

User Manual

eUser Management

Land and Property Section

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Introduction:

The land and property section in Ras Al Khaimah Municipality launched a set of electronic services to save customers time and effort and enable them to submit their requests at any time and from anywhere.

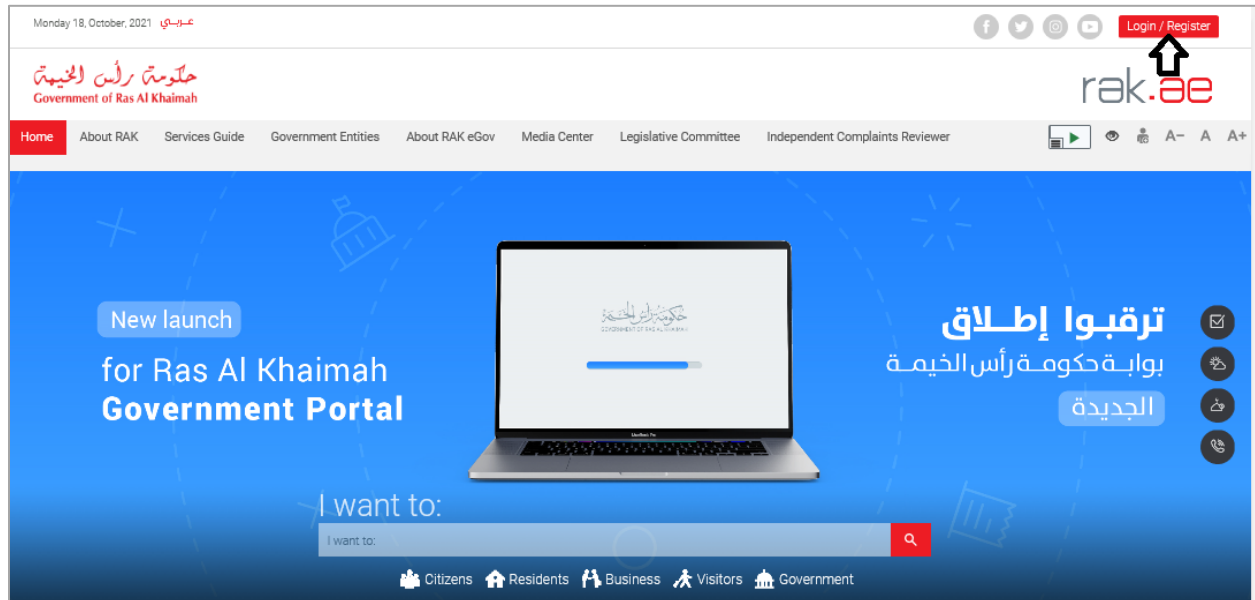
The objective of this guide is to explain how to manage the permissions of the authorized users to register electronic contracts for the registered real estate company.

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

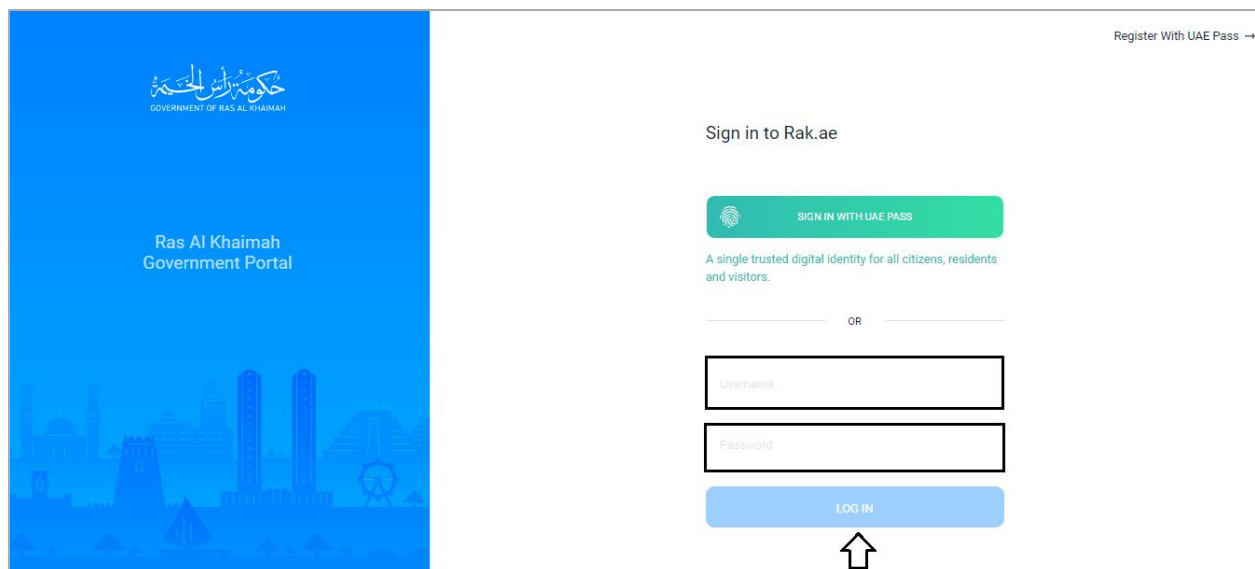
The **Customers' Numbers Committee** is responsible for adding the first administrator (system manager) for the real estate company, and then he/she will be responsible for adding other administrators or lessors to lease the company's units.

Login and Access to the eUser Management Service

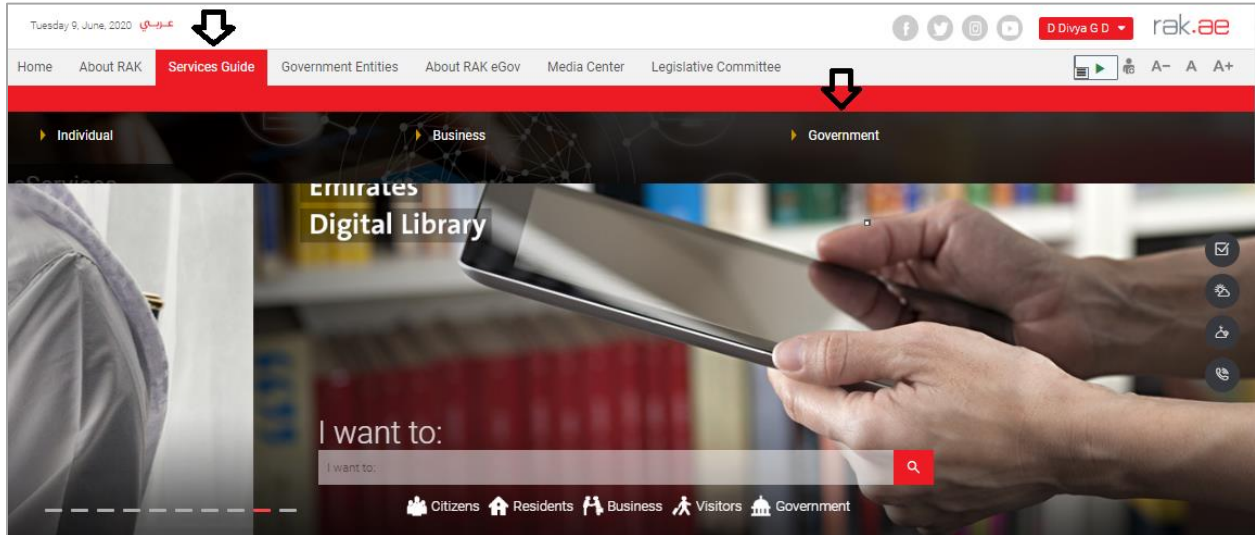
1. Access the RAK Government portal on <https://www.rak.ae/wps/portal>
2. Click on **Login\Register** button at the top right side of the screen:



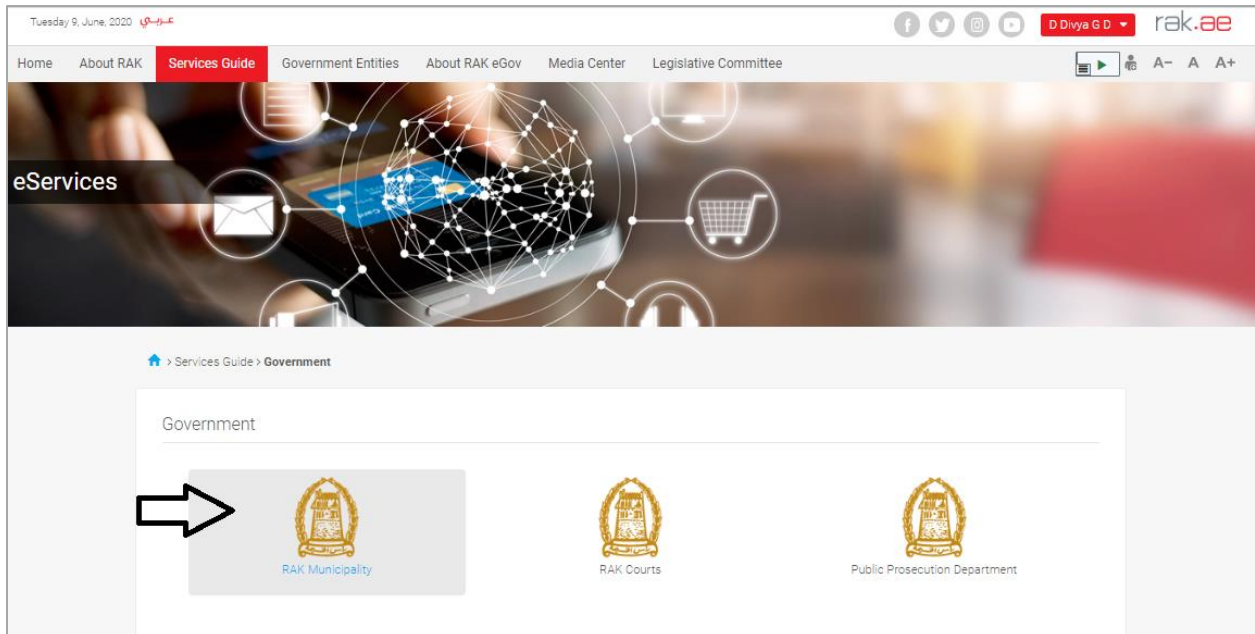
3. Enter your RAK Government Portal username and password that you have previously created, and then press on the **“LOG IN”** button.



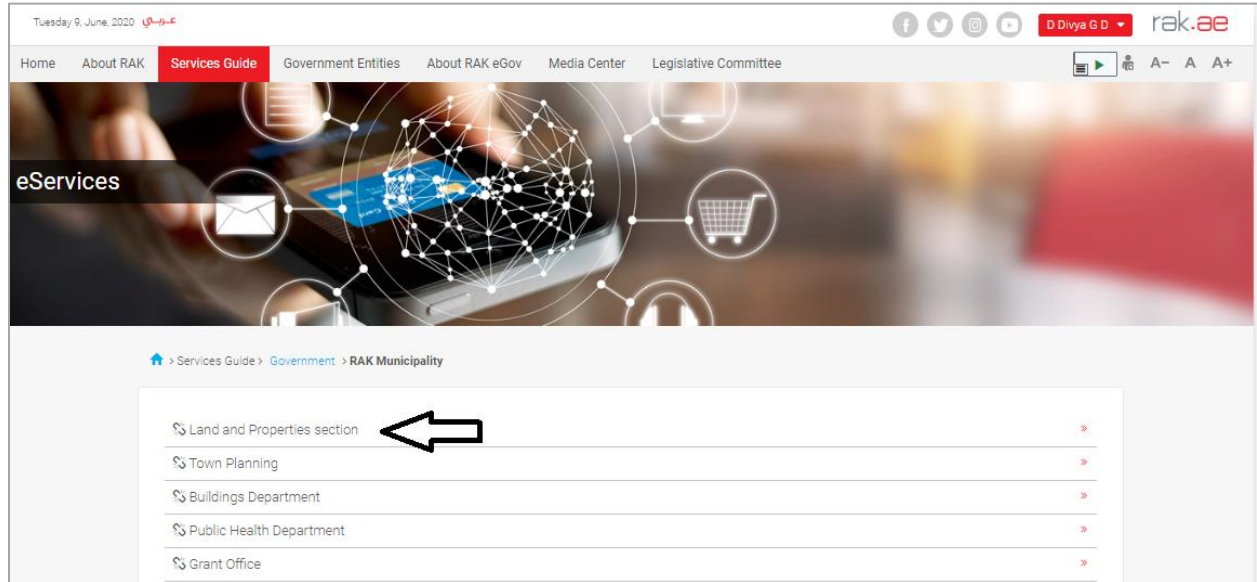
4. Click on the **Service Guide** then click on **Government**:



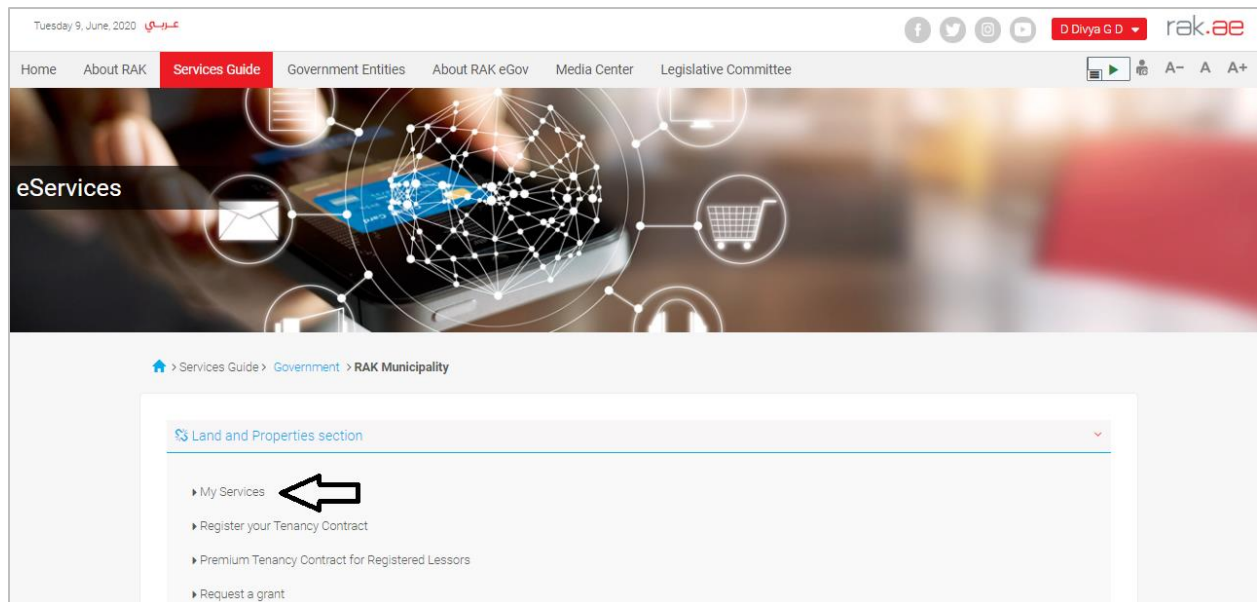
5. Next, select **RAK Municipality**



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



7. Next, Select **“My Services”**



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

My cases (ZL)Lease Contract Registration E-ServiceRegister the Lease ContracteUser Management

eUser Management

Help

Company Name: العالم للرياحنة

Authorized Users

Add User

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

How to Add a New User

1. Click on the "eUser Management" tab:

eUser Management

Company Name: العالم للرياحنة

Authorized Users

Emirates ID	Full Name	Administration	Leasing Units	
784-1957-9503809-0	Hend Gomaa	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
435353445	Ahmed Nour	<input type="checkbox"/>	<input type="checkbox"/>	
784-1993-777777-0	Tariq Ziad AlShaik	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Add User

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

Add User

* Emirates ID: 784-2002-3062659-8

BusinessPartner: 3000114543

Full Name: شيمس سائر

Role: ☒ Administration ☒ Leasing Units

Add

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

My cases (ZL)

Lease Contract Registration E-Service

Register the Lease Contract

eUser Management

eUser Management

Company Name: العالم للرياحنة

Authorized Users

Add User

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

8

Save

Refresh

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

My cases (ZL)

Lease Contract Registration E-Service

Register the Lease Contract

eUser Management

Case was successfully created!

Newly created Case ID: 101253

How to Change or Cancel a User's Authorities

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

eUser Management

Company Name: العالم للرياضة

Authorized Users

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

Save Refresh

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

Case was successfully created!

Newly created Case ID: 101253

Notes:

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