



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for Excavation Services (Nasseq)

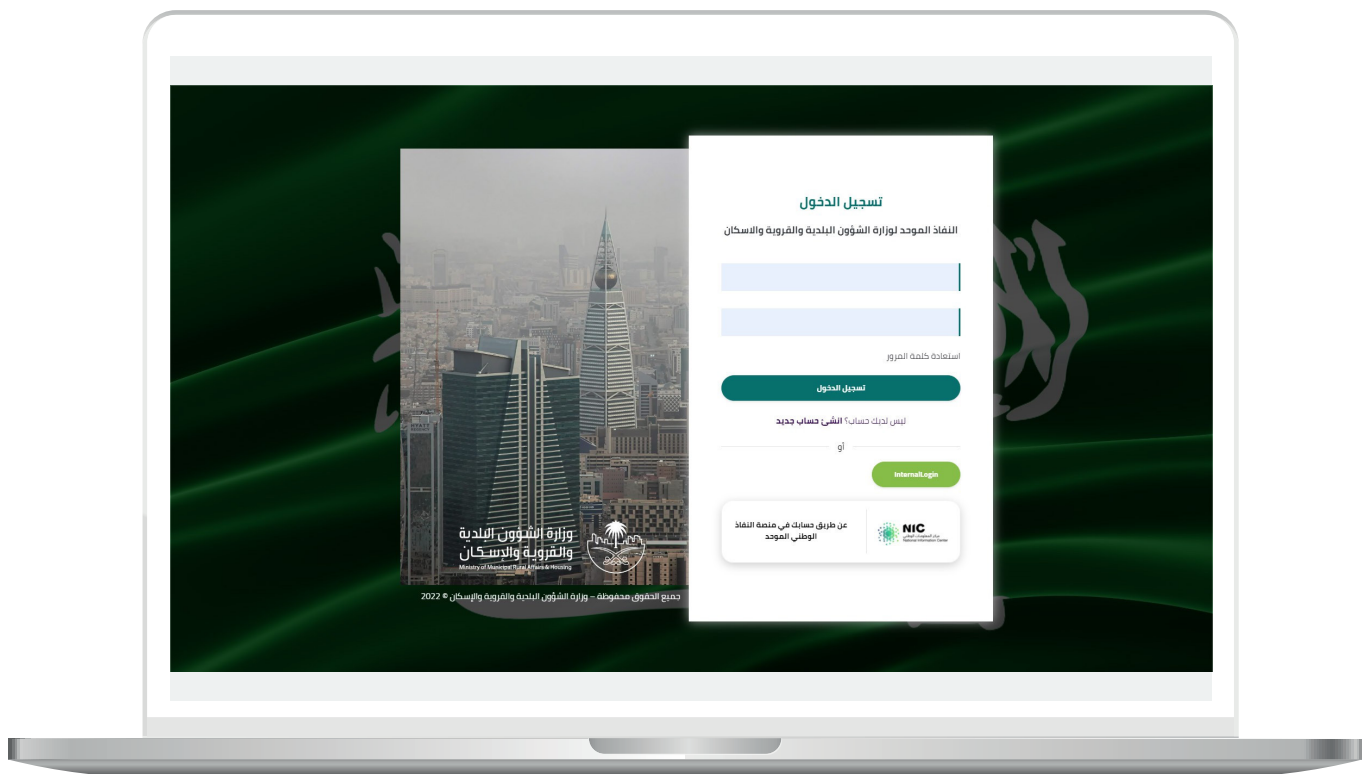
# My Requests Service

---

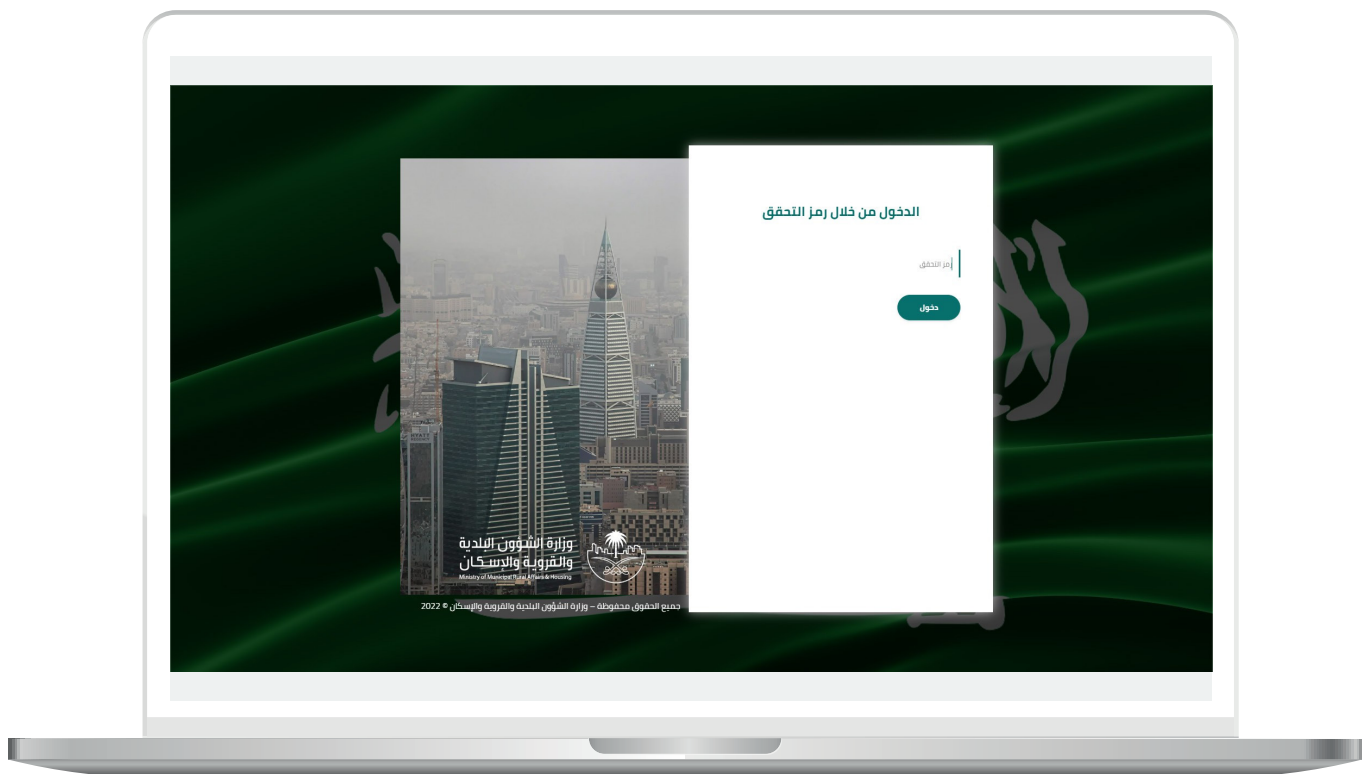
Beneficiary's  
Copy

## Logging into the System Requests

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.

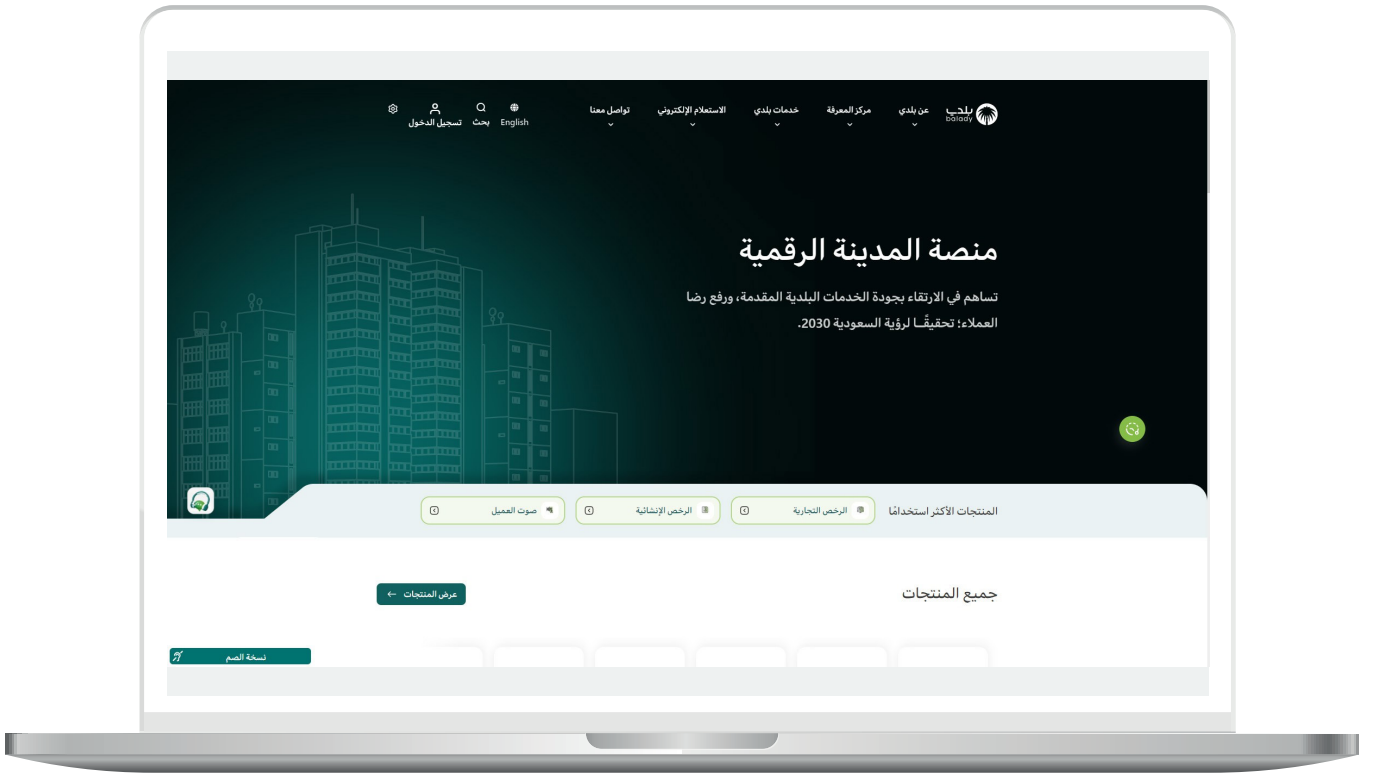


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.

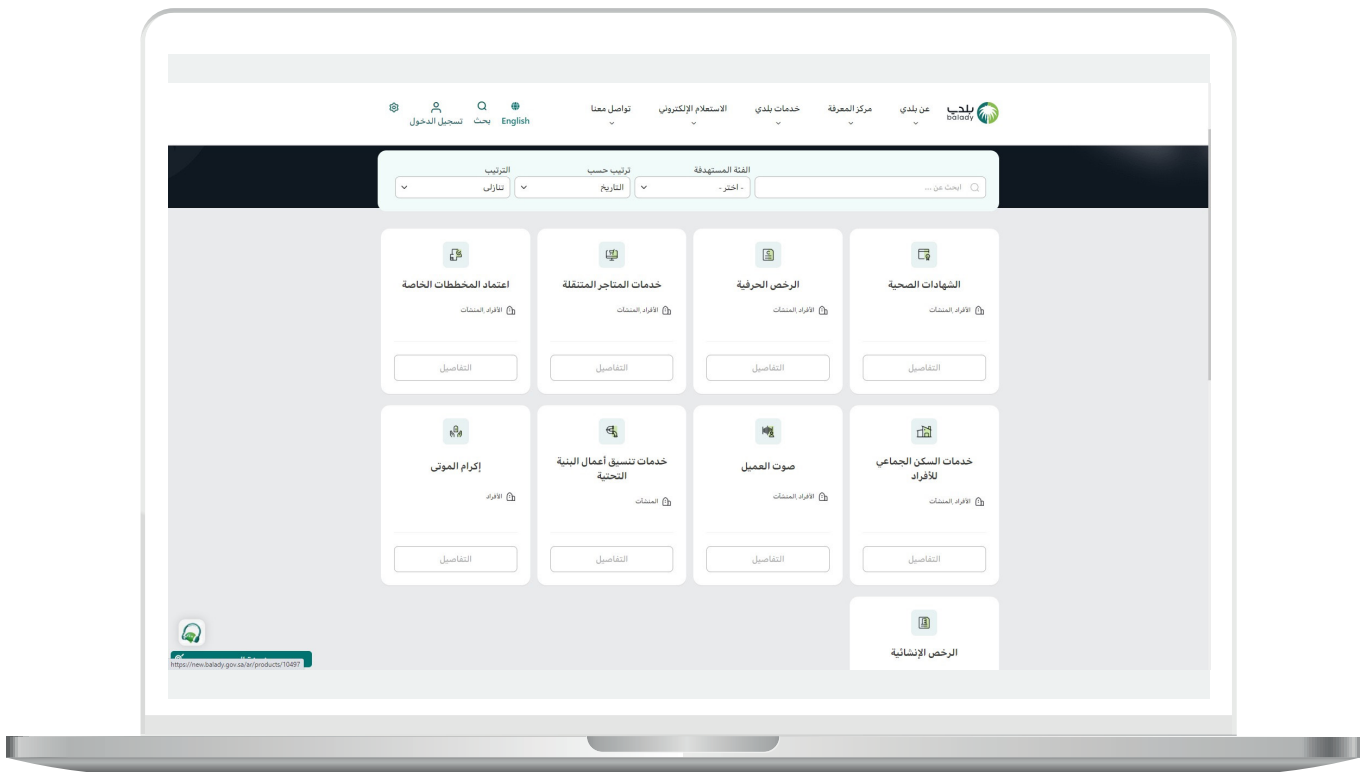


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

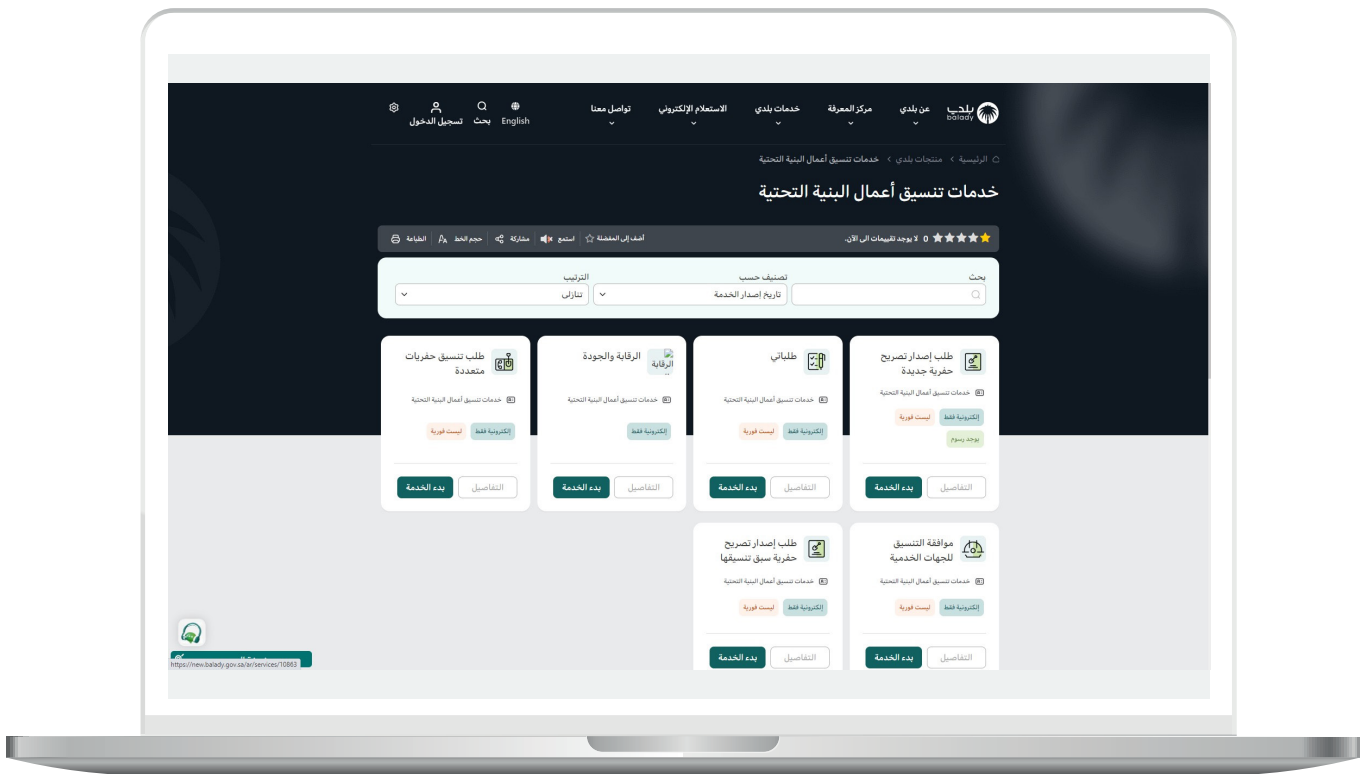
The user then clicks the **(View Products)** button.



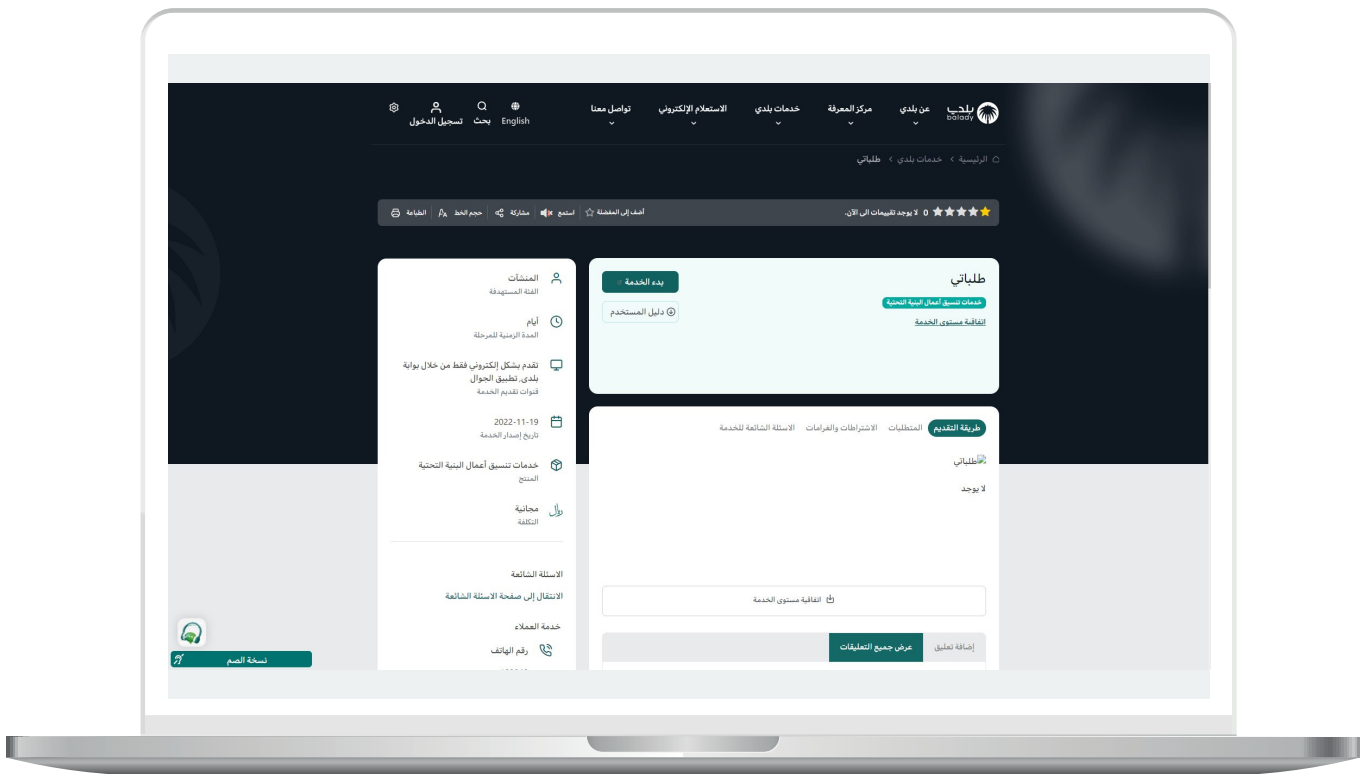
#### 4) The user selects (Infrastructure Coordination Services).



5) After accessing the services, the user selects (My Requests).

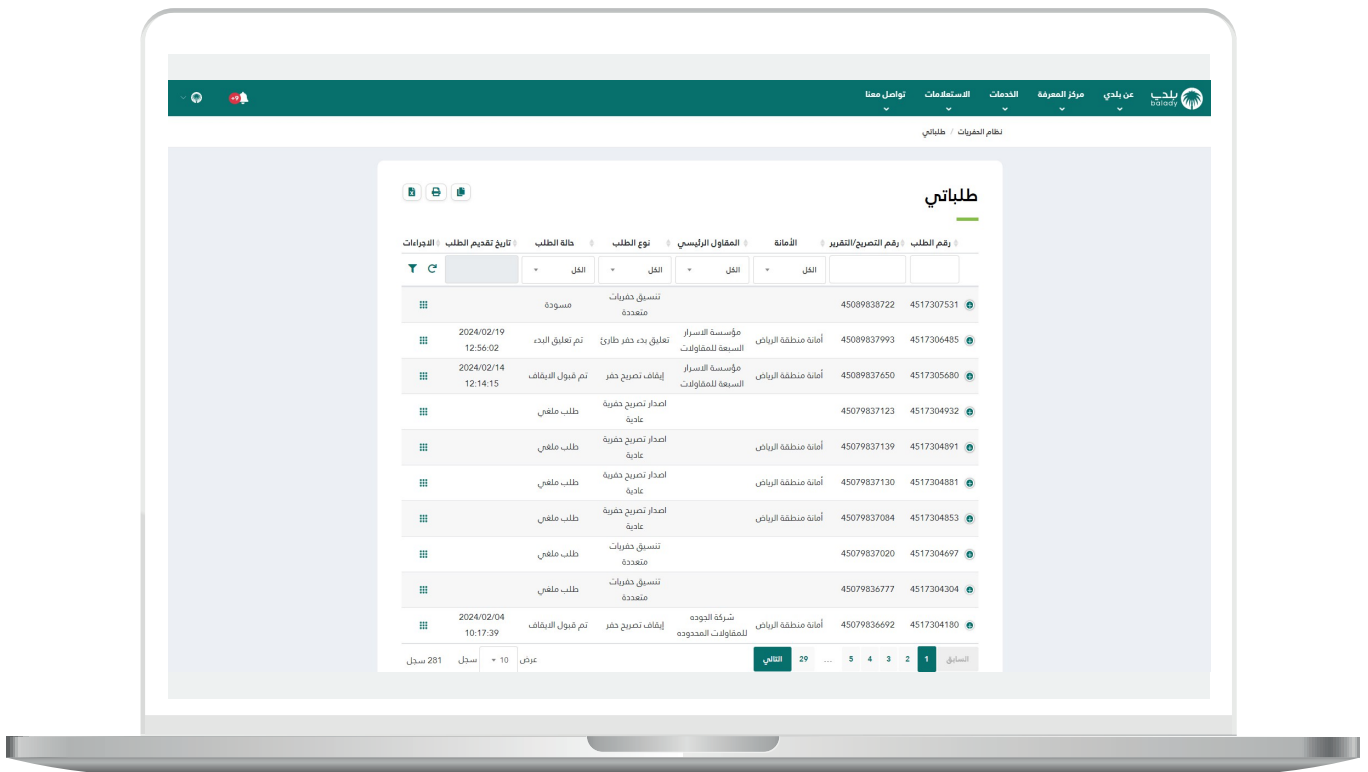


6) Once the service card appears on the screen, the user clicks (Start Service).



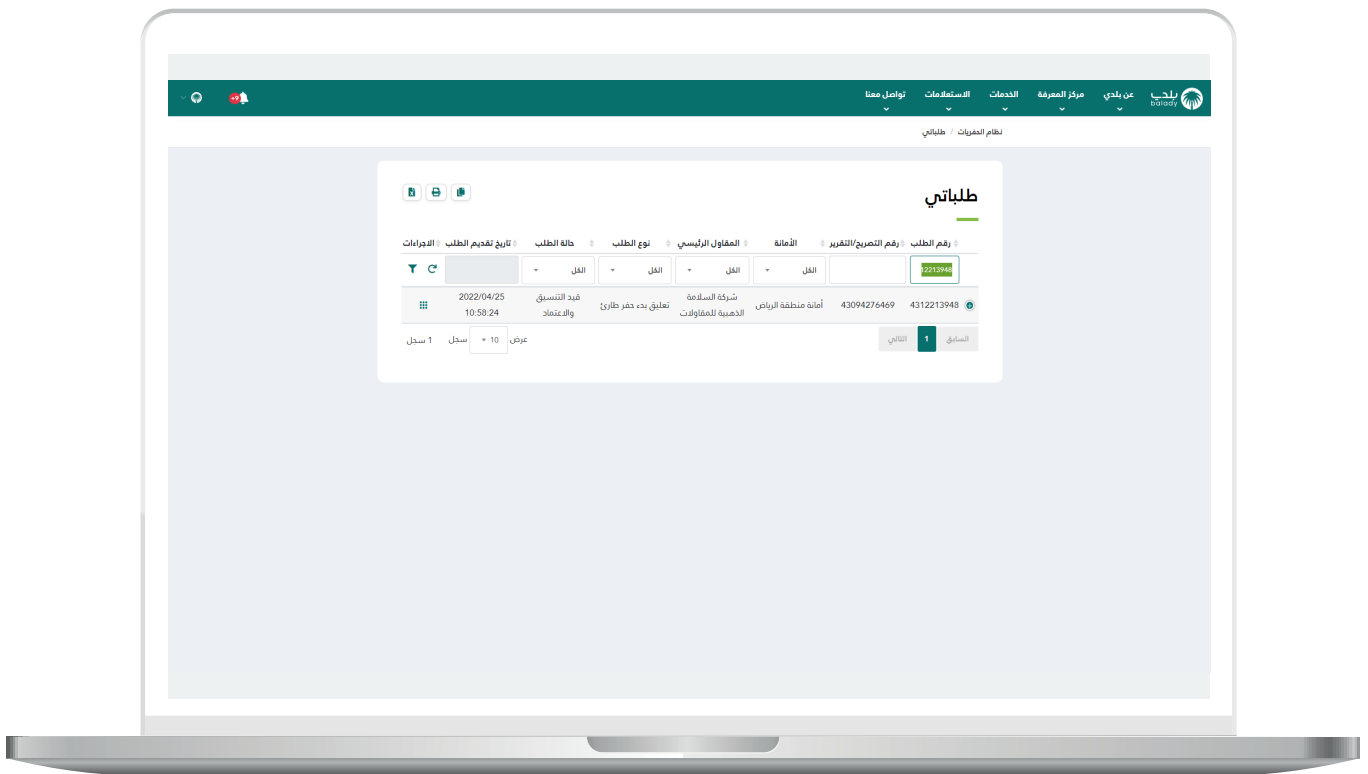
7) After clicking **(Start Service)**, the screen displays previously coordinated work sites.

The user can search for any request using specific filters and perform actions on each request, which will be explained in detail.

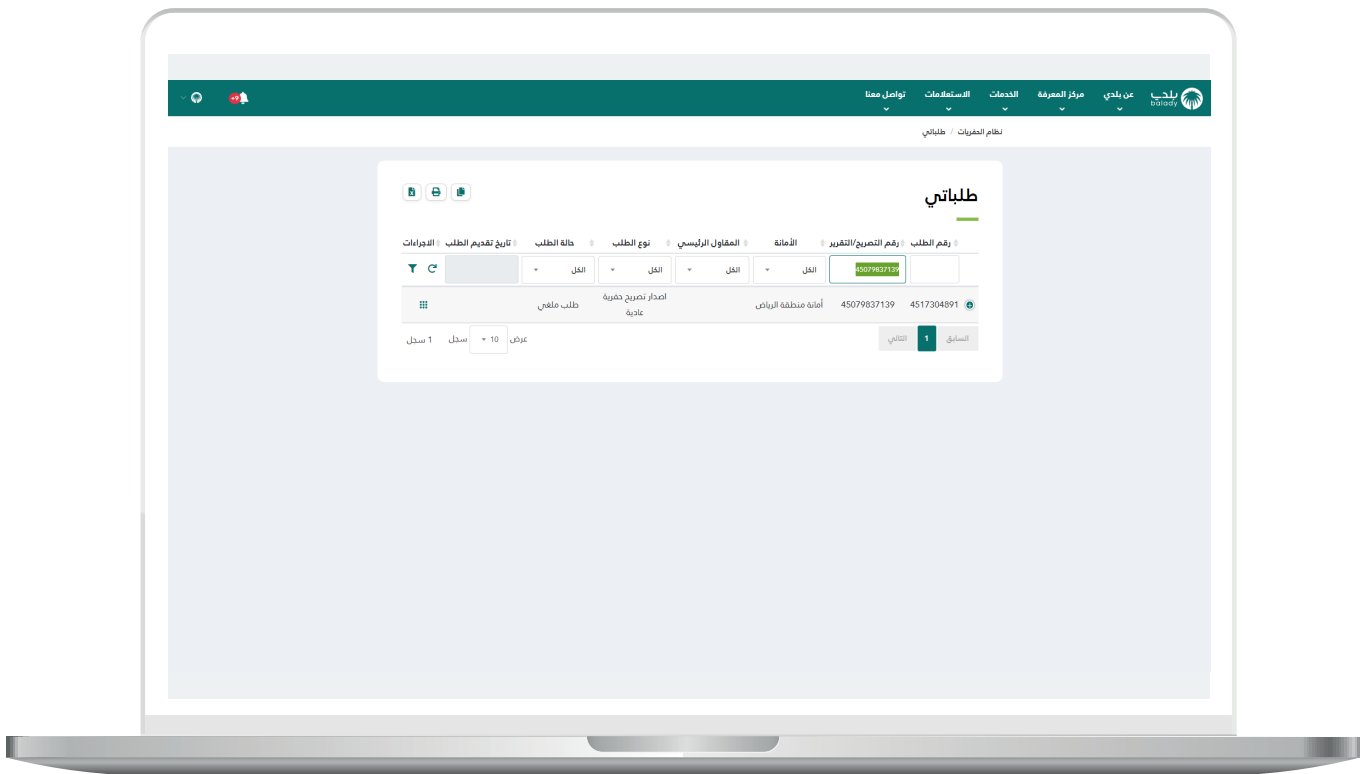




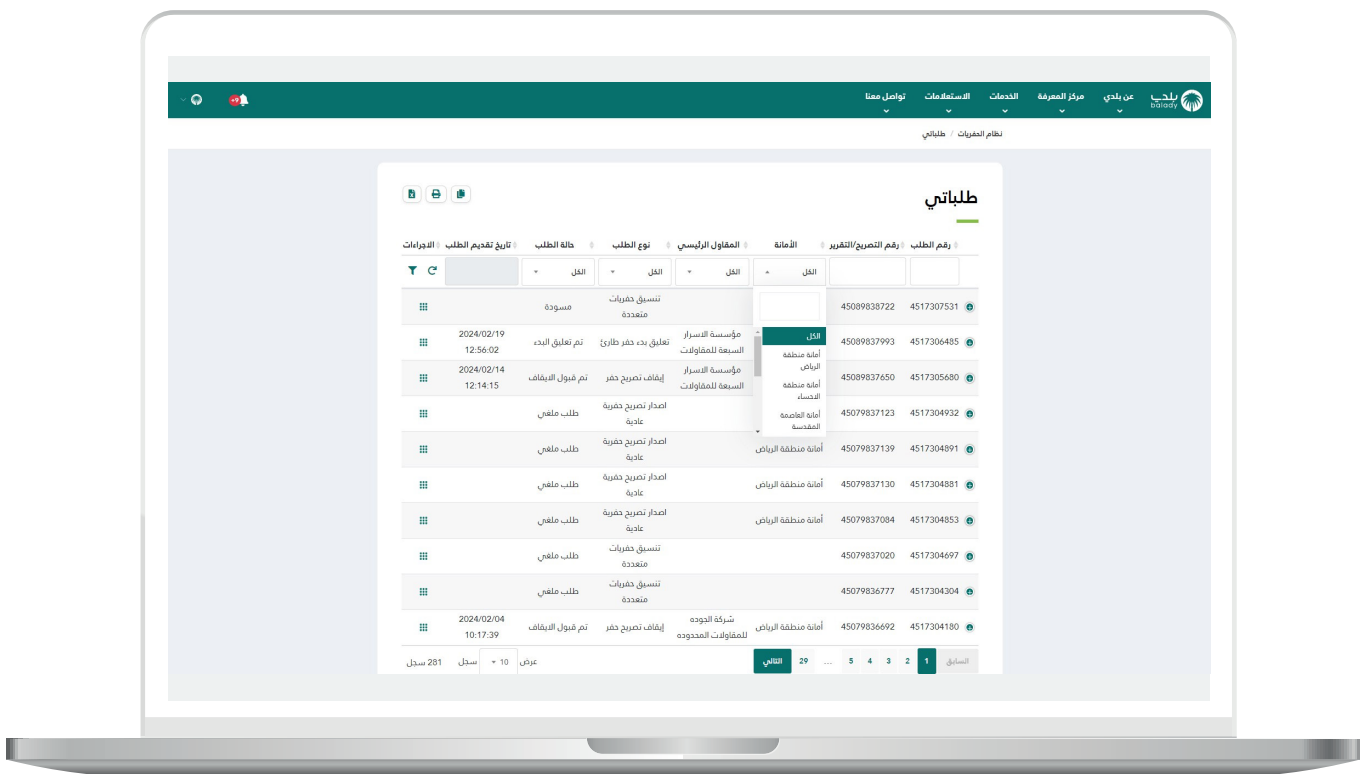
8) The user can search by entering the **(Request Number)** and pressing **(Enter)** on the keyboard.



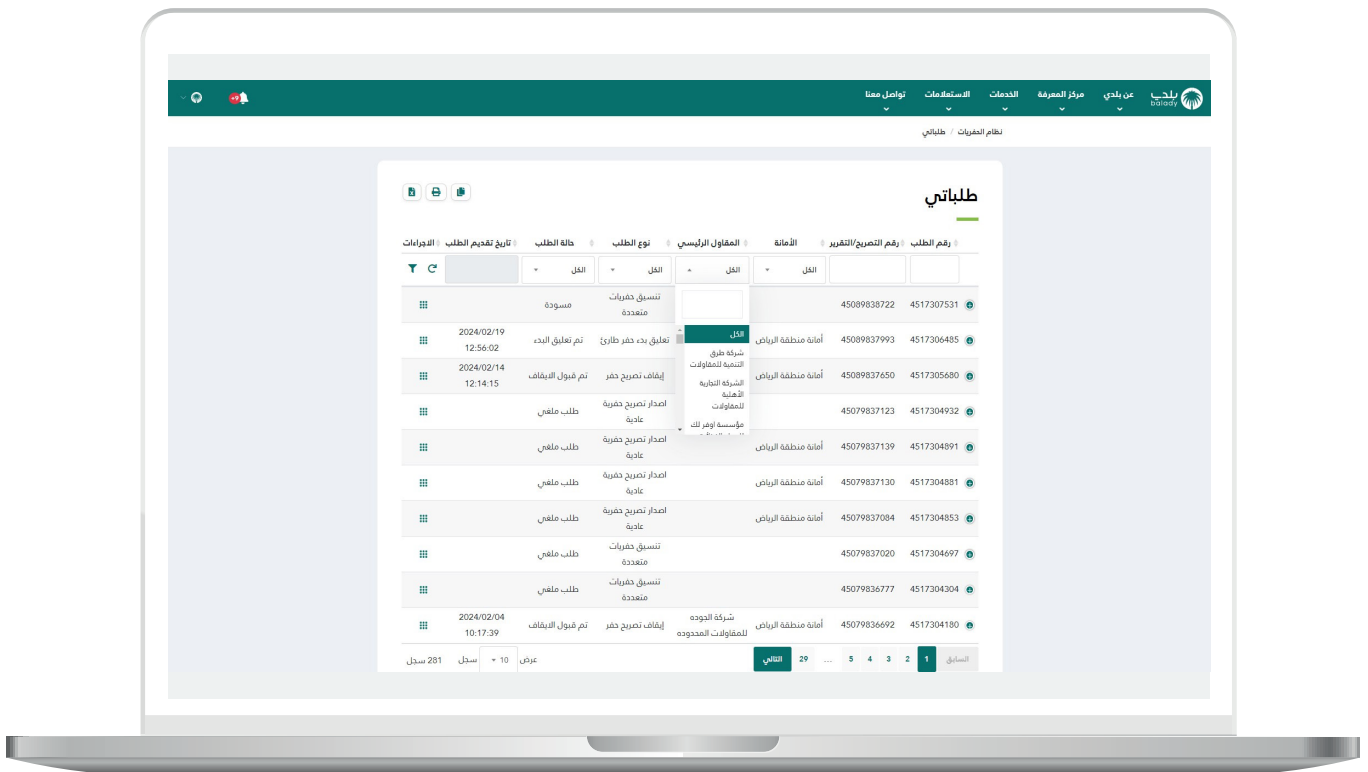
9) The user can search by entering the (Permit/Report Number) and pressing (Enter) on the keyboard.



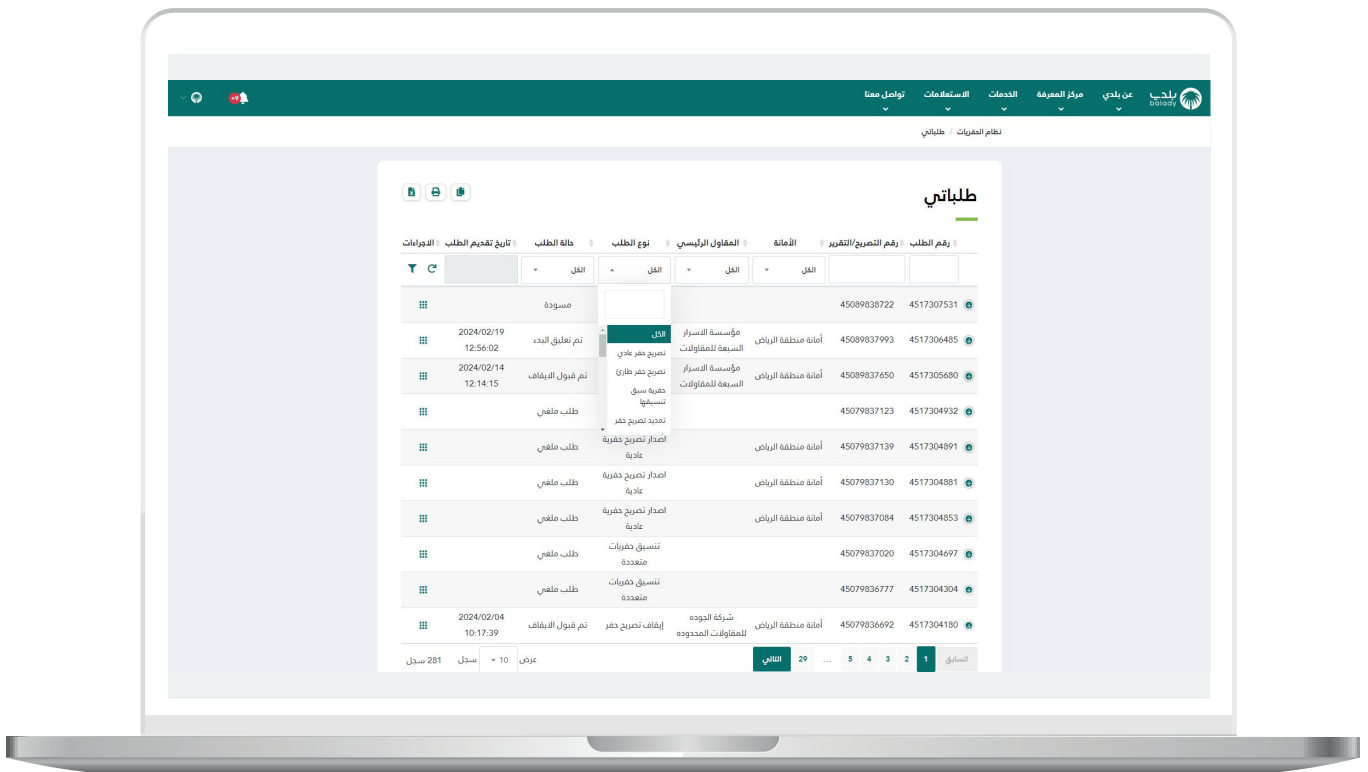
10) The user can search by selecting a value from the dropdown list in the (**Municipality**) field, as shown in the figure below.



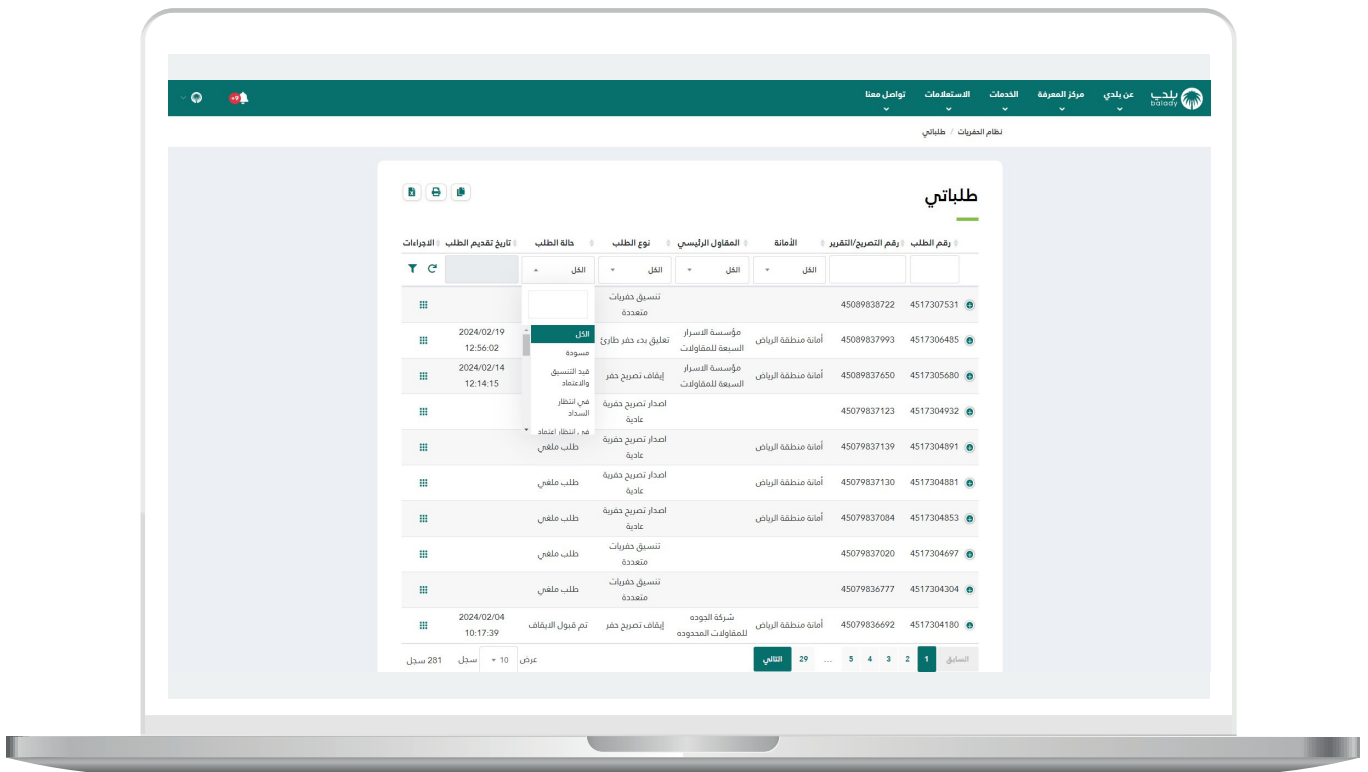
11) The user can search by selecting a value from the (Main Contractor) dropdown list, as shown below.



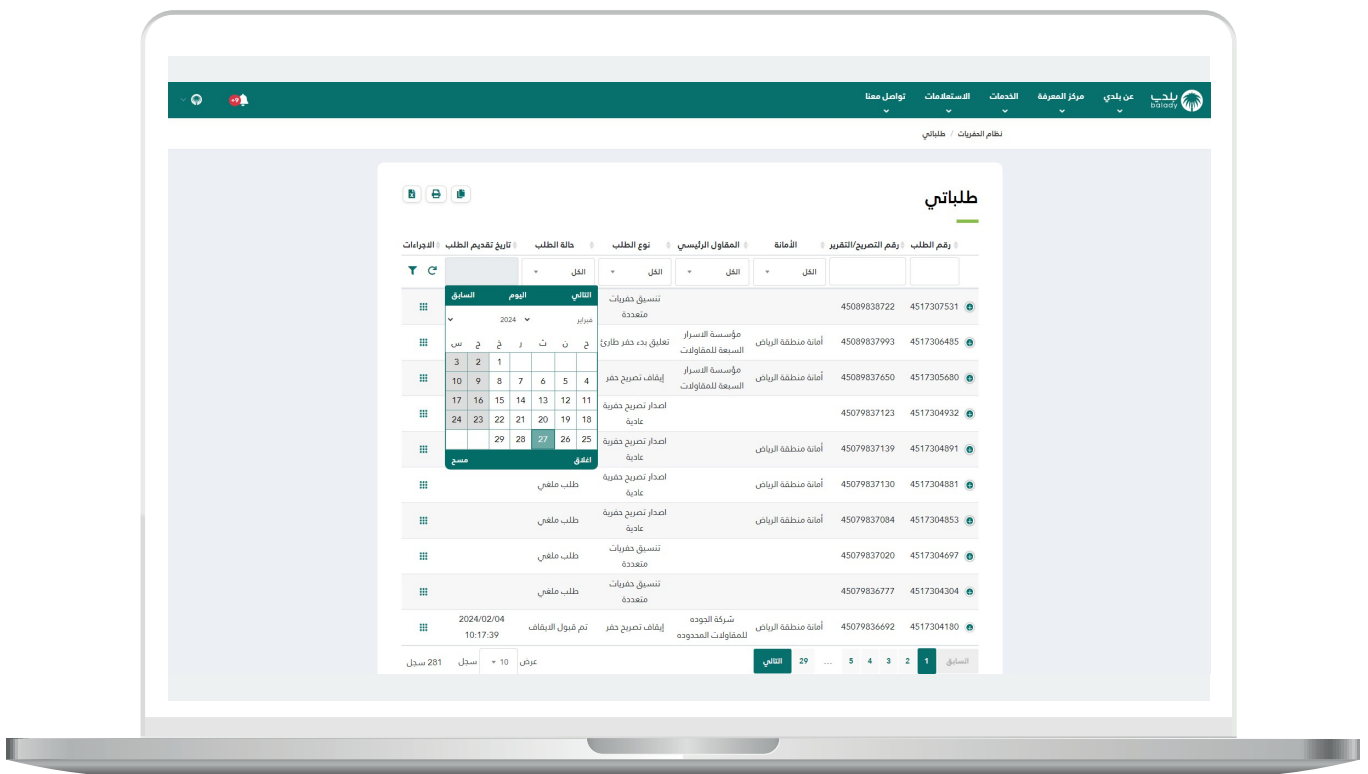
12) The user can filter results by selecting a value from the (Request Type) dropdown menu, as shown in the screenshot below.



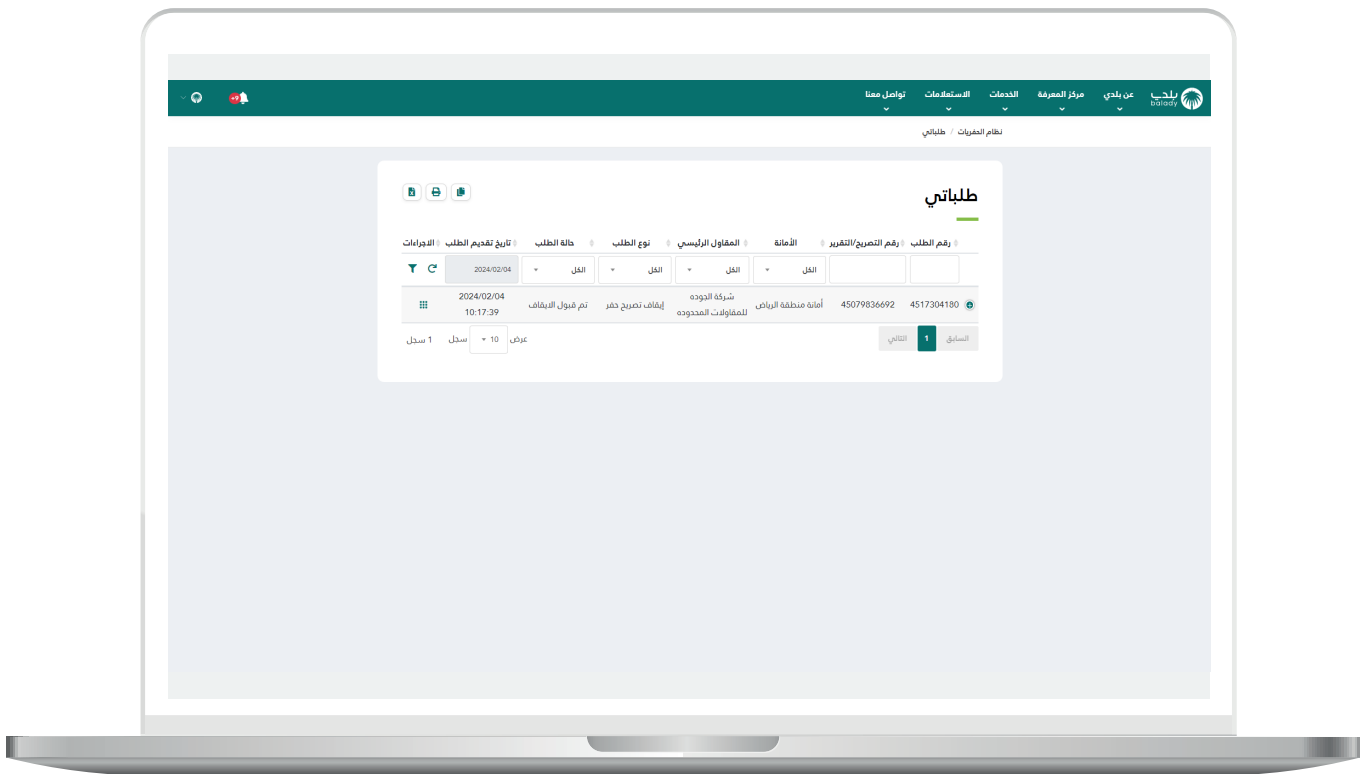
13) The user can search by selecting a value from the (Request Status) dropdown list, as shown below.



14) The user can search by selecting a date from the (Request Submission Date) electronic calendar, as shown below.



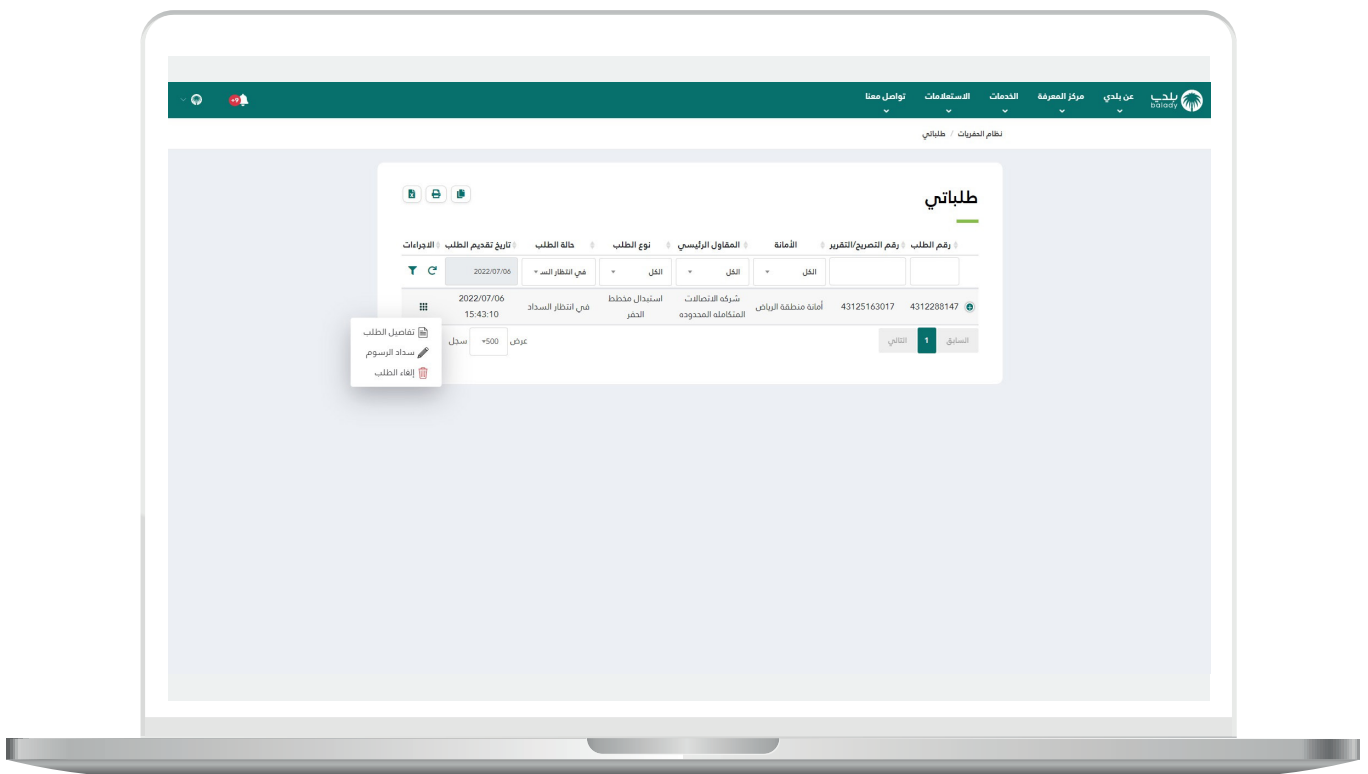
15) The search results appear as follows.



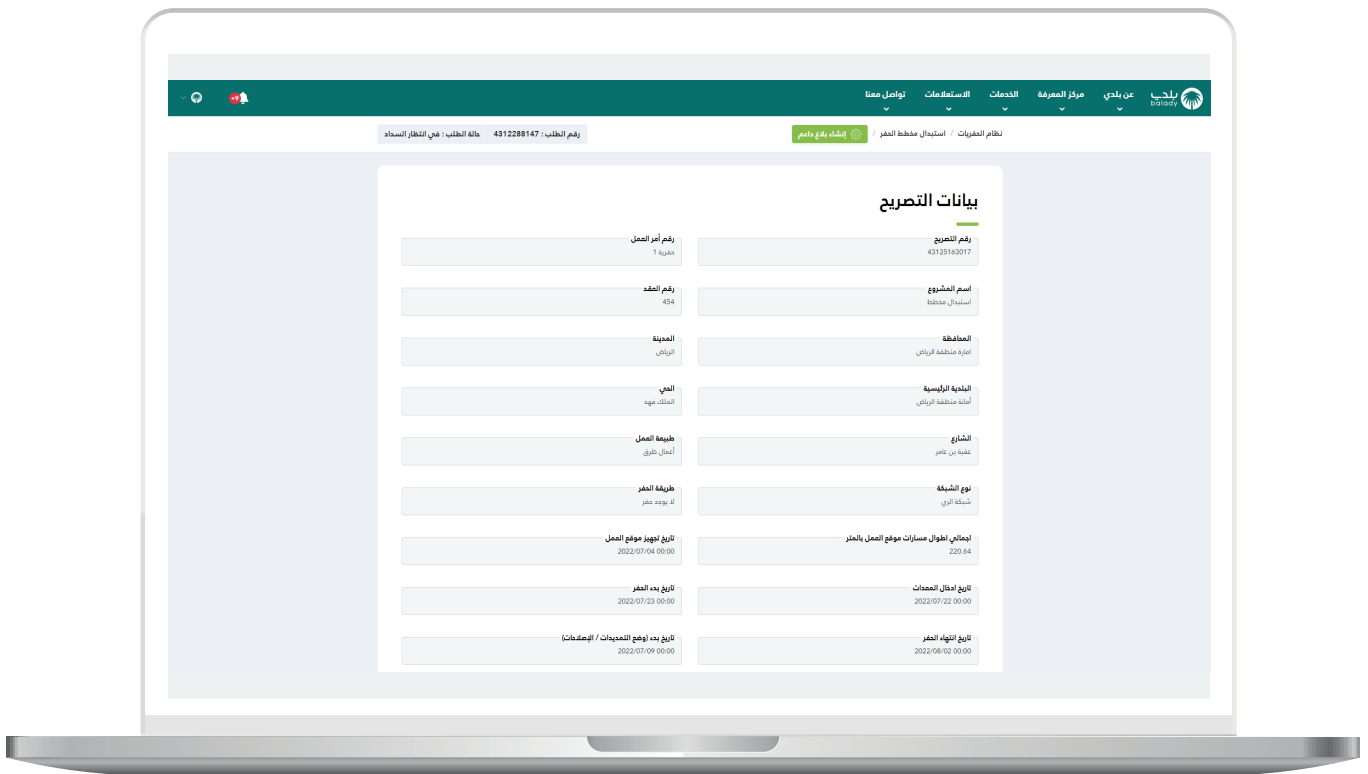


16) The user can perform certain actions on requests, including (**Request Details, Fee Payment, Request Cancellation**), if the request status is (**Pending Payment**).

The user can do this by clicking the green box icon in the (**Actions**) column.

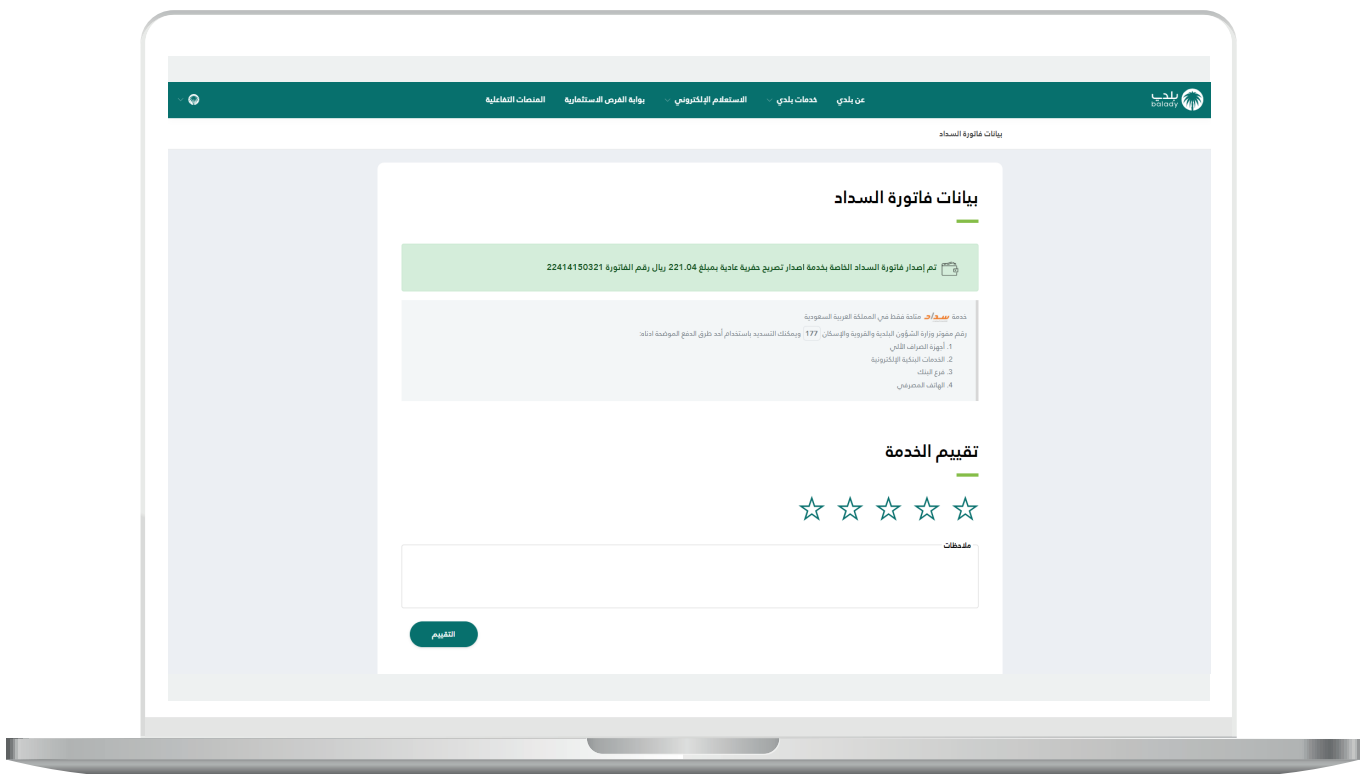


17) After clicking (Request Details), the permit details appear as follows.

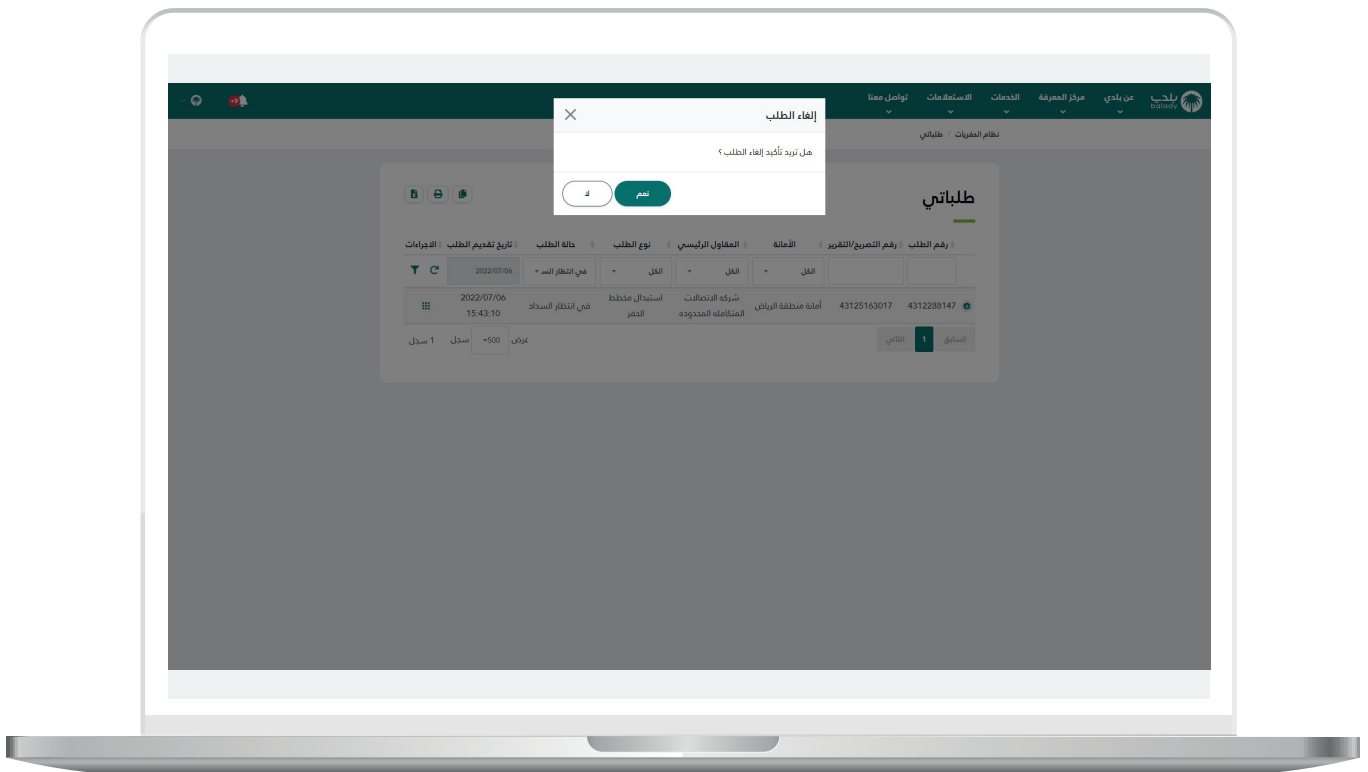


18) After clicking **(Fee Payment)**, the following screen appears, allowing the user to pay the invoice using one of the available payment methods.

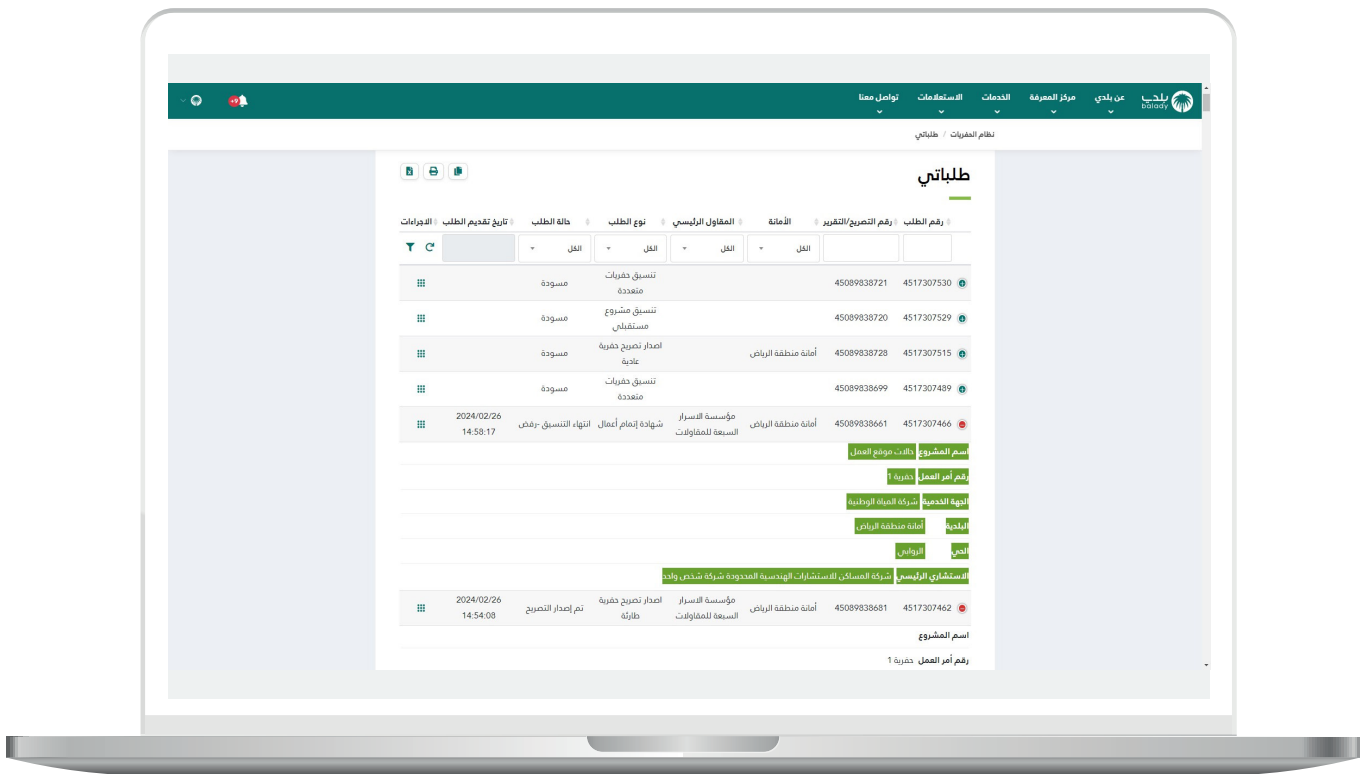
The user can evaluate the service by selecting a number of stars, entering a value in the **(Comments)** field, and clicking **(Submit Evaluation)**.



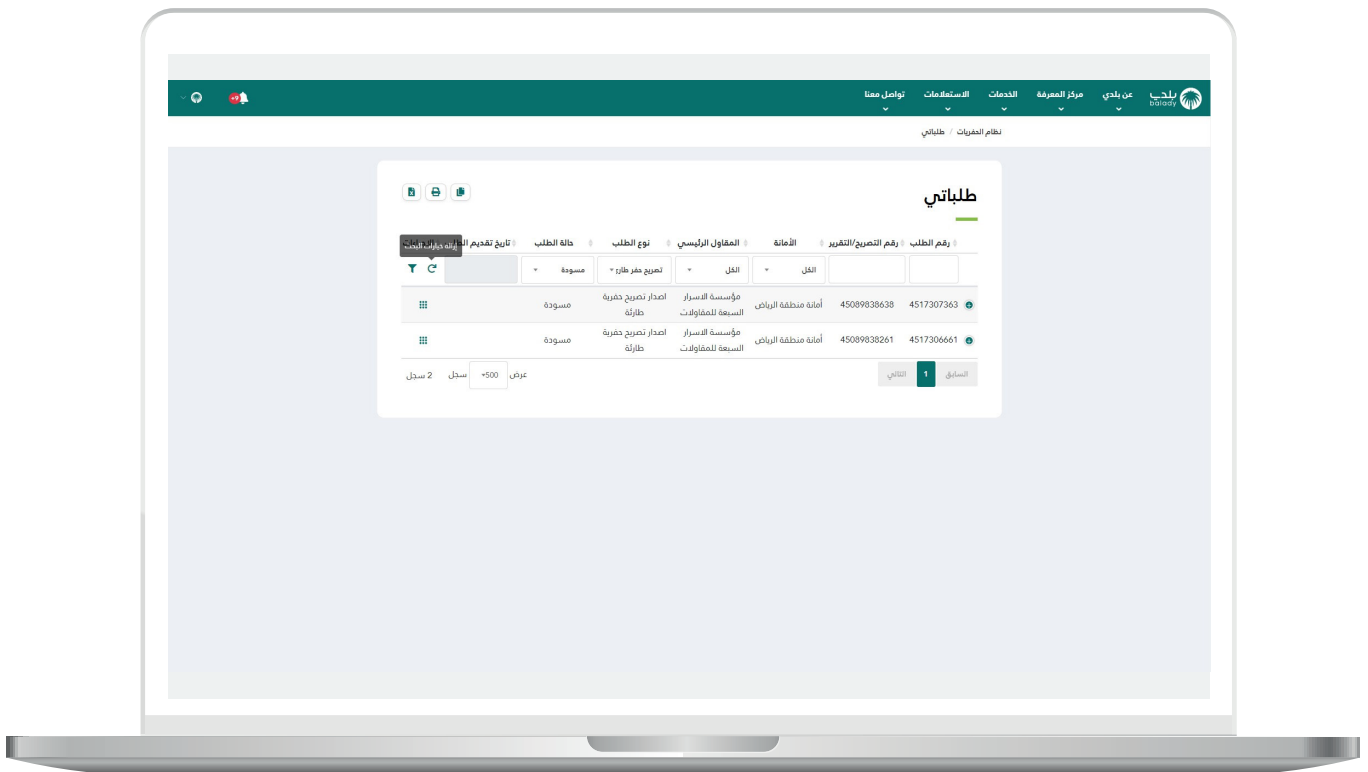
19) After clicking **(Cancel Request)**, a confirmation message appears, prompting the user to confirm cancellation by clicking **(Yes)**.



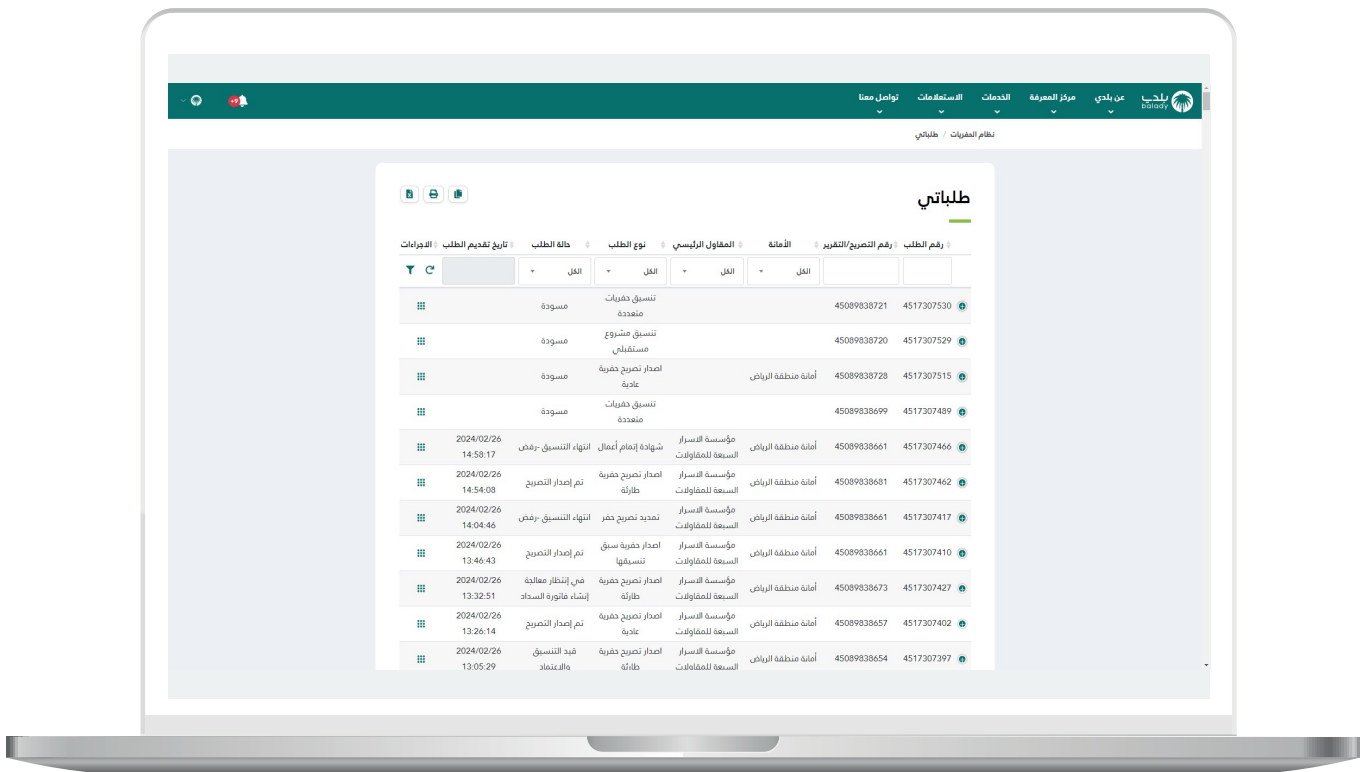
20) Clicking the (+) icon expands the request details table, displaying (Project Name, Work Order Number, Service Entity, Secretariat, District, and Main Consultant).



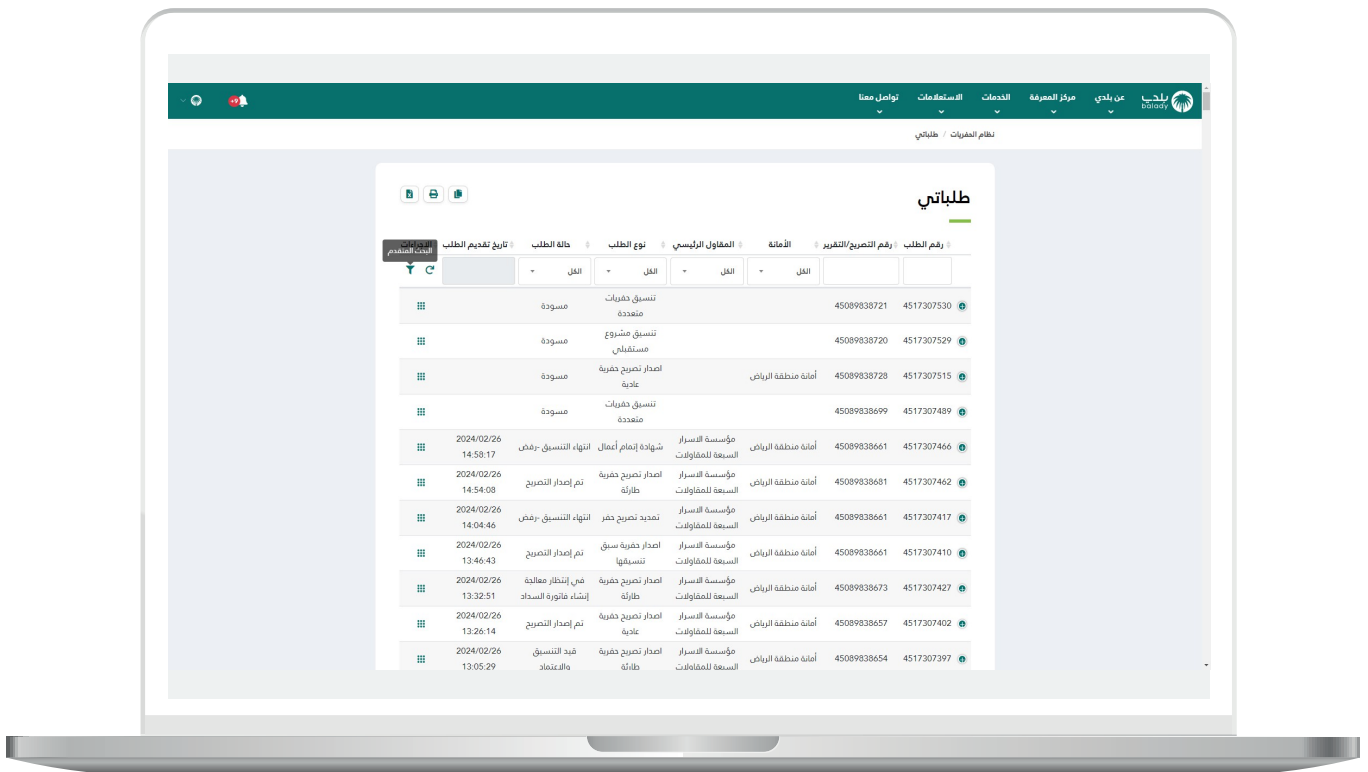
21) Search filters can be reset by clicking the circular arrow icon.



22) This clears all search filter values.

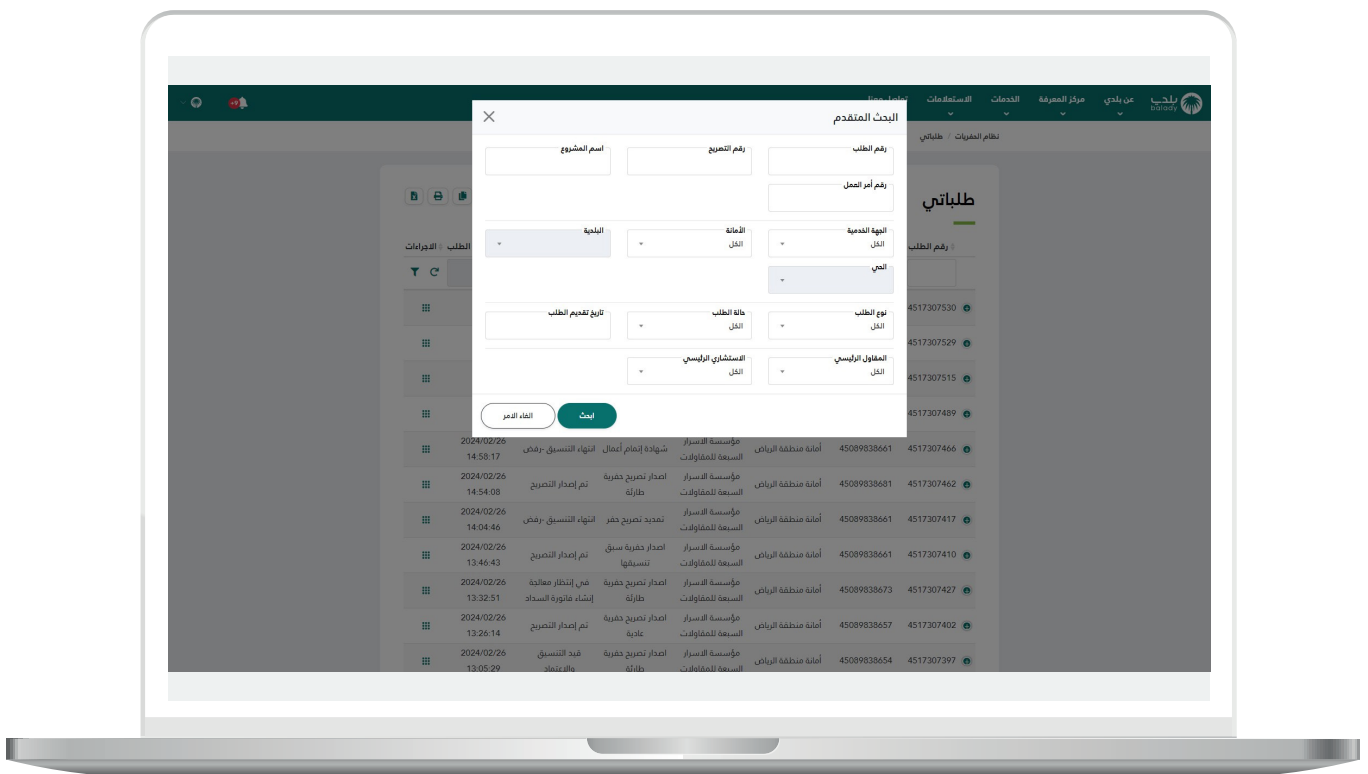


23) The Advanced Search options can be displayed by clicking the funnel icon.

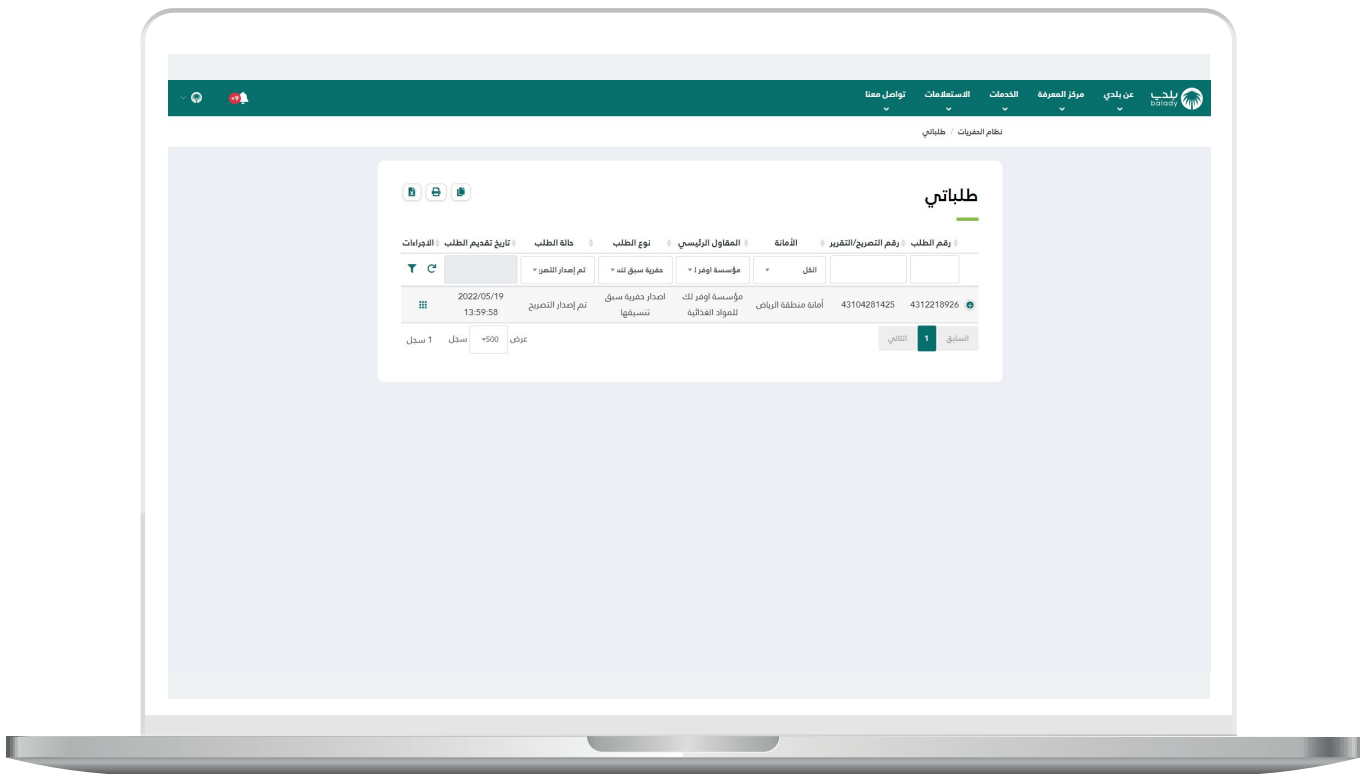




24) A small pop-up window appears, allowing the user to enter values in the fields and then click (**Search**).



25) The search results are then displayed as shown below.



 | 199040 Direct Contact Number

 | @Balady\_CS Customer Service

