



بلدية رأس الخيمة  
Ras Al Khaimah Municipality



هيئة الحكومة الإلكترونية  
Electronic Government Authority

# User Guide

# eUser Management Module

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## 1. Introduction:

The purpose of this document is to explain how to use and manage the users for lease contracts using ZG11.

- Currently, Business Partner Committee is the responsible entity of creating the users and identify their permissions. In order to reduce the reliance on them, we created this module to manage the users as admin or lease contract agent or both.
- The Committee will be responsible on creating the first admin user, and then the user will be able to view the e-User Management Module and manage the users as per the company's requirement.

## 2. Create New User Procedure

- A. The admin user has to login to RAK Portal, then open the e-User Management Module, select the company and click on "add user" button.

The screenshot displays the 'eUser Management' interface. At the top, there is a navigation bar with tabs: 'My cases (ZL)', 'Lease Contract Registration E-Service', 'Register the Lease Contract', and 'eUser Management'. Below the navigation bar, the 'eUser Management' title is visible, along with a 'Help' icon. A dropdown menu for 'Company Name' is set to 'العالم للرياضة'. Below this, the 'Authorized Users' section contains an 'Add User' button and a table with the following data:

Emirates ID	Full Name	Administration	Leasing Units	
784-1957-9503809-0	Hend Gomaa	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
435353445	Ahmed Nour	<input type="checkbox"/>	<input type="checkbox"/>	
784-1993-777777-0	Tariq Ziad AlShaik	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
784-1979-2865863-84	مصطفى عبد الرازق محمد احمد	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

- B. Enter the Emirates ID and click on Enter button, the system will fetch the business partner information
- C. Select the permission whether is admin or lease contract agent or both
- D. Click on add
- E. The admin user could need to repeat the same previous steps in case he need to add multi users

The screenshot shows a web application interface with a modal dialog box titled "Add User". The dialog box contains the following fields and controls:

- \* Emirates ID:
- BusinessPartner:
- Full Name:
- Role: Administration:  Leasing Units:
- Add button

The background shows a table with the following columns: Full Name, Administration, Leasing Units, and a delete icon. The table contains the following rows:

	Full Name	Administration	Leasing Units	
3809-0	Hend Gomaa	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Ahmed Nour	<input type="checkbox"/>	<input type="checkbox"/>	
777-0	Tarek Ziad Alshai...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

## F. Save the case

Add User				
Emirates ID	Full Name	Administration	Leasing Units	
784-1957-9503809-0	Hend Gomaa	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
435353445	Ahmed Nour	<input type="checkbox"/>	<input type="checkbox"/>	
784-1993-777777-0	Tariq Ziad AlShaik	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
784-1979-2865863-84	مصطفى عبد الرازق محمد احمد	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Refresh

My cases (ZL) Lease Contract Registration E-Service Register the Lease Contract eUser Management

**Case was successfully created!**

Newly created Case ID:

### 3. Amending or Canceling User Permissions Procedure

- A. The admin user has to login to RAK portal, then open the e-User Management Module, select the company and then will be able to add, remove and change the permissions for each user. As it shown in the picture below

The screenshot shows the 'eUser Management' interface. At the top, there is a navigation bar with 'My cases (ZL)', 'Lease Contract Registration E-Service', 'Register the Lease Contract', and 'eUser Management'. Below this, the 'eUser Management' title is displayed. A dropdown menu for 'Company Name' is set to 'العالم للرياحنة'. Underneath, the 'Authorized Users' section contains an 'Add User' button and a table with the following data:

Emirates ID	Full Name	Administration	Leasing Units	
784-1957-9503809-0	Hend Gomaa	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
435353445	Ahmed Nour	<input type="checkbox"/>	<input type="checkbox"/>	
784-1993-777777-0	Tariq Ziad AlShaik	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
784-1979-2865863-84	مصطفى عبد الرازق محمد احمد	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

- B. Save the case

This screenshot shows the same 'Authorized Users' table as above. At the bottom left of the table area, there is a 'Save' button (represented by a floppy disk icon) and a 'Refresh' button. The 'Save' button is highlighted with a red box.

My cases (ZL)

Lease Contract Registration E-Service

Register the Lease Contract

eUser Management

**Case was successfully created!**

Newly created Case ID: