

مطارات دبي

**DUBAI**AIRPORTS

ECBS – Product corporate



# eServices 2FA – User guide to set-up MFA for e-Services

Dubai Airports

PUBLIC - OPEN DATA

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<b>Project Title:</b>	DA ESERVICES MFA SET UP- USER GUIDE
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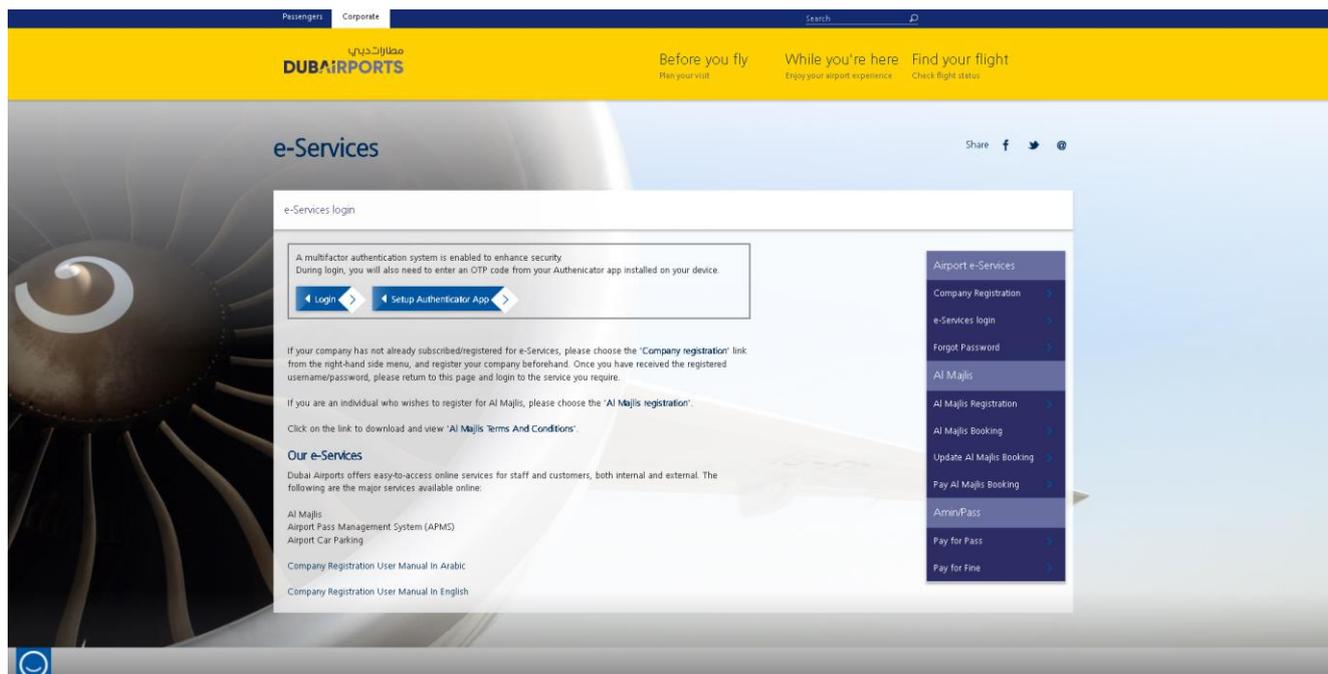
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## 1 DA ESERVICE HOME PAGE

DA eServices home page allows registered users to access various eServices hosted by Dubai airports. DA has recently introduced multi factor authentication to access the eServices. One time MFA registration is mandatory to utilise the DA eservices.

**Important note:** If you have changed your smart phone, please contact Dubai Airports Service desk to reset your old device and assist you in enrolling your new device.

You can access the DA eServices by <https://services.dubaiairports.ae/>

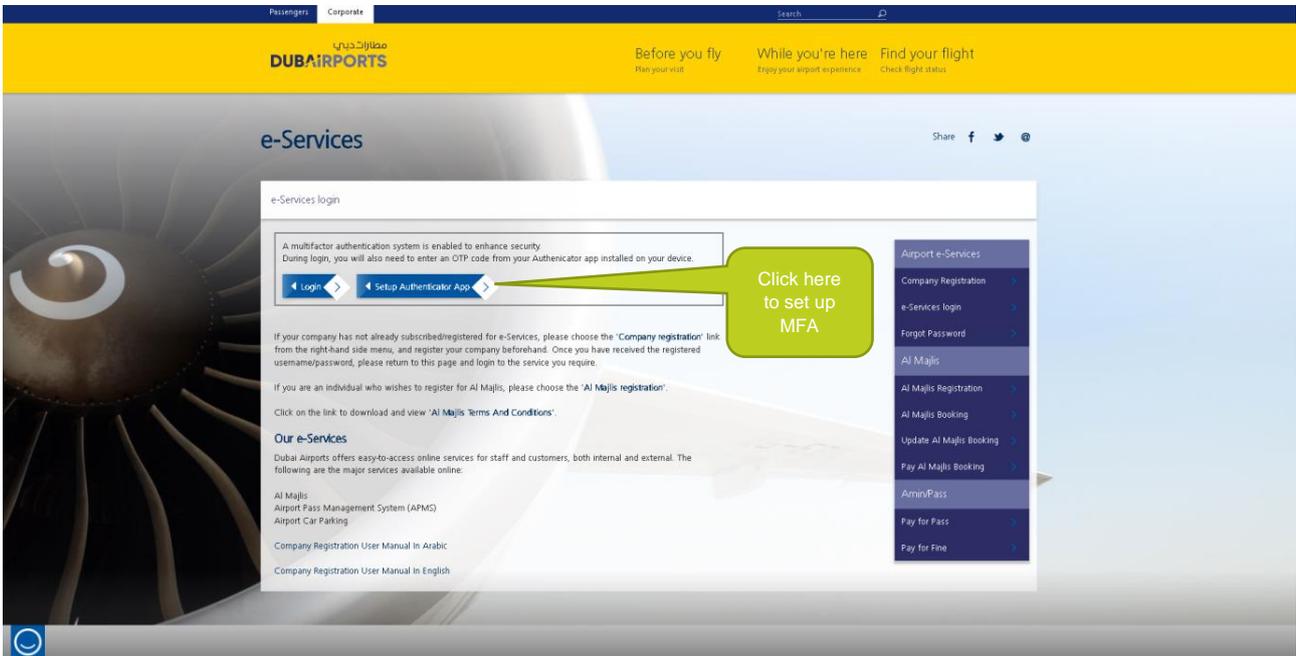


## 2 DA ESERVICES – SETTING UP MULTIFACTOR AUTHENTICATION

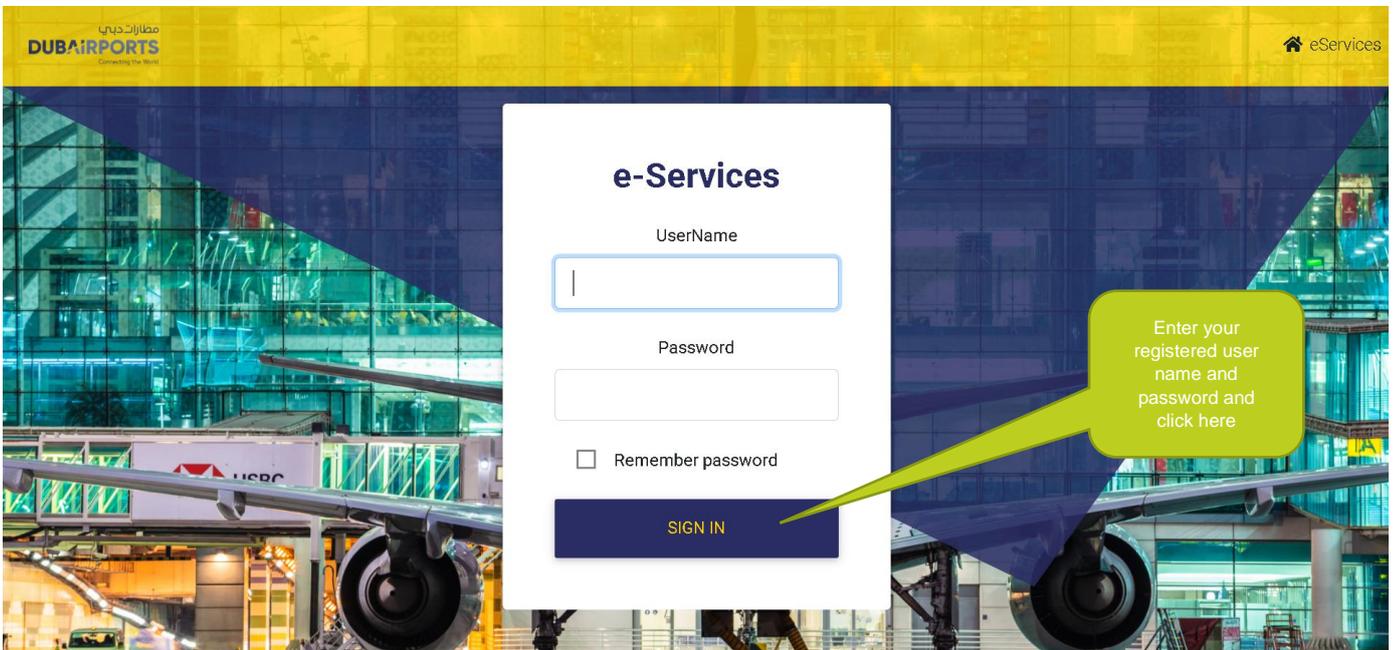
### 2.1 EXISTING DA ESERVICES USER WITH ONE ACCOUNT

- Access DA eServices on <https://services.dubaiairports.ae>. You will land on the eServices home page.
- Click on the “Login” button
- Provide user name and password and click on “Sign in “ button
- Scan the QR code to install the MFA app on your mobile phone based on your device brand or go to app store and download the microsoft authenticator app. If you already have Microsoft Authenticator app installed on your phone then please follow these [steps](#).
- Once downloaded, open the app scan the QR code displayed on your system screen
- Your device will be linked to the authenticator app
- You will be prompted to enter the verification code to complete the MFA set up
- Once you enter the code, the MFA registration will be successful
- Go to DA eServices home page and click on Login button
- Provide the user name and password and click on sign in
- You will be prompted to enter the authenticator code
- Open the microsoft authenticator app on your mobile phone
- Enter the code displayed on your mobile phone to authenticate and click on verify button

- You will be successfully logged in to DA eServices
- Click on the "Set up Authenticator App" button

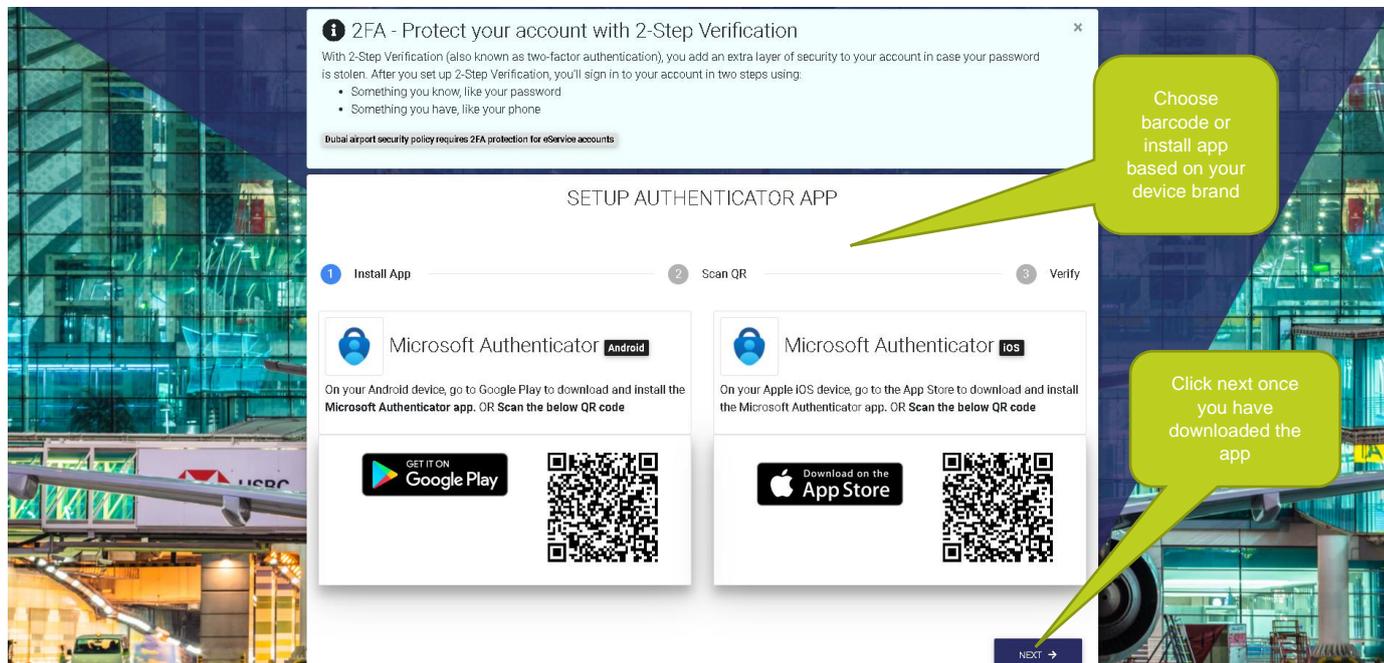


- Enter the user name and password and click on Sign-in

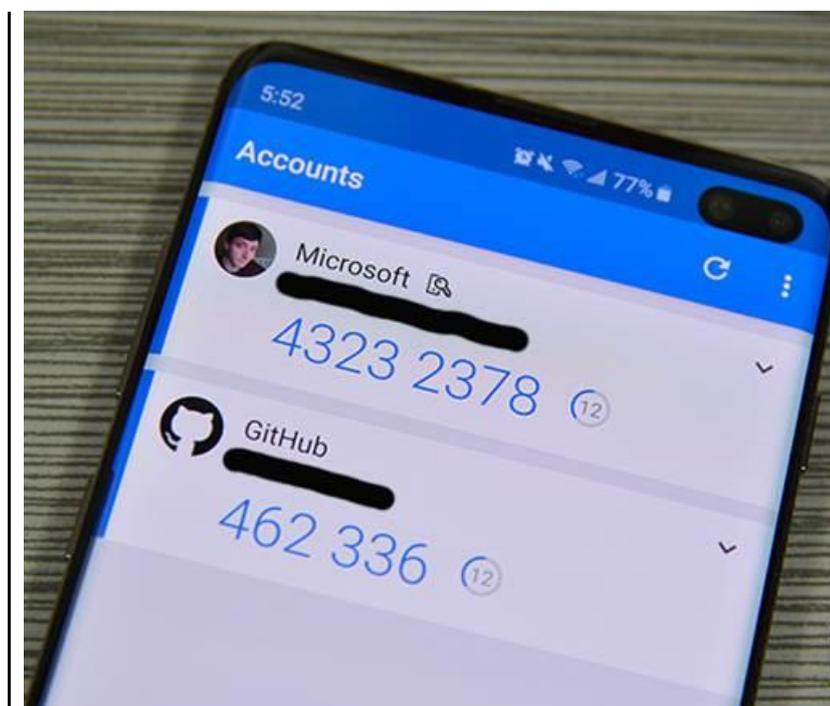


## 2.2 SET UP MICROSOFT AUTHENTICATOR APP:

3. You will be asked to set up the authenticator app for 2 Step verification.



### 2.2.1 Users with Microsoft authenticator app already installed on their phones::



After you register, your Microsoft authenticator account list for Dubai Airports eservice will be updated.

**Please note you must enter the OTP listed under Dubai Airports eService in order to access the [eservice.dubaiairports.ae](https://eservice.dubaiairports.ae) web portal. OTP entered from any other account will not work.**

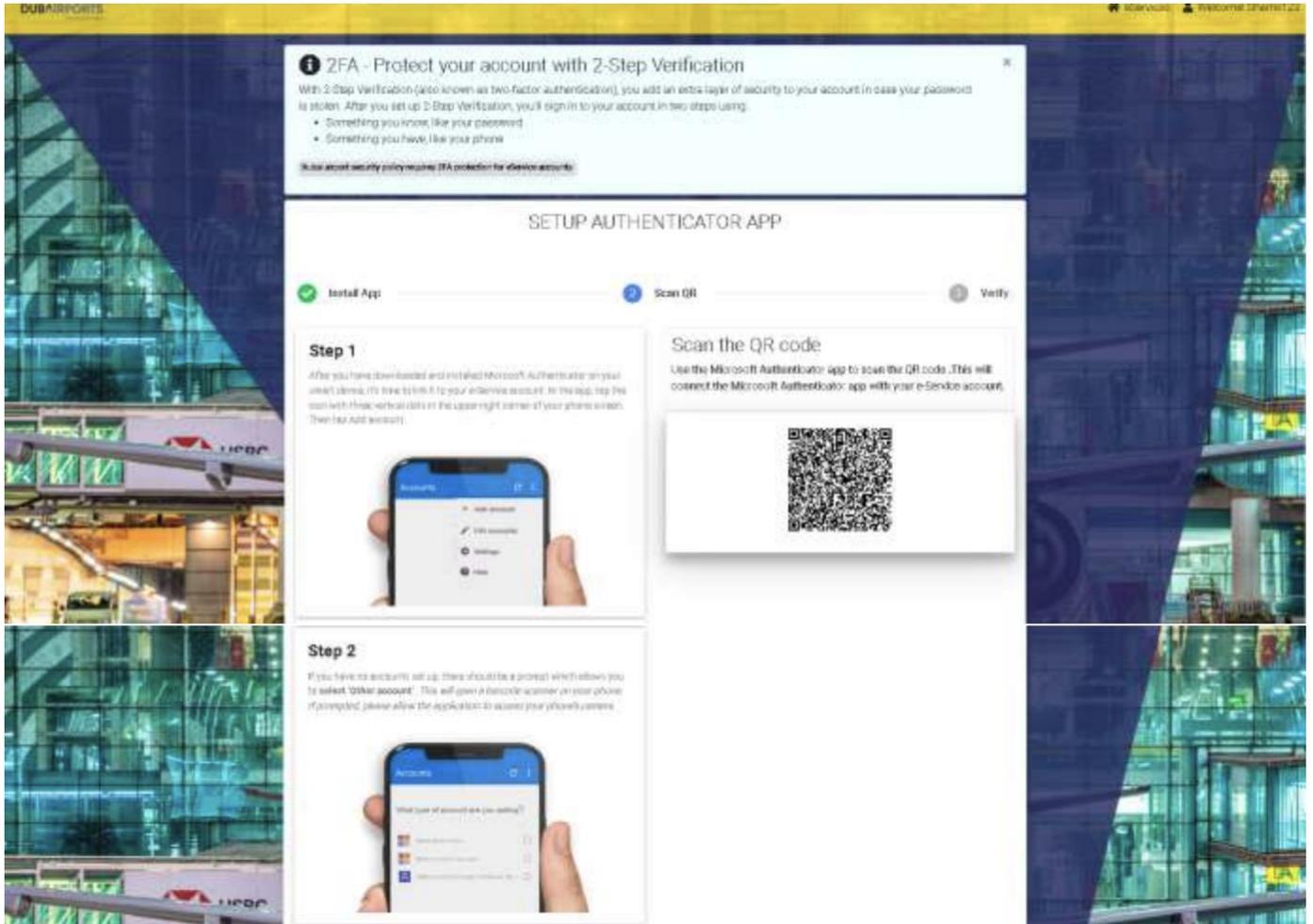
**Step 1 :** Skip the app installation

**Step 2:** Follow the scanning process.

**Step 3:** Follow the verification process.

### 2.3 SCANNING PROCESS:

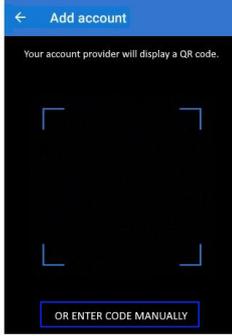
4. Follow the steps displayed on the screen from step 1 to step 3.





**Step 3**

Take your phone and scan the QR code that is displayed on your computer screen.



← PREVIOUS

NEXT →



5. Open the Microsoft authenticator app and scan the QR code displayed on the screen from your mobile

9:27



Skip



## Peace of mind for your digital life

Secure your accounts with multi-factor authentication.



Sign in with Microsoft



Add work or school account



Scan a QR code

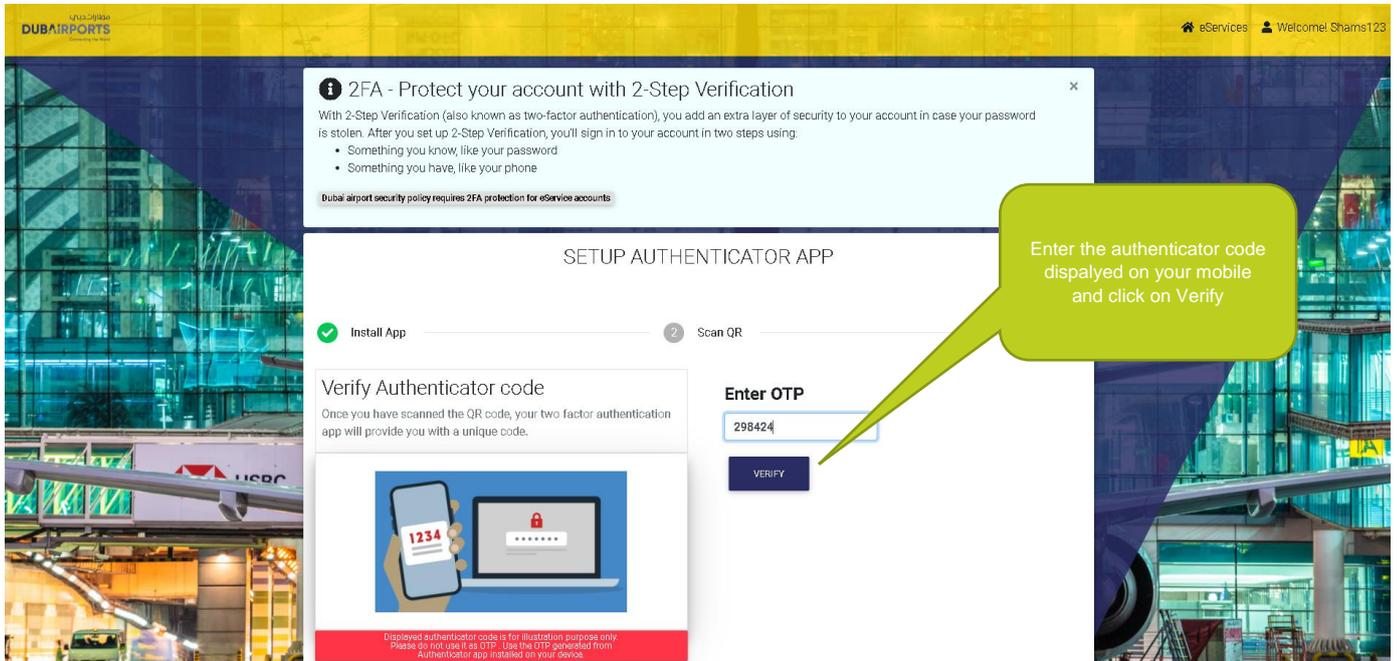
Click here to scan the QR code displayed on the computer / laptop screen

You can get a QR code from your organization or account provider, such as Microsoft, Google, or Facebook

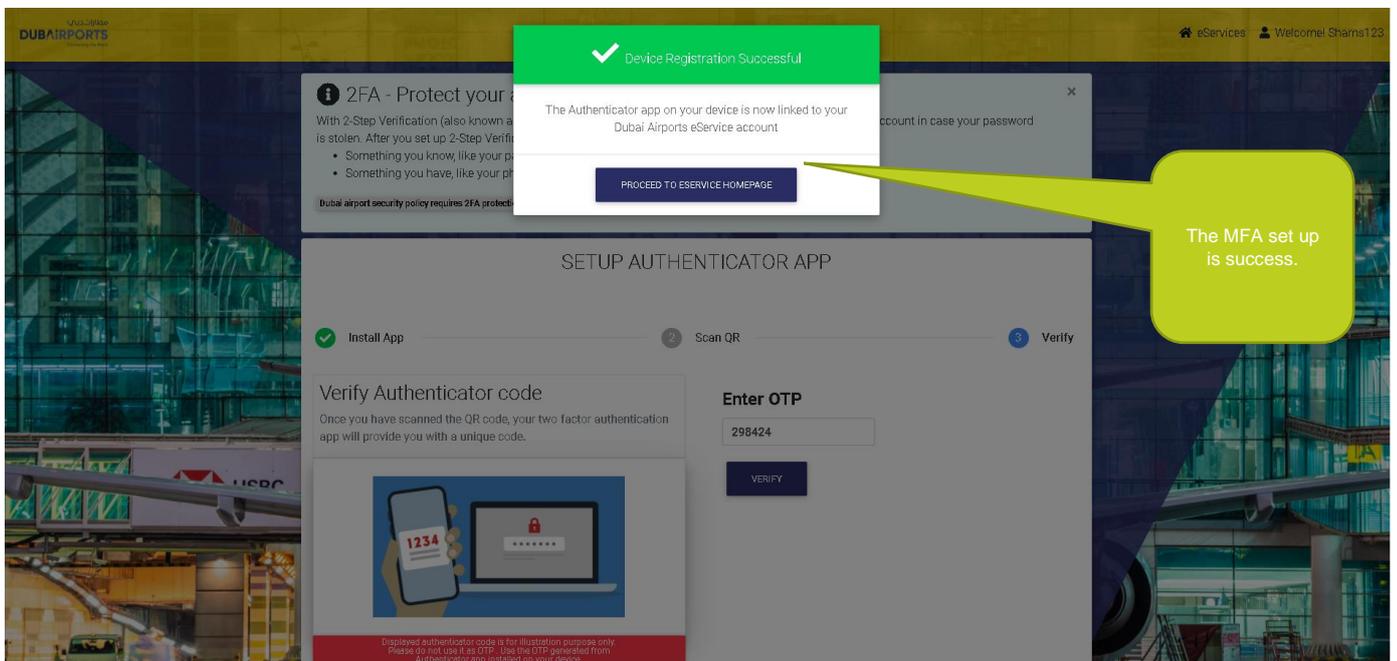
Restore from backup

## 2.4 VERIFICATION PROCESS:

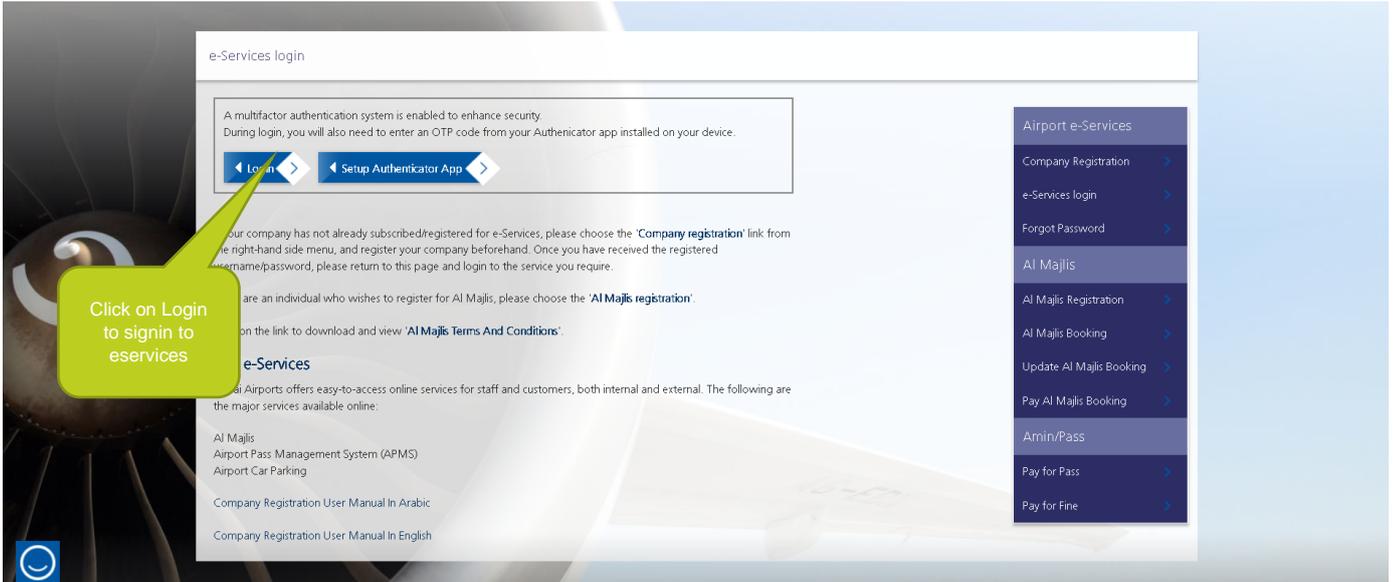
- After successful scanning, your account will be linked to authenticator app. Enter the OTP to verify the your account and complete the MFA set up



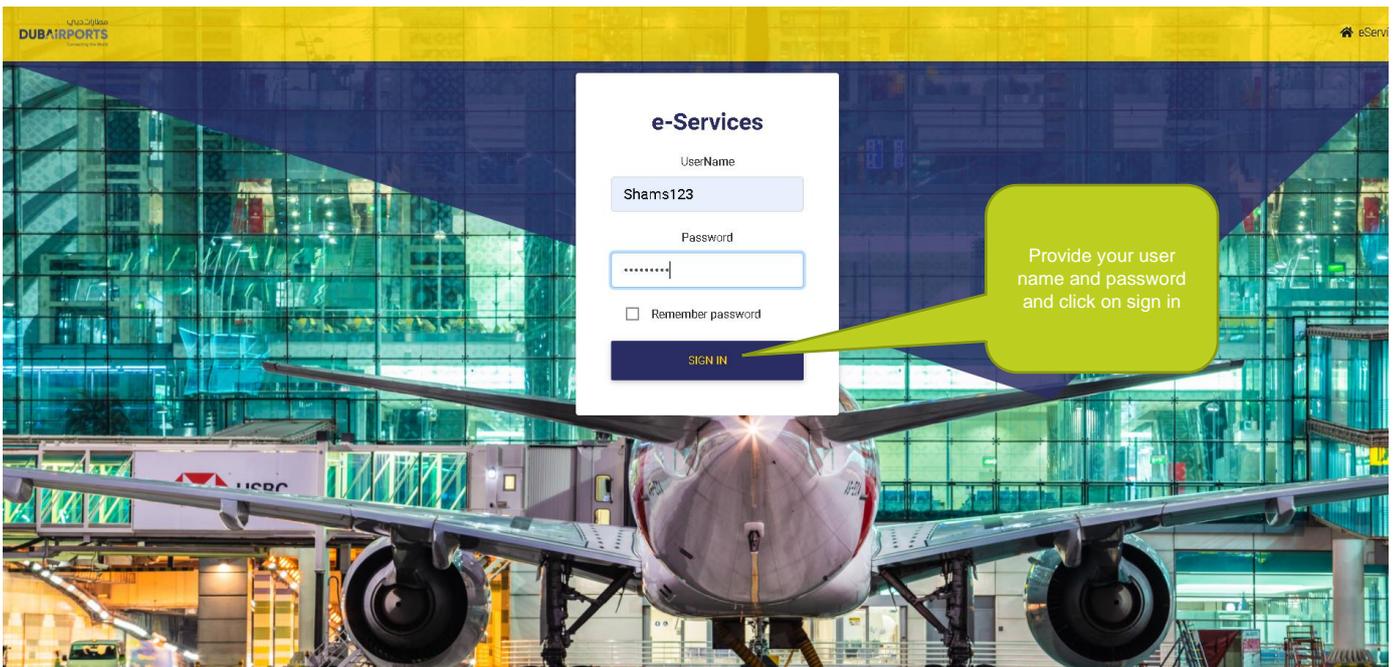
- The MFA set up is successfully completed and a confirmation message is displayed



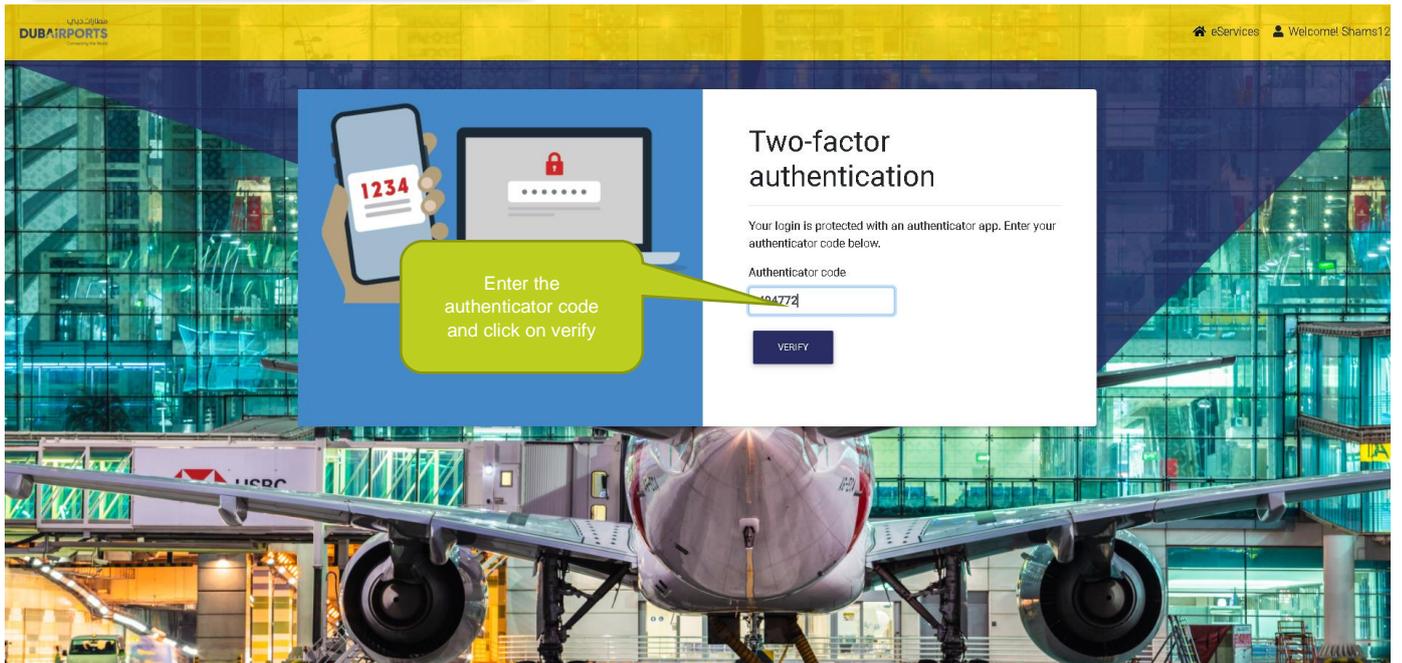
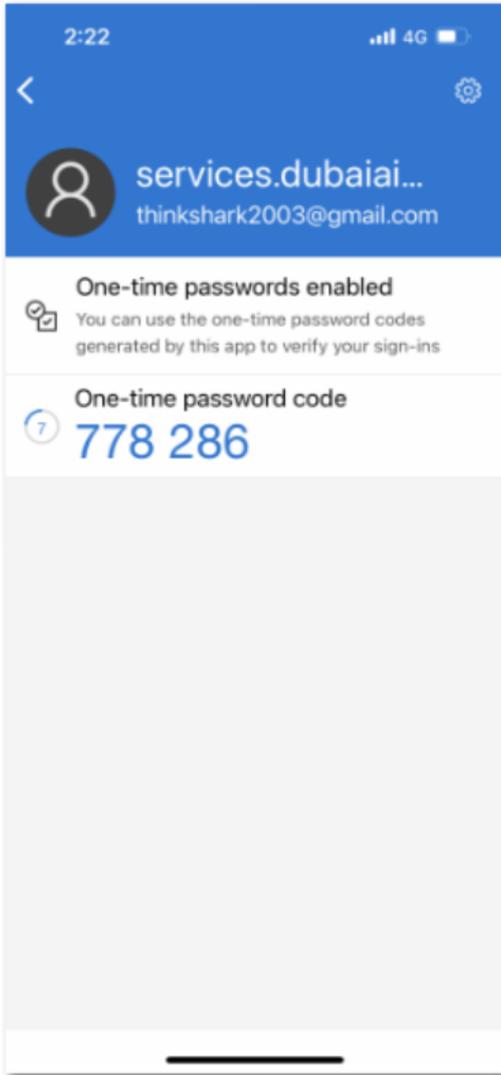
- You can login to from the eServices home page



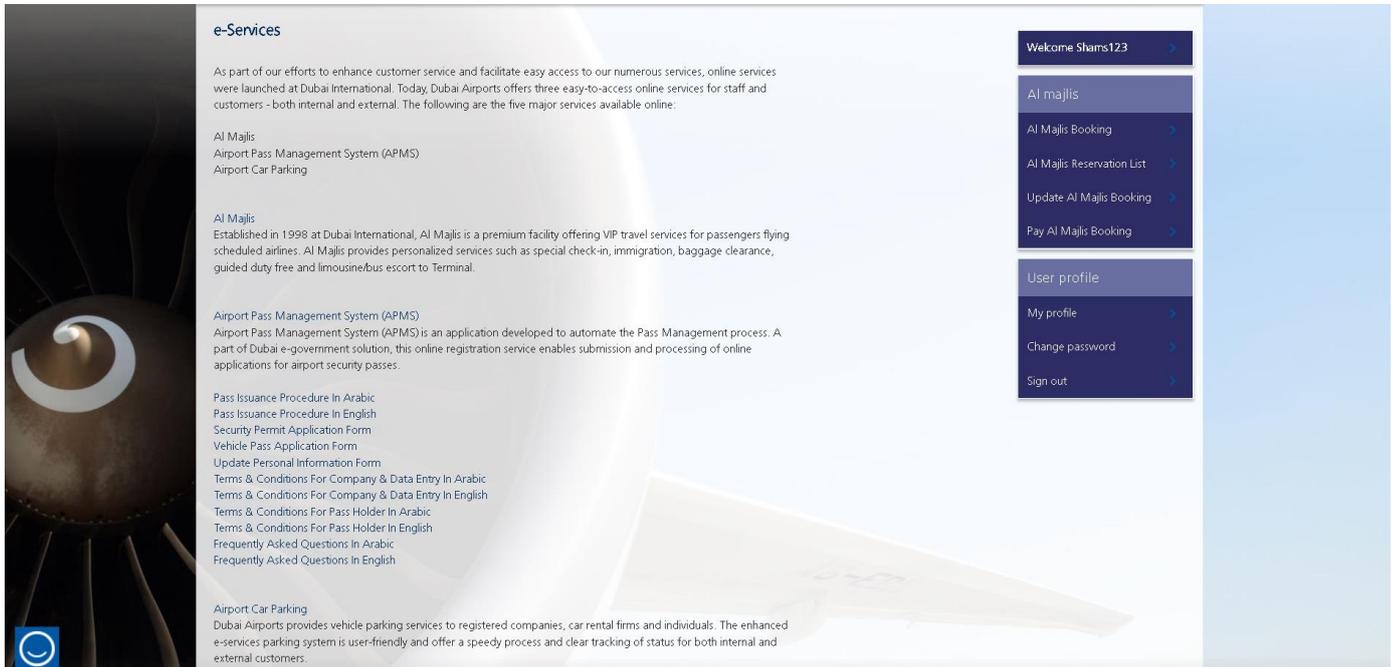
9. Enter the DA eServices user name and password to sign in



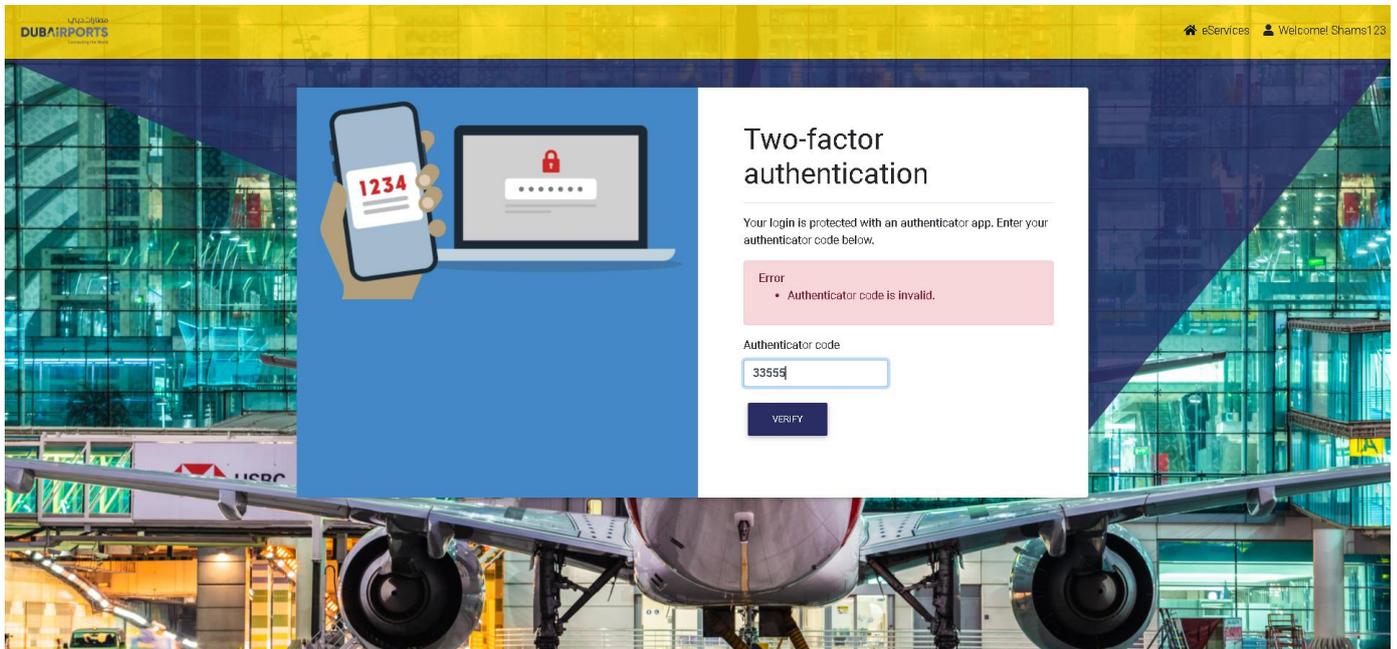
10. Open the authenticator app on your phone and get the code



11. Enter the code correctly and click on verify to successfully login to DA eServices home page.



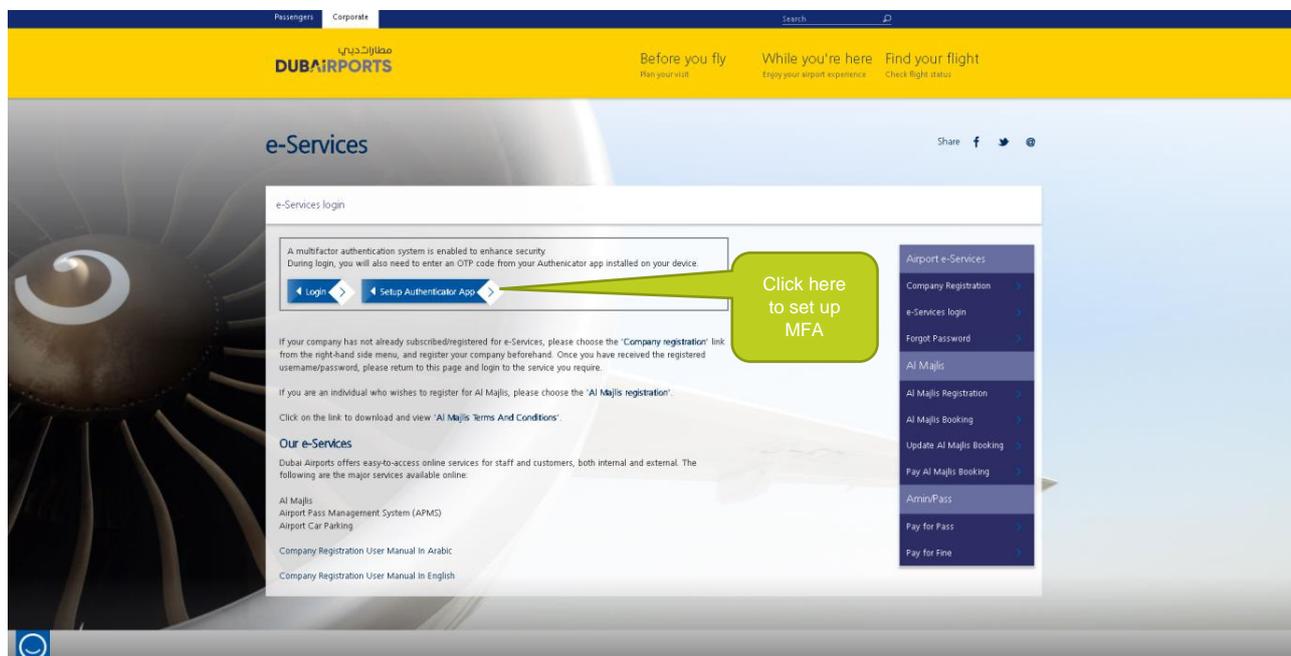
12. The below error message is displayed if you enter a wrong code.



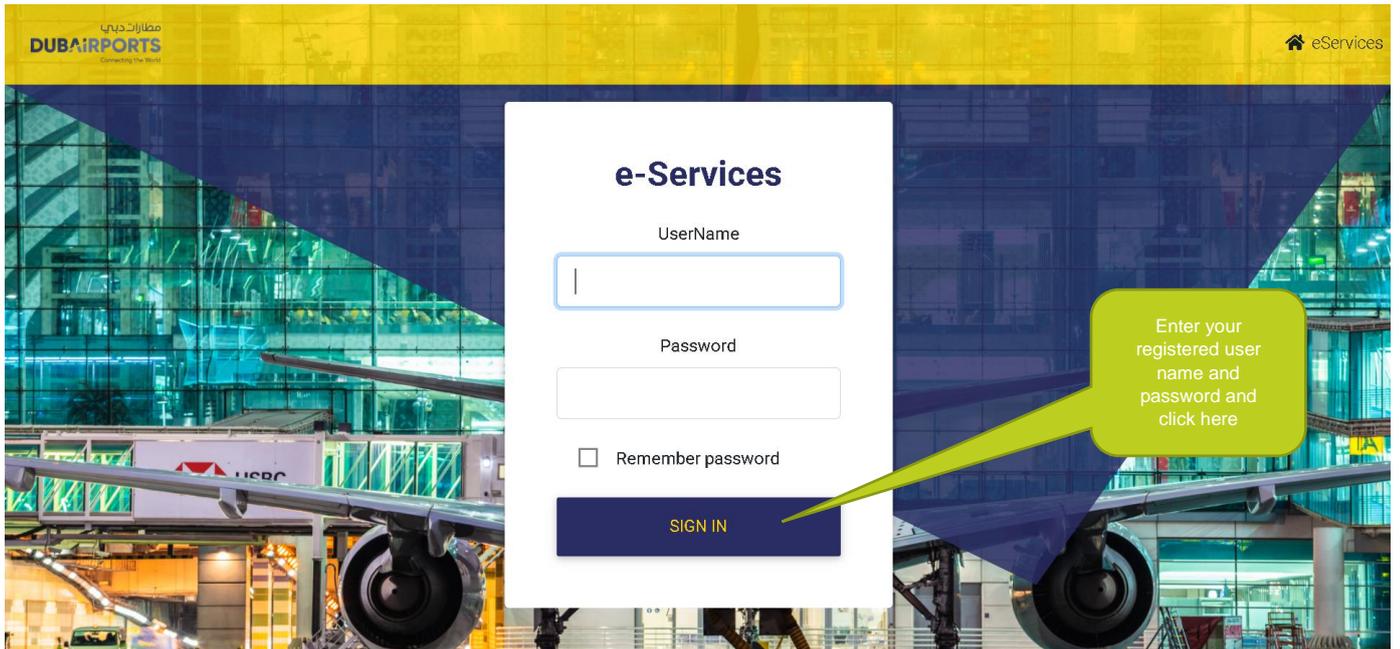
## 2.5 EXISTING DA ESERVICES USER WITH MORE THAN ONE ACCOUNT

- Set up MFA for your first account following the steps for users with one account
- Click “Sign out” to log off you first account
- Go to the eServices home page
- Click on the “Login” button
- Provide user name and password of your second account and click on “Sign in “ button
- Scan the QR code to install the MFA app on your mobile phone based on your device brand or go to app store and download the microsoft authenticator app
- Specify wether you will be using one or more devices to login to your different accounts
- Open the app using the device you will use for this account and scan the QR code displayed on your system screen
- Your device will be linked to the authenticator app
- You will be prompted to enter the verification code to complete the MFA set up
- Once you enter the code, the MFA registration will be successful
- Go to DA eServices home page and click on Login button
- Provide the user name and password and click on sign in
- You will be prompted to enter the authenticator code
- Open the microsoft authenticator app on your mobile phone
- Enter the code displayed on your mobile phone to authenticate and click on verify button
- You will be successfully logged in to DA eServices

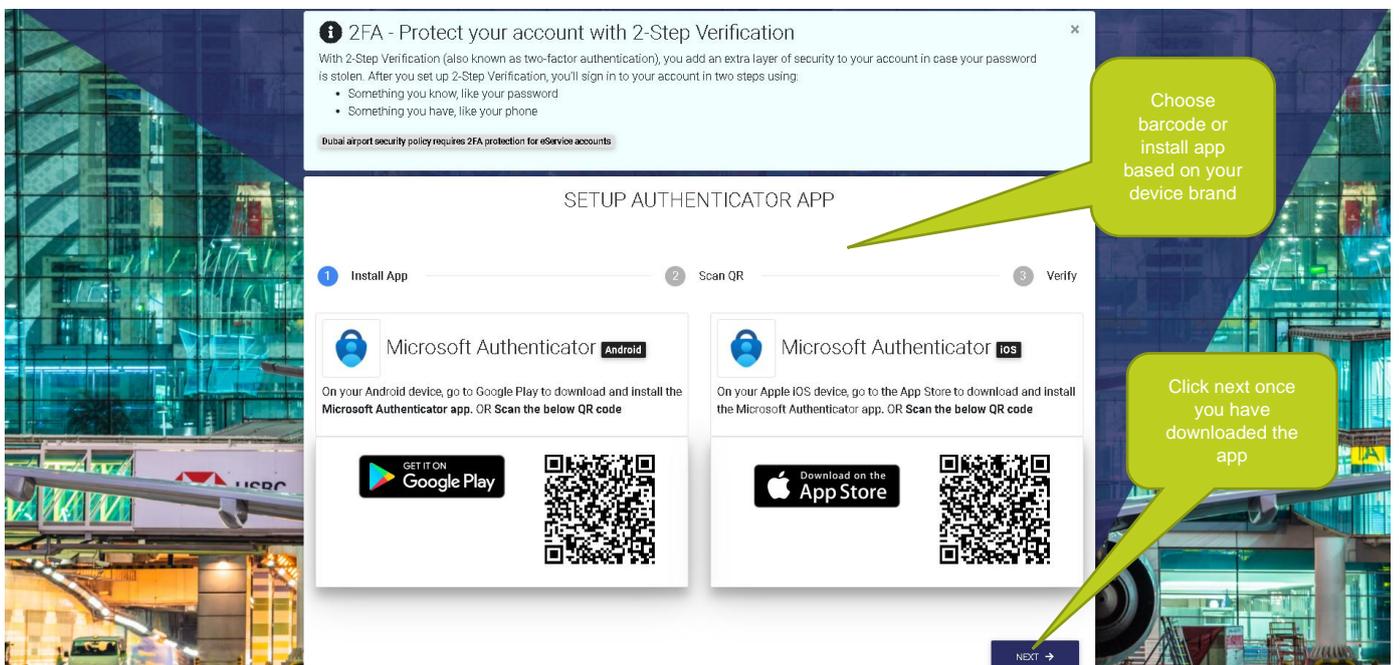
1. Login using your second account and click on the “Set up Authenticator App” button



2. Enter the user name and password for your second account and click on Sign-in



3. You will be asked to install the authenticator app for 2 Step verification (skip this step if it is already installed on the device you will be using for this account).



13. Follow the steps displayed on the screen from step 1 to step 3. If you have multiple accounts and want to use single device to login then select “One mobile device for all accounts”. If you have single account and want to use multiple devices to login then select “Separate mobile devices for each accounts”.



4. Open the Microsoft authenticator app and scan the QR code displayed on the screen from your mobile

9:27



Skip



## Peace of mind for your digital life

Secure your accounts with multi-factor authentication.



Sign in with Microsoft



Add work or school account



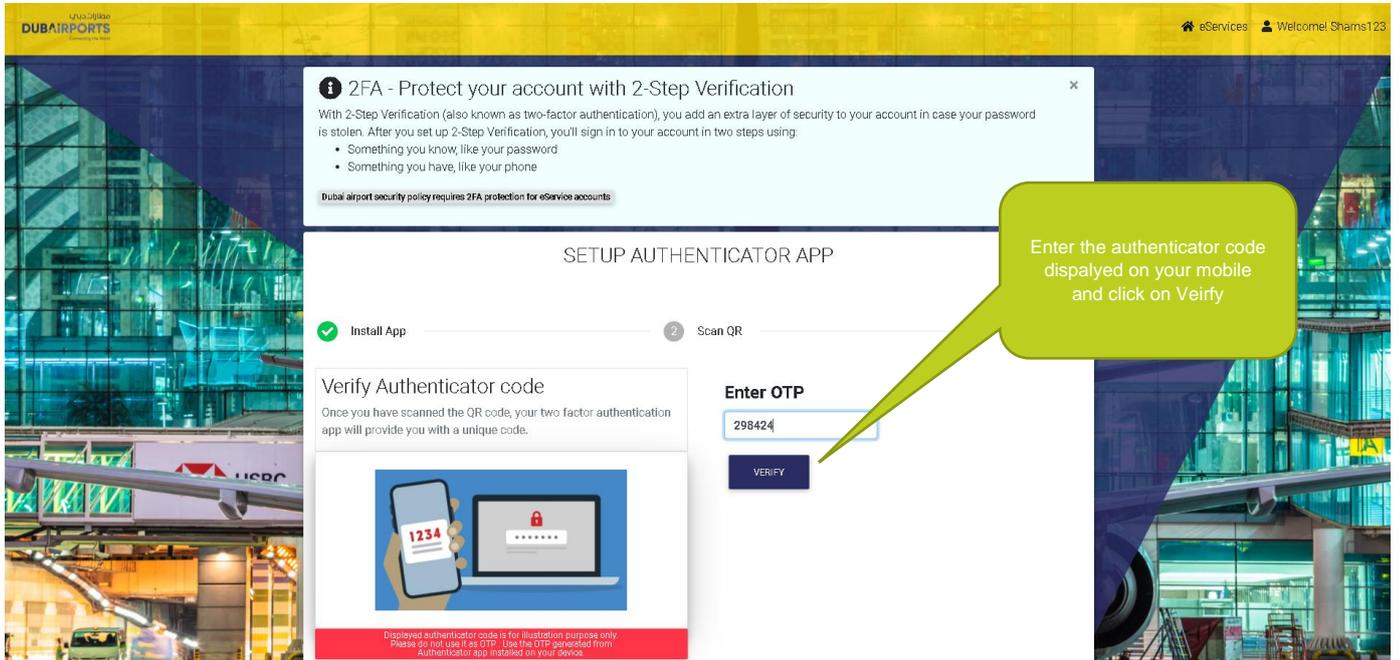
Scan a QR code

Click here to scan the QR code displayed on the computer / laptop screen

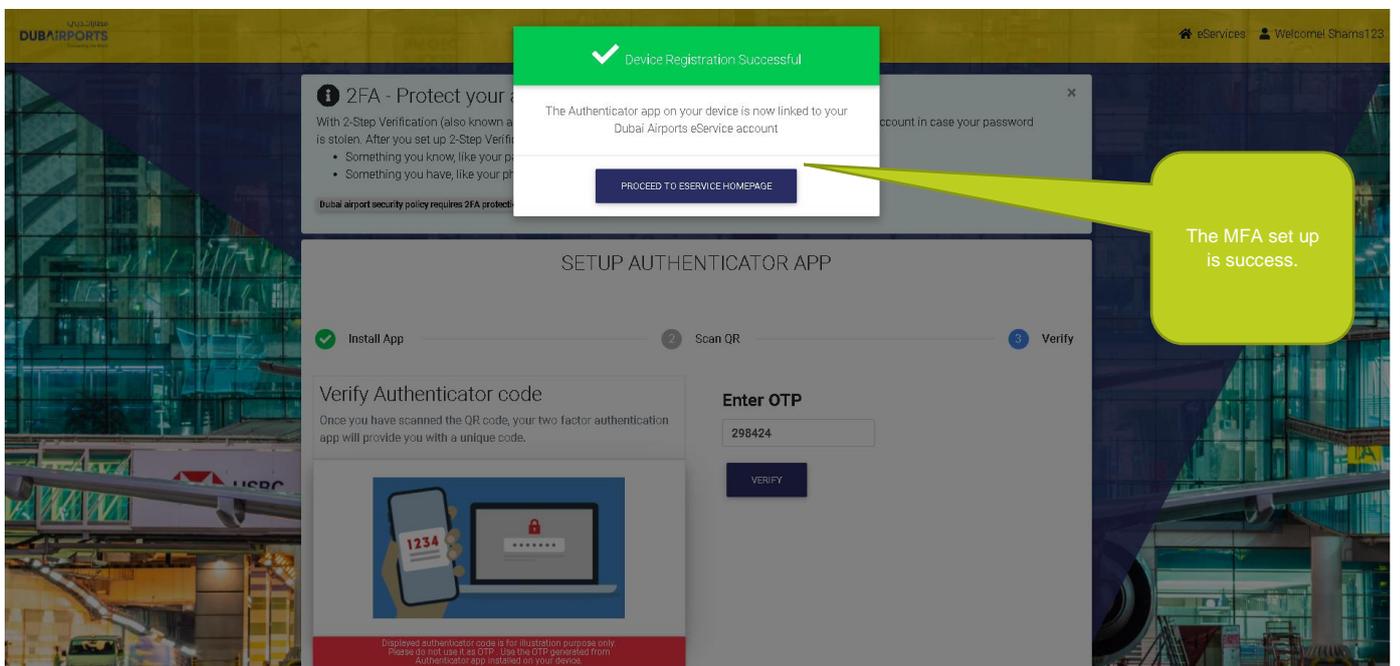
You can get a QR code from your organization or account provider, such as Microsoft, Google, or Facebook

Restore from backup

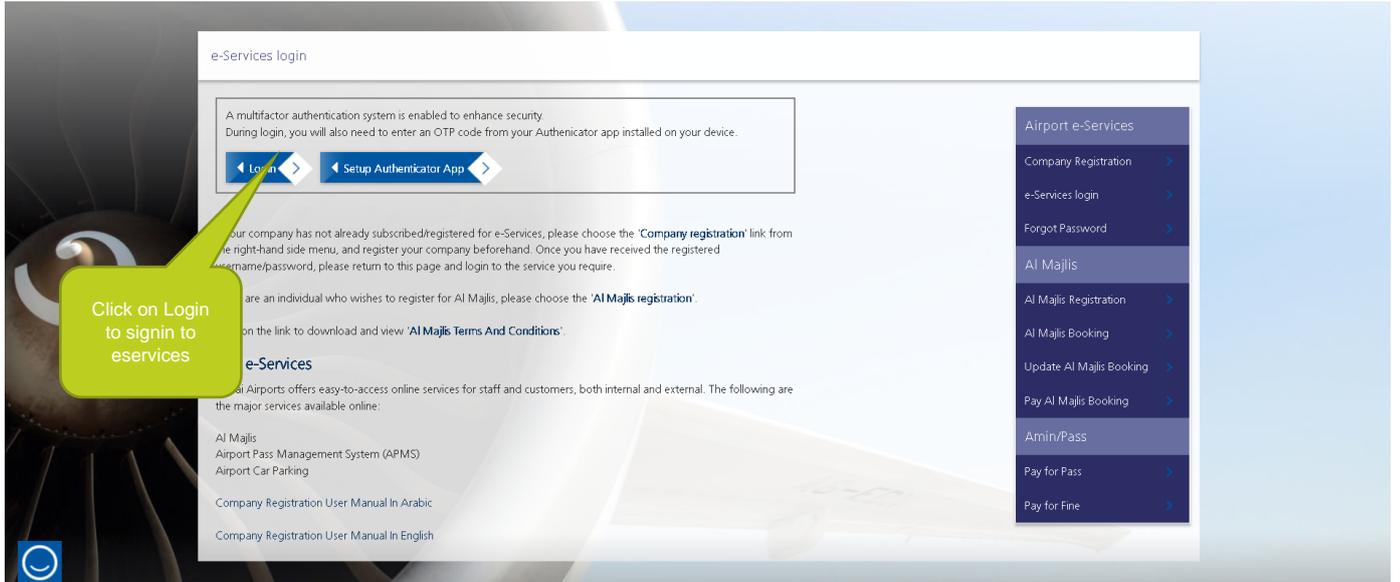
- After successful scanning, your account will be linked to authenticator app. Enter the OTP to verify the your account and complete the MFA set up



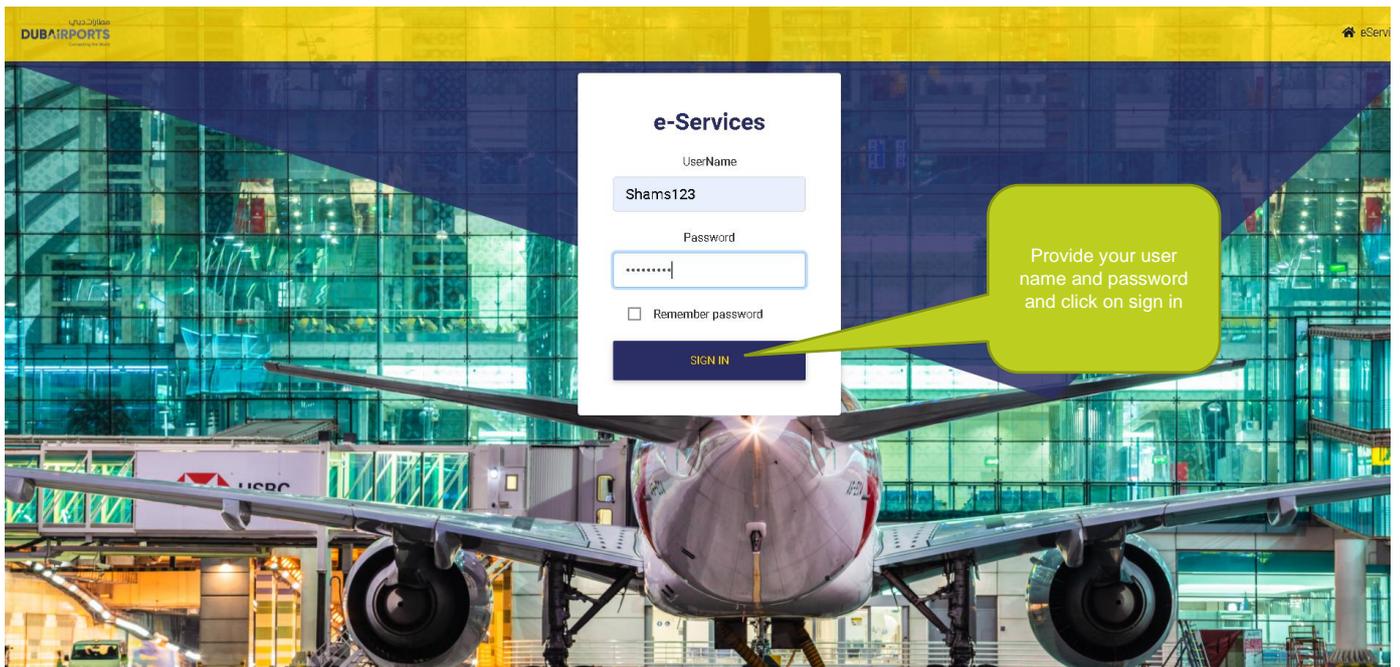
- The MFA set up is successfully completed and a confirmation message is displayed



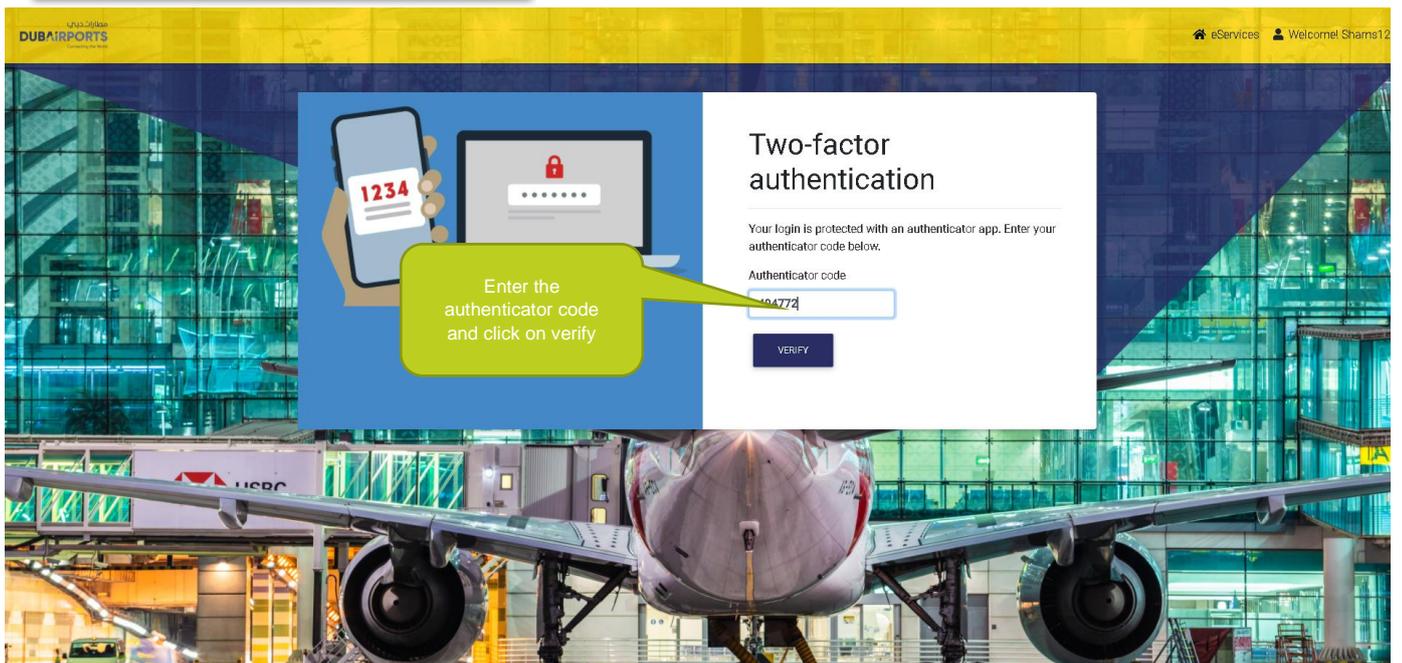
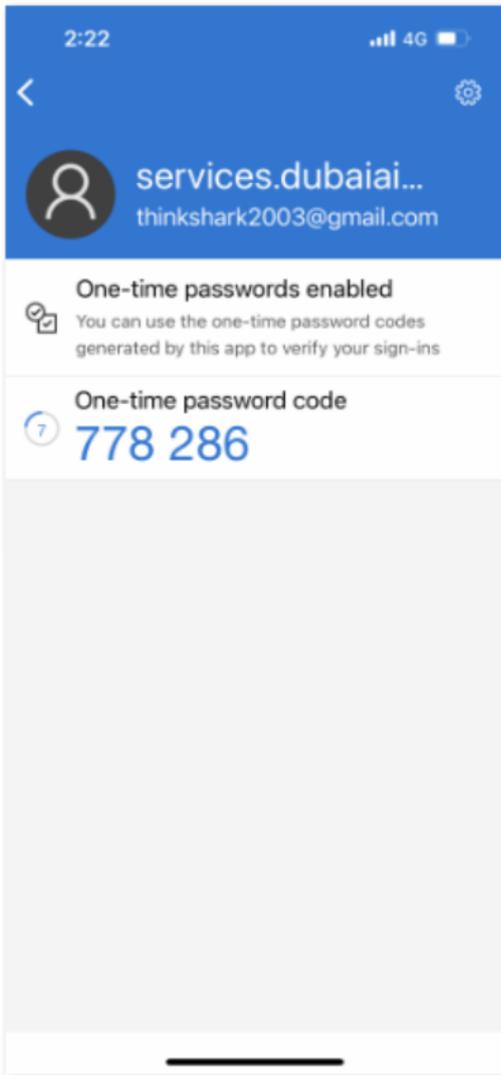
- You can login to from the eServices home page



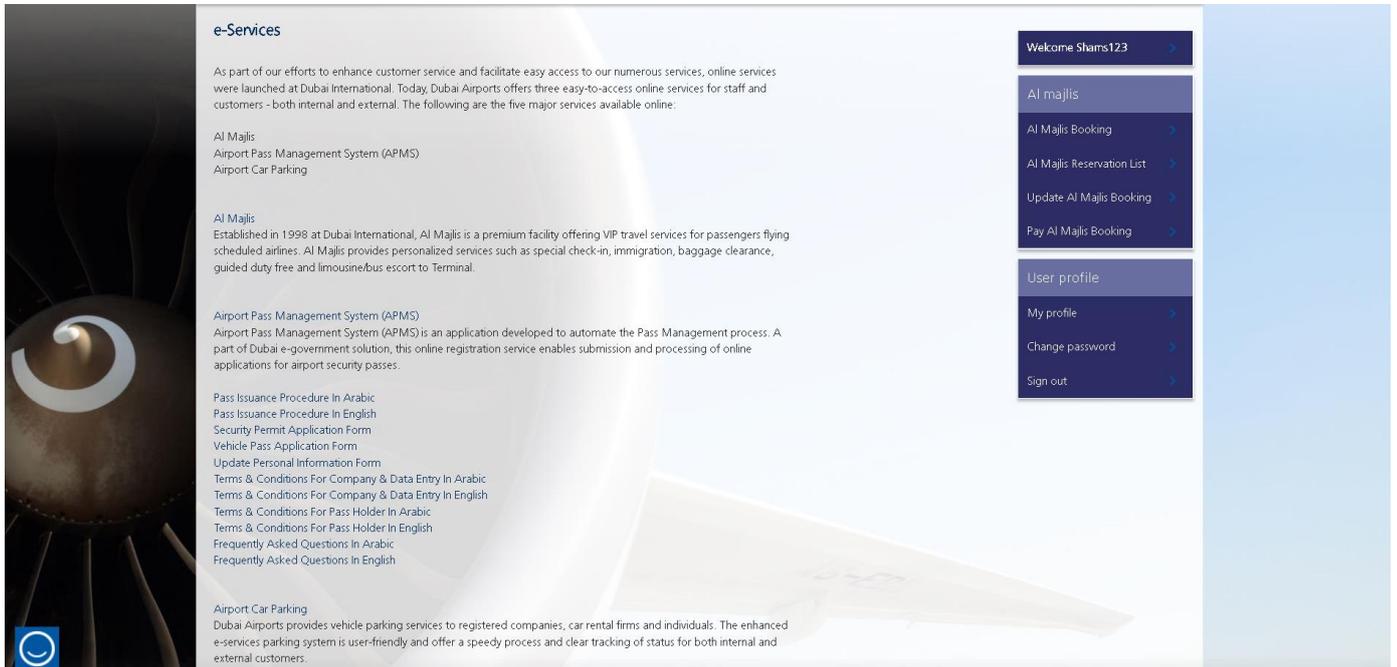
8. Enter the DA eServices user name and password to sign in



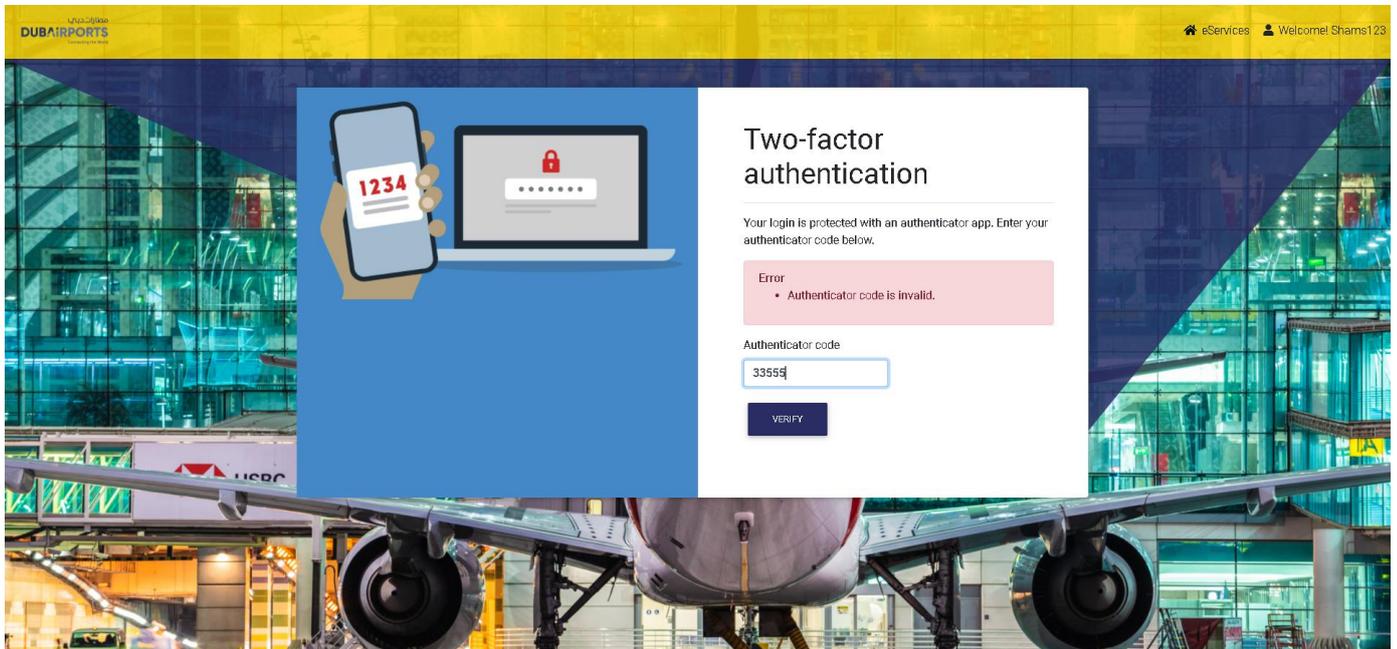
9. Open the authenticator app on your phone and get the code



10. Enter the code correctly and click on verify to successfully login to DA eServices home page.



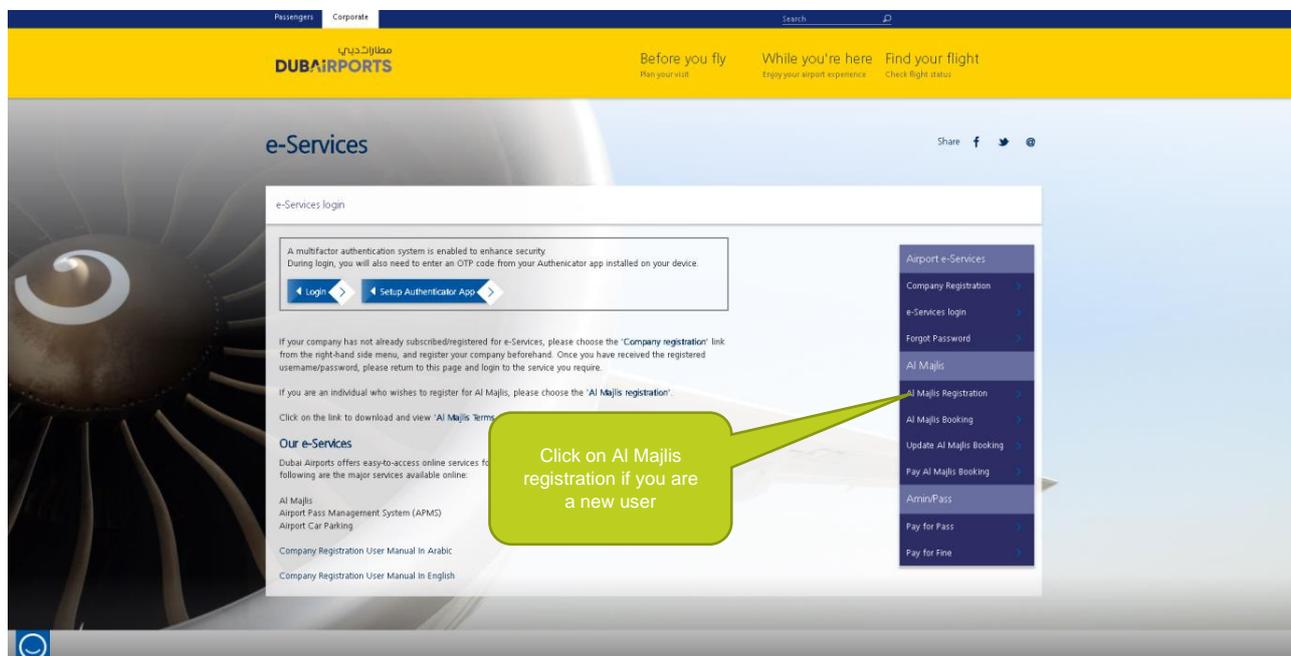
11. The below error message is displayed if you enter a wrong code.



## 2.6 NEW INDIVIDUAL USER – AL MAJLIS REGISTRATION

- Access DA eServices on <https://services.dubaiairports.ae> . You will land on the eServices home page.
- Click on the “Al Majlis registration” on the right side menu
- Enter the required details and click on Save button
- You will be registered with a User Id
- Go to the eServices home page
- Click on the “Login” button
- Provide user name and password and click on “Sign in “ button
- Scan the QR code to install the MFA app on your mobile phone based on your device brand or go to app store and download the microsoft authenticator app
- Once downloaded, open the app scan the QR code displayed on your system screen
- Your device will be linked to the authenticator app
- You will be prompted to enter the verification code to complete the MFA set up
- Once you enter the code, the MFA registration will be successful
- Go to DA eServices home page and click on Login button
- Provide the user name and password and click on sign in
- You will be prompted to enter the authenticator code
- Open the microsoft authenticator app on your mobile phone
- Enter the code displayed on your mobile phone to authenticate and click on verify button
- You will be successfully logged in to DA eServices

1. Click on the “Al Majlis Registration” link in the menu



2. Provide the required details marked with \* and click on Save

\* Required fields

English name \*

Arabic name

Username \*

Password \*

Confirm Password \*

Email \*

Nationality

Address 1

Mobile +971 50 123 4567

Telephone

Fax

Gender  Male  Female

Date of birth DD MM YY

Al Majlis

Save

Enter required fields and click on Save button

- Airport e-Services
  - Company Registration
  - e-Services login
  - Forgot Password
  - Al Majlis
    - Al Majlis Registration
    - Al Majlis Booking
    - Update Al Majlis Booking
    - Pay Al Majlis Booking
  - Amir/Pass
    - Pay for Pass
    - Pay for Fine

3. Once you click on Save, the confirmation message is displayed with the user registration Id.

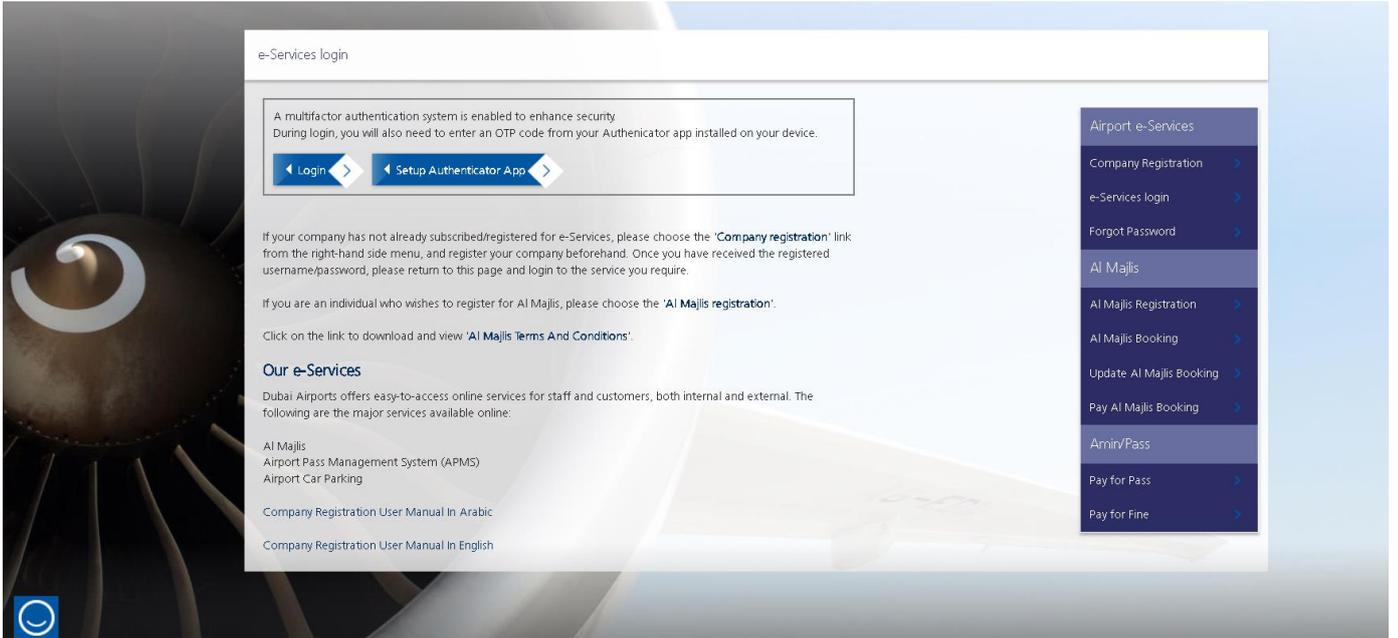
Airport Services

Thank you for registering with our system. Your InternetUser ID is 53599.

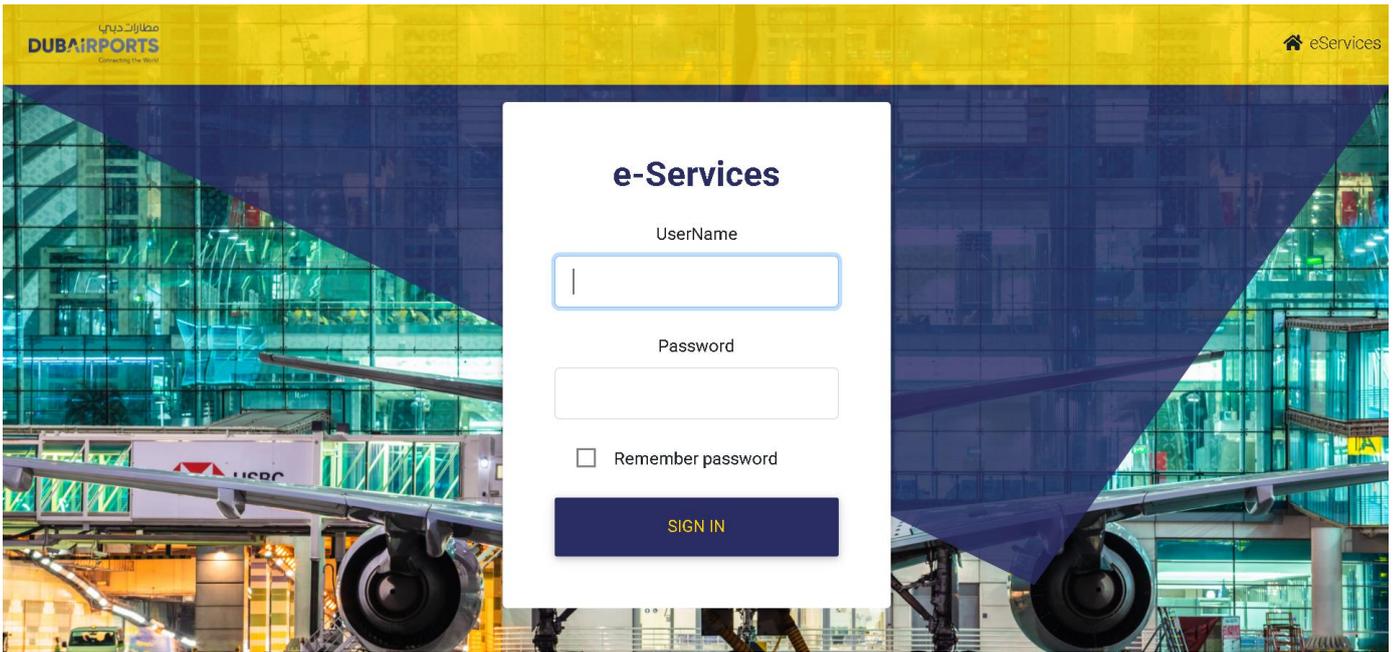
- Airport e-Services
  - Company Registration
  - e-Services login
  - Forgot Password
  - Al Majlis
    - Al Majlis Registration
    - Al Majlis Booking
    - Update Al Majlis Booking
    - Pay Al Majlis Booking
  - Amir/Pass
    - Pay for Pass
    - Pay for Fine

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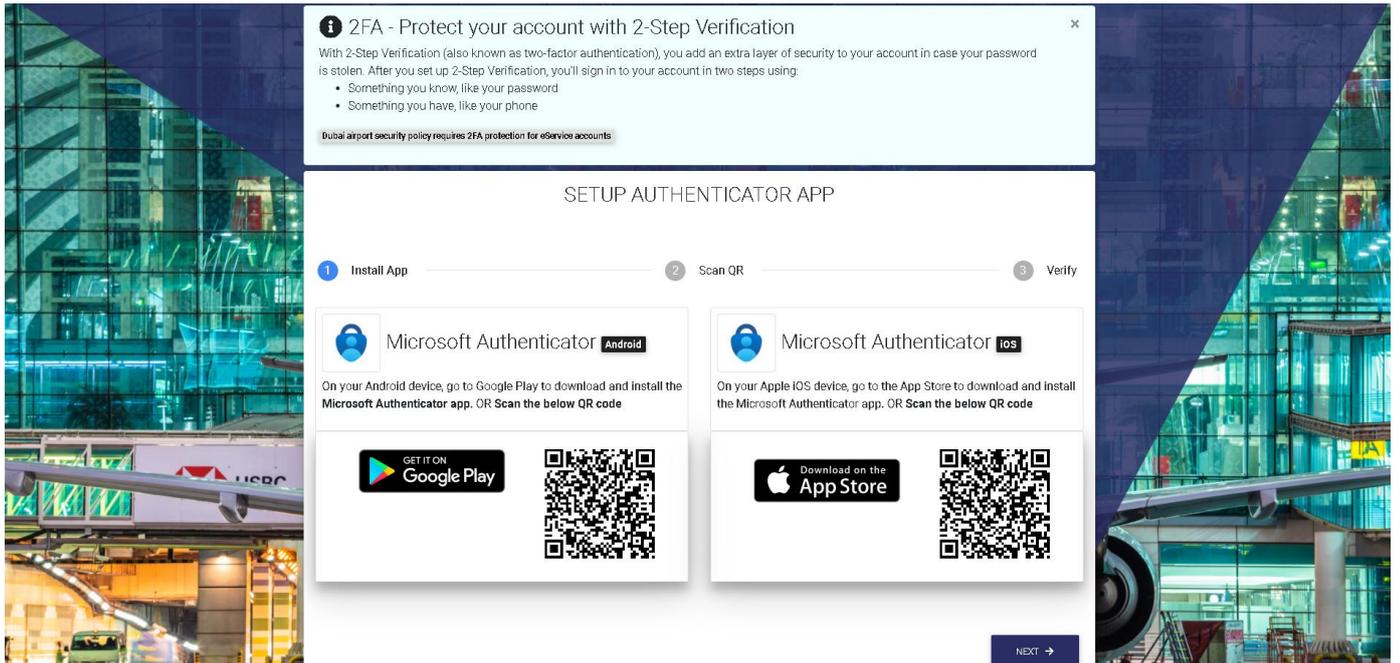
4. Click on the "Setup Authenticator App" button to complete one time multi factor authentication set up



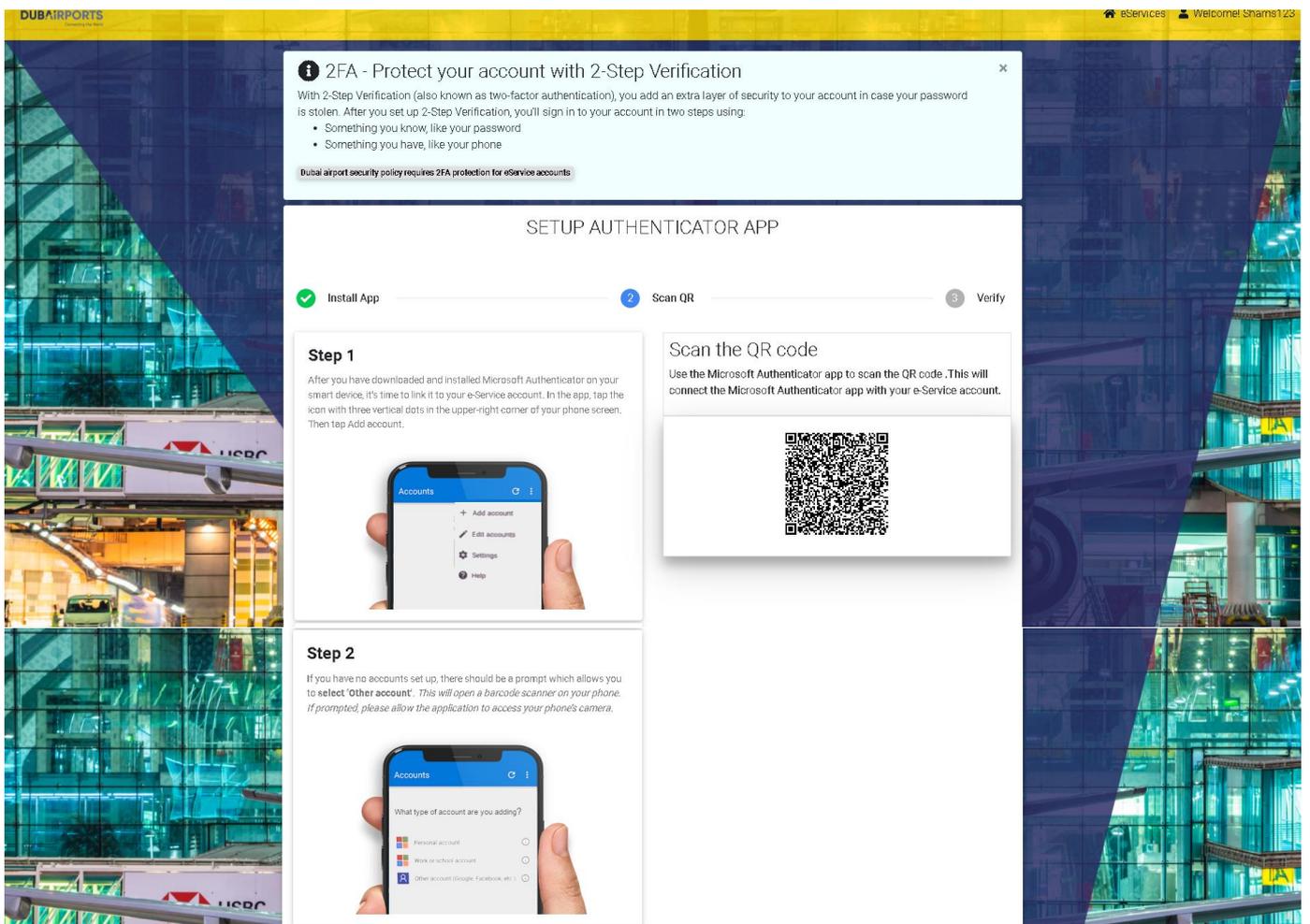
5. Enter the user name and password and click on Sign-in



6. You will be asked to set up the authenticator app for 2 Step verification.

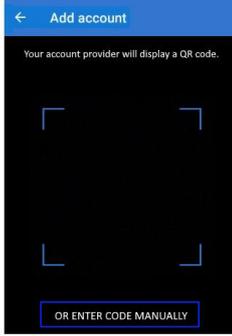


7. Follow the steps displayed on the screen from step 1 to step 3





**Step 3**  
Take your phone and scan the QR code that is displayed on your computer screen.

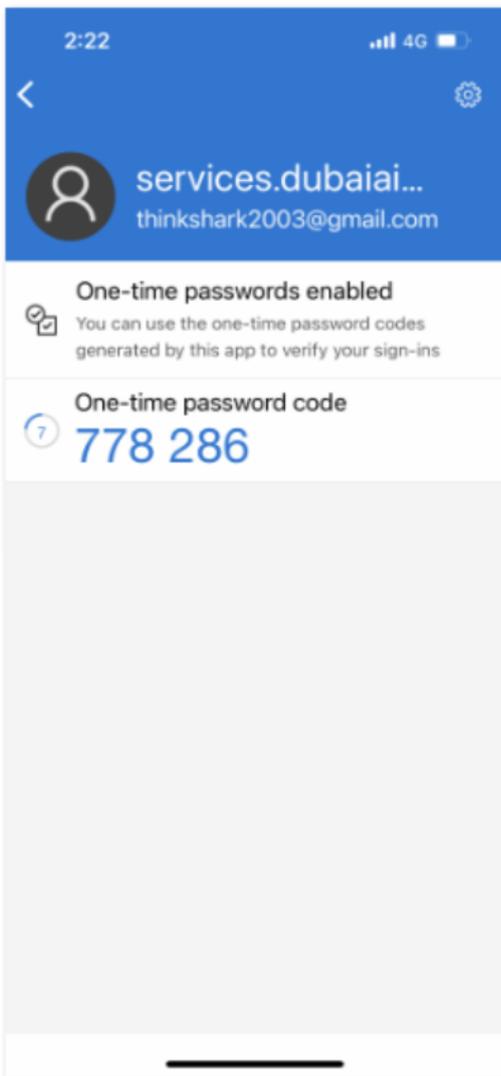


← PREVIOUS

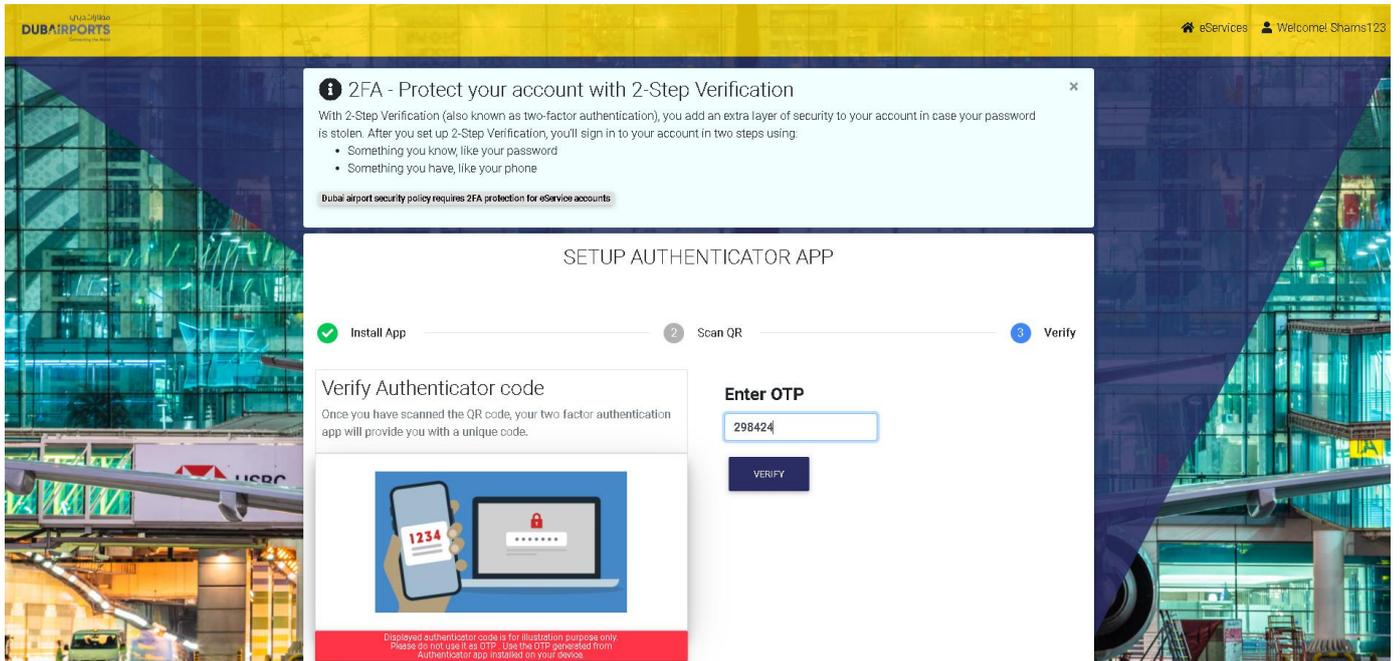
NEXT →



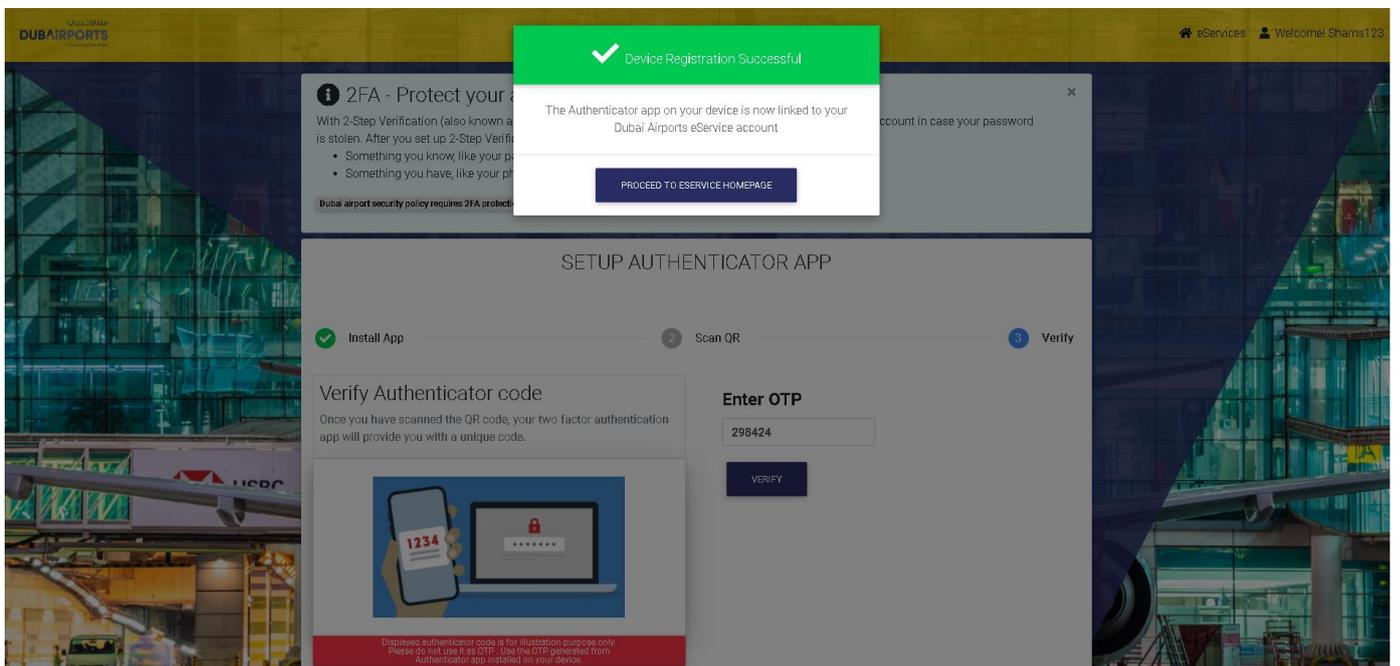
8. Scan the QR code displayed on the screen from your mobile



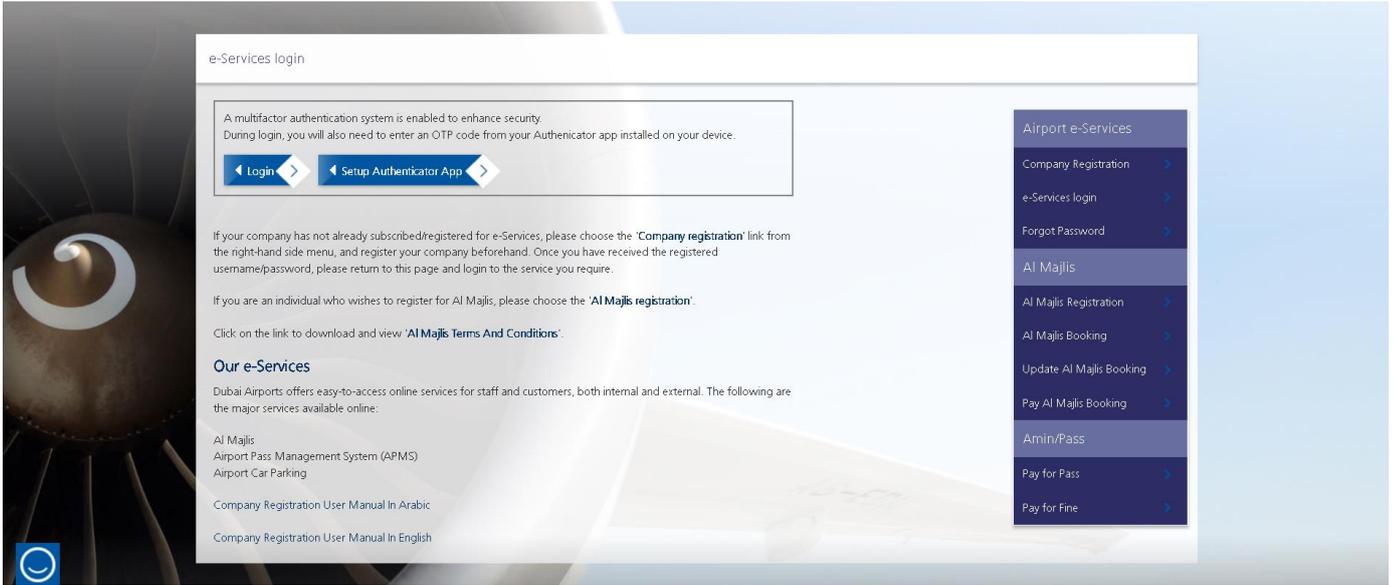
9. Enter the OTP to verify the your account and complete the MFA set up



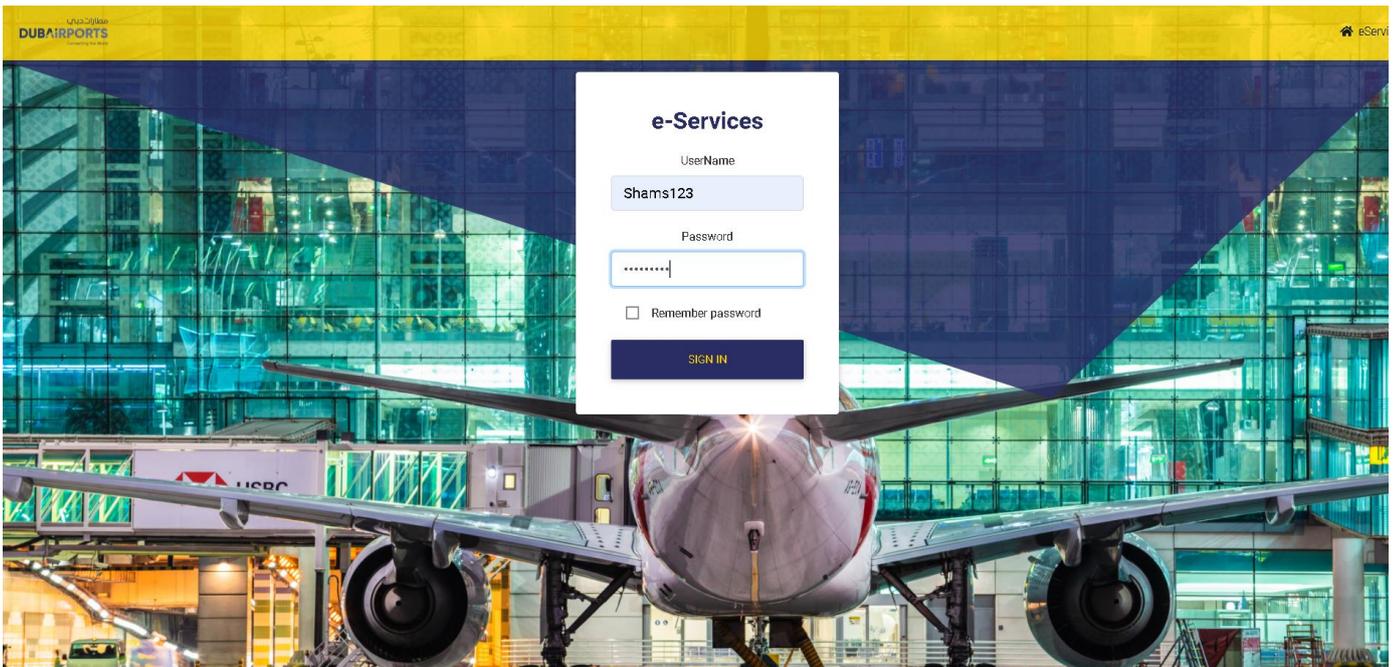
10. The MFA set up is successfully completed and a confirmation message is displayed



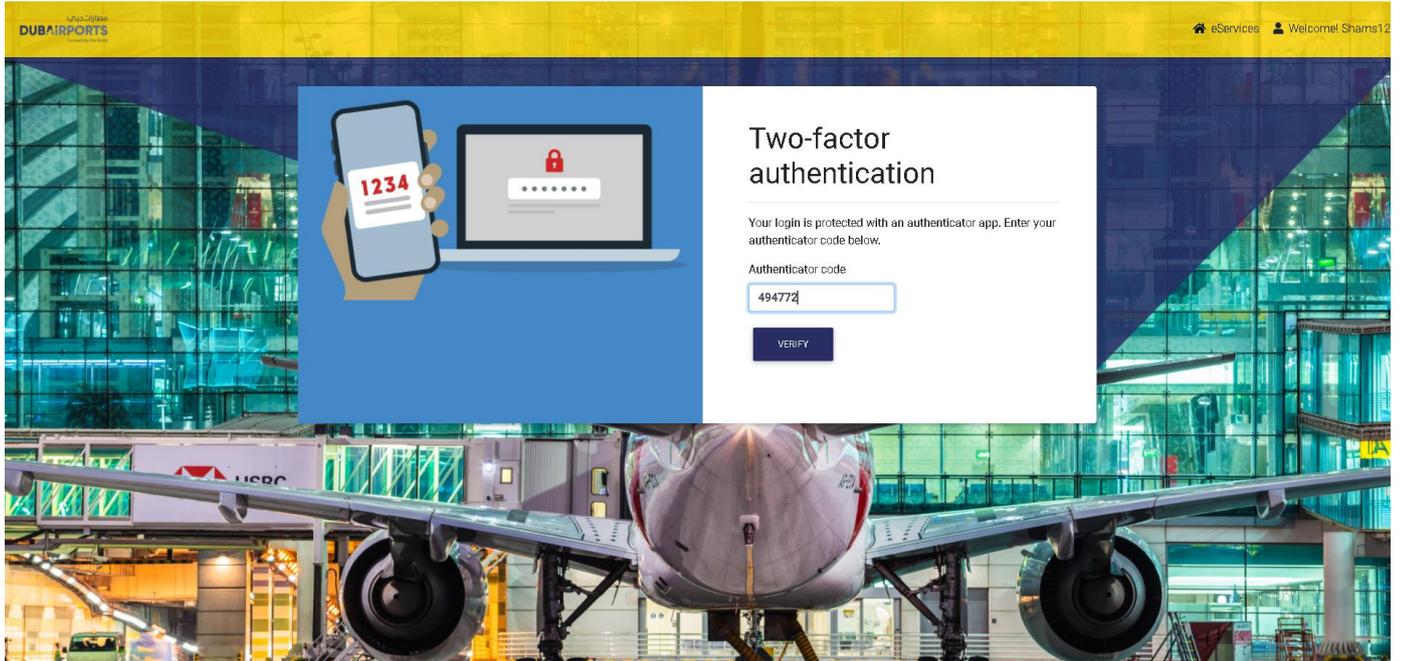
11. You can login to from the eServices home page



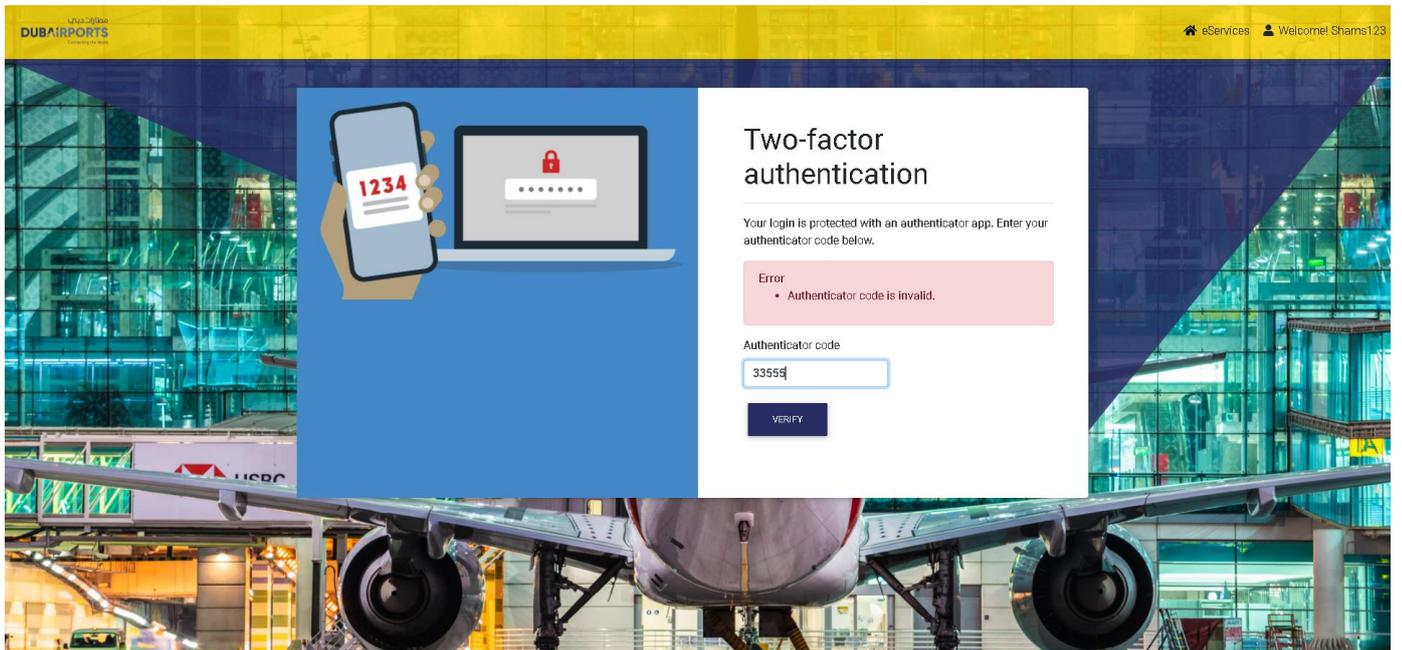
12. Enter the DA eServices user name and password to sign in



13. Open the authenticator app on your phone and get the code



14. The below error message is displayed if you enter a wrong code.



15. Enter the code correctly and click on verify to successfully login to DA eServices home page.

**e-Services**

As part of our efforts to enhance customer service and facilitate easy access to our numerous services, online services were launched at Dubai International. Today, Dubai Airports offers three easy-to-access online services for staff and customers - both internal and external. The following are the five major services available online:

**Al Majlis**  
Airport Pass Management System (APMS)  
Airport Car Parking

**Al Majlis**  
Established in 1998 at Dubai International, Al Majlis is a premium facility offering VIP travel services for passengers flying scheduled airlines. Al Majlis provides personalized services such as special check-in, immigration, baggage clearance, guided duty free and limousine/bus escort to Terminal.

**Airport Pass Management System (APMS)**  
Airport Pass Management System (APMS) is an application developed to automate the Pass Management process. A part of Dubai e-government solution, this online registration service enables submission and processing of online applications for airport security passes.

Pass Issuance Procedure In Arabic  
Pass Issuance Procedure In English  
Security Permit Application Form  
Vehicle Pass Application Form  
Update Personal Information Form  
Terms & Conditions For Company & Data Entry In Arabic  
Terms & Conditions For Company & Data Entry In English  
Terms & Conditions For Pass Holder In Arabic  
Terms & Conditions For Pass Holder In English  
Frequently Asked Questions In Arabic  
Frequently Asked Questions In English

**Airport Car Parking**  
Dubai Airports provides vehicle parking services to registered companies, car rental firms and individuals. The enhanced e-services parking system is user-friendly and offer a speedy process and clear tracking of status for both internal and external customers.

Welcome Shams123 >

Al majlis >

Al Majlis Booking >

Al Majlis Reservation List >

Update Al Majlis Booking >

Pay Al Majlis Booking >

User profile >

My profile >

Change password >

Sign out >

## 2.7 NEW COMPANY REGISTRATION

- Access DA eServices on <https://services.dubaiairports.ae>. You will land on the eServices home page.
- Click on the “Company registration” on the right side menu
- Enter the company details and click on “Next” button
- Enter the payment profile and click on “Next” button
- Enter the contact person details and click on “Next” button
- Enter the user login details and click on “Submit” button
- You will be registered with a User Id
- Go to the eServices home page
- Click on the “Login” button
- Provide user name and password and click on “Sign in “ button
- Scan the QR code to install the MFA app on your mobile phone based on your device brand or go to app store and download the microsoft authenticator app
- Once downloaded, open the app scan the QR code displayed on your system screen
- Your device will be linked to the authenticator app
- You will be prompted to enter the verification code to complete the MFA set up
- Once you enter the code, the MFA registration will be successful
- Go to DA eServices home page and click on Login button
- Provide the user name and password and click on sign in
- You will be prompted to enter the authenticator code
- Open the microsoft authenticator app on your mobile phone
- Enter the code displayed on your mobile phone to authenticate and click on verify button
- You will be successfully logged in to DA eServices

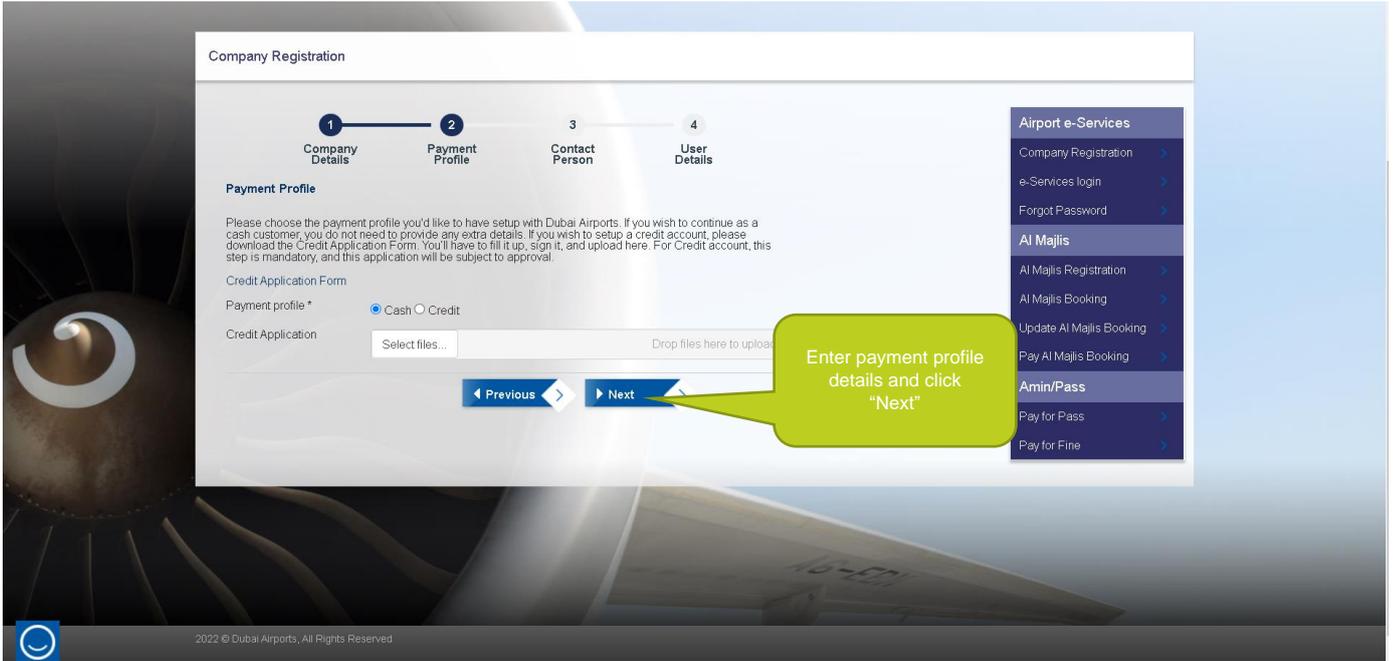
1. Click on the “Company registration” in the right menu

The screenshot shows the 'e-Services login' page. On the right side, there is a vertical menu with the following items: Airport e-Services, Company Registration, e-Services login, Forgot Password, Al Majlis, Al Majlis Registration, Al Majlis Booking, Update Al Majlis Booking, Pay Al Majlis Booking, Amin/Pass, Pay for Pass, and Pay for Fine. A green callout bubble points to the 'Company Registration' link with the text 'Click on the Company registration'.

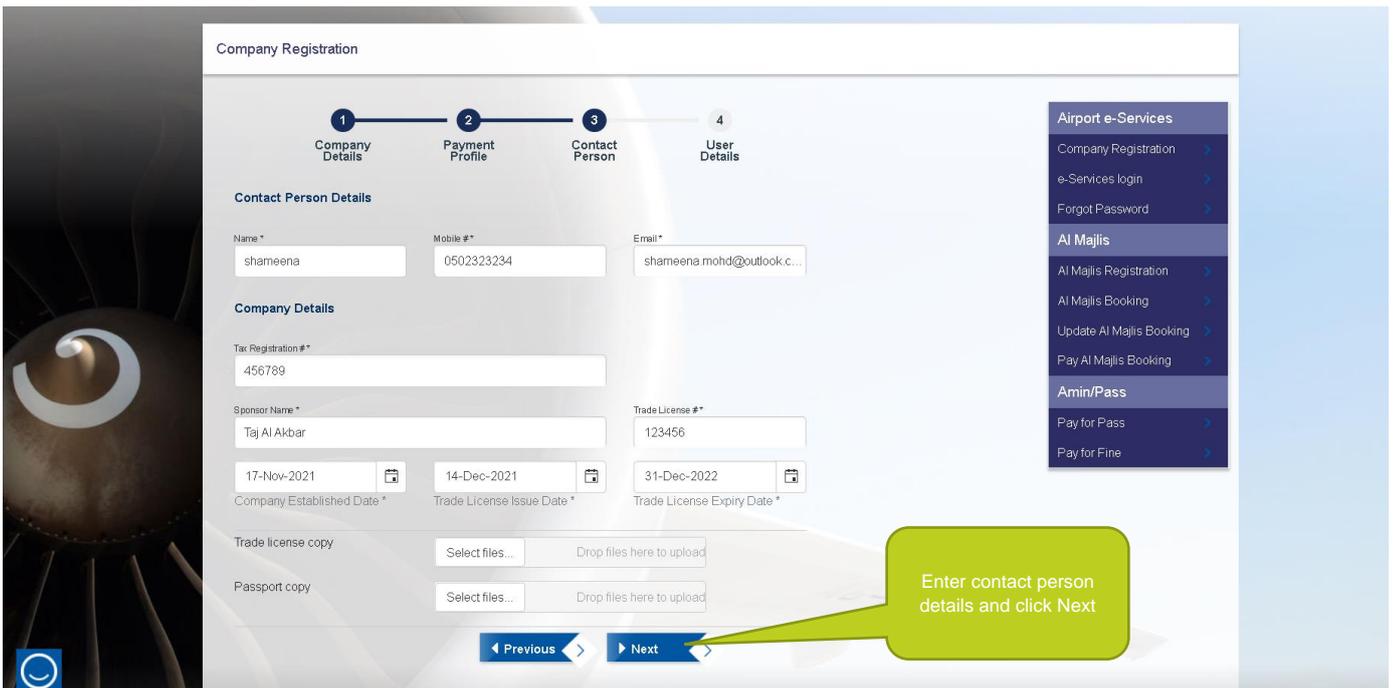
2. Provide the company details and click on “Next” button

The screenshot shows the 'Company Registration' form. At the top, there are four steps: 1. Company Details, 2. Payment Profile, 3. Contact Person, and 4. User Details. Under 'Services', there are checkboxes for 'Al Majlis', 'Parking', and 'Airport pass system'. The 'Company Details' section includes fields for 'Company (Ar)', 'Company (En)', 'Address 1' (with sub-fields for Address Line 1 and Address Line 2), 'Emirate' (set to Dubai), 'Telephone #', 'P.O. Box', and 'Fax'. A green callout bubble points to the 'Next' button with the text 'Enter company details and click here'.

3. Provide payment profile of the company and click on “Next” button



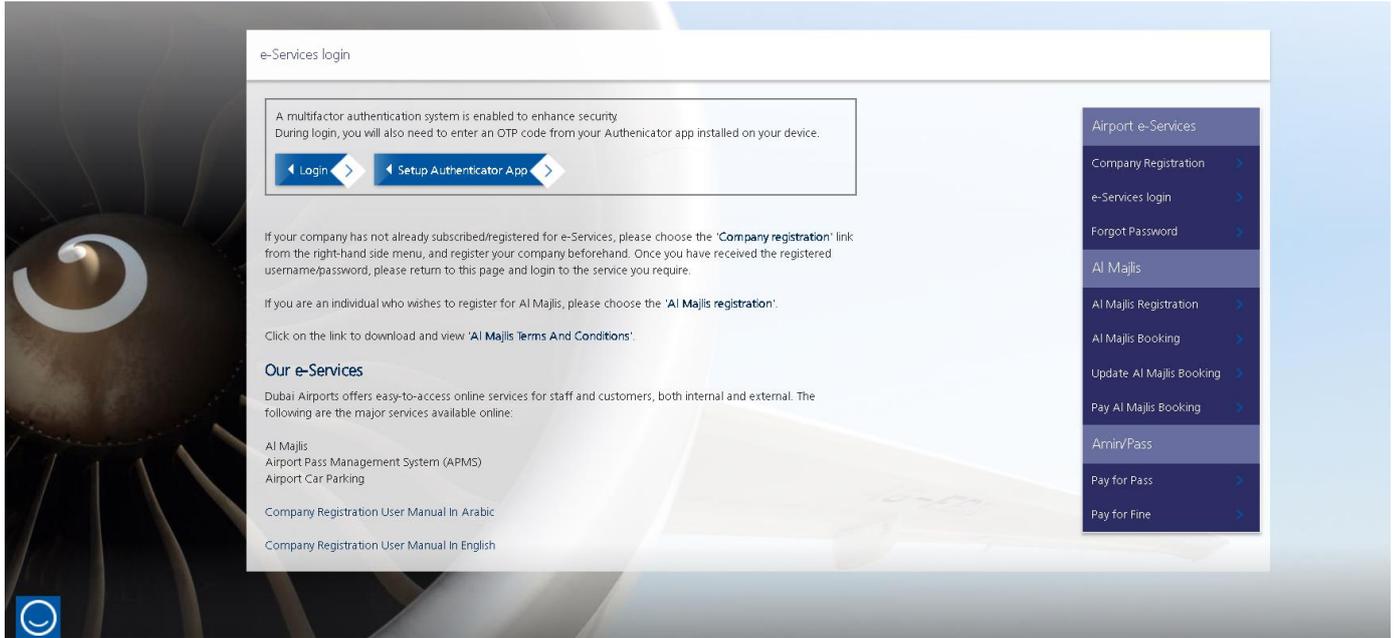
4. Enter the company point of contact details and click on “Next” button



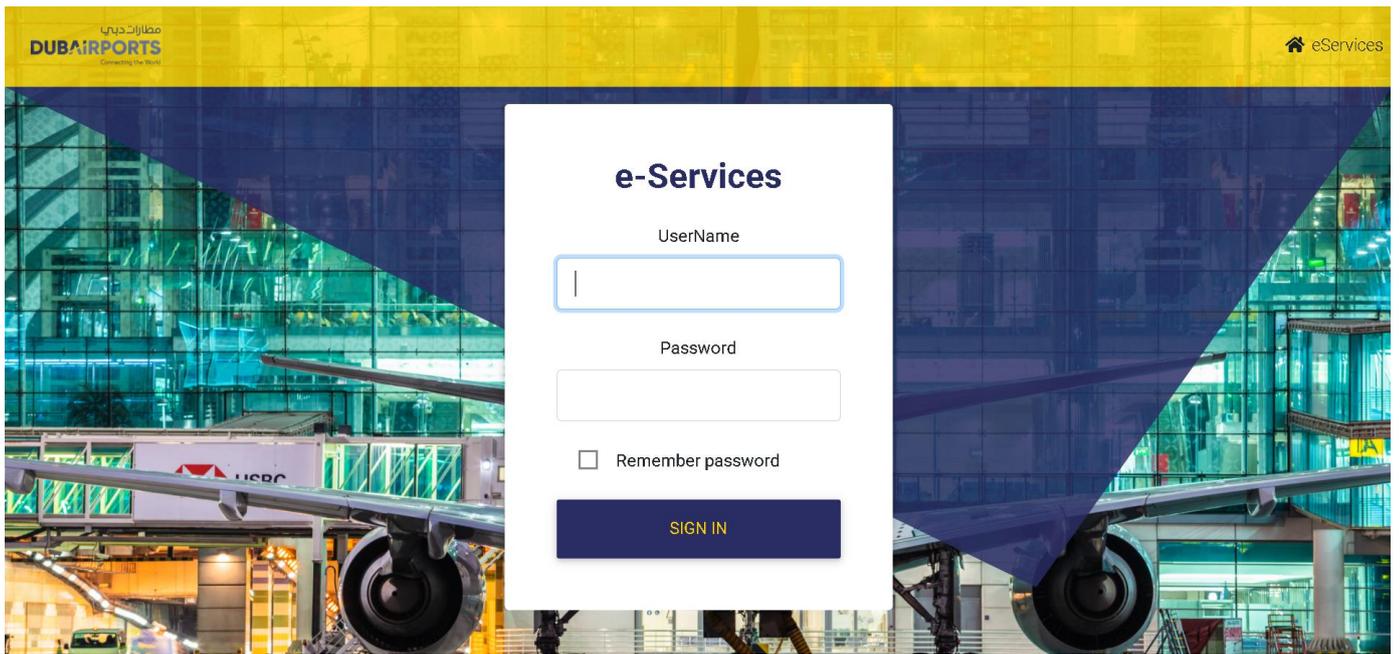
5. Enter the user login details and provide user preferences and click on “Submit” to complete company registration

6. You will get a confirmation message with the company ID

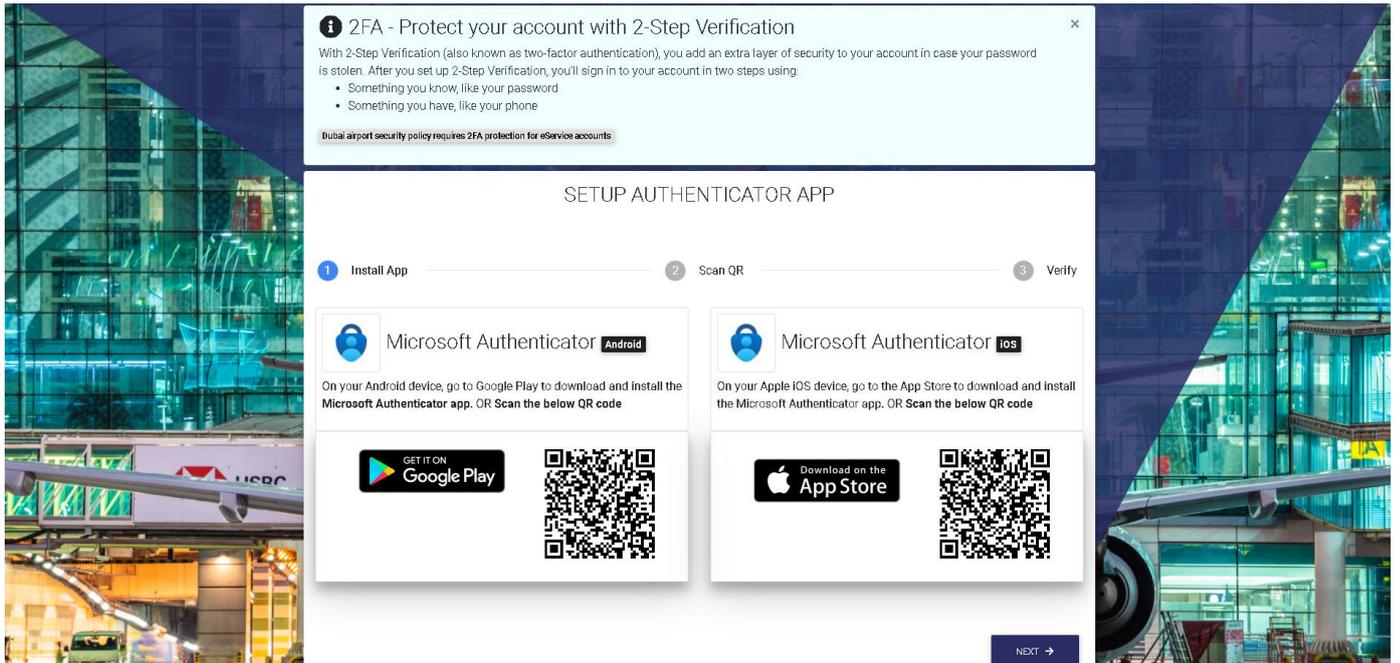
7. Click on the "Setup Authenticator App" button to complete one time multi factor authentication set up



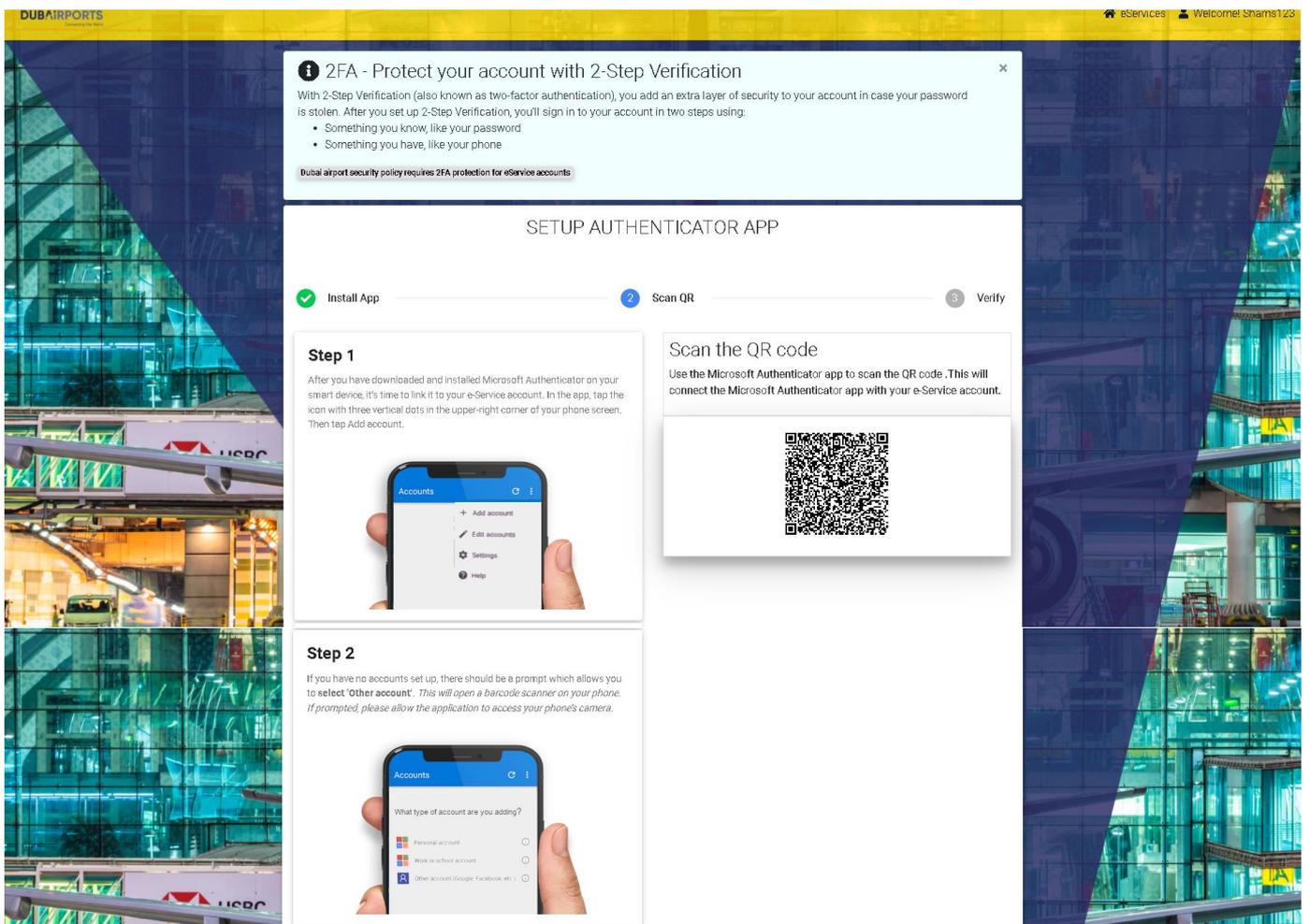
8. Enter the user name and password and click on Sign-in



9. You will be asked to set up the authenticator app for 2 Step verification.



10. Follow the steps displayed on the screen from step 1 to step 3





**Step 3**  
Take your phone and scan the QR code that is displayed on your computer screen.

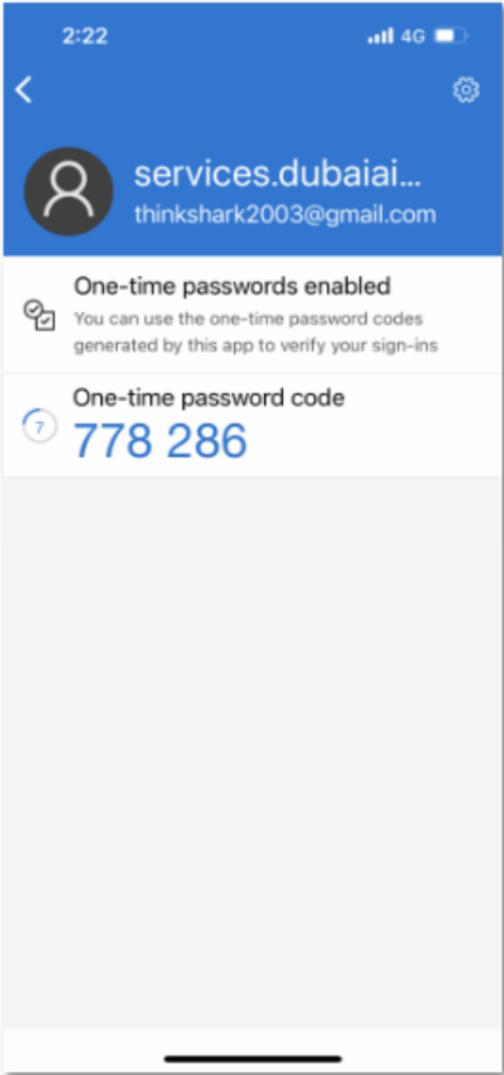


← PREVIOUS

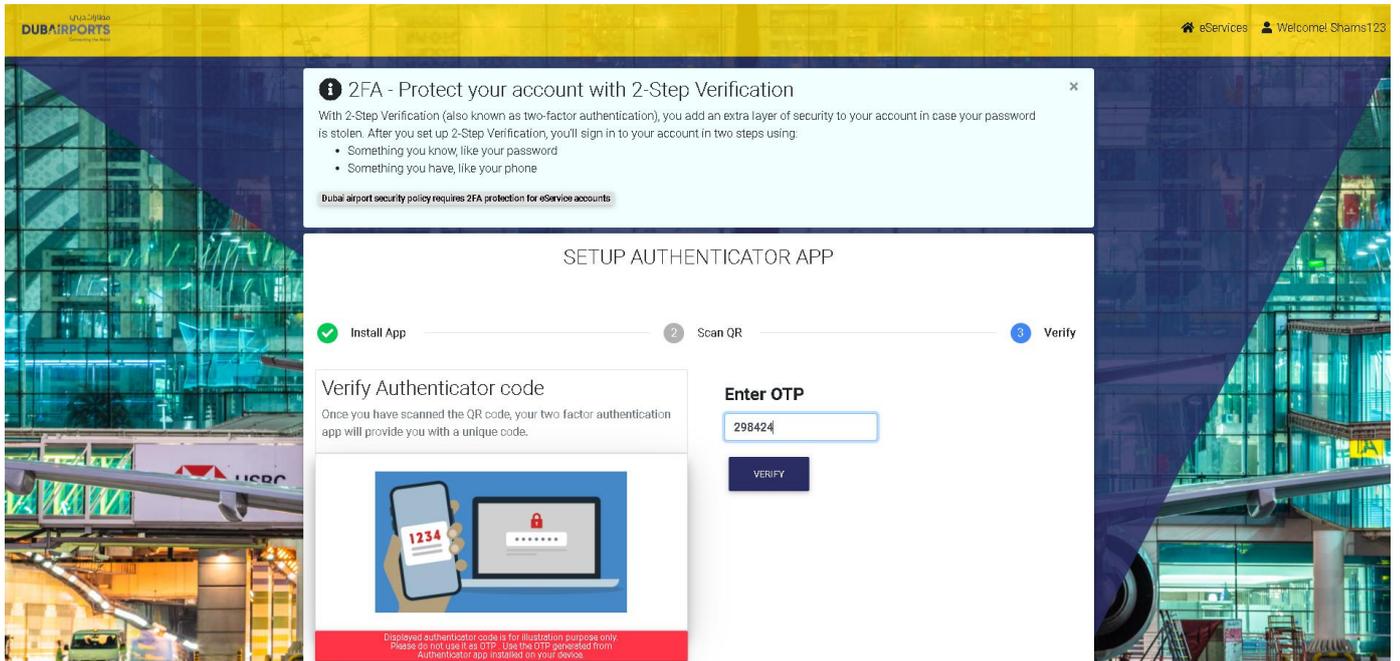
NEXT →



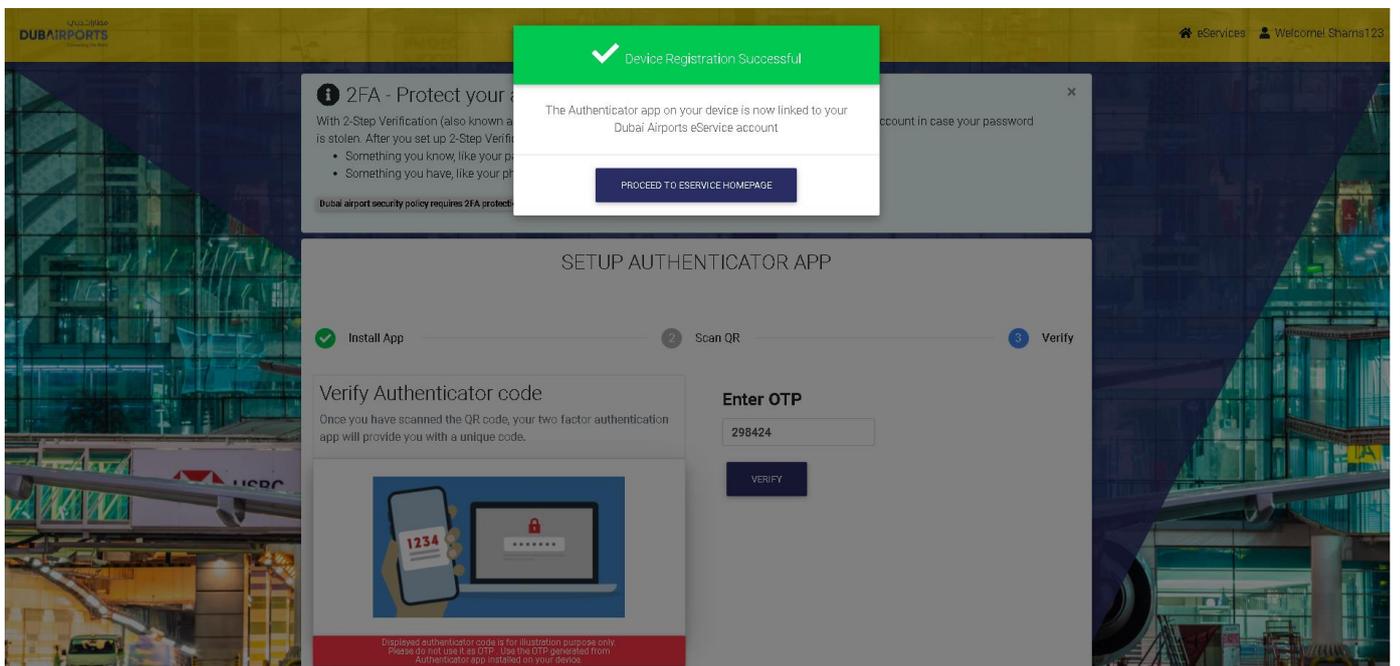
11. Scan the QR code displayed on the screen from your mobile



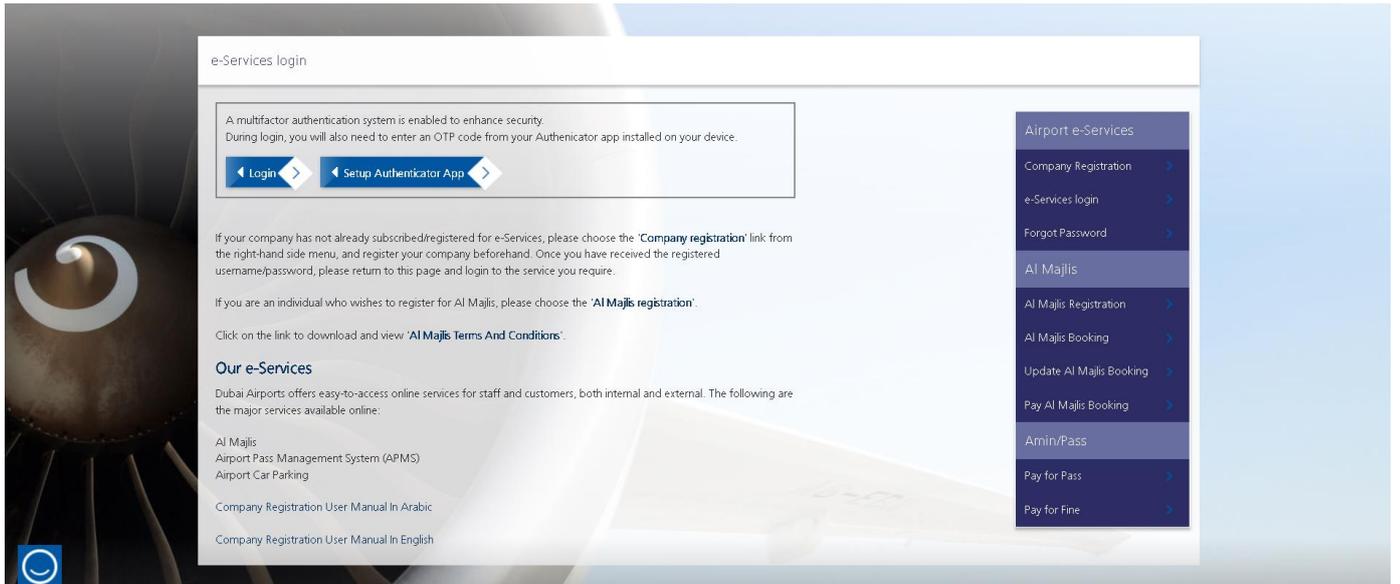
12. Enter the OTP to verify the your account and complete the MFA set up



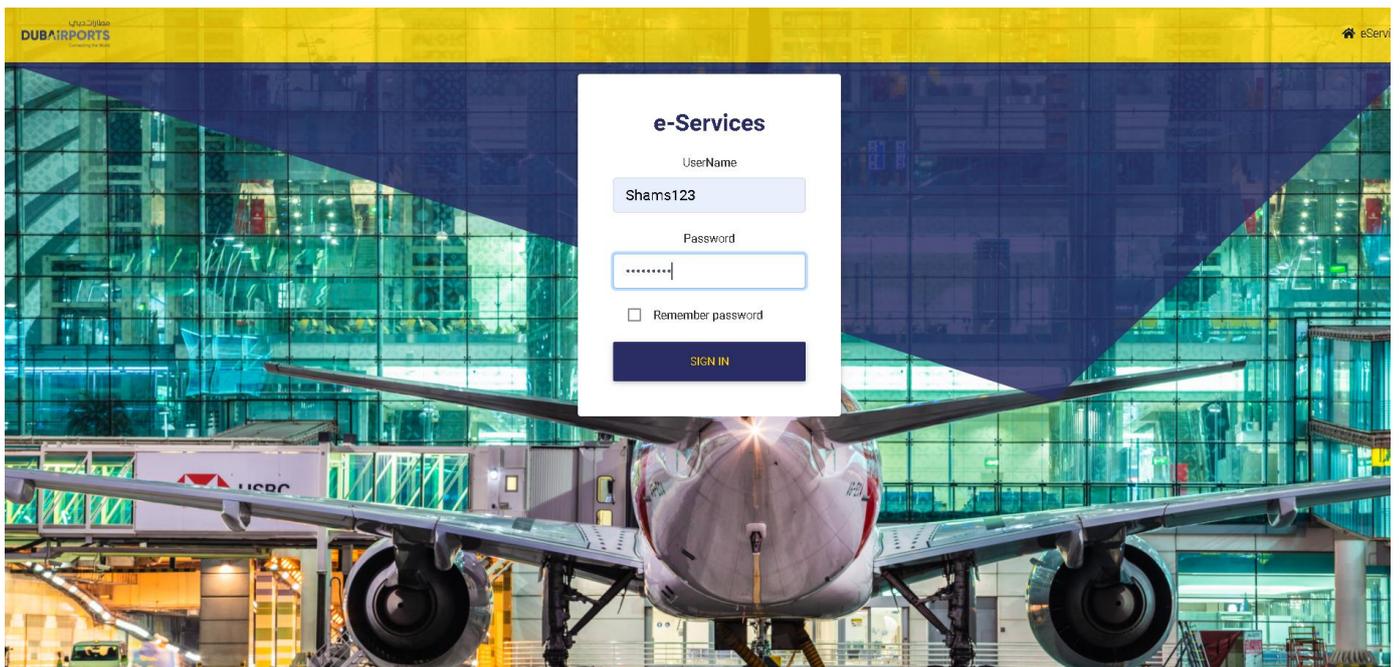
13. The MFA set up is successfully completed and a confirmation message is displayed



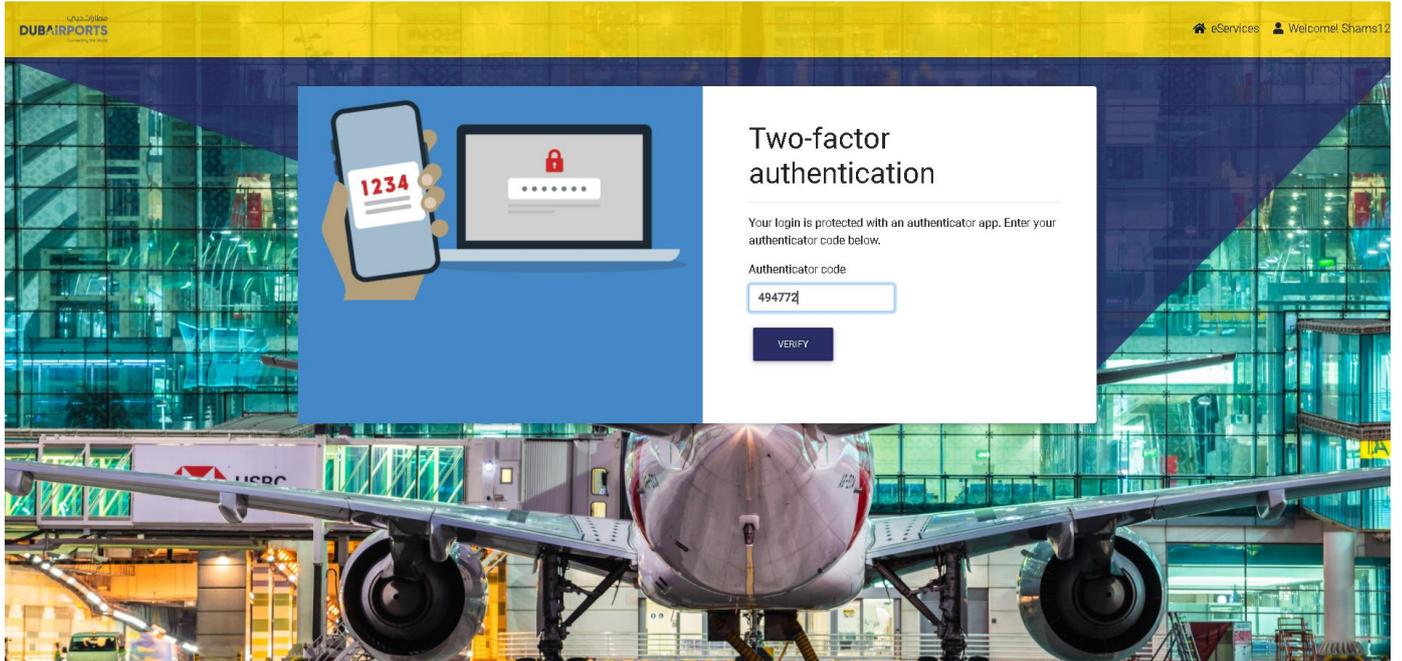
14. You can login to from the eServices home page



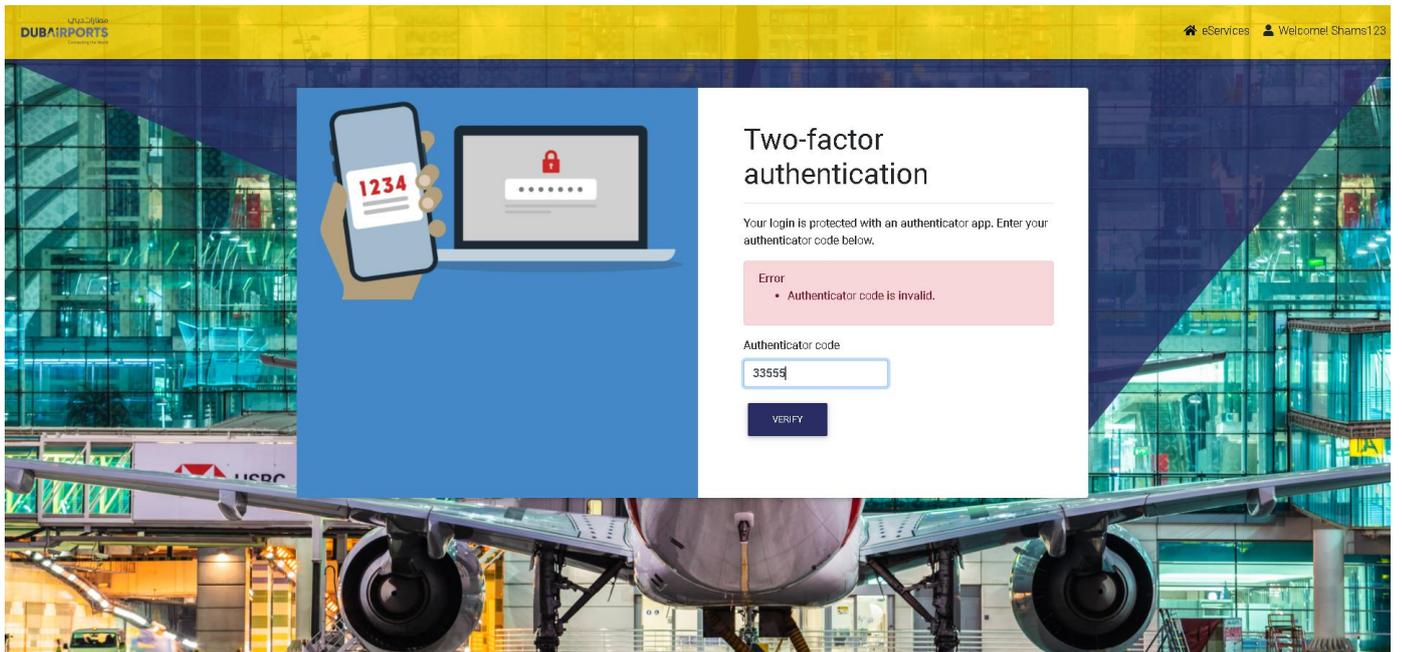
15. Enter the DA eServices user name and password to sign in



16. Open the authenticator app on your phone and get the code



17. The below error message is displayed if you enter a wrong code.



18. Enter the code correctly and click on verify to successfully login to DA eServices home page.

**e-Services**

As part of our efforts to enhance customer service and facilitate easy access to our numerous services, online services were launched at Dubai International. Today, Dubai Airports offers three easy-to-access online services for staff and customers - both internal and external. The following are the five major services available online:

**Al Majlis**  
Airport Pass Management System (APMS)  
Airport Car Parking

**Al Majlis**  
Established in 1998 at Dubai International, Al Majlis is a premium facility offering VIP travel services for passengers flying scheduled airlines. Al Majlis provides personalized services such as special check-in, immigration, baggage clearance, guided duty free and limousine/bus escort to Terminal.

**Airport Pass Management System (APMS)**  
Airport Pass Management System (APMS) is an application developed to automate the Pass Management process. A part of Dubai e-government solution, this online registration service enables submission and processing of online applications for airport security passes.

Pass Issuance Procedure In Arabic  
Pass Issuance Procedure In English  
Security Permit Application Form  
Vehicle Pass Application Form  
Update Personal Information Form  
Terms & Conditions For Company & Data Entry In Arabic  
Terms & Conditions For Company & Data Entry In English  
Terms & Conditions For Pass Holder In Arabic  
Terms & Conditions For Pass Holder In English  
Frequently Asked Questions In Arabic  
Frequently Asked Questions In English

**Airport Car Parking**  
Dubai Airports provides vehicle parking services to registered companies, car rental firms and individuals. The enhanced e-services parking system is user-friendly and offer a speedy process and clear tracking of status for both internal and external customers.

Welcome Shams123 >

Al majlis >

Al Majlis Booking >

Al Majlis Reservation List >

Update Al Majlis Booking >

Pay Al Majlis Booking >

User profile >

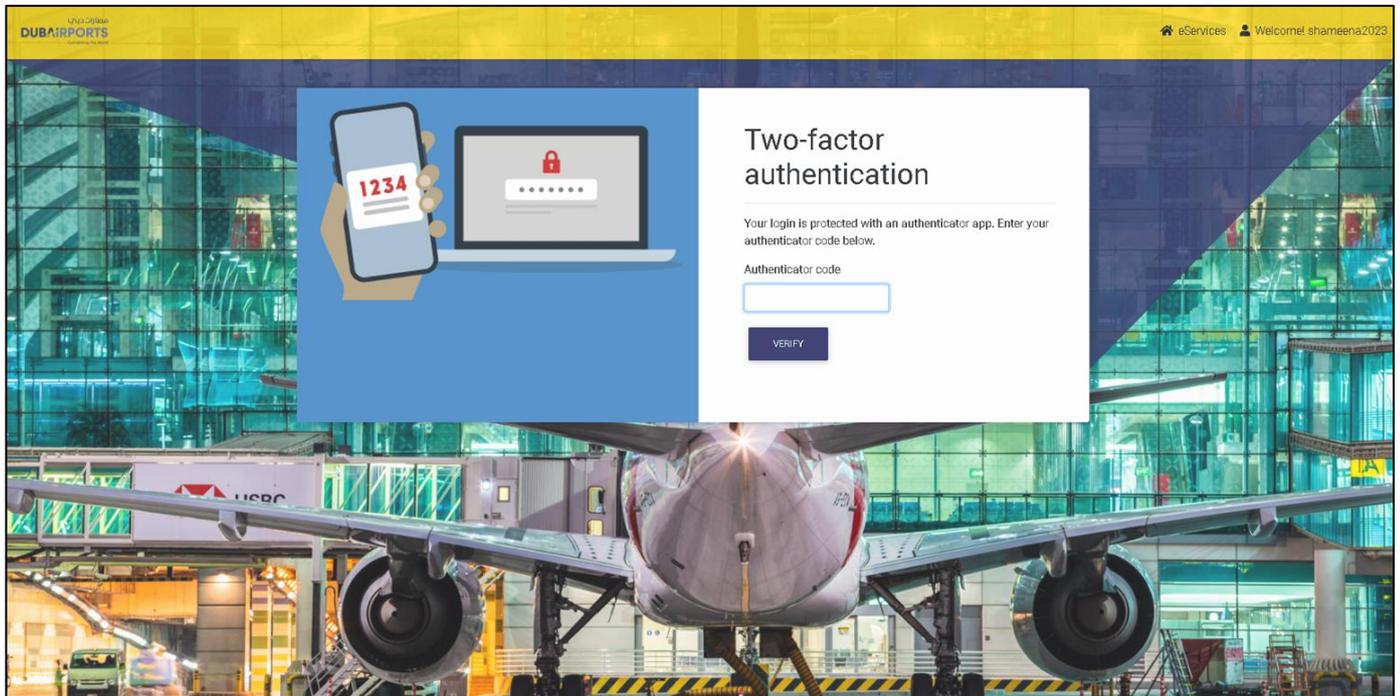
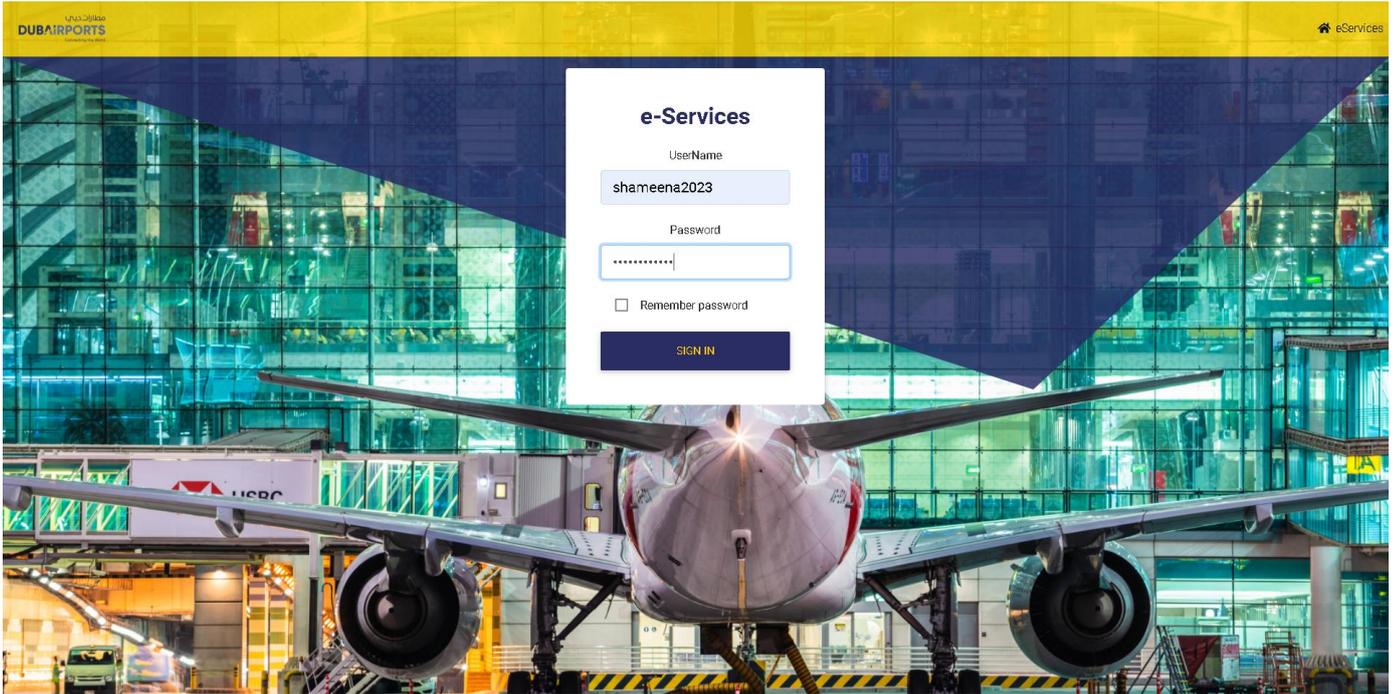
My profile >

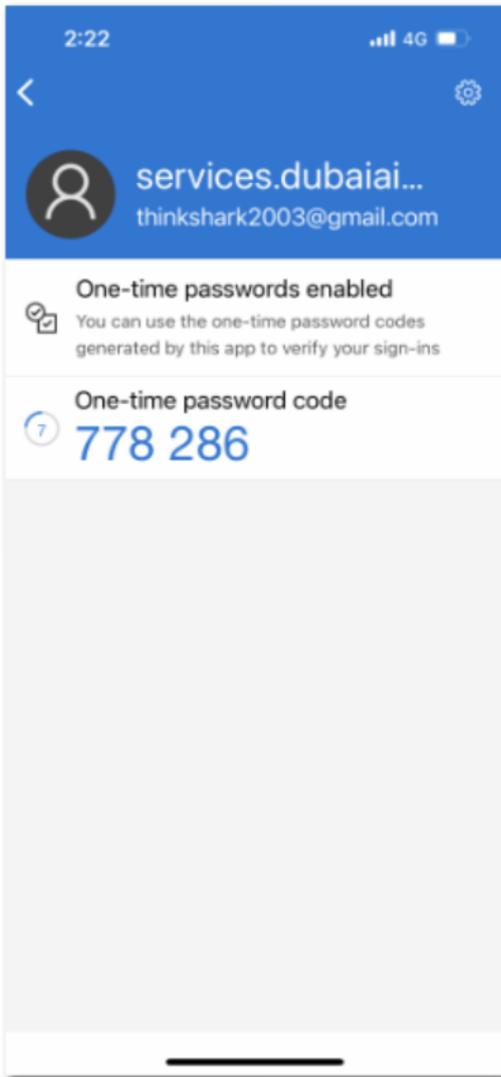
Change password >

Sign out >

### 3 SIGNING IN TO DA ESERVICES WITH MFA

1. Access DA eServices on <https://services.dubaiairports.ae>. You will land on the eServices home page.
2. Click on the "Login" button
3. Provide user name and password and click on "Sign in " button
4. You will be prompted to enter the authenticator code
5. Open the microsoft authenticator app on your mobile phone
6. Enter the code displayed on your mobile phone to authenticate and click on verify button
7. You will be successfully logged in to DA eServices







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