



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

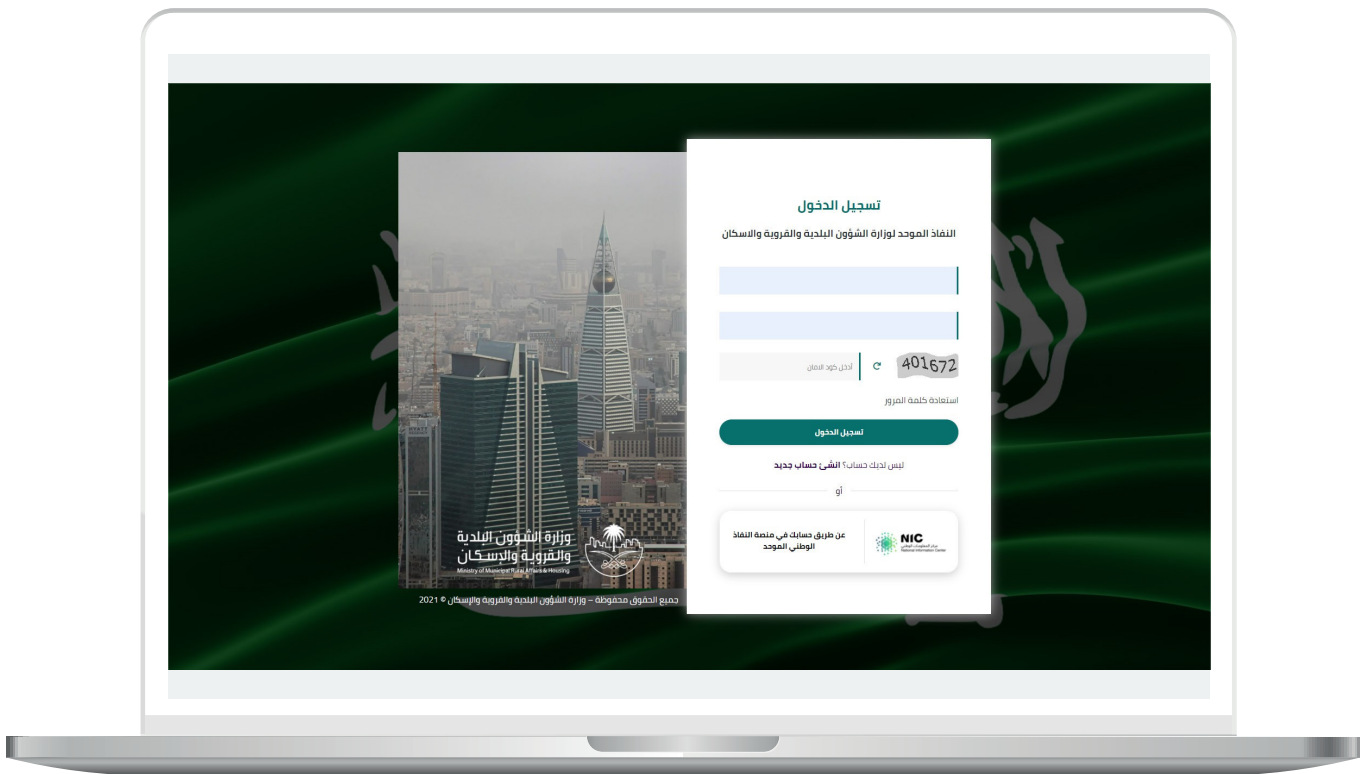
User Guide for

Personal Pages Service

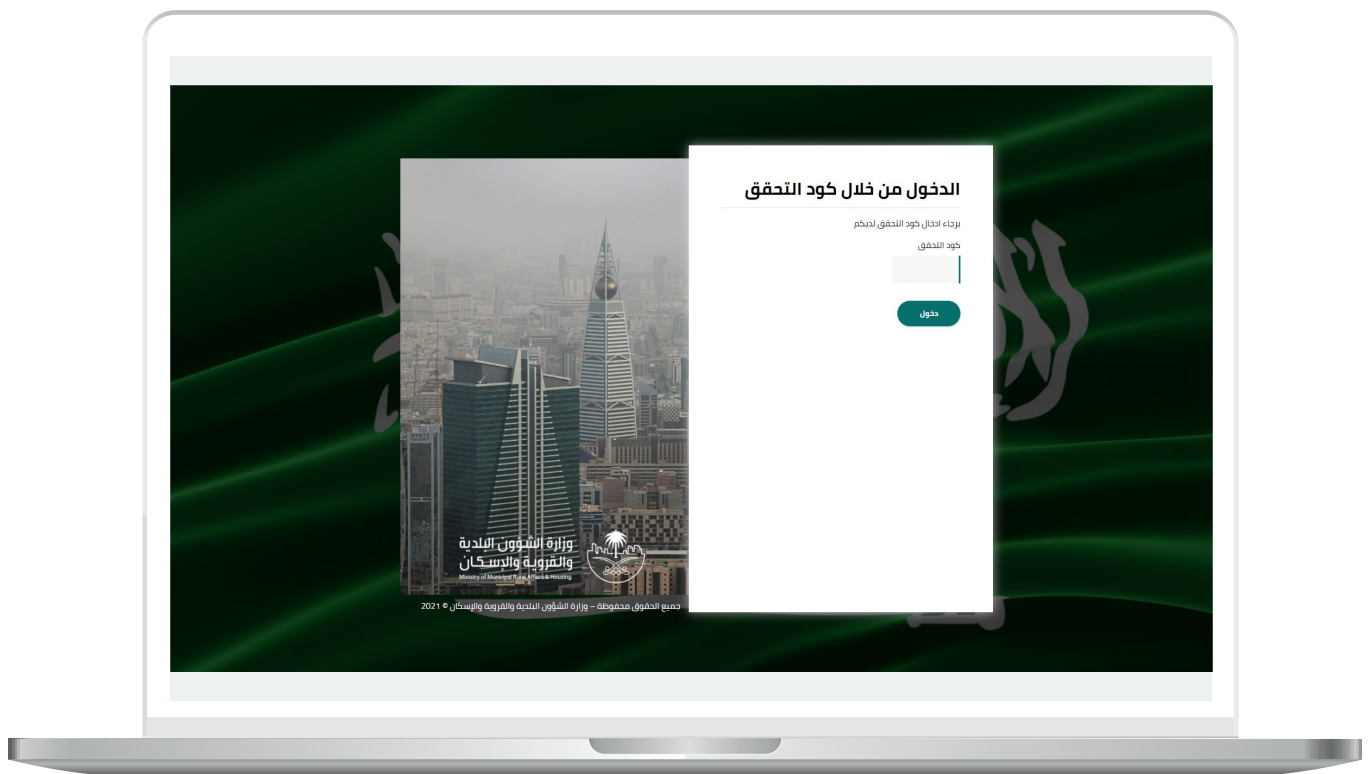
Beneficiary's
Copy

Logging into the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**ID/Residence Number, Password, Security Code**) and then clicks the (**Login**) button. The security code can be changed by clicking the circular arrow icon.

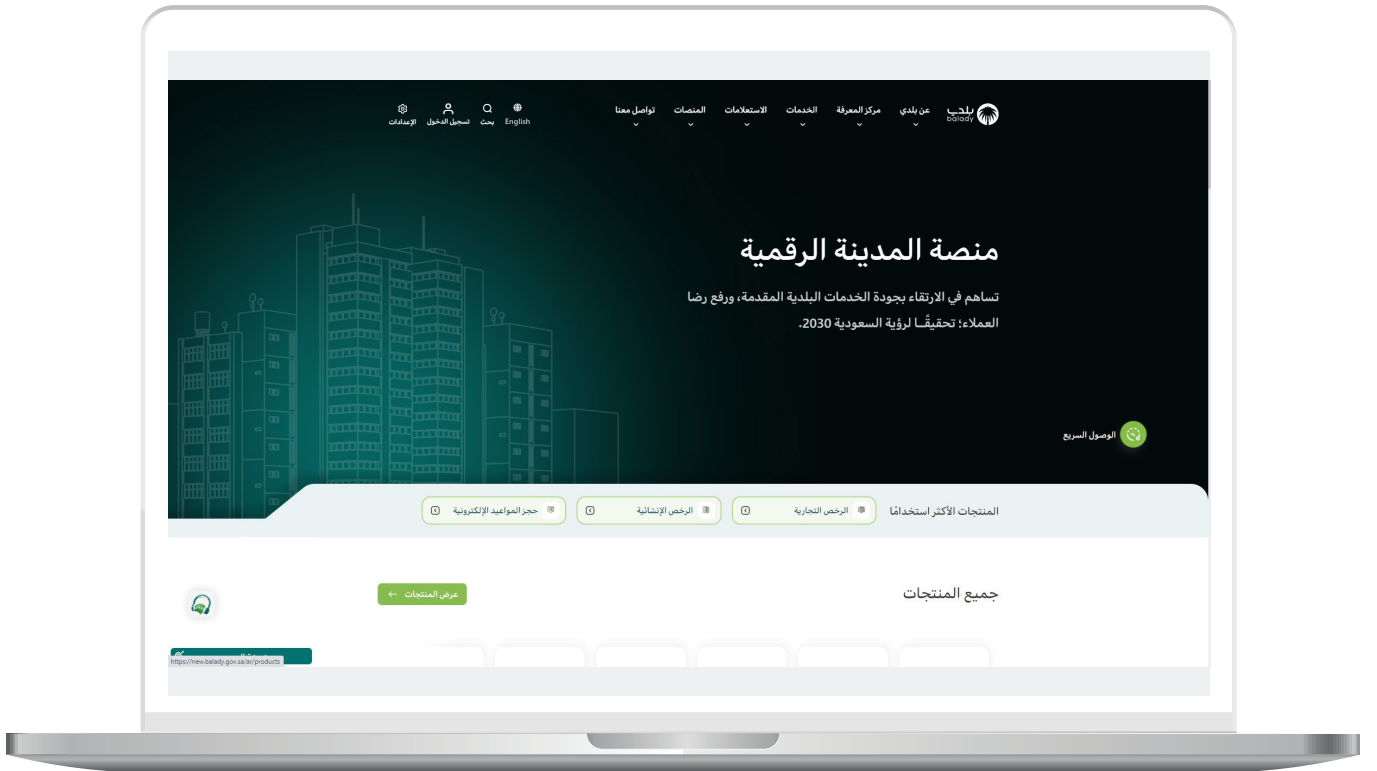


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.



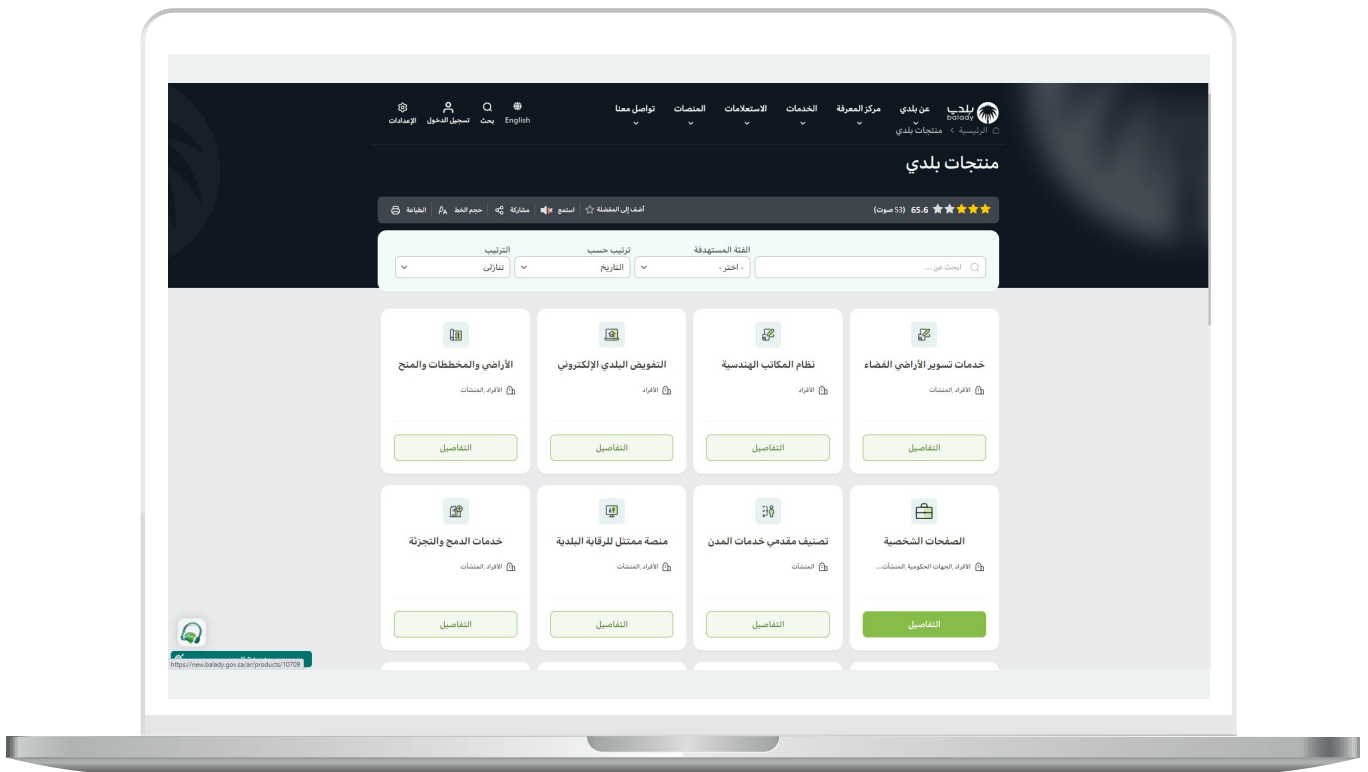
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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



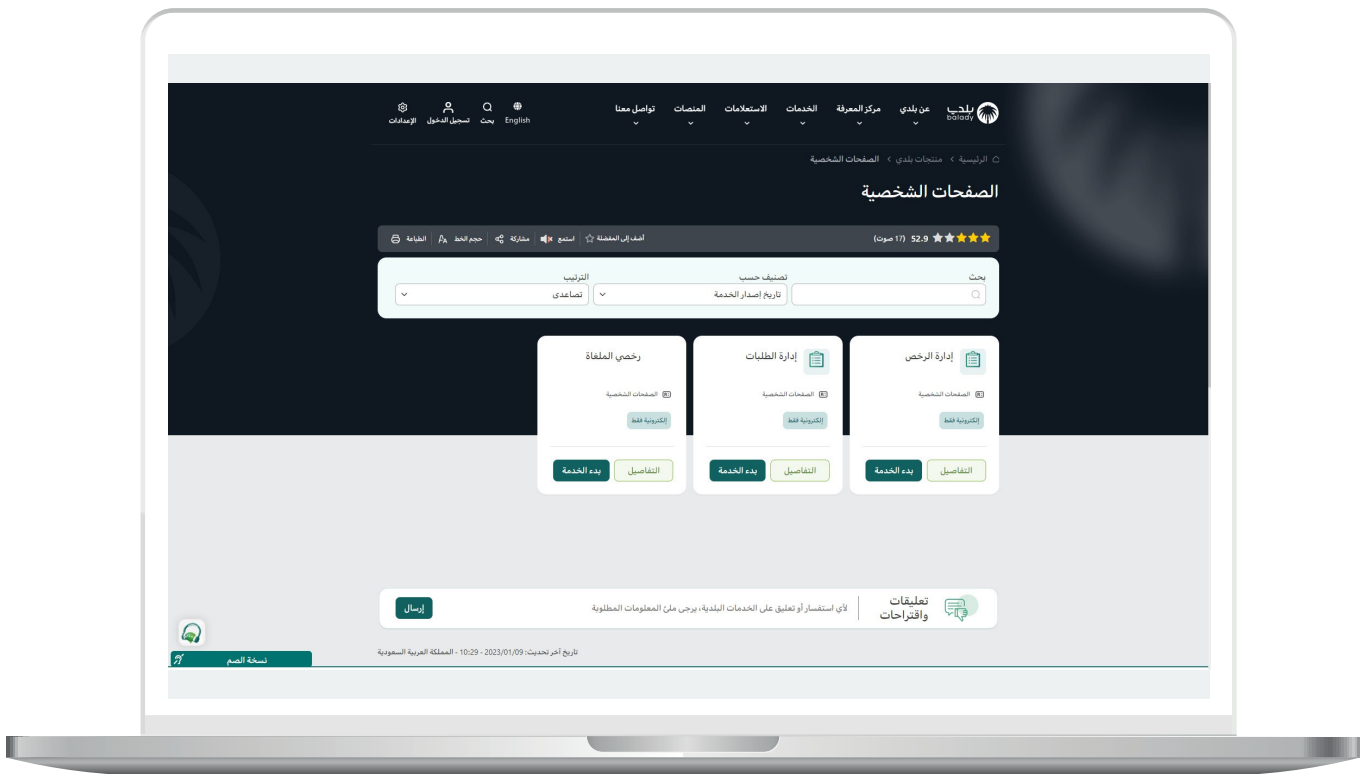
Steps of Service Request

1) If the user selects (View Products), a screen appears displaying the Balady Products. The user selects (Personal Pages).



2) If the user selects **(Personal Pages)**, a screen appears listing the available services, which include: **(License Management, Request Management, Canceled Licenses)**.

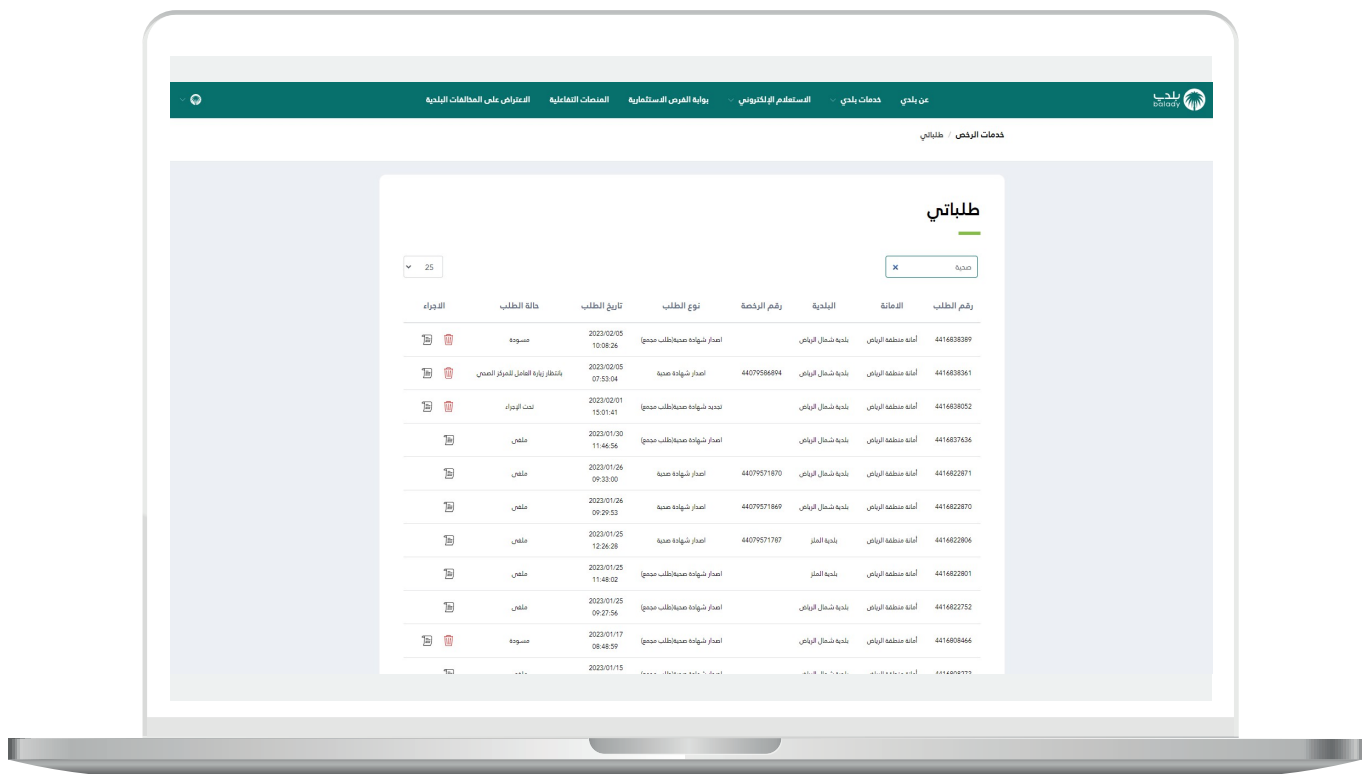
To start any service, the user must click **(Start Service)**.



First: Request Management

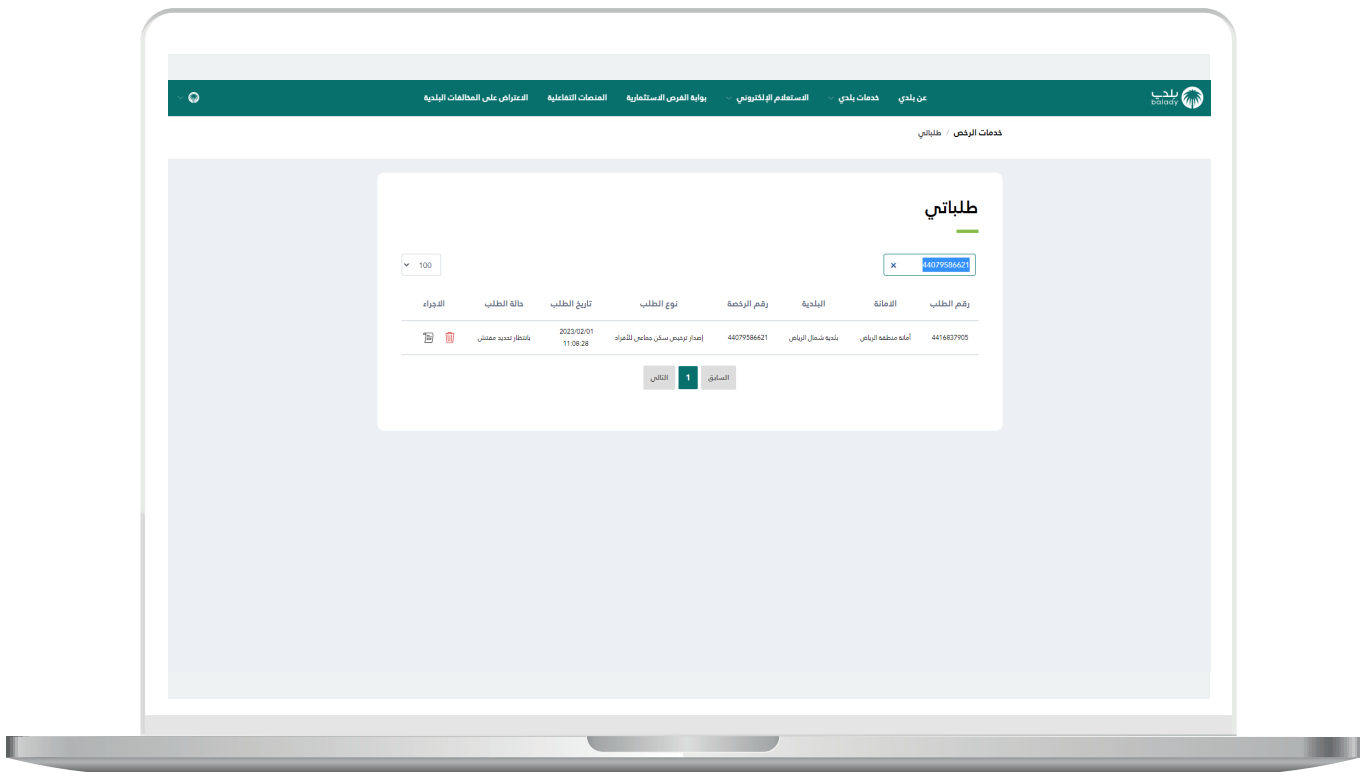
On this screen, the system allows the user to perform the following actions:

- Search for a request or multiple requests.
- Control the number of requests displayed per page.
- Perform actions on requests.



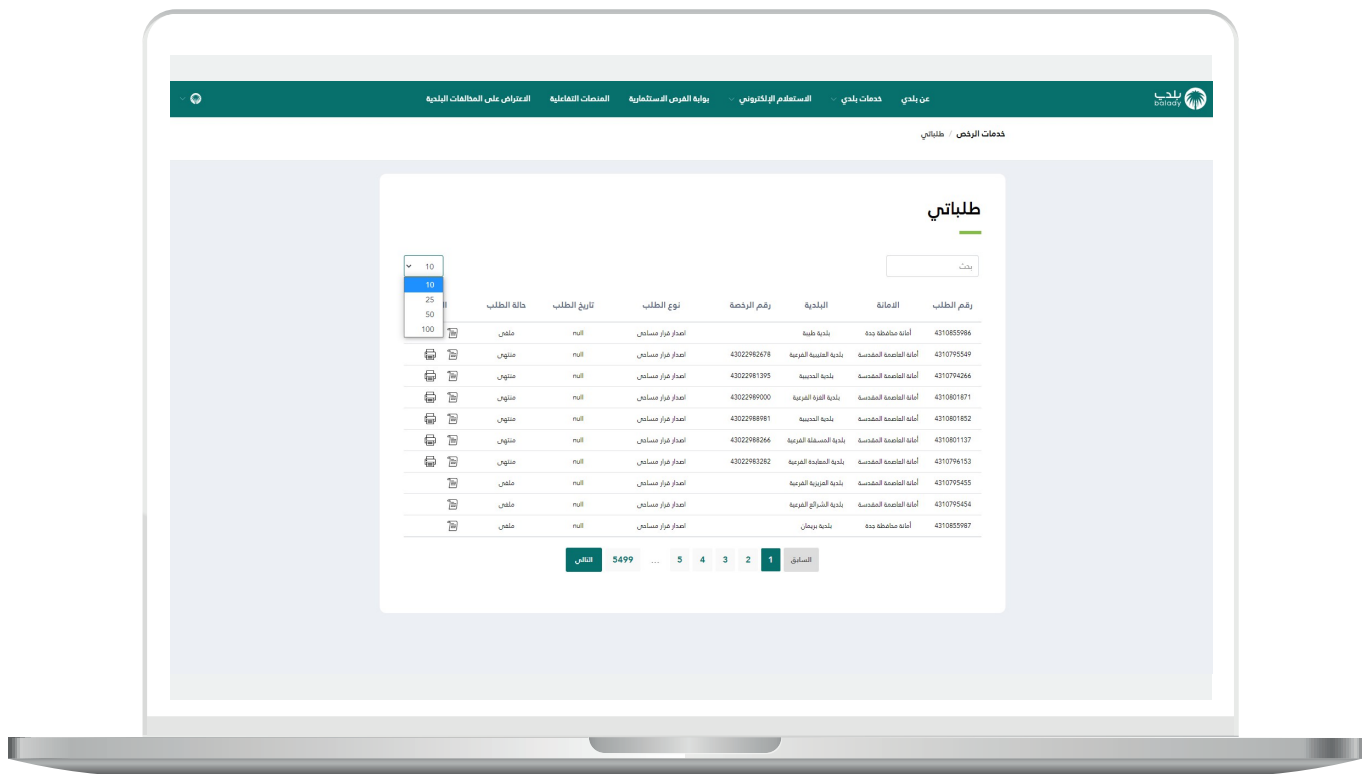
Searching for a Request or Multiple Requests

If the user enters a value in the search field and presses (**Enter**), the system searches for matching requests. The search applies to the following fields (**Request Number, Municipality, Sub-municipality, License Number, Request Type, Request Status**).



Controlling the Number of Requests Displayed per Page

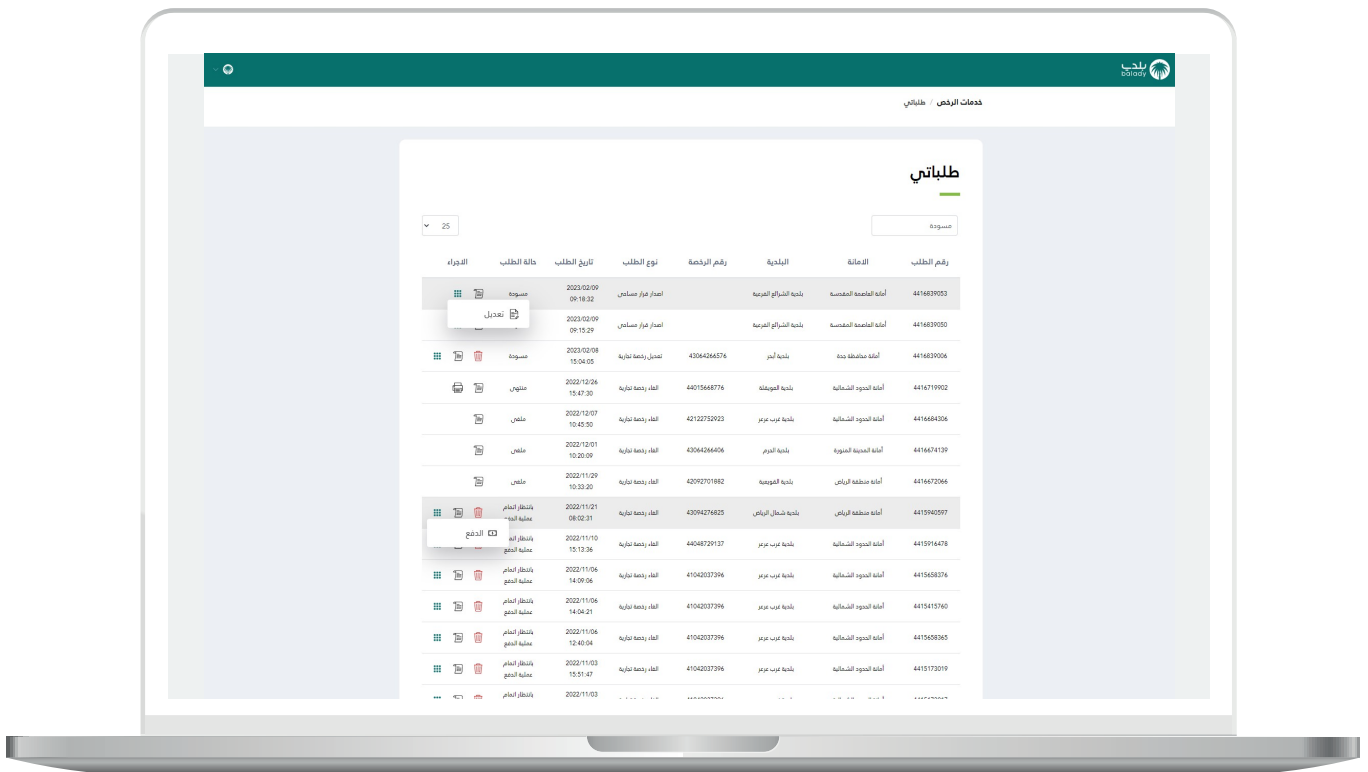
If the user selects a number from the (**Dropdown Menu**), the system adjusts the number of requests displayed per page.



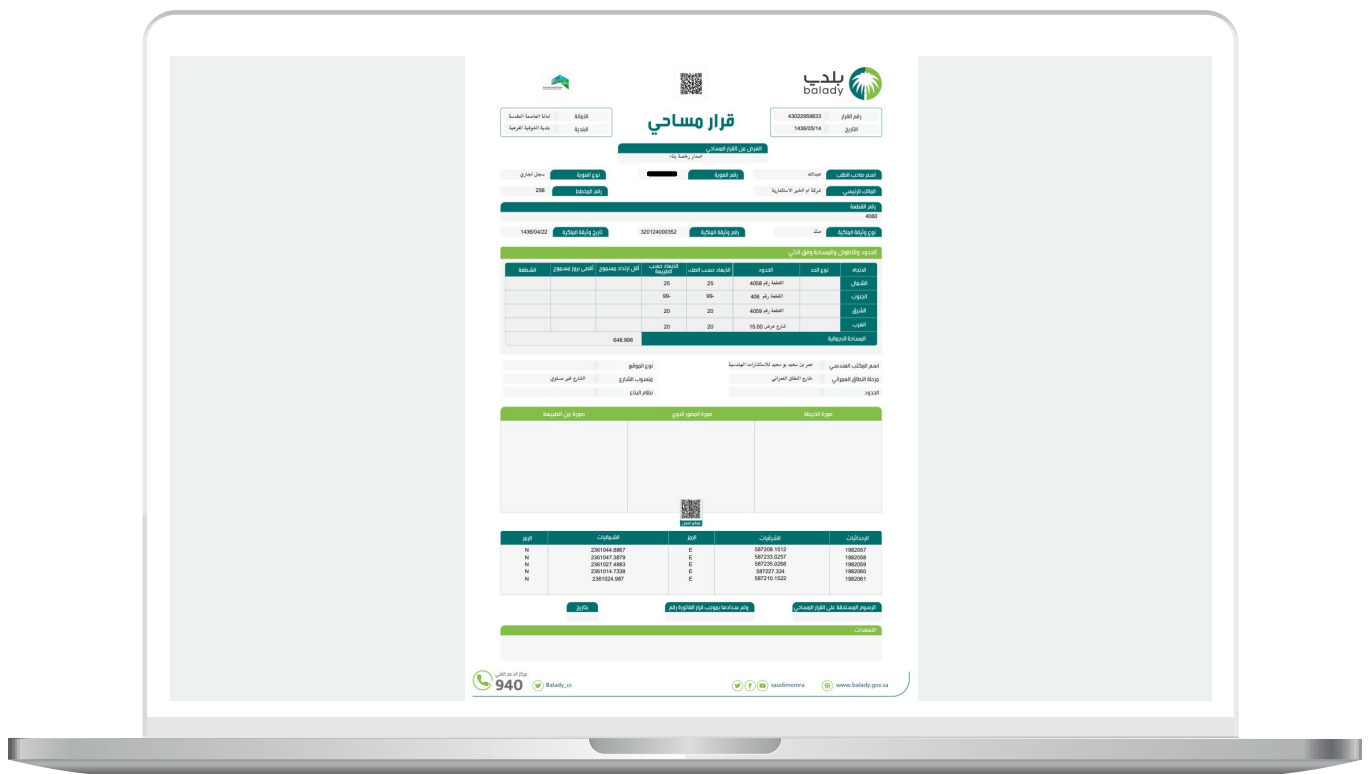
Performing Actions on Requests

1) The user can manage requests using the following actions:

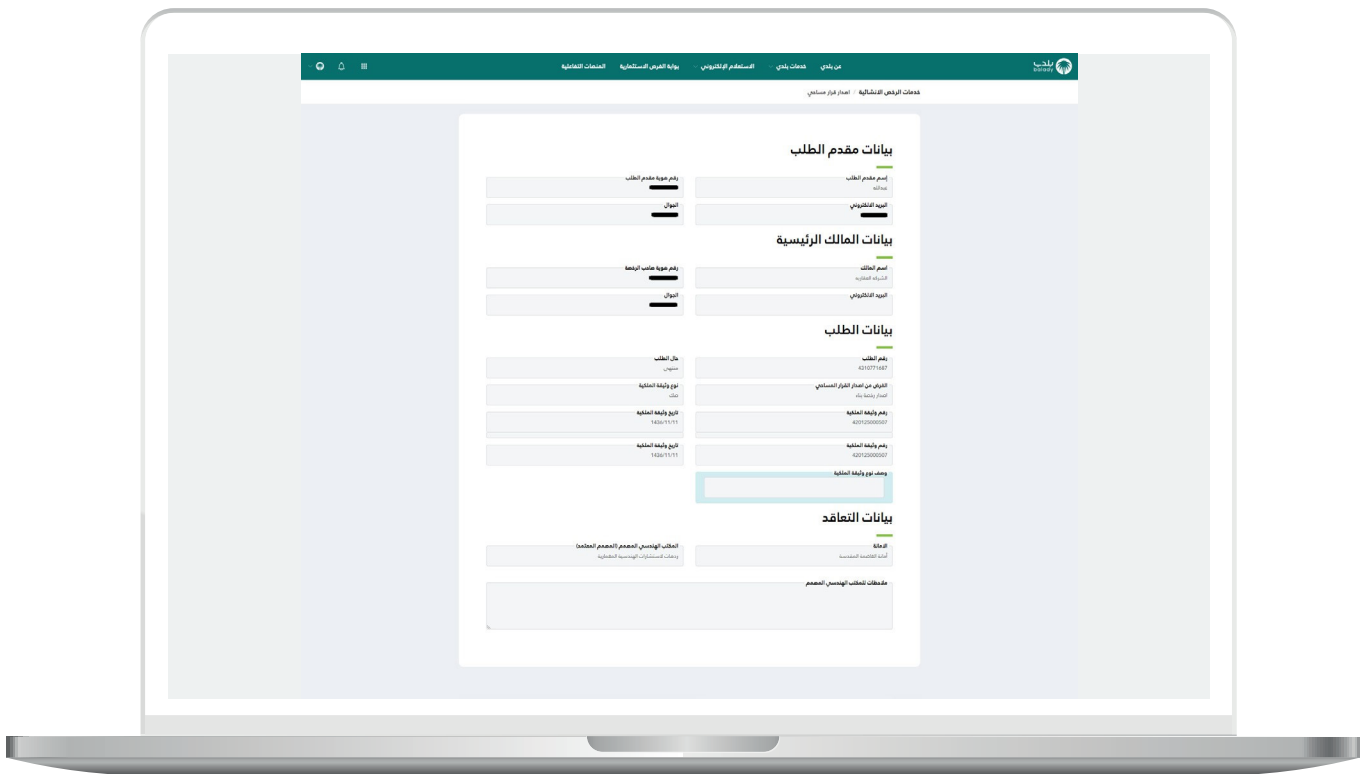
- **(Print Request)** – The user can click the **(Print)** icon to generate a request document.
- **(View Request)** – Click the **(Paper)** icon to display request details.
- **(Delete Request)** – Click the **(Trash)** icon to remove the request.
- **(Edit Request)** – Click the **(Edit)** button to modify request details.
- **(Pay Invoice)** – Click the **(Pay)** button pay the invoice.



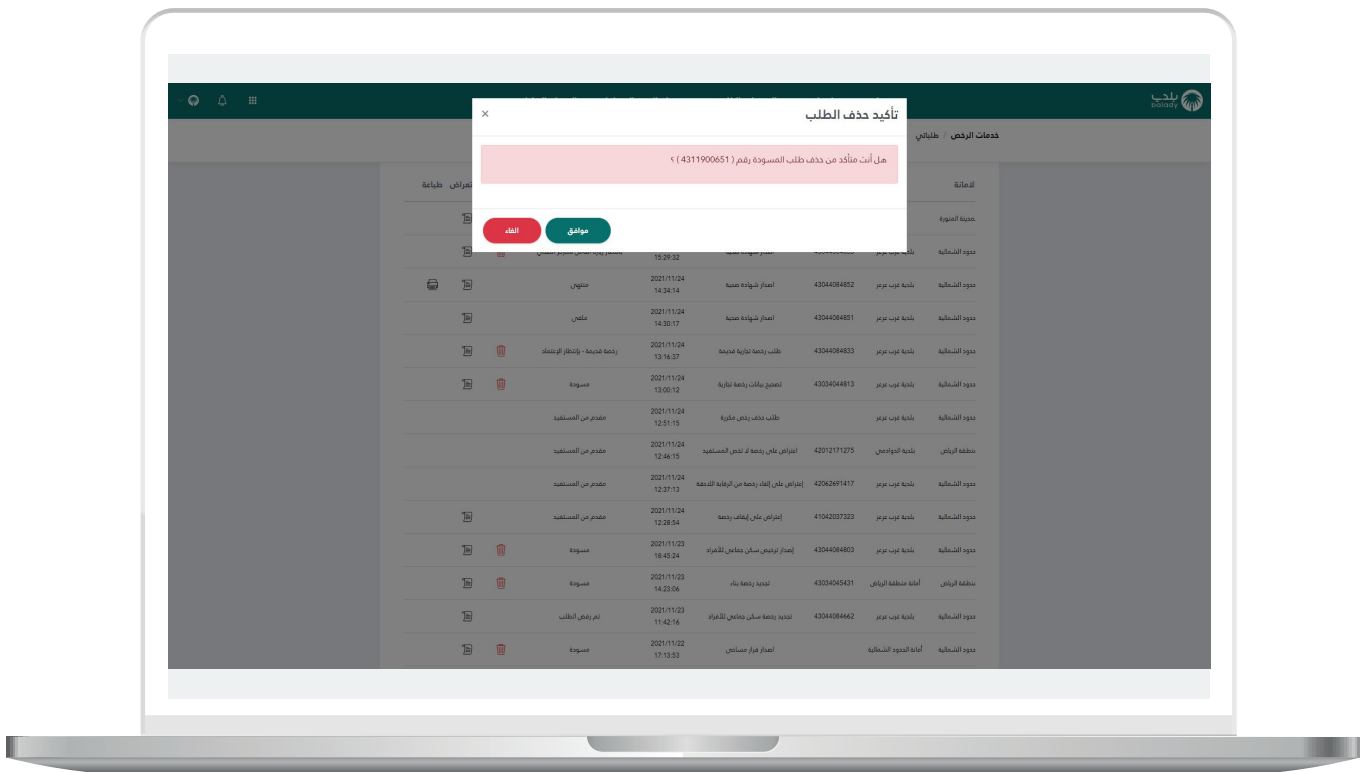
2) Clicking the (Printer) icon prints the license document.



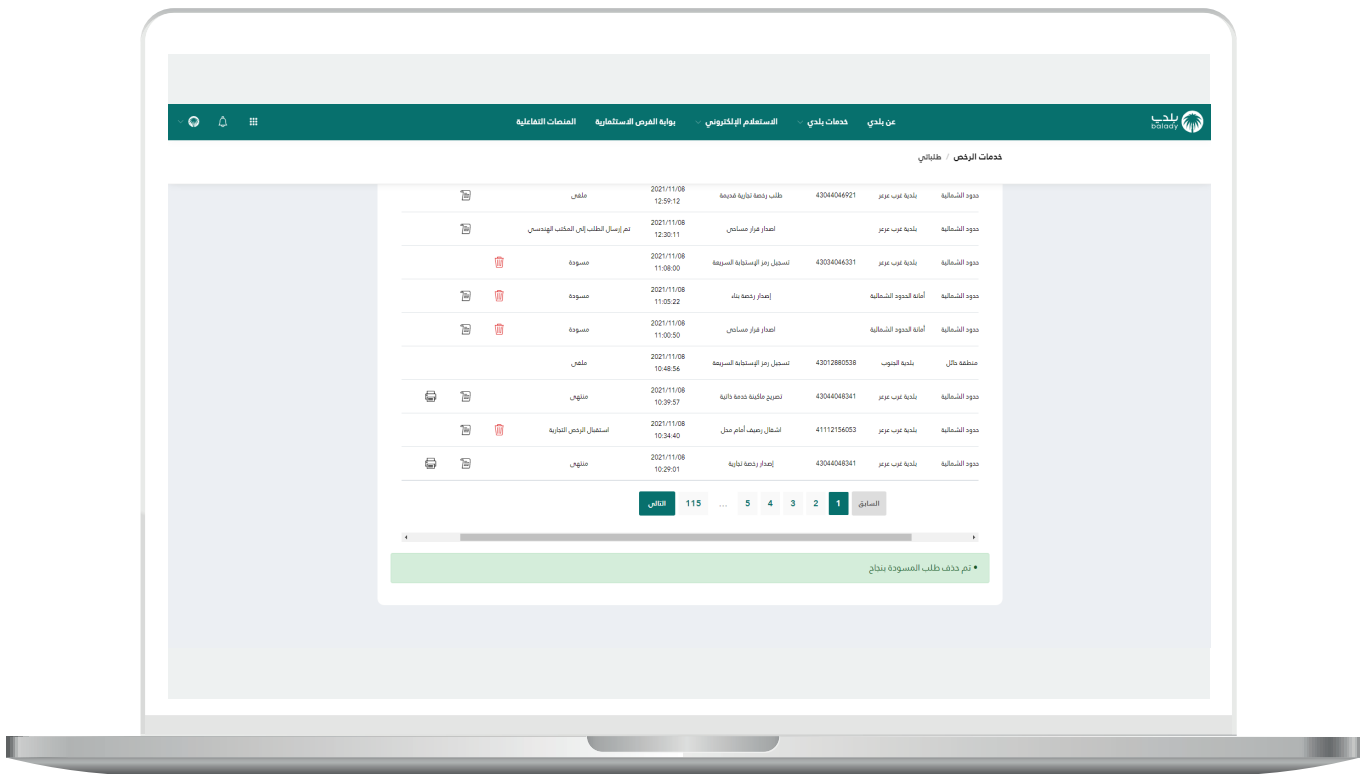
3) Clicking the (Paper) icon displays the request details.



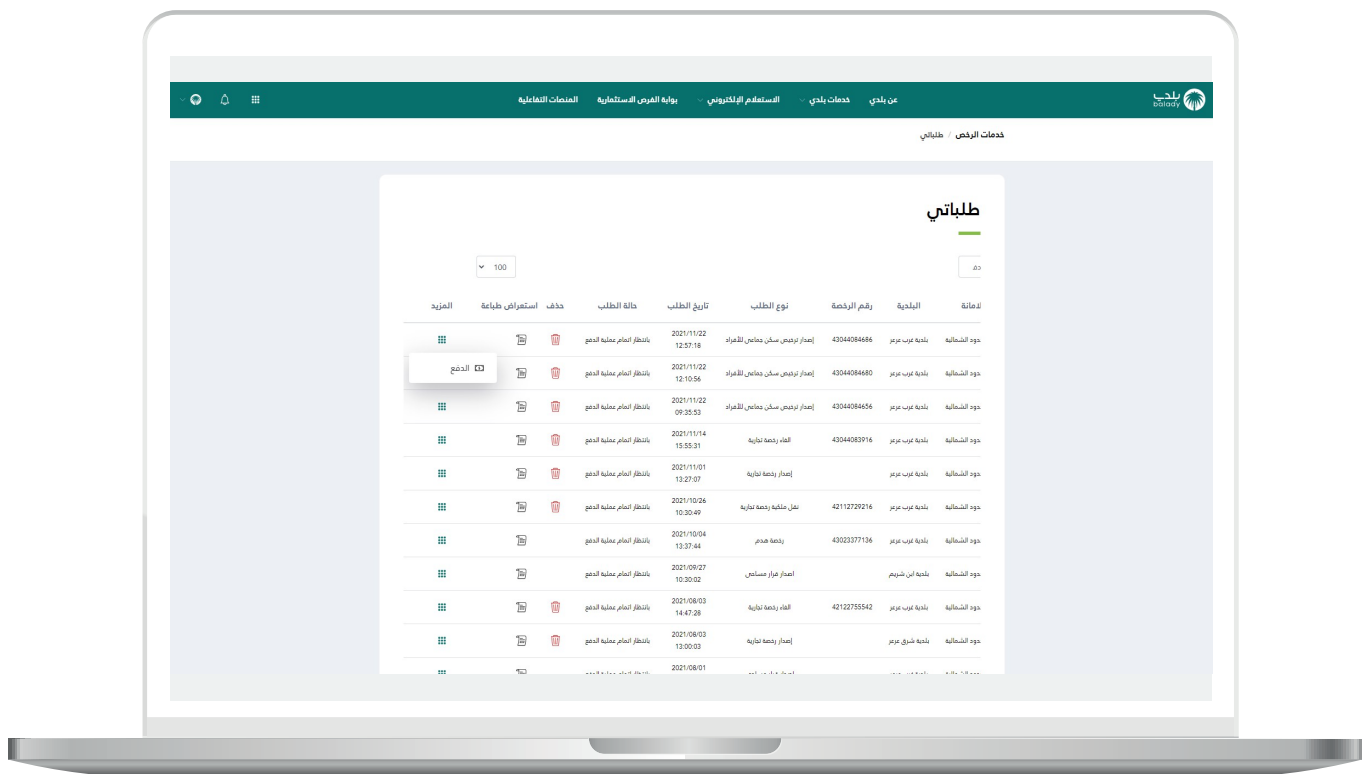
4) Clicking the (Trash) icon displays a confirmation message. The user must click (Confirm) to proceed.



5) Clicking **(Confirm)** deletes the request and displays a confirmation message.

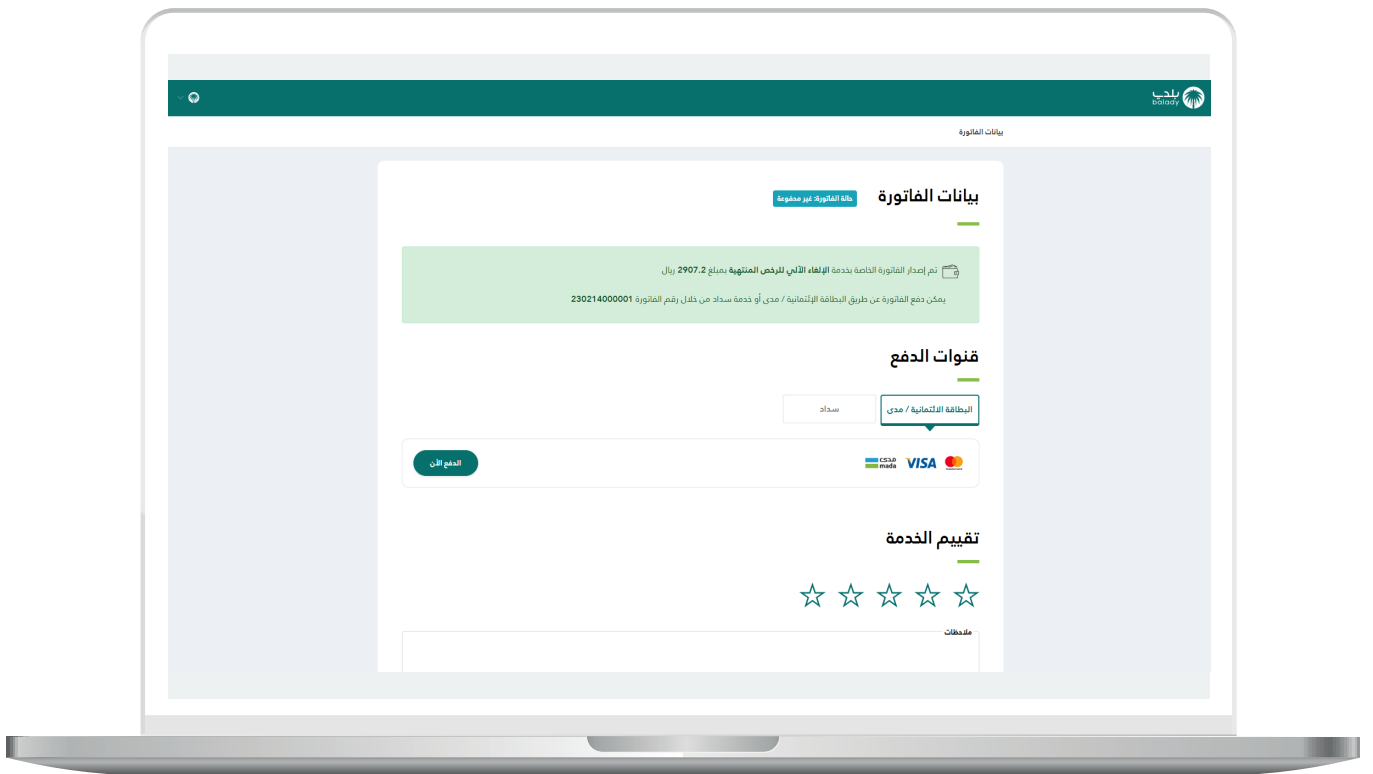


6) The user can pay for a request by clicking the **(Pay)** button when the request status is **(Pending Payment)**.

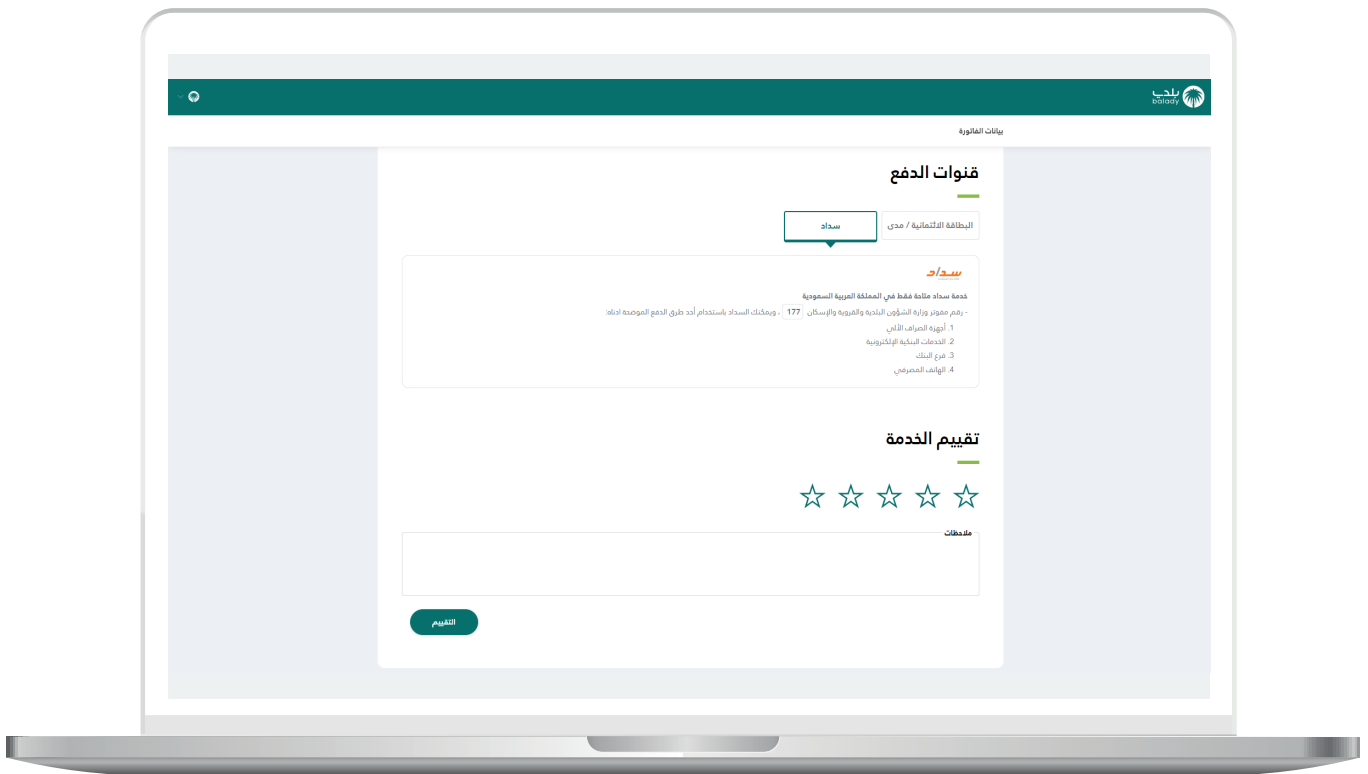


7) After payment, an invoice is generated, and a confirmation message appears. The user selects a payment method from (**Credit Card/Mada, SADAD**).

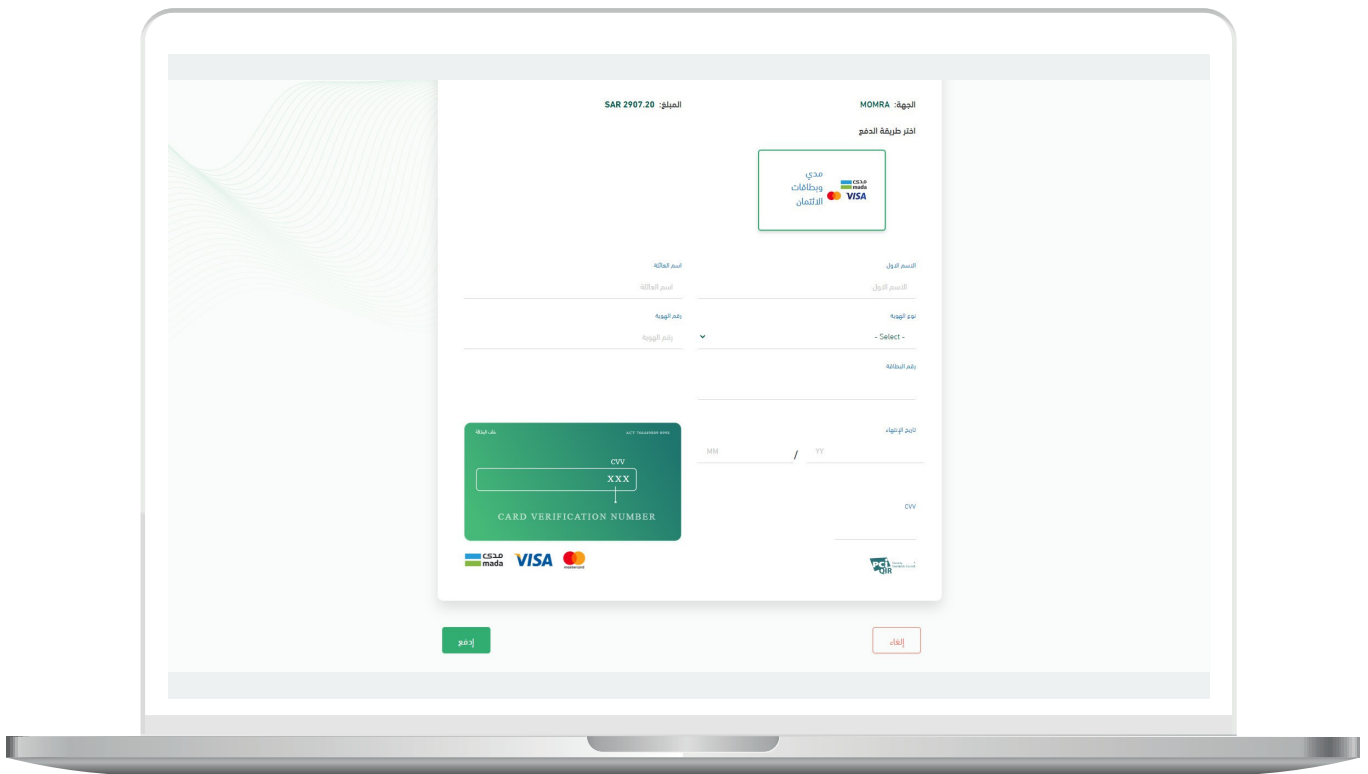
If (**Credit Card/Mada**) is selected, the user clicks (**Pay Now**).



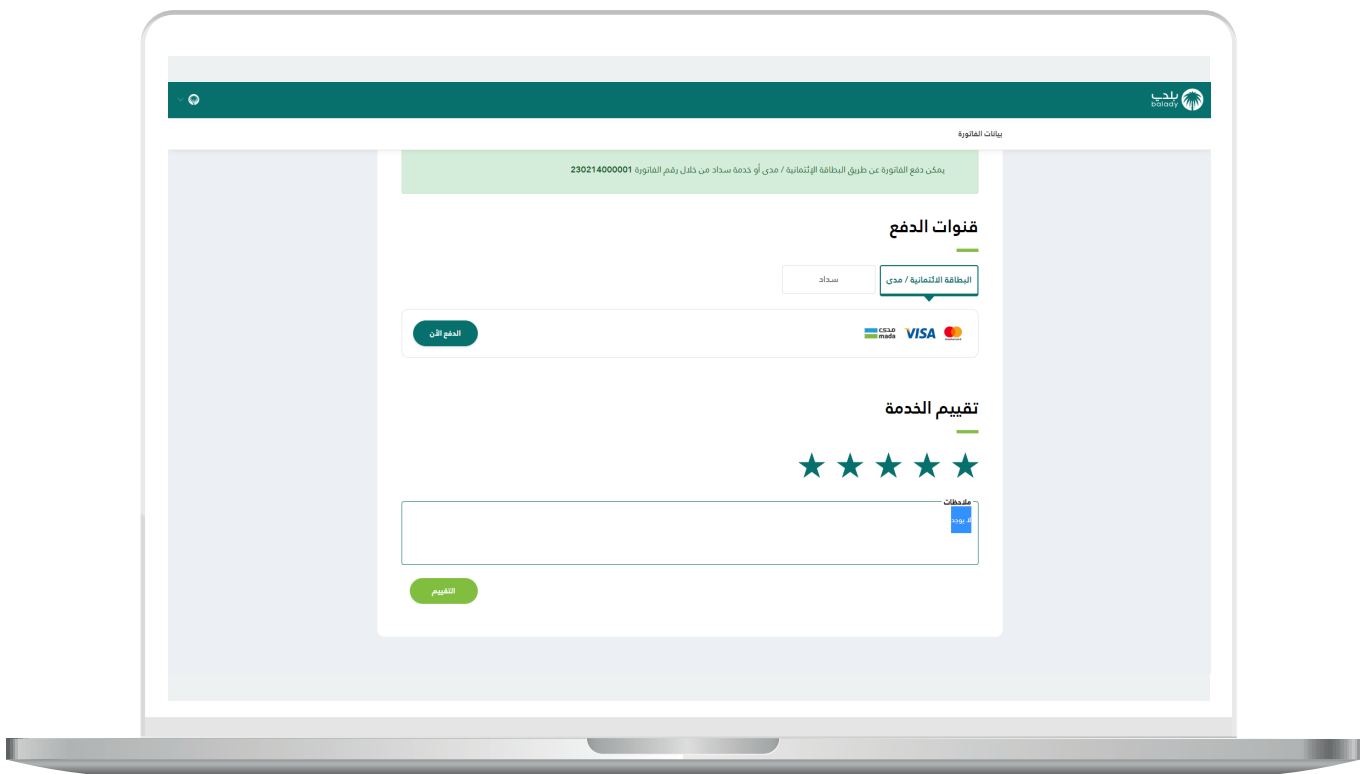
8) If (SADAD) is selected, the following screen appears.



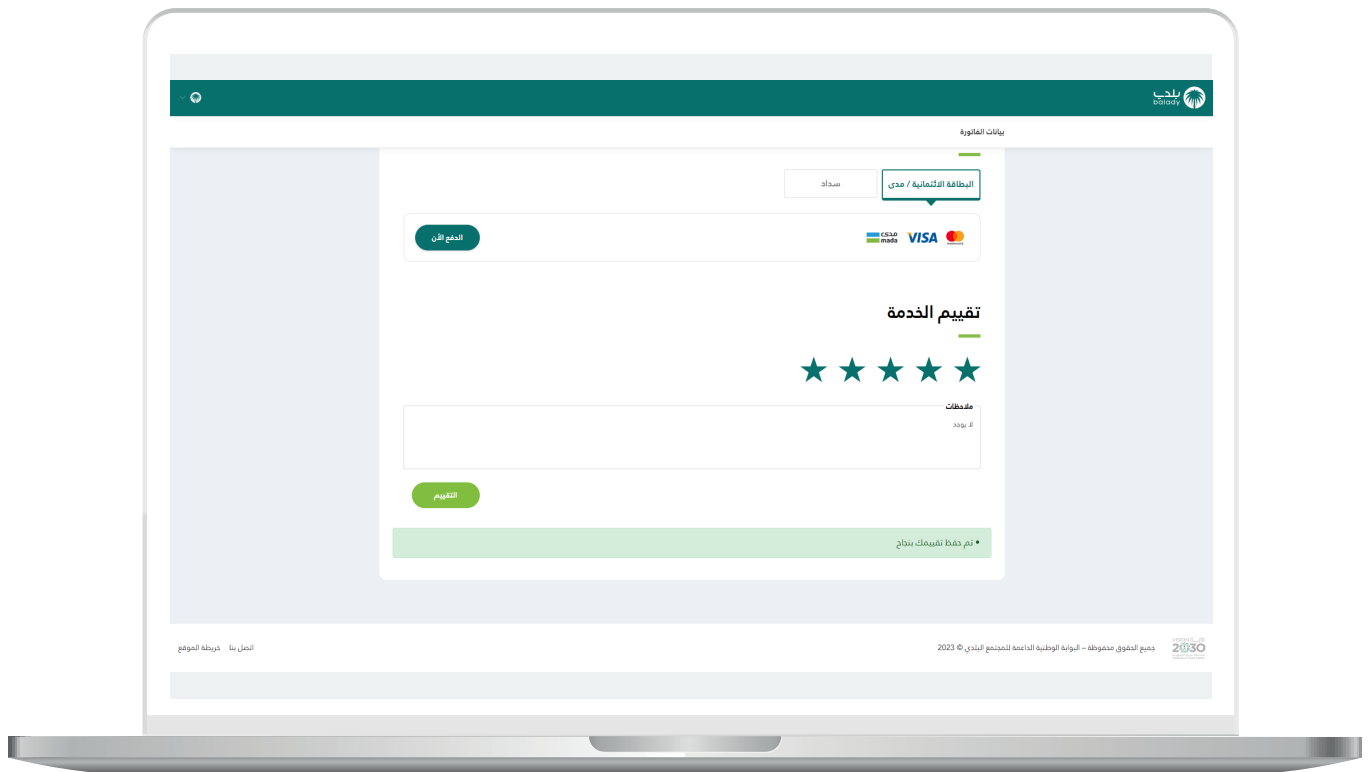
9) If (Credit Card/Mada) is selected and (Pay Now) is clicked, the following screen appears to complete the payment.



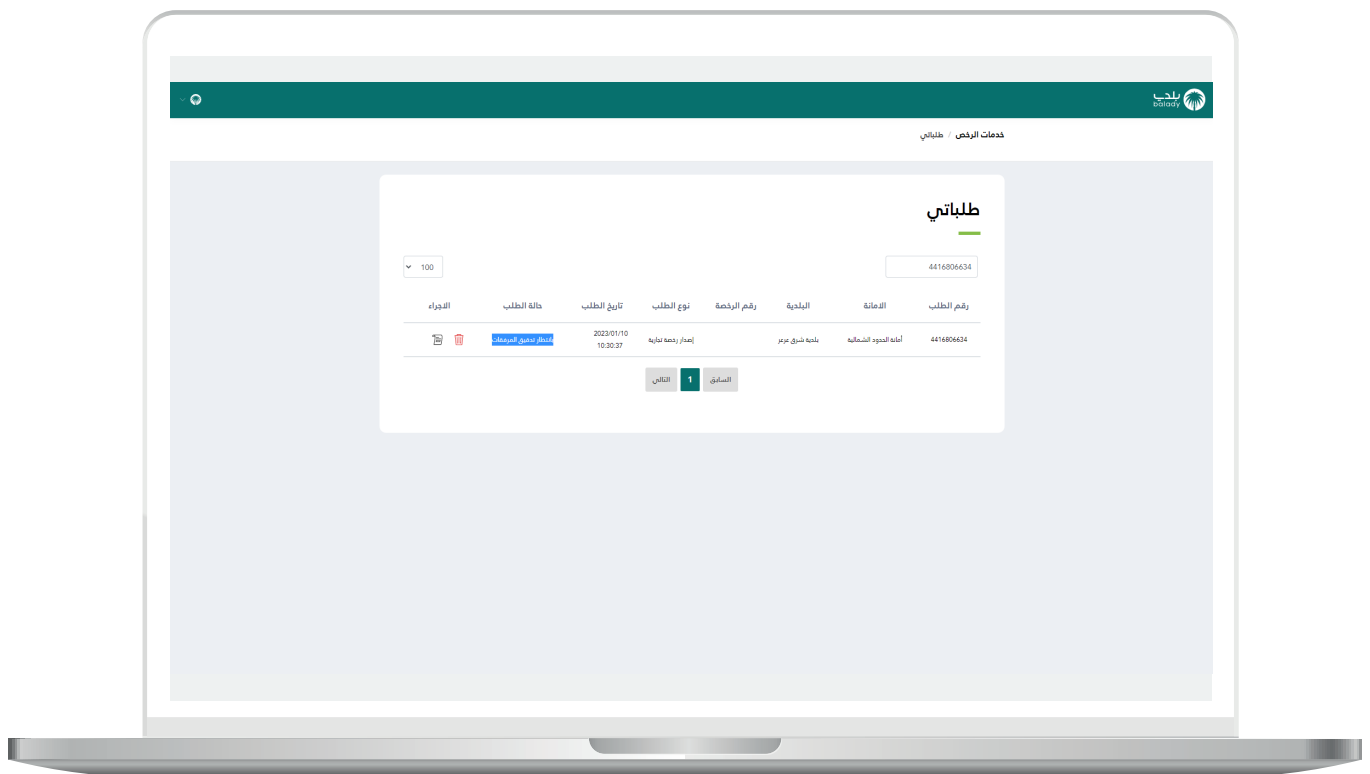
10) The user can rate the service by selecting a star rating, entering comments in the **(Feedback)** field, and clicking **(Submit Review)**.



11) A confirmation message appears after submitting the review.



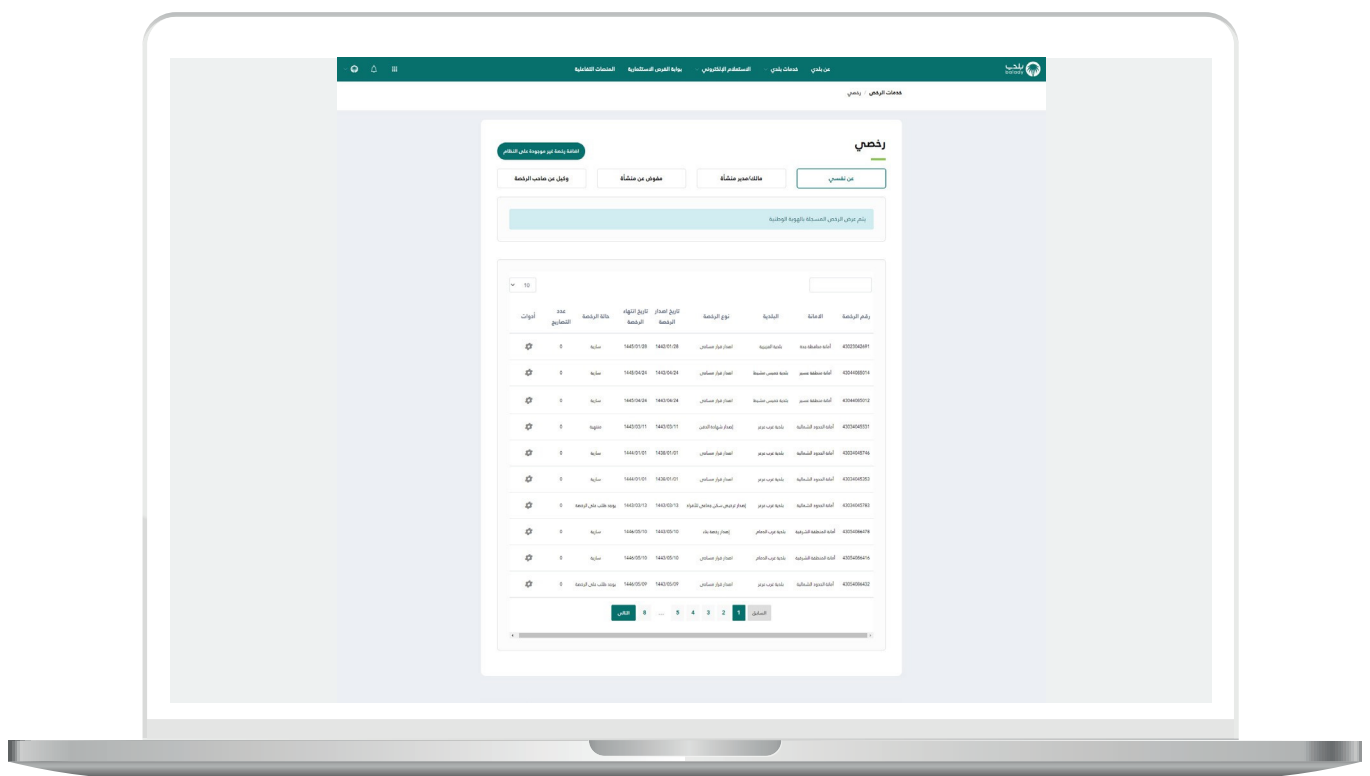
12) The user can view requests with a **(Pending Document Review)** status.



Second: Licenses Management

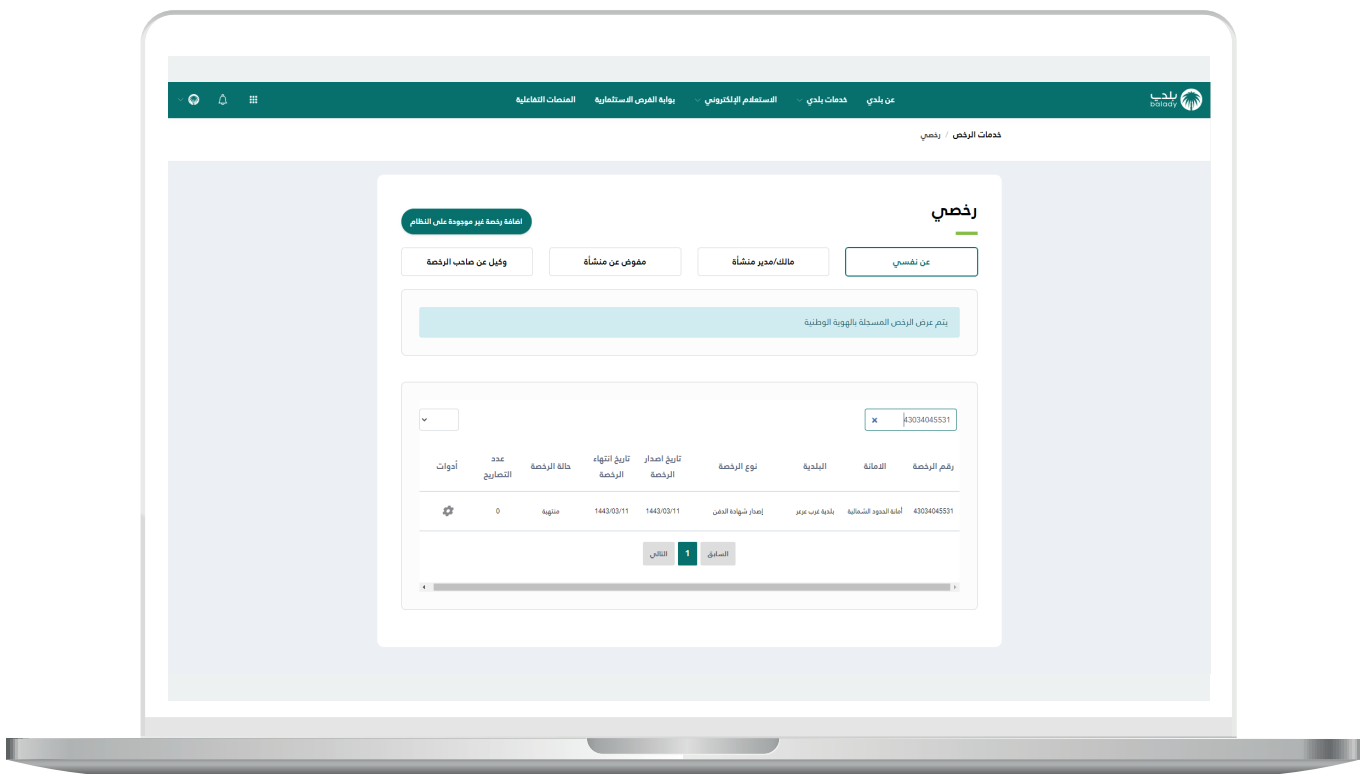
On this screen, the user can perform the following actions:

- Search for a license or multiple licenses based on the applicant type.
- Submit an objection, view, or print a license.
- Add a license that is not available in the system.
- Change the supervising office.
- Change the construction contractor.



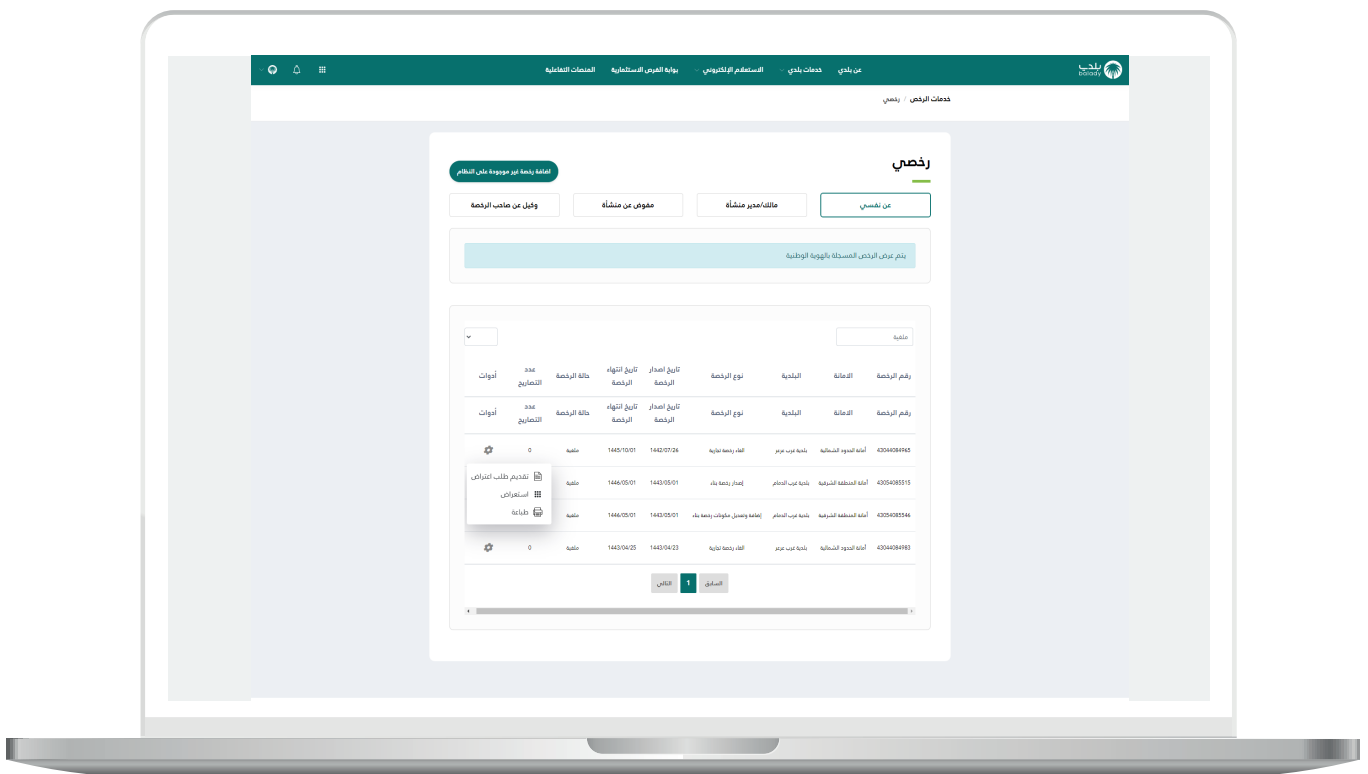
Searching for a License or Multiple Licenses Based on the Applicant Type

The user searches for a license by first selecting the applicant type from the following options (**For Myself/Owner or Manager of an Establishment, Authorized Representative, Agent on Behalf of the License Owner**), then entering a value in the search field or part of it and pressing (**Enter**). The search applies to the following fields (**License Number, Municipality, Secretariat, License Type**).



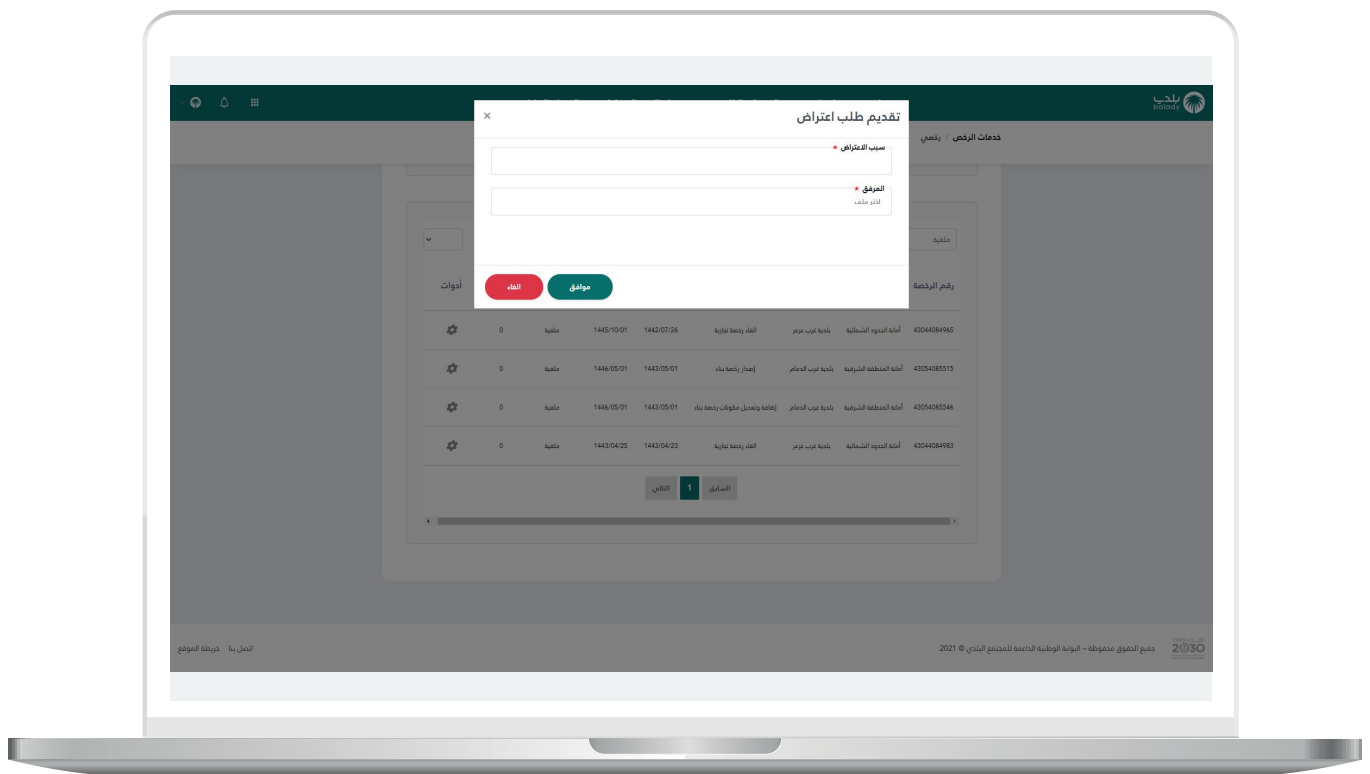
Submitting an Objection, Viewing, or Printing a License

1) The user can submit an objection, view, or print a license by selecting the required action, as shown in the screen below, with the note that the **(Submit Objection)** option only appears for canceled licenses.

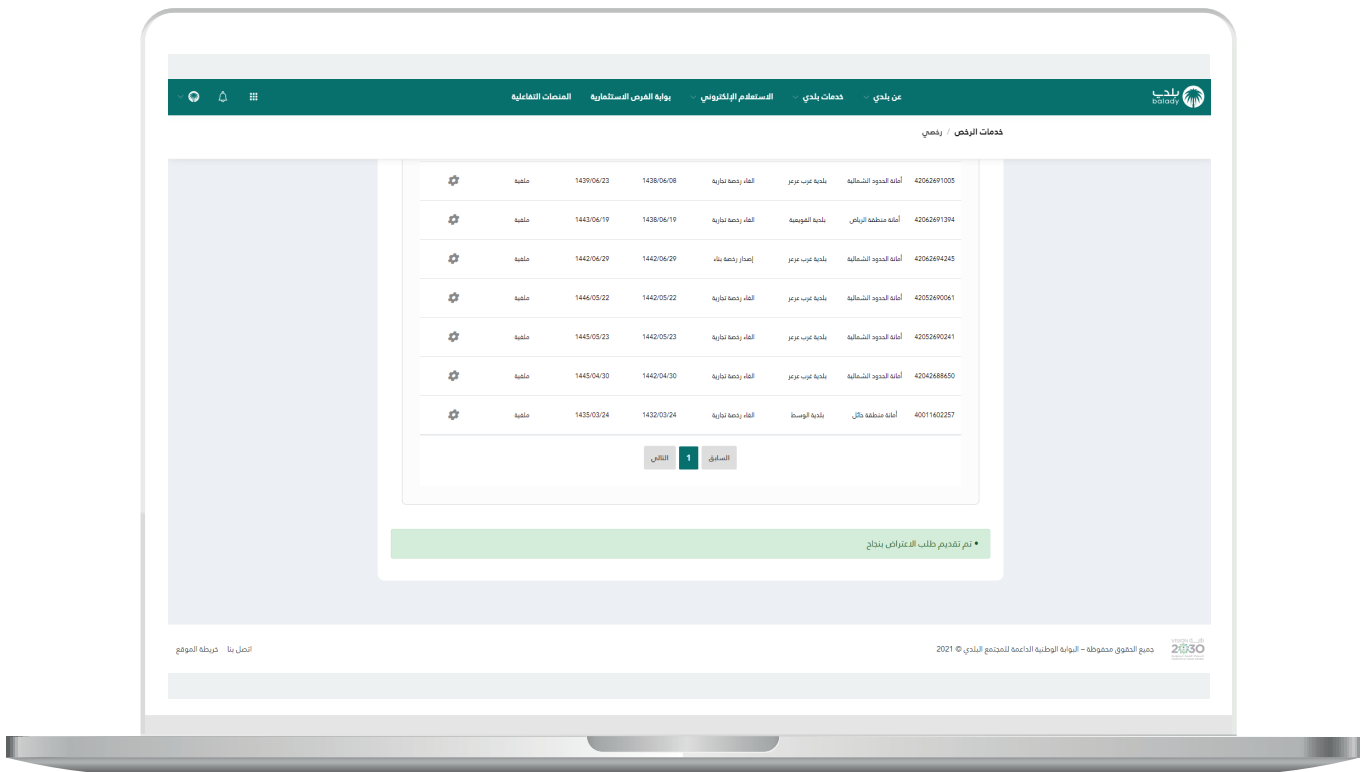


2) After clicking **(Submit Objection)**, a pop-up screen appears where the user enters the **(Objection Reason)** and uploads an attachment by clicking **(Attachment)** and selecting the file from the device.

The user clicks **(Confirm)** to proceed with the request, with the option to cancel the process by clicking **(Cancel)**.



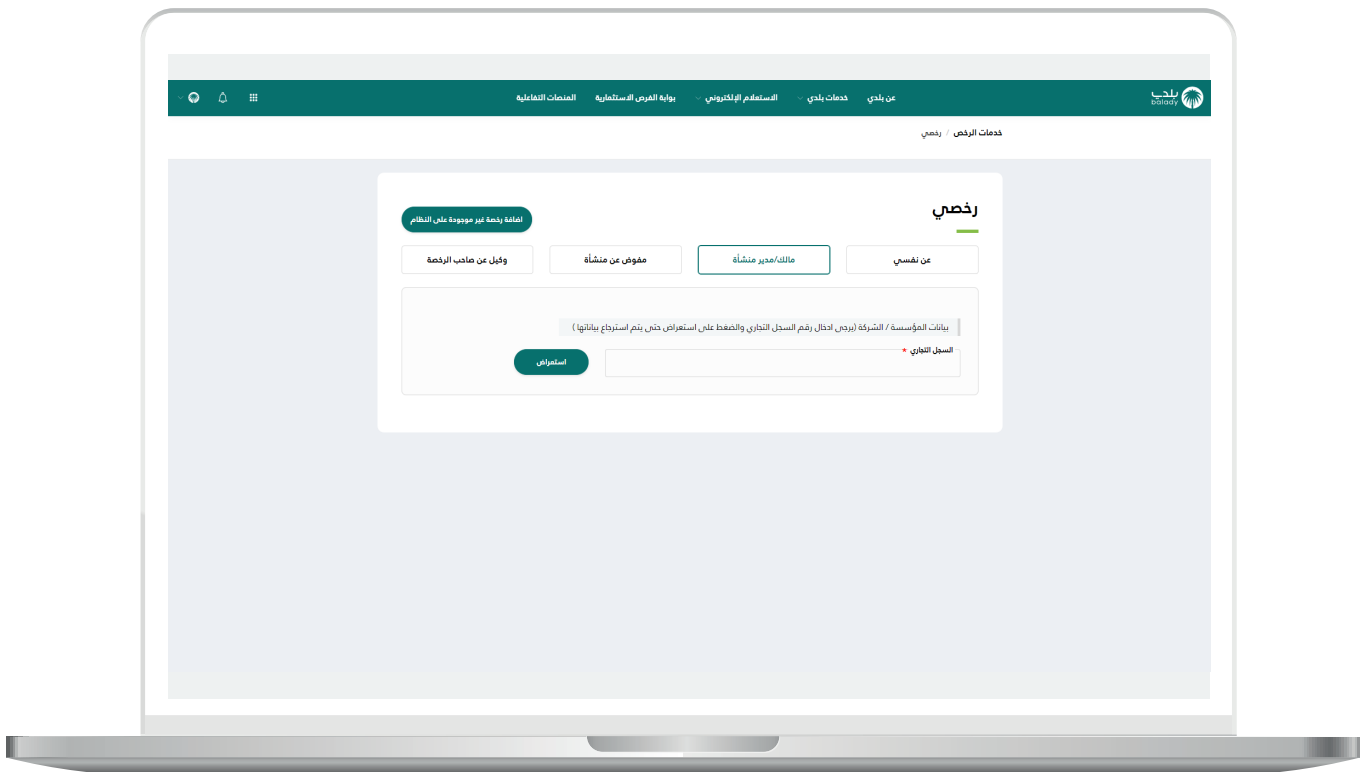
3) After clicking **(Confirm)**, a confirmation message appears indicating that the request was successfully submitted.



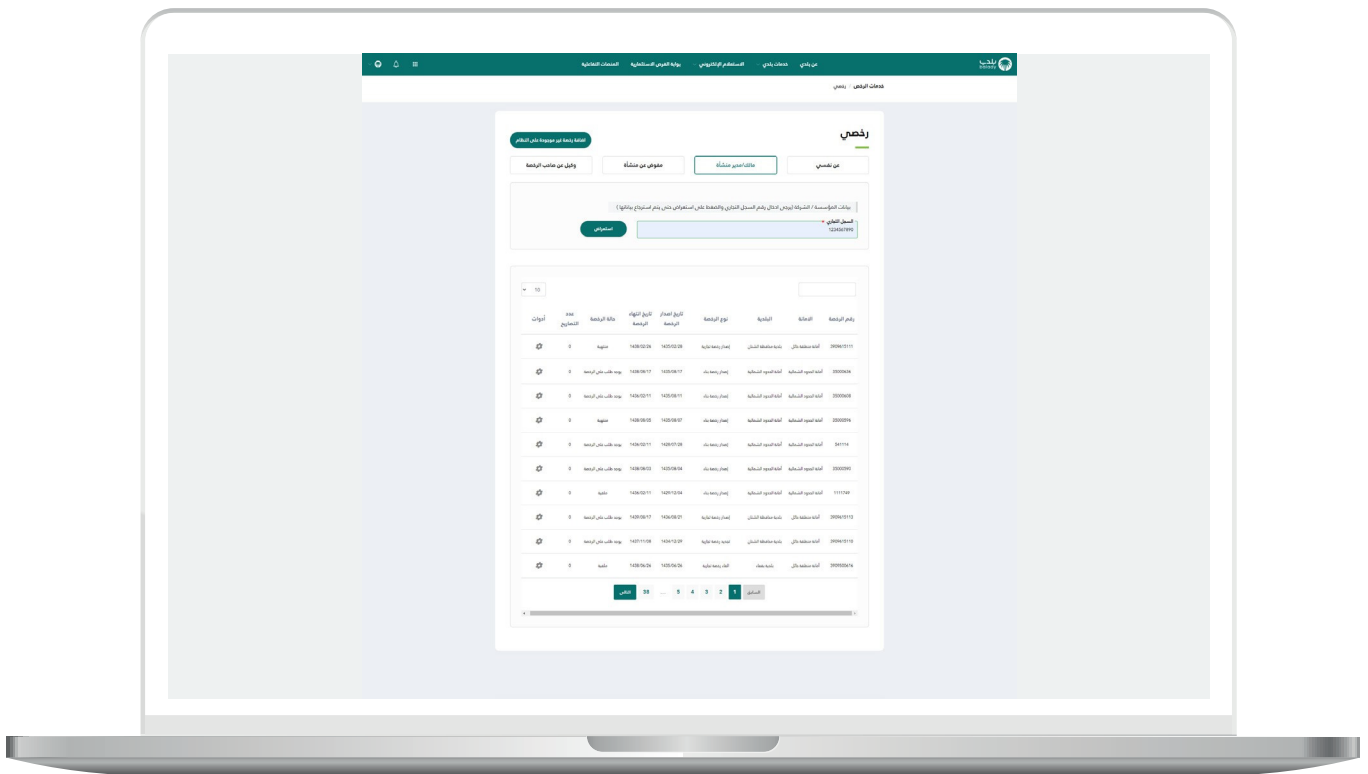
My Permits Service

This service allows the external user to view all permits from a single screen, with the ability to search, filter data, and perform essential operations on permits. The user can view all permits linked to their ID, permits authorized under their name, and permits associated with their ownership of an establishment. Additionally, the user can perform certain actions, such as viewing, modifying, or canceling permits based on the request status.

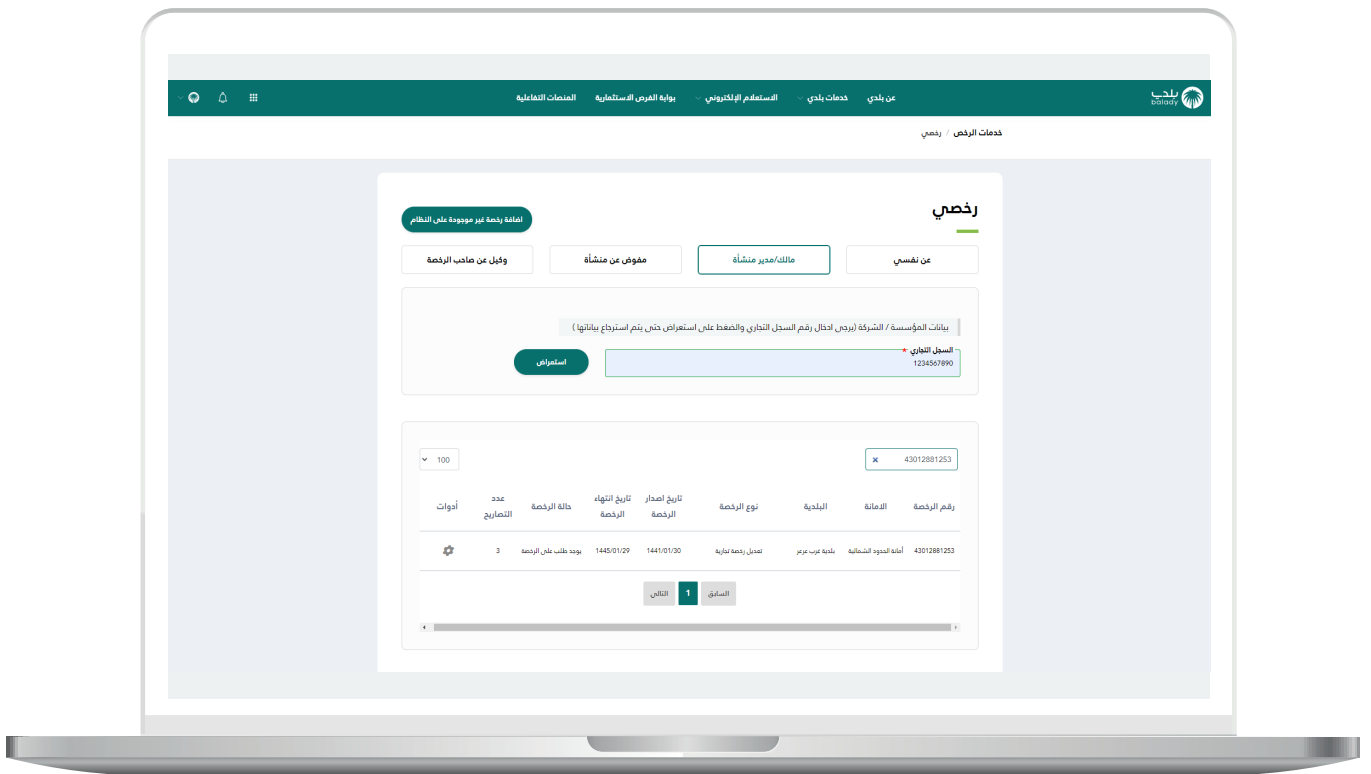
1) After accessing the **(My Licenses)** screen, the user selects the applicant type. In the following example, **(Owner/Manager of an Establishment)** is selected, and the user enters the **(Commercial Register Number)** before clicking **(Browse)**.



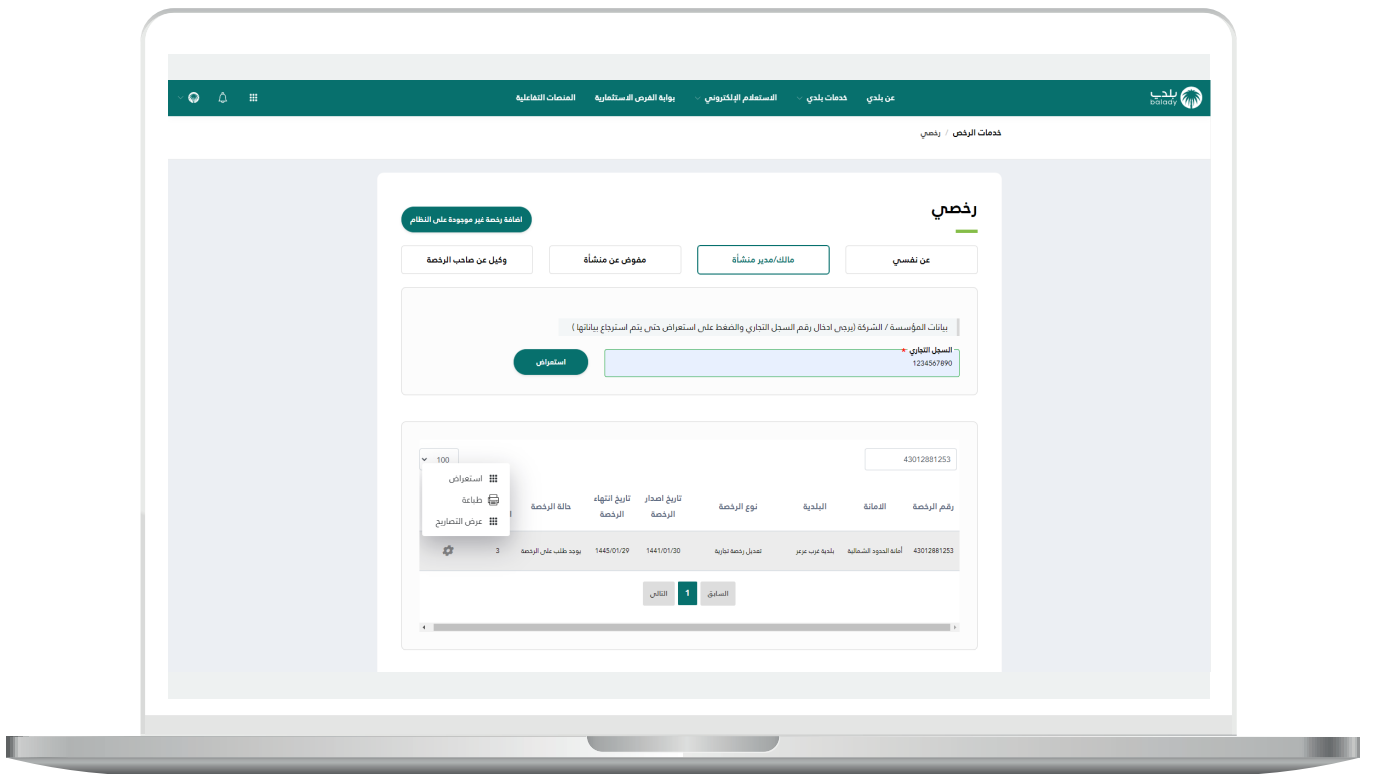
2) After clicking **(View)**, the system displays all licenses registered under the user's ID, as shown in the figure below.



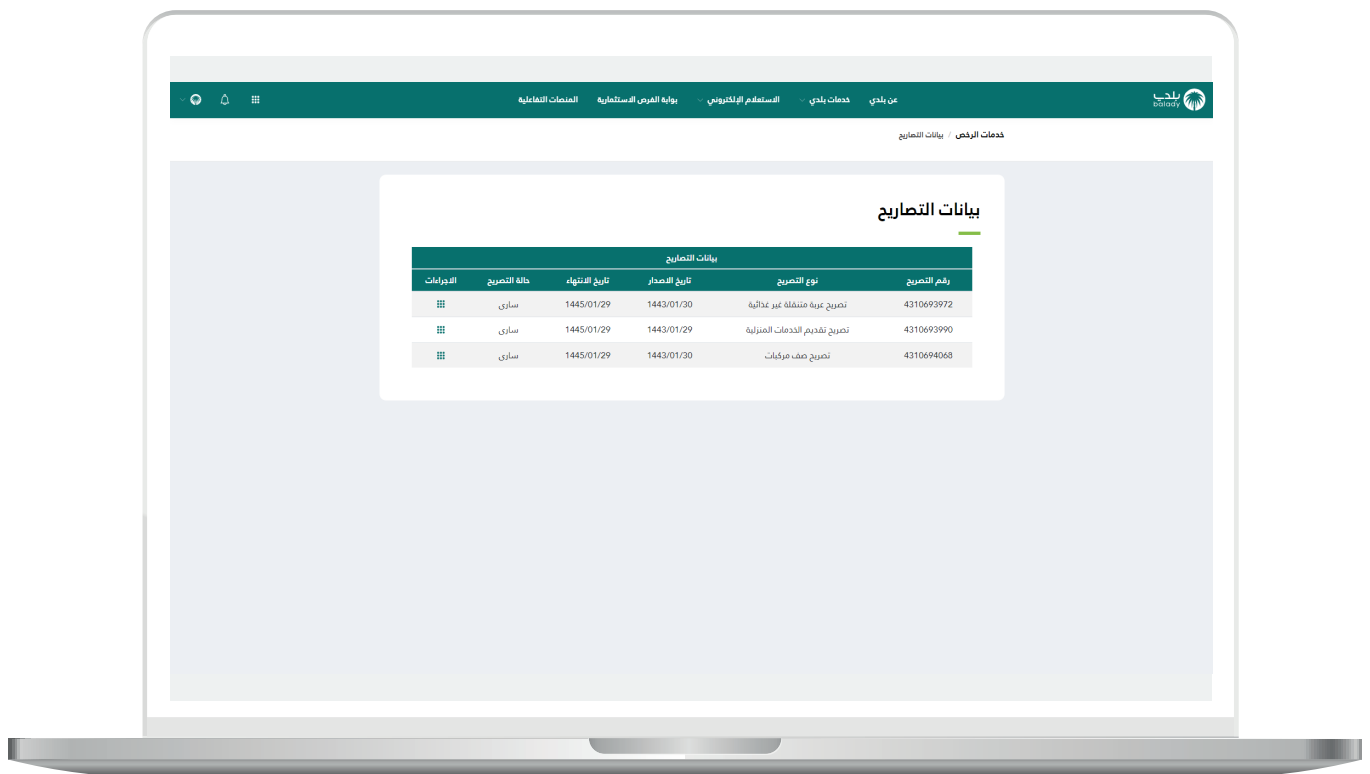
3) The user enters the **(License Number)** and presses **(Enter)** to filter the results, as shown in the figure below.



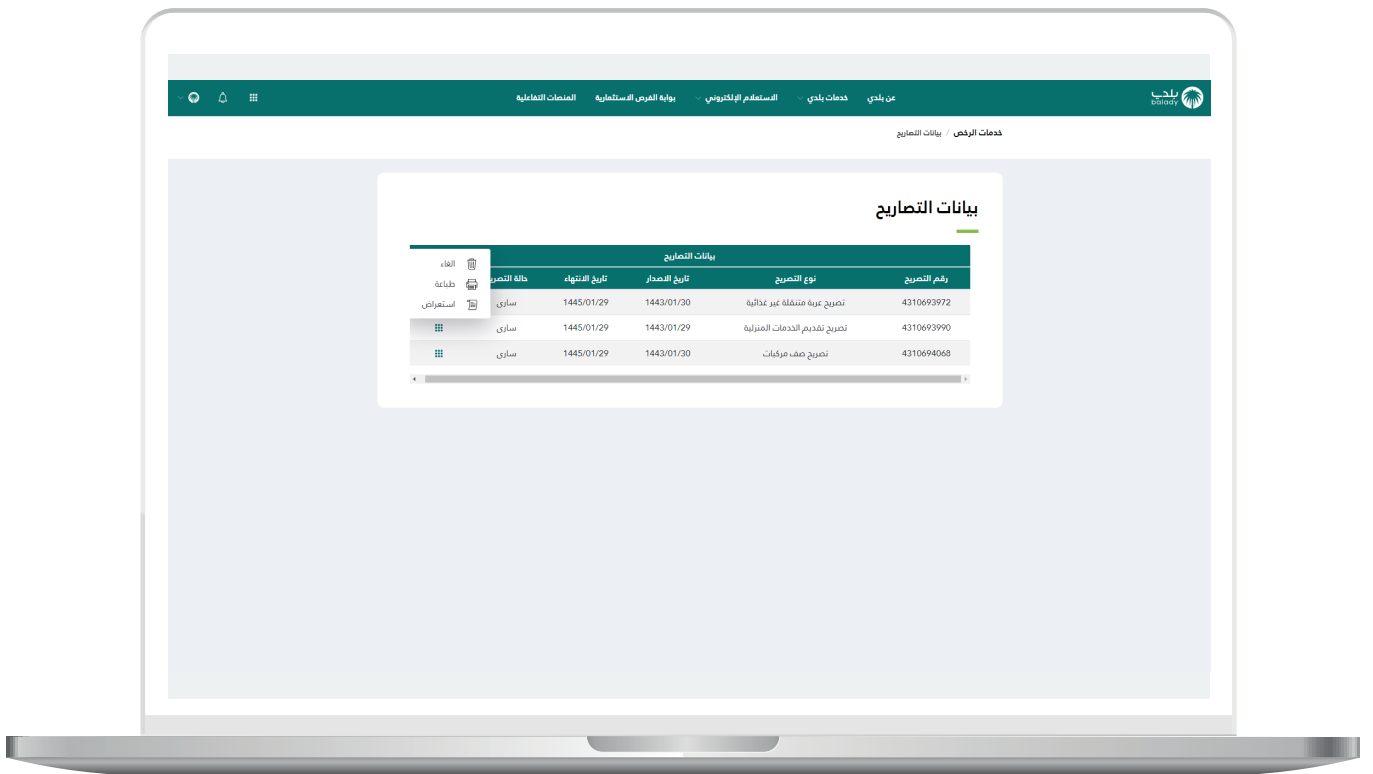
4) The user clicks **(View Permits)** to display all permits related to the license, as shown in the figure below.



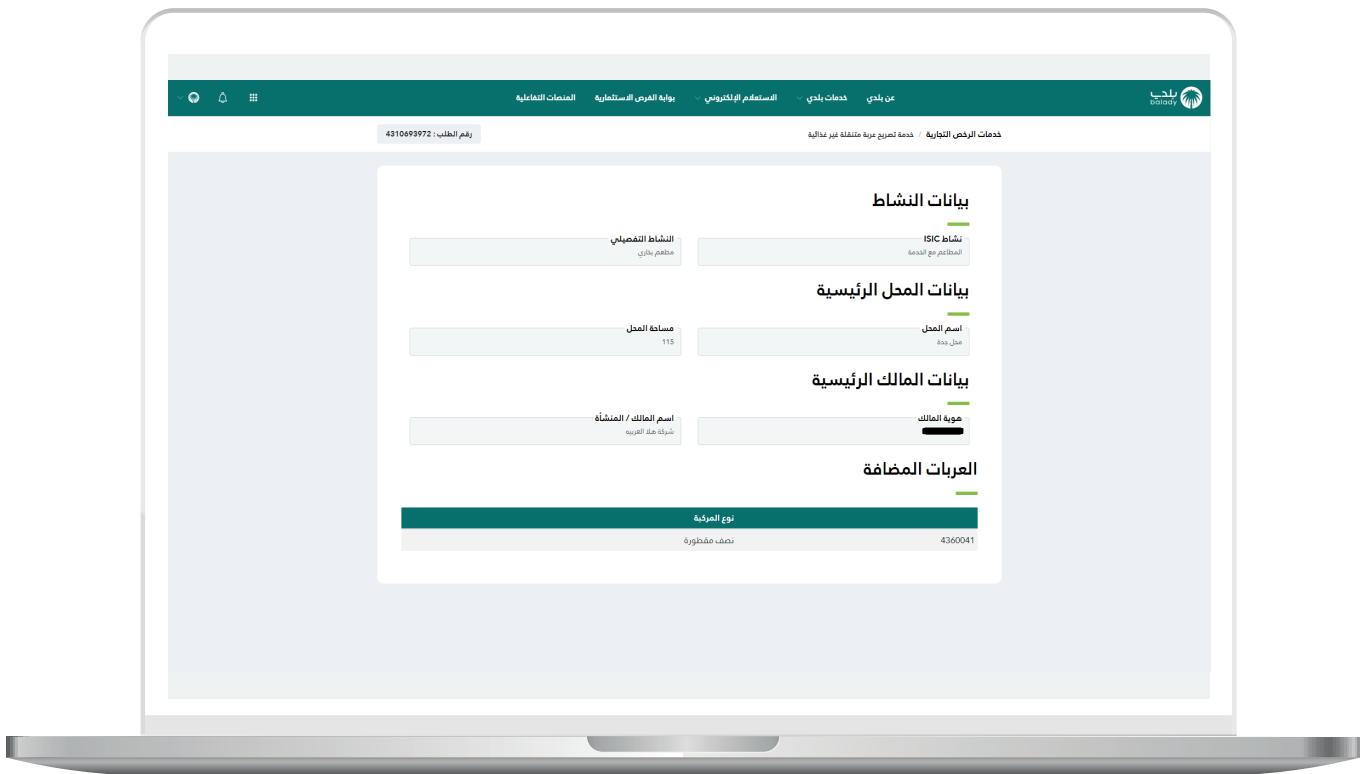
5) The system lists all permits associated with the license and displays the total number. The user clicks the green box in the **(Actions)** column to view available actions.



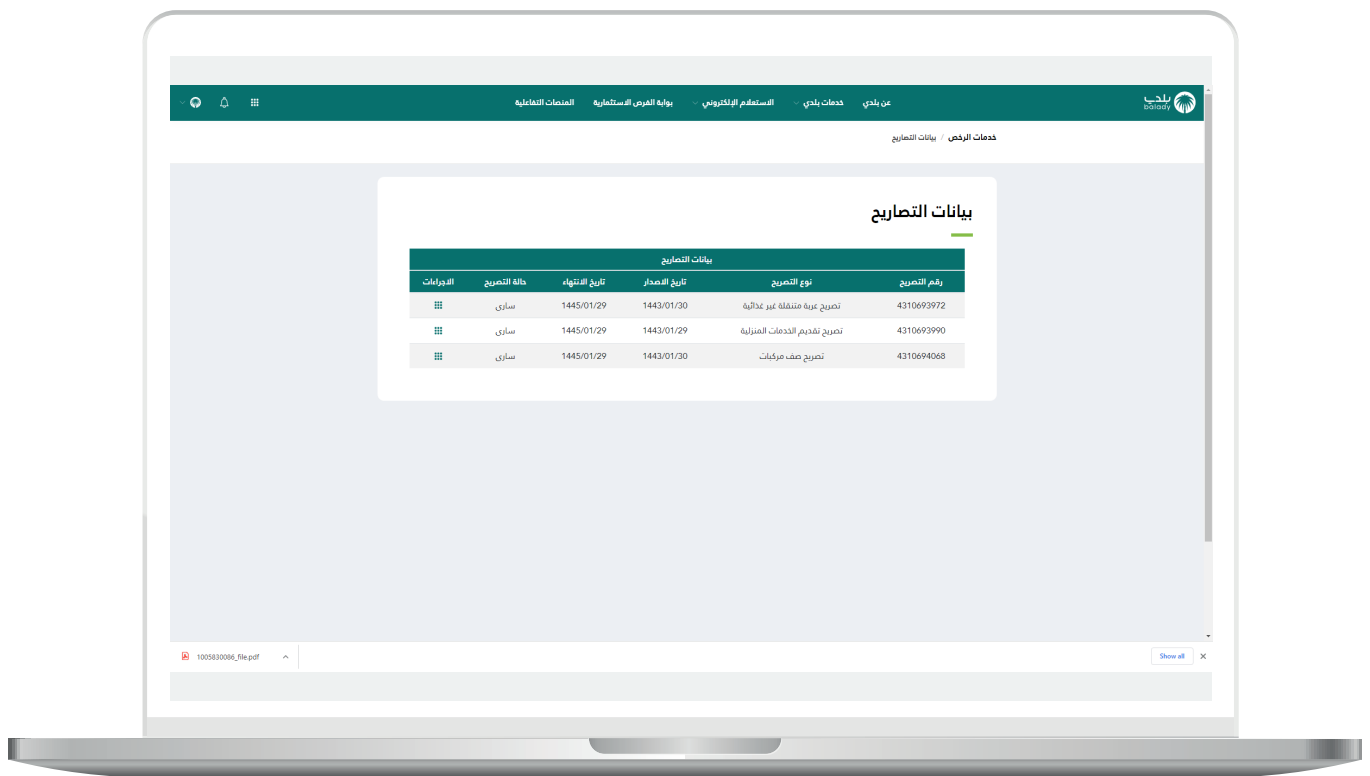
6) After clicking the green box, the system displays all available actions for the permit.



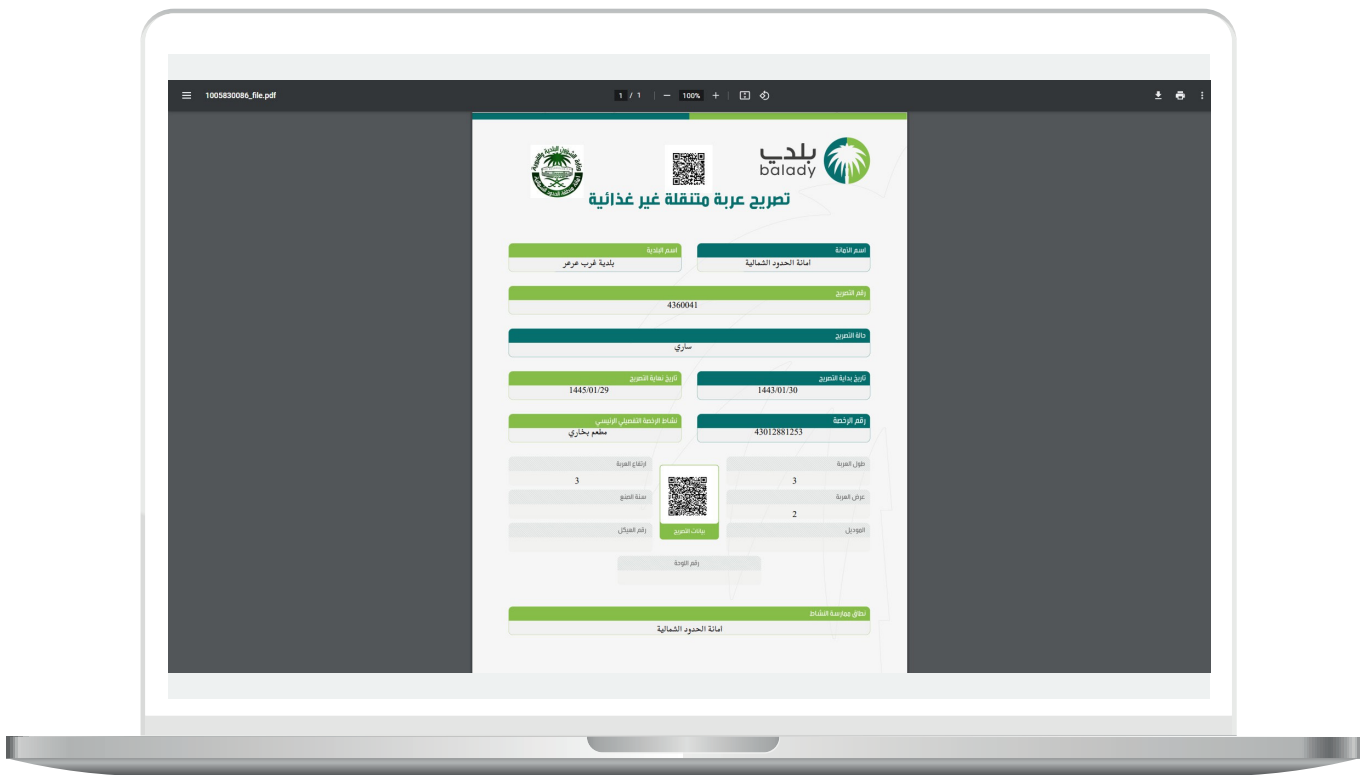
7) The user clicks **(View)** to display the full details of the permit.



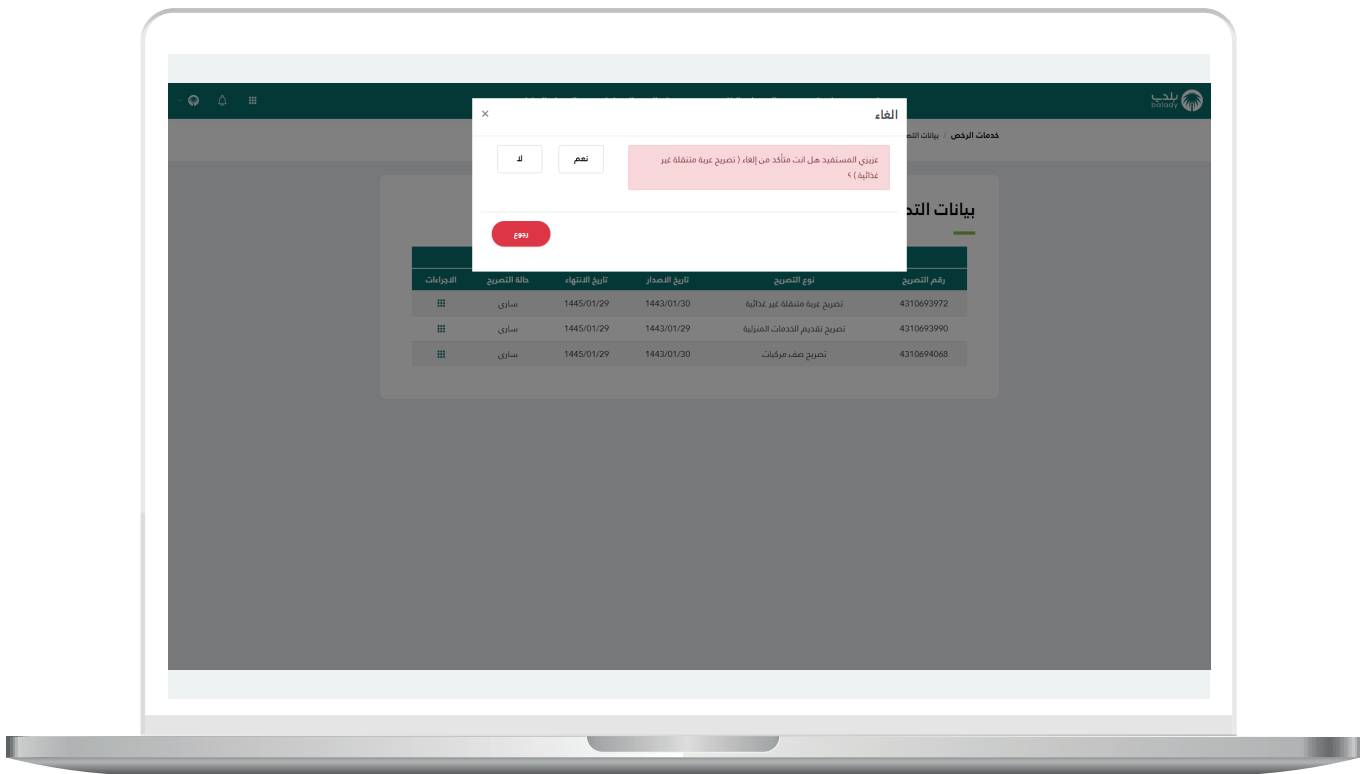
8) The user clicks (**Print**) to download the permit file to their device.



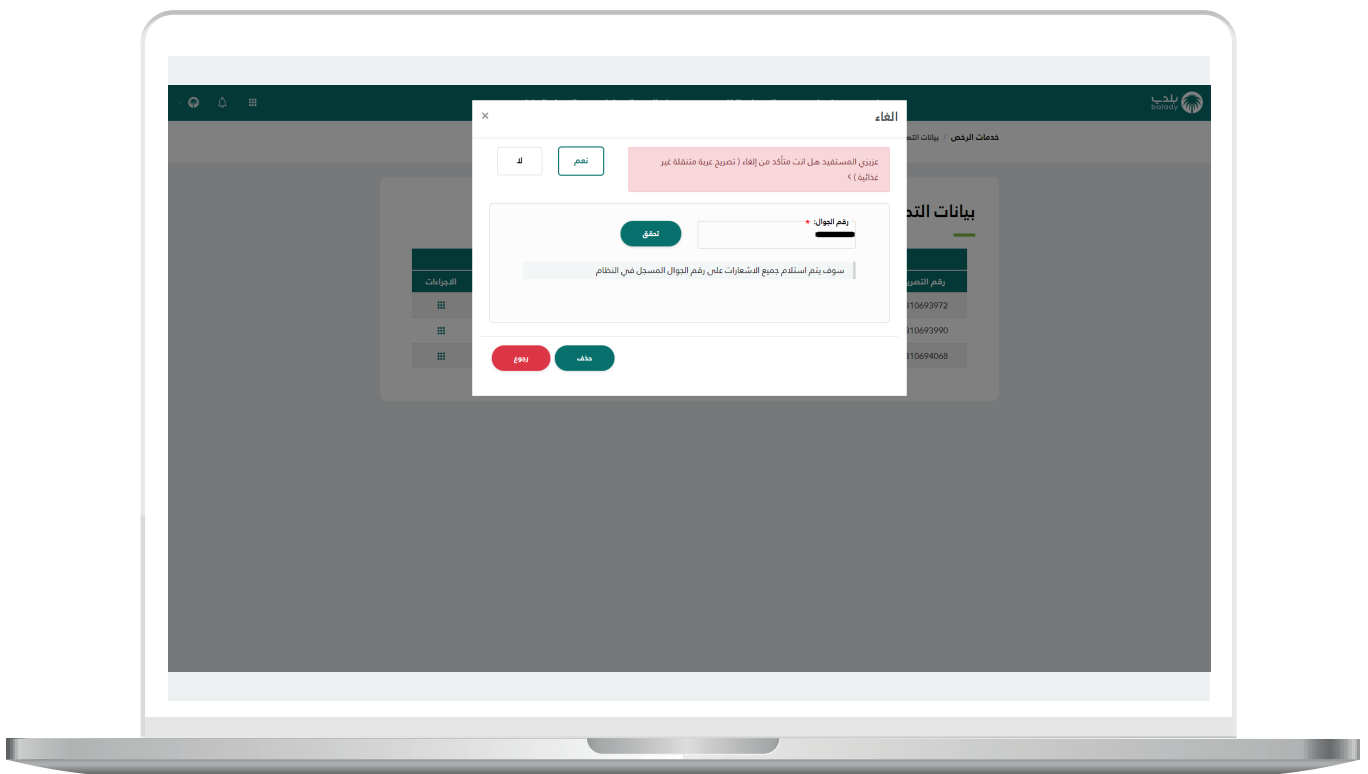
9) After clicking the downloaded file, the system displays the permit, as follows.



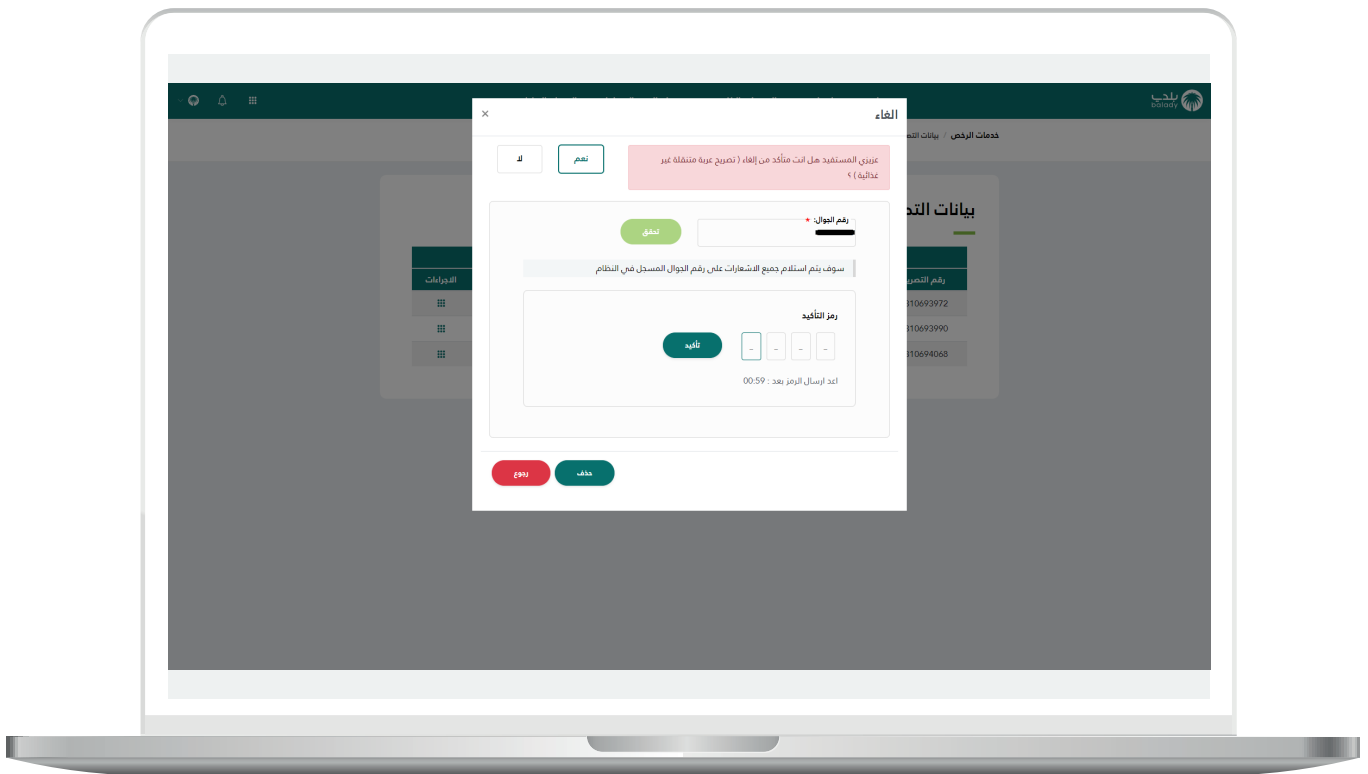
10) Clicking **(Cancel)** opens a confirmation message with the options **(Yes)** to confirm the cancellation or **(No)** to cancel the action.



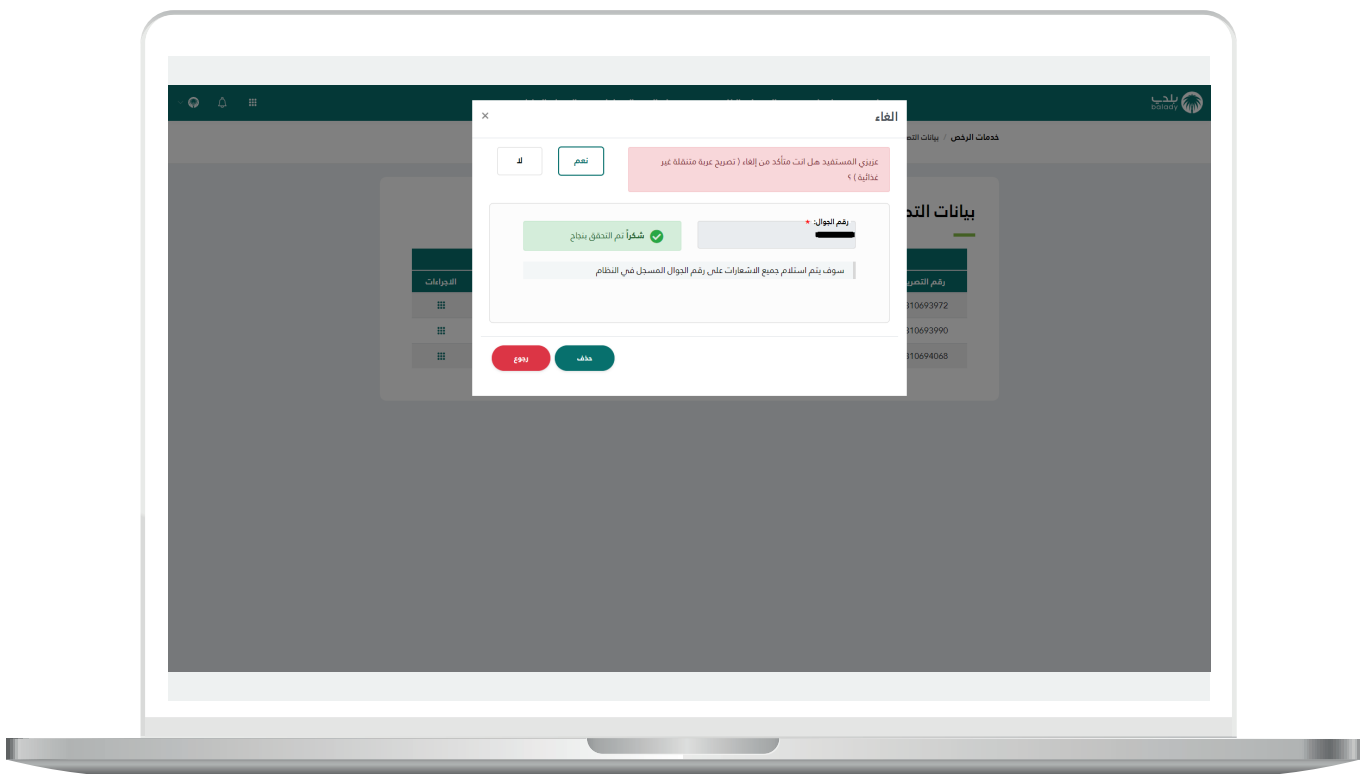
11) If **(Yes)** is selected, the system requests mobile number verification.
The user enters the **(Mobile Number)** and clicks **(Verify)**.



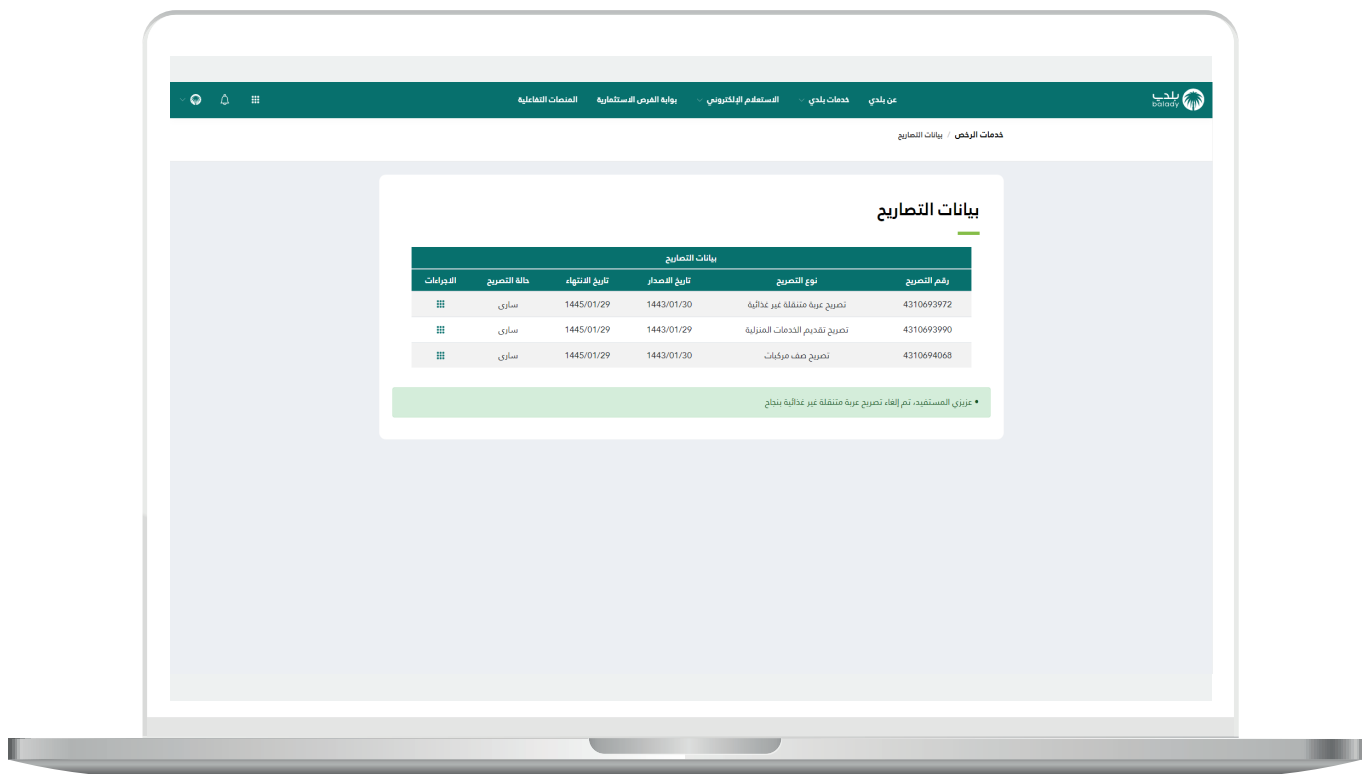
12) The system sends a verification code to the registered mobile number. The user enters the (**Verification Code**) and clicks (**Confirm**).



13) A message appears confirming successful verification. The user clicks **(Delete)** to complete the process or **(Back)** to cancel.

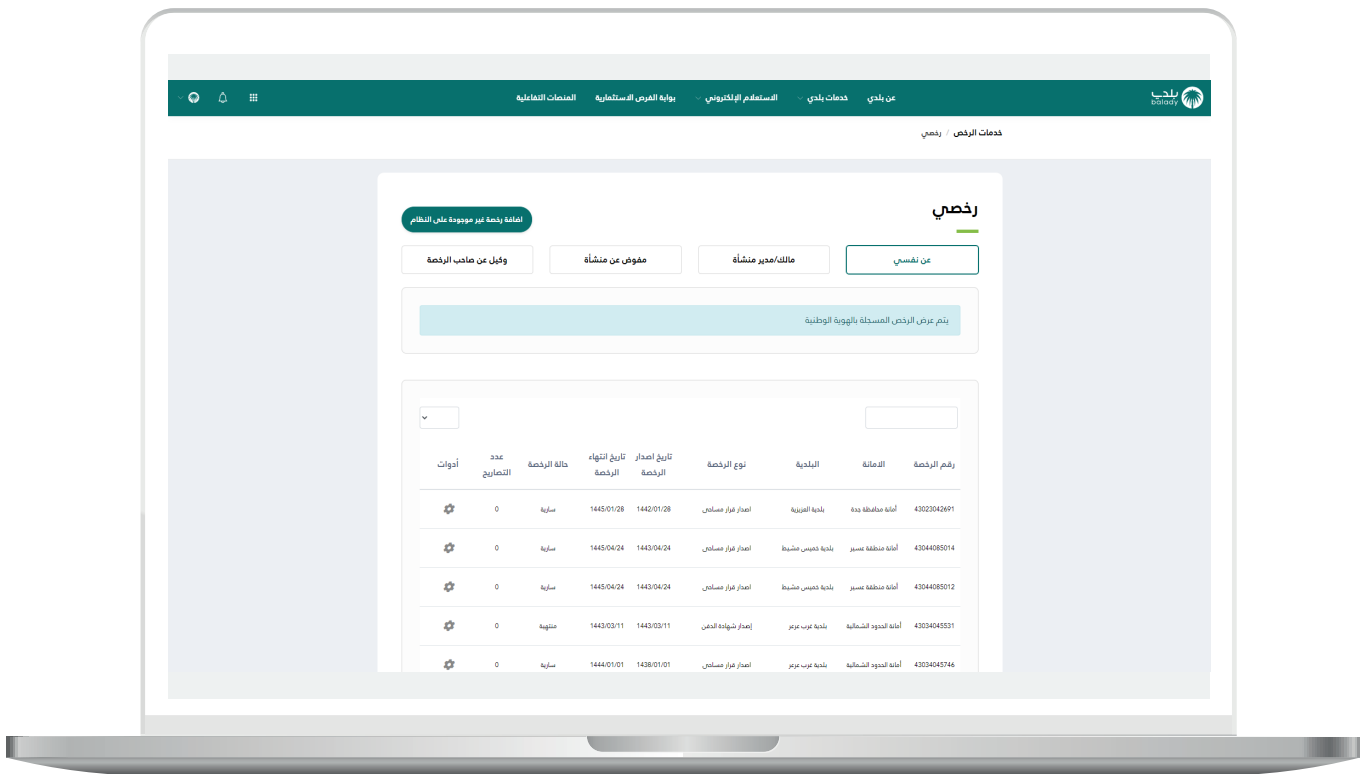


14) A message appears confirming that the permit has been successfully canceled, as shown in the following figure.

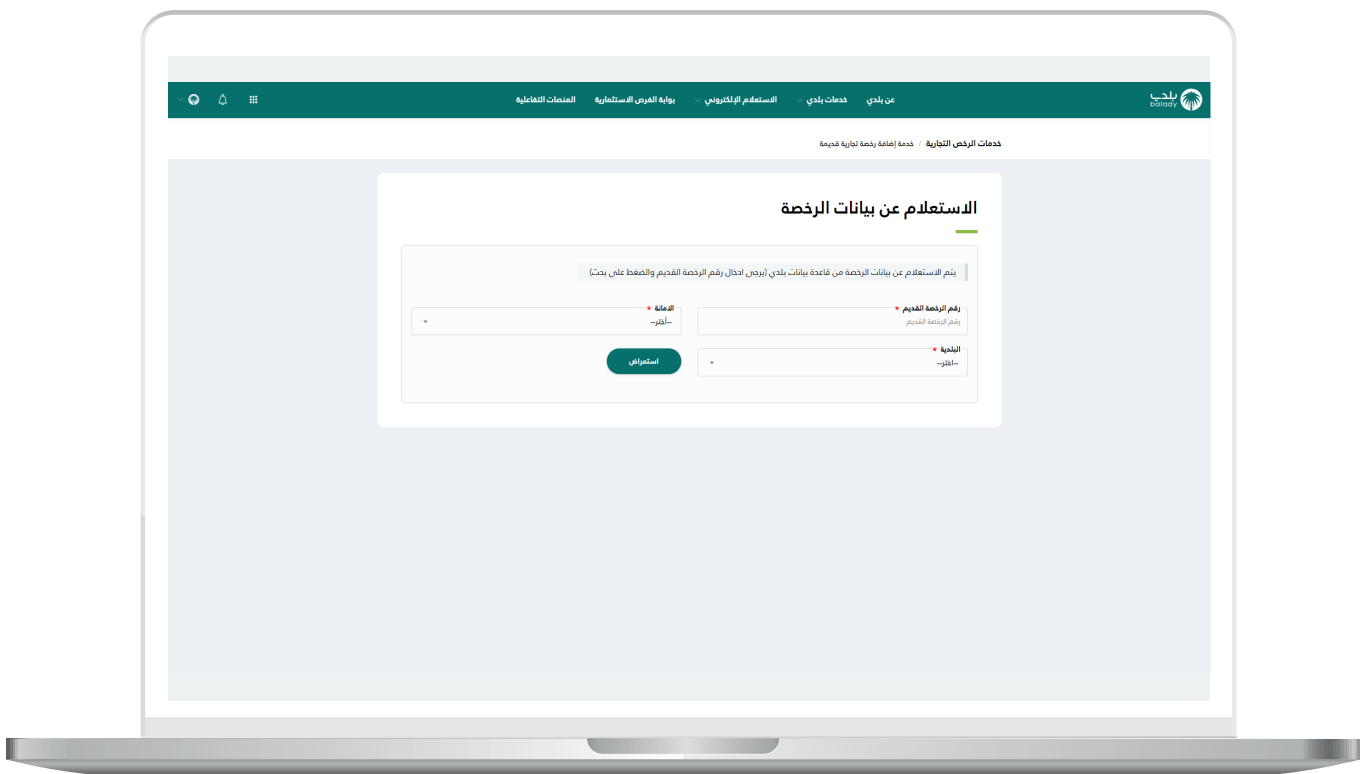


Adding a License Not Available in the System

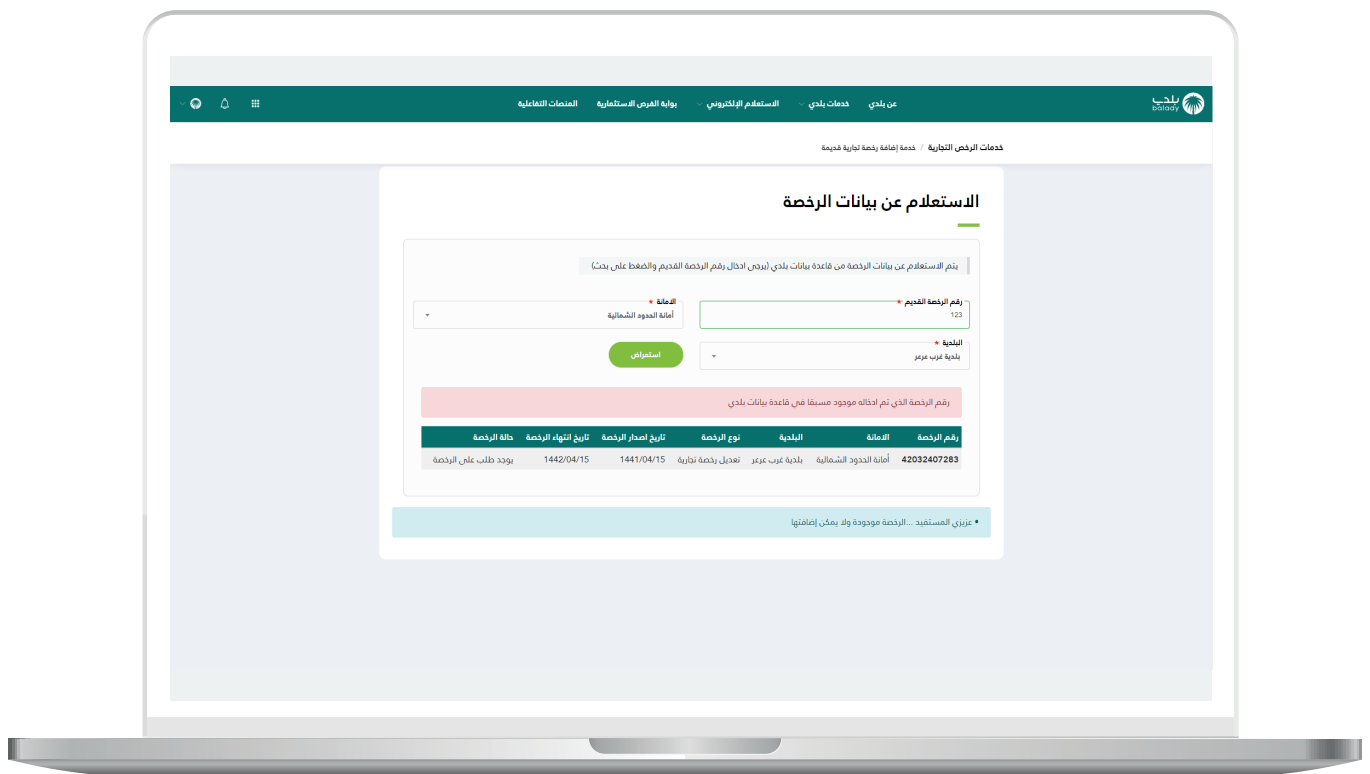
1) The user clicks **(Add License Not Found in the System)** to initiate the process of registering a license that does not exist in the system.



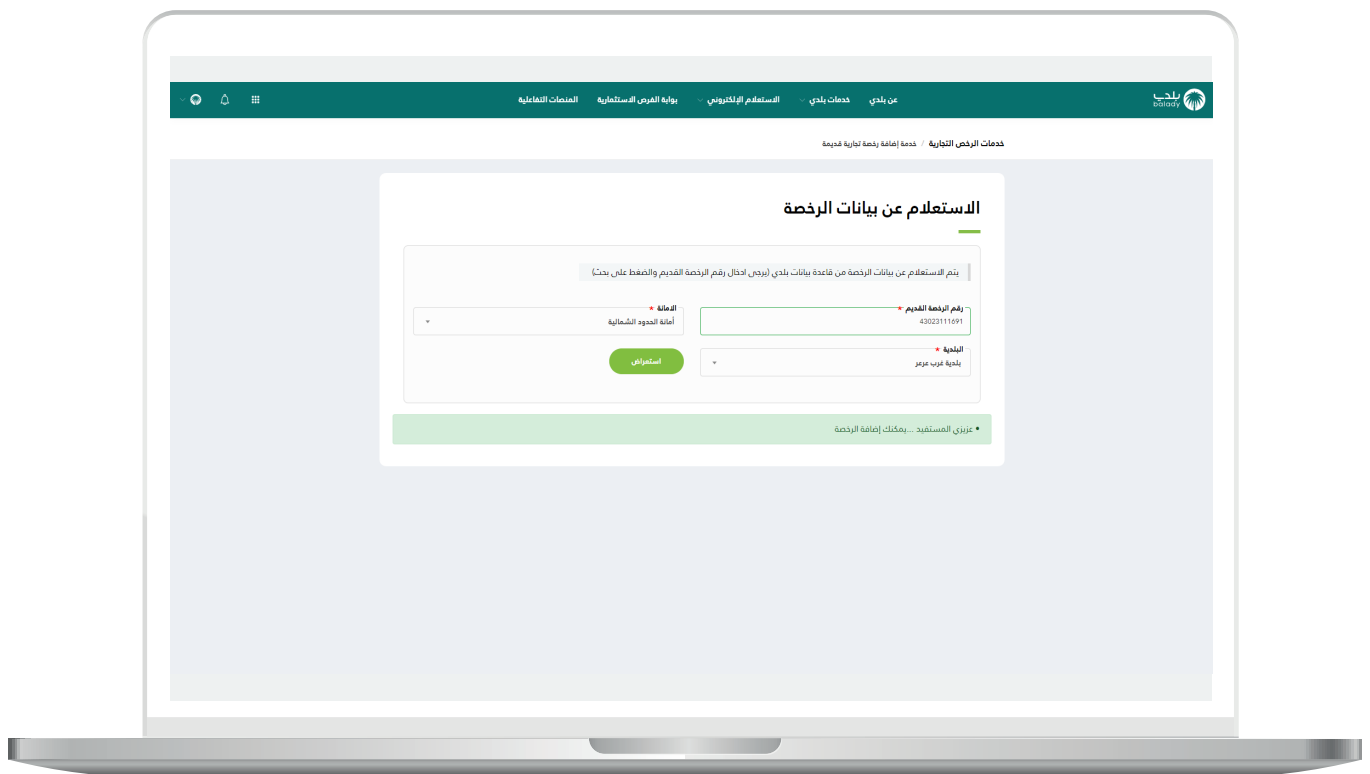
2) A screen appears where the user enters the **(Old License Number)** and selects the appropriate values for **(Municipality)** and **(Sub-municipality)** from the dropdown menus before clicking **(Browse)**.



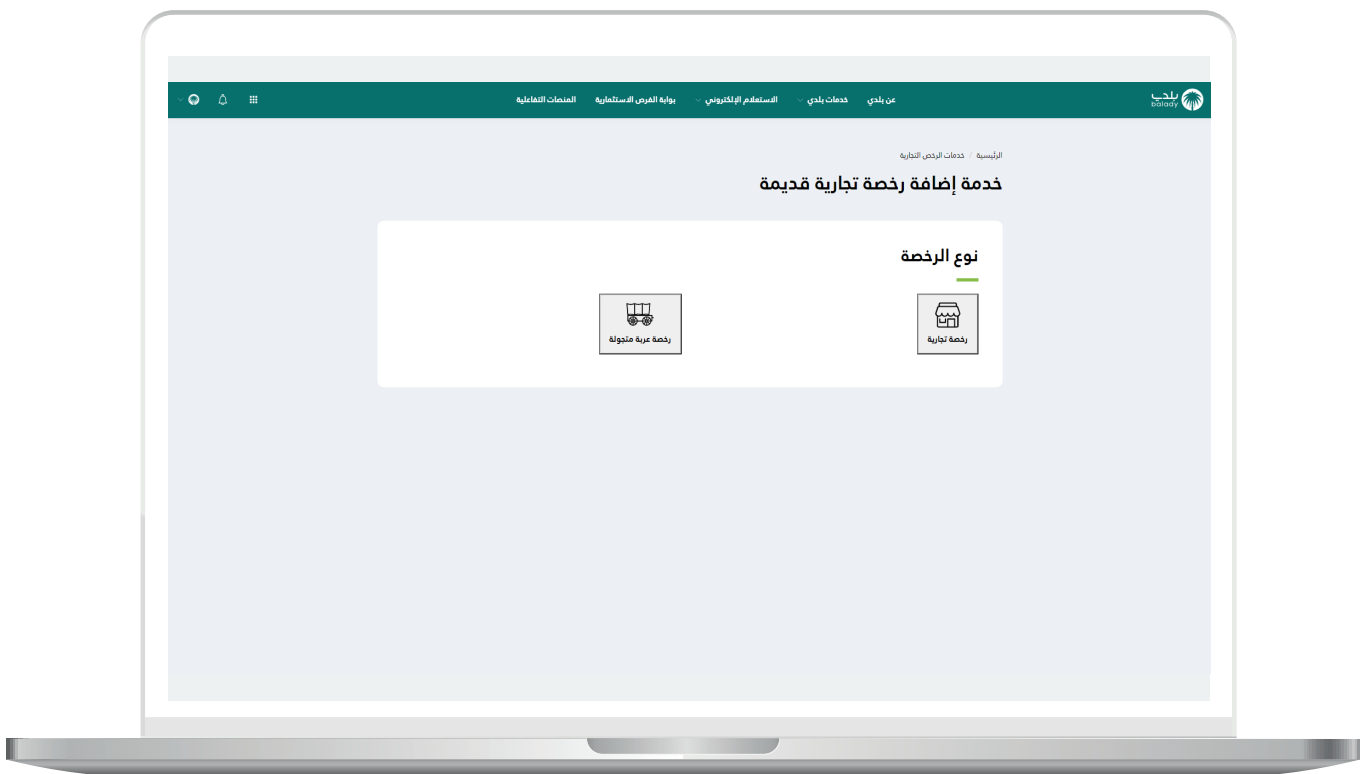
3) If the entered license details match an existing record, the system displays its details, and duplicate entry is not allowed.



4) If the license does not exist in the system, a message informs the user that the license can be added. The license can be added, as on the screen below.

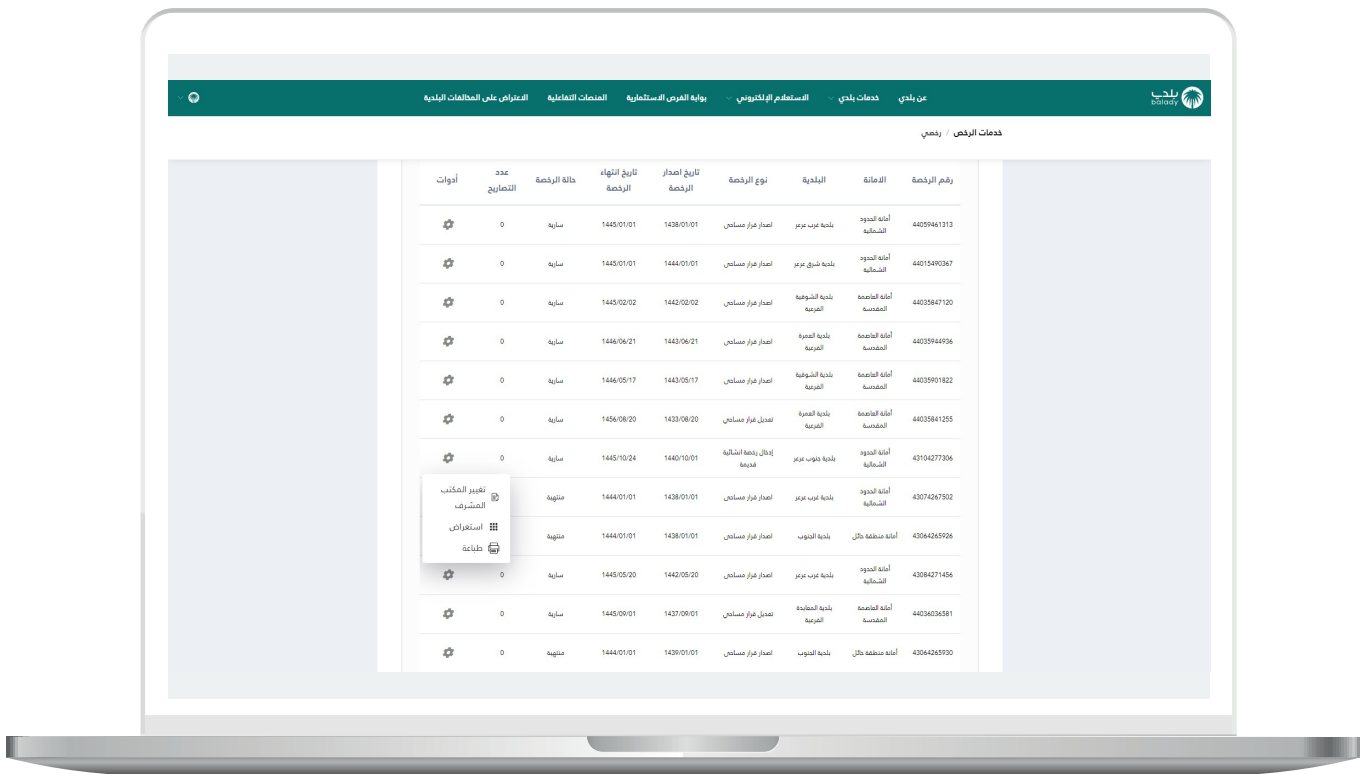


5) The user is redirected to a screen where they select the type of license they wish to add (**Commercial License, Mobile Cart License**) and proceed with the necessary steps for issuance.

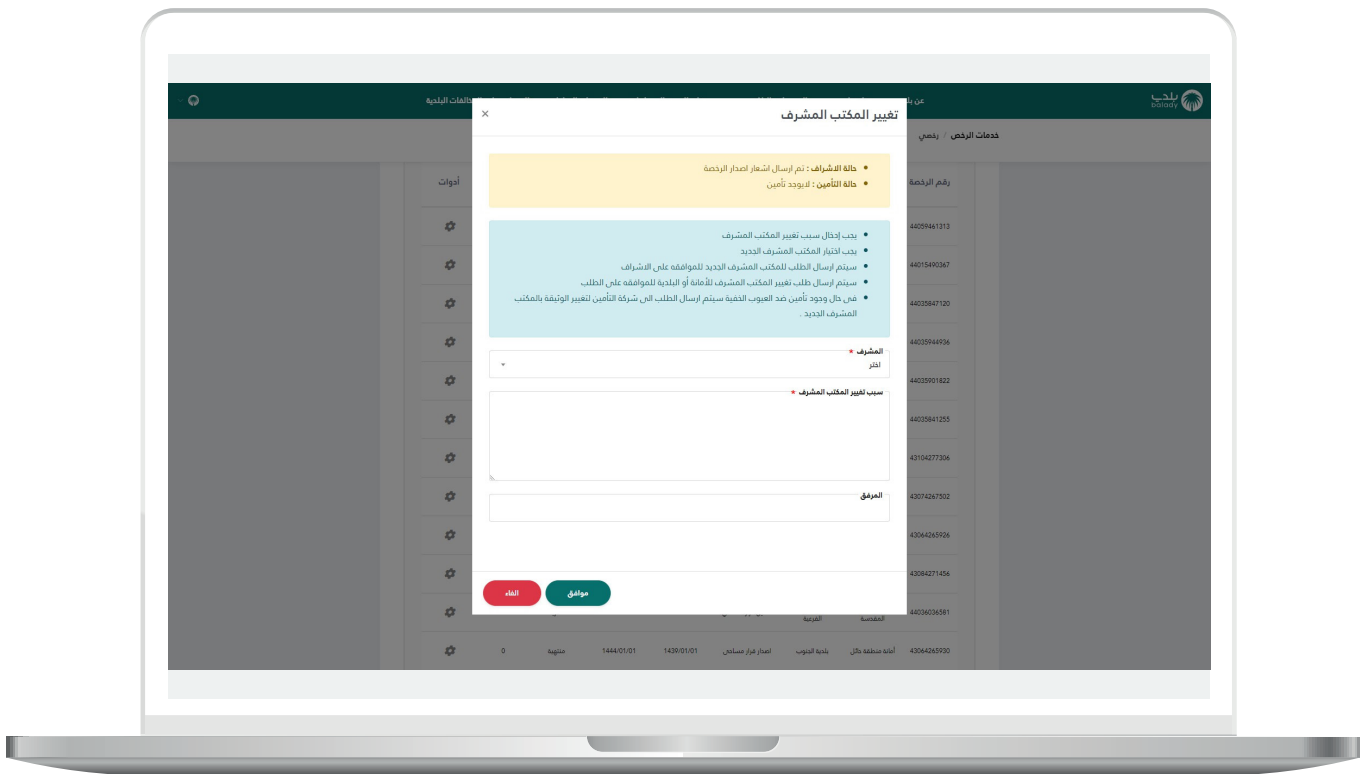


Change of Supervisory Office

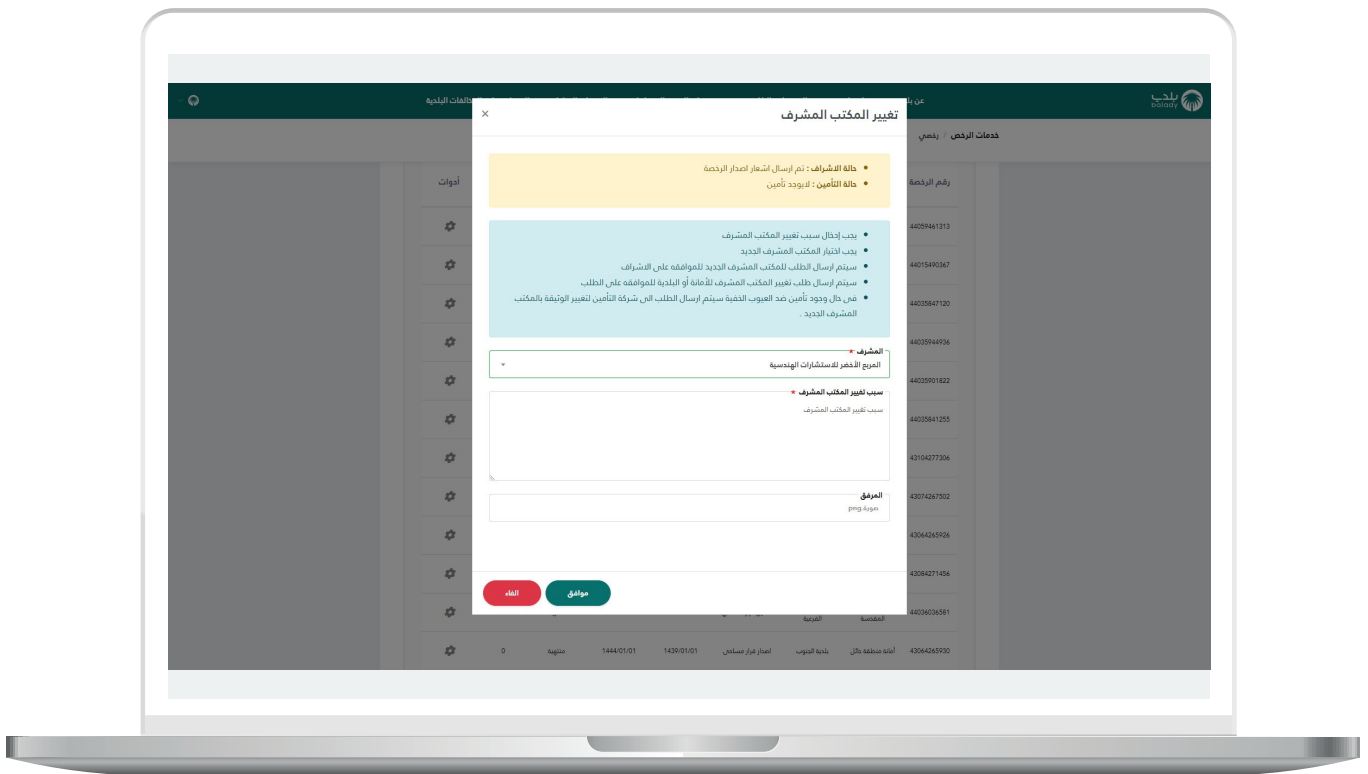
- 1) The system allows changing the supervising office by clicking (Change Supervising Office).



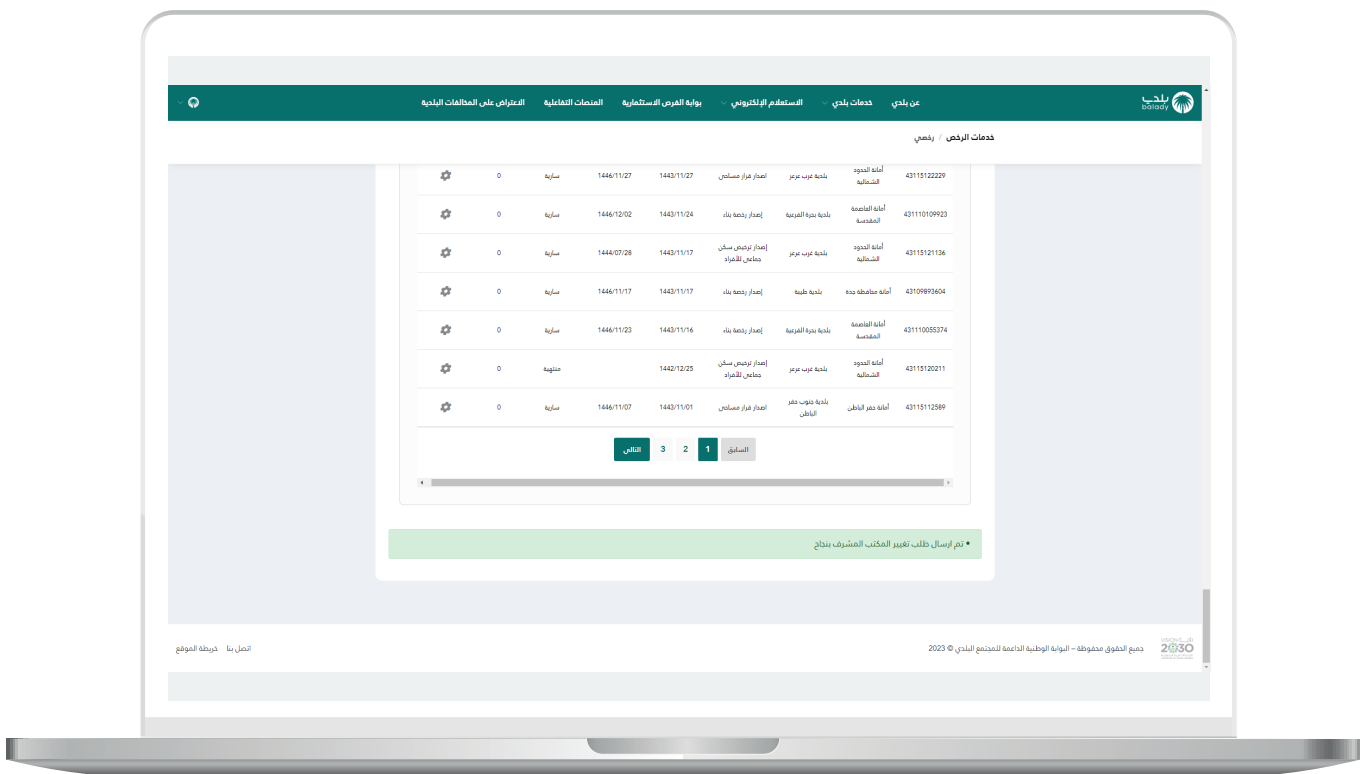
2) A screen appears where the user selects the new supervising office from the (Dropdown Menu) and provides the (Reason for Change).



3) Clicking **(Confirm)** submits the request, while clicking **(Cancel)** exits without making changes.

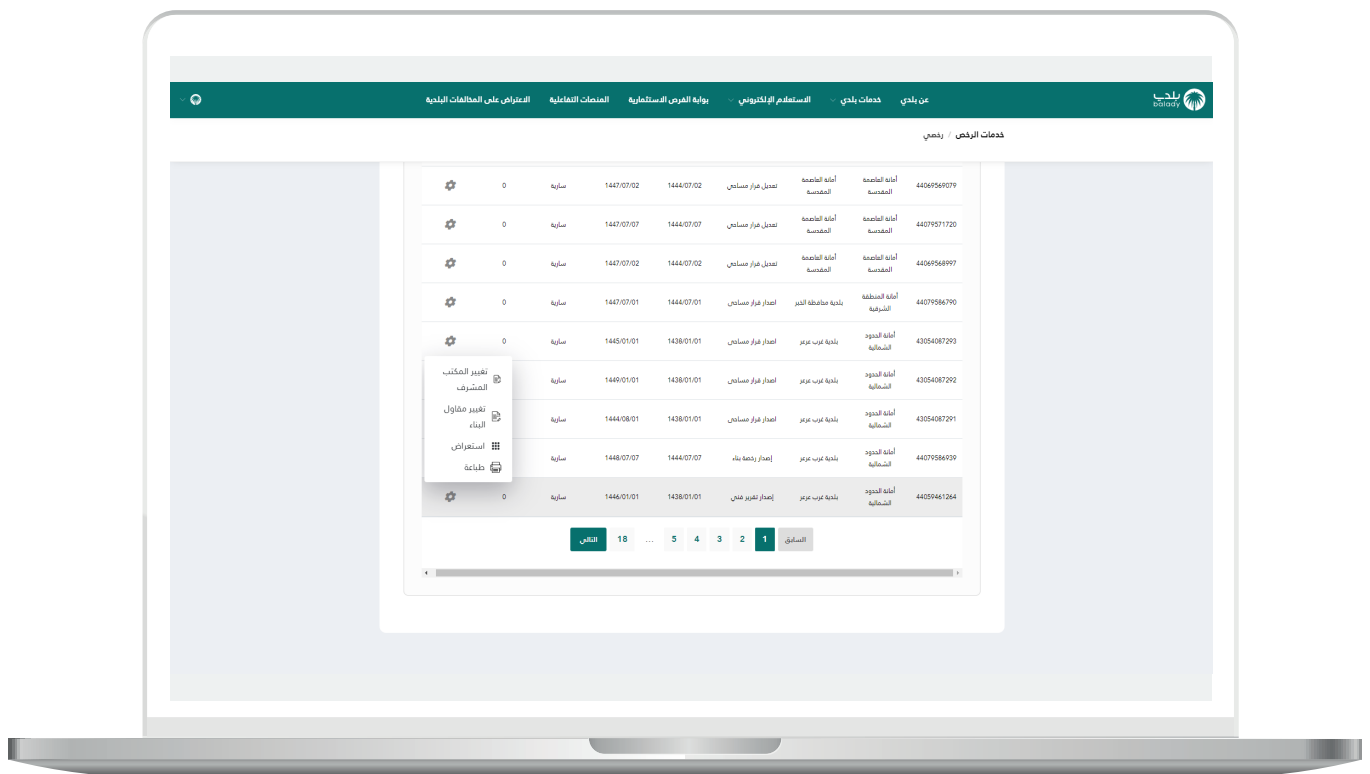


4) A confirmation message appears, indicating that the request has been successfully processed.

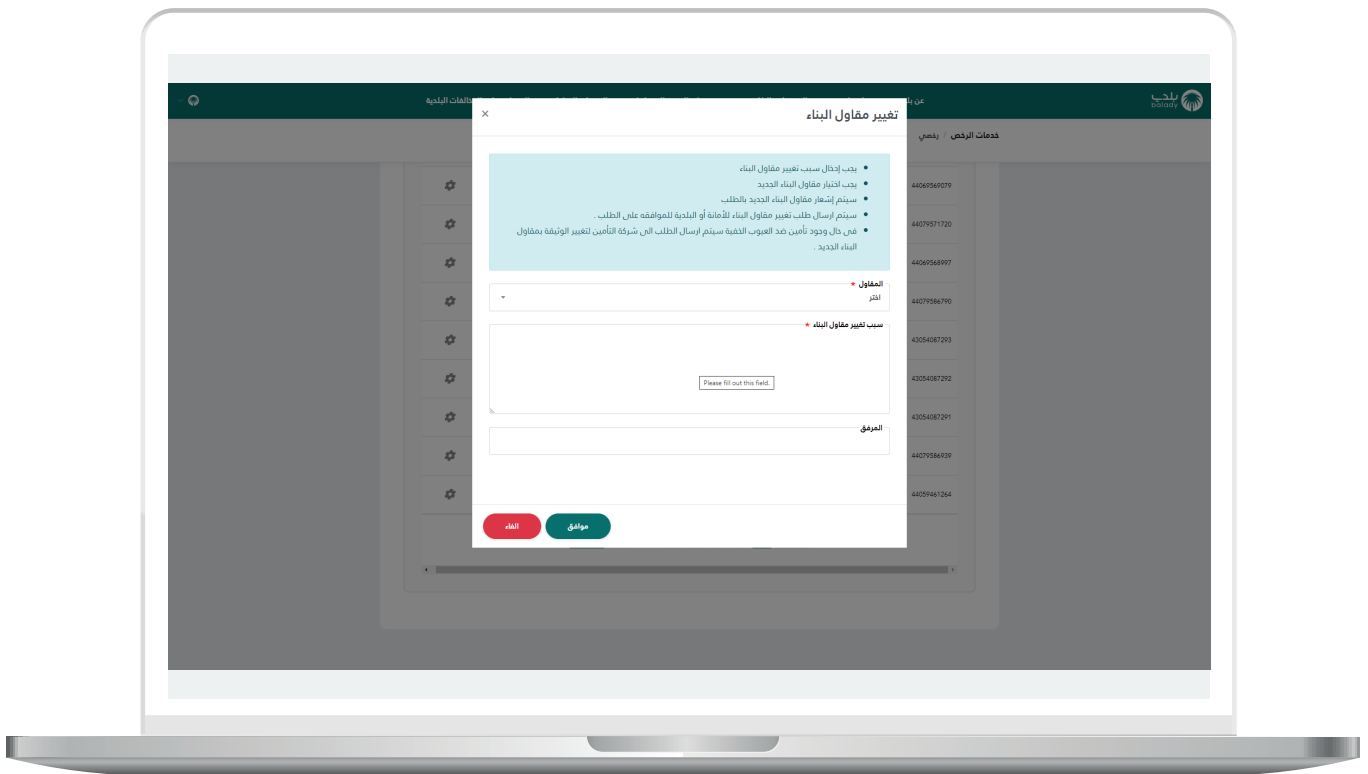


Changing the Construction Contractor

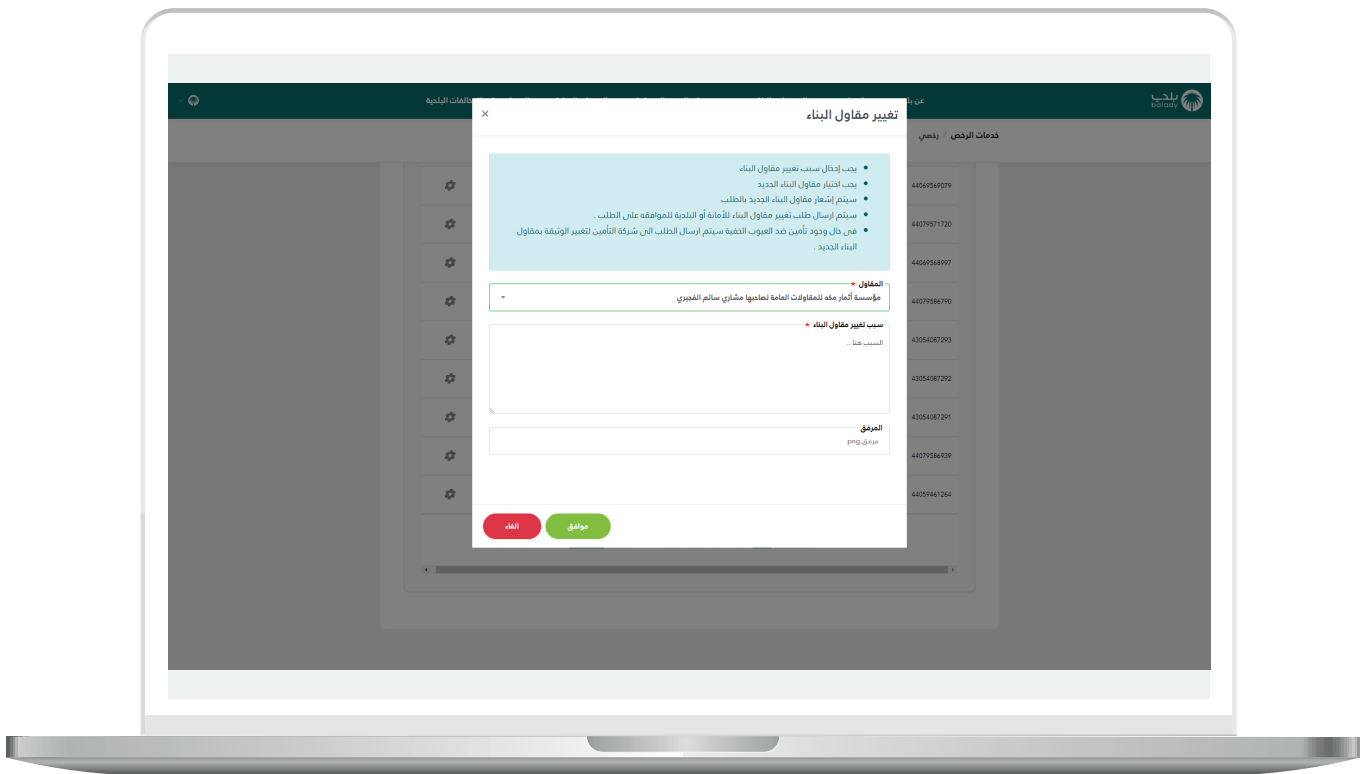
- 1) The system allows changing the construction contractor by clicking **(Change Construction Contractor)**.



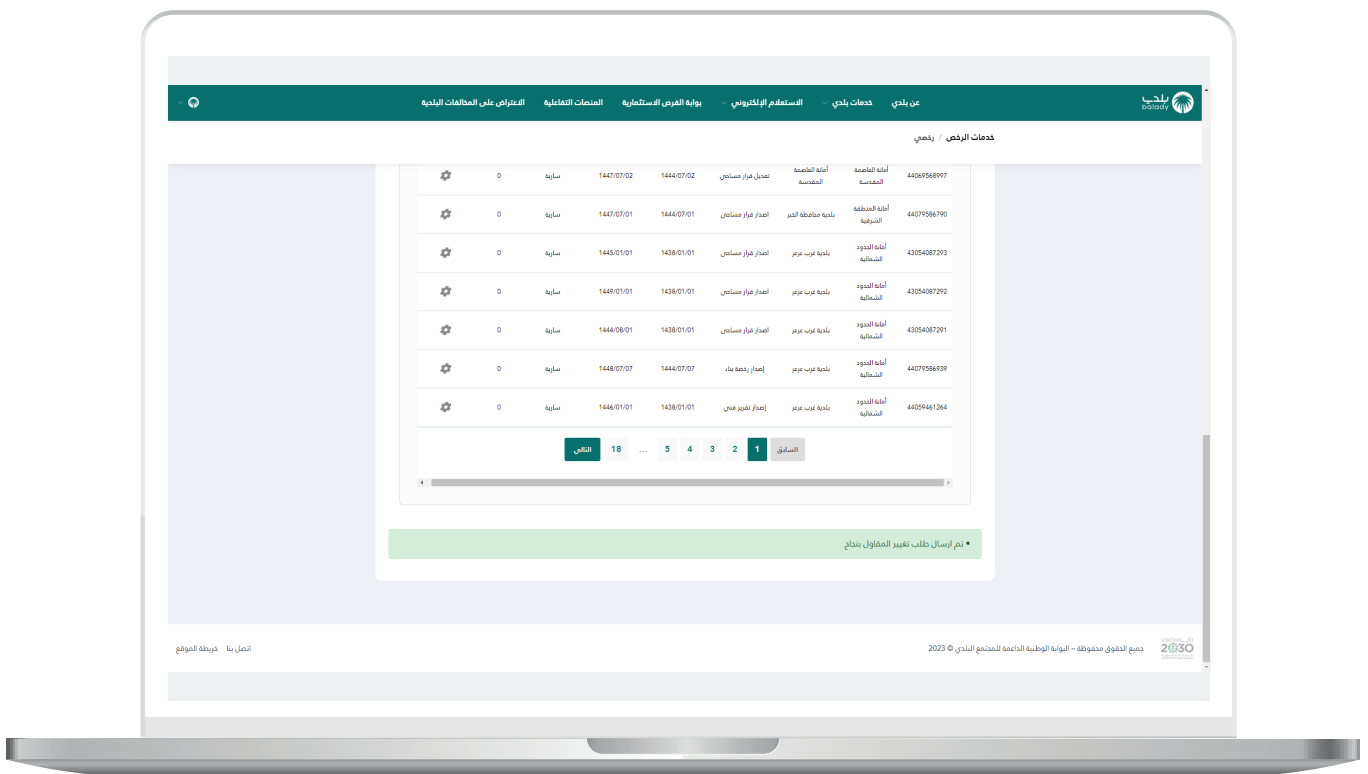
2) A screen appears where the user selects the new contractor from the (Dropdown Menu) and provides the (Reason for Change).



3) Clicking **(Confirm)** submits the request, while clicking **(Cancel)** exits without making changes.



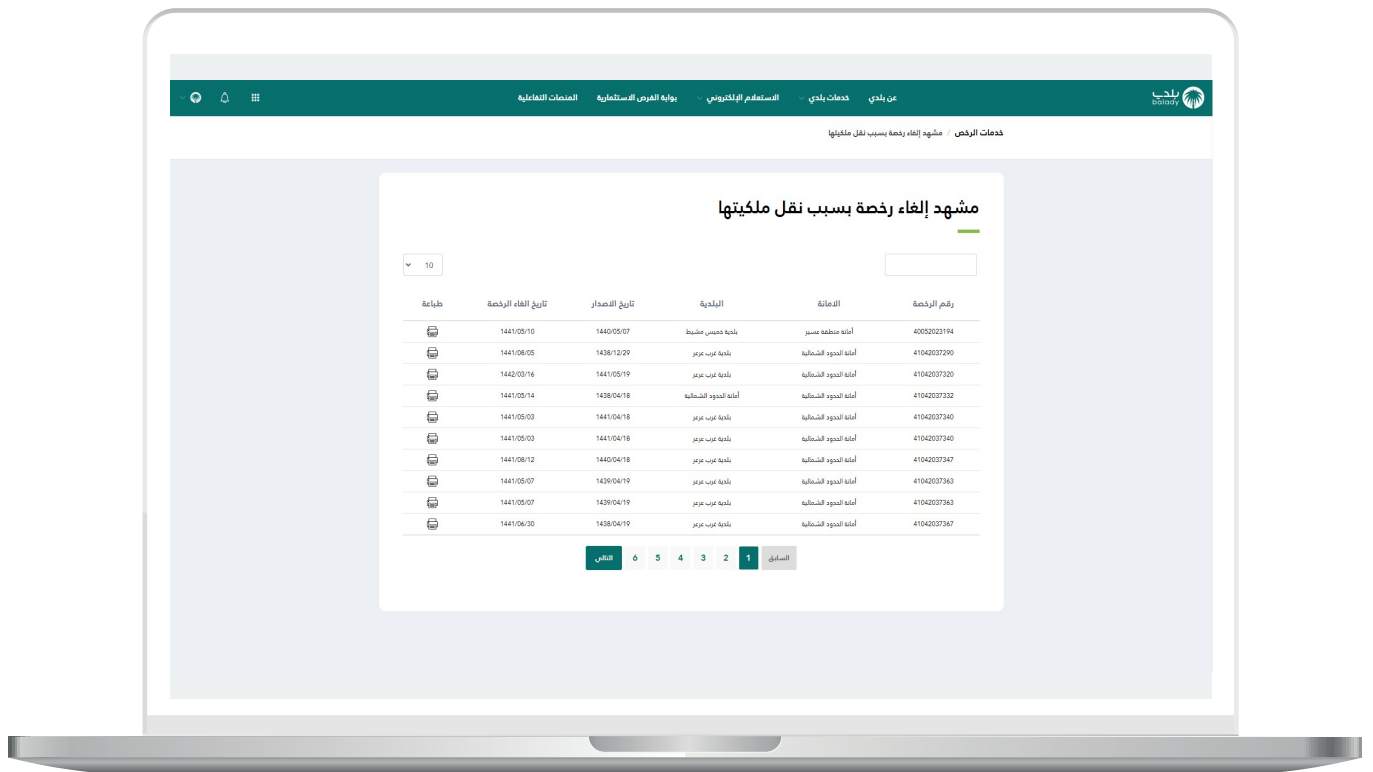
4) A confirmation message appears, indicating that the request has been successfully processed.



Third: Canceled Licenses

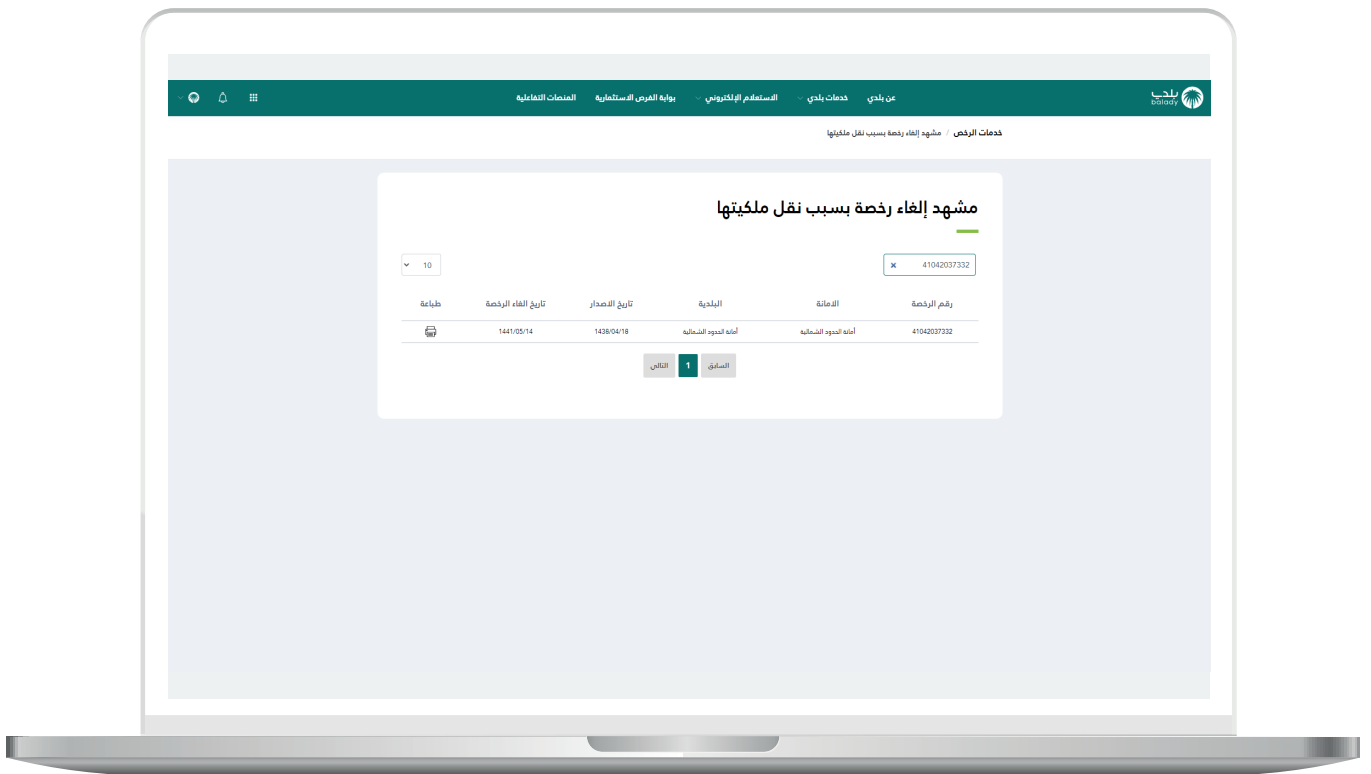
When selecting this service, the system displays all canceled licenses associated with the user. The following functions are available in this screen:

- Search for a canceled license.
- Adjust the number of licenses displayed per page.
- Print a cancellation certificate due to ownership transfer.



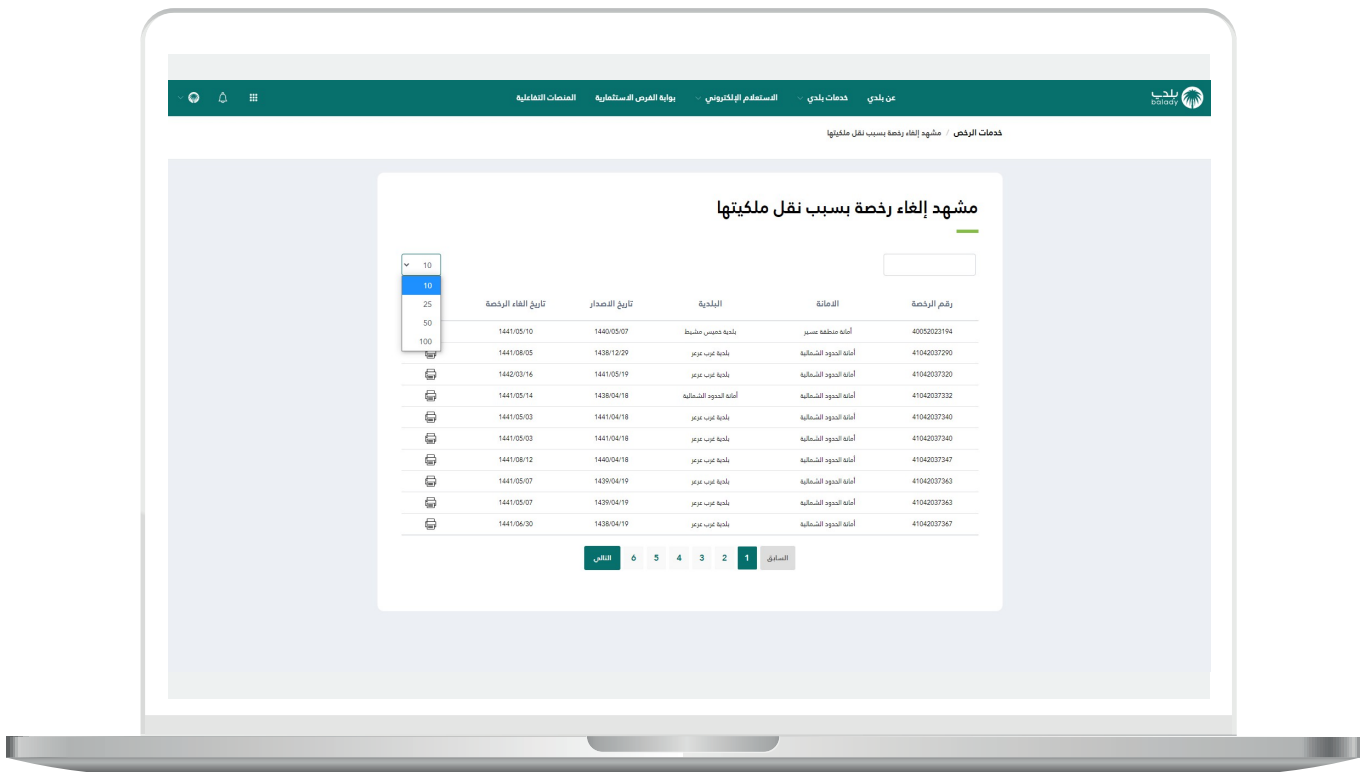
Searching for a License

The user enters a value in the search field. The search applies to (**License Number, Municipality, Secretariat, Issue Date, License Cancellation Date**).



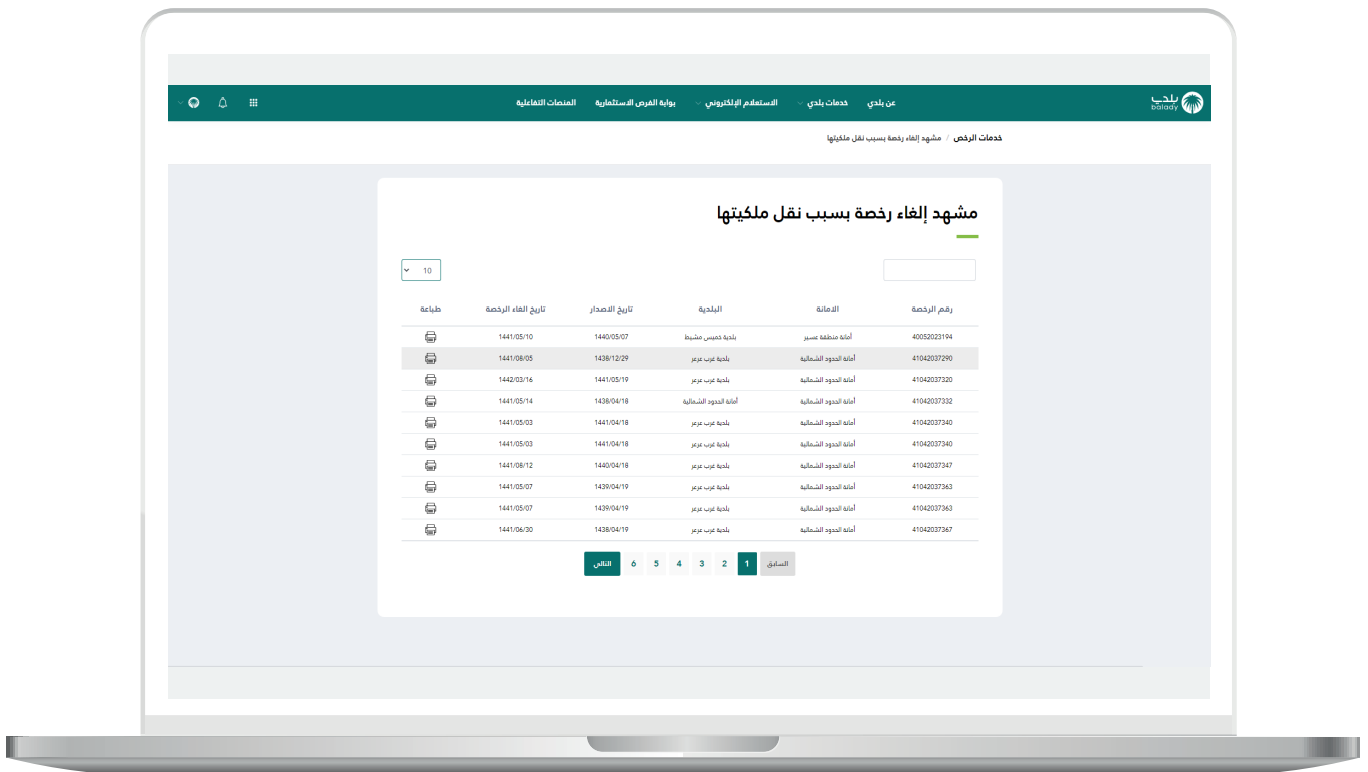
Adjusting the Number of Displayed Licenses

The user selects the number of licenses displayed per page from the (Dropdown Menu).

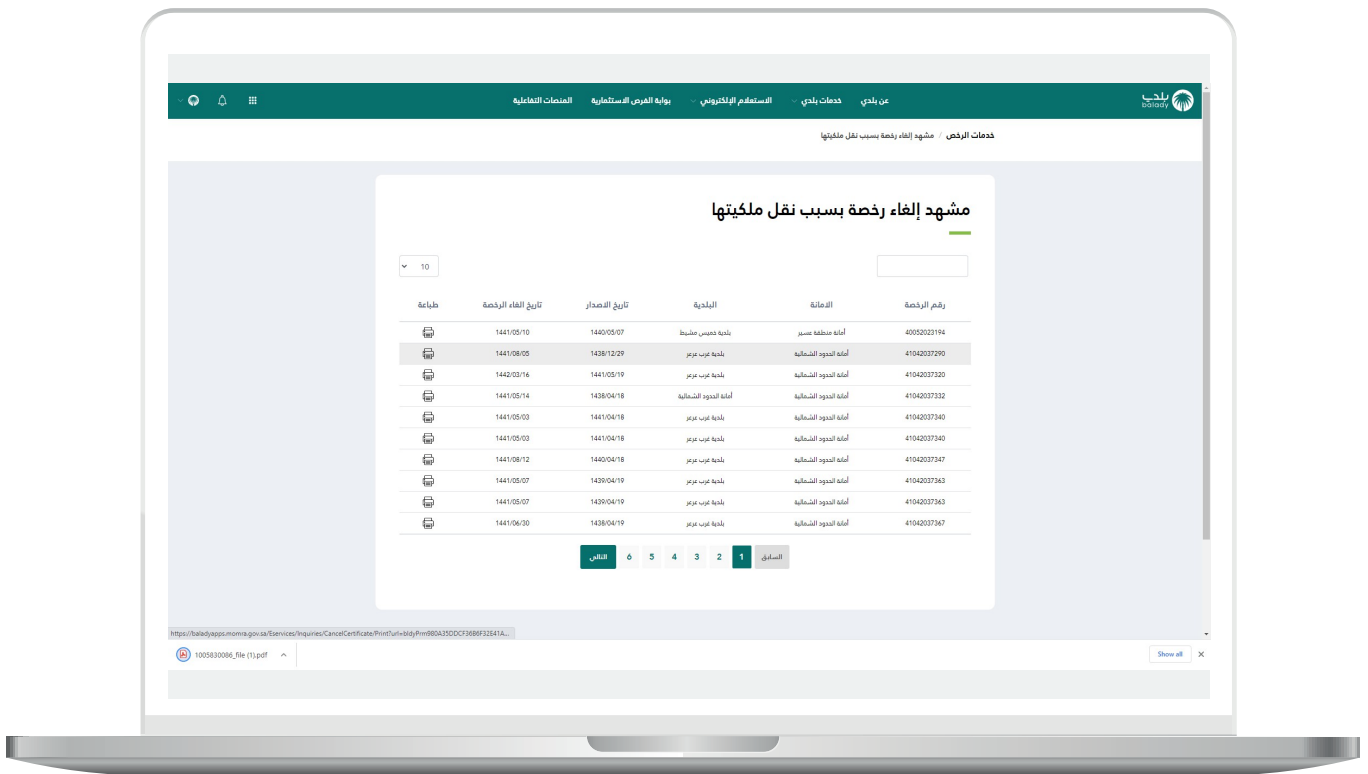


Printing a Cancellation Certificate Due to Ownership Transfer

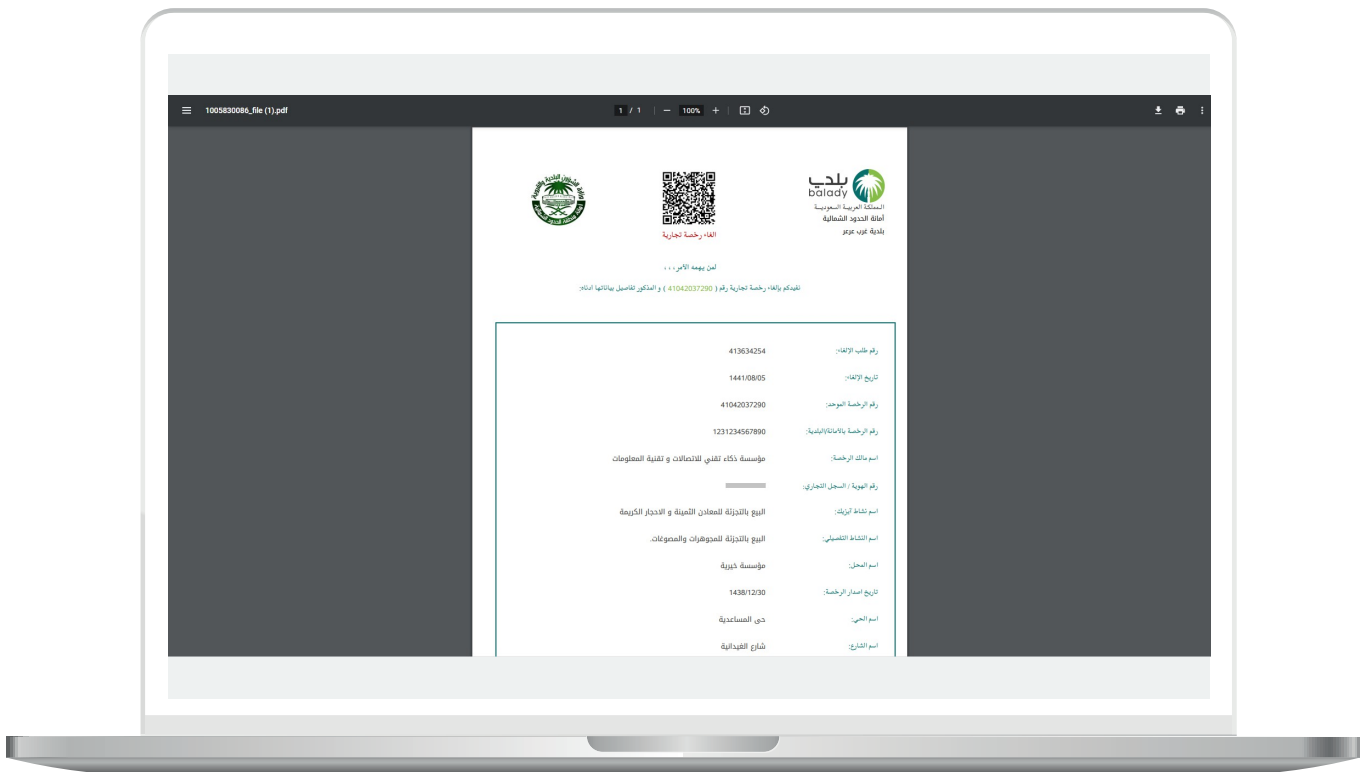
- 1) The system allows the previous owner to print a cancellation certificate due to ownership transfer by clicking the **(Printer)** icon.



2) The file downloads to the user's device.



3) After clicking on the file, it appears as follows.



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

