



Sultanate of Oman
Information Technology Authority



User Guide for Digital Certification Service “TAM”



@ Oman.om/tam

٢٤١٦٦٦٠٠



ndccservices@ita.gov.om



knowledge Oasis/Kom4/Ground Floor



eoman_ita



eoman.ita



Content

What is Tam?..... 3

Why do I need Tam? 3

What are the benefits do I get from Tam? 3

How do I get my Tam service? 3

What are the organizations started using TAM Service? 4

Activate Tam Service on ID Card 4

Activate Tam service on SIM card 5

Steps to Activate TAM service on Mobile Phone..... 5

Access to Electronic Services (Using eID). 8

Access to Electronic Services (Using Mobile PKI) 9

Portable Activation Units locations. 11

Where can I buy Card Reader?..... 11

Frequently Asked Questions..... 12





What is Tam?

Tam is an Electronic Certification service provided by the National Digital Certification Center (NDCC) at the Information Technology Authority (ITA). This service allows all Omani citizens and residents to use the government electronic services and transactions in a higher level of security, authenticity, integrity and confidentiality to protect all eTransactions made through ID cards and mobile SIM cards.

Why do I need Tam?

You need Tam to prove and authenticate your digital identity to ensure processing all eGovernment services in a fast and easy way, to save time, efforts and money. Tam Services are regulated by Oman eTransaction law which provides citizens and residents with the level of trust needed to handle their eTransactions in a way that offers the same legality like regular transactions based on hand written signature and physical existence of the user.

What are the benefits do I get from Tam?

By opting for Tam before applying for any government eServices, you will enjoy the following benefits:

- Your personal data will be secured and protected.
- Authentication of your digital identity online without the need for your physical appearance.
- The ability to sign any document or application electronically.
- Having eSignature valid and trusted with the same legality as regular signature.
- The ability to validate and integrate the signed documents.
- 24/7 access to government services from everywhere.
- Saving money, time and effort.

How do I get my Tam service?

To get your Tam service, you may choose from the following options:

- Via your identity card.
- Via your mobile SIM card.

***Note:**

- No Subscription fee of TAM service on ID Card.
- TAM service on ID card will expire at the end of card expiry.
- TAM service for Mobile is available at Omantel or Ooredoo outlets with the normal price of the SIM. And will expire after 3 years from the date of activation.





What are the organizations started using TAM Service?

Website	Organization
www.oman.om	Omanuna Portal
www.investeasy.gov.om	Invest Easy Gateway
www.ncsi.gov.om	National Center for Statistics and Information
www.manpower.gov.om	Ministry Of ManPower
www.moh.gov.om	Ministry Of Health
www.moeca.gov.om	Ministry of environments and climate affairs
www.customs.gov.om	Royal Oman Police (ROP) - Directorate General of Customs
www.opp.gov.om	Public Prosecution
www.alraffd.gov.om	Al Raffd Fund
www.mm.gov.om	Muscat Municipality
www.bankdhofar.com	Dofhar Bank

Activate Tam Service on ID Card

You can activate your ID from one of following steps:

✓ **First Step:**

- ❖ Make sure that your eID Card is issued on the **14th of July 2013** or later. If issued before, please visit the Directorate General of Civil Status to renew it in order to activate your digital identity.

*Note:

- **For citizens:** if your ID card expires on **14th July 2018**, and later, then it has PKI digital certificates and there is no need to be replaced.
- **For residents:** if your ID card expires on **14th July 2015**, then it has the PKI digital certificates and there is no need to be replaced.

✓ **Second Step:**

- ❖ Go to the nearest e.oman Portable Activation Units.
- ❖ To Know available location of units, press here or call the free toll number during the official working hours: 80077777.
- ❖ During the Activation, you will be asked to enter 6(digits) for your personal Identification number (PIN).
- ❖ You will be asked to confirm the code again.
- ❖ You will be notified on the screen when the activation is successfully completed.



***Note:**

- ❖ The Portable Activation units do NOT send an SMS confirming the completion of activation process or containing the PIN code.
- ❖ Please do not share your PIN code with anyone for your own security.

Activate Tam service on SIM card

If you have activated Tam service on your eID card, you can now easily activate your Mobile Tam online. Just make sure you change your SIM card to a Tam-enabled SIM card available from Omantel or Ooredoo outlets. Then, visit [Tam Service section in Omanuna portal](#) and Follow the instructions as follows:

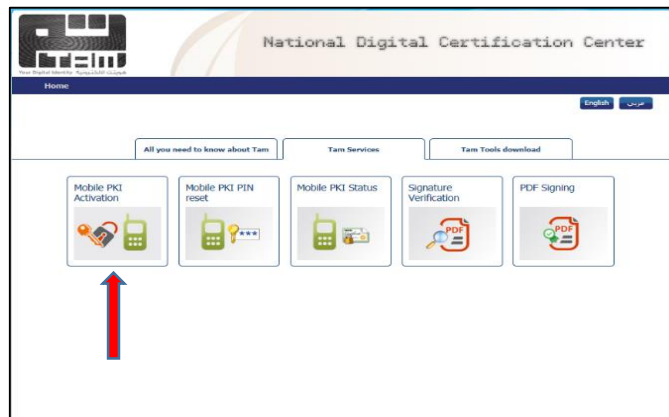
***Note:**

- If your ID card not Support PKI, please refer to Activate [TAM service on ID Card](#) section.
- please be assure that you have Card Reader, to do Activation on Your SIM card.
- ❖ To know Card Reader Supplier, press [here](#). or call the free toll number during the official working hours: 80077777.

Steps to Activate TAM service on Mobile Phone.

✓ **Step (1):**

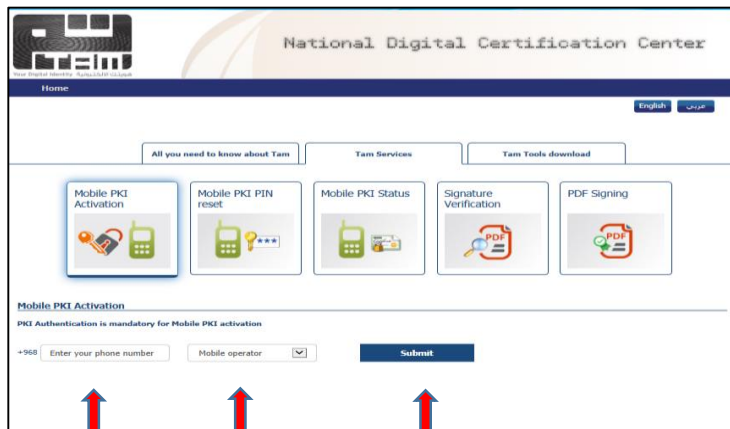
- Open website www.oman.om/tam
- Choose Mobile PKI Activation.





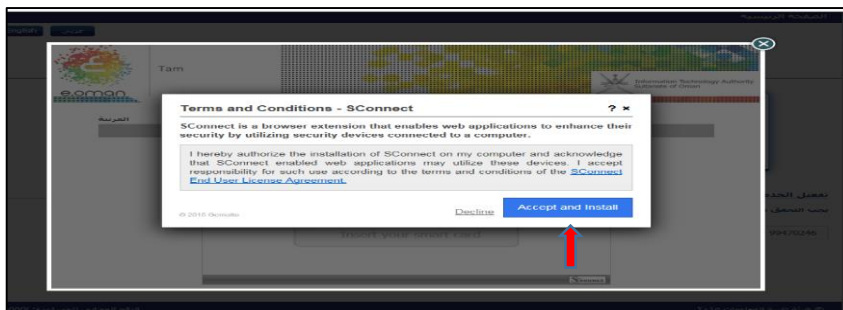
✓ Step (2):

- Enter your Phone Number → +968 Enter your phone number
- Choose your Telecommunication Company(Omantel/Ooredoo) → Mobile operator
- Press Submit → Submit



✓ Step (٣):

- After clicking on submit, a new window will appear asking you to insert your PKI ID card on the card reader to Authenticate your Identity.
- Then, insert your PKI ID card.
- A new window will appear asking you to download Sconnect application at the first time.
- Click on agree and download → Accept and Install





✓ Step (4):

- Enter PIN number for ID Card (6 digits).



✓ Step (5):

- Through your mobile number, you will be asked to insert your PIN number (6 digits) for authentication and signature.
- The system will ask you to enter your PIN number six times, this to ensure the protection of your personal identity.

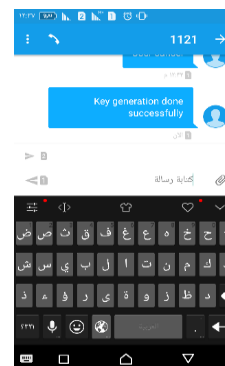
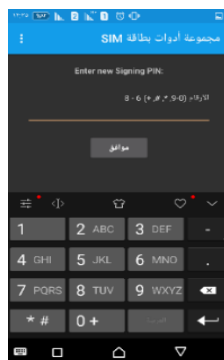
***Please do not share your PIN number with others.**

- After completing those steps, your mobile PKI will be activated successfully.

Nawras Zone

New key creation & registration request (Brief delay after new PIN entry)

موافق إلغاء



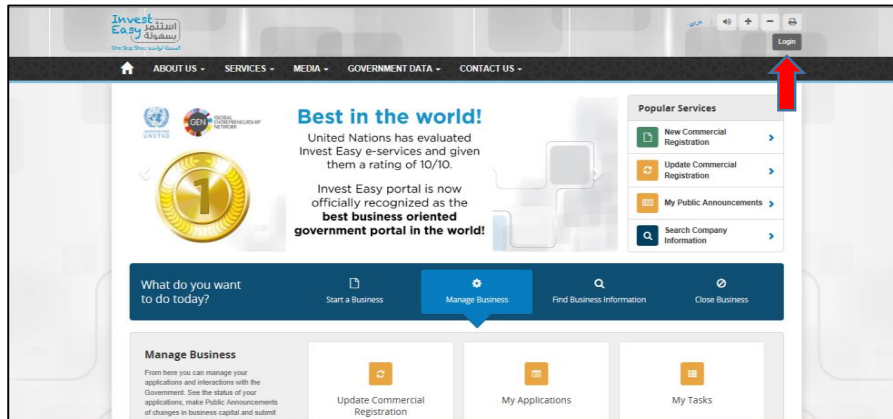


Access to Electronic Services (Using eID).

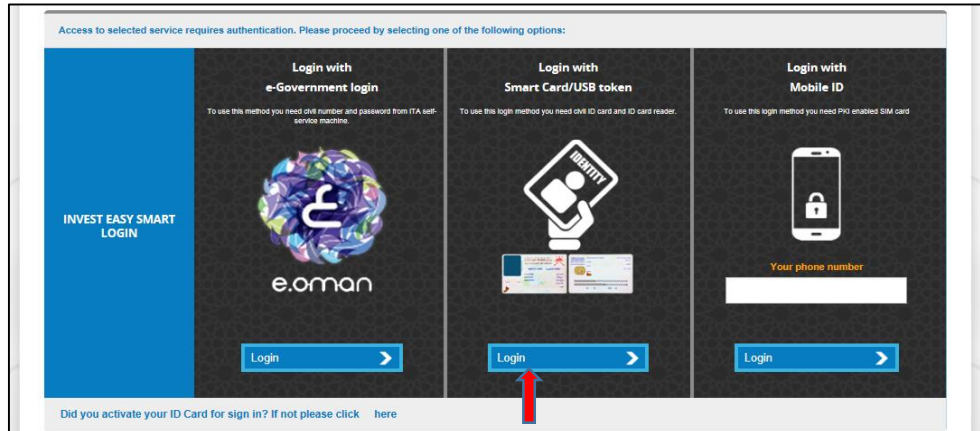
- login to any Organization’s website enabled with TAM Services.

*For Instance: www.investeasy.gov.om.

- first, go to Login.



- Then, go login using Smart Card.



- Insert your eID in the Card reader.
- after that, inter PIN Number (6 digits).

*** You will be identify automatically (as shown below), after sending your Personal information**

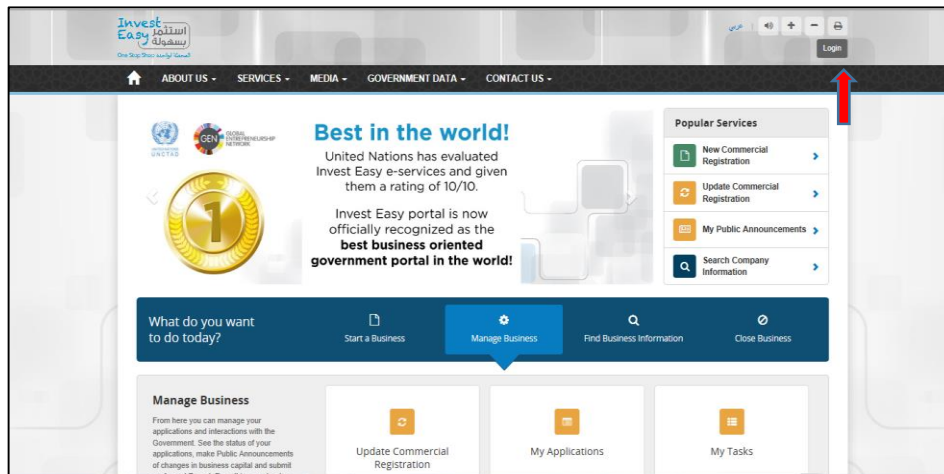
Sending Personal Information from PKI



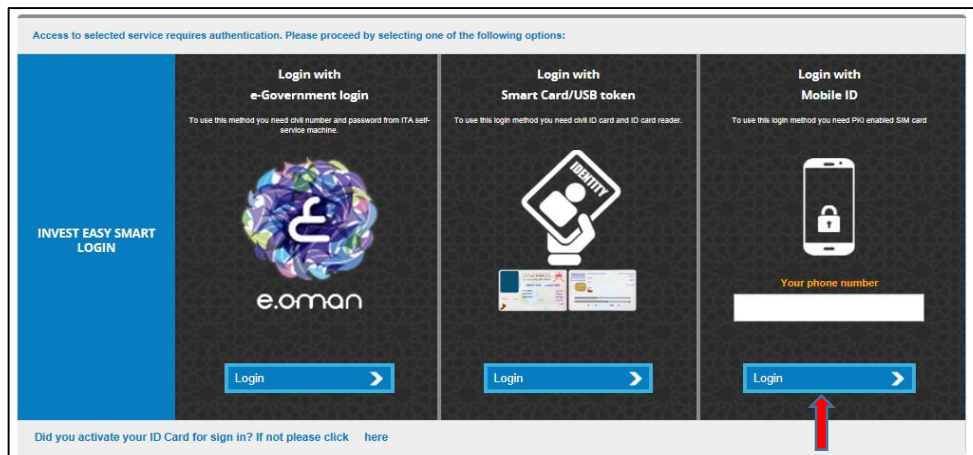


Access to Electronic Services (Using Mobile PKI)

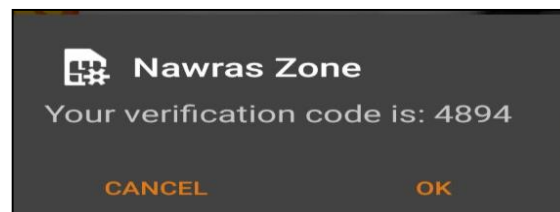
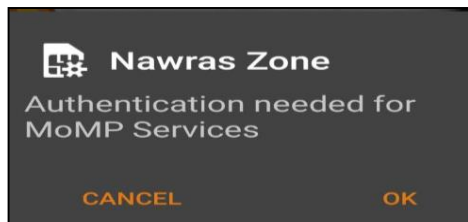
- login to any Organization’s website enabled with TAM Services, for instance: www.investeasy.gov.om.
- Go to Login.



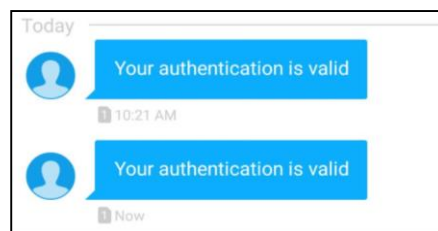
- then, Press Login using Mobile ID.
- Next, insert your Phone Number.



- You will receive notification on your mobile for Authentication, so press (OK).
- Also, you will receive notification with a Verification Code.



- Enter Your PIN Code.
- finally, you will receive a message after successfully completing the Authentication Process.





Portable Activation Units locations.

The below Activation units will be increased and renewed from time to time, so please follow e.oman website and social media channels

Organization	Region	Wilayat	Workstation Location
Ministry of Commerce and Industry	ALDakhiliya	Nizwa	MOCI branch – FIRQ–near Oman Chamber of Commerce and Industry.
Ministry of Commerce and Industry	Muscat	Muscat	MOCI Headquarter
Ministry of Commerce and Industry	North ALBatina	Sohar	MOCI branch – Al Hambar area, opposite Sohar Sport Complex
Ministry of Commerce and Industry	ALBatina	AlRustaq	MOCI branch – Near AlRustaq Municipality and roundabout leading to ROP
Ministry of Commerce and Industry	Musandam	Khasab	MOCI branch – Al’Sharja area, near Shell filling station and Toyota Showroom
Ministry of Commerce and Industry	North AL’Sharqia	Ibra	MOCI branch – Al’Thabti area, near The Directorate General of Health Services
Ministry of Commerce and Industry	ALWusta	Haima	MOCI branch – ALDaqam Street, near Director General of Electricity and Water

Where can I buy Card Reader?

Supplier	Location	Contact Number
IDEI solutionCompany	AlAziba, near Civil Service Employees Pension Fund	٢٤٢١٥٩٩٢ ٩٤٨٧٤٢٤٠
Al’Saqar ALDahbi	Ruwi	٢٤٧٨٦٤٦٦
ALQaseest for Stationery	Muscat , Liwa, Sohar	Muscat, Liwa:٩٥٣٣٠٨٠٢ Sohar:٩٦٦٠٠٣٧



Frequently Asked Questions.

- ١- I tried to use PKI service (TAM) on my phone. Every time I do so the following message appears: (The Card is blocked). What can I do?

Answer: please open oman.om/tam website, choose Mobile PKI PIN reset instead of choose Mobile PKI Activation.

- ٢- - How do I know if my ID card is supporting PKI?

Answer: IF your eID Card is issued on 14th July 2013 or later. If issued before, please visit Directorate General of Civil Status to renew it in order to activate your digital identity.

- ٣- What type of Transactions can I accomplish using TAM (PKI) service?

Answer: TAM (PKI) service provides you with the secure login to government eServices and gives you the confidentiality and electronic signature you require to make your transactions electronically. The type of Transactions you can carry out, depend on the Organization offering TAM service, for Instance: Getting Commercial Registration can be done using (Invest Easy Gateway), so Tam service provides you with the digital Authentication and electronic Signature without the need for you to visit the ministry physically.

- ٤- Does Tam Service Offer Electronic Payment?

Answer: TAM service offers secure login to enable you to do your electronic transactions and to authenticate personal information and enable you to sign electronically. Payment mechanism varies from an entity to another. So, TAM service doesn't support e-payment.

- ٥- How can I activate PKI-enabled SIM?

Answer: From website www.oman.om/tam . And be assure to activate your ID card. For more clarification, refer to [Activate Tam Service On SIM Card](#) section.

- ٦- Where can I reset my password (PIN) for ID card?

Answer: from [Portable Activation Units locations](#).

- ٧- Where can I get PKI-enabled SIM?

Answer: From (Omantel/Ooredoo) outlets.



٨- Where can I find Card reader?

Supplier	Location	Contact Number
IDEI solutionCompany	AlAziba, near Civil Service Employees Pension Fund	24215992 94874240
Al'Saqar ALDahbi	Ruwi	24786466
ALQaseest for Stationery	Muscat , Liwa,Sohar	Muscat, Liwa:٩٥٣٣.٨.٢ Sohar:٩٦٦.٠.٣٧

٩- How can Citizens sign on electronic Contracts as applicable on Ministry of Manpower?

Answer: If your contract in PDF format, you can sign as following:

- Enter to www.oman.om/tam , and choose (TAM services).
- press on PDF Signing.
- Insert your file/PDF which need to be signed, and press Submit.
- On System window, the file will appear, and press submit.
- Insert your ID on Card reader, and enter your PIN.
- Your contract/Document will successful signing.
- You can download your Document/contract and then press Submit.

١٠- How can Private Organization and companies register their Employees on Electronic Contracts?

Answer: refer to Organization offering this service.

١١- What does (PIN is blocked) mean?

Answer: PIN number entered incorrectly 3 times so you have to reset your PIN.