الهوية الرقمية
UAE PASS

UAEPASS

User Guide

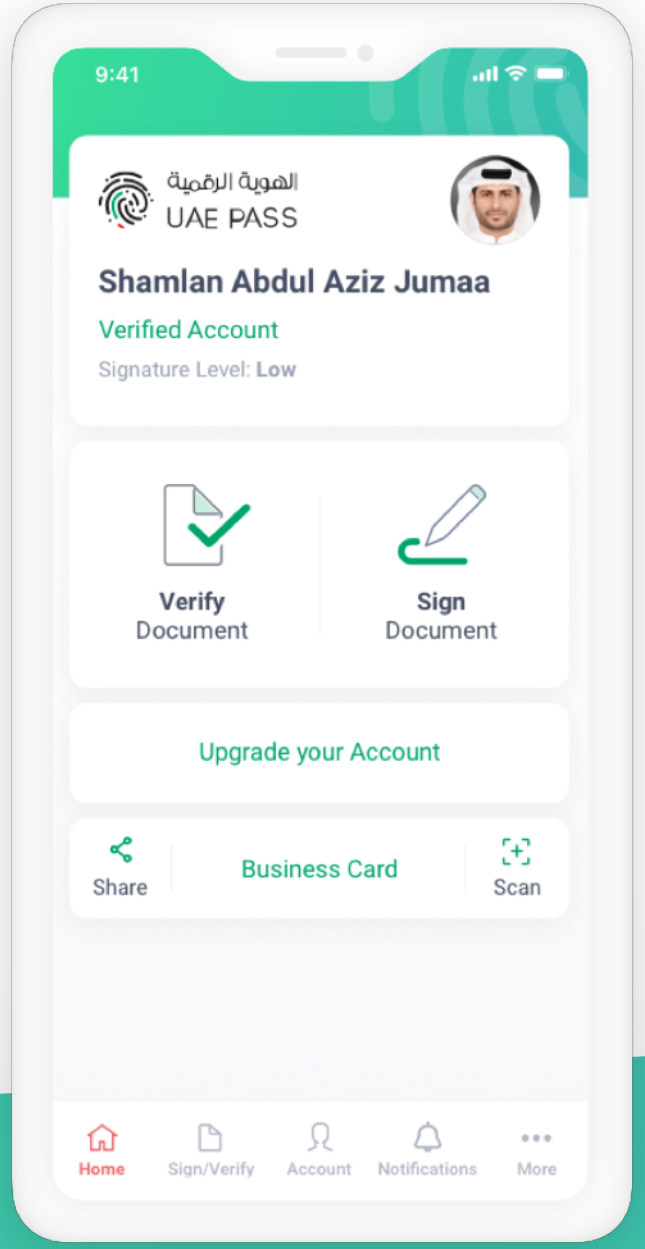
Version 1.0

Start your Journey

Download UAEPASS Application

GET IT ON Google Play

Available on the App Store



Sign up in 3 steps

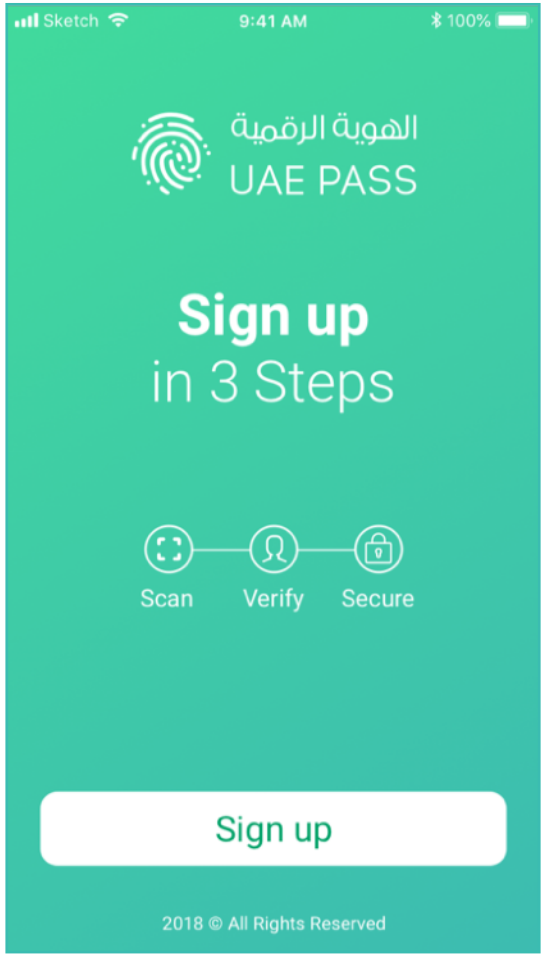


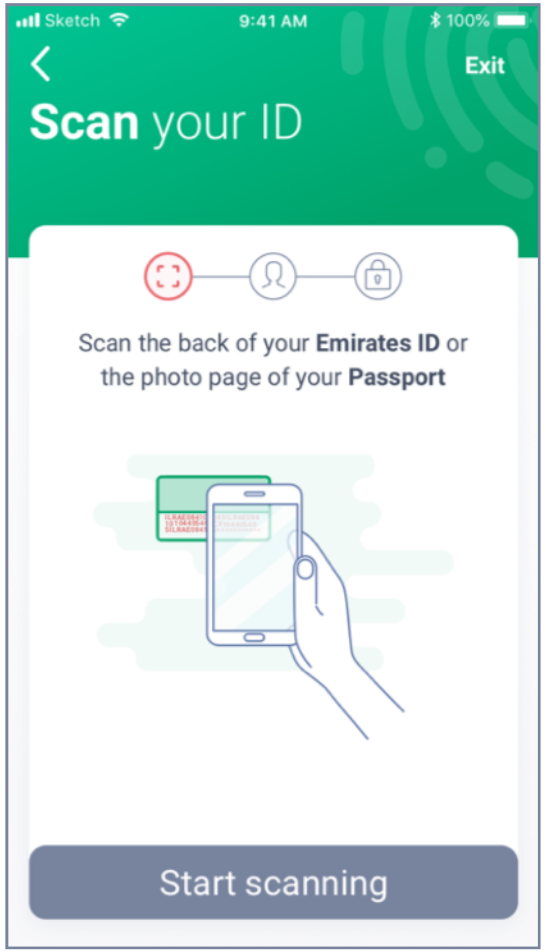
SCAN
Scan your Emirates ID or Passport

VERIFY
Verify your Mobile Number and Email Address

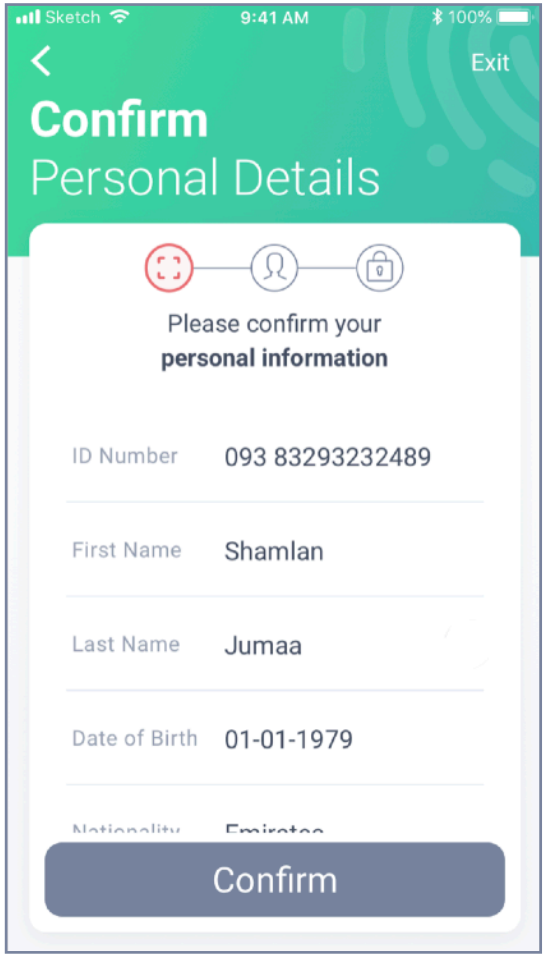
SECURE
Secure your Account with a PIN

Sign up in 3 steps

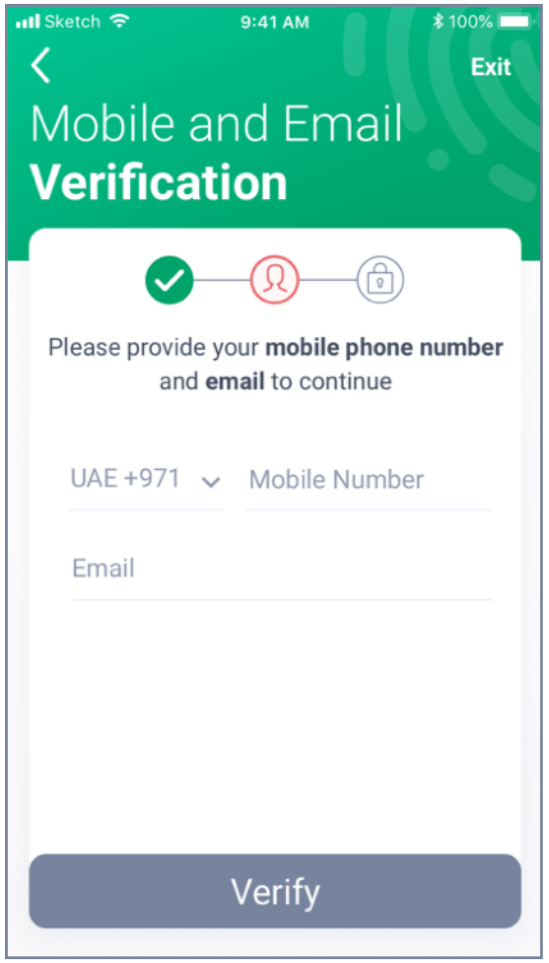


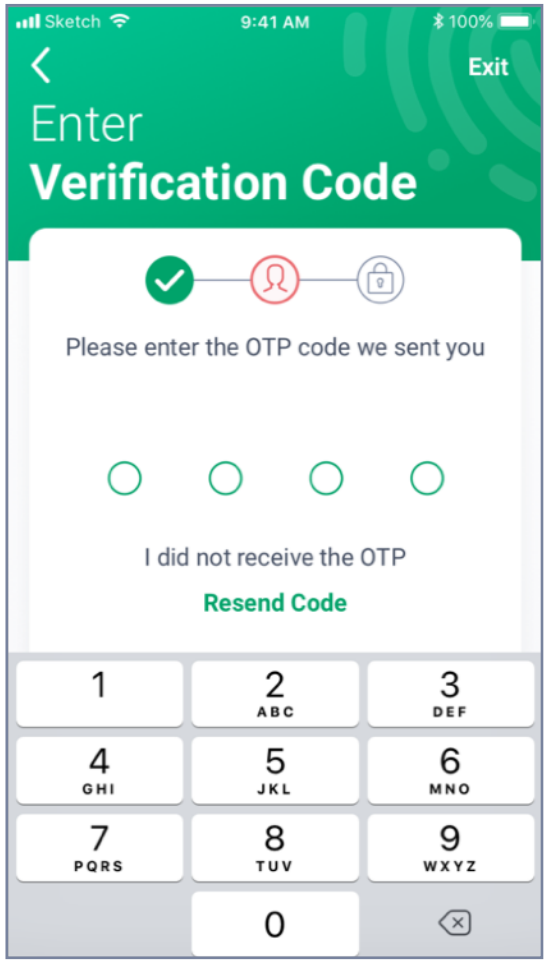


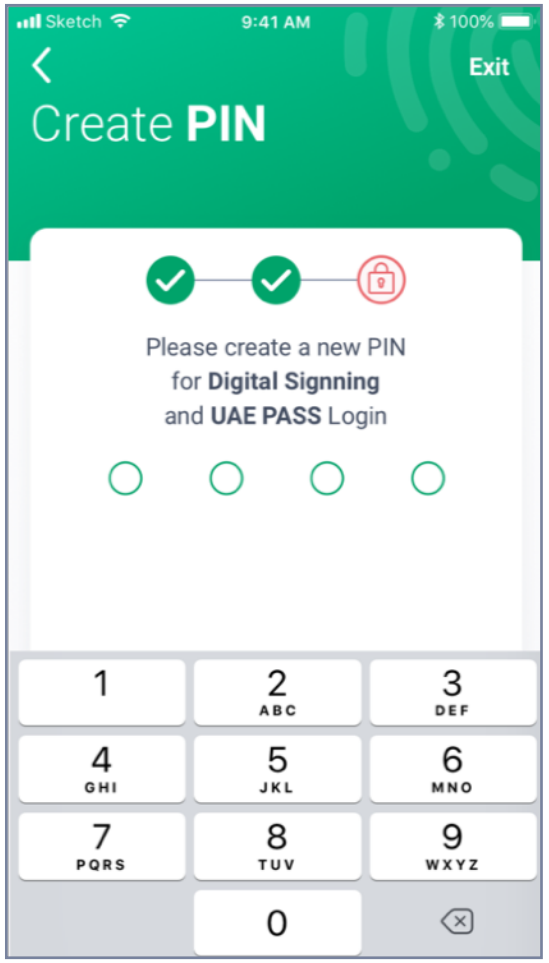


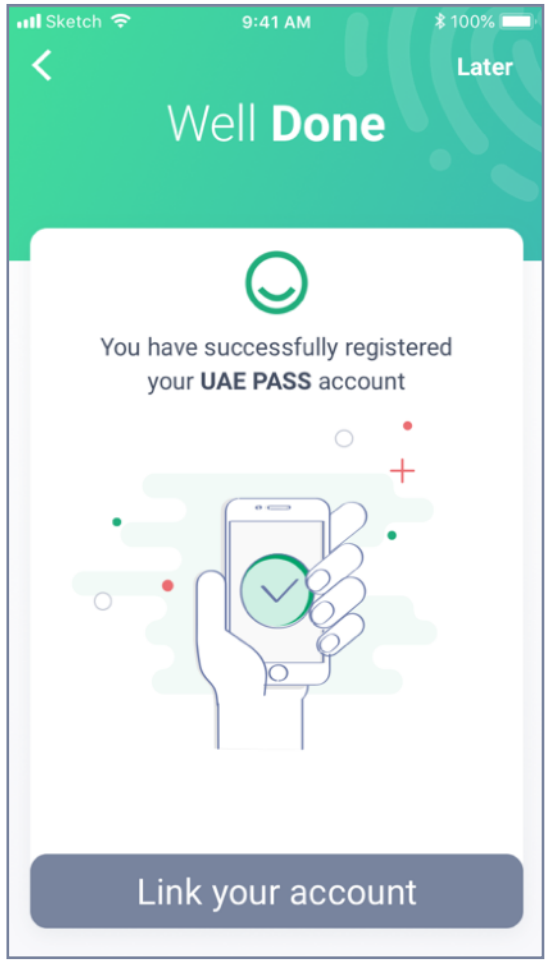


Sign up in 3 steps









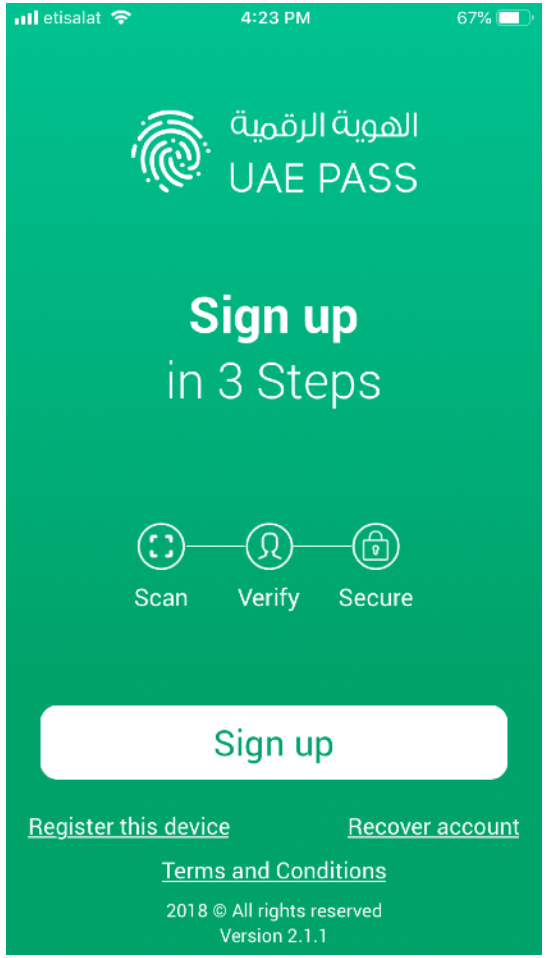
Alternative Signup

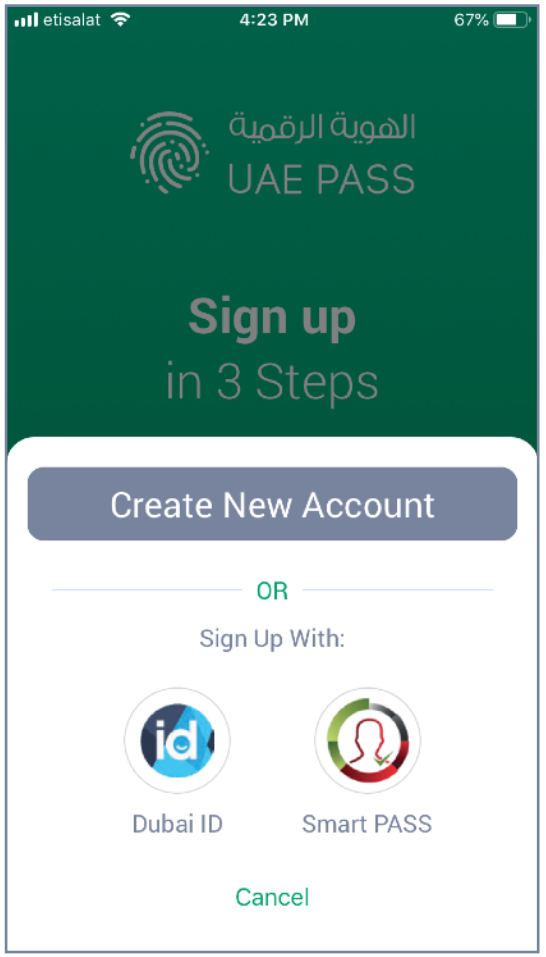
Migrate from an existing Digital ID provider



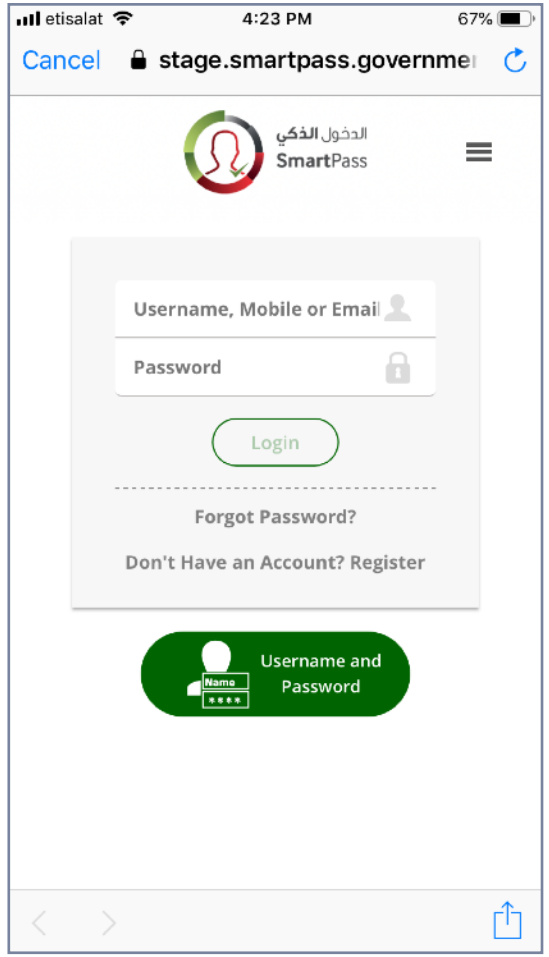


Alternative Signup





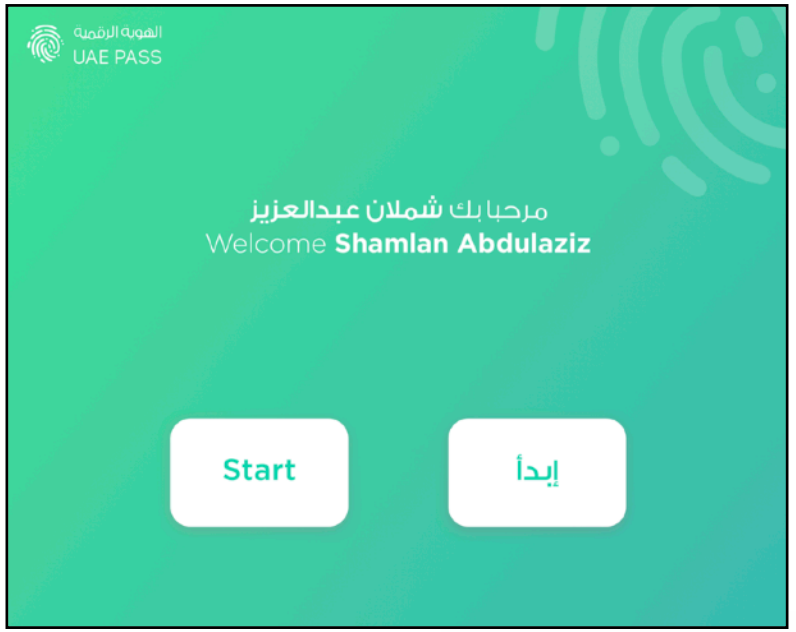


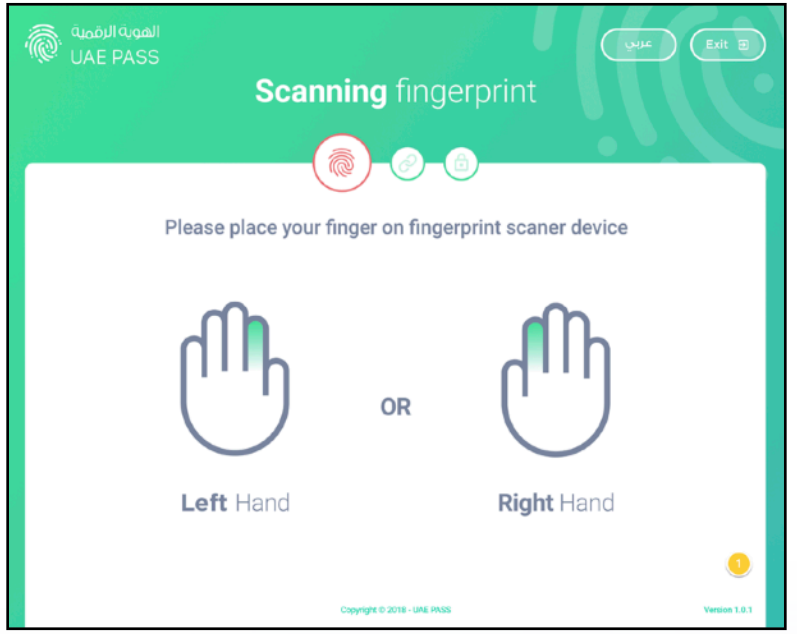


Final Verification

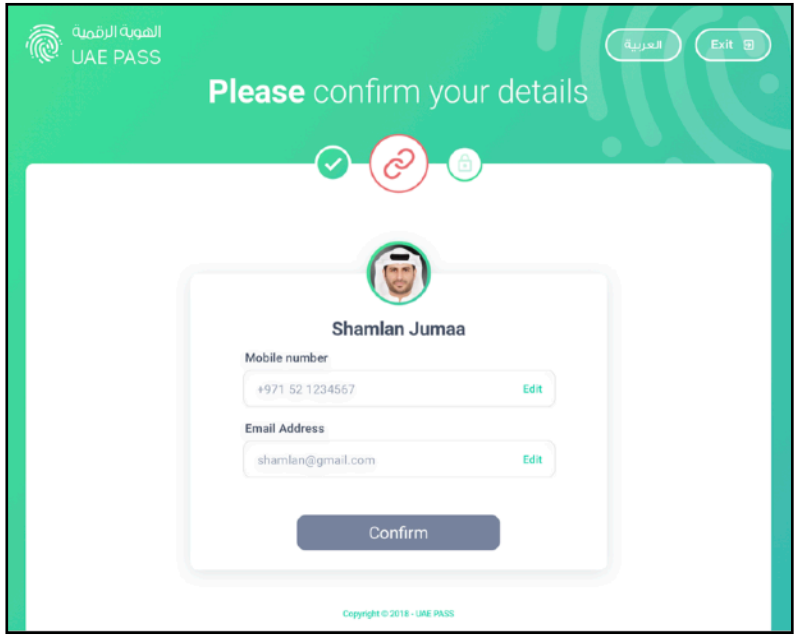
Step up account to Advance Verified level using the Kiosk

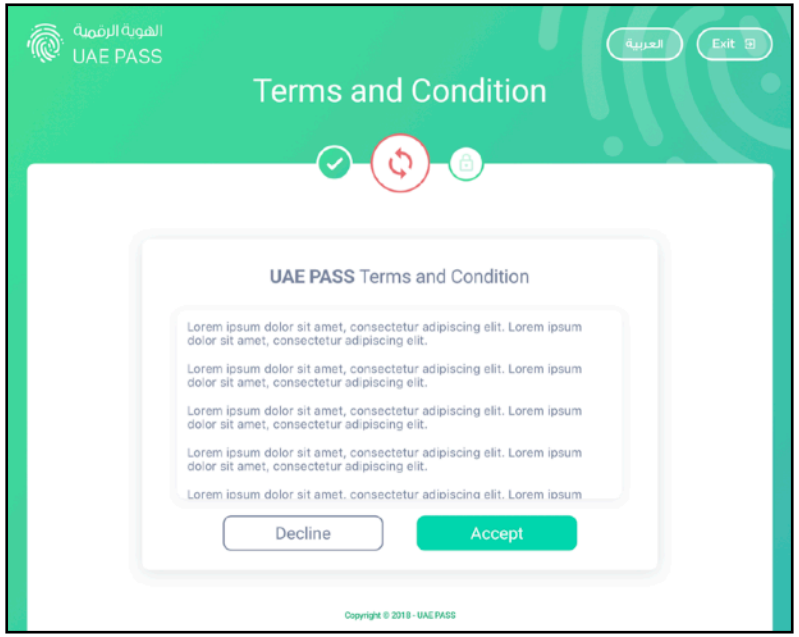


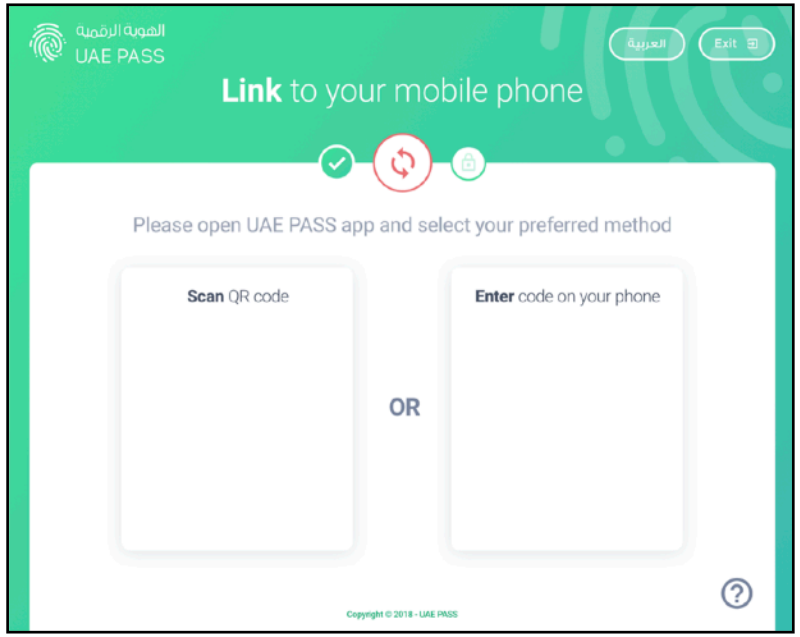




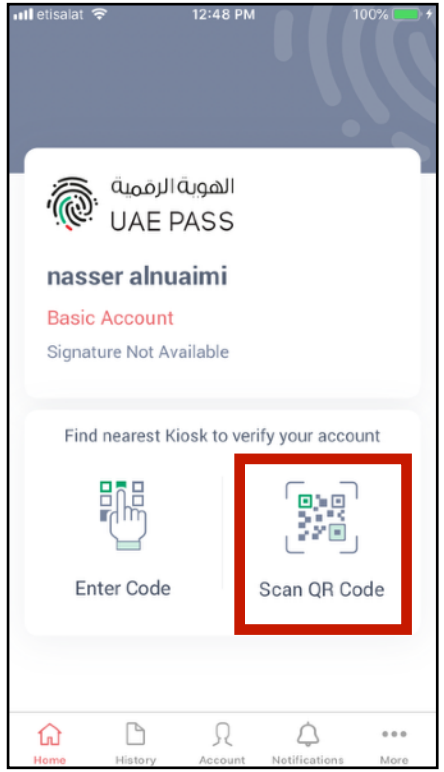
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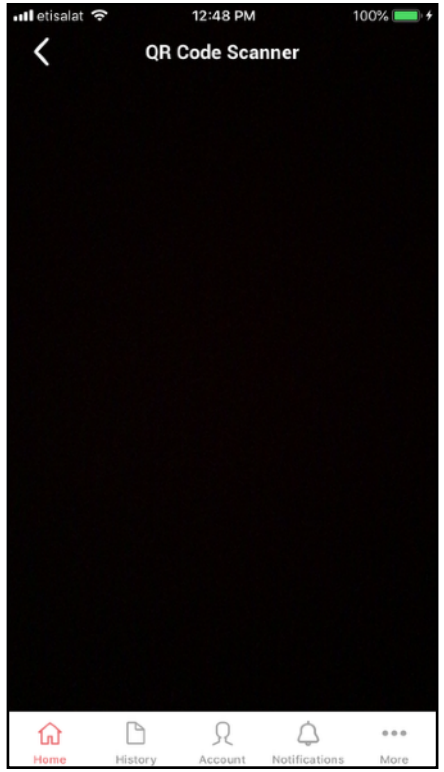


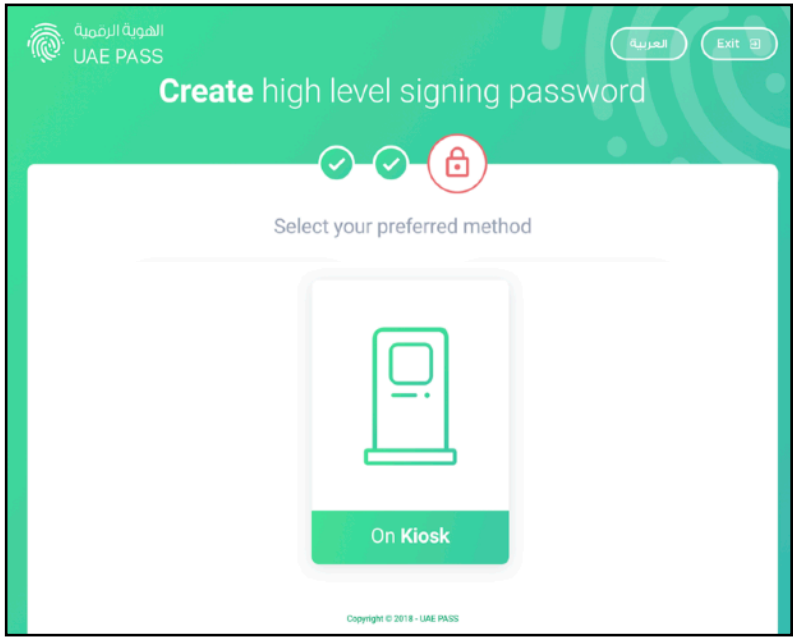


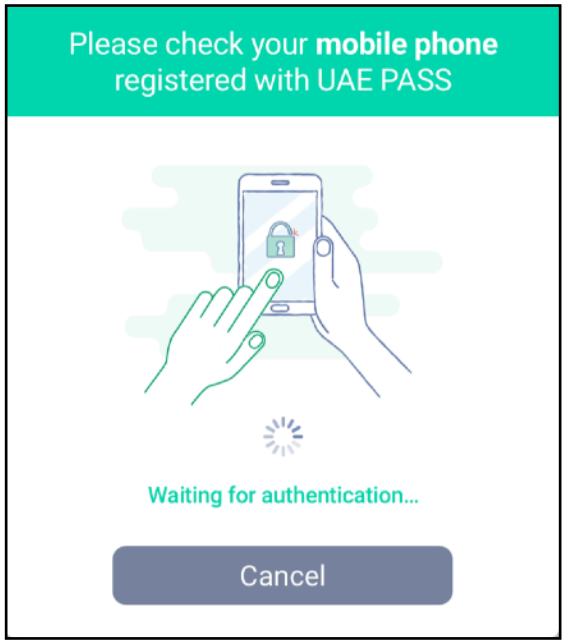


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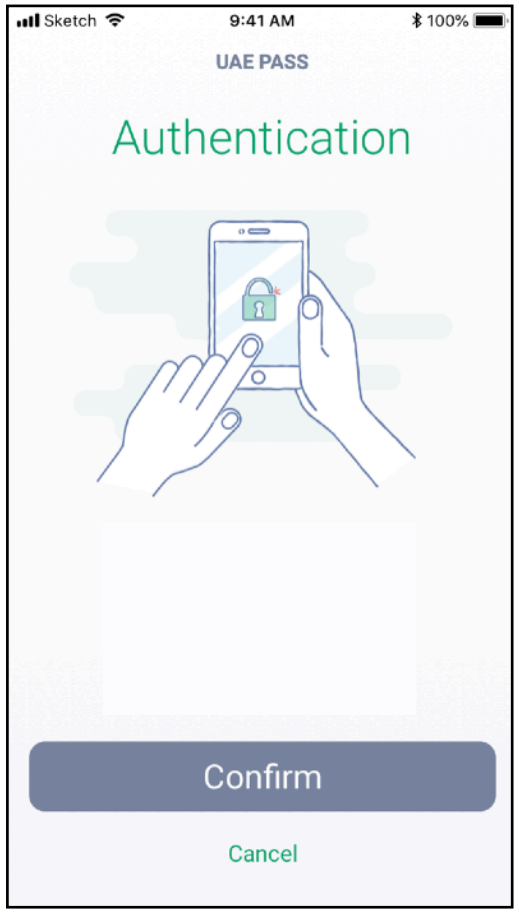


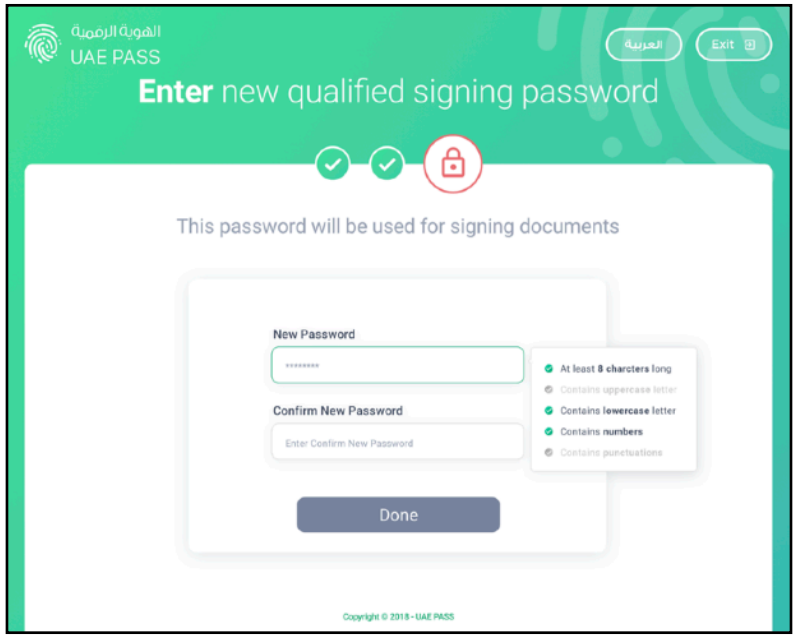


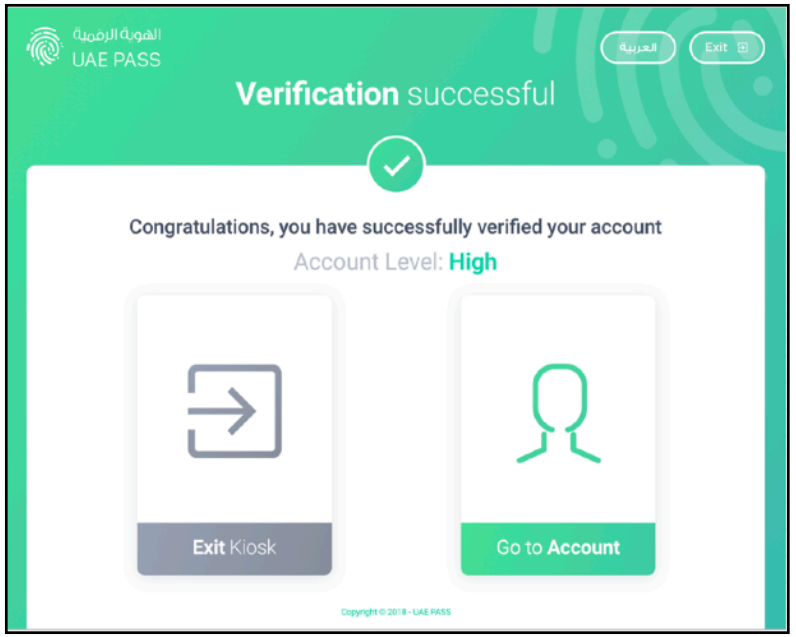




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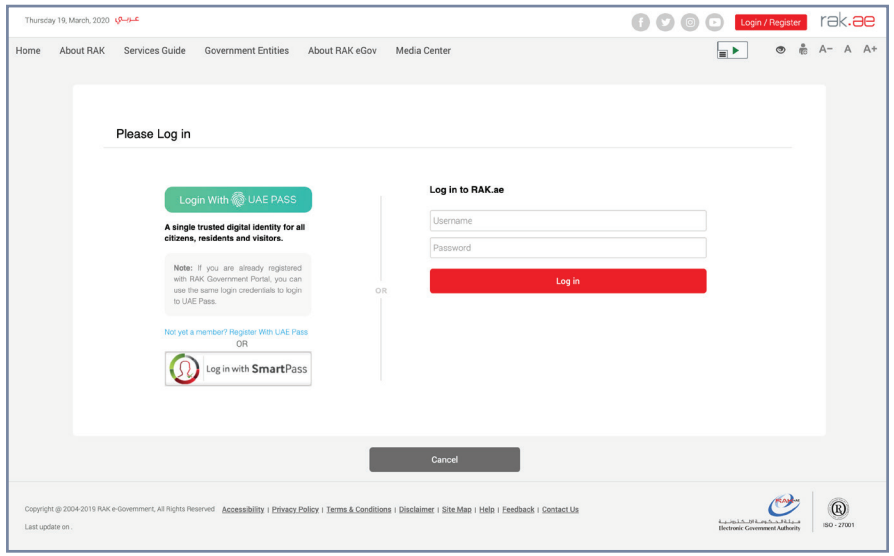


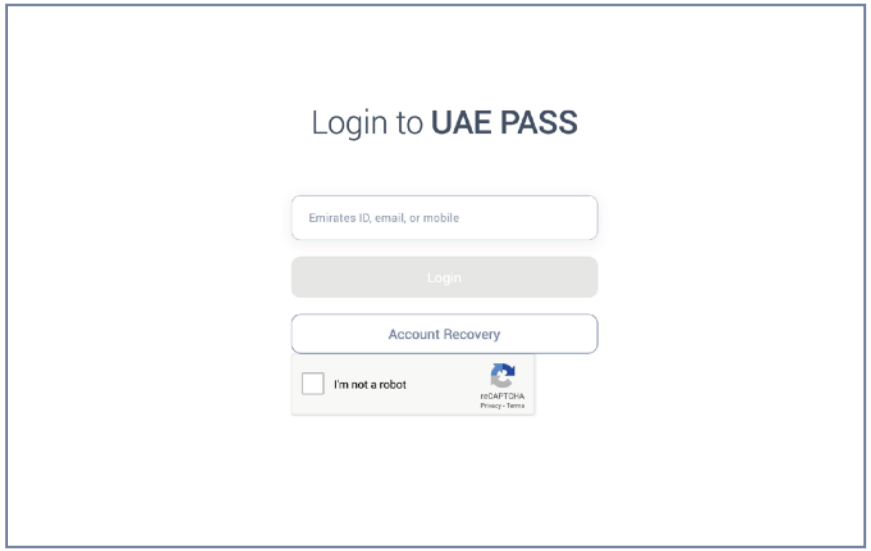


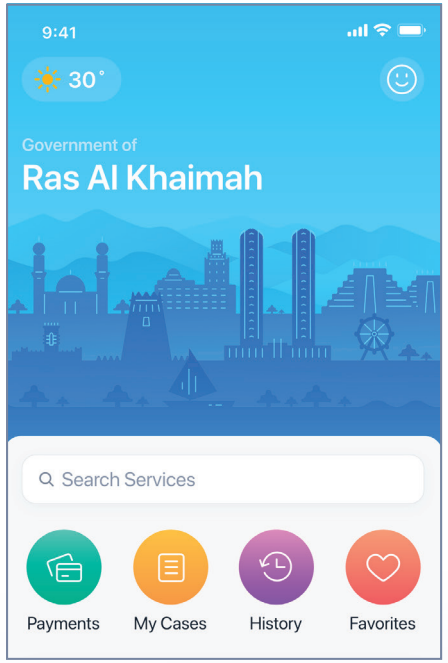


Authentication

Granting access to service provider Portals or Apps

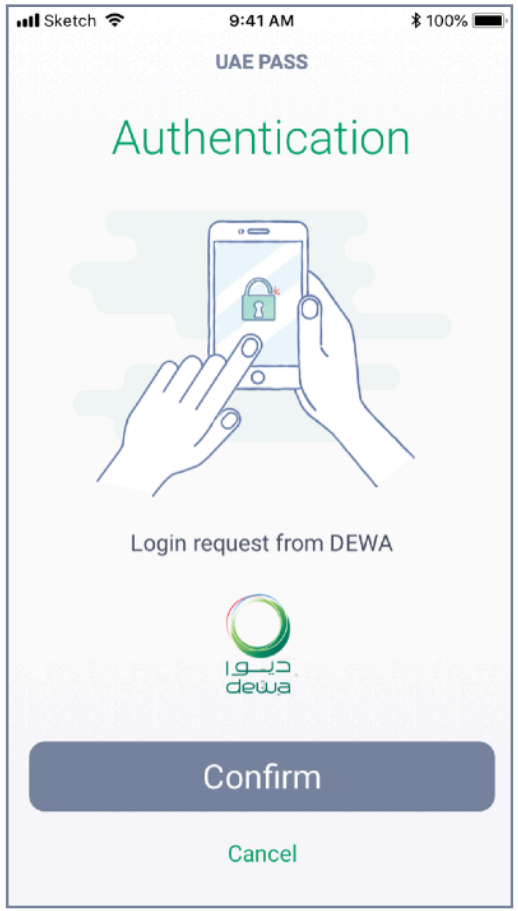


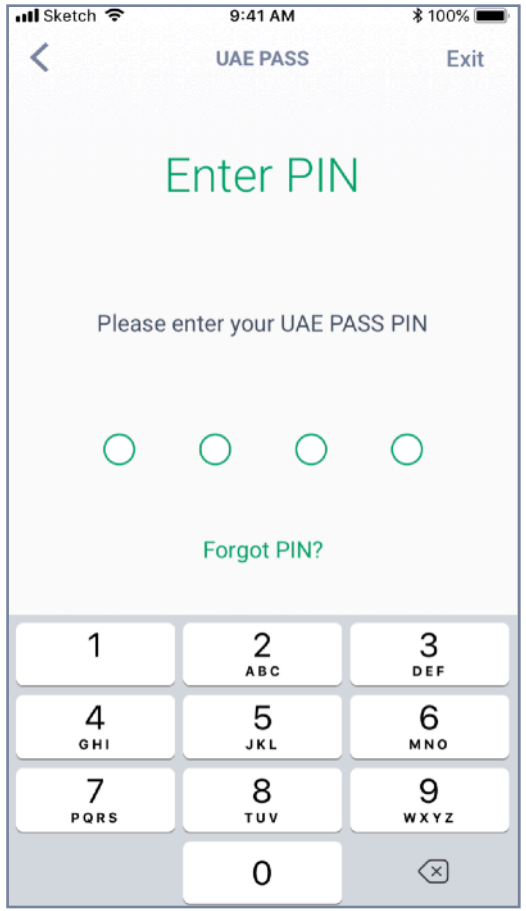




Authentication

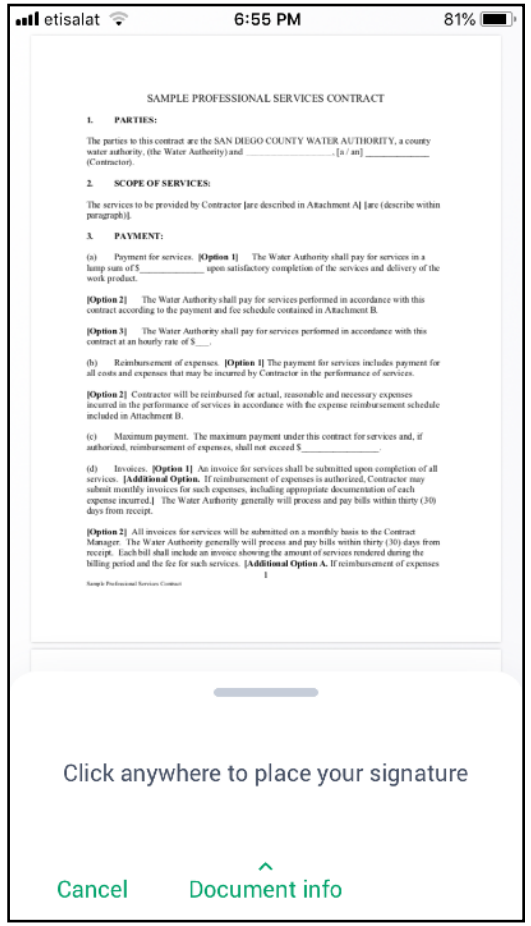
Confirmation using UAEPASS App

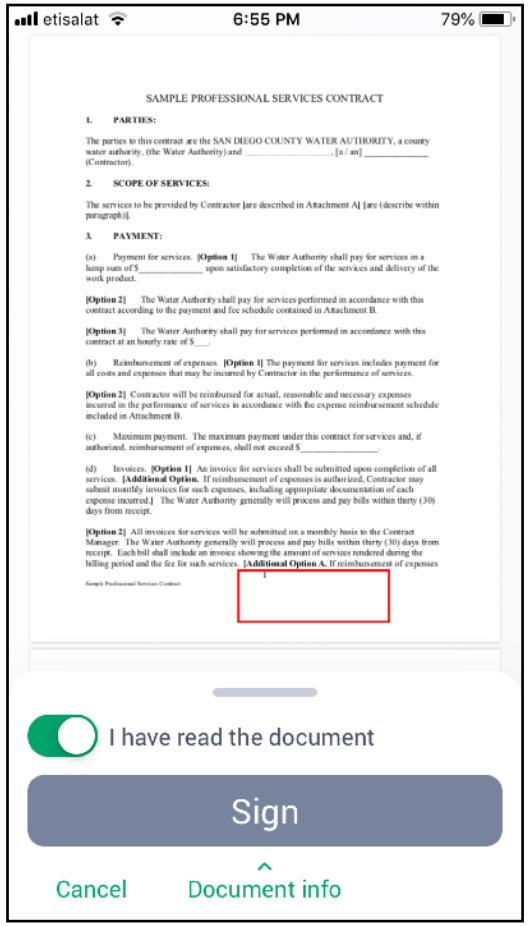


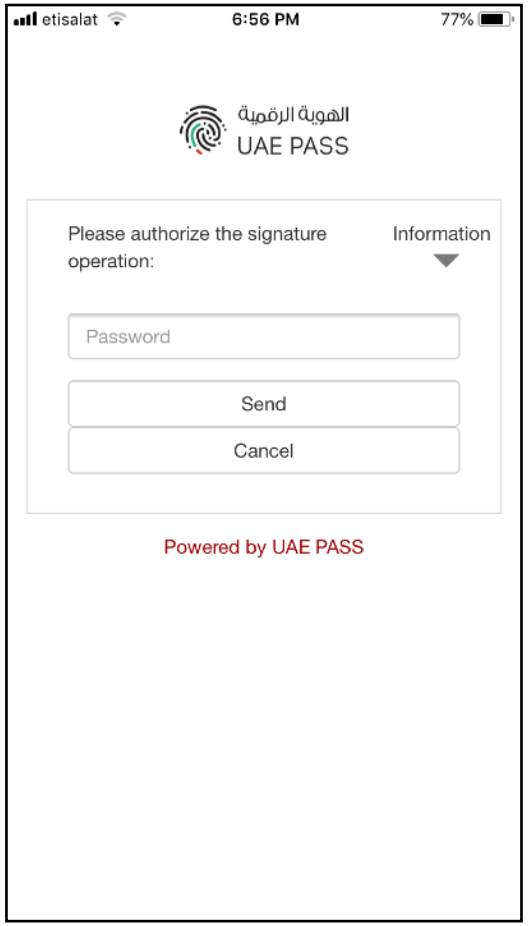


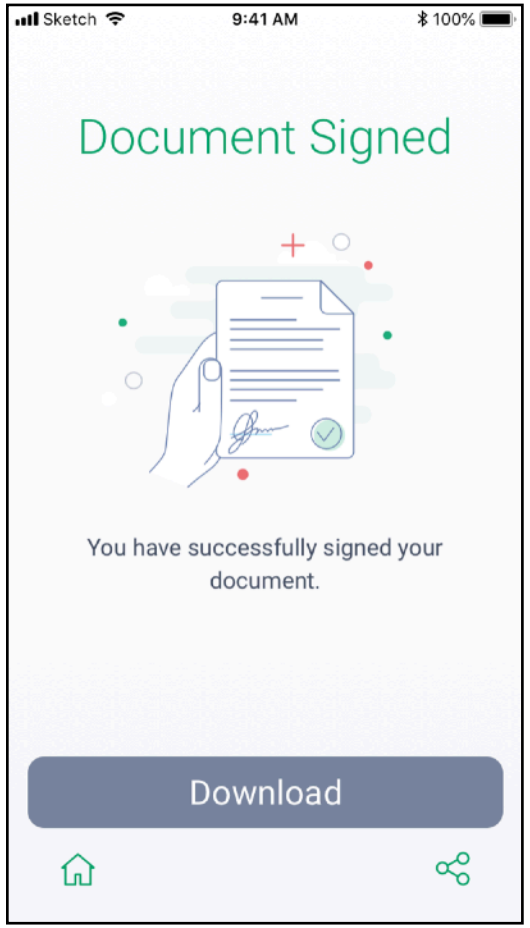
Document Signing

1. Signing from the UAEPASS App



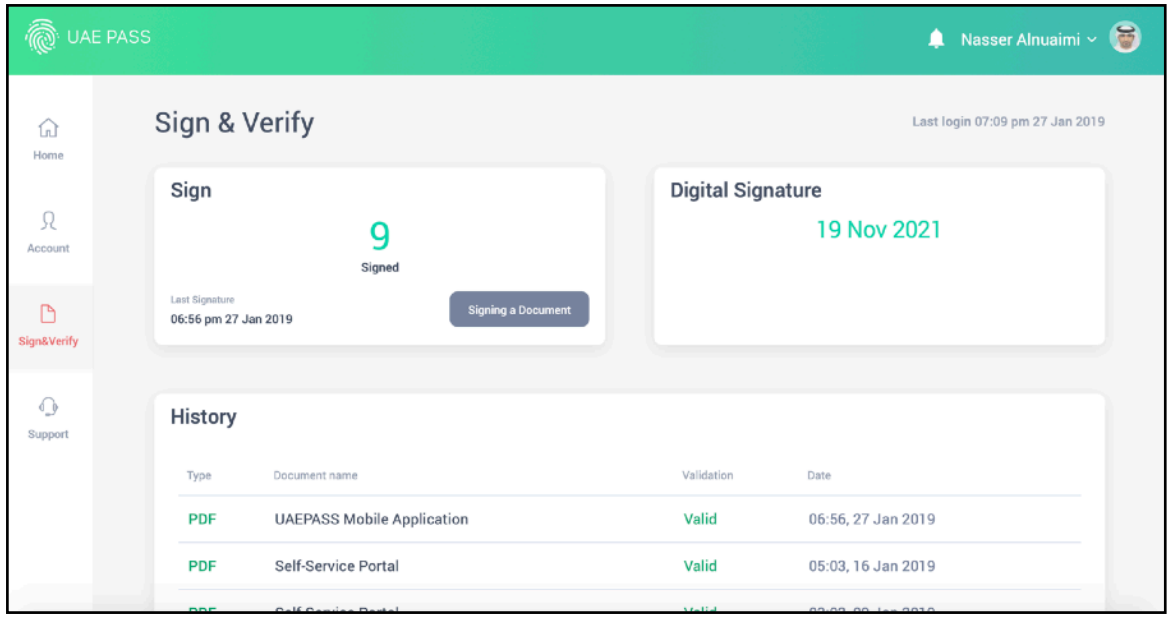


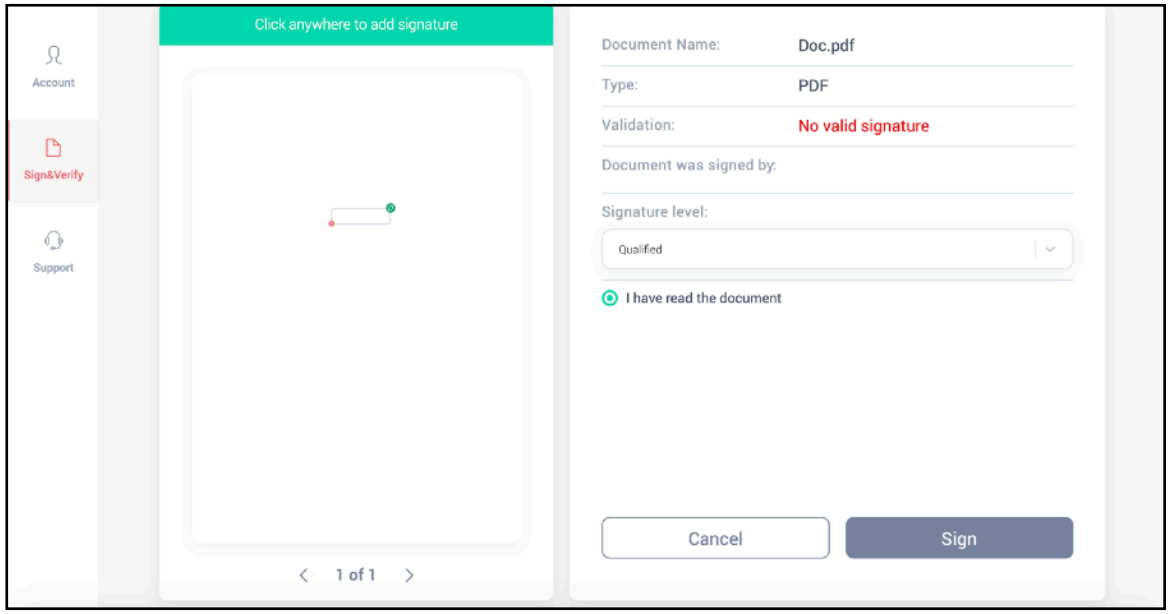




Document Signing

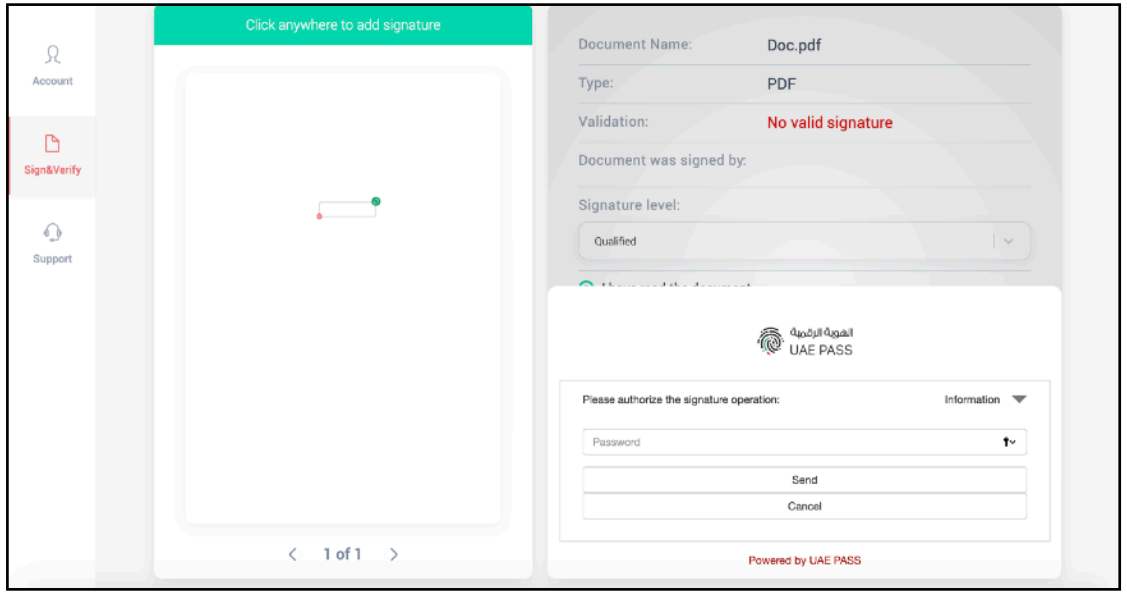
2. Signing from the Self-Service Portal

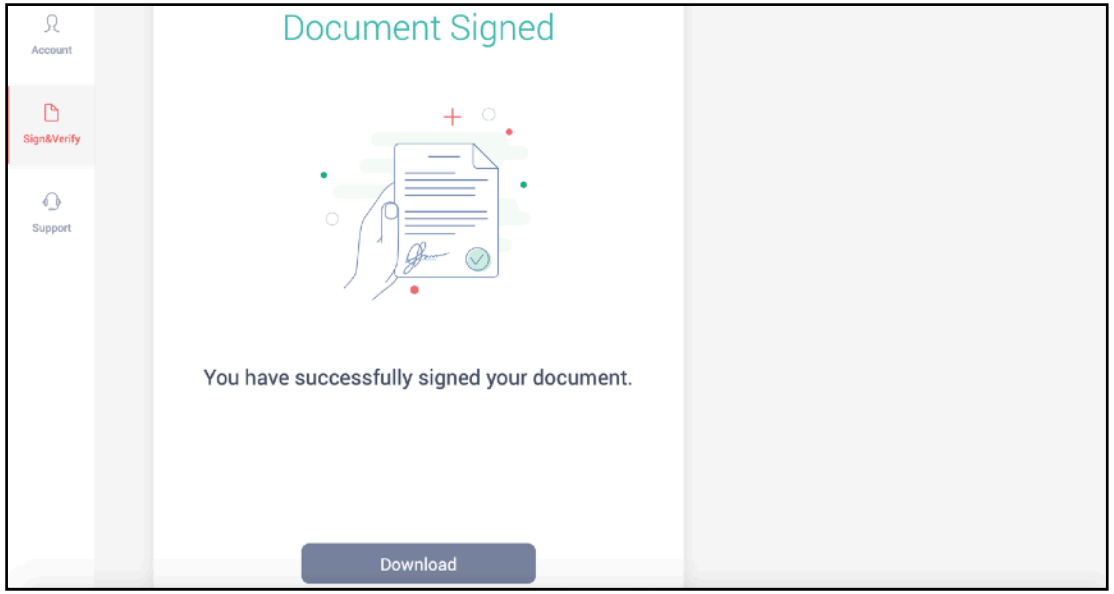




Document Signing

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

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 sellecting 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 sellecting 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 cerificate 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\nSupported 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

الهوية الرقمية
UAE PASS



THANK YOU

For more information visit uaepass.ae