SmartPass User Guide
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Introduction</td>
<td>3</td>
</tr>
<tr>
<td>2. Register to SmartPass</td>
<td>4</td>
</tr>
<tr>
<td>2.1 Citizen/Resident registration</td>
<td>4</td>
</tr>
<tr>
<td>2.1.1 Prerequisites for Citizen/Resident registration</td>
<td>4</td>
</tr>
<tr>
<td>2.1.2 Citizen/Resident Registration Steps</td>
<td>5</td>
</tr>
<tr>
<td>2.2 Visitor/International Registration</td>
<td>13</td>
</tr>
<tr>
<td>2.2.1 Prerequisites for Visitor/International registration</td>
<td>13</td>
</tr>
<tr>
<td>2.2.2 Visitor/International Registration Steps</td>
<td>13</td>
</tr>
<tr>
<td>3. Upgrade Your Account</td>
<td>18</td>
</tr>
<tr>
<td>4. Reset Emirates ID card PIN</td>
<td>22</td>
</tr>
<tr>
<td>5. Log in using SmartPass account</td>
<td>24</td>
</tr>
<tr>
<td>6. Log in using Emirates ID card PIN</td>
<td>26</td>
</tr>
<tr>
<td>7. Log in using Emirates ID Biometrics</td>
<td>29</td>
</tr>
<tr>
<td>8. Reset Password</td>
<td>32</td>
</tr>
<tr>
<td>9. Editing User’s Profile</td>
<td>36</td>
</tr>
<tr>
<td>9.1 Change Username</td>
<td>37</td>
</tr>
<tr>
<td>9.2 Change Password</td>
<td>39</td>
</tr>
<tr>
<td>9.3 Change Email</td>
<td>41</td>
</tr>
<tr>
<td>9.4 Change Mobile Number</td>
<td>43</td>
</tr>
<tr>
<td>9.5 Change Other Profile Information</td>
<td>45</td>
</tr>
<tr>
<td>10. SmartPass Participants</td>
<td>47</td>
</tr>
<tr>
<td>11. Log in to Participant service using SmartPass account</td>
<td>48</td>
</tr>
<tr>
<td>12. Installing Emirates ID Card Reader Software</td>
<td>49</td>
</tr>
<tr>
<td>13. Checks to perform if the user still sees the error after installing EIDA service</td>
<td>52</td>
</tr>
</tbody>
</table>
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 Federal Authority for Identity and Citizenship (ICA). 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. supported Your valid Emirates ID card
  3. A computer device:
     - Connected to Internet
     - Running on Windows 7, 8 or 10.
     - Connected to a compatible card reader. (Sagem Morpho MSO 1350 is the 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.
     - EIDA Card Reader software. If your Windows computer does not have this software then SmartPass will automatically prompt and install it. The installation will require a user with Administrator rights to install the Emirates ID Card Reader software. Please refer to section 12 for more details.

  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](https://www.morpho.com/en/file/download/morphosmart_usb_driver_3_59_1_3.zip)).

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’.

Step 2: Click on ‘Register a new account’.
Step 3: Choose the registration type: Citizen/Resident

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.
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. Note that Emirates ID Card Reader software must be installed. If your Windows computer does not have this software then SmartPass will automatically prompt and install it. The installation will require a user with Administrator rights to install the Emirates ID Card Reader software. Please refer to section 12 for the installation steps.
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.


**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.
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 Visitor/International Registration

2.2.1 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

2.2.2 Visitor/International Registration Steps

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

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

![Select Language Step](image-url)
Step 2: Click on ‘Register a new account’.

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

Step 6: Validating the mobile number or email address

If you have a UAE mobile number, a 6-digit validation code will be sent 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.

**Step 7: Registration confirmation.**
Upon completion of your entered information a confirmation page is displayed.
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.

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

Note that Emirates ID Card Reader software must be installed. If your Windows computer does not have this software then SmartPass will automatically prompt and install it. The installation will require a user with Administrator rights to install the Emirates ID Card Reader software. Please refer to section 12 for the installation steps.
Step 5: Enter your Emirates ID Card PIN.

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.
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'.

**Step 2:** Enter a new 4-digit PIN code, confirm the PIN and then click on 'Submit'.
Step 3:

- You will be asked to place either of the highlighted fingers on the fingerprint reader / scanner.
- A red light will blink on the fingerprint 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 step 1) 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’.

Note that Emirates ID Card Reader software must be installed. If your Windows computer does not have this software then SmartPass will automatically prompt and install it. The installation will require a user with Administrator rights to install the Emirates ID Card Reader software. Please refer to section 12 for the installation steps.
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’.
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’.

Note that Emirates ID Card Reader software must be installed. If your Windows computer does not have this software then SmartPass will automatically prompt and install it. The installation will require a user with Administrator rights to install the Emirates ID Card Reader software. Please refer to section 12 for the installation steps.
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’.

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’.

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’.
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

**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.
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.
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.
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’.
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’.
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 Federal Authority for Identity and Citizenship (ICA). For more information about your Emirates ID, please visit EIDA’s website here: http://www.ica.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
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

![SmartPass Login Page]

**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.

![SmartPass Login Page Options]

**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.
12. Installing Emirates ID Card Reader Software

The Emirates ID Card Reader software must be installed on your Windows computer in order for SmartPass to read your Emirates ID Card. Below are the steps to follow in order to install the software successfully.

**Step 1:** On the ‘Insert your Emirates ID Card’ screen, insert Emirates ID then clicks on ‘Done’. A message will appear as follows. Click ‘OK’ in order to download the Emirates ID Card Reader software.

![Message]

*ICA agent is not running. Please install ICA agent and try again. Click OK to download the Agent and installation instructions.*

![Insert your Emirates ID Card]

*(Do not remove the card until registration process is complete)*
**Step 2:** The admin user has to double click on the installer in the ‘Downloads’ folder which will open an installer window. If the user is not an Administrator, he will be shown a Windows prompt to enter Admin user credentials.

**Step 3:** Once the installation is completed, the user will be shown a popup which he has to click ‘OK’. User has to wait for a few minutes to allow the EIDA Service to start.
Step 4: The user will see the ‘Completed’ message which he can close.
13. Checks to perform if the user still sees the error after installing Emirates ID Card Reader Software

1. The user can confirm if the Emirates ID Card Reader Software is up and running by opening the Windows Services window and looking for the service ‘Emirates ID Card Toolkit Service’. The status of the service should be ‘Running’. 
2. If the service is not running, the user can try to right click on the service and select ‘Start’. If the service does not go to ‘Running’ status, then the user can contact SmartPass Support with the below log details.