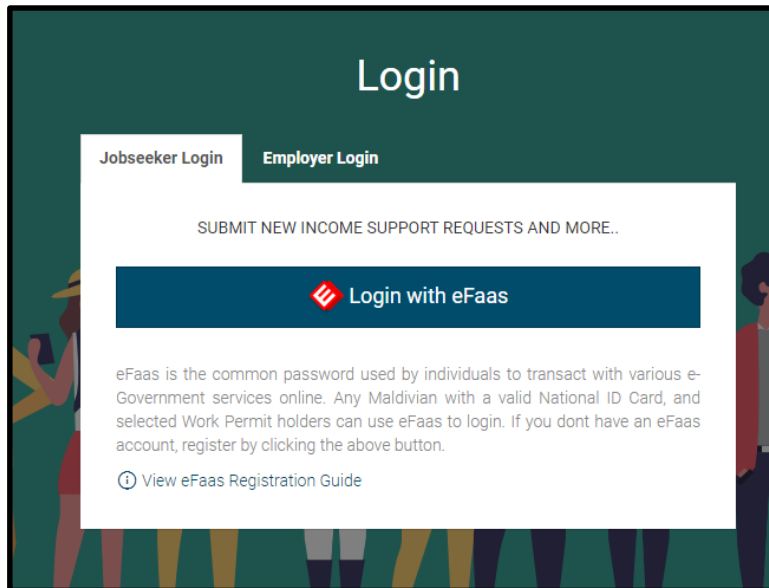


# MANAGING YOUR EFAAS ACCOUNT


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## → 1. Create Efaas Account

- To submit an application on the JobCenter, each user is required to sign up for an efaas account.
- Please go to <https://jobcenter.mv/login> page and the following page will be loaded.
- **Click “Login with eFaas”**



- The page will request to login through Efaas if you have an account. If not, please click create a new efaas account



**eFaas**

If you do not have an account, you can [create one now](#).

Username


Password

Remember Me?

**Continue**

[Forgot your password?](#)

- To Create an efaas account sign up at : <https://efaas.egov.mv/Account/Verify>



**eFaas**

### User Registration

Please verify before proceeding with registration.

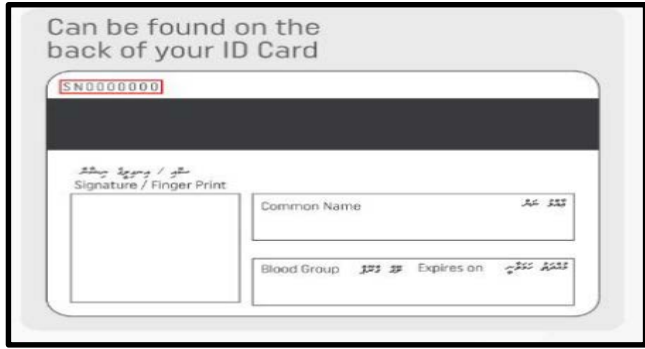
Maldivian  
 Workpermit Holder

National ID Number \*

ID Card Serial \*

**Continue**

\* ID card serial number will be on the back of the card



**Guide to efaas account registration**

# GUIDE TO **efaas** ACCOUNT REGISTRATION

**Account Information**

User Type  Maldivian  Work Permit Holder  Foreigners

ID Card Number \*

ID Card Serial \*

Password \*

Confirm Password \*

**Account Recovery**

Pass Phrase \*

**Contact Information**

Mobile Phone \*

Confirm Mobile Phone\*

Email \*

Confirm Email \*

**Terms of Service**

'I accept' the Terms of Service

This will be your eFaas ID/Username

Can be found on the back of your ID Card

Use 8 or more characters with a mix of letters, numbers and symbols (like ! and @)

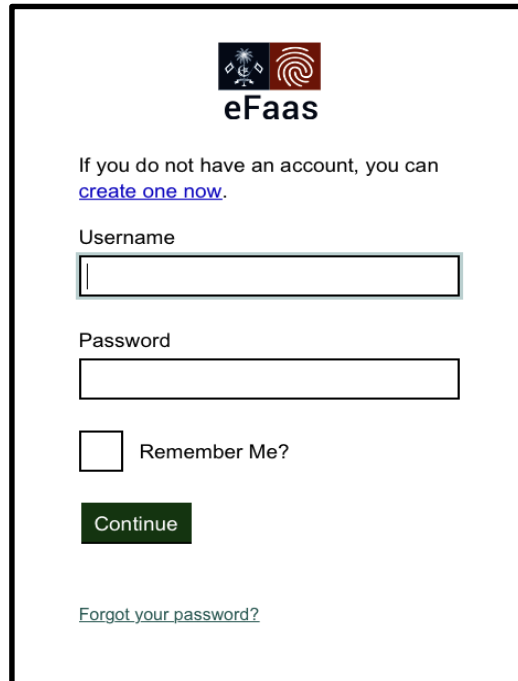
This phrase may be required for recovery tasks related to your eFaas account. eg: When unlocking a locked account.

Your personal Mobile Number

Your personal Email Address

## → 2. Signing in with your Efaas Account


- Please go to <https://jobcenter.mv/login> and sign in using your eFaas details.



The screenshot shows the eFaas login interface. At the top center is the eFaas logo, which consists of a square icon with a fingerprint and a gear, followed by the text "eFaas". Below the logo, there is a message: "If you do not have an account, you can [create one now](#)." This is followed by a "Username" label and an empty text input field. Below that is a "Password" label and another empty text input field. Under the password field is a checkbox labeled "Remember Me?". A green "Continue" button is positioned below the checkbox. At the bottom of the form area, there is a link: [Forgot your password?](#)

## → 3. Forgot password or can't sign in? How to reset your account.

- If you **forgot your password** for Efaas account, you can reset your account from the link below.
  - <https://efaas.egov.mv/Account/ForgotPassword>

  
**eFaas**

## Forgot Password

Please select a method by which you want to reset password

---

Email     SMS

Reset

- Select the preferred method to reset your account. You can either choose to:
  - Reset your password to the Email account that the efaas account was registered (or)
  - Send an SMS to the mobile number your account was registered to.
  
- If you are still having any problems signing in to eFaas please contact the **NCIT** helpdesk:
  - **Option 1:** NCIT Help Desk: 3345050 (8am - 2pm, Sun-Thursday, excluding public holidays).
  - **Option 2:** Send NCIT Help Desk an email: [helpdesk@ncit.gov.mv](mailto:helpdesk@ncit.gov.mv)
  - **Option 3:** Send NCIT Help Desk an sms: [SMS to: 7986629](sms:7986629)
    - When sending an SMS include your ID card details and short description of issue
  - **Option 4:** Send NCIT Help Desk a Viber message to: [7986629](viber://7986629)
    - When sending Viber message, include your ID card details, short description of issue (and screenshot)
  
- **Do not have access to the BOTH email address and phone number used to register in Efaas?**
  - Send NCIT Help Desk an email: [helpdesk@ncit.gov.mv](mailto:helpdesk@ncit.gov.mv) to **RESET** your account.
  - Include request to reset account and attach personal identification document copy (such as ID card copy)

## 4. How to reach Job Center

- Hotline: 1475
  - If you want to contact our staff regarding Income Support Applications, call our hotline: 1475 (10am - 5pm, Sun-Thursday, excluding public holidays).
- For technical support, email: [support@jobcenter.mv](mailto:support@jobcenter.mv)