



إمارات تاكس
EMARATAX

Delink Tax Agent From Tax Agency (By Tax Agent) - User Manual

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Document Control Information

Document Version Control

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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	This is used to toggle between the English and Arabic versions of the portal
-A A +A	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
1 2	This menu on the top gives an overview of the various sections within the application. 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 checkmark.

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](#)



Document Control Information.....

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Introduction



This manual is prepared to help a registered Tax Agent to navigate through the Federal Tax Authority EmaraTax portal to submit a delink Tax Agent from Tax Agency request to the Tax Agency. On submission of the request, the Tax Agency will be notified about the request. The Tax Agency should login to their account to “Approve” or “Reject” the request.

If the Tax Agency approves the delink request, the Tax Agent gets delinked from the Tax Agency and their status gets changed to “Awaiting Tax Agency linking” and their details are removed from the FTA approved Tax Agents website. If the Tax Agency rejects the delink request, the Tax Agent will not be delinked from the Tax Agency. If the Tax Agent can submit an escalation request to FTA with necessary supporting documents. FTA will review the request and if found valid can delink the Tax Agent from the Tax Agency.

If the Tax Agency does not take any action, reminder notification will be sent to the Tax Agency. If no action is taken by the Tax Agency even after 7 days after receiving the request, the delink request will be automatically cancelled. On approval or rejection or automatic cancellation, both the Tax Agent and Tax Agency will receive email and SMS notifications.



Login to EmaraTax

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: training_tt@ebc.com

Password:

[Forgot password?](#)

Enter Security Code: 730346

[Login](#)

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

UAE PASS

[Login With UAE PASS](#)

FOOTER

FEDERAL TAX AUTHORITY

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This site is best viewed in Microsoft Edge Vers. 38.15439.3.0 (latest version). Google Chrome (latest version).

QUICK LINKS

[TAX.EMARAT.AE](#)
[GLOSSARY](#)

OTHER LINKS

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

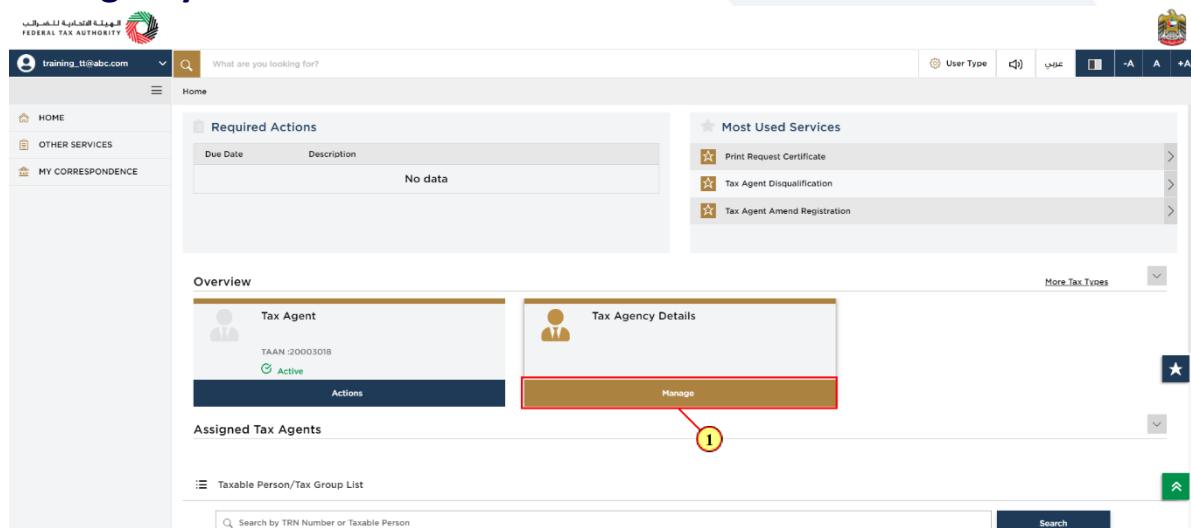
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- You can login into the EmaraTax account using your login credentials or using UAE Pass. If you do not have an EmaraTax account, you can sign-up for an account by clicking the ‘sign up’ button. If you have forgotten your password, you can use the “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.

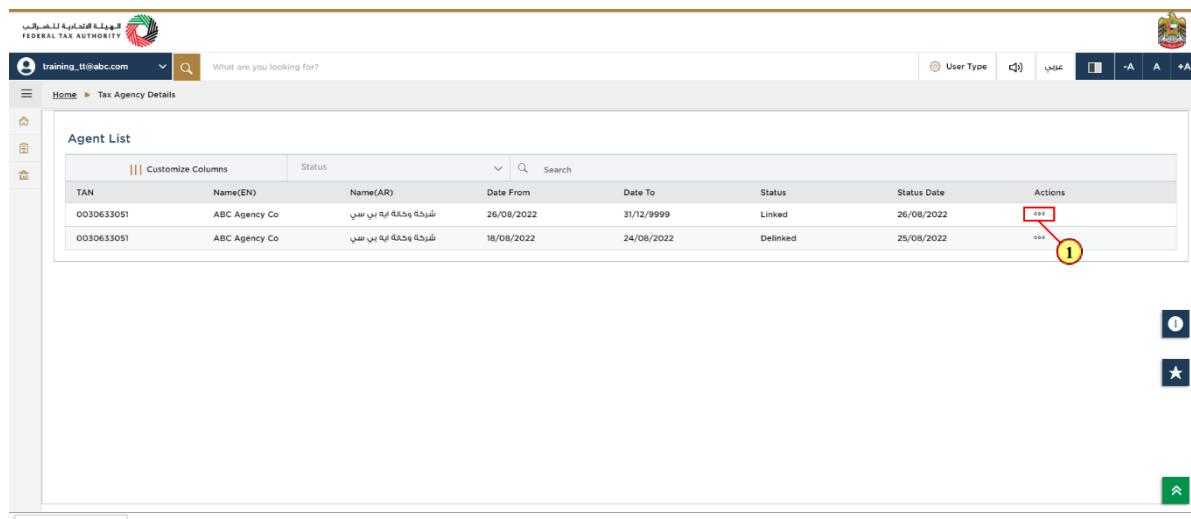
Delink Tax Agent from Tax Agency (By Tax Agent)

Login as Tax Agent Tax Agency Details Tile



The screenshot shows the FTA portal interface. At the top, there's a navigation bar with the FTA logo, user type selection, and language options. Below the navigation is a search bar and a 'Home' link. On the left, there's a sidebar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area has two sections: 'Required Actions' (which says 'No data') and 'Most Used Services' (listing 'Print Request Certificate', 'Tax Agent Disqualification', and 'Tax Agent Amend Registration'). Below these is the 'Overview' section, which includes a 'Tax Agent' card (TAAN: 2000303018, Active) and a 'Tax Agency Details' card. The 'Tax Agency Details' card has a 'Manage' button highlighted with a red box and circled with a yellow circle labeled '1'. Further down, there's a section for 'Assigned Tax Agents' and a 'Taxable Person/Tax Group List' with a search bar.

Step	Action
(1)	<ul style="list-style-type: none"> This service is used to delink the tax Agent from tax agency by the tax agent. To access this service, you are requested to login as a tax agent and go to tax agent dashboard. Click 'Manage' on the Tax Agency Details tile.



The screenshot shows the 'Agent List' page within the Manage User Authorization dashboard. At the top, there's a header with 'Agent List', a search bar, and user type selection. Below the header is a table with columns: TAN, Name(EN), Name(AR), Date From, Date To, Status, Status Date, and Actions. Two rows are visible: one where the status is 'Linked' and another where it is 'Delinked'. A red box highlights the 'Actions' column, and a yellow circle labeled '1' points to the 'Actions' link for the first row.

Step	Action
(1)	<ul style="list-style-type: none"> Once you are inside the Manage User Authorization dashboard, a grid will appear showcasing various options for the authorization along with the list of user types. You are requested to go to specific User to perform action on the delinking request. Click 'Actions' on the Tax Agency to be delinked.



Agent List

TAN	Name(EN)	Name(AR)	Date From	Date To	Status	Status Date	Actions
0030633051	ABC Agency Co	شركة ABC بي سبي	26/08/2022	31/12/9999	Linked	26/08/2022	
0030633051	ABC Agency Co	شركة ABC بي سبي	18/08/2022	24/08/2022	Delinked	25/08/2022	

Step	Action
(1)	Click 'Delink' on the Tax Agency to be delinked.

Reason for Delinking

Reason for Delinking

Delinking

Upload Evidence of delinking

Drag files here

Max file size: 15 MB | Formats: PDF, DOC | Max No. of Files : 3

Step	Action
(1)	<ul style="list-style-type: none"> Enter the Reason for Delinking and upload supporting documents. Click 'Submit' to send the application to the Tax Agency for their approval.



Post Application Submission

FEDERAL TAX AUTHORITY

De-link Tax Agent from Tax Agency by Tax Agent

What are you looking for?

User Tools | Log Out

[Index](#) • Tax Agency Details

De-link Tax Agent from Tax Agency by Tax Agent

Application Submitted Successfully

PENDING APPROVAL

Name : Rahmaan Rahman

Reference Number : 405000000142

Submitted Date : 2 September 2022



Detail Note:

- Once the application is submitted, the FTA shall approve, reject or resubmit and notify the applicant accordingly within 20 business days.
- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email/SMS notification setting out the information required from you.
- Once the FTA confirms acceptance of your application, you will be notified on the decision via email/SMS to your email address/mobile number registered with FTA.
- The status of your application in the dashboard will be updated accordingly. You may check your application status in the dashboard from time to time.

Important Note:

The Taxable Person (Applicant) may be liable for a late registration administrative penalty if FTA determines that the Taxable Person failed to register for VAT on time. The FTA may charge the applicant a late registration administrative penalty of AED 10,000 if the applicant fails to submit the application within 30 calendar days of being required to register.

For any inquiry or assistance, please contact us on: [WHTB UAE 800500001](#) / Dubai UAE +971 600500004 Email us at: info@htc.gov.ae

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

- After your application is sent successfully to the Tax Agency , a Reference Number is generated for your submitted application. Note this reference number for future purposes.
 - The status of your application will change to “Pending Approval”.
 - Read the “What Next” and “Important Notes”.

The screenshot shows a web-based application interface for the Federal Tax Authority (FTA) in the United Arab Emirates. The top navigation bar includes the FTA logo, the website address 'FTA.ae', and a search bar asking 'What are you looking for?'. A user menu on the right shows 'User Type' as 'Guest' and includes icons for profile, logout, and help.

The main content area has a header 'De-link Tax Agent from Tax Agency by Tax Agent'. Below it, a success message 'Application Submitted Successfully' is displayed, along with a small checkmark icon. To the right, a status indicator 'PENDING APPROVAL' is shown with a yellow star icon.

Below the success message, application details are listed:

Name	Rahman Rahman
Reference Number	405000000142
Submitted Date	2 September 2022

A large graphic on the left side of the page features a clipboard with a checkmark and a double equals sign (=), symbolizing validation or equality.

What Next:

- The application is submitted, the FTA shall approve, reject or resubmit and notify the applicant accordingly within 20 business days.
- If the application is approved, the FTA will issue a Tax Identification Number (TIN). You can log in to your account and update your identification setting out the information required from you.
- Once the FTA confirms acceptance of your application, you will be notified on the decision via email/SMS to your email address/mobile number registered with FTA.
- The status of your application in the dashboard will be updated accordingly. You may check your application status in the dashboard from time to time.

Important Notes:

- Applicant (Taxable Person) may be liable for a late registration administrative penalty if FTA determines that the Taxable Person failed to register for VAT on time. The FTA may charge the applicant a late registration administrative penalty of AED 10,000 if the applicant fails to submit the application within 30 calendar days of being required to register.

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



The following section of the video explains the steps taken by the Tax Agency to approve or reject the delinking request submitted by the Tax Agent.



Login as Tax Agency

FEDERAL TAX AUTHORITY

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: training_ty@abc.com

Password:

Forgot password?

Enter Security Code: 142082

Login

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

UAE PASS

Login With UAE PASS

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Google Chrome (latest version).



Login as the Tax Agency to review and approve/reject the delink request submitted by the Tax Agent.



The screenshot shows the 'Create New Taxable Person Profile' page. The left sidebar has a 'TAX AGENCY' menu item highlighted with a red box and a yellow circle with the number 1. The main form fields include 'Profile Name in English' and 'Profile Name in Arabic', 'Preferred Language', 'Preferred Communication Channel', and an 'Upload Taxable Person Logo (Optional)' section with file upload buttons. A 'Create' button is at the bottom right. Below the form is a 'Taxable Person List' section with a search bar and a message: 'No Taxable Person added. Please click 'Create' to add new Taxable Person'. At the bottom are footer links for 'QUICK LINKS' (tax.gov.ae, Help Center), 'OTHER LINKS' (What's New, FAQs, Contact Us), and 'FOLLOW US' (social media icons). The footer also includes the FTA logo and copyright information.

Step	Action
(1)	Click 'Tax Agency' on the left side menu.

Tax Agent Management Tile

The screenshot shows the 'Tax Agent Management' tile. On the left, there are 'Required Actions' and 'Most Used Services' sections. In the center, there are three tiles: 'Tax Agency Details' (TAN: 3063305, Active), 'Tax Agent Management' (highlighted with a red box and a yellow circle with the number 1), and 'Taxable Person Management'. At the bottom are footer links for 'QUICK LINKS' (tax.gov.ae, Help Center), 'OTHER LINKS' (What's New, FAQs, Contact Us), and 'FOLLOW US' (social media icons). The footer also includes the FTA logo and copyright information.

Step	Action
(1)	Click 'Manage' on the Tax Agent Management tile.



Screenshot of the Federal Tax Authority website showing the 'Tax Agent Management' section. The 'Agent List' table displays two entries:

TAAN	Emirates ID	Email ID	Name(EN)	Name(AR)	Date From	Date To	Status	Status Date	Actions
0020003042	[REDACTED]	tax_agent_regr@pp.com	Tax Agent Regression	مُنْتَهٰى مُعَيْنَةٍ	29/08/2022	29/08/2022	Delinked	29/08/2022	***
0020003018	[REDACTED]	training_tt@abc.com	Rehman Rehman	رَهْمَان رَهْمَان	02/09/2022	31/12/9999	Delinking Pending	02/09/2022	***

A context menu is open over the second row, showing options: 'View', 'Approve' (highlighted with a red box), 'Reject', and 'Delete'. A yellow circle with the number '1' is placed over the 'Approve' button.

Step | **Action**

(1) Click 'Actions' and 'Approve' or 'Reject' on the Tax Agent delinking request which is pending approval.

Screenshot of the 'Tax Agent Management' section showing the 'Agent List' table. A confirmation dialog box is displayed in the center:

Confirm

Are you sure you want to approve?

No Yes

The background table shows the same two entries as the previous screenshot.

 If you have selected the 'Reject' option in the previous screen, the message would be displayed as 'Click Yes to Reject'. Note that, if no action has been taken within 7 days of receiving the request, it will be automatically rejected and the Tax Agent will be notified.



FEDERAL TAX AUTHORITY

training_ty@abc.com

What are you looking for?

User Type: عرب

Tax Agency > Tax Agent Management

Agent List

TAAN	Emirates ID	Email ID	Name(EN)	Name(AR)	Date From	Date To	Status	Status Date	Actions
0020003042	[REDACTED]	tax_agent_regr@pp.com	Tax Agent Regression	ممثل في المكتب	29/08/2022	29/08/2022	Delinked	29/08/2022	***
0020003018	[REDACTED]	training_tt@abc.com	Rehman Rehman	رهمان رهمن	26/08/2022	01/09/2022	Delinked	02/09/2022	***
0020003018	[REDACTED]	training_tt@abc.com	Rehman Rehman	رهمان رهمن	18/08/2022	24/08/2022	Delinked	25/08/2022	***

Add Agent

Information icon

Star icon

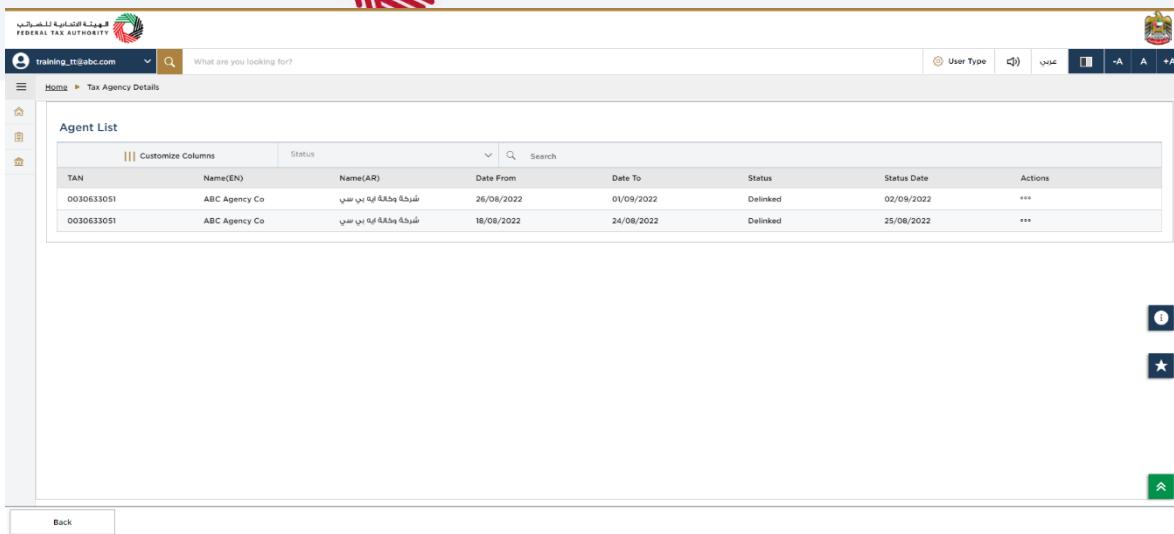
Up arrow icon

Back

Once the delinking request is approved by the Tax Agency, the delinking status is updated to 'Delinked'.

الم الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

Once the Tax Agency has approved or rejected the delinking request, the status of the request in the Tax Agent profile will be updated as shown in the next screen.



TAN	Name(EN)	Name(AR)	Date From	Date To	Status	Status Date	Actions
0030633051	ABC Agency Co	شركة ABC	26/08/2022	01/09/2022	Delinked	02/09/2022	***
0030633051	ABC Agency Co	شركة ABC	16/08/2022	24/08/2022	Delinked	25/08/2022	***



Once the delinking request is approved by the Tax Agency, the status in Tax Agent profile will be Delinked.



Correspondences

Tax Agent will receive the following correspondences:

- Delinking request submission acknowledgement.
- Delinking request approval or rejection notification.

Tax Agent will receive the following correspondences, if they submit an escalation application to FTA:

- Escalation application submission acknowledgement.
- Escalation application approval by FTA.
- Escalation application rejection by FTA.
- Escalation application additional information requested by FTA.

Tax Agency will receive the following correspondences:

- Delinking request for approval.
- Reminder notification for completing the approval.
- Delinking request approval or rejection notification.



Thank you