



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Service of
Electronic Appointment Booking

Beneficiary's
Copy

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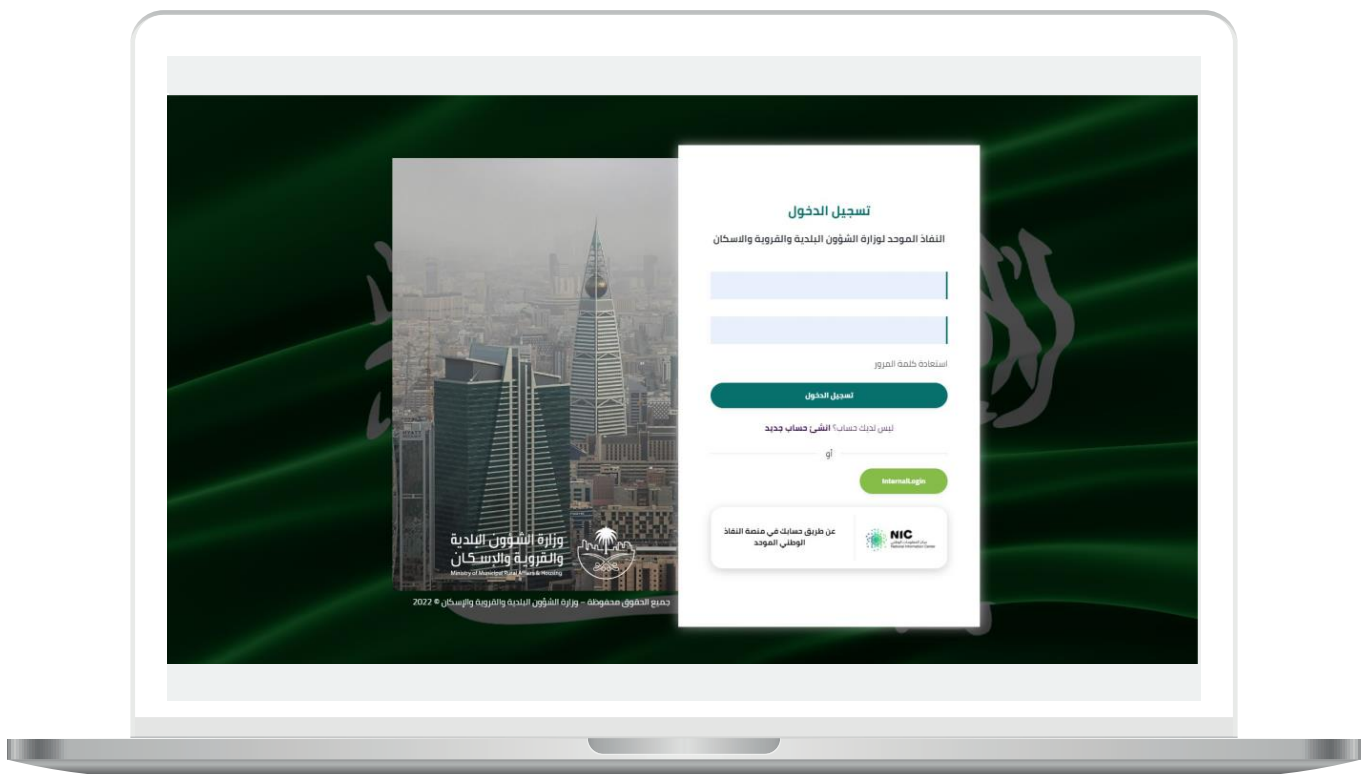
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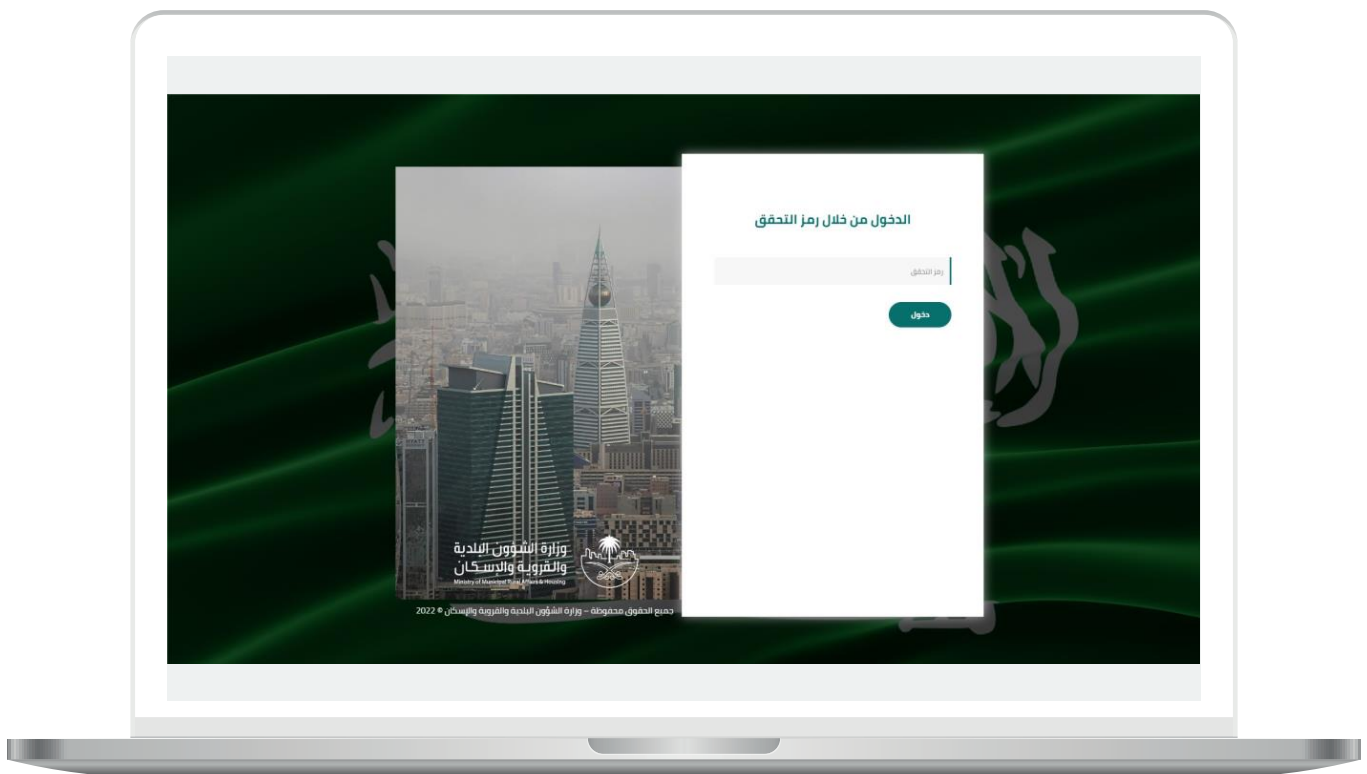


Login to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password**) and then clicks the (**Login**) button.



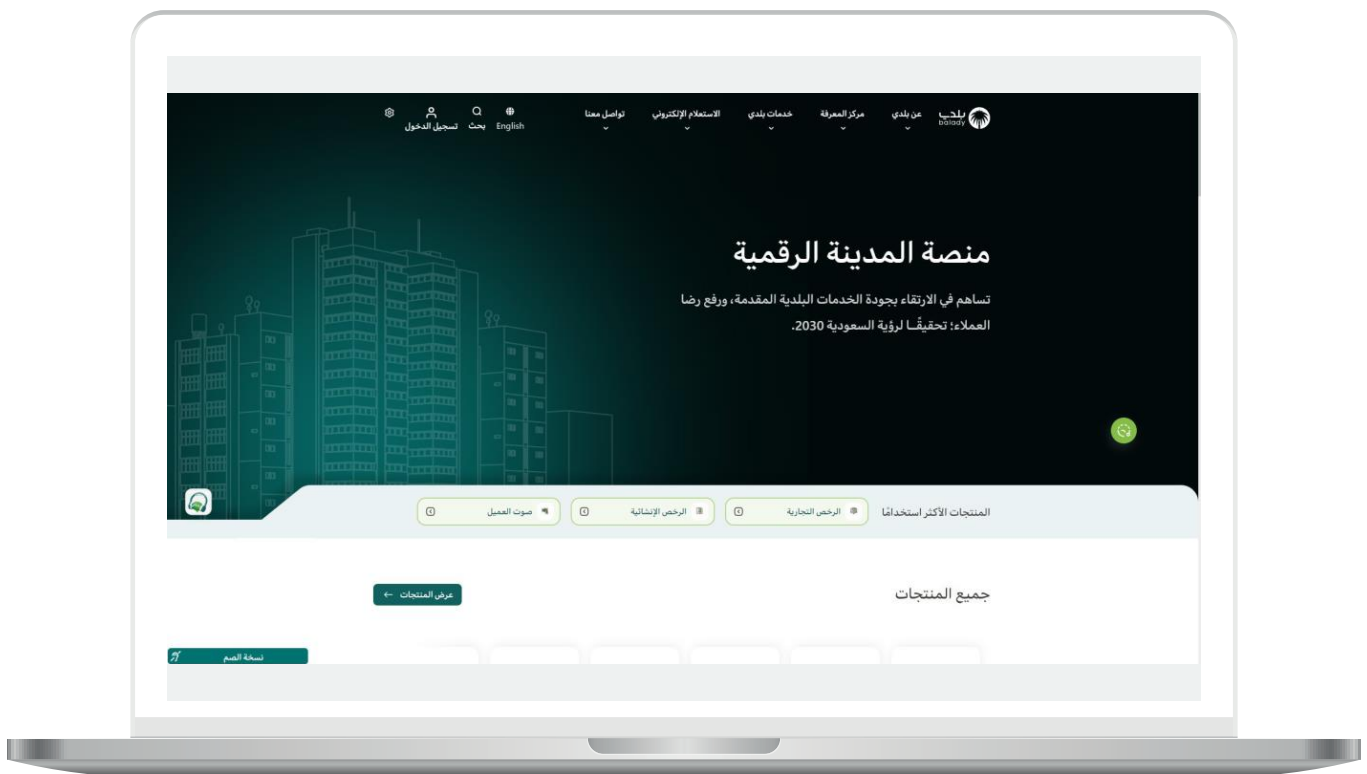
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



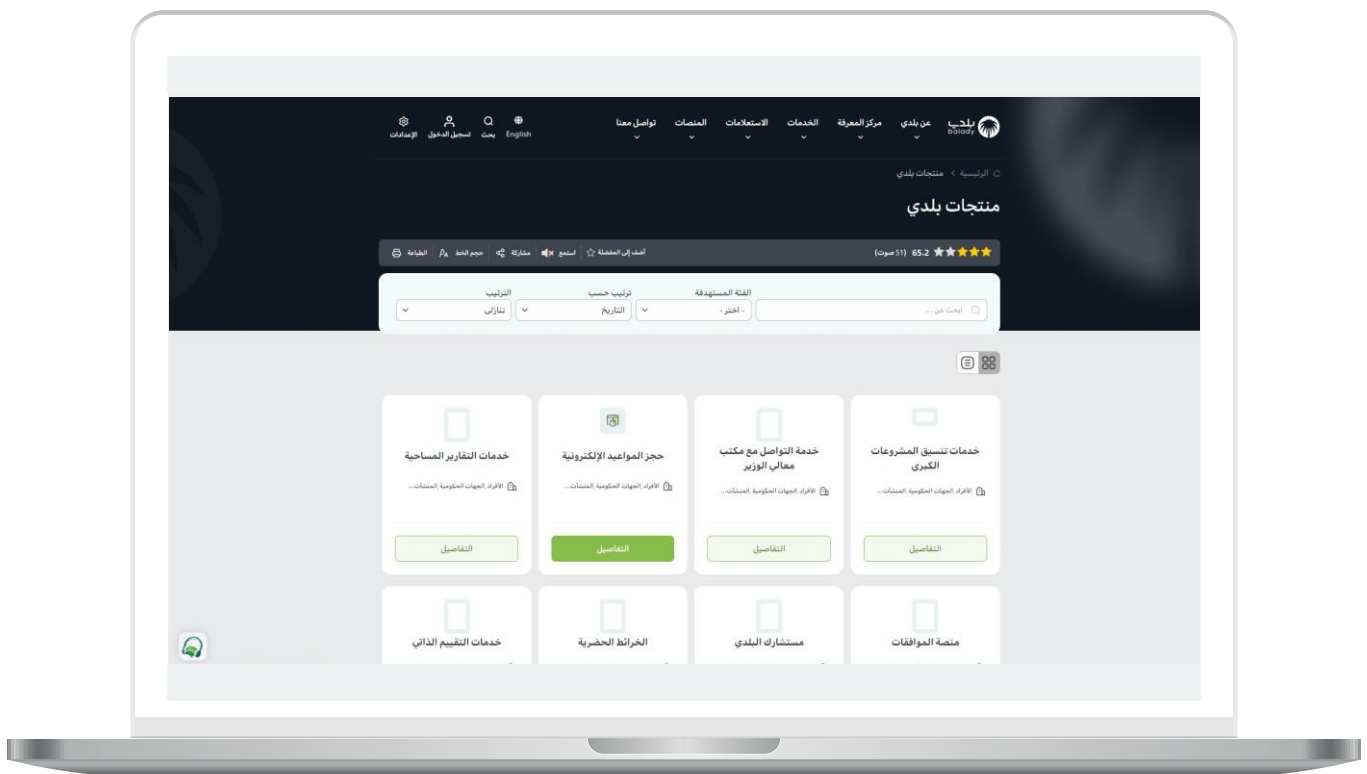
Steps of Service Request

1) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

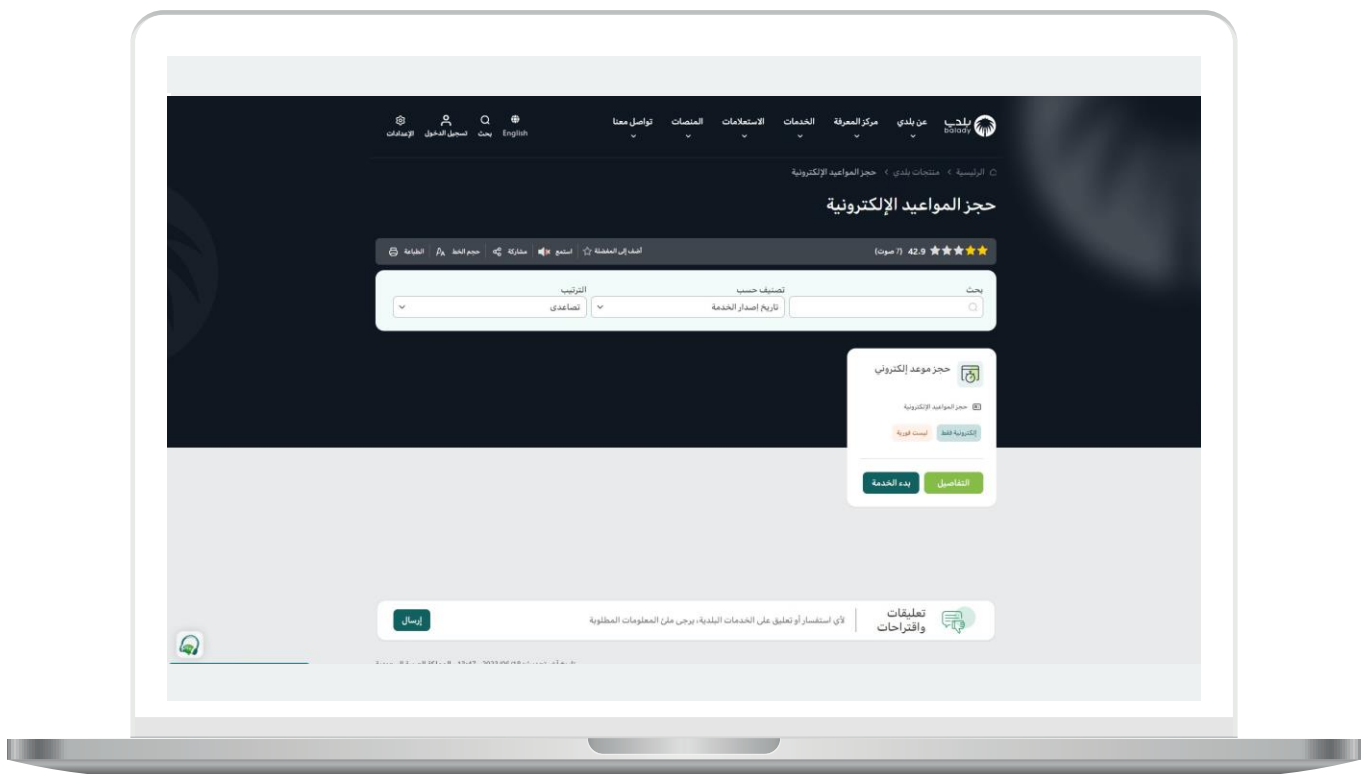
The user then clicks the **(View Products)** button.



2) Next, the user clicks the **(Details)** button under the **(Electronic Appointment Booking)** icon, as shown below.

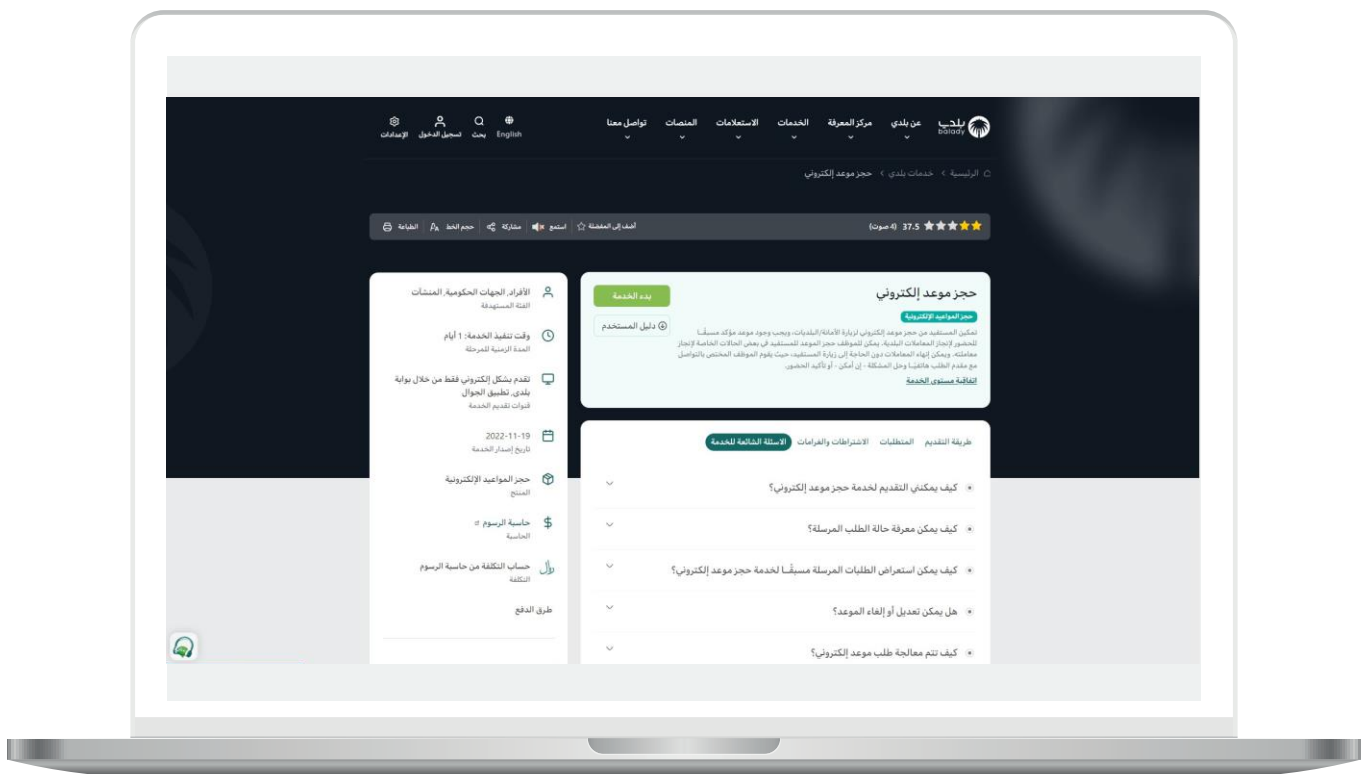


3) The user then clicks the **(Details)** button under the **(Electronic Appointment Booking Service)**.



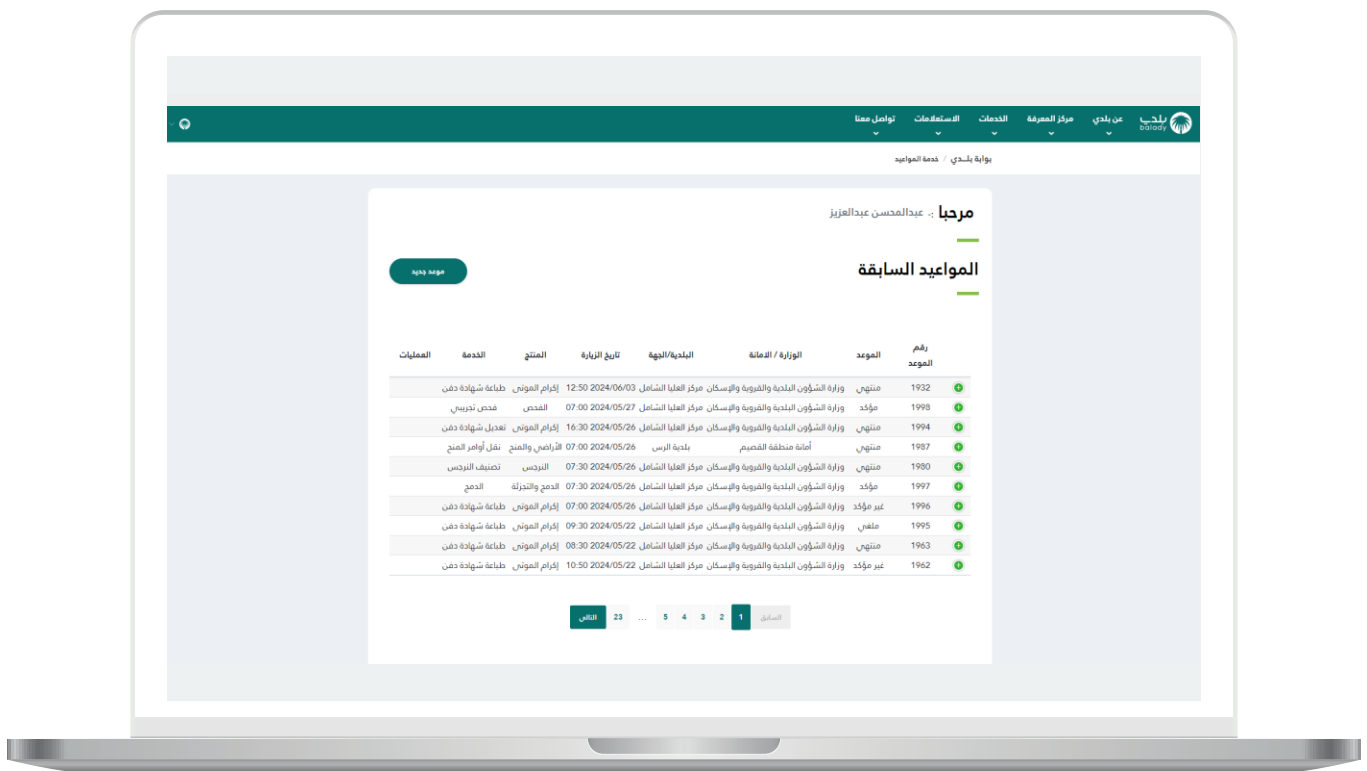
4) The next screen appears, displaying service details such as (How to Apply, Requirements, Conditions and Fines, etc.).

To start the application process, the user clicks the (Start Service) button.



5) The system redirects the user to a new screen displaying all previously booked appointments (**Previous Appointments**).

The user can book a new appointment by clicking the (**New Appointment**) button.



6) After clicking **(New Appointment)**, the next screen appears, where the user selects the **(Purpose of Visit)**, which includes four types: **(Request, Complaint, Inquiry, Follow-up on an Existing Request)**.

The user also selects values from the following dropdown menus: **(Ministry/Municipality)**, **(Municipality/Entity)**, **(Product)**, **(Service)**, **(Visit Type)**. Optionally, the user can enter a value for the **(Previous Transaction Number)** field and is required to describe the reason for the visit in the **(Describe Your Visit)** field.

The screenshot shows a web application interface for appointment booking. The main form is titled "بيانات المراجعة" (Review Data). It includes the following fields and options:

- الغرض من الزيارة** (Purpose of Visit): Radio buttons for ☐ طلب (Request), ☐ شكوى (Complaint), ☐ استفسار (Inquiry), and ☐ متابعة طلب قديم (Follow-up on an Existing Request).
- الوزارة / الجهة** (Ministry/Entity): A dropdown menu with a plus icon.
- رقم المعاملة السابقة** (Previous Transaction Number): A text field.
- الخدمة** (Service): A dropdown menu with a plus icon.
- نوع الزيارة** (Visit Type): A dropdown menu with a plus icon.
- صف لنا أسباب زيارتك** (Describe Your Visit): A large text area.
- خانة خاصة** (Special Box): A text field.
- المرافقات (الكمبيوتر و/أو الهاتف)** (Accompanying (Computer and/or Phone)): A text field.
- رمز التحقق** (Verification Code): A text field with a plus icon.

At the bottom right, there is a QR code with the number 4631. Below the form are two buttons: a red "إلغاء" (Cancel) button and a green "إرسال الطلب" (Send Request) button.

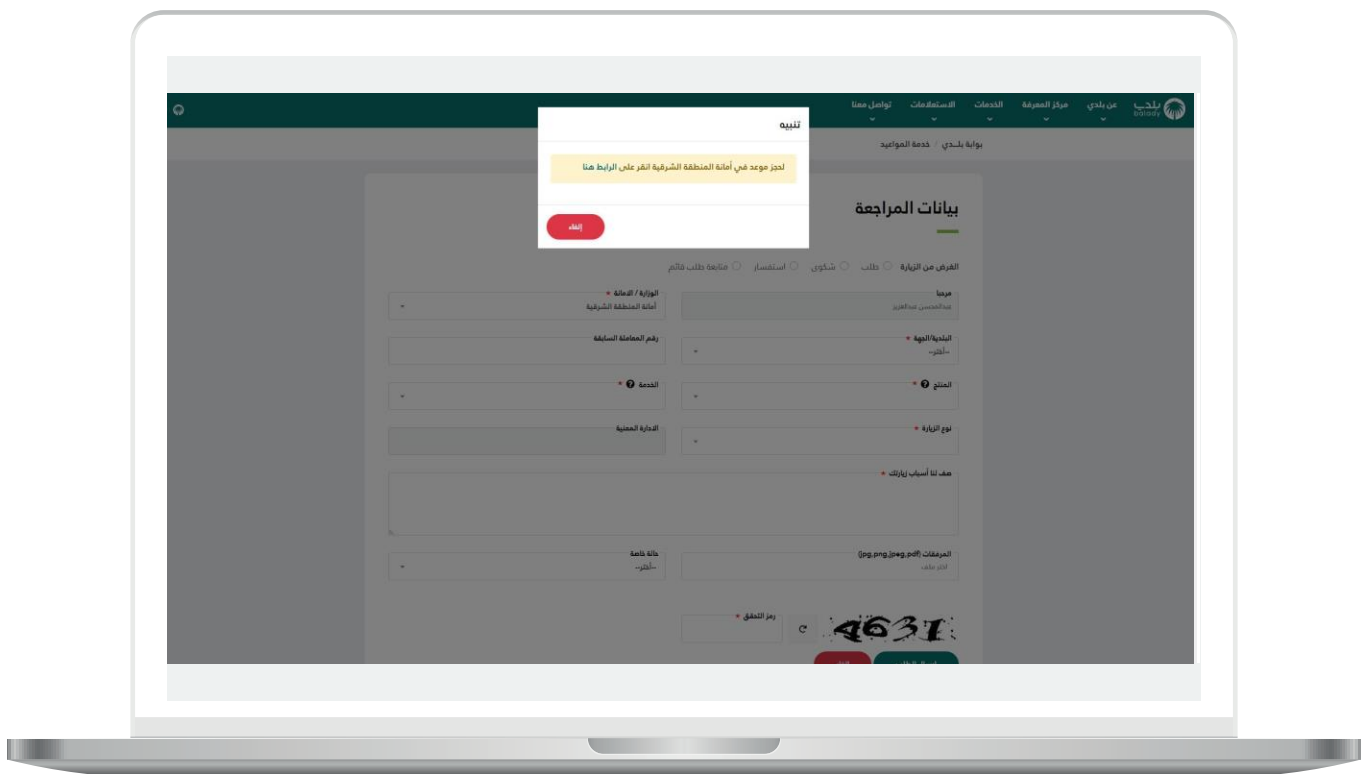
Attachments can be added if available by clicking the (**Attachments**) field and selecting a file in one of the following formats: PDF, JPEG, PNG, JPG.

If the applicant has a special condition, they can select from the (**Special Condition**) dropdown menu, which includes options like Senior Citizen or Person with Special Needs (**optional field**).

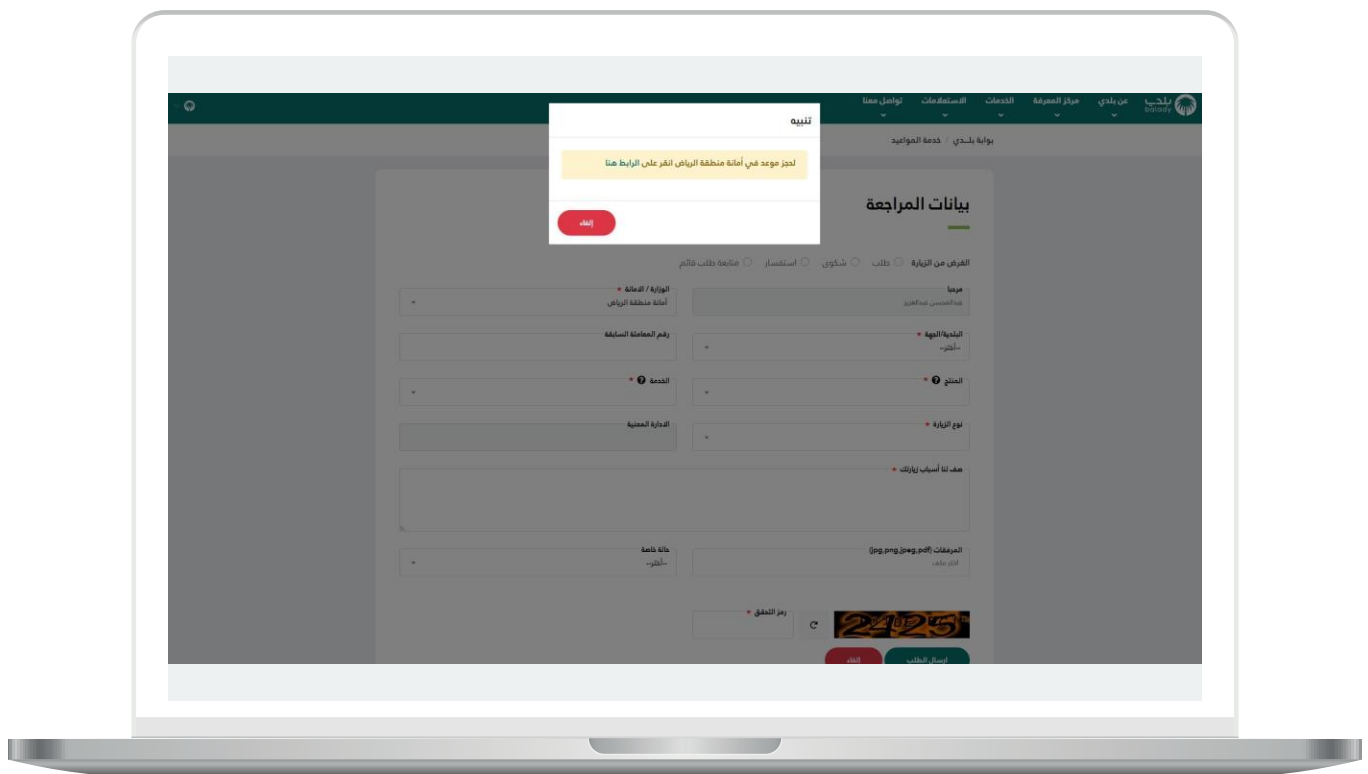


7) If the user wants to book an appointment in Eastern Province Municipality or Riyadh Municipality, a link will be displayed to redirect them to the respective system for booking.

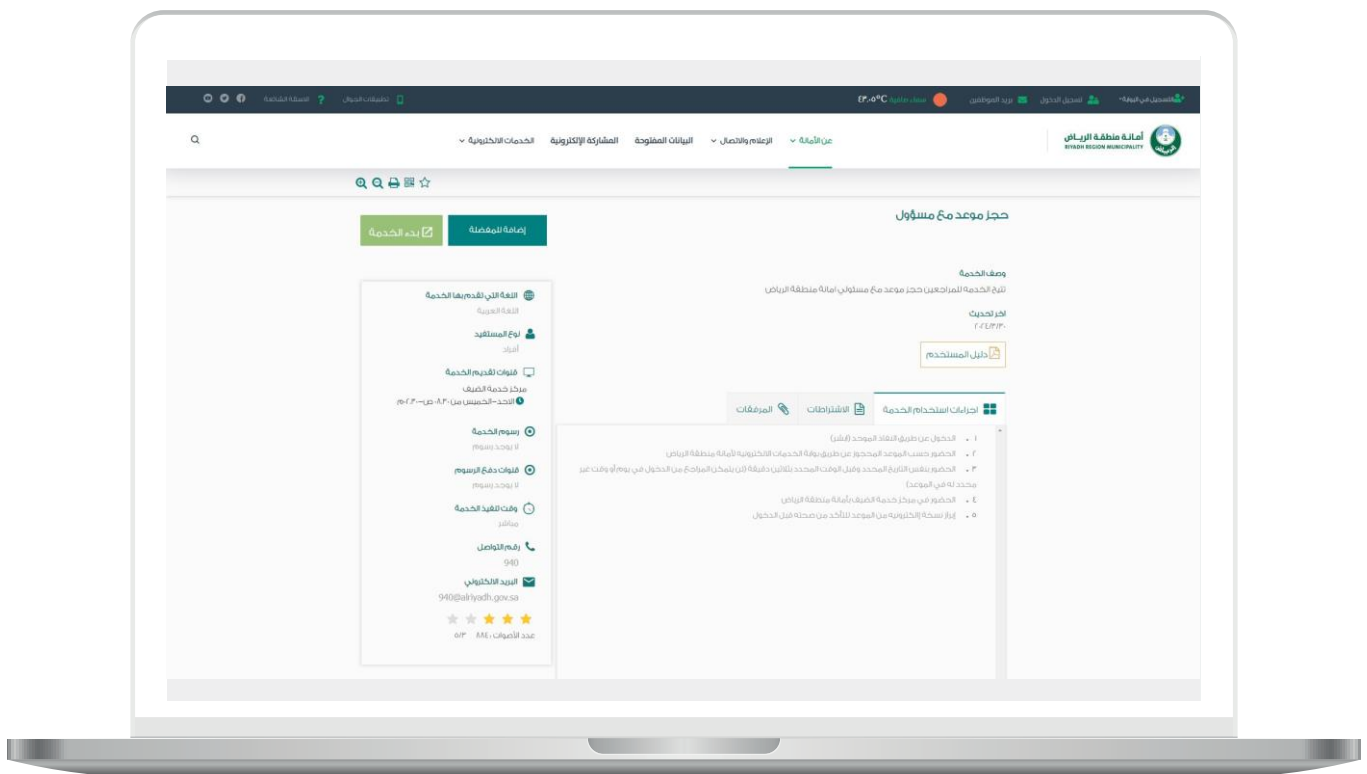
If Eastern Province Municipality is selected, a notification message appears prompting the user to click **(Here)** to proceed with booking.



9) If Riyadh Municipality is selected, a similar message appears, prompting the user to click **(Here)** to proceed with booking.



10) The system then redirects the user to the Riyadh Municipality website for booking.



11) The user selects one of the available appointment dates and times displayed on the screen.

Then, the user enters the (**Verification Code**) from the CAPTCHA and clicks (Submit Request). The user can cancel the appointment booking by clicking (**Cancel**).

بطلب
B2030

عن بلدي

مركز الصعيفة

الخدمات

الاستعلامات

تواصل معنا

بوابة بلدي / خدمة المواعيد

إتمام المواعيد

طريقة شهادة فحص

نوع الزيارة +
مخطط

هدف تا أسباب زيارتك +
صف تا أسباب زيارتك

المرئفات (jpg, png, jpeg)

حالة خاصة
ذوي احتياجات خاصة

مرئفي و png

نتائج غير متاح

الجدد
02.06.2024
1445-11-25

07:00 صباحا 07:30 صباحا 08:00 صباحا 08:30 صباحا 09:00 صباحا 09:30 صباحا 10:00 صباحا 10:30 صباحا 11:00 صباحا

رمز التحقق +

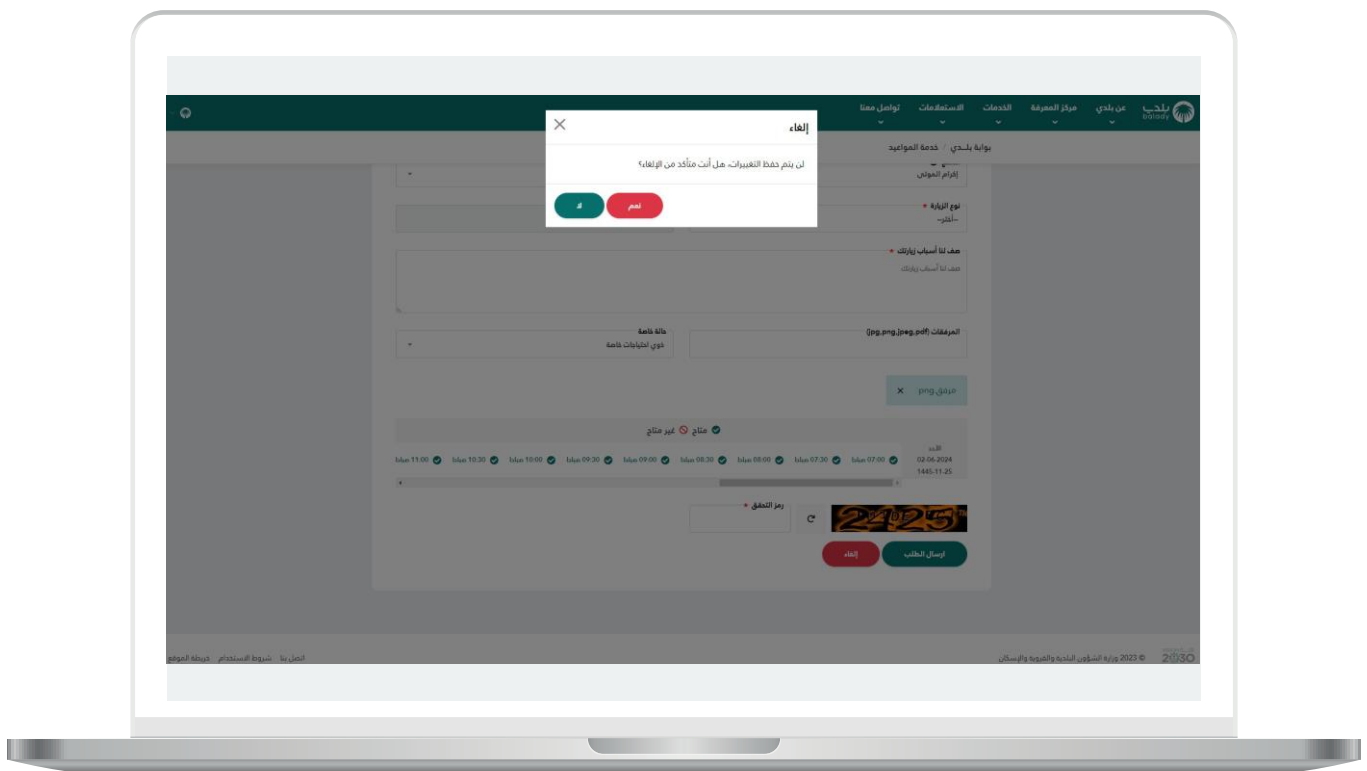
إلغاء

إرسال الطلب

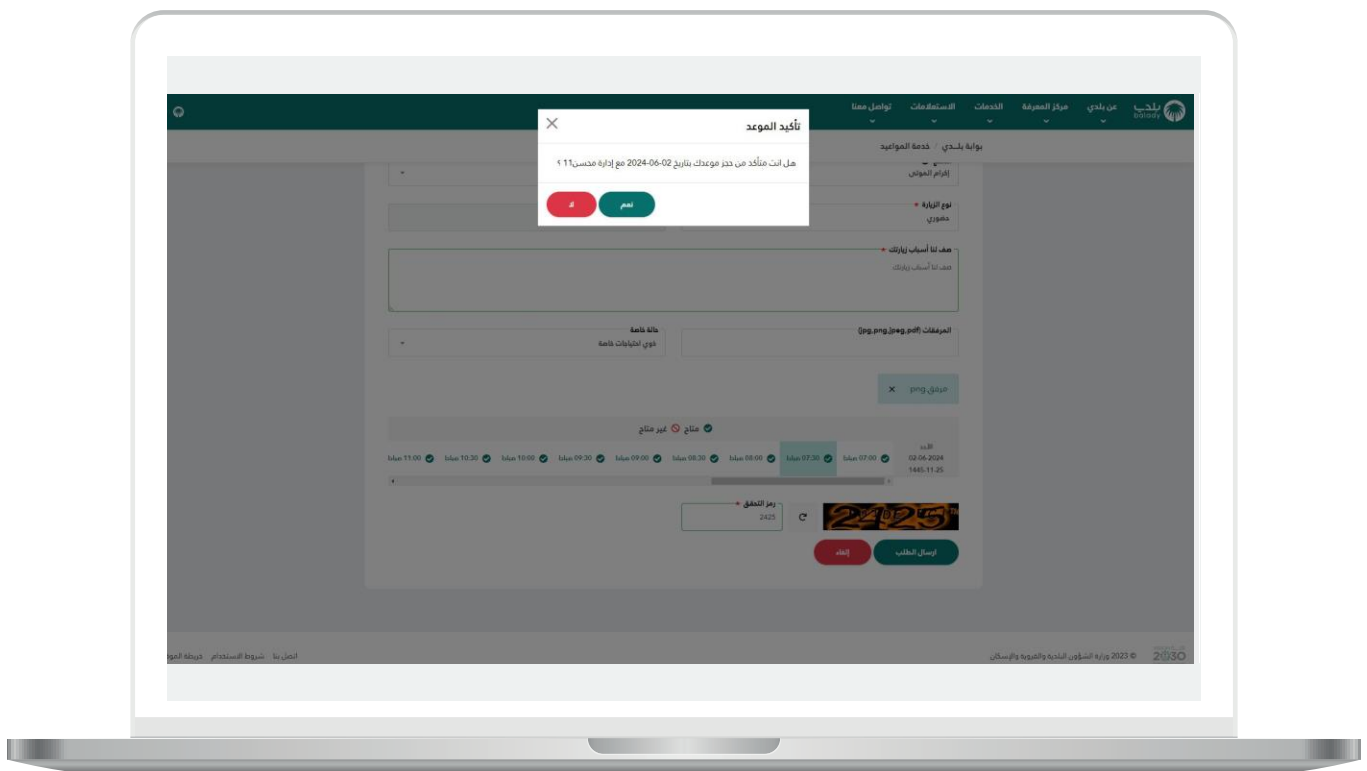
العمل بنا شروط الاستخدام خريطة الموقع

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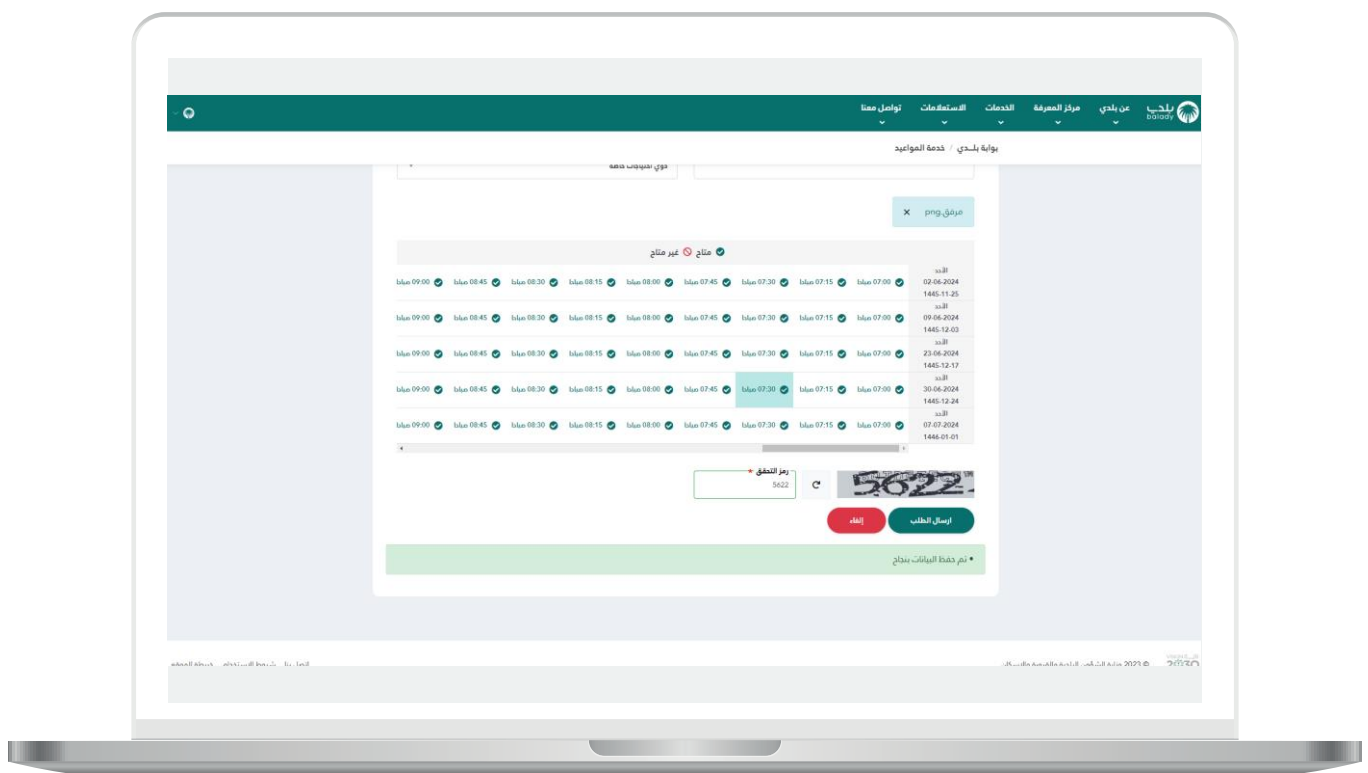
12) If the user clicks (**Cancel**), a confirmation message appears, prompting them to click (**Yes**) to confirm the cancellation or (**No**) to go back without canceling.



13) After clicking **(Submit Request)**, a confirmation message appears, prompting the user to click **(Yes)** to finalize the booking or **(No)** to go back.

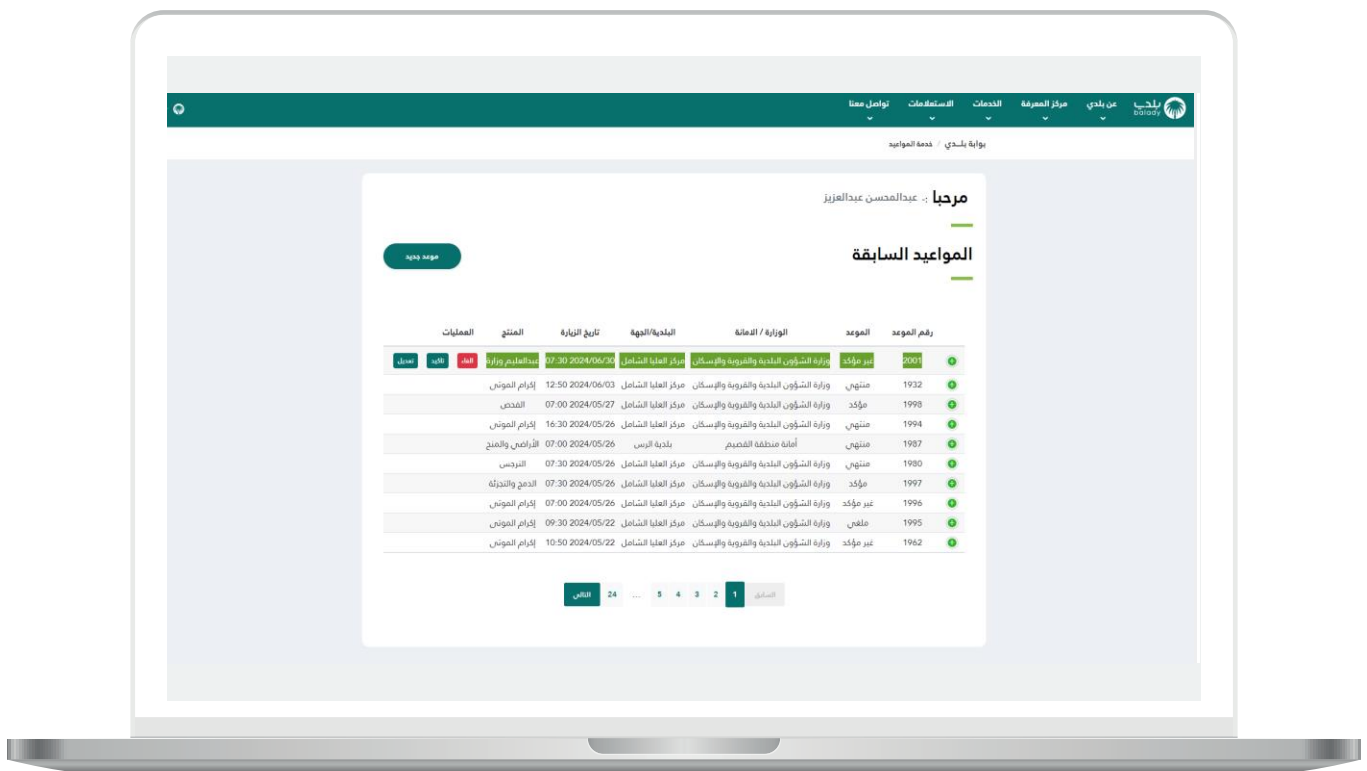


14) A confirmation message appears stating (The data has been successfully saved), as shown in the screenshot below.

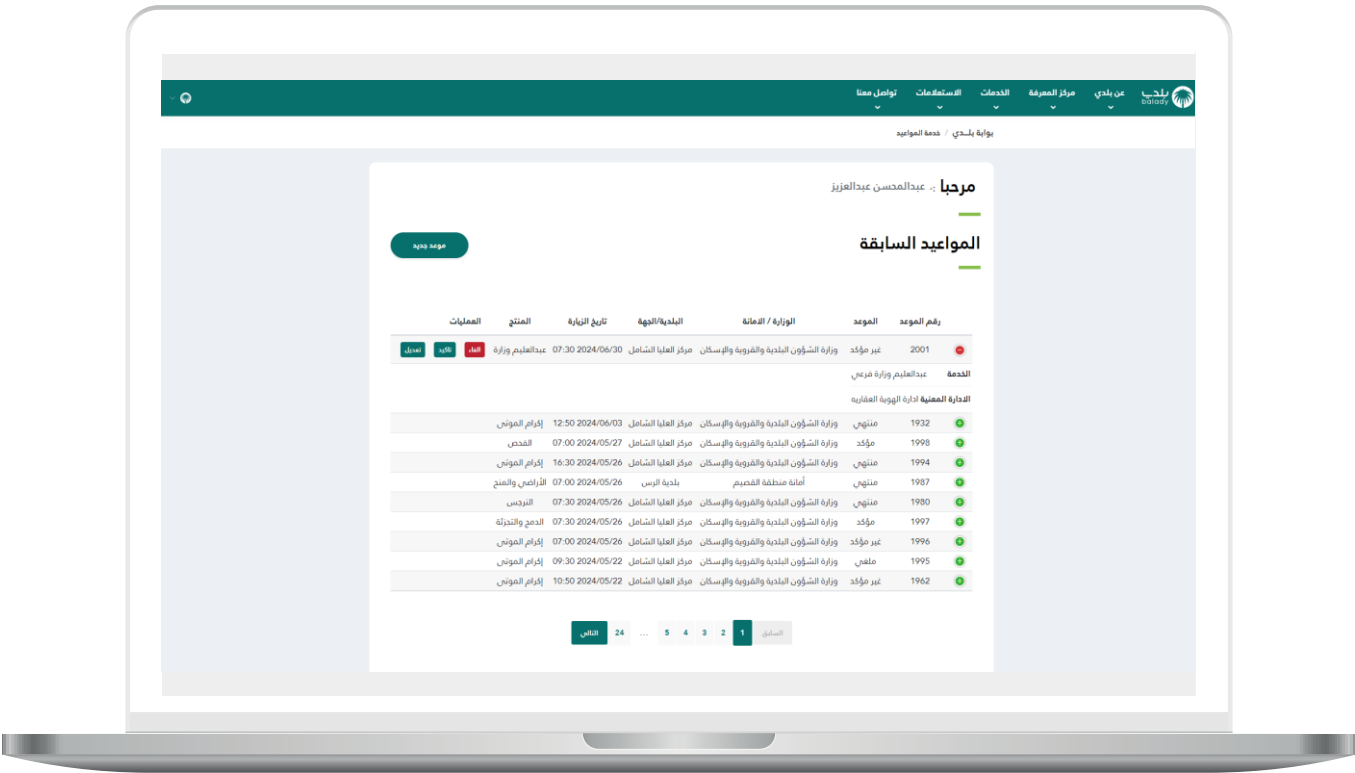


15) The newly booked appointment appears in the table, as shown below.

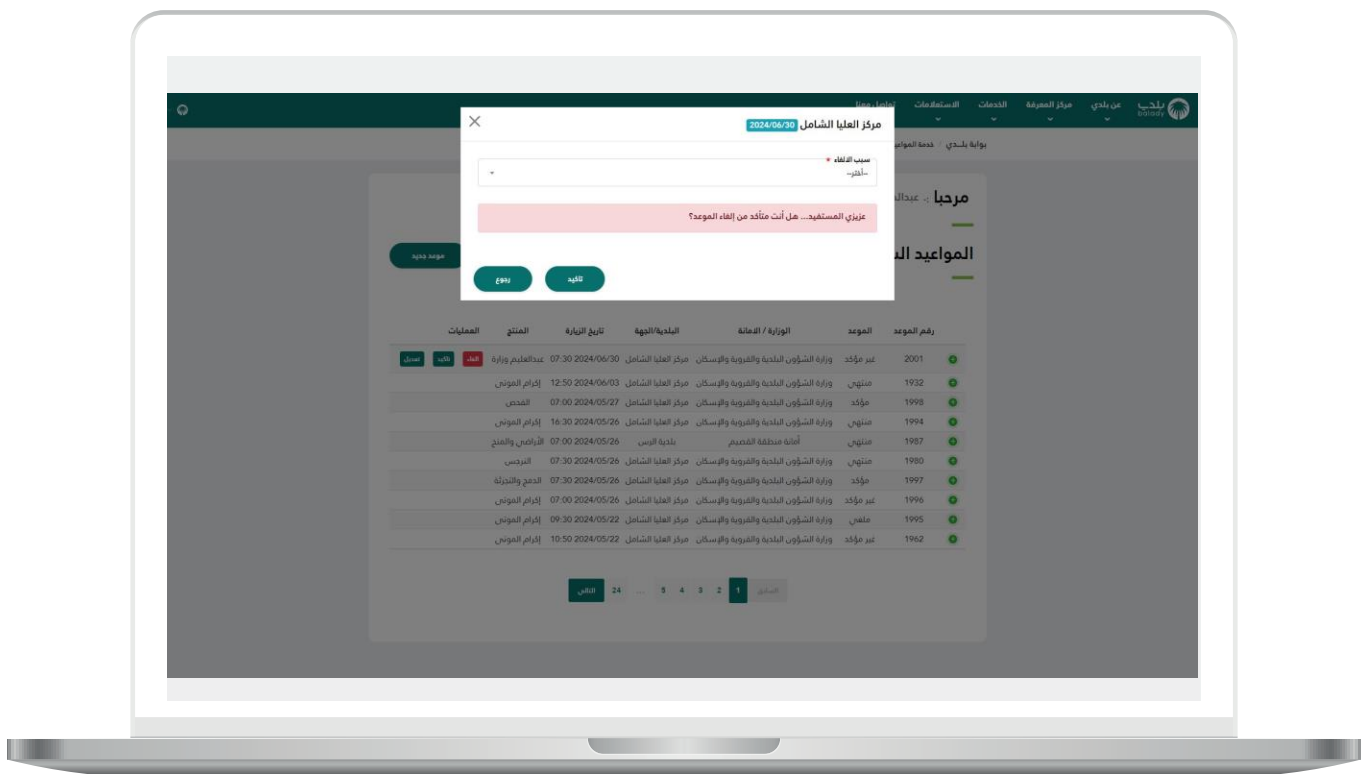
The user can Cancel the appointment by clicking **(Cancel)**, Confirm it by clicking **(Confirm)**, or Modify it by clicking **(Edit)**.



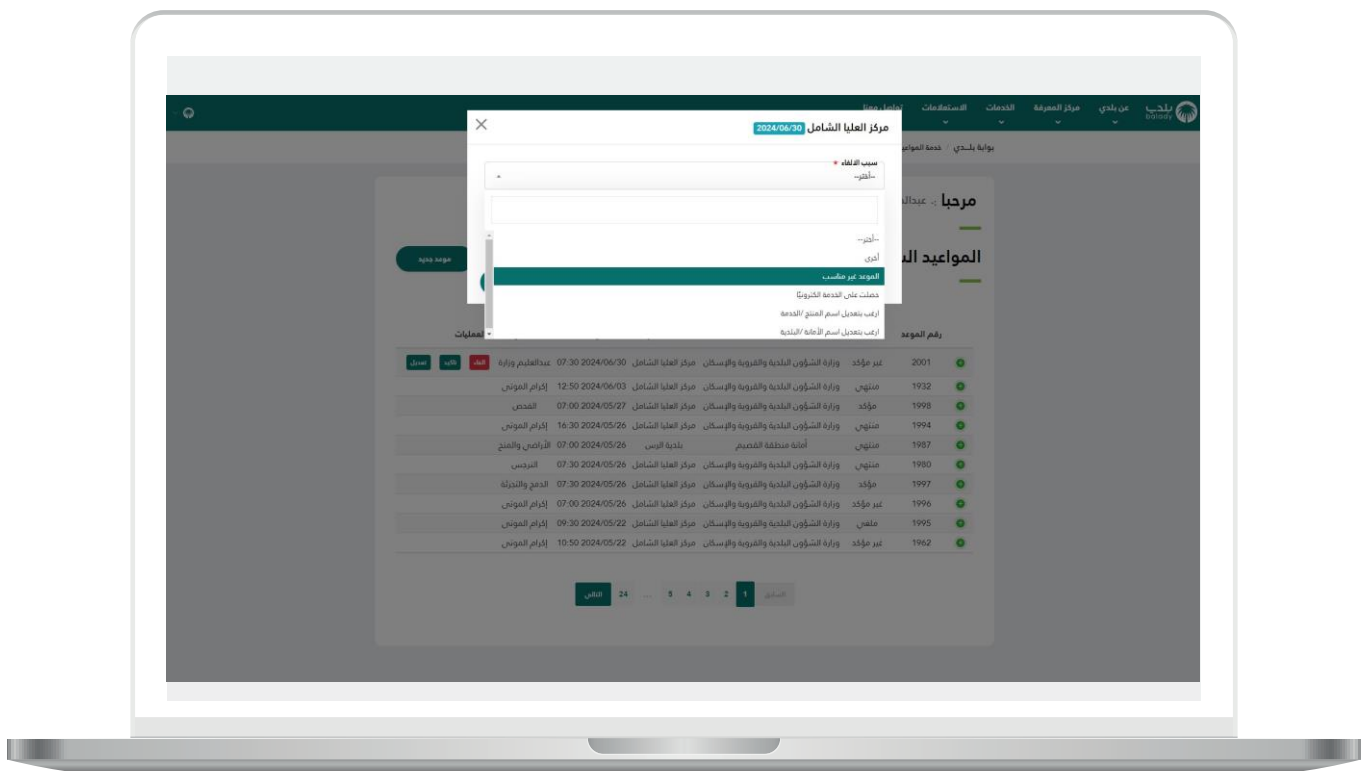
16) Clicking the (+) icon expands the appointment details, displaying (Service, Responsible Administration).



17) If the user clicks **(Cancel)**, the system displays a prompt to select a **(Cancellation Reason)** from the dropdown menu.

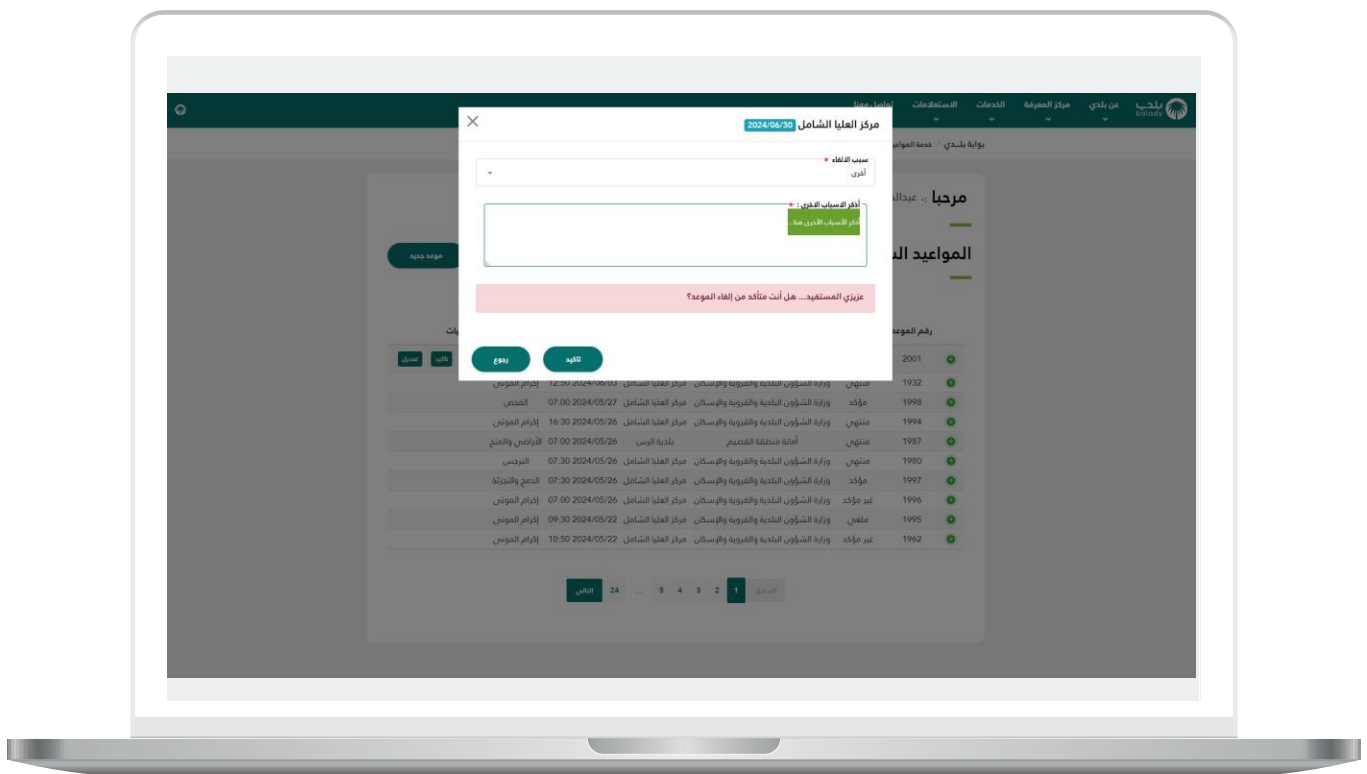


18) The dropdown menu for (Cancellation Reason) includes the following options: (Other, Appointment is Inconvenient, Service Obtained Electronically, I Want to Change the Product/Service, I Want to Change the Municipality).

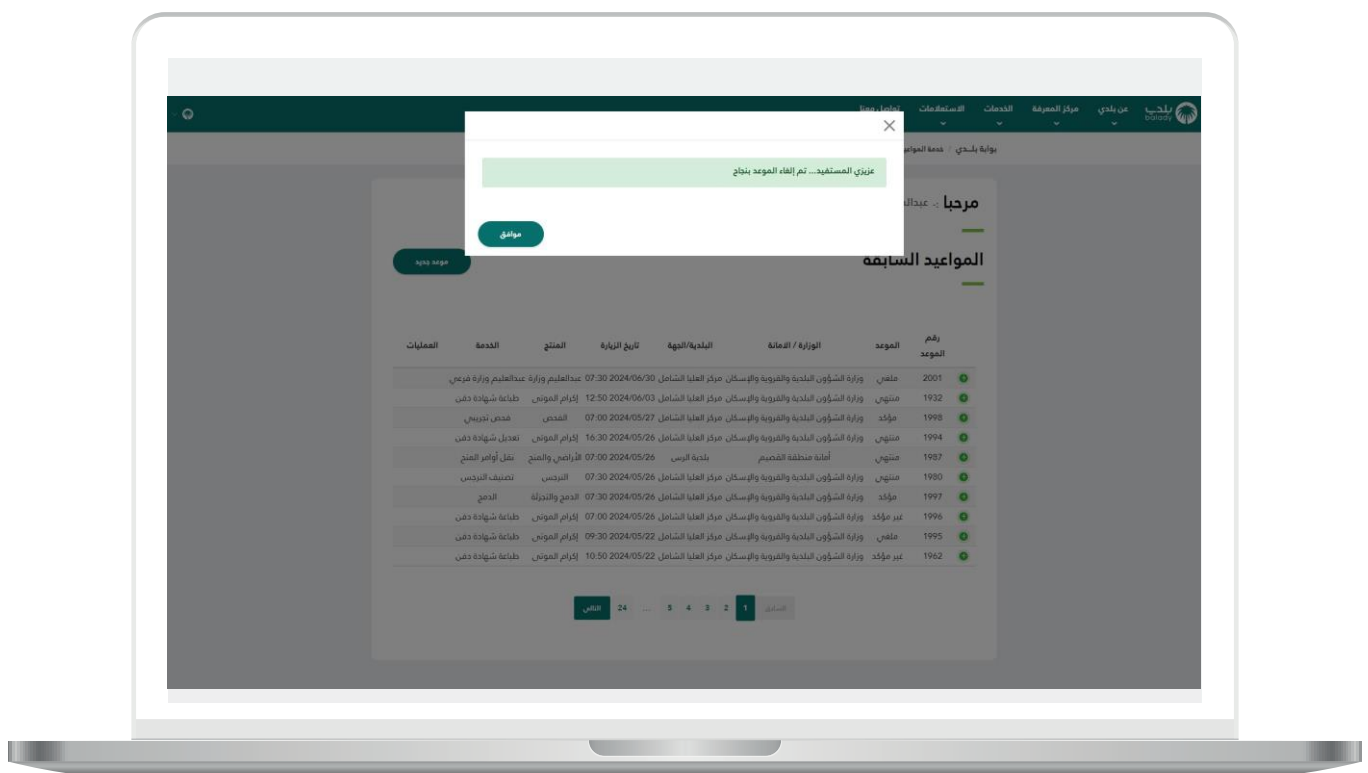


19) If the user selects (**Other**), a new field appears for entering additional reasons. The user must enter a reason and click (**Confirm**) to finalize the cancellation.

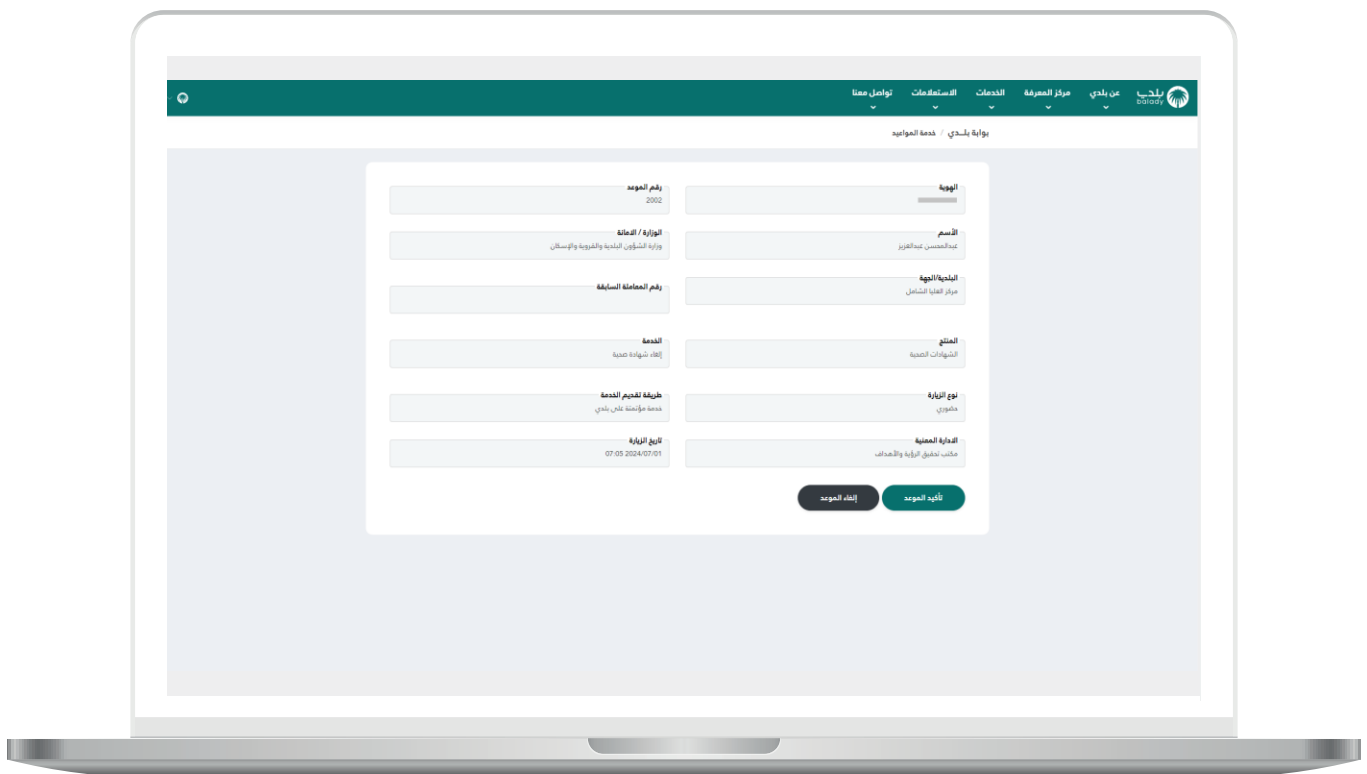
They can also click (**Back**) to cancel the action.



20) After clicking (**Confirm**), the appointment is successfully canceled, and a confirmation message is displayed.

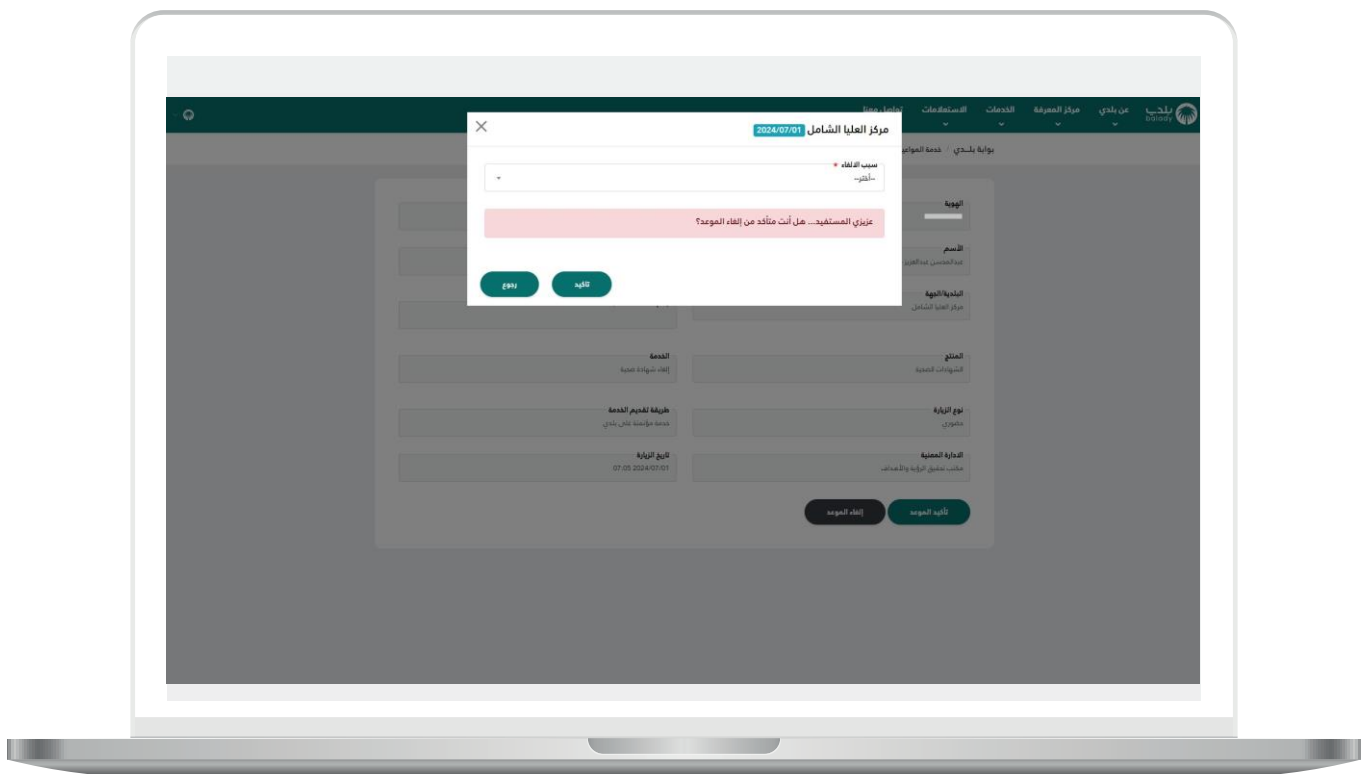


21) If the user clicks (**Confirm**) on the (**Previous Appointments**) page, the system displays the following screen, allowing them to either (**Confirm Appointment**) or (**Cancel Appointment**).



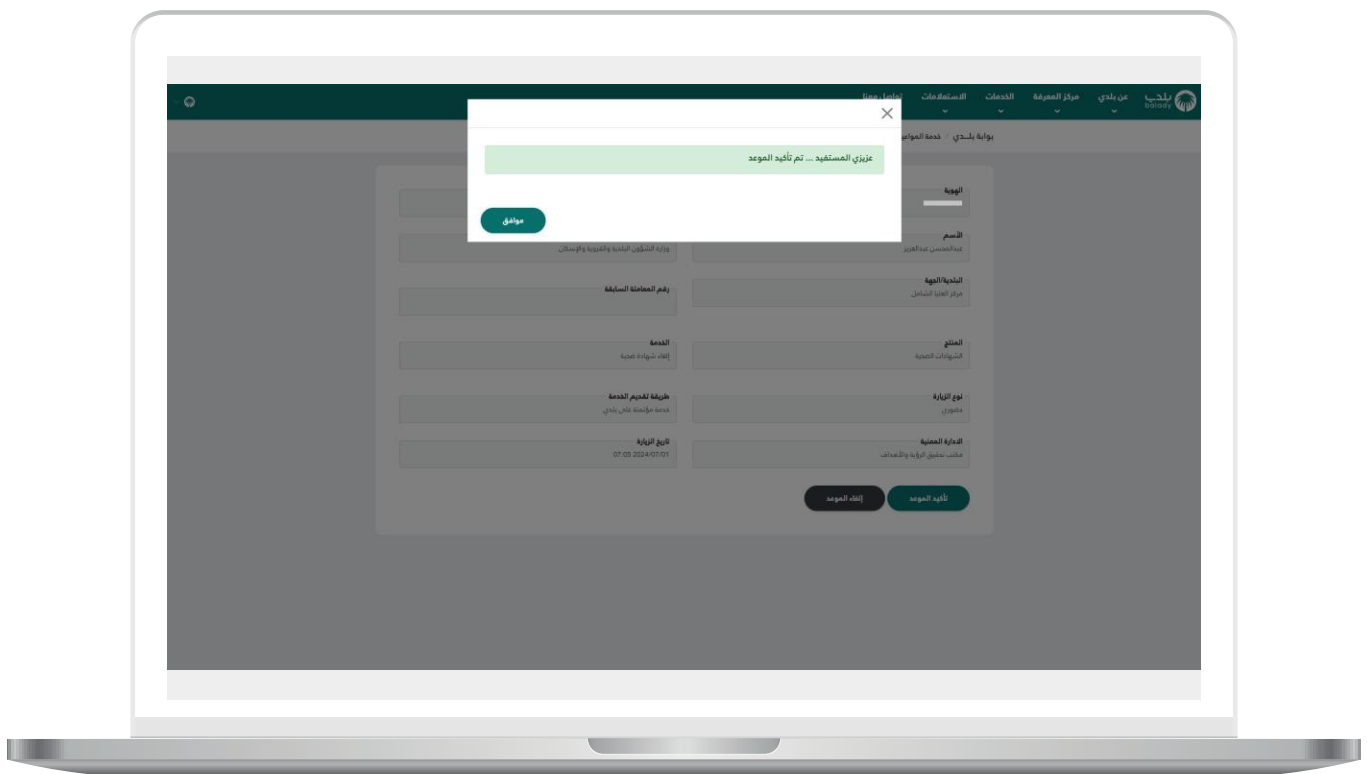
22) If the user clicks **(Cancel Appointment)**, the system displays a notification message allowing them to select a **(Cancellation Reason)** from the dropdown menu, as shown in the screenshot below.

The user then clicks **(Confirm)**, with the option to cancel the process by clicking **(Back)**.

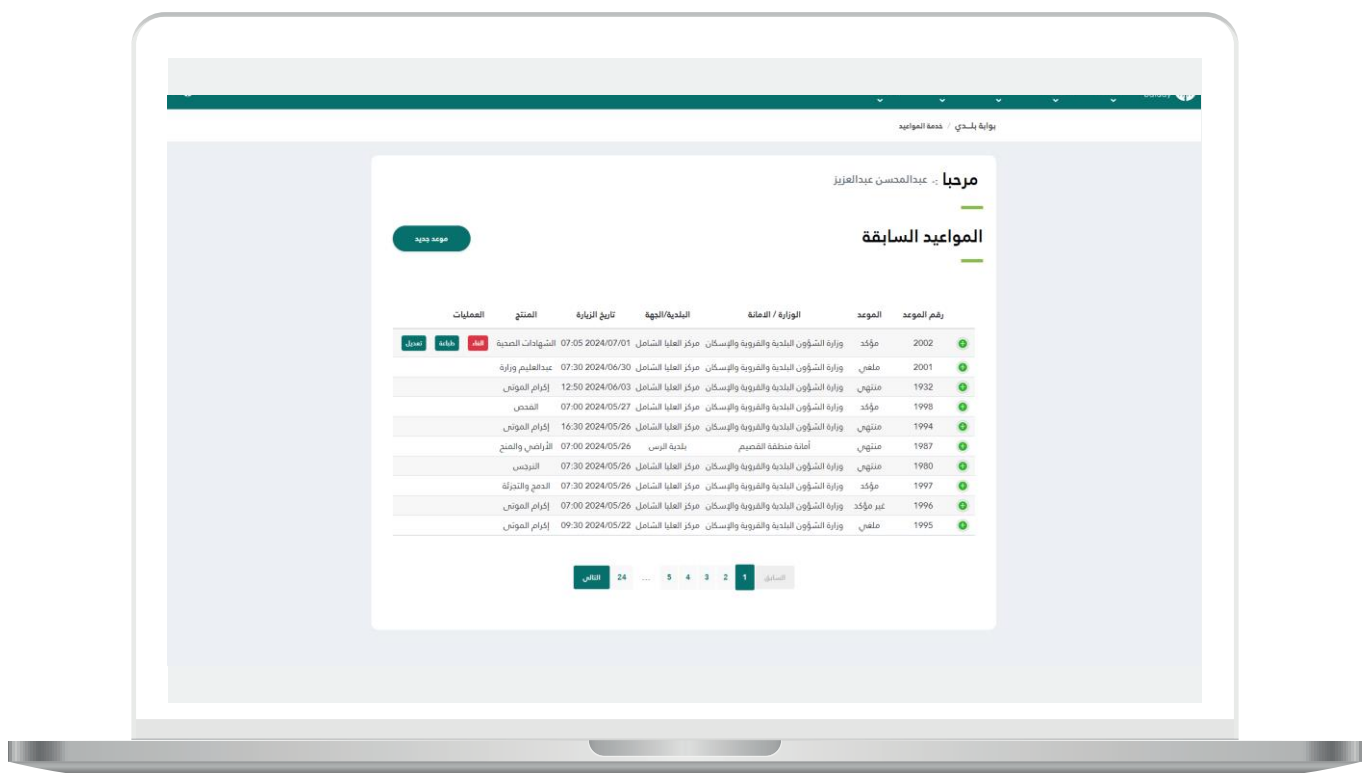


23) If the user clicks (**Confirm Appointment**), the system displays a confirmation message stating:

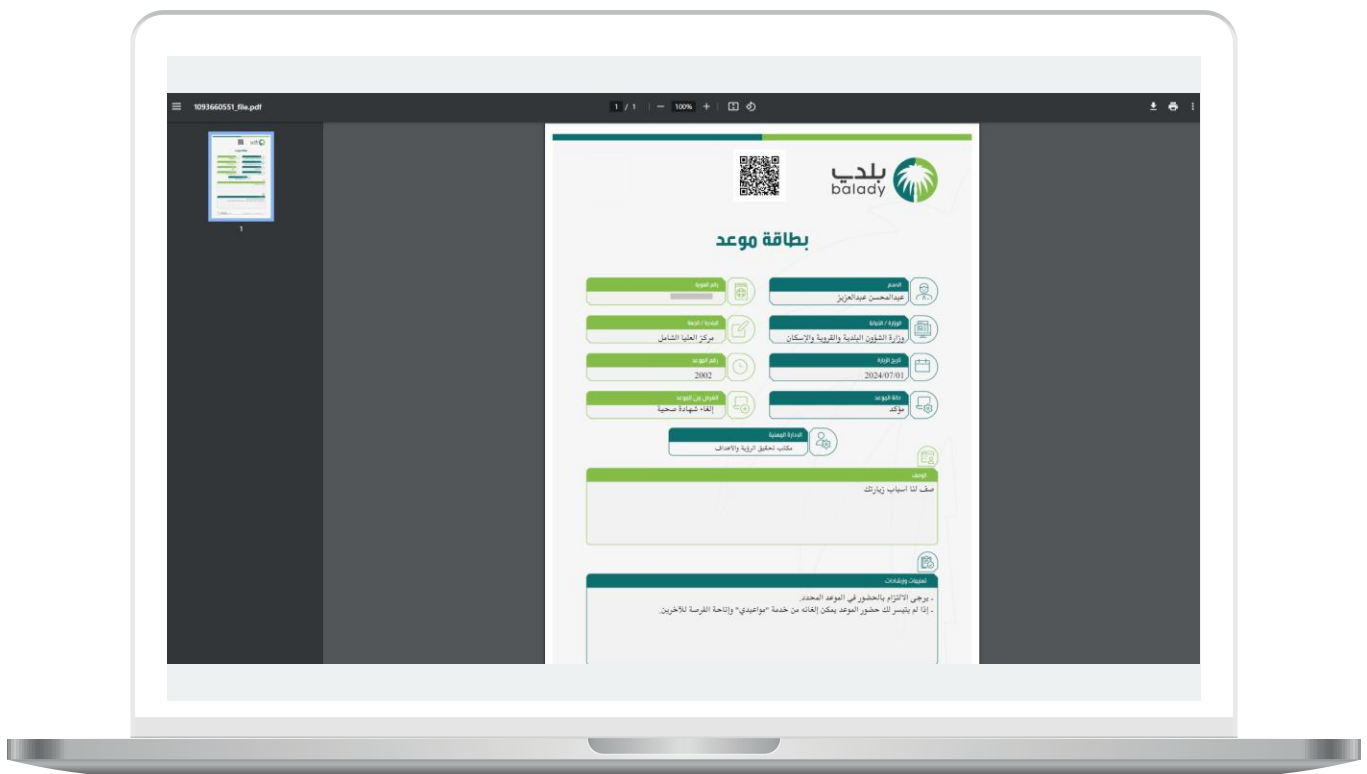
(Dear Beneficiary, your appointment has been confirmed).



24) After confirmation, the button label changes to **(Print)**, as shown in the screenshot below.



25) Clicking **(Print)** downloads the appointment details onto the user's device.



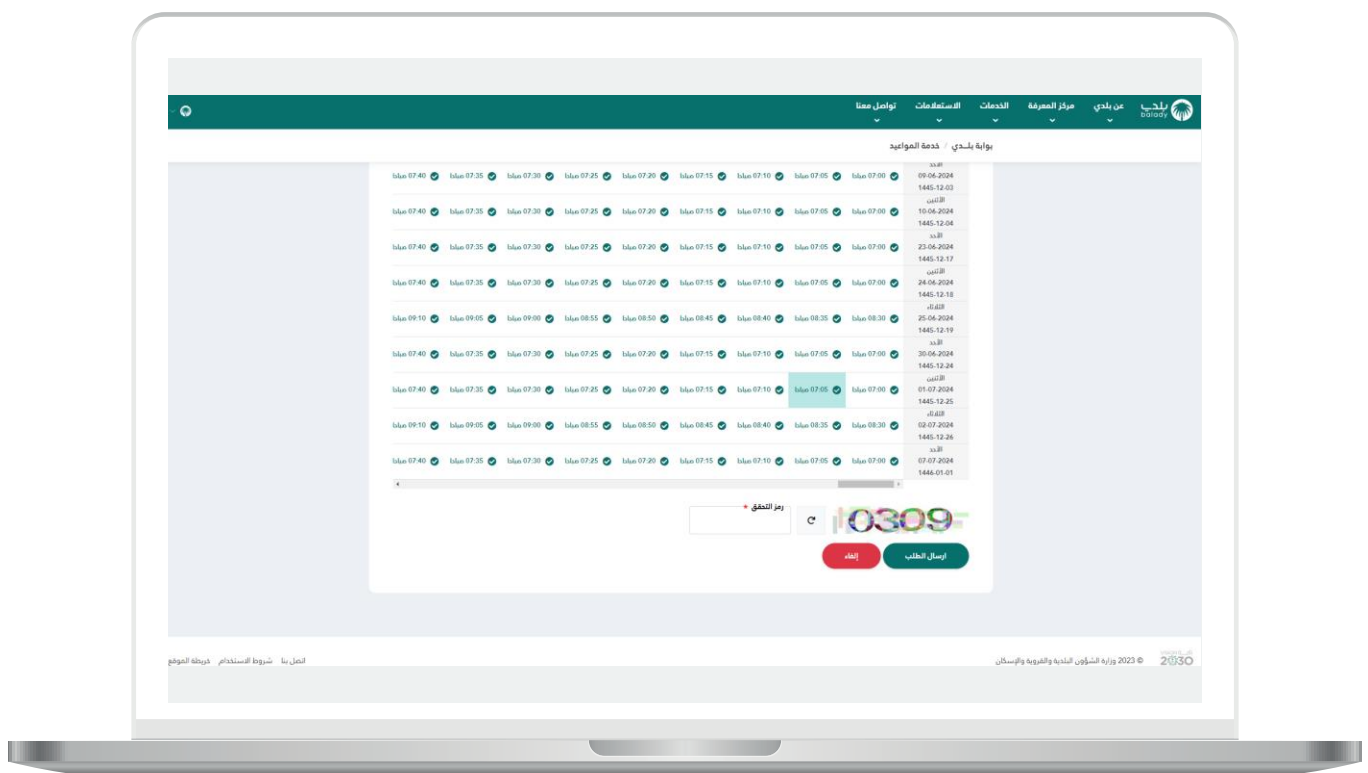
26) If the user clicks **(Edit)** on the **(Previous Appointments)** page, the system displays the **(Review Details)** screen. The user can modify all previously entered fields, including: **(Purpose of Visit, Ministry/Municipality, Municipality/Entity, Previous Request Number, Product, Service, Visit Type, Describe Your Visit, Appointment Date and Time)**.

The screenshot displays the 'بيانات المراجعة' (Review Details) screen. At the top, there is a navigation bar with links: 'الرئيسية', 'عن بلدي', 'مركز المعرفة', 'الخدمات', 'الاستفسارات', 'تواصل معنا'. Below the navigation bar, the page title is 'بيانات المراجعة'. The form contains several sections:

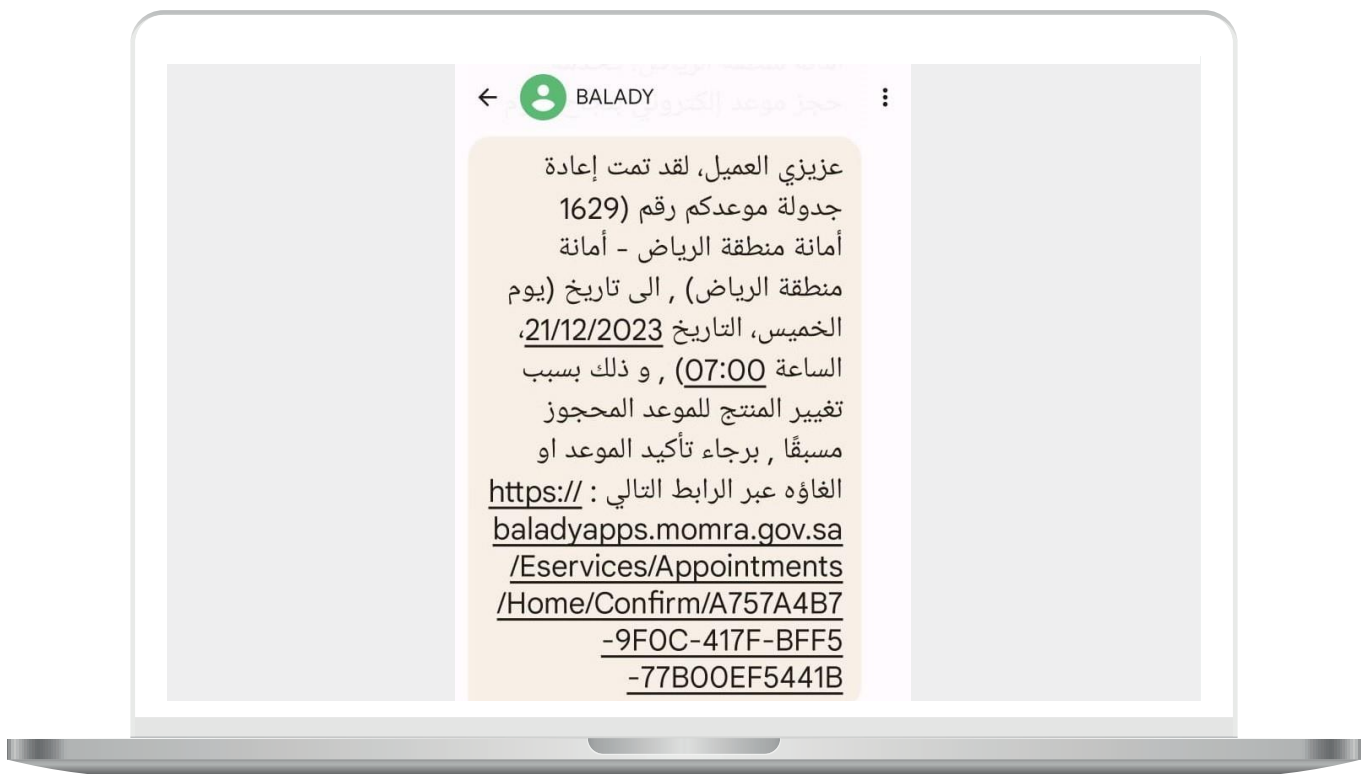
- الغرض من الزيارة** (Purpose of Visit): Radio buttons for 'مراجعة طلب قائم' (selected), 'استفسار', 'شكوى', and 'طلب'.
- الوزارة / الجهة** (Ministry/Entity): A dropdown menu with 'وزارة الشؤون البلدية والتربية والاعمال' selected.
- رقم المعاملة السابقة** (Previous Request Number): A text input field.
- الخدمة** (Service): A dropdown menu with 'إعطاء شهادة صحية' selected.
- الدولة المعنية** (Country): A dropdown menu with 'مملكة البحرين العربية والامارات' selected.
- نوع الزيارة** (Visit Type): A dropdown menu with 'عائدي' selected.
- ملاحظات** (Remarks): A text area with a green button 'ملاحظات إضافية' (Additional Remarks).
- المرجعيات** (References): A dropdown menu with 'مركز المعرفة' selected.
- حالة الخدمة** (Service Status): A dropdown menu with 'غير متاح' selected.

At the bottom right, there is a blue button labeled 'مراجعة خدمة حجز موعد' (Review appointment booking service). At the bottom center, there are radio buttons for 'متاح' (selected) and 'غير متاح'.

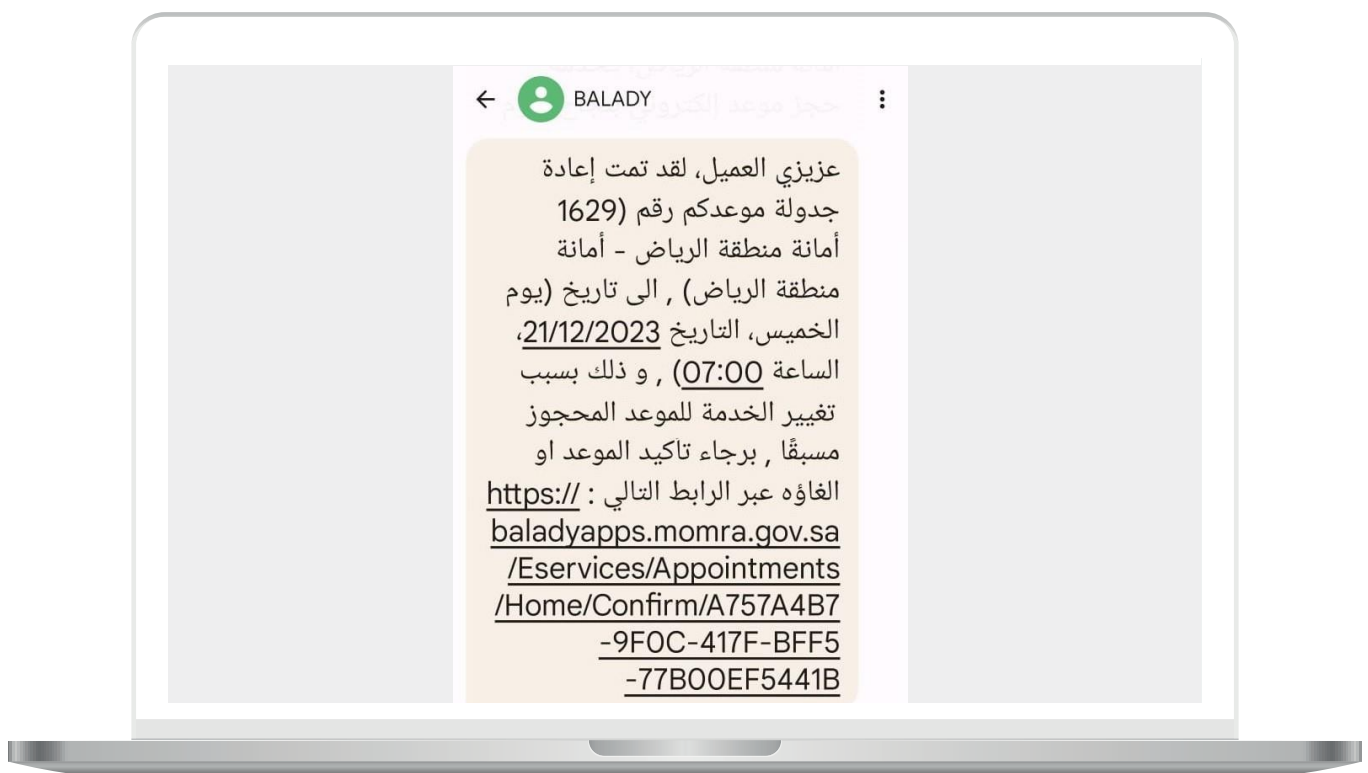
27) The user then enters the (**Verification Code**) from the CAPTCHA and clicks (**Submit Request**). The user then can cancel the modification process by clicking (**Cancel**).



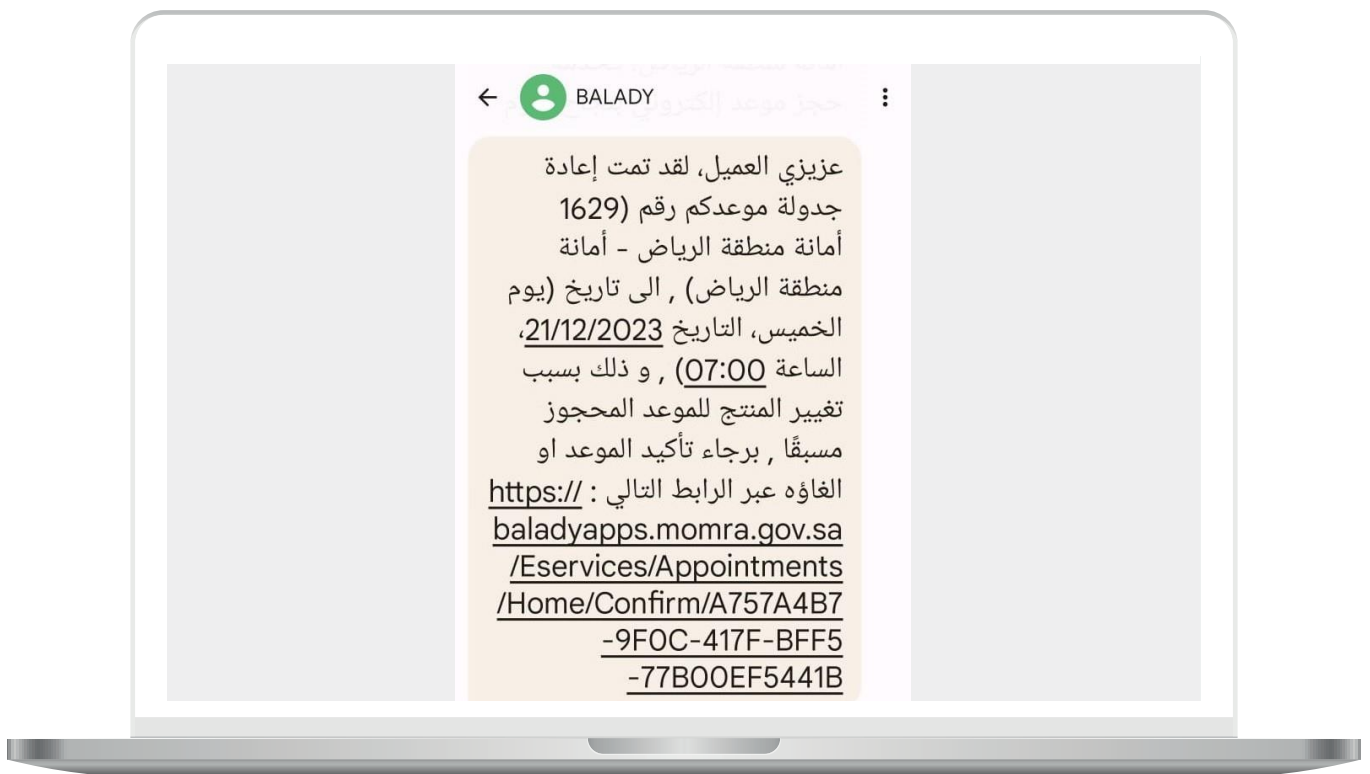
28) If the user modifies the (**Product**), an SMS notification is sent to the user, prompting them to confirm or cancel the appointment via a provided link.



29) If the user modifies the (**Service**) without changing the (**Product**), an SMS notification is sent to the user, prompting them to confirm or cancel the appointment via a provided link.



30) If the user modifies the Appointment (**Date**) and (**Time**), an SMS notification is sent to confirm or cancel the changes via a link.

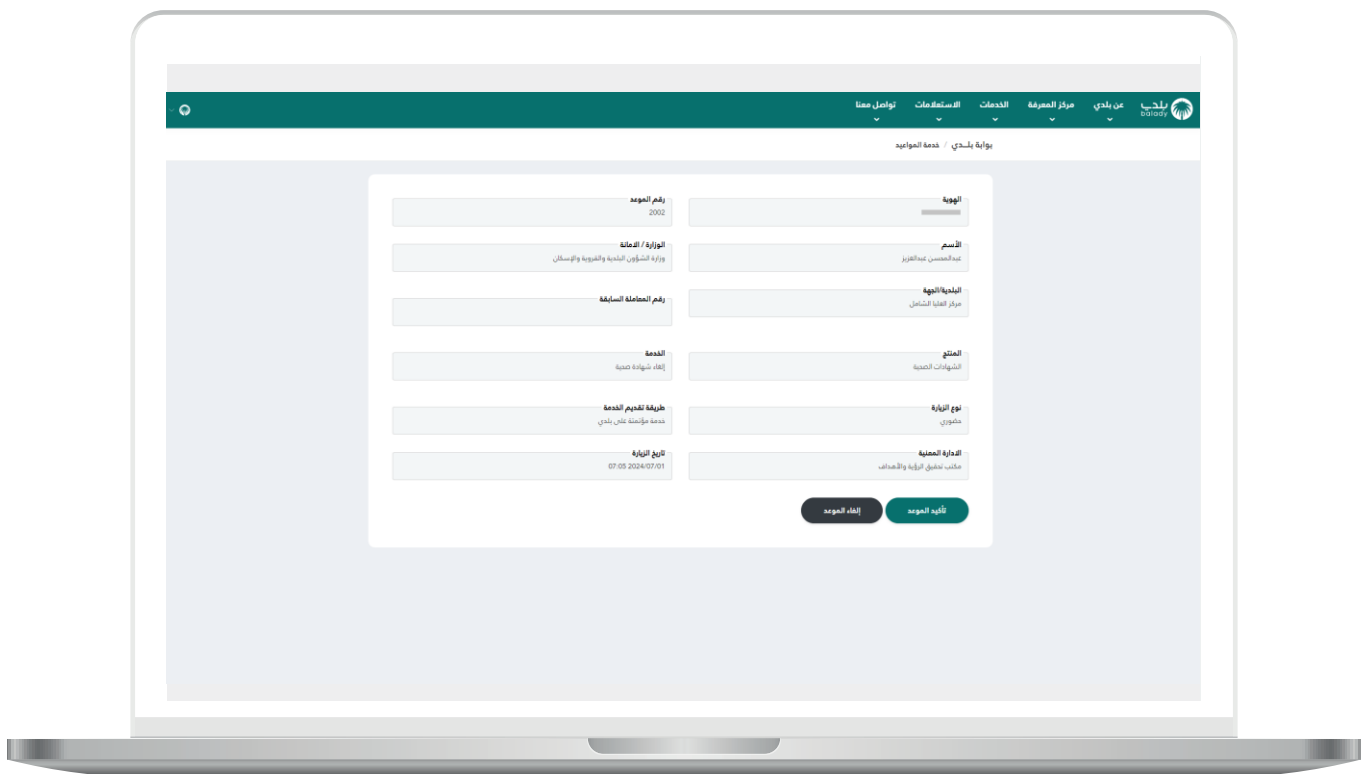


31) 24 hours before the appointment, the user receives an SMS reminder with a link to confirm or cancel the appointment.

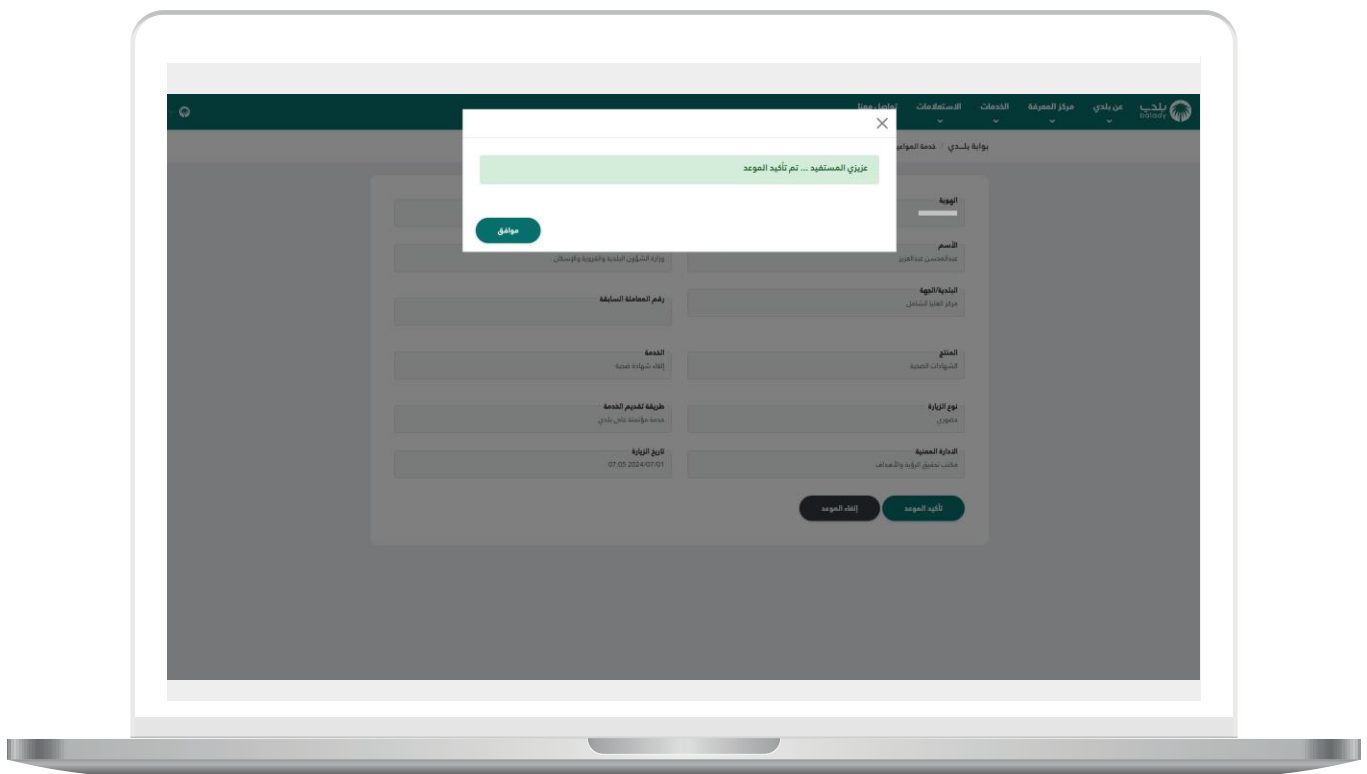
The user clicks the link in the message to access the appointment details.



32) After clicking the link, the following screen appears, where the user can either click (**Confirm Appointment**) or (**Cancel Appointment**).



33) Clicking **(Confirm Appointment)** finalizes the confirmation, displaying a message confirming the appointment.

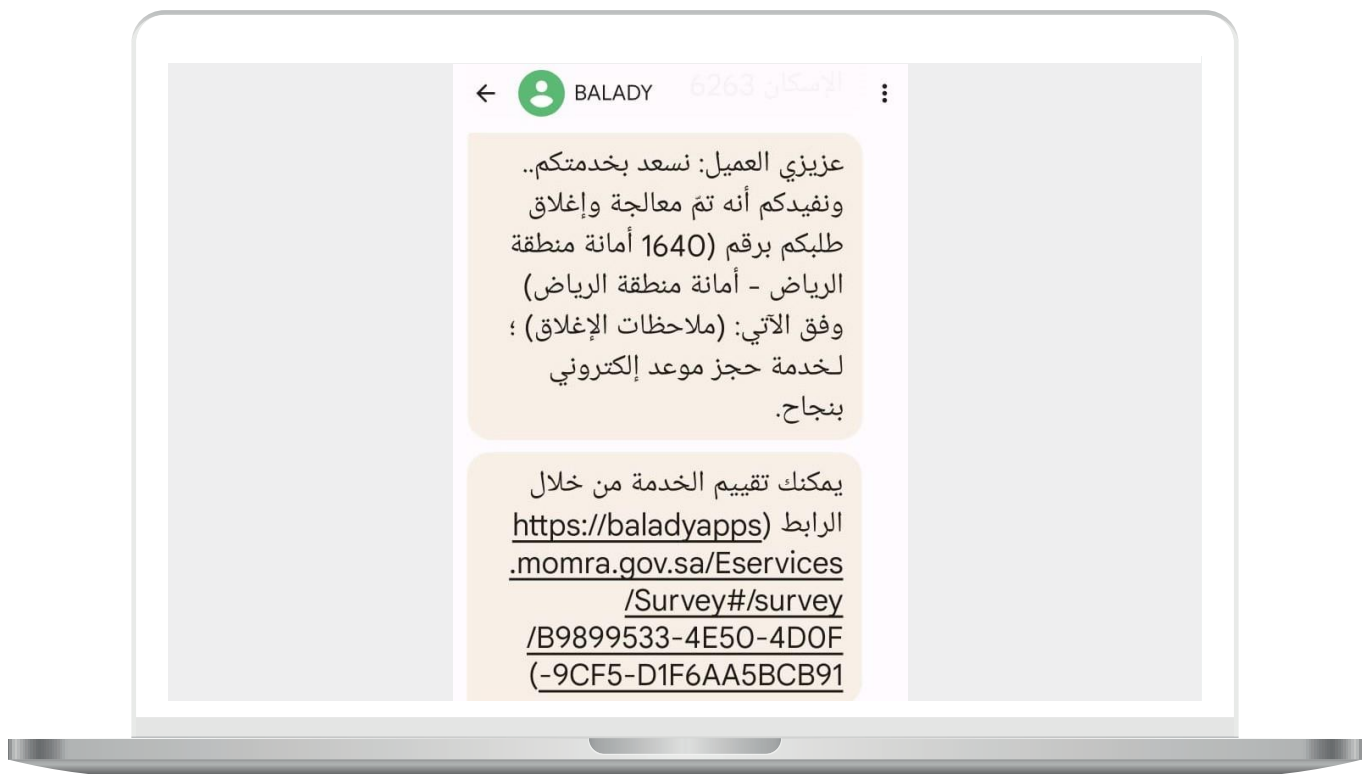


34) An SMS notification is also sent confirming the appointment.

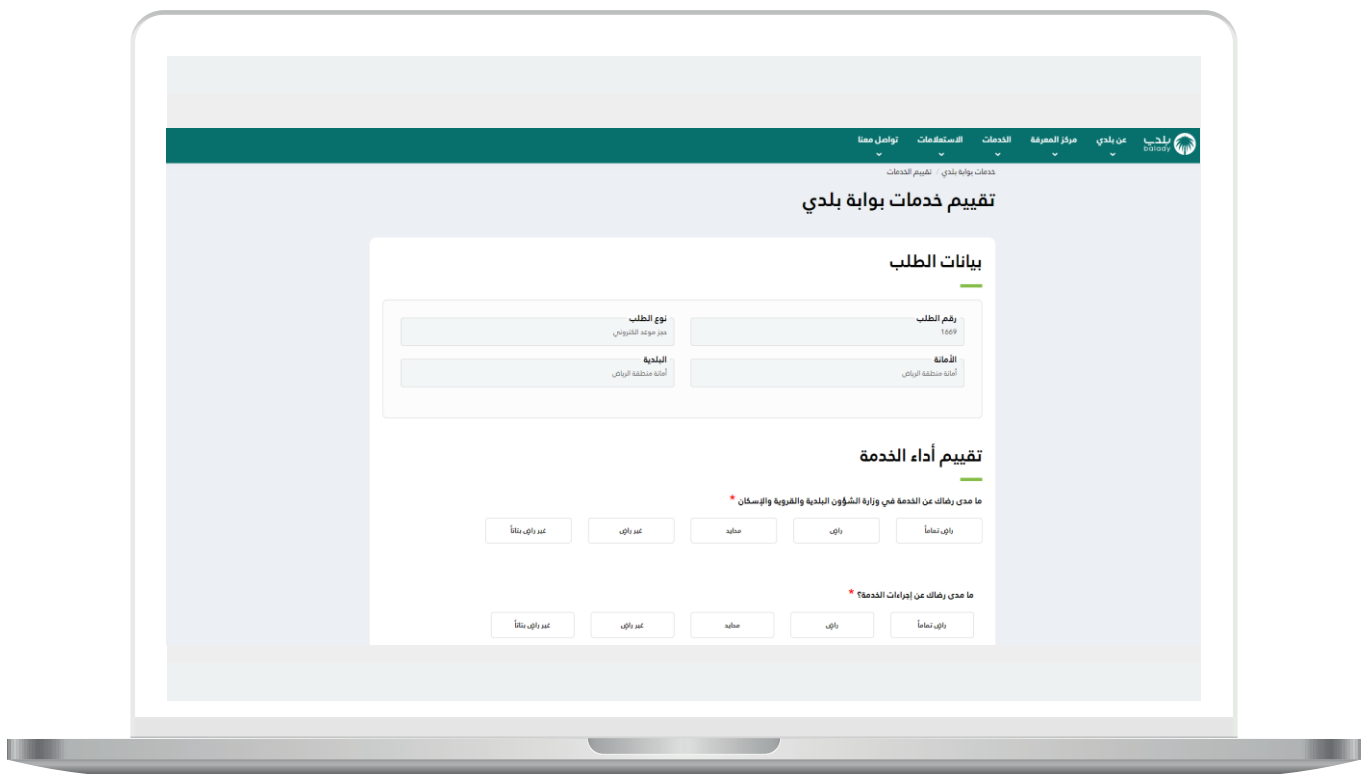


35) Once the appointment request is processed and closed by the municipal officer, the user receives two SMS notifications. The first message confirms that the request has been processed. The second message invites the user to evaluate the service quality via a provided link.

Clicking the evaluation link in the message directs the user to the Service Evaluation screen.



36) Clicking the evaluation link directs the user to the Service Evaluation screen.



37) The user answers the evaluation questions and clicks (**Submit Evaluation**).

ما مدى رضاك عن القناة المستخدمة لتقديم الخدمة؟ *

☐ رائع جداً
 ☐ رائع
 ☐ معتدل
 ☐ غير رائع
 ☐ غير رائع إطلاقاً

ما مدى رضاك عن قنوات الخدمة؟ *

☐ رائع جداً
 ☐ رائع
 ☐ معتدل
 ☐ غير رائع
 ☐ غير رائع إطلاقاً

هل تم التواصل مع موظف الدعم الفني؟ *

☐ نعم
 ☐ لا

كيف يمكننا أن نحسن تجربتك في خدمة جزر الموانيد؟ *

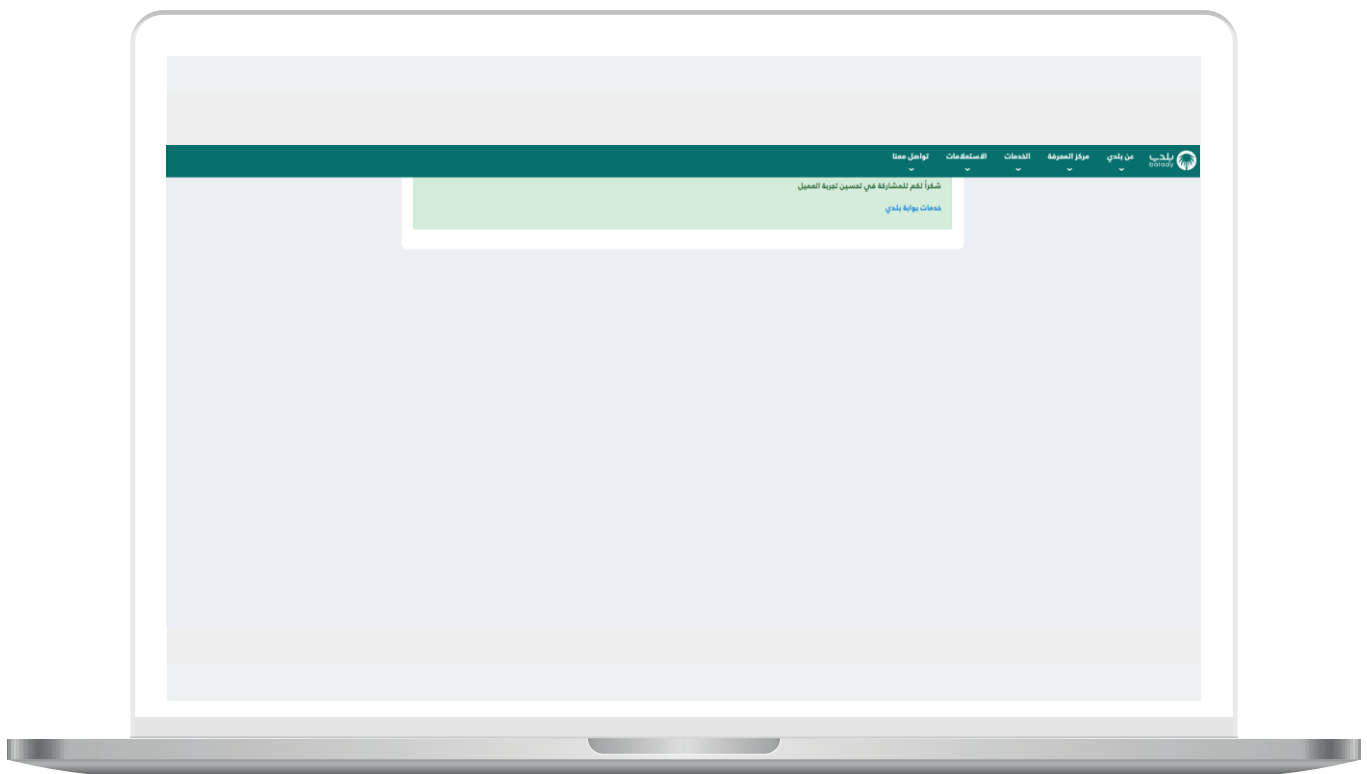
أدخل التعليق هنا

إرسال التقييم

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2030

38) A confirmation message appears stating (Thank you for helping improve the customer experience).



SMS Messages to the Beneficiary

Below are the messages sent to the beneficiary after submitting the application:

Dear Customer, we are pleased to serve you. Your request No. **(1648)** for the Electronic Appointment Booking Service has been successfully received for an appointment on Sunday, January 22, 2023, at 08:00 AM.

Dear Customer, we are pleased to serve you. Your appointment for request No. **(1648)** at Al-Rass Secretariat of Al-Qassim Municipality, has been successfully canceled for the Electronic Appointment Booking Service.

Dear Customer, we are pleased to serve you. Your appointment request No. **(1648)** has been successfully modified to Tuesday, December 22, 2023, at 08:00 AM for the Electronic Appointment Booking Service.



Contact Us

You can contact the **(Balady)** portal through the following communication channels:

Phone: 199040

X Account: @Balady_CS

Daily Work hours (8:00 - 22:00)



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

