



# إمارات تاكس EMARATAX

## Manage Online User - User Manual

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## Document Control Information

### Document Version Control

Version No.	Date	Prepared/Reviewed by	Comments
1.0.0.0	01-Oct-22	Federal Tax Authority	User Manual for EmaraTax Portal
2.0.0.0	01-Nov-23	Federal Tax Authority	Updates for 2 factor authentication

### 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](#)



## Manage Online User Profile V2.0.0.0

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## Introduction



This manual is prepared to provide you an understanding on Login process, user types, forgot password and modify online user profile functionalities.

# Login to EmaraTax

إمارات تاكس  
EMARATAX

الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY

عربي

Are you an existing e-Services user?

**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](#)

**Welcome to Federal Tax Authority EmaraTax**

Login

**Login with your E-mail**

E-mail Address

arahman@gamil.com

Password

.....

[Forgot password?](#)

Enter Security Code

636598 636598

Login

**Login with UAE PASS**

UAE Pass is a single trusted digital identity for all citizens, residents to United Arab Emirates

- 
- 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.

**Are you an existing e-Services user?**

If you already have an account with the FTA you will need to reset your password before you can login to EmaraTax for the first time. If you have already successfully reset your password please login to EmaraTax with your new credentials.

[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](#)

**Login with your E-mail**

E-mail Address

Password

[Forgot password?](#)

Enter Security Code

[Login](#)

**Login with UAE PASS**

UAE Pass is a single trusted digital identity for all citizens, residents to United Arab Emirates

## Two Factor Authentication

*If you have previously opted for 2 factor authentication*



If you have opted for 2 factor authentication, you will be redirected to this screen upon successful verification. A One Time Password (OTP) will be sent to your registered email address and registered verified mobile number. If mobile number is not verified, OTP will be sent only to your registered email address.





**Login**  
Welcome to the Federal Tax Authority

Please enter the OTP sent to your **email/mobile** for verification

If you have not received any email, after few minutes please check your spam inbox.

5 4 3 7

OTP expires in xx:xx Minutes [Resend OTP](#)

1

Step	Action
(1)	Enter the OTP and upon successful verification of the OTP, you will be successfully logged in to your EmaraTax account. Click 'Resend OTP' to receive a new OTP if required.



**If you have not opted for 2 factor authentication**

Step	Action
(1)	If you have not opted for 2 factor authentication, you will be successfully logged in to your EmaraTax account upon successful verification of your email address and password.



## Using UAE Pass

The screenshot shows the EmaraTax login interface. At the top, there's a header with the Federal Tax Authority logo and navigation links. Below the header, a message asks if the user is an existing e-Services user. The main content area has two columns. The left column is for email login, with fields for E-mail Address (arahman@gamil.com), Password, and a Security Code (286022). The right column is for UAE Pass login, with a button labeled 'Login with UAE PASS' and a description: 'UAE Pass is a single trusted digital identity for all citizens, residents to United Arab Emirates'. A red box highlights the 'Login with UAE PASS' button.

Step	Action
(1)	You may also login to FTA EmaraTax portal via UAE Pass using the Emirates ID. Click 'Login with UAE Pass' to login to EmaraTax via UAE Pass. You will be redirected to the UAE Pass where you need to provide your UAE Pass login credentials. On successful UAE Pass login, you will be redirected to your EmaraTax account.



## Forgot Password



إمارات تاكس  
EMARATAX

## Forgot Password



إمارات تاكس  
EMARATAX

الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY

عربي -A A +A

Are you an existing e-Services user? ▼

### Welcome to Federal Tax Authority EmaraTax

Login

**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**

E-mail Address

E-Mail Address

Password

Password

**Forgot password?**

Enter Security Code

Enter Sec. Code 511700

Login

**Login with UAE PASS**

UAE Pass is a single trusted digital identity for all citizens, residents to United Arab Emirates

Step	Action
(1)	<ul style="list-style-type: none"> <li>If you have forgotten your EmaraTax account password, you can use the Forgot Password feature.</li> <li>Click on 'Forgot Password' to set a new password.</li> </ul>



إمارات تاكس  
EMARATAX

الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY

عربي -A A +A

### Welcome to Federal Tax Authority EmaraTax

Forgot Password

Registered E-mail Address  
arahman@gamil.com

Security Code  
910170 910170

Back Continue

1

Already have an account?  
Sign In

Got any question on the new system?  
[Read the FAQs](#)

Step	Action
(1)	Enter the email address registered with the FTA, and the security code. Click Continue. A link will be sent to your registered email address. Upon clicking on the link, you will be redirected to a page where you can reset the password.



## Migrated User - Reset Password



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### Migrated User – Reset Password



The users migrated from e-Services shall be provided a set new password feature - This is the same functionality as forgot password. Reset password notification mail would be sent to the migrated Users. Also, a temporary configurable message shall be displayed in EmaraTax. “If you previously had an account login with your registered email address”. This message would be hidden after few days of go-live.





## User Types



إمارات تاكس  
EMARATAX

## User Types

EMARATAX

What are you looking for?

User Type

User types

1

**User Profile**

Please select the relevant purpose(s) for using EmaraTax portal

**Taxable Person**

Any Person registered or obligated to register for Tax purposes under the Decree-Law.

[Read More](#)

**Legal Representative**

The manager of a company or a guardian or custodian of a minor or an incapacitated person, or the bankruptcy, or any other Person legally appointed to represent another Person.

[Read More](#)

**Natural Person Tax Agent**

Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before the Authority and assist him in the fulfillment of...

[Read More](#)

**Tax Agency**

A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency.

[Read More](#)

**Special Refunds**

Special refunds contain the VAT refund services for UAE nationals for building new residences, refunds for the business visitors, Mosque Construction and Operation...

[Read More](#)

**Other Services**

This will allow you to initiate some of the FTA services which doesn't require you to be a registered user in VAT/Excise.

[Read More](#)

**Juridical Person Tax Agent**

A juridical person registered as a Tax Agent as per the conditions specified in the Executive regulations to the Tax procedural law.

[Read More](#)

**Natural Person Representative Agent**

A Natural person who is linked to the Juridical Person Tax Agent as a representative agent.









[Read More](#)

[Proceed](#)

Step	Action
(1)	This page shows various user profiles that can be linked to your Registered user profile for carrying out various Tax functions in EmaraTax. You are requested to select the appropriate tax function applicable for your role profile.

**User Profile**

Please select the relevant purpose(s) for using EmaraTax portal

 <p><b>Taxable Person</b></p> <p>Any Person registered or obligated to register for Tax purposes under the Decree-Law.</p> <p><a href="#">Read More</a></p>	 <p><b>Legal Representative</b></p> <p>The manager of a company or a guardian or custodian of a minor or an incapacitated person, or the bankruptcy, or any other Person legally appointed to represent another Person.</p> <p><a href="#">Read More</a></p>	 <p><b>Natural Person Tax Agent</b></p> <p>Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before the Authority and assist him in the fulfillment of...</p> <p><a href="#">Read More</a></p>	 <p><b>Tax Agency</b></p> <p>A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency.</p> <p><a href="#">Read More</a></p>
 <p><b>Special Refunds</b></p> <p>Special refunds contain the VAT refund services for UAE nationals for building new residences,refunds for the business visitors,Mosque Construction and Operation...</p> <p><a href="#">Read More</a></p>	 <p><b>Other Services</b></p> <p>This will allow you to initiate some of the FTA services which doesn't require you to be a registered user in VAT/Excise.</p> <p><a href="#">Read More</a></p>	 <p><b>Juridical Person Tax Agent</b></p> <p>A juridical person registered as a Tax Agent as per the conditions specified in the Executive regulations to the Tax procedural law.</p> <p><a href="#">Read More</a></p>	 <p><b>Natural Person Representative Agent</b></p> <p>A Natural person who is linked to the Juridical Person Tax Agent as a representative agent.</p> <p><a href="#">Read More</a></p>

**Proceed**

Step	Action
(1)	Once you select the relevant user profiles that might be applicable to you, click "Proceed" to continue.



## Modify Online User Profile



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## Modify Online User Profile



إمارات تاكس  
EMARATAX

arahman@gamil.com

What are you looking for?

User Type

عربي

-A A +A

Manage Account

Log Out

SPECIAL REFUNDS

OTHER SERVICES

MY CORRESPONDENCE

Home

Create New Taxable Person Profile

Profile Name in English

Profile Name in Arabic

Preferred Language

Preferred Communication Channel

Upload Taxable Person Logo (Optional)

Add

Drag files here

Max File Size : 5 MB

Formats : JPEG, JPG, PNG

Maximum number of files : 1

Create

Taxable Person List

Search by TRN Number or Taxable Person

Search

Step	Action
(1)	The option "Manage Account" is used to manage the User profile details for your account. Click on "Manage Account" option on the left hand side of your screen.

## Change user name in user profile

إمارات تاكس  
EMARATAX

arahman@gamil.com

What are you looking for?

User Type

عربي

-A A +A

Manage Account

HOME

SPECIAL REFUNDS

OTHER SERVICES

MY CORRESPONDENCE

Manage Account

First Name in English  
Abdul

Last Name in English  
Rahman

Edit

First Name in Arabic  
عبد

Last Name in Arabic  
الرحمن

Registered E-Mail Address  
arahman@gamil.com

Edit

Registered Mobile Number  
+971-123456789

Edit

Password  
\*\*\*\*\*

Change Password

Activate Login Using OTP  
You will be asked to enter OTP sent to your registered email

Step	Action
(1)	You can change your user name by clicking "Edit".

## Change registered email address

The screenshot shows the EMARATAX user interface. The user is logged in as 'arahman@gamil.com'. The 'Manage Account' section is active, displaying fields for personal information and account settings. The 'Registered E-Mail Address' field, which currently shows 'arahman@gamil.com', has an 'Edit' button next to it. A red box and a yellow circle with the number 1 highlight this 'Edit' button, indicating the next step in the process.

Step	Action
(1)	You can change your Registered Email address by clicking "Edit" in the Registered Email Address option.



إمارات تاكس  
EMARATAX

arahman@gamil.com

What are you looking for?

User Type عربي -A A +A

Manage Account

HOME  
SPECIAL REFUNDS  
OTHER SERVICES  
MY CORRESPONDENCE

Manage Account

Change of Email Address

Existing Email Address  
arahman@gamil.com

New Email Address  
arahman@gmail.com

Send OTP

Back

1

Step	Action
(1)	Enter the 'New Email Address' and click on 'Send OTP'.



Step	Action
(1)	If the 'new email address' provided is not registered in EmaraTax portal, you will receive an OTP .Click 'OK' to proceed..



إمارات تاكس  
EMARATAX

arahman@gamil.com

What are you looking for?

User Type عربي -A A +A

Manage Account

HOME  
SPECIAL REFUNDS  
OTHER SERVICES  
MY CORRESPONDENCE

Existing Email Address  
arahman@gamil.com

New Email Address  
arahman@gmail.com

Send OTP

Please enter the OTP sent to your Email address/Mobile No. for verification

4 6 8 7

OTP expires in 00:53 minutes.

[Resend OTP](#)

If you didn't receive any email after few minutes please check your spam inbox.

Back

Update

1

Step	Action
(1)	Enter OTP received in new email address and click 'Update' to save the changes.

## Change registered mobile number

The screenshot shows the 'Manage Account' page in the MARATAX system. The user is logged in as 'arahman@gmail.com'. The page has a sidebar with navigation links: HOME, SPECIAL REFUNDS, OTHER SERVICES, and MY CORRESPONDENCE. The main content area is titled 'Manage Account' and contains several fields for user information. The 'Registered Mobile Number' field is highlighted with a red box and a yellow circle with the number 1, indicating the step to click 'Edit'.

First Name in English	Last Name in English	Edit
Abdul	Rahman	
First Name in Arabic	Last Name in Arabic	Edit
أحمد	الرحمن	
Registered E-Mail Address		Edit
arahman@gmail.com		
Registered Mobile Number		Edit
+971-123456789		
Password		Change Password
*****		
<p>Activate Login Using OTP</p> <p>You will be asked to enter OTP sent to your registered email address and verified mobile number every time you login into the system. Please verify your mobile number if not yet verified with FTA to receive OTP on your mobile.</p>		

Step	Action
(1)	You can change your registered Mobile Number by clicking "Edit" in the Registered Mobile Number option.



إمارات تاكس  
EMARATAX

arahman@gmail.com

What are you looking for?

User Type عربي -A A +A

Manage Account

HOME  
SPECIAL REFUNDS  
OTHER SERVICES  
MY CORRESPONDENCE

Manage Account

Change of Mobile Number

Country Code Existing mobile number  
+971 123456789

Change mobile number

Country Code New Mobile Number  
+971 675894187

Send OTP

Back

Step	Action
(1)	Enter the 'New Mobile Number' and click on 'Send OTP'.



إمارات تاكس  
EMARATAX

arahman@gmail.com

What are you looking for?

User Type عربي -A A +A

Manage Account

Country Code Existing mobile number

+971 123456789

Change mobile number

Country Code New Mobile Number

+971 675894187

Send OTP

Please enter the OTP sent to your mobile number for verification

9 6 5 7

OTP expires in 01:11 minutes.

Resend OTP

Back

Update

Step	Action
(1)	Enter One Time Password (OTP) received in new Mobile Number and click 'Update' to save the changes.

## Change password

The screenshot shows the 'Manage Account' page in the MARATAX system. The page includes a sidebar with navigation links: HOME, SPECIAL REFUNDS, OTHER SERVICES, and MY CORRESPONDENCE. The main content area displays user information and options to edit it. The 'Change Password' button is highlighted with a red box and a yellow circle with the number 1. A green arrow points to the 'Change Password' button.

Step	Action
(1)	You can change your password by clicking "Change Password" in the password option.

The screenshot shows the 'Manage Account' section of the EMARATAX portal. The 'Change Password' form is active, requiring the user to enter their current password, a new password, and confirm it. The new password must be strong, meeting criteria such as containing one upper and lower case alphabet, one special character, one numeric value, and being 10-20 characters long. The 'Update' button is highlighted with a red border and a yellow circle with the number 1, indicating the next step in the process.

Step	Action
(1)	This option is used to update the Login password for your user profile. Enter the current password and enter new password based on the guidelines displayed. Click 'Update' to save the changes.

## Activate login using OTP

The screenshot shows the 'Manage Account' page in the EMARATAX system. The user is logged in as 'arahman@gmail.com'. The page displays various account details including First Name, Last Name, Registered E-Mail Address, Registered Mobile Number, and Password. At the bottom, there is a section for 'Activate Login Using OTP' with a toggle switch and an information icon. A red box highlights the toggle switch, and a yellow circle with the number '1' is placed next to it.

Step	Action
(1)	Click toggle button to activate login using OTP (2 factor login authentication). 2 factor authentication will enable additional protection to your EmaraTax account. When you click the toggle button to activate login using OTP, you will be redirected to a screen for verification. An One Time Password (OTP) will be sent to your registered email address and registered verified mobile number. If mobile number is not verified, OTP will be sent only to your registered email address.

The screenshot shows the 'OTP Activation' screen. It displays a message: 'While signing in, you will need to provide your password and the four-digit verification code sent to your registered email address and verified mobile number. Once enabled, you can still disable OTP authentication feature if not required via\*'. Below this, there is a field to 'Please enter OTP sent to your registered email address/mobile number' with four input boxes containing the digits 4, 0, 8, and 4. A timer indicates 'OTP expires in 01:07 minutes.' and there is a 'Resend OTP' link. A yellow box with an information icon states: 'If you didn't receive any email after few minutes please check your spam inbox.' At the bottom, there is an 'Update' button. A red box highlights the 'Update' button, and a yellow circle with the number '1' is placed next to it.

Step	Action
(1)	Enter One Time Password (OTP) sent to your registered email address and verified Mobile Number. Click 'Update' to save the changes.





Step	Action
(1)	EmaraTax shows success pop-up. Click "OK" to close the success pop-up. The next time you login to EmaraTax, post successful verification of your password, you will be additionally required to verify the OTP sent you registered email address and verified mobile number. On successful verification of OTP, you will successfully login to your EmaraTax account.

## Deactivate login using OTP

Step	Action
(1)	Click toggle button to deactivate login using OTP (2 factor login authentication). 2 factor authentication will disable from your EmaraTax account. When you click the toggle button to deactivate login using OTP, you will be redirected to a screen for verification. An One Time Password (OTP) will be sent to your registered email address and registered verified mobile number. If mobile number is not verified, OTP will be sent only to your registered email address.



Step	Action
(1)	Enter One Time Password (OTP) sent to your registered email address and verified Mobile Number. Click 'Update' to save the changes.

Step	Action
(1)	EmaraTax shows success pop-up. Click "OK" to close the success pop-up. The next time you login to EmaraTax, post successful verification of your password, you will be logged into to your EmaraTax account. You will not be asked to provide the 2 factor authentication OTP.



Thank you