



إمارات تاكس  
**EMARATAX**

## Business Visitor and UAE Nationals Building New Residences Dashboard - 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



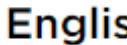
## Annexure Section

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 A +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](#)



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United Arab Emirates

## Introduction



United Arab Emirates

This manual is prepared to help the Business Visitor and UAE Nationals Building New Residences to navigate through the EmaraTax portal and explains the Business Visitor and UAE Nationals Building New Residences Dashboard.



## EmaraTax Login Page

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: user02@gmail.com

Password: User@54321

[Forgot password?](#)

Enter Security Code: 268651

268651

Login

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

الهيئة الاتحادية للضرائب 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 user dashboard interface. At the top, there is a header with the Federal Tax Authority logo and the United Arab Emirates coat of arms. Below the header, a search bar contains the word "tax". A dropdown menu titled "User Type" is open, showing options like "Tax Agent", "Tax Agency Tax Agencies", "Input Tax Appointment Request", "Tax Acceptance Software", and "Tax Agent Infraction". On the left, a sidebar menu includes "HOME", "OTHER SERVICES", and "MY CORRESPONDENCE". The main content area features an "Overview" section with two cards: "New Residence VAT Refunds" (0 Total Requests) and "Business Visitor Refunds" (1 Total Requests). A "More Tax Types" button is located in the top right corner of the overview section.



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

The screenshot shows the user interface of the Federal Tax Authority's online portal. At the top, there is a header bar with the FTA logo, a search bar, and navigation links for 'User Type', 'Arabic', and font size adjustment. Below the header is a sidebar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area is titled 'Required Actions' and displays a table with one row: 'Due Date' (29/07/2022) and 'Description' (Additional Information pending for BV2200000158). To the right of this is a 'Most Used Services' section listing 'Business Visitor Initial Form', 'Business Visitor Refund', and 'Sign Up Process'. Below these sections is an 'Overview' section with two cards: 'New Residence VAT Refunds' (0 Total Requests) and 'Business Visitor Refunds' (1 Total Requests). A 'More Tax Types' button is located at the top right of the overview section.



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

The screenshot shows the homepage of the Federal Tax Authority website. At the top, there is a navigation bar with a user icon (user02@gmail.com), a search bar, and various language and font size options. Below the navigation is a sidebar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area features a 'Required Actions' section with a due date of 29/07/2022 and a description of 'Additional Information pending for BV2200000158'. To the right, a 'Most Used Services' section lists three items: 'Business Visitor Initial Form', 'Business Visitor Refund', and 'Sign Up Process', each with a star icon. Below this, there is an 'Overview' section with two cards: 'New Residence VAT Refunds' (0 Total Requests) and 'Business Visitor Refunds' (1 Total Requests). A 'More Tax Types' button is located at the top right of the overview section.



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



## Overview Section

The screenshot shows the homepage of the Federal Tax Authority. At the top, there is a navigation bar with the user email 'user02@gmail.com', a search bar containing 'What are you looking for?', and various user settings like 'User Type' and language options ('Arabic', '-A', 'A', '+A'). Below the navigation is a sidebar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area is titled 'Required Actions' and shows a due date of '29/07/2022' and a description 'Additional Information pending for BV2200000158'. To the right, there is a section titled 'Most Used Services' with links to 'Business Visitor Initial Form', 'Business Visitor Refund', and 'Sign Up Process'. Below these sections is an 'Overview' section with two tiles: 'New Residence VAT Refunds' (0 Total Requests) and 'Business Visitor Refunds' (1 Total Requests). A 'More Tax Types' button is located at the top right of the overview section.

 The 'Overview' section displays the “New Residence VAT refunds” and “Business Visitor Refunds” tile.

This screenshot is identical to the one above, showing the homepage and Overview section. However, it includes a red callout with a yellow circle containing the number '1' pointing to the 'View All' button under the 'New Residence VAT Refunds' tile. This indicates the first step in the process.

Step	Action
(1)	Click here to create a new refund request and also to view all your previous ‘New Residence VAT Refunds’ request.



The screenshot shows the FTA dashboard with a sidebar on the left containing 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main area has a 'Required Actions' section with a due date of 29/07/2022 and a pending task for 'Additional Information pending for BV2200000158'. To the right is a 'Most Used Services' section with links to 'Business Visitor Initial Form', 'Business Visitor Refund', and 'Sign Up Process'. Below these are two cards: 'New Residence VAT Refunds' (0 total requests) and 'Business Visitor Refunds' (1 total request). A red box highlights the 'View All' button for the Business Visitor Refunds card, which is circled with a yellow number '1'. A 'More Tax Types' dropdown menu is visible above the refund card.

Step	Action
(1)	Click here to create a new refund request and also to view all your previous 'Business Visitor Refunds' request.



## Manage Account

The screenshot shows the 'Manage Account' section of the UAE Tax portal. The left sidebar includes links for 'user02@gmail.com', 'Manage Account' (which is highlighted with a red circle), 'Log Out', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area has a search bar and navigation buttons for 'User Type' and 'Arabic/English'. It displays 'Required Actions' (a due date of 29/07/2022 for 'Additional Information pending for BV2200000158') and 'Most Used Services' (Business Visitor Initial Form, Business Visitor Refund, Sign Up Process). Below this is an 'Overview' section with two cards: 'New Residence VAT Refunds' (0 total requests) and 'Business Visitor Refunds' (1 total request). A 'More Tax Types' dropdown is shown.

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



## Log Out of Account

The screenshot shows the EmaraTax account home page. On the left sidebar, under 'OTHER SERVICES', the 'Log Out' option is highlighted with a red box and circled with a yellow number 1. The main content area displays 'Required Actions' and 'Most Used Services' sections. In the 'Overview' section, there are two cards: 'New Residence VAT Refunds' (0 total requests) and 'Business Visitor Refunds' (1 total request). A 'More Tax Types' dropdown menu is visible.

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 UAE Federal Tax Authority's user dashboard. At the top left is the user's email: user02@gmail.com. A red circle with the number '1' highlights the 'OTHER SERVICES' link under the 'MY CORRESPONDENCE' section. The 'HOME' link is also highlighted with a red box.

**Required Actions:**

Due Date	Description
29/07/2022	Additional Information pending for BV2200000158

**Most Used Services:**

- Business Visitor Initial Form
- Business Visitor Refund
- Sign Up Process

**Overview:**

- New Residence VAT Refunds: 0 Total Requests, View All
- Business Visitor Refunds: 1 Total Requests, View All

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

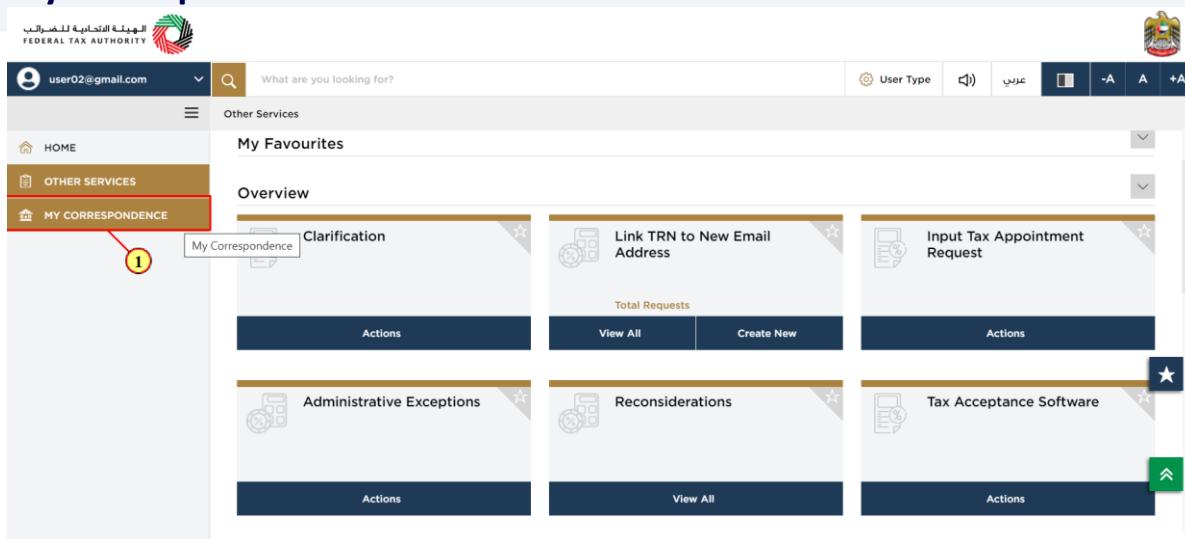


## Other Services

Step	Action
(1)	Click here to view the other services section.

	A list of generic application forms that are accessible to the logged-in user can be found under 'Other Services'.
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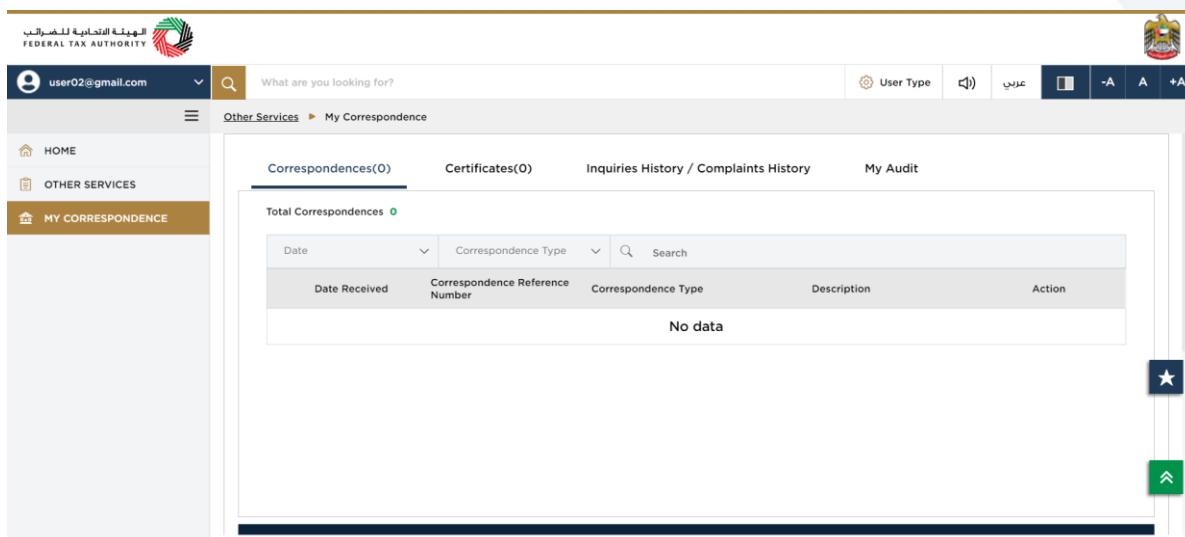
## My Correspondence



The screenshot shows the 'Other Services' section with several options:

- Clarification**: Actions button.
- Link TRN to New Email Address**: Total Requests: View All | Create New.
- Input Tax Appointment Request**: Actions button.
- Administrative Exceptions**: Actions button.
- Reconsiderations**: Actions button.
- Tax Acceptance Software**: Actions button.

Step	Action
(1)	Click here to view the 'My correspondence' section.



The 'Correspondences' tab is active, showing a table with no data:

Date	Correspondence Type	Search		
Date Received	Correspondence Reference Number	Correspondence Type	Description	Action

	In the My Correspondence section, there are tabs titled "Correspondences," "Certificates," "Complaints and inquiries," and "My Audit."
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The 'Correspondence' tab displays the email correspondences sent to the logged in user from the EmaraTax system.

The 'Certificates' tab displays the logged in user's tax registration certificates issued by FTA. There are no registration certificates issued by FTA for "Business Visitor" and "UAE Nationals Home Builders". Hence this tab is empty for the logged in user .



 The 'Complaints and Inquiries' tab displays the complaints and inquiries submitted to FTA by the online user in EmaraTax.

 The 'My Audit' tab displays the inspections and audits raised by the FTA against the logged in user.



## Footer Section

The screenshot shows the footer section of the Federal Tax Authority website. The footer is divided into several sections:

- 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 for Instagram, LinkedIn, Twitter, and YouTube.
- Customer Charter:** A logo with Arabic text "إشعار اسهامات العملاء" and English text "Customer Charter".
- Government.ae:** The official portal of the UAE Government.
- Footer Navigation:** Disclaimer, Terms and Conditions, Accessibility, Privacy Policy, Sitemap, Customer Charter.

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

The screenshot shows the official website of the Federal Tax Authority. At the top, there is a header with the authority's name in Arabic and English, along with a logo. A search bar is located at the top right. Below the header, a navigation menu includes options like 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area is titled 'My Reports' and features a 'QUICK LINKS' section with links to tax.gov.ae, Help Center, Glossary, and Sitemap. It also includes sections for 'OTHER LINKS' (What's New, FAQs, Contact Us, Complaints and Inquiries) and 'FOLLOW US' (links to social media platforms). The footer contains a 'Customer Charter' section with a smiley face icon, and links to Government.ae, Disclaimer, Terms and Conditions, Accessibility, Privacy Policy, Sitemap, and Customer Charter. The footer also includes the official seal of the UAE government.

 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