



USER GUIDE

Updating your Personal Mobile Number UAE Residents



WEBSITE USER GUIDE STEPS

<https://beta.smartservices.ica.gov.ae/echannels/web/client/guest/index.html#/dashboard>



- **Website Steps:**

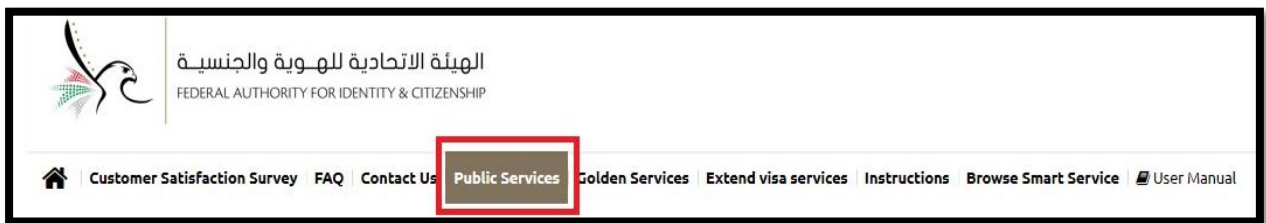
You may update your mobile number through the below link by using **Microsoft edge browser** and select "**OTHER SERVICES - PERSONAL INFORMATION - UPDATE PERSONAL INFORMATION – UPDATE**".

Note: Clear your browser history to avoid any issue.

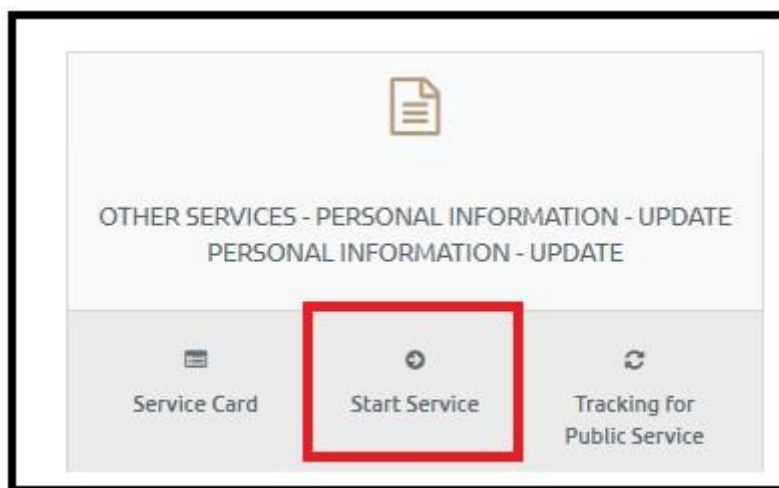
Follow the below steps:

1st step: Follow the below link then click on Public Services (top of the main page),

<https://beta.smartservices.ica.gov.ae/echannels/web/client/guest/index.html#/dashboard>



2nd Step: Scroll down to the end and select the below service (Update personal information – Update),





3rd Step: Fill all the mandatory fields as shown below,

1 Request Information 2 Review Application 3 Application Fees

Identification Information (Service Beneficiary)

Current Nationality *

Identity Number *

4 Sections Number ☒ 3 Sections Number ☐

File No. * Department / Year / category / Sequence

Name (English) *

Name (Arabic) *

Passport No. *

Date of Birth * dd/MM/yyyy

Last Entry Date * dd/MM/yyyy

Email *

Note: The below shows the steps to fill up the file number from the stamped visa page in your passport.

If you are holding a resident visa from any emirates except Dubai then select **"4 Sections Number"**.

File No. * 4 Sections Number ☒ 3 Sections Number ☐

Department / Year / category / Sequence

If you are holding a Dubai resident visa then select **"3 Sections Number"**.

File No. * 4 Sections Number ☐ 3 Sections Number ☒

Department / Year / Sequence



- Enter your mobile number without **0** then click on **“Send One Time Password”** and Click on **“Check OTP”**.

The screenshot shows the 'Mobile Numbers Data' form. At the top, there is a checkbox labeled 'Edit Mobile Number' which is checked. Below it is the label 'Current Mobile Number *'. A green box displays a checkmark and the number '050****197'. Underneath is the 'New Mobile Number *' section, featuring a dropdown menu showing '00971 - UNITED ARAB EMI...' and a text input field containing '55 xxxxxxxx'. At the bottom, there are two buttons: 'Send One Time Password' and 'Check OTP'. Red arrows point to each of these buttons with the word 'Click' written in green. Below the 'Send One Time Password' button is an 'OTP Code' label and a text input field with the placeholder 'Insert the OTP'.

- Tick the box **“Edit address inside UAE”** if you wish to update it, then tick the box **“I’m not a robot”** at the end of the page and proceed to the next step.

The screenshot shows the address form. At the top, there is a checkbox labeled 'Edit address inside UAE' which is checked. A green arrow points to this checkbox with the text 'Click if you want to update your address.' in green. Below the checkbox is the label 'Location Inside UAE *'. There are two input fields: 'Emirate' and 'City'. Below these is a large grey box with the text 'Please Enter Detailed Address'. Underneath this are four input fields: 'Local Building Name', 'Local Flat Number', 'Street', and another 'Local Flat Number'. At the bottom left, there is a checkbox labeled 'I'm not a robot' with a red arrow pointing to it and the word 'Click' in green. To the right of this checkbox is the reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'.



- In the next step (Review Application) if you faced any error like the below screenshot then you should follow the below steps:
 - <https://cc.ica.gov.ae/Web/landing>
 - Raise an online ticket with your complaint – attaching a screenshot of the error.

First Step Second Step Third Step

1 2 3

Request Information Review Application Application Fees

Initial Validation Result

✖ Invalid last entry date

To open ticket .Please click [here](#)

4th Step: Tick the box “I Agree to the Terms and conditions”, then click on Amwal/Credit Card. You may then click on Pay to proceed with the payment (AED 52.10 - including VAT)

1 2 3

Request Information Review Application Application Fees

OTHER SERVICES - Personal Information - Update Personal Information - Update

Fees Description	Amount(AED)	Vat Amount (AED) 5%	Total With Vat
E-SERVICES FEES	28.00	1.40	29.40
ICA FEES	22.00	0.00-Vat Free	22.00
Total			51.40 AED

Refund amount in the case of rejection of the application 0.00 AED/Refund amount in the case of Acceptance of the application 0.00 AED

Click Pay using

☒ I Agree to the Terms and Conditions

Click Amwal

Credit Card

Back

Fees Description	Amount(AED)
Fees Total	51.40
ePayment Commission \ Vat	0.67 0.03
Final Total	52.10

Click to pay the fees Pay