



إمارات تاكس  
EMARATAX

## Tax agent Infraction User Manual

Date: Oct 2022

Version 1.0

### Private and Confidential

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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.

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](#)



## TAX AGENT INFRACTION – v1.0

<b>Document Control Information.....</b>	<b>2</b>
Annexure .....	2
Navigating through EmaraTax .....	3
TAX AGENT INFRACTION – v1.0.....	4
<b>Introduction.....</b>	<b>5</b>
<b>Login to EmaraTax.....</b>	<b>6</b>
<b>Tax agent Infraction - Online user profile .....</b>	<b>6</b>
<b>Tax agent Infraction - Taxable Person profile .....</b>	<b>9</b>
<b>Correspondences .....</b>	<b>11</b>



## Introduction



This manual is prepared to help the applicant to navigate through the EmaraTax portal to raise an infraction against a Tax agent



## Login to EmaraTax

**New Here?**  
If you are not registered, please signup here.

**Sign Up**

**Login with FTA account**

Email Address: training1@abc.com

Password: ..... [Forgot password?](#)

Enter Security Code: 098325

**Login**

**Login with your Emirates ID**

UAE Pass provides single trusted digital identity solution for service providers

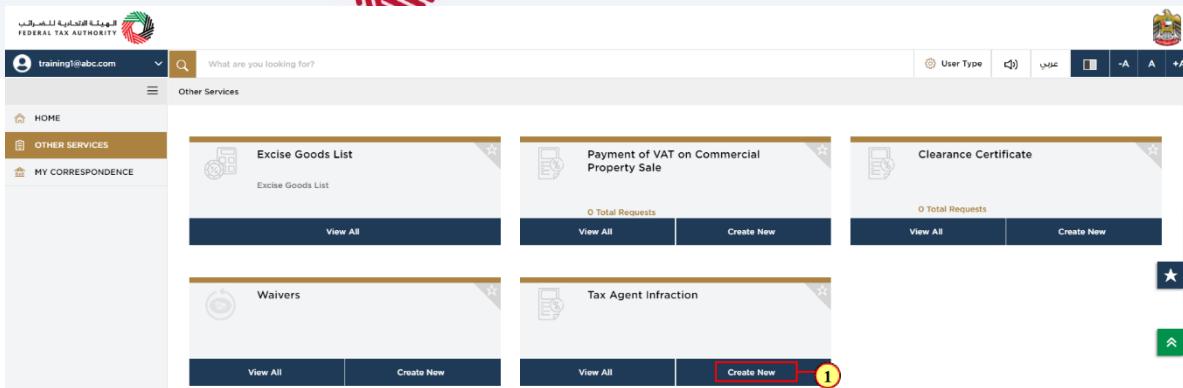
الهوية الرقمية UAE PASS

**Login With UAE PASS**

**i** You can login into the EmaraTax account using your login credentials or using UAE Pass. If you do not have a 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 e-mail 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 e-mail and mobile number to successfully login. If you wish to login via UAE Pass, you will be re-directed to UAE Pass. On successful UAE Pass login, you will be re-directed back to the EmaraTax online user dashboard.

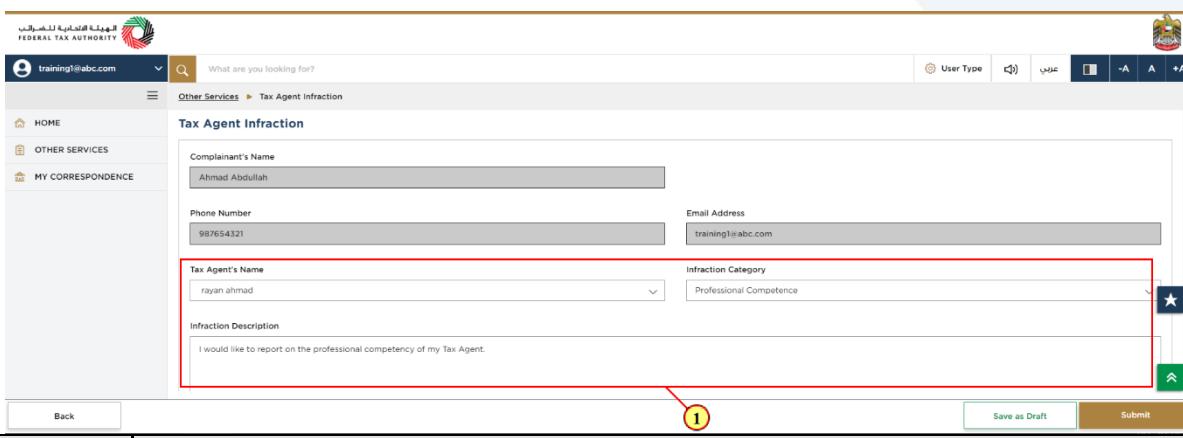
## Tax agent Infraction - Online user profile

Step	Action
(1)	Click on 'other services'



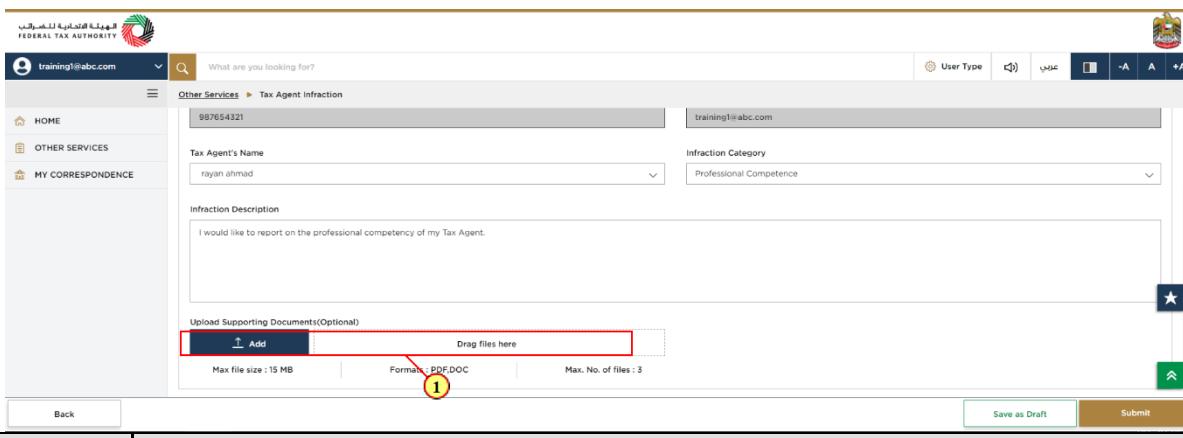
The screenshot shows the 'Other Services' section of the website. It includes tiles for 'Excise Goods List', 'Payment of VAT on Commercial Property Sale', 'Clearance Certificate', 'Waivers', and 'Tax Agent Infraction'. The 'Tax Agent Infraction' tile is highlighted with a red circle containing the number '1'.

Step	Action
(1)	Click on 'Create New' under 'Tax agent infraction' tile.



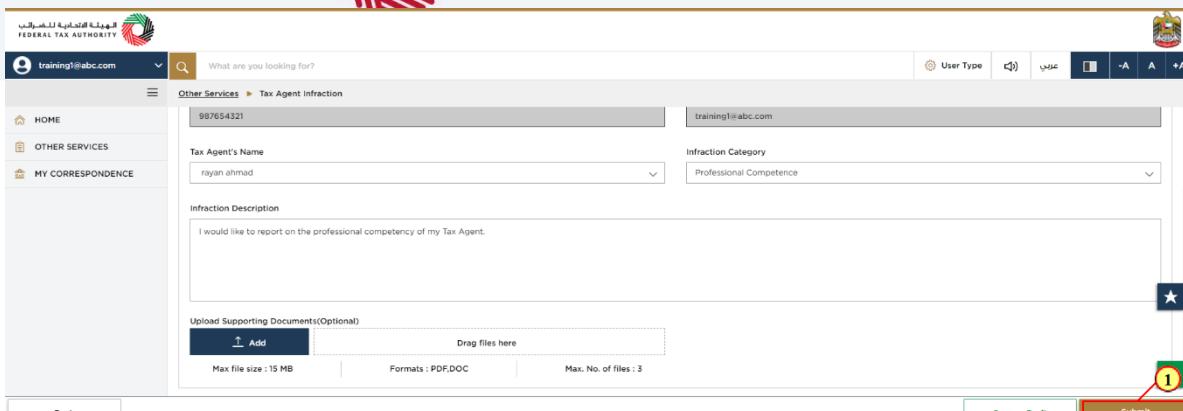
The screenshot shows the 'Tax Agent Infraction' creation form. It includes fields for 'Complainant's Name' (Ahmad Abdullah), 'Phone Number' (987654321), 'Email Address' (training1@abc.com), 'Tax Agent's Name' (rayan ahmad), 'Infraction Category' (Professional Competence), and 'Infraction Description' (I would like to report on the professional competency of my Tax Agent.). A red box highlights the 'Tax Agent's Name', 'Infraction Category', and 'Infraction Description' fields, and a red circle labeled '1' points to the 'Infraction Description' field.

Step	Action
(1)	Update the 'tax agent's name', 'infraction category' from the drop down box and also update the 'infraction description'.

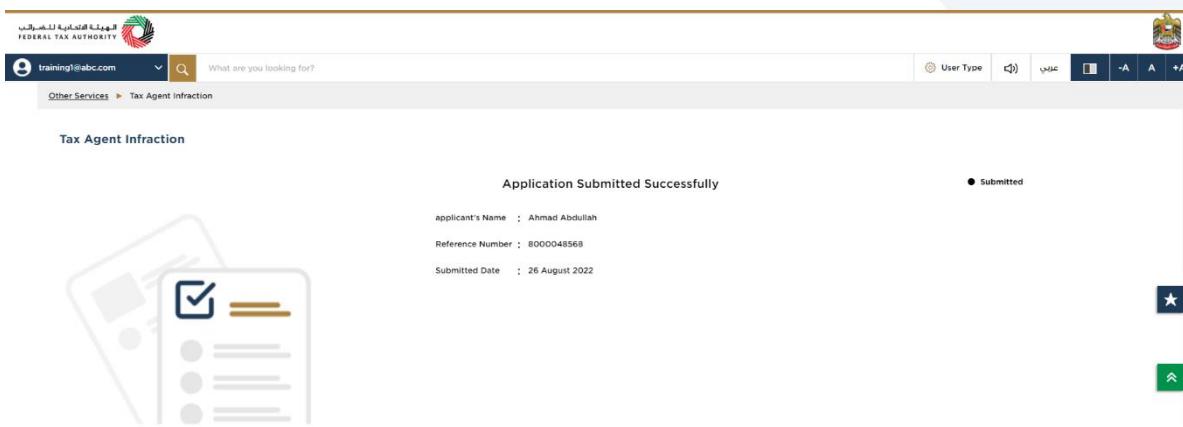


The screenshot shows the 'Tax Agent Infraction' creation form after updates. It includes fields for 'Tax Agent's Name' (rayan ahmad), 'Infraction Category' (Professional Competence), and 'Infraction Description' (I would like to report on the professional competency of my Tax Agent.). A red box highlights the 'Upload Supporting Documents(Optional)' section, which includes an 'Add' button, a 'Drag files here' area, and text indicating 'Max file size : 15 MB', 'Format : PDF,DOC', and 'Max. No. of files : 3'. A red circle labeled '1' points to the 'Upload Supporting Documents(Optional)' section.

Step	Action
(1)	Upload supporting documents.



Step	Action
(1)	Click on 'submit'.



	<p>You have successfully submitted the application.          You will receive a notification via e-mail and SMS acknowledging the request.          Make a note of the reference number for future references.          You can also access this application from the dashboard.</p> <p>The status life cycle for the application is as below:  <b>IN PROGRESS</b> - FTA is reviewing the Service request  <b>CLOSED</b> - Service request is closed.</p>
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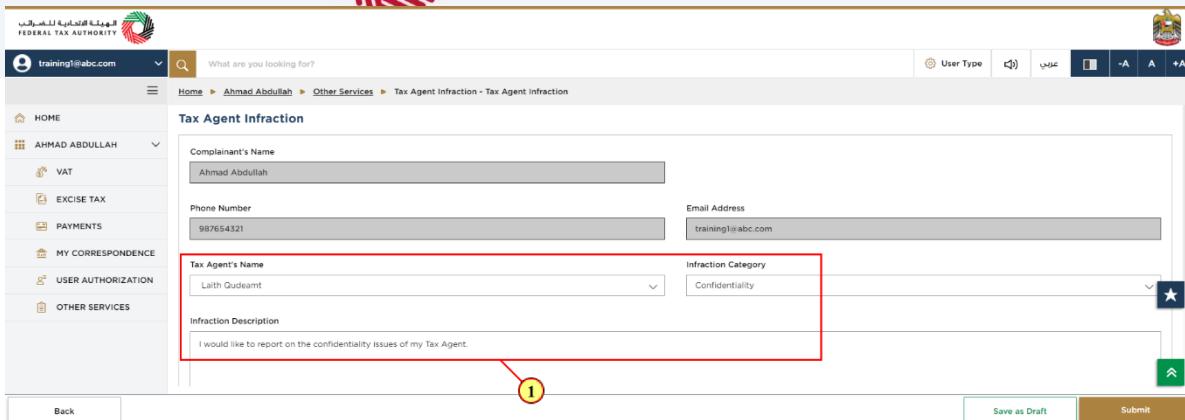


## Tax agent Infraction - Taxable Person profile

Step	Action
(1)	Click on 'view'

Step	Action
(1)	Click on 'other services'

Step	Action
(1)	Click on 'create new' under 'tax agent infraction' tile.



What are you looking for?

User Type:  عربى  -A  A  +A

Home > Ahmad Abdullah > Other Services > Tax Agent Infraction - Tax Agent Infraction

**Tax Agent Infraction**

Complainant's Name: Ahmad Abdullah

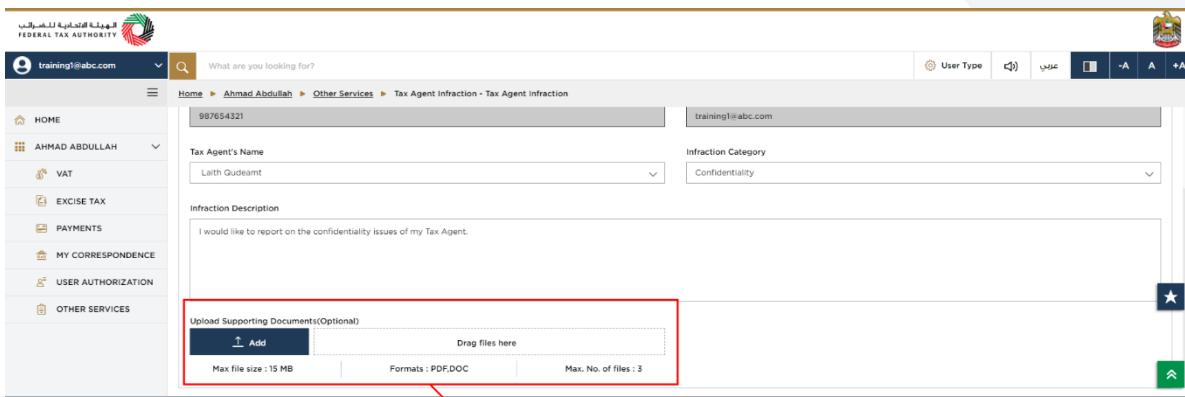
Phone Number: 987654321 Email Address: training1@abc.com

Tax Agent's Name: Laith Qudeamit Infraction Category: Confidentiality

Infraction Description: I would like to report on the confidentiality issues of my Tax Agent.

Save as Draft  Submit

Step	Action
(1)	Update the 'tax agent's name', 'infraction category' from the drop down box and also update the 'infraction description'.



What are you looking for?

User Type:  عربى  -A  A  +A

Home > Ahmad Abdullah > Other Services > Tax Agent Infraction - Tax Agent Infraction

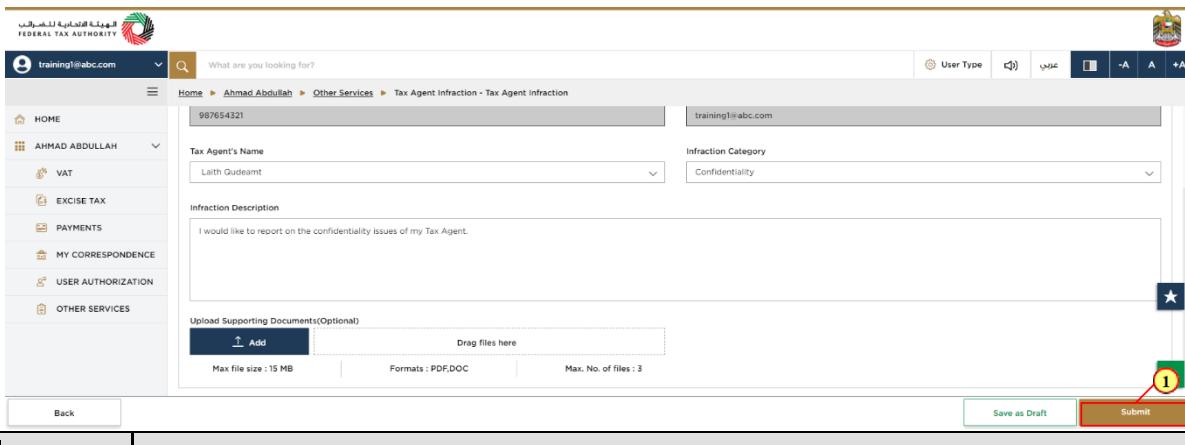
Tax Agent's Name: Laith Qudeamit Infraction Category: Confidentiality

Infraction Description: I would like to report on the confidentiality issues of my Tax Agent.

Upload Supporting Documents(Optional):  Add  Drag files here  
Max file size : 15 MB Formats : PDF,DOC Max. No. of files : 3

Save as Draft  Submit

Step	Action
(1)	Upload supporting documents.



What are you looking for?

User Type:  عربى  -A  A  +A

Home > Ahmad Abdullah > Other Services > Tax Agent Infraction - Tax Agent Infraction

Tax Agent's Name: Laith Qudeamit Infraction Category: Confidentiality

Infraction Description: I would like to report on the confidentiality issues of my Tax Agent.

Upload Supporting Documents(Optional):  Add  Drag files here  
Max file size : 15 MB Formats : PDF,DOC Max. No. of files : 3

Save as Draft  Submit

Step	Action
(1)	Click on 'submit'.



The screenshot shows a user interface for submitting a tax agent infraction. At the top, there's a header with the FTA logo, a search bar, and navigation links. Below the header, the page title is "Tax Agent Infraction". A success message "Application Submitted Successfully" is displayed, along with details: applicant's Name (Ahmad Abdullah), Reference Number (8000048578), and Submitted Date (26 August 2022). On the right side, there are icons for "Submitted", a star, and arrows.

You have successfully submitted the application.  
You will receive a notification via e-mail and SMS acknowledging the request.  
Make a note of the reference number for future references.  
You can also access this application from the dashboard.

The status life cycle for the application is as below:  
IN PROGRESS - FTA is reviewing the Service request  
CLOSED - Service request is closed.

## Correspondences

**After submission, Taxpayer receives the following correspondence:**

- Application submission acknowledgment.



Thank you