

SmartPass User Guide

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1. Introduction

This document: “SmartPass User Guide” serves as an informational resource for end-users. SmartPass is a service provided by the UAE Smart Government that enables users to have a single account to access the online public services of the integrated UAE Government Entities.

The goal of SmartPass is to provide a unified and secure platform for authentication and allow UAE citizens, residents and visitors, to access public services in a smooth and secure way without registering or re-entering personal information multiple times.

The Emirates ID card is the official document approved in the UAE to verify the identity of individuals as its electronic chip contains the card holder’s verified personal information. Thus, the UAE Government has launched SmartPass in collaboration with the Emirates Identity Authority. However, users that do not have an Emirates ID card can still register as visitor/international users.

2. Register to SmartPass

There are two type of registration on SmartPass:

1. **Citizen/Resident** registration designed for Emirates ID card holders. This registration will require the user to scan the Emirates ID card during the registration.
2. **Visitor/International** registration designed for non Emirates ID card holders.

2.1 Citizen/Resident registration

2.1.1 Prerequisites for Citizen/Resident registration

SmartPass offers two type of Citizen/Residence registration:

2.1.1.1 Prerequisites for registering on SmartPass kiosks

In order to register a Citizen/Resident SmartPass account, you will be required to visit one of the SmartPass kiosks which are available at number of locations around the UAE ([Kiosk Locations](#)).

Note: You are required to have your Emirates ID card and a working mobile phone with a valid UAE SIM card issued by one of the local operators to complete the registration.

2.1.1.2 Prerequisites for registering on your own device

To register as a Citizen/Resident user on a computer browser, you will need:

1. Mobile phone with valid UAE issued SIM card.
2. Your valid Emirates ID card
3. A computer device:
 - Connected to Internet
 - Connected to a compatible card reader. (Sagem Morpho MSO 1350 is the supported card reader for finger print authentication or setting the Emirates ID Card PIN). To enable finger print functionality, the driver installed for the Sagem Morpho MSO 1350 reader must be installed. If not installed already, download the driver from [here](https://www.morpho.com/en/file/download/morphosmart_usb_driver_3_59_1_3.zip) (https://www.morpho.com/en/file/download/morphosmart_usb_driver_3_59_1_3.zip) and install.
 - Web browser and JAVA software compatible with Emirates ID card reader. Please refer to the [Browser Compatibility](#)
4. Follow the steps as described in section 2.1.2

Note: Citizen/Resident SmartPass registration requires Emirates ID card PIN. This is a 4 digit number associated with your Emirates ID card.

However, if you do not know your Emirates ID card PIN number, the SmartPass registration process will allow you to set a new Emirates ID card PIN. Details on how to reset your Emirates ID card Pin can be in section 5 of this user guide [Reset Emirates ID Card PIN](#)

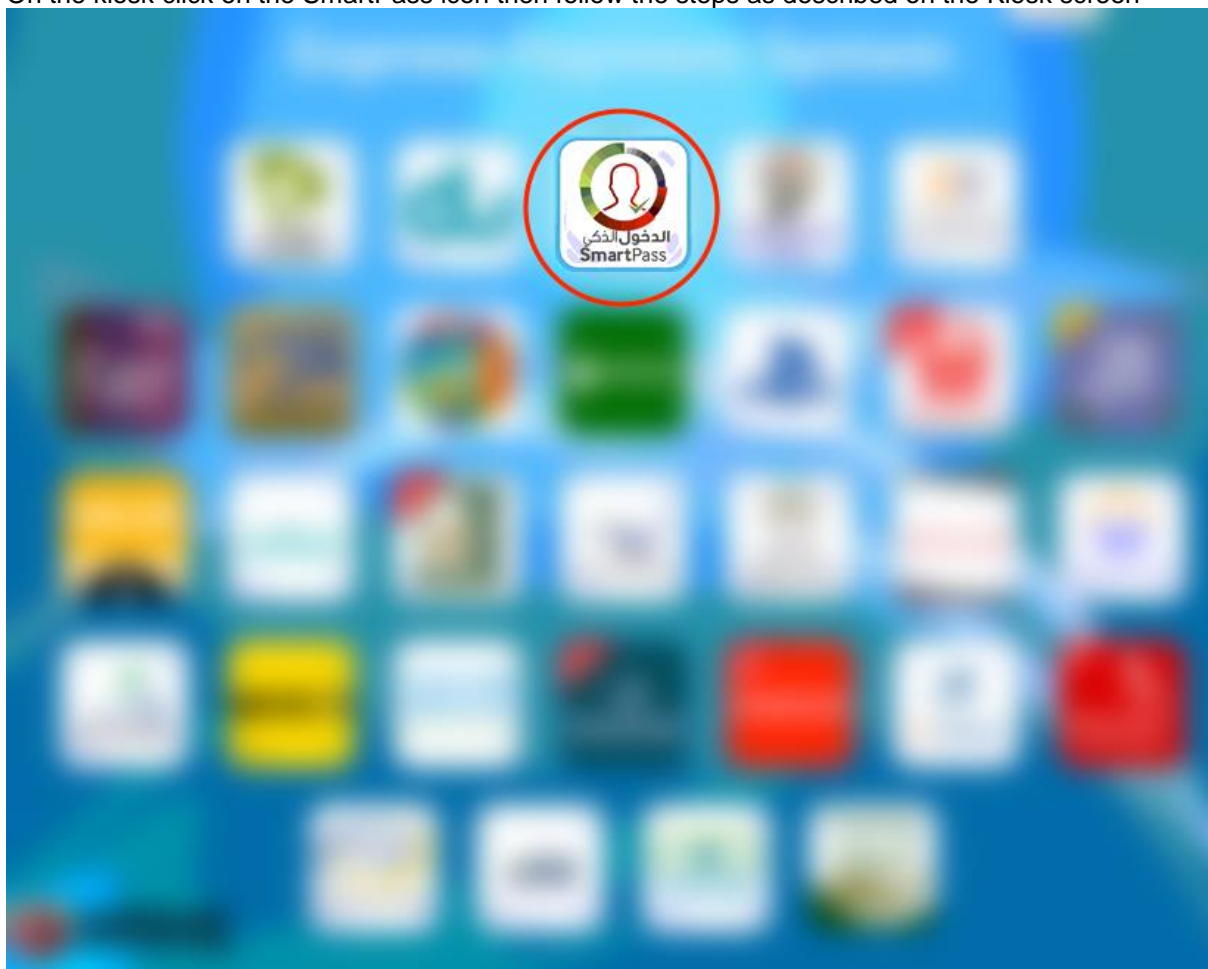
For more information about your Emirates ID, please visit EIDA's website here: <http://www.id.gov.ae/en/home.aspx>

2.1.2 Citizen/Resident Registration Steps

2.1.2.1 Registration on Kiosk

Ensure you have the pre-requisites as per section 2.1.1.1

On the kiosk click on the SmartPass icon then follow the steps as described on the Kiosk screen

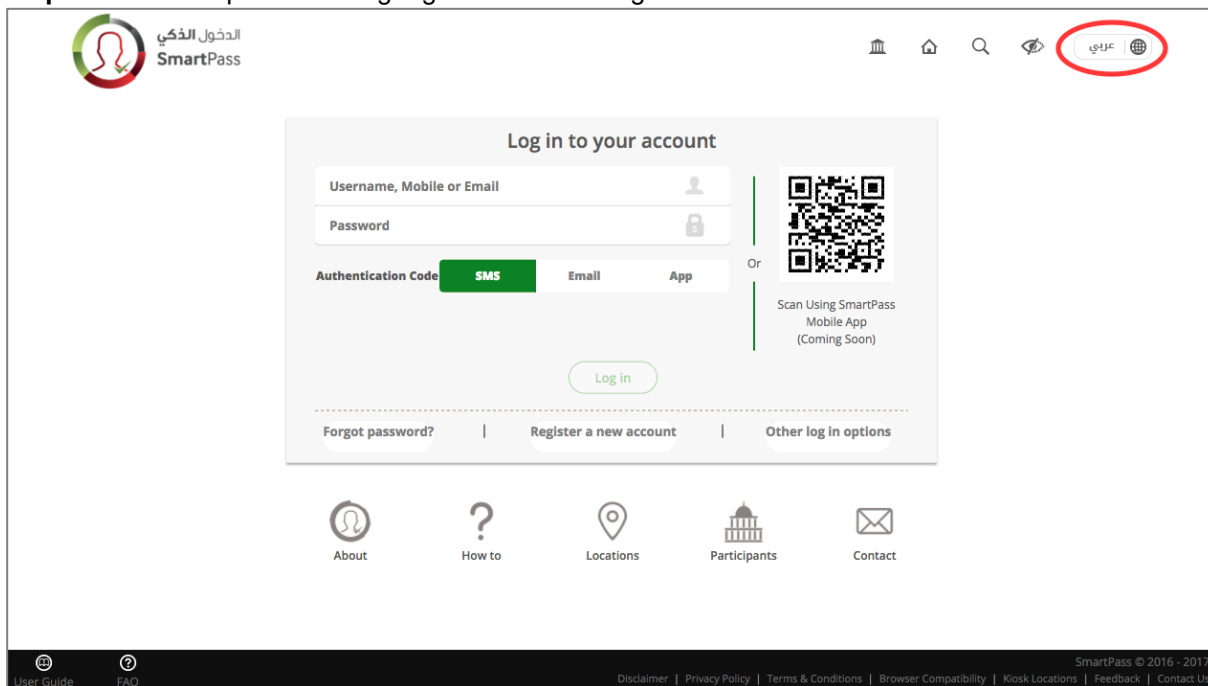


2.1.2.2 Registration on your own device

Ensure you have the pre-requisites as per section 2.1.1.2

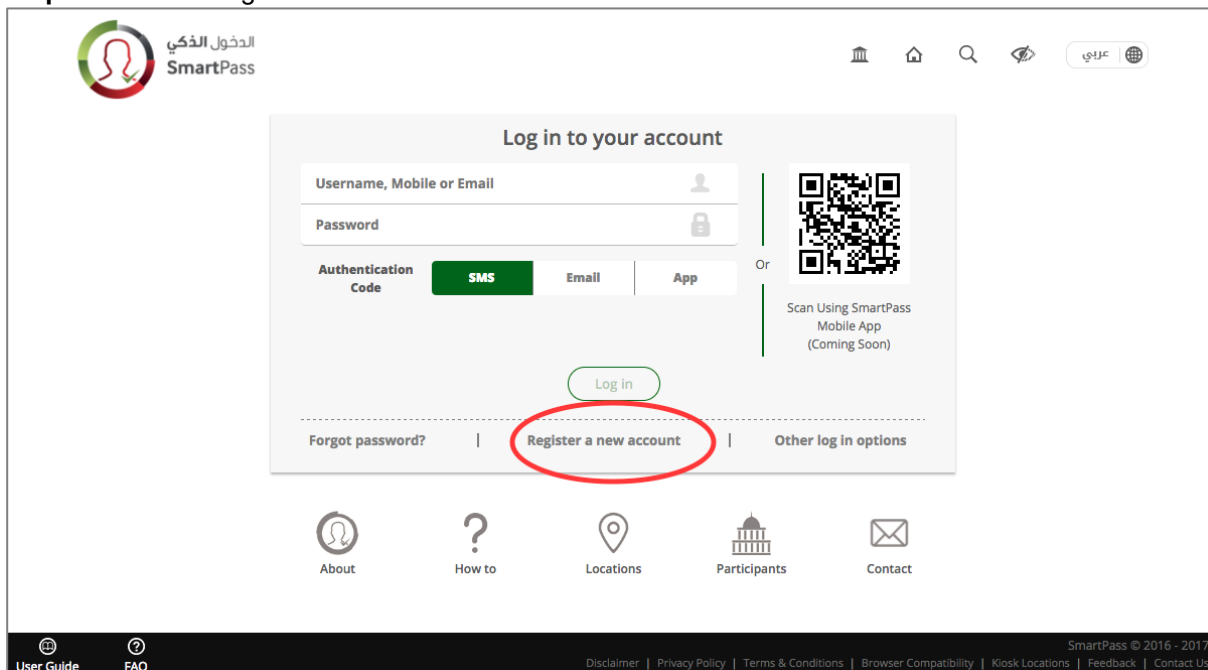
Visit <http://www.smartpass.ae>, then:

Step 1: Select the preferred language: 'Arabic' or 'English'.



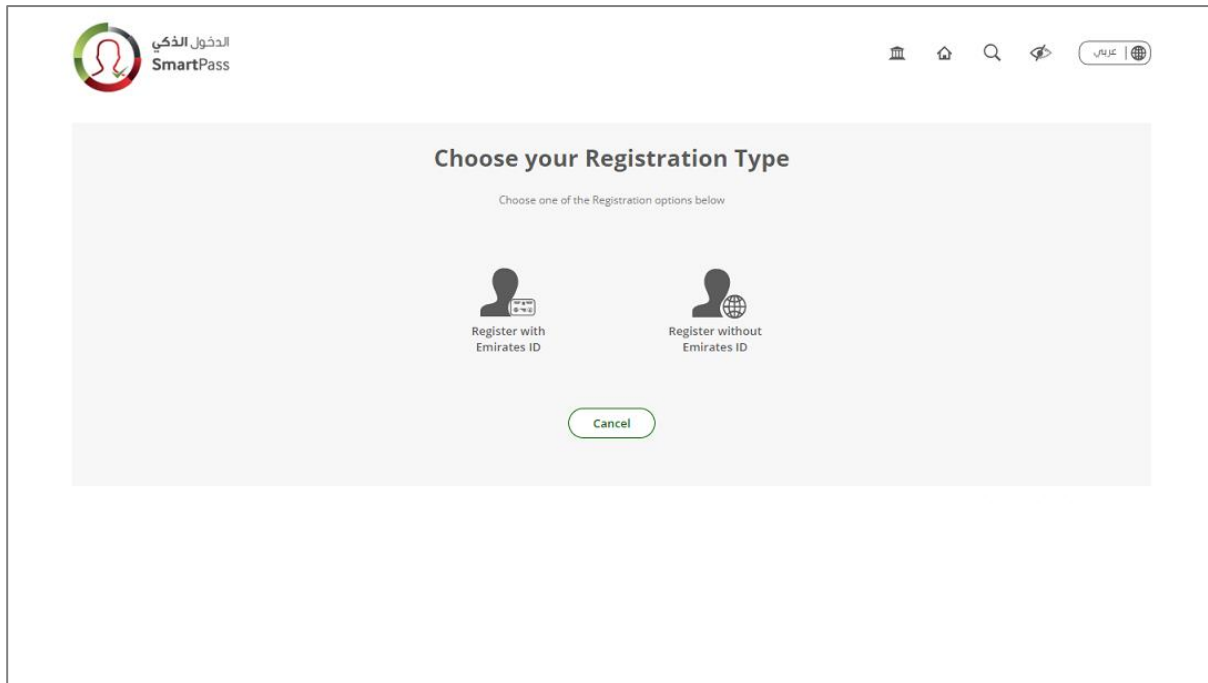
The screenshot shows the SmartPass login page. At the top right, there is a language selection dropdown menu with 'عربي' (Arabic) selected, which is circled in red. The main content area is titled 'Log in to your account' and contains fields for 'Username, Mobile or Email' and 'Password'. Below these fields are buttons for 'Authentication Code' (SMS, Email, App) and a QR code for 'Scan Using SmartPass Mobile App (Coming Soon)'. A 'Log in' button is at the bottom of the login section. Below the login section are links for 'Forgot password?', 'Register a new account', and 'Other log in options'. At the bottom of the page are icons for 'About', 'How to', 'Locations', 'Participants', and 'Contact'.

Step 2: Click on 'Register a new account'.



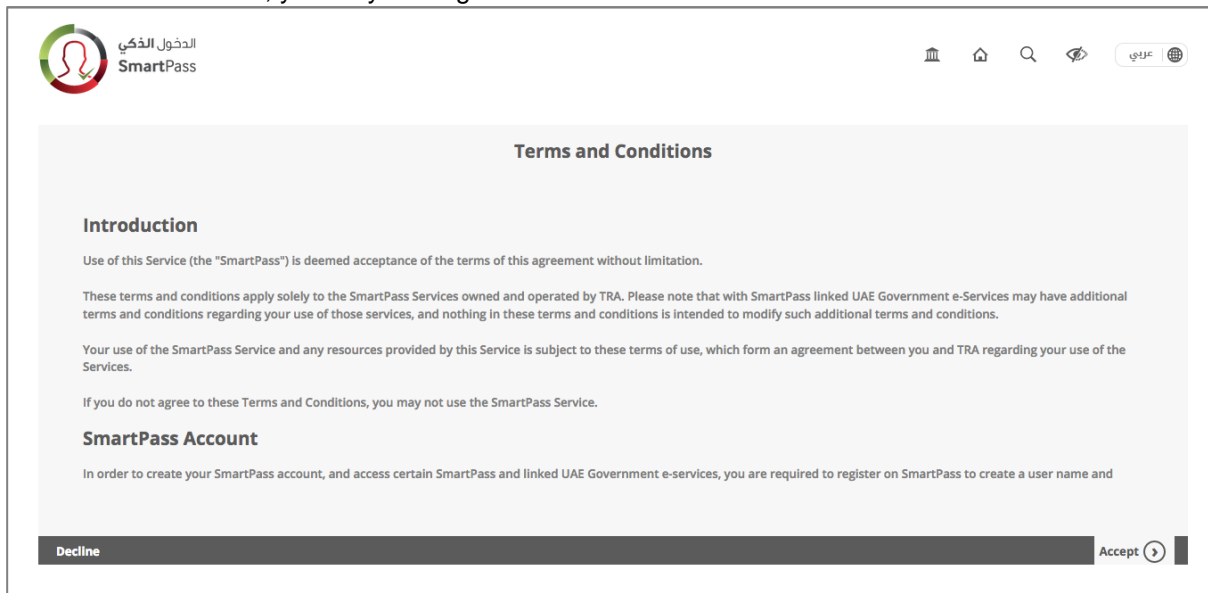
This screenshot is identical to the previous one, but the 'Register a new account' link at the bottom of the login section is circled in red to indicate the next step.

Step 3: Choose the registration type: Citizen/Resident



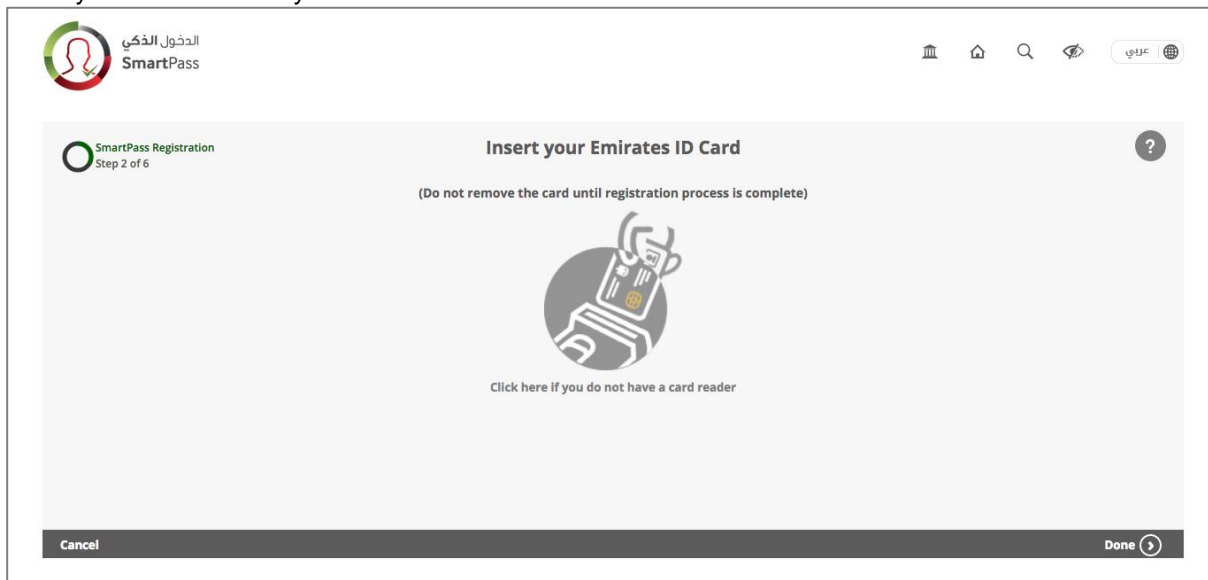
The screenshot shows the SmartPass registration interface. At the top left is the SmartPass logo. The main heading is "Choose your Registration Type" with a subtext "Choose one of the Registration options below". There are two options: "Register with Emirates ID" (represented by an Emirates ID card icon) and "Register without Emirates ID" (represented by a person icon with a globe). A "Cancel" button is located at the bottom center.

Step 4: Click on 'Accept' to accept the Terms and Conditions. If you do not accept the SmartPass Terms and Conditions, you may not register as a SmartPass user.



The screenshot shows the "Terms and Conditions" screen for SmartPass. It includes an "Introduction" section stating that using the service is deemed acceptance of the terms. It also mentions that these terms apply solely to SmartPass services owned and operated by TRA. A "SmartPass Account" section states that users are required to register on SmartPass to create a user name and access certain services. At the bottom, there are two buttons: "Decline" and "Accept".

Step 5: Insert your Emirates ID card in the card reader as shown in the image below. Click on 'Done' when you have inserted your card.



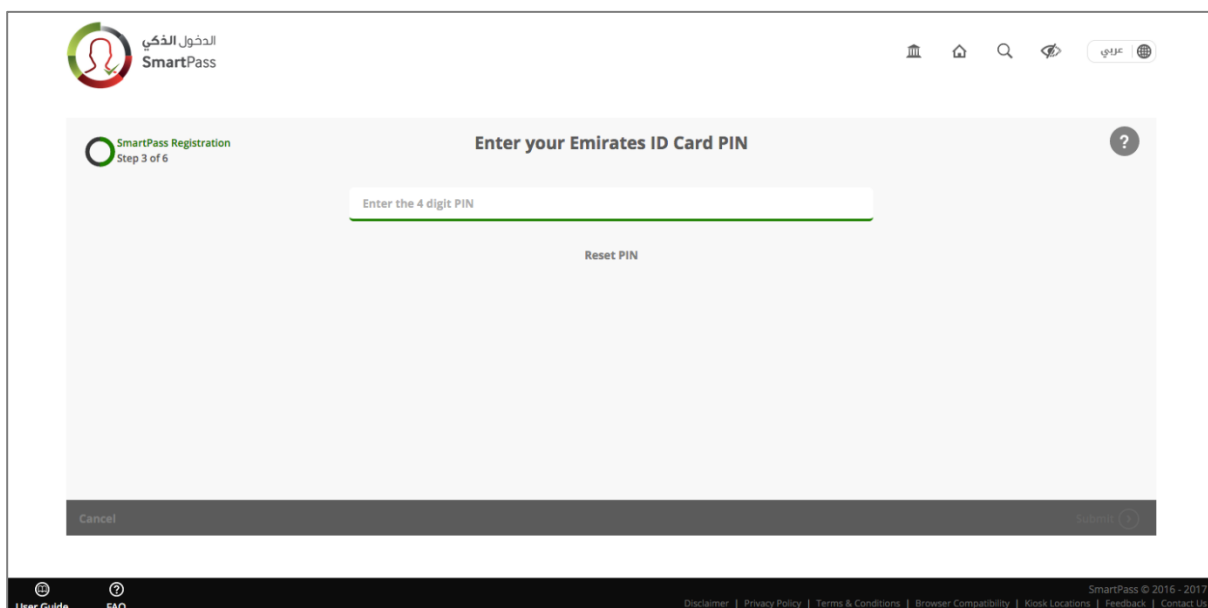
The screenshot shows the SmartPass Registration interface at Step 2 of 6. The title is "Insert your Emirates ID Card". Below the title, it says "(Do not remove the card until registration process is complete)". There is an illustration of an Emirates ID card being inserted into a card reader. Below the illustration, it says "Click here if you do not have a card reader". At the bottom, there are "Cancel" and "Done" buttons.

Step 6: Enter the 4-digit Emirates ID card PIN and then click on 'Submit' to move to the next step. If you do not know your PIN then click on 'Reset PIN', and proceed with the steps described in section 5.

Note: Your Emirates ID card PIN is blocked after five consecutive PIN entry failure attempts. To unblock your Emirates ID card PIN, you will have to contact EIDA for assistance.

You can contact EIDA at: <http://www.id.gov.ae/en/contact-us.aspx>

Or refer to EIDA FAQ: <http://www.id.gov.ae/en/id-card/faq.aspx>



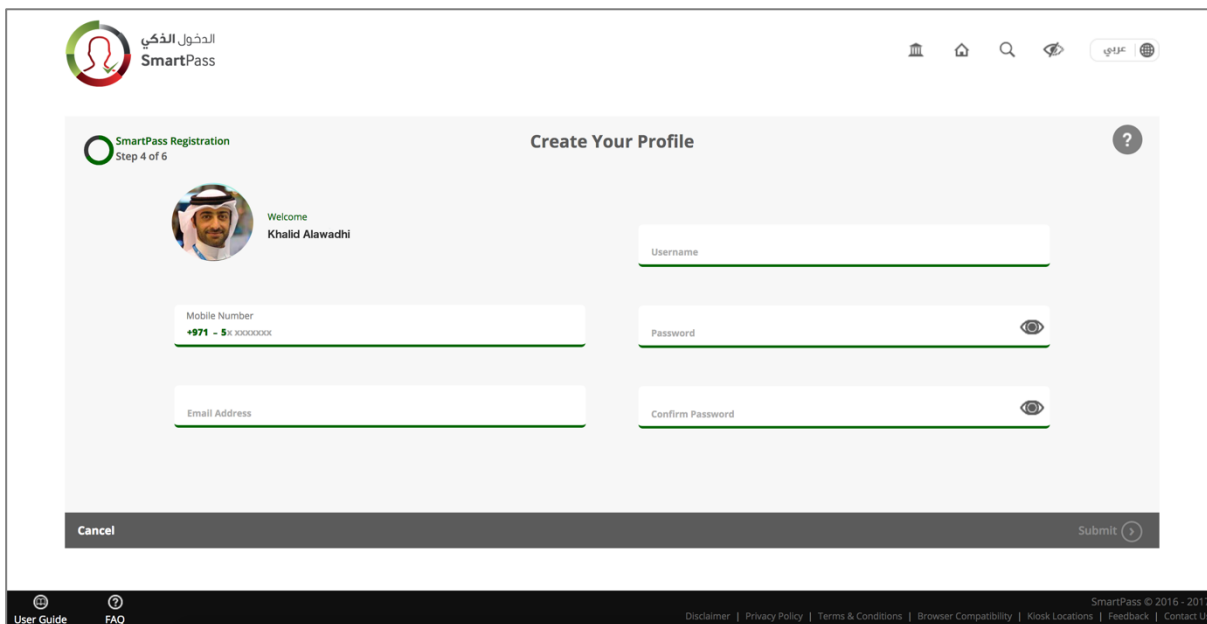
The screenshot shows the SmartPass Registration interface at Step 3 of 6. The title is "Enter your Emirates ID Card PIN". Below the title, there is a text input field with the placeholder "Enter the 4 digit PIN". Below the input field, there is a "Reset PIN" link. At the bottom, there are "Cancel" and "Submit" buttons.

Step 7: To create an account with SmartPass as a citizen/resident user, you will need to enter the required information detailed below:

- Mobile Number:
 - Valid UAE mobile number.
- Email Address
 - Valid email address
- Username:
 - Should be at least 4 characters
 - Should be between 4 and 32 characters
 - Should contain at least one letter
 - May contain letters, numbers, dot(.) and hyphen (-) only
- Password:
 - Should be between 8 and 100 characters
 - Should contain at least one upper case letter
 - Should contain at least one lower case letter
 - Should contain at least one digit (0 - 9)
- Confirm Password:
 - Re-enter your chosen password. The retyped password must match the chosen password.

Click on the 'Submit' button.

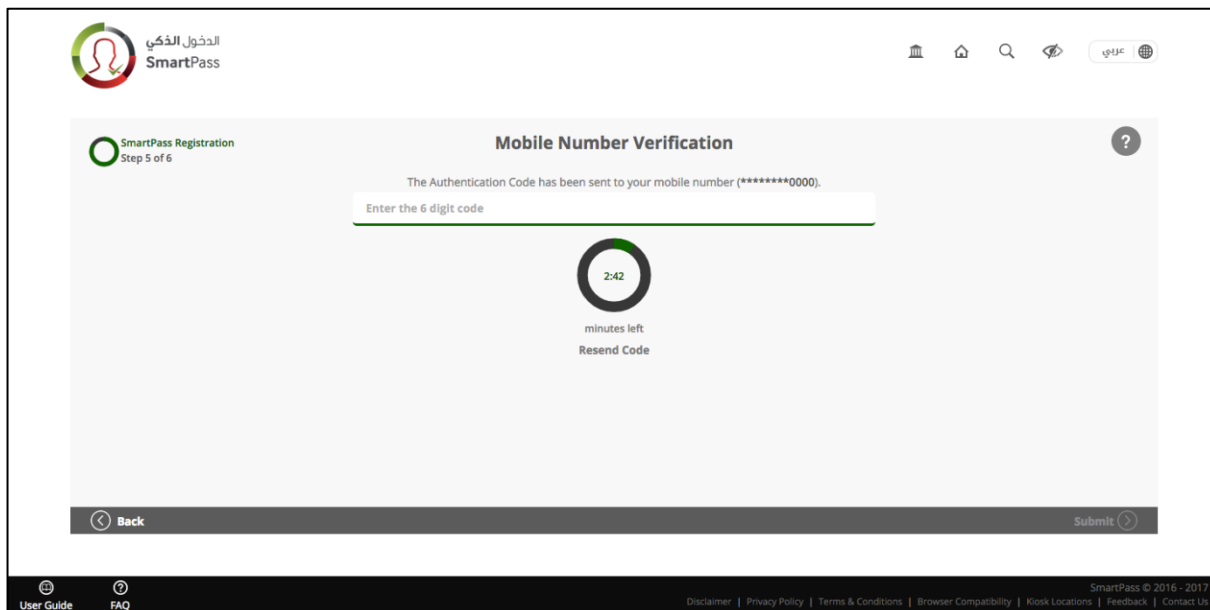
Note: The 'Submit' button is activated only when all required fields are correctly entered.



The screenshot shows the 'Create Your Profile' step of the SmartPass registration process. The user is identified as 'Khalid Alawadhi'. The form includes fields for Username, Password, Confirm Password, Mobile Number (pre-filled with +971 - 5x xxxxxxxx), and Email Address. A 'Submit' button is visible at the bottom right, and a 'Cancel' button is at the bottom left. The footer contains links for User Guide, FAQ, Disclaimer, Privacy Policy, Terms & Conditions, Browser Compatibility, Kiosk Locations, Feedback, and Contact Us.

Step 8:

- You will receive a 6-digit SmartPass Authentication Code on the registered mobile number.
- Enter the 6-digit code and click on 'Submit'.
- You have 3 minutes to enter the code as per the shown counter.
- You may click on 'Resend Code' if you did not receive it after 30 seconds.



الدخول الذكي
SmartPass

SmartPass Registration
Step 5 of 6

Mobile Number Verification

The Authentication Code has been sent to your mobile number (*****0000).

Enter the 6 digit code

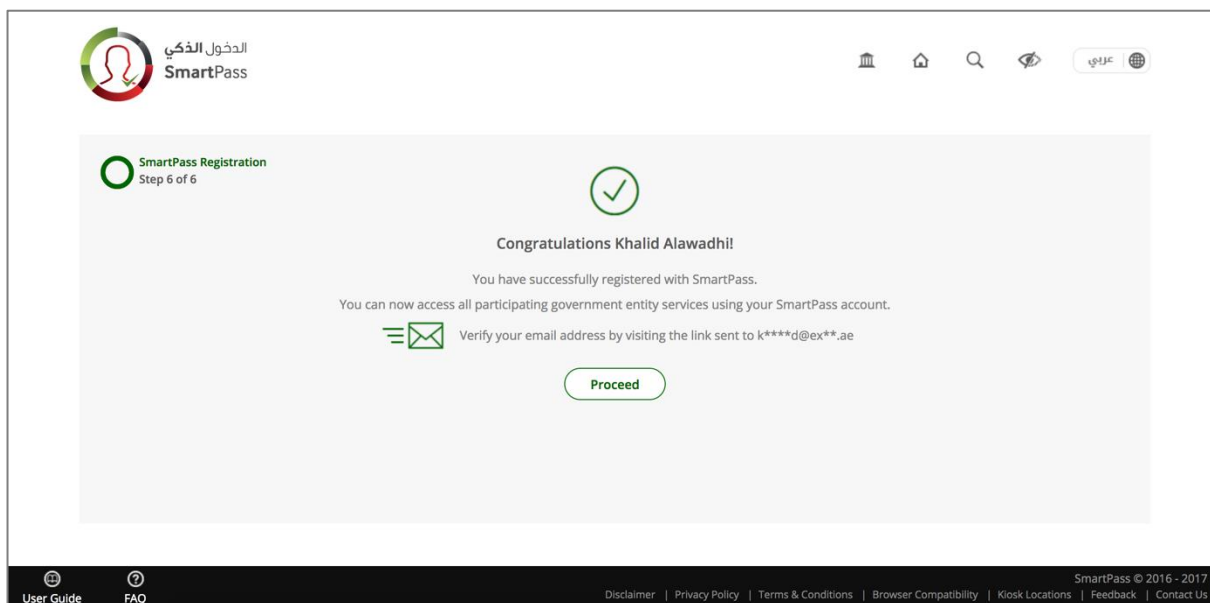
2:42
minutes left
Resend Code

Back Submit

User Guide FAQ Disclaimer Privacy Policy Terms & Conditions Browser Compatibility Kiosk Locations Feedback Contact Us SmartPass © 2016 - 2017

Step 9:

- When you see the success message as shown below, you are successfully registered with SmartPass.
- You can go back to Home by clicking on 'Return to Home'.



الدخول الذكي
SmartPass

SmartPass Registration
Step 6 of 6

✓

Congratulations Khalid Alawadhi!

You have successfully registered with SmartPass.

You can now access all participating government entity services using your SmartPass account.

✉ Verify your email address by visiting the link sent to k****d@ex**.ae

Proceed

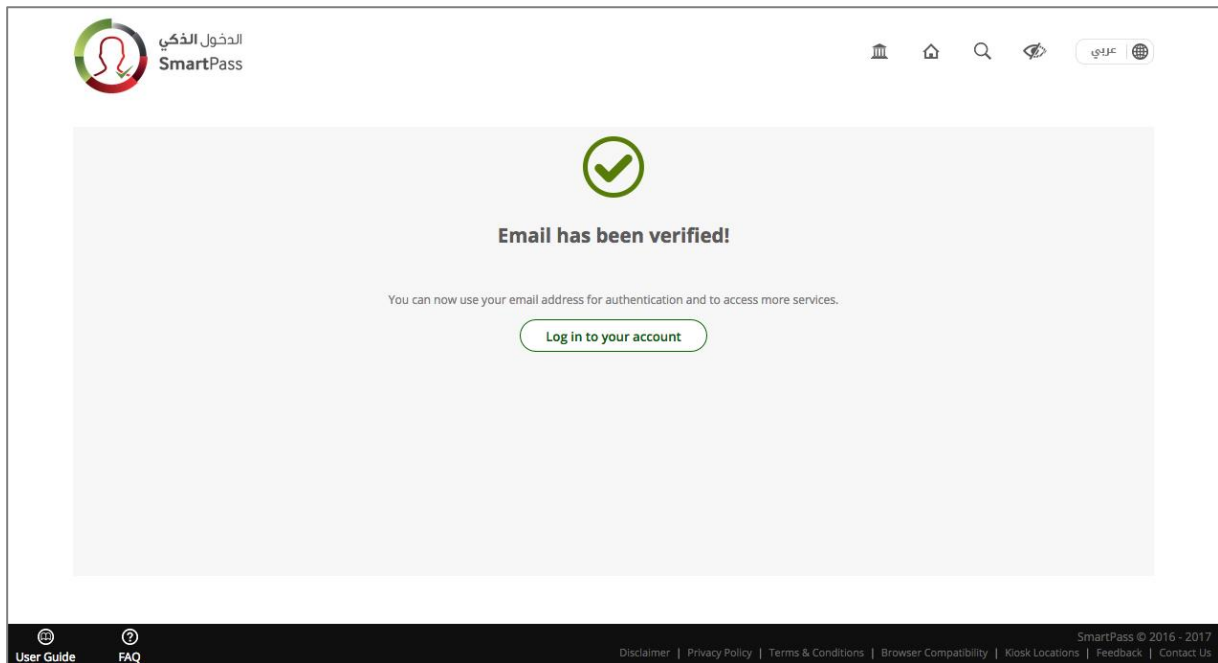
User Guide FAQ Disclaimer Privacy Policy Terms & Conditions Browser Compatibility Kiosk Locations Feedback Contact Us SmartPass © 2016 - 2017

Step 10:

- Once you are successfully registered, you will receive a link at your registered email address.
- Click on that link to confirm your email address.

Step 11:

- When you click the link received on your email, you will see the verification success message.
- Now you can also log in to your SmartPass account using your email address.



On the kiosk click on the SmartPass icon then follow the steps as described on the Kiosk screen

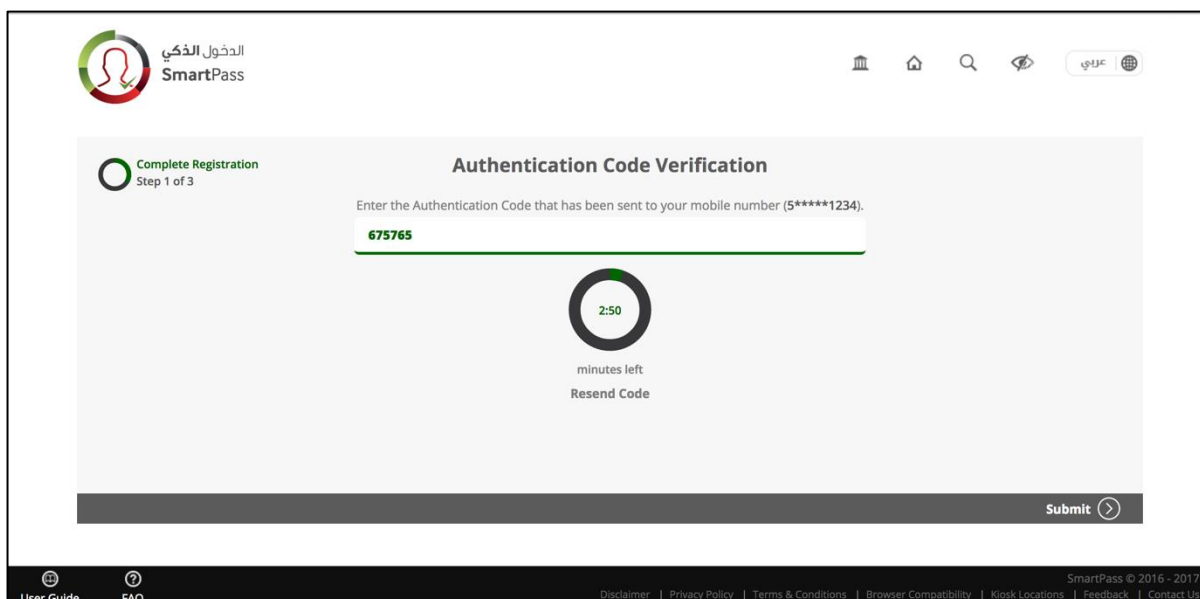
2.2 Complete an Unfinished Citizen/Resident Registration

In some cases SmartPass will allow you to complete an unfinished registration. In this case you will receive an SMS and optionally an email from SmartPass to complete the registration of your account. The following steps have to be followed.

Step 1: Click on the link in the Registration email you received from SmartPass.

Step 2: Enter OTP

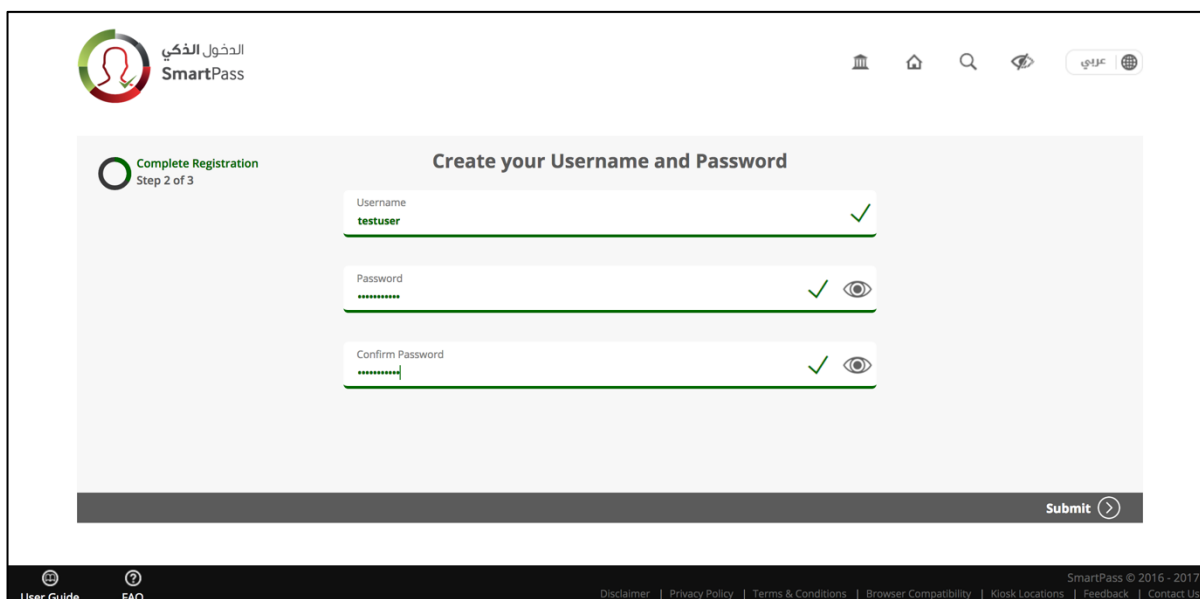
An authentication code will be sent to the phone number you provided during the initial registration process. After receiving the code, you need to input the authentication code and click on 'Submit'.



The screenshot shows the 'Authentication Code Verification' screen in the SmartPass application. The header includes the SmartPass logo and navigation icons. The main content area displays 'Complete Registration Step 1 of 3' and 'Authentication Code Verification'. It prompts the user to 'Enter the Authentication Code that has been sent to your mobile number (5*****1234)'. The code '675765' is entered in the field. Below the field is a circular timer showing '2:50 minutes left' and a 'Resend Code' link. A 'Submit' button with a right arrow is at the bottom right. The footer contains links for 'User Guide', 'FAQ', and various legal notices, along with the copyright 'SmartPass © 2016 - 2017'.

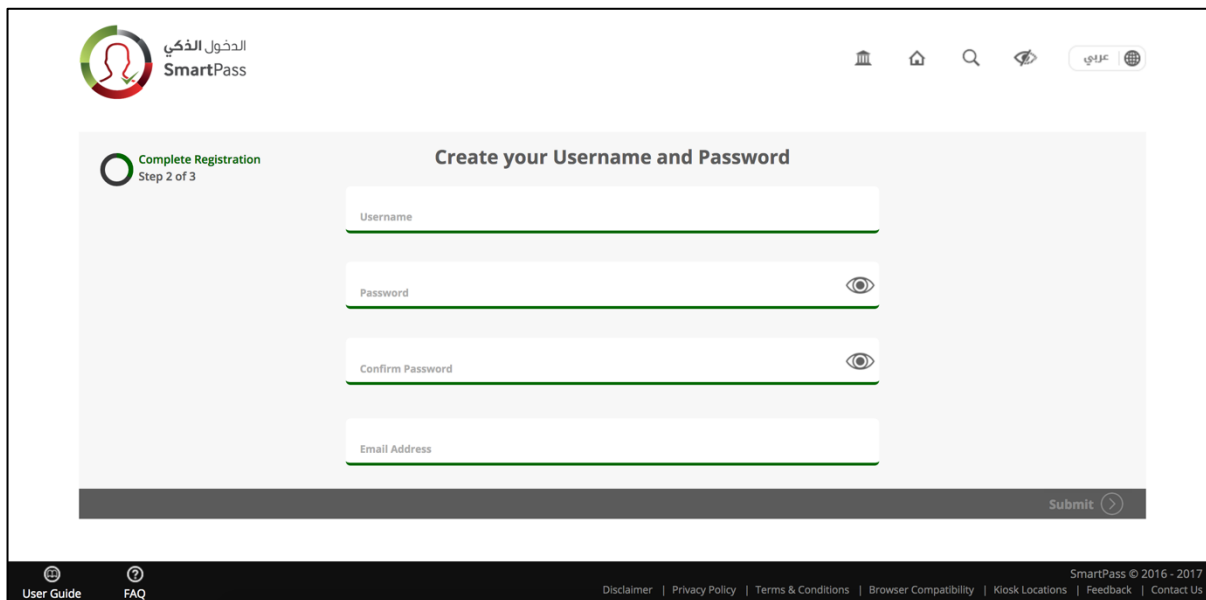
Step 3: Enter user information

Enter the username and password fields and click on 'Submit'.



The screenshot shows the 'Create your Username and Password' screen in the SmartPass application. The header is identical to the previous screen. The main content area displays 'Complete Registration Step 2 of 3' and 'Create your Username and Password'. It features three input fields: 'Username' with the value 'testuser', 'Password' with masked characters, and 'Confirm Password' with masked characters. Each field has a green checkmark icon to its right. A 'Submit' button with a right arrow is at the bottom right. The footer is identical to the previous screen.

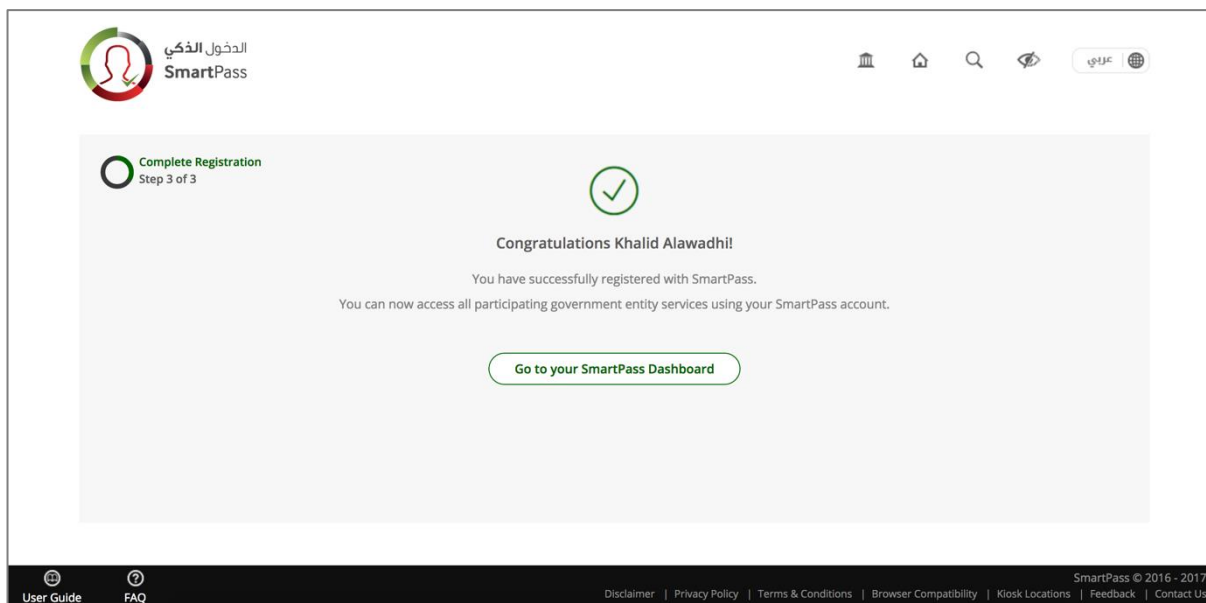
If the user did not provide the email in the initial registration process, then he will be required to provide his email in this step.



The screenshot shows the 'Complete Registration' page, Step 2 of 3. The title is 'Create your Username and Password'. It features four input fields: 'Username', 'Password', 'Confirm Password', and 'Email Address'. Each field has a green underline. There are eye icons for the password fields to toggle visibility. A 'Submit' button with a right arrow is at the bottom right. The footer includes 'User Guide', 'FAQ', and a list of links: 'Disclaimer', 'Privacy Policy', 'Terms & Conditions', 'Browser Compatibility', 'Kiosk Locations', 'Feedback', and 'Contact Us'. The copyright notice is 'SmartPass © 2016 - 2017'.

Step 4: Registration confirmation.

Upon completion of your entered information a confirmation page is displayed.



The screenshot shows the 'Complete Registration' page, Step 3 of 3. It features a large green checkmark icon. The text reads: 'Congratulations Khalid Alawadhi!', 'You have successfully registered with SmartPass.', and 'You can now access all participating government entity services using your SmartPass account.' Below this is a button labeled 'Go to your SmartPass Dashboard'. The footer is identical to the previous page, including 'User Guide', 'FAQ', and the same list of links and copyright notice.

2.3 Visitor/International Registration

2.3.1 Prerequisites for Visitor/International registration

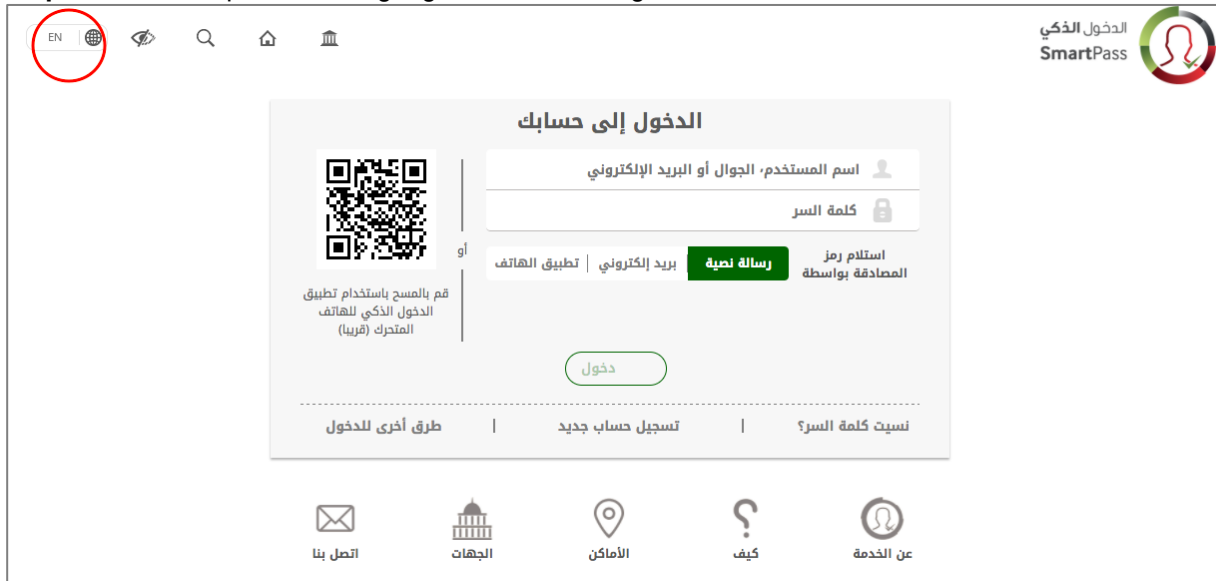
To register as a Visitor/International user on your computer or mobile browser, you will need:

1. Access to a working and valid, mobile number and an email address. Please note that UAE issued mobile numbers will be verified, in case you are using an international mobile number your email will be verified.
2. A computer or mobile device:
 - Connected to Internet
 - Web browser. Please refer to the [Browser Compatibility](#)
3. Follow the steps as described in [Visitor/International Registration](#)

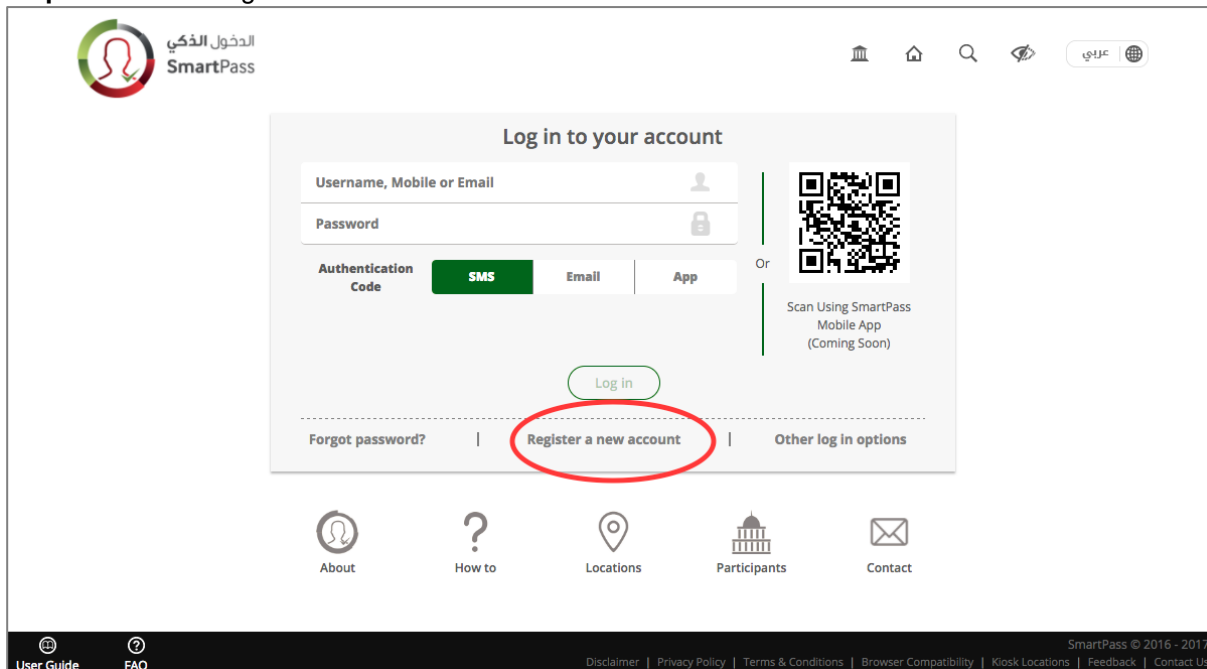
2.3.2 Visitor/International Registration Steps

If you choose the “Visitor/International” option, follow the steps below:

Step 1: Select the preferred language: ‘Arabic’ or ‘English’.

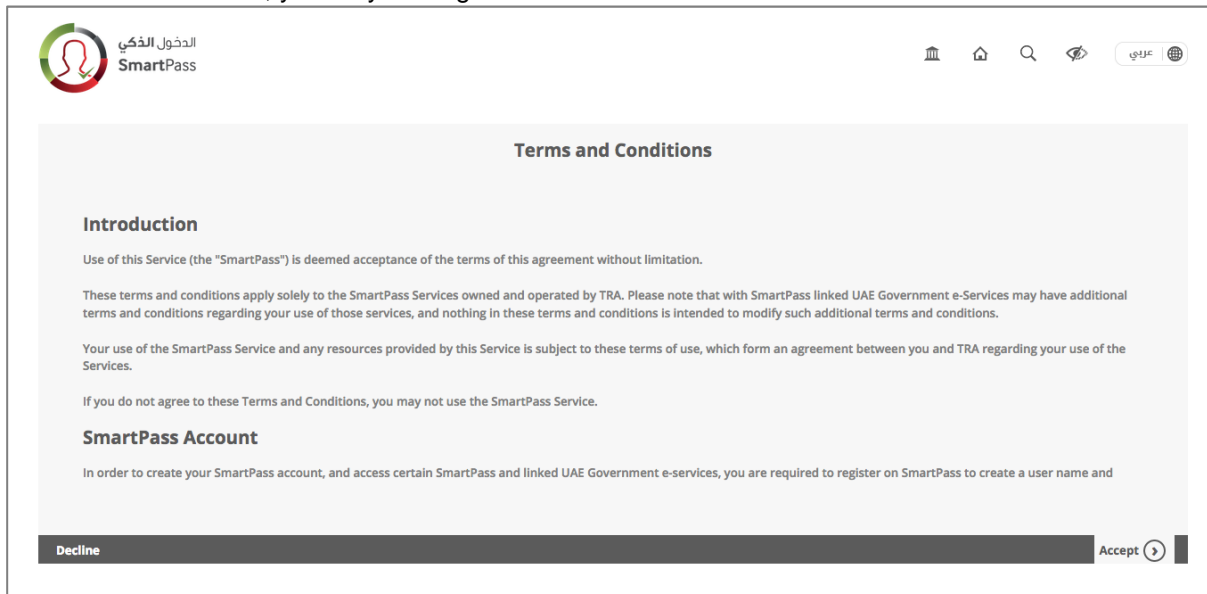


Step 2: Click on 'Register a new account'.




The screenshot shows the SmartPass login and registration interface. At the top, there is a header with the SmartPass logo and navigation icons. The main content area is titled "Log in to your account". It features a login form with fields for "Username, Mobile or Email" and "Password", and buttons for "Authentication Code", "SMS", "Email", and "App". A QR code is displayed on the right, with the text "Scan Using SmartPass Mobile App (Coming Soon)". Below the login form, there is a "Log in" button and a link to "Register a new account", which is circled in red. At the bottom, there are links for "Forgot password?", "Other log in options", and a footer with "User Guide", "FAQ", and "SmartPass © 2016 - 2017".

Step 3: Click on 'Accept' to accept the Terms and Conditions. If you do not accept the SmartPass Terms and Conditions, you may not register as a SmartPass user.



The screenshot shows the SmartPass Terms and Conditions page. The header includes the SmartPass logo and navigation icons. The main content area is titled "Terms and Conditions" and contains an "Introduction" section. The introduction states that use of the SmartPass service is deemed acceptance of the terms and conditions. It also mentions that these terms apply solely to the SmartPass services owned and operated by TRA. Below the introduction, there is a "SmartPass Account" section. At the bottom, there are two buttons: "Decline" and "Accept", with the "Accept" button being highlighted.

Step 4: Choose the registration type: Visitor/International




الدخول الذكي
SmartPass


SmartPass Registration
Step 1 of 6

Choose your Registration Type

Choose one of the Registration options below



Citizen/Resident
Emirates ID holder



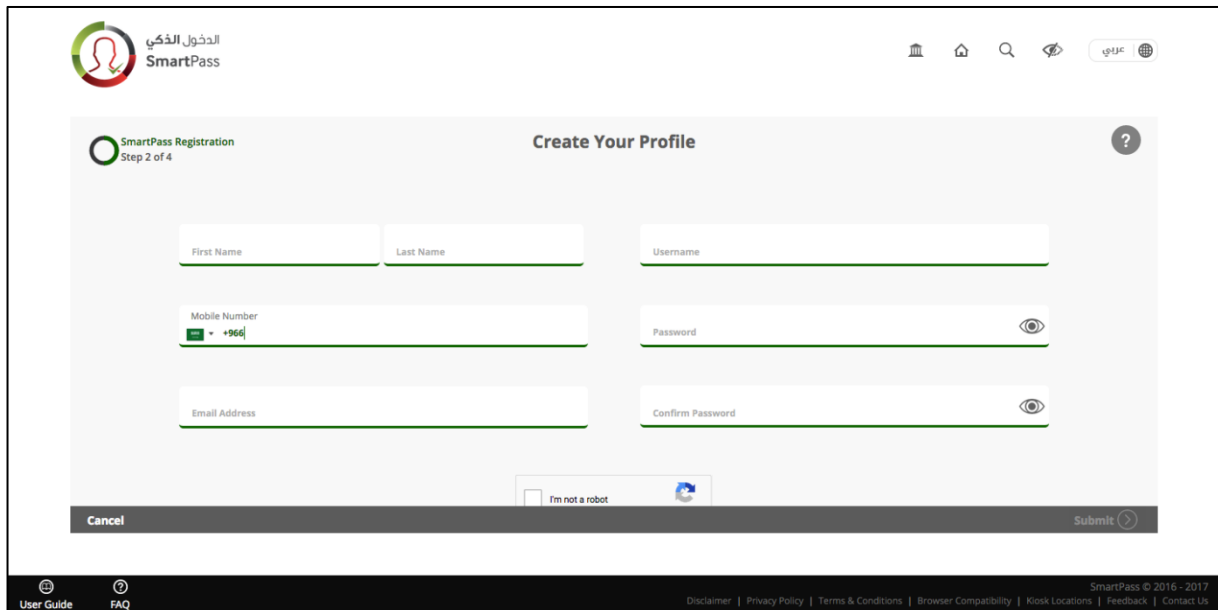
Visitor/International
Non Emirates ID
holder

Cancel

Step 5: Input user information

You need to enter the following required information:

- First name in English
- Last name in English
- Mobile Number:
 - Valid mobile number.
- Email Address
- Valid email address.
- Username:
 - Should be at least 4 characters
 - Should be between 4 and 32 characters
 - Should contain at least one letter
 - Should not contain any blacklisted word
 - May contain letters, numbers, dot(.) and underscore (_) only.
- Password:
 - Should be between 8 and 100 characters
 - Should contain at least one upper case letter
 - Should contain at least one lower case letter
 - Should contain at least one digit (0 - 9)
- Confirm Password:
 - Re-enter your chosen password. The retyped password must match the chosen password.
- Tick the “I’m not a robot” box.

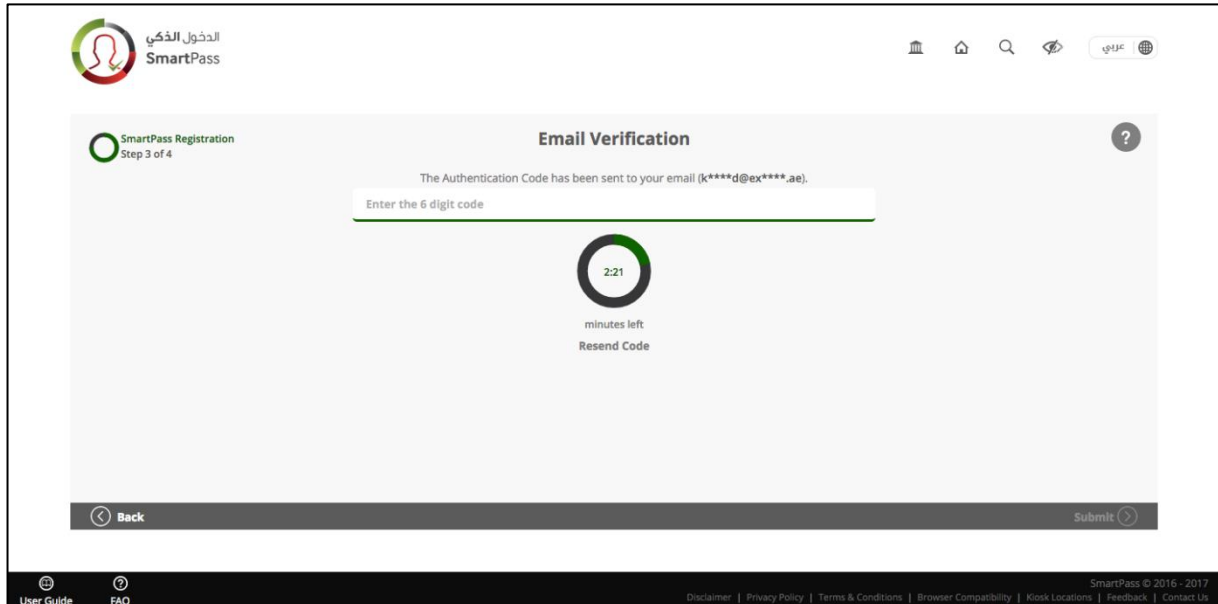


The screenshot shows the 'SmartPass Registration Step 2 of 4: Create Your Profile' form. The form includes input fields for First Name, Last Name, Username, Mobile Number (with a dropdown for country code, currently showing +966), Password, Email Address, and Confirm Password. There are eye icons to toggle password visibility. At the bottom, there is a checkbox for 'I'm not a robot' with a CAPTCHA image, and buttons for 'Cancel' and 'Submit'.

Step 6: Validating the mobile number or email address

If you have a UAE mobile number, a 6-digit validation code will be send to that phone number. If you have an international mobile number, the code will be sent to your email. After receiving the code, you

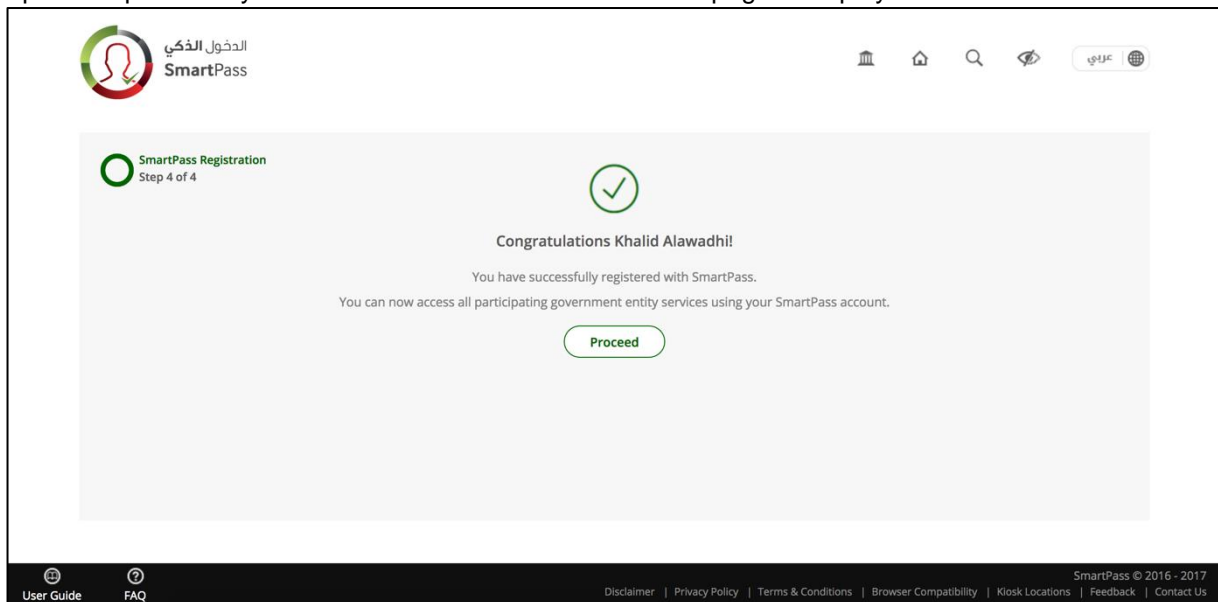
need to input the 6-digit code number.



The screenshot shows the 'Email Verification' step (Step 3 of 4) of the SmartPass registration process. The user is prompted to enter a 6-digit authentication code sent to their email. A timer indicates 2:21 minutes left. The interface includes a 'Back' button and a 'Submit' button. The footer contains links for User Guide, FAQ, and various legal notices.

Step 7: Registration confirmation.

Upon completion of your entered information a confirmation page is displayed.



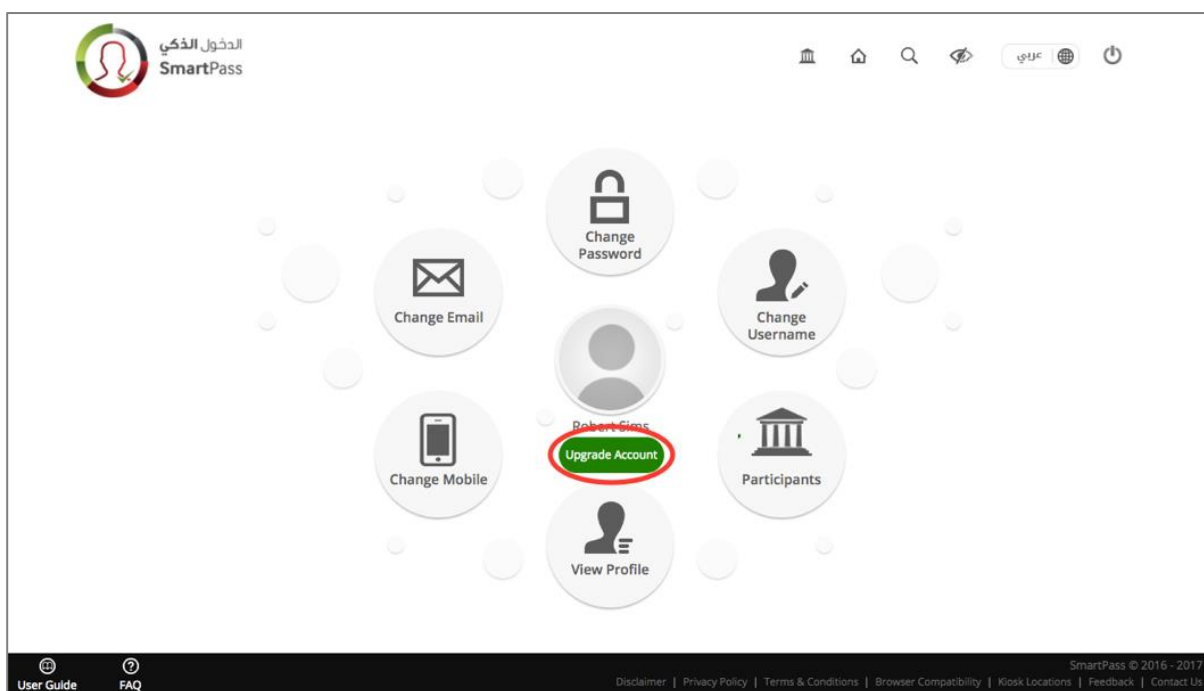
The screenshot shows the 'Registration Confirmation' step (Step 4 of 4) of the SmartPass registration process. The user is congratulated and informed that they have successfully registered. A 'Proceed' button is available. The footer contains links for User Guide, FAQ, and various legal notices.

3. Upgrade Your Account

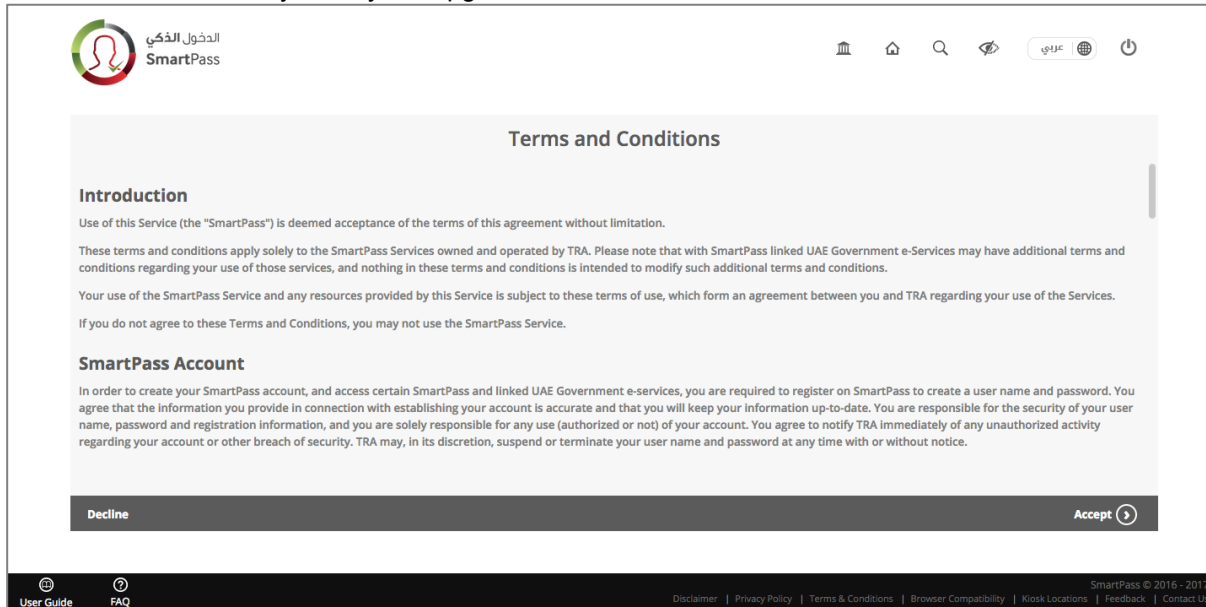
Visitor/international accounts can be upgraded to a Citizen/Resident account which will enable the user to access more services.

Step 1: Log in to your account.

Step 2: Click on “Upgrade Profile” button

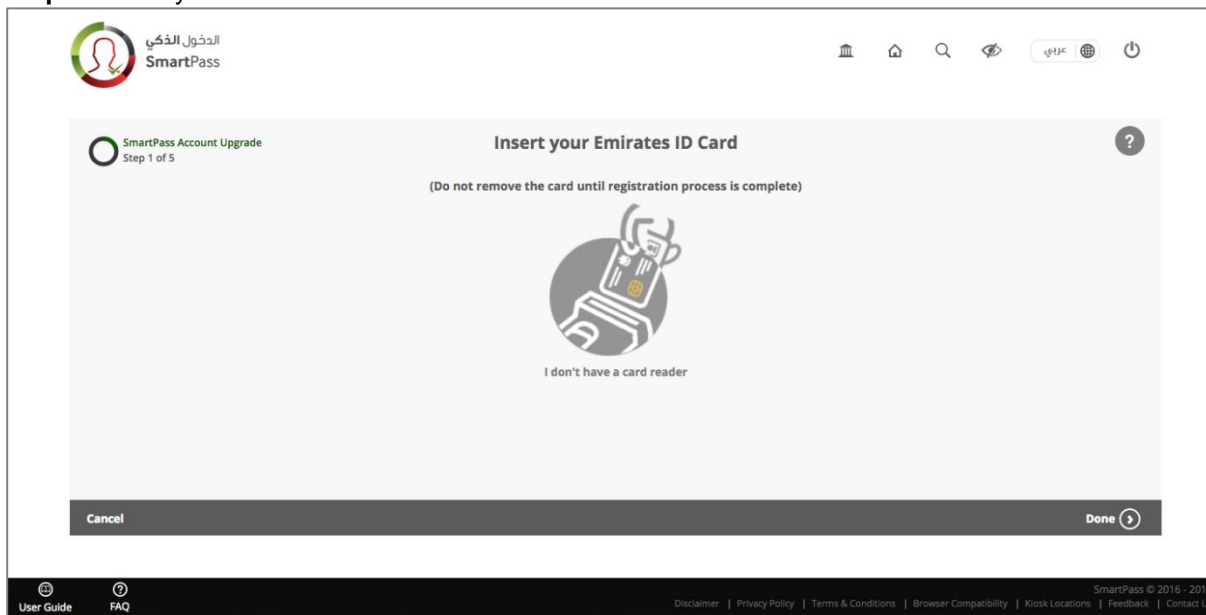


Step 3: Click on 'Accept' to accept the Terms and Conditions. If you do not accept the SmartPass Terms and Conditions, you may not upgrade as a SmartPass 'Citizen/Resident' user.



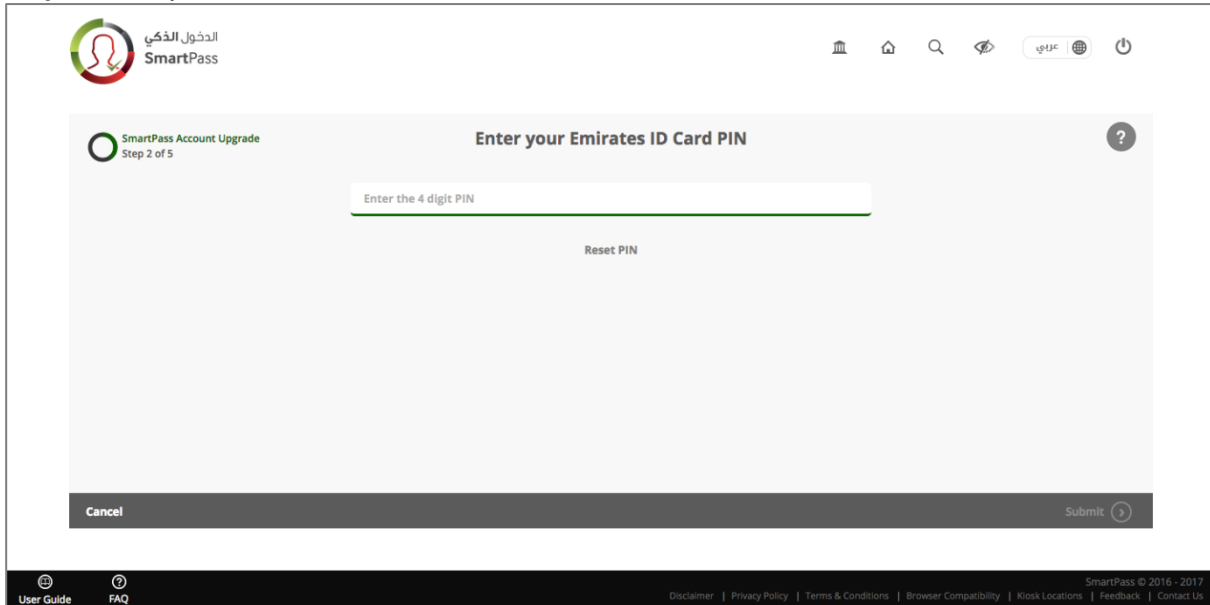
The screenshot shows the 'Terms and Conditions' screen of the SmartPass application. At the top, there is a header with the SmartPass logo and navigation icons. The main content area is titled 'Terms and Conditions' and includes an 'Introduction' section. The introduction states that using the service is deemed acceptance of the terms and conditions. It also mentions that the terms apply solely to the SmartPass Services owned and operated by TRA. Below the introduction, there is a 'SmartPass Account' section. This section explains that to create a SmartPass account and access certain services, users are required to register on SmartPass to create a user name and password. It also states that users agree that the information they provide is accurate and that they will keep their information up-to-date. At the bottom of the screen, there are two buttons: 'Decline' and 'Accept'.

Step 4: Insert your Emirates ID card into the card reader.



The screenshot shows the 'SmartPass Account Upgrade' screen, specifically 'Step 1 of 5'. The main heading is 'Insert your Emirates ID Card'. Below this, there is a note: '(Do not remove the card until registration process is complete)'. In the center, there is an illustration of an Emirates ID card being inserted into a card reader. Below the illustration, there is a button that says 'I don't have a card reader'. At the bottom of the screen, there are two buttons: 'Cancel' and 'Done'.

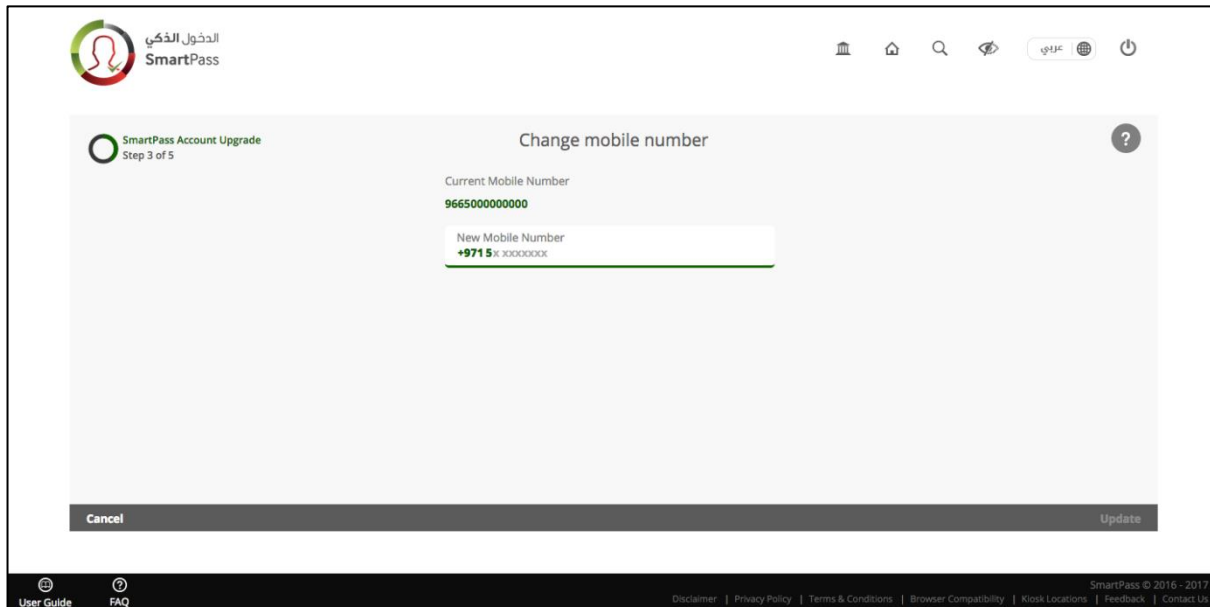
Step 5: Enter your Emirates ID Card PIN.



The screenshot shows the SmartPass Account Upgrade interface at Step 2 of 5. The main heading is "Enter your Emirates ID Card PIN". Below it, there is a text input field labeled "Enter the 4 digit PIN". A "Reset PIN" link is positioned below the input field. At the bottom of the form, there are "Cancel" and "Submit" buttons. The top navigation bar includes the SmartPass logo, a home icon, a search icon, a language selector set to "عربي", and a power icon. The footer contains links for "User Guide" and "FAQ", and a copyright notice for SmartPass © 2016 - 2017.

Step 6: Update your mobile number.

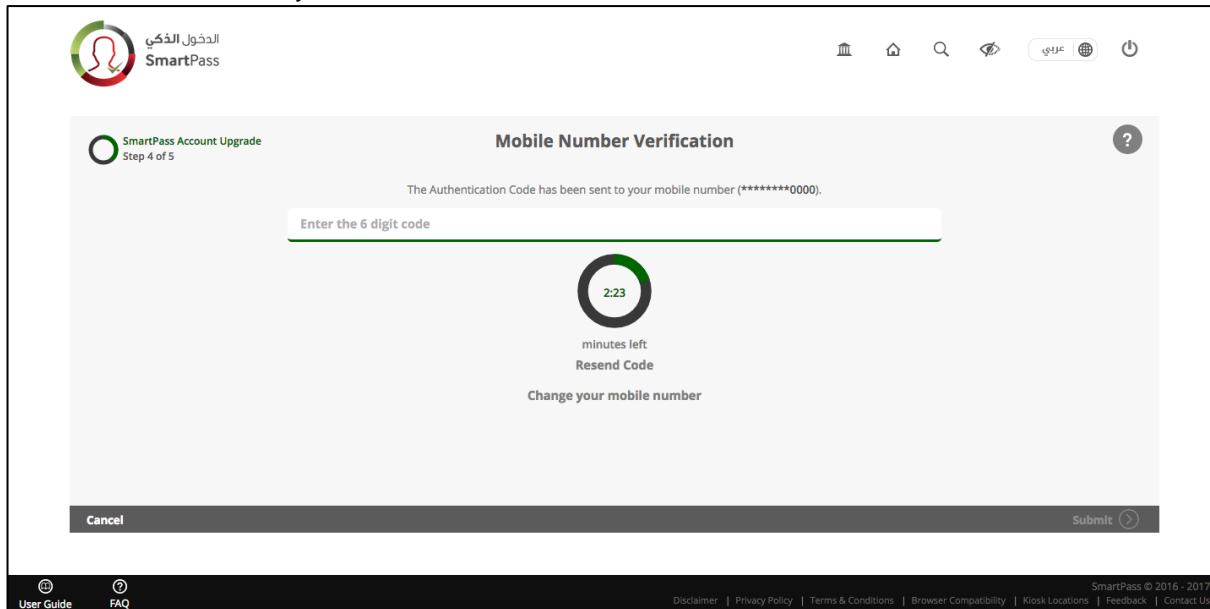
If you have an international number in your profile, you will be prompted to enter your UAE mobile number.



The screenshot shows the SmartPass Account Upgrade interface at Step 3 of 5. The main heading is "Change mobile number". Below it, there are two input fields: "Current Mobile Number" with the value "966500000000" and "New Mobile Number" with the value "+971 5 111111111". At the bottom of the form, there are "Cancel" and "Update" buttons. The top navigation bar is identical to the previous step. The footer contains the same links and copyright notice.

Step 7: Validate your mobile number.

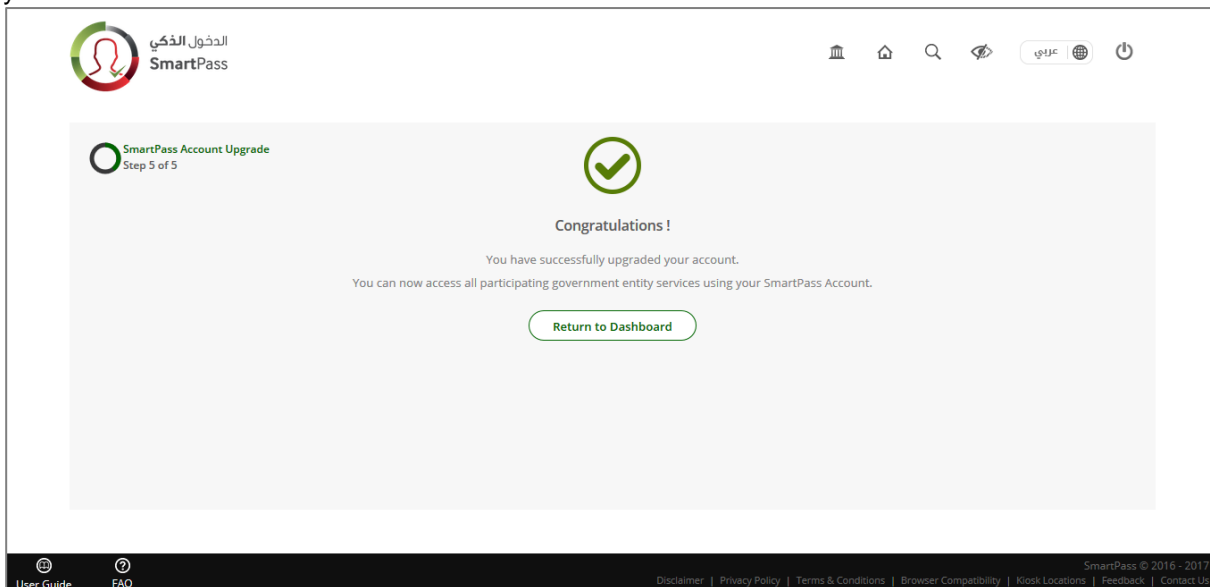
A 6-digit code will be sent to your phone and then you need to enter the code and click “submit”. If you do not receive the code, you need to click on re-send code button.



The screenshot shows the 'Mobile Number Verification' screen during the 'SmartPass Account Upgrade' process (Step 4 of 5). The screen displays a message: 'The Authentication Code has been sent to your mobile number (*****0000)'. Below this is a text input field labeled 'Enter the 6 digit code'. A circular timer indicates '2:23 minutes left' with a 'Resend Code' button. There is also a 'Change your mobile number' link. At the bottom, there are 'Cancel' and 'Submit' buttons. The footer includes 'User Guide', 'FAQ', and various legal links.

Step 8: Upgrade confirmation.

After successfully completing the last steps, a confirmation page will be displayed. You may now go to your dashboard.



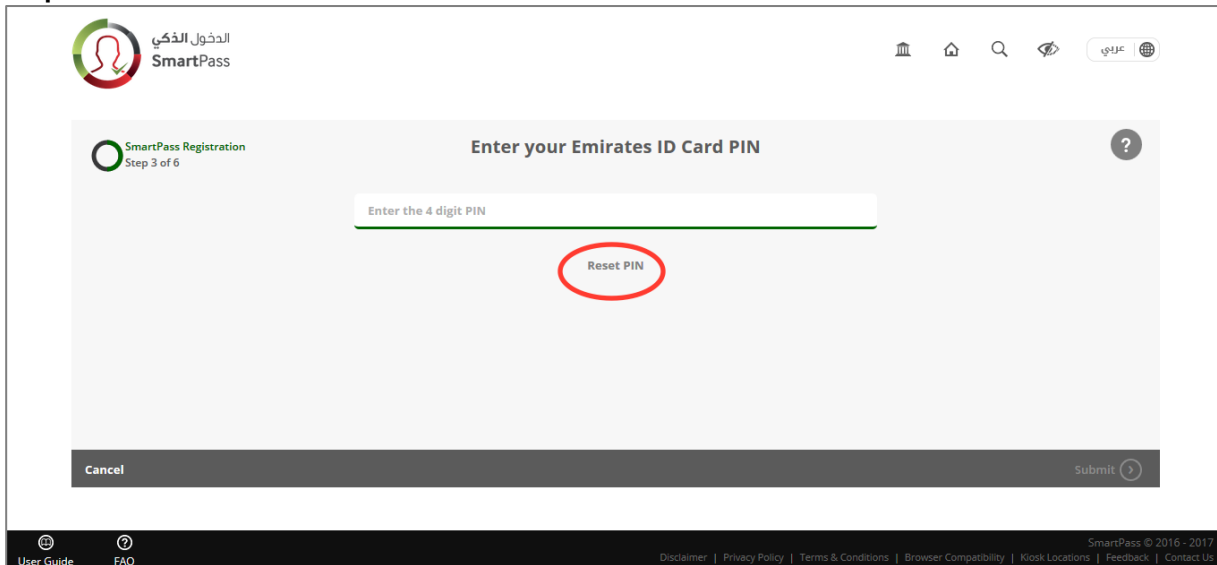
The screenshot shows the 'Upgrade confirmation' screen (Step 5 of 5). It features a large green checkmark icon and the text 'Congratulations !'. Below this, it states: 'You have successfully upgraded your account. You can now access all participating government entity services using your SmartPass Account.' A 'Return to Dashboard' button is centered at the bottom. The footer is identical to the previous screen.

4. Reset Emirates ID card PIN

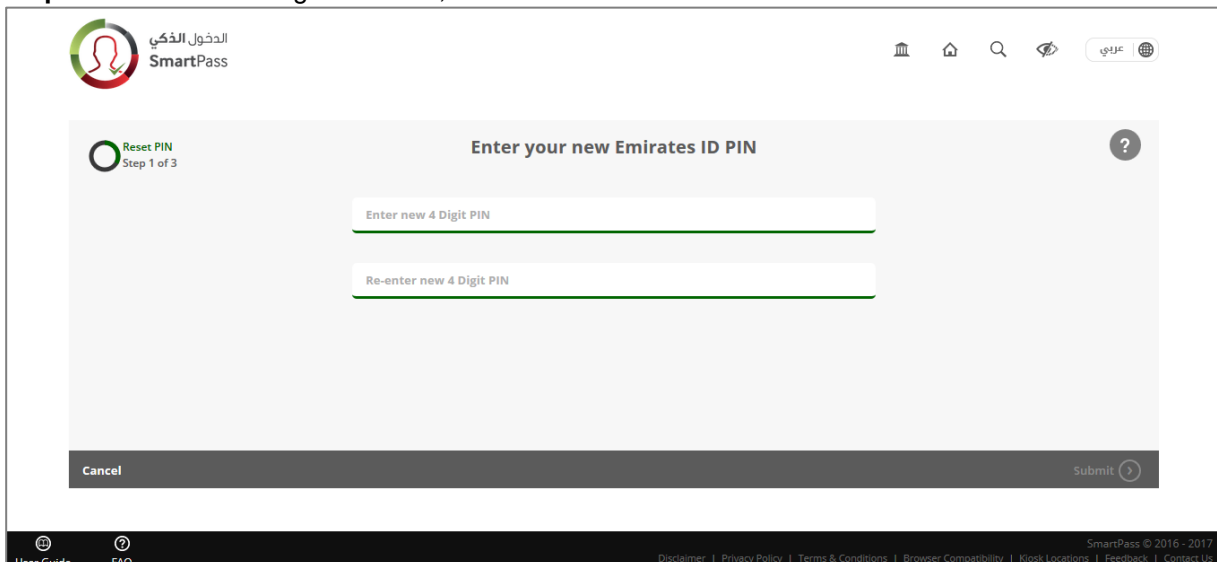
Note: This section is applicable to Citizen/Resident accounts only.

During the registration process, you have the option to reset your card PIN. The steps are as follows :

Step 1: Click on 'Reset PIN?'.



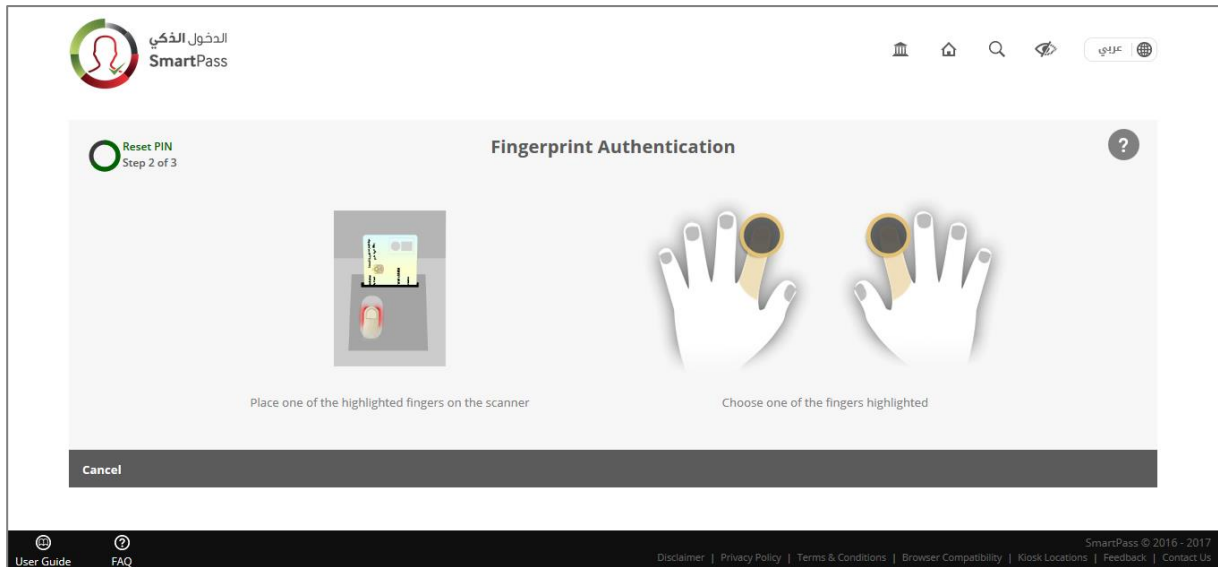
Step 2: Enter a new 4-digit PIN code, confirm the PIN and then click on 'Submit'.



Step 3:

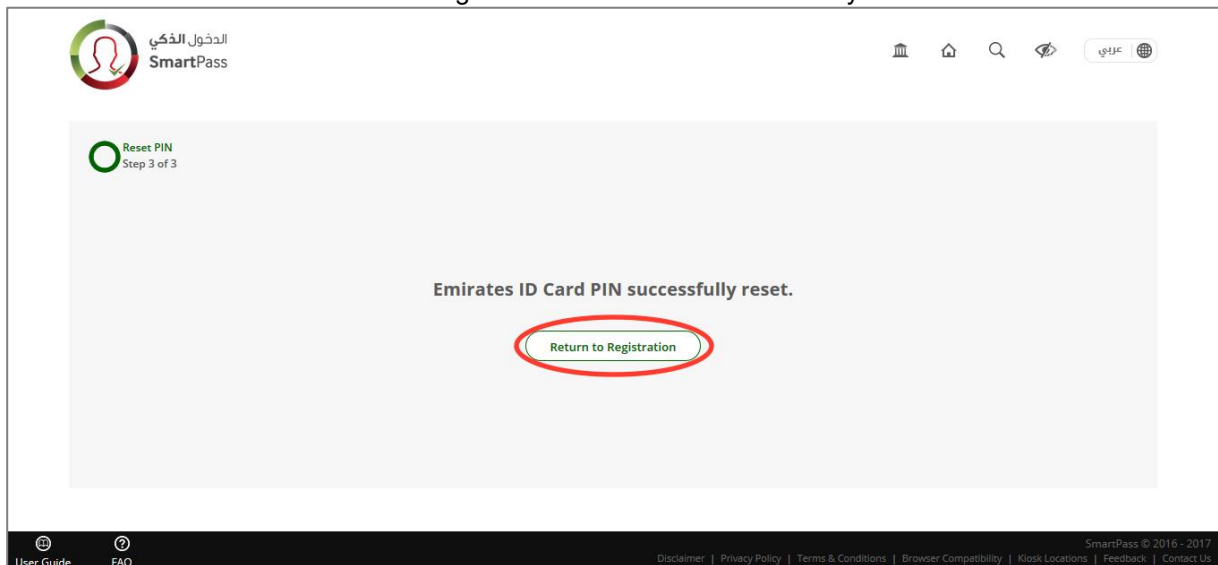
- You will be asked to place either of the highlighted fingers on the fingerprint reader / scanner.

- A red light will blink on the finger print scan device. Now place your finger on the scan machine as shown in the image below.
- When the red light goes OFF, you can remove your finger from the scanner and wait for the results.



Step 4:

- You will see the reset success message detailed below, when your Emirates ID card PIN is successfully reset.
- Click on 'Return to Registration' to continue creation of your account with SmartPass.



5. Log in using SmartPass account

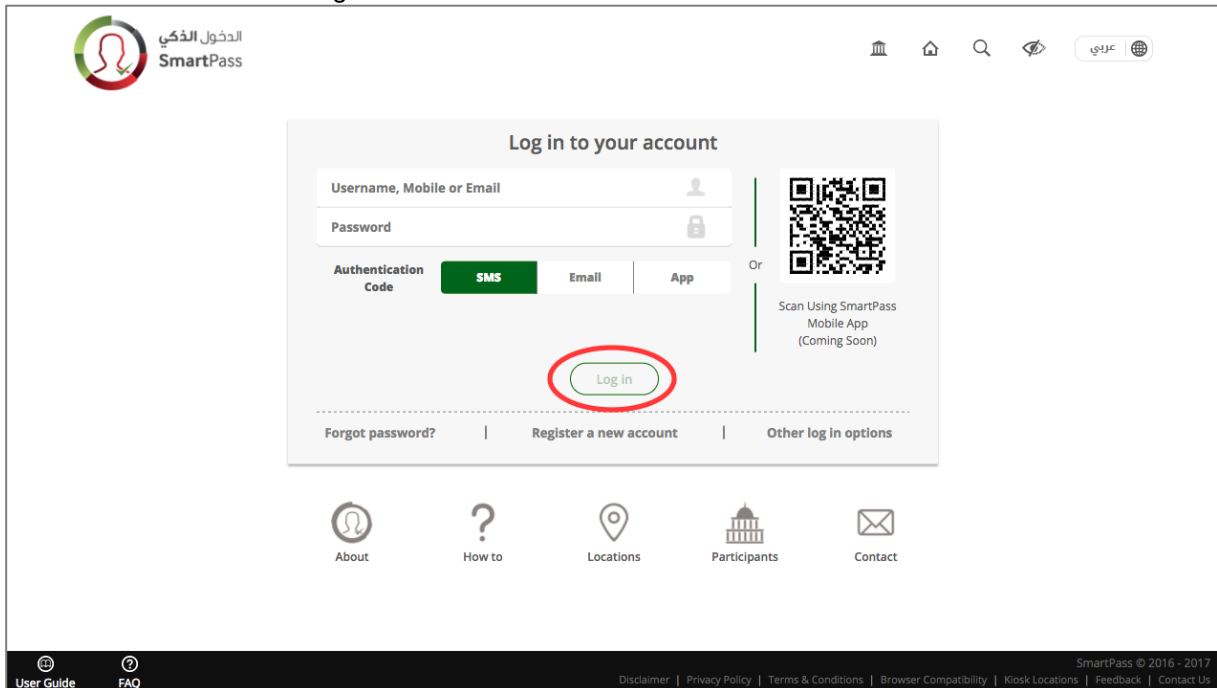
Note: This section is applicable to Citizen/Resident accounts only.

Step 1:

- You can log in using the following options:
 - Registered username.
 - Registered email address.
 - Registered mobile number.
 - Your Emirates ID card number (the 15-digit Emirates ID number is shown on your Emirates ID card)

Enter any of the above and your password.

- For secure log in, you will be asked to enter the authentication code which you may receive either on your registered mobile number or at the registered email address.
- Choose where you want to receive your Authentication code, via SMS, EMAIL or (SmartPass Mobile) App.
- Click on 'Log in' button.

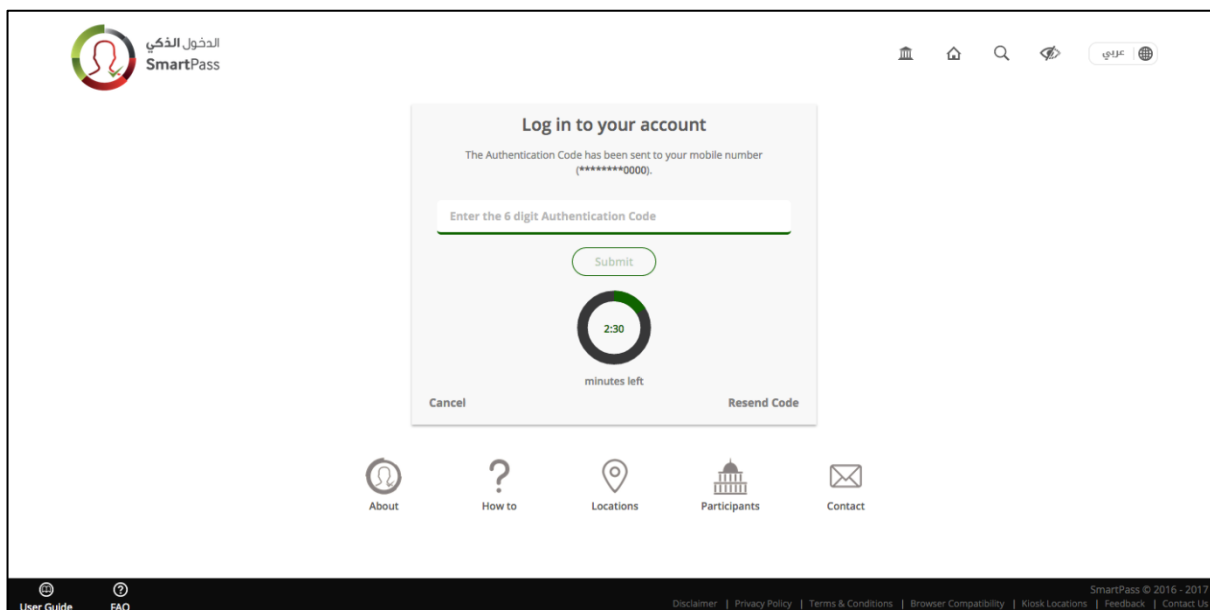


The image shows the SmartPass login interface. At the top left is the SmartPass logo with the text 'الدخول الذكي SmartPass'. The main heading is 'Log in to your account'. Below this are two input fields: 'Username, Mobile or Email' and 'Password'. To the right of these fields is a QR code and the text 'Scan Using SmartPass Mobile App (Coming Soon)'. Below the input fields are three buttons for 'Authentication Code': 'SMS' (highlighted in green), 'Email', and 'App'. A 'Log in' button is located below these options and is circled in red. At the bottom of the login form are three links: 'Forgot password?', 'Register a new account', and 'Other log in options'. Below the login form are five icons with labels: 'About', 'How to', 'Locations', 'Participants', and 'Contact'. The footer contains links for 'User Guide', 'FAQ', 'Disclaimer', 'Privacy Policy', 'Terms & Conditions', 'Browser Compatibility', 'Kiosk Locations', 'Feedback', and 'Contact Us'. The copyright notice 'SmartPass © 2016 - 2017' is also present.

Step 2:

- Enter the 6-digit authentication code you received by SMS or email (you will receive the authentication code by SMS or email based on your choice during step1) then click on 'Submit' button.

If you do not receive any code, click on "Resend Code"



الدخول الذكي
SmartPass

Log in to your account

The Authentication Code has been sent to your mobile number
(*****0000).

Enter the 6 digit Authentication Code

Submit

2:30
minutes left

Cancel Resend Code

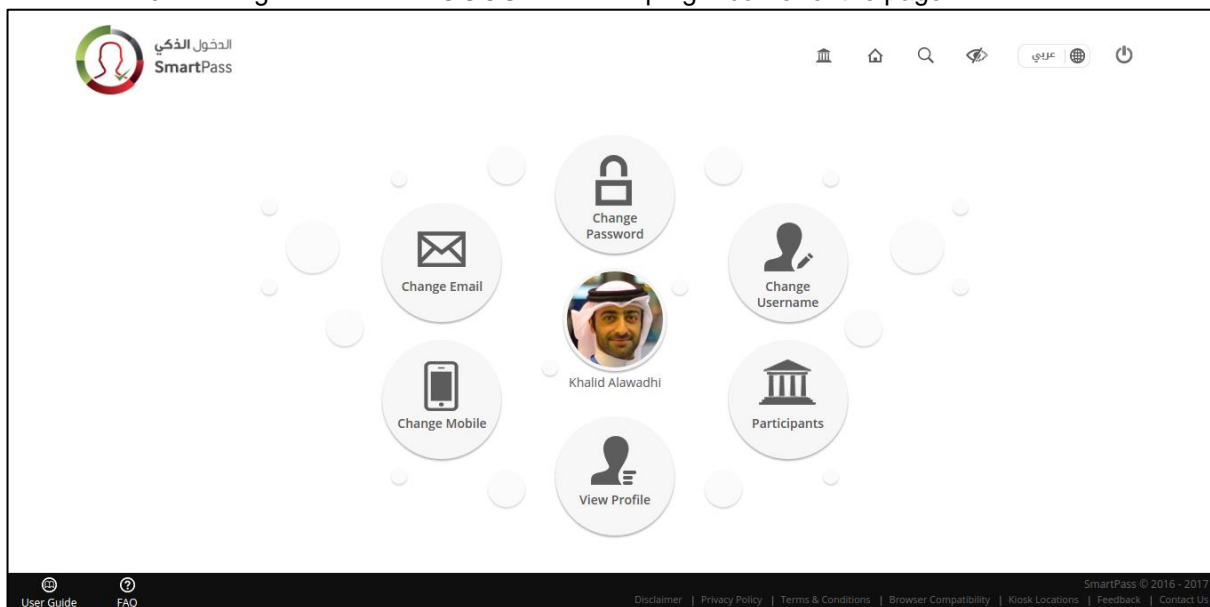
About How to Locations Participants Contact

User Guide FAQ Disclaimer Privacy Policy Terms & Conditions Browser Compatibility Kiosk Locations Feedback Contact Us

SmartPass © 2016 - 2017

Step 3:

- When your authentication is completed, you will be logged in successfully.
- Now you can access the dashboard to view and manage your account details.
- To log out click on 'LOGOUT' at the top right corner of the page.



الدخول الذكي
SmartPass

Change Email Change Password Change Username Change Mobile View Profile Participants

Khalid Alawadhi

User Guide FAQ Disclaimer Privacy Policy Terms & Conditions Browser Compatibility Kiosk Locations Feedback Contact Us

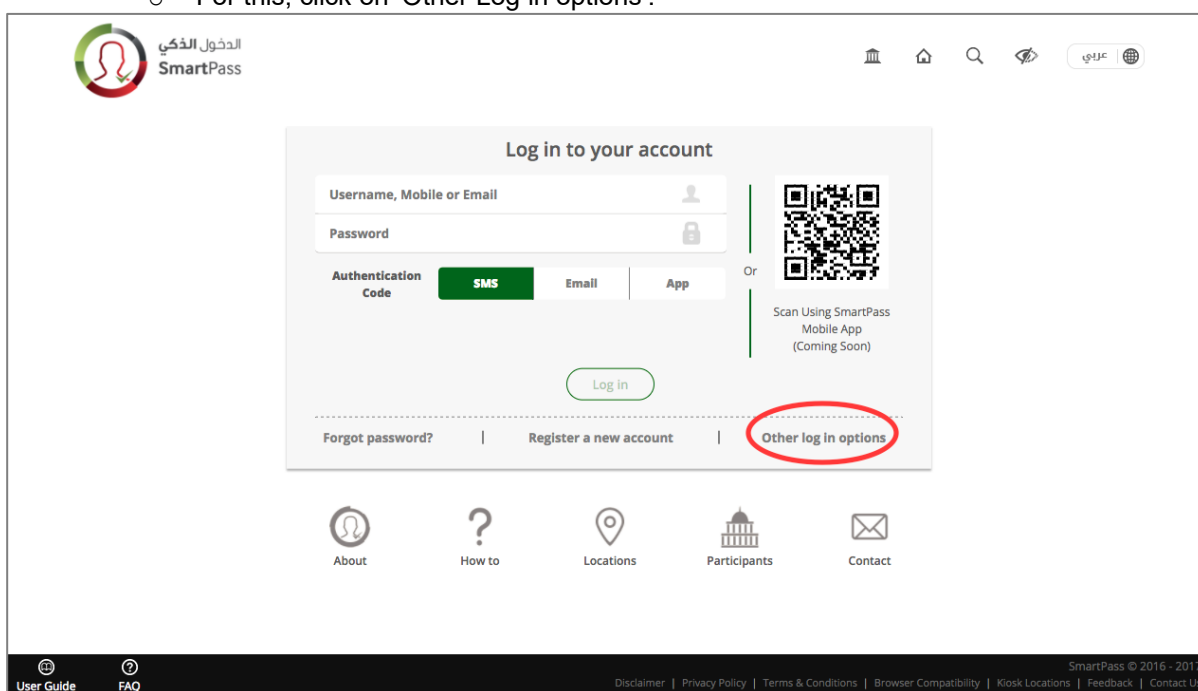
SmartPass © 2016 - 2017

6. Log in using Emirates ID card PIN

Note: This section is applicable to Citizen/Resident accounts only.

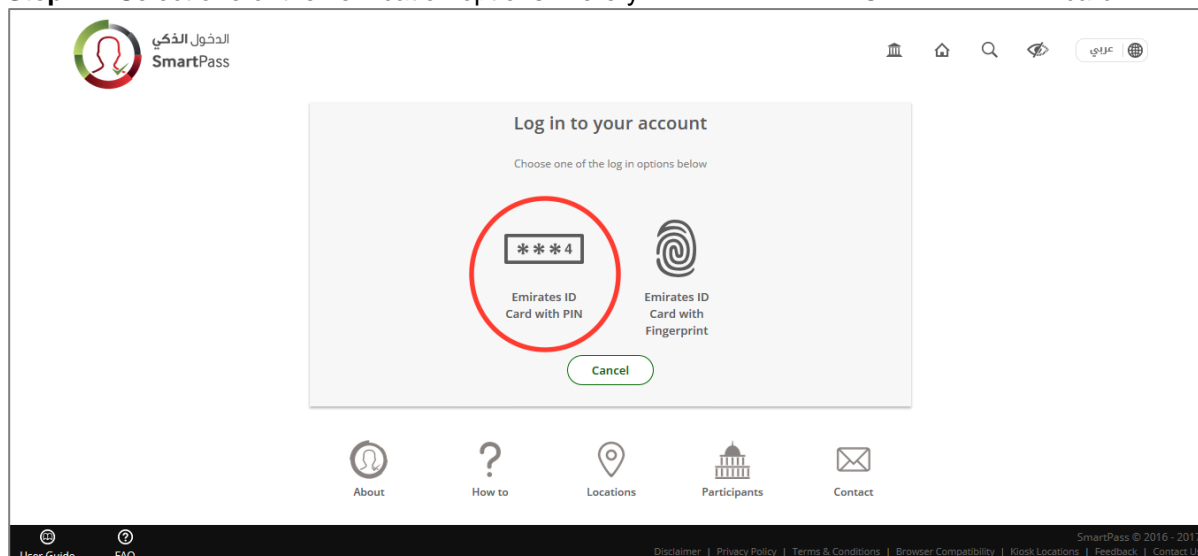
Step 1:

- You can also log in using your Emirates ID card PIN.
- For this, click on 'Other Log in options'.

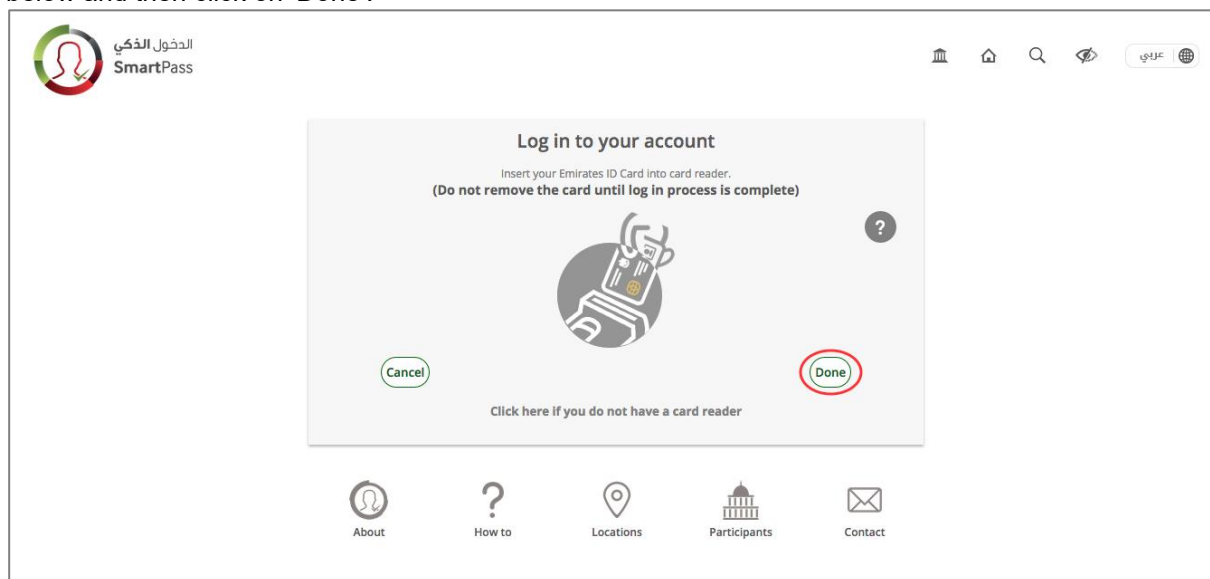


The image shows the SmartPass login interface. At the top left is the SmartPass logo with the text 'الدخول الذكي' and 'SmartPass'. The main heading is 'Log in to your account'. Below this are two input fields: 'Username, Mobile or Email' and 'Password'. To the right of these fields is a QR code. Below the input fields are three buttons for 'Authentication Code': 'SMS' (highlighted in green), 'Email', and 'App'. To the right of these buttons is a vertical line with the word 'Or' and the QR code. Below the QR code is the text 'Scan Using SmartPass Mobile App (Coming Soon)'. Below the input fields and QR code is a 'Log in' button. At the bottom of the login area are three links: 'Forgot password?', 'Register a new account', and 'Other log in options' (circled in red). Below the login area are five icons with labels: 'About', 'How to', 'Locations', 'Participants', and 'Contact'. At the bottom of the page are links for 'User Guide' and 'FAQ', and a footer with 'SmartPass © 2016 - 2017' and various legal links.

Step 2: Select one of the verification options. Here you should choose 'Use Emirates ID card PIN'

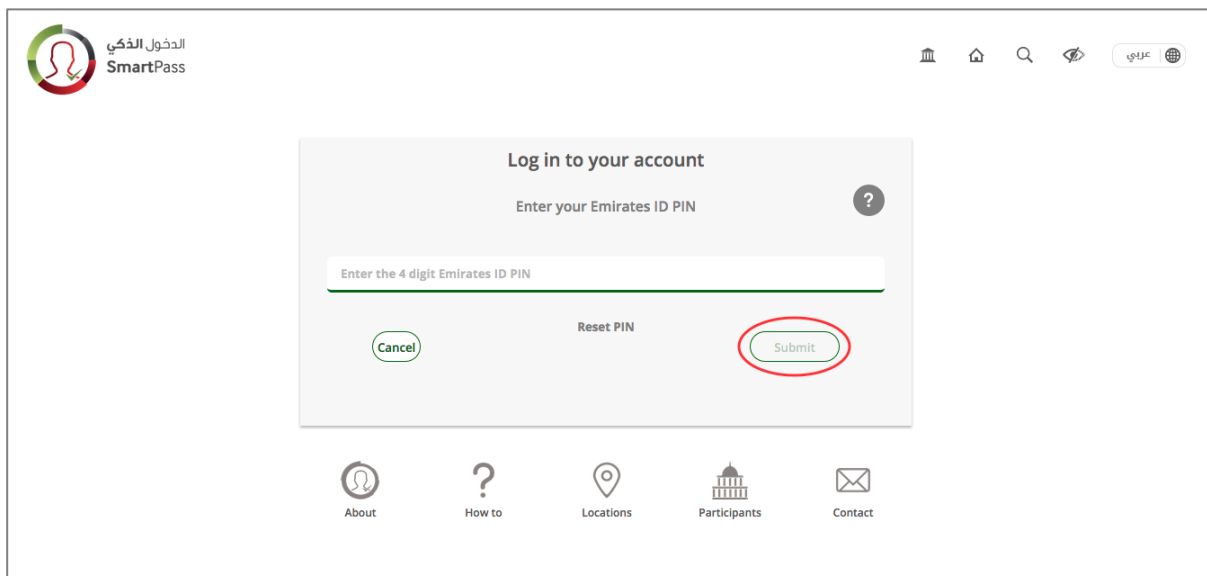


Step 3: Insert your Emirates ID card in the card reader before moving forward as shown in the image below and then click on 'Done'.



Step 4:

- Enter the 4-digit Emirates ID card PIN Code and then click on 'Submit'.
- If you do not know your Emirates ID card PIN code, then click on 'Forgot Pin?' to reset the PIN code.
- (Steps to reset your Emirates ID card PIN are explained in section 4.)



الدخول الذكي
SmartPass

Log in to your account

Enter your Emirates ID PIN

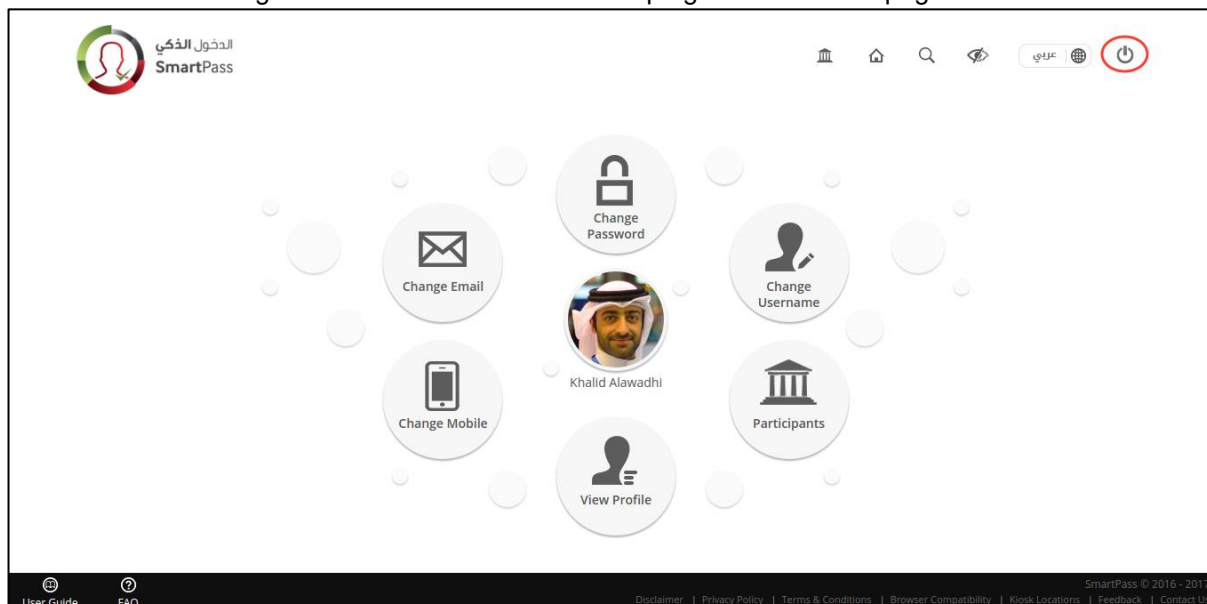
Enter the 4 digit Emirates ID PIN

Cancel Reset PIN Submit

About How to Locations Participants Contact

Step 5:

- When your authentication is completed, you will be logged in successfully.
- Now you can access the dashboard and manage your account details.
- To log out click on 'LOGOUT' at the top right corner of the page.



الدخول الذكي
SmartPass

Change Password

Change Email

Change Mobile

Change Username

Participants

View Profile

Khalid Alawadhi

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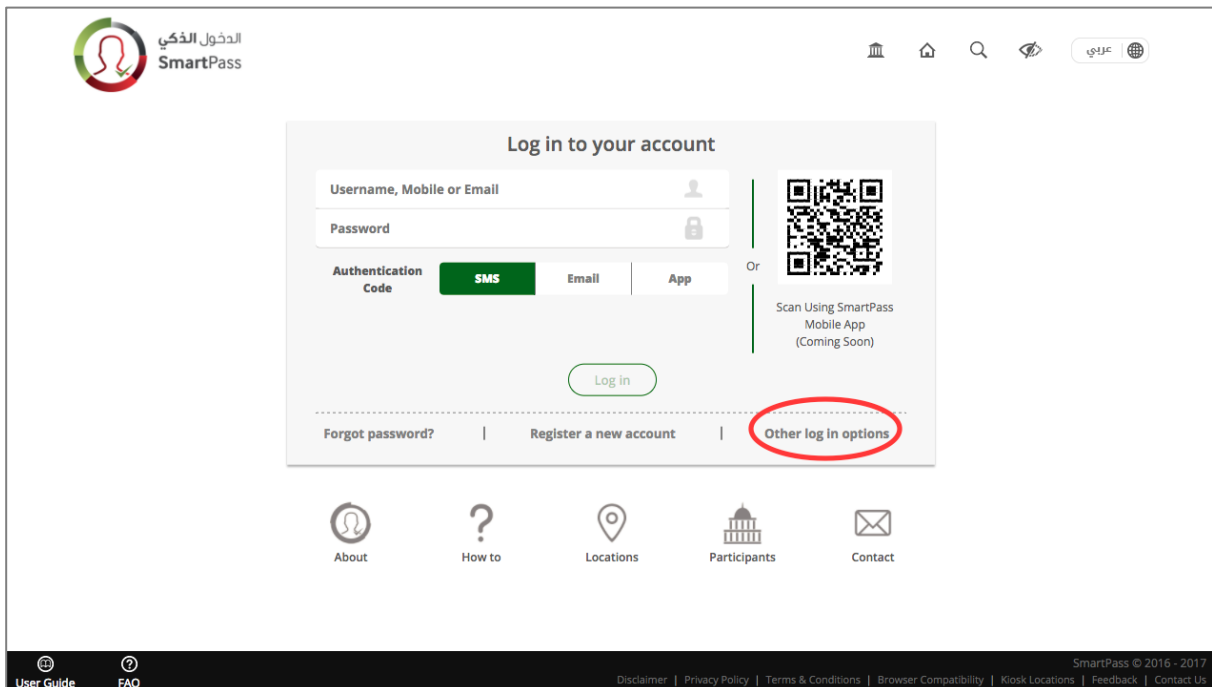
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7. Log in using Emirates ID Biometrics

Note: This section is applicable to Citizen/Resident accounts only.

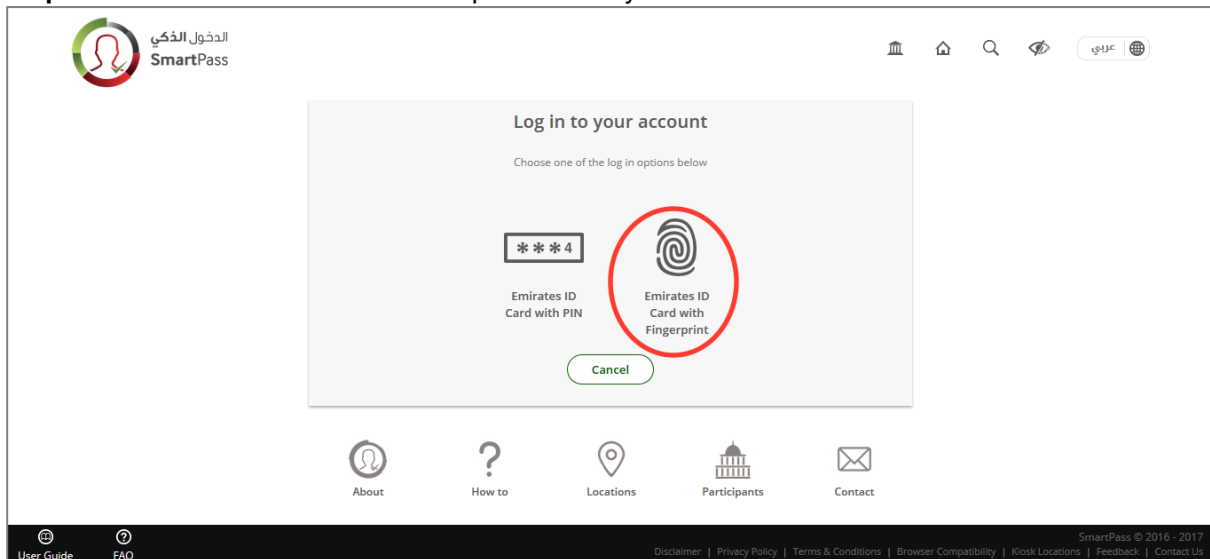
Step 1:

- You can also log in using your Emirates ID Biometrics.
- For this you should click on 'Other Log in options'.

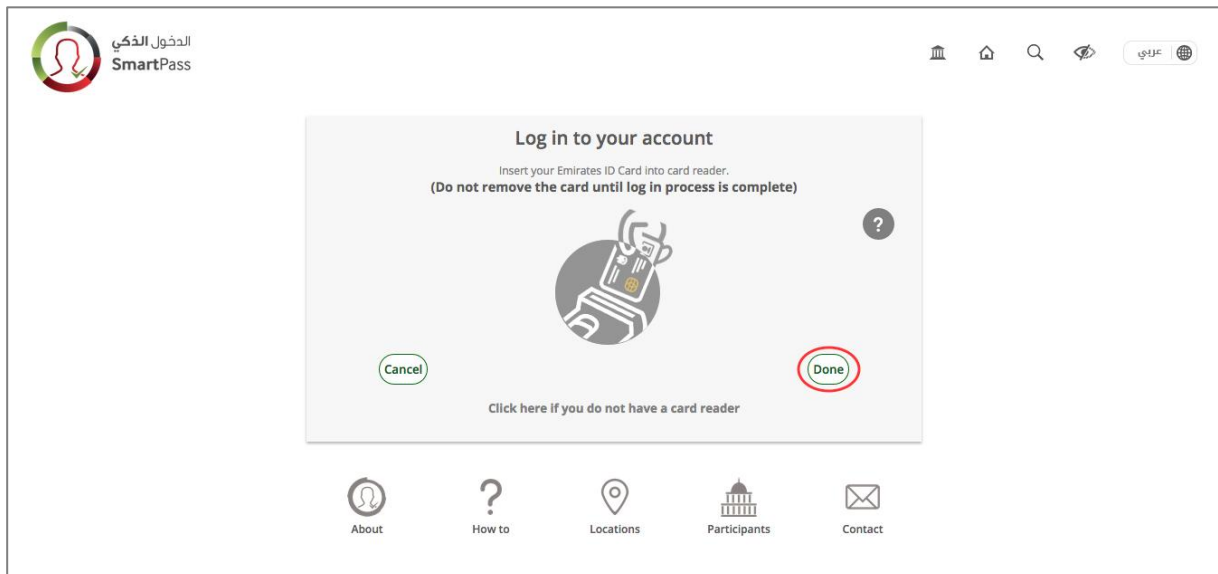


The image shows the SmartPass login interface. At the top left is the SmartPass logo with the text 'الدخول الذكي SmartPass'. At the top right are navigation icons and a language selector set to 'عربي'. The main section is titled 'Log in to your account'. It contains a form with fields for 'Username, Mobile or Email' and 'Password'. Below the password field are tabs for 'Authentication Code', 'SMS' (highlighted in green), 'Email', and 'App'. To the right of the form is a QR code and the text 'Scan Using SmartPass Mobile App (Coming Soon)'. Below the form is a 'Log in' button. At the bottom of the form are three links: 'Forgot password?', 'Register a new account', and 'Other log in options' (circled in red). Below the form are five icons with labels: 'About', 'How to', 'Locations', 'Participants', and 'Contact'. The footer contains 'User Guide', 'FAQ', and copyright information 'SmartPass © 2016 - 2017' along with various policy links.

Step 2: Select one of the verification options. Here you should choose 'Use Emirates ID Biometrics'

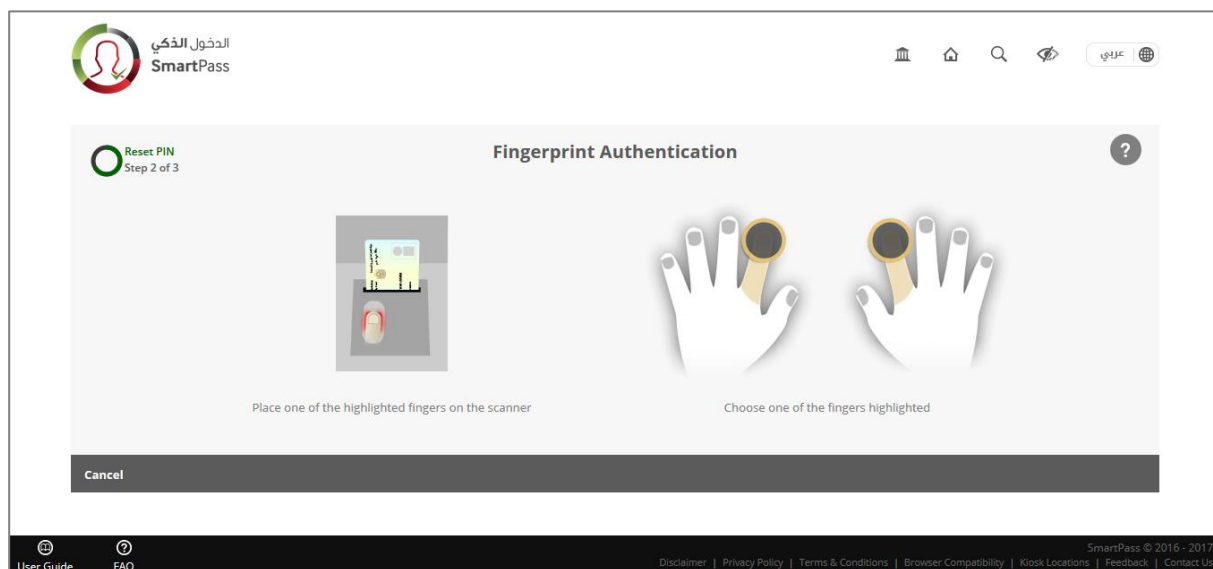


Step 3: Insert your Emirates ID card in the card reader before moving forward, as shown in the image below and then click on 'Done'.



Step 4:

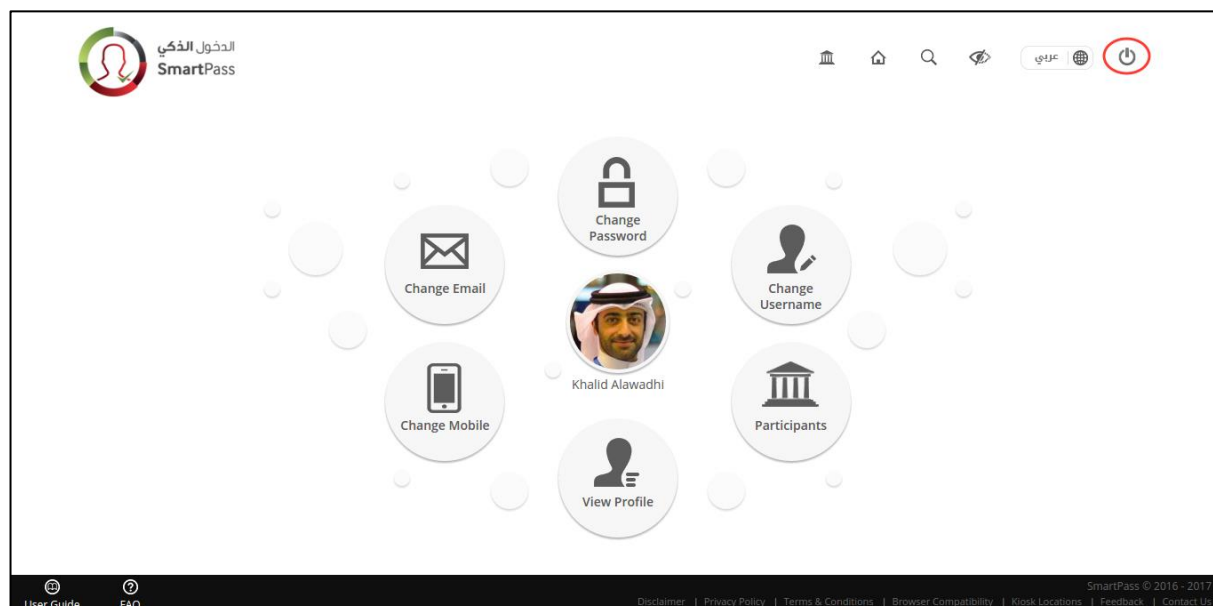
- You will be asked to place either of the highlighted fingers on the fingerprint reader / scanner.
- A red light will blink on the finger print scan device. Now place your finger on the scan machine as shown in the image below.
- When the red light goes OFF, you can remove your finger from the scanner and wait for the results.



Step 5:

- When your authentication is completed, you will be logged in successfully.
- Now you can access the dashboard and manage your account details.

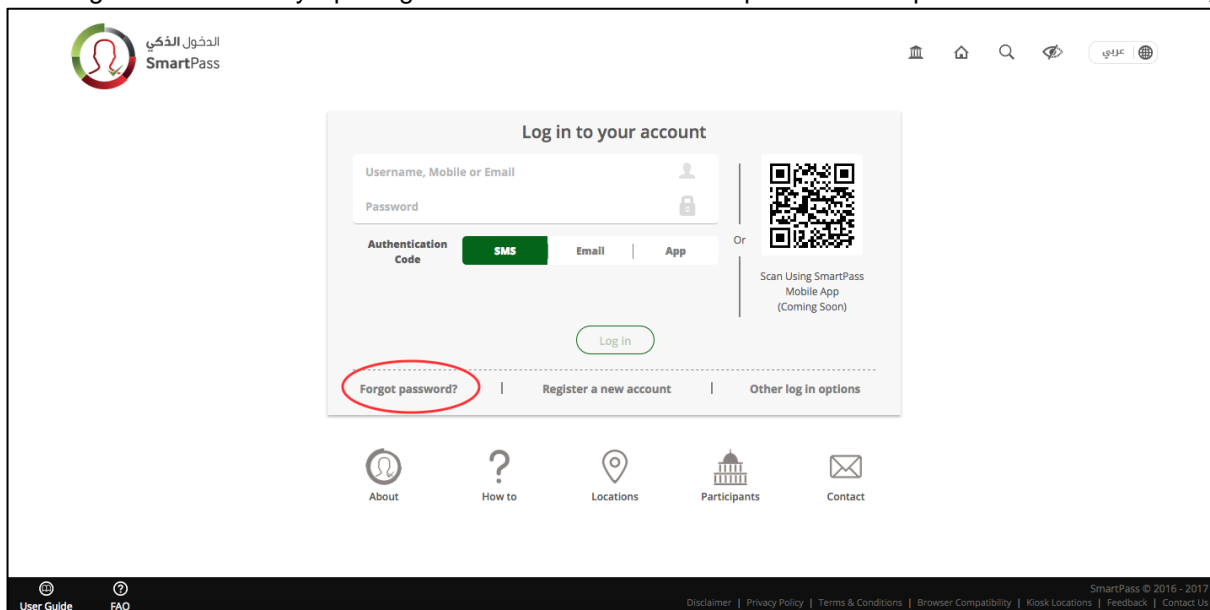
To log out click on 'LOGOUT' at the top right corner of the page.



8. Reset Password

Note: This section is applicable to Citizen/Resident and Visitor/International accounts. As a Citizen/Resident, in case you are unable to receive sms or answer the security questions, you can reset password using your Emirates ID card on a kiosk.

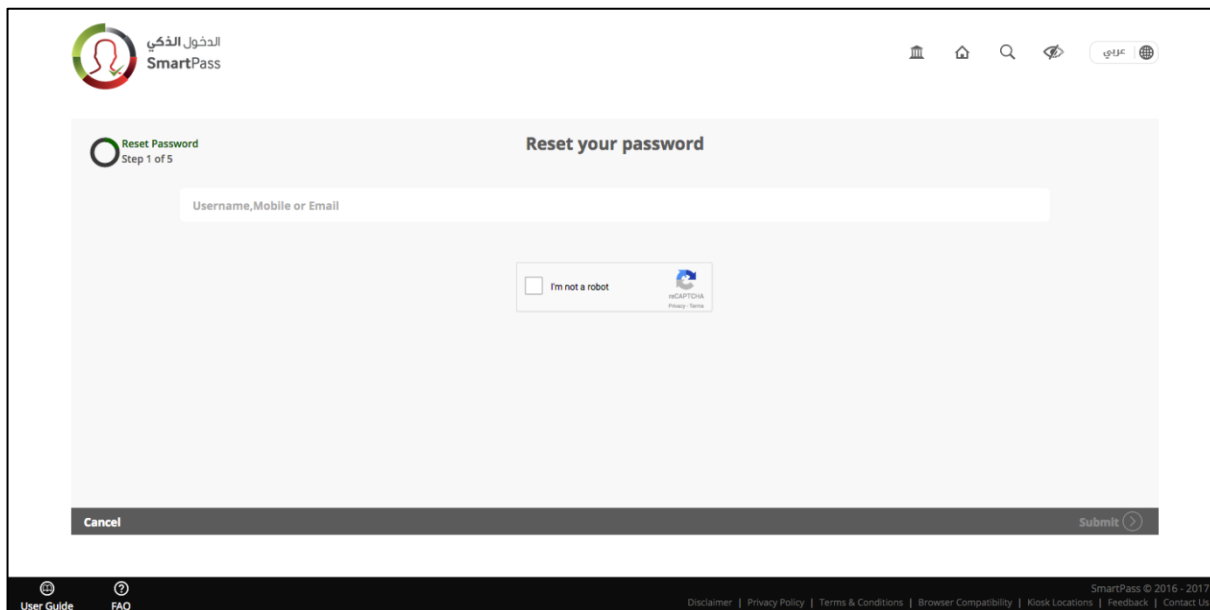
Step 1: If you do not know or have forgotten your password, you can reset your password by clicking on 'Forgot Password?' by opening the SmartPass website <http://www.smartpass.ae> on the browser;



The screenshot shows the SmartPass login page. The main heading is 'Log in to your account'. Below it, there are input fields for 'Username, Mobile or Email' and 'Password'. To the right of the password field is a QR code. Below the input fields, there are buttons for 'Authentication Code', 'SMS' (highlighted in green), 'Email', and 'App'. To the right of these buttons is a QR code and the text 'Scan Using SmartPass Mobile App (Coming Soon)'. Below the login fields, there is a 'Log in' button. At the bottom of the login section, there are three links: 'Forgot password?' (circled in red), 'Register a new account', and 'Other log in options'. Below the login section, there are five icons: 'About', 'How to', 'Locations', 'Participants', and 'Contact'. At the bottom of the page, there is a footer with 'User Guide', 'FAQ', and a disclaimer.

Step 2:

- Enter any of the details below:
 - registered username
 - registered email address
 - registered mobile number
 - your Emirates ID number (the 15-digit Emirates ID number is shown on your Emirates ID card)
- Tick the "I'm not a robot" box.
- Then click on 'Submit'.



الدخول الذكي
SmartPass

Reset Password
Step 1 of 5

Username, Mobile or Email

☐ I'm not a robot

Submit

Cancel

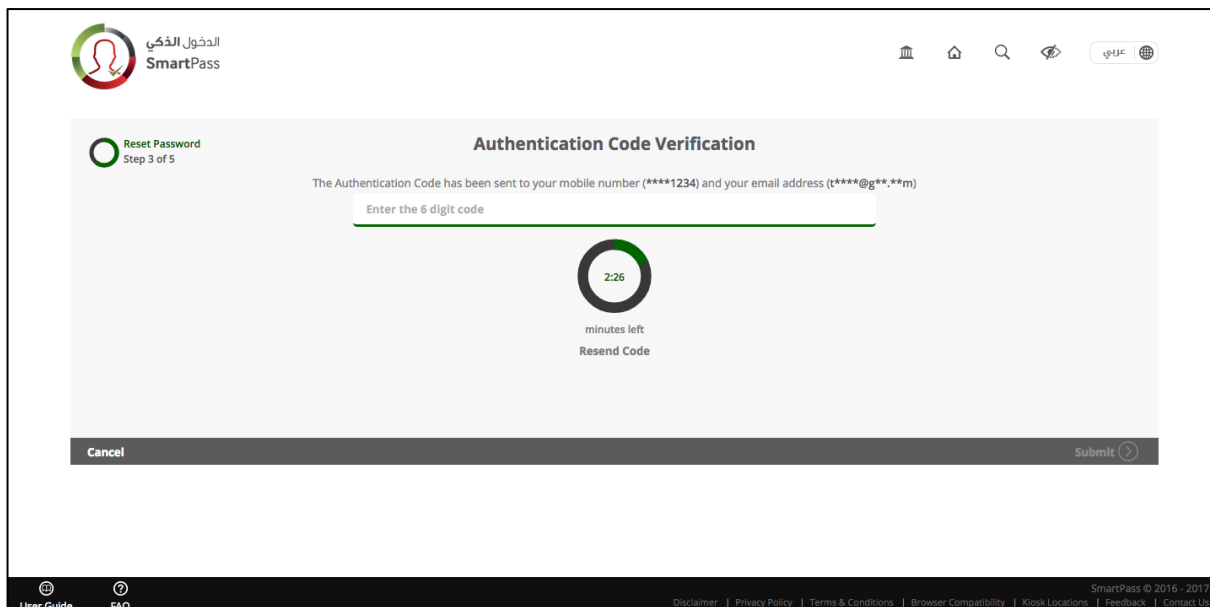
User Guide FAQ

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Step 3: Answer the three security questions presented and click on 'Submit'.

Step 4:

- If all your answers are correct, you will receive an Authentication Code on your registered mobile number and on your verified email address.
- If you do not receive any code within 30 seconds, click on 'Resend code'.
- Enter the Authentication Code and click on 'Submit'.



الدخول الذكي
SmartPass

Reset Password
Step 3 of 5

Authentication Code Verification

The Authentication Code has been sent to your mobile number (****1234) and your email address (t****@g**.m)

Enter the 6 digit code

2:26
minutes left
Resend Code

Submit

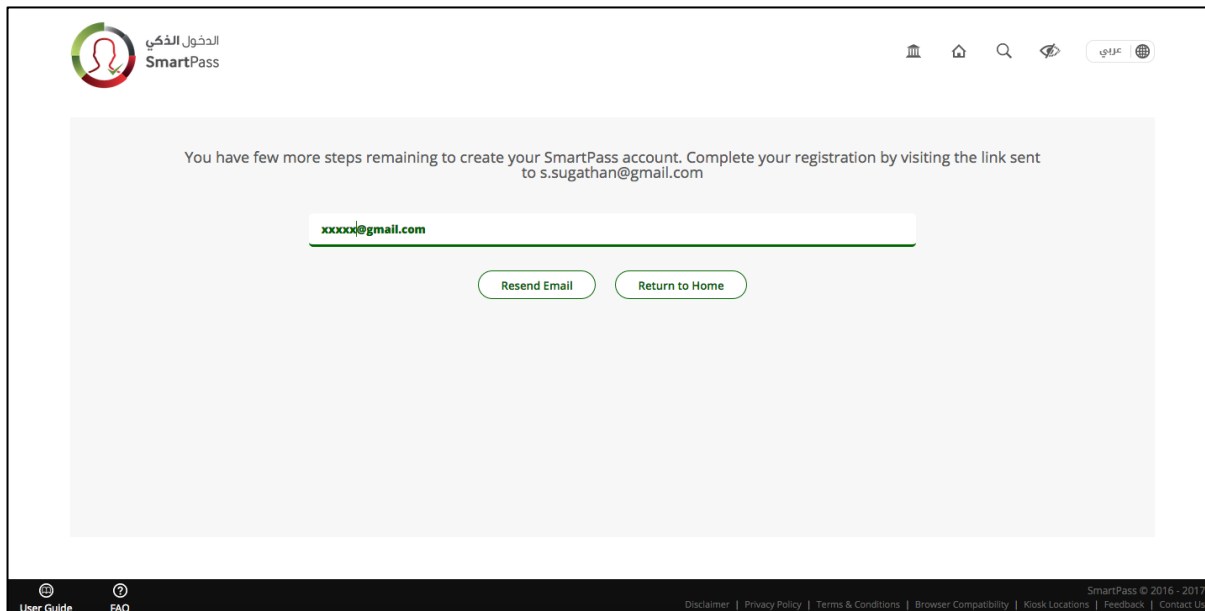
Cancel

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Step 5:

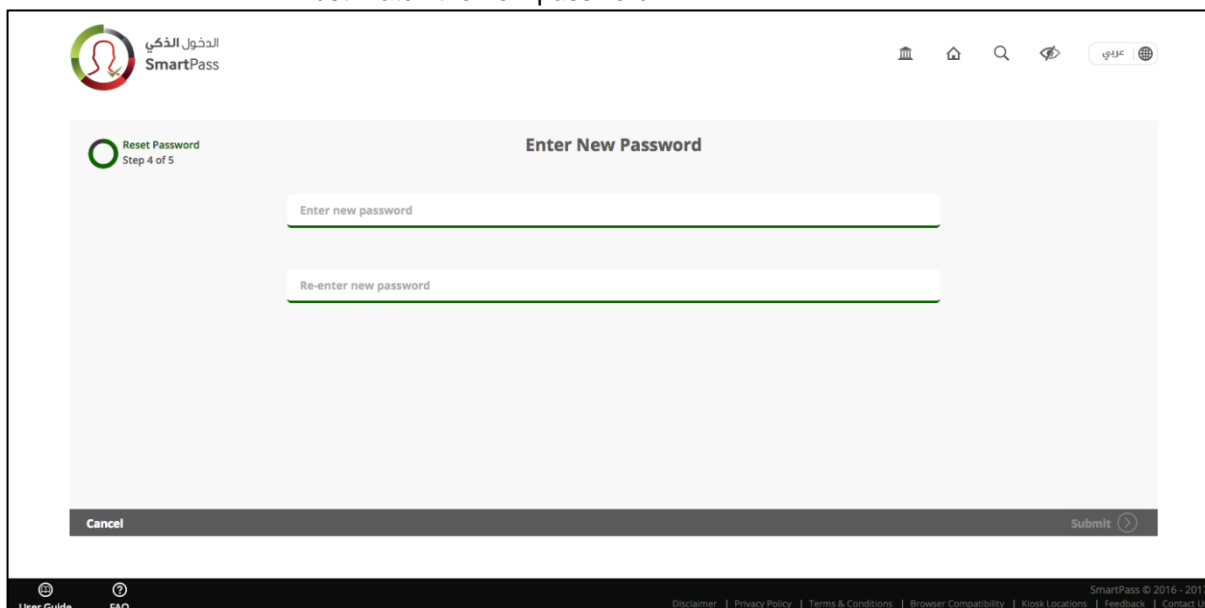
If you have a pending registration, you will see the below screen where you can resend the Registration Invitation email to the email address shown on the page. You can also send the invitation email to another email address by updating the value on the page and clicking on 'Resend Email'.



The screenshot shows the SmartPass registration pending screen. At the top left is the SmartPass logo. The main text says: "You have few more steps remaining to create your SmartPass account. Complete your registration by visiting the link sent to s.sugathan@gmail.com". Below this is a text input field containing "xxxxx@gmail.com". There are two buttons: "Resend Email" and "Return to Home". The footer contains links for User Guide, FAQ, and various legal notices.

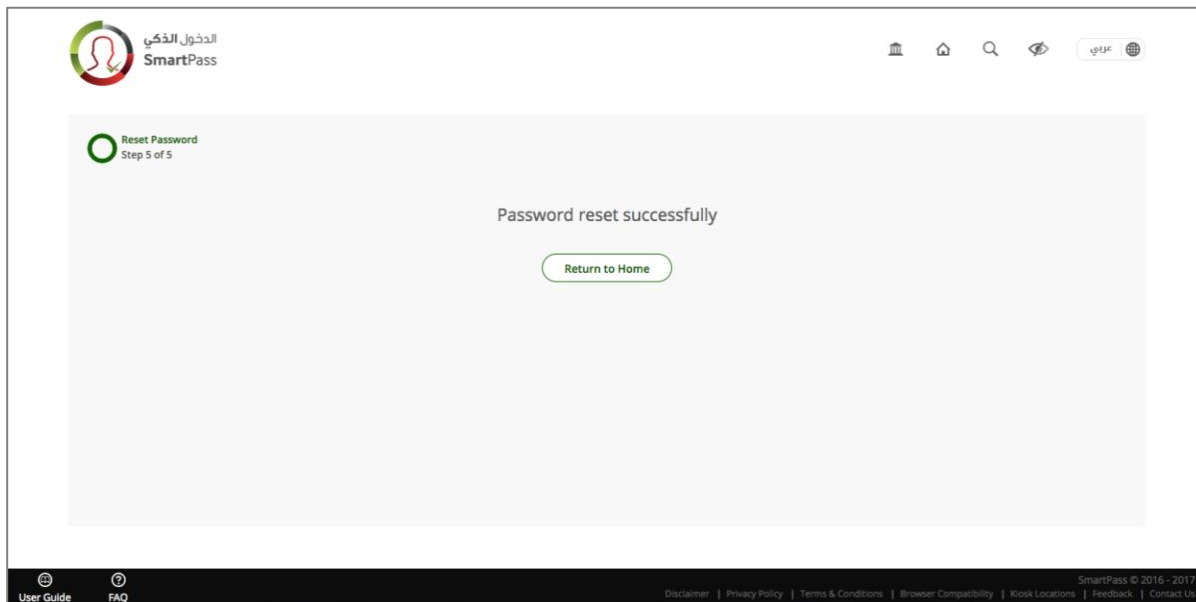
If you are a registered SmartPass user, you will see the below screen where you will be asked to enter below details:

- New password:
 - Should be between 8 and 100 characters
 - Should contain at least one upper case letter
 - Should contain at least one lower case letter
 - Should contain at least one digit (0 - 9)
- Confirm Password:
 - Must match the new password



The screenshot shows the SmartPass "Enter New Password" screen. It is titled "Reset Password Step 4 of 5". There are two input fields: "Enter new password" and "Re-enter new password". At the bottom, there are "Cancel" and "Submit" buttons. The footer contains links for User Guide, FAQ, and various legal notices.

Step 6: When your password has been successfully reset, you will see the success message as detailed below.

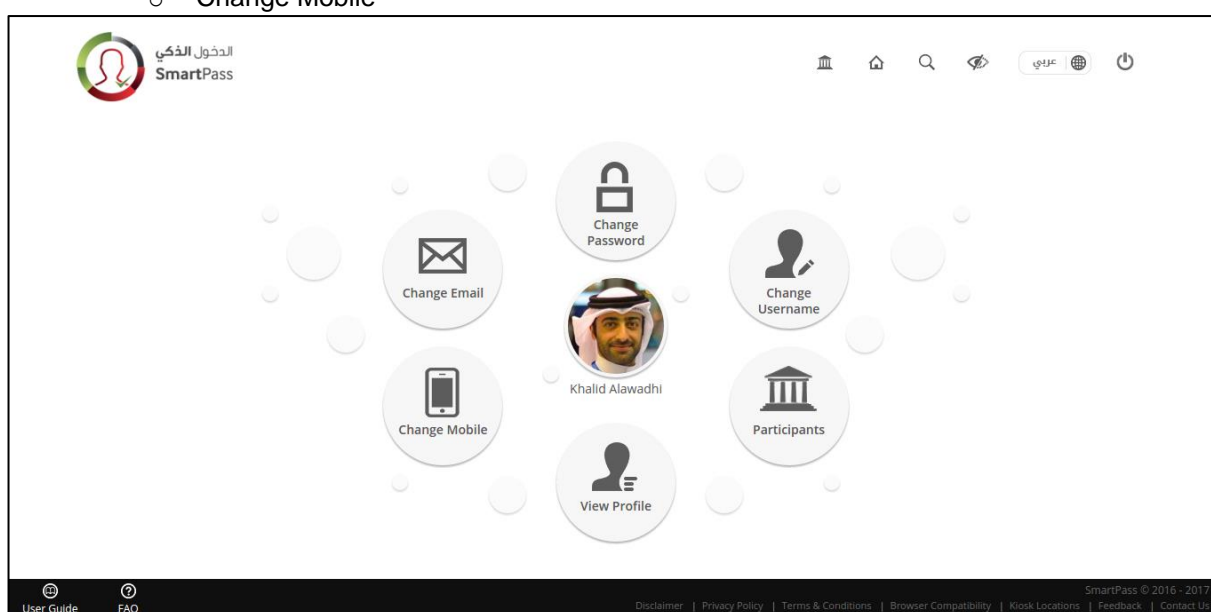


9. Editing User's Profile

Note: The steps described for Username, Password, Email and Mobile changes are applicable for both citizen/resident and visitor/international accounts.

From the dashboard select the relevant change that you want to apply to your account from the list below:

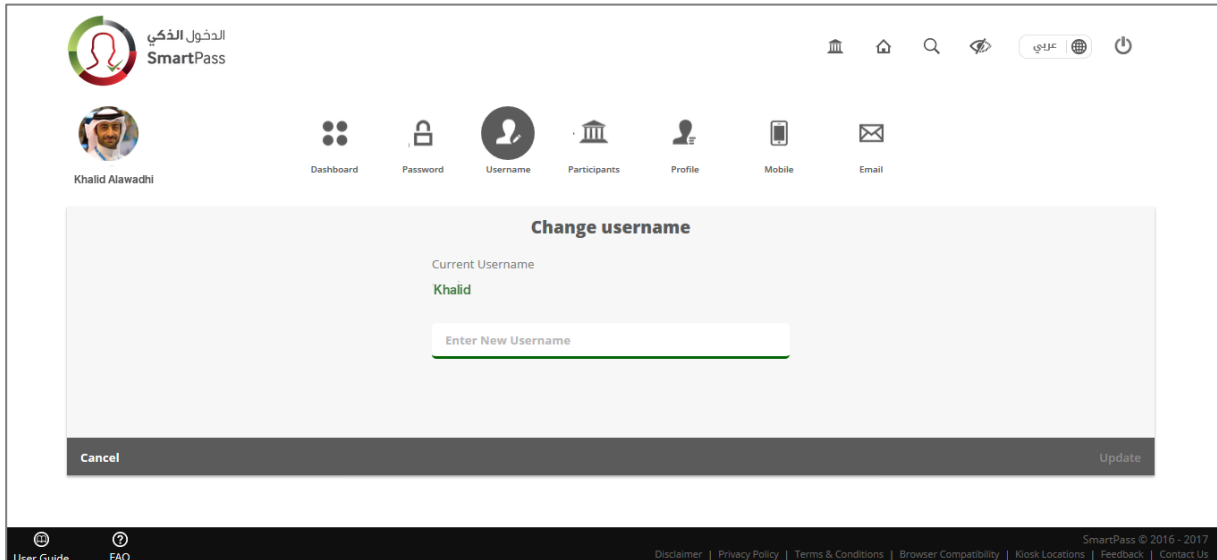
- Change Username
- Change Password
- Change Email
- Change Mobile



9.1 Change Username

Step 1:

- 'Current Username' will show the current username. This is a read-only field.
- Enter your new username.
- The username:
 - Should be at least 4 characters;
 - Should be between 4 and 32 characters;
 - Should contain at least one letter;
 - Should be unique;
 - Should not contain any blacklisted words;
 - May contain letters, numbers, dot (.) and underscore (_) only.
- Click on Update.



الدخول الذكي
SmartPass

Khalid Alawadhi

Dashboard Password Username Participants Profile Mobile Email

Change username

Current Username
Khalid

Enter New Username


Cancel Update

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Step 2:


- When your username is successfully changed, you will see the success message detailed below.
- You can now log in using your new username.
- To return to dashboard, click on 'Return to Dashboard' button.
- You will receive an email on your verified email address, informing about the username update done.




الدخول الذكي
SmartPass




Khalid Alawadhi




Dashboard




Password




Username




Participants




Profile



Mobile



Email



Your username has been updated successfully

[Return to Dashboard](#)

User Guide

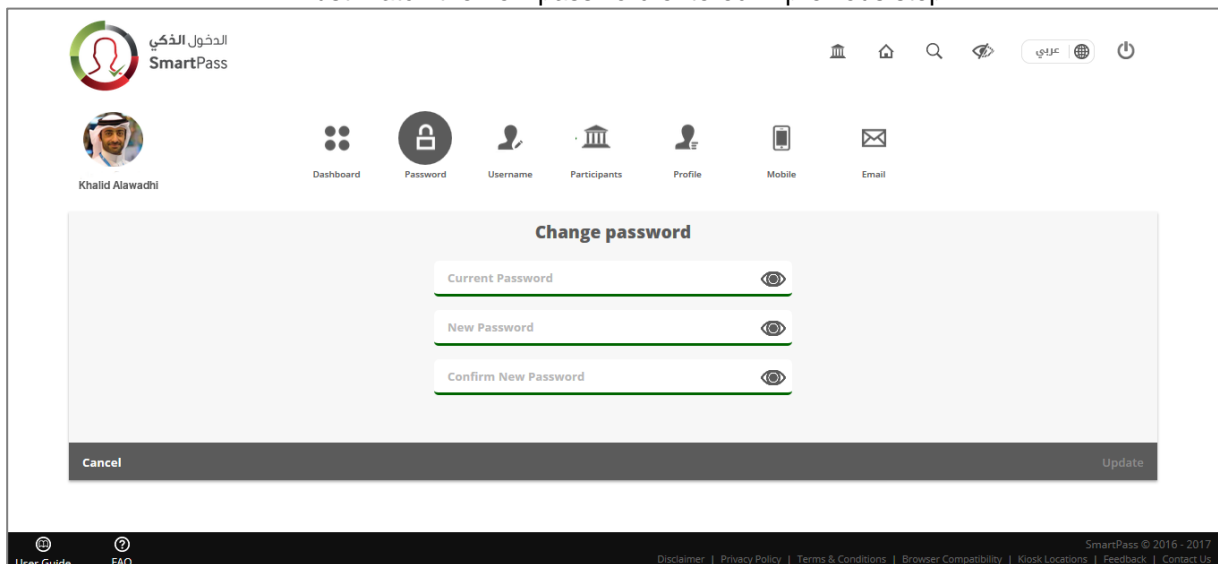
FAQ

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9.2 Change Password


Step 1:

- Enter details - 'Current Password', 'New Password' and 'Confirm Password' and click on 'Update'
- Current password:
 - Enter the current password that you want to change.
- New Password:
 - Should be between 8 and 100 characters
 - Should contain at least one upper case letter
 - Should contain at least one lower case letter
 - Should contain at least one digit (0 - 9)
- Confirm Password:
 - Must match the new password entered in previous step




Step 2:


- When your Password is successfully changed, you will see the success message detailed below.
- You can now log in using your new password.
- To return to your dashboard, click on 'Return to Dashboard' button.
- You will receive an email on your verified email address, informing about the password update done.




الدخول الذكي
SmartPass




Khalid Alawadhi




Dashboard




Password




Username




Participants




Profile



Mobile




Email




Your password has been updated successfully

[Return to Dashboard](#)



User Guide



FAQ

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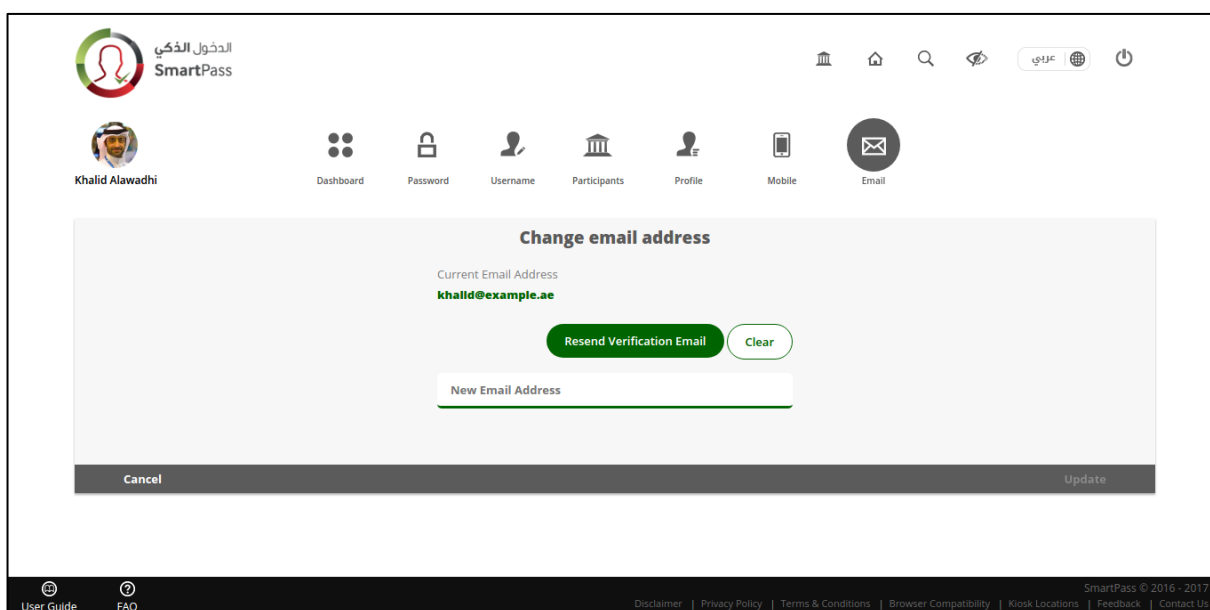
9.3 Change Email

You can update the email address associated with your SmartPass profile. In case your current email address is not verified, you will see a note next to the email address as “(unverified)”. To verify your email, you must click on the verification link emailed earlier or click on “Resend Verification Link” to receive a new link on the listed unverified email address.

To change your email address you will need to follow the below steps:

Step 1:

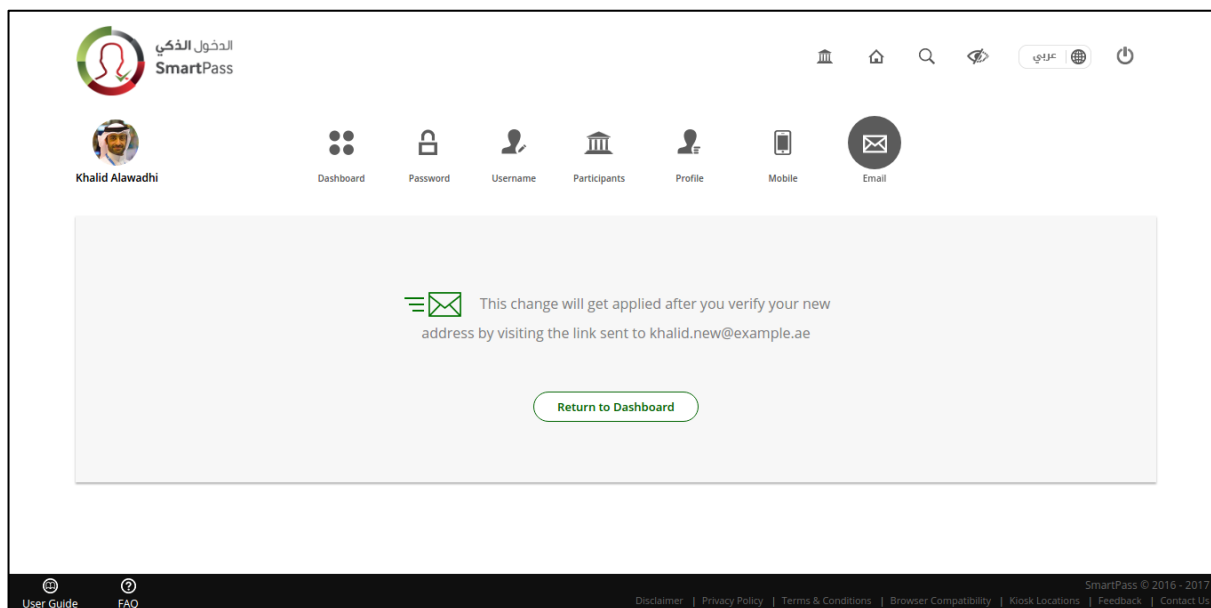
- Enter your new email address in the new email address field:
- Click on ‘Update’.



The screenshot shows the 'Change email address' form within the SmartPass application. The form is titled 'Change email address' and displays the 'Current Email Address' as 'khalid@example.ae'. Below this, there are two buttons: 'Resend Verification Email' (in green) and 'Clear' (in white). A text input field for the 'New Email Address' is located below these buttons. At the bottom of the form, there are 'Cancel' and 'Update' buttons. The interface includes a top navigation bar with the SmartPass logo, user profile, and various icons. A sidebar menu on the left lists options like Dashboard, Password, Username, Participants, Profile, Mobile, and Email. The footer contains links to User Guide, FAQ, Disclaimer, Privacy Policy, Terms & Conditions, Browser Compatibility, Kiosk Locations, Feedback, and Contact Us, along with the copyright notice 'SmartPass © 2016 - 2017'.

Step 2:

- When your email address is successfully updated, you will see the success message detailed below.
- To return to your dashboard, click on ‘Return to Dashboard’ button.
- You will receive an email on your current verified email address, informing that the email update was successfully completed.

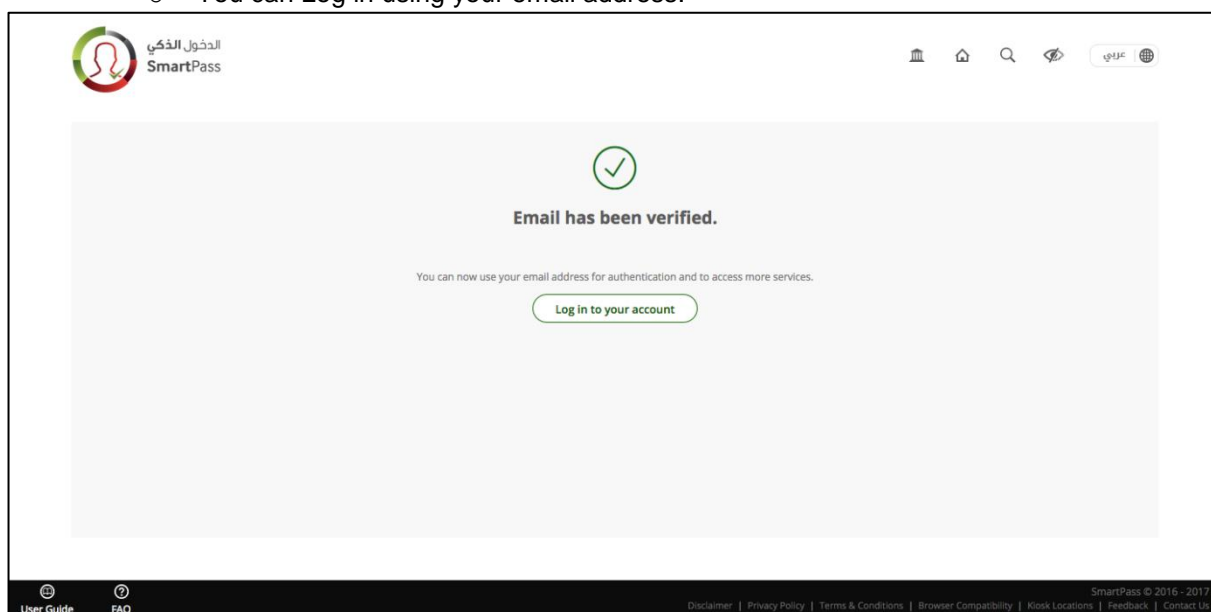


Step 3:

- Click on the link sent to your email address. to verify it.

Step 4:

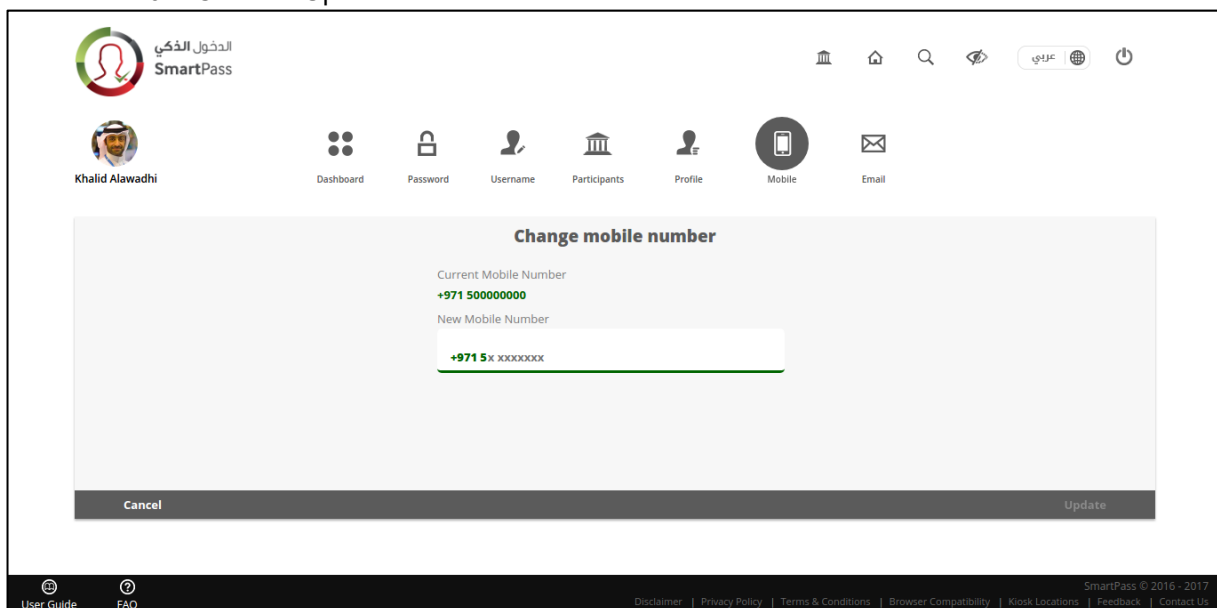
- The email link will take you to page confirming the verifications, you will see the Verification success message as shown below.
- You can Log in using your email address.



9.4 Change Mobile Number

Step 1:

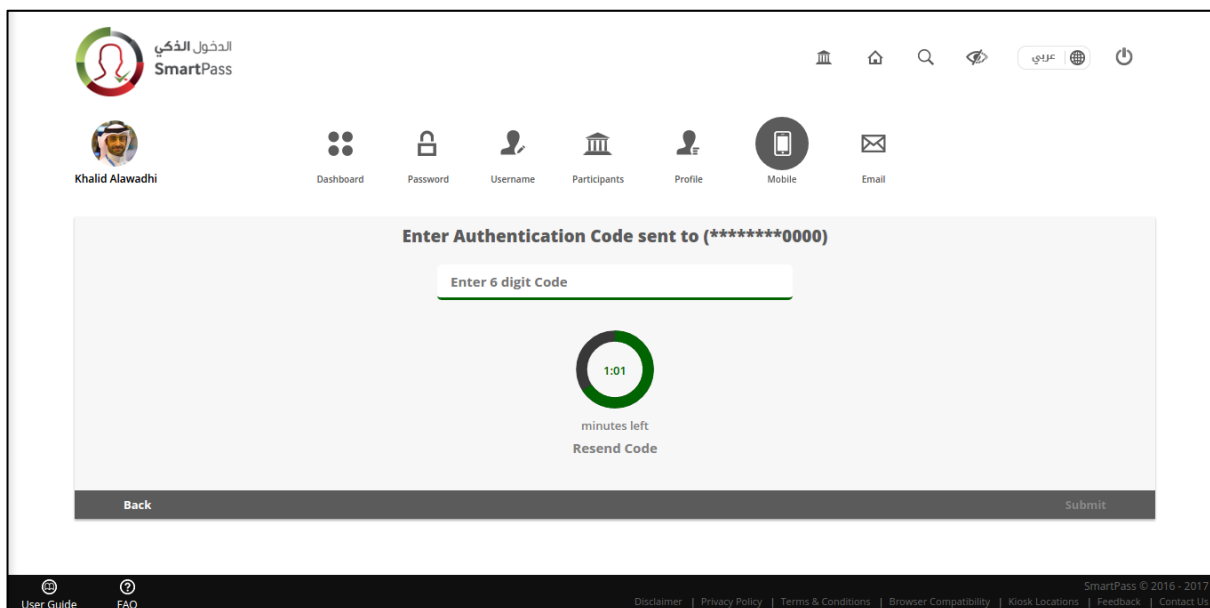
- Enter details as mentioned below.
- Current Mobile Number:
 - This field will show the current registered mobile number.
 - This field cannot be changed.
- New Mobile Number:
 - Enter your new mobile number in this field.
 - For Citizens/Residents, the new mobile number must be a valid UAE mobile number.
- Click on 'Update'.



The screenshot displays the 'Change mobile number' screen within the SmartPass application. At the top, there's a header with the SmartPass logo and navigation icons. Below the header, a user profile section shows 'Khalid Alawadhi' and various service icons like Dashboard, Password, Username, Participants, Profile, Mobile, and Email. The main content area is titled 'Change mobile number' and contains two input fields: 'Current Mobile Number' with the value '+971 500000000' and 'New Mobile Number' with a placeholder '+971 5x xxxxxxxx'. At the bottom, there are 'Cancel' and 'Update' buttons.

Step 2:

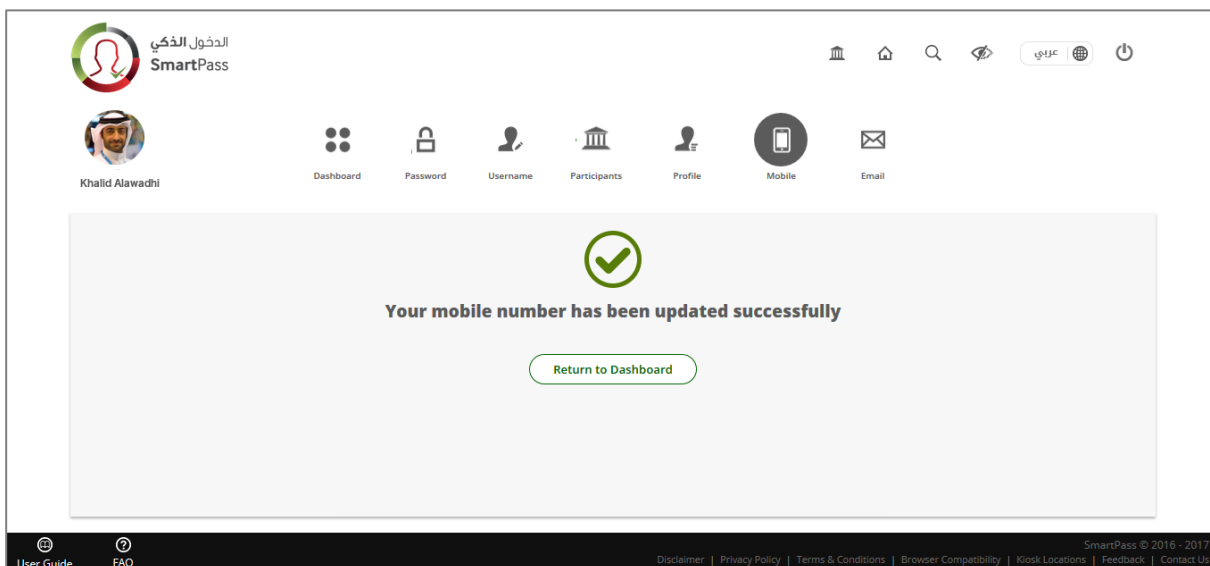
- You will receive a 6-digit SmartPass Authentication Code on your new mobile number.
- If you are a Visitor/International user who has provided a new international mobile number, then you will receive a 6-digit SmartPass Authentication Code on the verified email address in your profile.
- Enter the 6-digit code and click on 'Submit'.
- If you do not receive any code, click on 'Resend Code'.



The screenshot shows the SmartPass authentication interface. At the top, there's a header with the SmartPass logo and navigation icons. Below the header, a user profile for 'Khalid Alawadhi' is shown. A central panel prompts the user to 'Enter Authentication Code sent to (*****0000)'. It includes a text input field for the 6-digit code, a circular timer showing '1:01' minutes left, and a 'Resend Code' link. At the bottom of the panel are 'Back' and 'Submit' buttons. The footer contains links for User Guide, FAQ, and various legal notices.

Step 3:

- When your mobile number is successfully updated, you will see the success message detailed below.
- To return to your dashboard, click on 'Return to Dashboard' button.



The screenshot shows the success message screen. It features a large green checkmark icon at the top. Below it, the text reads 'Your mobile number has been updated successfully'. A green button labeled 'Return to Dashboard' is centered below the message. The interface elements (header, navigation, footer) are consistent with the previous screen.

9.5 Change Other Profile Information

If you have registered to SmartPass as a Citizen/Resident using your Emirates ID card, SmartPass will not allow you to change your personal information. If you want to update information on your Emirates ID card, please contact Emirates Identity Authority. For more information about your Emirates ID, please visit EIDA's website here: <http://www.id.gov.ae/en/home.aspx>

If you have updated your information on your Emirates ID card and wish to update your SmartPass profile information, please login to the nearest SmartPass Kiosk. Your updated personal information will be reflected in your SmartPass profile automatically.

SmartPass kiosks are available at number of locations around the UAE ([Kiosk Locations](#)).

Note: Below is applicable to Visitor/International accounts only.

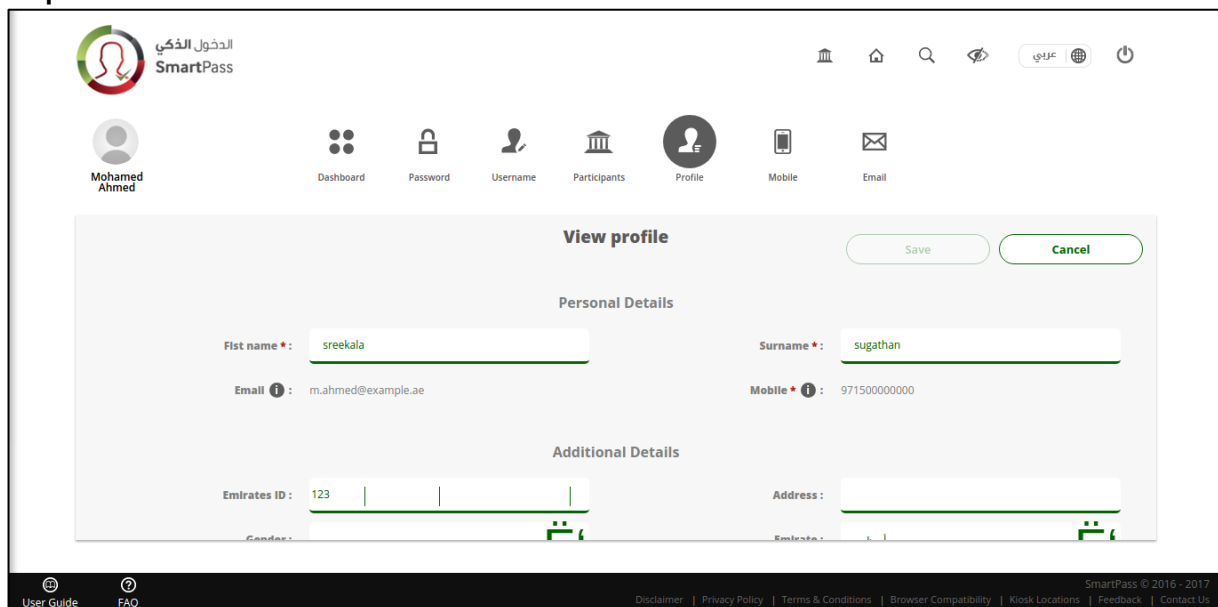
To change profile information other than Username, Password, Email and Mobile Number follow the steps below:

Step 1: Click on “View Profile” on your dashboard

Step 2: Click on “Edit” button

Step 3: Apply your changes on the required fields.

Step 4: Click on “Save” button



الدخول الذكي
SmartPass

Mohamed Ahmed

Dashboard Password Username Participants Profile Mobile Email

View profile Save Cancel

Personal Details

First name *: sreekala Surname *: sugathan


Email *: m.ahmed@example.ae Mobile *: 971500000000

Additional Details








Emirates ID: 123 Address:

User Guide FAQ

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الدخول الذكي
SmartPass

 Dashboard
  Password
  Username
  Participants
  Profile
  Mobile
  Email

Mohamed Ahmed

View profile

Save Cancel

Additional Details

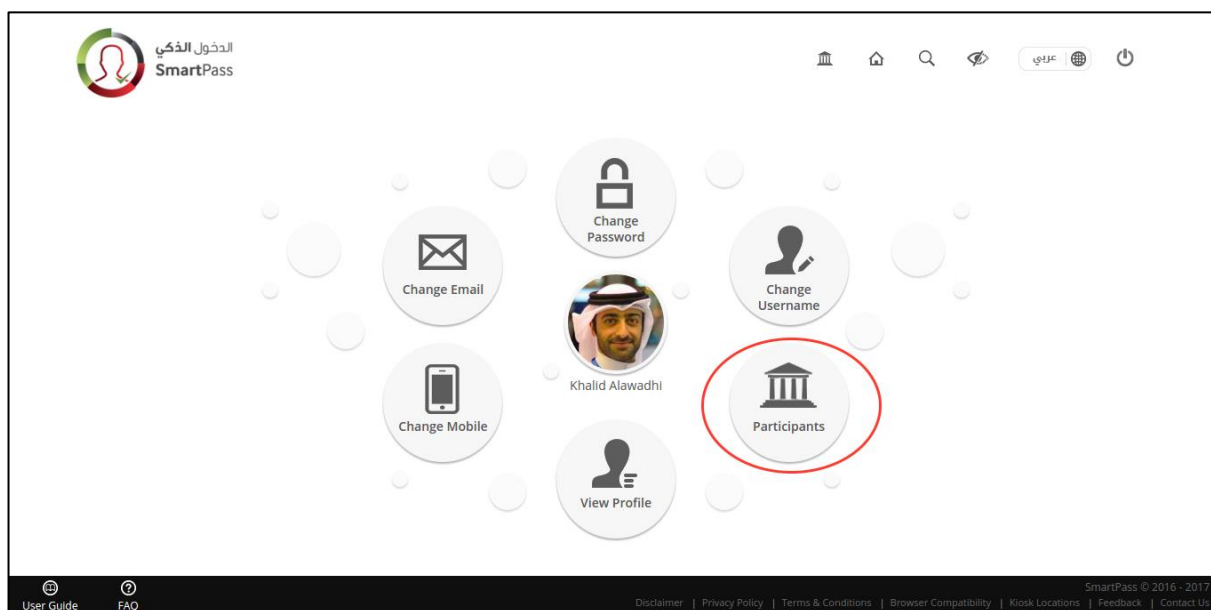
Emirates ID :	XXXX	XXXX	XXXXXX	X	Address :	
Gender :					Emirate :	
Nationality :					Company :	
Date of birth :					Work Address :	

10. SmartPass Participants

SmartPass “Participants” section provides you authenticated access to the Government entities and their online services.

To view SmartPass participants, click on “Participants” button displayed on your dashboard.

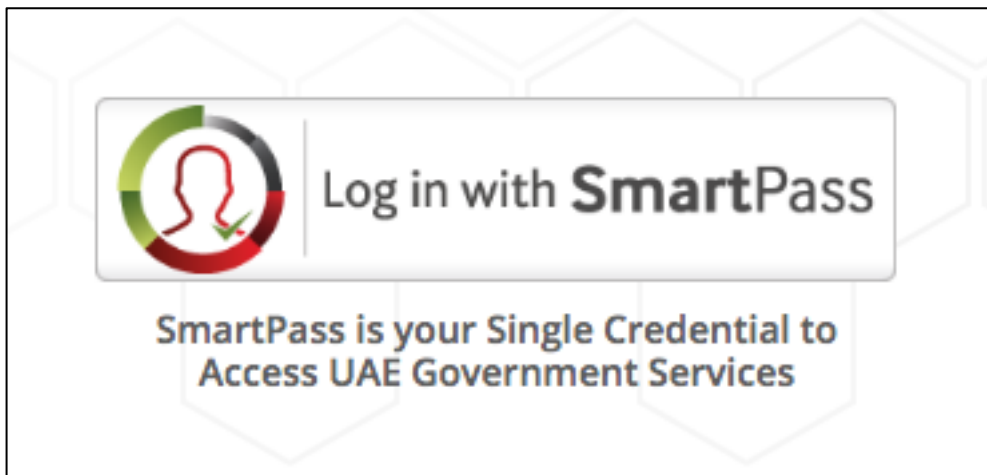
To access the online services, click on the Participant logo listed in the “Participants” page.



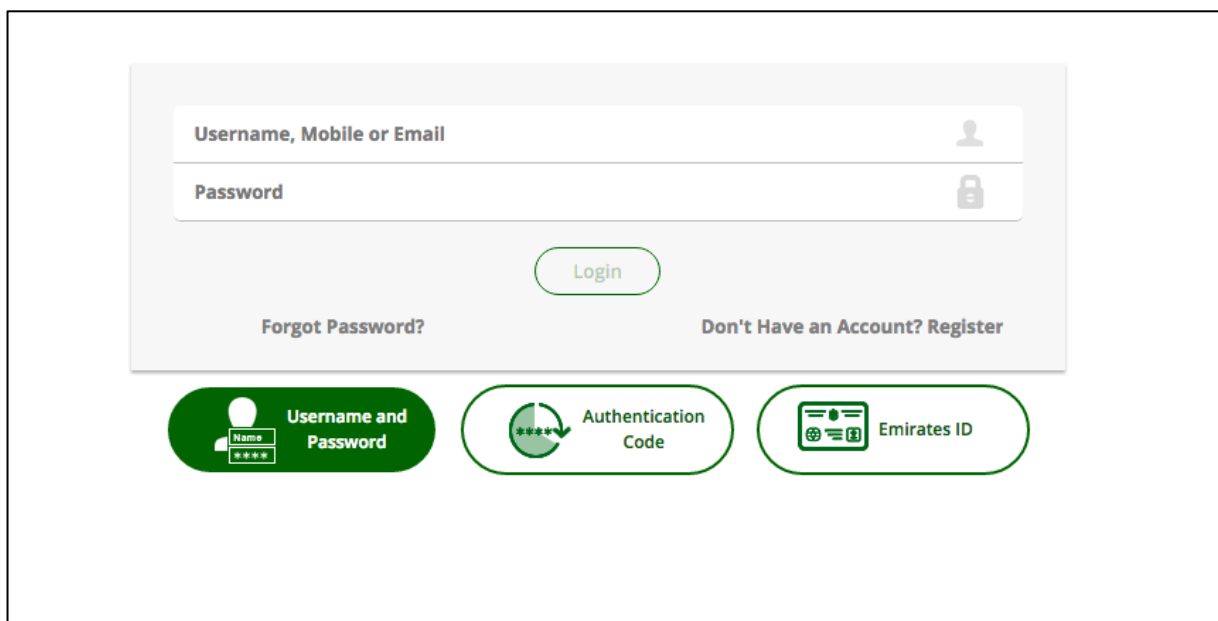
11. Log in to Participant service using SmartPass account

You can access services of participating entities using your SmartPass account. To login to the Participant services using SmartPass account, do the following:

Step 1: Click on 'Log in with SmartPass' button on the Participant's website



Step 2: You will be taken to the SmartPass Login page where you can choose your preferable method of log in from the options shown on the screen by clicking on it.

A screenshot of the SmartPass Login page. It features a login form with fields for "Username, Mobile or Email" and "Password", a "Login" button, and links for "Forgot Password?" and "Don't Have an Account? Register". Below the form are three large buttons: "Username and Password" (with a person icon), "Authentication Code" (with a circular arrow icon), and "Emirates ID" (with an Emirates ID card icon).



Step 3: After you have been authenticated successfully, you will be logged in to the Participant's portal and taken to the Home screen of your account at the Participant's site.