

# Reset password to login to EmaraTax

Scenarios and steps







هيئة الاتحادية للضرائب FEDERAL TAX AUTHORIT





If you already have an account with the FTA your details will be migrated to EmaraTax.

All you need to do is reset your password the first time you login to the new platform.

The way you reset your password depends on whether or not you have access to your registered email account.

This document contains a step-by-step guide to resetting your password.

#### Overview







#### Identify one of the 5 scenarios that is relevant for you and follow the corresponding steps to reset password

Follow the steps below that

You have an FTA account and <u>can access</u> your registered email account...

You have an FTA account but **are unable to** access your registered email account...

but

If you don't have an FTA account setting one up is easy.

t are relevant to your circumstances		
and <u>have received</u> the password reset email		Scenario 1
but <u>have not received</u> the password reset email		Scenario 2
and <u>can login</u> to your existing account		Scenario 3
<u>cannot login</u> to our existing account	and <u>have linked</u> your mobile number to your account	Scenario 4
	but <u>have not linked</u> your mobile number to your account	Scenario 5









If you already have an FTA account and you have access to your registered email account and **have received** the password reset email

> 1. Follow the detailed set of instructions in the email to guide you through the password reset process

## Scenario 1















### Scenario 2

If you already have an FTA account and **you have access** to your registered email account but have not received the password reset email

> 5. Click on the activation link to login to EmaraTax using the given password

6. Create a new password then proceed to the onboarding screens which explains EmaraTax features and dashboard

End











### Scenario 3

If you already have an FTA account and **do not have access** to your registered email account and **Can login** to your existing account

> 5. Enter your registered email address, eServices password and security code. Click on 'Verify'

6. Enter your new email address. Click on 'Send OTP'

containing an OTP in your new email address

> 8. Enter the OTP received. Click on 'Verify'

9. You will receive a change email address confirmation to your new email address along with a temporary password and an activation link

10. Click on the activation link to login to EmaraTax using the given password

11. Create a new password then process to the onboarding screens which explains EmaraTax features and dashboard

End

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If you already have an FTA account and **do not have access** to your registered email account and **Cannot login** to your existing account and have linked your mobile number to your account



#### Scenario 4







If you already have an FTA account and do not have access to your registered email account and <u>Cannot login</u> to your existing account and <u>have not linked</u> your mobile number to your account

Start

1. Contact FTA Call Center 800 82923

2. Follow the guidance provided by FTA call center agent

## Scenario 5













#### THANK YOU



