



# **eTRA Portal User Manual**

## **Profile Management**

**January 2025**

**Version 1.0**

# Document Control

## *Document Properties*

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## Abbreviations and Acronyms

CR	Commercial Registration
TRA	Telecommunications Regulatory Authority
eKey	Electronic Key
OTP	One-Time Password
E-Services	Electronic Services
eTRA	Electronic Telecommunications Regulatory Authority

# **Application Overview**

## **Introduction**

eTRA portal is provided by TRA Bahrain to allow individuals, governmental entities and corporates to utilize services provided by the Authority.

## **Accessing the Website**

To access the application, use the below link:

[etra.tra.org.bh](http://etra.tra.org.bh)

## **Manual Overview**

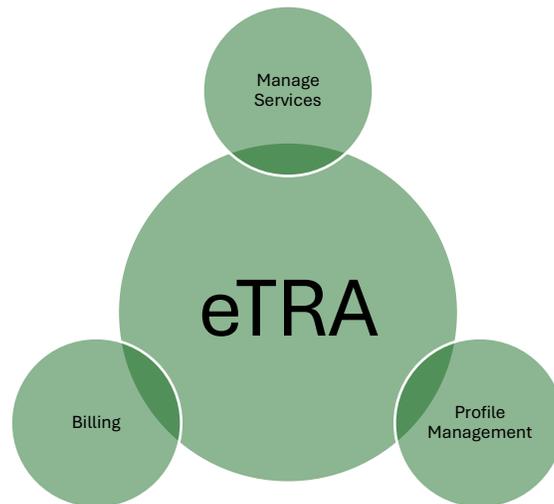
The manual serves as a guide to understanding the elements of the eTRA portal. It provides an overview of the features available to:

- Create or update profiles.
- Add authorized delegates to act on behalf of the governmental entities and companies.

Features of the system are demonstrated with step-by-step guidance to achieve the required objective. This manual is to give an overview of the portal and profile creation.

# System Segments

eTRA portal encompasses several sections. Once the user is logged in, he will be able to accomplish the be following:



## Profile Management:

- **Request Profile:** A profile for your company / government entity must be created using company CR/ Entity Unit Number where the requester must provide an authorization letter that authorizes one or more delegates to act on behalf of the company / government entity using his/her standard eKey.

***Note:** Once the profile is approved, a system generated email is sent to the applicant to start using the system.*

- **View Status of Profile:** Once a profile request is submitted, the portal user can view the status of the profile request. Status can be either Pending / Approved / Rejected.
- **Update Profile:** Includes updating Main Contacts, Billing Contacts and Frequency Contacts. In addition, maintain a list of delegates.

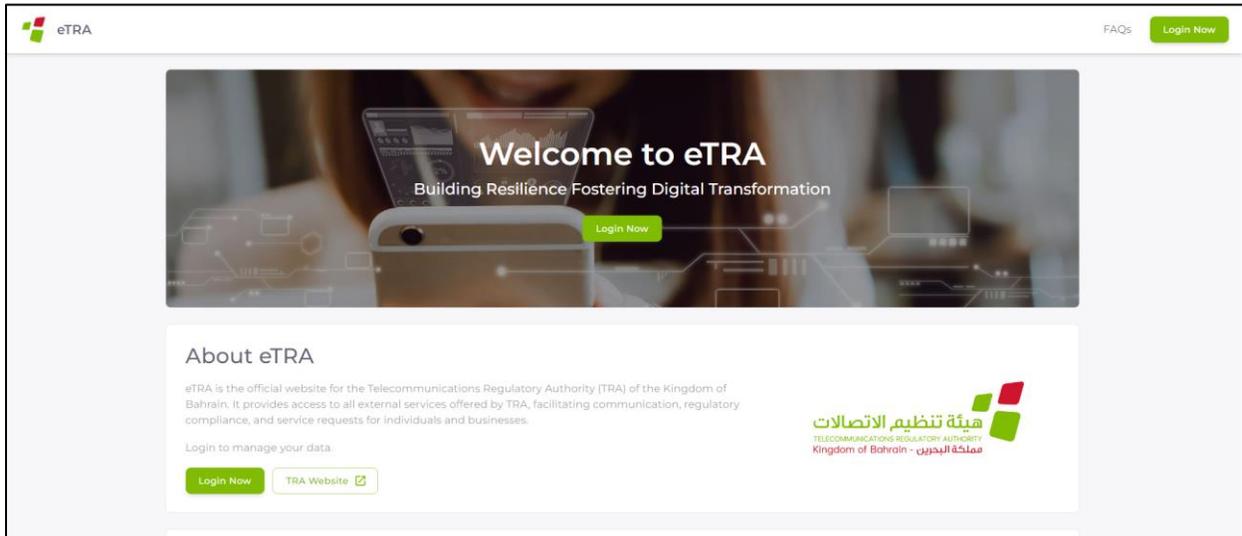
## Manage Services

- **Apply for TRA Services:** Within the portal, a list of available services is displayed for the user to apply for the listed services.
- **View Service Requests:** Check the statuses of the services submitted through the portal.
- **Search For Service Requests:** Search for services request submitted by the user.

**Billing:** View the Pending Payments or Invoices/Receipts.

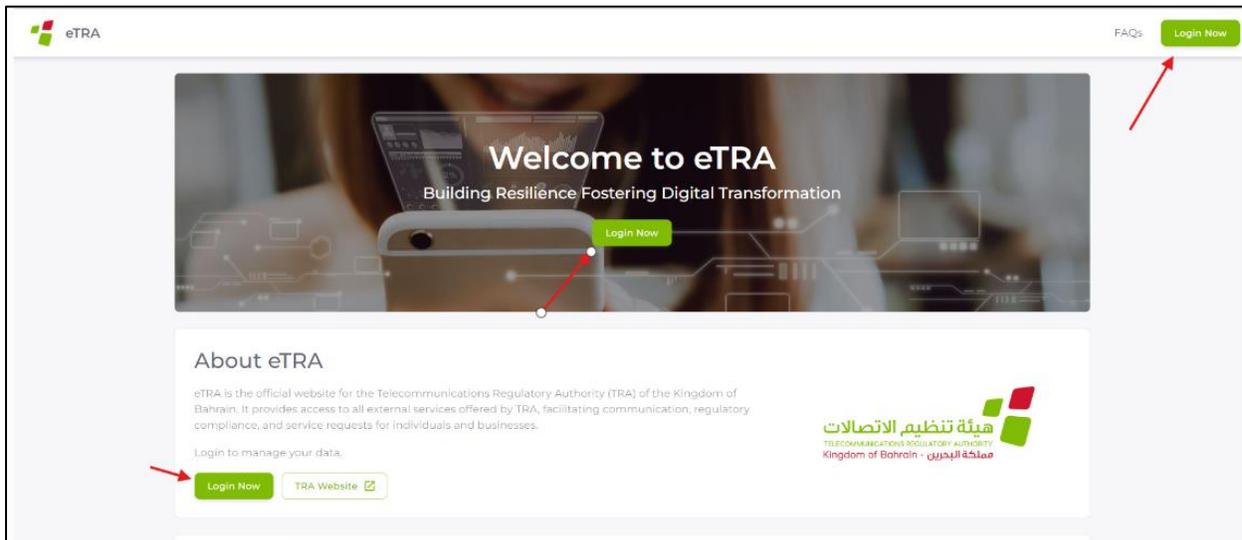
## Home Page

It is the main page of the system. Logging in is required to access the services provided by TRA.

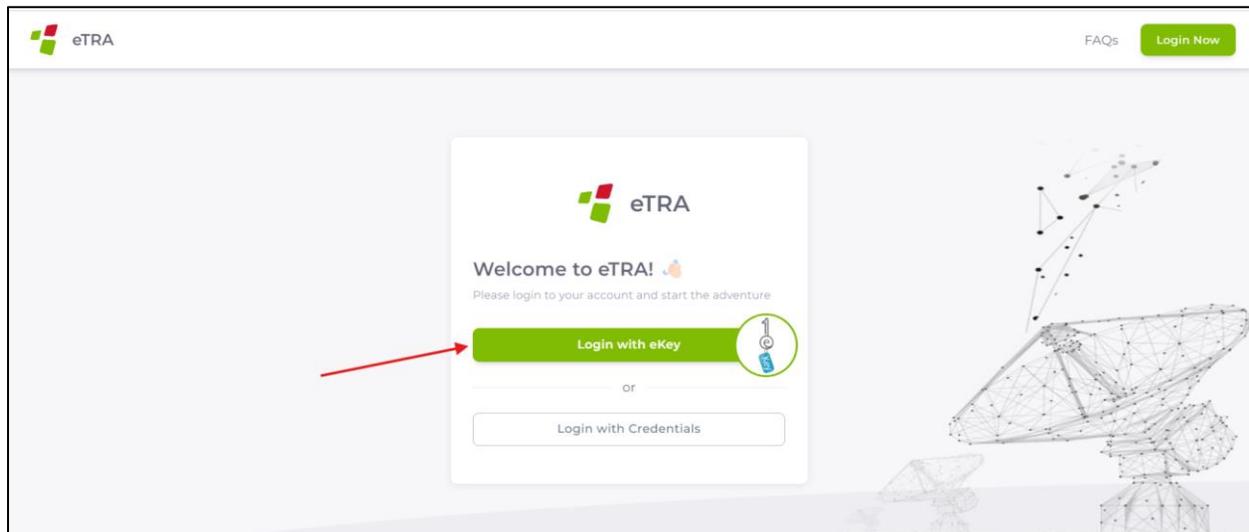


## Login

Click on the **Login Now** button available on the website page.

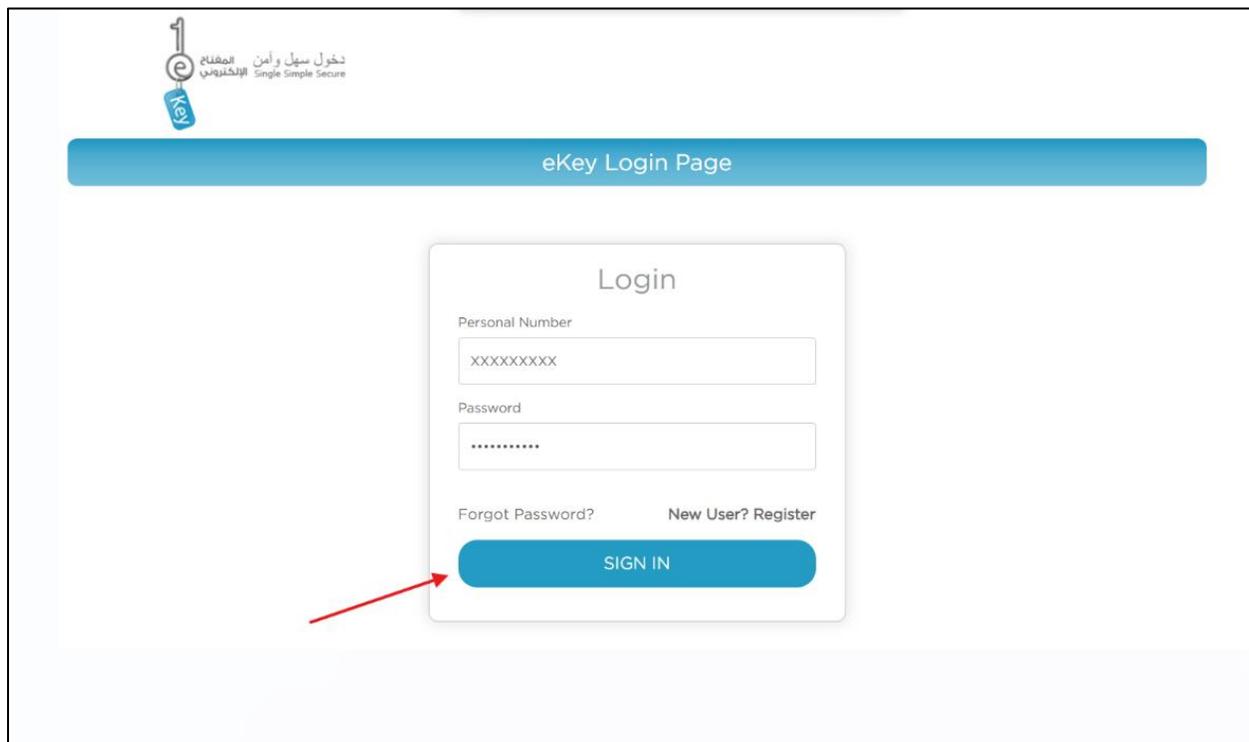


Upon clicking on the **Login** button, the system redirects to the login options. Click on **Login with eKey** button.



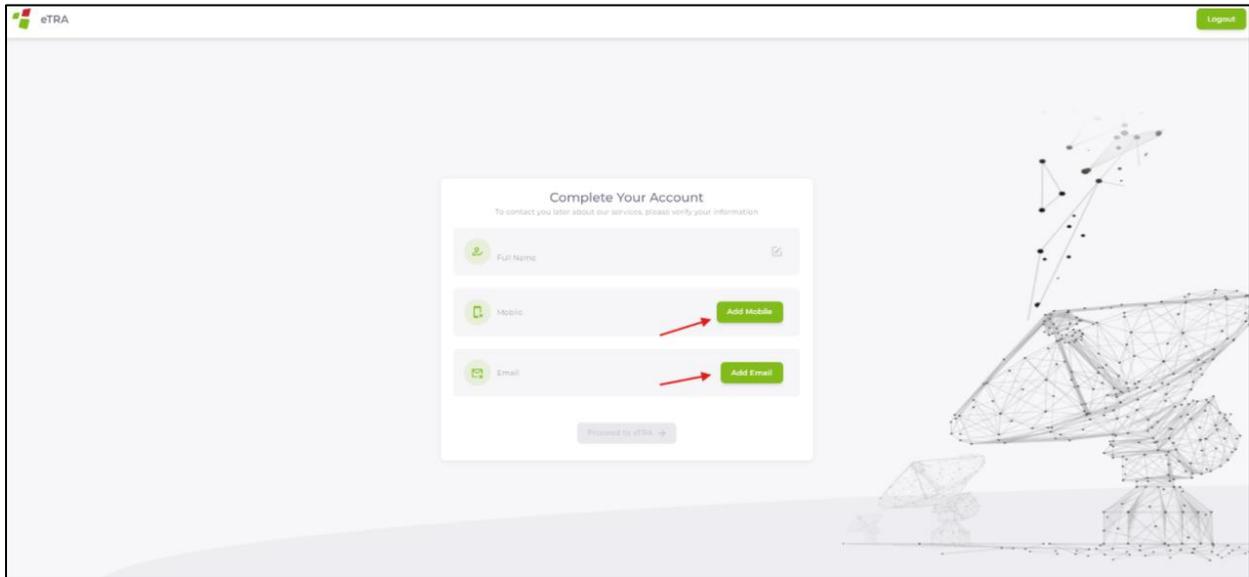
When clicking the **Login with eKey** button, the system redirects the user to the eKey portal. Kindly provide a Personal Number and Password to access the system. Then click on **Sign In** button.

**Note:** Standard eKey is required to login.



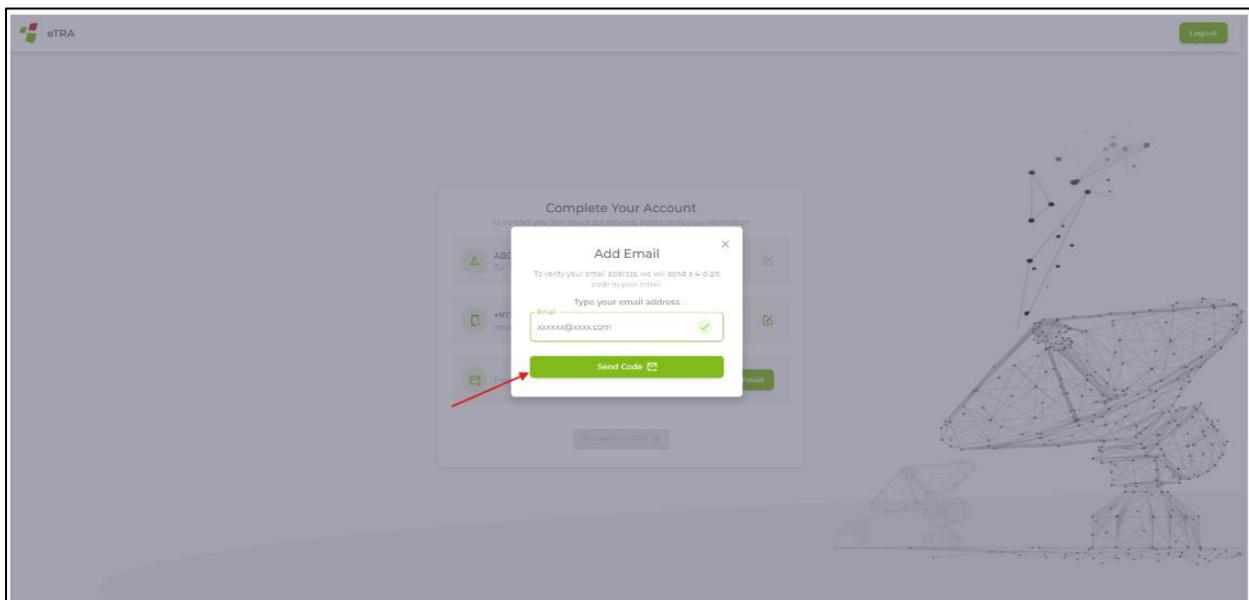
## New Portal Users

New Portal users are required to submit both mobile and email to be used for communication purposes.



## Email Verification

Enter the email address that is to be used for communication purposes then press Send Code button.



Enter the code number that is sent via email in the box that appears.

### Email Verification

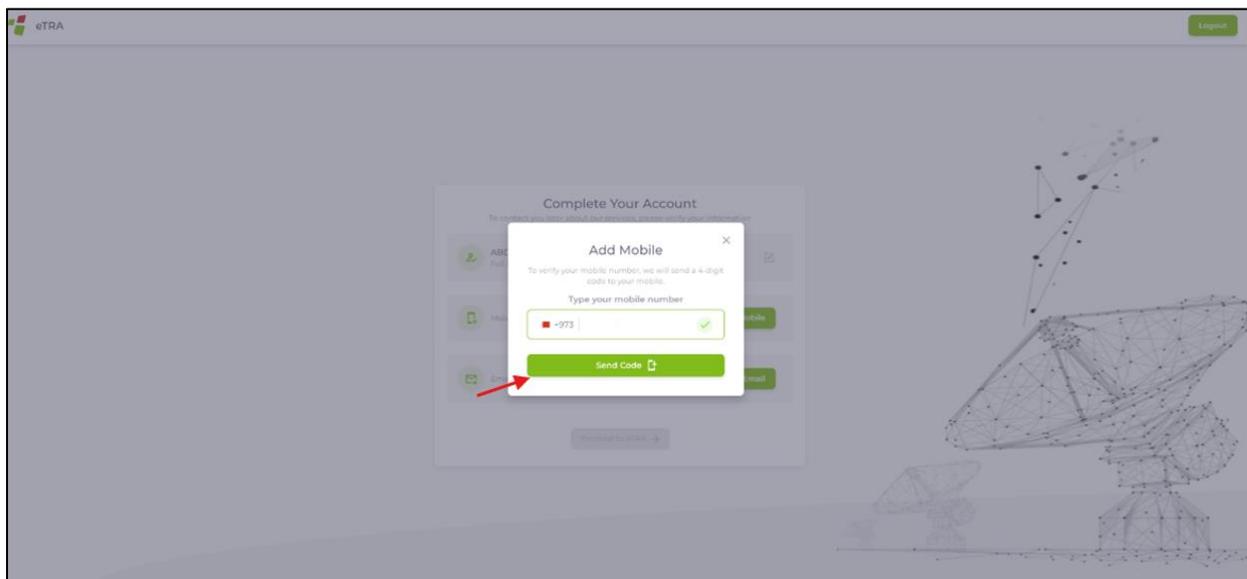
We sent a verification code to your email. Enter the code from the email in the field below.

Type your 4 digit security code

Resend the code in 49 seconds

### ***Mobile Number Verification***

Enter mobile number that is to be used for communication purposes.



The screenshot shows a web interface with a modal dialog box titled "Add Mobile". The dialog box contains the following elements:

- A close button (X) in the top right corner.
- Text: "To verify your mobile number, we will send a 4-digit code to your mobile."
- Text: "Type your mobile number"
- A text input field containing "+973" with a checkmark icon on the right.
- A green "Send Code" button with a mobile phone icon.
- A "Previous to 2/2" button at the bottom.

A red arrow points to the "Send Code" button. The background of the page is dimmed and shows a "Complete Your Account" section with various options like "Add Mobile", "Add Email", and "Add Address". The top left corner of the page has the "eTRA" logo and the top right corner has a "Logout" button. The background image features a satellite dish and a network diagram.

Enter the OTP that is sent in in the box that appears.

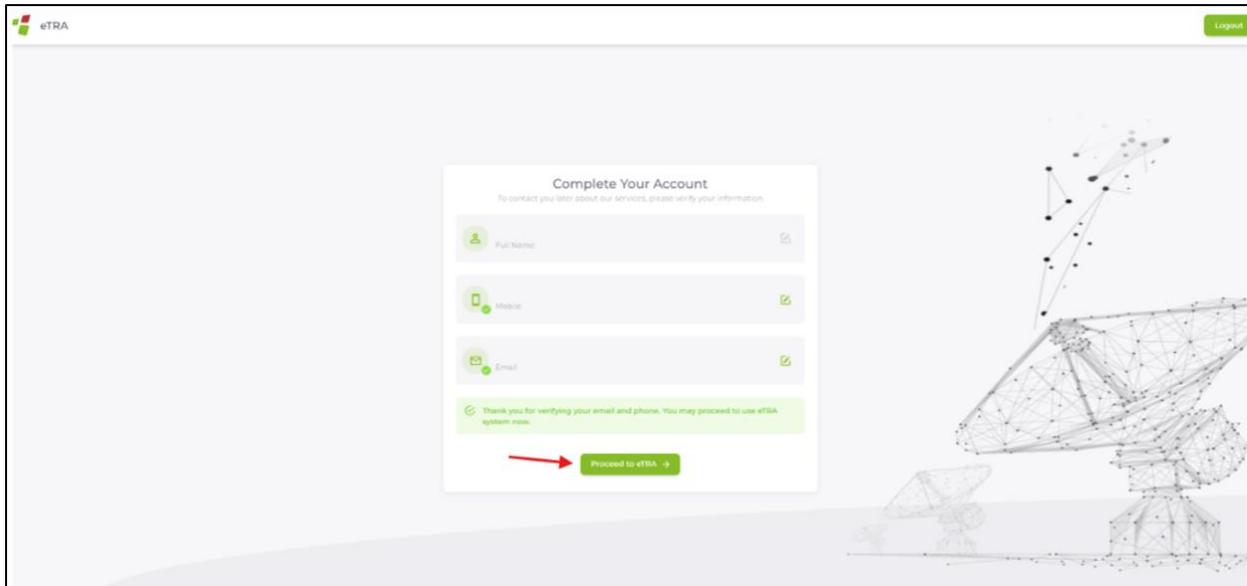
### Mobile Verification

We sent a verification code to your mobile. Enter the code from the mobile in the field below.

Type your 4 digit security code

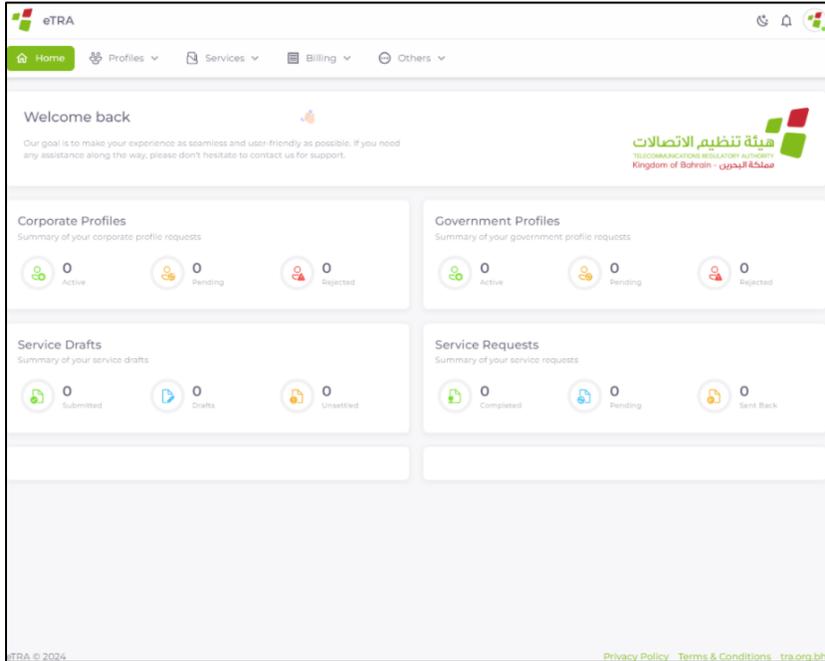
Resend the code in 54 seconds

Once both email and phone are verified, then a success message appears, and you may proceed to eTRA portal.

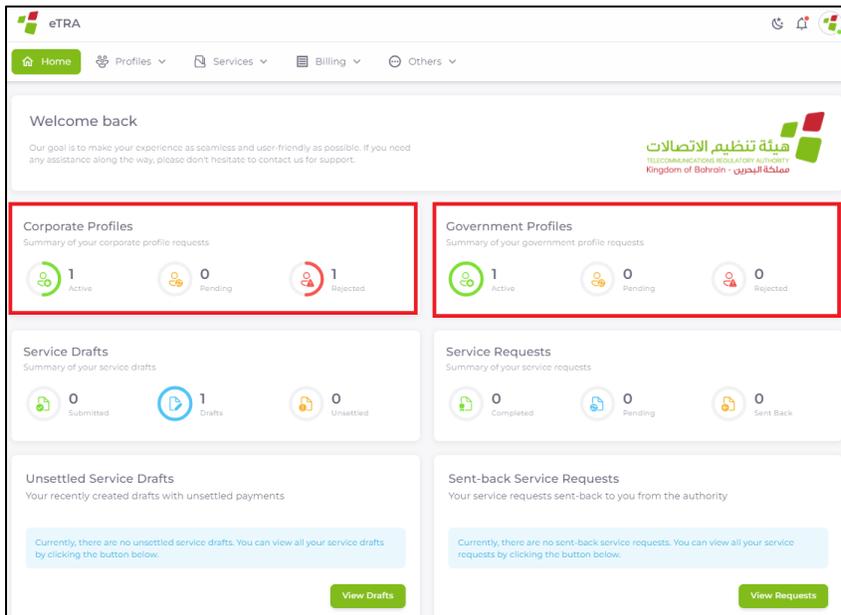


## Main Page

Authenticated users are redirected to the main page.



Statistics of profiles are shown in the main page of the portal.



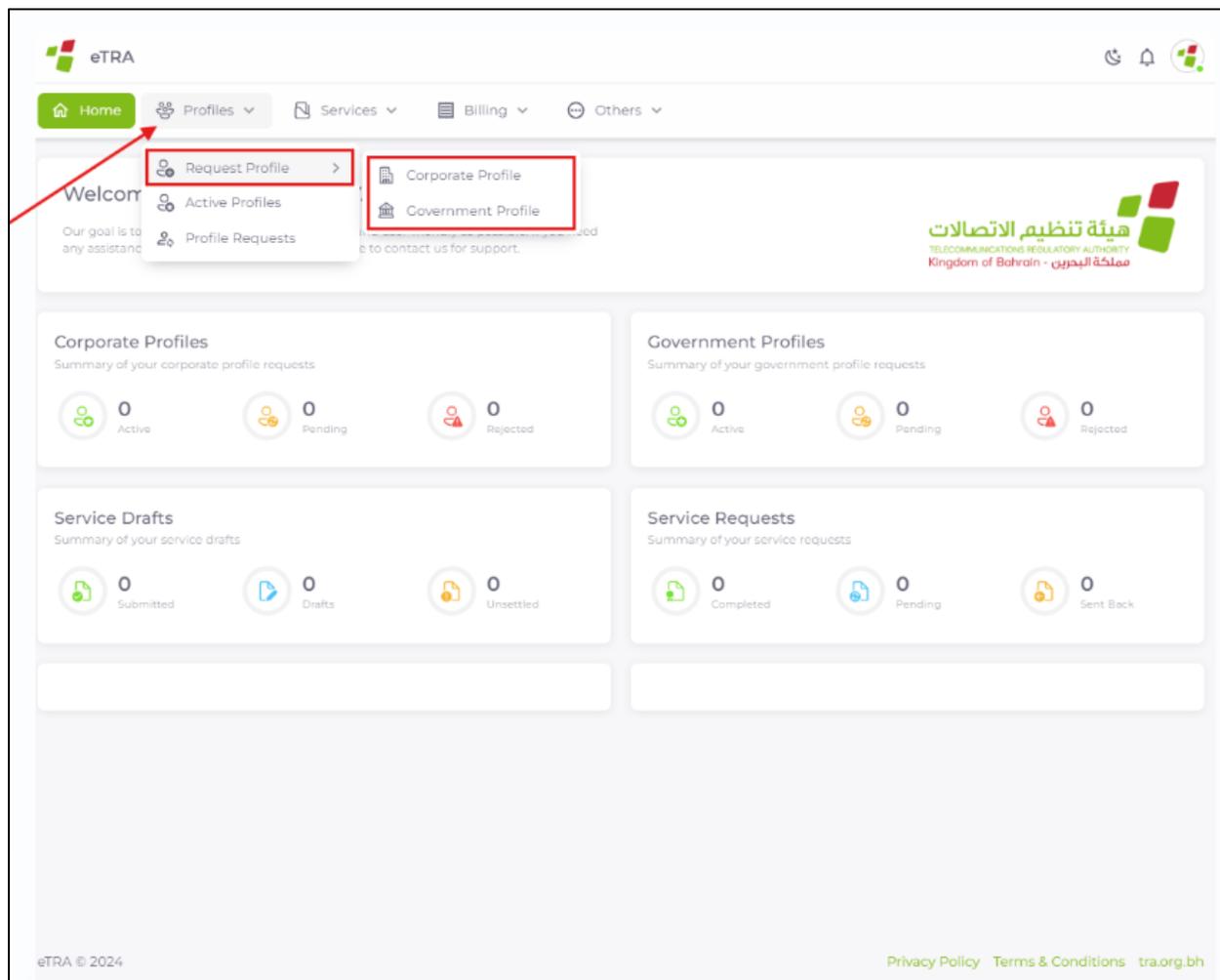
## Creating Profile

To apply for TRA services on behalf of government entities or/and corporates, a profile must be created. The process can be done using standard eKey. In this section, the user can request authorization to act on behalf of corporate or/and government entities. To create a profile, follow the below steps:

- 1- In the navigation bar, hover on **Profiles**
- 2- Locate **Request Profile** and hover on it.
- 3- Select the profile type to be requested, either **Corporate Profile** or **Government Profile**.

**Note:** For personal services, there is no requirement to create a profile.

Depending on the type of entity user should enter the “CR Number” or “Unit Number”.



## Requesting Government Profile

From the options that are displayed, select **Government Profile**.

The screenshot displays the eTRA web portal interface. At the top, there is a navigation bar with the eTRA logo and a user profile icon. Below the navigation bar, there are several menu items: Home, Profiles, Services, Billing, and Others. The 'Profiles' menu is expanded, showing three options: Request Profile, Active Profiles, and Profile Requests. The 'Request Profile' option is further expanded, showing two sub-options: Corporate Profile and Government Profile. The 'Government Profile' option is highlighted with a red rectangular box. The main content area features a welcome message and a summary of profile requests. There are four summary cards: Corporate Profiles (Active: 0, Pending: 0, Rejected: 0), Government Profiles (Active: 0, Pending: 0, Rejected: 0), Service Drafts (Submitted: 0, Drafts: 0, Unsettled: 0), and Service Requests (Completed: 0, Pending: 0, Sent Back: 0). The footer contains the text 'eTRA © 2024' and links for 'Privacy Policy', 'Terms & Conditions', and 'tra.org.bh'.

Upon selecting Government Profile a form appears. The user must fill the required details and click on **Next** button.

eTRA

Home Profiles Services Billing Others

Home / Profiles / Request-Profile / Government

## Request Government Profile

Step 01 Entity Details   Step 02 Upload Documents   Step 03 Add Contacts   Step 04 Submit Request

**Entity ID and Name**  
Add Entity ID and Name for the Government Profile

Entity ID  
XXXX

Entity Name  
XXXX

Next >

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In the following form, the user shall upload an Authorization Letter. The uploaded letter authorizes the individual to act on behalf of the entity for TRA's e-Services. For More details about the letter, a sample is provided, and it can be accessed by clicking the (i) icon.

The screenshot displays the eTRA web application interface. At the top, the eTRA logo is visible on the left, and navigation icons for Home, Profiles, Services, Billing, and Others are on the right. The breadcrumb trail reads: Home / Profiles / Request-Profile / Government. The main heading is "Request Government Profile".

A progress bar shows four steps: Step 01 (Entity Details) is completed with a green checkmark; Step 02 (Upload Documents) is the current step, indicated by a green circle; Step 03 (Add Contacts) and Step 04 (Submit Request) are not yet started.

The "Upload Authorization Letter" section is highlighted with a red circle and a red arrow. It contains a file upload area with a plus icon and the text: "Drop the file here or click **browse** thorough your machine". Below this, it specifies "Allowed \*.pdf only" and "Max 1 file and max size of 5 MB".

At the bottom of the form, there are "Back" and "Next" buttons. The footer includes "eTRA © 2024", "Privacy Policy", "Terms & Conditions", and "tra.org.bh".

To view a sample of an Authorization Letter, Click on **Open File** button.

The screenshot displays the eTRA web application interface. At the top, there is a navigation bar with the eTRA logo and menu items: Home, Profiles, Services, Billing, and Others. Below this, a breadcrumb trail shows the current path: Home / Profiles / Request-Profile / Government. The main heading is 'Request Government Profile'. A progress indicator shows four steps: Step 01 (Entity Details), Step 02 (Upload Documents), Step 03 (Add Contacts), and Step 04 (Submit Request). The current step is Step 02, 'Upload Documents', which includes a section for 'Upload Authorization Letter'. A modal window titled 'Sample Documents' is open, showing a document icon, the title 'Sample Authorization Letter.pdf', a description: 'This document provides a model authorization letter for your reference. Use it as a guide to understand the structure and content when creating your own authorization letter.', and a file size of 77.54 KB. The 'Open File' button is highlighted with a red box. A 'Close' button is located at the bottom right of the modal. The footer contains the text 'eTRA © 2024' and links for 'Privacy Policy', 'Terms & Conditions', and 'tra.org.bh'.

Upon uploading the document. Click on the Next button.

The screenshot displays the eTRA web application interface. At the top, there is a navigation bar with the eTRA logo and menu items: Home, Profiles (selected), Services, Billing, and Others. Below the navigation bar, the breadcrumb trail reads: Home / Profiles / Request-Profile / Government. The main heading is "Request Government Profile".

A progress bar indicates the current step in the process:

- Step 01: Entity Details (Completed)
- Step 02: Upload Documents (Current Step)
- Step 03: Add Contacts
- Step 04: Submit Request

The "Upload Authorization Letter" section shows a document titled "Sample PDF.pdf" (15.7 kb) with a "Remove File" button. Below this, there are two buttons: "Back" and "Next". The "Next" button is highlighted with a red rectangular box.

At the bottom of the page, the footer contains the text: eTRA © 2024, Privacy Policy, Terms & Conditions, and tra.org.bh.

Next step is to Add Contacts for the Government Profile. It is **mandatory** to add Main Contacts. Portal users can also add billing contacts and frequency contacts by clicking on the button on the left of the text and filling in the details. Once the user is done, click the **Next** button.

eTRA

Home Profiles Services Billing Others

Home / Profiles / Request-Profile / Government

### Request Government Profile

Step 01 Entity Details  Step 02 Upload Documents  Step 03 Add Contacts  Step 04 Submit Request

**Main Contacts\***

Enabled Email\* xxxxxx@gmail.com Phone +973

**Billing Contacts**

Add Contacts Email Phone +973

**Frequency Contacts**

Add Contacts Email Phone +973

Contact field marked with \* are mandatory.

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In the next page, verify all details, agree on the statement then click **Submit** button.

eTRA

Home / Profiles / Request-Profile / Government

### Request Government Profile

Step 01 Entity Details ✓ | Step 02 Upload Documents ✓ | Step 03 Add Contacts ✓ | Step 04 Submit Request ○

**Submit Request**  
Please check the information before submit your request

<b>Entity ID</b> XXXX	<b>Entity Name</b> XXXX	
<b>Authorization Letter</b> Sample PDF.pdf (15.7 kb)		
<b>Main Contacts</b> xxxxxx@gmail.com 	<b>Billing Contacts</b> N/A N/A	<b>Frequency Contacts</b> N/A N/A

I hereby certify that, to the best of my knowledge, the provided documents and information is true and accurate.

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Upon submitting all details, the confirmation page shows the status of profile as **Pending**. Note that the profile request will go into review & approval process. The user can view the status of the profile request via accessing **Profiles > Profile Requests** illustrated in the manual in [Profile Status Section](#).

The screenshot shows the eTRA web application interface. At the top, there is a navigation bar with 'Home', 'Profiles', 'Services', 'Billing', and 'Others' menus. The main content area is titled 'Profile Request: XXXX' and includes a sub-header 'Discover the details and track the progress of your profile request here.' A 'Request Submitted' notification is visible in the top right corner. The central part of the page features a 'Pending' status card with a progress bar at 0% and a 'Submitted: 26-08-2024, 6:09 PM' timestamp. Below this is a 'Documents' section with an 'Authorization Letter' document and a 'View Document' button. To the right, the 'Profile Details' section lists: Name: XXXX, Type: Government, ID Number: XXXX, SD Number: N/A, Email: --, Mobile: --, Phone: --, and Address: N/A. At the bottom, the 'Profile Contacts' section contains a table with columns for CONTACT TYPE, EMAIL, PHONE, and ACTIONS.

CONTACT TYPE	EMAIL	PHONE	ACTIONS
Main Contacts	xxxxx@gmail.com		
Billing Contacts	N/A	N/A	
Frequency Contacts	N/A	N/A	

## Requesting Corporate Profile

From the options that are displayed, select **Corporate Profile**.

The screenshot displays the eTRA user interface. At the top left is the eTRA logo. A navigation bar contains 'Home', 'Profiles', 'Services', 'Billing', and 'Others'. The 'Profiles' dropdown menu is open, showing 'Request Profile', 'Active Profiles', and 'Profile Requests'. The 'Request Profile' sub-menu is also open, with 'Corporate Profile' highlighted in a red box, and 'Government Profile' below it. The main content area features a 'Welcome' message, the TRA logo, and several summary cards: 'Corporate Profiles' (0 Active, 0 Pending, 0 Rejected), 'Government Profiles' (0 Active, 1 Pending, 0 Rejected), 'Service Drafts' (0 Submitted, 0 Drafts, 0 Unsettled), and 'Service Requests' (0 Completed, 0 Pending, 0 Sent Back). A 'Recent Government Profile Requests' section shows a request in progress. The footer includes 'eTRA © 2024' and links for 'Privacy Policy', 'Terms & Conditions', and 'tra.org.bh'.

Once the option is selected, add CR number then click the **Validate** button.

**Note:** Enter the exact CR number that is provided in the CR Certificate.

The screenshot shows the eTRA web application interface. At the top, there is a navigation bar with the eTRA logo and a menu containing 'Home', 'Profiles', 'Services', 'Billing', and 'Others'. Below the navigation bar, the breadcrumb trail reads 'Home / Profiles / Request-Profile / Corporate'. The main heading is 'Request Corporate Profile'. A progress bar indicates five steps: Step 01 (Validate CR), Step 02 (Verify Details), Step 03 (Add Documents), Step 04 (Add Contacts), and Step 05 (Submit Request). Step 01 is currently active. Below the progress bar, there is a section titled 'Add your CR number' with the instruction 'Validate your commercial registration number'. A text input field labeled 'CR Number' is provided for user entry. A green 'Validate' button with a refresh icon is located at the bottom right of the input field and is highlighted with a red border. The footer contains the text 'eTRA © 2024' on the left and 'Privacy Policy Terms & Conditions tra.org.bh' on the right.

Once the Validate button is clicked, the system fetches the details from Sijilat System. Confirm the details on the next page and then click on the **Next** button.

eTRA

Home Profiles Services Billing Others

Home / Profiles / Request-Profile / Corporate

### Request Corporate Profile

Step 01  Validate CR — Step 02  Verify Details — Step 03  Add Documents — Step 04  Add Contacts — Step 05  Submit Request

**Verify Details**  
Verify your company details or go back to change

This information has been fetched from [www.sijilat.bh](http://www.sijilat.bh)

ID Number Expire on  
27-1-2025

Company Name (English) Company Name (Arabic)

Company Address

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In the next form, the user shall upload the Authorization Letter. The uploaded letter authorizes the individual to act on behalf of the corporation for TRA's e-Services. For More details about the letter, a sample is provided, and it can be accessed by clicking the (i) icon.

eTRA

Home Profiles Services Billing Others

Home / Profiles / Request-Profile / Corporate

### Request Corporate Profile

Step 01  Validate CR — Step 02  Verify Details — Step 03  Add Documents — Step 04  Add Contacts — Step 05  Submit Request

Upload Authorization Letter ⓘ

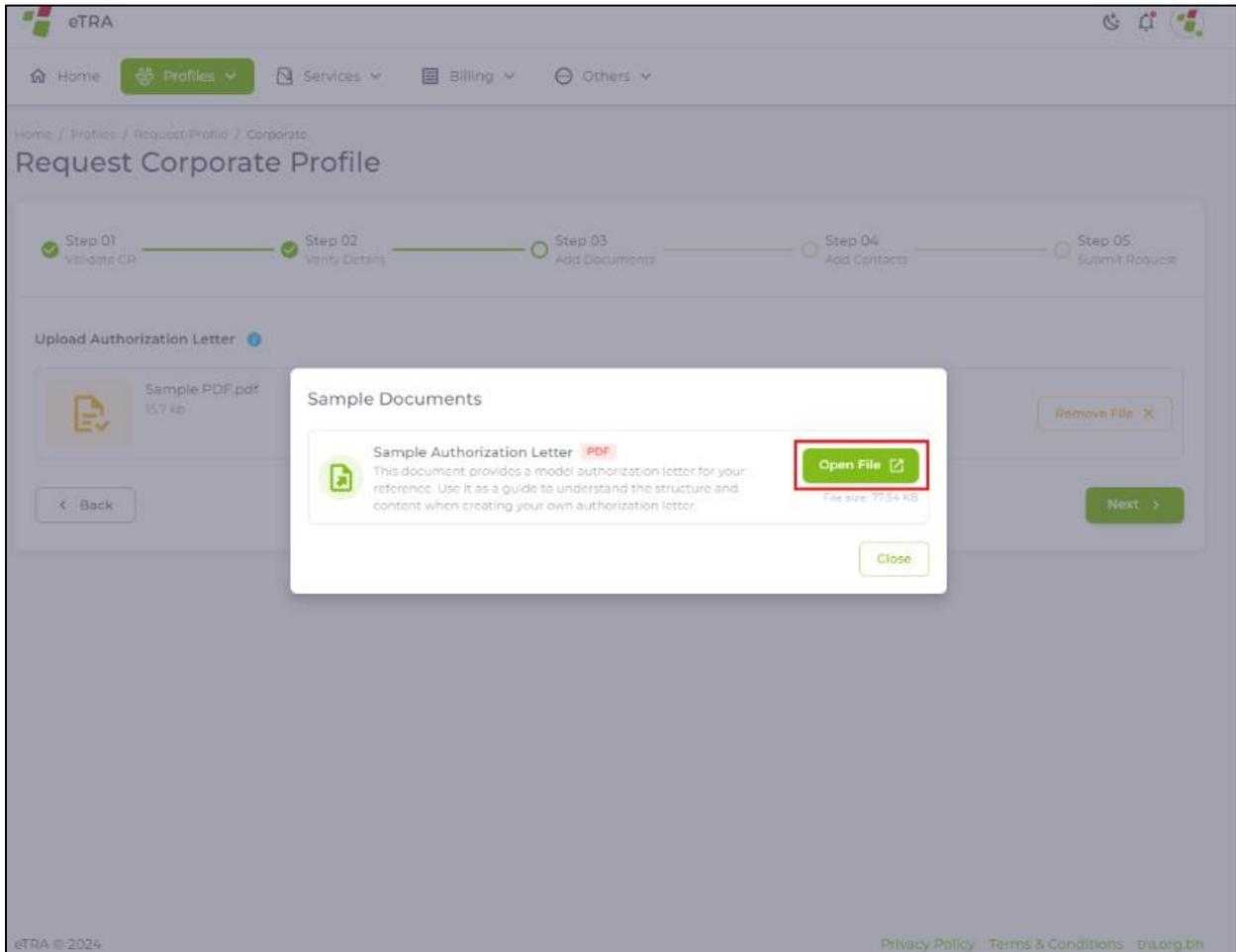
Drop the file here or click [browse](#) thorough your machine

Allowed \*.pdf only  
Max 1 file and max size of 5 MB

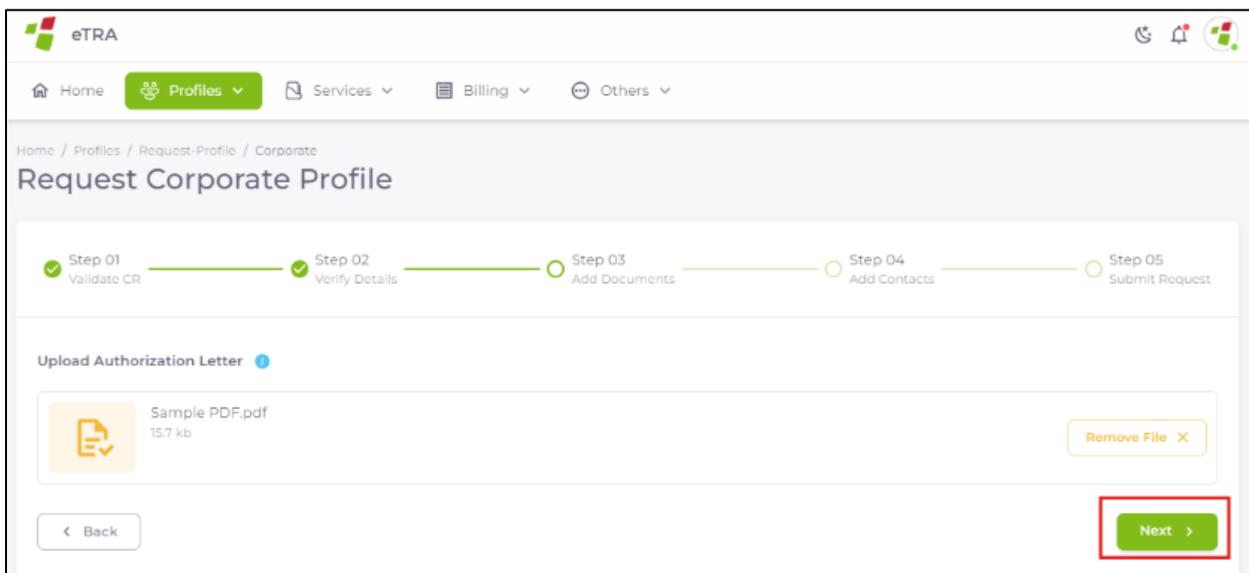
< Back Next >

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To view an example of an Authorization Letter, Click on **Open File** button.



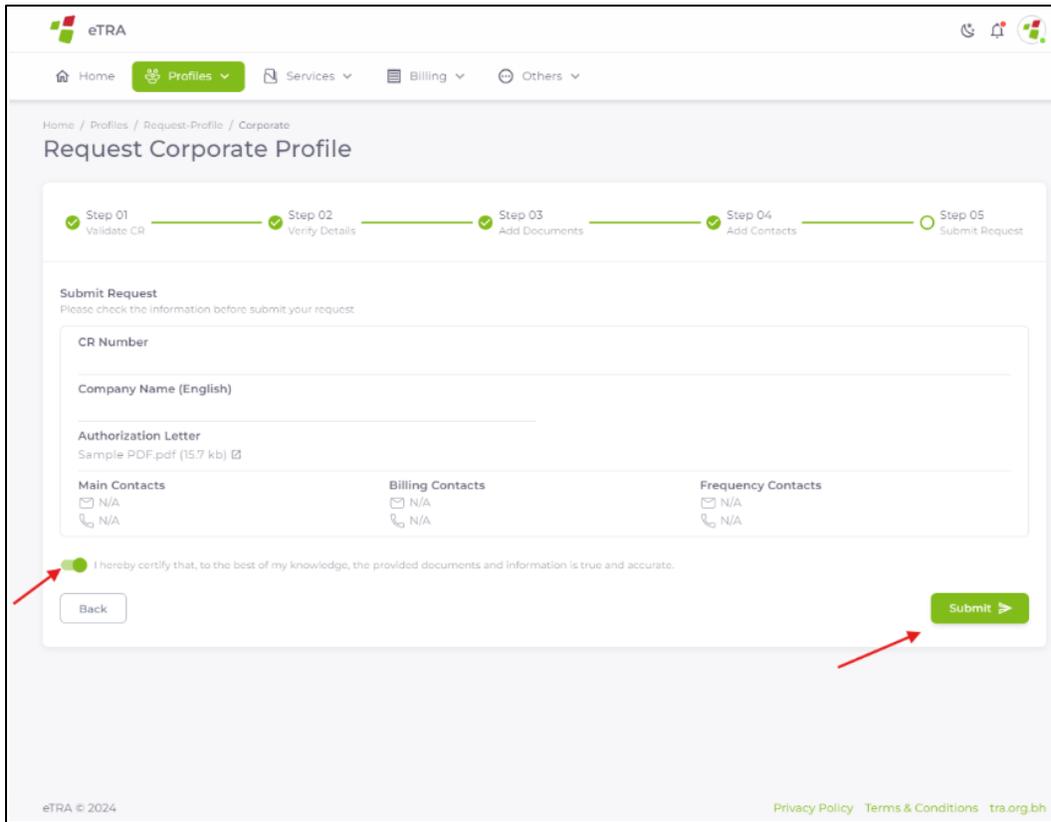
After Uploading the Authorization Letter, Click on **Next** button.



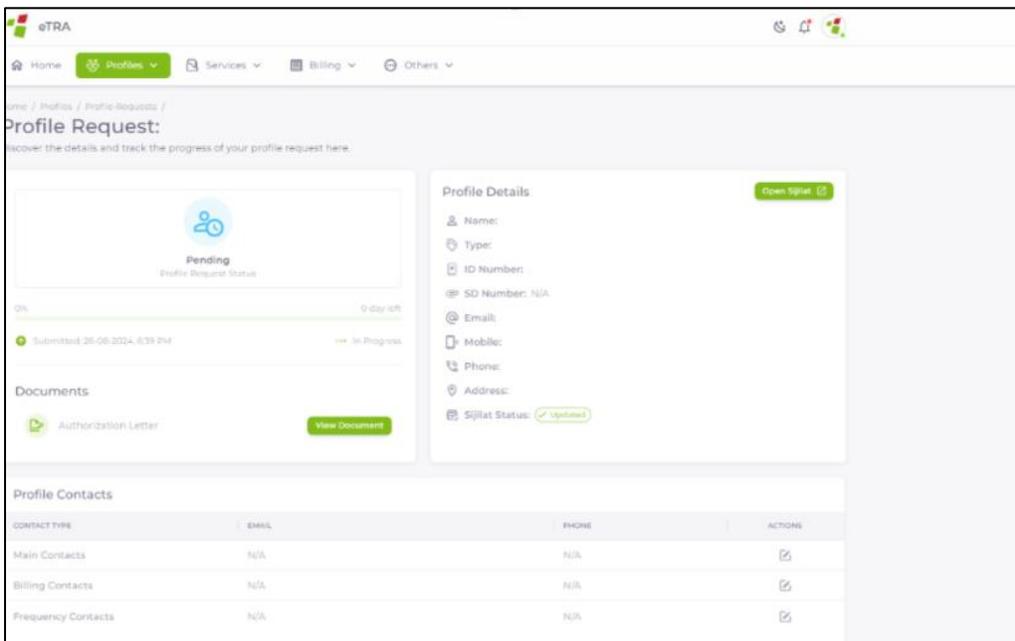
In the add contacts page, it is **mandatory** to add Main Contacts. Portal users can also add billing contacts and frequency contacts by clicking on the button on the left of the text and filling in the details. Once the user is done, click the **Next** button.

The screenshot displays the 'Request Corporate Profile' page in the eTRA system. The page is divided into four steps: Step 01 (Entry Details), Step 02 (Upload Documents), Step 03 (Add Contacts), and Step 04 (Submit Request). The 'Add Contacts' section is active, showing three categories of contacts: Main Contacts, Billing Contacts, and Frequency Contacts. Each category has an 'Add Contacts' button. The 'Main Contacts' section is currently enabled, with a checked box and a green 'Enabled' label. The 'Email' field for the main contact is filled with 'xxxxxx@gmail.com' and is marked as mandatory with an asterisk. The 'Phone' field is filled with '+973'. The 'Billing Contacts' and 'Frequency Contacts' sections have empty 'Email' and 'Phone' fields. A red arrow points to the 'Next >' button at the bottom right of the form. A 'Back <' button is located at the bottom left. A note at the bottom left states: 'Contact field marked with \* are mandatory.'

In the next page, verify all details, agree on the statement then click **Submit** button.



Upon submitting all details, the confirmation page shows the status of profile as **Pending**. Note that the profile request will go into review & approval process. User can view the status of the profile request via accessing **Profiles > Profile Requests** illustrated in the manual in [Profile Status Section](#).



## Profile Status

The user can check the status of a Profile Request. Profile statuses are Pending / Approved / Rejected. After the approval of the profile, users may start using TRA's e-services. You can access the page by following the below:

- 1- Hover to **Profiles** in the Navigation Bar
- 2- Click on **Profile Requests**

The screenshot displays the eTRA user interface. At the top, the navigation bar includes 'Home', 'Profiles', 'Services', 'Billing', and 'Others'. The 'Profiles' menu is open, showing 'Request Profile', 'Active Profiles', and 'Profile Requests'. The 'Profile Requests' option is highlighted. Below the navigation bar, there is a welcome message and the TRA logo. The main content area is divided into several sections: 'Corporate Profiles' and 'Government Profiles' both show 0 Active, 1 Pending, and 0 Rejected. 'Service Drafts' shows 0 Submitted, 0 Drafts, and 0 Unsettled. 'Service Requests' shows 0 Completed, 0 Pending, and 0 Sent Back. At the bottom, there are two sections: 'Unsettled Service Drafts' and 'Sent-back Service Requests', both with a 'View Drafts' or 'View Requests' button.

Category	Active	Pending	Rejected
Corporate Profiles	0	1	0
Government Profiles	0	1	0

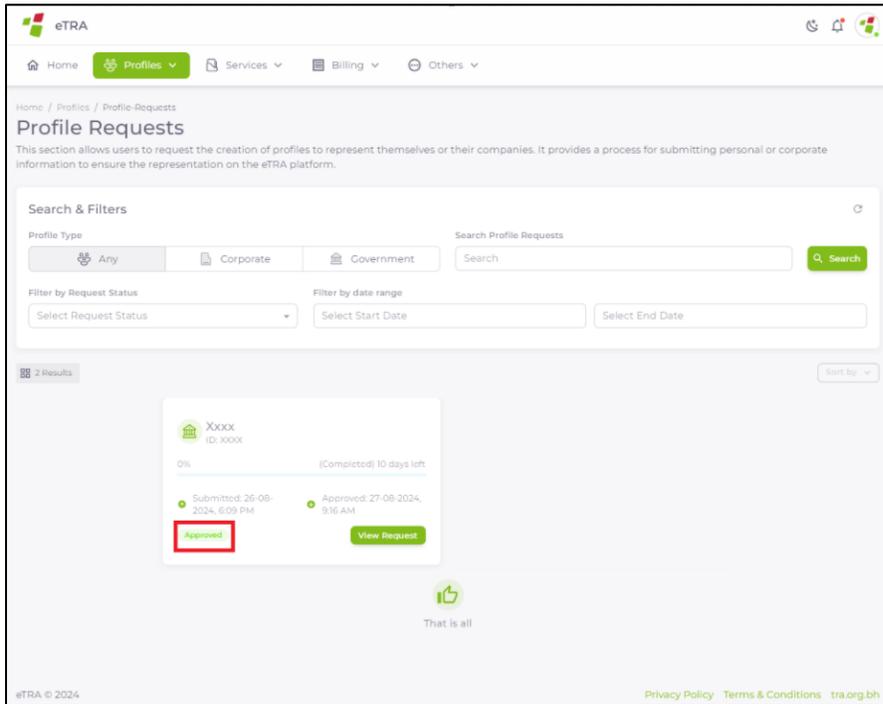
Category	Submitted	Drafts	Unsettled
Service Drafts	0	0	0

Category	Completed	Pending	Sent Back
Service Requests	0	0	0

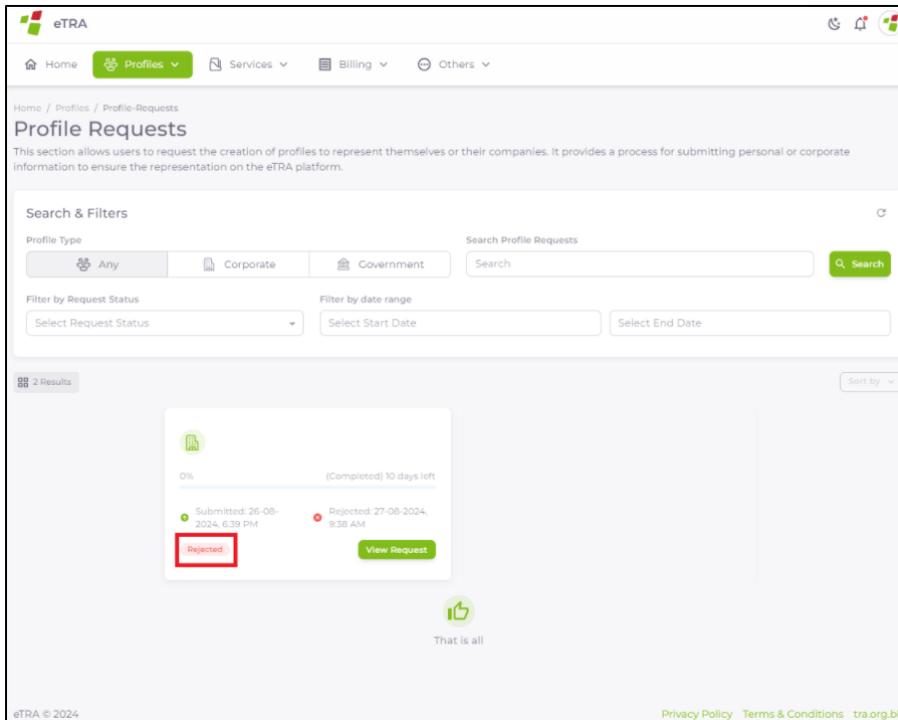
Users can view their created profiles with their statuses. For newly created profiles, it requires approval by TRA then the status changes to Active or Rejected.

The screenshot displays the eTRA web application interface for managing profile requests. At the top, the eTRA logo is on the left, and navigation icons for home, profiles, services, billing, and others are on the right. Below the navigation bar, the breadcrumb path is 'Home / Profiles / Profile-Requests', followed by the main heading 'Profile Requests'. A descriptive paragraph explains that this section allows users to request profile creation and provides a process for submission and approval. The main content area features a 'Search & Filters' section with tabs for 'Any', 'Corporate', and 'Government' profile types, a search input field, and filters for request status and date range. Below the filters, a '2 Results' indicator is shown. Two request cards are displayed, each with a progress bar at 0%, a 'Submitted' timestamp of '26-08-2024, 6:39 PM', and a status of 'In Progress' with a 'Pending' label. Each card includes a 'View Request' button. At the bottom center, a thumbs-up icon and the text 'That is all' are visible. The footer contains the copyright notice 'eTRA © 2024' and links for 'Privacy Policy', 'Terms & Conditions', and 'tra.org.bh'.

Once a profile is **Approved** the status changes in the webpage.



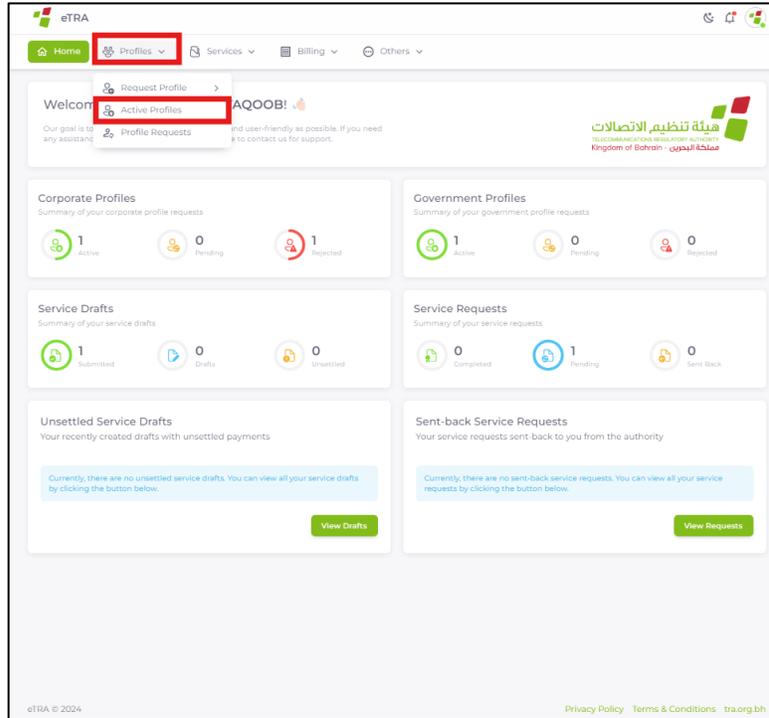
If a profile gets **Rejected** the status changes in the webpage. User shall take necessary action noted by TRA staff. Comments can be accessed by clicking on **View Request** button.



**Note:** Upon Approval / Rejection of a profile, a system generated email is sent with updated profile status.

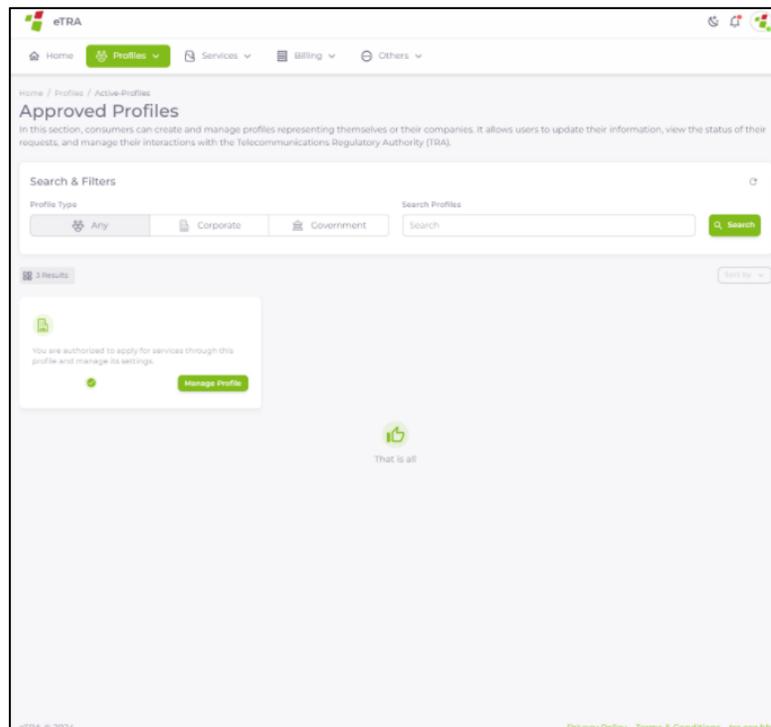
To view the Active profiles in the portal, follow the below steps:

- 1- Hover on **Profiles** in the Navigation Bar.
- 2- Click on **Active Profiles**



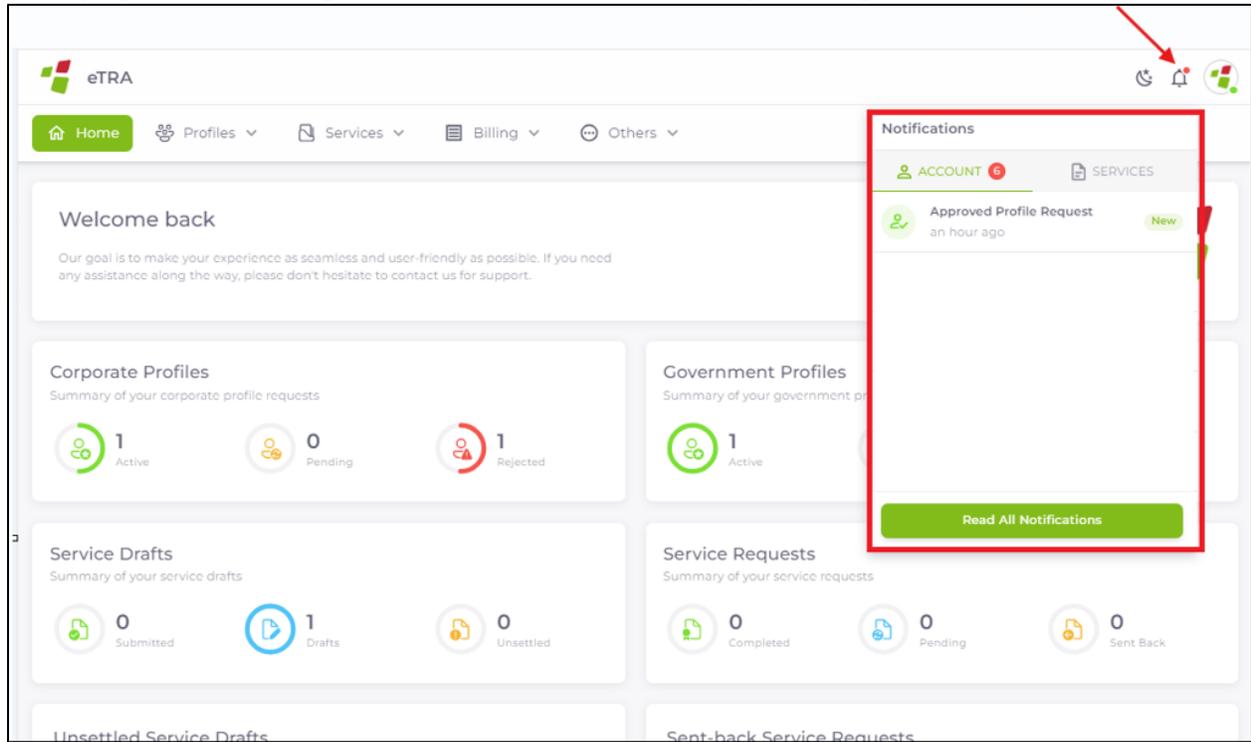
- 3- List of Approved Profiles Appears.

**Note:** Delegate may click on **Manage Profile** button to manage the profile details.



# Notifications

Notifications can be accessed by clicking the bell icon in the top right corner of the page. If there are any updates to the request, users can view the details by clicking the icon.



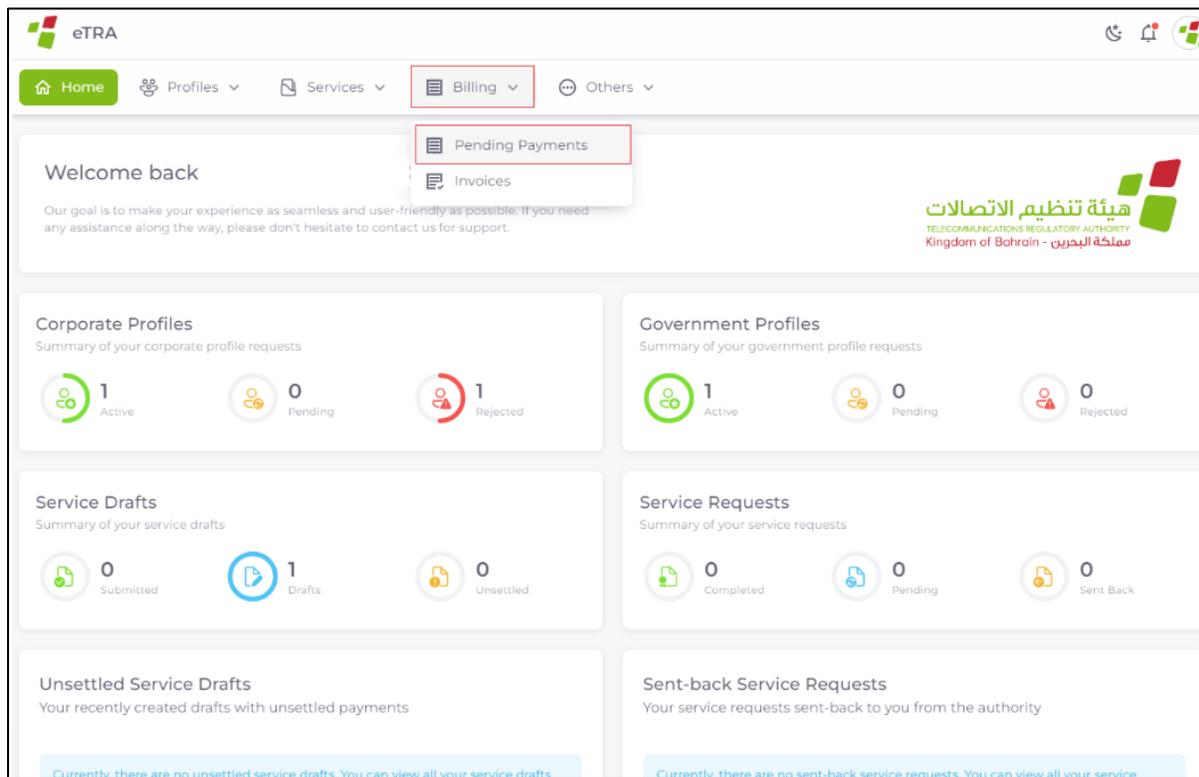
# Billing

There are two sections for the billing. Portal users can view Pending Payments and Invoices that are issued. The following sections will address the required steps to view the billing details.

## Pending Payments

In the portal, user can access Pending Payments by following the below steps:

- 1- Hover on **Billing** in the Navigation Bar.
- 2- Click on **Pending Payments**.



In the Payments section, all pending payments are shown. User can search for a payment, filter by profile and payment status.

The screenshot displays the eTRA web application interface for the Payments section. At the top, there is a navigation bar with the eTRA logo and menu items: Home, Profiles, Services, Billing (highlighted), and Others. Below the navigation bar, the page title is "Payments" with a sub-header "Home / Payments". A descriptive text states: "This section allows users to manage and complete payments for services provided by eTRA. It includes options for viewing payment history, updating billing information, and securely processing transactions."

The main content area features a "Search & Filters" section with a search bar labeled "Search Payments" and a "Search" button. Below the search bar, there are two filter sections: "Filter by Profile" with a "Filter by Profile" input field and a "Select Profile" button, and "Filter by Payment Status" with a "Select Payment Status" dropdown menu.

Below the filters is a table of payments. The table has the following columns: PAYMENT NO., PROFILE & CR/ID NUMBER, APPLICATION REF., AMOUNT, STATUS, and ACTIONS. A single row is visible with the following data:

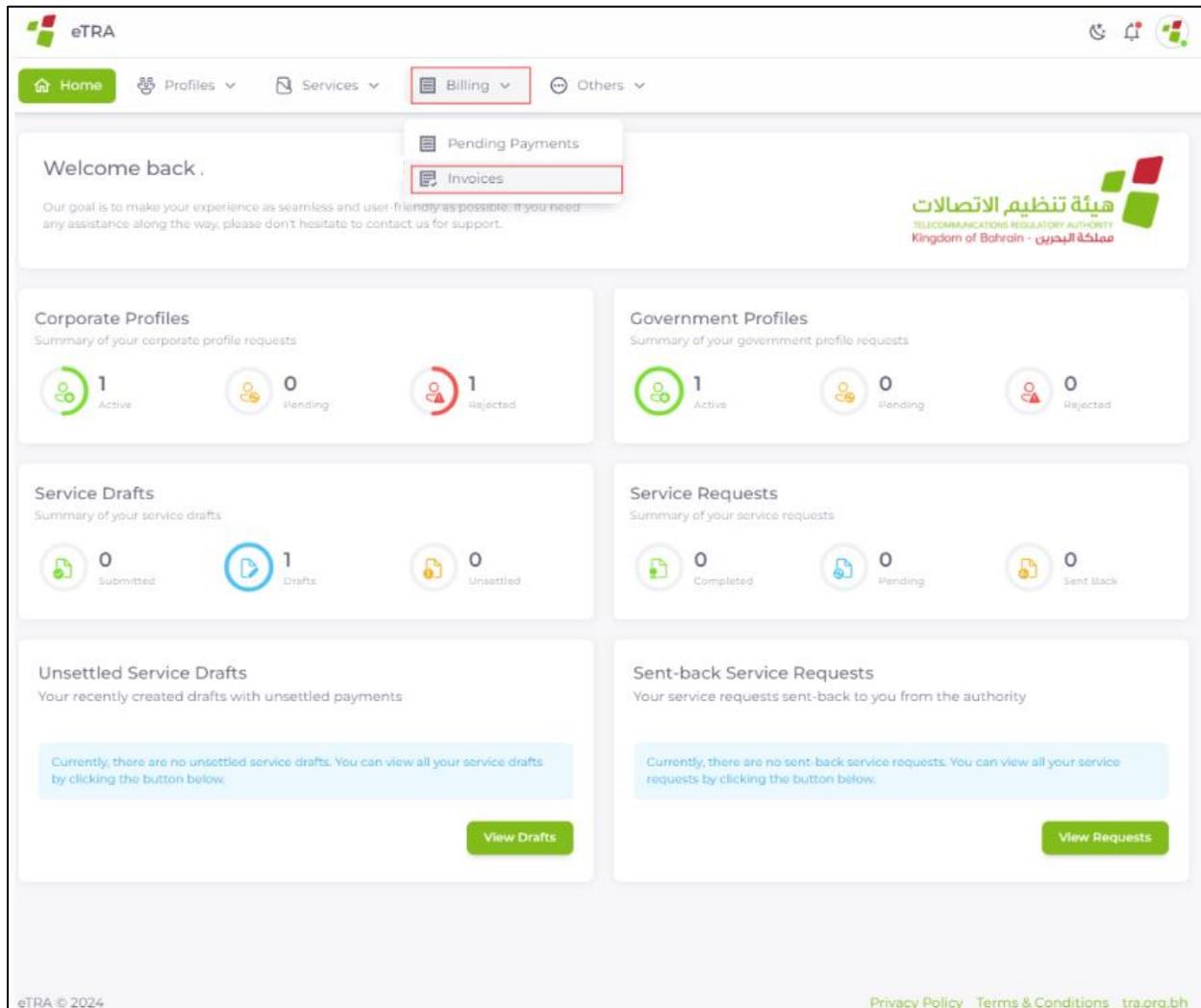
PAYMENT NO.	PROFILE & CR/ID NUMBER	APPLICATION REF.	AMOUNT	STATUS	ACTIONS
R-SD-MST-545-A © 28-08-2024, 7:26 PM		SD/6069/545	BHD 40,000	Pending	Pay Now

At the bottom right of the table, there is a pagination indicator "1-1 of 1" with left and right arrow buttons. The footer of the page contains the text "eTRA © 2024" on the left and "Privacy Policy Terms & Conditions tra.org.bh" on the right.

# Invoices

To view invoices / receipts follow the below steps:

- 1- Hover on **Billing** in the Navigation Bar.
- 2- Click on **Invoices**.



All the invoices are shown. User can search for a payment, filter by Invoice, profile and date range.

The screenshot displays the eTRA web application interface for the 'Invoices' section. At the top, there is a navigation bar with the eTRA logo and a menu containing 'Home', 'Profiles', 'Services', 'Billing', and 'Others'. The 'Billing' menu item is highlighted in green. Below the navigation bar, the page title 'Invoices' is shown, along with a brief description: 'This section provides users with access to their invoices. Users can view, download, and print invoices for services provided.'

The main content area features a 'Search & Filters' section. It includes a search bar labeled 'Search Invoices' with a 'Search' button. Below the search bar, there are two filter sections: 'Filter by Profile' with a dropdown menu and a 'Select Profile' button, and 'Filter by date range' with 'Select Start Date' and 'Select End Date' input fields.

Below the filters is a table of invoices. The table has the following columns: INVOICE NO, PROFILE & CR/ID NUMBER, APPLICATION REF., AMOUNT, STATUS, and ACTIONS. One invoice is listed:

INVOICE NO	PROFILE & CR/ID NUMBER	APPLICATION REF.	AMOUNT	STATUS	ACTIONS
R-SD-SRD-537-A © 28-08-2024, 12:25 PM		SD/6069/537	BHD 50.000	Paid	View Invoice

At the bottom right of the table, there is a pagination indicator showing '1-1 of 1' with navigation arrows. The footer of the page contains the text 'eTRA © 2024' on the left and 'Privacy Policy Terms & Conditions tra.org.bh' on the right.

# Profile Management

To manage personal profile. Click on the top-right icon.

The screenshot displays the eTRA user interface. At the top left is the eTRA logo. The top navigation bar includes a home icon, a notification bell, and a user profile icon (indicated by a red arrow). Below the navigation bar is a menu with options: Home, Profiles, Services, Billing, and Others. The main content area features a 'Welcome back' message and the logo of the Telecommunications Regulatory Authority of the Kingdom of Bahrain. The dashboard is divided into several sections:

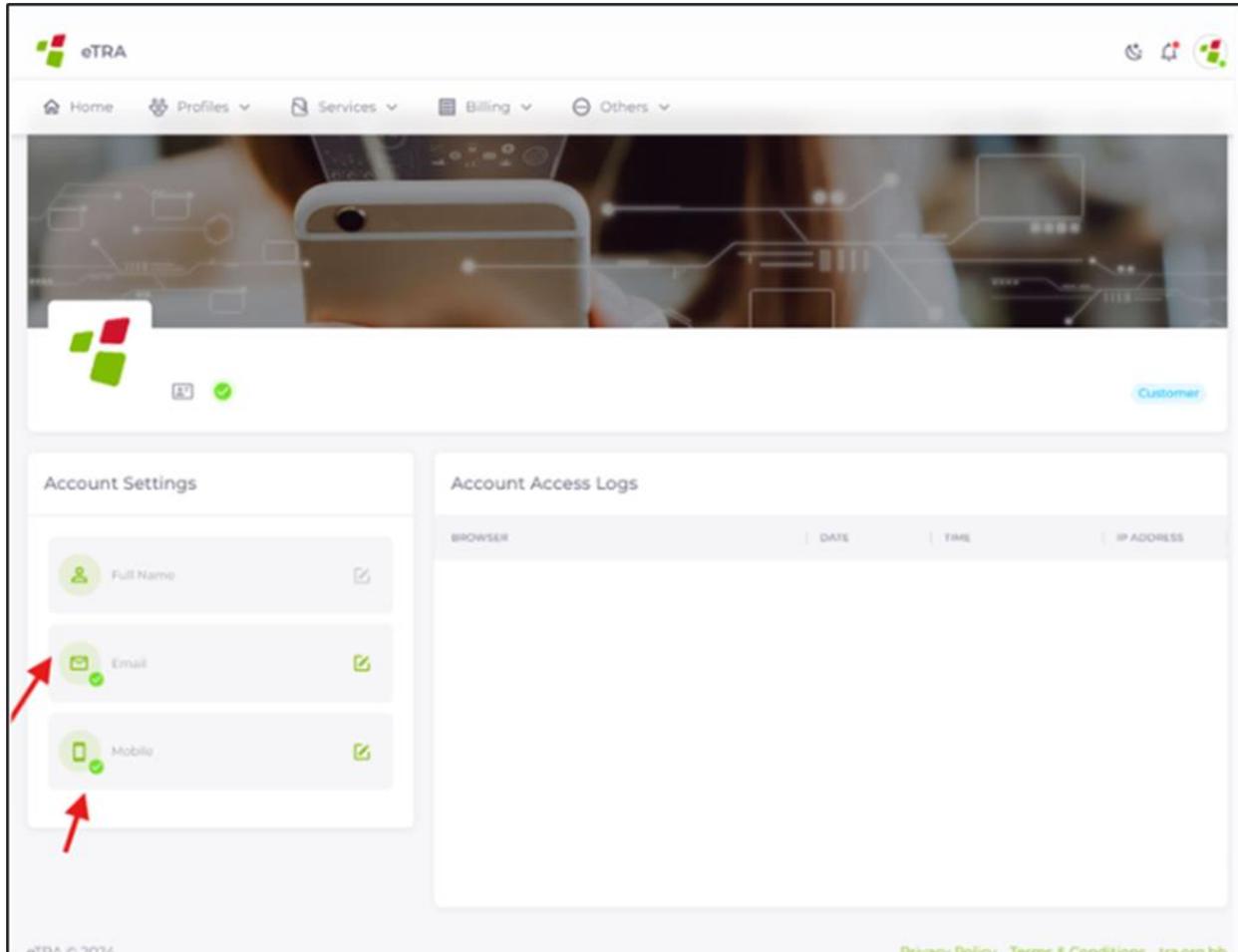
- Corporate Profiles:** Summary of corporate profile requests. Status: 1 Active, 0 Pending, 1 Rejected.
- Government Profiles:** Summary of government profile requests. Status: 1 Active, 0 Pending, 0 Rejected.
- Service Drafts:** Summary of service drafts. Status: 0 Submitted, 1 Drafts, 0 Unsettled.
- Service Requests:** Summary of service requests. Status: 0 Completed, 0 Pending, 0 Sent Back.
- Unsettled Service Drafts:** Your recently created drafts with unsettled payments. A message states: 'Currently, there are no unsettled service drafts. You can view all your service drafts by clicking the button below.' A 'View Drafts' button is present.
- Sent-back Service Requests:** Your service requests sent-back to you from the authority. A message states: 'Currently, there are no sent-back service requests. You can view all your service requests by clicking the button below.' A 'View Requests' button is present.

At the bottom left, it says 'eTRA © 2024'. At the bottom right, there are links for 'Privacy Policy', 'Terms & Conditions', and 'tra.org.bh'.

## Update Personal Contact Information

To update personal contact information, access the profile and click on either email or phone.

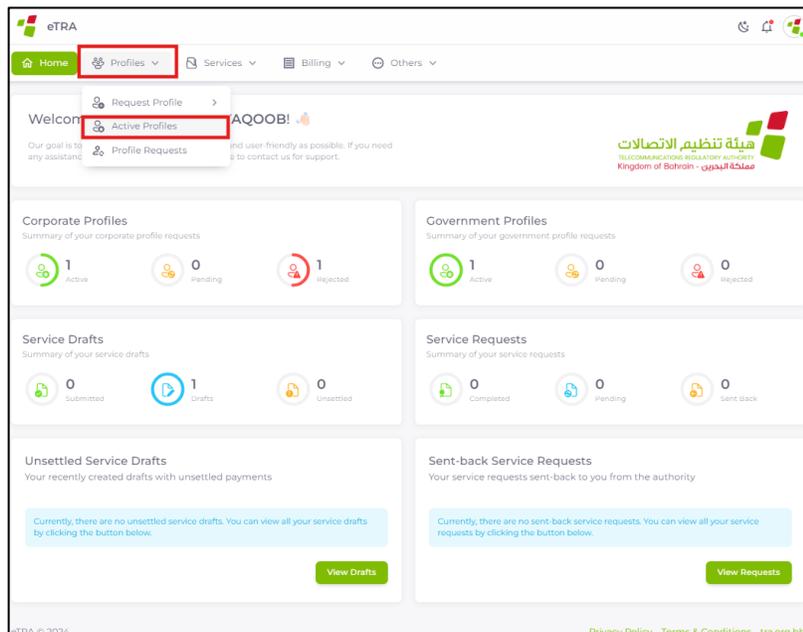
**Note:** *OTP is sent to authenticate the updated details.*



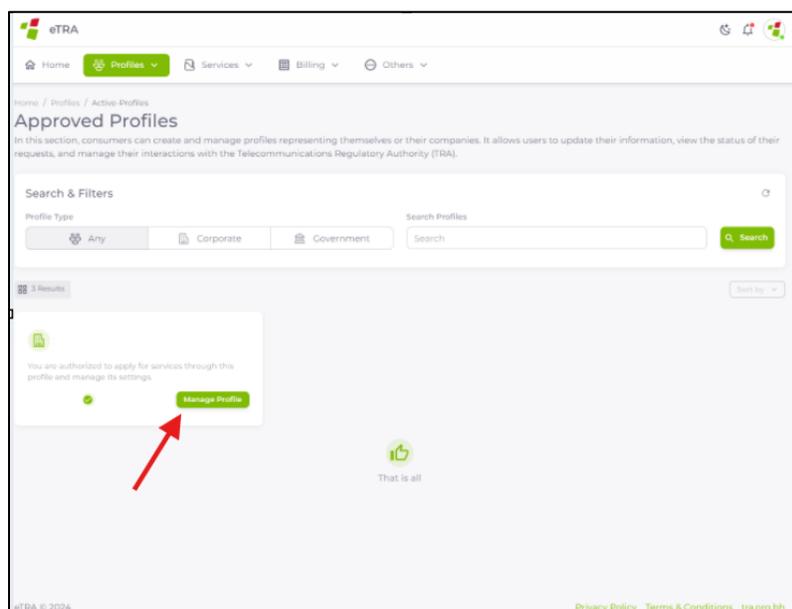
## Update Corporate / Entity Profile

To update the corporate / entity profile details. Follow the below steps:

- 1- Hover on **Profiles**.
- 2- Click on **Active Profiles**.



- 3- Click on **Manage Profiles**.



4- Click on the **Edit** button on the right to edit the profile.

The screenshot shows the eTRA user interface. At the top, there's a navigation bar with 'Home', 'Profiles', 'Services', 'Billing', and 'Others'. The main content area is titled 'Profile: Active-Profiles'. It features a 'Profile Details' section on the left with fields for Name, Type, ID Number, SD Number, Email, Mobile, Phone, and Address. A 'Sijilat Status' is shown as 'Updated'. To the right is a 'Profile Contacts' table with columns for CONTACT TYPE, EMAIL, PHONE, and ACTIONS. The table lists 'Main Contacts', 'Billing Contacts', and 'Frequency Contacts'. Each row has an 'EDIT' icon in the ACTIONS column, which is highlighted with a red box. Below the table is a 'Delegates Details' section with a search bar and a table with columns for NAME, ID NUMBER, EMAIL, PHONE, STATUS, and ACTIONS. The table shows one delegate with the name 'AYA' and a status of 'Approved'. The footer contains 'eTRA © 2024' and links for 'Privacy Policy', 'Terms & Conditions', and 'tra.org.bn'.

5- Enter the updated information and click on **Update** button.

The screenshot shows a modal form titled 'Update Billing Contacts'. It has a close button (X) in the top right corner. There are two input fields: 'Email \*' and 'Phone \*'. The 'Phone \*' field has a dropdown menu showing '+973' and 'Phone'. At the bottom left, there is a 'Cancel' button. At the bottom right, there is a green 'Update' button with a right-pointing arrow, which is highlighted with a red box.

6- To manage the profile delegates, corporate/entity authorized user may delete a delegate.

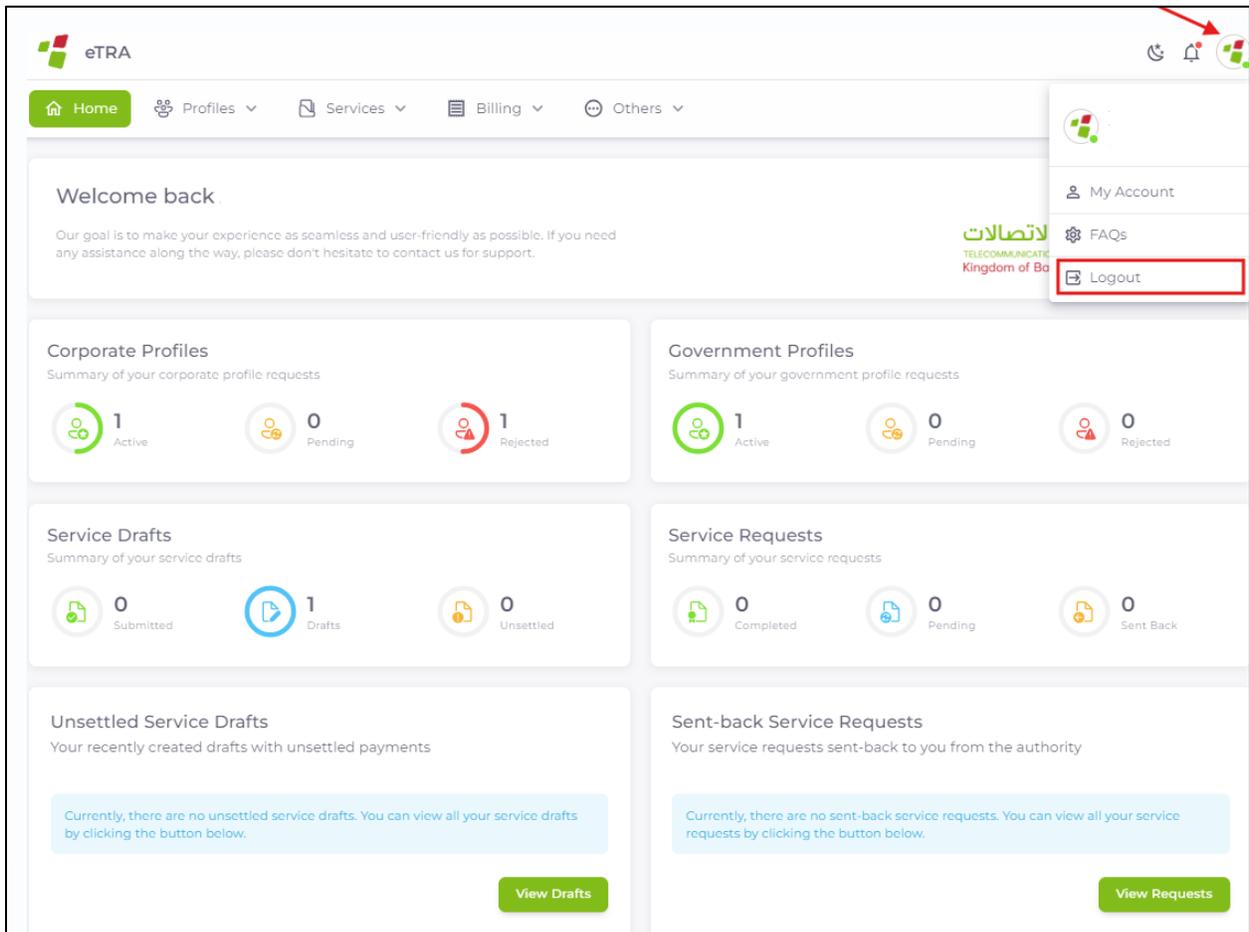
**Note:** A profile must contain a minimum of one delegate.



NAME	ID NUMBER	EMAIL	PHONE	STATUS	ACTIONS
AYA				Approved	

## Logout

Click on the **Logout** button to logout from the portal.



The screenshot shows the eTRA portal dashboard. At the top right, there is a user profile icon with a dropdown menu containing 'My Account', 'FAQs', and 'Logout'. The 'Logout' option is highlighted with a red box. The dashboard includes sections for 'Corporate Profiles' (1 Active, 0 Pending, 1 Rejected), 'Government Profiles' (1 Active, 0 Pending, 0 Rejected), 'Service Drafts' (0 Submitted, 1 Drafts, 0 Unsettled), and 'Service Requests' (0 Completed, 0 Pending, 0 Sent Back). There are also sections for 'Unsettled Service Drafts' and 'Sent-back Service Requests' with 'View Drafts' and 'View Requests' buttons respectively.

## Portal Support

Portal support contact details are located below.

***Note:** Both email and phone line support are only available between Sunday to Thursday, 8:00am- 4:00pm +3 GMT.*

### **Name**

Telecommunication Regulatory Authority

### **Address**

Fifth Floor, Building 852, Road 3618, Seef District 436

Kingdom of Bahrain

### **Email**

[contact@tra.org.bh](mailto:contact@tra.org.bh)

### **Phone**

+973 17520000

### **Country**

Kingdom of Bahrain