ONLINE U.A.E GOVERNMENT SERVICES

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1. GOVERNMENT SERVICES OUTLINE

UAE government's portal (www.u.ae) and its National Call Centre – 171 – provides access to over 140 federal government services completely online.U.A.E Government. It is available 24/7.

National Call Centre Number: 171
Whatsapp Number: 04 777 1777

Portal:https://u.ae/en/services171
Tawasul Portal: 171
To know more about Tawasul, click link: https://171.ae/en/?lang=en

Contact for observations, suggestions and/or inquiries.

2. REQUIREMENTS TO ACCESS ONLINE SERVICES

► **SmartPass or UAEPASS**

Available to UAE nationals, expatriate residents in UAE and visitors as well.

SmartPass and UAEPASS are services that facilitate access to all government services through a single username and password on all federal and local government portals. All citizens can access all eServices with either pass.

Registration Process:

- **SmartPass:**

Registration link: https://smartpass.government.ae/index-en.html/how_to

Mandatory Requirement: Emirates ID
Registration can be done using SmartPass kiosks all over UAE or on personal computers.

- **UAEPASS:**

Registration link: https://selfcare.uaepass.ae/

Mandatory Requirement: Emirates ID
Below is the four step registration process:
1. Download UAE PASS App
2. Scan Emirates ID
3. Verify Email ID and phone number
4. Secure with pin

3. HEALTHCARE SERVICES:

▶ **What to do in a COVID emergency?**

COVID-19 screening is done in healthcare facilities and drive-throughs. You can call the following numbers to book a screening appointment.

- Abu Dhabi Health Services Company (Seha)
Call: 800 1717 or download the Seha app, which is available for Apple and Android devices.

- Dubai Health Authority.
Call: 800 342.

- Private healthcare provider Al Futtaim Health Hub is also providing screening appointments.
Call: 800 2344.

For more information regarding all COVID-19 drive-through test centres in the UAE and how you can book a test, click the following link: https://gulfnews.com/living-in-uae/health/all-covid-19-drive-through-test-centres-in-the-uae-and-how-you-can-book-a-test-1.1586776437931

► What to do in a COVID emergency?

Virtual help incase of a COVID emergency:

Virtual help is available through the 'Doctor for all citizen' service which is available on the DHA mobile app on Google Play and App Store.

Links to Apps below:
SEHA App Link:
- App Store:
  https://apps.apple.com/ae/app/seha/id436297690
- Google Play Store:
  https://play.google.com/store/apps/details?id=com.linkdev.seha&hl=en

DHA App Link:
- App Store: https://apps.apple.com/ae/app/dha--الصحة-هيئة--دبي/id1437186269
- Google Play Store:
  https://play.google.com/store/apps/details?id=ae.gov.dha.flagship&hl=en

► **What to do in a Non-COVID emergency?**

Call for the ambulance on 998 (from anywhere in the UAE). An air ambulance may be sent for the patient if needed.

Access the below sites for information on nearby available doctors, hospitals or pharmacies according to specific emirate.

- Ministry of Health and Prevention: http://www.mohap.gov.ae/en/aboutus/Pages/HealthCareFacilities.aspx
- Abu Dhabi Government-TAMM: https://www.tamm.abudhabi/journeys/get-medical-treatment/search
- Dubai Health Authority: https://www.dha.gov.ae/en/PrimaryHealthCareCentres/HealthCenters/Pages/Healthcenterlist.aspx
- Umm Al Quwain Government: https://www.uaq.ae/en/residents/safety-and-environment/hospitals-and-pharmacies.html
- Fujairah Government: http://fujairah.ae/en/Pages/health.aspx

► What to do in a Non-COVID emergency?

Check-list before you visit a hospital for Non-COVID medical emergencies:

- Assess your situation and try telemedicine consult, if that does not work and you need a physical consult, only then go to the hospital
- If possible, call the emergency in advance, furnish your details and register by phone to avoid unnecessary exposure.
- Avoid taking other family members to the hospital wherever possible to minimise exposure
- Wear your mask, gloves and carry hand sanitizer.
- Maintain proper social distance at the hospital and avoid touching unnecessary surfaces
- At the Triage, answer all questions related to your health and personal history honestly
- Follow hospital instructions and use segregated entrances marked for non-COVID-19 patients

► Counseling

The U.A.E has set up a platform of experts to help people who are struggling with loneliness and other mental health problems during the pandemic.

1. Al Amal Consultations Helpline for mental health counseling related to COVID-19.
   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: Alamal.consultations@mohop.gov.ae

2. Virtual Mental Health Support: https://www.hw.gov.ae
   The National Campaign for Mental Support, involves offering counselling through recorded videos that are posted on the official social media accounts. Listen to mental health professionals provide tips and advice on how
   to deal with the psychological challenges of COVID-19, ask questions and interact with others. The daily sessions start at 20:30.
   Social media channels username: @HappyUAE

Social Media Channel Links:
- Facebook: https://www.facebook.com/Happy-UAE-1468339656571031/
- Instagram: https://instagram.com/happyuae?igshid=72zucbq1b633
- Twitter: https://twitter.com/HappyUAE

► Counselling

3. VPS Cadabam's Mind Talk:
This is a health group offering free consultations to residents in conjunction with India's psycho-social rehabilitation centre, Cadabam's. Doctors and consultants offer one-on-one sessions with people struggling psychologically during COVID-19. You can book an online appointment on the 24-hour Toll Free Number: 800 5546 OR visit the link: www.vpshealth.com/mindtalk/

4. Free national helpline to support mental health:
A national hotline has been set up in the UAE to support the mental health of vulnerable people during the coronavirus outbreak. It is run by the UAE National Programme for Happiness and Wellbeing (NPHW),
The service is available in Arabic and English.
You can call toll-free line: 800-4673 (Hope)
OR connect on WhatsApp to speak directly with specialists.
Click the link for more information:
https://www.thenational.ae/uae/health/coronavirus-uae-sets-up-free-national-helpline-to-support-mental-health-1.1021577

5. 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: https://forms.gle/3bL8VkU7oijTtL2H7Or call: 058 525 8432

► Counselling: Telesupport and Social Media

Tele-support

For more support or enquiries, call:
- Ministry of Health & Prevention - 80011111
- Medical Operations Command Centre - 8001717
- Dubai Health Authority - 800342

Social Media Platforms:
- Ministry of Health and Prevention:

- Instagram: https://instagram.com/mohapuae?igshid=c5abokb8i2pn
- Facebook: https://m.facebook.com/mohapuae/
- Twitter: https://twitter.com/mohapuae
- YouTube: https://www.youtube.com/user/TheMOHUAE

- Dubai Health Authority:

- Instagram: https://instagram.com/dha_dubai?igshid=1o8sdnpcepjm0
- Twitter: https://twitter.com/DHA_Dubai
- YouTube:
https://www.youtube.com/user/dubaihealthauthority

- AVOSA:

- Instagram:https://instagram.com/avosarabia?igshid=xt448yeum1wc
-Twitter:https://twitter.com/avosarabia
- Facebook:https://www.facebook.com/avosarabia/

4. FOOD AND MEDICAL ASSISTANCE SERVICES

Social Media Handles of Ma'an
- Instagram: https://instagram.com/maanabudhabi?igshid=10ejb0u2st6q9
- Facebook: https://m.facebook.com/MaanAbuDhabi
- Twitter: https://twitter.com/maanabudhabi

5. IMMIGRATION SERVICES

The Federal Authority of Citizenship and Foreigners Affairs or ICA helps regulate all your requirements in immigration. You can access the following services under them online:
 1. Issue Entry Permit
2. Renew Residency Permits
3. Issue Residency for Employee
4. Renew ID Card
5. Issue New Passport
6. Renew Passport
7. Issue New Family Book

Apart from u.ae, you can also connect with the Federal Authority on the following platforms:
 • Link: www.ica.gov.ae
 • Number: 600 522 222
 • UAE ICA App (Links are below)
- App Store:https://apps.apple.com/ae/app/ica-uae-echannels/id1374301965
- Google Play Store:
https://play.google.com/store/apps/details?id=com.echannels.moismartservices&hl=en

► Grace for holders of visas that expired before 1 March

On 13 May 2020, the UAE Cabinet issued an order for all foreign visitors and expatriate residents whose visa expired before 1 March 2020 to leave the UAE within three months starting from 18 May 2020. These people can leave without paying any fines on their expired visas, Emirates IDs and labour cards.

The decision further states that those who leave in this grace period, will not be prevented from re-entering the country in the future if they the meet the visa requirements of the UAE.

Note that tourist, visit or residence visas that expired in early March will receive an extension of their visas until the end of December 2020.

Contact the following for more information:
- Federal Authority for Identity and Citizenship (ICA) Number: 600522222
- Amer service

Number: 8005111

► Renewal of work permits and residence visas amid COVID-19

In April 2020, ICA took a decision to extend the visas of foreigners in the UAE and residents whether inside or outside the UAE. The decision specifies:

- residents whose residence visas expired in early March 2020 or are due to expire later will receive an extension of their visas until the end of December 2020. This measure applies to both residents inside and outside the UAE.
- foreign visitors to the UAE who couldn't leave the UAE and whose visas expired in early March 2020 or are due to expire later, will also have their visit visas extended until the end of December 2020.

In addition, residents whose Emirates ID cards expired in early March 2020 or later will also have their validity extended until the end of the current year.

Read related news coverage on WAM.
Link: https://wam.ae/en/details/1395302833034

▶ COVID-19 helpline for UAE residents abroad

Residents stranded outside the UAE due to Covid-19-triggered travel restrictions can start returning to the country from June 1.

Step-by-step process:

1. Remember: Do not book travel tickets unless you obtain an approval for your application.

2. Documents required:
- Colour photo
- Copy of residency
- Passport copy
- Proof for visit abroad (this can be a letter from the workplace, education institution or flight ticket if the reason was tourism)

3. Visit the smartservices.ica.gov.ae homepage, or click here to directly access the service.
https://beta.smartservices.ica.gov.ae/echannels/web/client/guest/index.html#/issueResidentEntryPermission/request/708/step1?administrativeRegionId=1&withException=false

4. Scroll down to the last option on the list of smart services: 'OTHER SERVICES - RESIDENTS OUTSIDE UAE - ENTRY PERMISSION - ISSUE'

5. Click on 'Start service'.

6. Fill the e-form, attach documents, review your application and submit.

For more information, you can call any of the following numbers:

- Ministry of Foreign Affairs and International Cooperation:
  - Helpline 1: 0097124965228
  - Helpline 2: 0097192083344
- Federal Authority for Identity and Citizenship
  - Helpline: 00971501066099
  - OR Email: Operation@ica.gov.ae

Read about COVID-19 travel updates to check travel updates and information about repatriation flights.
Link: https://u.ae/en/information-and-services/justice-safety-and-the-law/handling-the-covid-19-outbreak/covid19-travel-updates

Social Media Handles of The Federal Authority of Citizenship and Foreigners Affairs:
- **-** Instagram: https://instagram.com/icauae?igshid=xqsk23szmyts
- Facebook: https://m.facebook.com/ICAUAE/
- Twitter: https://twitter.com/ICAUAE
- YouTube: https://www.youtube.com/user/EmiratesIDuae

6. DEPARTMENT OF COMMUNITY DEVELOPMENT

Abu Dhabi

Ma'an - "Together we are good" Programme

Dubai

Secure Together Service- launched by Dubai Police and CDA for Senior Citizens and Residents

The new service priorities calls made by seniors to the command and control centre at Dubai Police seeking essential support and services including:

- medical aids,
- food supplies,
- disinfection and
- sanitation services at their residences.

The Dubai Police and CDA invited senior citizens and residents to register for the service by visiting the Dubai Police website, https://www.dubaipolice.gov.ae

For more information, click on link:
https://www.cda.gov.ae/en/MediaCenter/News/Pages/2020/CDA-Protect-Elderly.aspx

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6. DEPARTMENT OF COMMUNITY DEVELOPMENT

Social Media Handles:

Ma'an
 - Instagram: https://instagram.com/maanabudhabi?igshid=10ejb0u2st6q9
 - Facebook: https://m.facebook.com/MaanAbuDhabi
 - Twitter: https://twitter.com/maanabudhabi

CDA:
- Instagram: https://instagram.com/cda_dubai?igshid=5zypnng5nsp
- Facebook: https://m.facebook.com/CDAdubai?ref=ts
- Twitter: https://twitter.com/CDA_Dubai

7. EMERGENCIES:

You can call the following numbers while anywhere in the UAE:
- 911 for Police
- 998 for Ambulance
- 997 for Fire Department (Civil Defence)
- 996 for Coastguard991 for electricity failure
- 922 for water failure

Crime:
For incidents related to harassment or safety, contact:
- Abu Dhabi Police through their Aman service on 8002626 or send SMS to 8002828.

- Aman Service:
https://www.adpolice.gov.ae/en/aman/pages/case.aspx

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

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

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

- Najeed Service:
https://www.shjpolice.gov.ae/EServices/Najeed

8. CONTRIBUTE AND SUPPORT:

1. 'Together we are good' campaign:
Ma'an, the Authority of Social Contribution in Abu Dhabi, rolled out its 'Together We Are Good' programme on March 22. They accept donations and volunteer support. No matter how small or big, you can support in any way you can.

How to donate:
- Call the hotline: 8005-MAAN (6226)
- Or send a WhatsApp message: +971-54-305-5366.
- Make a transfer via First Abu Dhabi Bank using the IBAN number: AE100351011003988349032
- Send a text message to 6670 (Dh50), 6678 (Dh100), 6683 (Dh500) or 6658 (Dh1,000).

Visit link to learn more:
https://www.togetherwearegood.ae/en#ways_contr

2. Emirates Red Crescent:
The e-donation service enables the benefactors to donate and contribute to the various donation sections available at Emirates Red Crescent Authority through simple and easy steps.

Visit link to learn more: https://www.rcuae.ae/en/donate.aspx

8. CONTRIBUTE AND SUPPORT:

3. Dubai Cares:
Dubai Cares, part of Mohammed bin Rashid Al Maktoum Global Initiatives, is focusing on the education element of the crisis.

How to donate: https://www.dubaicares.ae/supports-us/donate/

4. YallaGive:
YallaGive, the first licensed online donation and crowdfunding platform in the Middle East, has collaborated with Emirates Red Crescent to launch a coronavirus relief campaign.

How to donate:
https://yallagive.com//charitycampaign/coronavirus-relief

5. Penny Appeal Middle East:
Penny Appeal Middle East, a non-governmental organisation with its headquarters in the UK, is distributing Covid-19 relief kits to vulnerable communities that include staple food items, sanitation products and toiletries. A $75 donation will provide a relief kit for a family of four.
Donations can also be used to provide testing kits for $100 each.

How to donate: https://www.pennyappealme.org/covid19-relief

8. CONTRIBUTE AND SUPPORT:

6. To donate meals to needy residents:
For people who are looking for ways to donate meals and other essentials to needy residents, they can also get in touch with the following charity foundations:

- Mohammed Bin Rashid Al Maktoum Humanitarian and Charity Establishment
- Visit link for more information: http://mbrch.gov.ae/en
- Or other contacts:
  1. +9714-2339666
  2. +9714-2546161
- Email: info@mbrch.ae

- Beit Al Khair Society:
Visit link for more information:
http://beitalkhair.org/en/others.php?content=call-to-donate
- Or contact: 800-22554

- Dar Al Ber Society:
Visit link for more information:
https://www.daralber.ae/en/home#
- Or contact: 800 79

- Tarahum Charity Foundation:
Contact: +971 4 284 8000
- 042848000
- Fax: 042883311
- Email: tarahum@emirates.net.ae

8. CONTRIBUTE AND SUPPORT:

Social Media Handles:

- Ma'an
- Instagram: https://instagram.com/maanabudhabi?igshid=10ejb0u2st6q9
- Facebook: https://m.facebook.com/MaanAbuDhabi
- Twitter: https://twitter.com/maanabudhabi

- Emirates Red Crescent:
- Instagram: https://instagram.com/emiratesrc?igshid=k1b5715ieuxx
- Facebook: https://www.facebook.com/emiratesrc/
- Twitter: https://twitter.com/emiratesrc

- Dubai Cares:
- Instagram: https://instagram.com/dubaicares?igshid=1i9bny0t0v82y
- Facebook: https://www.facebook.com/DubaiCares/
- Twitter: https://twitter.com/DubaiCares

- Yallagive:
- Instagram: https://instagram.com/yallagive?igshid=n3e46owqnmjf
- Facebook: https://www.facebook.com/YallaGiveGlobal/
- Twitter: https://twitter.com/yalla_give

- Penny Appeal Middle East:
- Facebook:
https://www.facebook.com/PennyAppealMiddleEast/