UAE Pass Authentication
for
Declaration and Claim submission

User Manual

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0.1	07/01/2026	Initial Version
0.2	13/01/2026	Updates
0.3	14/01/2026	Updates of Declaration Submission flow
0.4	16/01/2026	Added Claims Submission flow
0.5	29/01/2026	Added screenshots with updated messages.
0.6	09/02/2026	Updated based on comments received from BA.
1.0	05/05/2026	Final version

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1. Introduction

According to the directives of the Dubai Government, UAE Pass authentication now replaces digital certificate validation for submitting declarations and claims. UAE Pass verification applies to all declaration and claim submissions made through the UI and the Courier File Upload service on Dubai Trade.

This manual offers a step-by-step guide on linking an individual's UAE Pass credentials to their Dubai Trade login username, along with explanations of the various scenario's users may encounter.

2. Target Audience

- Dubai Trade Users using Customs Services

3. Prerequisites

- Should have valid login credentials with Dubai Trade

4. Registering First-Time for UAE Pass

User can refer to Link for steps on registering on UAE Pass, with and using UAE Pass to login Dubai Trade.

5. Declaration Submission

5.1 User logs in Dubai Trade through UAE Pass

5.1.1 User's Emirates ID matches with Customs Registration

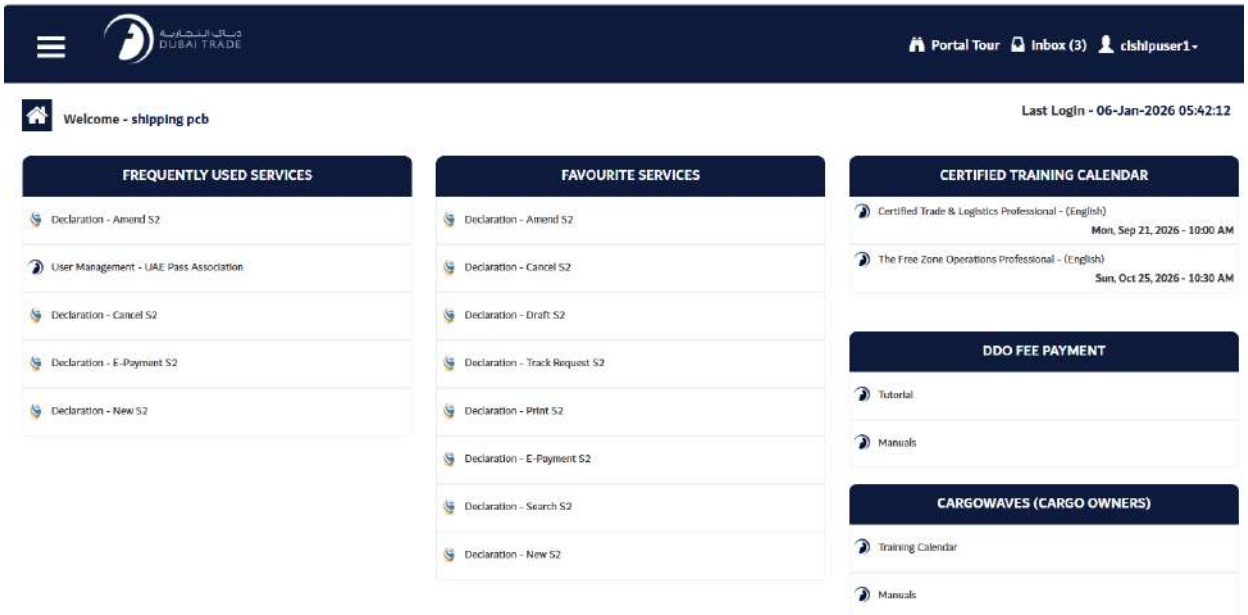
The system only allows successful submission of customs declarations when the user is logged in via UAE Pass and their Emirates ID matches the corresponding Client Profile in the system.

1. Login Process

- The user can log in to the Digital Trade (DT) platform by following the steps outlined in **Section 4**.
- Login is completed using **UAE Pass** authentication.

2. **Post-Login Landing**

- After successfully logging in with UAE Pass, the user is directed to the **DT Landing Page**:



DT landing page

Declaration Submission

- From the DT Landing Page, the user selects the relevant **Customs Declaration Service(s)**.
- The system verifies:
  - That the user is **authenticated through UAE Pass**, and
  - That the user's **Emirates ID matches the Client Profile** in the system.
- Only when both conditions are met, user will be allowed to submit the declaration successfully.
- Throughout the declaration submission flow system will display "Important Update" message as follows.

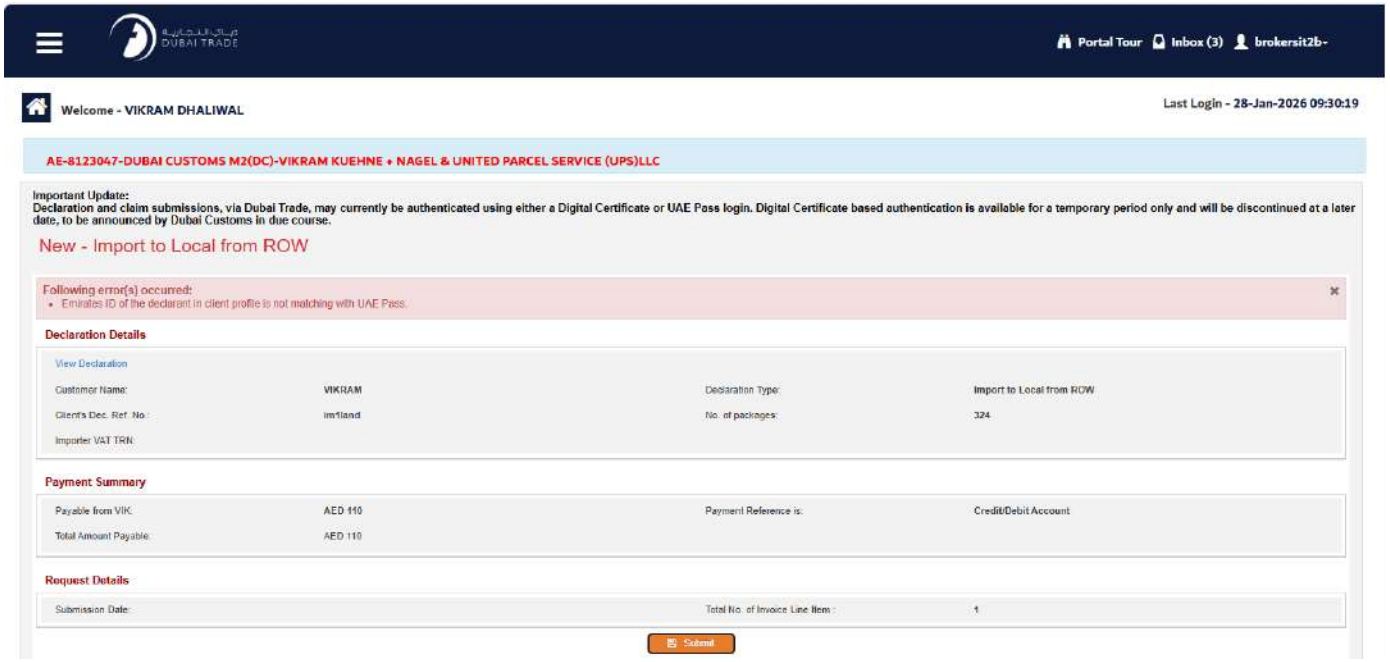


Successful Submission Page 1

5.1.2 User's Emirates ID does NOT match Customs Client Registration records

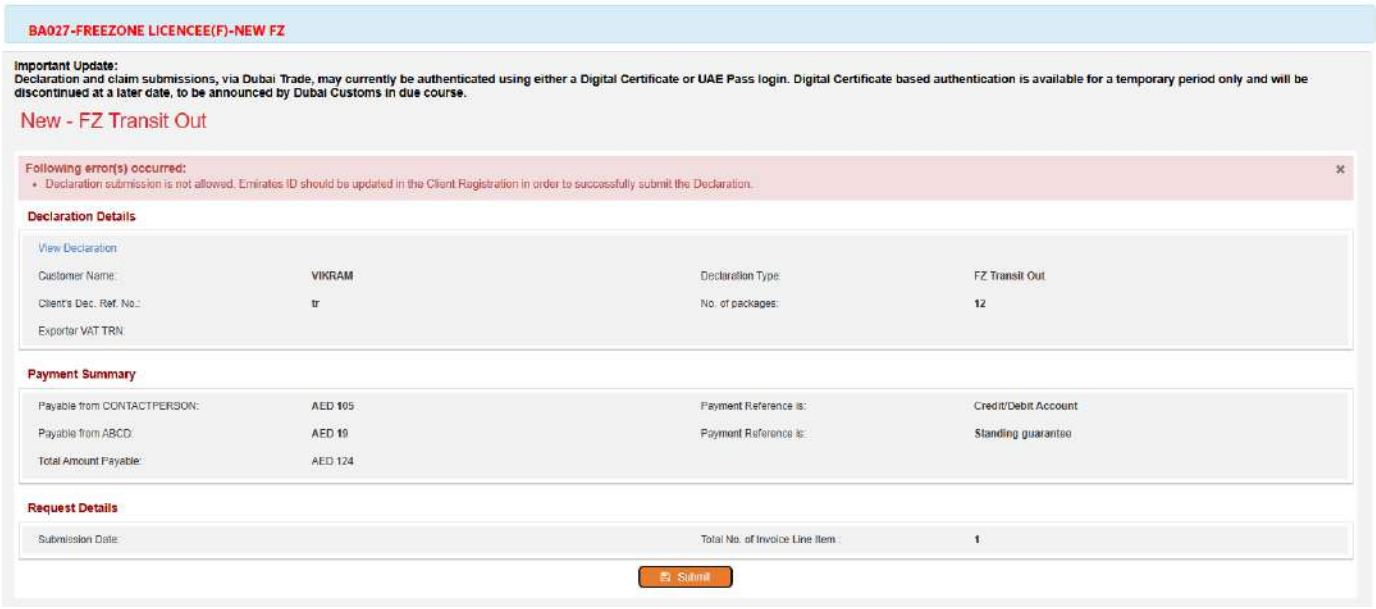
If a user's Emirates ID does not match the account linked to the Client Profile, the system will allow the user to proceed through the declaration submission flow, but the declaration cannot be submitted until the Emirates ID is corrected.

1. **Navigation Steps**
   - When an Emirates ID linked in UAE Pass does not mismatch with Emirates ID provided in Client Registration is detected, the user may continue entering declaration details; however, the **Submit** action will be **disabled**.
   - User will see the following message indicating as "**Emirates ID of the declarant in client profile is not matching with UAE Pass.**"



Submission Alert Screen – Emirates ID not matching with Client Profile

   - If an Emirates ID exists in UAE Pass but is **not provided during Client Registration**, the user can continue entering declaration details; however, the **Submit** button will remain disabled.
   - User will see the following message indicating as "**Declaration submission is not allowed. Emirates ID should be updated in the Client Registration in order to successfully submit the Declaration.**"



Submission Alert Screen – Emirates ID not matching with Client Profile

2. **Action Required by User**
   - **The user must update the Emirates ID** in Client Profile with the correct information.
   - After correcting the Emirates ID, the user must save the updated profile.
   - The user must then use the Draft Declaration service to continue and submit the declaration.



Draft Declaration Screen

5.1.2.1 Navigation to update Emirates ID in Dubai Customs Registration

- Login to Dubai Trade with valid User Id and Password.
- Click on **Menu** on the left
- User can 'Search' the service instead of navigating through the Service menu.

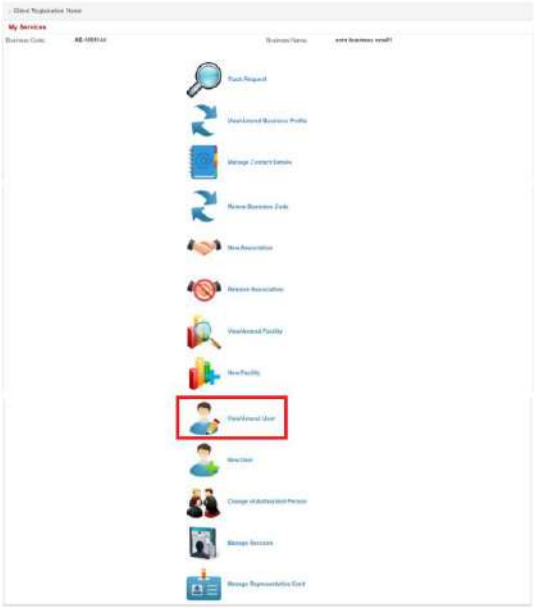


- Under **Mirsal II**, Go to Client Registration then Click on **Client Profile Management**





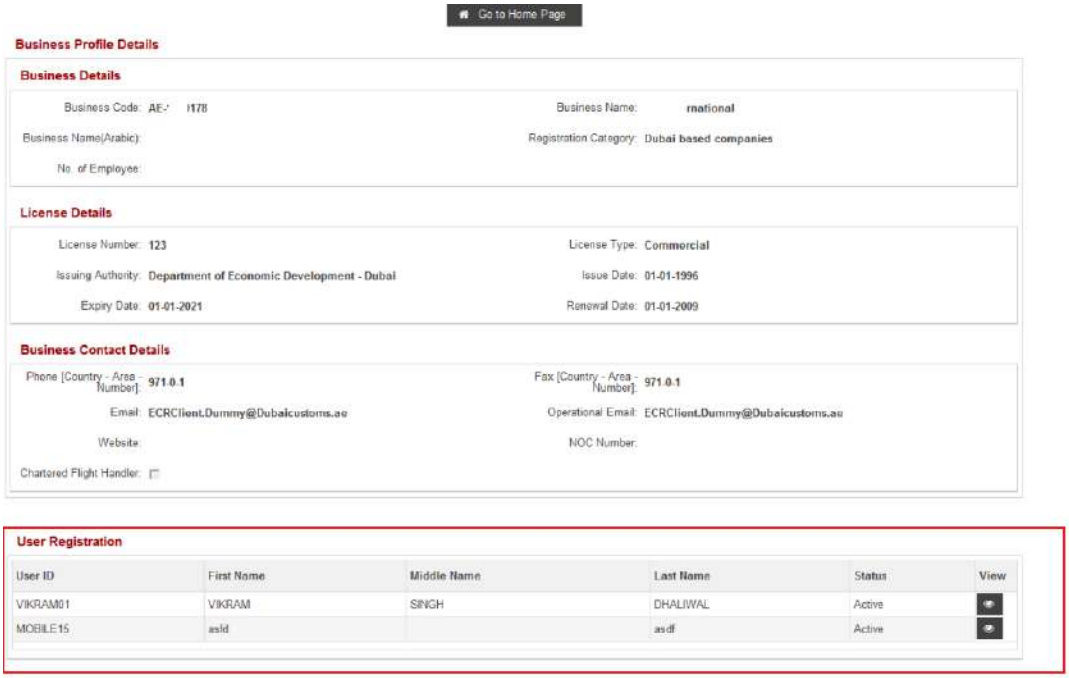
- List of services will be displayed



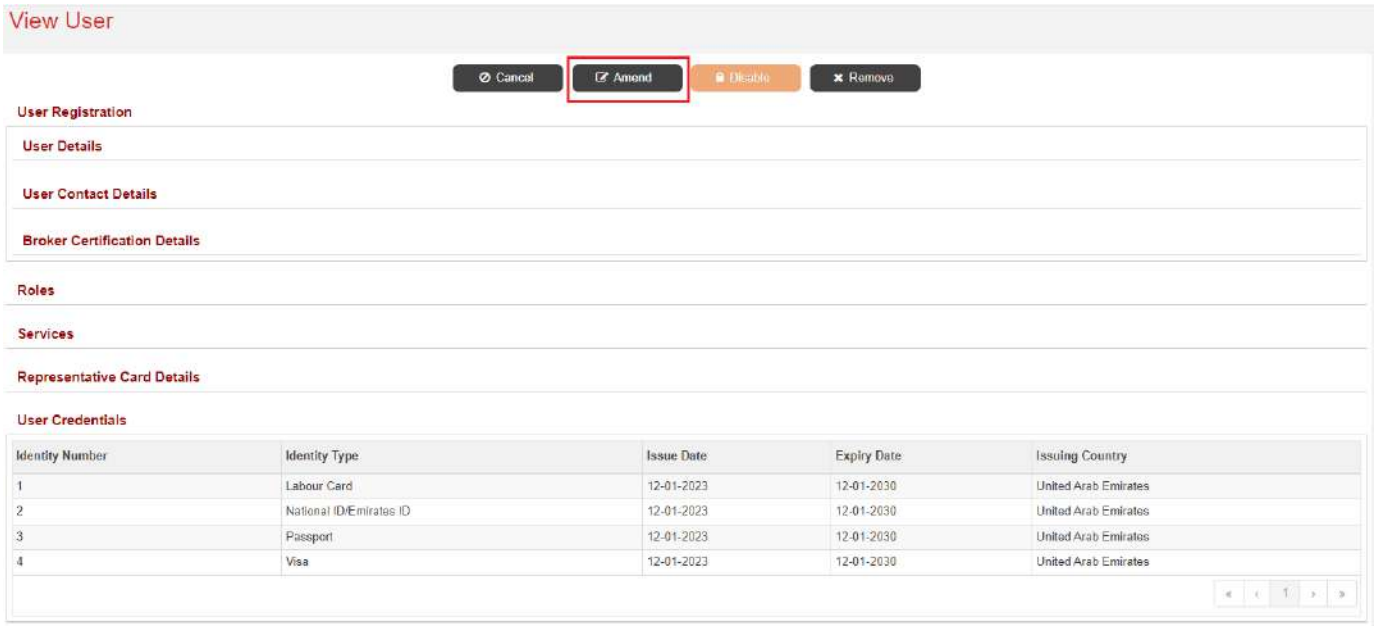
- Click on View/Amend User under My Services



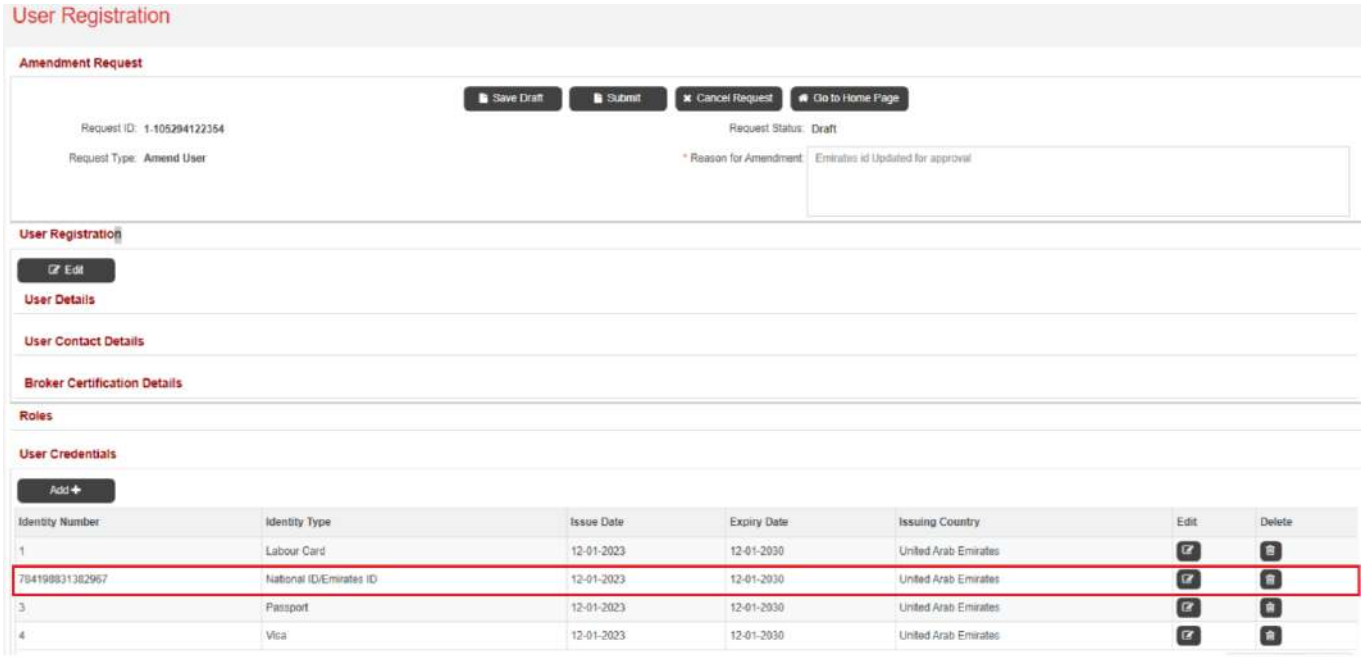
- The following screen is displayed, Under User Registration Select the user **View** where the Emirates ID needs to be updated.



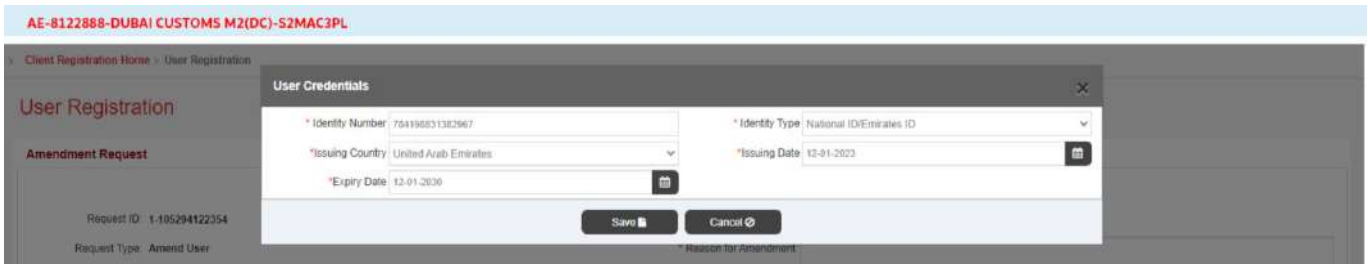
- On click on **View**, respective user details will be displayed as follows, user may click on **Amend** to continue modifying the desired information.



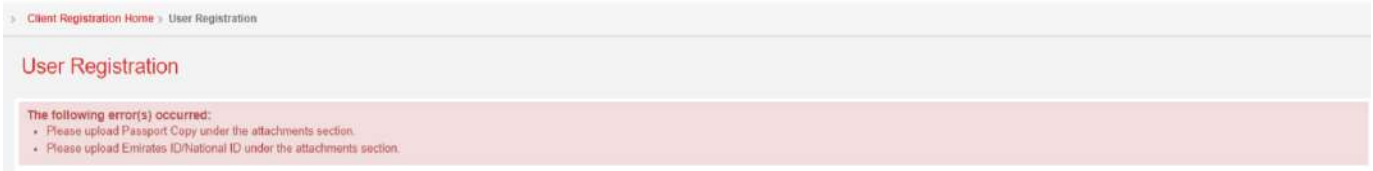
- Following screen will be displayed, Under **User Credentials** section click on **Edit** for the Identity Type "National ID/Emirates ID"



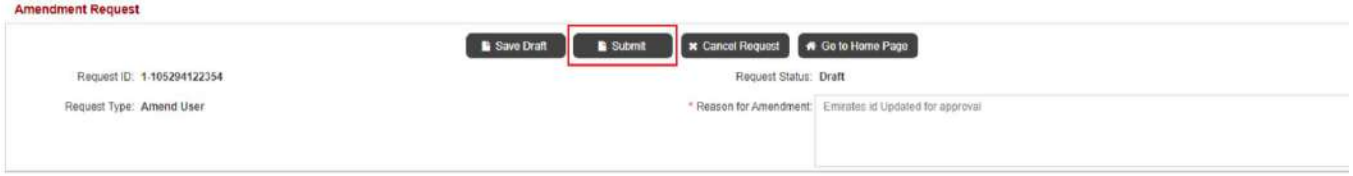
Update the Emirates ID, Click on **Save**.

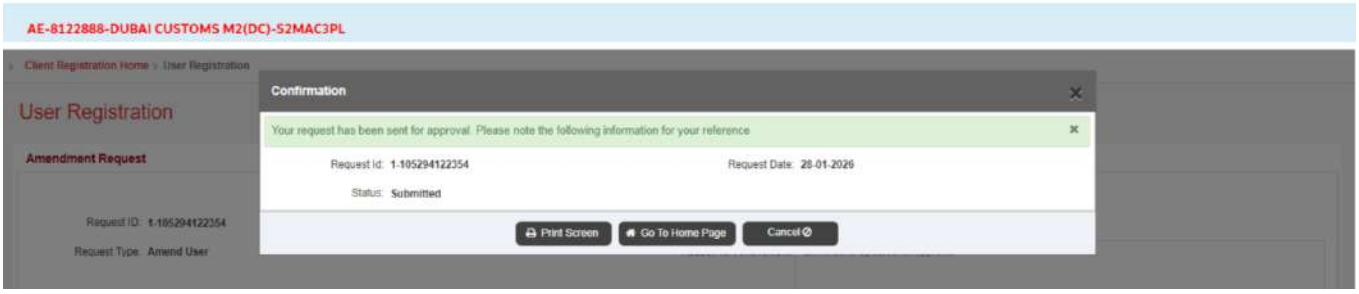


Upload **Passport Copy** and **Emirates ID/National ID** copy in the **Attachments** section.



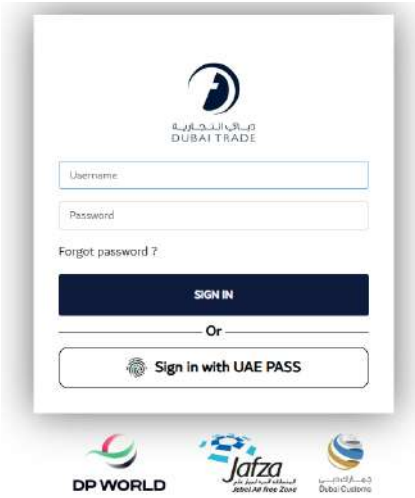
- Click on "**Submit**" to send for approval to the Internal Customs Officer.





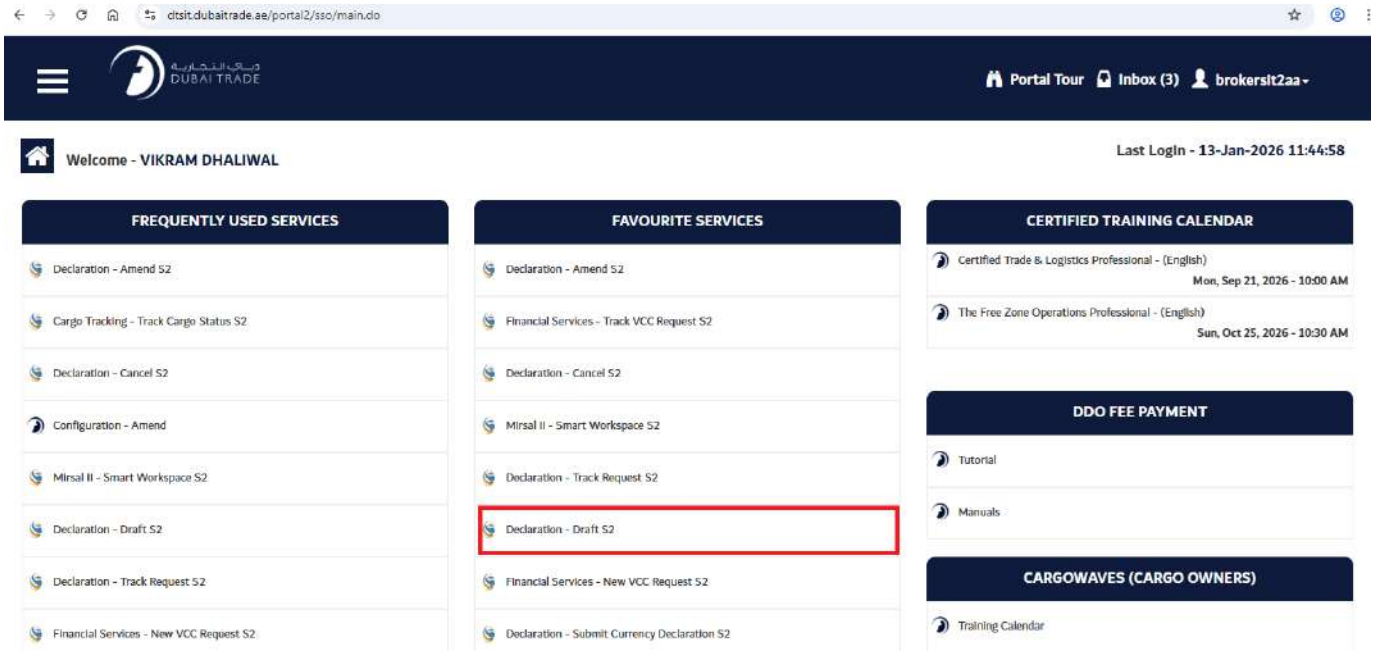
5.1.2.2 Navigation to Continue to Draft Declaration

The user must re-login to Dubai Trade Application.



Login – Page

User lands in Home Page, user must choose 'Declaration – Draft' service and then use the Draft Declaration service to continue and submit the declaration.



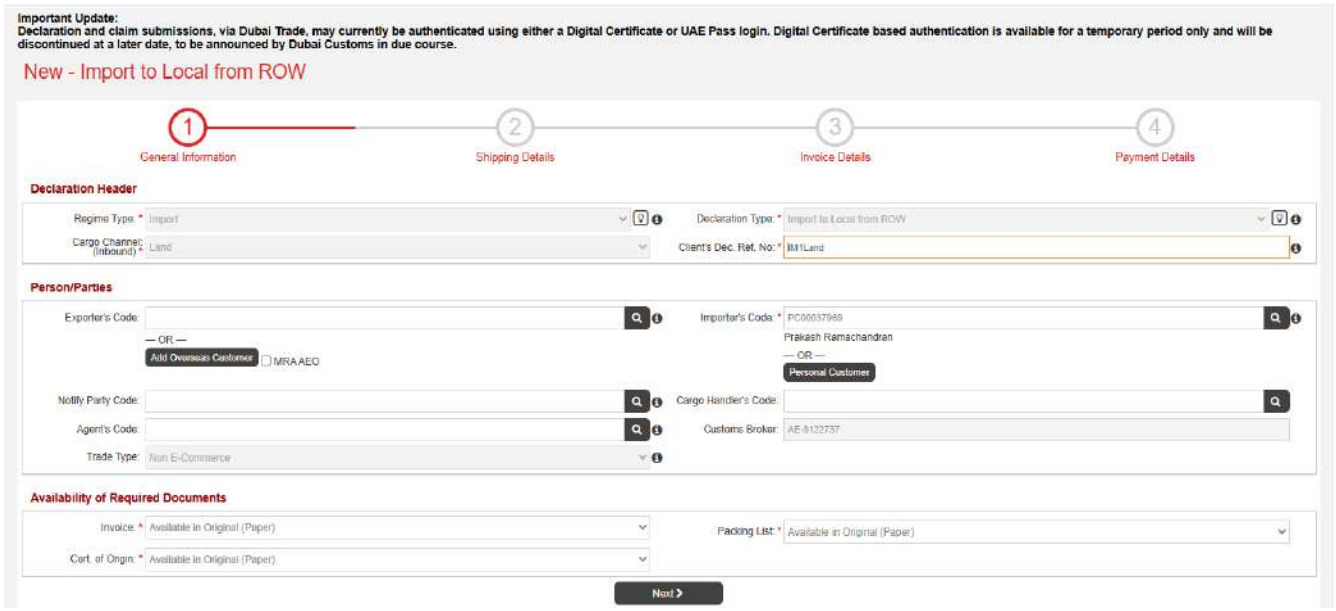
Draft Declaration Service - Home Page

System will display Draft Declaration Service Page as follows:



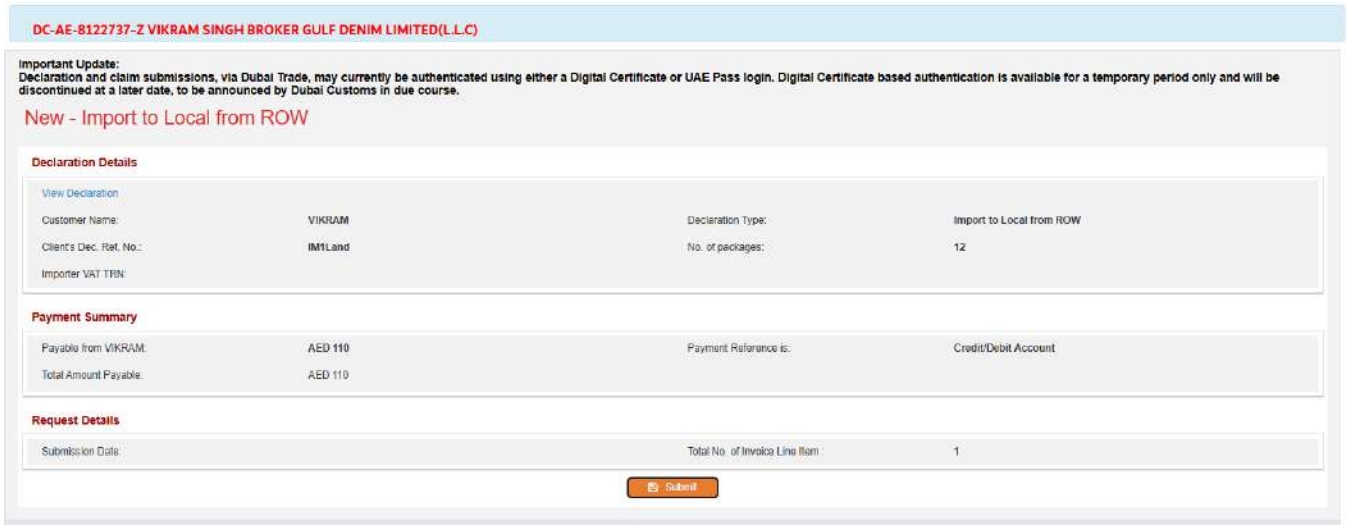
Draft Declaration Service Page

User clicks on button under Action section and proceed to submit the declaration, system lands into declaration details from “General Details” screen:



Proceed from Draft Declaration – General Details Screen

At this point, user will not see any warning message as the Emirates ID is updated in client registration system.



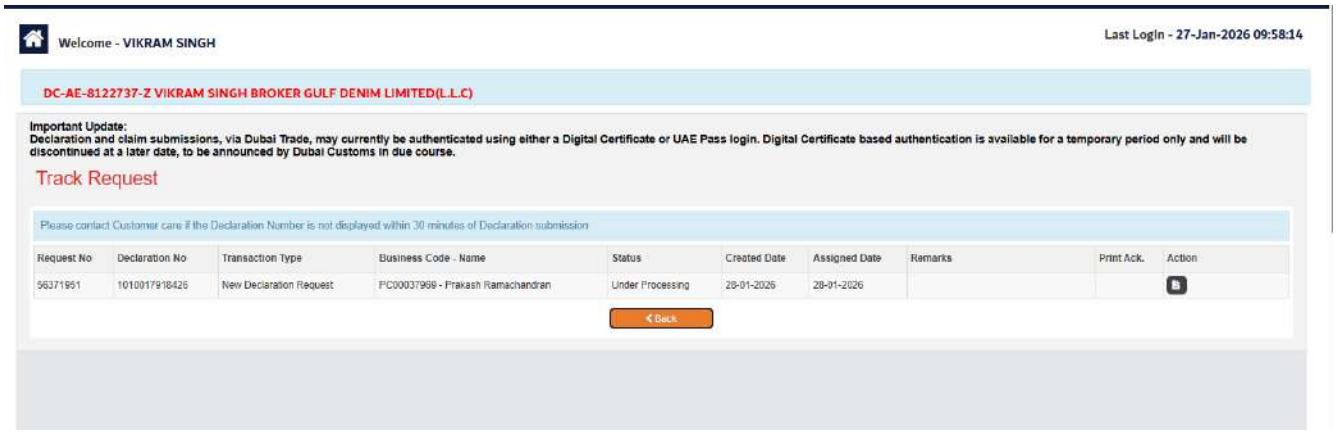
Final Submission Page without alert message

Upon click on Submit button, system validates and displays final successful submission page.



Successful Submission Screen

User shall also track the declaration using Request Number or Client Reference Number. System also displays the Important Update in top of the screen as follows:



Track Declaration Screen

5.1.3 UAE Pass with basic account without Emirates ID linking:

UAE Pass has three different types of account:

1. **SOP1: Basic Account**
   - This account type is unverified.
   - Email and mobile number are both verified using OTP.
   - User can create this account without Emirates ID.
   - User can create this account with Emirates ID, and choose not to continue with verification.

   Benefits:

   - Limited access to services
   - Verify Document feature is available
   - No Sign Document feature
   - No Add Document feature

2. **SOP2: Advanced Account**

- This account type is verified.
- Email and mobile number are both verified using OTP.
- User can create this account with Emirates ID, and choose to continue with verification either by Smart Pass or Dubai ID previous accounts OR Emirates ID PIN Registration.

Benefits:

- Access to all services
- Verify Document feature is available
- Sign Document feature is available (Signature level is Advanced)
- Advanced Signature is the 4 PIN code
- No Add Document feature

3. **SOP3: Qualified Account**
   - This account type is verified.
   - Email and mobile number are both verified using OTP.
   - User can create this account with Emirates ID, and choose to continue with verification either by finger biometrics or face biometrics.

   Benefits:

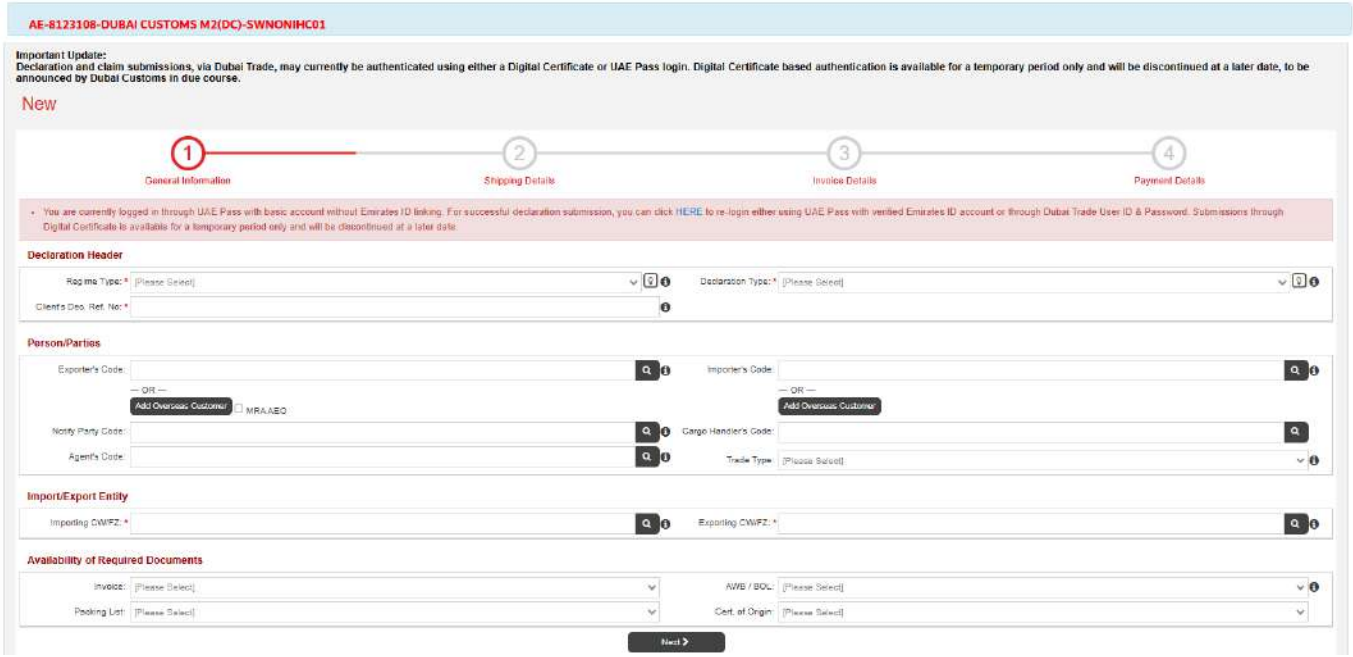
   - Access to all services
   - Verify Document feature is available
   - Sign Document feature is available (Signature level is Qualified)
   - Advanced Signature is the 6-digit password (Upper, lower case, special character & numbers)
   - Add Document feature is available.

If a user logs in with a UAE Pass basic account that is not linked to an Emirates ID, the system recognizes that the account lacks the required verified Emirates ID. During the declaration submission flow, the user is alerted to re-login with a verified UAE Pass account that includes Emirates ID linking and then continue the process using the Draft Declaration service.

1. **Login Process**
   - The user must log in to the Digital Trade (DT) platform by following the steps outlined in Section 4 of this manual.
   - Login is completed using UAE Pass authentication.
   - If the UAE Pass account is a basic account without Emirates ID linking (unverified), the system will identify this state and restrict full declaration submission.

2. **Post-Login Alert**

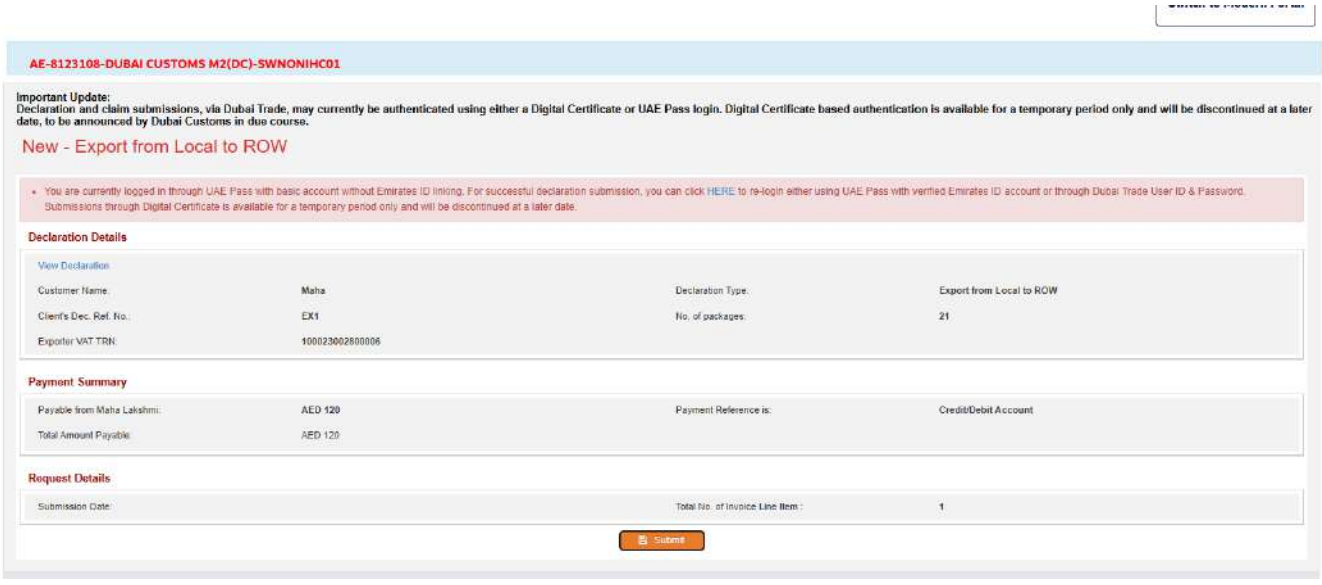
   After successfully logging in with a basic UAE Pass account:
   - The user proceeds to the declaration submission flow.
   - Before final submission, the system evaluates the account for a verified Emirates ID.
   - Since the Emirates ID is not linked or verified, an alert message is displayed indicating that the account must be re-authenticated with a **verified Emirates ID account** before submission.



Declaration Alert Screen – UAE Pass with basic account without Emirates ID linking

System displays the following alert message and does not allow user to submit the declaration.

"You are currently logged in through UAE Pass with basic account without Emirates ID linking. For successful declaration submission, you can click HERE to re-login either using UAE Pass with verified Emirates ID account or through Dubai Trade User ID & Password. Submissions through Digital Certificate is available for a temporary period only and will be discontinued at a later date."



Submission Alert Screen – UAE Pass with basic account without Emirates ID linking

3. Action Required by User

User must re-login after upgrading the **UAE Pass account (Emirates ID linked):**

- The user will land into the Home Page.
- Navigate to Draft Declaration from the service list.
- Continue on the draft to finalize and submit the declaration.



Draft Declaration Screen

4. **Navigation for Continue to Draft Declaration**
   a. The user must re-login to Dubai Trade Application.
   b. User lands in Home Page, user must choose 'Declaration – Draft' service
   c. The user must then use the Draft Declaration service to continue and submit the declaration.

Note: Refer screenshots from the previous scenario

5.2 User does not login through UAE Pass

5.2.1 Opts to continue using digital certificate (valid for temporary period)

During the transition period, users may choose to log in with Dubai trade credentials and continue digital certificate to submit declarations instead of UAE Pass. When a user logs in this way, the system displays a persistent notification informing them of the upcoming requirement to use a verified UAE Pass account with a linked Emirates ID. Submission via digital certificate continues to be permitted only during the grace period, after which it will no longer be accepted and users must re-login with UAE Pass to complete declaration and claim submissions.

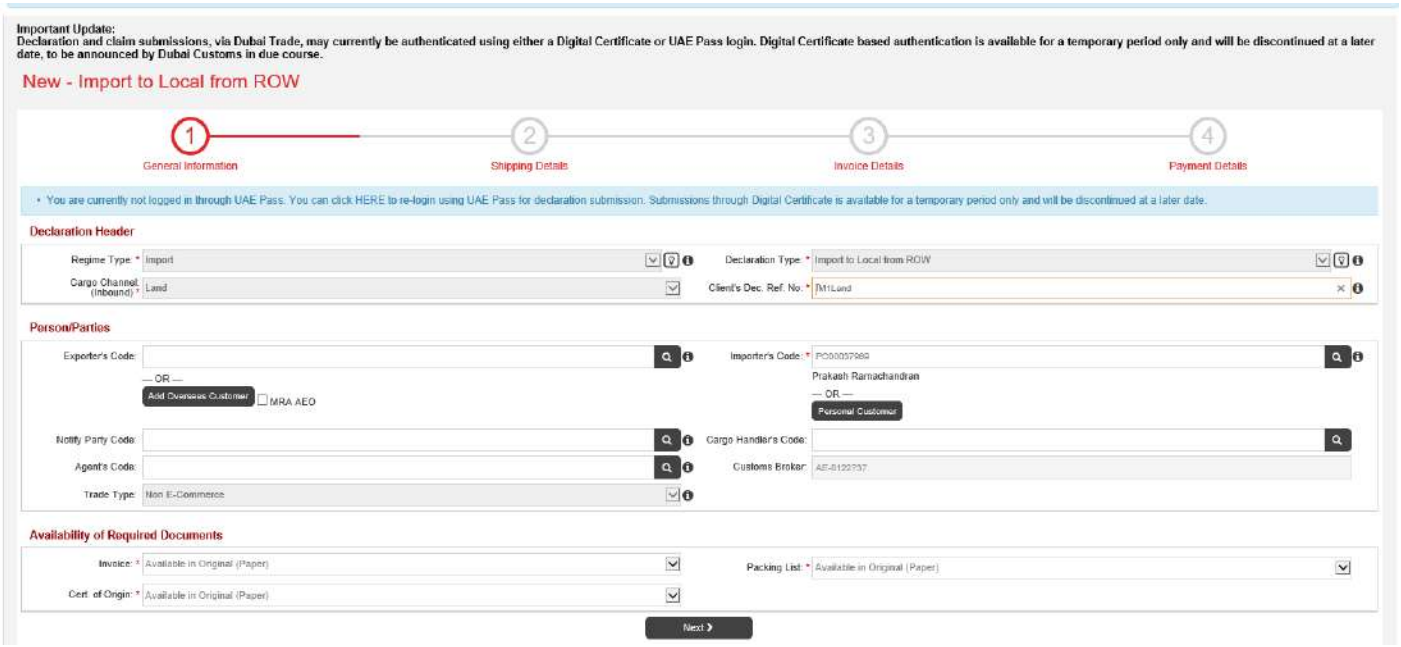
1. **Login with Dubai Trade Credentials**

- The user chooses to login using Dubai trade credentials instead of UAE Pass during the designated grace period.
- The system authenticates the user based on the Dubai trade credentials and grants access to the declaration submission flow.

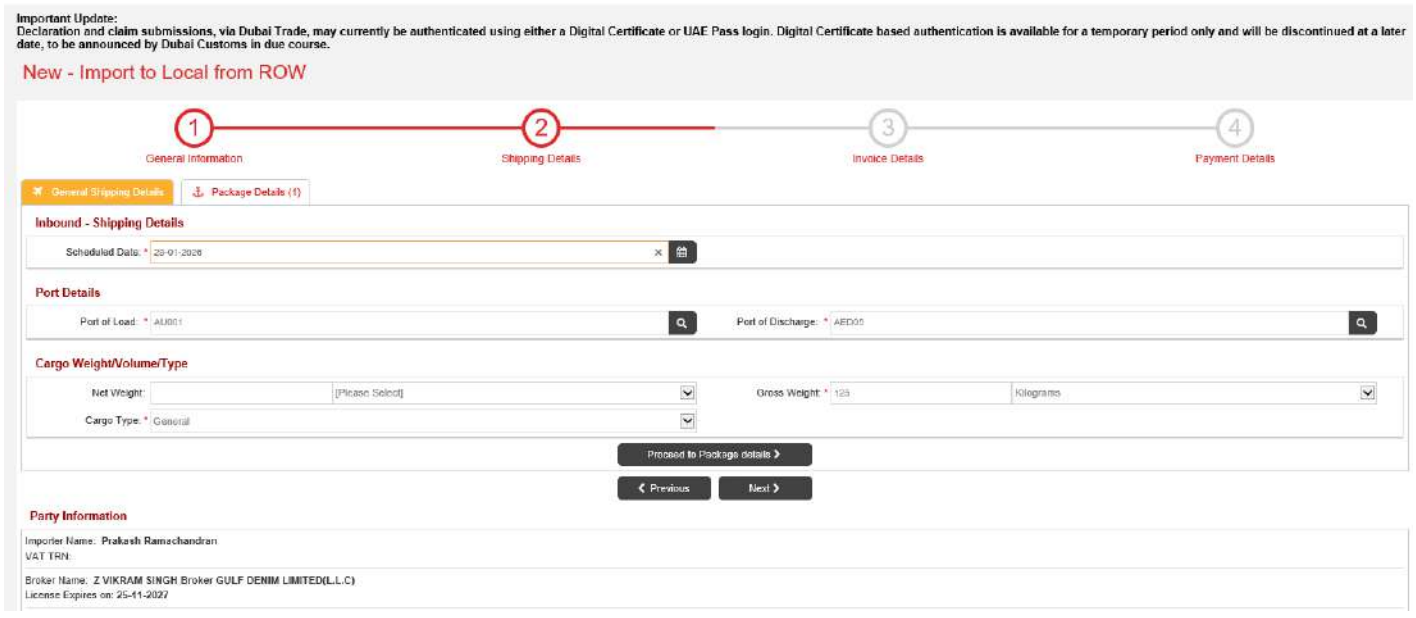
2. **Declaration Screen with Notification**

- Throughout the declaration screens, the system displays a notification banner at the top of all relevant screens informing the user about the transition to UAE Pass login.
- User will see the below message in top of the screen:
  "Important Update: Declaration and claim submissions, via Dubai Trade, may currently be authenticated using either a Digital Certificate or UAE Pass login. Digital Certificate based authentication is available for a temporary period only and will be discontinued at a later date, to be announced by Dubai Customs in due course."
- On the First Screen of the declaration submission flow, the system displays the following alert message:

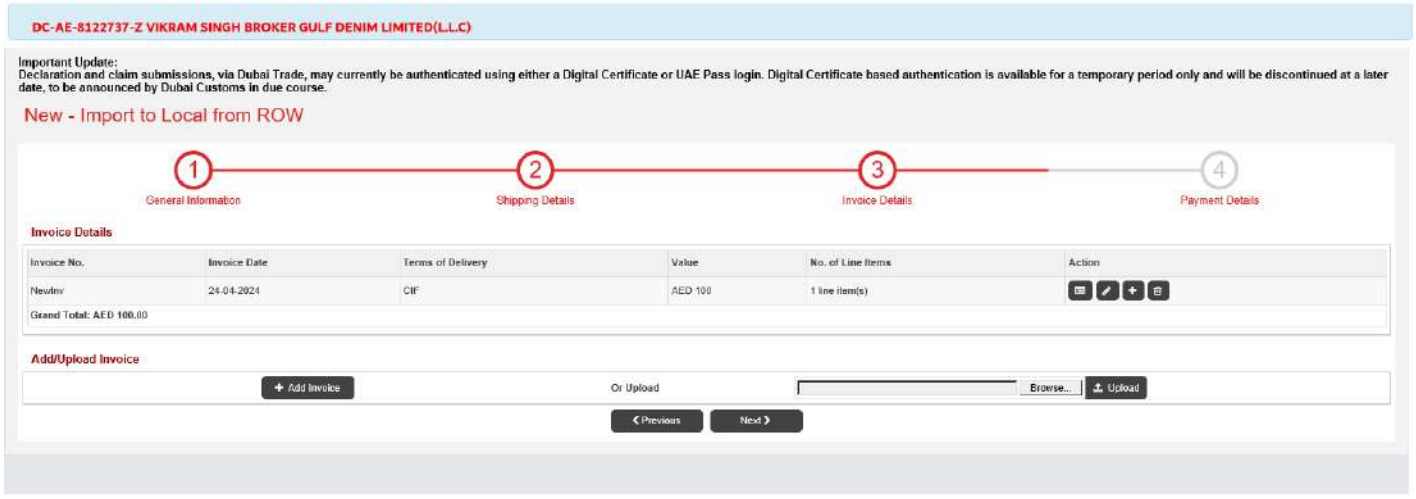
"You are currently not logged in through UAE Pass. You can click HERE to re-login using UAE Pass for declaration submission. Submissions through Digital Certificate is available for a temporary period only and will be discontinued at a later date."



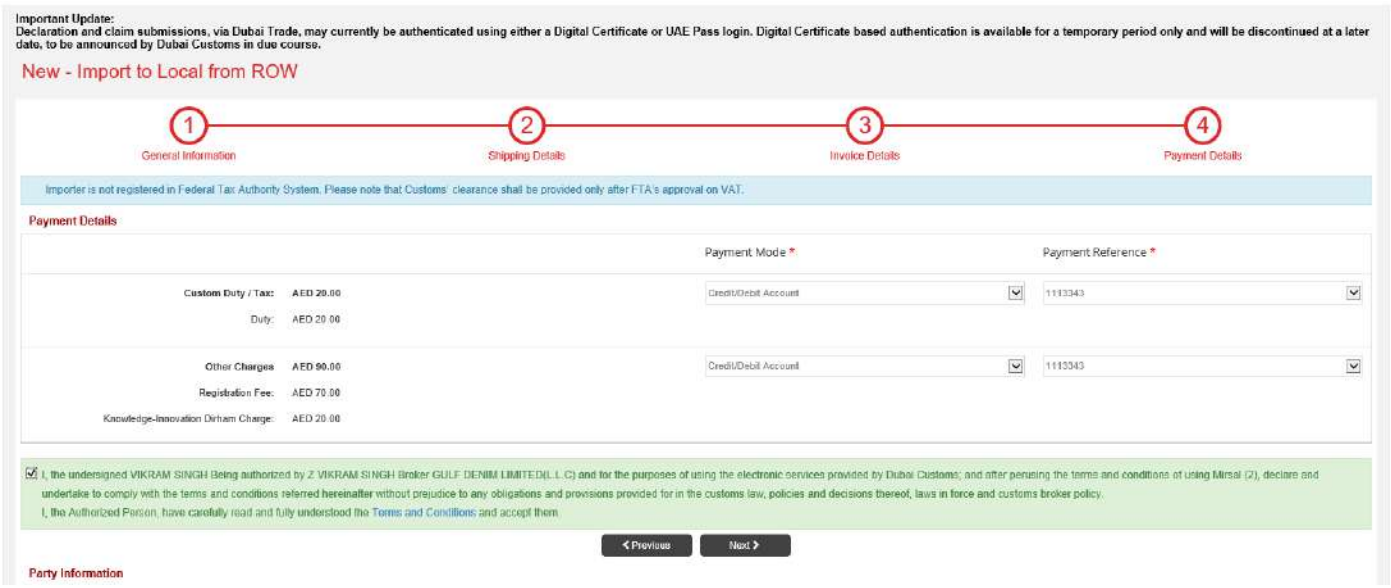
Update and Warning message – General Information Declaration Screen



Update message – Shipping Details Declaration Screen

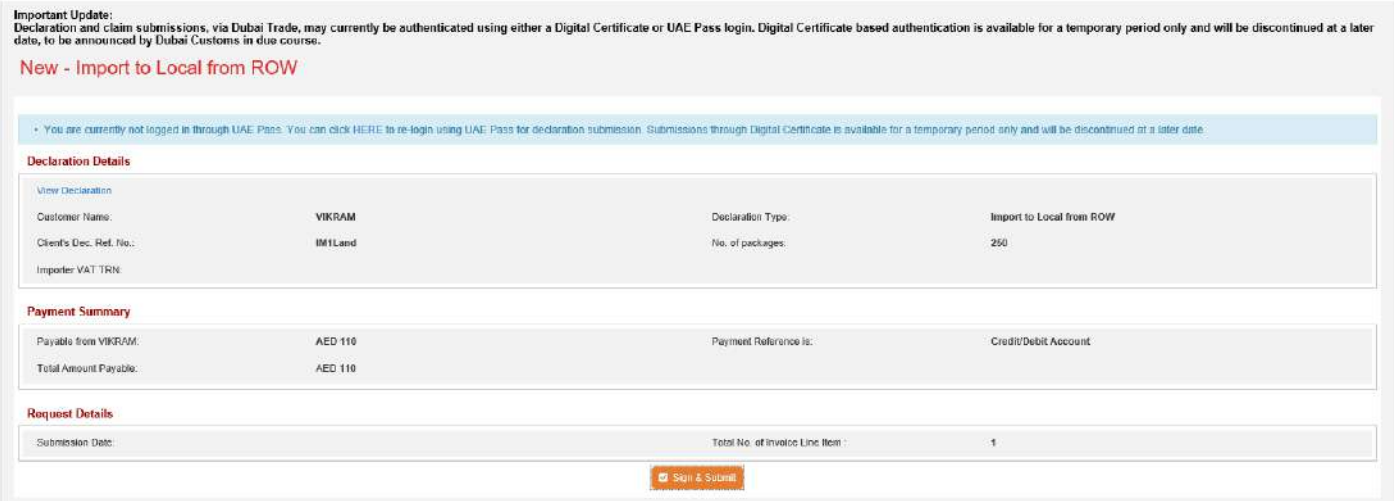


Update message – Invoice Details Declaration Screen



Update message – Payment Details Declaration Screen

On the Sign & Submit Screen of the declaration submission flow, the system displays the following alert message:
"You are currently not logged in through UAE Pass. You can click HERE to re-login using UAE Pass for declaration submission. Submissions through Digital Certificate is available for a temporary period only and will be discontinued at a later date."



Update & Alert message – Sign & Submit Declaration Screen

This message reinforces the user that declaration submission using digital certificate is temporary, and a UAE Pass login with linked Emirates ID is recommended for continued submission capability.

5.2.2 User is prompted to re-login using UAE Pass if the user plans to use UAE Pass for authentication

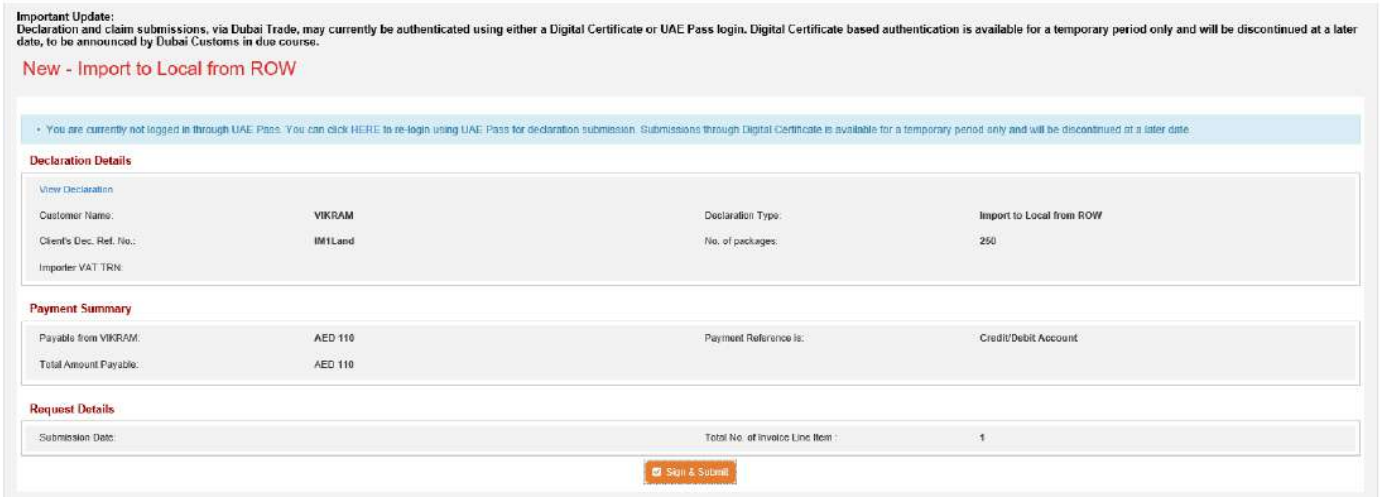
After the grace period ends during which alternative authentication (e.g., digital certificate) was accepted, users must re-login using UAE Pass to continue with declaration submission. If a user plans to authenticate with UAE Pass but is currently using another method, the system will prompt them to re-login with UAE Pass before allowing final submission.

1. Post-Grace Period Prompt

- Once the grace period has expired, if user is not logged in via UAE Pass and system prompts the user to re-login using UAE Pass when they attempt to submit a declaration.
- This prompt ensures that all submission activity aligns with the updated authentication requirements, leveraging the UAE Pass secure digital identity. UAE Pass enables secure and unified access to government services.

2. Alert Message Display

- When the system requires the user to re-authenticate with UAE Pass, an alert message is displayed at the top of the relevant screens (e.g., declaration entry, Sign & Submit).
- The message includes a “HERE” hyperlink that the user must click to initiate the UAE Pass login process.
- This hyperlink provides a direct path to re-authenticate without losing the current progress on the declaration.



Alert message – Sign & Submit Declaration Screen

3. Action Required by User

- The user must click on the "HERE" hyperlink in the alert message to begin the UAE Pass login process.
- Upon successful UAE Pass authentication, the user can continue with the declaration submission without interruption.

4. Navigation for Continue to Draft Declaration

- The user must re-login to Dubai Trade Application.
- User lands in Home Page, user must choose 'Declaration – Draft' service
- The user must then use the Draft Declaration service to continue and submit the declaration.

Note: Refer screenshots from the previous scenario.

6. Claims Submission

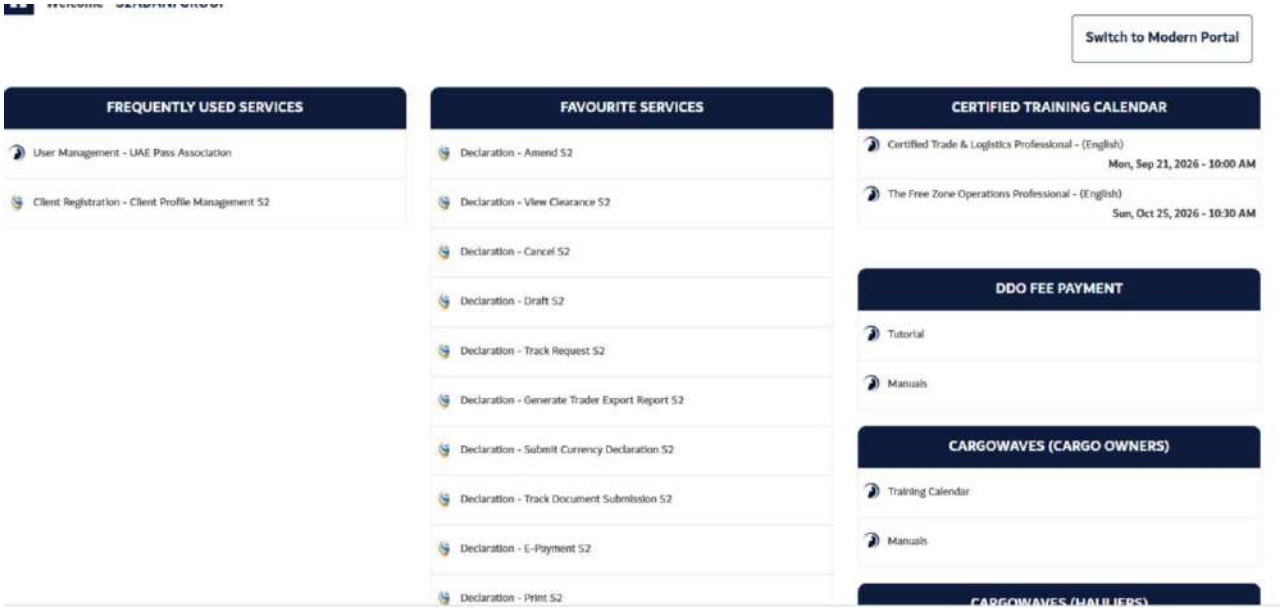
6.1 User logs in Dubai Trade through UAE Pass

6.1.1 User's Emirates ID matches with Customs Registration

The system only allows successful submission of claims when the user is logged in via UAE Pass and their Emirates ID matches the corresponding Client Profile in the system.

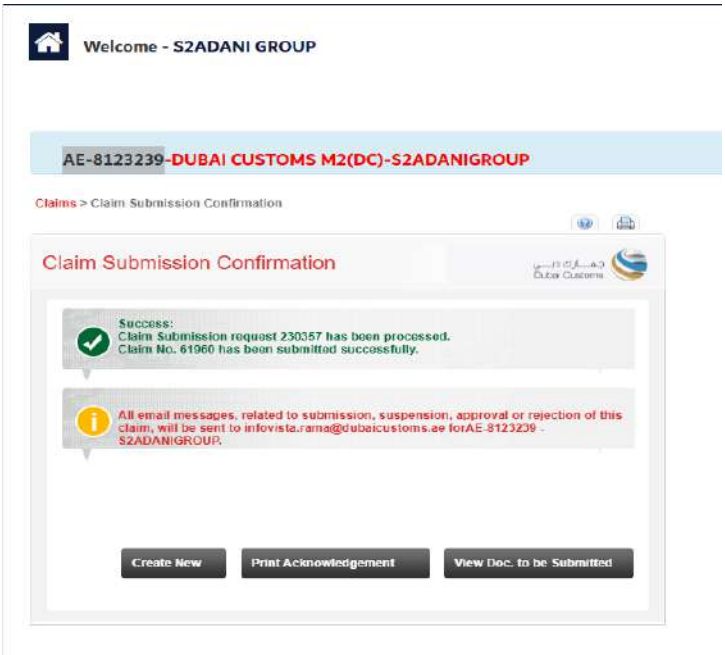
1. **Login Process**
   - The user can log in to the Digital Trade (DT) platform by following the steps outlined in **Section 4**.
   - Login is completed using **UAE Pass** authentication.

2. **Post-Login Landing**
   - After successfully logging in with UAE Pass, the user is directed to the **DT Landing Page**:



DT landing page

3. **Claim Submission**
   - From the DT Landing Page, the user selects the relevant **Customs Claims Service(s)**.
   - The system verifies:
     - That the user is **authenticated through UAE Pass**, and
     - That the user's **Emirates ID matches the Client Profile** in the system.
   - Only when both conditions are met, user will be allowed to submit the claim request successfully.



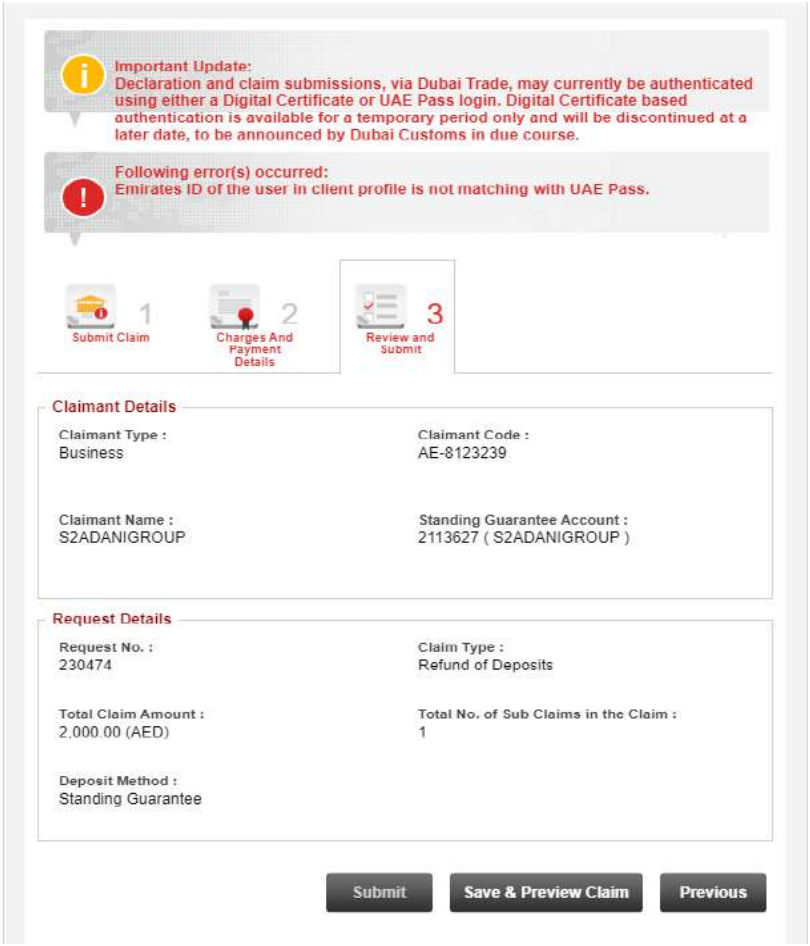
Successful Submission Page 2

6.1.2 User's Emirates ID does NOT match Customs Client Registration records

If a user's Emirates ID does not match the account linked to the Client Profile, the system will allow the user to proceed through the claim submission flow, but the claims cannot be submitted until the Emirates ID is corrected.

Navigation Steps

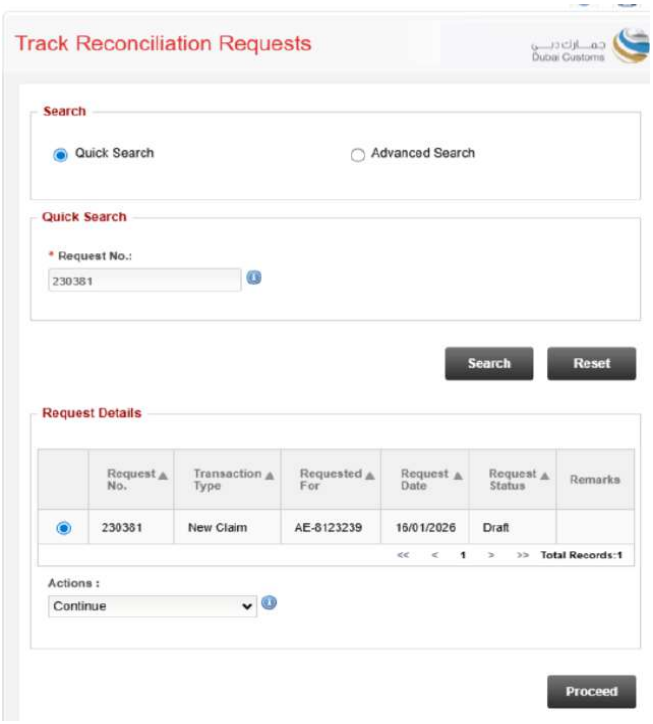
- When an Emirates ID mismatch is detected, the user may continue entering claim form details; however, the **Submit** action will be **disabled**.
- User will see the following message indicating as "**Emirates ID of the user in client profile is not matching with UAE Pass.**"



Alert Screen – Emirates ID not matching with Client Profile

Action Required by User

- **The user must update the Emirates ID** in Client Profile with the correct information.
- After correcting the Emirates ID, the user must save the updated profile.
- The user must then use the Track Request service to continue and submit the claims.

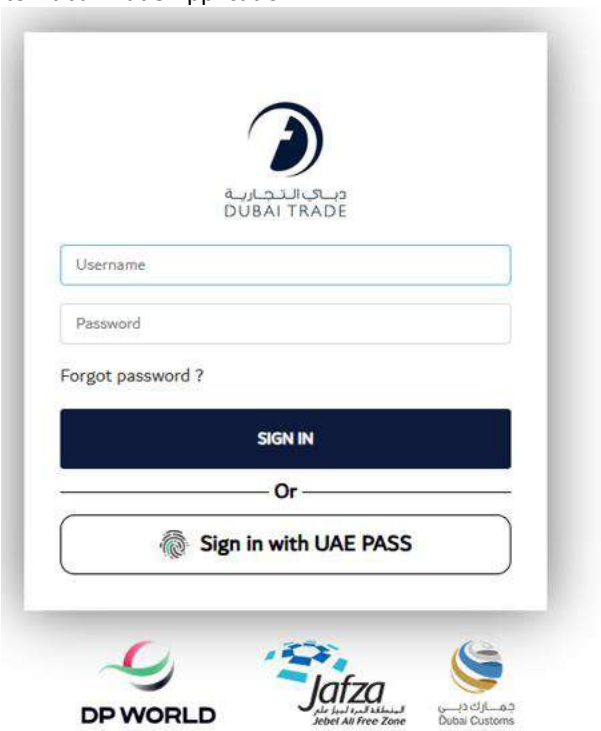


Track Reconciliation Request Screen

6.1.2.1 Navigation to update Emirates ID in Dubai Customs Registration – Refer to the section

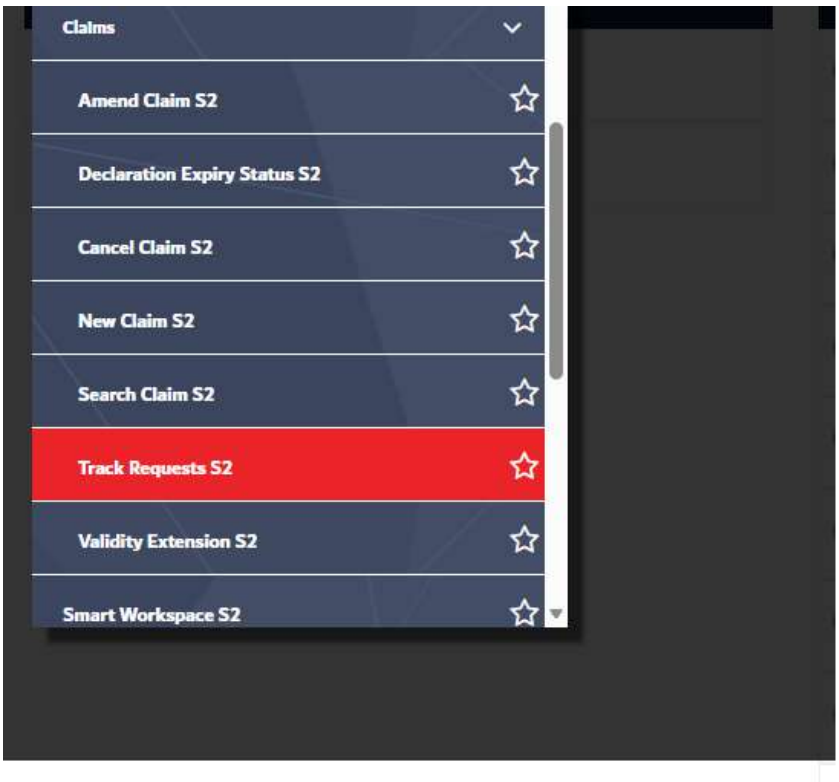
6.1.2.2 Navigation to Continue to Draft Claim

- The user must re-login to Dubai Trade Application.



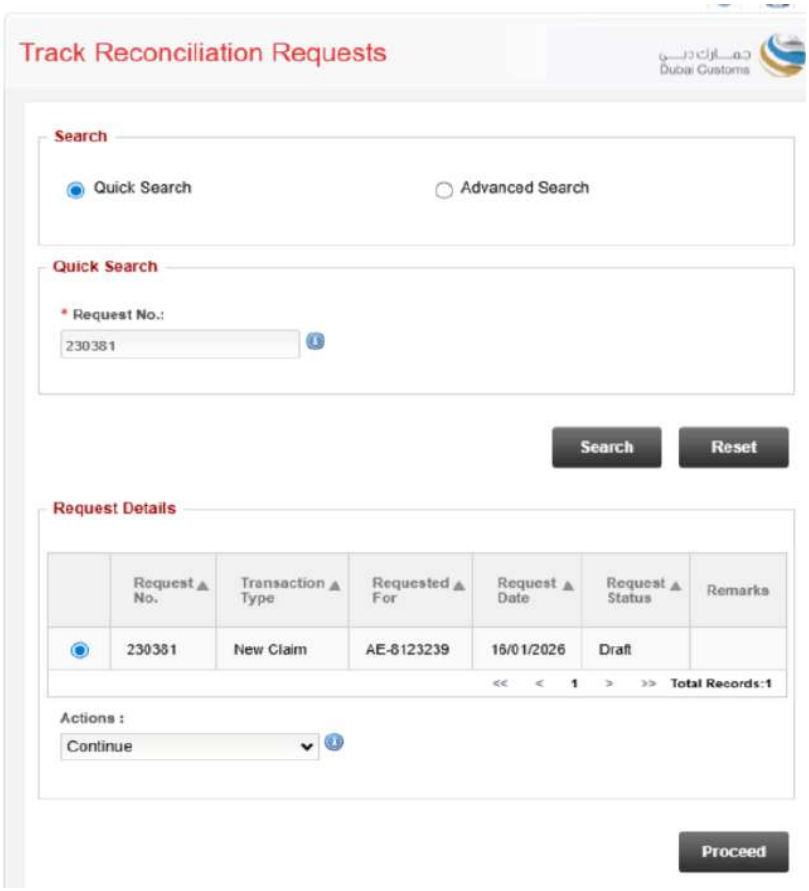
Login - Page

- User lands in Home Page, user must choose '*Track Request'* service



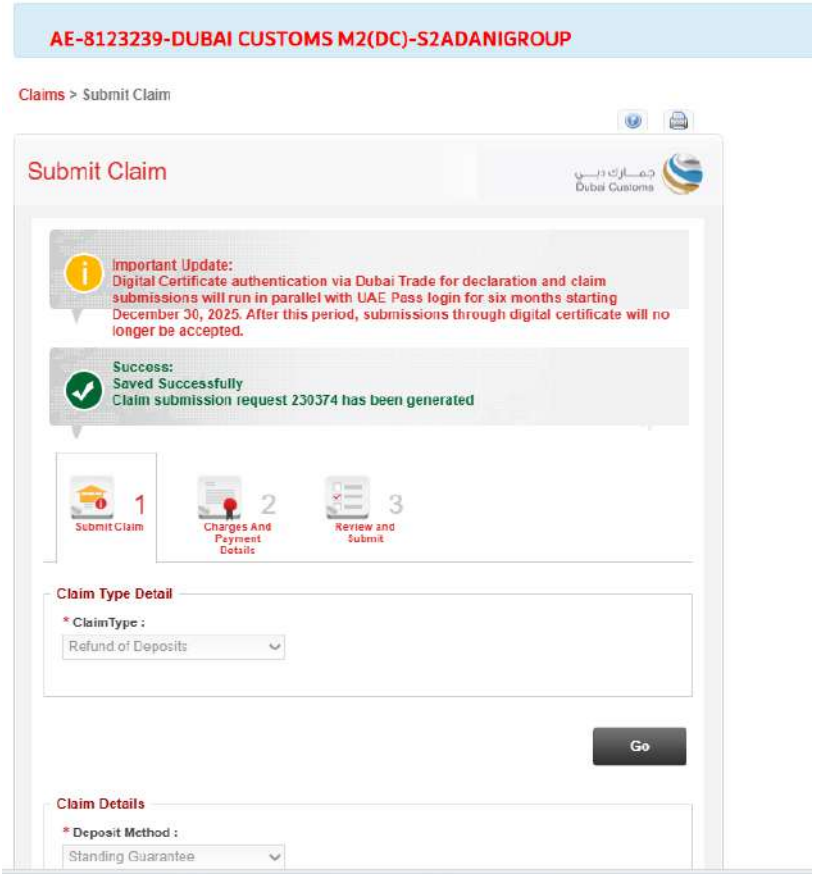
Track Request Service - Home Page

- User lands to *Track Reconciliation Request* service page and searches with Request No then click on 'Search' button. System displays the claim record in tabular format as shown in screenshot.



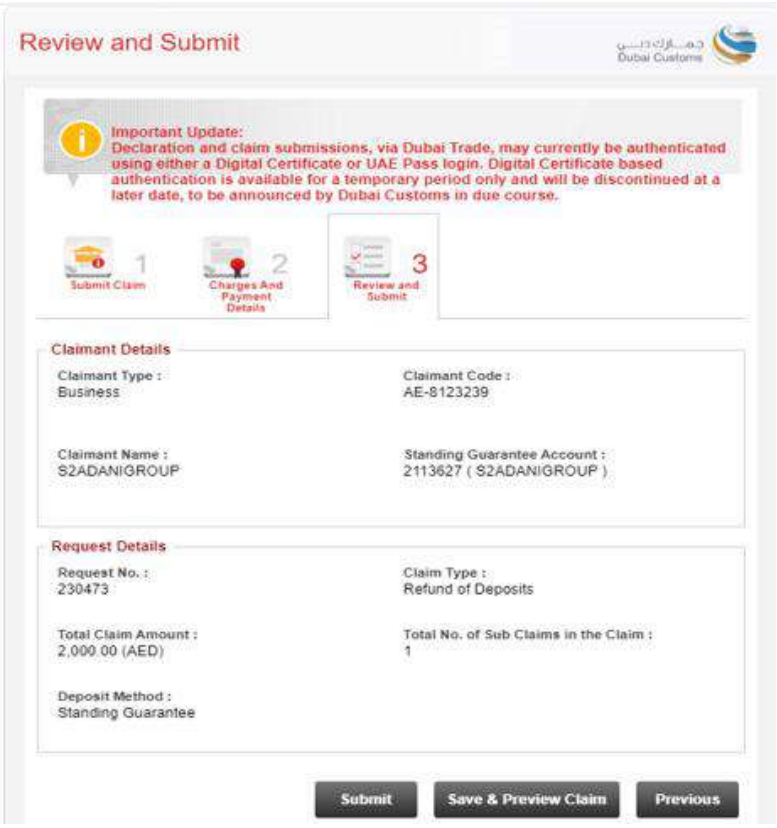
Track Request - Service Page

- User clicks on “Proceed” button proceed to submit the claims, system lands into claims process flow from “Submit Details” screen:



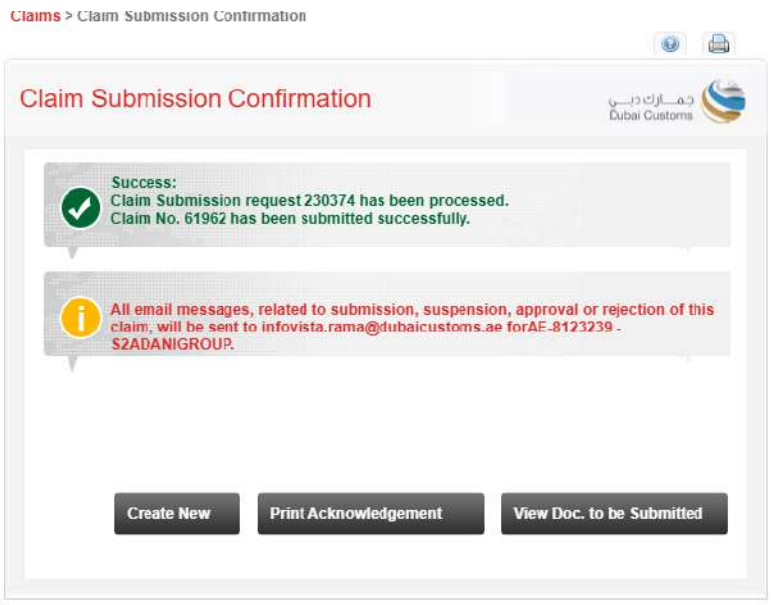
Proceed from Track Screen

- At this point, user will not see any warning message as the Emirates ID is updated in client registration system.



Final Submission Page without alert message

- System allows user to successfully submit claim(s).



Successful Submission Screen

6.1.3 UAE Pass with basic account without Emirates ID linking:

UAE Pass has three different types of account:

SOP1: Basic Account

- This account type is unverified.
- Email and mobile number are both verified using OTP.
- User can create this account without Emirates ID.
- User can create this account with Emirates ID, and choose not to continue with verification.

Benefits:

- Limited access to services
- Verify Document feature is available
- No Sign Document feature
- No Add Document feature

SOP2: Advanced Account

- This account type is verified.
- Email and mobile number are both verified using OTP.
- User can create this account with Emirates ID, and choose to continue with verification either by Smart Pass or Dubai ID previous accounts OR Emirates ID PIN Registration.

Benefits:

- Access to all services
- Verify Document feature is available
- Sign Document feature is available (Signature level is Advanced)
- Advanced Signature is the 4 PIN code
- No Add Document feature

SOP3: Qualified Account

- This account type is verified.
- Email and mobile number are both verified using OTP.
- User can create this account with Emirates ID, and choose to continue with verification either by finger biometrics or face biometrics.

Benefits:

- Access to all services
- Verify Document feature is available
- Sign Document feature is available (Signature level is Qualified)
- Advanced Signature is the 6-digit password (Upper, lower case, special character & numbers)
- Add Document feature is available.

If a user logs in with a UAE Pass basic account that is not linked to an Emirates ID, the system recognizes that the account lacks the required verified Emirates ID. During the claim submission flow, the user is alerted to re-login with a verified UAE Pass account that includes Emirates ID linking and then continue the process using the Track Request claims service.

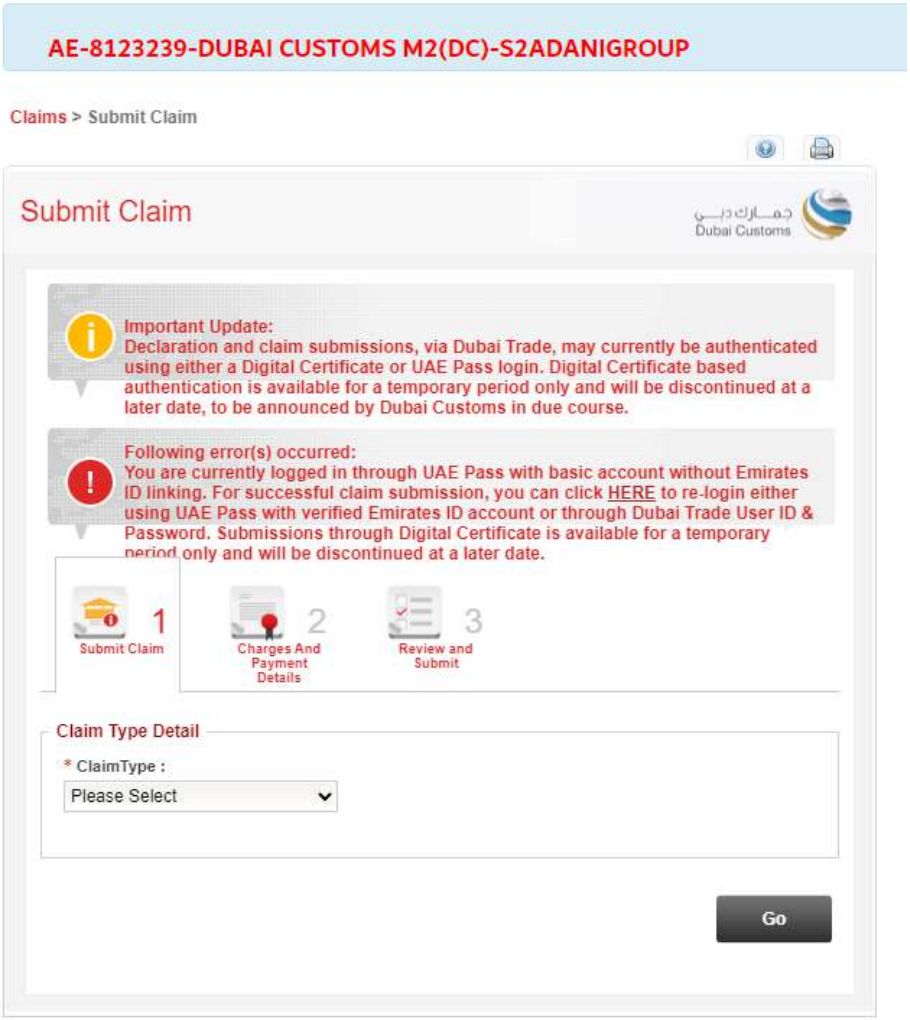
Login Process

- The user must log in to the Digital Trade (DT) platform by following the steps outlined in Section 4 of this manual.
- Login is completed using UAE Pass authentication.
- If the UAE Pass account is a basic account without Emirates ID linking (unverified), the system will identify this state and restrict full claim submission.

Post-Login Alert

After successfully logging in with a basic UAE Pass account:

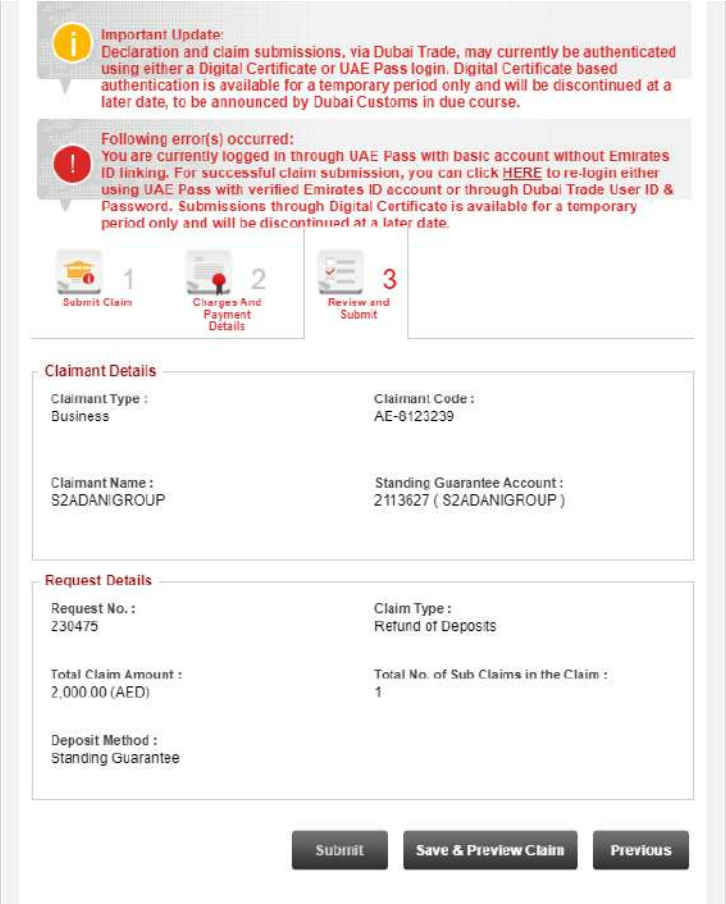
- The user proceeds to the claim submission flow.
- Before final submission, the system evaluates the account for a verified Emirates ID.
- Since the Emirates ID is not linked or verified, an alert message is displayed indicating that the account must be re-authenticated with a **verified Emirates ID account** before submission.



Claims Alert Screen – UAE Pass with basic account without Emirates ID linking

System displays the following alert message and does not allow user to submit the claim.

"You are currently logged in through UAE Pass with basic account without Emirates ID linking. For successful claim submission, you can click HERE to re-login either using UAE Pass with verified Emirates ID account or through Dubai Trade User ID & Password. Submissions through Digital Certificate is available for a temporary period only and will be discontinued at a later date."

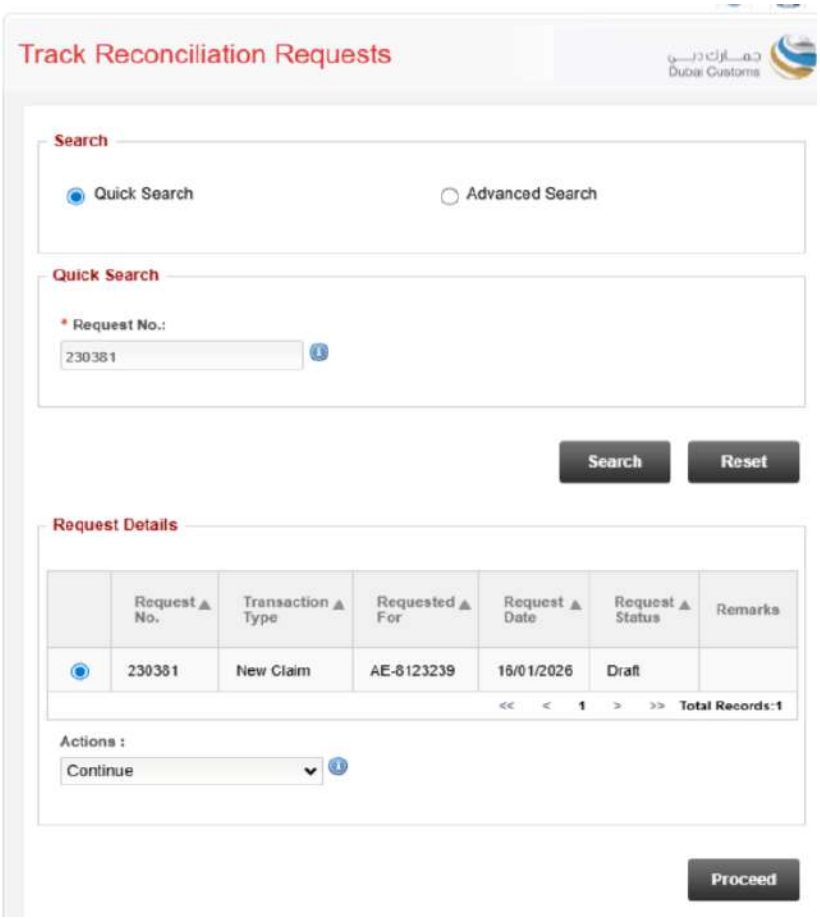


Claims Submission Alert Screen – UAE Pass with basic account without Emirates ID linking

Action Required by User

User must re-login after upgrading the **UAE Pass account (Emirates ID linked):**

- The user will land into the Home Page.
- Navigate to Draft Claim from the service list.
- Continue on the draft to finalize and submit claims.



Track Reconciliation Screen

Navigation for Continue to Draft Claim

a. The user must re-login to Dubai Trade Application.
b. User lands in Home Page, user must choose '*Track Reconciliation Request*' service
c. The user must then use the '*Track Reconciliation Request*' service to continue and submit the claim.

Note: Refer screenshots from the previous scenario

6.2 User does not login through UAE Pass

6.2.1 Opts to continue using digital certificate (valid for temporary period)

During the transition period, users may choose to log in with Dubai trade credentials and continue digital certificate to submit claims instead of UAE Pass. When a user logs in this way, the system displays a persistent notification informing them of the upcoming requirement to use a verified UAE Pass account with a linked Emirates ID. Submission via digital certificate continues to be permitted only during the grace period, after which it will no longer be accepted and users must re-login with UAE Pass to complete claim submissions.

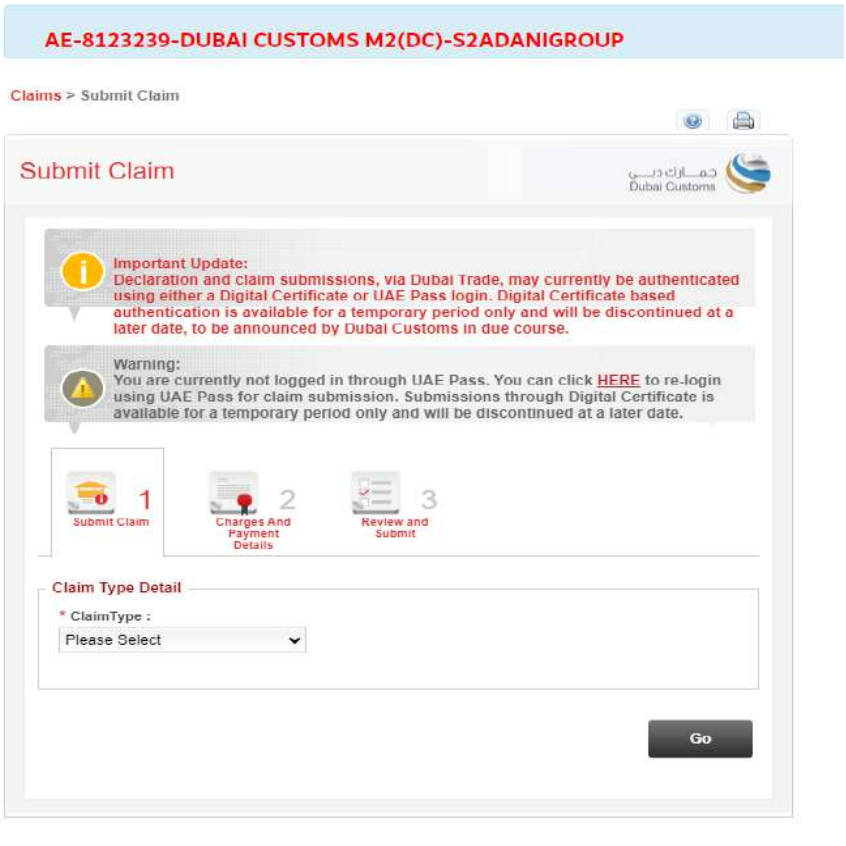
Login with Digital Certificate

- The user chooses to login using Dubai trade credentials instead of UAE Pass during the designated grace period.

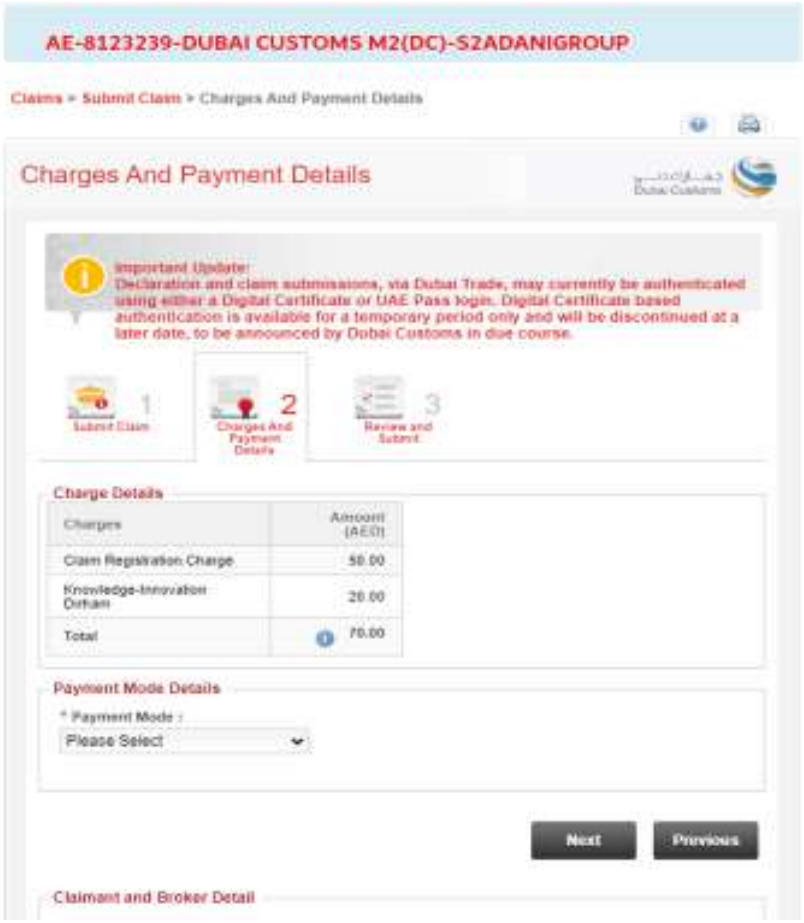
- The system authenticates the user based on the Dubai trade credentials and grants access to the claim submission flow.

Claims Screen with Notification

- Throughout the claims screens, the system displays a notification banner at the top of all relevant screens informing the user about the transition to UAE Pass login.
- User will see the message in top of the screen:
  "Important Update: Digital Certificate authentication via Dubai Trade for declaration and claim submissions will run in parallel with UAE Pass login for six months starting MMMMM DD, YYYY. After this period, submission through digital certificate will no longer be accepted."
- On **Submit Claim** Screen of the claim submission flow, the system displays the following alert message:
- "You are currently not logged in through UAE PASS. You can click HERE to re-login using UAE Pass for claim submission. Submissions through Digital Certificate is available for a temporary period only and will be discontinued at a later date."

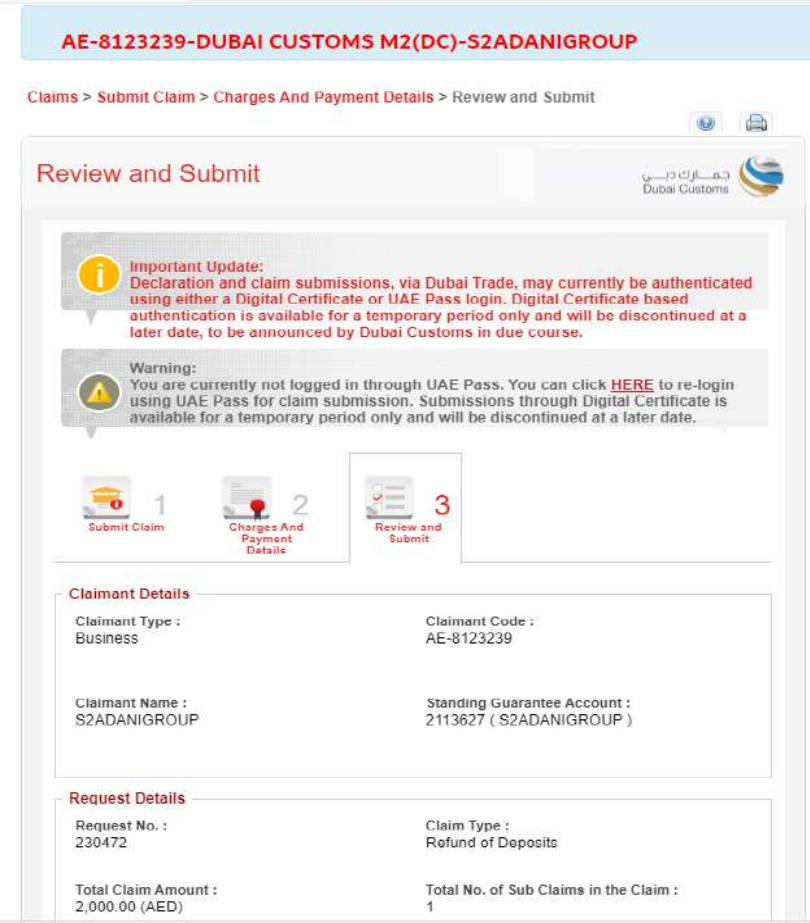


Update and Warning message – Submit Claim Screen



Update message – Charges and Payment Details Screen

On **Review & Submit Screen** of the claim submission flow, the system displays the following alert message: "You are currently not logged in through UAE PASS. You can click HERE to re-login using UAE Pass for claim submission. Submissions through Digital Certificate is available for a temporary period only and will be discontinued at a later date."



Update & Alert message – Review and Submit Screen

This message reinforces the user that digital certificate login is temporary, and a UAE Pass login with linked Emirates ID is recommended for continued submission capability.

6.2.2 User is prompted to re-login using UAE Pass if the user plans to use UAE Pass for authentication

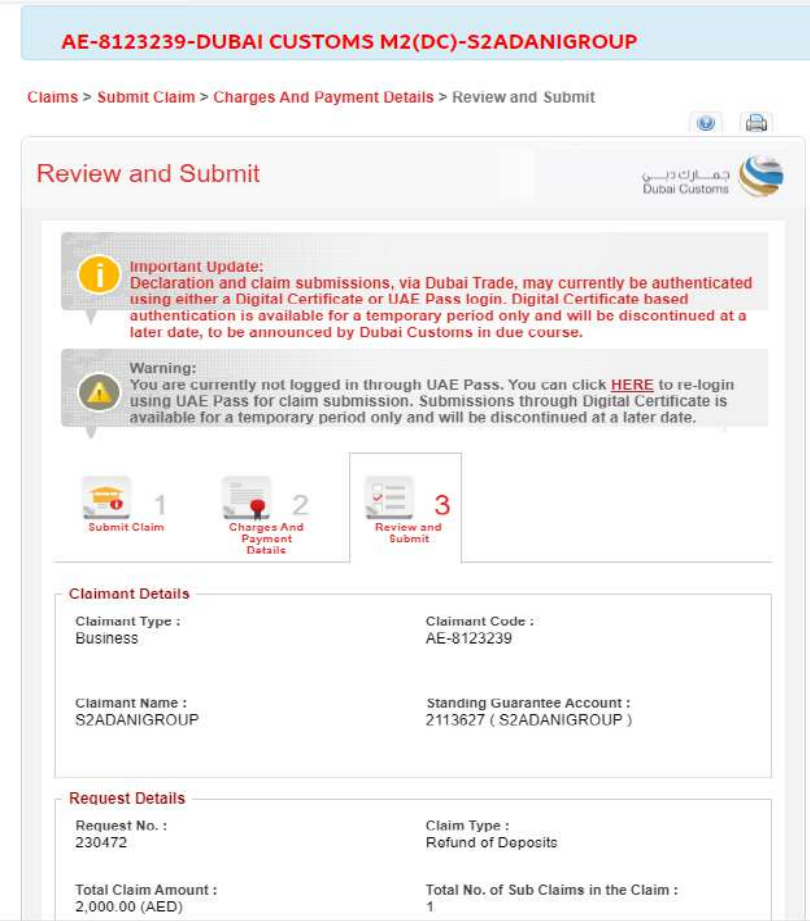
After the grace period ends during which alternative authentication (e.g., digital certificate) was accepted, users must re-login using UAE Pass to continue with claims submission. If a user plans to authenticate with UAE Pass but is currently using another method, the system will prompt them to re-login with UAE Pass before allowing final claims submission.

Post-Grace Period Prompt

- Once the grace period has expired, if user is not logged in via UAE Pass and system prompts the user to re-login using UAE Pass when they attempt to submit claims.
- This prompt ensures that all submission activity aligns with the updated authentication requirements, leveraging the UAE Pass secure digital identity. UAE Pass enables secure and unified access to government services.

Alert Message Display

- When the system requires the user to re-authenticate with UAE Pass, an alert message is displayed at the top of the relevant screens (e.g., Submit Claim, Review & Submit).
- The message includes a “HERE” hyperlink that the user must click to initiate the UAE Pass login process.
- This hyperlink provides a direct path to re-authenticate without losing the current progress on the claims.



Alert message – Review & Submit Claims Screen

Action Required by User

- The user must click on the “HERE” hyperlink in the alert message to begin the UAE Pass login process.
- Upon successful UAE Pass authentication, the user can continue with the claim(s) submission without interruption.

Navigation for Continue to Draft Claim

- The user must re-login to Dubai Trade Application.
- User lands in Home Page, user must choose ‘Claims – New Claim’ service
- The user must then use the Track Request service to continue and submit the claims.

Note: Refer screenshots from the previous scenario.