الهيئة الاتحادية للهــوية والجنسيــة
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP

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
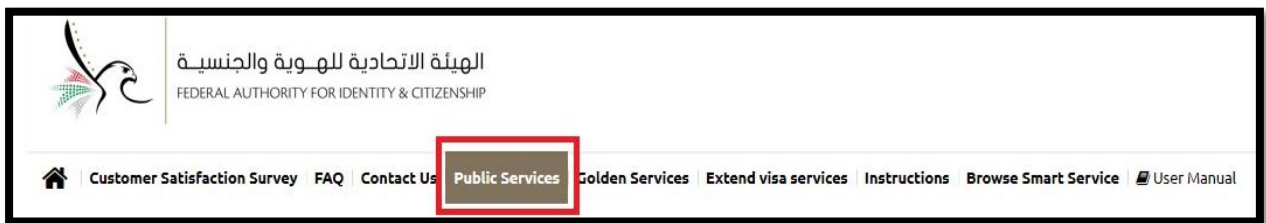
• **Website Steps:**

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**".
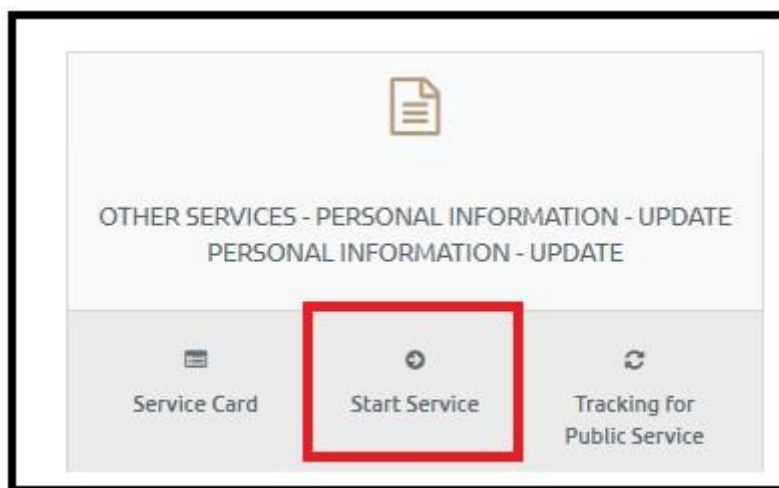
Note: Clear your browser history to avoid any issue.

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,

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 fron any emirates except Dubai then select "**4 Sections Number**".

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

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

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

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)