 60: The Confirmation Message.

## Sixth Step – Application Fees: -

In this step, the user will pay the request application fees.



16. Press on “I Agree to the Terms and Conditions” to activate the payment.



The screenshot shows the 'Application Fees Step' for a 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK'. The interface includes a navigation menu, a progress indicator showing 67% completion, and a table of fees. A red arrow points to the 'I Agree to the Terms and Conditions' checkbox, and another red arrow points to the 'Pay' button.

**Beneficiary name:** AHMAD ALI

**WORK PACKAGE - WORK PERMIT - Private sector - RENEWAL EMPLOYEE WORK**  
Reference Number : 0001458054612024301063627

**Service Description**

67%

1 Review Application | 2 Application Fees

Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
Fines fees	2,000.00	0.00-Vat Free	2,000.00
<b>Total</b>			<b>2,000.00 AED</b>

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

I Agree to the Terms and Conditions

Fees Description	Amount(AED)
Fees Total	2,000.00
ePayment Commission \ Vat	3.00 0.15
<b>Final Total</b>	<b>2,003.15</b>

**Pay**

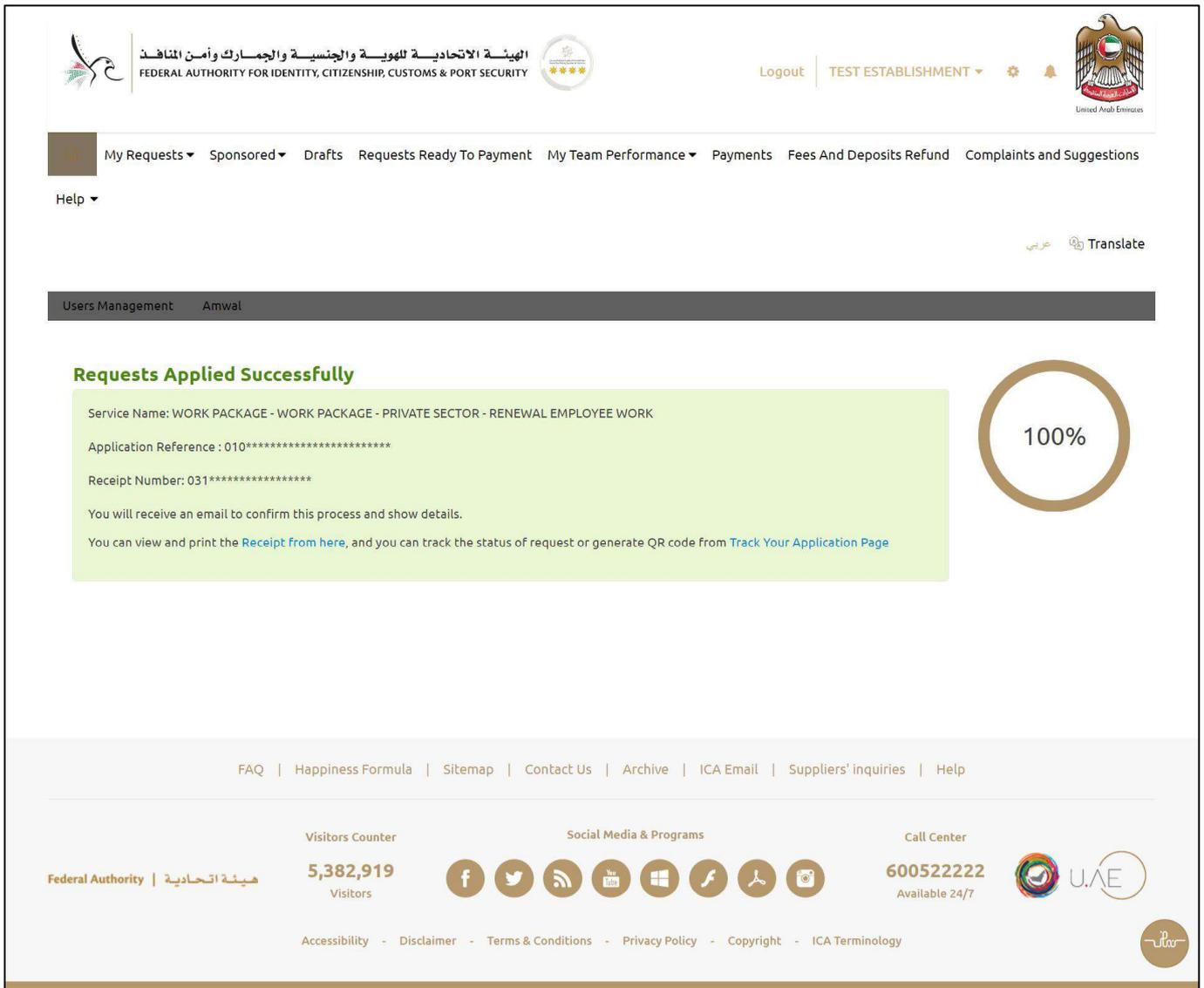
Back

Figure 61: Submit Renewal Employee Work Package Screen – Application Fees Step – Pay Application Fees.

17. Press on “Pay” to complete the process.



Congrats! You have followed the steps correctly and a new request has been submitted successfully.



The screenshot shows the user interface of the Federal Authority for Identity, Citizenship, Customs & Port Security (FICA) portal. At the top, there is a navigation bar with the FICA logo, the name of the authority in Arabic and English, and a 'Logout' button. Below the navigation bar, there is a menu with options like 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. A 'Help' button is also present. On the right side, there is a 'Translate' button with an Arabic flag icon. Below the navigation bar, there is a dark grey bar with 'Users Management' and 'Amwal' options. The main content area features a green box with the title 'Requests Applied Successfully'. Inside this box, it displays the service name 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK', the application reference '010\*\*\*\*\*', and the receipt number '031\*\*\*\*\*'. It also includes instructions: 'You will receive an email to confirm this process and show details.' and 'You can view and print the Receipt from here, and you can track the status of request or generate QR code from Track Your Application Page'. To the right of the green box is a large circular progress indicator showing '100%'. At the bottom of the page, there is a footer with a navigation menu including 'FAQ', 'Happiness Formula', 'Sitemap', 'Contact Us', 'Archive', 'ICA Email', 'Suppliers' inquiries', and 'Help'. Below the footer, there is a 'Visitors Counter' showing '5,382,919 Visitors', a 'Social Media & Programs' section with icons for Facebook, Twitter, RSS, YouTube, Windows, and other services, and a 'Call Center' section with the number '600522222' and 'Available 24/7'. The footer also includes 'Federal Authority | هيئة اتحادية' and various legal links like 'Accessibility', 'Disclaimer', 'Terms & Conditions', 'Privacy Policy', 'Copyright', and 'ICA Terminology'.

Figure 62: Request Applied Successfully Screen.

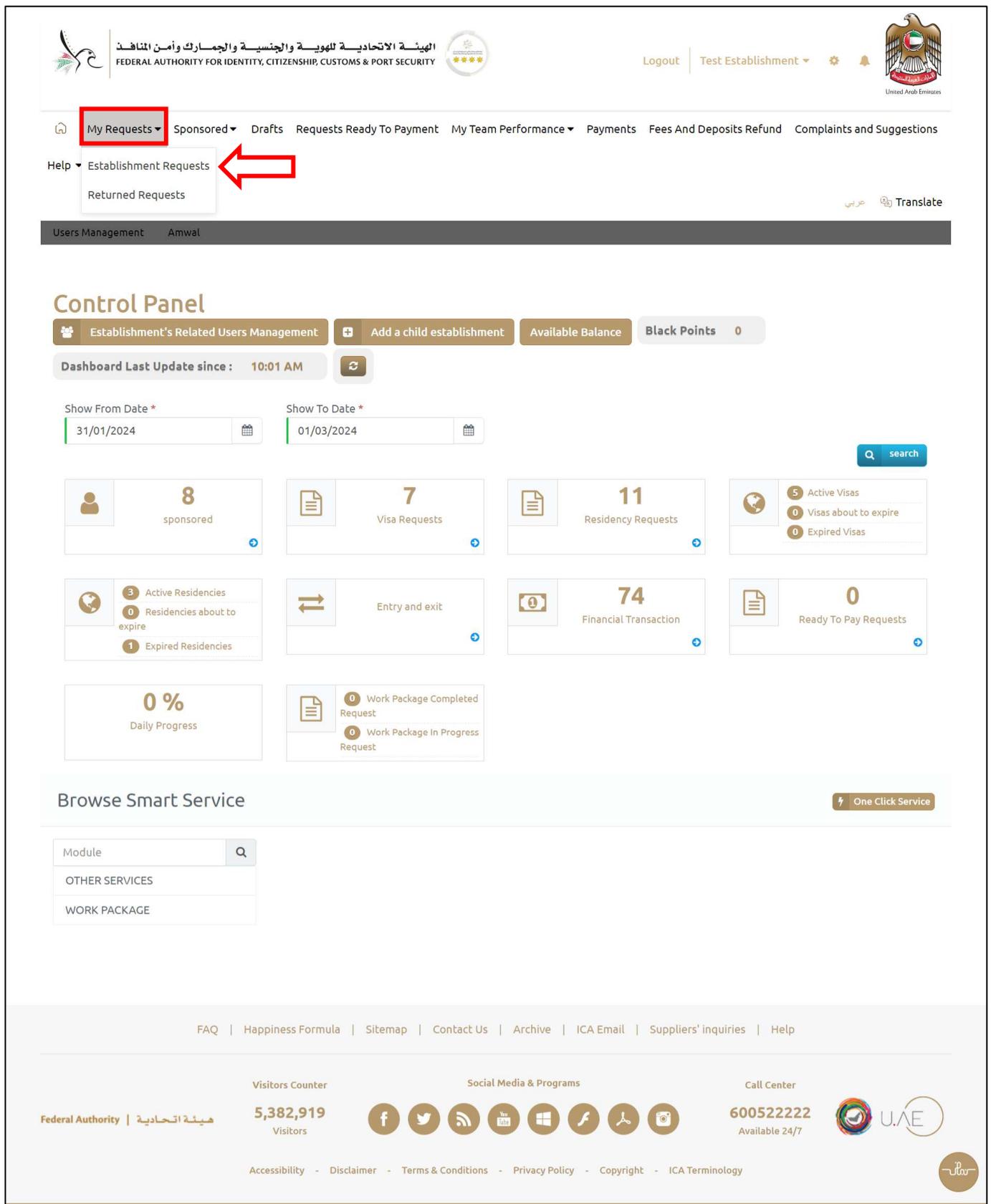
## 7.1 Tracking Work Renewal Package Request

This function from the Smart Services system of the Federal Authority for Identity, Citizenship, Customs & port Security allows the user to track the renewal work package request.

- To start accessing work renewal package timeline, follow the steps below: -

1. From the dashboard screen, press on **“My Requests”**.

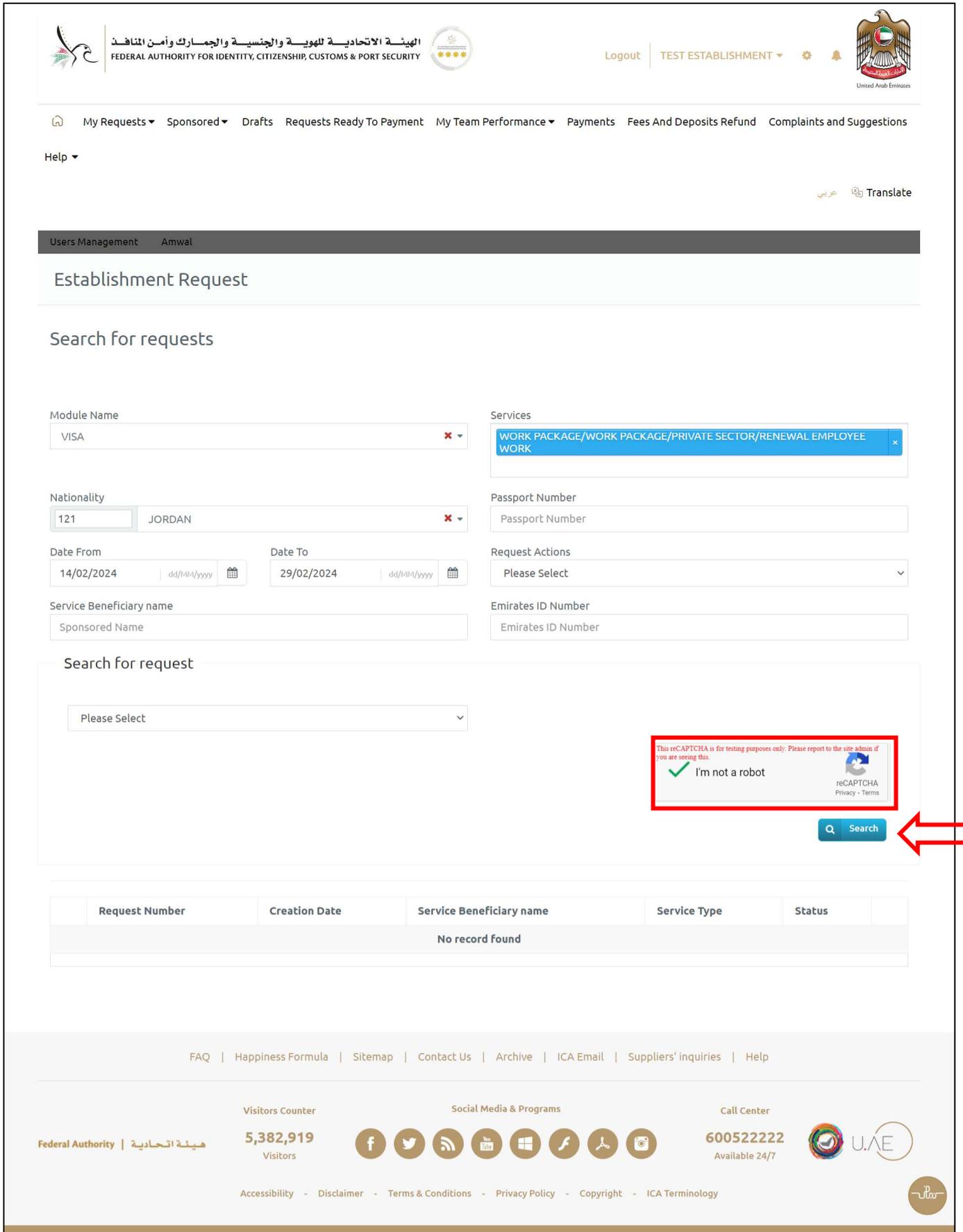
2. A drop-down list will appear, press on **“Establishment Requests”**.



The screenshot displays the user dashboard for the Federal Authority for Identity, Citizenship, Customs & Port Security. At the top, there is a navigation bar with the logo, the authority's name in Arabic and English, and user options like 'Logout' and 'Test Establishment'. Below this is a main menu where 'My Requests' is highlighted with a red box, and a red arrow points to the 'Establishment Requests' option in the dropdown menu. The dashboard itself features a 'Control Panel' with various statistics: 8 sponsored users, 7 visa requests, 11 residency requests, 5 active visas, 0 visas about to expire, 0 expired visas, 3 active residencies, 0 residencies about to expire, 1 expired residency, 74 financial transactions, 0 ready to pay requests, 0% daily progress, 0 work package completed requests, and 0 work package in progress requests. A 'Browse Smart Service' section is also visible at the bottom of the dashboard area.

Figure 63: Dashboard Screen - Access to Establishment Requests.

- The system will redirect the user to the “Establishment Requests” screen.

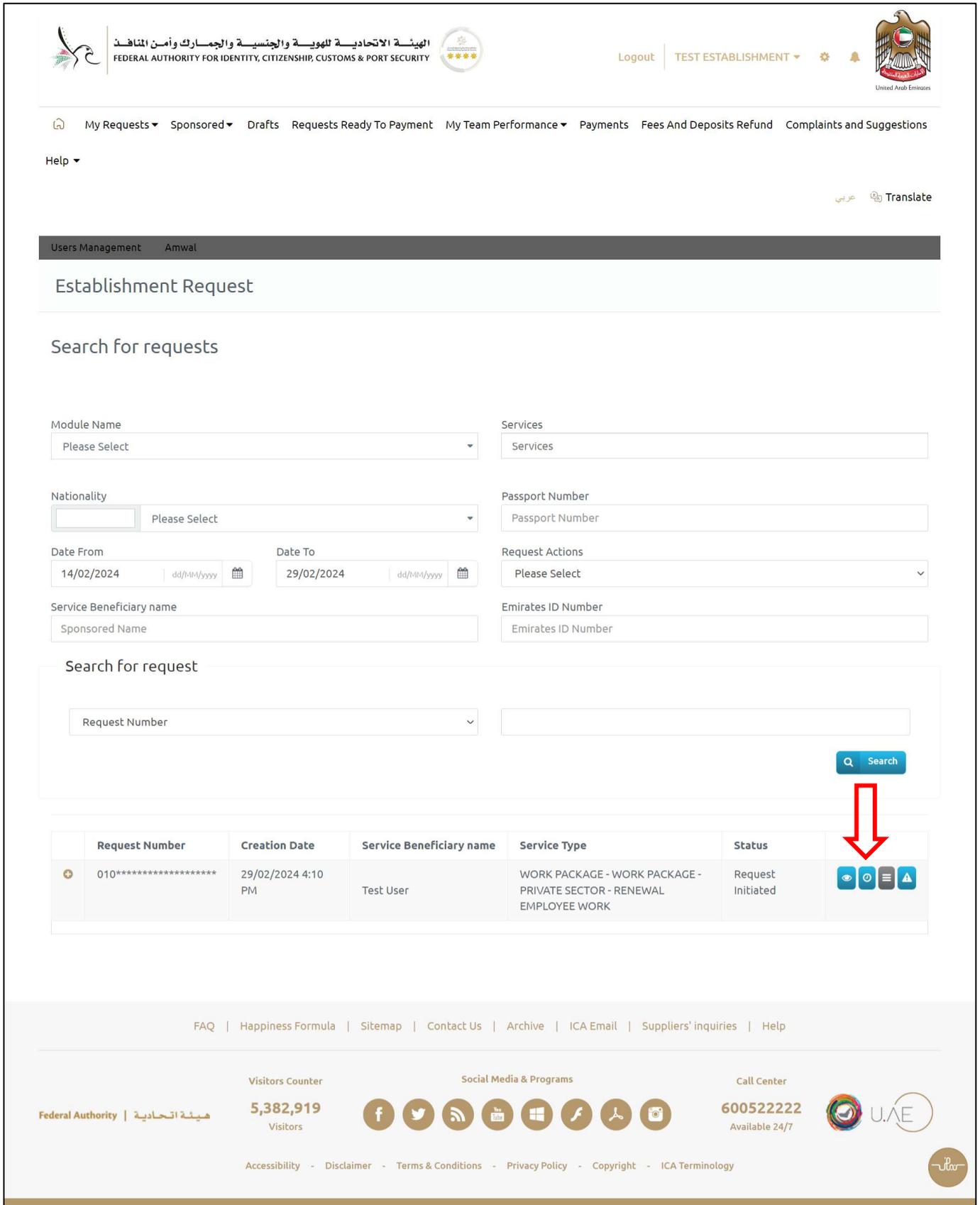


The screenshot shows the 'Establishment Request' search interface. At the top, there is a navigation bar with 'Logout', 'TEST ESTABLISHMENT', and a user profile icon. Below this is a menu with options like 'My Requests', 'Sponsored', 'Drafts', etc. The main section is titled 'Establishment Request' and contains a search form. The form includes fields for 'Module Name' (VISA), 'Nationality' (121, JORDAN), 'Date From' (14/02/2024), 'Date To' (29/02/2024), 'Service Beneficiary name' (Sponsored Name), and 'Services' (WORK PACKAGE/WORK PACKAGE/PRIVATE SECTOR/RENEWAL EMPLOYEE WORK). There are also fields for 'Passport Number' and 'Request Actions'. A 'Search for request' dropdown is set to 'Please Select'. A reCAPTCHA box is highlighted with a red rectangle, containing the text 'I'm not a robot' and a 'Search' button. Below the search form is a table with columns: Request Number, Creation Date, Service Beneficiary name, Service Type, and Status. The table is currently empty, displaying 'No record found'. The footer contains a navigation bar with links like 'FAQ', 'Happiness Formula', 'Sitemap', etc., and a visitors counter showing 5,382,919 visitors.

Figure 64: Establishment Request Screen - Searching for Request.

3. Press on “reCAPTCHA”, which is a security test to confirm the validity and that the user is not a harmful software or a robot, then press on “Search”.

4. The system will retrieve the search results based on the search parameters, press on **“Package Timeline”**.



The screenshot shows the 'Establishment Request' page with various search filters and a table of requests. A red arrow points to the 'Package Timeline' icon in the table.

**Search for requests**

Module Name: Please Select  
 Services: Services  
 Nationality: Please Select  
 Passport Number: Passport Number  
 Date From: 14/02/2024  
 Date To: 29/02/2024  
 Request Actions: Please Select  
 Service Beneficiary name: Sponsored Name  
 Emirates ID Number: Emirates ID Number

**Search for request**

Request Number: [Input Field]

**Search**

Request Number	Creation Date	Service Beneficiary name	Service Type	Status	
010*****	29/02/2024 4:10 PM	Test User	WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK	Request Initiated	

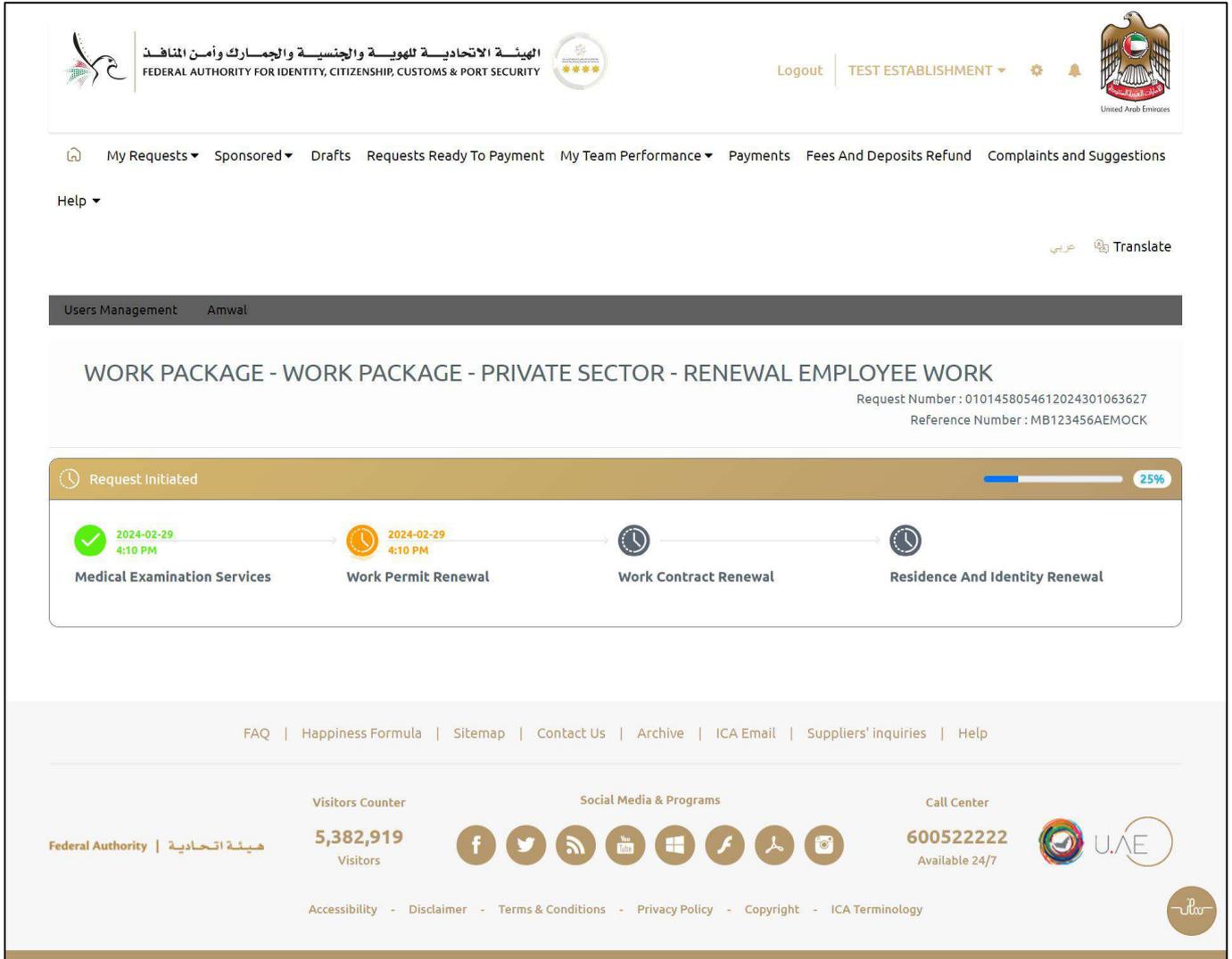
FAQ | Happiness Formula | Sitemap | Contact Us | Archive | ICA Email | Suppliers' inquiries | Help

Visitors Counter: 5,382,919 Visitors  
 Social Media & Programs: [Icons for Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, Print, Instagram]  
 Call Center: 600522222 Available 24/7  
 U.A.E.

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

**Figure 65: Establishment Requests Screen - Access to Package Timeline.**

- The system will redirect the user to the “Package Timeline” screen.



The screenshot displays the 'Package Timeline' for a 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK'. The page header includes the ICA logo and navigation links like 'Logout' and 'TEST ESTABLISHMENT'. A menu bar contains options such as 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. The main content area shows a progress bar for 'Request Initiated' at 25%. The timeline consists of four steps: 'Medical Examination Services' (completed on 2024-02-29 at 4:10 PM), 'Work Permit Renewal' (scheduled for 2024-02-29 at 4:10 PM), 'Work Contract Renewal', and 'Residence And Identity Renewal'. The footer contains a visitors counter (5,382,919), social media links, a call center number (600522222), and various legal notices.

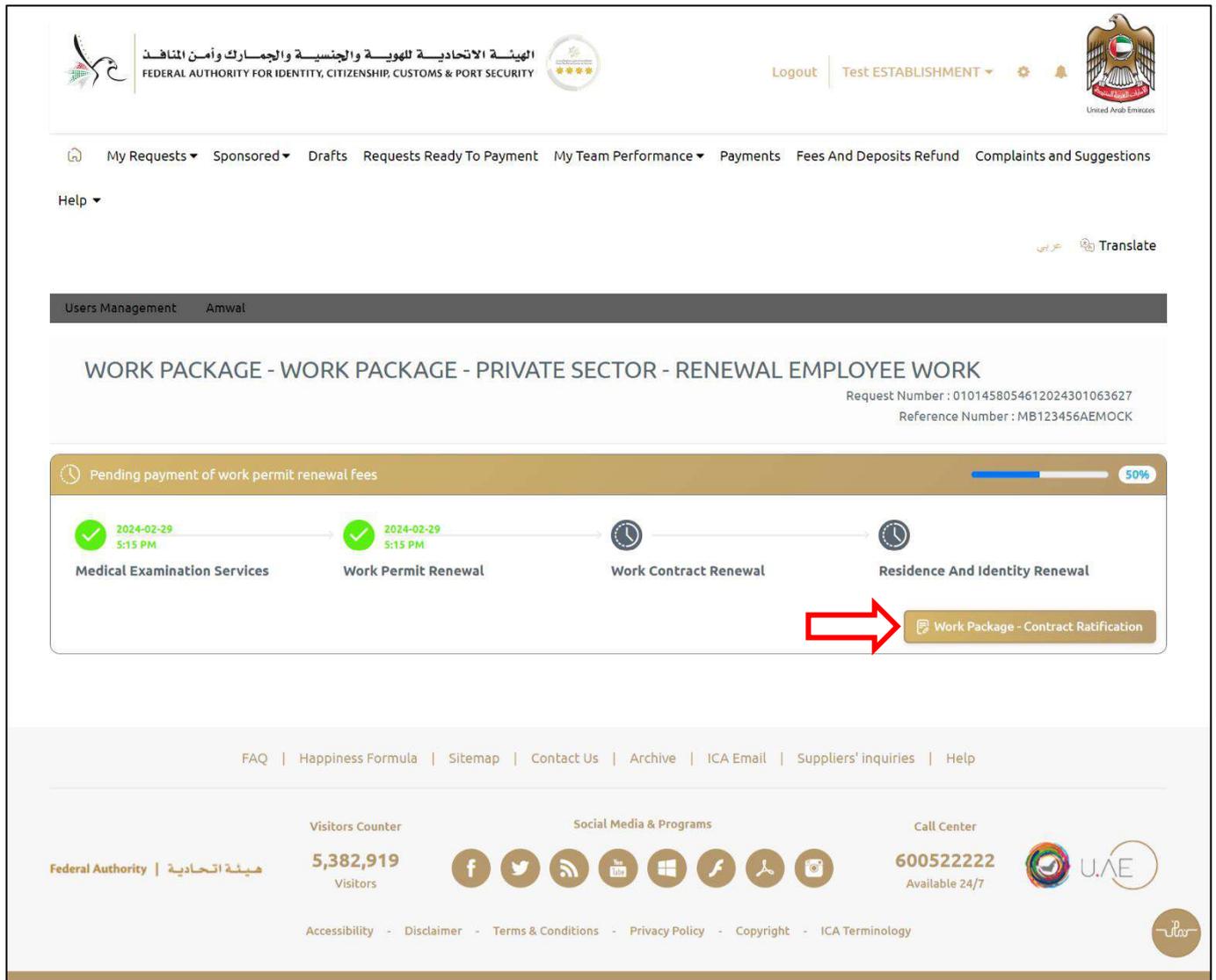
Figure 66: Work Package Screen - Package Timeline.

### 7.1.1 Contract Ratification

This function from the Smart Services system of the Federal Authority for Identity, Citizenship, Customs & port Security allows the user to submit a contract ratification request.

To start submitting a residency and identity renewal request, follow the steps below: -

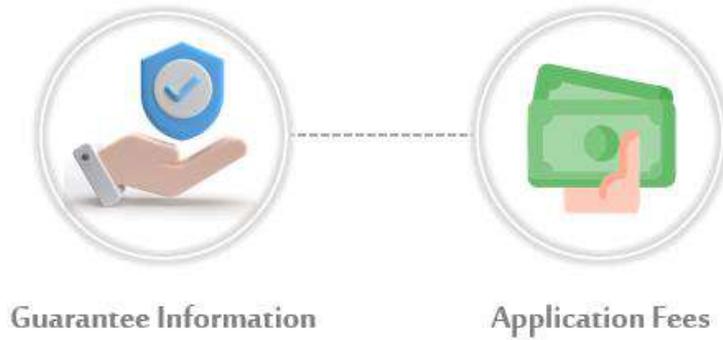
1. From the package timeline screen, in the “Work Permit” stage, press on “Work Package – Contract Ratification”.



The screenshot displays the user interface for submitting a contract ratification request. At the top, there is a navigation bar with the organization's name in Arabic and English, a 'Logout' button, and a 'Test ESTABLISHMENT' dropdown menu. Below the navigation bar, there are several menu items: 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. A 'Help' dropdown menu is also visible. On the right side, there is a 'Translate' button with an Arabic flag icon. The main content area is titled 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK' and includes request and reference numbers. A progress bar indicates that 50% of the 'Pending payment of work permit renewal fees' has been completed. The timeline shows four stages: 'Medical Examination Services' (completed on 2024-02-29 at 5:15 PM), 'Work Permit Renewal' (completed on 2024-02-29 at 5:15 PM), 'Work Contract Renewal' (pending), and 'Residence And Identity Renewal' (pending). A red arrow points to the 'Work Package - Contract Ratification' button, which is highlighted in orange.

Figure 67: Work Package Screen – Submitting Contract Ratification.

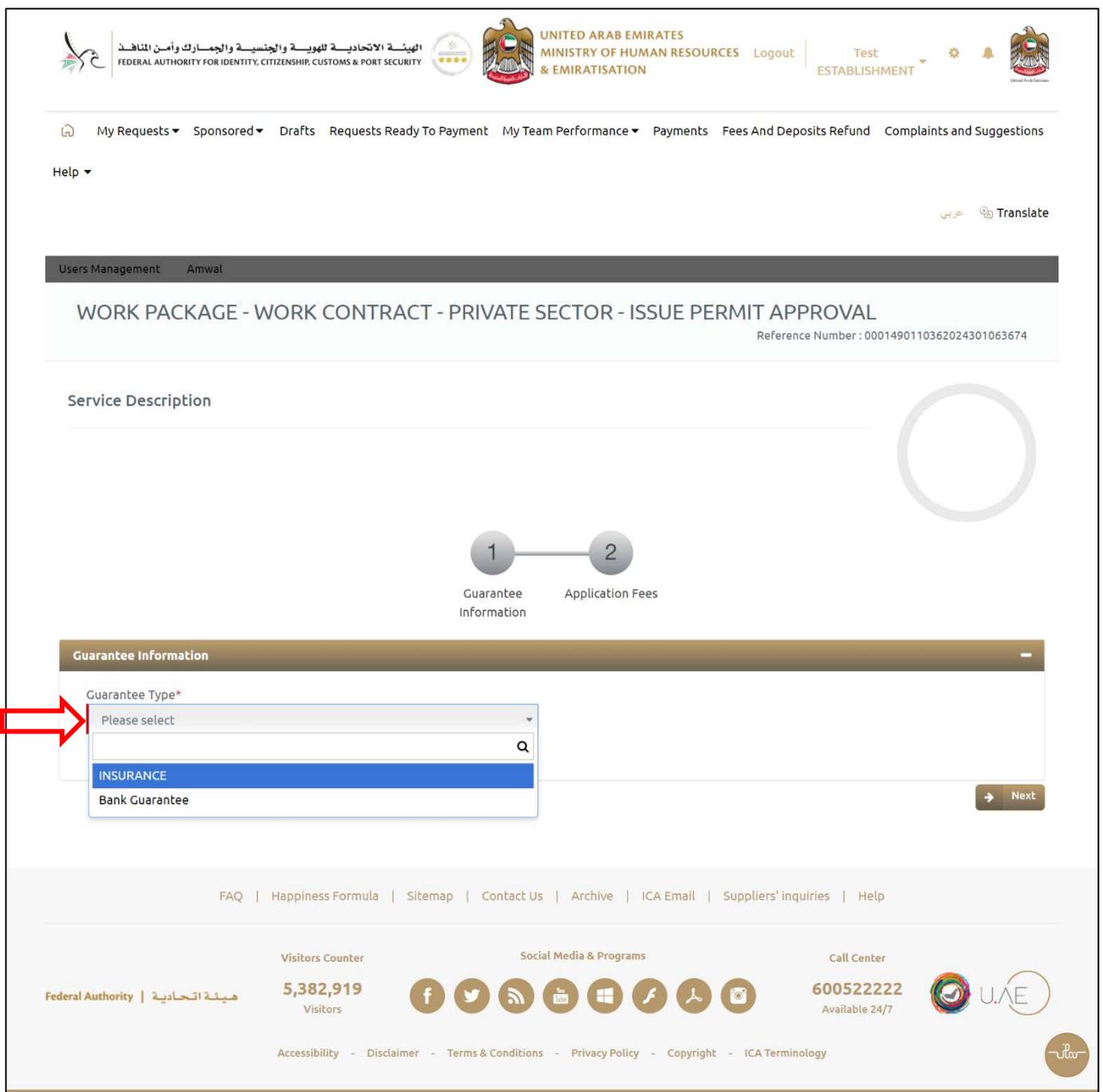
- The system will redirect the user to the “Issue Permit Approval” screen, which contains two steps the user has to follow to submit the request.



### First Step – Guarantee Information: -

In this step, the user will enter the request’s guarantee information.

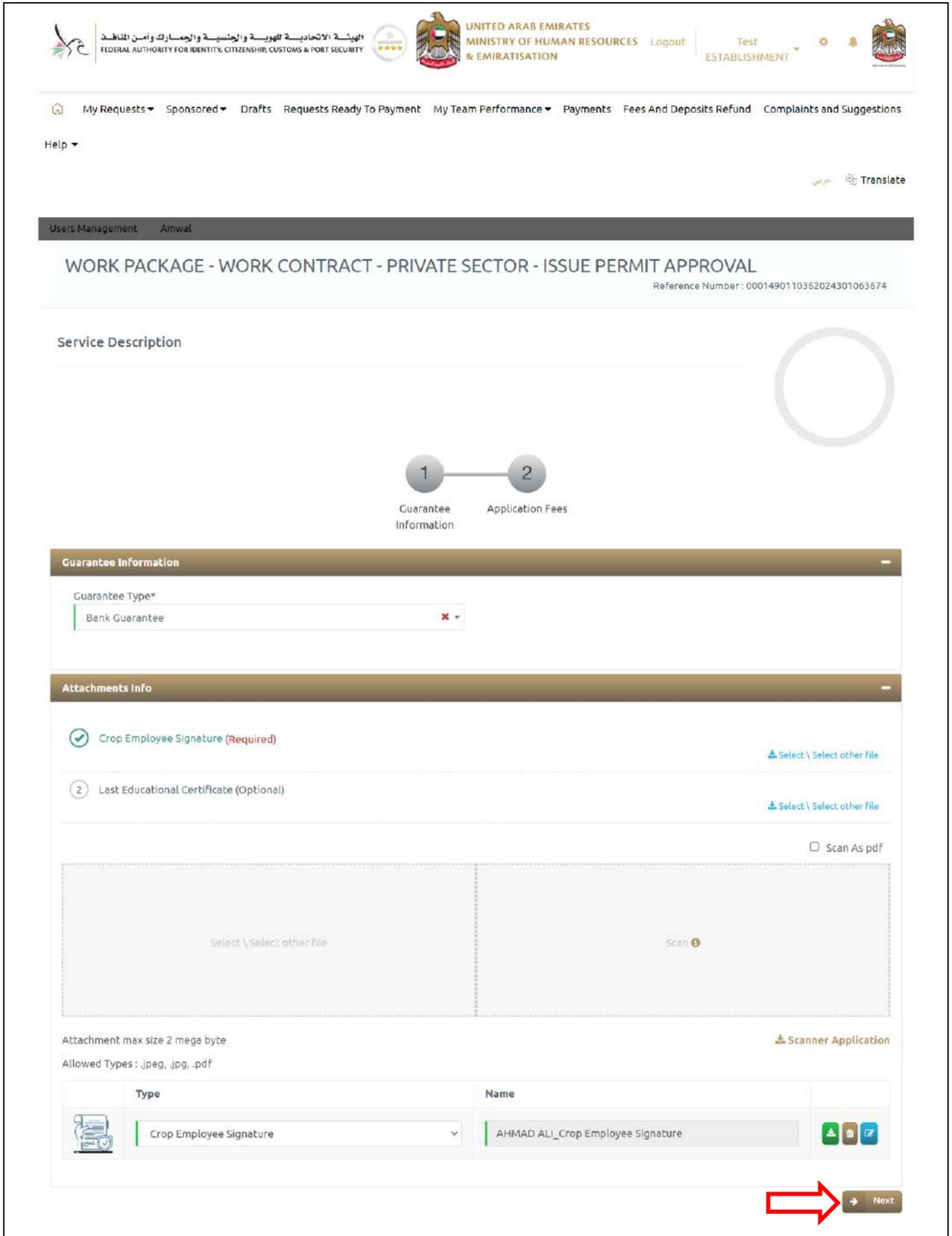
1. Select the “Guarantee Type” from the drop-down list.



The screenshot shows the user interface for the "Guarantee Information" step. At the top, there is a navigation bar with the organization's name in Arabic and English, along with a "Logout" button and a "Test Establishment" dropdown. Below this is a secondary navigation bar with links like "My Requests", "Sponsored", "Drafts", etc. The main content area is titled "WORK PACKAGE - WORK CONTRACT - PRIVATE SECTOR - ISSUE PERMIT APPROVAL" with a reference number. A progress indicator shows two steps: "1 Guarantee Information" (active) and "2 Application Fees". The "Guarantee Information" form has a dropdown menu for "Guarantee Type\*" with options "Please select", "INSURANCE", and "Bank Guarantee". A red arrow points to the "INSURANCE" option. A "Next" button is visible at the bottom right of the form. The footer contains various utility links, a visitor counter (5,382,919), social media icons, and contact information.

Figure 68: Residency and Identity Renewal Screen – Guarantee Information Step – Selecting Guarantee Type.

2. After selecting the guarantee type, the attachment info section will appear, upload the required attachments.



Users Management Amwal

### WORK PACKAGE - WORK CONTRACT - PRIVATE SECTOR - ISSUE PERMIT APPROVAL

Reference Number: 0001490110352024301063674

#### Service Description

1 — 2  
Guarantee Information — Application Fees

#### Guarantee Information

Guarantee Type\*  
Bank Guarantee

#### Attachments Info

✓ Crop Employee Signature (Required) [Select \ Select other file](#)

② Last Educational Certificate (Optional) [Select \ Select other file](#)

Scan As pdf

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

Allowed Types: .jpeg, .jpg, .pdf

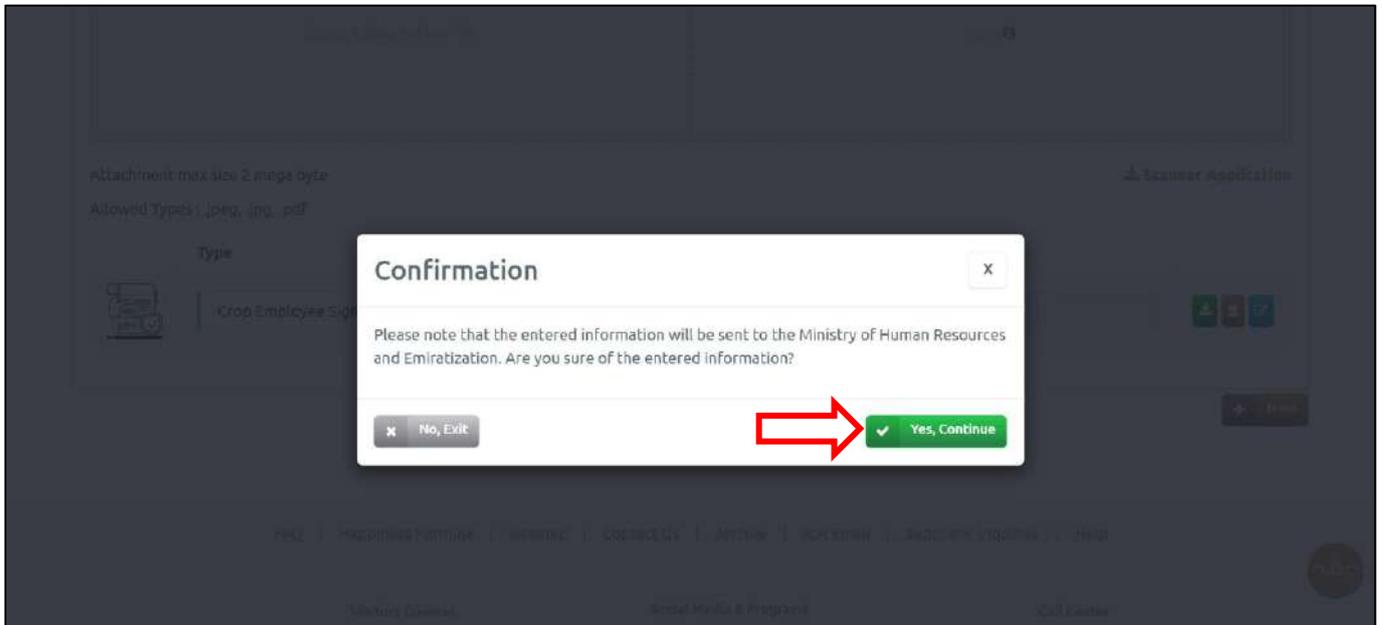
Type	Name	
Crop Employee Signature	AHMAD ALI_Crop Employee Signature	

**Next**

Figure 69: Residency and Identity Renewal Screen – Guarantee Information Step – Upload Attachments.

3. Press on “Next” to move on to the next step.

4. The Confirmation Message will appear to the user, press on **“Yes, Continue”**.

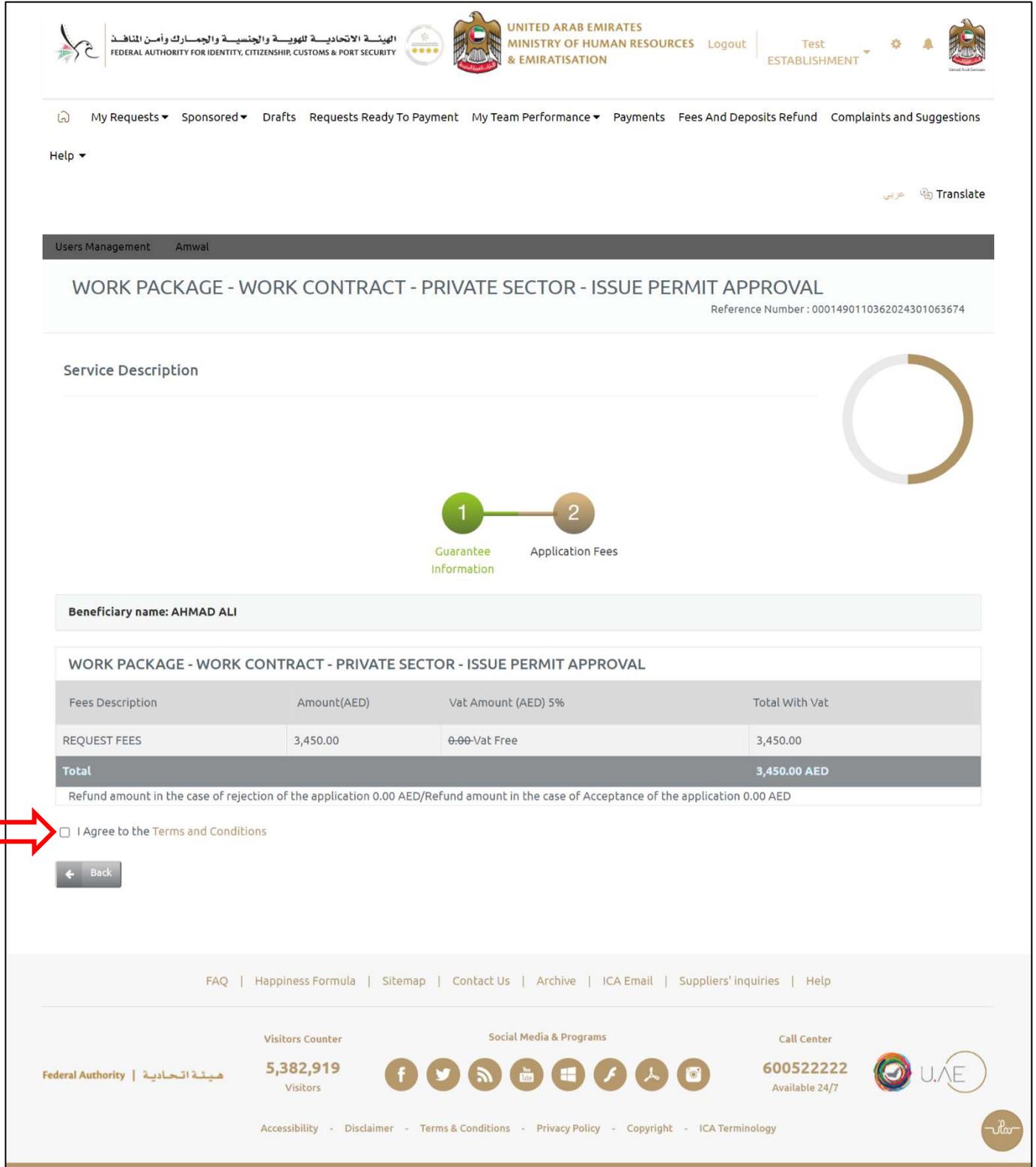


**Figure 70: The Confirmation Message.**

## Second Step – Application Fees: -

In this step, the user will pay the fees for applying for this request.

5. Check the fee value then press on **“I Agree to the Terms and Conditions”**.



Users Management Amwal

### WORK PACKAGE - WORK CONTRACT - PRIVATE SECTOR - ISSUE PERMIT APPROVAL

Reference Number : 0001490110362024301063674

#### Service Description

1 Guarantee Information

2 Application Fees

Beneficiary name: AHMAD ALI

Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	3,450.00	0.00-Vat Free	3,450.00
<b>Total</b>			<b>3,450.00 AED</b>

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

I Agree to the Terms and Conditions

← Back

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

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

Figure 71: Residency and Identity Renewal Screen – Application Fees Step – Agree to Terms and Conditions.

6. Press on “Pay” to complete the process.



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



UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

Logout

Test ESTABLISHMENT

---

My Requests ▾
Sponsored ▾
Drafts
Requests Ready To Payment
My Team Performance ▾
Payments
Fees And Deposits Refund
Complaints and Suggestions

Help ▾
عربي  Translate

Users Management
Amwal

## WORK PACKAGE - WORK CONTRACT - PRIVATE SECTOR - ISSUE PERMIT APPROVAL

Reference Number : 0001490110362024301063674

**Service Description**

1

Guarantee  
Information

2

Application Fees

Beneficiary name: AHMAD ALI

### WORK PACKAGE - WORK CONTRACT - PRIVATE SECTOR - ISSUE PERMIT APPROVAL

Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	3,450.00	0.00-Vat Free	3,450.00
<b>Total</b>			<b>3,450.00 AED</b>

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

I Agree to the [Terms and Conditions](#)

Fees Description	Amount(AED)	
Fees Total	3,450.00	
ePayment Commission \ Vat	3.00	0.15
<b>Final Total</b>	<b>3,453.15</b>	

 Pay

 Back

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

Federal Authority | هيئة اتحادية

5,382,919

Visitors

Social Media & Programs










Call Center

600522222

Available 24/7

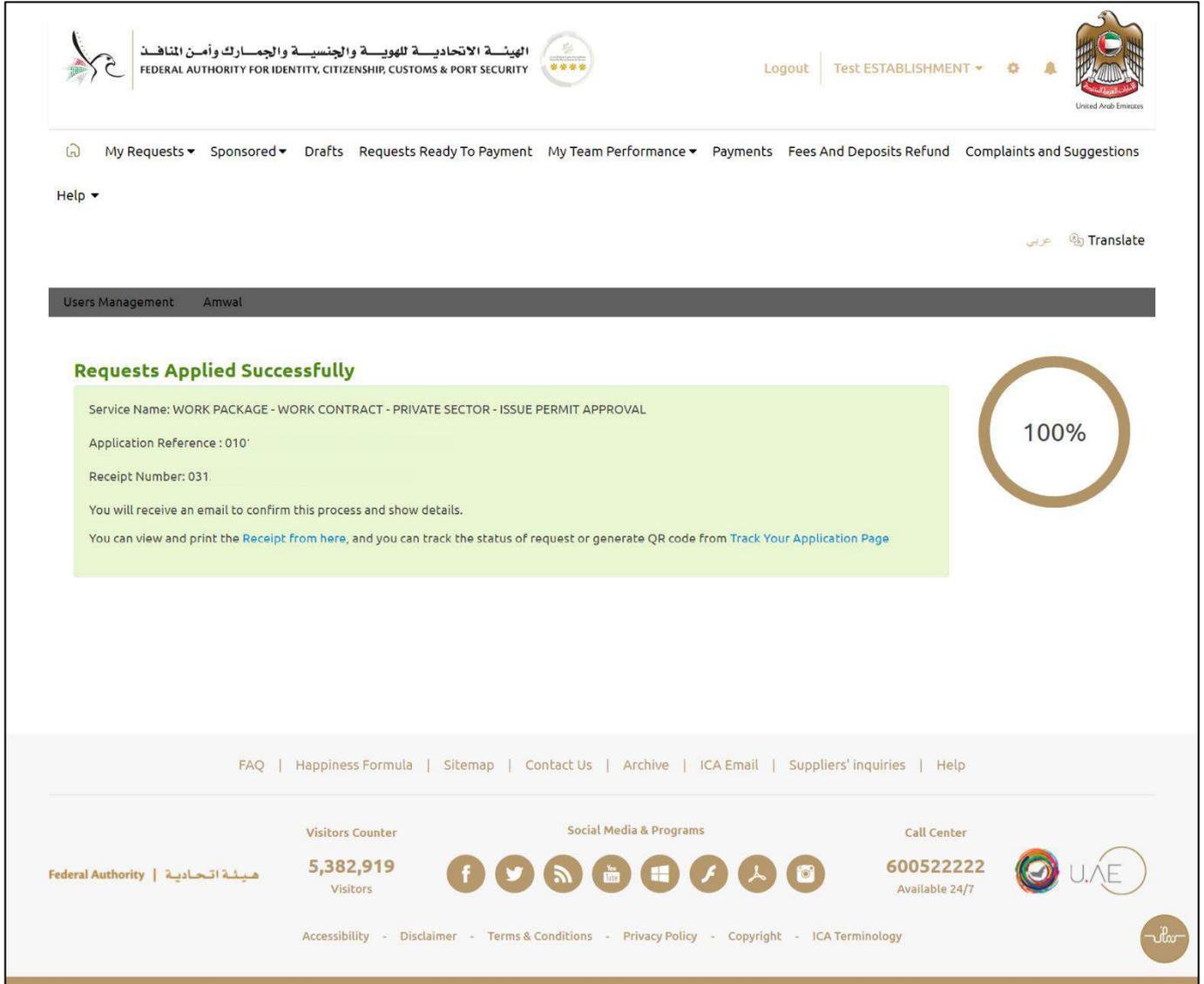
Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology



Figure 72: Residency and Identity Renewal Screen – Application Fees Step – Pay Fees.



Congrats! You have followed the steps correctly and the request has been submitted successfully.



The screenshot displays the ICA website interface. At the top, there is a navigation bar with the ICA logo and name in Arabic and English, a 'Logout' button, and a 'Test ESTABLISHMENT' dropdown menu. Below the navigation bar is a menu with options: 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. A 'Help' dropdown is also present. On the right side, there is a 'Translate' button with an Arabic flag icon.

The main content area features a dark grey header with 'Users Management' and 'Amwal' links. Below this, a green box titled 'Requests Applied Successfully' contains the following information:

- Service Name: WORK PACKAGE - WORK CONTRACT - PRIVATE SECTOR - ISSUE PERMIT APPROVAL
- Application Reference : 010'
- Receipt Number: 031
- You will receive an email to confirm this process and show details.
- You can view and print the [Receipt from here](#), and you can track the status of request or generate QR code from [Track Your Application Page](#)

To the right of the green box is a large circular progress indicator showing '100%'. Below the green box, there is a navigation bar with links: 'FAQ', 'Happiness Formula', 'Sitemap', 'Contact Us', 'Archive', 'ICA Email', 'Suppliers' inquiries', and 'Help'.

The footer section includes a 'Visitors Counter' showing '5,382,919 Visitors', a 'Social Media & Programs' section with icons for Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, and Instagram, and a 'Call Center' section with the number '600522222' and 'Available 24/7'. The footer also contains the ICA logo and the text 'Federal Authority | هيئة اتحادية'.

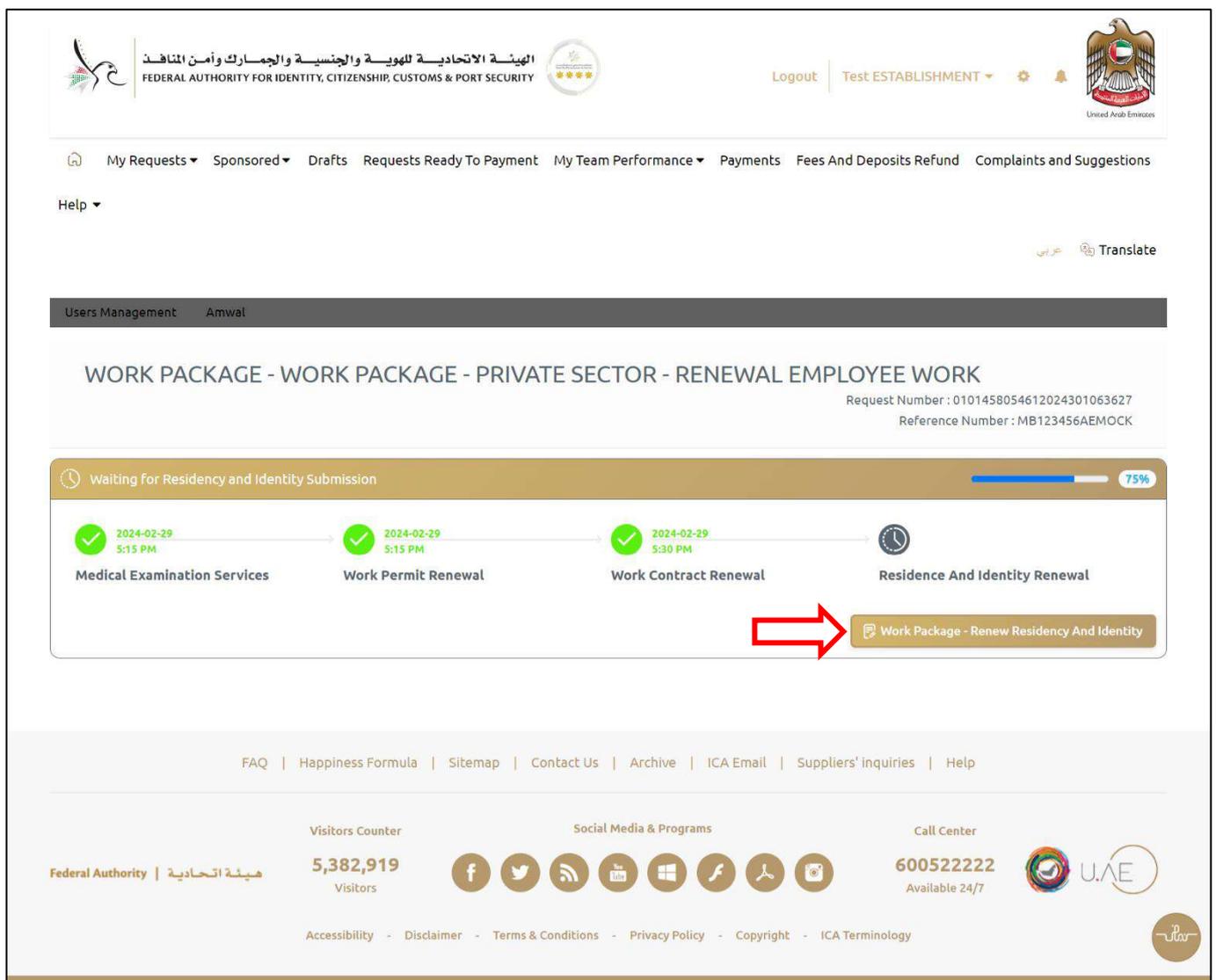
Figure 73: Request Applied Successfully.

### 7.1.2 Residency and Identity Renewal

This function from the Smart Services system of the Federal Authority for Identity, Citizenship, Customs & port Security allows the user to submit a residency and identity renewal request.

- To start renewing residency and identity renewal request, follow the steps below: -

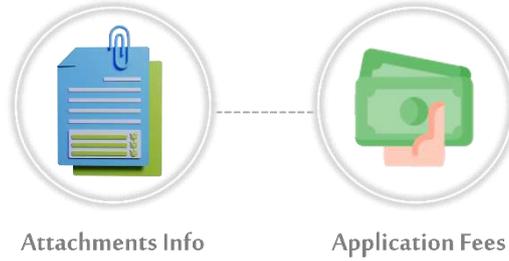
1. From the package timeline screen, in the **“Pending Residency and Identity Renewal”** stage, press on **“Work Package – Renew Residency and Identity”**.



The screenshot displays the user interface for submitting a work residency and identity renewal request. At the top, the header includes the ICA logo, navigation links like 'My Requests', 'Sponsored', and 'Drafts', and a 'Logout' button. The main content area is titled 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - RENEWAL EMPLOYEE WORK' and shows a progress bar at 75%. Below the progress bar, a timeline indicates the following stages: 'Medical Examination Services' (completed on 2024-02-29 at 5:15 PM), 'Work Permit Renewal' (completed on 2024-02-29 at 5:15 PM), 'Work Contract Renewal' (completed on 2024-02-29 at 5:30 PM), and 'Residence And Identity Renewal' (pending). A red arrow points to a button labeled 'Work Package - Renew Residency And Identity' located below the 'Residence And Identity Renewal' stage. The footer contains a 'Visitors Counter' showing 5,382,919 visitors, social media icons, and a call center number 600522222 available 24/7.

Figure 74: Work Package Screen – Submitting Work Residency and Identity Renewal.

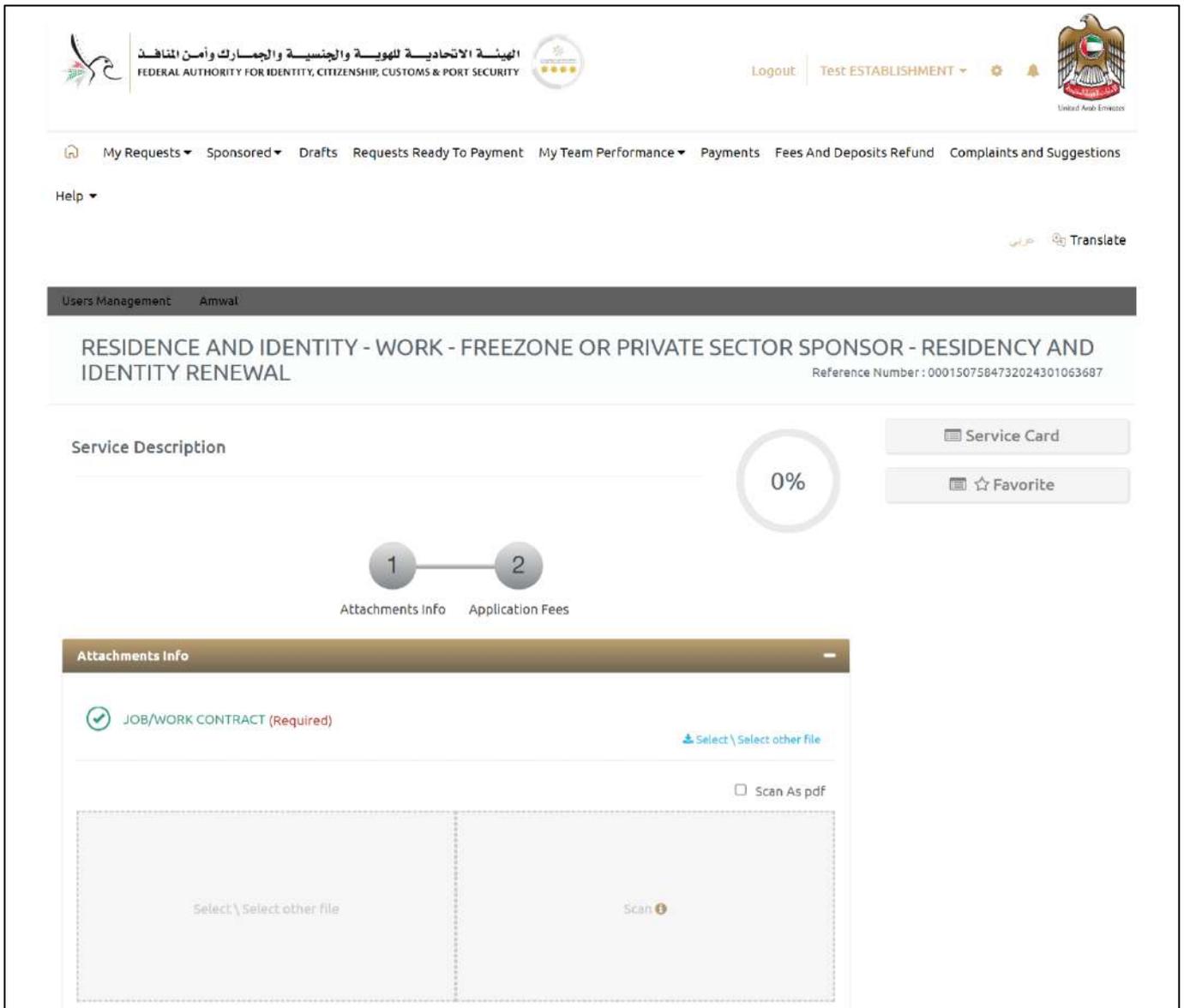
- The platform will redirect the user to “Residency and Identity Renewal” screen, which contains two steps should the user follow to complete the submission process successfully, as follows: -



### First Step – Attachments Info: -

In this step, the user should upload the required files to meet the requirements of the application.

6. Upload the required files.



The screenshot shows the user interface for the 'Residence and Identity - Work - Freezone or Private Sector Sponsor - Residency and Identity Renewal' application. The page header includes the logo of the Federal Authority for Identity, Citizenship, Customs & Port Security and the United Arab Emirates emblem. The main navigation bar contains links for 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. The service title is 'RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY RENEWAL' with a reference number '0001507584732024301063687'. A progress indicator shows '0%' completion. Below the progress bar, there are two steps: '1 Attachments Info' and '2 Application Fees'. The 'Attachments Info' section is active, showing a required document 'JOB/WORK CONTRACT (Required)'. There are two upload options: 'Select \ Select other File' and 'Scan As pdf'. The 'Scan As pdf' option is currently unchecked. The upload area contains two dashed boxes: one for 'Select \ Select other file' and another for 'Scan'.

Attachment max size 2 mega byte

Allowed Types : .jpeg, .jpg, .pdf

Scanner Application

Type	Name	
JOB/WORK CONTRACT	AHMAD ALI_JOB/WORK CONTRACT	 



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



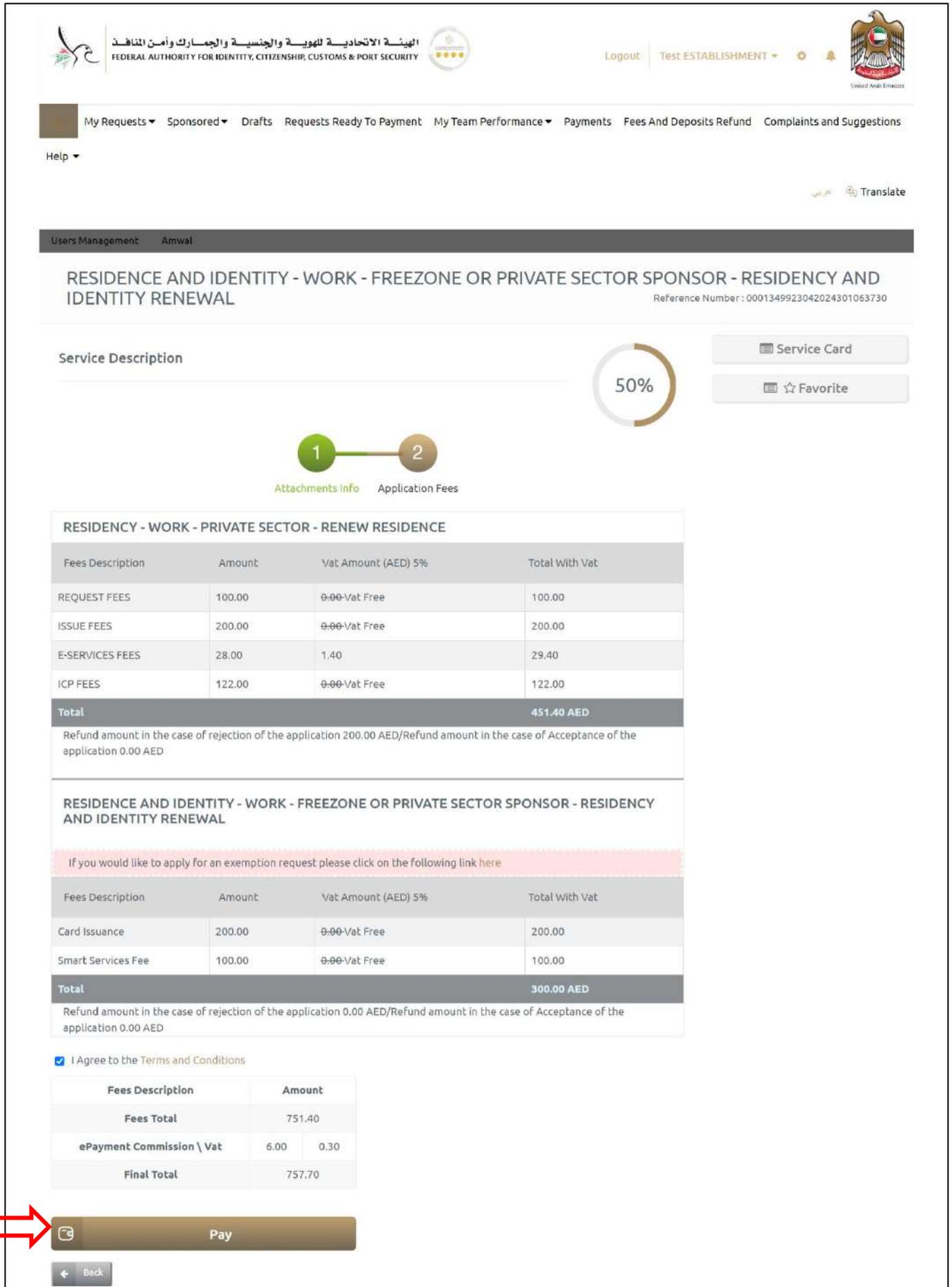
Figure 75: Residency and Identity Renewal Screen - Attachments Info Step.

7. Press on “Next” to move on to the next step.

## Second Step – Application Fees Step: -

In this step, the user should pay fees to complete the requirements of the application.

8. Press on **“I Agree to the Terms and Conditions”** to activate payment methods.



Users Management Amwal

### RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY RENEWAL

Reference Number: 0001349923042024301063730

Service Description

50%

Service Card

Favorite

1 Attachments Info 2 Application Fees

Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	100.00	0.00-Vat Free	100.00
ISSUE FEES	200.00	0.00-Vat Free	200.00
E-SERVICES FEES	28.00	1.40	29.40
ICP FEES	122.00	0.00-Vat Free	122.00
<b>Total</b>			<b>451.40 AED</b>

Refund amount in the case of rejection of the application 200.00 AED/Refund amount in the case of Acceptance of the application 0.00 AED

### RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY RENEWAL

If you would like to apply for an exemption request please click on the following link [here](#)

Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat
Card Issuance	200.00	0.00-Vat Free	200.00
Smart Services Fee	100.00	0.00-Vat Free	100.00
<b>Total</b>			<b>300.00 AED</b>

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

I Agree to the Terms and Conditions

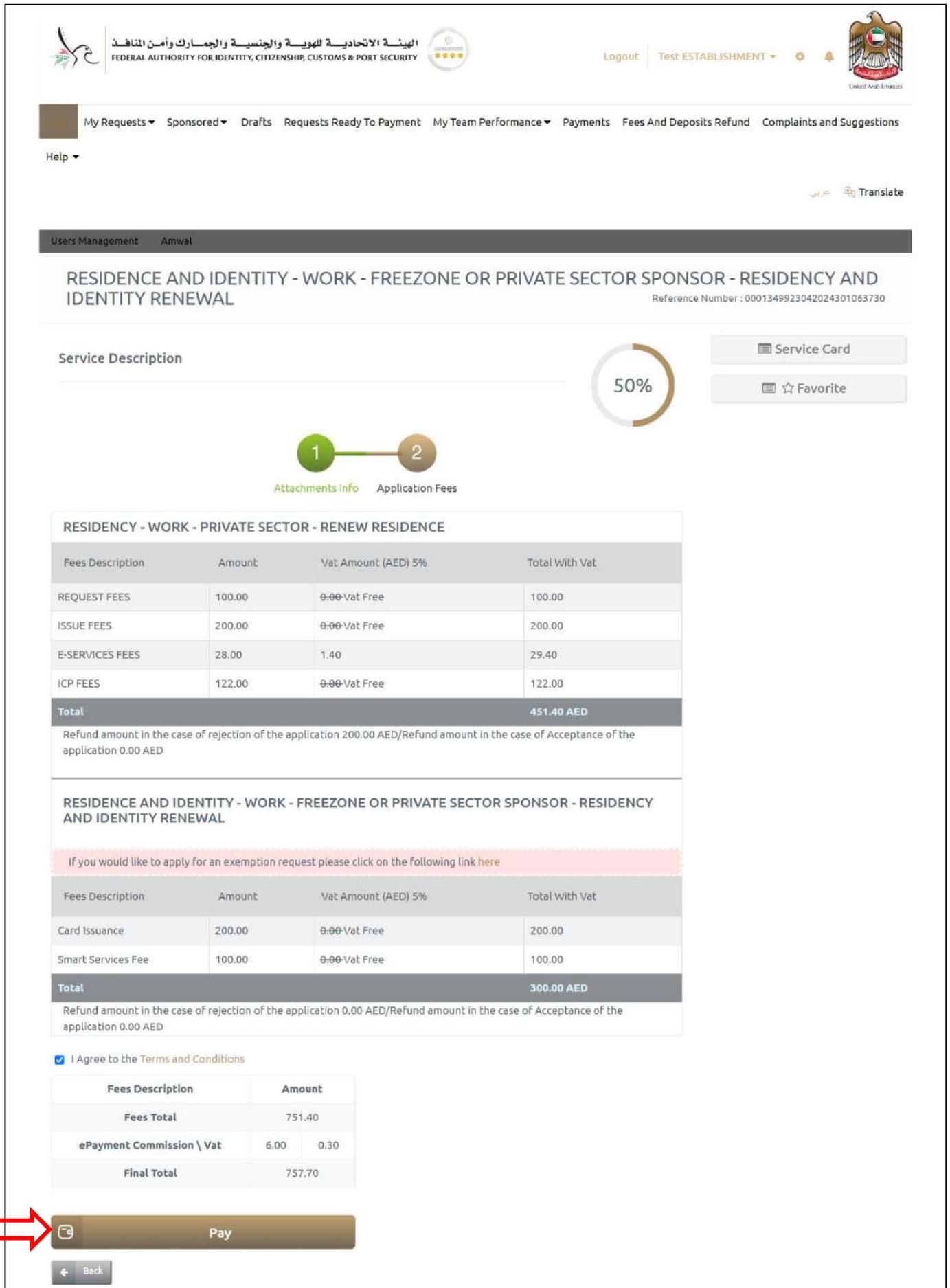
Fees Description	Amount
<b>Fees Total</b>	751.40
ePayment Commission \ Vat	6.00 0.30
<b>Final Total</b>	757.70

**Pay**

Back

Figure 76: Submit Request Screen - Application Fees Step.

9. The platform will retrieve the final total fees, press on “Pay” to complete the process.



Users Management Amwal

RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY RENEWAL  
Reference Number: 0001349923042024301063730

Service Description

50%

1 Attachments Info 2 Application Fees

RESIDENCE - WORK - PRIVATE SECTOR - RENEW RESIDENCE

Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat
REQUEST FEES	100.00	0.00-Vat Free	100.00
ISSUE FEES	200.00	0.00-Vat Free	200.00
E-SERVICES FEES	28.00	1.40	29.40
ICP FEES	122.00	0.00-Vat Free	122.00
<b>Total</b>			<b>451.40 AED</b>

Refund amount in the case of rejection of the application 200.00 AED/Refund amount in the case of Acceptance of the application 0.00 AED

RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY RENEWAL

If you would like to apply for an exemption request please click on the following link here

Fees Description	Amount	Vat Amount (AED) 5%	Total With Vat
Card Issuance	200.00	0.00-Vat Free	200.00
Smart Services Fee	100.00	0.00-Vat Free	100.00
<b>Total</b>			<b>300.00 AED</b>

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

I Agree to the Terms and Conditions

Fees Description	Amount
<b>Fees Total</b>	751.40
ePayment Commission \ Vat	6.00 0.30
<b>Final Total</b>	757.70

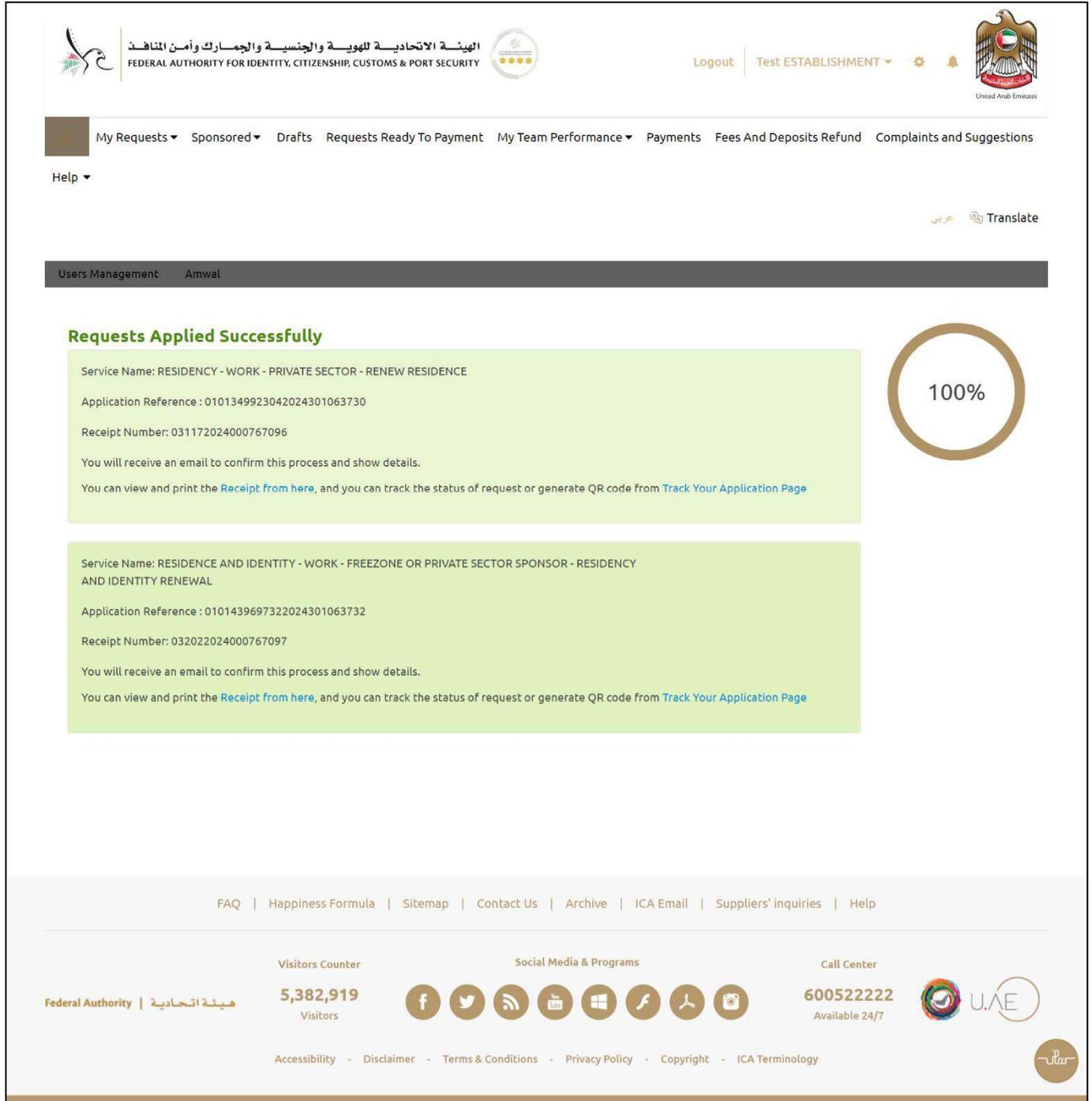
**Pay**

Back

Figure 77: Submit Request Screen - Application Fees Step - Access to Pay Action.



Congrats! You've followed the steps correctly, and the request has been submitted successfully.



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

Logout | Test ESTABLISHMENT |   

My Requests | Sponsored | Drafts | Requests Ready To Payment | My Team Performance | Payments | Fees And Deposits Refund | Complaints and Suggestions

Help

عربي  Translate

Users Management | Amwal

### Requests Applied Successfully

Service Name: RESIDENCY - WORK - PRIVATE SECTOR - RENEW RESIDENCE  
Application Reference : 0101349923042024301063730  
Receipt Number: 031172024000767096  
You will receive an email to confirm this process and show details.  
You can view and print the [Receipt from here](#), and you can track the status of request or generate QR code from [Track Your Application Page](#)

Service Name: RESIDENCE AND IDENTITY - WORK - FREEZONE OR PRIVATE SECTOR SPONSOR - RESIDENCY AND IDENTITY RENEWAL  
Application Reference : 0101439697322024301063732  
Receipt Number: 032022024000767097  
You will receive an email to confirm this process and show details.  
You can view and print the [Receipt from here](#), and you can track the status of request or generate QR code from [Track Your Application Page](#)

100%

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

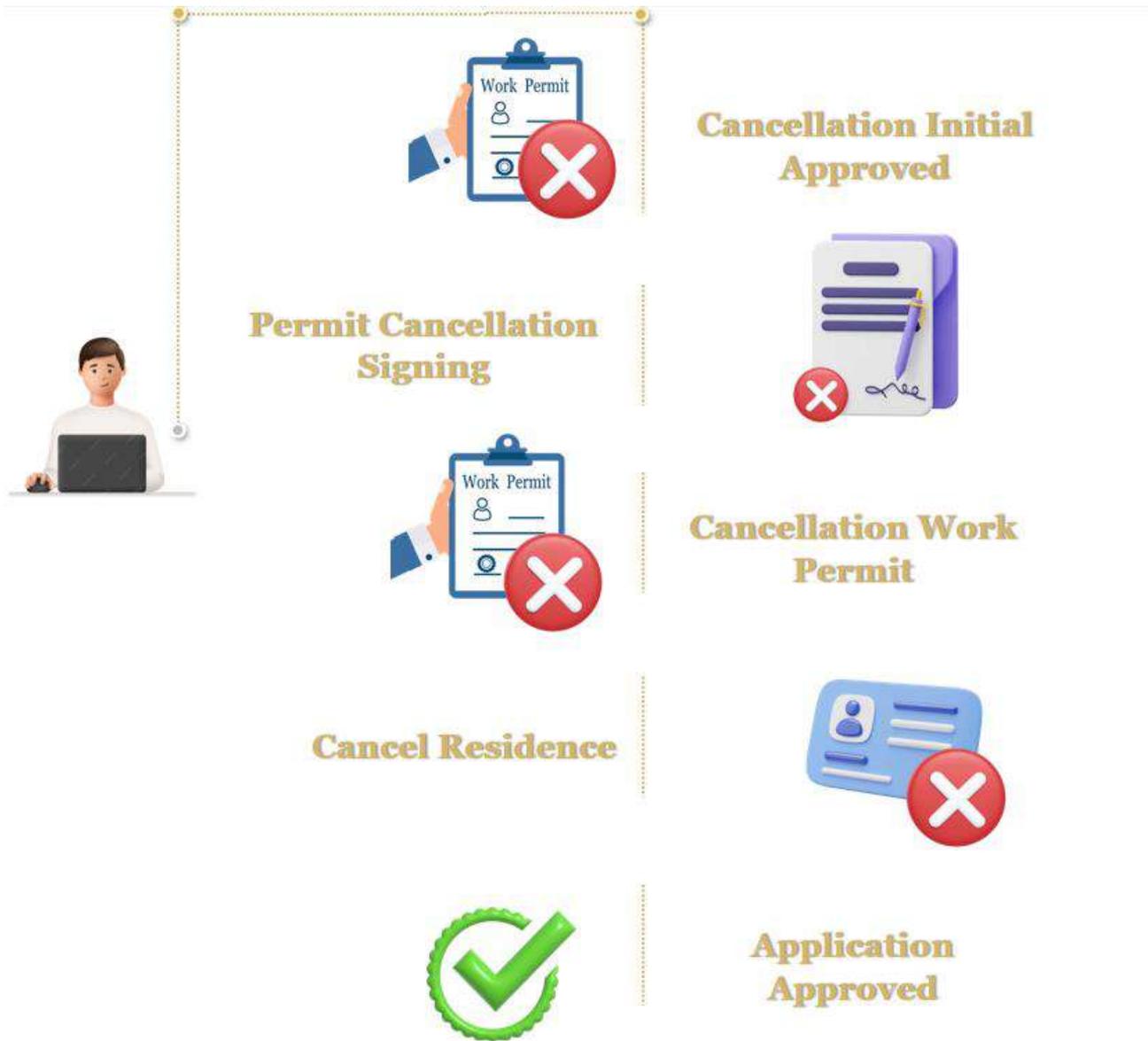
Accessibility - Disclaimer - Terms & Conditions - Privacy Policy - Copyright - ICA Terminology

Figure 78: Submit the request Successfully Screen.

## 8 Cancellation Employee Work

This service from the Work Package services facilitates the recruitment process of cancellation employee work permit through the smart services platform, enabling establishments to apply for work permit cancellation for employees and submit all required documents in electronic form.

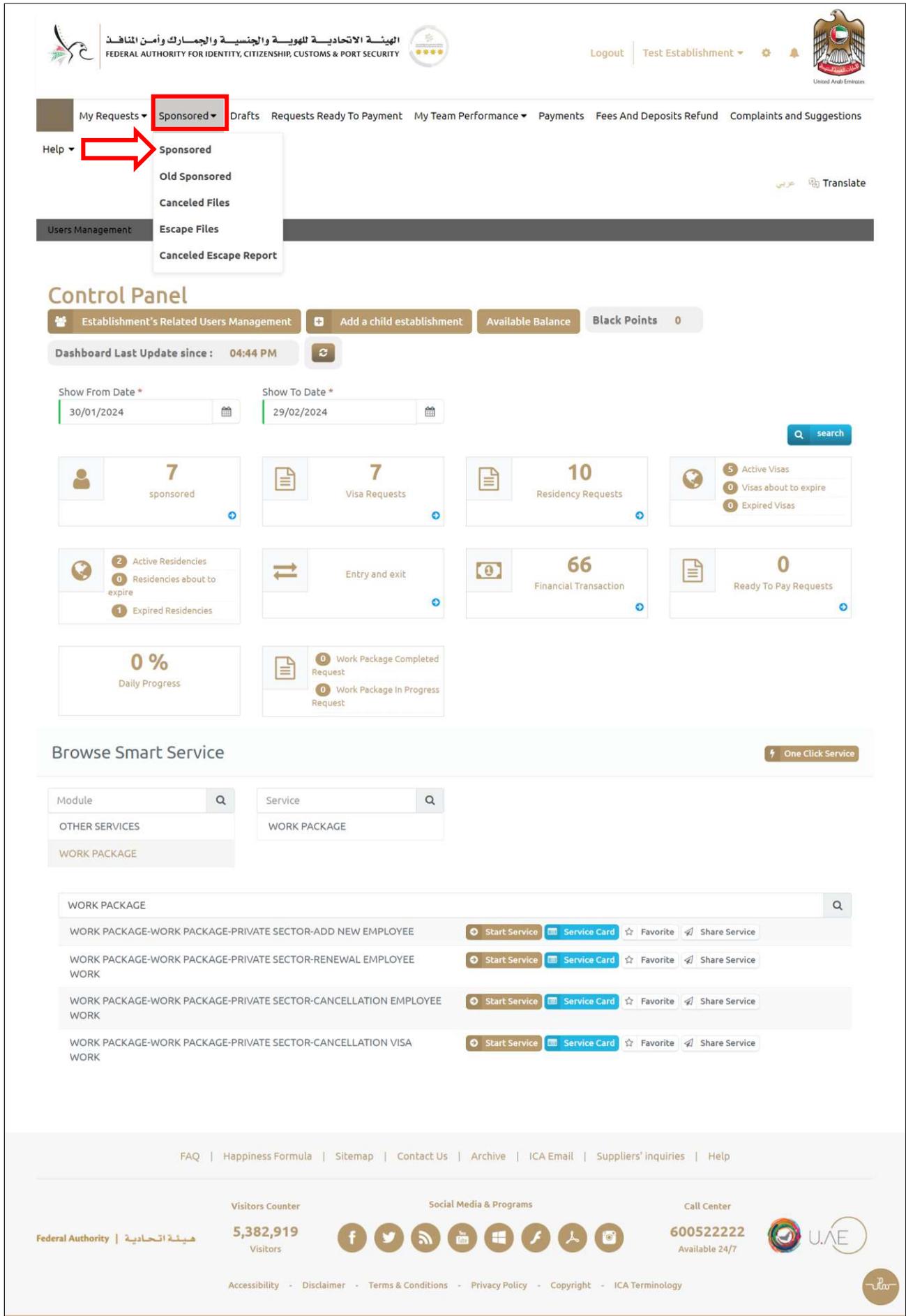
### Service Workflow



## Start Cancelling Employee Work

• To start Cancelling the employee work, follow the steps below: -

1. From Dashboards screen, press on **“Sponsored”**.
2. The drop-down list will appear, press on **“Sponsored”**.



The screenshot displays the dashboard of the Federal Authority for Identity, Citizenship, Customs & Port Security. The top navigation bar includes 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. A red arrow points to the 'Sponsored' dropdown menu, which is open, showing options: 'Sponsored', 'Old Sponsored', 'Canceled Files', 'Escape Files', and 'Canceled Escape Report'. Below the navigation bar is the 'Control Panel' with various metrics: Establishment's Related Users Management (7 sponsored), Add a child establishment, Available Balance, Black Points (0), Dashboard Last Update since: 04:44 PM, Show From Date (30/01/2024), Show To Date (29/02/2024), search bar, and several service cards for Active Visas, Residency Requests, Active Residencies, Entry and exit, Financial Transaction, Ready To Pay Requests, Daily Progress (0%), Work Package Completed Request, and Work Package In Progress Request. The 'Browse Smart Service' section shows a search for 'WORK PACKAGE' with results for adding, renewing, and cancelling employee work and visas. The footer contains links for FAQ, Happiness Formula, Sitemap, Contact Us, Archive, ICA Email, Suppliers' inquiries, Help, Visitors Counter (5,382,919), Social Media & Programs, Call Center (600522222), and various legal notices.

Figure 79: Dashboards Screen - Access to Sponsored.

3. The platform will redirect the user to the “Sponsored Management” screen, enter the required search criteria to cancel the employee work in the required fields.

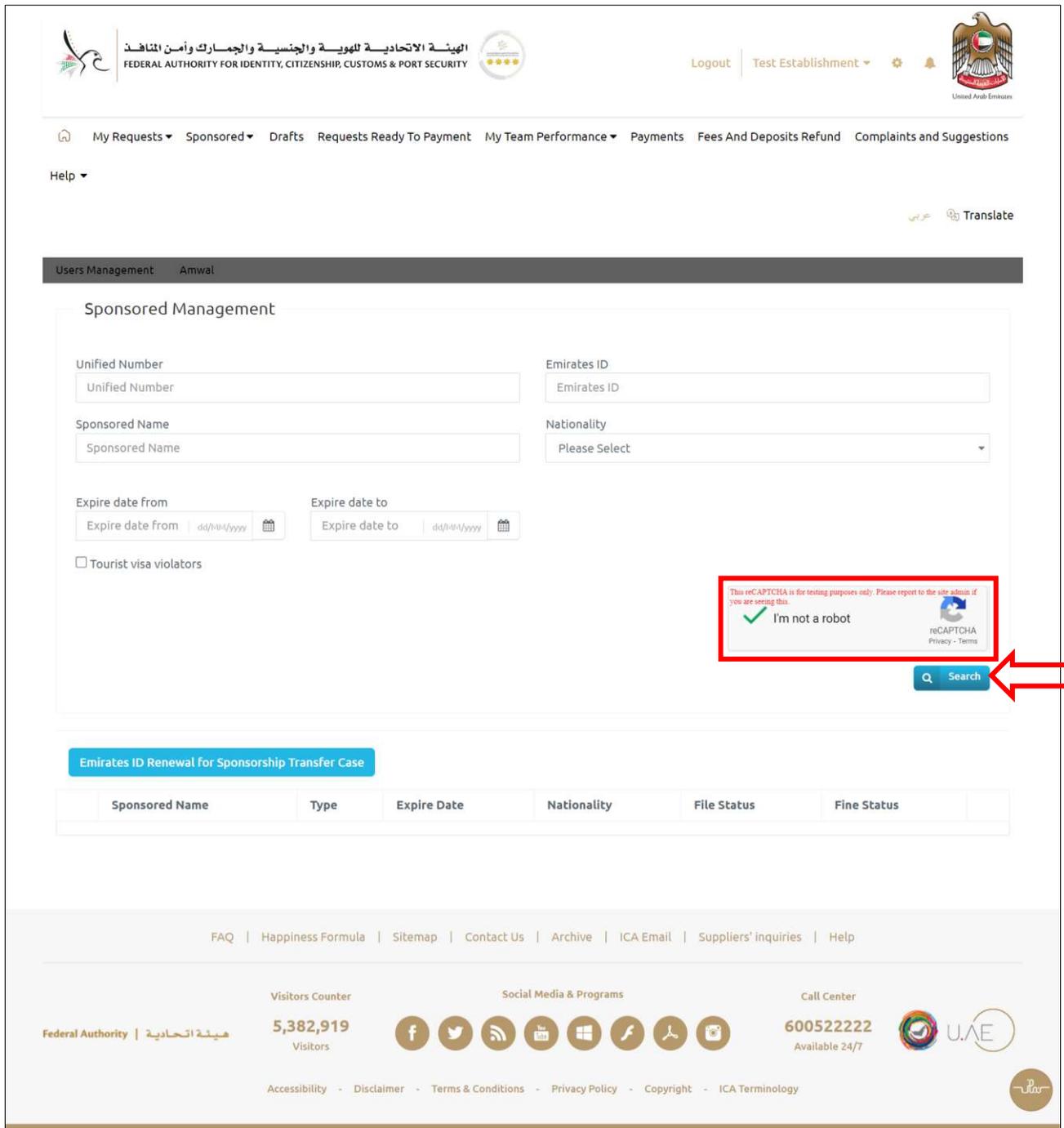
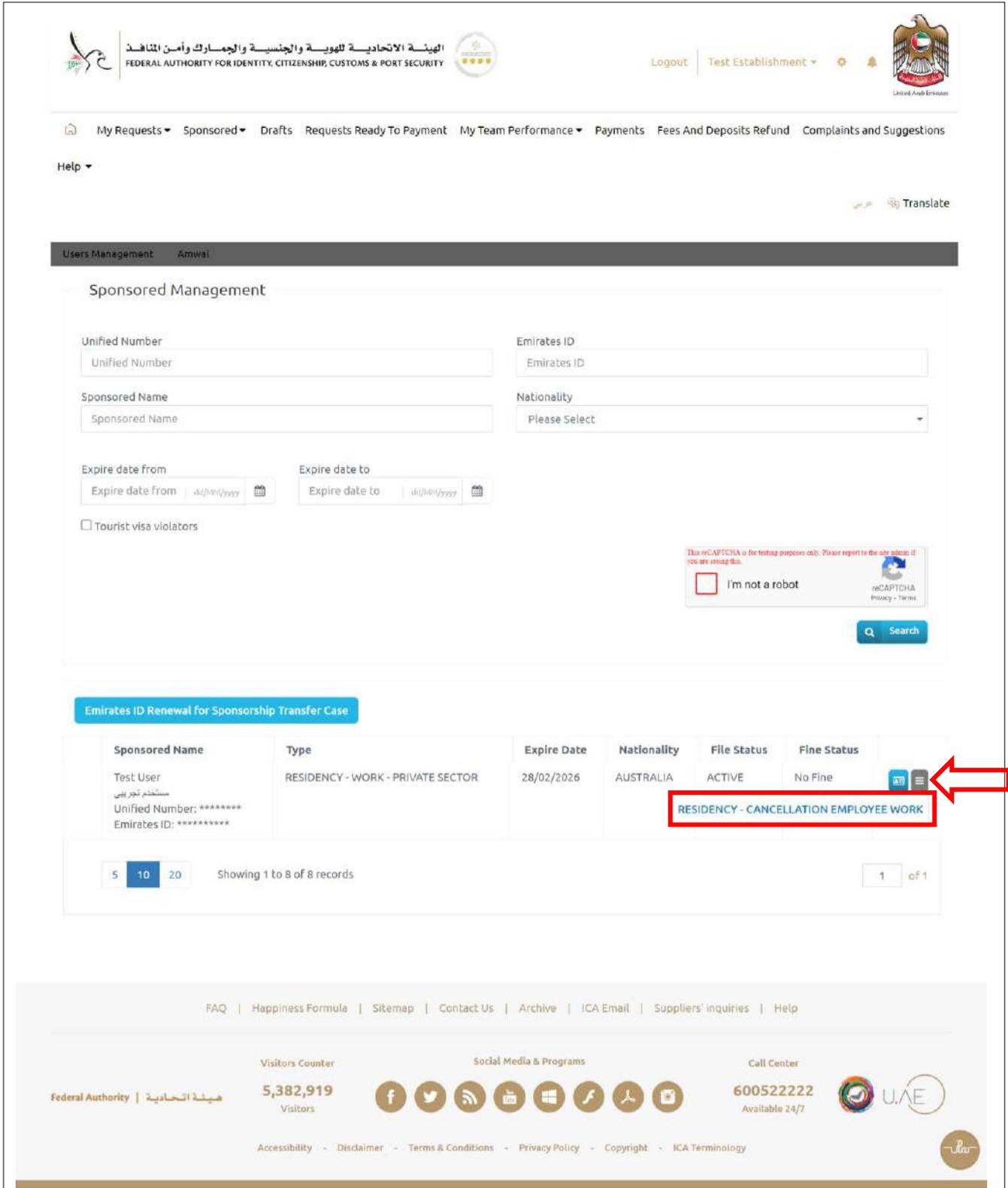


Figure 80: Sponsored Management Screen - Search Sponsor.

4. Press on “reCAPTCHA” which is a security test to confirm the validity and that the user is not a harmful software or a robot, then press on “Search”.

5. The user will notice that the search result has been displayed, press on the “Actions” then from the actions list select “Residency – Cancellation Employee Work”.

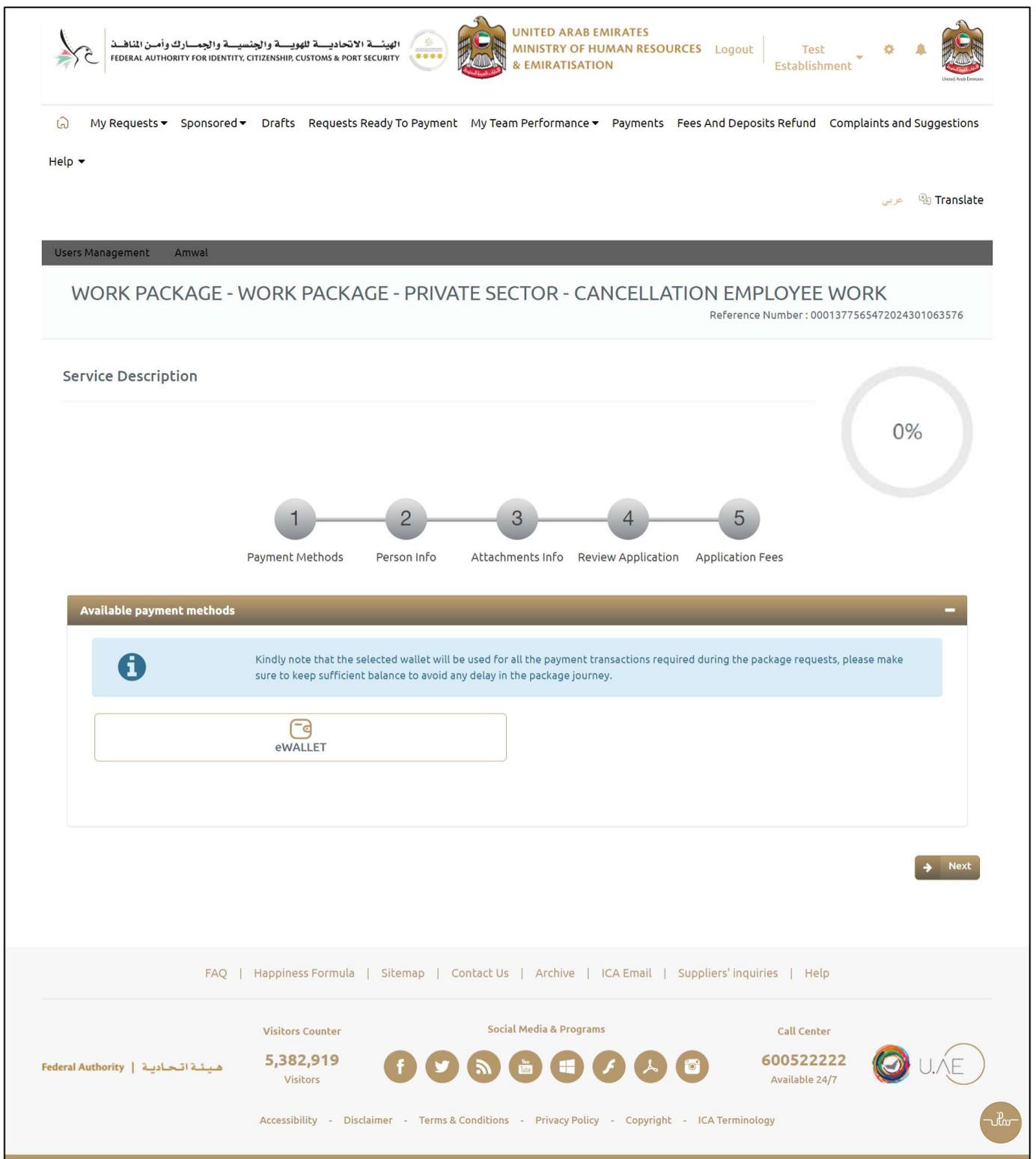


The screenshot displays the 'Sponsored Management' interface. At the top, there are search filters for Unified Number, Emirates ID, Sponsored Name, and Nationality. Below the filters is a table titled 'Emirates ID Renewal for Sponsorship Transfer Case'. The table has columns for Sponsored Name, Type, Expire Date, Nationality, File Status, and Fine Status. A red box highlights the 'Actions' icon in the first row, and a red arrow points to the 'RESIDENCY - CANCELLATION EMPLOYEE WORK' option in the dropdown menu.

Sponsored Name	Type	Expire Date	Nationality	File Status	Fine Status	Actions
Test User مستخدم تجريبي Unified Number: ***** Emirates ID: *****	RESIDENCY - WORK - PRIVATE SECTOR	28/02/2026	AUSTRALIA	ACTIVE	No Fine	<div style="border: 1px solid red; padding: 2px;">RESIDENCY - CANCELLATION EMPLOYEE WORK</div>

Figure 81: Sponsored Management Screen - Cancellation Employee Work Service.

- When accessing the cancellation employee work service, the platform will redirect the user to “**Submit Request**” screen, which contains five steps should the user follow to complete the submit process successfully, as follows: -

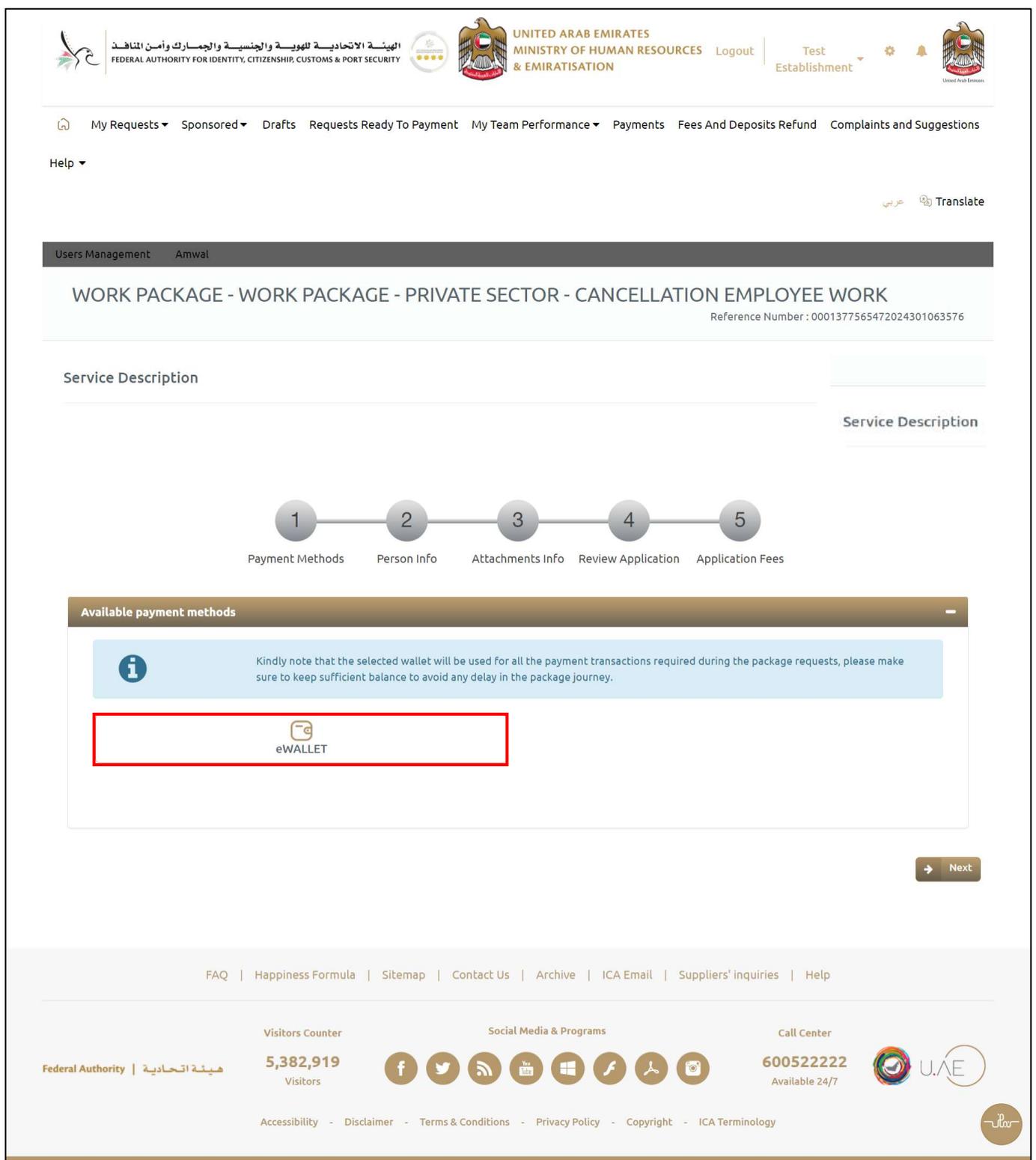
**Figure 82: Cancellation Employee Work Application Screen.**

## First Step - Payment Methods

In this step, the user should select the e-wallet to pay all the required transaction fees in the requests.



25. Press on “eWallet” to continue the process.



Users Management    Amwal

**WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK**  
Reference Number : 0001377565472024301063576

Service Description

Service Description

1    2    3    4    5  
Payment Methods    Person Info    Attachments Info    Review Application    Application Fees

**Available payment methods**

**i** Kindly note that the selected wallet will be used for all the payment transactions required during the package requests, please make sure to keep sufficient balance to avoid any delay in the package journey.

**eWALLET**

Next

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

Visitors Counter: **5,382,919** Visitors

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

Call Center: **600522222** Available 24/7

Federal Authority | هيئة اتحادية

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

Figure 83: Cancellation Employee Work Service - Payment Method Screen.

26. The platform will retrieve the e-wallet that is linked to the user account, select the required wallet.

27. Press on “I authorize the direct deduction from the selected financial wallet balance during submitting each request of the package automatically”.

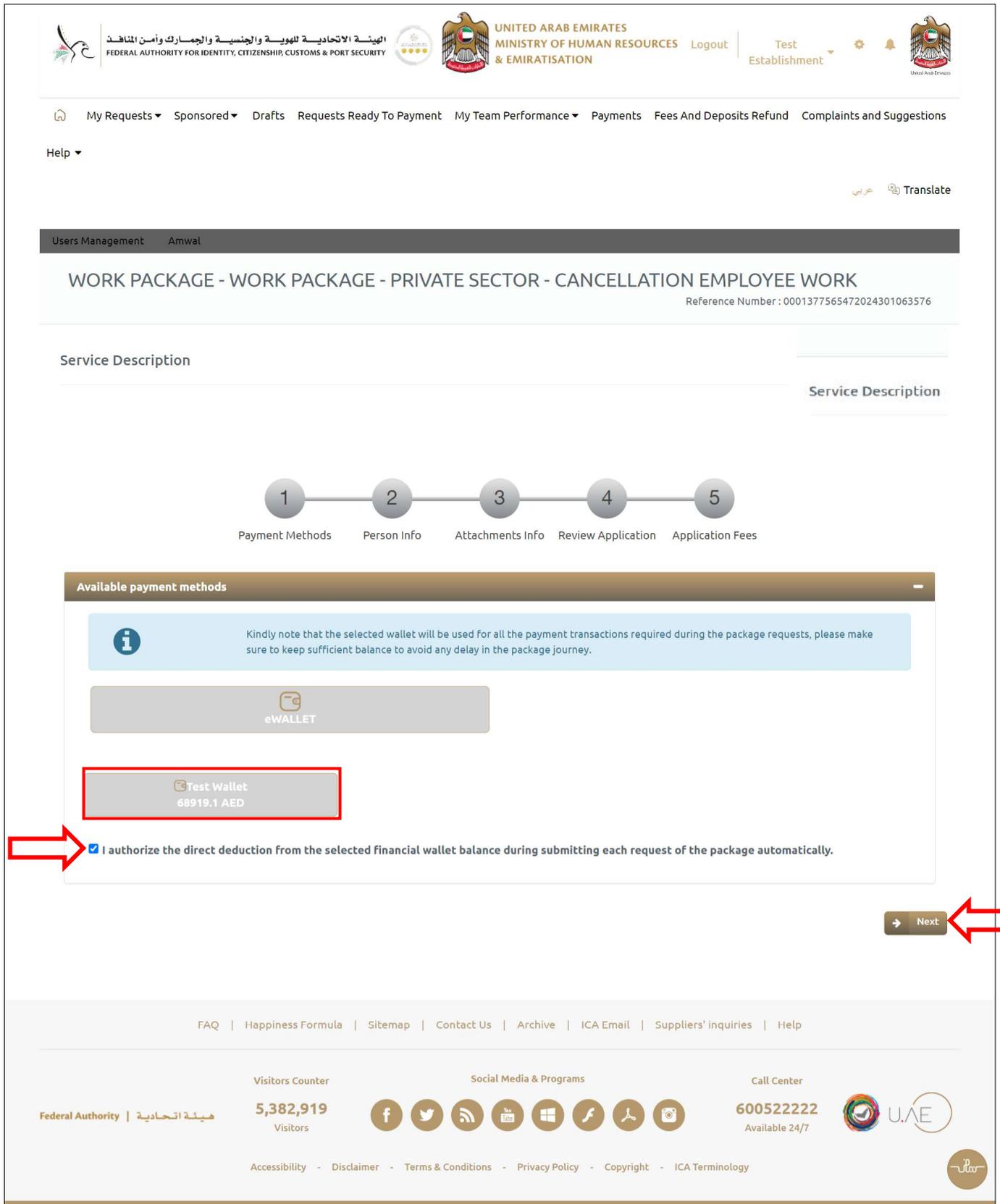


Figure 84: Cancellation Employee Work - Payment Method - Select Wallet.

 The selected e-wallet will be used in the next payments, kindly ensure there is sufficient balance.

28. Press on “Next” to move on to the next step.

## Second Step – Personal Info

In this step, the platform will retrieve the employee information from the database, where the data are able to edit and modify as required.



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

UNITED ARAB EMIRATES  
 MINISTRY OF HUMAN RESOURCES  
 & EMIRATISATION

[Logout](#)

[Test Establishment](#)

My Requests ▾
Sponsored ▾
Drafts
Requests Ready To Payment
My Team Performance ▾
Payments
Fees And Deposits Refund
Complaints and Suggestions

[Help ▾](#)
عربي Translate

Users Management    Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK

Reference Number : 0001377565472024301063576

Service Description

20%

1

Payment Methods

2

Person Info

3

Attachments Info

4

Review Application

5

Application Fees

Identification Information For Sponsored (Service Beneficiary)

UAE Unified No. \*

UAE Unified No.

Personal information For Sponsored (Service Beneficiary)

Name (English) \*

TEST USER

Name (Arabic) \*

مستخدم تجريبي

Reason For Request \*

Resignation By The Employee ✖

Passport information

Passport No \*

\*\*\*\*\*

Passport Expire Date \*

01/01/2027

dd/mm/yyyy

### Inside UAE Address

Emirate	City	Area	Permanent Phone Number	Address Details
No Addresses Available				
Emirate *	City *			
ABU DHABI	ABU DHABI			
Area *				
Al Nahyan - E19				
Detailed Address *				
ABU DHABI				
Building / Hotel *	Local Flat Number *			
12	1			
P.O. BOX	UAE Mobile Number *			
P.O. BOX	00971 - UNITED ARAB EMI... *****			
Residence Tel *	Email *			
00971 - UNITED ARAB EMI... *****	testuser@mohre.com			
Do you want to save the entered address info?				
<input checked="" type="radio"/> Use for current request only				

### Address outside UAE

Permanent Country *	Detailed Address Outside UAE *
AUSTRALIA	Sydni
Permanent Mobile Number *	
00971 - UNITED ARAB EMI... *****	

[← Back](#) [→ Next](#)

Figure 85: Cancellation Employee Work - Personal Info Screen.

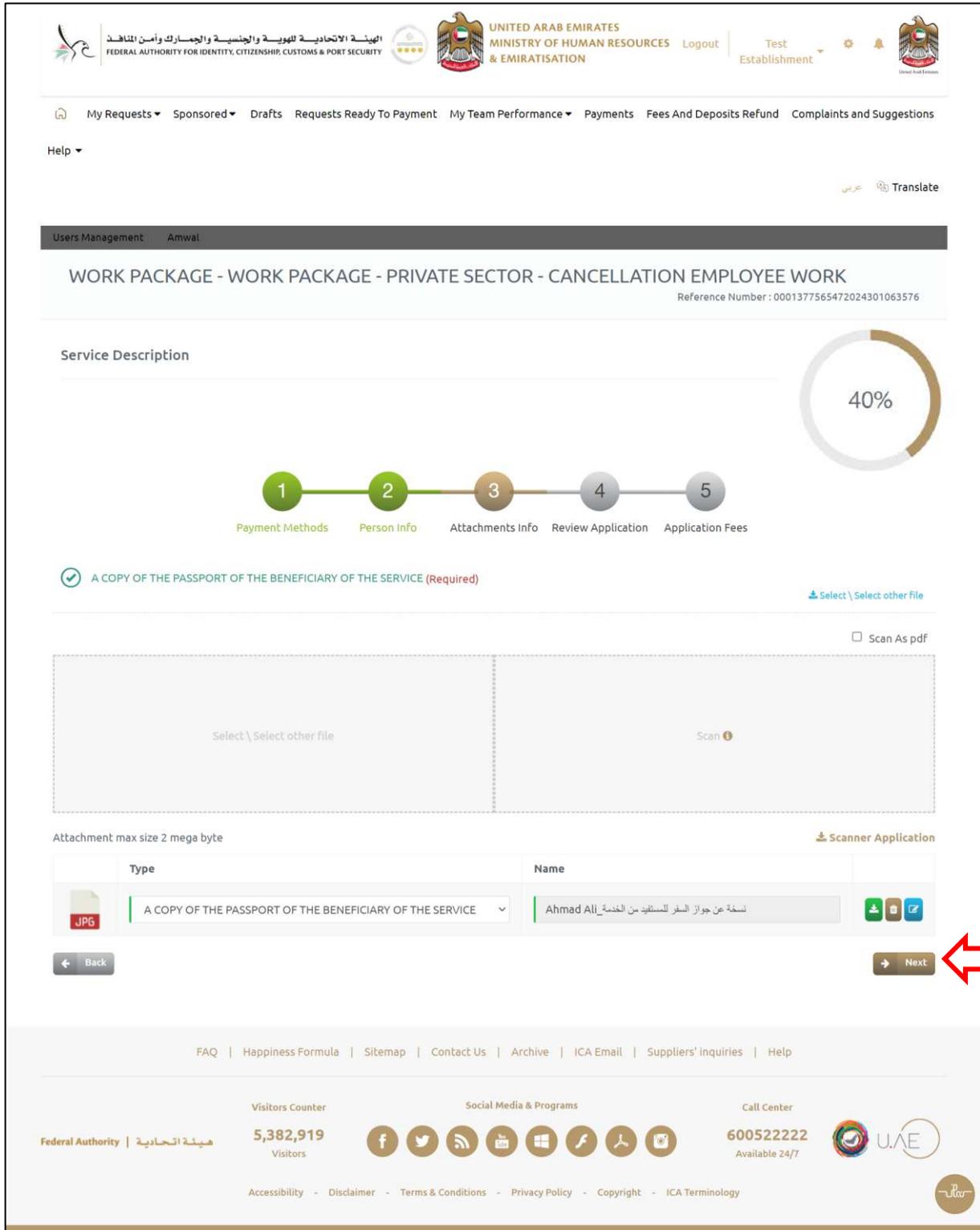
29. Press on “Next” to move on to the next step.

### Third Step – Attachments Info

In this step, the user should upload the required files to meet the requirements of the application.



30. Upload the required attachments to ensure that the information provided is accurate.



The screenshot shows the 'Attachments Info' screen for a 'Cancellation Employee Work' application. The page header includes the Federal Authority logo and navigation links. The main content area displays the service description and a progress indicator showing 40% completion. A progress bar below the description shows five steps: 1. Payment Methods, 2. Person Info, 3. Attachments Info (current step), 4. Review Application, and 5. Application Fees. A required attachment is listed: 'A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE SERVICE (Required)'. The attachment details show a file named 'نسخة من جواز السفر للمستفيد من الخدمة - أحمد علي' (Copy of the passport of the beneficiary of the service - Ahmad Ali) with a type of 'JPG'. A red arrow points to the 'Next' button at the bottom right of the attachment list.

Figure 86: Cancellation Employee Work - Attachments Info Screen.

31. Press on “Next” to move on to the next step.

## Fourth Step – Review Application

In this step, the user should check the entered information to meet the requirements of the application.



32. Review the application data carefully.



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



UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

Logout

Test Establishment



My Requests   Sponsored   Drafts   Requests Ready To Payment   My Team Performance   Payments   Fees And Deposits Refund   Complaints and Suggestions

Help

عربي   Translate

Users Management   Amwal

### WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK

Reference Number : 0001485170952024301063599

Service Description



60%

1

Payment Methods

2

Person Info

3

Attachments Info

4

Review Application

5

Application Fees

Identification Information For Sponsored (Service Beneficiary)

UAE Unified No. : *****	Visa File Number : 101/2024/2/23
-------------------------	----------------------------------

Personal Information For Sponsored (Service Beneficiary)

Full Name (English) : Test User	Full Name (Arabic) : مستخدم تجريبي
Current Nationality : AUSTRALIA	Previous Nationality :
Gender : MALE	Date Of Birth : 01/01/1995
Birth Country : INDONESIA	Residence Country : AUSTRALIA
Place Of Birth (English) : Melburne	Place Of Birth (Arabic) : ميلبورن
Mother Arabic Name : مستخدم تجريبي	Mother English Name : Test User
Qualification : BACHELOR	Profession : TRAINING MANAGER
Religion : ISLAM	Marital Status SINGLE

### Addresses Info

Emirate : ABU DHABI	City : ABU DHABI
Area : Al Nahyan - E19	Address in U.A.E : AbuDhabi
Local Building : AbuDhabi	Local Flat Number : 1
Residence Tel : *****	Permanent Country : AUSTRALIA
Applicant location outside UAE : Sydni	Permanent Mobile Number : *****
Email : testuser@mohre.ae	

### Passport Information

Passport Type : ORDINARY PASSPORT	Passport No : *****
Passport Issue Place (English) : amman	Passport Issue Place (Arabic) : عمان
Passport Issue Date : 01/01/2022	Passport Expire Date : 01/01/2027
Passport Issue Country : JORDAN	

### Attachments Info

A COPY OF THE PASSPORT OF THE BENEFICIARY OF THE SERVICE [View](#)

← Back Next →

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

Visitors Counter: 5,382,919 Visitors

Social Media & Programs: [f](#) [t](#) [r](#) [y](#) [w](#) [i](#) [p](#) [i](#)

Call Center: 600522222 Available 24/7

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

Figure 87: Cancellation Employee Work - Review Application Screen.

33. Press on “Next” to move on to the next step.

34. A Confirmation pop-up window will appear to the user, press on “Yes, Continue”.

### Confirmation

Please note that the entered information will be sent to the Ministry of Human Resources and Emiratisation. Are you sure of the entered information?

✕ No, Exit ✔ Yes, Continue

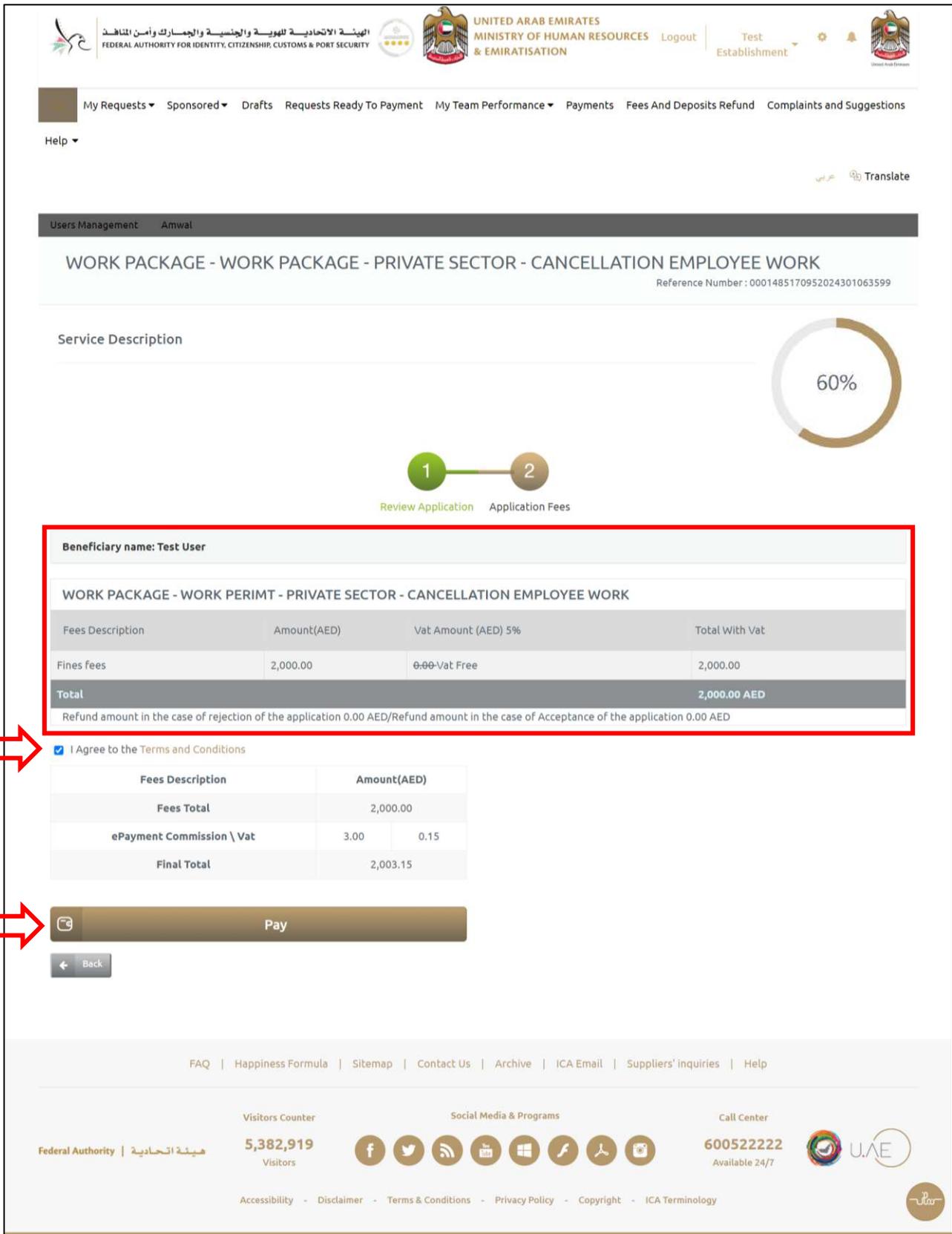
Figure 88: Confirmation Window Screen.

## Fifth Step – Payment Fees

In this step, the user should pay fees to complete the requirements of the application.



35. Press on **“I Agree to the Terms and Conditions”** to activate payment methods, then press on **“Pay”** to complete the process.



UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES & EMIRATISATION

My Requests ▾ Sponsored ▾ Drafts Requests Ready To Payment My Team Performance ▾ Payments Fees And Deposits Refund Complaints and Suggestions

Help ▾

Users Management Amwal

WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK  
Reference Number : 0001485170952024301063599

Service Description

60%

1 Review Application 2 Application Fees

**Beneficiary name: Test User**

WORK PACKAGE - WORK PERIMT - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK

Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
Fines fees	2,000.00	0:00-Vat Free	2,000.00
<b>Total</b>			<b>2,000.00 AED</b>

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

I Agree to the Terms and Conditions

Fees Description	Amount(AED)
Fees Total	2,000.00
ePayment Commission \ Vat	3.00 0.15
<b>Final Total</b>	<b>2,003.15</b>

**Pay**

Back

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

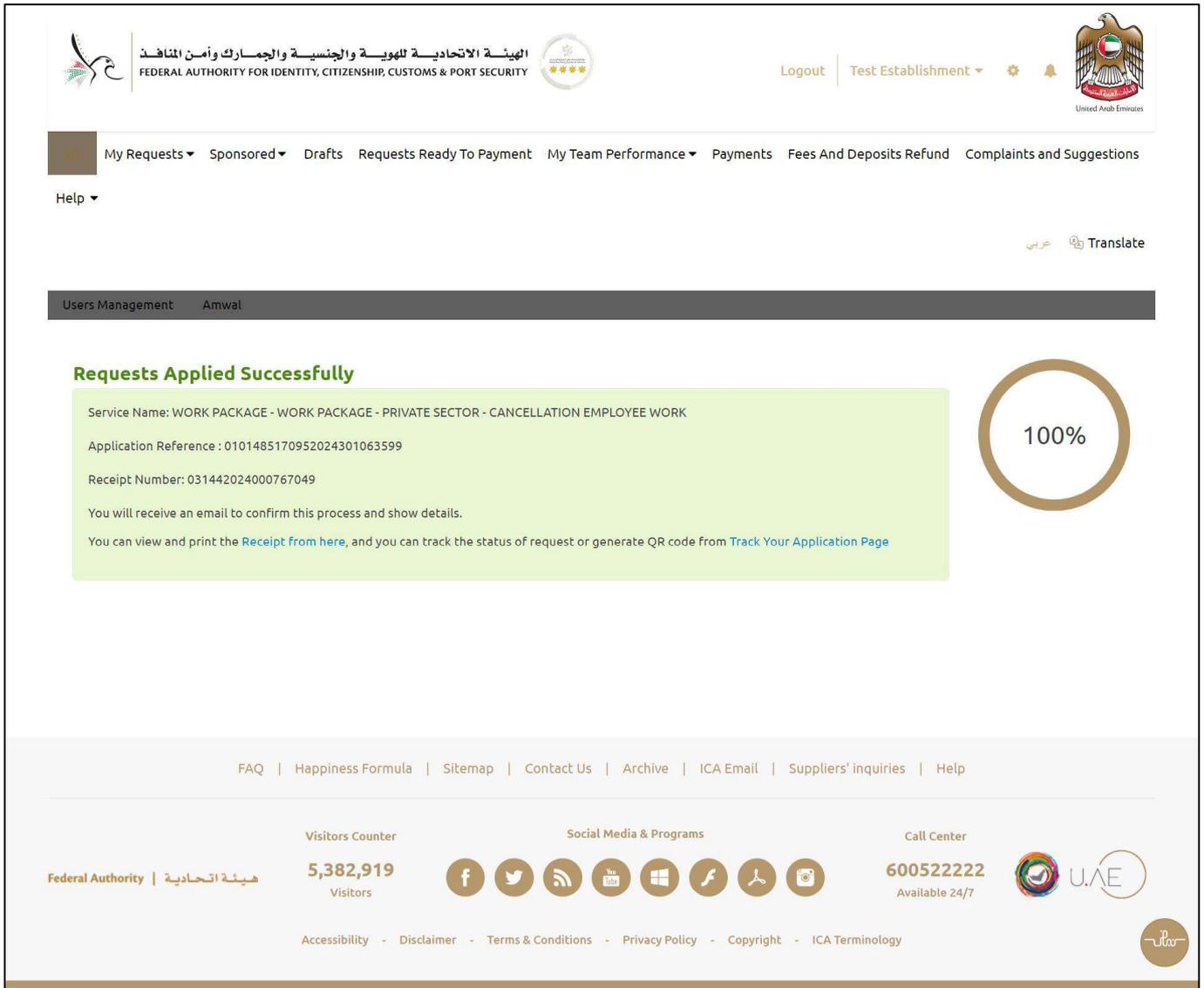
Federal Authority | هيئة اتحادية

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

Figure 89: Cancellation Employee Work - Payment Fees Screen.



Congrats! You've followed the steps correctly, and the Application has been submitted successfully.



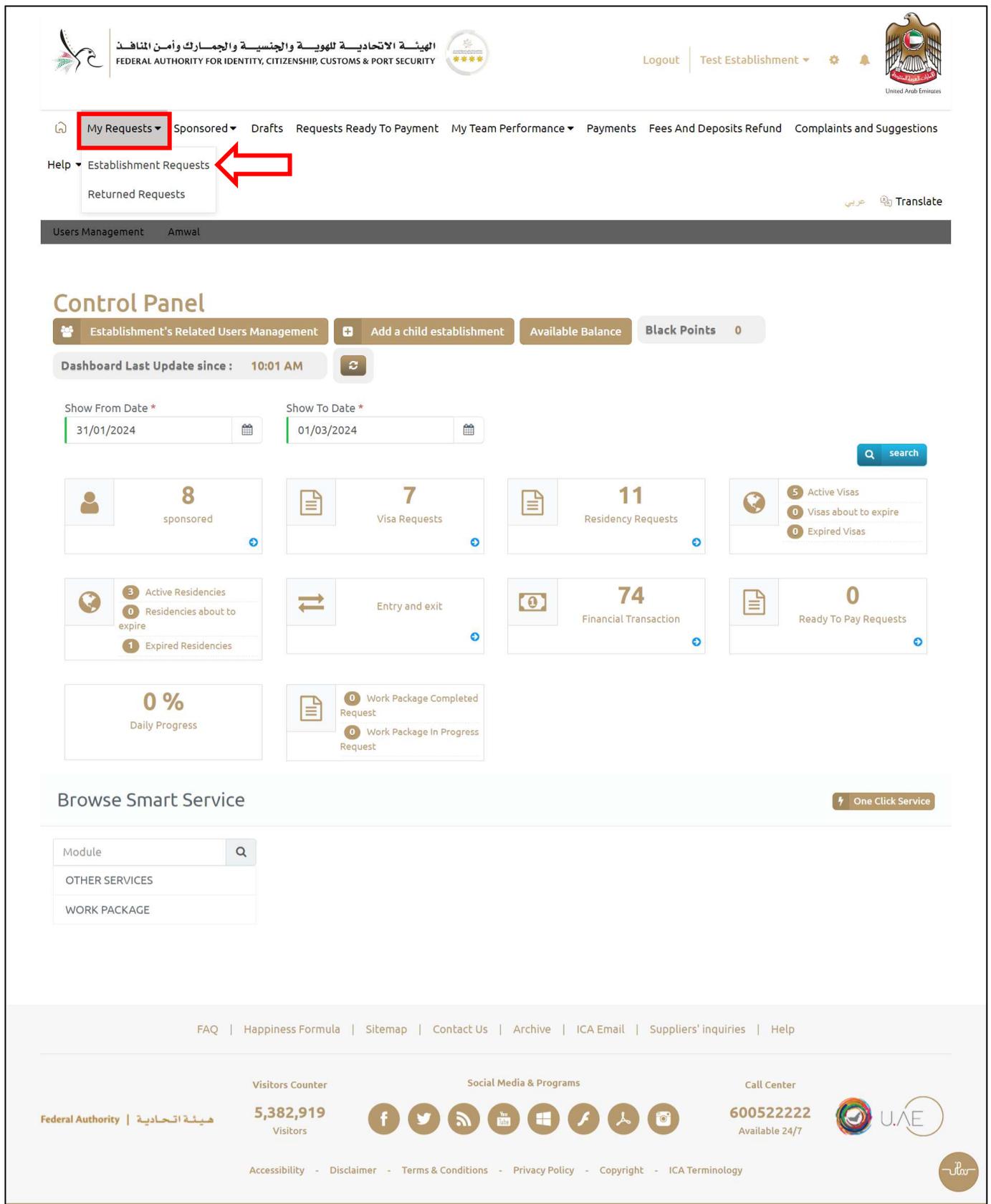
The screenshot displays the ICA website interface. At the top, there is a navigation bar with the ICA logo and name in Arabic and English, a 'Logout' button, a 'Test Establishment' dropdown, and a user profile icon. Below the navigation bar, there is a menu with options like 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. A 'Help' dropdown is also present. On the right side, there is a 'Translate' button with an Arabic flag icon. The main content area features a green box with the heading 'Requests Applied Successfully'. Inside this box, the following information is provided: Service Name: WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK; Application Reference: 0101485170952024301063599; Receipt Number: 031442024000767049. A message states: 'You will receive an email to confirm this process and show details. You can view and print the Receipt from here, and you can track the status of request or generate QR code from Track Your Application Page'. To the right of this box is a circular progress indicator showing '100%'. At the bottom of the page, there is a footer with links for 'FAQ', 'Happiness Formula', 'Sitemap', 'Contact Us', 'Archive', 'ICA Email', 'Suppliers' inquiries', and 'Help'. The footer also includes a 'Visitors Counter' showing 5,382,919 visitors, a 'Social Media & Programs' section with icons for Facebook, Twitter, RSS, YouTube, Windows, LinkedIn, and Instagram, and a 'Call Center' section with the number 600522222 and 'Available 24/7'. The footer also contains a 'Federal Authority | هيئة اتحادية' logo and a 'U.A.E.' logo.

Figure 90: Request Applied Successfully.

## 8.1 Tracking The Cancellation Employee Work Request

This section will describe the different request statuses to enable the user to track the application request easily and accurately: -

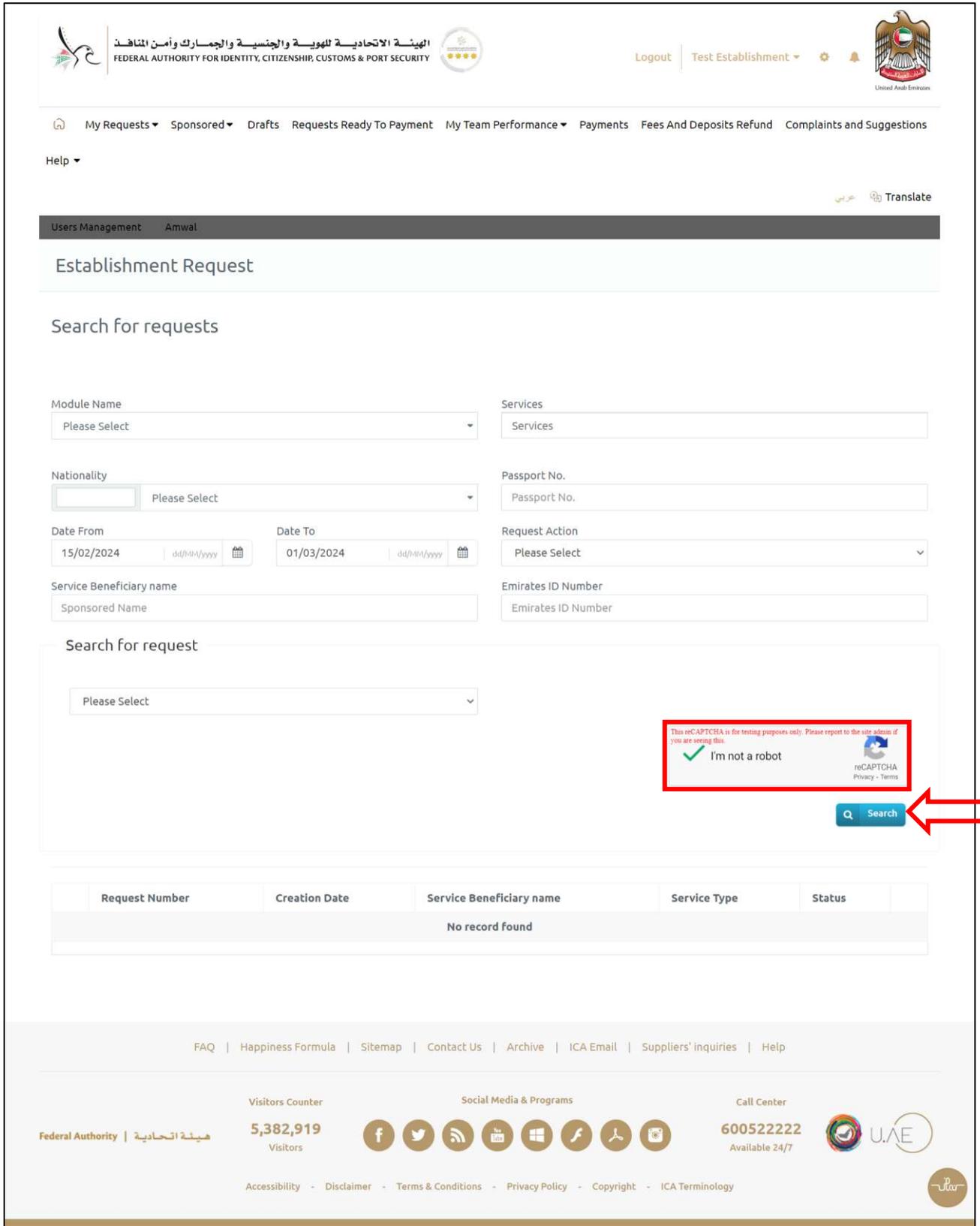
- To start track the application, follow the steps below: -
  1. From the dashboard screen, press on **“My Requests”**.
  2. The drop-down list will appear, press on **“Establishment Requests”**.



The screenshot displays the dashboard interface of the Federal Authority for Identity, Citizenship, Customs & Port Security. At the top, there is a navigation bar with the logo on the left, the authority's name in Arabic and English, and a 'Logout' button. Below the navigation bar, a horizontal menu contains several options: 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. The 'My Requests' option is highlighted with a red box, and a red arrow points to the 'Establishment Requests' sub-option in the dropdown menu. Other sub-options include 'Returned Requests'. Below the navigation bar, there is a 'Control Panel' section with various widgets: 'Establishment's Related Users Management' (8 sponsored), 'Add a child establishment', 'Available Balance', and 'Black Points' (0). A 'Dashboard Last Update since: 10:01 AM' indicator is also present. The main content area features several data cards: '8 sponsored', '7 Visa Requests', '11 Residency Requests', '5 Active Visas', '0 Visas about to expire', '0 Expired Visas', '3 Active Residencies', '0 Residencies about to expire', '1 Expired Residencies', 'Entry and exit', '74 Financial Transaction', '0 Ready To Pay Requests', '0 % Daily Progress', '0 Work Package Completed Request', and '0 Work Package In Progress Request'. At the bottom, there is a 'Browse Smart Service' section with a search bar and a list of services including 'OTHER SERVICES' and 'WORK PACKAGE'. The footer contains a navigation menu with links like 'FAQ', 'Happiness Formula', 'Sitemap', 'Contact Us', 'Archive', 'ICA Email', 'Suppliers' inquiries', and 'Help'. It also includes a 'Visitors Counter' showing 5,382,919 visitors, 'Social Media & Programs' icons, a 'Call Center' number (600522222) available 24/7, and various legal links like 'Accessibility', 'Disclaimer', 'Terms & Conditions', 'Privacy Policy', 'Copyright', and 'ICA Terminology'.

Figure 91: Dashboard Screen - Access to Establishment Requests Screen.

3. The platform will redirect the user to the “Establishment Request” screen, enter the search criteria in the required fields.



Establishment Request

Search for requests

Module Name: Please Select

Services: Services

Nationality: Please Select

Passport No.: Passport No.

Date From: 15/02/2024

Date To: 01/03/2024

Request Action: Please Select

Service Beneficiary name: Sponsored Name

Emirates ID Number: Emirates ID Number

Search for request: Please Select

**I'm not a robot** (reCAPTCHA)

**Search**

Request Number	Creation Date	Service Beneficiary name	Service Type	Status
No record found				

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

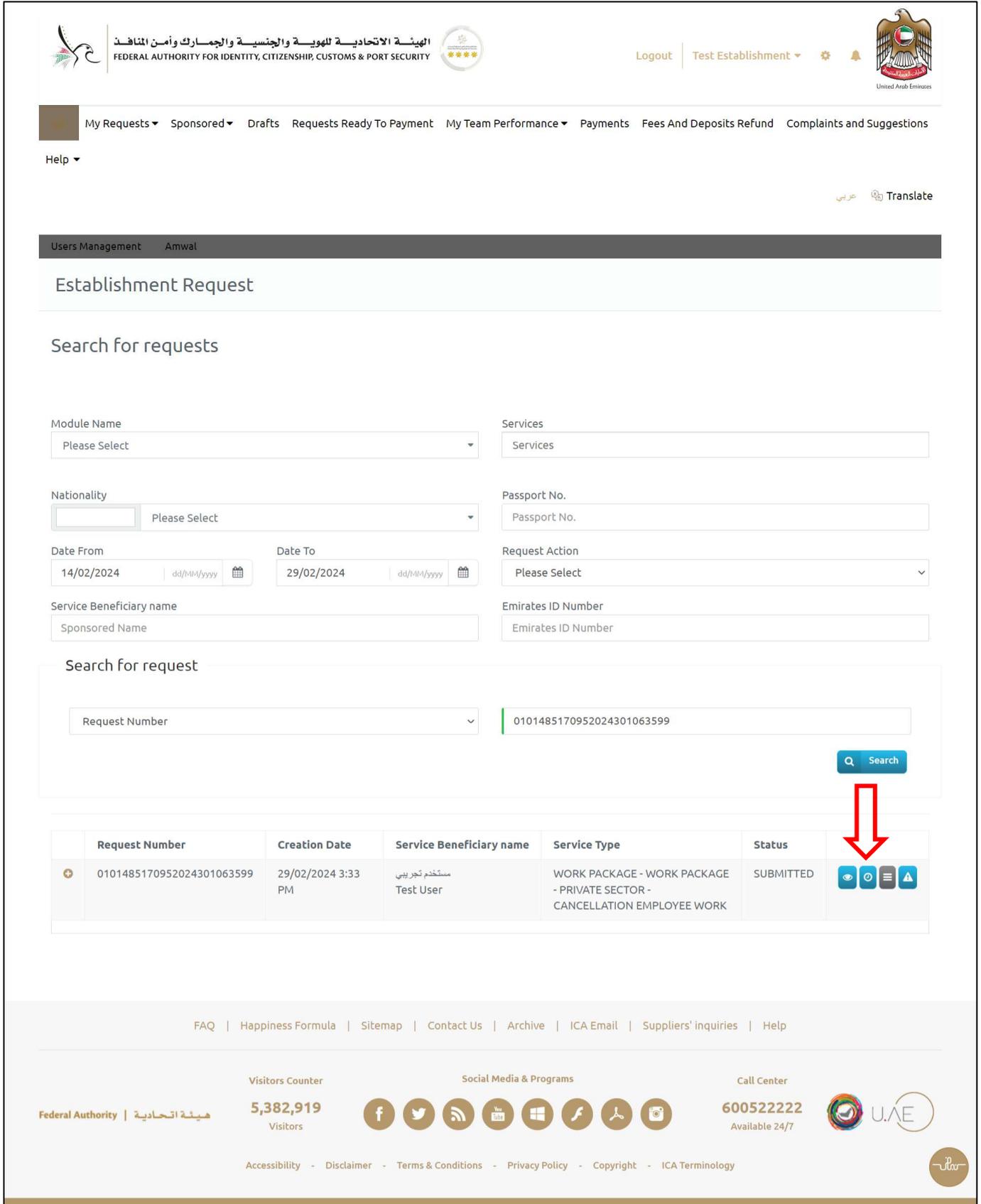
Federal Authority | هيئة اتحادية

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

Figure 92: Establishment Request Screen.

4. Press on “reCAPTCHA” which is a security test to confirm the validity and that the user is not a harmful software or a robot, then press on “Search”.

5. The platform will retrieve the search results of the cancellation employee work requests, press on “Package Timeline”.



The screenshot displays the 'Establishment Request' page. At the top, there is a navigation bar with 'Users Management' and 'Amwal'. Below this, a search bar is titled 'Search for requests'. The search filters include:
 

- Module Name: Please Select
- Services: Services
- Nationality: Please Select
- Passport No.: Passport No.
- Date From: 14/02/2024
- Date To: 29/02/2024
- Request Action: Please Select
- Service Beneficiary name: Sponsored Name
- Emirates ID Number: Emirates ID Number

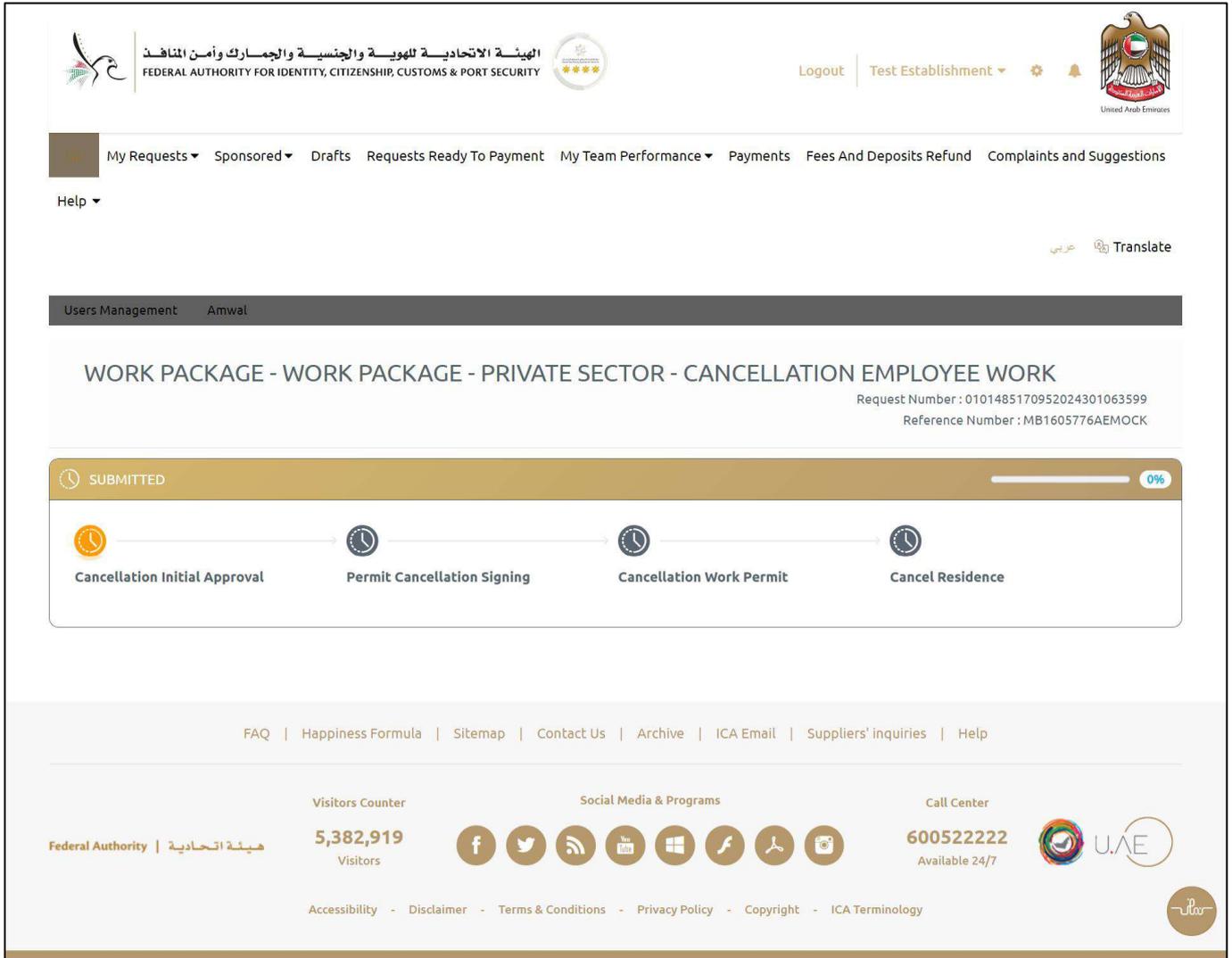
 A search bar below these filters contains the request number '0101485170952024301063599' and a 'Search' button. Below the search bar is a table with the following data:
 

Request Number	Creation Date	Service Beneficiary name	Service Type	Status	
0101485170952024301063599	29/02/2024 3:33 PM	مستخدم تجريبي Test User	WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK	SUBMITTED	

 A red arrow points to the action icons in the table row. At the bottom of the page, there is a footer with 'Federal Authority | هيئة اتحادية', a visitors counter showing 5,382,919, social media icons, a call center number 600522222, and various legal links like 'Accessibility', 'Disclaimer', 'Terms & Conditions', 'Privacy Policy', 'Copyright', and 'ICA Terminology'.

Figure 93: Establishment Request Screen - Access to Package Timeline.

- The platform will display the request progress and current status of the cancellation employee work service.



The screenshot displays the user interface for tracking a 'CANCELLATION EMPLOYEE WORK' package. The page title is 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK'. It shows a progress bar at 0% and a four-step timeline: 'Cancellation Initial Approval', 'Permit Cancellation Signing', 'Cancellation Work Permit', and 'Cancel Residence'. The interface includes a navigation menu, a search bar, and a footer with a visitor counter (5,382,919) and social media links.

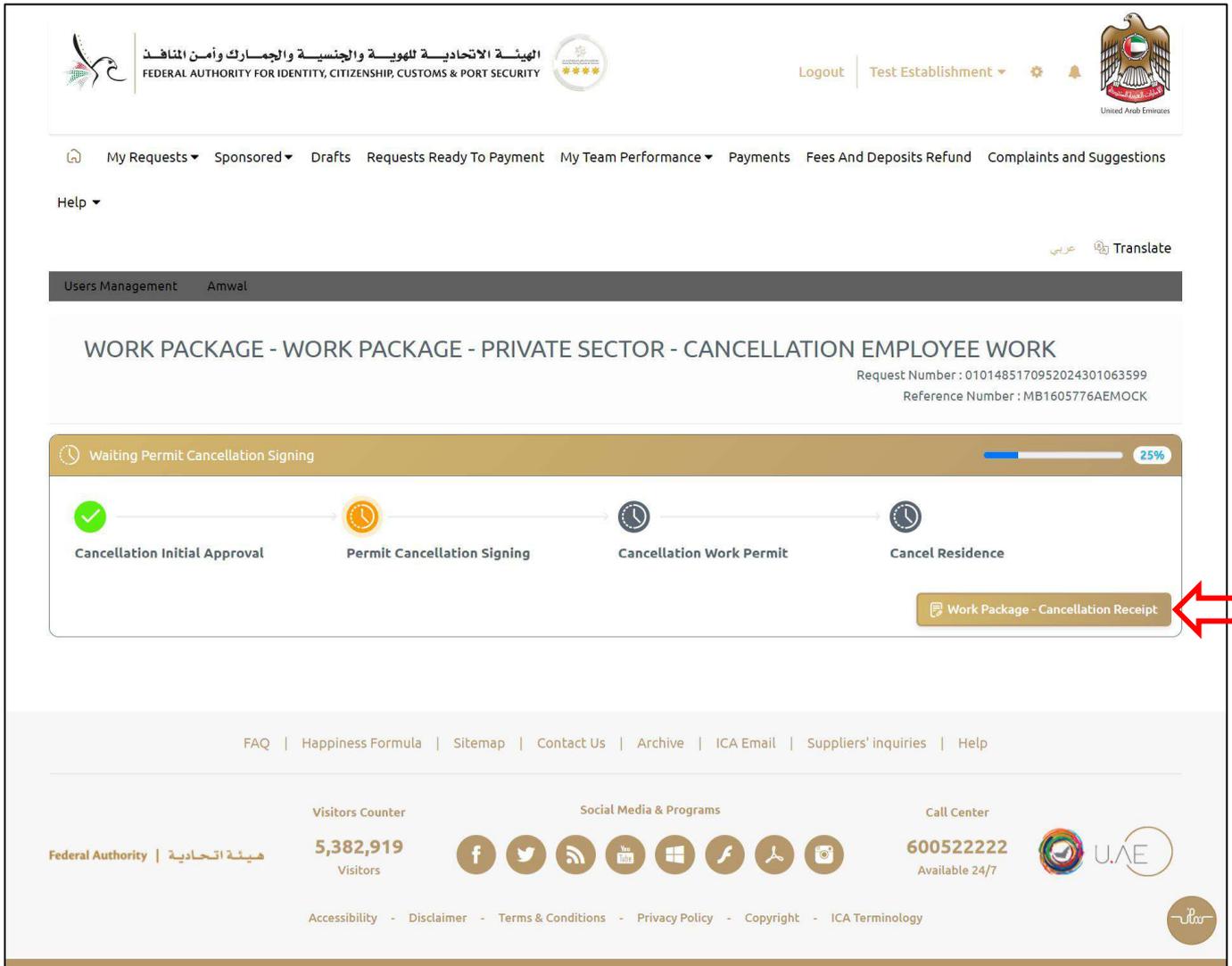
**Figure 94: Cancellation Employee Work Package Timeline.**

### 8.1.1 Permit Cancellation Signing

This service of the Smart Services Platform allows the user to sign the permit cancellation form to continue the cancellation process.

- To start signing the permit cancellation form, follow the steps below:-

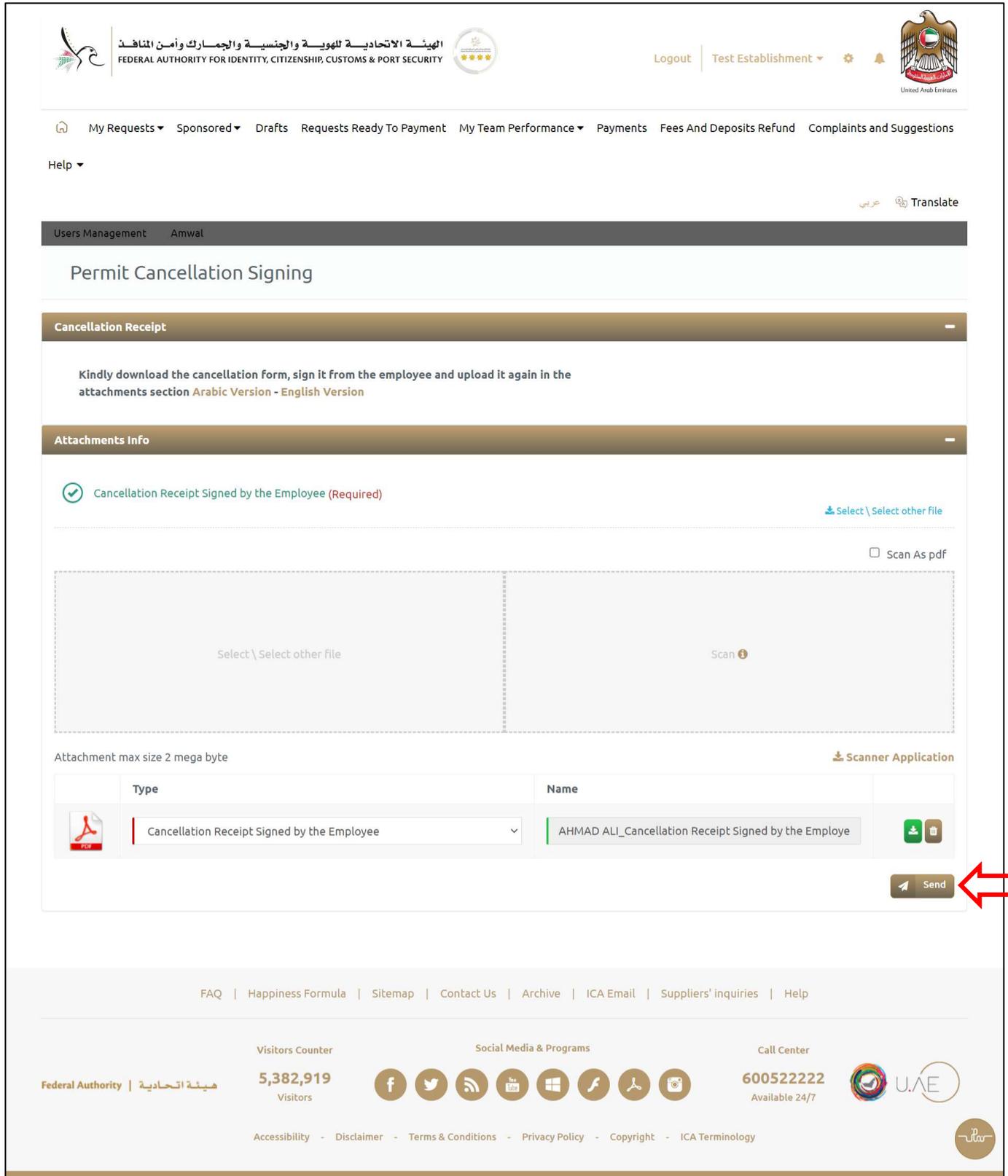
1. From the request timeline screen of the cancellation employee work service at **“Waiting Permit Cancellation Signing”** status press on **“Work Package – Cancellation Receipt”**.



The screenshot displays the user interface for the 'Waiting Permit Cancellation Signing' process. At the top, there is a navigation bar with the FICA logo, user options (Logout, Test Establishment), and a language selector (Arabic/English). Below this is a menu with categories like 'My Requests', 'Sponsored', 'Drafts', etc. The main content area shows the title 'WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK' along with request and reference numbers. A progress bar indicates 25% completion. The timeline consists of four steps: 'Cancellation Initial Approval' (marked with a green check), 'Permit Cancellation Signing' (marked with a clock icon), 'Cancellation Work Permit', and 'Cancel Residence'. A button labeled 'Work Package - Cancellation Receipt' is located at the bottom right of the timeline, highlighted with a red arrow.

Figure 95: Package Timeline Screen - Cancellation Receipt.

2. The platform will redirect the user to the **“Permit Cancellation Signing”** screen, where the user will download the signing form in both languages to be signed and then upload the signed forms.



The screenshot shows the 'Permit Cancellation Signing' interface. At the top, there is a navigation bar with 'Logout', 'Test Establishment', and a user profile icon. Below this is a secondary navigation bar with 'My Requests', 'Sponsored', 'Drafts', 'Requests Ready To Payment', 'My Team Performance', 'Payments', 'Fees And Deposits Refund', and 'Complaints and Suggestions'. A 'Help' dropdown is also present. The main content area is titled 'Permit Cancellation Signing' and includes a 'Cancellation Receipt' section with instructions: 'Kindly download the cancellation form, sign it from the employee and upload it again in the attachments section Arabic Version - English Version'. Below this is an 'Attachments Info' section with a status indicator 'Cancellation Receipt Signed by the Employee (Required)' and a 'Select \ Select other file' button. A large dashed box contains a 'Select \ Select other file' prompt and a 'Scan' button. A 'Scanner Application' section is also visible. At the bottom of the attachment list, there is a 'Send' button highlighted with a red arrow.

Type	Name
Cancellation Receipt Signed by the Employee	AHMAD ALI_Cancellation Receipt Signed by the Employee

Figure 96: Permit Cancellation Signing Screen.

3. Press **“Send”** to move on to the next step.

- The user will notice that the request status will change to **“Waiting for Permit Cancellation”**.



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



Logout | Test Establishment ⌵ ⚙️ 🔔



---

My Requests ⌵
Sponsored ⌵
Drafts
Requests Ready To Payment
My Team Performance ⌵
Payments
Fees And Deposits Refund
Complaints and Suggestions

Help ⌵

عربي 🌐 Translate

Users Management | Amwal

## Establishment Request

### Search for requests

Module Name ⌵

Please Select

Services

Services

Nationality ⌵

Please Select

Passport Number

Passport Number

Date From

14/02/2024 dd/MM/yyyy 📅

Date To

29/02/2024 dd/MM/yyyy 📅

Request Actions ⌵

Please Select

Service Beneficiary name

Sponsored Name

Emirates ID Number

Emirates ID Number

### Search for request

Request Number ⌵

0101485170952024301063599

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

🔍 Search

Request Number	Creation Date	Service Beneficiary name	Service Type	Status	
0101485170952024301063599	29/02/2024 3:33 PM	مستخدم تجريبي Test User	WORK PACKAGE - WORK PACKAGE - PRIVATE SECTOR - CANCELLATION EMPLOYEE WORK	Waiting for Work Permit Cancellation	👁️ ⚙️ ☰ ⚠️

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

Page 115 Of 116

Federal Authority | هيئة اتحادية

## 9 Cancellation Visa Work

This service from the Work Package services facilitates the recruitment process of cancellation employee work visa through the smart services platform, enabling establishments to apply for work permits cancellation for employees and submit all required documents in electronic form.

- The platform user is enabled to follow the same steps at the [Cancellation Employee Work](#) to start the process of Cancellation Visa Work service.