



إمارات تاكس  
EMARATAX

## Renew Tax Agent Registration - 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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## Introduction

This manual is prepared to help a registered Tax Agent to navigate through the Federal Tax Authority EmaraTax portal to submit their renewal application. The Tax Agent renewal application allows the Tax Agent to renew their registration once in three years from the date their TAAN was issued and added to the Tax Agent register by FTA. The Tax Agent will not be able to renew their registration if they are not linked to a registered Tax Agency. On successful Tax Agent registration renewal payment, the Tax Agent's registration will be renewed for the next three years and an updated registration certificate will be issued. The Tax Agent can download their registration certificate from their account.



# 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 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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This site is best viewed in Microsoft Edge Vers. 3834.933.0.0 (latest version). Google Chrome (latest version).

- 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.



The screenshot shows the 'Create New Taxable Person Profile' page. The 'TAX AGENT' tile is highlighted with a red box and a circled '1'. The 'MY CORRESPONDENCE' tile is also circled with a yellow circle and has a circled '1' below it. 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 a file upload button and a maximum file size of 5 MB. 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'. The footer contains the FTA logo, copyright information, quick links (tax.gov.ae, Help Center, Glossary, Sitemap), other links (What's New, FAQs, Contact Us, Complaints and Inquiries), and social media links (Instagram, LinkedIn, Twitter, YouTube). A green checkmark icon is visible on the right side of the footer.

Step	Action
(1)	Click 'Tax Agent' to go to Tax Agent tile.



## Tax Agent Tile

The screenshot shows the homepage of the Federal Tax Authority website. At the top right, there is a search bar with placeholder text 'What are you looking for?' and a magnifying glass icon. To the right of the search bar are icons for 'User Type', a dropdown menu, and navigation arrows. Below the search bar, there is a 'Required Actions' section with a due date of '27/08/2022' and a description 'Payment for Tax Agent Renew Fees pending for 3000.00 AED'. To the right of this is a 'Most Used Services' section with three items: 'Tax Agent Deregistration', 'Tax Agent Registration', and 'Tax Agent Registration Renew'. Below these sections is an 'Overview' area. On the left, there is a 'Tax Agent' card with an application number '902000000764' and a status 'Awaiting Tax Agency Linking'. This card has a red border around its 'Actions' button, which is highlighted with a yellow circle containing the number 1. To the right of this card is a 'Tax Agency Details' card with a 'Manage' button. At the bottom of the overview area, there is a 'Taxable Person/Tax Group List' section with a search bar and a 'Search' button. The footer of the page includes the Federal Tax Authority logo, quick links, other links, and social media follow links.

Step	Action
(1)	Click 'Actions' on the Tax Agent tile to go to 'Renew' option.



The screenshot shows the 'Tax Agent' section of the website. In the 'Required Actions' panel, there is a list item with a due date of '27/01/2022' and a description 'Payment for Tax Agent Renewal Fees pending for 5000.00 AED'. Below this, under 'Overview', there is a button labeled 'Renew' with a circled yellow number 1 over it, indicating the step to initiate the renewal application.

Step	Action
(1)	Click 'Renew' to initiate the Tax Agent renewal application.



The screenshot shows a successful application submission for "Tax Agent Renew". The page displays the following information:

Application Submitted Successfully

● Payment Pending

Name	:	amr younes
Reference Number	:	902000000771
Submitted Date	:	22 August 2022
Fees	:	AED 3000.0000

On the left, there is a large icon of a checklist with a checkmark. On the right, there are buttons for "Pay" and "Print".

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.</li><li>The status of your request on the Dashboard will change to “Payment Pending” and you will receive an email notification.</li></ul> |
|--|--|



## Post Application Submission

The screenshot shows a user interface for tax agent renewal. At the top, there's a navigation bar with a user icon, a search bar, and various menu options. The main content area displays a success message: "Application Submitted Successfully". Below this, detailed information is provided:

Name	: amr younes
Reference Number	: 902000000771
Submitted Date	: 22 August 2022
Fees	: AED 3000.0000

To the right of the application details, there's a "Payment Pending" status indicator. Further down, there's a "Pay" button with a red circle around it, labeled with the number "1", indicating the next step. The entire process is set against a background featuring a stylized document icon.

Step	Action
(1)	Click 'Pay' to initiate the Tax Agent renewal payment process.



# Tax Agent Renewal Payment

The screenshot shows the 'Select a Payment Method' section. On the left, a 'Payment Summary' table indicates 'Tax Agent Renew' fees of 'AED 3,000.00'. On the right, a 'Choose Payment Method' panel lists several options, with 'eDirham' being the selected one and circled with a yellow circle containing the number '1'.

Step		Action
(1)		<ul style="list-style-type: none"> <li>Choose the preferred payment method.</li> <li>Click 'Proceed to payment'.</li> </ul>



The screenshot shows the 'Tax Agent Renew' page under the 'Tax Agent' section. A confirmation dialog box is overlaid on the page, asking 'You are about to leave Federal Tax Authority e-CTS. Do you want to proceed?'. The 'Yes' button is highlighted with a red circle and the number '1'.

Step	Action
(1)	<ul style="list-style-type: none"> <li>You are about to leave Federal Tax Authority EmaraTax portal. Do you want to proceed?</li> <li>Click 'Yes' to continue.</li> </ul>



# Payment

## Payment



### Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 31 sec.  
Central Park - Business Tower, Sheikh Zayed Street, Dubai, 784

#### Payment Method

Select payment method

Credit or Debit card Payment (Visa/Master Card)

Confirm & Calculate Prices

Back To Merchant



On click of 'Back to Merchant' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



## Payment



### Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 31 sec.  
Central Park - Business Tower, Sheikh. Zayed Street, Dubai, 784

#### Payment Method

Select payment method

Credit or Debit card Payment (Visa/Master Card)

Confirm & Calculate Prices

Back To Merchant

Step	Action
(1)	<ul style="list-style-type: none"><li>Select payment method from the drop down.</li><li>Click 'Confirm and Calculate Prices' to determine the total payment amount.</li></ul>



Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name

eCTS-Revenue related to VAT

AED 3000.00

Related Fees

Including Fees & Charges	AED 63.06
Including Tax	AED 0.00

Total Payment **AED 3063.06**

[Cancel Process](#)

[Back To Merchant](#)

[Proceed With Payment](#)



- Before clicking 'proceed with payment', verify the total payment amount including the print certificate fees and the additional payment charges.
- On click of 'Cancel Process' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



# Purchased Services

Confirm & Calculate Prices

## Purchased Services

1 Qty.

Service Name

eCTS-Revenue related to VAT

AED 3000.00

Related Fees

Including Fees & Charges  
Including Tax

AED 63.06  
AED 0.00

Total Payment

**AED 3063.06**

[Cancel Process](#)

[Back To Merchant](#)

[Proceed With Payment](#)



Step	Action
(1)	Verify the applicable charges to print the registration certificate and click 'Proceed with Payment'.



United Arab Emirates

Payment



Federal Tax Authority  
Central Park - Business Tower, Sheikh Zayed Street, Dubai, 794

Credit or Debit card Payment (Visa/Master Card)

Total Payment: AED 3063.06

Time remaining to complete the payment 00 h: 06 min: 36 sec.

Card Information

Card Holder Full Name

MASTER CARD

Card Number

1 2 3

Expiry Date

1 2

CVV2 / CVC2

3

[Cancel](#)

[Change Payment Method](#)

[Pay Now](#)



On click of 'Cancel' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



## Card Information

### Payment



Federal Tax Authority  
Central Park - Business Tower, Sheikh Zayed Street, Dubai, 784

Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 3065.06

Time remaining to complete the payment 00 h. 06 min. 36 sec.

#### Card Information

Card Holder Full Name

MASTER CARD

Card Number

1234 5678 9012 3456

Expiry Date

01/2025

CVV2 / CVC2

123

[Cancel](#)

[Change Payment Method](#)

[Pay Now](#)

1

Step	Action
(1)	<ul style="list-style-type: none"> <li>If you have selected the card payment option, enter the card details, and click 'Pay Now'.</li> <li>To change the payment method, click 'Change Payment Method'. You will be redirected back to the 'Payment' Page.</li> </ul>



### ACS Emulator for 3DS V2

Authentication Result: (Y) Authentication/Account Verification Successful

(Y) Authentication/Account Verification Successful

Submit (N) Not Authenticated / Account NOT verified Transaction denied  
(I) Authentication Cancelled  
(U) Authentication not available  
(R) Authentication rejected  
(E) Authentication Server Error  
(A) API Gateway ASM Policy Error

Step	Action
(1)	Select 'Authentication/Account Verification Successful' from the dropdown and click 'Submit'.



# Payment Acknowledgment - on successful payment

What are you looking for?

User Type:

Print

A

A

Payment Acknowledgment

Payment Successful

Paid

Payment Reference Number : 22634083271823083211

Submission Date : 20/09/2022

Time : 12:51:29

TRN :

Legal Name :

Amount paid to FTA : AED 3,000.00

What Next:

- Your account will be updated with the payment received. This amount will be automatically allocated to future outstanding liabilities, or your next tax return filing based on the selection you made before making the payment.
- You will receive a notification via your preferred means of correspondence confirming this payment.
- You can view this payment in your Transaction History.
- You can download a copy of this receipt using the Download button below or in the future from "My Correspondence".

For any queries please contact us on www.xyz.com or contact us directly at our call center number 1234567890 or email atxyz@gmail.com

Download  Back to Dashboard

	<ul style="list-style-type: none"> <li>After your payment is completed successfully, a Reference Number is generated for your payment. Note this reference number for future purposes.</li> <li>Your Tax Agent registration is successfully renewed, and you will receive an email from us confirming the same.</li> <li>Read the "What Next" and "Important Notes".</li> </ul>
--	---

What are you looking for?

User Type:

Print

A

A

Payment Acknowledgment

Payment Successful

Paid

Payment Reference Number : 22634083271823083211

Submission Date : 20/09/2022

Time : 12:51:29

TRN :

Legal Name :

Amount paid to FTA : AED 3,000.00

What Next:

- Your account will be updated with the payment received. This amount will be automatically allocated to future outstanding liabilities, or your next tax return filing based on the selection you made before making the payment.
- You will receive a notification via your preferred means of correspondence confirming this payment.
- You can view this payment in your Transaction History.
- You can download a copy of this receipt using the Download button below or in the future from "My Correspondence".

For any queries please contact us on www.xyz.com or contact us directly at our call center number 1234567890 or email atxyz@gmail.com

Download  Back to Dashboard

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



## Payment Acknowledgment - on failed payment

The screenshot shows a user interface for a payment system. At the top, there is a header with the FTA logo, a search bar, and user settings. Below the header, a message says "Payment Declined". To the left, there is a graphic of a banknote and a credit card with a red "X" over them. To the right, detailed information about the failed payment is provided:

Payment Failed	
Amount paid to FTA :	AED 3,000.00
Payment Status :	DECLINED
Date :	22/08/2022
Time :	19:51:46

Below this, a "Details:" section contains a message: "This payment transaction has been failed. Please try again to make the payment from dashboard." There are also navigation icons on the right side.



If your payment status is 'Declined' and you receive the page as 'Payment failed', you must try the payment again from the dashboard.

## Correspondences

**Tax Agent receives the following correspondences:**

- Application submission acknowledgment.



Thank you