

# GPS Tracking User Manual

## Introduction

This manual provides instructions for the operation of the GPS tracking System. Designed to ensure ease of use, this guide will help you understand the system's features, and troubleshooting tips.

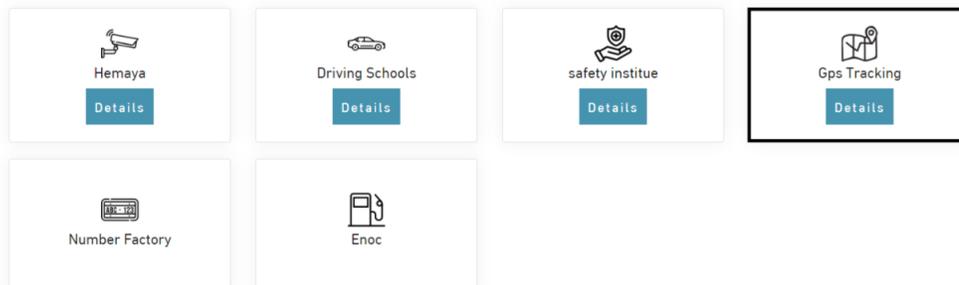
## Getting Started

### Integrator Registration

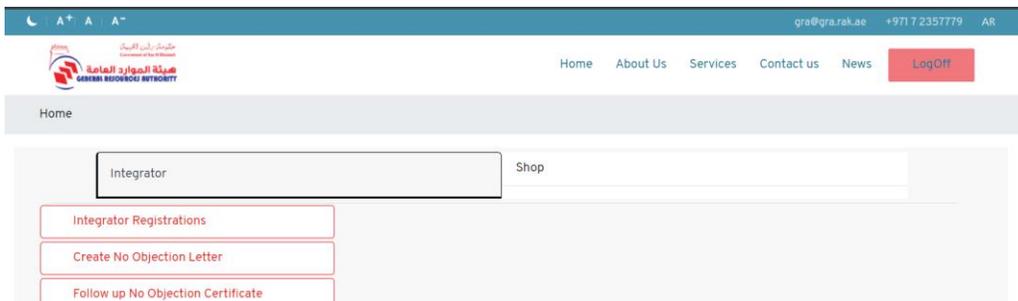
- First of all, you need to have NOC from GRA in order to add GPS installation and trading activities into your license, proceed for GRA main page under services section you can find GPS Tracking service as below



### Popular Services



- Click Integrator Section then click Create No Objection Letter



- Fill required data below to apply for your NOC certificate.

Create No Objection Letter

|  |                          |
|--|--------------------------|
| Company Name   | Shop Registration Number |
| <input type="text"/>   | <input type="text"/>     |
| Registration Entity  |                          |
| <input type="text" value="دائرة التنمية الاقتصادية - Department of economic development"/>       |                          |
| Phone Number   | Email                    |
| <input type="text"/>   | <input type="text"/>     |
| Please Select Activities   |                          |
| <input type="checkbox"/> Installation and maintenance of equipment and technical systems         |                          |
| <input type="checkbox"/> Trade equipment and technical systems                                   |                          |
| <input type="checkbox"/> Installation , Trade and maintenance of equipment and technical systems |                          |
| Note   |                          |
| <input type="text"/>   |                          |
| <input type="button" value="Send"/>  |                          |

- Your request is going for required approvals with SMS sent to your phone number telling that the request is created and telling the request number for your request , Once your request is approved you'll receive SMS that your NOC is accepted with payment Link to pay, if payment link is not attached you can proceed to GPS Tracking system in website home page then click (follow up no objection letter) you will be asked for Request number , registration number and phone number which you entered before , after verifying OTP you'll be redirected to payment page.
- After payment you will be redirected to NOC certificate and invoices page.
- Use this NOC letter to add these activities to your Integrator License to register into GRA as GPS Integrator
- In GPS tracking Service Home page under integrator section, you will find (Integrator Registration) button, click to register as GPS integrator in the system.
- Fill Required information below to send your request to approval Entities.
- You are asked to Fill Contact information, owner information, License Copy, Staff Details if you have (install activity) selected and you can add staff individually later after register (No Staffs required if you don't have install activity ) , if you have install activity selected, you will be asked to Enter the minimum required staff in order to get your certificate (Currently 1 Engineer and 2 Technician at least are required)

العربية Account Hello khaled@gra.rak.ae! LogOff

Integrator Information

Shop Registration Number\*

Please Enter Company Registration Number and Click "Get Info" Button to Retrieve Your information's

Integrator Name in Arabic\* Integrator Name In English\*

Shop Category\* Business Company

Integrator Type\*

Installation and maintenance of equipment and technical systems  
 Trade equipment and technical systems  
 Installation, Trade and maintenance of equipment and technical systems

Registration Copy\* Accept File Format PDF and Maximum 4 MB  No file chosen

No Objection Letter\* Accept File Format PDF and Maximum 4 MB  No file chosen

- Your Request is sent to Approval entities, once accepted you will receive SMS, email that your request is accepted along with your login information, your staffs are sent to CID clearance for security Checkup.
- Once you login to GRA website you will be redirected to GPS Tracking system main screen, which you can search for your facilities later.

العربية Account Hello khaled@gra.rak.ae! LogOff

Search

Start Date End Date

Home Integrator Staff Your Facilities My Integrator Requests

## Getting Integrator certificate

- Once you Login to GRA website in case you already have Install activity, you must wait till your staffs are fully trained and got their Card from GRA to get your integrator Certificate.
- If No install activity in selected before you will find payment Notification in Order to get your certificate like Below.

| Transactions Number | Services   | AMOUNT        |
|---------------------|--|---------------|
| 144427              | رسوم إصدار شهادة بدل فاقد أو تلف لمقدمي الخدمة الأمنية والعاملين بها workers (1)   | 100.00        |
| 144427              | تجارة اجهزة ومعدات الأنظمة التقنية لامن المنشآت / Trading of devices and equipments of the premises security technical systems (1) | 500.00        |
| <b>Total</b>        |  | <b>600.00</b> |

**Select Payment Gateway**

**RAKPay Payment Gateway**

Applicable fees using RAKPay payment gateway

- \* Payment by RAKPay cards, a flat rate 3.5 AED shall apply.
- \* Payment by Credit cards, Apple, Samsung and Google pay, a flat rate 1% of total debit amount.
- \* Payment by International Credit card rate 2%.
- \* Payment by direct eDebit from bank account, a flat rate 5 AED shall apply
- \* Bank fees are subject to VAT

## Staff Cycle (Install Activity Integrators)

- After accepting register request your staff are sent to CID clearance for security Checkup.

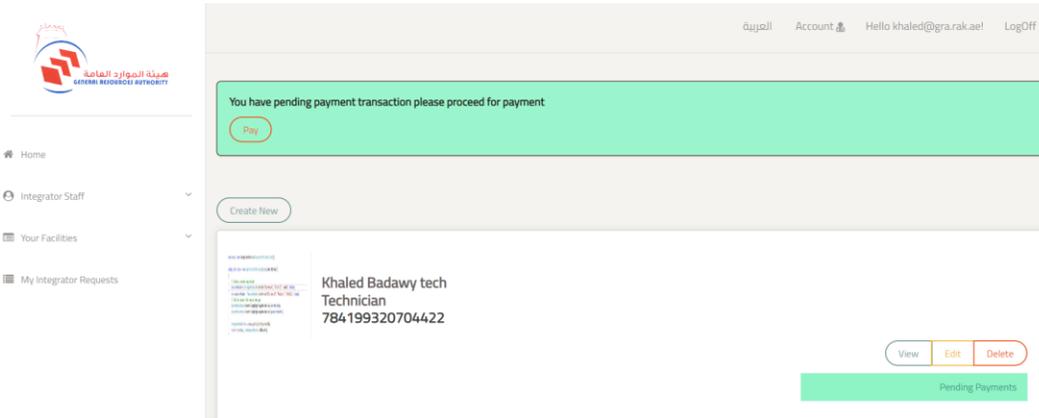
**Create New**

Khaled Badawy tech  
Technician  
784199320704422

View Edit Delete

This Staff Police Clearance is Pending!

- Once CID is accepted, you are asked to pay for staff technical Training(Staff Home Page).



- After payment your staffs are pending enrollment to GRA training course, you are receiving SMS once staff is enrolled by GRA.
- If staff Succeeded the training exam you will be asked to pay for Cards in staff home page (same notification above)
- After payment automatically card request is sent for approval in GRA.
- Once approved you will receive SMS to Go for GRA to receive your staff cards.
- If your approved staffs above meet minimum required staff count you will receive payment notification to get your certificate.

## Facilities

- In your facilities section in the navbar you will find your facilities section.
- You can create facility (Same registration number with same Entity must be registered in Hemaya) as below in order to complete registration process.

The screenshot shows the 'Entity Information' form in the GRCRA system. The form is divided into several sections:

- Entity Information:** A dropdown menu showing 'مسجل - القسم الاقتصادي - مسجل - Economic Department - Registered'. Below it is a 'Shop Registration Number\*' field and a button 'Get Info from Hemaya' with a tooltip: 'Please Enter Company Registration Number and Click "Get Info from Hemaya" Button to Retrieve Your information from Hemaya'.
- Shop Name:** Two input fields for 'Shop Name in Arabic\*' and 'Shop Name in English\*'.
- Registration Copy:** A file upload field for 'Registration Copy\*' with the note 'Accept File Format: PDF and Maximum 4 MB' and a 'Choose File' button.
- Shop Owner Information:** Input fields for 'Owner Name in Arabic\*', 'Owner Name in English\*', and 'Owner Phone Number\*' (with a pre-filled number: 971530000000).
- Shop Contact Information:** Input fields for 'Contact Person\*', 'Email\*', and 'Phone Number\*' (with a pre-filled number: 971530000000).

- Add Cars details to the facility.

**Cars Information**

|  |   |  |
|--|---|--|
| Plate Source*<br><input type="text" value="RAK"/>    | Plate code*<br><input type="text"/>           | Plate Number*<br><input type="text"/>  |
| Chassis Number*<br><input type="text"/>              | Car Ownership Number*<br><input type="text"/> | OwnerShip File*<br><input type="button" value="Choose File"/> No file chosen |
| Device Type*<br><input type="text" value="Samsung"/> | Serial Number*<br><input type="text"/>        |  |

- Your request is sent for approval to check for Facility and cars details.
- Once accepted, you will receive SMS to make payment for your cars.
- All requests are found in (My requests) section in the navbar, choose pending payment and click (PAY).

هيئة الموارد العامة  
GENERAL RESOURCES AUTHORITY

- Home
- Integrator Staff
- Your Facilities
  - Create New
  - My Requests
  - GRA Approved (Certificates)
  - Update IEMI
- My Integrator Requests

Search

Start Date  End Date

current stage  
Pending Payments

| Facility Reference Number | Shop Name in Arabic | Shop Name in English | Applied Date         | CID Status | IT Status | current stage  | Request Type | Actions                           |
|---------------------------|---------------------|----------------------|----------------------|------------|-----------|--|--------------|-----------------------------------|
| 1500                      | GRA Test Hemaya 555 | GRA Test Hemaya 555  | 3/18/2024 1:03:15 PM | Accept     | Accept    | Pending Payments<br><input type="button" value="Pay"/> | Cr           | <input type="button" value="CR"/> |

- After Successful payment you'll receive SMS to Update IEMI for your cars

هيئة الموارد العامة  
GENERAL RESOURCES AUTHORITY

- Home
- Integrator Staff
- Your Facilities
  - Create New
  - My Requests
  - GRA Approved (Certificates)
  - Update IEMI
- My Integrator Requests

Your Request Submitted Successfully

Search

Start Date  End Date

**GRA Test Hemaya 555**

GRA Test Hemaya 555 Facility Reference Number :1500

sd Shop Registration Number :TestExample5

Display  Entries search

| Cars Information | Device Type | Serial Number | IEMI       | Actions                                    |
|------------------|-------------|---------------|------------|--|
| Duboo - 5 - 5    | Samsung     | 5             | testsample | <input type="button" value="Send"/>        |
| Duboo - 1 - 1    | Samsung     | 1             |            | <input type="button" value="Update IEMI"/> |

Showing 1 to 2 of 2 entries Previous 1 Next

- After updating all Devices IEMI into the system, this request is sent to IT department for approval.
- Once accepted you can Find in Certificates section.
- If any request above is rejected, you can always go for (CR)

The screenshot shows the GRA system interface. On the left is a navigation menu with options: Home, Integrator Staff, Your Facilities, and My Integrator Requests. The main area contains a search bar, a 'current stage' dropdown menu set to 'Reject', and 'Start Date' and 'End Date' input fields. Below these is a 'Send' button. A table displays the following data:

| Facility Reference Number | Shop Name in Arabic | Shop Name in English | Applied Date          | CID Status | IT Status | current stage | Request Type | Actions |
|---------------------------|---------------------|----------------------|-----------------------|------------|-----------|---------------|--------------|---------|
| 1500                      | GRA Test Hemaya 555 | GRA Test Hemaya 555  | 3/18/2024 12:54:39 PM | Accept     | Reject    | Reject        | Cr           | CR      |
| 1500                      | GRA Test Hemaya 555 | GRA Test Hemaya 555  | 3/18/2024 12:55:43 PM | Accept     | Reject    | Reject        | Cr           | CR      |

- After you review the details for the requests and rejection reason you can apply for CR

The screenshot shows the detailed view of a request in the GRA system. It includes the following sections:

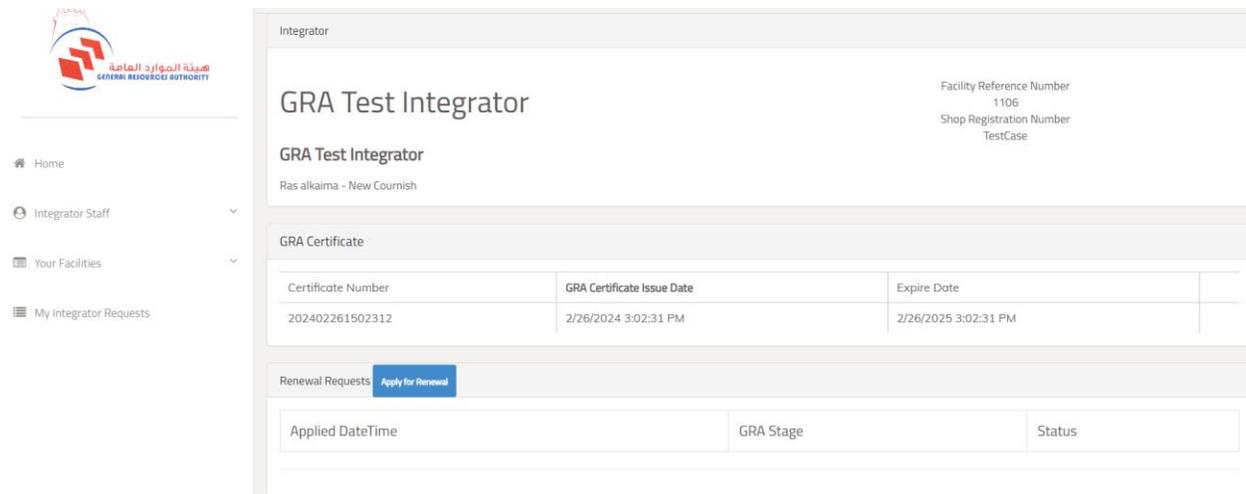
- Shop Information:** Shop Name in English (GRA Test Hemaya 555), Facility Reference Number (1500), Shop Registration Number (TestExample5).
- Owner Information:** Owner Name in English (Muhammed), Phone Number (0503929718).
- Other Information:** Contact Person (Muhammed), Address (sd), Email (example@rak.ae), Applied Date (3/18/2024 11:15:29 AM).
- Attachments:** A file named 'dummy - Copy - Copy.pdf' is listed with a 'View' link.
- Cars Information:** A table with columns: Plate Info, Car Ownership Number, Chassis Number, Device Type, Serial Number.
 

| Plate Info    | Car Ownership Number | Chassis Number | Device Type | Serial Number |
|---------------|----------------------|----------------|-------------|---------------|
| Duboo - 5 - 5 | 5                    | 5              | Samsung     | 5             |
| Duboo - 1 - 1 | 1                    | 1              | Samsung     | 1             |
- My Warnings:** A message stating: 'Please be noticed that if you continue this request , all pending payment items will be gone and you can't make payment for pending payment requests'.

- Update facility and cars details then apply the request.
- If accepted and you applied for new car or updated any car details this request will go directly to GPS tracker technical approval.

## Integrator Certificates

- From (My integrator requests) section you can view certificates and apply for integrator certificate renewal.



Integrator

GRA Test Integrator

GRA Test Integrator  
Ras alkaima - New Cournish

Facility Reference Number  
1106  
Shop Registration Number  
TestCase

GRA Certificate

| Certificate Number | GRA Certificate Issue Date | Expire Date          |
|--------------------|----------------------------|----------------------|
| 202402261502312    | 2/26/2024 3:02:31 PM       | 2/26/2025 3:02:31 PM |

Renewal Requests [Apply for Renewal](#)

| Applied DateTime | GRA Stage | Status |
|------------------|-----------|--------|
|------------------|-----------|--------|

## Integrator Staffs

- From Staffs Section you can Create, View, delete, Renew, and pay for your staffs.

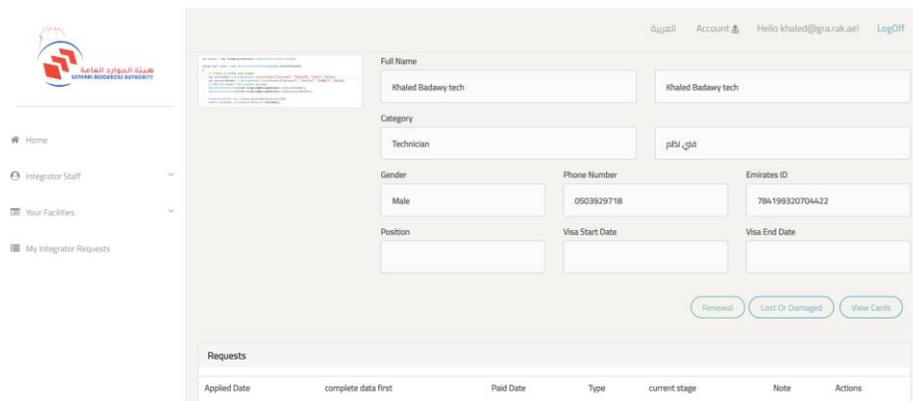


Create New

 Khaled Badawy tech  
Technician  
784 199320704422

[View](#) [Edit](#) [Delete](#)

- If you click (View) you view previous request or renew your staff card like below.



الرجوع Account Hello khaled@gra.rak.aef LogOff

Full Name  
Khaled Badawy tech Khaled Badawy tech

Category  
Technician فني نظام

Gender  
Male

Phone Number  
0503929718

Emirates ID  
784-199320704422

Position  
Visa Start Date  
Visa End Date

[Renewal](#) [Lost Or Damaged](#) [View Cards](#)

Requests

| Applied Date | complete data first | Paid Date | Type | current stage | Note | Actions |
|--------------|---------------------|-----------|------|---------------|------|---------|
|--------------|---------------------|-----------|------|---------------|------|---------|