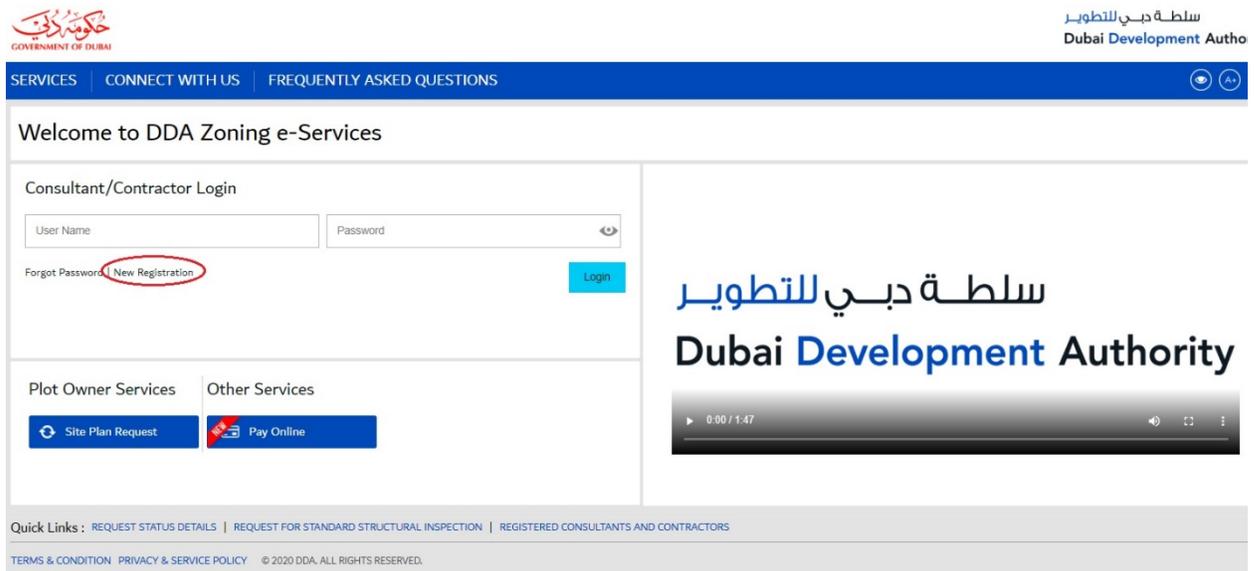# Zoning E-services – Registration:

The Dubai Development Authority (DDA) portal is a Web-based application that allows users to login and use the application using the appropriate browser.

To register as Zoning E-services user, please follow the steps out lined below:

User Registration

The Consulting or Contracting companies holding a valid trade license from Dubai Department of Economic Development (DED) can use the DDA portal to register with the Planning and Building e-Services.

- Access the DDA portal through https://webzoning.dda.gov.ae

- Online registration is required for both existing & new companies

- Click on New registration shown below:

Registering Your Company

The company can be registered in the DDA portal by completing the following four steps:

1. Entering Company Details

2. Entering the Master User Details

3. Uploading Required Documents

4. Paying Fees

Entering Company Details:

Select the company type **Consultant** or **Contractor**

Select the **Trade License** issuing Authority from the drop down

Enter trade **license number** and **license expiry date**

In the **Activity Code for DED / Activity for DDA** field, select the activity as mentioned in the license. Multiple activities can be selected from the list. The list can be filtered by typing in a few characters of the activity code or name in the textbox

Click **Next**. The system will displays table of the selected DED Activities mapped to the corresponding DDA Category. The documents required to be attached will be displayed based on the selected activities (example: Dubai Municipality Pre-Qualification Certificate, and/or Dubai Land Department Registration Certificate).

Enter inputs for the following fields:

Note: If there is an error in the input, the system will display relevant error message against the input field which must be corrected

On entering all the mandatory fields, click **Next**. The Master User Details page will be displayed.

Entering Master User Details:

Enter master user details on this page. Master user of the company is the sole admin of the company account and can apply for services on behalf of the company. The Master User can also create sub-users, make payments and manage the company contacts.

On the Master User Details page, enter inputs for all the provided fields:

- o **First Name** & Last Name
- o Designation
- o Nationality
- o **Emirates ID No.** & Expiry date
- o Email ID (This will be your login ID)
- o Mobile No.

In the **Gender** field, select the gender and Click **Next**.

Uploading Required Documents:

On the Upload Required Documents page, attach relevant documents against each type. If there are more than one document under each type it must be added together

Note: Once all documents are attached, the system checks the documents for security and size. If the document is appropriate as per the requirement, then its status is displayed as 'Success'.
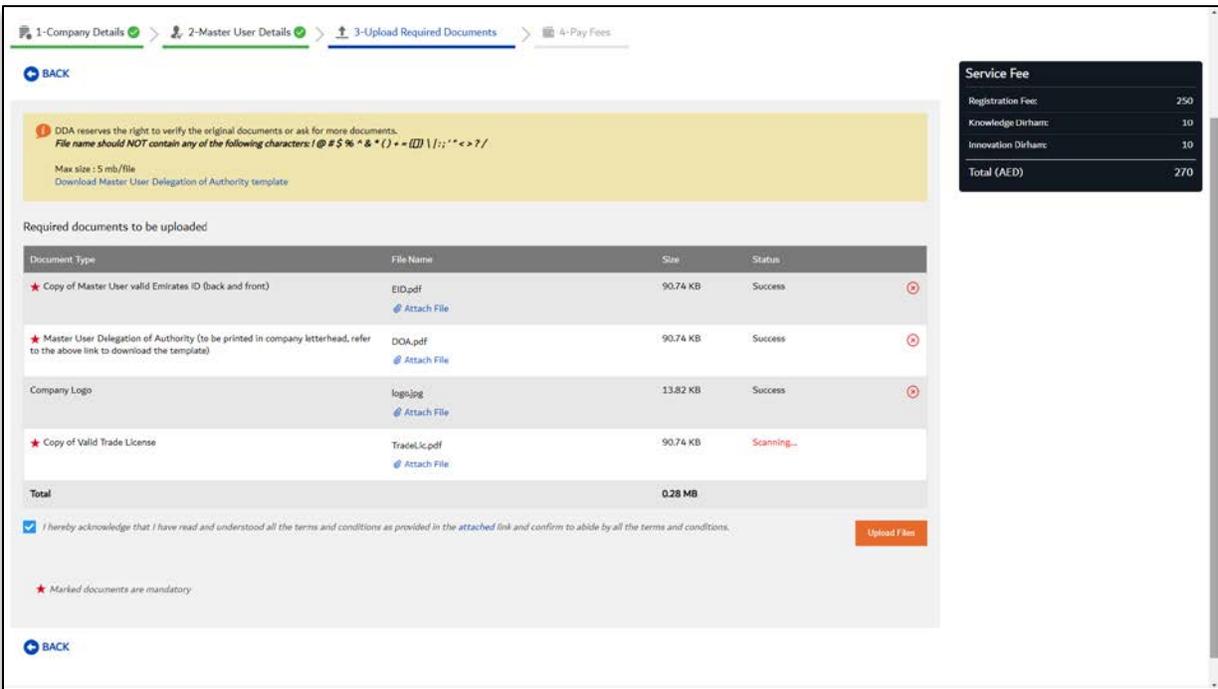
Individual files can be deleted or replaced, if required. Every time a file is replaced, security scan is carried out and Upload Files button is enabled.

Select the checkbox to accept the terms & conditions
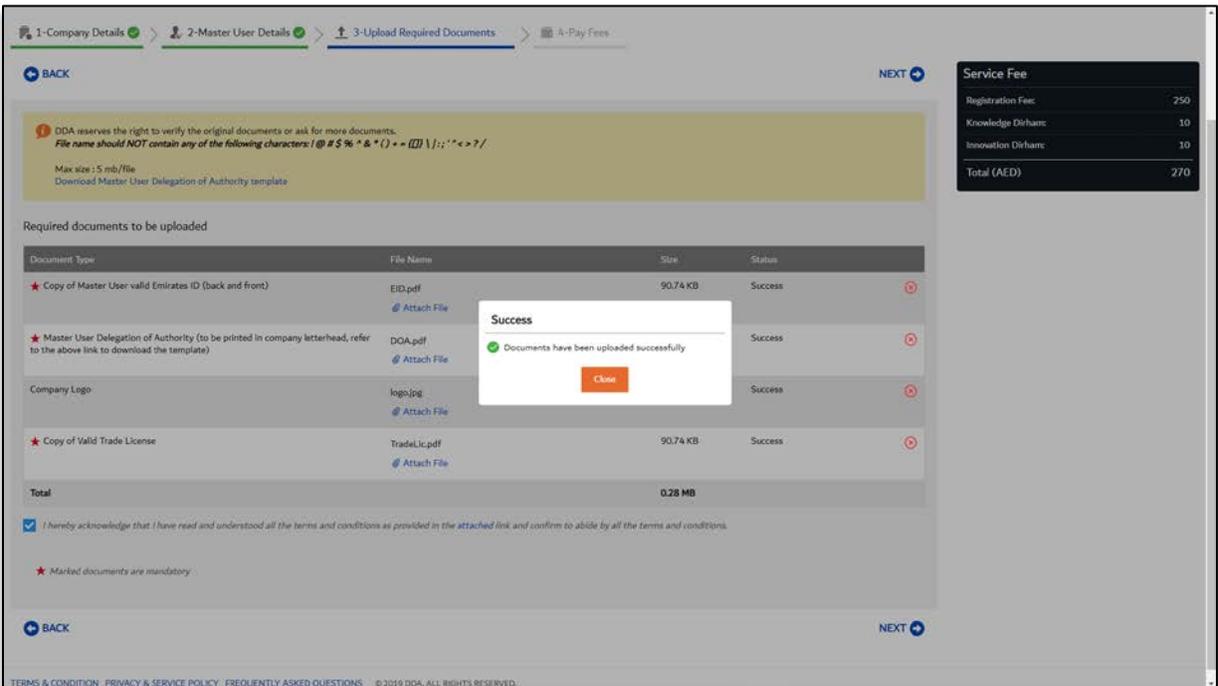
Click **Upload Files** to upload all the files.

Click **Close** when the **Documents uploaded successfully** message is displayed.

Pay Fees

The applicant is required to pay the fee as indicated in the **Service Fee** area on the right-hand side of the page. (An annual fee will be payable on registration and will be required to renew the registration every year). The registration request will be processed only on receipt of the service fee.

Note: If the company is already registered and registration is active, there is no need to pay any fee during registration.

The applicant has two options for payment:

- Pay Online (is recommended)

- Pay at counter or Pay Offline

Paying at counter

You can choose to pay in person at the Customer Service Counter. The Payment Pending page with tracking number and payment voucher is displayed.

The registration process will be kept on hold till the fee is paid. To avoid cancellation of the request, you need to pay within 7 working days.

In case counter payment option has been selected still online payment is possible through the main page-**other services.**

Click pay online option

Choose CCRS in the drop down menu and add the CCRS number to make the payment
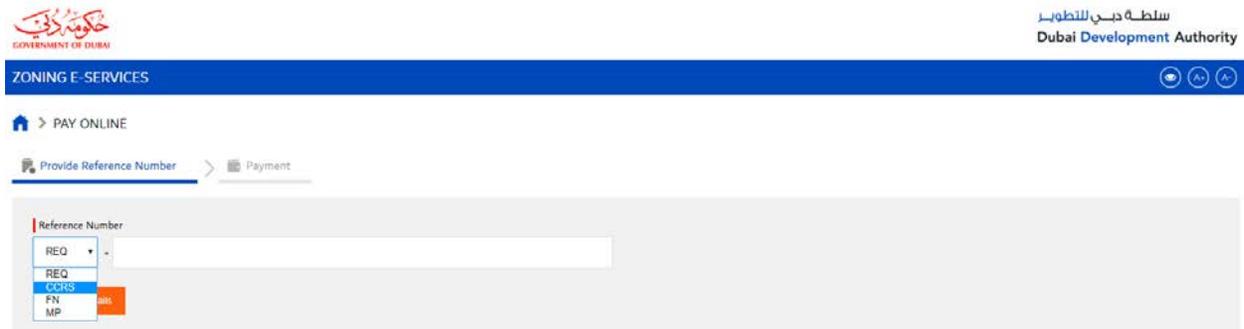
Note: for all method of payment, an email notification will be sent to Company email as well delegated Master User.

Online Payment

At **Pay Online** option, click **Pay Now** to make online payment. You will be redirected to the **Dubai ePay Payment Gateway**.

Make payment using any of the following payment modes:

- o Credit Card
- o E-Dirham
- o Direct Debit
- o OneClick Pay
- o Noqodi

Note: A notification will be received whether the payment is successful or failed due to certain reason.

Once the payment is successful, the DDA registration confirmation page with a tracking number is displayed.

Logging in to DDA Zoning e-Services:

Upon approval of the registration, an email notification with the user name (email Id of the master user) and reset password link will be provided.

Enter your registered email address in the **User Name** textbox.

Enter password in the **Password** textbox after resetting the password through the provided link

Click **Login** to log in to the DDA portal.

Note: There is an option available to reset the password (forget Password).