Emirates International Accreditation Centre

دليل المستخدم – بوابة الجهات

Entity Portal User Manual

Submitting an Accreditation Request

EIAC-QM-02

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Approved:	EIAC CEO

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1 INTRODUCTION

1.1 Purpose

This manual explains, step by step, how an entity registers its profile and submits an accreditation request to the Emirates International Accreditation Centre (EIAC) through the EIAC Accreditation Portal, from signing in to submitting the application and viewing the payment.

1.2 Scope

The manual covers the entity (applicant) side of the portal: reaching the portal from www.eiac.gov.ae, creating an account (manually or with UAE PASS), signing in, My Profile, Entity Profile, the Accreditation Requests list, the five-step request wizard, the request details page, submission and payments. Internal EIAC staff functions are outside its scope.

1.3 Intended audience

Conformity assessment bodies (CABs) and other entities that apply for EIAC accreditation, and the staff they authorise to prepare and submit the application.

1.4 Definitions

Term	Meaning
EIAC	Emirates International Accreditation Centre.
Conformity Assessment Body (CAB)	Body that performs conformity assessment activities and that can be the object of accreditation (EIAC-RQ-GEN-001, clause 1.2).
Accreditation	Third-party attestation conveying formal demonstration of competence to carry out specific conformity assessment tasks (EIAC-RQ-GEN-001, clause 1.5).
Entity	The organisation registered in the portal that applies for accreditation.
Entity Admin	The portal user responsible for the entity account; the payment screen shows that payment is awaited from the Entity Admin.
Scheme	The accreditation programme requested, e.g. Testing Laboratories or CB Products certification.
Sector	The area or standard within a scheme for which accreditation is requested.
SUA	Scope Under Assessment – the list of schemes, product categories and standards selected for assessment.

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2 ACCESSING THE PORTAL, CREATING AN ACCOUNT AND SIGNING IN

2.1 Reaching the login page from the EIAC website

1. Open the EIAC website **www.eiac.gov.ae**. The home page presents the "fully digital service platform".
2. Select **Log in** in the website header. On a phone or a narrow window, open the menu (☰) and select the user icon at the bottom of the menu.
3. The portal login page opens (accreditation.eiac.gov.ae/login) with the title "Welcome Back – Sign in to your account…".

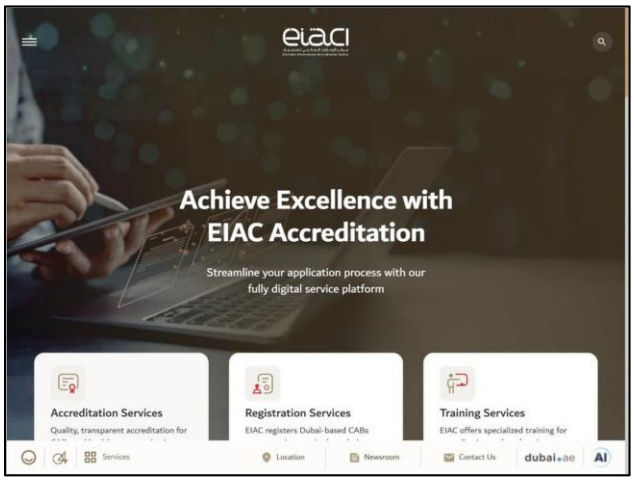


Figure 1: EIAC website home page (www.eiac.gov.ae)

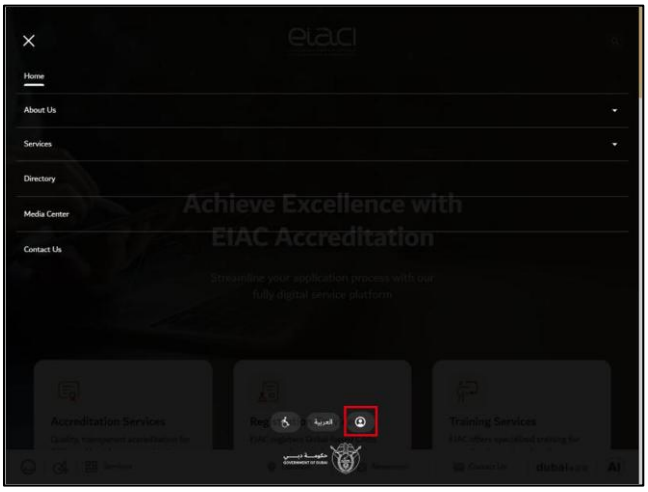


Figure 2: Website menu – user icon that opens the portal login

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2.2 Choosing the right sign-in method

The login page offers two ways to access the portal. Use the table to choose the one that applies to you.

Who you are	Method	How
A company / entity based outside the UAE, without a UAE Emirates ID	Manual account	Select **Create Account**, register as **Entity User**, then sign in with the e-mail and password (Sections 2.3 and 2.5).
An individual inside the UAE holding an Emirates ID and authorised by the company to act for it	UAE PASS	Select **Sign in with UAE PASS** (Section 2.4).

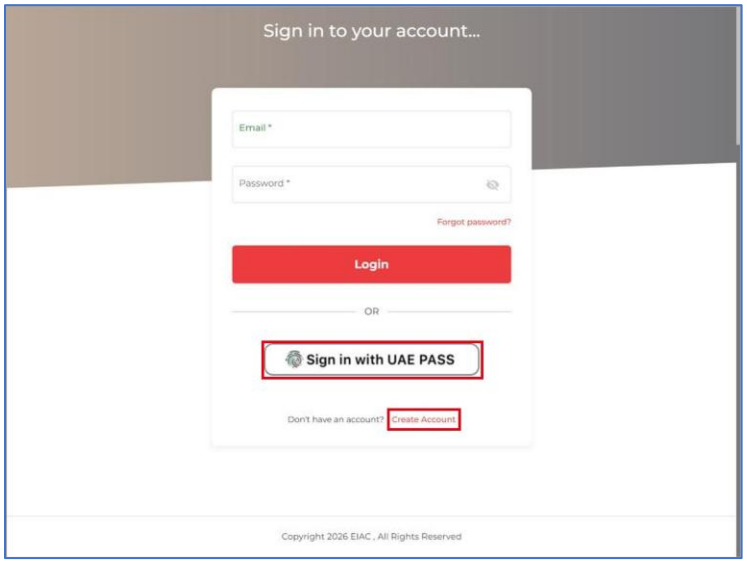


Figure 3: Login page – Sign in with UAE PASS and Create Account

2.3 Creating an account manually

Manual registration is intended mainly for companies outside the UAE that do not have an Emirates ID.

1. On the login page select **Create Account** (next to "Don't have an account?").
2. In **Select User Type** ("Kindly select type of user you want to create") choose **Entity User** and select **Continue**. The other types, **Trainee** and **EIAC Assessor**, are for other user categories and are outside this manual.
3. On the **Create your Account – Sign Up as Entity User...** page fill in the fields listed below.

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4. Select **Create Account**. If you already have an account, select **Sign In** instead.

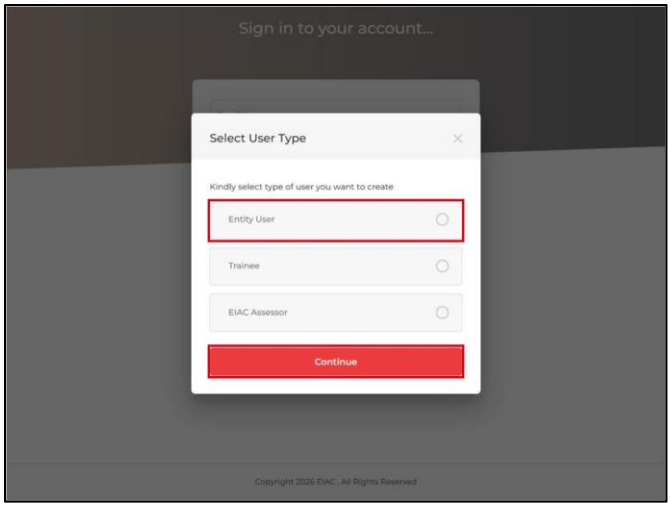


Figure 4: Select User Type – choose Entity User then Continue

Field	What to enter
First Name / Last Name	Your first and last name.
Nationality	Select your nationality from the list.
Mobile number (+971 …)	Select the country code (the UAE flag and +971 are shown by default) and enter the mobile number.
Email	A valid e-mail address; it is used to sign in.
Password *	Choose a password (mandatory). The eye icon shows or hides it.
Entity → Entity Name [In English] *	The official name of your company in English (mandatory).

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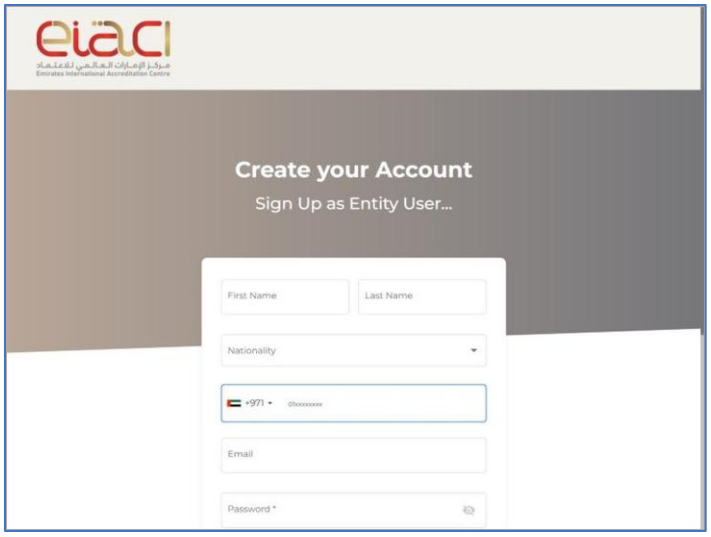


Figure 5: Create your Account – personal details

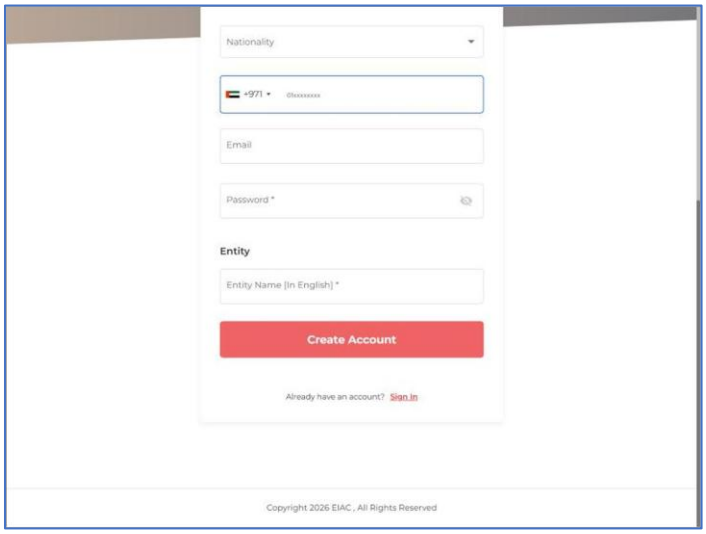


Figure 6: Create your Account – password, entity name and Create Account button

Note: Use an e-mail address that belongs to the company or to the authorised person; all portal activity is linked to it. Follow any confirmation message that the portal shows or sends after registration before signing in.

2.4 Signing in with UAE PASS

This method is for individuals inside the UAE who hold an Emirates ID and have been authorised by their company to use the portal on its behalf.

1. Open the portal login page (Section 2.1).

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2. Select **Sign in with UAE PASS** (below the **OR** separator).
3. Authenticate with your UAE PASS account (through the UAE PASS app, as requested on the UAE PASS screen).
4. After successful authentication you are returned to the portal, which opens on **My Profile**.

Note: The company must authorise the individual before the first use. Section 9 also refers to **Sign with UAE PASS**, the electronic signature step shown on a saved request.

2.5 Signing in with e-mail and password

1. Enter your registered e-mail address in **Email**.
2. Enter your password in **Password**. Use the eye icon to show or hide the characters.
3. Select **Login**.

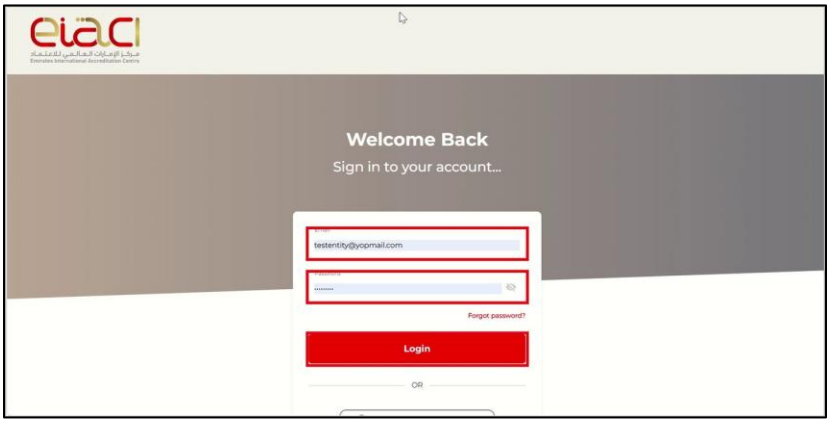


Figure 7: Login page: Email, Password and Login button

Note: If the password is forgotten, select **Forgot password?** below the password field. If the message "Invalid email or password" appears, re-check both fields and try again.

3 PORTAL LAYOUT

After signing in, the portal opens on **My Profile**. The left-hand menu is available on every page:

Menu item	Use
Entity Profile	Maintain the entity's information (Section 5).
Accreditation Requests	List, create and follow accreditation requests (Sections 6 to 10).
Documents	Expandable menu of documents.
Training	Expandable menu of training services.

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The top bar shows the task and notification icons and the signed-in user ("Hello, <name>").

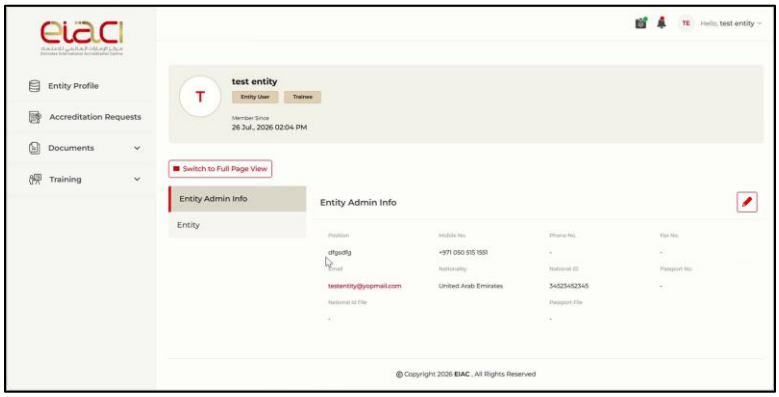


Figure 8: My Profile page with the left-hand menu

4 MY PROFILE AND ENTITY ADMIN INFO

The profile card shows the username, role tags and the "Member Since" date. Two tabs are available: **Entity Admin Info** and **Entity**.

4.1 Completing Entity Admin Info

Complete this information before submitting a request. It includes Position, Mobile No., Phone No., Fax No., Email, Nationality, National ID, Passport No. and the National ID / Passport files.

1. Select the pencil (edit) icon on the **Entity Admin Info** tab. The **Edit Entity Admin Info** window opens.
2. Fill in the names (English and Arabic), **Position**, mobile number with country code, phone, fax and **Email**.
3. Select the **Nationality**. For a non-UAE nationality, the option "Do you have a valid Emirates ID?" is displayed.
4. Enter the **National ID** number and upload the **National ID File** (drag and drop or browse).
5. Save. The message "Updated successfully" confirms the change.

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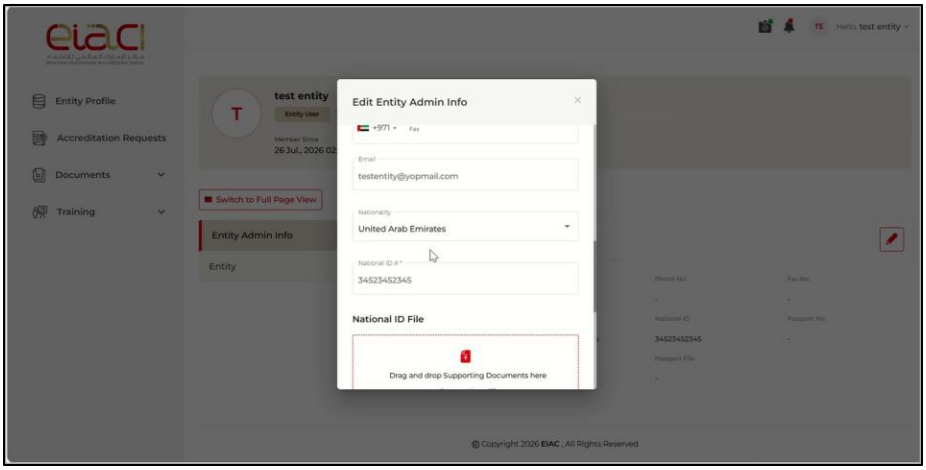


Figure 9: Edit Entity Admin Info window

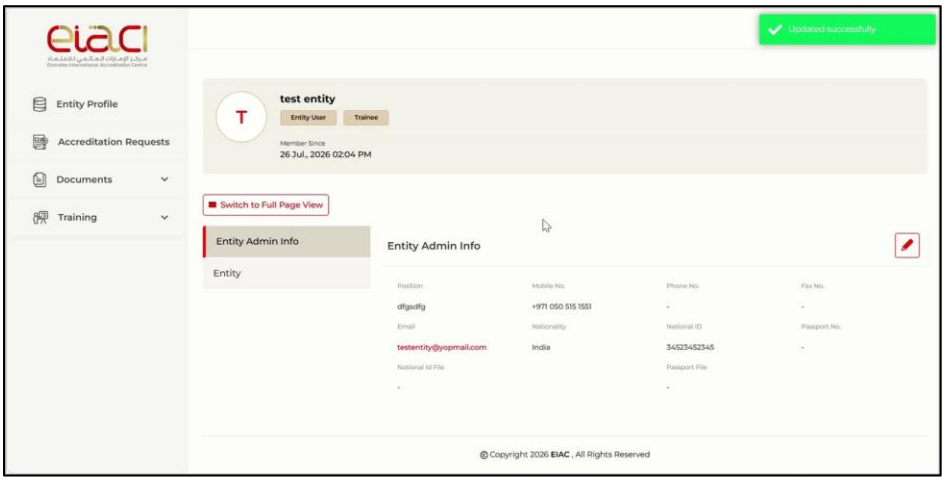


Figure 10: Entity Admin Info after a successful update

4.2 Entity tab

The **Entity** tab lists the entities linked to the account (Entity Name, Entity Admin, Entity Representative, Email, Created On). Use the eye icon to open an entity profile, **Sorted By** to change the order, or **Add New Entity Profile** to register another entity.

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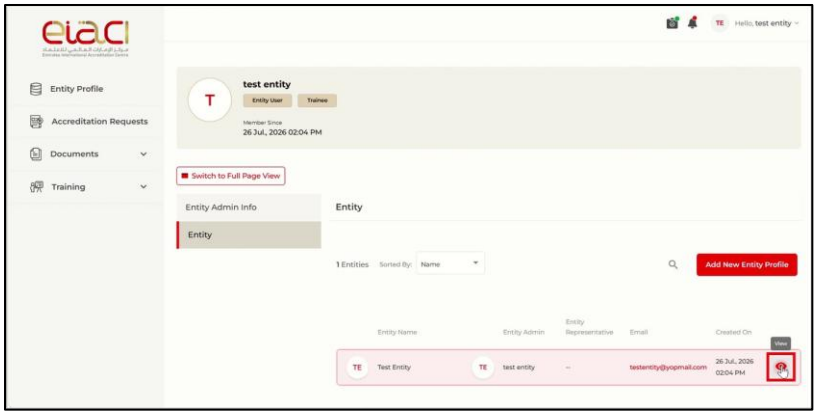


Figure 11: Entity tab: list of entities and the view (eye) icon

5 ENTITY PROFILE

The Entity Profile holds the organisation's information that supports every accreditation request. Select the sections on the left to view them and use the pencil icon (or the + icon in list-type sections) to edit.

Section	Content
Main Info	Location Map, Registered Physical Location Address, PO Box No./ZIP Code, City, Country, Mailing Address, Tel. No., Fax No., Official email address, Email (Alternative), Website, Date of Establishment, license No., license File, Type.
Ownership of the Organization	Ownership details of the organisation.
Members of Board	Name and designation of each board member (add with +, edit or delete with the row icons).
Working Time	Official working hours.
Branches	Branches of the organisation.
Authorized Contact persons	Name, designation and mobile phone of each authorised contact.
Key personnel information	Information on key personnel.
Existing Accreditation/ Certification	Accreditation or certification already granted to the organisation.
Accredited in	Schemes accredited by EIAC with scopes, accredited date and expiry date, filtered by Active, Suspended, Withdrawn, Expired or Reduction.

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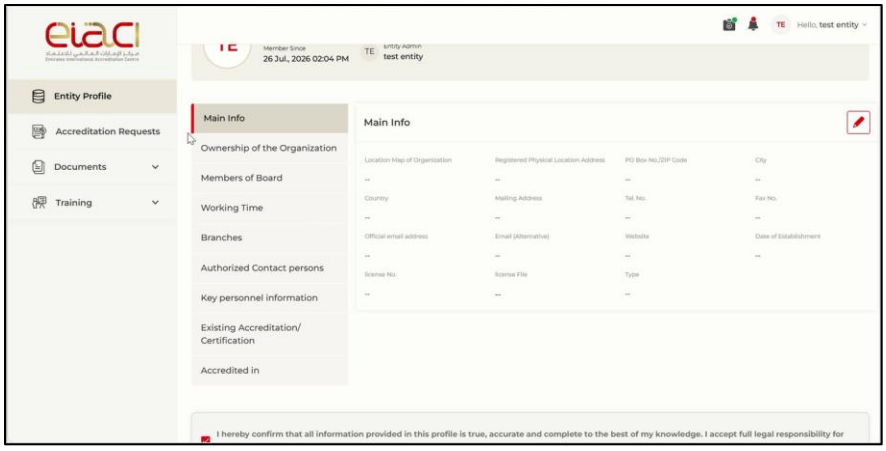


Figure 12: Entity Profile – Main Info and the section menu

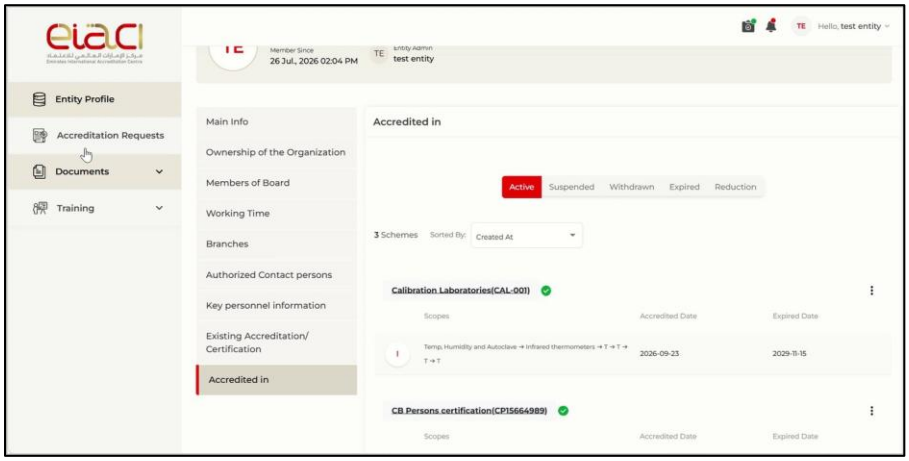


Figure 13: Entity Profile – Accredited in

Note: At the bottom of the profile a declaration must be ticked: "I hereby confirm that all information provided in this profile is true, accurate and complete to the best of my knowledge…". Read it in full before confirming.

6 ACCREDITATION REQUESTS LIST

Select **Accreditation Requests** in the left menu. The page shows the number of requests and a table with **Request #**, **Entity**, **Schema**, **Status & Progress** and **Recent Action on**.

- **Sorted By** changes the order; the search icon and **Filter** narrow the list.
- The eye icon at the end of a row opens the request details page.
- **Add Accreditation Request** starts a new request (Section 7).

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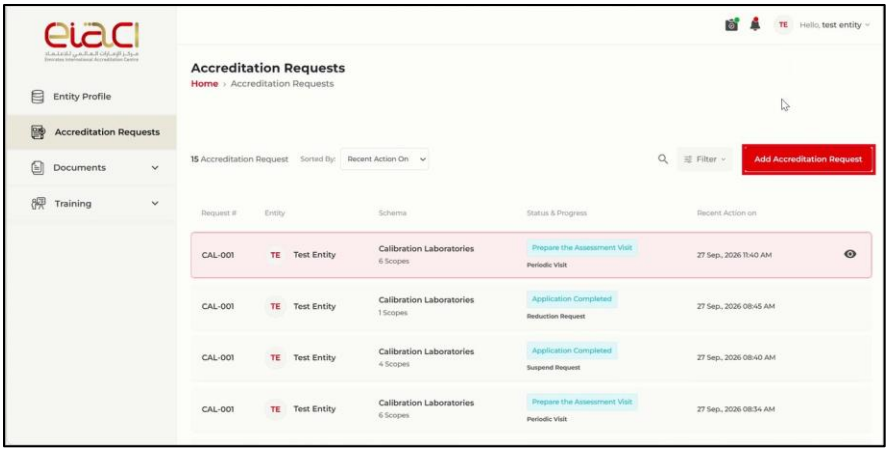


Figure 14: Accreditation Requests list and the Add Accreditation Request button

7 SUBMITTING A NEW ACCREDITATION REQUEST

7.1 Overview of the wizard

The request is completed in a wizard whose steps are listed on the left. The steps adapt to the selected scheme; for example, a Testing Laboratories request has four steps, while a Certification Bodies request adds the **SUA** step.

Step	Name	What you do
1	Select Main Scheme	Choose the entity and the main scheme.
2	Select Sectors	Choose the sectors / standards to be assessed.
3	SUA (some schemes)	Review the Scope Under Assessment.
4	Request Details	Enter branches, applicant information, scope locations and preferred visit period.
5	Documents	Upload the supporting documents, add notes, accept the declaration and save.

Note: Use **Back** to return to the previous step, **Save As Draft** to keep your work and continue later, and **Next** to move forward. Step numbers turn red once completed.

7.2 Step 1 – Select Main Scheme

1. Select **Accreditation Requests** then **Add Accreditation Request**.
2. Under **Select Entity**, open the **Entity** drop-down and choose your entity.

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3. Under **Select Main Scheme (Maximum 1 per request)**, choose one scheme group: Laboratories, Inspection Bodies, Halal Bodies, Proficiency Testing Providers, Biobanking, Healthcare Providers or Certification Bodies, then select **Add New**.
4. Choose the specific scheme. Laboratories offer Medical, Testing and Calibration Laboratories; Certification Bodies offer CB Management systems, CB Persons certification, CB Products certification, Validation and Verification, Food Safety Management Systems, Energy Managements and Facility Management Systems. Use the back arrow to return to the groups.

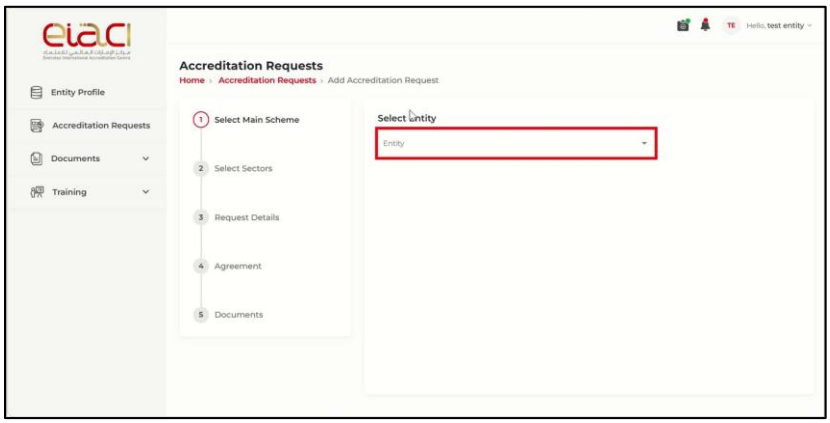


Figure 15: Selecting the entity

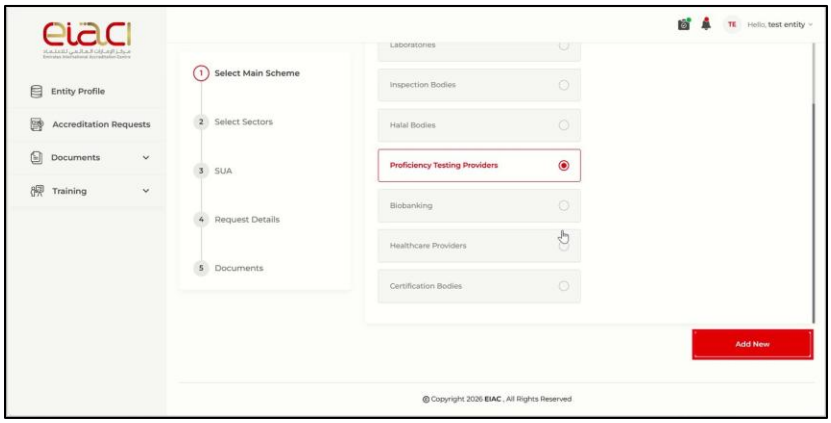


Figure 16: Main scheme groups and the Add New button

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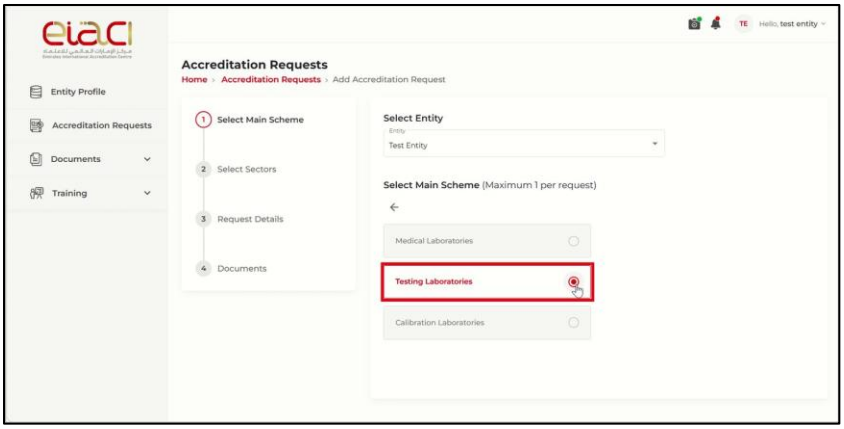


Figure 17: Selecting a laboratory scheme (Testing Laboratories)

Note: Depending on the entity's existing accreditation, a **Choose Accreditation Number** window may open: select the accreditation number and press **Submit**. If the message "you have already requested" appears, a request already exists for that selection – open it from the requests list.

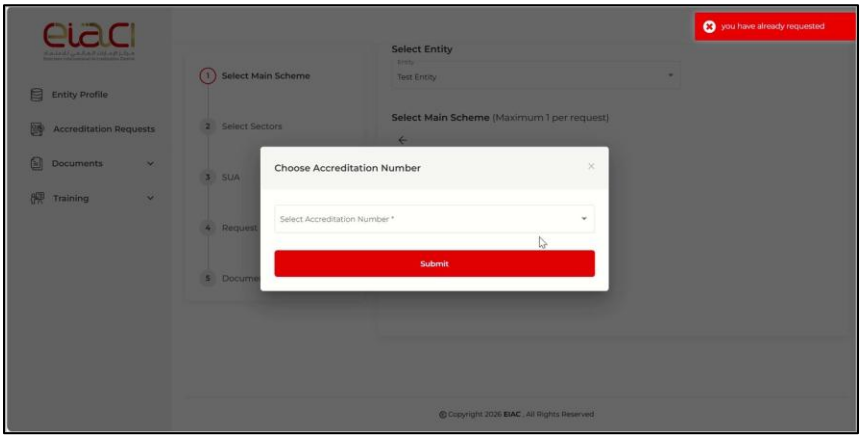


Figure 18: Choose Accreditation Number window

7.3 Step 2 – Select Sectors

1. Wait for the sector table to load. Scroll horizontally to see all columns.
2. Tick the applicable standards / scopes. Selected items appear as tags at the top of the table; remove all with **Clear**.
3. Select **+ Add Others** if the required item is not listed.
4. Select **Next**.

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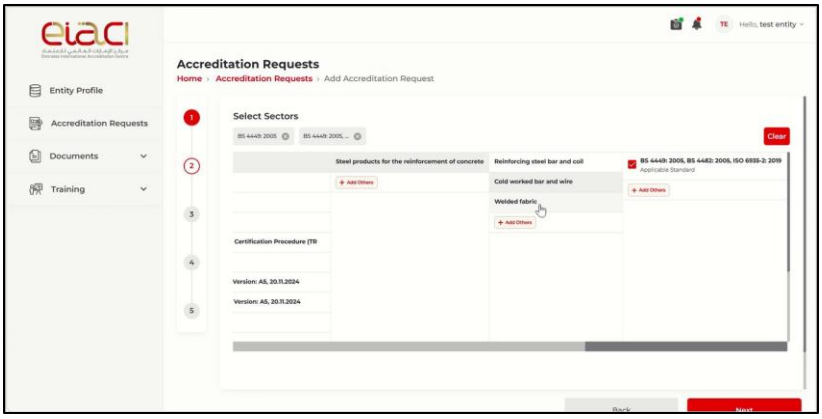


Figure 19: Select Sectors with selected standards shown as tags

7.4 Step 3 – SUA (Scope Under Assessment)

The SUA table summarises what will be assessed: **#**, **Certification Type/Scheme**, **Product Category**, **Type of Product** and **Applicable Standard**. Review it carefully, go **Back** to correct the selection if needed, then select **Next**.

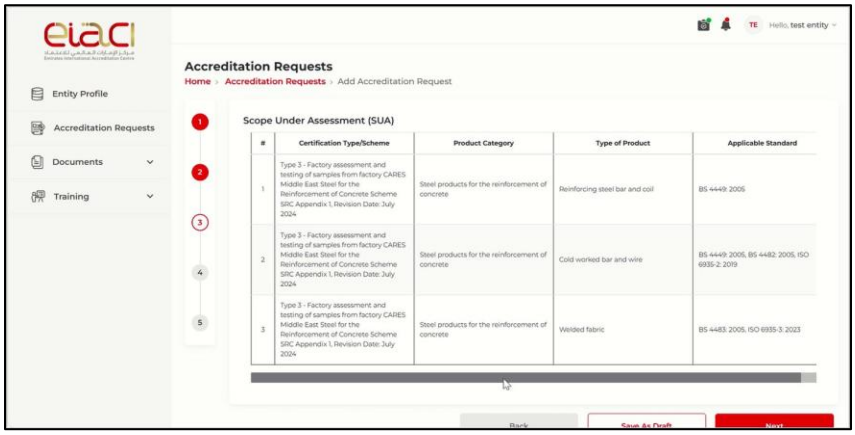


Figure 20: Scope Under Assessment (SUA) table

7.5 Step 4 – Request Details

The fields below are those shown for a Certification Bodies request; other schemes may show different fields.

1. **Branch** – open **Select Branches**, search countries with **Search countries…** and tick the countries (original branches are listed first).
2. **Applicant Information** – answer "Is certification the main activity of the organization" with **Yes** or **No**.
3. **Scope of Accreditation** – for each additional location enter **Location**, **City & Country** and **Activities carried out at this location**; select **+ Add** for more rows (the × icon removes a row).

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4. List the countries where the body intends to provide EIAC-accredited certifications in **Name of Country** and select **+ Add**.
5. **I recommend the visit to be conducted in the** – tick the **quarter** (1st to 4th) and enter the **year**.
6. Select **Next** (or **Save As Draft**).

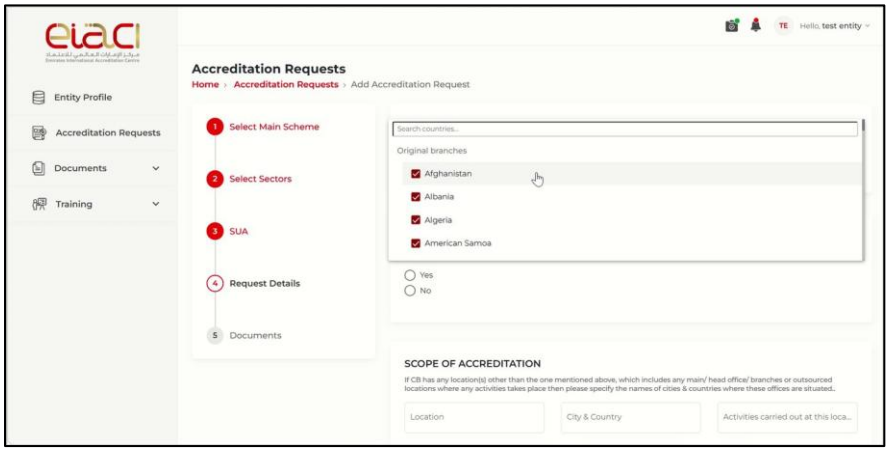


Figure 21: Selecting branch countries

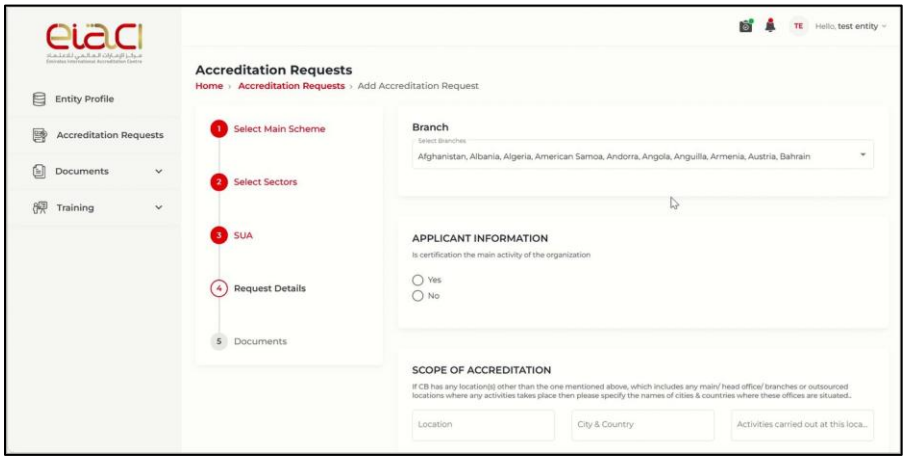


Figure 22: Applicant Information and Scope of Accreditation

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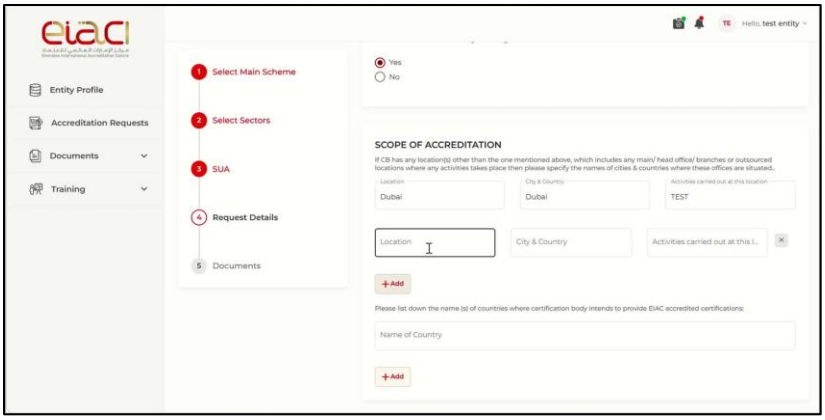


Figure 23: Additional locations, countries and the recommended visit period

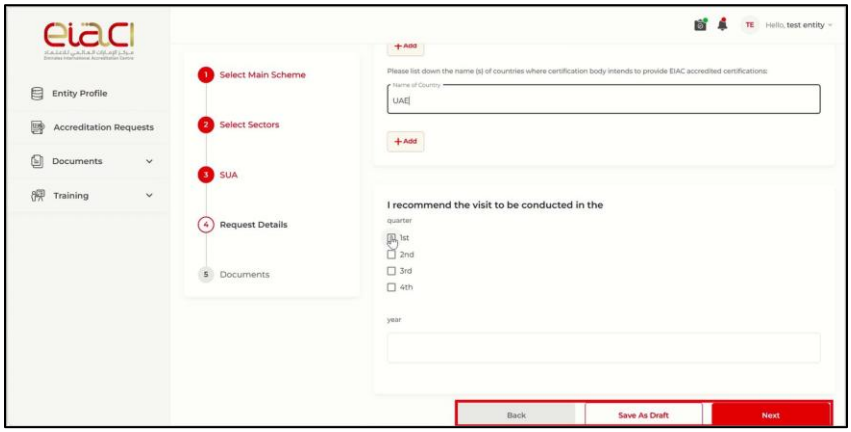


Figure 24: Quarter, year and the Back / Save As Draft / Next buttons

7.6 Step 5 – Documents

Upload the following documents. Drag a file into the box or select **Browse Your Files**; the maximum size is 100 MB ("max-size: 100 MB" is displayed). An uploaded file appears under the box and can be removed with the × icon.

Document
Quality Manual and Procedures (for initial accreditation & Scope Extensions only)
Filled Up Document Review Checklist (related to applied accreditation standard and for initial accreditation & Scope Extensions only)
Relevant regulation / legislation documents of the countries where the CAB is located and/or offering conformity assessment services

1. Optionally write remarks in **Notes (Optional)**.

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2. Tick the declaration: “At any point in the application process, if there is evidence of fraudulent behavior, if the Entity intentionally provides false information or if Entity conceals information, EIAC will reject the application or terminate assessment process.”
3. Select **Save**. The message “Added successfully” confirms that the request was created as a draft.

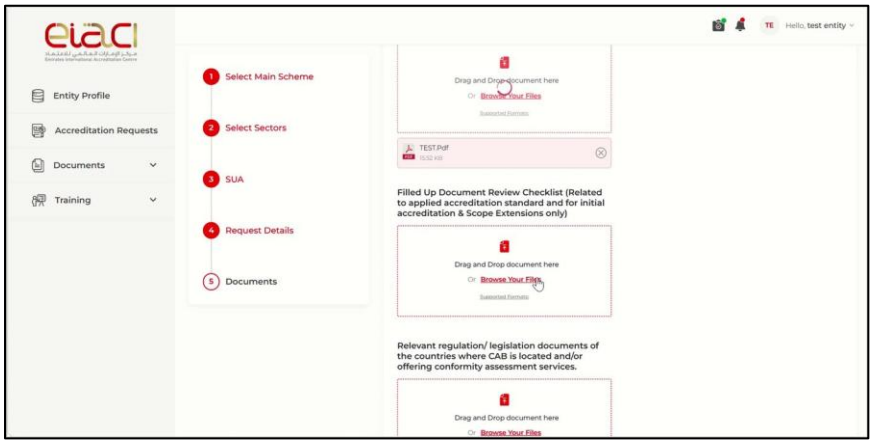


Figure 25: Document upload boxes with an uploaded file

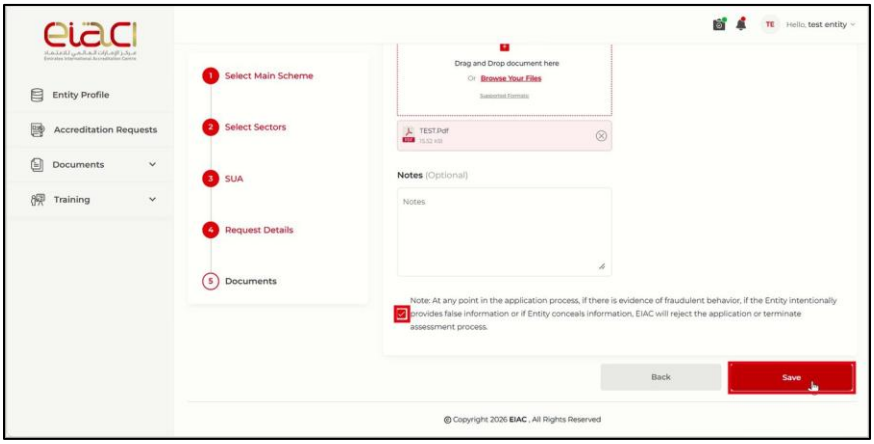


Figure 26: Notes, declaration and Save

8 REQUEST DETAILS PAGE

After saving, the request details page opens. The header shows the scheme name, the entity, the user who made the request (**Requested by**) and the creation date. The pencil icon edits the request while it is a draft.

Area	Description

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Tabs	**Timeline**, **SUA**, **Request Details**, **Reports**, **Payments** and **Quotation** (use the arrows to scroll the tabs).
Request Status and Progress	Shows the current status (e.g. New Application) and what is expected from you ("Waiting for your action").
Action buttons	**Update**, and **Sign with UAE PASS** / **Submit application** (Section 9).
Request Timeline	Chronological log of actions, e.g. "Saved as draft – Done by <user>".

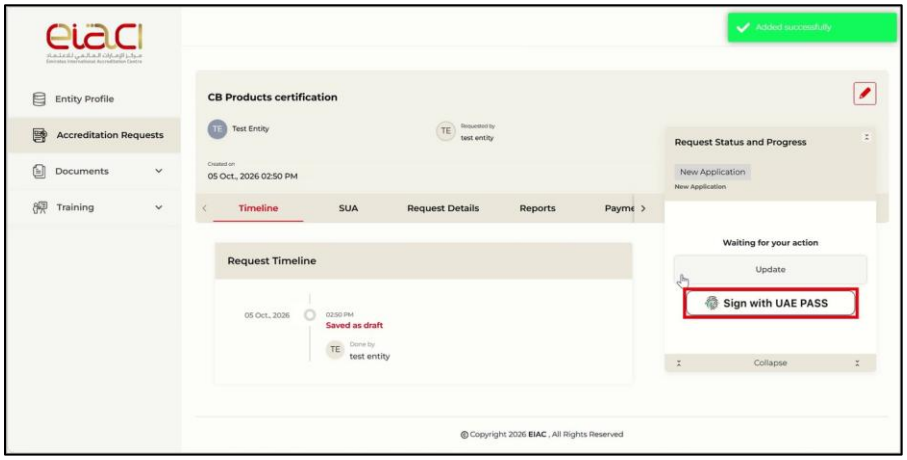


Figure 27: Request details page – Waiting for your action, Update and Sign with UAE PASS

9 SUBMITTING THE APPLICATION

1. Review the **Request Details** and **SUA** tabs and the uploaded documents (the **Documents** section lists the files you attached).
2. Make sure the **Entity Admin Info** is complete (Section 4). In the recorded session the panel first offered **Sign with UAE PASS**; once Nationality and National ID were completed, the green **Submit application** button was displayed.
3. Select **Submit application**.
4. Check the timeline: the entry "You submitted the request" is added and the panel shows "No action needed from your side".

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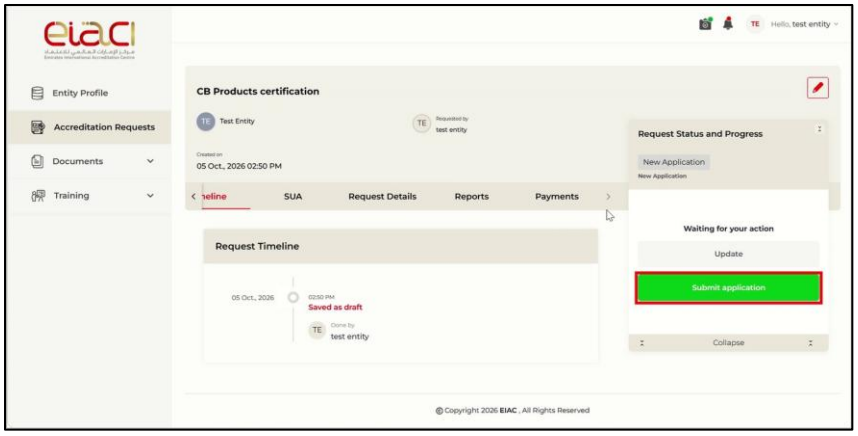


Figure 28: Submit application button

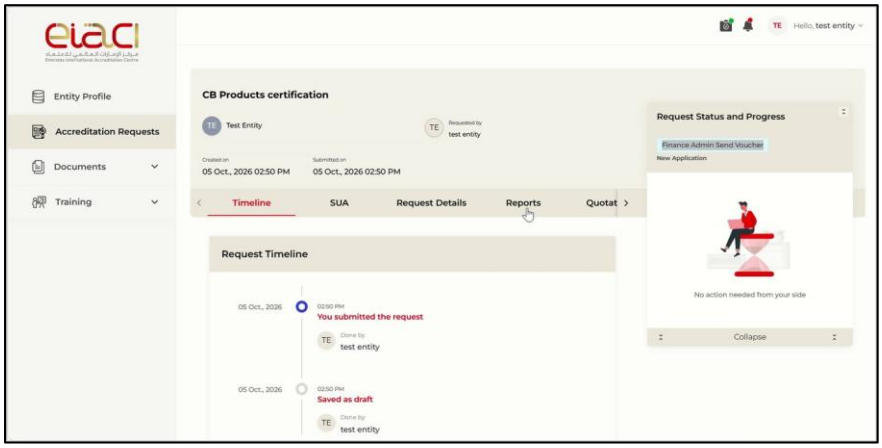


Figure 29: Request submitted – timeline and status

Note: Review all information carefully before selecting **Submit application**. Until then the request remains a draft and can be corrected with **Update**.

10 PAYMENTS

Open the **Payments** tab of the request. Each payment item shows the amount, its description (for example "Accreditation Application"), the date and its status – for example "waiting Entity Admin to pay". The eye icon opens the item. Payment is made by the Entity Admin. After submission the status panel may show "Finance Admin Send Voucher", meaning EIAC finance is issuing the payment voucher.

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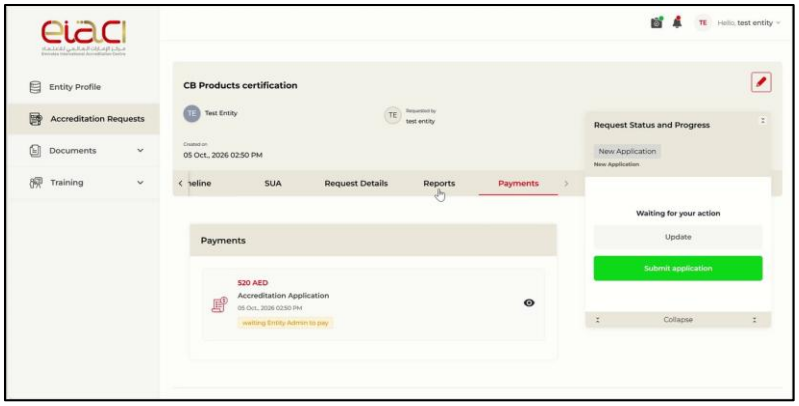


Figure 30: Payments tab

Note: The amount shown in the recorded session (520 AED) comes from a test environment. Refer to the current EIAC fees schedule for actual fees.

11 TROUBLESHOOTING

Situation	What to do
"Invalid email or password"	Re-enter the credentials; use **Forgot password?** if needed.
"you have already requested"	A request already exists for the selection; open it from **Accreditation Requests**.
Sector table or page keeps loading	Wait a few seconds; refresh the page and resume from the saved draft.
File cannot be uploaded	Check that the file does not exceed 100 MB and that its format is supported (**Supported Formats**).
Sign with UAE PASS appears instead of Submit application	Complete **Entity Admin Info** (Section 4) and reopen the request.
Work was interrupted	Open the request from the list; saved drafts are marked "Saved as draft" in the timeline.

12 PRE-SUBMISSION CHECKLIST

- Entity Admin Info and Entity Profile are complete, and the profile declaration is confirmed.

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- The correct entity and one main scheme are selected.
- Sectors / SUA match the scope you wish to be assessed.
- Branches, locations, countries and the preferred visit quarter / year are entered.
- The three required documents are uploaded (each below 100 MB).
- The declaration is ticked and the request is saved, then **Submit application** is selected.
- The Entity Admin settles the payment shown in the **Payments** tab.

13 SUPPORT

Channel	Details
Telephone	+971 4 872 2666
E-mail	info@eiac.gov.ae
Website	www.eiac.gov.ae

14 REFERENCES

- EIAC-RQ-GEN-001, Issue 1, Rev. 09 – General Accreditation Requirements.

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