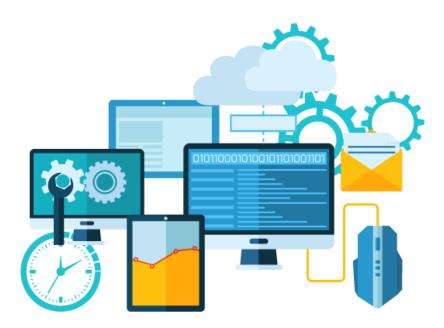


حكومت رأس الخيهت

Government of Ras Al Khaimah



User Guide

Electronic and smart services

Customer copy

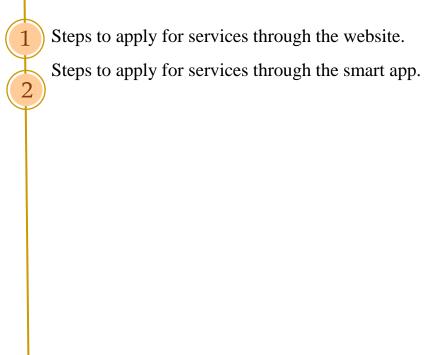
"I want all the Citizens to do all their government transactions through the mobile phones"

Muhammad bin Rashid Al Maktoum



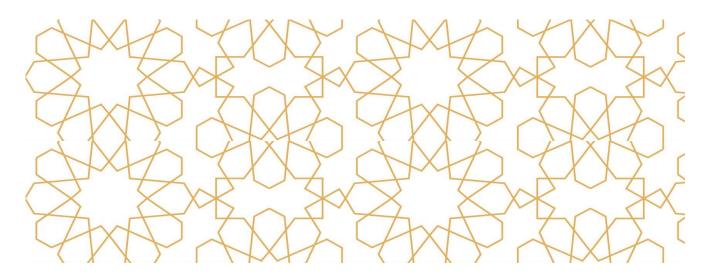


The Content:







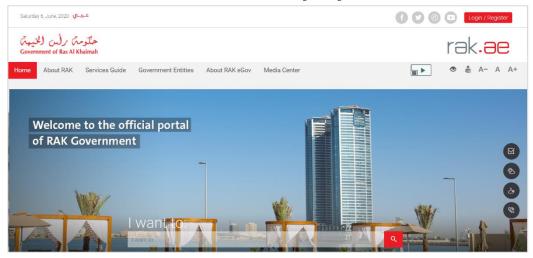




Steps to apply for services through the website

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		Log in to RAK.ae
A single trusted digital identity for all citizens, residents and visitors.		Username Password
Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UAE Pass.	or 	Log in

3. Enter your (mobile number) in smart pass

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



5. Click on the required service.

S Services	、 、
Send Passport for Renewal	
Passport Replacement in a Case	
▶ Receipt of Passport	
▶ Photocopy of Documents	
▶ Prisoner Visit Request	
▶ To Whom it May Concern Certificate	

6. Click on (start service)

5

Start Service	

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

	ادخل بياتات القضية
	بياتات القضية
	نوع القضية" 🗸
	رقم القضية*
	سنة القضية*
	اصغط لتنفيذ طلبك

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 بياتات القضية
	بيانات القضية
	نوع القضية
	رقم القضية
	سنة القضية
	اصغط لتتايذ طلبك
	البياتات الاساسية
	تصليف القضية
	مقدم الطلب
v	صفة مقدم الطلب*
	اكتب ملاحظاتك-اختياري
	ادخل بطاقة هويتك او اثبات صفتك
	إصافة حذف
	قائمة المرفقات
فرع الوثيقة	وصف العلف
	رسوم الطلب
	رقم الطلب القيمة
	رم السب اليب صورة من الحكم 30.00
	اختر طريقة الاستلام
•	الحتر طريقة الاستلام*
اصنغط لتنفيذ طلبابه الغاء	

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

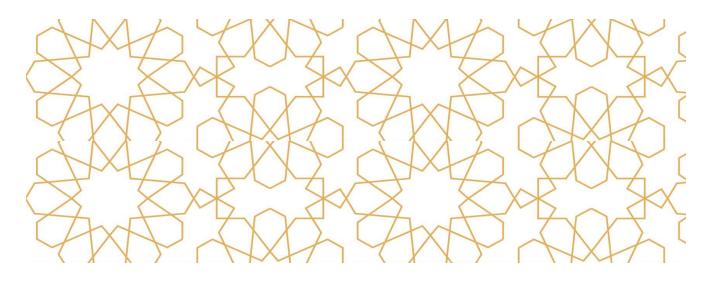


10. Select the request for payment then press (pay the selected part)

							معسر	قانمة الر
						k	الطباعة تصدير	إصدار
طباه	العملة	الميلغ المطلوب للدفع	المبلغ المدفوع	القيمة	رقم امر القبض	رقم الطلب	حالة الدفع	ſ
	AED	50.00	0.00	50.00			9	
						الخلف	الجزء المختار	🖧 دفع

11. the payment method using Bank card.

			مبلغ الدفع: تم دفع المبلغ مسبقا:
	AED	50.00	* قيمة المعاملة
	الالکترونی e-dirh	الدرهم 10 M `	الدرهم الإلكتروني
	VISA	tercand.	البطاقات البنكية 🔘
واسطة	جديدة وسيتم توجيبك لصفحة الدفع بر مكتك إنهاء المعاملة	سيتم إنشاء معاملة. اتصنالات، حيث يا	بالضغط على "الدفع"
		الغلف	دفع إلغاء

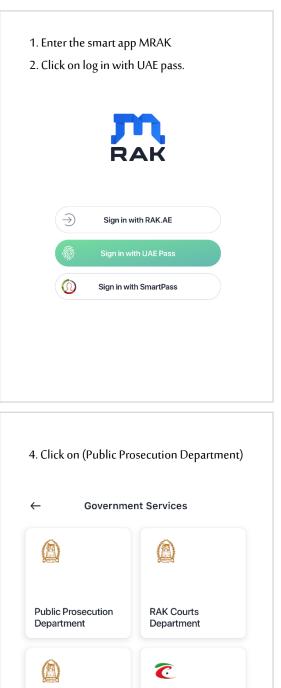




Steps to apply for services through the smart app

MRAK





3.Click on (Government services)	
Q Search Services	
Payments My Cases History Favorites	
Government Services	
RAK Finder Diaital Queuing	
Home Categories Support Notifications Profile	

RAK Municipality RAK Customs Department Department

5. Select the required service

Passport Replacement in a Case

To Whom it May Concern Certificate

Original Copy From To Whom it May Conce...

Public Prosecution Department \leftarrow My Cases > Case Inquiry Service Request Inquiry Hearing Session Inquiry Receipt of passport Send Passport For Renewal

Enter the Case Number, ye	ear and type.	7. Select your capacity in	the case
ERVICE INFO		SERVICE INFO	
ase Number Required		Fees 20.0 AED	
ase Year Required		Relationship	Required >
аѕе Туре	Required >	Your Comments Optional	
Write Remarks (optional)	9. Select way of receivin	g the service.
)	9. Select way of receivin Q Search Delivery Mode	g the service.
SERVICE INFO)		g the service.
SERVICE INFO Fees 20.0 AED) Accused >	Q Search Delivery Mode	g the service.
SERVICE INFO Cees 20.0 AED Relationship Your Comments		Q Search Delivery Mode	g the service.
SERVICE INFO Cees 20.0 AED Relationship Your Comments		Q Search Delivery Mode	g the service.
SERVICE INFO Fees 20.0 AED Relationship Your Comments pptional		Q Search Delivery Mode	g the service.
SERVICE INFO Tees 20.0 AED Relationship Your Comments ptional REQUIRED DOCUMENTS		Q Search Delivery Mode	g the service.
SERVICE INFO Fees 20.0 AED Relationship Your Comments pptional REQUIRED DOCUMENTS Emirate ID Front	Accused >	Q Search Delivery Mode	g the service.
Write Remarks (optional SERVICE INFO Fees 20.0 AED Relationship Your Comments pptional REQUIRED DOCUMENTS Emirate ID Front Emirate ID Back	Accused > Required >	Q Search Delivery Mode	g the service.

10. Click (press to execute your request)- pay the required fees.			
SERVICE INFO			
Fees	30.0 AED		
Relationship		Accused >	
Your Comment	ts.		
Optional			
Delivery Mode		EMAIL >	
REQUIRED DOCU	JMENTS		
Emirate ID Fron	t		
Emirate ID Back	ĸ	>	
	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