



إمارات تاكس  
EMARATAX

## Foreign Mission and Diplomats Dashboard - User Manual

Date: Oct 2022

Version 1.0.0.0

### Private and Confidential

This document contains information which is confidential and proprietary to the Federal Tax Authority. Any dissemination, distribution, copying, use of or reliance upon the confidential and proprietary information contained herein is unauthorized and strictly prohibited.



## 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



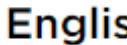
## Annexure Section

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> <b>عربى</b>	This is used to toggle between the English and Arabic versions of the portal
 <b>-A</b> <b>A</b> <b>+A</b>	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
 <b>1</b> <b>2</b>	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](#)



## Table of Contents

Document Control Information.....	2
Annexure Section.....	3
Navigating through EmaraTax .....	4
Table of Contents .....	5
Introduction .....	6
EmaraTax Login Page .....	7
Logged in User Dashboard .....	8
Required Actions .....	9
Most Used Services.....	10
Overview Section.....	11
Manage Account.....	14
Log Out of EmaraTax Portal .....	15
Logged in User Dashboard .....	16
Footer Section .....	17



United Arab Emirates

## Introduction



United Arab Emirates

This manual is prepared to help the Foreign Mission & Diplomats to navigate through the EmaraTax portal and explains the Foreign Mission & Diplomats Dashboard.



## EmaraTax Login Page

إمارات تاكس  
EMARATAX

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: diplomat@id.com

Password: .....

[Forgot password?](#)

Enter Security Code: 139639

Login

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

UAE PASS

Login With UAE PASS

-  • 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.



## Logged in User Dashboard

The screenshot shows the Foreign Mission & Diplomats dashboard. At the top, there is a search bar with the term "Foreign". Below the search bar, there are sections for "Required Actions" (listing a due date and description), "Most Used Services" (listing Backend Portal User Creation, Foreign Mission and Diplomats Excise Refund, and Foreign Mission and Diplomats Registration), and an "Overview" section with three cards: "My Registration Details", "VAT Refund Request", and "Excise Refund Request".



Based on the user type, the search bar lists the application forms applicable to the logged in user. The logged in user can select any option and then click on "Search". The user is redirected to the respective page.



## Required Actions

إمارات تاكس إمارات تاكس EMARATAX

diplomat@id.com Foreign Mission & Diplomats

User Type عربی -A A +A

Home

HOME HOME FOREIGN MISSION & DIPLOMATS

**Required Actions**

Due Date	Description
16/06/2022	Additional Information pending for FM2220000202

**Most Used Services**

- Backend Portal User Creation
- Foreign Mission and Diplomats Excise Refund
- Foreign Mission and Diplomats Registration

**Overview**

More Tax Types

My Registration Details VAT Refund Request Excise Refund Request

View All Edit View All View All



The 'Required Action Section' will display the three immediate actions that are due from the logged in user. If there are no actions pending from the logged in online user, this section will be empty.



## Most Used Services

إمارات تاكس إمارات تاكس EMARATAX

diplomat@id.com Foreign Mission & Diplomats

Home

HOME HOME FOREIGN MISSION & DIPLOMATS

Required Actions

Due Date	Description
16/06/2022	Additional Information pending for FM2220000202

Most Used Services

- Backend Portal User Creation
- Foreign Mission and Diplomats Excise Refund
- Foreign Mission and Diplomats Registration

Overview

My Registration Details VAT Refund Request Excise Refund Request

View All Edit View All View All

More Tax Types



The 'Most Used Services' will display the frequently availed three services by the logged in user.



## Overview Section

 The ‘Overview’ section displays the “My Registration Details”, “VAT Refund Request” and “Excise Refund Request” tile.

Step	Action
(1)	Click here to view your registration details



The screenshot shows the EMARATAX Home dashboard for Foreign Mission & Diplomats. In the 'Required Actions' section, there is one item: '16/06/2022 Additional Information pending for FM2220000202'. The 'Most Used Services' section lists three items: 'Backend Portal User Creation', 'Foreign Mission and Diplomats Excise Refund', and 'Foreign Mission and Diplomats Registration'. The 'Overview' section contains three cards: 'My Registration Details', 'VAT Refund Request', and 'Excise Refund Request'. The 'Edit' button in the 'My Registration Details' card and the 'View All' button in the 'VAT Refund Request' card are highlighted with red boxes and circled with yellow numbers '1'.

Step	Action
(1)	Click here to edit your registration details

The screenshot shows the EMARATAX Home dashboard for Foreign Mission & Diplomats. It is identical to the previous one, featuring the same 'Required Actions', 'Most Used Services', and 'Overview' sections. The 'Edit' button in the 'My Registration Details' card and the 'View All' button in the 'VAT Refund Request' card are highlighted with red boxes and circled with yellow numbers '1'.

Step	Action
(1)	Click here to create a new VAT Refund Request and also to view all your previous VAT Refund requests



إمارات تاكس  
EMARATAX

diplomat@id.com

What are you looking for?

User Type: عربی -A A +A

Home

Required Actions

Due Date	Description
16/06/2022	<a href="#">Additional Information pending for FM2220000202</a>

Most Used Services

- Backend Portal User Creation
- Foreign Mission and Diplomats Excise Refund
- Foreign Mission and Diplomats Registration

Overview

My Registration Details

[View All](#) [Edit](#)

VAT Refund Request

[View All](#)

Excise Refund Request

[View All](#)

More Tax Types ▼

▲

1

Step	Action
(1)	Click here to create a new Excise Refund Request and also to view all your previous Excise Refund requests



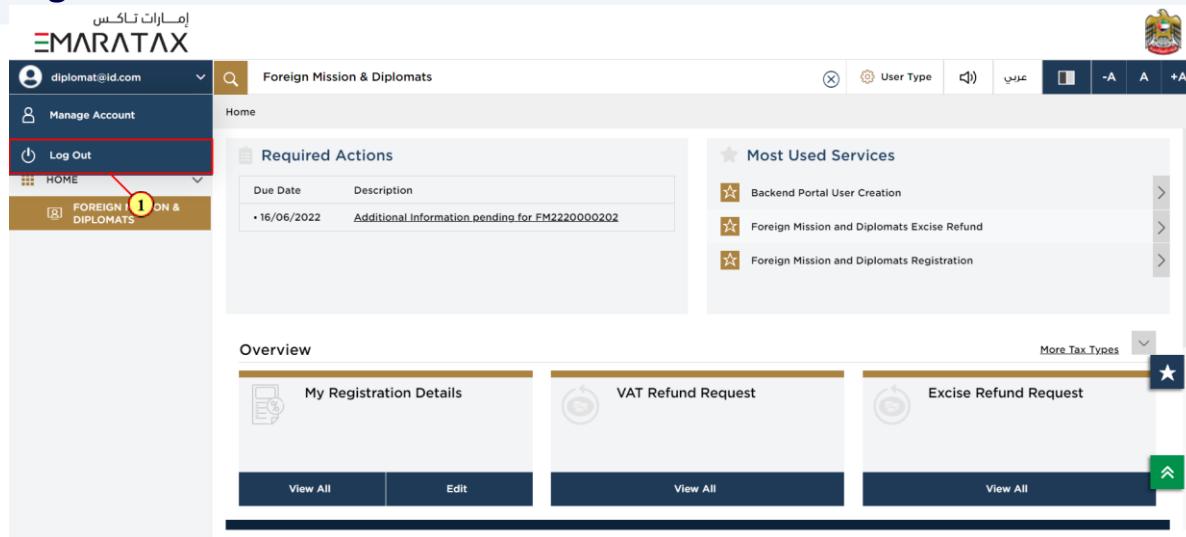
## Manage Account

The screenshot shows the EMARATAX portal interface. At the top left is the user email 'diplomat@id.com'. A red box highlights the 'Manage Account' link in the sidebar, which is circled with a yellow number '1'. The main content area is titled 'Foreign Mission & Diplomats' and shows a 'Required Actions' section with a single item: 'Due Date' 16/06/2022 and 'Description' Additional Information pending for FM2220000202. To the right is a 'Most Used Services' section with three items: 'Backend Portal User Creation', 'Foreign Mission and Diplomats Excise Refund', and 'Foreign Mission and Diplomats Registration'. Below these are three cards: 'My Registration Details' (View All, Edit), 'VAT Refund Request' (View All), and 'Excise Refund Request' (View All, marked with a green star icon). A 'More Tax Types' dropdown is visible above the VAT card.

Step	Action
(1)	Click on 'Manage account' to manage the logged in user account.



## Log Out of EmaraTax Portal



The screenshot shows the EmaraTax Portal interface for Foreign Mission & Diplomats. The top navigation bar includes a user dropdown (diplomat@id.com), a search bar, and various settings like User Type, Language (Arabic/English), and font size. The main content area displays 'Required Actions' (a due date of 16/06/2022 for additional information) and 'Most Used Services' (Backend Portal User Creation, Foreign Mission and Diplomats Excise Refund, and Registration). Below this is an 'Overview' section with three cards: 'My Registration Details', 'VAT Refund Request', and 'Excise Refund Request'. The 'Excise Refund Request' card has a green star icon and a green arrow pointing up.

Step	Action
(1)	Click on 'Log out' to log out from the logged in user's EmaraTax account.



## Logged in User Dashboard

The screenshot shows the 'Logged in User Dashboard' for EMARATAX. The top navigation bar includes the logo, user email (diplomat@id.com), a search bar, and various settings like 'User Type', 'Arabic', and font size controls. The left sidebar has a 'HOME' section with a highlighted 'HOME' button (circled with a yellow '1'). Below it is a 'FOREIGN MISSION & DIPLOMATS' section. The main content area features a 'Required Actions' section with a due date of 16/06/2022 and a description of 'Additional Information pending for FM2220000202'. To the right is a 'Most Used Services' section with links to 'Backend Portal User Creation', 'Foreign Mission and Diplomats Excise Refund', and 'Foreign Mission and Diplomats Registration'. Below these are three cards: 'My Registration Details', 'VAT Refund Request', and 'Excise Refund Request', each with 'View All' and 'Edit' buttons.

Step	Action
(1)	Click here to navigate back to the logged in user's dashboard screen.

This screenshot is similar to the previous one but highlights the 'FOREIGN MISSION & DIPLOMATS' section in the left sidebar (circled with a yellow '1'). The main content area remains the same, displaying the 'Required Actions' and 'Most Used Services' sections, along with the three overview cards for registration and tax refunds.

Step	Action
(1)	Click here to view the Foreign Mission & Diplomats



## Footer Section

The screenshot shows the footer area of the EmaraTax website. It includes a sidebar with navigation links for HOME, HOME, and FOREIGN MISSION & DIPLOMATS. The main footer content is organized into four columns: QUICK LINKS (tax.gov.ae, Help Center, Glossary, Sitemap), OTHER LINKS (What's New, FAQs, Contact Us, Complaints and Inquiries), FOLLOW US (social media icons), and a Customer Charter logo. At the bottom, there is a link to Government.ae.

**i** The footer section contains the following information for quick and easy navigation of the logged in user

**Quick Links**

1. Tax.Gov.ae –Federal Tax Authority website’s home page
2. Help Center – Repository of all user manuals and tutorials
3. Glossary – Contains explanation of keywords used in the FTA website
4. Site map – Provides a list of all the page in the EmaraTax website

**Other links**

1. What’s New – This section lists the announcements and newly added content in the FTA
2. FAQ’s - All frequently asked questions is listed under FAQs section
3. Contact us – The contact details of Federal Tax Authority is listed in this section
4. Complaints and Suggestions – All complaints and suggestions can be submitted in this section



United Arab Emirates

إمارات تاكس  
EMARATAX

diplomat@id.com

What are you looking for?

User Type

Arabic

Home

View All

Edit

View All

View All

HOME

HOME

FOREIGN MISSION & DIPLOMATS

FEDERAL TAX AUTHORITY

© 2021 Copyright Federal Tax Authority.  
This site is best viewed in Microsoft Edge Vers. 38.14393.1066.0 (latest version), Google Chrome (latest version).

QUICK LINKS

tax.gov.ae  
Help Center  
Glossary  
Sitemap

OTHER LINKS

What's New  
FAQs  
Contact Us  
Complaints and Inquiries

FOLLOW US

Instagram  
Facebook  
Twitter  
YouTube

Contact Us  
600 599 994

ميثاق سعاداتكم

Customer Charter

Government.ae

Disclaimer | Terms and Conditions | Accessibility | Privacy Policy | Sitemap | Customer Charter

Follow us: The Federal Tax Authority can be followed on social media sites such as Instagram, Facebook, Twitter and YouTube

Contact us : Federal Tax Authority can be contacted at this number 600599994

Disclaimer – A detailed explanation of the disclaimer content can be found [here](#)

Terms and Conditions – This page contains all terms and conditions applicable while using Federal Tax Authority

Accessibility – This link provides information about accessibility policy.

Privacy policy – The privacy policy can be viewed by clicking [here](#).



Thank you