

User Manual

RAK Portal - New Features

RAK Municipality Department

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Versions

Version Number	Name	Release Date	Comments
V1.0	Customer Journey – New Features	28/09/2023	Initial manual
V1.1	RAK Portal – New Features	02/10/2023	Update the manual as per Ahmed Harraz Comments

Reviews

Version Number	Name	Date	Comments

Introduction

Ras Al Khaimah Municipality Department has unified the portal for all services (single services and customer journeys services), and unified the navigation across those services based on role persona to improve the customer experience and save their time and effort.

RAK Municipality has unified the Inbox for all rak.ae users, where the user (owner, consultant, or representative) can view and follow up all his/her cases regardless the service type or section. Also, they can modify their returned requests for customer action.

RAK Municipality has unified the payment channels, where users can pay for all cases via same payment channels including KIOSK, Walk-in, mRAK App, or e-payment by bank cards or RAK Pay.

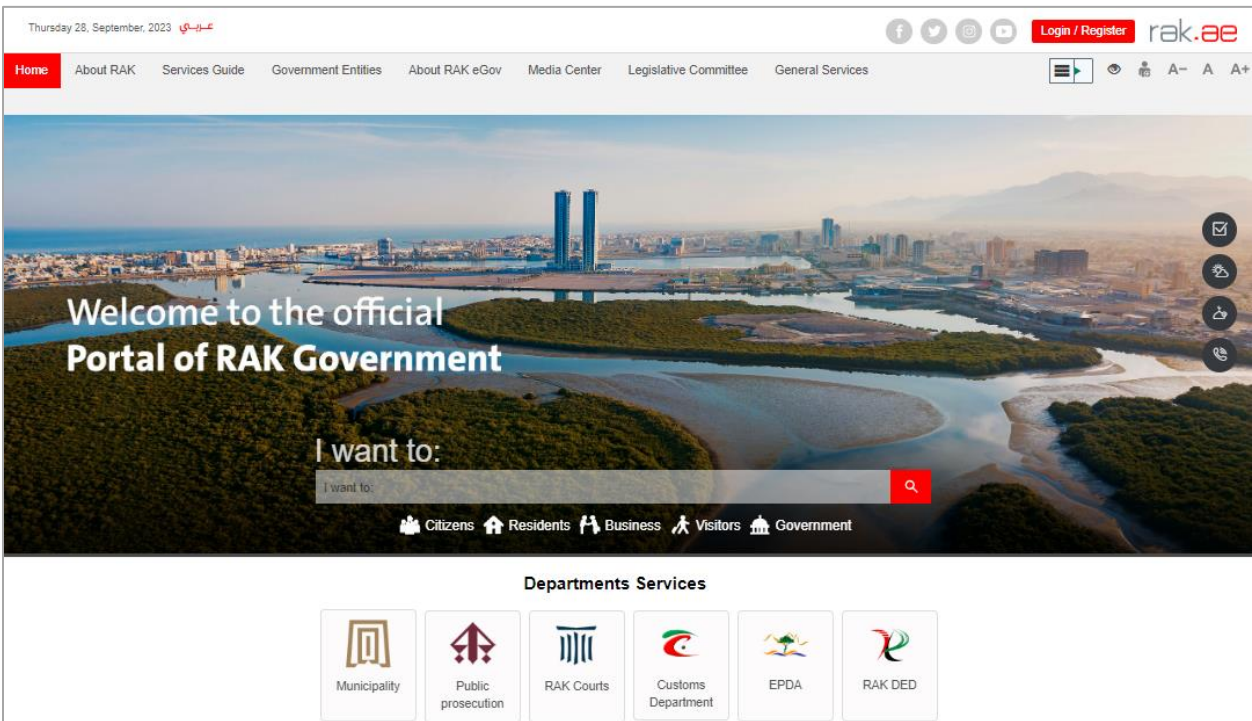
This document lists the new portal features, and provides a brief for customers (consultants, owners, or representatives) on how to reach RAK municipality services (single services or customer journeys), and how to electronically access their cases (returned requests for modification or payment, normal submitted cases for view and follow up).

Unified login/Register for All Users

Now whether you are an individual or an establishment and have an account on the RAK portal or have a UAE PASS account, you will be able to login in and use the e-services of the RAK governmental entities.

To login to RAK Government services:

1. Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>




2. Click on the “Login/Register” button at the top right side of the screen:



3. Login to the RAK e-service using one of the following:
 - A. Through the UAE PASS or
 - B. Enter your RAK Government Portal username and password, which you have previously created, then press on the “Log in” button.

Please Log in

A ↓

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

Username

Password

Log in

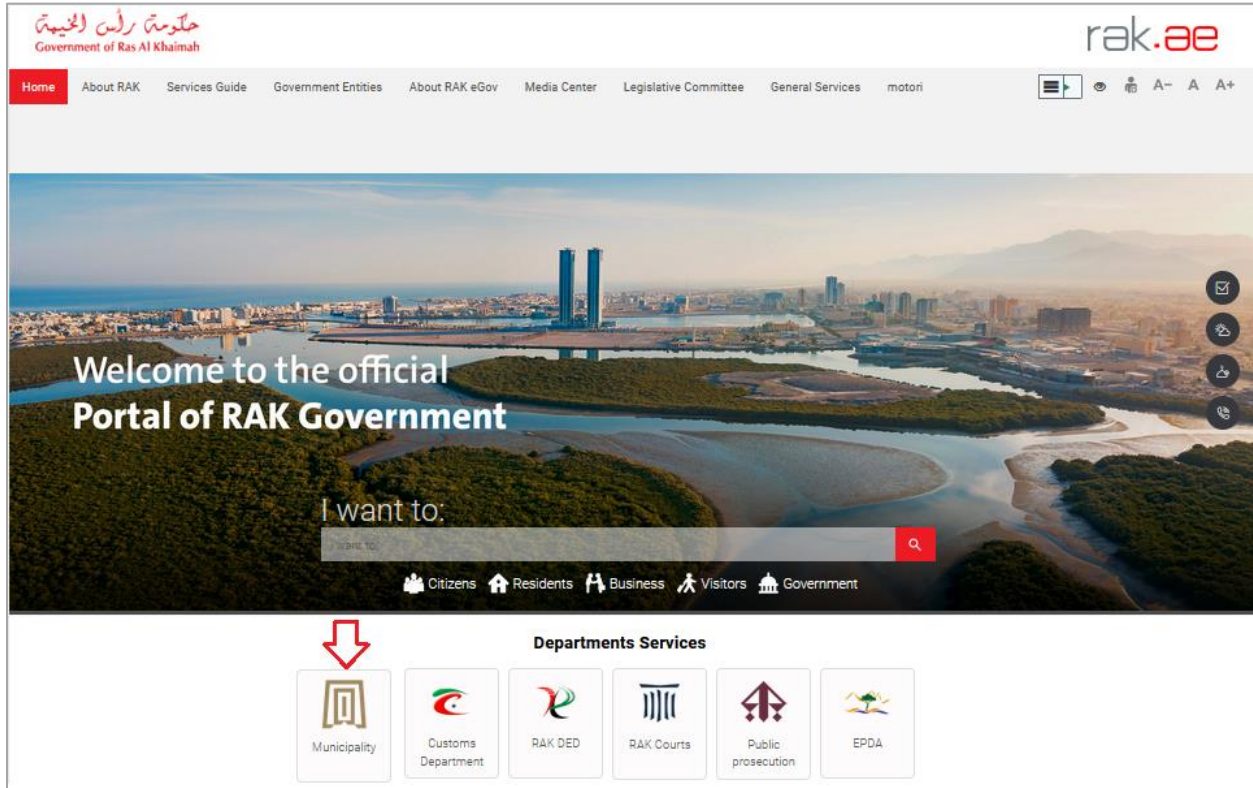
↑ B

Cancel

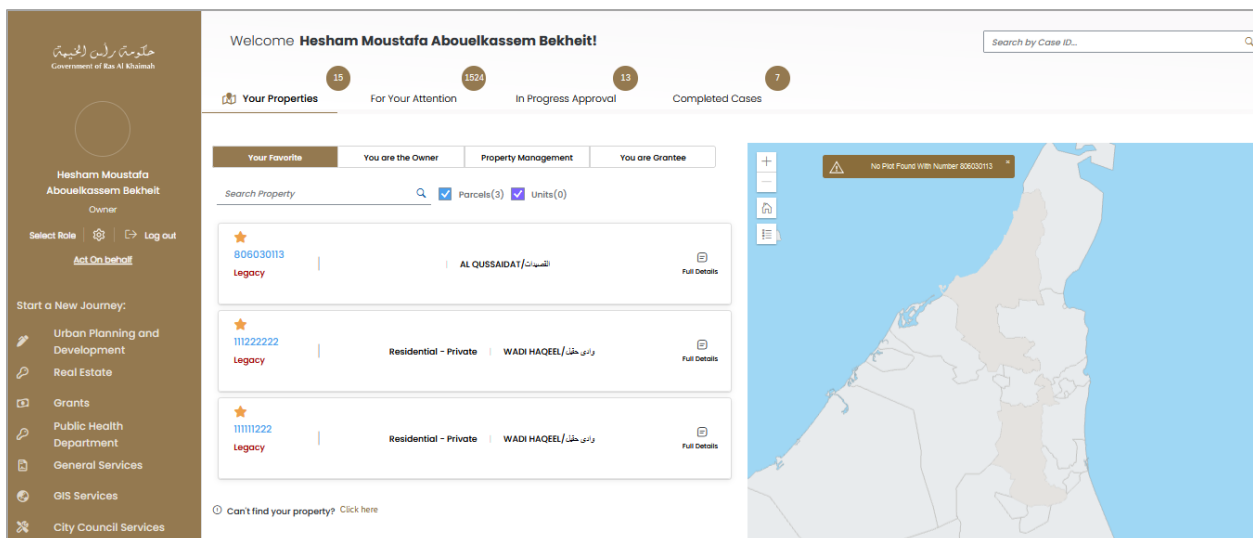
Unified Portal for All Types of Services

RAK new portal provides you with a unified access to all types of services (single services and customer journeys).


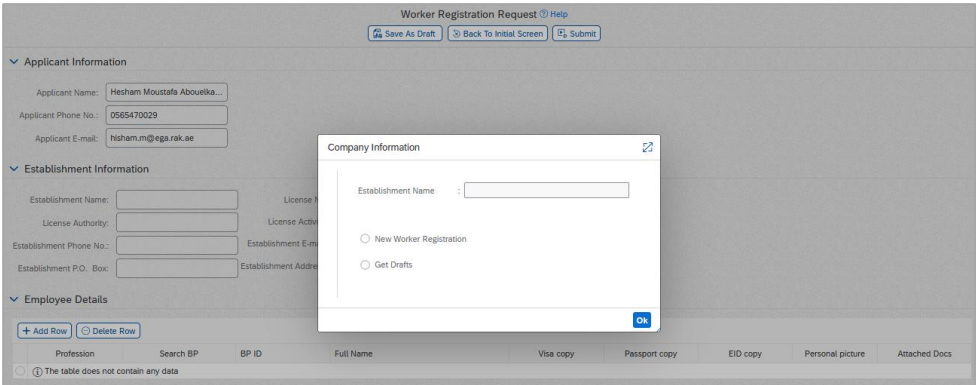
To reach all municipality's services, click on **"Municipality"** icon:



The **Home Page** of RAK Municipality services will be displayed as below:

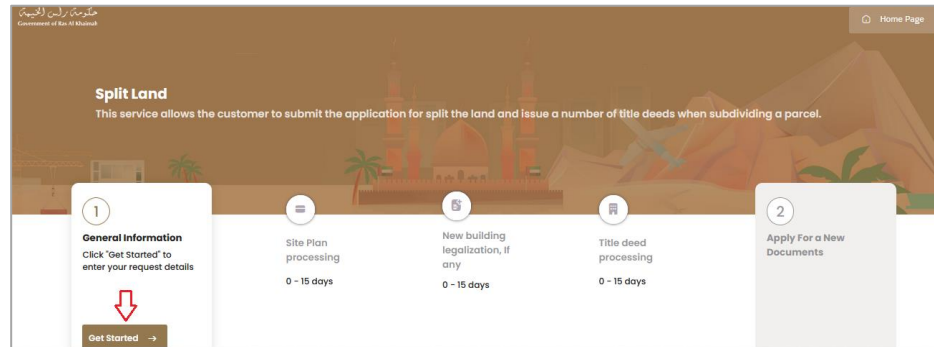


On the left side of the screen are the services menus of RAK municipality which includes the services of all Municipality's sections including single services and customer journeys.

Service Type	System Behavior
<p>Single Service</p>	<p>It is one service that once you select, the system displays the request form enabling you to fill it and submit the request.</p> <p>For example, when you select a single service like “Employees Registration” from “Public Health Department”:</p>  <p>The request form shows up enabling you to fill it and submit it:</p> 
<p>Customer Journey</p>	<p>It includes a set of services in a unified journey that once you select, the system guides you to fill the required information via customized journey stages to finally get your required documents.</p> <p>For example, when you select a customer journey item like “Split Land” from “Manage My Land” sub menu from “Urban Planning and Development” main menu:</p>



The start screen of the **Split Land** Journey shows up to let you start your journey:



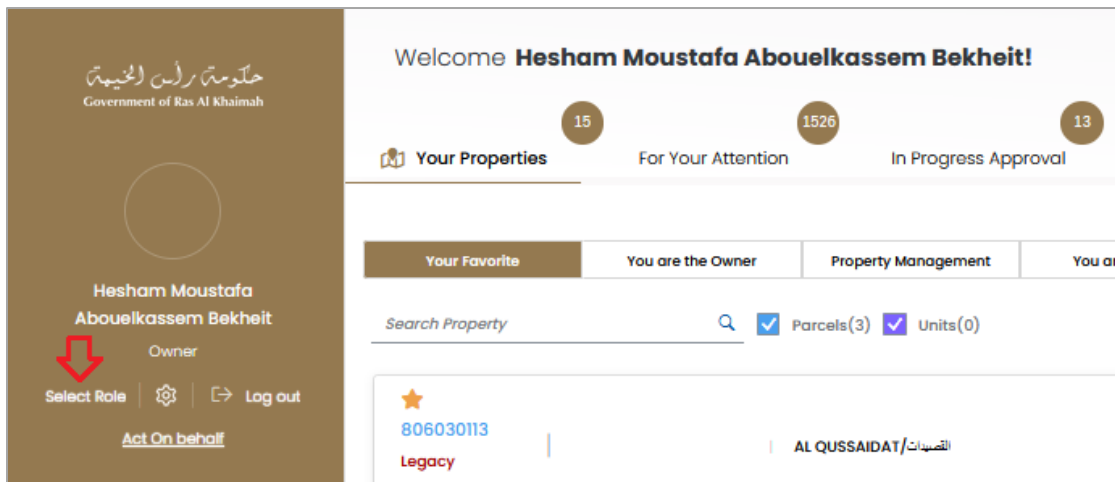
Unified Navigation across Municipality Services based on Role Persona

No more complexity of navigating through various government services. The new Customer Journey Portal offers a unified navigation system tailored to your specific role persona. Whether you're a resident, business owner, or government employee, you'll find an intuitive and personalized interface that guides you seamlessly through the services you need.

The Municipality services will be listed in the main menus as per your identity, for example, when you login by your Owner account, the menus will display the services of the owners while if you login by your consultant account, the menus will display the services of the Consultants.

Moreover, when you have two accounts; one for an owner and a second for a consultant, you can manipulate between the two accounts at the same session to display the required services menus as follows:

1. Click on **“Select Role”** link at the top left side of the screen:



2. To show the services of the owner, select **“Owner”** then, click **“Save”**:

Please select your role

Owner Consultant

Close Save

Abouelkassem Bekheit

Owner

Select Role | Settings | Log out

Act On behalf

Start a New Journey:

- Urban Planning and Development
- Real Estate
- Grants
- Public Health Department
- General Services
- GIS Services
- City Council Services

3. To show the services of the consultant, select “**Consultant**”, select your required company, then, click “**Save**”:

Please select your role

Owner Consultant

Please Select the company

HM Engineering Consultancy Gr.

Close Save

حكومة رأس الخيمة
Government of Ras Al Khaimah

Hesham Moustafa
Abouelkassem Bekheit

Consultant

Select Role | Settings | Log out

Act On behalf

Start a New Journey:

- Manage My Land
- Develop My Land

Unified Inbox for All User's Cases

No more multiple inboxes for different government communications. The new portal now features a unified inbox that consolidates all messages and notifications from various government departments. This means you'll never miss an important update or announcement, ensuring you stay informed and always connected.

The Municipality new portal provides you with one inbox for all cases to avoid confusion and facilitate the follow up, payment, and modification processes for them.

The Home page shows four tabs where each enables you to perform a specific task/s:



Tab	Description
Your Properties	<p>It shows all your properties within four sub tabs.</p>
For Your Action	<p>It shows your pending cases which are waiting for your actions.</p>

For Your Attention (1523)

Cases

Case Type	Case ID	Date Created	Last Update ^	Status
Split Land	10000	Nov 25, 2022	May 17, 2023	Draft
Merge Land	10001	Nov 25, 2022		Draft

Register Lease contracts	1976509	Jul 13, 2023	Jul 13, 2023	Waiting Final Payment	Your Documents	Payment History
Modify Lease contract	1976517	Jul 13, 2023	Jul 13, 2023	Customer Action	Your Documents	Payment History
Renew Lease Contract	1976518	Jul 13, 2023	Jul 13, 2023	Waiting Final Payment	Your Documents	Payment History

It shows your cases which are waiting for approval, where you can only view them.

In Progress Approval (15)

Welcome **Hesham Moustafa Abouelkassem Bekheit!**

In Progress Approval (15)

Here you can find all cases currently in progress by the municipality office

Case Type	Case ID	Date Created ^	Status	Pending Since
Property ownership deed Investigation	1977069	Sep 27, 2023	Coordinator Review	1 Days Ago
Renewal ownership document	1977047	Sep 26, 2023	HOS Review	2 Days Ago

It shows your completed cases (rejected and approved cases).

Completed Cases (7)

Welcome **Hesham Moustafa Abouelkassem Bekheit!**

Completed Cases (7)

Here you can find all cases completed or closed

Case Type	Case ID	Date Created ^	Status	Date Completed
Parcel Blocking - Cadastral Transactions	1976603	Jul 24, 2023	Rejected	65 Days Ago
Parcel Unblocking-Cadastral Transactions	1976605	Jul 24, 2023	Completed	7 Days Ago
Parcel Unblocking-Cadastral Transactions	1976606	Jul 24, 2023	Completed	7 Days Ago
Register Lease contracts	1976516	Jul 13, 2023	Completed	77 Days Ago
Renew Lease Contract	1977041	Sep 26, 2023	Completed	2 Days Ago

Easy Access to Your Properties

Your Properties tab shows all your properties via four sub tabs as follows:

- **Your Favorites:** shows the properties that you have assigned to yourself as your favorite.
- **You are the Owner:** shows the properties which you own.
- **Properties Management:** to search your properties.
- **You are Grantee:** shows the properties which you have been granted.

The screenshot shows the 'Your Properties' dashboard with four sub-tabs: 'Your Properties' (15), 'For Your Attention' (1526), 'In Progress Approval' (13), and 'Completed Cases' (7). The 'Your Favorite' tab is selected. Below the tabs is a search bar and filters for Parcels (3) and Units (0). Three property cards are listed, each with a 'Full Details' button circled in red.

Click on “Full Details” to view the details of the selected property:

The screenshot shows the 'Property Details' screen with the following information:

Property Details

Through this screen, you can browse all the details of the parcels owned by you or managed by you to others.

General | **Business Partners** | Land | Development | Measurements | Documents

Business Partners Relationships

Role	BP number	Name	Period
Owner	3000312452	هشام مصطفى ابوالقاسم بخيت	Mar 1, 2023

Close

Unified Customer Action

You can experience the power of streamlined interactions with government services. The unified customer action feature allows you to initiate, track, and manage requests and applications from a single dashboard. Whether you're applying for permits, licenses, or requesting information, you'll have full control and visibility over your interactions.

“For Your Action” tab shows your drafts and the Cases which require your action (modification or payment).

You can select the required case and perform the required action as per its status, as follows:

1. Pay the required fee.
2. Or apply the required modification and re-submit the request.

Welcome **Hesham Moustafa Abouelkassem Bekheit!** Search by Case ID...

15 Your Properties
1526 For Your Attention
13 In Progress Approval
7 Completed Cases

Cases

Drafts Past 3 Months

Case Type	Case ID	Date Created	Last Update ^	Status
Split Land	10000	Nov 25, 2022	May 17, 2023	Draft
Merge Land	10001	Nov 25, 2022		Draft

Cases

Case Type	Case ID	Date Created	Last Update	Progress	Status	Actions
Issue title deed for the first	1977084	Sep 27, 2023	Sep 27, 2023		Customer Action	Your Documents Payment History
Open file to install old Property	1977026	Sep 23, 2023	Sep 23, 2023	3/5	In Payment	Your Documents Payment History
Renewal ownership document	1977059	Sep 26, 2023	Sep 27, 2023	3/5	In Payment	Your Documents Payment History
Sample Analysis Request	1974865	Dec 12, 2022	Dec 12, 2022		Pending with Customer	Your Documents Payment History
Change land use & regulation-Grant	1974874	Dec 29, 2022	Dec 29, 2022		Pending with Customer	Your Documents Payment History

Unified Payment Channels

The unified payment channel allows you to make payments for various government services in one convenient location. Whether it's utility bills, fines, or permit fees, you can complete your transactions quickly and securely, saving you time and effort.

“**For Your Action**” tab allows you to pay the fee of your cases. Click on the required case which pending for your payment to move directly to the payment screen:

Case Type	Case ID	Date Created	Last Update	Status
Split Land	10000	Nov 25, 2022	May 17, 2023	Draft
Merge Land	10001	Nov 25, 2022		Draft
Register Lease contracts	1978509	Jul 13, 2023	Jul 13, 2023	Waiting Final Payment

Payment
Case fees are calculated according to the sum of all case fees involved in the customer journey and divided into initial fees and final fees. Fee details can be found by clicking on To see the estimated remaining fee's.

Fees
Please pay the requested fees.

L41 Register Lease contracts **400.00 AED**

Total: 400.00 AED

To see the estimated remaining fees [Click here](#)

← Back Approve →

Check your estimated remaining fees, and click “**Approve**” to move to the payment channel screen, where you can select the payment method and card, then proceeding with payment as usual:

Payment

Available payment methods are: online payment, Rak-Pay, mRAK, Kiosk machine.



- ✓
- 2
- 3

Payment details

Which method would you like to pay for?

<input checked="" type="radio"/> RAK.ae / quick payment	<input type="radio"/> mRak
<input type="radio"/> KISOK machine	<input type="radio"/> Walk-in

Please Select Payment Method

<input checked="" type="radio"/>	VISA	MasterCard	AMERICAN EXPRESS	DISCOVER
<input type="radio"/>	RAK Pay			

← Back

↓
Next →

Easy Access to Present/Historical Payment Transactions


Now you can track of your financial transactions with the government. The portal provides easy access to both present and historical payment transactions. You can view payment history, generate receipts, and access financial records with just a few clicks, ensuring transparency and accountability.

“For Your Action”, “In Progress Approval”, and “Completed Cases” tabs provide you with access to the cases payment history by clicking on “Payment History” link next to the required case:

Case Type	Case ID	Date Created	Last Update ^	Status
Split Land	10000	Nov 25, 2022	May 17, 2023	Draft
Merge Land	10001	Nov 25, 2022		Draft
Conceptual Design Approval - Permits	1976725	Aug 6, 2023	Aug 6, 2023	3/5
Conceptual Design Approval - Permits	1976726	Aug 6, 2023	Aug 6, 2023	3/5

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

Payment History

Case ID	To Be Paid	Paid	Due	Transaction No.	
1976726	4000.00	0.00	4000.00	0911573169	 Payment Request

[Close](#)

Easy Access to Case Documents

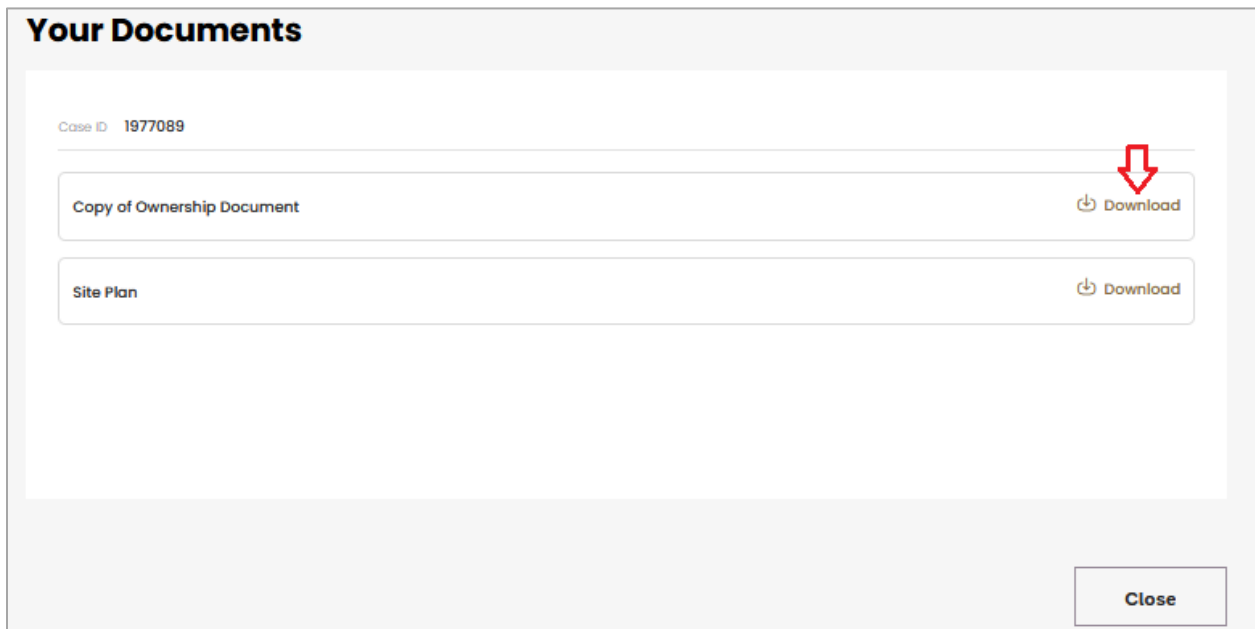
No more searching through stacks of paperwork or waiting in line to retrieve important documents. The portal offers effortless access to case documents, including invoices, permits, licenses, and more. You can view, download, and share documents at your convenience, making your interactions with government services more efficient.

“For Your Action”, “In Progress Approval”, and “Completed Cases” tabs provide you with access to the cases documents by clicking on “Your Documents” link next to the required case:



Case Type	Case ID	Date Created^	Status	Pending Since		
Conceptual Design Approval - Permits	1976708	Aug 3, 2023	New	60 Days Ago	Your Documents	Payment History
Project	1976696	Aug 3, 2023	20 In Process	60 Days Ago	Your Documents	Payment History
Property ownership deed Investigation	1977089	Sep 27, 2023	Coordinator Review	5 Days Ago	Your Documents	Payment History
Renewal ownership document	1977047	Sep 26, 2023	HOS Review	6 Days Ago	Your Documents	Payment History

The Documents screen of the selected case will pop up as follows, where you can download the required document:



Your Documents

Case ID 1977089

Copy of Ownership Document	Download
Site Plan	Download

Close