الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

United Arab Emirates

إمارات تاكس
EMARATAX

Manage Online User - User Manual

Date: Nov 2023

Version 2.0.0.0

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Document Version Control

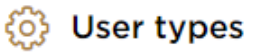
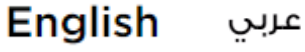
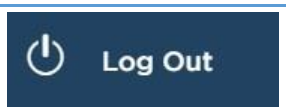
Version No.	Date	Prepared/Reviewed by	Comments
1.0.0.0	01-Oct-22	Federal Tax Authority	User Manual for EmaraTax Portal
2.0.0.0	01-Nov-23	Federal Tax Authority	Updates for 2 factor authentication

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: • Registered for VAT • Registered for Excise • Non-registered Taxpayer • Tax Group • Warehouse Keeper • Freight Forwarder/VAT Clearing Company (TINCO) • Excise Tax Clearing Company (TINCE)
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.

The Following Tabs and Buttons are available to help you navigate through this process

Button	Description
In the Portal	
	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
	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
	This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password
	This is used to log off from the portal
In the Business Process application	
Previous Step	This is used to go the Previous section of the Input Form
	This is used to go the Next section of the Input Form
	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

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Introduction

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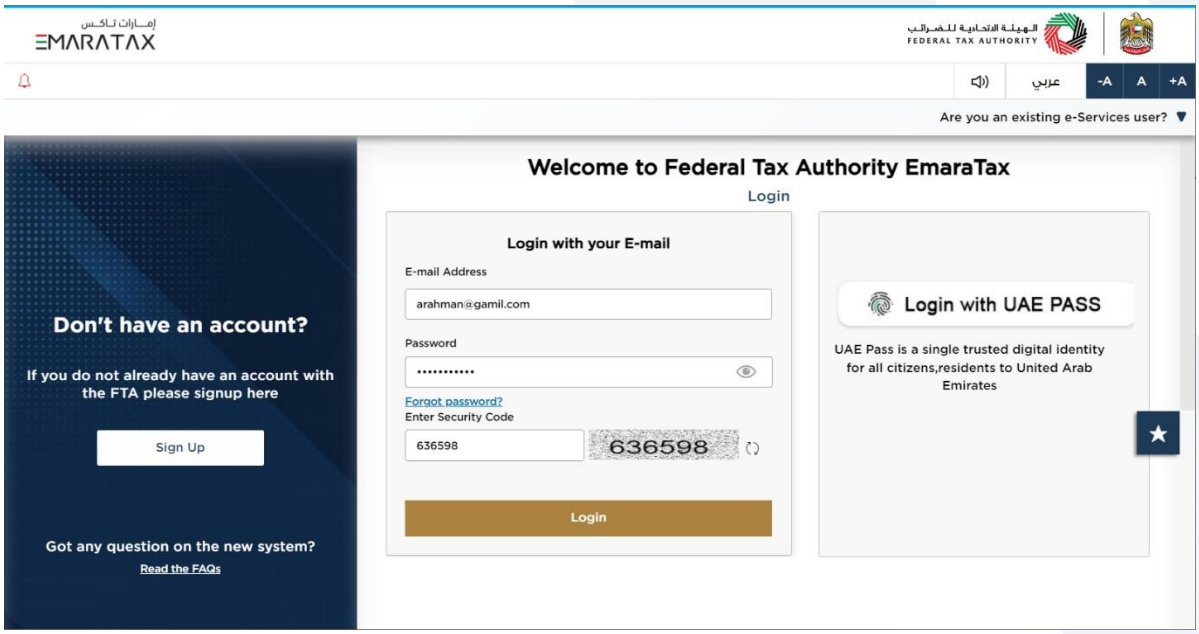
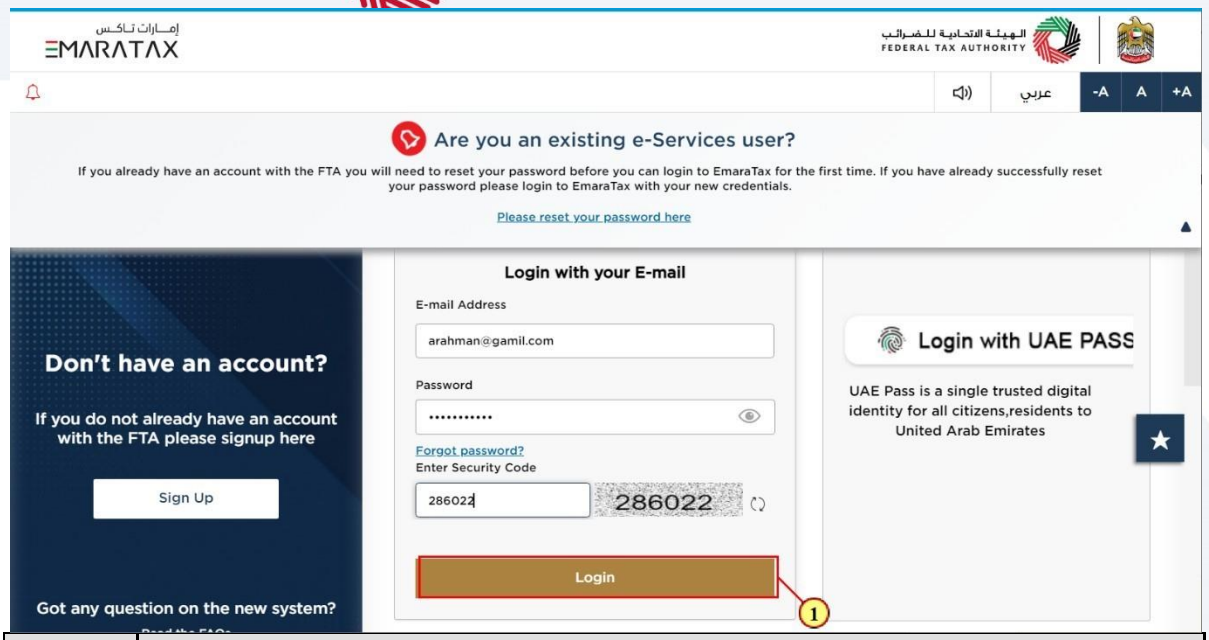
This manual is prepared to provide you an understanding on Login process, user types, forgot password and modify online user profile functionalities.

Login to EmaraTax



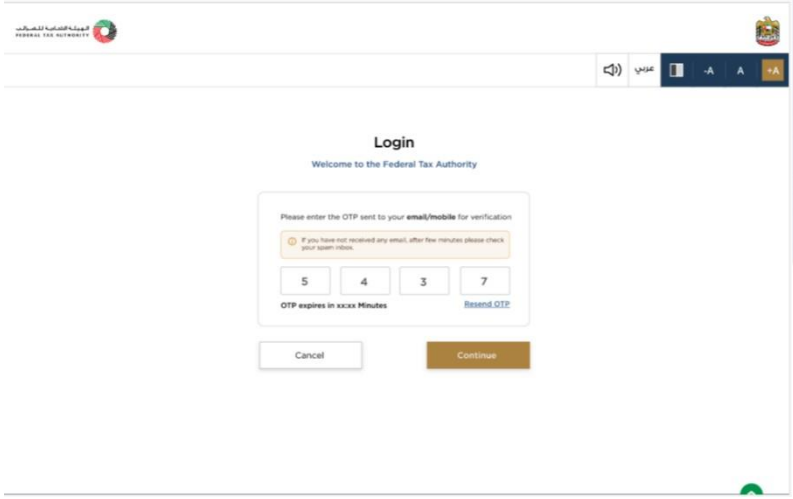
- You can login into the EmaraTax account using your login credentials or using UAE Pass. If you do not have an EmaraTax account, you can sign-up for an account by clicking the 'sign up' button. If you have forgotten your password, you can use the "forgot password" feature to reset your password.
- If 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.



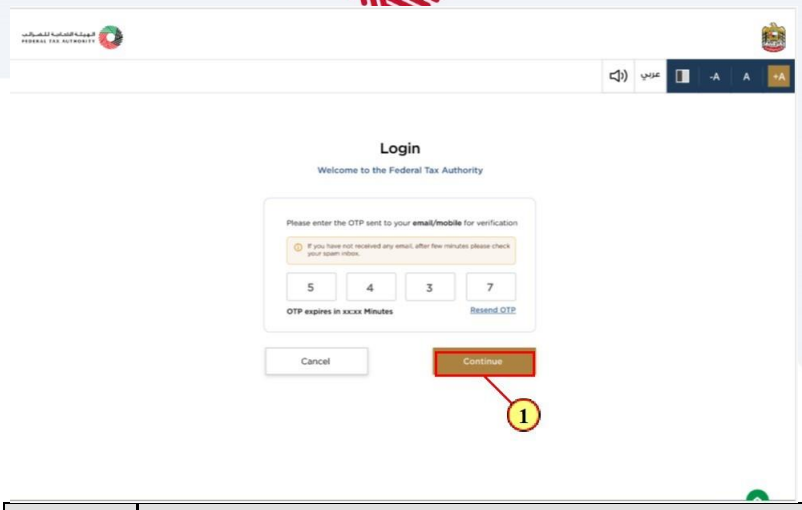
Step	Action
(1)	Enter your email address and password registered with FTA. Enter the security code displayed. Click 'Login' to login to your profile EmaraTax account.

Two Factor Authentication

If you have previously opted for 2 factor authentication

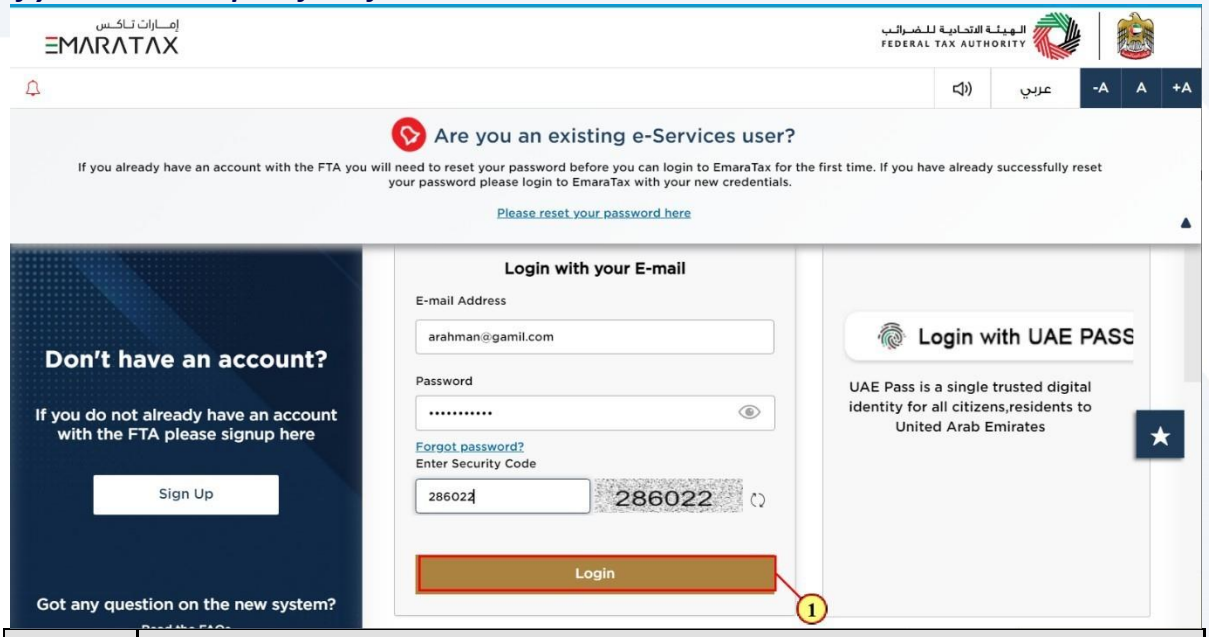


	If you have opted for 2 factor authentication, you will be redirected to this screen upon successfull verification. A One Time Password (OTP) will be sent to your registered email address and registered verified mobile number. If mobile number is not verified, OTP will be sent only to your registered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



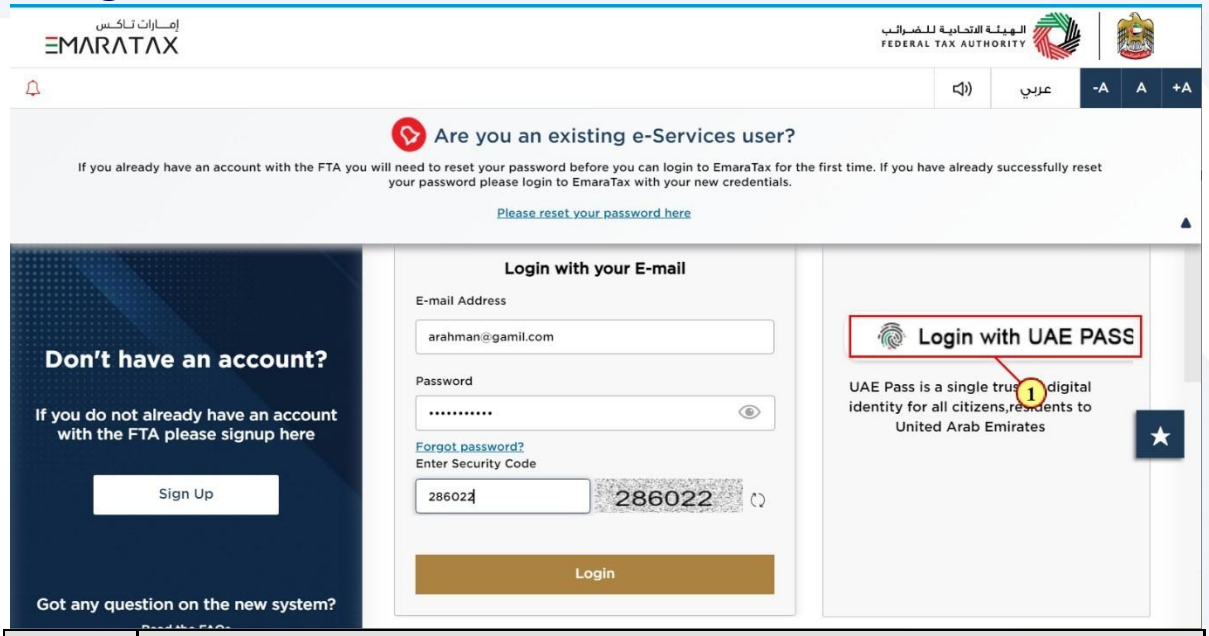
Step	Action
(1)	Enter the OTP and upon successful verification of the OTP, you will be successfully logged in to your EmaraTax account. Click 'Resend OTP' to receive a new OTP if required.

If you have not opted for 2 factor authentication



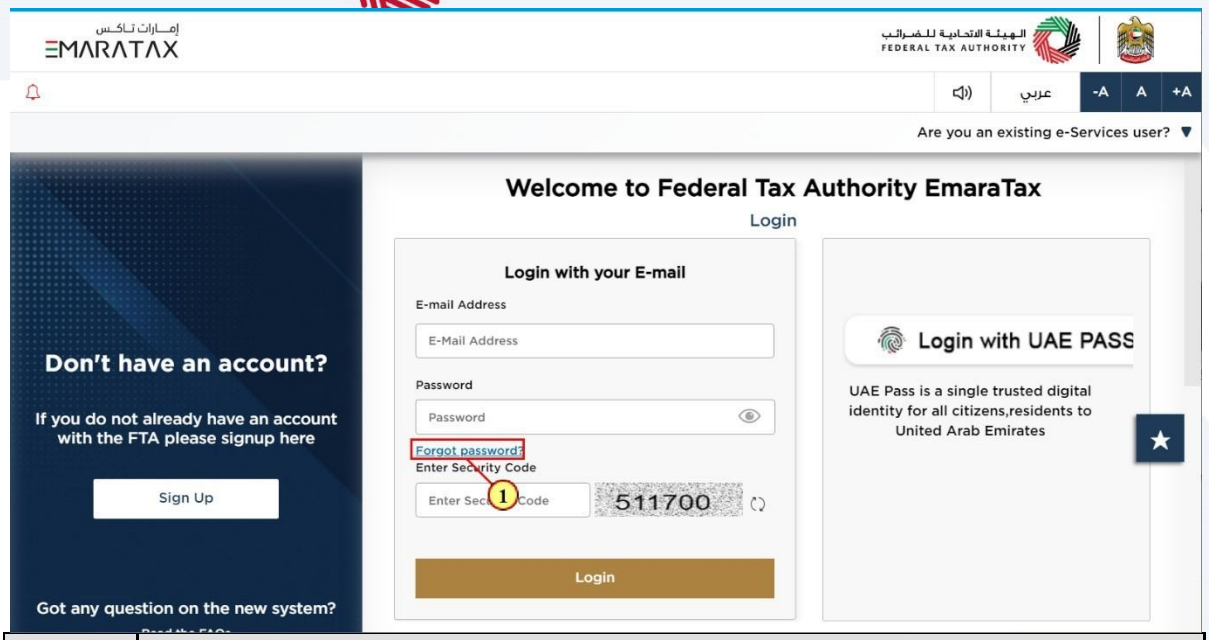
Step	Action
(1)	If you have not opted for 2 factor authentication, you will be successfully logged in to your EmaraTax account upon successful verification of your email address and password.

Using UAE Pass

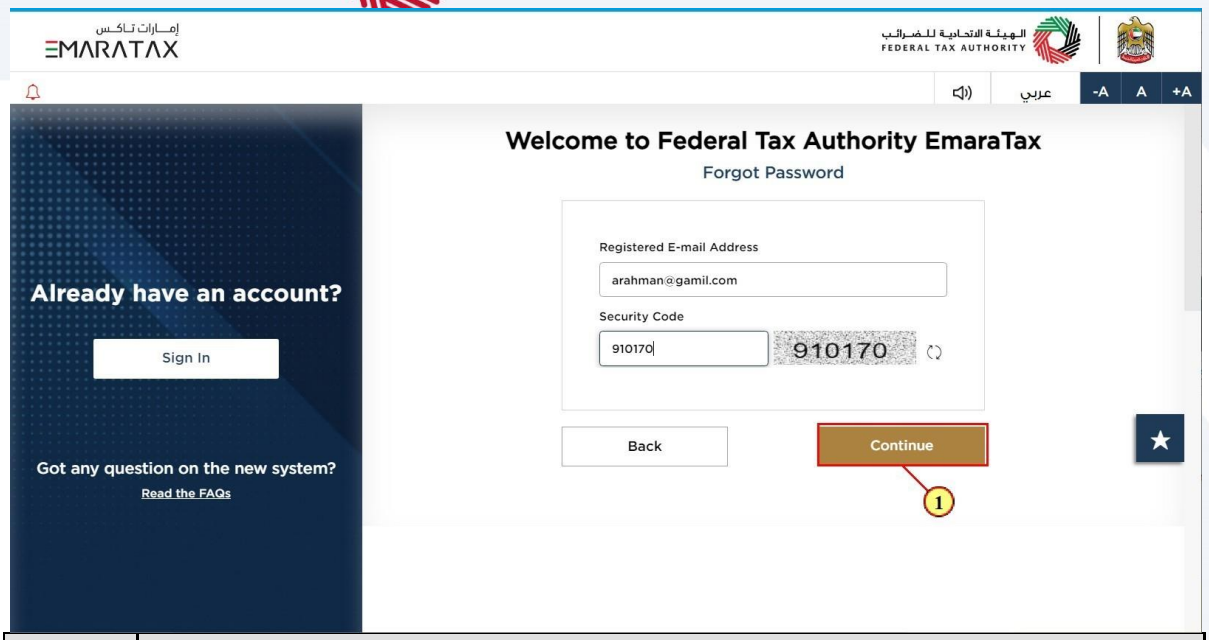


Step	Action
(1)	You may also login to FTA EmaraTax portal via UAE Pass using the Emirates ID. Click 'Login with UAE Pass' to login to EmaraTax via UAE Pass. You will be redirected to the UAE Pass where you need to provide your UAE Pass login credentials. On successful UAE Pass login, you will be redirected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

Forgot Password



Step	Action
(1)	• If you have forgotten your EmaraTax account password, you can use the Forgot Password feature. • Click on 'Forgot Password' to set a new password.



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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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

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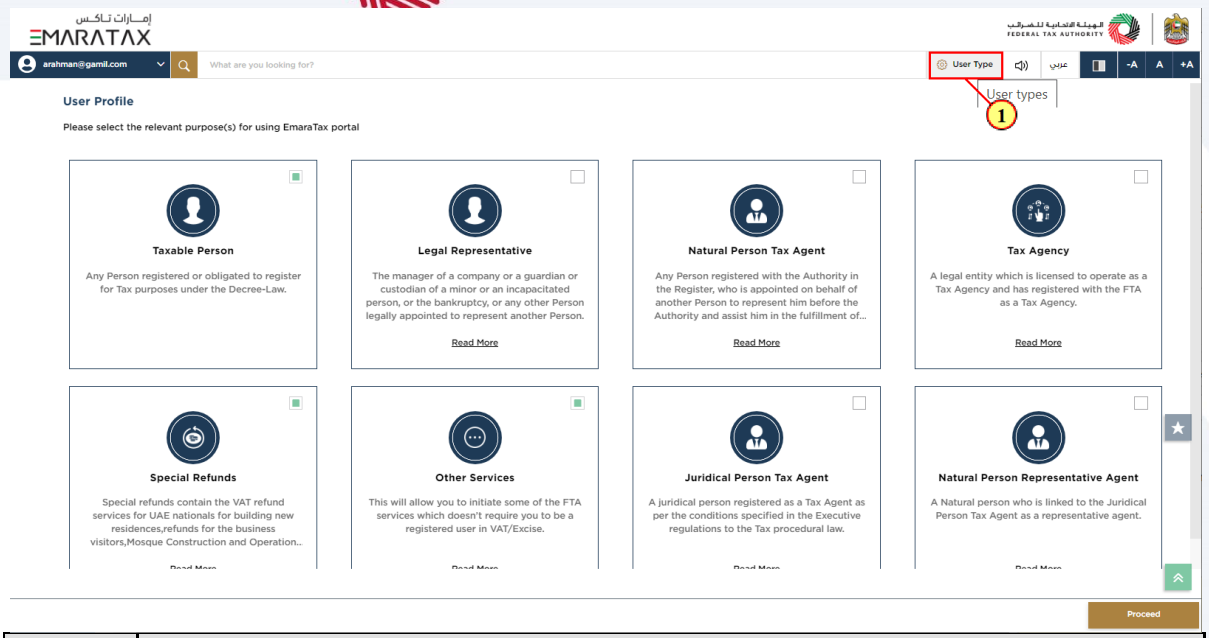
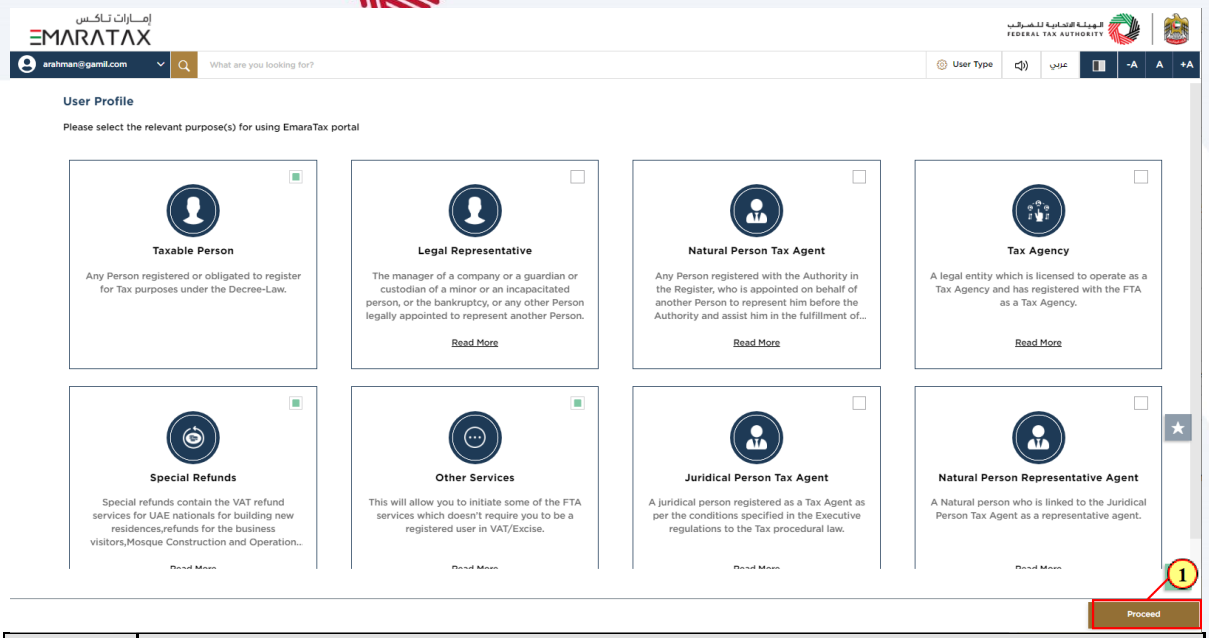
United Arab Emirates
إمارات تاكس
EMARATAX
User Types

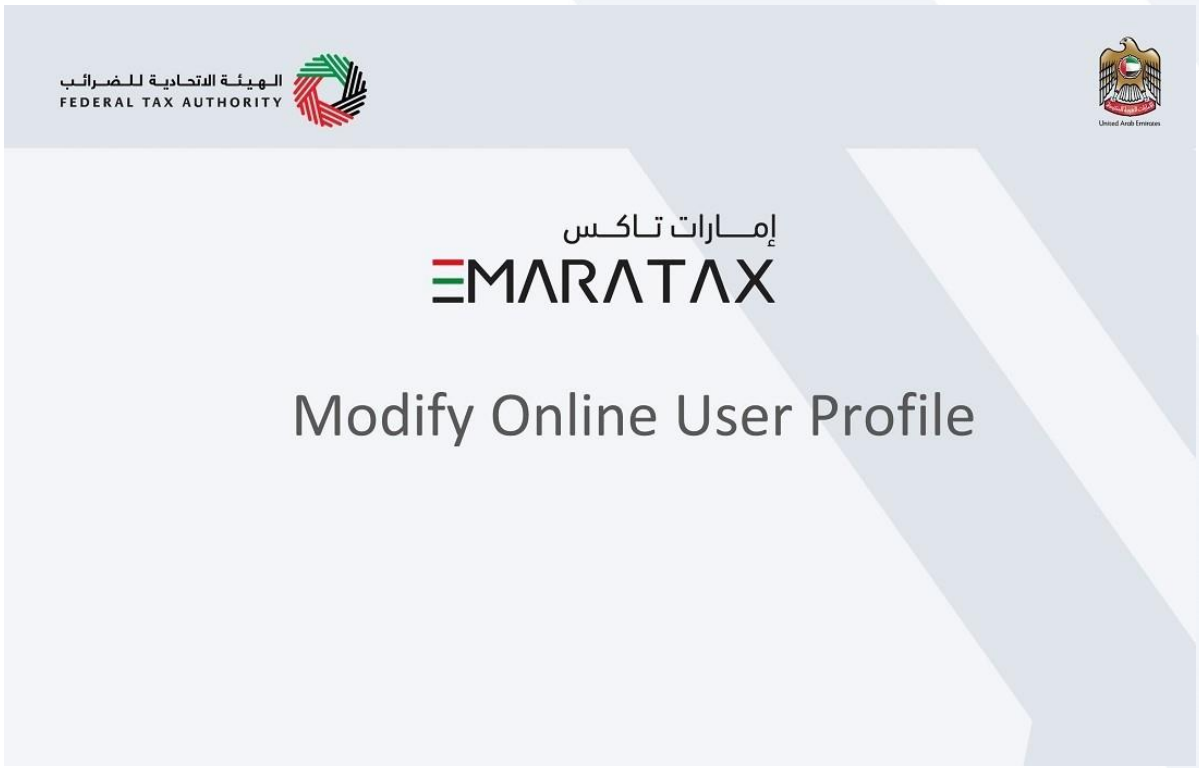


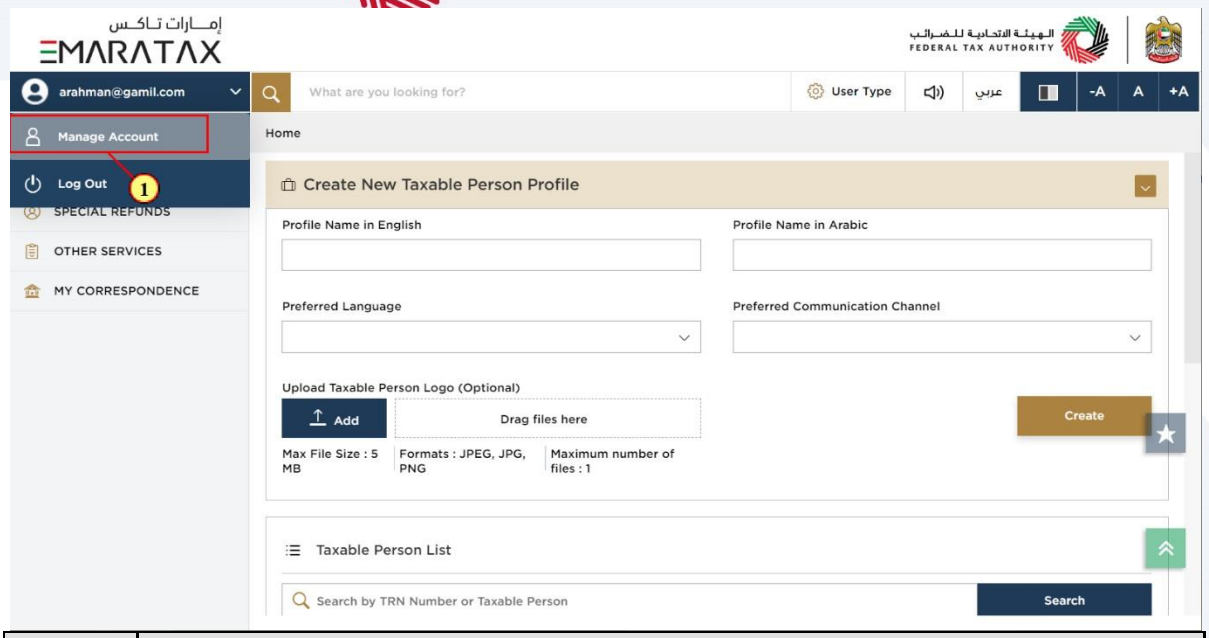
Step	Action
(1)	This page shows various user profiles that can be linked to your Registered user profile for carrying out various Tax functions in EmaraTax. You are requested to select the appropriate tax function applicable for your role profile.



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

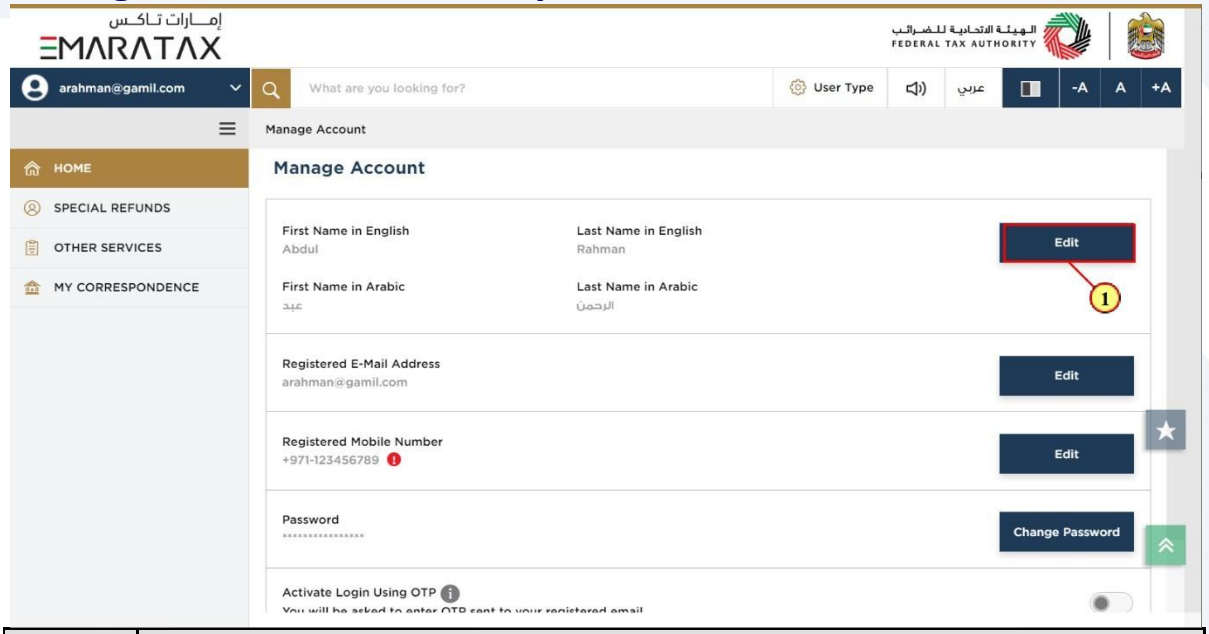
Modify Online User Profile





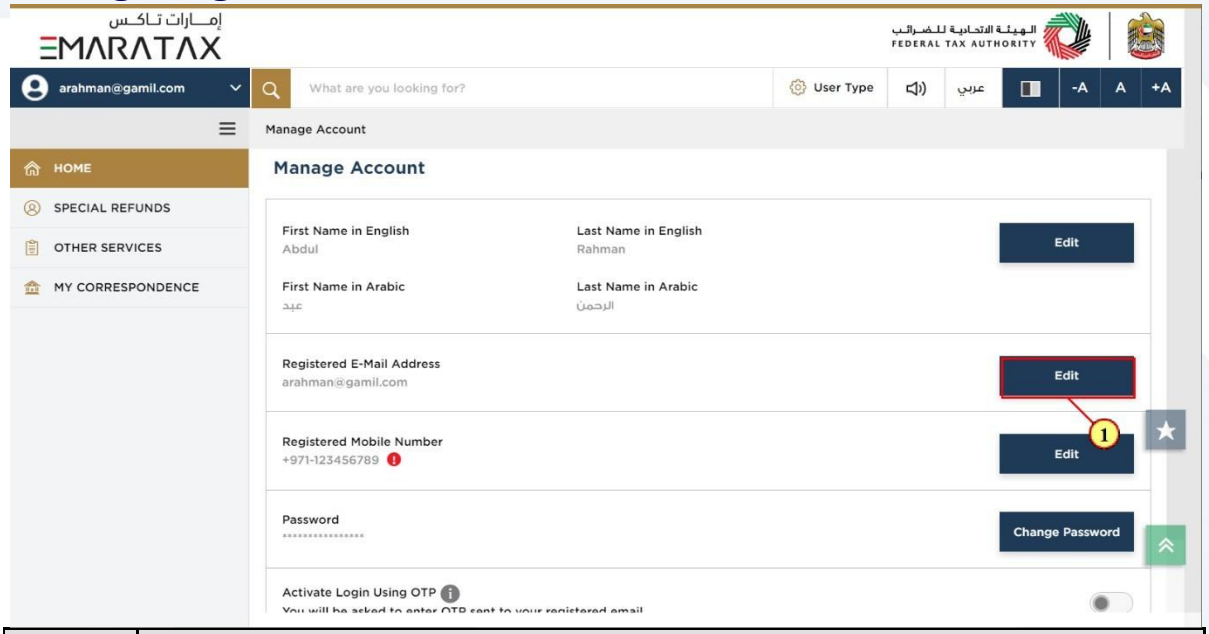
Step	Action
(1)	The option "Manage Account" is used to manage the User profile details for your account. Click on "Manage Account" option on the left hand side of your screen.

Change user name in user profile

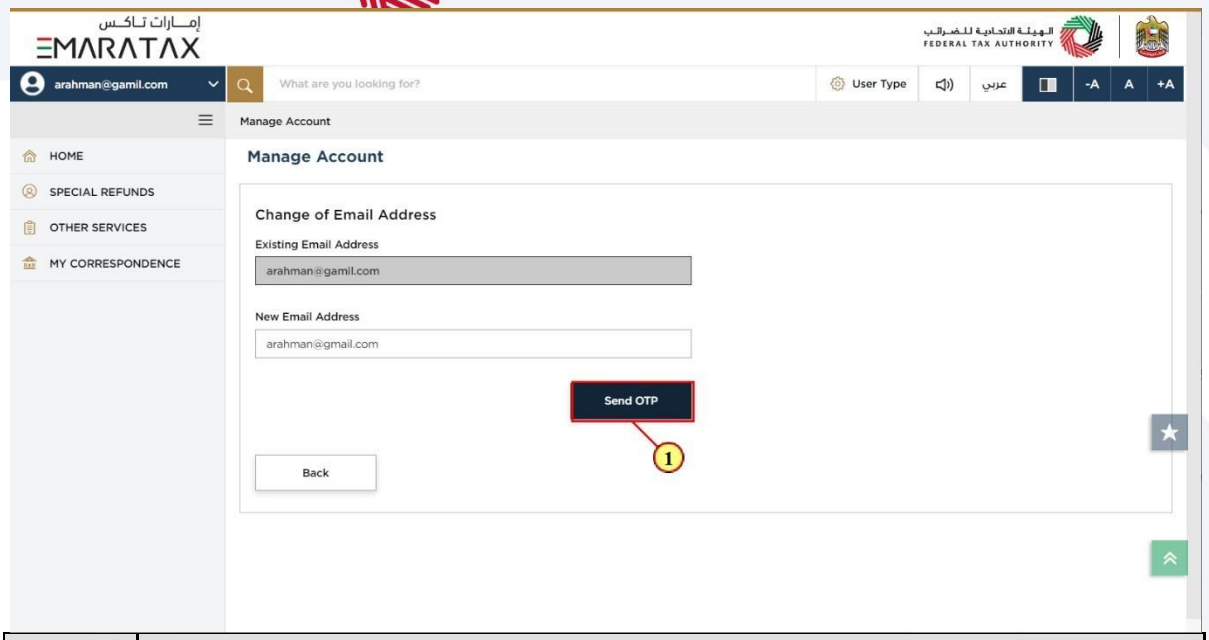


Step	Action
(1)	You can change your user name by clicking "Edit".

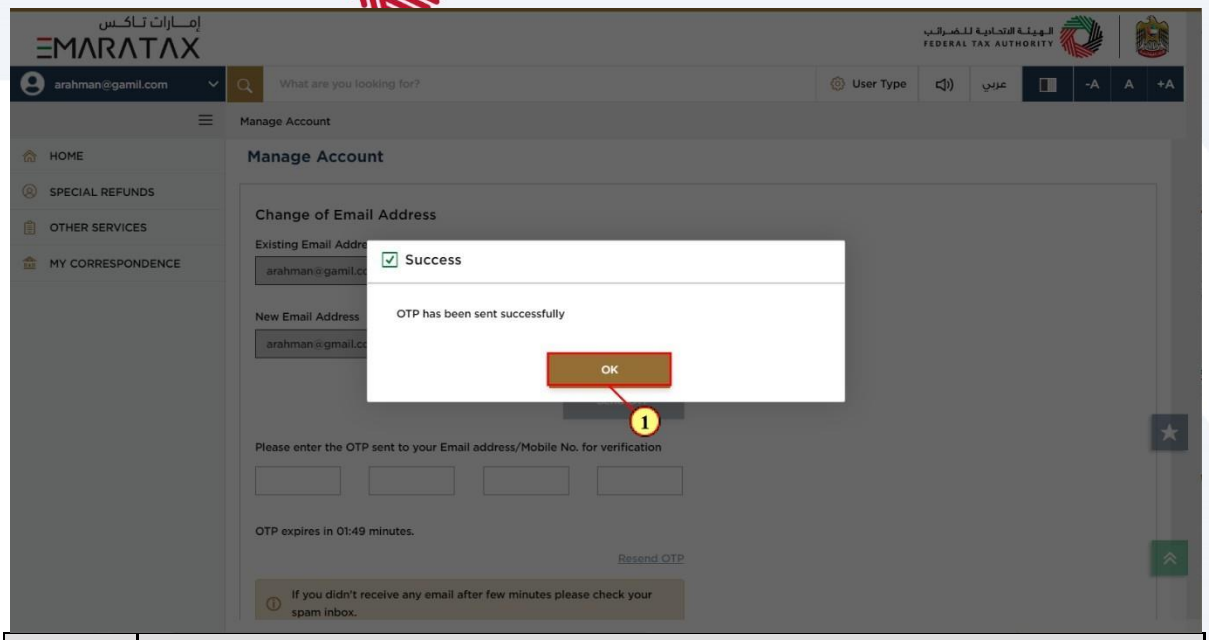
Change registered email address



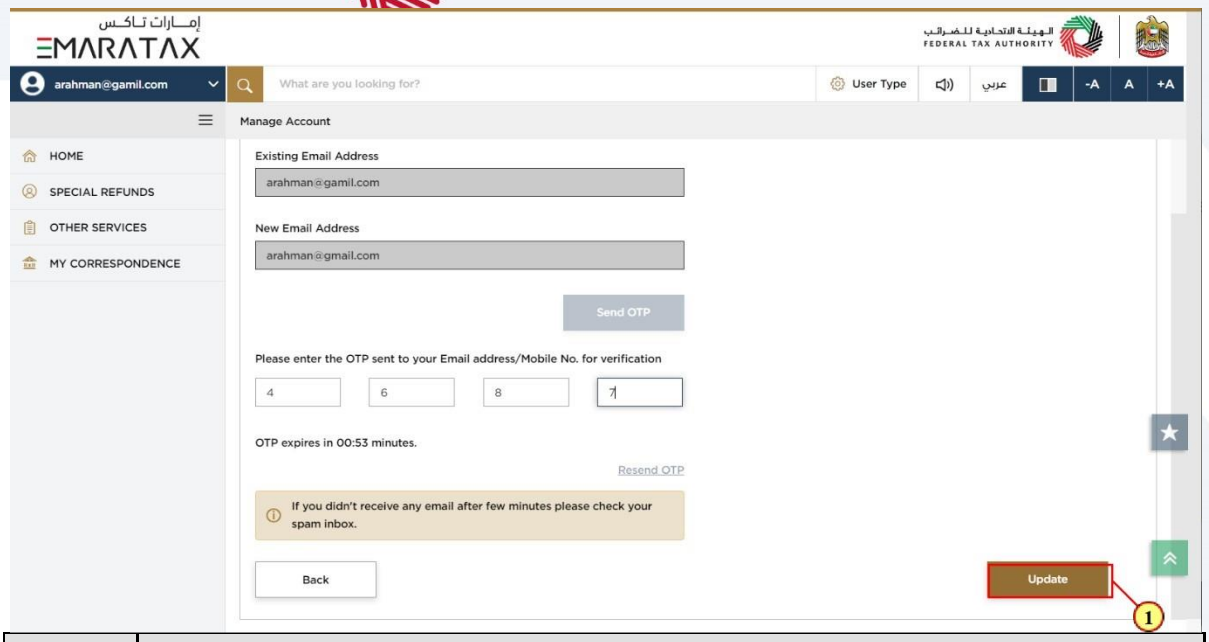
Step	Action
(1)	You can change your Registered Email address by clicking "Edit" in the Registered Email Address option.



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

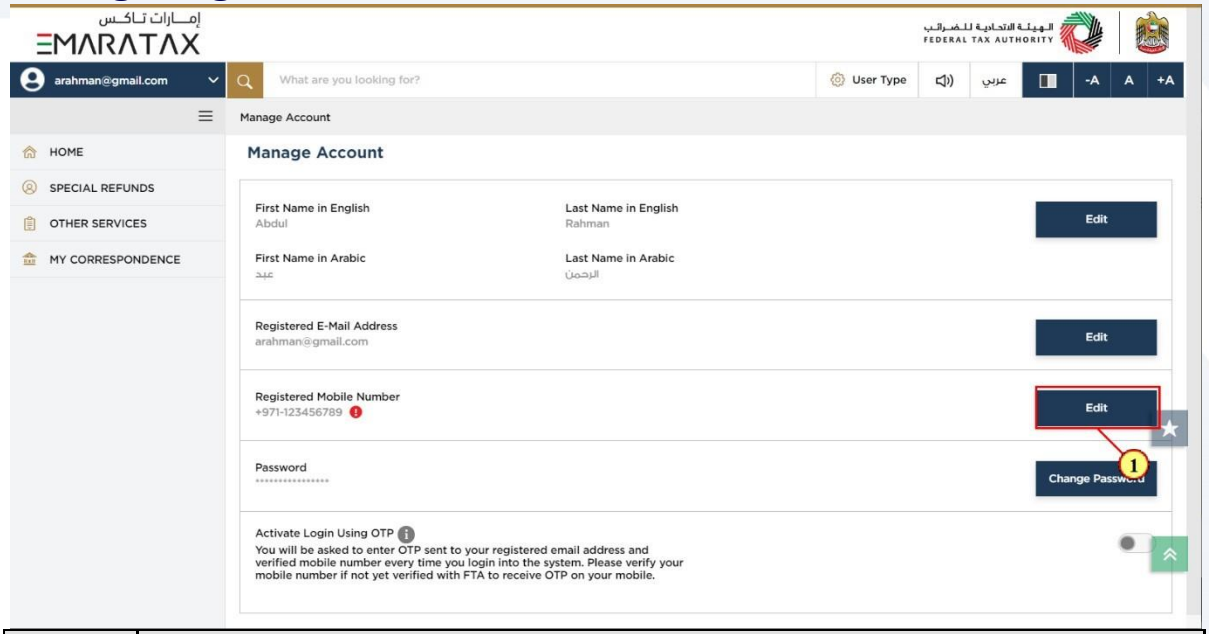


Step	Action
(1)	If the 'new email address' provided is not registered in EmaraTax portal, you will receive an OTP .Click 'OK' to proceed..

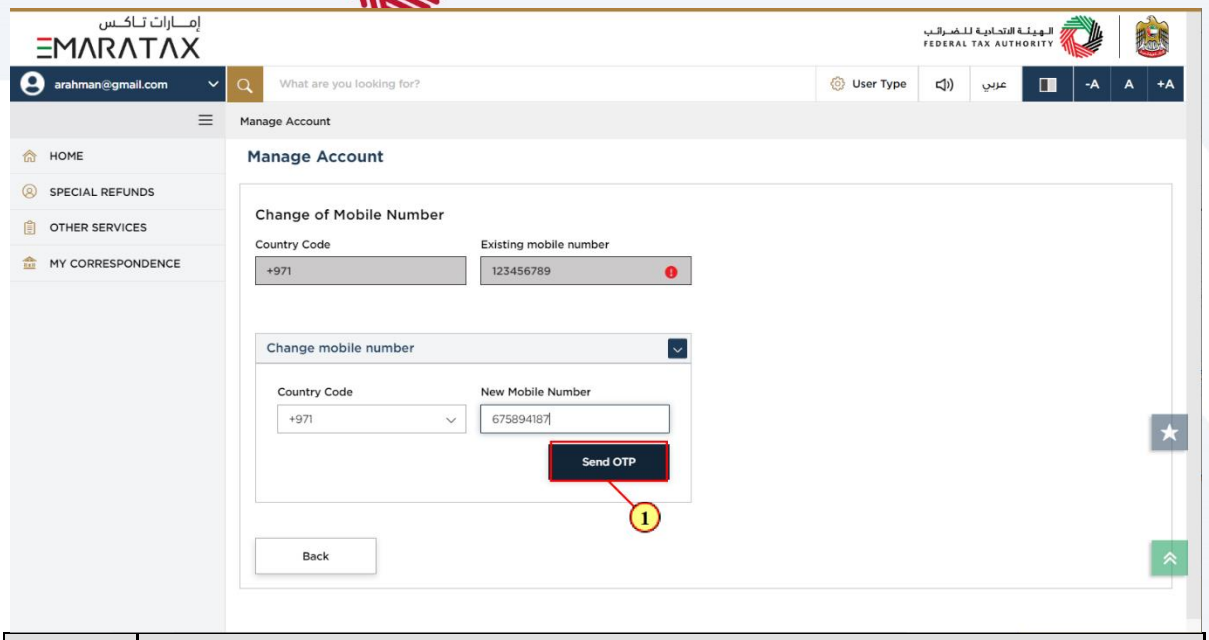


Step	Action
(1)	Enter OTP received in new email address and click 'Update' to save the changes.

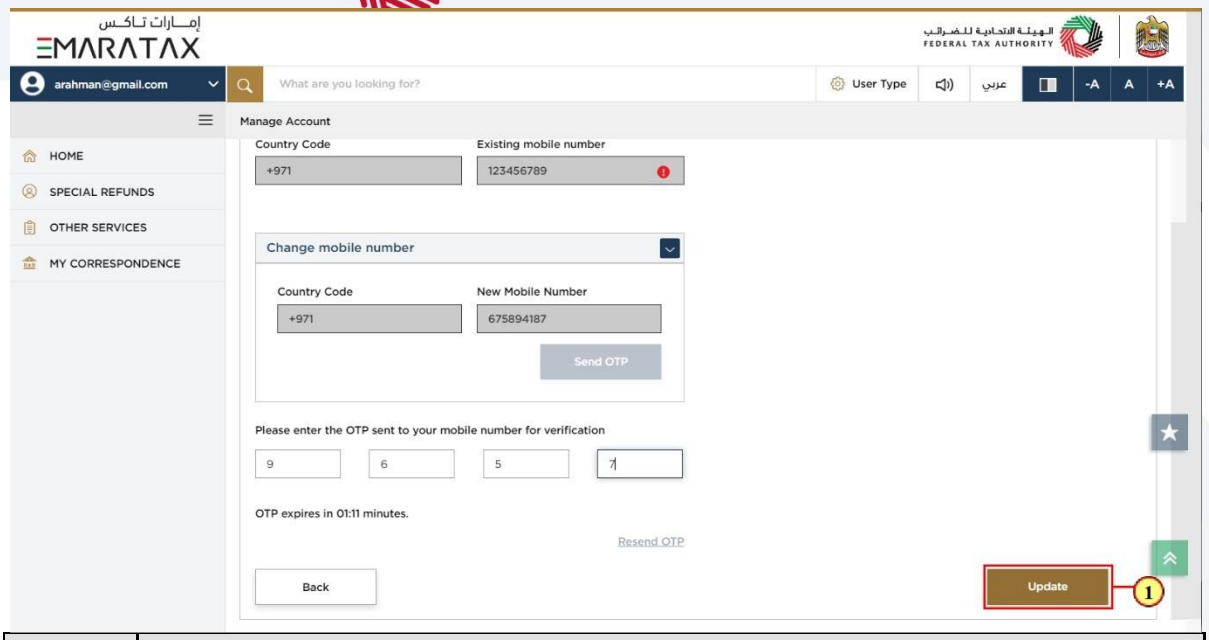
Change registered mobile number



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

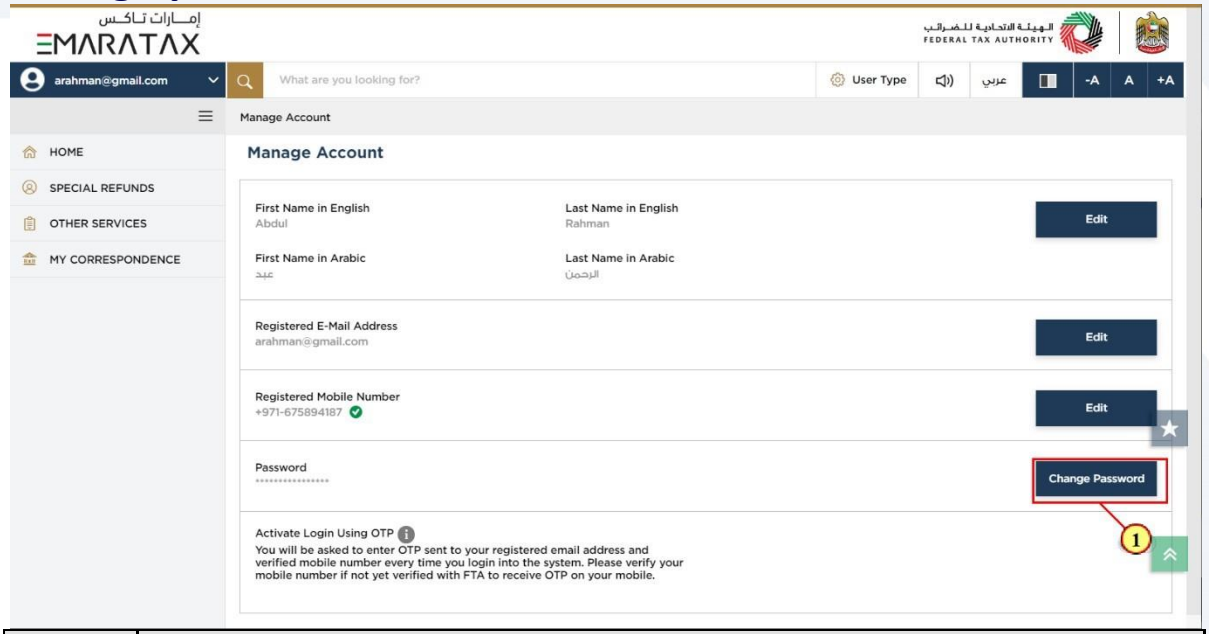


Step	Action
(1)	Enter the 'New Mobile Number' and click on 'Send OTP'.

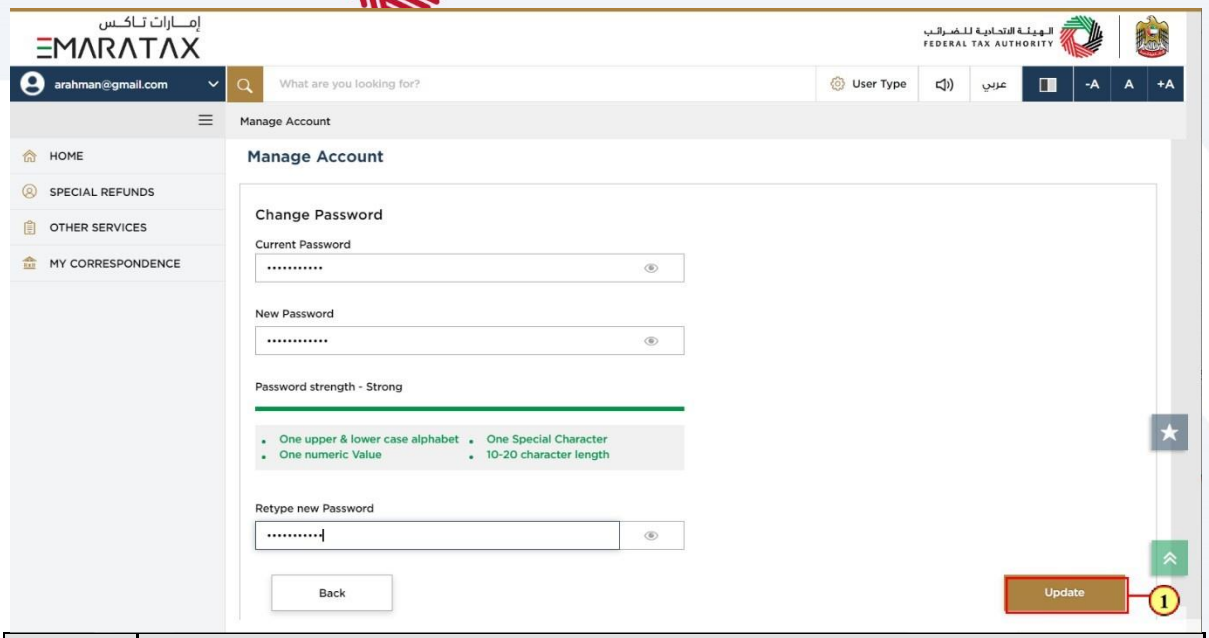


Step	Action
(1)	Enter One Time Password (OTP) received in new Mobile Number and click ‘Update’ to save the changes.

Change password

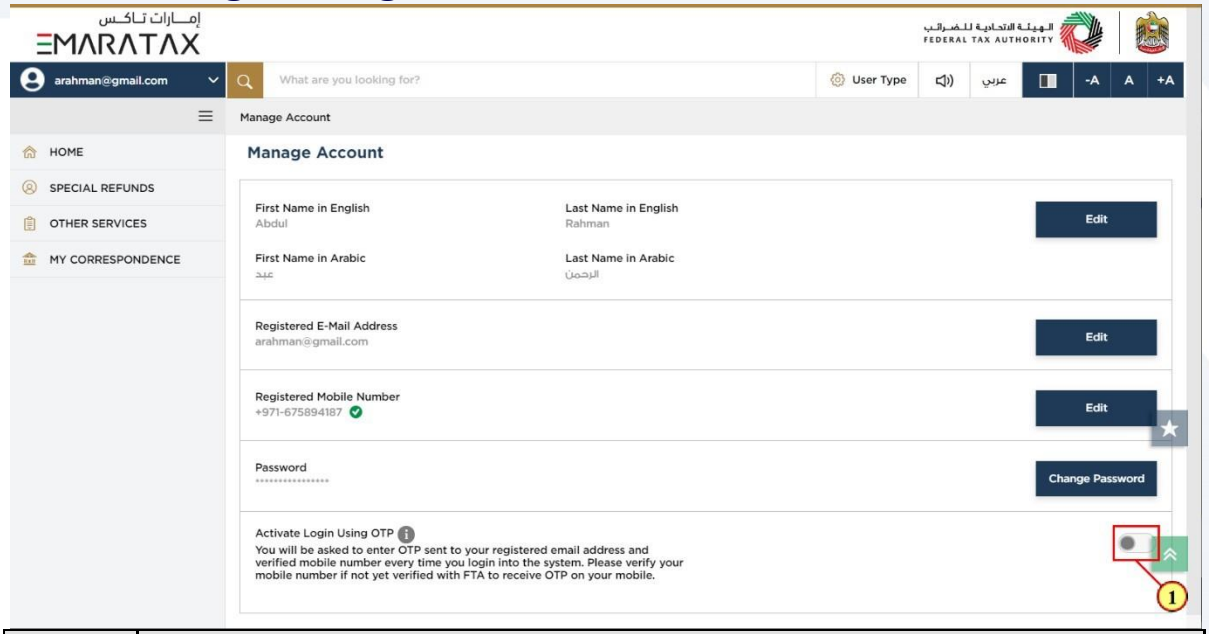


Step	Action
(1)	You can change your password by clicking "Change Password" in the password option.

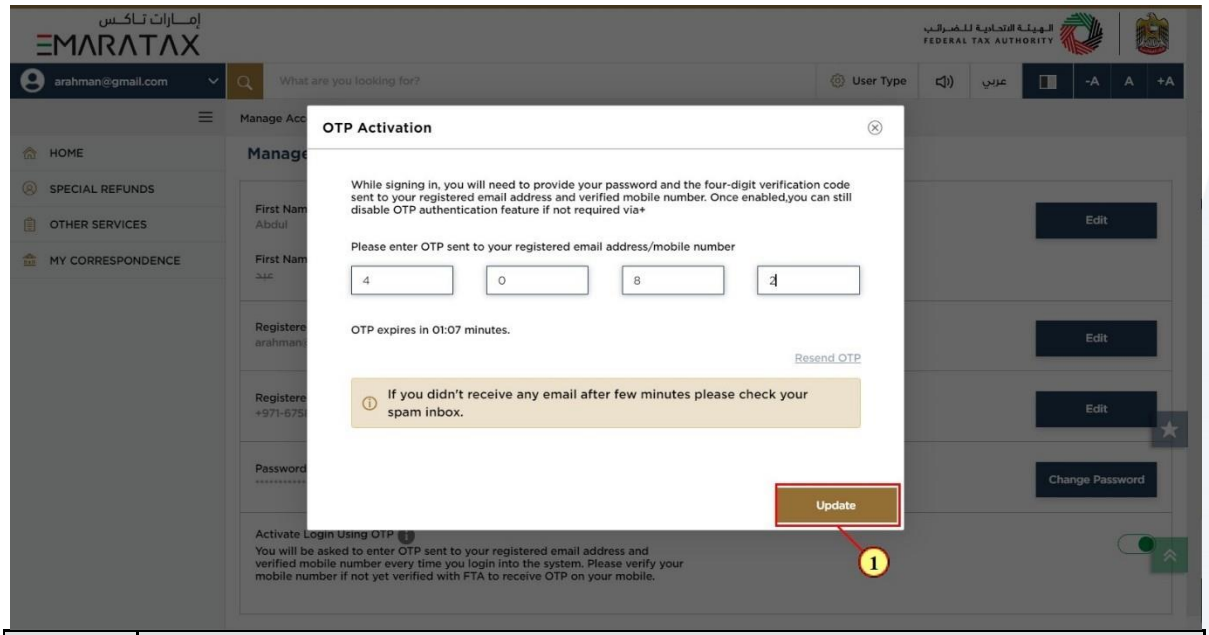


Step	Action
(1)	This option is used to update the Login password for your user profile. Enter the current password and enter new password based on the guidelines displayed. Click 'Update' to save the changes.

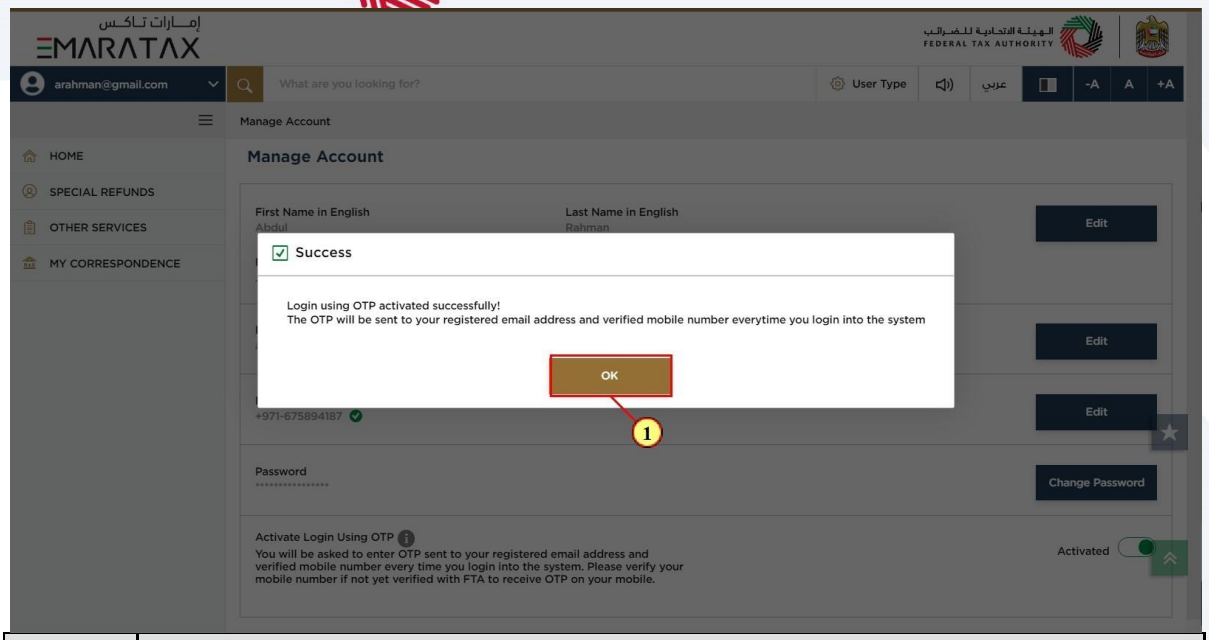
Activate login using OTP



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.

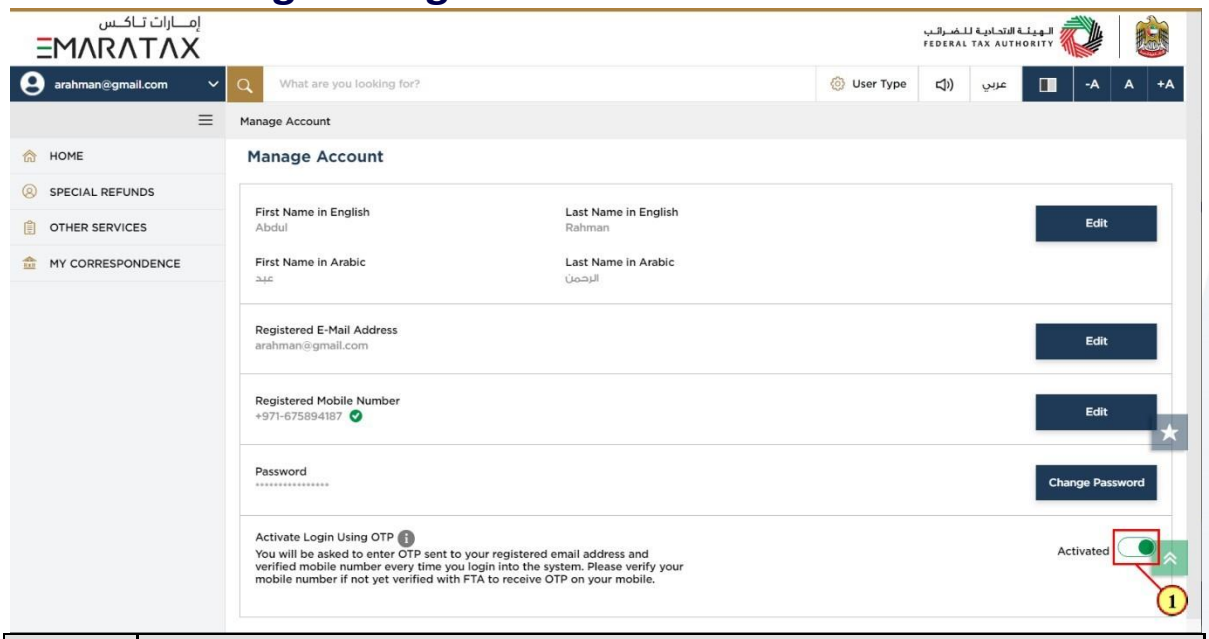


Step	Action
(1)	Enter One Time Password (OTP) sent to your registered email address and verified Mobile Number.Click 'Update' to save the changes.

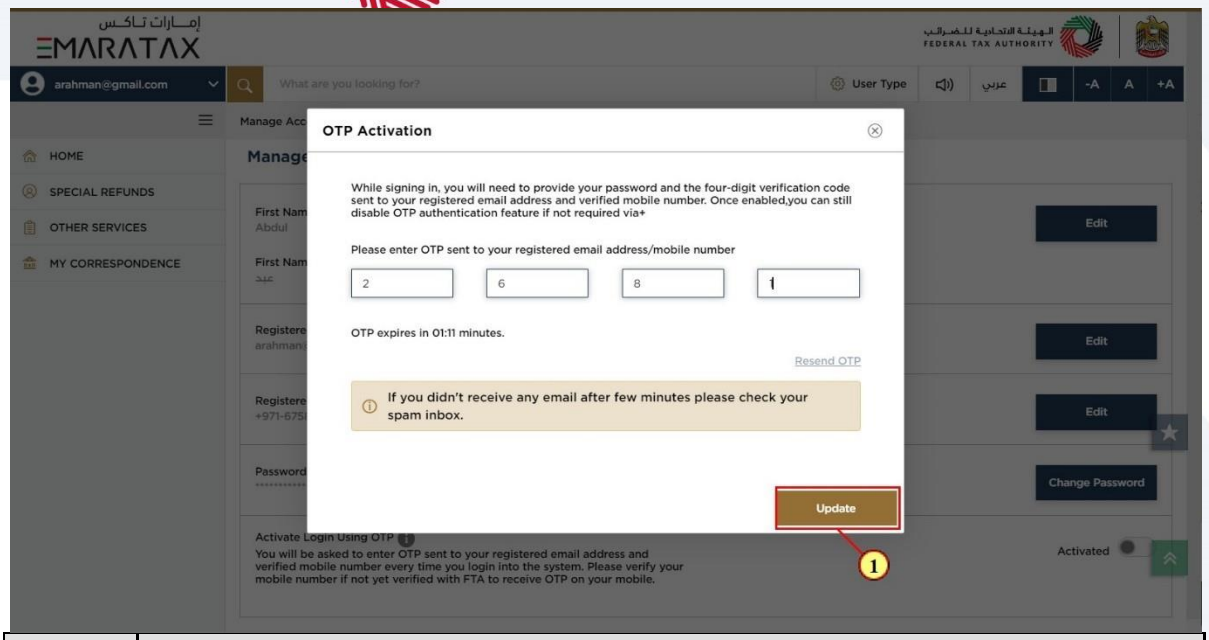


Step	Action
(1)	EmaraTax shows success pop-up. Click "OK" to close the success pop-up. The next time you login to EmaraTax, post successful verification of your password, you will be additionally required to verify the OTP sent you registered email address and verified mobile number. On successful verification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

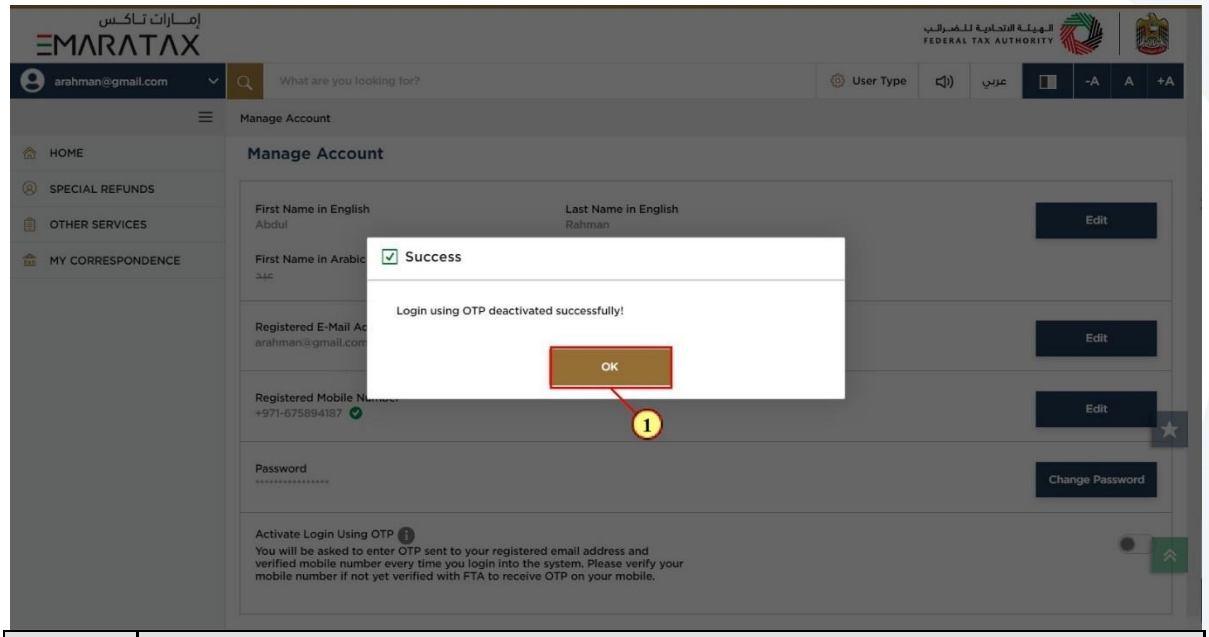
Deactivate login using OTP



Step	Action
(1)	Click toggle button to deactivate login using OTP (2 factor login authentication). 2 factor authentication will disablefrom 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