



الهوية الرقمية

UAE PASS

# UAE PASS

User Guide

Version 1.0



# Topics

- Introduction to UAEPASS
- UAEPASS Features
- User Journey
- FAQ





# INTRODUCTION TO UAEPASS

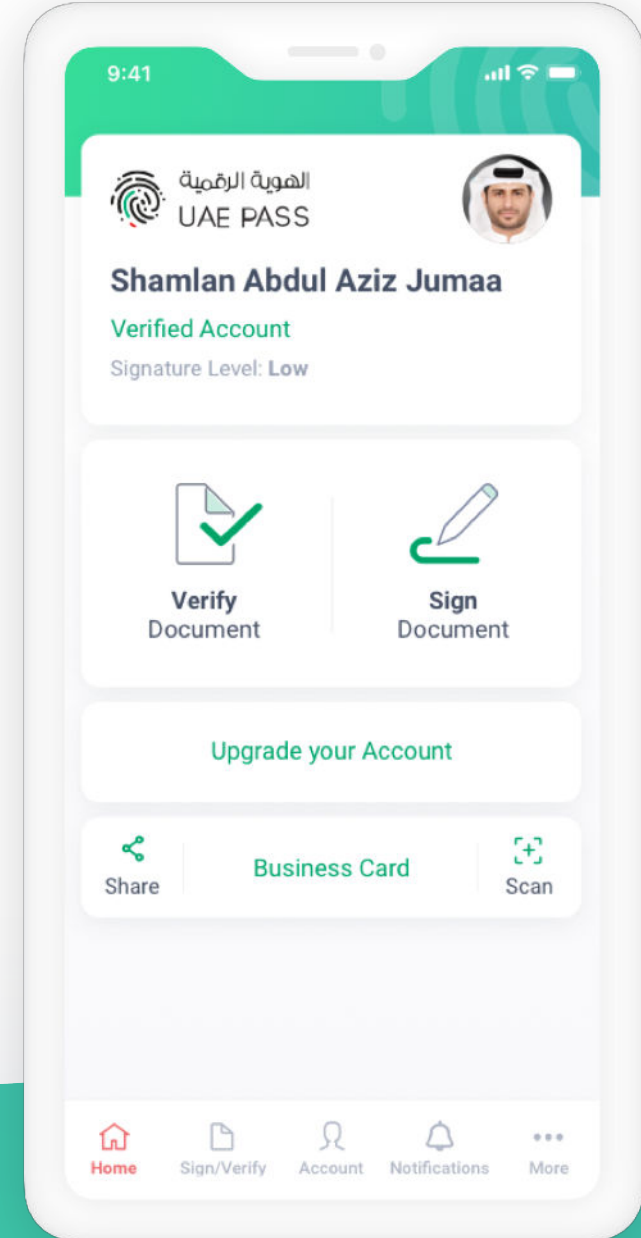


# UAEPASS



# الهوية الرقمية UAE PASS

**“The First National Digital Identity”**





# What is Digital Identity?



The online equivalent to the real identity of a person or entity.

Mainly used for remote identification before consuming any online service.



## Previous Solutions



**TRA**'s solution that allows users to access multiple online Governmental e-services using a single account.



**Smart Dubai**'s solution that allows users to access eServices provided by local entities in Dubai.

## National Level Collaboration

In October 2017, Smart Dubai signed an MoU with TRA, to develop a single trusted digital identity solution in the UAE.





# National Level Collaboration

UAEPASS was officially launched during GITEX 2018







# UAEPASS FEATURES

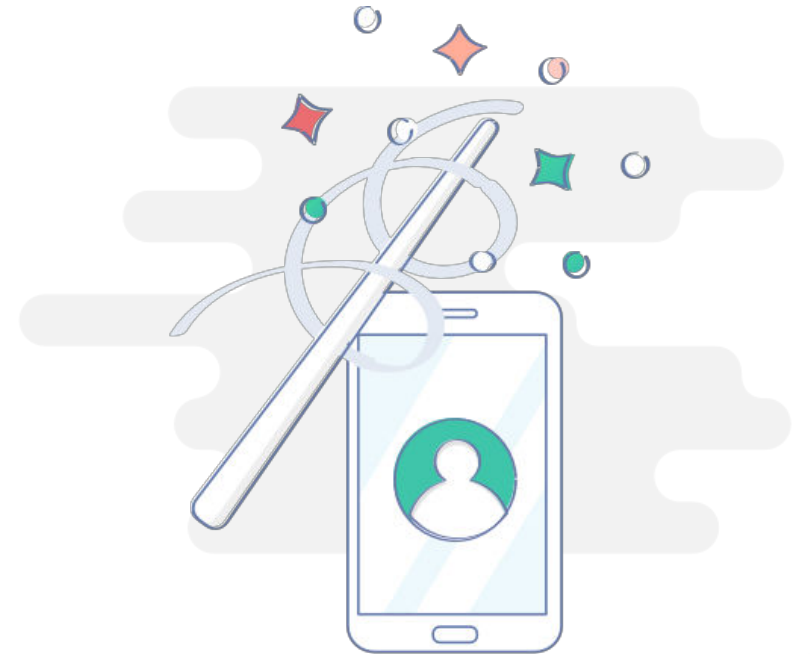


# Single Mobile Identity

Access different services across various sectors

No reason to have multiple access credentials.

Single Digital Identity for local and federal entities.





# Mobile Based Authentication

Authenticate to service providers using your smartphone

## Sign in in two steps:

### 1. Enter any Valid Credential

*Emirates ID Number, Mobile Number, or Email Address*

### 2. Validate on your SmartPhone

*Using a PIN, TouchID, or FaceID*





# Digital Signature

## Digitally sign and validate documents

Authorize on your smartphone to sign documents through many digital signing services.

Signed documents can be easily validated on the UAE PASS portal.

### Signature Types:

1. Advance (Low)

*Signing a document by authentication using PIN*

2. Qualified (High)

*Signing a document by authentication using a signing Password*





# User Levels

Three distinct UAEPASS user levels



## Basic

Unverified Authentication

No Digital Signature



## Verified

Verified Authentication

Advance (Low)  
Signature Only



## Advance Verified

Verified Authentication

Advance (Low)  
and Qualified (High)  
Signatures available



# UAEPASS Channels

Services are being provides through several channels

## 1. Mobile Application

*The mobile app (iOS and Android) is the main user channel, allowing users to **register**, manage their profiles, **authenticate** on Service Providers' websites, sign documents, and validate signed documents.*

## 2. Self-service Portal

*The self-service portal allows users to manage their profiles, sign documents, and validate signed documents. Can be accessed on **uaepass.ae***

## 3. Kiosk Application

*The Kiosk application is needed to step up their accounts through biometric verification (Fingerprint) in order to reach the **Advance Verified** User level.*

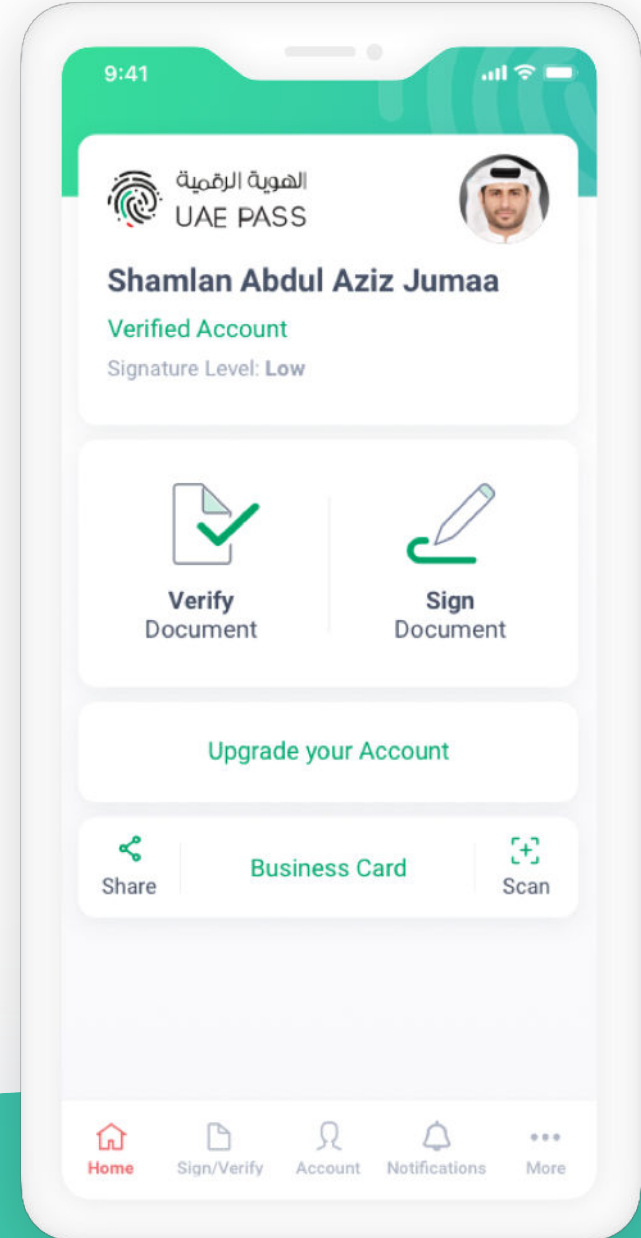


# USER JOURNEY



# Start your Journey

## Download UAEPASS Application







# Sign up in 3 steps



**SCAN**  
Scan your  
Emirates ID or  
Passport



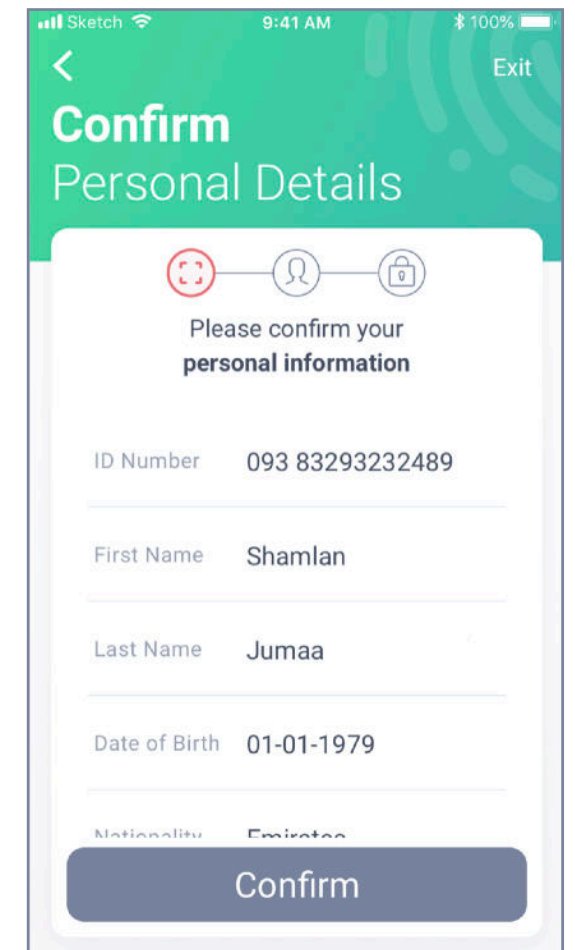
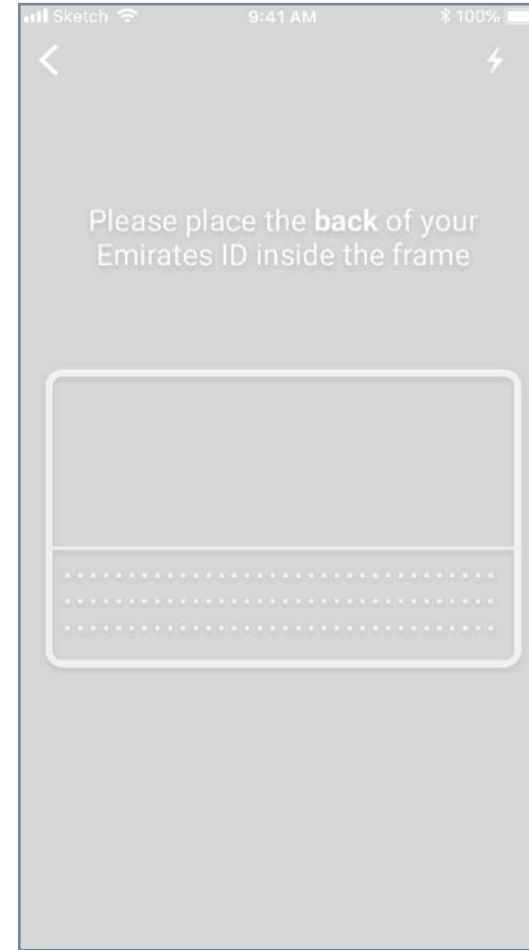
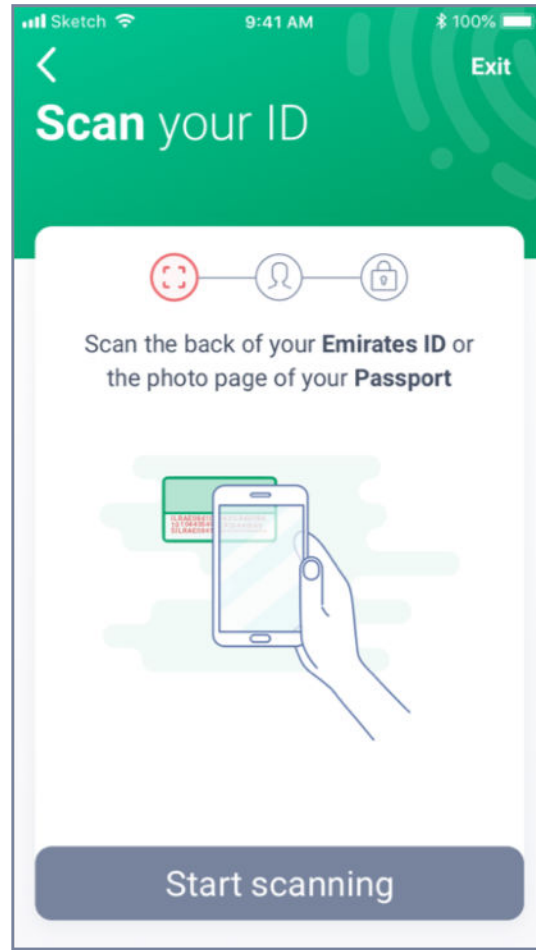
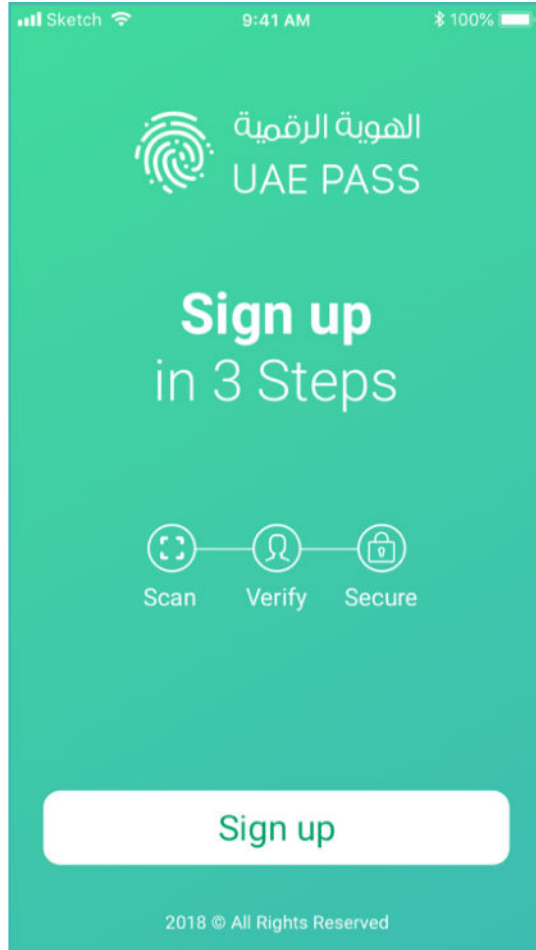
**VERIFY**  
Verify your Mobile  
Number and  
Email Address



**SECURE**  
Secure your  
Account with a  
PIN



# Sign up in 3 steps





# Sign up in 3 steps

Sketch 9:41 AM 100%

< Exit

## Mobile and Email Verification

✓ ○ ○

Please provide your **mobile phone number** and **email** to continue

UAE +971 ▾ Mobile Number

Email

Verify

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< Exit

## Enter Verification Code

✓ ○ ○

Please enter the OTP code we sent you

○ ○ ○ ○

I did not receive the OTP

Resend Code

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

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< Exit

## Create PIN

✓ ✓ ○

Please create a new PIN for **Digital Signing** and **UAE PASS Login**

○ ○ ○ ○

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

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## Well Done

😊

You have successfully registered your **UAE PASS** account

Link your account



# Alternative Signup

Migrate from an existing Digital ID provider

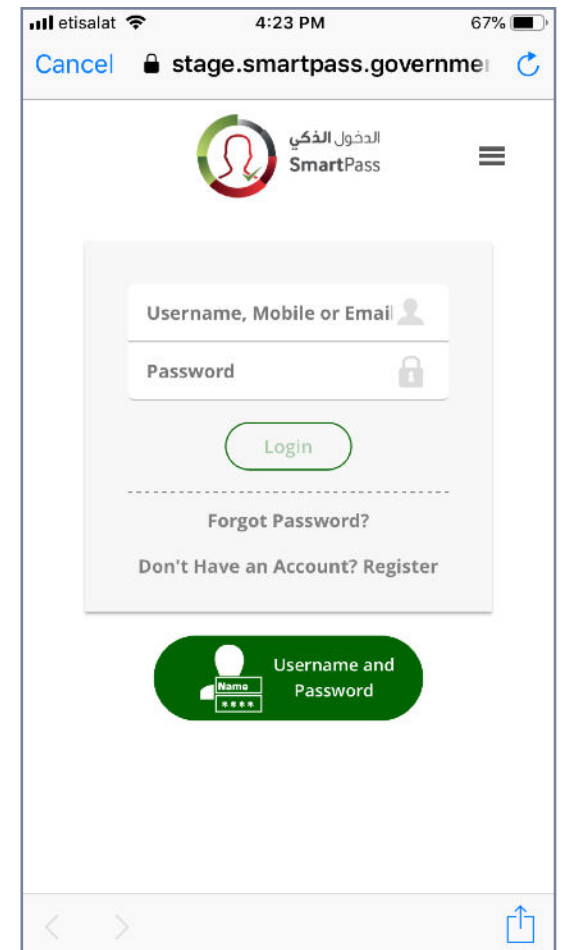
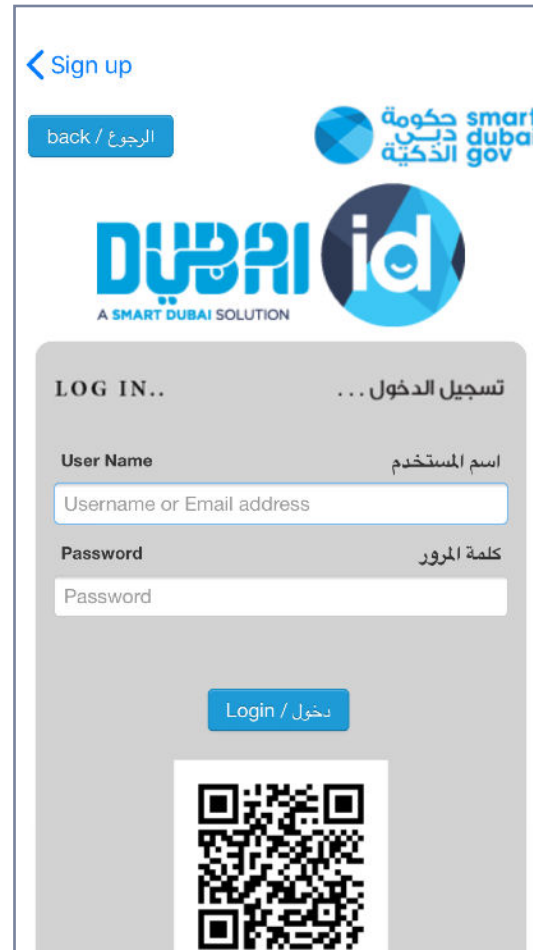
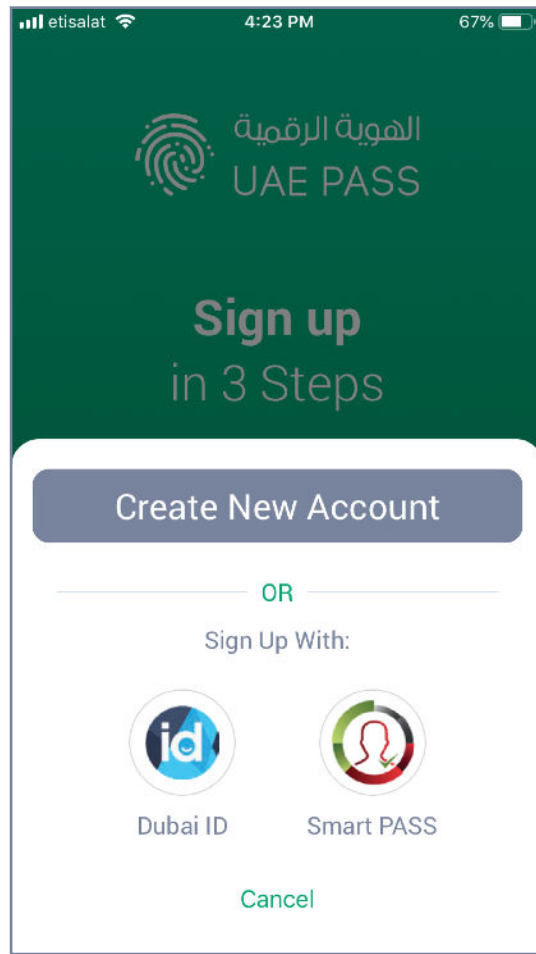
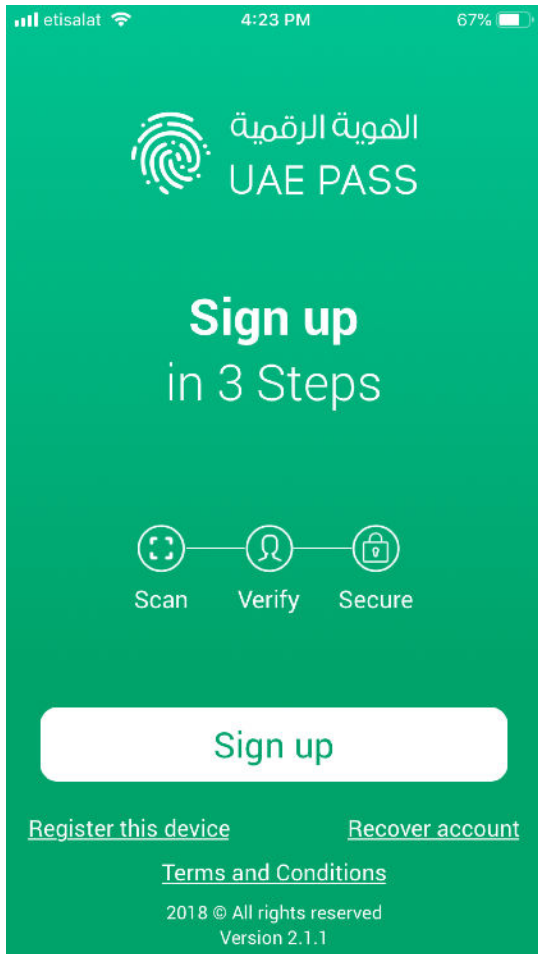


الدخول الذكي  
SmartPass





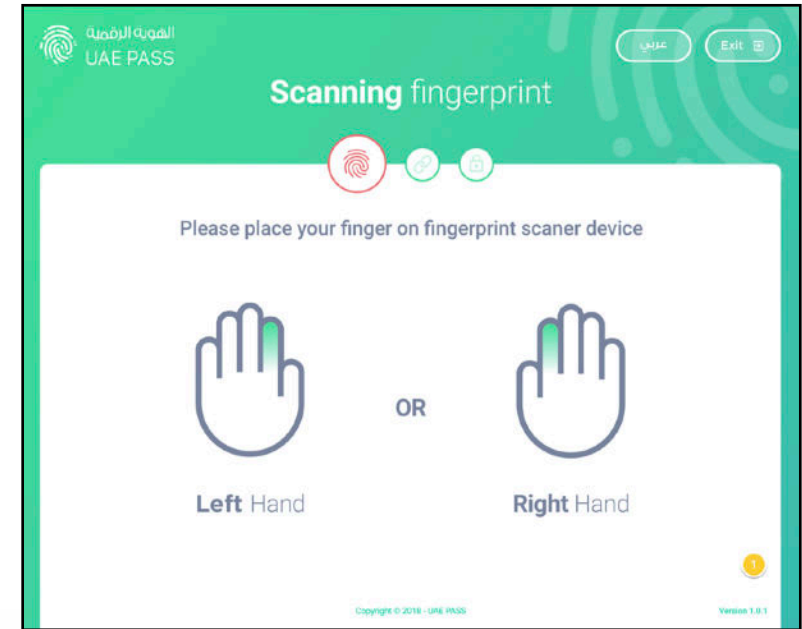
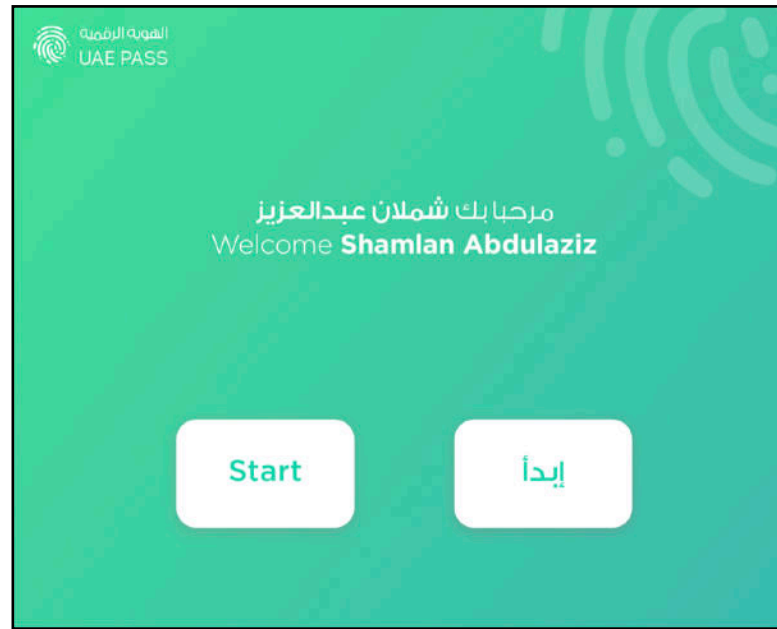
# Alternative Signup





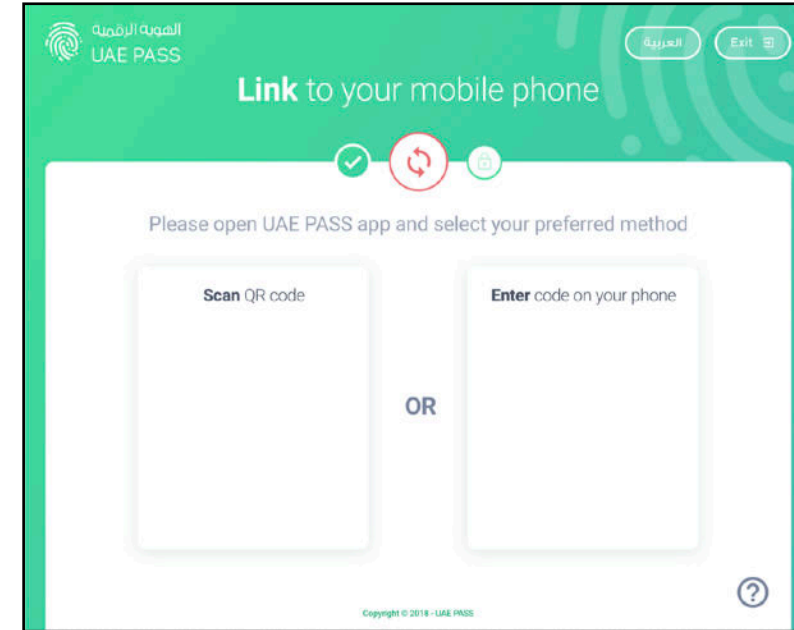
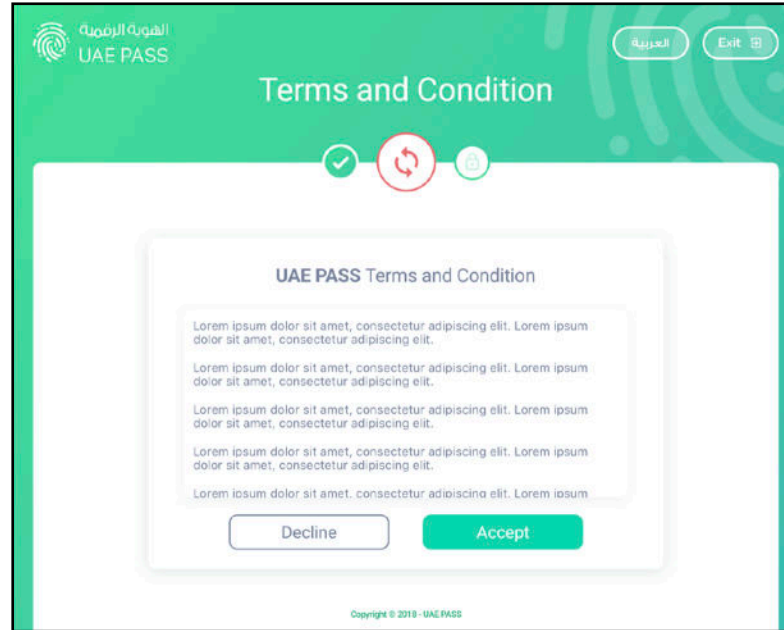
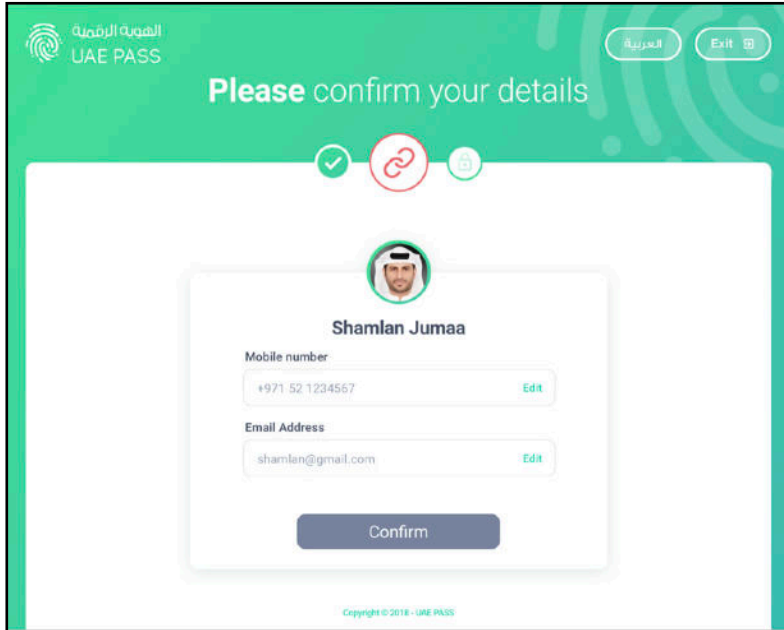
# Final Verification

## Step up account to Advance Verified level using the Kiosk



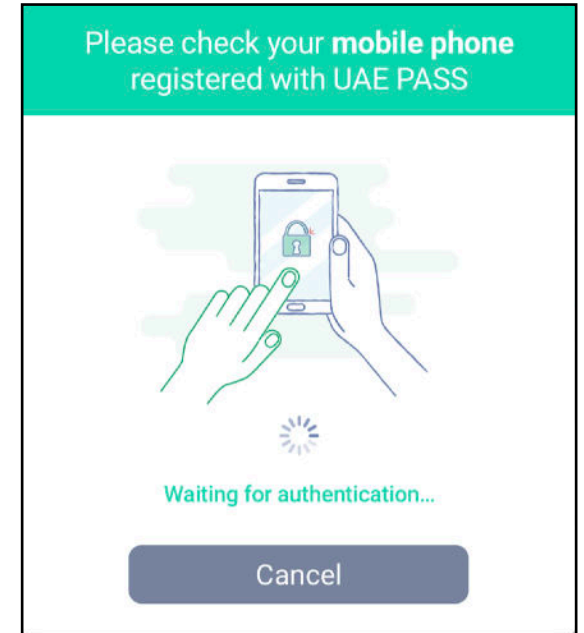
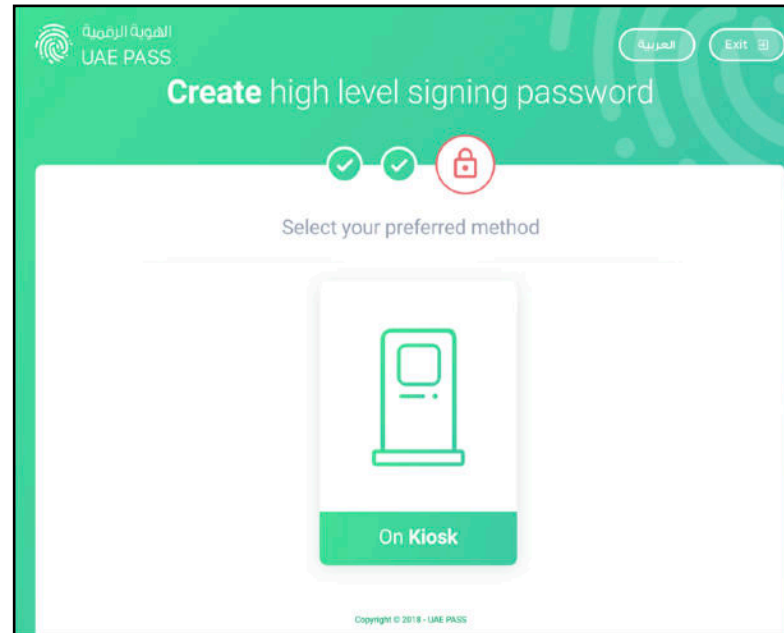
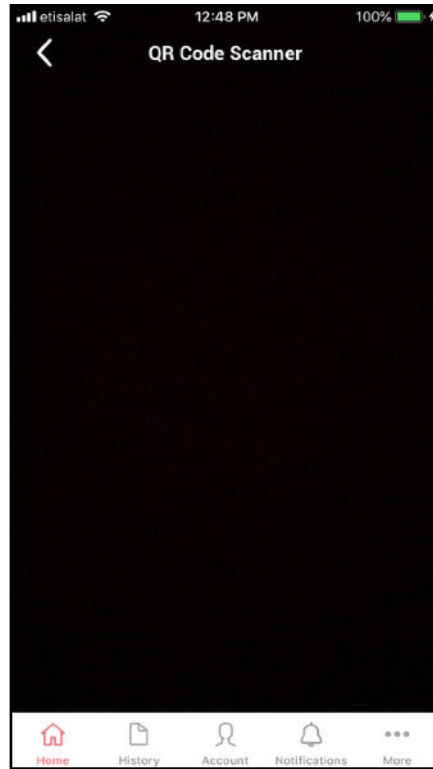
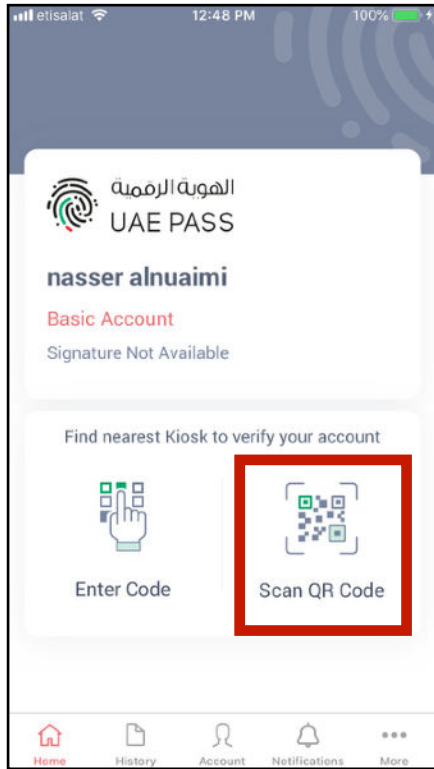


# Final Verification





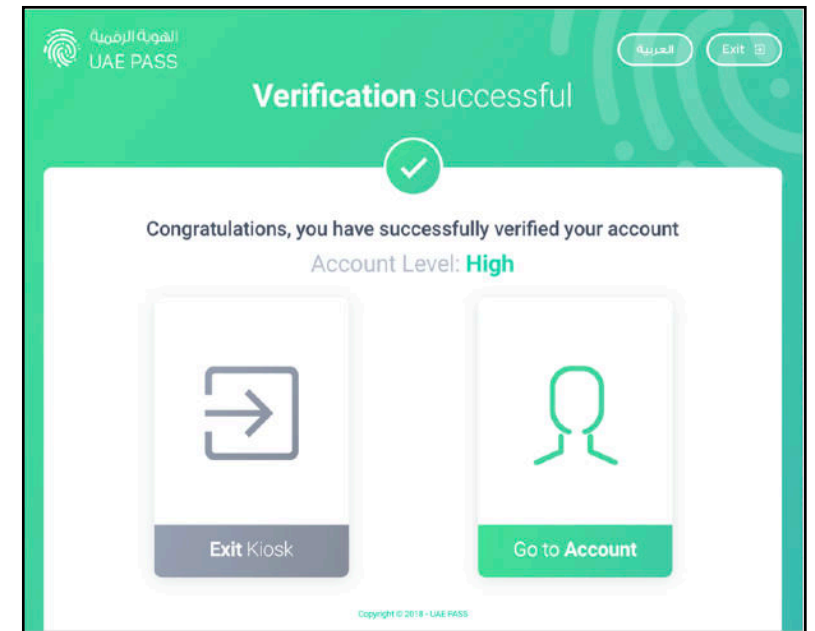
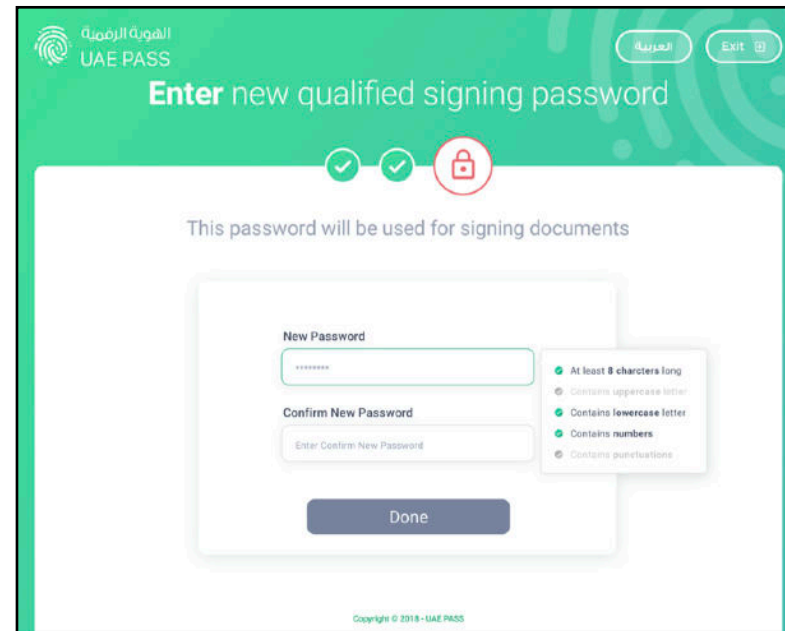
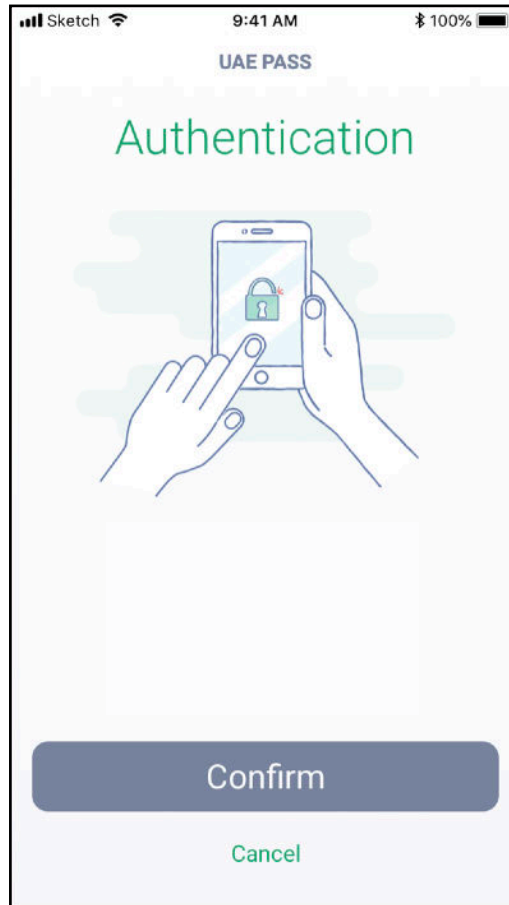
# Final Verification







# Final Verification





# Authentication

## Granting access to service provider Portals or Apps

The screenshot shows the DEWA website's login interface. At the top, there are logos for the Government of Dubai, the State of Zayed, and the Dubai Electricity & Water Authority (DEWA). Below the logos is a navigation bar with links for Customer, Consultants & Contractors, Suppliers & Partners, and About DEWA. A green header contains 'Services | Sustainability | Innovation | Help & Support' and a 'Login' button. The main content area is divided into three sections: 'Login with UAE PASS' and 'Login using Dubai ID' (both in blue buttons), and 'Login as Customer' (with Username and Password fields, a 'Remember Me' checkbox, and 'Login' and 'Create an Account' buttons). To the right, there is a 'Login as' section with dropdown menus for Government Entity, Contractor / Consultant, Supplier, Partner, and Job Seeker.

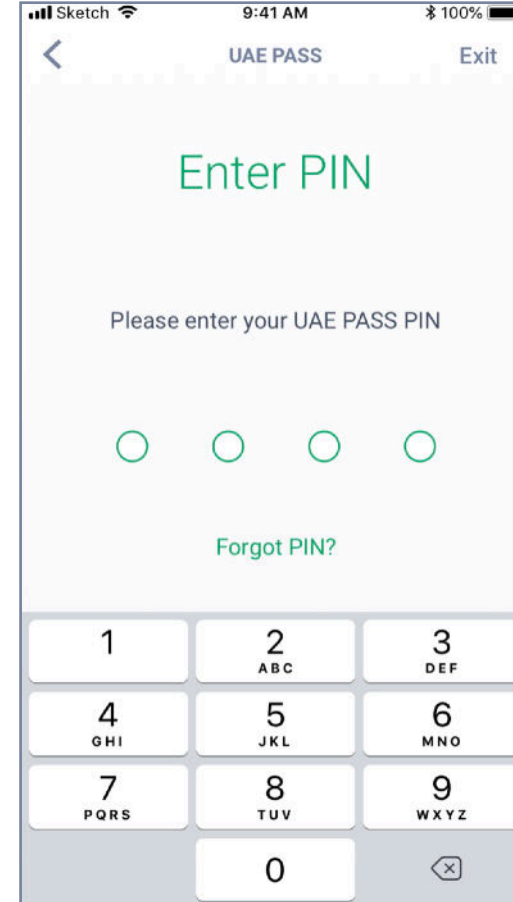
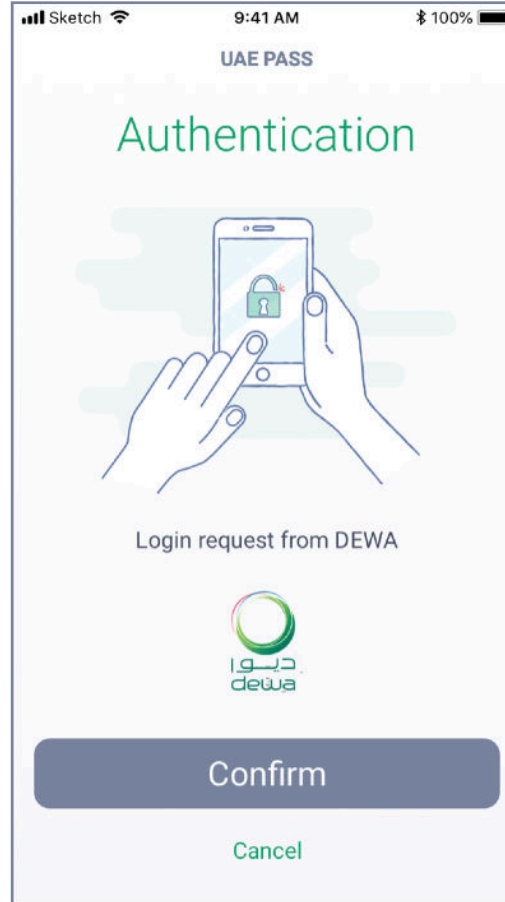
The screenshot shows the UAE PASS login page. It features a title 'Login to UAE PASS' and a text input field for 'Emirates ID, email, or mobile'. Below the input field is a 'Login' button. Underneath is an 'Account Recovery' button. At the bottom, there is a checkbox for 'I'm not a robot' and a reCAPTCHA logo.

The screenshot shows the Dubai Now app's login screen. At the top, it displays the 'dubai now' logo and a background image of the Dubai skyline. Below the logo is a 'Log in' button. Underneath is an 'or' separator. Below that is a 'Login With UAE PASS' button. At the bottom right, there is a 'Guest >' link.



# Authentication

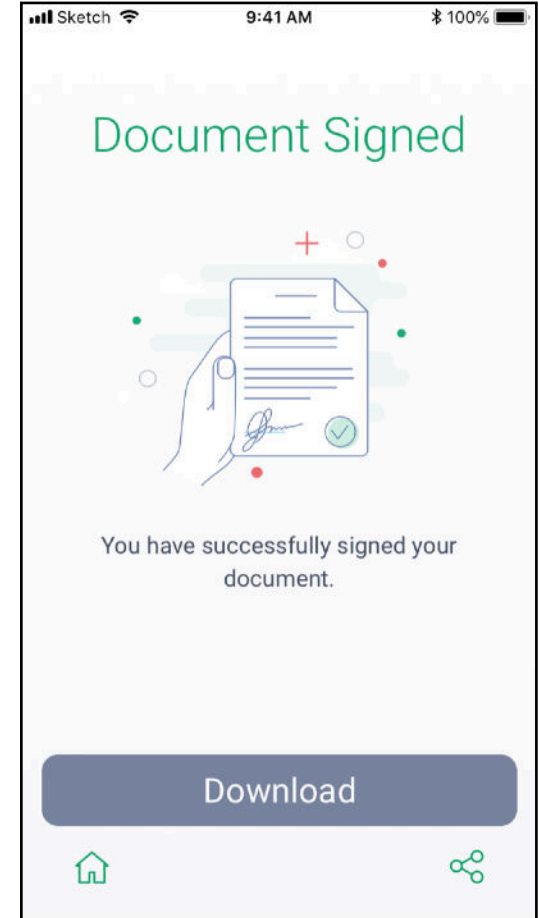
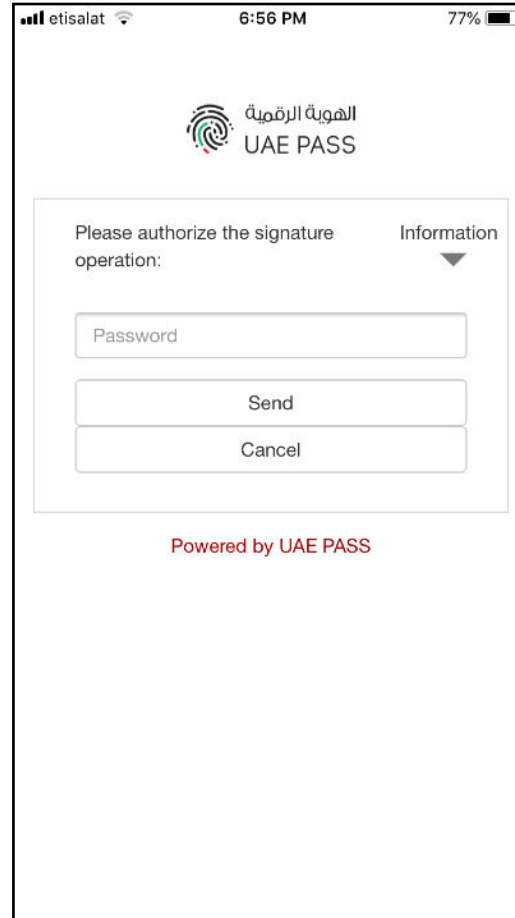
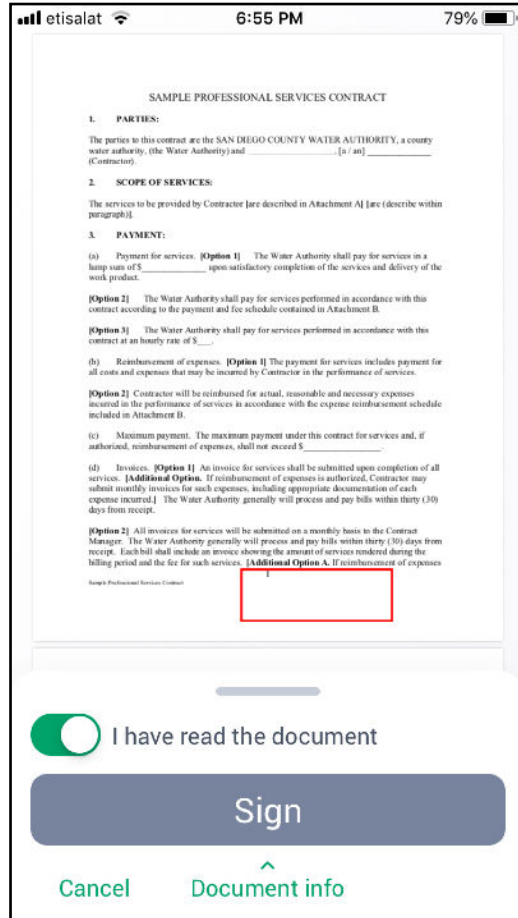
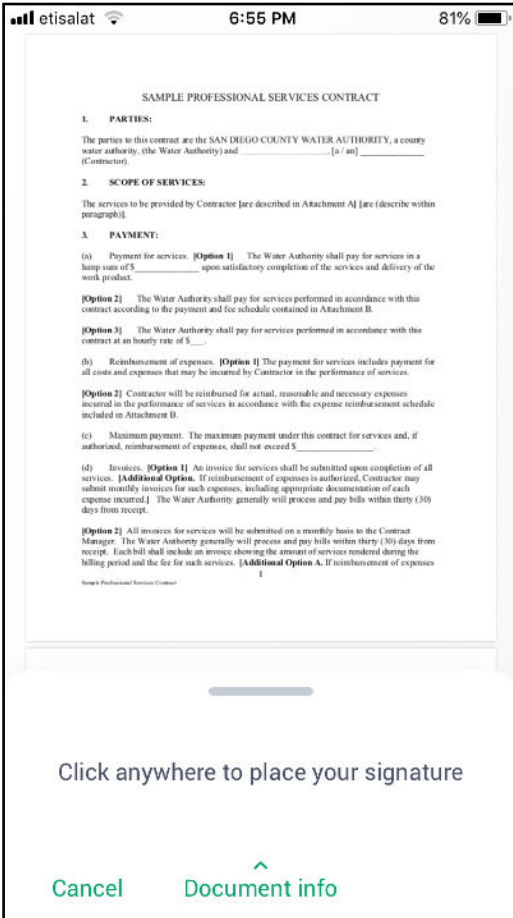
## Confirmation using UAEPASS App





# Document Signing

## 1. Signing from the UAEPASS App





# Document Signing

## 2. Signing from the Self-Service Portal

Type	Document name	Validation	Date
PDF	UAEPASS Mobile Application	Valid	06:56, 27 Jan 2019
PDF	Self-Service Portal	Valid	05:03, 16 Jan 2019

Document Name: Doc.pdf

Type: PDF

Validation: No valid signature

Document was signed by:

Signature level: Qualified

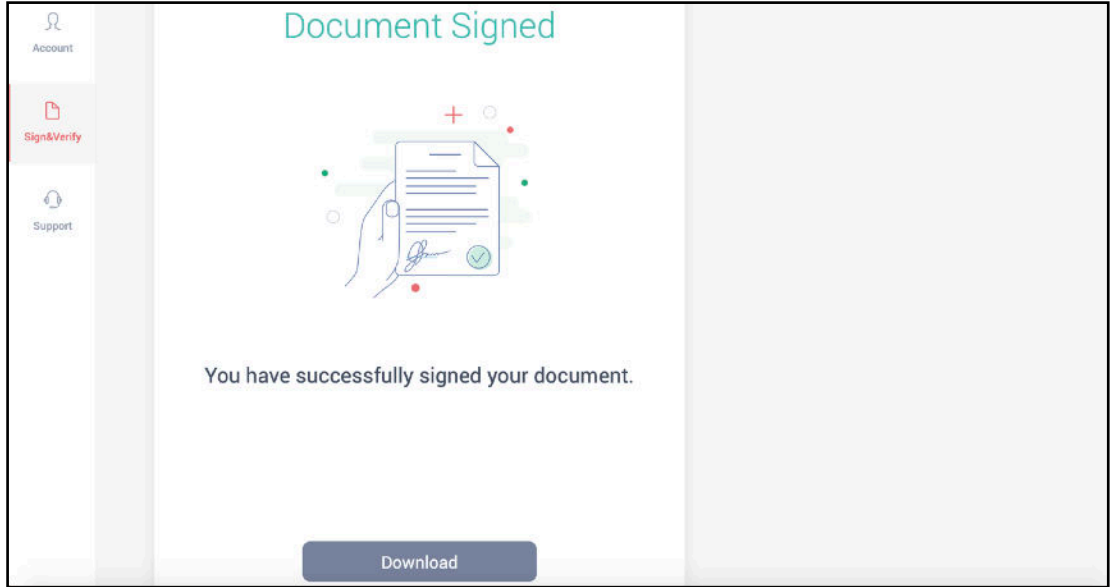
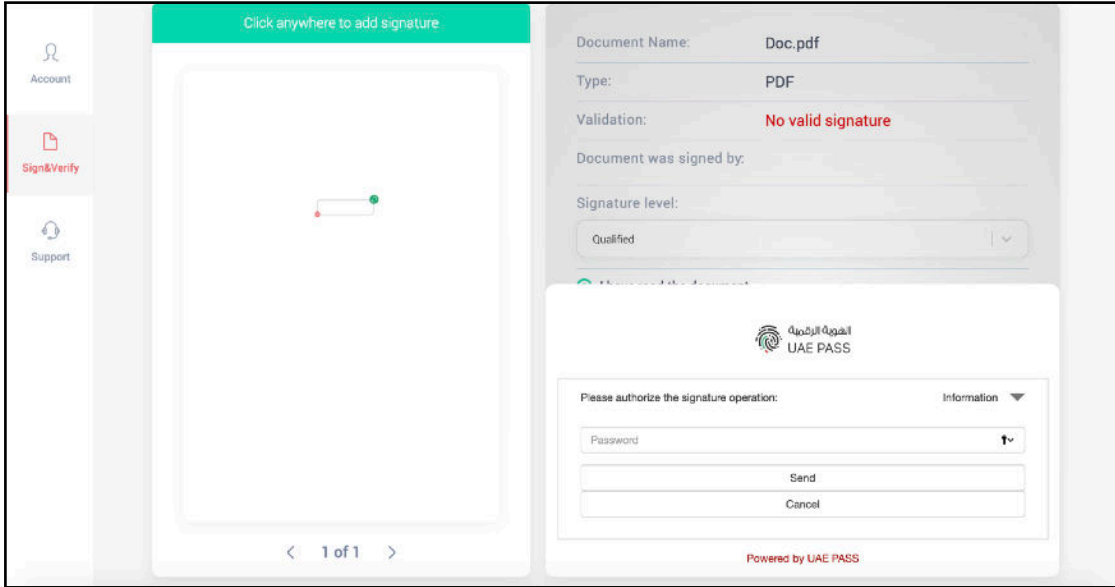
I have read the document

Cancel Sign



# Document Signing

## 2. Signing from the Self-Service Portal





# FAQ



### **What is UAE PASS?**

UAE PASS is the first national digital identity, for all citizens, residents, and visitors. Allowing you to access services across different sectors in the UAE, as well as digitally sign documents.

### **What do I need to register with UAE PASS?**

To register with UAEPASS, download the UAEPASS application, and sign up in three easy steps. Visiting the kiosk is only required to complete the final verification step for enabling digital signing.

### **Where can I find a Kiosk?**

Kiosks are distributed across the UAE, find the kiosk closest to your location at [uaepass.ae](http://uaepass.ae)

### **Do I need to pay for this service?**

There is no charge to register and use the UAE PASS service.

### **What are the available UAE PASS registration channels?**

Registration is only possible through the UAEPASS application. You can create a new account, or migrate from an existing Dubai ID or SmartPass account.

### **Do I need to download and install the UAE PASS app to use services with UAE PASS?**

Yes, it is required.

### **Is my digital signature legally valid under UAE law?**

The UAE PASS signature is legally binding, and is equally valid to a written signature.





**How is my digital signature secured?**

The entire UAE PASS Infrastructure is a secure environment with various security measures put in place to protect your identity and signature.

**What are the security features of the digital signature?**

UAEPASS relies on a national PKI that utilizes industry standard signing certificates. Secure storage of the keys is done through SE/TEE on the mobile and through a cloud based HSM

**What are the security measures I should ensure while using UAE PASS?**

Never share your pin or password with anyone, ensure that authorization notifications are coming from legitimate sources that you know.

**What is UAE PASS help desk number?**

600.560.000

**What should I do when I lose my device?**

If you lose your device, you can recover your account through the selfcare portal or by visiting the nearest kiosk. Simply follow the recovery steps to delete you profile from any previous device, and restore the profile on a new device.

**Will my UAE PASS expire? How do I know when?**

Your UAEPASS expiry information can be viewed on the self-service portal. The certificates are valid for 3 years upon creation or renewal

**How can I enroll to UAE PASS via SmartPass?**

After downloading the UAEPASS app, sign up by selecting the the Smartpass option, and enter your existing SmartPass credentials.

**How can I enroll in UAE PASS via Dubai Id?**

After downloading the UAEPASS app, sign up by selecting the the Dubai ID option, and enter your existing Dubai ID credentials.

**How can I sign a document?**

Signing through UAEPASS can be done using the application or through the Self-service portal. Select the document you would like to sign and enter your PIN or signing password depending on the signing level. After that, you will have the option to download the document with your signature.

**How can I create a Signing Password?**

A signing password can only be created after verifying your account. You'll be prompted to create one while completing the verification step at the kiosk. An alternative is to 'upgrade to high level' from the account information at the kiosk.

**How can I verify a document?**

Verifying the UAEPASS signature can be done using the application or through the Self-service portal. Select the document you would like to verify and the list of current signatures as well as the validity of the document will be displayed.

**Will my signature expire?**

The signing certificate expires in 3 years after creation. However signed documents will remain valid even if the certificate expires.

**Is there any validity period for my digital Signature?**

The signing certificate expires in 3 years after creation. Renewal can be done from the kiosk or the self-service portal.



**Can I revoke my signatures in Digital content?**

Signatures on a signed document cannot be revoked after signing.

**What are the digital content formats that are supported for signing.**

.pdf documents

**Now that I have registered, how can I change my email address?**

Your email can be changed from the UAEPASS application as well as the Self-service portal. Go to Account -> Personal Details -> Email (edit). Enter the email you'd like to use, and validate using an OTP.

**How can I change my mobile number?**

Your Mobile Number can be changed from the UAEPASS application as well as the Self-service portal. Go to Account -> Personal Details -> Mobile Number (edit). Enter the Mobile Number you'd like to use, and validate using an OTP.

**Can I use any international number?**

Yes, as long as you have the ability to receive an SMS on that device you can use any number.

**Can I modify all my personal information?**

No, only your email address and mobile number can be updated.

**Can I delete my UAE PASS?**

No, currently the only option is to delete the app.



### **Who is eligible for UAE PASS?**

Citizens and residents with a valid Emirates ID card are currently the only users eligible for UAE PASS.

### **What is my UAE PASS identifier?**

Your main UAE PASS identifier is your Emirates ID number. When you login to a service you can use your valid email, mobile number, or Emirates ID number.

### **Can I change my signing password?**

You can change your signing password by revoking or renewing your current signing certificate and at the kiosk.

### **Can I change my UAE PASS PIN code?**

You can change your UAEPASS PIN from the application from the Account Tab.

### **I lost my mobile, how can I get my UAEPASS account back?**

If you lose your mobile device, you can recover your account from the UAEPASS self-service portal and it will remove your profile from the phone you've lost, and install it on your new device.

### **Which devices support UAEPASS ?**

Android devices and iOS devices can run the UAE PASS application. Additionally, any currently updated browser supports UAEPASS self-service portal.

### **What do I do if I receive an incompatible device notification?**

If you are getting a notification that your device is incompatible please make sure you are updated to the most recent OS for your device.

**Is there any specific Android version or iOS version?**

Supported Android versions are from 6.0 or later  
Supported iOS versions are from 10.3.2 or later

**Is there any specific password format for the signing password ?**

The password must be at least 8 characters with a combination of upper and lower case, and at least one special character, and at least one number.

**I don't have emirates ID and/or I am living overseas, Can I still register and/or use UAE PASS?**

We currently support enrollment only to emirates ID holders.

**Can I use UAE PASS from multiple devices?**

Yes, you can use it for up to two devices.

**I did not receive the SMS OTP code required for UAE PASS. What should I do?**

Please verify that your phone number was entered correctly, as displayed on the screen. If it is correct then please contact the helpdesk team for further assistance.

**If I forgot my PIN code, what should I do?**

If you forgot your UAEPASS PIN then you need to recover your account from the UAEPASS self-service portal, which will allow you to create a new PIN.

**What transactions require UAE PASS signing currently?**

Currently the only service provider is Ease of Doing Business. This service will allow you to quickly and easily sign legal documents and set up a new business with multiple partners.



**I am not able to login using UAE PASS. What should I do and where to report issue?**

If you are not able to login to your UAE PASS account on the self-service portal or some other site please contact the helpdesk for further assistance.

**How do I review my UAE PASS transaction history?**

A full authentication history is available on the application and self-service portal

**I have received an authentication request on UAE PASS mobile application but I did not request for it. What should I do?**

If you received an authentication request on your device but did not request it then please do not confirm it, and contact the helpdesk instead.

**How can I keep my UAE PASS account safe?**

Make sure that you never share your password or PIN with anyone, and do not leave your device around where it could get stolen.

**How can I send a complaint regarding UAE PASS?**

If you would like to file a complaint please contact [support@uaepass.ae](mailto:support@uaepass.ae)



**THANK YOU**

**For more information visit [uaepass.ae](http://uaepass.ae)**