

User Manual

User Management -Assign Admin for Company Request

General Services

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Introduction:

The Ras Al Khaimah Municipality launched a set of electronic services to save customers time and effort and enable them to submit their requests at any time and from anywhere.

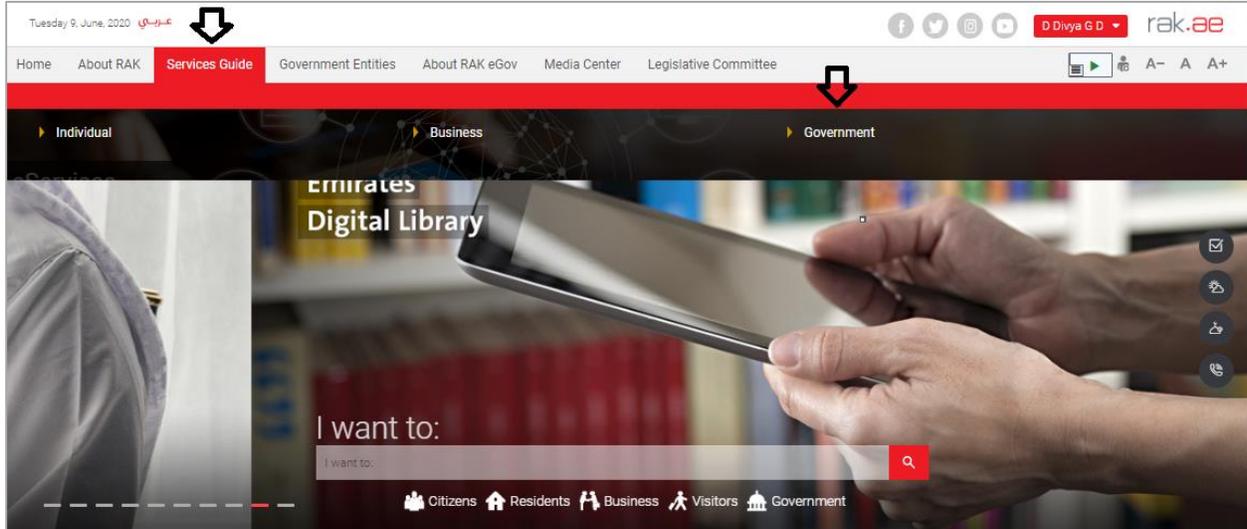
The User Management -Assign Admin for Company service allow the establishment to assign admin who is responsible for adding or revoking access rights to services to company employees.

This guide shows customers how to access the User Management -Assign Admin for Company request. It also guides them on how to create, send and track the request electronically.

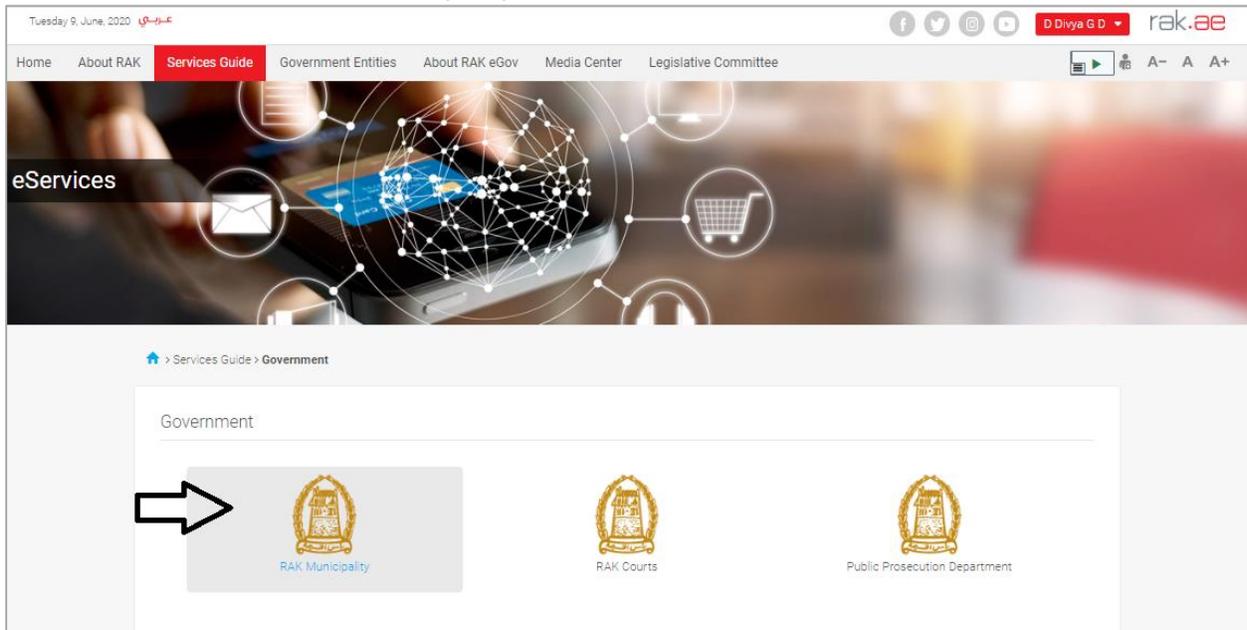
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them from the Customer Happiness Center as per the need for the original copy.

Login and access to the User Management -Assign Admin for Company Service

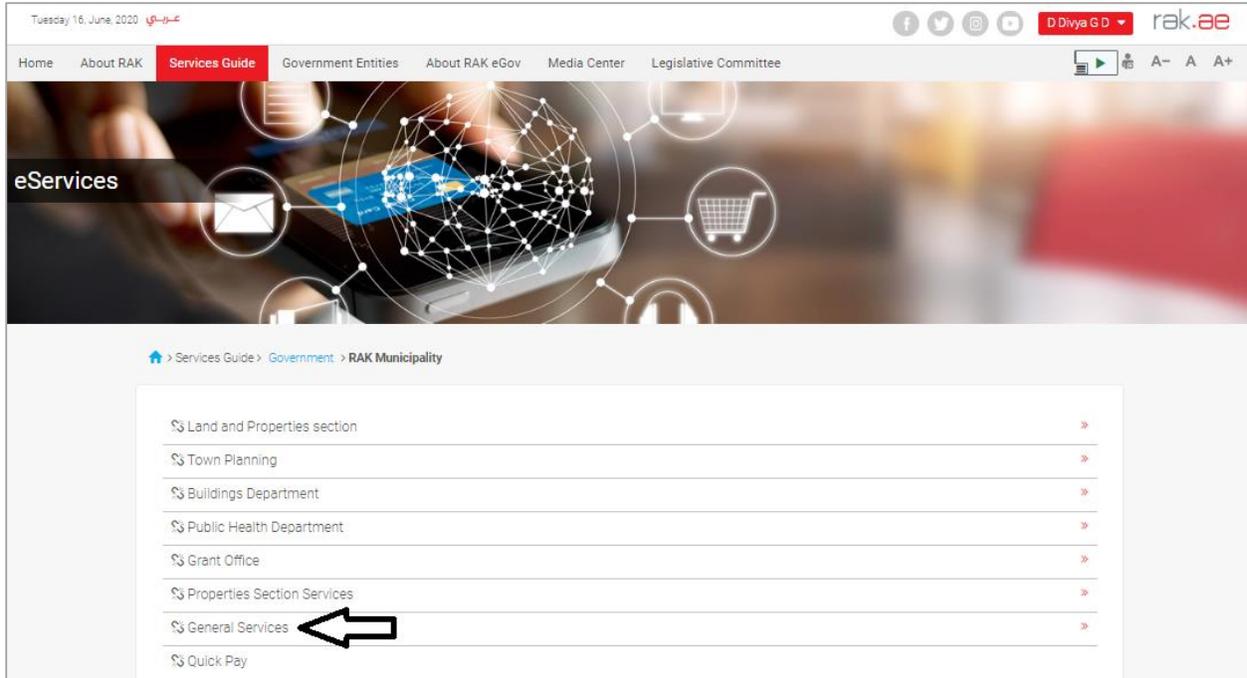
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the User Management -Assign Admin for Company request, click on the “Service Guide” then click on “Government”



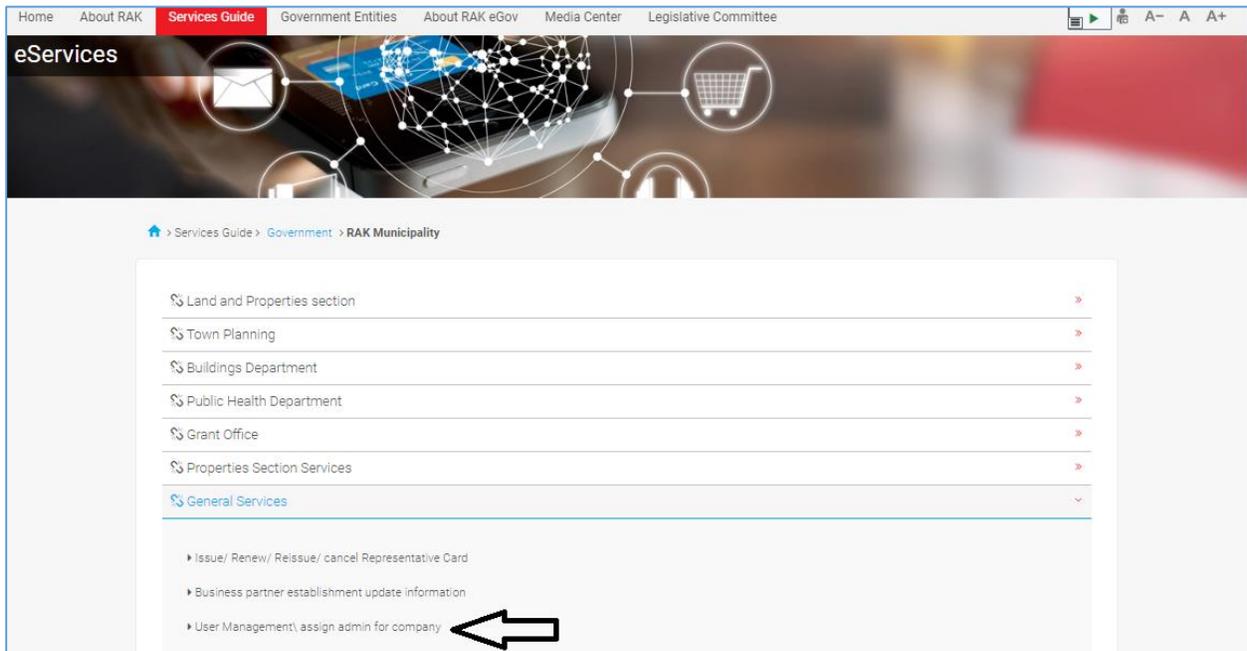
3- Next, select “RAK Municipality”



4- Next, select “General Service”



5- Next, click on the **User Management -Assign Admin for Company**



6- The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.

Wednesday 17, June, 2020 عربي

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Login / Register rak.ae

eServices

> Services Guide > Government > RAK Municipality > User Management assign admin for company

25°46'22.8"N 55°55'51.4"E
View larger map

Sheikh Zayed Mo...
Al Ittehad Kindergarten
Land Department
Eid Prayer Ground
RAK Academy International...
Map data ©2020 Terms of Use

User Management\ assign admin for company

This service allow the establishment to assign admin who is responsible for adding or revoking access rights to services to company employees

- Step 1 Sign up using portal account
- Step 2 Customer will open the online request with attaching the submitted documents
- Step 3 Concerned department will review the request, and take the appropriate decision (approve, reject with specifying the reason, or send back for more information from the submitter/requester)
- Step 4 Applicant will be notified once request for update information completed

- 7- Download the [Assign manager for company request form](#) and fill the required information about the company and the manager then save it in order to attach it with the rest of the request attachments.
- 8- To use the service, click on the “**Start Service**” button.

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Login / Register rak.ae

Processing Time

1 working day from submission

Required Documents

1. Active Trade license copy
2. delegation letter from company that contains his name and EID and contact information
3. EID copy
4. assign admin for company request form

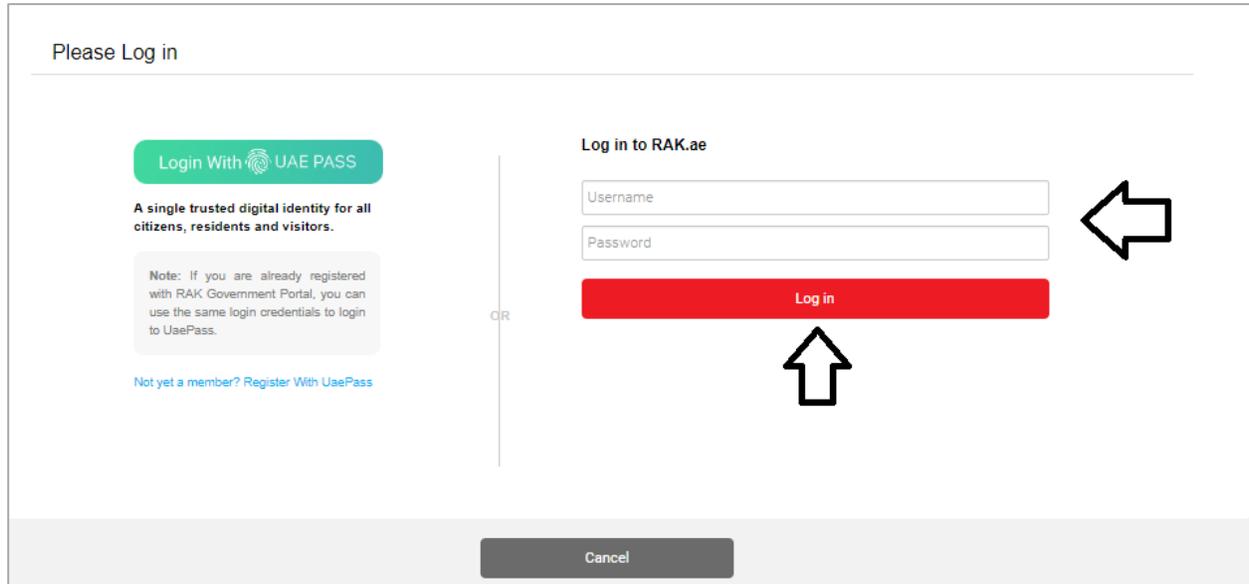
Downloadable Forms

[Assign for company request form](#)

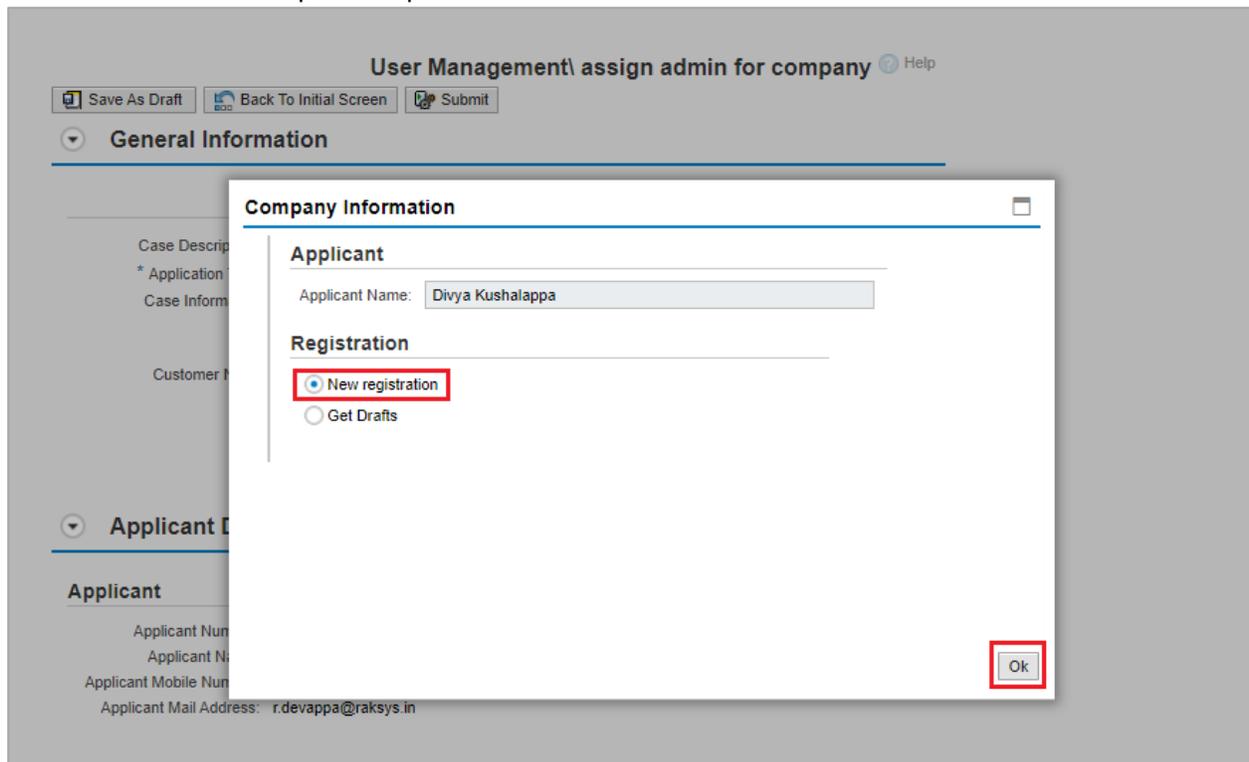
Start Service

Create a User Management -Assign Admin for Company Request

1. After you access the **User Management -Assign Admin for Company request** and click on the **“Start Service”** button, the login page will appear as follow:



2. Enter your RAK Government Portal username and password which you have previously created, then press on the **“Log in”** button.
3. The **User Management -Assign Admin for Company** request form will be displayed enabling you to create the required request:



- Your name is displayed in the “**Applicant Name**” field by default.
- Click “**New Registration**” in case you want to apply for a new request, then click “**OK**” to have the request form displayed as below:

User Management\ assign admin for company [Help](#)

▼ **General Information**

Case Description: User Management\ assign admin for company

* Application Type: User Management\ assign admin for company ▼

Case Information: This service is to allow establishment to assign one user as a company admin for the first time to be able to provide or revoke access to any of the establishment representatives to be able to access and submit online services

Customer Note:

▼ **Applicant Details**

Applicant

Applicant Number: 3000113378
Applicant Name: Divya Kushalappa
Applicant Mobile Number: 564041094
Applicant Mail Address: r.devappa@raksys.in

▼ **Attachments**

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

- In **General Information** block, Select the **User Management\ assign admin for company**, from the dropdown list.
- Enter your notes in the **Customer Note** field.

Note:

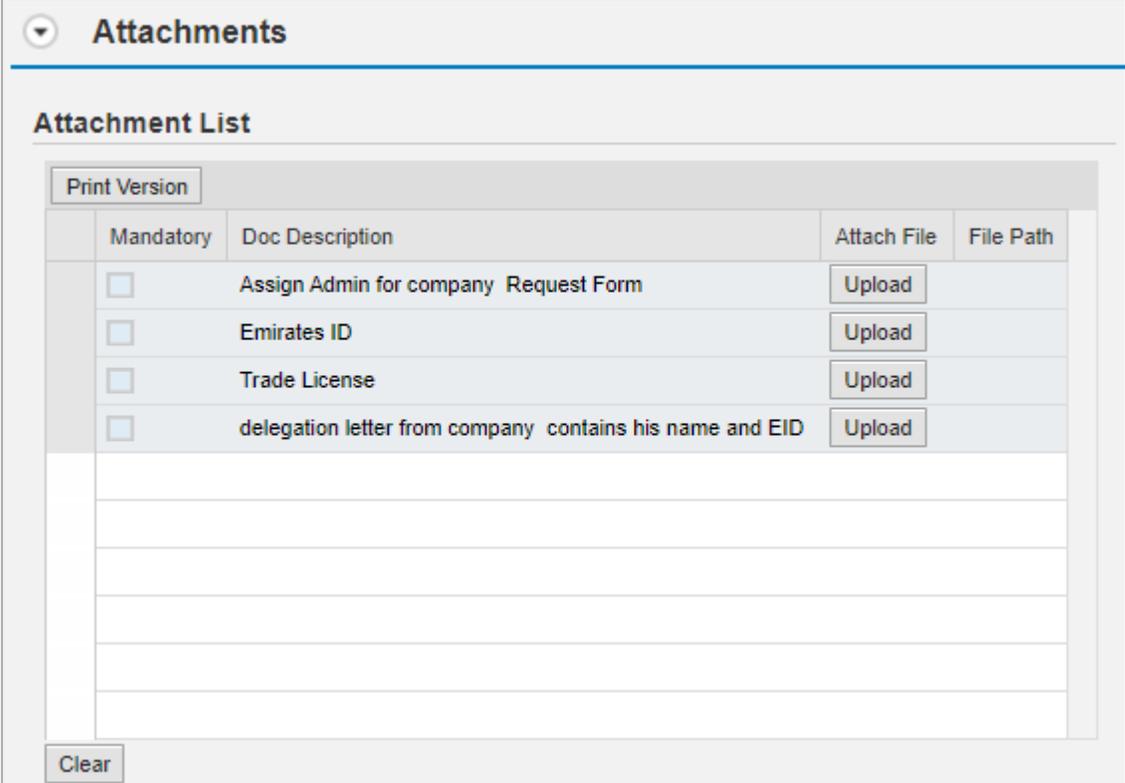
- The **Applicant Details** block displays the information of the applicant:

▼ **Applicant Details**

Applicant

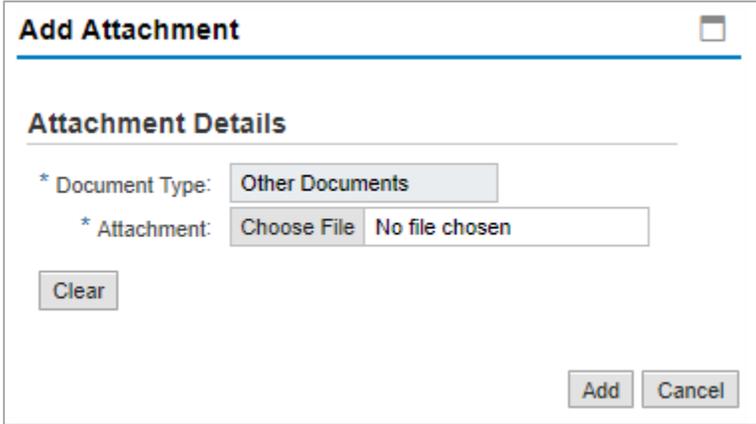
Applicant Number: 3000113378
Applicant Name: Divya Kushalappa
Applicant Mobile Number: 564041094
Applicant Mail Address: r.devappa@raksys.in

8. The **Attachments** block displays the mandatory documents to be attached to complete the selected request.



Mandatory	Doc Description	Attach File	File Path
<input type="checkbox"/>	Assign Admin for company Request Form	Upload	
<input type="checkbox"/>	Emirates ID	Upload	
<input type="checkbox"/>	Trade License	Upload	
<input type="checkbox"/>	delegation letter from company contains his name and EID	Upload	

9. You can edit all attachments (add new or remove/replace existing) taking into consideration that mandatory attachments should be uploaded.
10. To upload documents:
- Click the **“Upload”** button, a window pops up allowing you to choose the files as shown below:



Add Attachment

Attachment Details

* Document Type: Other Documents

* Attachment: Choose File No file chosen

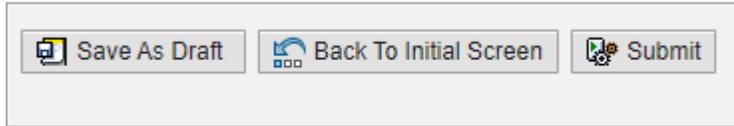
Clear

Add Cancel

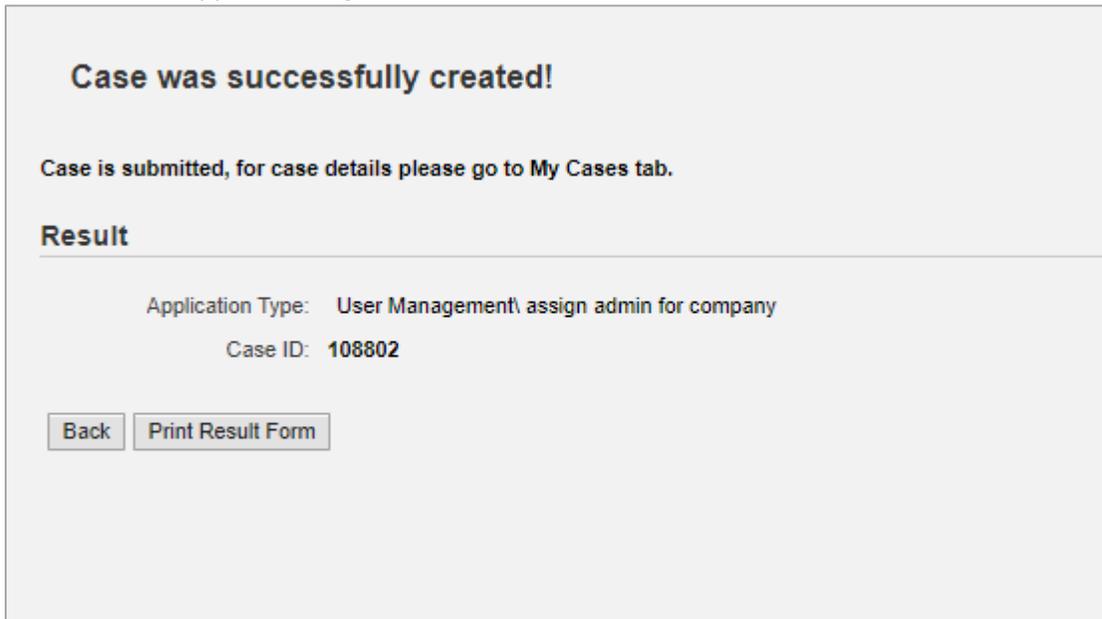
- Browse for the file and Click on **Add** → the file will be uploaded successfully.
- Repeat the steps to attach next documents.

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

11. After you fill the request mandatory fields, you have options to:



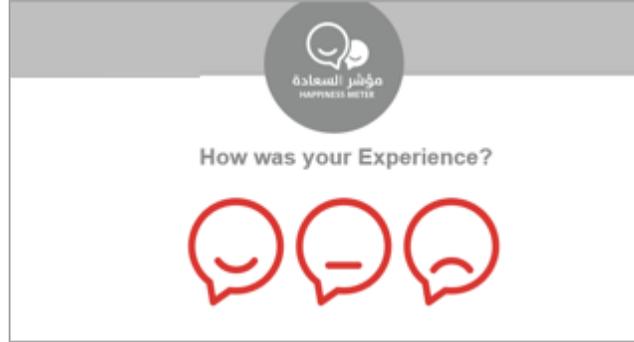
- “**Save As Draft**” to save the request for later.
 - “**Submit**” to complete the request.
 - or even clear all fields by selecting “**Back To Initial Screen**” and confirm leaving the screen in the displayed confirmation message.
12. Click “**Submit**” and confirm the submission in the displayed confirmation message.
A screen will appear stating that the case is submitted in addition to the **case ID**.



13. To apply for a new service, click “**Back**”
14. To print the result screen, click “**Print Result Form**”

After the request is submitted, you need to access your cases on the RAK Portal www.rak.ae to track your request and upon approval, applicant will be notified once request for assign admin is completed.

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 were for the same:



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

My Cases

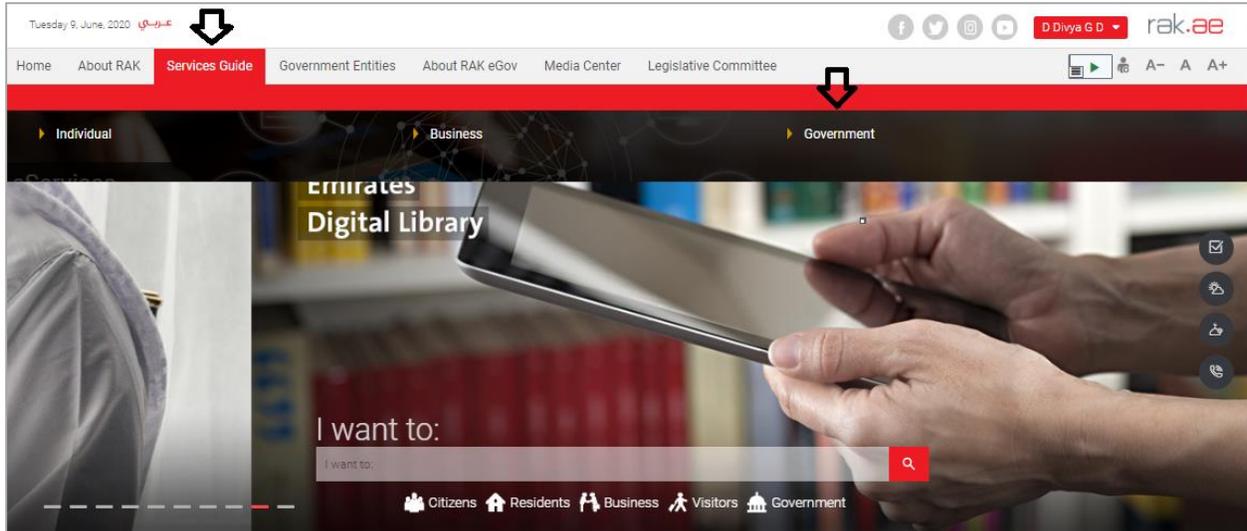
When you submit one of the Business Partner Establishment Update Information request, it is received by the coordinator in the municipality to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, then your information shall be updated.
- Reject the request stating the justifications.
- Return the request for modification after which you must modify the request as per the notes then re-send it to the coordinator to review it again and take the appropriate action against it.

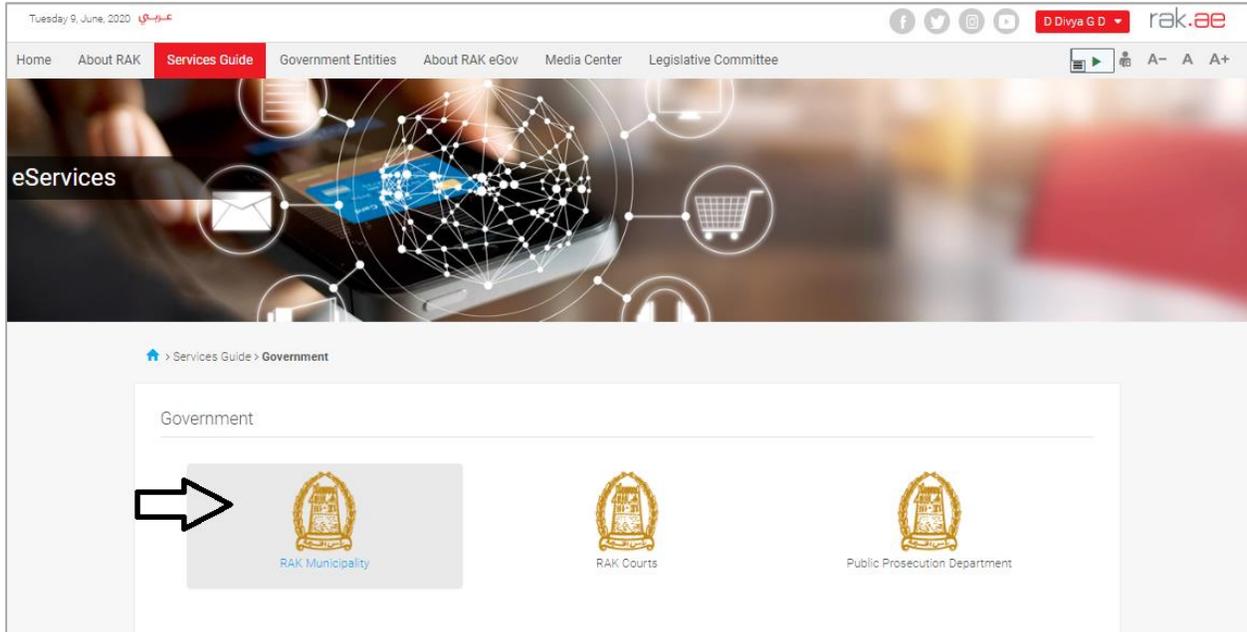
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

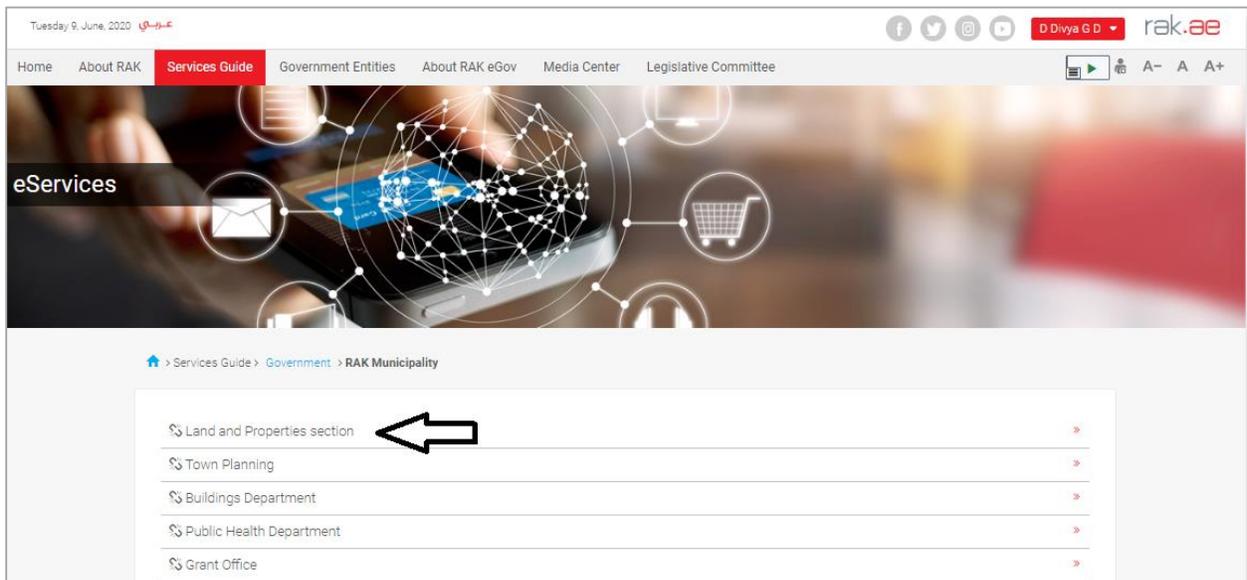
Then, Click the “**Service Guide**” then click “**Government**”:



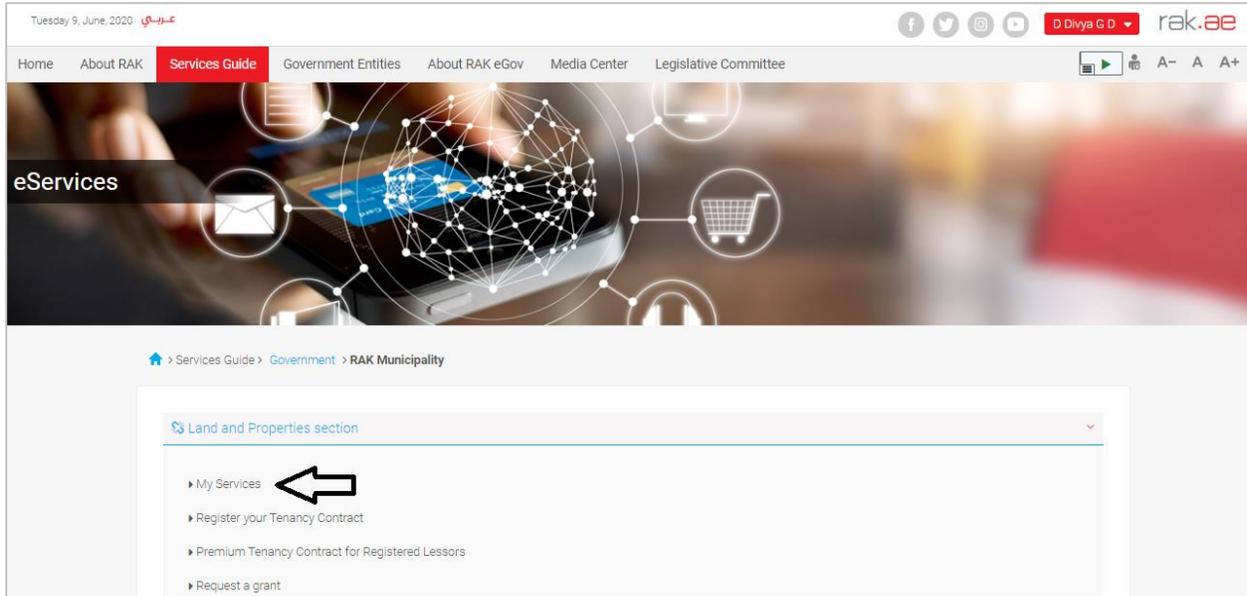
Next, select “**RAK Municipality**”



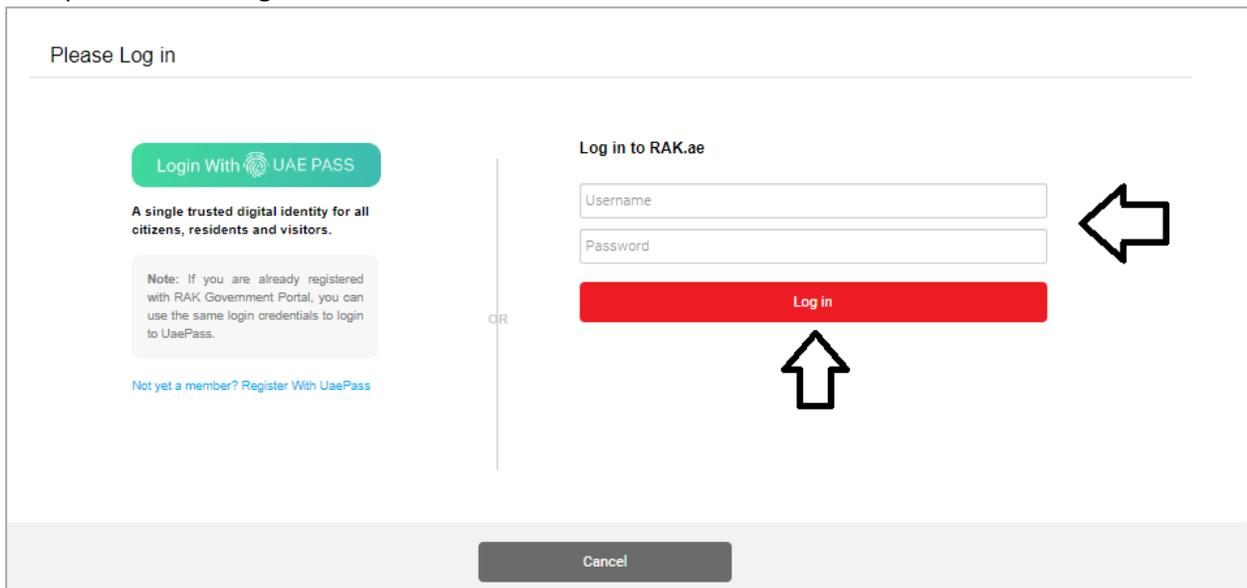
Next, Select the “Land and Properties Section”



Next, Select “My Services”



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



“My Cases” tab will be displayed to show all of your transactions submitted to the land and properties section and pending for payment (if not paid yet) or pending for coordinator action.

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordinator R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordinator R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordinator R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordinator R

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

“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

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
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107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordinator R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordinator R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordinator R

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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

Details for case with ID 107920

Case Attributes

Title:

Case Type: Proof of ownership Grants

Last Changed by: System

Changed On: 19.04.2020 05:42:36

Created By: PORTAL1

Created On: 19.04.2020 05:42:30

Case ID: 107920

Final Decision:

Additional Fees: 0.00

Add Fees Description:

Addition Information:

Granted BY:

Grant Date:

Property Type:

No. of List: 0000000000000000

No of Units: 0

Proof Type: Built Housing Grants

Status: Coordentor Review

Case Notes

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

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordentor R4
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R4
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordentor R4
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordentor R4
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordentor R4

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19 

A screen will pop up to show all of the documents that 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 107752

Case Documents

File Description	
Copy of new site plan	
Copy of ownership	
Completion certificate request	
Emirates ID	
Passport ID	

Download all attachments

Close

Fee Payment

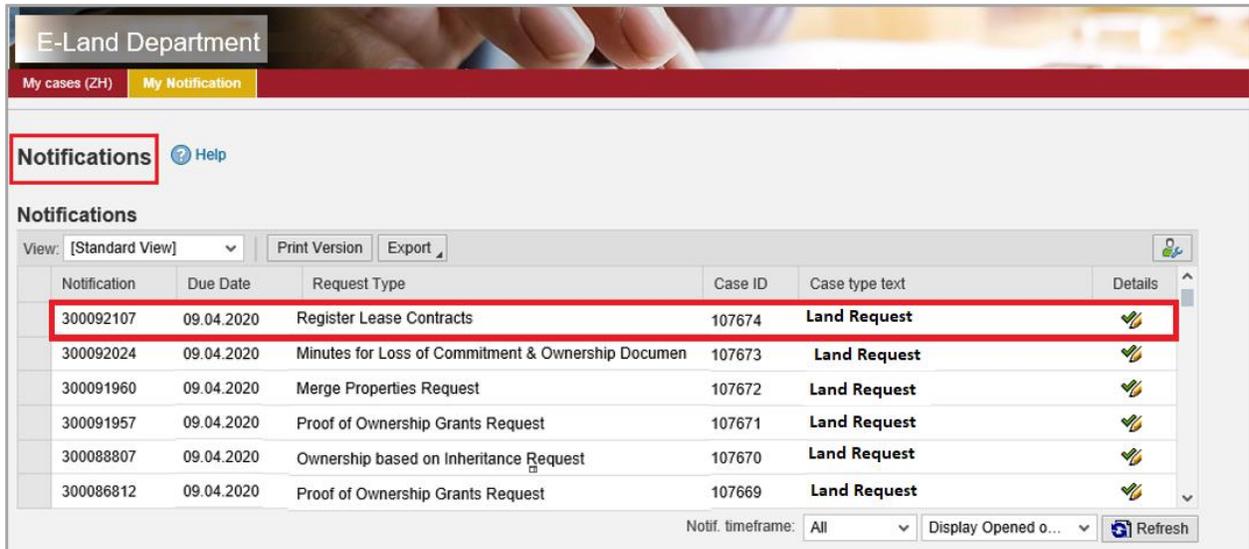
The Business Partner Establishment Update Information is provided free of charge.

Customer Action

Upon successful submission, the request will be displayed for the municipality coordinator to review it and take the appropriate action, but if the request requires modifications, then the coordinator will return it to the customer to apply the modification and send it back 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 'E-Land Department' interface with the 'My Notification' tab selected. A 'Notifications' section is visible, containing a table of notifications. The first row is highlighted with a red box.

Notification	Due Date	Request Type	Case ID	Case type text	Details
300092107	09.04.2020	Register Lease Contracts	107674	Land Request	
300092024	09.04.2020	Minutes for Loss of Commitment & Ownership Documen	107673	Land Request	
300091960	09.04.2020	Merge Properties Request	107672	Land Request	
300091957	09.04.2020	Proof of Ownership Grants Request	107671	Land Request	
300088807	09.04.2020	Ownership based on Inheritance Request	107670	Land Request	
300086812	09.04.2020	Proof of Ownership Grants Request	107669	Land Request	

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 300092107

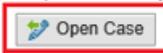
Selected Notification

Notification: 300092110	Case ID: 107673
Created on: 09.04.2020	Case Type: Proof of ownership grant
Requester: Hend Gomaa Mohamed	BusinessPartner: 3000113130 مصطفى عبد الرزاق 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

Land and Property Sector Services [Help](#)

General Information

Case Description: Proof of ownership grant
Application Type: Proof of ownership grant
Case Information: Proof of ownership grant

Customer Note:

Applicant Details

Applicant

Applicant Number: 3000113077
Applicant Name: مصطفى احمد
Applicant Mobile Number: 564041094
Applicant Mail Address: hend.m@egac.rak.ae

Attachments

Attachment List

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

3. Modify the request as per the coordinator comments.
4. Click the **“Update”** button. A confirmation message will pop up:

Submit Case Creation

Do you want to submit the request?

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

Customer Action 300092107

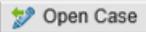
Selected Notification

Notification: 300092110	Case ID: 107673
Created on: 09.04.2020	Case Type: Proof of ownership grant
Requester: Hend Gomaa Mohamed	BusinessPartner: 3000113130 مصطفى عبد الرازق محمد احمد
Lock Status: 	
Current System Status: Open	

Product Modification Steps

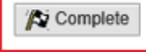
Step 1: Read the comments from the below section sent from the requester

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

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 municipality coordinator for review.

After your request gets the final approval, applicant will be notified once request for assign admin completed

Appendix i

Assign manager for company request form



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+company+ +reque: