RELOCATE2UAE

UAE Digital Services and Apps Guide 2026/27

The phone setup that actually runs your life here, in the order you need it

Last verified 27 September 2026. Next review 1 December 2026.

Last verified: 27 September 2026. **Next scheduled review:** 1 December 2026.

Almost every official task in the UAE now starts on your phone: renewing a visa, paying a utility bill, topping up a toll account, booking a doctor, checking which SIM cards sit under your name. The catch is that the apps depend on each other. You cannot use most of them properly until you have an Emirates ID, and you cannot unlock the Emirates ID's full digital value until you have a verified UAE PASS. Get the order wrong and you spend your first month stuck on login screens.

This guide gives you that order, the apps that matter in your emirate, what each one is actually for, and the traps (scams, calling restrictions, stale app names) that catch new arrivals. If you only read one section, read "Your first-week install order".

How to read the source tags

Every factual claim in this guide carries a tag so you can judge how much weight to put on it.

Tag	What it means
[LAW]	Taken from, or reported directly from, UAE legislation
[OFFICIAL]	Published by a UAE government entity or its official news agency (WAM, media offices)
[REPORTED]	Reported by an established UAE news outlet; not yet confirmed on a primary government page
[MARKET]	Commercial information that changes often (app features, providers, prices)
[VERIFY]	We could not confirm this on a primary source at the date above; check before relying on it

App names, service counts and features change often in the UAE. Where a number matters to you, check it in the app itself on the day.

Quick answer: the five apps every resident needs

1. **UAE PASS.** The national digital identity. It is your login for thousands of government and private services, and it lets you sign documents digitally. Free. [OFFICIAL]
2. **Your emirate's government app.** DubaiNow in Dubai, TAMM in Abu Dhabi. This is where most everyday bills and government services live. [OFFICIAL]
3. **Your visa authority's app.** GDRFA Dubai if your residence visa was issued in Dubai; UAEICP for the other six emirates and for Emirates ID everywhere. [OFFICIAL]
4. **Your bank's app.** Salary, transfers, card controls and, increasingly, instant payments by mobile number through Aani. [OFFICIAL]
5. **Your transport and utility apps.** In Dubai: RTA apps, Parkin, Salik and DEWA. In Abu Dhabi: Darb (tolls and parking) and TAQA Distribution (electricity and water). [OFFICIAL]

Everything else in this guide is useful, but these five are the ones you will open every month.

Your first-week install order

The dependency chain is simple once you see it: **passport and entry permit, then UAE SIM, then Emirates ID, then verified UAE PASS, then everything else.**

Stage	What to install or do	Why now
Before you fly	Download UAE PASS, UAEICP (or GDRFA Dubai), and your emirate app so they are ready	Saves data and time on arrival; you can browse services before you log in [MARKET]
Day 1 to 3	Get a UAE SIM (e&, du or Virgin Mobile). Register it in your own name	Almost every app sends a one-time password to a UAE number; the SIM must be registered to a valid ID under TDRA policy [REPORTED]
Once you hold an Emirates ID	Register or upgrade UAE PASS by scanning the ID and completing face verification	This produces a verified account, which unlocks full access and digital signatures [OFFICIAL]
Same day	Log in to DubaiNow or TAMM with UAE PASS; add your utility account; add your vehicle if you have one	Consolidates bills, fines and renewals in one place [OFFICIAL]
Week 1 to 2	Bank app, then enrol in Aani if your bank offers it	Instant transfers by mobile number replace the IBAN hunt [OFFICIAL]
Week 1 to 2	Health app (Sahatna in Abu Dhabi) and your insurer's app	Appointments, results and your insurance card on your phone [OFFICIAL]
Week 2	Check Hesabati on the TDRA website	Confirms no SIM cards are registered to your Emirates ID without your knowledge [OFFICIAL]

> Not got your Emirates ID yet? You can still create a basic UAE PASS account, but a basic account has limited features. Upgrade it as soon as the ID card arrives. [OFFICIAL, see UAE PASS section]

UAE PASS: your digital identity

What it is

UAE PASS is the UAE's national digital identity for citizens, residents and visitors. ICP describes it as the first approved, unified national digital identity, giving access to services from government, semi-government and private sector bodies, with the ability to sign documents digitally. [OFFICIAL] ICP states that it opens access to more than 6,000 services across the Emirates. [OFFICIAL] It was built through a partnership between TDRA, Digital Dubai and the Abu Dhabi Digital Authority. [REPORTED]

In practice you will use it to log in to DubaiNow, TAMM, UAEICP, GDRFA, your telecom provider, many bank apps and utility portals, and to sign tenancy, employment and other documents digitally.

How to register (the official steps)

ICP lists the registration steps as follows. [OFFICIAL]

1. Download the UAE PASS app from the App Store or Google Play.
2. Scan your Emirates ID.
3. Verify your email address and mobile number with a one-time password (OTP).
4. Create a PIN.

5 Verify your account using face recognition.

6 Set a password for digital signatures.

You can also register in person at a service outlet or UAE PASS kiosk using your Emirates ID. [OFFICIAL]

Basic versus verified accounts

A UAE PASS account stays **basic** until it is verified with an Emirates ID. A basic account has limited features; a **verified** account gives full access, including digital signatures. [OFFICIAL] Upgrading can be done through a trusted channel or at a physical or online kiosk. [OFFICIAL]

Cost and support

Registration and use are free. [OFFICIAL] ICP publishes the digital identity support line as 600561111, available 24 hours a day. [OFFICIAL]

Keep your UAE PASS safe

UAE PASS is now the master key to your government and banking life, which makes it the number one target for fraudsters. Three official warnings are worth knowing:

- Digital Dubai has said government entities **do not** phone customers to request UAE PASS approvals or personal data. Scammers impersonate officials and ask victims to approve login requests or read out login codes. [REPORTED]
- GDRFA Dubai has advised residents to **reject** unexpected login notifications immediately and never share OTPs. [REPORTED]
- TDRA has warned that scammers may try to trick people into SIM replacements, new SIM issuance, or face-verification steps on biometric services. [REPORTED]

The rule: if you did not start the login yourself, tap Reject. No genuine authority, bank or courier will ever ask you to approve a UAE PASS request or share a code over the phone or WhatsApp.

Federal apps and portals

These work across all seven emirates.

App or portal	Run by	What you actually use it for	Tag
UAE PASS	Federal digital identity programme	Login and digital signatures across government and private services	[OFFICIAL]
UAEICP (app) and smartservices.icp.gov.ae	Federal Authority for Identity, Citizenship, Customs and Port Security (ICP)	Emirates ID applications and renewals (all emirates), residence visas issued outside Dubai, application status, fines	[OFFICIAL]
u.ae	UAE Government portal	The official reference for federal rules and services; start here when in doubt	[OFFICIAL]
TDRA website (Hesabati)	Telecommunications and Digital Government Regulatory Authority	See every mobile and fixed number registered to your Emirates ID; free, UAE PASS login	[OFFICIAL]
MOHAP	Ministry of Health and Prevention	Federal health services, certificates and licensing	[VERIFY app feature set]

App or portal	Run by	What you actually use it for	Tag
MOI UAE	Ministry of Interior	Federal traffic services and fines	[VERIFY current app name and scope]

A correction worth knowing: there is no official app called "My Emirates ID". Emirates ID services are delivered through ICP's own app, **UAEICP**, and its smart services website. Residence permit and Emirates ID renewals can be completed there after logging in with UAE PASS. [REPORTED, from ICP announcements]

ICP or GDRFA: which one do you need?

This is the single most common digital mistake new residents make.

- **Residence visa issued in Dubai:** use GDRFA Dubai (its website or app). [REPORTED]
- **Residence visa issued in Abu Dhabi, Sharjah, Ajman, Ras Al Khaimah, Fujairah or Umm Al Quwain:** use ICP. [REPORTED]
- **Emirates ID for any emirate:** ICP. [REPORTED]

See our UAE Visa Requirements Guide for the visa process itself.

Dubai: the apps that matter

App	Run by	Use it for	Tag
DubaiNow	Digital Dubai	Dubai's unified government services app: bills, driving, housing, health and more in one place	[OFFICIAL]
GDRFA Dubai	General Directorate of Identity and Foreigners Affairs, Dubai	Dubai-issued residence visas, entry permits, status checks	[REPORTED]
nol Pay	RTA	Top up and manage nol cards by tapping them on an NFC phone; digital nol cards on supported devices	[OFFICIAL]
S'hail	RTA	Journey planning across Metro, tram, bus, taxi and marine transport	[REPORTED]
RTA Dubai / Dubai Drive	RTA	Driving licence and vehicle services, fines	[VERIFY current app split]
Parkin	Parkin Company PJSC	Paying for public parking, seasonal permits, fines and disputes	[REPORTED]
Salik	Salik Company PJSC	Road toll account and top-ups	[MARKET]
DEWA	Dubai Electricity and Water Authority	Electricity and water account, bills, move-in and move-out	[MARKET]
Dubai Police	Dubai Police	Reporting, traffic services and police services	[MARKET]

DubaiNow: how many services, really?

Service counts quoted online vary widely, so treat any single number with caution. In May 2026 Digital Dubai said more than 180 new services would be added to DubaiNow by the end of February 2027, as Dubai moves individual services into one unified channel. [OFFICIAL] Local reporting at the time put the current total at more than 250 government and private services from over 35 entities. [REPORTED] The app's own store listing quotes a higher figure. Either way, the direction is clear: expect more Dubai services to move into DubaiNow, and expect some standalone entity apps to shrink in importance.

Parking in Dubai

Public parking across Dubai is operated by **Parkin Company PJSC** under a 49-year concession with the RTA, and Parkin launched its own app in early 2025. [REPORTED] You can register through UAE PASS, an RTA account or a Parkin form, then pay for parking, manage vehicles, hold seasonal subscriptions and dispute fines in one place. [REPORTED] SMS parking and the RTA channels still exist, but new residents will find the Parkin app the simplest route. [MARKET]

> Reported change, not yet confirmed on a primary source: one motoring platform reports that from 1 June 2026, 5% VAT applies to Dubai parking services and cash payment at meters has been phased out. [VERIFY with Parkin before relying on it]

nol cards on your phone

The nol Pay app lets you top up and check a physical nol card by holding it against an NFC-enabled phone. [REPORTED] Fully digital nol cards are currently supported on Samsung and Huawei devices; Apple Wallet does not yet support them. [REPORTED] When you digitise a Silver or Gold card, the physical card is deactivated. [REPORTED]

For tolls, fines, parking zones and licence exchange, see our UAE Driving and Vehicle Guide.

Abu Dhabi: the apps that matter

App	Run by	Use it for	Tag
TAMM	Department of Government Enablement (DGE), Abu Dhabi	Abu Dhabi's single government services platform, with an AI assistant	[OFFICIAL]
Darb	Q Mobility, under the Integrated Transport Centre (Abu Dhabi Mobility)	Road tolls **and** Mawaqif public parking payments, resident parking permits, parking fines	[OFFICIAL]
TAQA Distribution	TAQA (formerly ADDC and AADC)	Electricity and water account, bills, Autopay, usage	[OFFICIAL]
Sahatna	Department of Health, Abu Dhabi	Appointments, teleconsultations, health records via Malaffi, family profiles	[OFFICIAL]
Abu Dhabi Police	Abu Dhabi Police	Police and traffic services	[VERIFY current app scope]

TAMM

TAMM is Abu Dhabi's unified government services platform. By October 2025, DGE's product team said more than 1,100 services were available on TAMM, all fully digital, with 3.6 million users. [REPORTED] DGE figures for the first half of 2026 show 55.5 million transactions, with around 98% completed digitally. [REPORTED] The practical point for newcomers: in Abu Dhabi, TAMM should be your first stop before you visit any service centre.

One app for tolls and parking

Abu Dhabi keeps it simpler than Dubai. **Darb** handles both road tolls and Mawaqif parking payments, using a Darb e-wallet per vehicle. [OFFICIAL] Both systems are now operated by **Q Mobility**, an ADQ company, under the regulatory supervision of the Department of Municipalities and Transport through the Integrated Transport Centre. [OFFICIAL] Resident parking permit services and Mawaqif fine payments have also moved to Darb. [OFFICIAL]

Utilities: ADDC is now TAQA Distribution

If an older guide tells you to download the ADDC app, it is out of date. TAQA brought Abu Dhabi Distribution Company (ADDC) and Al Ain Distribution Company (AADC) together as a single entity, **TAQA Distribution**, with the new brand appearing on bills from January 2025. [OFFICIAL] The app still exists under the new name; it lets you pay bills, set up Autopay and direct debit, and manage several properties. [MARKET]

A note on ADNOC

ADNOC Distribution's app is useful for fuel payments and rewards, but it is a commercial retail app, not a government service. We list it with everyday apps below.

Sharjah and the Northern Emirates

Residence visas issued in Sharjah, Ajman, Ras Al Khaimah, Fujairah and Umm Al Quwain are handled through ICP, and Emirates ID everywhere is ICP. [REPORTED] Each emirate runs its own government and utility channels. Sharjah's electricity and water provider is SEWA, and most of the other Northern Emirates are served by Etihad Water and Electricity. [VERIFY current provider by emirate and area] Your landlord or property manager will tell you which utility account to open on move-in.

For government channels by emirate, see our UAE Government Services Guide.

Telecoms: your SIM is part of your identity

Getting a number

The UAE has three consumer mobile brands: e& (formerly Etisalat), du and Virgin Mobile. [MARKET] Every mobile number must be registered to a valid ID under TDRA's regulatory policy, and in practice that means your Emirates ID once you have one. [REPORTED]

Keep your ID current with your provider

When you renew your Emirates ID, update it with your mobile provider through their app, usually with a UAE PASS login. If you do not, your numbers can be suspended and eventually disconnected. Reported grace periods range from 60 to 90 days depending on the provider. [REPORTED]

Three free TDRA tools most people never use

- **Hesabati:** shows every mobile and fixed line number registered to your Emirates ID, so you can spot numbers opened in your name without your knowledge. Free, UAE PASS login on the TDRA website. [OFFICIAL]
- **Kashif:** displays the caller's name or identity on your screen even if the number is not in your contacts, including business numbers. [OFFICIAL]
- **Mobile Number Portability:** switch provider and keep your number. Free of charge, handled by the provider you are moving to. [REPORTED]

Calling home: the VoIP rules, explained honestly

This is the question every new arrival asks in week one, so here is the straight answer.

The rule. In the UAE, voice over internet (VoIP) services must be provided by a licensee or approved by TDRA. TDRA's public position is that using an unapproved service may be a criminal offence, and that the licensed operators have the right to block unapproved traffic. [REPORTED, quoting TDRA] In practice, voice and video calls on some popular messaging apps may not connect, while messaging itself works. [REPORTED]

What is approved. Khaleej Times, citing TDRA updates, has published a list of permitted apps that includes Microsoft Teams, Zoom, Google Meet (as Hangouts Meet), Cisco Webex, Slack and BOTIM, among others. [REPORTED] The list changes, so check TDRA or your provider for the current position.

What about VPNs? Using a VPN is not in itself banned. The legal risk sits in two places in Federal Decree-Law No. 34 of 2021 on combating rumours and cybercrime. [LAW]

- Article 10: manipulating an IP address with intent to commit a crime or conceal one carries temporary imprisonment and/or a fine of AED 500,000 to AED 2 million. [LAW, as reported by Gulf News quoting a UAE legal director]
- Article 50: improperly benefiting from or facilitating access to blocked communication services can carry detention of at least one year and/or a fine of AED 250,000 to AED 1 million. [LAW, as reported by Gulf News]

Our advice is simple and conservative: use approved apps for calls, use VPNs only for legitimate purposes such as a company network, and if you are unsure, take legal advice rather than a forum's word for it.

Money on your phone

Your bank app

Your bank app is where salary, transfers and card controls live. Most UAE banks support UAE PASS login or onboarding for at least some services. [MARKET] If you are still choosing a bank, our UAE Banking Guide compares the options; our banking partner **HSBC UAE** is among the banks covered there.

Aani: instant transfers by mobile number

Aani is the UAE's instant payments platform, launched in October 2023 by Al Etihad Payments, a subsidiary of the Central Bank of the UAE. It lets you send money instantly using only the recipient's

phone number, request money, split bills and pay merchants by QR code, 24 hours a day. [OFFICIAL] You reach it through your own bank's app (if your bank participates) or through Al Etihad Payments' Aani app. [REPORTED] Limits are set per bank, so check yours: one participating bank currently caps transfers at AED 5,000 per transaction per day. [MARKET]

Everyday card payments

Contactless card and phone-wallet payments are widely accepted in shops, taxis and restaurants across the main cities. [MARKET] Keep a small amount of cash for older taxis, small grocers and service tips.

Health apps

- **Abu Dhabi: Sahatna.** Launched by the Department of Health in October 2024. Book in-person or video appointments across the emirate, view health records through Malaffi, link family members' profiles and keep your insurance details on your phone. [OFFICIAL] DoH says records cover visits, prescriptions, diagnoses and lab results from the previous five years across the private sector. [REPORTED]
- **Dubai.** Dubai Health Authority and Dubai Health (the academic health system) both run digital channels, and Dubai Health Authority services are among those scheduled to move into DubaiNow. [OFFICIAL] Check which app your provider uses. [VERIFY current app names]
- **Your insurer's app.** Your digital insurance card, direct billing approvals and claims. If you are arranging your own cover, our health insurance partner **Pacific Prime** can compare plans; see our UAE Healthcare Guide.
- **Your hospital group's app.** Large groups such as our partner **NMC Healthcare** run their own booking channels. [MARKET]

Everyday life apps (commercial)

These are private services, listed because every resident uses some of them. None of them is a government app, and availability, fees and coverage change often. [MARKET]

Need	Widely used options
Rides and taxis	Careem, Uber; in Dubai, taxis can also be booked through RTA channels
Food and grocery delivery	Talabat, Careem, Noon, supermarket apps
Shopping	Noon, Amazon.ae
Fuel	ADNOC Distribution, ENOC
Property search	Property Finder, Bayut, Dubizzle

Scam defence: the ten-second rules

UAE authorities publish warnings about digital fraud almost weekly. These rules cover the large majority of cases.

1. **Never approve a UAE PASS request you did not start.** Government entities do not phone you to ask for approvals. [REPORTED]
2. **Never share an OTP,** with anyone, for any reason. [REPORTED]
3. **Pay fines and bills only inside the official app** (DubaiNow, TAMM, Darb, Parkin, RTA, ICP, GDRFA), never through a link in an SMS or email. [MARKET]
4. **Be suspicious of refund emails.** Utility "refund" emails are a known phishing format; genuine refunds do not require you to click a link. [REPORTED]
5. **Check a website before you pay.** The UAE Cyber Security Council's Stay Safe tool lets you check a site's legitimacy. [REPORTED]
6. **Check Hesabati** after your Emirates ID arrives and at least once a year. [OFFICIAL]
7. **Report it.** In Abu Dhabi, the police Aman service is on 8002626. [REPORTED] In Dubai, use Dubai Police channels. [MARKET]

Troubleshooting that actually helps

UAE PASS registration fails. Check your Emirates ID has not expired and your details match exactly. If the app cannot verify you, register at a UAE PASS kiosk or service outlet instead. For anything else, call 600561111. [OFFICIAL]

No OTP arrives. Confirm the SIM is registered to your current Emirates ID (the most common cause after an ID renewal) and that you are not on roaming. [REPORTED]

You changed phones. Install UAE PASS on the new device and follow the in-app recovery flow; keep the old phone until the new one is working. [VERIFY exact recovery steps in-app]

A service says you need a verified account. Upgrade your basic account by scanning your Emirates ID in the app or at a kiosk. [OFFICIAL]

You cannot find an old app. It has probably been renamed or merged. ADDC is now TAQA Distribution; Dubai parking has moved to Parkin; Abu Dhabi parking has moved to Darb. [OFFICIAL]

Leaving the UAE: your digital exit list

Close things in this order so no bill or fine follows you.

1. Settle and close utility accounts (DEWA, TAQA Distribution or your emirate's provider) and collect any deposit refund.
2. Clear fines and close toll and parking wallets (Salik, Darb, Parkin).
3. Cancel or transfer your mobile contract, then check Hesabati to confirm nothing is left in your name.
4. Download any documents you need from UAE PASS and government apps before your residence is cancelled.
5. Keep your bank app active until final salary, gratuity and deposit refunds have cleared.

[VERIFY: whether and when UAE PASS access ends after visa cancellation]

Frequently asked questions

Can I use UAE PASS before I have an Emirates ID? You can create a basic account, but a basic account has limited features. Full access, including digital signatures, needs a verified account linked to your Emirates ID. [OFFICIAL]

Is UAE PASS free? Yes, registration and use are free. [OFFICIAL]

Which app do I use to renew my Emirates ID? UAEICP or ICP's smart services website, in every emirate. [REPORTED]

Is there still an ADDC app? The same service now runs as TAQA Distribution. [OFFICIAL]

Can I make WhatsApp calls in the UAE? Messaging works. Voice and video calls on unapproved services may not connect, and TDRA says using unapproved VoIP may be an offence. Use an approved app. [REPORTED]

Is a VPN illegal in the UAE? Not in itself. Misusing an IP address to commit or hide a crime, or improperly accessing blocked communication services, can lead to heavy penalties under Federal Decree-Law No. 34 of 2021. [LAW]

What is Aani? The Central Bank's instant payment platform: send money instantly using a mobile number, through participating bank apps or the Aani app. [OFFICIAL]

Related guides

- UAE First 30 Days Guide: the full arrival sequence, of which this digital setup is one part.
- Before You Arrive UAE Checklist: what to prepare before you fly.
- UAE Government Services Guide: service channels by emirate.
- UAE Driving and Vehicle Guide: licences, tolls, parking and fines.
- UAE Healthcare Guide: insurance, providers and access.
- UAE Housing Guide: tenancy, utilities and move-in.
- UAE Cost of Living Guide 2026: bills and running costs.

Sources

Primary and official sources checked for this edition (27 September 2026):

- Federal Authority for Identity, Citizenship, Customs and Port Security (ICP): UAE Pass page, icp.gov.ae/en/uae-pass
- UAE Government portal: Hesabati and telecommunications pages, u.ae
- Central Bank of the UAE: Al Etihad Payments launch of Aani, centralbank.ae (16 October 2023)
- WAM: TAQA Distribution announcement (16 September 2024); DoH Sahatna launch (15 October 2024); DubaiNow expansion (23 May 2026); TAMM 3.0 (16 October 2024)
- Abu Dhabi Media Office: TAQA rebrand; ADQ establishes Q Mobility; Darb parking payments
- Abu Dhabi Mobility (admobility.gov.ae): Mawaqif payments via Darb

- Department of Health Abu Dhabi (doh.gov.ae): Sahatna launch
- Dubai Media Office (mediaoffice.ae): nol Pay update

Established news sources used for [REPORTED] items: Gulf News, Khaleej Times, Aletihad, Gulf Today.

Important information

This guide is general information for people relocating to the UAE, prepared by Relocate2UAE from official and established sources on the date shown. It is not legal, financial, immigration or technical advice, and it does not replace the instructions of the relevant government entity, your bank or your service provider. App names, services, fees and rules in the UAE change frequently and sometimes without notice. Always confirm details in the official app or with the entity concerned before acting. Relocate2UAE is independent; partners mentioned in this guide are included where they are genuinely relevant and do not pay for editorial placement. Relocate2UAE accepts no liability for decisions made on the basis of this guide. Spotted something out of date? Tell us at info@relocate2uae.com.