



إمارات تاكس  
EMARATAX

## User Authorization - 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"> <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>	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
<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
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.

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## User Authorization

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## Introduction

Account admins can manage multiple taxable person accounts using a single email address. They can also assign other online users to view or manage a taxable person's account.

For example:

- If many businesses are owned by a single entity/person. All these taxable persons or businesses can be managed using a single email address.
- If other online users need to have access to the taxable person account, then this can be managed using this functionality.

Online User - A user who have already signed up with the FTA's EmaraTax portal.

Online user dashboard – The landing page after the login. The dashboard allows an online user to add taxable persons; perform actions, such as grant or revoke read and write access of taxable person accounts to other online users.

These actions are available in the "User Authorization" section.

Taxable person - Any entity created for allowing the registration or any other tax related activities by the online user.

Taxable person dashboard - The dashboard which allows the online user to perform all the tax related activities such as registrations, returns, payments, refunds for a taxable person.

Account admin - The admin of the taxable person is the online user who has actually created the taxable person in EmaraTax. Please note that only the admin of a taxable person can provide or revoke access rights to other online users.

Access rights - Online users can either have WRITE or DISPLAY access to a taxable person profile. At any point of time, only one user other than the admin, will have WRITE access to a taxable person profile.



**The following sections describe the privileges of online users, account admins and taxable person accounts.**

Manage multiple tax accounts using a single email address to perform all tax related functions, such as registration, filing returns, making tax payments, requesting refunds, deregistering etc for multiple taxable person accounts using the same email address (i.e. the same online user account)

Assign multiple online users to have access to a single taxable person's account. The admin of the account can control the level of access i.e. read or write to be given to users. Multiple online users can have view access to a particular taxable person account, but only one user can have write access. By default, the write access rests with the account admin who is then free to assign it to another online user or to hire a tax agency.

A summary of who has which access can be seen on the "User Authorization" in the online user dashboard. The following sections describe how an online user can go about executing responsibilities for a taxable person.



# Adding a new taxable person account (who is not registered) to my EmaraTax account



An account admin who has signed up on EmaraTax has the ability to create one or more taxable person accounts to manage or view their accounts.



The screenshot shows the 'Create New Taxable Person Profile' page. It has fields for 'Profile Name in English' and 'Profile Name in Arabic', 'Preferred Language', and 'Preferred communication Channel'. There is also a section for 'Upload Taxable Person Logo (Optional)' with a file upload area. At the bottom right of the main form area is a red circle with the number '1' pointing to a 'Create' button.

Step	Action
(1)	To create a new Taxable Person, Enter the Legal Name of Entity of the taxable person in English and Arabic and then click on 'Create' button. You can also add a 'Logo' if available. The taxable person account will be automatically added (i.e. no approval required).



# Assigning Online Users to a taxable person account

The screenshot shows the 'Company' section of the portal. At the top, there's a search bar and navigation buttons for 'User Type' and 'Logout'. The main area includes:

- Required Actions:** Shows 'Due Date' and 'Description' with 'No data'.
- Most Used Services:** Shows 'No data'.
- Overview:** Includes three main categories:
  - Value Added Tax:** Status 'Not registered', 'Register' button.
  - Excise Tax:** Status 'Not registered', 'Register' button.
  - Warehouse Keeper:** Status 'Not registered', 'Register' button.
- Tax Group:** Shows 'Tax Group' with a 'Register' button.
- My Reports:** Shows a dropdown menu.



Once a taxable person is created, the account admin can assign online users who will have access to the taxable person.



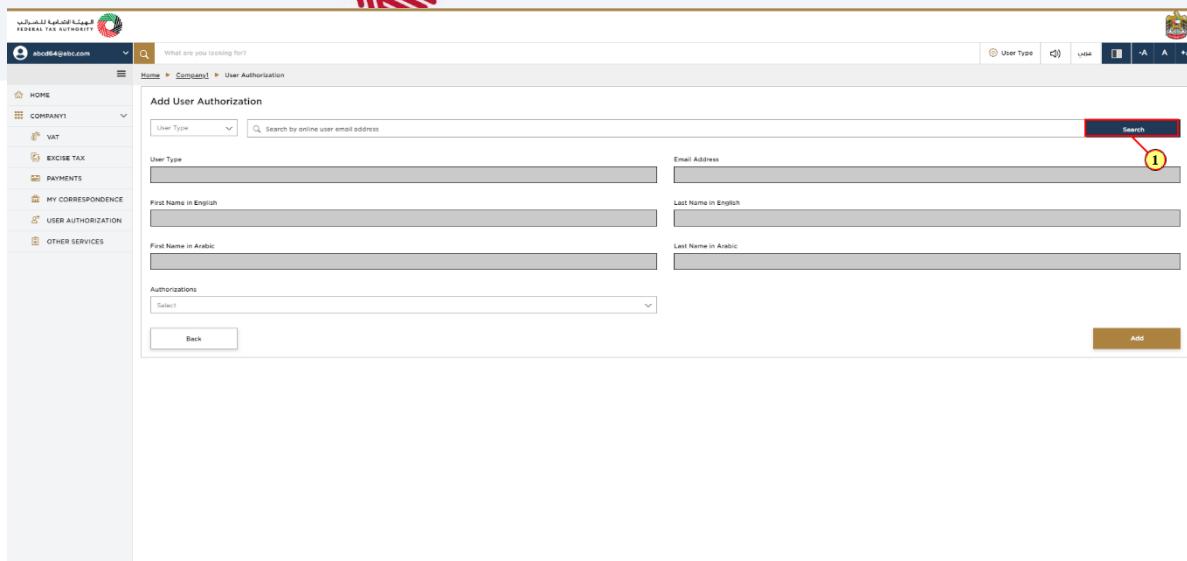
The screenshot shows the FTA's digital platform interface. On the left, a vertical sidebar lists navigation options: HOME, COMPANY (VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE), and OTHER SERVICES (with 'USER AUTHORIZATION' highlighted). The main content area includes sections for 'Required Actions' (empty), 'Most Used Services' (empty), and an 'Overview' section with three cards: 'Value Added Tax' (Not registered, Register), 'Excise Tax' (Not registered, Register), and 'Warehouse Keeper' (Not registered, Register). Below the Overview is a 'Tax Group' card (Not registered, Register). A 'My Reports' section is also present.

Step	Action
(1)	Click 'User Authorization' to proceed to the 'User Authorization' page.



User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Actions
Portal User	abc cid	abc054@abc.com	30/07/2022	31/12/9999	Active	Admins	<a href="#">Edit</a>

Step	Action
(1)	The page displays all the online users and the current authorization details. Click 'Add User' to assign a new online user to the taxable person.

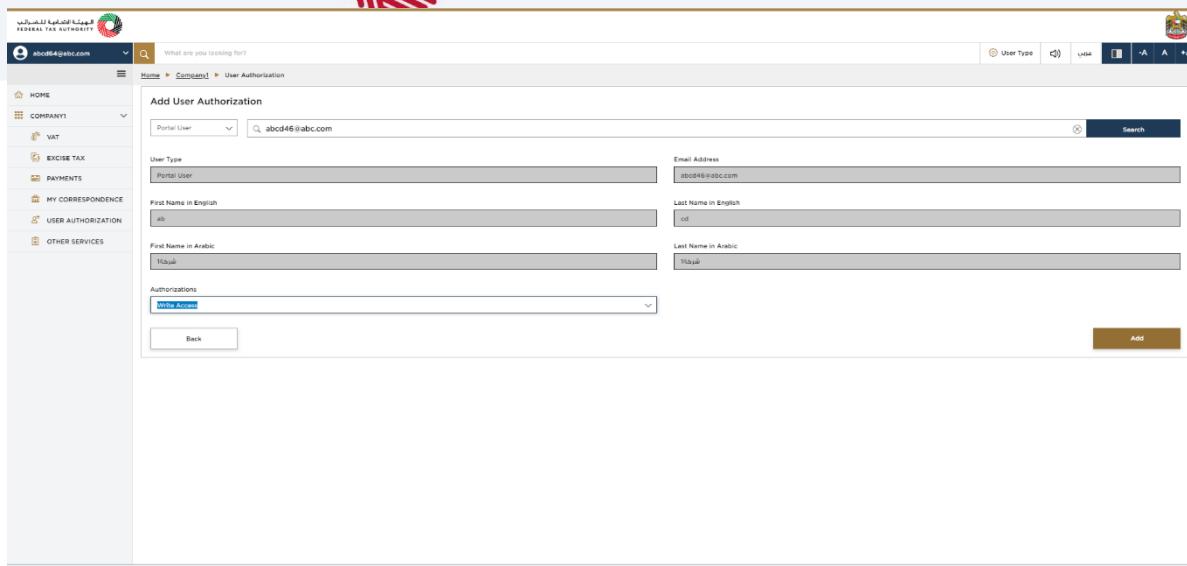


Step	Action
(1)	<ul style="list-style-type: none"> <li>Select user type as 'Portal User' from the dropdown and enter the registered email address of the Online User.</li> <li>Please note that the user must have already registered with the FTA.</li> <li>Click 'Search' button to verify the email.</li> <li>Once the email is successfully verified, the details of the Online User will be get populated.</li> </ul>



The screenshot shows the 'User Authorization' section of the FTA portal. A search bar at the top has 'abcd4@abc.com' entered. Below it, a table lists user details: First Name in English 'abcd', Last Name in English 'cd', First Name in Arabic 'مبارك', and Last Name in Arabic 'مبارك'. The 'User Type' is set to 'Portal User'. The 'Email Address' is 'abcd4@abc.com'. In the 'Authorizations' dropdown, 'Write Access' is selected. At the bottom right of the form, there is a large red button labeled 'Add' with a circled number '1' above it.

Step	Action
(1)	To enable the type of access for the Online User to the taxable person account, select the 'Display Access' or 'Write Access' in the 'Authorizations' drop down field and click 'Add' button to proceed.




The Online User with 'Write Access' will be able to edit the taxable person's account and act on his behalf. The Online User with 'Display Access' will only have read access and will not be able to edit the taxable person's account.  
 Only one Online User will be able to have the privilege of write access at a particular point in time.  
 The account admin is the only one who can give access.



The screenshot shows the 'Manage User Authorization' page. The table lists two users: 'Portal User' (abc01) and 'Portal User' (abc02). The 'OK' button in a success message box is highlighted with a red circle.

User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Actions
Portal User	abc01	abc01@abc.com	3/07/2022	3/12/9999	Active	Admin	
Portal User	abc02	abc02@abc.com	3/07/2022	3/12/9999	Active	Write Access	...

Step	Action
(1)	<ul style="list-style-type: none"> <li>The Online User will be assigned to the taxable person account with 'Write' or 'Display' access depending on what was selected.</li> <li>Click on 'OK' button to close the pop-up.</li> </ul>



## De-link online users from taxable person account by the Account Admin



The Account admin can de-link online users from taxable person account.



The screenshot shows the 'Company' section of the FTA website. On the left, there's a sidebar with navigation links: HOME, COMPANY (selected), VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION (selected), and OTHER SERVICES. A search bar at the top says 'What are you looking for?'. Below the sidebar, there are two sections: 'Required Actions' and 'Most Used Services', both of which say 'No data'. Under 'Overview', there are four cards: 'Value Added Tax' (Not registered, Register), 'Excise Tax' (Not registered, Register), 'Tax Group' (Register), and 'Warehouse Keeper' (Not registered, Register). At the bottom left, it says 'My Reports'.

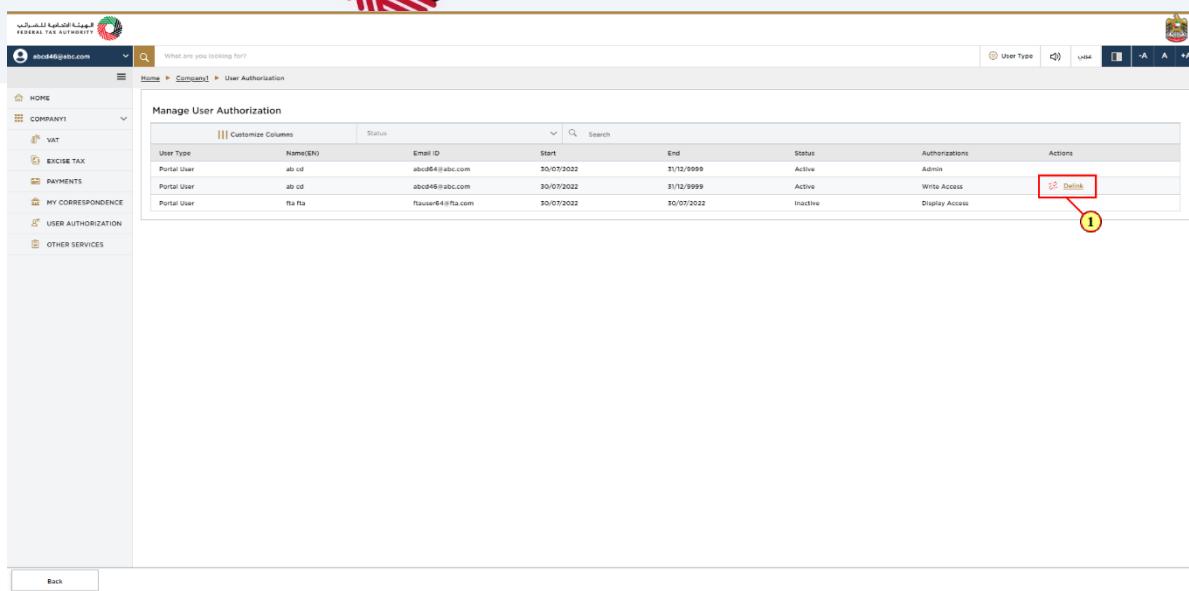


Account admins can delink online users from a taxable person account.



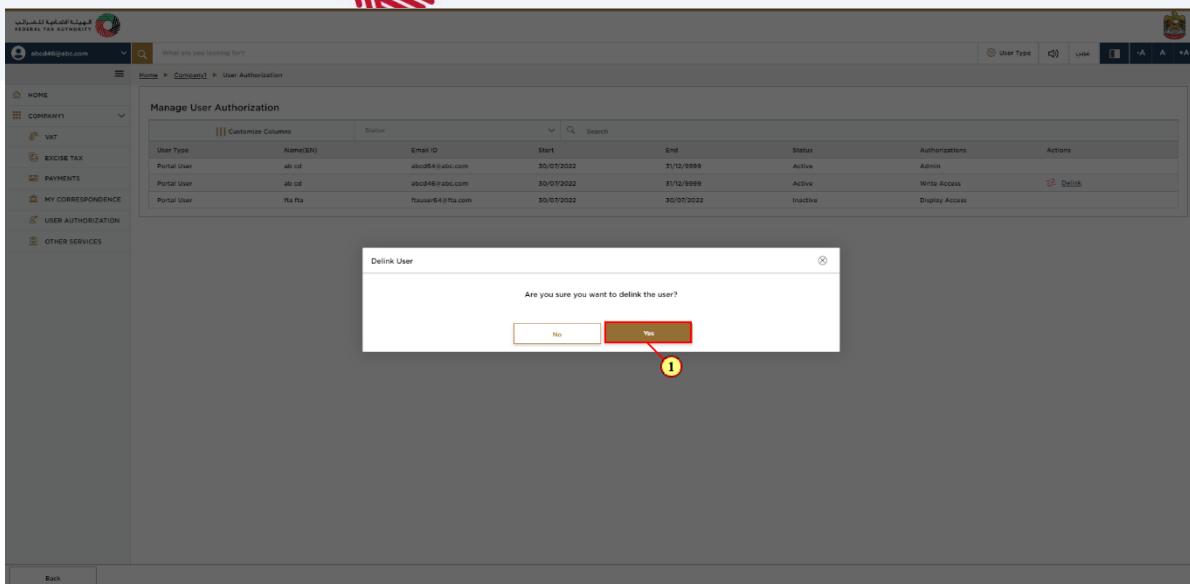
The screenshot shows the homepage of the Federal Tax Authority website. The left sidebar has a red box around the 'USER AUTHORIZATION' link, which is circled with a red circle and labeled with a '1'. The main content area shows sections like 'Required Actions', 'Most Used Services', and 'Overview' with cards for Value Added Tax, Excise Tax, and Warehouse Keeper.

Step	Action
(1)	Click 'User Authorization' to proceed to the 'User Authorization' page.



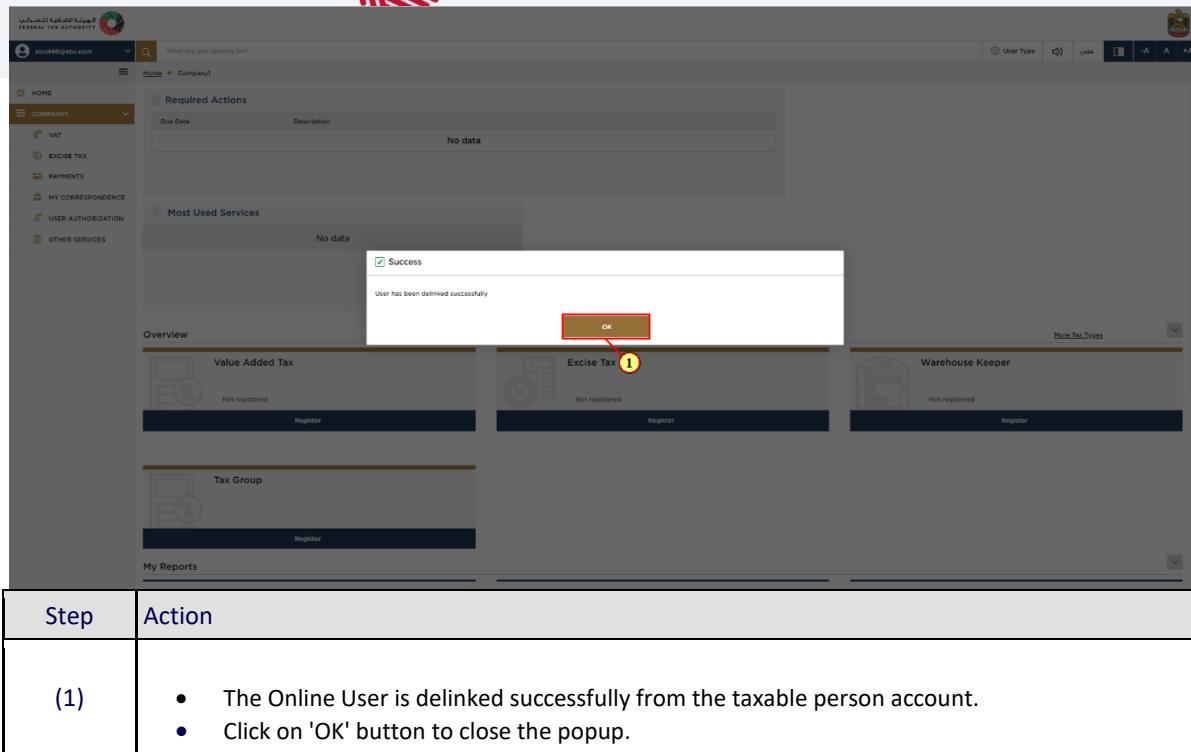
User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Actions
Portal User	abc cid	abcd64@abc.com	30/07/2022	31/12/9999	Active	Admin	 Delete
Portal User	abd cid	abcd49@abc.com	30/07/2022	31/12/9999	Active	Write Access	
Portal User	fta fta	ftouser64@fta.com	30/07/2022	30/07/2022	Inactive	Display Access	

Step	Action
(1)	The table displays all the online users linked to this taxable person. Identify the user, whom you want to delink and click the 'Delete' option.



User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Actions
Portal User	abc xyz	abcd54@abc.com	31/07/2022	31/12/9999	Active	Admin	
Portal User	abc xyz	abcd54@abc.com	31/07/2022	31/12/9999	Active	Write Access	
Portal User	fta fta	ftauser64@fta.com	31/07/2022	31/07/2022	Inactive	Display Access	

Step	Action
(1)	A pop-up message will appear on the screen. Confirm the request by clicking on "Yes" button. Select "No" to cancel and close the pop-up.



Step	Action
(1)	<ul style="list-style-type: none"> <li>The Online User is delinked successfully from the taxable person account.</li> <li>Click on 'OK' button to close the popup.</li> </ul>



## De-link online user from taxable person account by the Online User

Online users can delink themselves from a taxable person account.



The screenshot shows the 'Company' section of the portal. On the left, there is a sidebar with navigation links: HOME, COMPANY (selected), VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION (selected), and OTHER SERVICES. A search bar at the top asks 'What are you looking for?'. Below the sidebar, the main content area has two sections: 'Required Actions' and 'Most Used Services', both of which show 'No data'. Under 'Overview', there are four cards: 'Value Added Tax' (Not registered, Register), 'Excise Tax' (Not registered, Register), 'Tax Group' (Register), and 'Warehouse Keeper' (Not registered, Register). A link 'More Tax Types' is located above the Warehouse Keeper card.

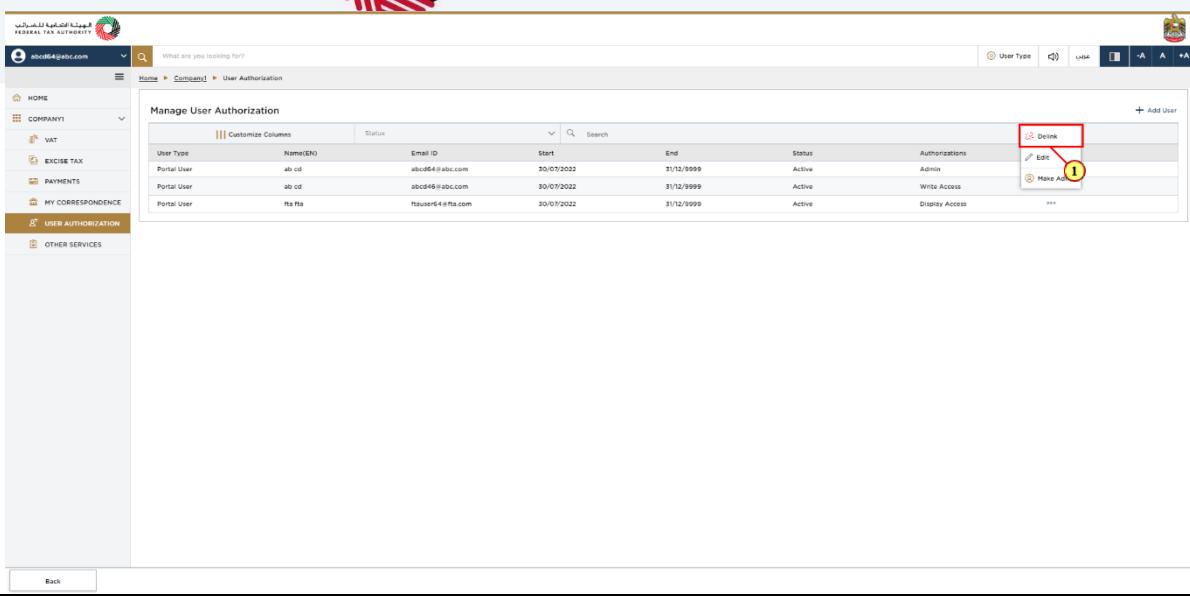


Online users can delink themselves from a taxable person account.



The screenshot shows the FTA's digital platform interface. On the left, a vertical sidebar lists navigation options: HOME, COMPANY (VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE), and two highlighted sections: USER AUTHORIZATION (with a circled '1') and OTHER SERVICES. The main content area features a search bar, a 'Required Actions' section (empty), and a 'Most Used Services' section (empty). Below these are three cards under 'Overview': 'Value Added Tax' (Not registered, Register button), 'Excise Tax' (Not registered, Register button), and 'Warehouse Keeper' (Not registered, Register button). A 'Tax Group' card is also present. At the bottom, there is a 'My Reports' section.

Step	Action
(1)	Click 'User Authorization' to proceed to the 'User Authorization' page.



The screenshot shows the 'Manage User Authorization' section of the FTA portal. The table displays the following information:

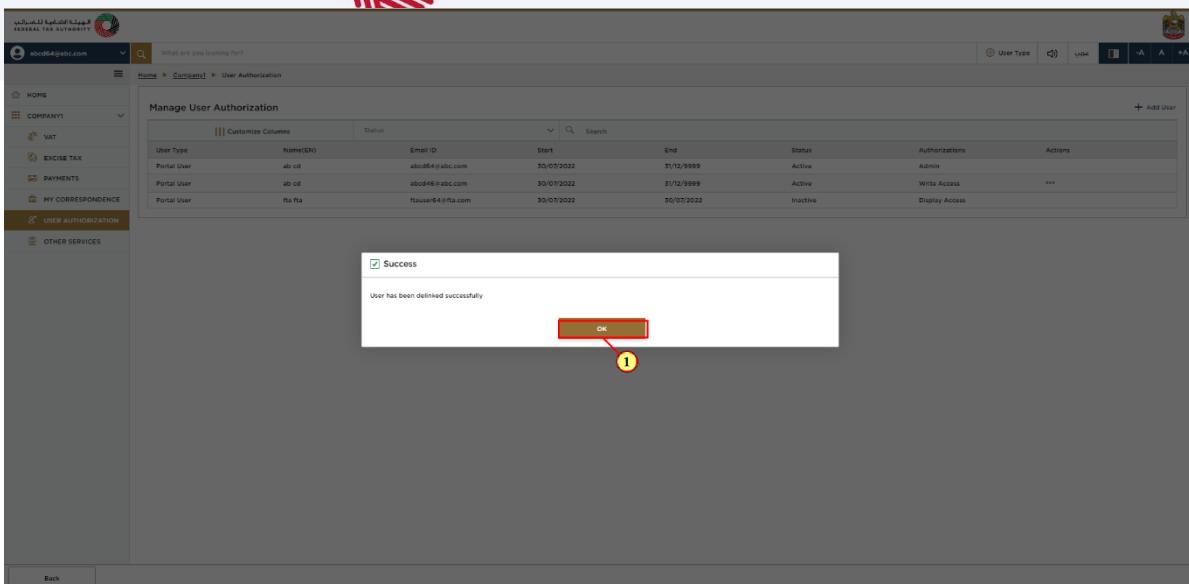
User Type	Name(EN)	Email ID	Start	End	Status	Authorizations
Portal User	abc.cid	abcd4@abc.com	30/07/2022	31/12/9999	Active	Admin
Portal User	abd.cid	abcd4@abc.com	30/07/2022	31/12/9999	Active	Write Access
Portal User	fta.fta	ftauser64@fta.com	30/07/2022	31/12/9999	Active	Display Access

Step	Action
(1)	The table displays all the online users linked to this taxable person. Identify the user, whom you want to delink and click the 'Delink' option.



The screenshot shows the 'Manage User Authorization' page. A table lists three users: 'abc xyz' (Portal User), 'abc xyz' (Portal User), and 'fta fta' (Portal User). The 'fta fta' user has 'Write Access' and 'Display Access' listed under 'Authorizations'. Below the table, a 'Delink User' dialog box is displayed with the message 'Are you sure you want to delink the user?'. The 'Yes' button is highlighted with a red box and a circled '1'.

Step	Action
(1)	A pop-up message will appear on the screen. Confirm the request by clicking on "Yes" button. Select "No" to cancel and close the pop-up.



The screenshot shows the 'Manage User Authorization' page. A success message box is displayed in the center, stating 'User has been delinked successfully' with an 'OK' button highlighted by a red circle labeled '1'. The main table lists three users: 'abc004' (Portal User), 'abc005' (Portal User), and 'fta ft4' (Portal User). The 'fta ft4' user is marked as Inactive.

User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Actions
Portal User	abc004	abc004@abc.com	31/07/2022	31/12/9999	Active	Admin	
Portal User	abc005	abc005@abc.com	31/07/2022	31/12/9999	Active	Write Access	***
Portal User	fta ft4	ftaustr4@fta.com	31/07/2022	31/07/2022	Inactive	Display Access	

Step	Action
(1)	<ul style="list-style-type: none"> <li>The Online User is delinked successfully from the taxable person account.</li> <li>Click on 'OK' button to close the pop-up.</li> </ul>



# Change the admin of a taxable person account

The screenshot shows the 'COMPANY' section of the portal. At the top, there is a search bar and navigation links for 'User Type', 'Logout', and 'Language'. The main area includes:

- Required Actions:** Shows 'Due Date' and 'Description' with a note 'No data'.
- Most Used Services:** Shows 'No data'.
- Overview:** Contains four main categories:
  - Value Added Tax:** Shows 'Not registered' and a 'Register' button.
  - Excise Tax:** Shows 'Not registered' and a 'Register' button.
  - Warehouse Keeper:** Shows 'Not registered' and a 'Register' button.
  - Tax Group:** Shows a 'Register' button.
- My Reports:** A section for viewing reports.



Account admin can change the admin of a taxable person account to another online user.



Step	Action
(1)	Click 'User Authorization' to proceed to the User Authorization page.



Screenshot of the Federal Tax Authority (FTA) portal showing the 'Manage User Authorization' page. The page lists users with their details and authorization levels. A red box highlights the 'Make Admin' button for a specific user, and a yellow circle with the letter 'I' indicates an informational message.

User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Action Buttons
Portal User	abc cd	abcd64@fta.com	30/07/2022	31/12/9999	Active	Admin	<a href="#">Edit</a>
Portal User	fta fta	ftaunder64@fta.com	30/07/2022	30/07/2022	Inactive	Display Access	<a href="#">Edit</a>
Portal User	abc cd	abcd66@fta.com	30/07/2022	30/07/2022	Inactive	Write Access	<a href="#">Edit</a>
Portal User	fta user	ftaunder66@fta.com	30/07/2022	31/12/9999	Active	Display Access	<a href="#">Edit</a>

Step	Action
(1)	Identify the online user you want to make admin of the taxable person account and choose the menu "Make Admin" to proceed.



User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Actions
Portal User	abc cd	abcd64@abc.com	30/01/2022	31/12/9999	Active	Admin	
Portal User	fta fta	ftaunder64@fta.com	30/07/2022	30/07/2022	Inactive	Display Access	
Portal User	abc cd	abcd46@abc.com	30/07/2022	30/07/2022	Inactive	Write Access	
Portal User	fta user	ftauser64@fta.com	30/07/2022	31/12/9999	Active	Display Access	...

Step	Action
(1)	A pop-up message will appear on the screen. Confirm the request by clicking on "Yes" button. Select "No" to cancel and close the pop-up.



The screenshot shows the 'Manage User Authorization' page. A modal window titled 'Change Admin OTP verification' is open, prompting the user to enter an OTP sent to their registered email or mobile number. The modal includes fields for entering digits 3, 2, 4, and 4, a note about OTP expiration, and a link for resend. A red circle highlights the 'Submit' button.

Step	Action
(1)	A One Time Password (OTP) will be sent to your registered email address or verified mobile number. Enter the OTP received and click 'Submit' button to proceed. Note that the OTP validity is time bound. Click 'Resend OTP' if you need to receive a new OTP.



The screenshot shows the 'Manage User Authorization' page. The table lists four users with their details:

User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Actions
Portal User	fta ftu	ftauuser64@fta.com	30/01/2022	30/03/2022	Inactive	Display Access	
Portal User	abc cde	abcd64@abc.com	30/07/2022	30/07/2022	Inactive	Write Access	
Portal User	abc cde	abcd64@abc.com	30/07/2022	31/12/9999	Active	Display Access	
Portal User	fta user	ftauuser66@fta.com	30/07/2022	31/12/9999	Active	Admin	

A modal window titled 'Success' displays the message: 'Admin has been changed successfully'. An 'OK' button is at the bottom of the modal. A yellow circle with the number '1' is placed over the 'OK' button.

Step	Action
(1)	<ul style="list-style-type: none"> <li>The selected Online User is now the Account Admin of the taxable person account.</li> <li>Click on 'OK' button to close the popup.</li> </ul>



# Shifting between taxable person accounts (taxable person dashboard)

Viewing the Taxable Person List.



The screenshot shows the user interface of the Federal Tax Authority's website. At the top, there is a navigation bar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. A search bar is present with the placeholder 'What are you looking for?'. On the right side of the header, there are options for 'User Type' (dropdown), 'Logout' (button), and zoom controls ('-A', '+A'). Below the header, a modal window titled 'Create New Taxable Person Profile' is open. It contains fields for 'Profile Name in English' and 'Profile Name in Arabic', both with placeholder text 'Profile Name'. There is also a 'Preferred Language' dropdown and a 'Preferred communication Channel' dropdown. A section for 'Upload Taxable Person Logo (Optional)' includes a file upload input with a 'Browse' button and a 'Drag files here' placeholder, with a note that 'Max File Size : 5 MB' and 'Formats : JPEG, JPG, PNG' are allowed. A maximum file count of '1' is specified. A 'Create' button is located at the bottom right of the modal. Below the modal, a section titled 'Taxable Person List' displays two entries: 'Company1' and 'Company2', each with a thumbnail icon, a 'View' link, and a more options menu ('...'). At the bottom of the page, there is a footer with links to 'tax.gov.ae', 'Help Center', 'Glossary', and 'Sitemap'. Other links include 'What's New', 'FAQs', 'Contact Us', and 'Complaints and inquiries'. Social media links for Instagram, LinkedIn, Twitter, and YouTube are provided under 'FOLLOW US'. A 'Customer Charter' logo is also present. The footer also includes copyright information: '© 2021 Copyright Federal Tax Authority. This site is best viewed in Microsoft Edge Vers. 38.14393.1066.0 (latest version).Google Chrome (latest version.).'



Online users can have multiple taxable person accounts assigned to them.  
All the taxable persons linked to the user will be displayed in the Taxable Person List.



The screenshot shows the homepage of the Federal Tax Authority website. At the top, there is a search bar with placeholder text 'What are you looking for?' and a user profile icon. Below the header, there is a navigation menu with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area features a 'Create New Taxable Person Profile' form and a 'Taxable Person List' section.

**Create New Taxable Person Profile**

- Profile Name in English: [Input field]
- Profile Name in Arabic: [Input field]
- Preferred Language: [Input field]
- Preferred communication Channel: [Input field]
- Upload Taxable Person Logo (Optional): [File upload input] Add | Drag files here | Formats: JPEG, JPG, PNG | Maximum number of files: 1
- Create button

**Taxable Person List**

Search by TRN Number or Taxable Person: [Search input] Search

View	Company1	View	Company2
<a href="#">View</a>	Company1	<a href="#">View</a>	Company2

1

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This site is best viewed in Microsoft Edge Ver. 38.14393.1066.0 (latest version).Google Chrome (latest version).

QUICK LINKS: tax.govae, Help Center, Glossary, Sitemap

OTHER LINKS: What's New, FAQs, Contact Us, Complaints and Inquiries

FOLLOW US: Instagram, LinkedIn, Twitter, YouTube

Contact Us: ٦٠٠ ٥٩٩ ٩٩٤

Customer Charter

Step	Action
(1)	Select the Taxable Person from the list and click 'View' to access the taxable person account.



Thank you