

User Manual

eUser Management

Land and Property Section

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Introduction:

The land and property section in 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.

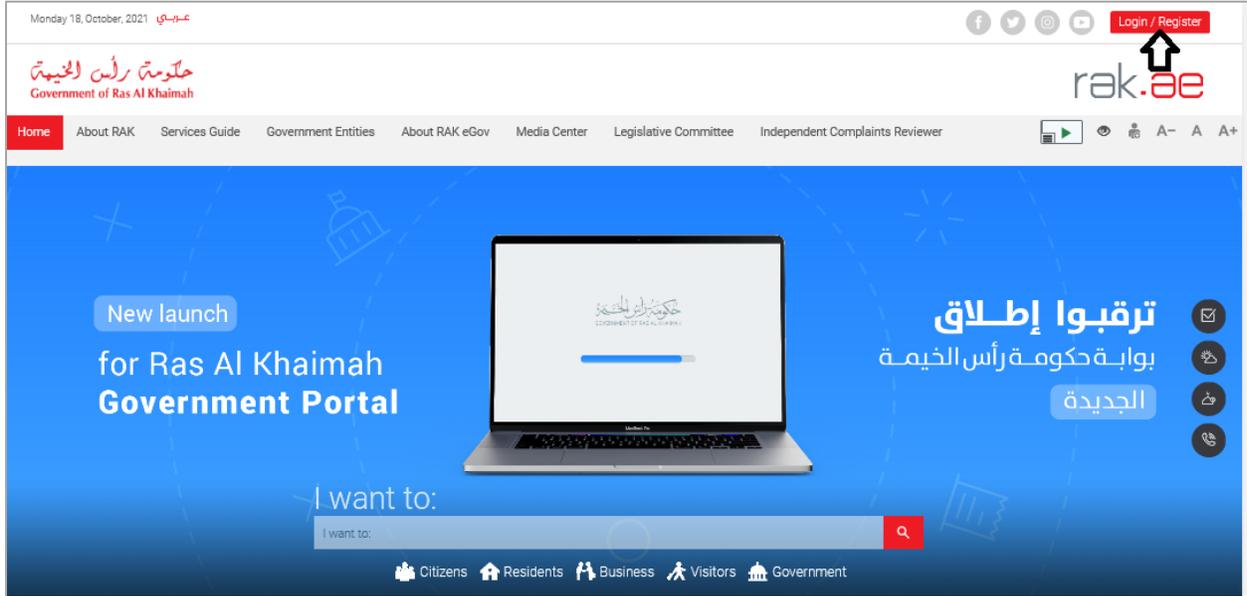
The objective of this guide is to explain how to manage the permissions of the authorized users to register electronic contracts for the registered real estate company.

The user management service is created to grant the user the authority to be either an administrator (system manager) or a lessor for registering electronic contracts, or both.

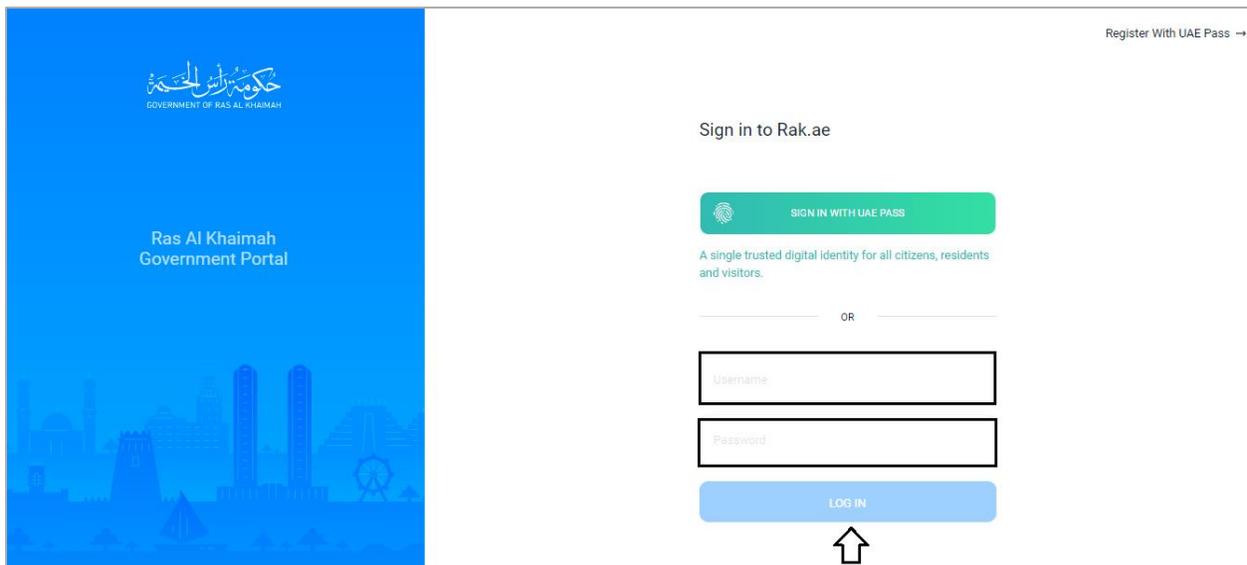
The **Customers' Numbers Committee** is responsible for adding the first administrator (system manager) for the real estate company, and then he/she will be responsible for adding other administrators or lessors to lease the company's units.

Login and Access to the eUser Management Service

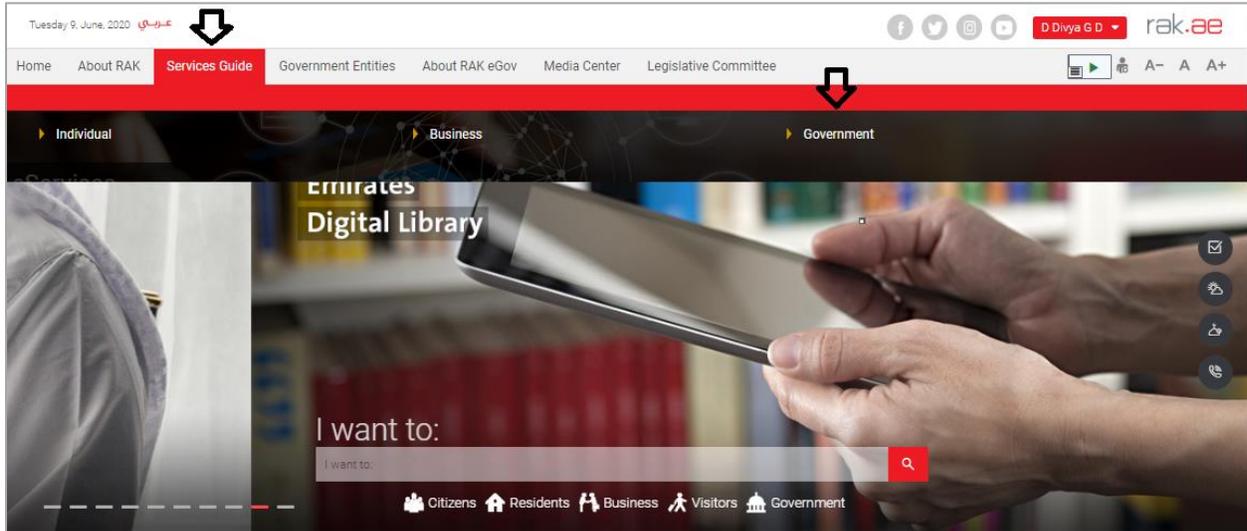
1. Access the RAK Government portal on <https://www.rak.ae/wps/portal>
2. Click on **Login\Register** button at the top right side of the screen:



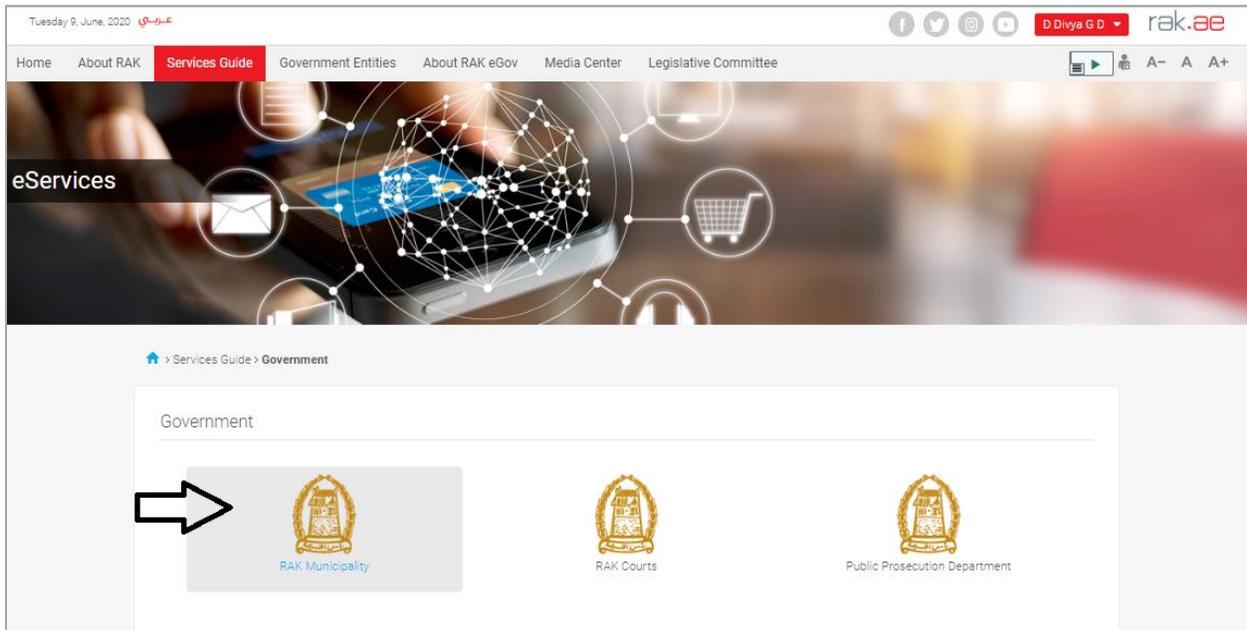
3. Enter your RAK Government Portal username and password that you have previously created, and then press on the **“LOG IN”** button.



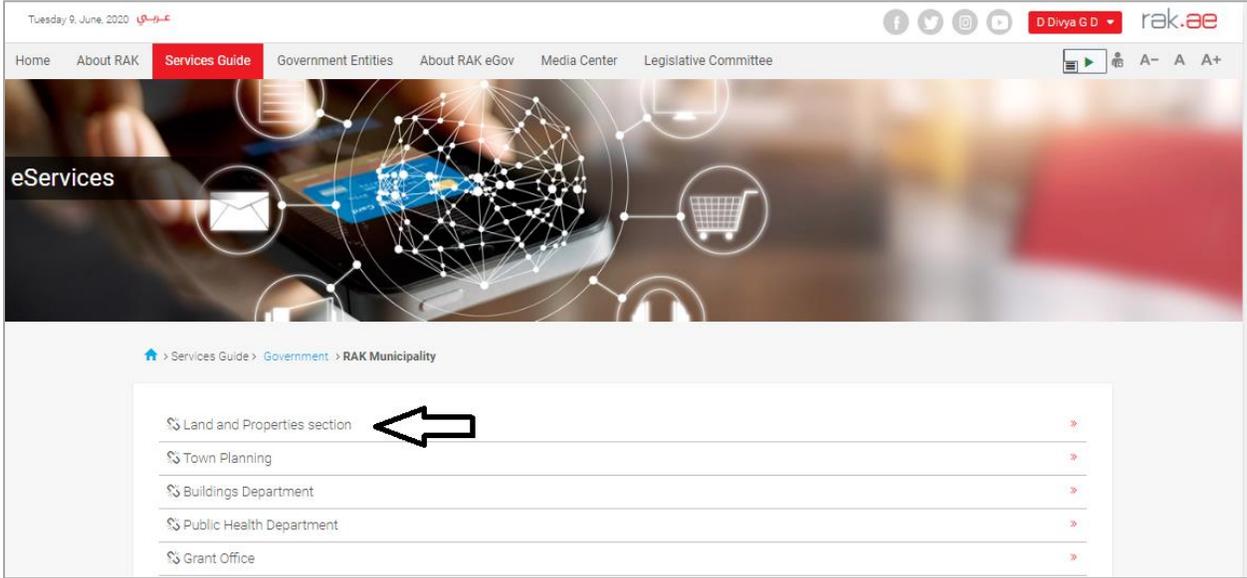
4. Click on the **Service Guide** then click on **Government**:



5. Next, select **RAK Municipality**

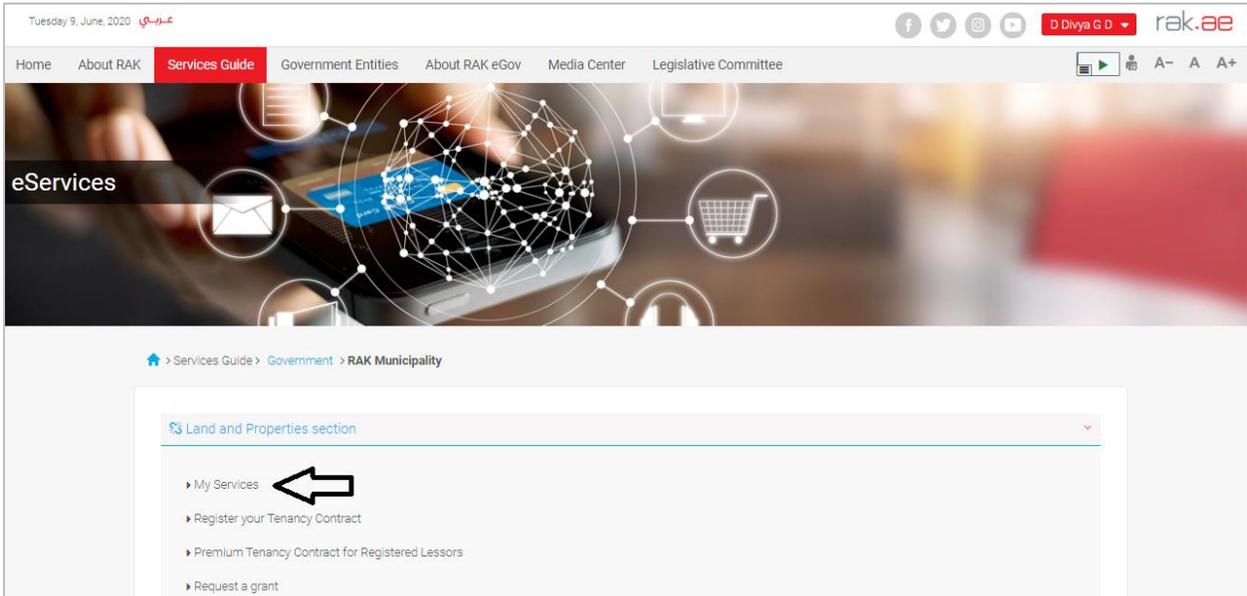


6. Next, select **Land and Properties Section**



The screenshot shows the website's navigation menu with 'Services Guide' selected. Below the menu, a dropdown list is open, and 'Land and Properties section' is highlighted with a black arrow. Other options in the list include 'Town Planning', 'Buildings Department', 'Public Health Department', and 'Grant Office'.

7. Next, Select **“My Services”**



The screenshot shows the same website navigation menu. The 'Land and Properties section' dropdown is expanded, and 'My Services' is highlighted with a black arrow. Other options in the dropdown include 'Register your Tenancy Contract', 'Premium Tenancy Contract for Registered Lessors', and 'Request a grant'.

8. Press **eUser Management** tab to manage the users' authorities of a specific real estate company as will be explained below:

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

eUser Management [Help](#)

Company Name: العالم للتجارة

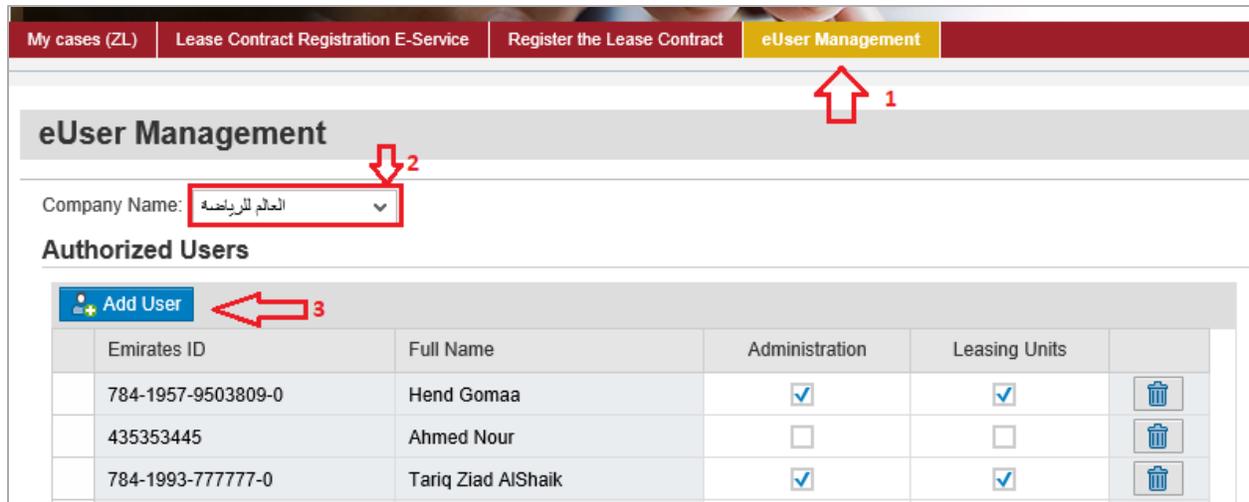
Authorized Users

[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"/>	

How to Add a New User

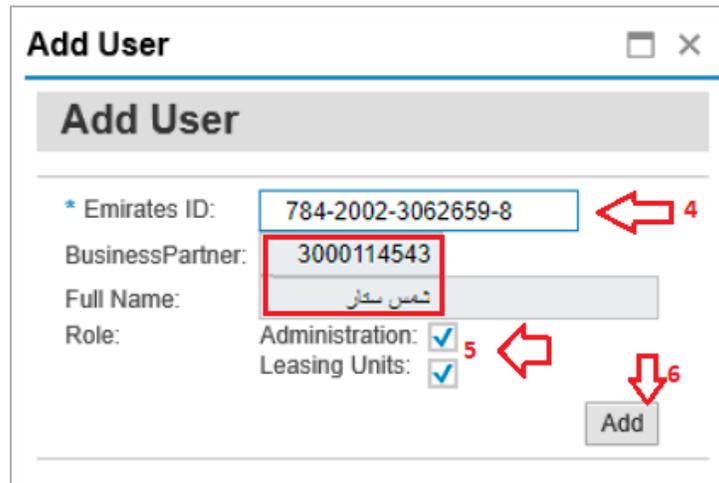
1. Click on the "eUser Management" tab:



The screenshot shows the 'eUser Management' tab selected in the top navigation bar. Below the tab, the 'Company Name' dropdown is set to 'العالم للرياحنة'. The 'Authorized Users' table lists three users with checkboxes for 'Administration' and 'Leasing Units'. The 'Add User' button is highlighted with a red arrow.

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"/>	

2. Select the required company from the drop-down list of "Company Name" field.
3. Click the "Add User" button, then the Add User screen will pop up as below:



The 'Add User' dialog box contains the following fields and options:

- * Emirates ID: 784-2002-3062659-8
- BusinessPartner: 3000114543
- Full Name: شمس سنان
- Role:
 - Administration:
 - Leasing Units:
- Add button

4. Enter the ID number of the required user to be added and press the "Enter" key from the keyboard, then the business partner's data will appear.
5. Choose the required authorities to grant to the new use; Administration (system manager), leasing units, or both.
6. Click the "Add" button to place the new user directly in the users list.

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

eUser Management

Company Name: العالم للرياضة

Authorized Users

[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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

8 

[Save](#) Refresh

- Repeat the previous steps in case of adding more than one new user.
- Click the "Save" button to save the case, then the completed case number will appear:

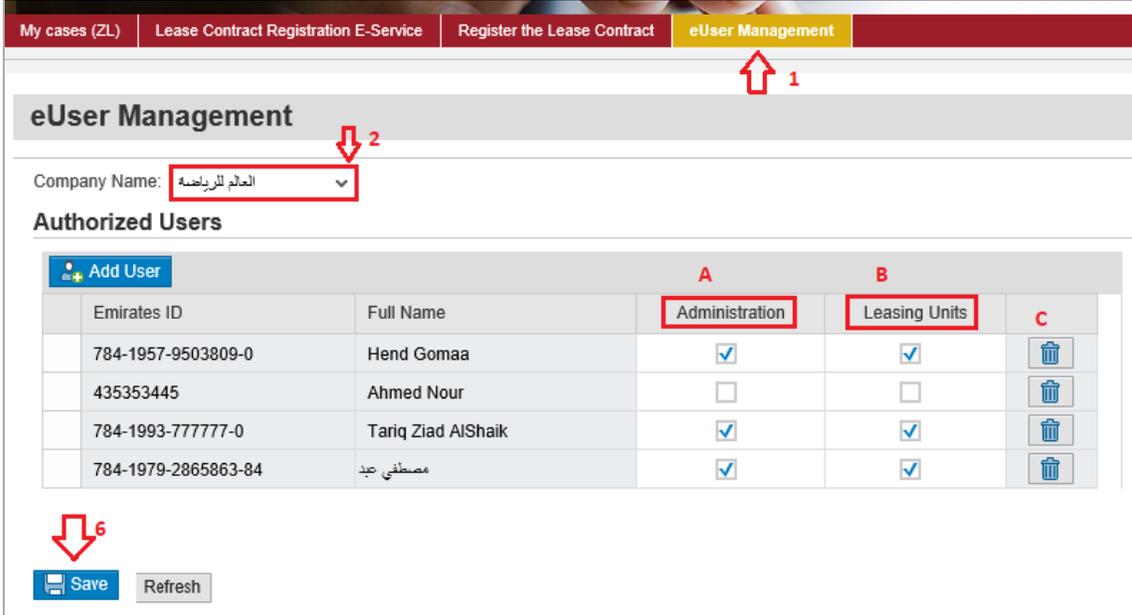
My cases (ZL) Lease Contract Registration E-Service Register the Lease Contract **eUser Management**

Case was successfully created!

Newly created Case ID: 101253

How to Change or Cancel a User's Authorities

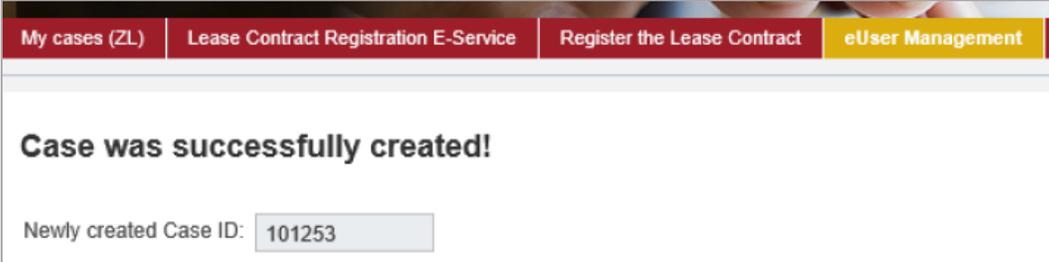
1. Click on "eUser Management" tab.
2. Select the required company from the drop-down list of the "Company Name" field.



The screenshot shows the 'eUser Management' interface. At the top, there are navigation tabs: 'My cases (ZL)', 'Lease Contract Registration E-Service', 'Register the Lease Contract', and 'eUser Management'. The 'eUser Management' tab is selected. Below the tabs, there is a 'Company Name' dropdown menu with 'العالم للرياضة' selected. Below this is the 'Authorized Users' section, which includes an 'Add User' button and a table with columns for 'Emirates ID', 'Full Name', 'Administration', 'Leasing Units', and a 'Delete' icon. The table contains four rows of user data. At the bottom, there are 'Save' and 'Refresh' buttons.

Emirates ID	Full Name	A Administration	B Leasing Units	C
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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

3. Select the checkbox next to the required user to add/clear the authorization of "Administration" and/or "Leasing Units" within columns No. (A,B).
4. You can delete both authorizations by clicking on the **Delete** icon next to the required user under column C.
5. You can add or clear the authorizations of "Administration" and/or "Leasing Units" for one or more users in the same transaction.
6. Click the "Save" button to save the case, then the completed case number will appear:



The screenshot shows a success message: "Case was successfully created!". Below the message, there is a field for "Newly created Case ID:" with the value "101253".

Notes:

- "Administration" users have the authority to open the eUser Management tab on the portal and add/delete users from their companies.
- "Leasing Units" users have the authority to open the contracts registration service on the portal and lease the units.