

# User Manual

## RAK Digital Platform

### New Platform for RAK Government Services

#### RAK Government

## Contents:

1. CONTENTS:.....	2
2. INTRODUCTION.....	3
3. ACCESS RAK DIGITAL PLATFORM.....	4
4. RAK DIGITAL HOME PAGE.....	6
5. SERVICE NAVIGATION.....	11
6. SIGN IN TO YOUR RAK DIGITAL ACCOUNT.....	15
7. DASHBOARD OF REGISTERED CUSTOMERS.....	18
8. LOGOUT.....	22
9. CHANGE PLATFORM LANGUAGE.....	23
10. CHANGE ROLE.....	23
11. CHANGE USER CONTACT DETAILS.....	25
12. ACCESS MY SERVICES REQUESTS.....	26
13. VIEW REQUEST'S PAYMENT HISTORY.....	29
14. VIEW REQUEST'S UPLOADED DOCUMENTS.....	30
15. DRAFTS.....	31
16. CUSTOMER ACTION.....	32
17. PAYMENT.....	34
18. "IN PROGRESS" REQUESTS.....	40
19. "COMPLETED" REQUESTS.....	41
20. DOCUMENTS.....	42
21. PROPERTIES.....	45
22. PROPERTY FULL DETAILS SCREEN.....	48
23. CAN'T FIND YOUR PROPERTY.....	51
24. BUSINESSES.....	54
25. BUSINESSES ACTIONS.....	58
26. TRADE NAMES ACTIONS.....	65
27. PERMITS/LICENSES ACTIONS.....	68
28. NAVIGATE TO GOVERNMENT ENTITIES AND SERVICES.....	71
29. SEARCH FOR GOVERNMENT SERVICES.....	74

## Introduction

Introducing RAK Digital Platform, the unified platform launched by the Ras Al Khaimah Government to enhance your digital interaction with RAK Entities. This platform is designed to improve your experience by streamlining and standardizing electronic services based on user roles.

RAK Digital Platform centralizes your interactions by providing a unified Inbox for all users—whether individuals, consultants, or representatives. This centralized hub allows you to effortlessly monitor and manage all requests, regardless of service type or entity. Additionally, you can modify returned requests as needed for customer action.

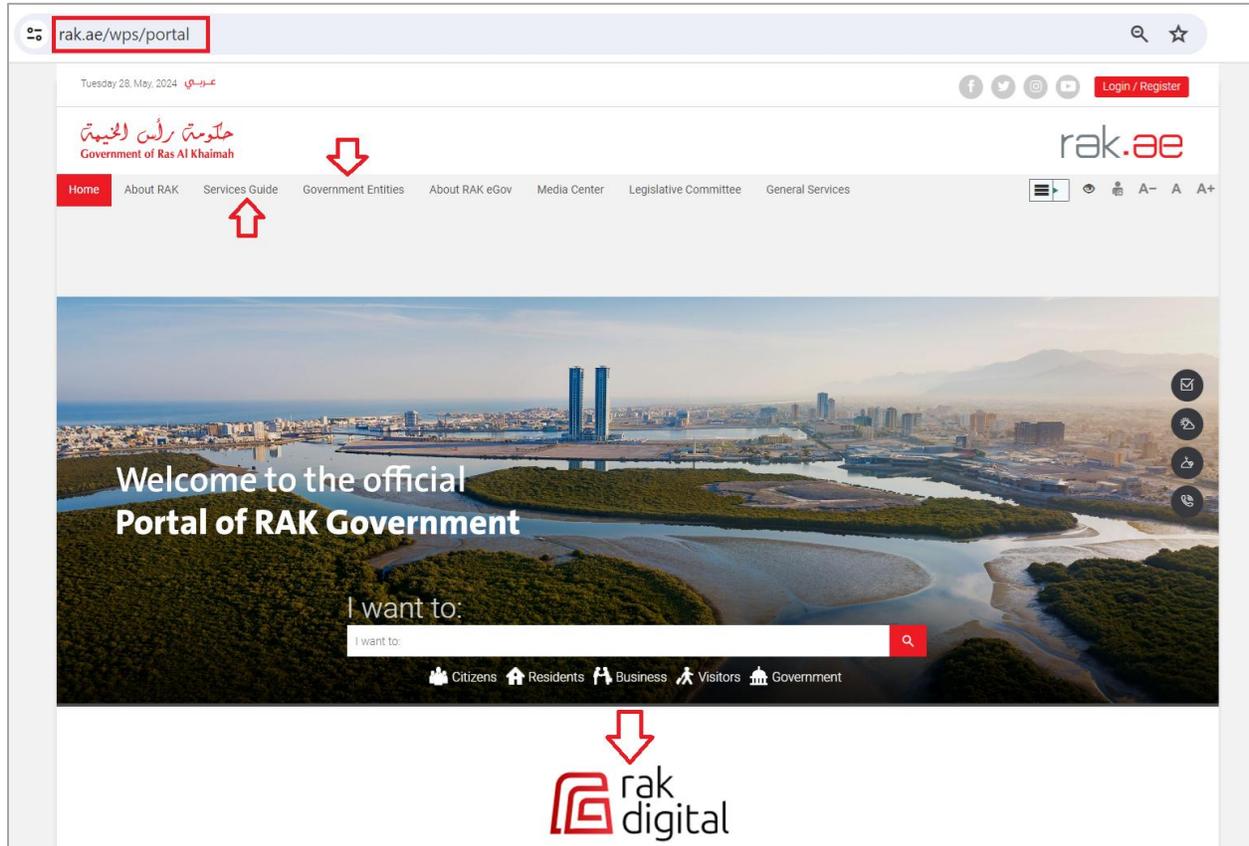
In addition, RAK Digital Platform simplifies payment processes with unified payment channels. You can conveniently pay for all requests using various methods, including KIOSK, Walk-in services, the mRAK App, or e-payment via bank cards or RAK Pay.

This document will guide you through the key features of RAK Digital Platform, including how to access RAK Government services electronically, manage your requests, handle returned requests, make payments, and track the status of your submitted requests.

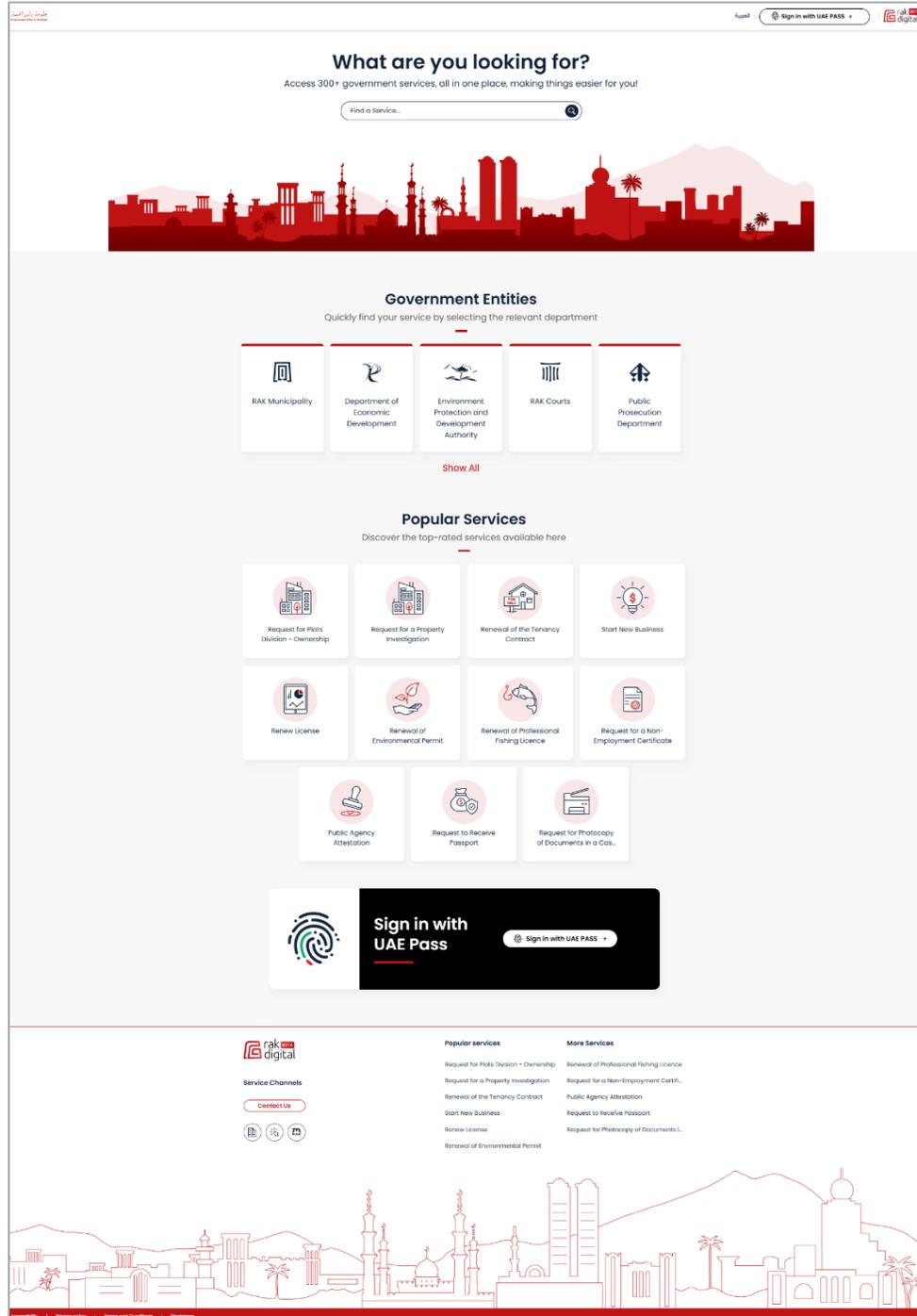
## Access RAK Digital Platform

You can access the RAK Digital Platform in two ways:

1. **Indirectly:** From the <https://rak.ae> portal, simply click on the RAK Digital icon or select any RAK entity or service. This action will promptly redirect you to <https://rakdigital.rak.ae>.



2. **Directly:** Visit <https://rakdigital.rak.ae> to access the Ras Al Khaimah Digital Platform directly. The platform interface illustrates as below:

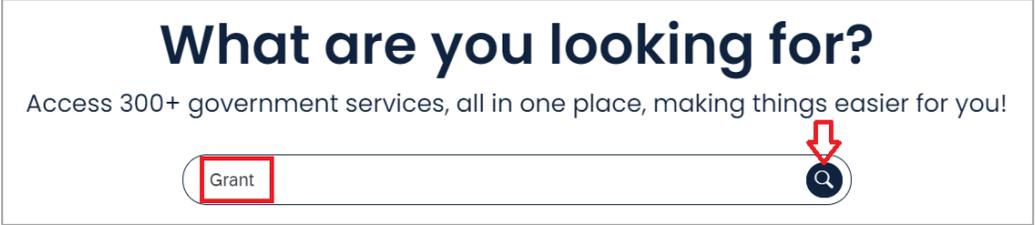


## RAK Digital Home Page

The RAK Digital platform enables both registered and unregistered users to explore its homepage.

- Users can access government service cards of various types.
- Users can view service descriptions, terms, fees, and required documents for each service before signing in and submitting requests.

The home page includes the following sections where you can do the following actions:

Section	Description and Actions
<b>Header Banner</b>	<p>It enables you to:</p>  <ol style="list-style-type: none"> <li>1. Access your personal account by clicking on the “<b>Sign in with UAE PASS</b>” button.</li> <li>2. Change the display language from English to Arabic and vice versa by clicking on the language button.</li> </ol>
<b>Search Box</b>	<p>You can quickly and directly search for any service by entering its name into the search field. Then, either click on the search icon  or press the “<b>Enter</b>” key on your keyboard to initiate the search.</p>  <p>The search results appear directly where you can:</p> <ol style="list-style-type: none"> <li>1. Click on the required service to access it directly.</li> <li>2. Filter the results by department from the list of departments on the right side:</li> </ol>

The screenshot shows a search results page for the term "Grant". At the top, there is a search bar with "Grant" entered. Below the search bar, it says "7 Results found". A red arrow labeled "1" points to the first result, "Grant Certificate", which is linked to "RAK Courts". To the right, there is a dropdown menu titled "All Entities" with a red arrow labeled "2" pointing to it. The dropdown menu lists several entities: RAK Municipality, Department of Economic Development, Environment Protection and Development Authority, RAK Courts, Public Prosecution Department, Al Hamra Bill Payment, Lawyers Affairs Committee, RAK Department of Civil Aviation, RAK Customs Department, Public Services Department, and RAK Police.

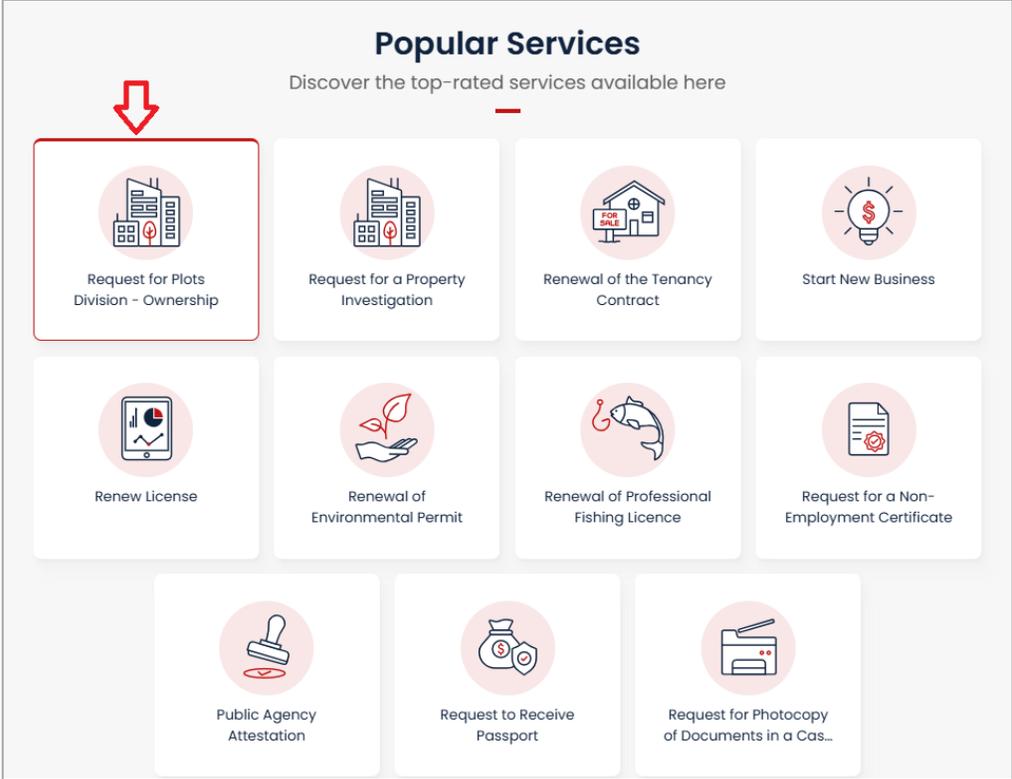
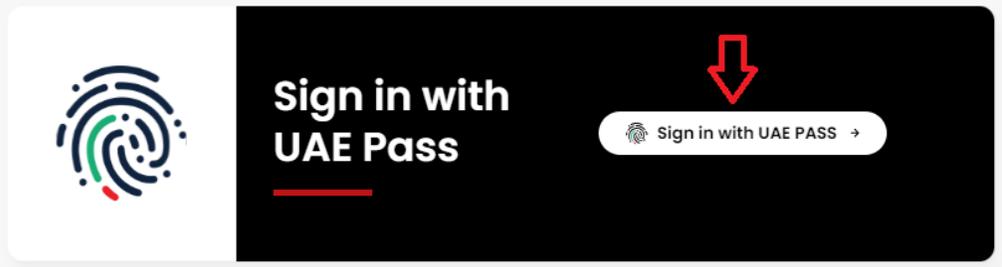
**Government Entities**

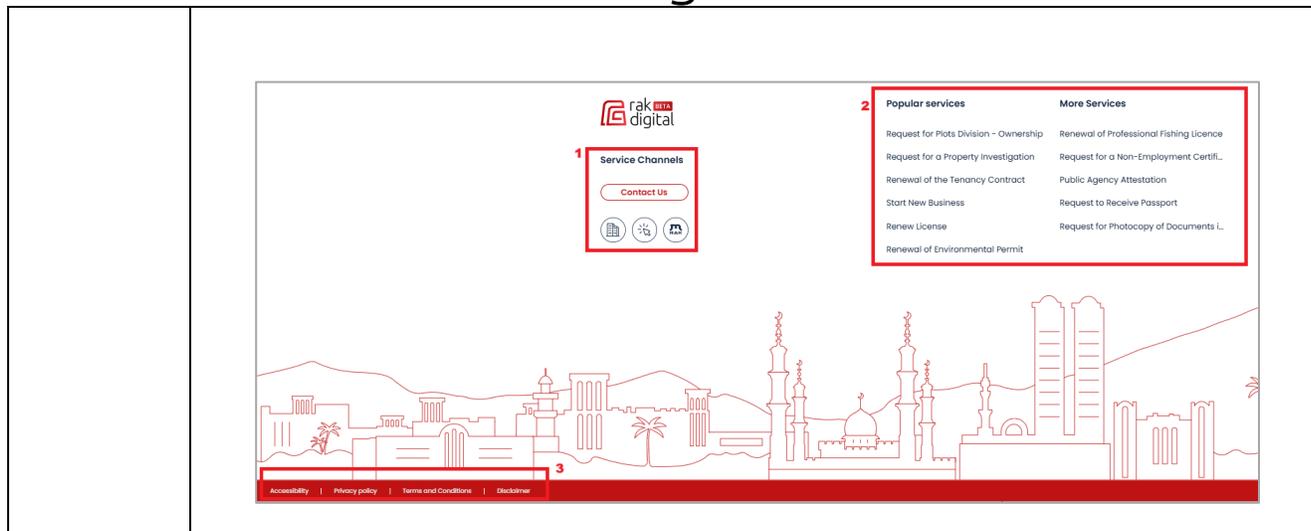
Navigate to all governmental entities of Ras Al Khaimah and access the desired service.

The screenshot shows the "Government Entities" page. At the top, it says "Government Entities" and "Quickly find your service by selecting the relevant department". Below this, there are five cards representing different entities: RAK Municipality, Department of Economic Development, Environment Protection and Development Authority, RAK Courts, and Public Prosecution Department. A red arrow labeled "1" points to the top of the first card. At the bottom of the page, there is a "Show All" link with a red arrow labeled "2" pointing to it.

1. Click on the desired Government Entity → to access the Entity's departments/sections → and then select the required service.
2. Click on "Show All" link to view all Government Entities.

	<div style="text-align: center;"> <h3>Government Entities</h3> <p>Quickly find your service by selecting the relevant department</p> <hr style="width: 10%; margin: auto;"/> <div style="display: flex; flex-wrap: wrap; justify-content: space-around;"> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               RAK Municipality         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               Department of Economic Development         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               Environment Protection and Development Authority         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               RAK Courts         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               Public Prosecution Department         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               Al Hamra Bill Payment         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               Lawyers Affairs Committee         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               RAK Department of Civil Aviation         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               RAK Customs Department         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               Public Services Department         </div> <div style="width: 18%; text-align: center; border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">               RAK Police         </div> <p style="text-align: center; color: red; font-weight: bold;">Show Less</p> </div> </div>
<p><b>Popular Services</b></p>	<p>Displays the top-used services available, allowing you to click directly on the desired service to access it.</p>

	<div style="text-align: center;"> <h3>Popular Services</h3> <p>Discover the top-rated services available here</p>  </div>
<p><b>UAE PASS</b></p>	<p>Enables you to sign in to your personal account via UAE PASS.</p> 
<p><b>Footer Banner</b></p>	<p>Displays the following:</p> <ol style="list-style-type: none"> <li>1. Supported service channels and <b>“Contact Us”</b> button to access the contact details of all departments screen.</li> <li>2. List of the popular services. Click on the desired service to access it.</li> <li>3. Accessibility, privacy policy, terms and conditions, and disclaimer. Click on the desired policy to open it.</li> </ol>



## Service Navigation

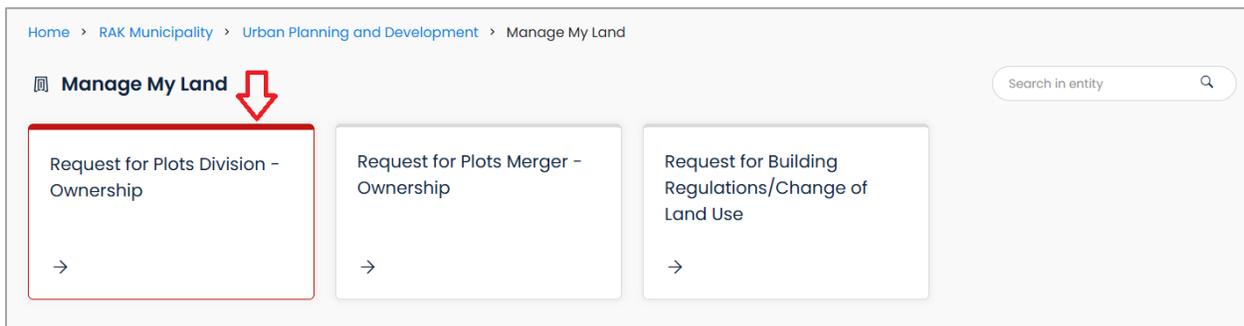
Upon selecting any service from the Popular Services icons/list, Search results, or Government Entities icons, the service card instantly appears. This allows all users to view the service description, conditions, allowed User roles, submission steps, fees, and service delivery channels.

For example, to access the service card of the “Request for Plots Division - Ownership” service, you must follow one of the following methods:

1. **First Method:** Search for “Request for Plots Division - Ownership” service. Then click on it from the search result to access its service card directly:



2. **Second Method:** From “Government Entities” section, click “Municipality” → “Urban Planning and Development” → “Manage My Land” → “Request for Plots Division - Ownership”:



3. **Third Method:** Click on “Request for Plots Division - Ownership” from “Popular Services” section (if it is listed there):



4. The service card of **Request for Plots Division – Ownership** will appear instantly.
  - a. Unregistered users can initiate the service submission process by first signing in and then proceeding to submit the service by clicking on **“Sign in with UAE PASS to start”**:

[← Back](#)

### Request for Plots Division – Ownership

Through this service, the owner can request the separation of plots, as per their desire, in compliance with the approved technical conditions and planning regulations.

Available for

- Individual / Owner
- Tashoel

Processing time: 5-20 working days      Service output: Ownership Site Plan



 Sign in with UAE PASS to start →

#### Service Steps

- 1 Submit the application by visiting the Customer Happiness Centre in Ras Al Khaimah Municipality or through the digital platform of the Government of Ras Al Khaimah <https://rakdigital.rak.ae> log in using the Digital ID and select the service of "Plot.. [Show More](#)
- 2 Complete the required clauses and attach or submit the documents to the Customer Happiness Centre representative
- 3 Pay the transaction fees via the website, the mRAK Smart Application, or the Automated Payment Machines located in the Customer Happiness Centres of the Ras Al Khaimah Municipality
- 4 Await the relevant department to assess the application and decide whether to approve or reject it based on the particulars of the ownership plot division, or referring it to the survey of existing buildings. The customer is notified by e-mail and te.. [Show More](#)
- 5 Pay the final fees via the website, the mRAK Smart Application, or the Automated Payment Machines located in the Customer Happiness Centres of the Ras Al Khaimah Municipality, then hand hand over the old document and obtain a new plan that has been approved

#### Additional information

- >  The Service Fees
- >  The Required Documents
- >  Terms and limitations
- >  Attachments ⓘ

 Sign in with UAE PASS to start →

b. Registered users can directly submit the service by clicking on the "Start" button.

[← Back](#)

### Request for Plots Division – Ownership

We're here to help you shape your land to suit your aspirations. This service allows you to request the division of owned plots as per your planning needs, while ensuring alignment with Ras Al Khaimah's technical conditions and planning regulations.

Available for

- Individual / Owner
- Tasheel

Processing time: 5-20 working days | Service output: Ownership Site Plan

 [Start >](#)

#### Service Steps

- 1 Apply through the Customer Happiness Centre or via the digital platform of the Government of Ras Al Khaimah, <https://rakdigital.rak.ae> using your Digital ID
- 2 Select the "Plots Division – Ownership" service
- 3 Fill out the required clauses and attach or submit your documents to the Customer Happiness Centre representative
- 4 Pay the application fee through the website, the mRAK Smart Application, or at the Automated Payment Machines at the Customer Happiness Centres
- 5 The concerned department will evaluate your application based on the details provided or may refer it for a site survey
- 6 You'll be notified by email and SMS if any additional documents or clarifications are needed. You'll have 15 days to respond
- 7 The status of your application can be checked through the website, the mRAK Smart app or the Customer Happiness Centre
- 8 After approval, pay the final fee and submit your previous site plan to receive the newly approved site plan

#### Additional information

- [> The Service Fees](#)
- [> The Required Documents](#)
- [> Terms and limitations](#)
- [> Attachments ⓘ](#)

[Start >](#)

**Notes:**

- If you log in by a role that does not have permission to access a specific service, an error message will be displayed. You need to switch to a role that has the necessary permissions to access the service.

#### Request for Plots Division - Ownership

We're here to help you shape your land to suit your aspirations. This service allows you to request the division of owned plots as per your planning needs, while ensuring alignment with Ras Al Khaimah's technical conditions and planning regulations.

Available for

- Individual / Owner
- Tashool

This service is not available for the selected role

- Some services can be accessed with **Guest** or **Anonymous** roles. For these services, you can access these services either with or without logging in.

العربية  Sign in with UAE PASS →

[← Back](#)

#### Application to Amend Divorce / Khula' Certificate

By this service, an application can be submitted to amend Divorce or Khula' Certificate due to a valid reason requires the same.

Available for

- Parties
- Typing Offices
- Guest

 Processing time  
1 working day

 Service output  
Amended Divorce or Khula' Certificate

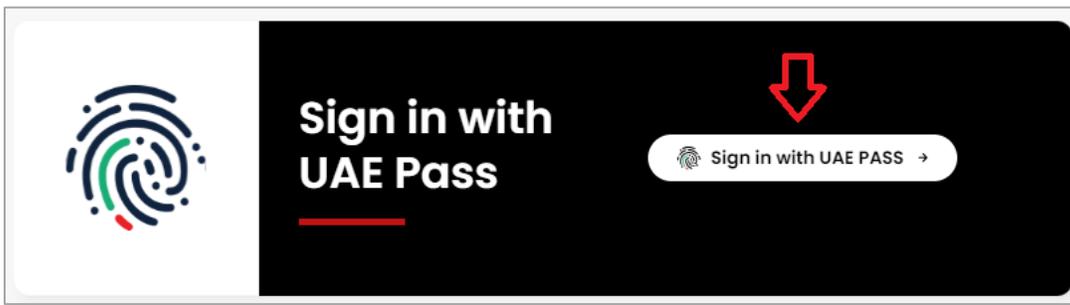
 Start >

## Sign in to Your RAK Digital Account

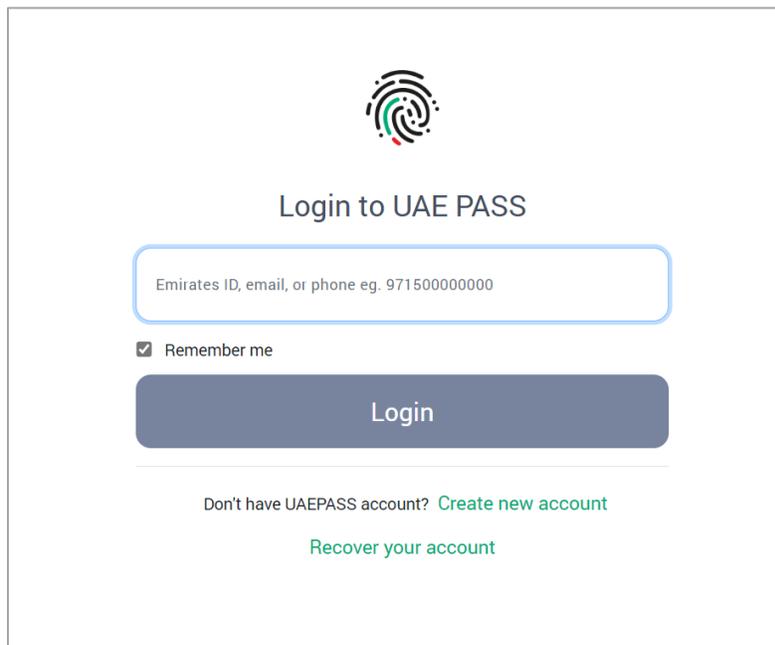
1. To begin, click on the "Sign in with UAE PASS" button located at the top right corner of the screen:



2. Alternatively, click on "Sign in with UAE PASS" button from UAEPASS section:



3. Next, complete the login process via UAE PASS.

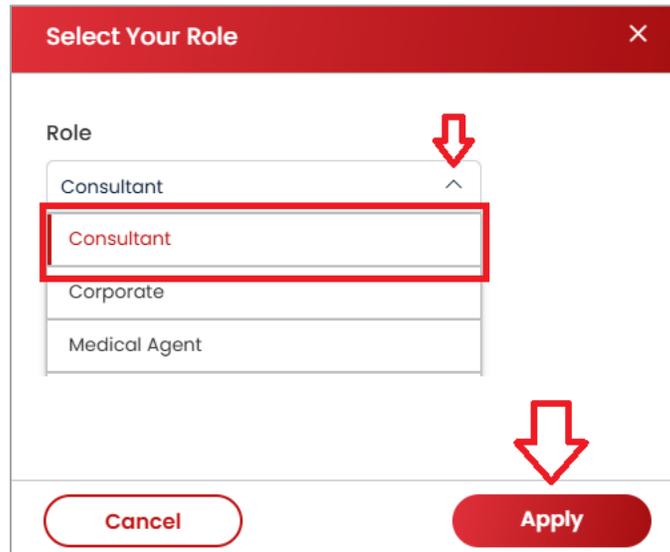


4. Your customized dashboard on RAK Digital platform will be displayed as below:

The screenshot displays the RAK Digital platform dashboard for user Hesham Moustafa Bekheit. The interface includes a navigation menu on the left with options like Home, Service Requests, Documents, Properties, Businesses, and Personal Information. The main content area is titled 'Good Morning Hesham Moustafa Bekheit, You can View your Information' and features a 'Needed action' section. This section contains four request cards: three 'Issue License Request' items (all marked as 'cancelled') and one 'Violations Pay Request' (marked as 'In Progress'). Each card provides details such as the request ID, update/creation dates, and a button to 'Go to Service' or 'Continue Request'. Below the requests is a pagination control showing '1 / 18'. A 'Popular Services' section at the bottom offers quick access to services like 'Request for Plots Division - Ownership', 'Request for a Property Investigation', 'Renewal of the Tenancy Contract', 'Start New Business', and 'Renew License'. The dashboard is styled with a clean, modern aesthetic and includes a decorative cityscape illustration at the bottom.

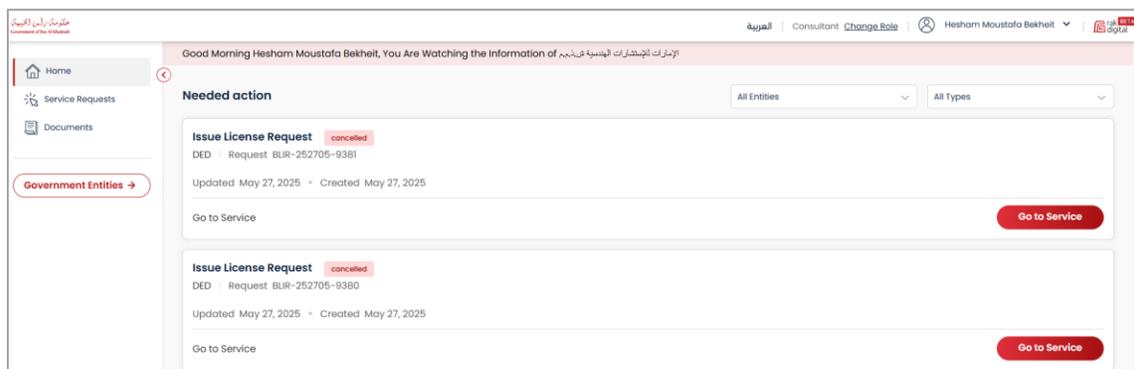
**Note:** If you have multiple roles on RAK digital platform, for example you are an individual and at the same time a contractor, the new platform enables you to choose the required role by which you would like to access your customized dashboard and submit the required services.

When you sign in while you have multiple roles on the platform, the following screen will pop up:



Choose the required role by which you would like to submit services, then click the “**Apply**” button.

Your customized dashboard will display and allow you to submit only the services authorized for your selected role. Additionally, the service navigation will show only the services applicable to your chosen role.

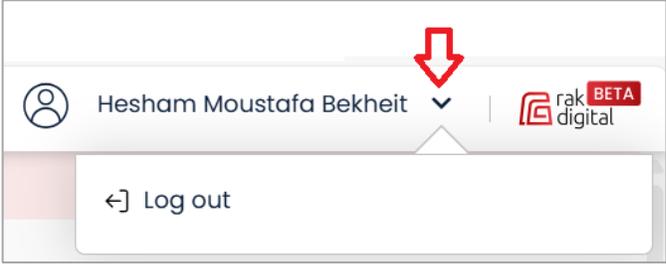


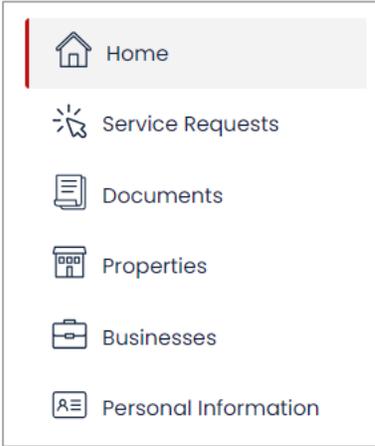
## Dashboard of Registered Customers

The dashboard of the registered users consists of the following sections:

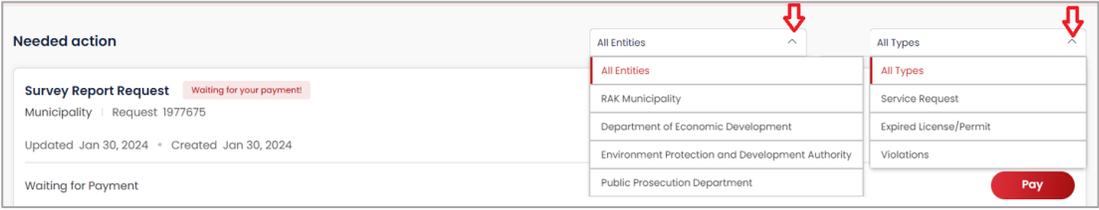
The dashboard interface includes the following sections:

- Header:** Language selector (العربية), Change Role, and user profile (Hesham Moustafa Bekheit).
- Left Sidebar:** Home (2), Service Requests, Documents, Properties, Businesses, Personal Information, and Government Entities (3).
- Main Content Area:**
  - Needed action (4):** A list of requests with filters for All Entities and All Types. Items include:
    - Issue License Request (cancelled):** DED | Request BLIR-252705-9381. Updated May 27, 2025. Created May 27, 2025. Action: Go to Service.
    - Issue License Request (cancelled):** DED | Request BLIR-252705-9380. Updated May 27, 2025. Created May 27, 2025. Action: Go to Service.
    - Issue License Request (cancelled):** DED | Request BLIR-252705-9379. Updated May 27, 2025. Created May 27, 2025. Action: Go to Service.
    - Violations Pay Request (In Progress):** DED | Request VPR-250801-0679. Updated Jan 08, 2025. Created Jan 08, 2025. Action: Continue Request.
  - Popular Services (5):** A carousel of service tiles:
    - Request for Plots Division - Ownership
    - Request for a Property Investigation
    - Renewal of the Tenancy Contract
    - Start New Business
    - Renew License
- Footer:** A decorative illustration of a cityscape.

#	Section	Description																								
1		<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <span>العربية</span>   Consultant <a href="#">Change Role</a>    Hesham Moustafa Bekheit ▼         </div> <p>It displays your name, and it enables you to <a href="#">log out</a>.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">  </div> <p><a href="#">Change Role</a></p> <p>The platform provides a range of roles designed to meet diverse needs across all entities and customers. Additionally, it customizes the available services based on the chosen role. Below is the list of roles provided:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Entity</th> <th>Applicable Role/s</th> </tr> </thead> <tbody> <tr> <td>Al Hamra Bill Payment</td> <td>Individual</td> </tr> <tr> <td>Department of Economic Development</td> <td>Individual</td> </tr> <tr> <td>Environmental Protection and Development Authority</td> <td>Individual, Public Relation Officer (PRO), Manager, Third Party, Customer Executive</td> </tr> <tr> <td>Lawyers Affairs Committee</td> <td>Individual, Lawyer</td> </tr> <tr> <td>Public Prosecution Department</td> <td>Individual, Lawyer, Typing Offices</td> </tr> <tr> <td>Public Services Department</td> <td>Individual</td> </tr> <tr> <td>RAK Courts</td> <td>Corporate, Experts, Government, Judge, Lawyer, parties, Typing Offices</td> </tr> <tr> <td>RAK Customs Department</td> <td>Individual</td> </tr> <tr> <td>RAK Department of Civil Aviation</td> <td>Individual</td> </tr> <tr> <td>RAK Municipality</td> <td>Advertisement, Consultant, Contractor, Establishment, Individual, Tasheel</td> </tr> <tr> <td>RAK Police</td> <td>Individual</td> </tr> </tbody> </table>	Entity	Applicable Role/s	Al Hamra Bill Payment	Individual	Department of Economic Development	Individual	Environmental Protection and Development Authority	Individual, Public Relation Officer (PRO), Manager, Third Party, Customer Executive	Lawyers Affairs Committee	Individual, Lawyer	Public Prosecution Department	Individual, Lawyer, Typing Offices	Public Services Department	Individual	RAK Courts	Corporate, Experts, Government, Judge, Lawyer, parties, Typing Offices	RAK Customs Department	Individual	RAK Department of Civil Aviation	Individual	RAK Municipality	Advertisement, Consultant, Contractor, Establishment, Individual, Tasheel	RAK Police	Individual
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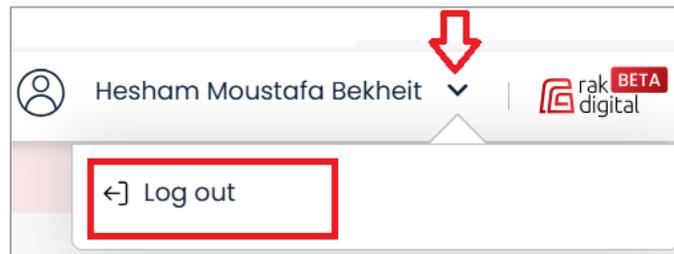
	<p>The dashboard will display the menus and services authorized to the selected role upon signing in. For instance, if you sign in with your <b>Individual</b> account, the dashboard will display the services relevant for Individuals. Similarly, signing in with your <b>Contractor</b> account will show the services only authorized to contractors.</p> <p>Additionally, if you have multiple roles, such as one for Individual and another for contractor, you can <a href="#">switch between roles</a> within the same session to access and manage the required services.</p>
العربية	<p>The platform supports two languages: <b>Arabic</b> and <b>English</b>. Accordingly, you can <a href="#">change the platform's display language</a> from English to Arabic and vice versa automatically and directly, by clicking on the language button.</p>
2	<p><b>Main Menus:</b> This section comprises a set of menus designed for viewing and managing all aspects of your government transactions. Detailed explanations of each menu will be provided in this guide below.</p> <div style="text-align: center;">  </div>
<b>Home</b>	<p>This is your primary control screen where you can find comprehensive details of your government transactions required actions. Here, you can pay, upload documents, view payments history, renew permits and more.</p> <p>You can access it at any time by clicking this labeled menu.</p>
<b>Service Requests</b>	<p>This screen allows you to manage your requests, whether they are drafts or submitted requests. Here, you can complete and submit drafts, track the progress of your requests, make modifications if necessary, and pay any associated fees.</p>
<b>Documents</b>	<p>This screen allows you to review and download all documents associated with your approved government transactions.</p>
<b>Properties</b>	<p>This screen enables property owners and/or managers to view their properties, mark them as favorites, and check their location on a real-time map. Additionally, users can report missing properties and submit comprehensive investigation requests.</p>

<p><b>Businesses</b></p>	<p>This screen provides control over your businesses, trade names, and permits/licenses registered with the Department of Economic Development and the Environment Protection and Development Authority. Functions include view, renewal, cancellation, modification, and more.</p>														
<p><b>Personal Information</b></p>	<p>This screen displays your profile information and refer you to UAE PASS application to <a href="#">update your contact details via QR code.</a></p> <div data-bbox="402 531 1466 814" style="border: 1px solid #ccc; padding: 10px;"> <p><b>My Personal Information</b></p> <div style="display: flex; align-items: center;"> <div> <p><b>Hesham</b> <small>Wassuufafa Saadifall</small></p> <p>venugopal.a@ega <small>050-00000000</small> +</p> <p>To update your personal information open the UAE Pass App via <a href="#">QR code</a></p> </div> </div> <table border="1" style="width: 100%; text-align: center; font-size: small;"> <thead> <tr> <th>Emirates ID</th> <th>Passport NO</th> <th>Passport type</th> <th>License number</th> <th>Unified number</th> <th>Nationality</th> <th>Date of birth</th> </tr> </thead> <tbody> <tr> <td>784-1576-1000000-3</td> <td>125-415751</td> <td>Unit.Arab Emir.</td> <td>-</td> <td>4151275105</td> <td>Unit.Arab Emir.</td> <td>May 23, 1976</td> </tr> </tbody> </table> </div>	Emirates ID	Passport NO	Passport type	License number	Unified number	Nationality	Date of birth	784-1576-1000000-3	125-415751	Unit.Arab Emir.	-	4151275105	Unit.Arab Emir.	May 23, 1976
Emirates ID	Passport NO	Passport type	License number	Unified number	Nationality	Date of birth									
784-1576-1000000-3	125-415751	Unit.Arab Emir.	-	4151275105	Unit.Arab Emir.	May 23, 1976									
<p><b>3 Government Entities</b></p>	<p>Pressing this button will show the government entities of Ras Al Khaimah. It allows you to navigate into the different governmental services.</p> <p>Each entity includes its electronic services, allowing you to choose and start the desired service directly.</p> <div data-bbox="410 1062 1458 1539" style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex;"> <div style="width: 25%; border-right: 1px solid #ccc; padding-right: 5px;"> <ul style="list-style-type: none"> <li>Home</li> <li>Service Requests</li> <li>Documents</li> <li>Properties</li> <li>Businesses</li> <li>Personal Information</li> <li style="background-color: #e91e63; color: white; padding: 5px; text-align: center; border-radius: 5px;">Government Entities →</li> </ul> </div> <div style="width: 75%; padding-left: 5px;"> <p><b>Government Entities</b> <span style="float: right;">Search a Service 🔍</span></p> <div style="display: grid; grid-template-columns: repeat(4, 1fr); gap: 10px;"> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  RAK Municipality                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  Department of Economic Development                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  Environment Protection and Development Authority                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  RAK Courts                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  Public Prosecution Department                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  Lawyers Affairs Committee                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  RAK Department of Civil Aviation                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  RAK Customs Department                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  Public Services Department                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  RAK Police                 </div> <div style="text-align: center; border: 1px solid #ccc; padding: 10px;">  Al Hamra Bill Payment                 </div> </div> </div> </div> </div>														

4	<p><b>Needed Action list</b></p>	<p>This list shows pending requests that require your attention. You can directly access each request and take necessary actions to complete it, such as paying fees.</p> <p>You can filter the requests by entity and/or request type using the filter lists located at the top right corner of the list:</p> 
5	<p><b>Popular Service</b></p>	<p>This banner showcases popular services, representing the most frequently used services by customers on the platform.</p> <p>Scroll the banner to the right or left to find the desired service, then click on it to access it directly.</p> 

## Logout

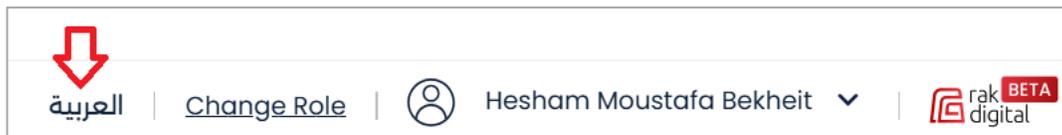
To log out from your dashboard and return to the main page of the RAK Digital Platform, click the arrow next to your name at the top right corner of the screen, then select "Log out".



## Change Platform Language

To change the platform's display language instantly:

- Click the "العربية" link to instantly switch the platform's display language from English to Arabic.
- Click the "**English**" link to instantly switch the platform's display language from Arabic to English.



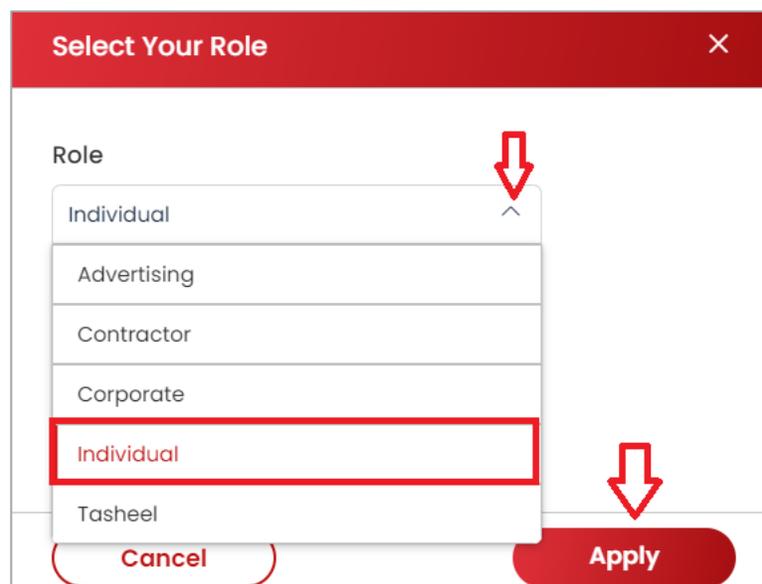
## Change Role

To change your role in the platform:

1. Click on the "**Change Role**" link at the top of the screen.



2. Select the required role, for example to show the services authorized for individuals, choose "**Individual**" and click "**Apply**":



- To show the services authorized to consultants, select “**Consultant**” role, the company that you work for will be displayed in the field below, then click “**Apply**”.

### Select Your Role ×

Role

Consultant ▾

Company

الإمارات للإستشارات الهندسية ش.ذ.م.م

Cancel Apply

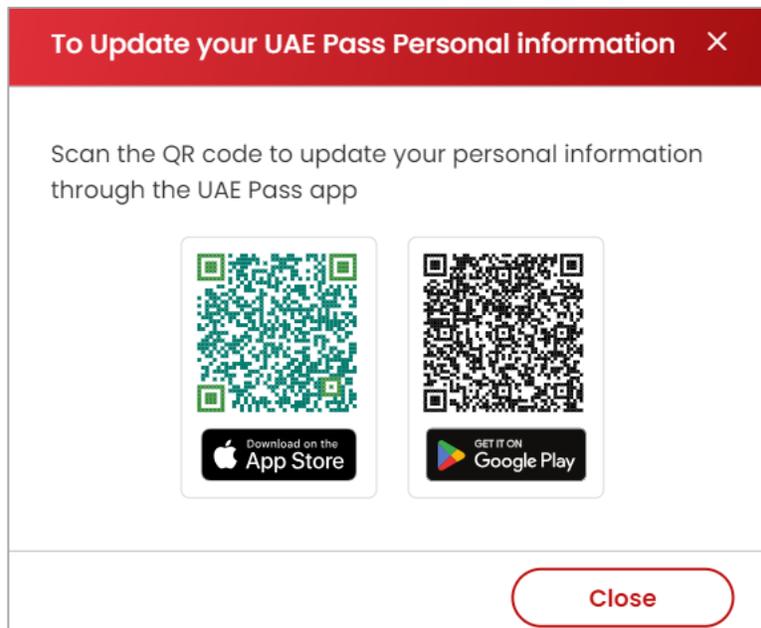
## Change User Contact Details

Click the “**Personal Information**” menu to access your personal information screen as follows:



To update your contact details:

- **Indirectly via UAE PASS Application:** Open the UAE PASS application and update your contact details. The new information will be automatically reflected in the interface the next time you sign in.
- **Directly via RAK Digital Platform:** Click on the QR code link → scan the QR code → open the UAE PASS application and update your contact details.

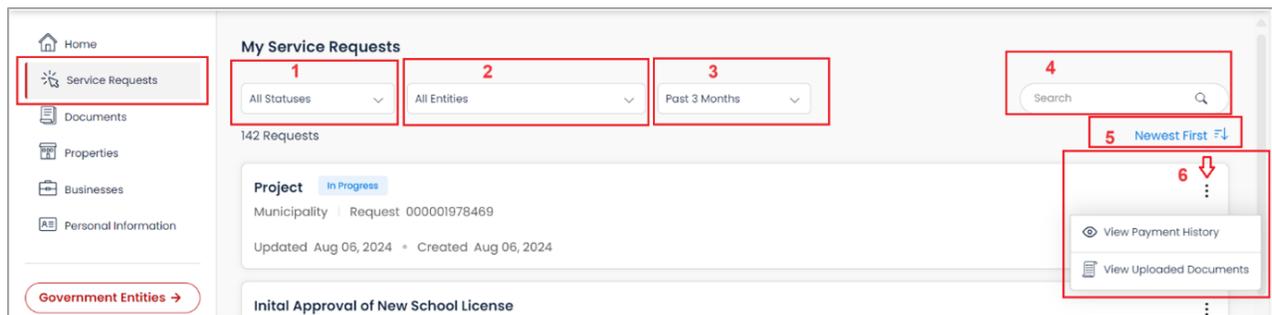


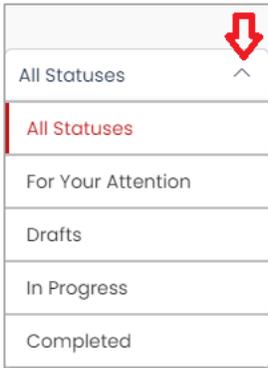
## Access My Services Requests

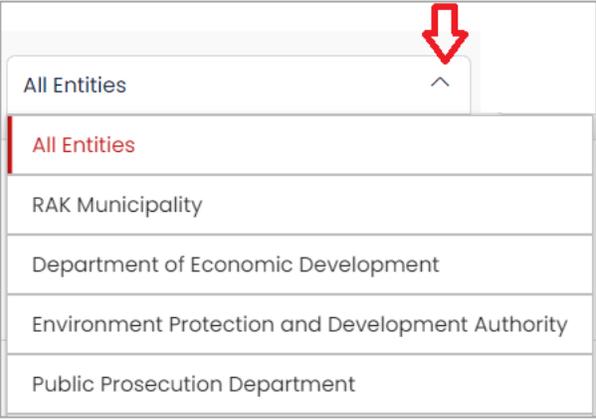
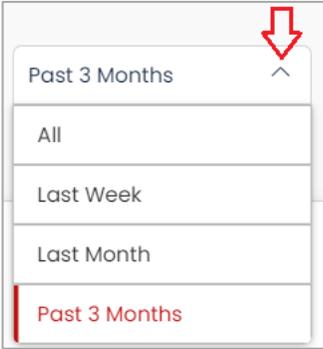
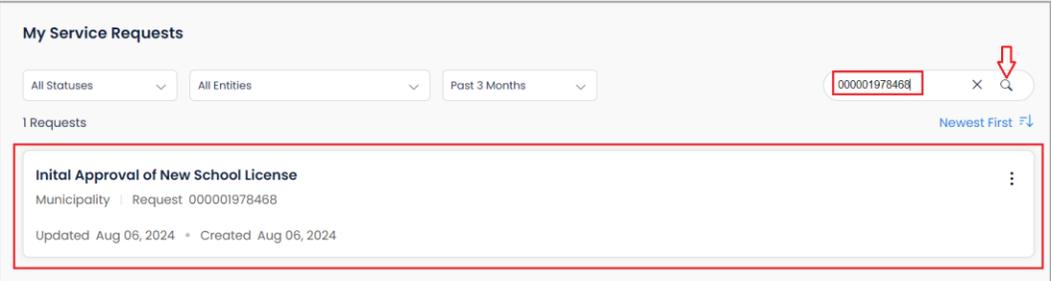
Click on the "Service Requests" menu to access the "My Service Requests" screen. The screen enables you to manage two types of requests:

- **Drafts:** you can complete drafts and submit them.
- **Submitted Requests:** You can follow up, modify (if necessary), pay fees (if applicable), and view completed and in-progress requests.]

The main list includes all your requests regardless their statuses, where you can filter to show the required requests as per the request status, request entity, or request submission time:



#	Field	Description
1	<b>Status Filter</b>	<p>A list that is used to filter the requests as per their status. The list includes:</p> 
	<b>All Statuses</b>	Shows all your requests regardless of their statuses.
	<b>For Your Attention</b>	Shows your returned requests that were sent back to you from the concerned entity for modifications, additional information, or payment.
	<b>Drafts</b>	Shows your requests that you started previously and saved for later submission.
	<b>In Progress</b>	Shows all your requests that are currently in progress by the government Entities.

		<b>Completed</b>	Shows all your completed or closed requests.
2	<b>Entity Filter</b>	<p>A list that is used to filter the requests by the government entity to which they are submitted.</p> 	
3	<b>Time Filter</b>	<p>A list that is used to filter the requests by the required period during which the requests occurred.</p> 	
4	<b>Search</b>	<p>The field enables you to search for a specific request by entering the request ID or service name and clicking the <b>Search</b> icon. The required request will be displayed below:</p> <p><b>Search by Request ID:</b></p> 	

**Search by Service Name:**

**5 List Sorting**

Click on the link to sort the list either from newest to oldest or vice versa.



**6 Action Options**

A list next to each request and consists of several actions depending on the status of the request, which are as follows:

Request Status	Action Options
<ul style="list-style-type: none"> <li>Draft</li> </ul>	<ul style="list-style-type: none"> <li>Go to Service Request</li> </ul>
<ul style="list-style-type: none"> <li>For Your Attention</li> <li>Completed</li> <li>In Progress</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">View Payment History</a></li> <li><a href="#">View Uploaded Documents</a></li> </ul>
Request Status	Action Buttons
<ul style="list-style-type: none"> <li>For Your Attention (Waiting for Your Payment)</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Pay</a></li> </ul>
<ul style="list-style-type: none"> <li>For Your Attention (Customer Action Required)</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Upload Documents</a></li> </ul>
<ul style="list-style-type: none"> <li>For DED requests only.</li> </ul>	<ul style="list-style-type: none"> <li>Proceed (it redirects you to DED request to proceed with it)</li> </ul>

## View Request's Payment History

The new platform provides easy access to both current and past payment transactions. You can view your payment history and download your payment request.

To access the payment history of a specific request, click on "**View Payment History**" option from the **More Options Menu (:)** next to the required request.

My Service Requests

Completed | All Entities | Past 3 Months | Search

26 Requests | Newest First

Active Filters

**Grant Request** Your request has been "Rejected"

Municipality | Request 000001978398

Updated Jul 31, 2024 • Created Jul 05, 2024

View Payment History

View Uploaded Documents

The payment history of the selected request will pop up as follows, where you can download the payment request:

Payment History

Service  
000001978398 - Grant Request

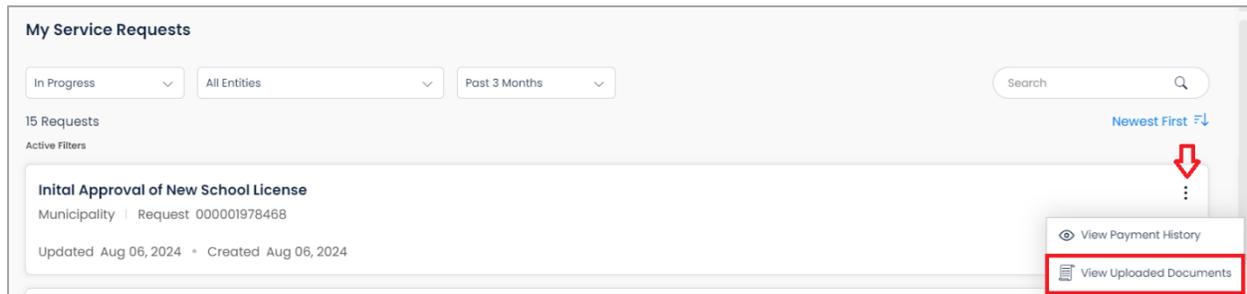
Status	Request No.	Amount (AED)	Payment Date	Payment Method	Transaction ID
Completed	1978398	0.00		Down Payment Request	0911577406

Close

## View Request's Uploaded Documents

The new platform offers effortless access to request documents, including invoices, permits, licenses, and more. You can view, download, and share documents at your convenience, making your interactions with government services more efficient.

To access the documents of a specific request, click on “**View Uploaded Documents**” option from the **More Options Menu (:)** next to the required request:



My Service Requests

In Progress | All Entities | Past 3 Months

Search

15 Requests

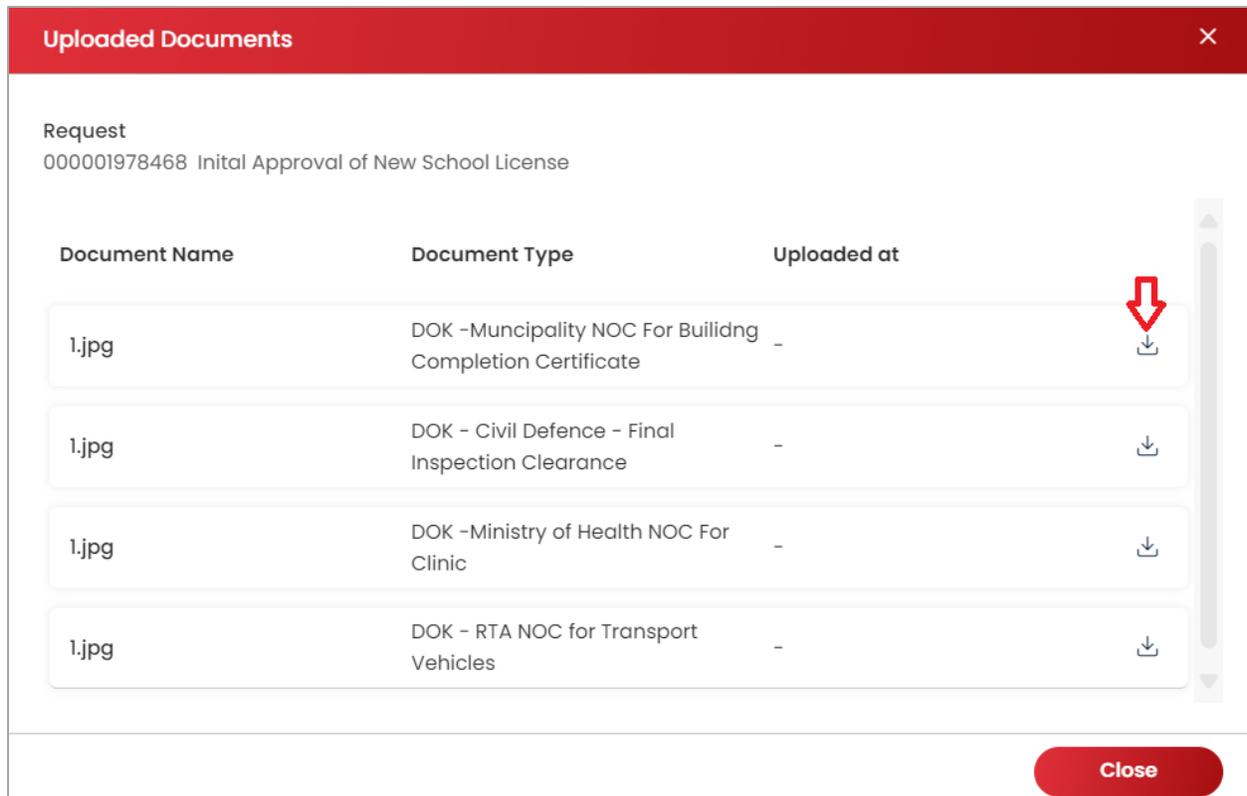
Active Filters

Initial Approval of New School License  
Municipality | Request 000001978468  
Updated Aug 06, 2024 • Created Aug 06, 2024

View Payment History

View Uploaded Documents

The “**Uploaded Documents**” screen of the selected request will pop up as follows, where you can download the required document:



Uploaded Documents

Request  
000001978468 Initial Approval of New School License

Document Name	Document Type	Uploaded at
1.jpg	DOK -Municipality NOC For Building Completion Certificate	-
1.jpg	DOK - Civil Defence - Final Inspection Clearance	-
1.jpg	DOK -Ministry of Health NOC For Clinic	-
1.jpg	DOK - RTA NOC for Transport Vehicles	-

Close

## Drafts

This list displays the drafts you previously created. It displays the request number, entity, service type, creation date, last update, and status.

The screenshot shows the 'My Service Requests' interface. At the top, there are filters for 'Drafts', 'All Entities', and 'Past 3 Months', along with a search bar. Below the filters, it indicates '75 Requests' and 'Active Filters'. A specific draft is highlighted with a dashed border, showing 'Split Land' as the service type, 'Draft' as the status, 'Municipality' as the entity, and '14553' as the request number. The 'Updated' field is also visible, and a note states 'You started the process on Aug 06, 2024'. A red box highlights the 'Drafts' filter and the 'Municipality' field.

Click **"Go to Service Request"** option from **More Options Menu (:)** next to the required draft to directly access the request form where you left off, so you can continue and complete it.

This screenshot is similar to the previous one but highlights the 'More Options Menu' (three vertical dots) next to the draft. A red arrow points down from this menu to a button labeled 'Go to Service Request', which is also highlighted with a red box. The rest of the interface, including the filters and the draft details, remains the same.

## Customer Action

If your request requires modification from your end, the concerned entity will return it to you.

You can find the returned requests in the “**All Statuses**” and “**For Your Attention**” lists by “**Pending with Customer**” status.

To modify a request, follow the steps below:

1. Read the note from the concerned entity.
2. Click on the “**Upload**” button next to the request:

The screenshot displays the 'My Service Requests' dashboard. At the top, there are filters for 'For Your Attention' (highlighted with a red box), 'All Entities', and 'Past 3 Months'. A search bar is on the right. Below the filters, it shows '14 Requests' and 'Active Filters'. The main content area features a request card for 'New Building Permit' with a status of 'Pending with Customer' (highlighted with a red box). The card includes details like 'Municipality | Request 1978213' and dates 'Updated Aug 02, 2024' and 'Created Aug 02, 2024'. At the bottom of the card, there is a 'Missing Document' section with a count of '1' (highlighted with a red box) and a red 'Upload' button with a red arrow pointing down and the number '2' above it.

3. You will be directed to the request form.
4. Open the list of the required documents.

### Uploading Missing Documents

Request  
1978213

**General Information**

Building	Land Parcel ID	Business Partner
BLD-24-00007	111030030	الهدف للاستشارات الهندسية

Please submit the following documents in order to proceed

4 → Upload Etisalat Drawings #000306477033

Note from department

Please upload new version of following rejected drawing(s):  
BLD-24-00007-E02-GROUND FLOOR ETISA-G  
File name: S011.dwg  
The Case ID of the drawing (2386727) does not match 1978213!  
File name: S011.dwg  
Drawing type STRC is not allowed  
File name: S012.dwg  
The Case ID of the drawing (2386727) does not match 1978213!  
File name: S012.dwg  
Drawing type STRC is not allowed  
File name: S011.dwg  
The Case ID of the drawing (2386727) does not match 1978213!  
File name: S011.dwg  
Drawing type STRC is not allowed  
File name: S012.dwg  
The Case ID of the drawing (2386727) does not match 1978213!  
File name: S012.dwg  
Drawing type STRC is not allowed  
At least one of the drawings attached to the case is of status 'Rejected'

Your Comment (Optional)

Enter your comment → 7

Select a file → 5

+ Attachment → 6

Save Submit → 8

< Back Done

5. Click on the "**Upload**" button to attach the required documents (general documents or specific drawings, as per the note).
6. Click on the "**Attachment**" button each time to upload and attach a new document.
7. Enter your comments (optionally) in the "**Your Comments**" field.
8. Click on the "**Submit**" button to save the changes and to resubmit the request.

**Note:** Click the "**Save**" button to save the draft and continue it later.

## Payment

If your request is in "**Waiting for Your Payment**" status, it will remain pending until you make the payment.

You can find these requests in the "**All Statuses**" and "**For Your Attention**" lists under "**Waiting for Your Payment**" status.

To pay for a request, follow the steps below:

1. Click on the "**Pay**" button next to the request:

The screenshot displays the 'My Service Requests' dashboard. At the top, there are filter dropdowns for 'For Your Attention', 'All Entities', and 'Past 3 Months', along with a search bar. Below the filters, it shows '27 Requests' and 'Active Filters'. A specific request is highlighted: 'Comprehensive Investigation Request' with a status of 'Waiting for your Payment'. The request details include 'Municipality | Request 1978436' and dates 'Updated Jul 17, 2024' and 'Created Jul 17, 2024'. At the bottom right of the request card, there is a red 'Pay' button with a downward arrow icon above it.

2. Check the payment items of your request.
3. Select your payment method, card type, and click on "**Pay**":

### Comprehensive Investigation

Save as Draft Delete

General information **2** Fees & Payment

#### Final Fee

Comprehensive investigation	AED 200.00
-----------------------------	------------

Once you confirm and pay final fees you can't undo the request Total: AED 200.00

#### Payment Method

RAK.ae / quick payment  mRak  KISOK machine  Walk-in

Please allow browser pop-ups to enable payment

#### Pay with

RAK Pay  VISA  MASTERCARD  AMERICAN EXPRESS  DISCOVER

< Back Pay >

4. Enter the cardholder's name, card number, expiry month and year, and verification code of your card, then click "Pay":

 powered by حكومة رأس الخيمة  
Government of Ras Al Khaimah

العربية

Select payment method

Credit / Debit / Prepaid Card

CARDHOLDER NAME:

CARD EXPIRY:

CARD NUMBER:

CVV / CVC:

 **samsung pay**

 **payit**

Direct Debit

 **PayBy**

 **G Pay**

Payment summary:

PAYMENT TO: **Government of Ras Al Khaimah**

TRANSACTION AMOUNT: **AED 200.00**

SERVICE CHARGE: **AED 2.10**

TOTAL: **AED 202.10**

Receipt Email:

Please do not click the back button or refresh the page or close the window, while the transaction is processing.  
This is a secure payment gateway using 128-bit SSL encryption.

Powered by  

VISA   

5. Upon successful payment, a confirmation message will be displayed where you can print the receipt out by clicking on the “Print” icon:

Transaction Data

---

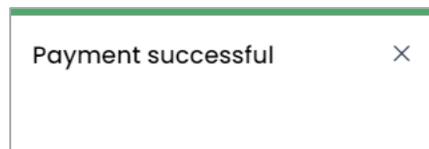
Transaction info	Payment user id
	Transaction Id
	0000000000483696
	Transaction date
	07.08.2024 09:59:49
	EDirham transaction id
	0001722151200421
	Amount
	200.00 AED
	Additional Fees
	2.10 AED
	Total Amount
	202.10 AED

Payment processed successfully.

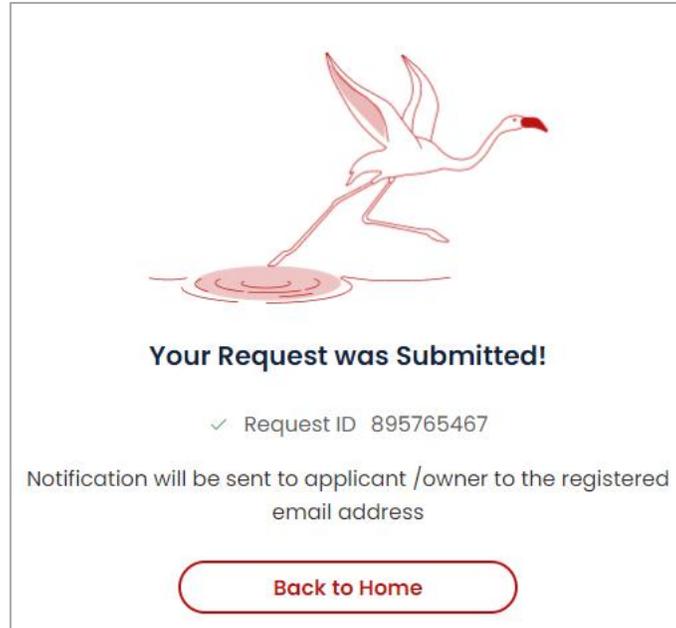
Approval code for transaction is: 422038444082


6. Upon successful payment, a confirmation message will be displayed:

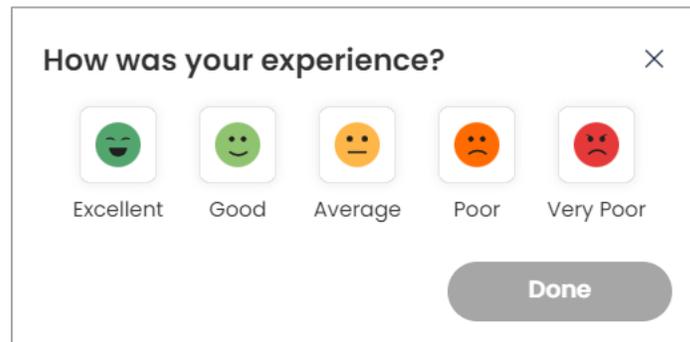


- The next page will show that the request submission is completed. It also shows the request number for your reference:



**Notes:**

- Please provide your feedback on the service procedure via the happiness meter screen that will appear alongside the submission screen.



- Please select the facial expression that reflects your experience and click “Done”; to submit your feedback directly.

How was your experience?

Excellent Good Average Poor Very Poor

Done

- If you rate the experience as **Average**, **Poor**, or **Very Poor**, you will have the option to provide a more detailed comment about your experience.

How was your experience?

Excellent Good Average Poor Very Poor

Can you tell us Why?

0/300

Done

8. After successful submission, the request will appear in the "In Progress" list, where you can view it and track its progress.

My Service Requests

In Progress RAK Municipality Past 3 Months Search

17 Requests Newest First

Active Filters

Comprehensive Investigation Request In Progress

Municipality | Request 000001978436

Updated Aug 07, 2024 • Created Jul 17, 2024

9. When the request has been completed by the relevant department, you can view the closed and completed requests in the "Completed" list.

The screenshot shows the 'My Service Requests' interface. At the top, there are filters for status (set to 'Completed'), entity (set to 'RAK Municipality'), and time period (set to 'Past 3 Months'). A search bar is on the right. Below the filters, it indicates '6 Requests' and 'Active Filters'. The main list shows one request: 'Comprehensive Investigation Request' with a 'Completed' status tag. Below the request name, it shows 'Municipality | Request 000001978436' and 'Updated Aug 07, 2024 • Created Jul 17, 2024'. A red box highlights the 'Completed' status tag.

## "In Progress" Requests

- You can view the details of each pending request, access its payment history, and review any documents uploaded for the request.
- The list displays pending requests, including their type, entity, ID, creation date, status, and last update.

The screenshot shows the 'My Service Requests' interface with filters set to 'In Progress', 'All Entities', and 'Past 3 Months'. It indicates '17 Requests'. The main list shows two requests, both with 'In Progress' status tags. The first request is 'Comprehensive Investigation Request' with 'Request 000001978436'. A red box highlights the 'In Progress' tag. A red arrow points to a dropdown menu for this request, which contains two options: 'View Payment History' and 'View Uploaded Documents', both highlighted with red boxes.

## “Completed” Requests

- You can view the details of rejected or completed requests, access their payment history, and review any documents uploaded for each request.
- The list displays closed, cancelled, or completed requests, including their type, entity, ID, creation date, status, and last update.

The screenshot shows the 'My Service Requests' interface. At the top, there are filters for 'Completed' (highlighted with a red box), 'All Entities', and 'Past 3 Months'. A search bar is on the right. Below the filters, it says '27 Requests' and 'Active Filters'. The list contains four items:

- Trade Name Reservation** (cancelled) | DED | Request TNR-243007-37428 | Updated Jul 30, 2024 • Created Jul 30, 2024
- Extend Permit** (Completed) | DED | Request BPER-241507-1655 | Updated Jul 15, 2024 • Created Jul 15, 2024
- Grant Request** (Your request has been "Rejected") | Municipality | Request 000001978398 | Updated Jul 31, 2024 • Created Jul 05, 2024
- Split Land** (Completed) | Municipality | Request 000001978278 | Updated May 22, 2024 • Created May 22, 2024

For the 'Grant Request' item, a red arrow points to a dropdown menu with two options: 'View Payment History' and 'View Uploaded Documents', both highlighted with red boxes.

**Note:** You cannot view the payment history or the uploaded documents for the DED requests only.

## Documents

Click on the “**Documents**” menu to access the “**My Documents**” screen.

This list shows all documents issued by government Entities based on your approved requests on the platform.

**My Documents**

Documents (152)

All Entities  Only Expired Documents

Document Name / Type	Number / ID	Entity	Issuing Date ^	Expiry Date v
Permits <a href="#">↗</a>	263457	DED	Feb 13, 2025	May 15, 2025
Permits <a href="#">↗</a>	263485	DED	Feb 13, 2025	Mar 14, 2025
Permits <a href="#">↗</a>	263426	DED	Dec 28, 2024	May 15, 2025
Permits <a href="#">↗</a>	263475	DED	Dec 27, 2024	Dec 28, 2024
Permits <a href="#">↗</a>	263471	DED	Dec 20, 2024	Jan 18, 2025

The list includes the document’s name/type, number, the issuing government entity, issuance date, and expiry date.

You can manage the list through various functions as below:

- Filter the list by entity name. Select the desired entity to instantly display the related documents.

**My Documents**

Documents (5)

RAK Municipality  Only Expired Documents

Document Name / Type	Number / ID	Entity	Issuing Date ^	Expiry Date v
TitleDeedNumber <a href="#">↗</a>	RAK01/0003...	Municipality		
TitleDeedNumber <a href="#">↗</a>	RAK01/0002...	Municipality	Jun 06, 2022	Jun 06, 2027
TitleDeedNumber <a href="#">↗</a>	RAK01/0002...	Municipality		
TitleDeedNumber <a href="#">↗</a>	RAK01/0000...	Municipality		
PermitNumber <a href="#">↗</a>	211020233	Municipality		

- Display only expired documents. Select the “Only Expired Documents” checkbox to instantly display them below.

**My Documents**

Documents (1)

All Entities  Only Expired Documents

Document Name / Type	Number / ID	Entity	Issuing Date ^	Expiry Date v
Recreational Fishing License With Boat-1977988 <a href="#">↗</a>	B013	EPDA	Mar 20, 2024	Mar 22, 2024

- Download any documents. Click on the download icon  next to the required document.

**My Documents**

Documents (152)

All Entities  Only Expired Documents

Document Name / Type	Number / ID	Entity	Issuing Date ^	Expiry Date v
 Permits 	263457	DED	Feb 13, 2025	May 15, 2025
 Permits 	263465	DED	Feb 13, 2025	Mar 14, 2025

- Search for a document. Enter its name/type in the search field and then click on the search icon to directly locate the document within the list.

**My Documents**

Documents (4)

All Entities  Only Expired Documents

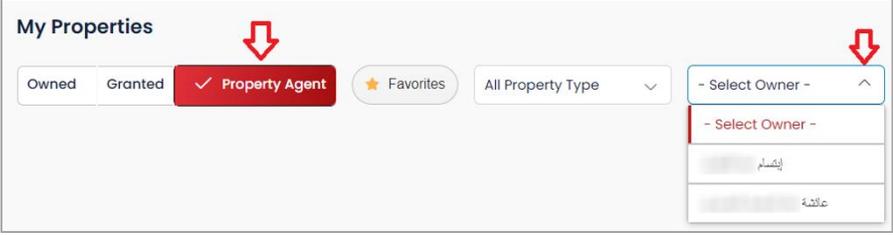
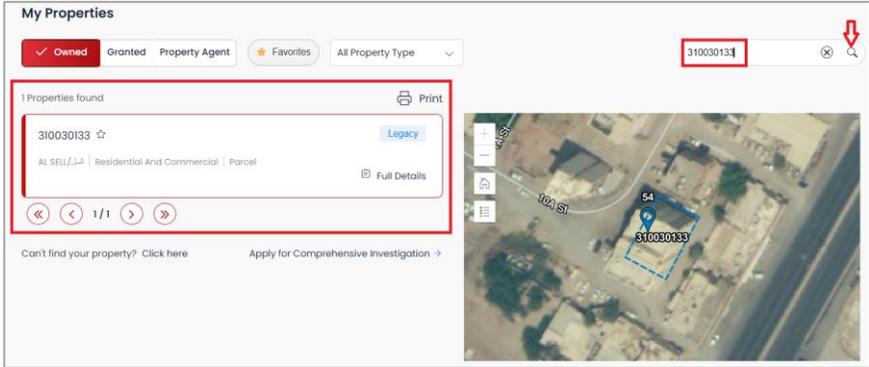
Document Name / Type	Number / ID	Entity	Issuing Date ^	Expiry Date v
 TitleDeedNumber 	RAK01/0003...	Municipality		
 TitleDeedNumber 	RAK01/0002...	Municipality	Jun 06, 2022	Jun 06, 2027
 TitleDeedNumber 	RAK01/0002...	Municipality		
 TitleDeedNumber 	RAK01/0000...	Municipality		

## Properties

Click on the “**Properties**” menu to access the “**My Properties**” screen. You can view all your properties categorized within three tabs. You will have the ability to filter the properties list by property type and conduct searches for your desired one. Furthermore, clicking on a property enables you to instantly view it on the map.

The properties list displays and enables you to the following:

#	Field	Description
1	<b>Owned</b>	This filter button displays the properties you own.
2	<b>Granted</b>	This filter button displays the properties which are granted to you.
3	<b>Property Agent</b>	This filter button displays the properties you manage on behalf of their owners.  To view the properties for a specific owner, select the owner's name from the “ <b>Select Owner</b> ” list below.

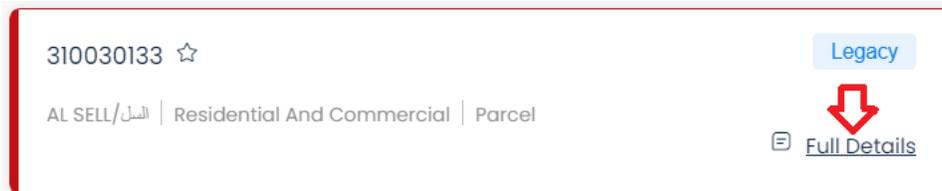
4	<b>Favorites</b>	This filter button displays your properties which you have selected before as your favorite by clicking the favorite icon  .
5	<b>Property Type</b>	This filter list is available to refine your properties based on their type. You can choose to display all types of properties, parcels only, or units only.  
*	<b>Select Owner</b>	A filter list is available to display the properties owned by a specific owner. This list is only visible when you select the " <b>Property Agent</b> " tab.  
6	<b>Search Field</b>	Enter the property number and click " <b>Search</b> " to have the property displayed in the list, with its location shown directly on the map.  Any property selected from the list will be displayed on the map.  
7	<b>XX Properties found</b>	It indicates the number of properties found in the search. This count varies depending on the selected filter and search criteria.
8	<b>Print</b>	Click the " <b>Print</b> " button to generate your properties report.

9	Map	<p>It shows the location of the selected property from the list left side where you can zoom in  or out  to check it as needed.</p>
10	Property Card	<ul style="list-style-type: none"> <li>The property card displays the Parcel number, Parcel Type, the Parcel Area, and <a href="#">Full Details</a>. Upon selecting the property, its location is instantly displayed on the map.</li> <li>Additionally, you can assign it as one of your favorite properties by clicking on the favorite icon .</li> </ul>
11	Can't find your Property? Click here.	<p>If you cannot find a specific property of yours in the list, click on the provided link and follow the instructions <a href="#">detailed in this document</a>.</p>
12	Apply for Comprehensive Investigation	<p>Click on the link to go directly to the comprehensive investigation service card and start it (if necessary):</p>



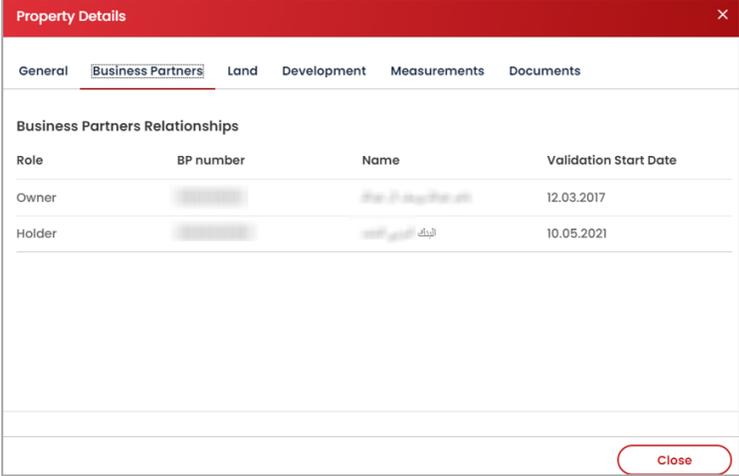
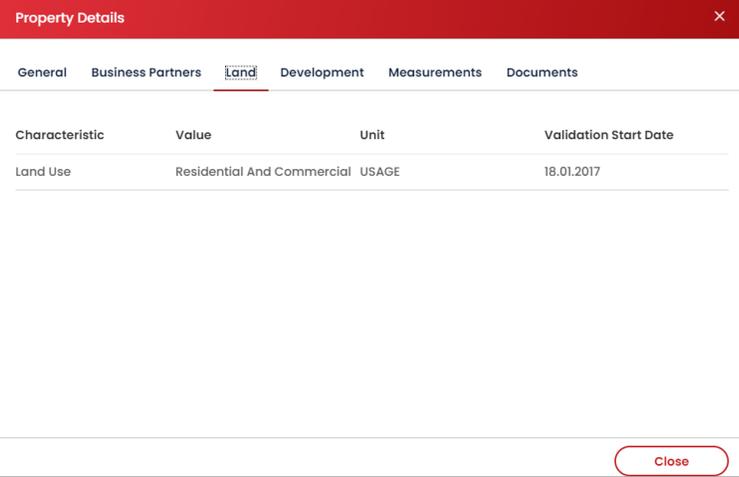
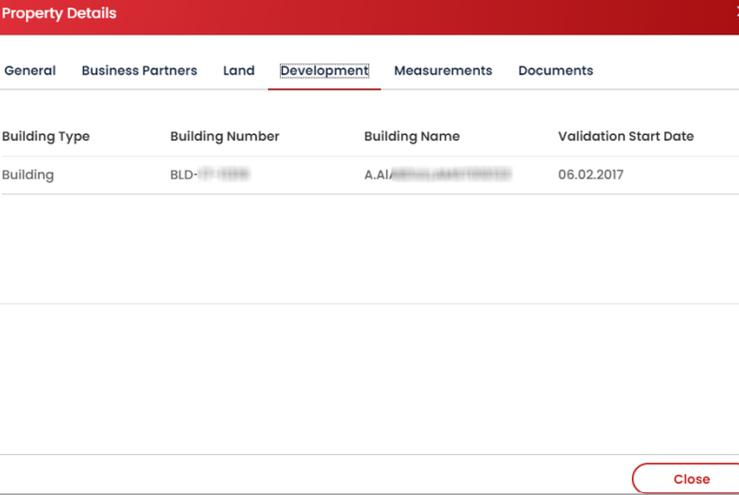
## Property Full Details Screen

To view the details of a specific property, click on its **Full Details** link.



This screen provides a comprehensive overview of the selected parcel/unit details.

Tab	Screen																																				
General Tab	<p><b>Property Details</b></p> <p>General Business Partners Land Development Measurements Documents</p> <p><b>Location Information</b></p> <table border="1"> <thead> <tr> <th>Area Name</th> <th>Address</th> <th>Property Type</th> </tr> </thead> <tbody> <tr> <td>AL SELL/السل</td> <td>-</td> <td>Residential And Commercial</td> </tr> </tbody> </table> <p><b>Active Projects</b></p> <table border="1"> <thead> <tr> <th>Project Number</th> <th>Owner</th> <th>Parcel ID</th> <th>Arc. Objects</th> <th>Permits / Licenses</th> </tr> </thead> <tbody> <tr> <td>1978165</td> <td></td> <td></td> <td>0</td> <td>0</td> </tr> <tr> <td>1978166</td> <td></td> <td></td> <td>0</td> <td>0</td> </tr> <tr> <td>1978169</td> <td></td> <td></td> <td>0</td> <td>0</td> </tr> <tr> <td>1978164</td> <td></td> <td></td> <td>0</td> <td>0</td> </tr> <tr> <td>1978092</td> <td></td> <td></td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Close</p>	Area Name	Address	Property Type	AL SELL/السل	-	Residential And Commercial	Project Number	Owner	Parcel ID	Arc. Objects	Permits / Licenses	1978165			0	0	1978166			0	0	1978169			0	0	1978164			0	0	1978092			0	0
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1978164			0	0																																	
1978092			0	0																																	

<p><b>Business Partners Tab</b></p>	 <p>The screenshot shows the 'Business Partners' tab selected. It displays a table of relationships:</p> <table border="1"> <thead> <tr> <th>Role</th> <th>BP number</th> <th>Name</th> <th>Validation Start Date</th> </tr> </thead> <tbody> <tr> <td>Owner</td> <td>[Redacted]</td> <td>أحمد بن راشد</td> <td>12.03.2017</td> </tr> <tr> <td>Holder</td> <td>[Redacted]</td> <td>البنك التجاري</td> <td>10.05.2021</td> </tr> </tbody> </table>	Role	BP number	Name	Validation Start Date	Owner	[Redacted]	أحمد بن راشد	12.03.2017	Holder	[Redacted]	البنك التجاري	10.05.2021
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Holder	[Redacted]	البنك التجاري	10.05.2021										
<p><b>Land Tab</b></p>	 <p>The screenshot shows the 'Land' tab selected. It displays a table of land characteristics:</p> <table border="1"> <thead> <tr> <th>Characteristic</th> <th>Value</th> <th>Unit</th> <th>Validation Start Date</th> </tr> </thead> <tbody> <tr> <td>Land Use</td> <td>Residential And Commercial</td> <td>USAGE</td> <td>18.01.2017</td> </tr> </tbody> </table>	Characteristic	Value	Unit	Validation Start Date	Land Use	Residential And Commercial	USAGE	18.01.2017				
Characteristic	Value	Unit	Validation Start Date										
Land Use	Residential And Commercial	USAGE	18.01.2017										
<p><b>Development Tab</b></p>	 <p>The screenshot shows the 'Development' tab selected. It displays a table of building information:</p> <table border="1"> <thead> <tr> <th>Building Type</th> <th>Building Number</th> <th>Building Name</th> <th>Validation Start Date</th> </tr> </thead> <tbody> <tr> <td>Building</td> <td>BLD-[Redacted]</td> <td>A.A./[Redacted]</td> <td>06.02.2017</td> </tr> </tbody> </table>	Building Type	Building Number	Building Name	Validation Start Date	Building	BLD-[Redacted]	A.A./[Redacted]	06.02.2017				
Building Type	Building Number	Building Name	Validation Start Date										
Building	BLD-[Redacted]	A.A./[Redacted]	06.02.2017										

<p><b>Measurements Tab</b></p>	<p>The screenshot shows the 'Measurements' tab of the 'Property Details' window. It contains a table with the following data:</p> <table border="1"><thead><tr><th>Measurements Type</th><th>Amount</th><th>Unit</th><th>Validation Start Date</th></tr></thead><tbody><tr><td>Gate Level</td><td>0.0000</td><td>M</td><td>07.05.2011</td></tr><tr><td>Parcel Area (registered)</td><td>508.4860</td><td>M2</td><td>12.01.2021</td></tr><tr><td>Parcel Area (GIS)</td><td>508.4860</td><td>M2</td><td>08.07.2020</td></tr><tr><td>No of Coordinates</td><td>4.0000</td><td>ST</td><td>14.08.2018</td></tr></tbody></table>	Measurements Type	Amount	Unit	Validation Start Date	Gate Level	0.0000	M	07.05.2011	Parcel Area (registered)	508.4860	M2	12.01.2021	Parcel Area (GIS)	508.4860	M2	08.07.2020	No of Coordinates	4.0000	ST	14.08.2018
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<p><b>Document Tab</b></p>	<p>The screenshot shows the 'Documents' tab of the 'Property Details' window. It contains a table with the following data:</p> <table border="1"><thead><tr><th>Document Type</th><th>Number</th><th>Department</th><th>Issuing Date</th><th>Expiry Date</th></tr></thead><tbody><tr><td>Title Deed</td><td>310030133</td><td></td><td></td><td></td></tr><tr><td>Permit Certificate</td><td>310030133</td><td></td><td></td><td></td></tr><tr><td>Completion Certificate</td><td>310030133</td><td></td><td></td><td></td></tr></tbody></table>	Document Type	Number	Department	Issuing Date	Expiry Date	Title Deed	310030133				Permit Certificate	310030133				Completion Certificate	310030133			
Document Type	Number	Department	Issuing Date	Expiry Date																	
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Completion Certificate	310030133																				

## Can't Find Your Property

In case you cannot find a specific property of yours, you can report it by following these steps:

1. Click on the link [“Can't find your property? Click here”](#) at the bottom of the screen:

The screenshot displays the 'My Properties' dashboard. At the top, there are navigation tabs: 'I'm the Owner' (active), 'Property Manager', 'Favorites', and 'Grants'. A search bar is located on the right. Below the navigation, it shows '71 Properties found' and a 'Print' button. The main content area lists five properties, each with a unique ID, owner name, and property type. Each entry includes a 'Grant' button and a 'Full Details' link. At the bottom of the list, there are navigation arrows and a link that says 'Can't find your property? Click here', which is highlighted with a red arrow. To the right of the list is a satellite map view of a property.

2. Upload the title deed, the site plan, or other relevant document for the missing property and click the **“Submit”** button. This will allow the system to search and update your information. :

### Find Property Request ×

In case you can't find a property that you own in your properties list - please provide the below documents and we will try to update your list accordingly.

Do you have a Title Deed?\*

No  Yes

Select a file   

---

Do you have a site plan?\*

No  Yes

---

Do you have any concerned \* documents?

No  Yes

Select a file  

**Note:** In case you do not possess the title deed, site plan, or any other relevant files for the missing property, the system will display an alert indicating that assistance cannot be provided.

In such requests, you may need to contact customer service for further assistance.

### Find Property Request

In case you can't find a property that you own in your properties list - please provide the below documents and we will try to update your list accordingly.

Do you have a Title Deed?\*

No  Yes

Do you have a site plan?\*

No  Yes

Do you have any concerned \* documents?

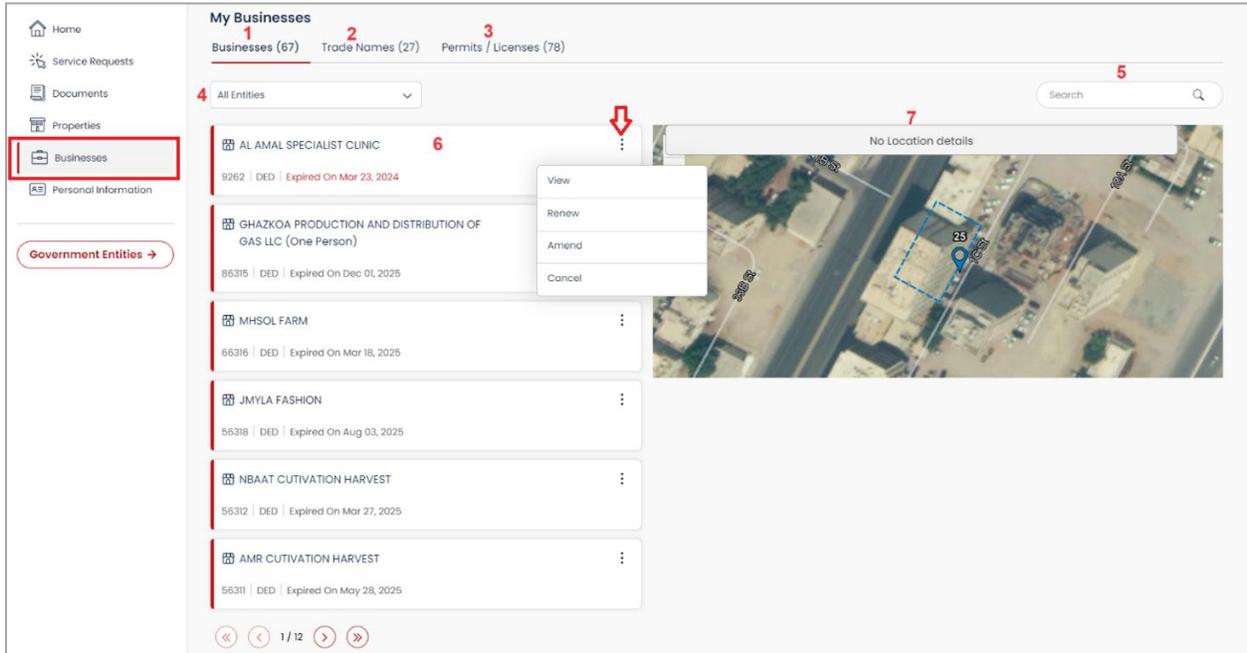
No  Yes

**Sorry, the system cannot find a parcel without one of those documents,**  
For any inquiries or support please dial 800661 then press Option 3 Call  
**Center working Hours:**  
Sunday - Thursday from 8:30 AM till 17:30 PM.

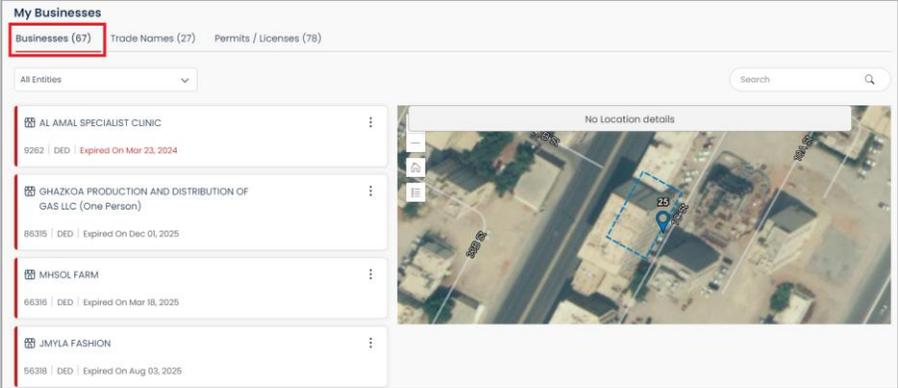
## Businesses

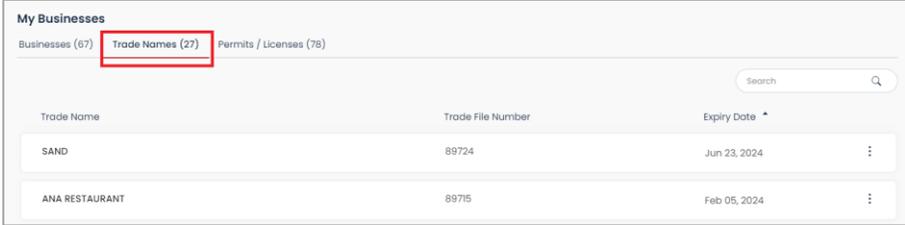
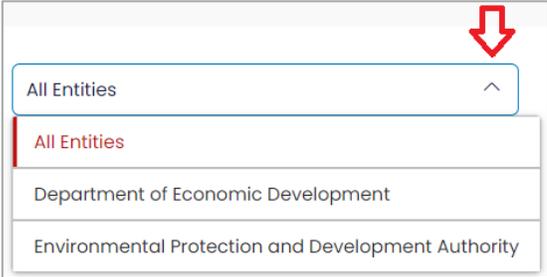
Click on the “**Businesses**” menu to access the “**My Businesses**” screen. You can manage your Businesses, trade names, permits and licenses related to the Department of Economic Development and the Environmental Protection and Development Authority through three tabs.

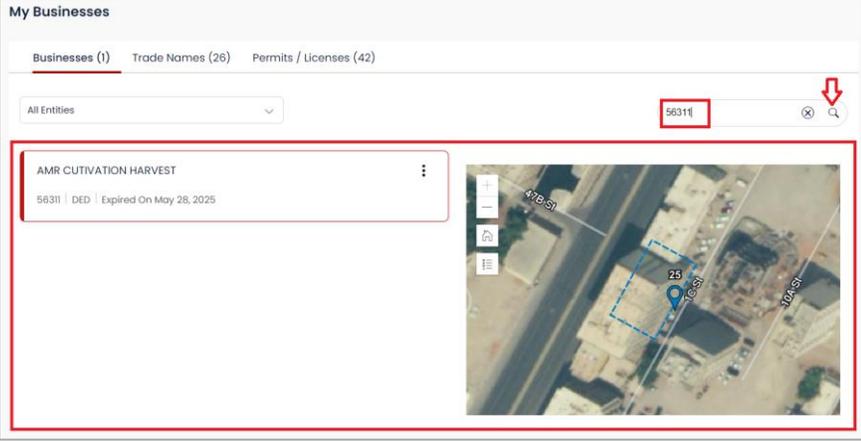
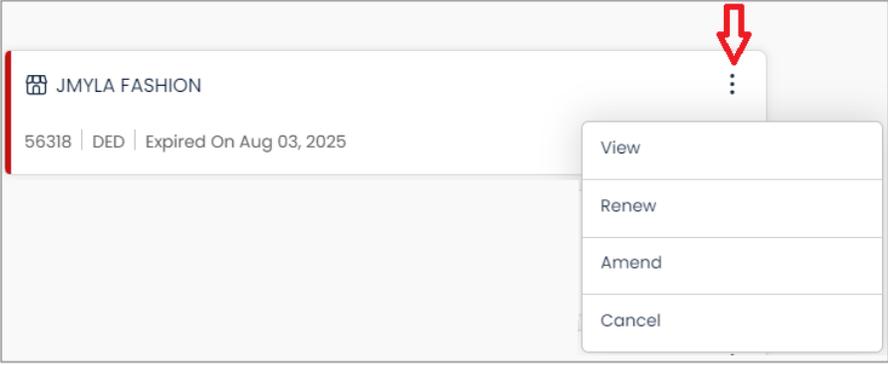
Additionally, you can View, Renew, Amend, Continue Business Journey or Cancel businesses. You will have the ability to filter the lists by entity and conduct searches for your desired business. Furthermore, clicking on a business enables you to instantly view it on the map.



“**My Businesses**” screen displays and enables you to the following:

#	Field	Description
1	Businesses	This tab displays the businesses you own and enables you to manage them. 

2	Trade Names	<p>This tab displays the trade names you own and enables you to manage them.</p> <p>This tab is available exclusively to the Department of Economic.</p> 
3	Permits/Licenses	<p>This tab displays the permits/licenses you own and enables you to manage them.</p> 
4	Entity List	<p>A filter list is available to filter your business as per their entity.</p> <p>You can choose to display businesses of all Entities, Department of Economic Development only, or Environmental Protection and Development Authority only.</p>  <p><b>Note:</b> This filter list is available in “Business” and “Permits/Licenses” tabs only.</p>
5	Search Field	<p>Enter the business number or name and click “Search”. The matching business record will appear in the list, and its location will be marked directly on the map.</p>

		 <p><b>Note:</b> This search field is available also within the “Trade Name” and “Permits/Licenses” tabs, but the map is available only in the “Businesses” tab.</p>
6	Business Card	<ul style="list-style-type: none"> <li>• The Business card displays the business name, number, entity, and expiry date.</li> <li>• Upon selecting the required business, its location is instantly displayed on the map.</li> <li>• Additionally, you can view, renew, amend, continue business Journey, or cancel Businesses.</li> </ul> 
7	Map	<p>It shows the location of the selected business from the list left side where you can zoom in  or out  to check it as needed.</p>

		<div data-bbox="521 218 987 516"><ul style="list-style-type: none"><li>AMR CULTIVATION HARVEST : 56311   DED   Expired On May 28, 2025</li><li>GHAZKOA PRODUCTION AND DISTRIBUTION OF GAS LLC (One Person) : 86315   DED   Expired On Apr 30, 2024</li><li>MHSOL FARM : 66316   DED   Expired On Mar 23, 2024</li><li>NBAAT CULTIVATION HARVEST :</li></ul></div> <div data-bbox="997 218 1403 516"></div> <p data-bbox="505 562 1247 592"><b>Note:</b> The map is available exclusively in the “Businesses” tab.</p>
--	--	---

## Businesses Actions

Click on the “**Businesses**” tab to access all your commercial businesses related to the Department of Economic Development and the Environmental Protection and Development Authority.

This table shows the available actions for the requests of each entity within the **Businesses** tab:

Entity Tab	Department of Economic Development (DED) Actions	Environmental Protection and Development Authority (EPDA) Actions
<b>Businesses</b>	<ul style="list-style-type: none"> <li>• View</li> <li>• Renew</li> <li>• Amend</li> <li>• Continue Business Journey</li> <li>• Cancel</li> </ul>	<ul style="list-style-type: none"> <li>• Renew</li> <li>• Replace</li> </ul>

Here, you can view each business's details and take actions such as view, renewal, amendment, or cancellation based on their respective statuses.

**My Businesses**

Businesses (67) Trade Names (27) Permits / Licenses (78)

All Entities [v] Search [Q]

- AL AMAL SPECIALIST CLINIC  
9262 | DED | Expired On Mar 23, 2024
- GHAZKOA PRODUCTION AND DISTRIBUTION OF GAS LLC (One Person)  
86315 | DED | Expired On Dec 01, 2025
- MHSOL FARM  
66316 | DED | Expired On Mar 18, 2025

Map showing location 25 on 41B St and 18A St.

- Click on the "View" action to view the details of the selected business:

License Details « Customer Licenses File « Home Screen

License Details

Display all license details +

Violations +

Economic Permits +

Certificates +

Undertakings +

Auctions +

Authorizations +

License Actions History +

Print License Close

- Click on the "Renew" action, then select the required license to navigate to the business service card. Once there, start the service and proceed with the renewal action accordingly.

RENEW LICENSE JOURNEY

WOULD YOU LIKE TO START ON BEHALF OF ANOTHER CUSTOMER ?

54230 - AL YASRA GENERAL TRADING LLC - RAK Branch 1

...

CLOSE

NEXT

### Service Card - Renew License

05 Pay Fees    04 Accept Terms &amp; Condition    03 Loading Lease Contract Info    02 Select License    01 Open the form

Close    Start Service

**Service Description**

Renewing a business practice license with the Department of Economic Development to continue the investor's commercial activity, and contingent on examining the customer's fulfillment of the requirements for renewing the license in terms of the lease contract and approvals required for renewal, as well as making sure of any additional conditions added during the period before the renewal.

**Expected Fees**

**Expected Time**

**Required Documents**

**Post Conditions**

Depends on the conditions of RAK DED in terms of the inputs that made by the customer

**Submission Channels**

The service is provided by  
Website -1  
Printing offices approved by RAK DED -2  
Taheed services approved by the RAK DED -3  
The main center -4  
Working hours are 24 hours We respond within 24 hours

- Click on the “Amend” action, then select the required type/s for amendments, choose your amendment preferences; to navigate to the business service card. Once there, start the service and proceed with your amendment action accordingly.

WELCOME TO AMEND BUSINESS JOURNEY IN RAK DED

9262 - AL AMAL SPECIALIST CLINIC

License Expiry Date  Do you want to renew the license

Dear customer, please note that you can select more than one amendment type if you wish to do so.

DO YOU WANT TO CHANGE THE LEGAL STRUCTURE

DO YOU WANT TO AMEND LICENSE CONTACTS

DO YOU WANT TO CHANGE ACTIVITIES

DO YOU WANT TO CONVERT MAIN TO BRANCH

DO YOU WANT TO CHANGE LOCATION

DO YOU WANT TO CHANGE ORIGIN OF LICENSE

DO YOU WANT TO CHANGE TRADE NAME

...

WELCOME TO AMEND BUSINESS JOURNEY IN RAK DED

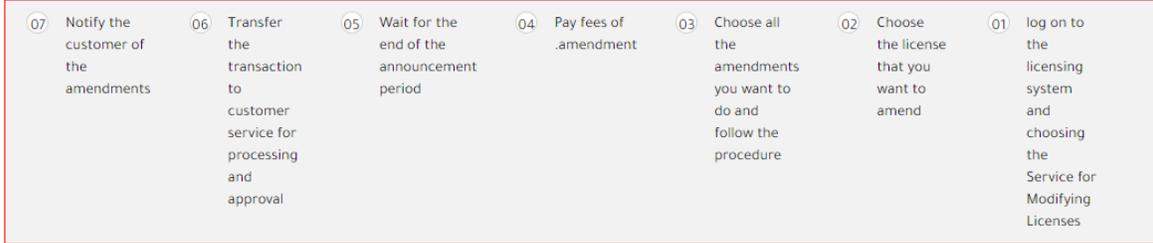
DO YOU WANT TO CHANGE THE ORIGIN OF LICENSE ? Current Origin Of License : Emirates - RAK

DO YOU WANT TO CHANGE OWNERSPARTNERS ? Current Owners Type : UAE Citizen

DO YOU WANT TO CHANGE LEGAL FORM ? Current Legal Form : Sole Establishment

...

Service Card - License Amendment



Close

Start Service



Service Description

.Modifying commercial license information, such as changing address, activity, or trade name ... etc

Expected Fees

Expected Time

Required Documents

Post Conditions

Depends on the conditions of RAK DED in terms of the inputs that made by the customer

Submission Channels

.The service is provided by  
Website -1  
Printing offices approved by RAK DED -2  
Taheed services approved by the RAK DED -3  
The main center -4  
Working hours are 24 hours We respond within 24 hours&quot;

- Click on the "Cancel" action, to navigate to the business service card. Once there, start the service and proceed with the cancellation action accordingly.

### Service Card - Cancel License

05 Inform the customer that the license canceled

04 Standby for the time of advertisement to be complete

03 Pay cancellation fees

02 Choose the license that you want to be canceled

01 Log on to the licensing system and choose Canceling Licenses Service

Cancel

Start Service

**Service Description**

.Canceling the license to practice economic activity by providing documents for the purpose of completion the service procedures

**Expected Fees**

**Expected Time**

**Required Documents**

**Post Conditions**

Depends on the conditions of RAK DED in terms of the inputs that made by the customer

**Submission Channels**

The service is provided by  
Website -1  
Printing offices approved by RAK DED -2  
Taheed services approved by the RAK DED -3  
The main center -4  
Working hours are 24 hours We respond within 24 hours

- Click on any action next to any EPDA business, to navigate to the UAE PASS login page. Once there, log in and proceed with the selected action accordingly.

The screenshot shows the 'My Businesses' section of a web application. It features a header with 'My Businesses' and sub-headers for 'Businesses (3)', 'Trade Names (27)', and 'Permits / Licenses (79)'. A dropdown menu is set to 'Environment Protection and Devel...'. A search bar is present. The main content area lists three licenses: 'Recreational License wit Boat' (B013, EPDA, expired Mar 22, 2024), 'Recreational License wit Boat' (B014, EPDA, expired May 14, 2025), and 'Fisheries License' (F025, EPDA, expired Mar 31, 2025). A context menu is open over the second license, showing 'Replace' and 'Renew' options. A red arrow points to the 'Replace' option. A map is visible in the background.

The screenshot shows the 'Login to UAE PASS' page. It features a fingerprint icon at the top. The main heading is 'Login to UAE PASS'. Below it is a text input field for 'Emirates ID, email, or phone eg. 971500000000'. There is a checked checkbox for 'Remember me'. A large blue 'Login' button is centered. At the bottom, there are two links: 'Don't have UAEPASS account? [Create new account](#)' and '[Recover your account](#)'.

## Trade Names Actions

Click on the “**Trade Names**” tab to access all your trade names related to the Department of Economic Development.

This table shows the available actions for the requests of **Department of Economic Development** within the **Trade Names** tab:

Entity Tab	Department of Economic Development (DED) Actions
Trade Names	<ul style="list-style-type: none"> <li>• View</li> <li>• Renew</li> <li>• Amend</li> <li>• Continue Business Journey</li> <li>• Cancel</li> </ul>

Here, you can review the details of each trade name and take actions such as view, renewal, amendment, cancellation, or proceeding with customer journey based on their respective statuses.

**My Businesses**

Businesses (67) **Trade Names (27)** Permits / Licenses (78)

Search

Trade Name	Trade File Number	Expiry Date	
ANA RESTAURANT	89734	Sep 30, 2024	 <ul style="list-style-type: none"> <li>View</li> <li>Renew</li> <li>Amend</li> <li>Continue Business Journey</li> <li>Cancel</li> </ul>

- Click on the “**View**” action to view the details of the selected trade name:

Home Screen » Trade Name » View

**Trade Name Info**

Arabic Trade Name ساند	English Trade Name SAND
TradeNameNumber 123456	Trade Name Status
License Category	License Origin
Activity Main Group	Main Activity
Activities	

Close

- Click on the required action "**Renew**", "**Amend**", or "**Cancel**", to navigate to the business service card. Once there, start the service and proceed with your desired action accordingly.

Service Card - Extend Trade Name

03 Fees are paid and the trade name is issued    02 Choose the trading name that should be extended    01 Log on to licensing system and choose the list of Reserved Trading Names

Close    Start Service

**Service Description**

This service allows the customer to extend the duration of the trade name reservation for a period of up to 180 days

**Expected Fees**

**Expected Time**

**Required Documents**

**Post Conditions**

Depends on the conditions of RAK DED in terms of the inputs that made by the customer

**Submission Channels**

- Click on the "**Continue Business Journey**" action, to navigate to the customer journey screen then the business service card.
  - Once there, start the customer's journey then the service and proceed with your action.

WELCOME TO CONTINUE YOUR BUSINESS JOURNEY IN RAK DED

The screenshot displays a horizontal flow of four service cards. Each card includes a 'Required Approvals' progress indicator (1, 2, 3 for the first three, 1, 2, 3, 4 for the second), a description, and service details like duration and fees. The 'LOCATION INSPECTION' card is the current focus, with a red arrow pointing to its 'START' button. At the bottom, there are three red buttons: 'CLOSE', 'NEXT', and 'CANCEL TRADE NAME'.

Service Card - Site Survey Request

The screenshot shows a service card for 'Site Survey Request'. At the top, a progress bar indicates the current step is '3 Review Request', with previous steps '2 Submit Request' and '1 Enter Location'. A red arrow points to the 'Start Service' button. Below the progress bar, there are several sections: 'Service Description' (Issuing site inspection dates for customers to issue a license), 'Expected Fees', 'Expected Time', 'Required Documents', 'Post Conditions' (Depends on the conditions of RAK DED in terms of the inputs that made by the customer), and 'Submission Channels'. A 'Close' button is located on the left side.

## Permits/Licenses Actions

Click on the “**Permits/Licenses**” tab to access all your permits/licenses related to the Department of Economic Development and the Environment Protection and Development Authority.

This table shows the available actions for the requests of each entity within the **Permits/Licenses** tab:

Entity Tab	Department of Economic Development (DED) Actions	Environmental Protection and Development Authority (EPDA) Actions
Permits/Licenses	<ul style="list-style-type: none"> <li>Extend</li> <li>Amend</li> <li>Cancel</li> </ul>	<p>EPDA Fishing services</p> <ul style="list-style-type: none"> <li>Renew</li> <li>Amend</li> <li>Cancel</li> </ul> <p>EPDA Environmental services</p> <ul style="list-style-type: none"> <li>Renew</li> <li>Amend</li> <li>Replace</li> </ul>

Here, you can review the details of each permit or license and take actions such as extension, cancellation, or amendment based on their respective statuses.

**My Businesses**

Businesses (67) Trade Names (27) **Permits / Licenses (78)**

All Entities

Permit / License Type	Company Name	Permit No.	Expiry Date	Entity
Special Offer Permit تصريح العروض الخاصة	GHAZKOA PRODUCTION A...	263513	Sep 13, 2024	DED
Sales Permit تصريح تنزيلات	NATURAL Natural Gas Extr...	263510	Aug 08, 2024	D
Heavy Equipment Permit تصريح معدات ثقيلة	test	263509	Jul 10, 2025	D
Devices and Vending Machin... تصريح أجهزة و آلات البيع بواسطة	test	263508	Jul 10, 2025	DED

Dropdown menu options: Extend, Amend, Cancel

- Click on any action next to any DED permit/license, to navigate to the business service card. Once there, start the service and proceed with your desired action accordingly.

### Service Card - Extend Permit

04 Pay fees and issue permit    03 Insert extend data    02 Insert the Permit Number    01 log on to the Licensing System

Close Start Service

**Service Description** ⓘ  
This service allows the extension of the permit period during its validity period

**Expected Fees** ⓘ

**Expected Time** ⓘ

**Required Documents** ⓘ

**Post Conditions** ⓘ

**Submission Channels** ⓘ

The service is provided by  
Website -1  
Printing offices approved by RAK DED -2  
Taheed services approved by the RAK DED -3  
The main center -4  
Working hours are 24 hours We respond within 24 hours

- Click on any action next to any EPDA permit/license, to navigate to the UAE PASS login page. Once there, log in and proceed with the selected action accordingly.

**My Businesses**

Businesses (66) Trade Names (27) Permits / Licenses (2)

Environment Protection and Devel... Search

Permit / License Type	Company Name	Permit No.	Expiry Date	Entity	
SMART TOBACCO FZ LLC ذ م م سمارت توباكو	SMART TOBACCO FZ LLC	E21RI008...	May 31, 2023	EPDA	⋮
test CJ Landing page-S1 TEST CJ LANDING PAGE-S1	test CJ Landing page-S1	E24DP00...	Mar 19, 2025	Renew	
				Amend	
				Cancel	



### Login to UAE PASS

Emirates ID, email, or phone eg. 971500000000

Remember me

**Login**

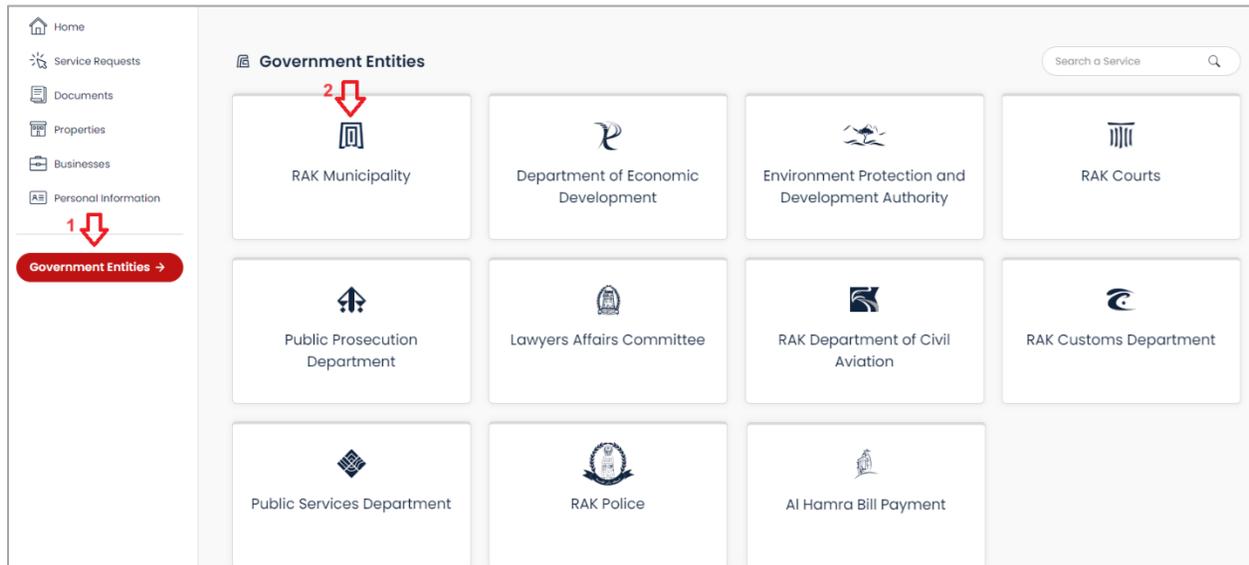
Don't have UAEPASS account? [Create new account](#)

[Recover your account](#)

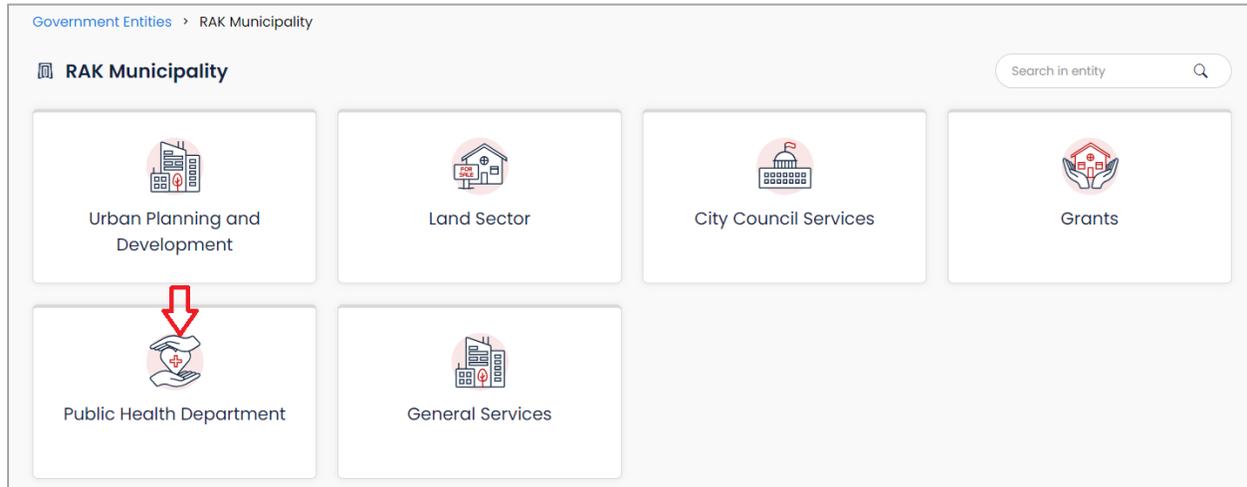
## Navigate to Government Entities and Services

To access the government services of Ras Al Khaimah:

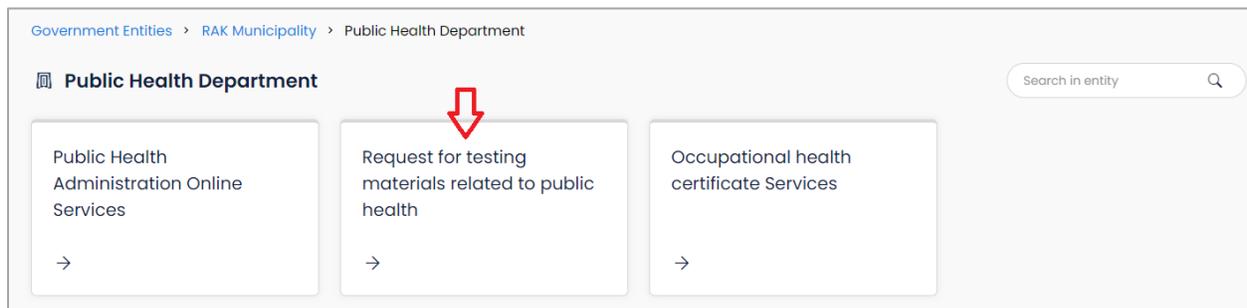
1. Click on the “**Government Entities**” button.
2. Next, select the required entity such as “**RAK Municipality**”, to view and initiate the services provided by the RAK Municipality.



3. Click on the required section or department, for example, “**Public Health Department**” to view all available services within that department:



4. Select the required service directly by clicking on it, for instance, “**Request for testing materials related to public health**” to proceed to the service card and start the service:



5. Click “**Start**” to move to the service submission form and start it, alternatively click “**Back**” to return to the previous screen.

[← Back](#)

### Request for testing of public health materials

This service allows to submit request of analysis for materials related to public health ( Food, drinking Water &quot;bottled&unbottled&quot;; Food contact materials, Environmental Samples &quot;soil, water &plants&quot;&quot;; Cosmetics samples&quot;; to check their safety & quality and that they comply with approved local and international specifications

[Start >](#)

#### Service Steps

- 1 Log in to the Ras Al Khaimah Government website [www.rak.ae](http://www.rak.ae), enter by using the UAE PASS, select Municipality department- Health department - "Request for testing materials related to public health"- start service. Choose sample analysis and customer ... [Show More](#)
- 2 Go to Test Details and choose the test category (food products and, cosmetics products, environmental samples), choose test type (physical, chemical or microbiology) then go to test description and add the required test with quantity for each test. R... [Show More](#)
- 3 Await notification of service by short text message on the registered phone number, and the request can be followed up on the website by entering the personal profile on "my services - my cases."
- 4 Submit the sample for the laboratories section & receive it by sample officer in the receiving area after ensuring that sample & the tests required are ok.
- 5 Receiving notification of service to pay by short text message, then Pay the fees due via the website, Rak Government portal the mRAK Smart Application, or the automated payment machines located in the Customer Happiness Centres of the Ras Al Khaimah... [Show More](#)
- 6 Receiving the final analysis report by email or from laboratories section.

#### Additional information

[> The Service Fees](#)

[> The Required Documents](#)

[> Terms and Conditions](#)

[Start >](#)

## Search for Government Services

You can search for any government service on any of the previous screens by entering its name in the “Search” field located at the top right corner of the screen. After entering the service name, click on the search icon to display the list of relevant services directly on the screen.

The screenshot shows a search interface with a search bar containing the text 'cancel' and a search icon. Below the search bar, it indicates '13 Results found' and a dropdown menu for 'All Entities'. The search results are listed as follows:

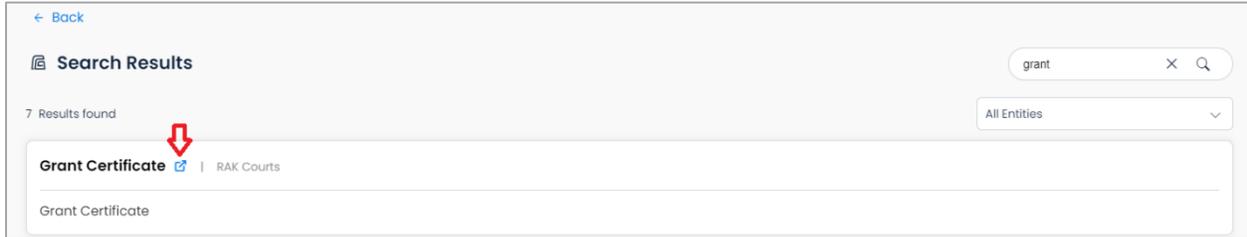
- Cancel Trade Name** | Department of Economic Development  
Cancel Trade Name
- Cancel License Suspension** | Department of Economic Development  
Cancel License Suspension
- Cancel License Mortgage** | Department of Economic Development  
Cancel License Mortgage
- Cancel/ Liquidate License** | Department of Economic Development  
Cancel/ Liquidate License

Additionally, you can filter the search results based on the required government entity.

The screenshot shows the same search interface, but with the search bar containing 'cancel' and the 'All Entities' dropdown menu set to 'RAK Municipality'. It indicates '3 Results found'. The search results are filtered to show only those from RAK Municipality:

- Cancel Lease contract** | RAK Municipality  
Cancel Lease contract
- Cancel Premium Lease contract** | RAK Municipality  
Cancel Premium Lease contract
- Issue/ Renew/ Reissue/ cancel Representative Card** | RAK Municipality  
Issue/ Renew/ Reissue/ cancel Representative Card

Once you find the required service, click on it to move directly to the service card and start the submission process.



Click “Start” to move to the service submission form and start it, alternatively click “Back” to return to the previous screen.

### Certificate on Grant

Under this service, application is made for certificate signifying that the individual has transferred part of his funds or real estate to another person without any consideration.

Available for

- Parties
- Typing Offices
- Guest

Processing time: 1 working day | Service output: Certificate of Grant

**Start >**

#### Service Steps

- Submit the application through the available service channels (website / typing offices).
- Fill out all the required items and attach documents.
- Follow up the application via WhatsApp +971564271785.
- Verification and approval
- Appearance by all parties before the competent judge (in presence / video conferencing)
- Payment of service fees via the smart application, the website or through electronic payment devices available at the Customer Happiness Center
- Receipt of the approved electronic certificate and the original document from the service center or through Emirates Post if requested

#### Additional information

- The Service Fees**
- The Required Documents**
- Terms and limitations**

**Start >**