وزارة البلديات والإسكان
Ministry of Municipalities and Housing

User Guide for the Customer Relations System
Submitting a Report

Login to the System

1) After accessing the system link, the following screen will appear, where the user enters the following details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button. The security code can be changed by clicking the circular arrow icon.
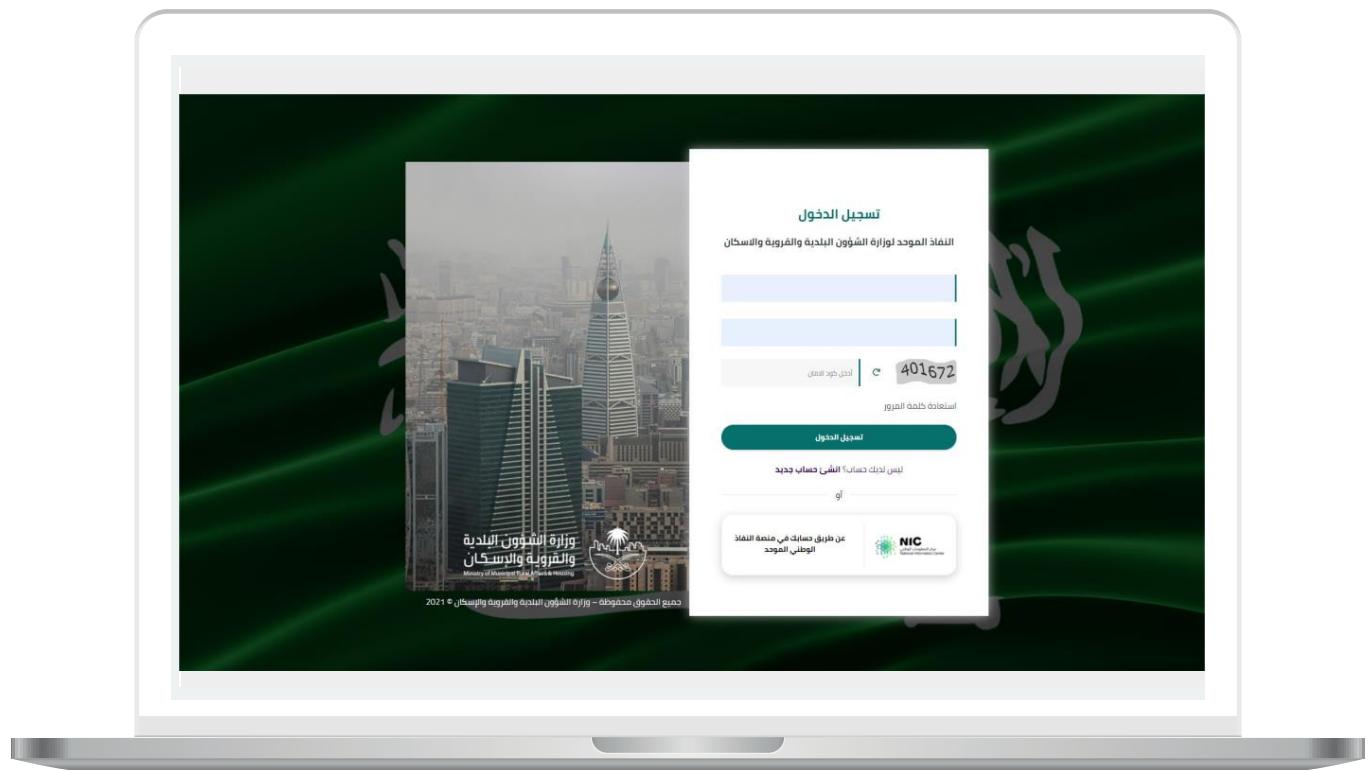
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.
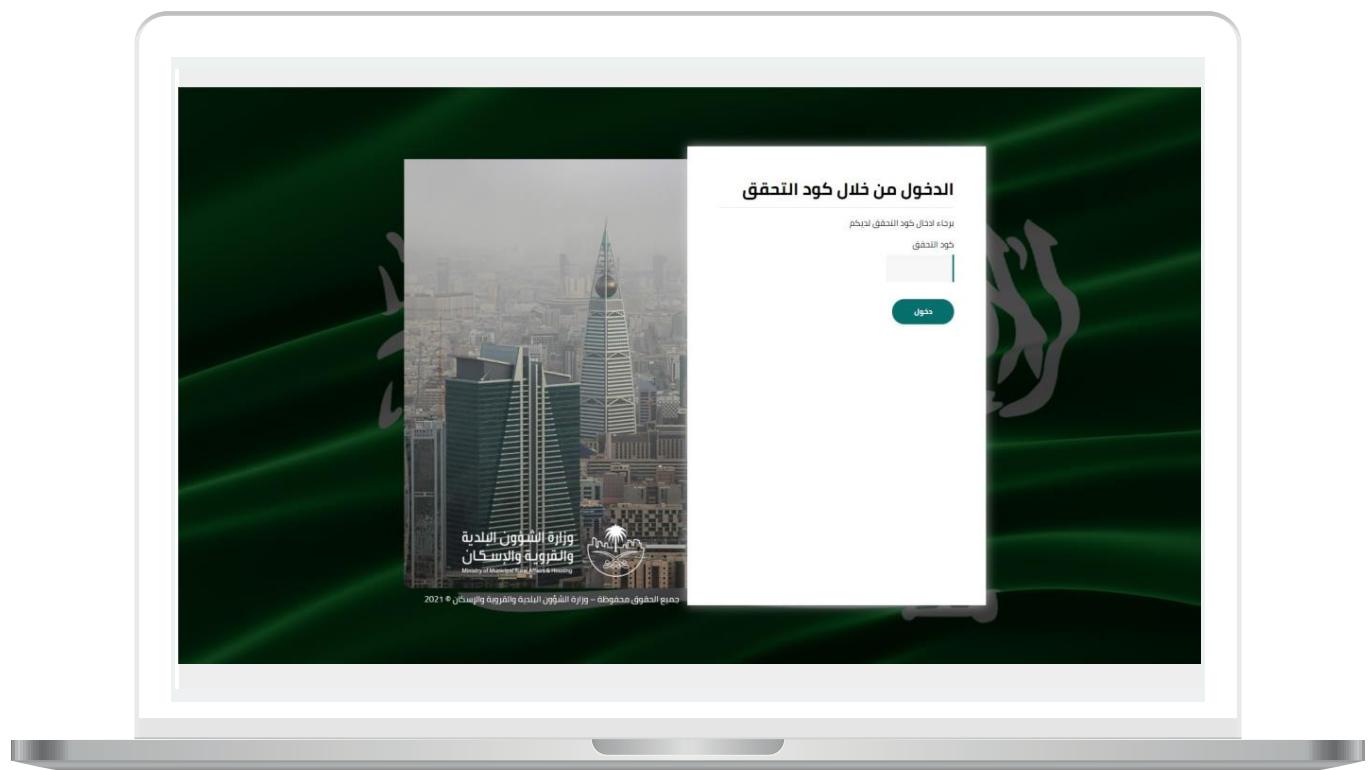
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

To start the service application, the user must click the (**View Products**) button.
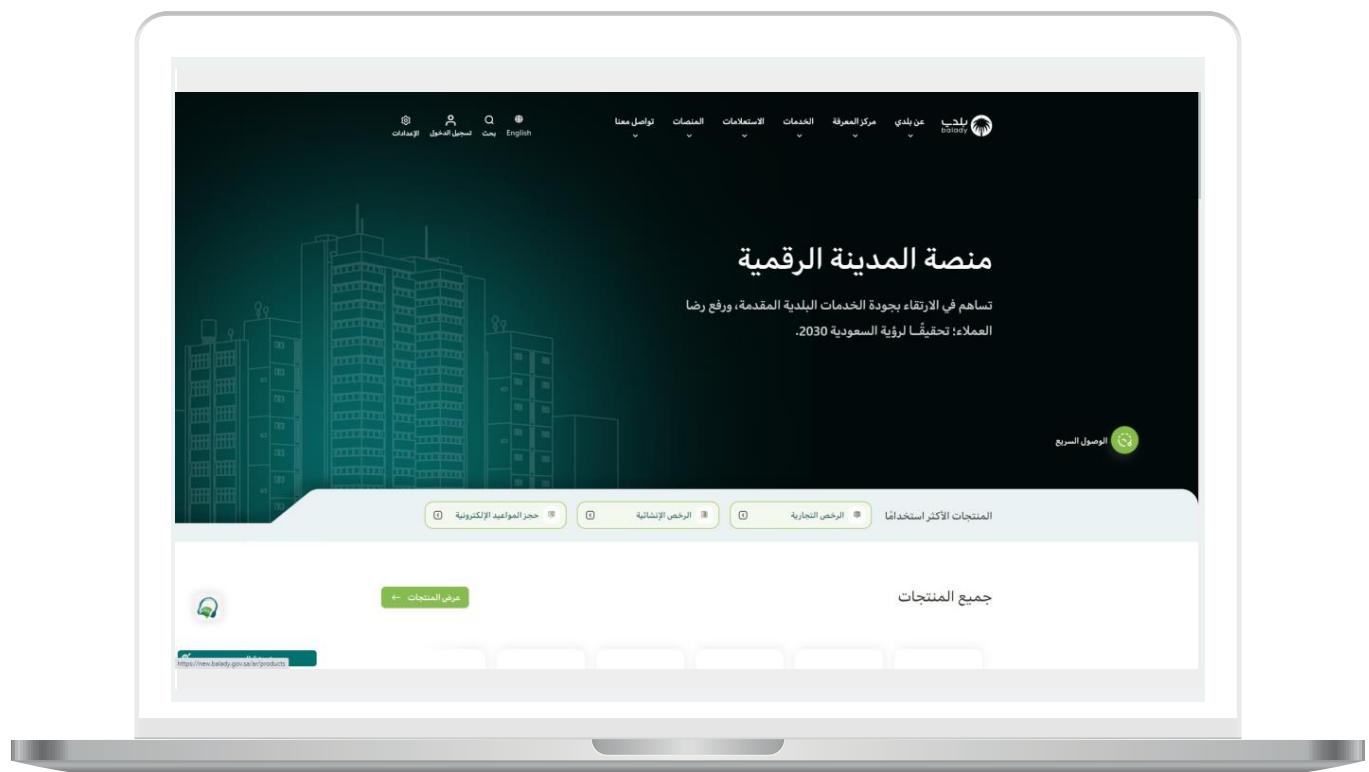
4) The following screen appears, displaying Balady products, where the user selects (**Customer Relations System**).
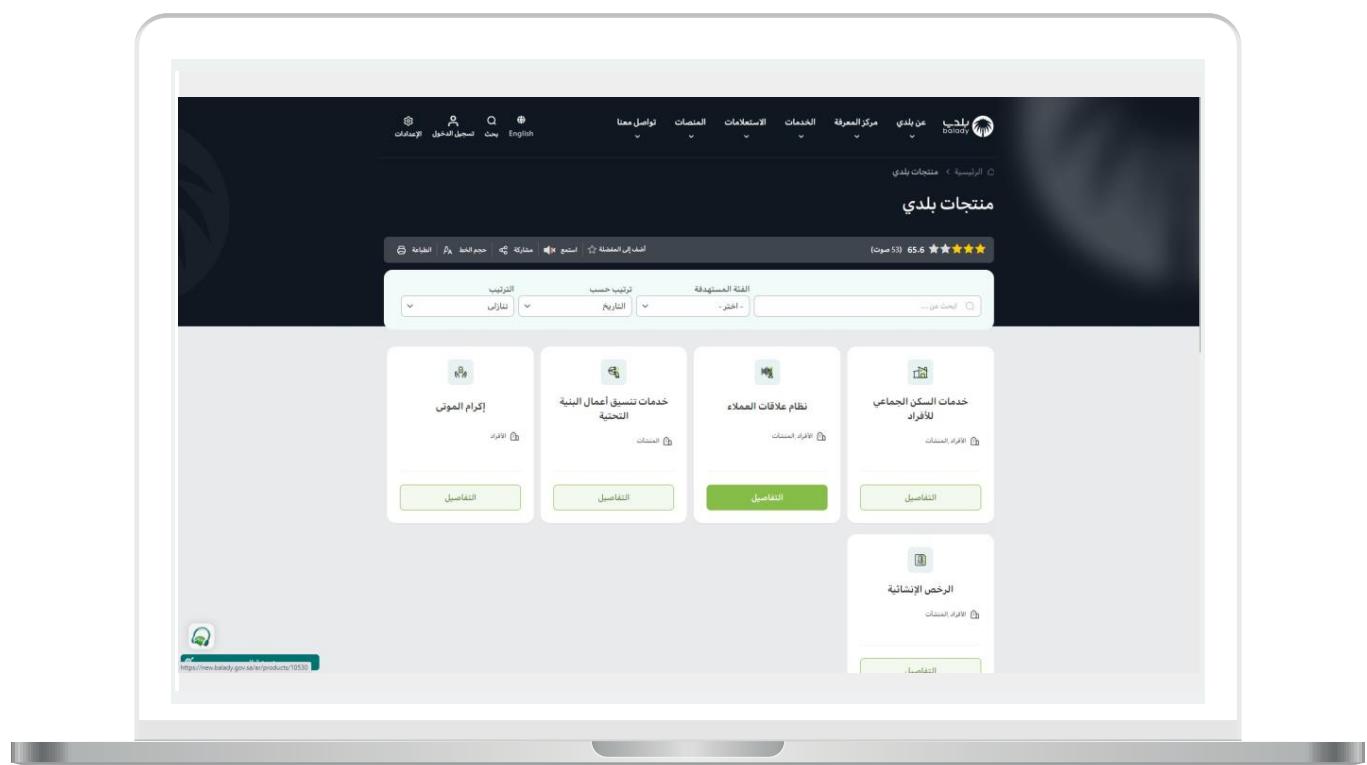
5) The next screen appears, where the user selects (**Submit a Report**) as shown below.
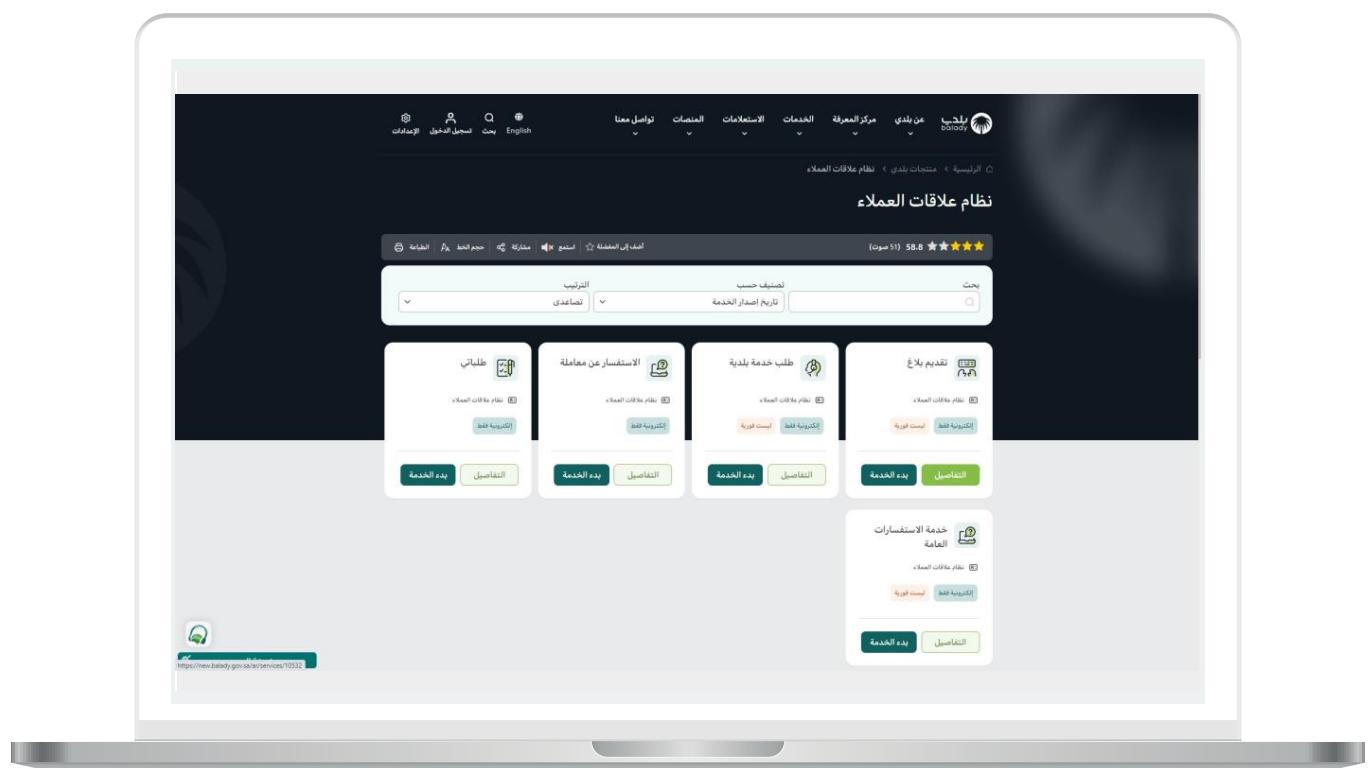
6) The following screen appears, displaying the (**Service Card**), which includes details such as (**How to Apply, Requirements, Conditions and Fines, etc.**).
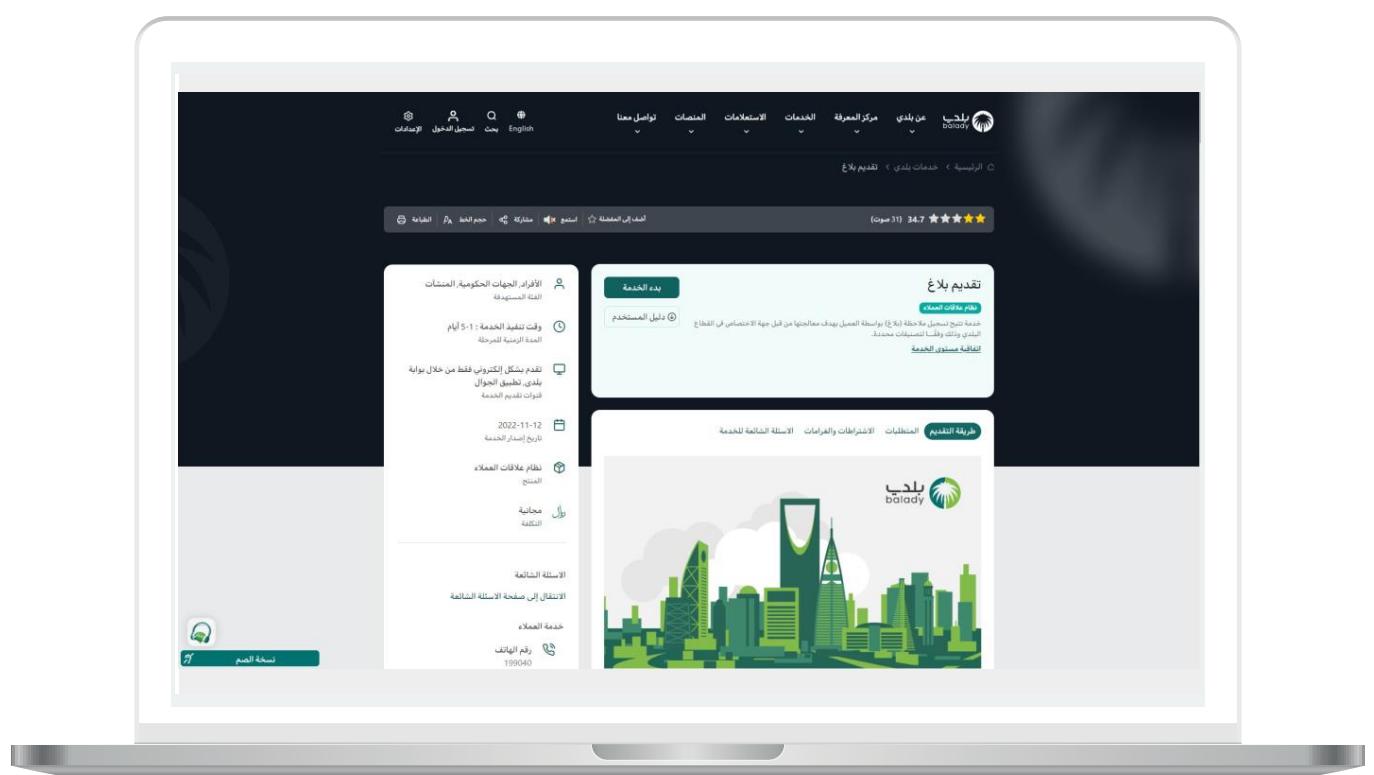
7) To start the application process, the user clicks (**Start Service**).
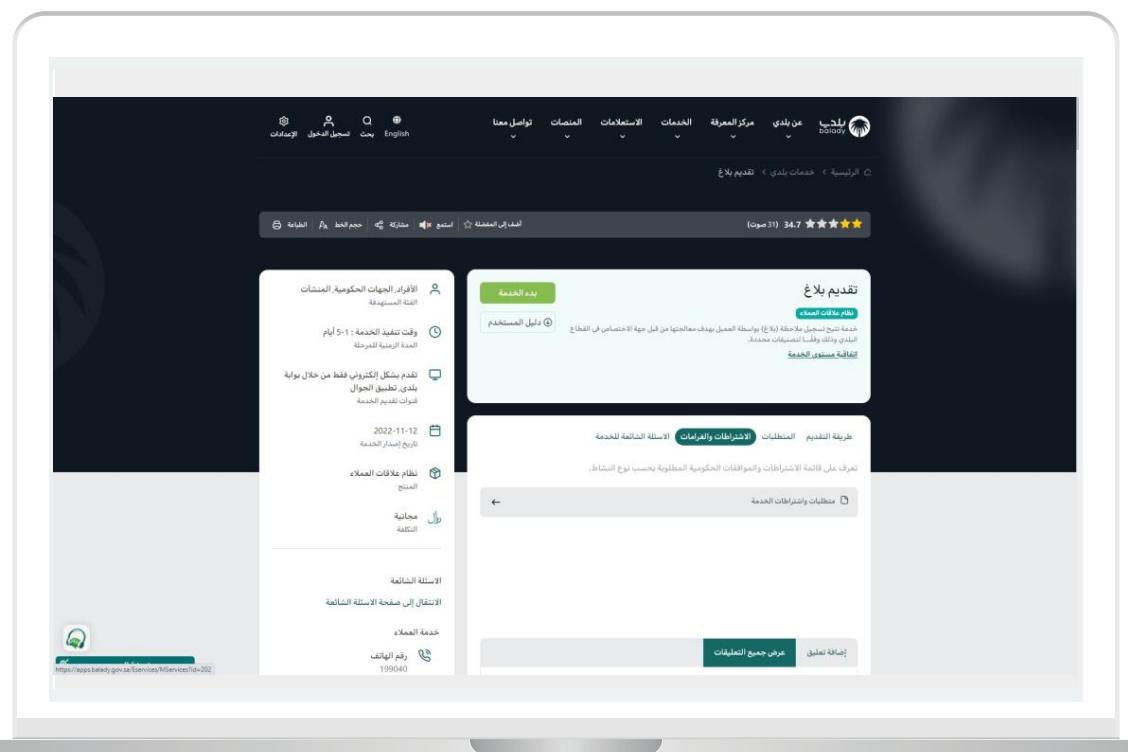
8) The report form then appears, as shown below, where the user first searches for the report location using the (**Search for Location**) field.
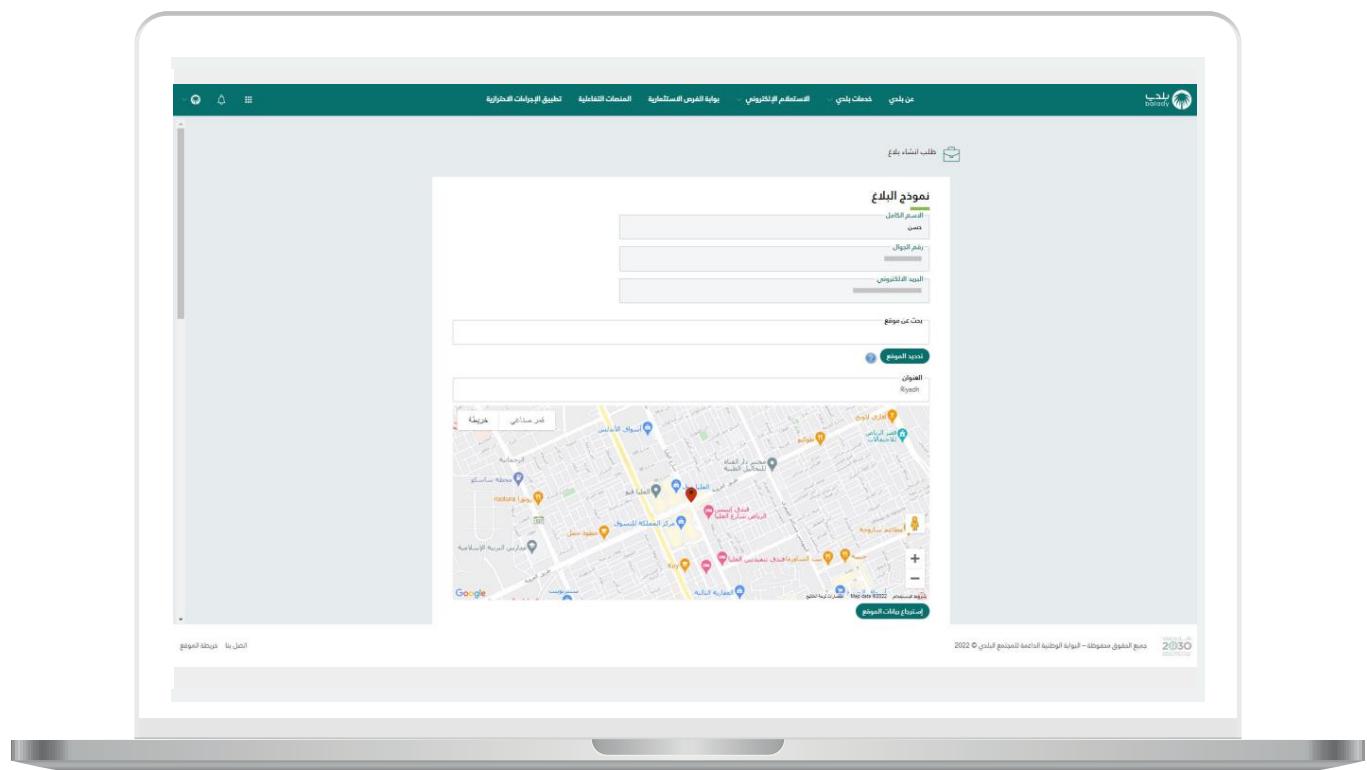
9) After entering part of the report location, all available options are displayed as shown below, allowing the user to select the desired location.
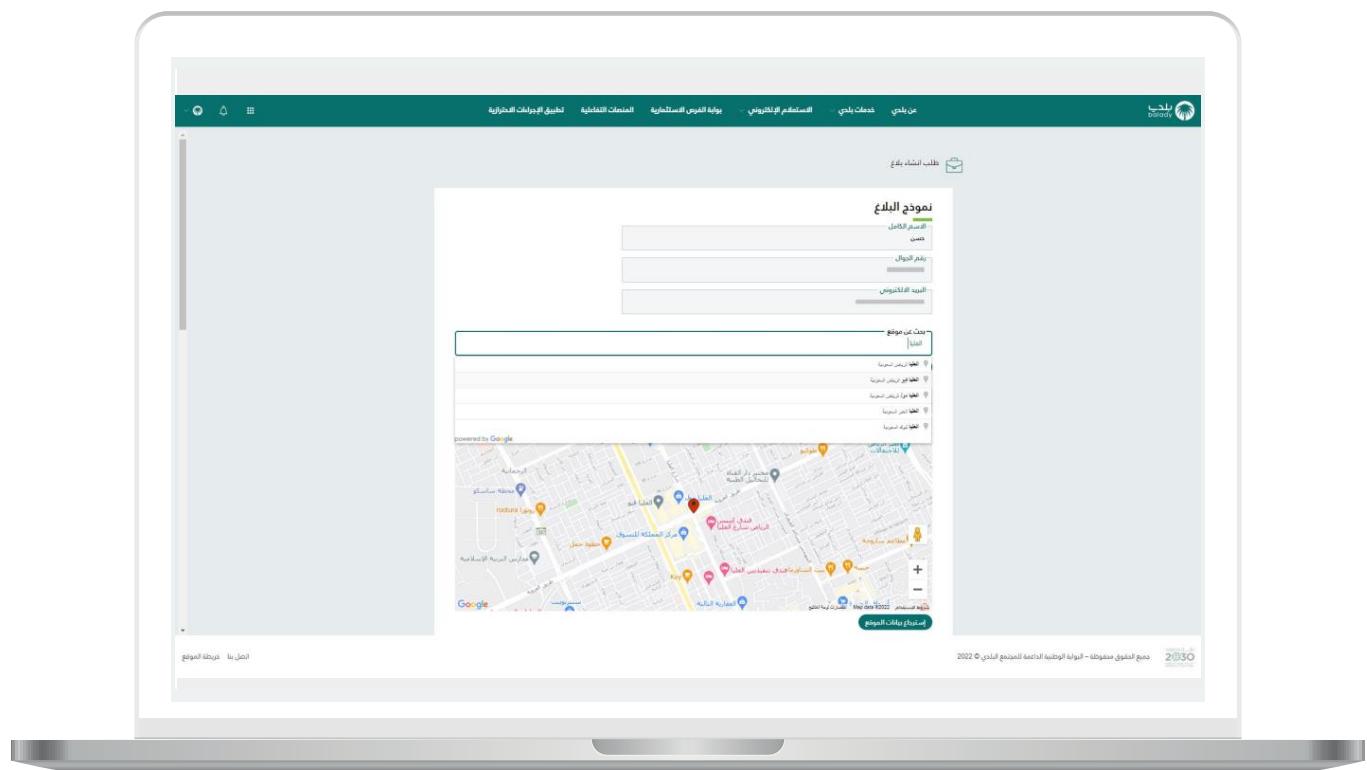
10) The user then clicks the (**Set Location**) button, prompting the system to retrieve the (**Address**) field value.
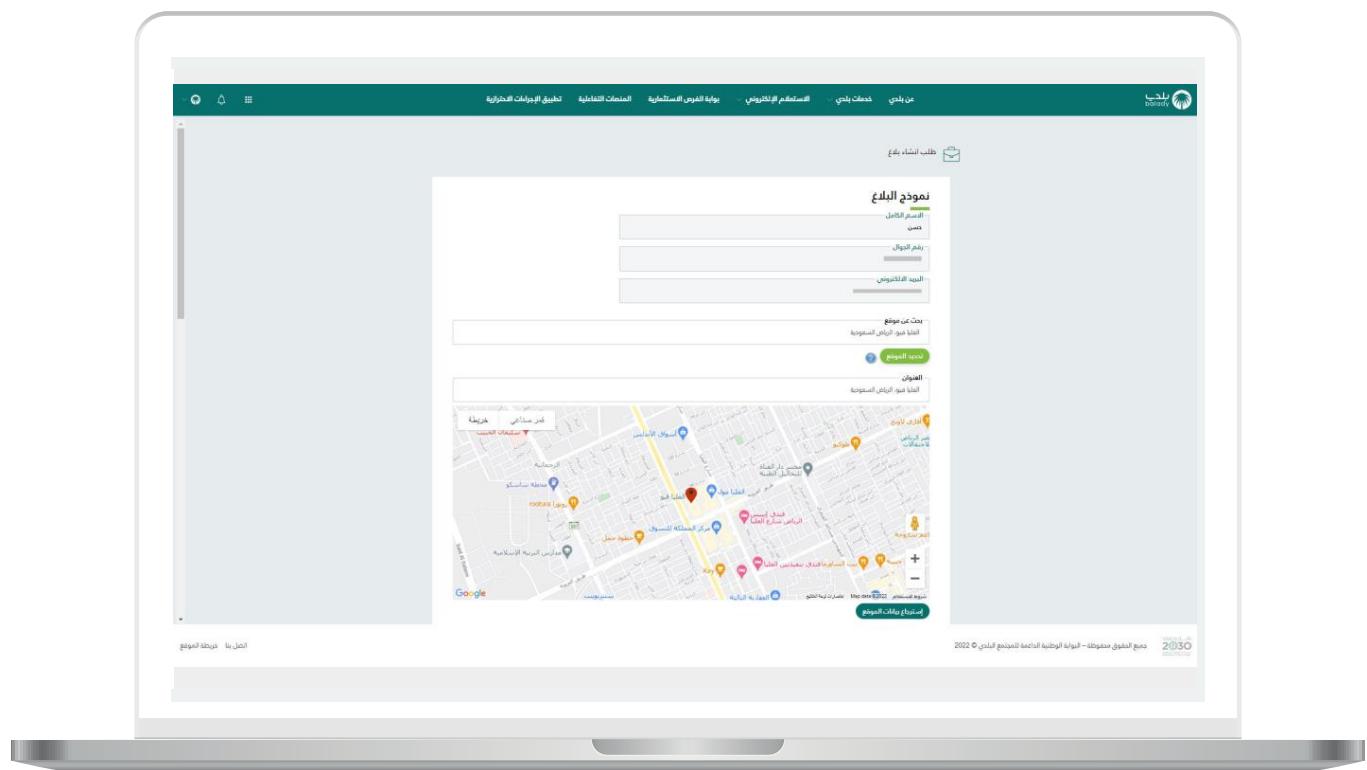
11) The user clicks the (**Retrieve Location Data**) button, automatically populating the following fields: (**Municipality, Secretariat, Sub-Secretariat, and Source Address**).
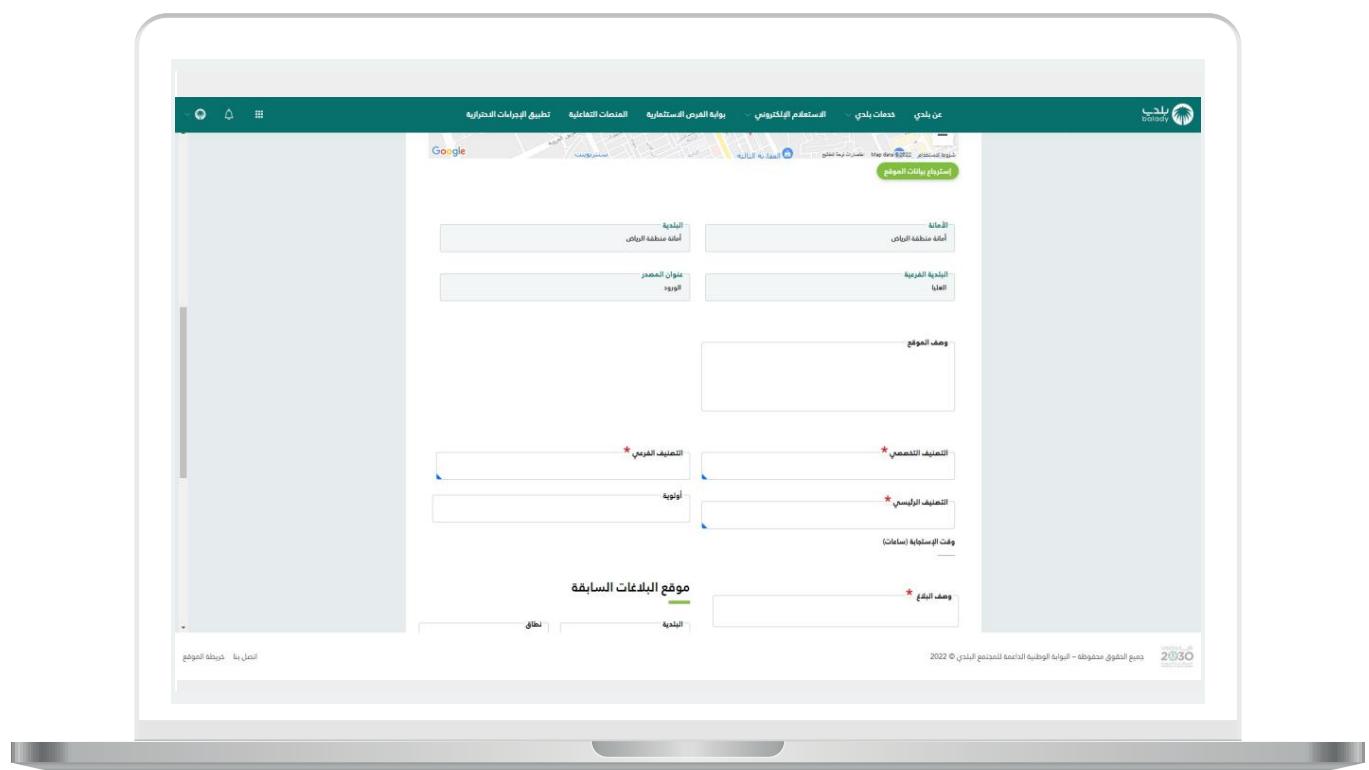
12) The user enters the (**Site Description**) field and types part of the (**Specialized Classification**) field value to display the available options.
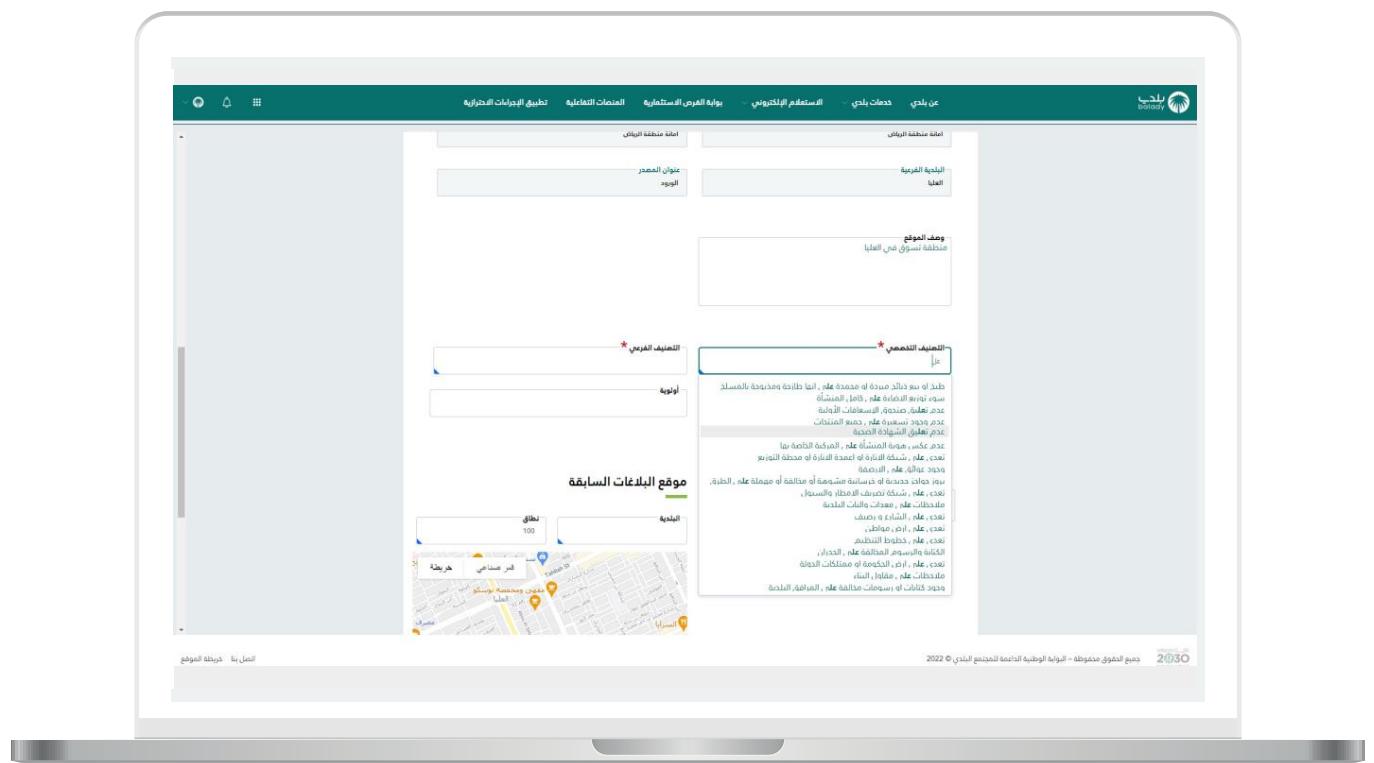
13) The user selects a value for the (**Sub-Classification**) field.
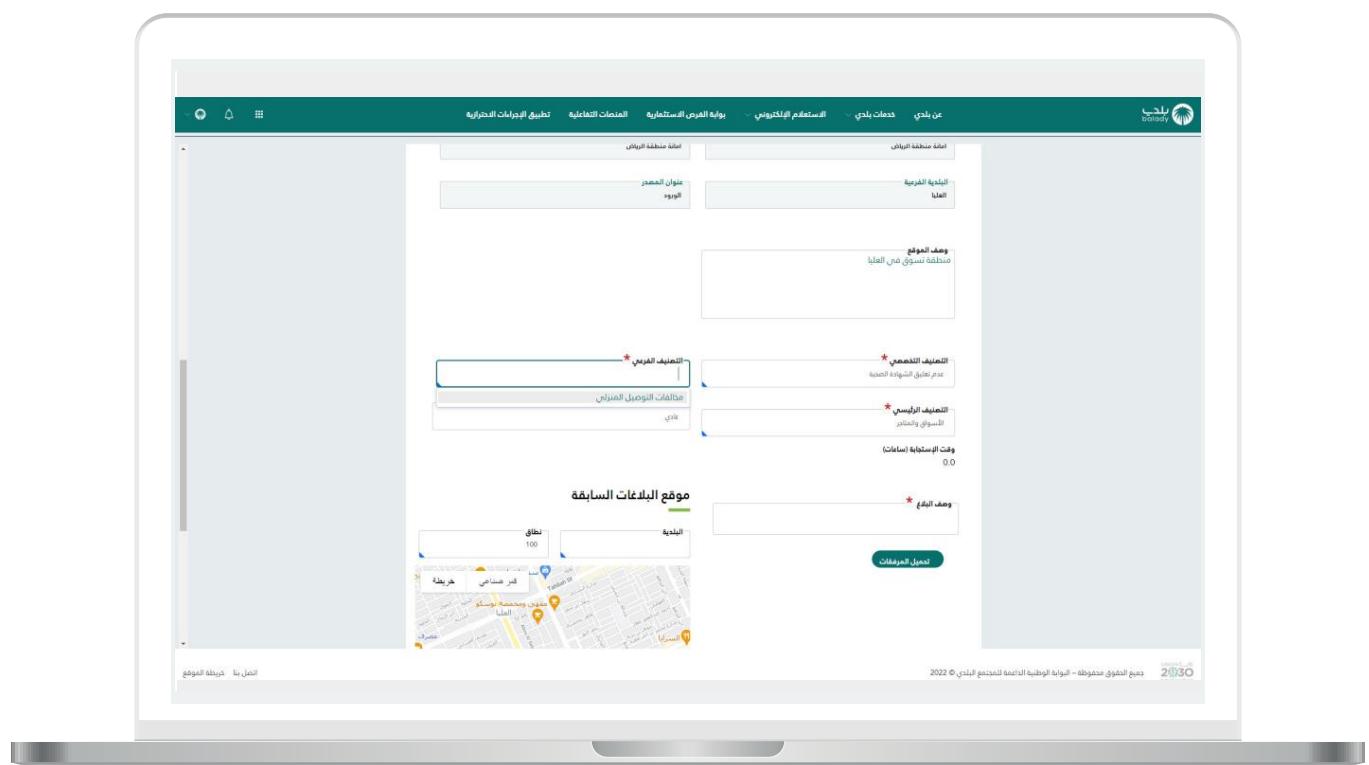
14) After entering values for the following fields: (**Main Classification, Notification Description**), the user fills in the (**Municipality**) field under the (**Previous Reports Site**) section to display all municipalities.

15) The user selects the (**Range**) field value, which includes one of the following options: (**100, 300, 500**).
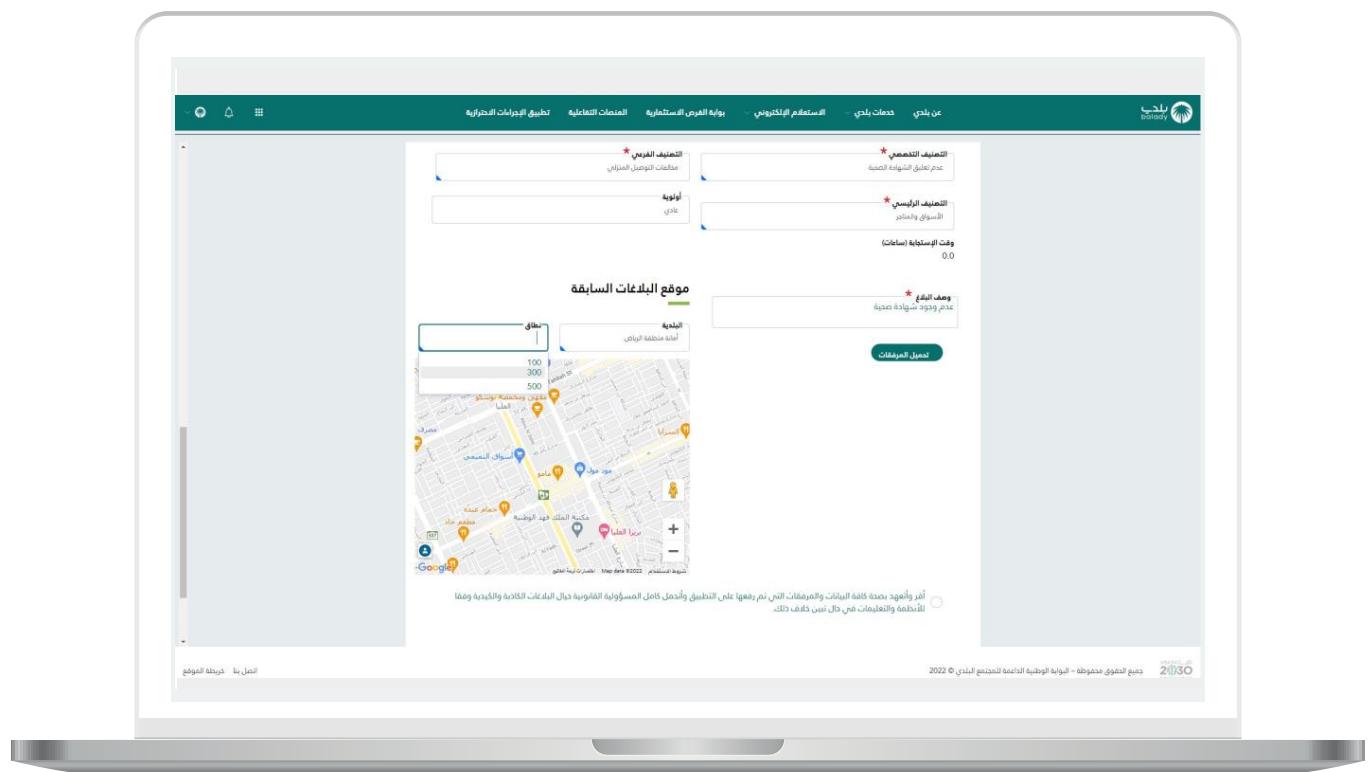
16) The user then agrees to the acknowledgment/commitment and clicks the (**Upload Attachments**) button, as shown below.
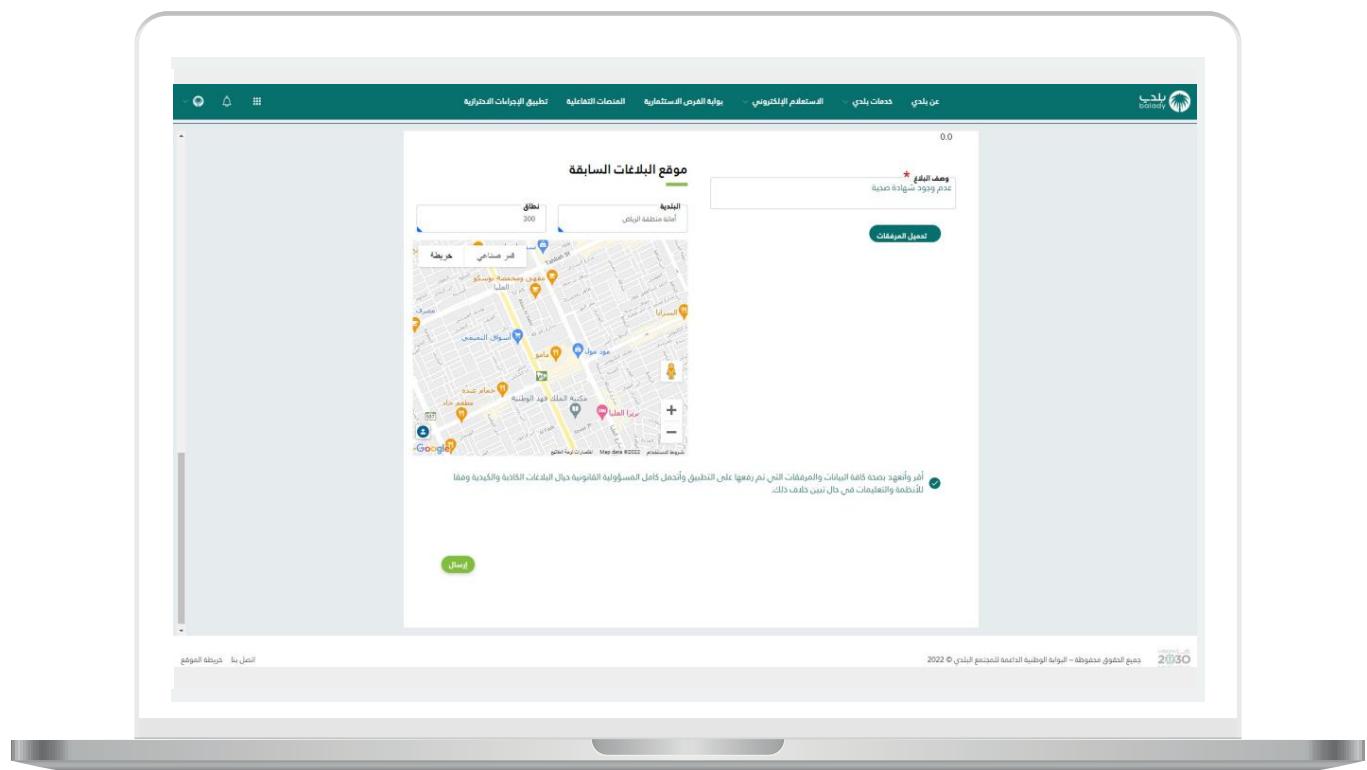
17) A pop-up screen for attachments appears, allowing the user to add attachments by dragging and dropping files or by clicking the (**Select File(s)**) button and choosing attachments from the device, as shown below.
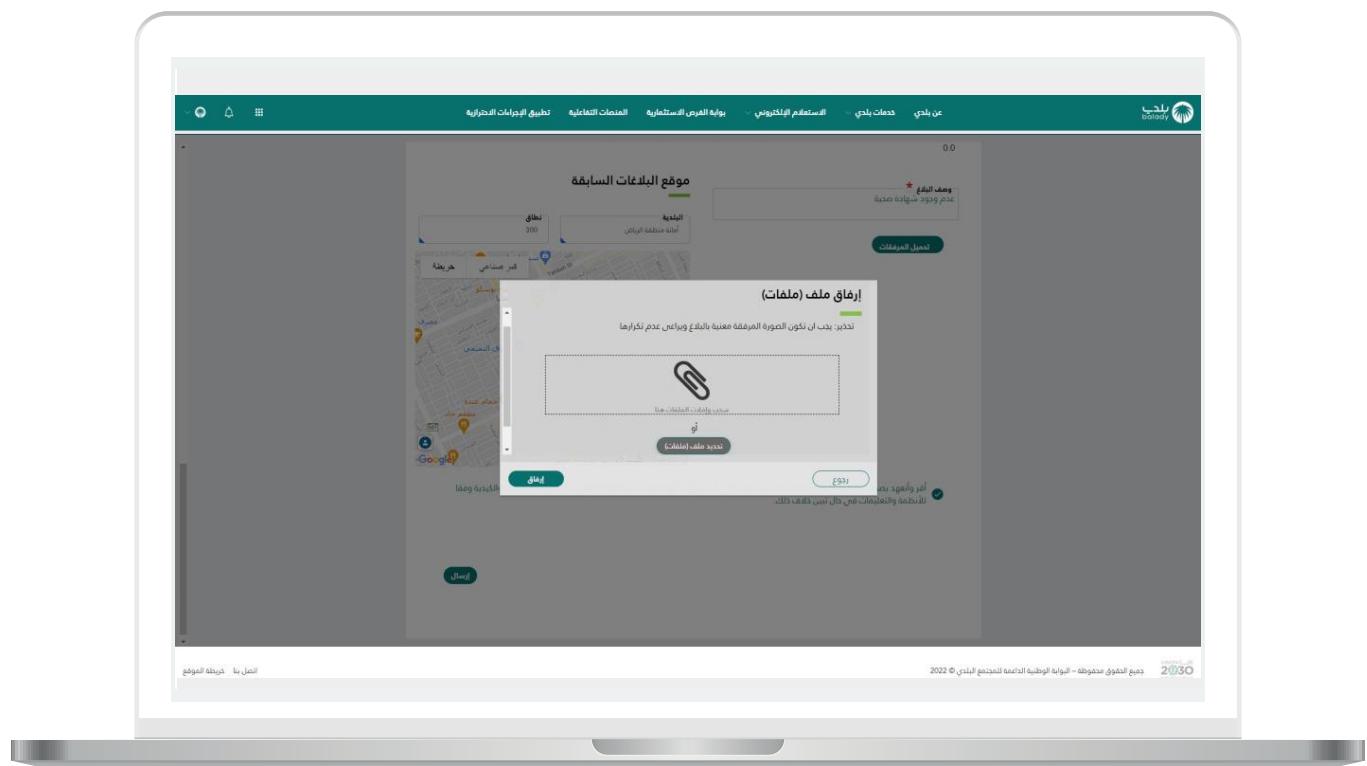
18) The uploaded attachment appears as shown below, with the option to remove it by clicking the trash icon.
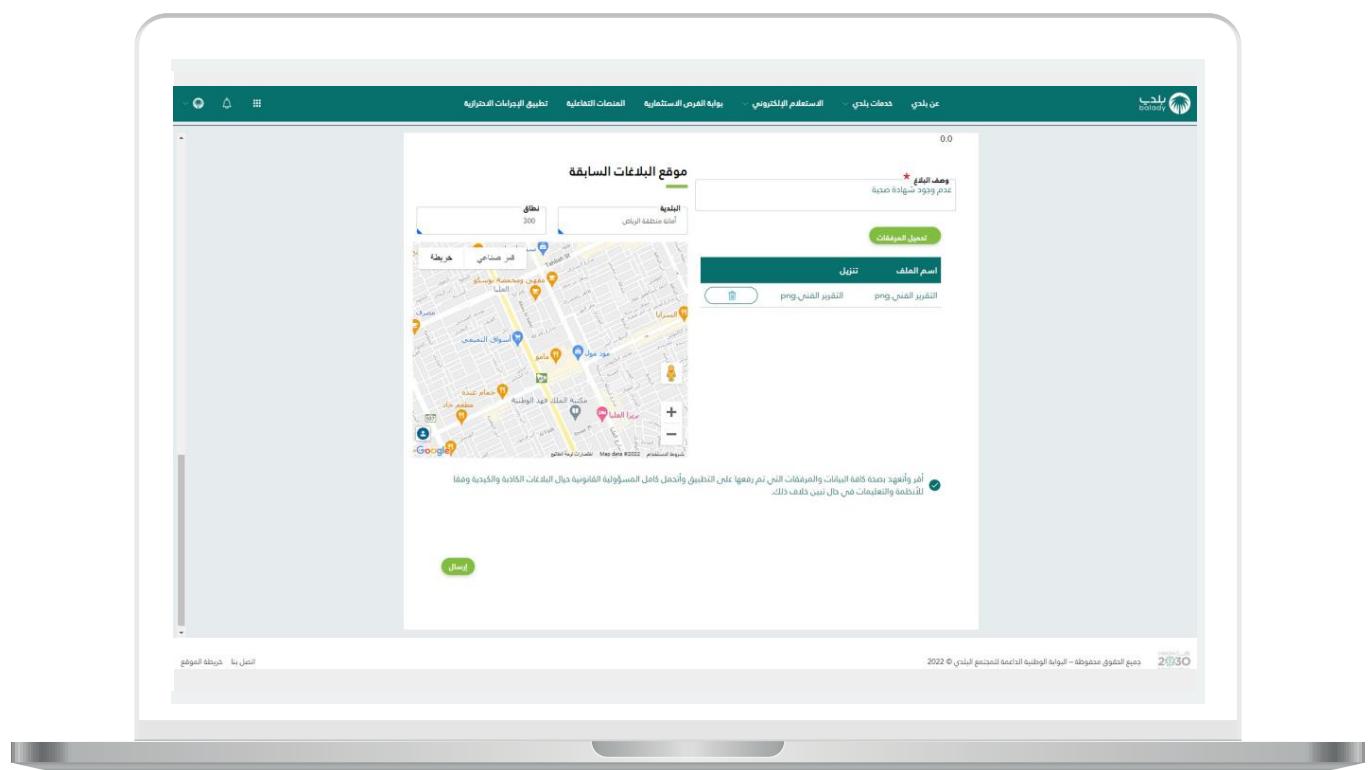
19) Multiple attachments can be added in the same way, as shown below. Then, the user clicks the (**Submit**) button.
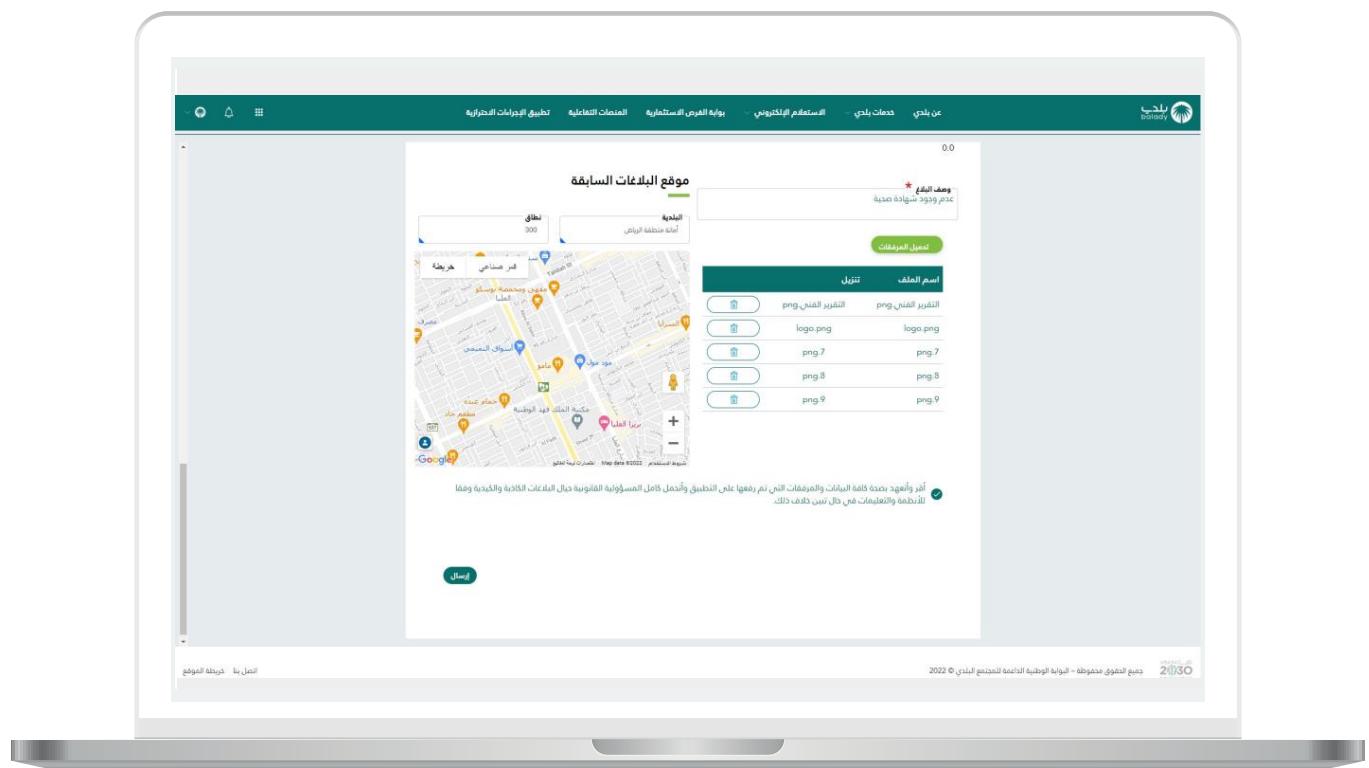
20) After clicking (Submit), the report is successfully submitted, and a confirmation message appears.
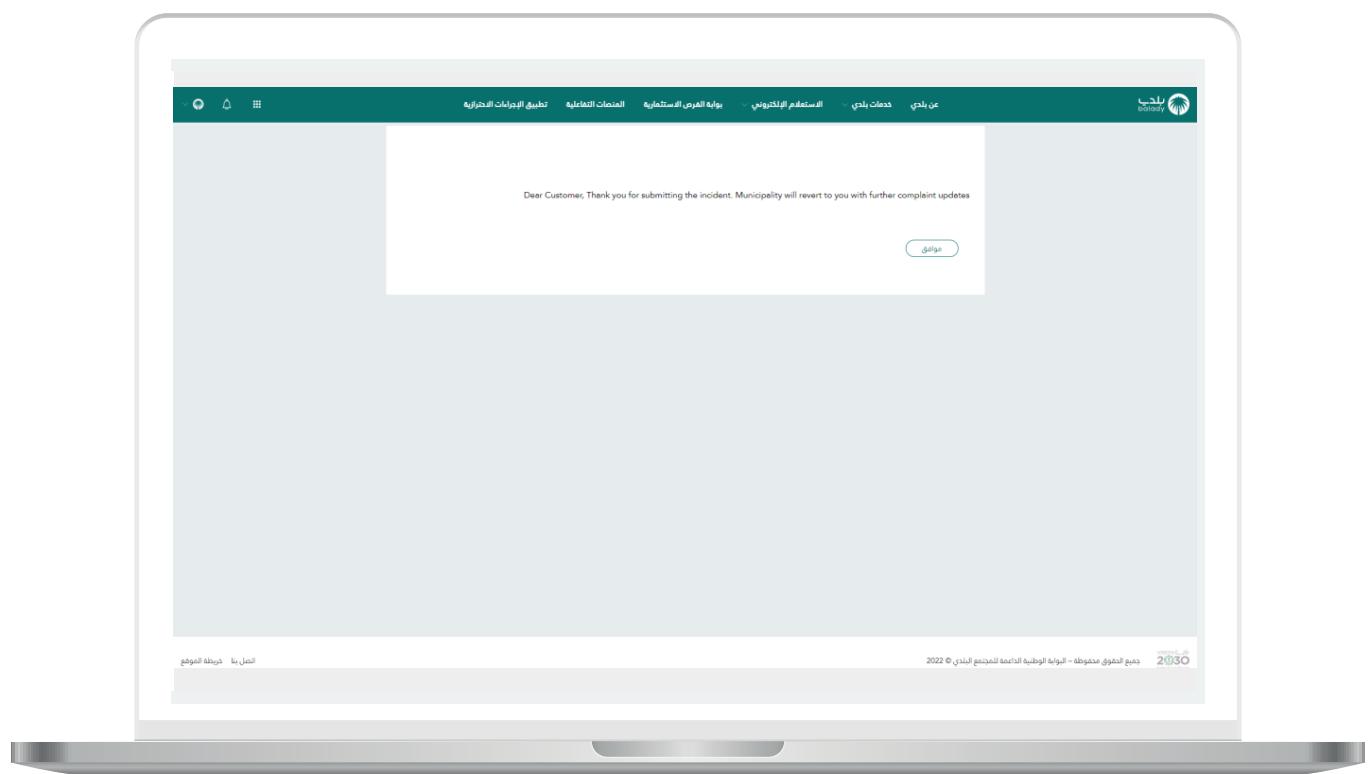
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