



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

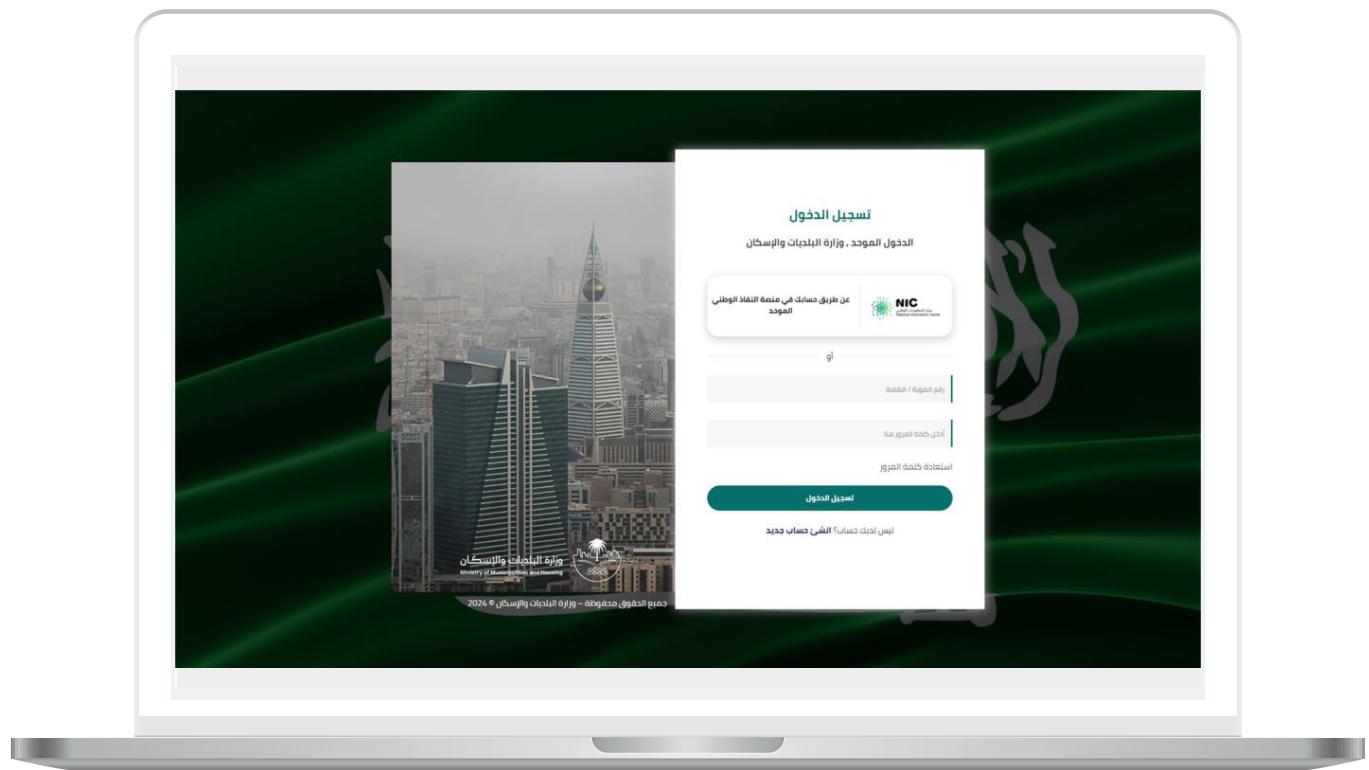
User Guide for the  
**Collective Housing License Modification Service**

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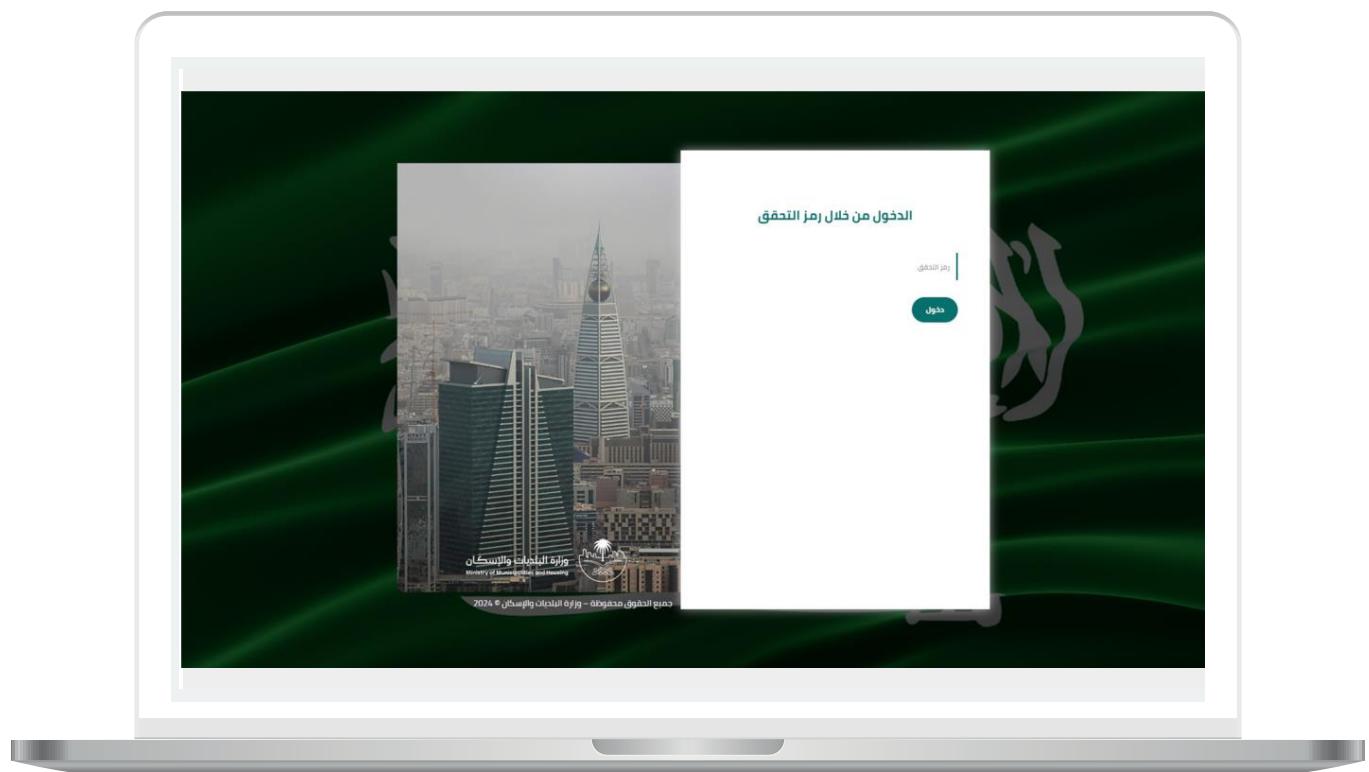
Beneficiary's  
Copy

## 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. The security code can be changed by clicking the circular arrow icon.

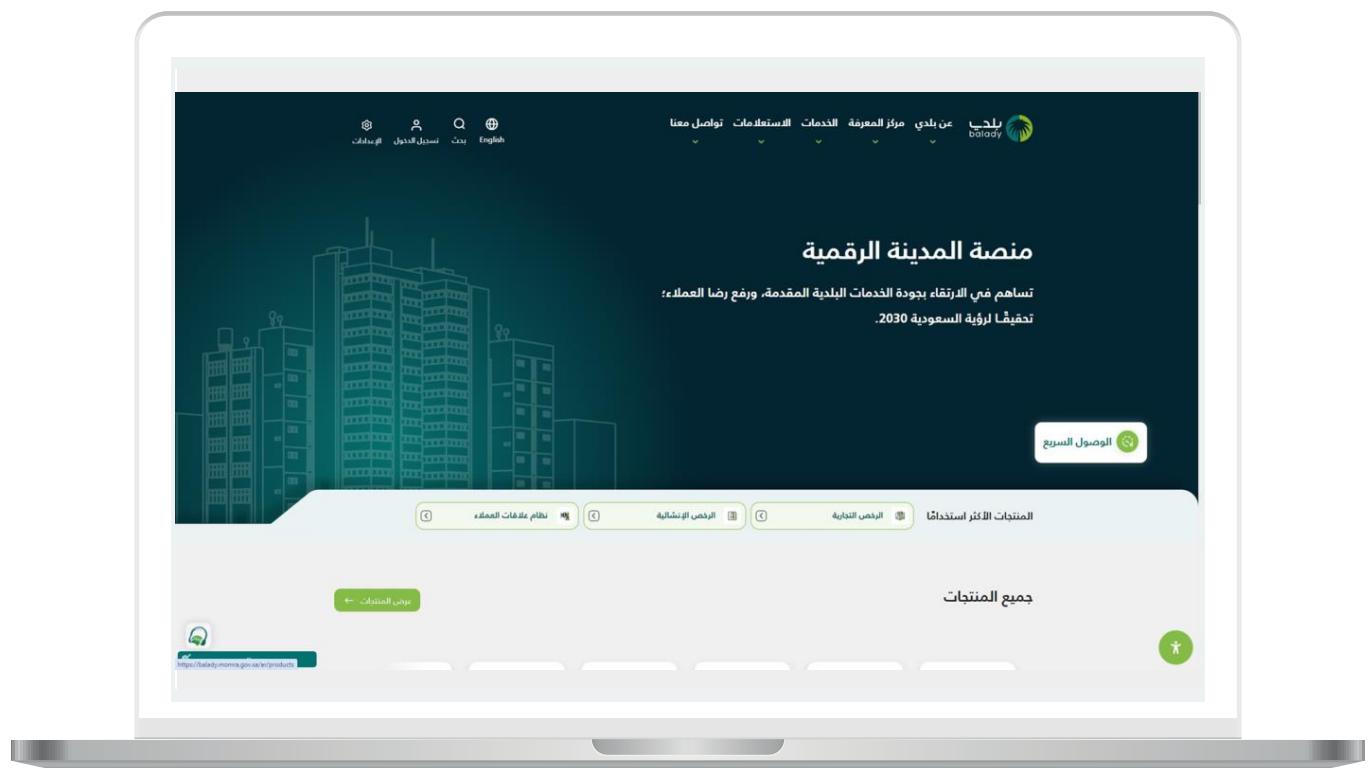


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.

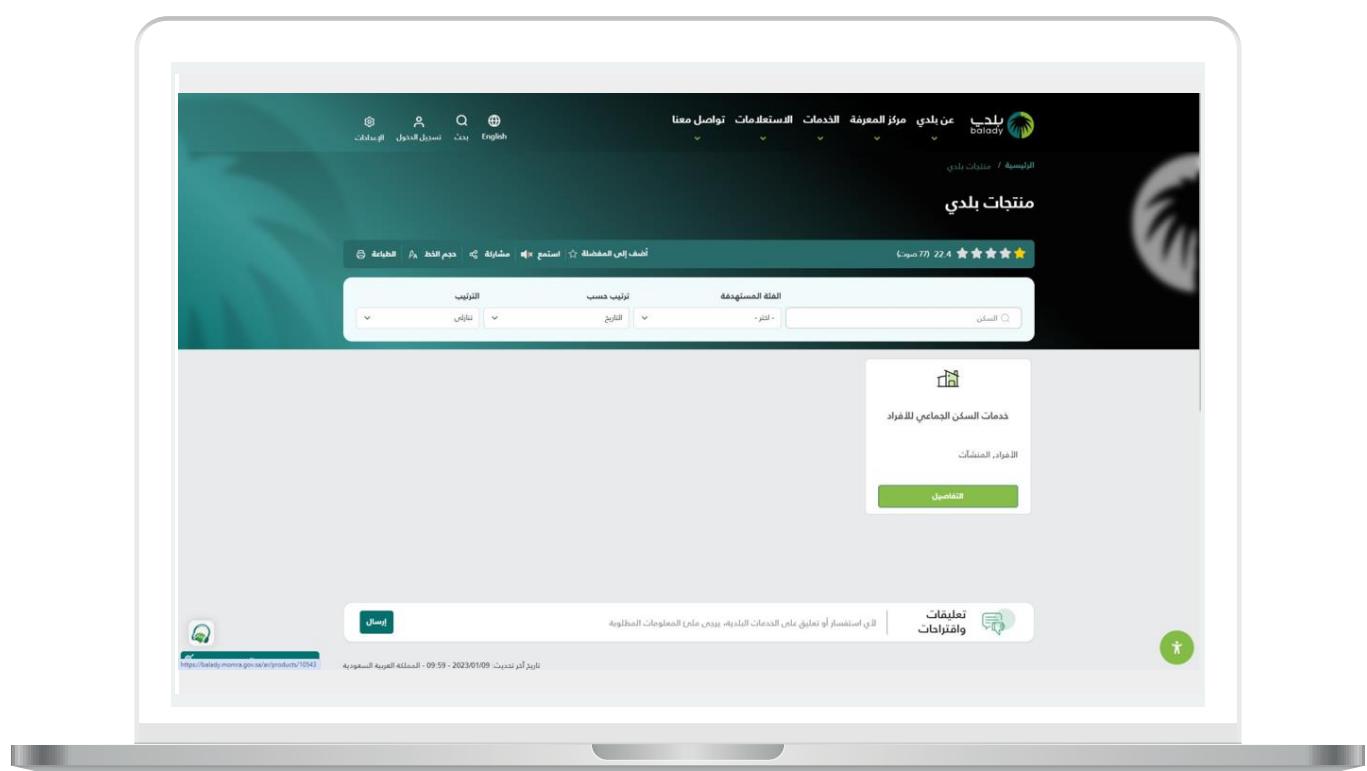


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

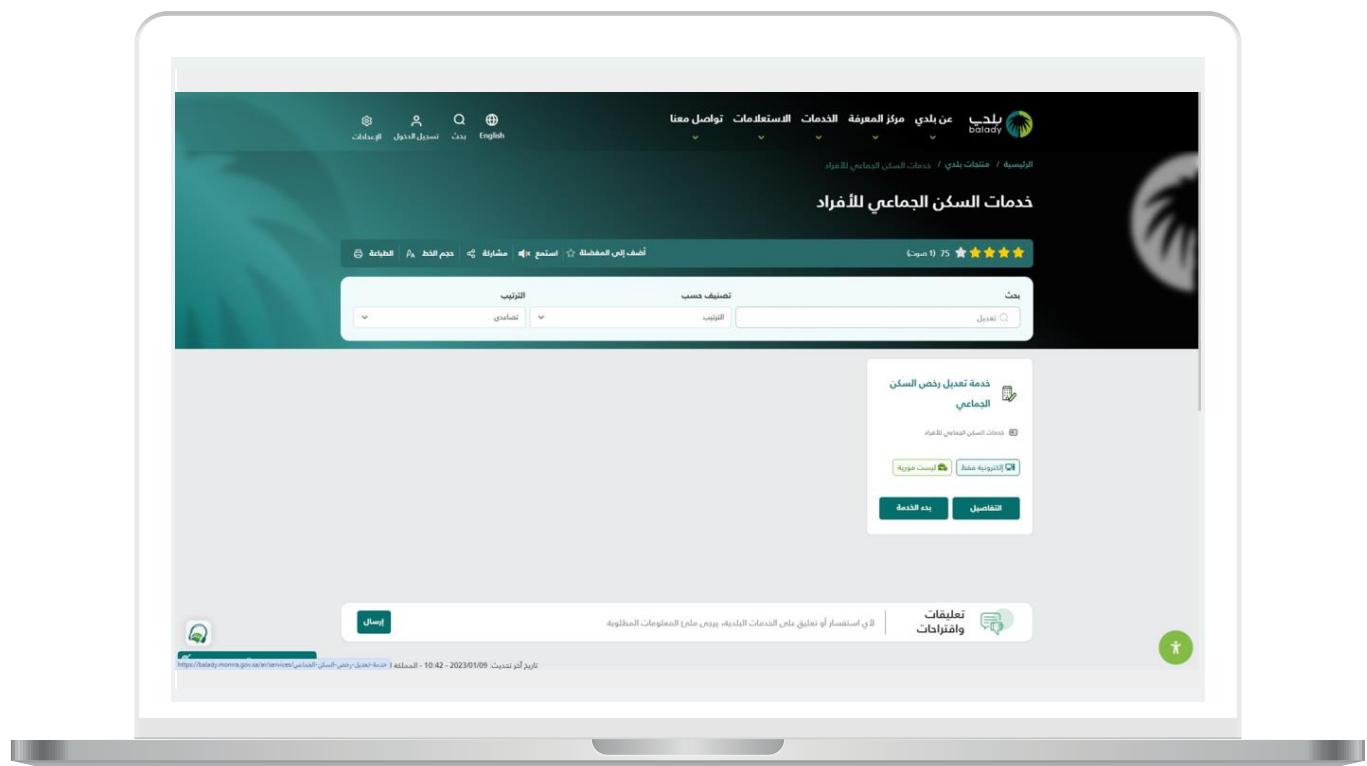
To start the service application, the user must click the **(View Products)** button.



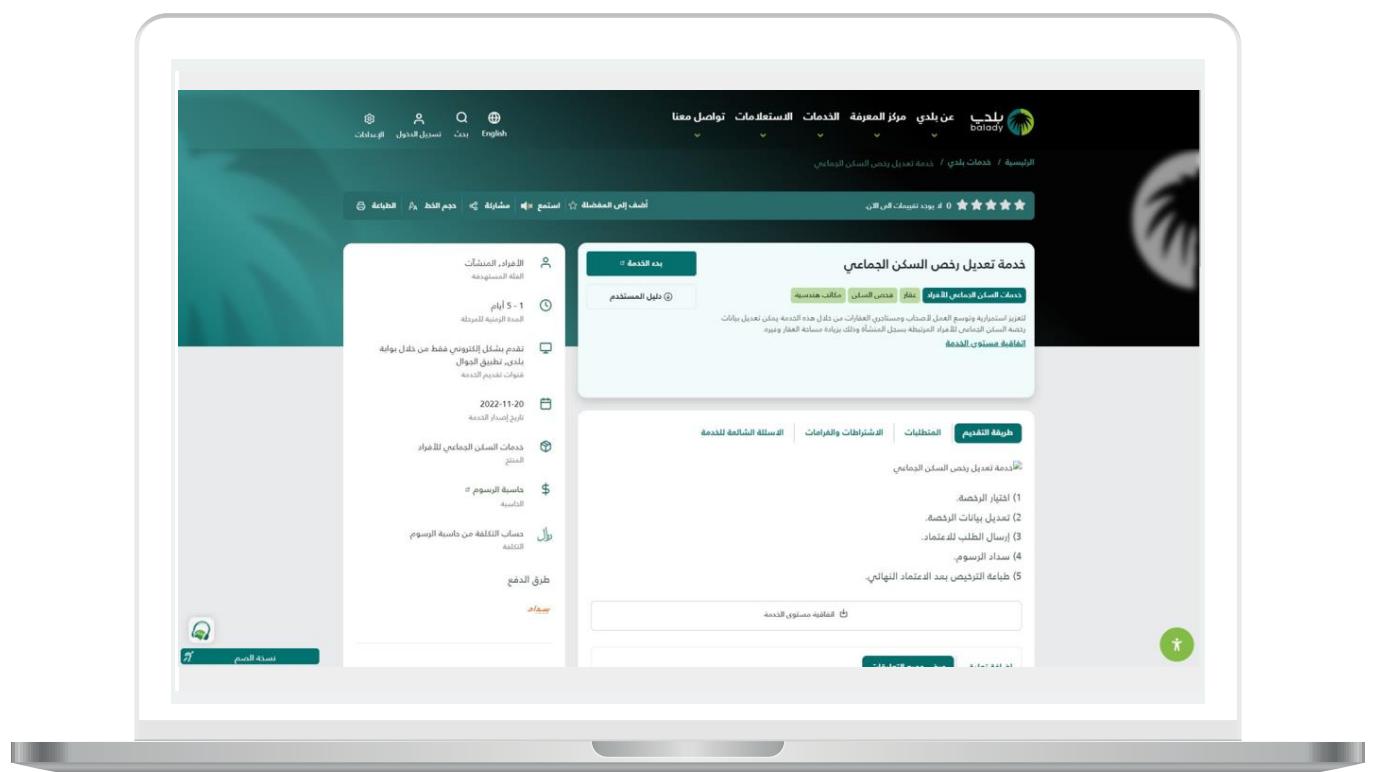
4) The following screen appears, displaying Balady's services, where the user selects (Collective Housing Services).



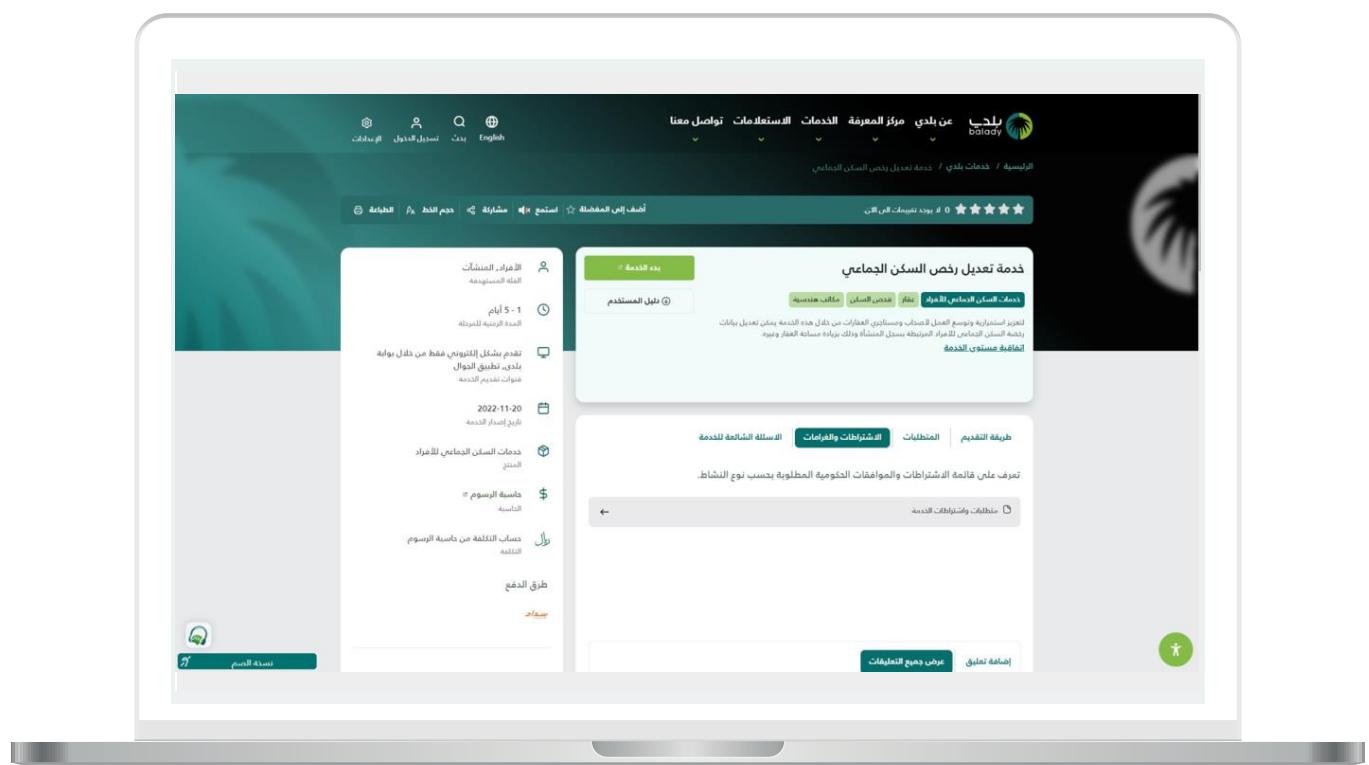
5) The following screen then appears, which includes collective housing services for individuals, where the **(Collective Housing License Modification Service)** is searched for, as shown below.



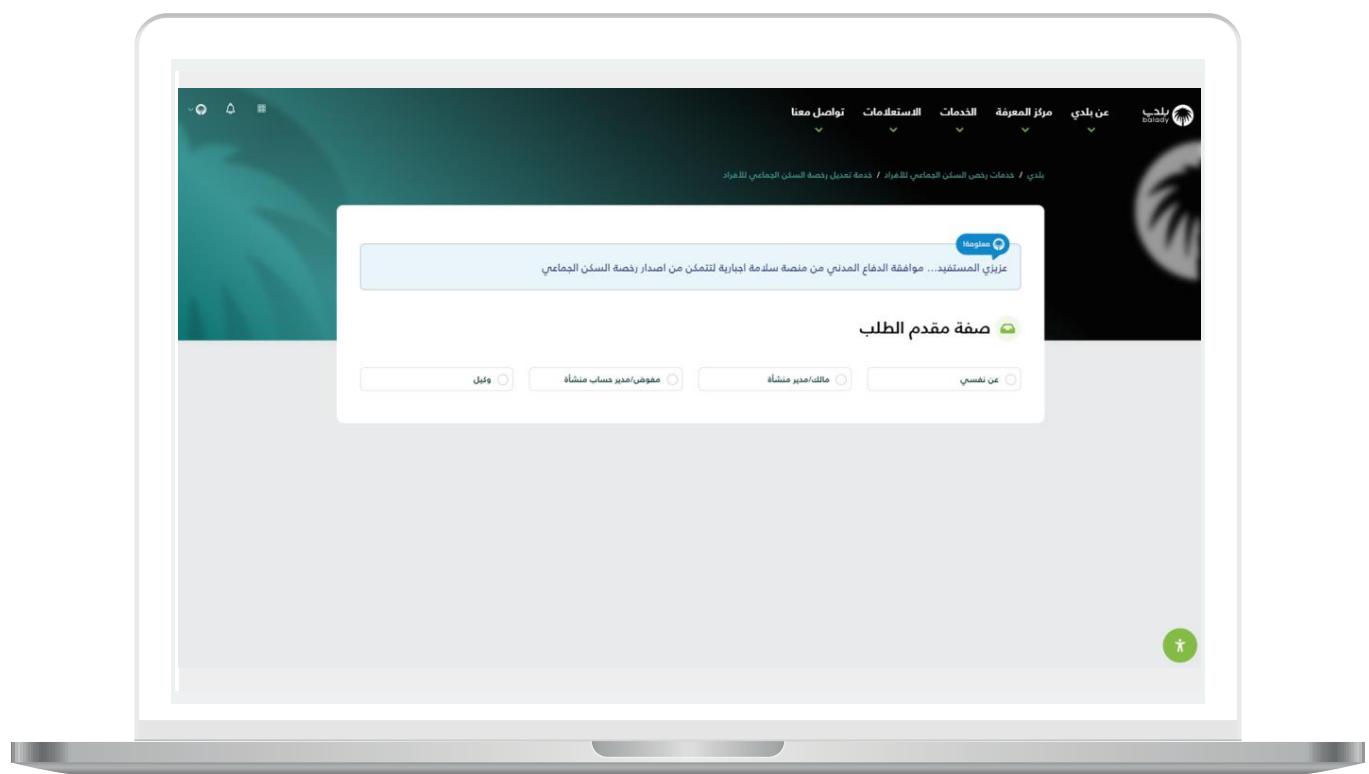
6) The following screen appears, displaying the **(Service Card)**, which includes details such as **(How to Apply, Requirements, Conditions and Fines, etc.).**



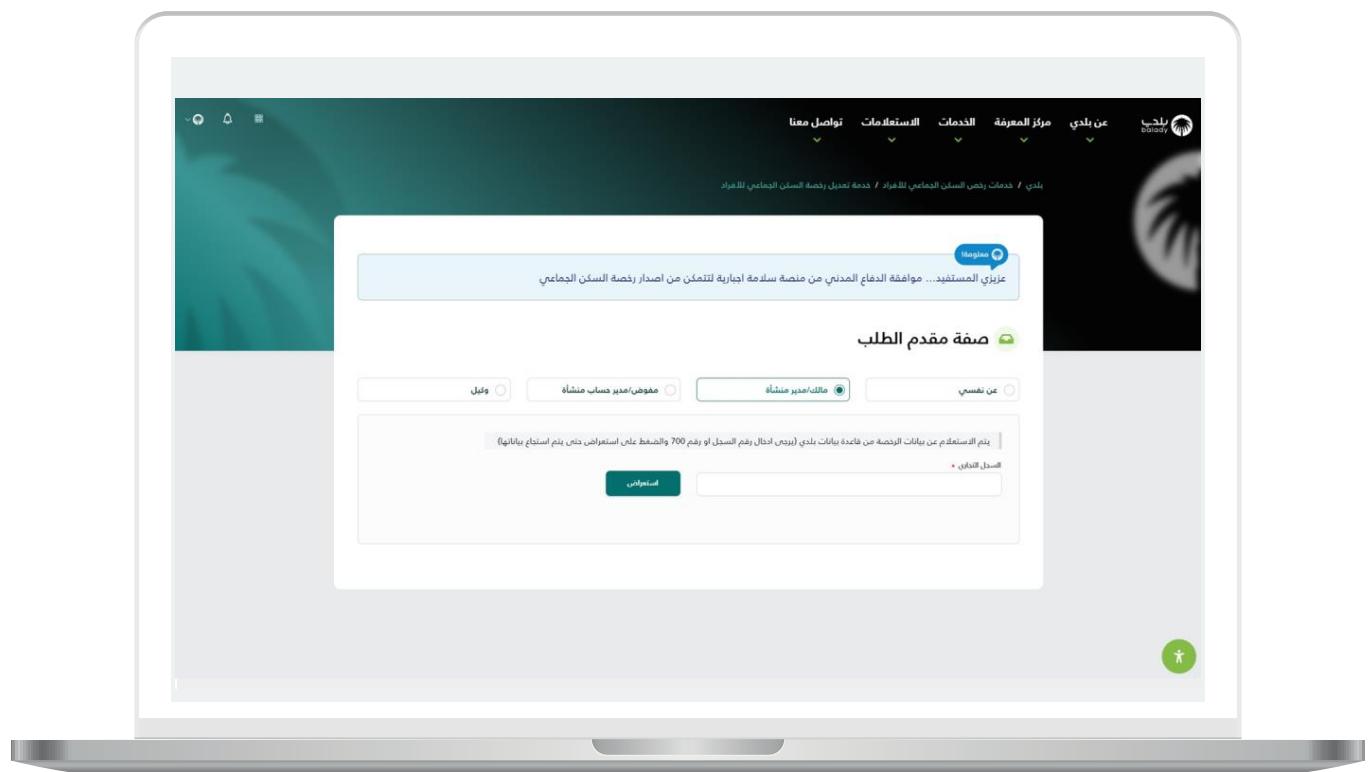
7) To start the application process, the user clicks (Start Service).



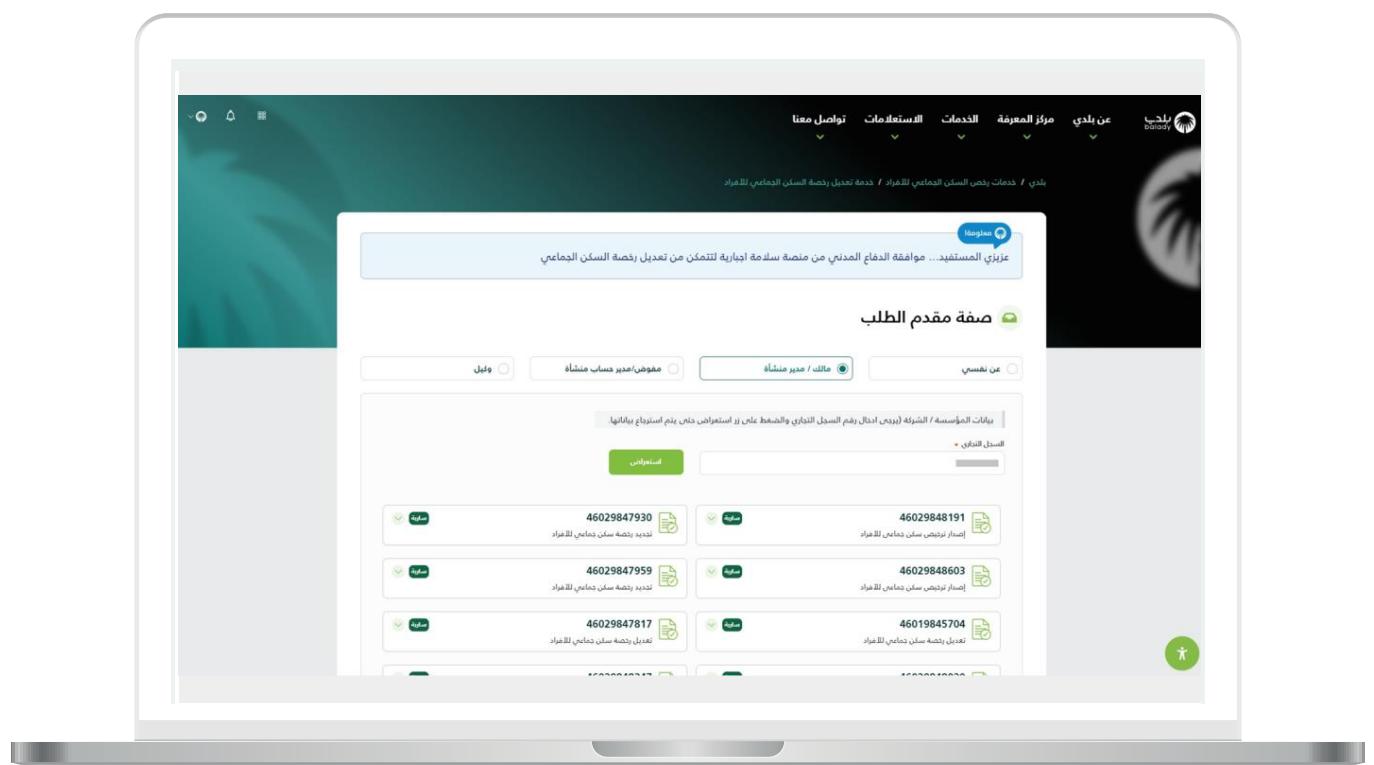
8) After that, the screen below appears, allowing the user to select the applicant type (**For Myself, Owner or Manager of an Establishment, Authorized Representative or Establishment Account Manager, Agent**).



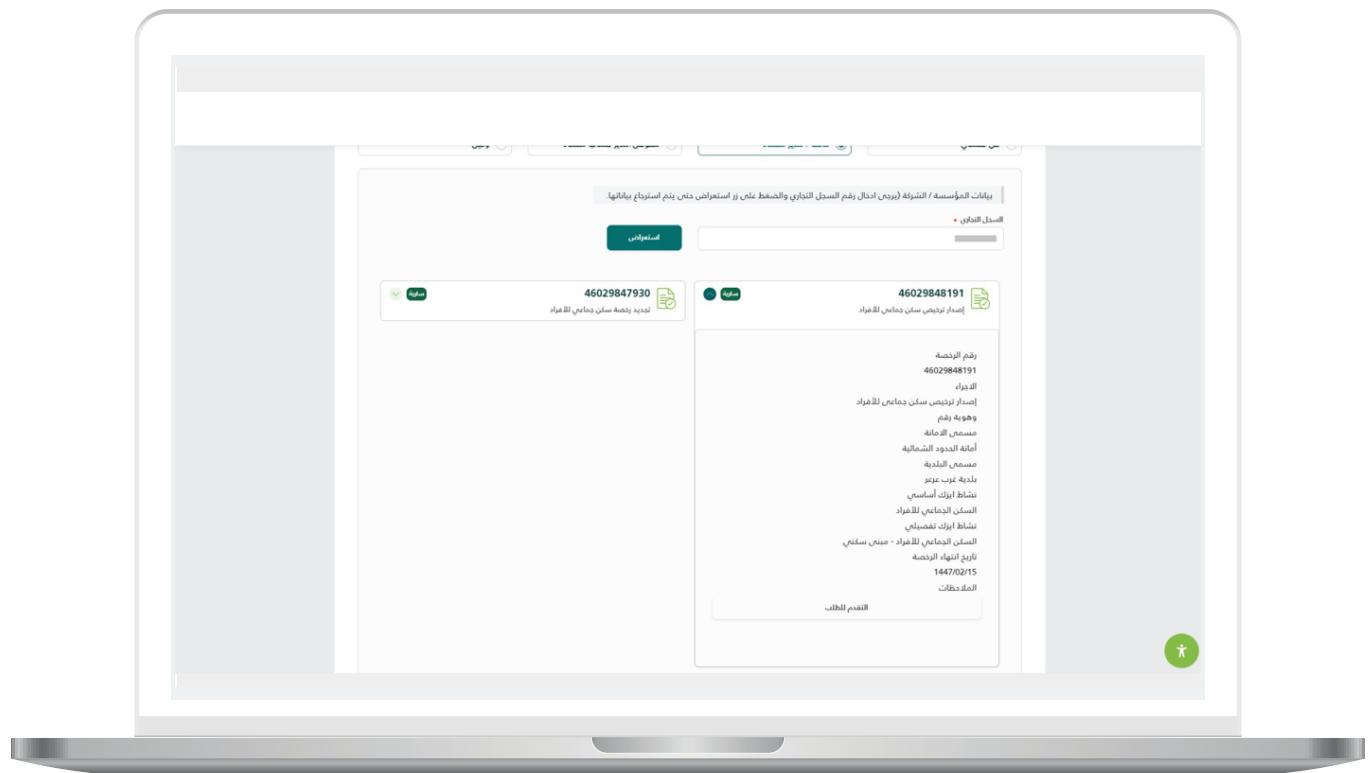
9) If the applicant type is **(Owner/Manager of an Establishment)**, a new field named **(Commercial Register)** appears, which the user fills out and clicks **(Browse)**.



10) The registered licenses linked to the commercial register are displayed, allowing the user to select the license to be modified.

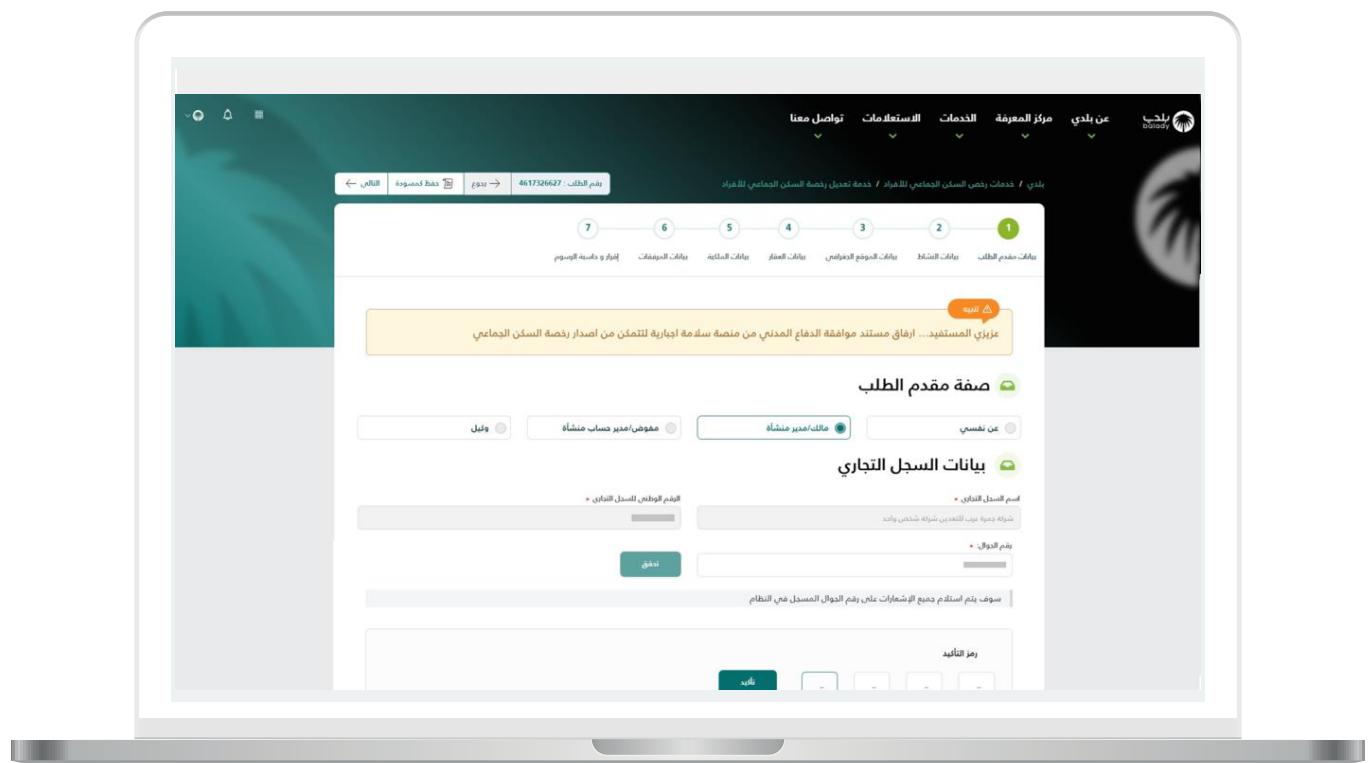


11) After selecting the license, its details are displayed, and the user clicks the (Proceed with Request) button.

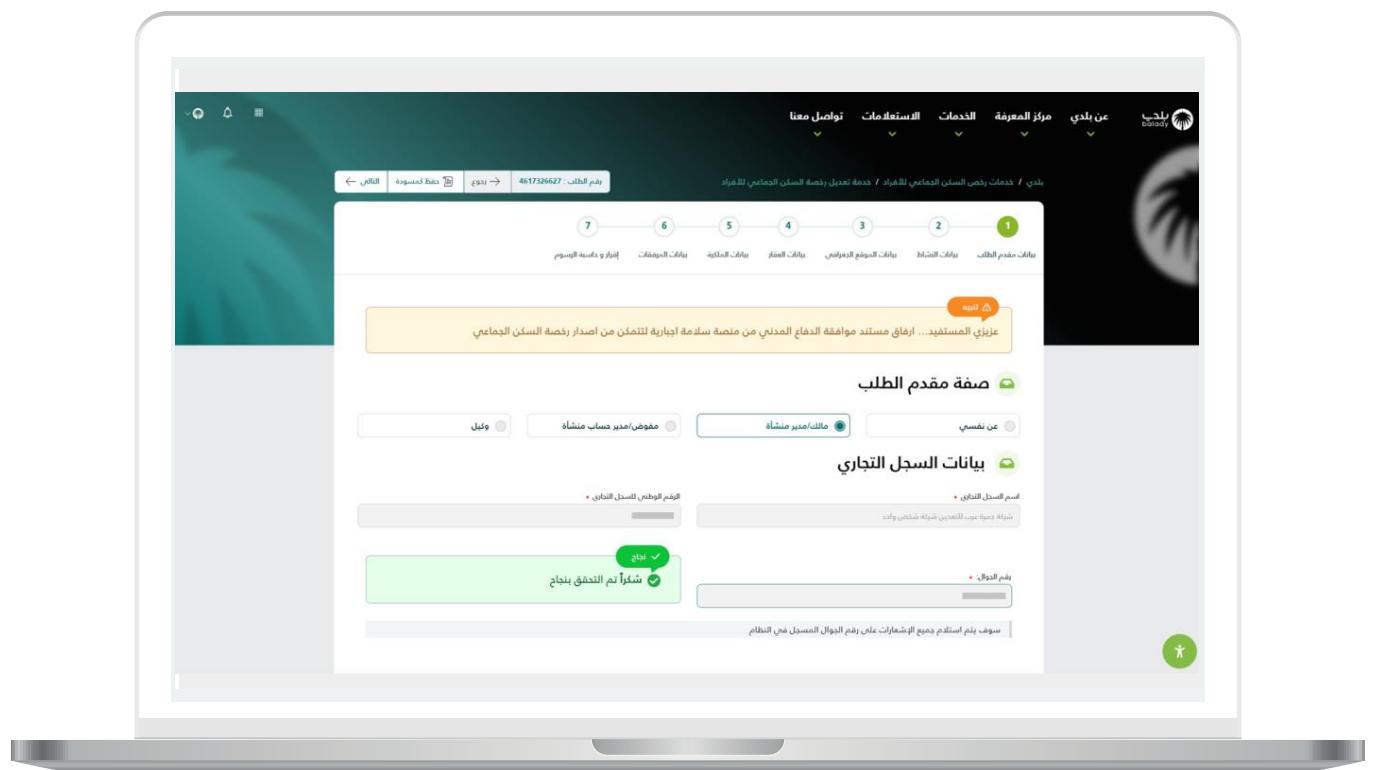


12) The user is directed to the first stage of the request process, as shown on the screen below, which is the (Applicant Information) stage, where the system verifies the user's mobile number by entering the (Mobile Number) field and clicking the (Verify) button.

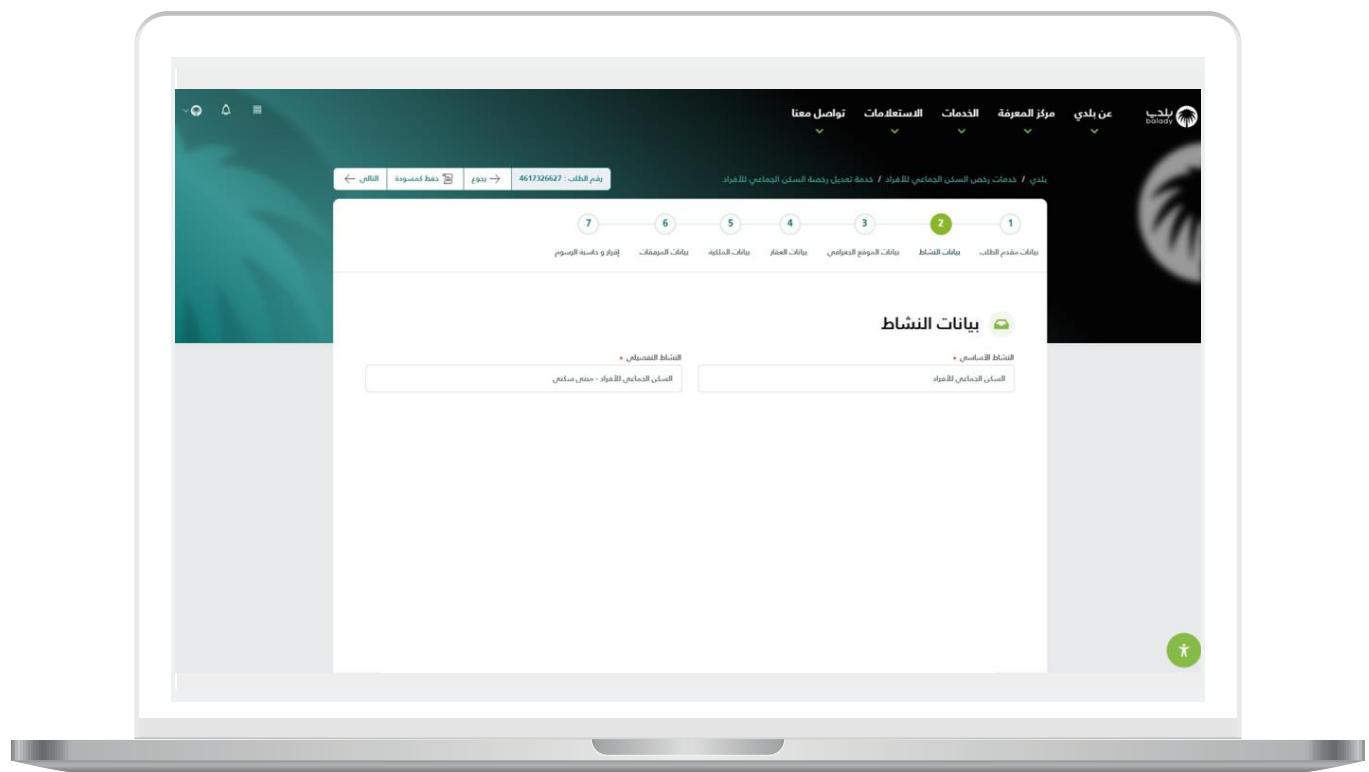
13) A verification code is sent to the user's mobile phone, which must be entered in the **(Confirmation Code)** field, then click **(Confirm)**, as shown in the next screen.



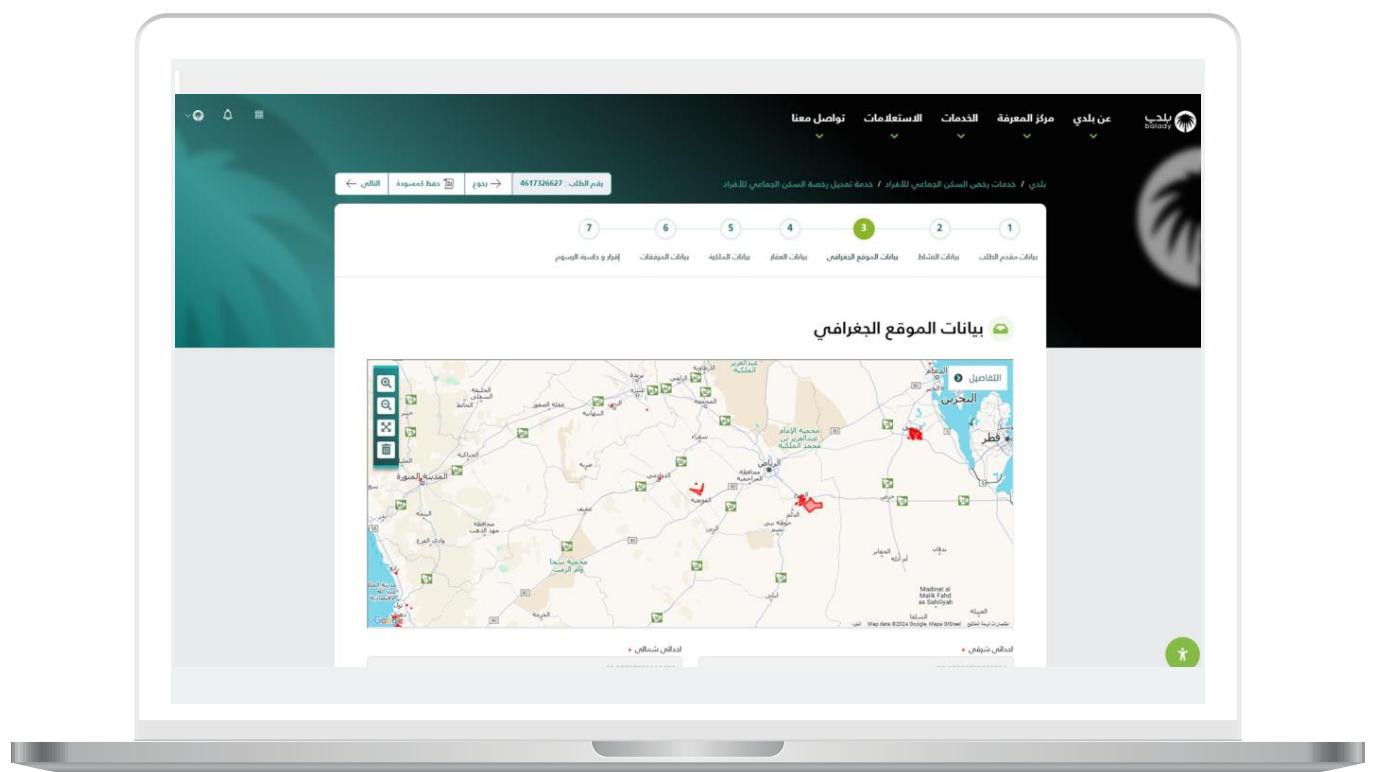
14) After that, a message appears stating (**Thank you, verification was successful**), as shown on the screen. The user then clicks the (**Next**) button to proceed to the next stage, with the option to save the request as a draft for later reference using the (**Save as Draft**) button.



15) The (Activity Information) stage then appears, displaying the (Primary Activity, Detailed Activity).

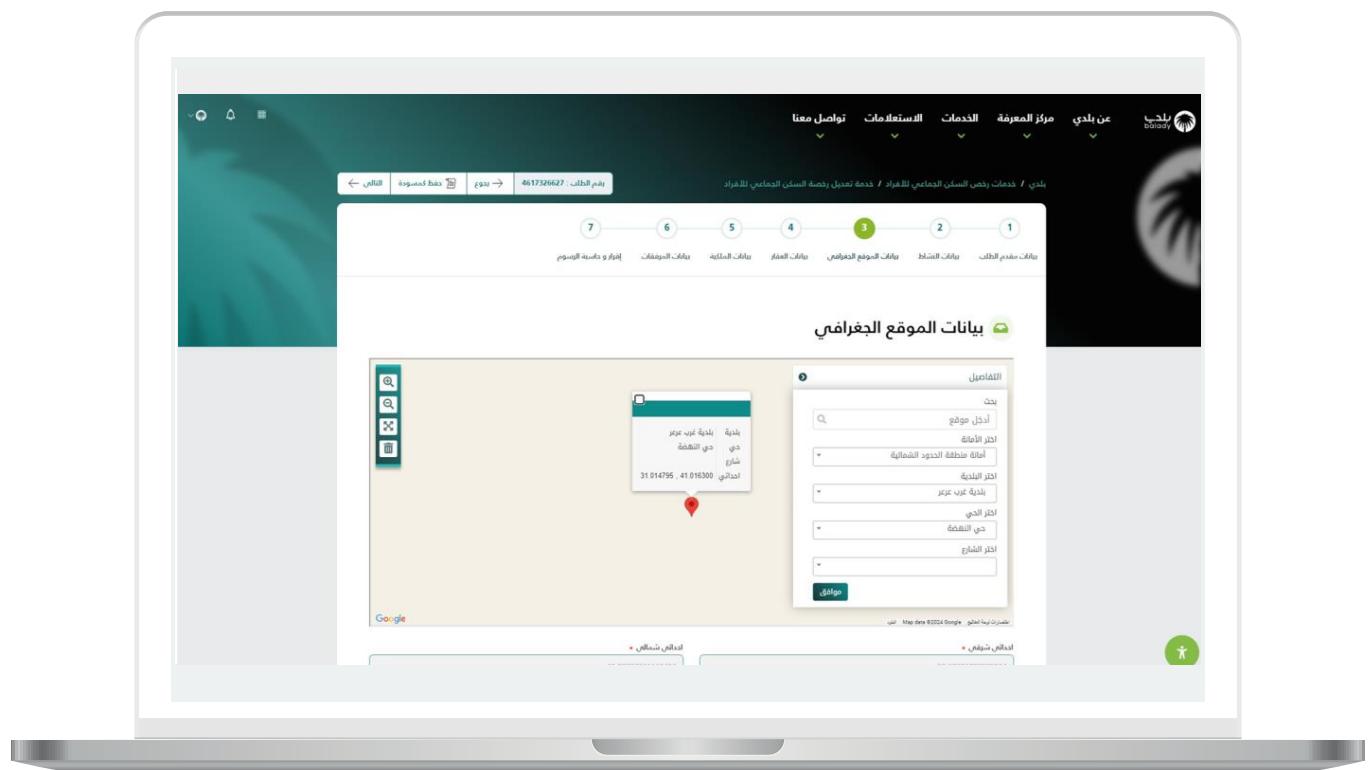


16) Next, the (Geographic Location Information) stage appears, where the user clicks the (Details) button to display the dropdown lists for geographic location selection.

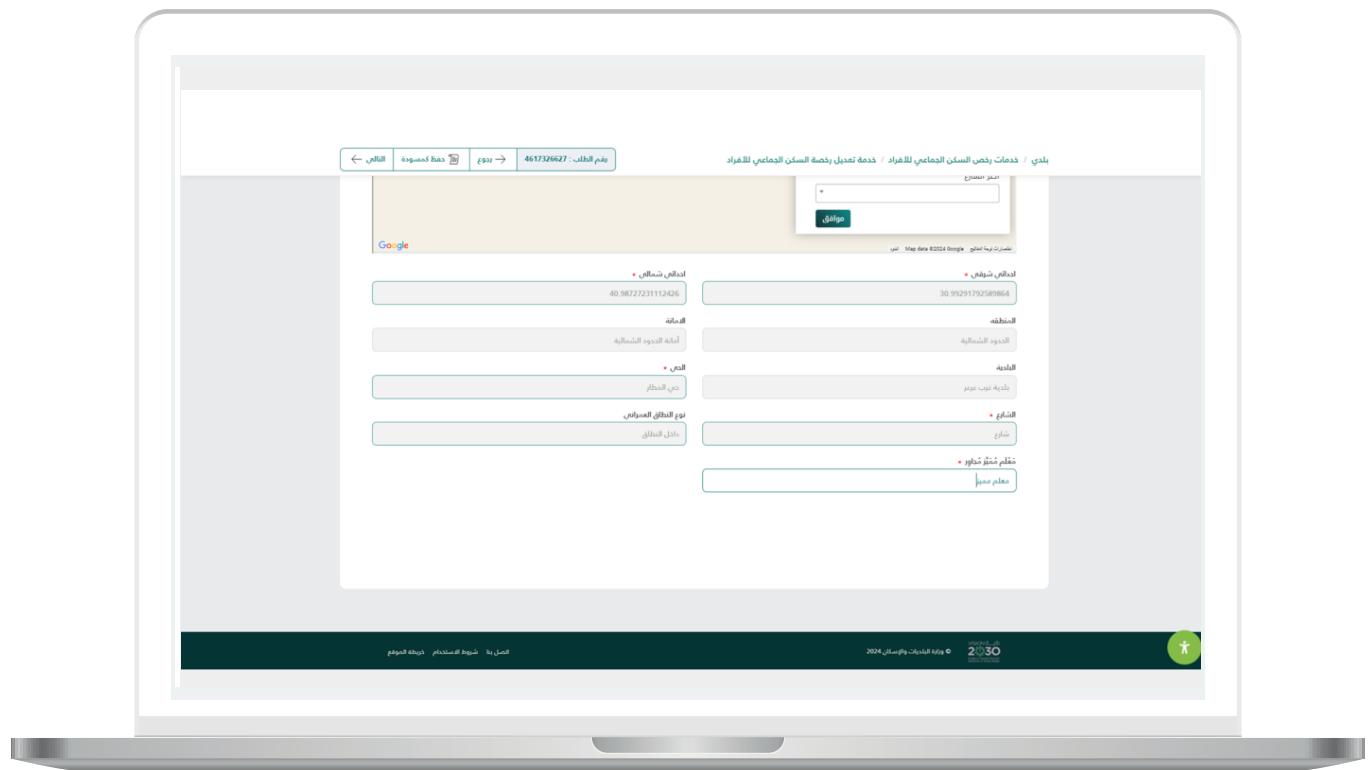


17) After the dropdown lists appear, the user selects the geographic location by choosing (Select Municipality, Select Secretariat, Select District, Select Street) in sequence.

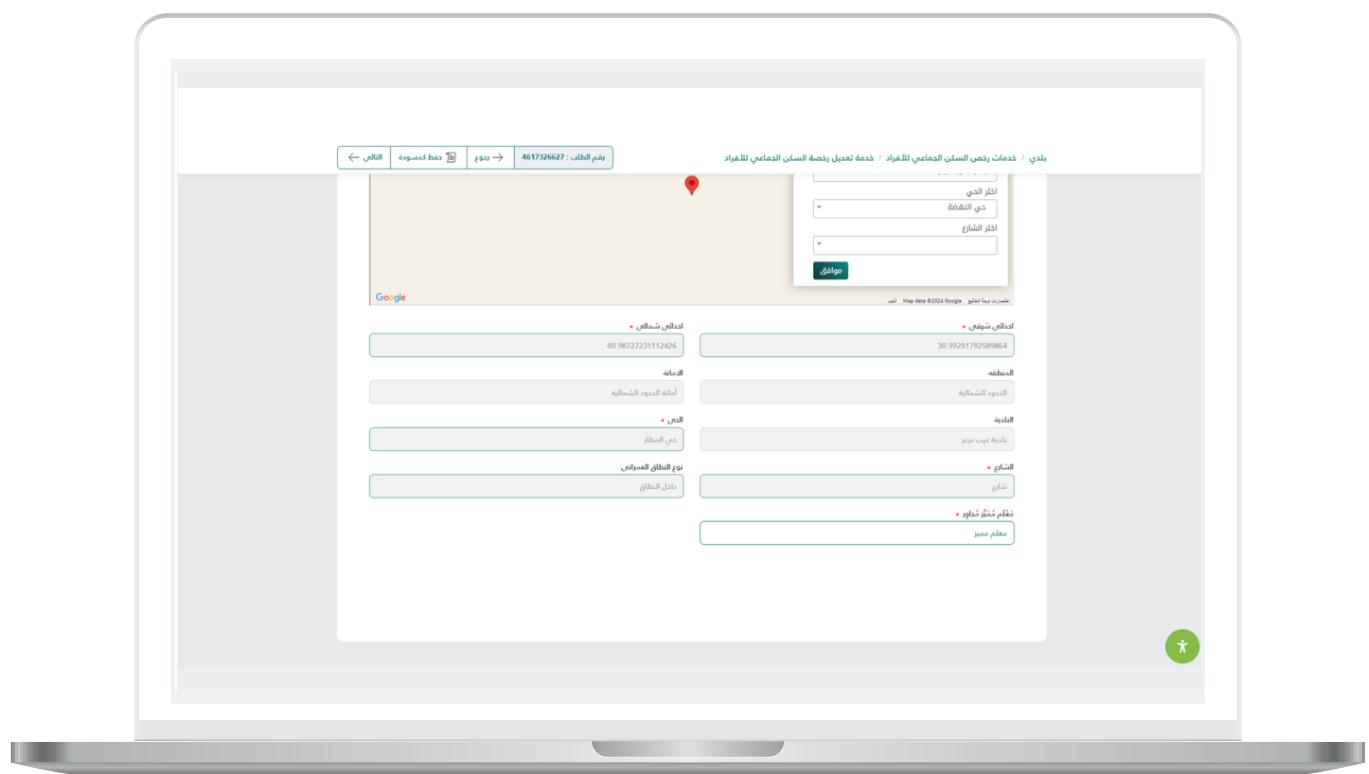
Then, the location is marked on the map, and the (Confirm) button is clicked.



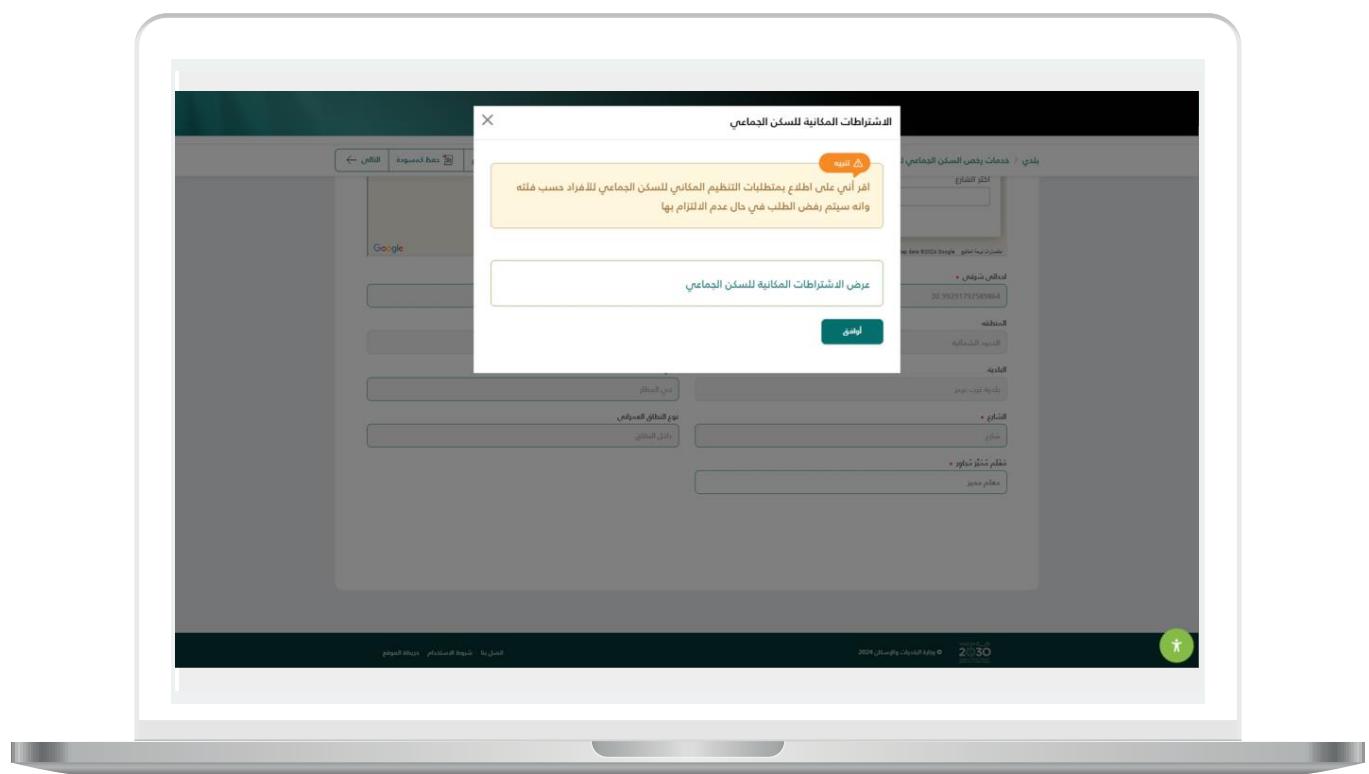
18) The (Adjacent Landmark) field value can also be modified.



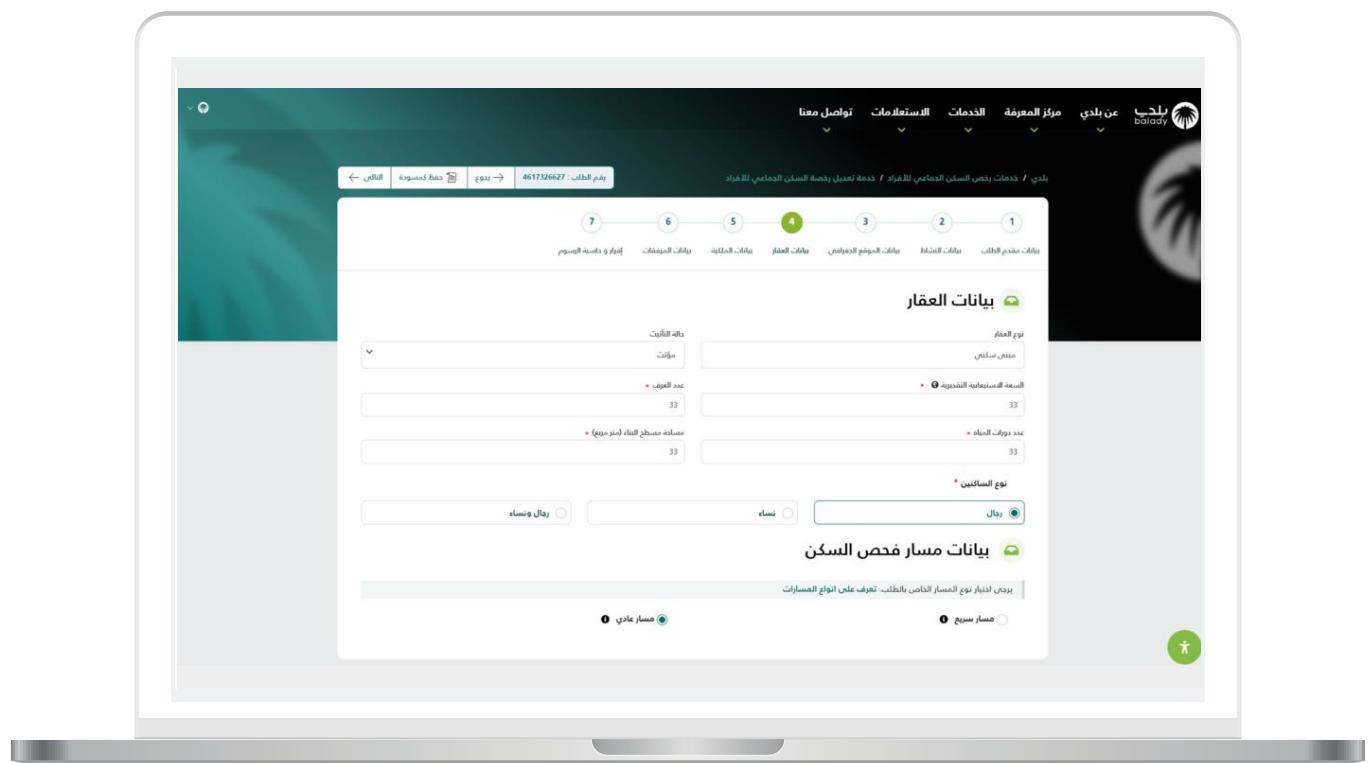
19) Once completed, the user clicks the (Next) button to proceed to the next stage.



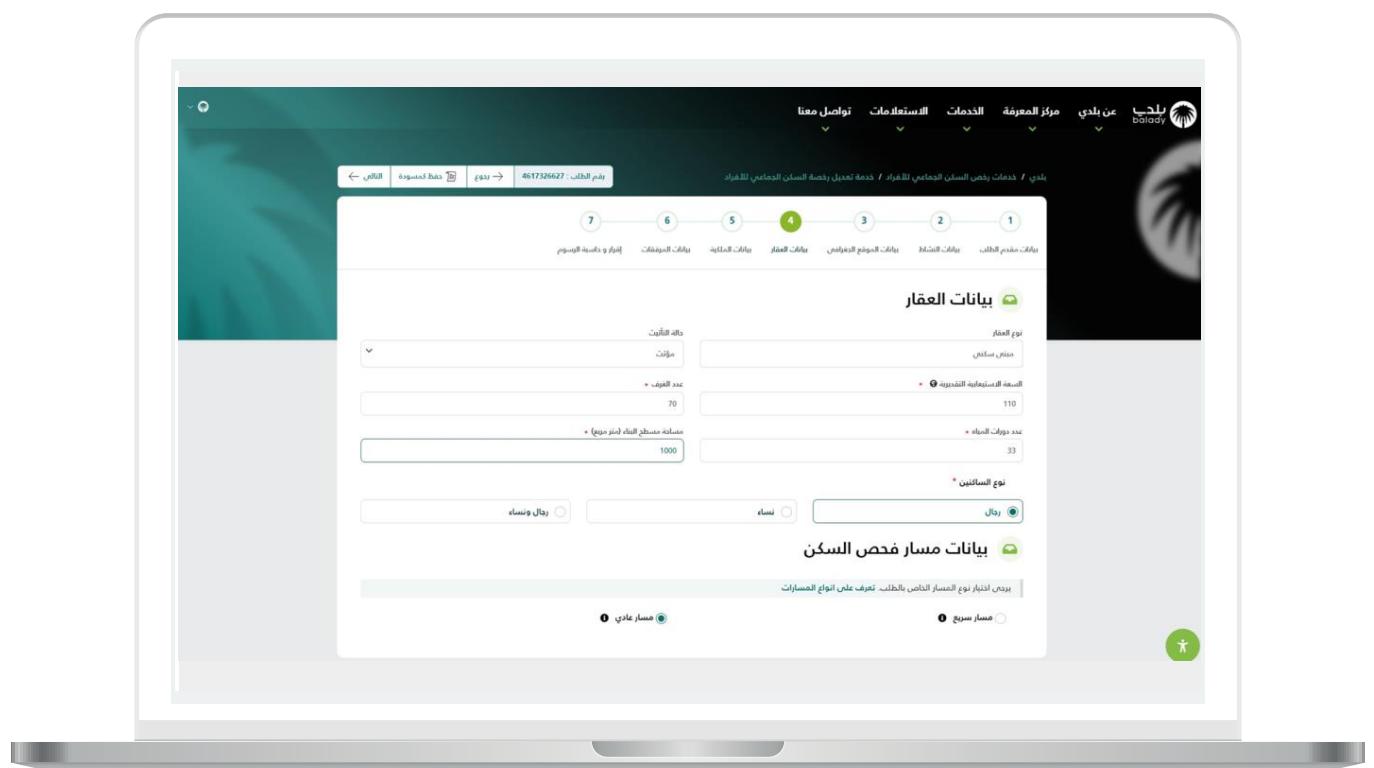
20) The screen displayed below represents the (Spatial Requirements for Collective Housing), where the user clicks the (I Agree) button.



21) The **(Property Information)** stage then appears, where the system allows the user to modify field values and dropdown selections.

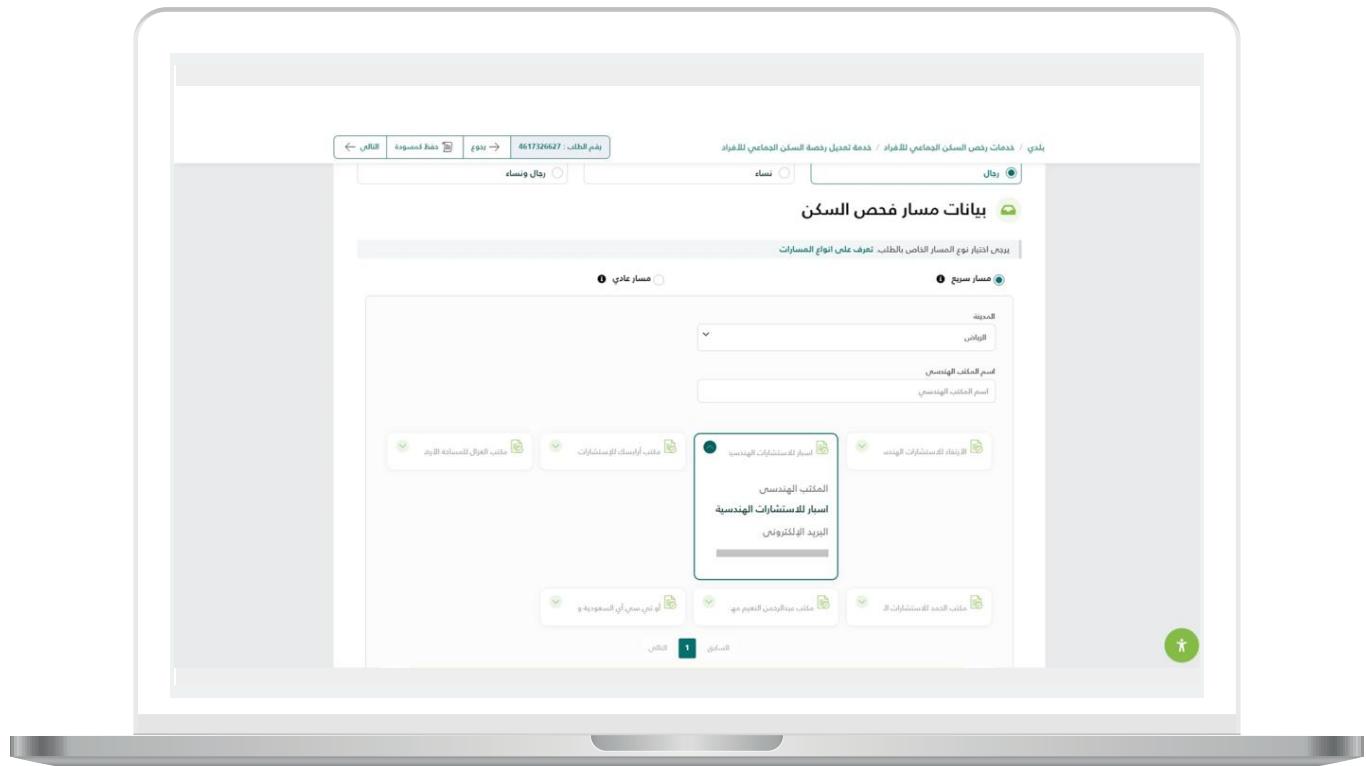


22) The modification is shown in the screen below.

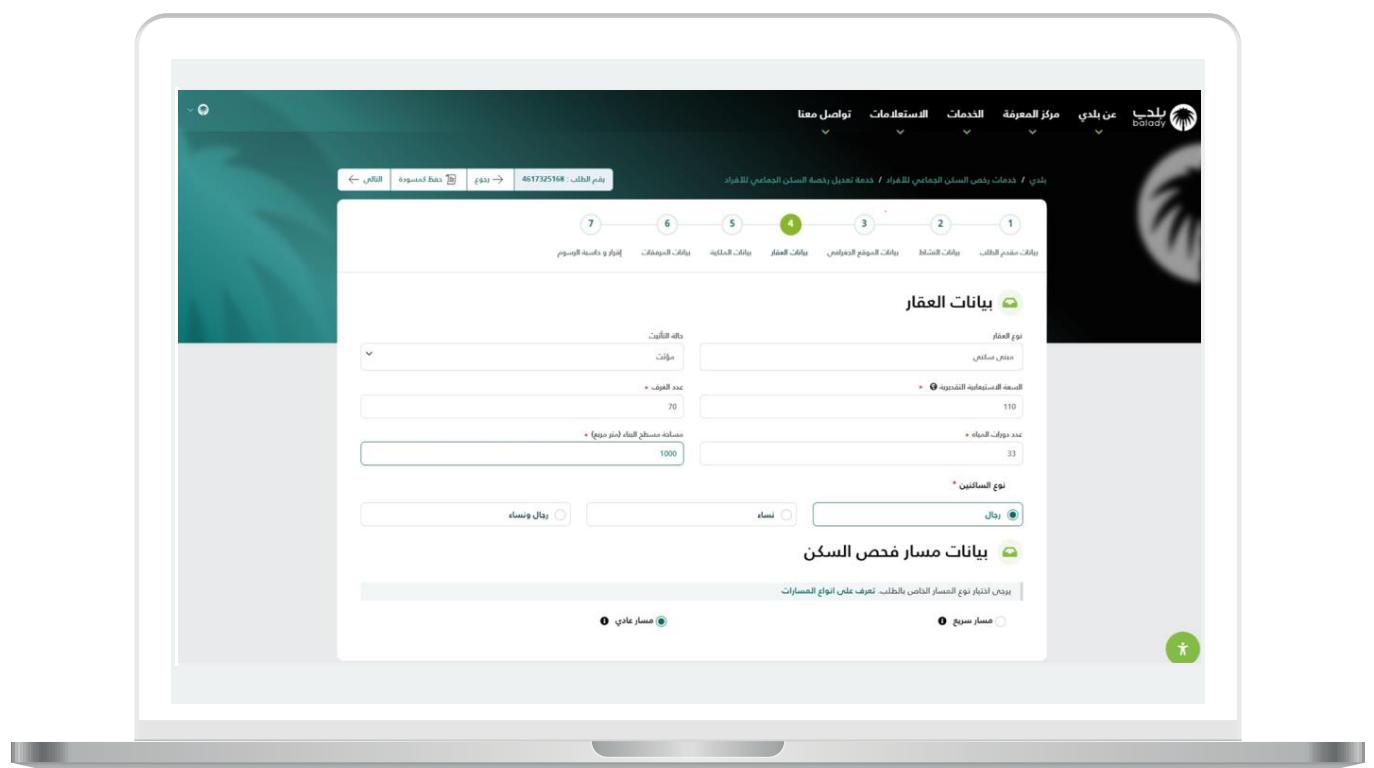


**23)** In the (Housing Inspection Path Information) section, selecting (Fast Track) requires choosing values from the dropdown lists (City, Engineering Office Name) in sequence.

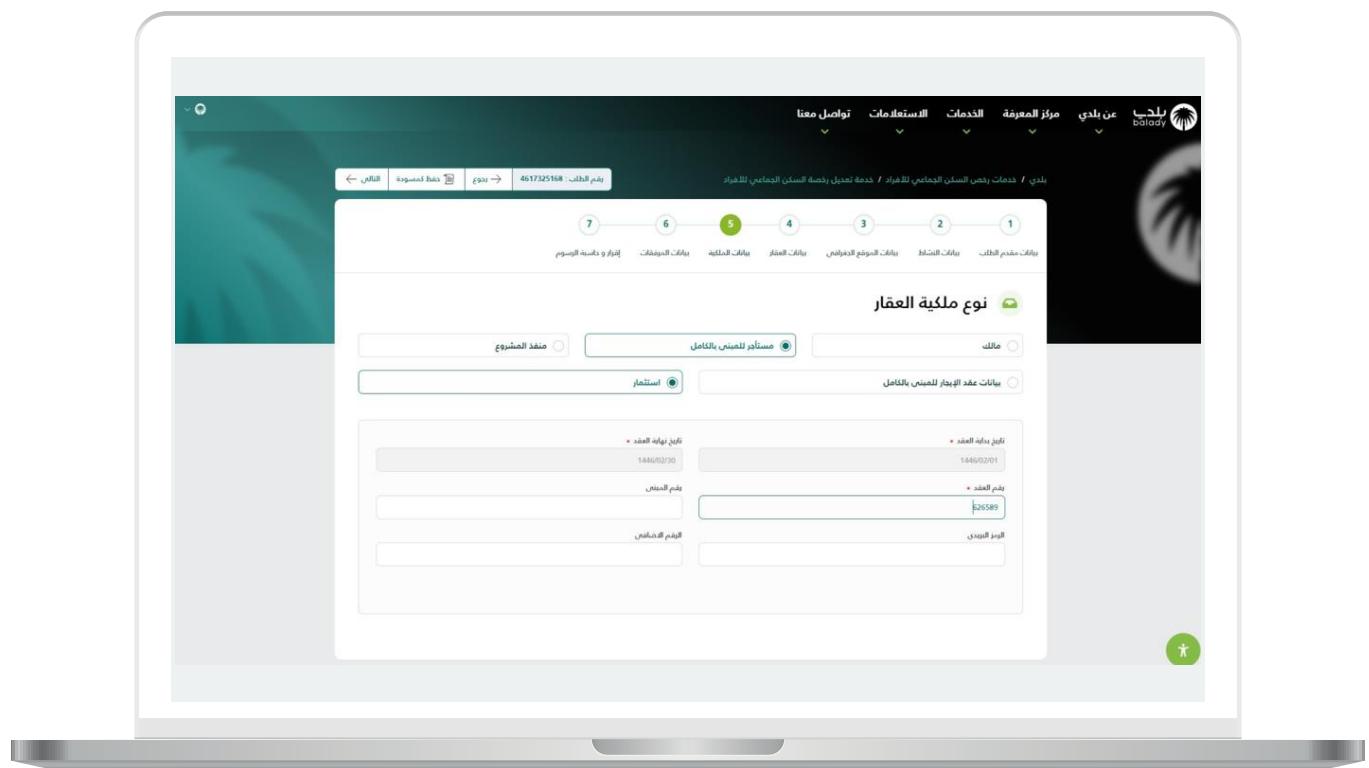
After the engineering offices appear, one is selected.



24) When selecting (**Standard Track**), no fields or dropdown lists appear, and the user clicks the (**Next**) button to proceed to the next stage, 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.



25) The following screen represents the (Ownership Information) stage, where the property ownership type can be changed, and the process continues.



26) The screen below shows that the property ownership type has been modified. After entering the required values, the user clicks the (Next) button to proceed to the next stage.

نوع ملكية العقار

منفذ المشروع

مسئل للعمليات بالتأمل

مالك

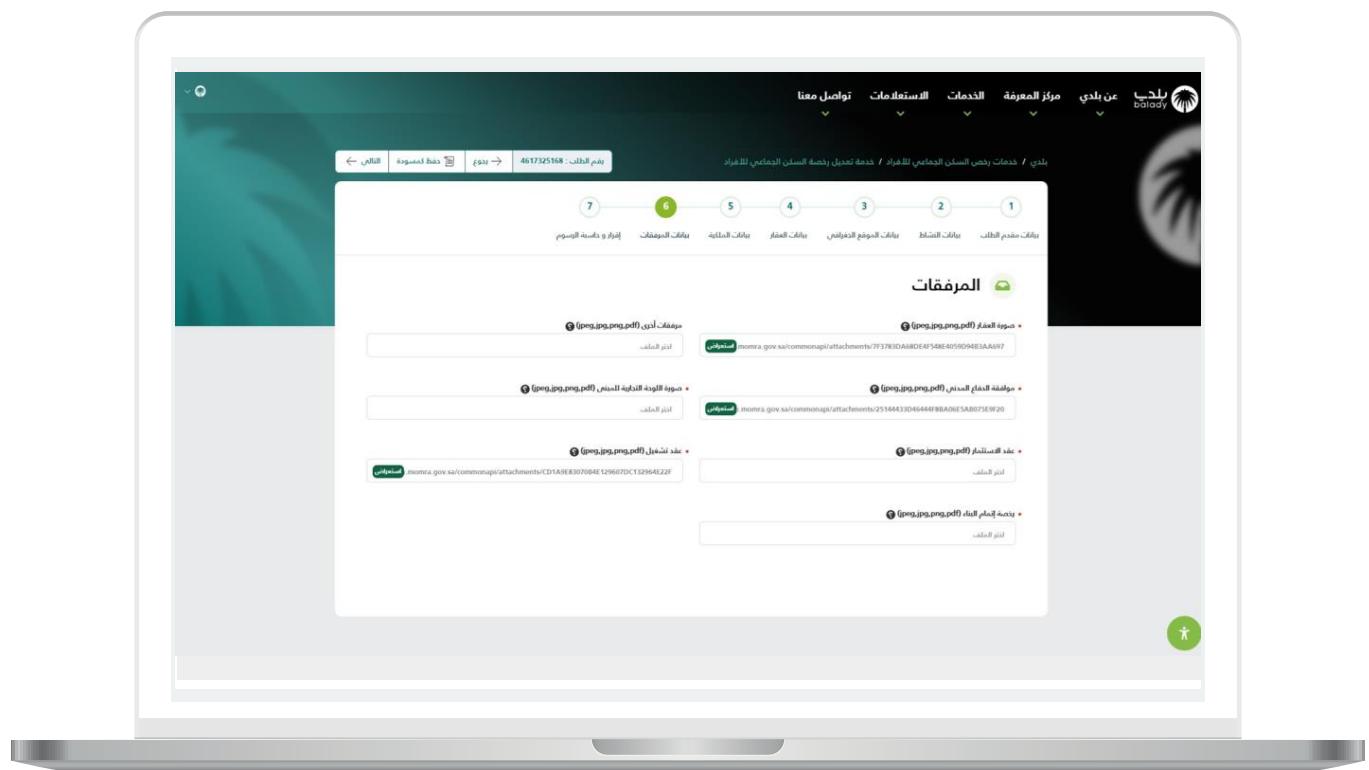
عقد مشروع

اسم هاتك المشروع \*

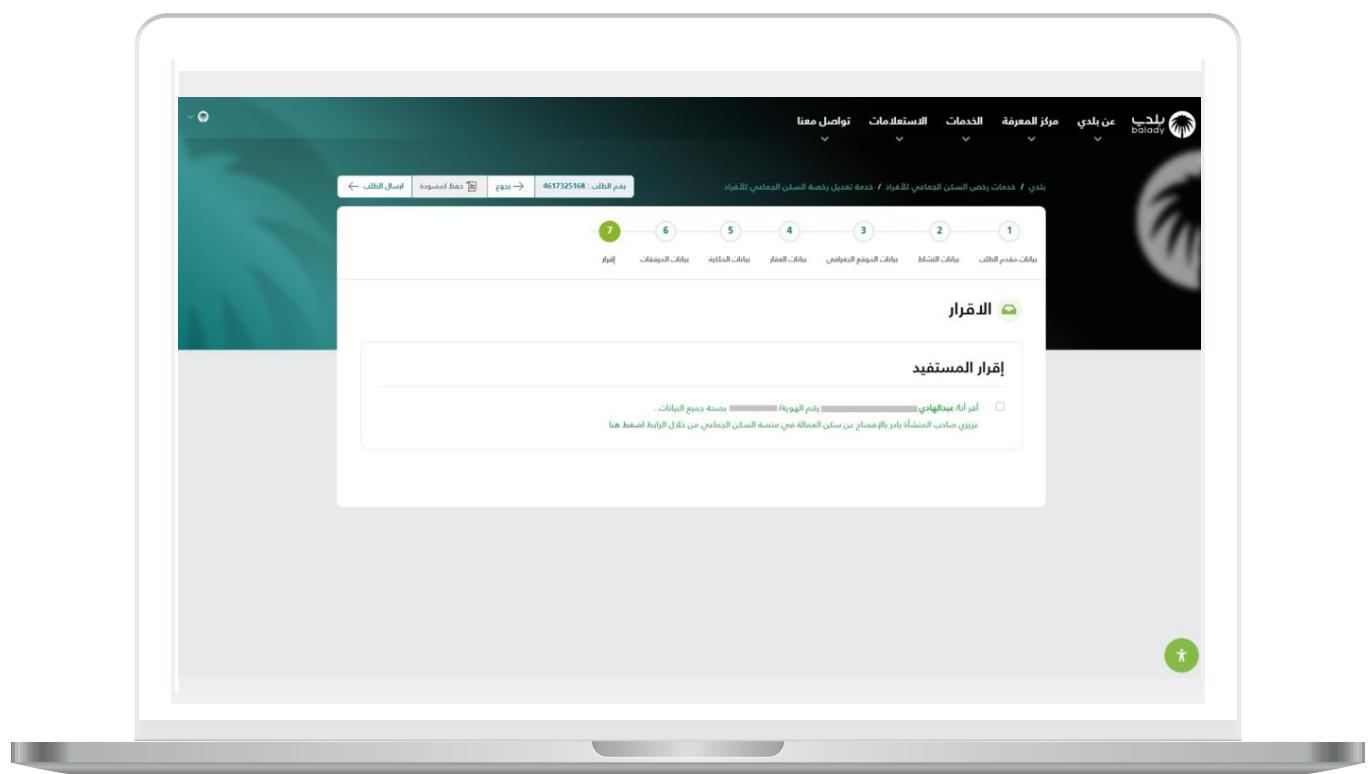
تاريخ نهاية المشروع \*

27) The user is then taken to the (Attachments Information) stage, where attachments can be changed by clicking the field with the mouse, selecting a new attachment from the device, and viewing it by clicking the (Browse) button.

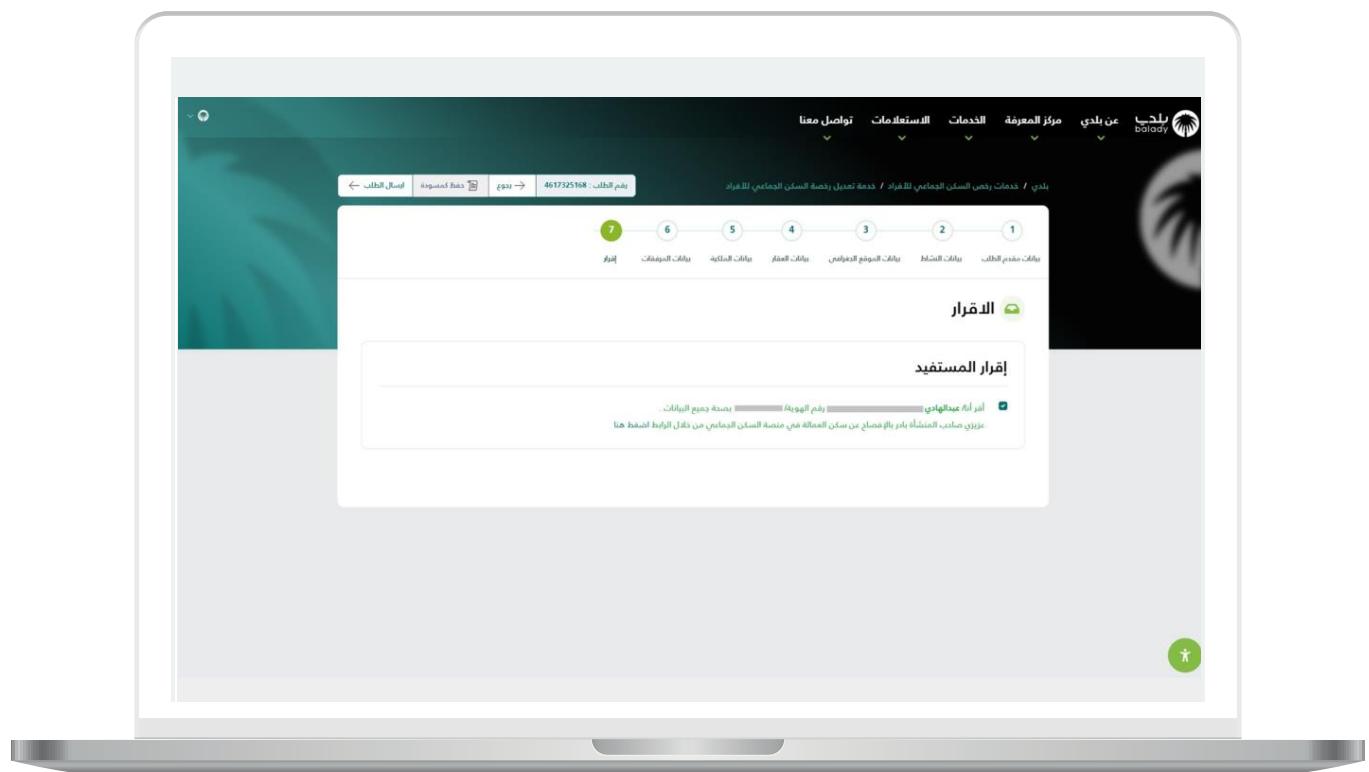
Once completed, the user clicks the (Next) button to proceed to the next stage, with the option to save the request as a draft using the (Save as Draft) button or return to the previous stage using the (Back) button.



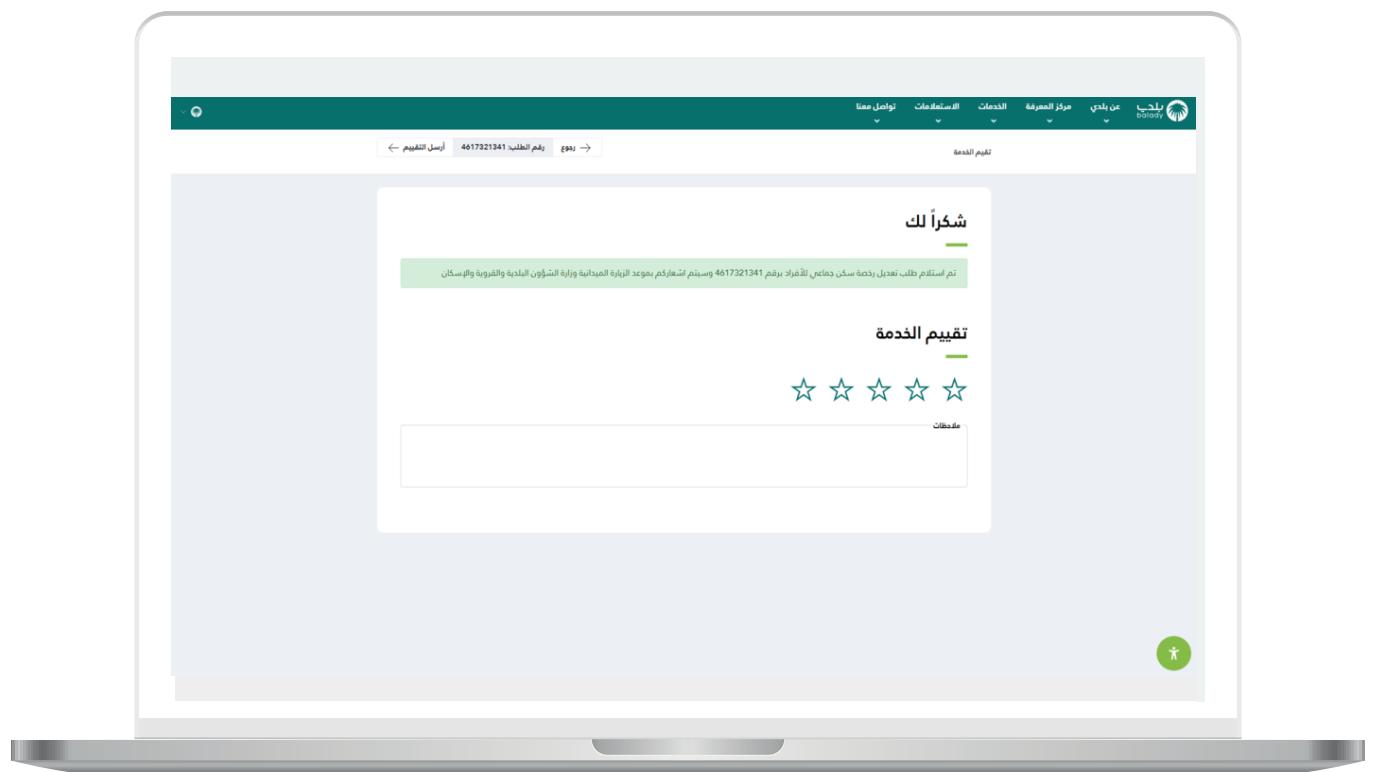
28) The (Acknowledgment) stage then appears, where the user reads the acknowledgment and selects the acknowledgment checkbox.



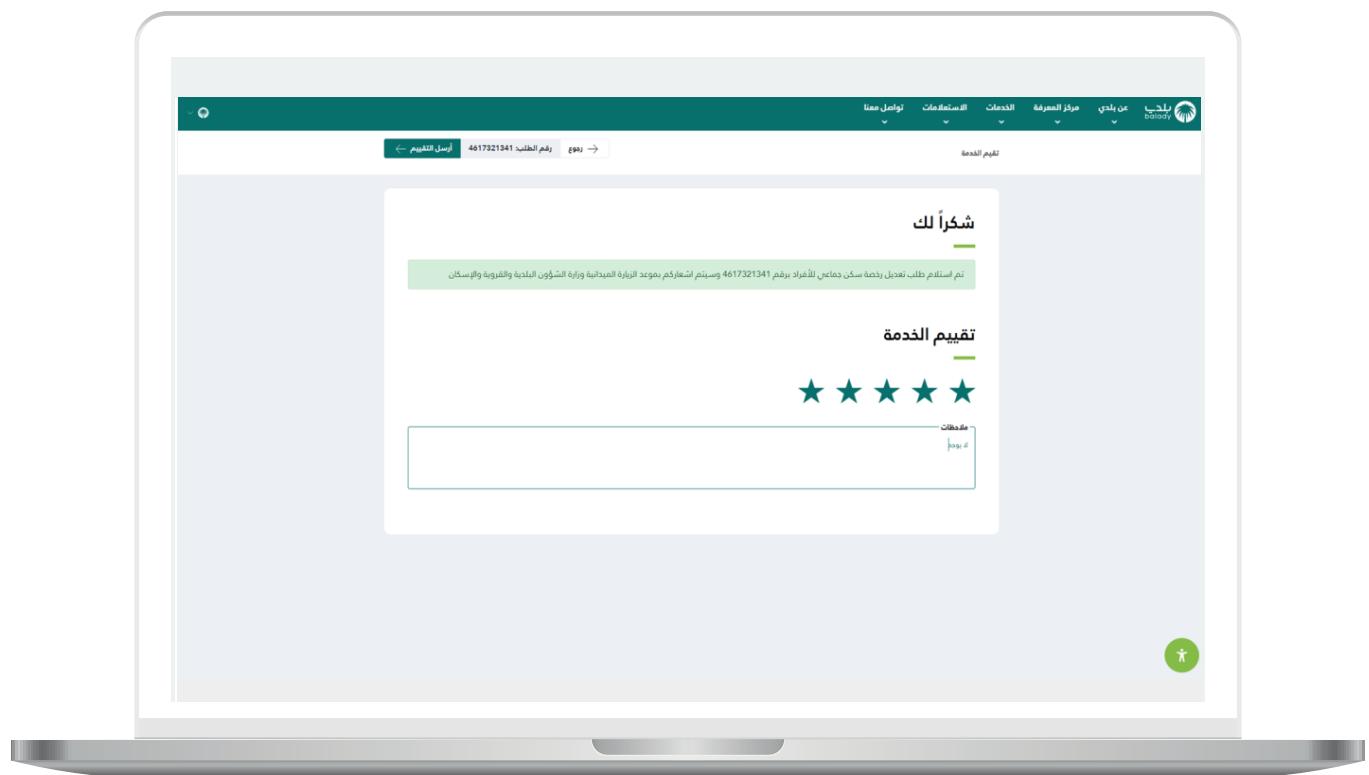
29) The user then clicks the (Submit Request) button, with the option to save the request as a draft using the (Save as Draft) button or return to the previous stage using the (Back) button.



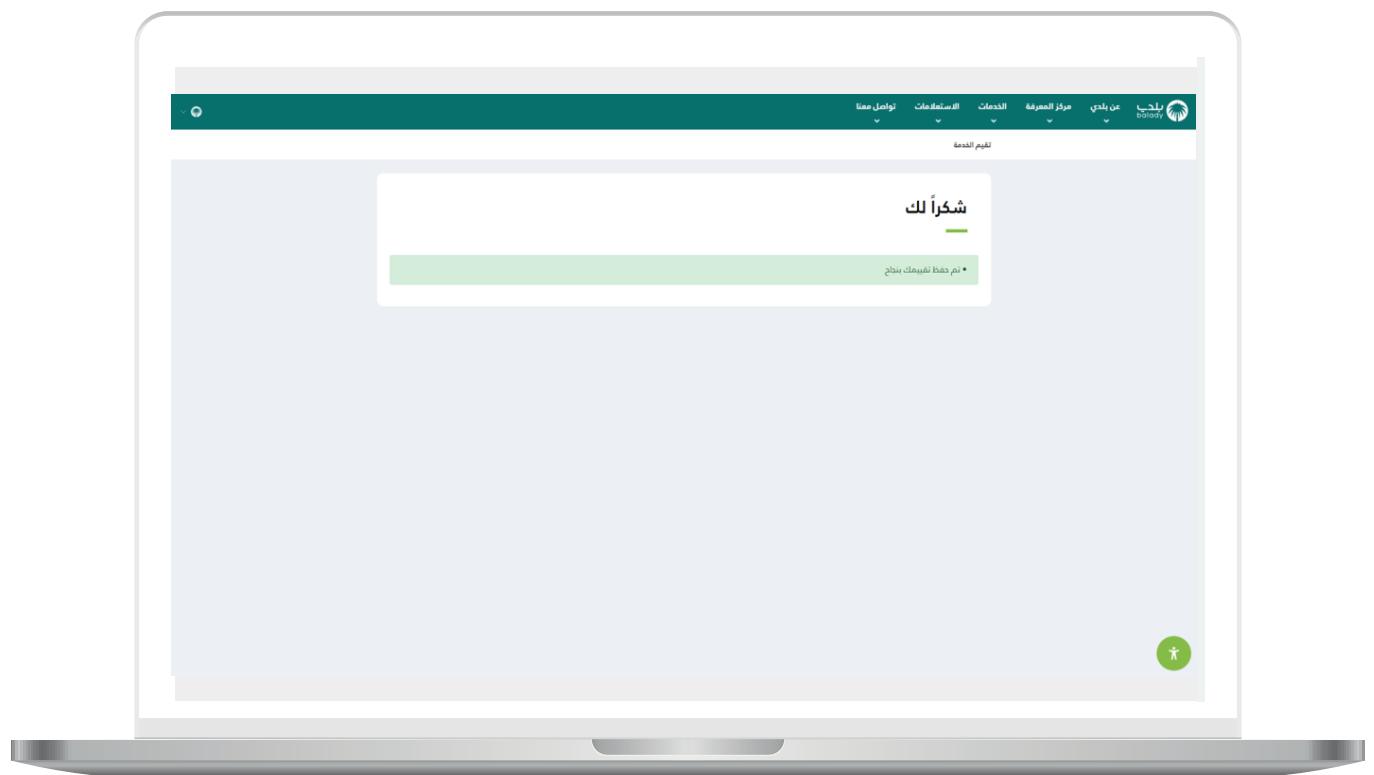
30) The system then allows the user to evaluate the service by selecting the number of stars displayed and entering comments in the (Comments) field.



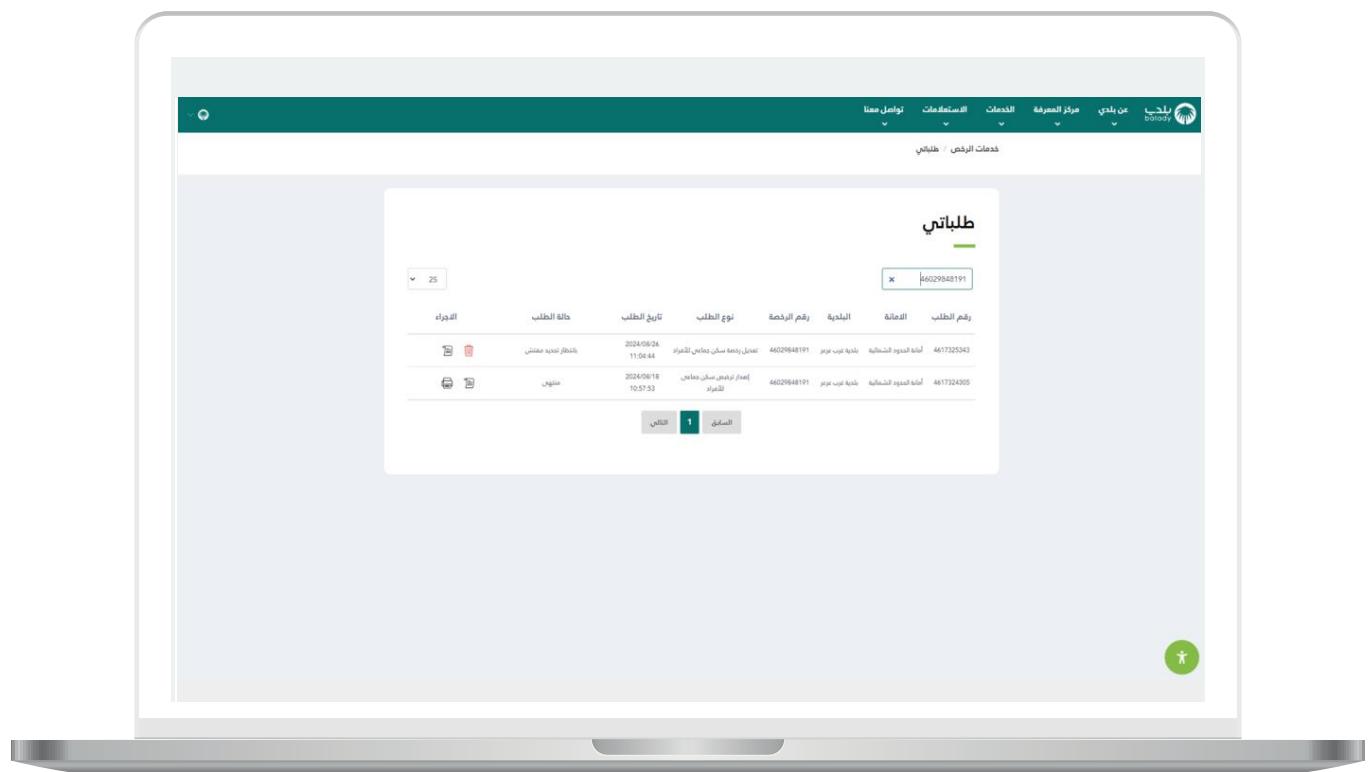
31) Then, the user clicks the (Submit Evaluation) button.



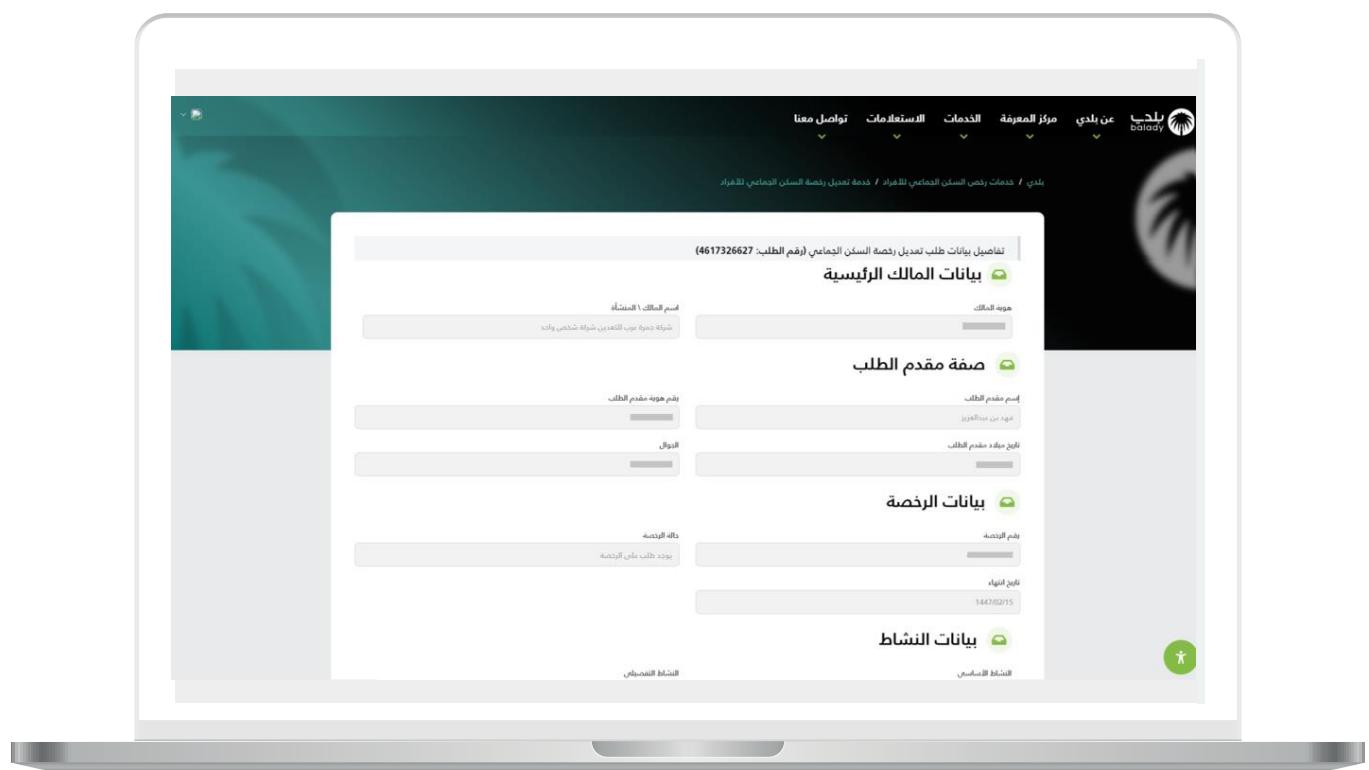
32) A message then appears confirming that (Your evaluation has been successfully saved).



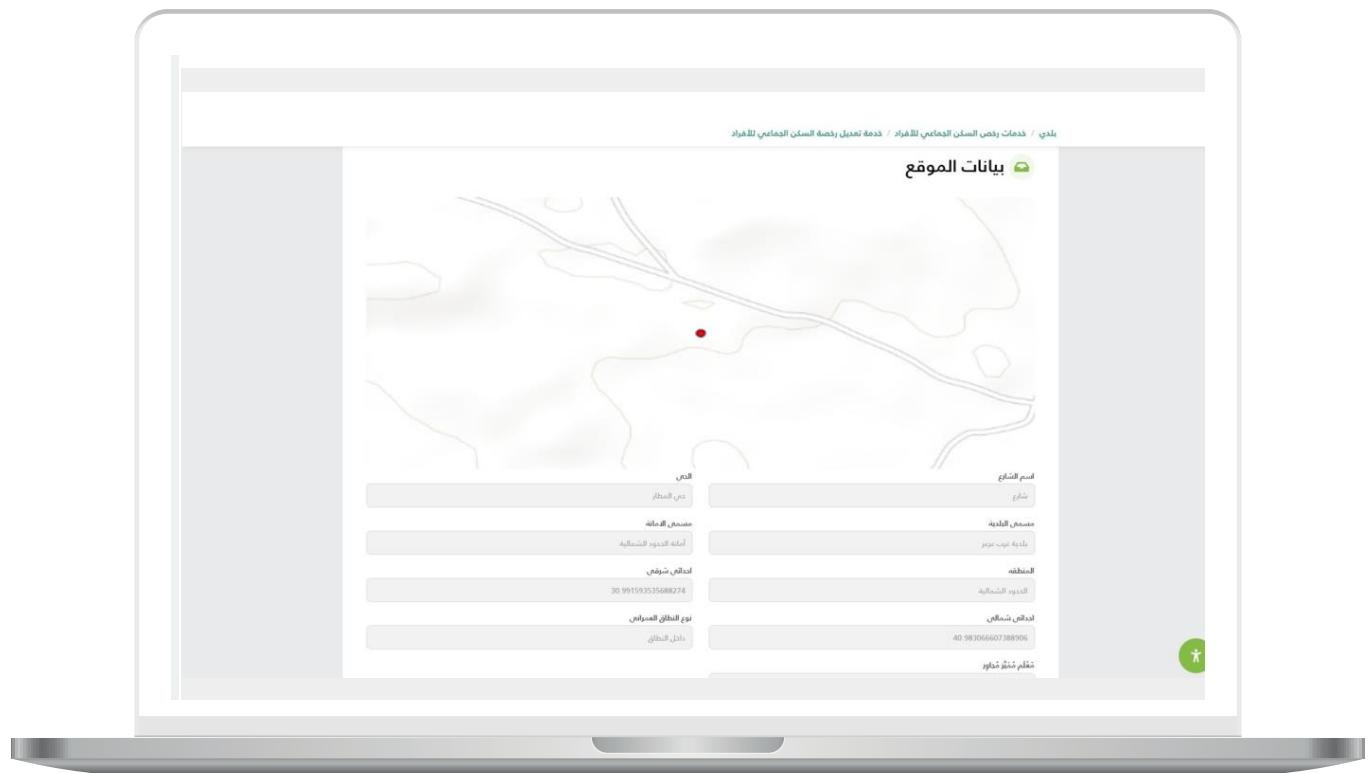
33) The system then allows the user to search for the request through the (My Requests) screen, as shown below.



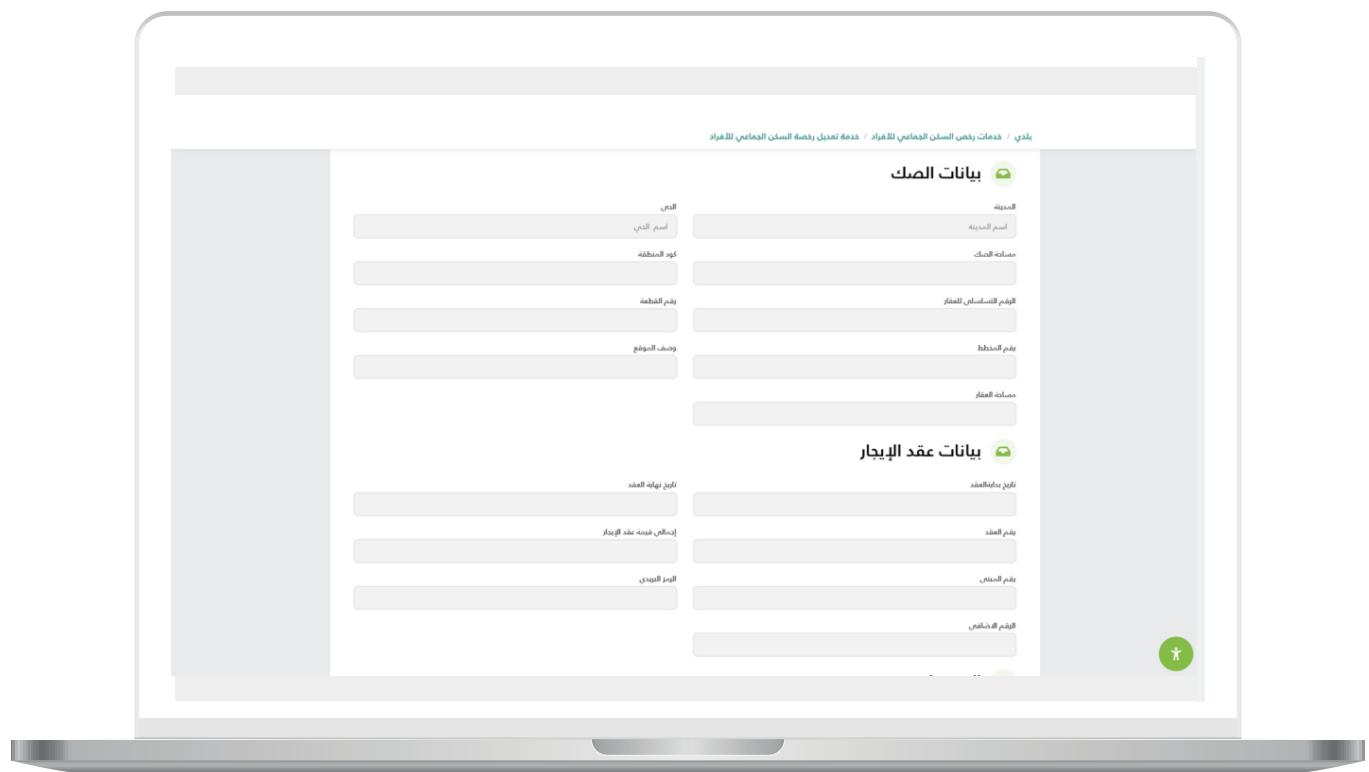
34) By clicking the (Browse) icon in the (Action) column, the request details are displayed, as shown below.



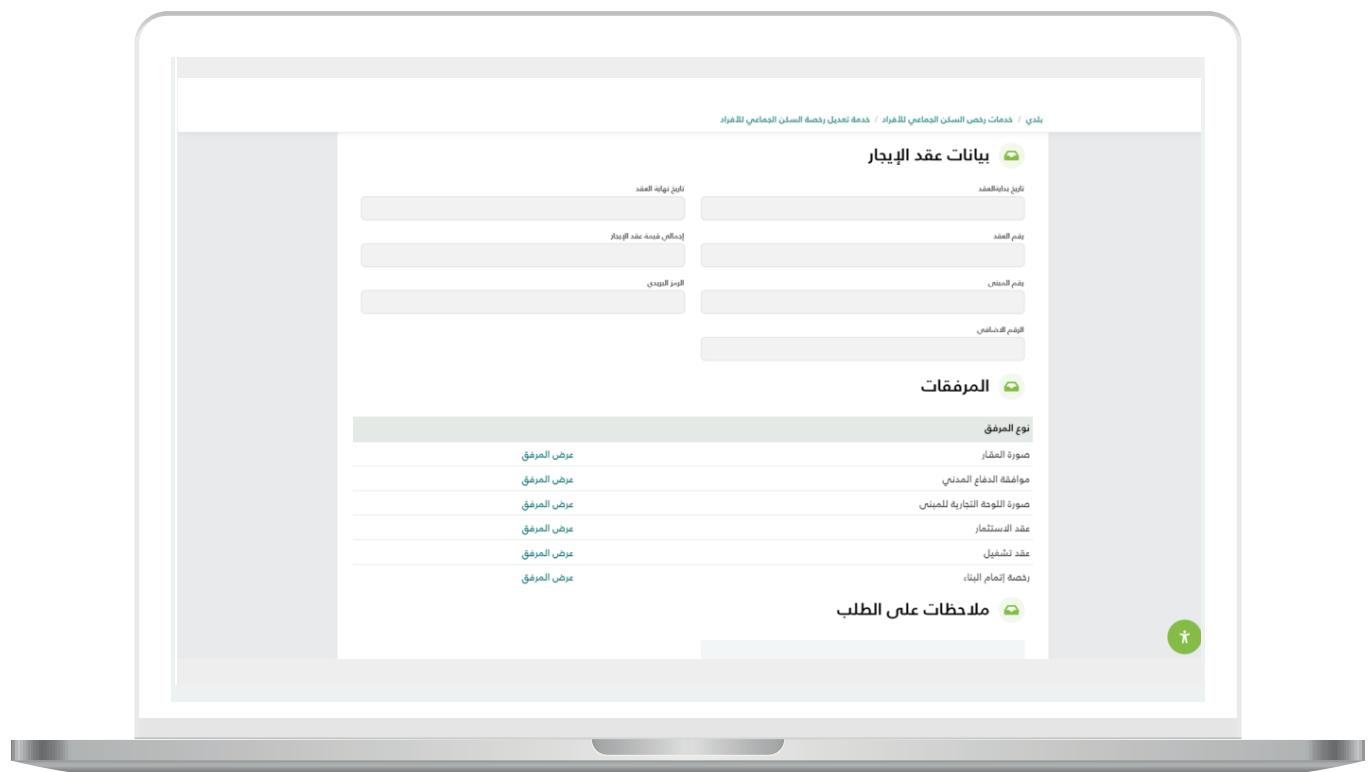
35) The screen below displays the request details.



36) The screen below displays the request details.



37) The screen below displays the request details.



📞|199040 Direct Contact Number  
🐦|@Balady\_CS Customer Service