



Print Certificate – Tax Agent User Manual

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Document Control Information

Document Version Control

Version No.	Date	Prepared/Reviewed by	Comments
1.0	01-Oct-22	Federal Tax Authority	User Manual for EmaraTax Portal

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

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Introduction



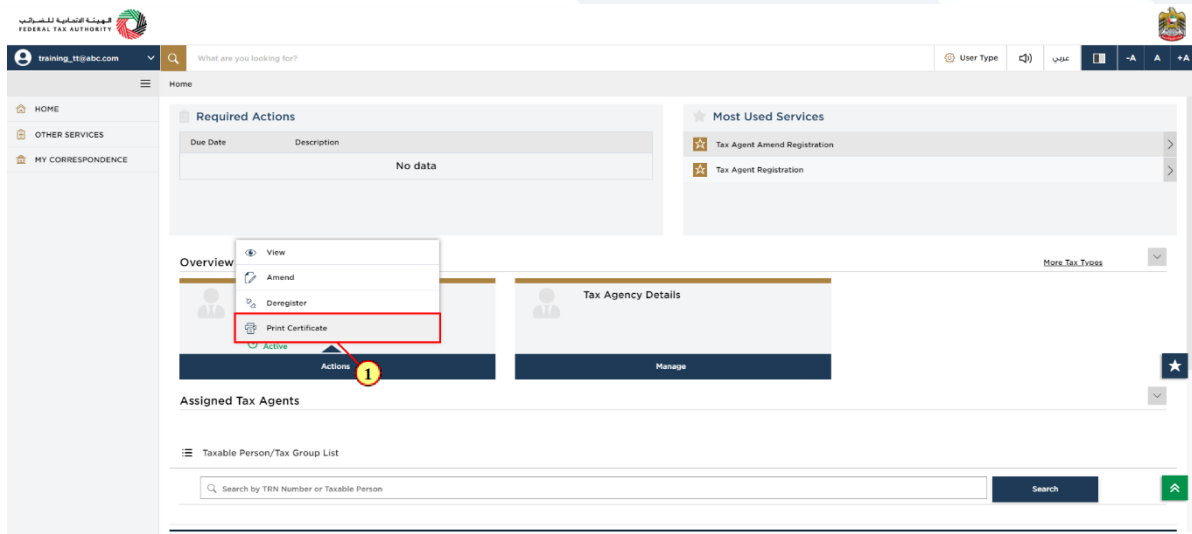
This manual is prepared to help a registered Tax Agent having a Tax Agent Number to navigate through the Federal Tax Authority EmaraTax portal to submit a request the FTA to print a physical copy of their Tax Agent registration application.

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.

Print Certificate for Tax Agent



Step	Action
(1)	<ul style="list-style-type: none"> Click 'Actions' on Tax Agent tile. Click on 'Print Certificate' to start with Print Certificate application.



training_it@abc.com What are you looking for? User Type عربي

Home > PRINT

Print Request Certificate

TRN: 2000301800090 Certificate Type: Provisionsnote

Legal Name in English: Abdulrahman Legal Name in Arabic: عبد الرحمن

Please confirm your contact mobile number for further notifications on the delivery of your certificate

Country Code: +971 Existing Mobile Number: 987654321

Change Contact Mobile Number

Country Code: +971 New Mobile Number:

Send OTP

Proceed to Payment



- The mobile number in your Tax Agent registration contact details will not be updated in case you update the mobile number in this application.
- The mobile number provided in the application will be used to contact you at the time of delivery of your printed certificate.

Print Request Certificate

Send OTP

The screenshot shows the 'Print Request Certificate' form. The 'Send OTP' button is highlighted with a red box and a yellow circle with the number 1. The form includes fields for TRN, Certificate Type, Legal Name in English, Legal Name in Arabic, Country Code, Existing Mobile Number, and New Mobile Number. A 'Send OTP' button is located at the bottom right of the form.

Step	Action
(1)	<ul style="list-style-type: none"> Verify your mobile number. You may be contacted at this number for delivery of the printed certificate. If you want to provide a different mobile number, enter the mobile number, and click Send OTP.

Validate OTP

The screenshot shows the 'Print Request Certificate' form. The 'Validate' button is highlighted with a red box and a yellow circle with the number 1. The form includes fields for TRN, Certificate Type, Legal Name in English, Legal Name in Arabic, Country Code, Existing Mobile Number, and New Mobile Number. A 'Validate' button is located at the bottom right of the form.

Step	Action
(1)	Enter the OTP received and click 'Validate' button to verify the OTP.



training_123456.com What are you looking for? User Type العربية

Home > PRIN

Print Request Certificate

TRN 200030800090	Certificate Type Promissornote
Legal Name in English AbdulRehman	Legal Name in Arabic أبو رحمان

Please confirm your contact mobile number for further notifications on the delivery of your certificate

Country Code +971	Existing Mobile Number 987654321
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Change Contact Mobile Number

Country Code +971	New Mobile Number
----------------------	-------------------

Please enter the OTP sent to your mobile number for verification

9	4	8	7
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OTP expires in 10:09 minutes. [Resend OTP](#)

[Proceed to Payment](#)



A verified mobile number is required to submit the print certificate application.

Print Request Certificate

TRN: 200030800090

Certificate Type: Provisionalnote

Legal Name in English: Abdulrahman

Legal Name in Arabic: لا يوجد

Please confirm your contact mobile number for further notifications on the delivery of your certificate

Country Code: +971 Existing Mobile Number: 987654321

Change Contact Mobile Number

Country Code: +971 New Mobile Number:

Please enter the OTP sent to your mobile number for verification

9 4 8 7

OTP expires in 10:09 minutes. [Resend OTP](#)

Proceed to Payment

Step	Action
(1)	Once verified, click 'Proceed to Payment'

Select a Payment Method

Select a Payment Method

Payment Summary

Print Certificate

AED 250.00

Total: AED 250.00

Choose Payment Method

☒ eDirham

[Back](#) [Proceed to payment](#)

	<ul style="list-style-type: none"> Before clicking 'proceed to payment', verify the print certificate fees applicable in the 'Payment summary'. Click 'Back' button to move back to the print certificate application.
--	--



Step	Action
(1)	Select the Payment method available and click 'proceed to payment.'

Step	Action
(1)	<ul style="list-style-type: none"> The system will prompt you that you will be leaving FTA EmaraTax. Click 'Yes' to continue.



Payment




Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 35 sec.
Central Park - Business Tower, Sheikh. Zayed Street, Dubai, 784

Payment Method

Select payment method

Credit or Debit card Payment (Visa/Master Card) 

Confirm & Calculate Prices

Back To Merchant



On click of 'Back to Merchant' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



Payment

Payment



Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 35 sec.
Central Park - Business Tower, Sheikh. Zayed Street, Dubai, 784

Payment Method

Select payment method

Credit or Debit card Payment (Visa/Master Card) ▼

Confirm & Calculate Prices

1

Back To Merchant

Step	Action
(1)	<ul style="list-style-type: none"> Select payment method from the drop down. Click 'Confirm and Calculate Prices' to determine the total payment amount.

Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name

eCTS-Revenue related to VAT

AED 250.00

Related Fees

Including Fees & Charges

AED 8.06

Including Tax

AED 0.00

Total Payment

AED 258.06

Cancel Process

Back To Merchant

Proceed With Payment



- Before clicking 'proceed with payment', verify the total payment amount including the print certificate fees and the additional payment charges.
- On click of 'Cancel Process' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.

Purchased Services

Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name
eCTS-Revenue related to VAT AED 250.00

Related Fees

Including Fees & Charges AED 8.06
Including Tax AED 0.00
Total Payment AED 258.06

Cancel Process Back To Merchant Proceed With Payment

1

Step	Action
(1)	Verify the applicable charges to print the registration certificate and click 'Proceed with Payment'.

Card Information

Federal Tax Authority
Central Park - Business Tower, Sheikh Zayed Street, Dubai, 784

Credit or Debit card Payment (Visa/Master Card) Total Payment AED 258.06

Time remaining to complete the payment 00 h, 07 min, 08 sec.

Card Information

Card Holder Full Name

Card Number

Expiry Date CVC2 / CVC2

Cancel Change Payment Method Pay Now

1

Step	Action
(1)	<ul style="list-style-type: none"> If you have selected the card payment option, enter the card details, and click 'Pay now'. To change the payment method, click 'Change Payment Method'. You will be redirected back to the 'Payment' Page.



ACS Emulator for 3DS V2

Authentication Result: (Y) Authentication/Account Verification Successful
 Submit (Y) Authentication/Account Verification Successful
 (N) Not Authenticated /Account Not Verified Transaction denied
 (N) Authentication Cancelled
 (U) Authentication not available
 (R) Authentication rejected
 (E) Authentication Server Error
 (AI) API Gateway ASM Policy Error

Step	Action
(1)	Select 'Authentication/Account Verification Successful' from the dropdown and click 'Submit'.

Payment



Federal Tax Authority

Central Park - Business Tower, Sheikh Zayed Street, Dubai, 784

✓ Payment of AED 258.06 has been completed
 Successful transaction

You will be redirected back to the merchant page 1 s

Back to Merchant Page

PRINT

SAVE



- Payment has been completed.
- You can Print or save the certificate by clicking the options.
- You will be redirected back to the merchant page automatically.

Payment Acknowledgment - on successful payment

Payment Acknowledgment

Payment Successful

Payment Reference Number : 22322847817823093113
Submission Date : 20/08/2022
Time : 12:14:30
Legal Name : Abdul Rehman
Amount paid to FTA : AED 250.00

What Next:

- 1) Your account will be updated with the payment received
- 2) You will receive a notification via your preferred means of correspondence confirming this payment
- 3) The FTA shall print physical copy of the requested certificate and mail it to the registered company address of the taxpayer.
- 4) You can view this payment in your Transaction History
- 5) You can download a copy of this receipt using the Download button below of in the future from "My Correspondence"

For any queries please contact us on www.fta.gov.ae or contact us directly at our call center number 1234567890 or email info@fta.gov.ae

[Download](#) [Back to Dashboard](#)

- After your payment is completed successfully, a Payment Reference Number is generated for your payment acknowledgment. Note this reference number for future purposes.
- The status of your request on the Dashboard will change to "In Review" and you will receive an email from us to confirm receipt of your application.
- Printed certificate will be delivered once processed by FTA.
- Read the "What Next" and "Important Notes".

Payment Acknowledgment

Payment Successful

Payment Reference Number : 22322847817823093113
Submission Date : 20/08/2022
Time : 12:14:30
Legal Name : Abdul Rehman
Amount paid to FTA : AED 250.00

What Next:

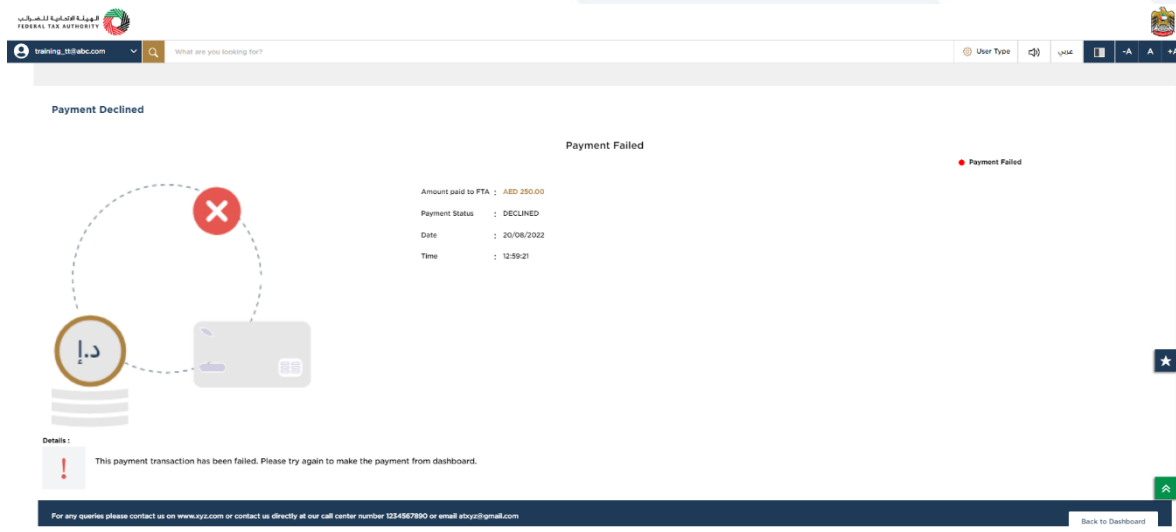
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For any queries please contact us on www.fta.gov.ae or contact us directly at our call center number 1234567890 or email info@fta.gov.ae

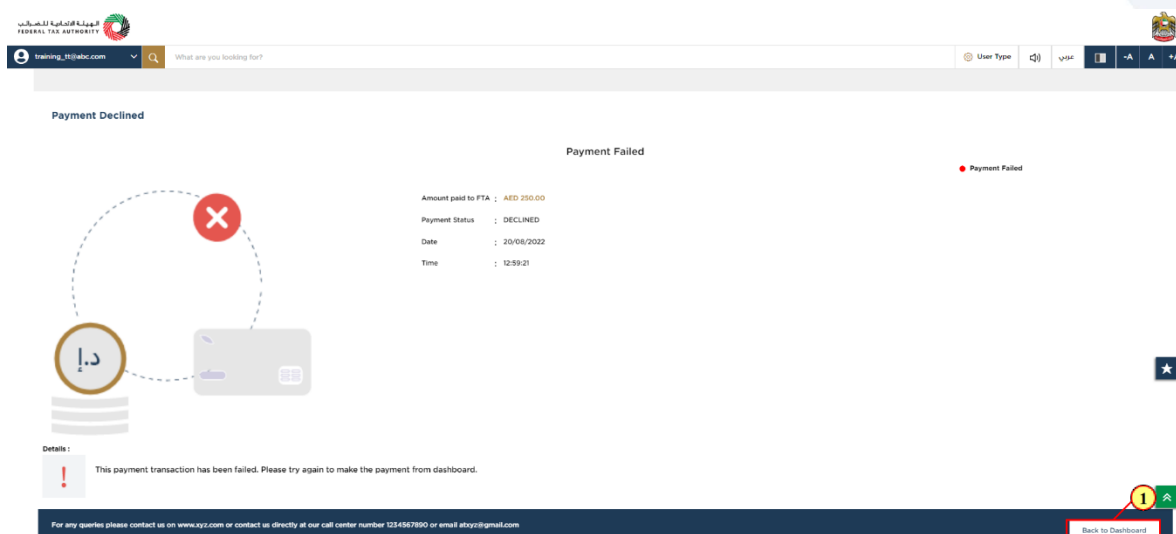
[Download](#) [Back to Dashboard](#)

Step	Action
(1)	<ul style="list-style-type: none"> • Click 'Download' to download a pdf copy of the acknowledgment screen. • Click 'Back to Dashboard' to navigate back to the Tax Agent dashboard.

Payment Acknowledgment - on failed payment



If your payment status is 'Declined' and you receive the page as 'Payment failed', you must try the payment again from the dashboard.



Step	Action
(1)	Click 'Back to Dashboard' to navigate back to the Tax Agent dashboard.



Correspondences



Tax Agent receives the following correspondences:

- OTP sent to the mobile number mentioned in the application for verification.
- Application submission acknowledgment.



Thank you