وزارة البلديات والإسكان
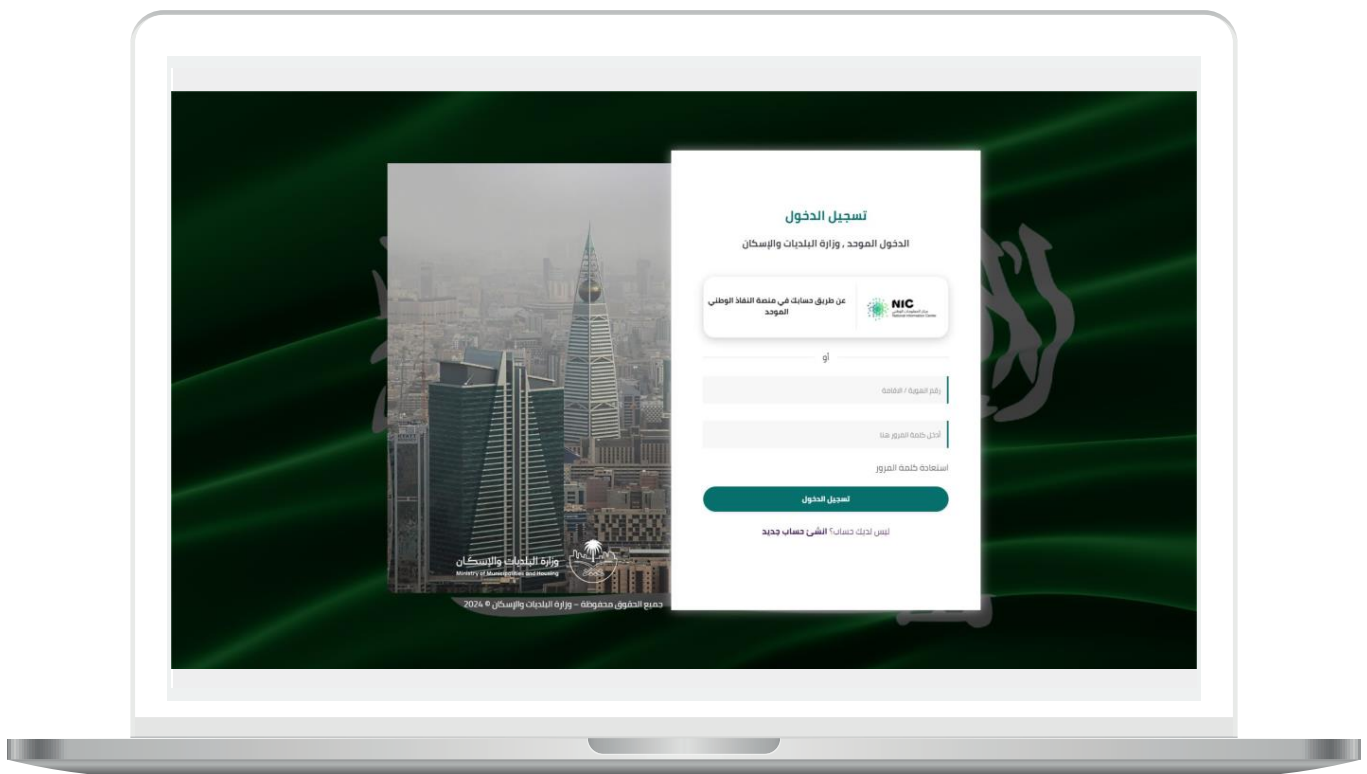**Ministry of Municipalities and Housing**

User Guide for the
Collective Housing License Renewal Service
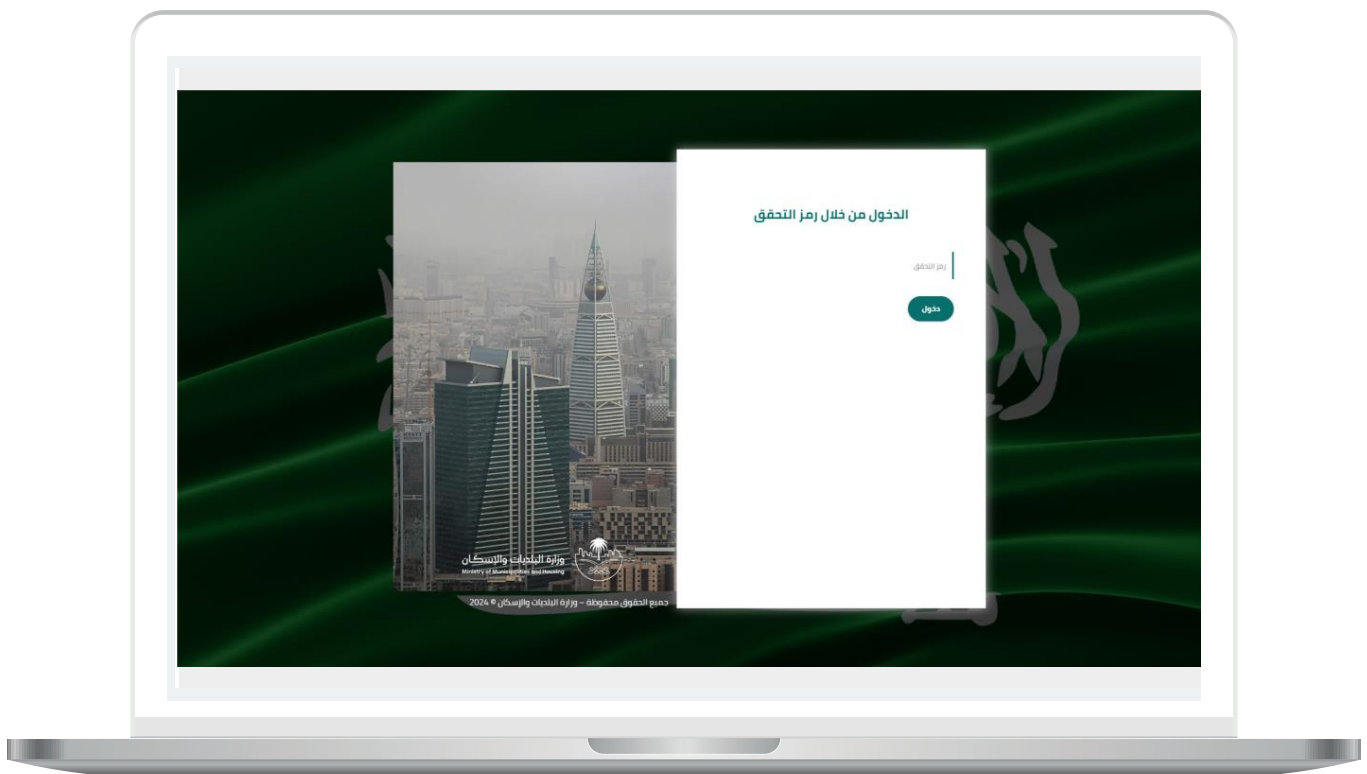
Login to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button.
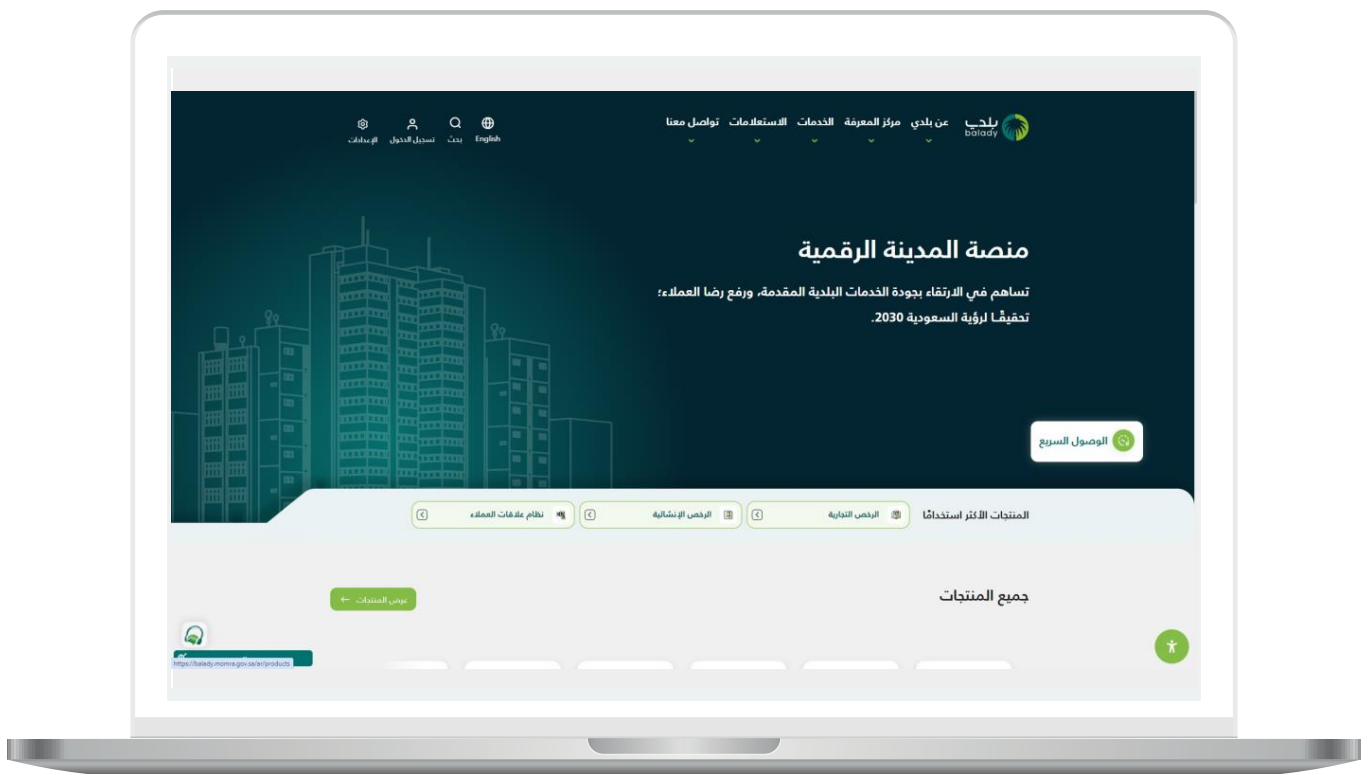
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.
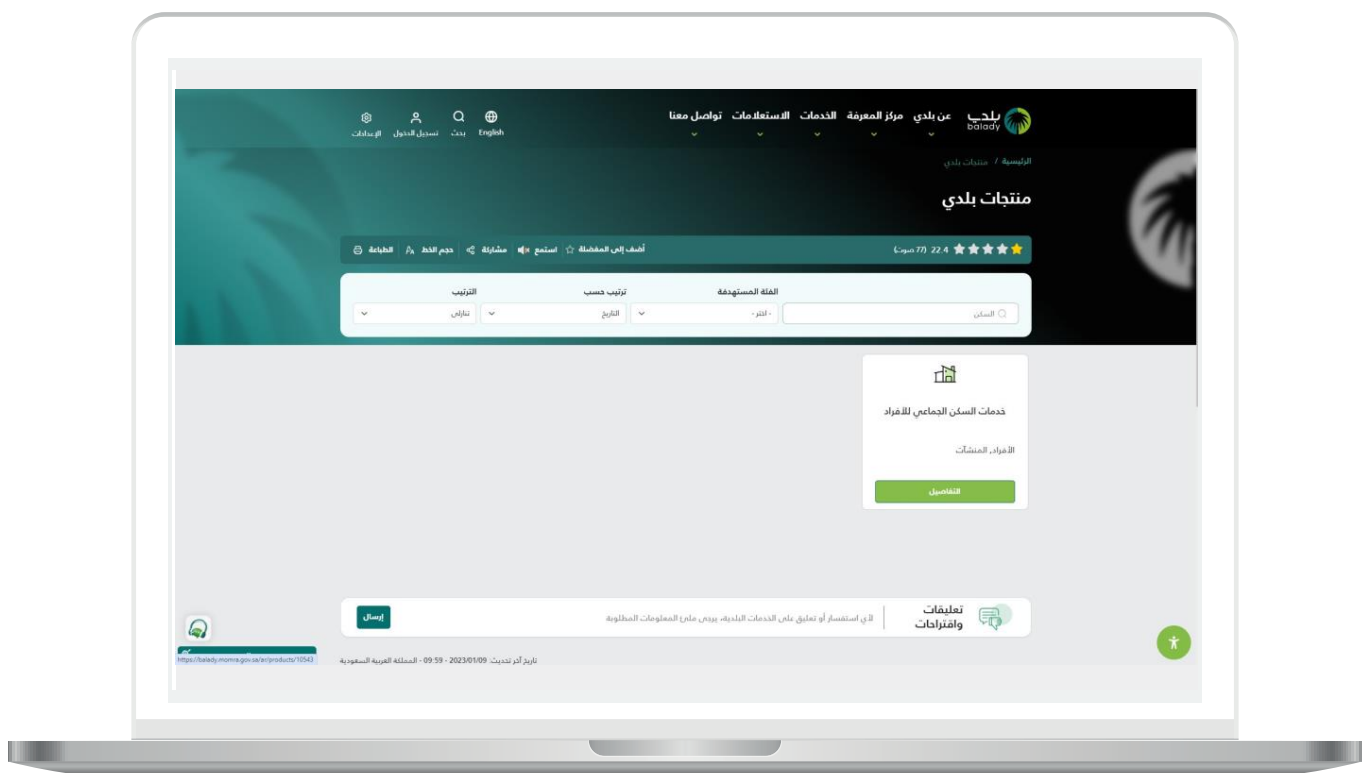
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.
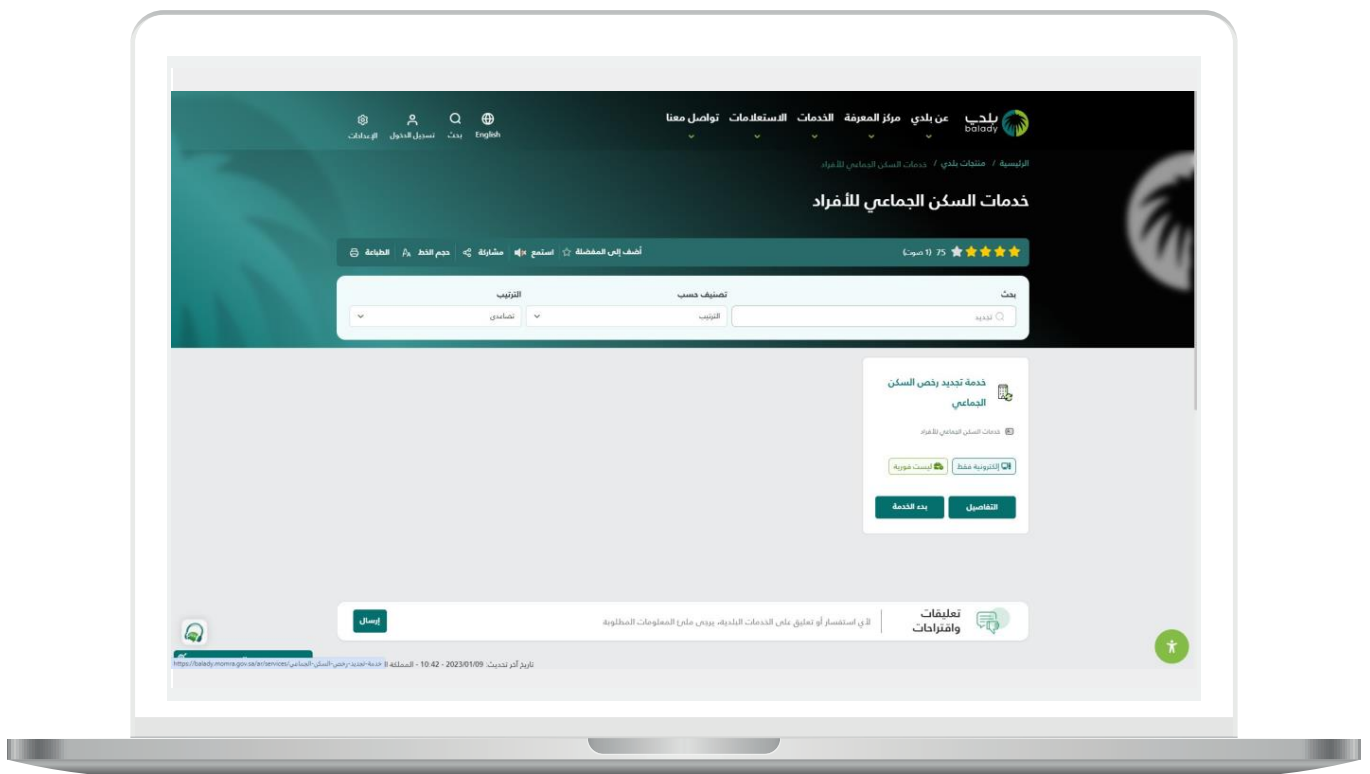
To start the service application, the user must click the (**View Products**) button.
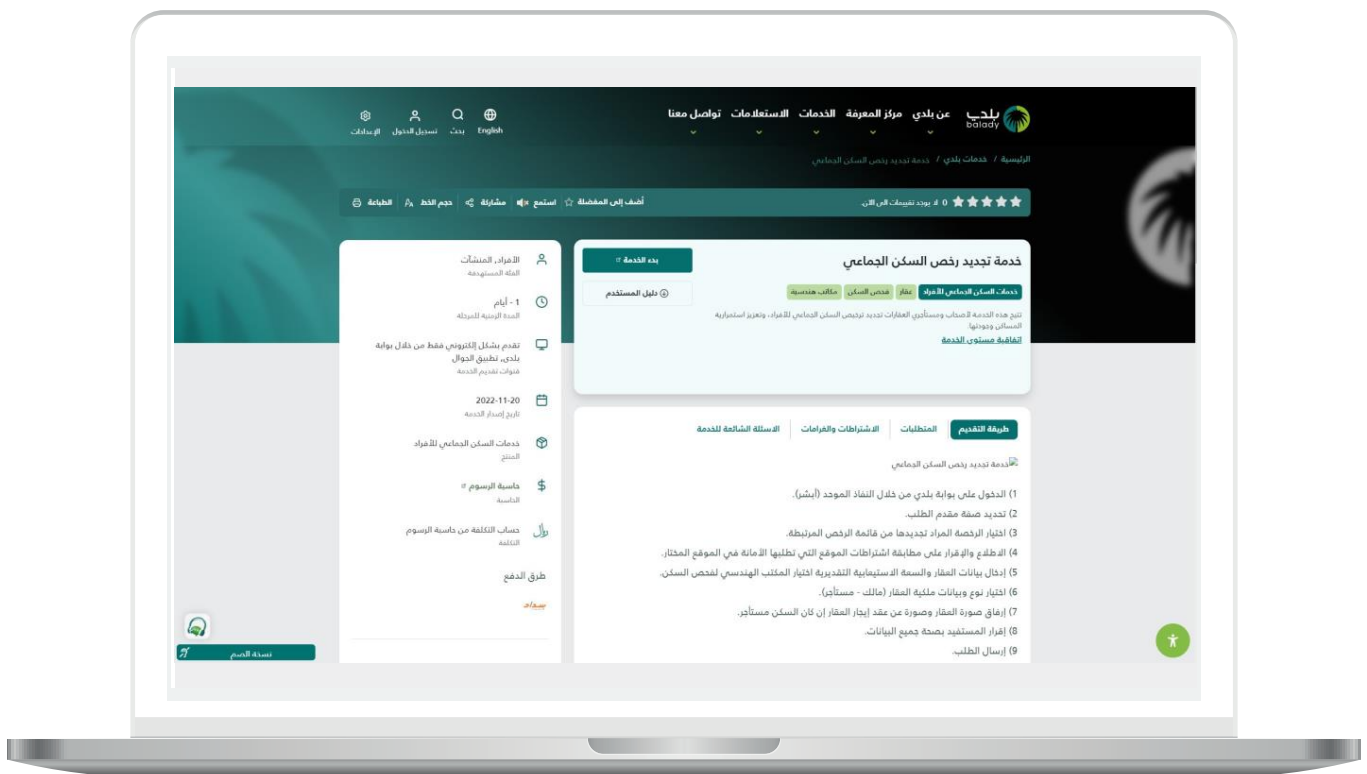
4) The following screen appears, displaying Balady's services, where the user selects (**Collective Housing Services**).
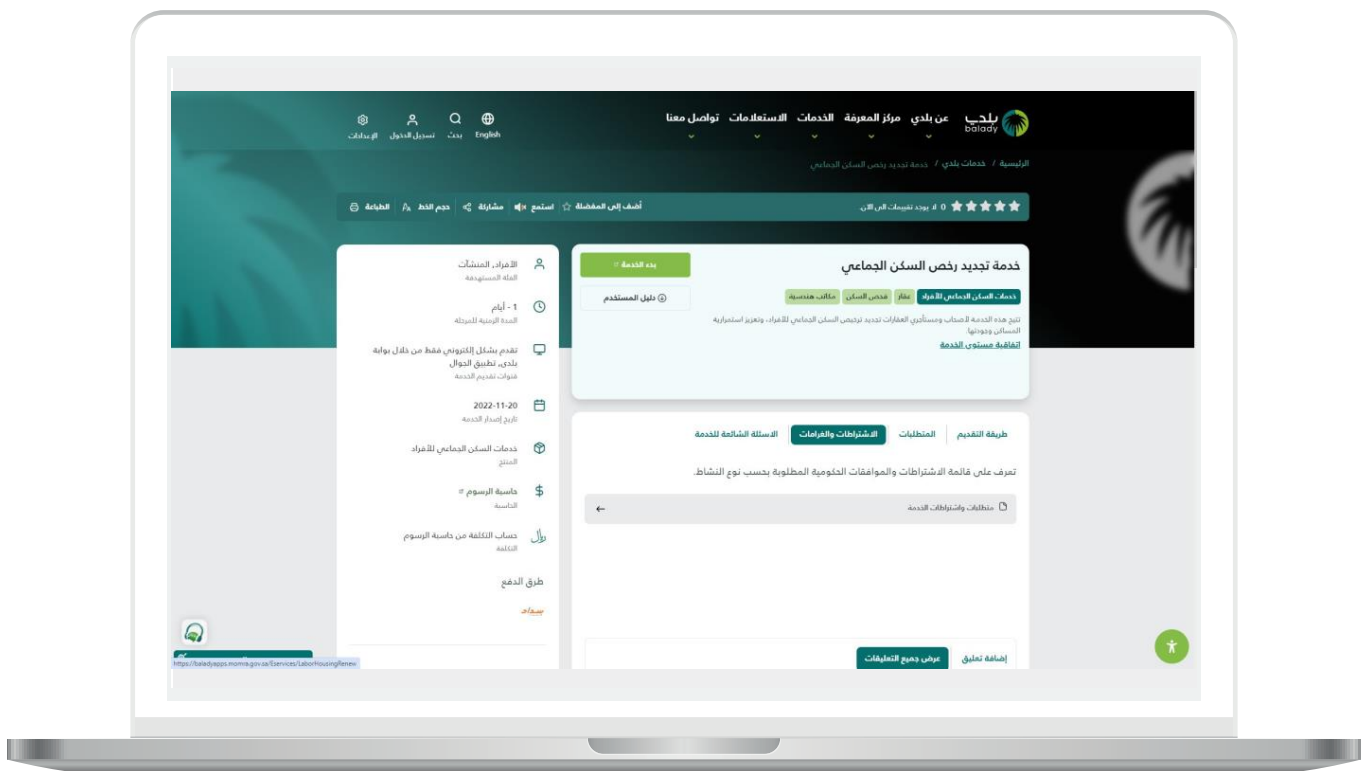
5) The following screen then appears, which includes collective housing services for individuals, where the (**Collective Housing License Renewal Service**) is searched for, as shown below.
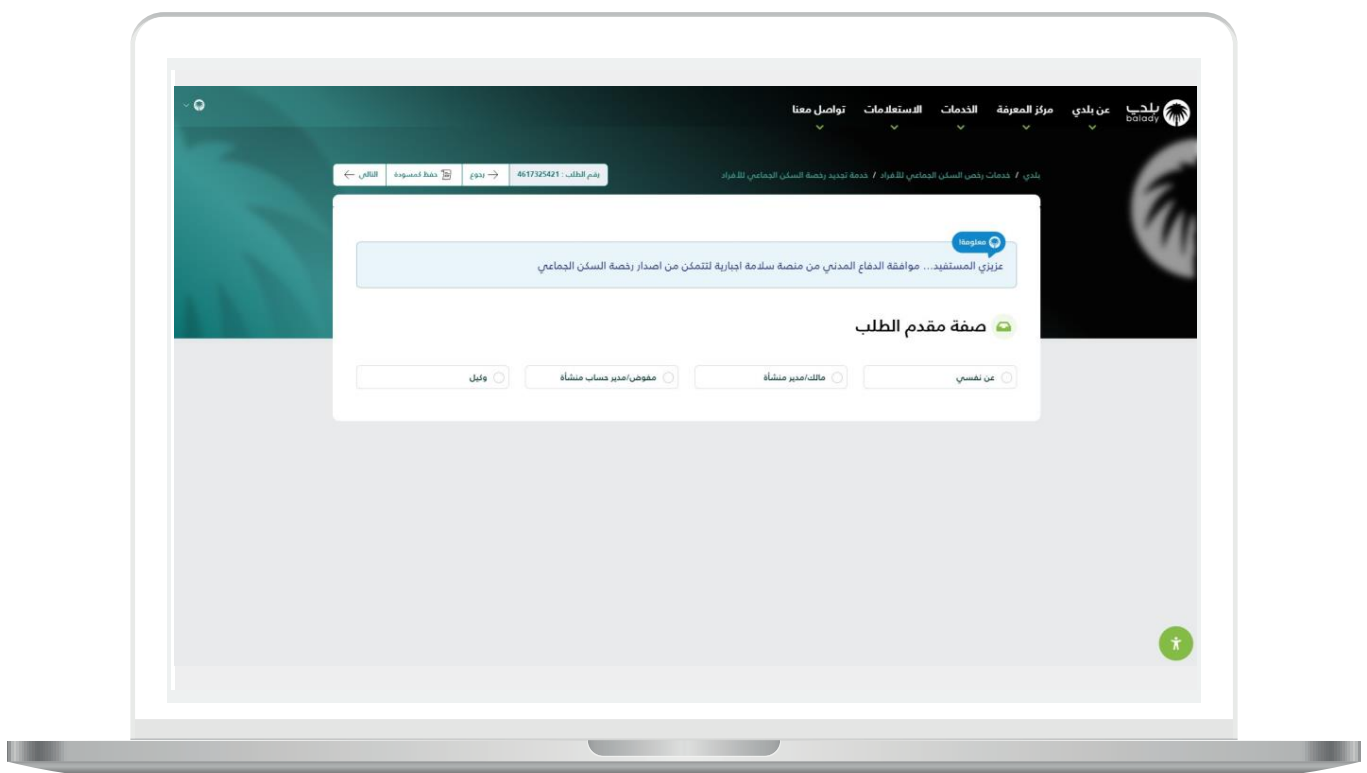
6) The following screen appears, displaying the (**Service Card**), which includes details such as (**How to Apply, Requirements, Conditions and Fines, etc.**).

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

8) After that, the screen below appears, allowing the user to select the applicant type (**For Myself, Owner or Manager of an Establishment, Authorized Representative or Establishment Account Manager, Agent**).

9) If the applicant selects (**Owner or Manager of an Establishment**), a new field labeled (**Commercial Register**) appears, where the user enters its value and clicks the (**Browse**) button.
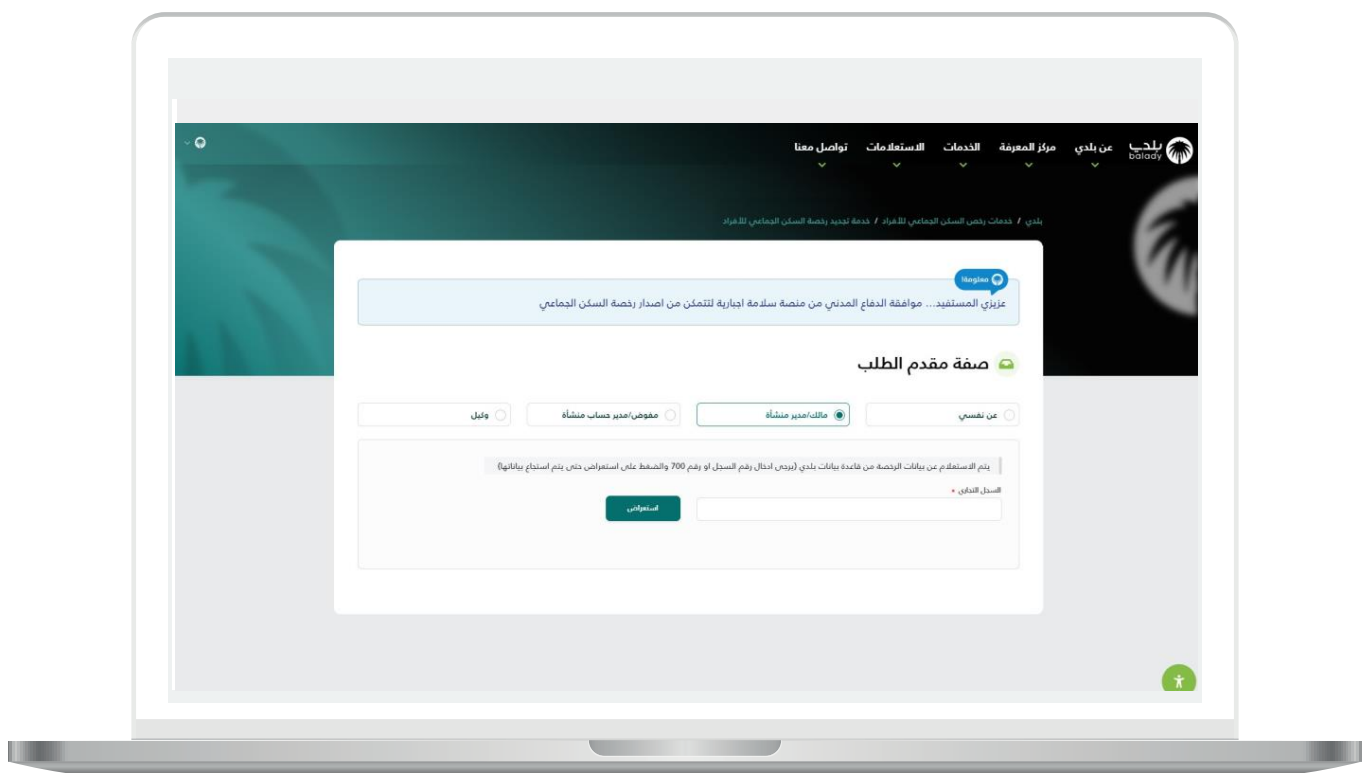
Notes:

- The system verifies that there are no unpaid violations on the license. If unpaid violations exist, a pop-up message appears stating: (Sorry... The license number xxxxxx cannot be renewed due to unpaid violations on the license).
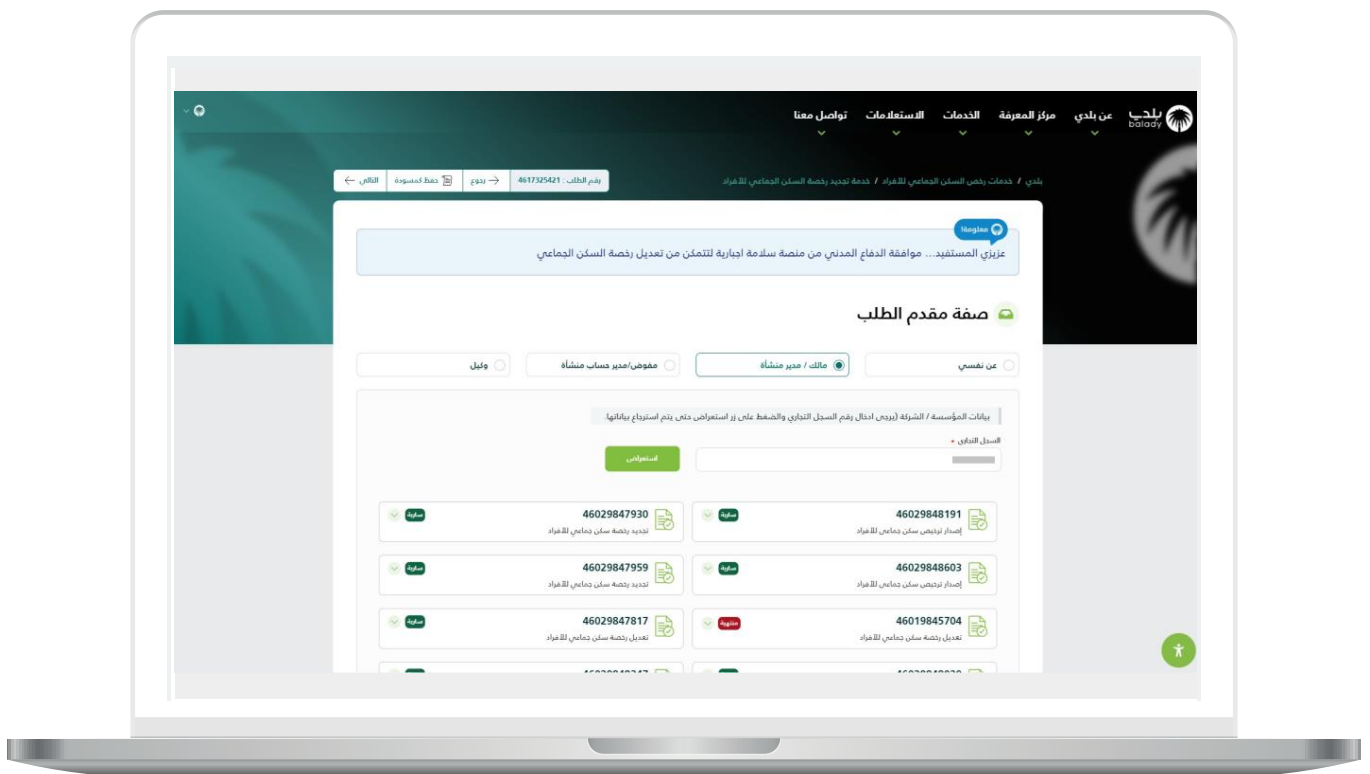
- All unpaid violations are listed, and the request cannot proceed.

- If the violation has been sent to the user and has not yet received a response (violation details are unavailable), the following message appears: (Sorry... The license number xxxxxx cannot be renewed due to unpaid violations on the license.
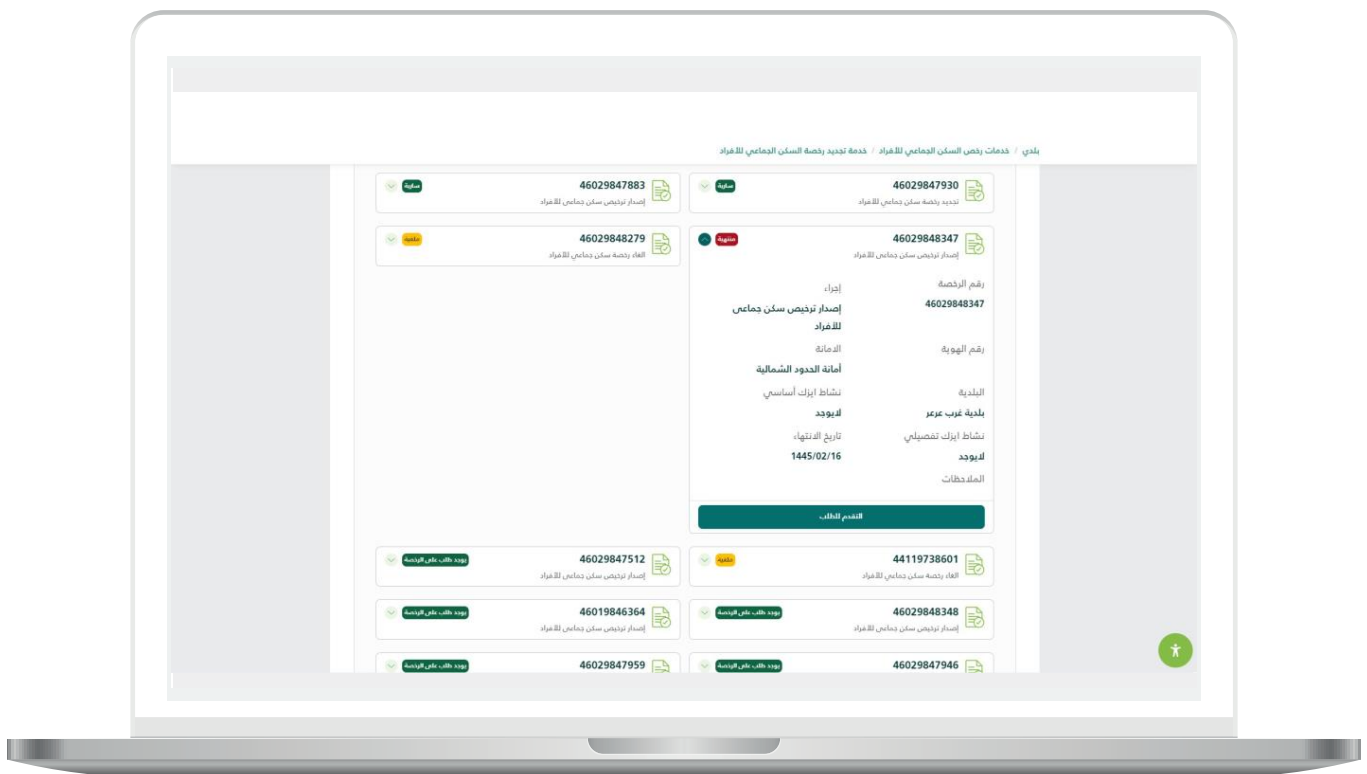
You will be notified via text message with the violation details).

10) Then, the licenses linked to the commercial registration are displayed as follows.

11) After selecting the license for renewal, its details appear, and the user clicks the (**Proceed with Request**) button.

12) The user is then taken to the first stage of the request, as shown below, which is the (**Applicant Information**) stage. The system verifies the user's mobile number by entering the value in the (**Mobile Number**) field and clicking the (**Verify**) button.

13) A verification code is sent to the user's mobile phone, which must be entered in the (**Confirmation Code**) field, then click (**Confirm**), as shown in the next screen.e entered Commercial Register.
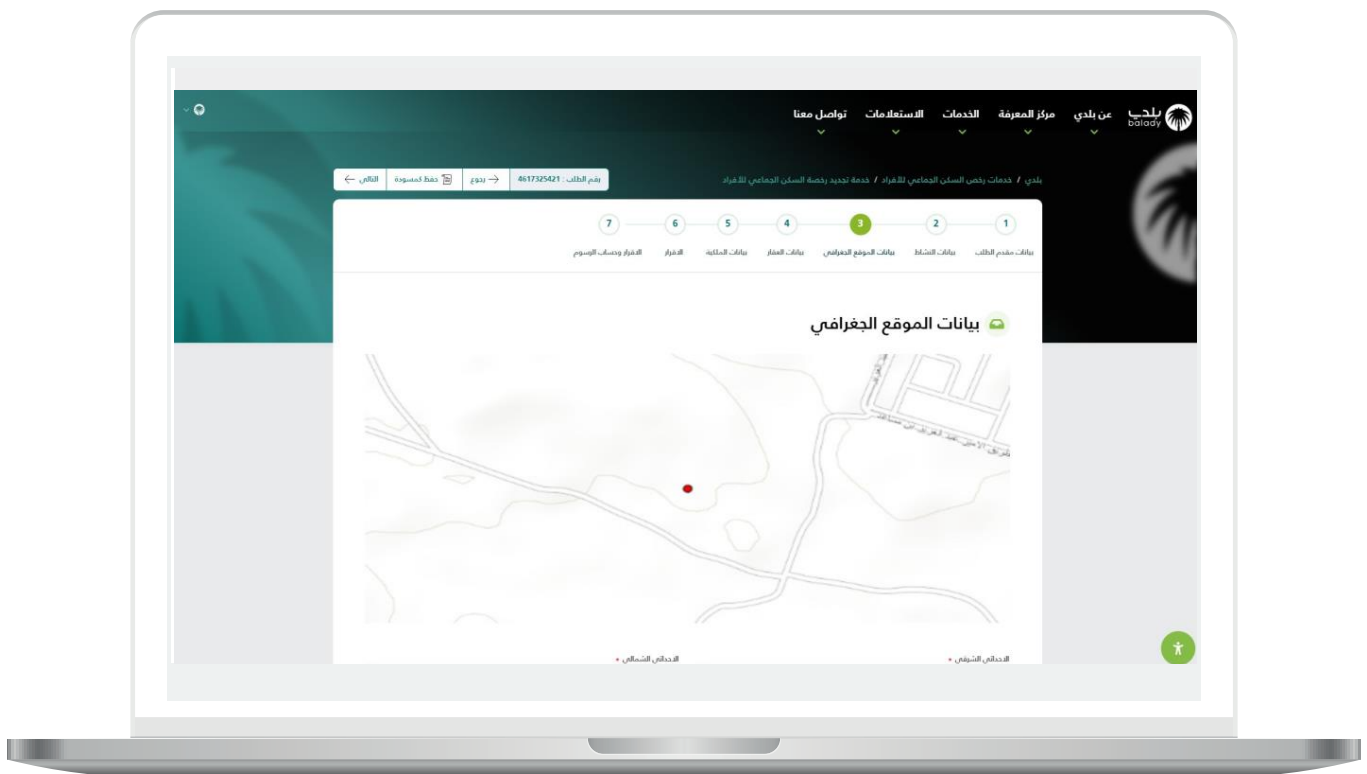
14) A message appears stating (**Thank you, verification was successful**), as shown below. The user then clicks the (**Next**) button to proceed to the next stage, with the option to save the request as a draft for later reference using the (**Save as Draft**) button.
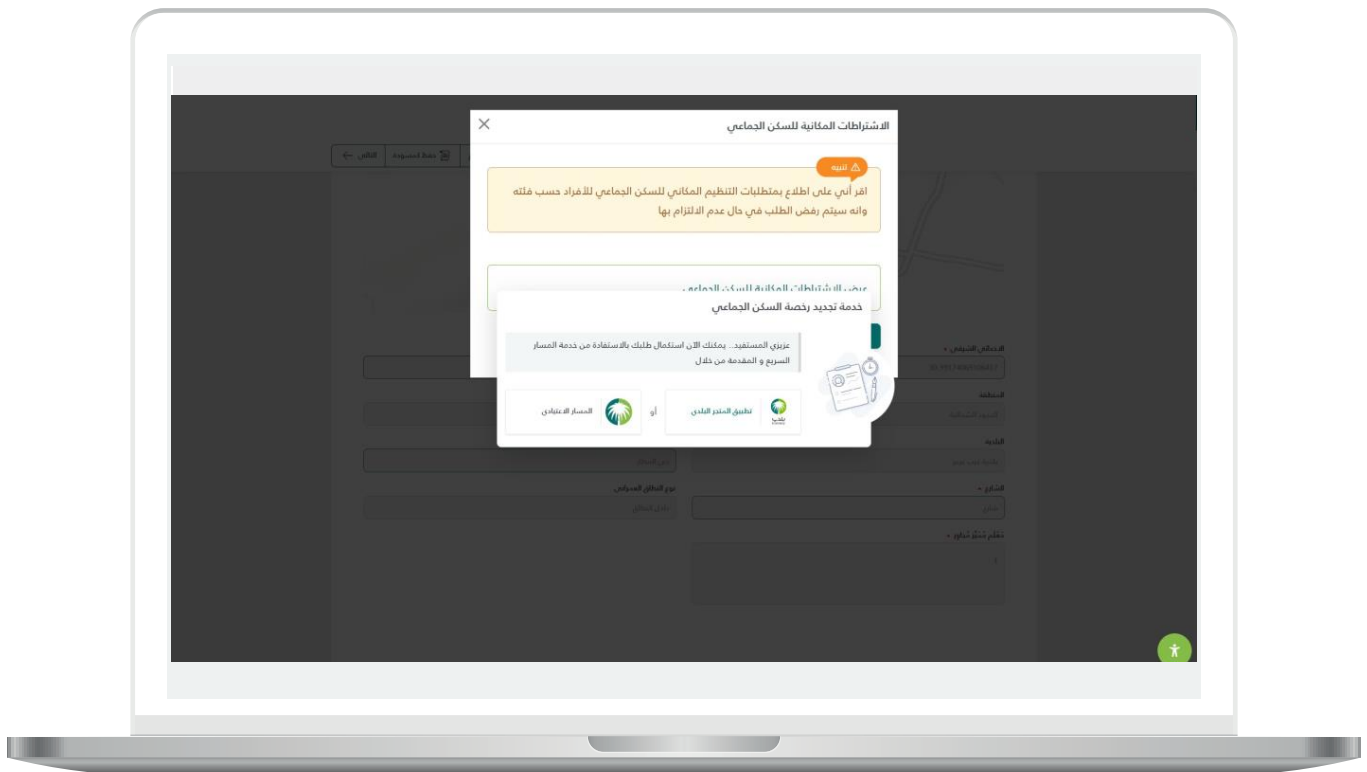
15) The (**Activity Information**) stage appears, displaying the fields (**Main Activity, Detailed Activity**).
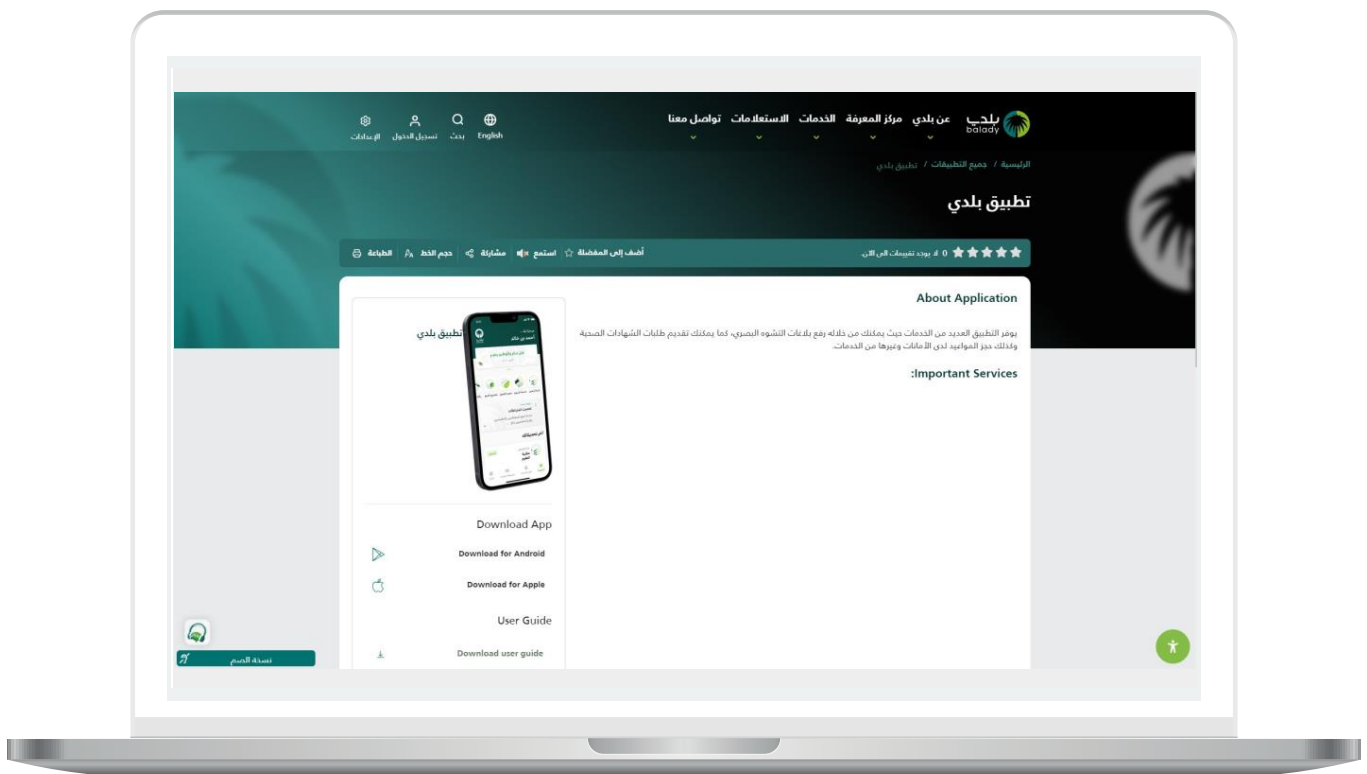
16) The (**Geographic Location Information**) stage follows, where the user clicks the (**Next**) button to proceed, with the option to save the request as a draft or return to the previous stage by clicking the (**Back**) button.

17) The next screen presents two application options: either via (**Balady Store Application**) or by proceeding with the (**Standard Process**).
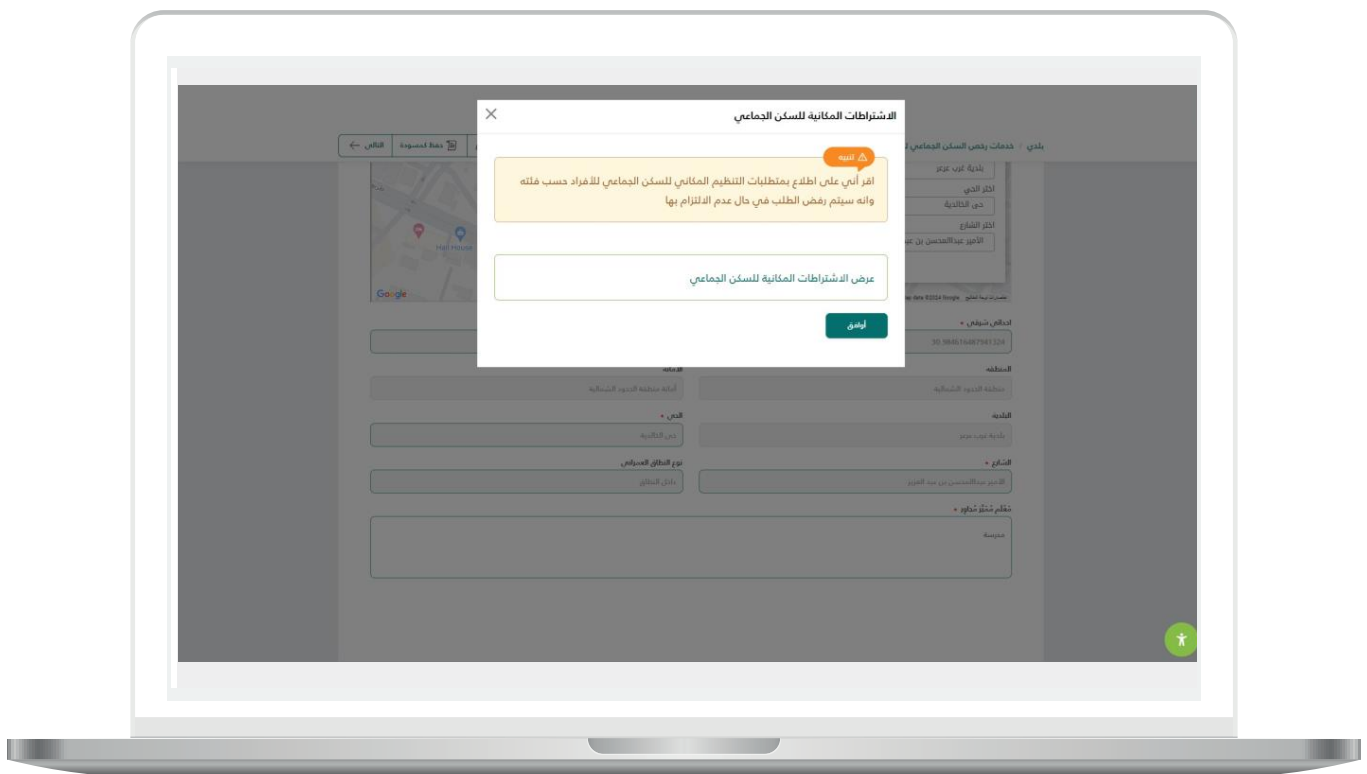
18) If the user selects (**Baladi Store App**), they are redirected to the following application screen to download the app.

19) If the user selects (**Regular Process**), they click (**Next**), and the (**Spatial Requirements for Collective Housing**) screen appears, as shown below.

The user then clicks the (**I Agree**) button.

20) The user is then directed to the (**Property Information**) stage, where the system allows modifications to field values and dropdown selections.

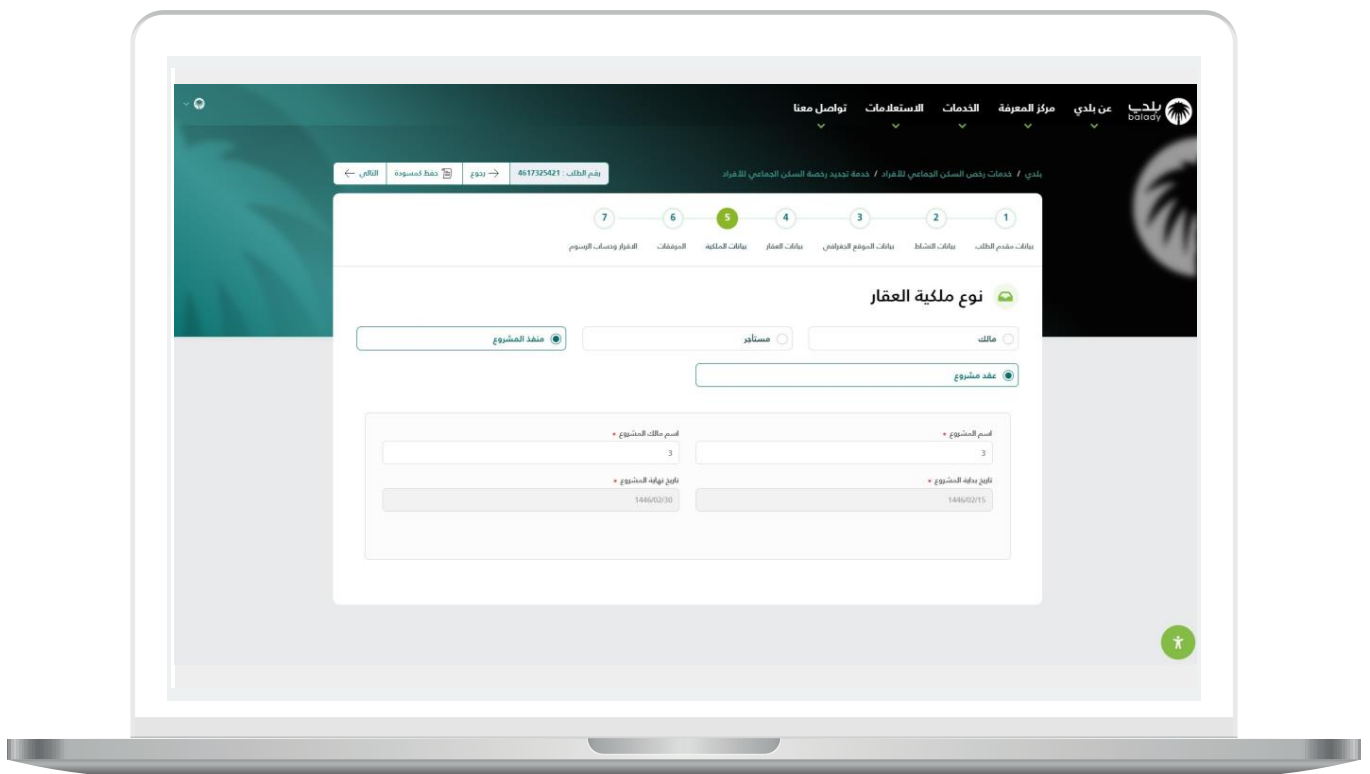21) At the bottom of the screen, the user can select an engineering office.
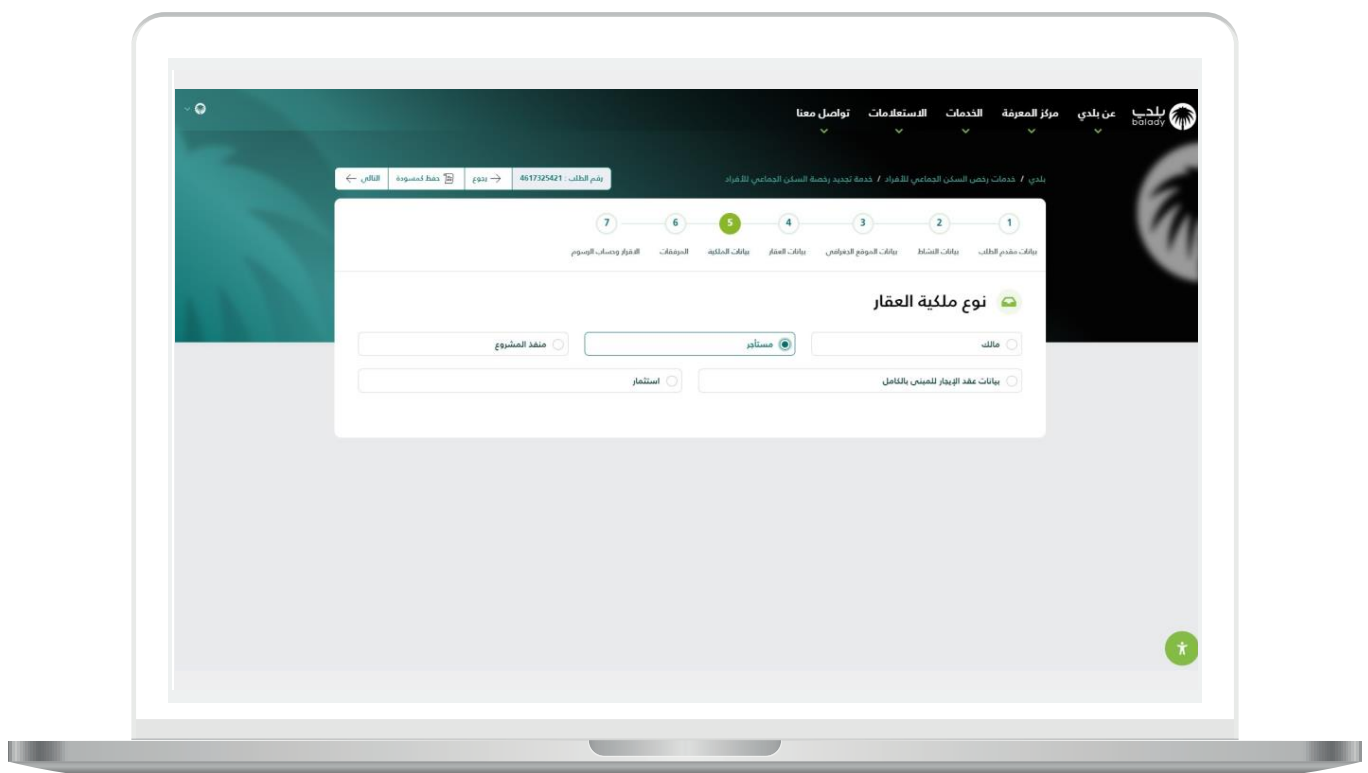
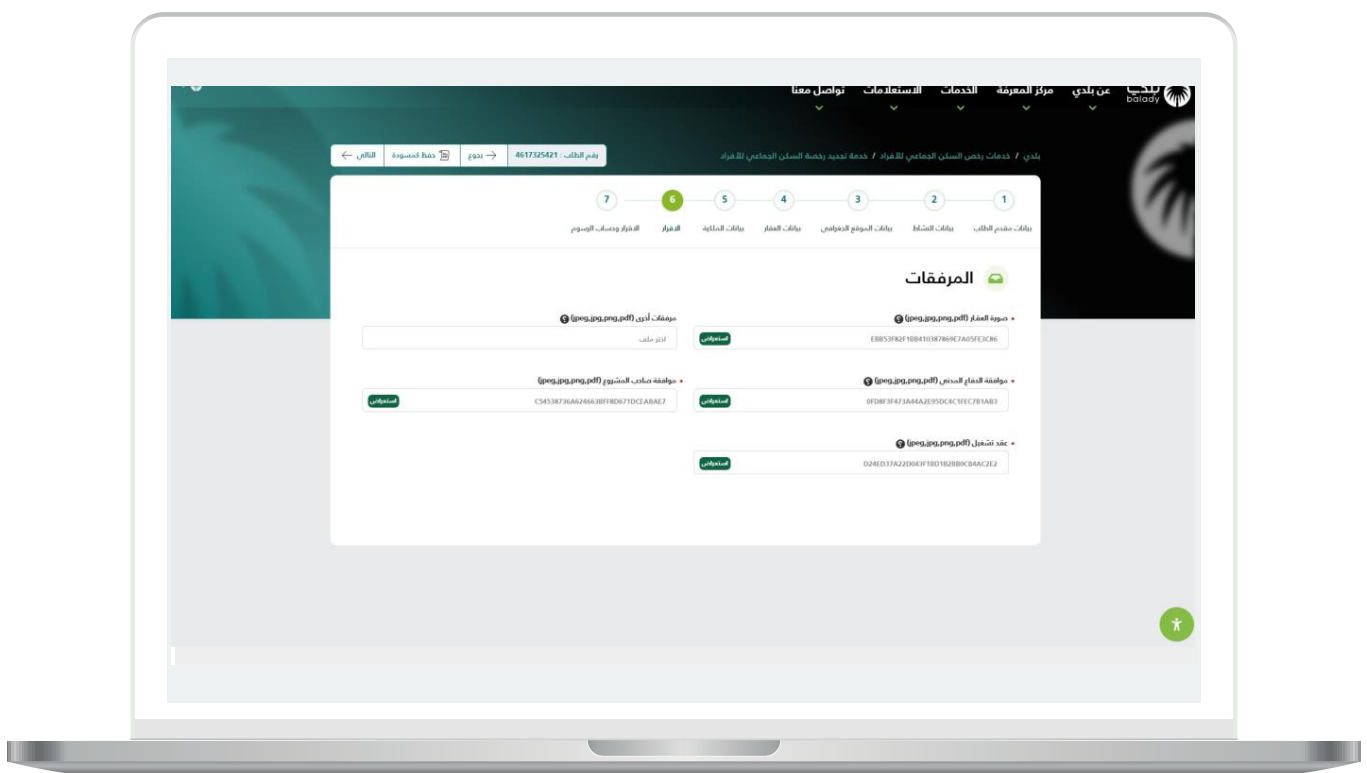After making modifications, the user clicks (**Next**) to proceed.

22) The (**Ownership Information**) stage appears, allowing changes to the property ownership type and continuation of the process.
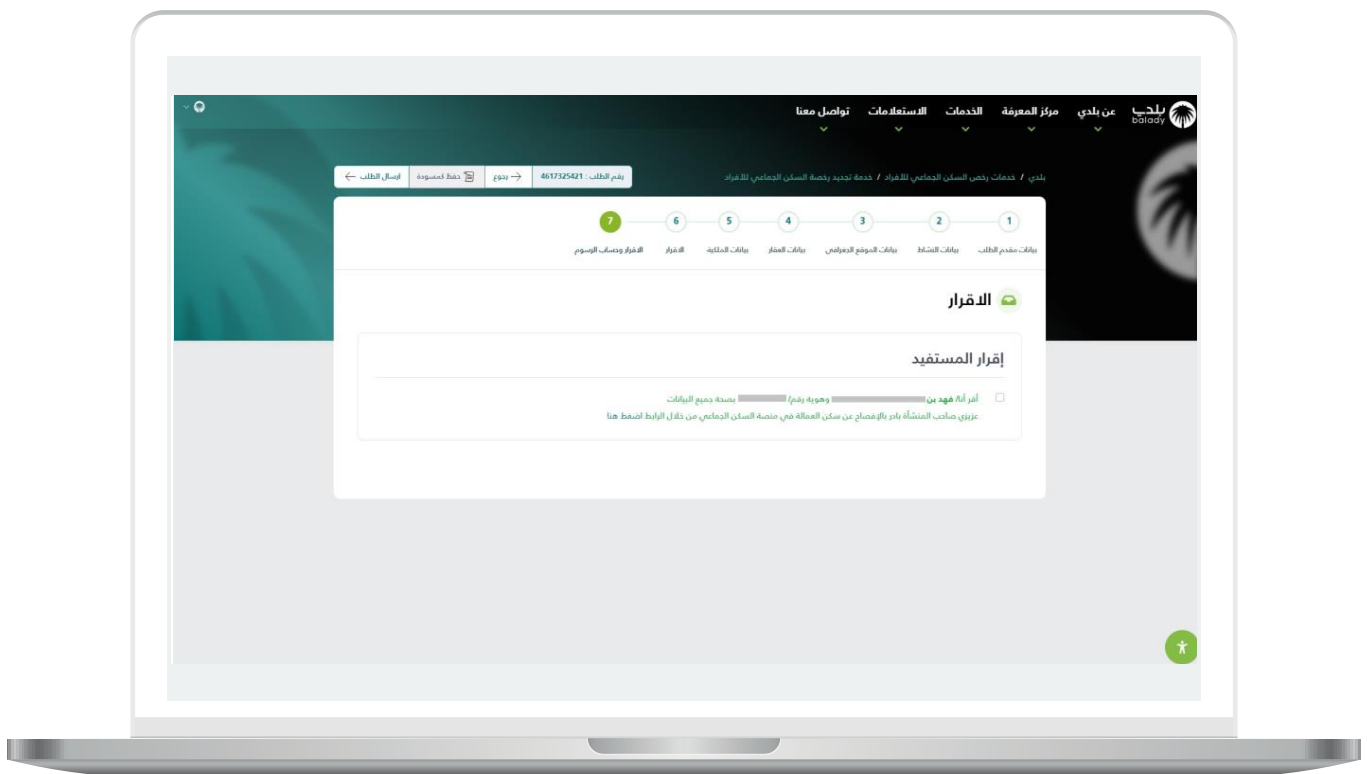
23) The user clicks (**Next**) to proceed, with the option to save the request as a draft or return to the previous stage.
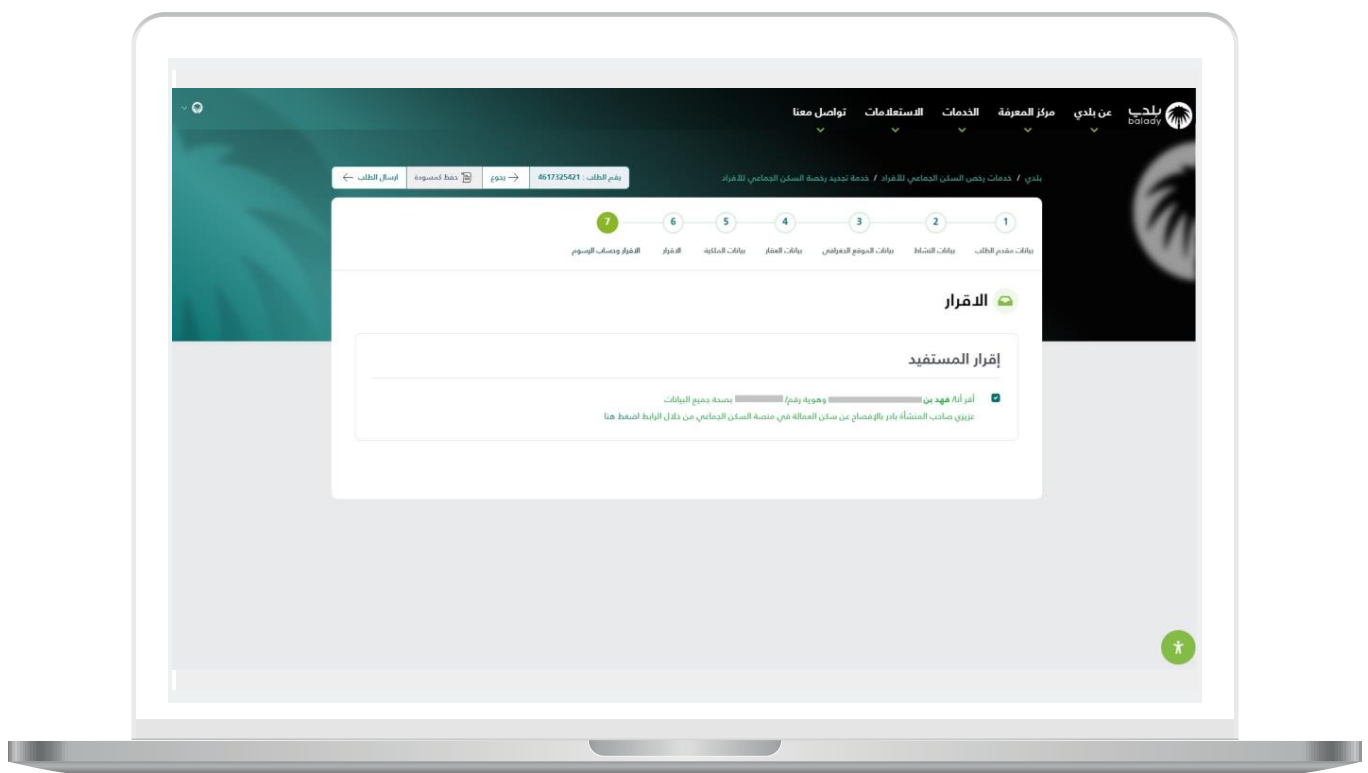
24) The (**Attachments**) stage appears, where the user can change an attachment by clicking the field and selecting a new file from the device. Attachments can also be viewed by clicking the (**Browse**) button.

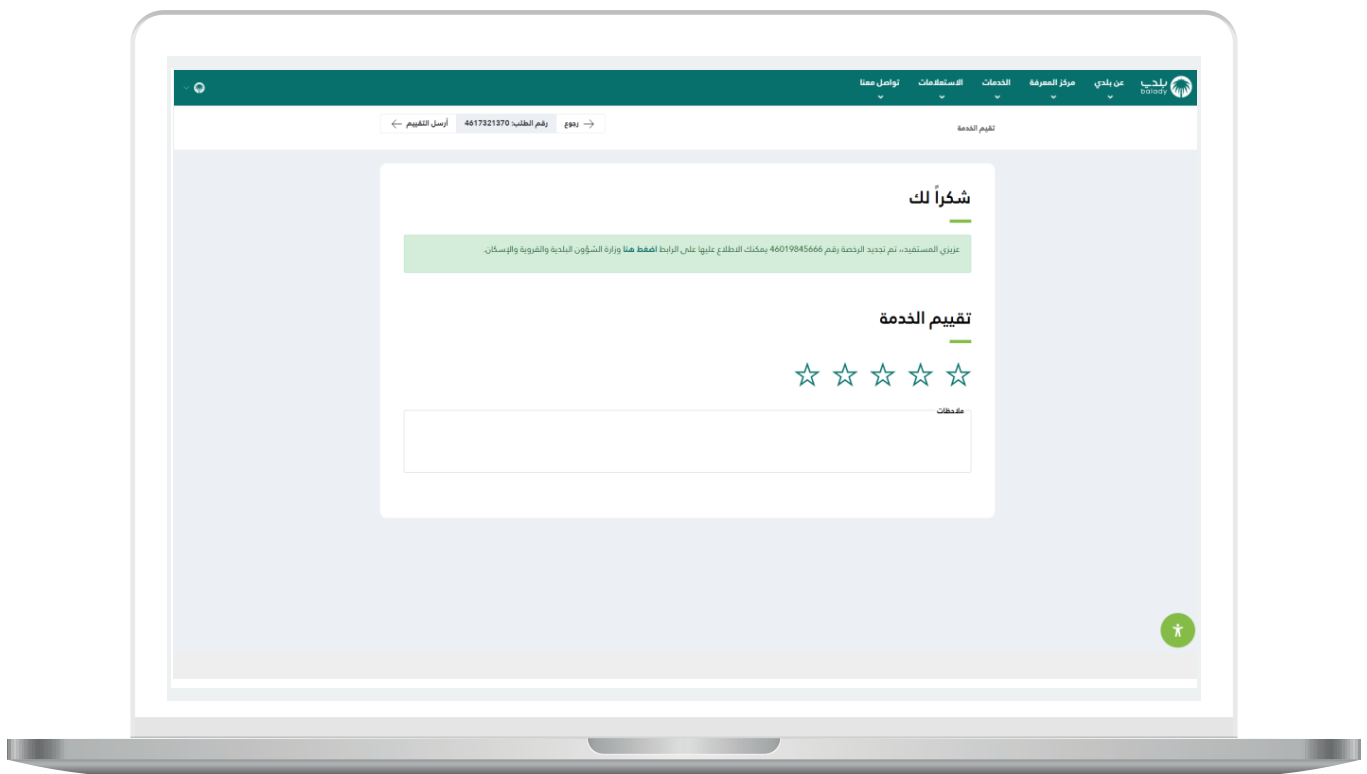The user then clicks (**Next**) to proceed to the next stage.

25) The user clicks (**Next**) to proceed to the (**Declaration and Fee Calculation**) stage and selects the declaration checkbox.
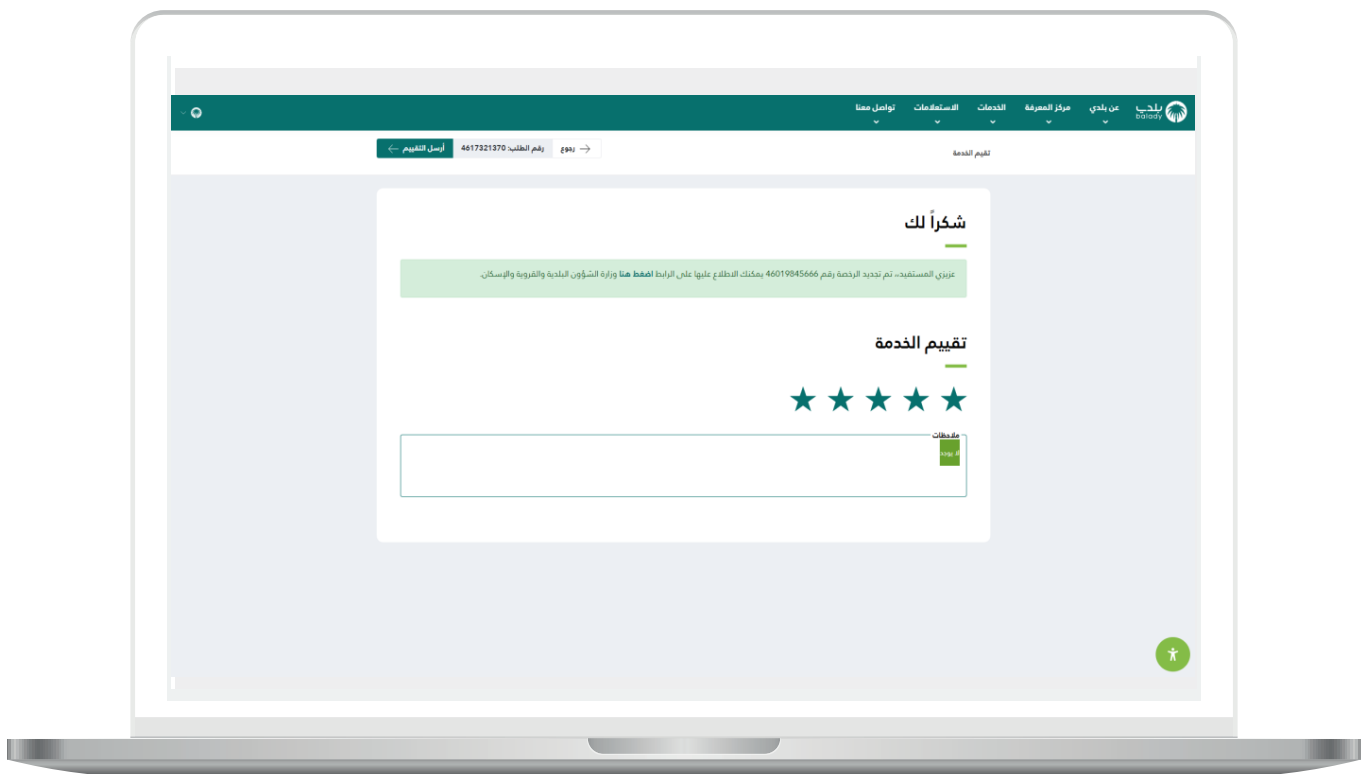
26) The user then clicks the (**Submit Request**) button, with the option to save the request as a draft using the (**Save as Draft**) button or return to the previous stage using the (**Back**) button.
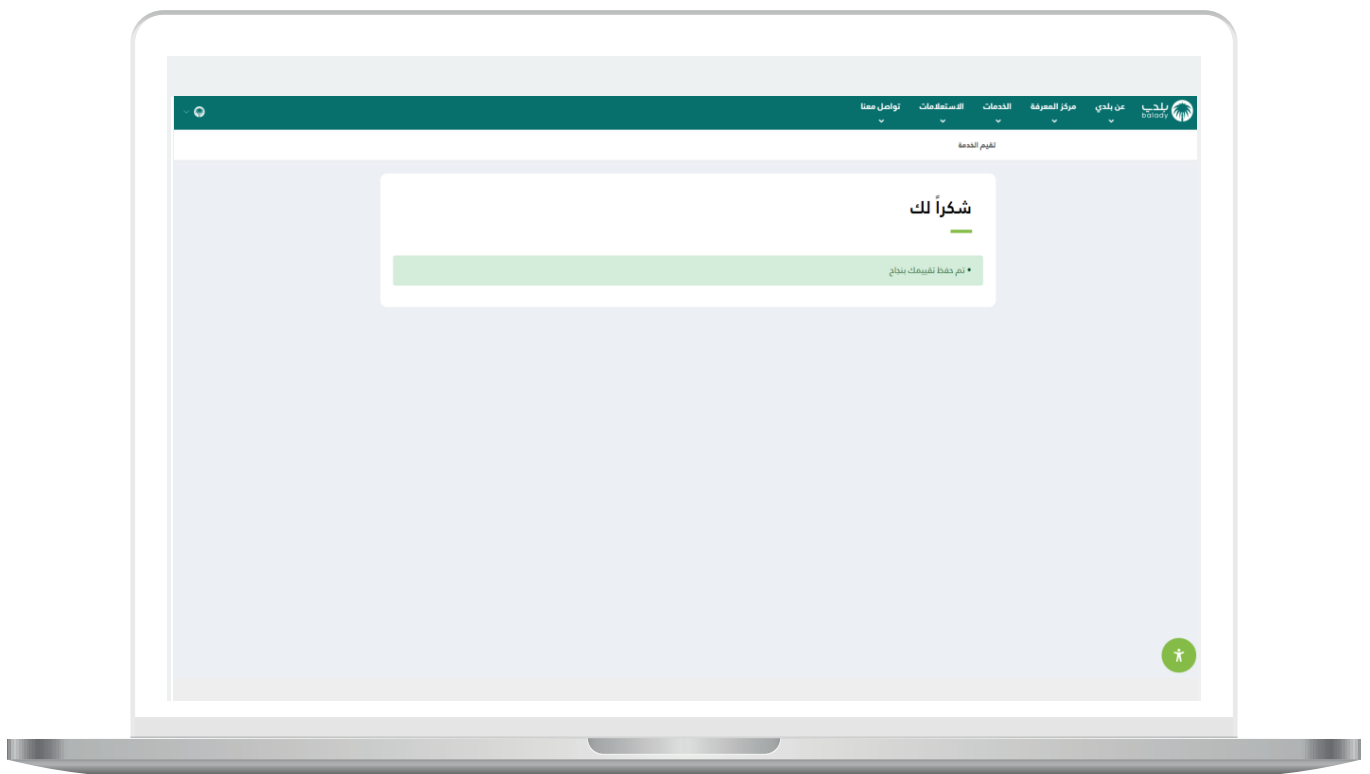
27) The system then allows the user to evaluate the service by selecting the number of stars displayed and entering comments in the (**Comments**) field.
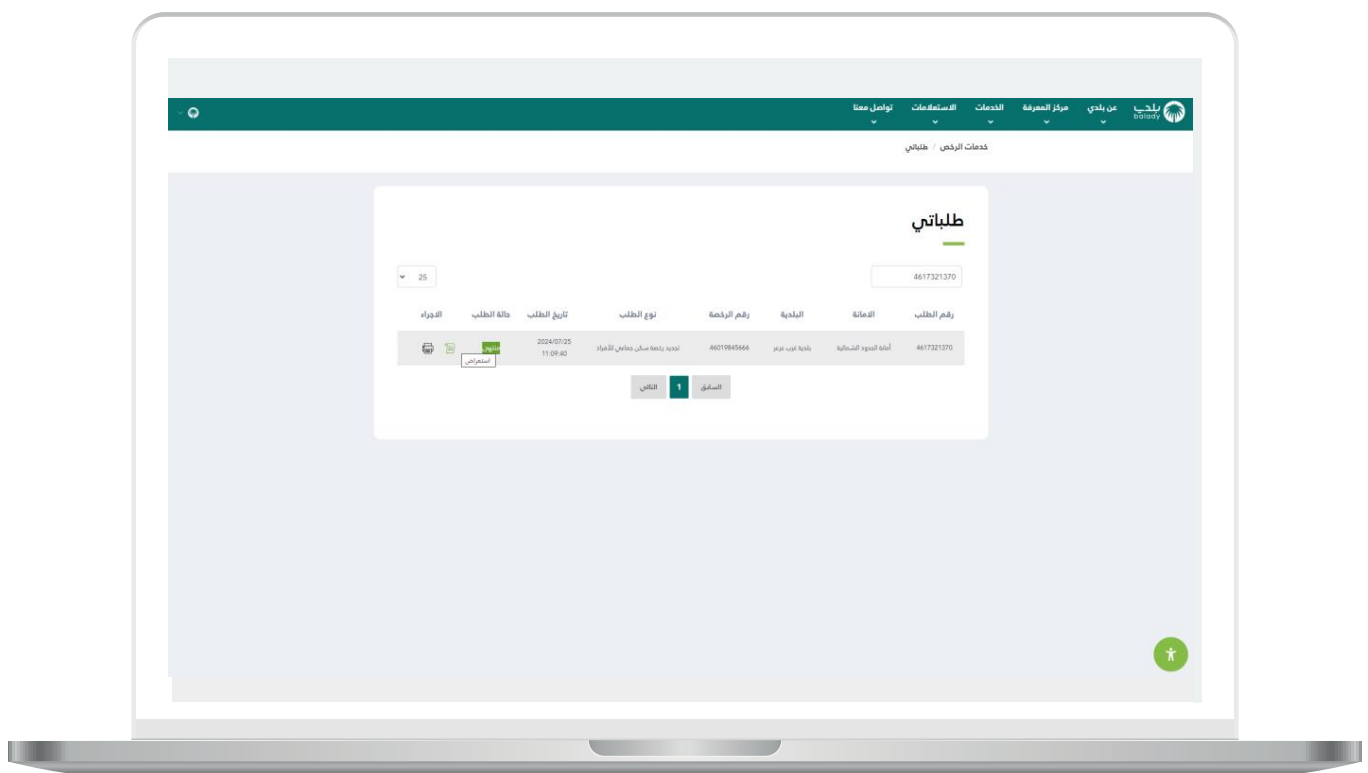
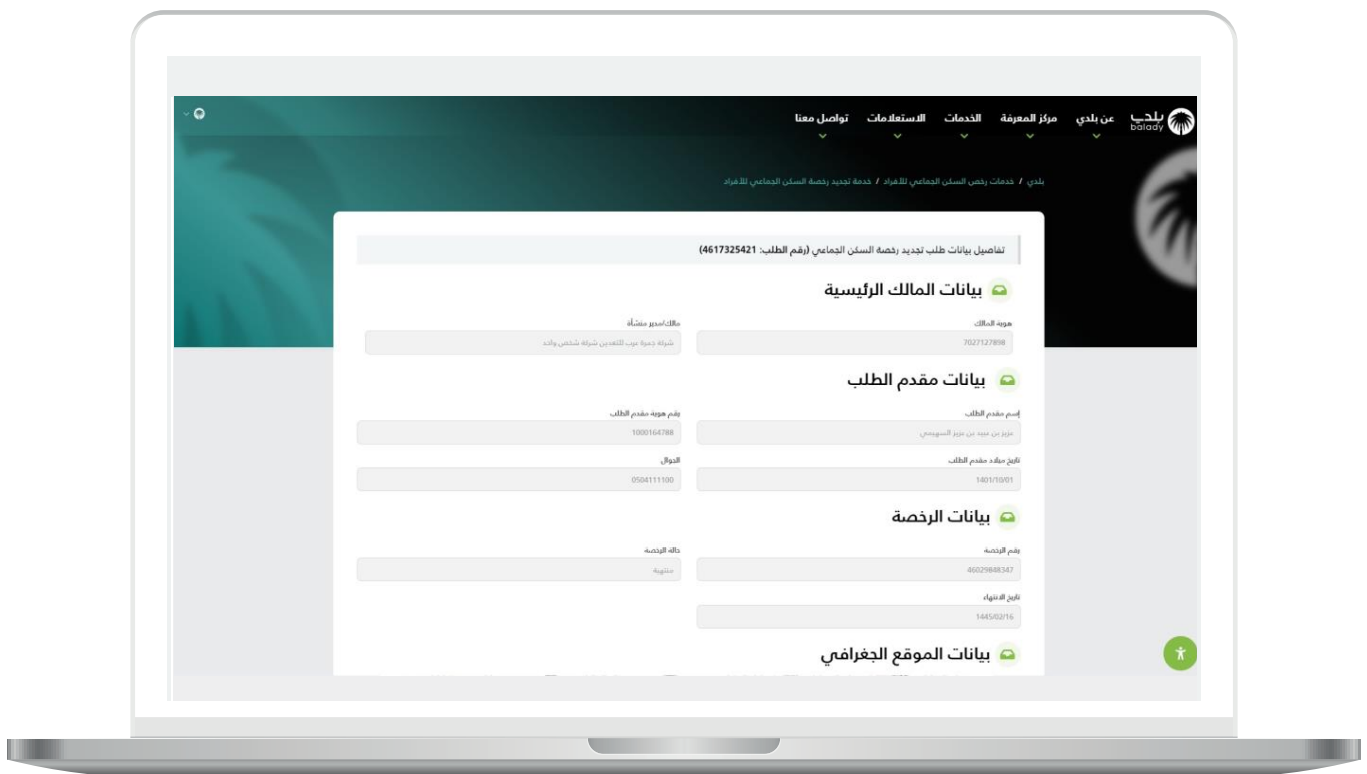28) Then, the user clicks the (**Submit Evaluation**) button..

29) A message then appears confirming that (Y**our evaluation has been successfully saved**).
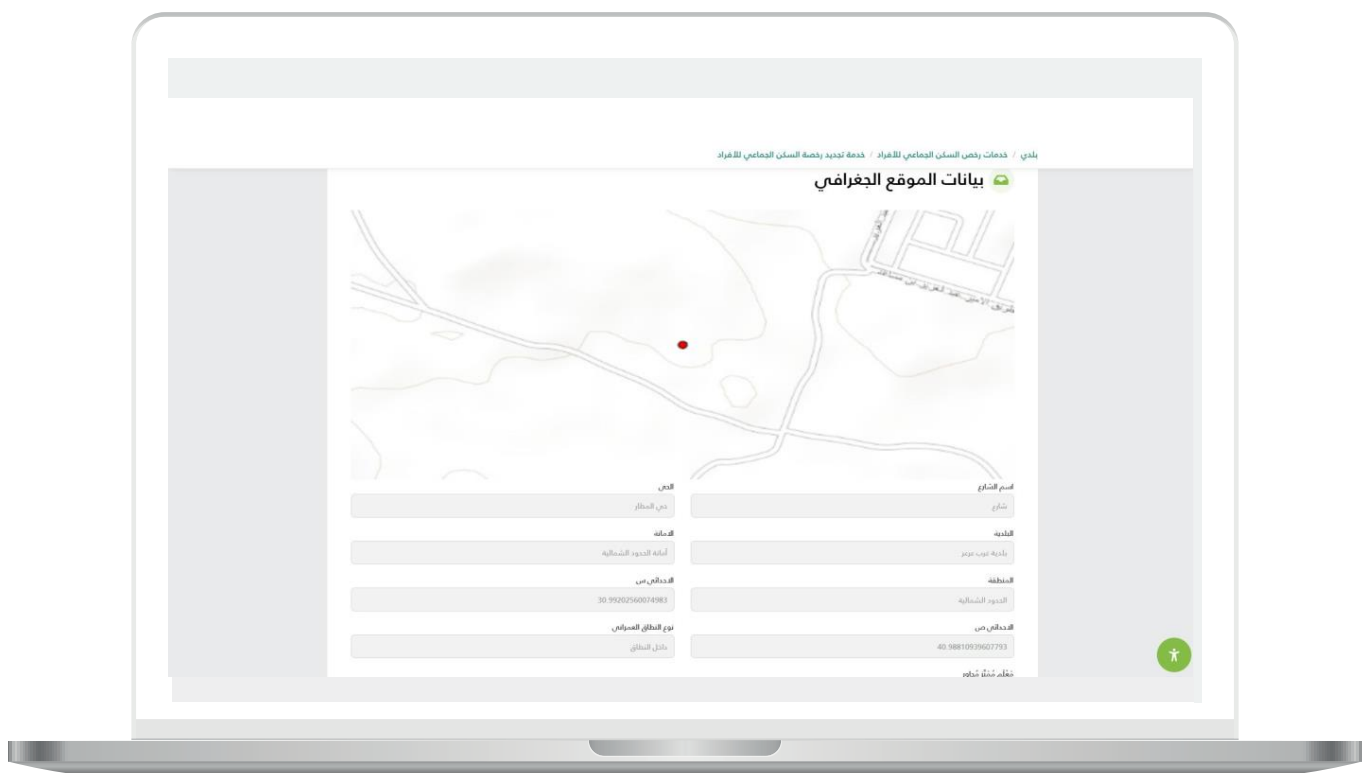
30) The system then allows the user to search for the request through the (**My Requests**) screen, as shown below.

31) By clicking the (**Browse**) icon in the (**Action**) column, the request details are displayed, as shown below.

32) The screen below displays the request details.

☏ |199040 Direct Contact Number
🐦 |@Balady_CS Customer Service