

This step-by-step guide is for owners and residents and helps you register your property so you can use the utility service provided by ista.

Step 1

Visit our website www.myista.ae/registration/verification to start the process of telling us you've recently moved in, or due to move in soon.

- ❓ What you need in this guide is
 - access to an email account
 - the property address
 - service start date
 - proof of ownership or tenancy
 - personal identification, which includes: a VAT certificate (for commercial units), trade licence (for commercial units), Power of Attorney of signatory (for commercial units).

The screenshot shows the MY ista website interface. At the top right, there are buttons for 'QUICKPAY', 'REGISTER', and 'LOGIN', along with the UAE flag. The main content area is titled 'Tell Us You're Moving In' and includes the following text: 'If you've recently moved, or are due to move soon, you can use the following process to let us know. Let's start by finding your property. Please contact ista Customer Support to register if you cannot view your property in the drop down list.' Below this text are four dropdown menus: 'Emirate', 'Project', 'Building', and 'Account Type', each with a 'Select' option.

Step 2

Locate your building using the menus and in **Account Type** tell us if you are the **Owner** or **Occupier** of the property.

- ❓ If you own the property or unit and are renting it then you will need to select **Owner**.

If you are renting the property or unit from the owner or management agent then you will need to select **Occupier**.

Now select **Search**.

- ❓ Please contact ista [Customer Support](#) if your property is not listed.

This is a detailed view of the registration form. It features the title 'Tell Us You're Moving In' and the same introductory text as the screenshot above. The form contains four dropdown menus with the following selected values: 'Dubai' for Emirate, 'Dubai Towers' for Project, 'Tower 1' for Building, and 'Occupier' for Account Type. At the bottom of the form, there are two buttons: 'CONTACT US' and 'SEARCH >'.

Step 3

Please select your address and then enter an email address.

Once you select **Submit** you will see a confirmation page confirming submission.

- ❓ A unique activation link will be sent to the email address provided and will allow us to verify the email and complete the request.

You can close the browser window and move on to the next step.

Tell Us You're Moving In

Select your address from the list below, if you can't find your address go back and search again or contact us.

Please contact ista Customer Support to register if you cannot view your property in the drop down list.

📍 Select Address

Apartment 102

Tower 1
Dubai Towers
Dubai

@ Email Address

forename.surname@mail.com

We will send you an email to confirm your address.

[CONTACT US](#) [< BACK](#) [SUBMIT >](#)

Address Confirmation Successful

Please check your email, we've sent you a unique activation link! This will allow us to verify your email and let you complete your Move In request.



[CONTACT US](#)

Step 4

Check the email account for the confirmation email and click **Confirm**.

- ❓ A new window will open in your browser, please continue to the next steps.

From: **no-reply-billing-uae@ista.ae**
Re: Registration Confirmed
To: forename.surname@email.com



MY ista

Account Confirmation

Confirm details to Notify us of a Move In

To continue notifying us of your Move In, you need to confirm your email address by clicking on the Confirm button below (or copy and paste the confirmation link into your browser).

This link is only valid for 60 minutes.

If your link has expired, you will need to restart the process.

[CONFIRM](#)

Step 5

Next you need to tell us the date you are the tenant / owner of the property, then select **next**.

Your Move In Details

We need to collect some more information about you to setup your billing account and get you moved into your property.

What date are you moving into your new property?

Move-In Date

[CONTACT US](#) [NEXT >](#)

Step 6

We need to collect more information to enable us to setup your billing account. Fill in your details and select **Next**.

Your Move In Details

We need to collect some more information about you to setup your billing account and get you moved into your property.

Tell us your name and contact details.

Title

First Name

Last Name

Phone Number

Email Address

[CONTACT US](#) [< BACK](#) [NEXT >](#)

Step 7

We need to know your billing address.

- ❓ We need this to be completed even if property and billing address are the same.

Your Move In Details

We need to collect some more information about you to setup your billing account and get you moved into your property.

What address would you like to use for billing?

Address

City

[CONTACT US](#) [< BACK](#) [NEXT >](#)

Step 8

You will now be asked to upload your documents, listed in Step 1, and **submit**.

- ❓ Scans of these documents are accepted, in PDF, JPEG or PNG formats.

Your Move In Details

We need to collect some more information about you to setup your billing account and get you moved into your property.

Tenancy Contract

ID/Passport

[CONTACT US](#) [< BACK](#) [SUBMIT >](#)

Step 9

You will now be able to **download** and **Agree** your End User Agreement. This will be populated using the information you provided in previous steps.

Once you have downloaded the document and checked your details please tick the box and select **I Agree**.

End User Agreement

Your End User Agreement (EUA) contains important information about the agreement between yourself and ista Middle East FZE.

Please read through this agreement carefully and agree to the terms and conditions outlined to proceed with your Move In request.

[DOWNLOAD EUA](#)

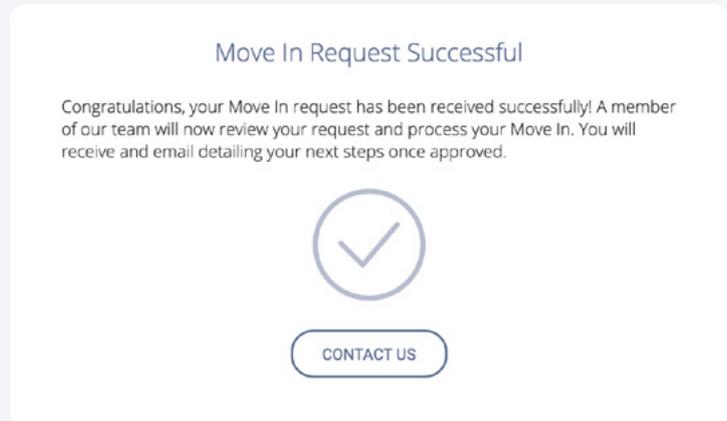
I agree to the terms and conditions as set out in the EUA.

[CONTACT US](#) [I AGREE >](#)

Step 10

Once you select **I Agree**, you will see the **Move In Request Successful** message. A confirmation email will now be sent to the address you provided with your Move In Details.

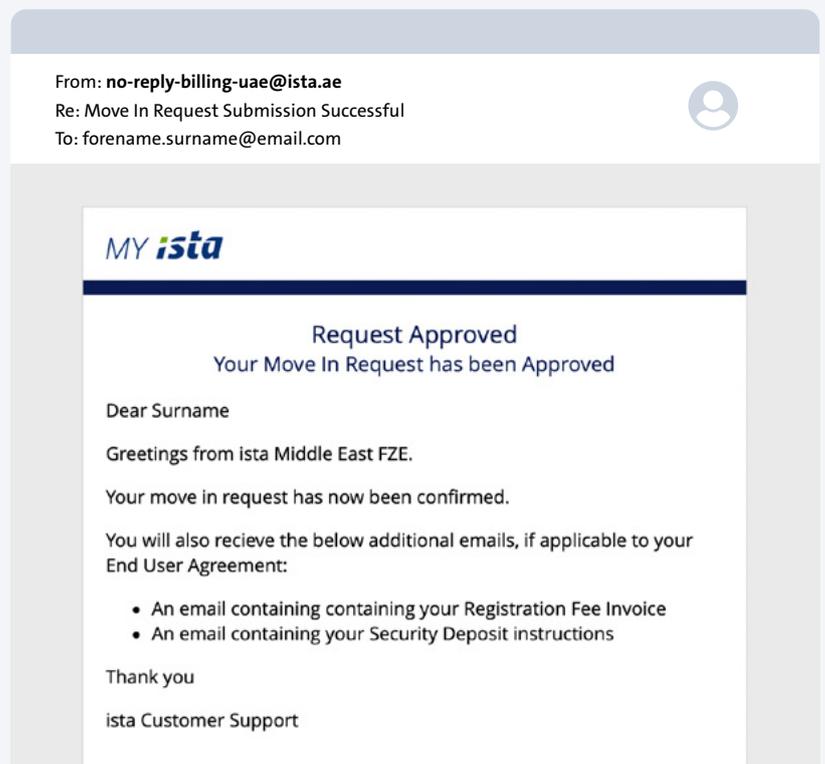
- 🔗 This will be passed to our Customer Support team to review and confirm.



Step 11

Once our team have checked your details you will receive an email approving your request.

You will also receive additional emails based on your End User Agreement charges related to registration.



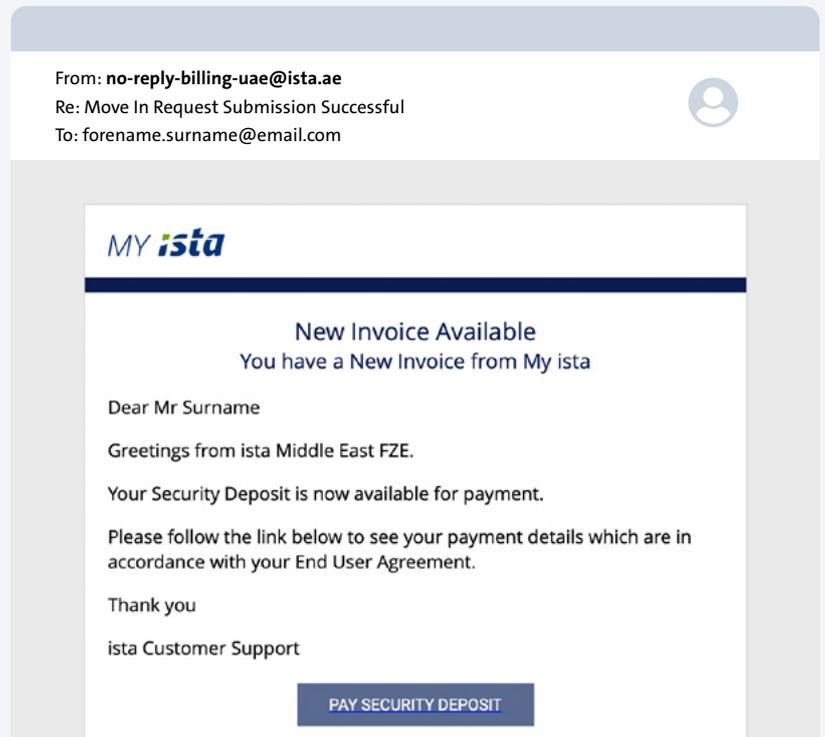
Step 12

Your account is now active and you will receive emails with invoice links. To pay your invoices you can choose to either:

click the link in the email, which will open a new browser window and guide you through the payment process,

pay through QuickPay at www.myista.ae/quickpay, or

register for online payments on our website www.myista.ae/auth/register.



Contact us

Call us on **800 478 263**

Online www.ista.com/ae/contact/contactform

- 🔗 Our call centre is open 24 hours a day, seven days-a-week.

Dubai Office

Office 204 (Second Floor)
Cayan Business Center
Barsha Heights/Tecom

Fax **+971 4 363 9148**

- 🔗 We are open Sunday to Thursday 9am to 6pm

Abu Dhabi Office

Gate Tower 1
Ground Floor
Al Reem Island

Fax **+971 4 363 9148**

- 🔗 We are open Sunday to Thursday 9am to 5pm