

# Reset password to login to EmarataTax

Scenarios and steps





# Overview



If you already have an account with the FTA your details will be migrated to Emaratax.






All you need to do is reset your password the first time you login to the new platform.

The way you reset your password depends on whether or not you have access to your registered email account.

This document contains a step-by-step guide to resetting your password.



Identify one of the 5 scenarios that is relevant for you and follow the corresponding steps to reset password

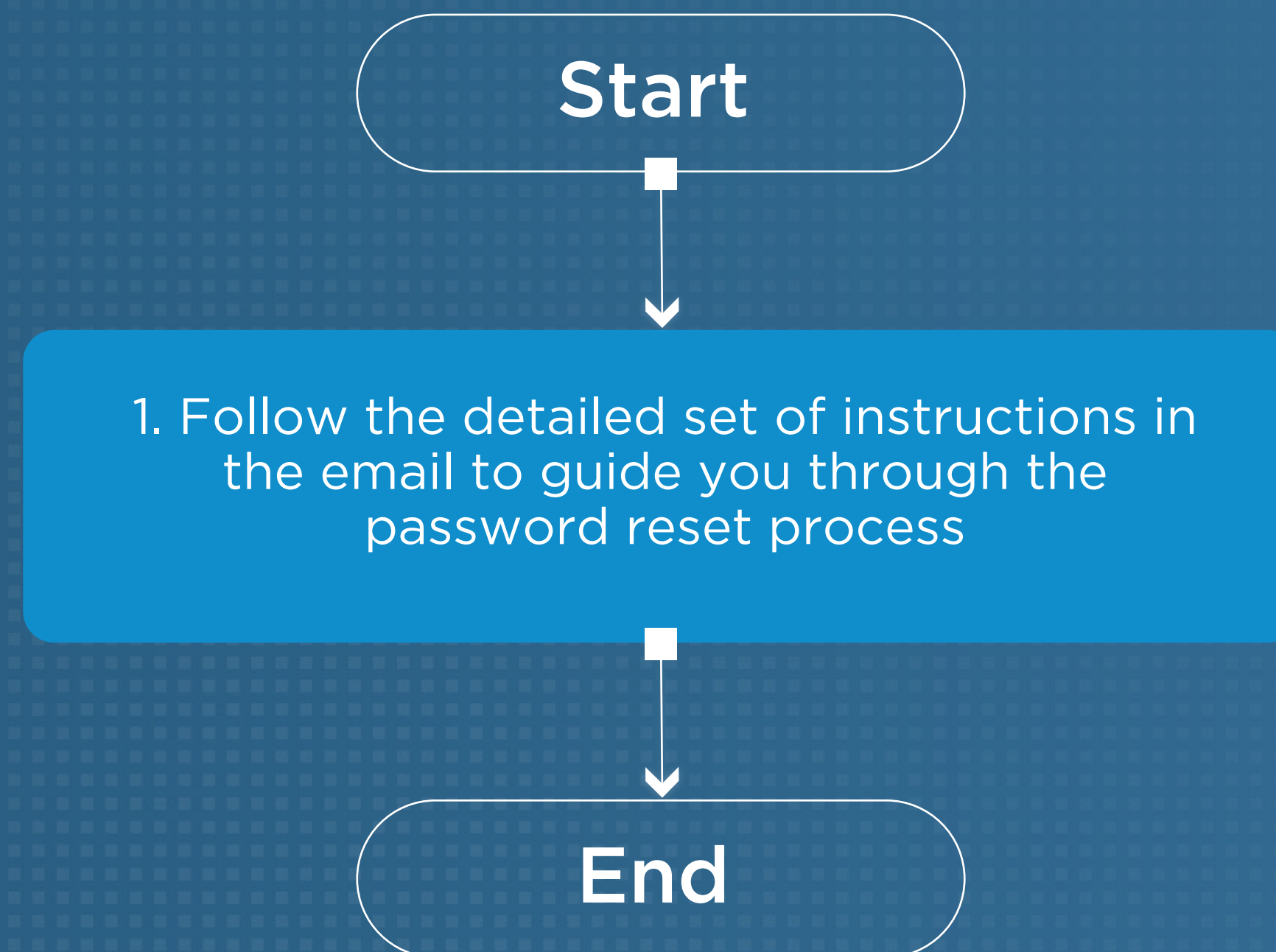
Follow the steps below that are relevant to your circumstances			
You have an FTA account and <b>can access</b> your registered email account...	and <b>have received</b> the password reset email	<b>Scenario 1</b> 	
	but <b>have not received</b> the password reset email	<b>Scenario 2</b> 	
You have an FTA account but <b>are unable to access</b> your registered email account...	and <b>can login</b> to your existing account	<b>Scenario 3</b> 	
	but <b>cannot login</b> to your existing account	and <b>have linked</b> your mobile number to your account	<b>Scenario 4</b> 
		but <b>have not linked</b> your mobile number to your account	<b>Scenario 5</b> 

If you don't have an FTA account setting one up is easy.



# Scenario 1

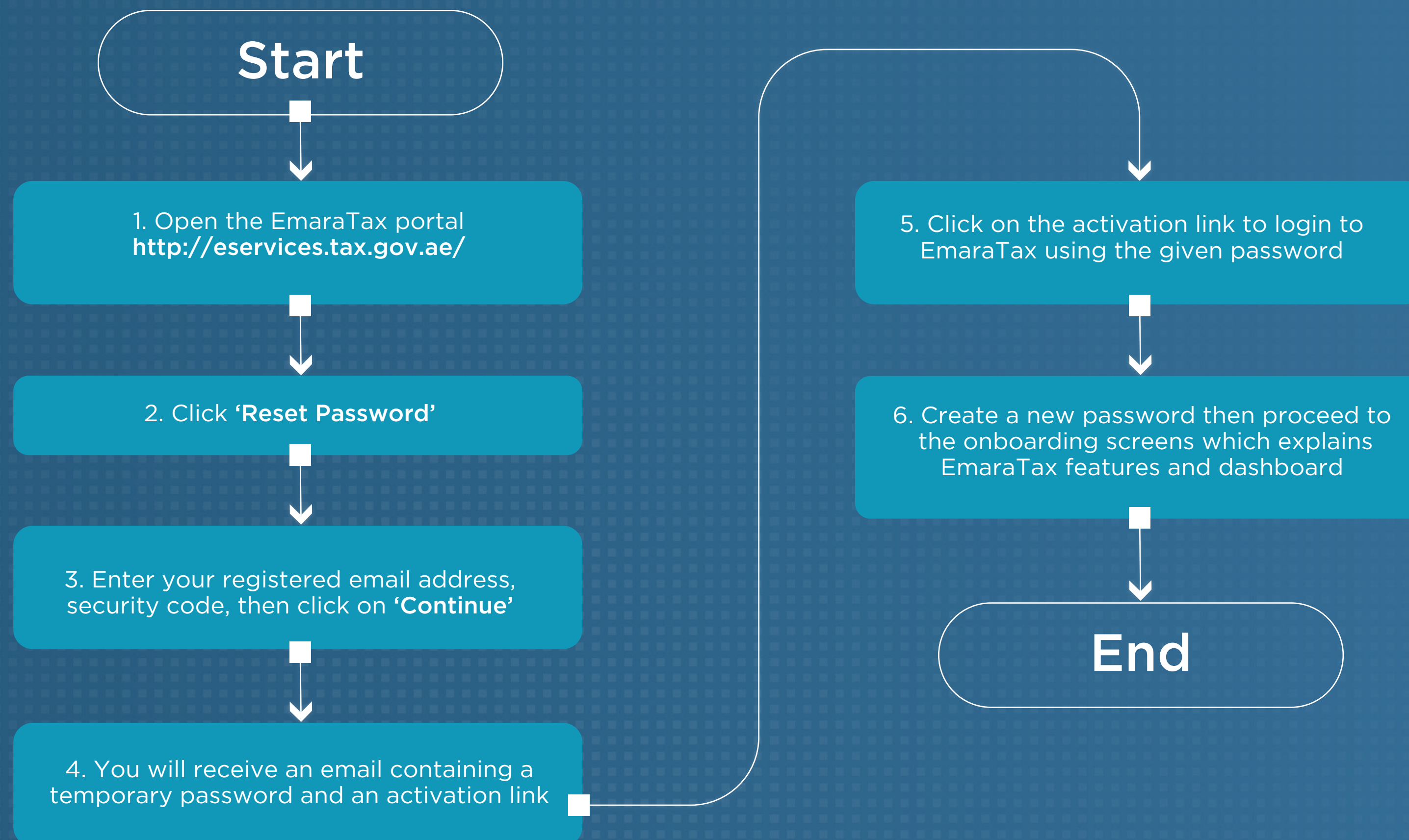
If you already have an FTA account and **you have access** to your registered email account and **have received** the password reset email





## Scenario 2

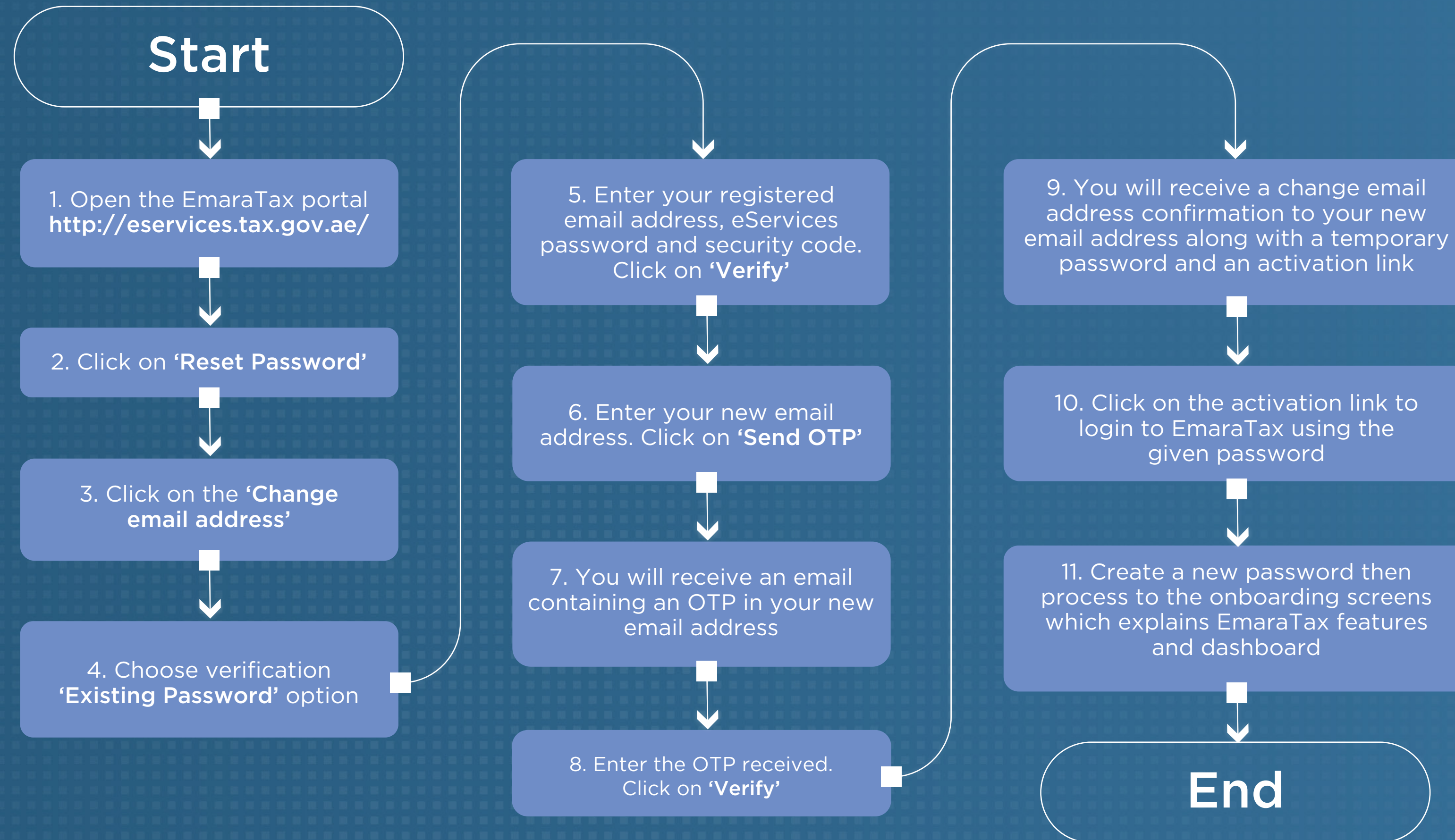
If you already have an FTA account and **you have access** to your registered email account but **have not received** the password reset email





# Scenario 3

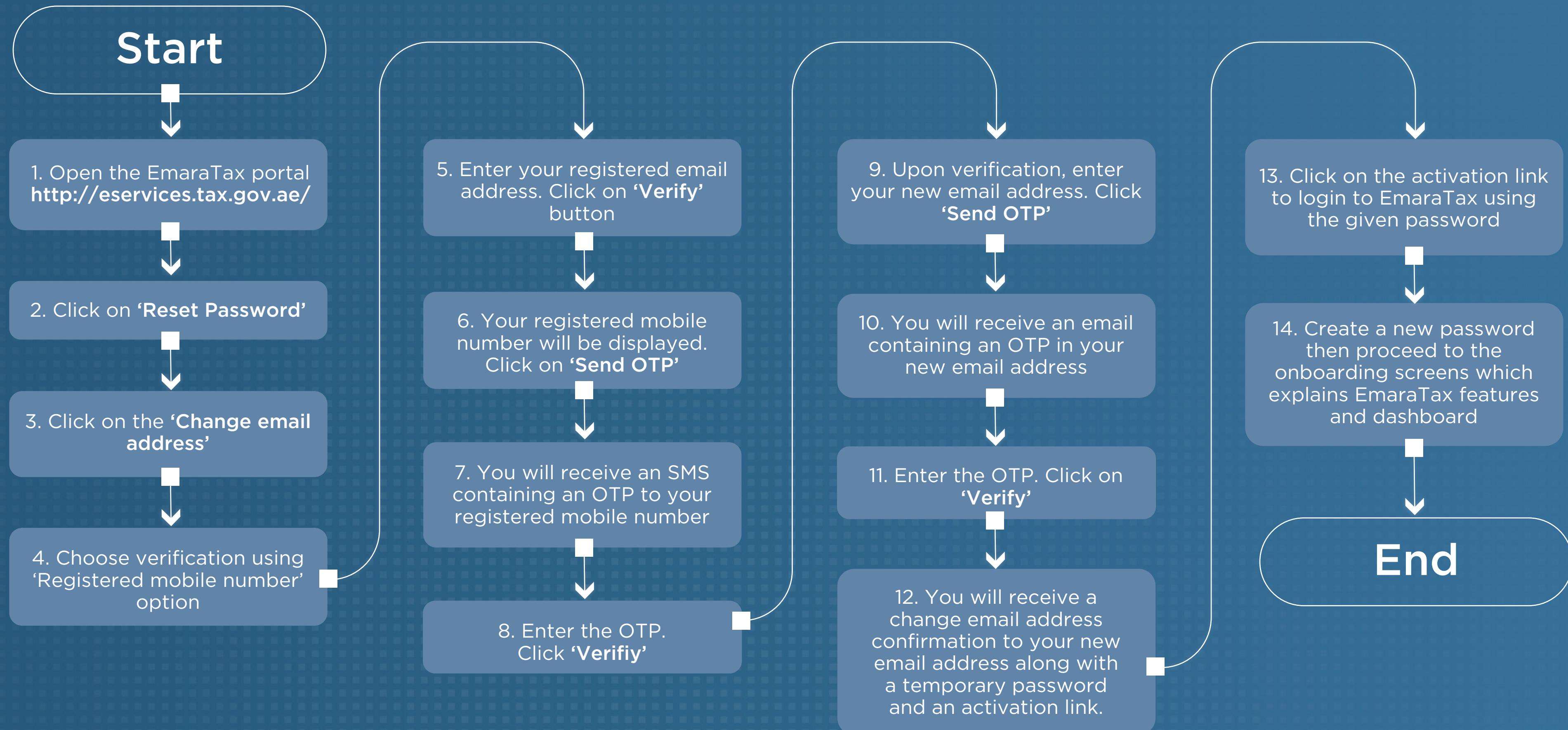
If you already have an FTA account and **do not have access** to your registered email account and **Can login** to your existing account





## Scenario 4

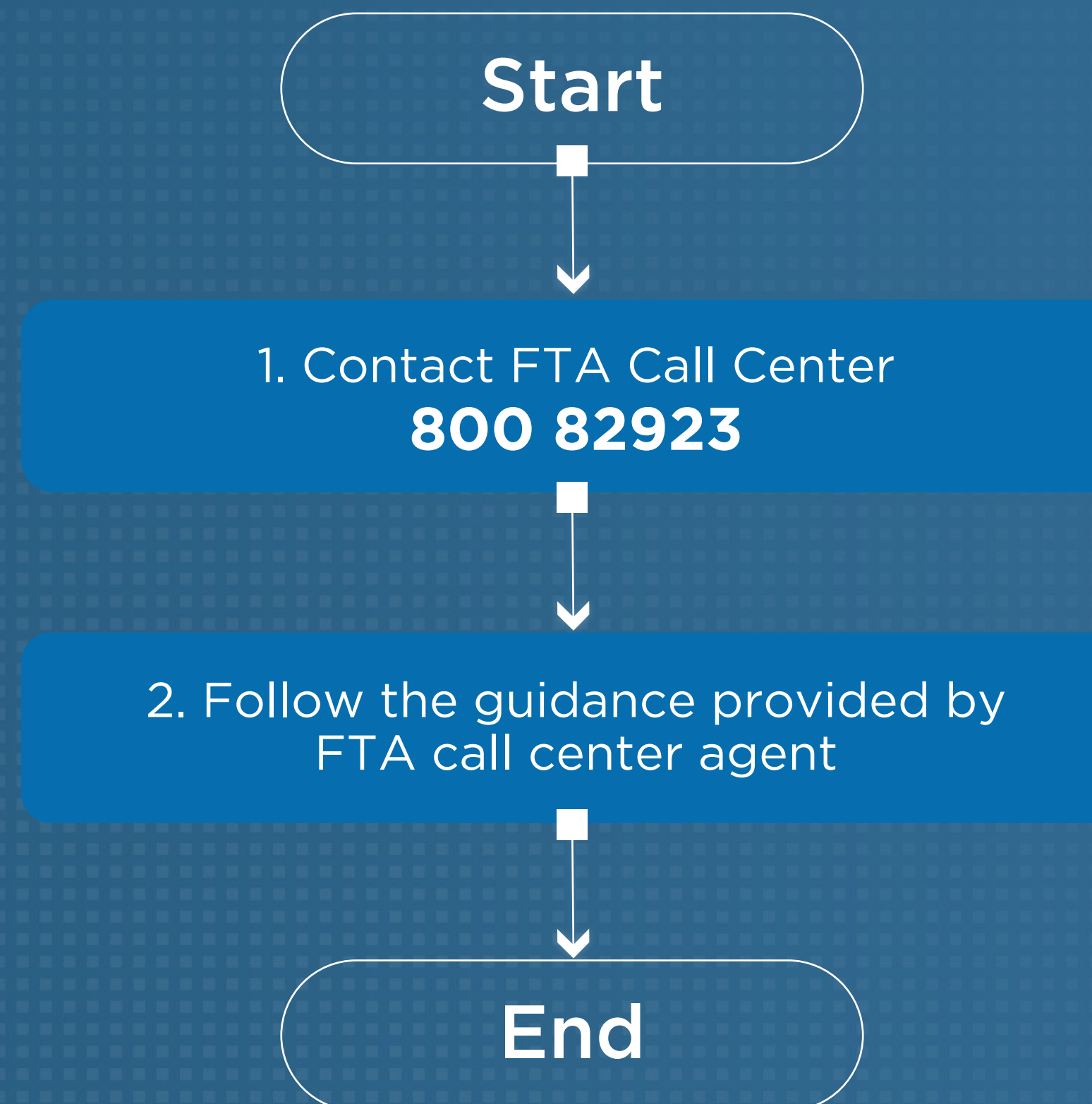
If you already have an FTA account and **do not have access** to your registered email account and **Cannot login** to your existing account and have linked your mobile number to your account





## Scenario 5

If you already have an FTA account and **do not have access** to your registered email account and **Cannot login** to your existing account and **have not linked** your mobile number to your account





THANK YOU