

# User Manual

## Register Workers under Public Health Related Facilities

### Public Health Department

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## Introduction:

The Public Health Department (PHD) of Ras Al Khaimah has published various online service to save the customers time and efforts, and to enable them to submit any request anytime from anywhere.

The customer (individuals /establishments) should have a registered account on the Public Health Department to be able to use the online services.

This service allows the establishments' representatives to register the establishment's workers including themselves by providing the required documents in order for them to issue the health certificate once required later.

This guide shows establishments' representatives how to access the **Register Workers under Public Health Related Facilities** service. It also guides them on how to create, send and track the request electronically.

Representatives will be able to log in to the service, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally receive the registration confirmation short messages SMS on their mobile phone.

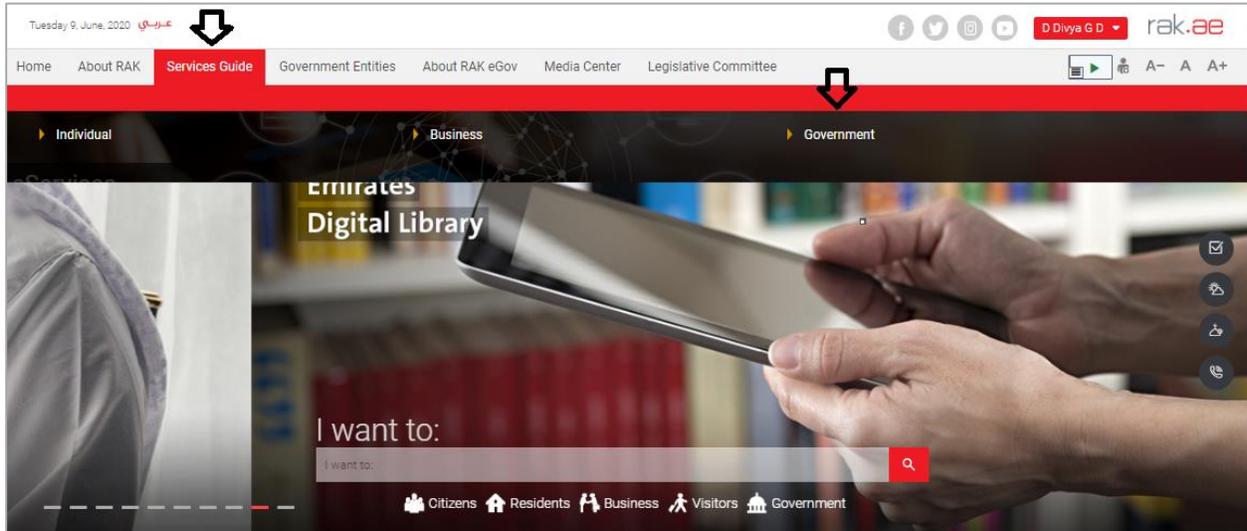
### Important Notes:

- To be able to apply for online services, the customer must apply on the Business Partner Establishment Update Information service, register his establishment and update his information in the system.
- The registration process is carried out electronically on the Ras Al Khaimah government link by following the steps below until reaching the services of Ras Al Khaimah Municipality → Public Health Department → Public Health Department Online Services, by submitting the following documents to register/update the establishment:
  - a) Copy of the License
  - b) Lease Contract/ Title Deed
  - c) Filled Establishment update information form for (Owner / manager / Representative contacts, EID number)
  - d) 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 RAK Government portal account by:
  - Registering in RAK Government portal.
  - A valid Emirates ID Card is needed for the request

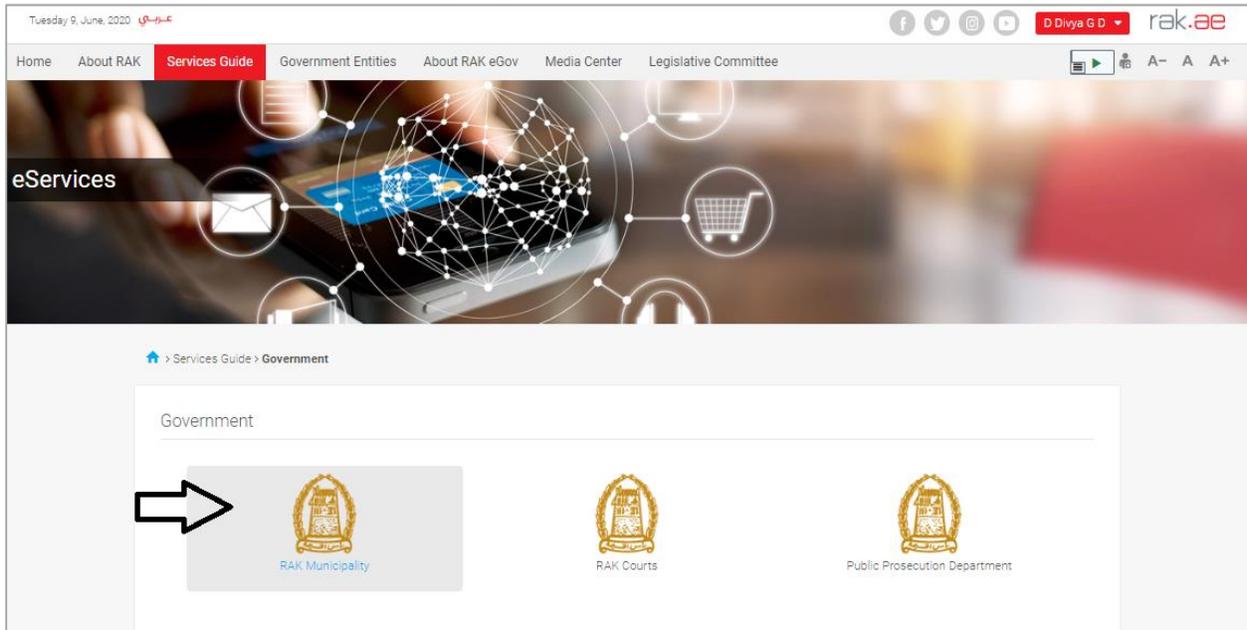
- Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information
- Provide the representative's ID/Passport number

## Login and access to the Register Workers under Public Health Related Facilities Service

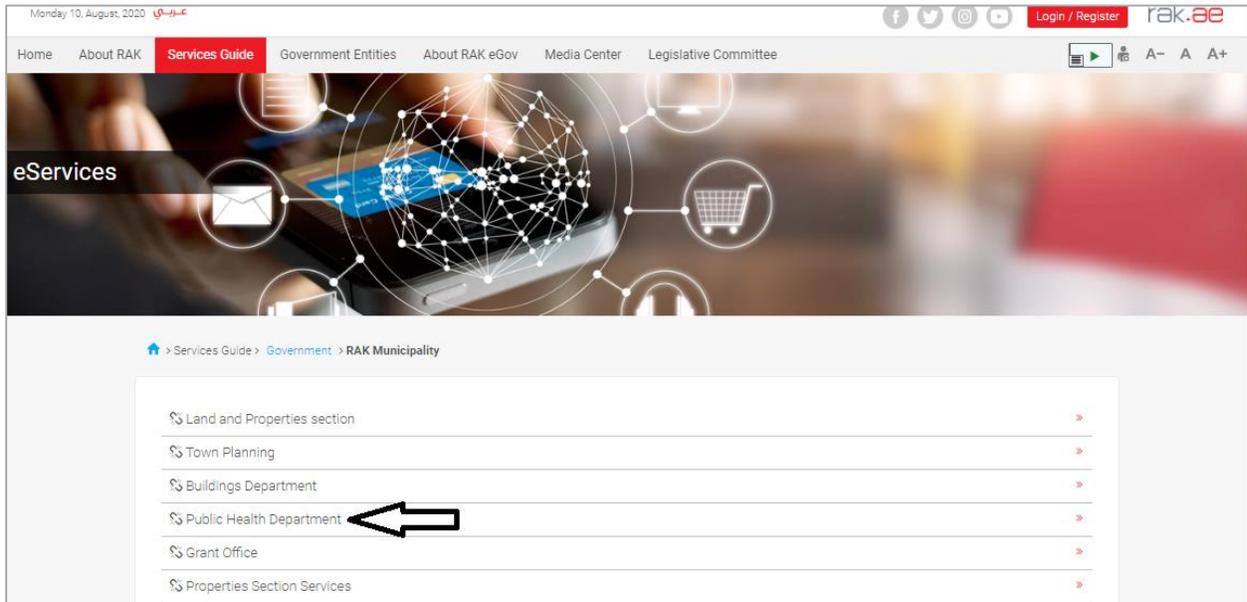
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Register Workers under Public Health Related Facilities** service, click on the “Service Guide” then click on “Government”



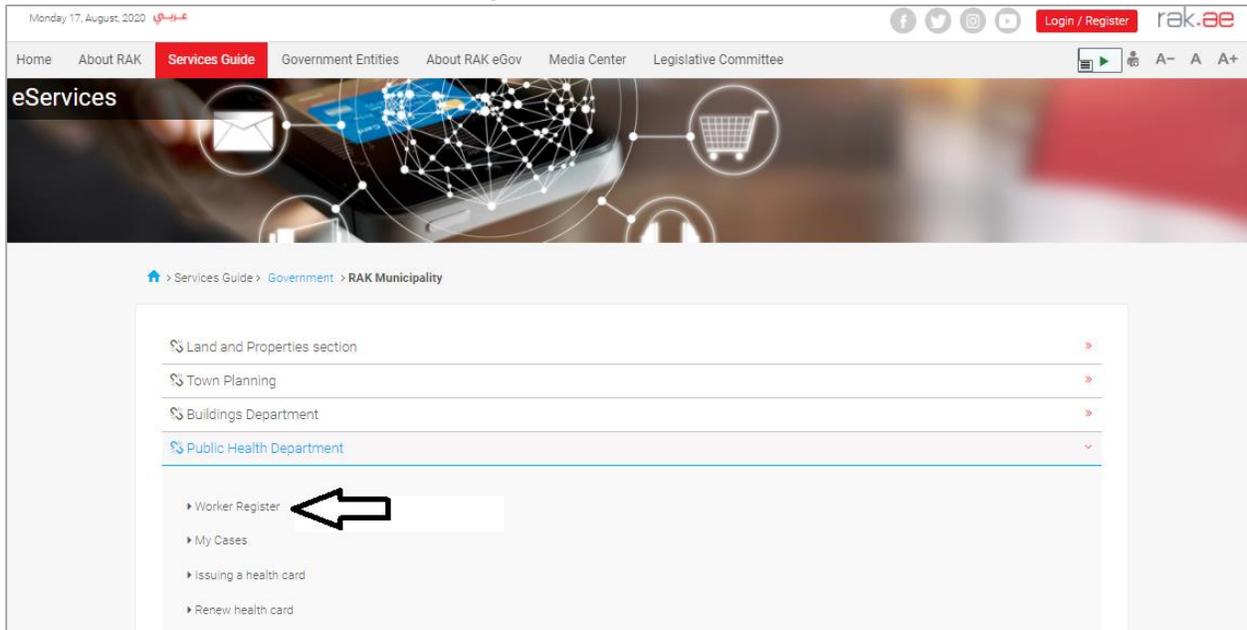
- 3- Next, select “RAK Municipality”



- 4- Next, select “Public Health Department”



**5- Next, click on the Worker Register**



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

Monday 17, August, 2020 عربي

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eServices

Home > Services Guide > Government > RAK Municipality > Worker Register

25°47'51.6"N 55°57'12.7"E  
View larger map

Worker Register

This service is used to register workers health workers under establishment.

- Step 1 Sign Up using portal registration.
- Step 2 Submit workers register request by filling the online form, and attaching the required documents
- Step 3 The concerned section / department will Review the request and take a decision
- Step 4 Upon approval, the worker will be assigned to the establishment, sent to customer email with the approval

7- To use the service, click on the “Start Service” button.

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N.B. in case Manager / owner is not mentioned in license

2. **Individual Registration**

Become a representative on behalf of your establishment by:

- Smart Pass Registration  
Register Smart Pass by entering EID and scanning your fingerprint in MBME machine  
Must have a valid EID
- Present a delegation letter from company that contains his name and EID/ Passport Number and contact information
- Present EID / Passport Copy

Required Documents

**\*\* Workers Register**

1. Visa copy
2. Passport copy
3. EID copy
4. Personal picture

Start Service

## Create a New Workers Registration Request

1. After you access the **Register Workers under Public Health Related Facilities** and click on the **“Start Service”** button, the login page will appear as follow:

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. Enter your RAK Government Portal username and password which you have previously created, then press on the **“Log in”** button.
3. The **Company Information** form will be displayed enabling you to select the required establishment for which you want to register workers:

حكومة رأس الخيمة  
Government of Ras Al Khaimah

Home About RAK Services Guide Government t

Register Workers under

Company Information

Select Establishment

Establishment Name : مؤسسة الربيع للمقاولات العامة والتبوكير

Worker Registration

New Worker Registration

Get Drafts

Ok

Applicant Name: Randa Issa

Applicant Phone No:

Applicant Email ID: r.issa@ega.rak.ae

Establishment Information

rak.ae

### Notes:

- If the establishment license is expired, you will not be able to submit the request.
- You will not be able to register a worker in more than one establishment.

4. Select the establishment for which you want to add works from the **Establishment Name** dropdown list.
5. To create a new request, select the “**New Worker Registration**” option then click “**Ok**”:

### Company Information

---

#### Select Establishment

Establishment Name : مؤسسة الربيع للمقاولات العامة والديكور

---

#### Worker Registration

New Worker Registration  
 Get Drafts



Then the **Register Workers under Public Health Related Facilities** request form will be displayed enabling you to create the new request:

Register Workers under Public Health related facilities

Worker Registration Request [Help](#)

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

**Applicant Information**

Applicant Name: Randa Issa

Applicant Phone No.:

Applicant E-mail: r.issa@ega.rak.ae

**Establishment Information**

Establishment Name: مؤسسة الربيع للتقنيات العامة والتكوير License No.:

License Authority:  License Activity: [Show](#)

Establishment Phone No.: 0504885112 Establishment E-mail: ibtesam.a@egac.rak.ae

Establishment P.O. Box: XWDWEDEW Establishment Address: al horiya st.15.giza.,United Arab ...

**Employee Details**

[Add Row](#) [Delete Row](#)

Profession	Search BP	BP ID	Full Name	Visa copy	Passport c...	EID copy	Personal...	Attached D...
[v]	<a href="#">Search BP</a>			<a href="#">Browse</a>	<a href="#">Browse</a>	<a href="#">Browse</a>	<a href="#">Browse</a>	<a href="#">Show</a>

**Remarks**

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

6. View and check your information in the “Applicant Information” block:

**Applicant Information**

Applicant Name: Randa Issa

Applicant Phone No.:

Applicant E-mail: r.issa@ega.rak.ae

7. View and check the information of your establishment in the “**Establishment Information**” block:

**Establishment Information**

---

Establishment Name: مؤسسة الربيع للمقاولات العامة والديكور License No:

License Authority:  License Activity:

Establishment Phone No.: 0564885112 Establishment E-mail: ibtesam.a@egac.rak.ae

Establishment P.O. Box: XWDWEDEW Establishment Address: al horiya st,15,giza,,United Arab ...

**Note:** to view the establishment’s activities, click on the “**Show**” button beside the “**License Activity**” item, then the activities list will pop up as below:

**License Activities**

Industry System	License Activit	Description	Description
FCS	0146002	PHD: Food Control Section	Egg Production
FCS	01490	PHD: Food Control Section	Egg Production
HSCS	12000	PHD: Food Control Section	Egg Production
VCSS	0142001	PHD: VCS Section	Horses Raising
VCSS	0142002	PHD: VCS Section	Special Barns for Raising Racing-horses

Click the “**Close**” button to close the screen.

8. Add the workers who you want to register in the “**Employee Details**” block one by one as below:

- a. Click on the “**Add Row**” button to have a new row displayed below enabling you to enter the employee information and attachments:

**Employee Details**

---

Profession	Search BP	BP ID	Full Name	Visa copy	Passport c...	EID copy	Personal...	Attached D...
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Browse"/>	<input type="button" value="Browse"/>	<input type="button" value="Browse"/>	<input type="button" value="Browse"/>	<input type="button" value="Show"/>

- b. Select the employee profession from the “**Profession**” dropdown list:

Profession

[ ]

- Accountant
- Adviser
- Animal Handler
- Animal Keeper
- Aquarist (Diver)
- Asbestos Worker
- Assistant Food
- Assistant Teacher (Nursery/ KG)
- Babysitter
- Baker

c. Click on the “Search BP” button to search for the employee:

Employee Details

Add Row Delete Row

Profession	Search BP	BP ID	Full Name	Visa copy	Passport c...	EID copy	Personal...	Attached D...
[ ]	Search BP			Browse	Browse	Browse	Browse	Show



The search form will pop up allowing you to search for the employee and add it:

Search BP by identification number

Search Business Partner

Selection Criteria

Selection Criteria: Emirates ID

\* Emirates ID: 784 [ ] [ ] [ ]

\* Nationality: [ ]

\* Date of Birth: [ ] [ ] [ ]

Please enter the code shown in the image \*



[ ] Refresh

Search Clear

OK

d. Select the appropriate way of search from the dropdown menu of “Selection Criteria”, then enter the required inputs as follows:

Selection Criteria: **Emirates ID** ▼

- Emirates ID**
- By Passport(non EID holder only)
- By Unified Id(non EID holder only)
- Myself

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
<p>Search by the Emirates ID, then enter:</p> <ul style="list-style-type: none"> <li>• EID number</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<p>Selection Criteria: <b>Emirates ID</b> ▼</p> <p>* Emirates ID: 784 <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p>
<p>Search by the passport number (for non-Emirates ID holders), then enter:</p> <ul style="list-style-type: none"> <li>• Passport number</li> <li>• Select the Passport type</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<p>Selection Criteria: <b>By Passport(non EID holder only)</b> ▼</p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: ORDINARY PASSPORT ▼</p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p>
<p>Search by the unified ID (for non-Emirates ID holders) then enter:</p> <ul style="list-style-type: none"> <li>• Unified number</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<p>Selection Criteria: <b>By Unified Id(non EID holder only)</b> ▼</p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p>
<p>Myself: if you are the worker who you want to register, select this option.</p>	<p><b>Selection Criteria</b></p> <p>Selection Criteria: <b>Myself</b> ▼</p> <p><input type="button" value="Search"/> <input type="button" value="Clear"/></p> <p style="text-align: right;"><input type="button" value="OK"/></p>

- e. Enter the code that appears in the figure, then click on “**Search**” button below the figure.

Please enter the code shown in the image \*



Refresh

Search Clear

**Note:** enter “Refresh” button to get a new clearer code, or click on “Clear” button to clear the input and re-write the code again.

The search result will show the employee name as below:

Search BP by identification number

Business Partner Details

\* Business Partner: Randa Issa

OK

f. Click “Ok” to have it displayed in the form as below:

Employee Details

Add Row Delete Row

Profession	Search BP	BP ID	Full Name	Visa copy	Passport c...	EID copy	Personal...	Attached D...
Cashier	 Search...	3000115561	Randa Issa	Browse	Browse	Browse	Browse	Show

9. Attach all of the mandatory documents (visa copy, passport copy, personal picture) and the optional Emirates ID (if available) to complete the request. You also, can edit all attachments (add new or remove/replace existing).
  - a. To upload documents, Click the “Browse” button under the required document caption, a window pops up allowing you to choose the files as below:

### Upload attachment

---

#### Attachment Details

\* Document Type:

\* Attachment:

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

**Notes:**

- Once the document is attached successfully, a green tick will appear on its caption.

Employee Details									
Profession	Search BP	BP ID	Full Name	Visa copy	Passport c...	EID copy	Personal...	Attached D...	
	Search...	3000115561	Randa Issa	<input checked="" type="checkbox"/> Bro...	<input checked="" type="checkbox"/> Bro...	<input type="button" value="Browse"/>	<input checked="" type="checkbox"/> Br...	<input type="button" value="Show"/>	
	Search...	3000115697	Rafik Jigar Sodhi Poojary Nagi	<input type="button" value="Browse"/>	<input type="button" value="Browse"/>	<input type="button" value="Browse"/>	<input type="button" value="Browse"/>	<input type="button" value="Show"/>	

- To view or delete the attachments, click on the “Show” button to the right of the employee record. Then, the following form will pop up:

### Attached Documents

Doc Description	File Name	Delete
Visa copy	doc.pdf	<input checked="" type="checkbox"/>
Passport copy	doc.pdf	<input type="checkbox"/>
Personal picture	lawyer.jpg	<input type="checkbox"/>

- Click on the **View** Icon to view the document.
- Click on the **Delete** icon to delete the document.
- You will not be able to register a worker whose visa or passport is expired.

10. Delete an employee by selecting the required employee, then clicking on the “Delete Row” button:

**Employee Details**

Profession	Search BP	BP ID	Full Name	Visa copy	Passport c...	EID copy	Personal...	Attached D...
	<input type="text" value="Search..."/>	3000115561	Randa Issa	<input checked="" type="checkbox"/> Bro...	<input checked="" type="checkbox"/> Bro...	<input type="button" value="Browse"/>	<input checked="" type="checkbox"/> Br...	<input type="button" value="Show"/>
	<input type="text" value="Search..."/>	3000115697	Rafik Jigar Sodhi Poojary Nagr	<input type="button" value="Browse"/>	<input type="button" value="Browse"/>	<input type="button" value="Browse"/>	<input type="button" value="Browse"/>	<input type="button" value="Show"/>

11. Enter you notes in the “Remarks” field:

**Remarks**

there are 15 employee [

12. After filling the mandatory fields, you have options to:

- “[Save as Draft](#)” to keep the request in your draft for later submission.
- “[Back to Initial Screen](#)” to start over a new request.
- “[Submit](#)” to complete the request and submit it.

13. Click “[Submit](#)” and confirm the submission in the displayed confirmation message.

**Confirmation dialog**

Do you want to submit the request?

A screen will appear stating that the case is submitted in addition to the **case ID**.

**Worker Registration Submission Details.**

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

**Result**

Case ID	Full Name	BusinessPartner	Case Description
109767	رفيق جيجار سوده بوجارى دلجيش سولومان	3000115697	

**Notes:**

- You can add up to 20 workers in one request.

- Upon submission, the system will show error messages at the top of the request if there any problem related to any of the entered workers as below:

The screenshot shows a web form titled "Register Workers under Public Health related facilities". At the top, there are two red error messages: "Please attach Personal picture 3000115561" and "Please attach Passport copy 3000115561". Below the errors, the form is titled "Worker Registration Request" with a "Help" link. There are three buttons: "Save As Draft", "Back To Initial Screen", and "Submit". Underneath, there is a section for "Applicant Information" with a dropdown arrow and a text input field for "Applicant Name" containing the name "Randa Issa".

- Upon successful submission, an Email and a short message SMS will be sent to the applicant stating that the worker registration request is submitted successfully.

After the request is submitted, you need to access your [cases](#) on the RAK Portal [www.rak.ae](http://www.rak.ae) to track your request.

When you submit the **Register Workers under Public Health Related Facilities**, it is received by the PHD Customer happiness employee to review it and accordingly the employee will do one of the following actions:

- Accept the request, after which you will receive a confirmation message SMS for the same.
- Reject the request stating the justifications, after which you will receive an email and a short message SMS for the same.
- Return the request for [modification](#) after which you will receive an email and a short message SMS for the same. In addition, you should modify the request as per the notes then re-send it to the employee to review it again and take the appropriate action against it.

**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:

  
مؤشر السعادة  
HAPPINESS METER

How was your Experience?

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

## Create a Workers Registration Request from Draft

If you have created a workers' registration request before and saved it as a draft, you can open it and submit it any time instead if create it again as below:

1. After you access the **Register Workers under Public Health Related Facilities** and click on the **"Start Service"** button, the login page will appear as follow:

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

3. The **Company Information** form will be displayed:

Home About RAK Services Guide Government

Register Workers under

Applicant Name: Randa Issa

Applicant Phone No:

Applicant Email ID: r.issa@ega.rak.ae

Establishment Information

Company Information

Select Establishment

Establishment Name : مؤسسة الربيع للتقنيات العامة والتبوكير

Worker Registration

New Worker Registration

Get Drafts

OK

4. Select the establishment for which you want to add works from the **Establishment Name** dropdown list.
5. Select **"Get Draft"** option and click **"OK"**:

### Company Information

#### Select Establishment

Establishment Name : مؤسسة الربيع للمقاولات العامة والديكور

#### Worker Registration

New Worker Registration  
 Get Drafts

Ok

Then, the **List Draft** cases will be displayed as below:

### List Draft cases

View: [Standard View] Print Version Export

Case Description	Created By	Time Stamp	Establishment	Case Type	Applicant Name	Business Partner
Register workers	R.ISSA	12.08.2020 08:02:34	3000113077	ZH11	Randa Issa	3000115561

Select Delete Back To Initial Screen

6. Select the required draft and click on the “**Select**” button to open it and complete with the request update and submission as [explained before](#).

### Register Workers under Public Health related facilities

#### Business Partner Register

Save As Draft Back To Initial Screen Submit

#### Applicant Information

Applicant Name: Randa Issa  
Applicant Phone No:  
Applicant Email ID: r.issa@ega.rak.ae

#### Establishment Information

Establishment Name: مؤسسة الربيع للمقاولات العامة والديكور License No:  
License Authority: License Activities: Show

7. To delete a request draft, select the required draft and click on the “**Delete**” button:

List Draft cases

View: [Standard View] Print Version Export

Case Description	Created By	Time Stamp	Establishment	Case Type	Applicant Name	Business Partner
Register workers	R.ISSA	12.08.2020 08:02:34	3000113077	ZH11	Randa Issa	3000115561

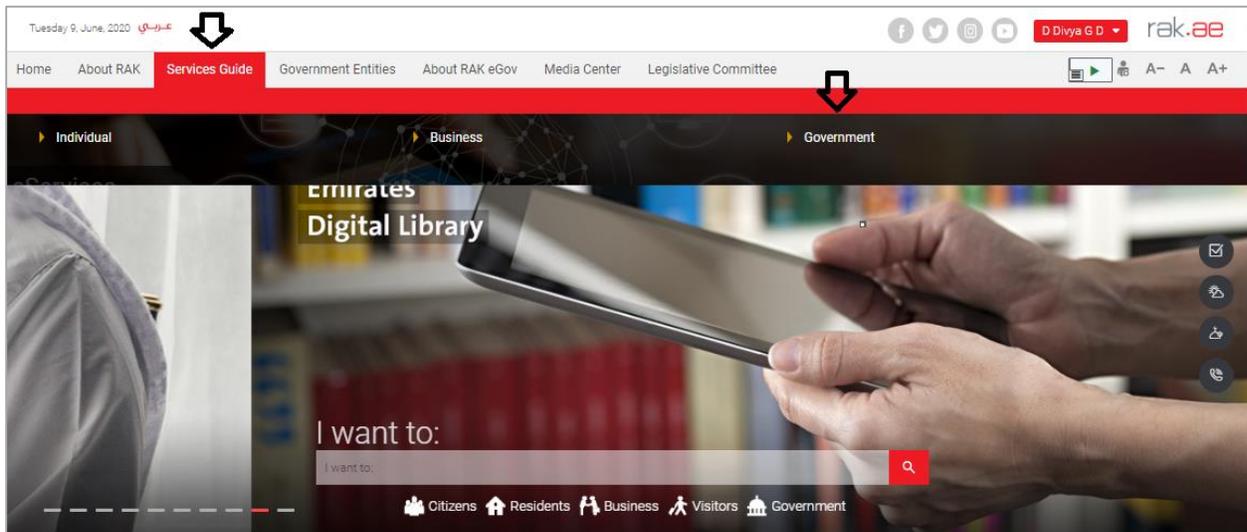
Select Delete Back To Initial Screen



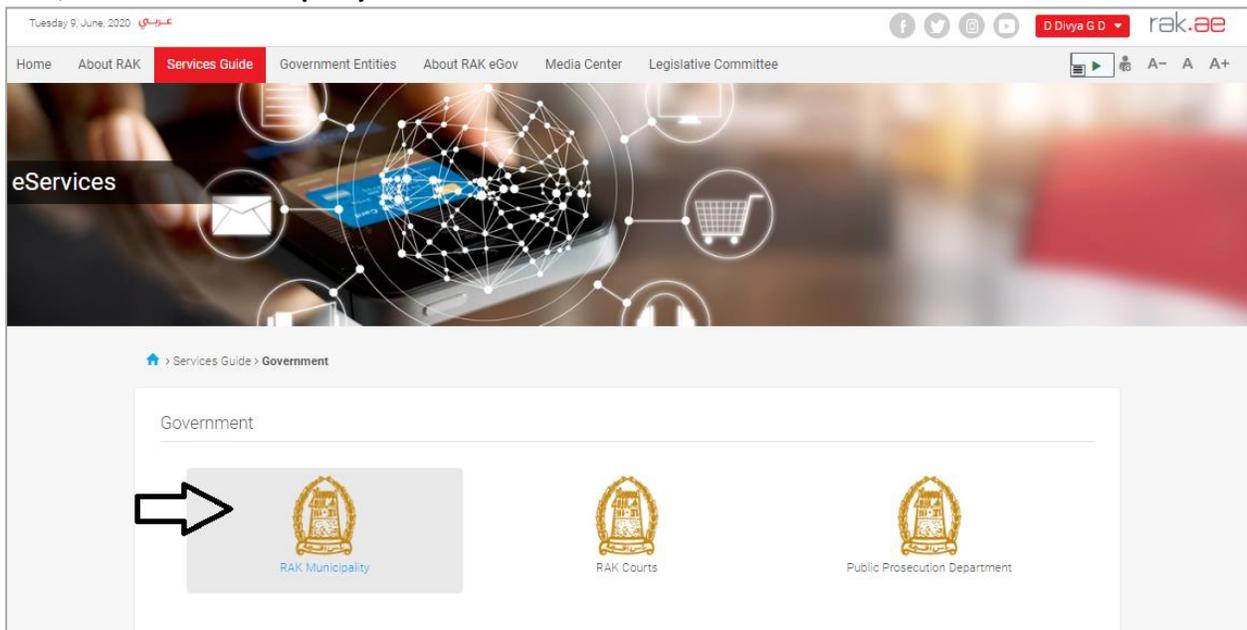
## My Cases

You can find the submitted requests under “My Cases” tab on the RAK Government portal <https://www.rak.ae/wps/portal>

To access the My Cases page, click on the “Service Guide” then click on “Government” item.



Next, select “RAK Municipality”



Next, Select the “Public Health Department”

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Login / Register rak.ae

eServices

Services Guide > Government > RAK Municipality

- Land and Properties section >
- Town Planning >
- Buildings Department >
- Public Health Department** ← >
- Grant Office >
- Properties Section Services >

Next, Select “My Cases”

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Login / Register rak.ae

Services Guide > Government > RAK Municipality

- Land and Properties section >
- Town Planning >
- Buildings Department >
- Public Health Department** >

- Food/ Consumer/ Veterinary Product Registration
- My Cases** ←
- Issue Health Certificate request
- Issue Free Sale Certificate request

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 PHD approval.

**Public Health Services**

My cases (ZH) | My Notification | Product Registration Request | Issue Health Certificate | Issue Free Sales Certificate | Public Health Department Online Services

**Case Registration**

**My Cases** [Help](#)

**My Cases**

[Print Version](#) [Export](#)

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
109767	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	12.08.2020 07:43:32		Customer Happiness Review
109754	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	11.08.2020 11:36:38	Rejected	Rejected
109702	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	10.08.2020 10:29:53	Approved	Completed
109699	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	10.08.2020 09:44:57	Rejected	Rejected
109579	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	28.07.2020 08:32:22	Approved	Completed
109520	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	26.07.2020 10:10:06	Rejected	Rejected

[Case Details](#) | [Case Documents](#) | [Payment Requests](#)

Creation date frame: All Case Status: Open Cases

Total number of cases: 617

“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

The screenshot displays the 'Public Health Services' web application interface. At the top, there is a navigation bar with tabs for 'My cases (ZH)', 'My Notification', 'Product Registration Request', 'Issue Health Certificate', 'Issue Free Sales Certificate', and 'Public Health Department Online Services'. Below this, the 'Case Registration' section is active, showing 'My Cases' with a 'Help' link. A table titled 'My Cases' lists several entries. The first row, with Service ID 109767, is highlighted in blue and has a red box around it. Below the table, there are buttons for 'Case Details', 'Case Documents', and 'Payment Requests'. A red arrow points to the 'Case Details' button. At the bottom left, it says 'Total number of cases: 617'. On the right, there are filters for 'Creation date frame' (set to 'All') and 'Case Status' (set to 'Open Cases').

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
109767	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	12.08.2020 07:43:32		Customer Happiness Revi
109754	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	11.08.2020 11:36:38	Rejected	Rejected
109702	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	10.08.2020 10:29:53	Approved	Completed
109699	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	10.08.2020 09:44:57	Rejected	Rejected
109579	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	28.07.2020 08:32:22	Approved	Completed
109520	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	26.07.2020 10:10:06	Rejected	Rejected

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

### Details for case with ID 109767

---

#### Case Attributes

Title: Register workers  
Case Type: ZH11 - Register Workers  
Last Changed by: System  
Changed On: 12.08.2020 07:43:38  
Created By: PORTAL1  
Created On: 12.08.2020 07:43:32  
Case ID: 109767  
Final Decision:  
Occupation: Animal Handler  
Rejection Reason:  
Status: Customer Happiness Review

#### Case Notes

---

▶  Linked Objects

- 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 | Public Health Department Online Services

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
109767	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	12.08.2020 07:43:32		Customer Happiness Review
109754	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	11.08.2020 11:36:38	Rejected	Rejected
109702	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	10.08.2020 10:29:53	Approved	Completed
109699	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	10.08.2020 09:44:57	Rejected	Rejected
109579	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	28.07.2020 08:32:22	Approved	Completed
109520	Register workers			Register workers	مؤسسة الربيع للمقاولات العامة والديكور	26.07.2020 10:10:06	Rejected	Rejected

Case Details | Case Documents | Payment Requests

Creation date frame: All | Case Status: Open Cases

Total number of cases: 617

A screen will pop up to show all of the documents that are attached to the selected request when it is created.

Documents for case with ID 109767

Case Documents

File Description	
doc.pdf	
doc.pdf	
lawyer.jpg	

Download all attachments

Close

Click the  beside the required document to download it, or click on the “**Download all Attachments**” button to download all of the attachments at once.

## Service Fee

The **Register Workers under Public health related Facilities** service is provided free of charge.

## Customer Action

Upon successful submission the request will be displayed for the PHD customer happiness employee to review it and take the decision, but if the request requires a modification from the applicant, then the employee will return it to the applicant to apply the modification and send it again after modification for review.

When 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:

Public Health Services

My cases (ZH) My Notification Product Registration Request Issue Health Certificate Issue Free Sales Certificate Public Health Department Online Services

Notifications [Help](#)

Notifications

View: [Standard View] Print Version Export

Notification	Due Date	Request Type	Case ID	Case type text	Details
300099646	13.08.2020	تسجيل العمال	109787	ZH11 - Register Workers	
300093003	20.04.2020	تحليل عينة مواد غذائية أو مياه	107653	PHD Generic Service Request	
300092110	09.04.2020	Issue health card (new/renewal)	107673	PHD Generic Service Request	
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	

Notif. timeframe: All Display Opened o... Refresh

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 300099646

---

#### Selected Notification

Notification: 300099646	Case ID: 109787
Created on: 13.08.2020	Case Type: ZH11 ZH11 - Register Workers
Requester: Reem Mamdouh Abd Elmonaem	BusinessPartner: 3000115561 Randa Issa
Lock Status:	
Current System Status: Open	

---

#### Worker Registration Request

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

Open Case 3

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

Step 4: Complete the notification modification by clicking the below

Complete

---

#### Comments

Note from Customer Happiness:

Passport copy is not clear

Save Cancel

2. Read the notes of the PHD customer happiness employee.
3. Click on “Open Case” button to modify the request → the request details screen opens

### Public Health Services

My cases (ZH) My Notification Product Registration Request Issue Health Certificate Issue Free Sales Certificate Public Health Department Online Services

#### Business Partner Register [Help](#)

▼ **Applicant Information**

Applicant Name:

Applicant Phone No:

Applicant Email ID:

▼ **Establishment Information**

Establishment Name:  License No:

License Authority:  License Activities:

Establishment Phone No:  Establishment Email:

Establishment PO Box No:  Establishment Address:

▼ **Employee Details**

4. Modify the request as per the employee comments through add/replace or delete the request attachments. In addition, you can add remarks.
5. Click the **"Update"** button. A confirmation message will pop up:

#### Confirmation dialog

Do you want to submit the request?

6. Click **"Yes"**, then you will return to the **"Customer Action"** screen:

