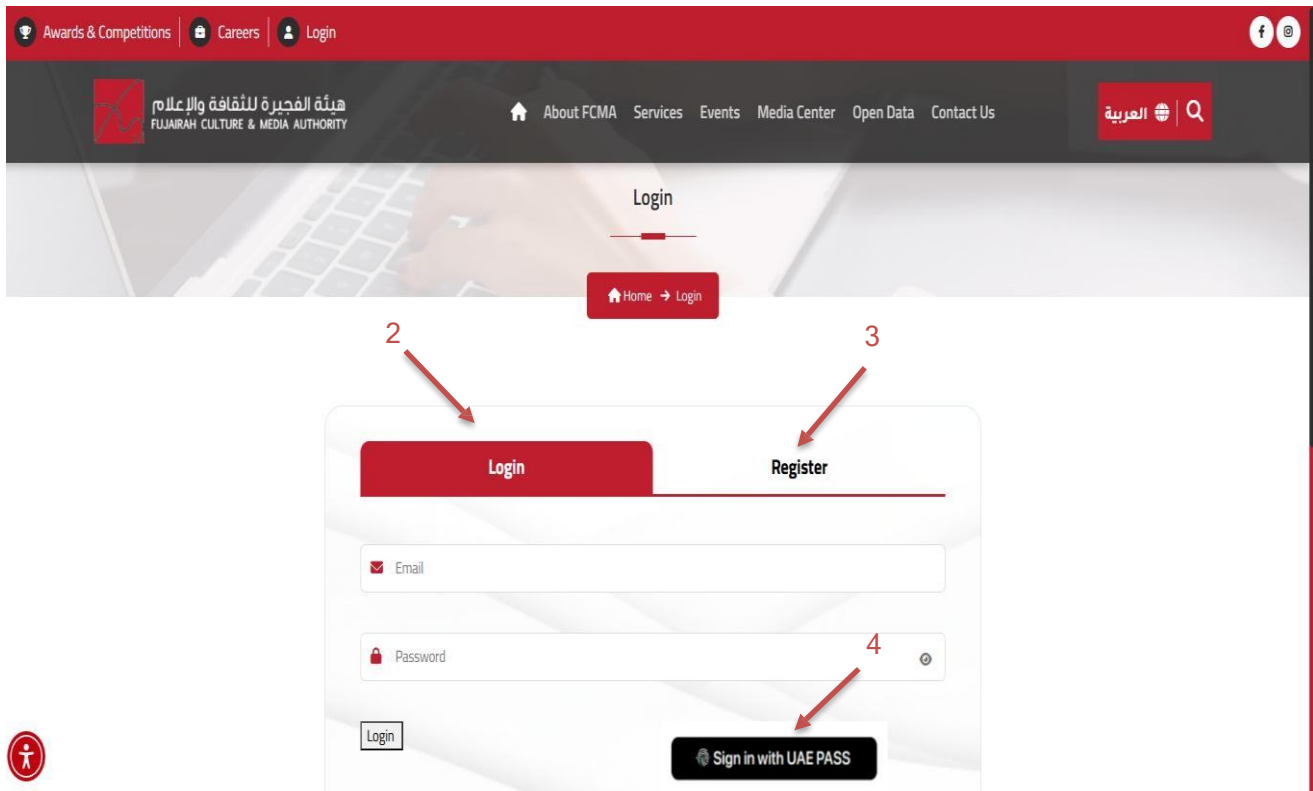




## User Guide for Electronic Requests Management System For Fujairah Culture & Media Authority (FCMA)

### First: System Access (Shared Across All Services) Steps:

1. Access the Fujairah Culture & Media Authority platform via the following link: (<https://www.fcma.gov.ae/log-in>)
2. Click on:
  - Login if you already have an existing account (as shown by Arrow No. 2 in the attached image).
  - Create New Account if you are not registered (as shown by Arrow No. 3 in the attached image).
3. Login using UAE Digital ID will be activated soon (as shown by Arrow No. 4 in the attached image).





## Second: User Dashboard

After logging in, the user is automatically redirected to the Requests Tracking Page, which is the main page of the system.

The page contains the following links:

- Filming Permit Request
- Events Permit Request
- Facilities Booking Request
- Advertising Boards Booking

Request Each section displays:

- Total Requests
- Ongoing Requests
- Completed Requests
- New Request Button

New Request

Request for event permit (Service Fees: AED 700)

New Order

Order is done

| Order Date | Subject                    | Order Status        | Fees of request of event permit            | Actions |
|------------|----------------------------|---------------------|--------------------------------------------|---------|
| 2026-01-12 | تصريح فمالية الداني الهندي | Order is done       | Paid                                       |         |
| 2026-01-11 | تجريبي سمارت فيجن 2        | Order is processing | Pay fees <a href="#">Click here to Pay</a> |         |
| 2025-12-04 | test event sub here22333   | Order is processing |                                            |         |

Total orders 3

Completed order 1

Processing order 2

|            |                         |               |      |  |
|------------|-------------------------|---------------|------|--|
| 2026-01-12 | تصريح تصوير لافان صالون | Order is done | Paid |  |
| 2026-01-12 | تصريح تصوير لافان مطعم  | Order is done | Paid |  |
| 2026-01-12 | تصريح تصوير لسيارة كيا  | Order is done | Paid |  |

Print the filming request

Fees Receipt

Police Approvals



## First Service: Filming Permit Request

### 1. Creating a Filming Permit Request

#### Steps:

1. Go to the Filming Permit section.
2. Click on New Request.
3. Enter the request details:
  - Filming subject
  - Type of filming
  - Area
  - Location / Entity
  - Filming start date (must be a future date)
  - End date
  - Filming duration
  - Filming start time
4. Upload the required attachments (mandatory fields are marked with \*).
5. Agree to the Terms and Conditions.
6. Click Save Request.

Track Orders

Request for filming permit (Service Fees: AED 700)

[New Order](#)

| Order Date | Subject          | Order Status        | Fees of request of filming permit | Actions |
|------------|------------------|---------------------|-----------------------------------|---------|
| 2026-02-01 | تصوير تصوير جديد | Order is processing |                                   |         |
| 2026-01-18 | تصوير إعلان      | Order is done       | Paid                              |         |

Main List

- » Track Orders
- » Request For Filming Permit
- » Request For Event Permit
- » Request To Reserve Facilities
- » Request To Book The Advertising Billboards
- » My Details
- » Documents

[Log Out](#)

Request for filming permit

**Mandatory Field**

Subject \*

Filming Type \* ☐ land ☐ Marine ☐ Air ☐ Land-Air

Geographical Location  For Company

Start date of filming  End date of filming

Filming Period

Start time of filming  End time of filming

Start time of filming  End time of filming

**Attachments**

Passports Of Team \*

Passports Of Team \*  [Upload](#)

Filming details message \*

Filming details message \*  [Upload](#)

Recognition Document

Recognition Document  [Upload](#)

Ids Of Team \*

Ids Of Team \*  [Upload](#)

Commercial License

Commercial License  [Upload](#)

Visa of team if the team in case of foreigners team

Visa of team if the team in case of foreigners team  [Upload](#)

[Click here](#) All attached documents must be valid

☐ Terms And Conditions [Click here](#) ☐ People of determination

[Save](#)



## 2. Request Tracking and Approvals

### Steps:

1. Go to **Request Tracking**.
2. The request status will appear as **In Progress** (before approvals).
3. The request goes through the following approvals:
  - o Employee approval
  - o Manager approval
  - o Security approval

هيئة الفجيرة للثقافة والإعلام  
FUJAIRAH CULTURE & MEDIA AUTHORITY

العربية

Main List

- » Track Orders
- » Request For Filming Permit
- » Request For Event Permit
- » Request To Reserve Facilities
- » Request To Book The Advertising Billboards

Track Orders

Request for filming permit (Service Fees: AED 700) New Order

| Order Date | Subject                  | Order Status        | Fees of request of filming permit | Actions |
|------------|--------------------------|---------------------|-----------------------------------|---------|
| 2026-02-01 | تصريح تصوير جديد جذا     | Order is processing |                                   |         |
| 2026-01-18 | تصوير اعلان              | Order is done       | Paid                              |         |
| 2026-01-12 | تصريح تصوير لادائن صالون | Order is done       | Paid                              |         |



### 3. Fee Payment and Permit Issuance

#### Steps:

1. After security approval, the **Payment** button appears.
2. Click on the **Pay** button.

|            |                    |                     |                 |  |
|------------|--------------------|---------------------|-----------------|--|
| 2026-01-11 | تجربة سمارت فيجن 1 | Order is processing | Paid            |  |
| 2025-12-04 | تصوير فيلم وثائقي  | Order is processing | <b>Pay fees</b> |  |

3. You will be redirected to the electronic payment gate
4. Payment is made using a **Bank Card (Visa)**.

The screenshot shows the 'network' payment gateway interface. At the top, it says 'Payment' and 'network'. Below that, the 'Order summary' section shows a total of AED 1.00. The payment method is 'Pay by card' with icons for Mastercard, Visa, and Apple Pay. The form fields include 'Card Number', 'Expiry Month / Expiry Year', 'Security Code', and 'Name on card'. At the bottom, there is a 'Pay AED 1.00' button.

#### 5. After successful payment:

- A “Payment Successful” message is displayed.
- The request status changes to **Completed**.

#### The user can then:

- Print the filming permit
- Download the payment receipt
- Download the security approval file (PDF)

|            |                          |               |      |  |
|------------|--------------------------|---------------|------|--|
| 2026-01-12 | تصريح تصوير لاعلان صالون | Order is done | Paid |  |
| 2026-01-12 | تصريح تصوير لاعلان مطعم  | Order is done | Paid |  |
| 2026-01-12 | تصريح تصوير لسيارة كيا   | Order is done | Paid |  |

Print the filming request

Fees Receipt

Police Approvals



## Second Service: Events Permit Request

This service follows the **same workflow** as the Filming.F

### Steps:

1. Create a new request from the **Events Permits** section.
2. Enter event details.
3. Upload the required attachments.
4. Submit the request.
5. Wait for the three approvals (Employee – Manager – Security).
6. The payment button appears.
7. Complete payment and receive:
  - o Event permit
  - o Payment receipt
  - o Security approval file

New Request

Request for event permit (Service Fees: AED 700)

New Order

| Order Date | Subject                   | Order Status        | Fees of request of event permit | Actions |
|------------|---------------------------|---------------------|---------------------------------|---------|
| 2026-01-12 | تصريح لمعية النادي الهندي | Order is done       | Paid                            |         |
| 2026-01-11 | تجريب سمارت فيج 2         | Order is processing | Pay fees                        |         |
| 2025-12-04 | test event sub here 22333 | Order is processing |                                 |         |

Total orders 3

Completed order 1

Processing order 2

Request for event permit

Data Filling

Event Title \*

Event Type \*

Number of attendance \*

Event Date \*

Start Time \*

To \*

For Company \*

Attachments

Passport \*

Id's Of Subscribers \*

Event Details\* Message \*

Commercial License \*

Entity Needs (If Founded) \*

No objection from the hotel \*

Terms And Conditions [Click here](#)

People of determination \*

Save

طلب تصريح فعالية  
Event Permit

Generated Date  
Application Number

2026-01-12  
CP-1012-26

تاريخ إنشاء الشهادة  
رقم الطلب

بيانات المنشأة

اسم المنشأة

اسم الشخص

Permit Details

نوع الفعالية

الهدف من الفعالية

تاريخ الفعالية

وقت الفعالية

Warning

تنويه

يجب عدم تصوير أية مناطق حيوية أو منشآت عسكرية بما فيها قصور أصحاب سمو الشيوخ على أن يتم التصوير في المناطق التي تم اعتمادها في هذا التصريح.

Please do not photograph any vital areas or military installations including palaces of their highnesses, and be stricted within areas that already mentioned in this permit

اعتماد مدير الهيئة



## Third Service: Facilities Booking Request

### 1. Creating a Facilities Booking Request

#### Steps:

1. Go to the **Facilities Booking** section.
2. Enter booking details.
3. Submit the request.
4. Wait for management approval.

The screenshot shows the 'Request to reserve facilities' form. On the left is a 'Main List' sidebar with options like 'Track Orders', 'Request For Filming Permit', 'Request For Event Permit', 'Request To Reserve Facilities' (highlighted), 'Request To Book The Advertising Billboards', 'My Details', and 'Documents'. The main form area has a title 'Request to reserve facilities' and a 'fill the required data' annotation with an arrow pointing to the form fields. The fields include: 'Event Title \*', 'Event Type \*', 'Number of attendance', 'Event date', 'Event time from', and 'To'. Below these are 'Attachments' with a file upload button (jpg, jpeg, png, pdf, doc, docx, zip | max:3M). There are also sections for 'Passport' (with 'Passport \*' and 'Upload'), 'Ids Of Subscribers' (with 'Ids Of Subscribers \*' and 'Upload'), 'Event Details\* Message \*' (with 'Event Details\* Message \*' and 'Upload'), and 'Commercial License \*' (with 'Commercial License \*' and 'Upload'). At the bottom, there is a 'Terms And Conditions' checkbox with a 'Click here' link and a 'People of determination' checkbox. A 'Save' button is at the very bottom. Annotations include 'click to approve on terms \_conditions' pointing to the checkbox, and 'click save to send the request' pointing to the 'Save' button.

### 2. Request Tracking

- No fees required.
- No security approvals.
- After management approval, the request status changes to **Request Completed**.

The screenshot shows the 'Request to reserve facilities' tracking table. The table has three columns: 'Order Date', 'Order Status', and 'Actions'. There are two rows of data. The first row shows '2025-11-05' and 'Order is processing'. The second row shows '2025-11-05' and 'Order is done'. Below the table is a summary bar with 'Total orders 2', 'Completed order 1', and 'Processing order 1'. Annotations include 'before approved the request' pointing to the 'Order is processing' status, 'After approving the request' pointing to the 'Order is done' status, and arrows pointing to the 'Completed order 1' and 'Processing order 1' buttons.

| Order Date | Order Status        | Actions |
|------------|---------------------|---------|
| 2025-11-05 | Order is processing |         |
| 2025-11-05 | Order is done       |         |

Summary: Total orders 2, Completed order 1, Processing order 1



## Fourth Service: Advertising Boards Booking Request

### 1. Creating an Advertising Boards Booking Request

- Enter to the **Advertising Boards Booking** section.
- Enter request details.
- Submit the request.
- Wait for management approval.

**fill the required data**

Select panel type:

Current billboard dimensions = 8 x 4 square meters

Start date of event:  End date of event:

Progress period:

**Attachments** (jpg, jpeg, png, pdf, doc, docx, zip) max: 2M

Passport \*   Personal ID \*

Commercial License \*   Official Book \*

[Terms And Conditions](#) [Click here](#)

**click approve to terms conditions**

**click save to send the request**

### 2. Request Tracking

- No payment required.
- No security approvals.
- After management approval, the request status is directly changed to **Request Completed**.

| Request to book the advertising billboards |               |                   | New Order          |
|--------------------------------------------|---------------|-------------------|--------------------|
| Order Date                                 | Order Status  | Actions           |                    |
| 2026-01-12                                 | Order is done |                   |                    |
| Total orders 1                             |               | Completed order 1 | Processing order 0 |



## My Data Section:

This section allows users to easily manage their personal data.

### Users can:

- Select the entity type: **Government – Individual – Association – Institution.**
- Enter responsible person details: name, job title, phone number.
- Manage login credentials: username, password, confirm password.
- Click **Save** to securely store the information.

fill the required data

العربية

Main List

- » Track Orders
- » Request For Filming Permit
- » Request For Event Permit
- » Request To Reserve Facilities
- » Request To Book The Advertising Billboards
- » My Details
- » Documents

Log Out

My Details

Destination \* ☐ Governmental ☐ Associations ☐ Private Associations ☒ Personal

مؤسسة الفجيرة

324234

Responsible Person Details

الاسم الكامل

مسمى

0559153004

Login Details

test2@test2.com

Password \*

Password Confirmation \*

Save

click here to save



## Documents Section:

This section allows users to upload and manage required files.

### Features:

- Upload files by clicking the **Upload** button.
- After uploading, click **Save** to display the files in the user's file list.
- The list shows: file title and upload date.
- Users can view or delete files directly from the control list as needed.

File Download

File Name \*

Choose File \*

Upload

pdf,doc,docx|max:2M

Save

| File Title | Addition Date       | Control |
|------------|---------------------|---------|
| test       | 2025-11-05 14:13:08 |         |