



دائرة الثقافة والسياحة
DEPARTMENT OF CULTURE
AND TOURISM

14/01/2022

Hotel and Tourism Establishments General
Managers, Event Organisers and Venue Owners

السادة/ مدراء المنشآت الفندقية والسياحية، منظمو الفعاليات وملوك القاعات
المحترمون

Circular No. 2/2022

تعميم رقم 2/2022

Subject: New Event System on TAMM Platform

الموضوع: نظام ترخيص الفعاليات على منصة تم

Greetings,

تحية طيبة وبعد،

Pursuant to Law No 8 of 2018 establishing the Department of Culture and Tourism – Abu Dhabi (DCT Abu Dhabi) with a mandate to develop the tourism industry in the Emirate of Abu Dhabi, and upon the Executive Council's Chairman Resolution No. 54/2016 on the event licensing system in Abu Dhabi, and upon DCT Abu Dhabi's Chairman Resolution No. 11/2019 relating to the application mechanism of the event licensing system in the Emirate of Abu Dhabi through the tasks assigned to DCT Abu Dhabi, please be informed that our events licensing service will be launched soon on the TAMM portal, which has been assigned for all online services in the Emirate. It will be launched on Sunday 16/1/2022. Therefore:

بناءً على القانون رقم 8 لسنة 2018 بإنشاء دائرة الثقافة والسياحة – أبوظبي وما نص عليه بشأن المهام والاختصاصات لتحقيق التنمية السياحية لإمارة أبوظبي، وعلى قرار رئيس المجلس التنفيذي رقم (54) لسنة 2016 بشأن نظام ترخيص الفعاليات في إمارة أبوظبي، وقرار رئيس دائرة الثقافة والسياحة رقم (11) لسنة 2019 بشأن آلية تطبيق نظام ترخيص الفعاليات في إمارة أبوظبي وذلك من خلال القيام بالمهام الموكلة للدائرة، نحيطكم علماً بأنه واعتباراً من مساء يوم الأحد 16 يناير 2022، سيتم إطلاق خدماتنا الإلكترونية لنظام ترخيص الفعاليات عبر منصة تم المعتمدة في الإمارة للخدمات الإلكترونية، وبناء على ذلك:

- Please note that the Event Licensing System services will not be available for users from 15/1/2022 until the transfer of our services to the Tamm platform on 16/1/2022.
- Please ensure to log into the system through the below link
<https://www.tamm.abudhabi/ar-AE>
- Please ensure that all users of the event licensing system register for the UAE Pass and obtain a username, and update the data, no later than 16/1/2022 in order to be eligible for all services in the system.
- Please find herewith attached the User Guide on how to update DCT Abu Dhabi SSO user profile for all Events Licensing System Users.
- Please note that all events licensing related services will be available on the TAMM portal while ticketing services will be still available on DCT Abu Dhabi's current website through the electronic services.

• يرجى العلم بأن خدمات نظام ترخيص الفعاليات سوف تكون غير متاحة للمستخدمين من تاريخ 15/1/2022 إلى حين انتقال خدماتنا إلى منصة تم بتاريخ 16/1/2022.

• يرجى التكرم بالدخول على النظام عن طريق الرابط أدناه

<https://www.tamm.abudhabi/ar-AE>

• نود التأكيد على ضرورة التسجيل في الهوية الرقمية لكل مستخدم، وتحديث البيانات في موعد أقصاه يوم الأحد الموافق 16/1/2022 ليتسنى لكم الدخول إلى النظام والحصول على الخدمات المختلفة ذات الصلة.

• نرفق لكم الدليل الخاص بكيفية تحديث بيانات DCT SSO لملف تعريف المستخدم لجميع مستخدمي نظام ترخيص الفعاليات.

• سوف تكون جميع خدمات ترخيص الفعاليات على منصة تم ماعدا نظام تذاكر الفعاليات حيث يمكن زيارة موقع الدائرة من خلال رابط الخدمات الإلكترونية للدخول على النظام.



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- In case of any pending payments, please ensure paying all previously approved application fees and awaiting payments.

• كما نود التأكيد على ضرورة تسديد جميع رسوم الطلبات التي تمت الموافقة عليها والمعلقة بانتظار استكمال إجراءات الدفع.

وفي حالة وجود أي استفسار أو أي دعم فني لمنصة تم، يمكنكم التواصل على الرقم التالي:

Abu Dhabi Contact Centre – 800555

مركز اتصال حكومة أبوظبي - 800555

Thank you for your cooperation.

شاكرين لكم حسن تعاونكم،

Kind Regards.

وتفضلوا بقبول فائق الاحترام والتقدير.

The Department of Culture and Tourism - Abu Dhabi

دائرة الثقافة والسياحة - أبوظبي



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USER GUIDE

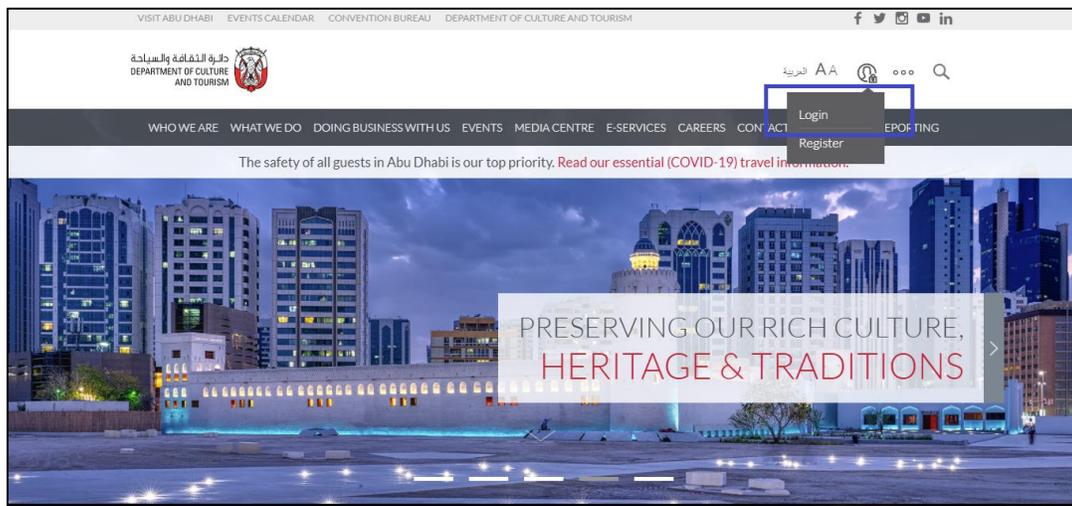
To update the DCT SSO/User Profile for Event Licensing Users
(Event Organizers or Venue Owners)

Date	Version	Author
02-Sep-2021	V1.0	DCT IT Team

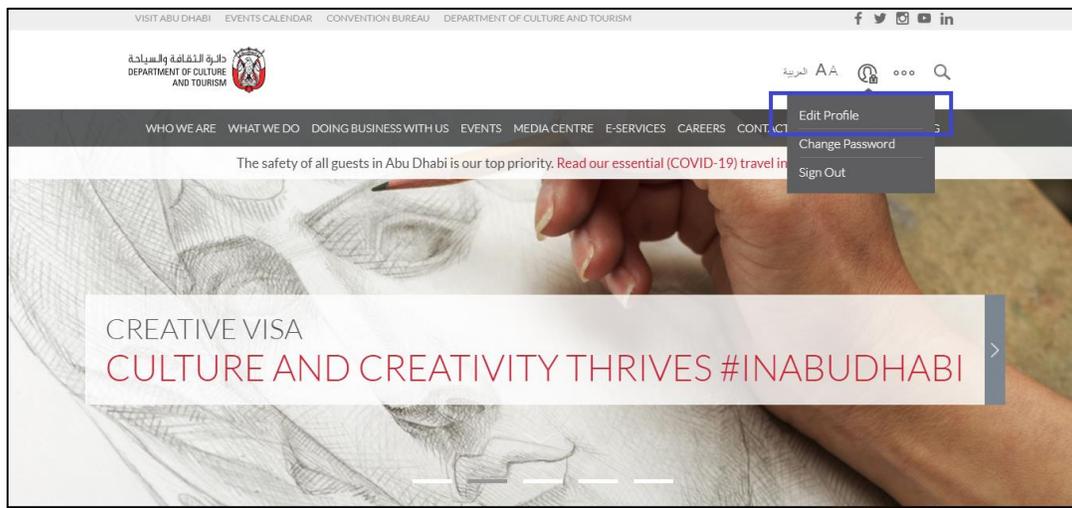
A. Update your DCT Login profile details

Use these steps to update your DCT Profile if you remember your DCT Username and Password to Login.

1. Navigate to DCT's Homepage
<https://tcaabudhabi.ae/en/default.aspx>
2. Click on the Account/Profile Icon and select the "Login" option or click on the link below to navigate to the Login Page
<https://accounts.tcaabudhabi.ae/en/pages/login-page.aspx?gotourl=https://tcaabudhabi.ae/en/default.aspx>



3. Login using your DCT ELS user id and password. Upon successful login, you will navigate to the DCT's homepage. Click on the Account/Profile Icon and select "Edit Profile" option from the list. If you do not see the "Edit Profile" option, please refresh the page.



4. Upon clicking on the "Edit Profile" link, you will navigate to Edit Profile page.
5. Select the Resident Country as "United Arab of Emirates"

6. Need to update the “Emirates ID”, if the field is empty or update the existing “Emirates ID” as needed.
 - The Emirates ID is now required from the user who would use the ELS services on TAMM portal. To be able to login on TAMM and avail ELS services, the user should register on UAE PASS and needs to link their Emirates ID on UAE PASS.
 - The Emirates ID linked on UAE PASS should be the same as the Emirates ID that is available or updated on DCT’s Edit Profile page.
 - For more information on UAE PASS, please refer to the website <https://selfcare.uaepass.ae/>
7. Update any mandatory information as needed in the form
8. Click on update to complete editing the profile and save the details.
9. User to view a message on the screen that the changes are completed.
10. Kindly keep a note of the following details available in the DCT’s “Edit Profile” Page
 - a. “User Name” - this field cannot be edited or updated by the user
 - b. “Email” - this field cannot be edited or updated by the user
 - c. “Emirates ID” – this field can be updated by the user anytime



Screenshot of DCT's Edit Profile Page

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WHO WE ARE WHAT WE DO DOING BUSINESS WITH US EVENTS MEDIA CENTRE E-SERVICES CONTACT US

EDIT PROFILE

All fields denoted by an asterisk are mandatory, the rest are optional.

USER NAME * amanroul	EMAIL * aman.roul@gmail.com
FIRST NAME * Aman <small>Please enter the first name, only characters are allowed.</small>	MIDDLE NAME David <small>Please enter the middle name.</small>
EXTRA NAME <small>Please enter the extra name.</small>	LAST NAME * Roul <small>Please enter the last name, only characters are allowed.</small>
PASSPORT NO. TE123ST1 <small>Please enter the passport no.</small>	PASSPORT ISSUE PLACE Bangalore <small>Please enter the passport issue place.</small>
BIRTH PLACE Laltpur <small>Please enter the birth place.</small>	BIRTH DATE * 19/84/0908 <small>Please select the birth date.</small>
NATIONALITY SELECT... <small>Please select the nationality.</small>	RESIDENT COUNTRY * UNITED ARAB EMIRATES <small>Please select the resident country.</small>
CITY Bangalore <small>Please enter the city.</small>	EMIRATES ID * <small>Please enter the emirates id.</small>
ADDRESS <small>Please enter the address.</small>	PO BOX <small>Please enter the PO box.</small>
RESIDENCE NO <small>Please enter the residence no.</small>	MOBILE NO <small>Please enter the mobile no.</small>
COMPANY NAME TEST COMPANY <small>Please enter the company name.</small>	COMPANY ADDRESS Internet City, Dubai <small>Please enter the company address.</small>
WORK PHONE <small>Please enter the work phone.</small>	FAX <small>Please enter the fax.</small>

064237

Please enter the code shown above.
(Note: If you cannot read the numbers in the above image, click [here](#) to generate a new one.)

[← BACK](#) [UPDATE](#)

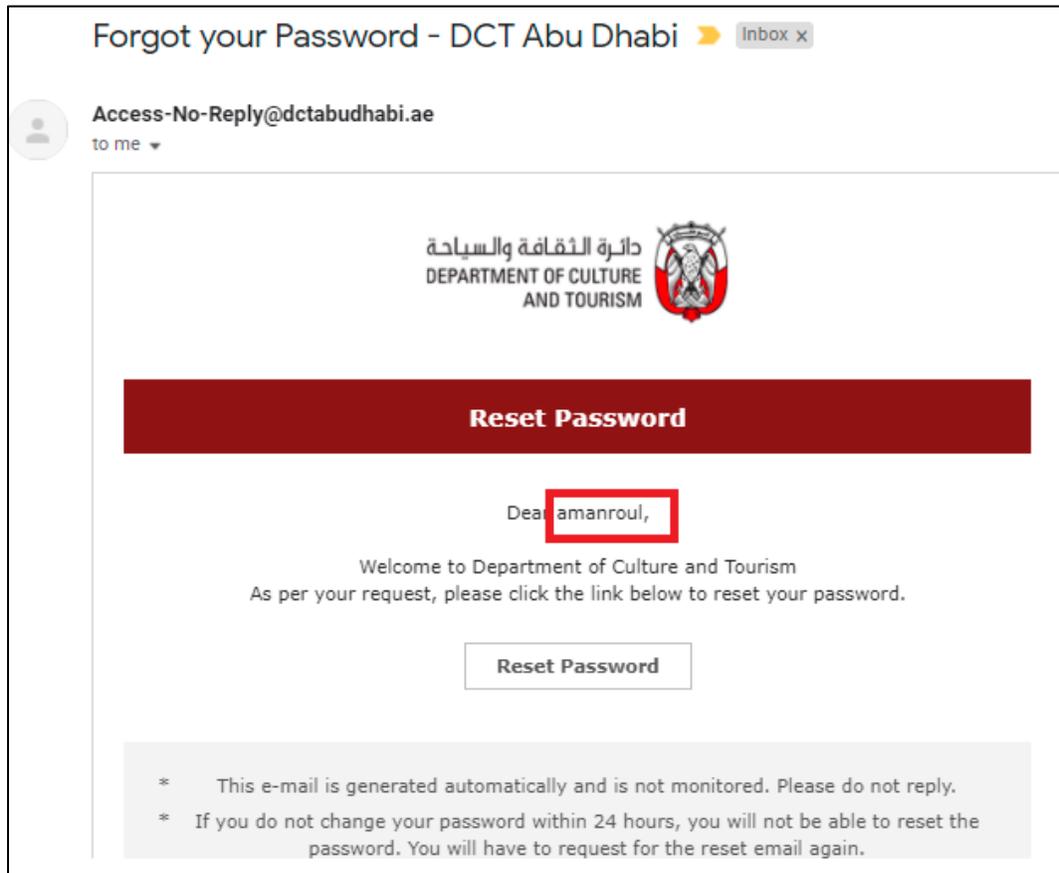
B. Retrieve the username and Reset Password

If you do not remember your DCT username and/or password, you can use this option to retrieve your username and/or reset your password. This would require you to have access to the email that used while creating the DCT user Profile.

1. Navigate to DCT's Homepage
<https://tcaabudhabi.ae/en/default.aspx>
2. Click on the Account/Profile Icon and select the "Login" option or click on the link below to navigate to the Login Page
<https://accounts.tcaabudhabi.ae/en/pages/login-page.aspx?gotourl=https://tcaabudhabi.ae/en/default.aspx>
3. Click on 'Forgot Password' link. User will be navigated to the Forgot Password page
4. Choose one of the option – Retrieve by "User name" Or by "Email" to get the reset password link in your registered email address which is present in your DCT Profile. Choose the option to enter your email address that was used during the registration of the profile with DCT and click on Submit.
5. If the email address or username entered does not match with any existing record/data, an error message appears. Upon successful match, a success message appears informing to check their email.
6. Check the email inbox for the "Forgot your Password – DCT Abu Dhabi" email from DCT. The email will display the username.
7. Click on the "Reset Password" link, user navigates to "Reset Password" page. A new password needs to be entered and confirmed for the reset
8. Upon successful reset, user can login using Step A (refer above) using a new password.



Screenshot of the Reset Password link in your email



C. Contact DCT Support team to change/update your Email ID

If you want to change or update your email ID, you can use this option to reach out to DCT's support team

1. You can send an email to esupport@dctabudhabi.ae with a request to update your existing email ID in your DCT SSO Profile.
2. Follow option A or B as stated above as per your requirement after the email id is updated.