

User Guide

Electronic and smart services

Customer copy

**“I want all the Citizens to do all
their government transactions
through the mobile phones”**

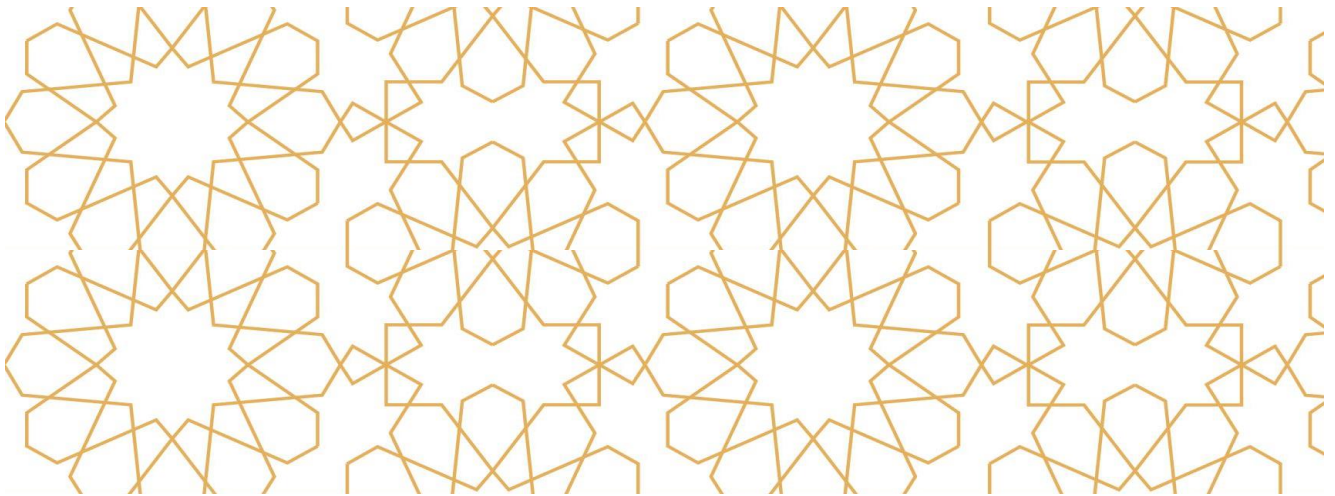
Muhammad bin Rashid Al Maktoum



The Content:

- 1 Steps to apply for services through the website.
- 2 Steps to apply for services through the smart app.

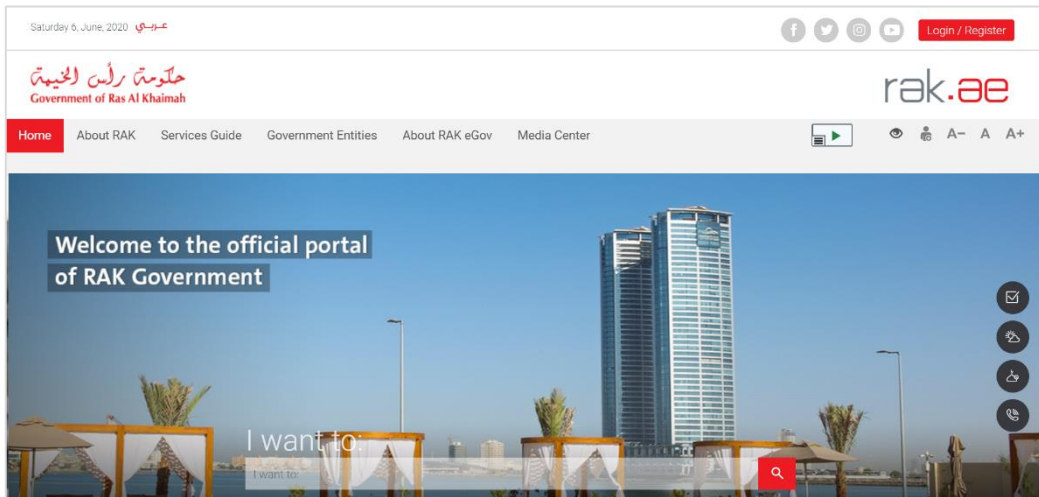




Steps to apply for services through the website

www.rak.ae

1. Enter the website www.rak.ae – Click on the word (login / register)



2. Click on the icon (log in with UAE pass)

Please Log in

Login With UAE PASS

A single trusted digital identity for all citizens, residents and visitors.


Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UAE Pass.

Log in to RAK.ae

Log in

OR

3. Enter your (mobile number) in smart pass



Login to UAE PASS

Login

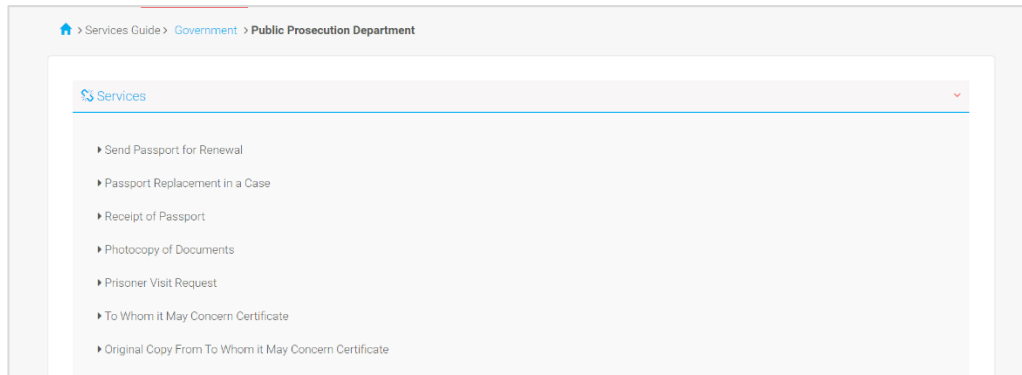
☒ Remember me

Don't have an account? [Create new UAE PASS account](#)
[Recover your account](#)

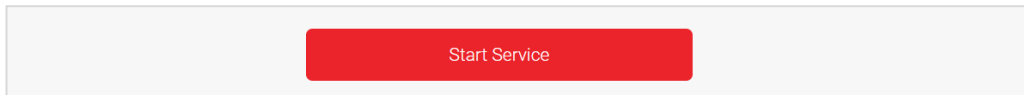
4. Click on (Public Prosecution Department) to get the required service.



5. Click on the required service.



6. Click on (start service)



7. Enter (type of case + Number + Year) the service to be received– Click (Press to execute)

The screenshot shows the 'ادخل بيانات القضية' (Enter Case Data) form. The form includes fields for 'نوع القضية' (Case Type), 'رقم القضية' (Case Number), and 'سنة القضية' (Case Year). There are also buttons for 'تصحيح' (Correct) and 'اضغط لتنفيذ طلبك' (Click to execute your request).

8. Select the capacity of the applicant + write the remarks (optional) + attach the required documents + select way of receiving the service
9. Click (Press to execute your request)

ادخل بيانات القضية

بيانات القضية

نوع القضية

رقم القضية

سنة القضية

اصفح لتتفيذ طلبك

تصحح

البيانات الاساسية

تصنيف القضية

مقدم الطلب

▼

صفة مقدم الطلب*

اكتب ملاحظتك-اختياري

ادخل بطاقة هويتك او اثبات صفتك

إضافة

حذف

قائمة المرفقات

| نوع الوثيقة | وصف الملف |
|-------------|-----------|
| | |
| | |
| | |
| | |
| | |
| | |

رسوم الطلب

| القيمة | رقم الطلب |
|--------|---------------|
| 30.00 | صورة من الحكم |
| | |
| | |

اختر طريقة الاستلام

▼

اختر طريقة الاستلام*

الغاء

اصفح لتتفيذ طلبك

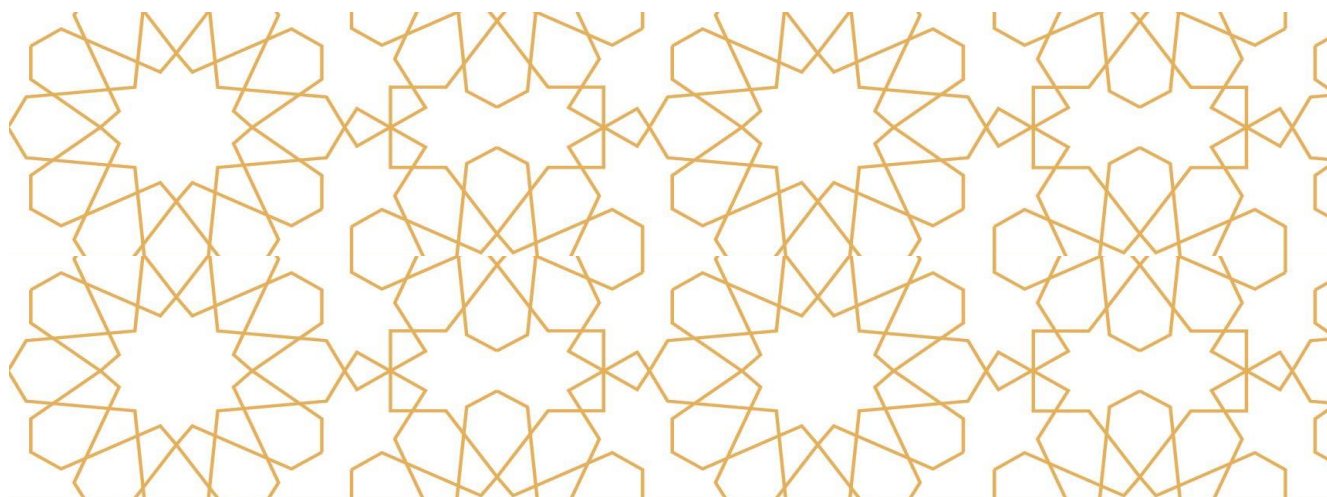
8. Click on (yes) to confirm the details

9. Click on (No) if you do not want to apply for another service – Click (press to pay the fees) to pay the required fees

10. Select the request for payment then press (pay the selected part)

| حالة الدفع | رقم الطلب | رقم امر القبض | القيمة | المبلغ المدفوع | المبلغ المطلوب للدفع | العملة | طباعة |
|------------|-----------|---------------|--------|----------------|----------------------|--------|-------|
| | | | 50.00 | 0.00 | 50.00 | AED | |

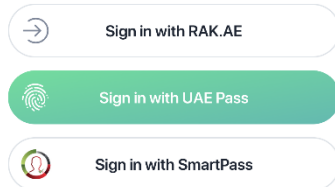
11. the payment method using Bank card.



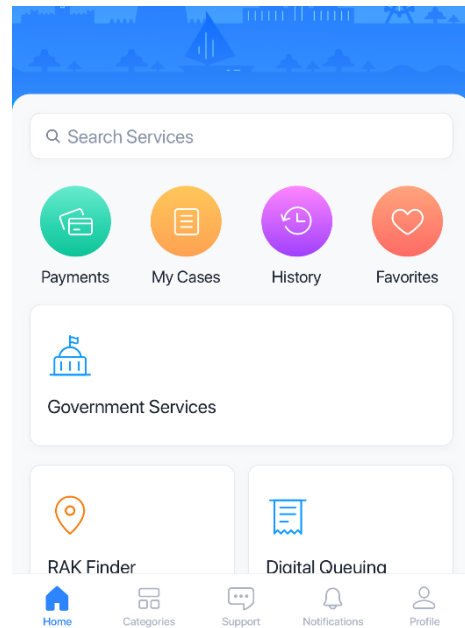
Steps to apply for services through the smart app

MRAK

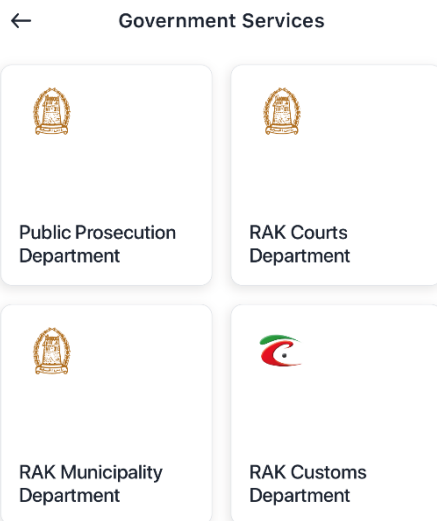
1. Enter the smart app MRAK
2. Click on log in with UAE pass.



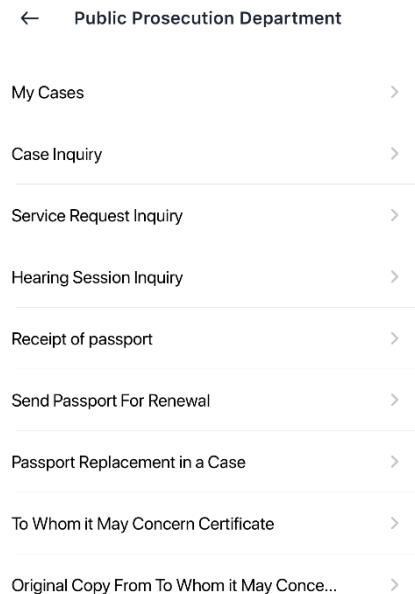
3. Click on (Government services)



4. Click on (Public Prosecution Department)



5. Select the required service



6. Enter the Case Number, year and type.

SERVICE INFO

Case Number Required

Case Year Required

Case Type Required >

7. Select your capacity in the case

SERVICE INFO

Fees 20.0 AED

Relationship Required >

Your Comments

Optional

8. Write Remarks... (optional)

SERVICE INFO

Fees 20.0 AED

Relationship Accused >

Your Comments

Optional

REQUIRED DOCUMENTS

Emirate ID Front Required >

Emirate ID Back Required >

Done

9. Select way of receiving the service.

Q Search Delivery Mode

EMAIL

SELF SERVICE KIOSK

10. Click (press to execute your request)-
pay the required fees.

SERVICE INFO

Fees 30.0 AED

Relationship Accused >


Your Comments

Optional

Delivery Mode EMAIL >

REQUIRED DOCUMENTS

Emirate ID Front  >

Emirate ID Back  >

Next



“Governance is either an authority or a job nor an automatically taken entitlement, but it is a message of faith and heavy responsibility, and its subject is to secure the interest of the nation and achieving happiness for the citizens.”

HH Sheikh Muhammad Bin Rashid Al Maktoum
Vice President, Prime Minister of UAE and Ruler
of Dubai