

الهيئة العامة للطيران المدني  
GENERAL CIVIL AVIATION AUTHORITY



# GCAA

*Website Login with*

# UAE Pass

**USER GUIDE**

[www.gcaa.gov.ae](http://www.gcaa.gov.ae)



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# For UAE Citizens and Residents

## UAE PASS Registration – UAE Citizen / UAE Resident with Emirates ID

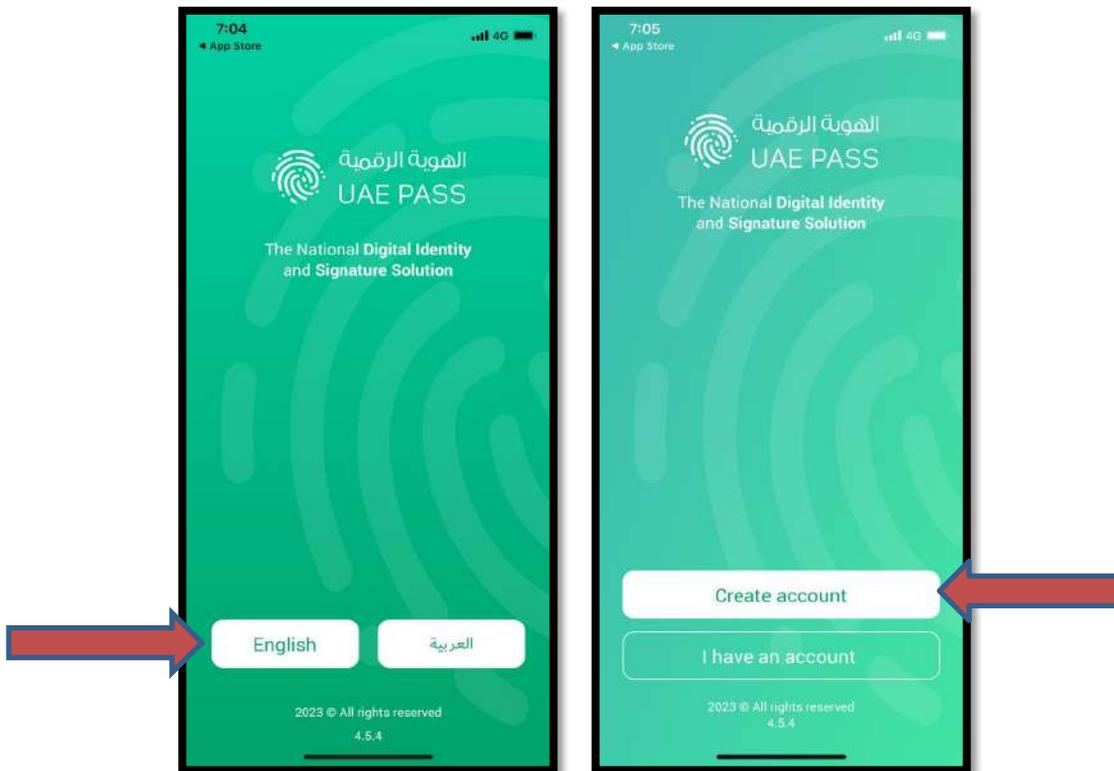
Installation and Configuration of UAE PASS

Step 1: Download the official UAE PASS application through the below links based on your Mobile Phone



Step 2: Launch UAE PASS from mobile.

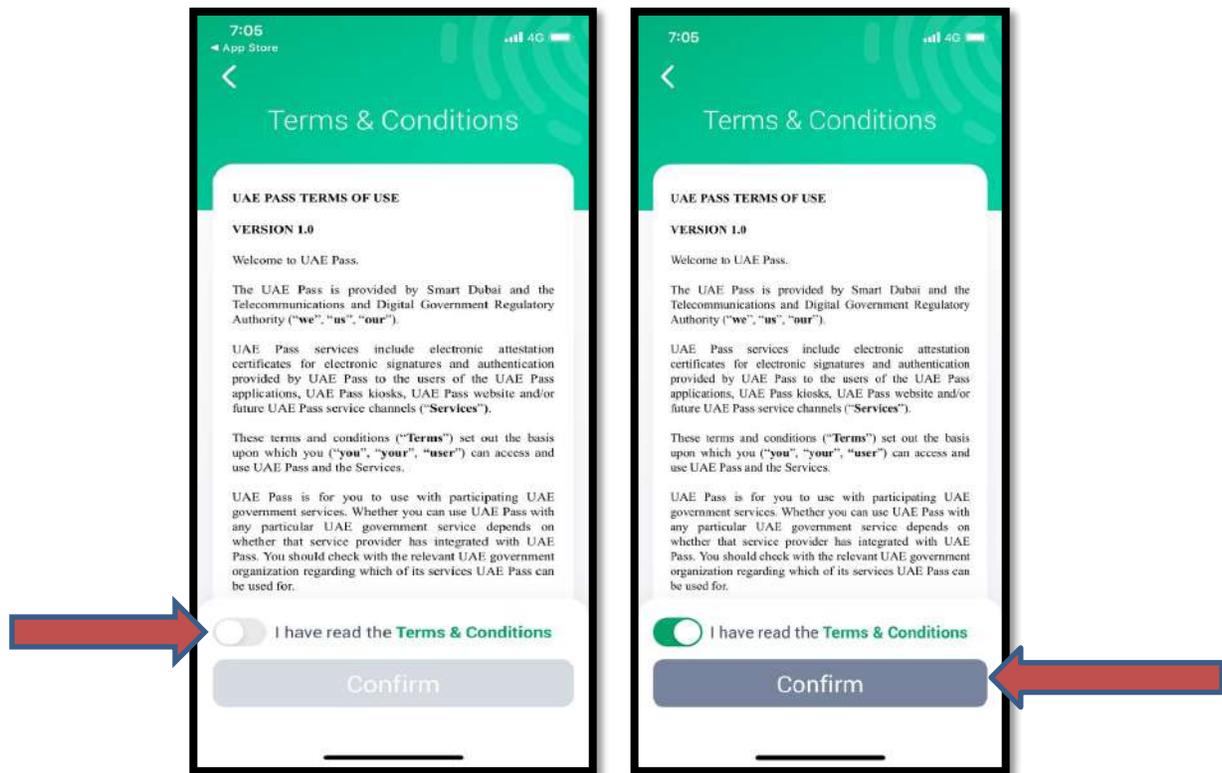
Step 3: Choose your preferred language.



Step 4: To create a new account, Click on “Create account”.

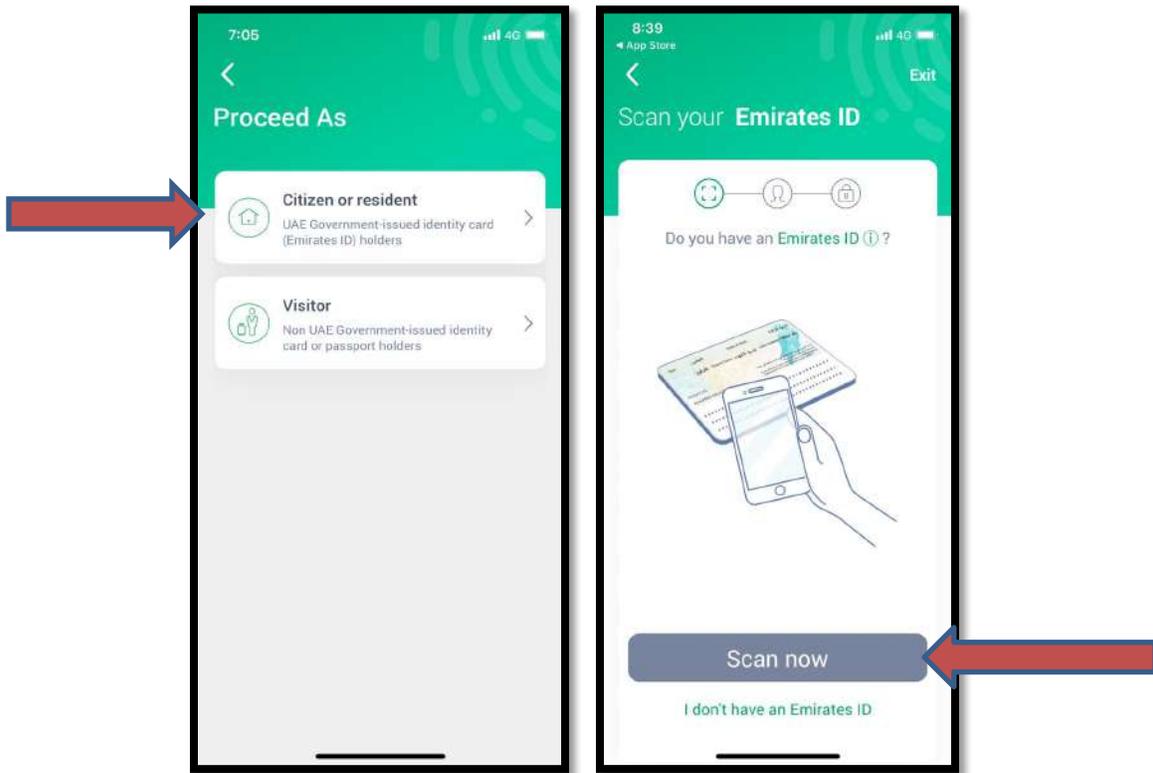


Step 5: Read the terms and conditions and then Toggle on “I have read the Terms & Conditions” at the bottom of the screen. Click on “Confirm” button to proceed

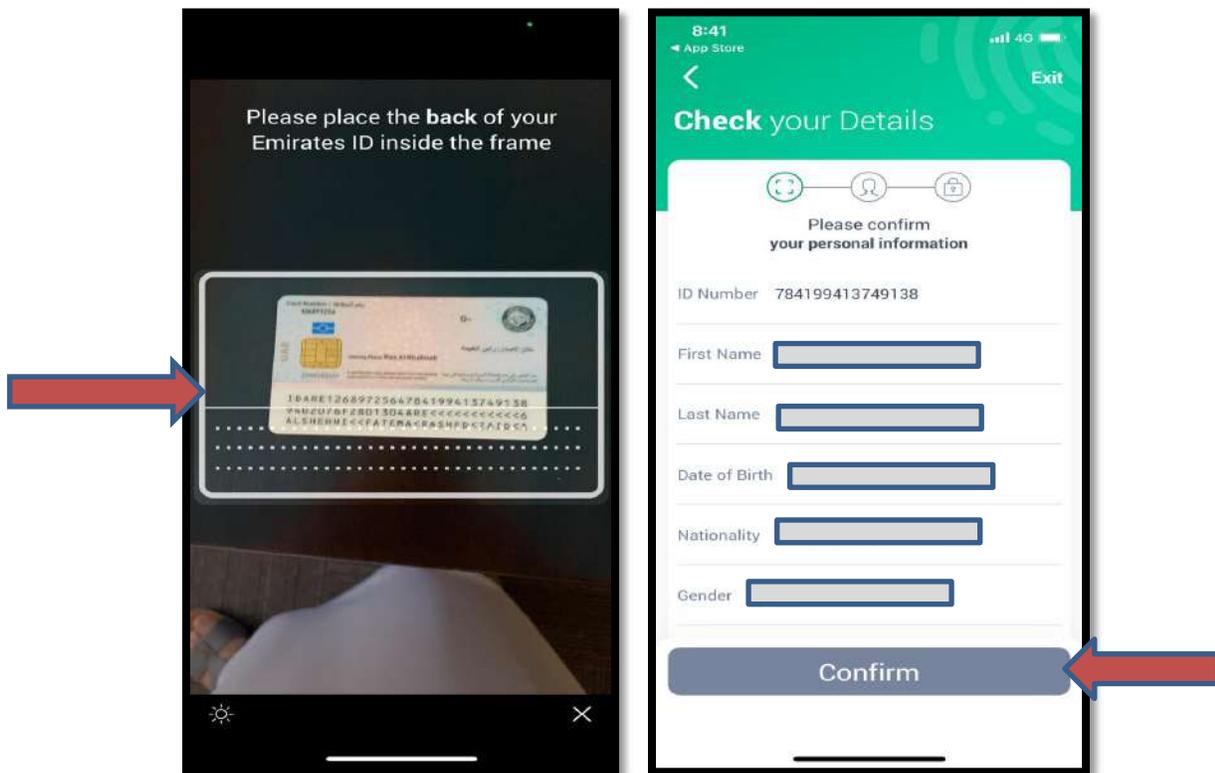


Step 6: Click on your residence Type

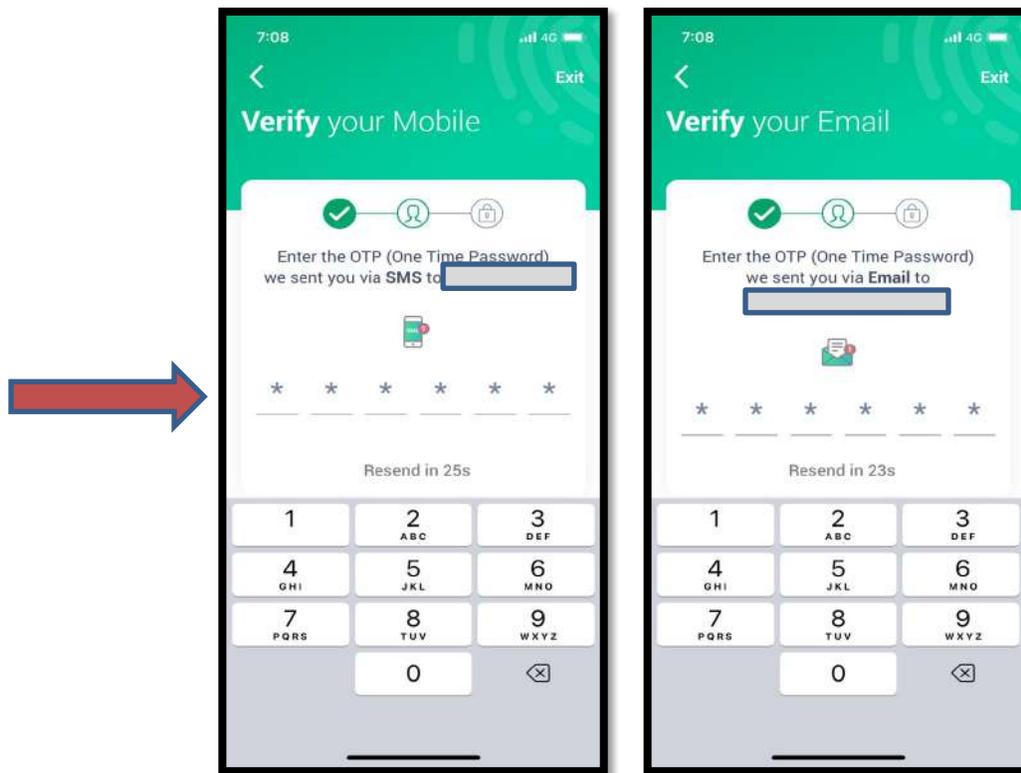




Step 7: Click on the “Scan Now” option and activate the camera option to scan your Emirates ID card



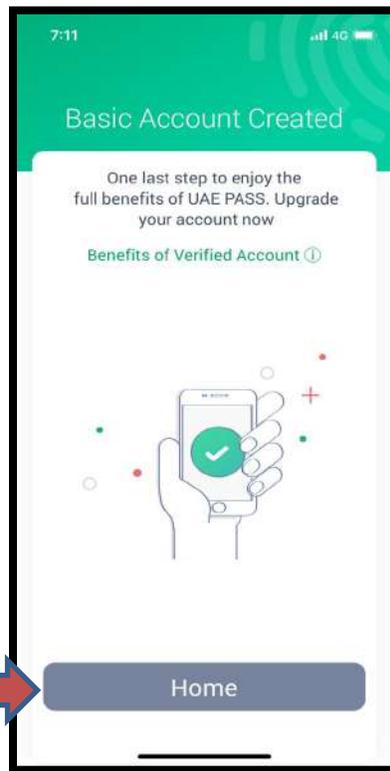
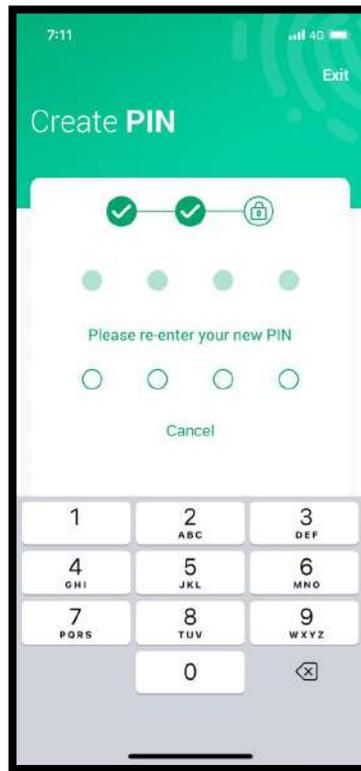
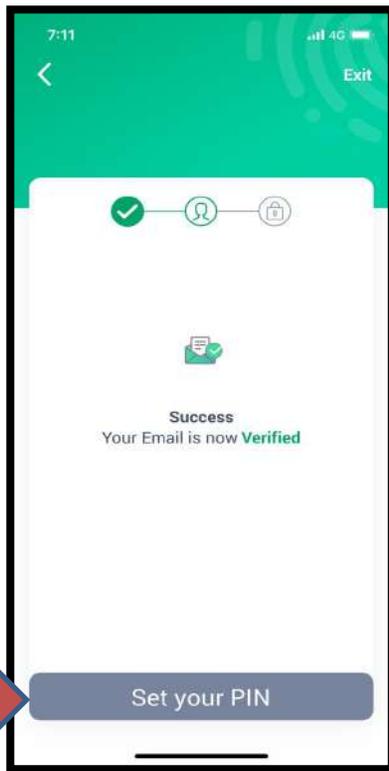
Step 8: Complete with Emirates ID Scan front and backside, it automatically fetches your information



Step 9: Enter OTP received in Mobile and Email

Step 10: Set 4 digit Pin to complete the process





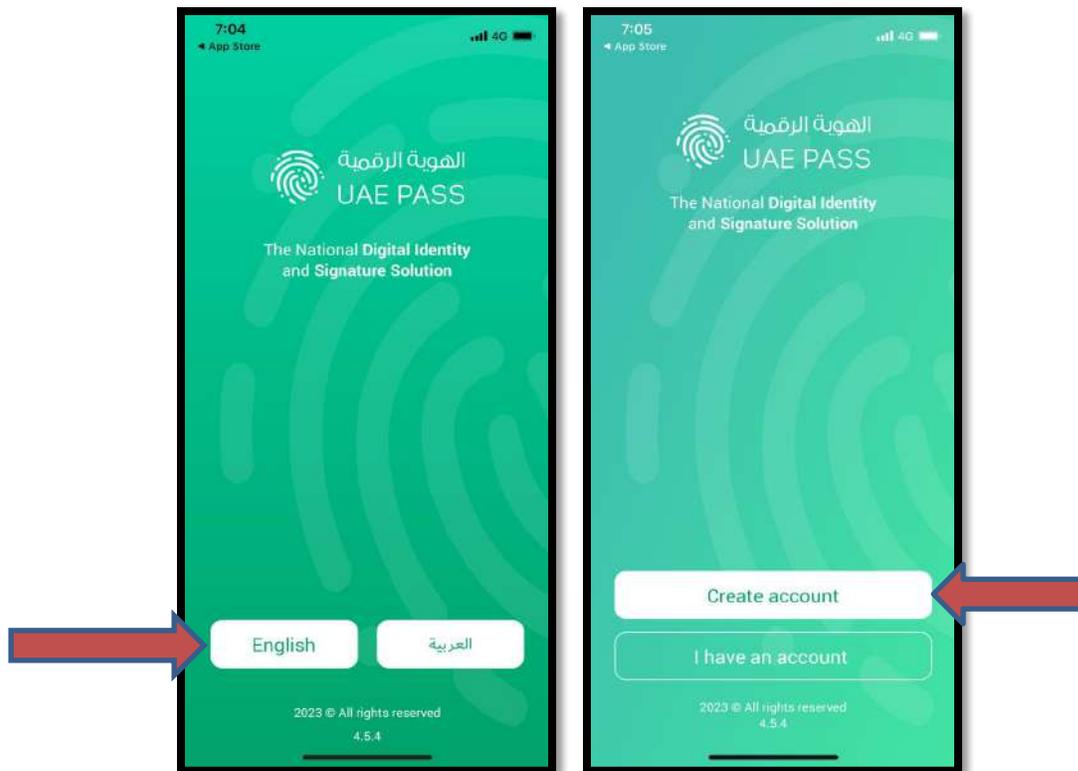
## UAE PASS Registration – UAE Citizen / UAE Resident without Emirates ID

Step 1: Download the official UAE PASS application through the below links based on your Mobile Phone



Step 2: Launch UAE PASS from mobile

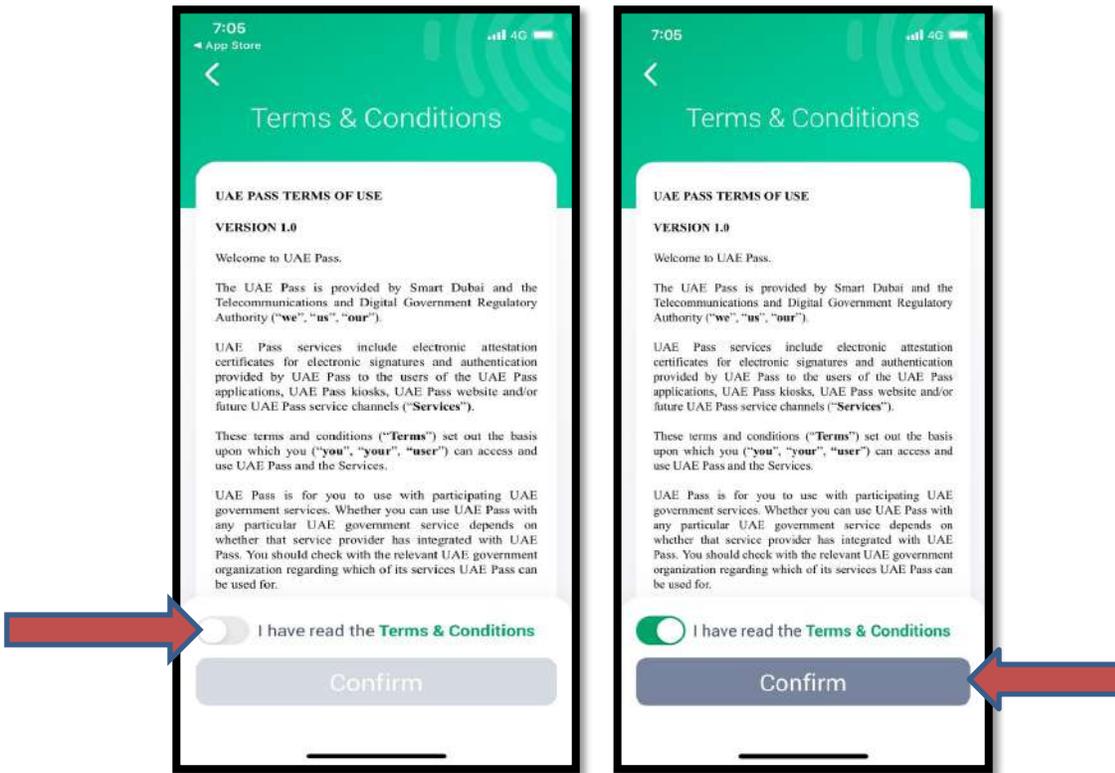
Step 3: Choose your preferred language.



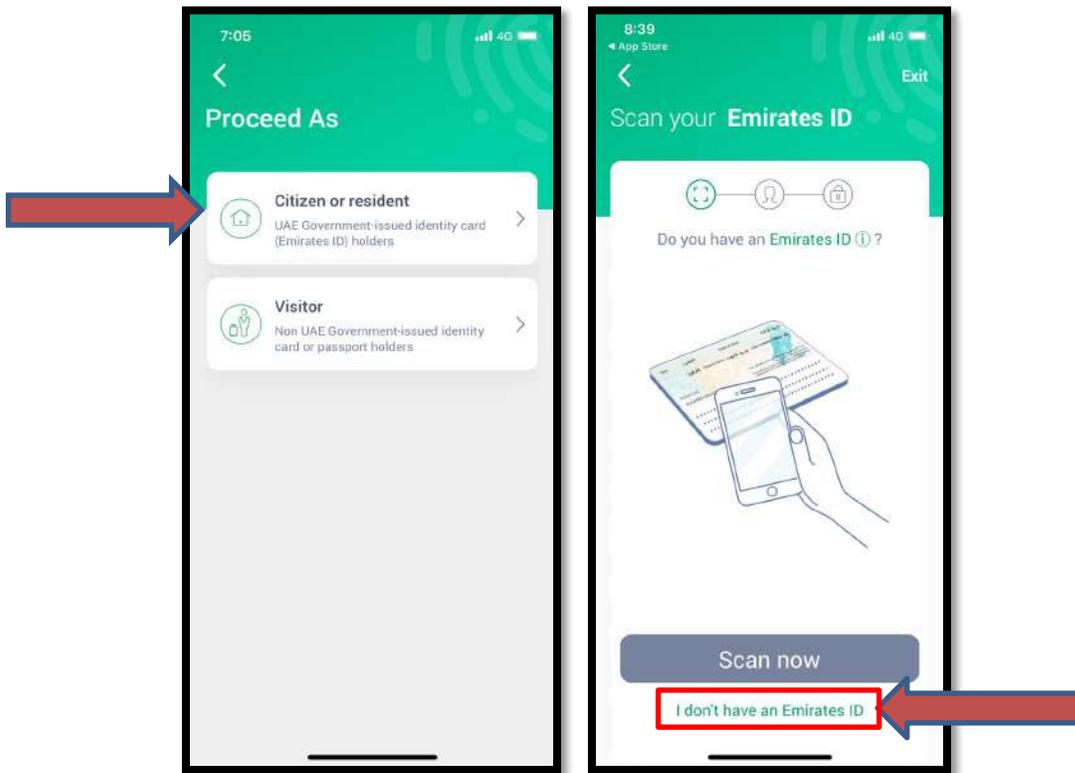
Step 4: To Create new user account – Click on “Create account”

Step 5: Read the terms and conditions and then Toggle on “I have read the Terms & Conditions” at the bottom of the screen. Click on “Confirm” button to proceed



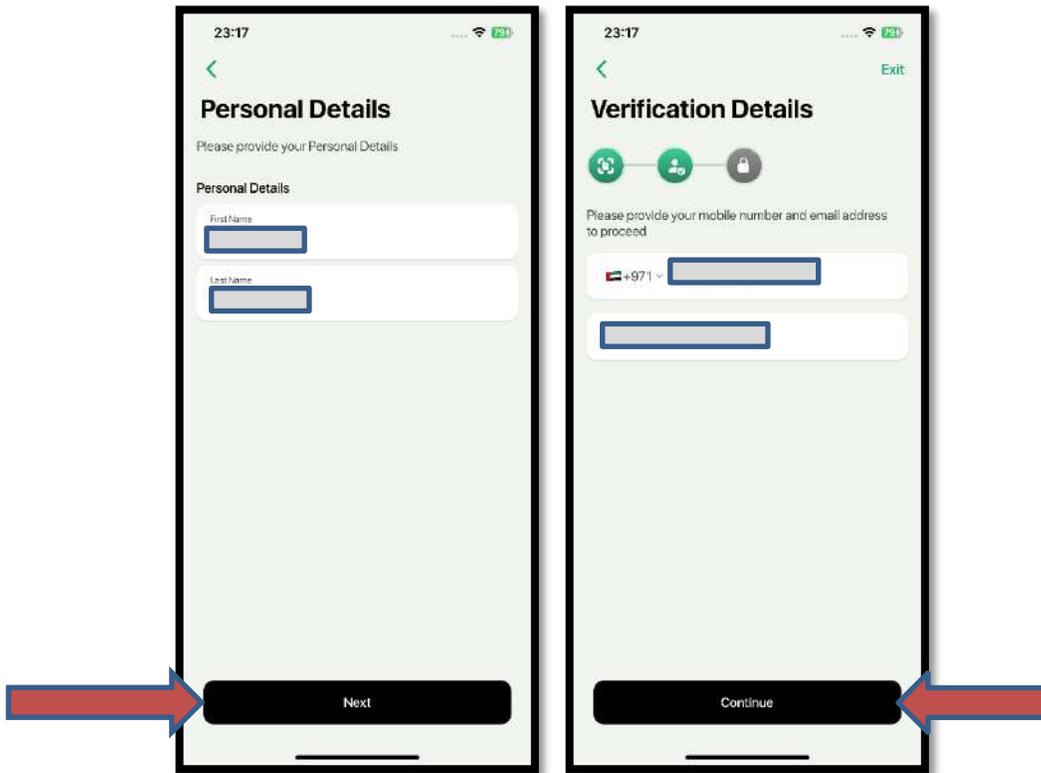


Step 6: Click on “Citizen or Resident”.



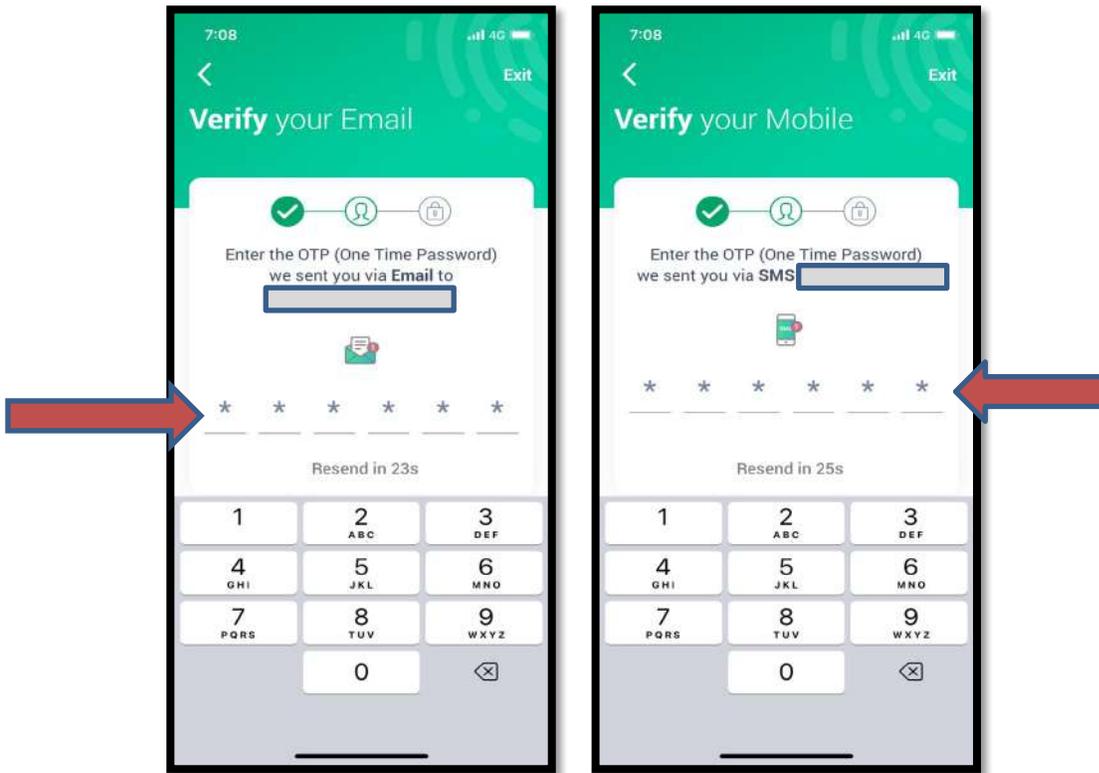
Step 7: To complete registration without Emirates ID information, Click on “I don’t have an Emirated ID”

Step 8: Fill Personal details appears in screen and Click on “Next” button

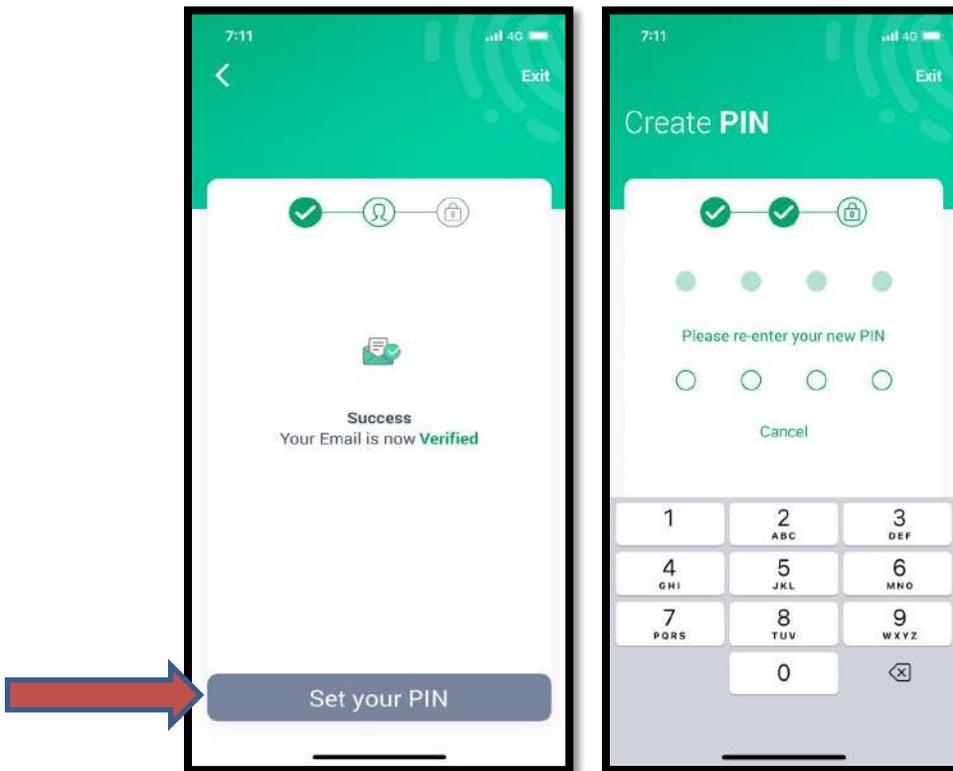


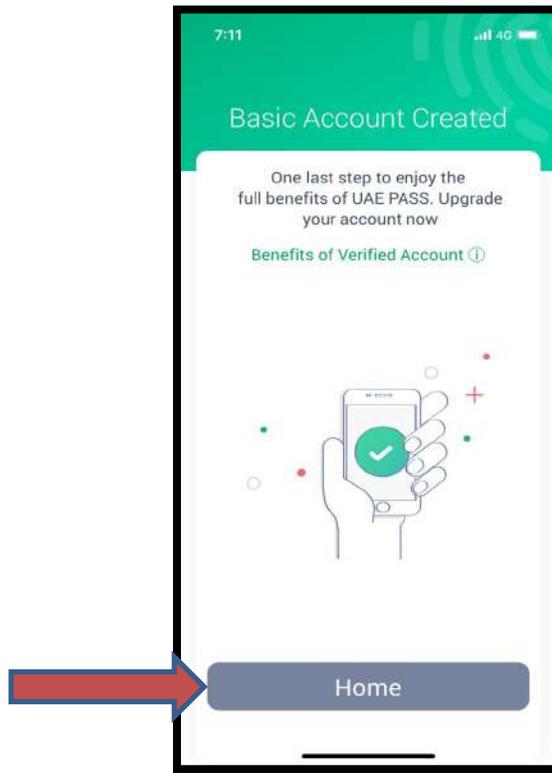
Step 9: Enter OTP received on SMS and Email





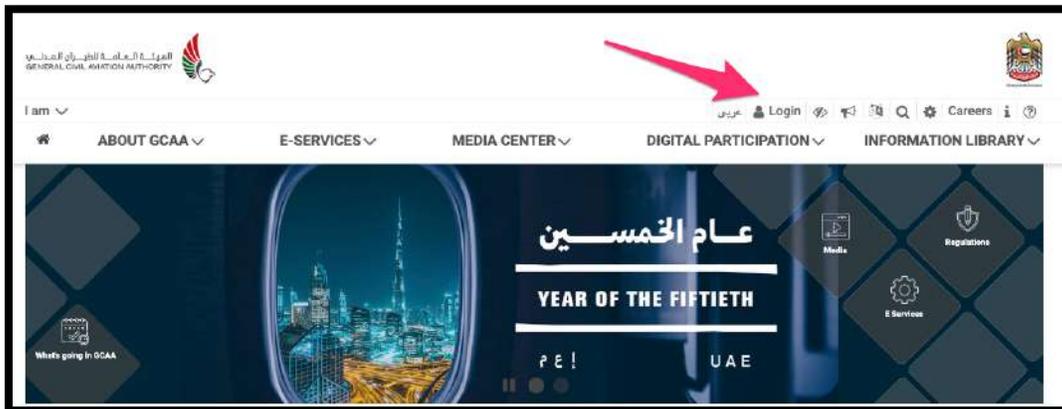
Step 10: Set your PIN to complete registration





## Link GCAA account with UAE Pass: Existing GCAA User

Step 1: Kindly access <http://www.gcaa.gov.ae/en> and select the "login" option to open the login screen.

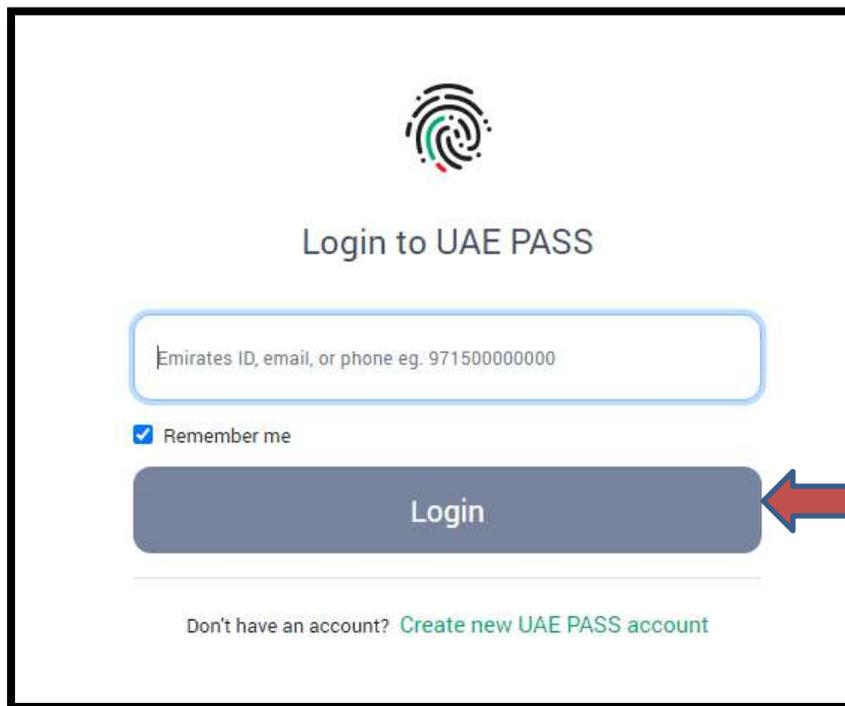


Step 2: Click on "Sign in with UAE PASS" to login



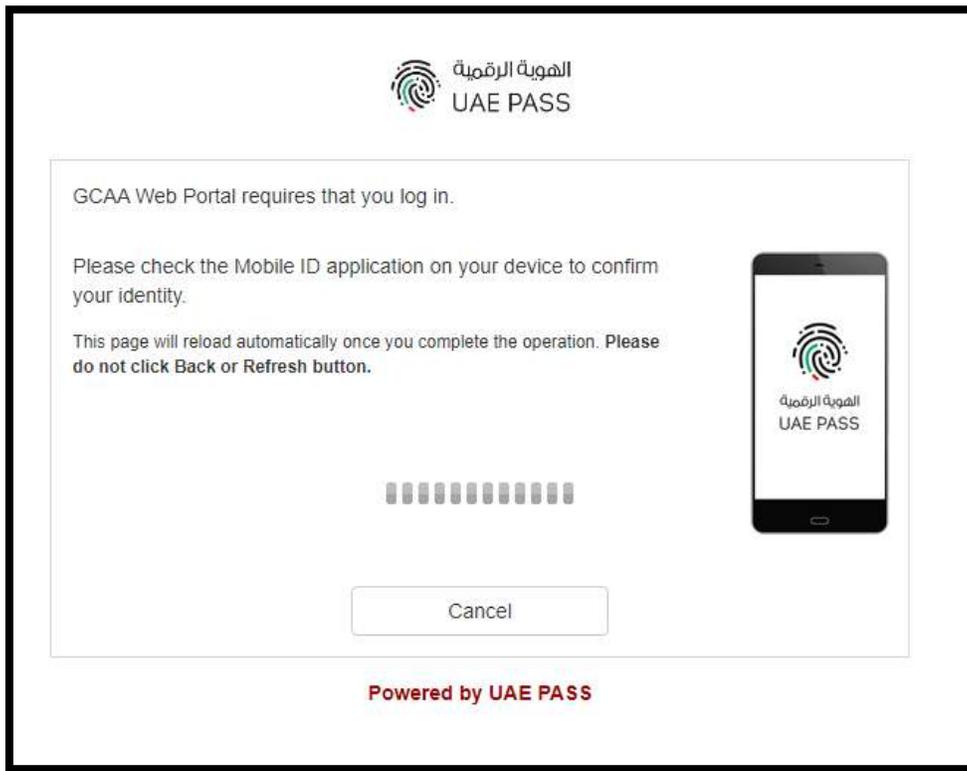


Step 3: Provide any one of your Mobile or Phone or Emirates ID (if available) which were used to register with UAE PASS

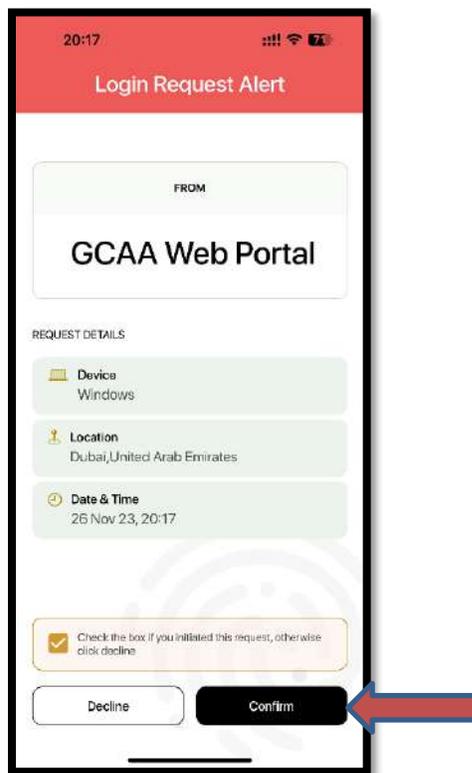


Step 4: It will prompt on your mobile phone for approval.

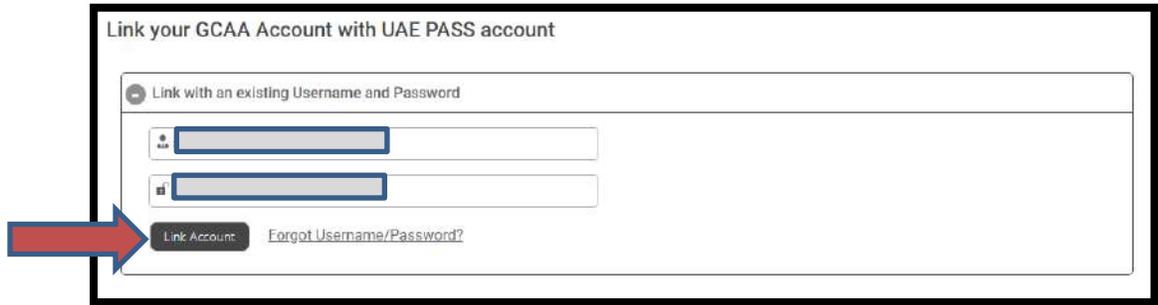




Step 5: Your UAE Pass Mobile app will then show the below screen asking you to authorize the requested login on GCAA website or Mobile App.



Step 6: After the successful UAE Pass login, you will be taken to the GCAA account linking screen. You can enter your existing GCAA Username and Password to link your GCAA account with UAE Pass account.



Link your GCAA Account with UAE PASS account

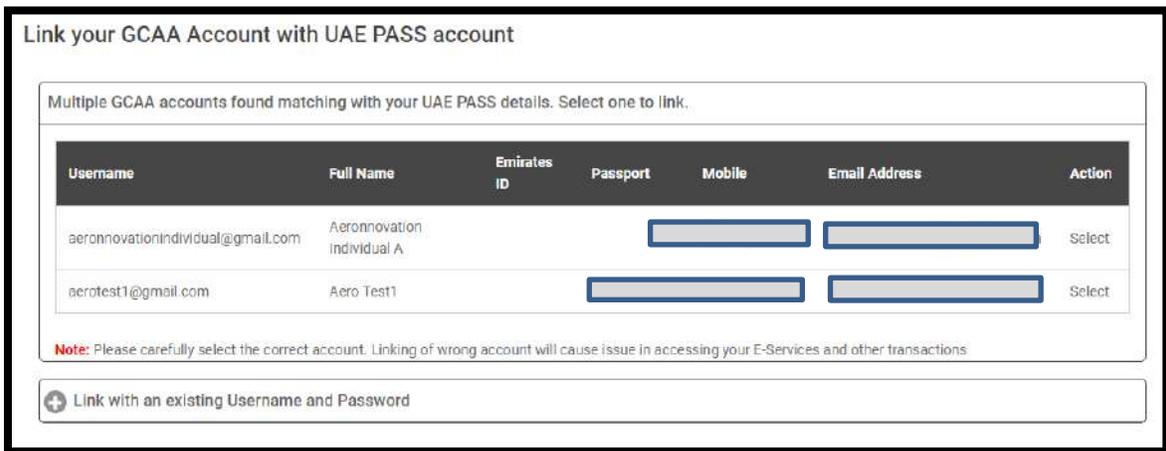
Link with an existing Username and Password

[Link Account](#) [Forgot Username/Password?](#)

This is only one time activity, post link account – users will be redirected to Home Page

Step 6. In case we found multiple existing user accounts in GCAA Website matching your UAE Pass account details (EmiratesID, Mobile or Email), the below linking screen will appear showing all the matching account for your to select the account you want to link.

Please select the correct account you want to link with UAE Pass to be used in future. Please note that only one GCAA account can be linked with one UAE Pass account.



Link your GCAA Account with UAE PASS account

Multiple GCAA accounts found matching with your UAE PASS details. Select one to link.

Username	Full Name	Emirates ID	Passport	Mobile	Email Address	Action
aeronnovationindividual@gmail.com	Aeronnovation Individual A			<input type="text"/>	<input type="text"/>	Select
aerotest1@gmail.com	Aero Test1			<input type="text"/>	<input type="text"/>	Select

**Note:** Please carefully select the correct account. Linking of wrong account will cause issue in accessing your E-Services and other transactions.

[Link with an existing Username and Password](#)

Once User clicks on “Select” link from table, Username will be copied automatically in textbox. You need to enter password to link selected account with UAE PASS



**Link your GCAA Account with UAE PASS account**

Multiple OCAA accounts found matching with your UAE PASS details. Select one to link.

Username	Full Name	Emirates ID	Passport	Mobile	Email Address	Action
aeronnovationindividual@gmail.com	Aeronnovation Individual A	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select
aerotest1@gmail.com	Aero Test1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select

**Note:** Please carefully select the correct account. Linking of wrong account will cause issue in accessing your E-Services and other transactions.

**Link with an existing Username and Password**

[Forgot Username/Password?](#)

You will see below message after you press “Link Account” button.

**Link your GCAA Account with UAE PASS account**

Your GCAA aeronnovationindividual@gmail.com got linked to UAE Pass successfully.

Step 6.3 In case of UAE PASS information doesn't match with GCAA accounts, below screen appears .

You can provide your known GCAA account details and Link.

**Link your GCAA Account with UAE PASS account**

**Link with an existing Username and Password**

[Forgot Username/Password?](#)

If you don't have an account with GCAA, you can click on the link provided in below section to create a new account.



## Link your GCAA Account with UAE PASS account

 Link with an existing Username and Password

 Don't have an account with GCAA?

Please note that you should not create a new account in case you already had an existing account with GCAA, as with new account you will not be able find applications applied earlier with using the previous account

If you forgot your Password, please try "[Forgot Password](#)" option or contact us for help through Saqr Chatbot or call us at 8004466

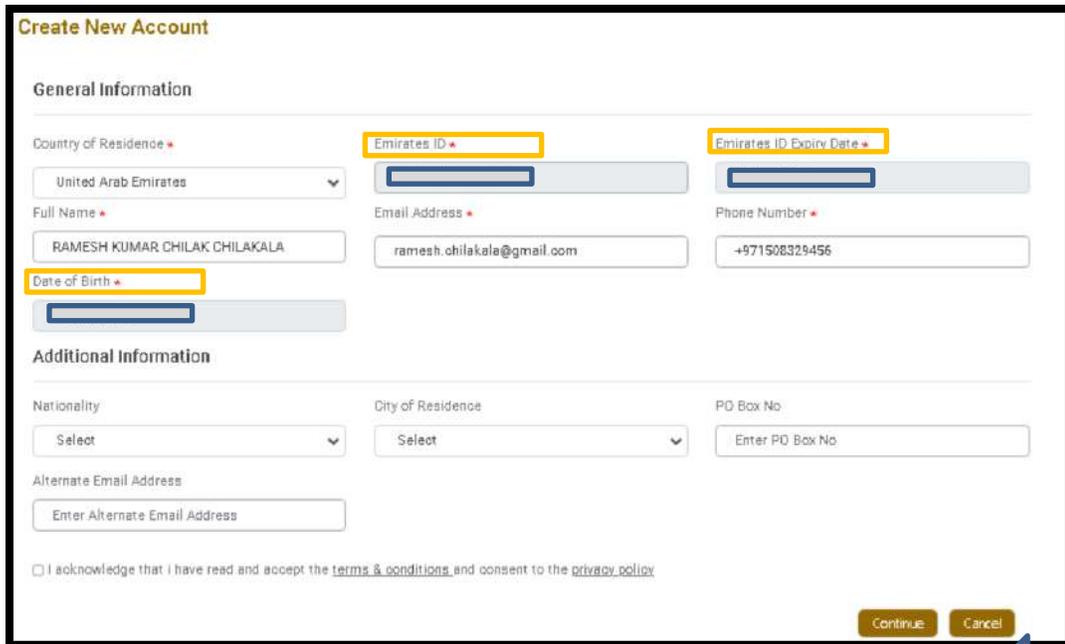
Click [here](#) to create new GCAA User Account



## Link GCAA account with UAE Pass: New User without GCAA account

**Note:** Please ensure that you do not have any existing account with GCAA otherwise please follow the above guidance for linking your existing GCAA account with UAE Pass. In case of creation of a new account, you will not be able to access your applications applied with your previous account.

Step 1 – your personal details will be auto populated based on your UAE PASS details.



The screenshot shows a 'Create New Account' form with the following fields and values:

- General Information:**
  - Country of Residence: United Arab Emirates
  - Emirates ID: [Auto-filled]
  - Emirates ID Expiry Date: [Auto-filled]
  - Full Name: RAMESH KUMAR CHILAK CHILAKALA
  - Email Address: ramesh.chilakala@gmail.com
  - Phone Number: +971508329456
  - Date of Birth: [Auto-filled]
- Additional Information:**
  - Nationality: Select
  - City of Residence: Select
  - PO Box No: Enter PO Box No
  - Alternate Email Address: Enter Alternate Email Address

At the bottom, there is a checkbox for 'I acknowledge that I have read and accept the [terms & conditions](#) and consent to the [privacy policy](#)'. There are 'Continue' and 'Cancel' buttons at the bottom right. A red arrow points to the 'Continue' button.

Below auto filled values are read-only and cant be updated by user.

- Emirates ID
- Emirates ID Expiry Date
- Date Of Birth

Rest of the fields are editable and can be updated by the user.

Step 2 User can review all fields and click on “Continue” to proceed with registration.

Below OTP screen appears only incase of any change in “Email Address” and “Phone Number” from UAE PASS.



### Create New Account

One time password (OTP) has been sent to your email and mobile number

Please enter the code you have received on your email.

Enter OTP code

Resend OTP

Please enter the code you have received on your mobile.

Enter OTP code

Resend OTP

< Back

Create Account Cancel

Step 3 Post successful registration, below screen appears with links.



### Congratulations

Your user account has been created successfully. An email confirmation is sent to [saipriya.namada@techmahindra.com](mailto:saipriya.namada@techmahindra.com)

a) If your account is for personal/individual use, you may go to [home page](#), [your dashboard](#) or to [apply E-Services](#)

b) If you want to use your account on behalf of an organization, please [click here for guidance](#)



## For Foreigner and Visitor

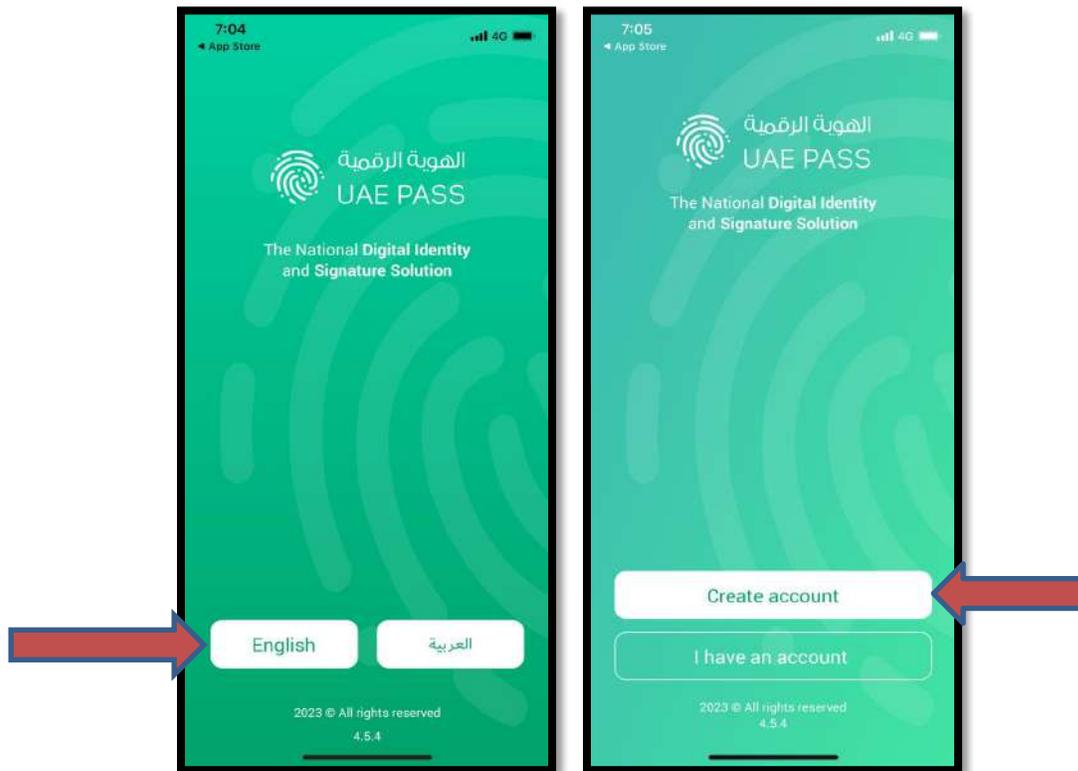
### UAE PASS Registration – For Foreigner or Visitor with GCC ID

Step 1: Download the official UAE PASS application through the below links based on your Mobile Phone



Step 2: Launch UAE PASS from mobile

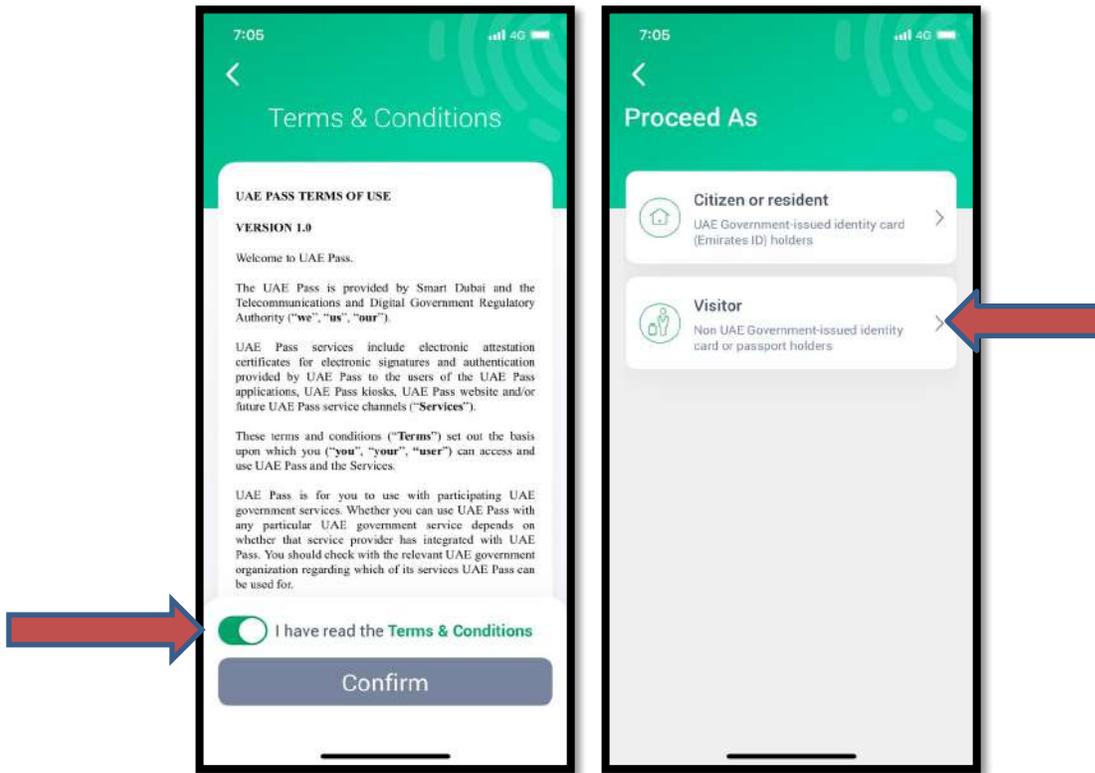
Step 3: Choose your preferred language.



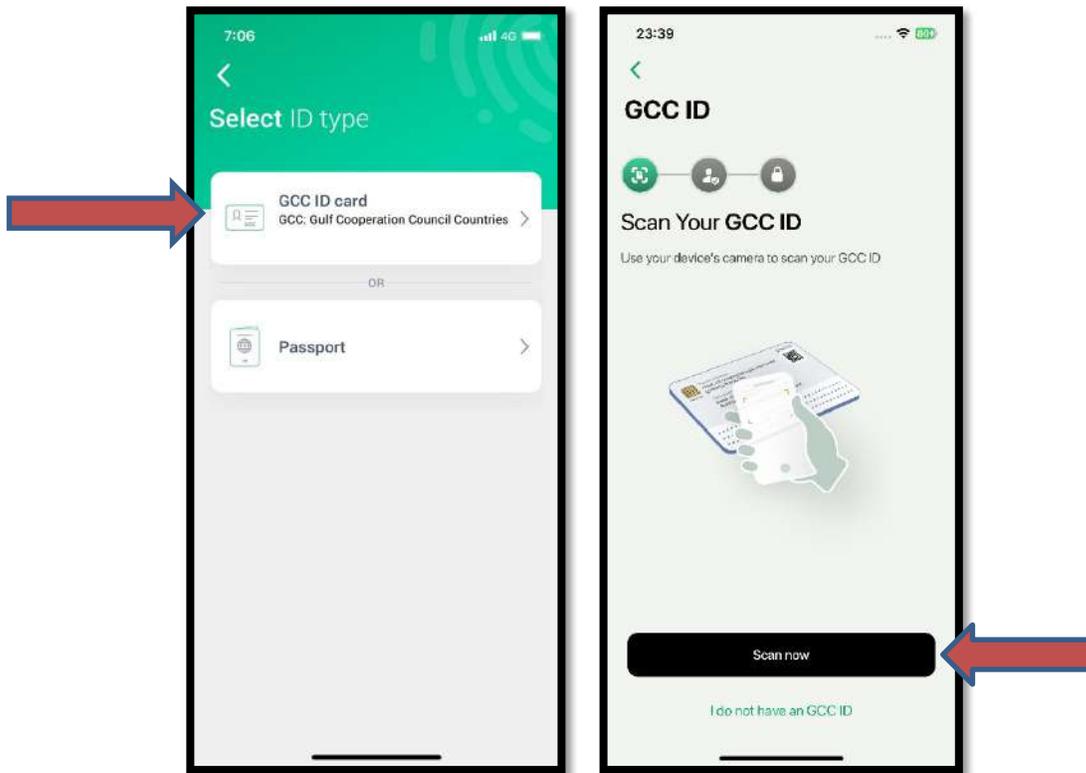
Step 4: To Create new user account – Click on “Create account”

Step 5: Toggle on “I have read the Terms & Conditions” at the bottom of the screen. Click on “Confirm” button to proceed





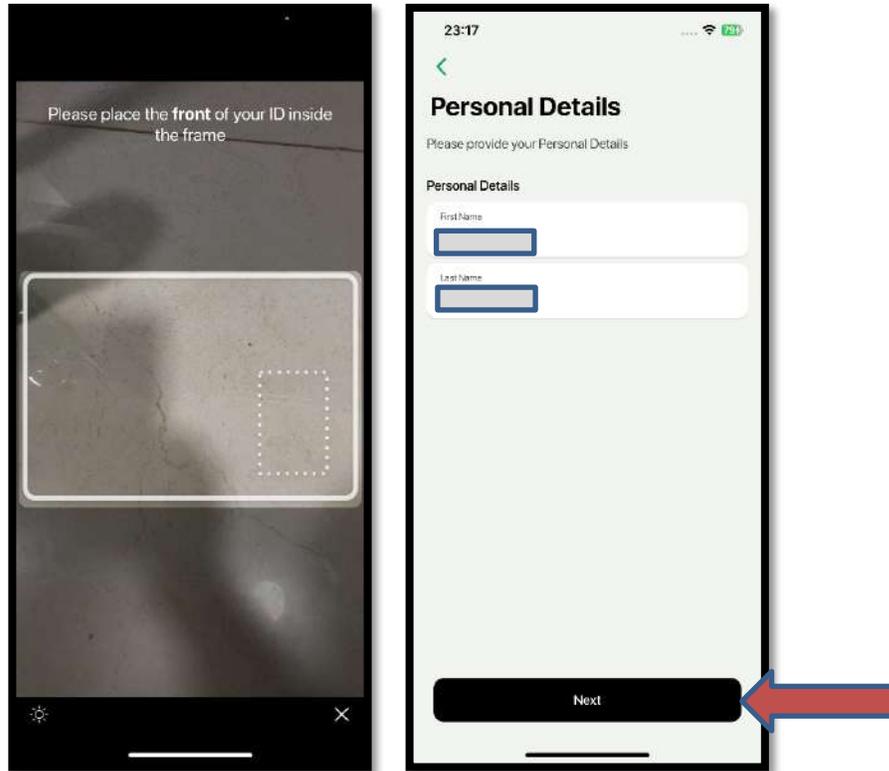
Step 6: Click on “GCC ID” from “Visitor”



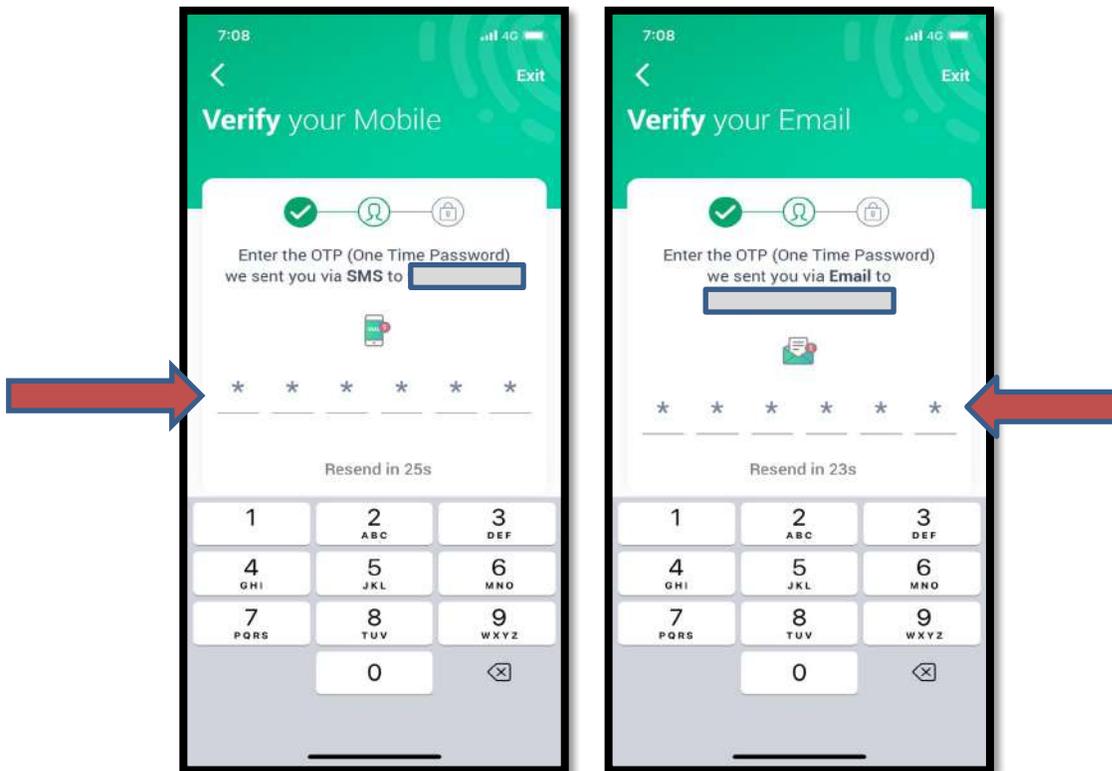
Step 7: Click on the “Scan now” to scan front and back side of GCC ID



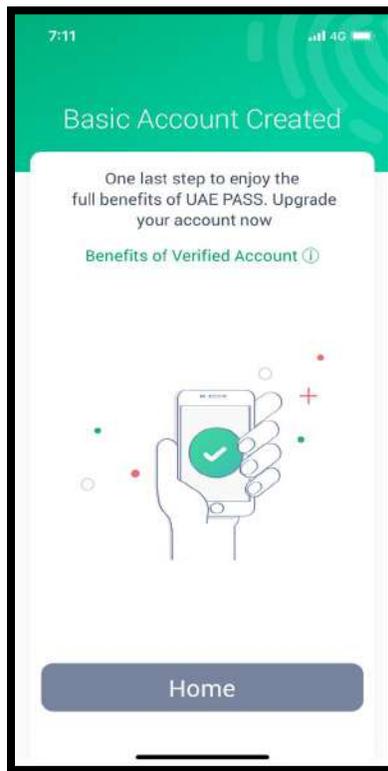
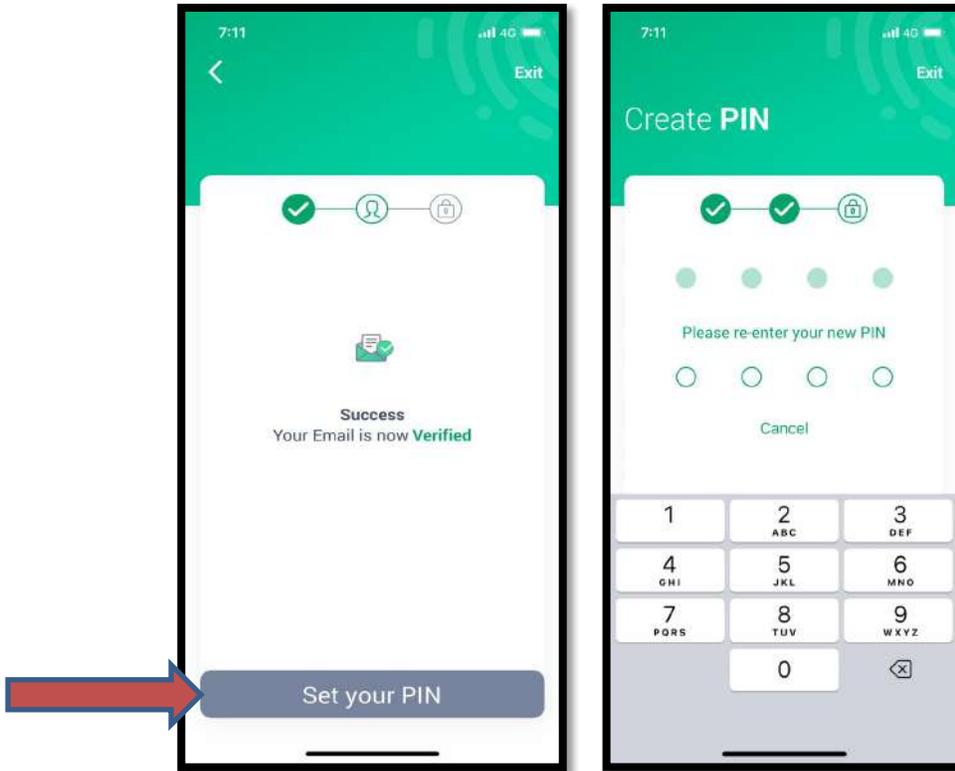
Step 8: Enter Personal details to confirm the registration process



Step 9: Enter OTP received on Mobile and Email



Step 10: Step your PIN to complete the registration



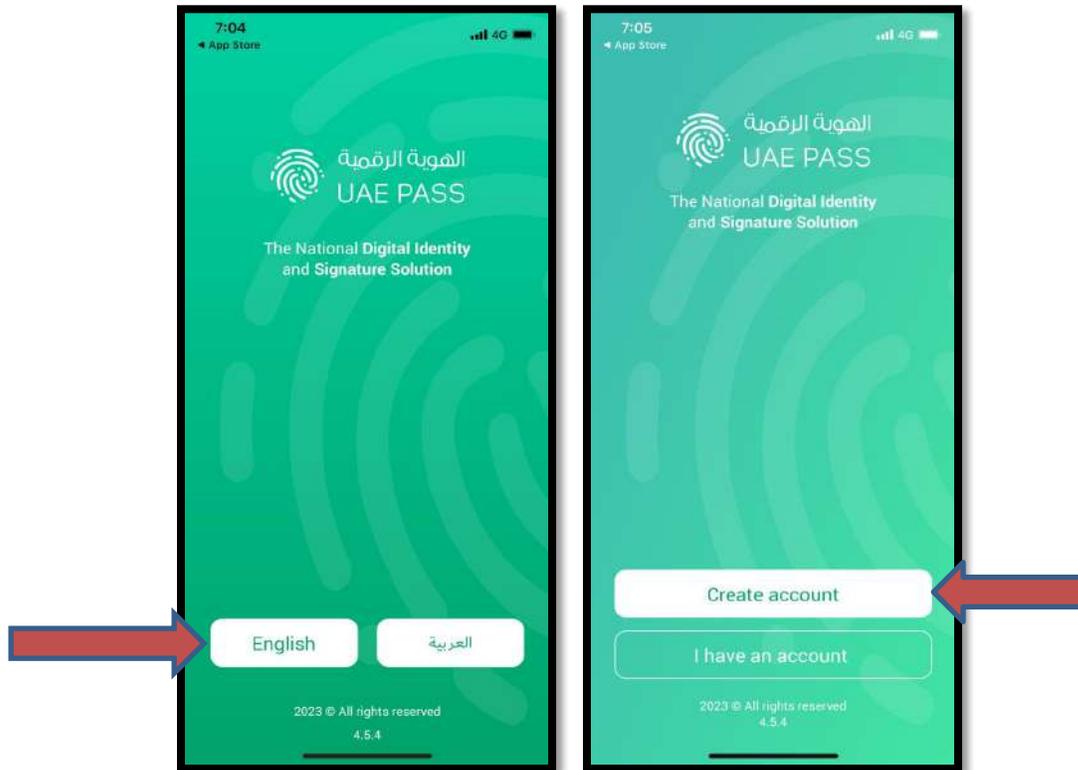
## UAE PASS Registration – Foreigner or Visitor without GCC ID

Step 1: Download the official UAE PASS application through the below links based on your Mobile Phone



Step 2: Launch UAE PASS from mobile

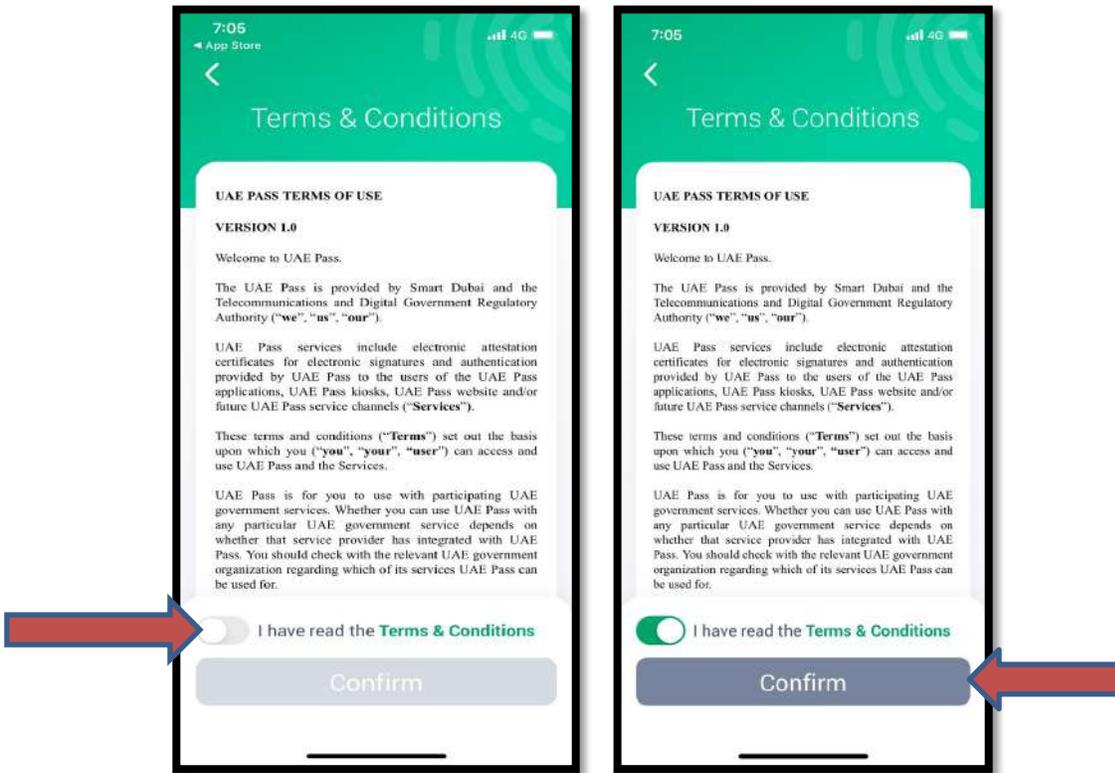
Step 3: Choose your preferred language.



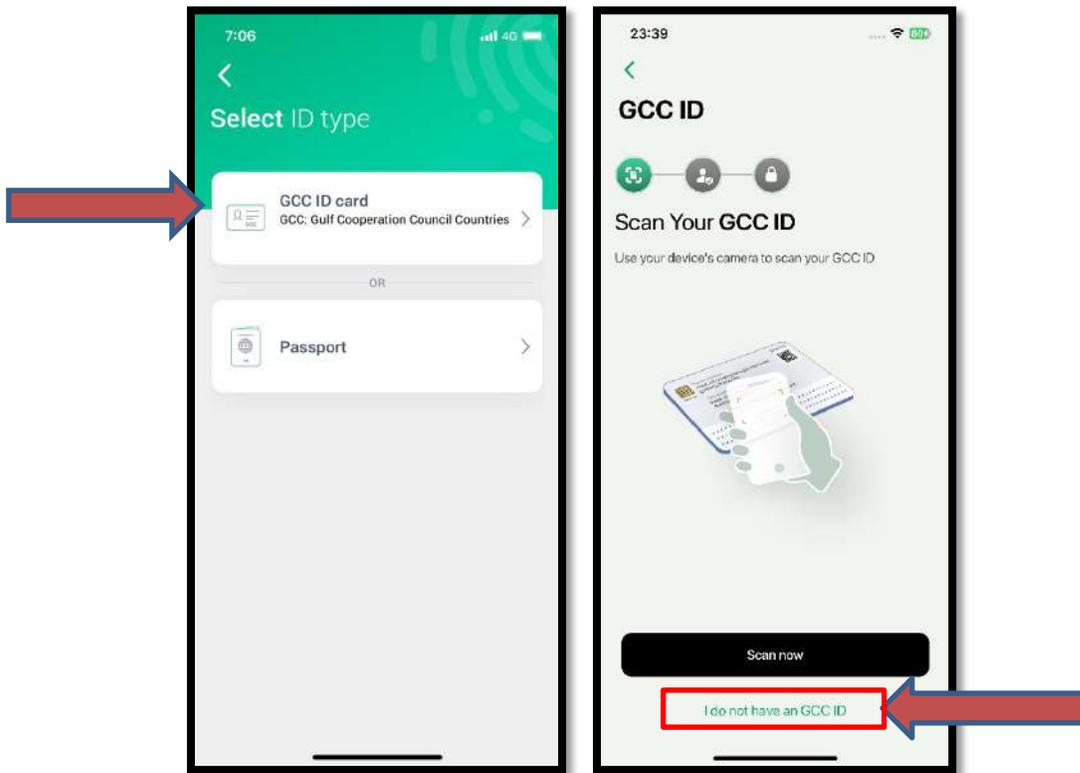
Step 4: To Create new user account – Click on “Create account”

Step 5: Read the terms and conditions and then Toggle on “I have read the Terms & Conditions” at the bottom of the screen. Click on “Confirm” button to proceed



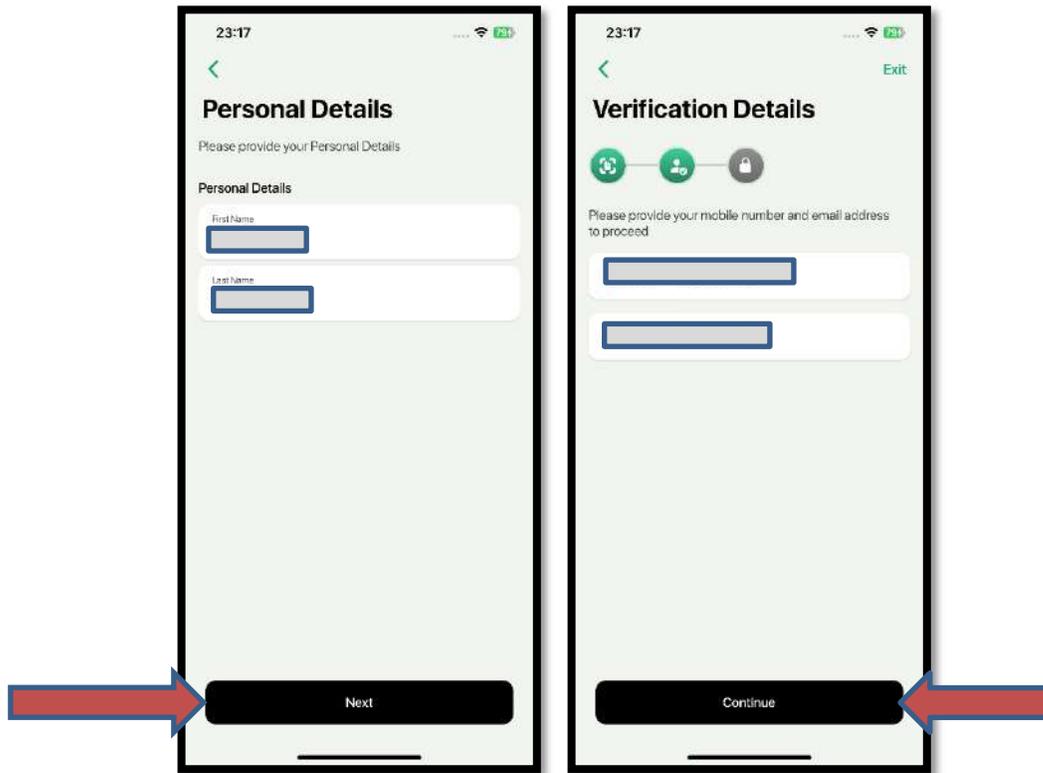


Step 6: Click on "Visitor".



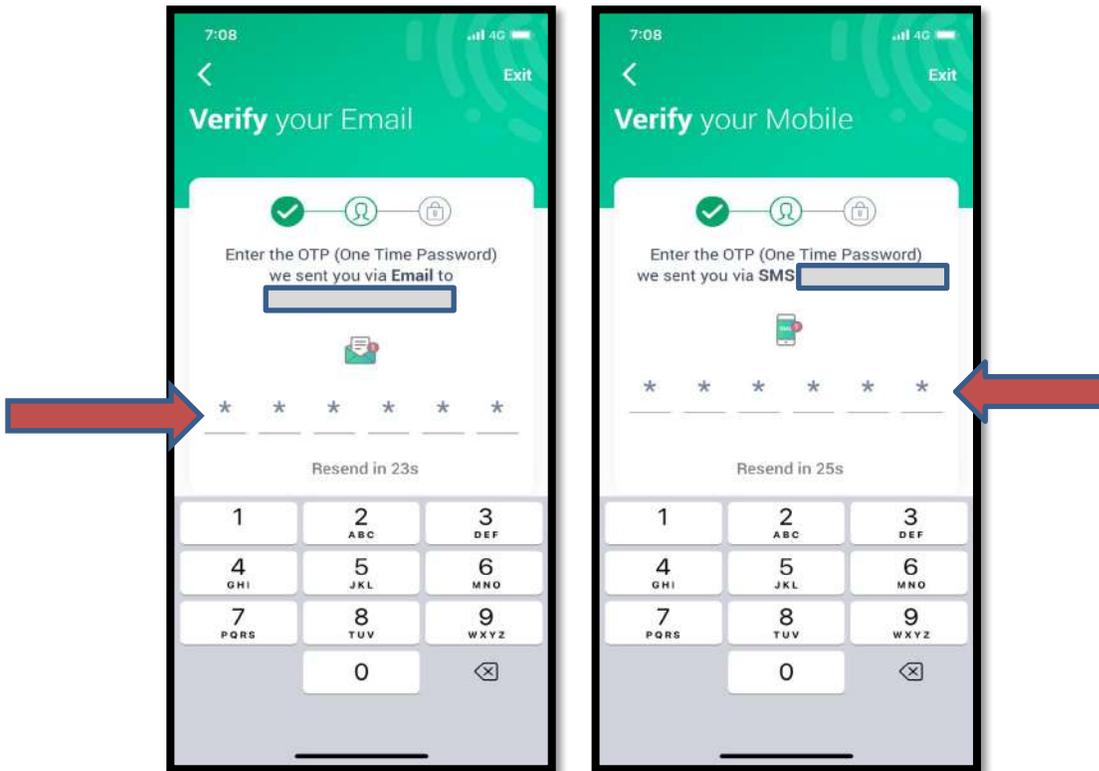
Step 7: To complete registration without Emirates ID information, Click on “I don’t have an GCC ID”

Step 8: Fill Personal details appears in screen and Click on “Next” button

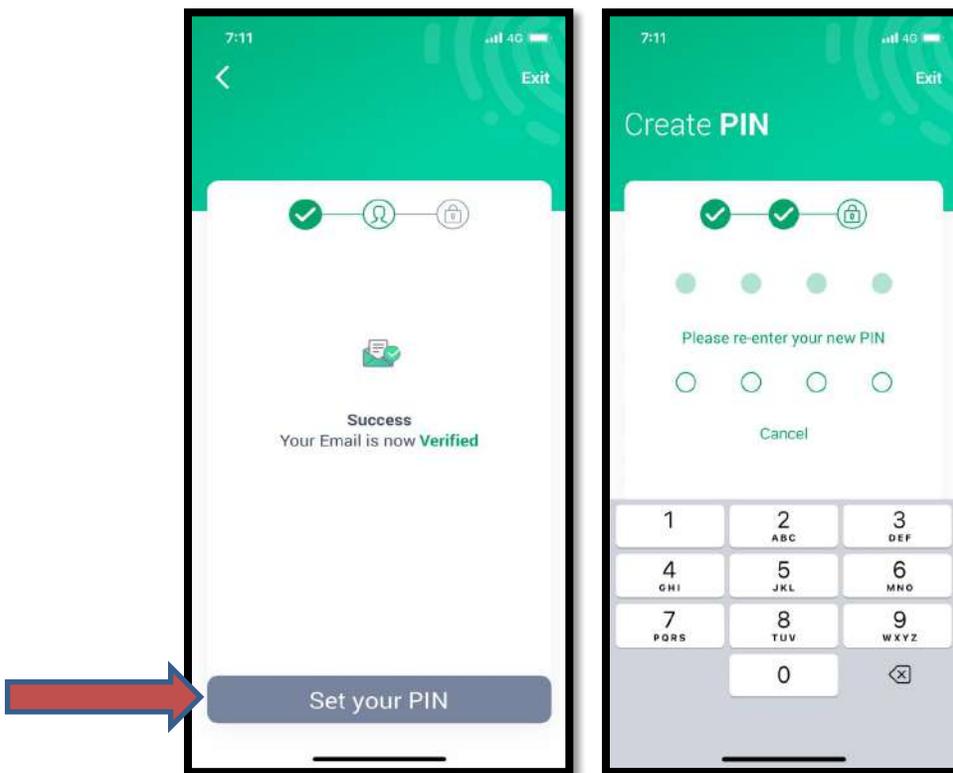


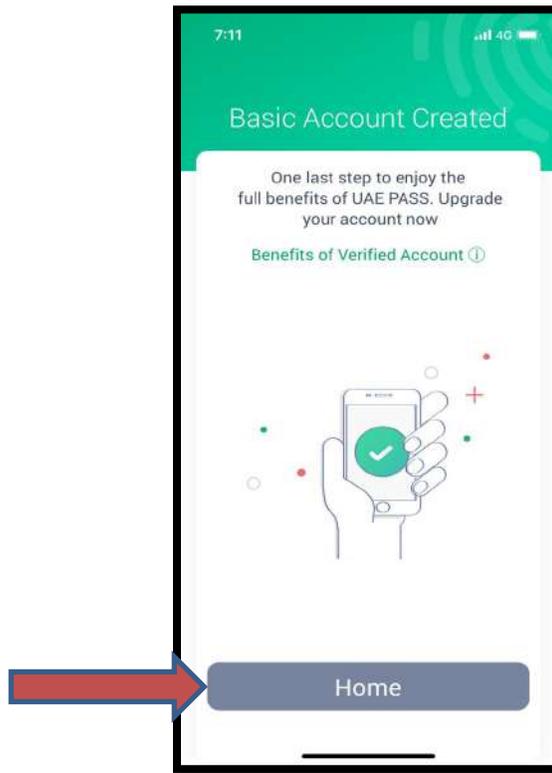
Step 9: Enter OTP received on SMS and Email





Step 10: Set your PIN to complete registration





## UAE PASS Registration – Foreigner or Visitor with Passport

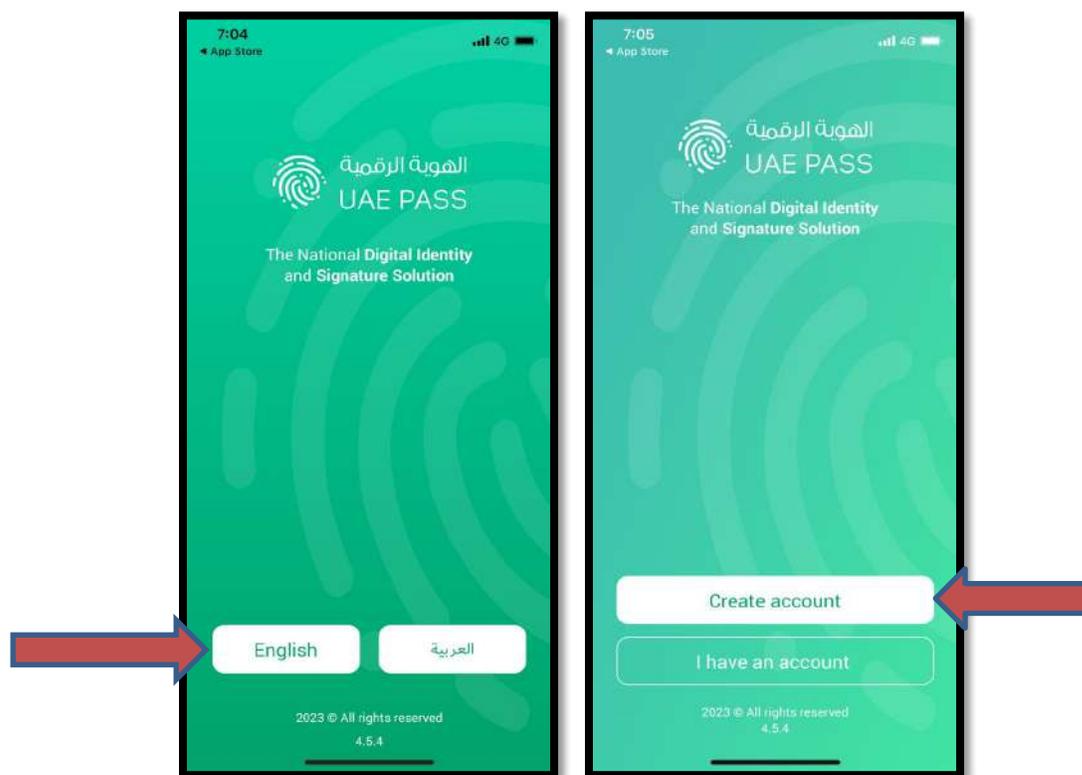
Step 1: Download the official UAE PASS application through the below links based on your Mobile Phone



Step 2: Launch UAE PASS from mobile

Step 3: Choose your preferred language.

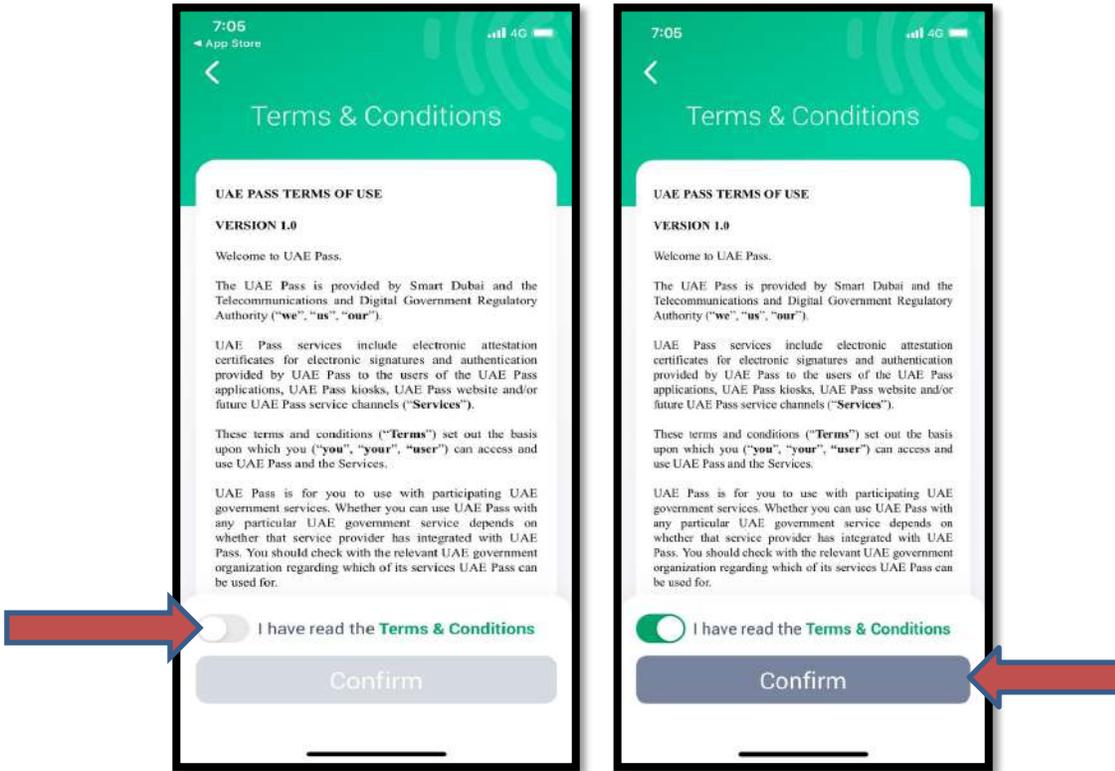




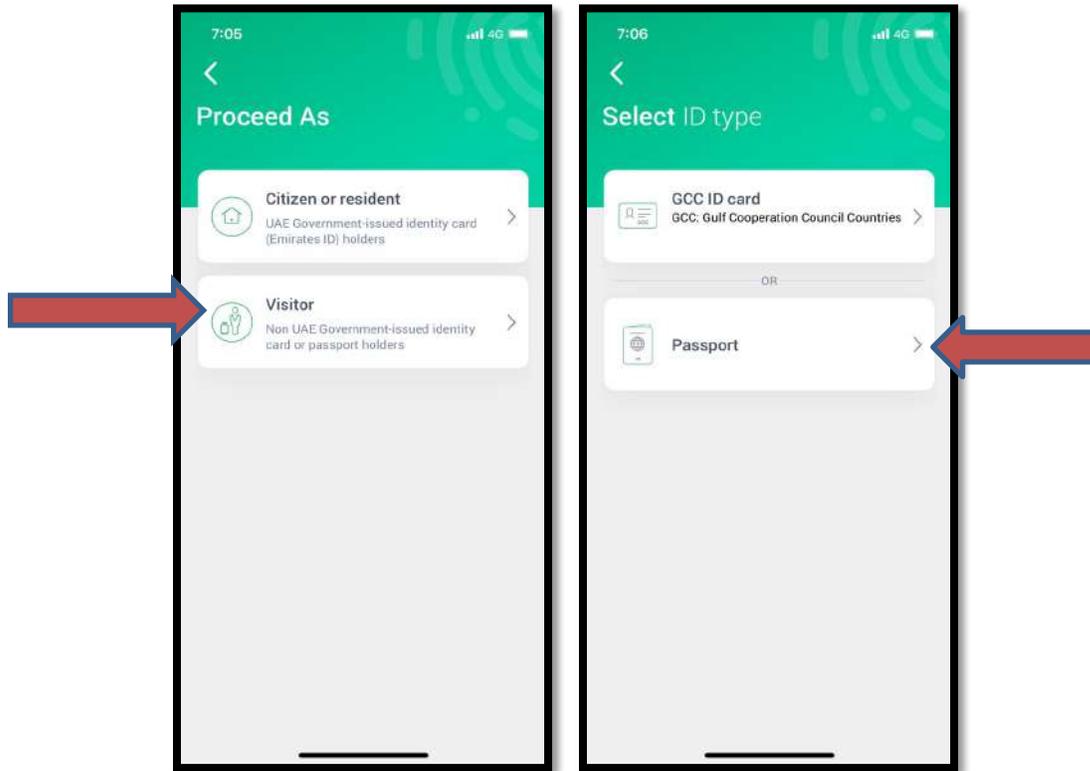
Step 4: To Create new user account – Click on “Create account”

Step 5: Read the terms and conditions and then Toggle on “I have read the Terms & Conditions” at the bottom of the screen. Click on “Confirm” button to proceed





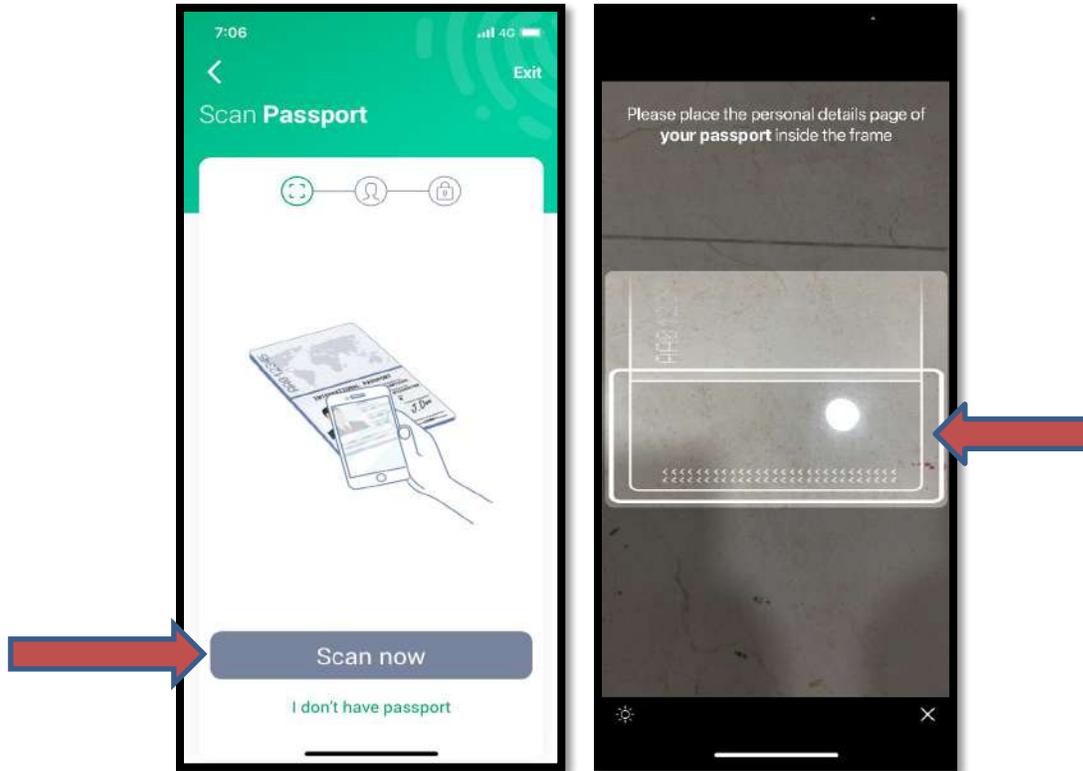
Step 6: Click on “Visitor”. Select “Passport” to proceed



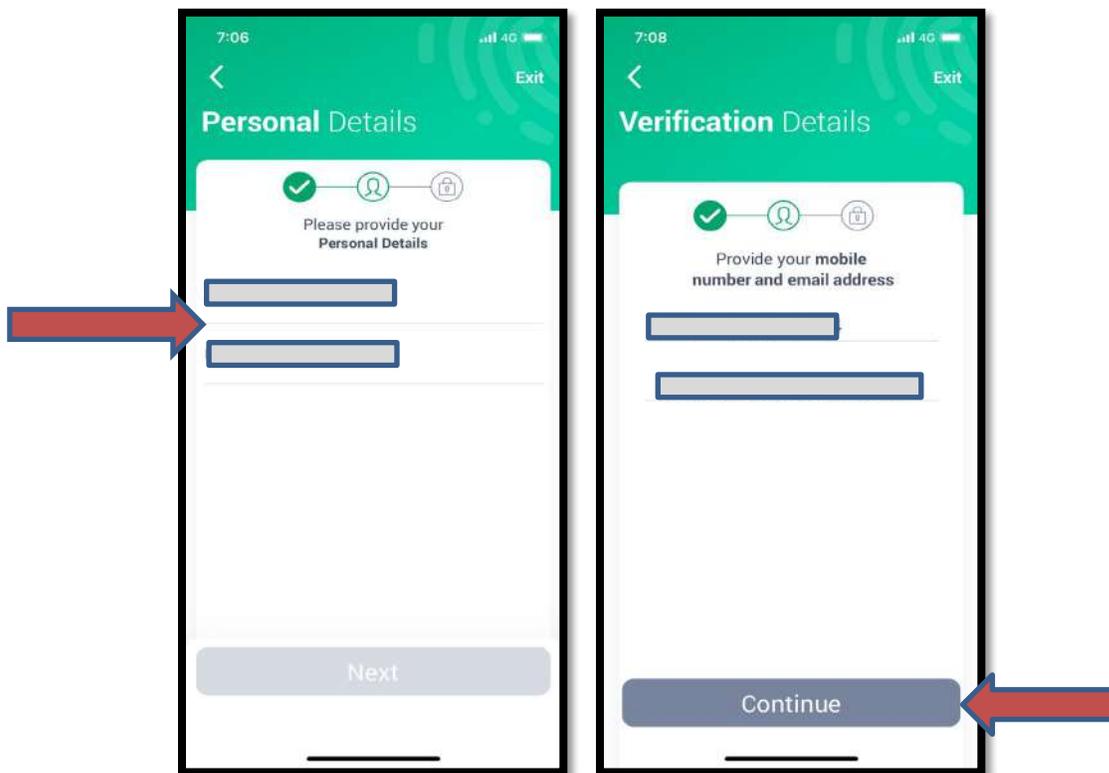
Step 7: To complete registration with Passport details click “Scan now”

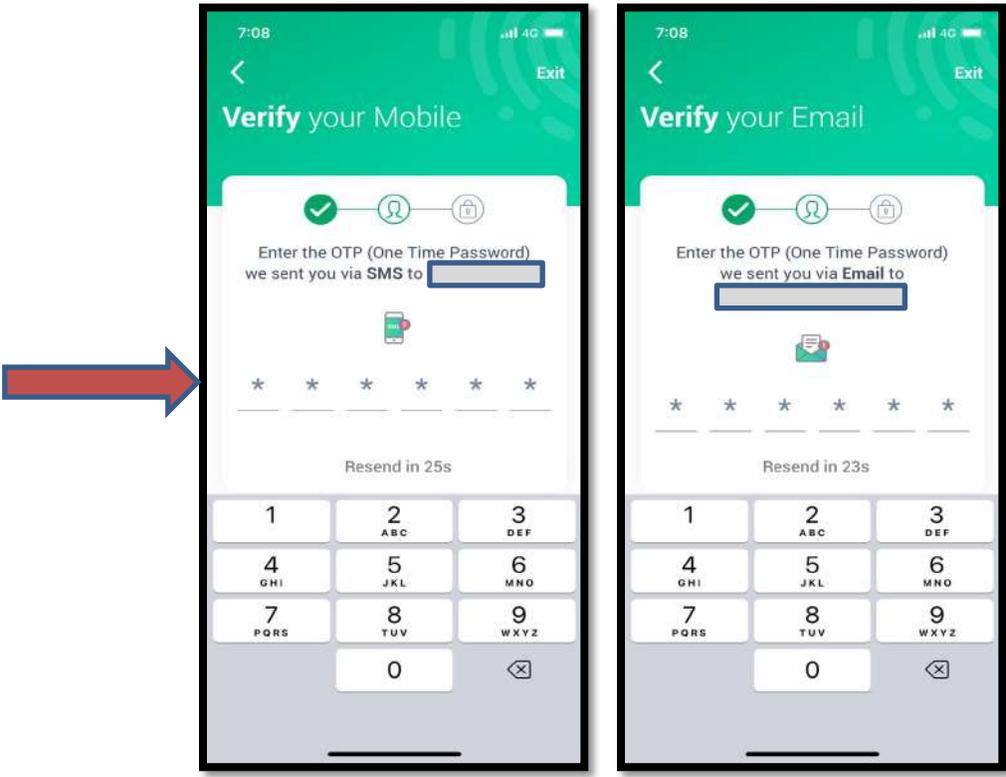


Step 8: Click on the “Scan Now” option and activate the camera option to scan your passport

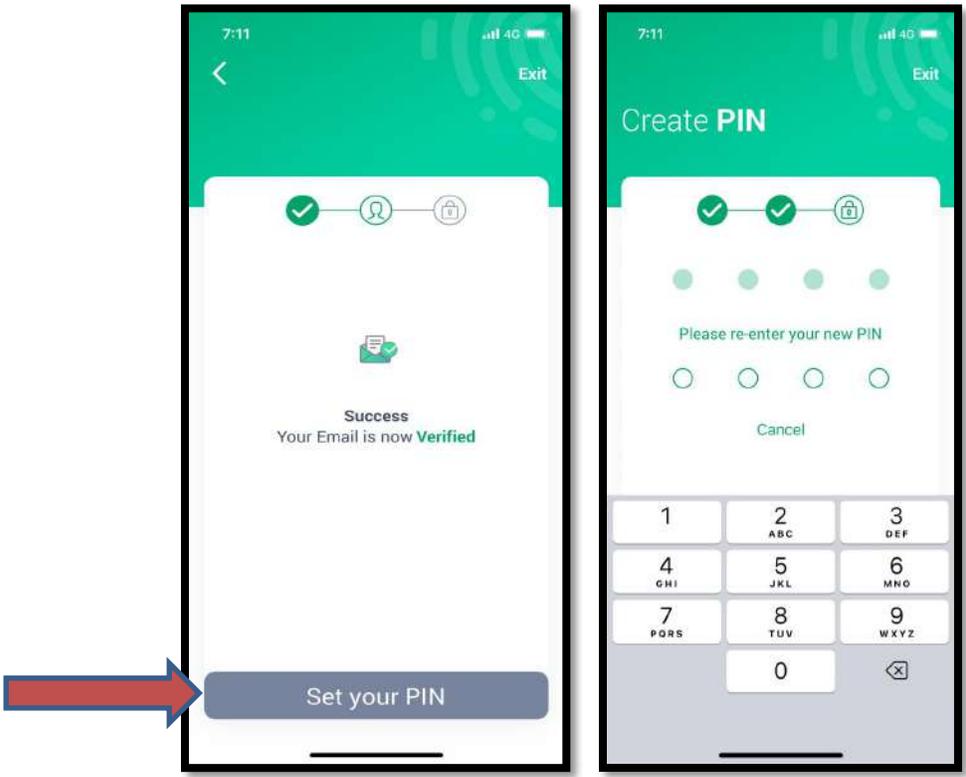


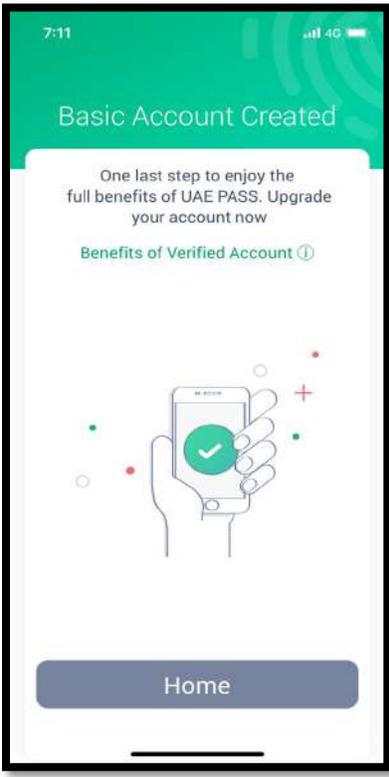
Step 9: Fill Personal details





Step 10: Set your PIN to complete registration





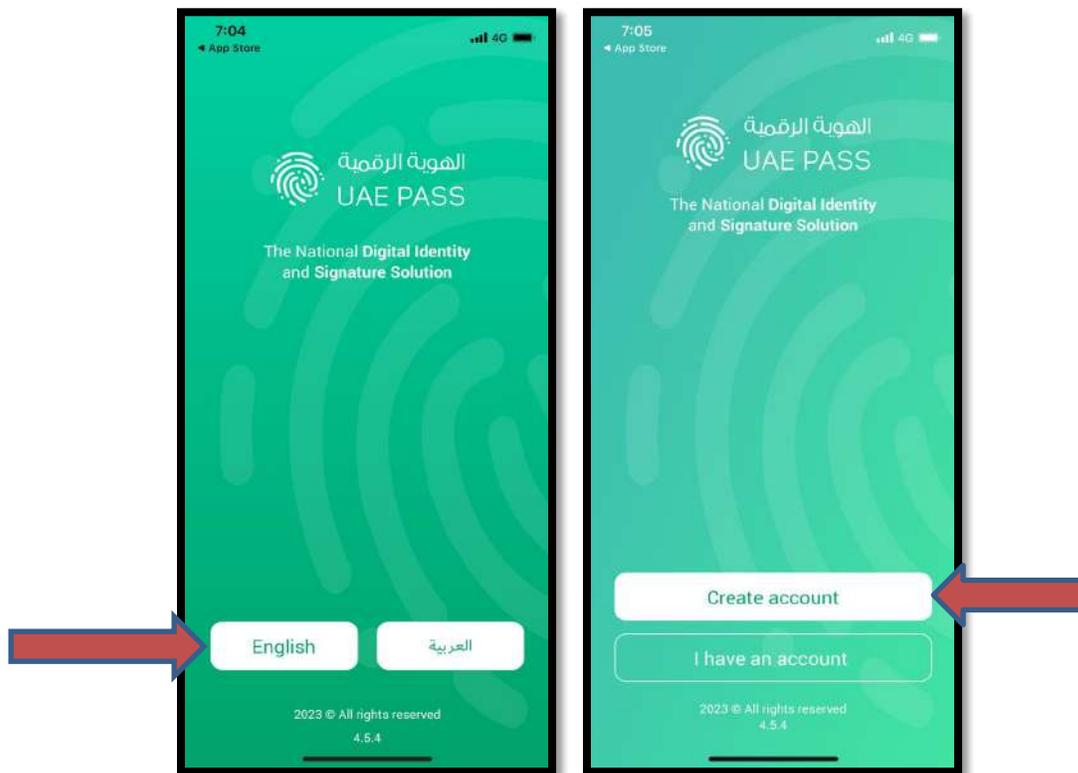
## UAE PASS Registration – Foreigner or Visitor without Passport

Step 1: Download the official UAE PASS application through the below links based on your Mobile Phone



Step 2: Launch UAE PASS from mobile

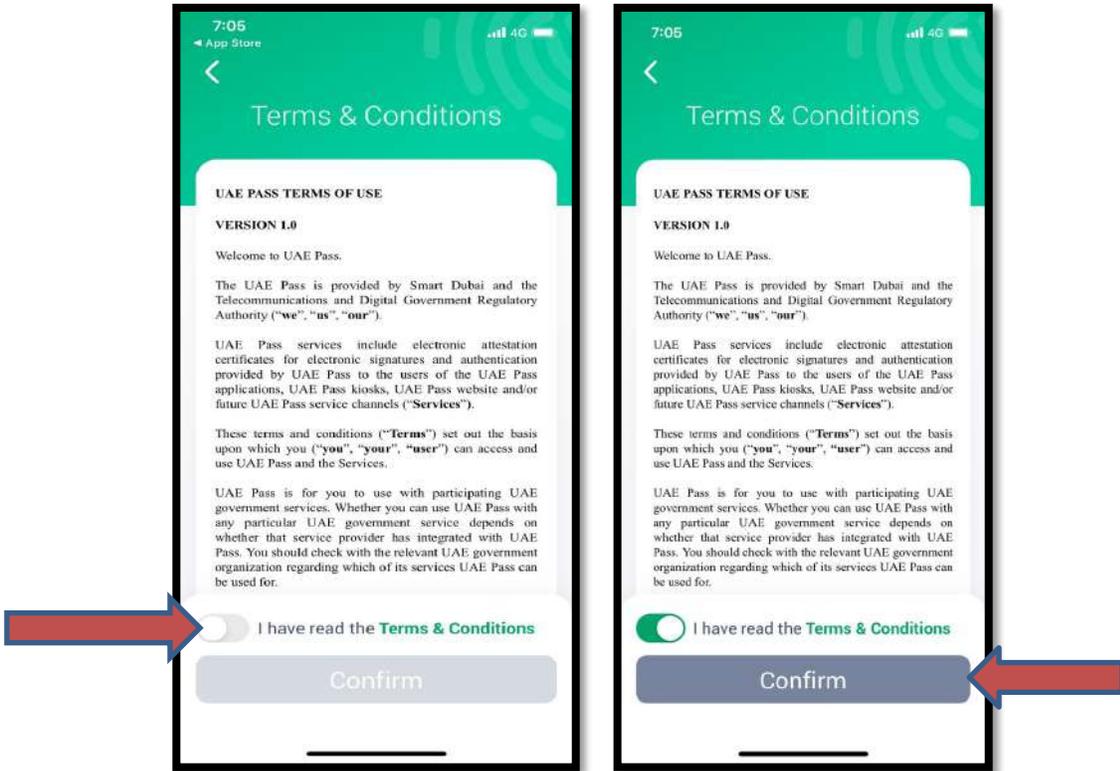
Step 3: Choose your preferred language.



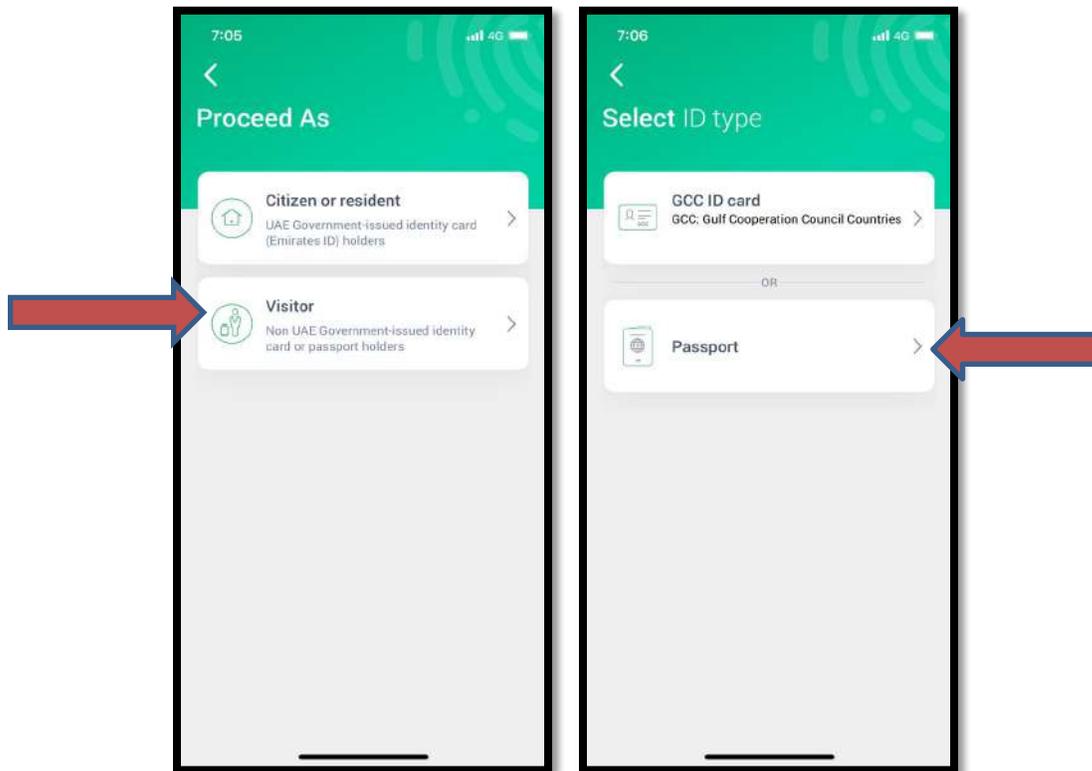
Step 4: To Create new user account – Click on “Create account”

Step 5: Toggle on “I have read the Terms & Conditions” at the bottom of the screen. Click on “Confirm” button to proceed

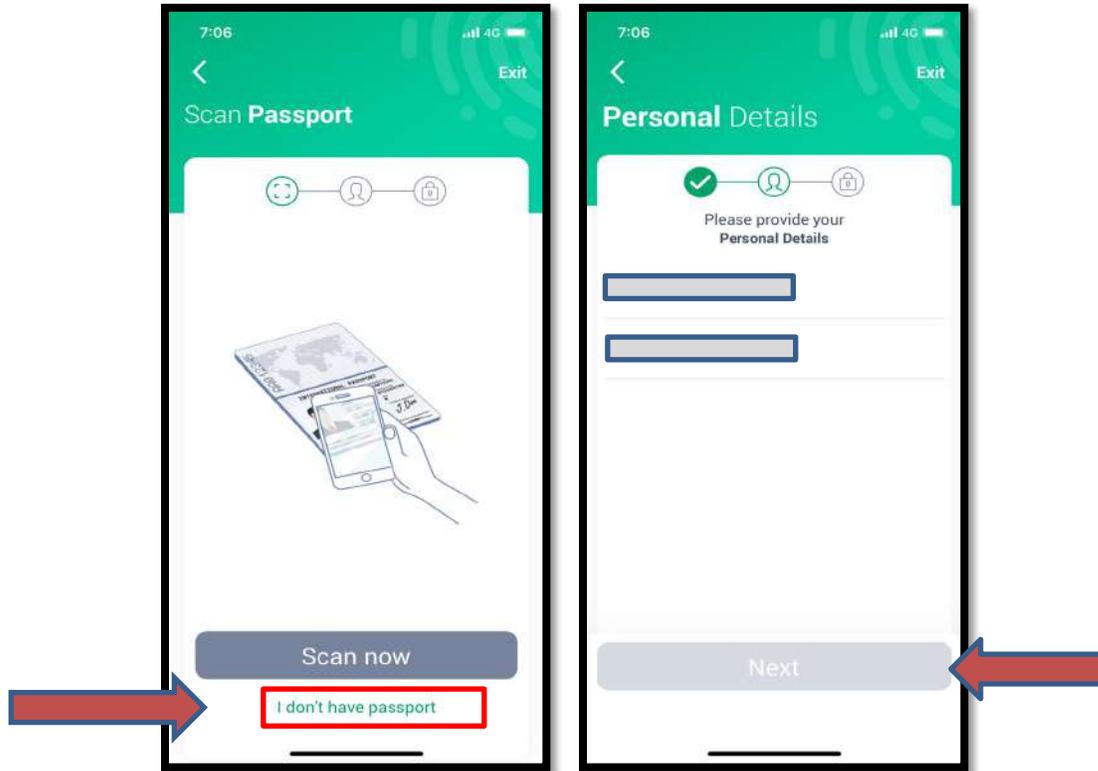




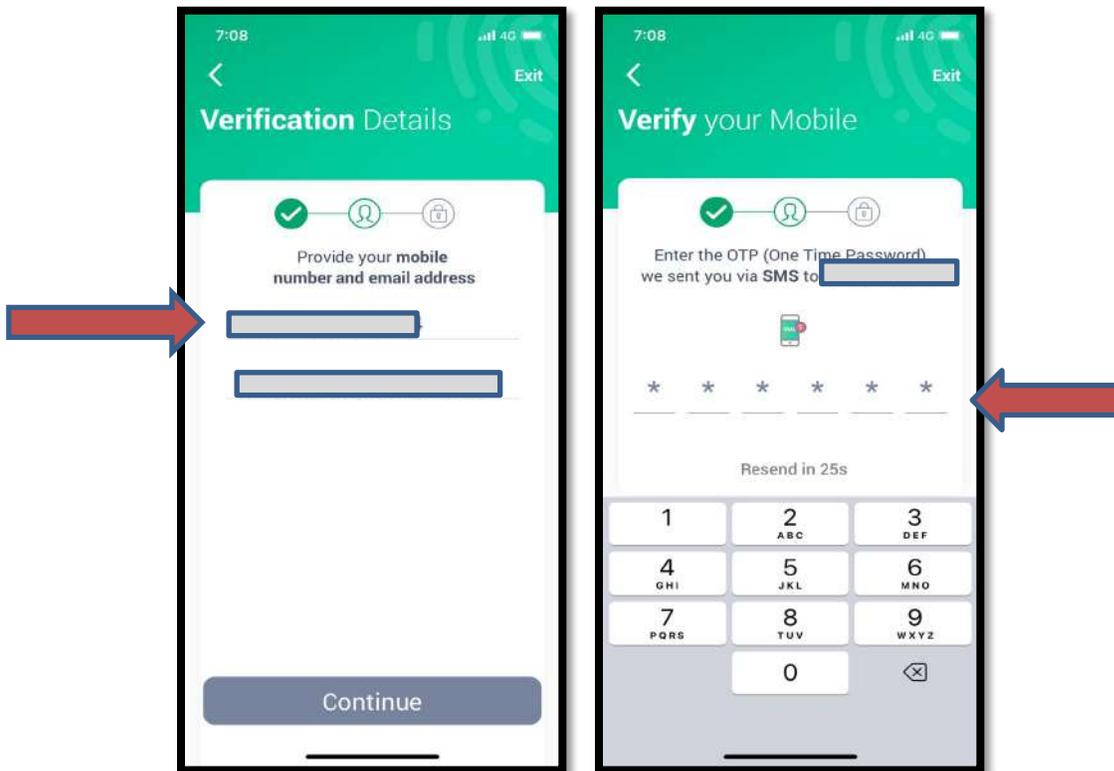
Step 6: Click on “Visitor”. Select “Passport” to proceed

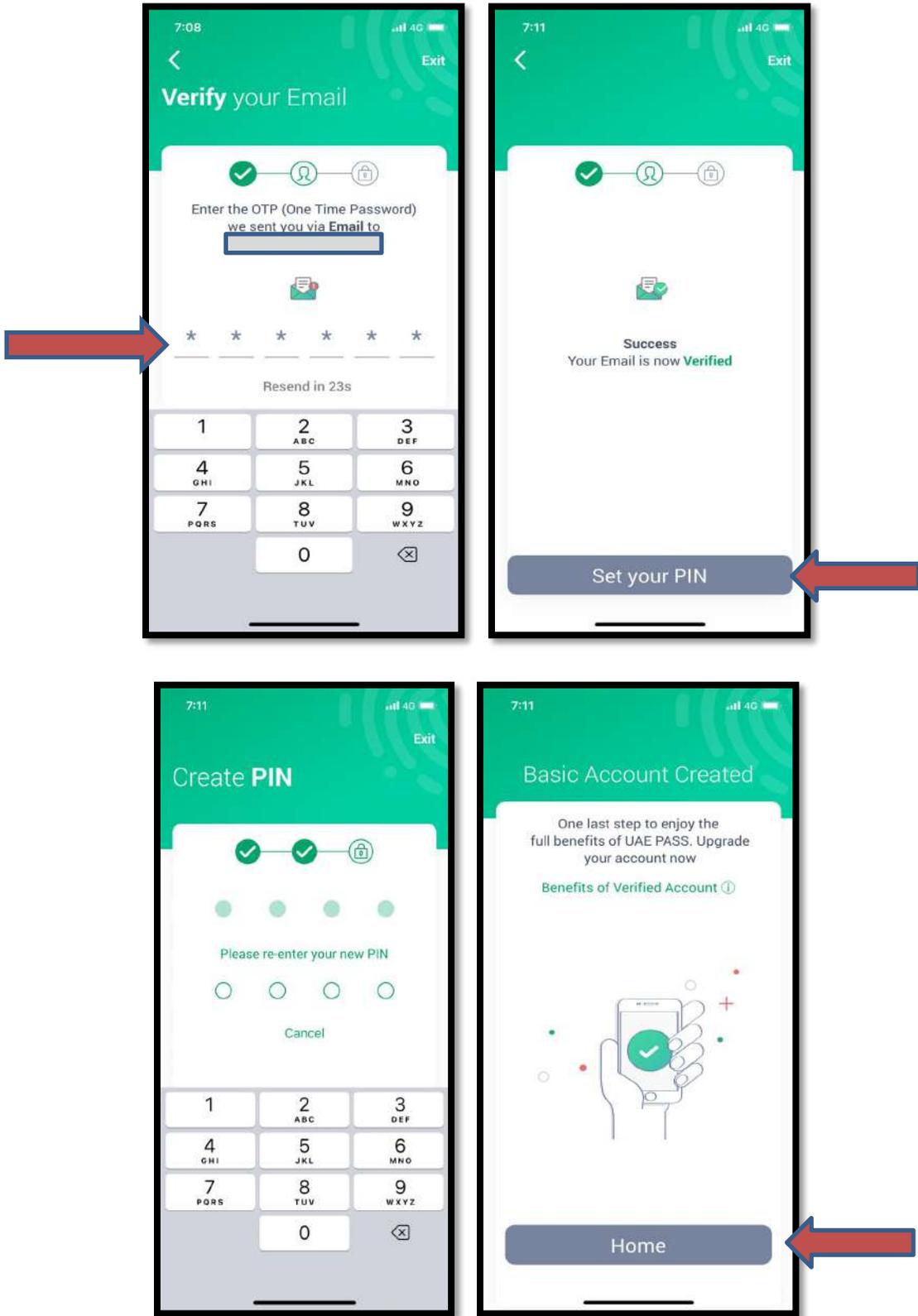


Step 7: To complete registration without Passport, click on “I don’t have passport”



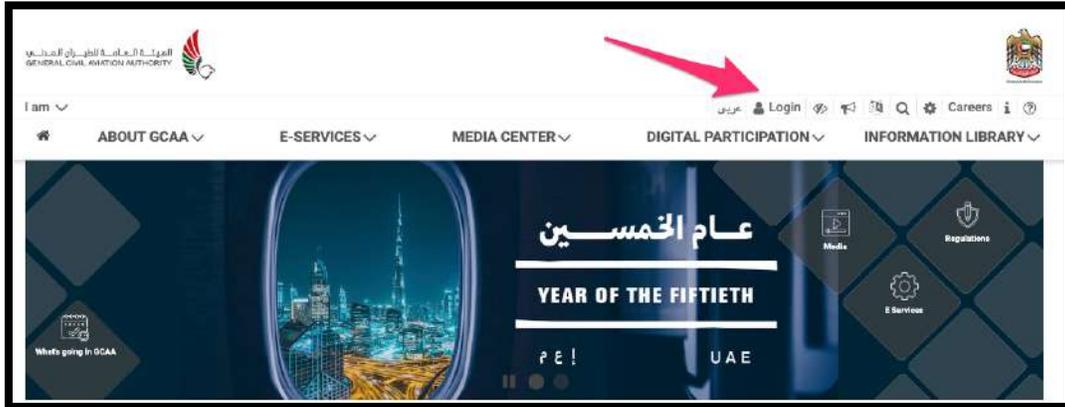
Step 8: Fill Personal details





## Link GCAA account with UAE Pass: Existing GCAA User

Step 1: Kindly access <http://www.gcaa.gov.ae/en> and select the "login" option to open the login screen.



Step 2: Click on “Sign in with UAE PASS” to login



Step 3: Provide any one of your Mobile or Phone or Emirates ID (if available) which were used to register with UAE PASS



Emirates ID, email, or phone eg. 971500000000

Remember me

Login

Don't have an account? [Create new UAE PASS account](#)

Step 4: It will prompt on your mobile phone for approval.

الهوية الرقمية  
UAE PASS

GCAA Web Portal requires that you log in.

Please check the Mobile ID application on your device to confirm your identity.

This page will reload automatically once you complete the operation. Please do not click Back or Refresh button.

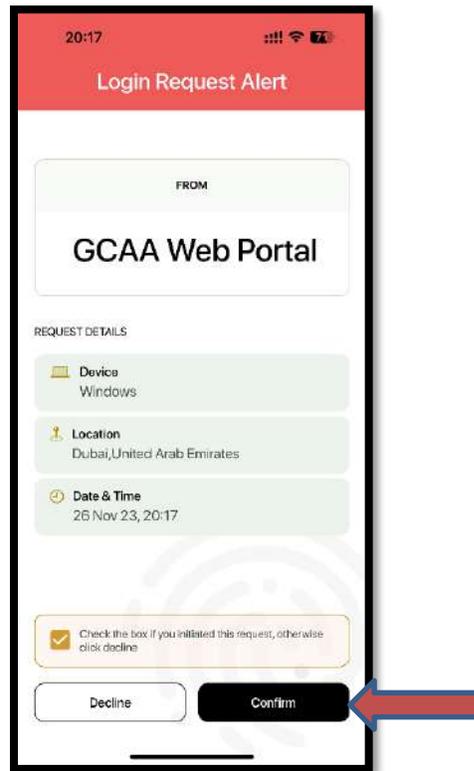
Cancel

الهوية الرقمية  
UAE PASS

Powered by UAE PASS



Step 5: Based on your UAE PASS registered information (Mobile Number, Email Number, Emirates ID(If applicable) You will have to authenticate login verification on your UAE Pass mobile app.



Step 6: Based on matching Mobile or Email or Emirates ID in GCAA system it will display below sections in UAE PASS link screen.

- 6.1 – One account match
- 6.2 – More than One account
- 6.3 – No account match/New Registration

Step 6.1 – Matched account name will appear automatically in Username section. Users need to key-in password to link with UAE PASS.



**Link your GCAA Account with UAE PASS account**

Link with an existing Username and Password

[Link Account](#) [Forgot Username/Password?](#)

This is only one time activity, post link account – users will be redirected to Home Page

Step 6.2 In case of more than one account, below screen appears.

You need to select desired account to link it with UAE PASS or y

**Link your GCAA Account with UAE PASS account**

Multiple GCAA accounts found matching with your UAE PASS details. Select one to link.

Username	Full Name	Emirates ID	Passport	Mobile	Email Address	Action
aeronnovationindividual@gmail.com	Aeronnovation Individual A		<input type="text"/>	<input type="text"/>	<input type="text"/>	Select
aerotest1@gmail.com	Aero Test1		<input type="text"/>	<input type="text"/>	<input type="text"/>	Select

**Note:** Please carefully select the correct account. Linking of wrong account will cause issue in accessing your E-Services and other transactions.

[Link with an existing Username and Password](#)

Once User clicks on “Select” link from table, Username will be copied automatically in textbox. You need to enter password to link selected account with UAE PASS

**Link your GCAA Account with UAE PASS account**

Multiple OCAA accounts found matching with your UAE PASS details. Select one to link.

Username	Full Name	Emirates ID	Passport	Mobile	Email Address	Action
aeronnovationindividual@gmail.com	Aeronnovation Individual A		<input type="text"/>	<input type="text"/>	<input type="text"/>	Select
aerotest1@gmail.com	Aero Test1		<input type="text"/>	<input type="text"/>	<input type="text"/>	Select

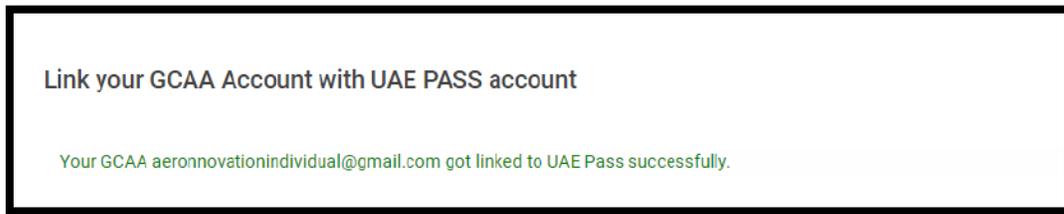
**Note:** Please carefully select the correct account. Linking of wrong account will cause issue in accessing your E-Services and other transactions.

Link with an existing Username and Password

[Link Account](#) [Forgot Username/Password?](#)

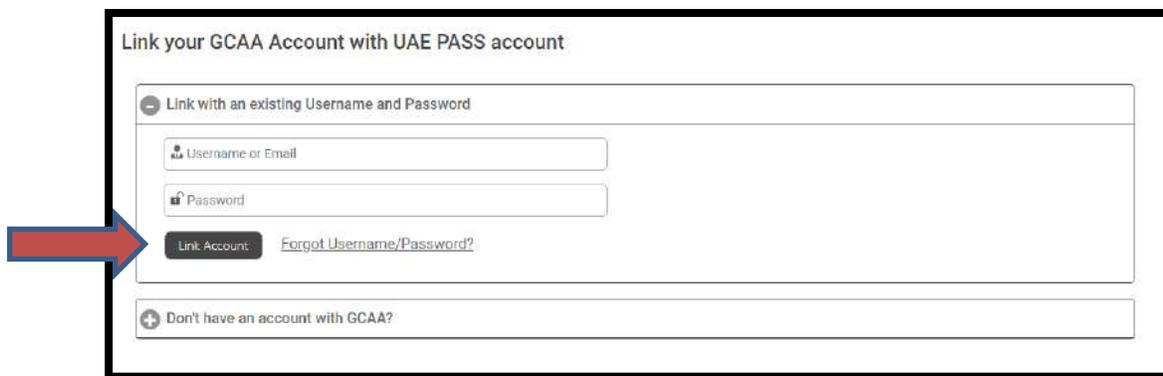


You will see below message after you press “Link Account” button.



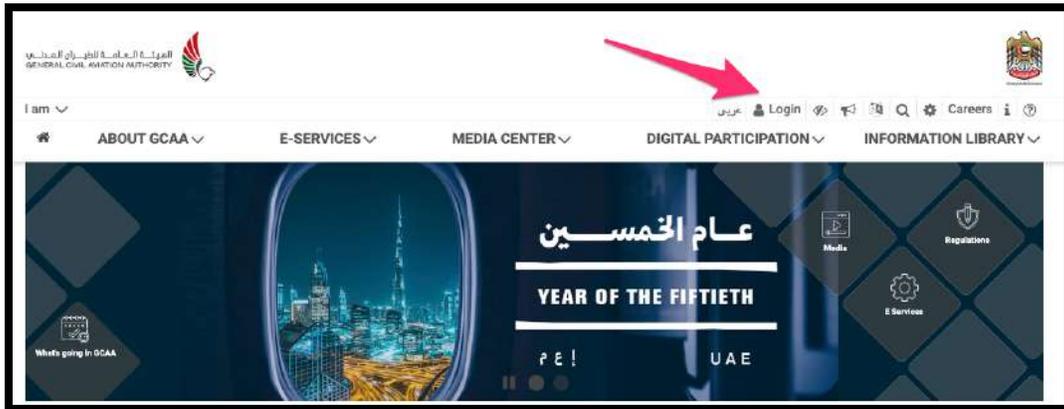
Step 6.3 In case of UAE PASS information doesn't match with GCAA accounts, below screen appears .

You can provide your known GCAA account details and Link.



## Link GCAA account with UAE Pass: New User without GCAA account

Step 1: Kindly access <http://www.gcaa.gov.ae/en> and select the "login" option to open the login screen.



Step 2: Click on “Sign in with UAE PASS” to login



Step 3: Provide any one of your Mobile or Phone or Emirates ID (if available) which were used to register with UAE PASS



Emirates ID, email, or phone eg. 971500000000

Remember me

Login

Don't have an account? [Create new UAE PASS account](#)

Step 4: It will prompt on your mobile phone for approval.

الهوية الرقمية  
UAE PASS

GCAA Web Portal requires that you log in.

Please check the Mobile ID application on your device to confirm your identity.

This page will reload automatically once you complete the operation. Please do not click Back or Refresh button.

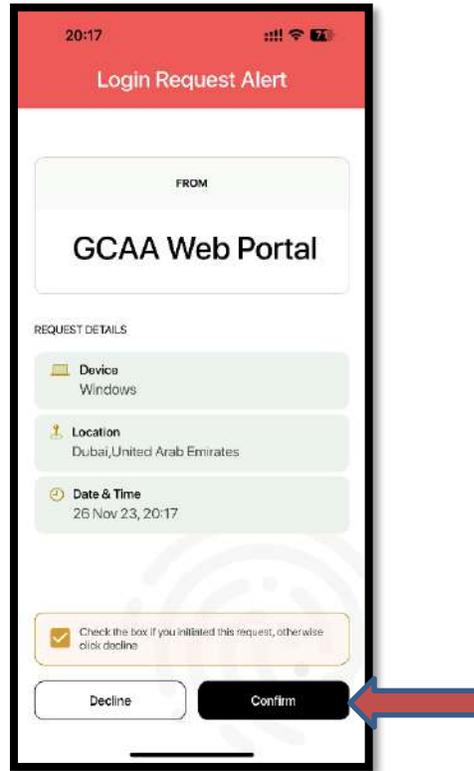
Cancel

الهوية الرقمية  
UAE PASS

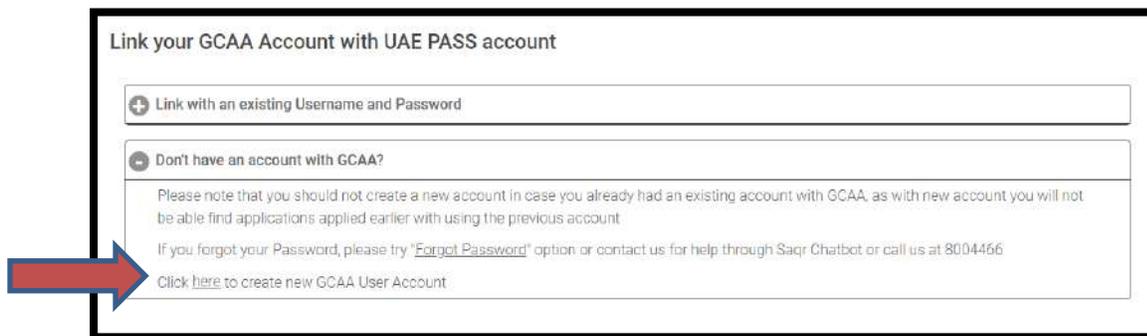
Powered by UAE PASS



Step 5: Based on your UAE PASS registered information (Mobile Number, Email Number, Emirates ID(If applicable) You will have to authenticate login verification on your UAE Pass mobile app.



If you don't have an account with GCAA, you can click on the link provided in below section to create a new account.



Your personal details will be auto populated based on your UAE PASS details.



6. User can review all fields and click on “Continue” to proceed with registration.

Below OTP screen appears only incase of any change in “Email Address” and “Phone Number” from UAE PASS.

7. Post successful registration, below screen appears with links.





### **Congratulations**

Your user account has been created successfully. An email confirmation is sent to [saipriya.namada@techmahindra.com](mailto:saipriya.namada@techmahindra.com)

a) If your account is for personal/individual use, you may go to [home page](#), [your dashboard](#) or to [apply E-Services](#)

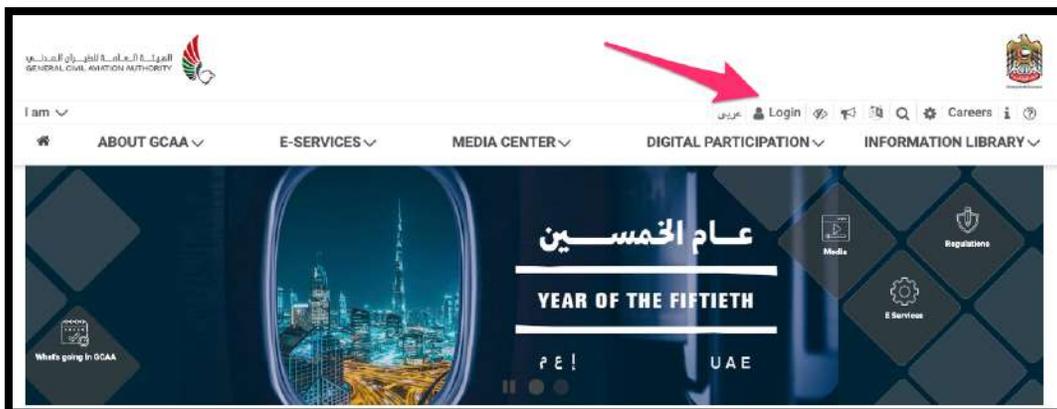
b) If you want to use your account on behalf of an organization, please [click here for guidance](#)



## Foreigners and Visitors without UAE Pass

### Creation of GCAA Account without access to UAE Pass

Step 1: Kindly access <http://www.gcaa.gov.ae/en> and select the "login" option to open the login screen.



Step 2: Click on "Non UAE users without access to UAE pass may login here" to login



Step 3: Click on Create New Account



Step 4: Registration form details may change based on Country of Residence selection

4.1 Country of Residence → Non United Arab Emirates

4.1.1 Choose your country of Residence

4.1.2 Fill all fields and click on Continue button



### Create New Account

Please fill in the details below to create a new account.

**General Information**

Country of Residence \*

Full Name \*  Date of Birth \*  Phone Number \*

Email Address \*  Passport, National or Work ID \*  Upload Passport, National or Work ID \*  No file chosen

Passport, National or Work ID Expiry Date \*   Please select if your supporting document doesn't have an expiry date Password \*

**Additional Information**

Nationality  City of Residence  PO Box No

Alternate Email Address

I acknowledge that I have read and accept the [terms & conditions](#) and consent to the [privacy policy](#)

#### 4.1.3 – Enter OTP received in your registered email

### Create New Account

Please enter the code you have received on your email.

Enter OTP code \*

You can request for a resend OTP in 21 seconds

#### 4.1.4 Post successful registration, below screen appears with links.





### **Congratulations**

Your user account has been created successfully. An email confirmation is sent to [saipriya.namada@techmahindra.com](mailto:saipriya.namada@techmahindra.com)

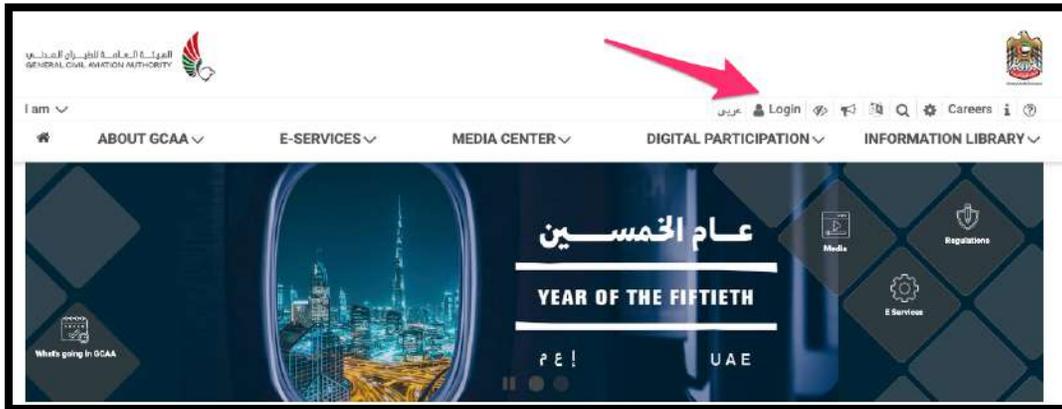
a) If your account is for personal/individual use, you may go to [home page](#), [your dashboard](#) or to [apply E-Services](#)

b) If you want to use your account on behalf of an organization, please [click here for guidance](#)



## Login with GCAA Account without UAE Pass

Step 1: Kindly access <http://www.gcaa.gov.ae/en> and select the "login" option to open the login screen.



Step 2: Click on “Non UAE users without access to UAE pass may login here” to login



Step 3: You can now login with GCAA Username/Email and Password without UAE Pass

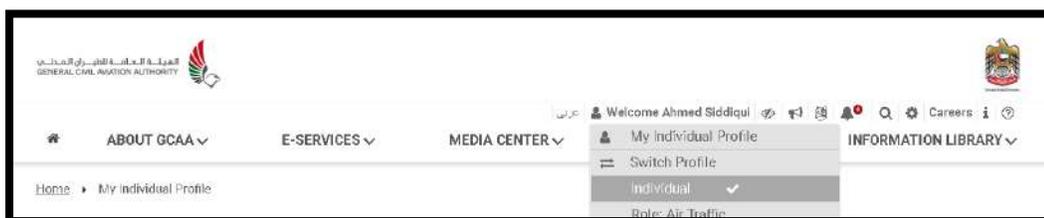


# Organization Account Linking

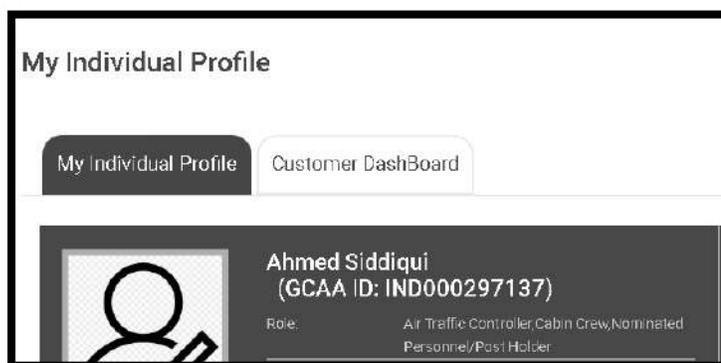
## Link user account with an existing Organization Profile

If your organization is already registered on GCAA Website and you want to link your newly created GCAA account with with your organization profile, in order to apply Organization services and subscriptions, please follow the below steps:

- a) Login on GCAA Website and Go to your profile.



- b) Note down your Account ID on your profile page and share with your organization admin to link your account.



- c) Your organization admin will go to the Organization Profile and link your unique GCAAID with the organization profile. After which you will receive an email to confirm the linking. Once accepted, your account will be linked with the Organization Profile.
- d) On your next login to the website, you will see the below screen asking if you want to login as Individual or on behalf of the organization. You can select the



Organization and proceed to apply any service on behalf of the organization, which are authorized for you by the Organization Admin.

Switch Profile

Your individual account is also linked with one or more organizations. Please select if you want to log-in as an "Individual" or "Organization"

Individual

Organization

Test Organization | ORG0001946 | Air Operator

Switch



## Create a new Organization Profile

If your organisation doesn't have a profile on GCAA website, you create it from the Create Organization Profile screen [here](#).

### Organization Profile Creation

#### Register New Organization

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**Admin Details**

Primary Admin \*      Secondary Admin

IND000304852     

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**Organization Details**

Organization Name \*      Document Type \*

Trade License or Equivalent Document No. \*      Trade License or Equivalent Document Expiry Date \*

             Please select if your supporting document doesn't have an expiry date.

Trade License or Equivalent Document \*      Customer Tax Registration No(TRN)      Customer Tax Registration Certificate

No file chosen             No file chosen

---

**Organization Contact Details**

Phone Number \*      Post Box Number      Website

### Note:

Before creating new organization, please ensure that your organisation is not already registered, otherwise your request will be rejected.

During Organization Profile creation, you will need attach Trade License, Business License or any other document to verify the identity of the organization.



## Getting Help

- Check the FAQs on GCAA Website
- Chat with Saqr
- Call 8004466
- E-Mail us at [customercare@gcaa.gov.ae](mailto:customercare@gcaa.gov.ae)
- Submit inquiry or complaint [here](#)
- Visit [Contact Us](#) page

Contact us

Toll Free Number  
8004466

Call Us

Our Offices

Office Name	Address	Phone Numbers	Email
Abu Dhabi Office	Abu Dhabi, UAE	8004466 00971 2 4054535	30500 Customercare@gcaa.gov.ae
Dubai Office	Dubai, UAE	8004466 00971 4 2111502	30500 Customercare@gcaa.gov.ae
Sheikh Zayed Center Office	Khalifa City A, Abu Dhabi	8004466 00971 2 5996889	6598 aks@szc.gcaa.ae
GCAA Montreal	999 University Street Suite 14.20 Montreal, Quebec, Canada	001 514 9545783 001 514 9545826	QC H3C 5J9 Customercare@gcaa.gov.ae

