



# DFSA ePortal Technical Notes

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## **SECTION 1**

The following is a guide for a minimum recommended setup when accessing the DFSA ePortal.

If you experience problems accessing or attempting to log on to the DFSA ePortal application you should confirm with your IT Department that your computer settings adhere to the following minimum setup before contacting the DFSA:

### ***Operating system***

- Windows 7, Windows 8 or Windows 10

### ***Browser***

- Internet Explorer v9.x, 10.x or 11.x,
- Firefox, Google Chrome, Safari web browsers are compatible – **if you encounter any issues with these browsers please see Section 2 of this document**
- Pop-up blocker must be turned **OFF** while using DFSA ePortal
- 'Enable Protected Mode' must be unchecked in the Tools->Security tab for 'Trusted Sites'

### ***Monitor***

- 1024 x 768 screen resolution – zoom setting on Internet Explorer should be set to 100% before accessing DFSA ePortal

### ***Printer***

- Any compatible printer – Required to print hard copies of your returns

### ***Internet Connection***

- Minimum recommended 256KB line
  - Note: as this application will be accessed via the internet, the stability and speed of your internet connection, firewalls and proxy settings may cause a variance in performance.

### ***Client Tools***

- Adobe Acrobat Reader – this will enable you to view and print the reports. More information on Adobe can be found at [www.adobe.com](http://www.adobe.com)

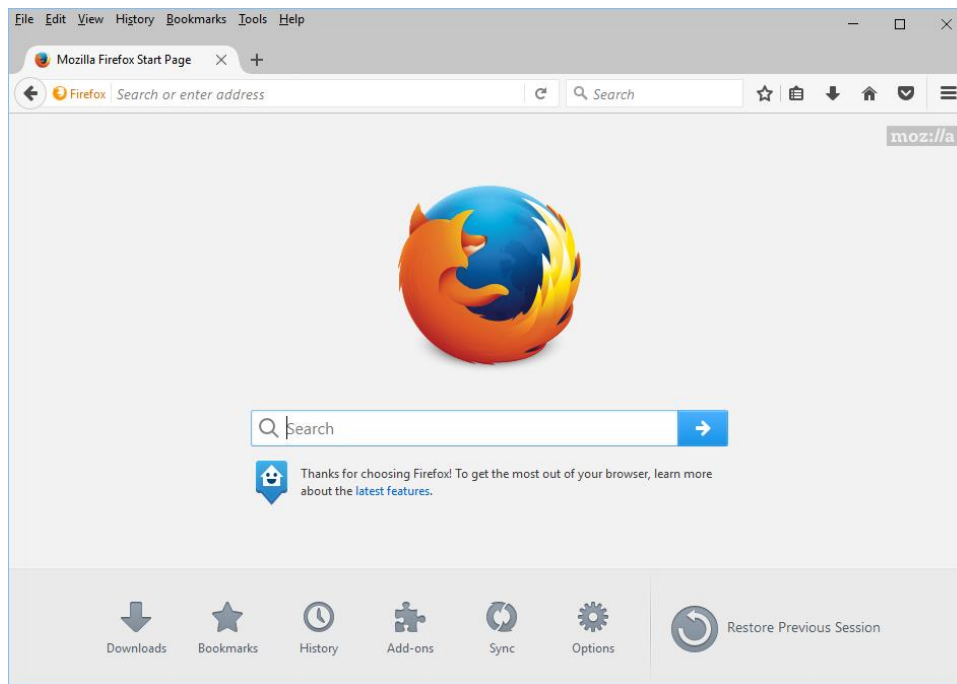
## **SECTION 2**

### **\*\* IMPORTANT STEPS WHEN USING NON INTERNET EXPLORER BROWSERS \*\***

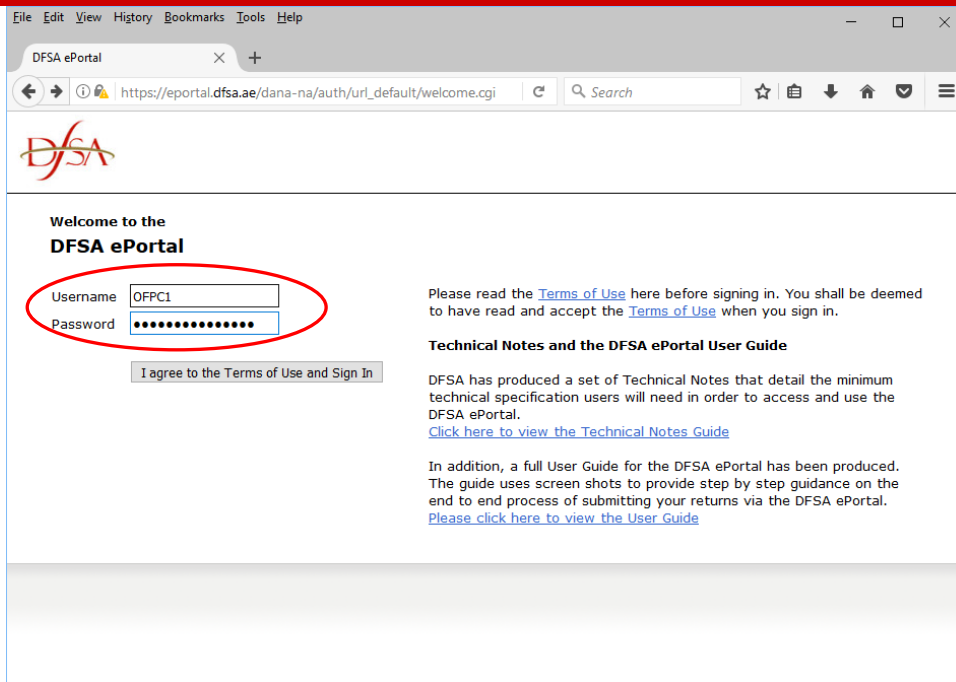
If you are using an Internet browser other than Internet Explorer you may face an additional step which require you to login again.

Please see the following steps – a video guide is available at the end of the document:

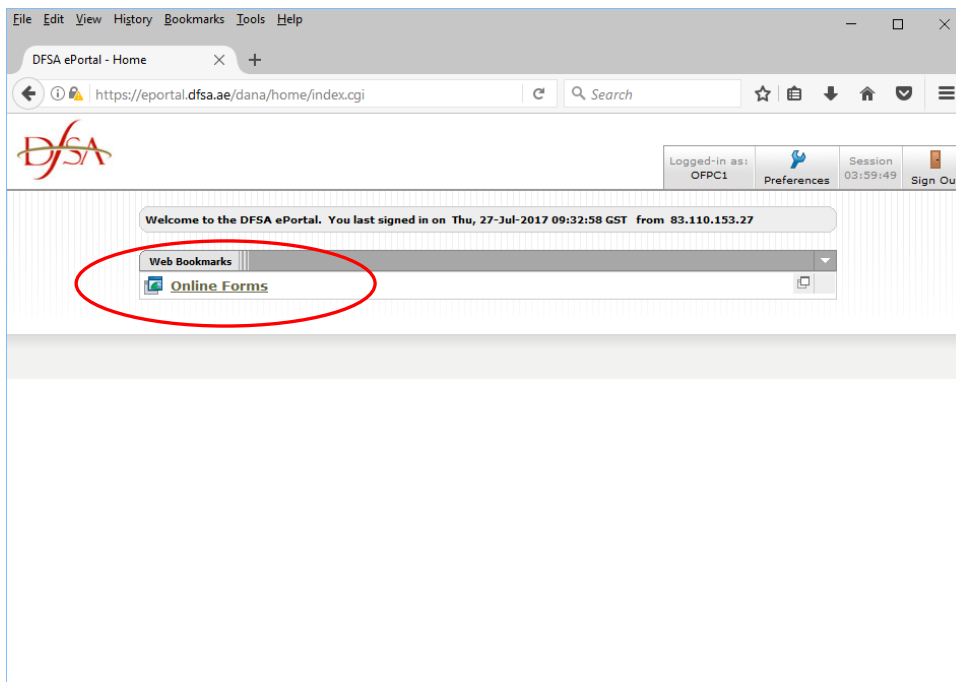
1. Open your Internet browser application:



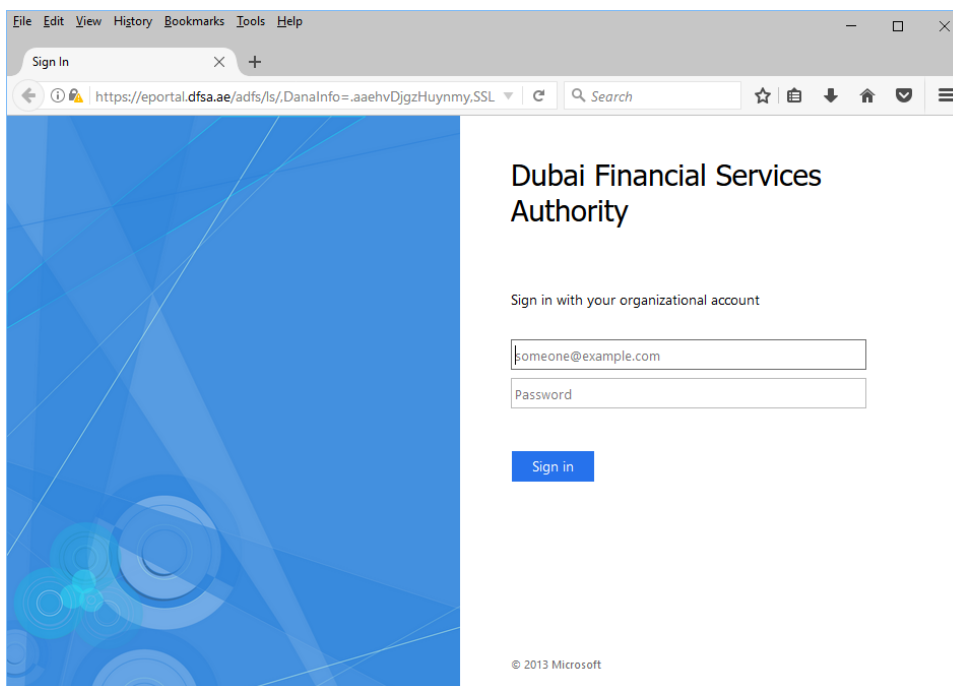
2. Navigate to DFSA ePortal (<https://ePortal.dfsa.ae>)
3. Login as normal



#### 4. Click on 'Online Forms'



5. You will now be presented with the following screen:



6. Here you are requested to enter a user name and password. The user name here will be your existing username including **@eas.local**

*E.g. if your username is F999999 then the login here will be [F999999@eas.local](#)*

7. The password will be the same password you used to login

8. Finally click on 'Sign in' and you can continue using DFSA ePortal as normal

9. Here is a short video guide on the process:

