



إمارات تاكس  
**EMARATAX**

## Manage Online User - User Manual

Date: Nov 2023

Version 2.0.0.0

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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>	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](#)



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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

- 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.



عربی

-A

A

+A



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](#)

Got any question on the new system?  
[Contact us](#)

### Login with your E-mail

E-mail Address

arahan@gmail.com

Password

.....



[Forgot password?](#)  
Enter Security Code

286024

286022

[Login](#)



### Login with UAE PASS

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



1

Step	Action
(1)	Enter your email address and password registered with FTA. Enter the security code displayed. Click 'Login' to login to your profile EmaraTax account.



## 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 successfull 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 xxxx Minutes    Resend OTP

Cancel    Continue

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

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الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY
الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY

Arabic
-A
A
+A

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](#)

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

**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

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

إمارات تاكس
EMARATAX
الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY
الهندسة
عرب
-A
A
+A

! 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](#)

Got any question on the new system? [Ask a question](#)

**Login with your E-mail**

E-mail Address:

Password:  Show

[Forgot password?](#)

Enter Security Code:  Copy

[Login](#)

**Login with UAE PASS**

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

1

★

Step	Action
(1)	<p>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.</p>

## Forgot Password



إمارات تاكس  
**EMARATAX**

## Forgot Password



## Welcome to Federal Tax Authority EmaraTax

Login

### Login with your E-mail

E-mail Address

Password

[Forgot password?](#)

Enter Security Code

511700

Login

### Login with UAE PASS

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



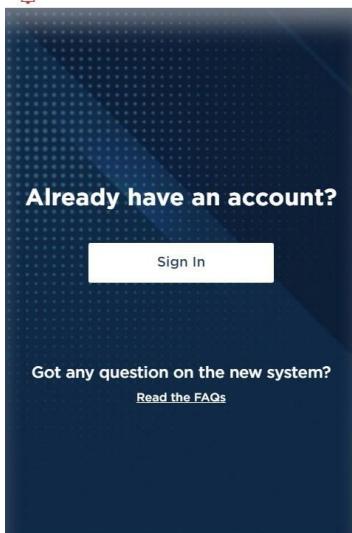
### Don't have an account?

If you do not already have an account with the FTA please signup here

[Sign Up](#)

Got any question on the new system?  
[Ask a Question](#)

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>



## Welcome to Federal Tax Authority EmaraTax

[Forgot Password](#)

Registered E-mail Address

rahman@gamil.com

Security Code

910170

910170

[Back](#)

[Continue](#)



1

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.



United Arab Emirates

## Migrated User - Reset Password



United Arab Emirates

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**EMARATAX**

## 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.



United Arab Emirates

## User Types

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**EMARATAX**



United Arab Emirates

## User Types



EMARATAX

User Profile

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

User Type	User types
<input type="checkbox"/>	1

**Taxable Person**

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

**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.

**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 fulfilment of...

**Tax Agency**

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

**Special Refunds**

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

**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.

**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.

**Natural Person Representative Agent**

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

**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.



إمارات تاكس  
EMARATAX

arahman@gmail.com  What are you looking for?

User Type:

**User Profile**

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

 <b>Taxable Person</b> Any Person registered or obligated to register for Tax purposes under the Decree-Law. <a href="#">Read More</a>	 <b>Legal Representative</b> 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. <a href="#">Read More</a>	 <b>Natural Person Tax Agent</b> 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 fulfilment of... <a href="#">Read More</a>	 <b>Tax Agency</b> A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency. <a href="#">Read More</a>
 <b>Special Refunds</b> Special refunds contain the VAT refund services for UAE nationals for building new residences, refunds for the business visitors, Mosques Construction and Operation... <a href="#">Read More</a>	 <b>Other Services</b> This will allow you to initiate some of the FTA services which doesn't require you to be a registered user in VAT/Excise. <a href="#">Read More</a>	 <b>Juridical Person Tax Agent</b> A juridical person registered as a Tax Agent as per the conditions specified in the Executive regulations to the Tax procedural law. <a href="#">Read More</a>	 <b>Natural Person Representative Agent</b> A Natural person who is linked to the Juridical Person Tax Agent as a representative agent. <a href="#">Read More</a>

1

**Proceed**

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



United Arab Emirates

## Modify Online User Profile

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**EMARATAX**



United Arab Emirates

## Modify Online User Profile

إمارات تاكسن  
EMARATAX

ahman@gamil.com

Manage Account 1

Log Out

SPECIAL REFUNDS

OTHER SERVICES

MY CORRESPONDENCE

What are you looking for?

User Type:  عربی  -A  +A

**Create New Taxable Person Profile**

Profile Name in English:   
Profile Name in Arabic:

Preferred Language:   
Preferred Communication Channel:

Upload Taxable Person Logo (Optional):  
   ★

Max File Size : 5 MB Formats : JPEG, JPG, PNG Maximum number of files : 1

Taxable Person List 2

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
الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY
الإمارات العربية المتحدة

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

First Name in English Abdul	Last Name in English Rahman	<a href="#">Edit</a>
First Name in Arabic عبد	Last Name in Arabic الرحمان	
Registered E-Mail Address arahman@gmail.com		<a href="#">Edit</a>
Registered Mobile Number +971-123456789		<a href="#">Edit</a>
Password *****		<a href="#">Change Password</a>
Activate Login Using OTP <small>(i)</small> <small>You will be asked to enter OTP sent to your registered email.</small>		<input type="checkbox"/>

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



## Change registered email address

The screenshot shows the 'Manage Account' section of the EMARATAX portal. It displays personal information in both English and Arabic, and account details like mobile number and password. The 'Registered E-Mail Address' field is specifically highlighted with a red box and a circled '1' above it, pointing to the 'Edit' button. A green arrow points from the circled '1' towards the 'Edit' button.

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: عربی

Manage Account

### Manage Account

Change of Email Address

Existing Email Address: arahman@gamil.com

New Email Address: arahman@gamil.com

**Send OTP**

Back

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



United Arab Emirates

**Manage Account**

**Change of Email Address**

Existing Email Address:   Success

New Email Address:  OTP has been sent successfully

**OK**

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

OTP expires in 01:49 minutes.

[Resend OTP](#)

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

Step 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@gmail.com

What are you looking for?

User Type: عربی -A A +A

Manage Account

Existing Email Address: arahman@gmail.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 1

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

إمارات تاكس
**EMARATAX**
What are you looking for?
User Type
Search icon
-A
A
+A

Manage Account

Manage Account		
First Name in English Abdul	Last Name in English Rahman	<a href="#">Edit</a>
First Name in Arabic عبد	Last Name in Arabic الرئمن	
Registered E-Mail Address arahman@gmail.com		<a href="#">Edit</a>
Registered Mobile Number +971-123456789 <span style="color: red;">!</span>		<a href="#">Edit</a>
Password *****		<a href="#">Edit</a> <span style="color: yellow; border: 1px solid yellow; border-radius: 50%; padding: 2px;">1</span> <a href="#">Change Password</a>
Activate Login Using OTP <span style="color: red;">!</span> <small>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.</small>		

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: عربى -A A +A

Manage Account

### 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**

1

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: عربی -A A +A

Manage Account

Country Code: +971 Existing mobile number: 123456789

Change mobile number

Country Code: +971 New Mobile Number: 675894187

Send OTP

Please enter the OTP sent to your mobile number for verification

9 6 5 4

OTP expires in 01:11 minutes.

Resend OTP

Back

Update

1

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 of the eMARATAX platform. On the left is a sidebar with links: HOME, SPECIAL REFUNDS, OTHER SERVICES, and MY CORRESPONDENCE. The main area is titled 'Manage Account'. It displays personal information: First Name in English (Abdul), Last Name in English (Rahman), First Name in Arabic (عبد)، Last Name in Arabic (الراهن). Below this are fields for Registered E-Mail Address (arahman@gmail.com) and Registered Mobile Number (+971-675894187). A note about OTP activation is present. At the bottom right of the main area, there is a 'Change Password' button, which is highlighted with a red box and a yellow circle containing the number '1'.

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



إمارات تاكس

**EMARATAX**

arahman@gmail.com

What are you looking for?

User Type: عربى -A A +A

Manage Account

### Manage Account

#### Change Password

Current Password: .....

New Password: .....

Password strength - Strong

- One upper & lower case alphabet
- One Special Character
- One numeric Value
- 10-20 character length

Retype new Password: .....

Back Update 1

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

What are you looking for? User Type: عربی -A A +A

**Manage Account**

First Name in English	Last Name in English	<b>Edit</b>
Abdul	Rahman	
First Name in Arabic	Last Name in Arabic	
عبد	الرحمان	
Registered E-Mail Address	<b>Edit</b>	
arahman@gmail.com		
Registered Mobile Number	<b>Edit</b>	
+971-675894187 ✓		
Password	<b>Change Password</b>	
<b>Activate Login Using OTP</b> ⓘ 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.		

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.

What are you looking for? User Type: عربی -A A +A

**OTP Activation**

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+

Please enter OTP sent to your registered email address/mobile number

4 0 8 1

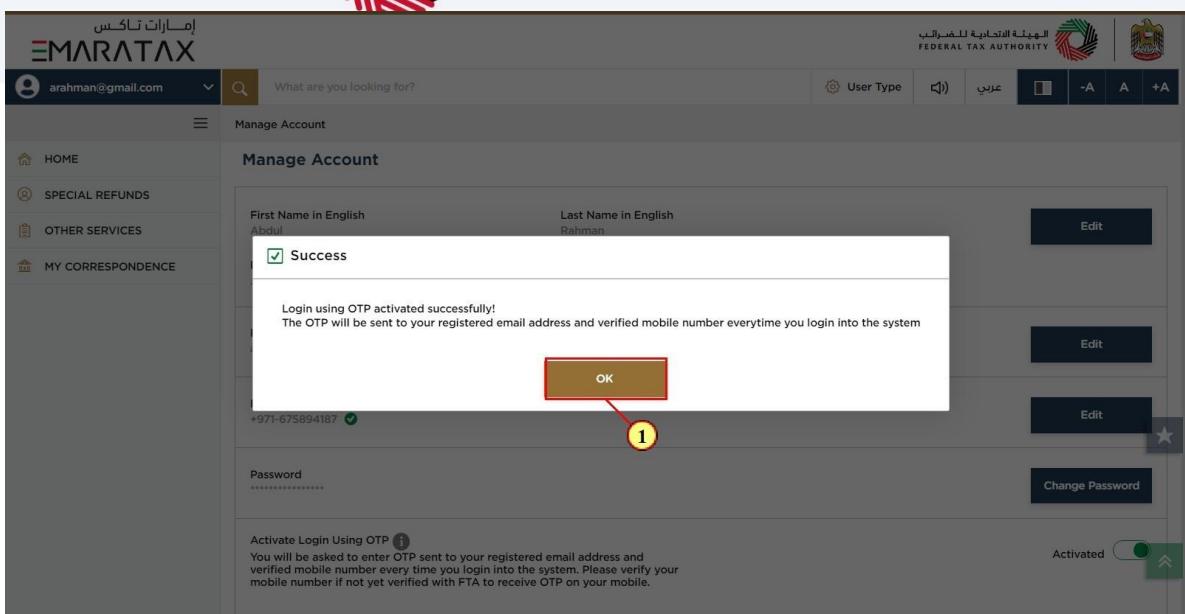
OTP expires in 01:07 minutes.

Resend OTP

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

Activate Login Using OTP ⓘ  
 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.

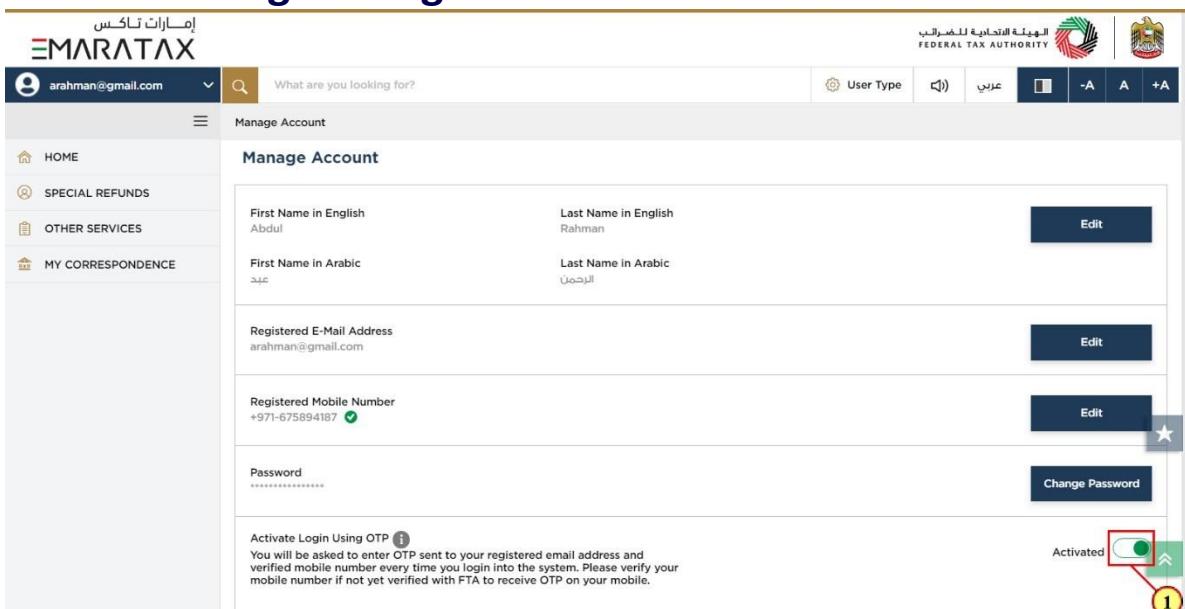
Step	Action
(1)	Enter One Time Password (OTP) sent to your registered email address and verified Mobile Number. Click 'Update' to save the changes.



The screenshot shows the 'Manage Account' page in EmaraTax. A success message box is displayed, stating: 'Login using OTP activated successfully! The OTP will be sent to your registered email address and verified mobile number everytime you login into the system'. An 'OK' button is highlighted with a red circle labeled '1'.

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 to your registered email address and verified mobile number. On successful verification of OTP, you will successfully login to your EmaraTax account.

## Deactivate login using OTP



The screenshot shows the 'Manage Account' page in EmaraTax. In the 'Activate Login Using OTP' section, there is a toggle switch labeled 'Activated' which is turned on (green). A red circle labeled '1' is placed over the toggle switch.

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.



**EMARATAX**

What are you looking for?

User Type: عرب

Manage Account

### OTP Activation

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+.

Please enter OTP sent to your registered email address/mobile number

First Name: Abdul

First Name in Arabic: عبد

Registered E-Mail Address: arahman@gmail.com

Registered Mobile Number: +971-675894187

OTP expires in 01:11 minutes.

Resend OTP

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

Activate Login Using OTP ⓘ

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.

**Update** (1)

Activated

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

**EMARATAX**

What are you looking for?

User Type: عرب

Manage Account

### Manage Account

First Name in English: Abdul

Last Name in English: Rahman

First Name in Arabic: عبد

Registered E-Mail Address: arahman@gmail.com

Registered Mobile Number: +971-675894187 (✓)

Success

Login using OTP deactivated successfully!

**OK** (1)

Activate Login Using OTP ⓘ

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.

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