User Manual

Course Material Approval Request

V1.0

Public Health Department

Contents:

Introduction:

The Public Health Department (PHD) of Ras Al Khaimah has published various online services to save the customers time and efforts, and to enable them to submit any request anytime from anywhere.

The customer (establishments) should have a registered account on the Public Health Department to be able to use the online services.

This service allows the establishments' representatives to submit a request to the PHD to approve the food safety educational courses for the approved training centers or for the food establishments that provide internal training in accordance with the rules and laws of the Public Health Department of Ras Al Khaimah Municipality.

This guide shows establishments' representatives how to access the **Course Material Approval Request** service. It also guides them on how to create, send and track the request electronically.
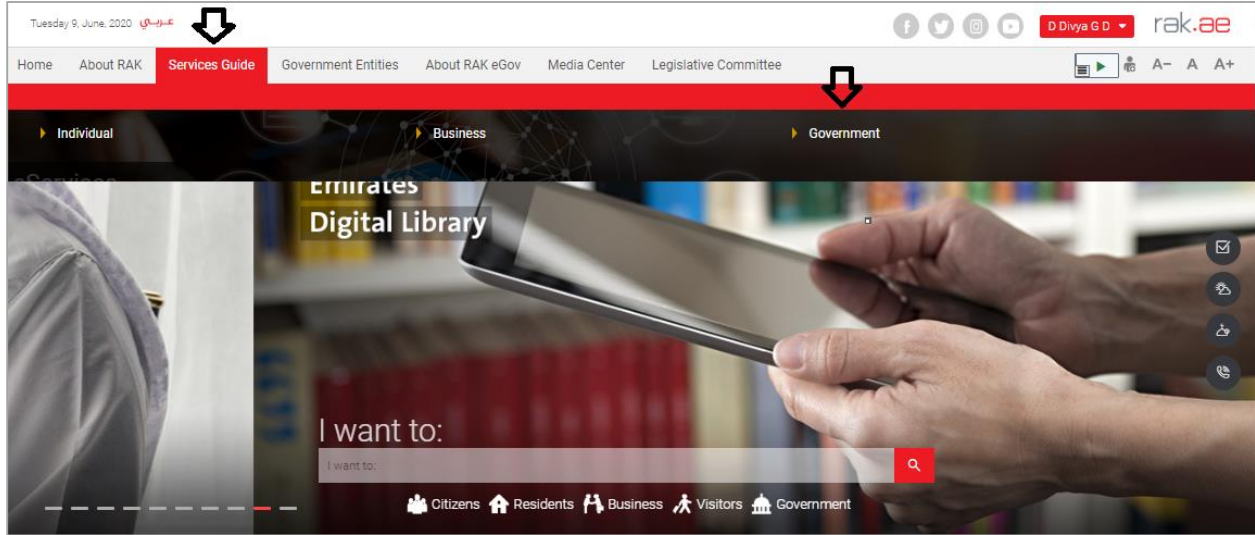
Representatives will be able to log in to the service, submit requests, track requests, pay service fees, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally receive the approval certification via Emails.
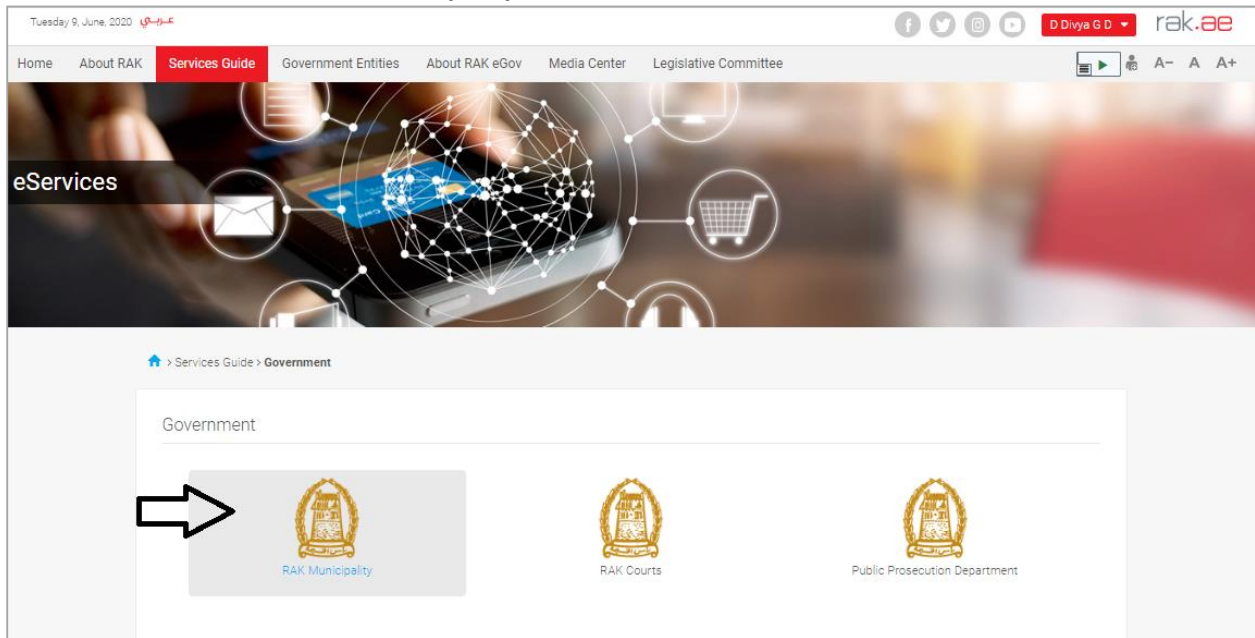

Important Notes:
1. **To be able to apply for online services, the customer must apply on the Business Partner Establishment Update Information service, register his establishment and update his information in the system.**
2. The registration process is carried out electronically on the Ras Al Khaimah government link by following the steps below until reaching the services of Ras Al Khaimah Municipality → Public Health Department → Public Health Department Online Services, by submitting the following documents to register/update the establishment:
   a) Copy of the License
   b) Lease Contract/ Title Deed
   c) Filled <u>Establishment update information</u> form for (Owner / manager / Representative)
   d) Letter of Authorization from the Company (if registering a company representative) with the ID/ Passport Number, full name and representative's relation to the Company
      N.B. In case Manager / owner is not mentioned in license
3. **The Customer must also register a company representative (an individual) by providing the following documents:**

   A. Create an Internet user (Electronic Company Representative) and RAK Government portal account by:
      i. Registering in RAK Government portal.
      ii. A valid Emirates ID Card is needed for the request
   B. Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information
   C. Provide the representative's ID/Passport number

Login and access to the Course Material Approval Service

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

2- To access the Course Material Approval service, click on the "**Service Guide**" then click on "**Government**"

3- Next, select "**RAK Municipality**"

4- Next, select "**Public Health Department**"

5- Next, click on the **Course Material Approval Request**

6- The service screen displays the service definition, procedure, conditions, fee, time, and the required documents.

7- To use the service, click on the "**Start Service**" button.

Create a New Course Material Approval Request

1. After you access the **Course Material Approval Request** and click on the "**Start Service**" button, the login page will appear as follow:

2. Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

3. The **Company Information** form will be displayed enabling you to select the required establishment for which you want to get the approval of a new course material:

> **Note:** If the establishment license is expired, you will not be able to submit the request.

4. Select the establishment for which you want to get the approval of a new course material, from the **Establishment Name** dropdown list.

Company Information

Select Establishment

Establishment Name: | Al Rabi Company | **4**

Request Type: | Requesting Course Material App | **5**

Requesting Course Material Approval

⦿ New Course Material **6**

◯ Get Drafts

7

Ok

5. To create a new request, select the "**Requesting Course Material App**" option from "Request Type" dropdown list

6. Select "**New Course Material**" radio button.

7. Click "**Ok**," then the **Course Material Approval Request** form will be displayed enabling you to create the new request:

6. View and check your information in the "**Applicant Information**" block:

7. View and check the information of your establishment in the "**Establishment Information**" block:

Establishment Information

Establishment Name:	مؤسسة الربيع للمقاولات العامة والديكور	License No:	
License Authority:		License Activity:	☰ Show
Establishment Phone No.:	0564885112	Establishment E-mail:	ibtesam.a@egac.rak.ae
Establishment P.O. Box:	XWDWEDEW	Establishment Address:	al horiya st,15,giza,,United Arab ...

Note: to view the establishment's activities, click on the "**Show**" button beside the "**License Activity**" item, then the activities list will pop up as below:

License Activities

Industry System	License Activit	Description	Description
FCS	0146002	PHD: Food Control Section	Egg Production
FCS	01490	PHD: Food Control Section	Egg Production
HSCS	12000	PHD: Food Control Section	Egg Production
VCSS	0142001	PHD: VCS Section	Horses Raising
VCSS	0142002	PHD: VCS Section	Special Barns for Raising Racing-horses

Close

Click the "**Close**" button to close the screen.

8. Add the required course materials one by one in the "**Course Material Detail**" block as below:

   a. Click on the "**Add Row**" button to have a new row displayed below enabling you to select the course material information and attachments:

Course Material Detail

☰ Add Row   ☰ Delete Row

Course Material	Course Language	Training Material with L...	Other Documents	Attached Docs
⌄	⌄	Browse	Browse	📎 Show

   b. Select the required course material from the "**Course Material**" dropdown list:

c. Select the required language of the selected course material from the "**Course Language**" dropdown list:

9. Attach all of the required documents (training material with legal reference, other documents). You also, can edit all attachments (add new or remove/replace existing).
   a. To upload documents, Click the "**Browse**" button under the required document caption:

b. A window pops up allowing you to choose the files as below:

إدارة الصحة العامة
Public Health Department

حكومة رأس الخيمة
Government of Ras Al Khaimah

بلدية رأس الخيمة
Ras Al Khaimah Municipality

   c. Browse for the file and Click on Add ➔ the file will be uploaded successfully.
   d. Repeat the steps to attach next documents.

Notes:

- Once the document is attached successfully, a green tick will appear on its caption.

- To view or delete the attachments, click on the "**Show**" button to the right of the employee record. Then, the following form will pop up:

- Click on the **View** Icon to view the document.

- Click on the **Delete** icon to delete the document.

10. Delete a course material by selecting the required one, then clicking on the "**Delete Row**" button:

حكومة رأس الخيمة
Government of Ras Al Khaimah

إدارة الصحة العامة
Public Health Department

بلدية رأس الخيمة
Ras Al Khaimah Municipality

Course Material Detail

Add Row	Delete Row				
Course Material		Course Language	Training Material with L…	Other Documents	Attached Docs
FSI LEVEL 1 ⌄		English ⌄	✓ Browse	✓ Browse	🔗 Show
IMPLEMENTATION OF FOOD SA ⌄		Urdu ⌄	✓ Browse	Browse	🔗 Show

11. Enter you notes in the "**Remarks**" field:

Remarks

remarks

12. After filling the mandatory fields, you have options to:

- "Save as Draft" to keep the request in your draft for later submission.
- "**Back to Initial Screen**" to start over a new request.
- "**Submit**" to complete the request and submit it.

13. Click "**Submit**" and confirm the submission in the displayed confirmation message.

Confirmation dialog ☐

Do you want to submit the request?

Yes | Cancel

A screen will appear stating that the case is submitted in addition to the **case ID, course material subject and language, and business partner number**.

> **Notes**:
> - You can add many course materials with many languages in one request.
> - Upon submission, the system will show error messages at the top of the request if there any problem related to any of the entered course materials as below:
>
>
>
> - Upon successful submission, an Email and a short message SMS will be sent to the applicant stating that the course material request is submitted successfully.
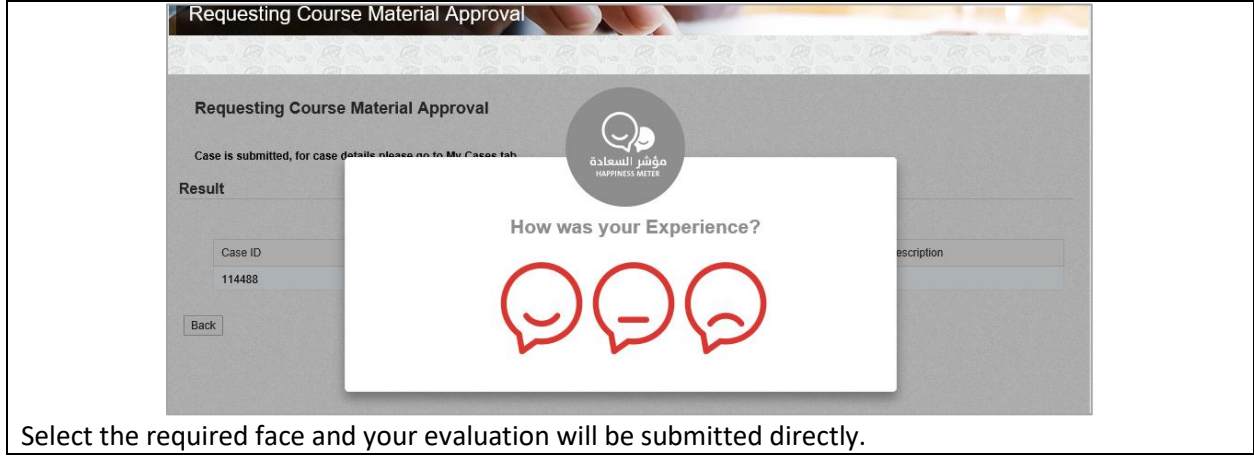
After the request is submitted, you need to access your cases on the RAK Portal www.rak.ae to track your request.

When you submit the **Course Material Approval Request**, it is received by the PHD Customer happiness employee to review it and accordingly the employee will do one of the following actions:

- Accept the request, after which you will receive a confirmation message SMS and Email for the same.
- Reject the request stating the justifications, after which you will receive an email and a short message SMS for the same.
- Return the request for modification after which you will receive an email and a short message SMS for the same. In addition, you should modify the request as per the notes then re-send it to the employee to review it again and take the appropriate action against it.

> **Note**: To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you were for the same:
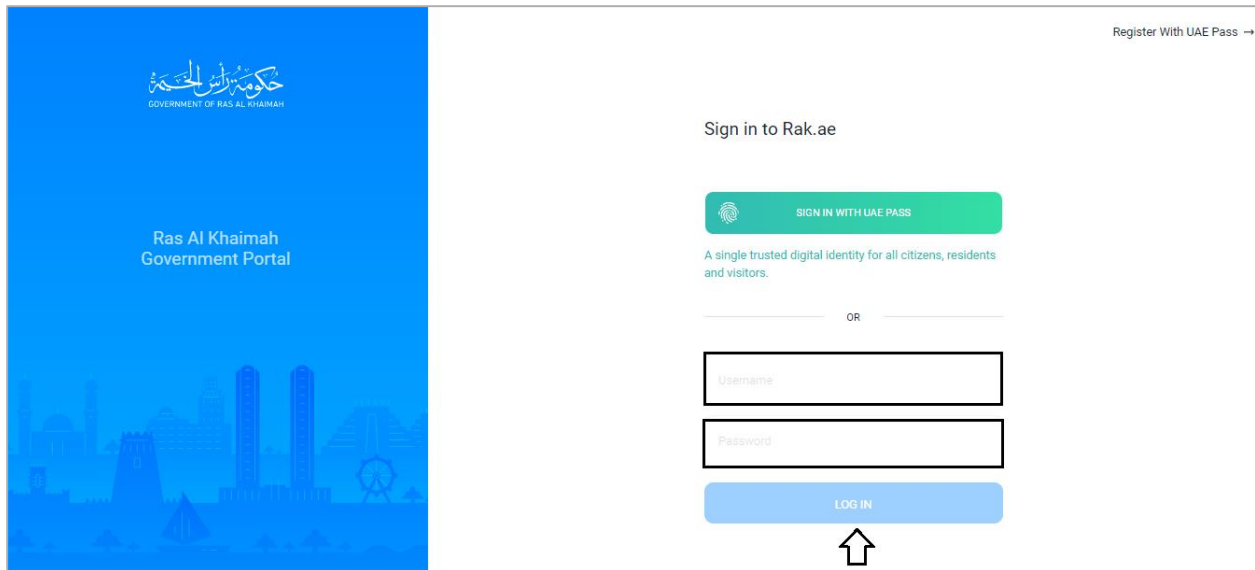
حكومة رأس الخيمة
Government of Ras Al Khaimah

إدارة الصحة العامة
Public Health Department

بلدية رأس الخيمة
Ras Al Khaimah Municipality

Requesting Course Material Approval

Requesting Course Material Approval

Case is submitted, for case details please go to My Cases tab.

Result

مؤشر السعادة
HAPPINESS METER

How was your Experience?

Case ID		escription
114488		

Back

Select the required face and your evaluation will be submitted directly.
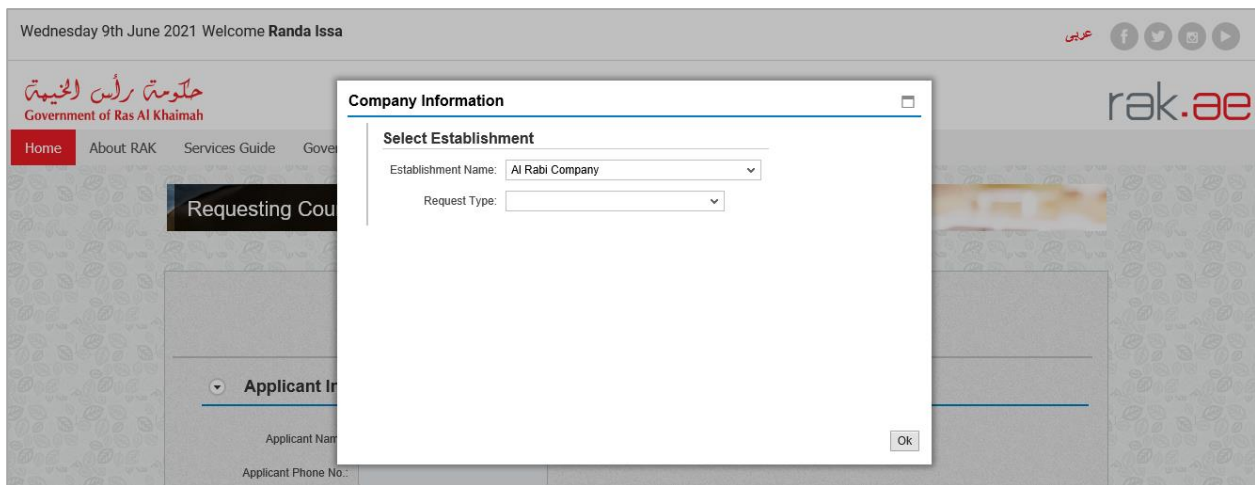
Create a Course Material Modification for a per approved request

If you have an approved course material request before and you need to upload a new material file instead of the old one, you can open it and attach the new material file any time instead of creating a new request for the same as below:

1. After you access the **Course Material Approval Request** and click on the "**Start Service**" button, the login page will appear as follow:

2. Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.
3. The **Company Information** form will be displayed enabling you to select the required establishment for which you want to modify the course material:

4. Select the establishment for which you want to modify the course material, from the **Establishment Name** dropdown list.

5. To create a course material modification request, select the "**Requesting Course Material Mod**" option from "**Request Type**" dropdown list.
6. Select "**Modify Course Material**" radio button, and click on the **Search** icon in next field.

The list of the previously approved requests of the selected establishment will be displayed:

Certificate No	Case Details	Course Material	Course Language	Establishment Name
10000	Requesting Course Material App	AUDITING OF FOOD SAFETY…	Hindi	مؤسسة الربيع للمقاولات العامة
10008	Requesting Course Material App	BASIC FOOD HYGIENE TRAINI…	Arabic	مؤسسة الربيع للمقاولات العامة
10001	Requesting Course Material App	BASIC FOOD HYGIENE TRAINI…	English	مؤسسة الربيع للمقاولات العامة

7. Select the required course for which you want to modify its material file to be displayed directly in the field as below:

حكومة رأس الخيمة
Government of Ras Al Khaimah

إدارة الصحة العامة
Public Health Department

بلدية رأس الخيمة
Ras Al Khaimah Municipality

Company Information

Select Establishment

Establishment Name: Al Rabi Company

Request Type: Requesting Course Material Mod

Modify Course Material

○ Modify Course Material   10000

○ Get Drafts

Ok

8. Click "**Ok**," then the **Course Material Approval Request** form will be displayed enabling you to upload the new material file as explained before:

Requesting Course Material Modification ⓘ Help

Save As Draft | Back To Initial Screen | Submit

Applicant Information

Applicant Name: Randa Issa
Applicant Phone No.:
Applicant E-mail: r.issa@ega.rak.ae

Establishment Information

Establishment Name: Al Rabi Company
License Authority:
Establishment Phone No.: 569545457
Establishment P.O. Box: XWDWEDEW

License No:
License Activity: ☰ Show
Establishment E-mail:
Establishment Address: al horiya st,15,giza.,United Arab …

Course Material Detail

Add Row | Delete Row

	Course Material	Course Language	Training Material with L…	Other Documents	Attached Docs
	AUDITING OF FOOD SAFETY MANA(	Hindi	Browse	Browse	✐ Show

Remarks

Create a Course Material Approval Request from Draft

If you have created a course material approval request before and saved it as a draft, you can open it and submit it any time instead if create it again as below:

1. After you access the **Course Material Approval Request** and click on the "**Start Service**" button, the login page will appear as follow:

حكومة رأس الخيمة
Government of Ras Al Khaimah

إدارة الصحة العامة
Public Health Department

بلدية رأس الخيمة
Ras Al Khaimah Municipality

2. Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

3. The **Company Information** form will be displayed:

4. Select the establishment for which you want to proceed with the request from draft from the **Establishment Name** dropdown list.
5. Select "**Get Draft**" option and click "**OK**":

حكومة رأس الخيمة
Government of Ras Al Khaimah

إدارة الصحة العامة
Public Health Department

بلدية رأس الخيمة
Ras Al Khaimah Municipality

Company Information

Select Establishment

Establishment Name: Al Rabi Company

Request Type: Requesting Course Material App

Requesting Course Material Approval

○ New Course Material

◉ Get Drafts

Ok

Then, the **List Draft** cases will be displayed as below:

Requesting Course Material Approval

List Draft cases

View: [Standard View]   Print Version   Export

	Case Description	Created By	Time Stamp	Establishment	Case Type	Applicant Name	Business Partner
	ماده تعليمية جديدة	R.ISSA	09.06.2021 05:19:03	1000040564	ZH14	Randa Issa	3000115561
	ماده تعليمية جديدة	R.ISSA	09.06.2021 05:18:06	1000040564	ZH14	Randa Issa	3000115561

✓ Select   🗑 Delete   ⬑ Back To Initial Screen

6. Select the required draft and click on the "**Select**" button to open it and complete with the request update and submission as explained before.

7. To delete a request draft, select the required draft and click on the "**Delete**" button:

My Cases

You can find the submitted requests under "**My Cases**" tab on the RAK Government portal
https://www.rak.ae/wps/portal

To access the **My Cases** page, click on the "**Service Guide**" then click on "**Government**" item.
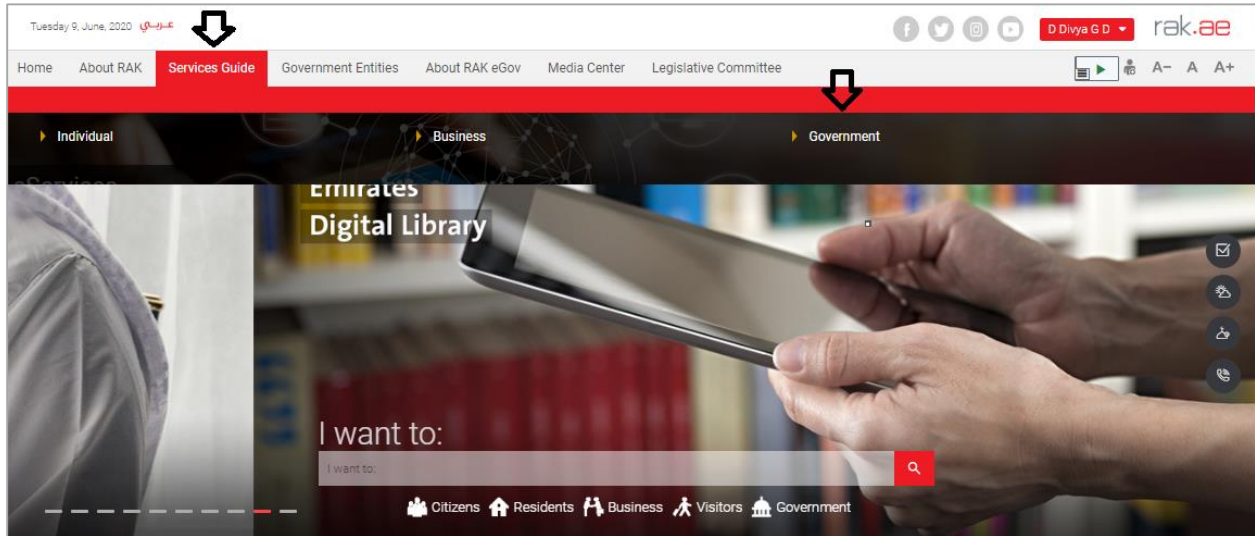
Next, select "**RAK Municipality**"
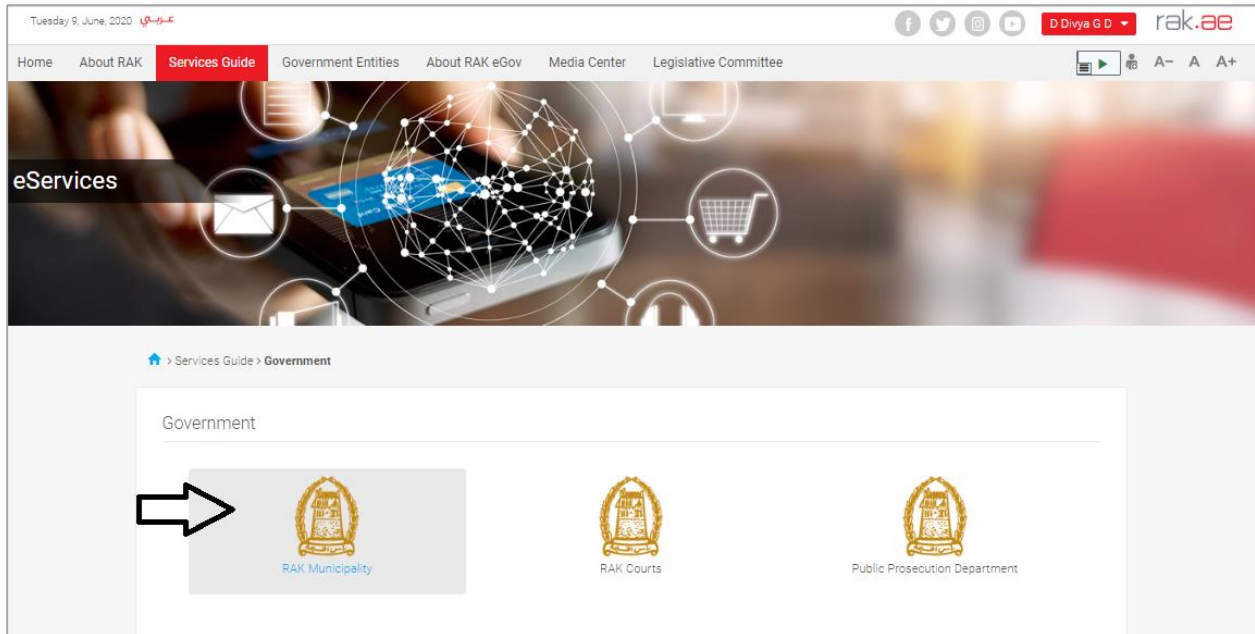
Next, Select the "**Public Health Department**"

Next, Select "**My Cases**"

Next, enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

"**My Cases**" tab will be displayed to show all of your transactions submitted to the Public Health Department and pending for PHD approval.

"**My Cases**" Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

Note: you can do the following for each case/ request created:

- Print (As a Pdf) [Print Version]
- Export (As excel files) [Export]

When selecting the request, and perform any of Print version or export, the system will automatically generate / download the required case

- You will be able to view the details of the service request by selecting the required request and then clicking on the "**Case Details**" button

The details screen of the selected request pops up to show all of its details as below:

Details for case with ID 109767

Case Attributes

Title:	Register workers
Case Type:	ZH11 - Register Workers
Last Changed by:	System
Changed On:	12.08.2020 07:43:38
Created By:	PORTAL1
Created On:	12.08.2020 07:43:32
Case ID:	109767
Final Decision:	
Occupation:	Animal Handler
Rejection Reason:	
Status:	Customer Happiness Review

Case Notes

▶ 📁 Linked Objects

Close

- You will be able to view the attachments of the service request by selecting the required request and then clicking on the "**Case Documents**" button

A screen will pop up to show all of the documents that are attached to the selected request when it is created.

Click the Download icon beside the required document to download it, or click on the "**Download all Attachments**" button to download all of the attachments at once.

Service Fee

In "**My Cases**" tab, you will be able to pay the fees of a service request by selecting the required request and then clicking on the "**Payment Requests**" button.

The following screen will be displayed to show the amount needed to be paid for the select request.

Click on the required payment item and then click on the "**Pay Selected Item**" button to move to the payments channels screen:

The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

Select the required payment channel and click the "**Pay**" button to proceed with the payment process as usual.

> **Note**: the service fee for each course material regardless the number of the selected languages is 200AED only.

Customer Action

Upon successful submission the request will be displayed for the PHD customer happiness employee to review it and take the decision, but if the request requires a modification from the applicant, then the employee will return it to the applicant to apply the modification and send it again after modification for review.

When your request is returned to you for modification, you will find it in "**My Notification**" tab. To access "**My Notification**" tab, follow the same procedure you did to reach "My Cases" Tab.

In "**My Notification**" tab, you can open the request for modification as in the screen below:

To modify a request, follow the step below:

1. Click the "**Details**" icon to the right of the required request ➔ the "**Customer Action**" screen pops up as below:
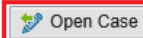
Customer Action 300099646

Selected Notification

Notification:	**300099646**	Case ID:	**109787**
Created on:	**13.08.2020**	Case Type:	**ZH11 ZH11 - Register Workers**
Requester:	**Reem Mamdouh Abd Elmonaem**	BusinessPartner:	**3000115561 Randa Issa**

Lock Status: 🔓

Current System Status: **Open**

Worker Registration Request

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing

> 🏃 Open Case   3

Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below

> 🏳 Complete

Comments

2

Note from Customer Happiness:

Passport copy is not clear

Save   Cancel

2. Read the notes of the PHD customer happiness employee.
3. Click on "**Open Case**" button to modify the request ➔ the request details screen opens

4. Modify the request as per the employee comments through add/replace or delete the request attachments. In addition, you can add remarks.

5. Click the "**Update**" button. A confirmation message will pop up:

6. Click "**Yes**", then you will return to the "**Customer Action**" screen:

Customer Action 300099646

Selected Notification

Notification:	300099646	Case ID:	109787
Created on:	13.08.2020	Case Type:	ZH11 ZH11 - Register Workers
Requester:	Reem Mamdouh Abd Elmonaem	BusinessPartner:	3000115561 Randa Issa

Lock Status:

Current System Status: **Open**

Worker Registration Request

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing

    📝 Open Case

Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below

    🏴 Complete

Comments

Note from Customer Happiness:

Save Cancel

7. Click "**Complete**" and then "**Save**" to complete your modifications ➔ the request will be removed from "**My Notifications**" tab and the request will be submitted again to the PHD employee for review and take the decision.

After getting your request approve, you will receive a confirmation Email and SMS stating that the course material is approved successfully.