Online Services Quick Start

*Note: Please note that if you need more assistance on how to use our online services during the process, please call our **8005678** , available 24/7 days a week.*

Main Requirements for Online Services:

Before you start , you will need the following :

1. Username and password (Go to Step (1) to get one).
2. E-Dirham Card for online payment (Go to page number (4) to learn how to get it). Or you can use Visa Card.

Changing the Default Language :

FTA online system is available in several languages , Please note that during the process you can change the default language by clicking on the small icon located in the corner of the page as shown in the picture below, For example to change it to Arabic click (ع) or (En) for English.

Step (1) Make sure you have a username and password.

Note : if you already have a username and password registered with FTA, then skip to step number (2). Using your previous registered account will allow you to retrieve all your information quickly instead of creating a new account.

Forgot your username or password:

Your username is your email address. If you know your email address then you can request for a new password by clicking on (**I forgot my password**) link located on the main page of (www.fta.gov.ae/online)

Register new account:

If this is your first time using FTA online services , please follow the following steps:

1- Open your computer and Go to www.fta.gov.ae/online
2- Click on (**Register**) located on the upper right section.
3- Fill in all the required details and when you are done go to step number (2).

Note: Password must have minimum of 6 character , it has to contain at least one numeric number and one special character like (@,#,$), Example of the password (eUA@51)

Step number (2). Login to online services.

1- Open your computer browser and go to (www.fta.gov.ae/online).
2- Type your username (which is your email address) ,type your password then click (**Login**).
    a. Note if you forgot your password , click on (**I forgot my password**) to change your password which is below the login button. Please follow the steps you see on the screen.
3- If you login in successfully, please go to step (3).

Step number (3) Applying for a service.

1- Make sure you followed step number (2) to login to the system.
2- Select the service you require.
3- **For seaman affairs services**, the system allows specific size for personal photos, to change the size of the photo, right click on the photo, select (Open with) select (Paint) select (file) select (properties) and change the height and with accordingly and then upload the photo.
4- Make sure you have the required soft copy of the documents; once you apply for a service, you will see the required document as show in the screen shot. Note that some document are mandatory.

OWNERS DETAILS*							∨
UPLOAD ATTACHMENTS *							∨
#	Document Name	Req*	Count	#	Attachment Name	SRNo	
1	Trade Licences OR No Objection Certificate from the Economic Department issuing Trade licenses.	Yes	0		No Attachment Added		⊕
2	Copies of Passports and ID's(2 sides) of Owners and associates.	Yes	0		No Attachment Added		⊕
3	List of company's vehicles from Ministry of Interior Traffic and Licensing	Yes	0		No Attachment Added		⊕
4	POA ,the principal's ID and authorization for the owner's signature on the license.	No	0		No Attachment Added		⊕
SUBMIT & FINISH *							∨

Note: FTA mobile app allows you to easily apply and upload your attachments using your mobile camera.

❖ **For land services** :

5- **Renew/Register operation license:** to register or renew your operating license; choose (land services) then choose (operating license) then select (Issue) if this is your first license or (Renew) to renew your previous license.

6- **Add/Remove activity for (General Transportation) only:** After completion of the payment process for renewal; add new activities by Choosing (land services) then choose (operating license) then select (add activity) to add new activities (transportation using light or heavy trucks). After that, choose (remove activity) to remove general transportation.

Note : If you are applying for land services and you would like to Issue or Renew your operation license , please make sure after you submit your request in point (6) to also apply for registering or renewing your operation cards for each vehicle. FTA customer service will not be able to register or renew your operation license unless you submit the requests to register or renew your vehicles. To register or renew an operation card for your vehicles , please repeat steps mentioned in Step (3) but select the service name (Vehicle Operation Card) then select (National Vehicles) then select (Issue) or (Renew).

❖ **Other services :**

7- **For (Renew/Modify) Services:** If you want to quickly (Renew) one of your certificates , simply click on (My Certificates) or choose (expired certificates) as shown in the picture :

8- Scroll down and select the certificate you want to modify and follow the steps and make sure to follow step number (9) when you are finished.

9- **For issuing NEW Card or certificate:** If you want to apply for a new certificate or card, from the menu on the side, select the services you want to apply for. *For example, to register or renew your land transport company license choose (land services) then choose (Temporary Operation License If you don't have a trade license yet) or choose (Operation License if you already have your trade license) then select (Issue) if this is first time or (Renew) to renew your previous license. Same steps apply when you want to issue or renew operation card for your company vehicles.*

10- Fill in the form details (*Note: the * sign means the field is mandatory which means the form will not save until you fill all the required details*).

11- When you finish filling all the details and upload all the required documents , go to last section on the bottom of the page (Submit and Finish) and click on (Finish) button.

12- Click on the (Print icon) if you want to download the application form.

13- **For Land services :**

14- If you have finished all steps and you would like to make an online payment and get your E-certificate as PDF without visiting FTA offices, please copy your application number as shown in the picture and send it to the following email (ftaonline@fta.gov.ae) and mention that you want to pay online. FTA customer service should review your form and will send you an email to inform you that your application is ready for payment.

الهيئة الاتحادية للمواصلات البرية والبحرية
Federal Transport Authority - Land & Maritime

FTA

United Arab Emirates

A164041161190416   الرقم المرجعي:

إصدار رخصة تشغيل دائمة لمؤسسة فردية تمتلك مالايزيد عن عشر وسائل نقل- جديد   نوع الطلب:

15- To make the payment go to Step number (4) , or you can visit any FTA counters to make the payment and get your certificates.

Step number (4) Paying online fees.

Note that you will need E-Dirham Card and ***password*** *of your E-Dirham or you can use your Visa Card to make an online payment. The password for E-Dirham card should have been given to you when you first applied for it. Note that the password* ***is not*** *the digits on the back of the card. The password is given to you when you first purchased the E-Dirham Card. Make sure the card has sufficient credit.*

1- If you completed step number (3) and you received an email from FTA stating that your application is ready for payment, please login to the system by visiting (www.fta.gov.ae/online).

2- Click on (Ready for payment) Icon OR choose (My Applications) from the side menu and click search button then click on (Online Payment).

3- Follow the steps on the screen.

Step (5) receiving your certificates

1- If you finished step number (4), and the payment was successful and the service is approved as E-Certificate by FTA then you can click on (My Certificates) located on the Home page in (www.fta.gov.ae/online) OR you can find it under (My applications), click on the icon as shown in the picture to download your E-certificate.

2- The certificate should be an Electronic certificate (PDF) file and you can print it out and use it as original one.

Purchasing E-Dirham Card :

To get a new E-Dirham Card you can do one of the following :

1- Visit any National Bank of Abu Dhabi branch and purchase E-Dirham card.
2- Or Call 800-663 to ask about the nearest branch.
3- Or visit (www.edirhamg2.ae) to find required information.

Please share your experience by calling 8005678 or send email to ftaonline@fta.gov.ae.Thank you