FREQUENTLY ASKED QUESTIONS

A guide to the UAE Government's online e-services and helpline numbers.
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The UAE offers a host of online services that cater to the people’s needs in all sectors for our assistance during the COVID-19 crisis.

This guide consists of information regarding different online services and helpline numbers that you can access in an easy to use Q&A format.

Our goal is to ensure that the information provided is ready to use and equipped with the necessary resources that you can access from the comfort of your home.
You can call the following numbers while anywhere in the UAE:

- 911 for Police
- 998 for Ambulance
- 997 for Fire Department
- 996 for Coastguard
- 991 for electricity failure
- 922 for water failure

For more information, please see a helpful link below:

**U.ae: Handling Emergencies**
For incidents related to harassment or safety, contact:

- Abu Dhabi Police through their Aman service on 8002626 or send SMS to 8002828.

- Dubai Police through their Al Ameen service on 8004888 from within the UAE or on +9718004888 from outside the UAE

- Sharjah Police through their Najeed service on 800151, or send SMS to 7999.

Aman Service

Al Ameen Service
https://alameen.gov.ae

Najeed Service
https://www.shjpolice.gov.ae/EServices/Najeed
SOCIAL MEDIA PLATFORMS

Police Departments in UAE

Abu Dhabi:
- @ADPoliceHQ
- @ADPoliceHQ
- @ADPoliceHQ

Dubai:
- @dubaipolicehq
- @dubaipolicehq
- @DubaiPoliceHQ

Ajman:
- @ajmanpoliceGHQ
- @ajmanpoliceghq

Ras Al Khaimah:
- @rakpolice
- @rakpoliceghq
- @rakpoliceghq

Fujairah:
- @rakpoliceghq
- @rakpoliceghq
HEALTHCARE SERVICES

Contents:

• COVID-19 EMERGENCIES
• Virtual Help
• Coronavirus Quarantine Hotels
• NON-COVID-19 Emergencies
• Helpline for Mental Health Counseling
What facilities does the UAE provide for Coronavirus Screening?

COVID-19 screening is done in private healthcare facilities and drive-throughs. Tests are also being conducted at government healthcare facilities.

Where are the drive-through centres located?
Test centres are now available across all emirates to provide fast-paced tests for citizens and residents across the UAE using the latest medical technology.

Read more in the below links:

Drive-through centers location and information

**WAM:**
https://wam.ae/en/details/1395302833487

**GulfNews:**
How can I book a screening appointment?
To book a COVID-19 test, you can call:

- Abu Dhabi Health Services (Seha): 800 1717 or download the Seha app, which is available on Google Play and App Store.
- Dubai Health Authority (DHA): 800 342.
- Ministry of Health and Prevention: 800 111 11
- Private healthcare provider Al Futtaim Health Hub is also providing screening appointments: 800 2344

Links to download SEHA App to book an appointment

**Google Play:**

**App Store:**
https://apps.apple.com/ae/app/seha/id436297690
Where can I get more information regarding the coronavirus and testing?

Virtual help is available in the following platforms:

- The Ministry of Health and Prevention: Virtual Doctor for COVID-19
- The ‘Doctor for every citizen’ Service available on the DHA App on Google Play and App Store.
- The COVID-19 health advisory platform

Access these platforms using the links below:

**Virtual Doctor for COVID-19:**

**DHA APP**

**Google Play:**

**App Store:**
https://apps.apple.com/ae/app/dha-%D9%87%D9%8A%D8%A6%D8%A9-%D8%A7%D9%84%D8%B5%D8%AD%D8%A9%D8%A8%D8%AF%D8%A8%D9%8A/id1437186269

**The COVID-19 health advisory platform:**
https://doh.saal.ai/
You can either call or visit the website (links below) of the following departments for more information:

- The Ministry of Health & Prevention: 800 11111 or visit MOHAP
- Dubai Health Authority: 800 342 or visit Dubai’s Department of Health Website
- Estijaba Service (Abu Dhabi): 800-1717 or visit SEHA

Access these platforms using the links below:

**MOHAP:**
https://www.mohap.gov.ae/en/AwarenessCenter/Pages/COVID19-Information-Center.aspx

**Dubai’s Department of Health Website:**

**SEHA:**
https://legacy.seha.ae/English/Pages/default.aspx
Who can check in to the quarantine hotels in the UAE?
Those who don’t have the facility to self-isolate at home can check into the quarantine hotels, provided they are:
• Asymptomatic- COVID-19 patients that don’t show any symptoms
• Mild symptoms- COVID-19 patients that do not fall in the vulnerable category.

How does a patient get admitted?
The patient would come to the facility either through a private hospital or via a DHA facility. Patients who check-in are issued a wrist band indicating that they have passed the health screening.

What are the prices, and do I need to pay?
The COVID-19 treatment includes the hotel stay, and costs are monitored by authorities. UAE's health authorities have taken proactive steps to support patients and costs are covered by insurance providers and health authorities.

Read more here:
What should I do if I need to go to the hospital for a Non-COVID-19 emergency?
Check the list below before you visit a hospital for Non-COVID emergencies:

- Try getting a consultation over the phone
- Only go to the hospital if you need a physical consultation
- Call the emergency number (998) in advance from anywhere in the UAE
- Avoid taking other family members to minimise exposure
- Wear your mask, gloves and carry hand sanitizer
- Follow hospital instructions and use segregated entrances marked for non-COVID-19 patients
Are there any available doctors, hospitals or pharmacies near me?
You can access the below sites for information on nearby available doctors, hospitals or pharmacies according to the specific emirate.

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<td>Dubai:</td>
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Where can I get more information on visiting hospitals or making medical appointments?
You can visit the U.ae Healthcare Page (link below) for more information regarding healthcare providers.

You can also download the Remote Healthcare App from Department Of Health for remote consultations, available on Google Play and App Store.

**U.ae Healthcare Page:**

**Remote Healthcare App**
**Google Play:**

**App Store:**
https://apps.apple.com/ae/app/doh-remotecare/id1503010101

**Learn more about the app here:**

**WAM:**
https://wam.ae/en/details/1395302836506
**Are there doctors who make house visits?**

In case you need a private doctor/paramedic to visit your house, you can call 800-DOCTOR (800-362867), which is operated by private group, Lifeline Healthcare.

For house visits outside of Abu Dhabi or Dubai, please refer to the link below.

**U.ae Healthcare Providers:**
HELPLINE FOR MENTAL HEALTH COUNSELING

1. Al Amal Consultations Helpline
This helpline is set up by the Ministry of Health and Prevention to respond to your psychological concerns and anxiety related to COVID-19.
Dedicated Hotline: 04-5192519
Available from 9am to 9pm - Sunday to Thursday
OR Send an email to Alamal.consultations@mohop.gov.ae

2. AVOSA Pastoral Support
The Catholic Church in the UAE has a team which provides support for our parishioners during the outbreak. This is an avenue for those in need to reach out for emotional support.
This service is available to parishioners of all ages. They can request for support by registering using the link.
Or call: 058 525 8432

AVOSA Support Registration Link:
https://forms.gle/3bL8VkJ7oijTtl2H7
SOCIAL MEDIA PLATFORMS
Healthcare and Counseling

Ministry of Health and Prevention:

Facebook: @mohapuae
Instagram: @mohapuae
Twitter: @mohapuae

YouTube: @mohapuae

Dubai Health Authority:

Facebook: @dha_dubai
Instagram: @dha_dubai
Twitter: @DHA_Dubai

YouTube: @Dubai Health Authority
The ALHOSN App is a new app launched by UAE’s health authorities that will connect UAE residents to collectively fight the spread of COVID-19.

For more information, please see a helpful link below:

**GulfNews:**
What does the app do?
The app traces your connection with others and informs you if you are in close proximity with those who have had contact with COVID-19 positive cases.

Learn more:
https://www.ncema.gov.ae/alhosn/index.html

How does the app detect COVID-19 cases?
The app uses Bluetooth technology to trace and curb the spread of COVID-19. The app also ensures the anonymity and safety of all users.

ALHOSN APP Privacy Policy:
https://www.doh.gov.ae/privacy-policy-alhosn
How can I register for the service?
This app is available for download on Google Play and App Store. You will need to provide your Emirates ID number and mobile phone number. After that, allow the app to access location and bluetooth services.

**ALHOSN App**
**Google Play:**

**App Store:** https://apps.apple.com/ae/app/alhosn-uae/id1505380329

**Related information on various smart healthcare services:**

**U.ae Smart solutions to fight COVID-19:**
The Federal Authority of Citizenship and Foreigners Affairs (ICA) helps regulate all your requirements in immigration.

For more information, please see a helpful link below:

ICA: https://www.ica.gov.ae
How can I currently renew my expired Tourist/ Visit Visa? What is the legal status of individuals with expired visas in the UAE? Will I have to pay fines on my expired visa?

All visit visas are extended until December 31st, 2020 and there are no fines for any of the categories, with the need for the holders of visit visas of all kinds to coordinate with the embassy of their countries to facilitate their departure.

How do I renew my residence permit if it expired after March 1st, 2020? Are there any fines imposed on expired residence permits?

Residence visas expired in early March 2020 and later will receive an extension of their visas until December 31st, 2020. This measure applies to both residents inside and outside the UAE, with exemption from delay penalties. Please see below link for more information.

U.ae Information and Services:
Is Emirates ID renewal currently suspended for expired ID cards? Are there any fines in case of not renewing?

Emirates ID cards expired in early March 2020 or later of all holders will have their validity extended until December 31st, 2020, with exemption from delay penalties.

I am a UAE resident who is stuck abroad. Where can I get more information?

UAE residents who are presently outside the UAE can register for the ‘Tawajudi for Residents’ online service to facilitate their safe return to the UAE in emergency situations.

The approval of the ICA is mandatory to book a flight to return to the UAE.

Please see some helpful links below.

**Tawajudi for Residents Online Service:**
https://www.mofaic.gov.ae/en/Services/Twajudi

**Access link for more information:**
How can I get a 'Residents' Entry Permit'?  
You will need the following documents:

- Copy of residency,
- Passport copy,
- Proof for visit abroad.
- Then visit the ICA Smart Services homepage, to directly access the service. Link for same found below.

To learn more about the COVID-19 travel updates, see the link below.

**Residents' Entry Permit Service:**

**U.ae COVID-19 travel updates:**
Where I can get information on Immigration and Other related services?
As information is updated on almost a daily basis, please visit the U.ae Visa & EID page for more details.

**U.ae Visa & EID Page:**

Where can I get information on how to renew my passport and information from my country's embassy?
Please visit the Ministry of Foreign Affairs website with a list of all Foreign missions/Embassies with their contact numbers and websites.

**Ministry of Foreign Affairs:**
https://www.mofaic.gov.ae/en/Missions/Foreign-Missions-In-UAE
For more information to return to the UAE, you can either call or visit the website (links below) of the following departments for more information:

- Ministry of Foreign Affairs and International Cooperation on the helpline 0097124965228 and 0097192083344
- Federal Authority for Identity and Citizenship on 00971501066099
- Or send an email to Operation@ica.gov.ae

Access these platforms using the links below:

- Ministry of Foreign Affairs and International Cooperation:
  https://www.mofaic.gov.ae/en
- Federal Authority for Identity and Citizenship:
FOR MORE GENERAL INFORMATION, CONTACT:

For more information, you can either call or visit the website (links below) of the following departments for more information:

- Federal Authority for Identity and Citizenship (ICA) toll free number 600522222
- Or download the UAE ICA App, available on Google Play and App Store.

Access these platforms using the links below:

**Federal Authority for Identity and Citizenship:**

**U.ae Inquire about UAE visa issues:**

**UAE ICA App**
Google Play:

**App Store:**
SOCIAL MEDIA PLATFORMS

Immigration

The Federal Authority of Citizenship and Foreigners Affairs

facebook: @icauae
instagram: @icauae
twitter: @ICAUAЕ

youtube: @Identity and Citizenship - UAE

Ministry of Foreign Affairs and International Cooperation

facebook: @mofaicuae
instagram: @mofaicuae
twitter: @MoFAICUAЕ

youtube: @mofaicuae
This is a Senior Citizen Service launched by the Dubai Police in cooperation with the Community Development Authority (CDA) for Senior Citizens and Residents of different nationalities.

For more information, please see a helpful link below:

Is this service offered all over U.A.E?  
No, this service is only available in Dubai.

What does this service offer?  
This new service offers rapid response to requests for assistance from the elderly across Dubai, including:

- medical aids,
- food supplies,
- disinfection and sanitation services
- Urgent services (ambulance, etc)

I am a Senior citizen, how can I register?  
You can register for the service by either scanning the QR code on the picture (on the right) or by visiting the Registration link below. You can also call CDA at 8002121 to register.

Secure Together Registration Link:
https://www.dubaipolice.gov.ae/wps/portal/home/services/individualservices/oldAgeService?firstView=true
SOCIAL MEDIA PLATFORMS
Secure Together Service

Dubai Police

facebook @dubaipolice
Instagram @dubaipolice
Twitter @DubaiPoliceHQ

Community Development Authority (CDA)

facebook @CDA_Dubai
Instagram @cda_dubai
Twitter @CDA_Dubai

@Community Development Authority Dubai
UAE Federal government departments offer online services that allow you to get work done without the need for a physical visit. These services work 24/7 around the clock.

For more information, please see a helpful link below:

Government services around the clock:
Who can use the online services? How can I access them?
The online portal is available for use for all UAE nationals, expatriate residents in UAE and visitors as well. You can access these services in the U.ae Portal. (Link below)

Does UAE have a centralized government portal for inquiries, suggestions & observations?
Please visit 171 Tawasul where you can get more information on government services and Sign up for Government E-services with UAEPASS. Please see the links to the same below.

For more information contact, National Call Centre Number: 171 or Whatsapp Number: 04 777 1777
What is the UAEPASS?
This is a service that facilitates access to all government services through a single username and password on all federal and local government portals. All citizens can access all e-Services with this pass.

How can I register to make one?
You can register by downloading the UAEPASS App, available on Google Play and App Store, then follow the steps below:

- Scan Emirates ID
- Verify Email ID and phone number
- Secure with pin

UAEPASS App
Google Play:
App Store: https://apps.apple.com/ae/app/uae-pass/id1377158818

UAEPASS User Guide:

UAEPASS Registration Process:
https://uaepassupgradewithsmartpass.government.ae/en/
Contents:
- Renewal of Vehicle Registration
- Public transport services in the UAE
- Travelling during Sanitization Hours
- Latest official news and updates in the UAE
How can I renew my vehicle's registration?
Due to physical distancing, you can now renew your vehicle registration entirely online. See some links below to register according to the specific emirate you live in.

**Abu Dhabi:**

**Dubai:**
Roads and Transport Authority E-Service: https://traffic.rta.ae/trfesrv/public_resources/renewal/common/public_request_service_info.do?jsessionid=ob91gMSn12Az5q42a3OPqBTJhqI7nO-XbLsFTQ-CWVw6BNepMciL241407990?entityId=1&serviceCode=204&CSRFcrahfrq=-zvbx4a6gemus

**Other Emirates:**
PUBLIC TRANSPORT SERVICES
IN THE UAE

How can I learn more about the public transport services in the UAE?
As each emirate has been updating their services, please visit the U.ae Public Transport Information link to get the latest updates.

U.ae Public Transport Information:

Public Transport Services in the UAE
You can also see some helpful links below to be updated on the public transport services in the emirate you live in.

**Abu Dhabi:**
Integrated Transport Centre (ITC):
https://dot.gov.ae/en/home

**Dubai:**
Roads and Transport Authority (RTA):
https://www.rta.ae

**Sharjah:**
Sharjah Roads and Transport Authority (SRTA):
http://www.srtagov.ae

**Ajman:**
Government of Ajman:
https://www.at.gov.ae/en/home

**Ras Al Khaimah:**
RAK Transport Authority:
https://www.rak.ae/wps/portal/rak/government-entities/transport-authority!ut/p/z0/04_Sj9CPyKssy0xPLMnMzOVMAfljo8ziTQwNJYWSTQx9LQwsLA0cvYINw8KcnQWDDMz1C7IdFQFGa72u/
SOCIAL MEDIA PLATFORMS
Road and Transport Authority in UAE

Abu Dhabi:
Facebook: @itcabudhabi
Instagram: @itcabudhabi
Twitter: @ITCAbuDhabi

Dubai:
Facebook: @rta_dubai
Instagram: @rta_dubai
Twitter: @rta_dubai

Sharjah:
Instagram: @rta_shj
Twitter: @RTA_Shj

Ajman:
Facebook: @ajman
Instagram: @ajman
Twitter: @AjmanTransport

Ras Al Khaimah:
Twitter: @RAKeGov
During the sanitization hours, the public will be allowed to leave their homes only for medical emergencies. Individuals stepping out must follow precautionary measures which include maintaining physical distance from others and wearing a face mask and gloves. Please see below link for more information.

Movement permits during sanitisation drive:
Where can I get the latest official news and updates in the UAE?
The Emirates News Agency, also known as WAM, is the official portal for the latest news and updates of UAE.

Emirates News Agency:
https://www.wam.ae/en

To keep up to date you can follow WAM on their various social media platforms.

WAM
@wamnews  @wamnews  @Emirates News Agency
REFERENCES:

- Emergency Contacts at U.ae: Handling emergencies (14-05-2020)


- Drive-through centers location and information on WAM (28-03-2020) and Gulfnews (13-04-2020)
  Source:
  1. WAM: https://wam.ae/en/details/1395302833487

- Virtual help at U.ae: Smart service (19-05-2020)

- Coronavirus quarantine hotels on Gulfnews (14-05-2020)

  Source:
  2. WAM: https://wam.ae/en/details/1395302836506
REFERENCES:

- **Helpline for mental health counselling** on U.ae: Helpline for mental health (19-05-2020) and AVOSA (n.d.).

  **Source:**
  2. AVOSA: [https://avosa.org/contact](https://avosa.org/contact)


  **Source:**
  2. DOH: [https://www.doh.gov.ae/privacy-policy-alhosn](https://www.doh.gov.ae/privacy-policy-alhosn)


  **Source:**

- **Expatriate residents to return to the UAE** information on U.ae: COVID-19 Travel Updates (19-05-2020), U.ae: Expatriates to return to UAE (20-05-2020) and ICA Smart Service (n.d.).

  **Source:**

- **Secure Together Service at CDA: Protect the Elderly** (30-05-2020) and Dubai Police Old Age Smart Service (n.d.).
REFERENCES:

Source:
1. CDA Article: https://www.cda.gov.ae/en/MediaCenter/News/Pages/2020/CDA-Protec t-Elderly.aspx
2. Dubai Police Smart Service: https://www.dubaipolice.gov.ae/wps/portal/home/services/individualservice s/oldAgeService?firstView=true

- Government Services and Registration at U.ae: Government services around the clock (n.d.) and U.ae: Guidance and Tutorials on eServices (01-06-2020)

Source:
2. U.ae Tutorial: https://u.ae/en/information-and-services/g2g-services/guidance-and-tutorials-on-eservices


Source:
2. UAEPASS Website: https://selfcare.uaepass.ae


Source:

- Public transport services in the UAE at U.ae: Public transport (n.d.).

Source:

- Travelling during Sanitization Hours at U.ae: Movement permits during sanitisation drive (30-05-2020)
REFERENCES:

Source:

- Latest official news and updates in the UAE from Wikipedia (27-04-2020)
Source:

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Special thanks to: Stephanie Maria Joseph

Updated: 3 June 2020
APOSTOLIC VICARIATE OF SOUTHERN ARABIA
The Catholic Church in UAE, Oman & Yemen

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