

## Overview

Users of the Emirates Authority for Standardization and Metrology can apply for E-services / M-services through different channels so that the customer can register and apply without having to visit customer happiness centers. The available channels are as follows:

### Website

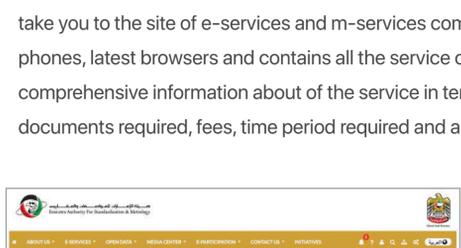
Website compatible with smart phones

The customer must sign in to the service by typing his username and password on the following page:

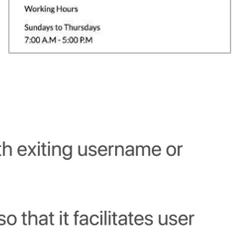
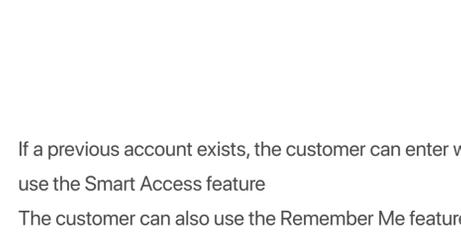
Website

Smartphone version:

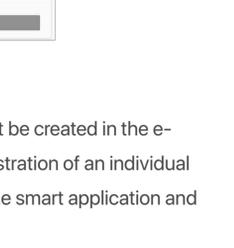
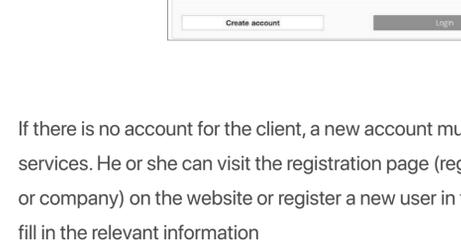
[www.esma.gov.ae](http://www.esma.gov.ae)



E-services and M-services are available that is easily accessible through the drop-down menus and on the home page of the website and the site that is compatible with smart phones

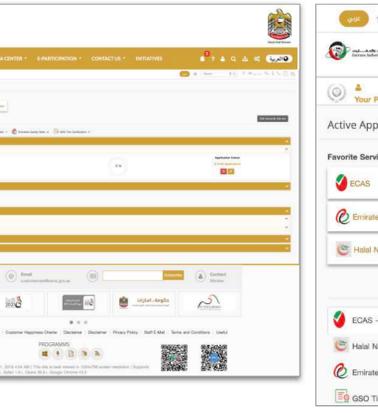


You can access the E-services directly by pressing the start service, which will take you to the site of e-services and m-services compatible with smart phones, latest browsers and contains all the service cards on the comprehensive information about of the service in terms of requirements, documents required, fees, time period required and all requirements.

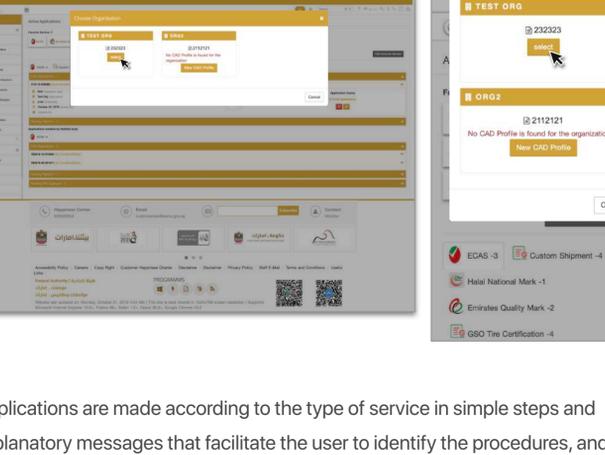


If a previous account exists, the customer can enter with exiting username or use the Smart Access feature

The customer can also use the Remember Me feature so that it facilitates user access.

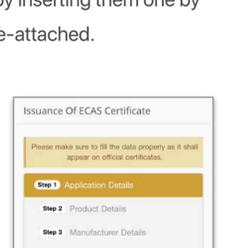
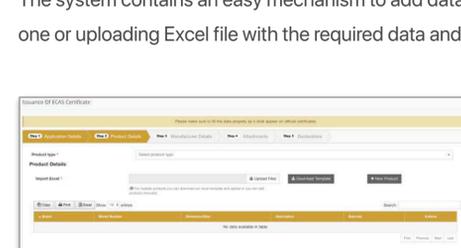


If there is no account for the client, a new account must be created in the e-services. He or she can visit the registration page (registration of an individual or company) on the website or register a new user in the smart application and fill in the relevant information



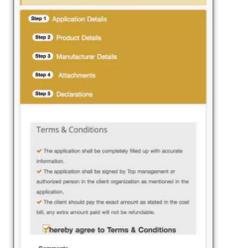
The user can view the active transactions in the transactions page

The user can customize the page by show and hide the services that he wants

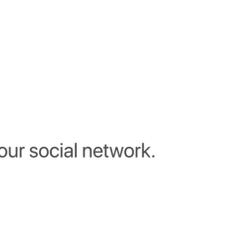
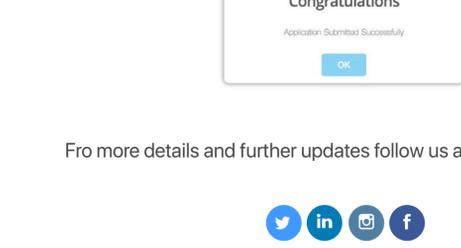


The user can submit applications and by choosing any company under his account.

Remarks: User can add any number of companies under his account.



Applications are made according to the type of service in simple steps and explanatory messages that facilitate the user to identify the procedures, and the user can save the request as a draft in case the transaction is saved as a draft he can continue any time to complete the procedure.



The system contains an easy mechanism to add data by inserting them one by one or uploading Excel file with the required data and re-attached.



The approval is taken from the user that validity of the data, fees paid and the service evaluation is correct.



The customer pays the transaction fees through the service. Clear and simplified confirmation messages are displayed and an email is sent to the user with the reference number of the translation.



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Happiness Center

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