



UNITED ARAB EMIRATES
MINISTRY OF CULTURE &
KNOWLEDGE DEVELOPMENT

MCKD USER MANUAL

ISBN Service

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

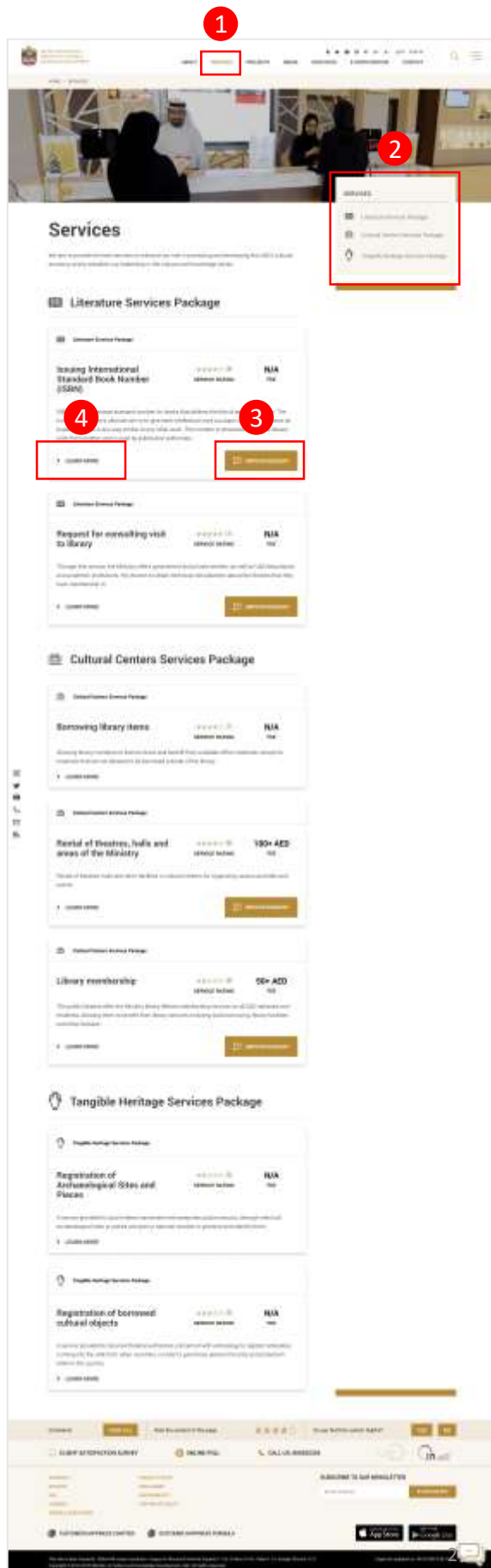
- Issuing International Standard Book Number (ISBN)
- Request for consulting visit to library

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



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 are links for 'Forgot Password?' and a 'Remember me' checkbox. A 'SIGN IN' button is at the bottom right. A red box highlights the entire form, and a red arrow points to the 'SIGN IN' button with the text 'Login with Email'.A button labeled 'Log in with SmartPass' featuring a SmartPass logo. Below the button is the text 'SmartPass is your single credential to access UAE Government services'. A red arrow points to the button with the text 'Login with SmartPass'.

New User Sign Up

- INDIVIDUAL USER
- ORGANIZATION USER

Organization User

Individual 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.

01 Applicant Details

02 Publisher Details

Publisher Name* ← Sample of a required field

Name (English)*

Address*

Address (English)*

Website*

Email*

Mobile*

Phone*

PG 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.

The screenshot shows a web form titled "Issuing International Standard Book Number (ISBN)". The form is divided into five sections, each with a status indicator on the right:

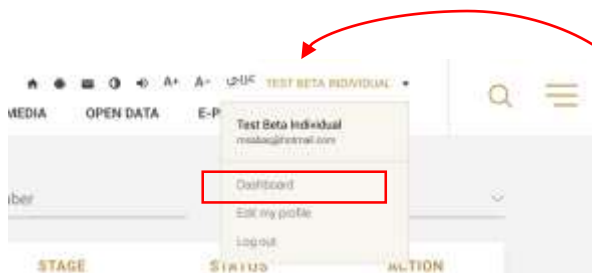
- 01 Applicant Details:** Status is "OK" (green checkmark icon). A red box highlights the section heading, and a red circle highlights the status icon. A red arrow points to the heading with the text "You can click here".
- 02 Publisher Details:** Status is "Has errors" (red X icon). A red box highlights the section heading, and a red circle highlights the status icon.
- 03 Author Details:** Status is "OK" (green checkmark icon). A red box highlights the section heading, and a red circle highlights the status icon.
- 04 Book Details:** Status is "OK" (green checkmark icon). A red circle highlights the status icon.
- 05 General Details:** Status is "Not yet filled in" (grey checkmark icon). A red circle highlights the status icon.

At the bottom of the form is a "NEXT" button. The footer contains the text: "Copyright © 2013-2020 Ministry of Culture and Knowledge Development, UAE. All rights reserved."

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.

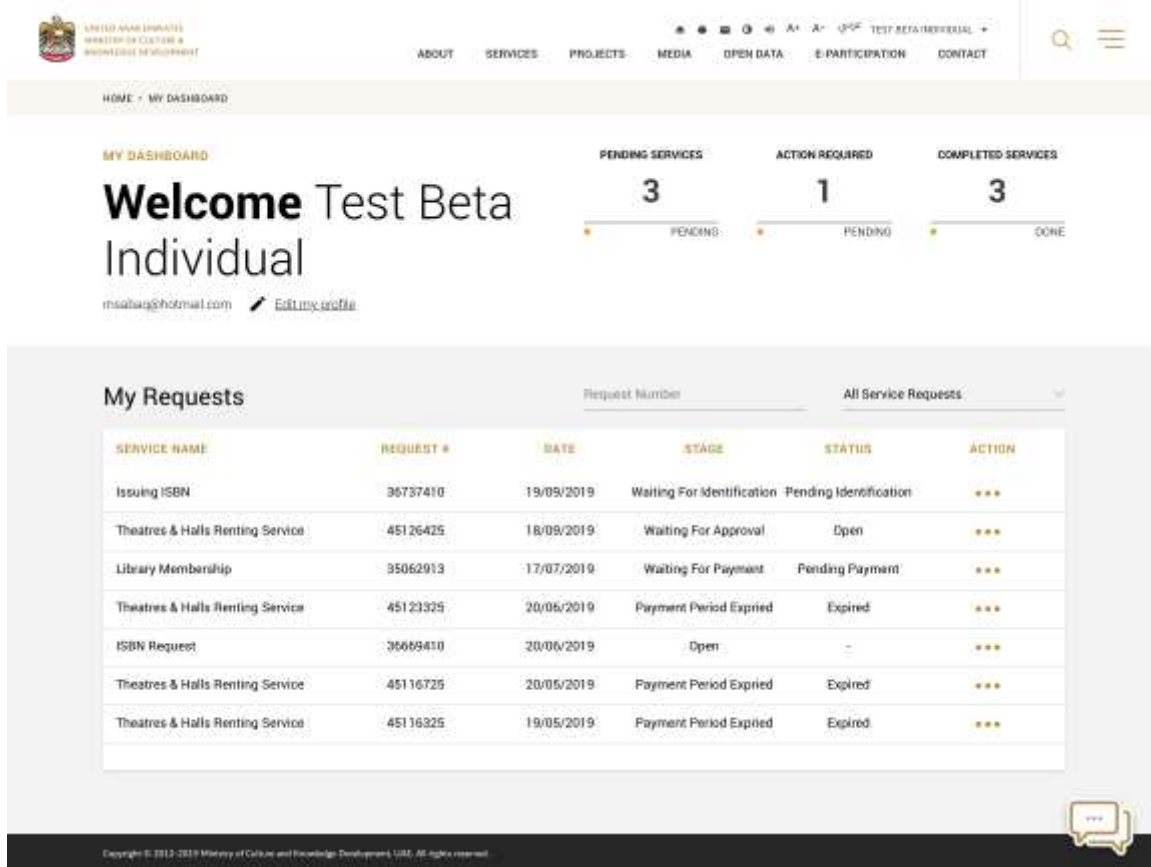


To access the dashboard:

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.



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	20/05/2019	Payment Period Expired	Expired	...
ISBN Request	36609410	20/06/2019	Open	-	...
Theatres & Halls Renting Service	45116726	20/05/2019	Payment Period Expired	Expired	...
Theatres & Halls Renting Service	45116325	19/05/2019	Payment Period Expired	Expired	...