Information and services

The UAE has more than 4,000 federal and local eServices on the portal. At the federal level, there are 2,445 federal eServices: 1,983 transactional eServices, 177 informational, 70 commercial, 129 social and 86 seizural. Learn how to en/information-and-services/g2g-services/guidance-and-tutorials-/) use government eServices through this guide (on-eservices.

In order to use some of these eServices, you must have an account with SmartPass (https://u.ae/en/information-and-services/g2g-services/smartpass) or the UAEPASS (https://selfcare.uaepass.ae/) We recommend new users to register with UAEPASS because SmartPass would be phased out soon. Inquire how to upgrade your smartPass to UAEPASS (https://selfcare.uaepass.ae/support).

The eServices have a number of features including the ability to upload your documents, save your request and submit at a later date and get electronically signed documents and forms. Below are the most used eServices for the year 2019:

- Issue entry permit (https://www.ica.gov.ae/en/services/issuing-entry-permits.aspx)– used 2,382,111 times
- Electricity and water bill payment (https://fewa.gov.ae/en/Services/eServices/Pages/Bill-Payment.aspx) – used 1,866,107 times
- Payment of traffic fines (https://www.moi.gov.ae/en/eservices/Payment.traffic.fines.191.aspx) – used 1,553,681 times
- Renew work permit and contract\mission work permit (https://www.mohre.gov.ae/en/our-services/renew-work-permit-and-contract-mission-work-permit-outside-the-country.aspx) – used 1,453,908 times
- Issue new work contract (https://www.mohre.gov.ae/en/our-services/issue-new-work-contract.aspx)– used 1,123,999 times
- Renew residency permit (https://www.ica.gov.ae/en/services/services-for-organizations/renew-residency.aspx) – used 761,821 times
- Renew Emirates ID card (https://www.ica.gov.ae/en/services/e-services/renew-id-card.aspx)– used 697,538 times
- Issue residency permit (https://www.ica.gov.ae/en/services/services-for-organizations/issue-new-residency.aspx) – used 619,144 times
- Issue new work permit (https://www.mohre.gov.ae/en/our-services/issue-new-work-permit.aspx)– used 524,331 times
- Issue new Emirates ID card (https://www.ica.gov.ae/en/services/e-services/apply-for-a-new-id-card.aspx) – used 234,307 times
- Delivering Friday sermon (https://www.awqaf.gov.ae/en/deliveringfridaysermon) (https://www.awqaf.gov.ae/en/deliveringfridaysermon) – used 523,751 times