



## Request for Print Certificate - User Manual

Date: Oct 2022

Version 1.0.0.0

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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"> <li>Registered for VAT</li> <li>Registered for Excise</li> <li>Non-registered Taxpayer</li> <li>Tax Group</li> <li>Warehouse Keeper</li> <li>Freight Forwarder/VAT Clearing Company (TINCO)</li> <li>Excise Tax Clearing Company (TINCE)</li> </ul>
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
<b>In the Portal</b>	
 <b>User types</b>	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
<b>English</b> 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
 <b>Manage Account</b>	This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password
 <b>Log Out</b>	This is used to log off from the portal
<b>In the Business Process application</b>	
<b>Previous Step</b>	This is used to go the Previous section of the Input Form
<b>Next Step</b>	This is used to go the Next section of the Input Form
<b>Save as Draft</b>	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](#)



## Tax group Print Certificate

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## Introduction



This manual is prepared to help a Tax Group representative member to navigate through the Federal Tax Authority EmaraTax portal and submit an application requesting a physical copy of their Tax Group registration certificate.

# Login to EmaraTax

Are you an existing e-Services user?

We have made some major enhancements to the way our systems work. If you already have an account with the FTA but are using the new system for the first time  
[Please reset your password here](#)

**Don't have an Account?**  
If you do not already have an account with the FTA please signup here  
[Sign Up](#)  
Got any question on the new system?  
[Read the FAQs](#)

**Login with your E-mail**  
Email Address  
abc@55@abc.com  
Password  
\*\*\*\*\*  
[Forgot password?](#)  
Enter Security Code  
130201  
[Login](#)

**Login with your Emirates ID**  
UAE Pass provides single trusted digital identity solution for service providers  
الهوية الرقمية  
UAE PASS  
[Login With UAE PASS](#)

**QUICK LINKS**  
[tax.gov.ae](#)  
[Help Center](#)  
[Glossary](#)

**OTHER LINKS**  
[What's New](#)  
[FAQs](#)  
[Contact Us](#)

**OUR LOCATION**  
[Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E](#)  
[Central Park Business Towers - DIFC, P.O. Box 2440, Dubai, U.A.E](#)  
[Contact Us](#)  
[info@tax.gov.ae](#)

This site is best viewed in Screen Resolution 1024 x 768  
Support Microsoft Edge Firefox 97.0 Chrome 91.0

- 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.



Step	Action
(1)	On successful login, the Tax Group list screen is displayed. It displays the list of the Tax Groups linked to your EmaraTax user profile.



The screenshot shows the user interface of the Federal Tax Authority portal. The main content area is titled 'Create New Taxable Person Profile'. It contains two sections: 'Taxable Person List' and 'Tax Group List'. The 'Taxable Person List' shows entries for 'Company A', 'ABC Company', 'Company D', 'ABCD Company', and 'AB Company'. The 'Tax Group List' shows 'ABC Company - Tax group' and 'Company D'. A red circle with the number '1' is placed over the 'View' button for 'ABC Company - Tax group'.

Step	Action
(1)	Select the Tax Group from the list and click 'View' to open the dashboard.



The screenshot shows the FTA portal interface. On the left is a navigation menu with options like HOME, ABC COMPANY - TAX GROUP, VAT, PAYMENTS, MY CORRESPONDENCE, and USER AUTHORIZATION. The main content area is titled 'Required Actions' and lists several actions with due dates and descriptions. A red box highlights the 'Print Certificate' option under the 'Registration' tab. A yellow circle with the number '1' is placed next to the 'Print Certificate' option. Below the 'Required Actions' section, there are sections for 'Registration', 'Tax Group Members', 'QUICK LINKS', 'OTHER LINKS', and 'OUR LOCATION'. The footer contains a disclaimer and copyright information.

Step	Action
(1)	<ul style="list-style-type: none"> <li>Within your Tax Group dashboard, click 'Actions' on the Tax Group tile.</li> <li>Select the 'Print Certificate' option. This will open the application for requesting the printed Tax Group certificate.</li> </ul>

# Print Certificate Request

## Send OTP

Print Request Certificate

TAX: 100684059100003

Certificate Type: Tax Group Registration Certificate

Legal Name in English: ABC Company

Legal Name in Arabic: شركة

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

Send OTP

Cancel Proceed to Payment



- The mobile number in your Tax Group registration contact details will not be updated in case you provide a different 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

TAN: 100664059100003

Certificate Type: Tax Group Registration Certificate

Legal Name in English: ABC Company

Legal Name in Arabic: شركة

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

Send OTP

1

Cancel Proceed to Payment

Step	Action
(1)	<ul style="list-style-type: none"> <li>You should verify the mobile number displayed in the application, as it will be used for delivery purposes of your printed certificate.</li> <li>To update a new mobile number, enter the new mobile number, and click send OTP.</li> </ul>



Print Request Certificate

TAN 100664059100003	Certificate Type Tax Group Registration Certificate
Legal Name in English ABC Company	Legal Name in Arabic شركة

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

Send OTP

Cancel Proceed to Payment



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



## Validate OTP

Print Request Certificate

TAN: 100084059100003

Certificate Type: Tax Group Registration Certificate

Legal Name in English: ABC Company

Legal Name in Arabic: شركة

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

Please enter the OTP sent to your mobile number for verification

1 7 1 4

OTP expires in 18:58 minutes.

Received OTP

Validate

Cancel Proceed to Payment

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



Print Request Certificate

TAN: 100664059100003

Certificate Type: Tax Group Registration Certificate

Legal Name in English: ABC Company

Legal Name in Arabic: شركة

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

Please enter the OTP sent to your mobile number for verification

1 7 1 6

OTP expires in 18:57 minutes. Refresh OTP

Cancel Proceed to Payment

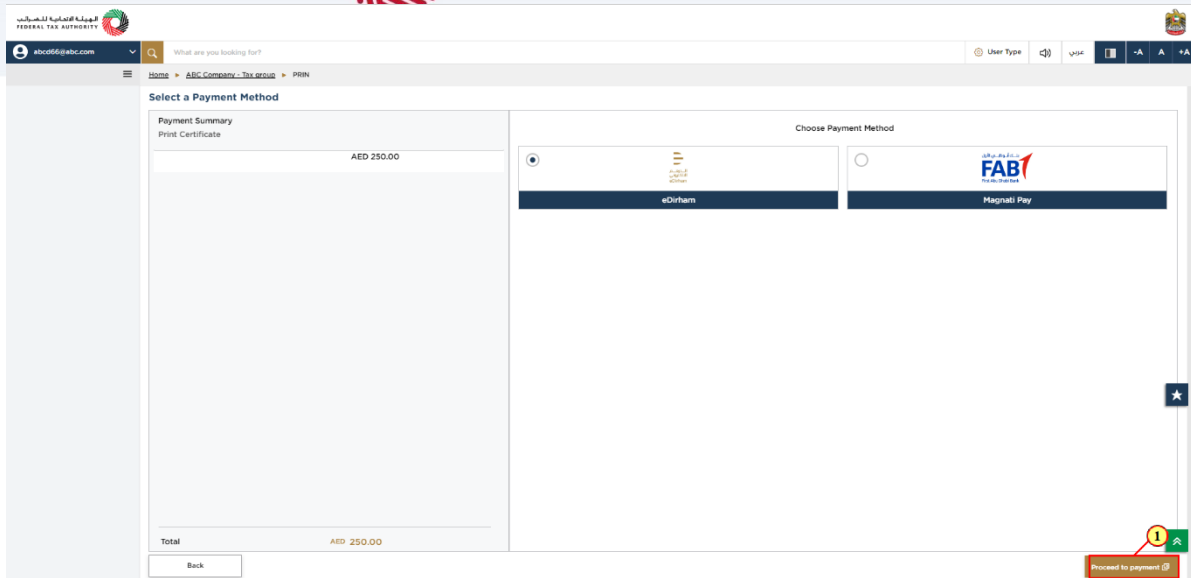
Step	Action
(1)	Once verified, click 'Proceed to Payment'



## Select a Payment Method



- 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.
- Once you proceed for the payment, you will be redirected to the payment page, which is outside EmaraTax.

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





The screenshot shows the 'Select a Payment Method' screen in the e-CTS system. A confirmation dialog box is displayed in the center, asking the user if they want to proceed with leaving the system. The 'Yes' button is highlighted with a red box, and a yellow callout bubble with the number 1 points to it.

Step	Action
(1)	<ul style="list-style-type: none"> <li>You are about to leave Federal Tax Authority EmaraTax. Do you want to proceed?</li> <li>Click 'Yes' to continue.</li> </ul>



# Payment

## Payment



### Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 54 sec.  
Central Park - Business Tower, Sheikh. Zayed Street, Dubai, 784

### Payment Method

Select payment method

Confirm & Calculate Prices

Back To Merchant



If you want to cancel the payment at this page, click 'Back to Merchant'. The payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



## Payment



### Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 42 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"> <li>To proceed with the payment, select the payment method from the list.</li> <li>Click 'Confirm and Calculate Prices' to determine the total payment amount.</li> <li>Click 'Back to Merchant' if you want to cancel the payment.</li> </ul>



## Purchased Services

Confirm & Calculate Prices

### Purchased Services

1 Qty.

Service Name

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'.



Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name

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)	<ul style="list-style-type: none"> <li>Verify and click 'Proceed with Payment'.</li> <li>To cancel the payment, you may click on 'Cancel Process'.</li> </ul>

## Card Information

Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 258.06

Time remaining to complete the payment 00 h. 07 min. 46 sec.

### Card Information

Card Holder Full Name

MASTER CARD

Card Number

XXXXXXXXXXXX

Expiry Date

MM/YY

CVV2 / CVC2

123

Cancel

Change Payment Method

Pay Now

1

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



Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 258.06

Time remaining to complete the payment 00 h. 07 min. 46 sec.

Card Information

Card Holder Full Name

MASTER CARD

Card Number

XXXXXXXXXXXX

Expiry Date

MM/YY

CVV2 / CVC2

123456

Cancel

Change Payment Method

Pay Now



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



ACS Emulator for 3DS V2

Authentication Result: (Y) Authentication/Account Verification Successful

Submit

1

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





# Payment Acknowledgment - on successful payment

Payment Acknowledgment

Payment Successful

Payment Reference Number : 22925270071623063169

Submission Date : 18/10/2022

Time : 16:10:51

Legal Name : ABC Company

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.aya2.com](http://www.aya2.com) or contact us directly at our call center number 1234567890 or email [aya2@gmail.com](mailto:aya2@gmail.com)

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.
- Read the "What Next" and "Important Notes".



What are you looking for?

User Type

عربي

### Payment Acknowledgment

Payment Successful

Payment Reference Number : 2292527007623063169

Submission Date : 19/10/2022

Time : 16:10:51

Legal Name : ABC Company

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.fat.gov.ae](http://www.fat.gov.ae) or contact us directly at our call center number 1254567890 or email [fatyc@fat.gov.ae](mailto:fatyc@fat.gov.ae)

Download

Back to Dashboard

Step	Action
(1)	<ul style="list-style-type: none"> <li>Click 'Download' to download a pdf copy of the acknowledgement screen.</li> <li>Click 'Back to Dashboard' to navigate back to the Taxable Person dashboard.</li> </ul>

# Payment Acknowledgment - on failed payment

Payment Declined

Payment Failed

Payment Failed

Amount paid to STA : AED 250.00

Payment Status : READY

Date : 02/09/2022

Time : 13:30:15

Details :

This payment transaction has been failed. Please try again to make the payment from dashboard.

For any queries please contact us on [www.fta.gov.ae](http://www.fta.gov.ae) or contact us directly at our call center number 024567890 or email [itc@fta.gov.ae](mailto:itc@fta.gov.ae)

[Back to Dashboard](#)

If the payment is failed, you have to try the payment again from the dashboard.



# Correspondences



**After submission, Taxpayer receives the following correspondences:**

- Application submission acknowledgment.



Thank you