

User Manual Online Services Public Health Department

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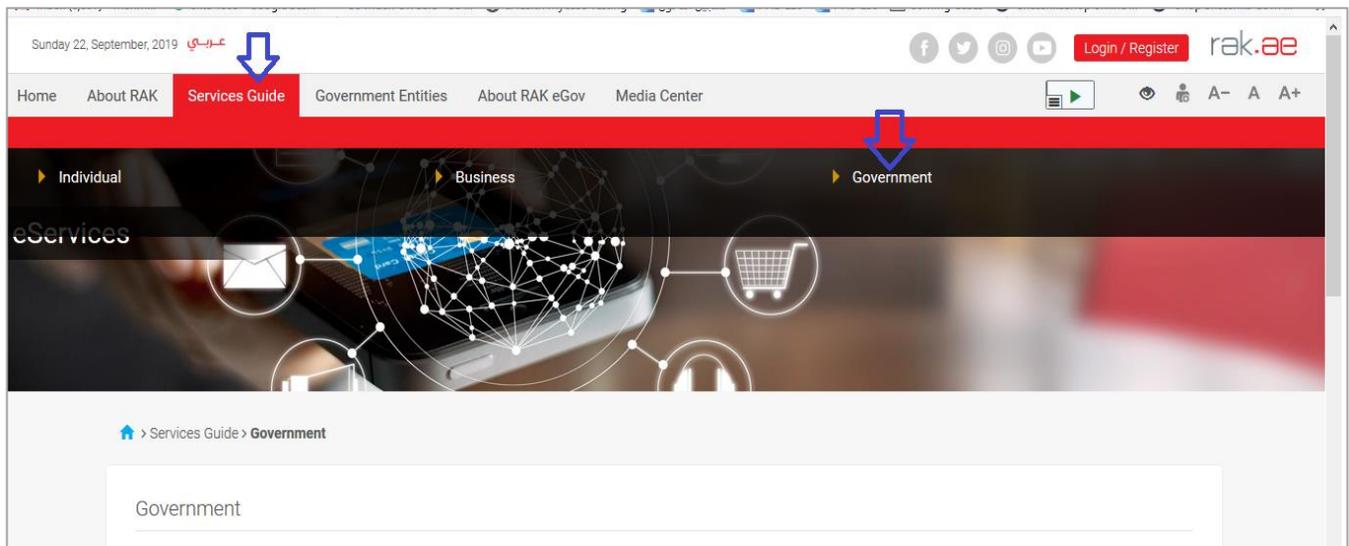
Introduction:

The Public Health Department of Ras Al Khaimah has published a patch of online service to save the customers time and efforts, and to enable them to submit any request anytime from anywhere. Hence, the customer should have a registered account on the Public Health Department to be able to use those online services.

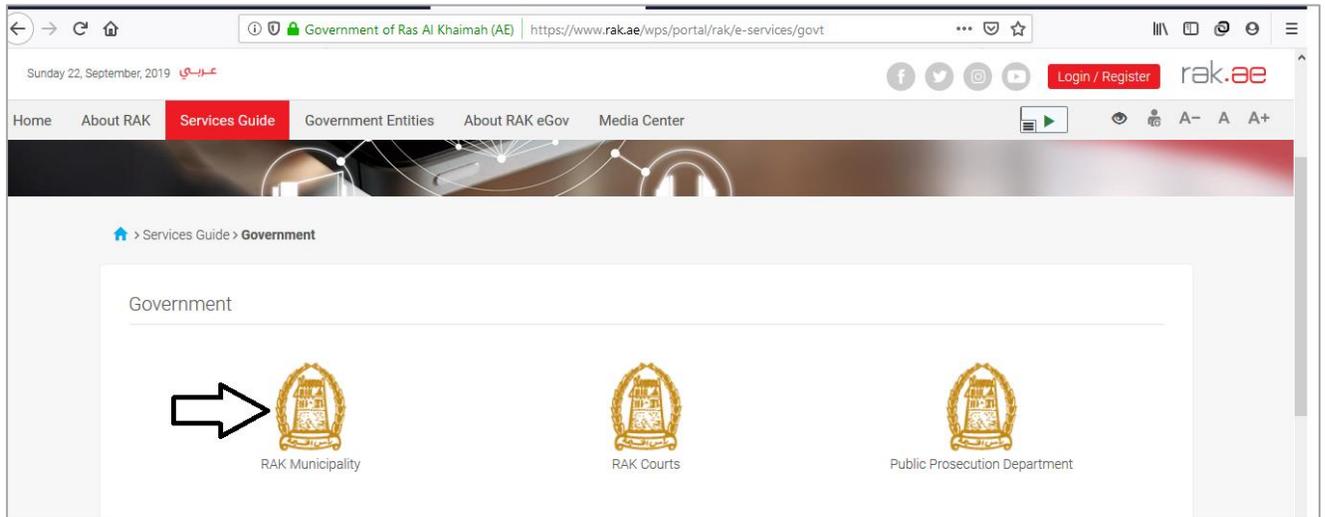
This manual will guide the customer on how to register online account and how to use it to reach the PHD online services. In addition, it will guide the customer on how to create, submit, and track their PHD requests online.

The customer will not visit the DHP facility at any time, the customers can register their online accounts, submit requests, track requests, modify requests, re-submit request after modifications, and finally get their required certificates all online.

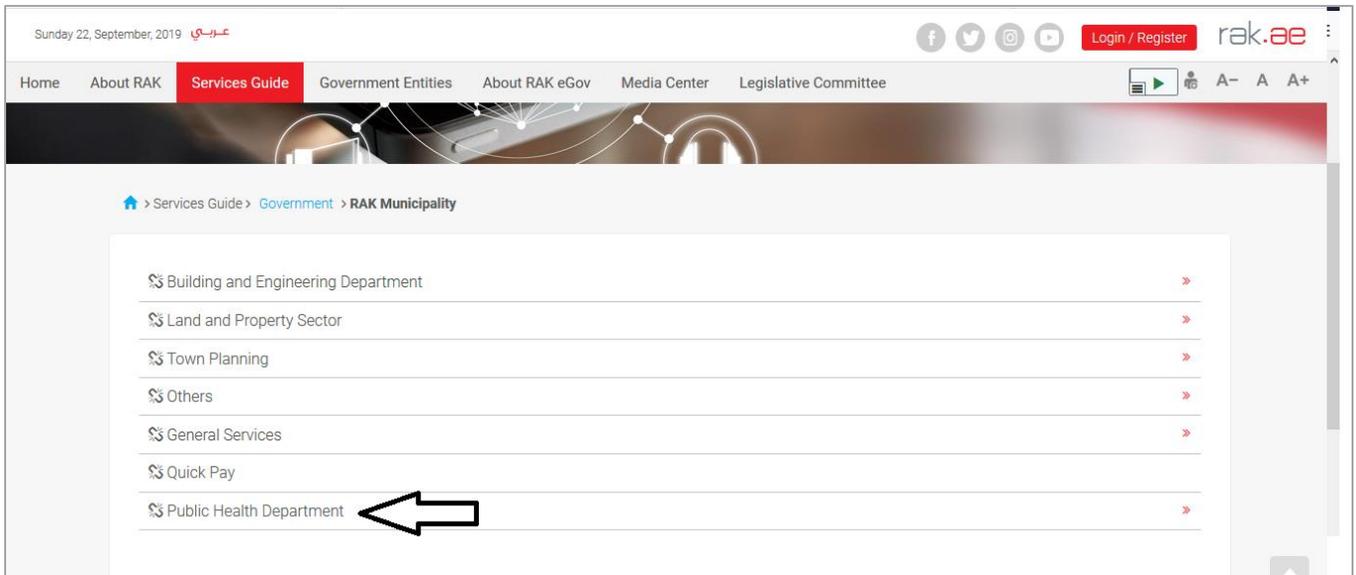
- 1- Once registration on RAK Government Portal is completed and you have accessed the RAK Government portal, submit the establishment identification documents to register the establishment online.
- 2- The required documents for establishment or individual registration can be found on the RAK Government portal by clicking the “**Service Guide**” then clicking “**Government**”



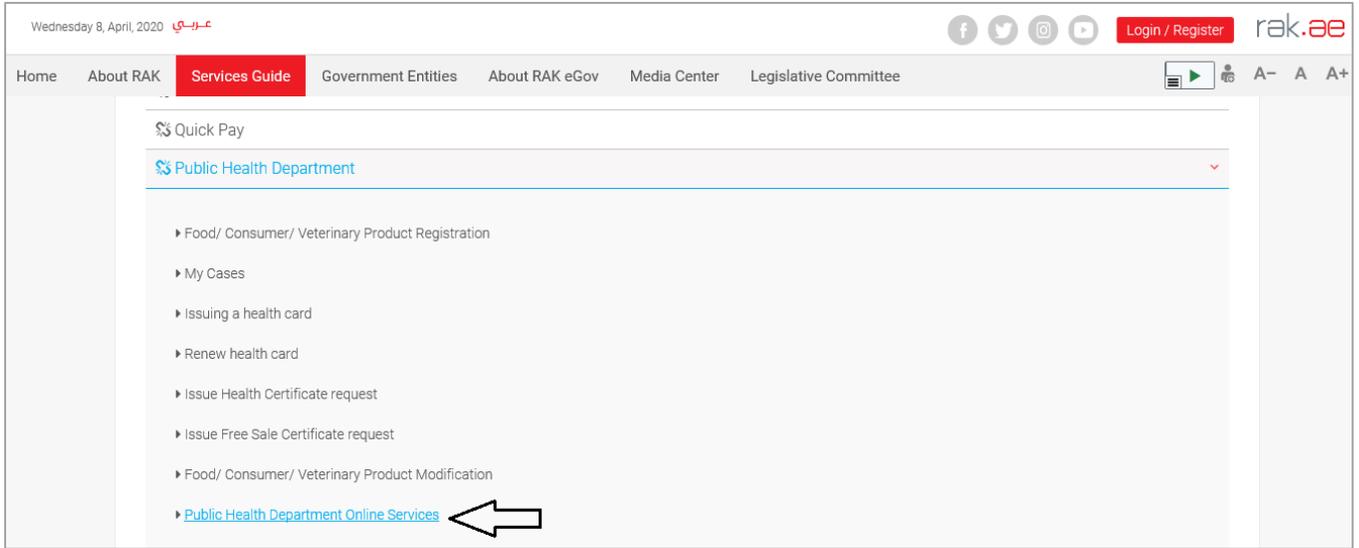
3- Next, select "RAK Municipality"



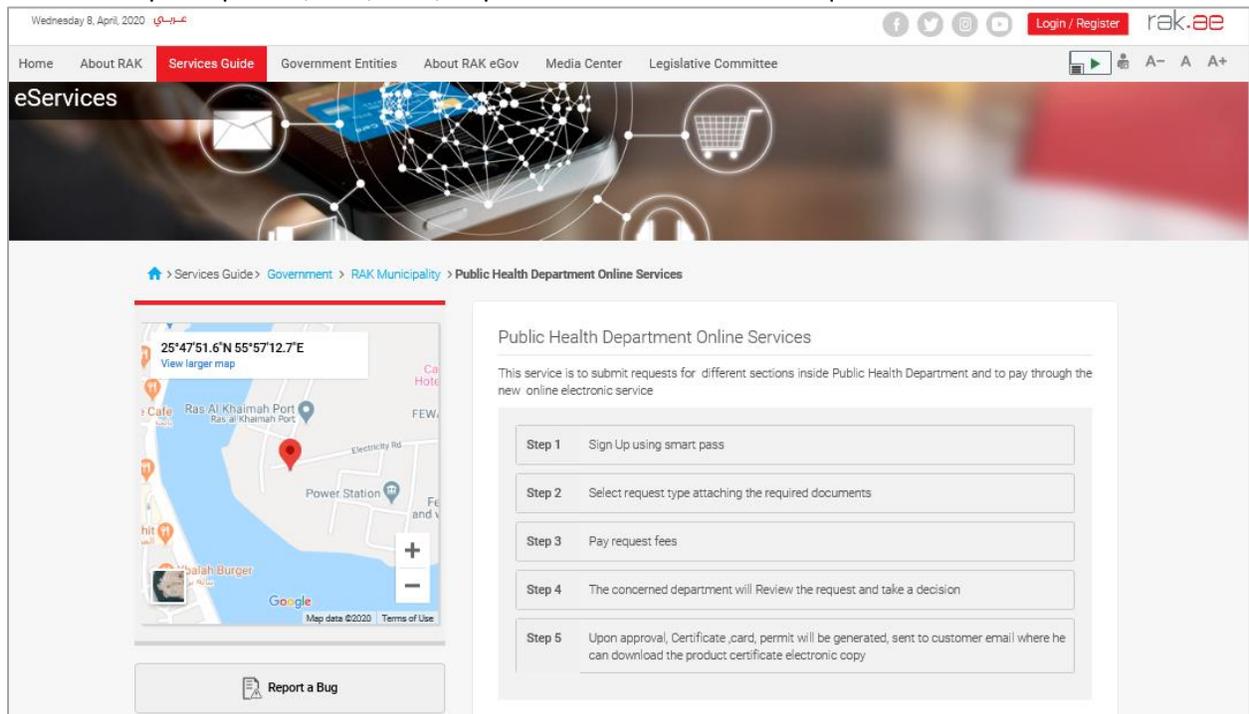
4- Next, select "Public Health Department"



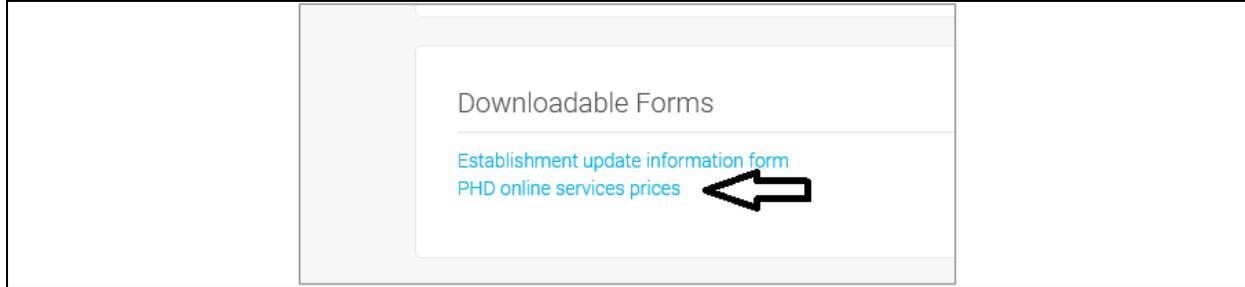
5- Next, click on [Public Health Department Online Services](#)



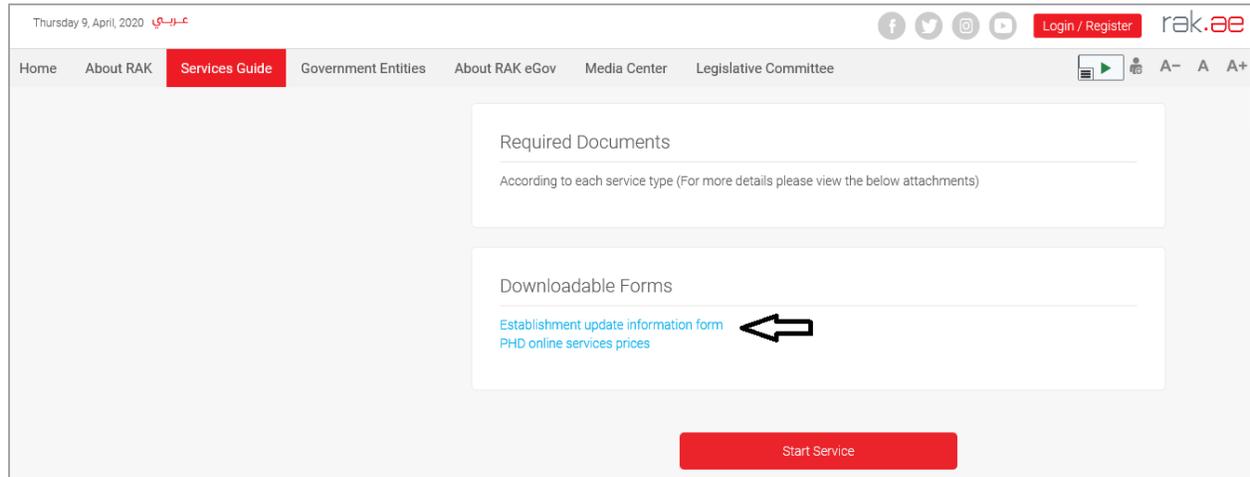
- 6- The PHD online service screen displays the online service definition, procedure, prerequisites, fees, time, required documents and the required forms to be downloaded.



Important Note: to view the list of all the online services that are provided through this screen, their fees, and their required attachments, please download the “[PHD online services prices](#)” sheet that is located at the bottom of the screen.



- 7- You have to download the “[Establishment update information form](#)” template located at the bottom of the screen; to fill it and submit it in addition to the rest of the prerequisite documents to have you or your establishment registered in the PHD online service.



Important Note: the rest of the prerequisite documents that are required to register your Establishment/update its information for the 1st time, are the below in addition to the Establishment update information form that you already filled:

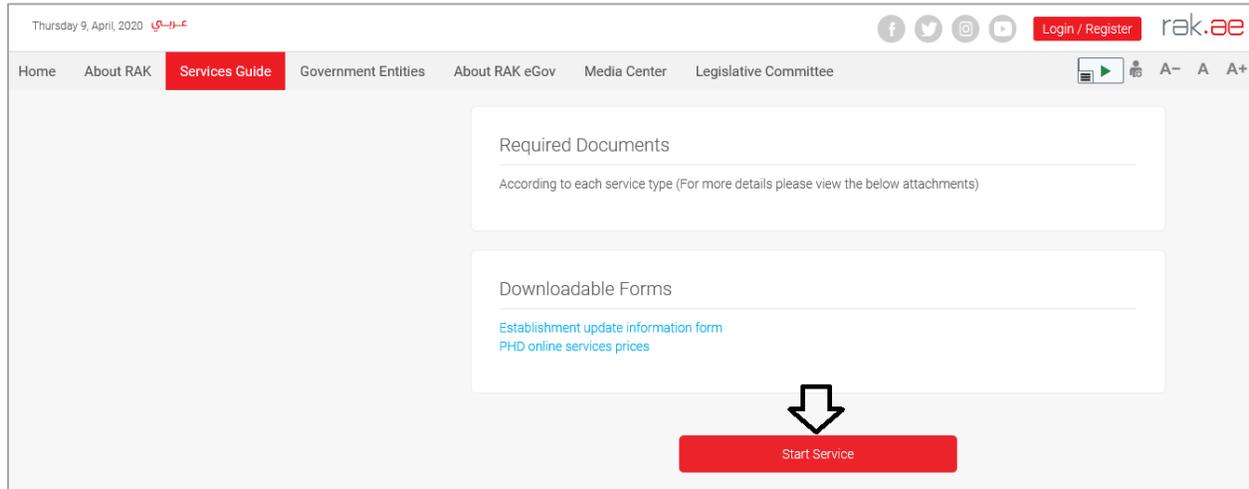
- Copy of the License
- Lease Contract/ Title Deed
- Filled [Establishment update information form](#) for (Owner / manager / Representative contacts, EID number)
- Letter of Authorization from the Company (if registering a company representative) with the ID/ Passport Number, full name and representative's relation to the Company
N.B. In case Manager / owner is not mentioned in license

The Customer must also register a **company representative (an individual) by providing the following documents:**

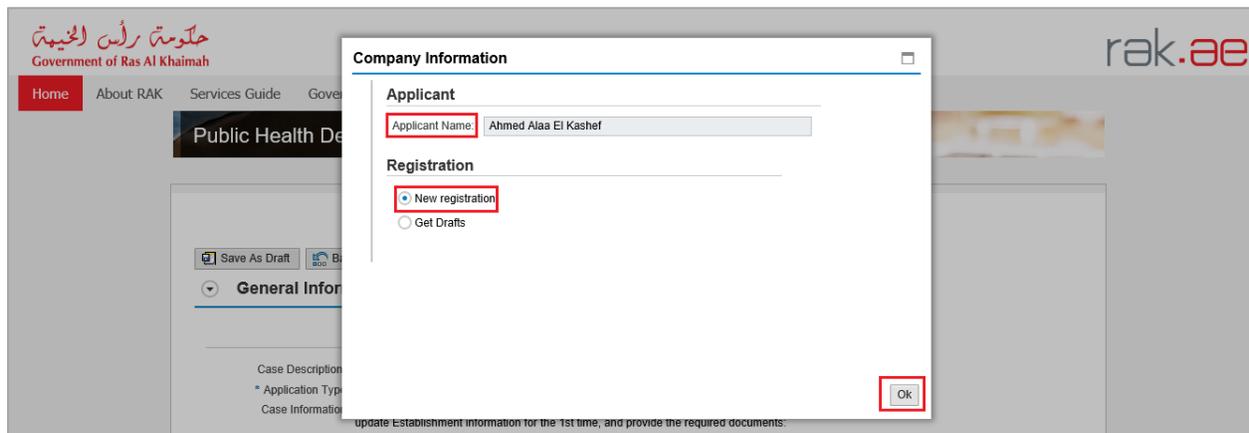
- Create an Internet user (Electronic Company Representative) and UAEPass account by:
 - Registering in UAEPass, scanning the ID Card and fingerprint on a self-payment machine as shown in the first steps
 - A valid Emirates ID Card is needed for the request
- Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information

c) Provide the representative's ID/Passport number

- 8- After having your documents ready, you need to register **online** in order to be able to use the PHD online services. So, click on the **“Start Service”** button.



- 9- The **“Company Information”** screen will pop up as follows:



- 10- Your name will be displayed in the **“Applicant Name”** field, select the **“New Registration”** option, and then click **“OK”**.
- 11- The Public Health Department Online Service screen will be displayed including the following blocks:
- a) The **General Information** block

Public Health Department Online Services

Public health department online services [Help](#)

[Save As Draft](#) [Back To Initial Screen](#) [Submit](#)

General Information

Case Description: Business partner update information

* Application Type:

Case Information: To use PHD automated services, customer must head to RaK.ae and Establishment and update Establishment information for the 1st time, and provide the required documents:

Customer Note:

Note that the only request type available for you as a new customer is the “**Business Partner Update Information**” request which you will submit to register your account for the PHD online services. You can enter any notes in the “**Customer Note**” field.

b) The **Applicant Details** Block

Applicant Details

Applicant

Applicant Number: 3000050000

Applicant Name: Ahmed Alaa El Kashef

Applicant Mobile Number: 564041094

Applicant Mail Address: ahmedm@egac.rak.ae

Note that this block displays your information.

c) The **Attachments** Block

▼ Attachments

Attachment List

Print Version

Mandatory	Doc Description	Attach File	File Path
<input type="checkbox"/>	Establishment update information form	Upload	
<input type="checkbox"/>	Lease Contract / Title Deed	Upload	
<input type="checkbox"/>	Other Documents	Upload	
<input type="checkbox"/>	Trade License	Upload	
<input type="checkbox"/>	delegation letter from company contains his name and EID	Upload	

Clear

 Save As Draft  Back To Initial Screen  Submit

Note that all of the required documents for your first registration is listed, all you have to do is to upload them and click on the “**Submit**” button at the bottom of the form, to send your request to the PHD employee for approval.

Important Note: the registration service will be the only active service for the customer when the customer register for the first time.

Log in and Create PHD Online Service Request

After your registration request for the first time is completed and approved by the PHD respective staff, you can login to start using the PHD online services (as needed)

1. Enter your RAK Government Portal username and password which you have previously created, then press on the “**Log in**” button.

Please Log in

Login With UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.

Not yet a member? Register With UaePass

OR

Log in to RAK.ae

Username

Password

Log in

Cancel

2. Select the name of the establishment for which you want to get the service.
Note that the list will include the establishments that are registered by your username.

Public Health Department Online Services

Save As Draft

General Information

Case Description

Application

Case Information

Customer

Applicant Details

Company Information

Select Establishment

Establishment Name: مؤسسة الربيع للمقاولات العامة والديكور

Registration

New registration

Get Drafts

Ok

3. Select “**New Registration**” option to apply for a new service, then click “**Ok**”.

Public Health Department Online Services

Company Information

Select Establishment

Establishment Name: مؤسسه الربيع للمقاولات العامه والديكور

Registration

New registration

Get Drafts

Ok

Note: you can select “Get Drafts” option, if you have created service request draft before and you want to complete and submit them now, then click “Ok”.

4. The Public Health Department Online Service screen opens, and you can apply for a new service.

Public Health Department Online Services

Public health department online services ? Help

Save As Draft Back To Initial Screen Submit

General Information

Case Description: Issue health card (new/renewal)

* Application Type: Issue health card (new/renewal)

Case Information: To issue health card for workers in food establishment or working in public health related facilities

Customer Note:

Applicant Details

Applicant	Applicant Representative
Applicant Number: 3000113077	Rep. Name: مصطفى احمد
Applicant Name: مؤسسه الربيع للمقاولات العامه والديكور	Rep. Mail Address: hend.m@egac.rak.ae
Applicant Mobile Number: 564041094	Rep. Mobile Number: 564041094
Applicant Mail Address: hend.m@egac.rak.ae	

5. In **General Information** block, Select the **Request Type**, from the dropdown list which includes 52 requests types.

* Application Type: Issue health card (new/renewal) ▼

- Issue health card (new/renewal)
- NOC ship clearance
- Health card replacement fee
- Approve quality systems consulting firm
- Renew quality systems consulting firm
- Consultants approval application request
- Approval to the awarding company for F&S
- Renewal to the awarding company for F&S
- Renewal to audit awarding bodies for F&S
- Approval request for food safety manual

6. Enter your notes in the **Customer Note** field.

Note:

- The “**Case Description**” and the “**Case Information**” fields content will be changed as per the selected request type.
- The **Applicant Details** block displays the information of the establishment that you have selected in the initial screen, and the information of its representative.

7. The **Attachments** block displays the mandatory documents to be attached to complete the selected request. The list of the attachments will be changed as per the selected request type.

Attachments

Attachment List

Print Version

Mandatory	Doc Description	Attach File	File Path
<input type="checkbox"/>	EID copy	Upload	
<input type="checkbox"/>	Other Documents	Upload	
<input type="checkbox"/>	Passport copy	Upload	
<input type="checkbox"/>	Personal picture	Upload	
<input type="checkbox"/>	Visa copy	Upload	

Clear

Save As Draft Back To Initial Screen Submit

8. You can edit all attachments (add new or remove/replace existing) taking into consideration that mandatory attachments should be uploaded.

9. To upload documents:

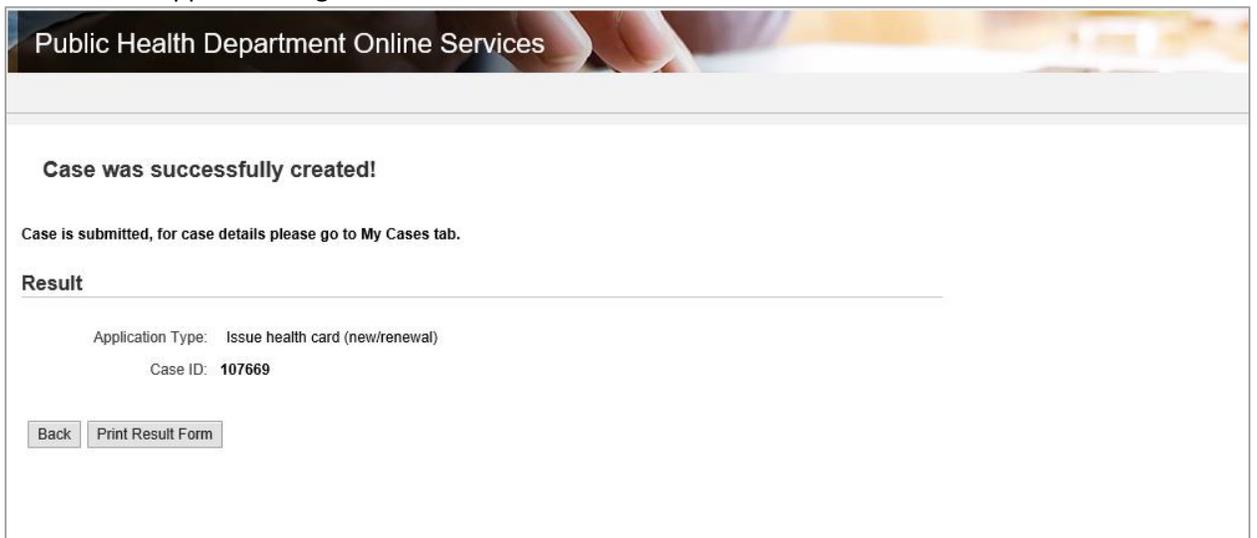
- A. Click the “**Upload**” button, a window pops up allowing you to choose the files as shown below:



- B. Browse for the file and Click on **Add** → the file will be uploaded successfully.
C. Repeat the steps to attach next documents.

Note: In case of incorrect upload, you can select the record and click the “**Clear**” button to remove it

10. After you select the required request type, enter your note, and attach the mandatory documents, you have options to:
- “**Save As Draft**” to save the request for later.
 - “**Submit**” to complete the request.
 - or even clear all fields by selecting “**Back To Initial Screen**” and confirm leaving the screen in the displayed confirmation message.
11. Click “**Submit**” and confirm the submission in the displayed confirmation message. A screen will appear stating that the case is submitted in addition to the **case ID**.



12. To return to the main screen click “**Back**”
13. To print out the screen click “**Print Result Form**”

After the request is submitted, you need to access your cases on the RAK Portal www.rak.ae to pay the request fees, in order to send it to the PHD respective employees to review it and take the decision.

Note: To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you are for the same:

Case was successfully created!

Case is submitted, for case details please go to My Cases tab

Result

Application Type: Iss

Case ID: 107

Back Print Result Form

مؤشر السعادة
HAPPINESS METER

How was your Experience?

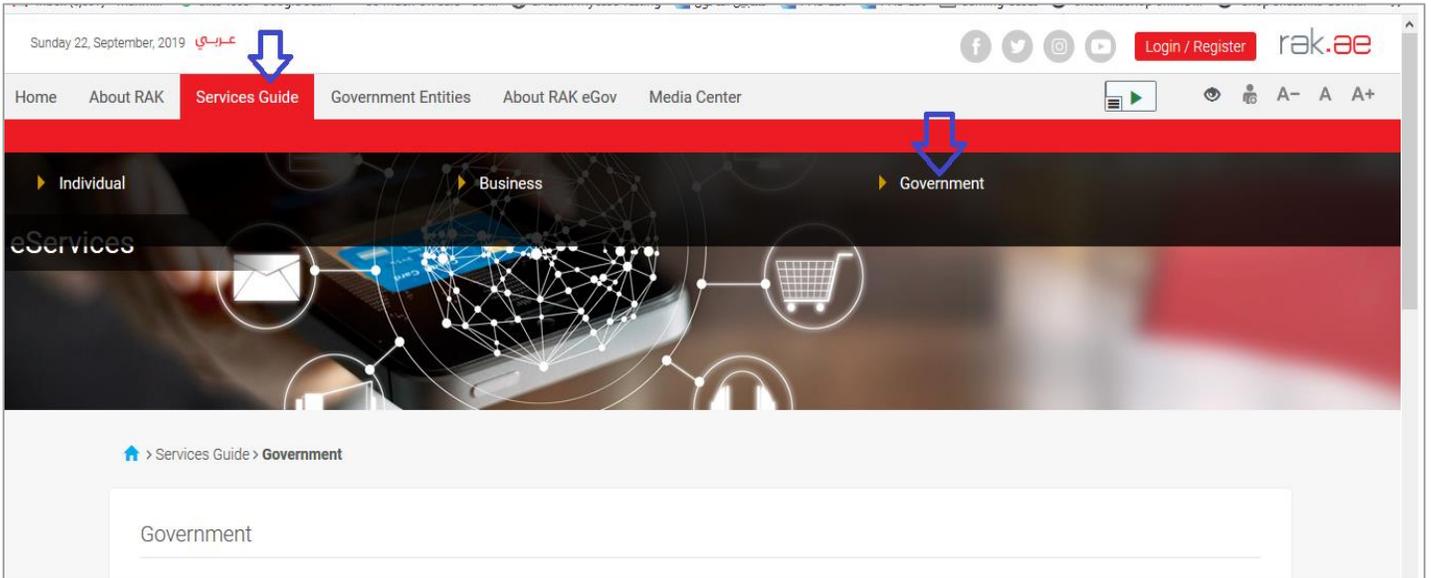
😊 😐 😞

Select the required face and your evaluation will be submitted directly.

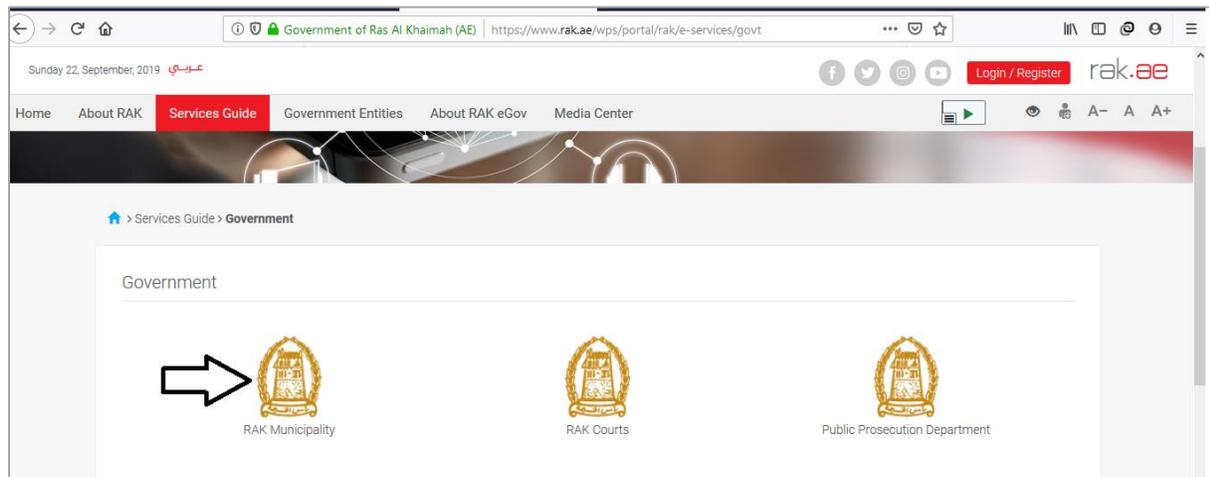
My Cases

You can find the Submitted requests in “My Cases” tab, to access it please visit the Ras Al Khaimah Government website at www.rak.ae as shown on the screen below.

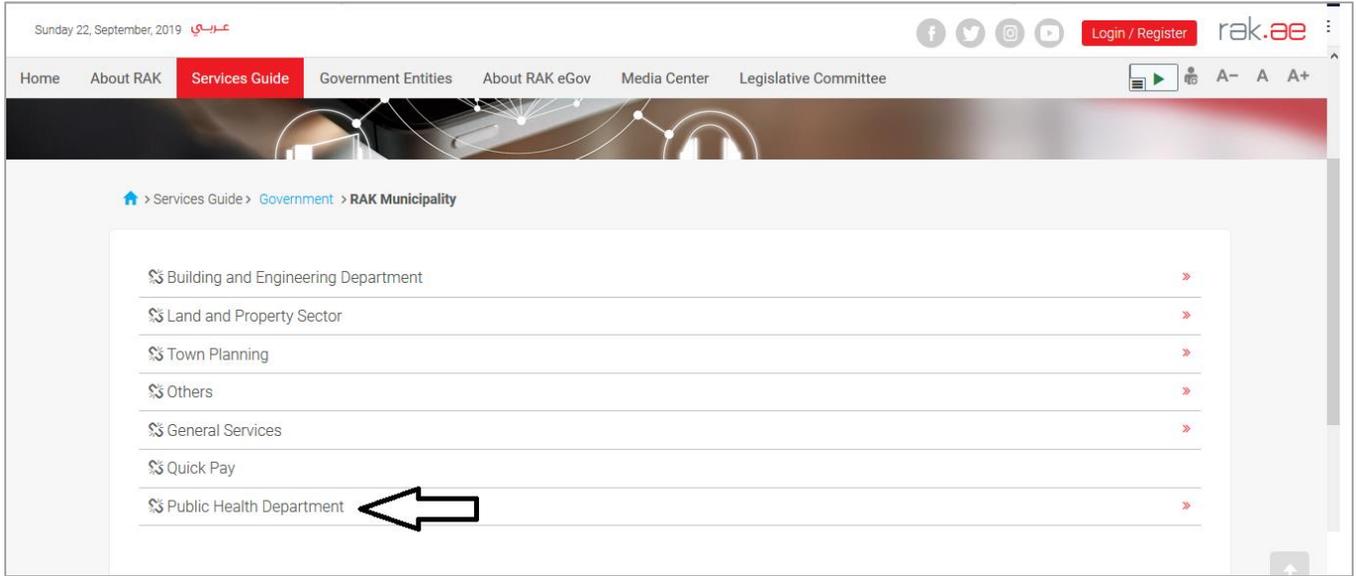
Then, Click the “Service Guide” then click “Government”



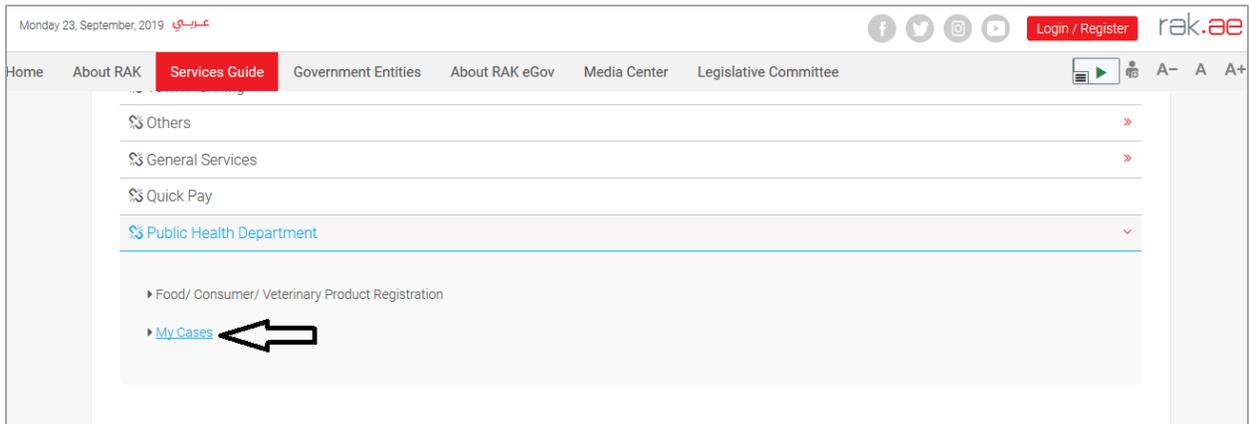
Next, select “RAK Municipality”



Next, Select the “Public Health Department”



Next, Select “My Cases”



Next, enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.

Please Log in

Login With UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.

[Not yet a member? Register With UaePass](#)

Log in to RAK.ae

Username

Password

Log in

Cancel

“My Cases” tab will be displayed to show all of your transactions submitted to the Public Health Department and pending for payment (if not paid yet) or pending for PHD approval.

Public Health Services

My cases (ZH) | My Notification | Product Registration Request | Issue Health Certificate | Issue Free Sales Certificate

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
107674	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:45:48	
107673	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:45:25	
107672	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:44:08	
107671	PHD Generic Service Request			NOC ship clearance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:21:24	
107670	PHD Generic Service Request			Pork Insurance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:09:52	
107669	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 08:16:28	

Case Details | Case Documents | Payment Requests

Creation date frame: All Case Status:

Total number of cases: 1008

“My Cases” Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

Note: you can do the following for each case/ request created:

- Print (As a Pdf) **Print Version**
- Export (As excel files) **Export**

When selecting the request, and perform any of Print version or export, the system will automatically generate / download the required case

- You will be able to view the details of the service request by selecting the required request and then clicking on the “Case Details” button

Public Health Services

My cases (ZH) My Notification Product Registration Request Issue Health Certificate Issue Free Sales Certificate

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	St
107675	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:46:12		Cu
107674	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:45:48		Cu
107673	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:45:25		Cu
107672	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:44:08		Cu
107671	PHD Generic Service Request			NOC ship clearance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:21:24		Cu
107670	PHD Generic Service Request			Pork Insurance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:09:52		Pe

[Case Details](#) [Case Documents](#) [Payment Requests](#) Creation date frame: All Case Status: O

Total number of cases: 1008

The details screen of the selected request pops up to show all of its details as below:

Details for case with ID 107674

Case Attributes

Title: Issue health card (new/renewal)
Case Type: PHD Generic Service Request
Last Changed by: System
Changed On: 09.04.2020 09:45:54
Created By: PORTAL1
Created On: 09.04.2020 09:45:48
Case ID: 107674
Final Decision:
MISC Service Fee: 0.00
MISC Service Qty: 1
Status: Customer happiness review(1)
Sub Scenario Document Types: Issue health card (new/renewal)

Case Notes

Linked Objects

Close

- You will be able to view the attachments of the service request by selecting the required request and then clicking on the “Case Documents” button

Public Health Services

My cases (ZH) My Notification Product Registration Request Issue Health Certificate Issue Free Sales Certificate

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	St
107675	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:46:12		Ct
107674	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:45:48		Ct
107673	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:45:25		Ct
107672	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:44:08		Ct
107671	PHD Generic Service Request			NOC ship clearance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:21:24		Ct
107670	PHD Generic Service Request			Pork Insurance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:09:52		Pe

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: O

Total number of cases: 1008

A screen will pop up to show all of the documents are attached to the selected request when it is created where you can upload any file or all of the files.

Documents for case with ID 107674

Case Documents

File Description	
EID copy.PNG	

Download all attachments

Close

Request Payment

In “My Cases” tab, you will be able to pay the fees of a service request by selecting the required request and then clicking on the “Payment Requests” button.

Public Health Services

My cases (ZH) | My Notification | Product Registration Request | Issue Health Certificate | Issue Free Sales Certificate

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	St
107672	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:44:08		Ct
107671	PHD Generic Service Request			NOC ship clearance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:21:24		Ct
107670	PHD Generic Service Request			Pork Insurance	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 09:09:52		P
107669	PHD Generic Service Request			Issue health card (new/renewal)	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 08:16:28		Ct
107668	PHD Generic Service Request			Permit to sell popcorn machines	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 07:56:28		Ct
107667	PHD Generic Service Request			تصريح مكافئ بيع الفوشان	مؤسسة الربيع للمقاولات العامة والديكور	09.04.2020 07:55:40		Ct

Case Details | Case Documents | **Payment Requests**

Creation date frame: All | Case Status: O

Total number of cases: 1008

The following screen will be displayed to show the amount needed to be paid for the select request.

Public Health Services

My cases (ZH) | My Notification | Product Registration Request | Issue Health Certificate | Issue Free Sales Certificate

My Payments [Help](#)

Billing Documents for case with ID

Print Version | Export

Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
	107670	910027435	15,000.00	0.00	15,000.00	AED

Pay Selected Item | Back

Click on the required payment item and then click on the “Pay Selected Item” button to move to the payments channels screen:

Public Health Services

- My cases (ZH)
- My Notification
- Product Registration Request
- Issue Health Certificate
- Issue Free Sales Certificate

Payment Amount: 15,000.00
Amount Already Payed: 0.00

* Transaction Amount 15,000.00 AED

E-Dirham 

Banks Cards  

By clicking "Pay" a new transaction will be created and you will be redirected to Etisalat/e-Dirham payment page, where you can finish the transaction.

The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

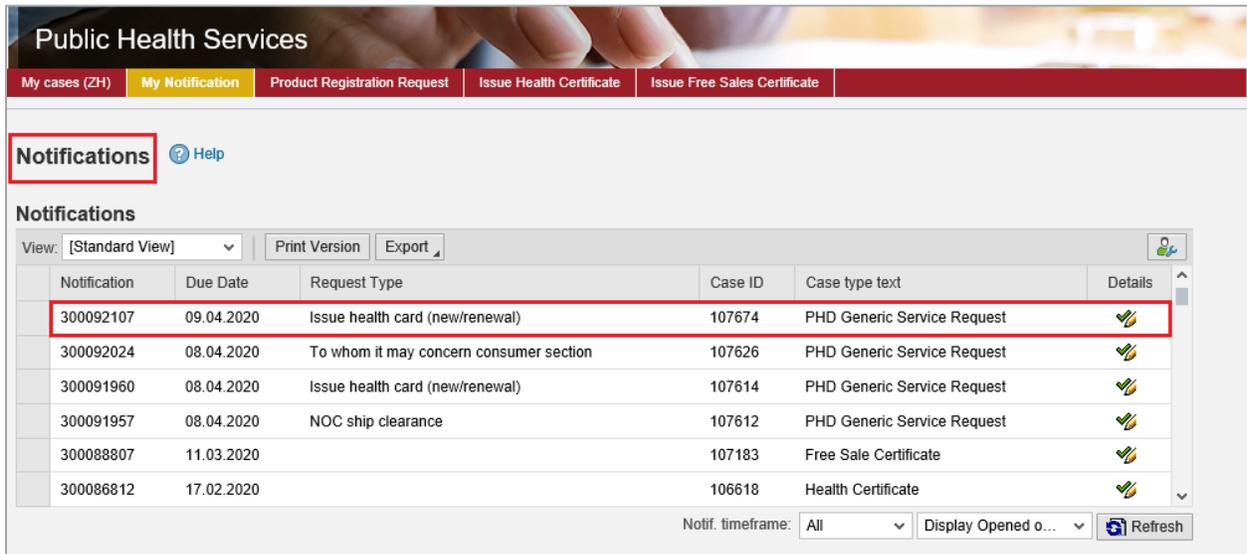
Select the required payment channel and click the **"Pay"** button to proceed with the payment process as usual.

Customer Action

Upon successful payment the request will be displayed for the DHP respective employee to review it and take the decision, but if the request requires a modification from the customer, then the employee will return it to the customer to apply the modification and then send it back after modification again for review.

When one of your request is returned to you for modification, you will find it in **“My Notification”** tab. To access **“My Notification”** tab, follow the [same procedure you did to reach “My Cases” Tab](#).

In **“My Notification”** tab, you can open the request for modification as in the screen below:



The screenshot shows the 'Public Health Services' interface with the 'My Notification' tab selected. A table of notifications is displayed with the following data:

Notification	Due Date	Request Type	Case ID	Case type text	Details
300092107	09.04.2020	Issue health card (new/renewal)	107674	PHD Generic Service Request	
300092024	08.04.2020	To whom it may concern consumer section	107626	PHD Generic Service Request	
300091960	08.04.2020	Issue health card (new/renewal)	107614	PHD Generic Service Request	
300091957	08.04.2020	NOC ship clearance	107612	PHD Generic Service Request	
300088807	11.03.2020		107183	Free Sale Certificate	
300086812	17.02.2020		106618	Health Certificate	

To modify a request, follow the step below:

1. Click the **“Details”** icon  to the right of the required request → the **“Customer Action”** screen pops up as below:

Customer Action 300092110

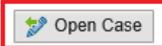
Selected Notification

Notification: 300092110	Case ID: 107673
Created on: 09.04.2020	Case Type: ZH00 PHD Generic Service Request
Requester: Hend Gomaa Mohamed	BusinessPartner: 3000113130 مصطفى عبد الرازق محمد احمد
Lock Status:	
Current System Status: Open	

Product Modification Steps

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing



Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below



Comments

Note from Municipality:

Modify attachment

2. Click on “Open case” button to modify the request → the request details screen opens

Public health department online services [Help](#)

[Update](#)

General Information

Case Description: Issue health card (new/renewal)
Application Type: Issue health card (new/renewal)
Case Information: To issue health card for workers in food establishment or working in public health related facilities
Customer Note:

Applicant Details

Applicant	Applicant Representative
Applicant Number: 3000113077	Rep. Name: مصطفى احمد
Applicant Name: مؤسسة الربيع للتقنيات العامة والبيكور	Rep. Mail Address: hend.m@egac.rak.ae
Applicant Mobile Number: 564041094	Rep. Mobile Number: 564041094
Applicant Mail Address: hend.m@egac.rak.ae	

Attachments

Attachment List

[Print Version](#)

Mandatory	Doc Description	Attach File	File Path
<input type="checkbox"/>	EID copy	Upload	
<input type="checkbox"/>	Other Documents	Upload	
<input type="checkbox"/>	Passport copy	Upload	
<input type="checkbox"/>	Personal picture	Upload	

3. Modify the request as per the PHD employee comments through add/replace or delete the request attachments.
4. Click the **“Update”** button. A confirmation message will pop up:

Submit Case Creation

Do you want to submit the request?

[Submit](#) [Cancel](#)

5. Click **“Submit”**, then you will return to the **“Customer Action”** screen:

Customer Action 300092110

Selected Notification

Notification: 300092110	Case ID: 107673
Created on: 09.04.2020	Case Type: ZH00 PHD Generic Service Request
Requester: Hend Gomaa Mohamed	BusinessPartner: 3000113130 مصطفى عبد الرازق محمد احمد
Lock Status:	
Current System Status: Open	

Product Modification Steps

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing

Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below

Comments

Note from Municipality:

Modify the attachments

6. Click **“Complete”** and then **“Save”** to complete your modifications → the request will be removed from **“My Notifications”** tab and the request will be submitted again to the PHD employee for review and take the decision.

After getting your request approved by the PHD employee, you will receive the required result such as certificate, online. The PHD employee will send you a soft copy of the required certificate on your Email through the system.

Appendix i

Establishment update information form



Establishment+update+information+form

PHD online services prices



PHD+online+services+prices+&+description