



إمارات تاكس EMARATAX

Manage Online User - User Manual

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Document Control Information

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Annexure

The below are the list of User manuals that you can refer to

S. No	User Manual Name	Description
1	Register as Online User	This manual is prepared to help you navigate through the Federal Tax Authority (FTA) website and create an EmaraTax account with the FTA.
2	Manage online user profile	This manual is prepared to provide you an understanding on Login process, user types, forgot password and modify online user profile functionalities.
3	User Authorisation	This manual is prepared to provide you an understanding on Account Admin, Online User, and Taxable Person account definitions and functionalities.
4	Taxable person dashboard	This manual is prepared to help the following 'Taxable person' users to navigate through their dashboard in the Federal Tax Authority (FTA) EmaraTax Portal: <ul style="list-style-type: none"> Registered for VAT Registered for Excise Non-registered Taxpayer Tax Group Warehouse Keeper Freight Forwarder/VAT Clearing Company (TINCO) Excise Tax Clearing Company (TINCE)
5	Link TRN to email address	This manual is prepared to help you navigate through the Federal Tax Authority (FTA) website to Link TRN to New Email Address.

Navigating through EmaraTax

The Following Tabs and Buttons are available to help you navigate through this process

Button	Description
In the Portal	
 User types	This is used to toggle between various personas within the user profile such as Taxable Person, Tax Agent, Tax Agency, Legal Representative etc
	This is used to enable the Text to Speech feature of the portal
English عربي	This is used to toggle between the English and Arabic versions of the portal
	This is used to decrease, reset, and increase the screen resolution of the user interface of the portal
 Manage Account	This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password
 Log Out	This is used to log off from the portal
In the Business Process application	
Previous Step	This is used to go the Previous section of the Input Form
Next Step	This is used to go the Next section of the Input Form
Save as Draft	This is used to save the application as draft, so that it can be completed later
	This menu on the top gives an overview of the various sections within the. All the sections need to be completed in order to submit the application for review. The Current section is highlighted in Blue and the completed sections are highlighted in green with a check

The Federal Tax Authority offers a range of comprehensive and distinguished electronic services in order to provide the opportunity for taxpayers to benefit from these services in the best and simplest ways. To get more information on these services Click [Here](#)



Manage Online User Profile

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Introduction



This manual is prepared to provide you an understanding on Login process, user types, forgot password and modify online user profile functionalities.

Login to EmaraTax



- You can login into the EmaraTax account using your login credentials or using UAE Pass. If you do not have an EmaraTax account, you can sign-up for an account by clicking the 'sign up' button. If you have forgotten your password, you can use the "forgot password" feature to reset your password.
- If you login via your registered email and password, on successful login, the EmaraTax online user dashboard will be displayed. If you had opted for 2 factor authentication, you will be required to enter the OTP received in your registered email and mobile number to successfully login.
- If you wish to login via UAE Pass, you will be redirected to UAE Pass. On successful UAE Pass login, you will be redirected back to the EmaraTax online user dashboard.



الهئية الاتحادية للضرائب
FEDERAL TAX AUTHORITY

عربي

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Welcome to the new e-CTS

New Here?

If you are not registered, please signup here.

Sign Up

Login

Welcome to the Federal Tax Authority

Login with FTA account

Email Address

ftauser99@fta.com

Password

[Forgot password?](#)

Enter Security Code

931029

931029

Login

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

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UAE PASS

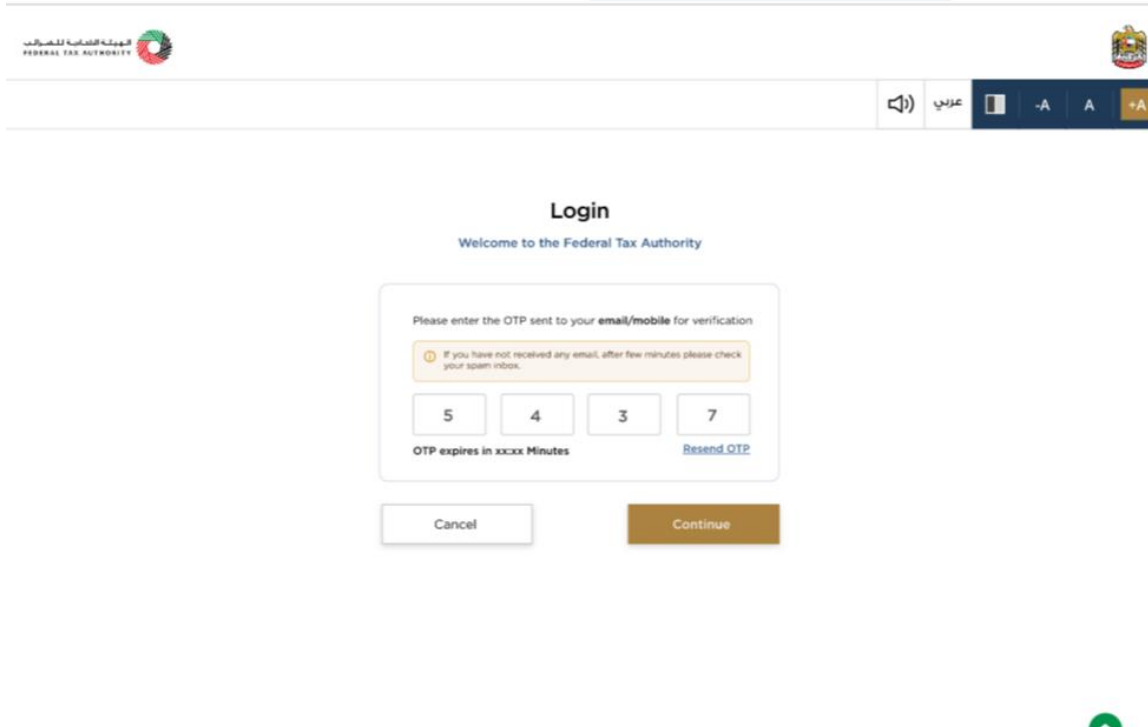
Login With UAE PASS

Step	Action
(1)	Enter your email address and password registered with FTA. Enter the security code displayed. Click 'Login' to login to your profile EmaraTax account.



Two Factor Authentication

If you have previously opted for 2 factor authentication



The screenshot shows the login interface of the Federal Tax Authority. At the top, there is a header with the authority's logo and name in Arabic and English. Below the header, there is a navigation bar with a speaker icon, the word 'عربي' (Arabic), and language selection buttons for '-A', 'A', and '+A'. The main content area is titled 'Login' and 'Welcome to the Federal Tax Authority'. It prompts the user to 'Please enter the OTP sent to your email/mobile for verification'. A yellow warning box states: 'If you have not received any email, after few minutes please check your spam inbox.' Below this, there are four input fields containing the digits '5', '4', '3', and '7'. A timer indicates 'OTP expires in xxxxx Minutes' and a 'Resend OTP' link is provided. At the bottom, there are 'Cancel' and 'Continue' buttons.



If you have opted for 2 factor authentication, you will be redirected to this screen upon successful verification. A One Time Password (OTP) will be sent to your registered email address and registered verified mobile number. If mobile number is not verified, OTP will be sent only to your registered email address.



الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

عربي

Login

Welcome to the Federal Tax Authority

Please enter the OTP sent to your **email/mobile** for verification

If you have not received any email, after few minutes please check your spam inbox.

5 4 3 7

OTP expires in xxxxx Minutes [Resend OTP](#)

Cancel Continue

1

Step	Action
(1)	Enter the OTP and upon successful verification of the OTP, you will be successfully logged in to your EmaraTax account. Click 'Resend OTP' to receive a new OTP if required.



If you have not opted for 2 factor authentication

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FEDERAL TAX AUTHORITY

Welcome to the new e-CTS

عربي

Welcome to the Federal Tax Authority

Login

New Here?
If you are not registered, please signup here.
Sign Up

Login with FTA account

Email Address
ftauser99@fta.com

Password

[Forgot password?](#)

Enter Security Code
931029

Login

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

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UAE PASS

Login With UAE PASS

Step	Action
(1)	If you have not opted for 2 factor authentication, you will be successfully logged in to your EmaraTax account upon successful verification of your email address and password.



Using UAE Pass

Step	Action
(1)	You may also login to FTA EmaraTax portal via UAE Pass using the Emirates ID. Click 'Login with UAE Pass' to login to EmaraTax via UAE Pass. You will be redirected to the UAE Pass where you need to provide your UAE Pass login credentials. On successful UAE Pass login, you will be redirected to your EmaraTax account.



Forgot Password



إمارات تاكس
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Forgot Password



الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

United Arab Emirates

عربي

~A A +A

Welcome to the new e-CTS

New Here?

If you are not registered, please signup here.

Sign Up

Login

Welcome to the Federal Tax Authority

Login with FTA account

Email Address

Email Address

Password

Password

Forgot password?

Enter Security Code

Enter Security Code

942298

Login

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

الهوية الرسمية
UAE PASS

Login With UAE PASS

Step	Action
(1)	<ul style="list-style-type: none"> If you have forgotten your EmaraTax account password, you can use the Forgot Password feature. Click on 'Forgot Password' to set a new password.



الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

عربي

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Already have an Account?

Sign In

Forgot Password
Welcome to the Federal Tax Authority

Please enter the registered E-mail address

Registered E-mail Address

ftauser99@fta.com

Security Code

914630 914630

Back

Continue

Step	Action
(1)	<p>Enter the email address registered with the FTA, and the security code. Click Continue.</p> <p>A link will be sent to your registered email address. Upon clicking on the link, you will be redirected to a page where you can reset the password.</p>



Migrated User - Reset Password



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Migrated User – Reset Password



The users migrated from e-Services shall be provided a set new password feature - This is the same functionality as forgot password. Reset password notification mail would be sent to the migrated Users. Also, a temporary configurable message shall be displayed in EmaraTax. “If you previously had an account login with your registered email address”. This message would be hidden after few days of go-live.



User Types



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User Types



What are you looking for?

User Type 1

User Profile

Please select the relevant purpose(s) for using e-CTS portal

Taxable Person

A Person who is subject to Tax under the provisions of the relevant Tax Law

Tax Agents

Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before the Authority and assist him in the fulfillment of his Tax obligations and the exercise ...

[Read More](#)

Tax Agency

Any legal entity which has a trade license to operate as a Tax Agency

Special Refunds

Verification Body Analyst

Other Services

Tax Agent Infraction

Proceed

Step	Action
(1)	This page shows various user profiles that can be linked to your Registered user profile for carrying out various Tax functions in EmaraTax. You are requested to select the appropriate tax function applicable for your role profile.



What are you looking for?

Please select the relevant purpose(s) for using e-CTS portal

<p>Taxable Person A Person who is subject to Tax under the provisions of the relevant Tax Law</p>	<p>Tax Agents Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before the Authority and assist him in the fulfillment of his Tax obligations and the exercise ... Read More</p>	<p>Tax Agency Any legal entity which has a trade license to operate as a Tax Agency</p>	<p>Special Refunds</p>
<p>Verification Body Analyst</p>	<p>Other Services</p>	<p>Tax Agent Infraction</p>	

[Proceed](#)

Step	Action
(1)	Once you select the relevant user profiles that might be applicable to you, click "Proceed" to continue.



Modify Online User Profile



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Modify Online User Profile



Step	Action
(1)	The option "Manage Account" is used to manage the User profile details for your account. Click on "Manage Account" option on the left hand side of your screen.



Change user name in user profile

Step	Action
(1)	You can change your user name by clicking "Edit".



Change registered email address

The screenshot shows the 'Manage Account' page of the Federal Tax Authority. The page has a sidebar with navigation links: HOME, SPECIAL REFUNDS, OTHER SERVICES, and MY CORRESPONDENCE. The main content area is titled 'Manage Account' and contains several fields with 'Edit' buttons:

- First Name in English (Tom) / Last Name in English (Cruise) - Edit
- First Name in Arabic (tom) / Last Name in Arabic (جاسم) - Edit
- Registered E-Mail Address (fuser99@fta.com) - Edit (highlighted with a red box and a yellow circle with the number 1)
- Registered Mobile Number (123456789) - Edit
- Password - Change Password

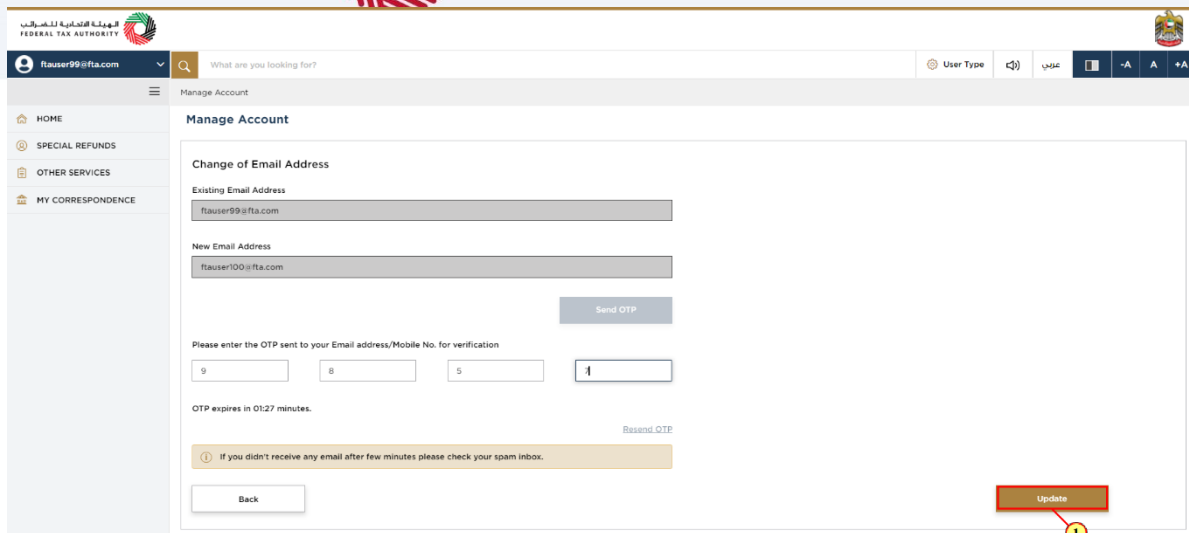
Step	Action
(1)	You can change your Registered Email address by clicking "Edit" in the Registered Email Address option.



Step	Action
(1)	Enter the 'New Email Address' and click on 'Send OTP'.



Step	Action
(1)	If the 'new email address' provided is not registered in EmaraTax portal, you will receive an OTP .Click 'OK' to proceed..

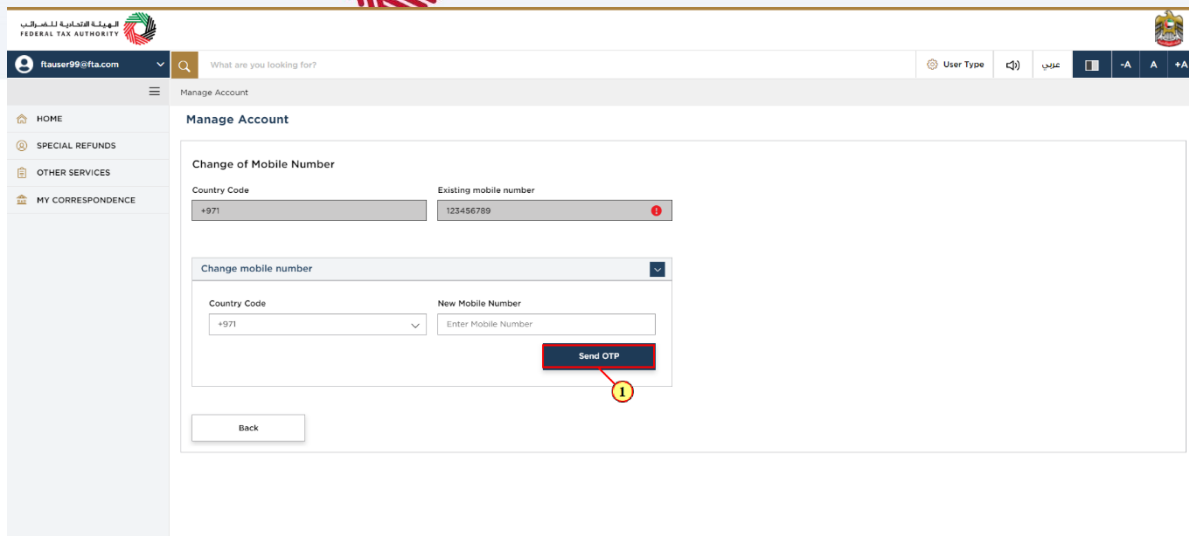
Step	Action
(1)	Enter OTP received in new email address and click 'Update' to save the changes.

Change registered mobile number

Manage Account

First Name in English Tom	Last Name in English Cruise	Edit
First Name in Arabic tom	Last Name in Arabic jqj5	
Registered E-Mail Address ftauser99@fta.com		Edit
Registered Mobile Number 123456789		Edit
Password *****		Change Password

Step	Action
(1)	You can change your registered Mobile Number by clicking "Edit" in the Registered Mobile Number option.

Step	Action
(1)	Enter the 'New Mobile Number' and click on 'Send OTP'.



Manage Account

Change of Mobile Number

Country Code: +971 Existing mobile number: 123456789

Change mobile number

Country Code: +971 New Mobile Number: 435434987

Send OTP

Please enter the OTP sent to your mobile number for verification

6 7 9

OTP expires in 01:38 minutes.

Resend OTP

Back

Update 1

Step	Action
(1)	Enter One Time Password (OTP) received in new Mobile Number and click 'Update' to save the changes.

Change password

The screenshot shows the 'Manage Account' page of the Federal Tax Authority. The page includes a sidebar with navigation links: HOME, SPECIAL REFUNDS, OTHER SERVICES, and MY CORRESPONDENCE. The main content area is titled 'Manage Account' and contains several fields for user information, each with an 'Edit' button. The fields are: First Name in English (Tom), Last Name in English (Cruise), First Name in Arabic (مؤيد), Last Name in Arabic (جاسر), Registered E-Mail Address (fuser99@fta.com), Registered Mobile Number (123456789), and Password (masked with dots). The 'Change Password' button is highlighted with a red box, and a yellow callout bubble with the number 1 points to it.

Step	Action
(1)	You can change your password by clicking "Change Password" in the password option.



Step	Action
(1)	This option is used to update the Login password for your user profile. Enter the current password and enter new password based on the guidelines displayed. Click 'Update' to save the changes.



Thank you