وزارة البلديات والإسكان

Ministry of Municipalities and Housing

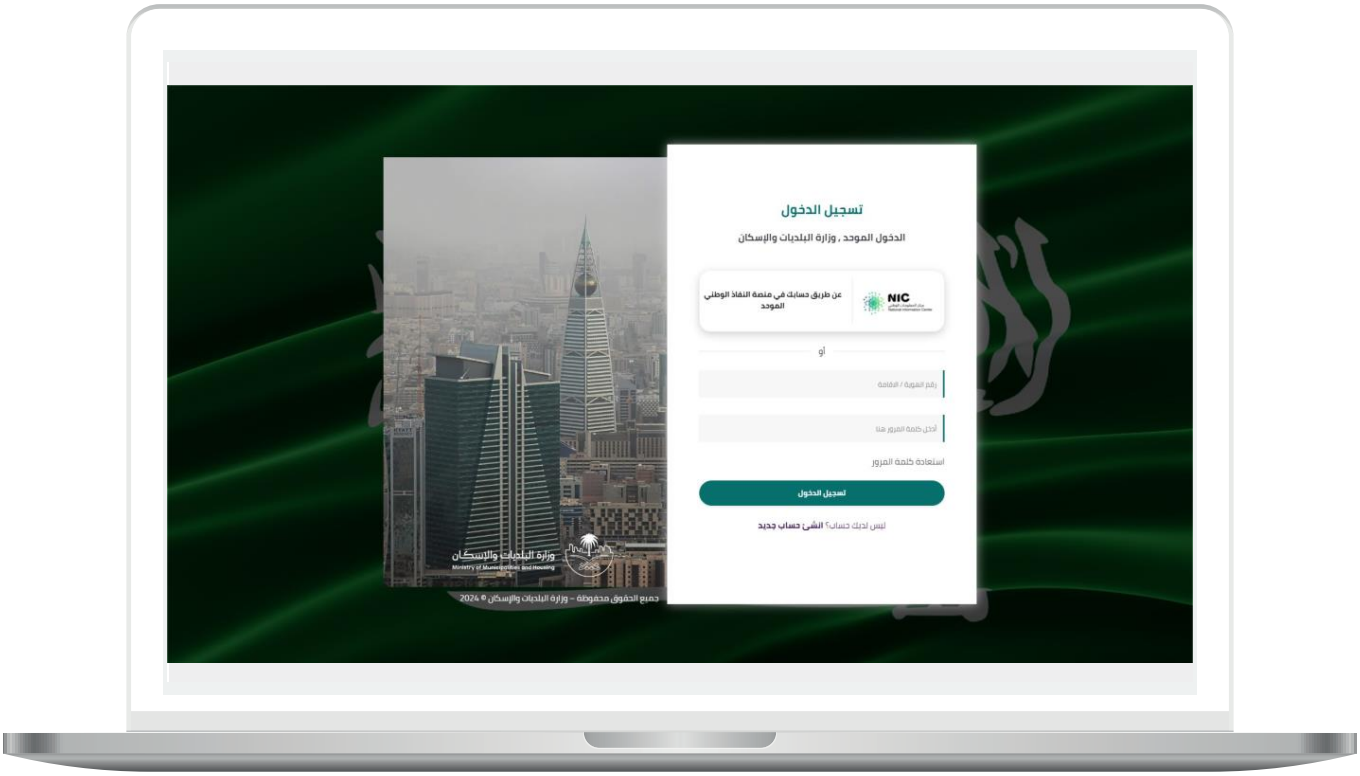
User Guide for the

Collective Housing License Cancellation Service

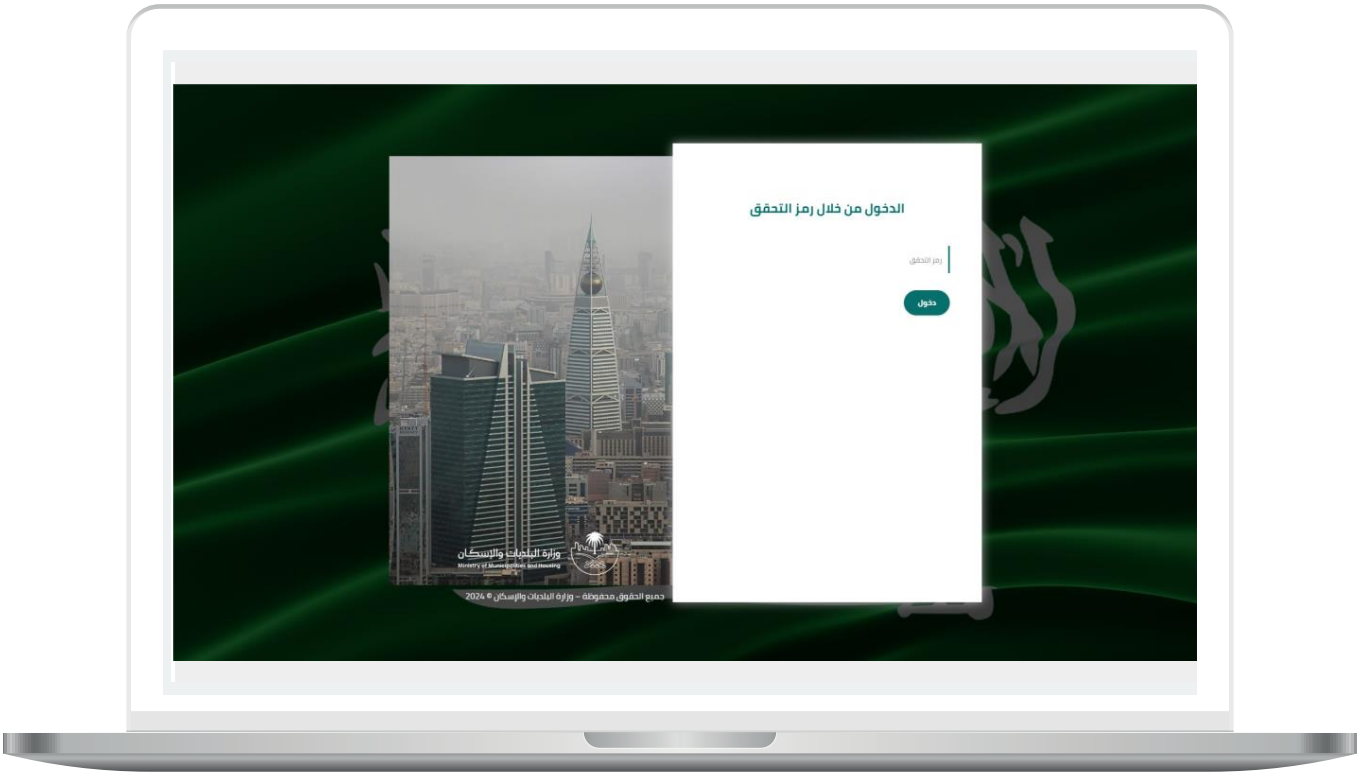
Beneficiary's Copy

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.

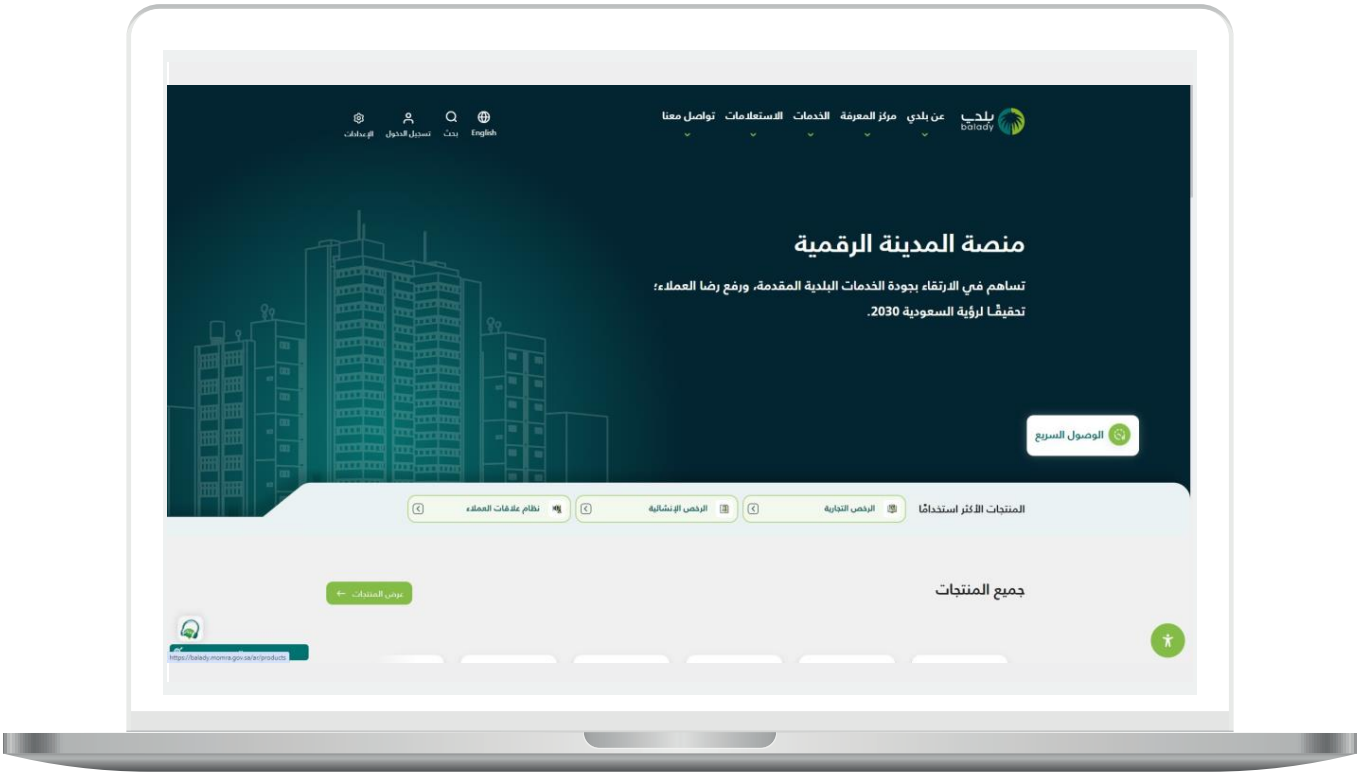


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

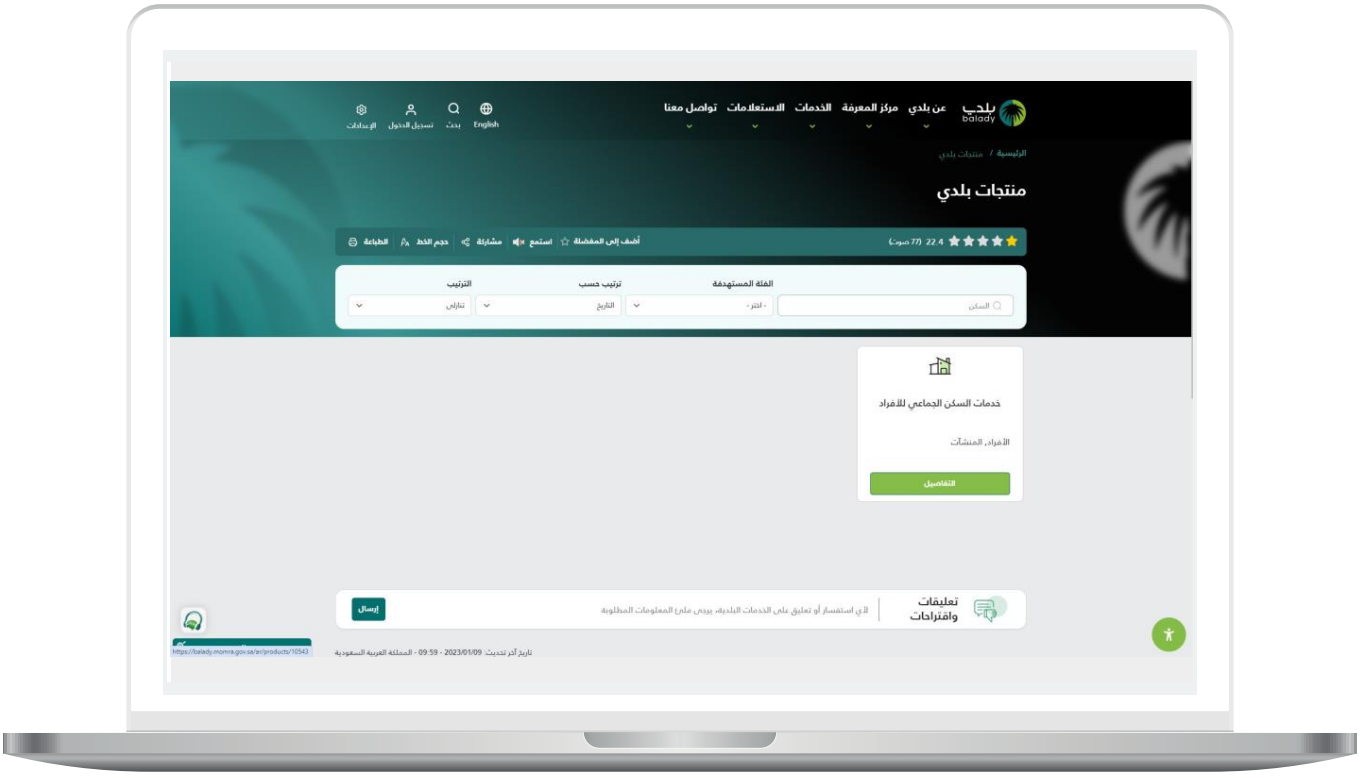


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

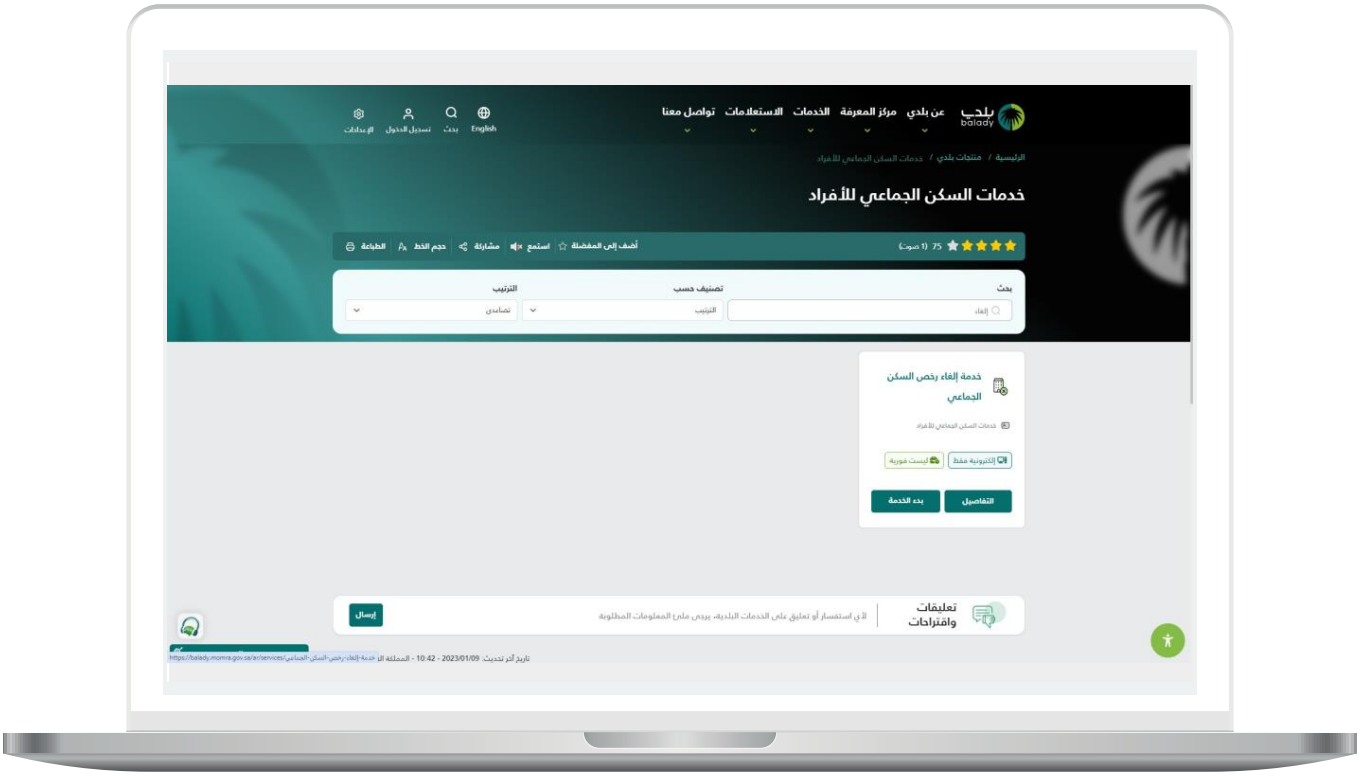
To start the service application, the user must click the (**View Products**) button.



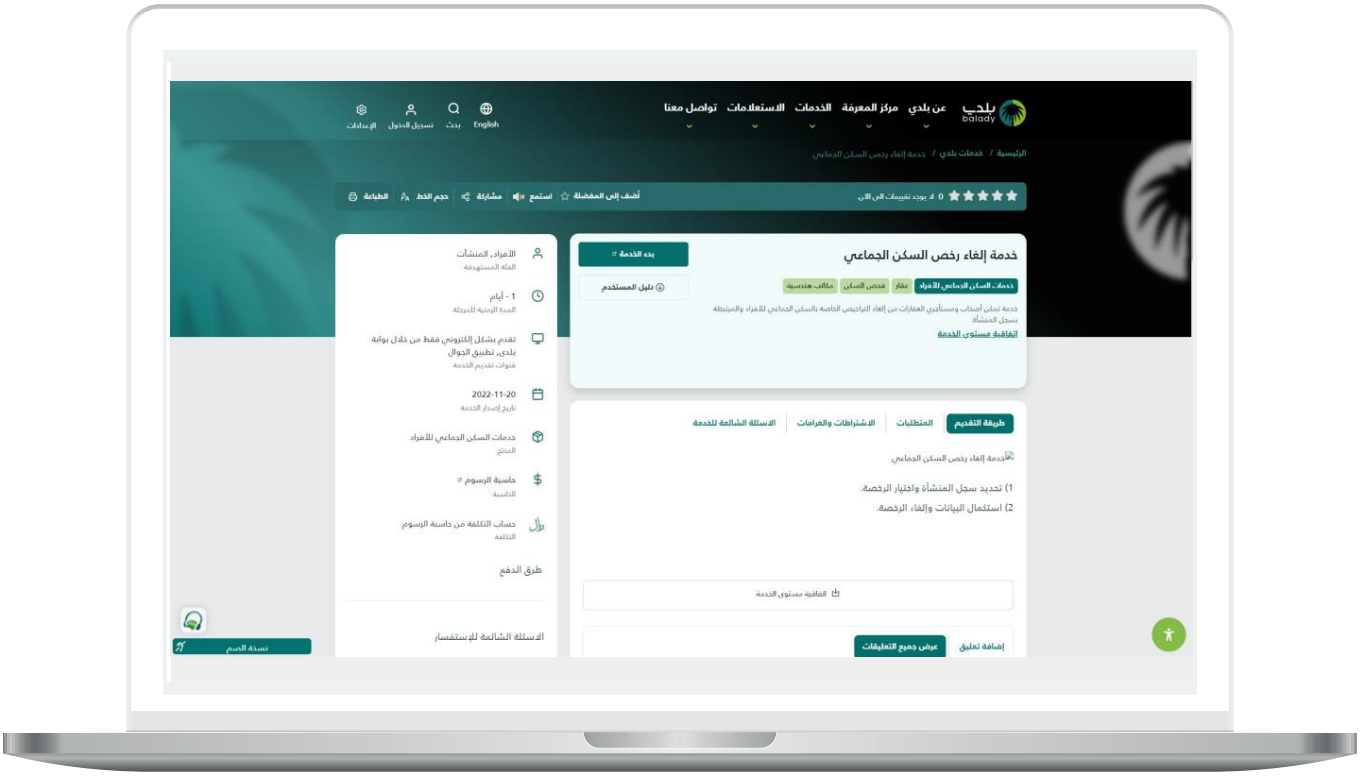
4) The following screen appears, displaying Balady's services, where the user selects (**Collective Housing Services**).



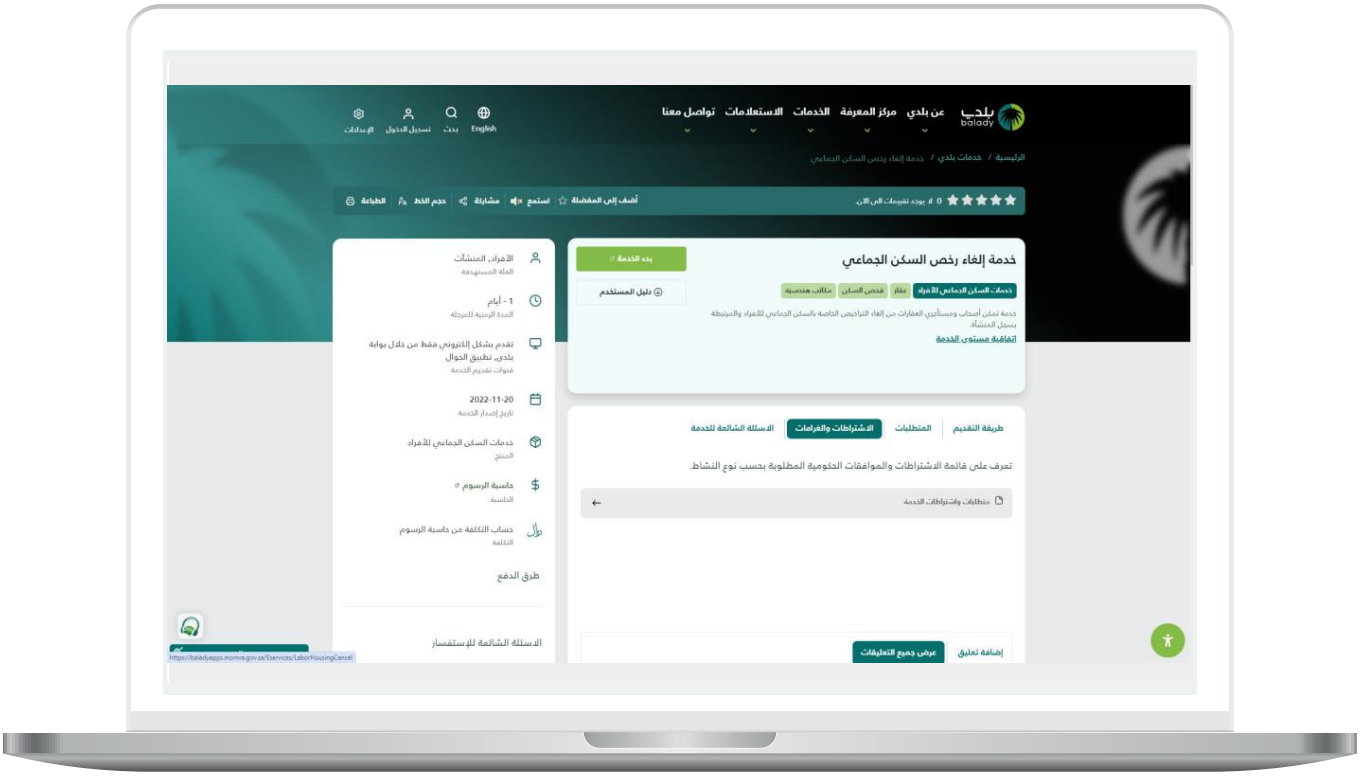
5) The following screen then appears, which includes collective housing services for individuals, where the (**Collective Housing License Cancellation Service**) is searched for, as shown below.



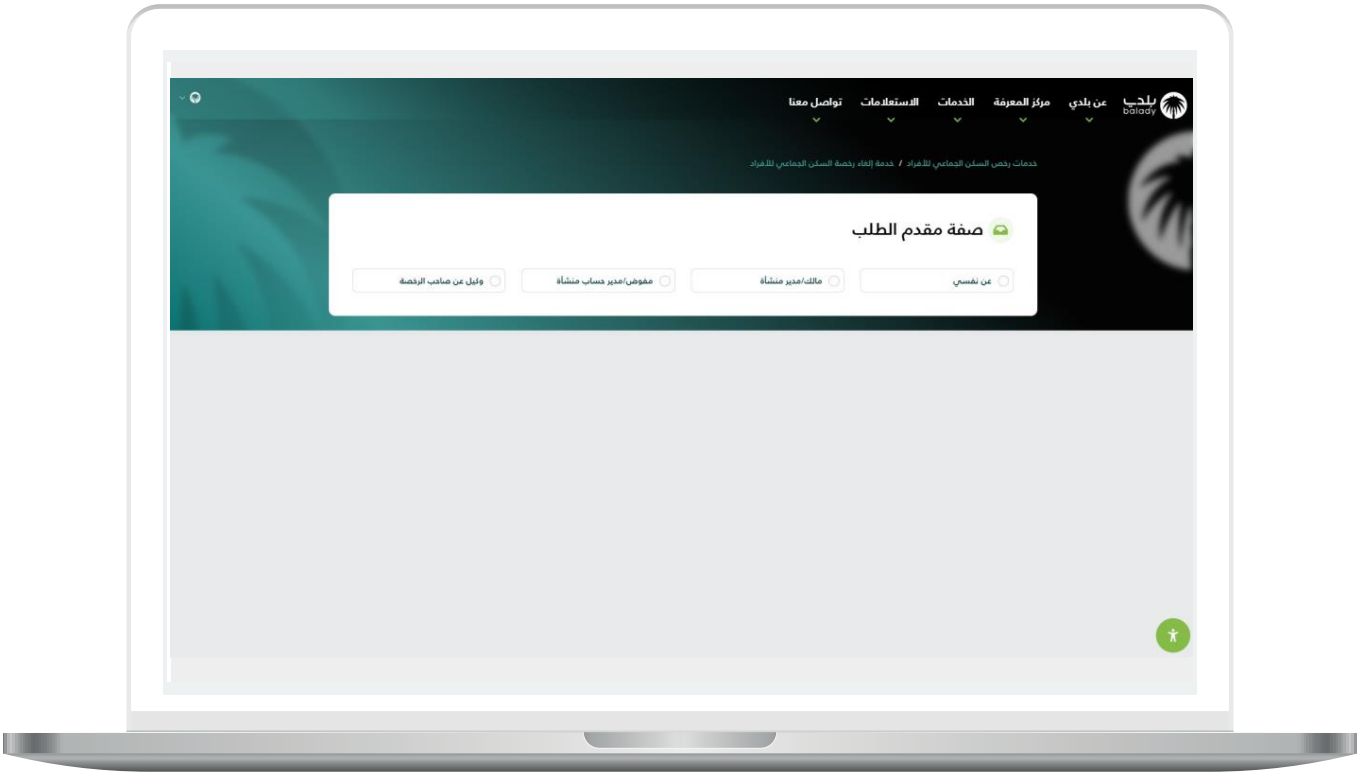
6) The following screen appears, displaying the (**Service Card**), which includes details such as (**How to Apply, Requirements, Conditions and Fines, etc.**).



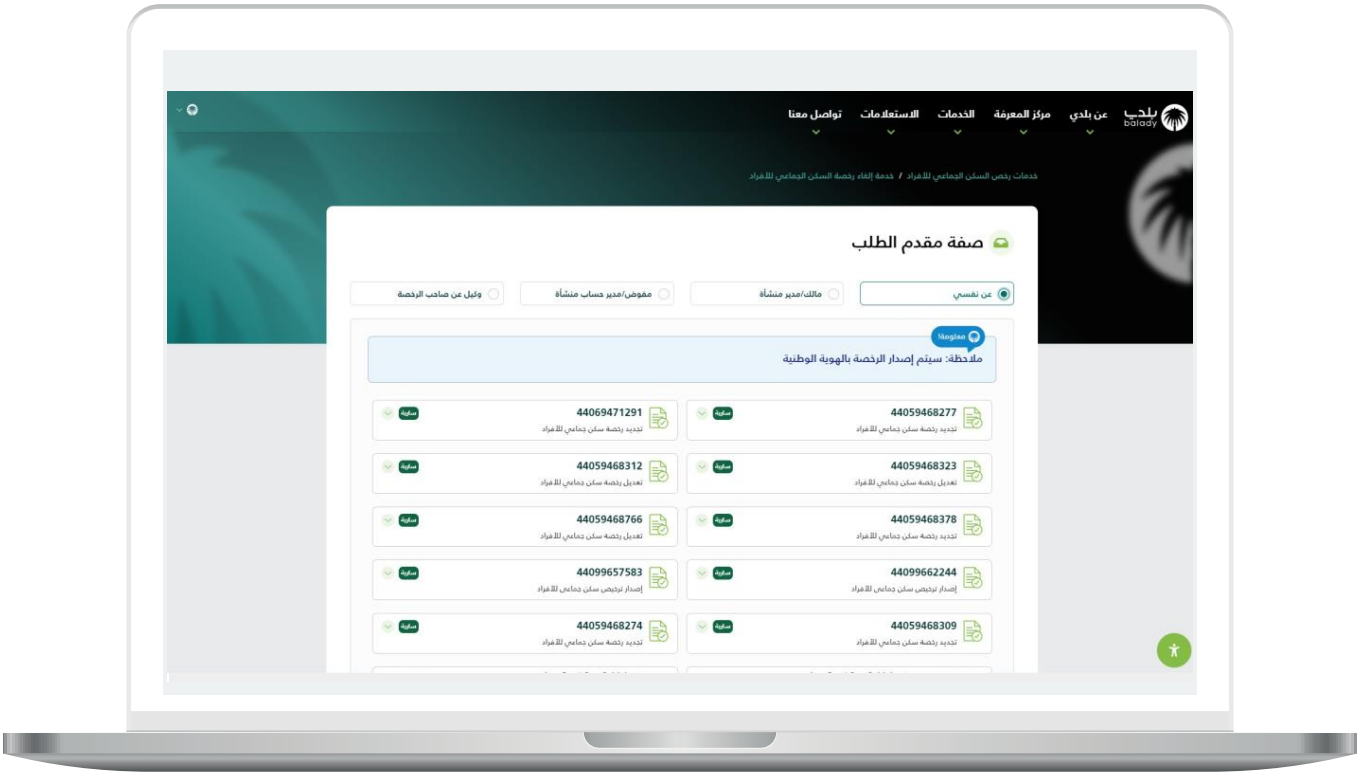
7) To start the application process, the user clicks (**Start Service**).



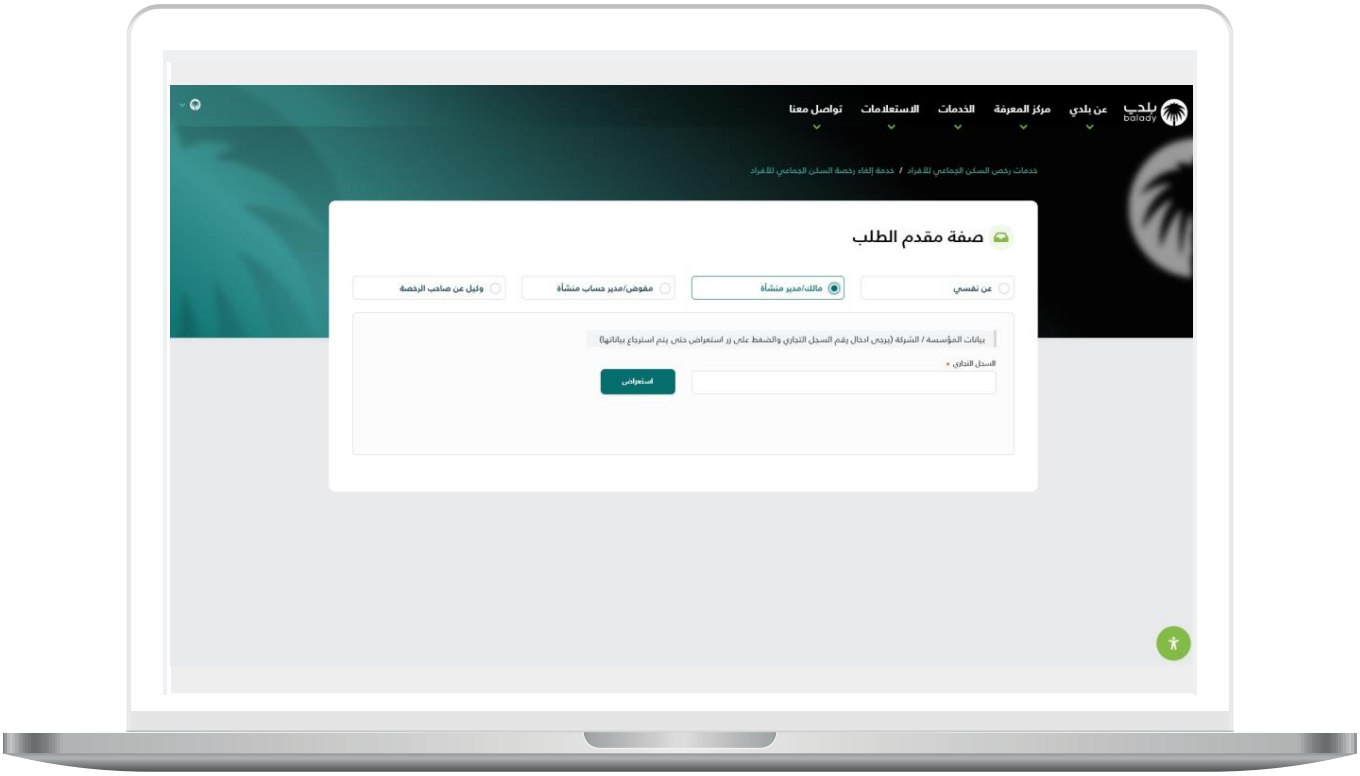
8) The following screen appears, allowing the user to select the applicant status (**On My Behalf, Owner/Manager of an Establishment, Authorized Representative or Establishment Account Manager, Agent of the License Holder**).



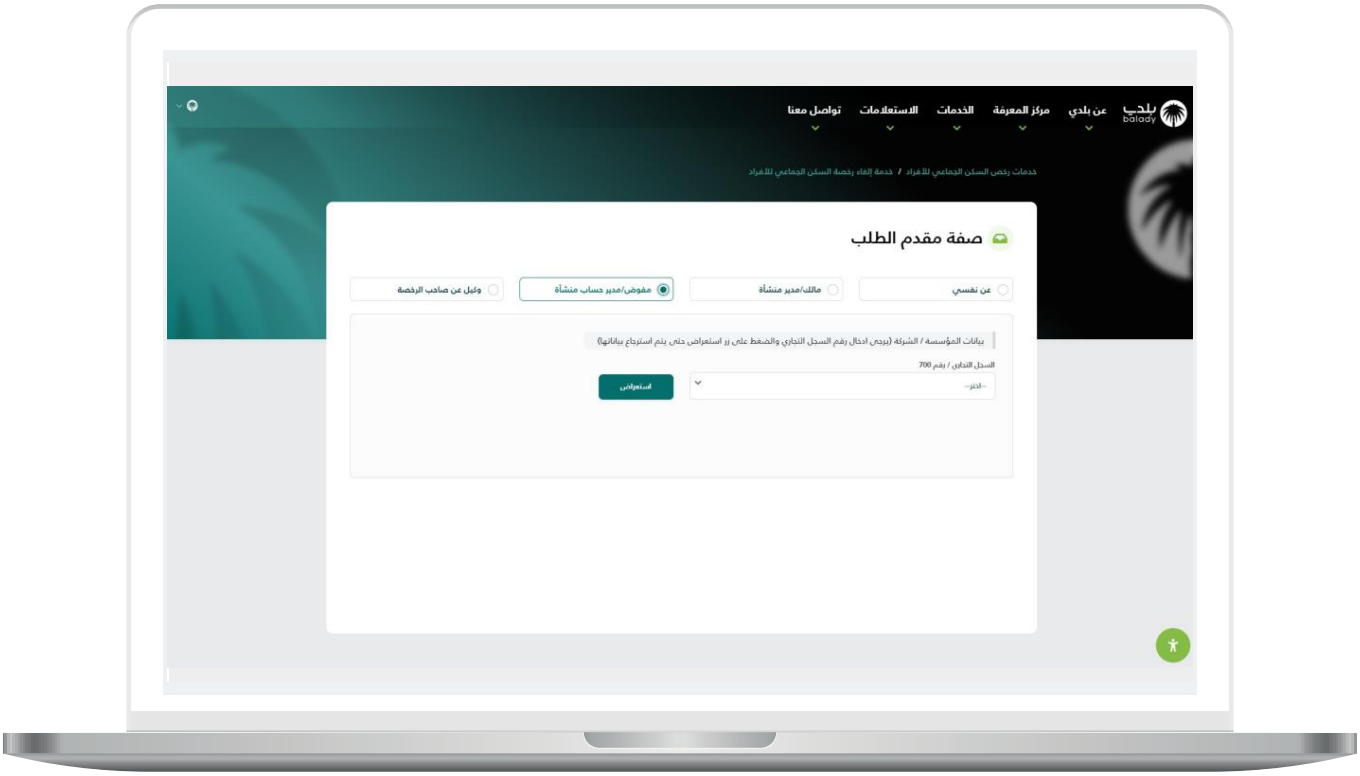
9) If (**For Myself**) is selected, the system displays the licenses registered under the national ID, allowing the user to choose the license for cancellation.



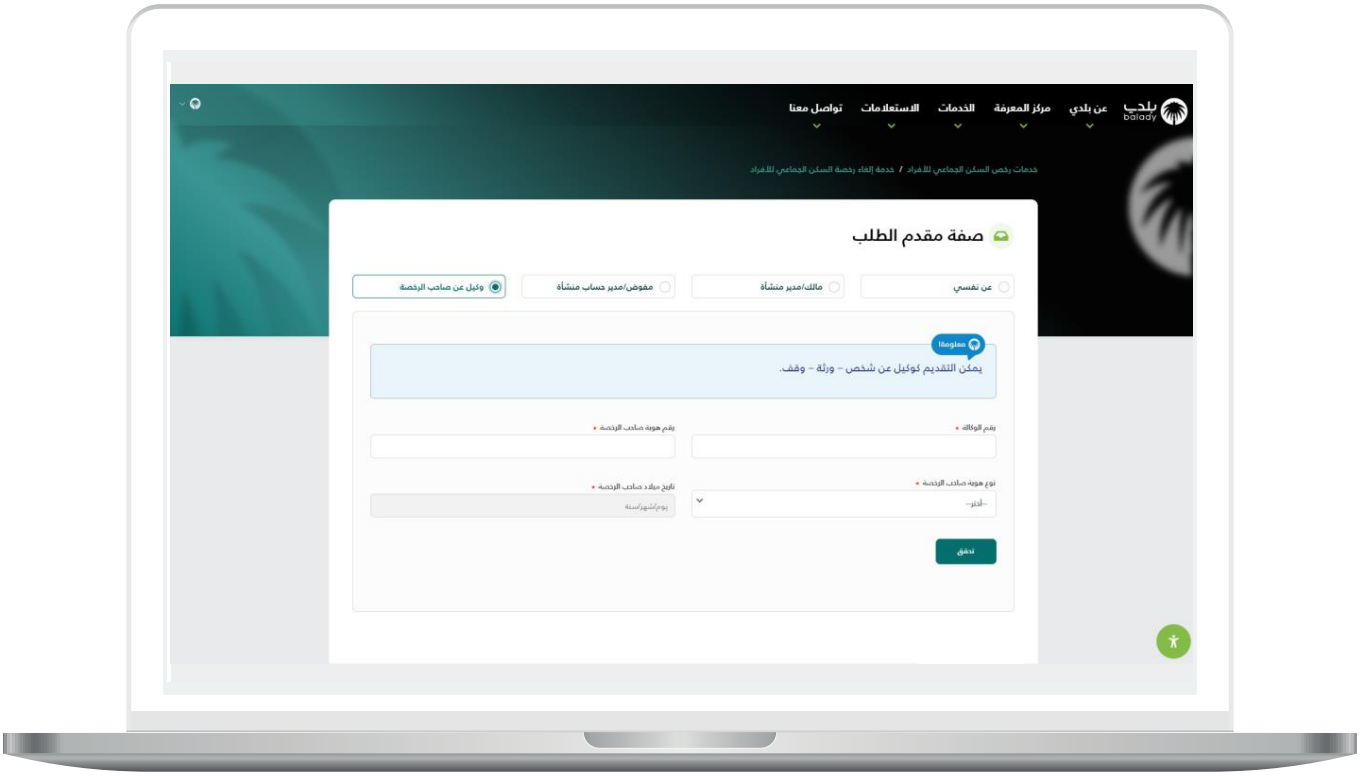
10) Selecting (**Owner or Manager of an Establishment**) reveals a new field named (**Commercial Register**), which must be completed before clicking (**Browse**).



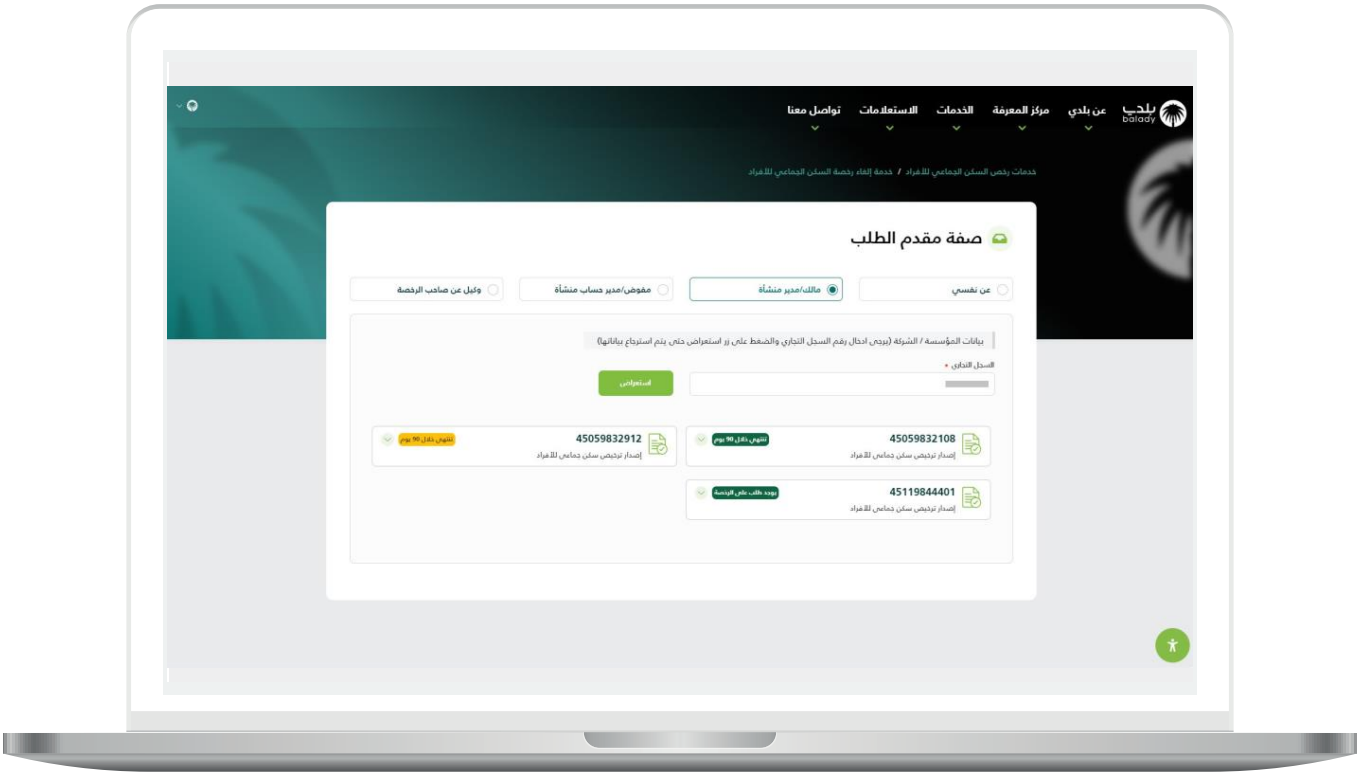
11) Choosing (**Authorized Representative or Establishment Account Manager**) displays a new dropdown list named (**Commercial Register/ Number 700**), where the user selects a value before clicking (**Browse**).



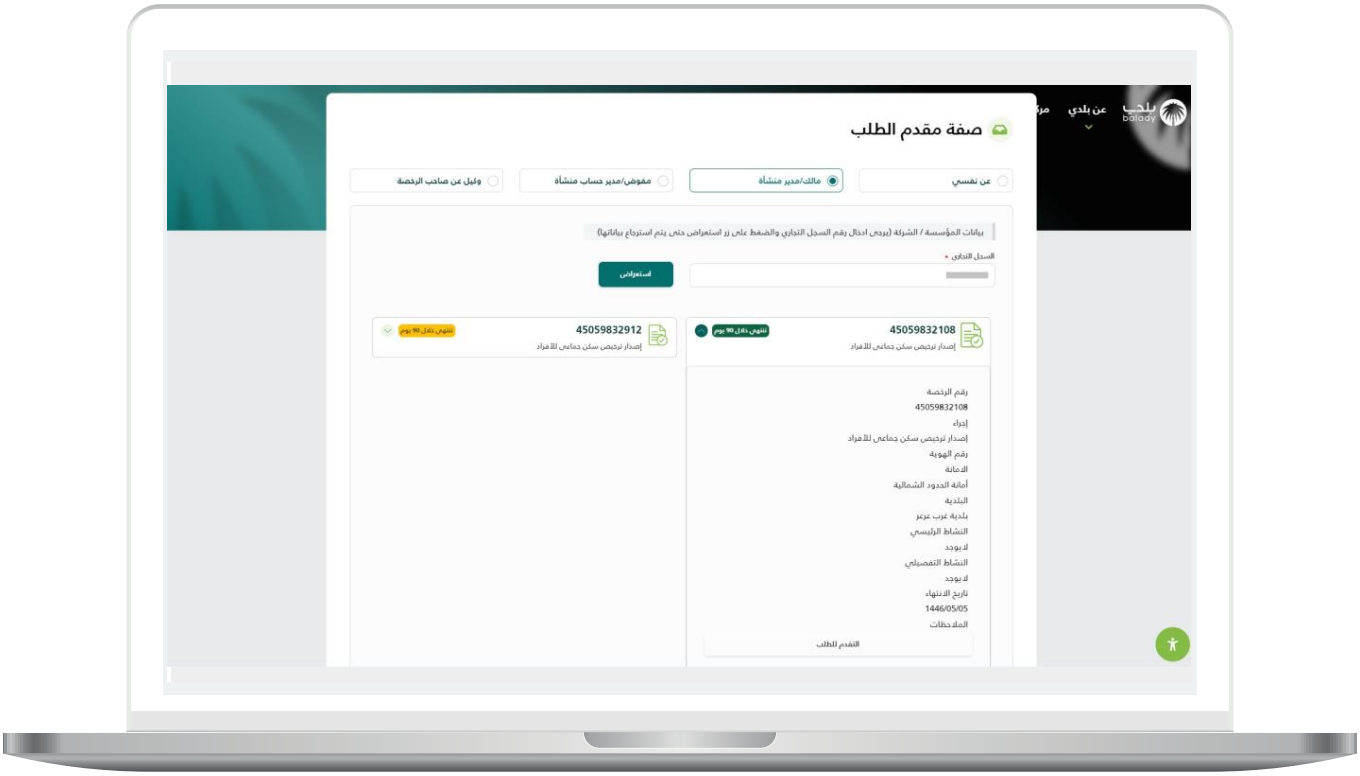
12) If (**Agent of the License Holder**) is selected, additional fields appear, including (**Power of Attorney Number, License Holder's ID Number, License Holder's ID Type, License Holder's Date of Birth**). These must be filled in before clicking (**Verify**).



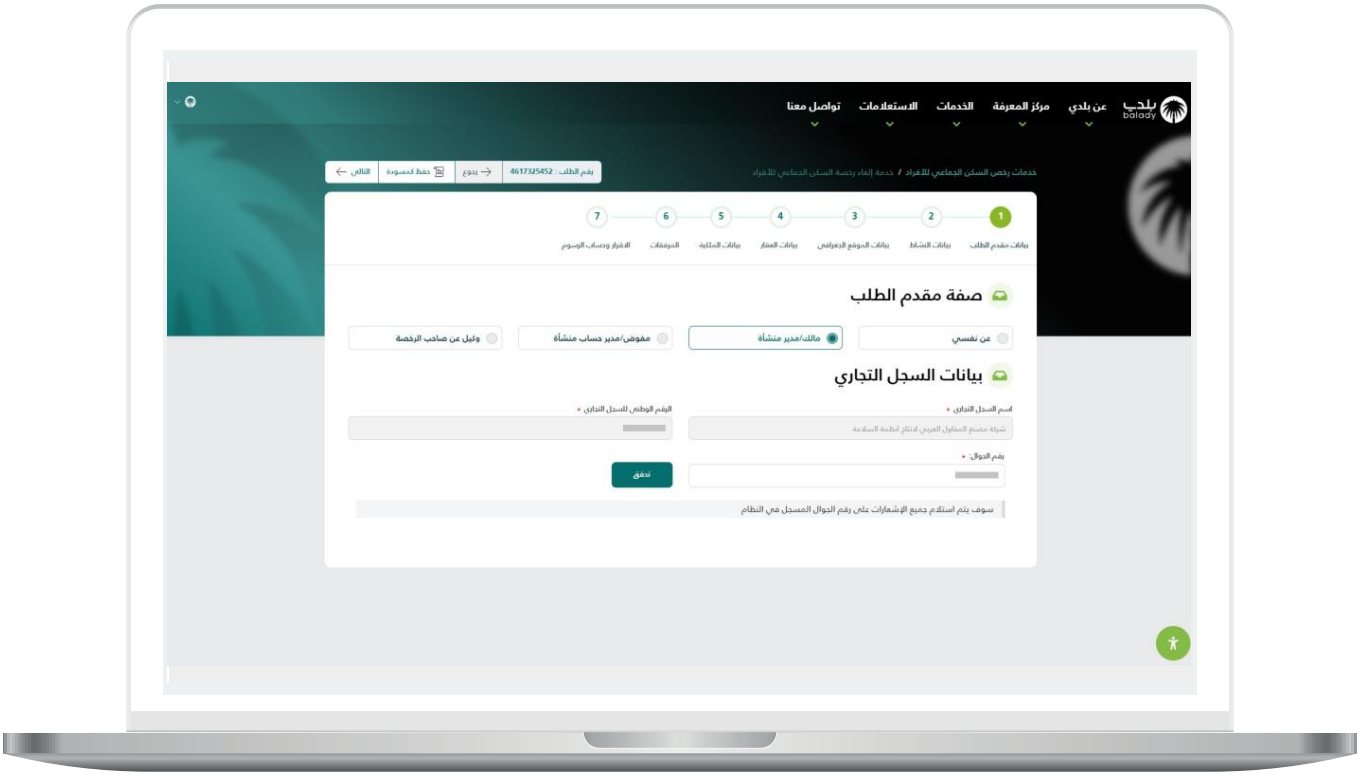
13) In this example, (**Owner/Manager of an Establishment**) was selected, and the (**Commercial Register**) field was completed before clicking (**Browse**). The system displays all licenses associated with the entered Commercial Register.



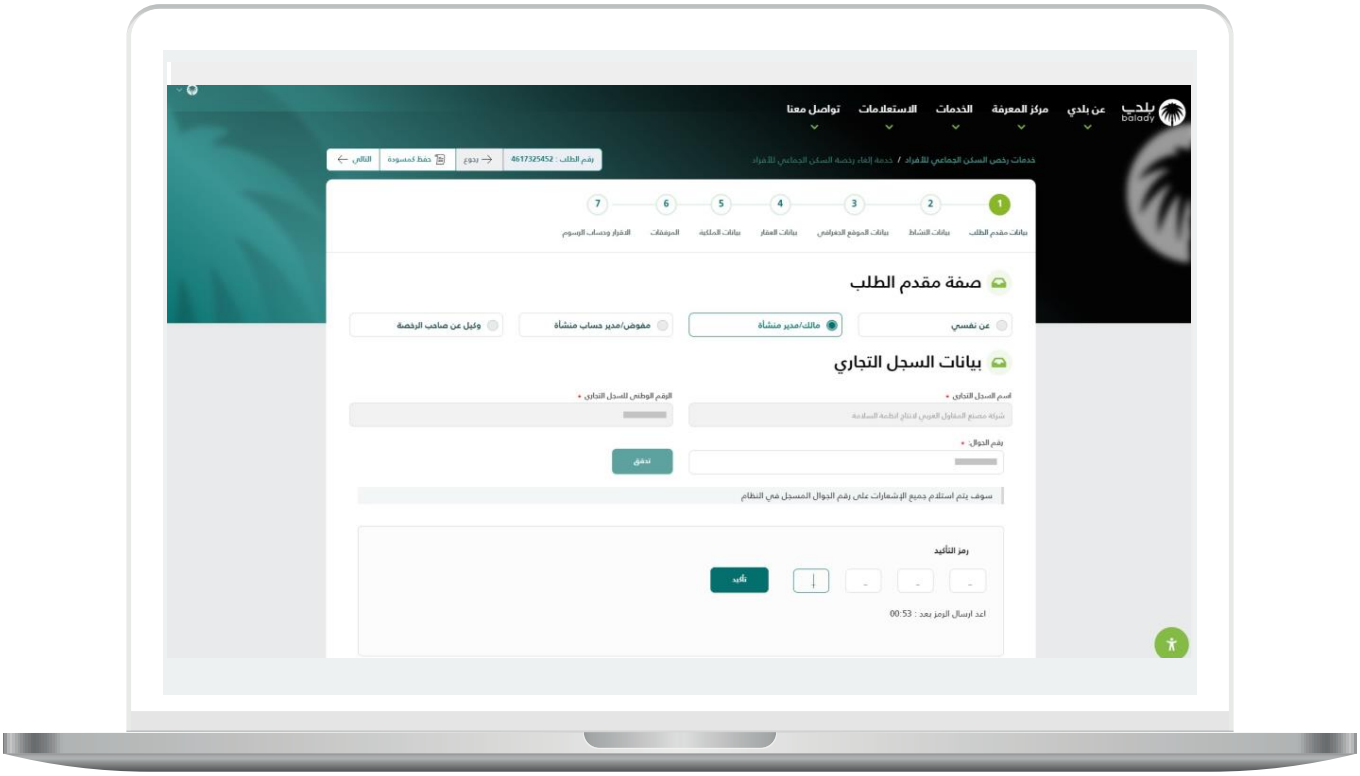
14) Selecting the license for cancellation brings up its details. The user clicks (**Proceed with Request**).



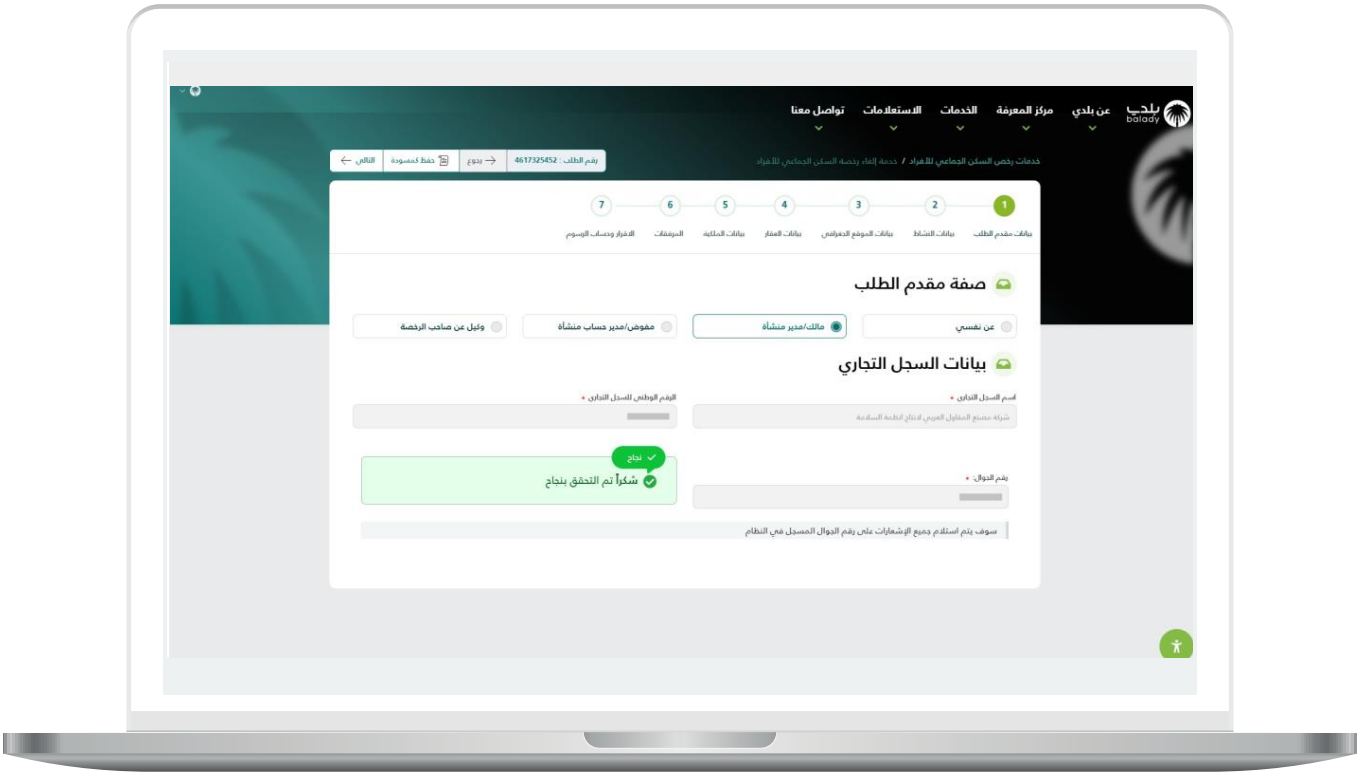
15) The user is then directed to the first stage, (**Applicant Information**), where the phone number must be verified. The user enters the number in the (**Phone Number**) field and clicks (**Verify**).



16) A verification code is then sent to the user's phone. The user enters the code in the (**Confirmation Code**) field and clicks (**Confirm**).

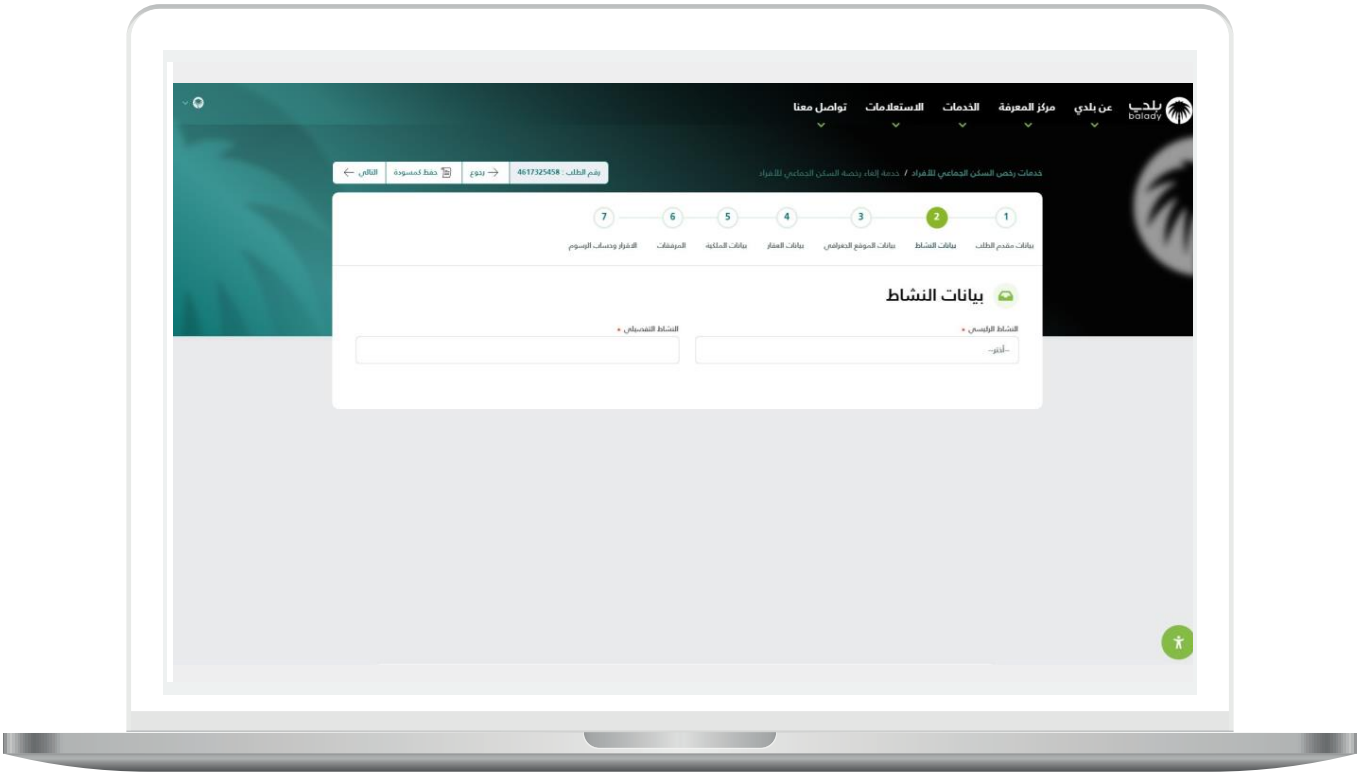


17) A confirmation message appears stating (**Thank you, verification was successful**). The user clicks (**Next**) to proceed, with the option to save the request as a draft using (**Save as Draft**).

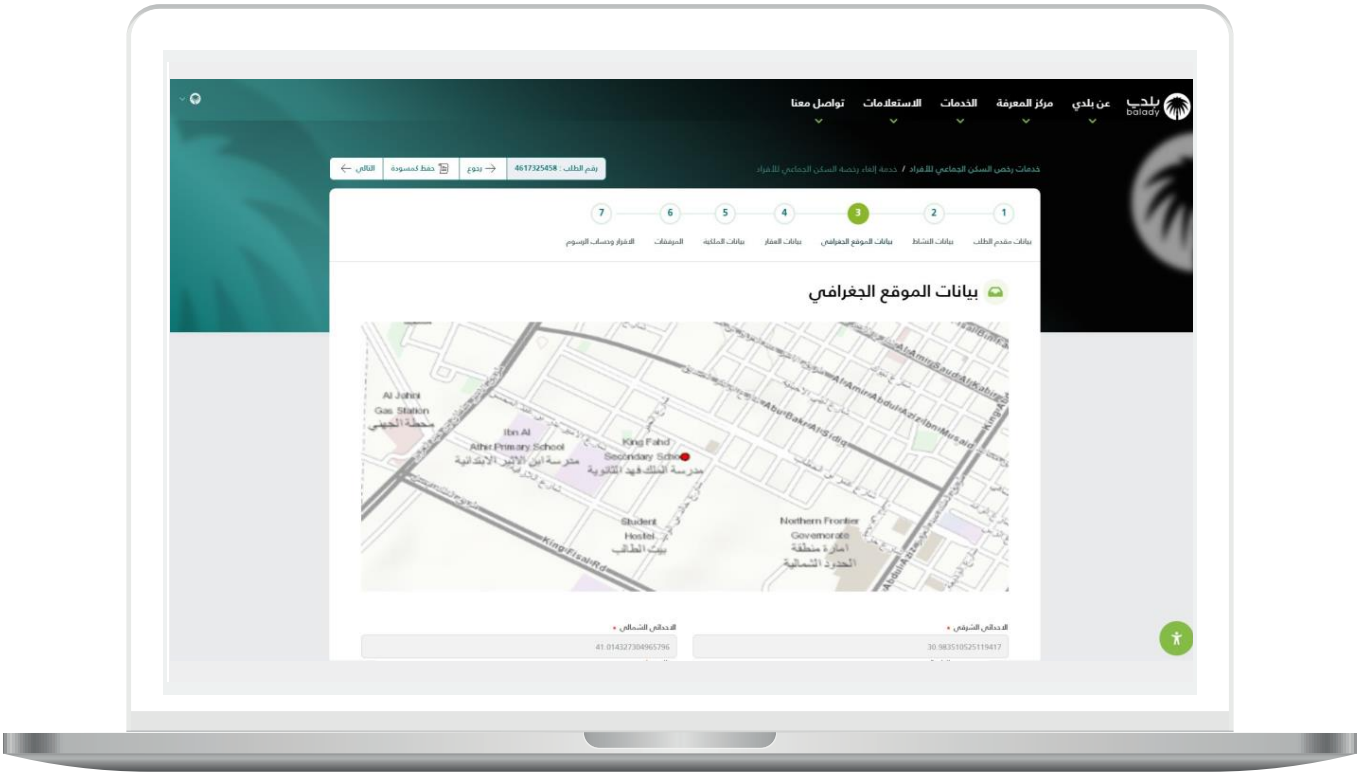


18) The (**Activity Information**) stage appears, displaying the following fields: (**Primary Activity, Detailed Activity**).

The user then clicks (**Next**) to continue, (**Save as Draft**) to store the request, or (**Back**) to return to the previous stage.

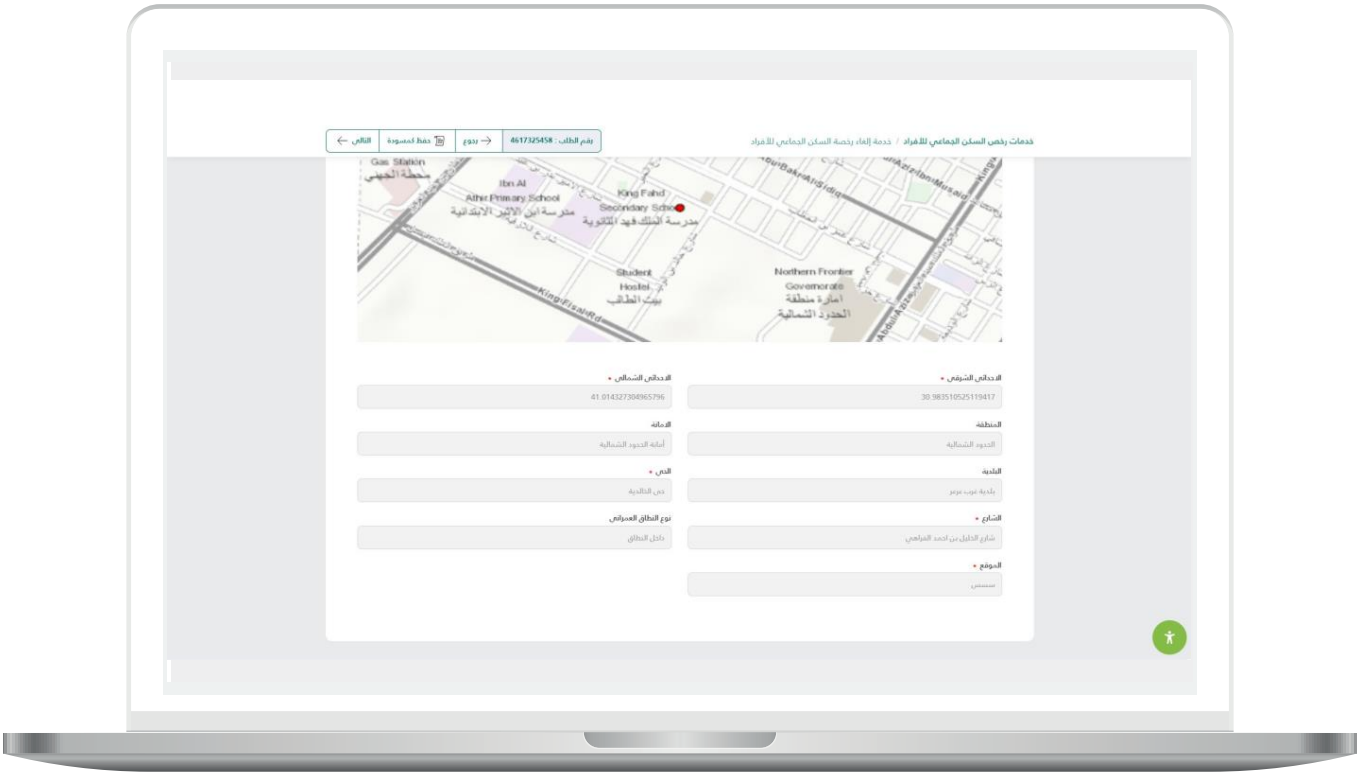


19) The (**Geographic Location Information**) stage appears, with the first section shown below.



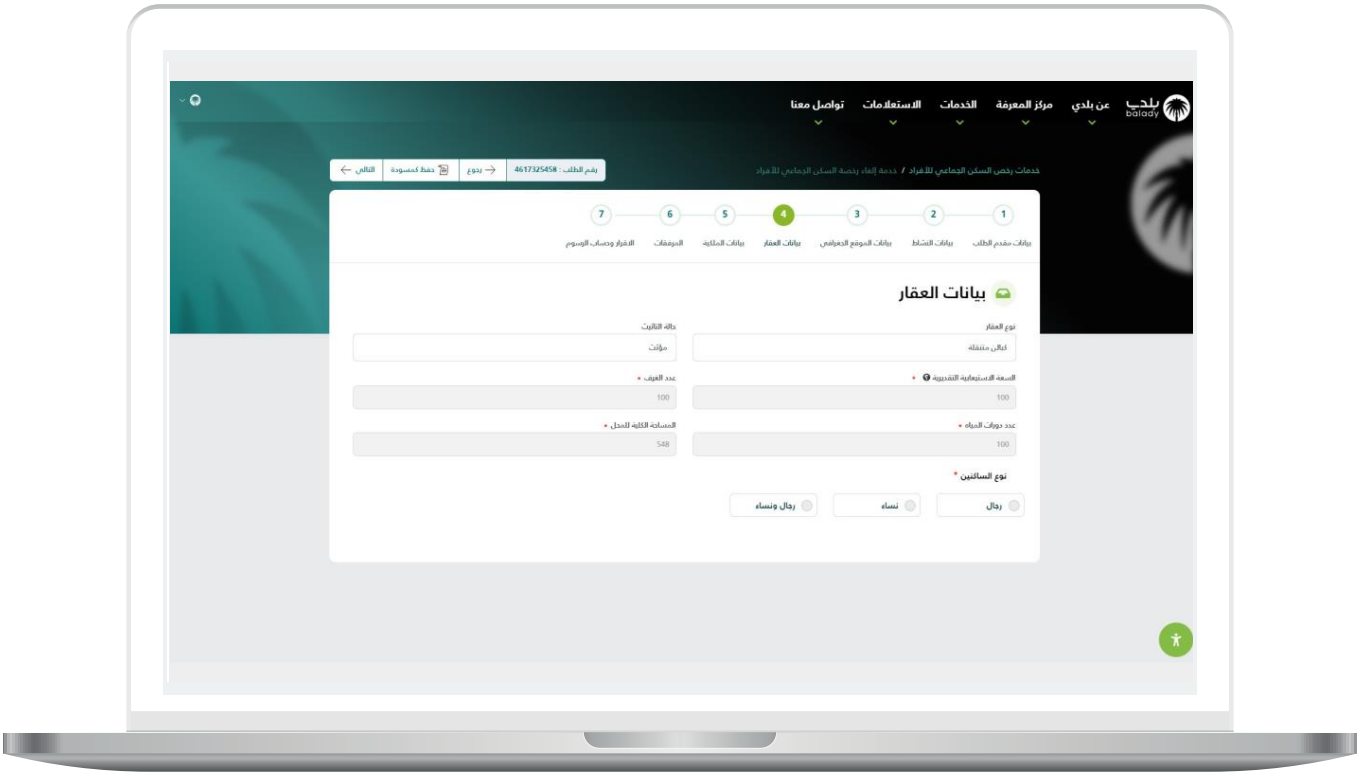
20) The second section of (**Geographic Location Information**) follows.

The user then clicks (**Next**) to proceed to the next stage.



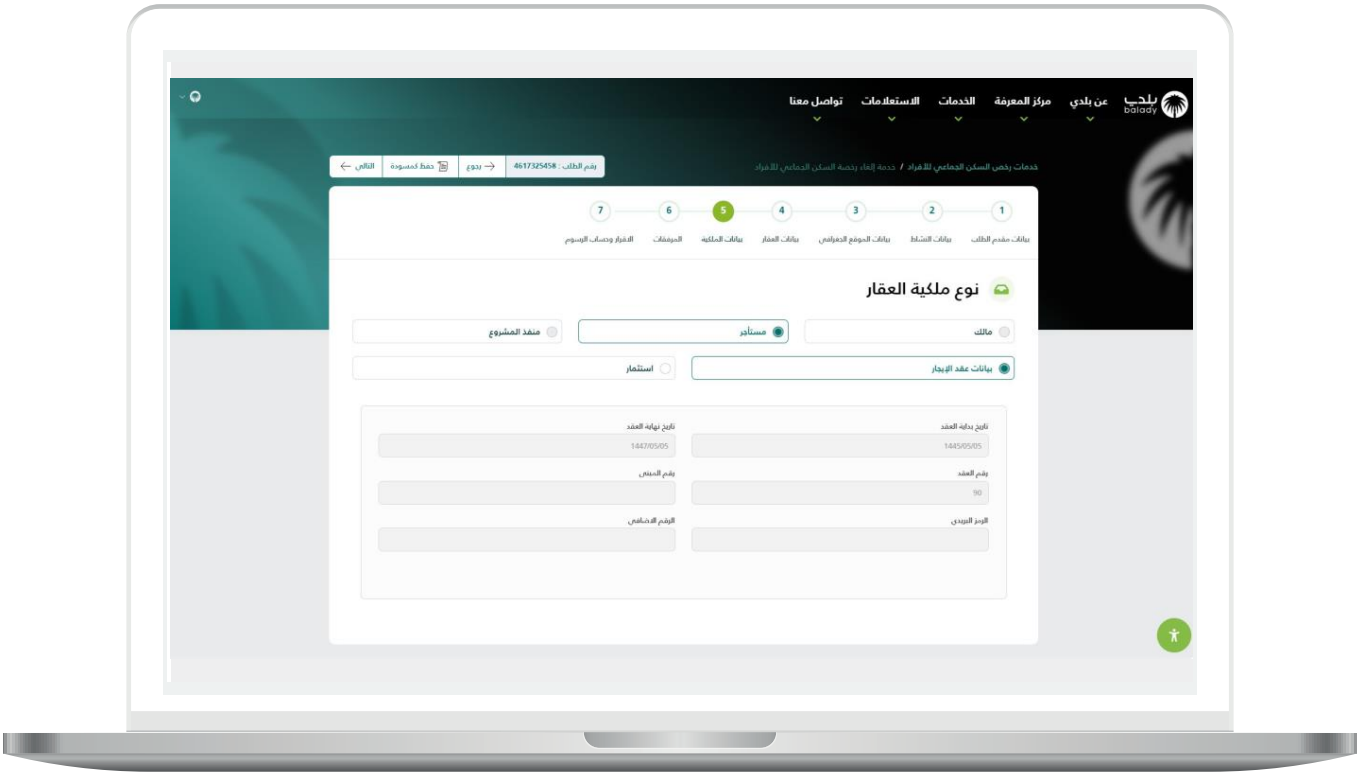
21) The next stage, (**Property Information**), appears as shown below.

The user clicks (**Next**) to continue. The request can be saved as a draft using (**Save as Draft**), and the previous stage can be accessed using (**Back**).



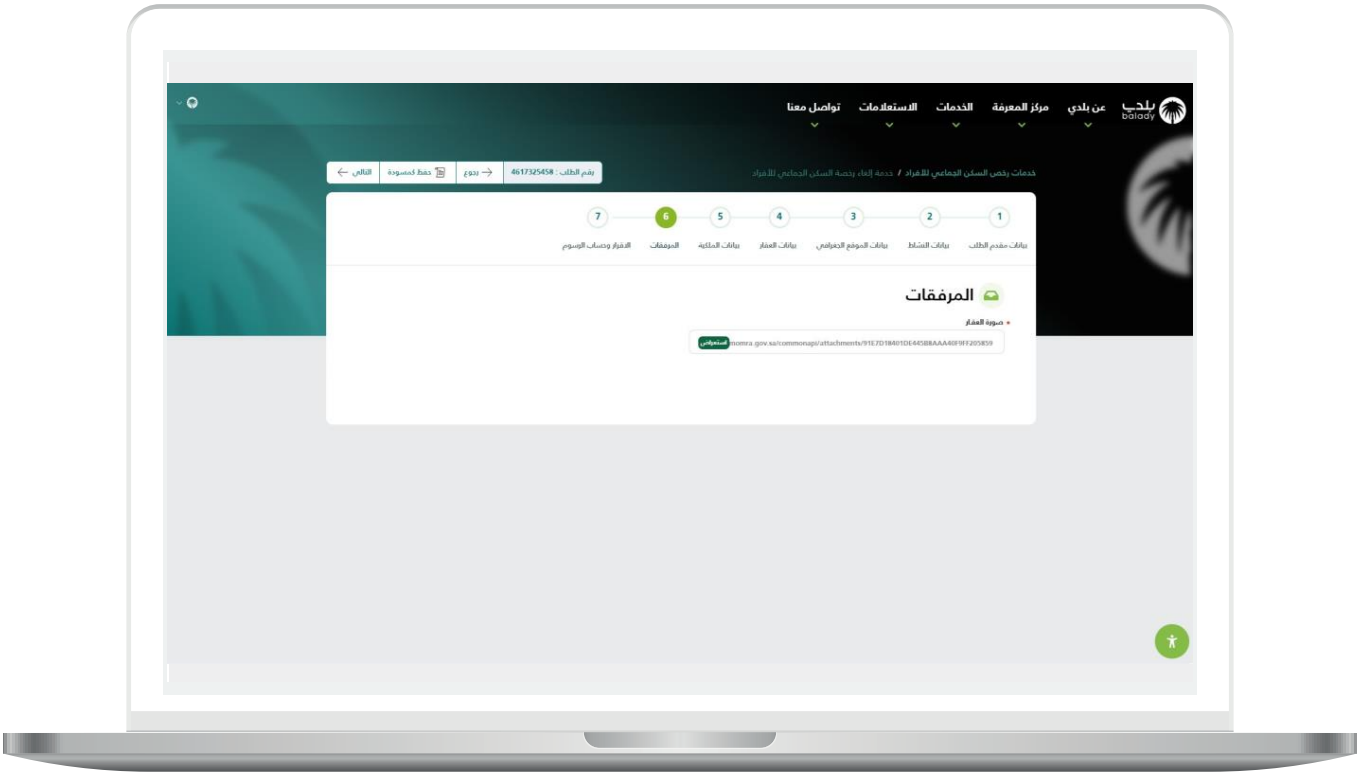
22) The (**Ownership Information**) stage then appears.

The user clicks (**Next**) to continue. The request can be saved as a draft using (**Save as Draft**), and the previous stage can be accessed using (**Back**).

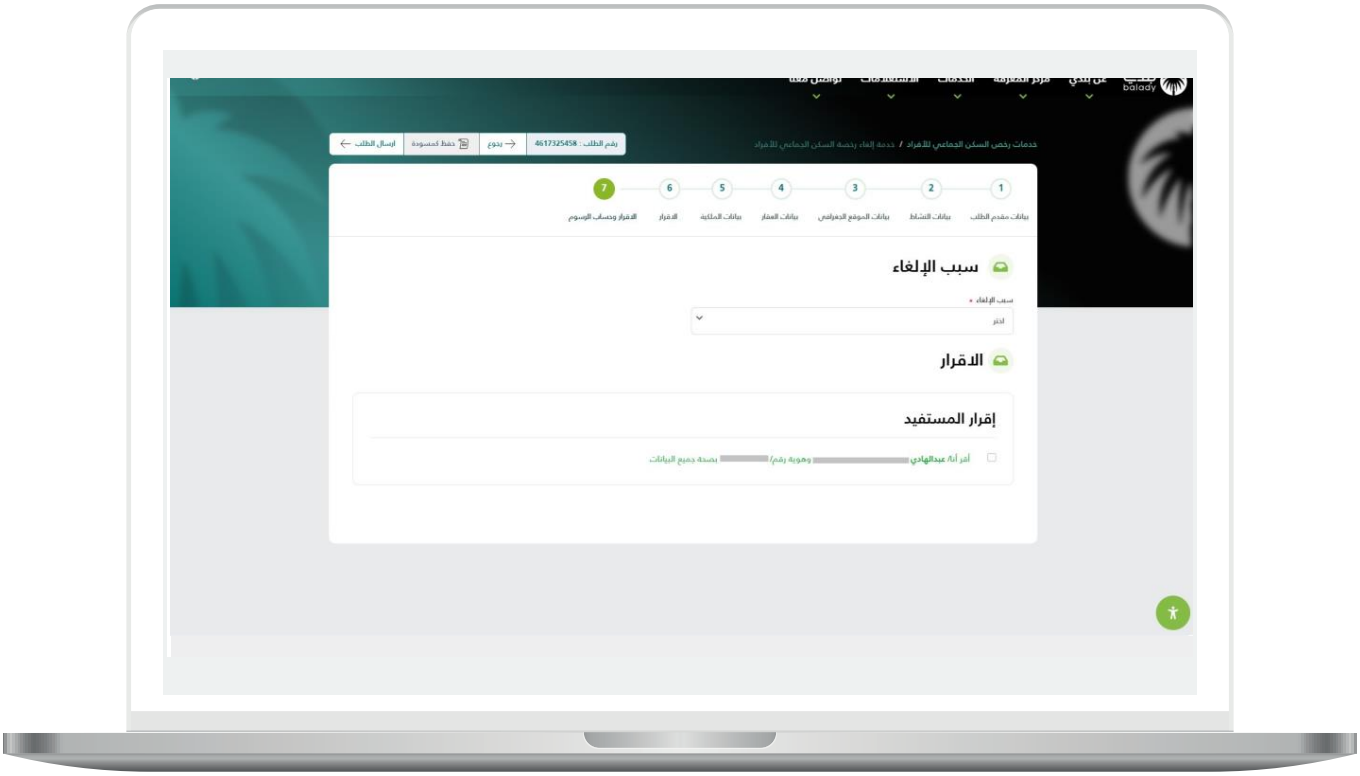


23) The (**Attachments**) stage appears, where the attachment can be viewed using (**Browse**).

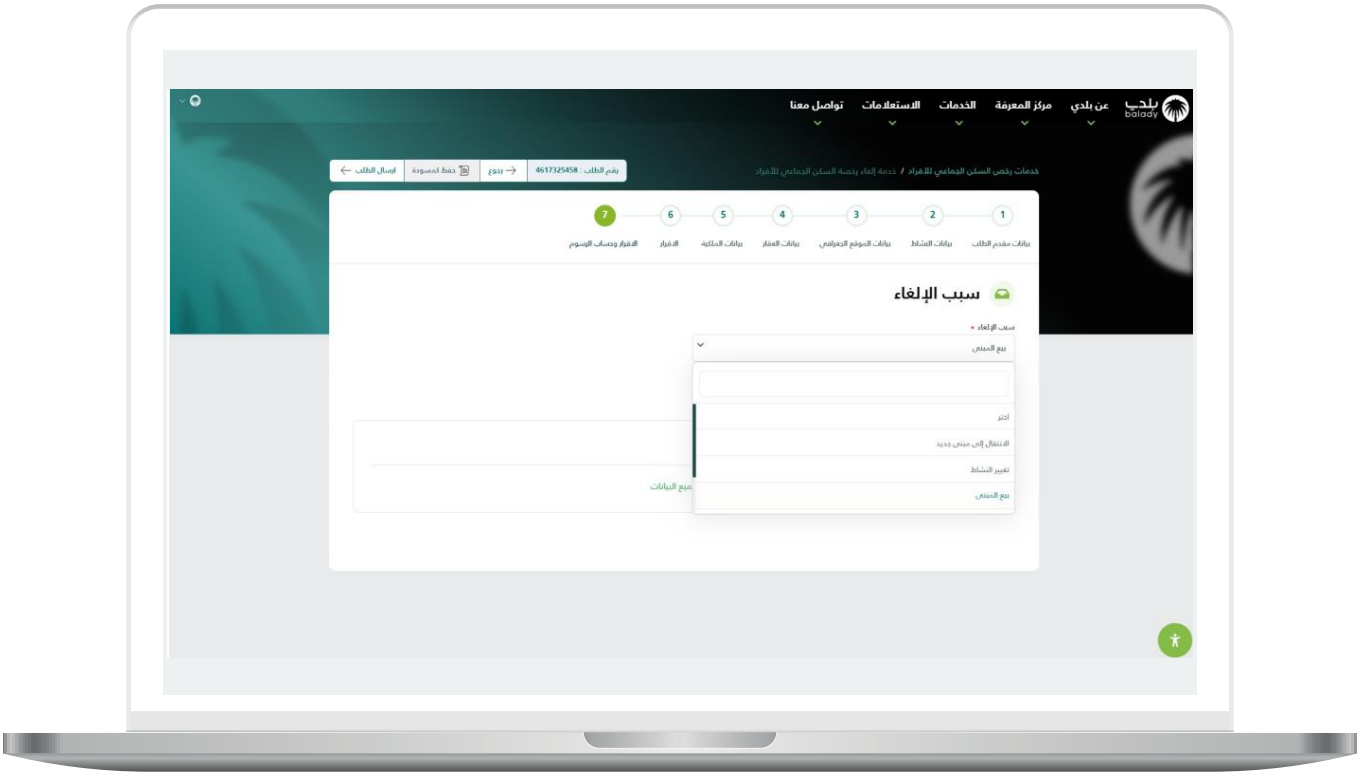
The user clicks (**Next**) to continue. The request can be saved as a draft using (**Save as Draft**), and the previous stage can be accessed using (**Back**).



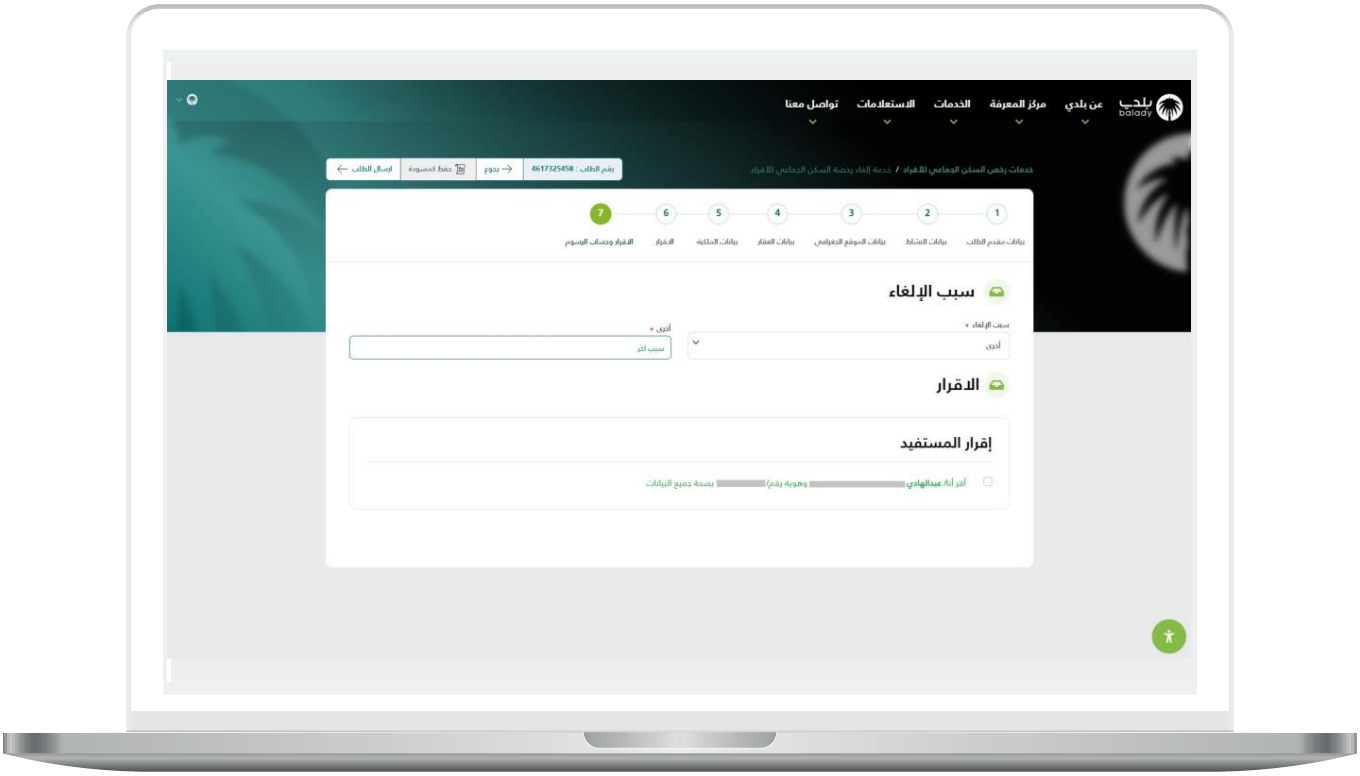
24) The (**Declaration and Fee Calculation**) stage appears, where the user selects the (**Cancellation Reason**) from the dropdown list, then checks the declaration box after reading the statement.



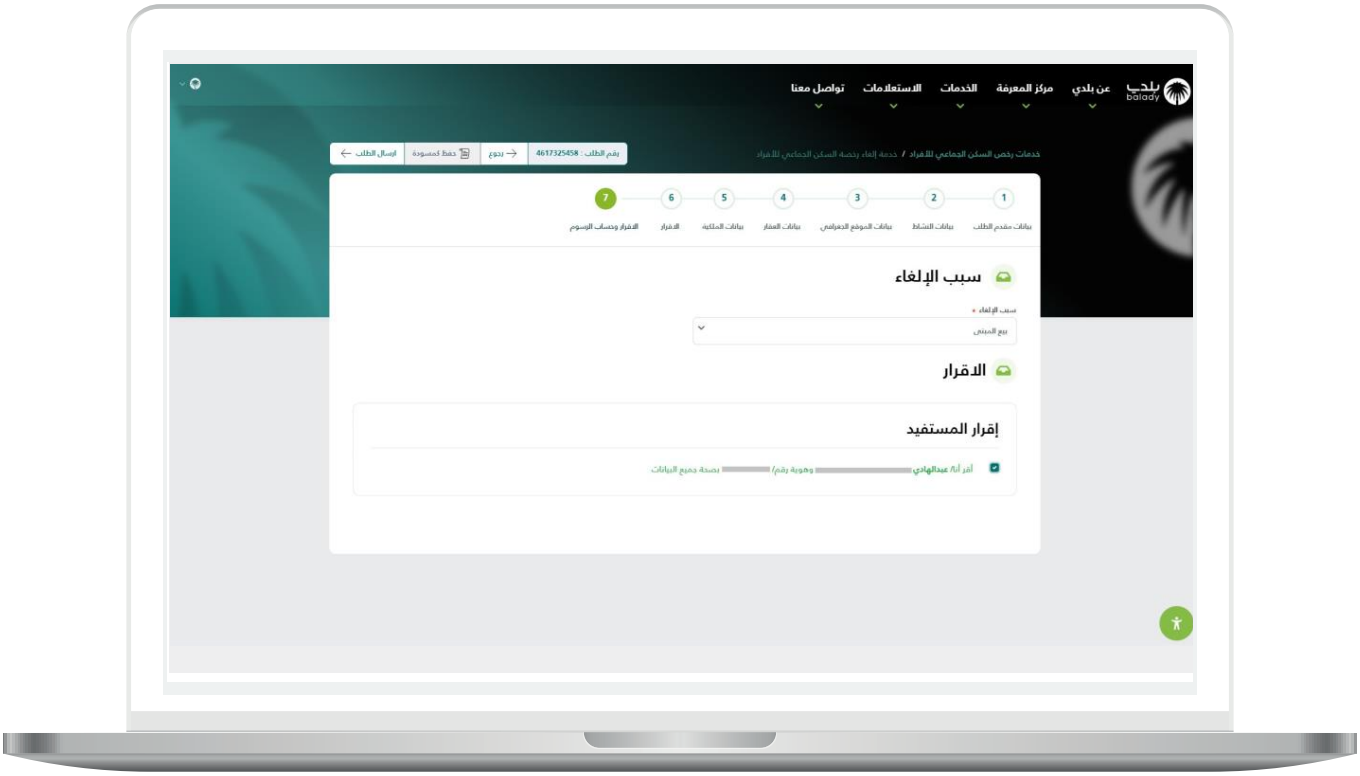
25) The system displays a list of (**Cancellation Reason**) in a dropdown menu.



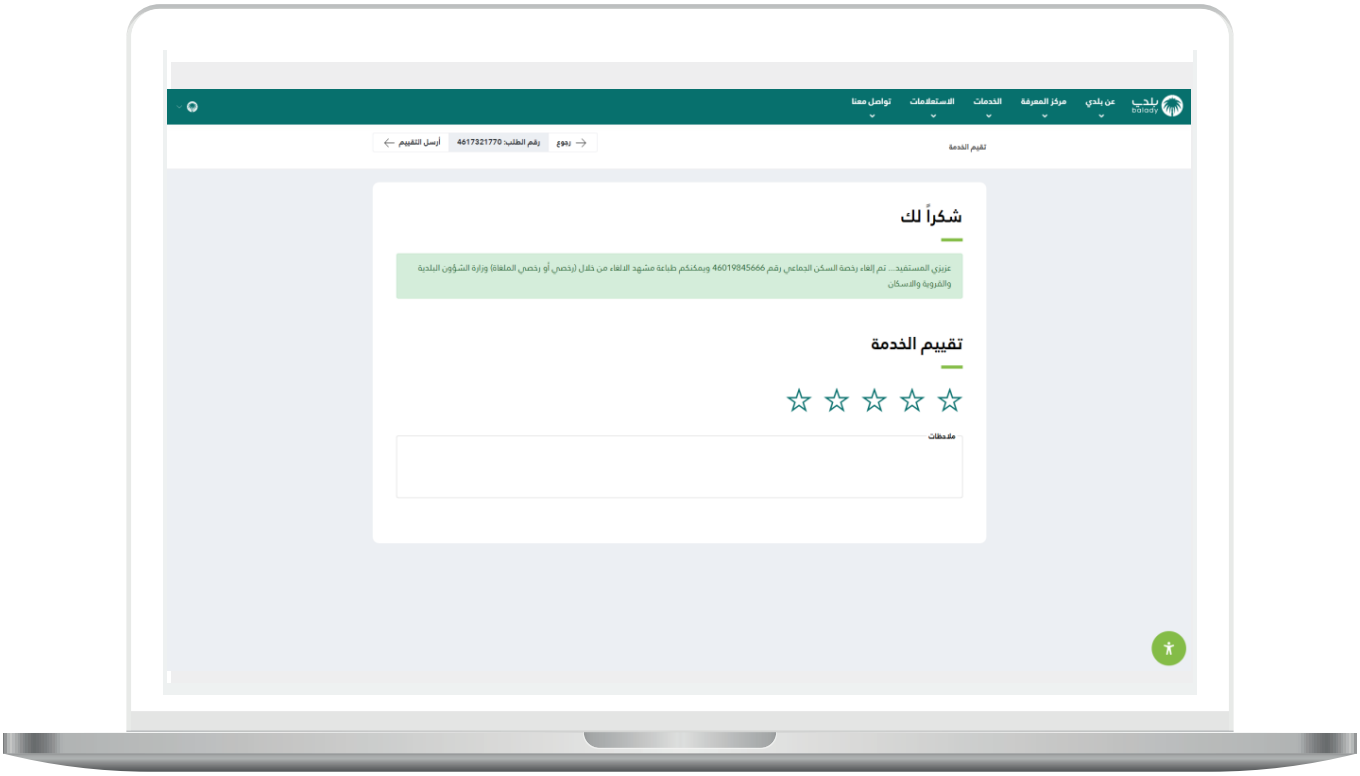
26) If the user selects (**Other**), a new field labeled (**Other**) appears for entering the value.



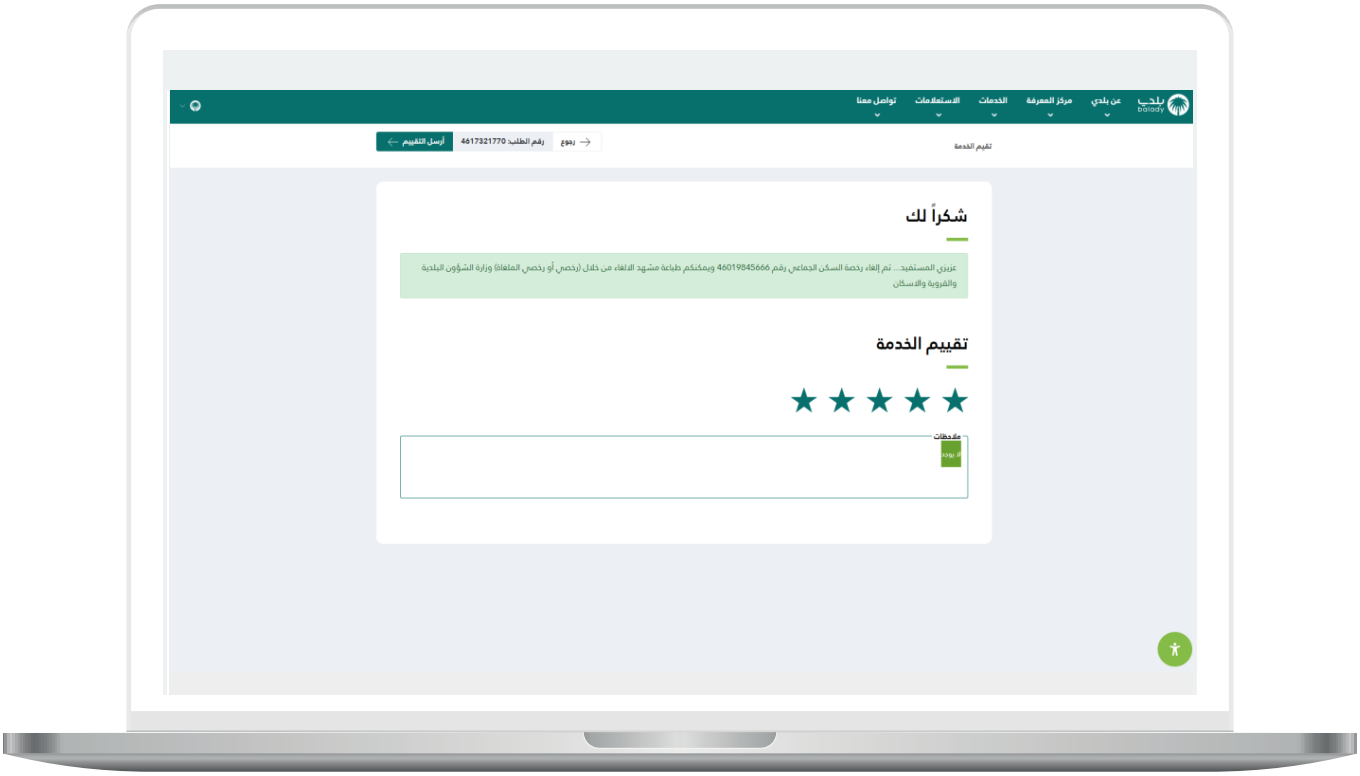
27) The user clicks the (**Submit Request**) button.



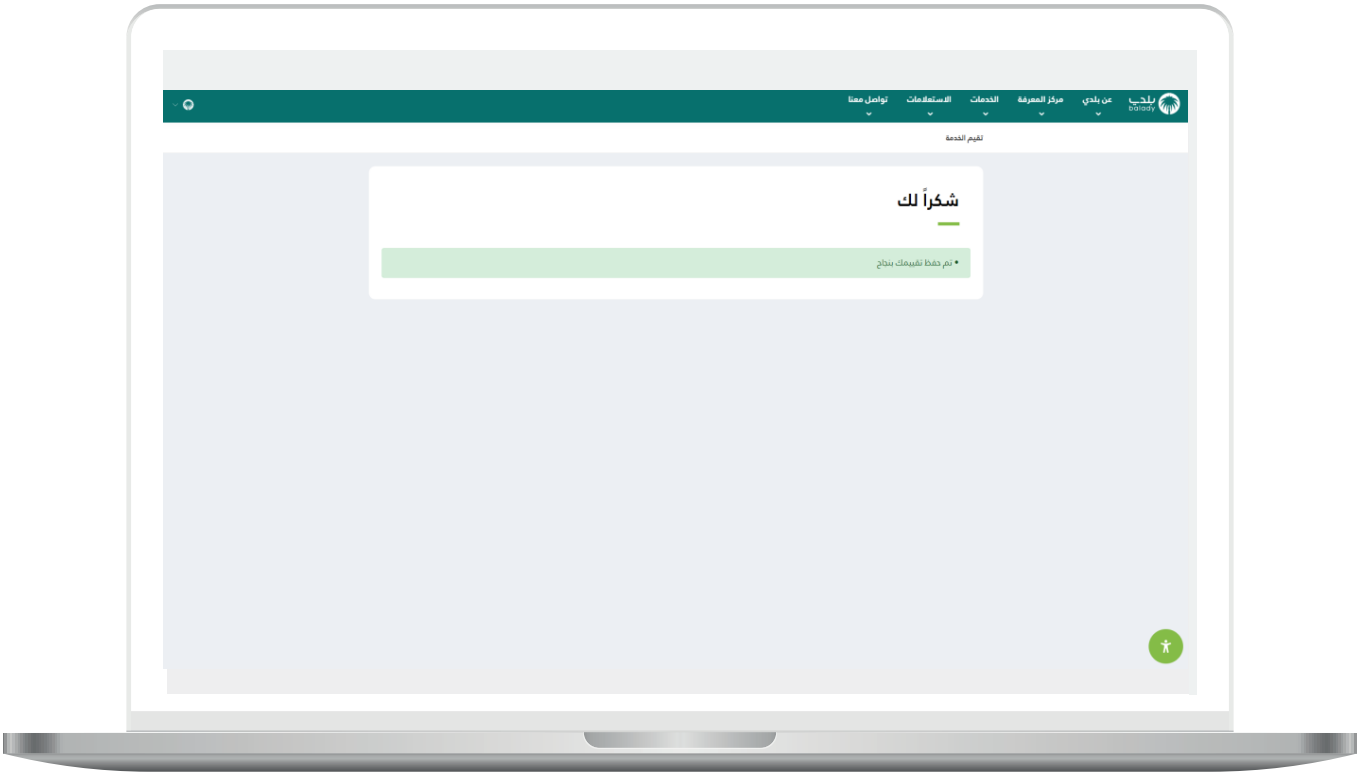
28) The license is canceled, and the system allows the user to evaluate the service by selecting the number of visible stars and entering comments in the (**Comments**) field.



29) Then, the user clicks the (**Submit Evaluation**) button.

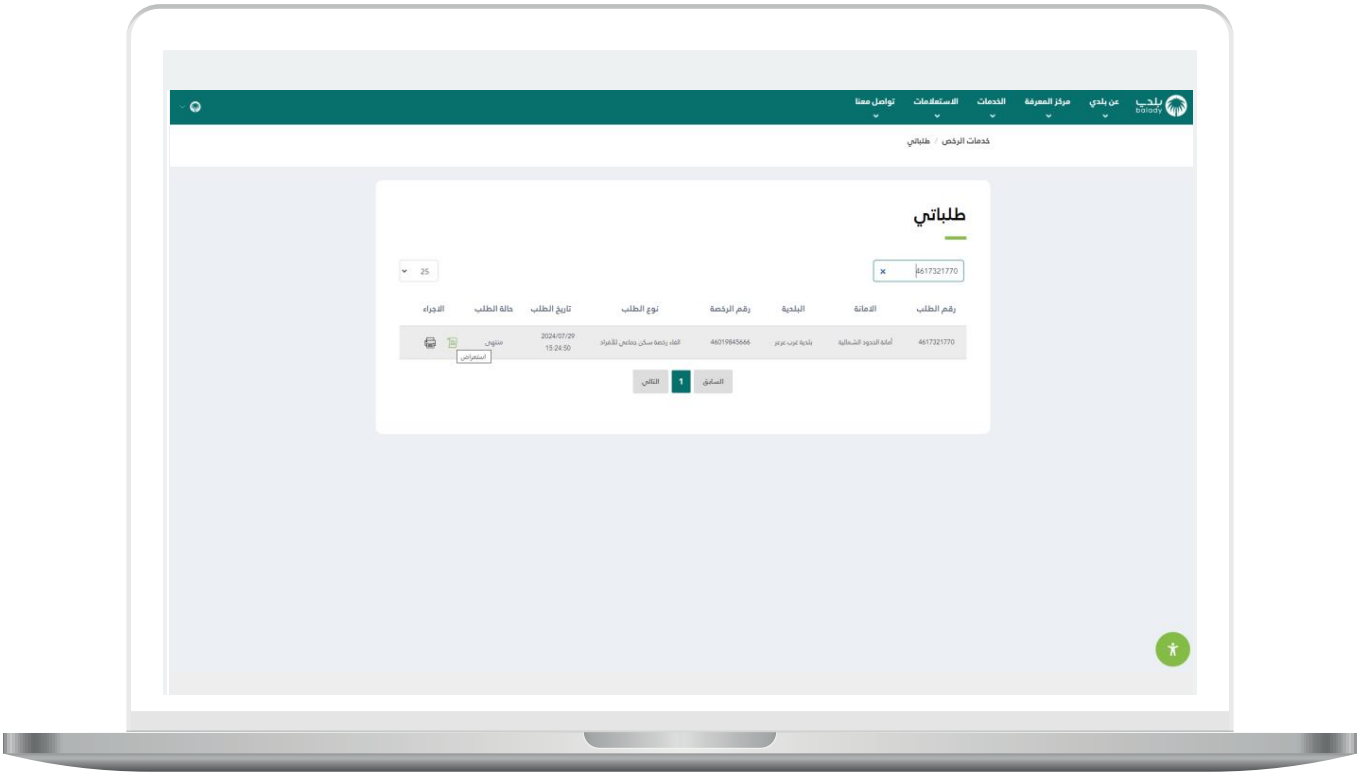


30) A message then appears confirming that (**Your evaluation has been successfully saved**).



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

Clicking the document icon (**View**) displays the request details.



199040 Direct Contact Number

@Balady_CS Customer Service