



UNITED ARAB EMIRATES  
MINISTRY OF CULTURE &  
KNOWLEDGE DEVELOPMENT

# MCKD USER MANUAL

# MCKD SERVICES PAGE

## FUNCTIONS

1. You can click on this [link](#) to view them or you can click on “SERVICES” on the page header.
2. If you know what category the service you are looking for, just click on the category name on the right sidebar.
3. You can only apply to a service if the “Service Request” button is present.
4. You can click on “Learn More” to know more about that service.

There are three major service categories:

### 1. Literature Services Package

- Issuing International Standard Book Number (ISBN)
- Request for consulting visit to library

### 2. Cultural Centers Services Package

- Borrowing library items
- Rental of theatres, halls and areas of the Ministry
- Library membership

### 3. Tangible Heritage Services Package

- Registration of Archaeological Sites and Pieces
- Registration of borrowed cultural objects

The screenshot shows the MCKD Services Page with several annotations:

- 1**: A red box highlights the "SERVICES" link in the top navigation bar.
- 2**: A red box highlights the "SERVICES" dropdown menu on the right sidebar.
- 3**: A red box highlights the "SERVICE REQUEST" button for the "Issuing International Standard Book Number (ISBN)" service.
- 4**: A red box highlights the "LEARN MORE" button for the same service.

The page content includes:

- Literature Services Package**
  - Issuing International Standard Book Number (ISBN)**: A service that allows users to obtain an ISBN for their books. It includes a "SERVICE RATING" of 5 stars and a "N/A FEE".
  - Request for consulting visit to library**: A service that allows users to request a consulting visit to a library. It includes a "SERVICE RATING" of 5 stars and a "N/A FEE".
- Cultural Centers Services Package**
  - Borrowing library items**: A service that allows library members to borrow items from the library. It includes a "SERVICE RATING" of 5 stars and a "N/A FEE".
  - Rental of theatres, halls and areas of the Ministry**: A service that allows users to rent theatres, halls, and other facilities. It includes a "SERVICE RATING" of 5 stars and a "100+ AED FEE".
  - Library membership**: A service that allows users to become library members. It includes a "SERVICE RATING" of 5 stars and a "50+ AED FEE".
- Tangible Heritage Services Package**
  - Registration of Archaeological Sites and Pieces**: A service that allows users to register archaeological sites and pieces. It includes a "SERVICE RATING" of 5 stars and a "N/A FEE".
  - Registration of borrowed cultural objects**: A service that allows users to register borrowed cultural objects. It includes a "SERVICE RATING" of 5 stars and a "N/A FEE".

The page also features a footer with contact information, a newsletter subscription form, and social media links.

# LOGIN / SIGN UP

If you clicked on the “Service Request” button and you are not yet logged in. You will be directed to a page where you can Login or Sign up.

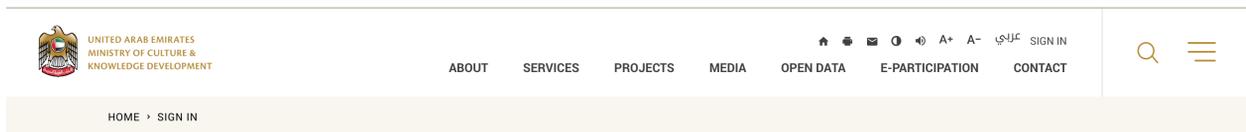
There are two ways to login:

1. Via Email
2. Via SmartPass

There are also two types in signing up:

1. As Individual User – if you are going to apply personally
2. As Organization User – if you are signing up as a part of an organization

Just click on the button where you belong.



## Login for Individual and Organization

A login form with two input fields: "Email Address" and "Password". Below the fields is a link for "Forgot Password" and a "Remember me" checkbox. A red arrow points to the "Login with Email" text. A "SIGN IN" button is at the bottom right of the form.A button labeled "Log in with SmartPass" with a SmartPass logo. A red arrow points to the button from the text "Login with SmartPass" above it. Below the button, it says "SmartPass is your single credential to access UAE Government services".

### New User Sign Up

Two buttons for sign up: "INDIVIDUAL USER" with a person icon and "ORGANIZATION USER" with a building icon. A red arrow points to the "INDIVIDUAL USER" button from the text "Individual User" below it. Another red arrow points to the "ORGANIZATION USER" button from the text "Organization User" to its right.

Individual User

Organization User



# SERVICE REQUEST FORM PART I

When you are logged in, you can now fill up the form on the service you chose.

Please note that every service has a different form, but the way it is filled in is just the same; make sure that you entered the correct details on the form and that you filled in every required field. Required fields are with \* after the label.

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ABOUT SERVICES PROJECTS MEDIA OPEN DATA E-PARTICIPATION CONTACT

HOME > SERVICES > ISSUING INTERNATIONAL STANDARD BOOK NUMBER (ISBN)

## Issuing International Standard Book Number (ISBN)

01 Applicant Details ✓

02 Publisher Details ✓

Publisher Name \* ← Sample of a required field

Name (English) \*

Address \*

Address (English) \*

Emirate \*

Email \*

Mobile \*

Fax

P.O. Box

NEXT

03 Author Details ✓

04 Book Details ✓

05 General Details ✓

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Forms are divided into sections. As you can see in the screenshot above you have.

1. Applicant Details
2. Publisher Details
3. Author Details
4. Book Details
5. General Details

You need to fill in all of these sections to successfully submit a service request.

Click on the “**Next**” button to go to the next section.

# SERVICE REQUEST FORM PART II

When your form is not submitting be sure to check the section status on the right side (see screenshot below).

You can click on the section headings to expand that section and edit your information.

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ABOUT SERVICES PROJECTS MEDIA OPEN DATA E-PARTICIPATION CONTACT

HOME > SERVICES > ISSUING INTERNATIONAL STANDARD BOOK NUMBER (ISBN)

## Issuing International Standard Book Number (ISBN)

**01 Applicant Details** OK

Name: Test Beta Individual | Email: msabaq@hotmail.com

Mobile Number: 0502857889 | Emirates ID: 784-5212-4544434-5

Emirates ID Expiry Date: 18/03/2020

**NEXT**

**02 Publisher Details** Has errors

**03 Author Details** Not yet filled in

04 Book Details Not yet filled in

05 General Details Not yet filled in

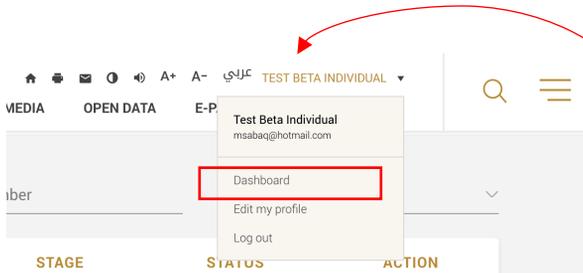
*You can click here*

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When you're done, just click on the submit button. You can go to your dashboard to check your Service Requests status. (see next page)

# DASHBOARD

The MCKD Portal has a dashboard where you can track all your requests including their statuses.

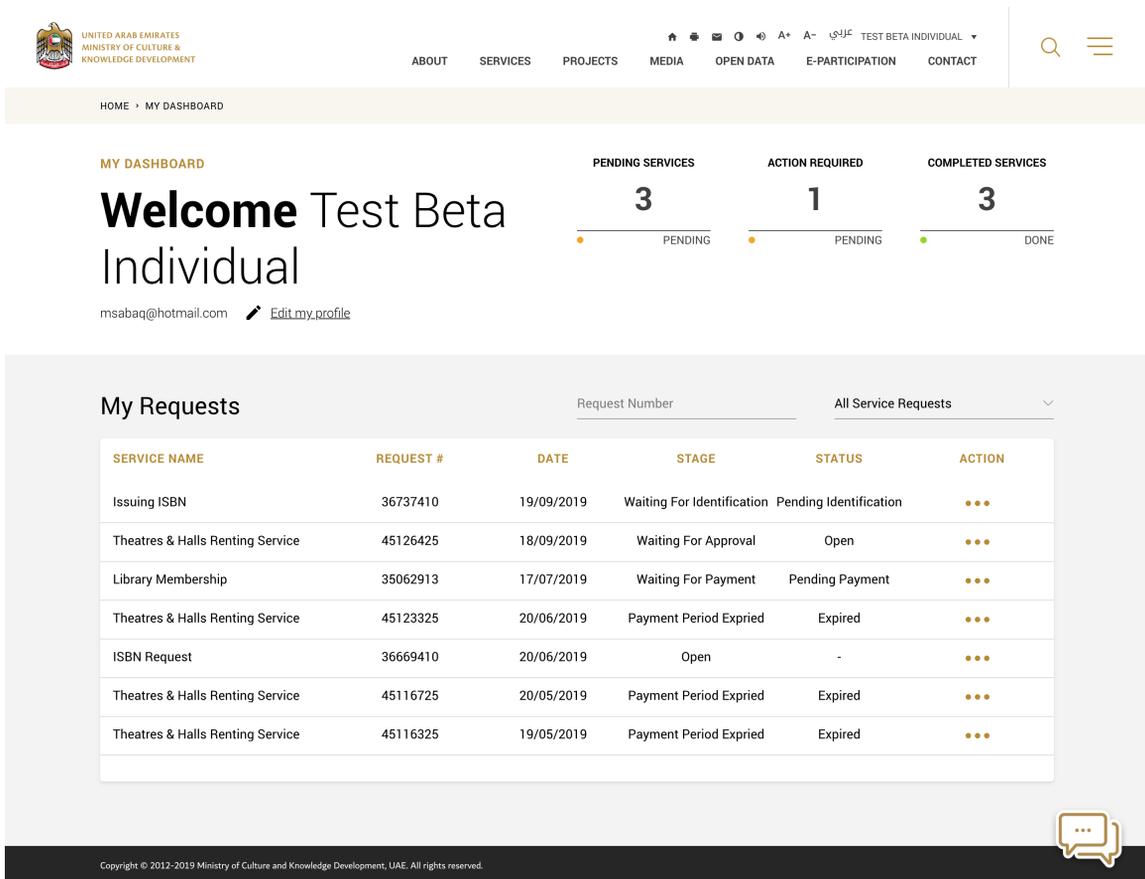


To access the dashboard:

1. Click your name
2. choose "Dashboard" to see the list of your requests

The Dashboard looks like this. You can see the number of your pending services, services that requires your action, and completed services.

Below that is a table where all of your request are listed.



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ABOUT SERVICES PROJECTS MEDIA OPEN DATA E-PARTICIPATION CONTACT

HOME > MY DASHBOARD

MY DASHBOARD

**Welcome** Test Beta Individual

msabaq@hotmail.com [Edit my profile](#)

PENDING SERVICES **3** PENDING

ACTION REQUIRED **1** PENDING

COMPLETED SERVICES **3** DONE

### My Requests

SERVICE NAME	REQUEST #	DATE	STAGE	STATUS	ACTION
Issuing ISBN	36737410	19/09/2019	Waiting For Identification	Pending Identification	...
Theatres & Halls Renting Service	45126425	18/09/2019	Waiting For Approval	Open	...
Library Membership	35062913	17/07/2019	Waiting For Payment	Pending Payment	...
Theatres & Halls Renting Service	45123325	20/06/2019	Payment Period Expried	Expired	...
ISBN Request	36669410	20/06/2019	Open	-	...
Theatres & Halls Renting Service	45116725	20/05/2019	Payment Period Expried	Expired	...
Theatres & Halls Renting Service	45116325	19/05/2019	Payment Period Expried	Expired	...

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