



المركز الوطني  
للسلامة المعلوماتية  
Oman National CERT

# THEQA Application User Guide

Digital services made closer,  
easier, and safer



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## THEQA Project

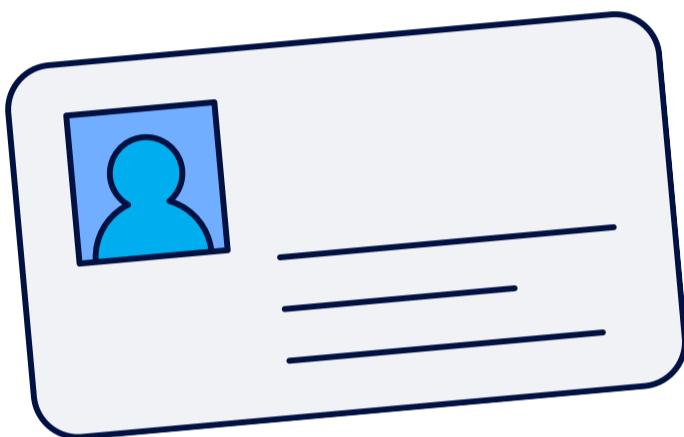
**Theqa Project** is a comprehensive national framework for Theqa Digital Services, established in accordance with the Electronic Transactions Law issued by Royal Decree No. (39/2025) in the Sultanate of Oman.

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?

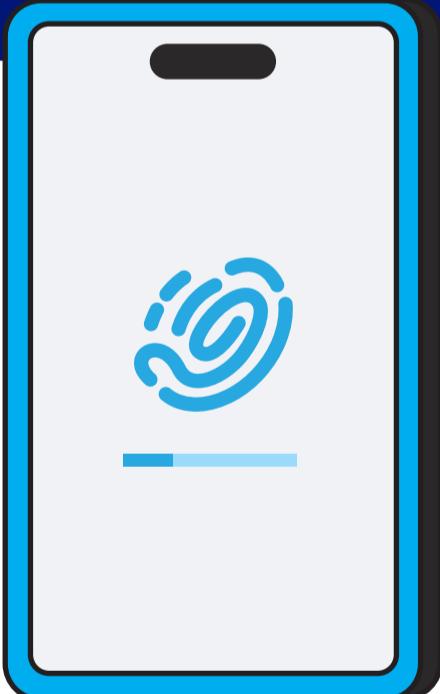
You can access THEQA Digital Services through:



**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



 NFC

 Enable Near Field Communication (NFC)

# Registration

## Introduction

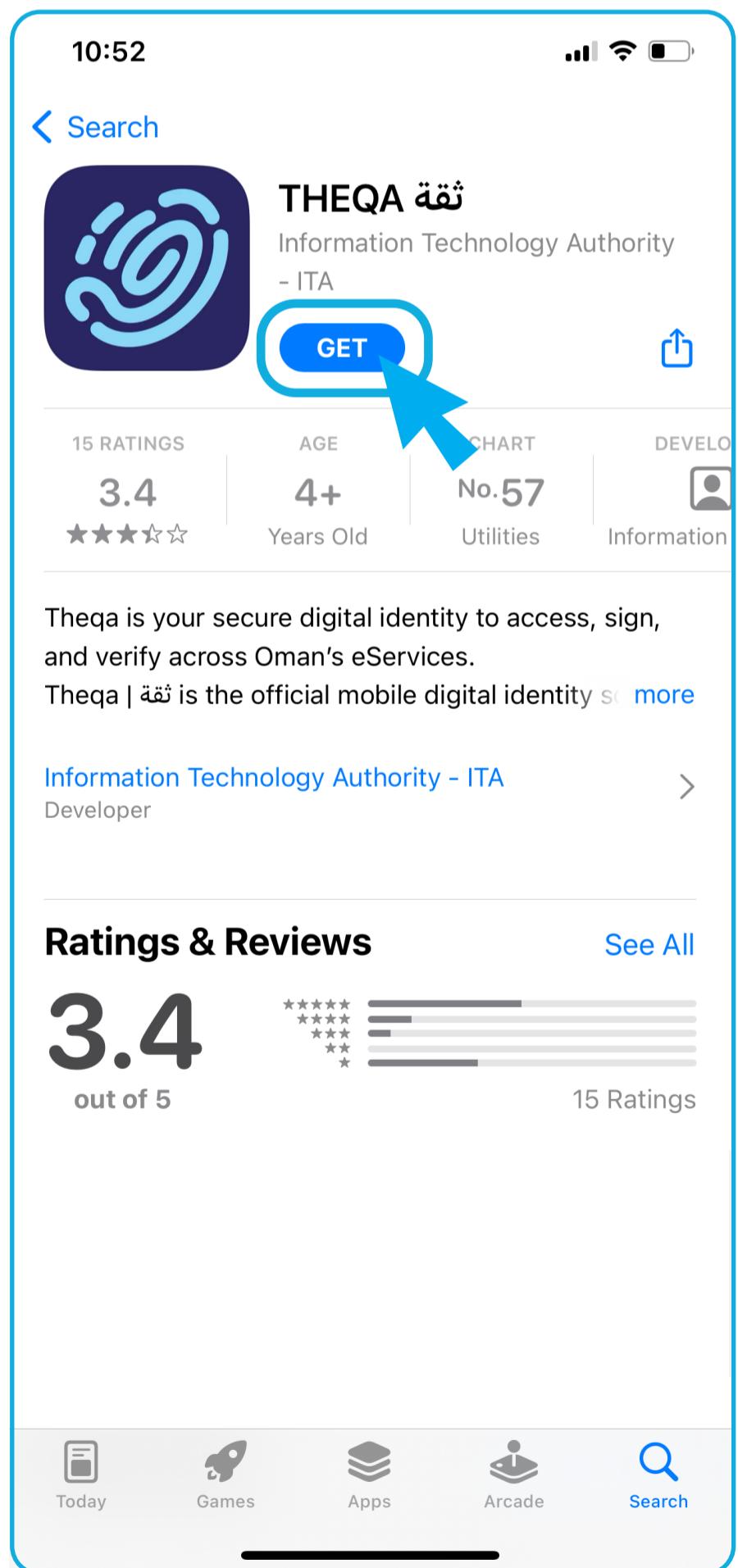
When registering through the application, the user is granted a medium verification level, enabling the following:

- 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

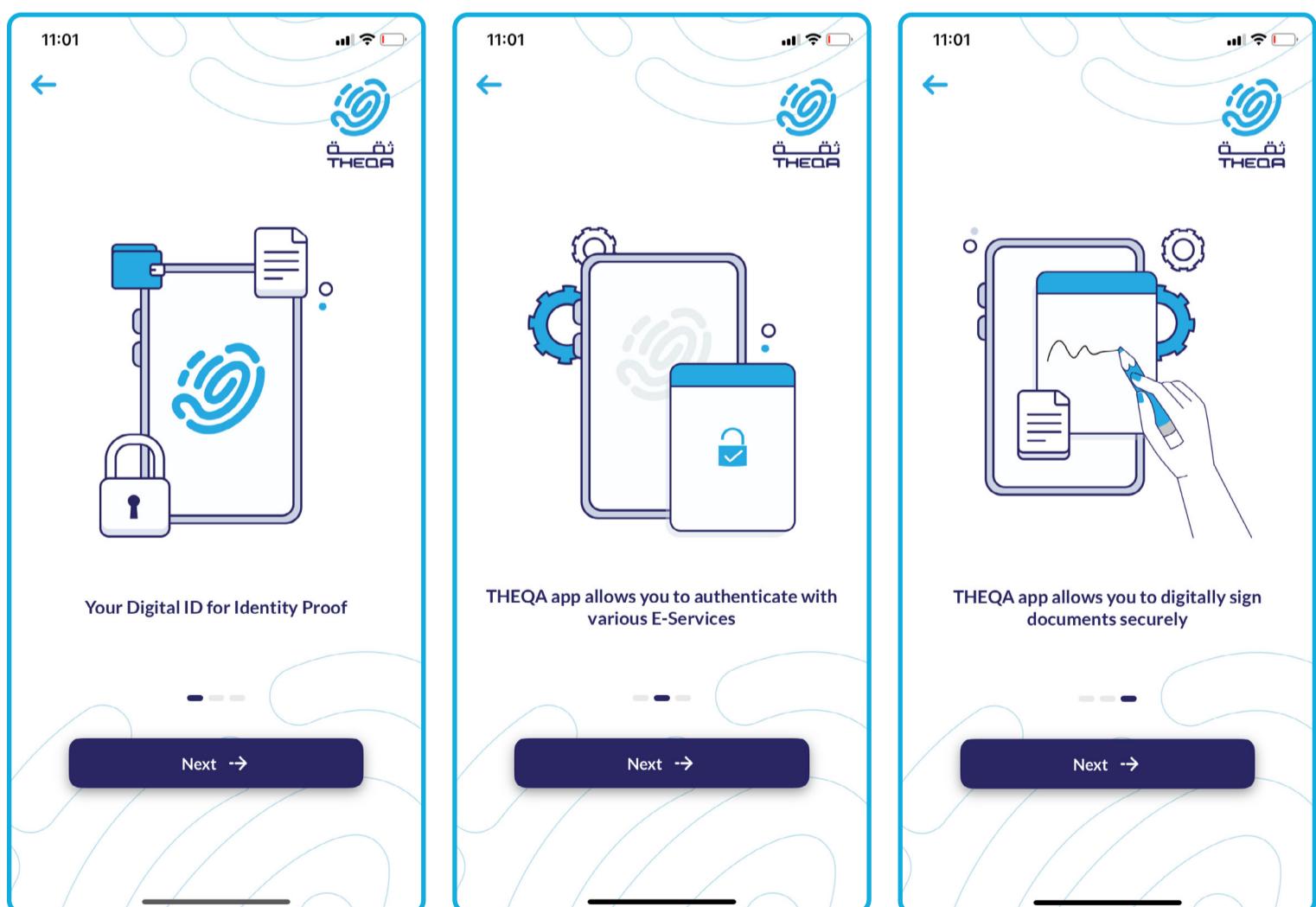
After downloading,  
the following screen  
will appear

Tap **Get Started →**



Three screens  
highlighting the features of the THEQA  
application will be displayed

Tap **Next →**

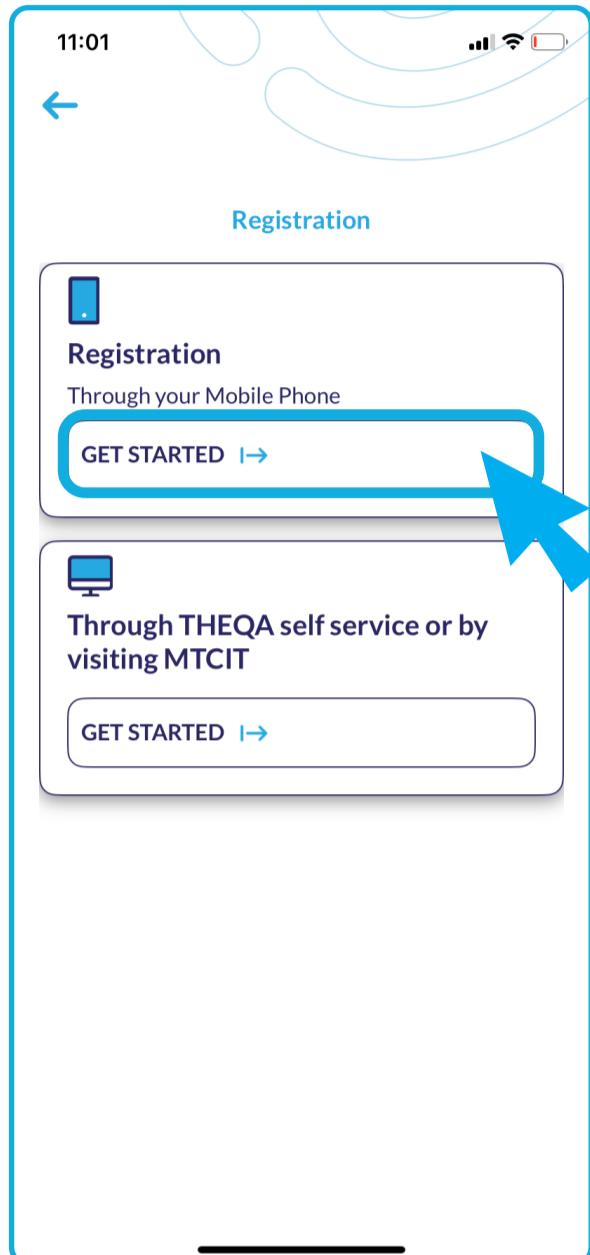


3

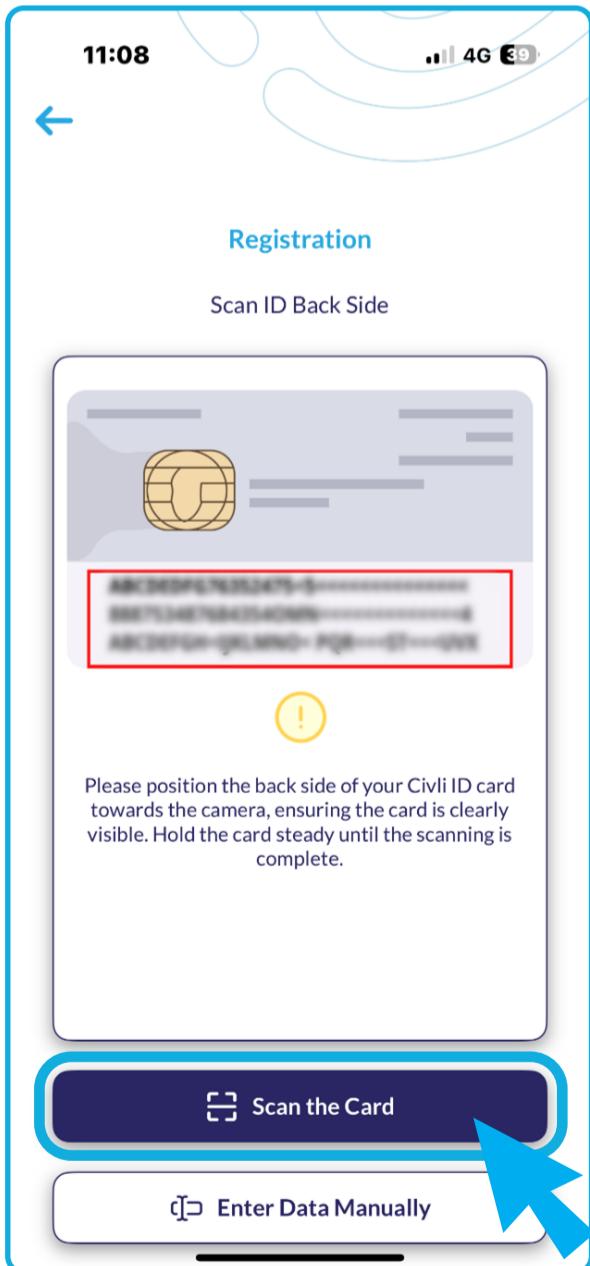
Select the first option:

**Registration**  
Through your Mobile Phone

Then tap **Get Started**

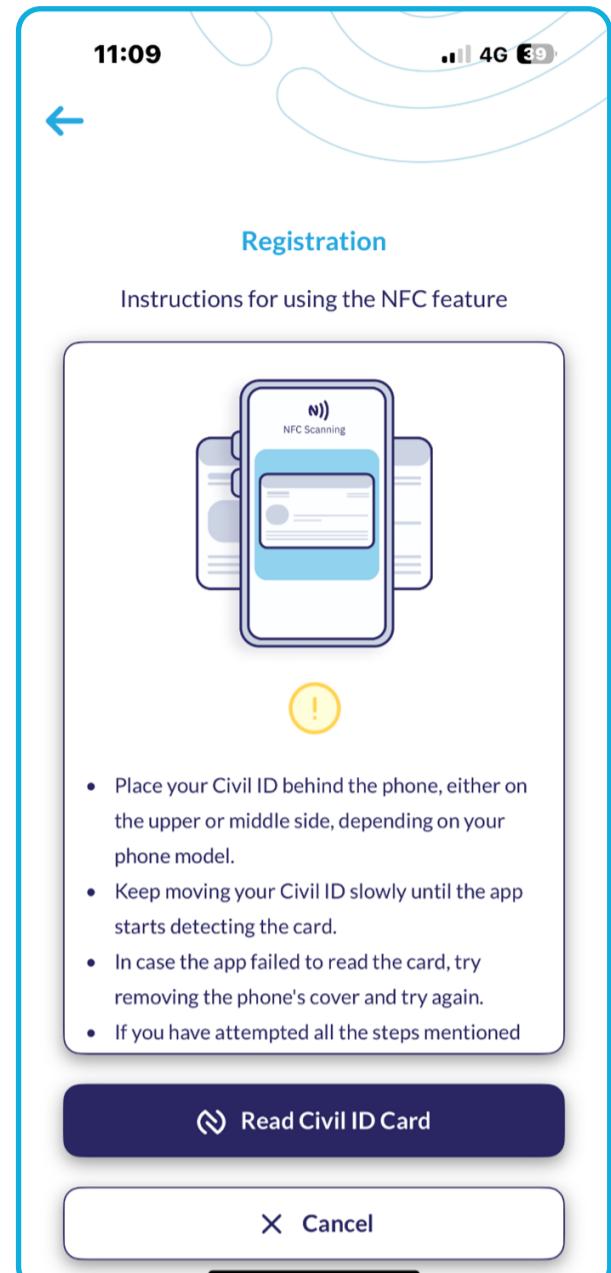


Select the option:  
**Scan the Card**

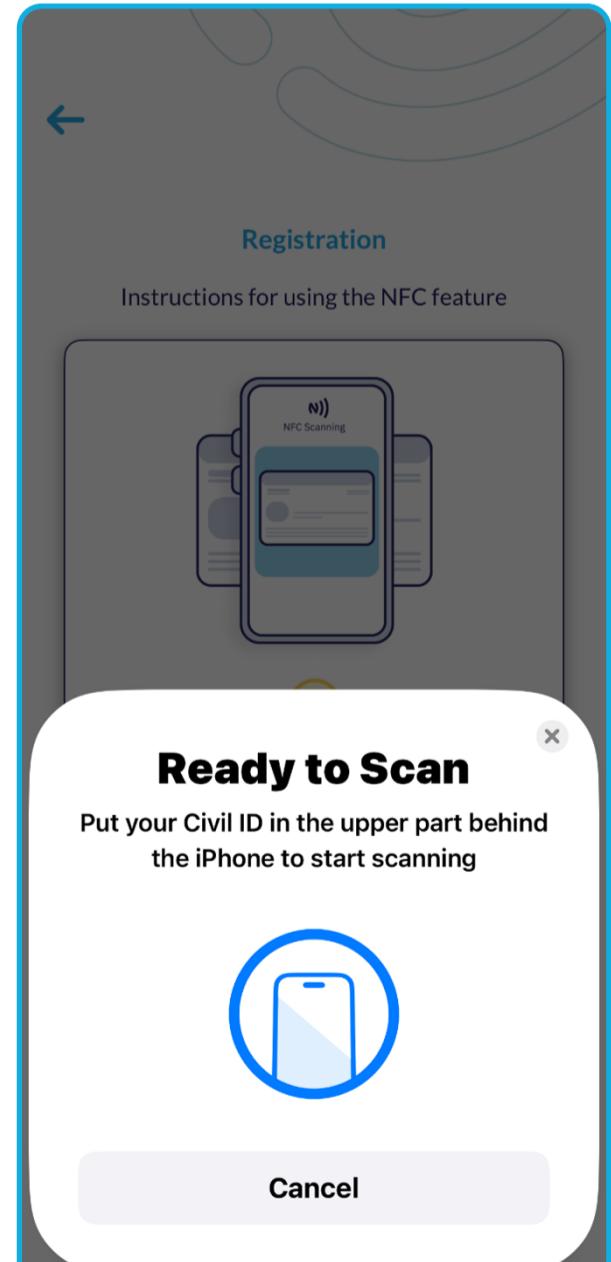


4

Place the card on the  
back of the mobile  
device



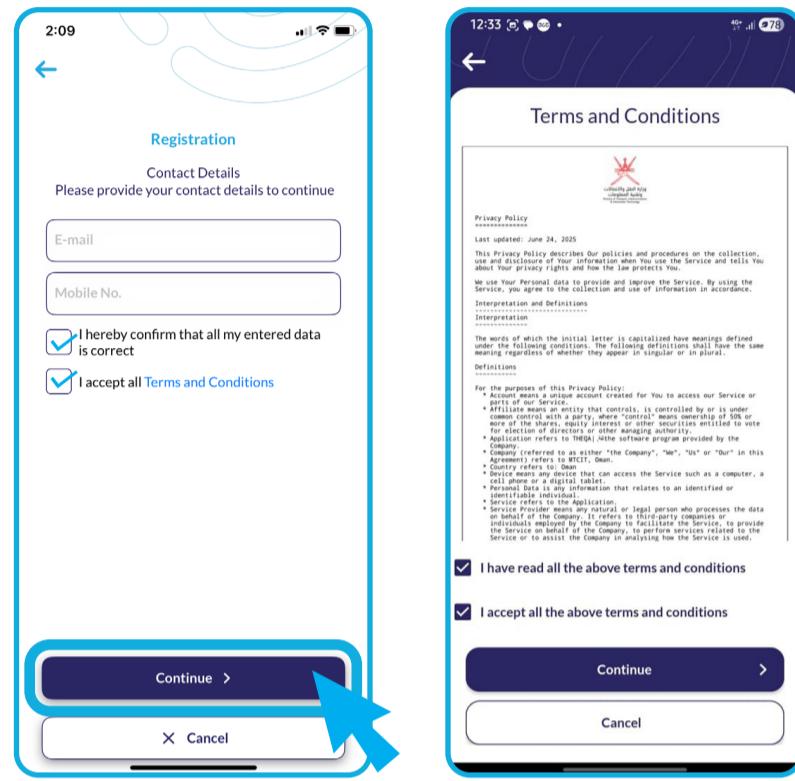
The data will be read  
from the card



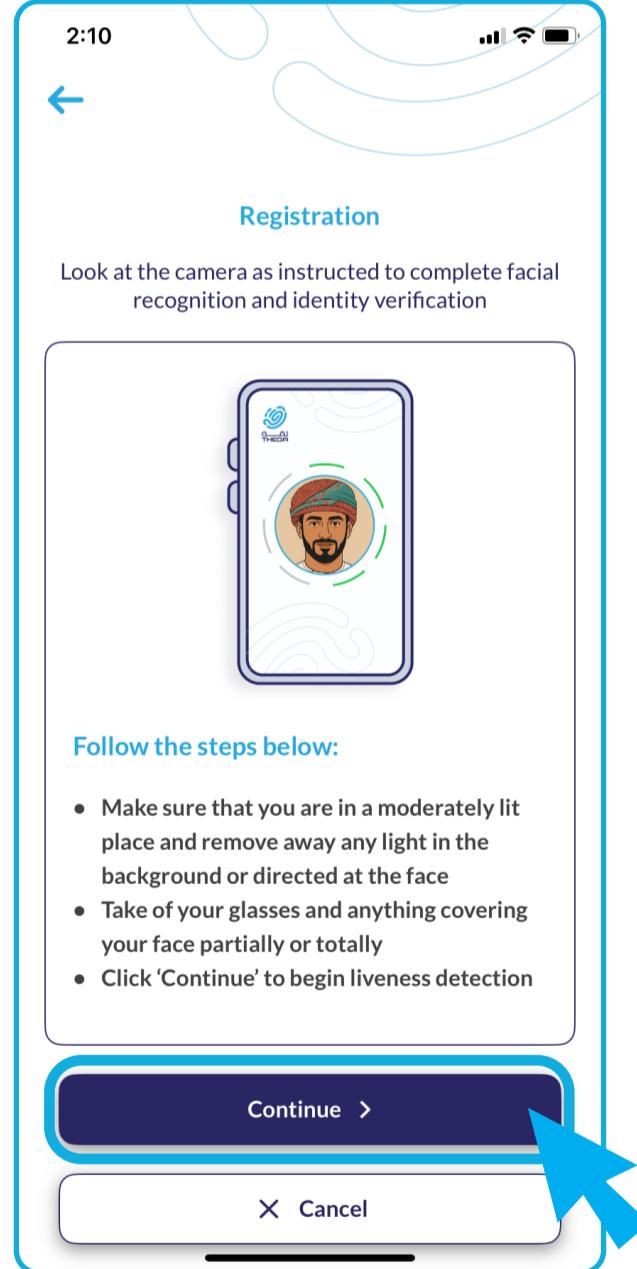
5

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

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



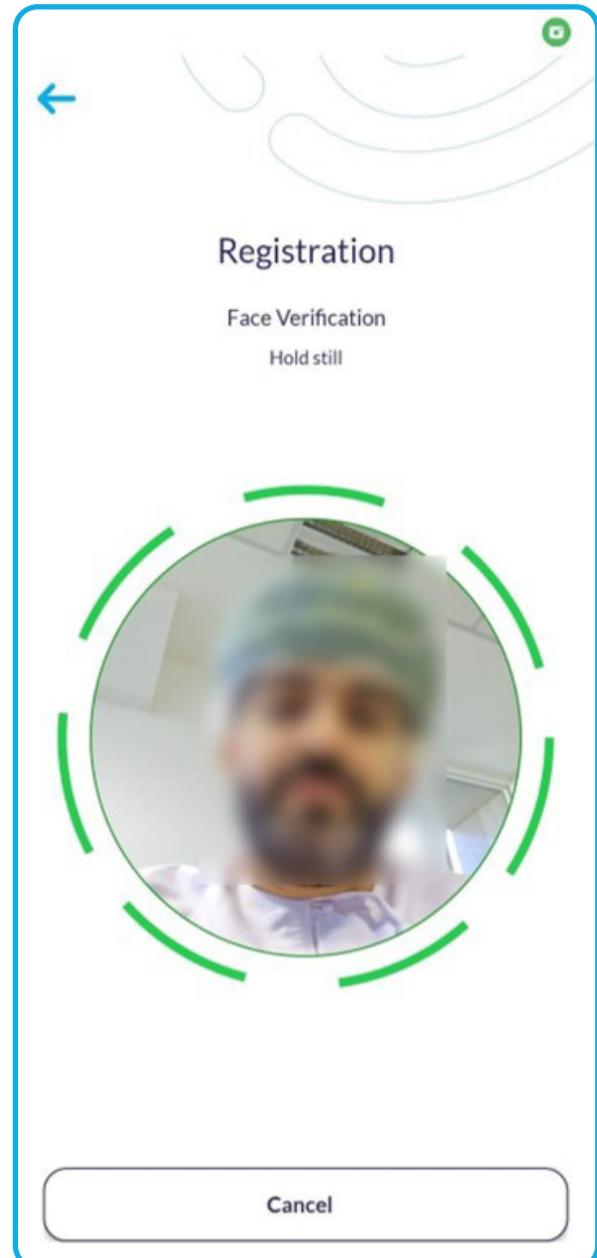
After reviewing all instructions, tap **“Continue”** to start the face recognition process for identity verification



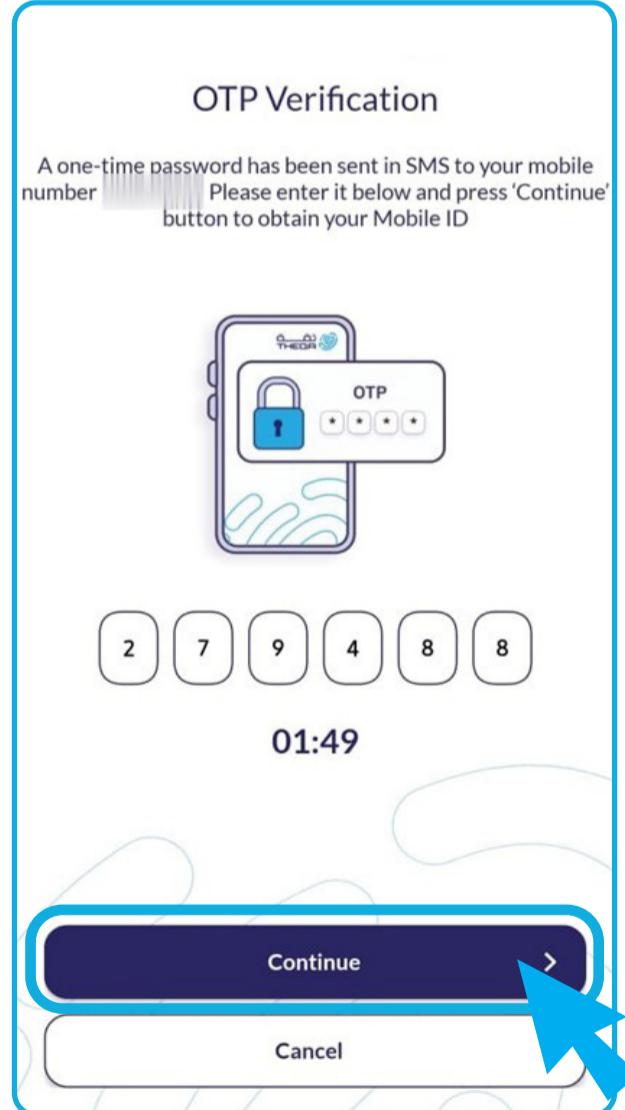
6

**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**



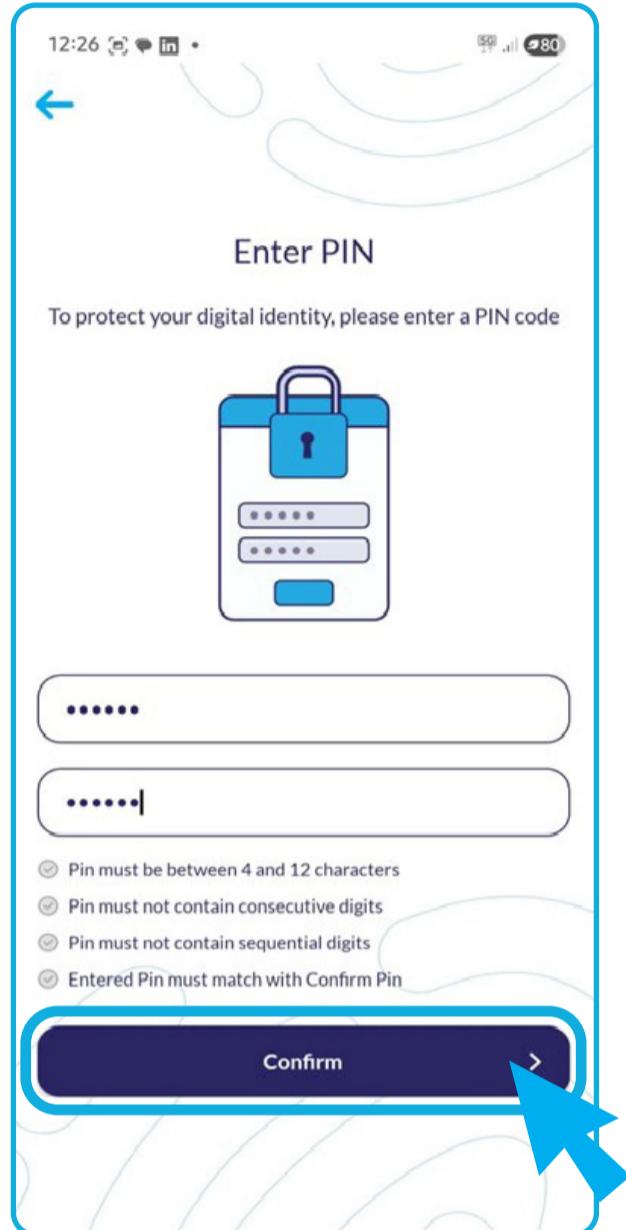
**Enter the one-time verification code sent to your mobile number, then tap Continue**



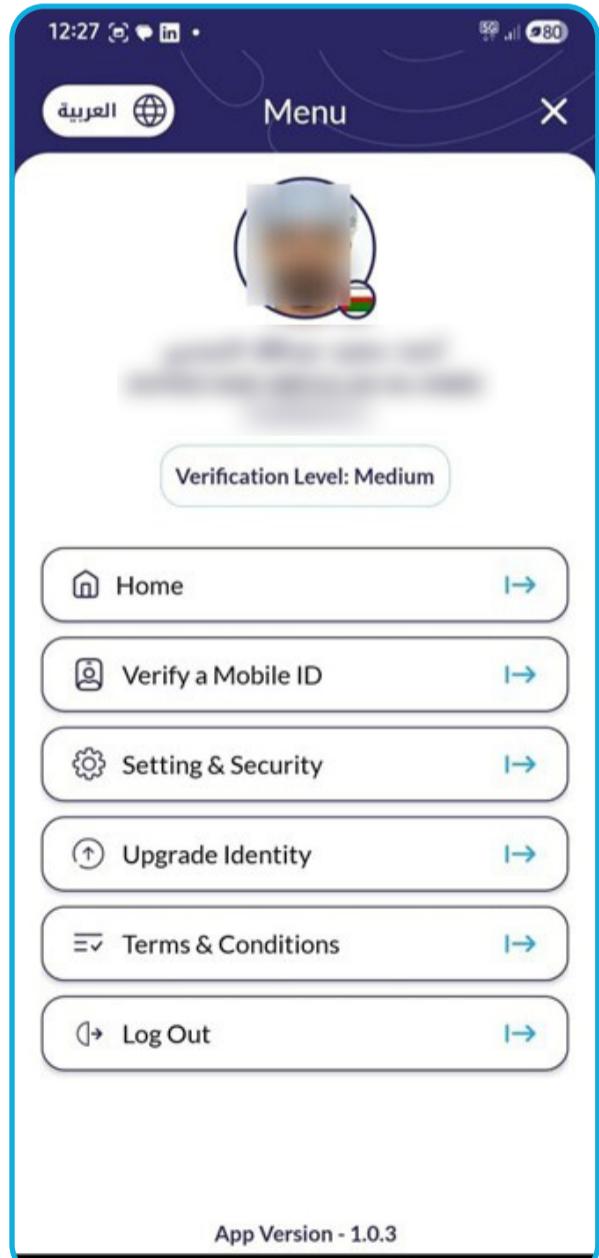
7

## 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**



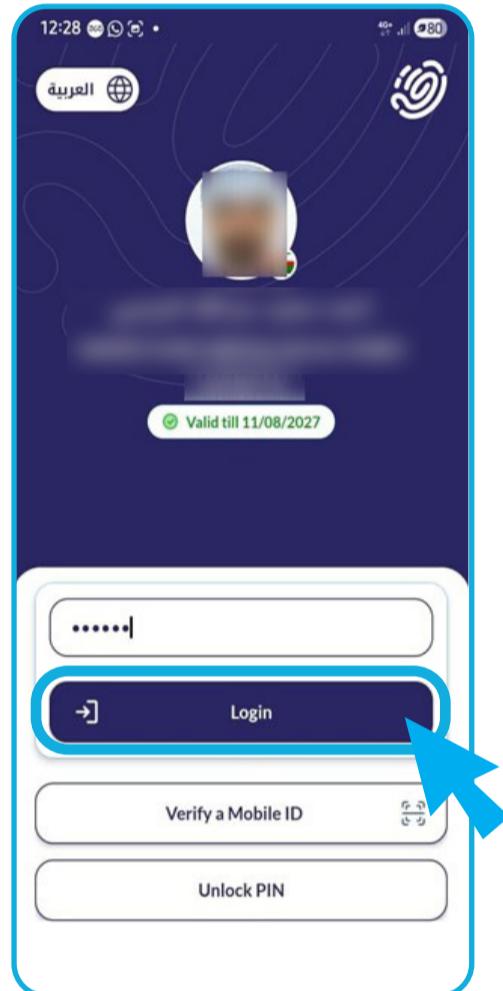
## Steps to Upgrade to the High Verification Level

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

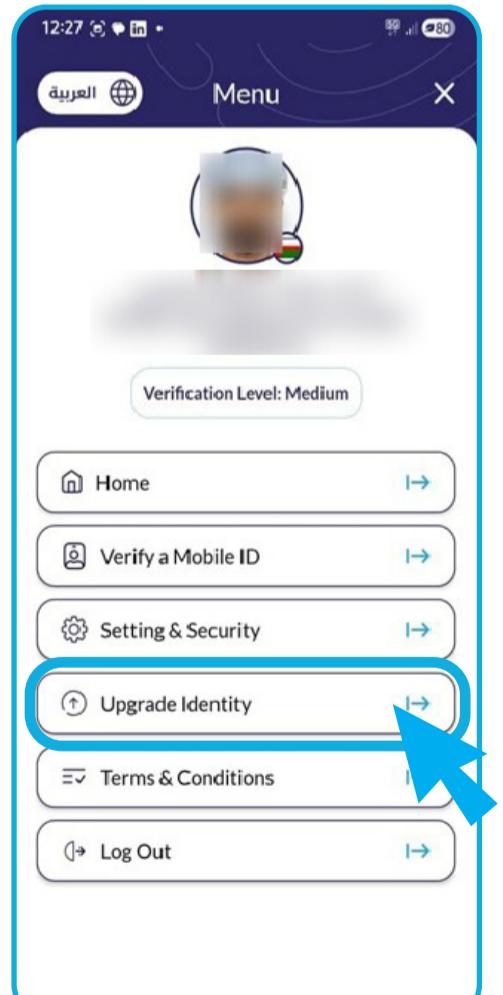


From the menu, tap “Upgrade THEQA”

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

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

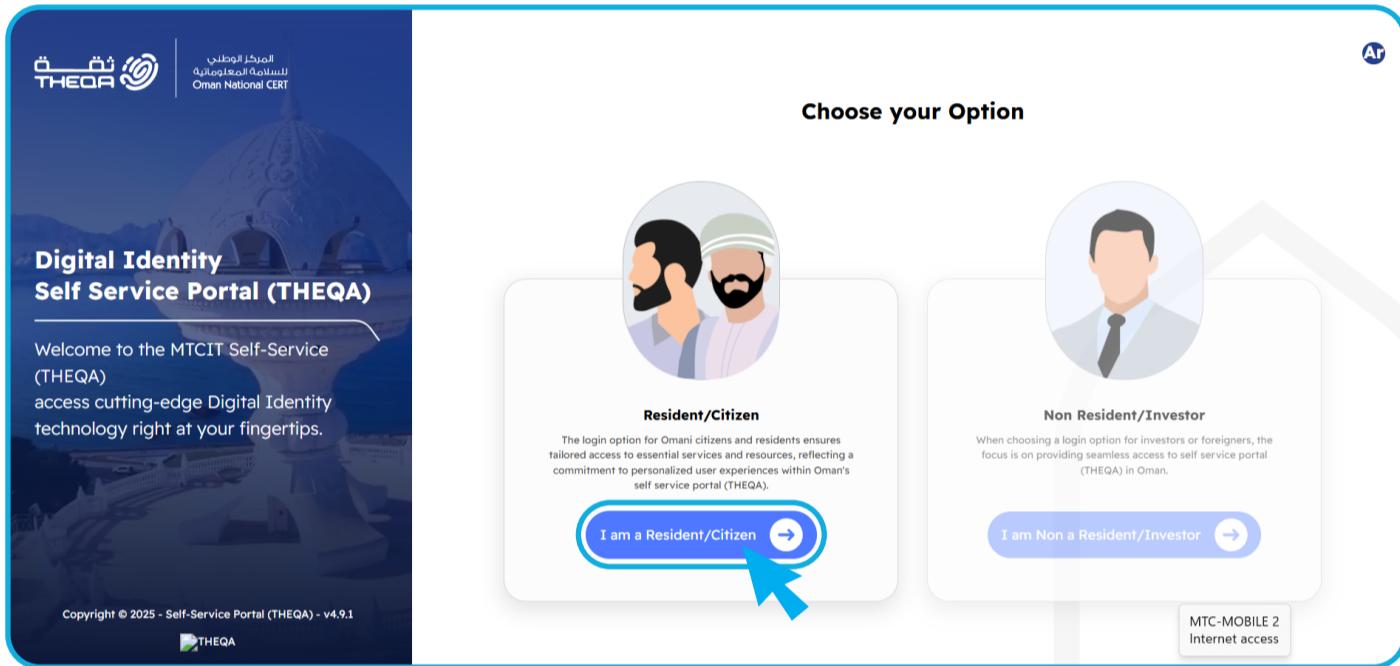
<https://theqa.mtcit.gov.om/>



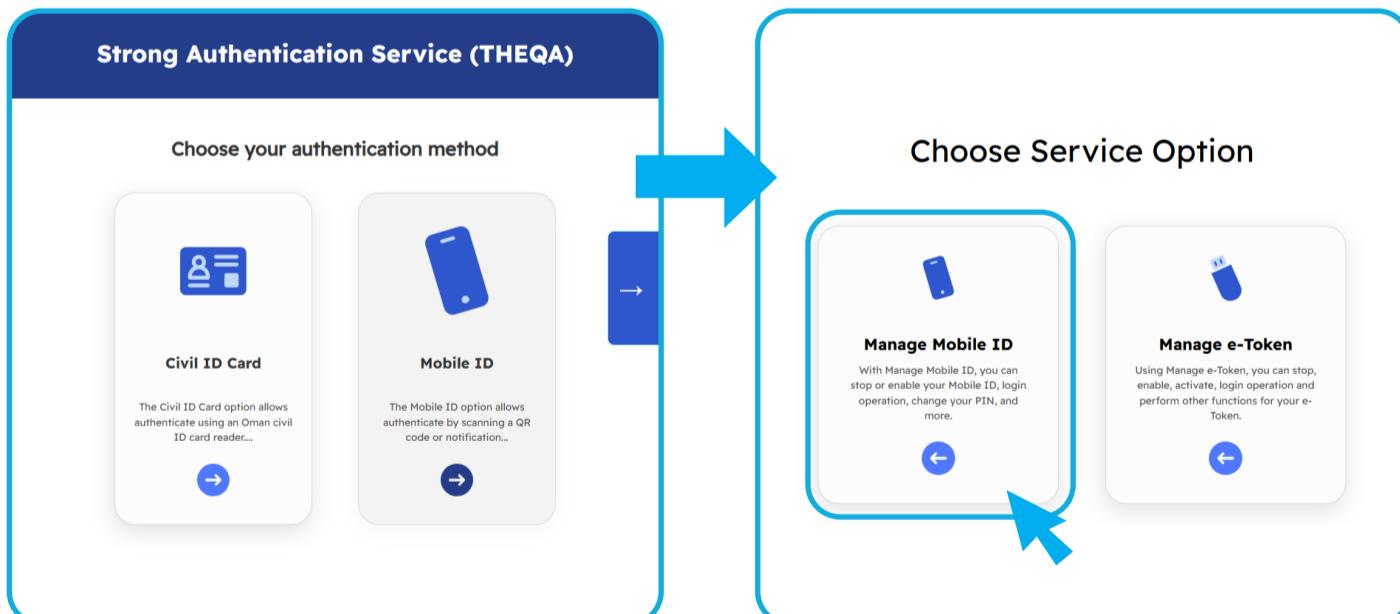
2

## Open the Self-Service Portal Click “I am a Resident / Citizen”

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



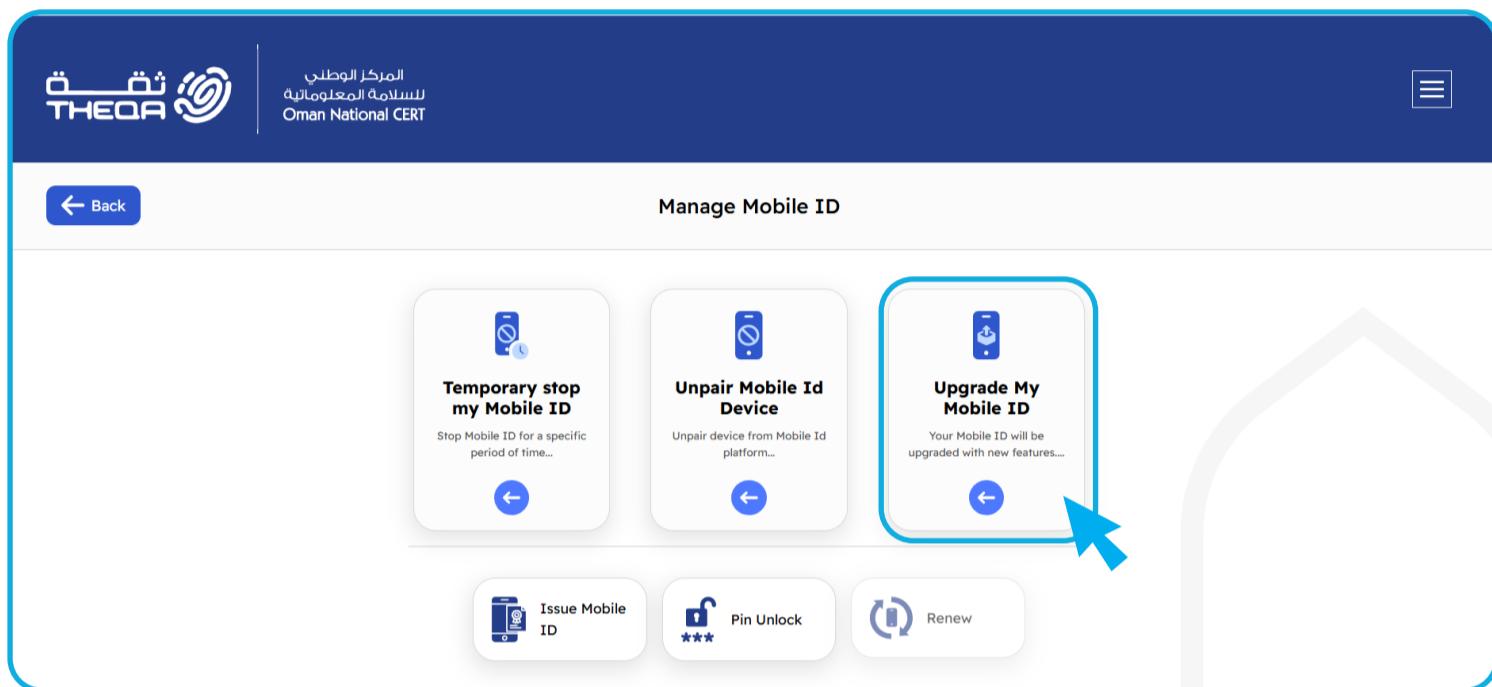
Select the appropriate login method using the national ID card or the digital identity via the THEQA application



Select Manage Mobile ID

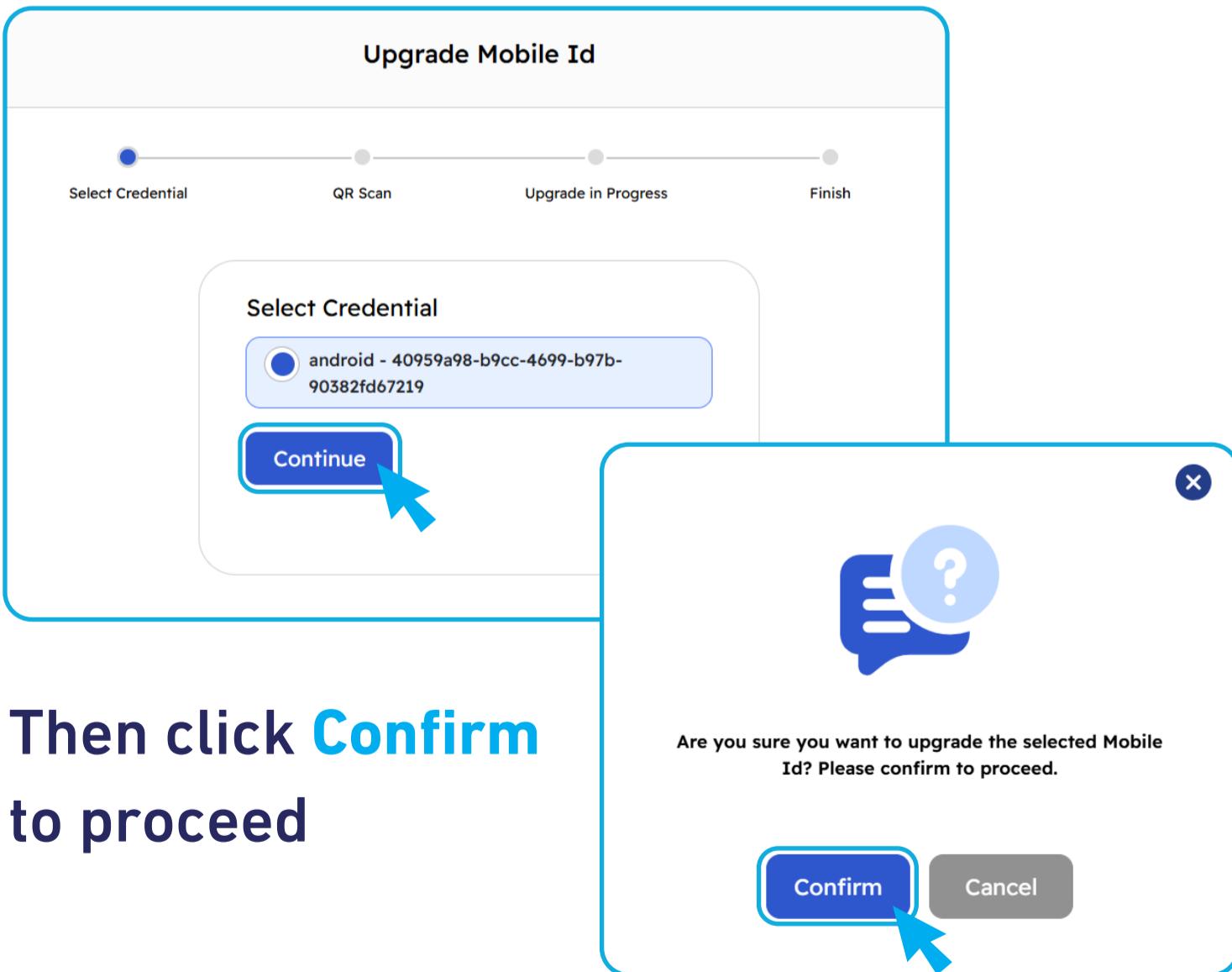
3

## Select Upgrade My Mobile ID



Select your device identity based on the serial number

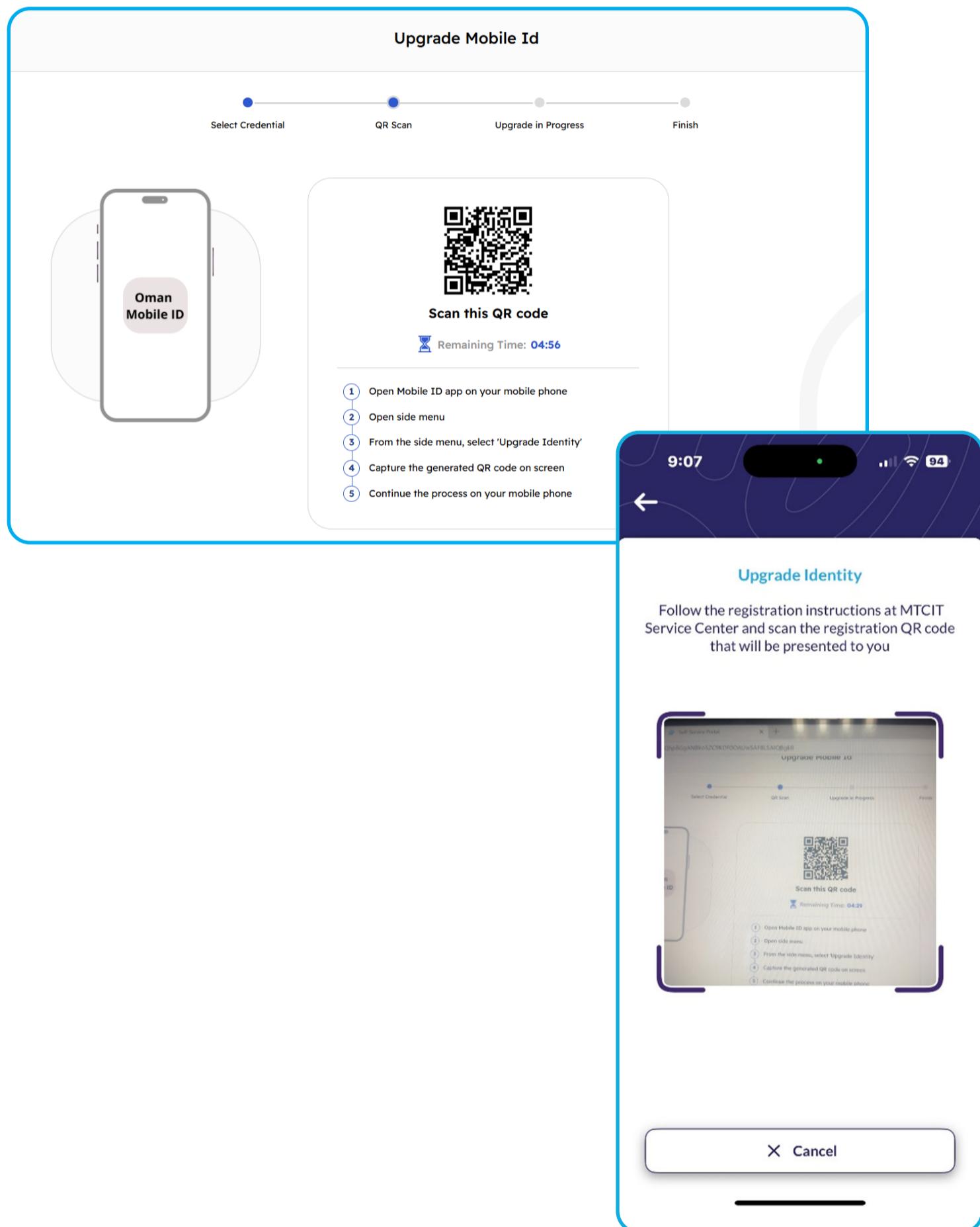
Click **Continue**



Then click **Confirm**  
to proceed

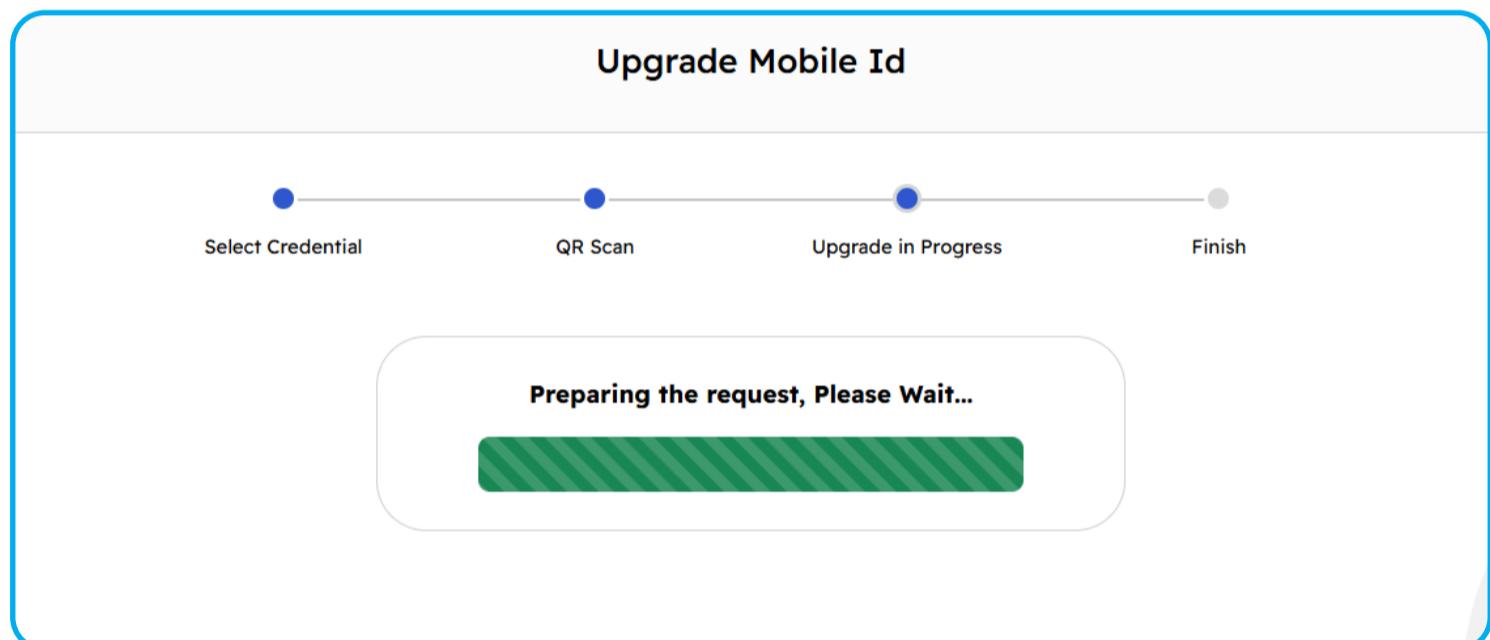
4

## Scan the QR code via the THEQA application



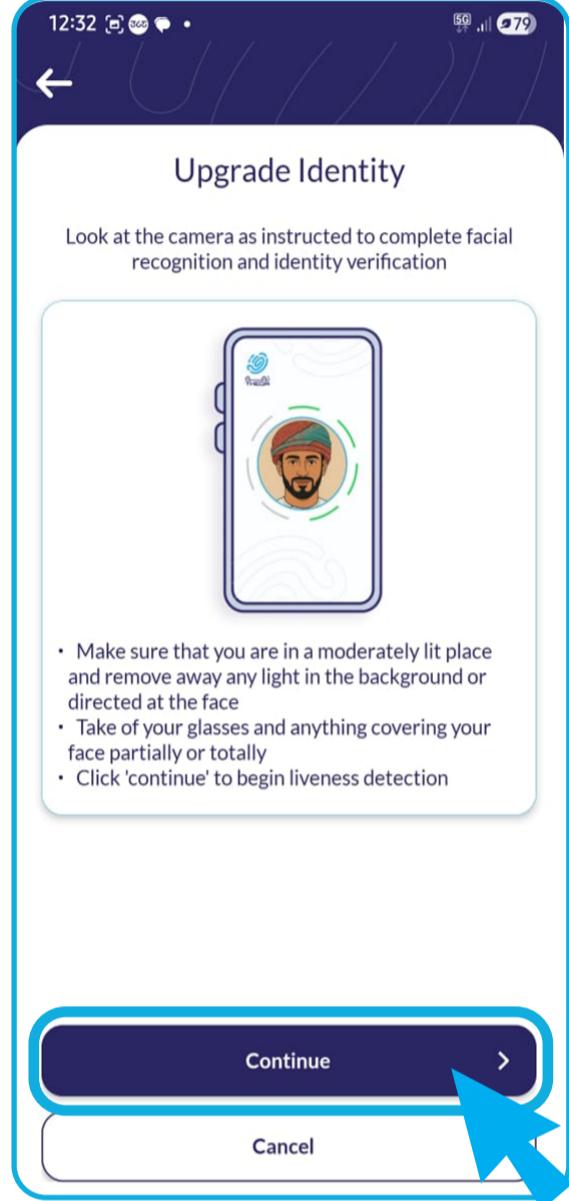
5

# Upgrade process started



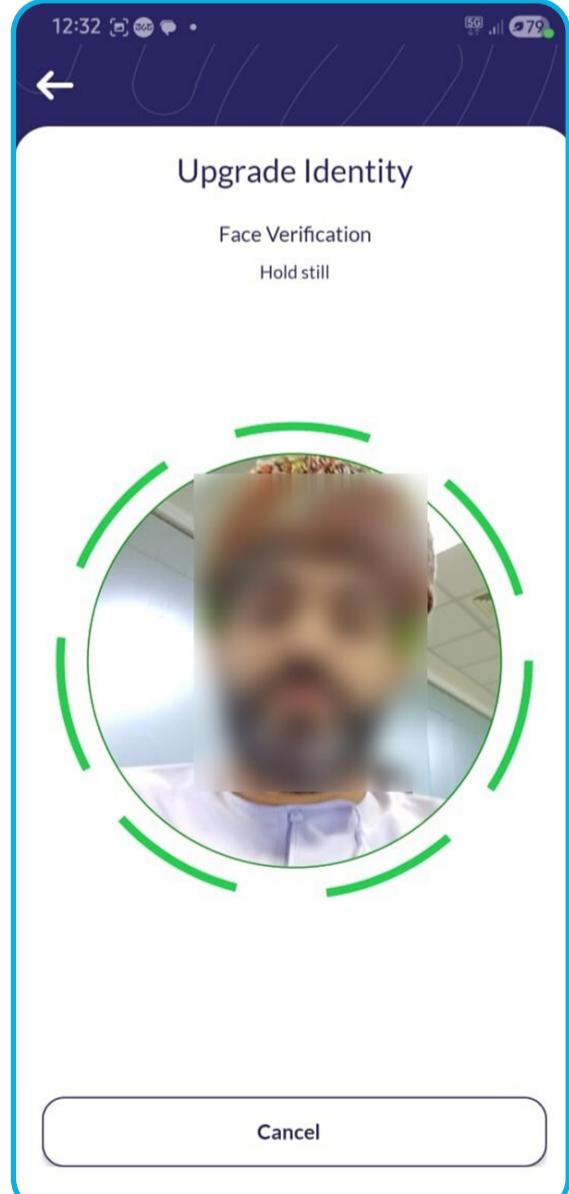
6

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



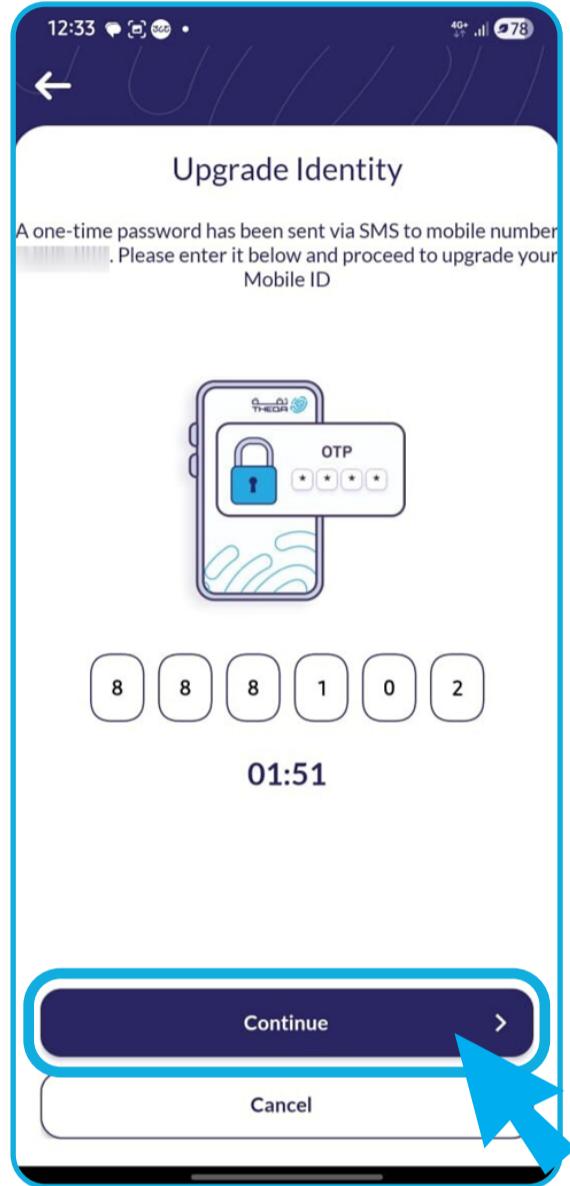
Facial scanning will  
be performed for  
verification; click  
**Continue**

If the verification is  
unsuccessful, the  
process will be  
repeated

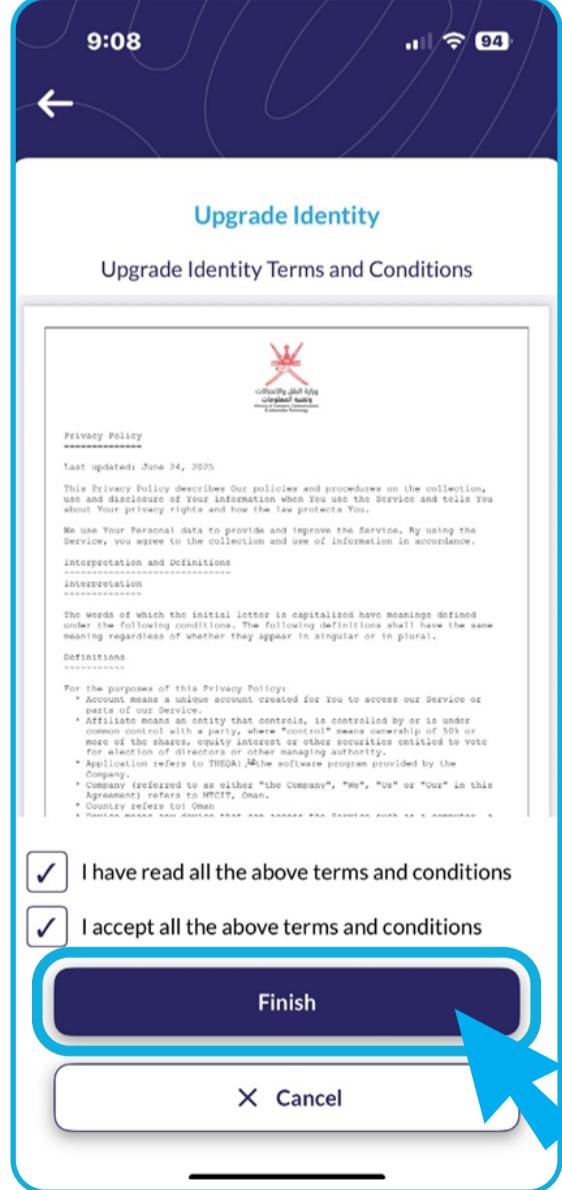


7

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



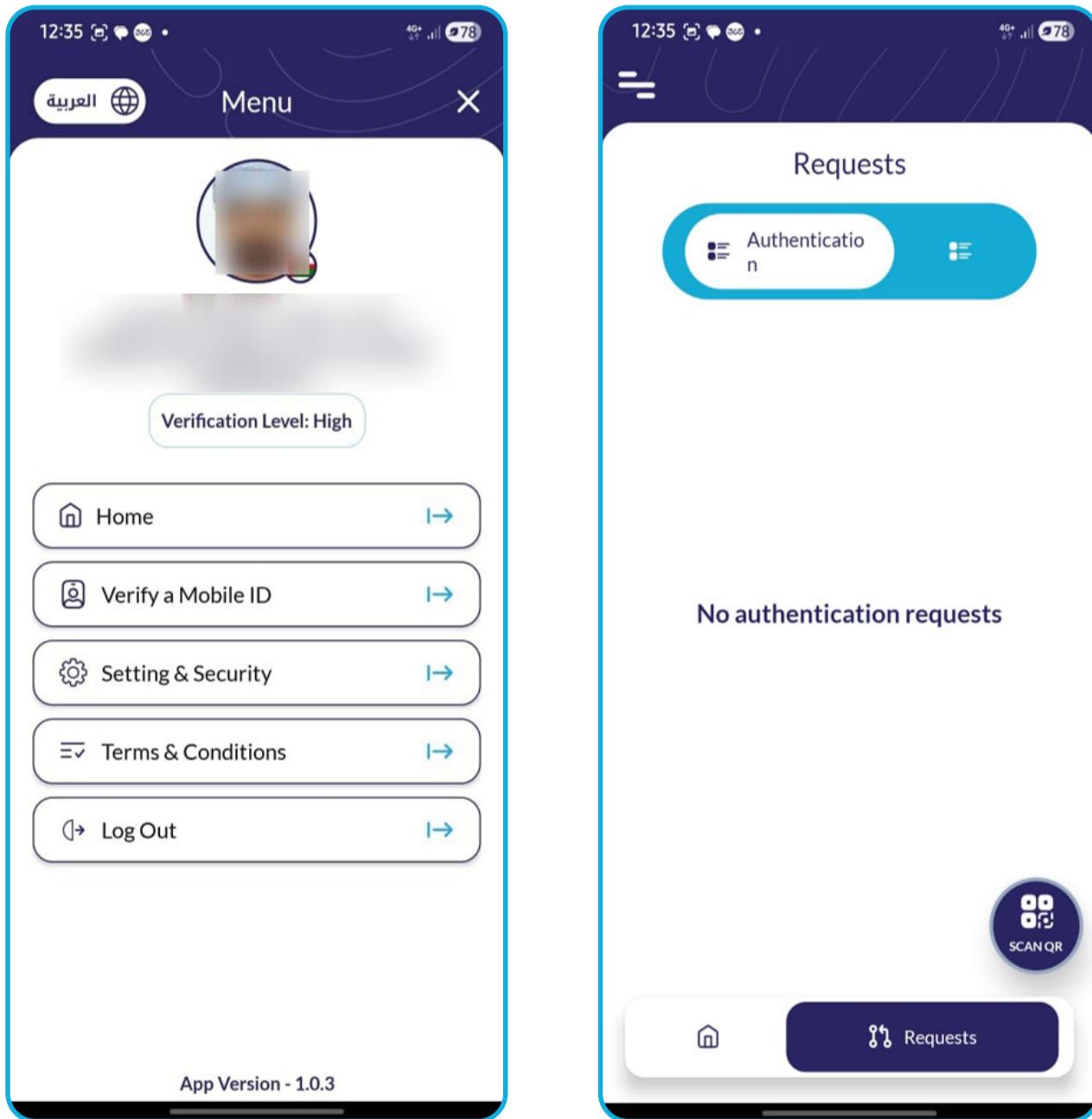
Read the Terms and Conditions, then click **Continue** after agreeing to them



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

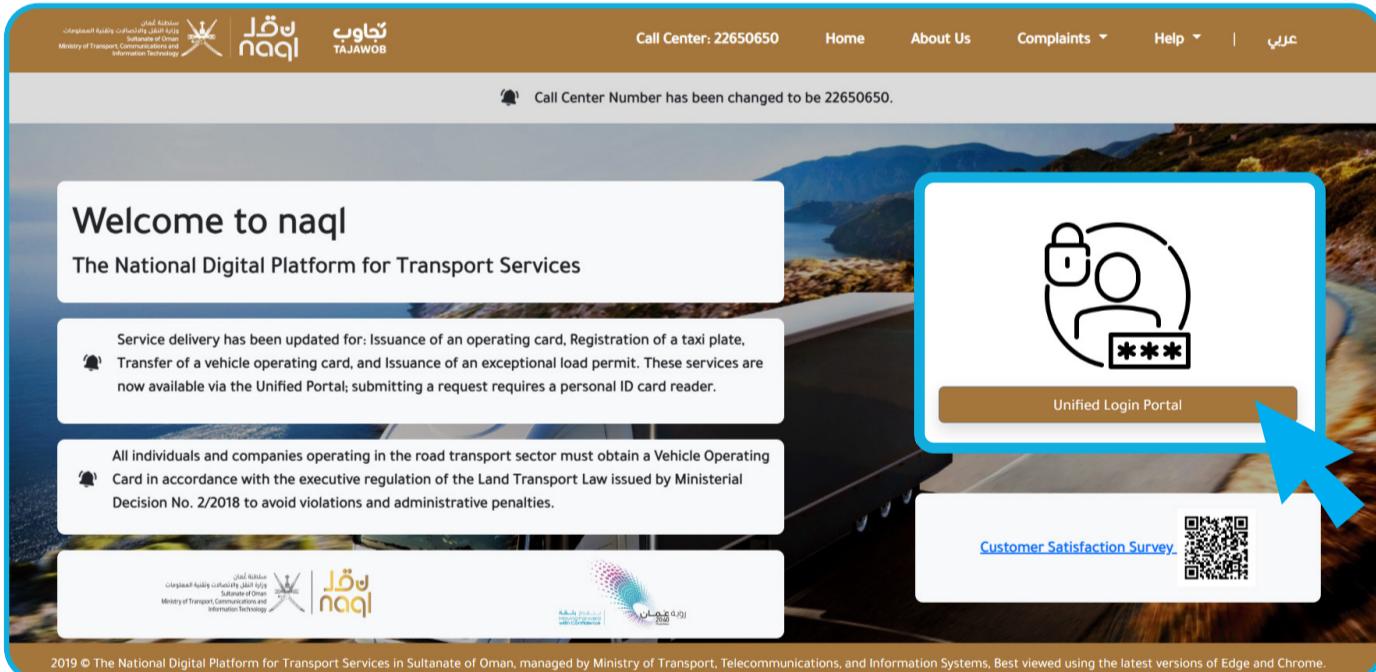
This can be done through two options: **push notifications or QR code scanning**

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

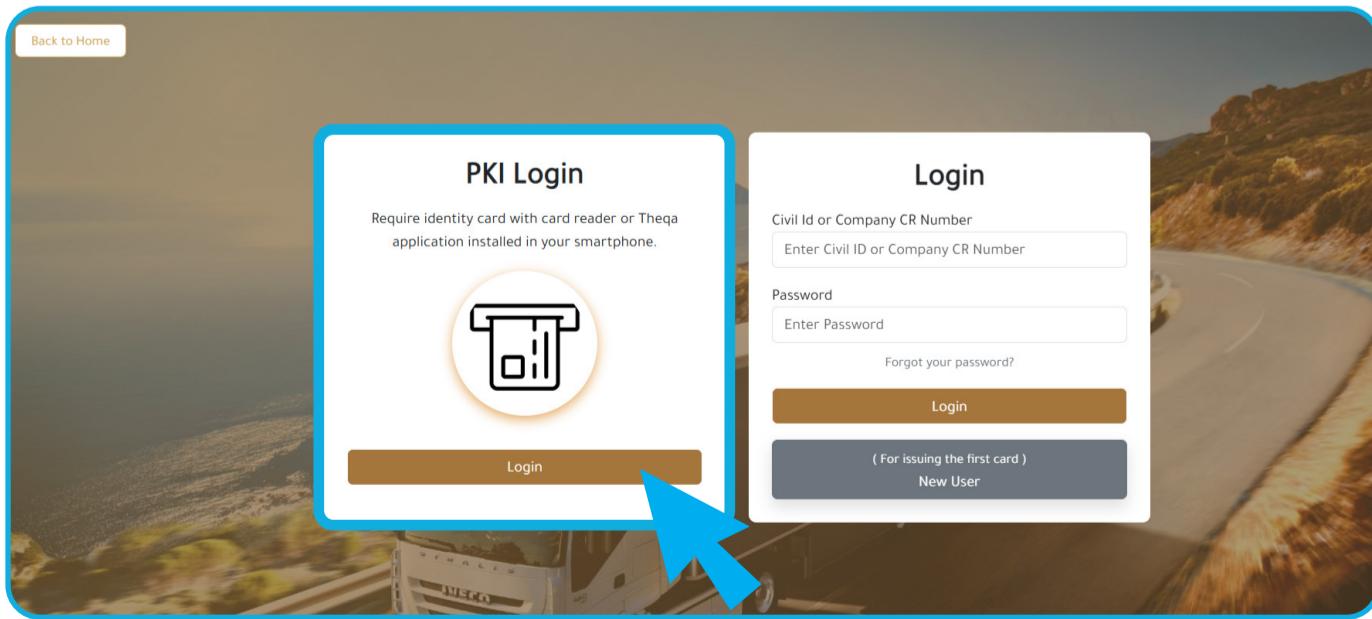
1

<https://naql.om/>

Click the Unified Login Portal

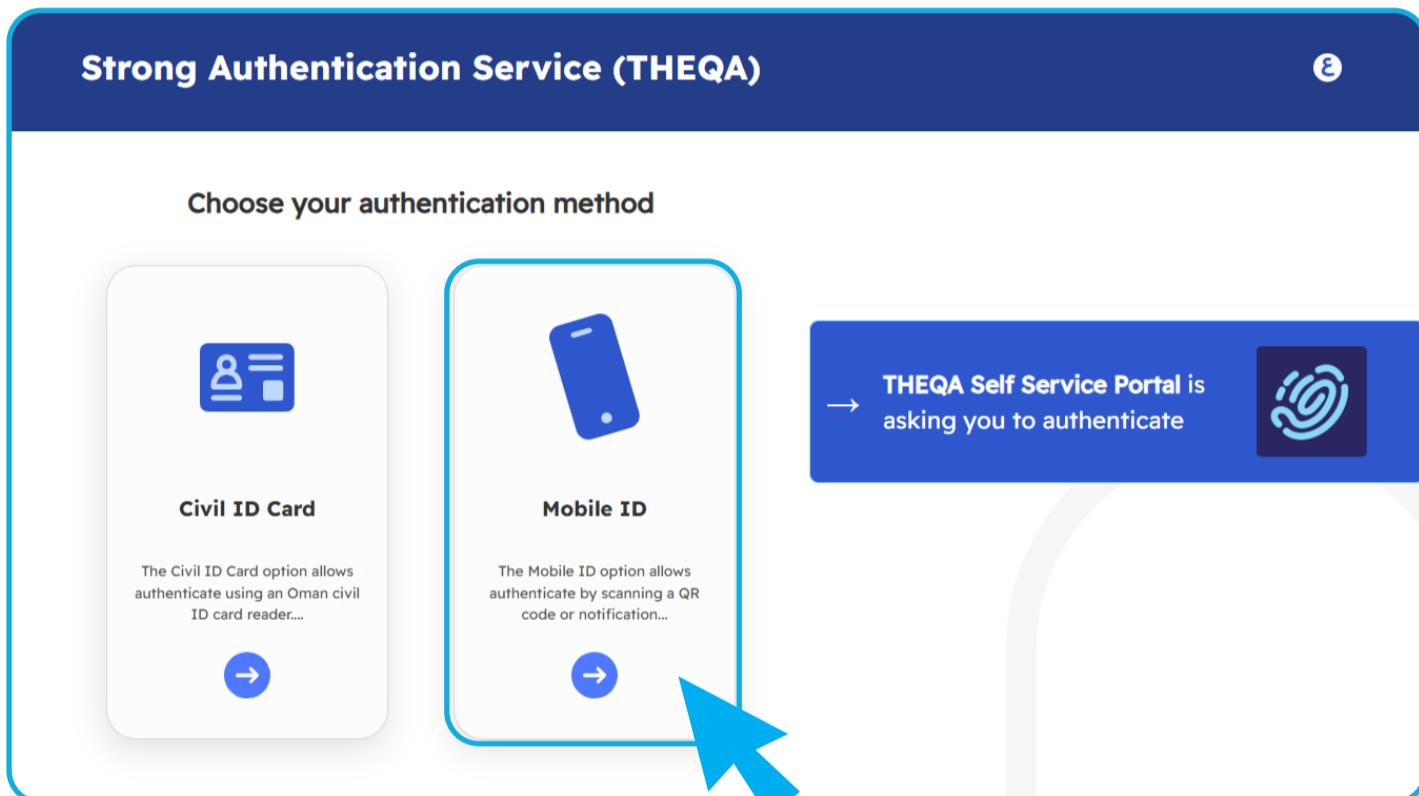


Select PKI Login using Electronic Authentication

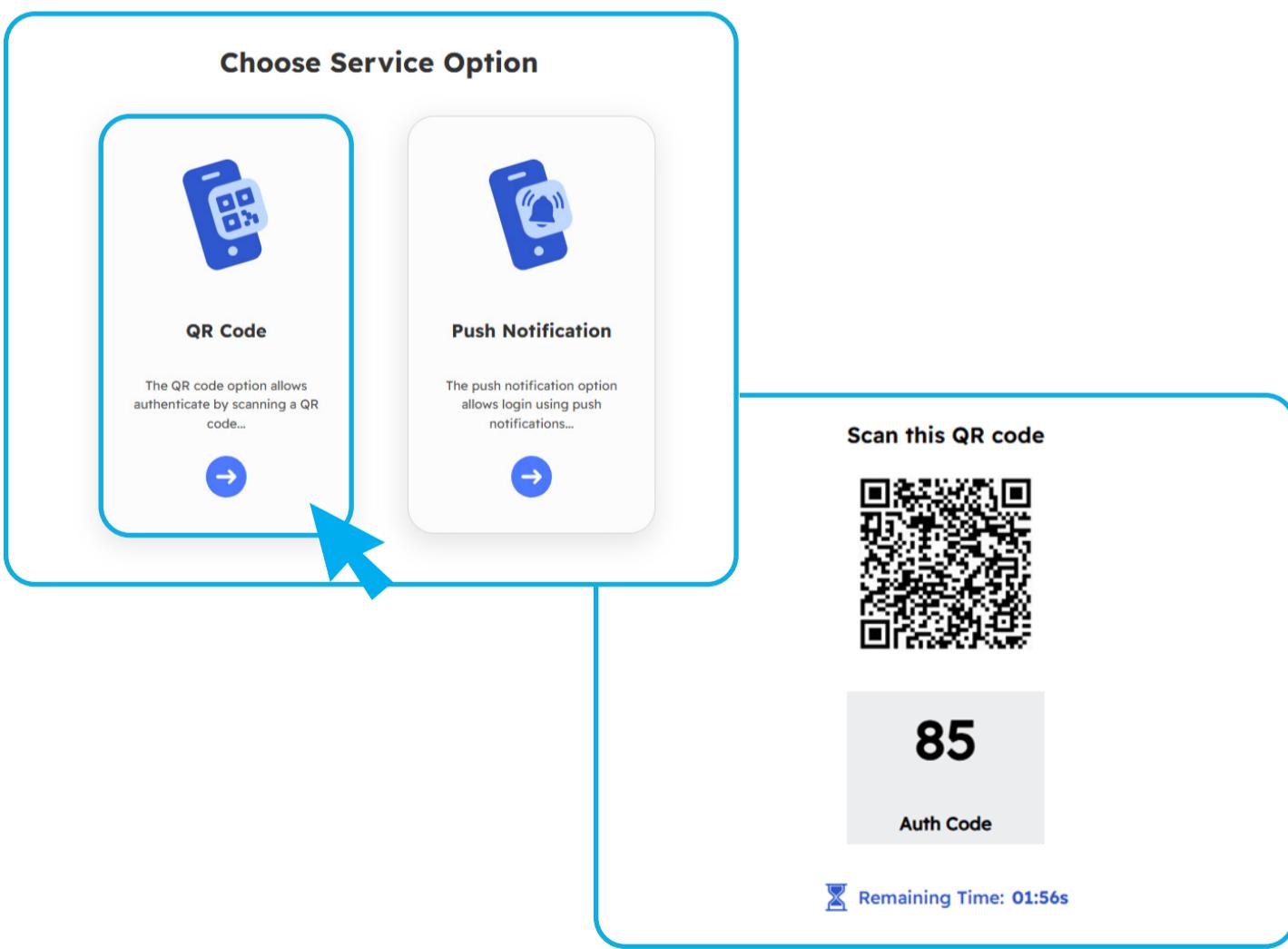


2

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

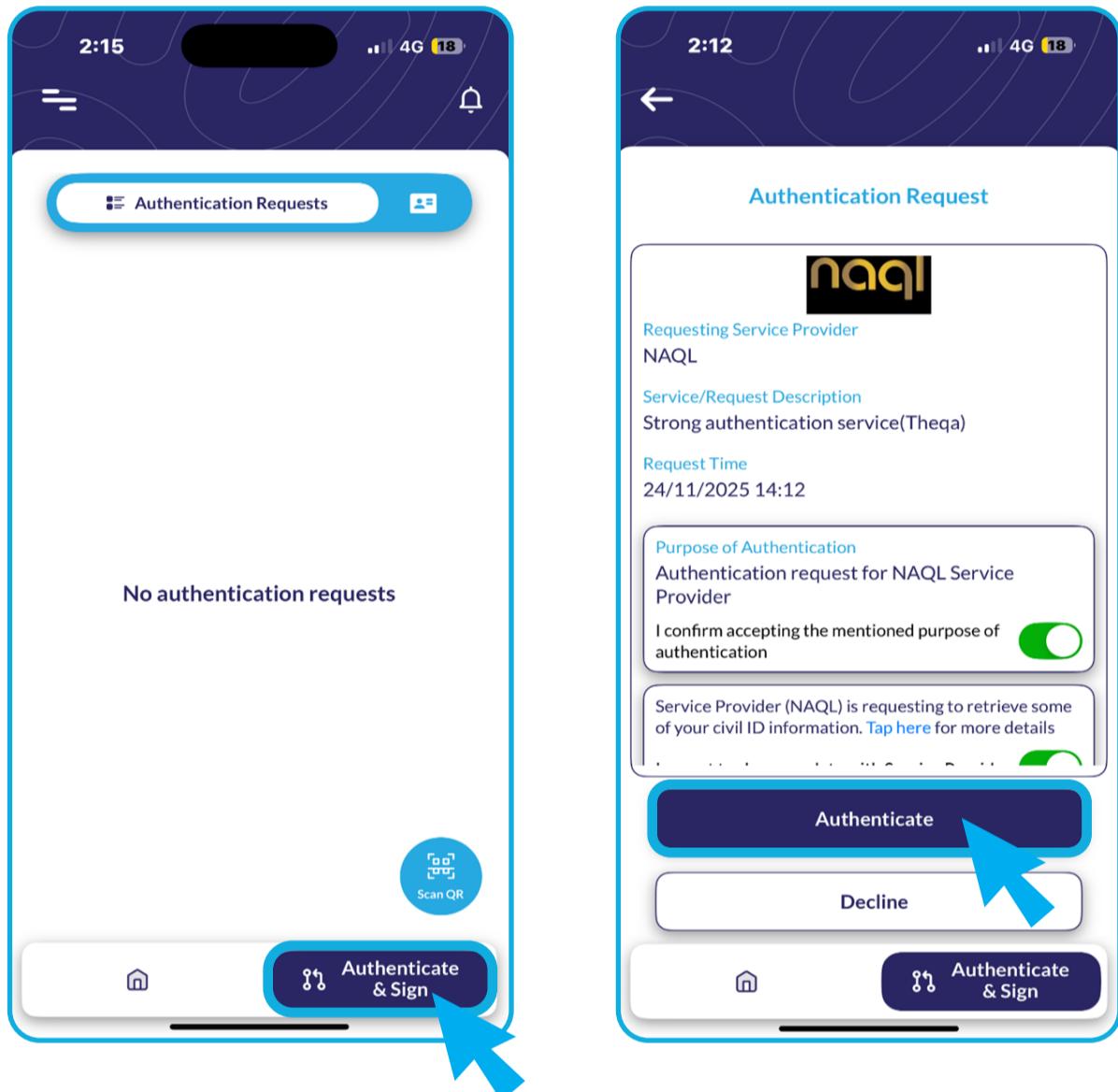


Option 1: QR Code



3

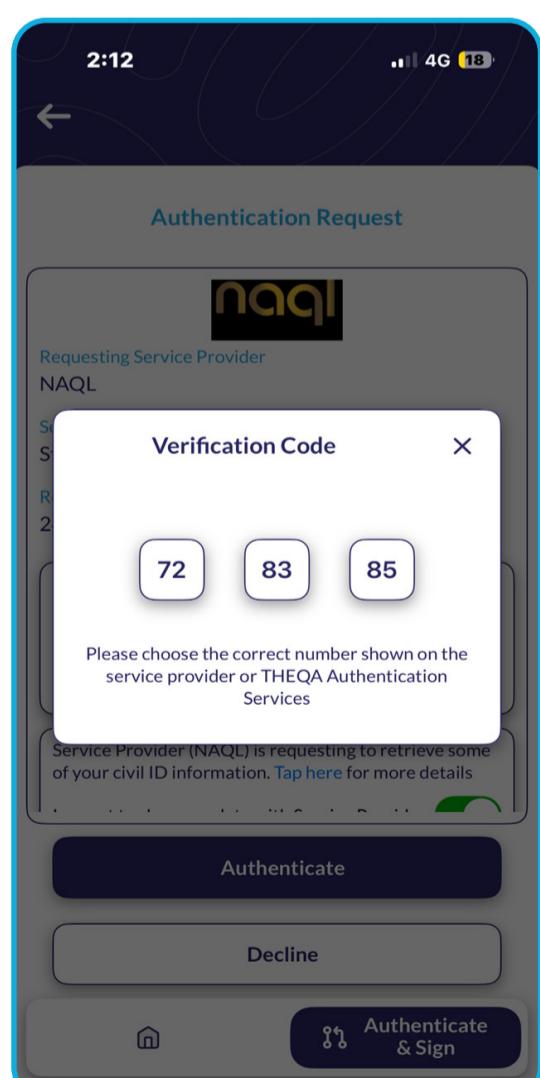
Open the THEQA application, select **Authentication and Signature**, then choose Scan QR and scan the QR code from the Naql platform



An authentication request from the Naql platform will appear

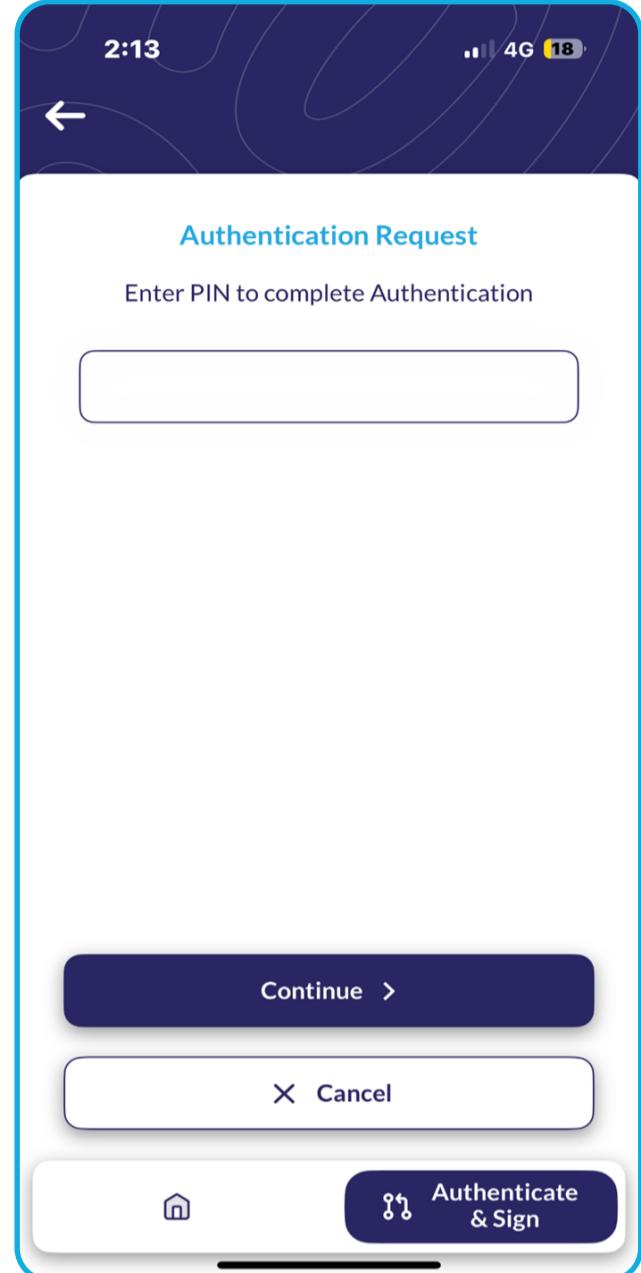
Select **Approve Authentication** and agree to share your personal data, then tap **Authenticate**

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

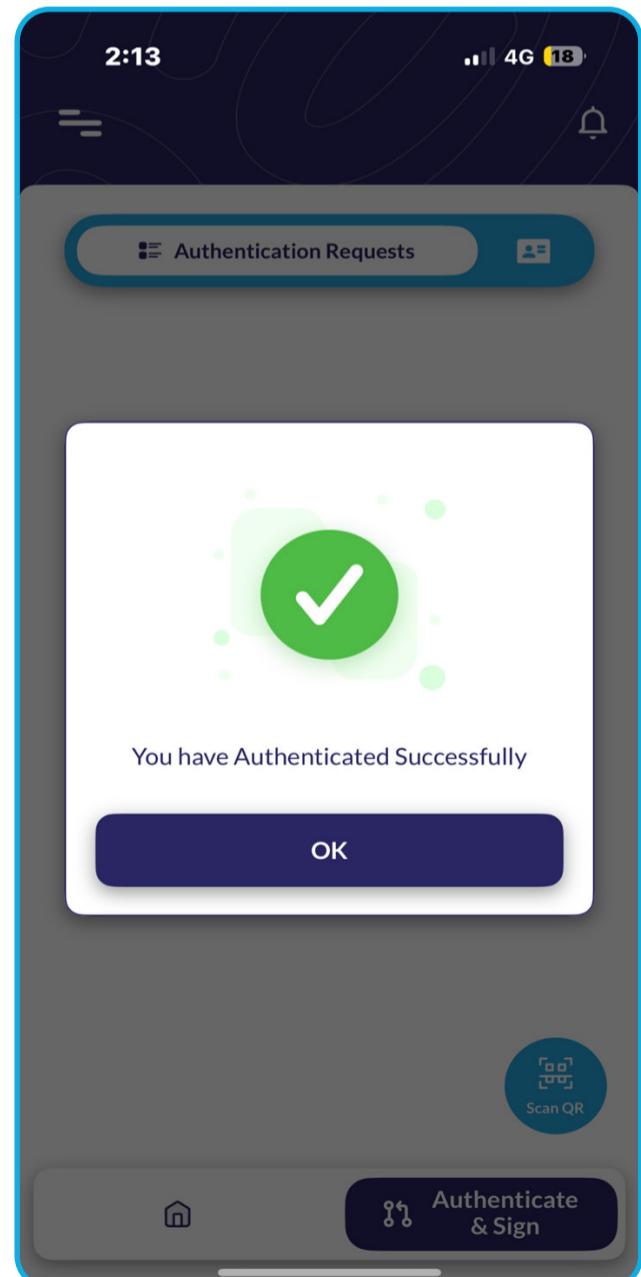


4

Enter your digital identity PIN  
to complete the authentication  
process



The authentication process  
has been completed



5

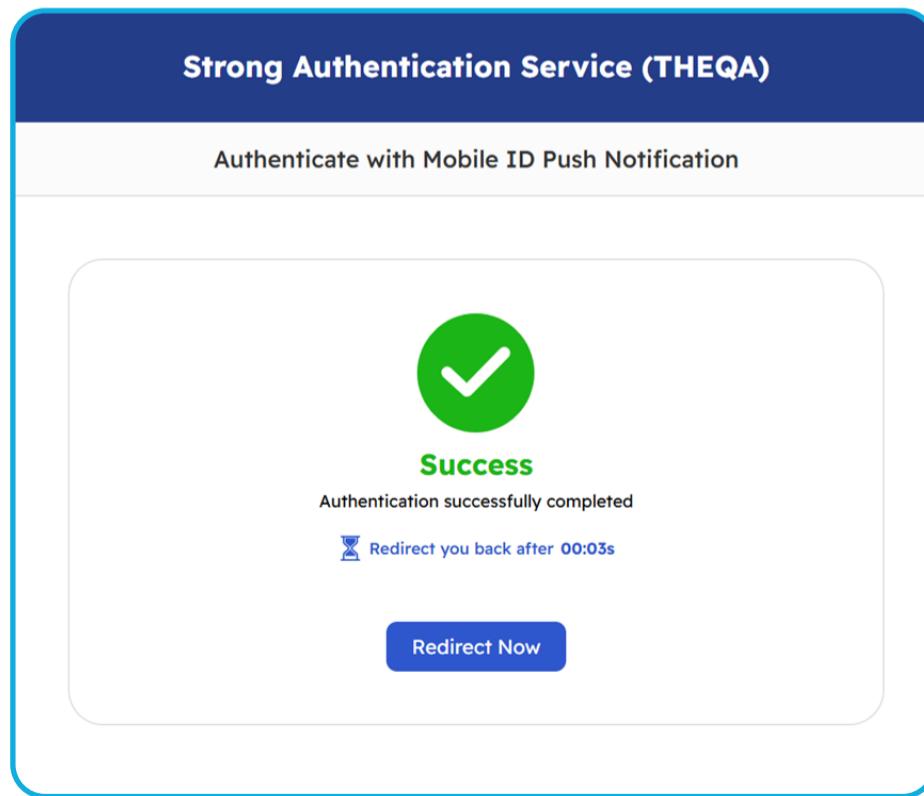
**A consent form for the use of your personal data will appear on the Naql platform**

**Click Agree to complete the login process**



**The authentication and login process has been completed successfully**

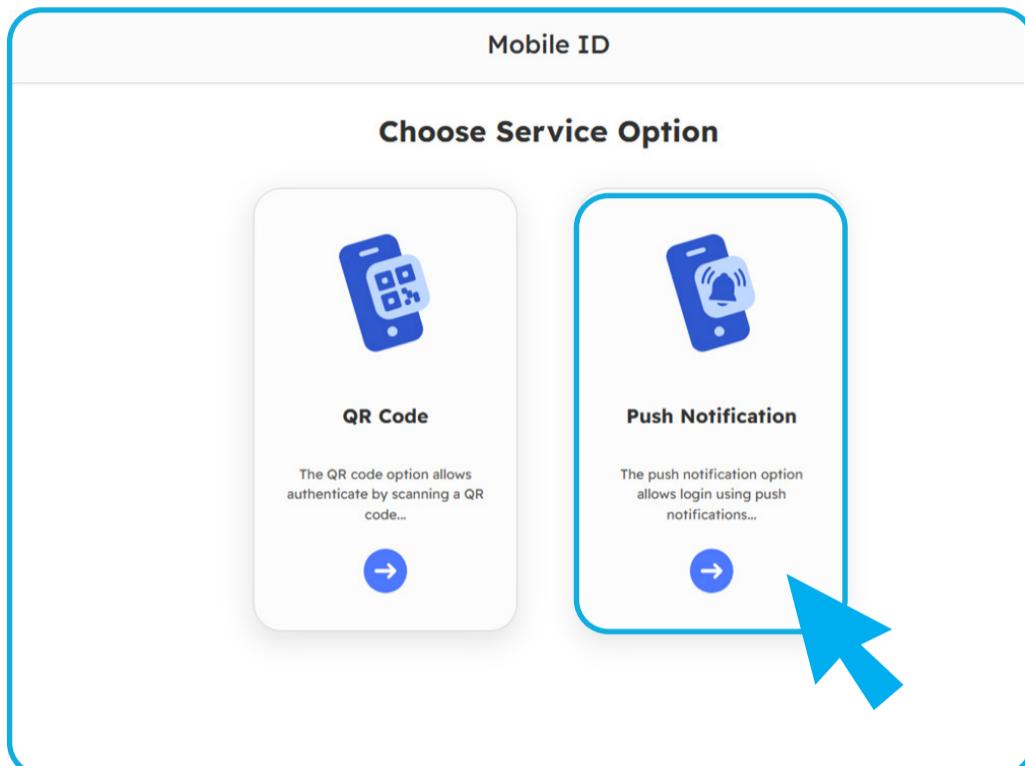
**You will be automatically redirected to the Naql platform's home page**



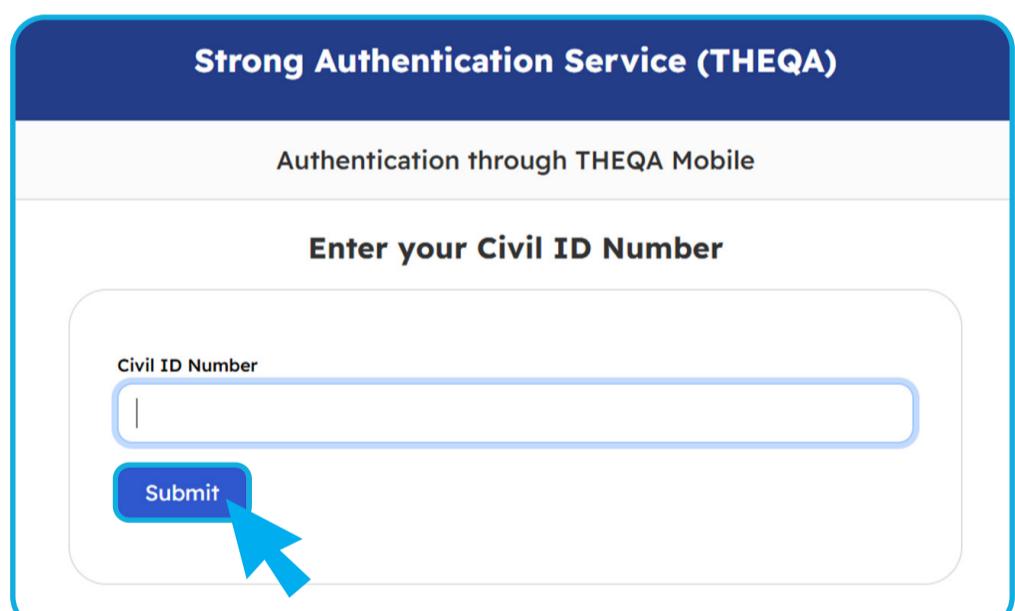
6

## Login via Push Notifications

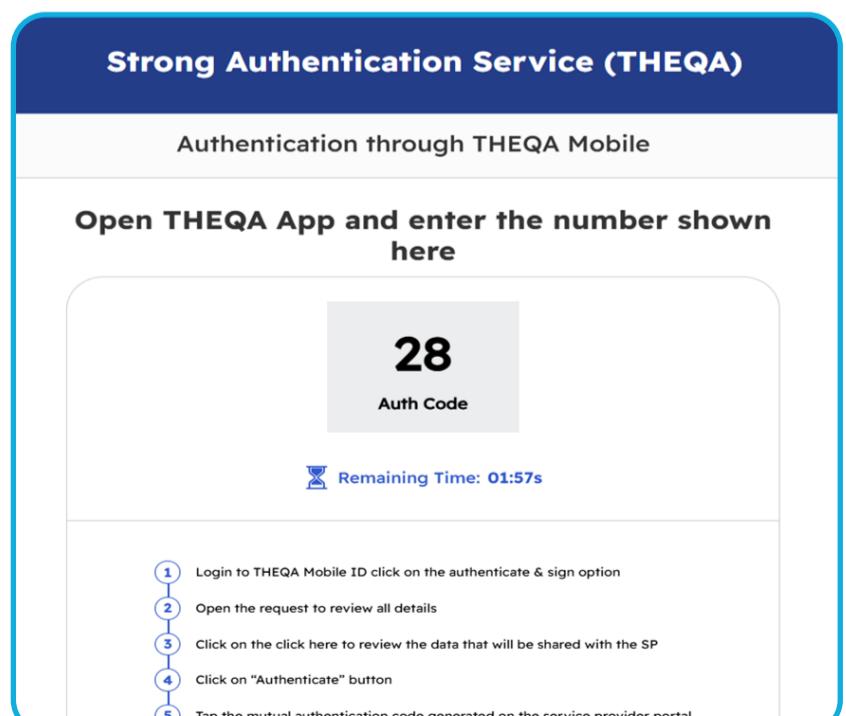
### Select Push Notifications



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

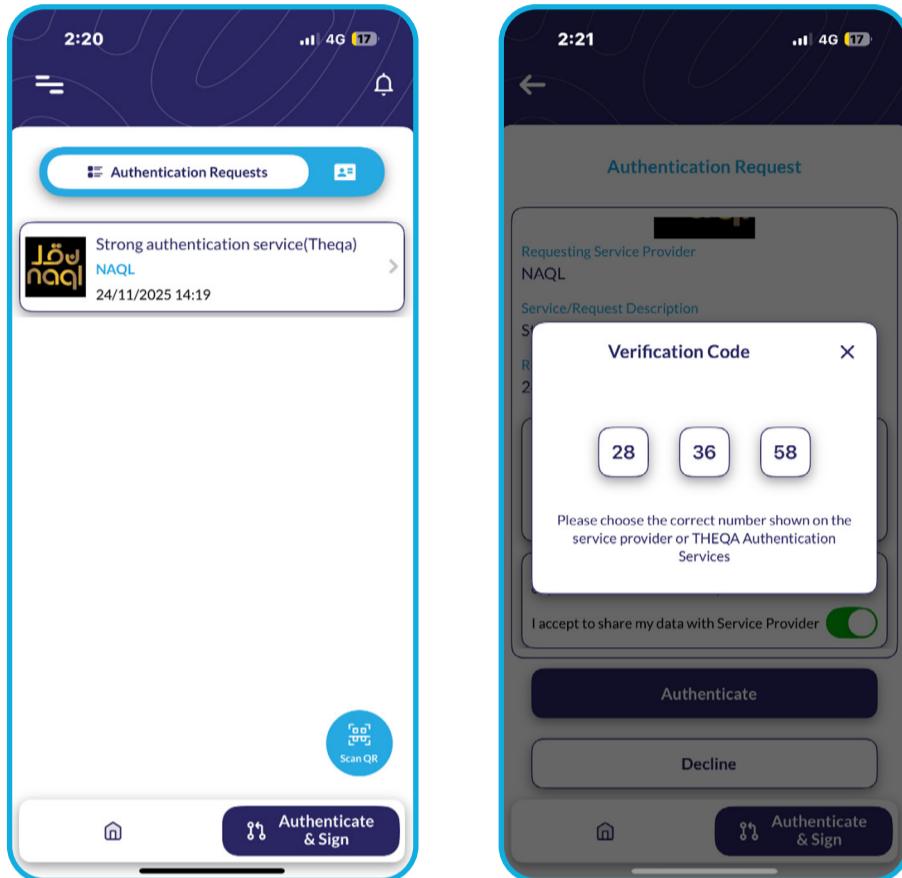


A verification code  
will appear via the  
THEQA application



7

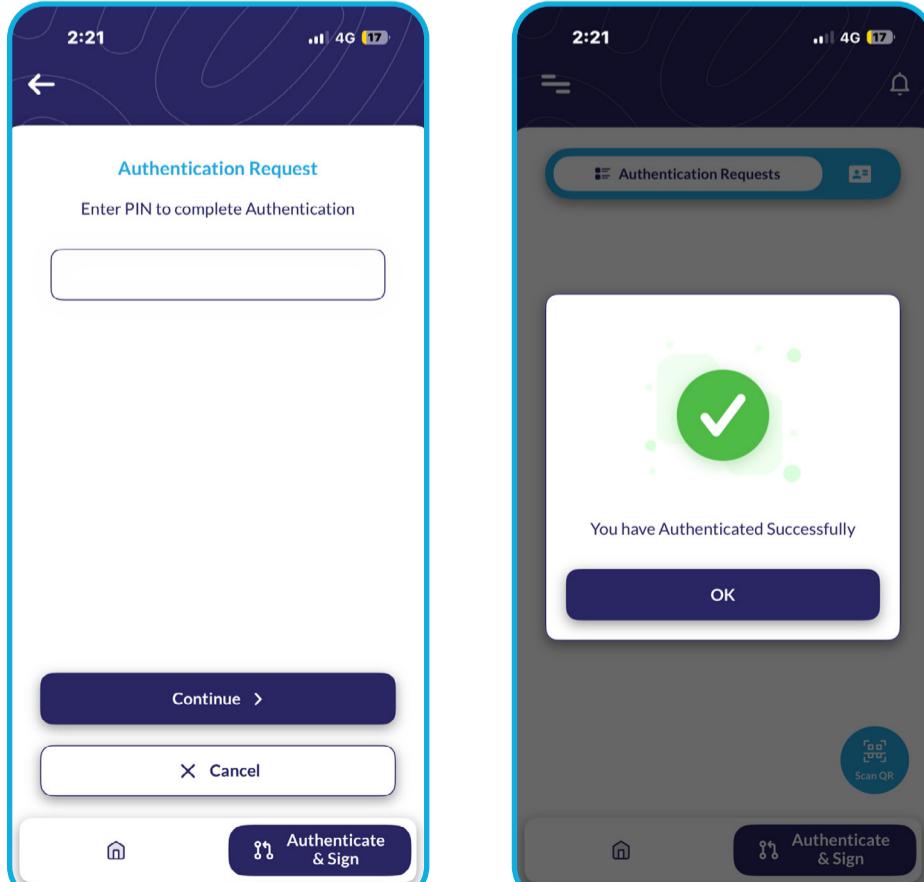
You will receive an authentication notification on the THEQA application



Tap the authentication request received from the Naql platform

Then select the correct verification code

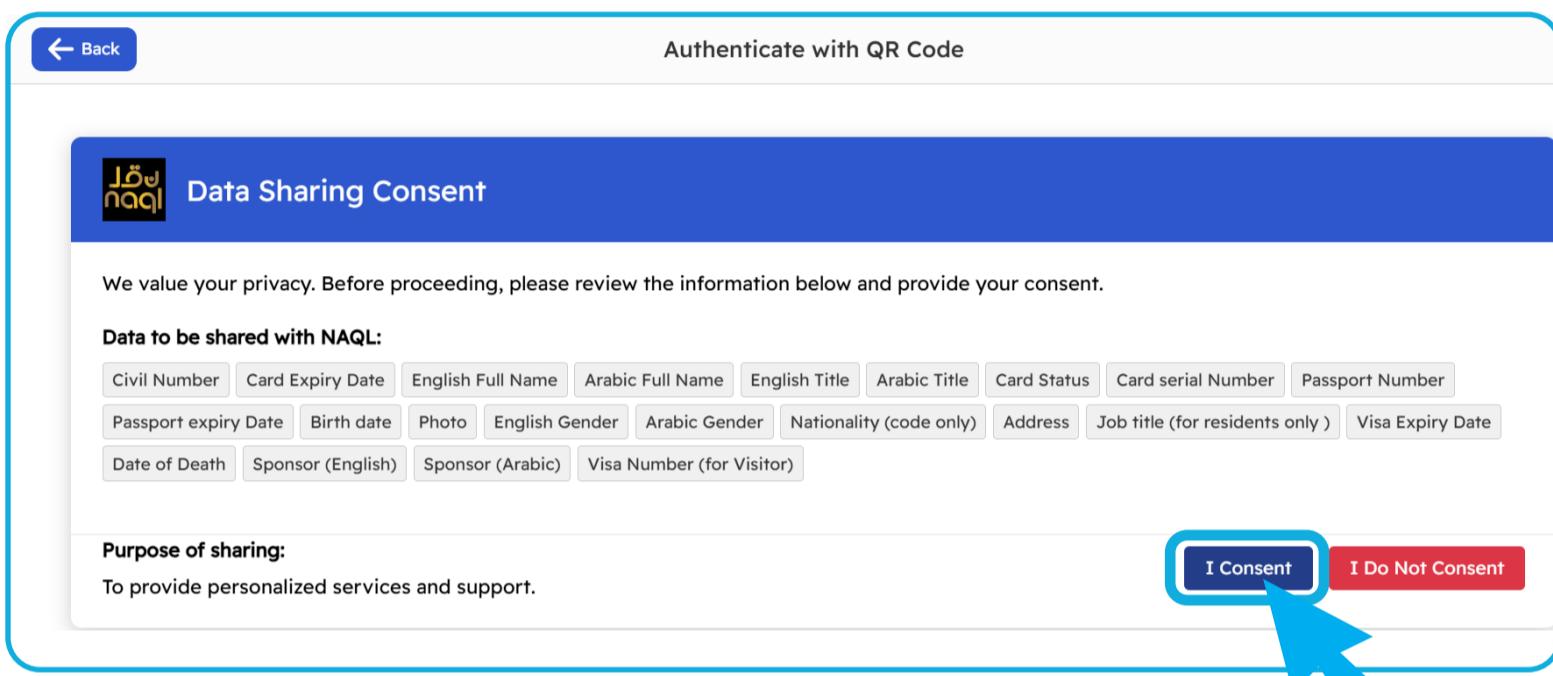
Enter your digital identity PIN to complete the authentication process



8

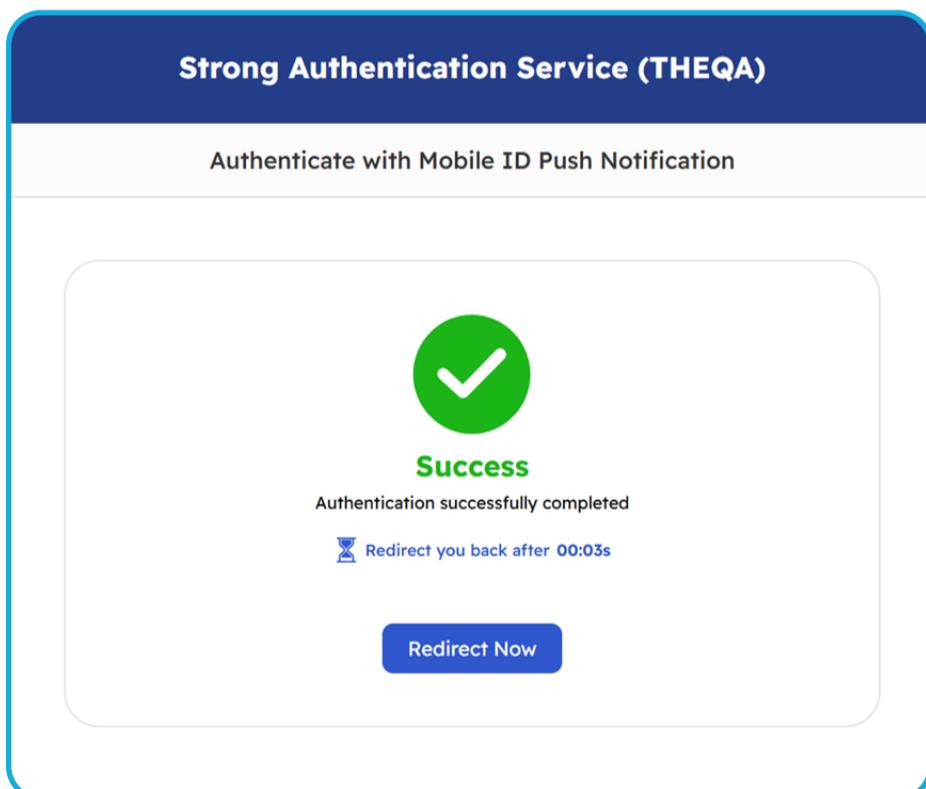
**A consent notice for the use of your personal data will appear on the Naql platform**

**Click **Agree** to complete the login process**



**The authentication and login process has been completed successfully**

**You will be automatically redirected to the home page**



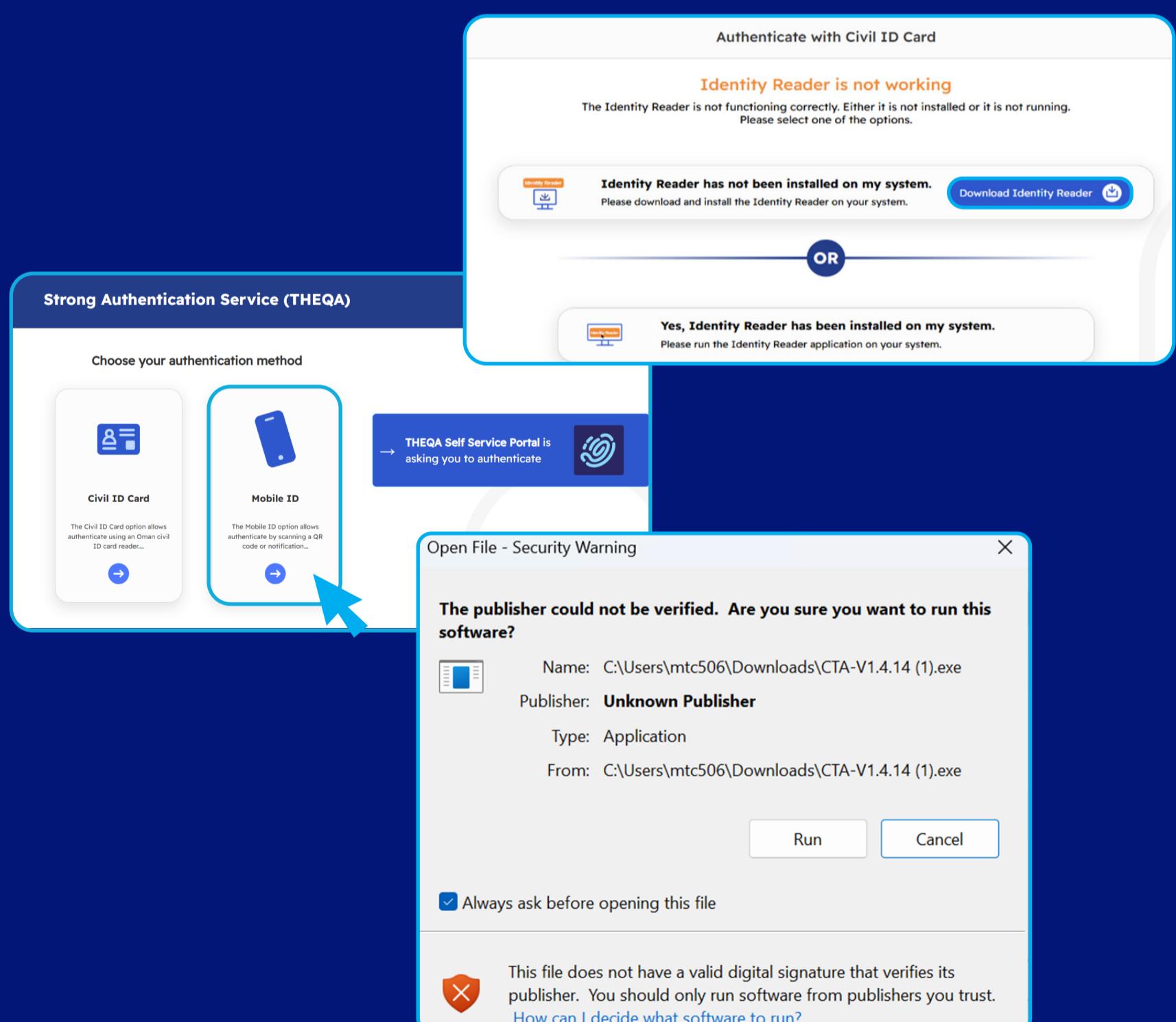


# Frequently Asked Questions

## 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



**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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