



وزارة البلديات والإسكان  
Ministry of Municipalities and Housing

User Guide for the Service of  
**Virtual Municipality**

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Beneficiary's  
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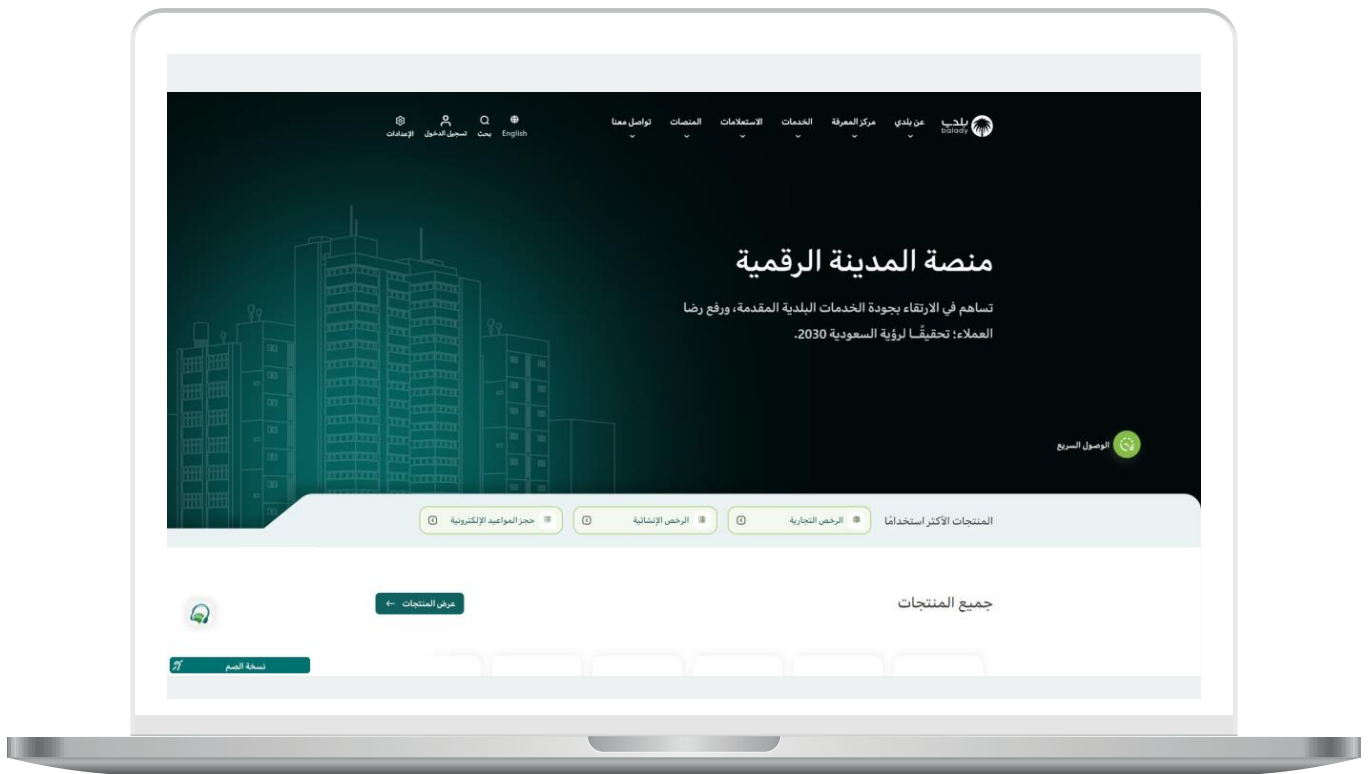


## Service Description

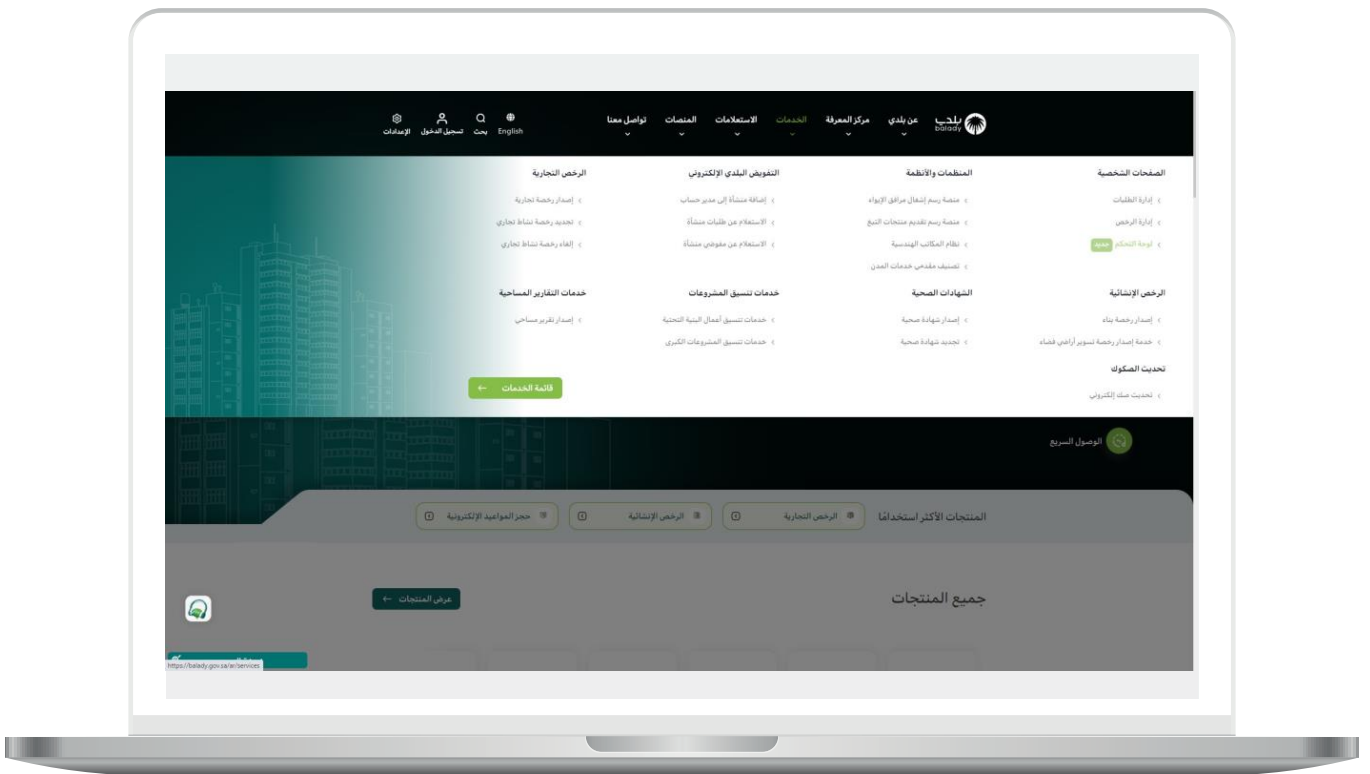
This service enables users to conduct a virtual visit by connecting with a customer service representative through video call, with the ability to upload the required files and documents directly during the session and share the screen with the specialist to complete tasks easily and efficiently without the need to visit service centers..

## Steps to Use the Service

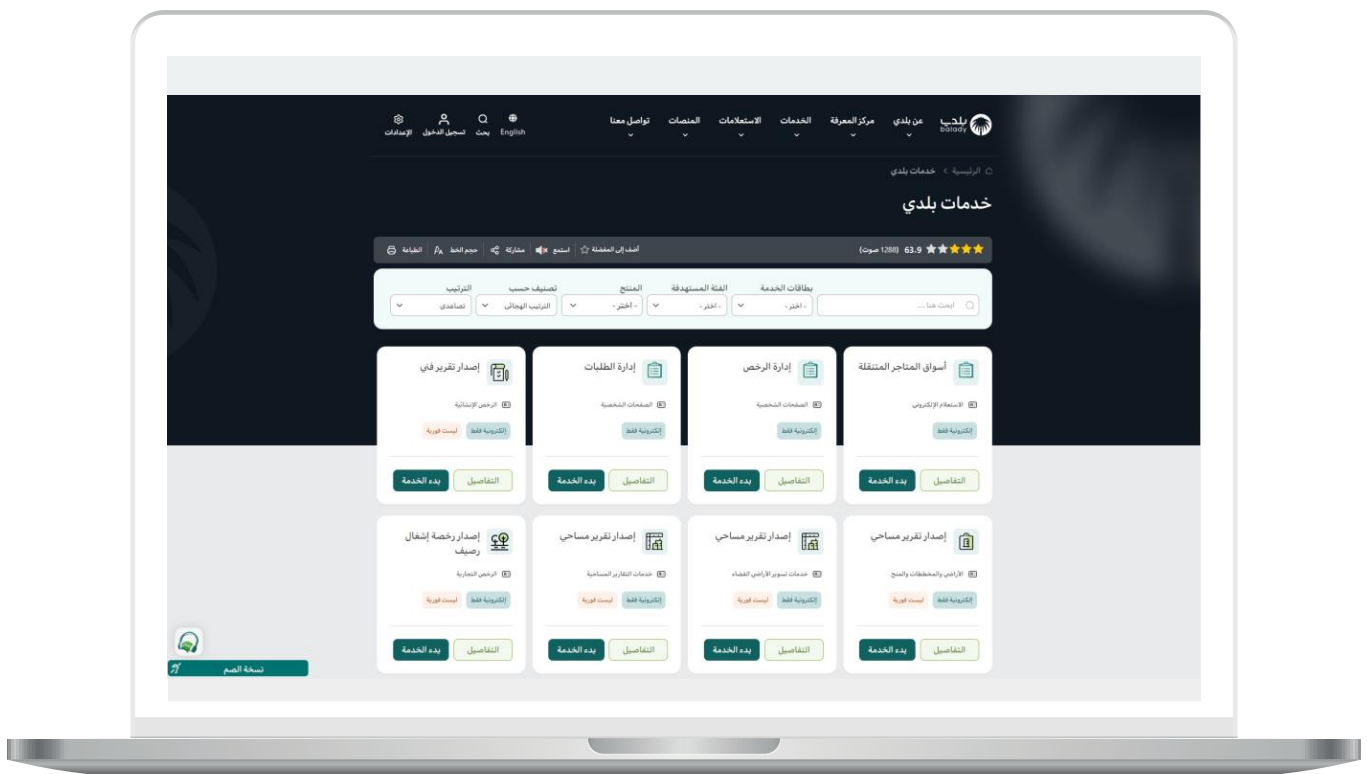
1) After accessing the Balady platform, the main screen of the platform appears as shown below, where the **(Services)** menu is selected.



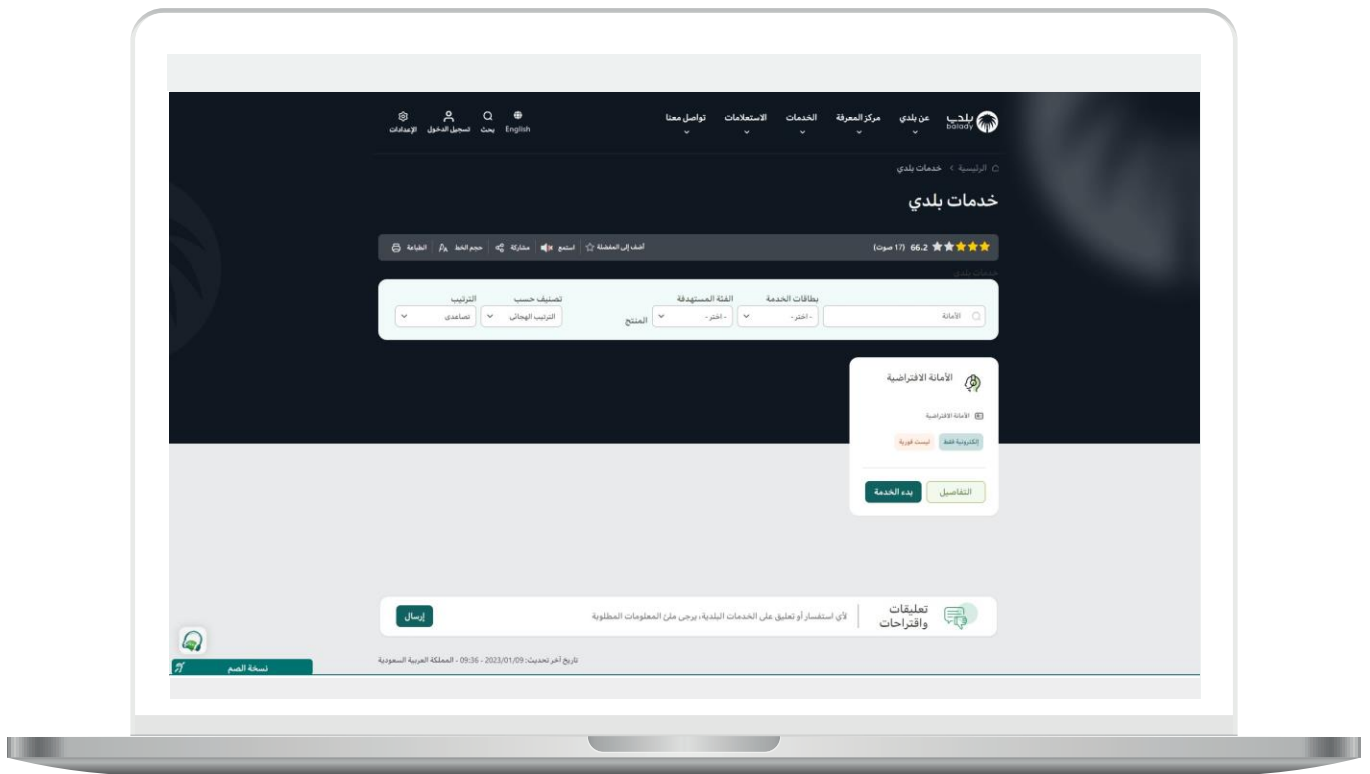
2) Click the (Services List) button.



3) The **(Balady Services)** screen appears, allowing users to search for the required service.

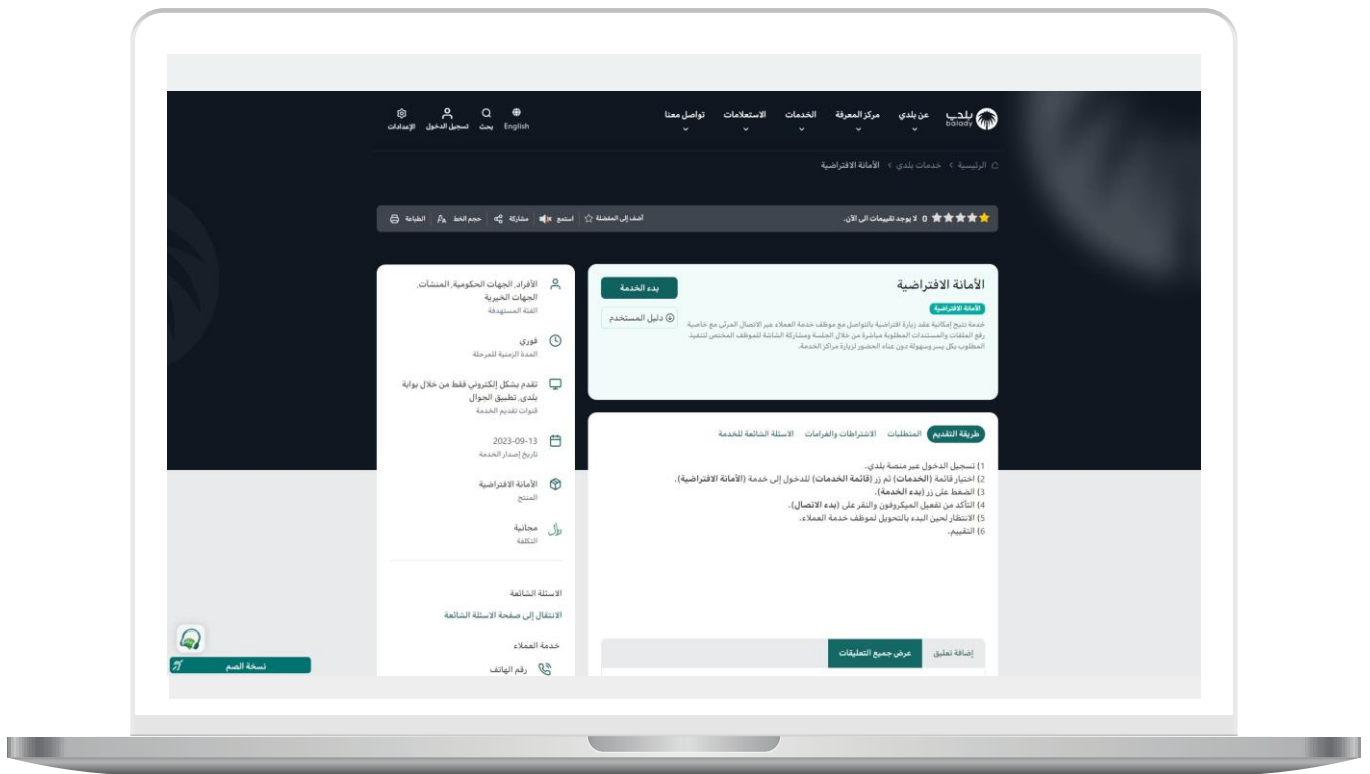


4) Once the desired service appears, click the **(Details)** button to display the service card.



5) The service card screen appears, showing information such as How to Apply, Requirements, Conditions, and Fines, etc.

To start the service procedures, click the **(Start Service)** button.



6) The user is taken to the next screen, where the following fields are filled out: **(Reason for Visit, Select Municipality, Purpose of Visit, Select Service)**.

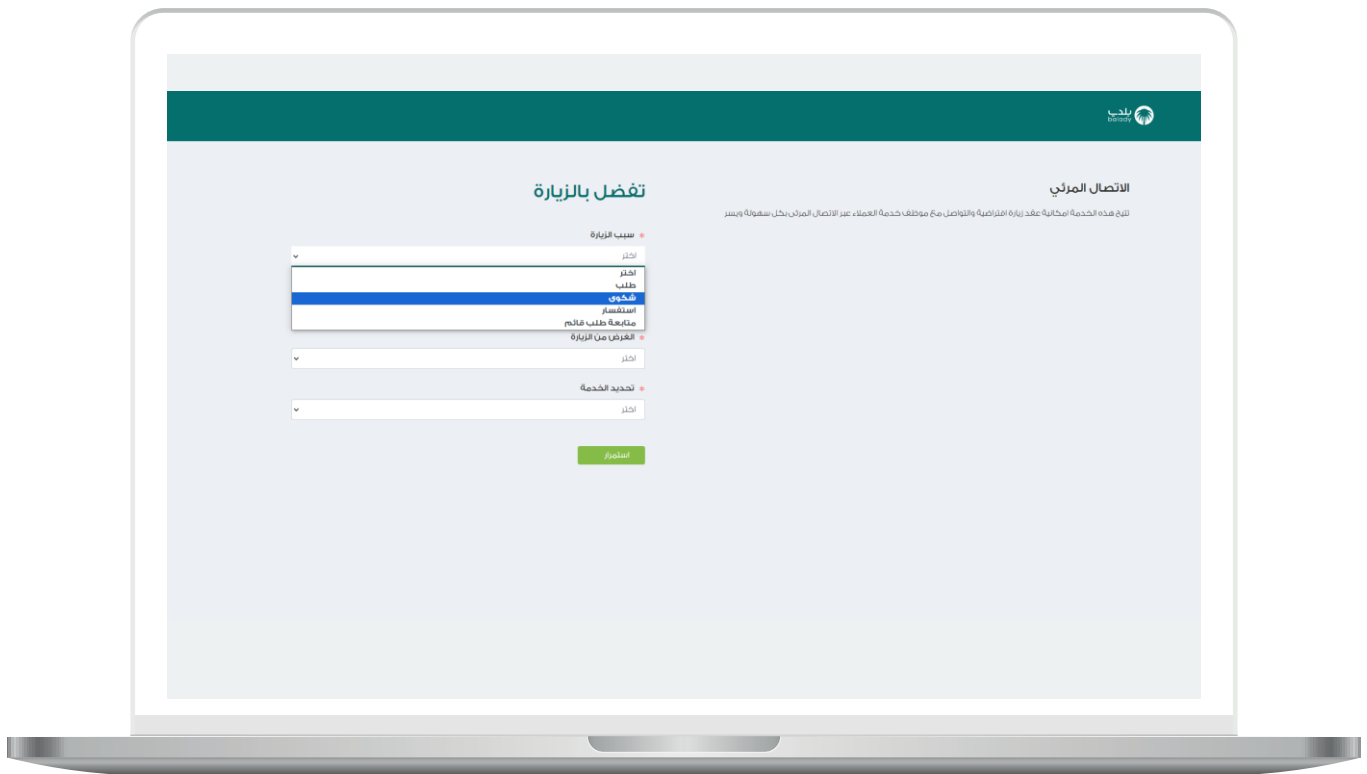
After completing the fields, click the **(Continue)** button.

The screenshot shows a web application interface for a virtual municipality service. The page is titled "تفضل بالزيارة" (Please visit) and "الاتصال المرئي" (Video Call). It contains four dropdown menus for selecting "سبب الزيارة" (Reason for visit), "مunicipality" (محافظة), "الغرض من الزيارة" (Purpose of visit), and "تقديم الخدمة" (Service provided). A green "استمرار" (Continue) button is at the bottom.

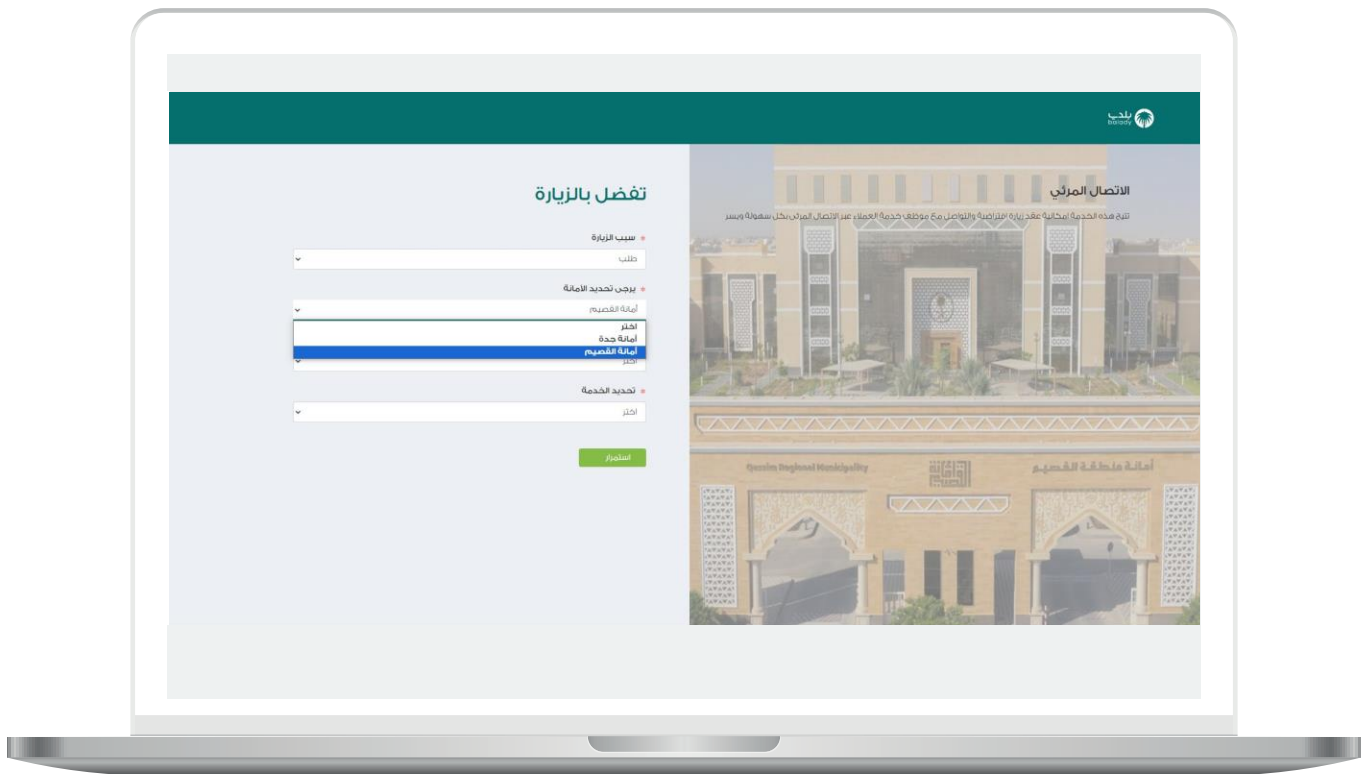




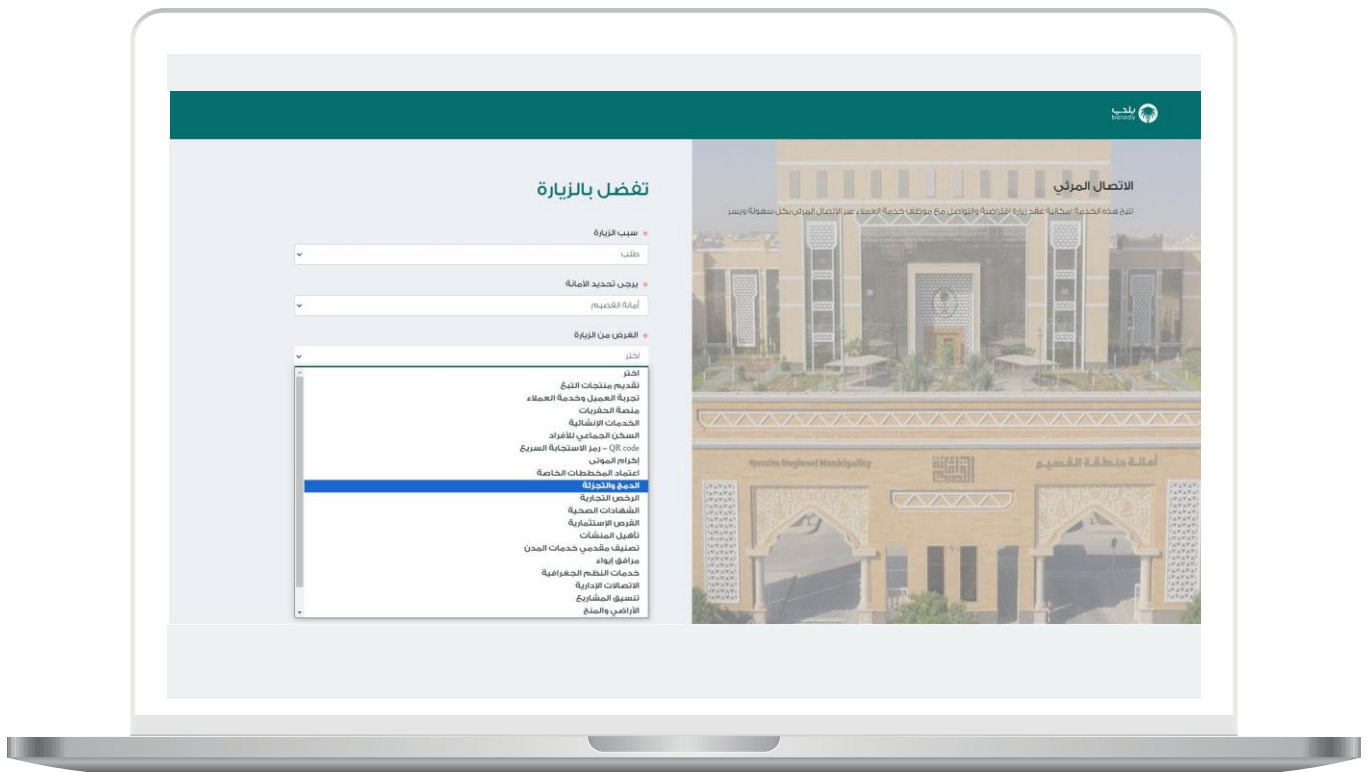
7) The dropdown list for (Reason for Visit) appears, as shown below.



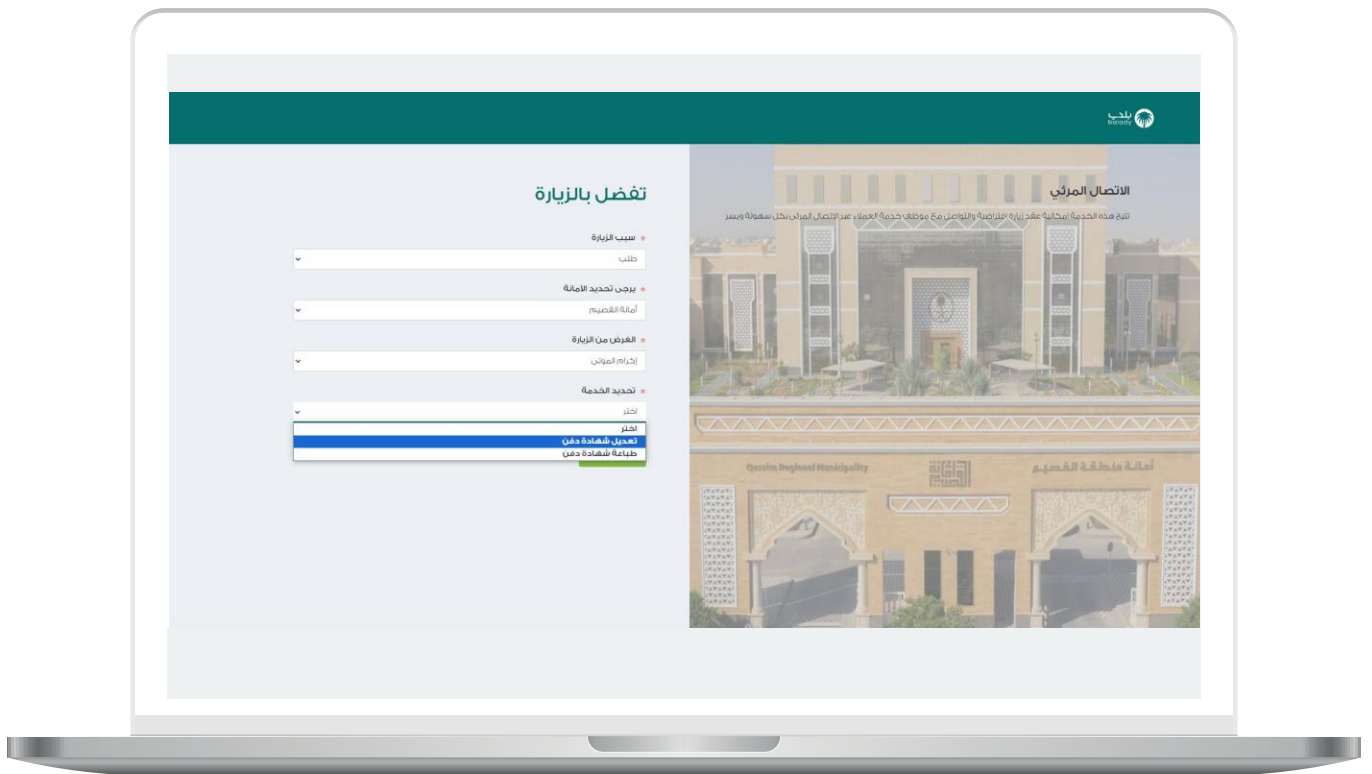
8) The dropdown list for (Select Municipality) appears, as shown below.



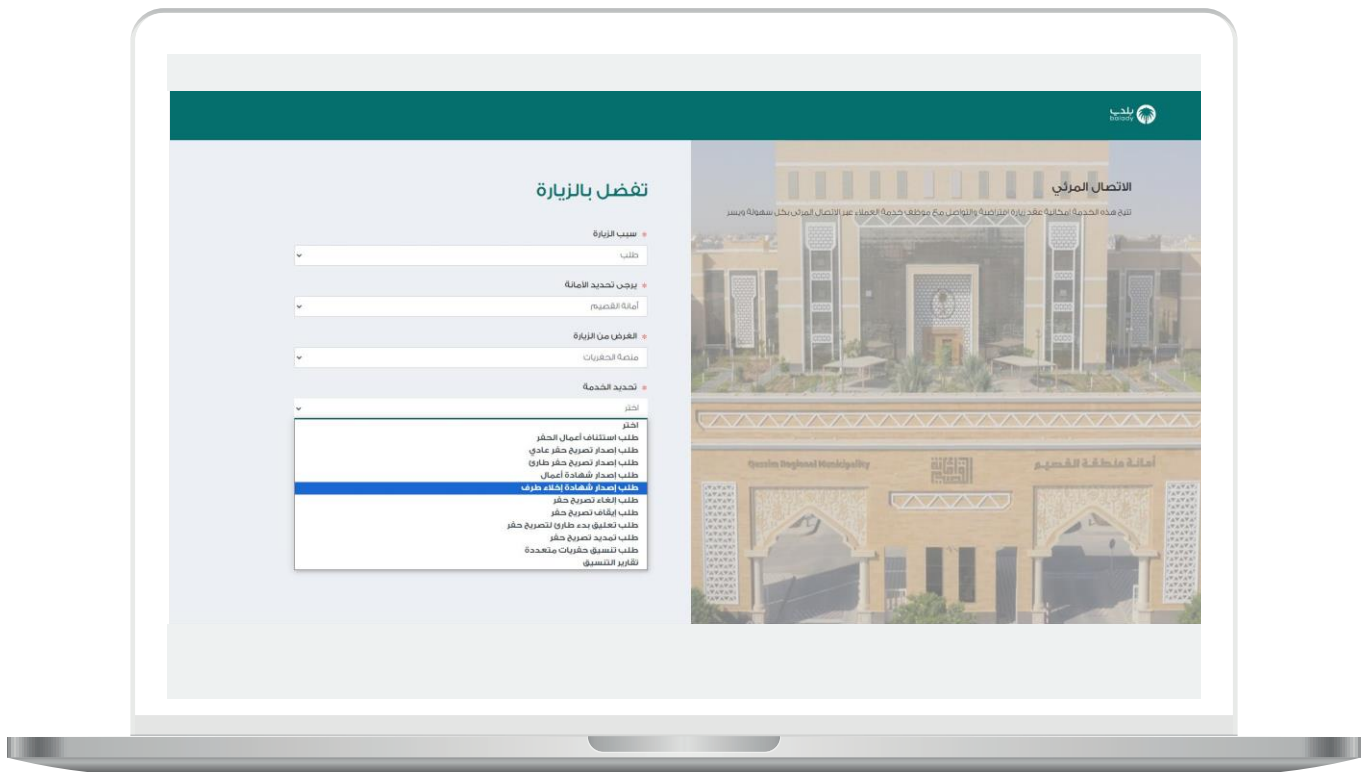
9) The dropdown list for (Purpose of Visit) appears, as shown below.



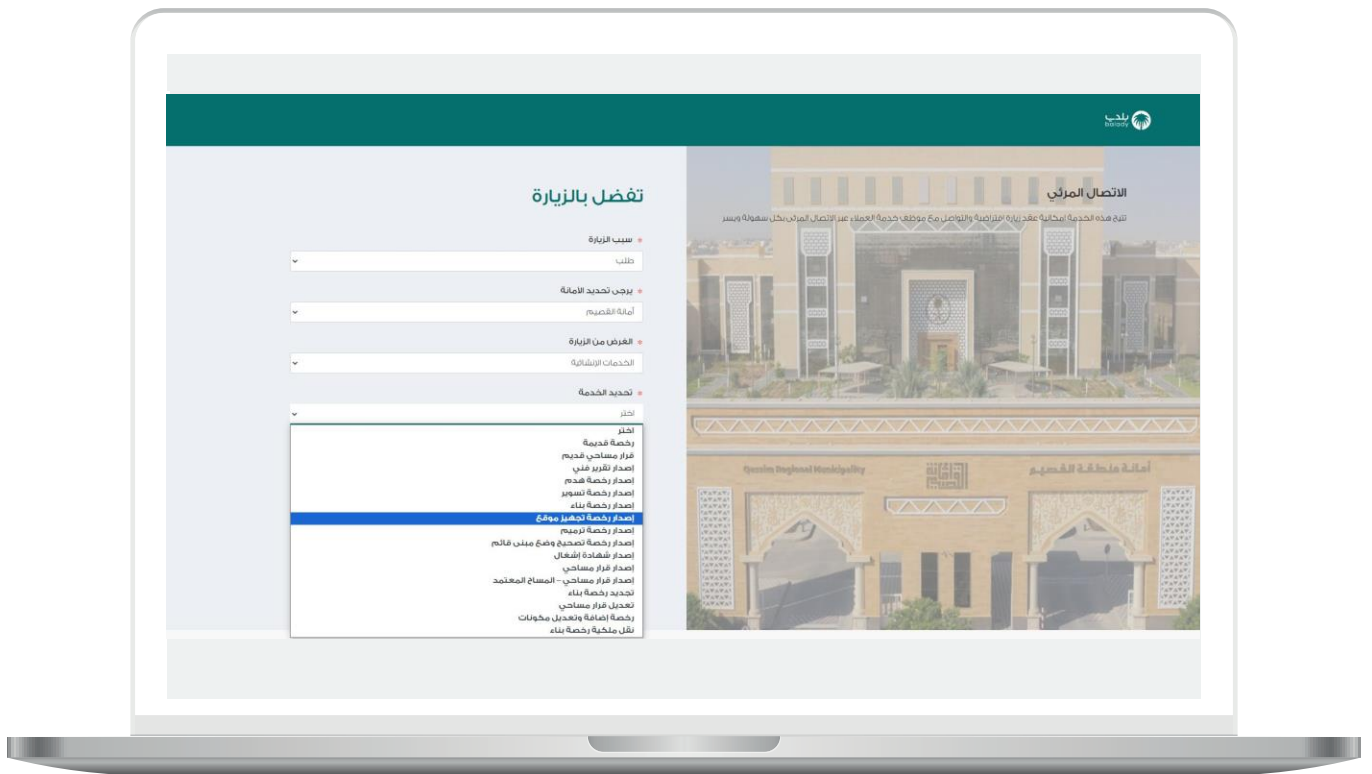
10) The dropdown list for (Select Service) appears, as shown below.



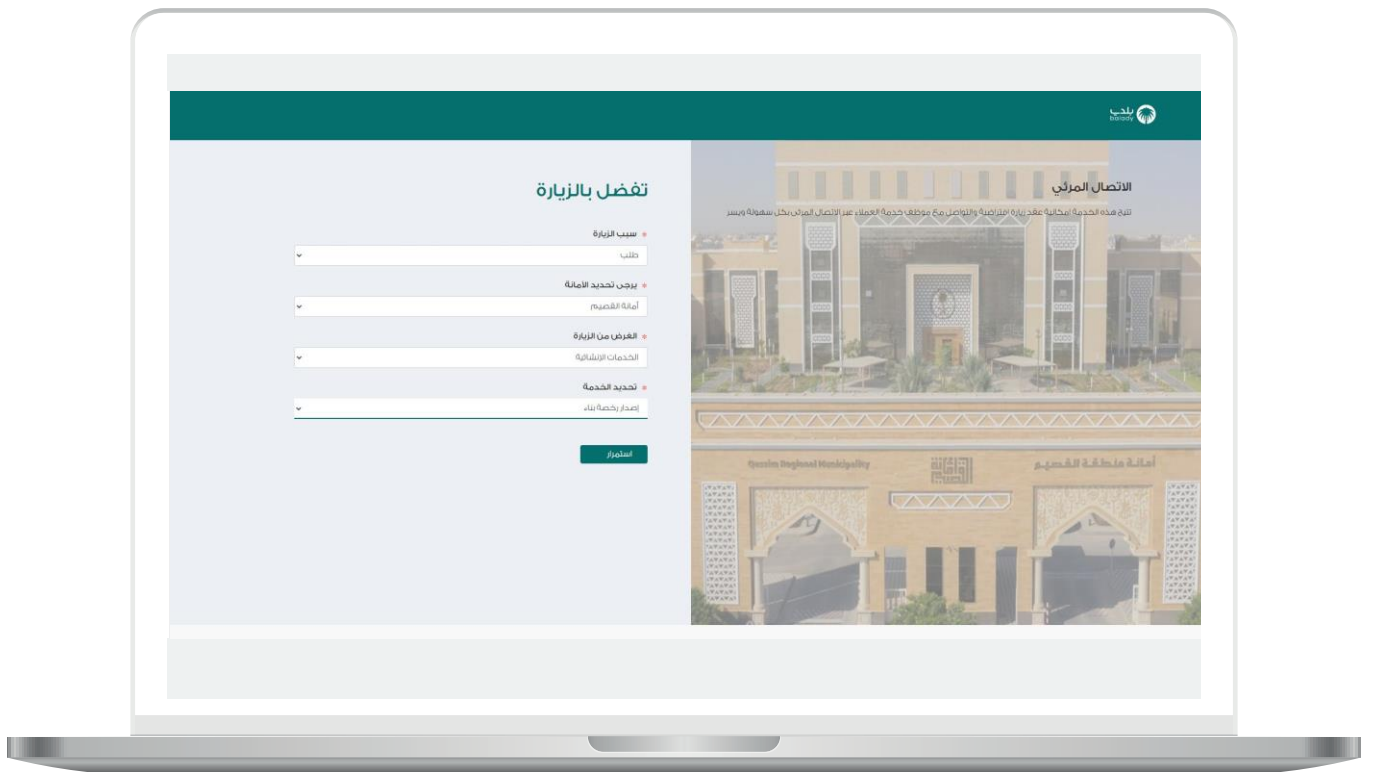
11) If Other is selected from the dropdown list for (Purpose of Visit), different options appear in the (Select Service) dropdown list.



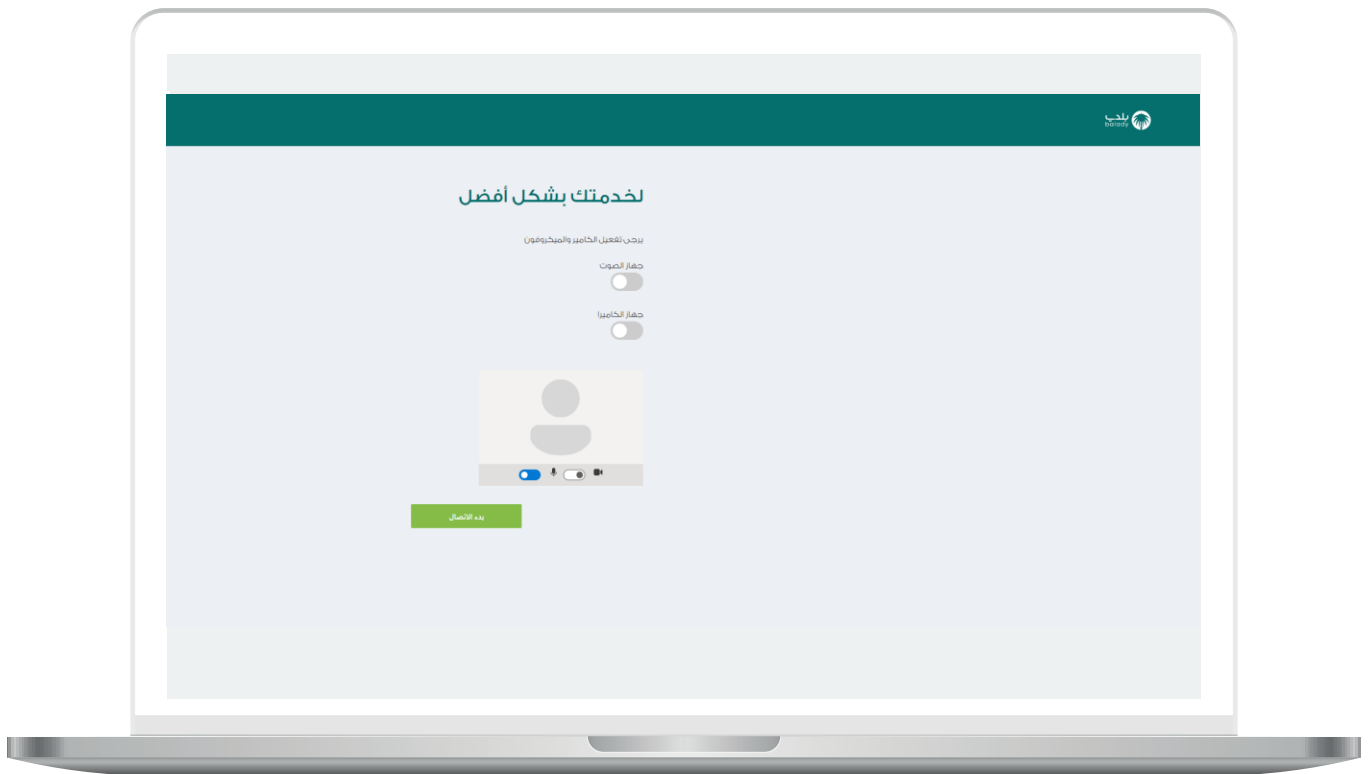
12) Another example is shown.



### 13) Click the (Continue) button.

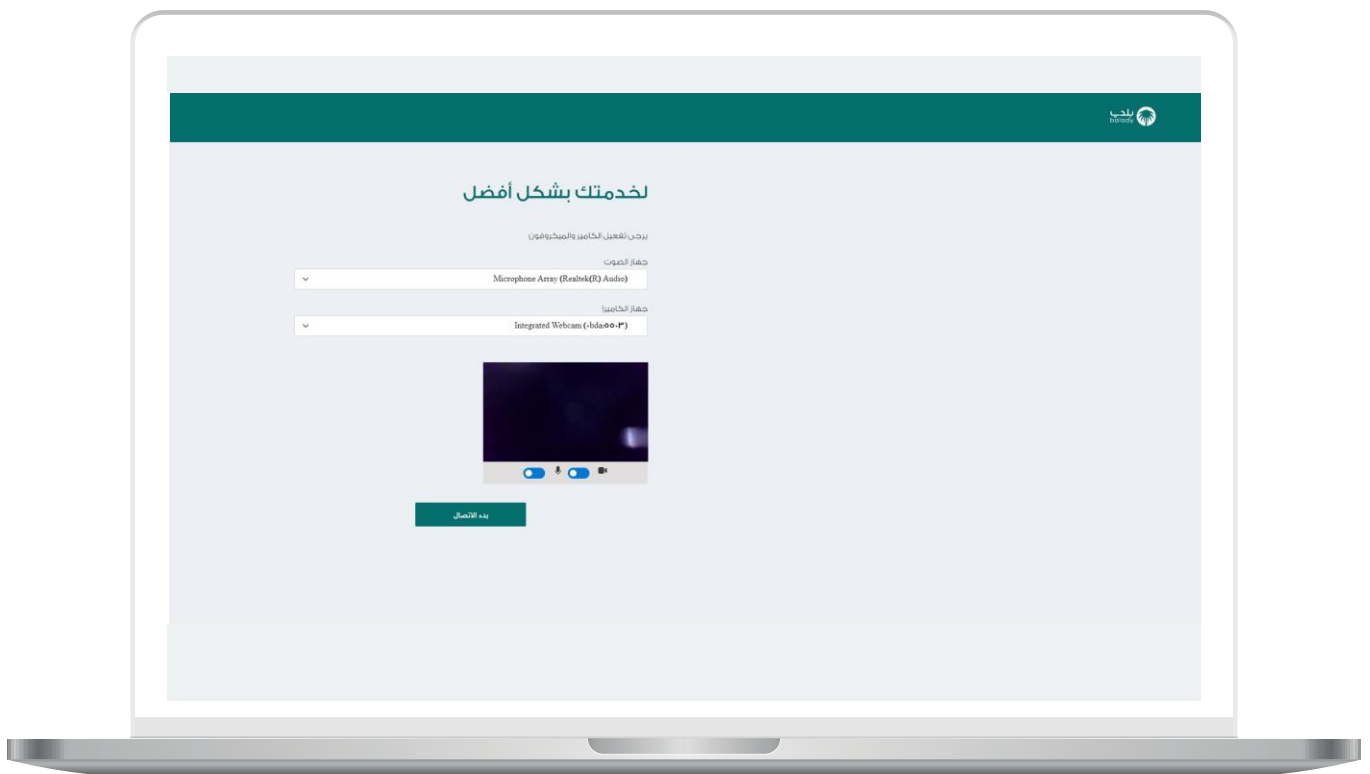


14) On the next screen, enable the audio device and camera device.

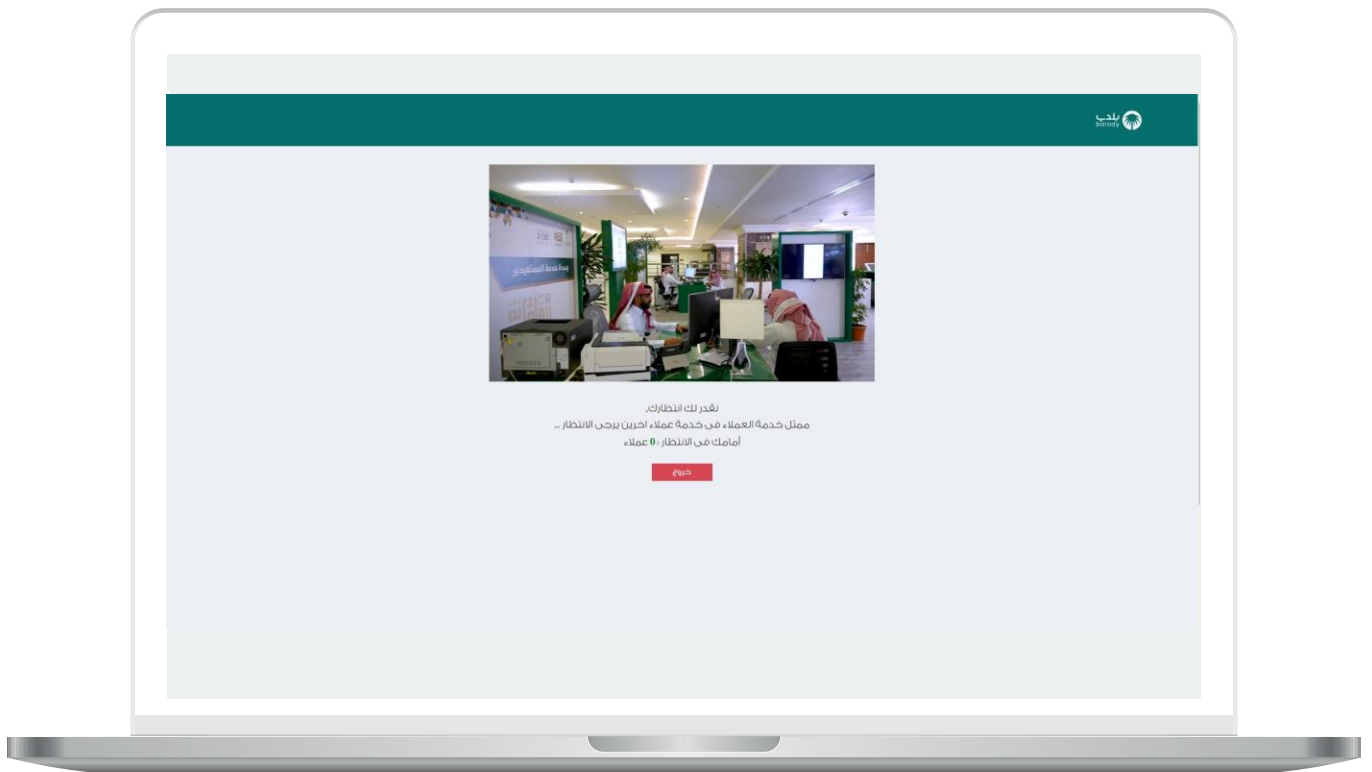




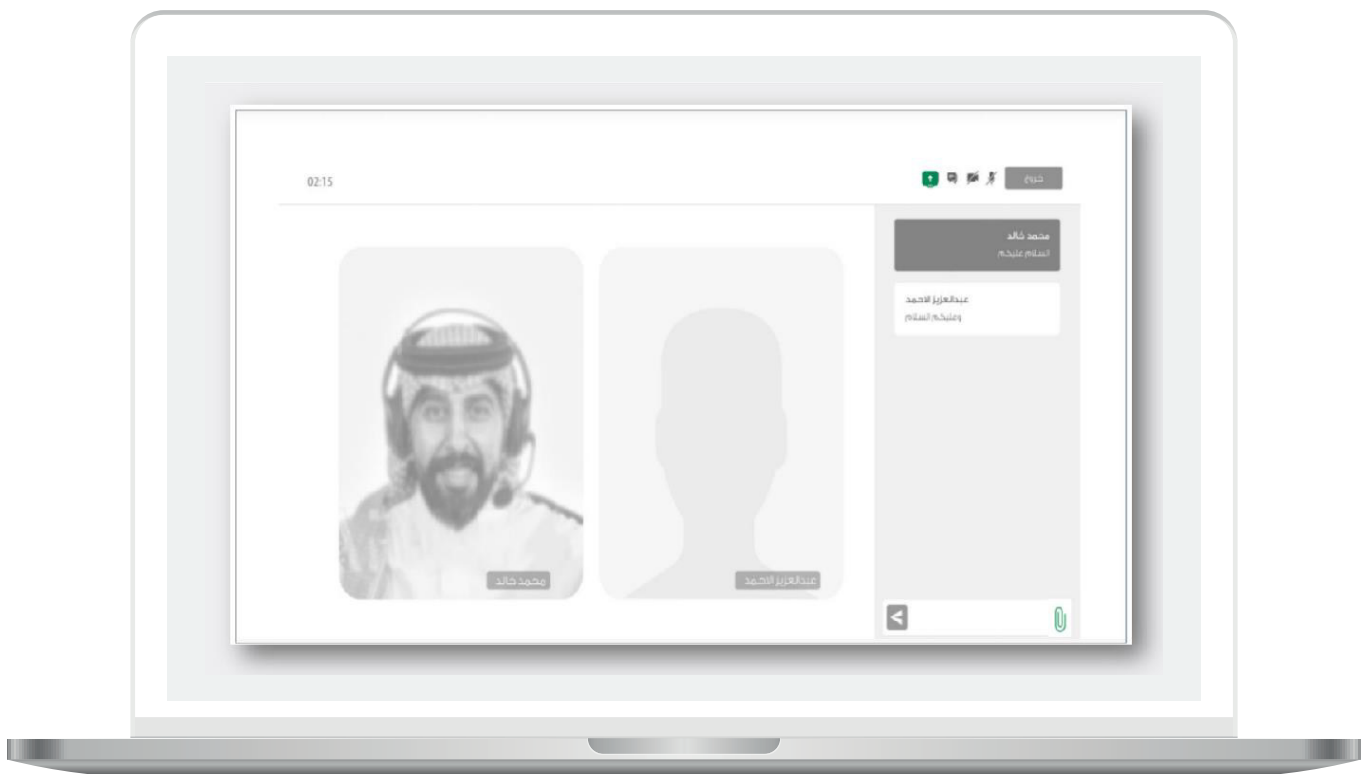
15) Click the **(Start Call)** button.



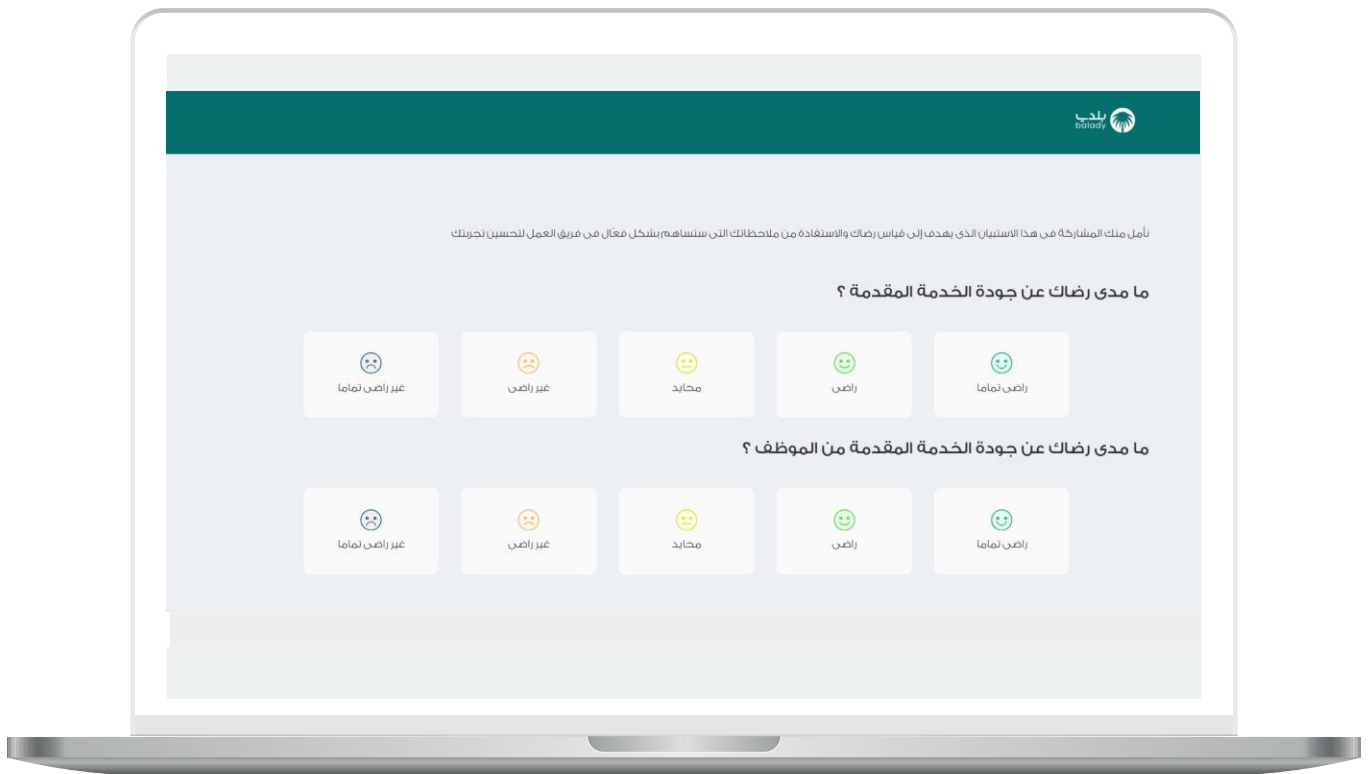
16) A screen appears for the user as shown below, where they will be connected with the representative after the other customers are served. Users can exit the screen by clicking the **(Exit)** button.



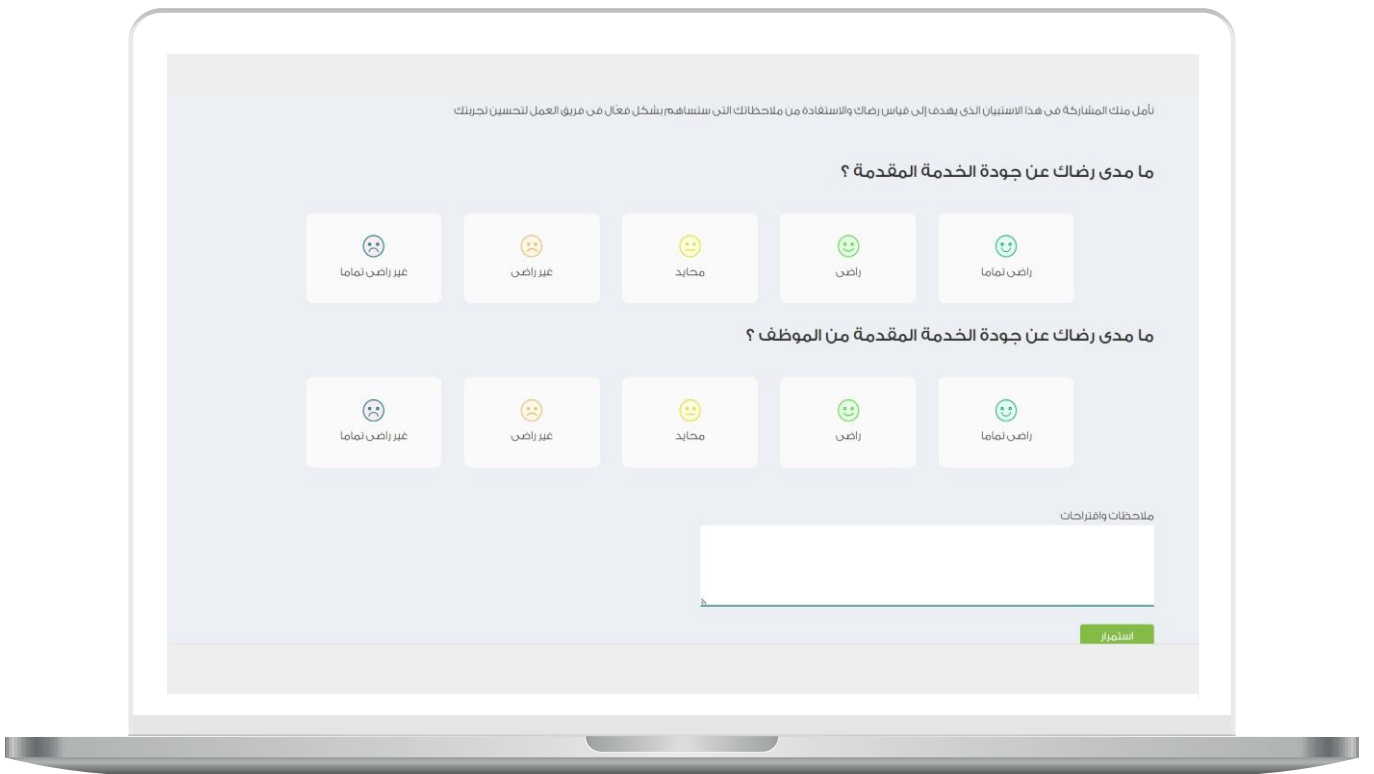
17) After other customers have been served, the video call screen appears, as shown below. The representative will assist the user and respond to their inquiries.



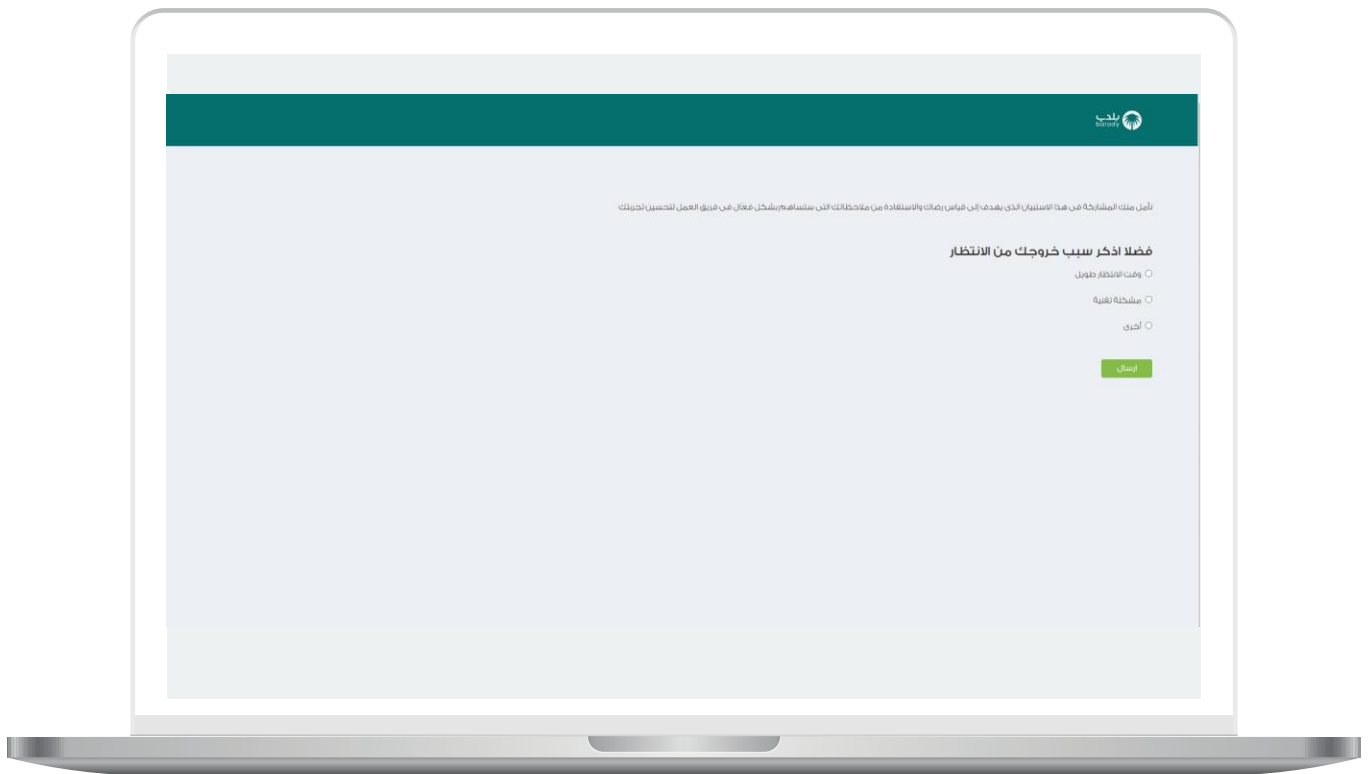
18) After the session ends, a call evaluation screen appears, where the user rates the call based on their satisfaction and the value of the session with the ministry representative.



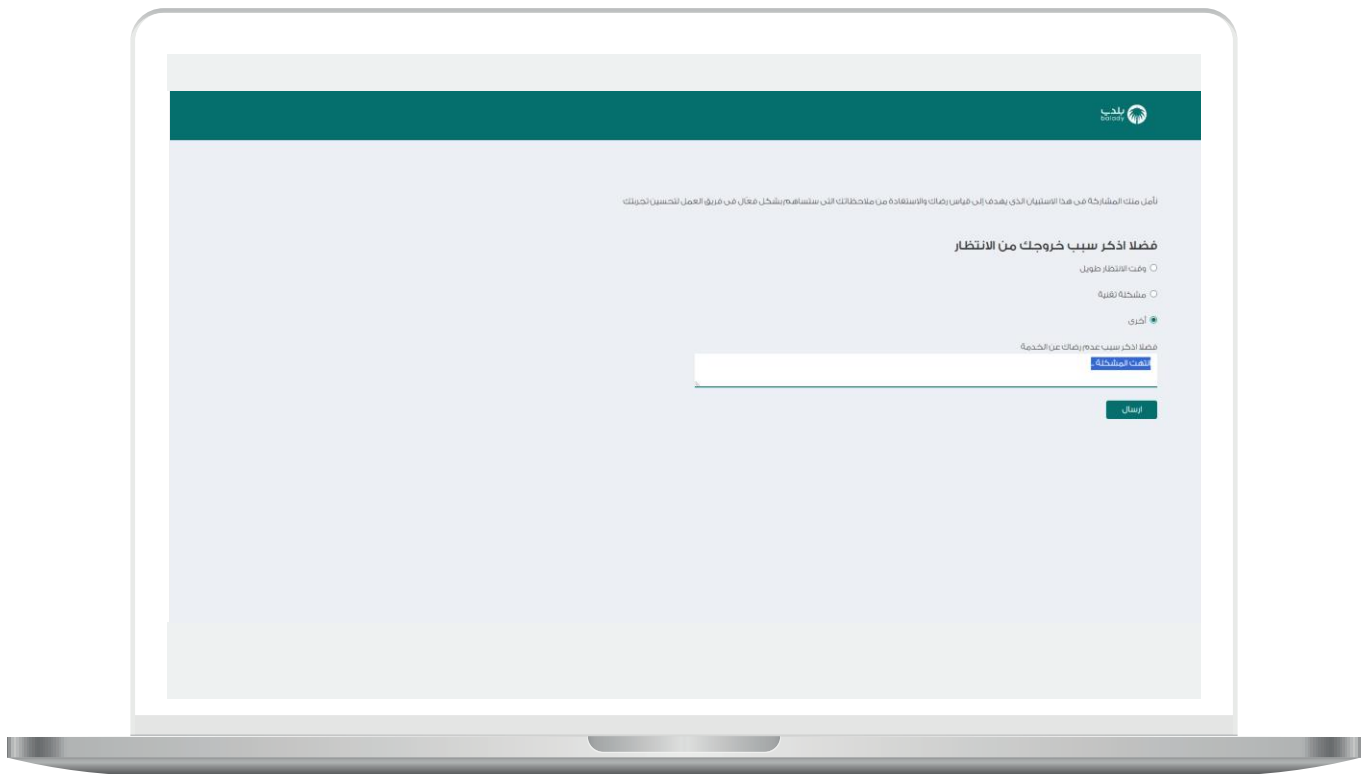
19) At the bottom of the screen, the user enters the value for the (Comments and Suggestions) field and clicks the (Continue) button.



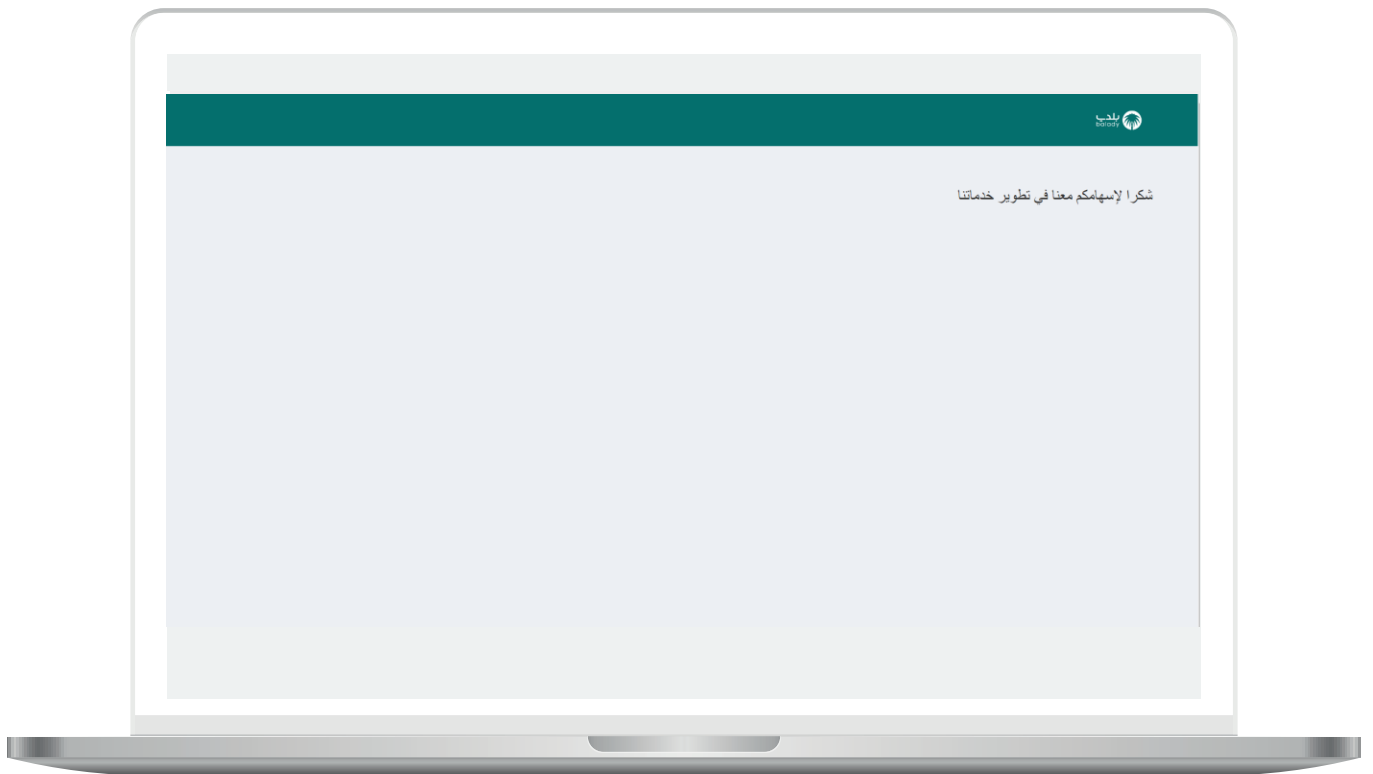
20) If the **(Exit)** button is clicked, the system allows the user to state the reason for leaving the queue.



21) If Other is selected, a new field appears for the user to fill out, then click the **(Submit)** button.



22) A message appears then saying, (Thank you for contributing to the improvement of our services).





 | 199040 Direct Contact Number

 | @Balady\_CS Customer Service

