

## To Whom It May Concern Certificate

- A certificate (To Whom It May Concern) is obtained to add activities to the commercial license of the facility to be submitted to the GRA to register in the system.

### Steps to get the certificate

- 1- Apply on GRA website: From the services of the Resources Authority, enter Hemaya service and choose to create a message of no objection.

|   |  |
|---|--|
| <b>Frequently Asked Questions</b>                     |  |
| <a href="#">Integrator Registrations</a>              |  |
| <a href="#">Create No Objection Letter</a>            |  |
| <a href="#">List Of Approved Integrators document</a> |  |
|   | 1.In Advance Facilities: Can separate recorders (not for Hemaya System) be connected through POE Switch, even if no one can have access to the system? ?                           |
|   | 2. Some facilities does not have electricity power source and rely on generators only like gas stations, how can we connect the UPS in this case?                                  |
|   | 3.Some facilities does not have electricity power source, just for license renewal and does not have activity like transport services. How the recorder is connected in this case? |
|   | 4. In case of multiple commercial licenses for one owner who have analog and IP systems. Which system should be chosen for the main license?                                       |

- 2- Enter the required data.

|                          |  |
|--------------------------|--|
| Company Name             | <input type="text"/>   |
| Shop Registration Number | <input type="text"/>   |
| Phone Number             | <input type="text"/>   |
| Email                    | <input type="text"/>   |
| Note                     | <input type="text"/>   |
| Please Select Activies   |  |
|                          | <input type="checkbox"/> Technical Security Checker  |
|                          | <input type="checkbox"/> Installation and maintenance of equipment and technical systems         |
|                          | <input type="checkbox"/> Trade equipment and technical systems                                   |
|                          | <input type="checkbox"/> security consultant   |
|                          | <input type="checkbox"/> Installation , Trade and maintenance of equipment and technical systems |



## Register as a service provider in the system

- After adding the activity to the commercial license of the facility, a request is submitted to add a service provider in GRA system as follows:

### 1- Service Provider Information:

#### 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\*

Technical Security Checker  
 Installation and maintenance of equipment and technical systems  
 Trade equipment and technical systems  
 security consultant  
 Installation , Trade and maintenance of equipment and technical systems

### 2- Owner Details

#### Integrator Shop Owner Information

|  |                        |
|--|------------------------|
| Owner Name in Arabic*                        | Owner Name in English* |
| <input type="text"/>                         | <input type="text"/>   |
| Owner Nationality*                           | Owner Phone Number*    |
| Afghanistan <input type="button" value="v"/> | 9715XXXXXXX            |
| Emirates ID*                                 |                        |
| 15 digits NO dashes                          |                        |

### 3- Contact Details

## Integrator Contact Informations

Contact Person\*

Email\*

Phone Number\*

9715XXXXXXX

Land Phone Number

Fax Number

Address\*

PO Box Number\*

Address in UAE

|                       |                      |
|-----------------------|----------------------|
| رقم الهاتف الأرضي     | رقم الفاكس           |
| <input type="text"/>  | <input type="text"/> |
| العنوان*              |                      |
| <input type="text"/>  |                      |
| رقم صندوق البريد*     |                      |
| <input type="text"/>  |                      |
| العنوان داخل الامارات |                      |
| خط العرض              | خط الطول             |
| <input type="text"/>  | <input type="text"/> |



- 4- Data of staffs in the event of an activity that contains the installation of security safety systems should be provided at least 1 engineer and 2 technicians to allow registration in the system

## Integrator Staff \*

Add your staff - At least 1 Engineer - 2 Technicians with current Experience Certificate

Category\*

Technician

Passport Number\*

Full Name\*

Full Name In English\*

Phone Number\*

Emirates ID\*

Address in UAE\*

Gender\*

Male  Female

Date of Birth\*

Experiences\*

No file chosen

- The request is sent to GRA for review and audit, SMS and e-mail are received in case of rejection with notes, e-mail is sent with the login data on the system in case of approval.
- In case of rejection, the registration is done again in the system after considering notes sent previously.
- In case of acceptance, the service provider's employees are sent to the CID clearance.
- After the security check, employees are paid to issue their own cards and to participate in the courses of the American University (from the staff page, the following message appears)

 with\_install@gmail.com Verified 

 0503929718 Not Verified [Verify](#)

[Click here to complete your staff payments](#)

| رقم المعاملة | خدمات   | حساب    |
|--------------|---|---------|
| 107408       | الدورة التدريبية الفنية الأمنية بالجامعة الأمريكية / الدورة التدريبية الفنية الأمنية بالجامعة الأمريكية (1) | 1500.00 |
| 107408       | مهندس و مشرف ومدقق أنظمة تقنية أمنية / (1) Security technical systems engineer supervisor and auditor       | 100.00  |
| Total        |   | 1600.00 |

اختر بوابة الدفع

**RAK Pay**

**بوابة الدفع RAKPay**

لرسوم المطبقة باستخدام بوابة الدفع راك باي RAK Pay

\* الدفع عن طريق بطاقات راك باي ، يتم تطبيق سعر ثابت 3.5 درهم.

\* الدفع عن طريق بطاقات الائتمان ابل، سامسونج و جوجل ، بمعدل ثابت 1% من إجمالي مبلغ الخصم.

\* الدفع عن طريق بطاقة الائتمان الدولية بمعدل ثابت 2% من إجمالي مبلغ الخصم.

\* الدفع عن طريق الخصم المباشر من حساب بنكي ، يطبق سعر موحد 5 دراهم.

\* تطبيق ضريبة القيمة المضافة على الرسوم البنكية

أنا / نحن نقر ونقبل الشروط والأحكام المعمول بها والمتاحة على الموقع

الرجوع إلى القائمة

إجراء عملية الدفع

- In case one of the employees is rejected in security check or fails the training course, he is not involved in the following operations, and case that total is less than 1 engineer and 2 technicians, the service provider must add another employee so that the number is not less than the mentioned

### Create New

#### Integrator Staff

Full Name In English

Full Name

Emirates ID

Passport Number

Address in UAE

Phone Number

Gender  Male  Female

Staff Categories

Visa Start Date

Visa End Date

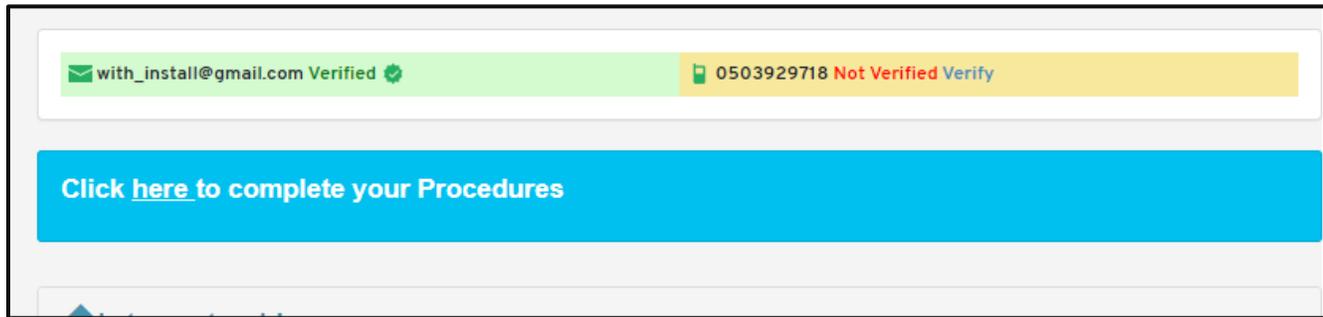
Joined Date

Position

Note

Birth of Date

- The new employee in the previous step is sent to the same stages of security audit and payment for training courses
- In case of passing the exam in the training course, the results will be sent for approval by GRA.
- The employees whose cards have been paid are also sent for approval and a text message is received in case either of the previous two cases has been approved.
- After the approval of the training course results and the reviewing the results the service provider can complete the registration and payment procedures for his activities, which were chosen when registering as new service provider.



- To complete the payment procedures and extract the certificate, your facility must be registered in Hemaya and have a valid security safety certificate and have at least 1 engineer and 2 technicians

# Service Provider Requests

From the main page of the service provider's account, you can access the service provider's requests page, where it is possible to apply for several services, including renewal - deleting an activity - deleting a service provider, and there are certificates obtained by the service provider and he can print the current certificate only

Integrator

---

**with\_install**  
with\_install  
Ras alkaima - New Cournish

Shop Reference Number  
4053  
Shop Registration Number  
with\_install

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GRA Certificate

| Certificate Number | GRA Issued GRA Certificate | Expire Date          |                       |
|--------------------|----------------------------|----------------------|-----------------------|
| 202302221130211    | 2/22/2023 11:30:21 AM      | 3/3/2023 12:00:00 AM |                       |
| 202302221132126    | 2/22/2023 11:32:12 AM      | 3/3/2023 12:00:00 AM | <a href="#">Print</a> |

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Renewal Requests [Apply for Renewal](#)

| Applied DateTime     | current stage                    | Status              |
|----------------------|----------------------------------|---------------------|
| 2/23/2023 9:03:34 AM | <a href="#">Pending Payments</a> | <a href="#">Pay</a> |

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Delete Activity Requests [Apply for delete activity request](#) [Apply For Delete Integrator](#)

| Applied DateTime | current stage | Status |
|------------------|---------------|--------|
|------------------|---------------|--------|

## 1- Renewal of Service Provider Certificate: -

**Apply for Renewal**

أقر بأنني لن أقوم بتغيير المخطط أو البيانات التقنية للمنشأة وأنا ملتزم قانونياً بهذا الإقرار  
I accept that I will not change the layout or the technical data of the establishment and I am legally obliged to do so

Registration Scan Copy\* :  
 No file chosen

Staff Details \*  
 No file chosen

Renewal Letter\* :  
 No file chosen

- 2- Request to delete an activity: unselect the activities that you want to cancel from your current activities, where the request is sent to the audit by GRA, and in case request is accepted, payment is made to extract a message remove the activity from your commercial license, and payment is also made to extract a new service provider certificate after deleting the activity

Owner Name in Arabic: with\_install

Owner Name in English: with\_install

Owner Phone Number: 0503929718

Contact Person: Khaled Badawy

Email: with\_install@gmail.com

Phone Number: 0503929718

Land Phone Number:

Integrator Type\*

- Technical Security Checker
- Trade equipment and technical systems
- security consultant
- Installation , Trade and maintenance of equipment and technical systems

Attachment:  No file chosen

- After payment, a new service provider certificate is created and can be printed after the approval of GRA for the new certificate.

Integrator

**with\_install**

with\_install

Ras alkaima - New Cournish

Shop Reference Number  
4053

Shop Registration Number  
with\_install

---

GRA Certificate

| Certificate Number | GRA Issued GRA Certificate | Expire Date          |
|--------------------|----------------------------|----------------------|
| 202302221130211    | 2/22/2023 11:30:21 AM      | 3/3/2023 12:00:00 AM |
| 202302221132126    | 2/22/2023 11:32:12 AM      | 3/3/2023 12:00:00 AM |

Pending GRA Approval

- You can also print the message addressed to the commercial license authority to delete the activity from the commercial license of the facility from the same page after payment
- A request can be submitted to delete the service provider from the system, in case that there are no pending fines or current facilities associated with the service provider's account.

Delete Activity Requests

Apply for delete activity request
Apply For Delete Integrator

| Applied DateTime | current stage | Status |
|------------------|---------------|--------|
|                  |               |        |

## Staff

Through the menu on the service provider's home page, you can access the staff page to follow up on individuals and perform the following operations.

|  |  |
|--|--|
| <b>Khaled Badawy</b><br>Engineer<br><b>784199320704422</b><br><b>0</b>   | <br>0503929718 <br>9/20/1993 12:00:00 AM  |
| <a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>         | <a href="#">Pending Payments</a>   |
| <b>Khaled Badawy</b><br>Technician<br><b>784199320704422</b><br><b>0</b> | <br>0503929718 <br>9/20/1993 12:00:00 AM  |
| <a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>         |  |

- 1- Creating a new employee: The employee goes through the same cases that have been explained before, where the listed data is sent to the security audit and is assigned to the training course in case he must be trained first, as well as payment, issuing and approval of his card.

### Create New

Integrator Staff

|                      |  |
|----------------------|--|
| Full Name In English | <input type="text"/>   |
| Full Name            | <input type="text"/>   |
| Emirates ID          | <input type="text"/>   |
| Passport Number      | <input type="text"/>   |
| Address in UAE       | <input type="text"/>   |
| Phone Number         | <input type="text"/>   |
| Gender               | <input checked="" type="radio"/> Male<br><input type="radio"/> Female                            |
| Staff Categories     | Technician  |
| Visa Start Date      | <input type="text"/>   |
| Visa End Date        | <input type="text"/>   |
| Joined Date          | <input type="text"/>   |

- 2- Modification of personnel data: When modified, the data is only modified, not the stage at which the employee is currently stopped.
- 3- View employee data: inside details page you have some operations that can be done, such as requesting renewal, issuing a lost or damaged card, as well as transferring the employee from your system to another service provider.

|                |                         |                                 |                          |                            |
|----------------|-------------------------|---------------------------------|--------------------------|----------------------------|
| Khaled Badawy  |                         |                                 |                          |                            |
| Technician     |                         |                                 |                          |                            |
| Male           |                         |                                 |                          |                            |
| 11111          |                         |                                 |                          |                            |
| 0503929718     |                         |                                 |                          |                            |
| Address in UAE | Visa Start Date         | Visa End Date                   | Joined Date              | Position                   |
| Date of Birth  | 9/20/1993 12:00:00 AM   | Note                            |                          |                            |
|                | <a href="#">Renewal</a> | <a href="#">Lost Or Damaged</a> | <a href="#">Transfer</a> | <a href="#">View Cards</a> |

- 3-1 Submit the renewal application to an employee: The application is submitted for review and audit and a new card is issued after paying the fees and approving the new card.

**Renewal** ✕

**Note**

**File\_Input**

Choose File No file chosen

Accept File Format PDF and Maximum 4 MB

Close Save

3-2 lost or damaged card request: The application is submitted for review and audit and a new card is issued with the same data as the previous card after paying the fees and approving the new card.

3-3 Transfer of the employee: A request is sent to transfer the employee to a new service provider so that the request is checked and the fees are paid by the new service provider and then the employee is transferred to the account of the new service provider.

**Transfer**

Selecting Integrator

with\_install

Attachment

Choose File No file chosen

Certificate

Choose File No file chosen

Add AURAK certificate or educational degree certificate

Note

Close Save

3-4 Show employee cards: where all cards obtained by the employee can be displayed

| CardNo | Full Name     | Start     | End       |
|--------|---------------|-----------|-----------|
| 21212  | Khaled Badawy | 2/22/2023 | 2/22/2024 |

with\_install@gmail.com Verified

0503929718 Not Verified Verify

Khaled Badawy