



المركز الوطني
للسلامة المعلوماتية
Oman National CERT

THEQA Application User Guide

Digital services made closer,
easier, and safer



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THEQA Project

Theqa Project is a comprehensive national framework for Theqa Digital Services, established in accordance with the Electronic Transactions Law issued by Royal Decree No. (39/2025) in the Sultanate of Oman.

The project represents the latest evolution of electronic authentication services provided by the Oman National CERT under the Ministry of Transport, Communications, and Information Technology, in line with the requirements of digital transformation and the enhancement of trust in electronic transactions.

Theqa digital services enable users to securely and reliably verify their digital identity when applying for electronic services, without the need for in-person visits to the service provider. They also allow for electronic signing of official documents and transactions with full legal validity in accordance with the applicable regulations.



How can I access THEQA Digital Services?

You can access **THEQA** Digital Services through:



**National ID card or
Residence Card**



**Digital identity via
the THEQA mobile
application**





What is THEQA Digital Identity?

It is a secure digital identity that can be obtained through the THEQA mobile application and used for the following purposes:



A digital civil ID used to verify the identity of its holder.



Secure authentication and access to electronic services.



Certified electronic signature for transactions, documents, and electronic records.

What are the benefits of Digital Identity “THEQA”?

Obtaining THEQA Digital Identity provides the following benefits:



No need to use SIM cards



Verify your digital identity without the need to visit a service center



Full protection of your personal data



Ability to verify electronically signed documents and prevent tampering



Ability to electronically sign official documents, with legal recognition equivalent to handwritten signatures



Saving time, effort, and cost



Access electronic services anytime and from anywhere





Activating **THEQA** Digital Identity

Activating THEQA Digital Identity

Before starting the activation of the digital identity on your mobile device, ensure the following:



Validity of the
national ID card



Enable Near Field
Communication (NFC)

Registration

Introduction

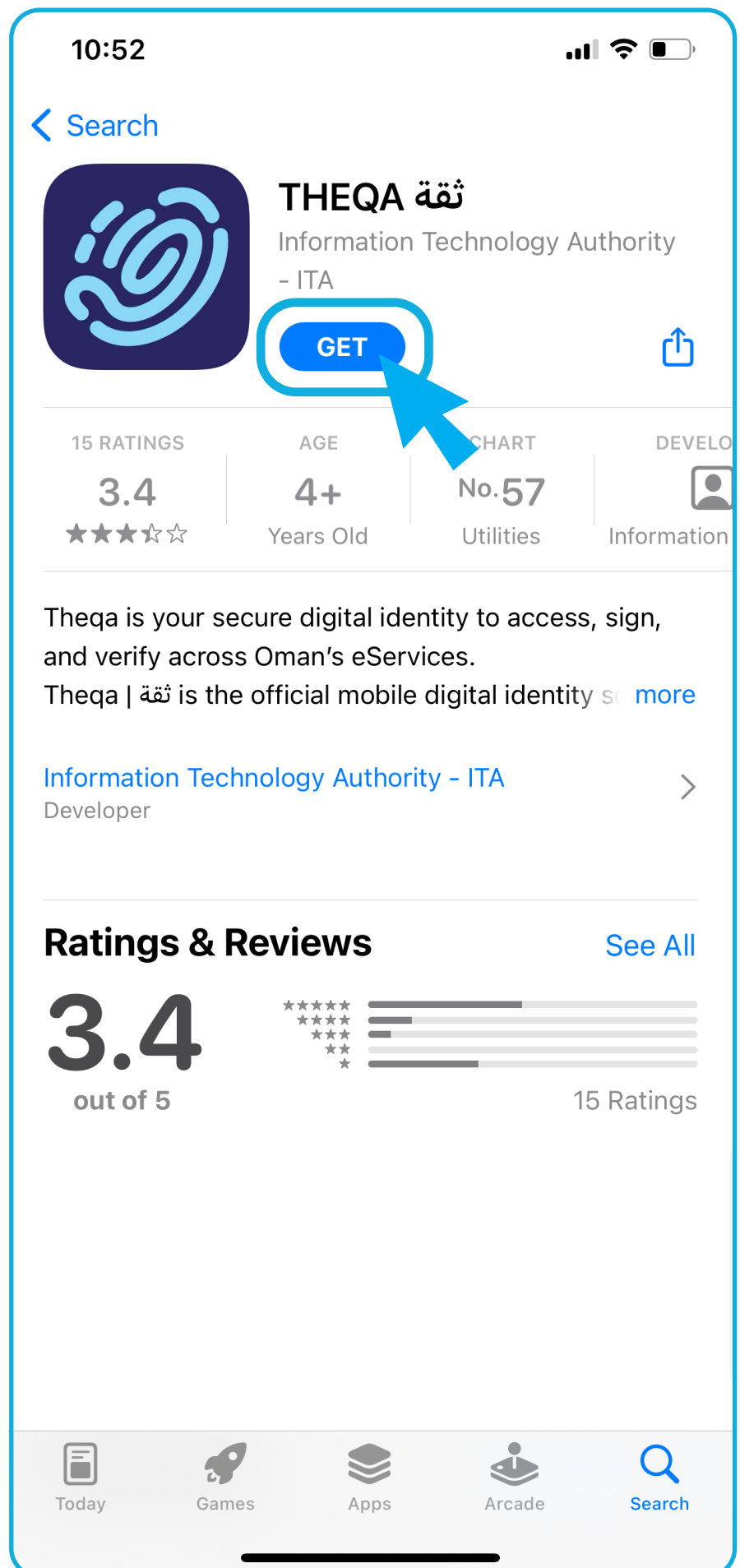
When registering through the application, the user is granted a medium verification level, enabling the following:

- Obtaining a digital identity
- Using the digital identity to log in to the service provider's website

Registration Steps

1

Download the application from the relevant store under the name **"THEQA"**



2

After downloading,
the following screen
will appear

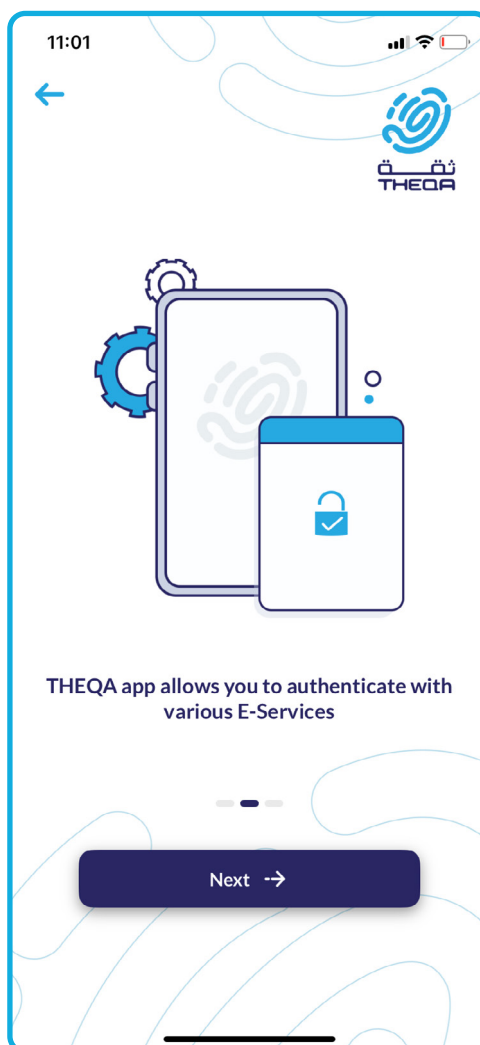
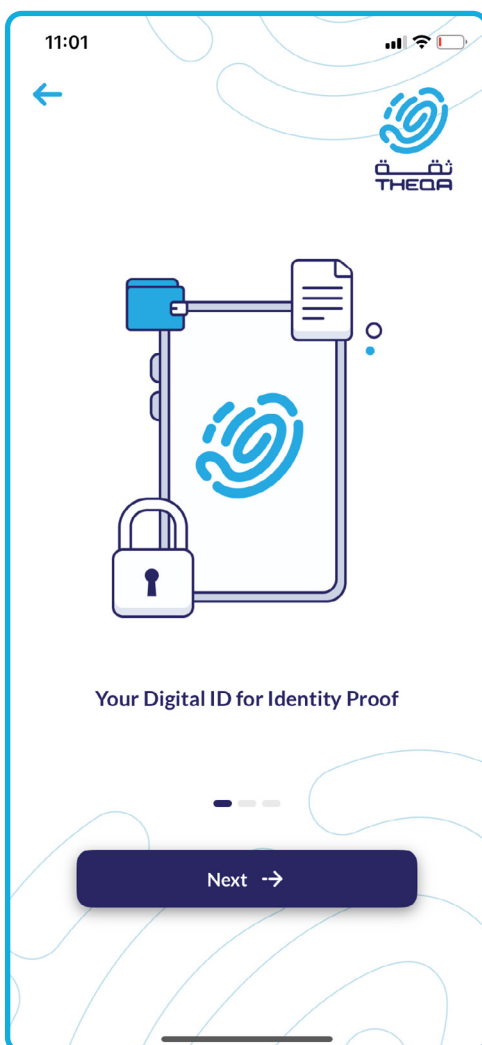
Tap **Get Started** →



Three screens

highlighting the features of the THEQA
application will be displayed

Tap **Next** →



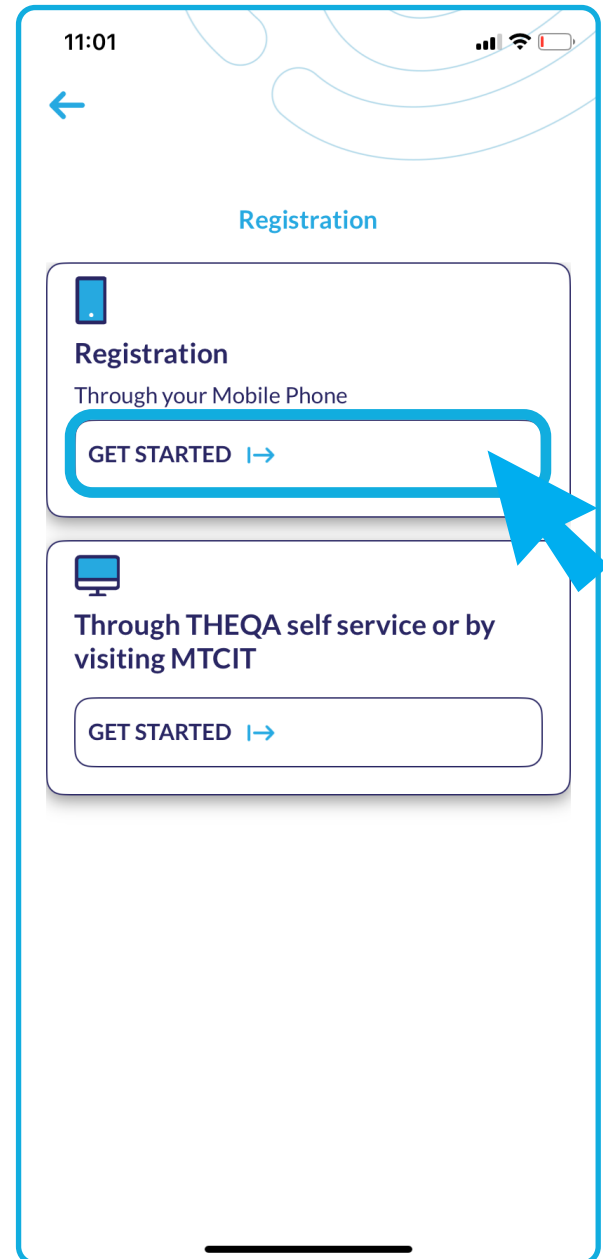
3

Select the first option:

Registration

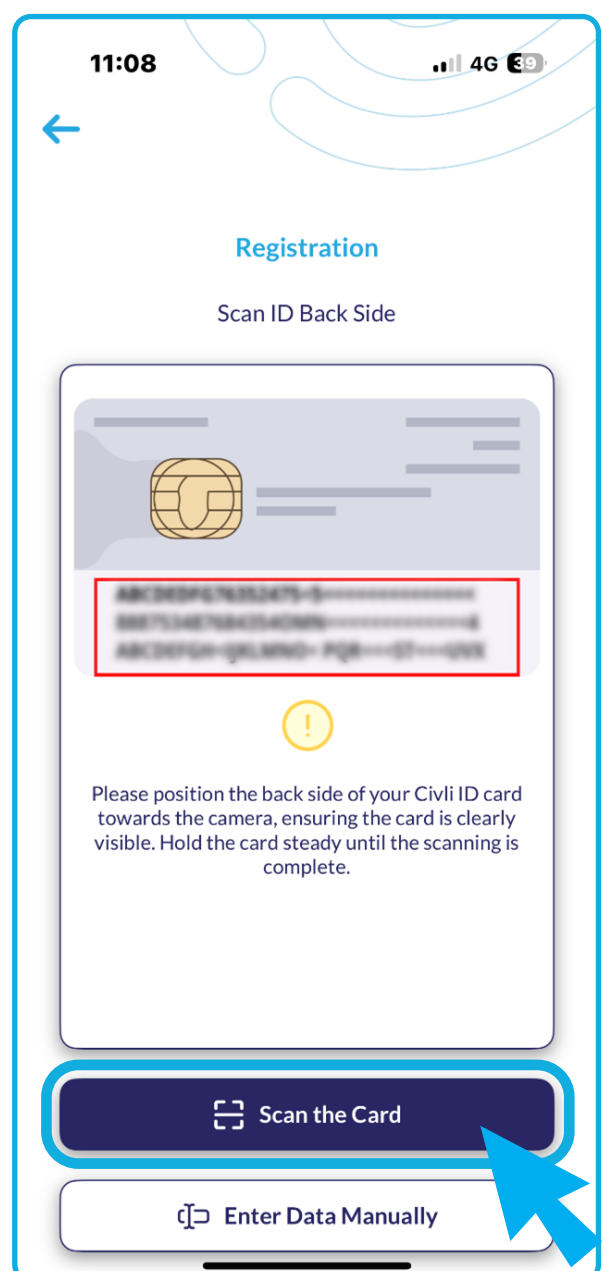
Through your Mobile Phone

Then tap **Get Started**



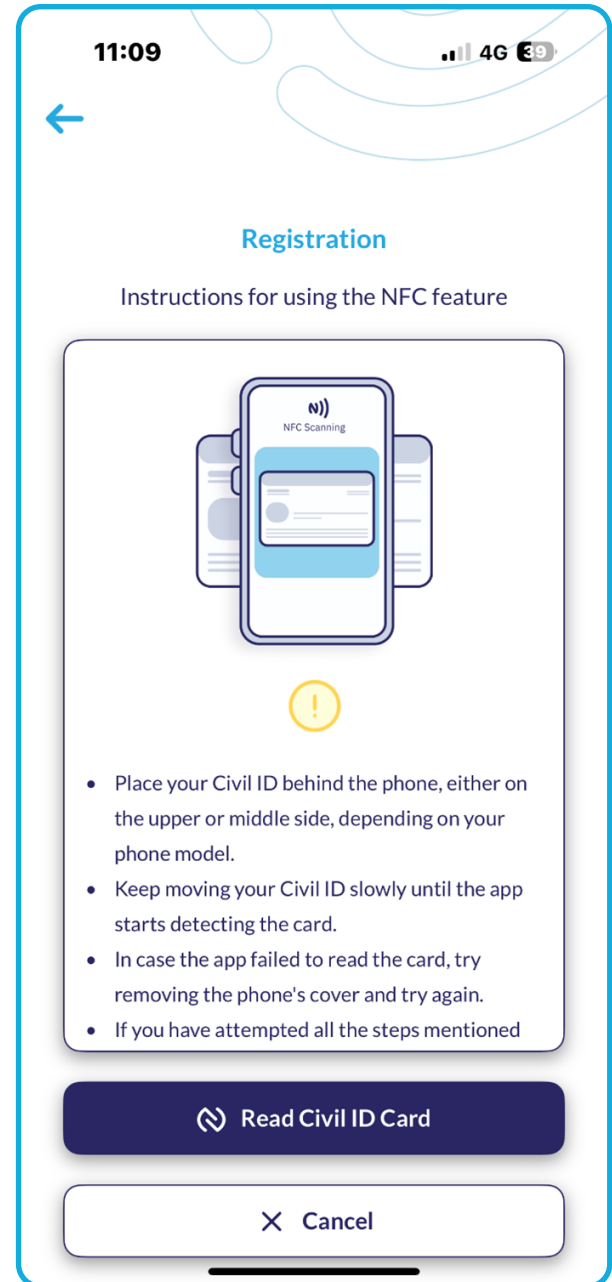
Select the option:

Scan the Card

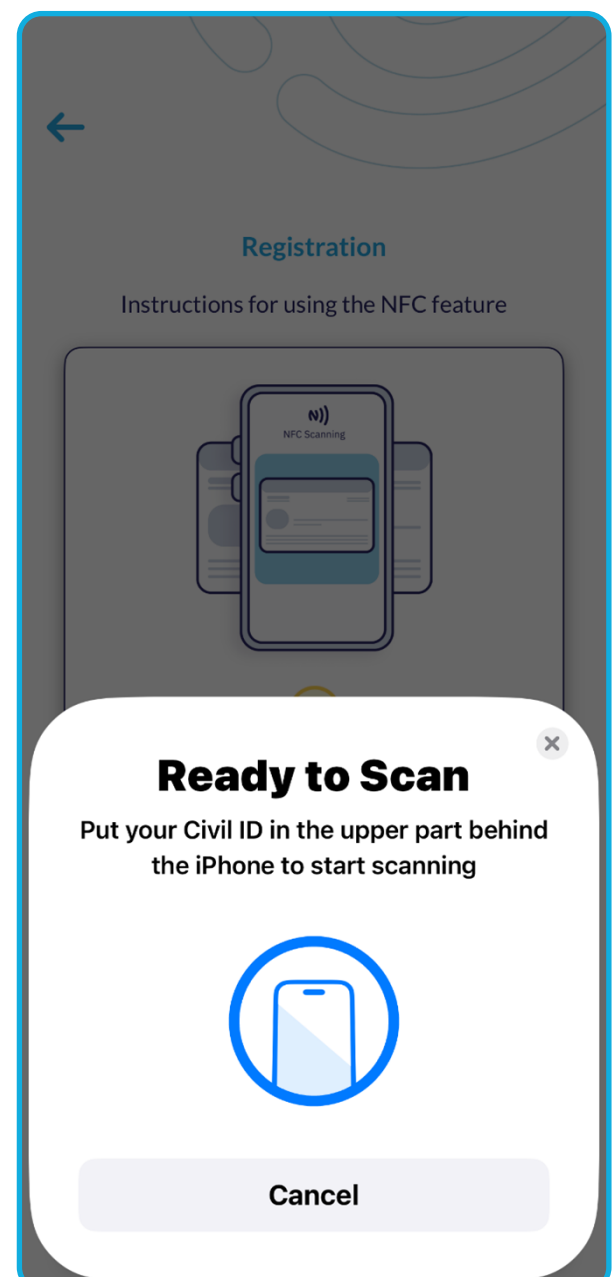


4

Place the card on the back of the mobile device



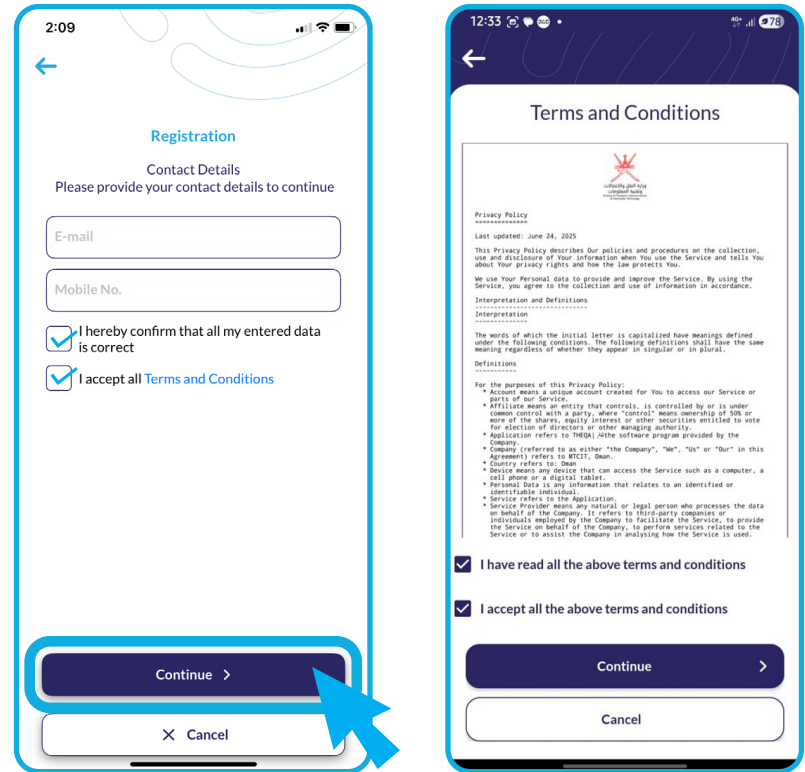
The data will be read from the card



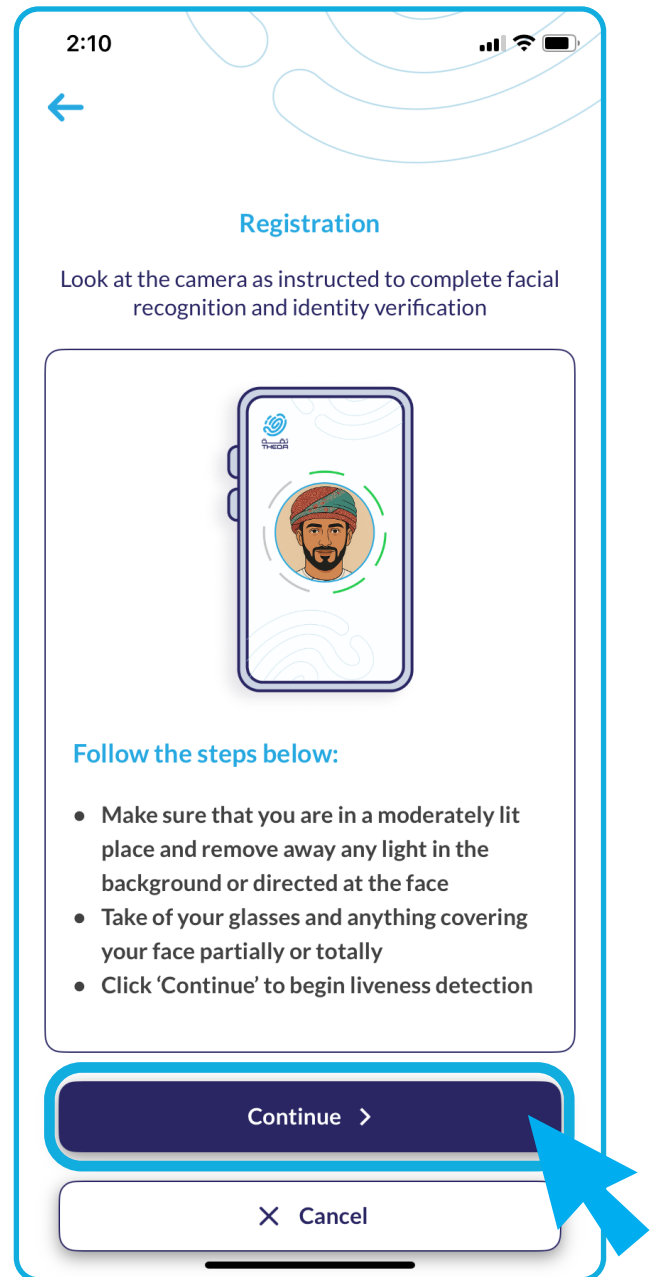
5

Enter your email address and phone number, then tap **Continue**

Note: From the same screen, you can tap **“Terms and Conditions”** to review them



After reviewing all instructions, tap **“Continue”** to start the face recognition process for identity verification

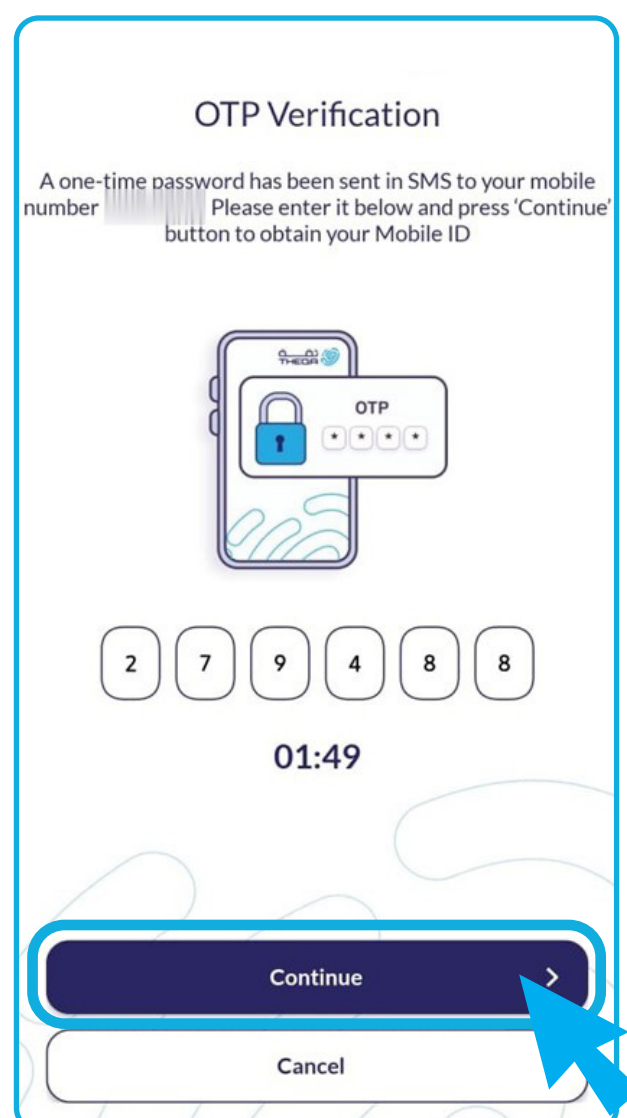
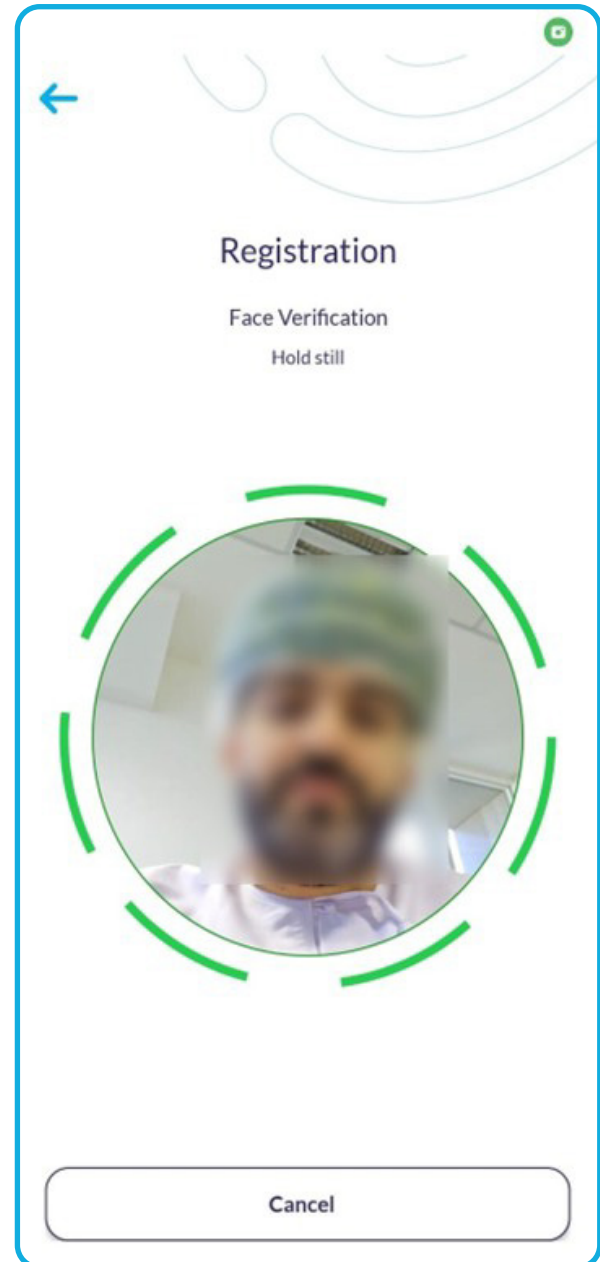


6

The system will match the facial image with the individual's photo recorded in the Civil Status Database

If a successful match is confirmed, the system will send a one-time verification code to the registered mobile number

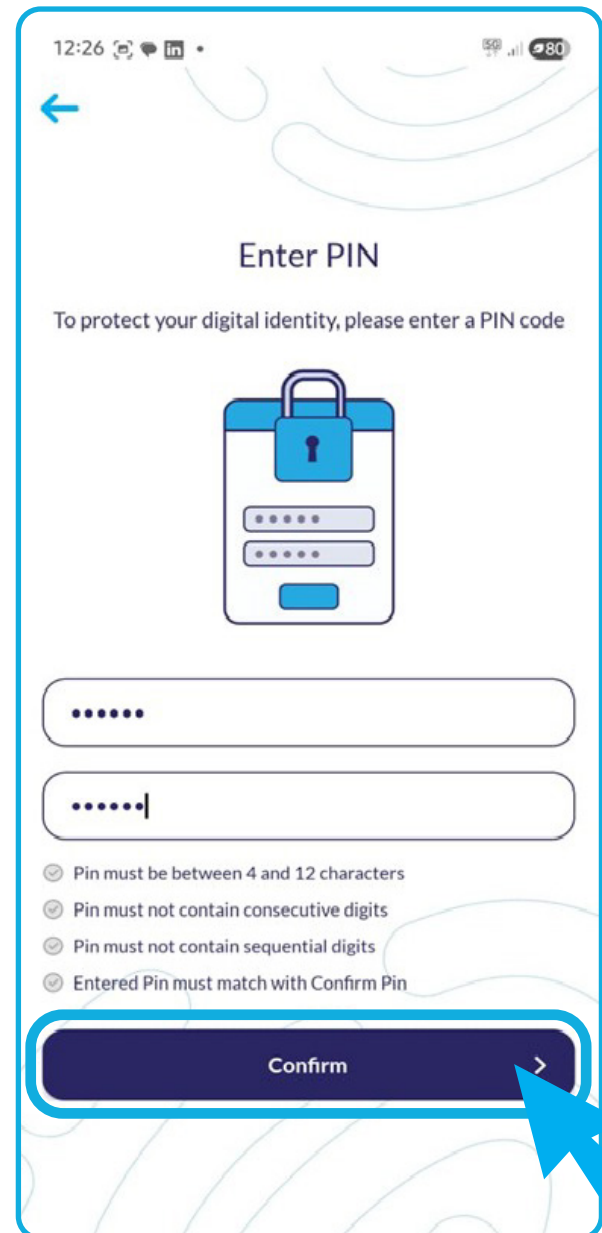
Enter the one-time verification code sent to your mobile number, then tap **Continue**



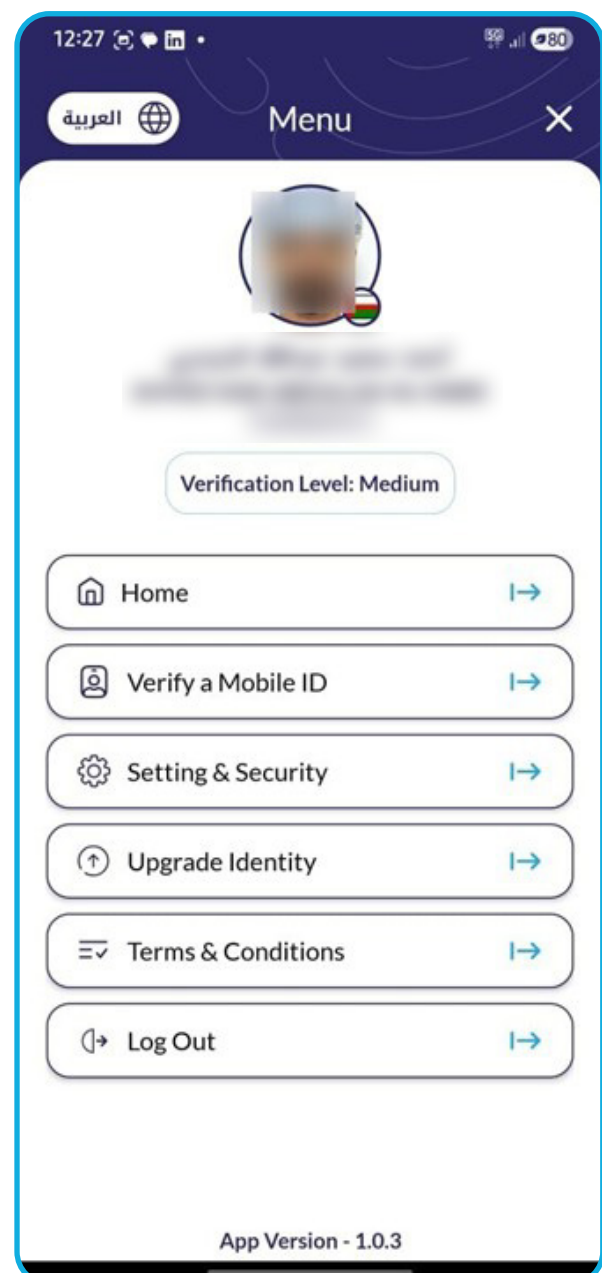
7

Enter your PIN

You can enable login using fingerprint or facial recognition. A notification will automatically appear to activate biometric authentication after completing registration



When you open the application's home screen, you will be able to see that your verification level is **Medium**





Steps to Upgrade to the High Verification Level

To use your Digital Identity for electronic signing, you must upgrade your identity to a higher level by following the steps below.

1

Open the THEQA application

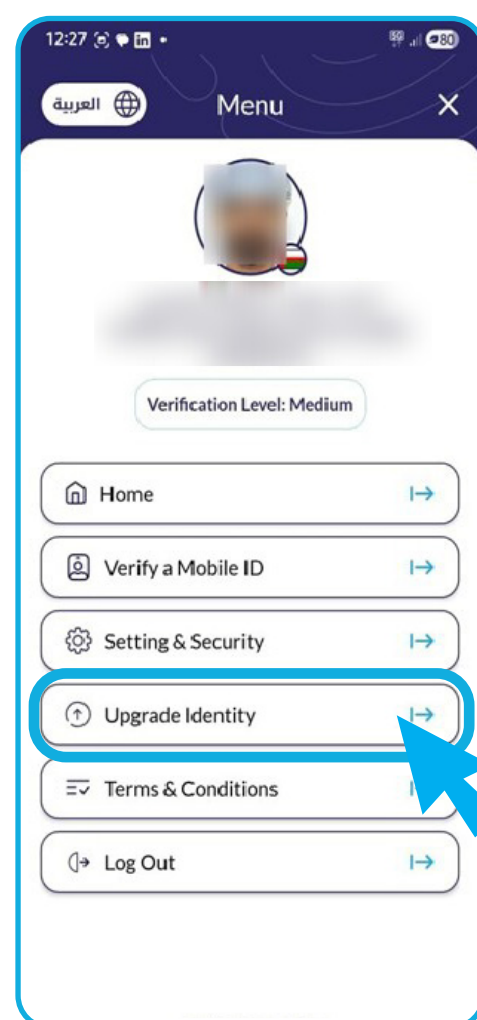
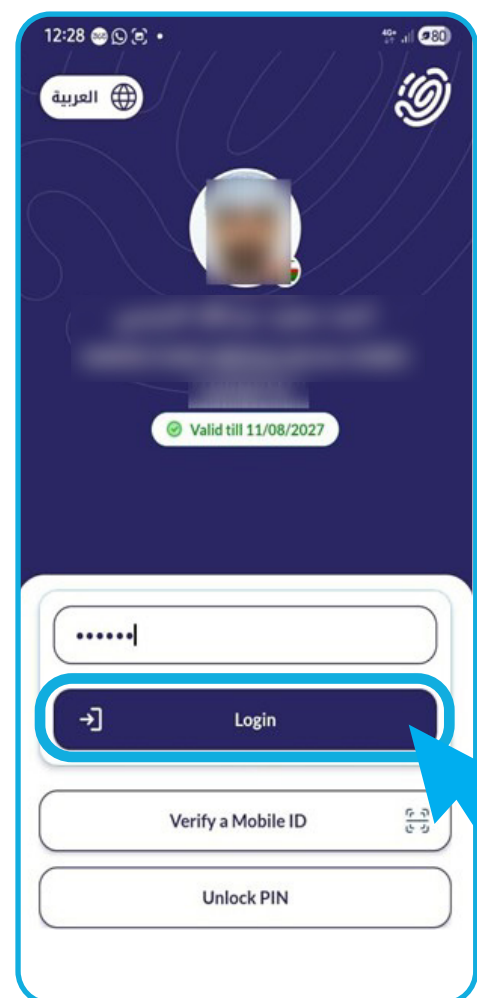
Then log in using your PIN, fingerprint, or facial recognition

From the menu, tap **“Upgrade THEQA”**

Note: The upgrade process requires access to the Self-Service Portal

Self-Service Portal: A portal through which users can manage their digital identity

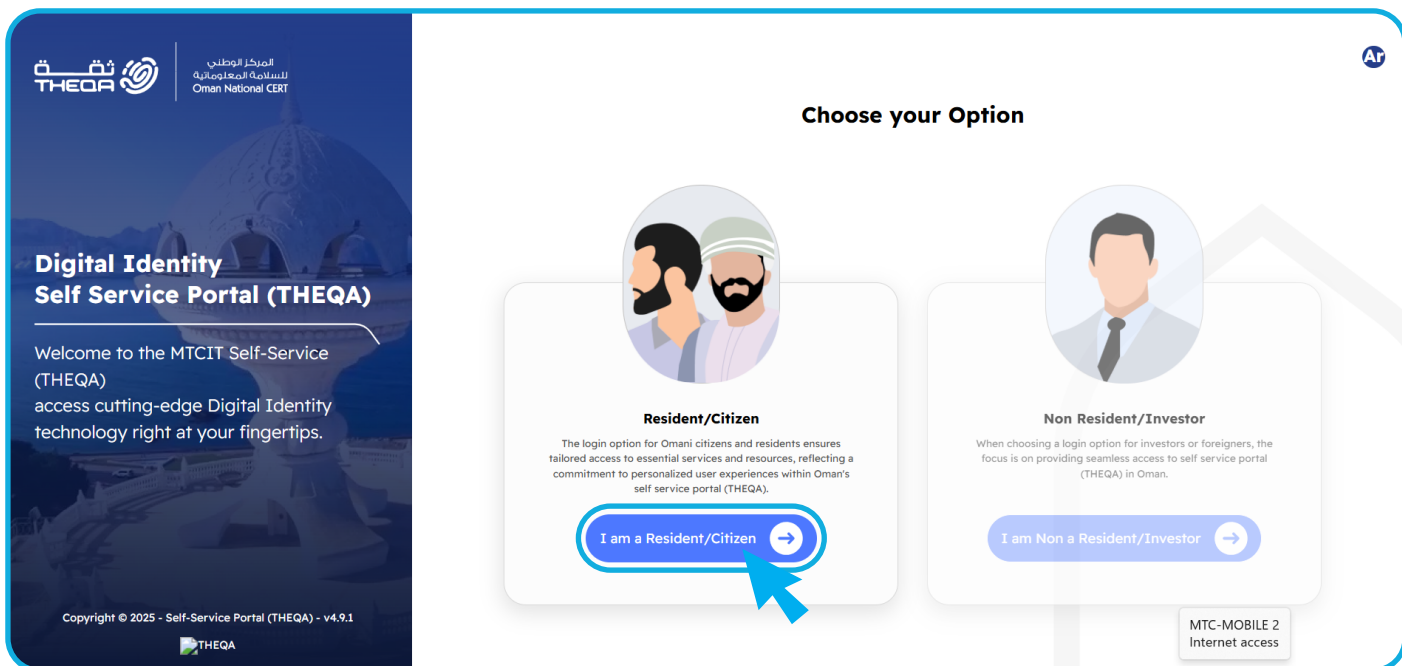
<https://theqa.mtcit.gov.om/>



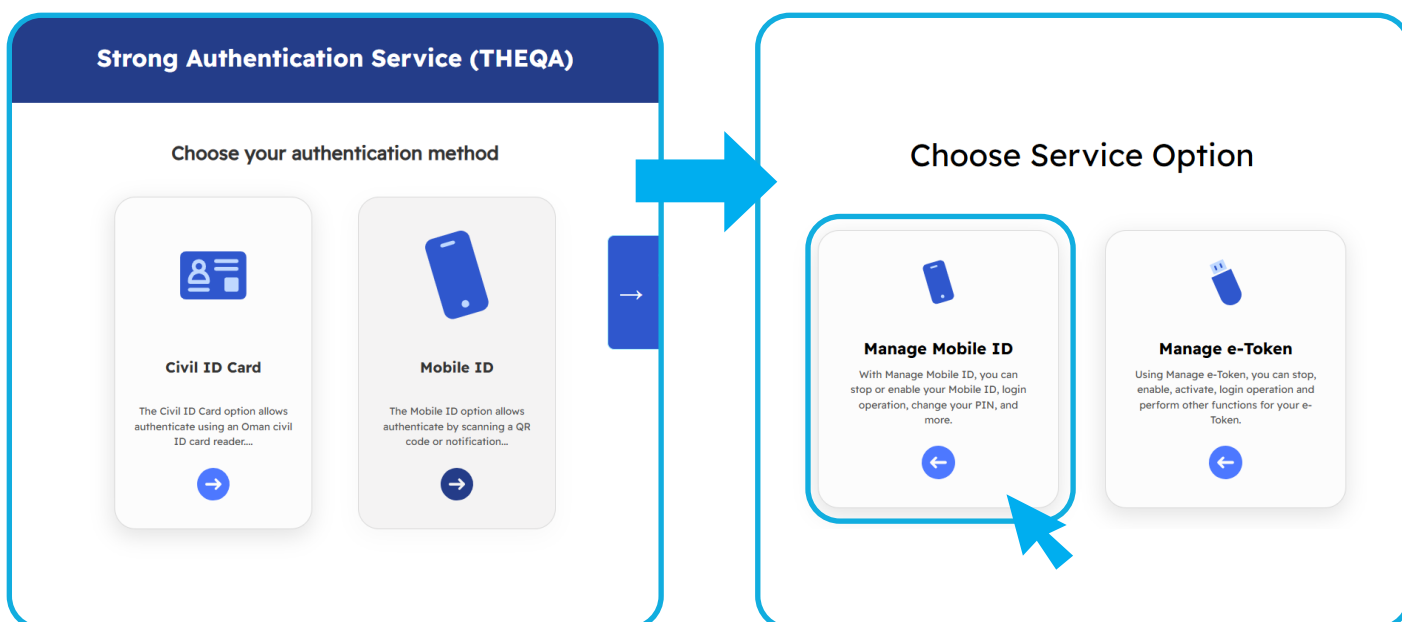
2

Open the Self-Service Portal
Click **"I am a Resident / Citizen"**

<https://theqa.mtcit.gov.om/>



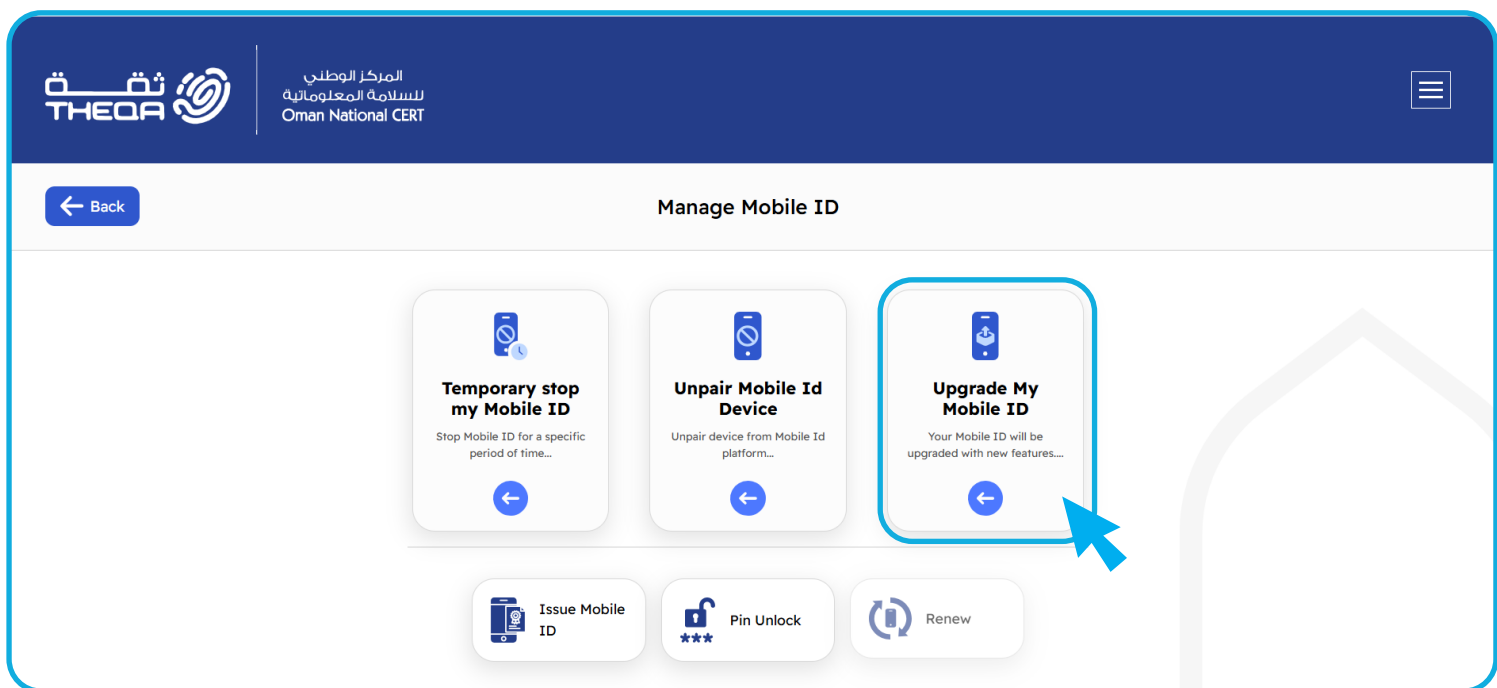
Select the appropriate login method using the national ID card or the digital identity via the THEQA application



Select Manage Mobile ID

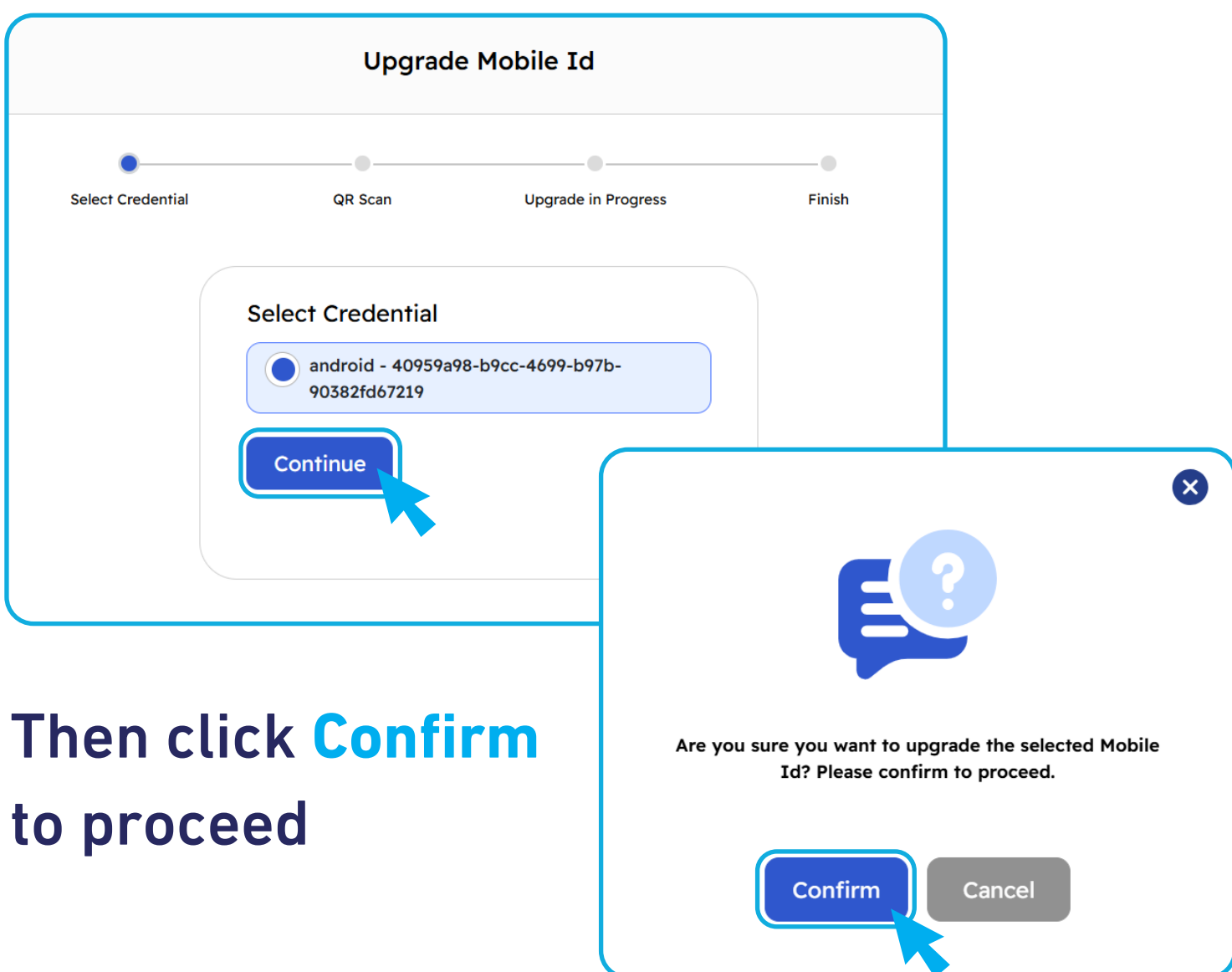
3

Select Upgrade My Mobile ID



Select your device identity based on the serial number

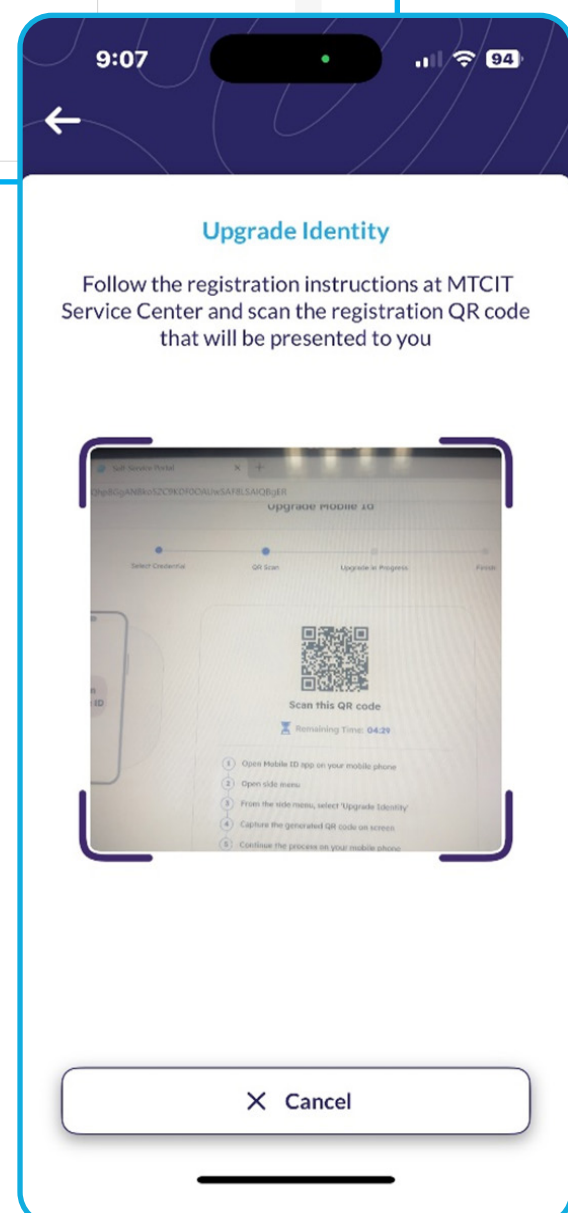
Click **Continue**



Then click **Confirm**
to proceed

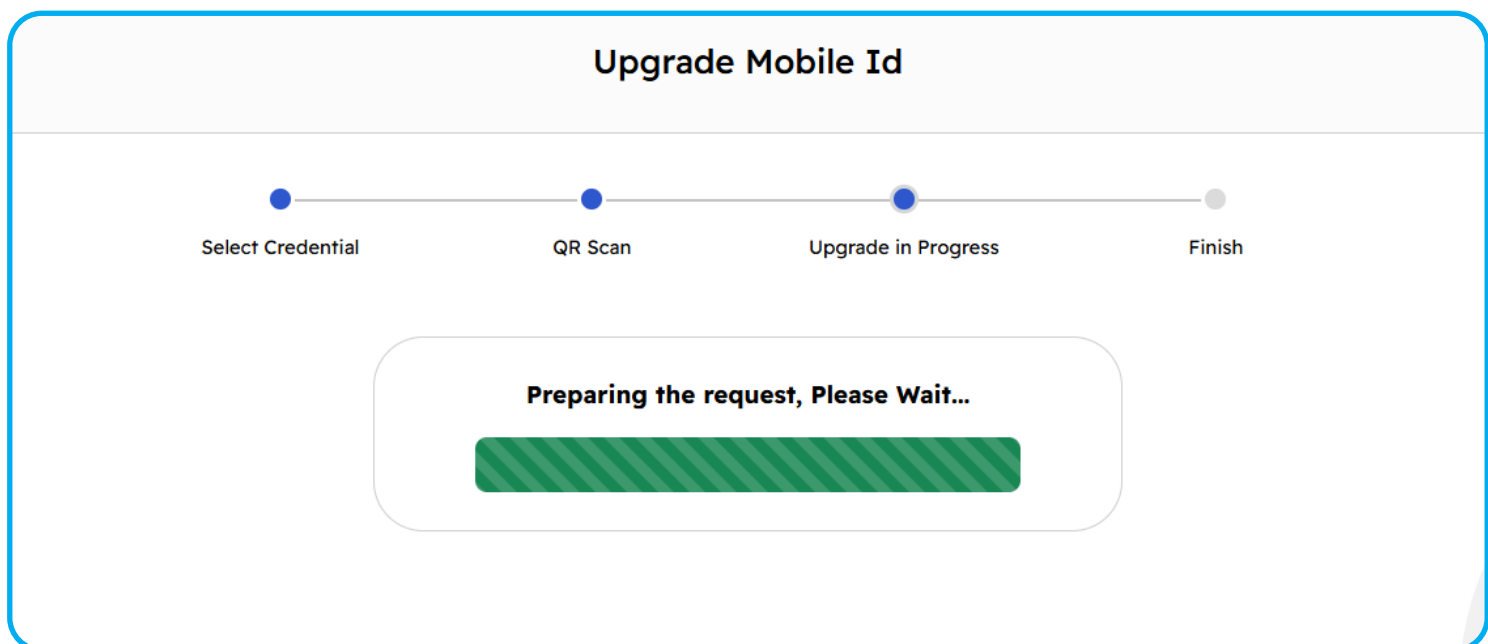
4

Scan the QR code via the THEQA application



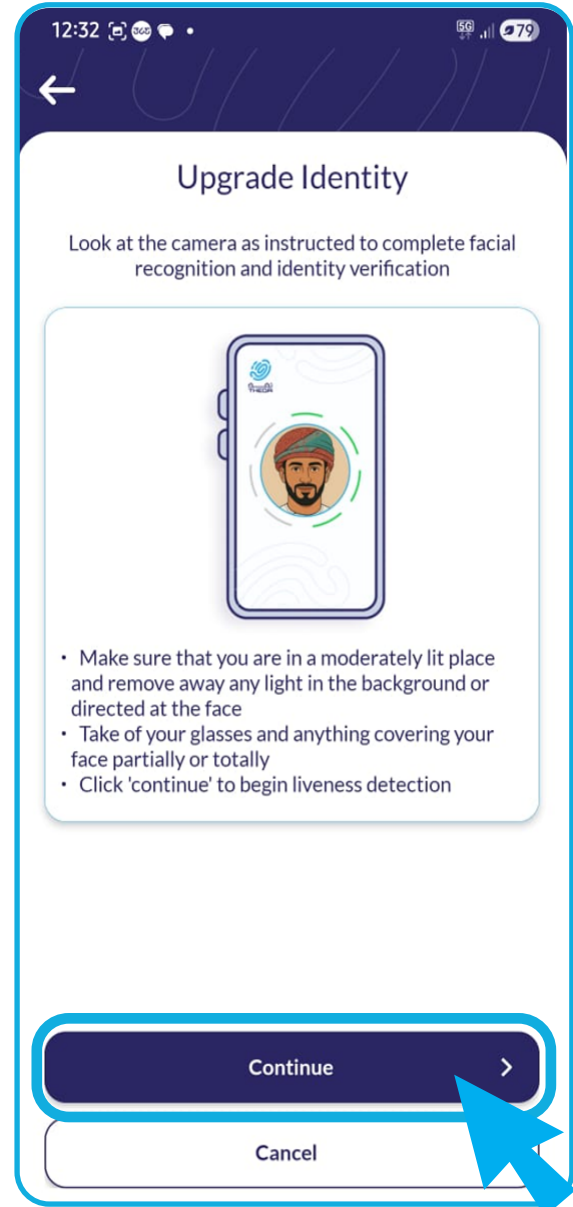
5

Upgrade process started



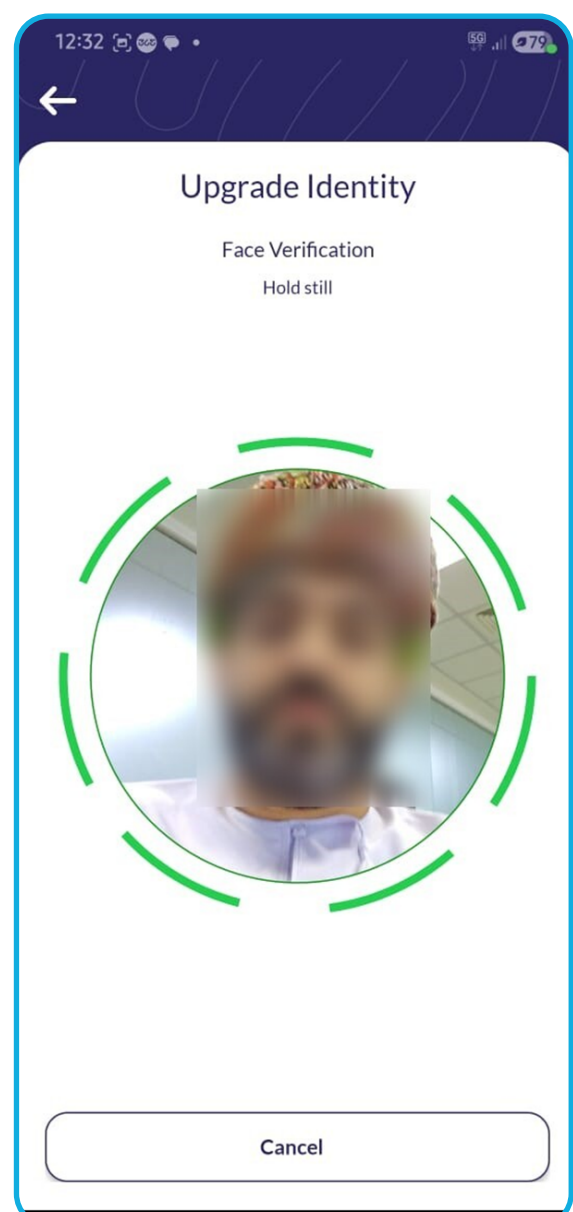
6

Follow the instructions and click the **Continue** button



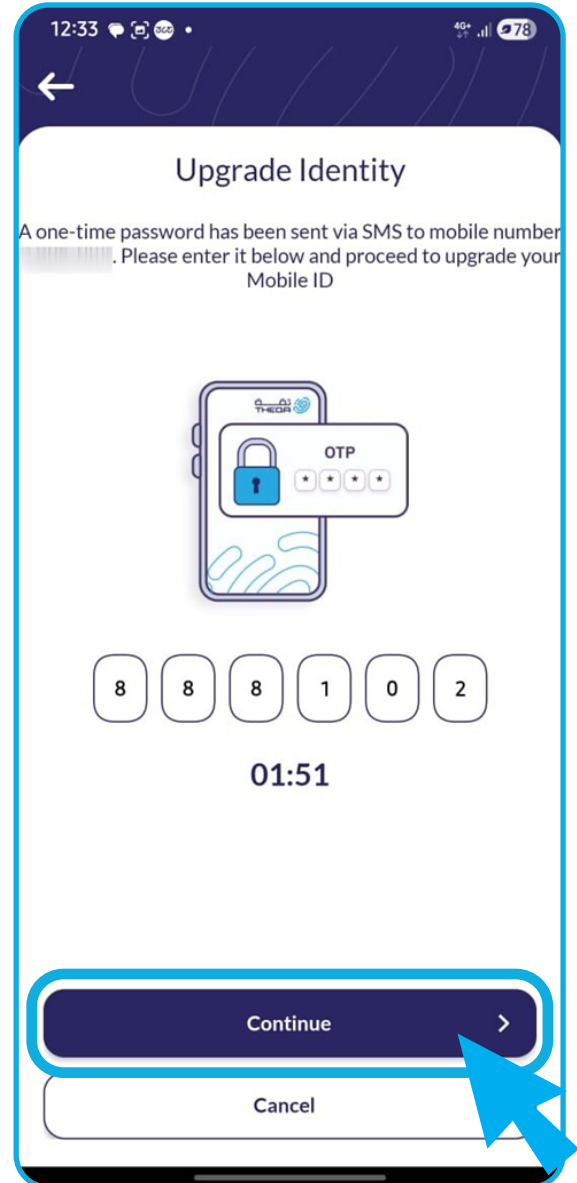
Facial scanning will be performed for verification; click **Continue**

If the verification is unsuccessful, the process will be repeated

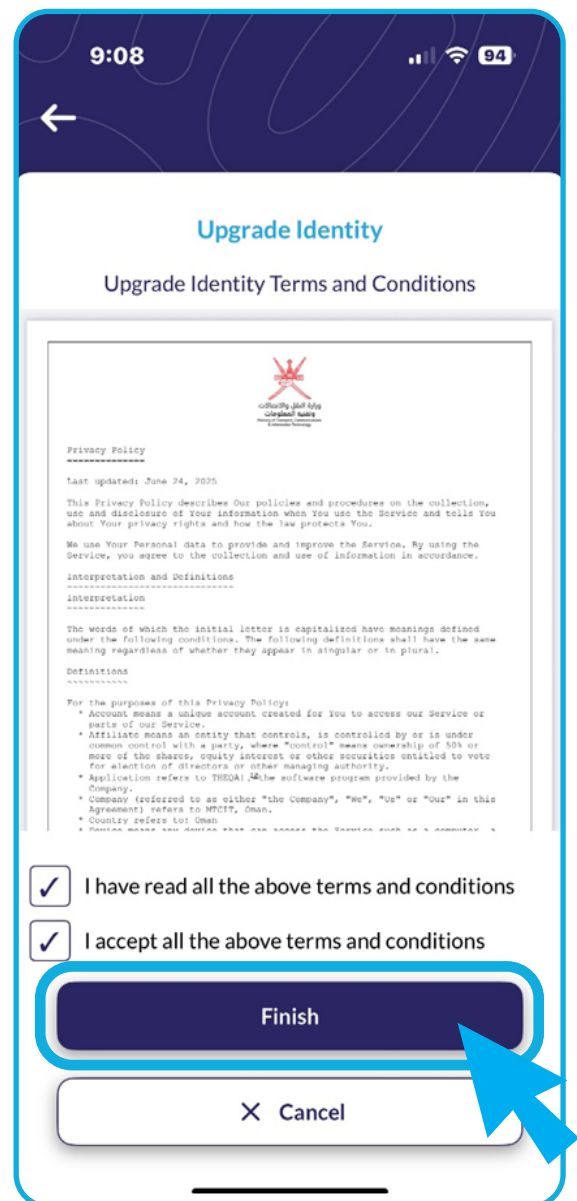


7

Enter the verification code sent to your registered mobile number, then click **Continue**



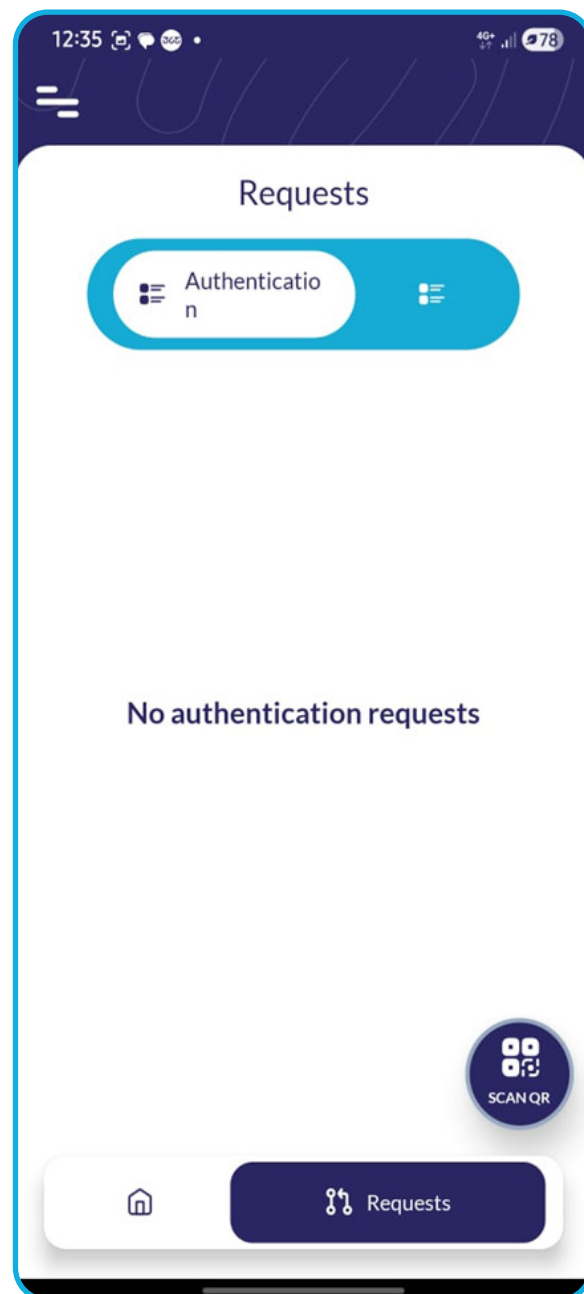
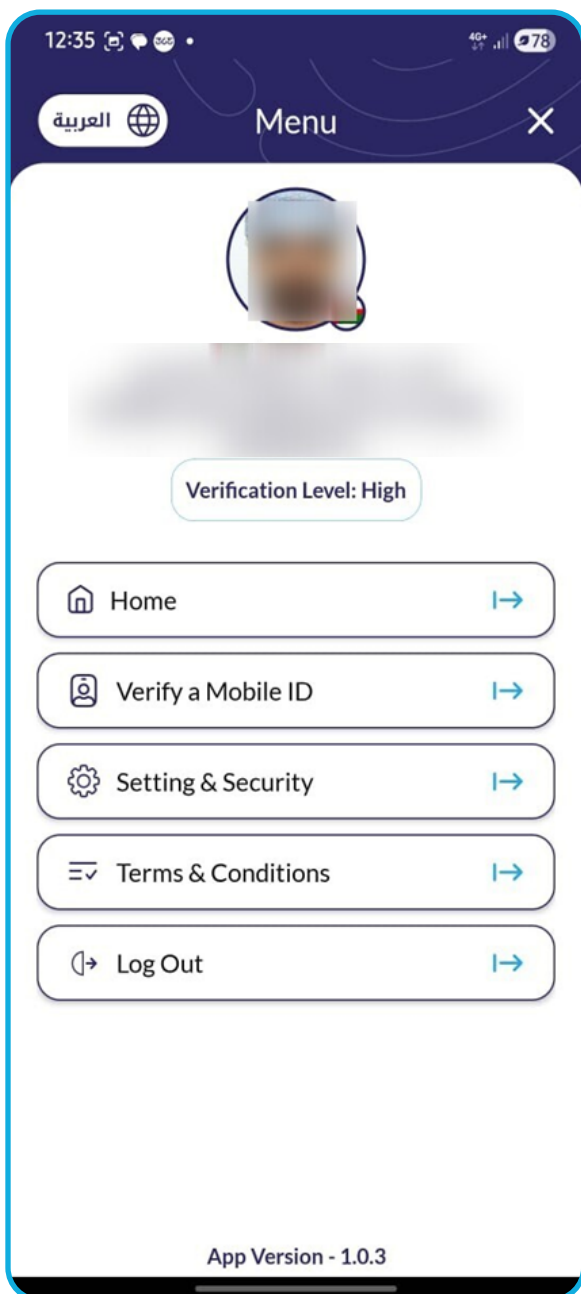
Read the Terms and Conditions, then click **Continue** after agreeing to them



8

Click the side menu to verify that the verification level has become **High**

Click **Authentication and Signature**; the **Signature Requests** option will appear



You can now use your digital identity to electronically sign documents!

Uses of the Digital Identity

Identity Verification for Login (Authentication)

After registering in the THEQA application and obtaining a digital identity with at least a medium verification level, you can log in using the digital identity via the THEQA application

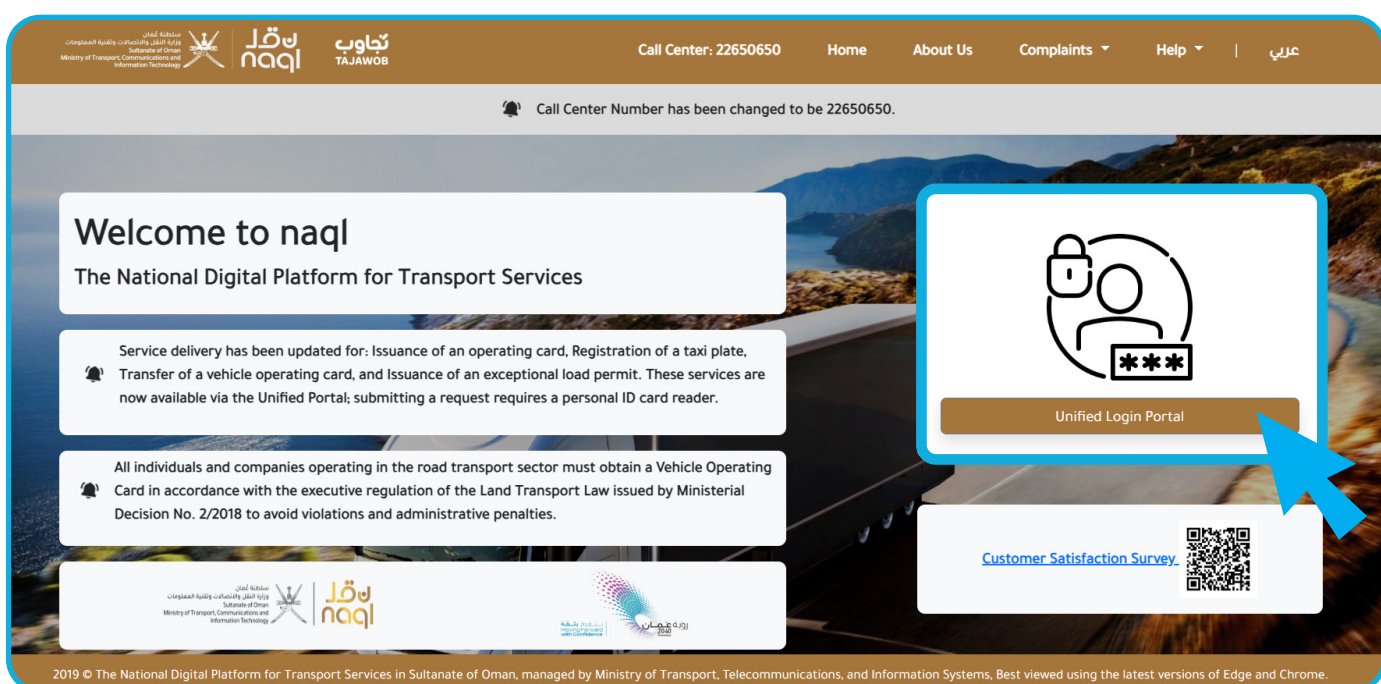
This can be done through two options: **push notifications** or **QR code scanning**

Example of logging in to the Naql platform using the digital identity via the THEQA application

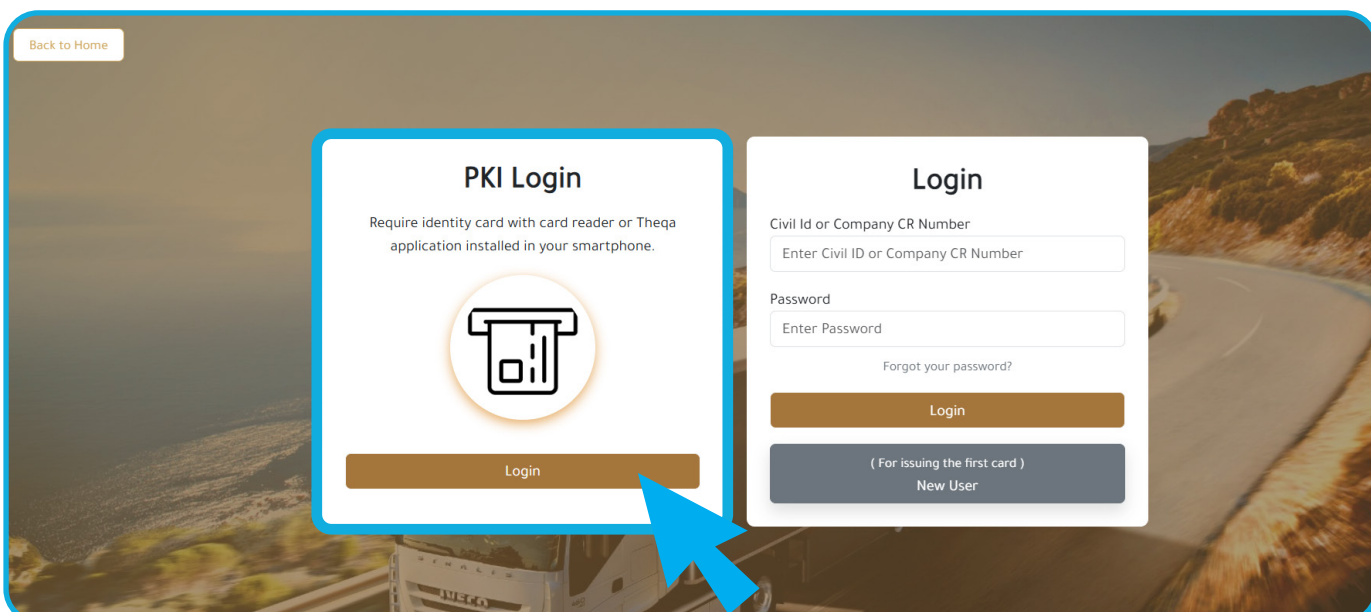
1

<https://naql.om/>

Click the **Unified Login Portal**

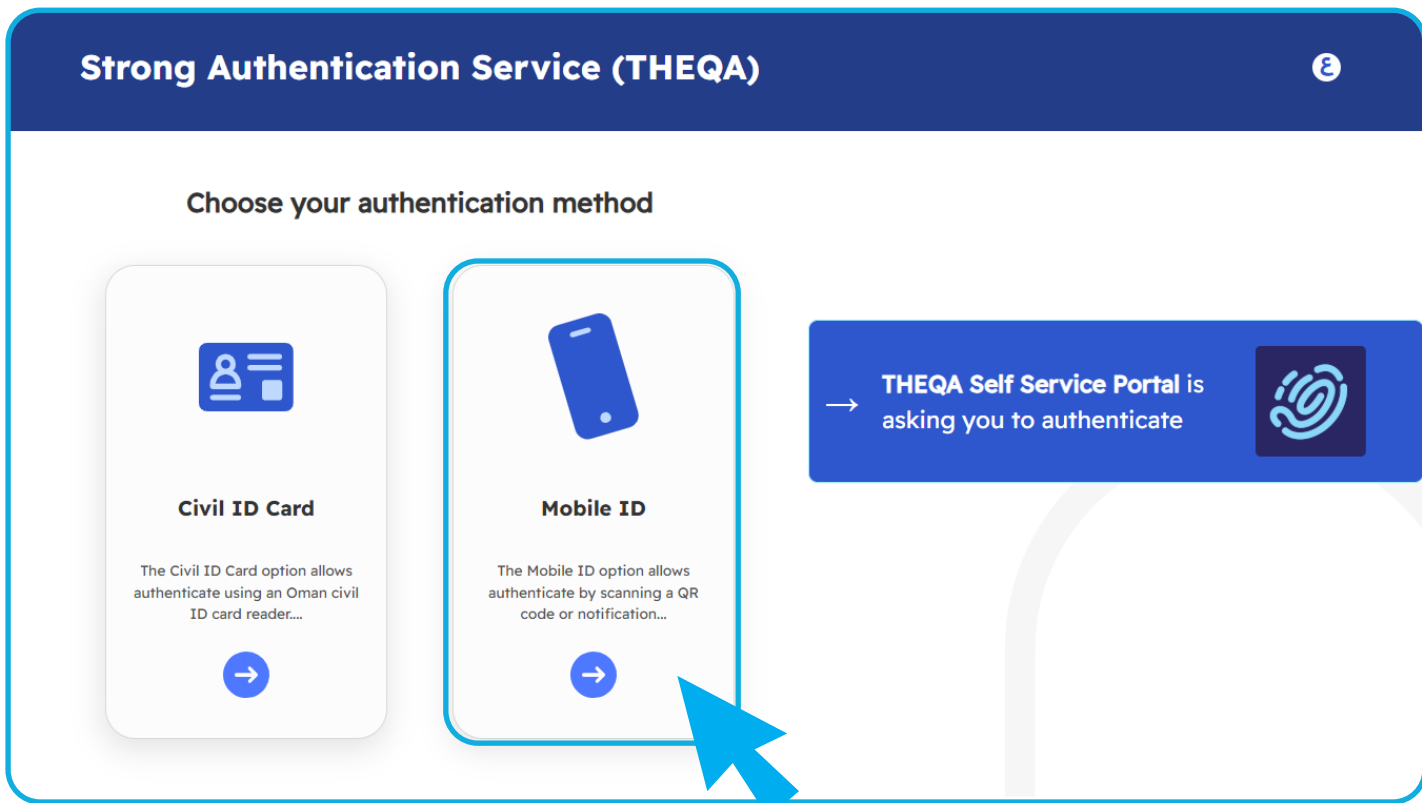


Select **PKI Login** using Electronic Authentication

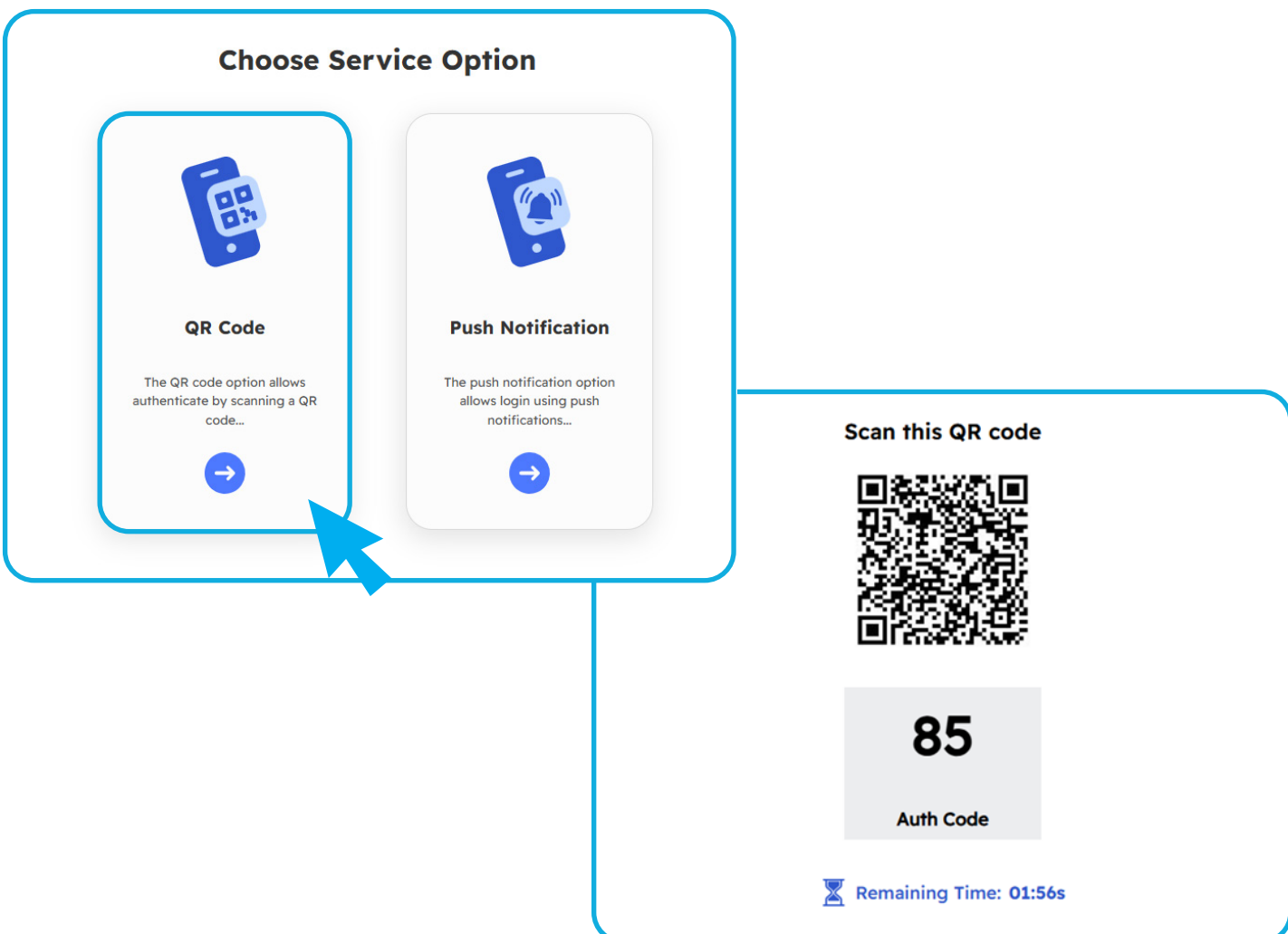


2

Select the digital identity to log in to the platform via the THEQA application

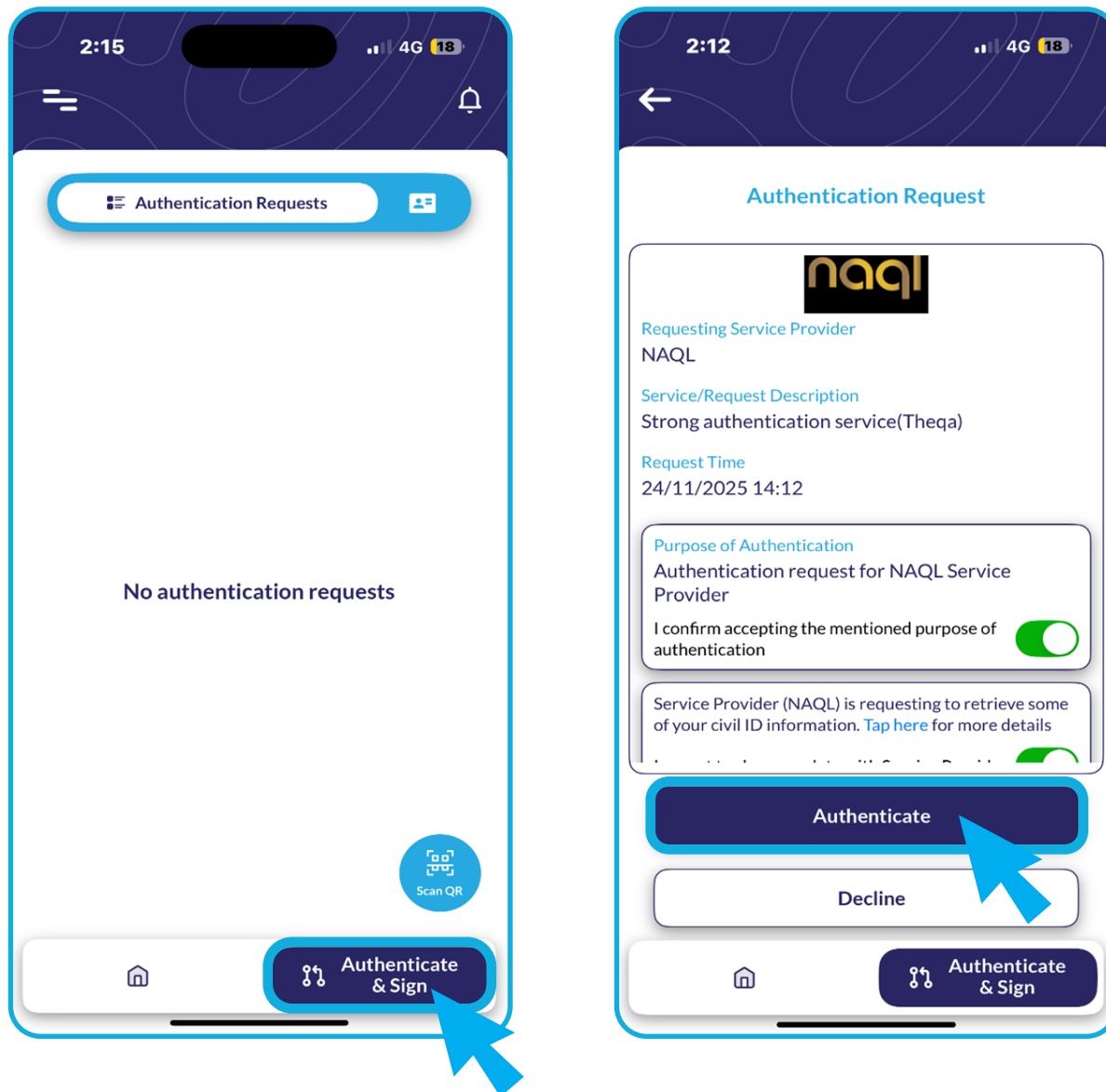


Option 1: QR Code



3

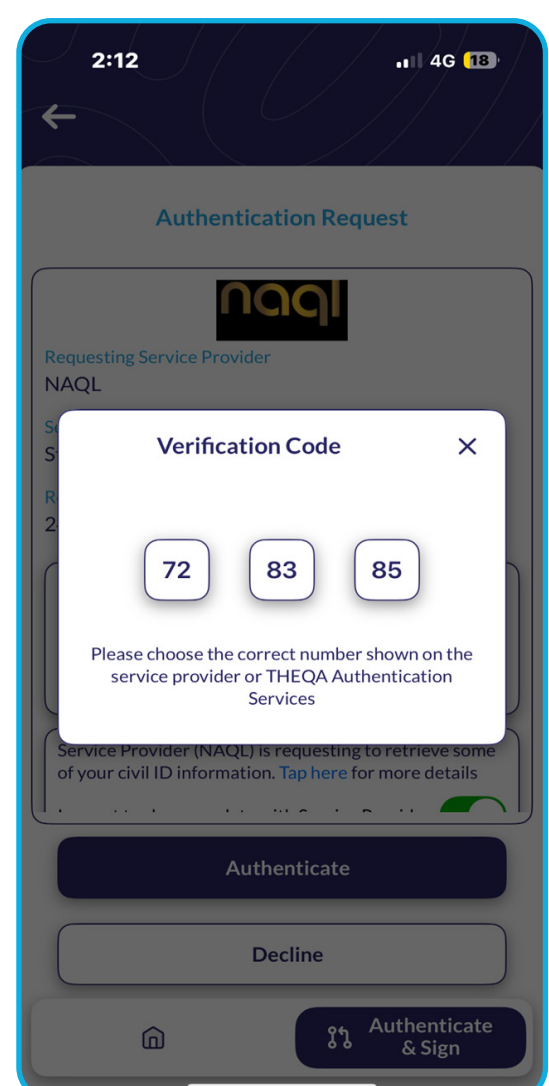
Open the THEQA application, select **Authentication and Signature**, then choose Scan QR and scan the QR code from the Naql platform



An authentication request from the Naql platform will appear

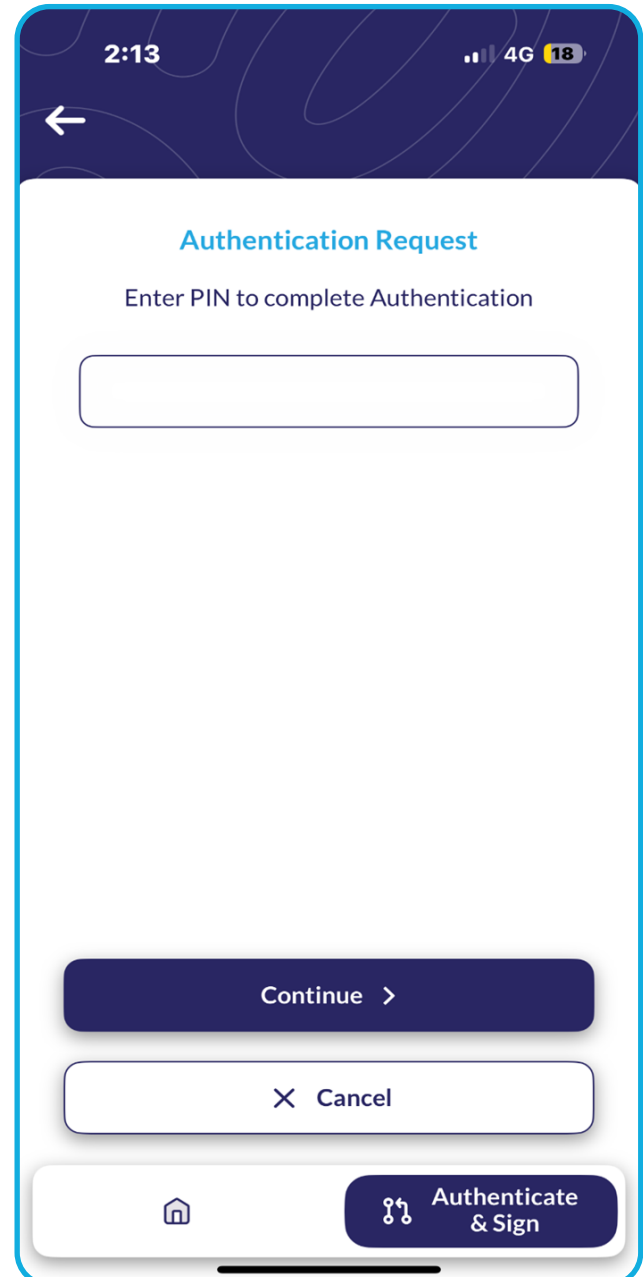
Select **Approve Authentication** and agree to share your personal data, then tap **Authenticate**

Return to the Naql platform and select the correct verification code displayed on the THEQA application

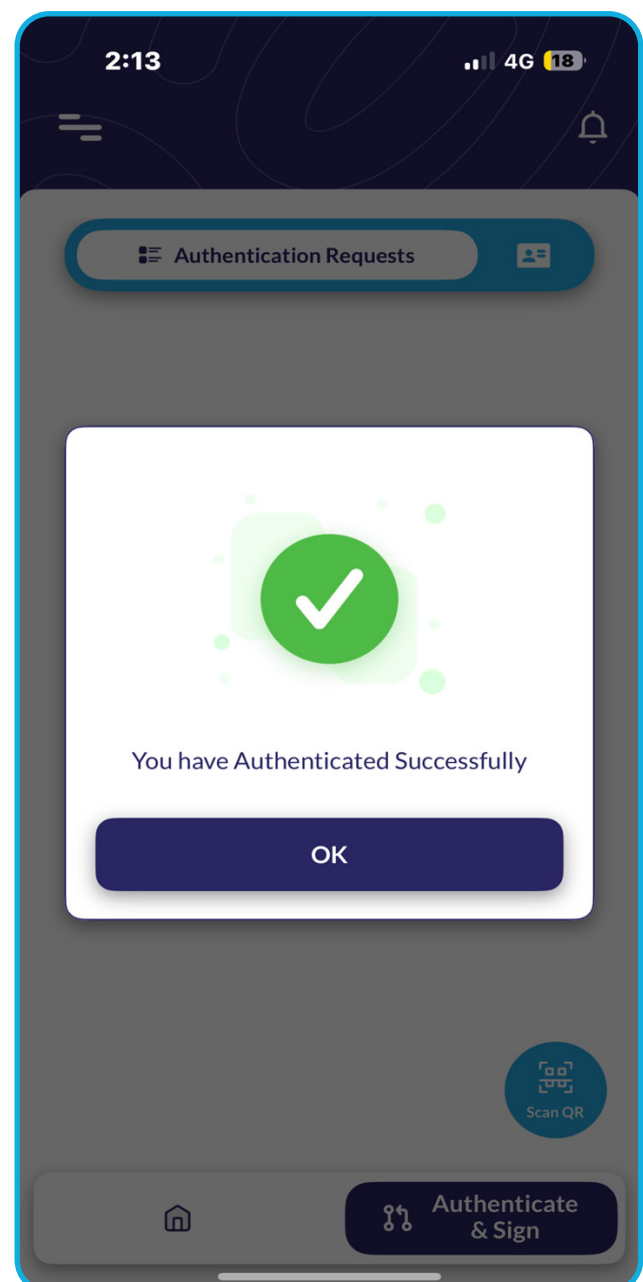


4

Enter your digital identity PIN
to complete the authentication
process



The authentication process
has been completed



5

A consent form for the use of your personal data will appear on the Naql platform

Click **Agree** to complete the login process

التحقق من الهوية باستخدام رمز QR

الموافقة على معالجة البيانات

نحن نقدر خصوصيتك. قبل المتابعة، يُرجى مراجعة المعلومات أدناه وتقديم موافقتك.

البيانات التي سيتم مشاركتها مع منصة نقل:

الرقم المدني تاريخ انتهاء البطاقة الاسم الكامل اللاتيني اللقب اللاتيني اللقب العربي الاسم الكامل العربي حالة البطاقة الرقم التسلسلي للبطاقة رقم الجواز تاريخ انتهاء الجواز تاريخ الميلاد الصورة الجنس باللاتيني الجنس بالعربي الجنسية العنوان الدائم الوظيفة تاريخ انتهاء التأشيرة تاريخ الوفاة الكفيل باللاتيني الكفيل بالعربي رقم تأشيرة الزائر

أوافق لا أوافق

غرض المشاركة:
تقديم خدمات ودعم مخصص

The authentication and login process has been completed successfully

You will be automatically redirected to the Naql platform's home page

Strong Authentication Service (THEQA)

Authenticate with Mobile ID Push Notification

Success

Authentication successfully completed

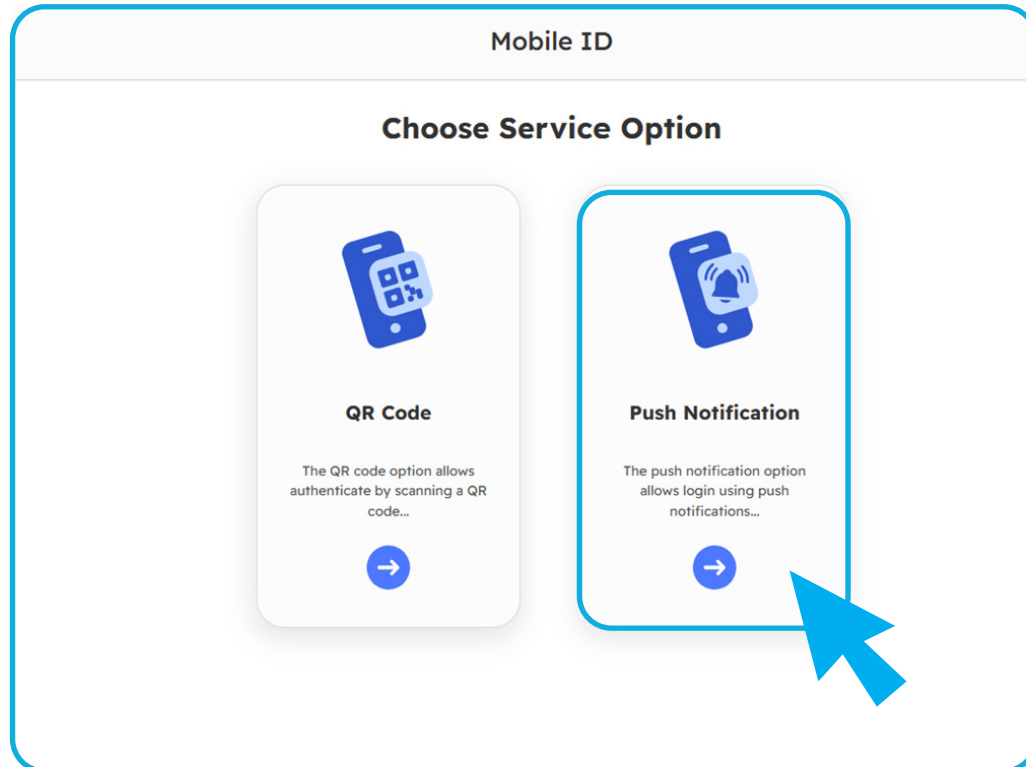
Redirect you back after 00:03s

Redirect Now

6

Login via Push Notifications

Select **Push Notifications**

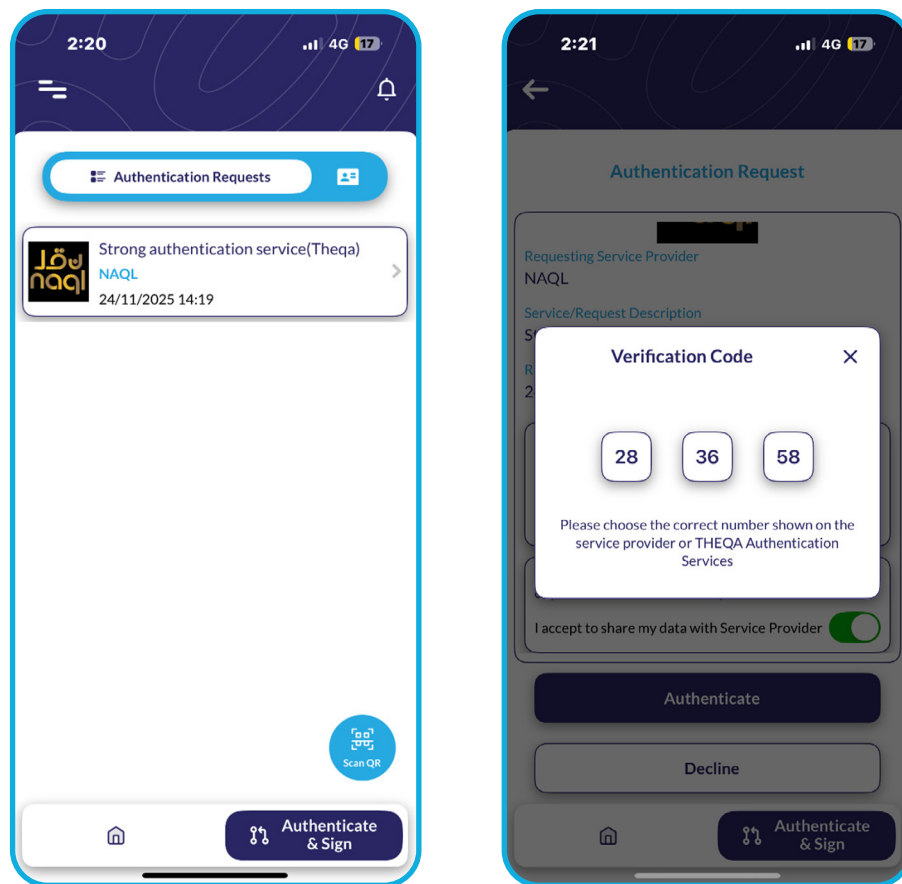


Enter your civil number, then click **Send**

A verification code will appear via the THEQA application

7

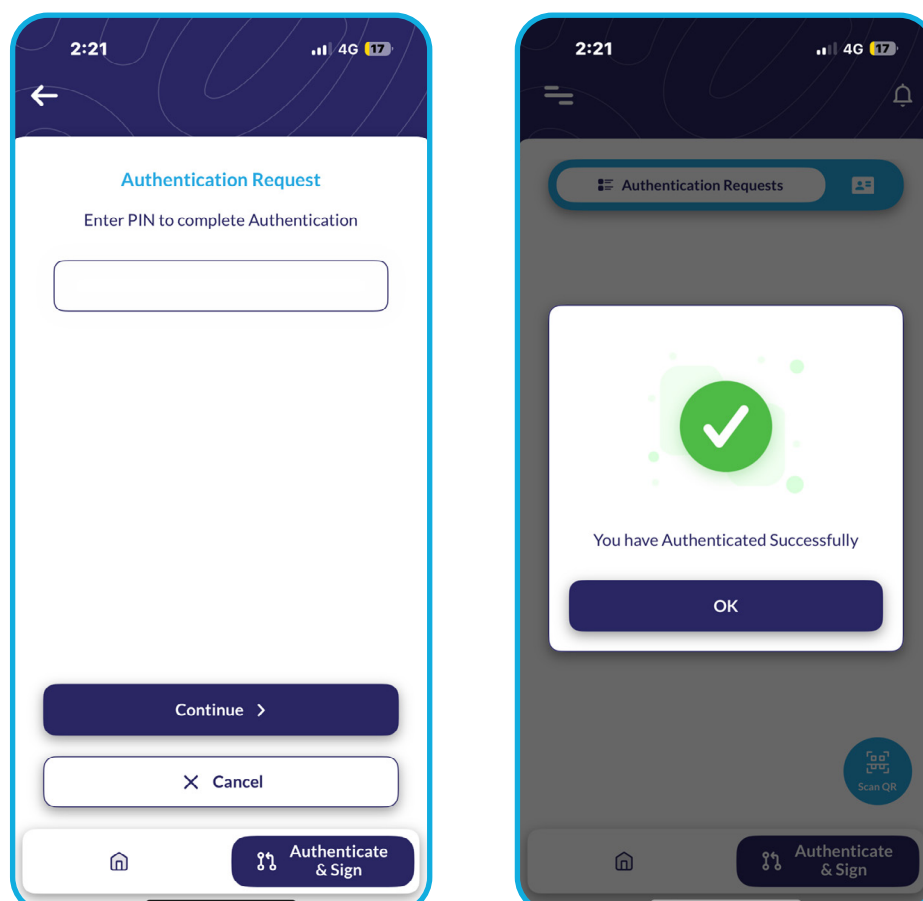
You will receive an authentication notification on the THEQA application



Tap the authentication request received from the Naql platform

Then select the correct verification code

Enter your digital identity PIN to complete the authentication process



8

A consent notice for the use of your personal data will appear on the Naql platform

Click **Agree** to complete the login process

← Back Authenticate with QR Code

naql Data Sharing Consent

We value your privacy. Before proceeding, please review the information below and provide your consent.

Data to be shared with NAQL:

Civil Number Card Expiry Date English Full Name Arabic Full Name English Title Arabic Title Card Status Card serial Number Passport Number

Passport expiry Date Birth date Photo English Gender Arabic Gender Nationality (code only) Address Job title (for residents only) Visa Expiry Date

Date of Death Sponsor (English) Sponsor (Arabic) Visa Number (for Visitor)

Purpose of sharing:
To provide personalized services and support.

I Consent I Do Not Consent

The authentication and login process has been completed successfully

You will be automatically redirected to the home page

Strong Authentication Service (THEQA)

Authenticate with Mobile ID Push Notification

Success

Authentication successfully completed

Redirect you back after 00:03s

Redirect Now



Frequently Asked Questions

What is CTA?

A program that acts as an intermediary, allowing websites to use the national ID card for secure login or identity verification.

When logging in using the national ID card for the first time, you will be prompted to download and install the program, as shown in the image

Authenticate with Civil ID Card

Identity Reader is not working
The Identity Reader is not functioning correctly. Either it is not installed or it is not running. Please select one of the options.

Identity Reader has not been installed on my system.
Please download and install the Identity Reader on your system. [Download Identity Reader](#)

OR

Yes, Identity Reader has been installed on my system.
Please run the Identity Reader application on your system.

Strong Authentication Service (THEQA)

Choose your authentication method

Civil ID Card
The Civil ID Card option allows authenticate using an Oman civil ID card reader...

Mobile ID
The Mobile ID option allows authenticate by scanning a QR code or notification...

→ THEQA Self Service Portal is asking you to authenticate

Open File - Security Warning

The publisher could not be verified. Are you sure you want to run this software?

Name: C:\Users\mtc506\Downloads\CTA-V1.4.14 (1).exe
Publisher: **Unknown Publisher**
Type: Application
From: C:\Users\mtc506\Downloads\CTA-V1.4.14 (1).exe

Always ask before opening this file

This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust.
[How can I decide what software to run?](#)

Make sure that CTA is enabled before logging in using the national ID card



What is NFC?

NFC (Near Field Communication) is a short-range wireless communication technology that enables data exchange between two electronic devices or between a device and a smart card when they are brought within a few centimeters of each other.

This technology is used for electronic payments, fast data exchange, connecting smart devices, and identity verification

It is secure, fast, and does not require complex configuration settings

How can I enable or use NFC on my device?

Most modern smartphones have NFC enabled by default. If it is not enabled, follow the steps below:

- 1 Open **Settings** on your device
- 2 Select **Connections or Connectivity & Sharing** (the name may vary depending on the device)
- 3 Enable **NFC or Near Field Communication**
- 4 When using NFC, hold the device close to the reader or the other device within a few centimeters
- 5 A message or notification will appear to confirm the connection or completion of the process

Note

- ◆ Make sure that your device supports NFC technology
- ◆ If the option does not appear in the settings, the device may not support this feature

How can I change my digital identity PIN if I forget it?

You can easily change or reset your PIN through the THEQA application by following these steps:

- 1** From the side menu, select **Settings and Security**
- 2** To change the PIN, tap **Change PIN**
- 3** If you have forgotten your PIN, select **Reset PIN**
- 4** Then follow the instructions to complete the process



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