



# 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](#)

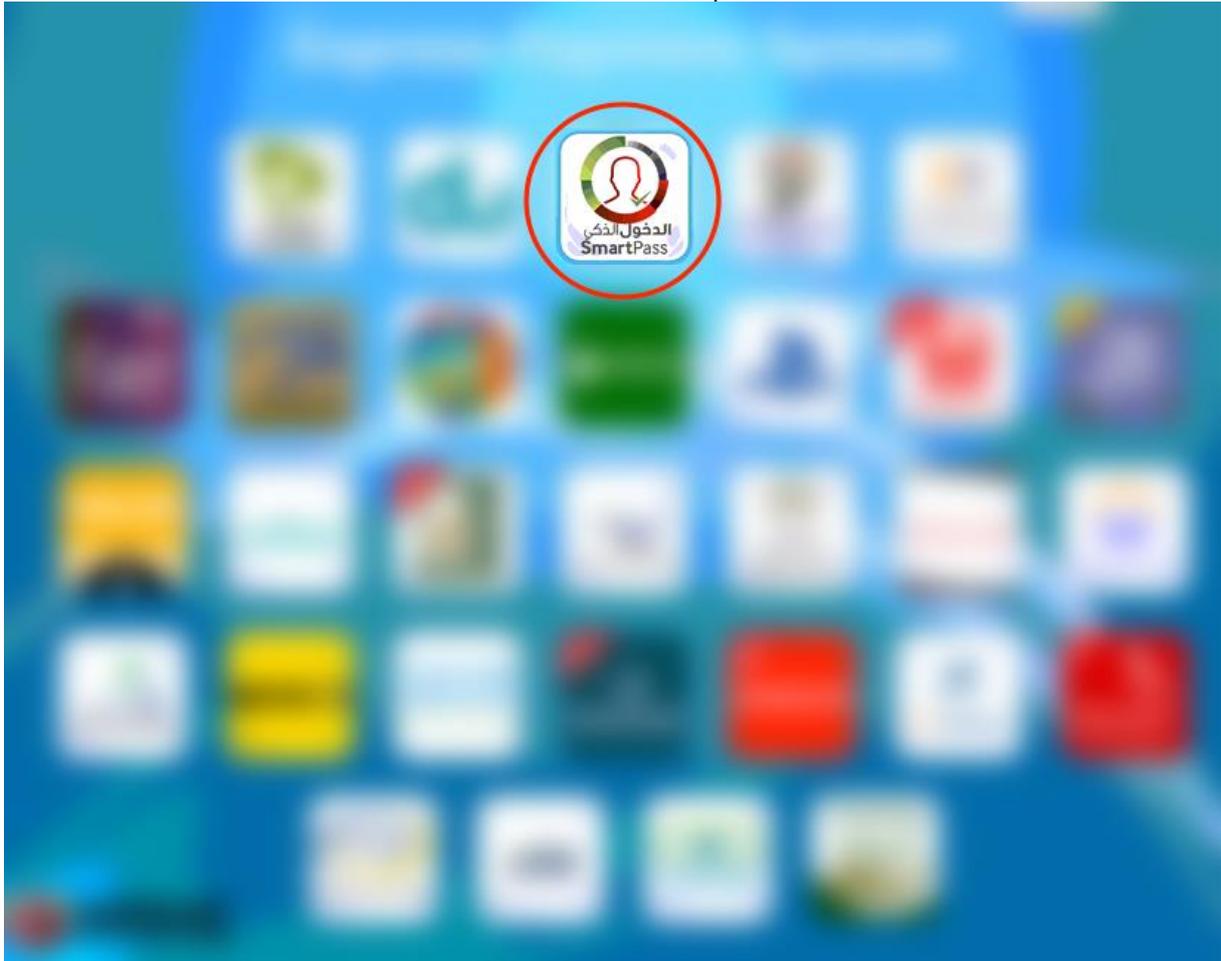
For more information about your Emirates ID, please visit EIDA's website here: <http://www.id.gov.ae/en/home.aspx>

## 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

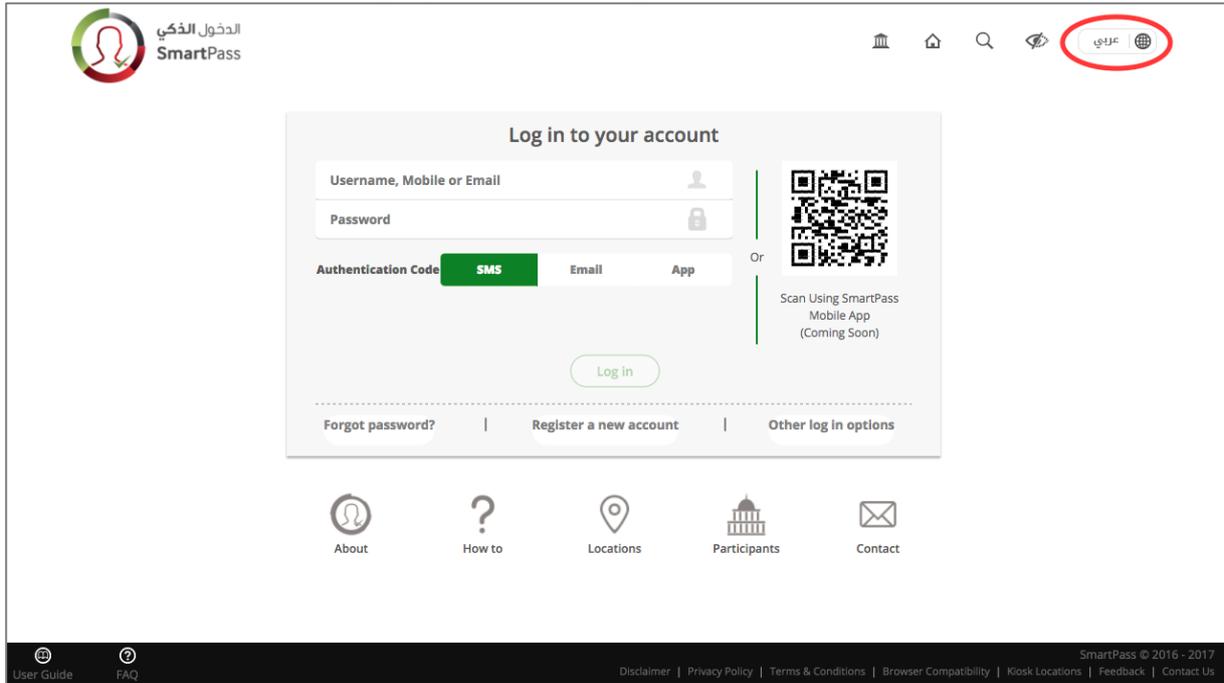


### 2.1.2.2 Registration on your own device

Ensure you have the pre-requisites as per section 2.1.1.2

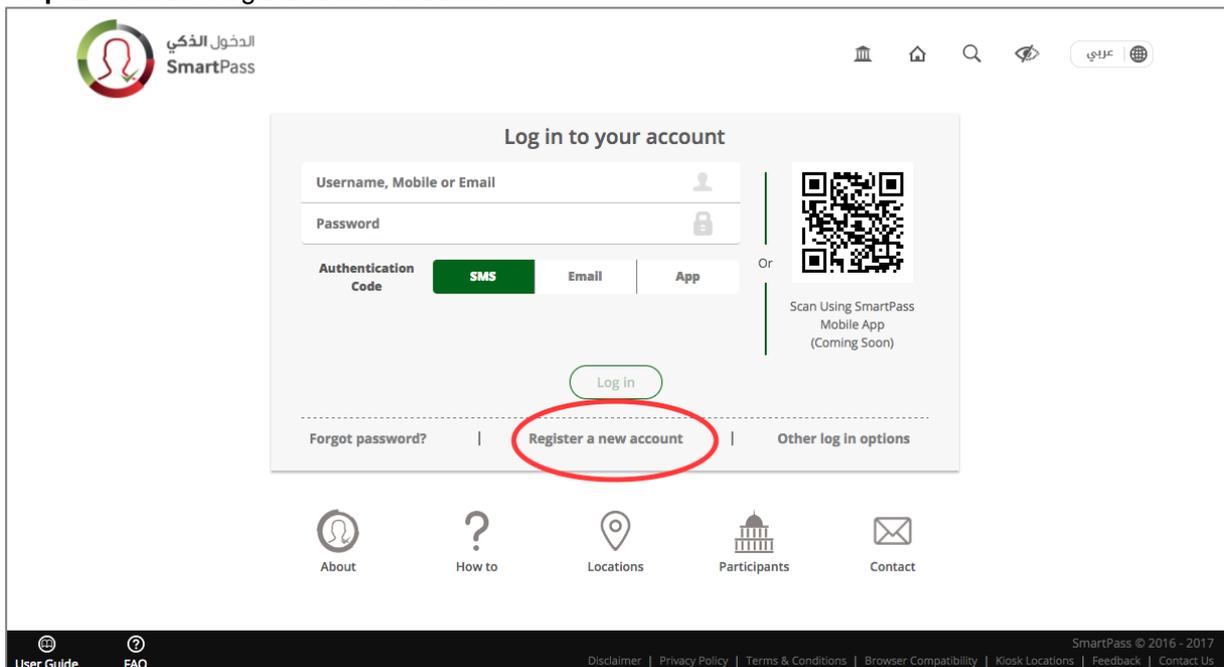
Visit <http://www.smartpass.ae>, then:

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



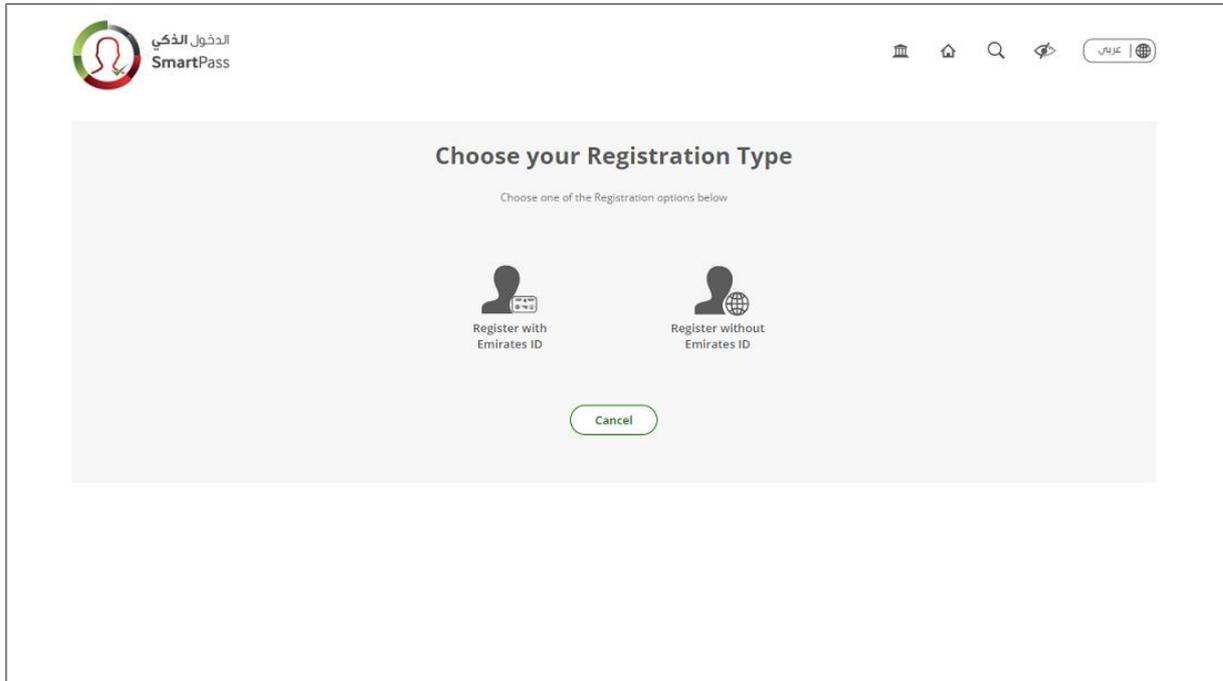
The screenshot shows the SmartPass login page. At the top right, there is a language selector icon (a globe) with the word 'عربي' (Arabic) next to it, which is circled in red. The main content area is titled 'Log in to your account' and contains a form with fields for 'Username, Mobile or Email' and 'Password'. Below these fields are three 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)'. At the bottom of the form is a 'Log in' button. Below the form are three links: 'Forgot password?', 'Register a new account', and 'Other log in options'. At the bottom of the page are five icons: 'About', 'How to', 'Locations', 'Participants', and 'Contact'. The footer contains 'User Guide', 'FAQ', and 'SmartPass © 2016 - 2017'.

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



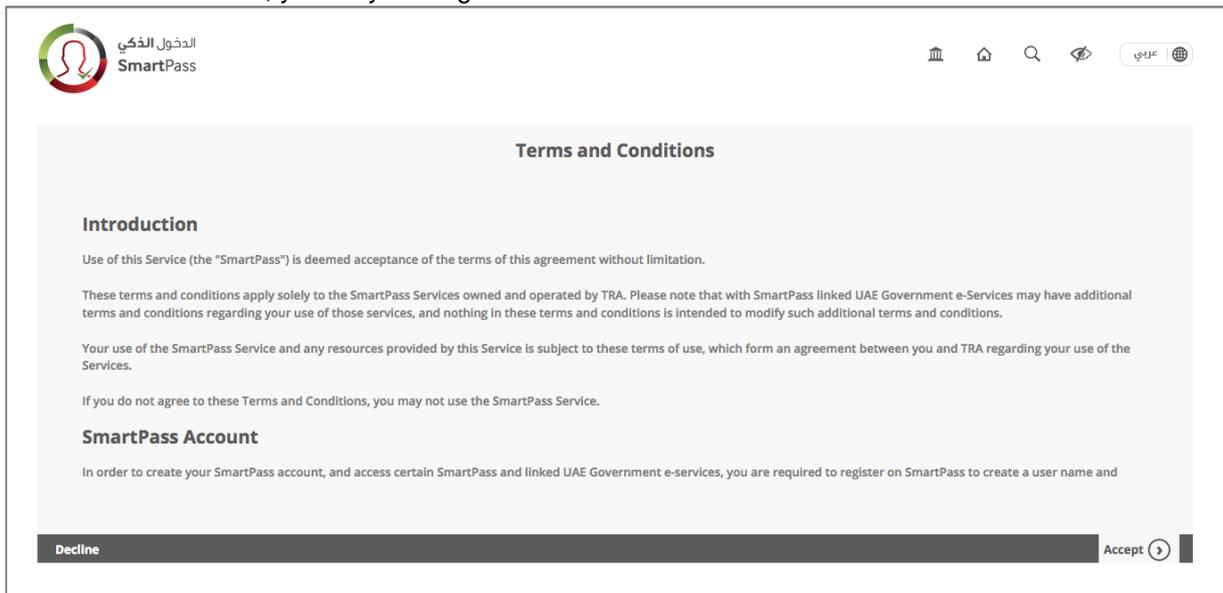
The screenshot shows the same SmartPass login page as above. In this view, the 'Register a new account' link is circled in red. The 'Log in' button is also circled in red. The rest of the page content is identical to the previous screenshot.

**Step 3:** Choose the registration type: Citizen/Resident



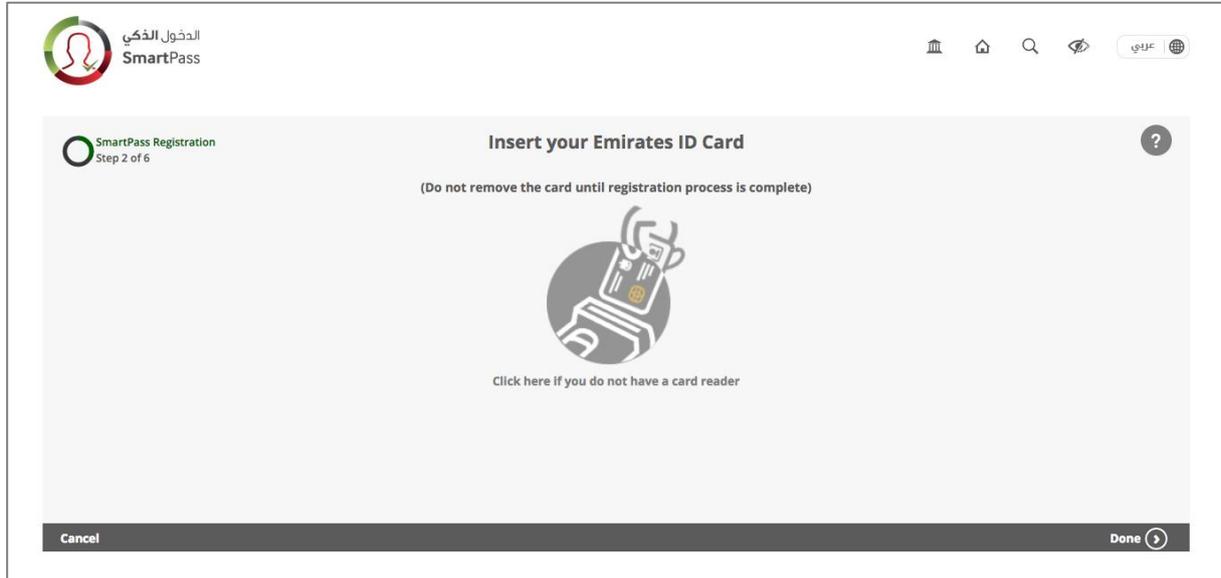
The screenshot shows the SmartPass registration interface. At the top left is the SmartPass logo. The main heading is "Choose your Registration Type" with a sub-heading "Choose one of the Registration options below". There are two options: "Register with Emirates ID" (represented by a person icon with an ID card) 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" page for SmartPass. The page includes an "Introduction" section with the following text: "Use of this Service (the 'SmartPass') is deemed acceptance of the terms of this agreement without limitation. These terms and conditions apply solely to the SmartPass Services owned and operated by TRA. Please note that with SmartPass linked UAE Government e-Services may have additional terms and conditions regarding your use of those services, and nothing in these terms and conditions is intended to modify such additional terms and conditions. Your use of the SmartPass Service and any resources provided by this Service is subject to these terms of use, which form an agreement between you and TRA regarding your use of the Services. If you do not agree to these Terms and Conditions, you may not use the SmartPass Service." Below this is a "SmartPass Account" section with the text: "In order to create your SmartPass account, and access certain SmartPass and linked UAE Government e-services, you are required to register on SmartPass to create a user name and". At the bottom, there are two buttons: "Decline" and "Accept" with a right-pointing arrow.

**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.

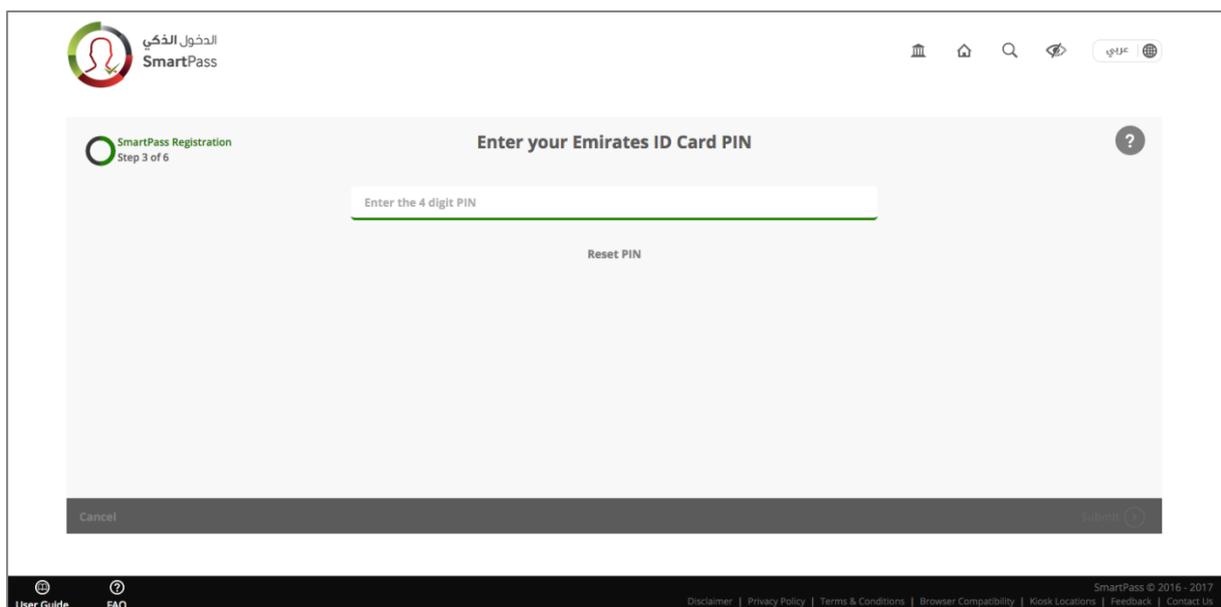


**Step 6:** Enter the 4-digit Emirates ID card PIN and then click on 'Submit' to move to the next step. If you do not know your PIN then click on 'Reset PIN', and proceed with the steps described in section 5.

**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>

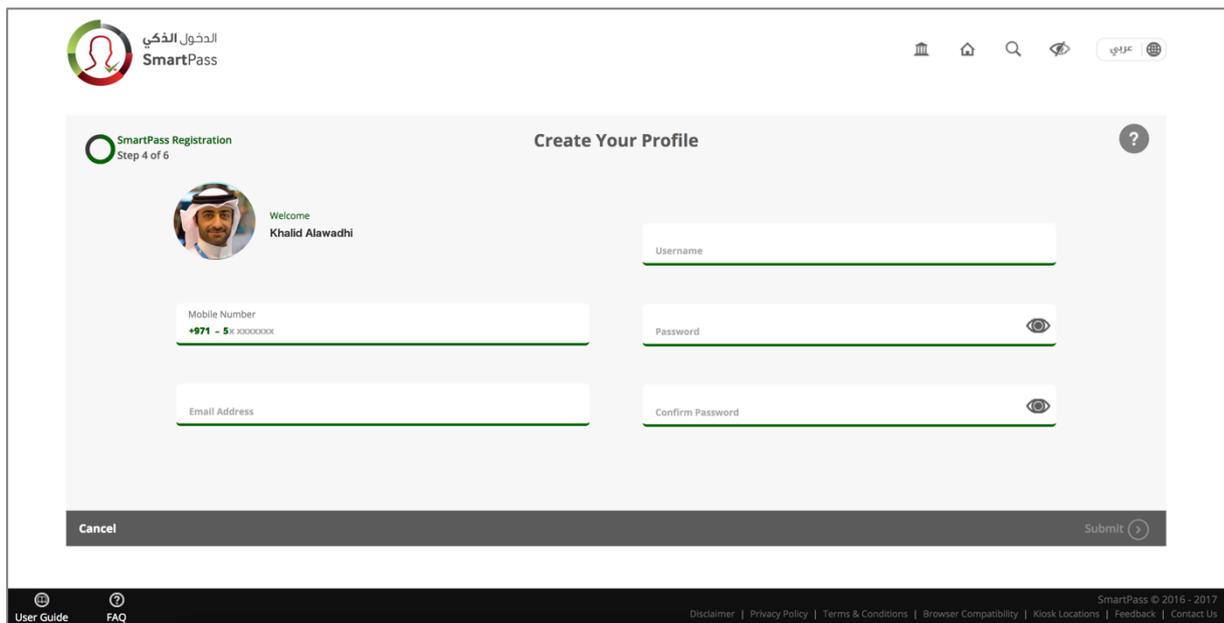


**Step 7:** To create an account with SmartPass as a citizen/resident user, you will need to enter the required information detailed below:

- 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.



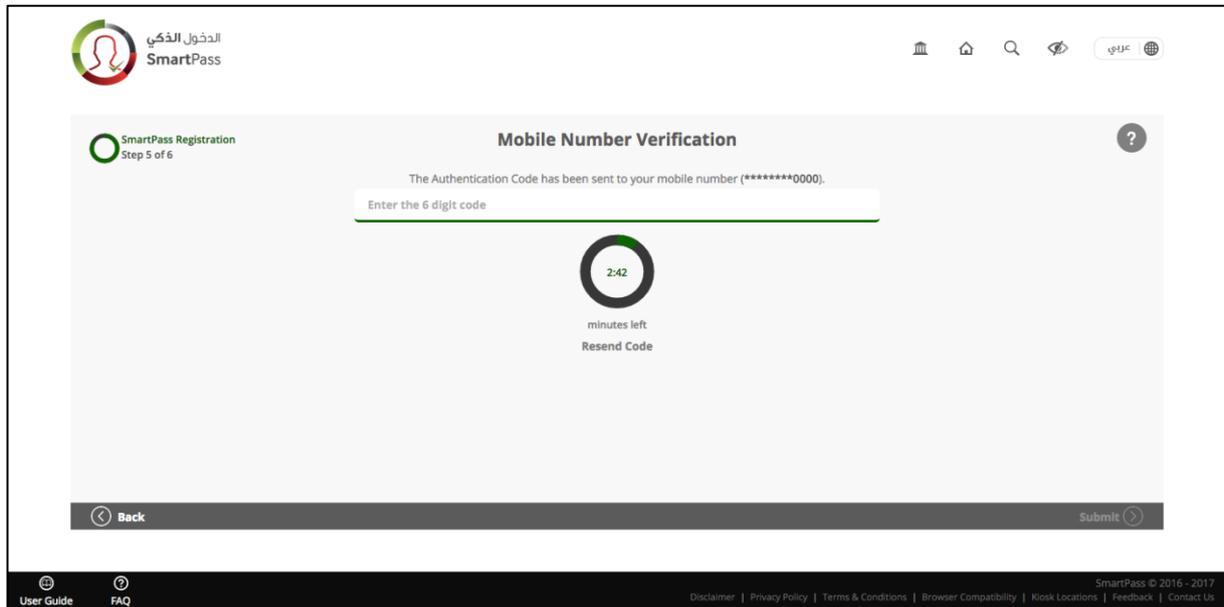
The screenshot shows the 'SmartPass Registration' interface at Step 4 of 6, titled 'Create Your Profile'. The user is identified as 'Khalid Alawadhi'. The form contains the following fields:
 

- Username:** A text input field.
- Password:** A text input field with a visibility toggle (eye icon).
- Confirm Password:** A text input field with a visibility toggle (eye icon).
- Mobile Number:** A text input field with a pre-filled prefix '+971 - 5' and a masked number 'xxxxxxx'.
- Email Address:** A text input field.

 At the bottom of the form, there are 'Cancel' and 'Submit' buttons. The 'Submit' button is highlighted, indicating it is active. The footer of the page includes links for 'User Guide', 'FAQ', 'Disclaimer', 'Privacy Policy', 'Terms & Conditions', 'Browser Compatibility', 'Kiosk Locations', 'Feedback', and 'Contact Us'. The copyright notice is 'SmartPass © 2016 - 2017'.

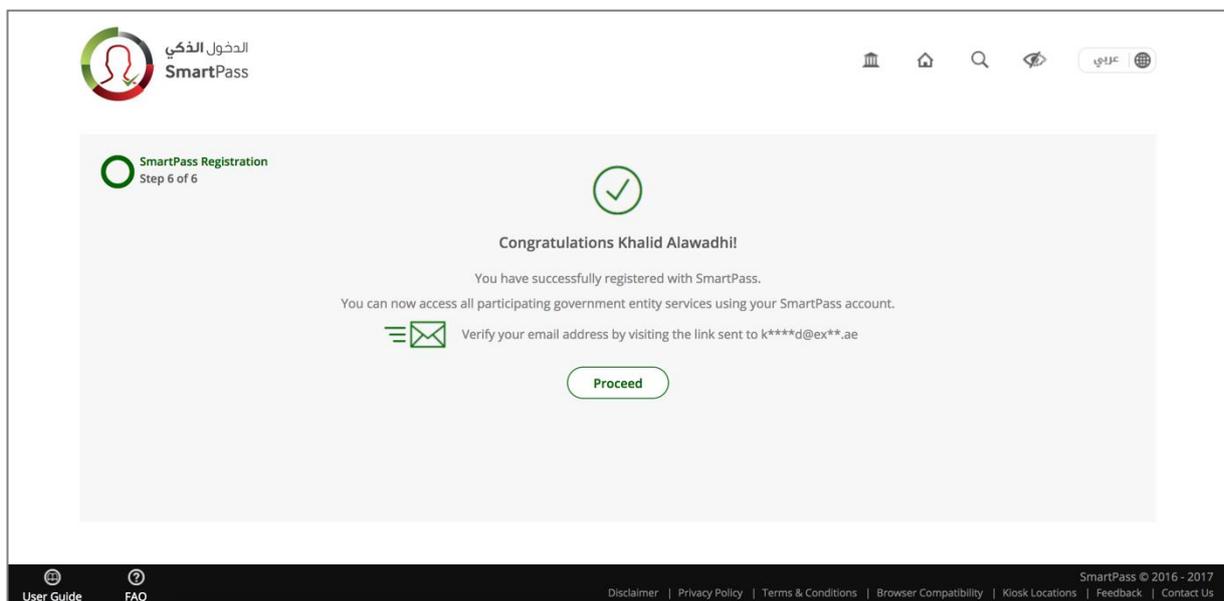
### Step 8:

- 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.



**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'.

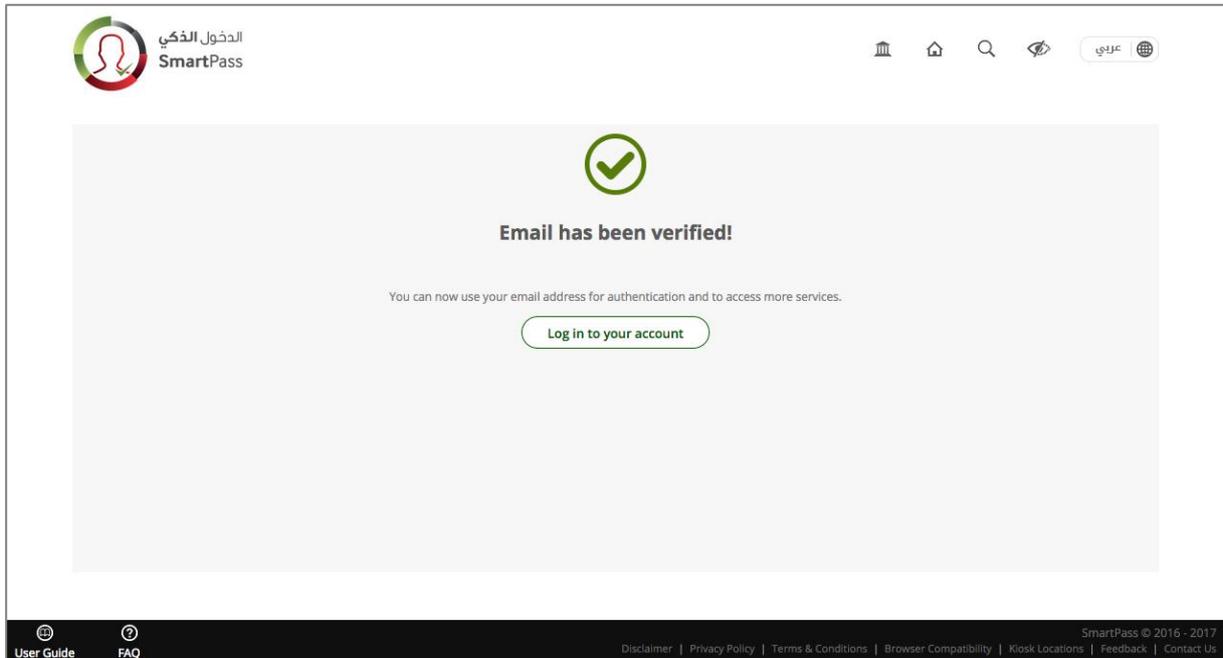


**Step 10:**

- 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

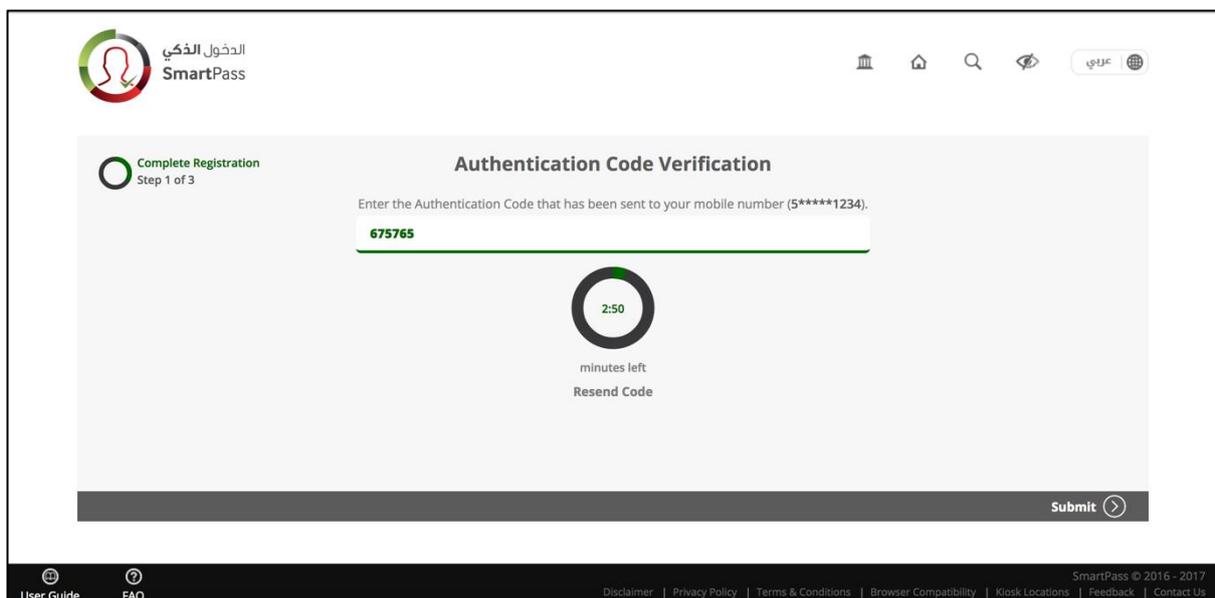
## 2.2 Complete an Unfinished Citizen/Resident Registration

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.

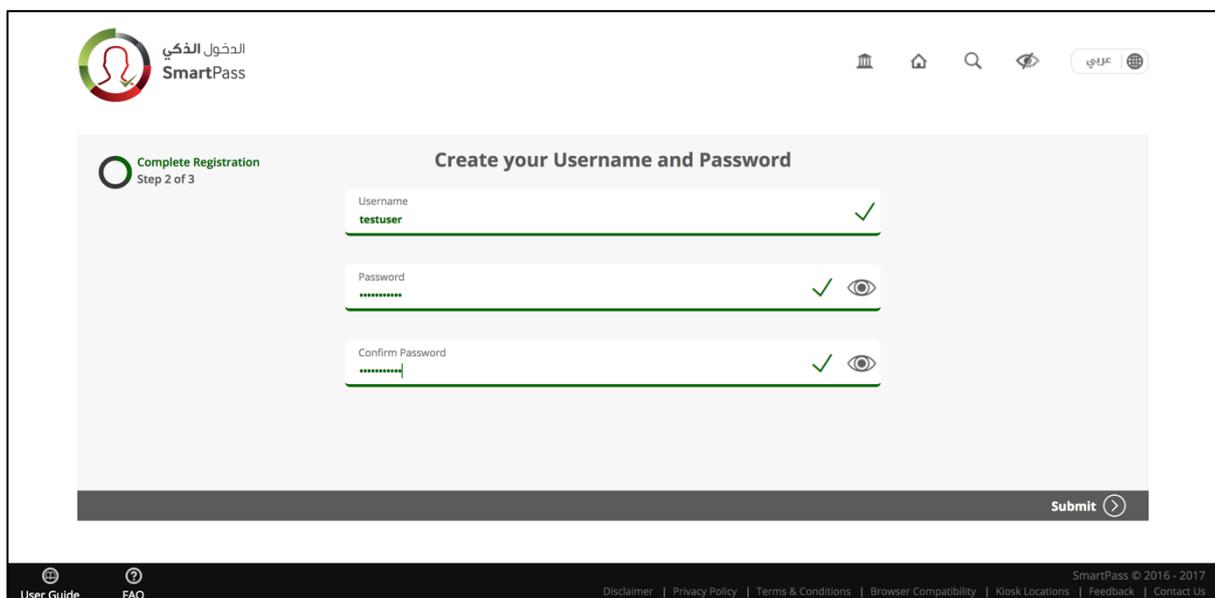
**Step 2:** Enter OTP

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'.

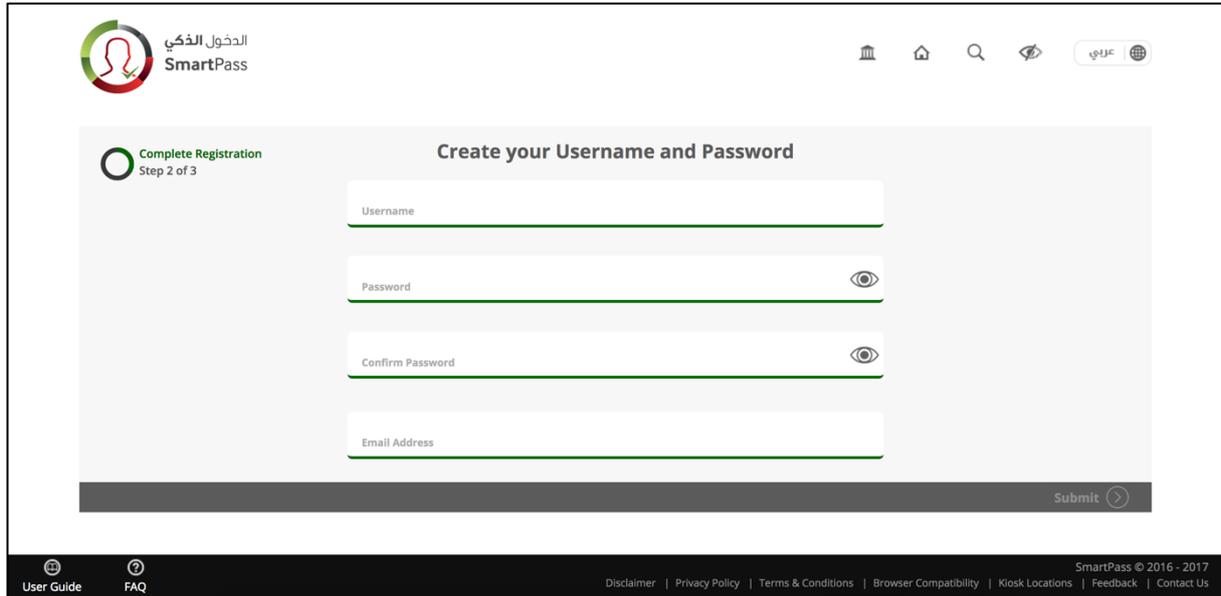


**Step 3:** Enter user information

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



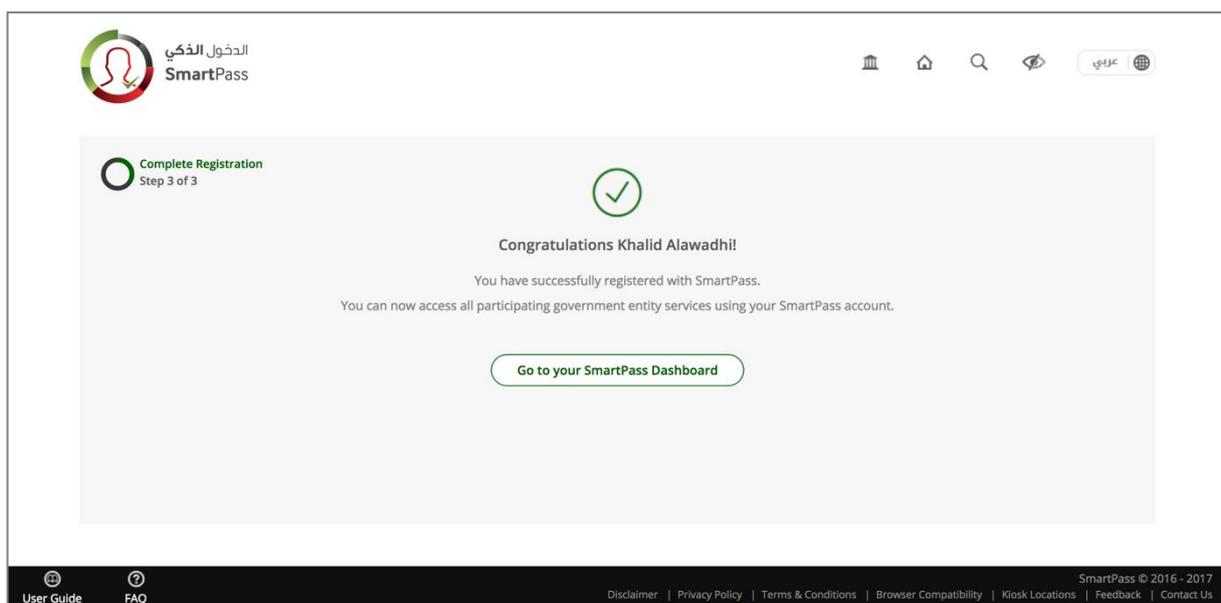
If the user did not provide the email in the initial registration process, then he will be required to provide his email in this step.



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

#### Step 4: Registration confirmation.

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



The screenshot shows the registration confirmation page. The progress indicator shows 'Complete Registration Step 3 of 3'. A green checkmark icon is displayed. The text reads: 'Congratulations Khalid Alawadhi! You have successfully registered with SmartPass. You can now access all participating government entity services using your SmartPass account.' A button labeled 'Go to your SmartPass Dashboard' is centered below the text. The footer is identical to the previous screenshot.

## 2.3 Visitor/International Registration

### 2.3.1 Prerequisites for Visitor/International registration

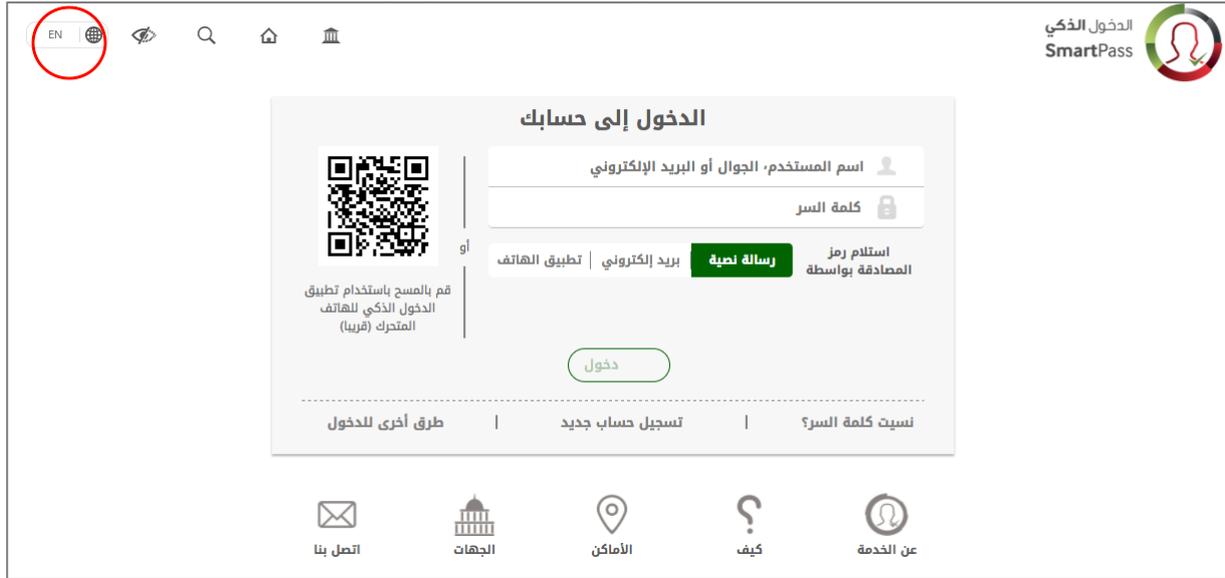
To register as a Visitor/International user on your computer or mobile browser, you will need:

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](#)

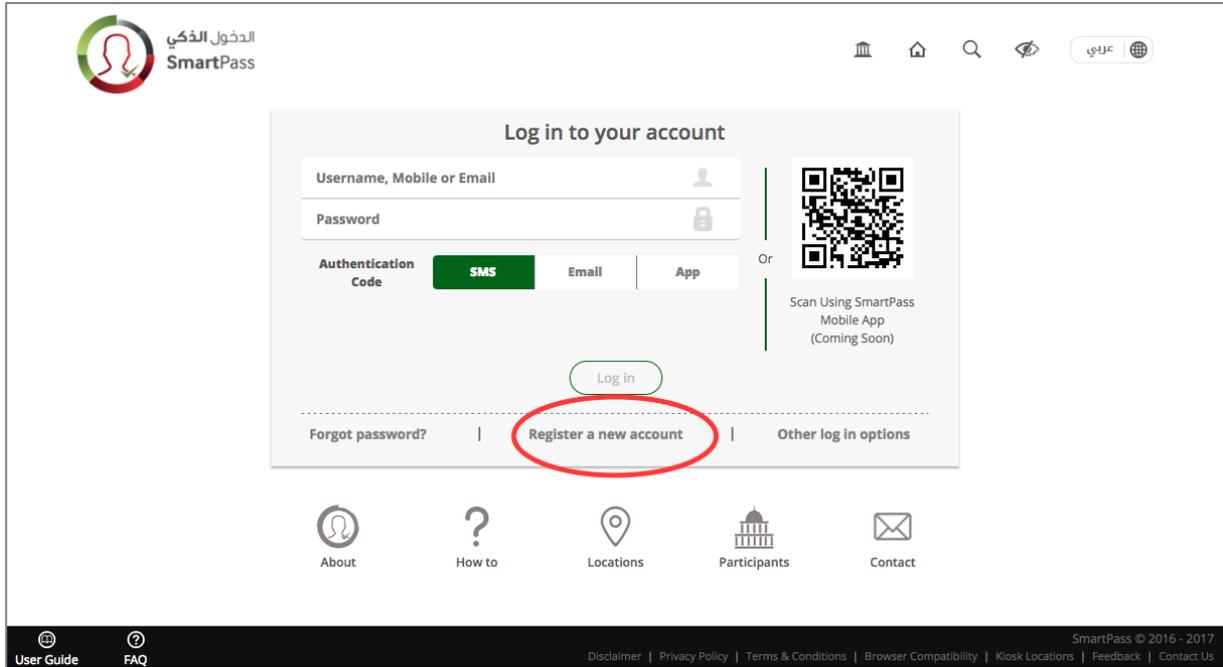
### 2.3.2 Visitor/International Registration Steps

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

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

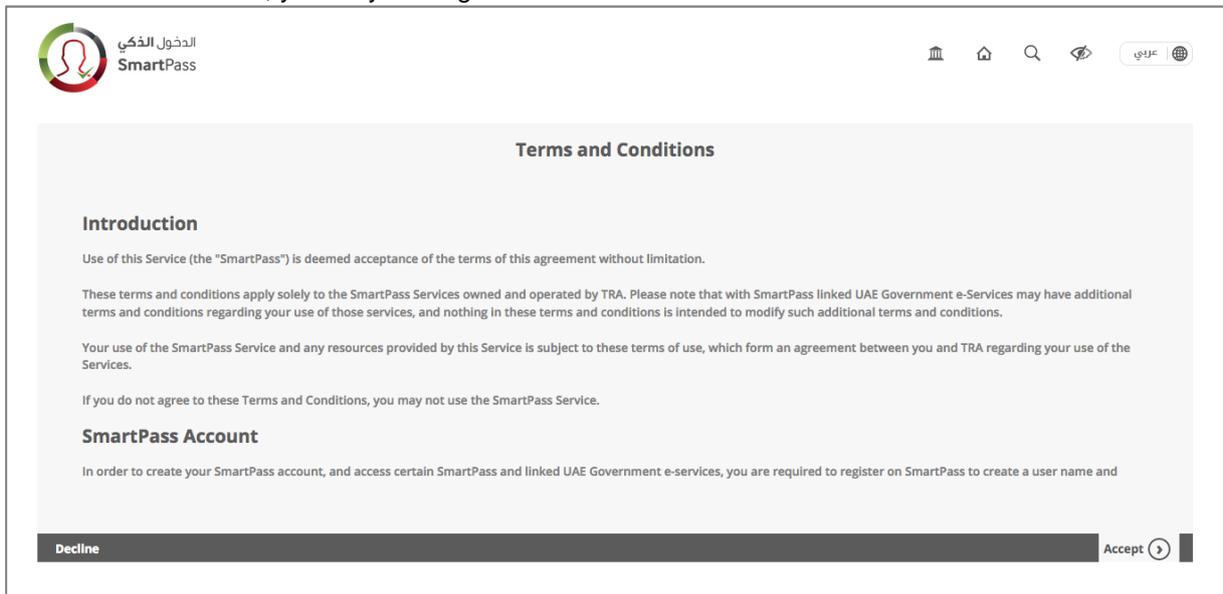


**Step 2:** Click on 'Register a new account'.



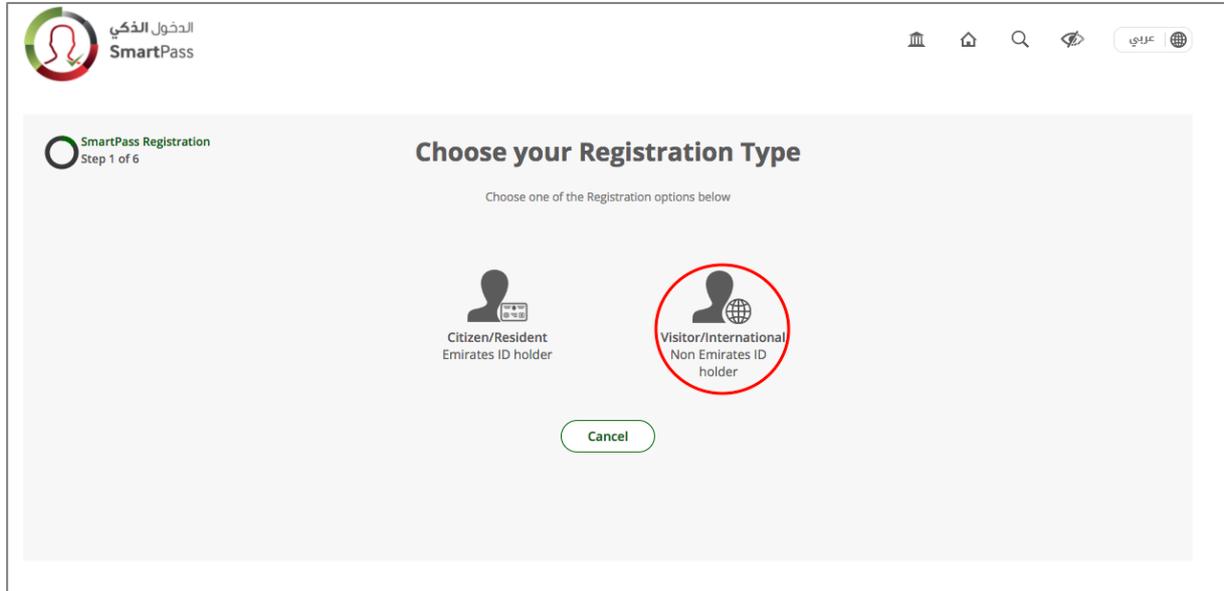
The image shows the SmartPass login page. At the top left is the SmartPass logo with the text 'الدخول الذكي SmartPass'. The main heading is 'Log in to your account'. There are input fields for 'Username, Mobile or Email' and 'Password'. Below these are options for 'Authentication Code' with buttons for 'SMS', 'Email', and 'App'. To the right is a QR code and the text 'Scan Using SmartPass Mobile App (Coming Soon)'. A 'Log in' button is centered below the input fields. At the bottom of the login form, there are three links: 'Forgot password?', 'Register a new account' (circled in red), and 'Other log in options'. At the bottom of the page, there are icons for 'About', 'How to', 'Locations', 'Participants', and 'Contact'. The footer contains 'User Guide', 'FAQ', and 'SmartPass © 2016 - 2017' along with various policy links.

**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 image shows the 'Terms and Conditions' page for SmartPass. The heading is 'Terms and Conditions'. Under 'Introduction', it states: 'Use of this Service (the "SmartPass") is deemed acceptance of the terms of this agreement without limitation. These terms and conditions apply solely to the SmartPass Services owned and operated by TRA. Please note that with SmartPass linked UAE Government e-Services may have additional terms and conditions regarding your use of those services, and nothing in these terms and conditions is intended to modify such additional terms and conditions. Your use of the SmartPass Service and any resources provided by this Service is subject to these terms of use, which form an agreement between you and TRA regarding your use of the Services. If you do not agree to these Terms and Conditions, you may not use the SmartPass Service.' Under 'SmartPass Account', it states: 'In order to create your SmartPass account, and access certain SmartPass and linked UAE Government e-services, you are required to register on SmartPass to create a user name and'. At the bottom, there are two buttons: 'Decline' and 'Accept' with a right-pointing arrow.

**Step 4:** Choose the registration type: Visitor/International

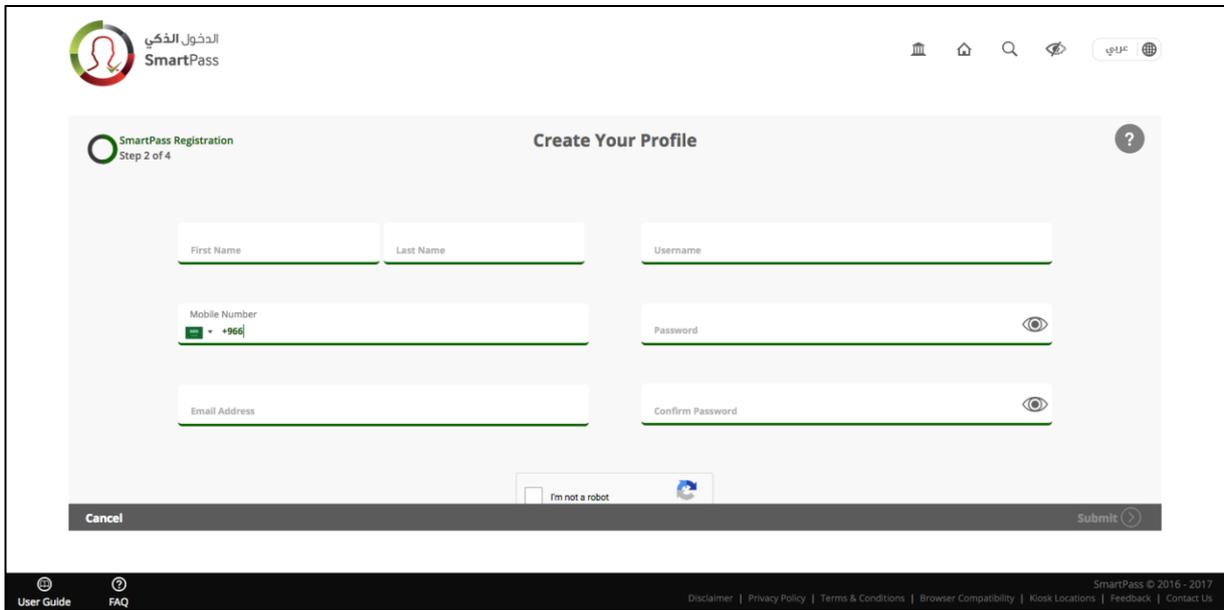


The screenshot shows the SmartPass registration interface. At the top left, there is a logo for 'الدخول الذكي SmartPass'. The main heading is 'Choose your Registration Type' with the instruction 'Choose one of the Registration options below'. Two options are presented: 'Citizen/Resident Emirates ID holder' and 'Visitor/International Non Emirates ID holder'. The 'Visitor/International' option is highlighted with a red circle. A 'Cancel' button is located at the bottom center.

### 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. It features the following fields and elements:

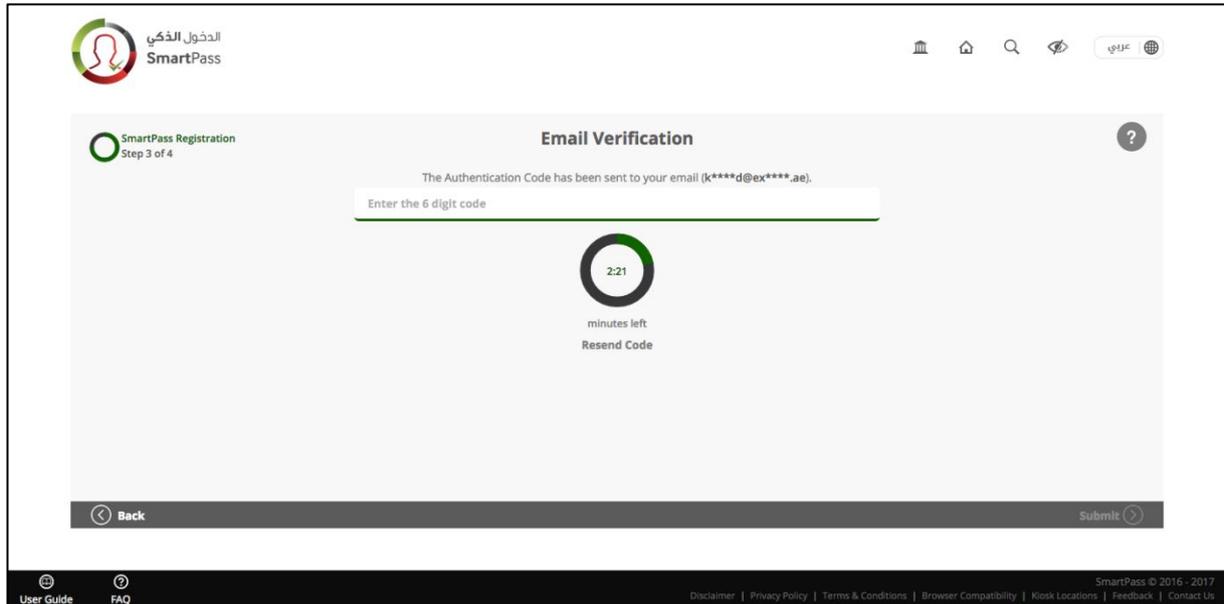
- SmartPass Registration Step 2 of 4** (Progress indicator)
- Create Your Profile** (Section title)
- First Name** and **Last Name** (Text input fields)
- Username** (Text input field)
- Mobile Number** (Text input field with a dropdown for country code, currently set to +966)
- Password** (Text input field with a visibility toggle icon)
- Email Address** (Text input field)
- Confirm Password** (Text input field with a visibility toggle icon)
- I'm not a robot** (Checkbox with a CAPTCHA icon)
- Cancel** and **Submit** (Buttons)

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

### 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

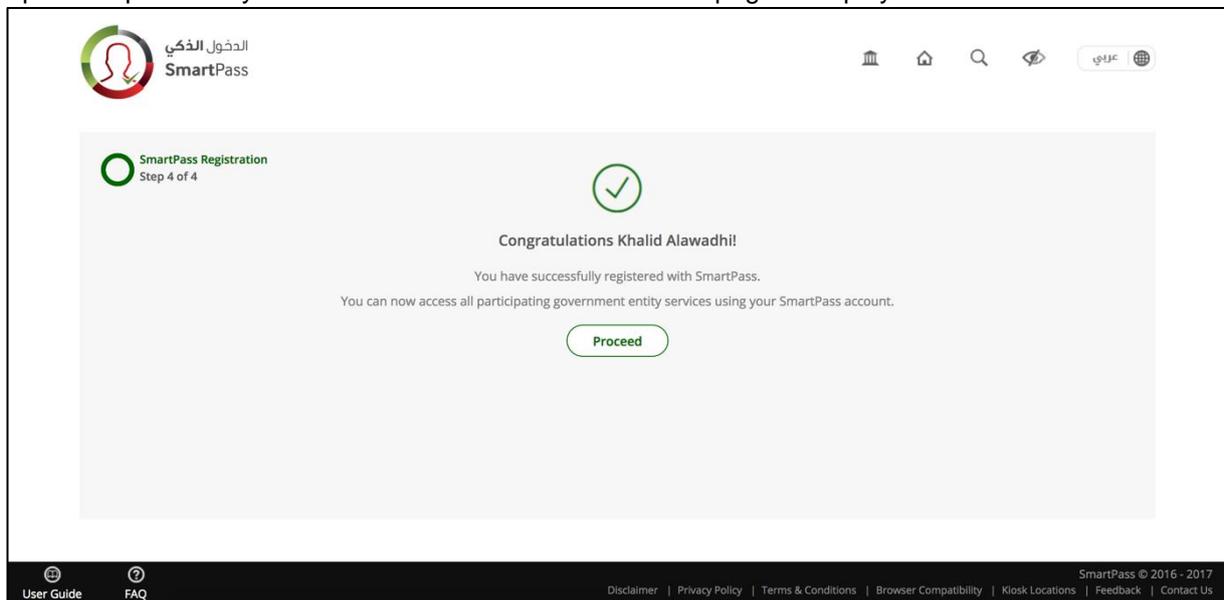
need to input the 6–digit code number.



The screenshot shows the 'Email Verification' step of the SmartPass registration process. The page title is 'الدخول الذكي SmartPass'. The main heading is 'Email Verification'. A message states: 'The Authentication Code has been sent to your email (k\*\*\*\*d@ex\*\*\*\*.ae)'. Below this is a text input field labeled 'Enter the 6 digit code'. A circular progress indicator shows '2:21 minutes left' and a 'Resend Code' button. At the bottom, there are 'Back' and 'Submit' buttons. The footer contains links for 'User Guide', 'FAQ', and 'SmartPass © 2016 - 2017'.

**Step 7:** Registration confirmation.

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



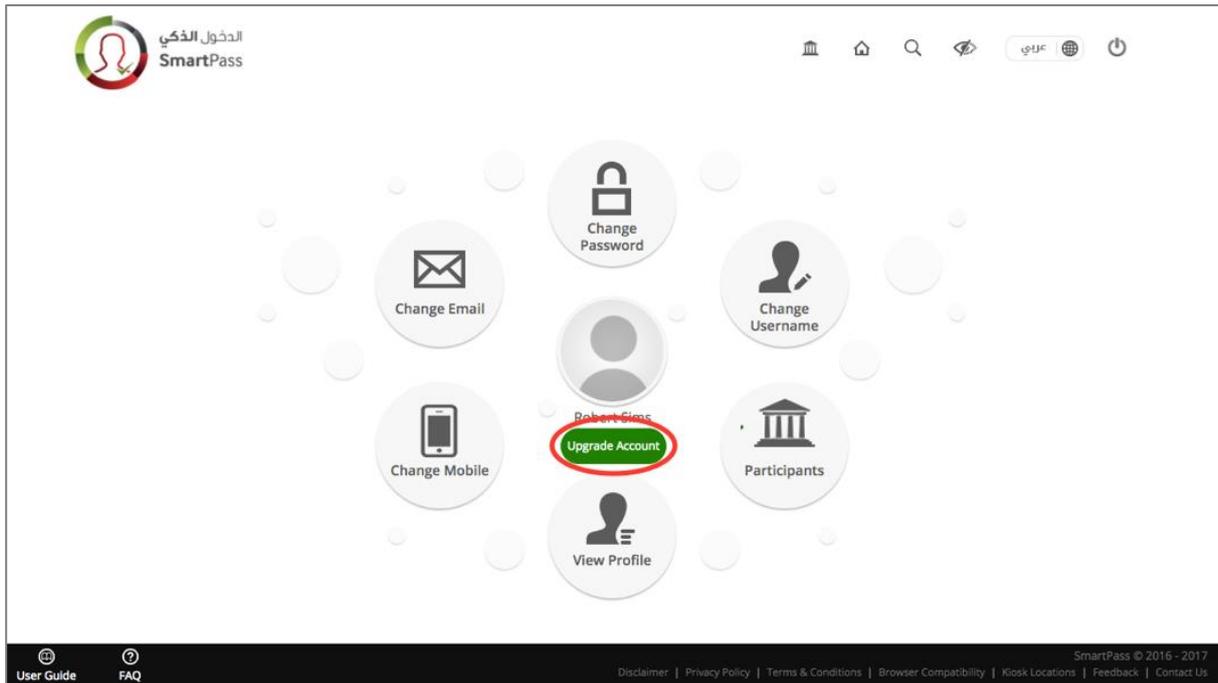
The screenshot shows the 'Registration Confirmation' step of the SmartPass registration process. The page title is 'الدخول الذكي SmartPass'. The main heading is 'SmartPass Registration Step 4 of 4'. A green checkmark icon is displayed above the text: 'Congratulations Khalid Alawadhi! You have successfully registered with SmartPass. You can now access all participating government entity services using your SmartPass account.' Below this is a 'Proceed' button. The footer contains links for 'User Guide', 'FAQ', and 'SmartPass © 2016 - 2017'.

## 3. Upgrade Your Account

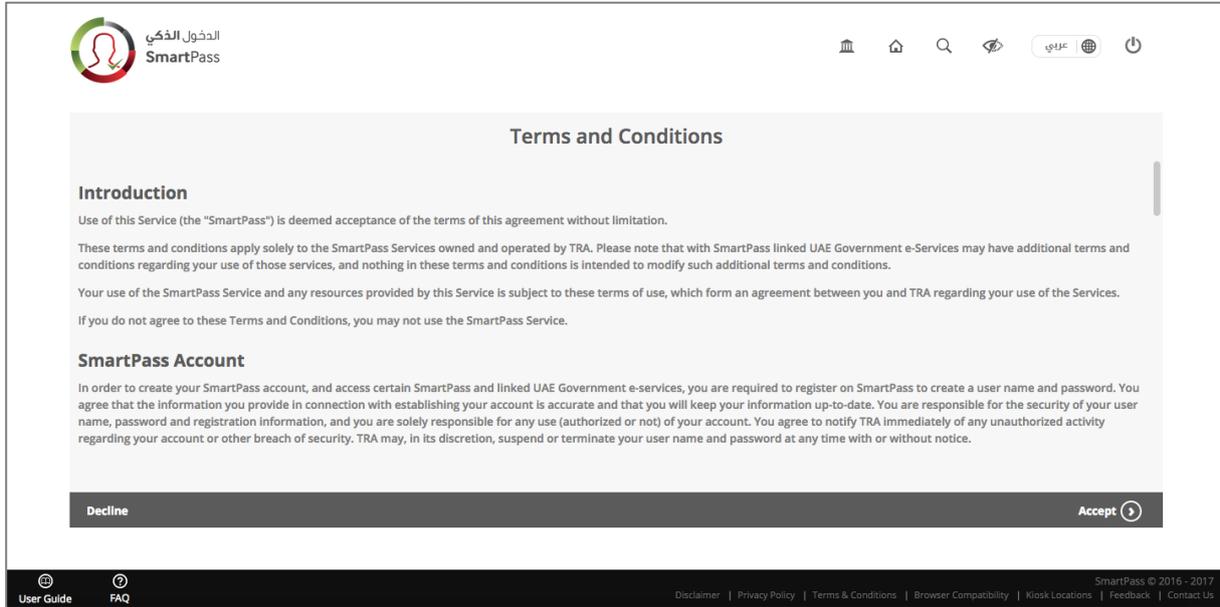
Visitor/international accounts can be upgraded to a Citizen/Resident account which will enable the user to access more services.

**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' page for SmartPass. At the top left is the SmartPass logo with the text 'الدخول الذكي SmartPass'. The page title is 'Terms and Conditions'. Below the title is an 'Introduction' section with the following text:

Use of this Service (the "SmartPass") is deemed acceptance of the terms of this agreement without limitation.

These terms and conditions apply solely to the SmartPass Services owned and operated by TRA. Please note that with SmartPass linked UAE Government e-Services may have additional terms and conditions regarding your use of those services, and nothing in these terms and conditions is intended to modify such additional terms and conditions.

Your use of the SmartPass Service and any resources provided by this Service is subject to these terms of use, which form an agreement between you and TRA regarding your use of the Services.

If you do not agree to these Terms and Conditions, you may not use the SmartPass Service.

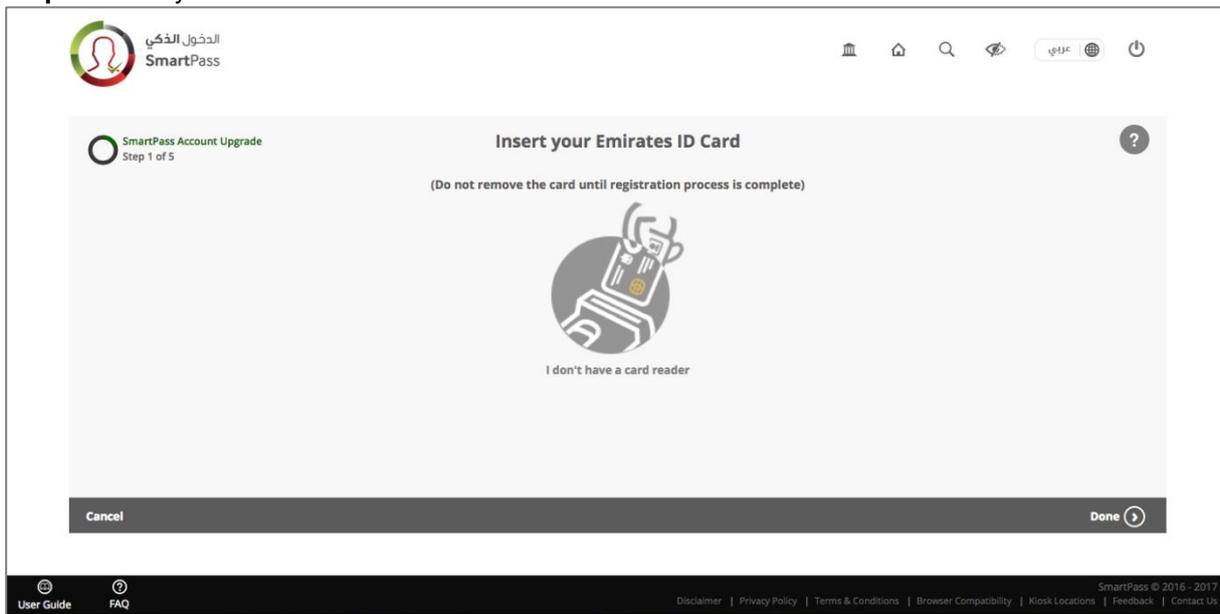
Below the introduction is a 'SmartPass Account' section with the following text:

In order to create your SmartPass account, and access certain SmartPass and linked UAE Government e-services, you are required to register on SmartPass to create a user name and password. You agree that the information you provide in connection with establishing your account is accurate and that you will keep your information up-to-date. You are responsible for the security of your user name, password and registration information, and you are solely responsible for any use (authorized or not) of your account. You agree to notify TRA immediately of any unauthorized activity regarding your account or other breach of security. TRA may, in its discretion, suspend or terminate your user name and password at any time with or without notice.

At the bottom of the page, there are two buttons: 'Decline' and 'Accept' with a right-pointing arrow.

The footer contains links for 'User Guide', 'FAQ', 'Disclaimer', 'Privacy Policy', 'Terms & Conditions', 'Browser Compatibility', 'Kiosk Locations', 'Feedback', and 'Contact Us'. It also includes the copyright notice 'SmartPass © 2016 - 2017'.

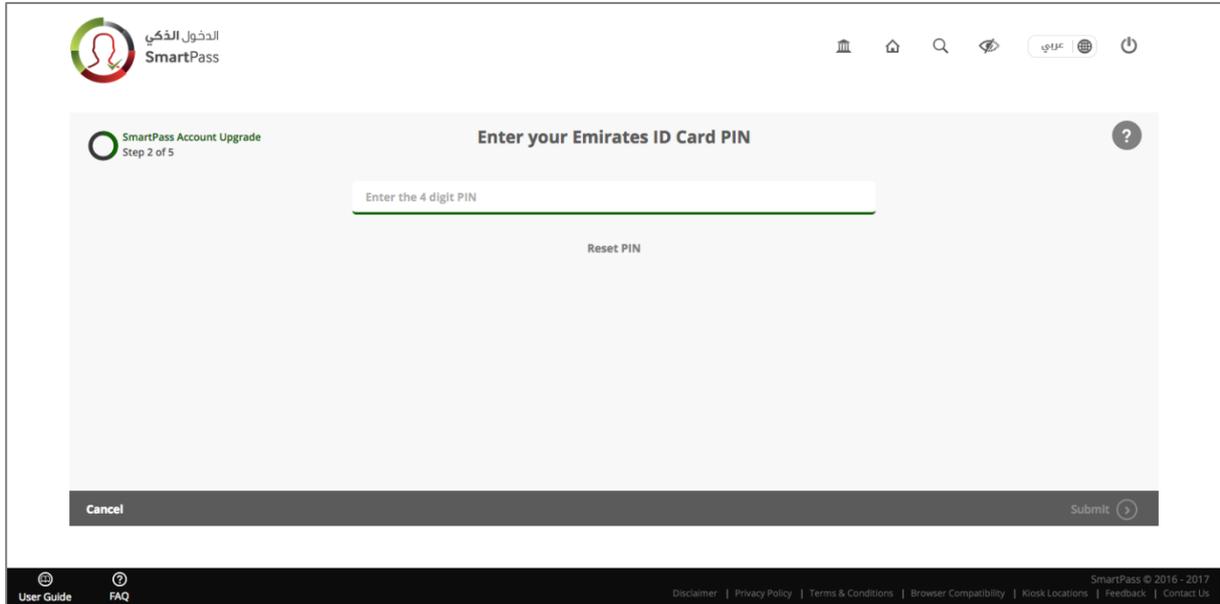
**Step 4:** Insert your Emirates ID card into the card reader.



The screenshot shows the 'SmartPass Account Upgrade' screen, Step 1 of 5. The main heading is 'Insert your Emirates ID Card'. Below the heading is the instruction: '(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 is the text 'I don't have a card reader'. At the bottom of the screen, there are two buttons: 'Cancel' and 'Done' with a right-pointing arrow.

The footer contains links for 'User Guide', 'FAQ', 'Disclaimer', 'Privacy Policy', 'Terms & Conditions', 'Browser Compatibility', 'Kiosk Locations', 'Feedback', and 'Contact Us'. It also includes the copyright notice 'SmartPass © 2016 - 2017'.

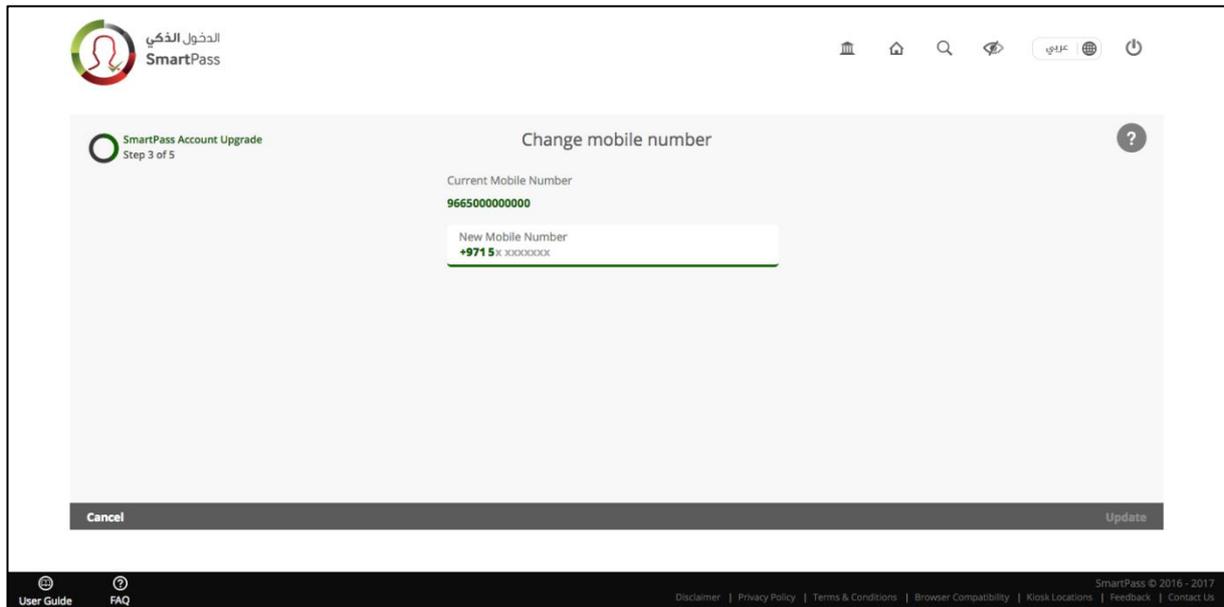
**Step 5: Enter your Emirates ID Card PIN.**



The screenshot shows the SmartPass Account Upgrade interface at Step 2 of 5. The main heading is "Enter your Emirates ID Card PIN". Below this, there is a text input field labeled "Enter the 4 digit PIN" with a green underline. 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 refresh icon, a language selector set to "عربي", and a power icon. The footer contains links for "User Guide", "FAQ", and "SmartPass © 2016 - 2017" along with "Disclaimer", "Privacy Policy", "Terms & Conditions", "Browser Compatibility", "Kiosk Locations", "Feedback", and "Contact Us".

**Step 6: Update your mobile number.**

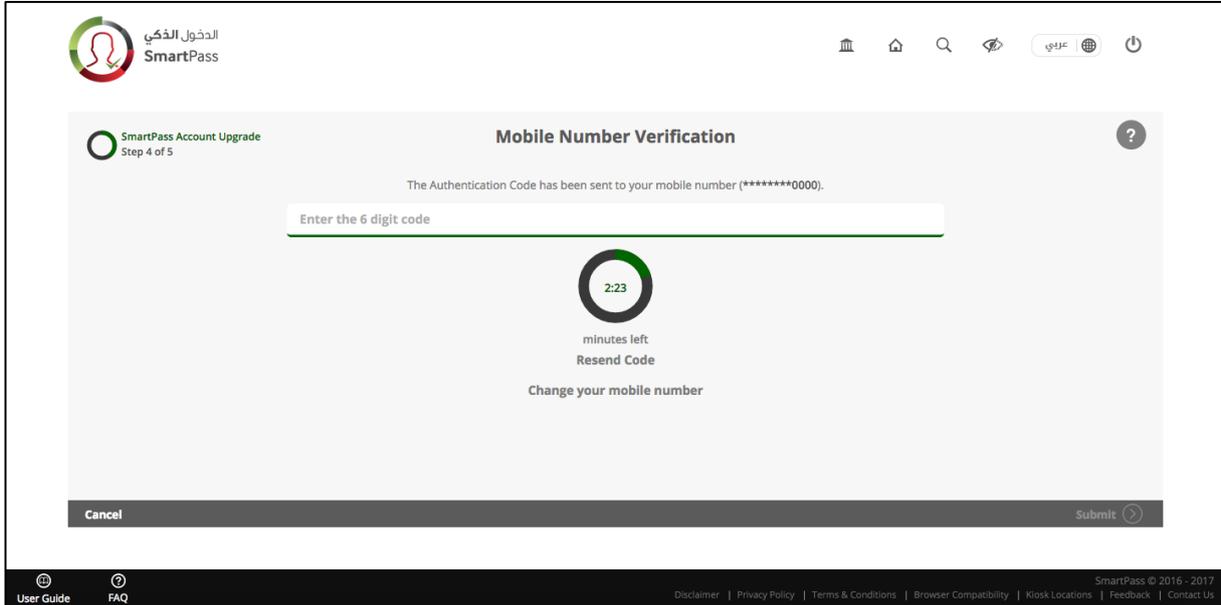
If you have an international number in your profile, you will be prompted to enter your UAE mobile number.



The screenshot shows the SmartPass Account Upgrade interface at Step 3 of 5. The main heading is "Change mobile number". Below this, there are two sections: "Current Mobile Number" with the value "966500000000" and "New Mobile Number" with a text input field containing "+971 5: xxxxxxxx". At the bottom of the form, there are "Cancel" and "Update" buttons. The top navigation bar includes the SmartPass logo, a home icon, a search icon, a refresh icon, a language selector set to "عربي", and a power icon. The footer contains links for "User Guide", "FAQ", and "SmartPass © 2016 - 2017" along with "Disclaimer", "Privacy Policy", "Terms & Conditions", "Browser Compatibility", "Kiosk Locations", "Feedback", and "Contact Us".

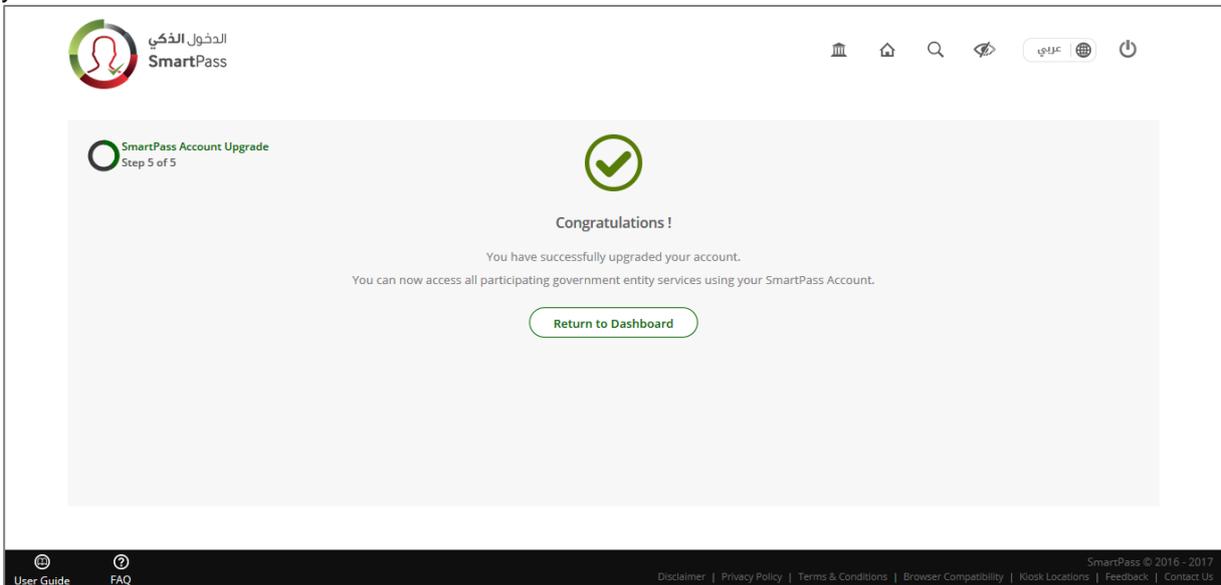
**Step 7: Validate your mobile number.**

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.



### Step 8: Upgrade confirmation.

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

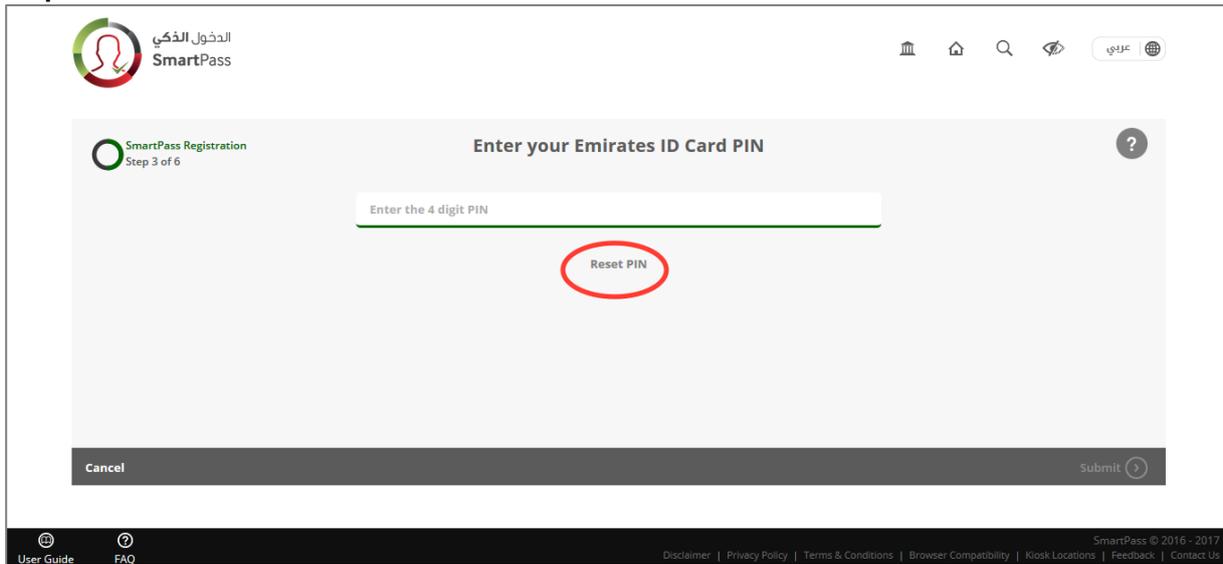


## 4. Reset Emirates ID card PIN

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

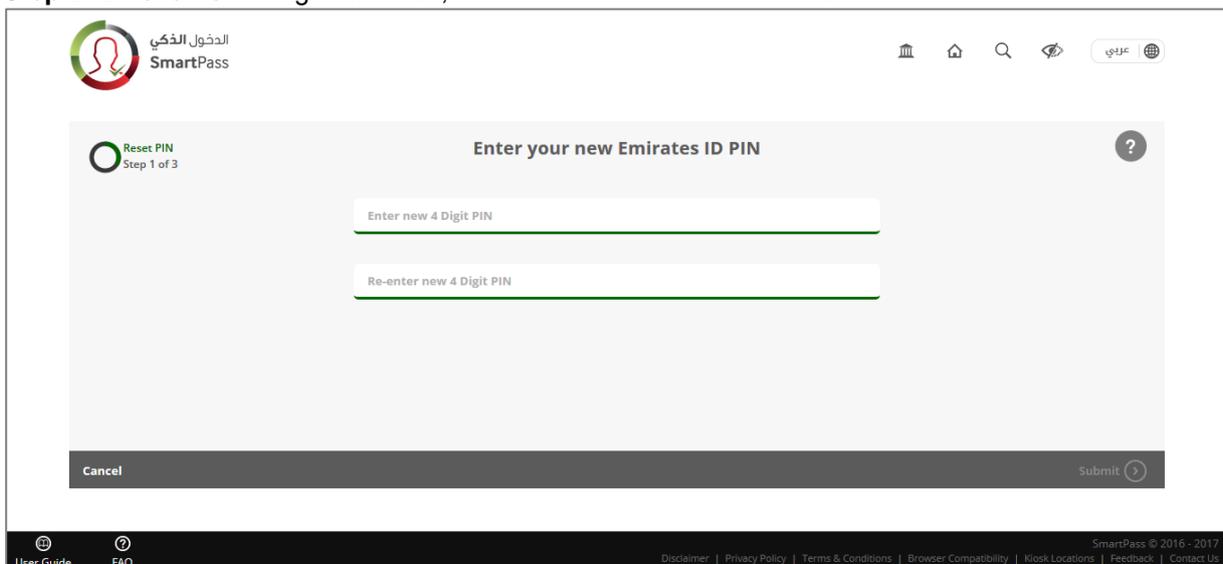
During the registration process, you have the option to reset your card PIN. The steps are as follows :

**Step 1:** Click on 'Reset PIN?'.



The screenshot shows the SmartPass Registration interface at Step 3 of 6. The main heading is "Enter your Emirates ID Card PIN". Below this, there is a text input field labeled "Enter the 4 digit PIN". A red circle highlights a "Reset PIN" button located below the input field. At the bottom of the form, there are "Cancel" and "Submit" buttons. The footer contains links for "User Guide", "FAQ", "Disclaimer", "Privacy Policy", "Terms & Conditions", "Browser Compatibility", "Kiosk Locations", "Feedback", and "Contact Us".

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

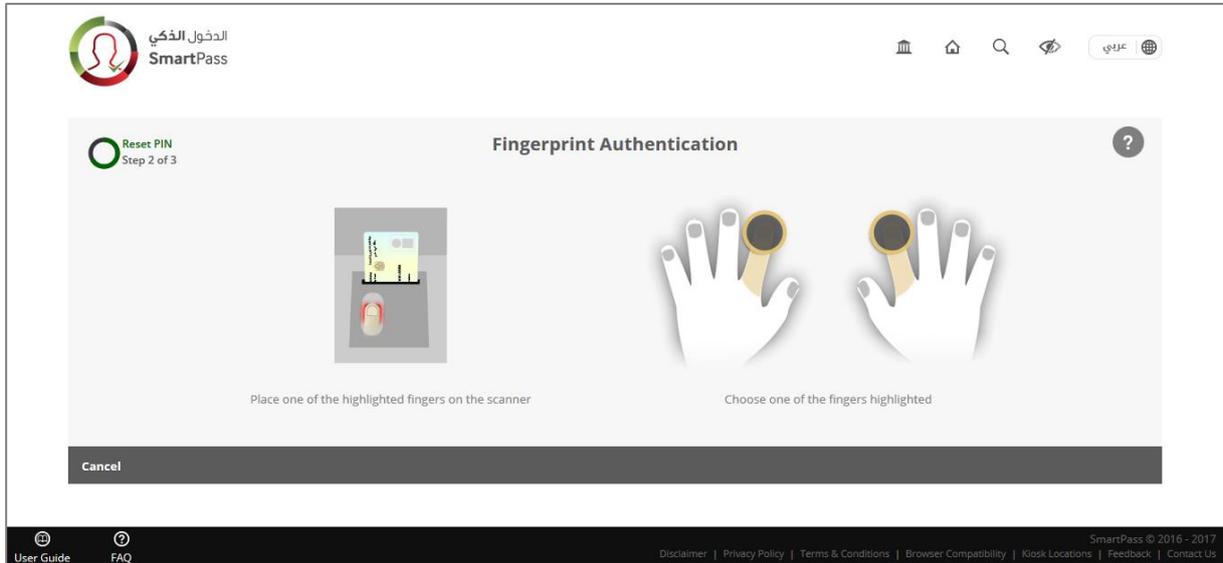


The screenshot shows the SmartPass Registration interface at Step 1 of 3. The main heading is "Enter your new Emirates ID PIN". Below this, there are two text input fields: "Enter new 4 Digit PIN" and "Re-enter new 4 Digit PIN". At the bottom of the form, there are "Cancel" and "Submit" buttons. The footer contains links for "User Guide", "FAQ", "Disclaimer", "Privacy Policy", "Terms & Conditions", "Browser Compatibility", "Kiosk Locations", "Feedback", and "Contact Us".

**Step 3:**

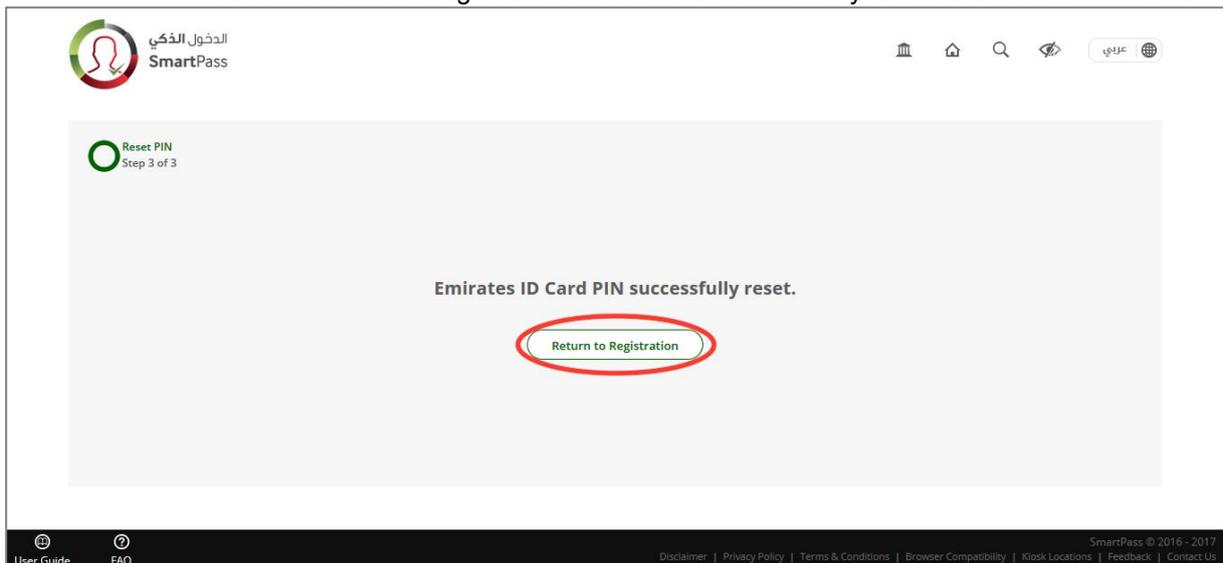
- You will be asked to place either of the highlighted fingers on the fingerprint reader / scanner.

- 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

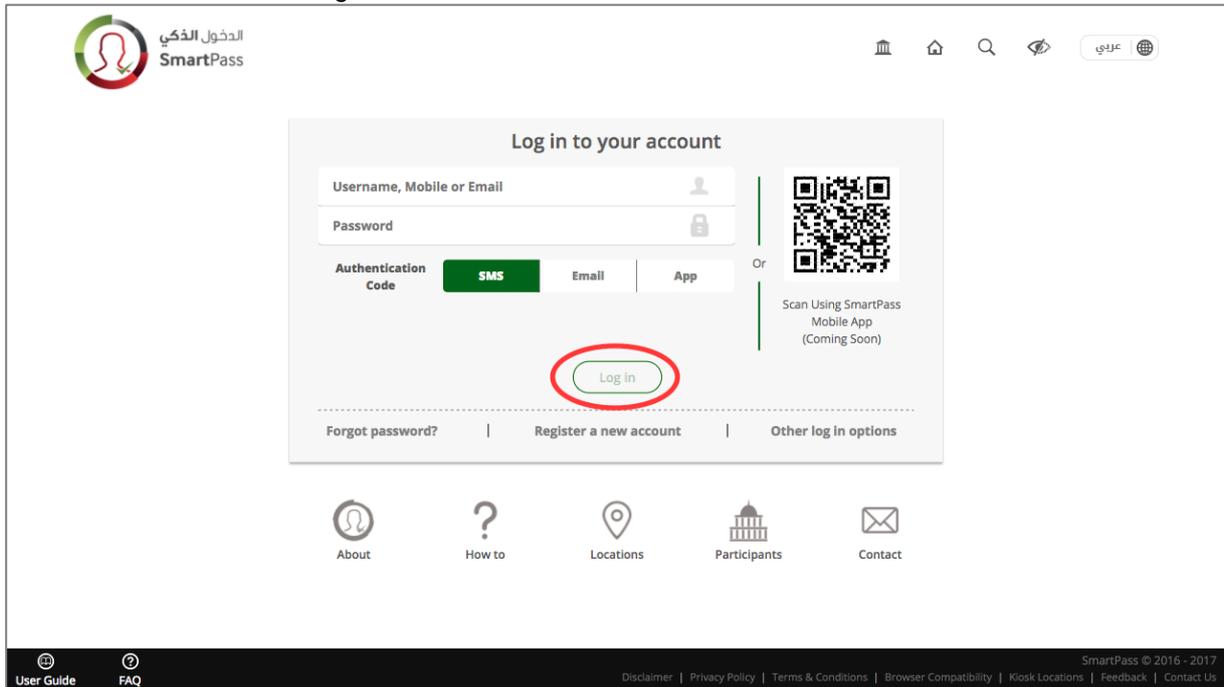
**Note:** This section is applicable to Citizen/Resident accounts only.

### 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.

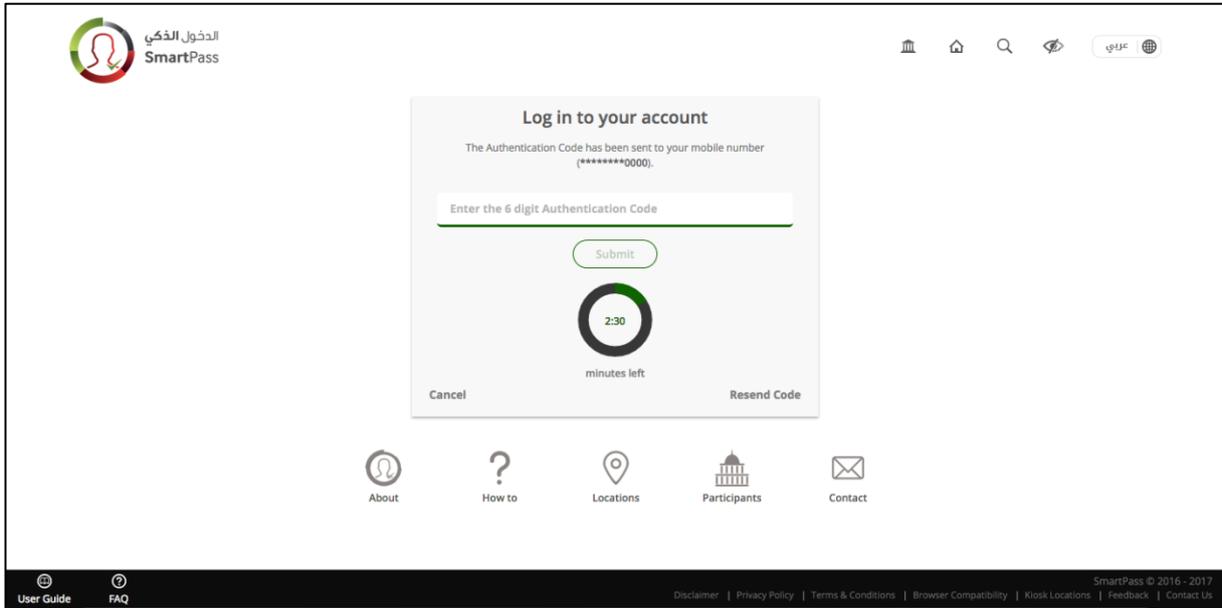
- For secure log in, you will be asked to enter the authentication code which you may receive either on your registered mobile number or at the registered email address.
- Choose where you want to receive your Authentication code, via SMS, EMAIL or (SmartPass Mobile) App.
- Click on 'Log in' button.



### Step 2:

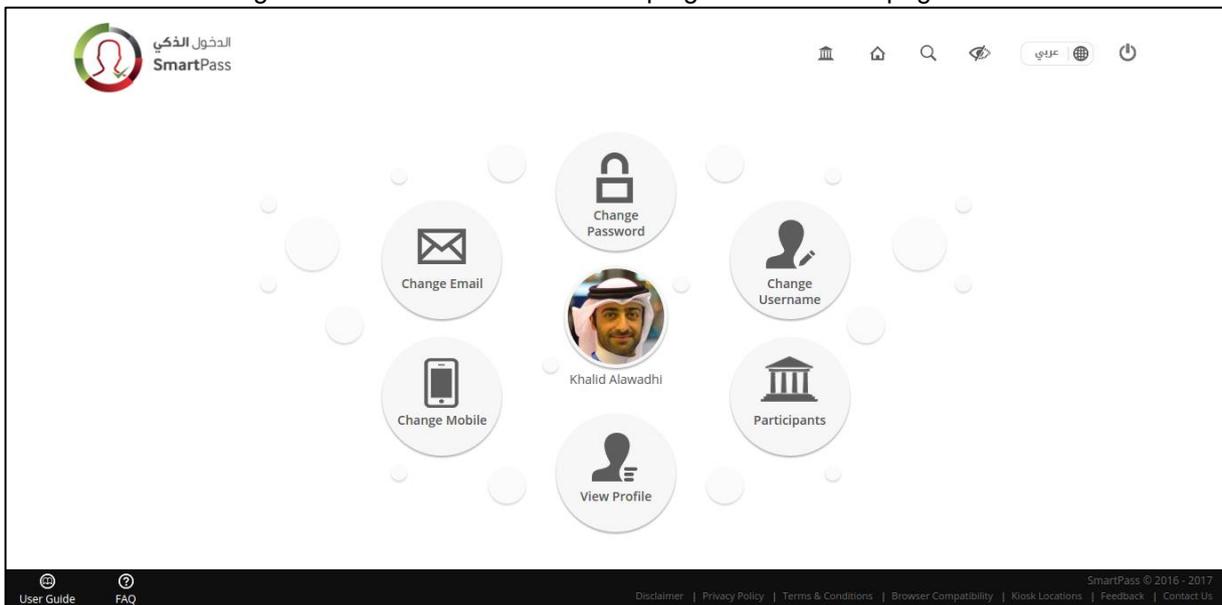
- Enter the 6-digit authentication code you received by SMS or email (you will receive the authentication code by SMS or email based on your choice during step1) then click on 'Submit' button.

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



### 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.

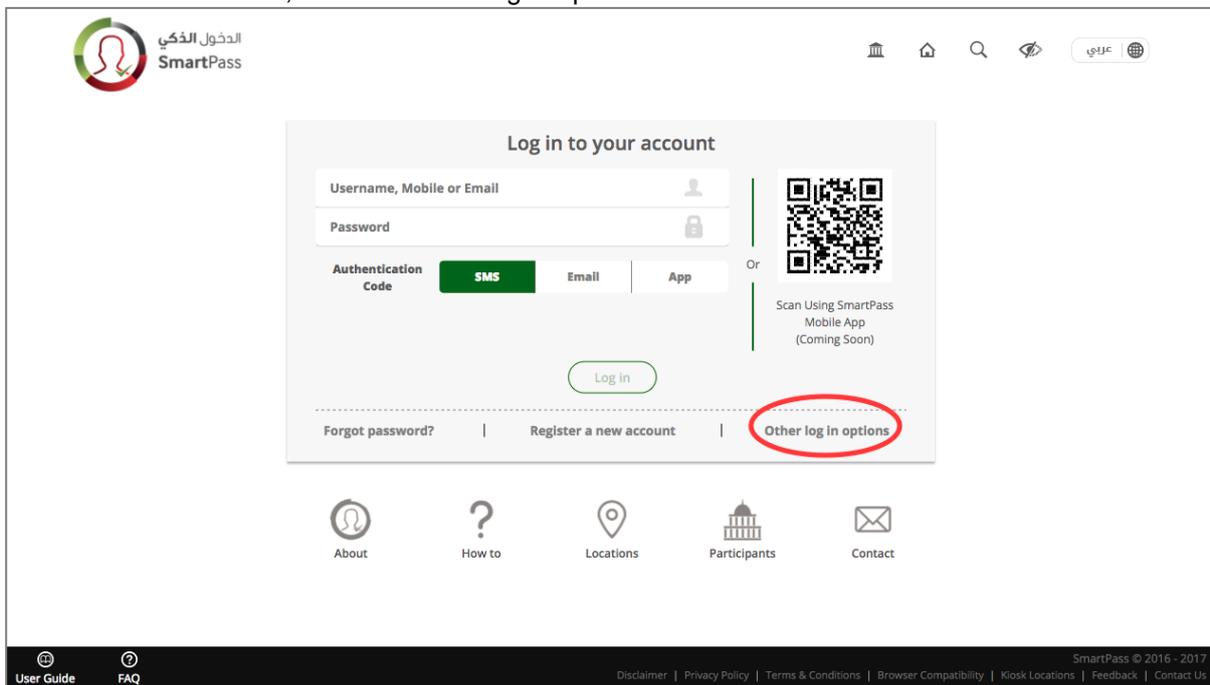


## 6. Log in using Emirates ID card PIN

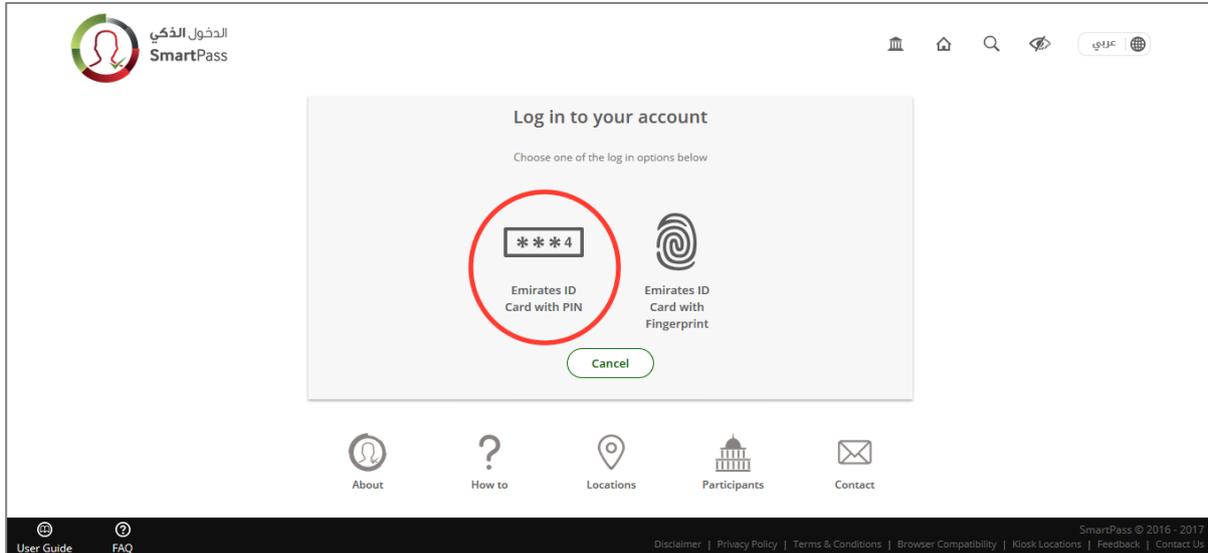
**Note:** This section is applicable to Citizen/Resident accounts only.

**Step 1:**

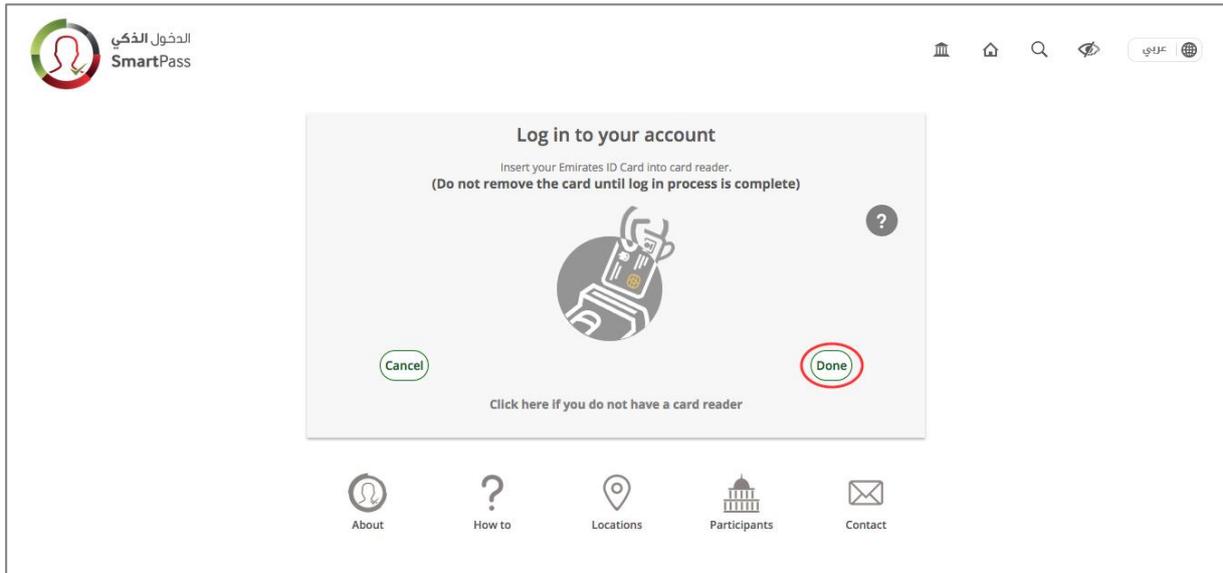
- You can also log in using your Emirates ID card PIN.
- For this, click on 'Other Log in options'.



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

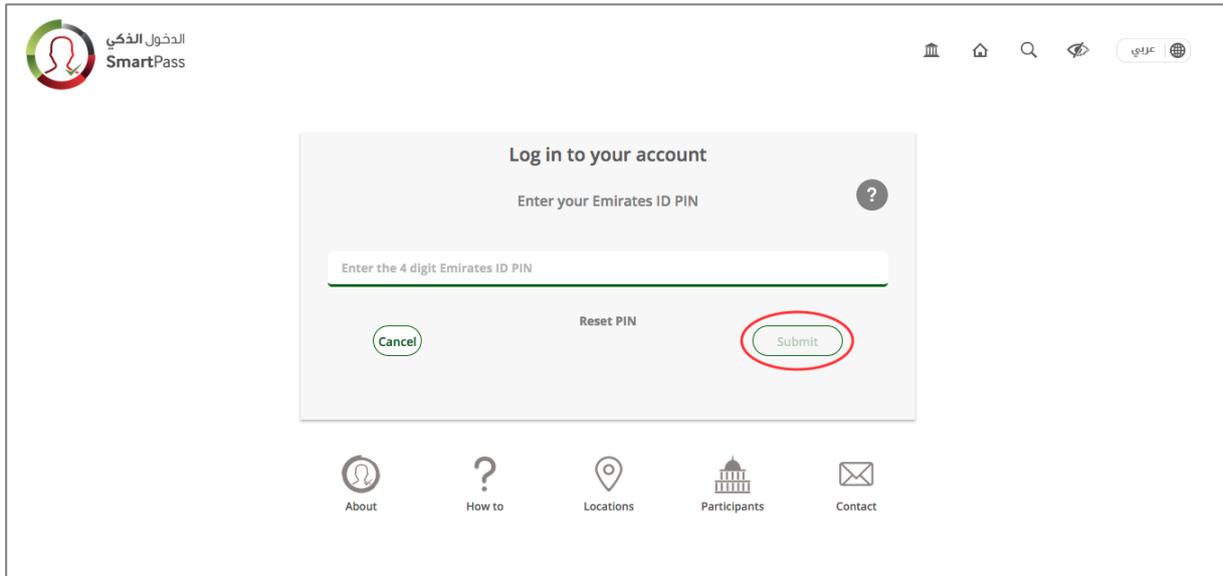


**Step 3:** Insert your Emirates ID card in the card reader before moving forward as shown in the image below and then click on 'Done'.



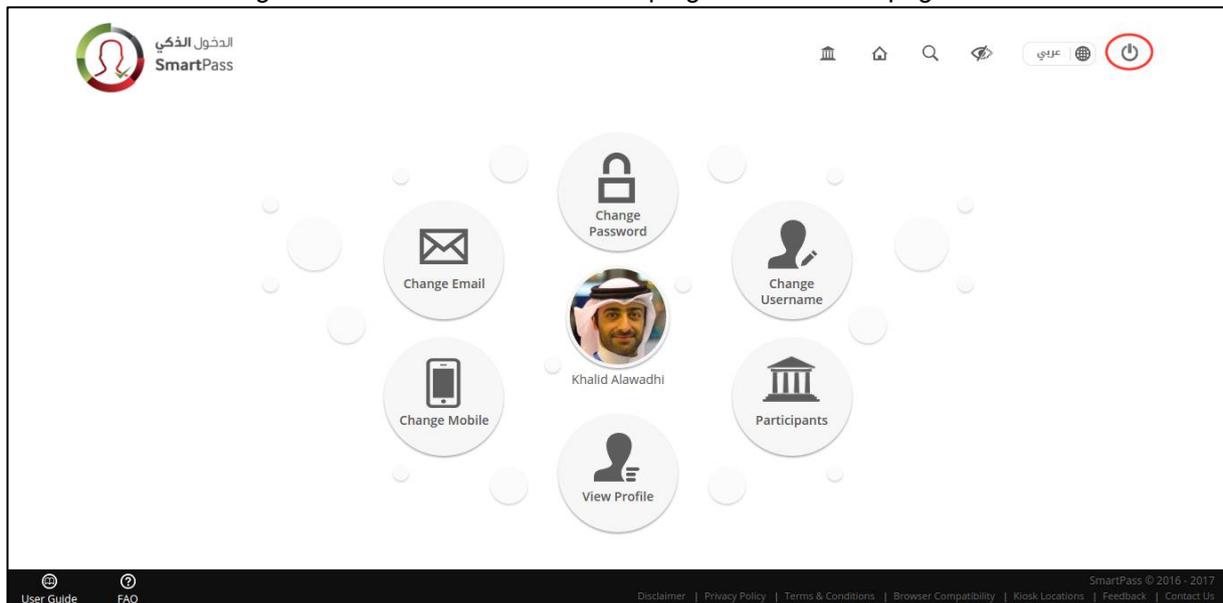
**Step 4:**

- 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.)



**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.

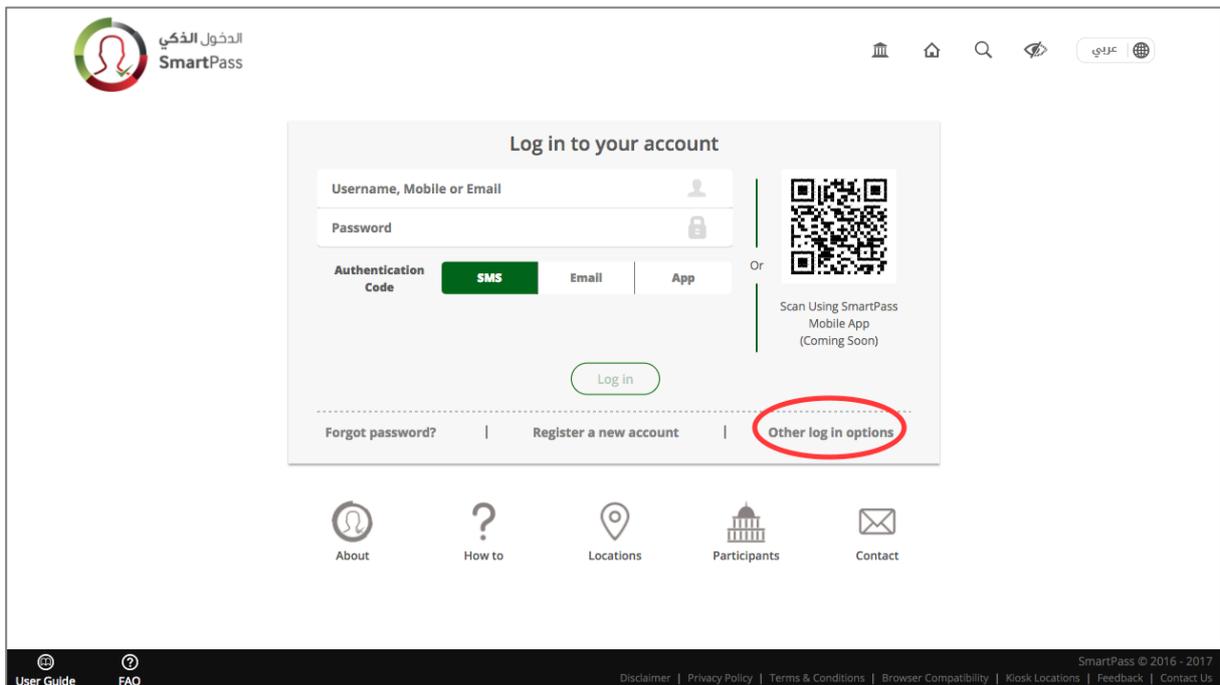


## 7. Log in using Emirates ID Biometrics

**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'.



الدخول الذكي  
SmartPass

Log in to your account

Username, Mobile or Email

Password

Authentication Code

SMS | Email | App

Or

Scan Using SmartPass Mobile App (Coming Soon)

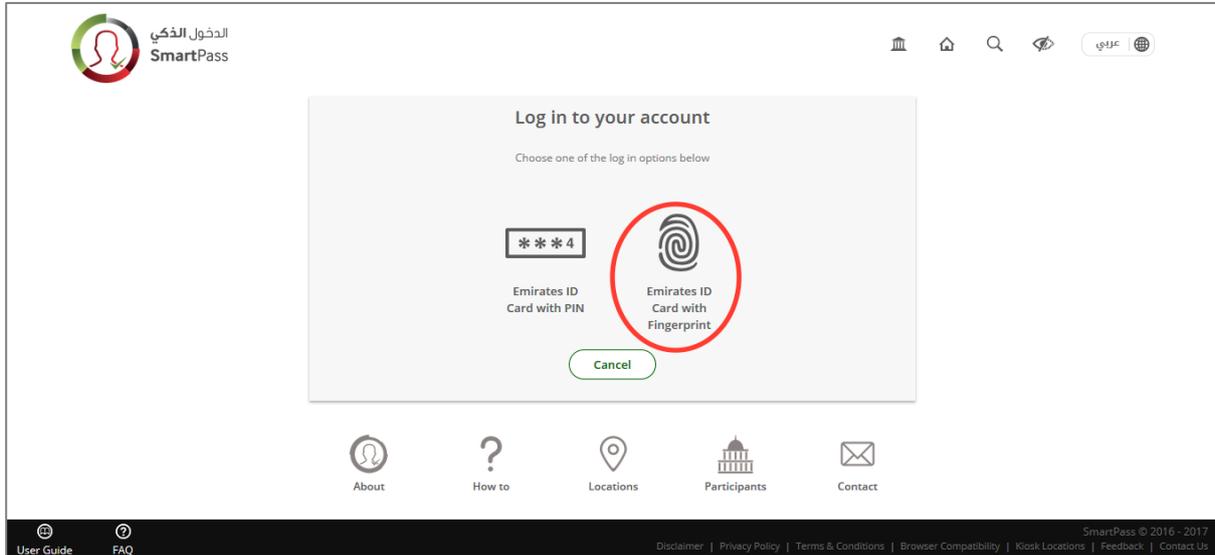
Log in

Forgot password? | Register a new account | **Other log in options**

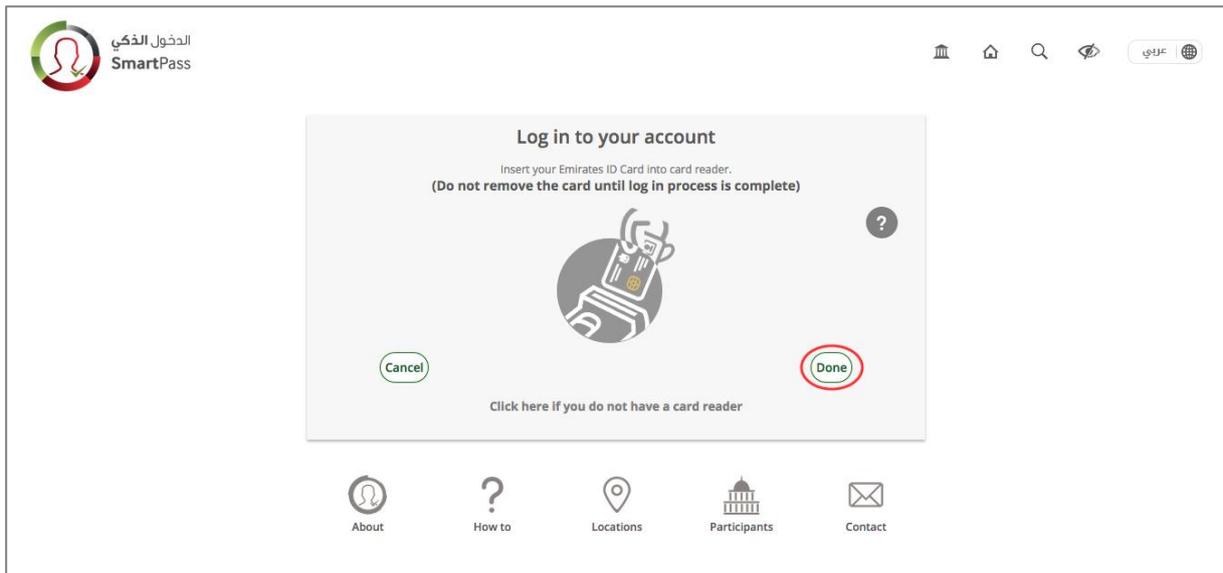
About | How to | Locations | Participants | Contact

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

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

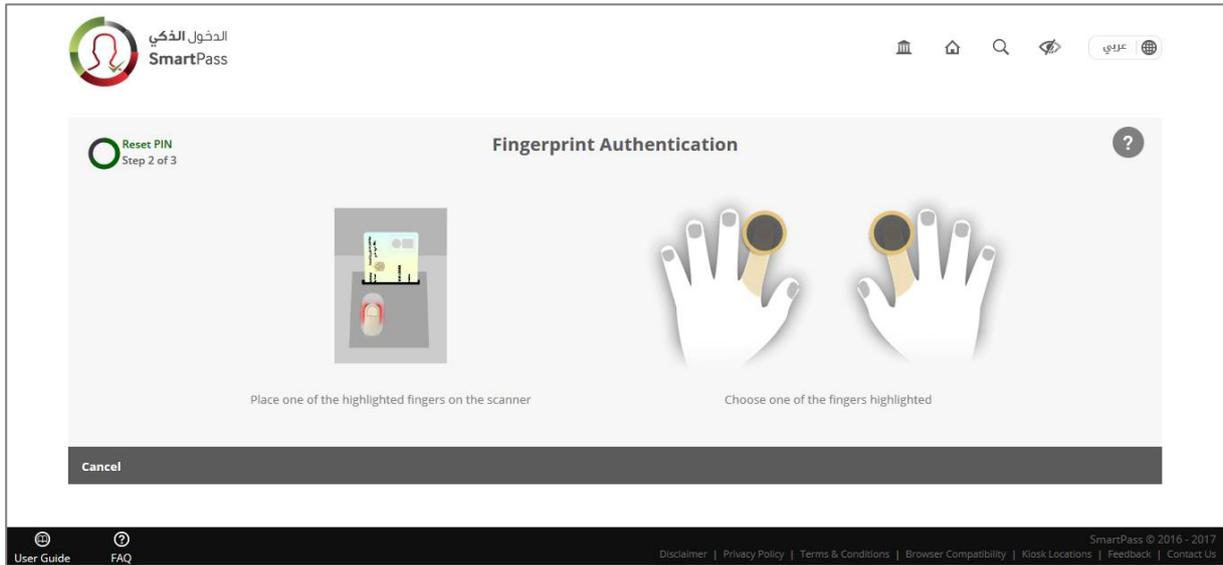


**Step 3:** Insert your Emirates ID card in the card reader before moving forward, as shown in the image below and then click on 'Done'.



**Step 4:**

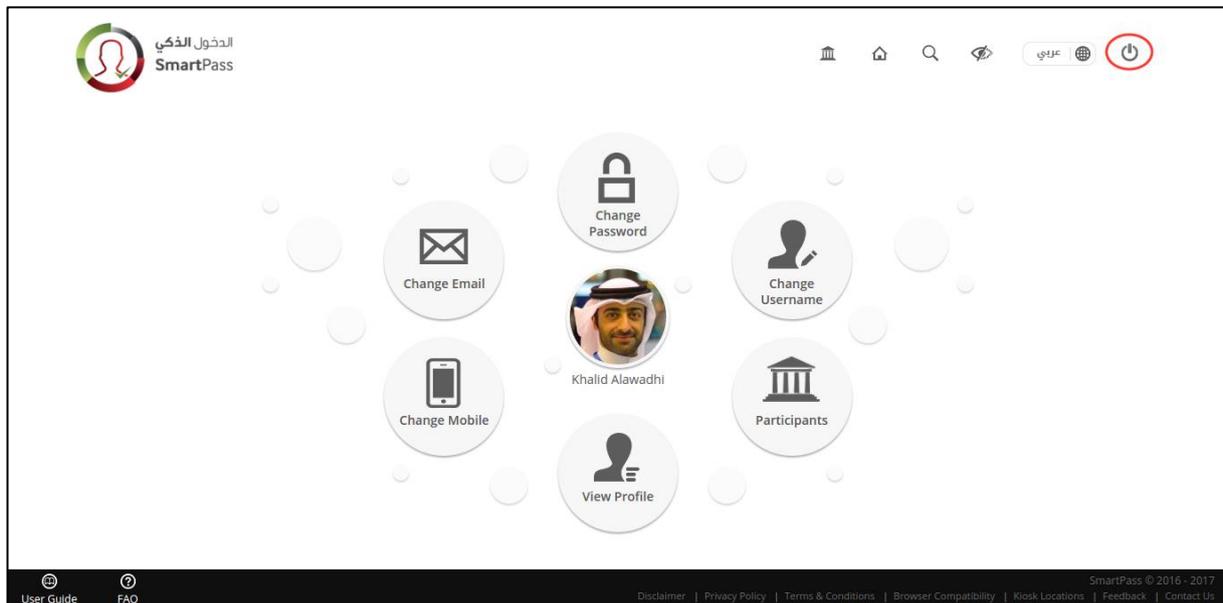
- You will be asked to place either of the highlighted fingers on the fingerprint reader / scanner.
- A red light will blink on the finger print scan device. Now place your finger on the scan machine as shown in the image below.
- When the red light goes OFF, you can remove your finger from the scanner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

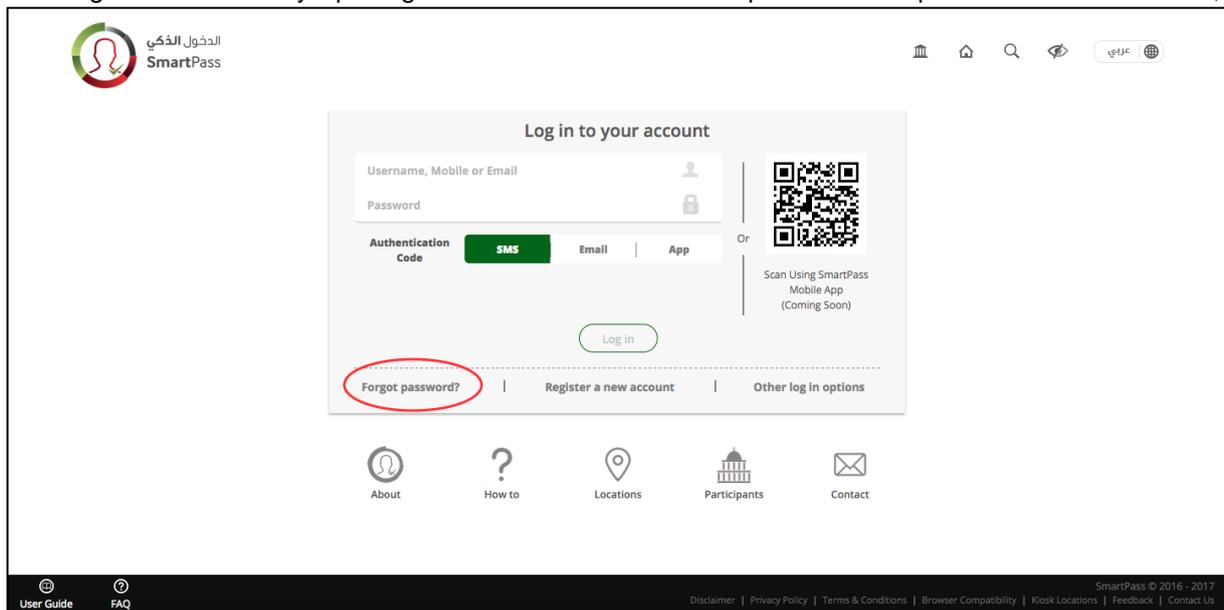
To log out click on 'LOGOUT' at the top right corner of the page.



## 8. Reset Password

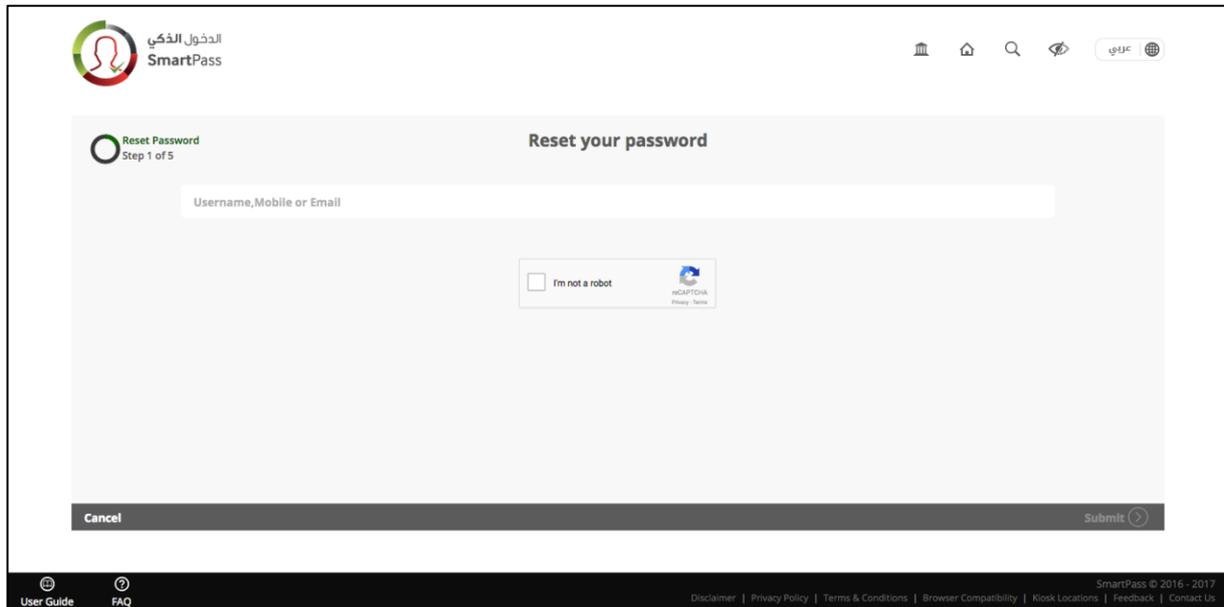
**Note:** This section is applicable to Citizen/Resident and Visitor/International accounts. As a Citizen/Resident, in case you are unable to receive sms or answer the security questions, you can reset password using your Emirates ID card on a kiosk.

**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;



**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'.

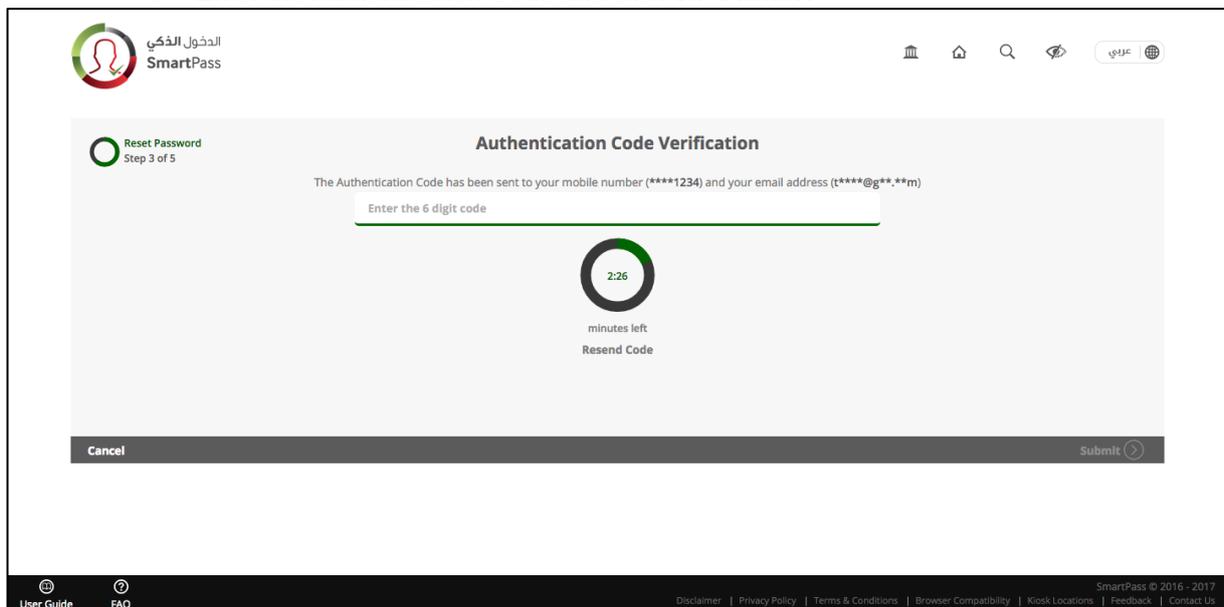


The screenshot shows the 'Reset Password' page, Step 1 of 5. The page title is 'Reset your password'. There is a text input field labeled 'Username, Mobile or Email'. Below the input field is a checkbox labeled 'I'm not a robot' and a CAPTCHA logo. At the bottom of the form are 'Cancel' and 'Submit' buttons. The footer contains links for 'User Guide', 'FAQ', 'Disclaimer', 'Privacy Policy', 'Terms & Conditions', 'Browser Compatibility', 'Kiosk Locations', 'Feedback', and 'Contact Us'. The copyright notice is 'SmartPass © 2016 - 2017'.

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

**Step 4:**

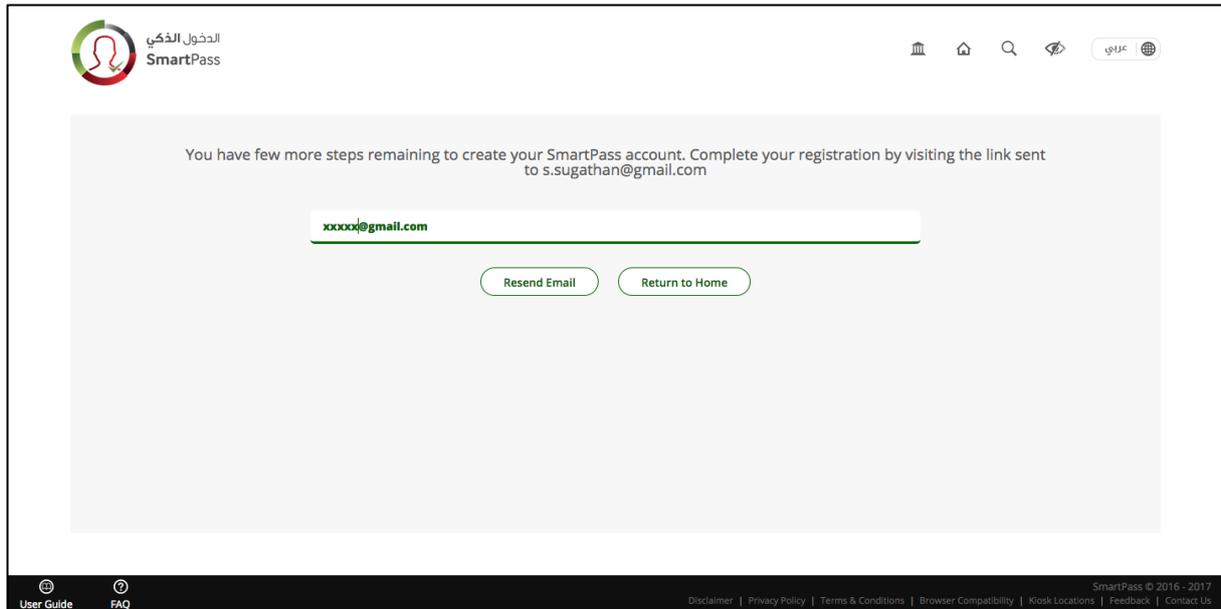
- If all your answers are correct, you will receive an Authentication Code on your registered mobile number and on your verified email address.
- If you do not receive any code within 30 seconds, click on 'Resend code'.
- Enter the Authentication Code and click on 'Submit'.



The screenshot shows the 'Authentication Code Verification' page, Step 3 of 5. The page title is 'Authentication Code Verification'. It displays the message: 'The Authentication Code has been sent to your mobile number (\*\*\*\*1234) and your email address (t\*\*\*\*@g\*\*.\*\*\*m)'. Below this is a text input field labeled 'Enter the 6 digit code'. A circular progress indicator shows '2:26' minutes left. Below the timer is a 'Resend Code' button. At the bottom of the form are 'Cancel' and 'Submit' buttons. The footer contains links for 'User Guide', 'FAQ', 'Disclaimer', 'Privacy Policy', 'Terms & Conditions', 'Browser Compatibility', 'Kiosk Locations', 'Feedback', and 'Contact Us'. The copyright notice is 'SmartPass © 2016 - 2017'.

### Step 5:

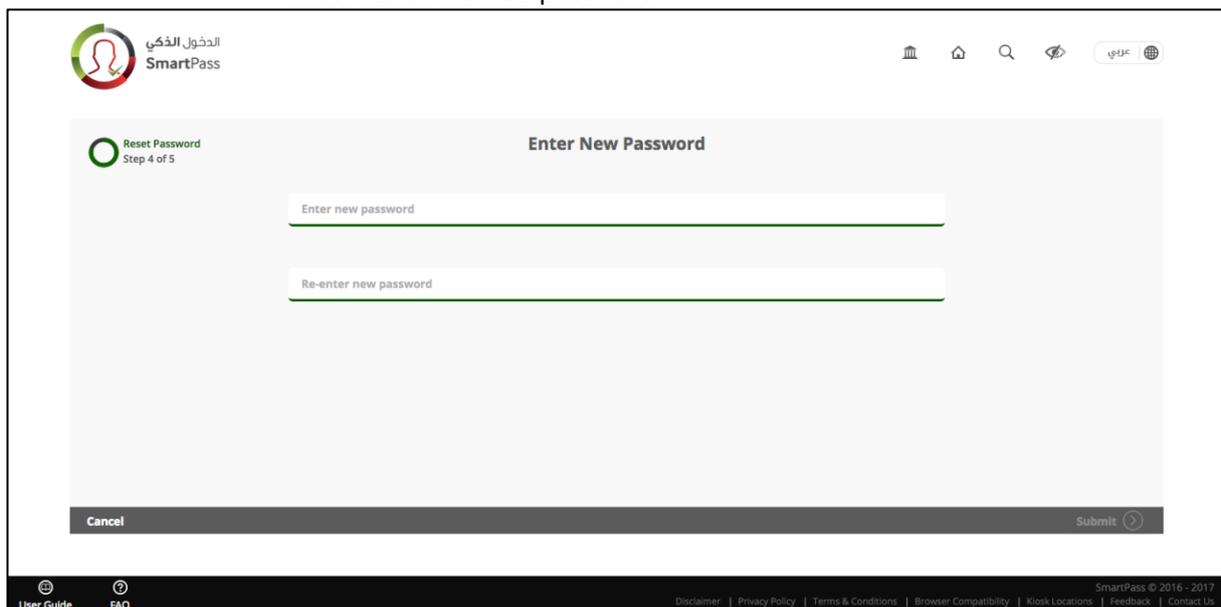
If you have a pending registration, you will see the below screen where you can resend the Registration Invitation email to the email address shown on the page. You can also send the invitation email to another email address by updating the value on the page and clicking on 'Resend Email'.



The screenshot shows the SmartPass registration completion screen. At the top left is the SmartPass logo with the text 'الدخول الذكي SmartPass'. The main content area contains the text: '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 text is a text input field containing 'xxxxx@gmail.com'. Underneath the input field are two buttons: 'Resend Email' and 'Return to Home'. The footer contains links for 'User Guide', 'FAQ', and 'SmartPass © 2016 - 2017' along with other legal notices.

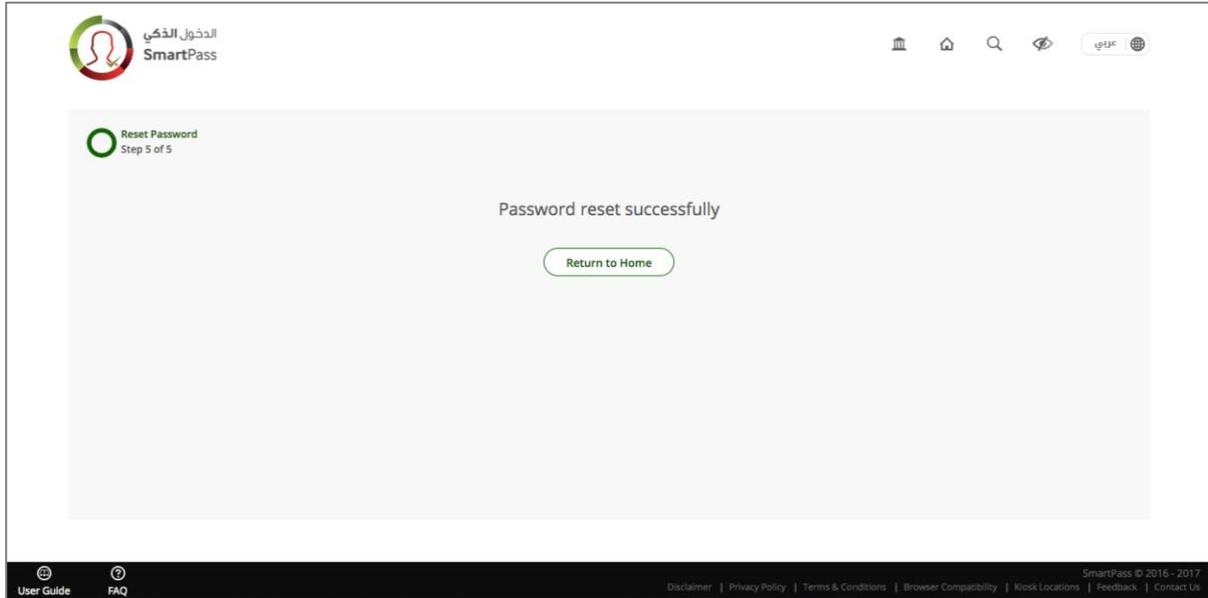
If you are a registered SmartPass user, you will see the below screen where you will be asked to enter below details:

- 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 password reset screen. At the top left is the SmartPass logo with the text 'الدخول الذكي SmartPass'. The main content area is titled 'Enter New Password' and shows 'Reset Password Step 4 of 5'. There are two text input fields: 'Enter new password' and 'Re-enter new password'. At the bottom of the form are 'Cancel' and 'Submit' buttons. The footer contains links for 'User Guide', 'FAQ', and 'SmartPass © 2016 - 2017' along with other legal notices.

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

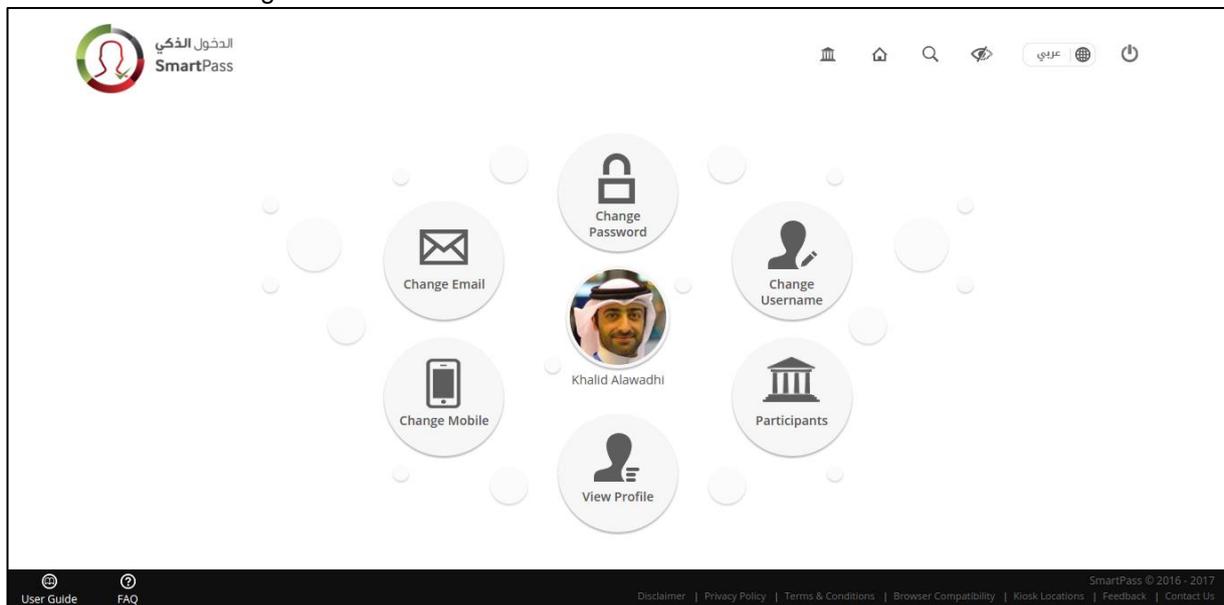


## 9. Editing User's Profile

**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:

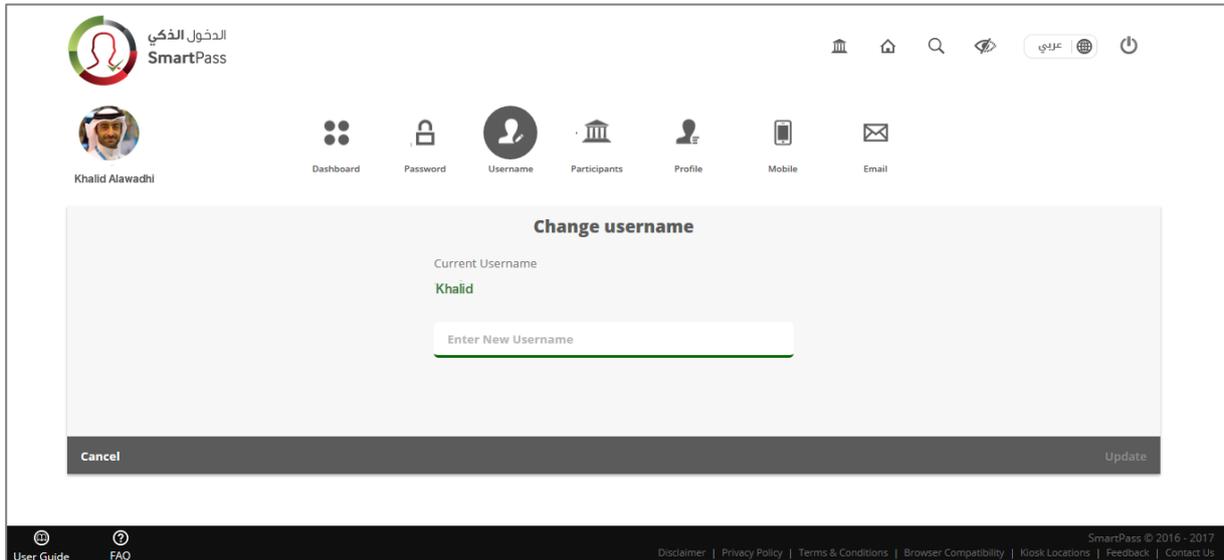
- Change Username
- Change Password
- Change Email
- Change Mobile



## 9.1 Change Username

### Step 1:

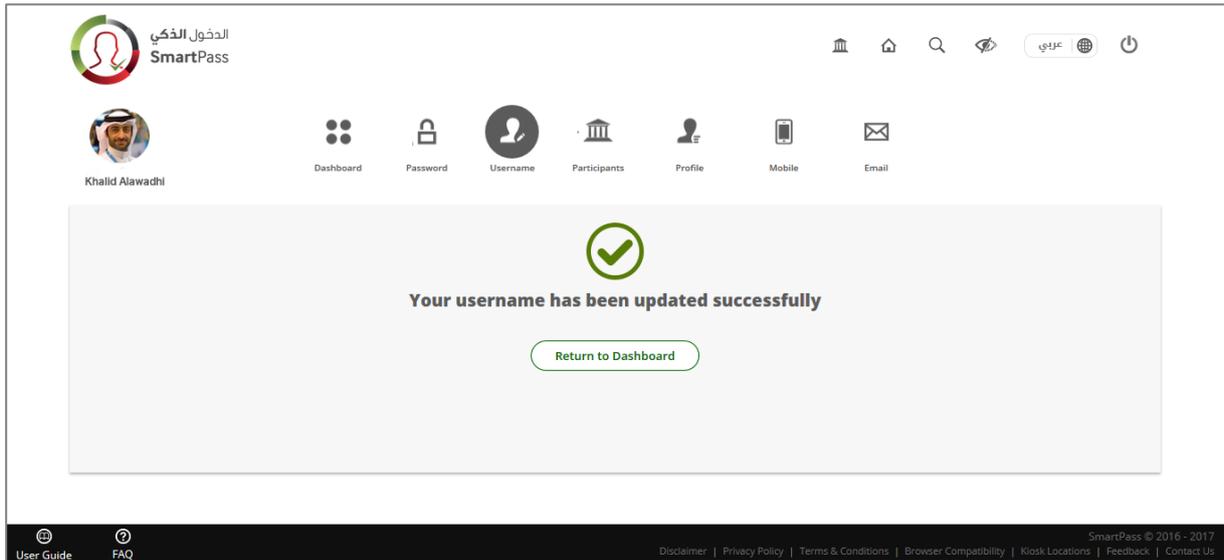
- 'Current Username' will show the current username. This is a read-only field.
- Enter your new username.
- The username:
  - Should be at least 4 characters;
  - Should be between 4 and 32 characters;
  - Should contain at least one letter;
  - Should be unique;
  - Should not contain any blacklisted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



The screenshot displays the 'Change Username' page in the SmartPass application. At the top left, the SmartPass logo and the user's name 'Khalid Alawadhi' are visible. A navigation menu includes 'Dashboard', 'Password', 'Username', 'Participants', 'Profile', 'Mobile', and 'Email'. The main content area is titled 'Change username' and shows the 'Current Username' as 'Khalid'. Below this is a text input field labeled 'Enter New Username'. At the bottom of the form, there are 'Cancel' and 'Update' buttons. The footer contains links for 'User Guide', 'FAQ', and 'SmartPass © 2016 - 2017' along with other legal notices.

### 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.

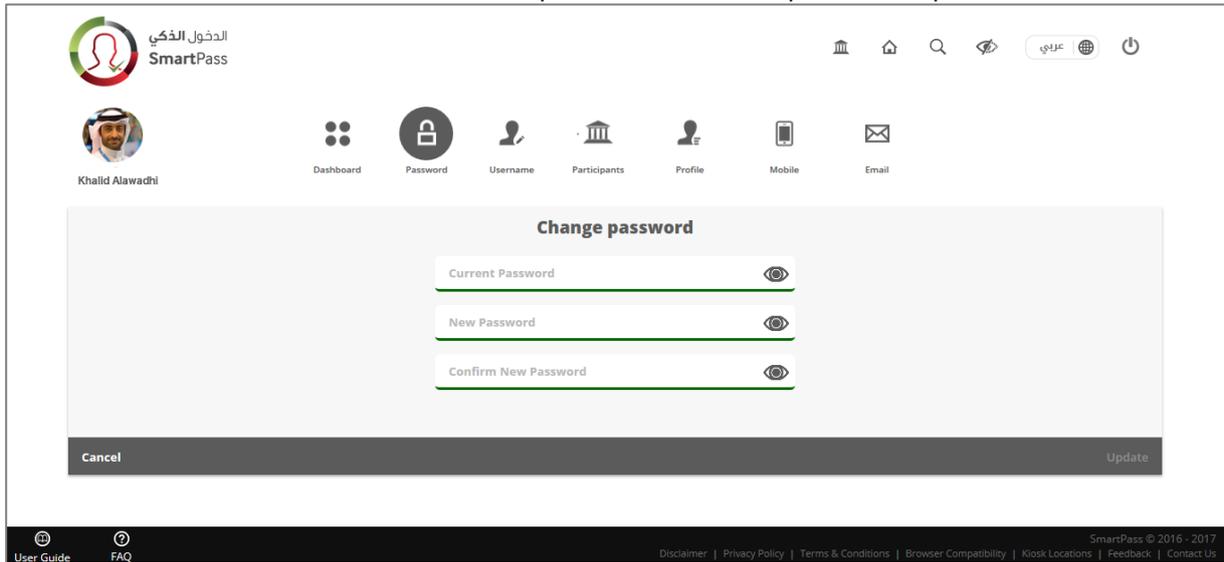


The image shows a screenshot of the SmartPass user interface. At the top left, there is a logo for 'الدخول الذكي SmartPass' (SmartPass) with a circular icon containing a person's silhouette. To the right of the logo are navigation icons: a building, a home icon, a magnifying glass, an eye, a language selector set to 'عربي', and a power icon. Below the logo is a user profile picture of a man in a white thobe and ghutra, with the name 'Khalid Alawadhi' underneath. A horizontal menu of icons is displayed below the profile picture, including a grid icon for 'Dashboard', a padlock for 'Password', a person icon for 'Username', a building icon for 'Participants', a person icon for 'Profile', a mobile phone icon for 'Mobile', and an envelope icon for 'Email'. The main content area features a large green checkmark icon, followed by the text 'Your username has been updated successfully'. Below this text is a button labeled 'Return to Dashboard'. At the bottom of the page, there is a footer with 'User Guide' and 'FAQ' on the left, and 'SmartPass © 2016 - 2017' followed by links for 'Disclaimer', 'Privacy Policy', 'Terms & Conditions', 'Browser Compatibility', 'Kiosk Locations', 'Feedback', and 'Contact Us' on the right.

## 9.2 Change Password

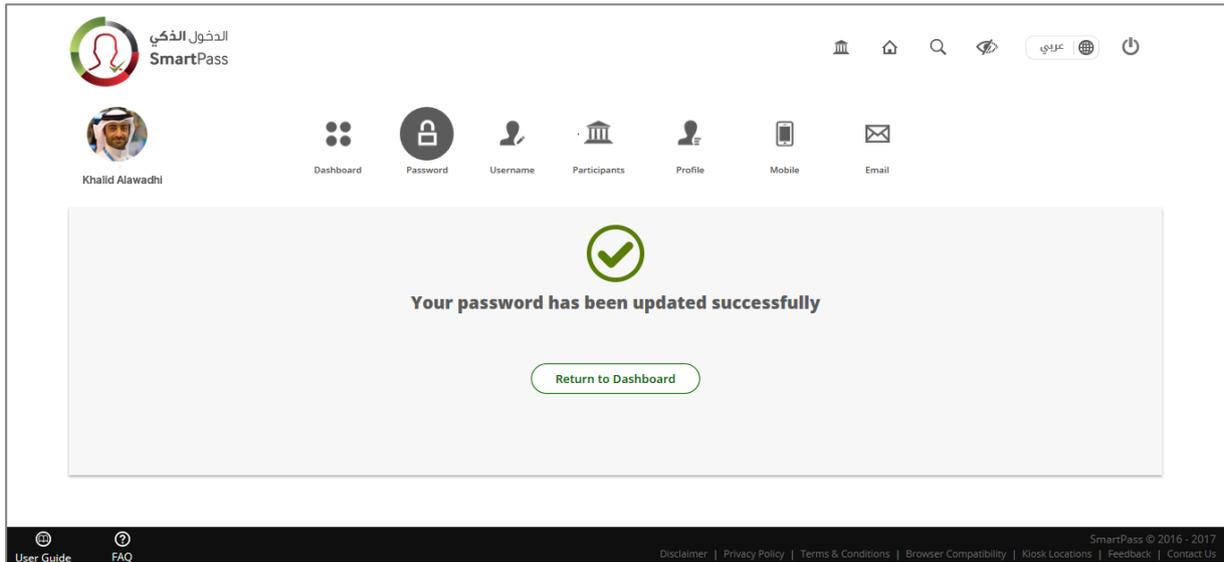
### Step 1:

- 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.



The image shows a screenshot of the SmartPass user interface. At the top left, there is a logo for 'الدخول الذكي SmartPass' (SmartPass) with a circular icon containing a stylized face. To the right of the logo are navigation icons for home, search, and a power button. Below the logo is a user profile picture of a man in a white thobe and ghutra, with the name 'Khalid Alawachi' underneath. A horizontal menu contains several icons: a grid of four dots for 'Dashboard', a padlock for 'Password', a person icon for 'Username', a building icon for 'Participants', another person icon for 'Profile', a mobile phone icon for 'Mobile', and an envelope icon for 'Email'. The main content area features a large green checkmark icon in a circle, followed by the text 'Your password has been updated successfully'. Below this text is a button labeled 'Return to Dashboard'. At the bottom of the page, there is a footer with 'User Guide' and 'FAQ' on the left, and 'SmartPass © 2016 - 2017' and a list of links (Disclaimer, Privacy Policy, Terms & Conditions, Browser Compatibility, Kiosk Locations, Feedback, Contact Us) on the right.

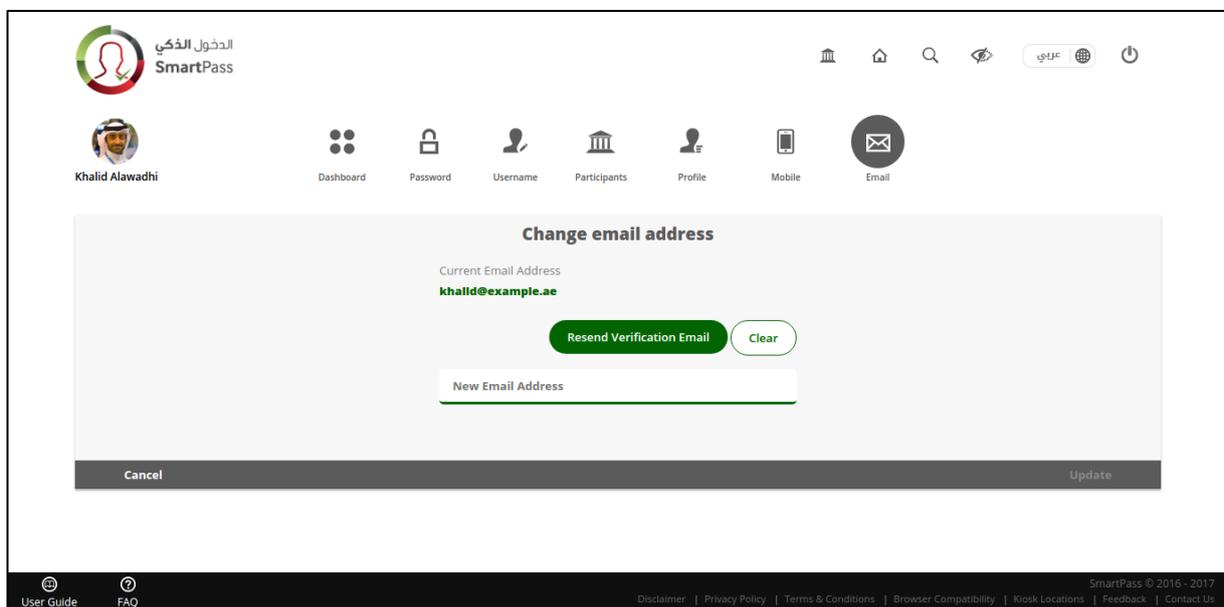
## 9.3 Change Email

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:

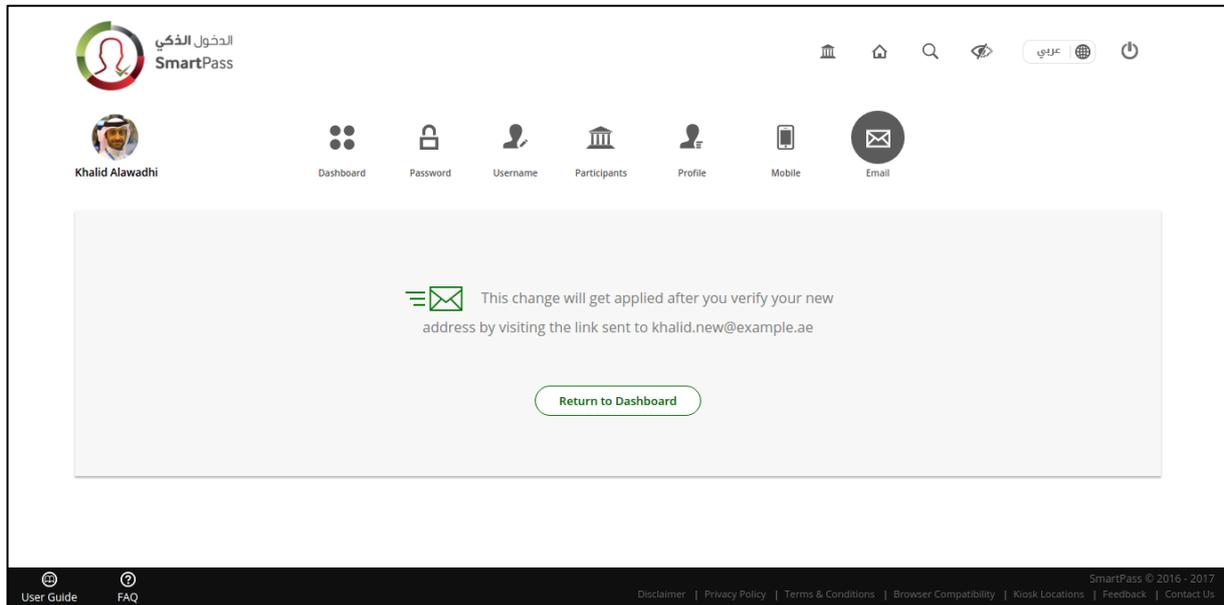
- Enter your new email address in the new email address field:
- Click on ‘Update’.



The screenshot displays the 'Change email address' page within the SmartPass application. At the top, there is a navigation bar with the SmartPass logo and user name 'Khalid Alawadhi'. Below the navigation bar, there are icons for various settings: Dashboard, Password, Username, Participants, Profile, Mobile, and Email. The main content area is titled 'Change email address' and shows the 'Current Email Address' as 'khalid@example.ae'. There are two buttons: 'Resend Verification Email' (green) and 'Clear' (white). Below this, there is a text input field for the 'New Email Address'. At the bottom of the form, there are 'Cancel' and 'Update' buttons. The footer contains links for 'User Guide', 'FAQ', 'Disclaimer', 'Privacy Policy', 'Terms & Conditions', 'Browser Compatibility', 'Kiosk Locations', 'Feedback', and 'Contact Us'.

### 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.

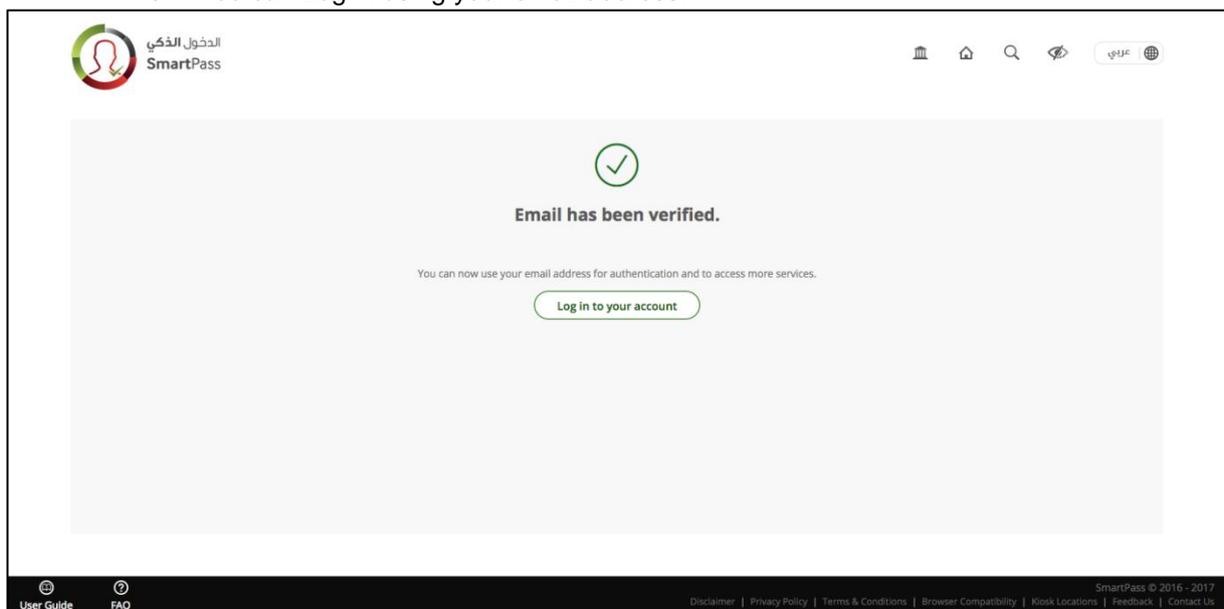


### Step 3:

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

### Step 4:

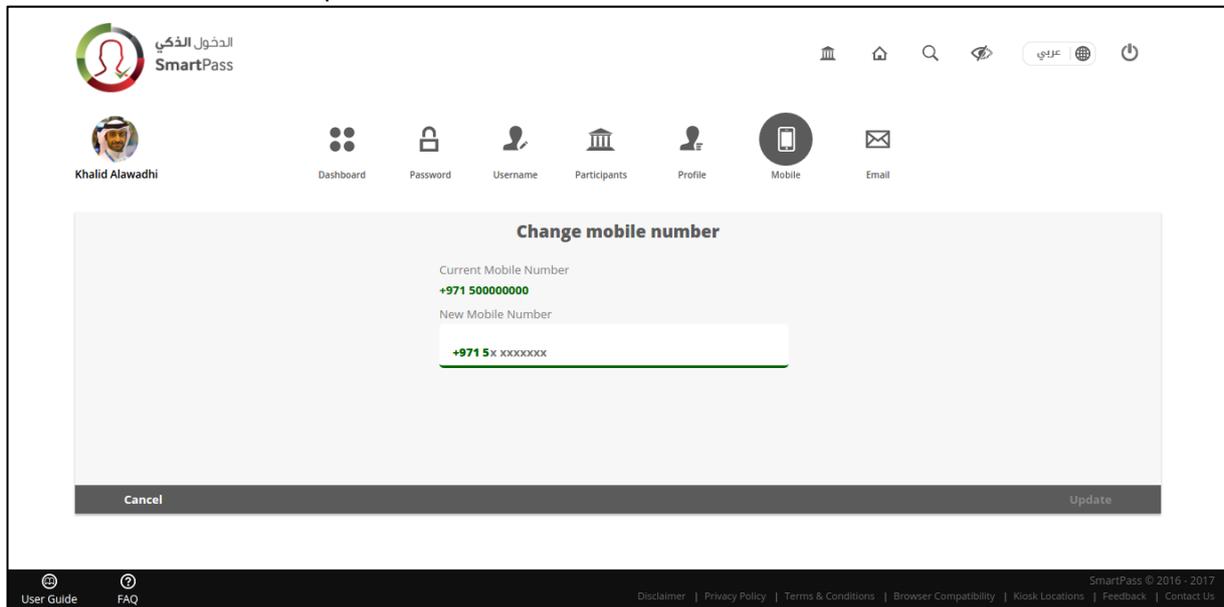
- The email link will take you to page confirming the verifications, you will see the Verification success message as shown below.
- You can Log in using your email address.



## 9.4 Change Mobile Number

### Step 1:

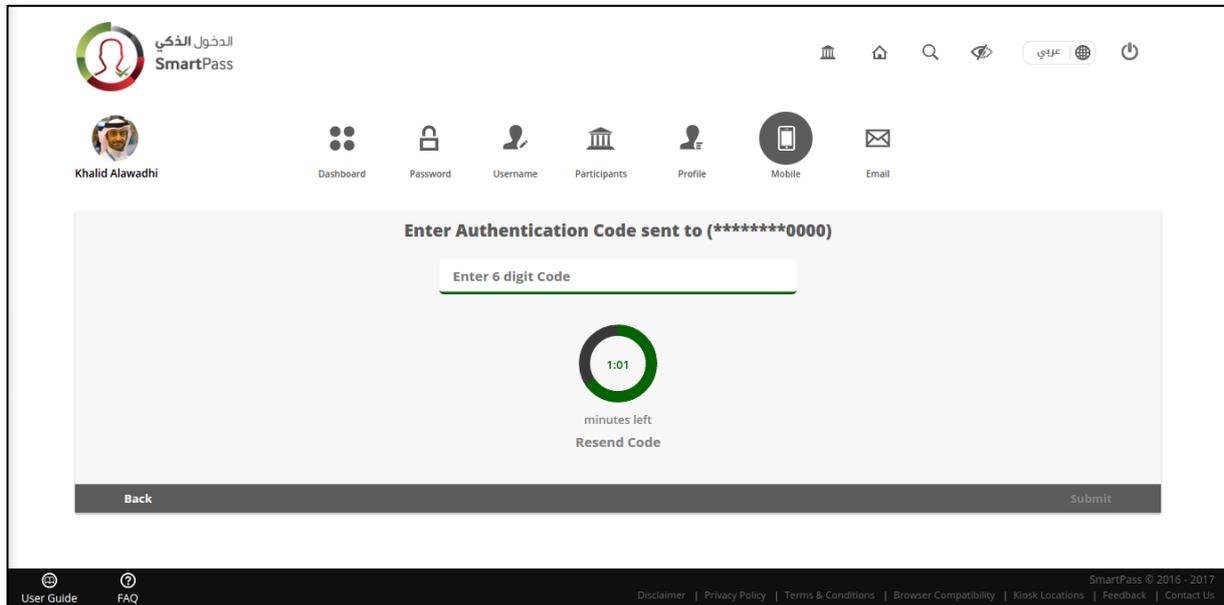
- Enter details as mentioned below.
- Current Mobile Number:
  - This field will show the current registered mobile number.
  - This field cannot be changed.
- New Mobile Number:
  - Enter your new mobile number in this field.
  - For Citizens/Residents, the new mobile number must be a valid UAE mobile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



The screenshot shows the SmartPass user interface for changing a mobile number. The user is logged in as Khalid Alawadhi. The main content area is titled "Change mobile number" and displays the current mobile number as +971 500000000. Below it, there is a text input field for the new mobile number, which is currently filled with +971 5x xxxxxxxx. At the bottom of the form, there are "Cancel" and "Update" buttons. The footer contains links for User Guide, FAQ, Disclaimer, Privacy Policy, Terms & Conditions, Browser Compatibility, Kiosk Locations, Feedback, and Contact Us, along with the copyright notice SmartPass © 2016 - 2017.

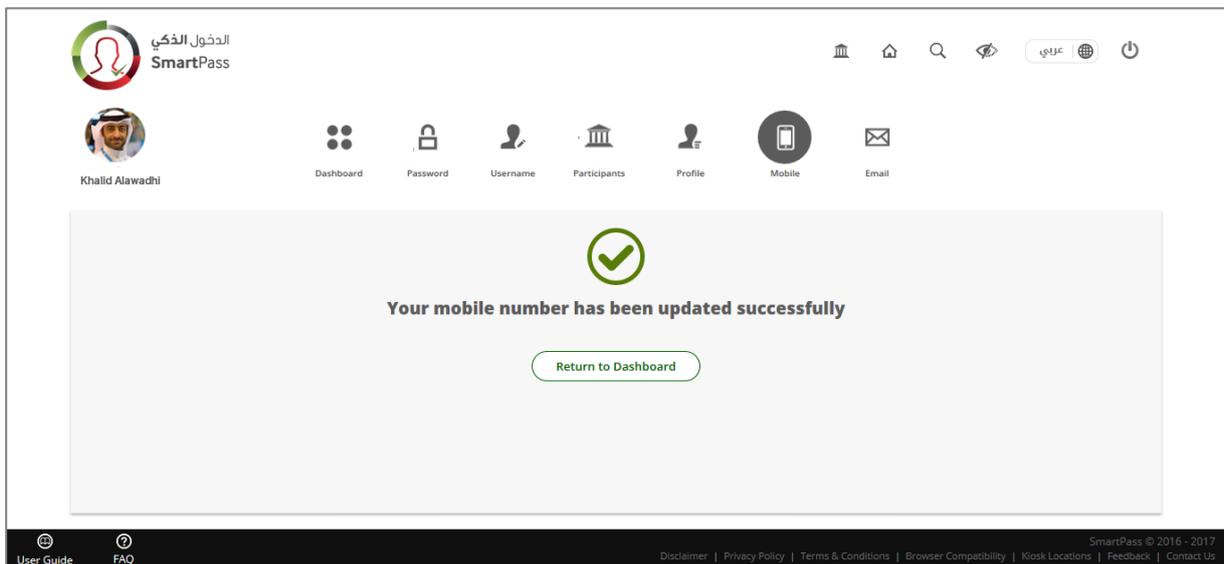
### Step 2:

- 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'.



### 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.



## 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.

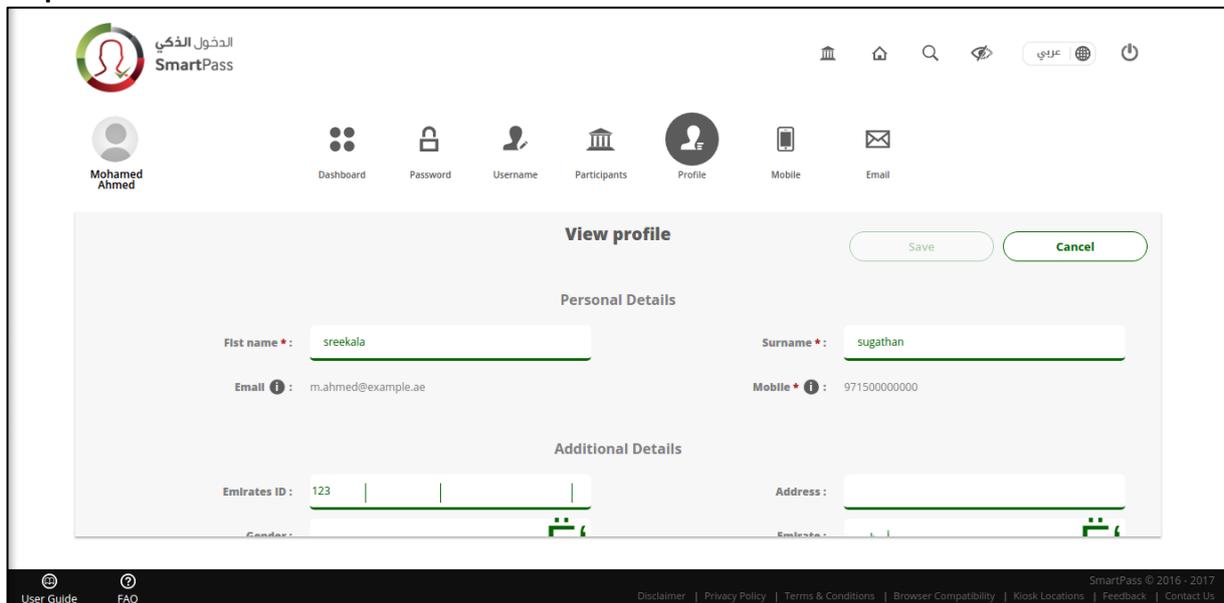
To change profile information other than Username, Password, Email and Mobile Number follow the steps below:

**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 ⓘ ⓘ: 97150000000

**Additional Details**

Emirates ID: 123 Address:

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الدخول الذكي  
SmartPass

البحريني

Mohamed Ahmed

Dashboard Password Username Participants Profile Mobile Email

### View profile

Save Cancel

#### Additional Details

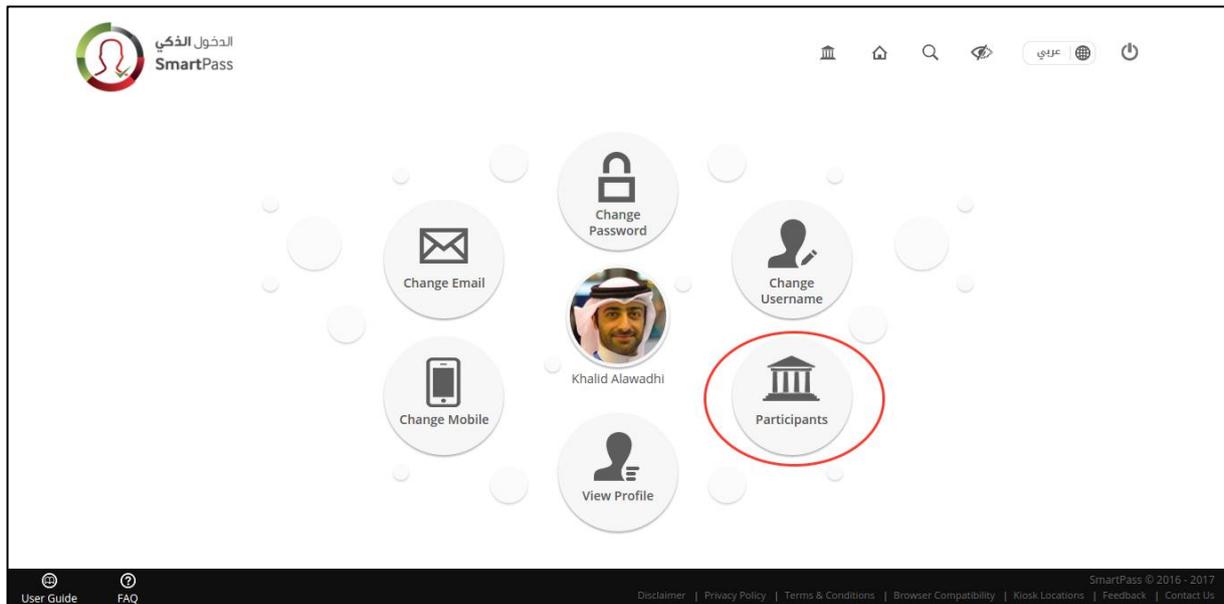
Emirates ID :	XXX	XXXX	XXXXXX	X	Address :	
Gender :					Emirate :	
Nationality :					Company :	
Date of birth :					Work Address :	

## 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.

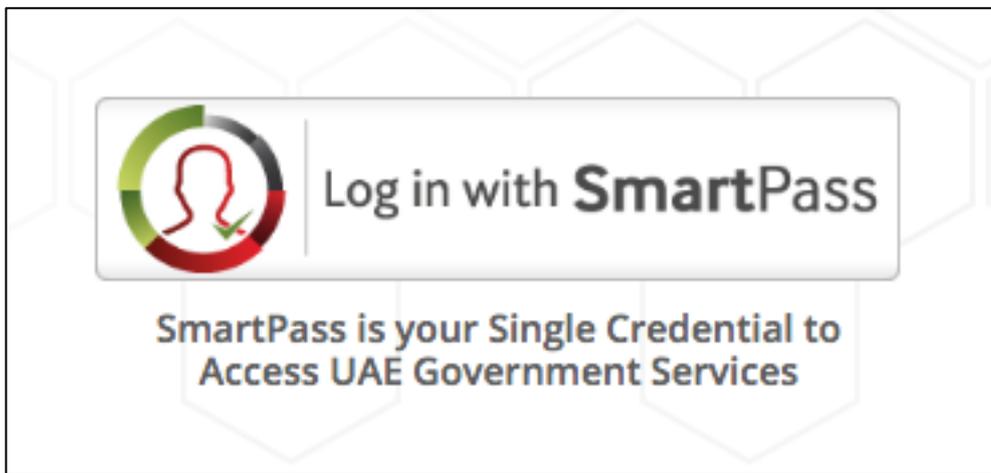
To access the online services, click on the Participant logo listed in the “Participants” page.



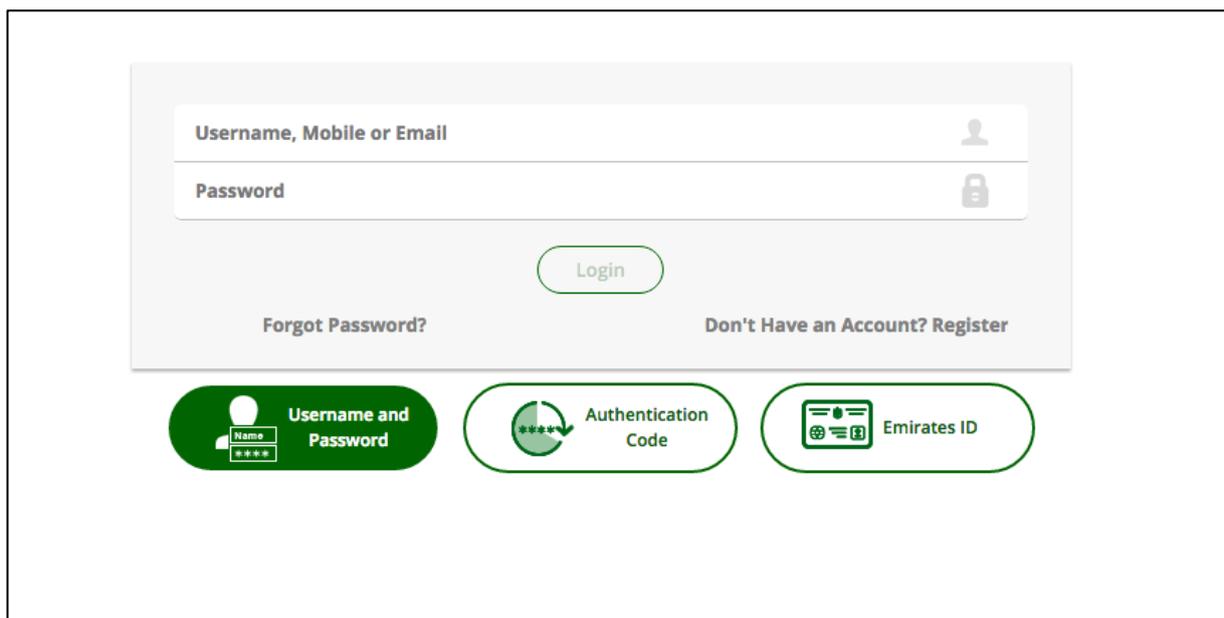
# 11. Log in to Participant service using SmartPass account

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.



The image shows the SmartPass login page. It features a form with two input fields: "Username, Mobile or Email" and "Password". Below the form is a "Login" button. There are also links for "Forgot Password?" and "Don't Have an Account? Register". At the bottom, there are three buttons for different login methods: "Username and Password", "Authentication Code", and "Emirates ID".



**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.