

UNITED ARAB EMIRATES
MINISTRY OF FOREIGN AFFAIRS
& INTERNATIONAL COOPERATION



الإمارات العربية المتحدة
وزارة الخارجية
والتعاون الدولي



MoFAIC Smart Services



MoFAIC Smart Services List

Services to UAE Nationals abroad

- 3 ▶ **Tawajudi**
- 5 ▶ **Passports and Return Documents**
- 5 ▶ Issue Emergency Passport for Newborn Babies:
- 5 ▶ Issue Emergency Passport for Children from one year or above
- 5 ▶ Issue Emergency passport due to loss of ordinary passport
- 5 ▶ Issue Emergency passport due to expiry of ordinary passport
- 5 ▶ Issue Emergency passport due to damage of ordinary passport:
- 5 ▶ Issue Emergency passport due to loss of ordinary passport
- 8 ▶ Renew Passport of UAE Nationals Abroad

Documents Attestation Service

- 10 ▶ Attestation of Official Documents, Certificates and Commercial Invoices

Diplomatic Passports Service

- 12 ▶ Issue Diplomatic Passport
- 14 ▶ Issue Special Passport
- 16 ▶ Issue Mission Passport

Identity Cards Service

- 18 ▶ Issue Diplomatic, Consular, International Organizations and Special Identity Cards



Tawajudi



“Tawajudi” is a service provided by MoFAIC to facilitate communication with UAE nationals abroad, and coordinate their repatriation in case of emergency and crises.

Procedures: Customer's Journey (Clarification)

1

Login to one of MoFAIC's smart channels via UAE PASS using your UAE PASS username and password, or by creating a new username.

From the list of “Individual Services”, select Tawajudi. Click “Start Service” to enter travel details and submit the application.

2

3

You will receive an SMS and Email with a Reference Number confirming a successful registration process.

Title

Details

Service Fees

Free Service

Service Type

Procedural



Service Category	Sub Service
Targeted Audience (Customer classification and description)	Individual: UAE nationals
Document Requirements	None
Terms and Conditions	Applicant must be a UAE national
SDGs	Peace, Justice and Strong Institutions
User Registration	Peace, Justice and Strong Institutions Link
Service Time	5 minutes to enter flight details
Contact Us	Please call our contact center at 80044444 or submit your inquiry through the website

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



Issuing an Emergency Passport



Emergency passports are issued in case of emergency (loss, damage or expiry of an ordinary passport, newborns, and children above one year), for UAE Nationals while abroad. The emergency passport is issued through UAE missions to facilitate the return of UAE Nationals back home.

Procedures: Customer's Journey (Clarification)

1

Login to one of MoFAIC 's smart channels via UAE PASS using your UAE PASS username and password of the UAE PASS, or create a new username

From "Individual Services" list select "Issue Passports and Return Documents". Click "Start Service" to complete the service application form.

2

3 Pay the service fees

You will receive an SMS and Email with a Reference Number confirming successful application process.

4

5 The customer must visit the UAE Embassy in the receiving state to take the original emergency passport.

In some cases, we may forward the application to the Federal Authority for Identity and Citizenship to decide thereon

Title

Details

Link

Service Fees

150AED

Service Type

Main Service



Targeted Audience (Customer classification and description)	Individual: UAE Nationals	
Document Requirements	<p>Emergency Passport for Newborn Babies:</p> <ul style="list-style-type: none"> • Copy of child's Birth Certificate attested by Ministry of Foreign Affairs of the country of birth and the UAE Embassy. • Copy of Father's Passport or ID Card • Copy of Mother's Passport • Copy of Family Book (All pages) • In case the spouse (UAE National or Foreigner) is not added to the Family Book, attach the Marriage Certificate (Attested by Ministry of Foreign Affairs of the country of birth or the UAE Mission). 	User Registration
	<p>Emergency passport due to loss of ordinary passport:</p> <ul style="list-style-type: none"> • Copy of Family Book (All pages) • Copy of lost Passport • Copy of Lost Passport Report attested by Ministry of Foreign Affairs of the country of birth or the UAE Mission. 	User Registration
	<p>Emergency passport due to expiry of ordinary passport:</p> <ul style="list-style-type: none"> • Copy of Passport or ID Card • Copy of Family Book (All pages) • A Written letter with supporting documents showing reasons for staying abroad 	User Registration
	<p>Emergency passport due to damage of ordinary passport</p> <ul style="list-style-type: none"> • Copy of Passport or ID Card • Copy of Family Book (All pages) • A written letter indicating passport damaged causes or a Police Report • Upon arrival to the Embassy: bring the damaged passport to hand over to the Embassy 	User Registration
	<p>Emergency Passport for Children from one year or above</p> <ul style="list-style-type: none"> • Copy of child's Birth Certificate Attested by Ministry of Foreign Affairs of the country of birth and the UAE Mission. • Copy of Father's Passport or ID Card • Copy of Mother's Passport • Copy of Family Book (All pages) • In case the spouse (UAE National or Foreigner) is not added to the Family Book, attach a copy of the Marriage Certificate (Attested by Ministry of Foreign Affairs or Embassy of receiving state). 	User Registration



Terms and Conditions	<ul style="list-style-type: none">• Applicant must be a UAE national.• Application form must be correctly completed.• All required documents attached.• In some cases we may forward the application to the Federal Authority for Identity and Citizenship to decide thereon.	
SDGs	Peace, Justice and Strong Institutions	
Service Time	Within Two working days	
User Guide	Added in a separate page	
Contacts Us	Please call our contact center at 80044444 or place your inquires via the website: https://www.mofaic.gov.ae	

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



Renewing the Passports of UAE Nationals Abroad



Passport of UAE nationals residing abroad for the purposes of education, medical treatment, or work are renewed through UAE Embassies abroad in coordination with the Federal Authority for Identity and Citizenship.

Procedures: Customer's Journey (Clarification)

1

Login to one of MoFAIC's smart channels via UAE PASS by using your UAE PASS username and password of the UAE PASS, or by creating a new username

From the list of "Individual Services", select "Issue Passports and Return Documents". Select Renew Passports of UAE Nationals Abroad". Click "Start Service" to complete the service application form.

2

3

You will receive an SMS and Email with a Reference Number confirming successfully application.

Visit the UAE Embassy in the host country to hand over the original passport, personal photo and pay fees at the Embassy.

4

5

When the passport is renewed, the UAE national will be contacted to visit the Embassy and retrieve the original renewed passport.

Title

Details

Service Fees

60 AED

Service Type

Main Service



Service Type	Main Service
Service Category	Procedural
Targeted Audience (Customer classification and description)	Individual: UAE nationals
Document Requirements	<ul style="list-style-type: none"> • Passport Copy • Attach a detailed info proving that the UAE national is abroad • A personal photo
Terms and Conditions	<ul style="list-style-type: none"> • Applicant must be a UAE national. • Application form must be correctly completed. • All required documents attached
SDGs	Peace, Justice and Strong Institutions
User Registration	Link
Service Time	Within 5 working days
Contact Us	Please call our contact center at 80044444 or submit your inquiry through the website

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



Attestation of Official Documents, Certificates and Commercial Invoices



The UAE Ministry of Foreign Affairs and International Cooperation (MoFAIC) provides document attestation services of all kinds. An attestation is a procedure that confirms the validity of a seal and signature on documents issued in UAE or abroad.

The Attestation services provided in customer happiness centers within UAE and in UAE Missions abroad include the attestation of regular documents issued within and outside the UAE such as educational, medical, marriage certificates, divorce contracts, and powers of attorney... etc., in addition to the attestation of commercial contracts and agreements.

Procedures: Customer's Journey (Clarification)

1

- Login to one of MoFAIC's smart channels:
For individuals: use the UAE PASS
For companies: Create a user account on MoFAIC's website

From "Individual or companies" service list, select Attestation of Official Documents, Certificates and Commercial Invoices" and click "Start Service" to apply.

2

3

- Pay service fees through smart channels

You will receive an SMS and Email with a reference number confirming successful application.

4

5

Receiving the service:

Within the UAE:

If you choose delivery service, the documents will be received and delivered for attestation by courier, or you can visit customer happiness centers within the UAE for to attest and retrieve the original document.

Outside the UAE:

Visit the UAE Embassy abroad to attest and retrieve the original document.



Title	Details	
Service Fees	Attestation Manual	
Service Type	Main	
Service Category	Procedural	
Targeted Audience (Customer classification and description)	Government Entities, Private Companies, individuals, Foreign Missions in UAE	
Terms and Conditions	<ul style="list-style-type: none"> • Customer Declaration of validity of provided information. In case of any provided detail is not valid, the customer shall be held legally accountable. • Please note that the application will not be considered if it is not completed correctly. • In case there is no UAE Mission in your country, please contact us through the call center or via the following link https://www.mofaic.gov.ae/ar-ae/Contact-Us 	
SDGs	Establishing partnerships to achieve the goals.	
User Registration		Link
Service application channels	<ul style="list-style-type: none"> • MoFAIC website: https://www.mofaic.gov.ae • Smart Mobile App: (UAE MOFAIC) • Customer Happiness Centers in UAE • UAE Embassies abroad. 	
Service Time	<ul style="list-style-type: none"> • 12 Minutes if you are visiting Customer Happiness Centers • 3-5 working days in case if you opt for delivery service within the UAE 	
Contacts Us	Please call our contact center at 80044444 or inquire through the website https://www.mofaic.gov.ae	

Service channels and website addresses Within the UAE/ Outside the UAE



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



UAE Embassies
abroad



Issuing a Diplomatic Passport



Request to issue a Diplomatic Passport which is an official travel document issued to the Ruling Families in the UAE and members of the Diplomatic and Consular Corps, in addition to a certain group of Emirati citizens holding top government and local positions in UAE. The passport facilitates performing a variety of significant tasks serving the UAE interests. The Diplomatic Passport grants holders some privileges including ease of procedures and transactions as well as ease of circulation and travel.

Service Procedures

1

Login to MoFAIC's website by entering the username and password shared with entities authorized to apply for the service

2

Select one of the Diplomatic Passport service options. Click on "Start Service" to fill in the service application form, and attach required documents.

3

You will receive an Email with a Reference Number confirming successful application.

4

You will receive an Email informing you that the Passport is ready for collection.

Title

Details

Service Fees

Free Service

Service Type

Main



Service Category	Procedural	
Service Beneficiaries	Ruling Family Members Government Entities Federal and Local	
Document Requirements	<ul style="list-style-type: none"> • A letter from the requesting entity • Copy of the decree or resolution related to the concerned person in case the entitlement is related to a post • Copy of the ID card • Copy of the Ordinary Passport • Copy of the Family book • A recent colored personal photo with a white background (4*6) directly facing the camera in the UAE national dress or Uniform. 	
Terms and Conditions	<ul style="list-style-type: none"> • Applicant is a UAE national • Currently working for a government entity and holding a position in that entity. • Applicant must be in the UAE • Application must be correctly completed • All documents must be attached 	
SDGs	Goal 17: Partnerships to achieve Goals	
User Registration	Entities will be granted special accounts to access the service Required	Link
Service Processing Time	2 Working Days	

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



Issuing a Special Passport



The Special Passport is an official travel document issued to a certain group of Emirati citizens to facilitate their performance of a variety of significant tasks serving the UAE interests. The Passport grants holders some privileges including ease of procedures and transactions as well as movement and travel.

Service Procedures

1

Login to MoFAIC's website by entering the username and password shared with entities authorized to apply for the service

2

Select one of the Special Passport service options. Click on "Start Service" to fill in the service application form, and attach required documents.

3

You will receive an Email with a Reference Number confirming successful application.

4

You will receive an Email informing you that the Passport is ready for collection.

Title

Details

Service Fees

Free Service

Service Type

Main



Service Category	Procedural	
Service Beneficiaries	Ruling Family Members Government Entities Federal and Local	
Document Requirements	<ul style="list-style-type: none"> • A letter from the requesting entity • Copy of the decree or resolution related to the concerned person in case the entitlement is related to a post • Copy of the ID card • Copy of the Ordinary Passport • Copy of the Family book • A recent colored personal photo with a white background (4*6) directly facing the camera in the UAE national dress or Uniform. 	
Terms and Conditions	<ul style="list-style-type: none"> • Applicant is a UAE national • Currently working for a government entity and holding a position in said entity. • Applicant must be in the UAE • Application must be correctly and duly completed • All documents must be attached 	
SDGs	Goal 17: Partnerships to achieve Goals	
User Registration	Entities will be granted special accounts to access the service Required	Link
Service Processing Time	2 Working Days	
User Guide	Service User Guide	

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



Issue Mission Passport



Request to Issue Mission Passport. A Mission Passport is an official travel document issued to a special group of government employees (UAE nationals and foreign nationals) to help them perform a variety of significant tasks serving UAE interests. The Passport grants holders some privileges including ease of procedures, transactions, circulation and travel.

Service Procedures

UAE Nationals:

1 Login to MoFAIC's website by entering the username and password shared with entities authorized to apply for the service.

2 Select one of the Mission Passport service options. Click on "Start Service" to fill in the service application form, and attach required documents.

3 You will receive an Email with a Reference Number confirming successful application.

4 You will receive an Email informing you that the Passport is ready for collection.

Foreign Nationals:

1 Login to MoFAIC's website by entering the username and password shared with entities authorized to apply for the service.

2 Select one of the Mission Passport service options. Click "Start Service" to fill in the service application form, and attach required documents.

3 You will receive an Email with a Reference Number confirming successful application.

4 You will receive an Email informing you that the letter to Federal Authority for Identity and Citizenship is ready for collection.



Title	Details
Service Fees	Free Service
Service Type	Main
Service Category	Procedural
Service Beneficiaries	Individuals: UAE nationals and Foreign nationals Government Entities Federal and Local
Document Requirements	<ul style="list-style-type: none"> • A letter from the requesting entity • Copy of the ID card • Copy of the Ordinary Passport • A recent colored personal photo with a white background (4*6) directly facing the camera, in the UAE national dress or Uniform.
Terms and Conditions	<ul style="list-style-type: none"> • Applicant must be in the UAE • Application must be correctly and duly completed • All documents must be attached
SDGs	Goal 17: Partnerships to achieve Goals
User Registration	Entities will be granted special accounts to access the service Required
Service Processing Time	2 Working Days
User Guide	Service User Guide
Contacts Us	Please call our contact center at 80044444 or inquire through the website https://www.mofaic.gov.ae

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



Issuing a New Diplomatic Identity Card



Request to issue a new Diplomatic card, which serves as holder's residence visa. The card must be presented at UAE airports upon arrival and departure. The Mission must return the card to MoFAIC upon holder's definitive departure of UAE.

Service Procedures

1

Login to one of MoFAIC's smart channels, through "Companies and Institutions" option, to enter username and password shared with entities authorized to apply for the service.

2

Select "Issue New Diplomatic Identity Card" service option. Click on "Start Service" to fill in the service form and attach required documents.

3

You will receive an email with a Reference Number confirming successful application.

4

You will receive an Email informing you that the Identity Card is ready, and will be sent to you via the courier

Title

Details

Service Fees

Free Service

Service Type

Main



Service Category	Procedural	
Service Beneficiaries	<ul style="list-style-type: none"> • Members of the diplomatic staff of the foreign missions accredited to the UAE, and to their family members (Spouse and Children). • Heads of Regional and International Organizations accredited to the UAE, and to their family members (Spouse and Children) according to the provisions set forth in the Headquarters Agreement (Abu Dhabi) 	
Document Requirements	<ul style="list-style-type: none"> • A colored copy of the passport with entry stamp • A personal photo with a white background • A copy of the visa, if any 	
Terms and Conditions	<ul style="list-style-type: none"> • Application correctly completed. • All required documents must be attached. • The mission must ensure that the staff member does not have a valid residence visa on his/her passport when applying for the card. • Check the passport expiry date to ensure that it does not exceed six months. 	
SDGs	Goal 17: Partnerships to achieve Goals	
User Registration	Entities will be granted special accounts to access the service	Link
Service Processing Time	15 Working Days	
User Guide	Service User Guide	
Contacts Us	Please contact our call center at 80044444 or inquire through the website https://www.mofaic.gov.ae	

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



Issuing New Consular Identity Cards



Request to issue a new Consular ID card which serves as holder's residence visa. The card must be presented at UAE airports upon arrival and departure. The Mission must return the card to MoFAIC upon holder's definitive departure of UAE.

Service Procedures

1

Login to one of MoFAIC's smart channels, through "Companies and Institutions" option, to enter username and password shared with entities authorized to apply for the service.

Select Issue New Consular Identity Cards service option. Click on "Start Service" to fill in the required information and attach the required documents

2

3 You will receive an email with a Reference Number confirming successful application.

4 You will receive an Email informing you that the Identity Card is ready.

4

Title

Details

Service Fees

Free Service

Service Type

Main



Service Category	Procedural	
Service Beneficiaries	<ul style="list-style-type: none"> • Members of the diplomatic staff of the foreign missions accredited to the UAE, and to their family members (Spouse and Children). • Heads of Regional and International Organizations accredited to the UAE, and to their family members (Spouse and Children) according to the provisions set forth in the Headquarters Agreement (Abu Dhabi) 	
Document Requirements	<ul style="list-style-type: none"> • A colored copy of the passport with entry stamp • A personal photo with a white background • A copy of the visa, if any 	
Terms and Conditions	<ul style="list-style-type: none"> • Application correctly completed. • All required documents must be attached. • The mission must ensure that the staff member does not have a valid residence visa on his/her passport when applying for the card. • Check the passport expiry date to ensure that it does not exceed six months. 	
SDGs	Goal 17: Partnerships to achieve Goals	
User Registration	Entities will be granted special accounts to access the service	Link
Service Processing Time	15 Working Days	
User Guide	Service User Guide	
Contacts Us	Please contact our call center at 80044444 or inquire through the website https://www.mofaic.gov.ae	

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



Issuing a New International Organizations Identity Card



The International Organizations ID card issued by the Ministry of Foreign Affairs and International Cooperation (MoFAIC) serves as holder's residence visa. The card must be presented at UAE airports upon arrival and departure. The Organization must return the card to MoFAIC upon holder's definitive departure of UAE.

Service Procedures

1

Login to one of MoFAIC's smart channels, through "Companies and Institutions" option, to enter username and password shared with entities authorized to apply for the service.

Select one of the International Organizations Identity Cards service options. Click on "Start Service" to fill in the service form.

2

3 You will receive an email with a Reference Number confirming successful application.

You will receive an Email informing you that the Identity Card is ready, and will be sent to you via the courier

4

Title

Details

Service Fees

Free Service

Service Type

Main



Service Category	Procedural	
Service Beneficiaries	<ul style="list-style-type: none"> • Heads and staff of offices of international and regional organizations accredited to the UAE, according to the provisions set forth in the Headquarters Agreement. 	
Document Requirements	<ul style="list-style-type: none"> • A colored copy of the passport with entry stamp • A personal photo with a white background • A copy of the visa, if any 	
Terms and Conditions	<ul style="list-style-type: none"> • Application form must be correctly and duly completed. • All required documents must be attached. • The mission must ensure that the staff member does not have a valid residence visa on his/her passport when applying for the card. • Check the passport expiry date to ensure that it does not exceed six months. 	
SDGs	Goal 17: Partnerships to achieve Goals	
User Registration	Entities will be granted special accounts to access the service	Link
Service Processing Time	15 Working Days	
User Guide	Service User Guide	
Contacts Us	Please contact our call center at 80044444 or inquire through the website https://www.mofaic.gov.ae	

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)



Issue New Special Identity Cards



Issue new special ID card which serves as holder's residence visa. It must be presented at UAE airports upon arrival and departure. The Embassy must return the card to MoFAIC upon holder's definitive departure of UAE.

Service Procedures

1

Login to one of MoFAIC's smart channels, through "Companies and Institutions" option, to enter username and password shared with entities authorized to apply for the service.

Select one of the Special Identity Cards service options. Click on "Start Service" to fill in the service form.

2

3 You will receive an email with a Reference Number confirming successful application.

You will receive an Email informing you that the Identity Card is ready, and will be sent to you via the courier

4

Title

Details

Service Fees	Free Service
Service Type	Main



Service Category	Procedural	
Service Beneficiaries	<ul style="list-style-type: none"> Administrative staff of foreign diplomatic and consular missions accredited to the UAE, as well as their spouses and children, provided that the employee and his family members are holders of a Special Passport, Mission Passport, Official Passport or Service Passport only. (Abu Dhabi) 	
Document Requirements	<ul style="list-style-type: none"> A colored copy of the passport with entry stamp A personal photo with a white background A copy of the visa, if any 	
Terms and Conditions	<ul style="list-style-type: none"> Application form must be correctly and duly completed. All required documents must be attached. The mission must ensure that the staff member does not have a valid residence visa on his/her passport when applying for the card. Check the passport expiry date to ensure that it does not exceed six months. 	
SDGs	Goal 17: Partnerships to achieve Goals	
User Registration	Entities will be granted special accounts to access the service	Link
Service Processing Time	15 Working Days	
User Guide	Service User Guide	
Contacts Us	Please contact our call center at 80044444 or inquire through the website https://www.mofaic.gov.ae	

Service channels and website addresses Service application channels



MoFAIC's website



Smart Mobile App:
(UAE MOFAIC)