



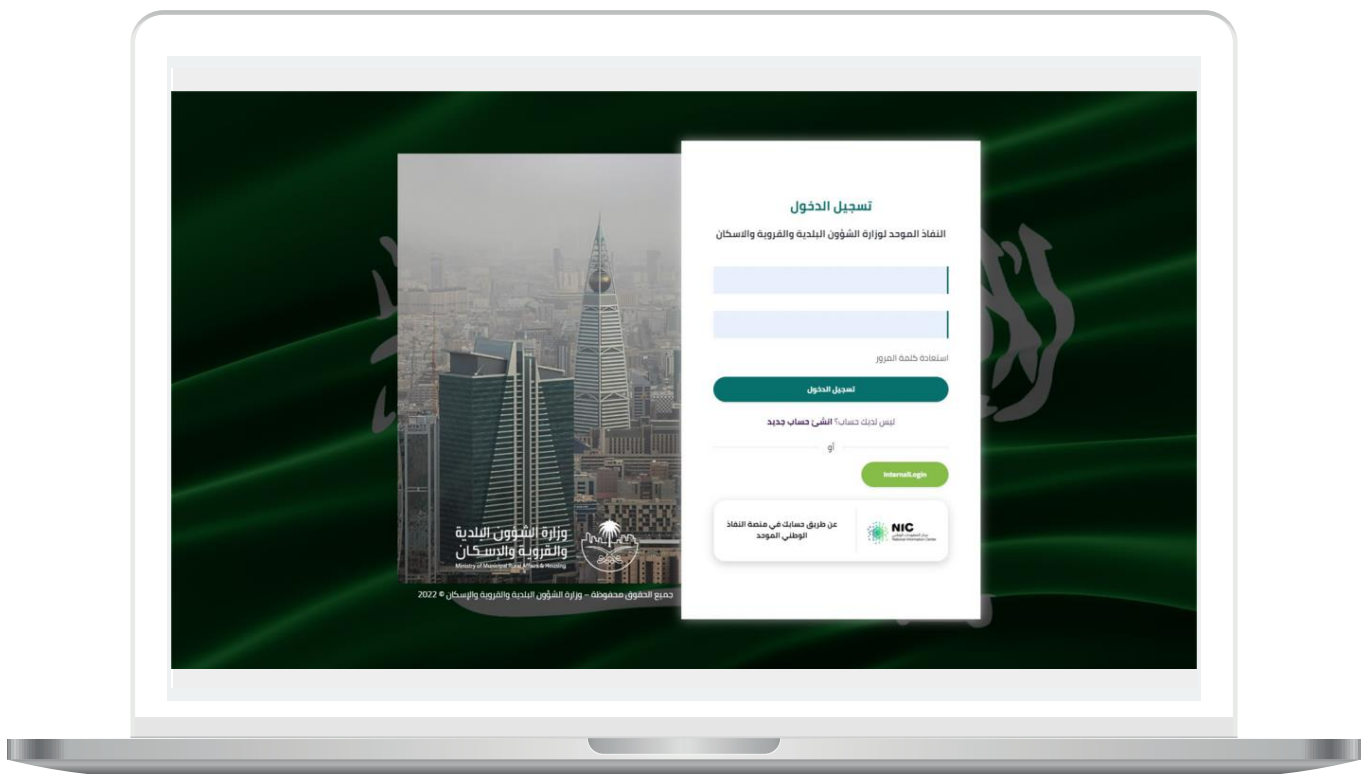
وزارة البلديات والإسكان
Ministry of Municipalities and Housing

User Guide for the
Mobile Cart License Modification Service

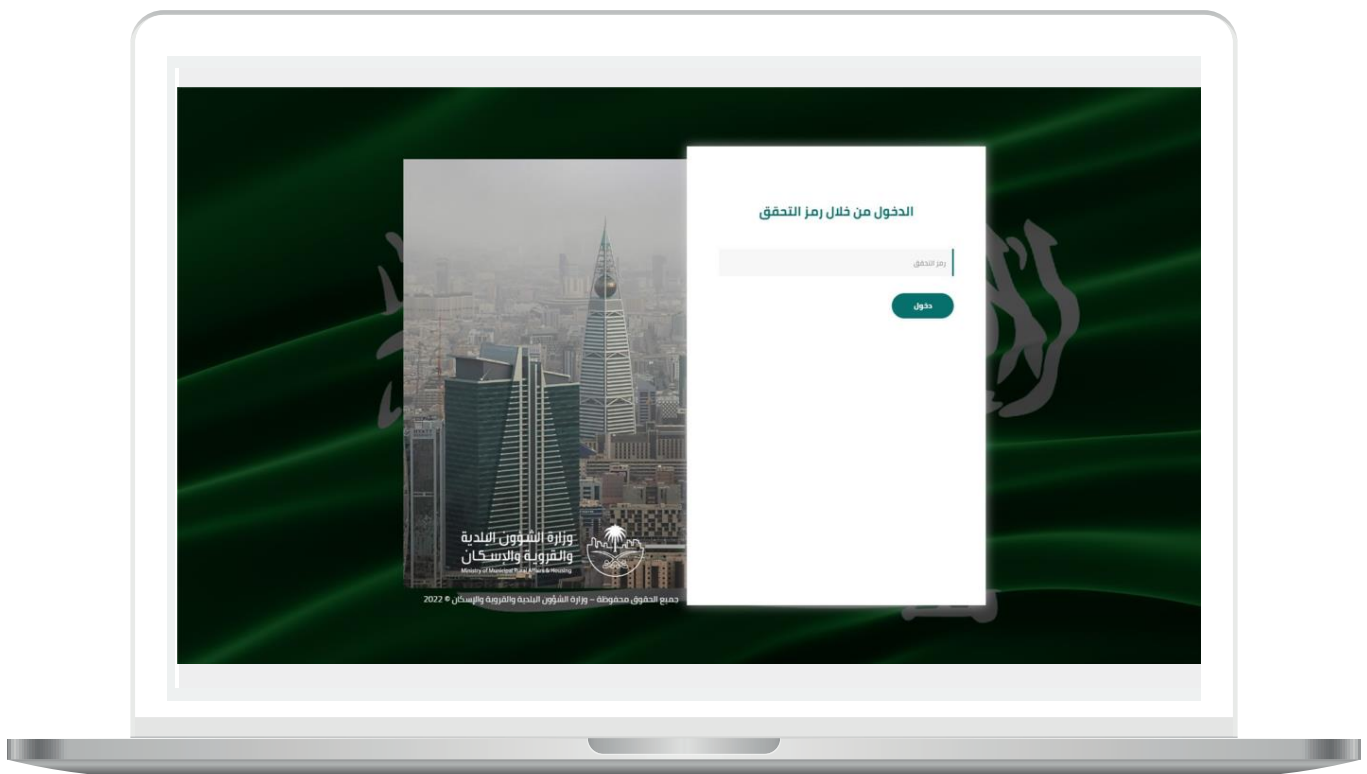
Beneficiary's
Copy

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.

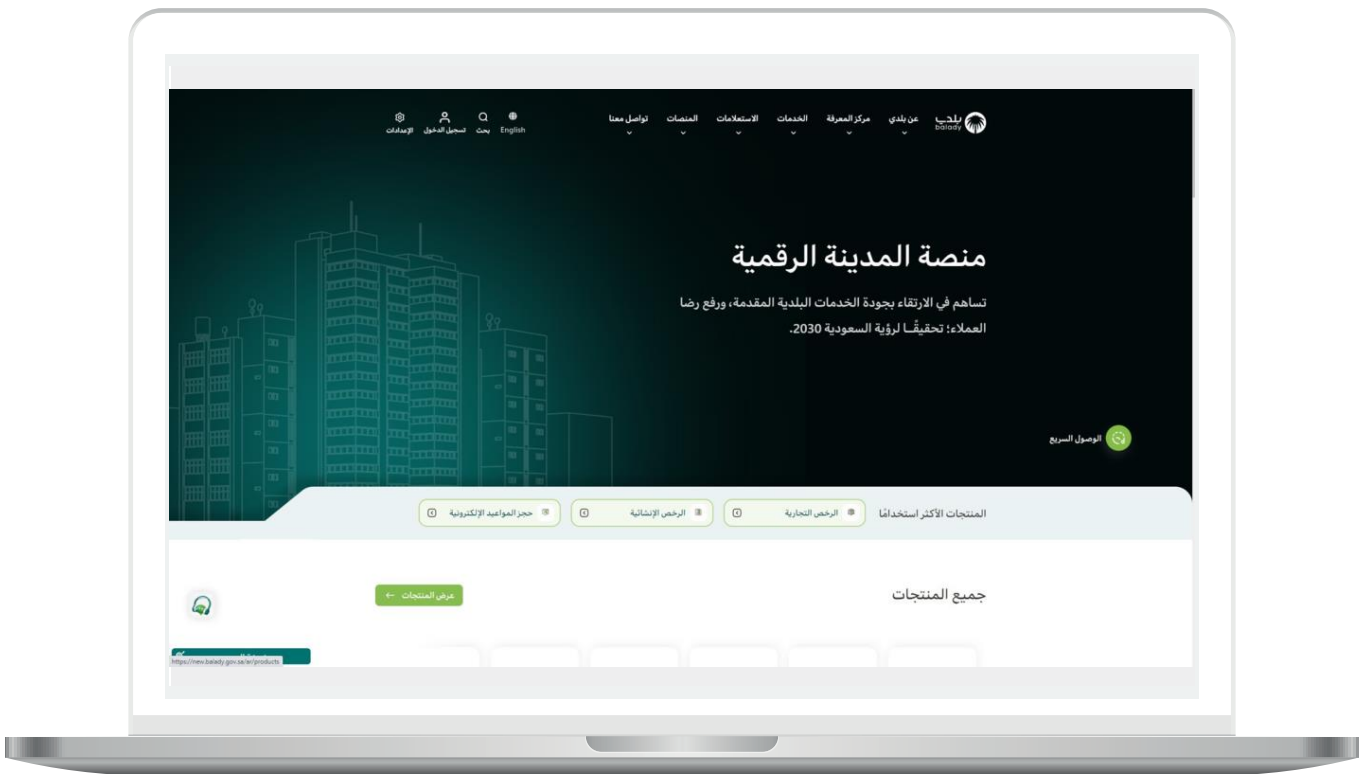


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.

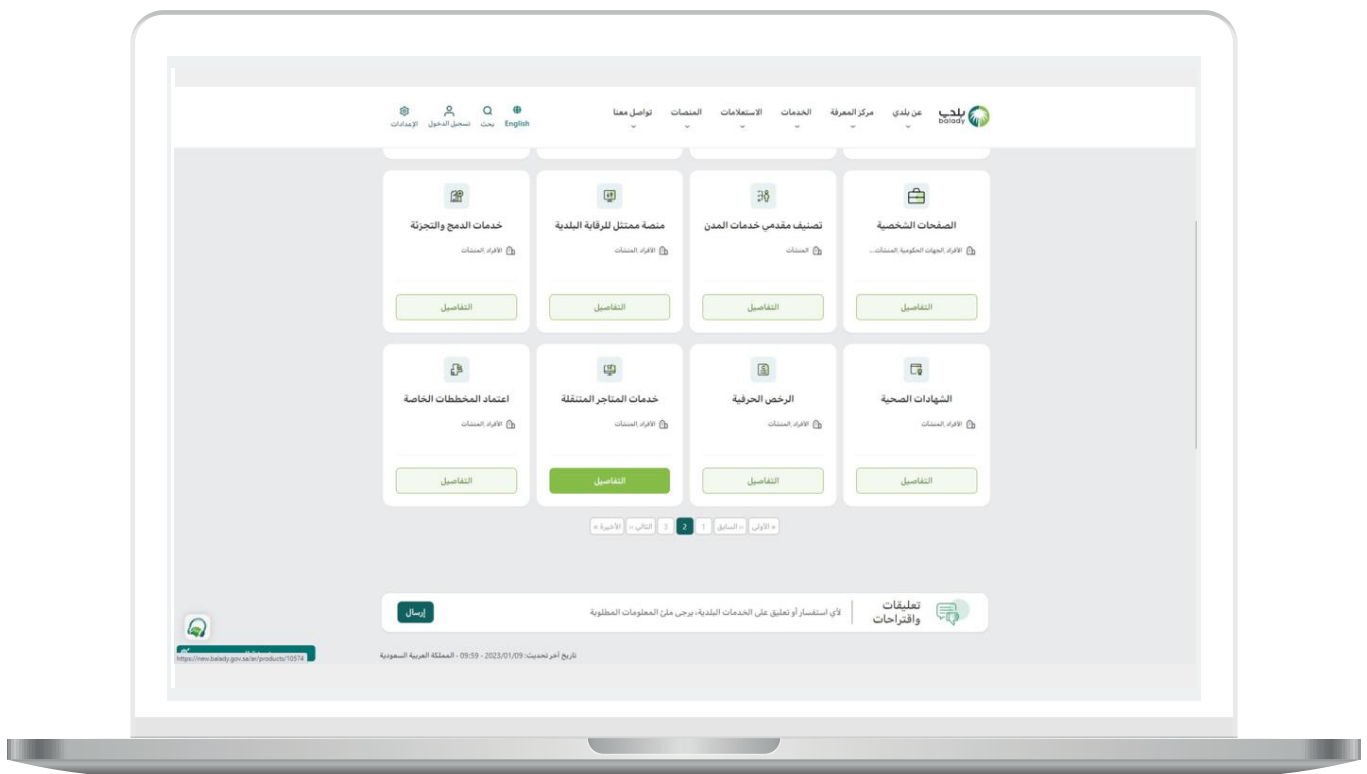


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

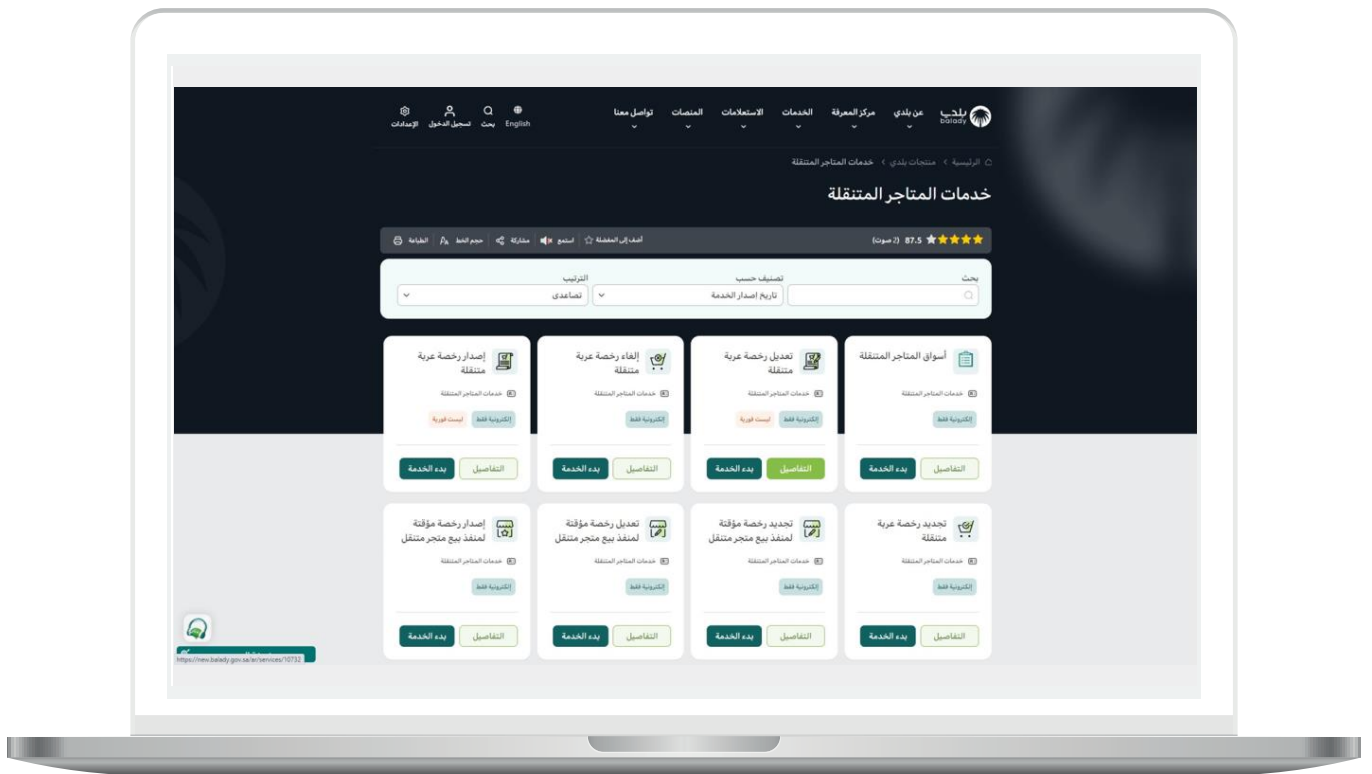
To start the service application, the user must click the **(View All Products)** button.



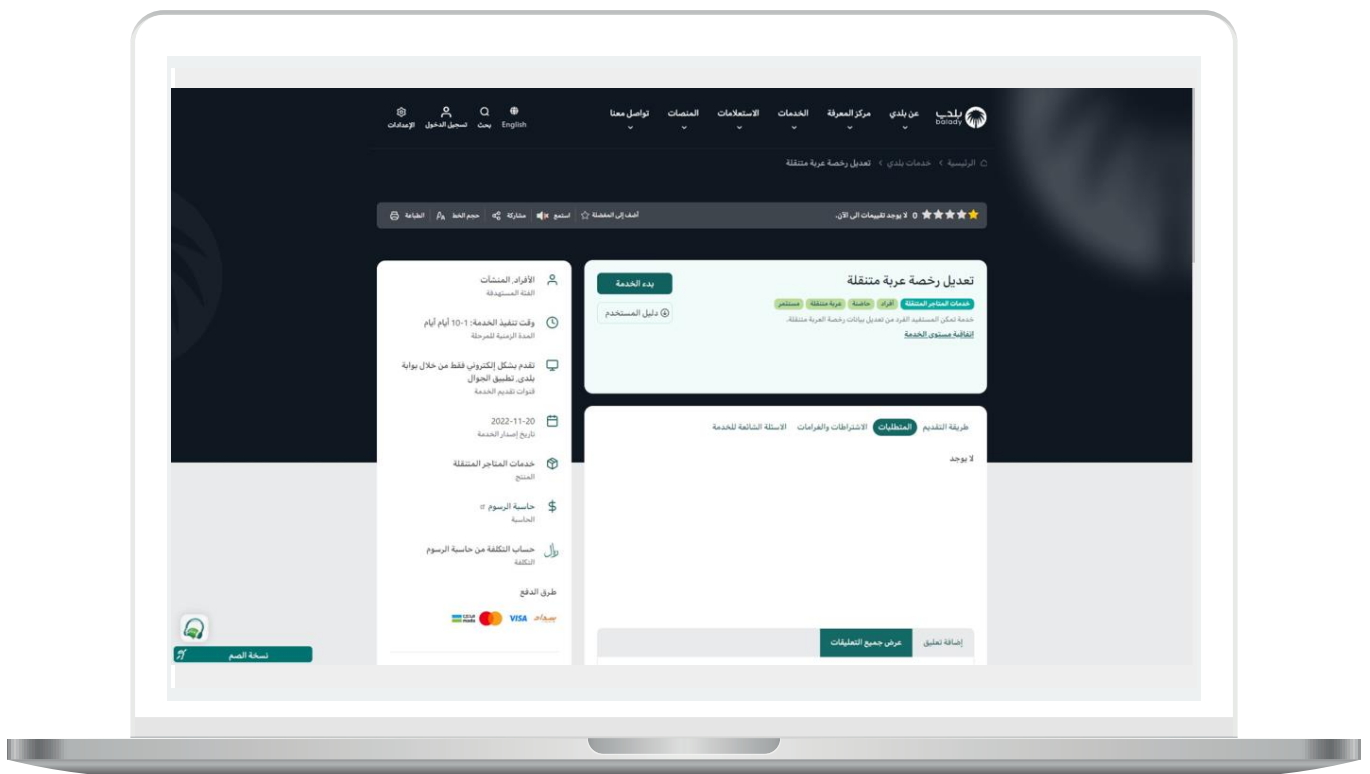
4) The following screen appears, displaying Balady's services, where the user selects (**Mobile Cart Services**).



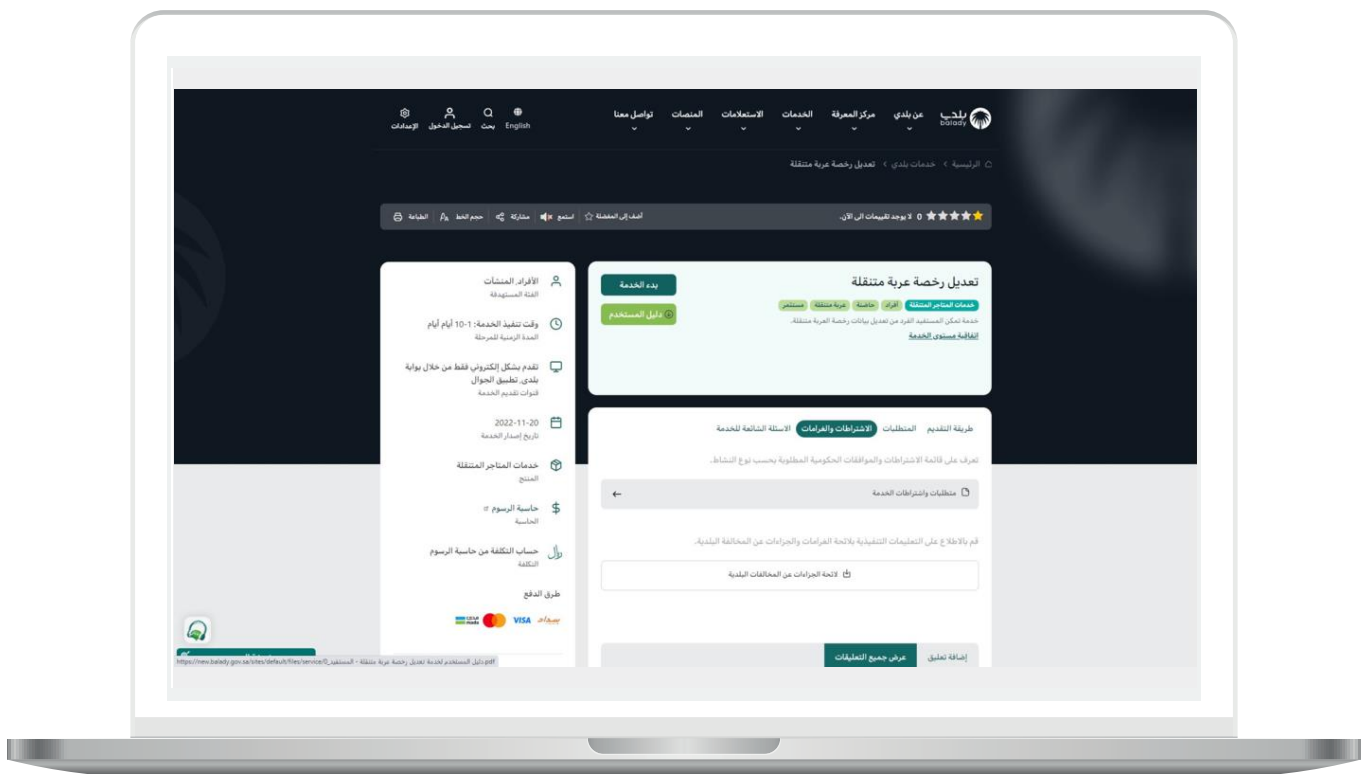
5) The following screen appears, where the user selects (Modify Mobile Cart License), as shown below.



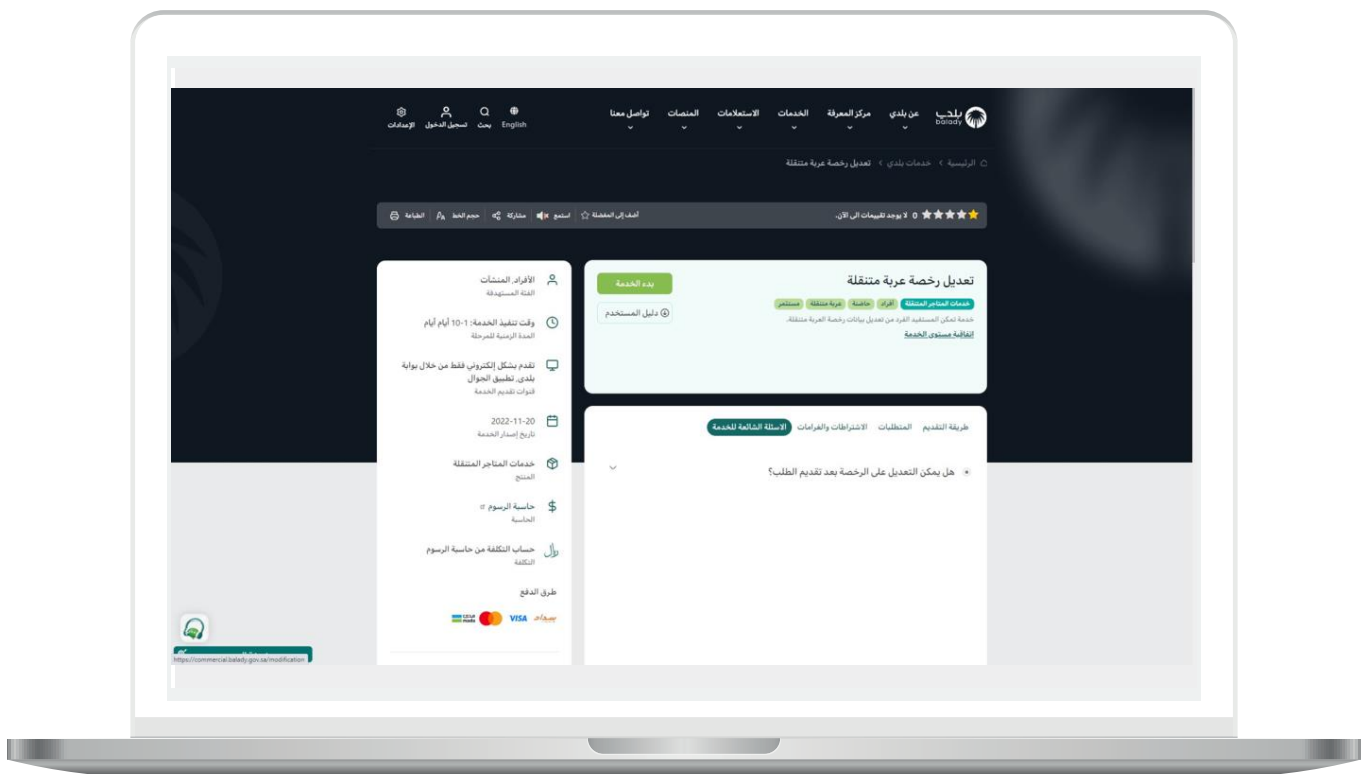
6) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).



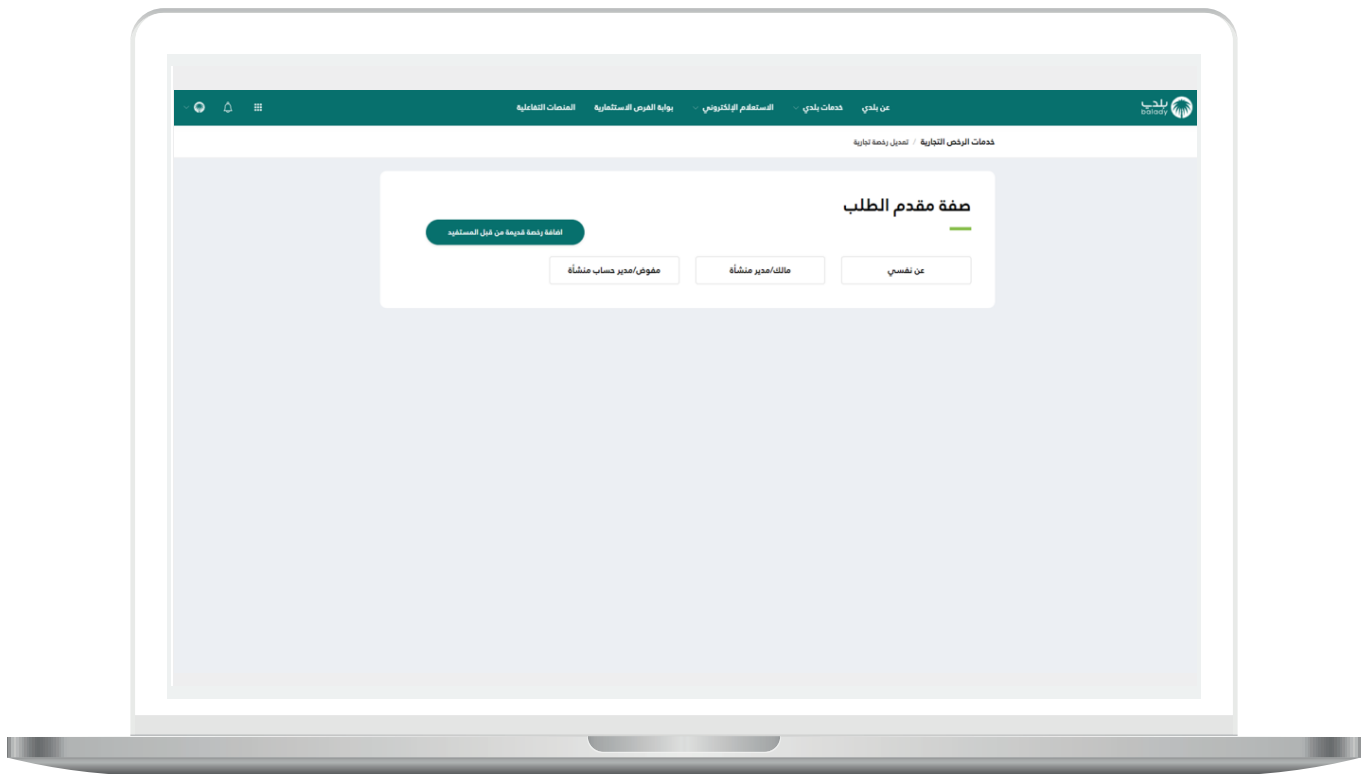
7) The following screen represents the (Conditions and Fines) section.



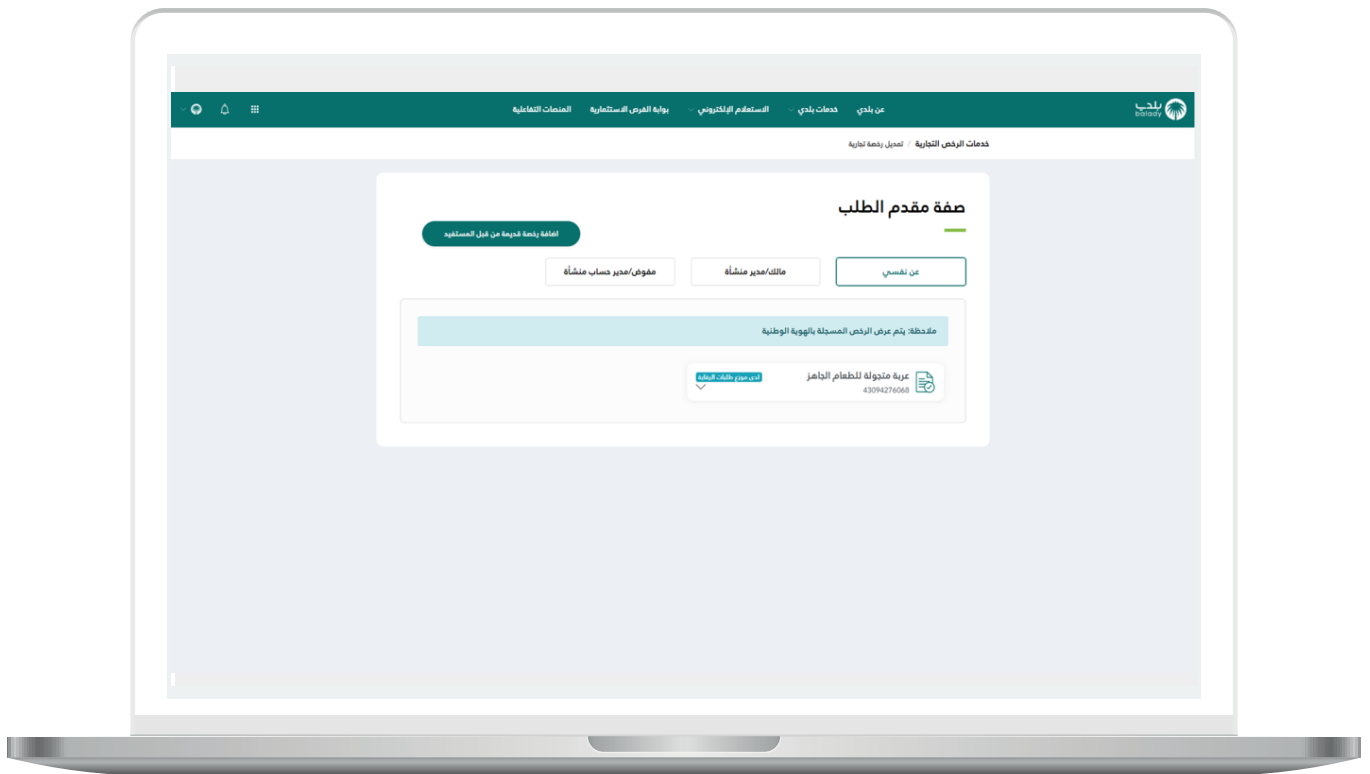
8) To start the application process, the user clicks **(Start Service)**.



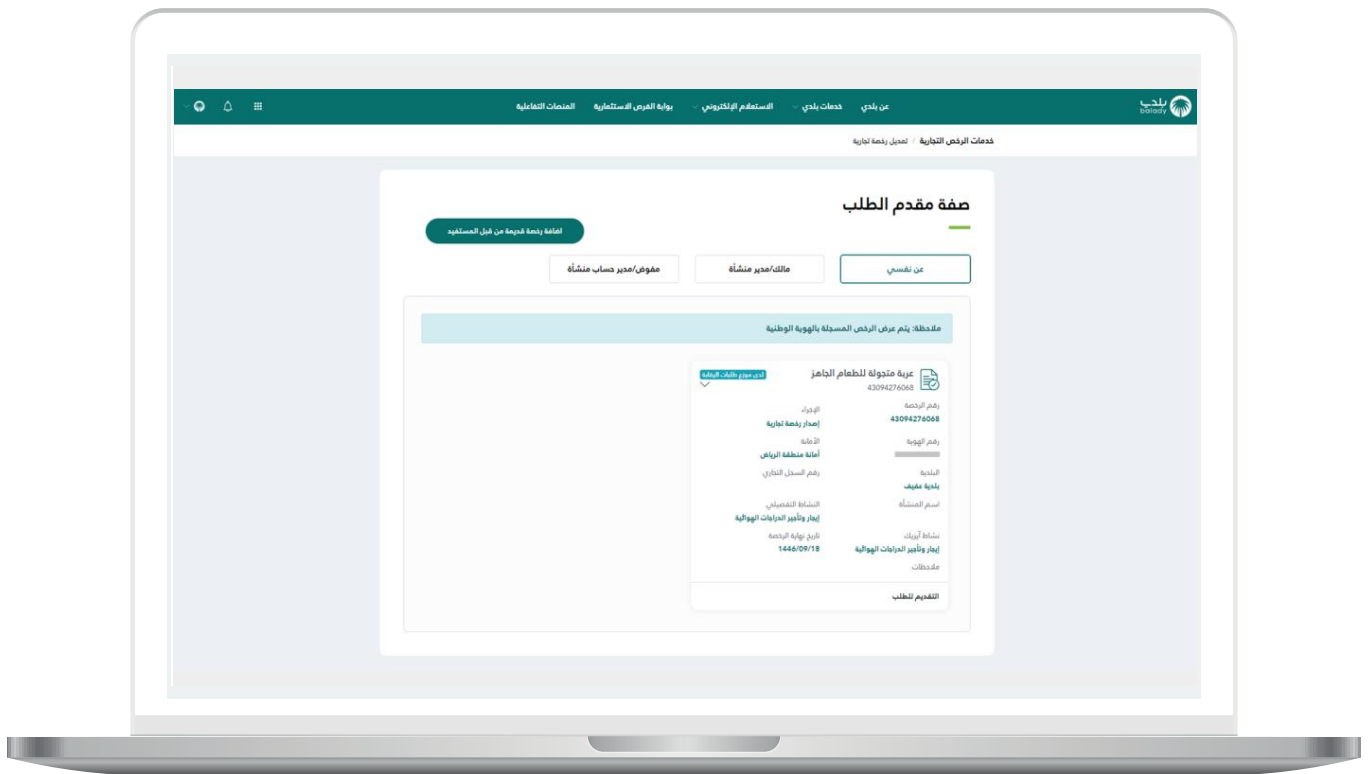
9) The following screen appears, where the user selects the applicant type from the three options: (For Myself, Owner or Manager of an Establishment, Authorized Representative or Establishment Account Manager).



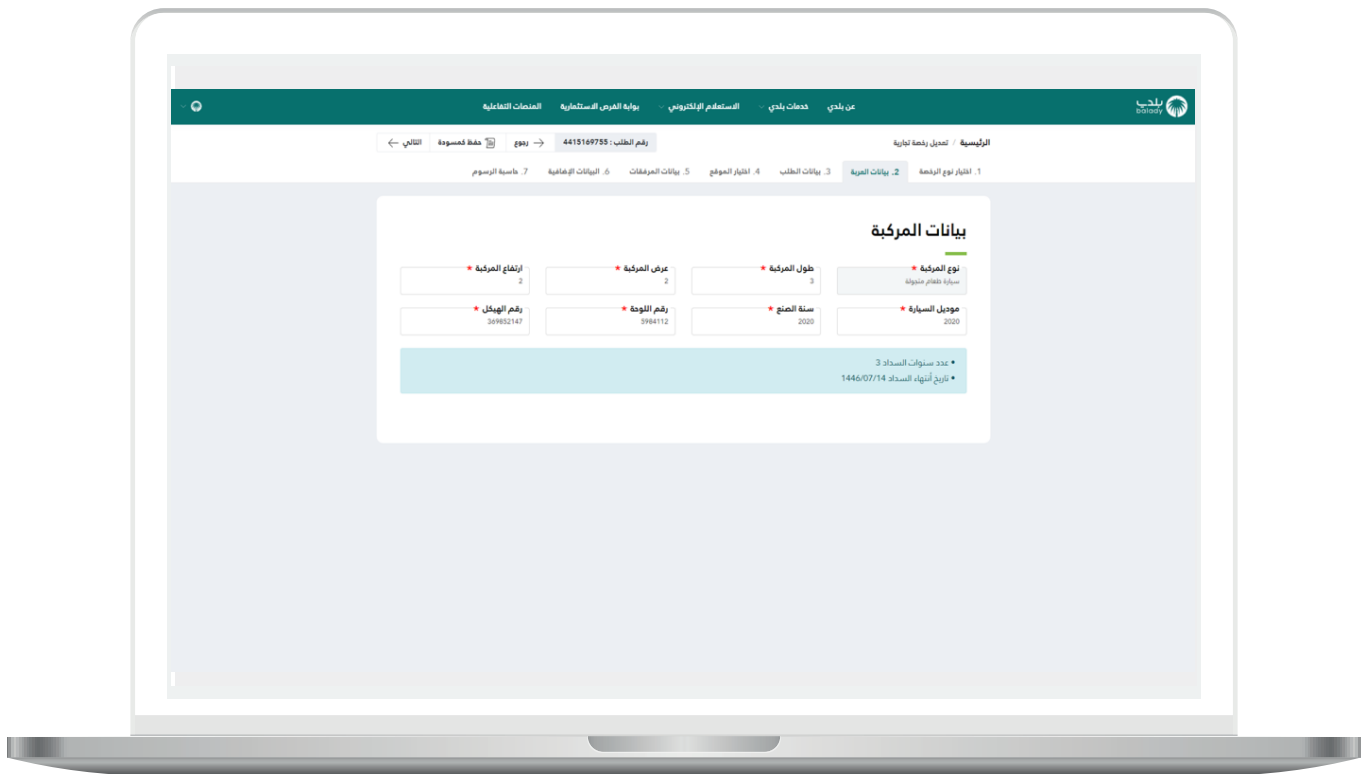
10) The licenses linked to the national ID are then displayed, as shown below, allowing the user to select the license to be modified.



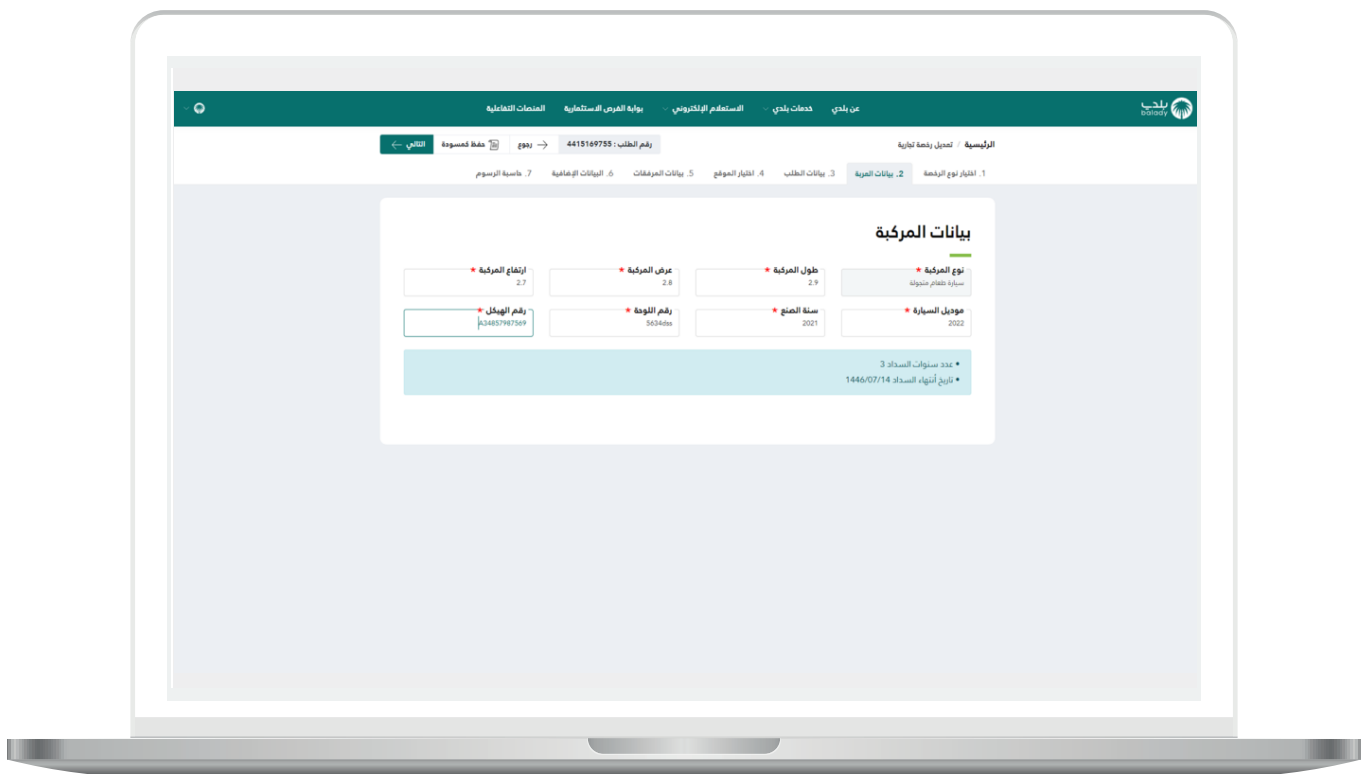
11) After selecting the license, its details are displayed, where the user clicks **(Proceed with Request)**, as shown below.



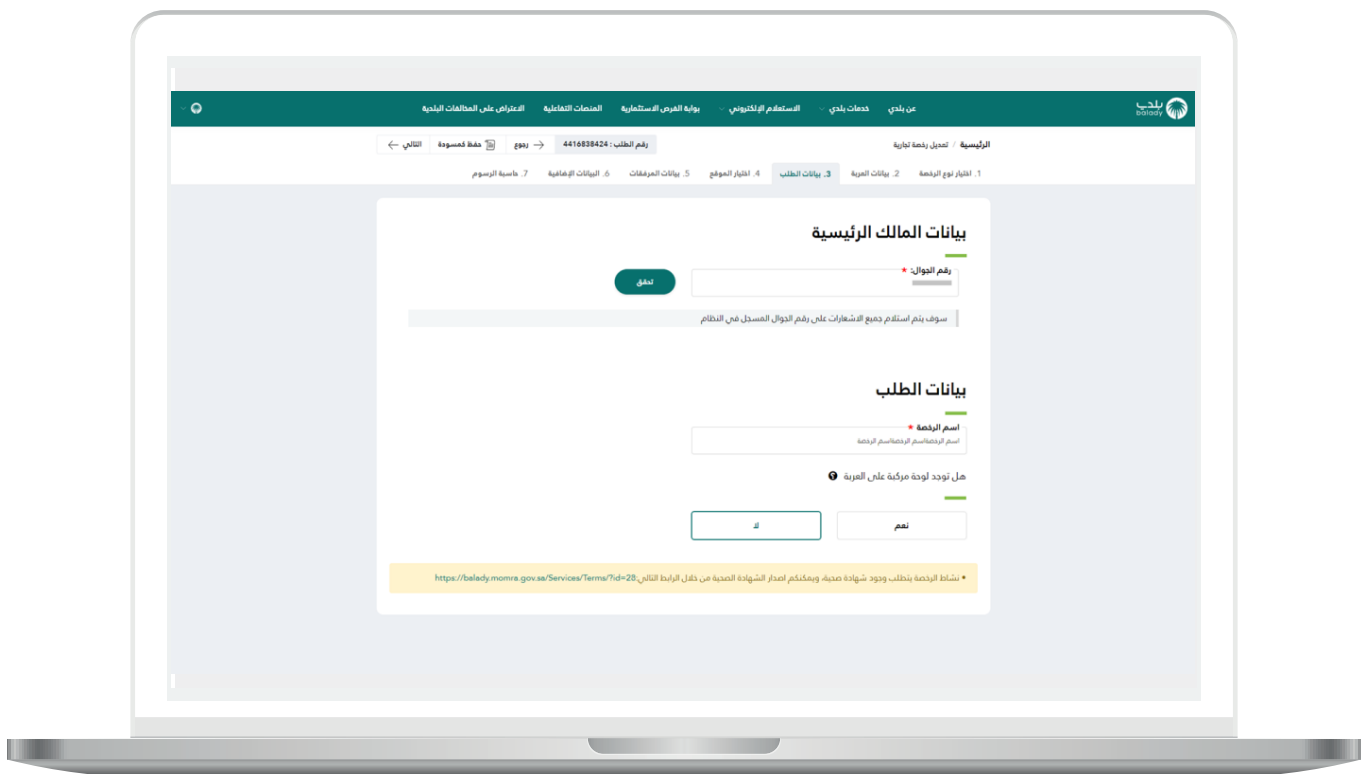
12) The user is directed to the **(Cart Information)** stage, where the fields can be modified.



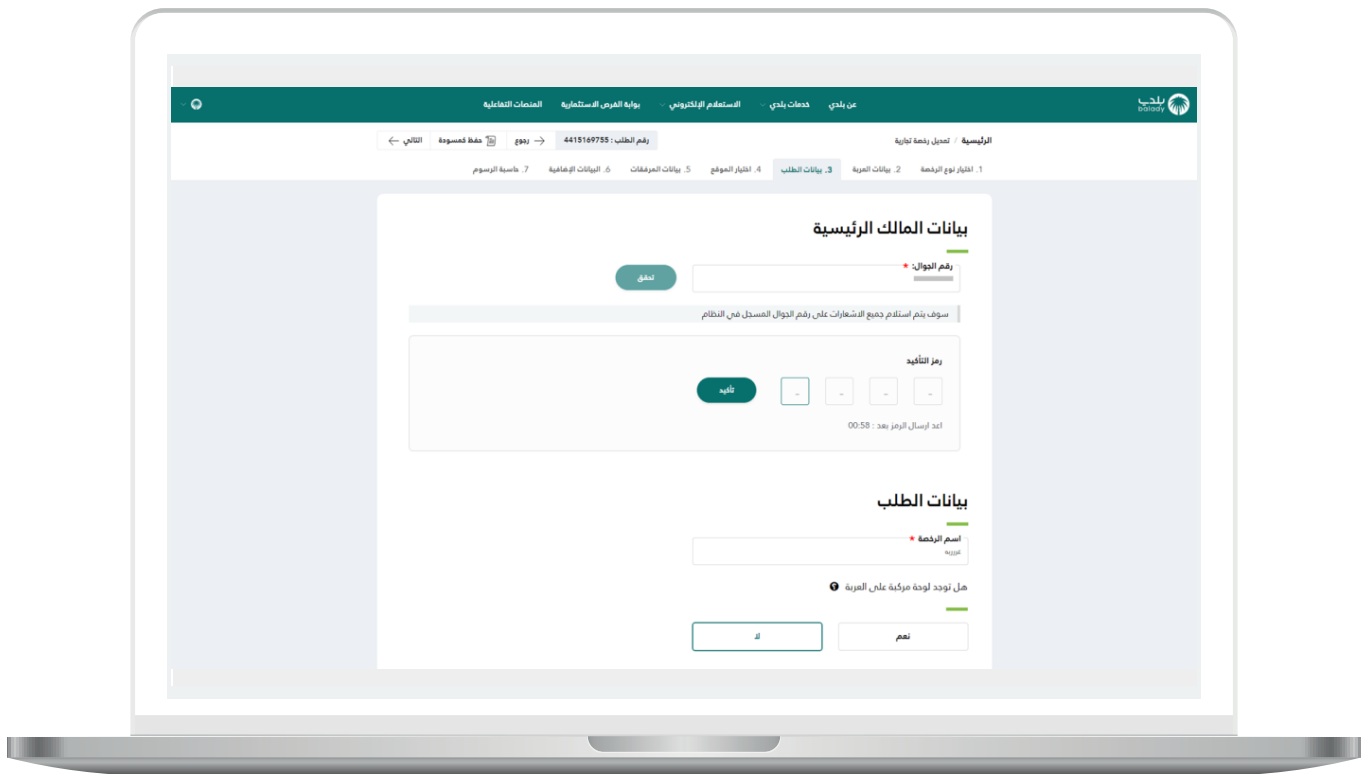
13) After making the necessary changes, the user clicks **(Next)** to proceed to the next stage, with the option to save the request as a draft for later reference using the **(Save as Draft)** button and the ability to return to the previous stage using the **(Back)** button.



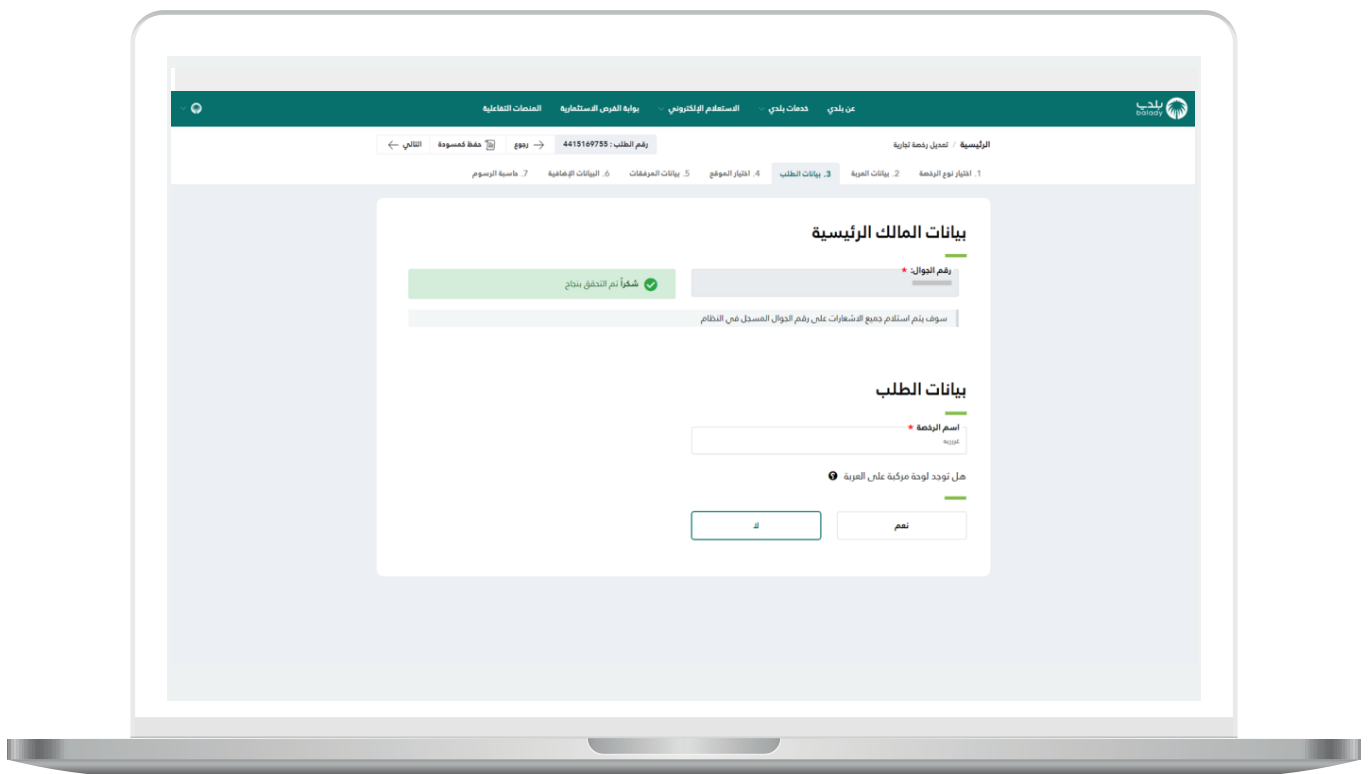
14) The **(Request Information)** stage then appears, where the user verifies the mobile number by entering the value in the **(Mobile Number)** field and clicking **(Verify)**.



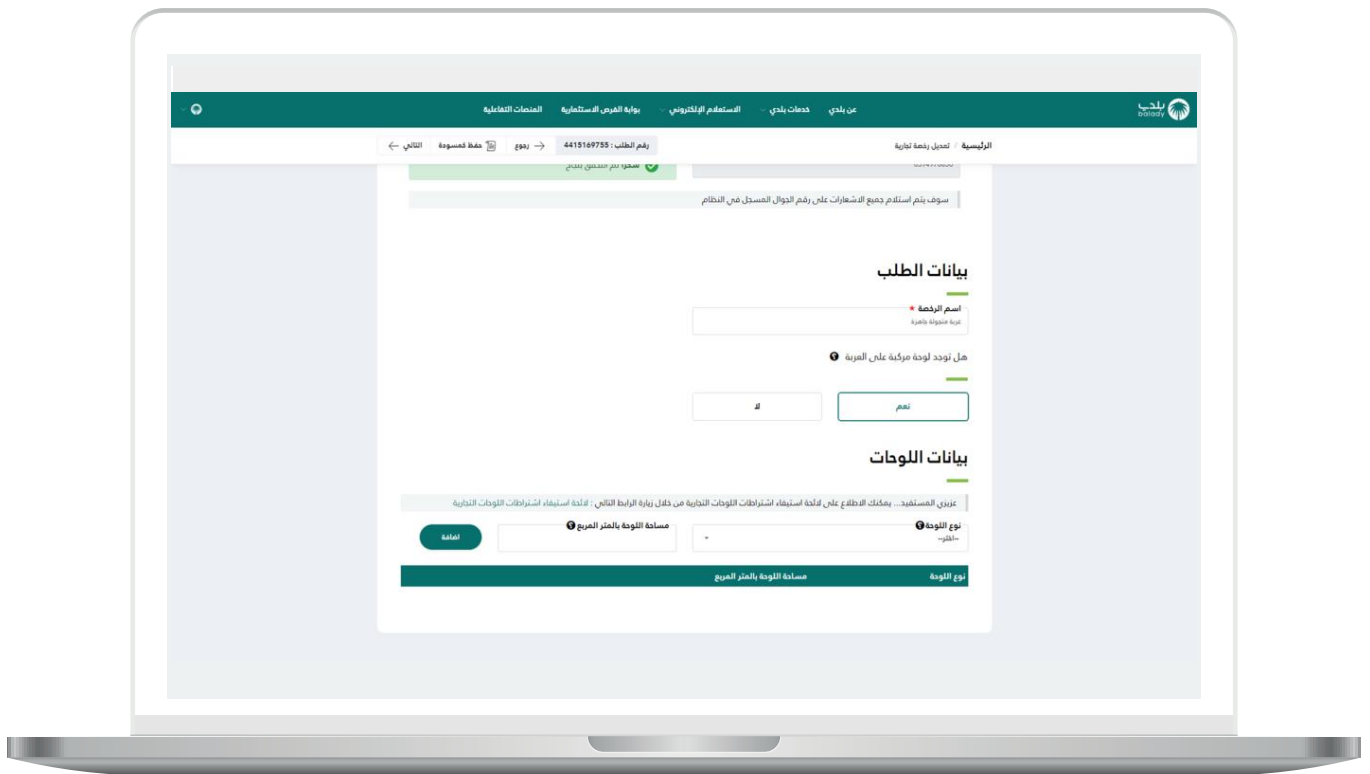
15) The user then enters the (**Confirmation Code**) sent to the registered mobile number in the designated field and clicks (**Confirm**).



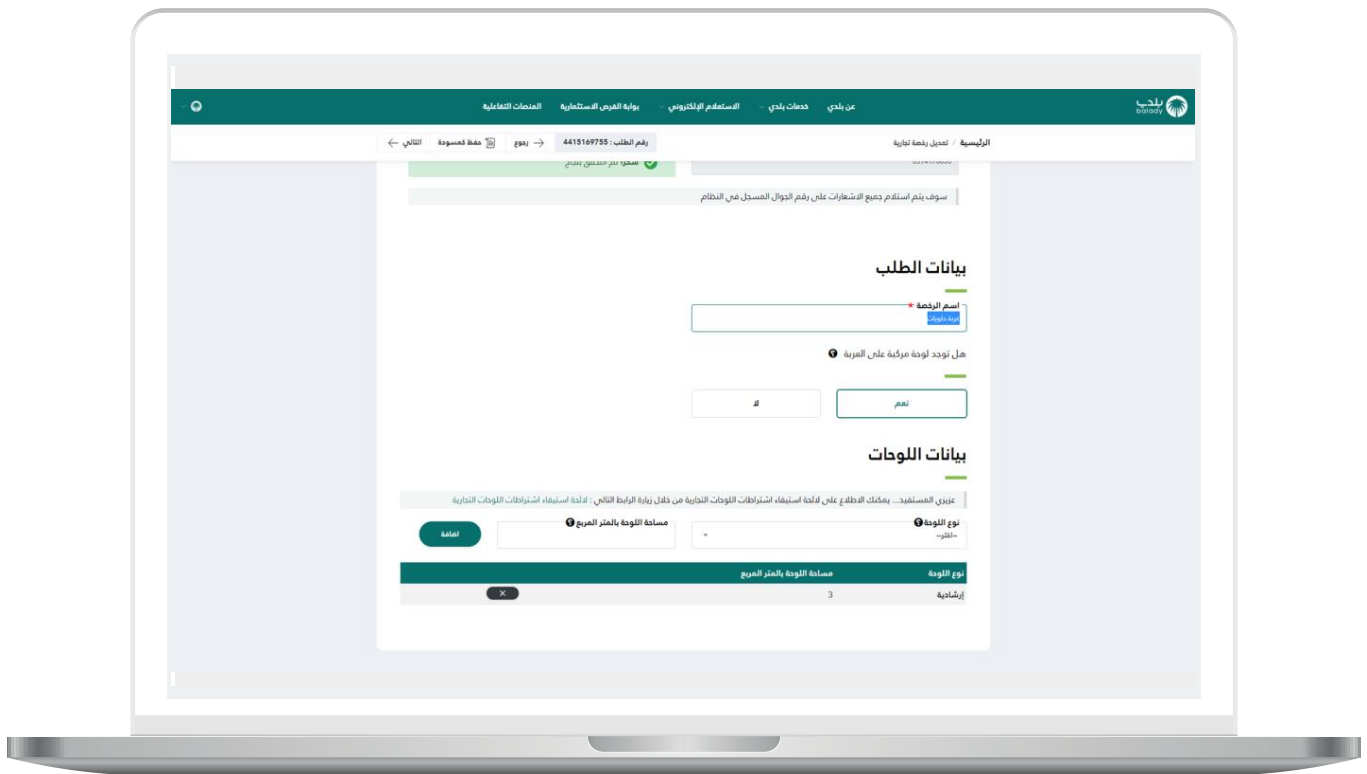
16) A message appears stating (Thank you, verification was successful), as shown below. The user selects whether a license plate is installed on the cart by choosing one of the following options: (Yes, No).



17) If (Yes) is selected, the (Signs Information) section appears. The user adds signboards by selecting a value from the (Sign Type) dropdown and entering the (Sign Area in Square Meters) field, then clicking (Add).

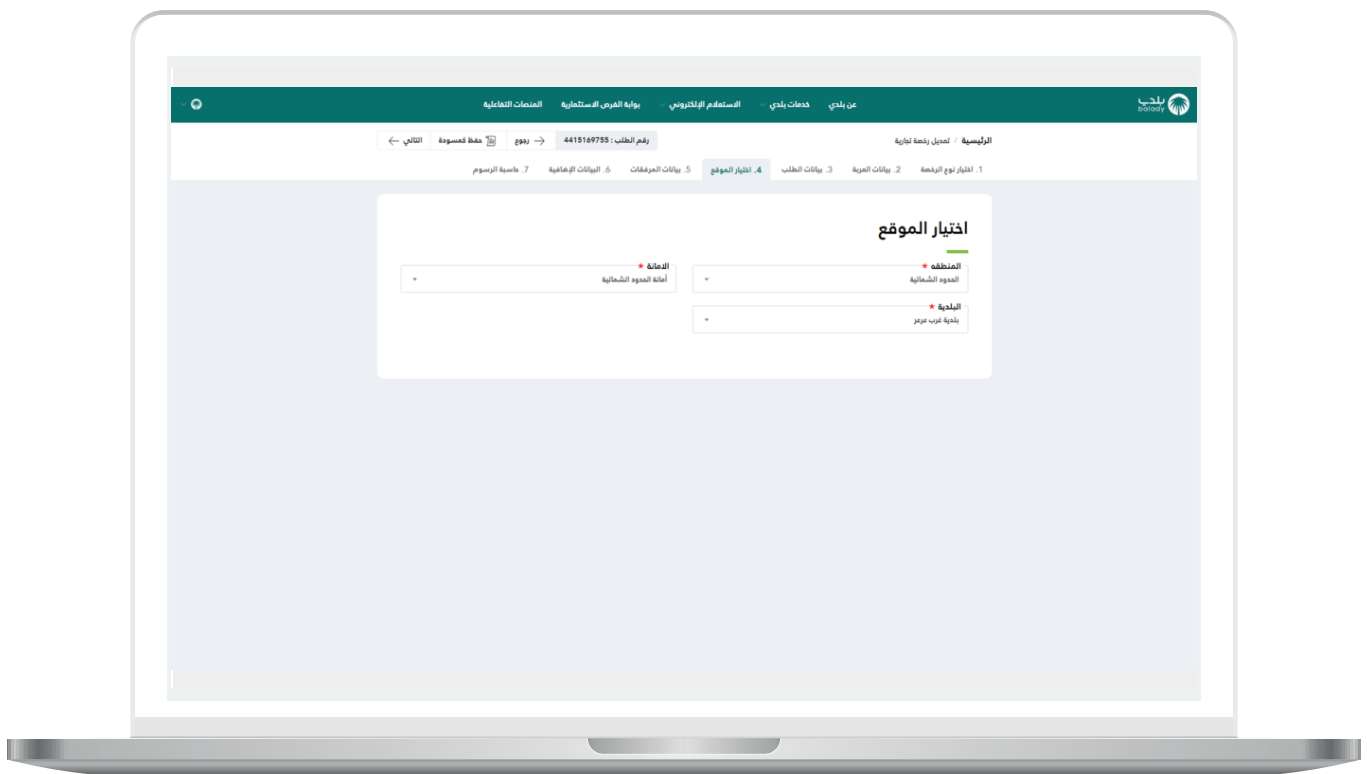


18) The user clicks (**Next**) to proceed to the next stage, with the option to save the request as a draft for later reference using the (**Save as Draft**) button and the ability to return to the previous step using the (**Back**) button.



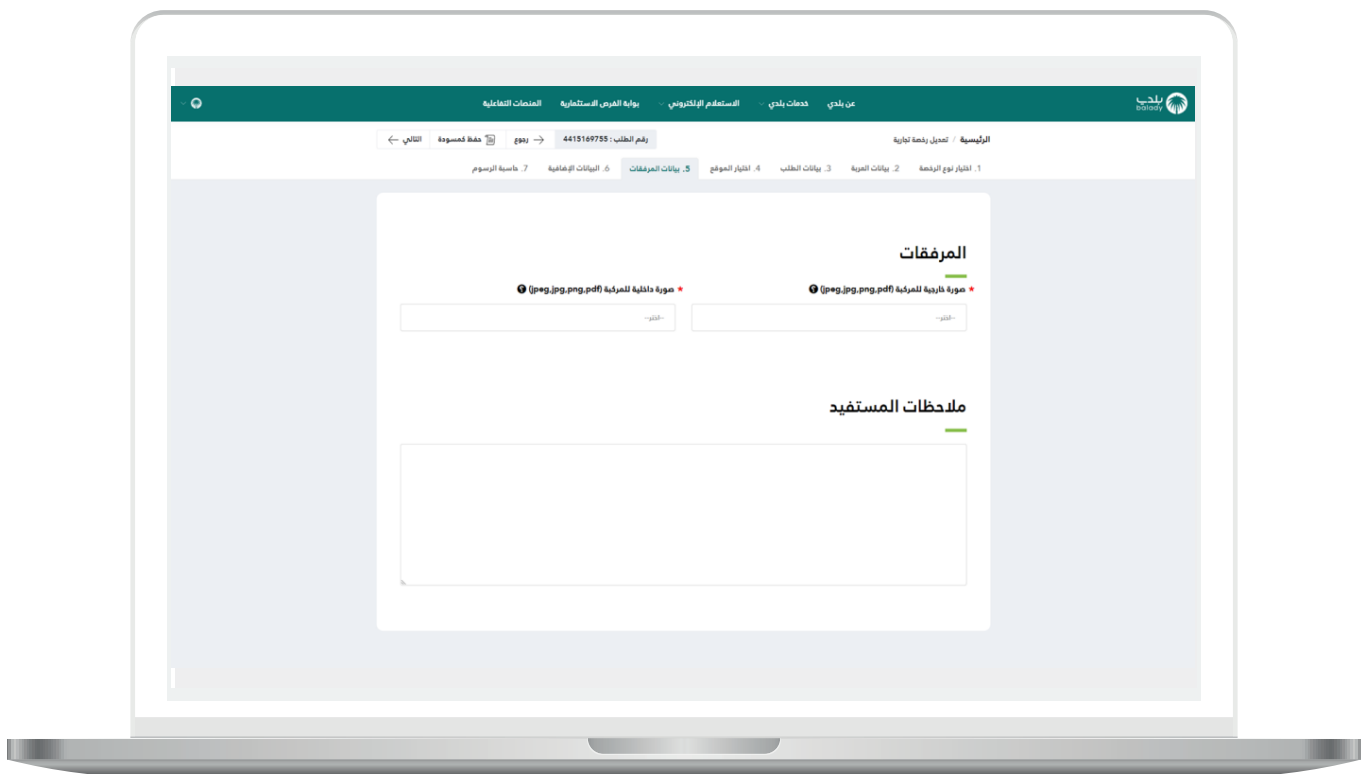
19) The following screen appears, representing the **(Location Selection)** stage, where the system displays geographic location details in the fields.

After that, the user clicks **(Next)** to proceed to the next stage. The request can be saved as a draft for later retrieval by clicking **(Save as Draft)**. The user can also go back to the previous step by clicking **(Back)**.



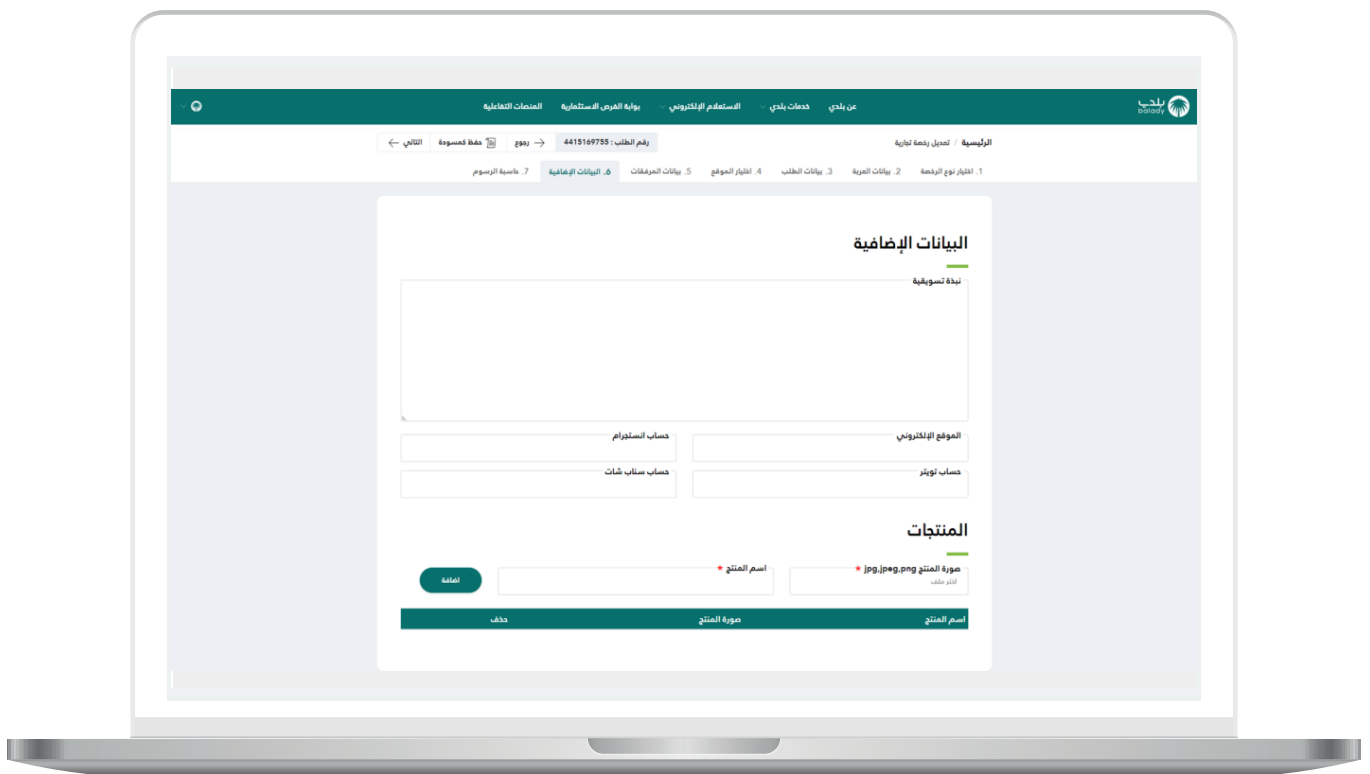
20) Upon clicking (**Next**), the following screen appears, representing the fifth stage: (**Attachments Information**). The user adds the required attachments by clicking the field and selecting the file from the device.

The user then enters a value in the (**Beneficiary Notes**) field and clicks the (**Next**) button to proceed to the sixth stage. The request can also be saved as a draft using the (**Save as Draft**) button or the user can return to the previous stage using the (**Back**) button.

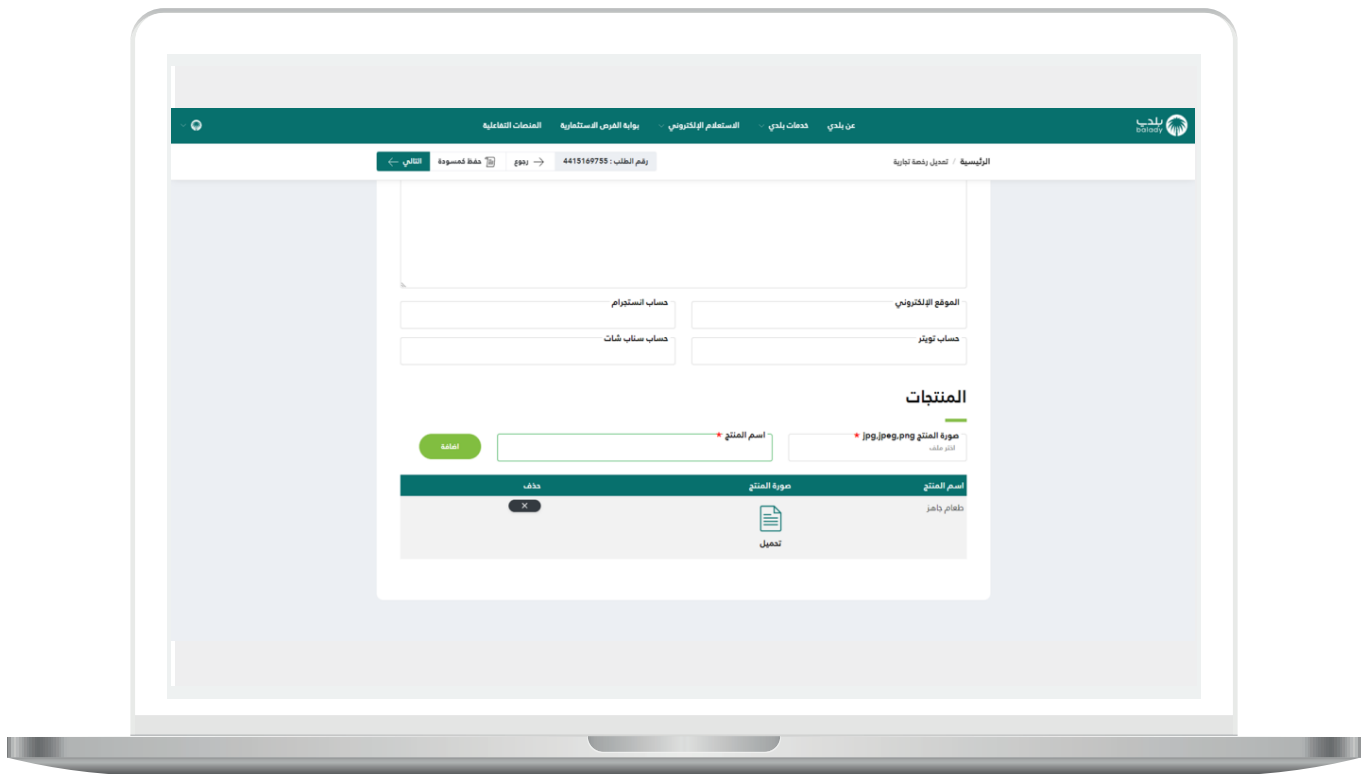


21) The user is then taken to the **(Additional Information)** stage, where the following fields can be filled in optionally (**Marketing Description, Website, Instagram Account, Twitter Account, Snapchat Account**).

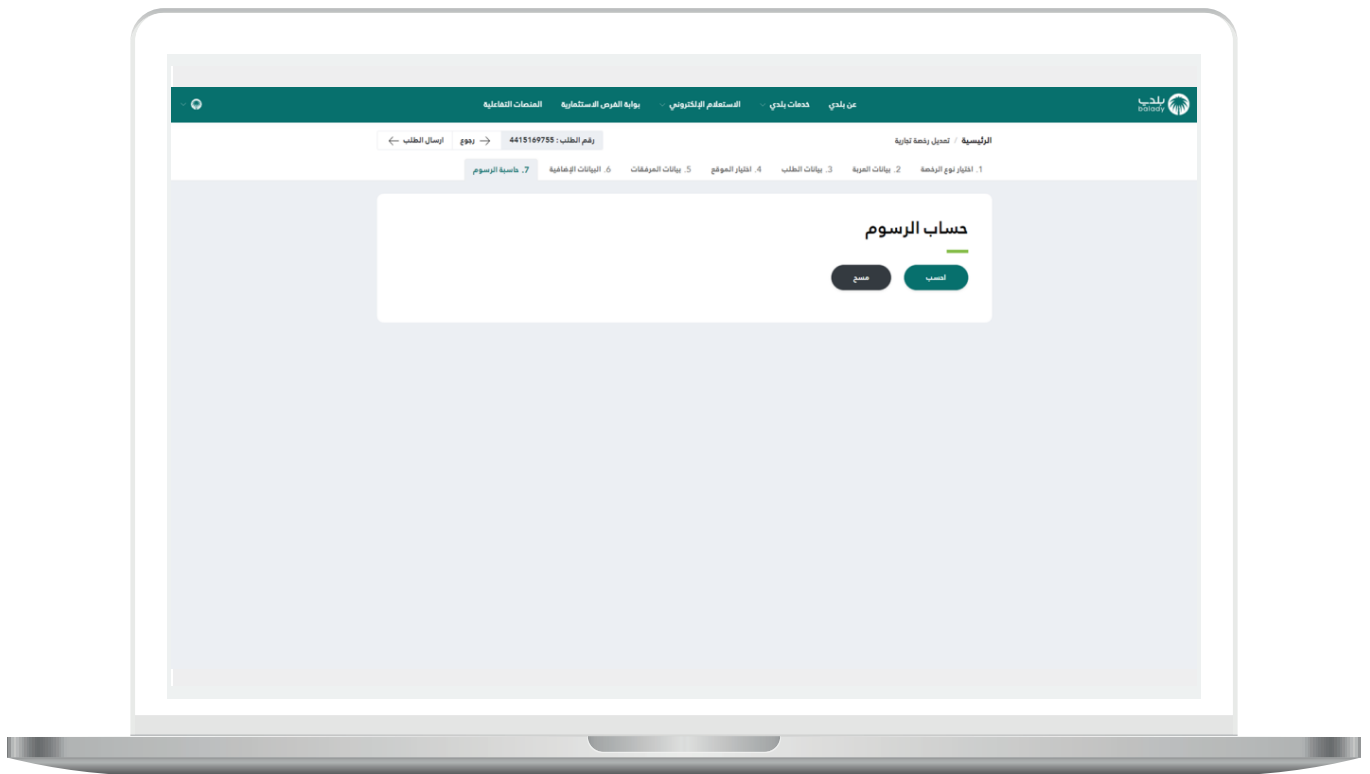
The user can also add products by entering the **(Product Name)** field, selecting a product image by clicking the **(Product Image)** field and choosing an image from the device, then clicking **(Add)**.



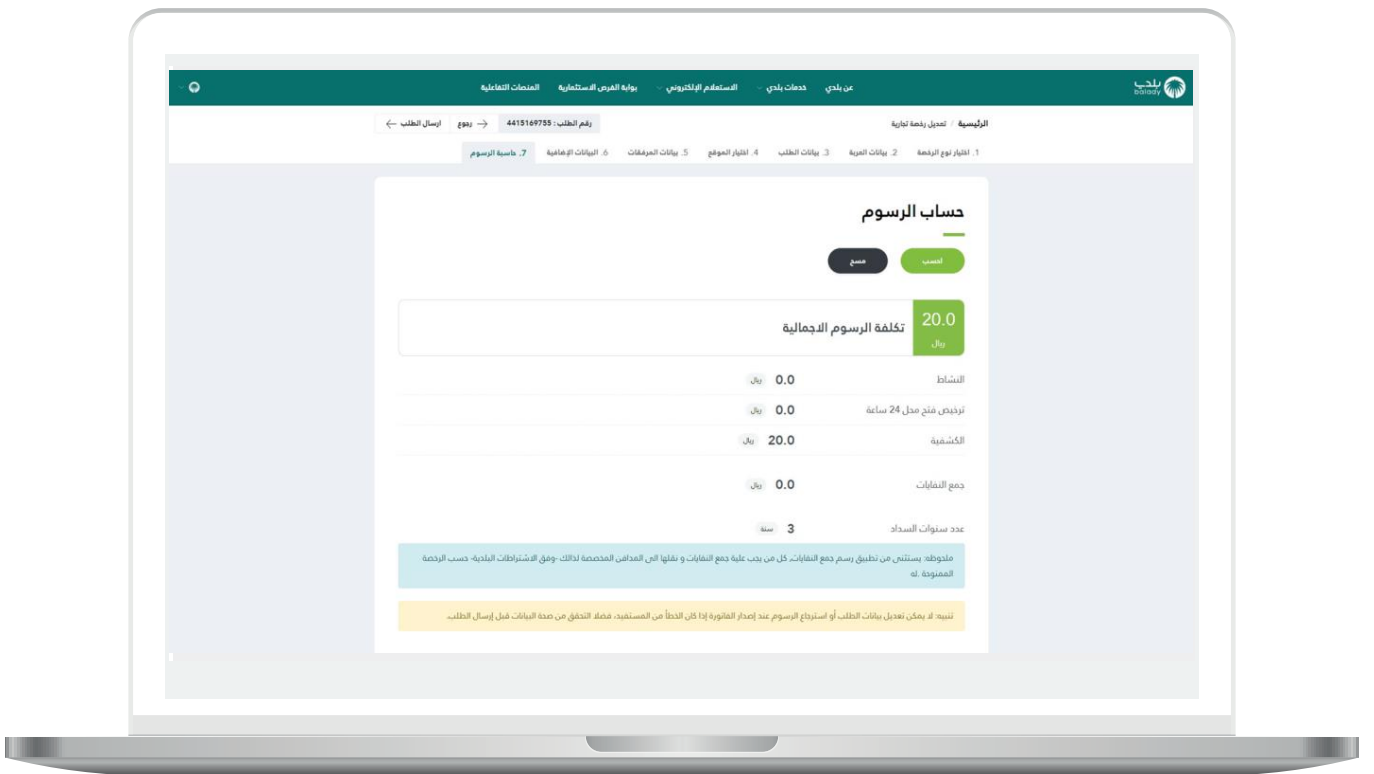
22) The user clicks **(Next)** to proceed to the next stage, with the option to save the request as a draft or return to the previous stage.



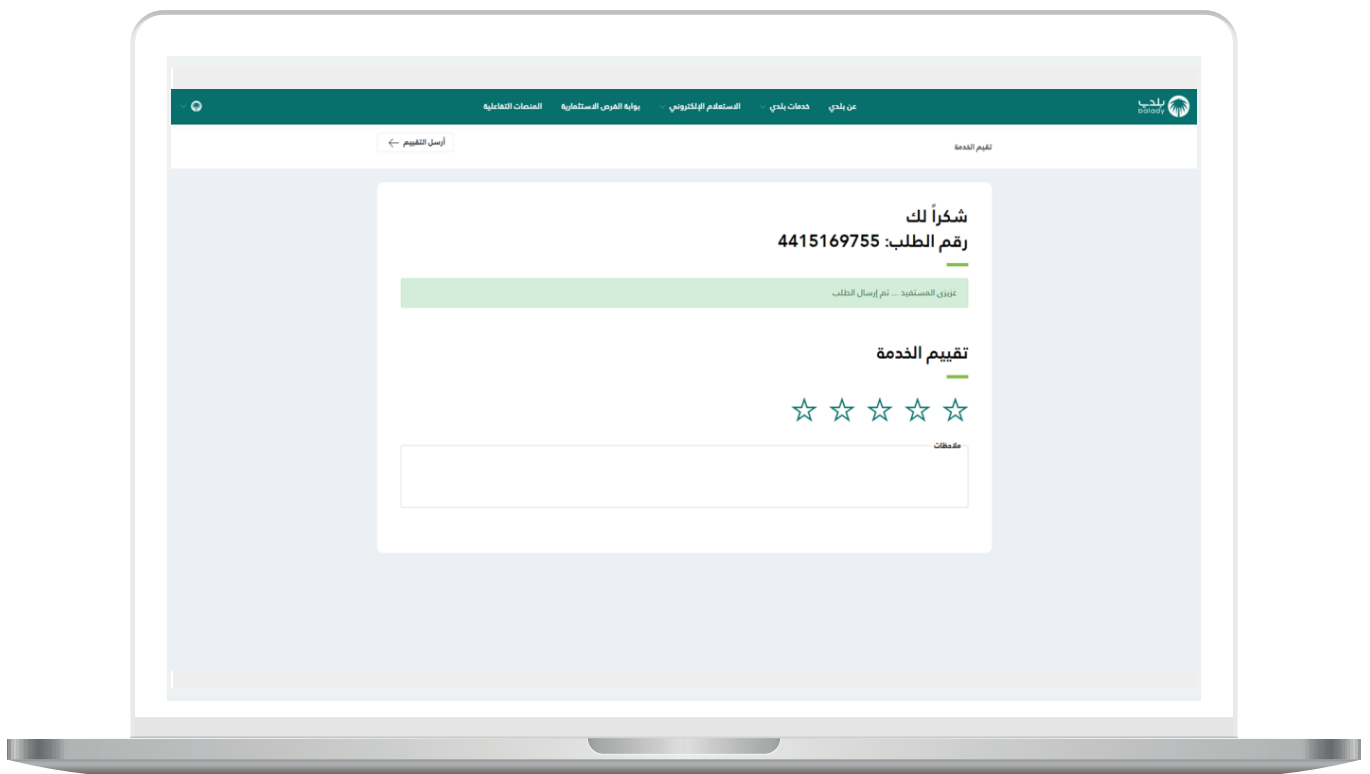
23) The user proceeds to the **(Fee Calculator)** stage and clicks **(Calculate)** to allow the system to compute the total fees and display the amount.



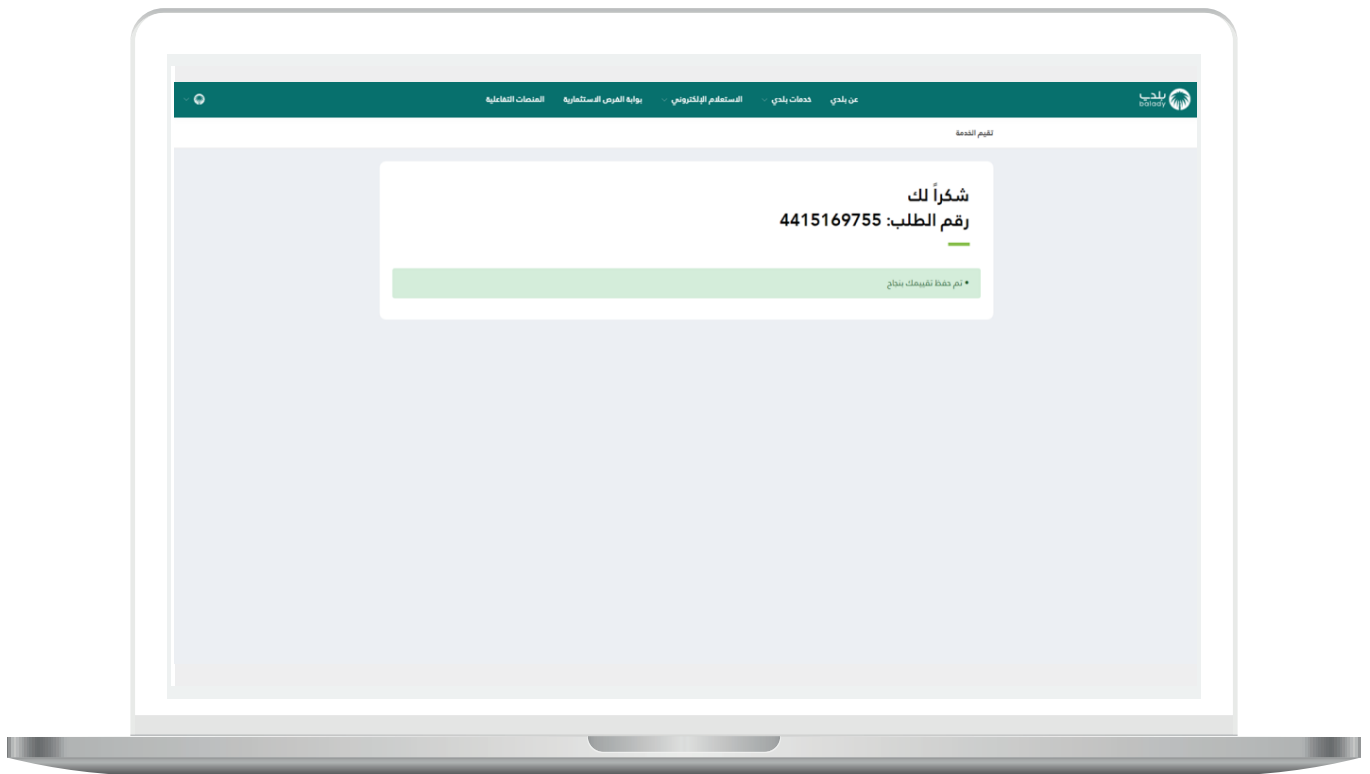
24) Once the total cost is displayed, the user clicks **(Submit Request)** with the option to return to the previous stage by clicking **(Back)**.



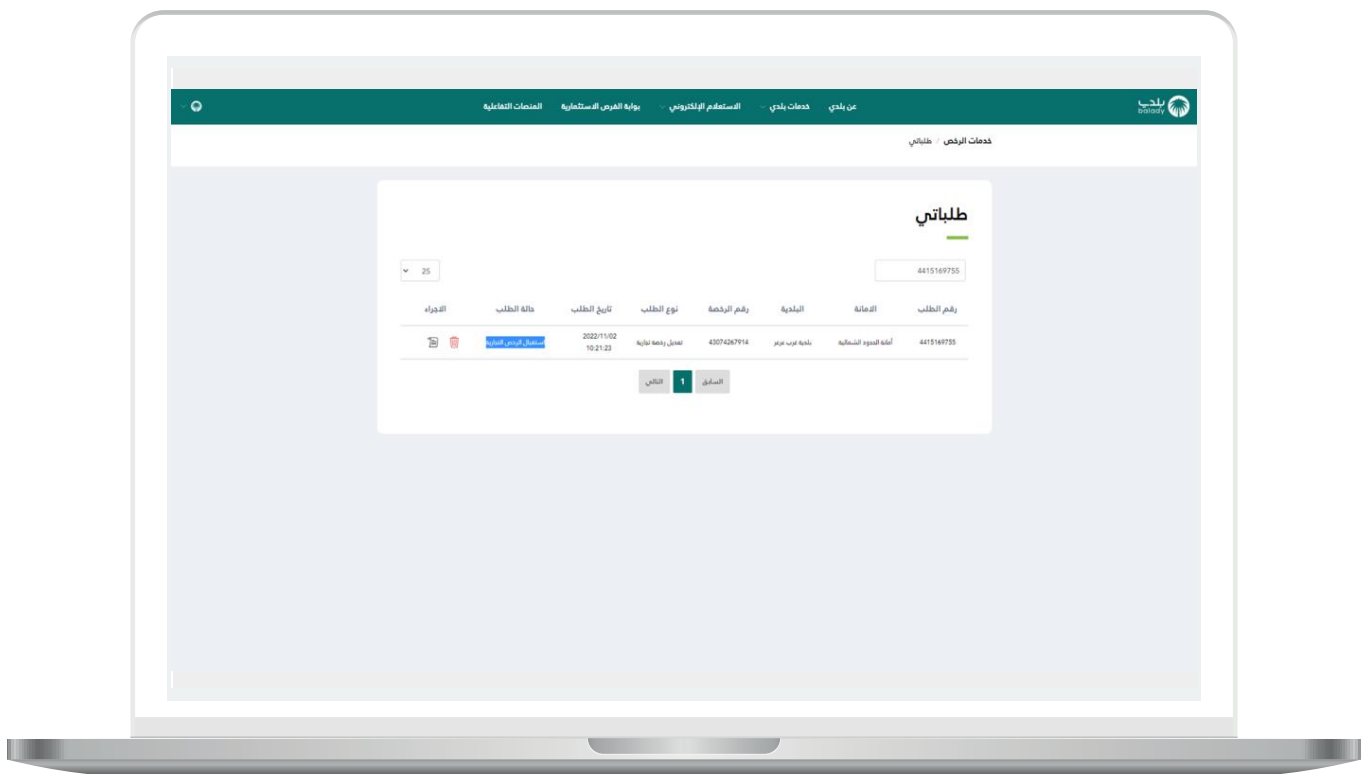
25) The request is submitted, and a confirmation message appears, as shown below. The system allows the user to evaluate the service by selecting a rating from the visible stars, entering comments in the (Comments) field, and clicking (Submit Evaluation).



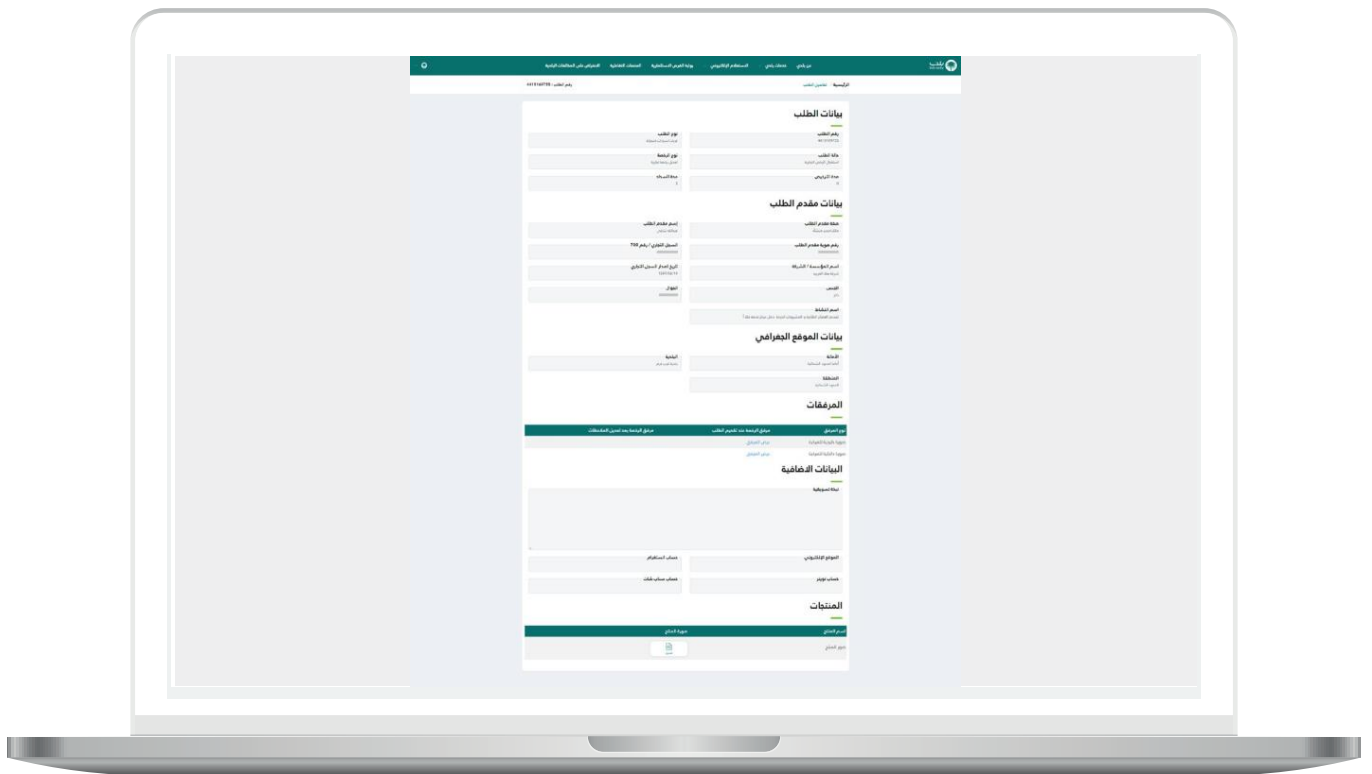
26) The system saves the evaluation successfully and displays a confirmation message.



27) The user is directed to the **(My Requests)** screen, as shown below, where the request status can be monitored. The status is displayed as **(Receiving Commercial Licenses)**.



28) After clicking the document icon, the application details will be displayed, as shown in the following screenshot.



 | **199040 Direct Contact Number**

 | **@Balady_CS Customer Service**

