



TENANT MASTER ONBOARDING & OPERATIONS MANUAL

Office Onboarding & Operations Manual

The office administrator's reference for receiving the MOHKAM account, securing sign-in, connecting the office e-mail, building the team and its permissions, and installing the app on every device.

MOHKAM | مُحْكَم

Legal Practice & AI Suite

Office Administrator

Intended reader

Version 1.0

September 2026

Internal document for subscribing offices. Every screenshot comes from a demo copy with entirely fictional data.

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How to read this manual

Each section starts with what you need, then numbered steps, then the real screen. Labels are quoted exactly as they appear in the English interface.

01 Introduction: your responsibilities as office administrator

MOHKAM is one cloud system in which every office works in its own space, fully isolated from all others. As **Office Admin** you hold full authority inside your office's space, and you are responsible for its keys.

What is on you

- **Sign-in security:** your own password, and handing temporary passwords to your team safely.
- **The team:** adding members, choosing each one's role, and deactivating anyone who leaves the office immediately.
- **E-mail:** connecting the office mailbox so reminders and statements go out in your office's name.
- **Review:** checking the audit log from time to time.

Who manages what

Party	Manages
MOHKAM team (Platform Owner)	Opening the office account, the subscription period and renewal, the number of seats, resetting the Office Admin's password, and the policy on sending documents to the AI service.
Office Admin	Everything inside the office: data, team, roles, e-mail, and resetting team members' passwords.
Team members	Daily work, within the permissions of the role you give each one.

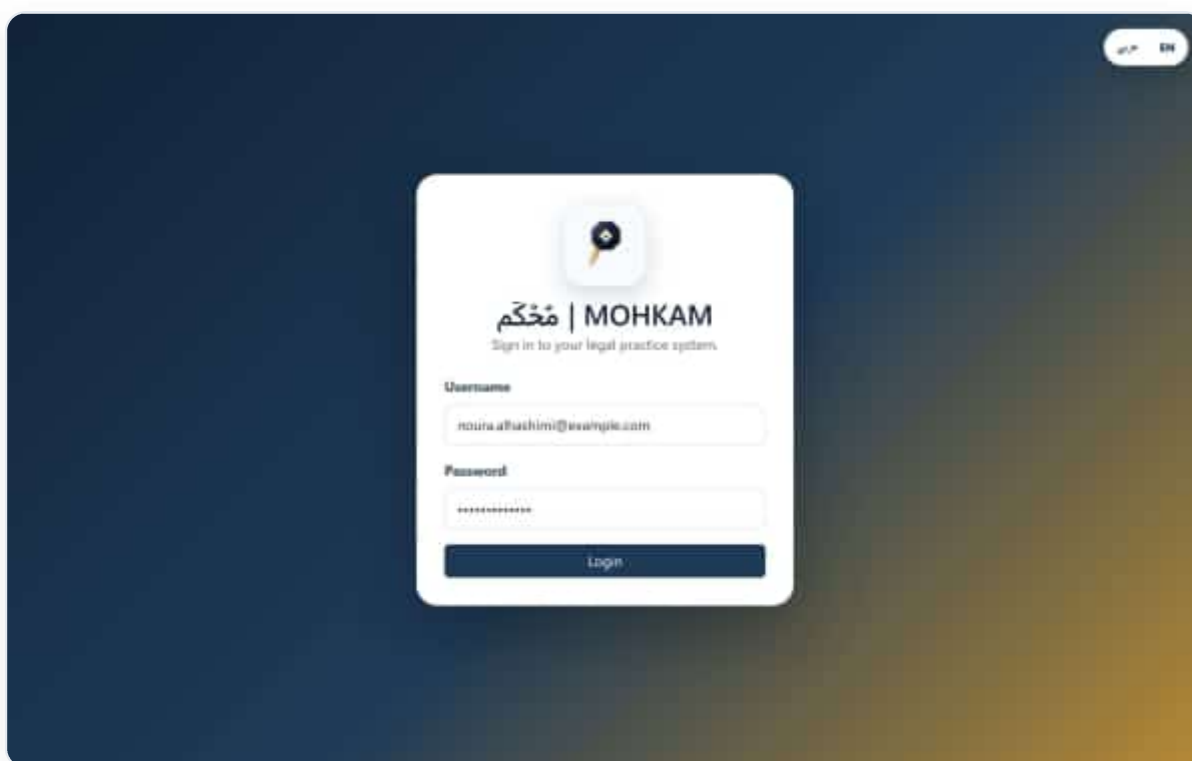
Isolation

No other office can see any of your office's data, and the MOHKAM team does not browse your case files through the system. This isolation is enforced on the server and inside the database itself, not only in the interface.

02 First sign-in and the temporary password

When the account is opened, the MOHKAM team gives you the system link, your sign-in name (your e-mail address) and a **temporary password** that is shown once and stored nowhere.

- 1 Open `https://app-mohkam.banar.ae` in a current browser (Chrome, Edge or Safari).
- 2 Choose the language at the top of the screen if you wish: عربي or EN.
- 3 Type your sign-in name and the temporary password exactly as given, respecting upper and lower case.
- 4 Press **Sign In**.



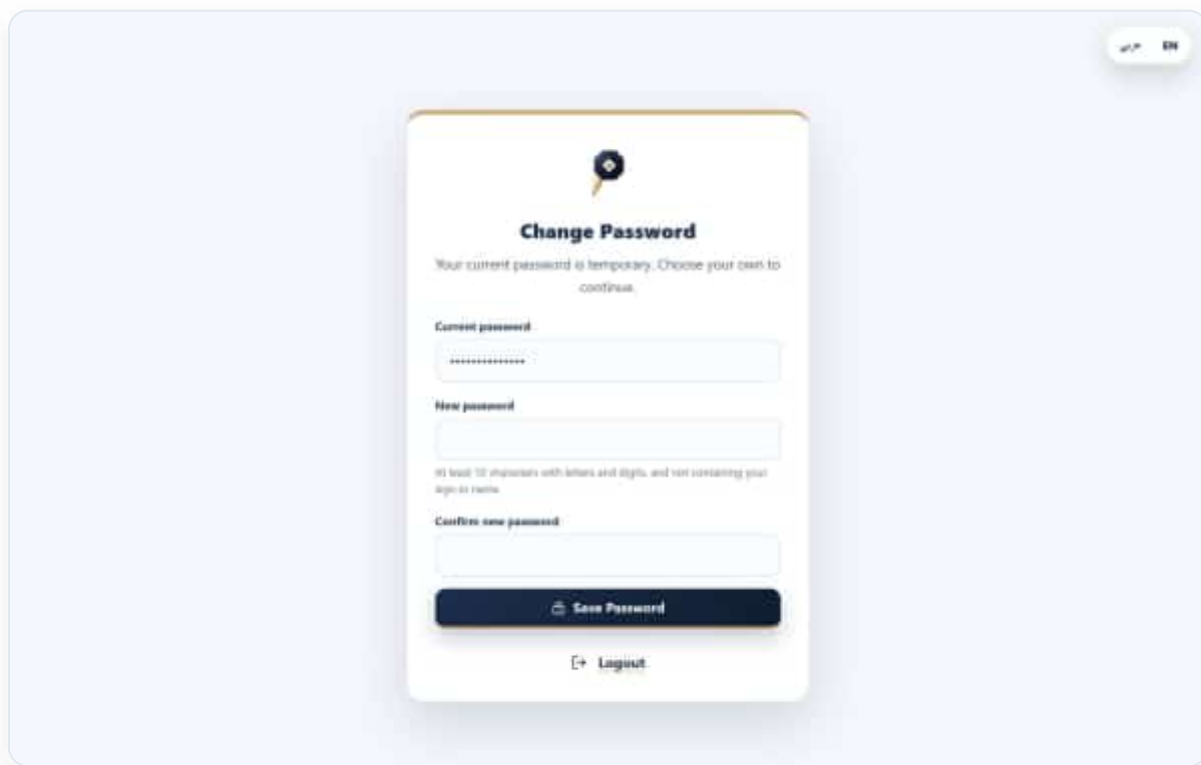
01 The sign-in screen: sign-in name and the temporary password (shown as dots).

Automatic lock

Five wrong passwords in a row lock the account for 15 minutes. The message deliberately does not say why, so an attacker cannot tell whether an account exists. Wait and try again, or ask for a reset (section 04).

03 The mandatory password change and the password policy

Every temporary password, yours or any team member's, must be changed **at the first sign-in**. No other page opens until it is.



02 The mandatory change: current (temporary) password, then the new one and its confirmation.

Password policy

Rule	Detail
Length	At least 10 characters (up to 128); 14 or more is recommended.
Mix	Letters and digits together.
Not allowed	Containing the sign-in name, or being the same as the current password.
Storage	Kept only as a PBKDF2-SHA256 hash (600,000 iterations); nobody can read it, the MOHKAM team included.

Practical tip

Use a phrase of four words with digits and keep it in a password manager. Changing your password signs out any other session open with your account on other devices.

04 Forgotten passwords: secure recovery

MOHKAM has no "Forgot password" link that sends an e-mail, **and that is a deliberate security decision**: e-mailed recovery links are among the most common ways accounts are taken over, and law-firm data is too valuable to expose to them.

The right path

Who forgot?	Who resets it?	How
A team member	The Office Admin	On the Team page, Reset Password next to their name (section 08).
The Office Admin	The MOHKAM team	Contact us from the phone or e-mail we have on record; we verify your identity, then issue a new temporary password.

What a reset does

- Creates a new 14-character temporary password (no look-alike characters such as 0 and 0) shown **once only**.
- Signs that user out of every device at once.
- Clears any temporary lock on the account.
- Requires a new password at the next sign-in (section 03).

Fraud warning

The MOHKAM team will never ask for your password, by phone, e-mail or WhatsApp. Any such request is a fraud attempt.

05 Connecting the office e-mail (SMTP)

Once connected, reminders, statements and reports are sent **from your office's mailbox and in its name** instead of the system's general address. Path: side menu, **Email Settings**.

04 Email Settings: choose the provider, then the sender details.

Steps

- 1 **Provider:** Gmail / Google Workspace, Yahoo, or a custom domain for your website's mailbox (Webmail / cPanel). For Gmail and Yahoo the server and port are filled in for you.
- 2 **Sender e-mail and display name:** the address messages come from, and the name recipients see (for example your office name).
- 3 **Username and password:** the sign-in details of that mailbox.
- 4 **Notification e-mail:** where internal reminders for the lawyers arrive.
- 5 Press **Send Test Email** before saving, then **Save** and turn the switch on.

The test e-mail

- Goes **only to the sender address itself**, using the settings as typed, without saving anything.

- **On success:** a green message appears at the top of the page and a test message arrives in the sender's inbox. The first time, also check the junk folder.
- **On failure:** a red message gives a plain reason (for example, the server refused the username or password), without sensitive technical detail.
- At most one test every 15 seconds.

Gmail and Google Workspace: App Password

Google does not accept your normal account password here. Create an **App Password**:

- 1 Turn on **2-Step Verification** for the office's Google account.
- 2 Open `myaccount.google.com`, then Security, then App passwords.
- 3 Create one named "MOHKAM" and paste its 16-character code into the password field in MOHKAM.

Accepted technical values

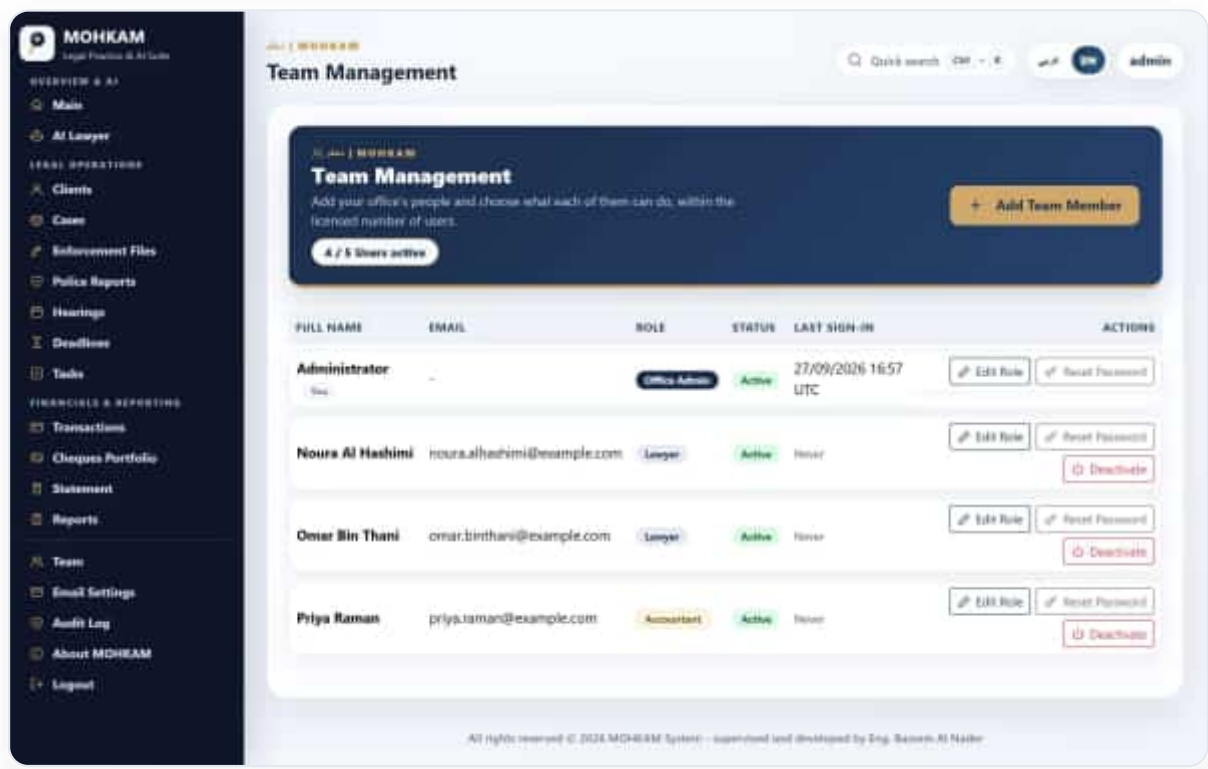
Setting	Values
Port	<code>465</code> (SSL) or <code>587</code> (STARTTLS); also <code>25</code> and <code>2525</code>
Security	<code>SslOnConnect</code> or <code>StartTls</code> only: a password never travels unencrypted
Host	A full name such as <code>mail.your-firm.ae</code> ; internal and private addresses are refused

Mailbox password protection

It is stored encrypted and never shown again. Leaving the field empty when editing keeps the stored password.

06 Team, seats and roles

Side menu, **Team**. The page lists every member of your office with their role, status and last sign-in, plus a counter of seats used against seats licensed.



06 The team directory: seat counter, roles and each member's actions.

Seats

Every **active** user takes a seat; a deactivated one does not. When all seats are taken the add button is disabled and our contact details appear for adding seats.

The four roles (role-based access)

Area	Office Admin	Lawyer	Accountant	Read-only
Clients	Full	Full	View	View
Cases, enforcement, police reports, experts	Full	Full	View	View
Hearings	Full	Full	No	View

Tasks	Full	Own tasks	No	No
Judgments & deadlines	Full	Full	No	No
AI Lawyer	Yes	Yes	No	No
Transactions & cheques	Full	No	Full	No
Statements & reports	Yes	No	Yes	No
Team, Email Settings, Audit Log	Yes	No	No	No

Enforced on the server

Hidden buttons are not the only protection: any attempt to open a page the role may not use, even by typing its address, is refused. A role change or deactivation takes effect on the member's **next click**.

Choosing the right role

Lawyer

For lawyers and counsel: all legal work and the AI Lawyer, without the finances.

Accountant

For the accountant: finances, cheques, statements and reports, with view-only access to clients and cases.

Read-only

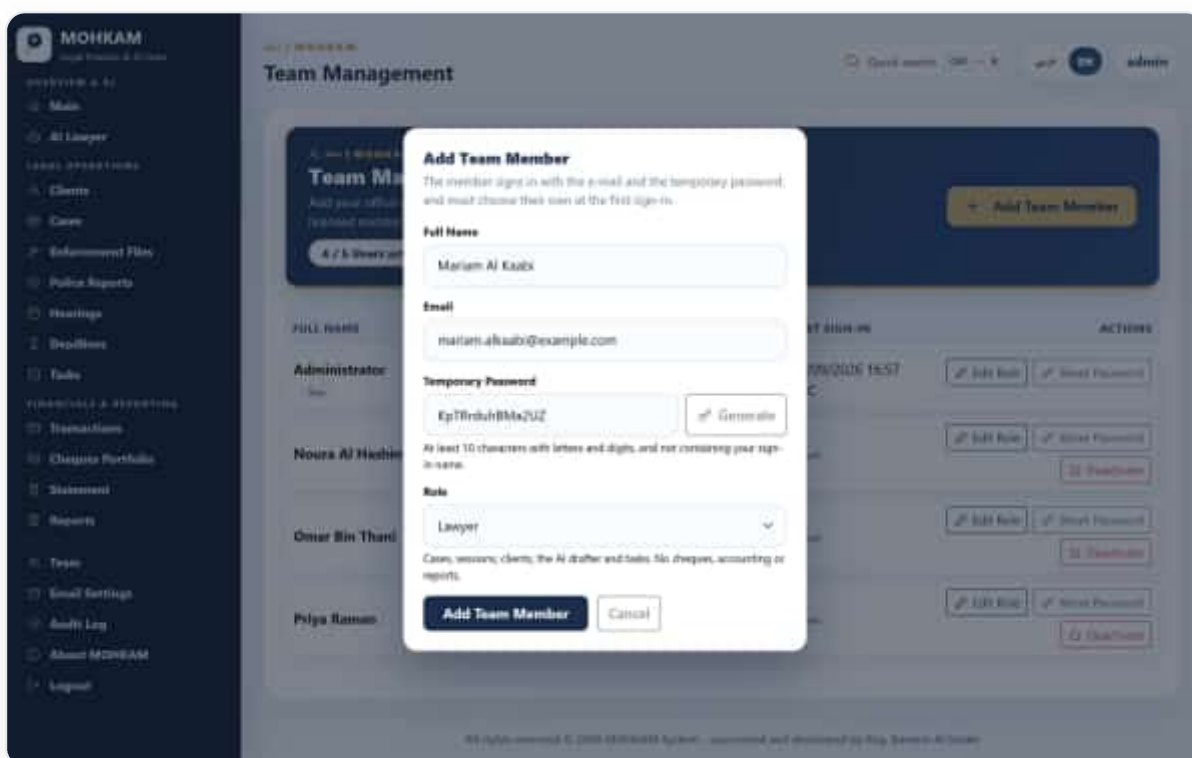
For trainees or secretaries: cases, hearings and clients, with no changes.

Office Admin

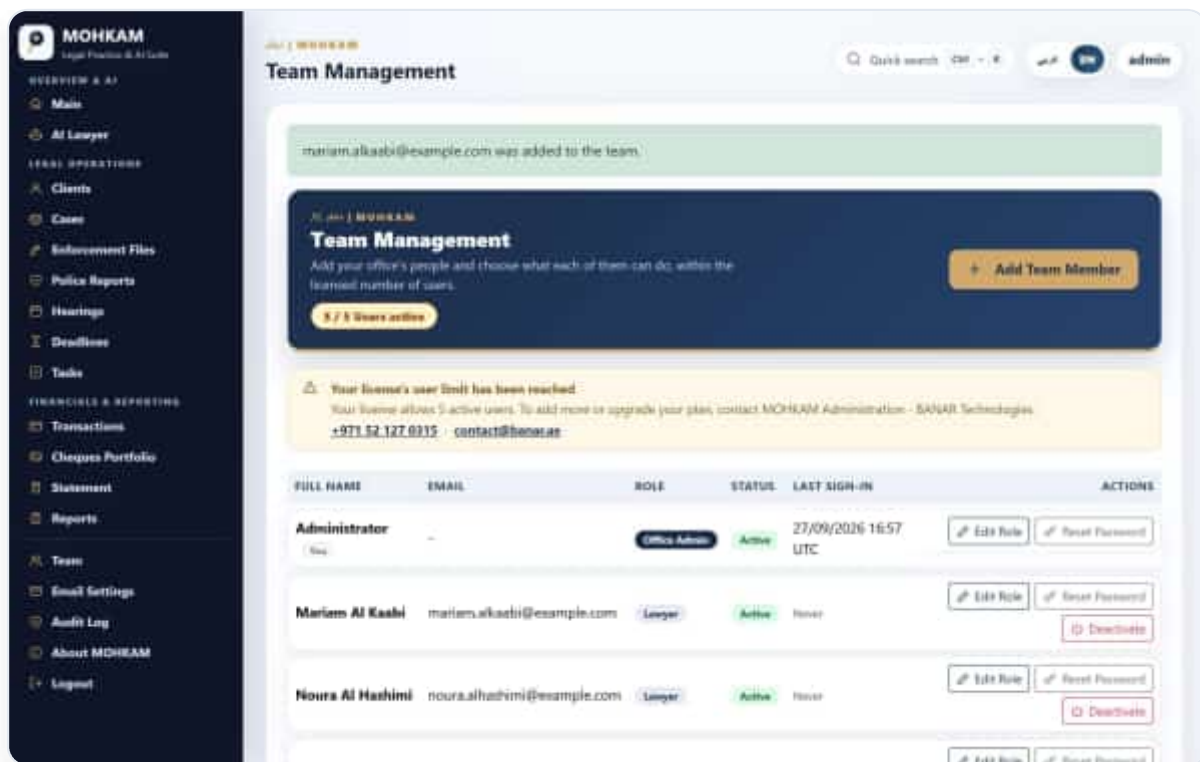
For the responsible partner. Keep admins few; at least one active admin always remains.

07 Adding a team member

- 1 On the Team page press **Add Team Member**.
- 2 Enter the **Full Name** and **Email**. The e-mail is their sign-in name and receives their task reminders.
- 3 Type a **Temporary Password**, or press **Generate** for a strong one (recommended).
- 4 Choose the **Role**; a description of what it can do appears below the list.
- 5 Press **Add Team Member**.



- 07 The Add Team Member dialog: details, a generated password, and the role with its description.



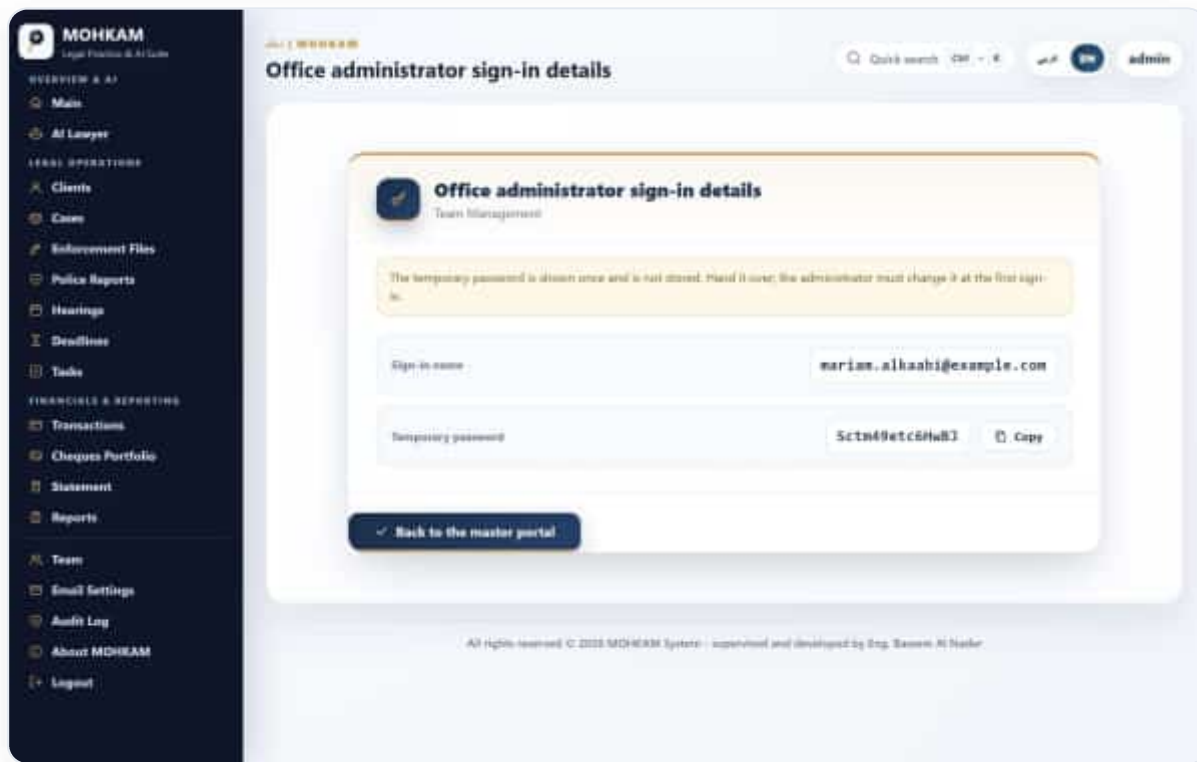
07b Confirmation, the updated seat counter, and the new member in the list.

Before you close the dialog

Copy the temporary password before pressing Add: it is not shown again. If you missed it, use **Reset Password** (section 08).

08 Temporary sign-in details and handing them over

Pressing **Reset Password** next to any member creates a new temporary password and shows it on a separate screen **once only**.



08 The one-time screen: sign-in name and temporary password.

Safe handover

Do	Don't
Hand it over in person, or on a voice call	Post it in a WhatsApp group or a shared mailbox
Send the sign-in name and the password through different channels	Write it on paper left on a desk
Ask the member to sign in and change it the same day	Keep it after handing it over

Why it is shown once

The password is stored in clear nowhere, and the page is not kept in the browser's cache. Once you leave it, it cannot be recovered, which is what protects your team's accounts.

09 Changing a role, deactivating and reactivating

Action	When	What happens
Edit Role	Promotion or change of duties	The new permissions apply from the member's next click, without signing in again.
Deactivate	Immediately when someone leaves or an account is suspected	Signed out of every device on the next click; the seat is freed; all their records and audit stamps stay as they are.
Activate	A deactivated member returns	Needs a free seat. Resetting their password at the same time is recommended.

Deliberate limits

- Nobody can deactivate themselves.
- The office always keeps at least one active admin.
- Deactivation deletes nothing; tasks assigned to that member stay visible to the admin for reassignment.

When someone leaves

Deactivate them the same day, then reassign their tasks and cases to a colleague. This is the single most important step for protecting your clients' data.

10 Installing MOHKAM on phones and computers (PWA)

Once installed, MOHKAM runs as its own app: an icon on the home screen, full screen without the browser bar. No app store is needed, and it updates itself.

iPhone & iPad (Safari)

1. Open the link in **Safari**.
2. Tap **Share** (square with an arrow).
3. Choose **Add to Home Screen**, then Add.

Android (Chrome)

1. Open the link in **Chrome**.
2. Menu ⋮, then **Install app** or Add to Home screen.
3. Confirm Install.

Samsung Internet

1. Open the link.
2. Menu ≡, then **Add page to**, then Home screen.

Computer (Chrome / Edge)

1. Open the link.
2. Click the **install** icon at the end of the address bar, or menu, then Install MOHKAM.



09 MOHKAM at phone width, as it looks once installed.

An old icon on iPhone

Remove the icon from the home screen and add it again; Safari keeps the previous icon in its memory.

11 Security and accountability inside the office

Audit Log

Side menu, **Audit Log** (admins only). Two tabs:

- **Deletions:** every deleted record, its type, who deleted it and when. It cannot be edited or erased.
- **AI document transfers:** every document uploaded to the AI Lawyer: name, size, user and outcome. It is recorded before the document leaves the server; if it cannot be recorded, the document is not sent.

Case, hearing, voucher and cheque details also show **who created the record and when, and who last changed it.**

Recommended practice for the office

- ☐ One or two admins only, and every member on the smallest role that fits their work.
- ☐ Deactivate any account on the day its owner leaves.
- ☐ Never share one account between people: every audit line carries a name.
- ☐ Review the audit log once a month.
- ☐ Upload documents to the AI Lawyer only when needed, without unnecessary personal data.
- ☐ Don't use MOHKAM on public computers; sign out after use on shared ones.

The AI Lawyer

A drafting and analysis assistant, not a substitute for a lawyer's judgment. Review every draft and verify every legal article and case number before relying on it.

12 First-week checklist and support

- ☐ I signed in with the temporary password, changed it, and saved the new one in a password manager.
- ☐ I connected the office e-mail; the test e-mail succeeded and arrived in the inbox, not junk.
- ☐ I added the team with the right roles and handed over their temporary passwords safely.
- ☐ Every member signed in and changed their password (their last sign-in shows next to their name).
- ☐ I added a test client, case and hearing, and the hearing reminder arrived.
- ☐ I installed the app on my phone and computer.
- ☐ I opened the Audit Log and got to know it.

Support

Channel	Details
Phone / WhatsApp	+971 52 127 0315
E-mail	contact@banar.ae · technical support support@mohkam.banar.ae
Website	mohkam.banar.ae

When reporting a problem

Give the office name, the page, the approximate time and what you saw. Never send passwords or client documents.