



UNITED ARAB EMIRATES
MINISTRY OF CULTURE &
KNOWLEDGE DEVELOPMENT

MCKD USER MANUAL

Library Membership

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 circle highlights the "SERVICES" link in the top navigation bar.
- 2**: A red box highlights the "SERVICES" sidebar menu on the right, which lists the three service categories: Literature Services Package, Cultural Centers Services Package, and Tangible Heritage Services Package.
- 3**: A red circle highlights the "SERVICE REQUEST" button for the "Library membership" service.
- 4**: A red box highlights the "LEARN MORE" button for the "Library membership" service.

The page content includes a header with the Ministry of Culture and Knowledge Development logo, a navigation bar, a hero image, a "Services" section with a brief description, and three main service packages:

- Literature Services Package**: Includes "Issuing International Standard Book Number (ISBN)" and "Request for consulting visit to library".
- Cultural Centers Services Package**: Includes "Borrowing library items", "Rental of theatres, halls and areas of the Ministry", and "Library membership".
- Tangible Heritage Services Package**: Includes "Registration of Archaeological Sites and Pieces" and "Registration of borrowed cultural objects".

Each service card displays a service rating (e.g., 5 stars) and a fee (e.g., N/A, 100+ AED, 50+ AED). The "Library membership" card also features a "LEARN MORE" button and a "SERVICE REQUEST" button.

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.

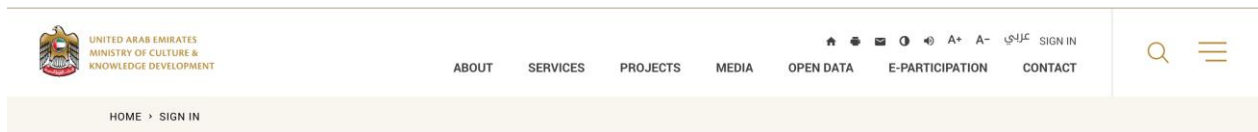
There are two ways to login:

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 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 it from the text 'Login with SmartPass' above. 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, and 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.

Sections

01 Applicant Details ✓

02 Library Info ✓

Library* ← Sample of a required field

NEXT

03 Member Details ✓

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

1. Applicant Details
2. Library Information
3. Member 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 the 'Library Membership' form interface. At the top, there is a navigation bar with the United Arab Emirates logo and the text 'UNITED ARAB EMIRATES MINISTRY OF CULTURE & KNOWLEDGE DEVELOPMENT'. The main navigation includes 'ABOUT', 'SERVICES', 'PROJECTS', 'MEDIA', 'OPEN DATA', 'E-PARTICIPATION', and 'CONTACT'. A search icon and a menu icon are also present. Below the navigation bar, the breadcrumb trail reads 'HOME > SERVICES > LIBRARY MEMBERSHIP'.

Library Membership

01 Applicant Details (Status: OK)

Organization Name	Phone Number
Total Production System	05677
Address	Emirate
Rashids Street, Pakistaan	أبوظبي
Organization Type	Primary Contact Name
Governmental	TOTALL TOTAAL
Business License Issuance Date	Business License Expiry Date
30/01/2004	30/12/2019
Email	Mobile Number
nemo_nemolala@yahoo.com	05677736012
Emirates ID Expiry Date	Commercial License Certificate
27/10/2020	VIEW CERTIFICATE

02 Library Info (Status: Not yet filled in)

03 Member Details (Status: Not yet filled in)

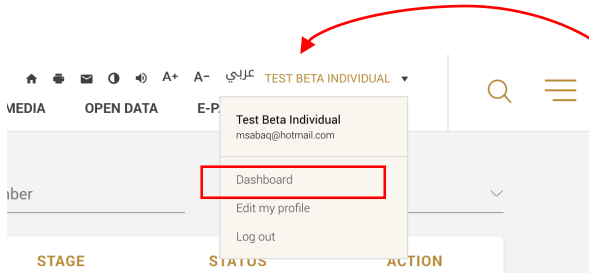
Next

Note: A red arrow points to the '01 Applicant Details' section with the text 'You can click here'.

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.

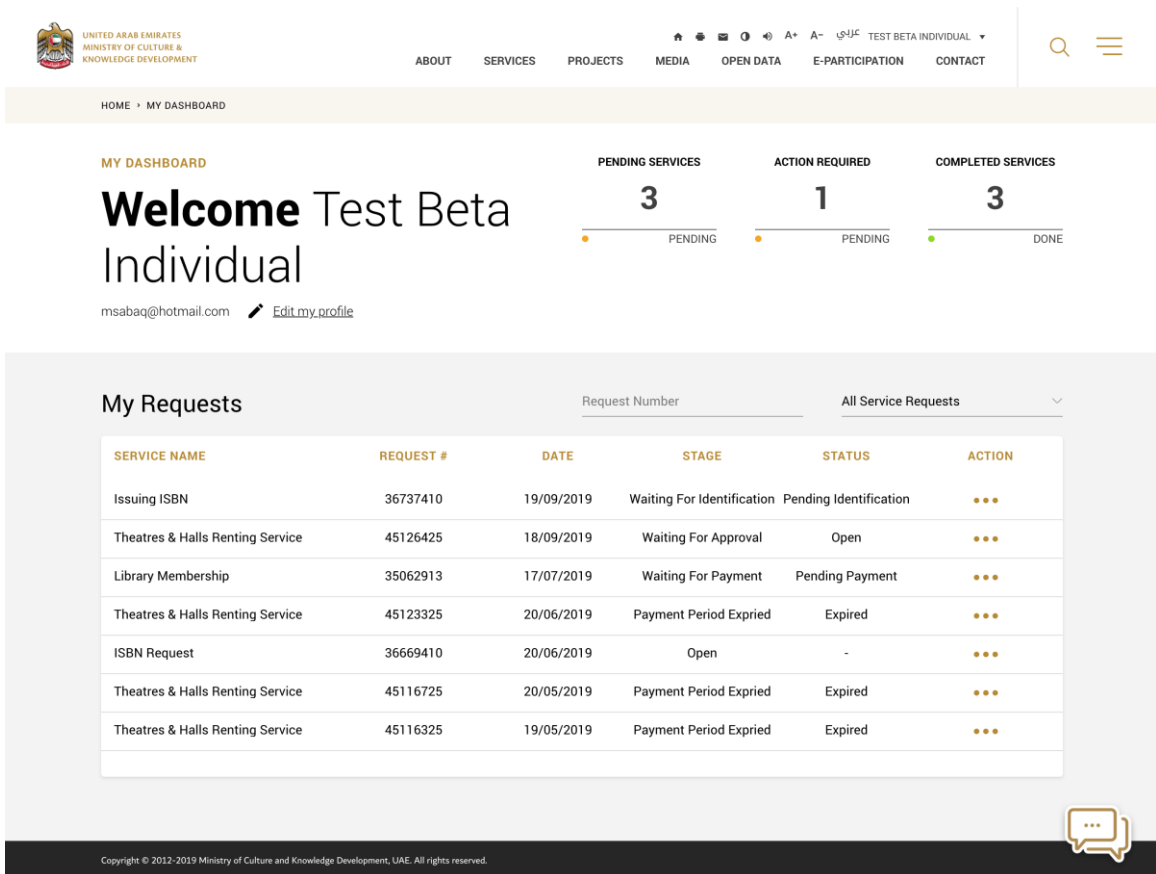


To access the dashboard:

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.



UNITED ARAB EMIRATES
MINISTRY OF CULTURE & KNOWLEDGE DEVELOPMENT

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

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	...

Request Number All Service Requests

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