



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for

Electronic Municipal Authorization Services

Beneficiary's
Copy

Contents

First: What is Electronic Municipal Authorization?	03
Second: Logging into the System	03
Third: Steps to Request the Service	06

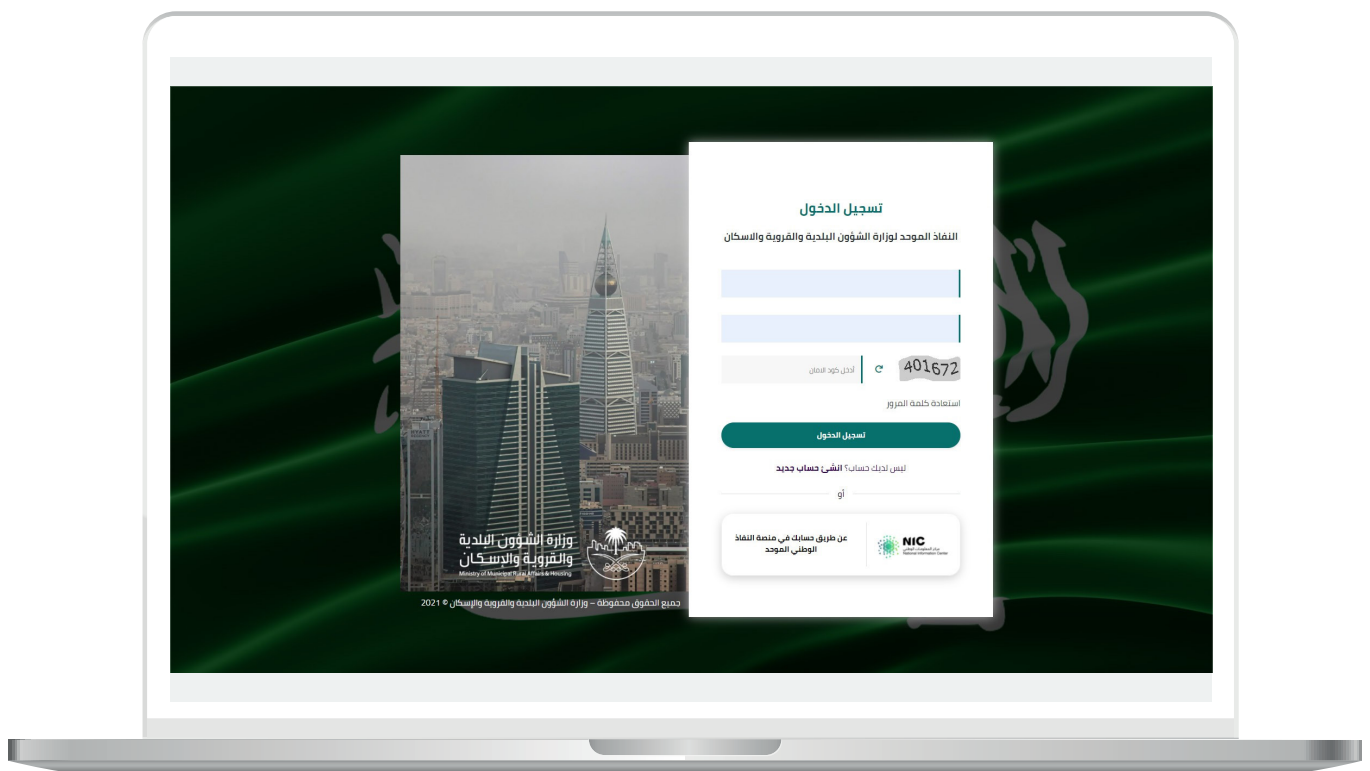


First: What is Electronic Municipal Authorization?

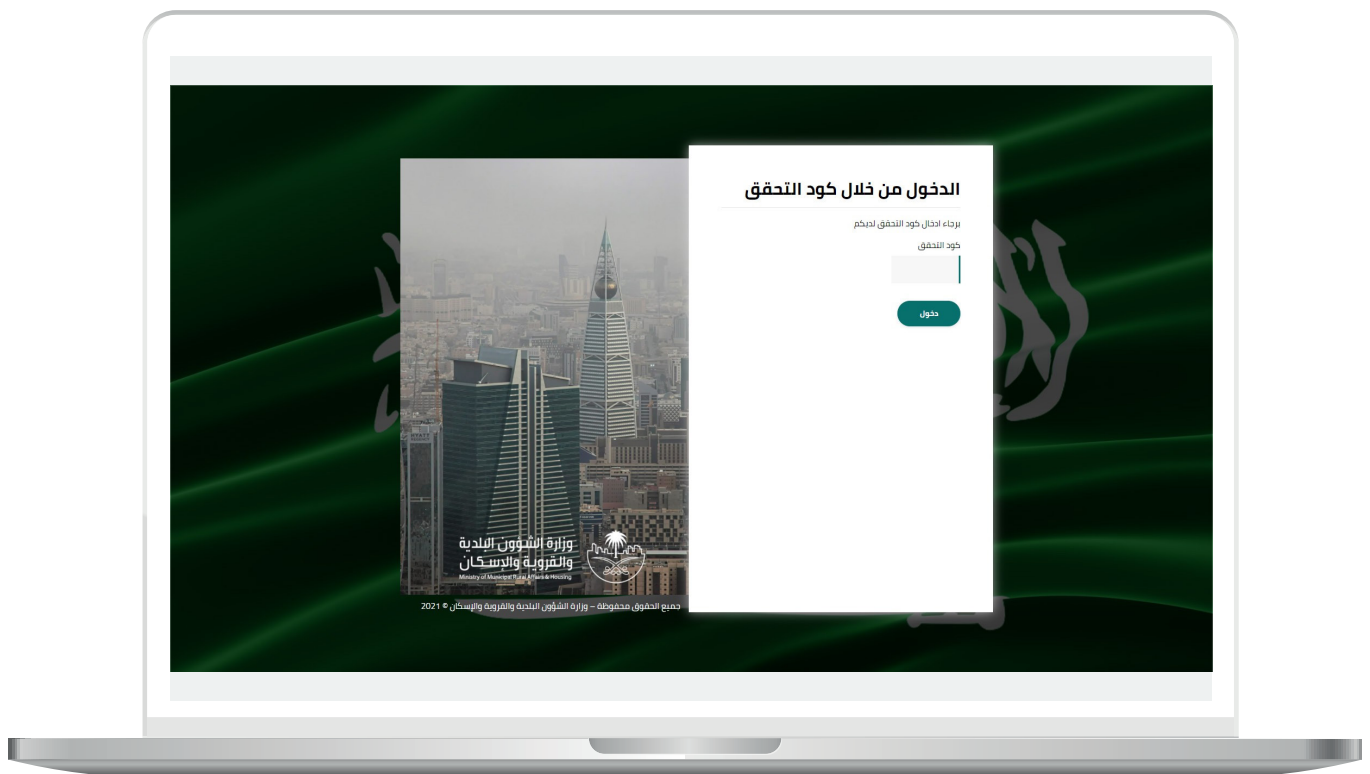
It is a service aimed at digitally verifying the authorization of establishments for representatives, allowing the use of this authorization in services provided by the Balady platform.

Second: Logging into 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. The security code can be changed by clicking the circular arrow icon.

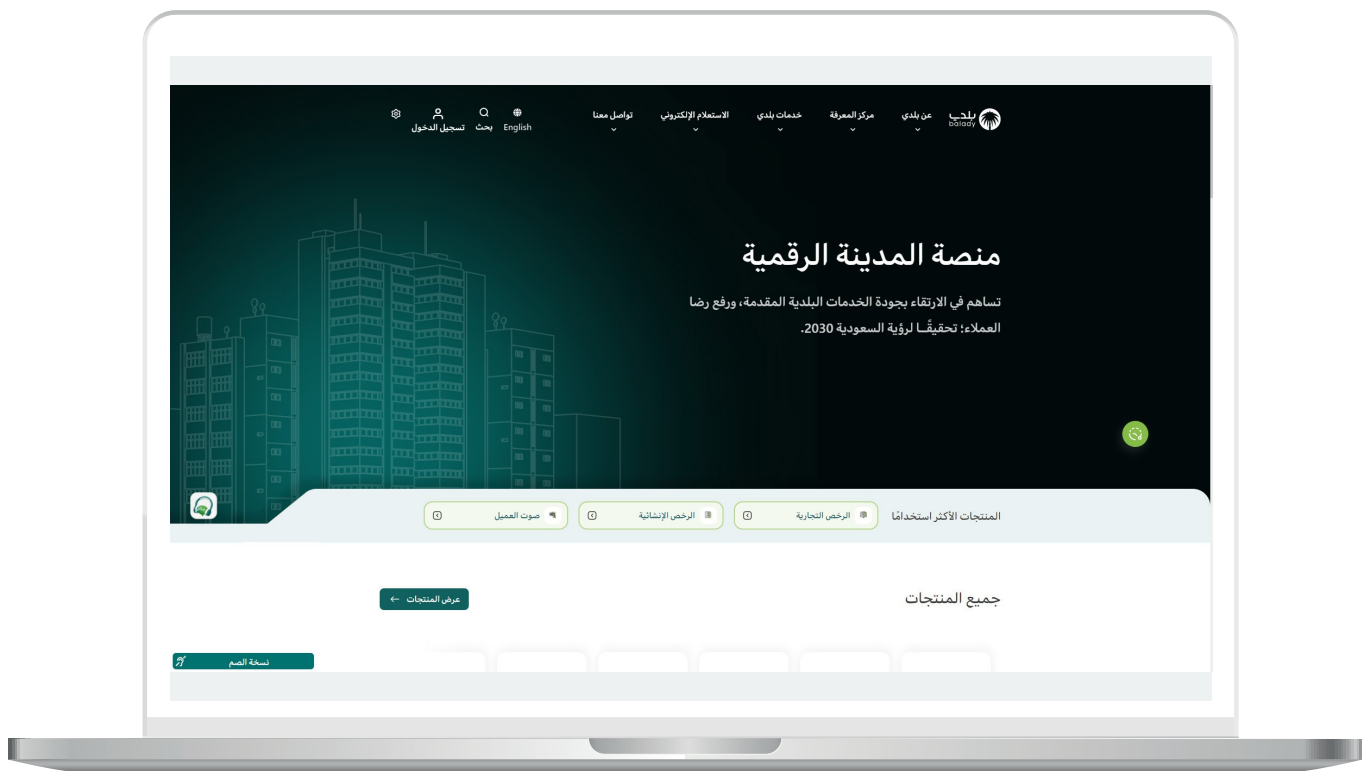


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



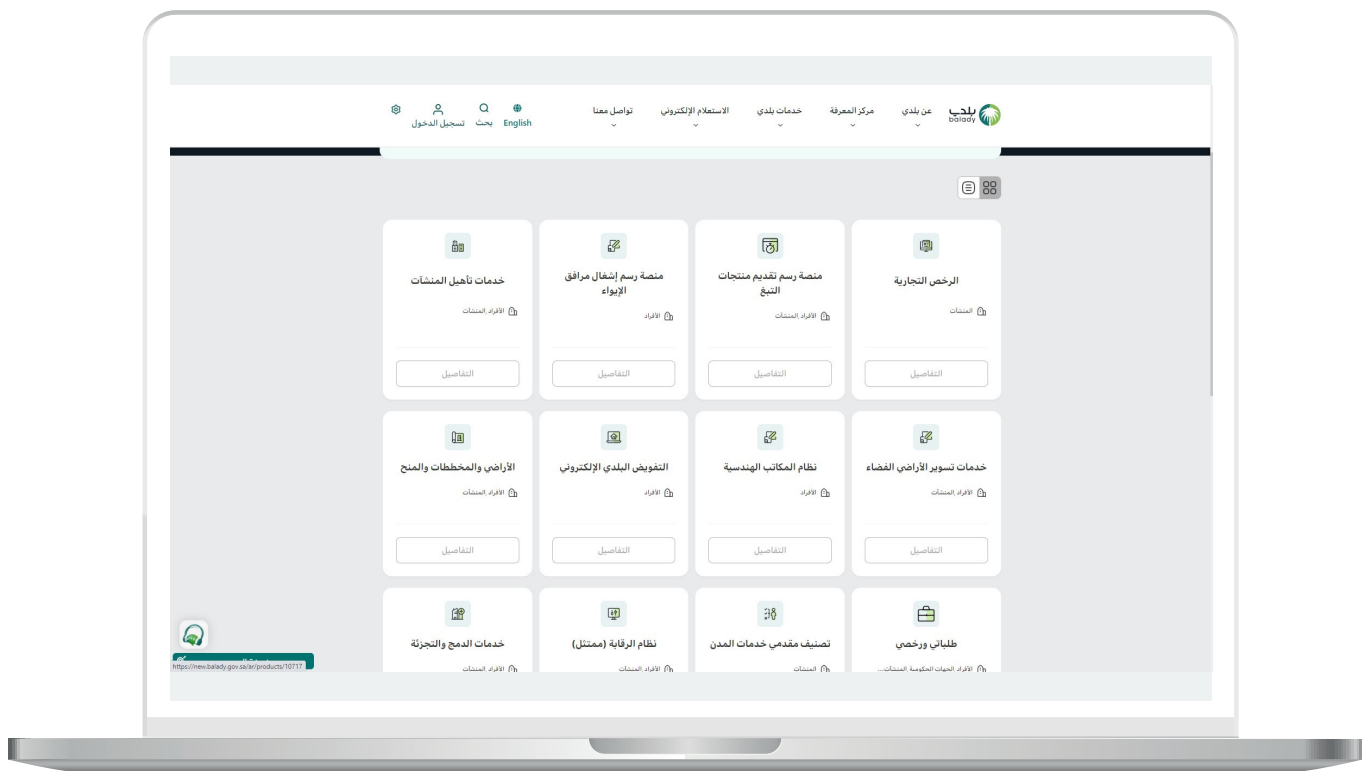
3) After logging into the Balady platform, the homepage appears as shown below.

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

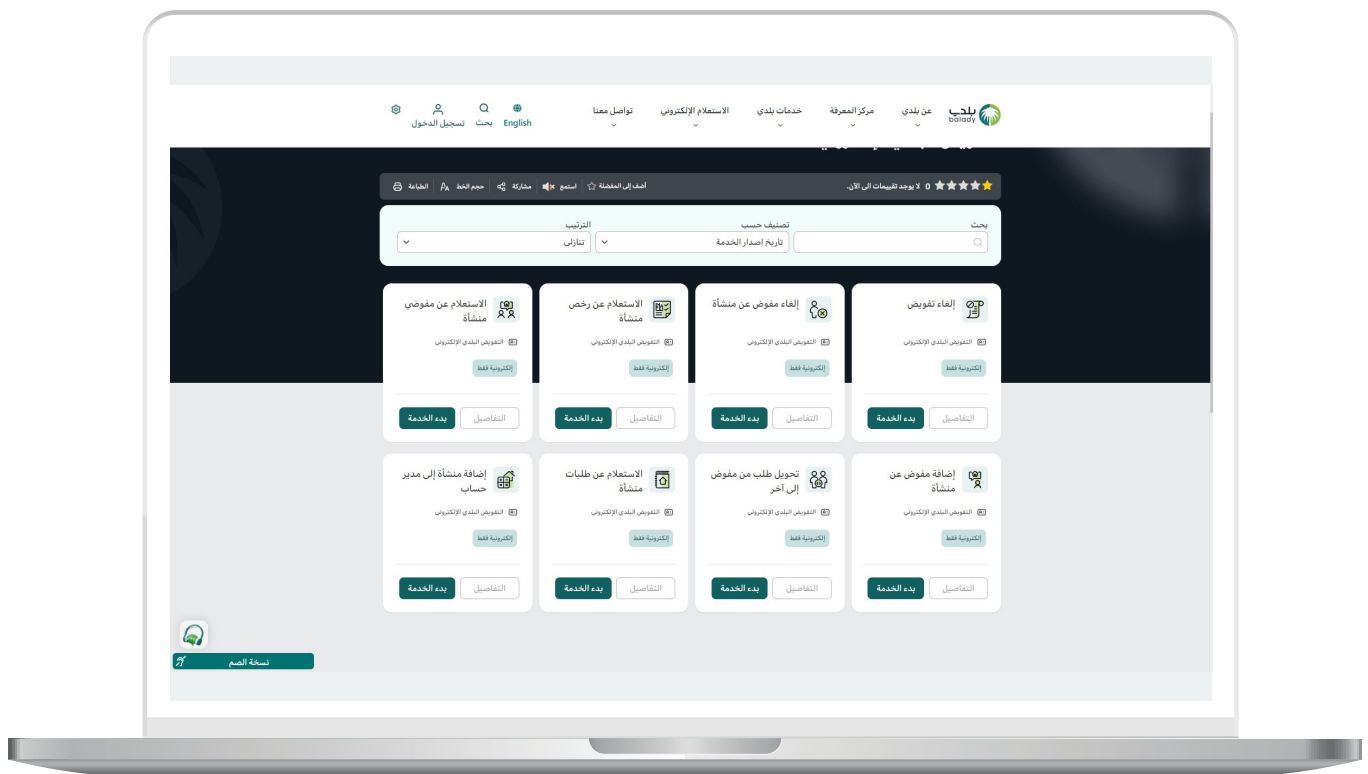


Third: Steps to Request the Service

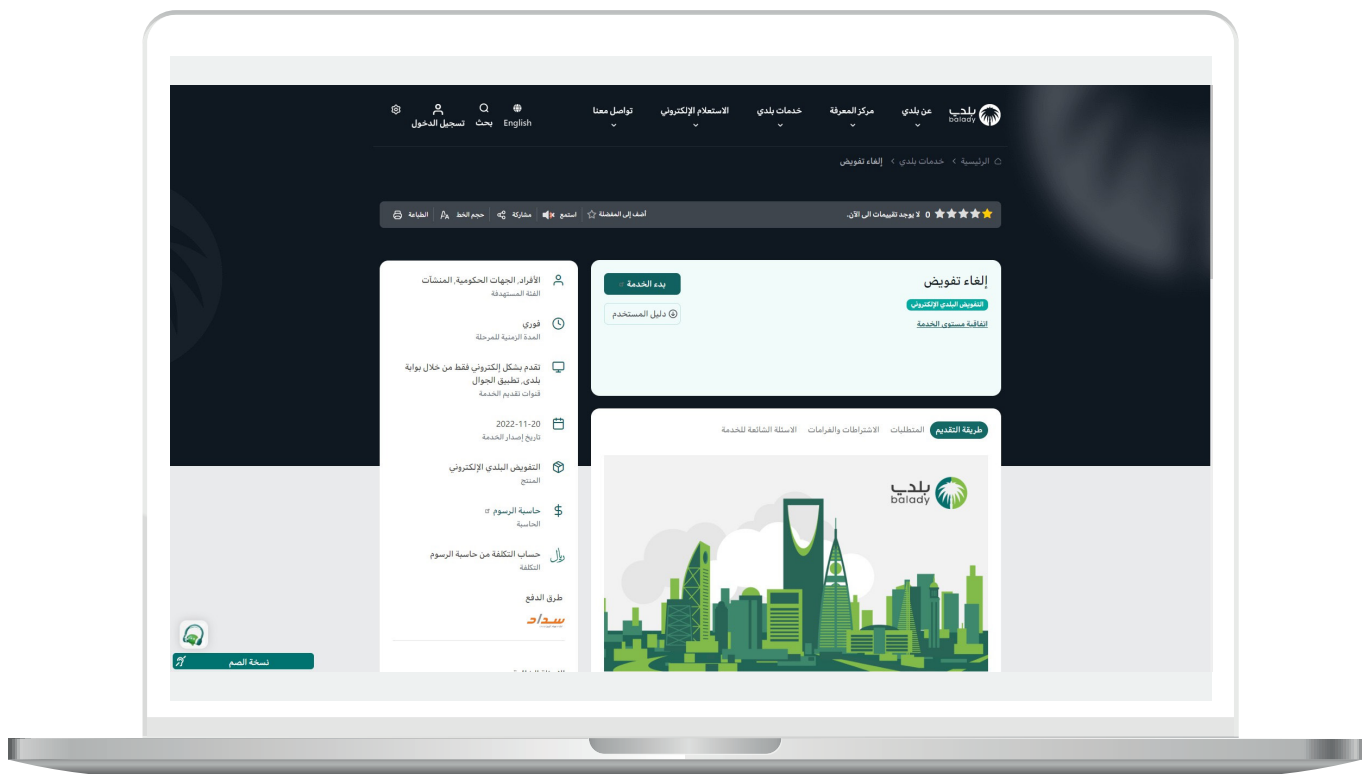
1) To begin the service request, select (Electronic Municipal Authorization) as shown below.



2) The following screen appears, displaying the available authorization services.

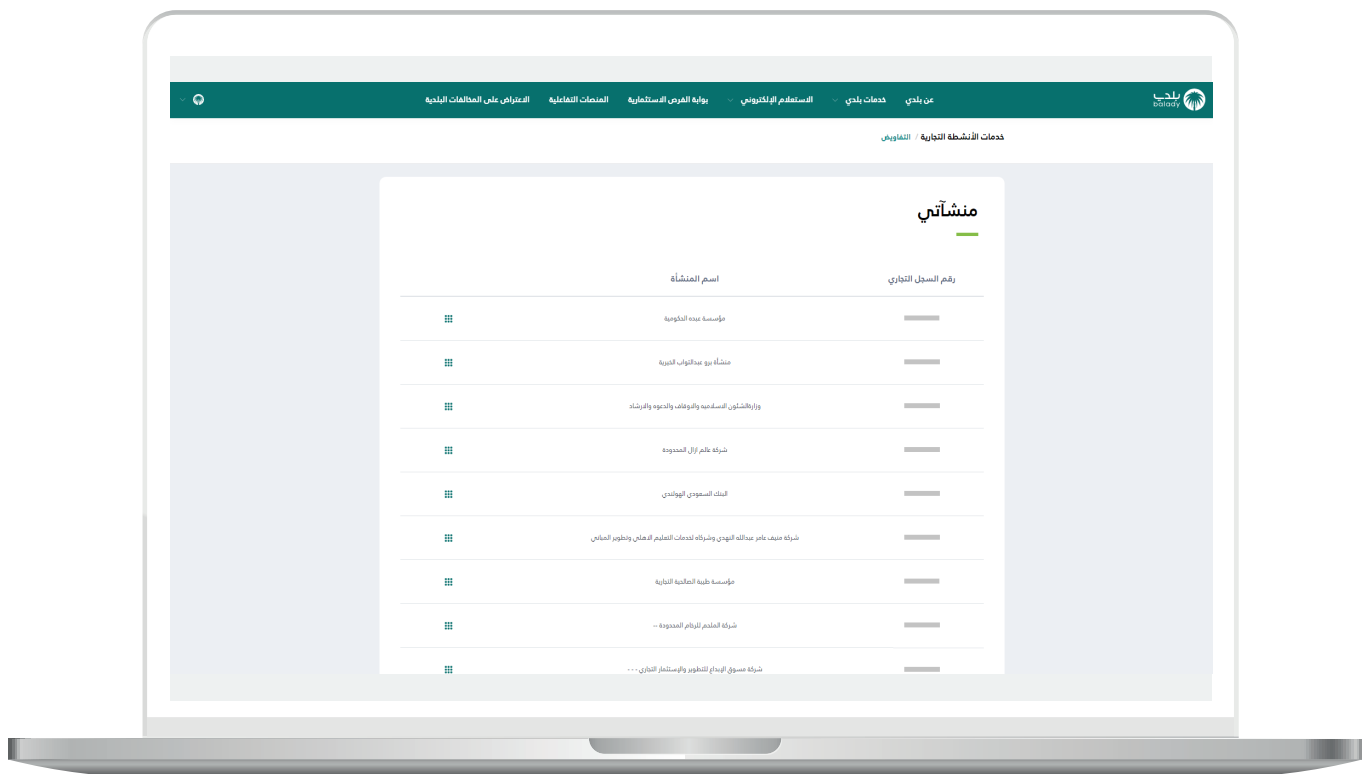


3) If the **(Details)** option is selected, a screen appears showing service information and details.

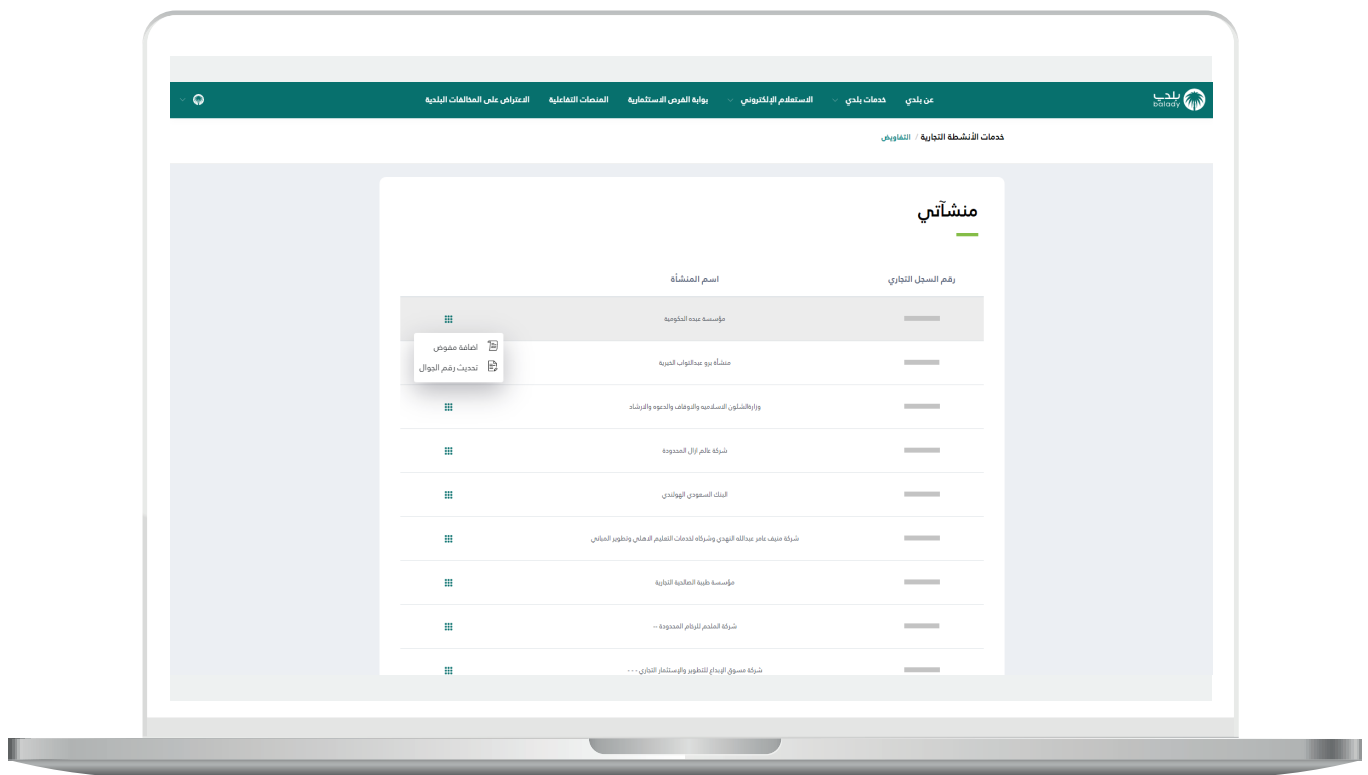


My Establishments

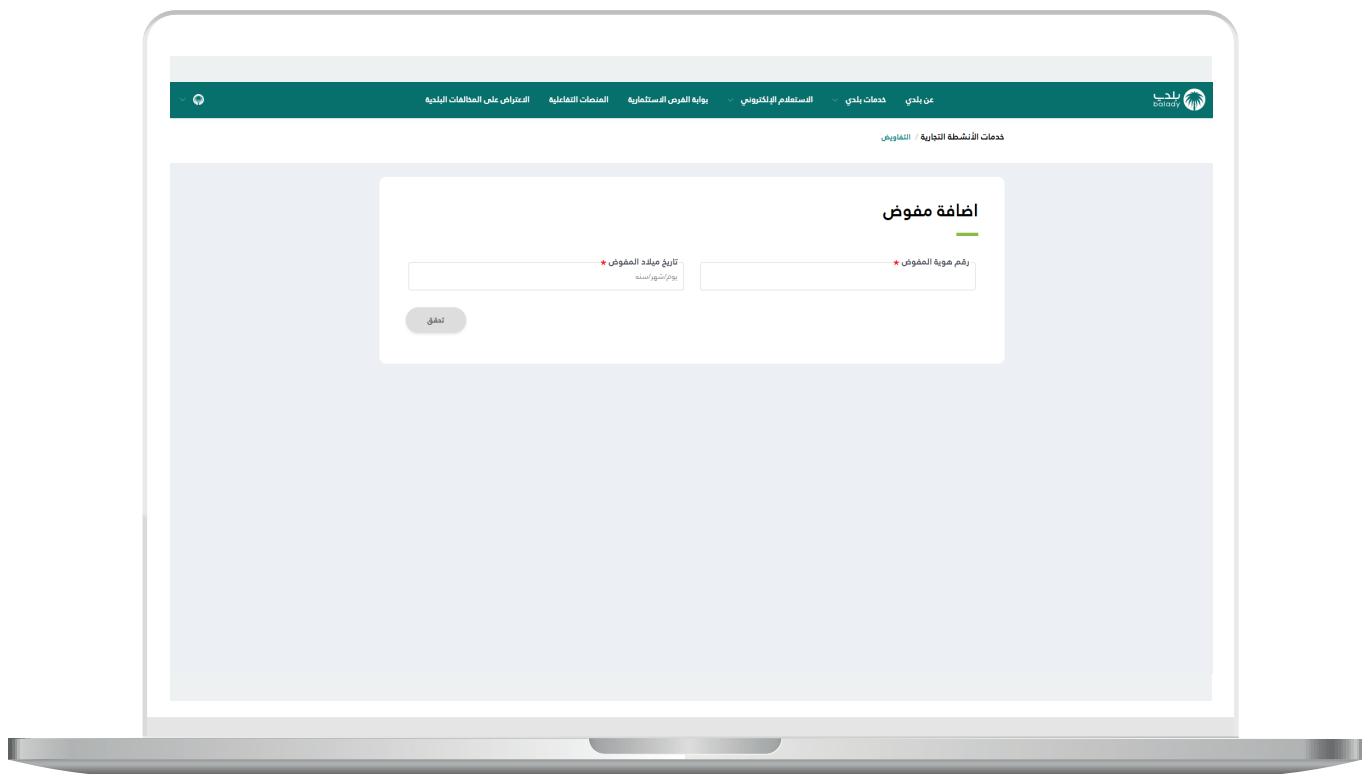
1) If the user clicks the **(Start Service)** button, the following screen appears, listing all establishments linked to the user. Clicking the green box displays the available actions.



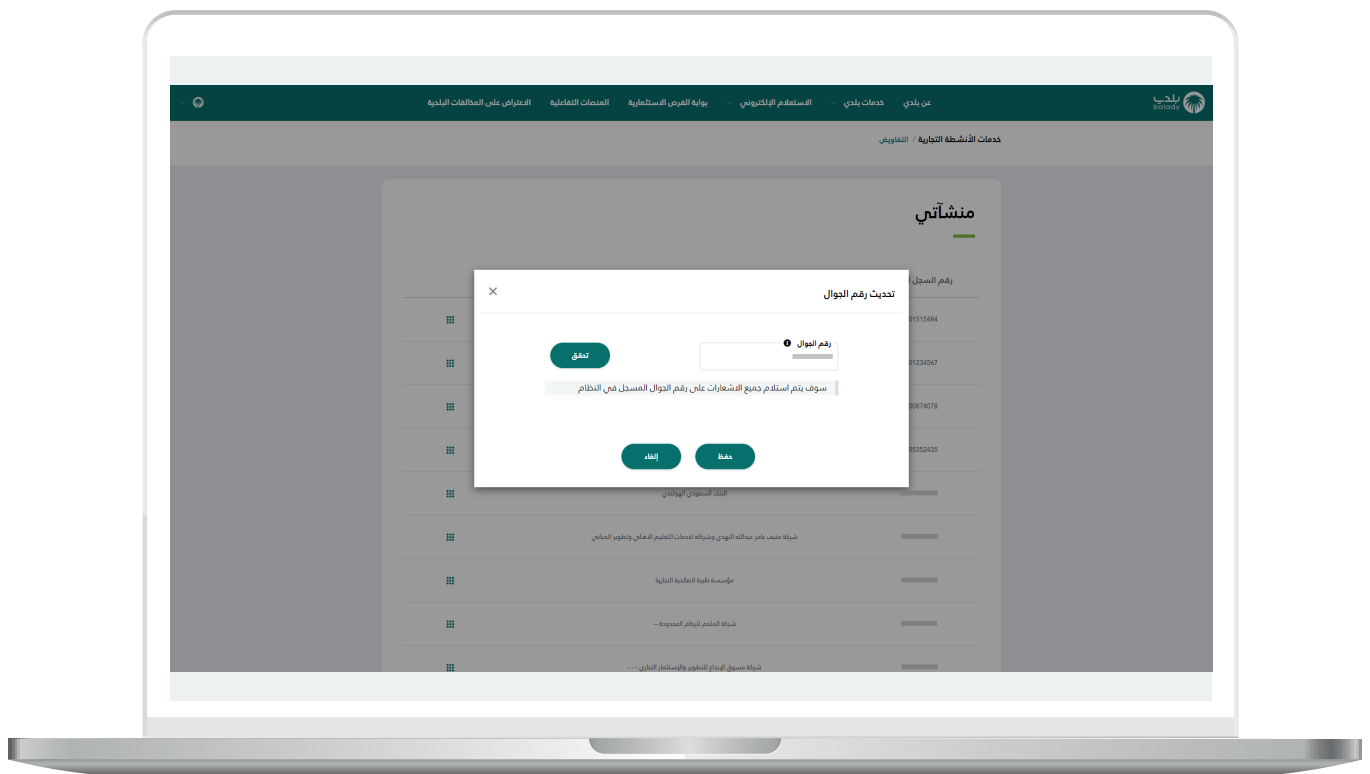
2) After clicking the green box, the following options appear: **(Add Representative, Update Mobile Number)**.



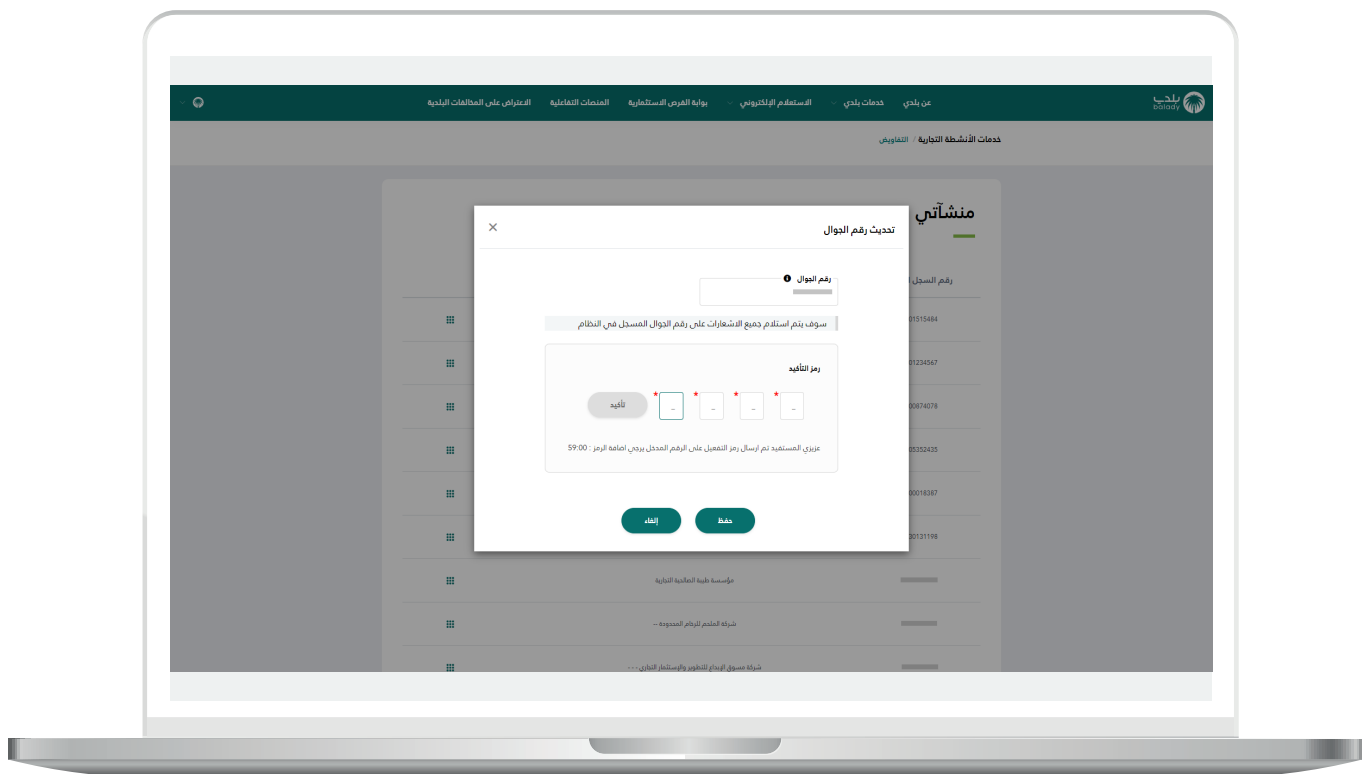
3) Selecting **(Add Representative)** redirects the user to the Add Representative screen to authorize a representative for the establishment.



4) If the user selects (**Update Mobile Number**), a small pop-up screen appears as shown below. The user must enter their Mobile Number and click (**Verify**).

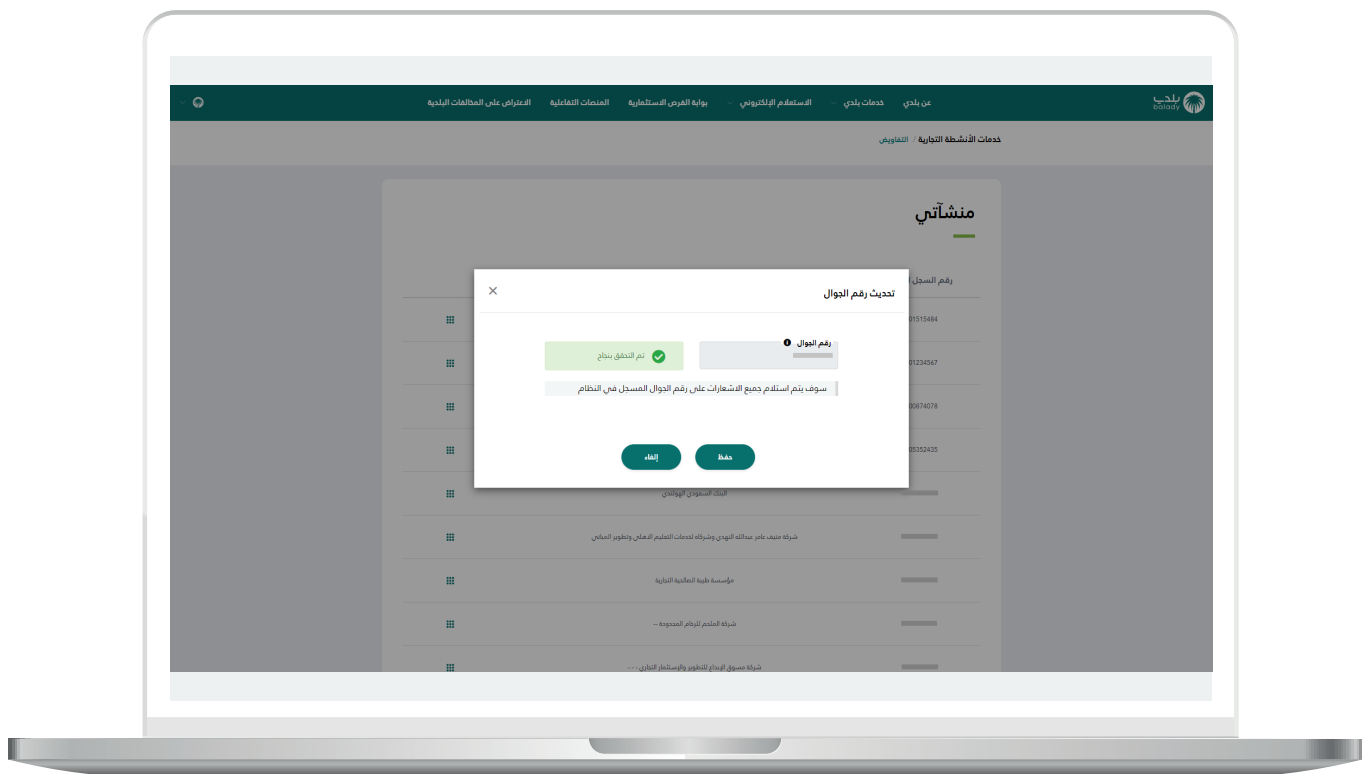


5) The verification code sent to the mobile number must be entered in the **(Confirmation Code)** field, then click **(Confirm)**.



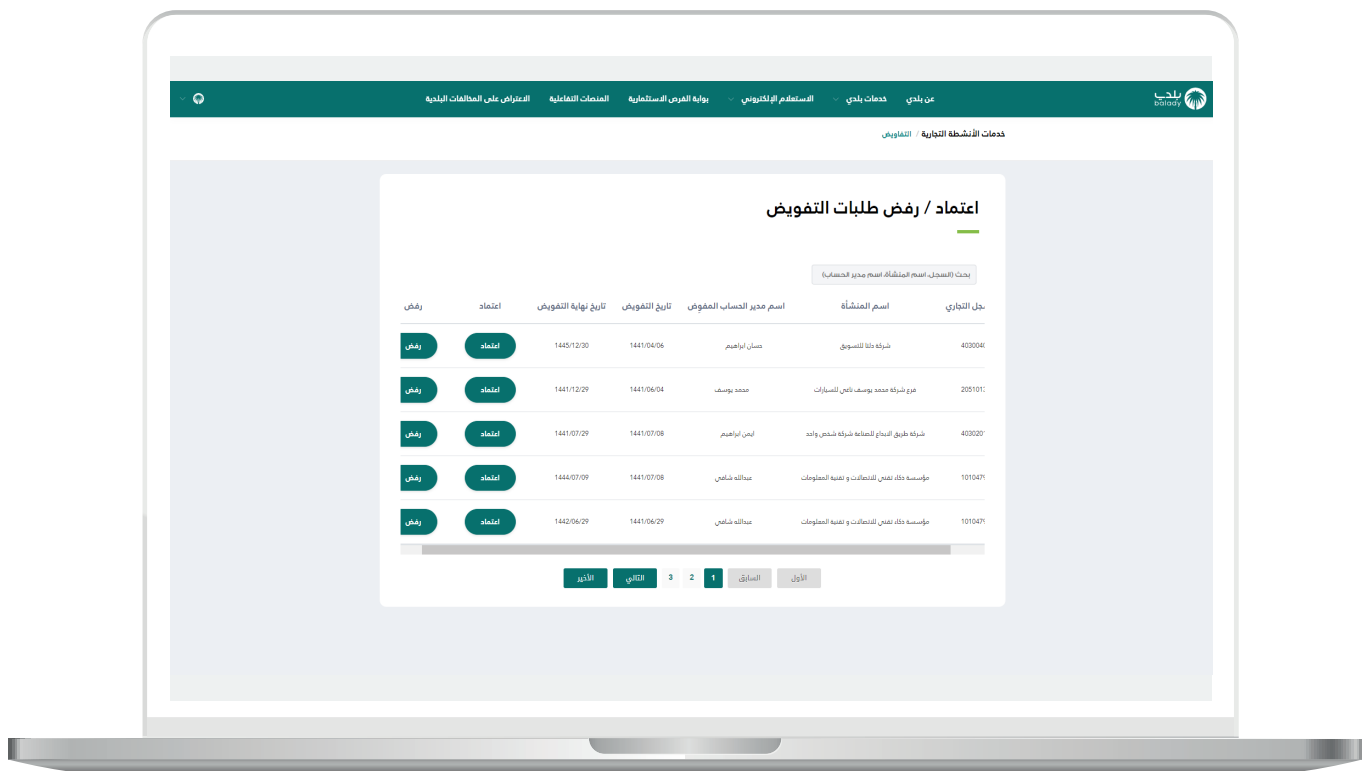
6) If the entered code is correct, a message appears stating (**Verification Successful**).

The user then clicks (**Save**) or cancels the process using the (**Cancel**) button.

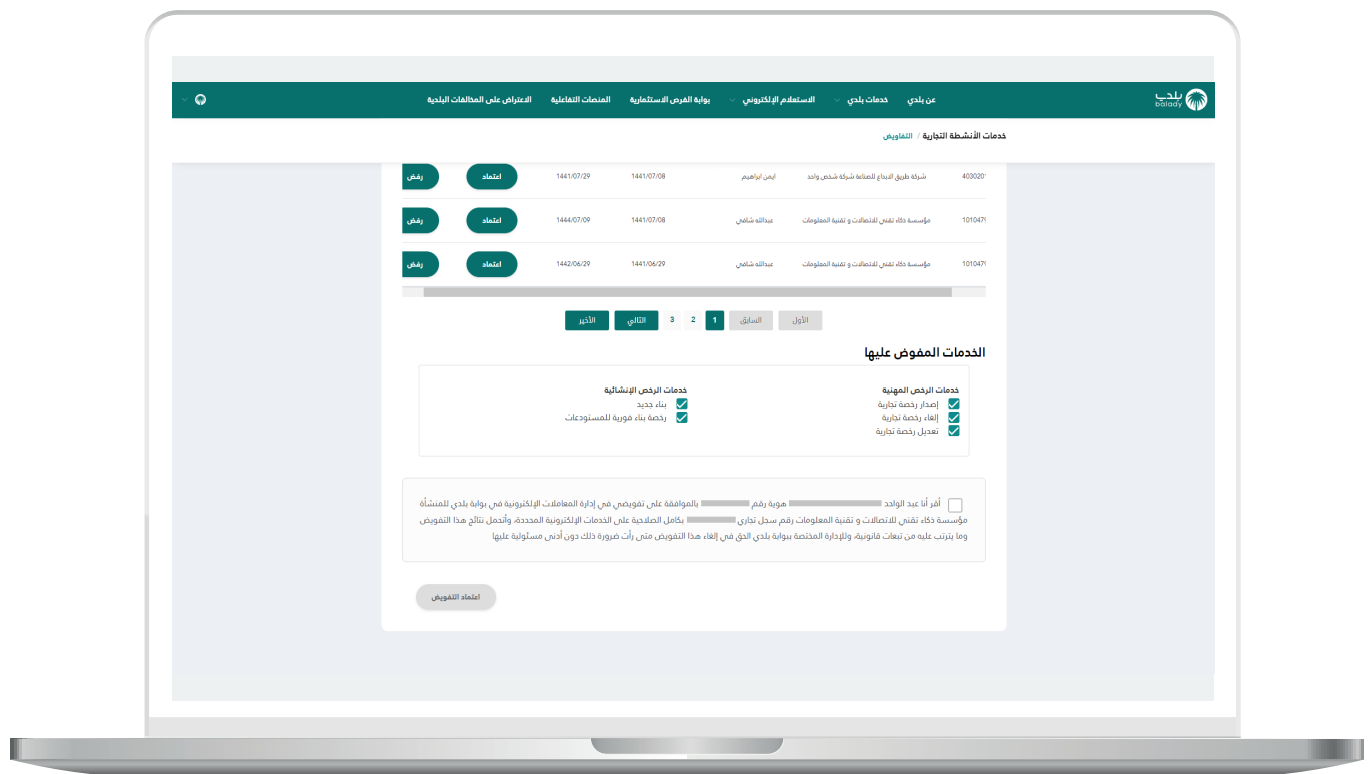


Approval / Rejection

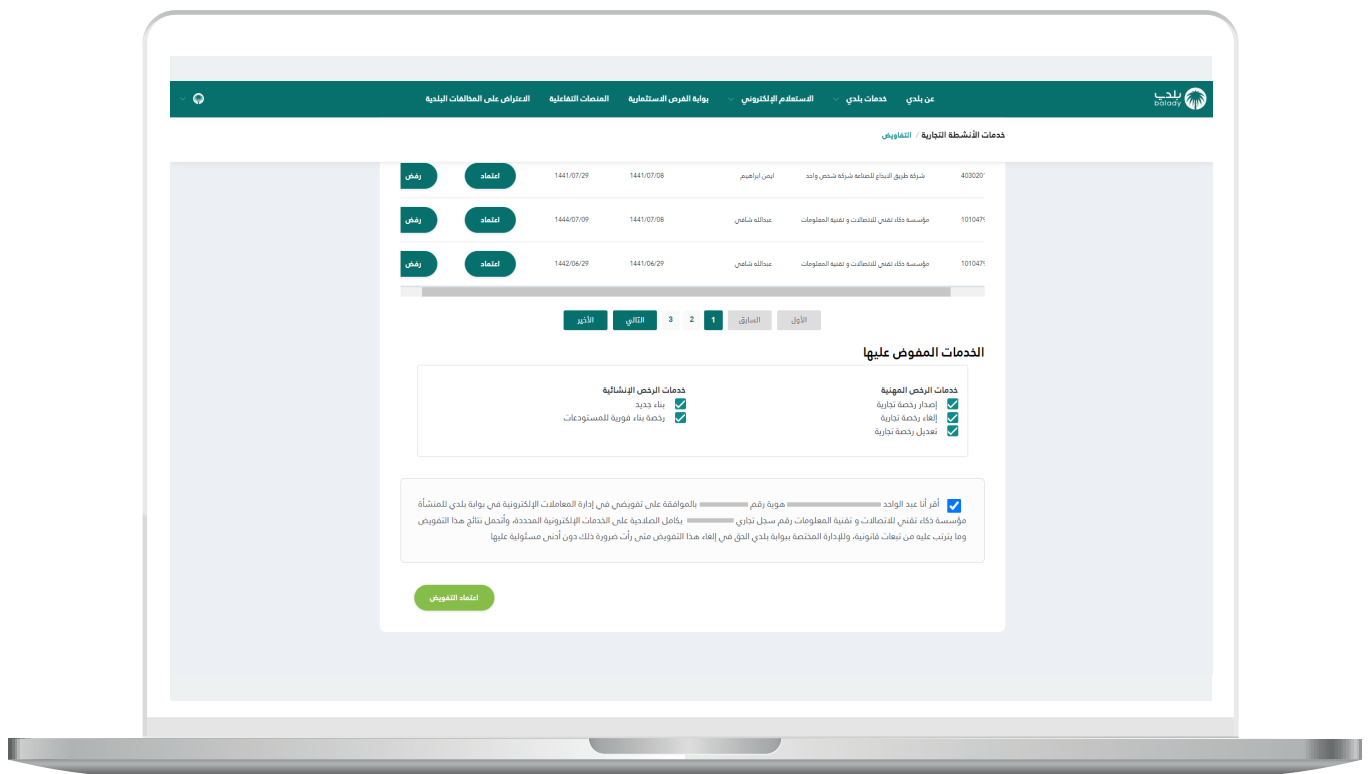
1) If the user selects **(Approve/Reject)**, the following screen appears, listing all authorization requests sent to the representative. The representative can approve a request by clicking **(Approve)** or reject it by clicking **(Reject)**.



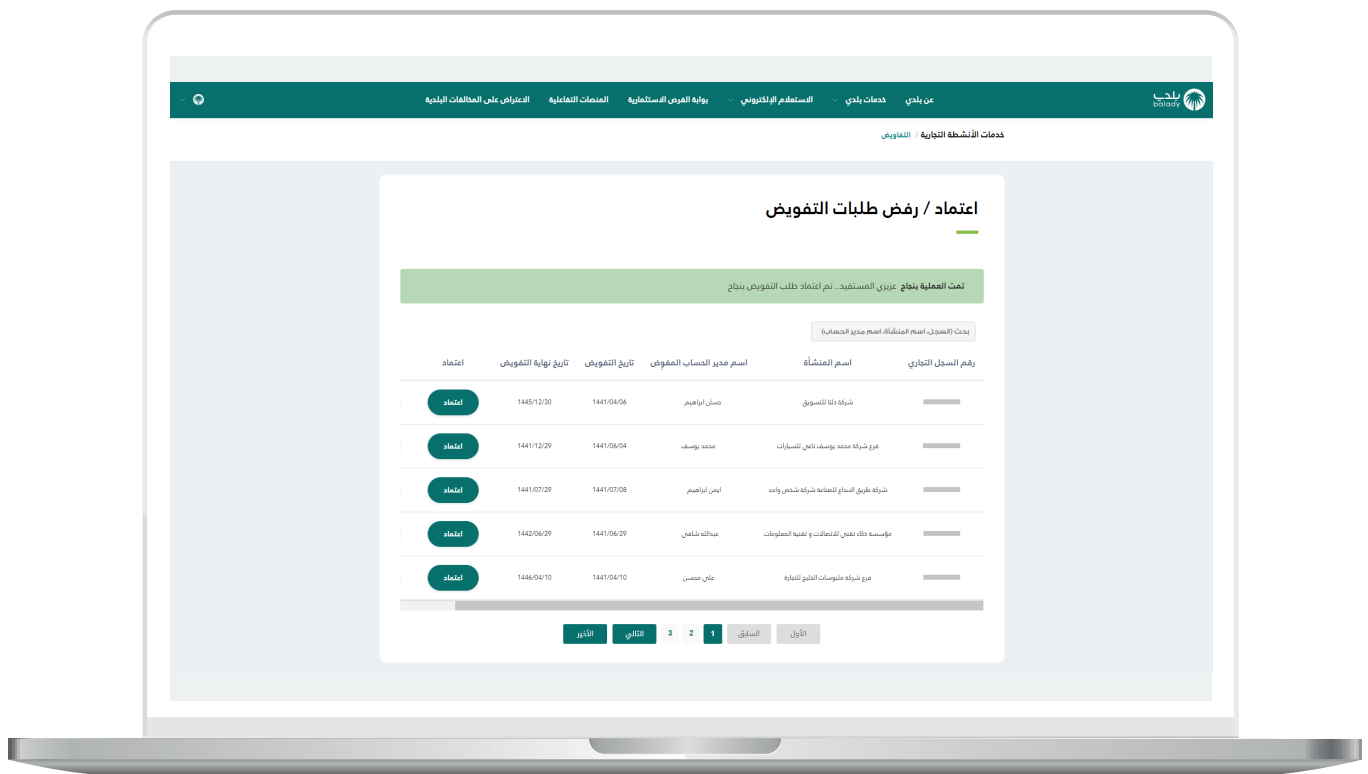
2) Clicking **(Approve)** displays the following screen, where the user selects the acknowledgment checkbox.



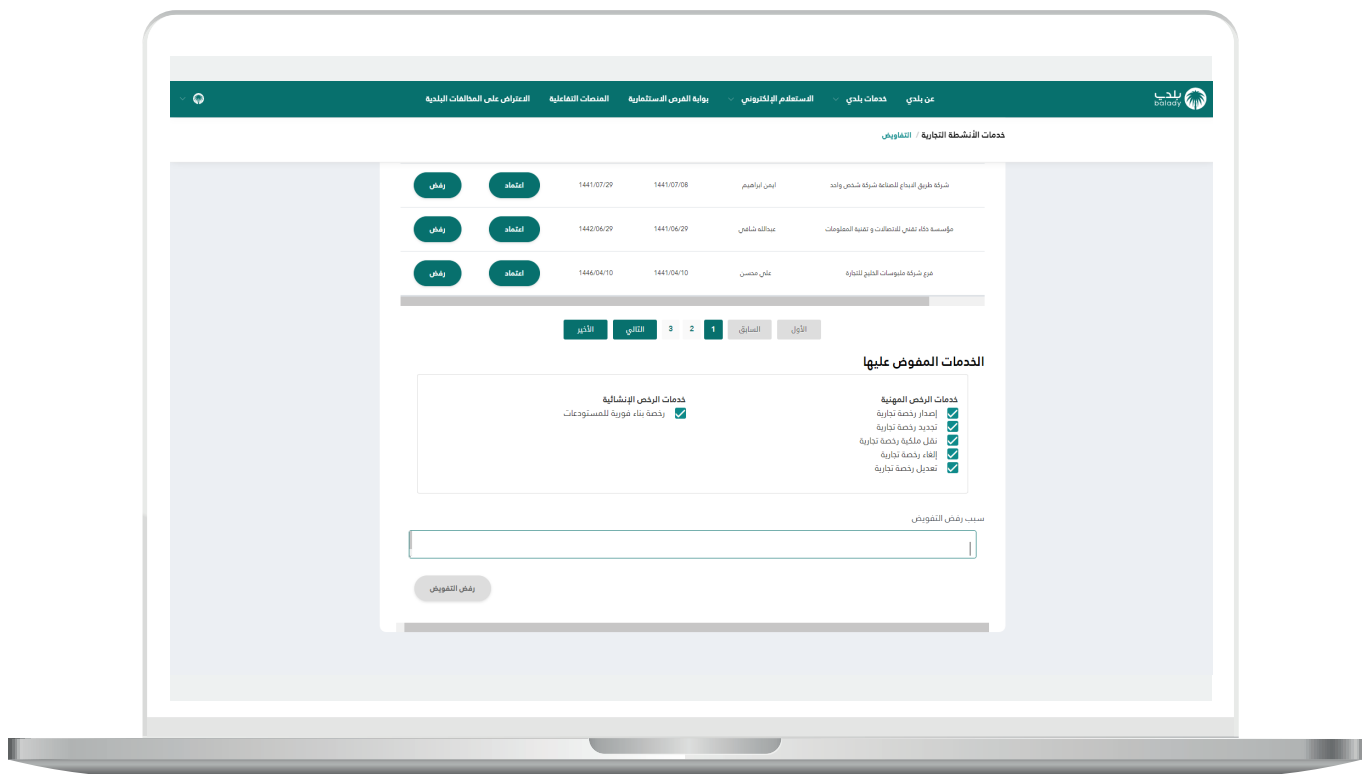
3) After enabling the **(Approve Authorization)** button, the user clicks it.



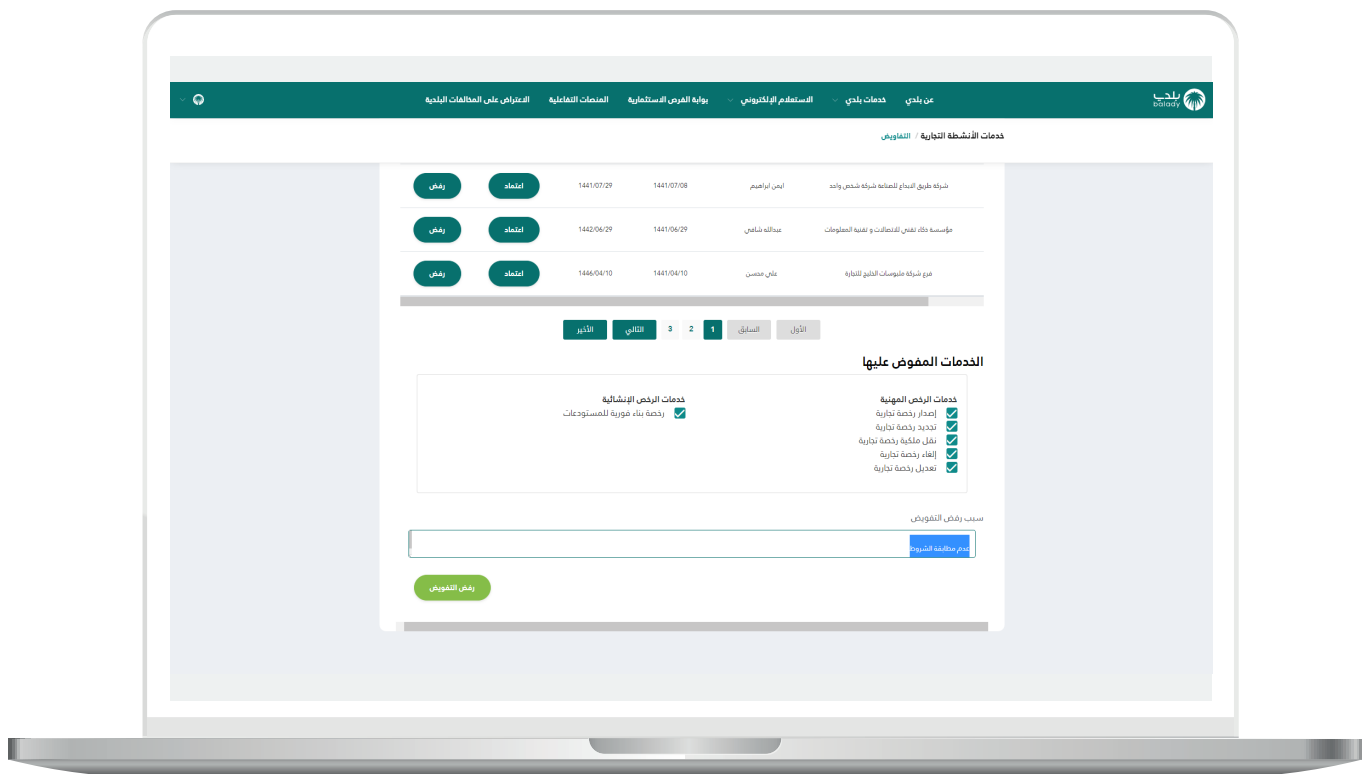
4) A confirmation message appears stating (Authorization request approved successfully), as shown below.



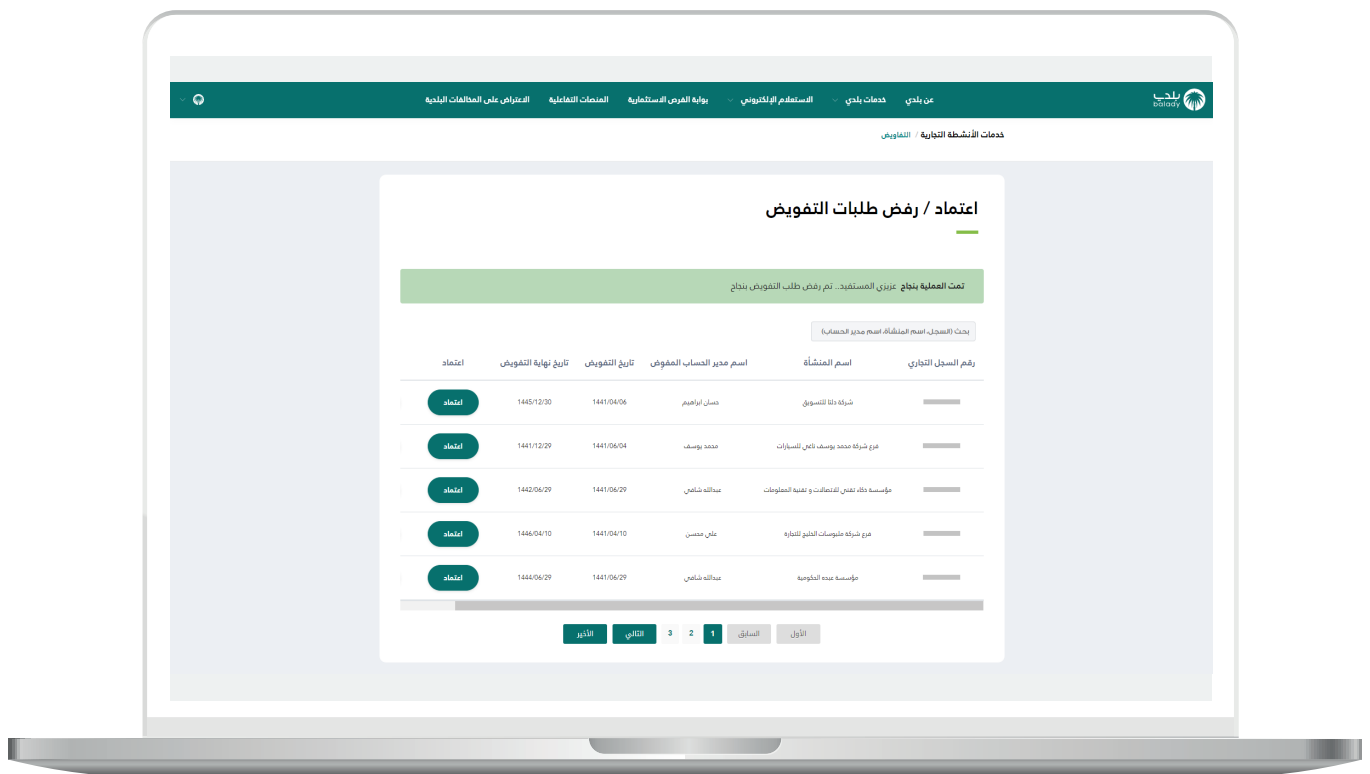
5) If the user selects **(Reject)**, the following screen appears, where they must enter a reason for rejection in the **(Reason for Authorization Rejection)** field.



6) After entering the reason, the **(Reject Authorization)** button becomes active, allowing the user to reject the request.

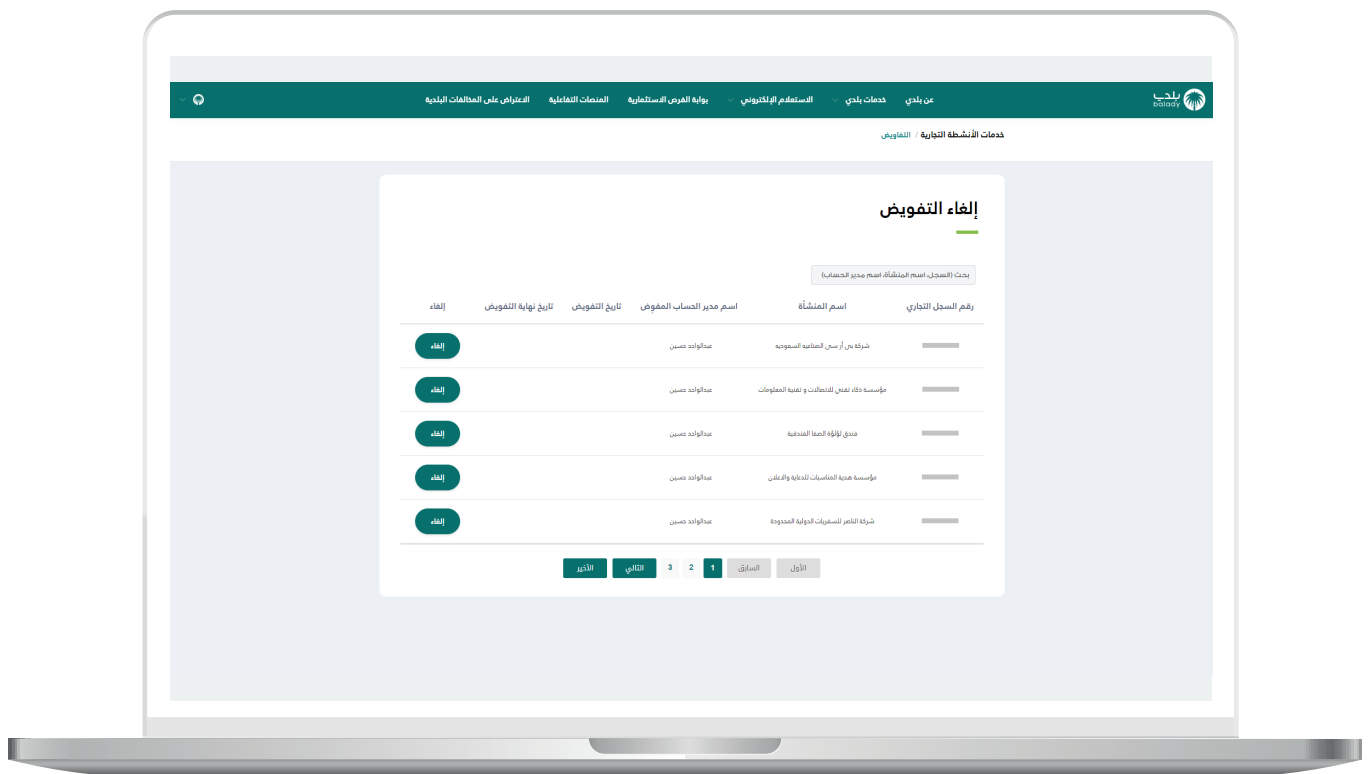


7) The system then rejects the authorization request and displays a confirmation message, as shown below.

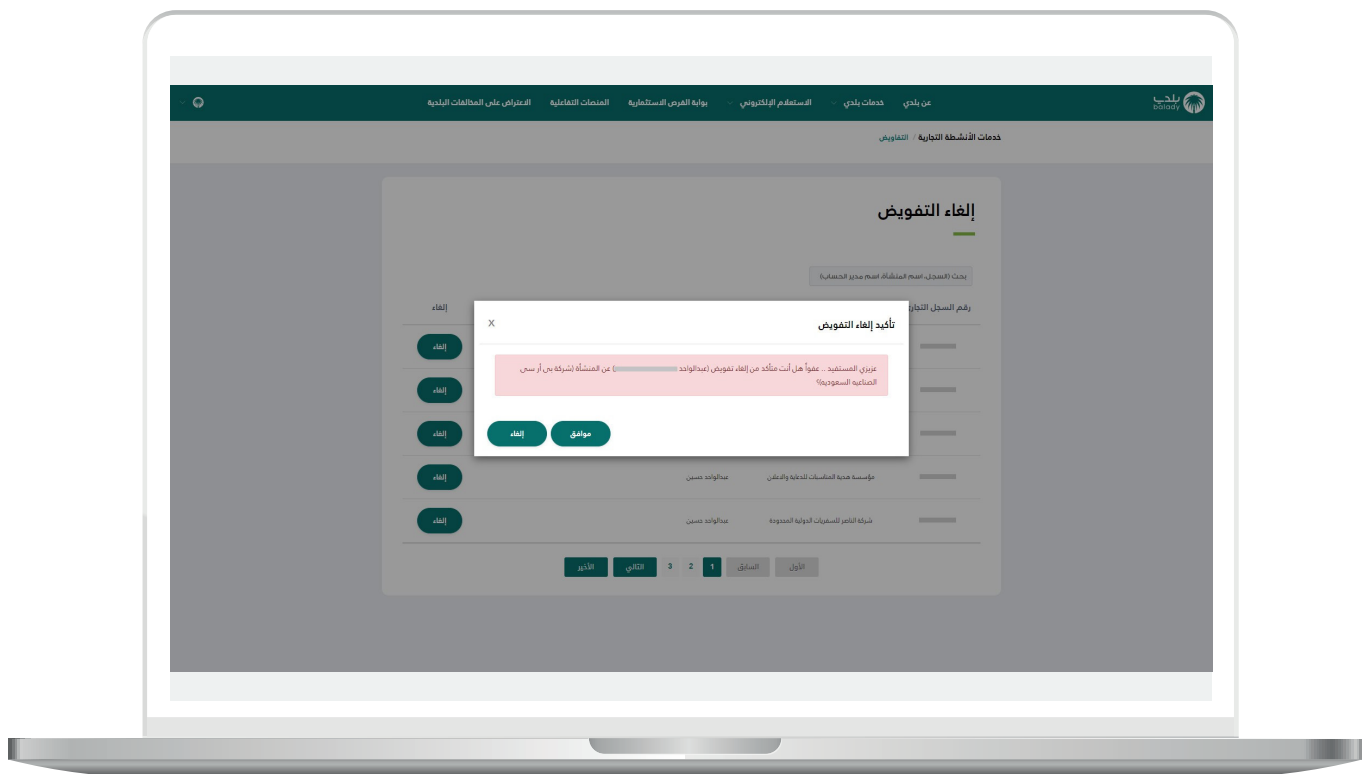


Canceling Authorization

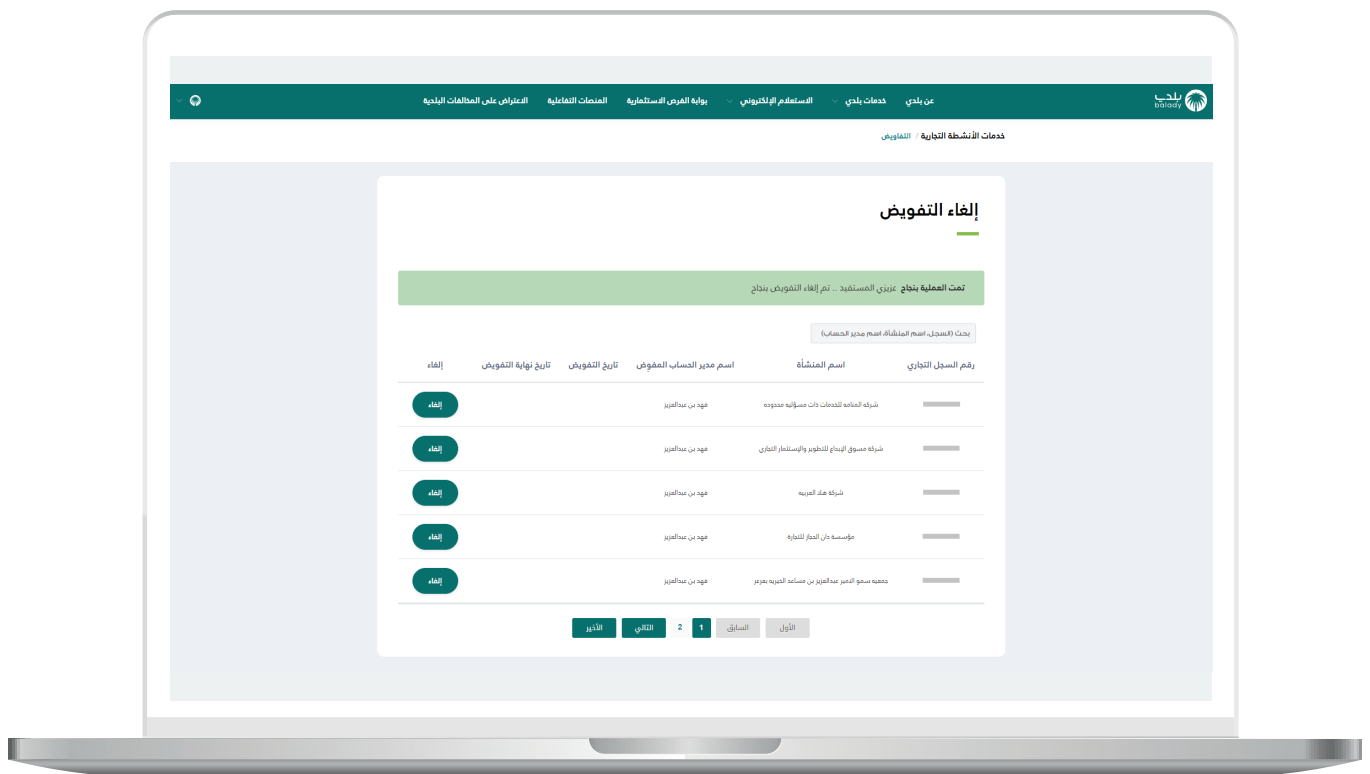
1) If the user selects **(Cancel Authorization)**, the following screen appears, listing all authorizations associated with this representative. The user can cancel any authorization by clicking the **(Cancel)** button.



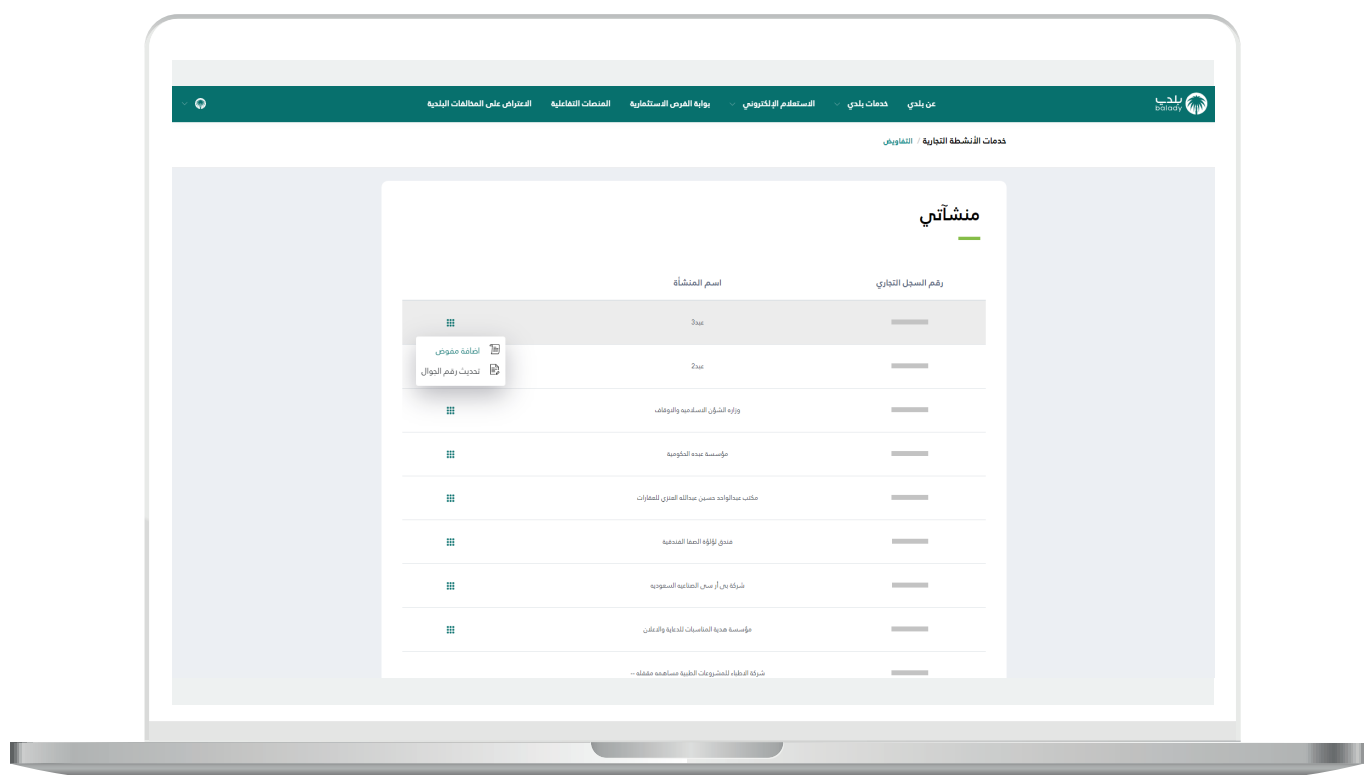
2) Clicking **(Cancel)** displays a confirmation message, where the user selects **(Confirm)** to proceed with canceling the authorization. The user can cancel the process by clicking **(Cancel)**.



3) After confirmation, the system cancels the authorization and displays a confirmation message, as shown below.

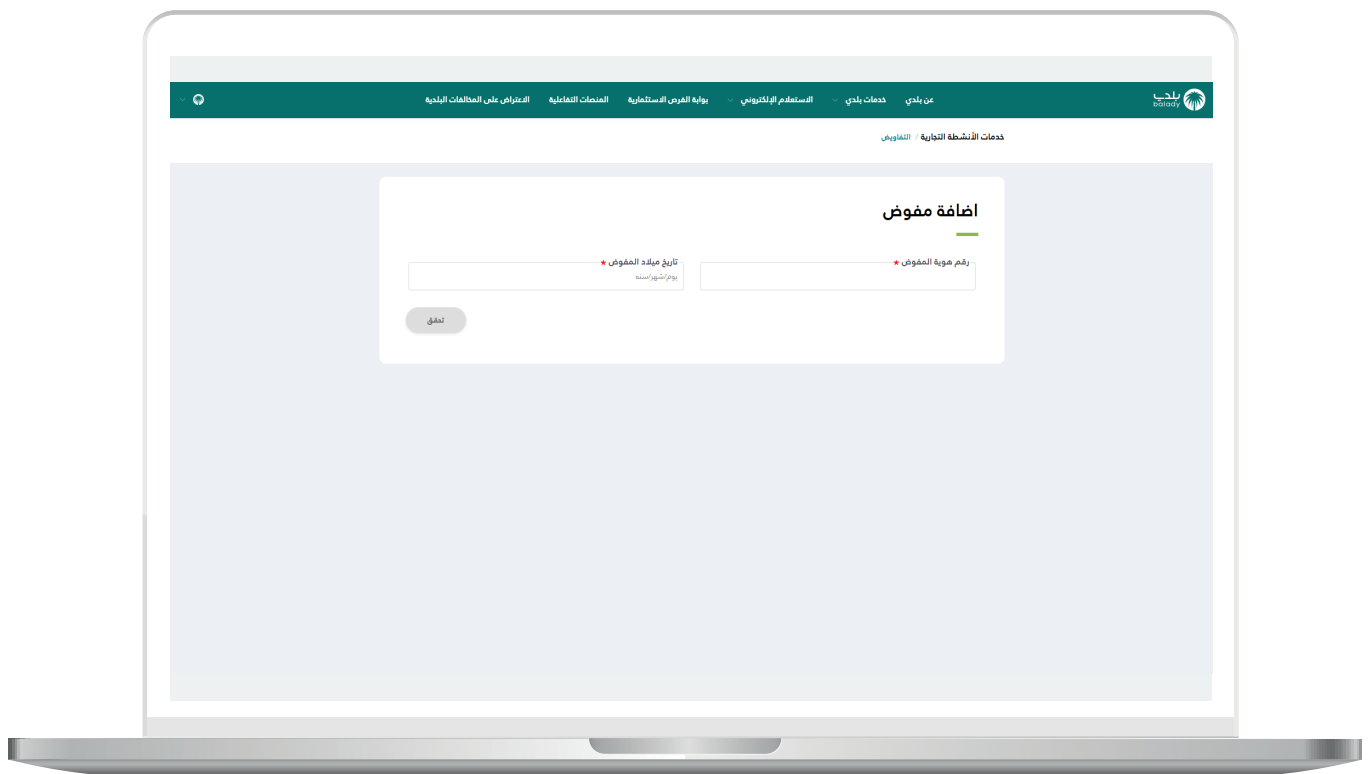


2) After clicking the green box, the following options appear: (**Add Representative, Update Mobile Number**).



3) Selecting **(Add Representative)** redirects the user to the Add Representative screen to authorize a representative for the establishment.

The user enters the following details: **(Representative's ID Number, Representative's Date of Birth)**. The user then clicks **(Verify)**.



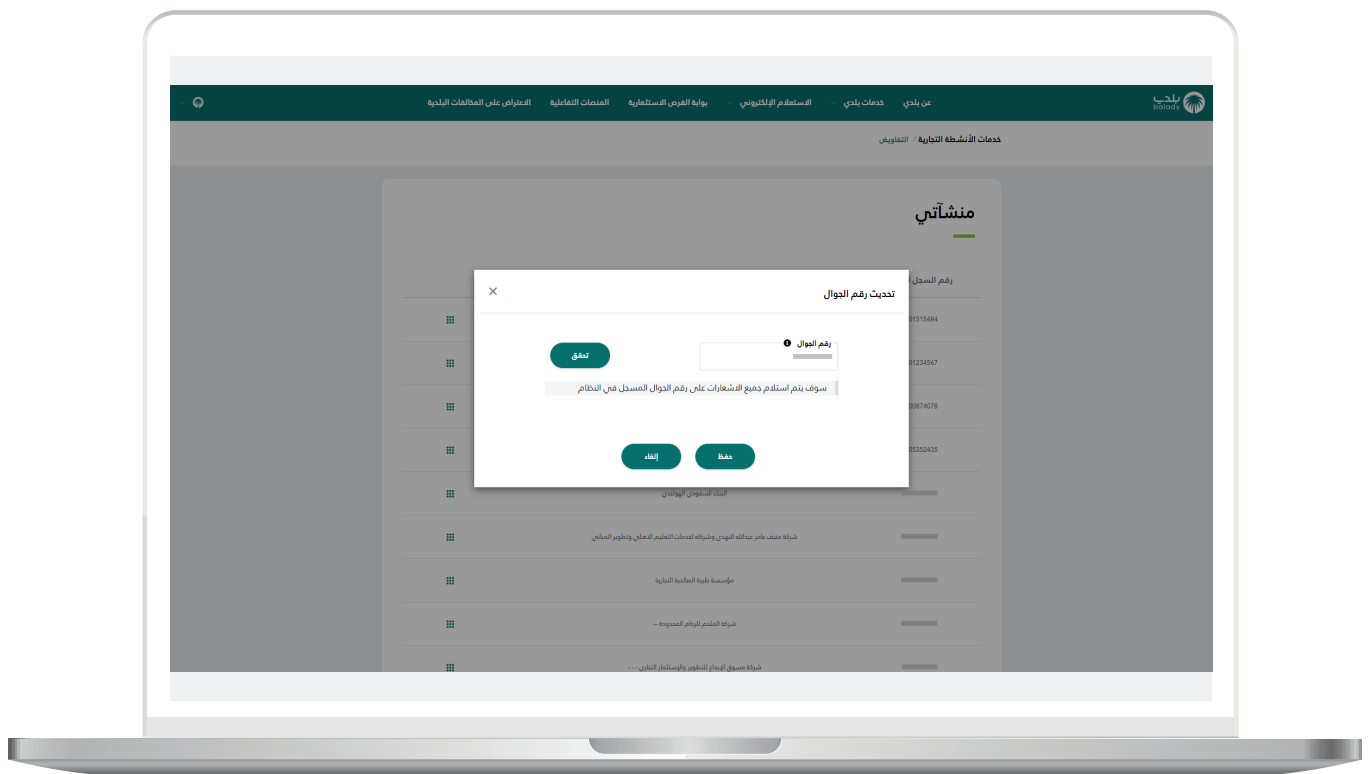
6) If the user clicks (**Submit**), the system submits the authorization request and displays a confirmation message.

The screenshot shows a web application interface for adding an agent. The header bar is dark green with the 'بلدي' (Municipality) logo and navigation links: 'عن بلدي', 'خدمات بلدي', 'الاستعلام الإلكتروني', 'بوابة المراسم الاستشارية', 'المنتجات التفاعلية', 'الاعتراض على المطالبات البلدية', and 'الاعراض'. The main content area is titled 'خدمات الأنشطة التجارية' (Commercial Activities Services) and 'إضافة مفوض' (Add Agent). A green banner at the top of the form states: 'تمت العملية بنجاح: عزيزي المستخدم، تم تقديم طلب التفويض بنجاح وهو بانتظار موافقة المفوض عليه' (Process completed successfully: Dear user, the authorization request has been submitted successfully and is awaiting approval from the agent). The form contains several input fields and checkboxes:

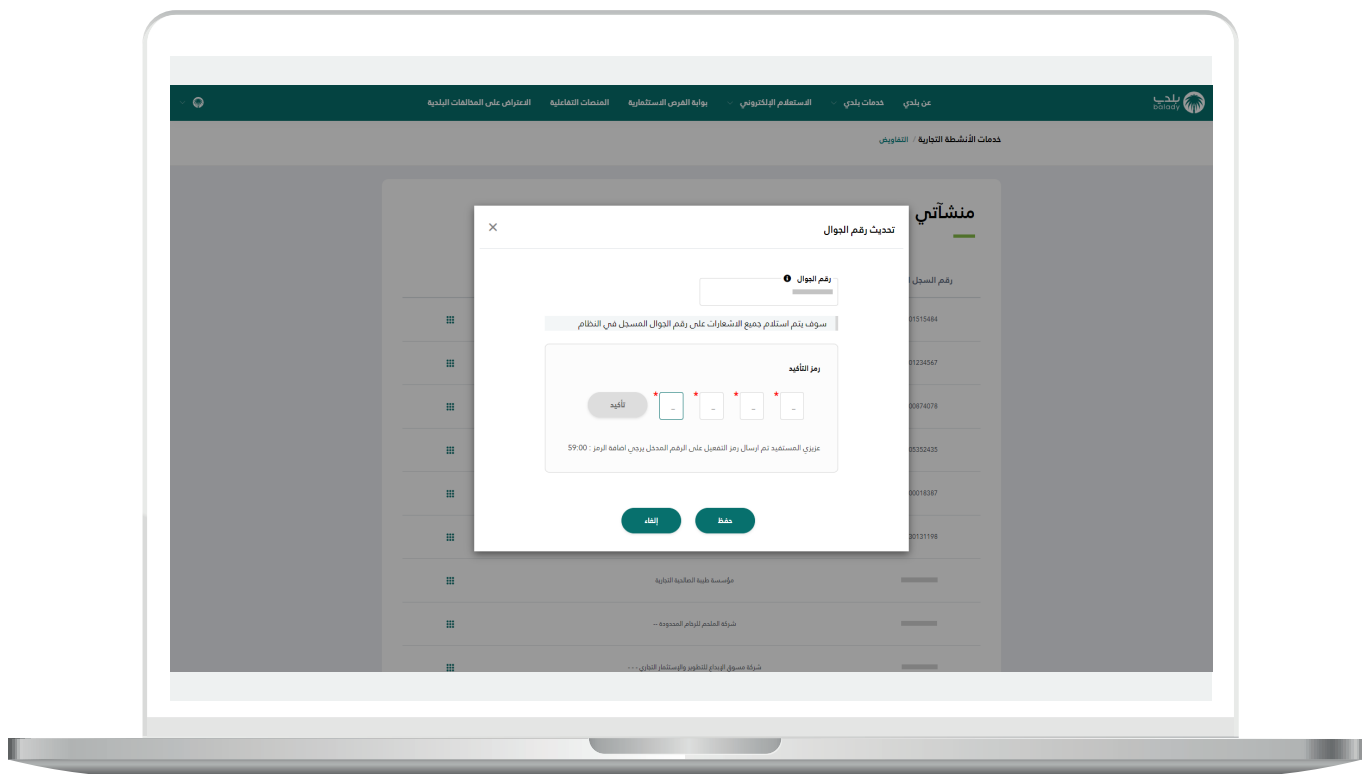
- رقم هوية المفوض** (Agent ID): Input field with a red asterisk.
- تاريخ ميلاد المفوض** (Agent Date of Birth): Input field with a red asterisk, showing '1380/07/01'.
- تاريخ الميلاد** (Date of Birth): Input field showing '1380/07/01'.
- الاسم** (Name): Input field with a red asterisk, showing 'عبدلواحد حسن'.
- الجنس** (Gender): Input field with a red asterisk, showing 'ذكر' (Male).
- البريد الإلكتروني** (Email): Input field with a red asterisk.
- تاريخ انتهاء التفويض** (Authorization Expiry Date): Input field with a red asterisk, showing '1444/09/19'.
- خدمات الرخص المهنية** (Professional Licenses Services): A list of services with checkboxes:
 - إصدار رخصة تجارية (Issuance of Commercial License) ☒
 - تجديد رخصة تجارية (Renewal of Commercial License) ☒
 - نقل ملكية رخصة تجارية (Transfer of Commercial License Ownership) ☒
 - تصحيح بيانات رخصة تجارية (Correction of Commercial License Data) ☒
 - إلغاء رخصة تجارية (Cancellation of Commercial License) ☒
 - تعديل رخصة تجارية (Modification of Commercial License) ☐
- خدمات الرخص الإنشائية** (Construction Licenses Services): A list of services with checkboxes:
 - بناء جديد (New Building) ☐
 - هدم (Demolition) ☐
 - إصدار رخصة ترسيم بناء (Issuance of Building Zoning License) ☐
 - نقل ملكية رخصة إنشائية (Transfer of Construction License Ownership) ☐
 - تجديد رخصة إنشائية (Renewal of Construction License) ☐
 - إلغاء رخصة إنشائية (Cancellation of Construction License) ☐

A green 'تقديم' (Submit) button is located below the input fields.

7) If the user selects **(Update Mobile Number)**, a small pop-up screen appears as shown below. The user must enter their Mobile Number and click **(Verify)**.

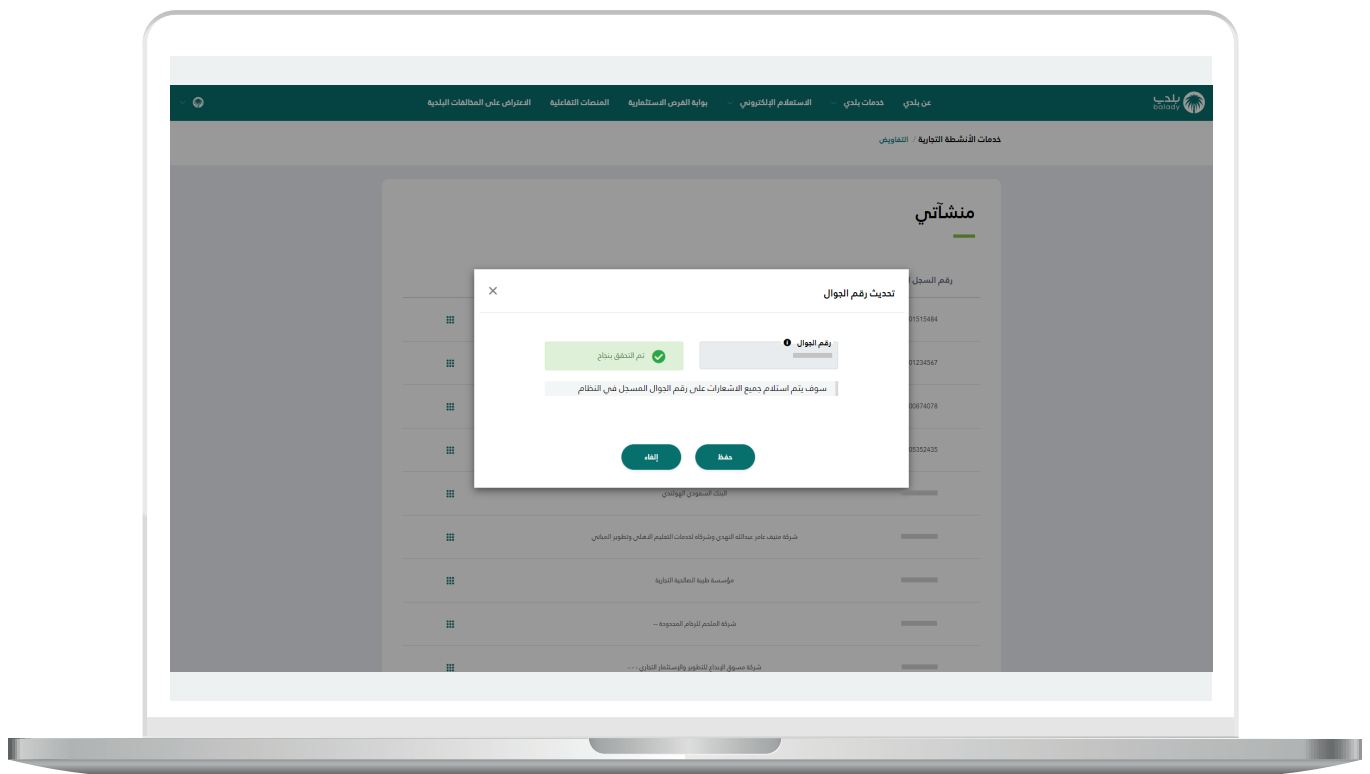


8) The verification code sent to the mobile number must be entered in the **(Confirmation Code)** field, then click **(Confirm)**.



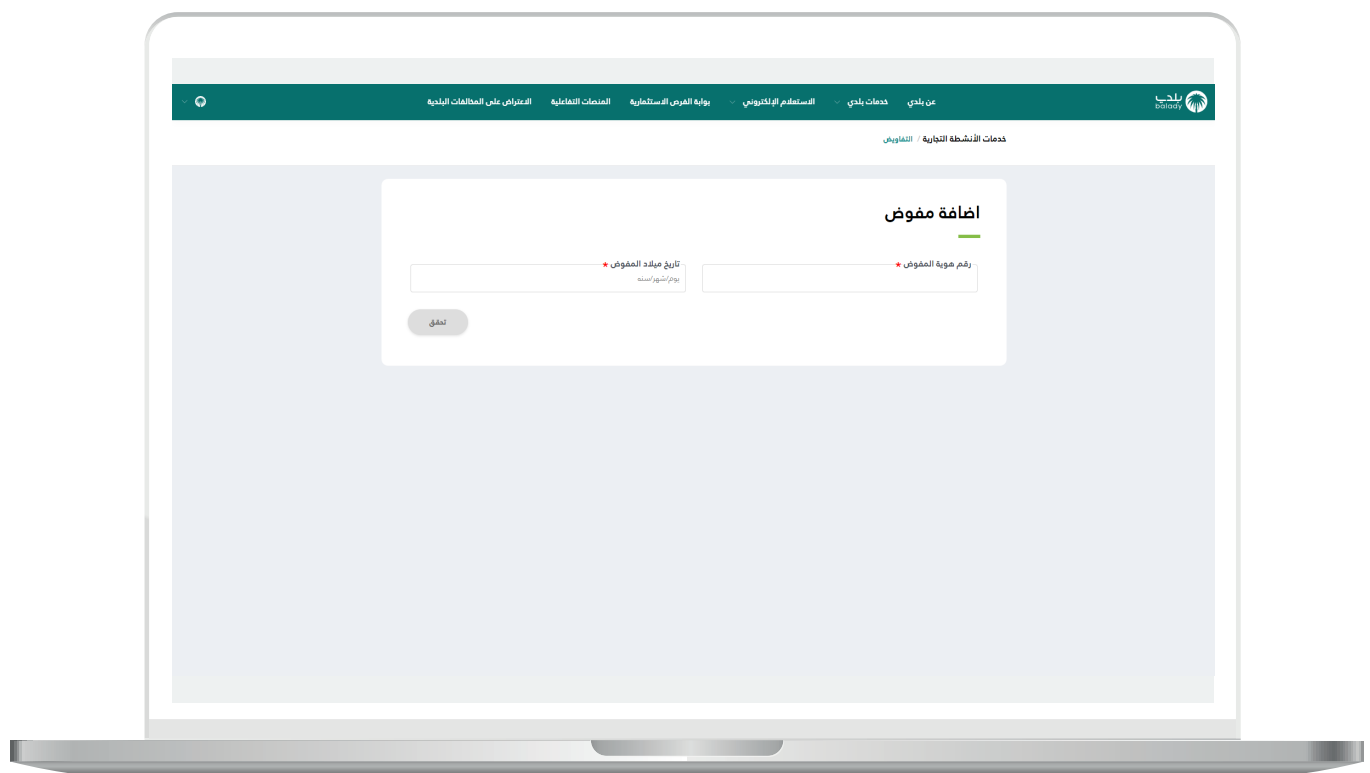
9) If the verification is successful, the system displays a confirmation message (**Verification Successful**).

The user then clicks (**Save**) or cancels the process using the (**Cancel**) button.



Adding an Authorized Representative for an Establishment

1) If the user selects **(Add Representative for an Establishment)**, a screen appears where the user enters **(Representative's ID Number, Representative's Date of Birth)** and clicks **(Verify)**.



2) After verification, the system retrieves the representative's information. The user enters the following details: (**Mobile Number, Email, Gender**).

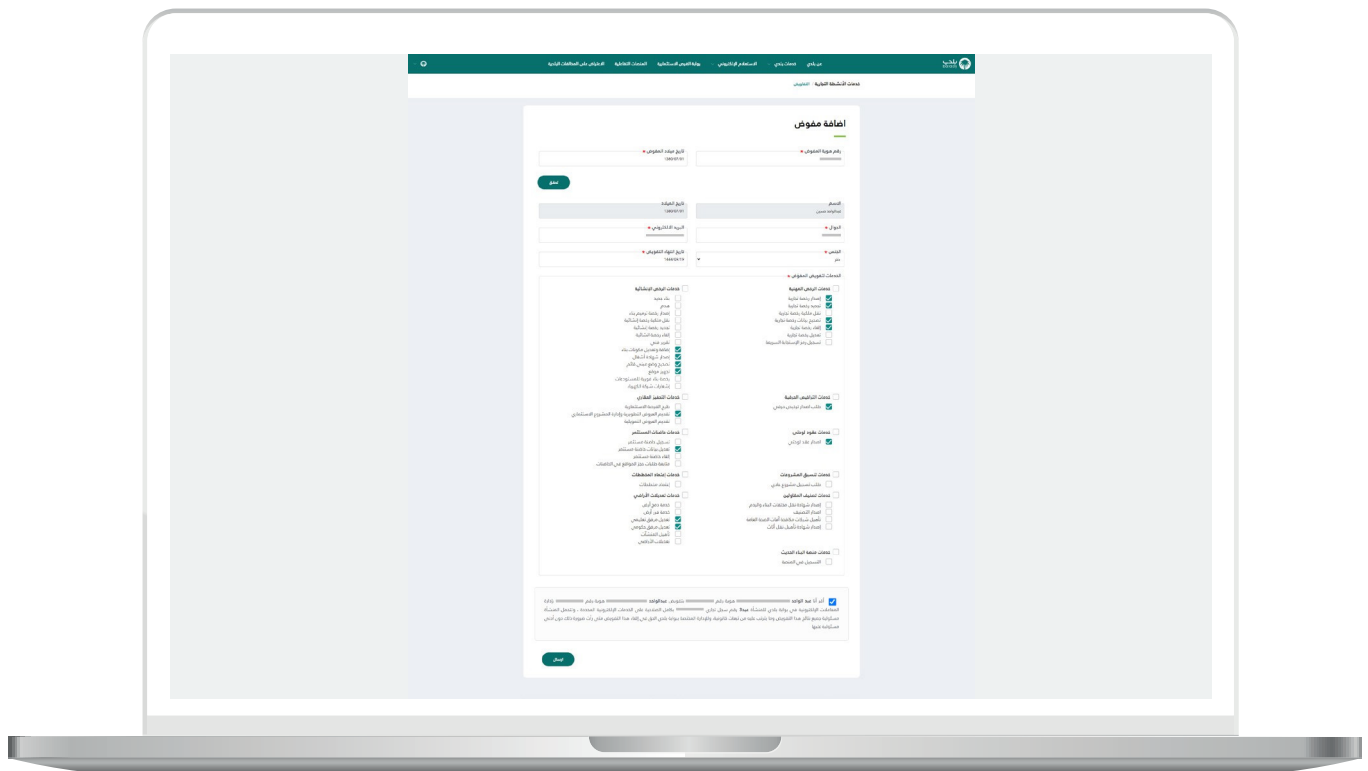
The user selects the authorized services and chooses (**Authorization Expiry Date**) from the electronic calendar.

The user then checks the acknowledgment box.

The screenshot shows a web application interface for adding a representative. The form is titled "إضافة مفوض" (Add Representative) and is divided into several sections:

- Personal Information:** Fields for "الاسم" (Name), "الهاتف" (Phone), "البريد الإلكتروني" (Email), and "الجنس" (Gender).
- Service Selection:** A section titled "الخدمات المصرح بها" (Authorized Services) with multiple checkboxes for selecting specific services.
- Authorization Details:** Fields for "تاريخ بدء التفويض" (Start Date of Authorization) and "تاريخ انتهاء التفويض" (End Date of Authorization), along with a "تأكيد" (Confirm) checkbox.
- Footer:** A small section at the bottom with a "تأكيد" (Confirm) button and some legal disclaimers.

3) If the user checks the acknowledgment box, the system activates the **(Submit)** button.



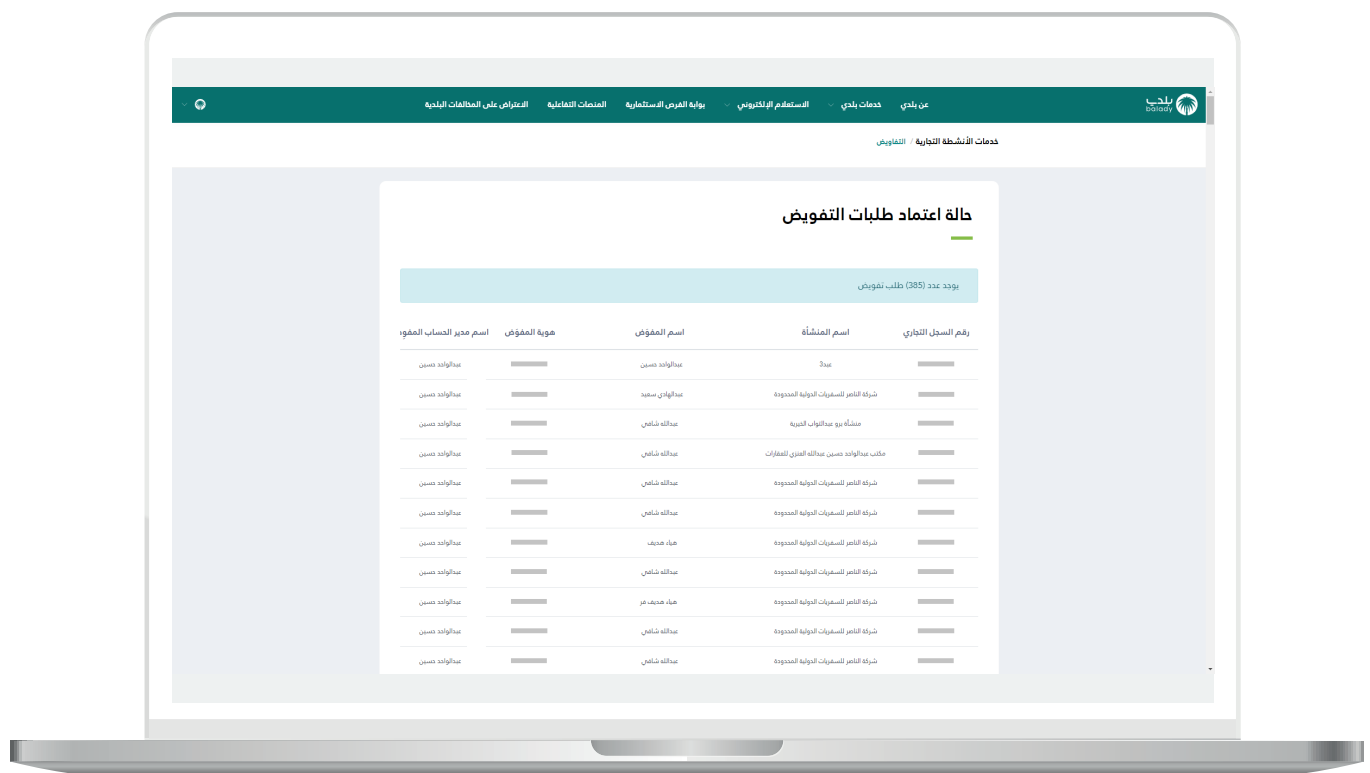
4) If the user clicks (**Submit**), the system submits the authorization request and displays a confirmation message.

The screenshot shows a web application interface for adding an agent. The page title is 'إضافة مفوض' (Add Agent). The form is divided into several sections:

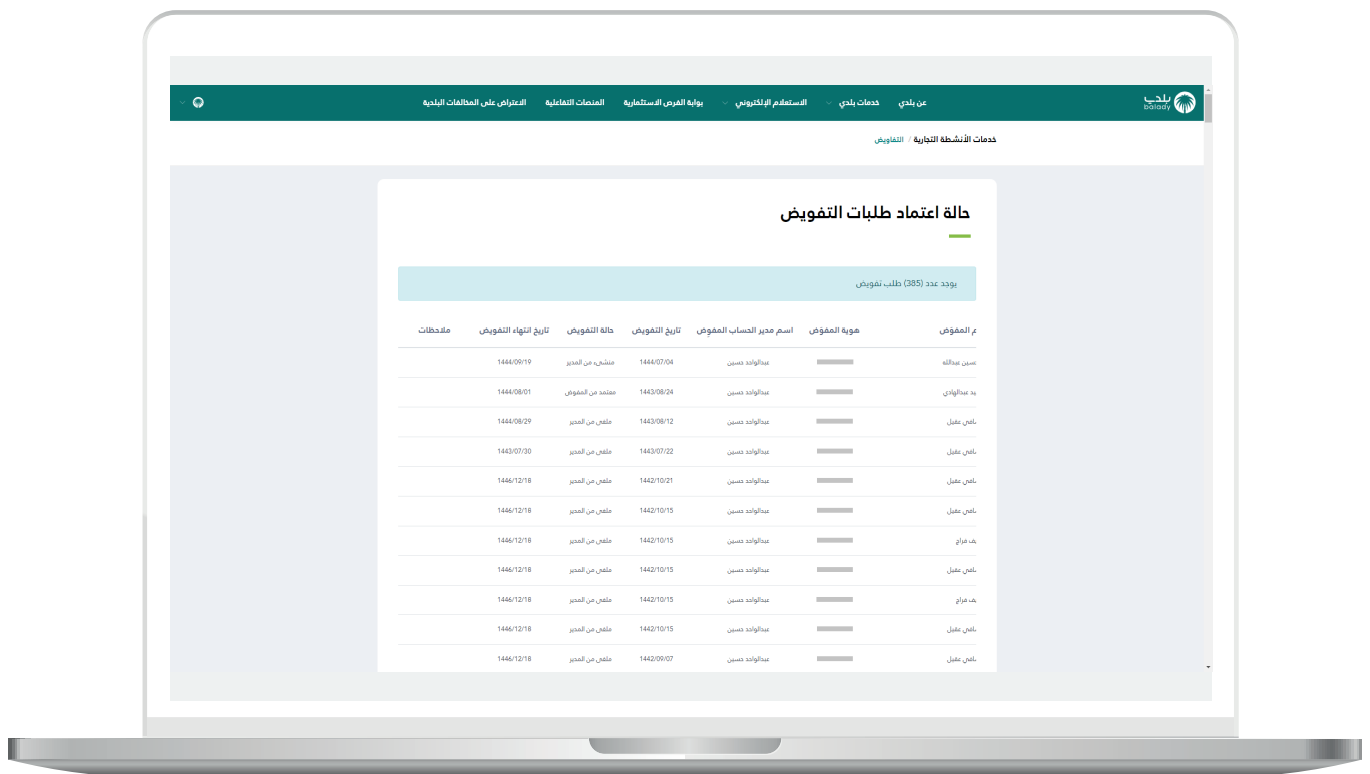
- Header:** 'خدمات الأنشطة التجارية' (Commercial Activities Services) and 'التفويض' (Authorization).
- Message:** 'تمت العملية بنجاح: عزيزي المستخدم، تم تقديم طلب التفويض بنجاح وهو بانتظار موافقة المفوض عليه.' (The process was completed successfully: Dear user, the authorization request has been submitted successfully and is awaiting approval from the agent).
- Form Fields:**
 - رقم هوية المفوض *** (Agent ID): 1380/07/01
 - تاريخ ميلاد المفوض *** (Agent Date of Birth): 1380/07/01
 - الاسم** (Name): عبد الواد حسن
 - التنقل *** (Mobile):
 - البريد الإلكتروني *** (Email):
 - تاريخ انتهاء التفويض *** (Authorization End Date): 1444/09/19
 - الجنس *** (Gender): ذكر (Male)
- Services:**
 - خدمات الرخص المهنية *** (Professional License Services):
 - ☒ إصدار رخصة تجارية (Issue Commercial License)
 - ☒ تجديد رخصة تجارية (Renew Commercial License)
 - ☒ نقل ملكية رخصة تجارية (Transfer Commercial License Ownership)
 - ☒ تصحيح بيانات رخصة تجارية (Correct Commercial License Data)
 - ☒ إلغاء رخصة تجارية (Cancel Commercial License)
 - ☐ تعديل رخصة تجارية (Modify Commercial License)
 - خدمات الرخص الإنشائية *** (Construction License Services):
 - ☐ بناء جديد (New Building)
 - ☐ هدم (Demolition)
 - ☐ إصدار رخصة ترسيم بناء (Issue Building Plot License)
 - ☐ نقل ملكية رخصة إنشائية (Transfer Construction License Ownership)
 - ☐ تجديد رخصة إنشائية (Renew Construction License)
 - ☐ إلغاء رخصة إنشائية (Cancel Construction License)
- Buttons:** 'تحقق' (Check) and 'إرسال' (Send).

Status of Authorization Requests

1) If the user selects **(Authorization Request Approval Status)**, a screen appears displaying all authorization requests along with their status, such as **(Canceled by Manager, Rejected by Representative, Canceled by Representative, Created by Manager, etc.)**.

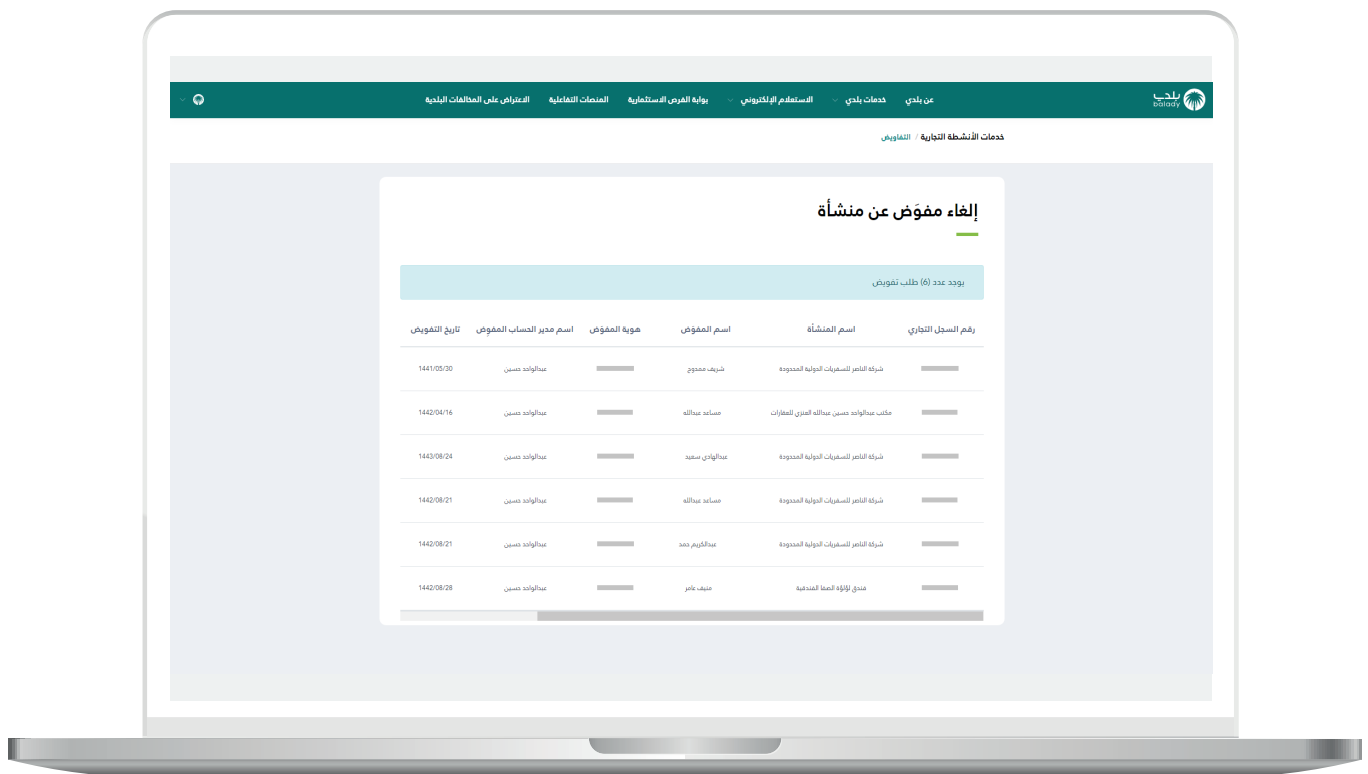


2) The second section of the (Authorization Request Approval Status) screen.

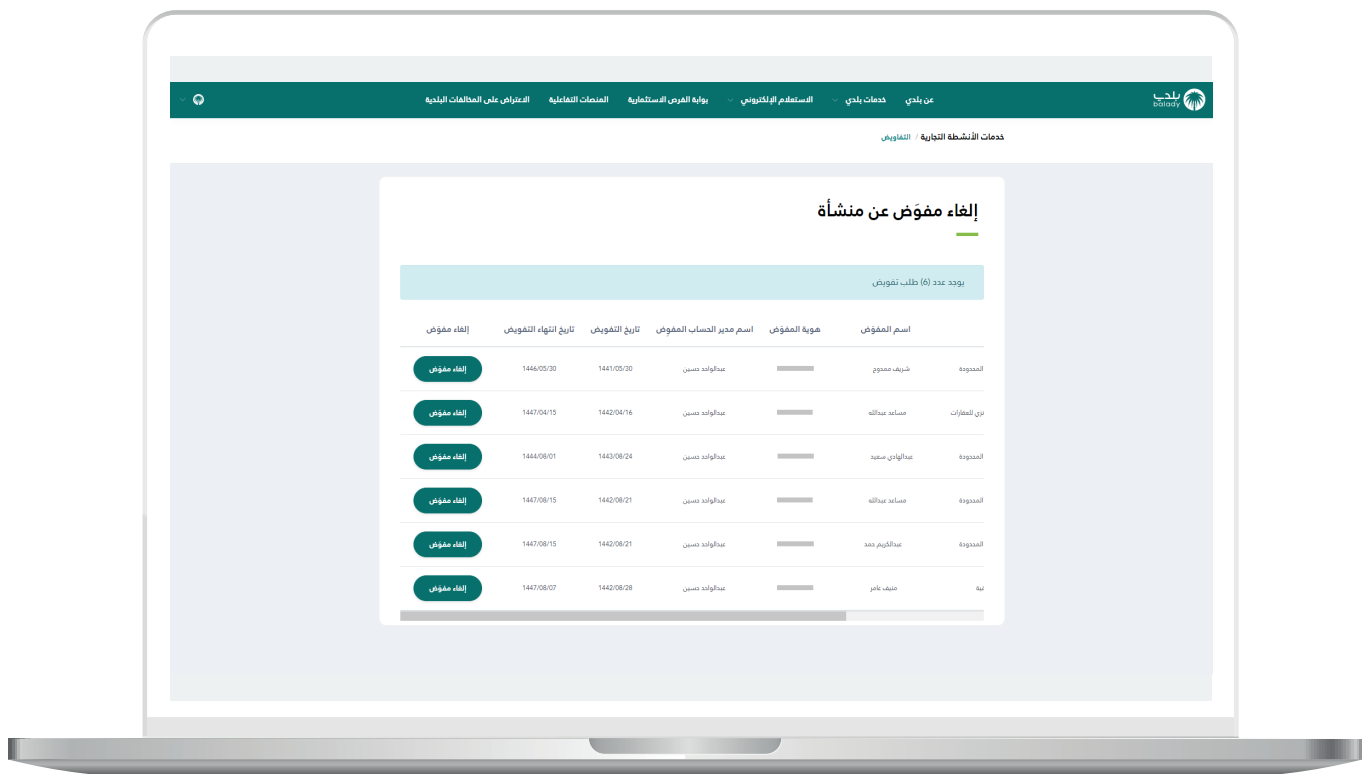


Removing an Authorized Representative from an Establishment

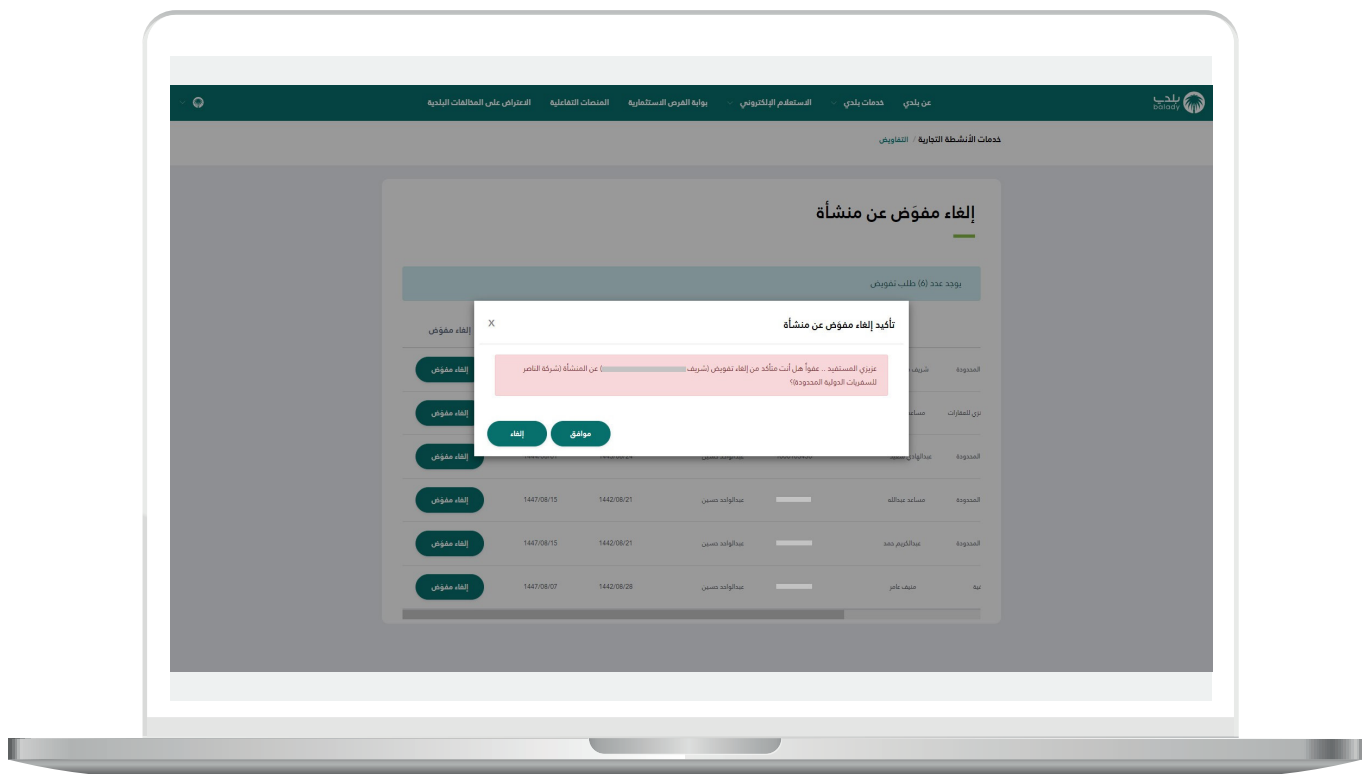
1) If the user selects (**Remove Representative from an Establishment**), a screen appears displaying all authorization requests related to the establishment. The system allows the user to remove any representative by clicking (**Remove Representative**).



2) The second section of the (Remove Representative from an Establishment) screen.

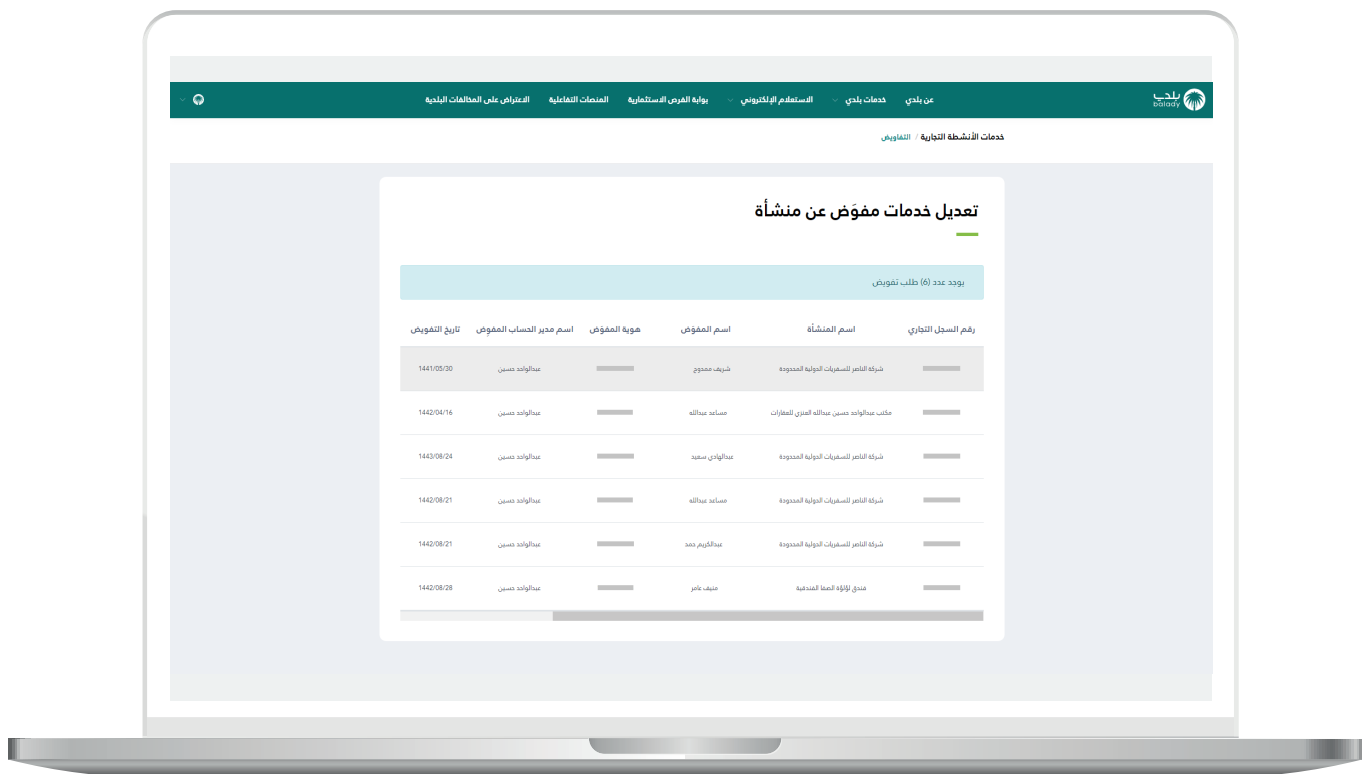


3) If the user clicks (**Remove Representative**), a confirmation message appears. In this case, if the user clicks (**Confirm**), the system removes the representative. The user can also cancel the process by clicking (**Cancel**).

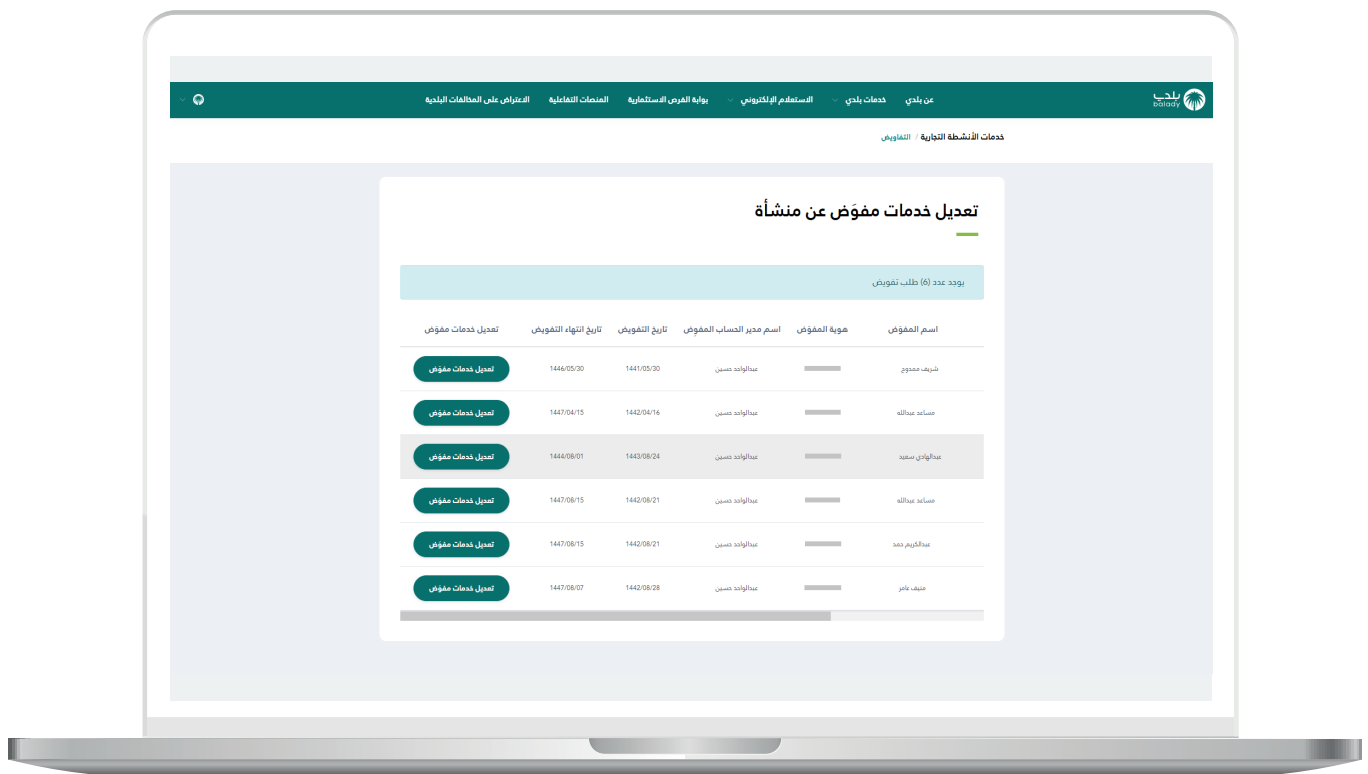


Modifying Authorized Services for an Establishment Representative

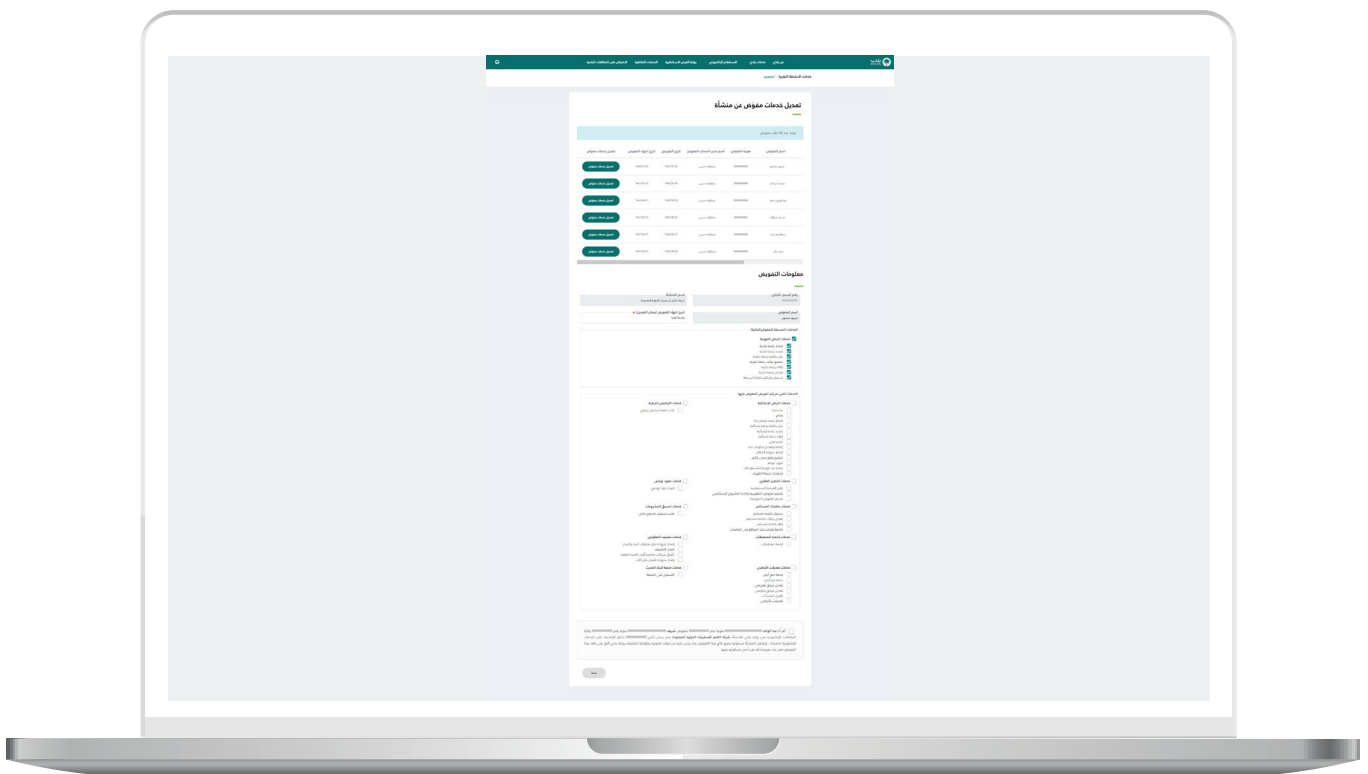
1) If the user selects **(Modify Authorized Services for a Representative)**, a screen appears displaying all authorization requests for the user's establishment. The system allows modifications by clicking **(Modify Authorized Services)**.



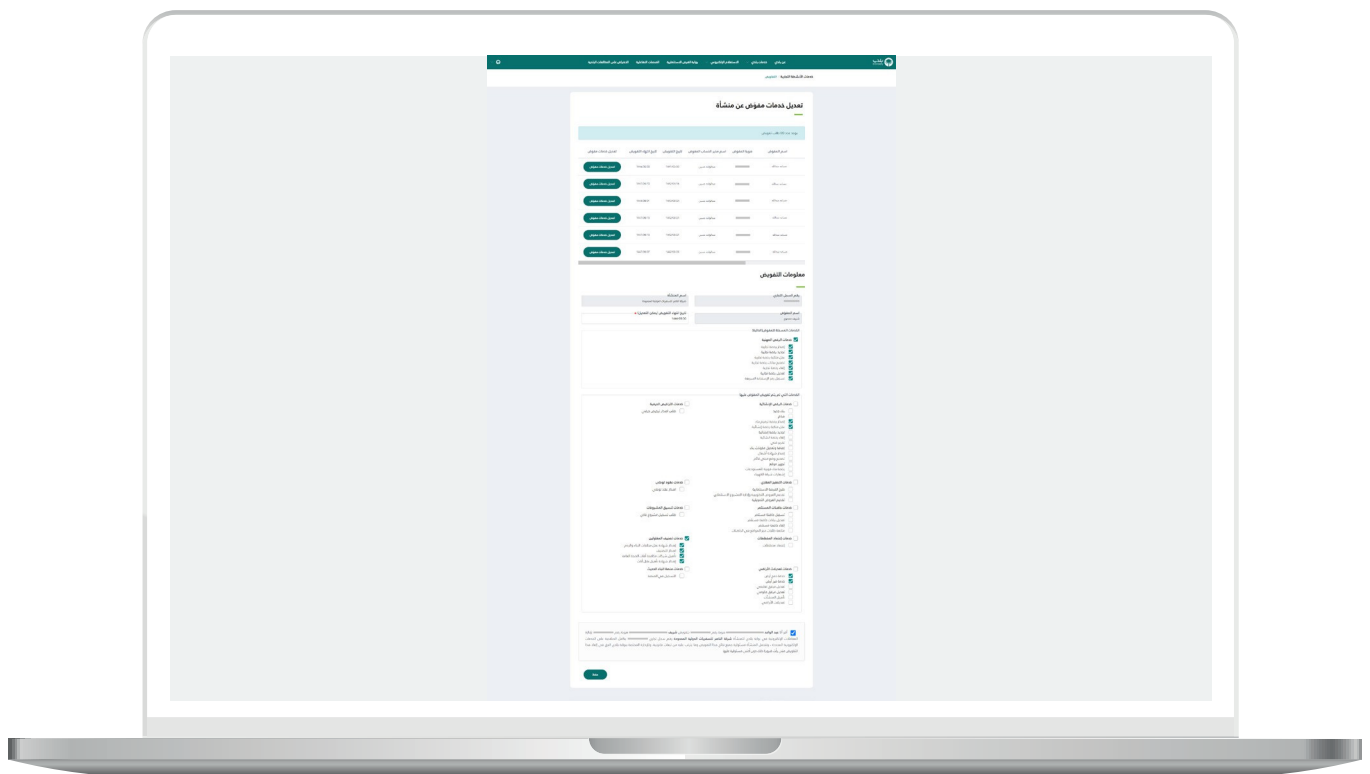
2) The second section of the **(Modify Authorized Services for a Representative)** screen.



3) If the user clicks (**Modify Authorized Services**), a screen appears containing authorization details. The system allows the user to update the (**Authorization Expiry Date**) using the electronic calendar and modify the representative's authorized services by selecting from the lists (**Authorized Services, Unassigned Services**). The user must then check the acknowledgment box to proceed. If the user checks the acknowledgment box, the system activates the (**Save**) button.

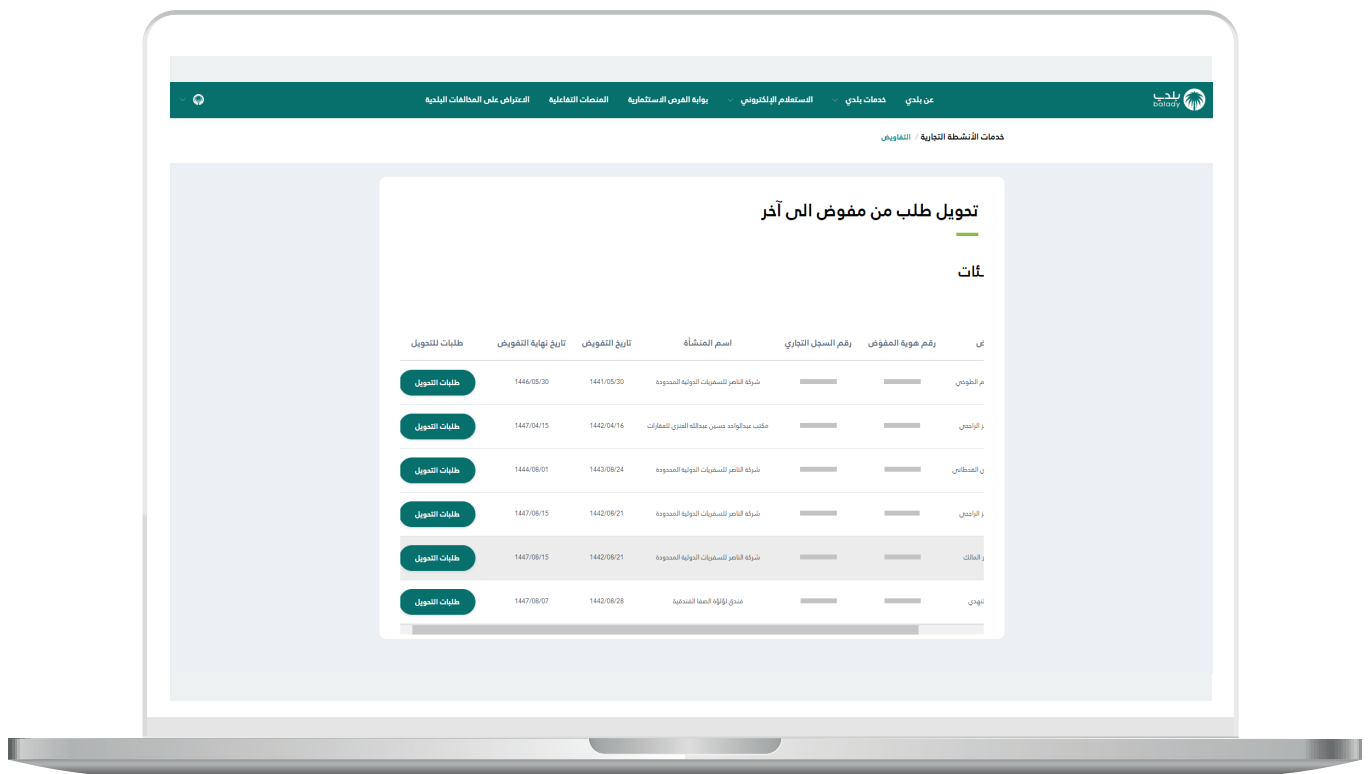


4) After enabling the (Save) button, the user clicks it.

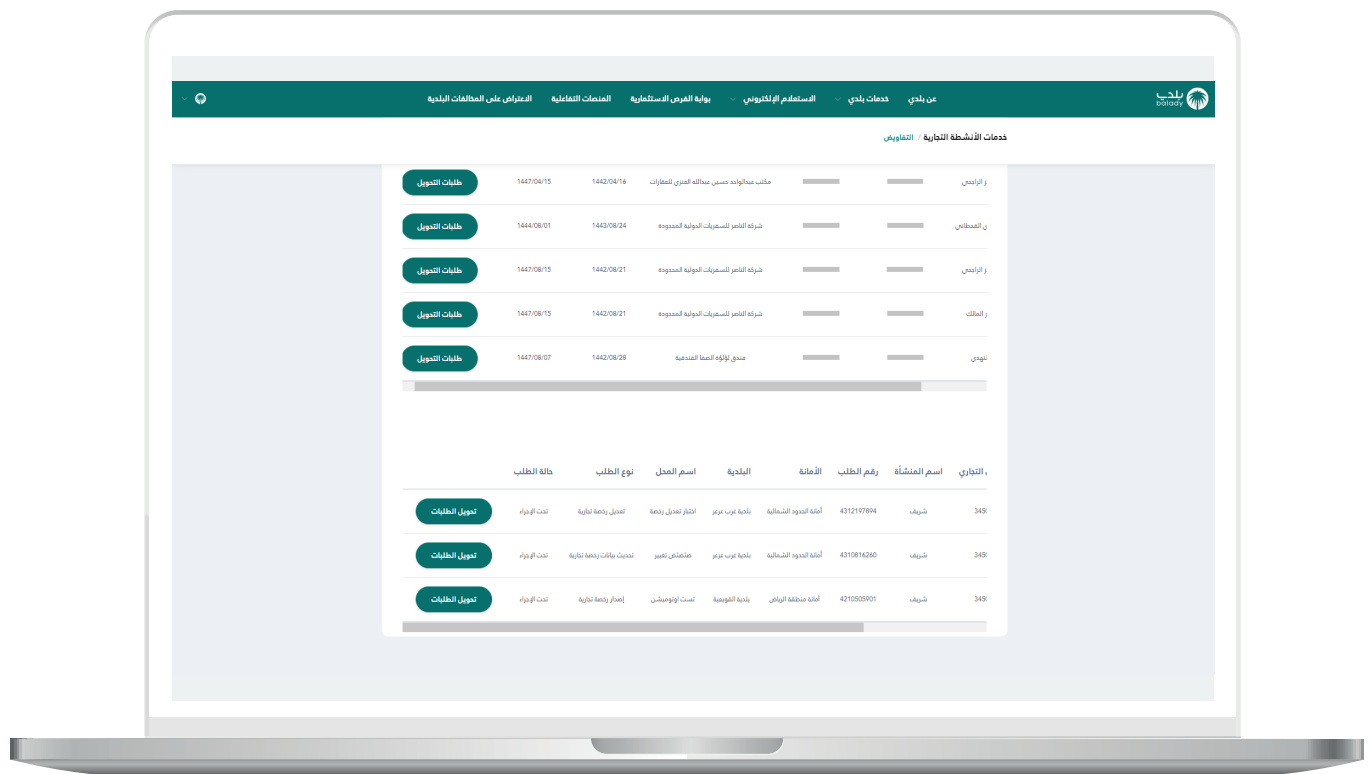


Transferring a Request from One Representative to Another

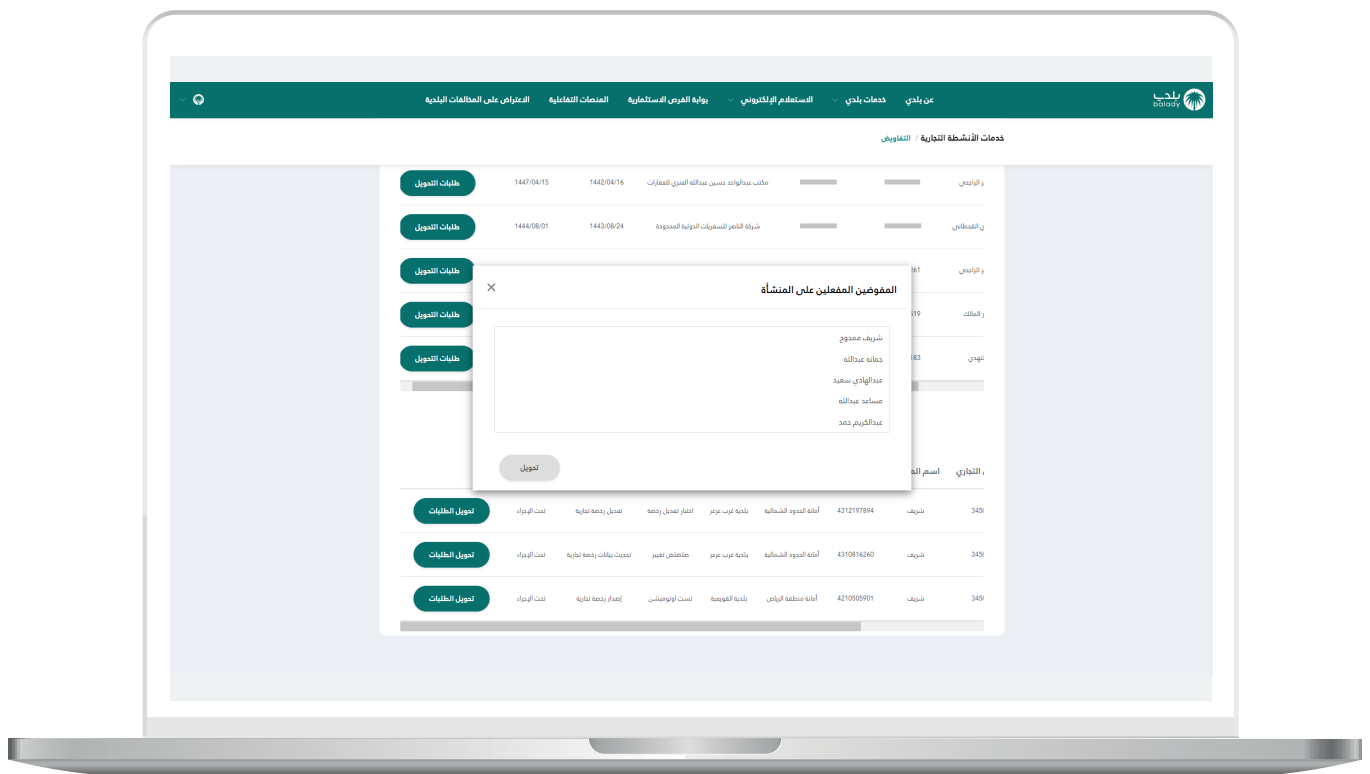
1) If the user selects **(Transfer Request to Another Representative)**, a screen appears displaying all authorization requests related to the establishment. The system allows the user to transfer a request by clicking **(Transfer Requests)**.



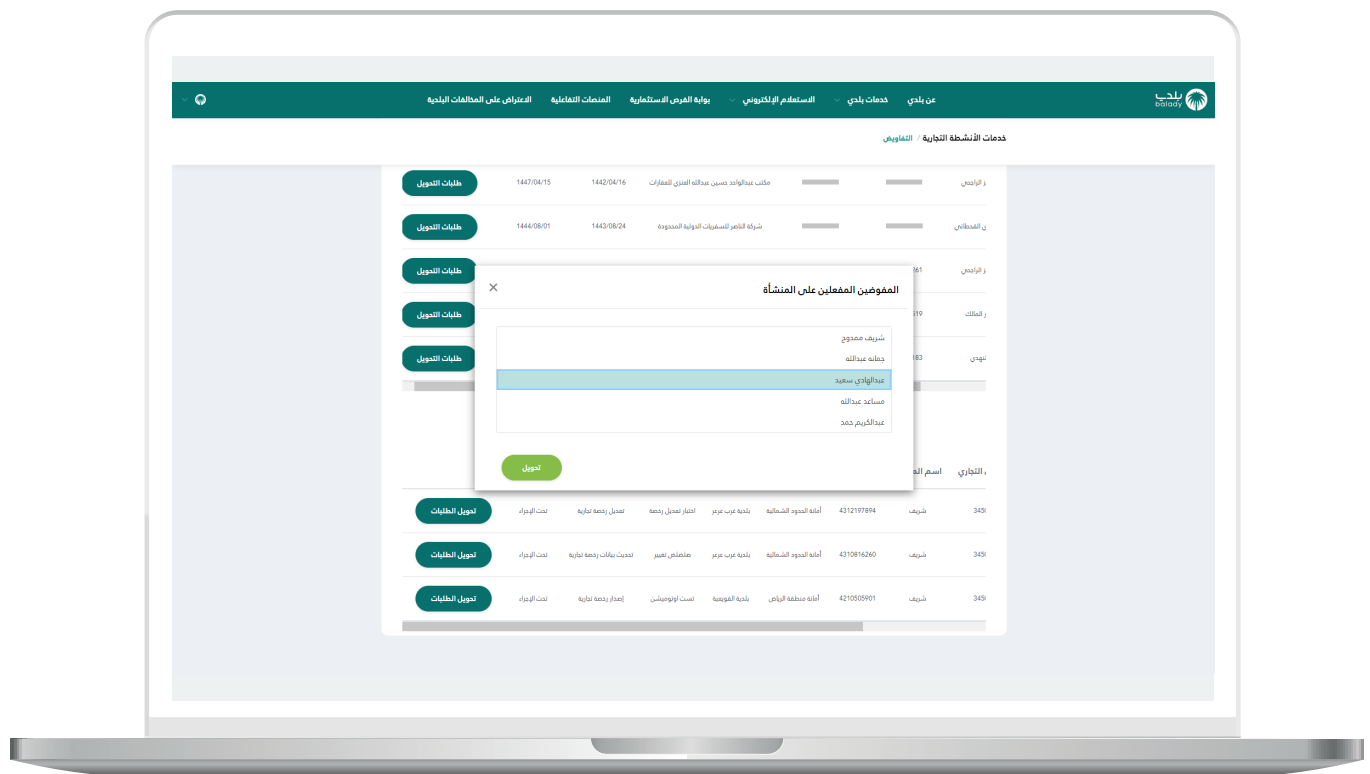
2) If the user clicks (**Transfer Requests**), a section appears listing all transfer requests. The user must then click (**Process Transfers**).



3) If the user clicks (**Process Transfers**), a screen appears displaying the active representatives for the establishment. The user selects the representative to whom the request will be transferred.

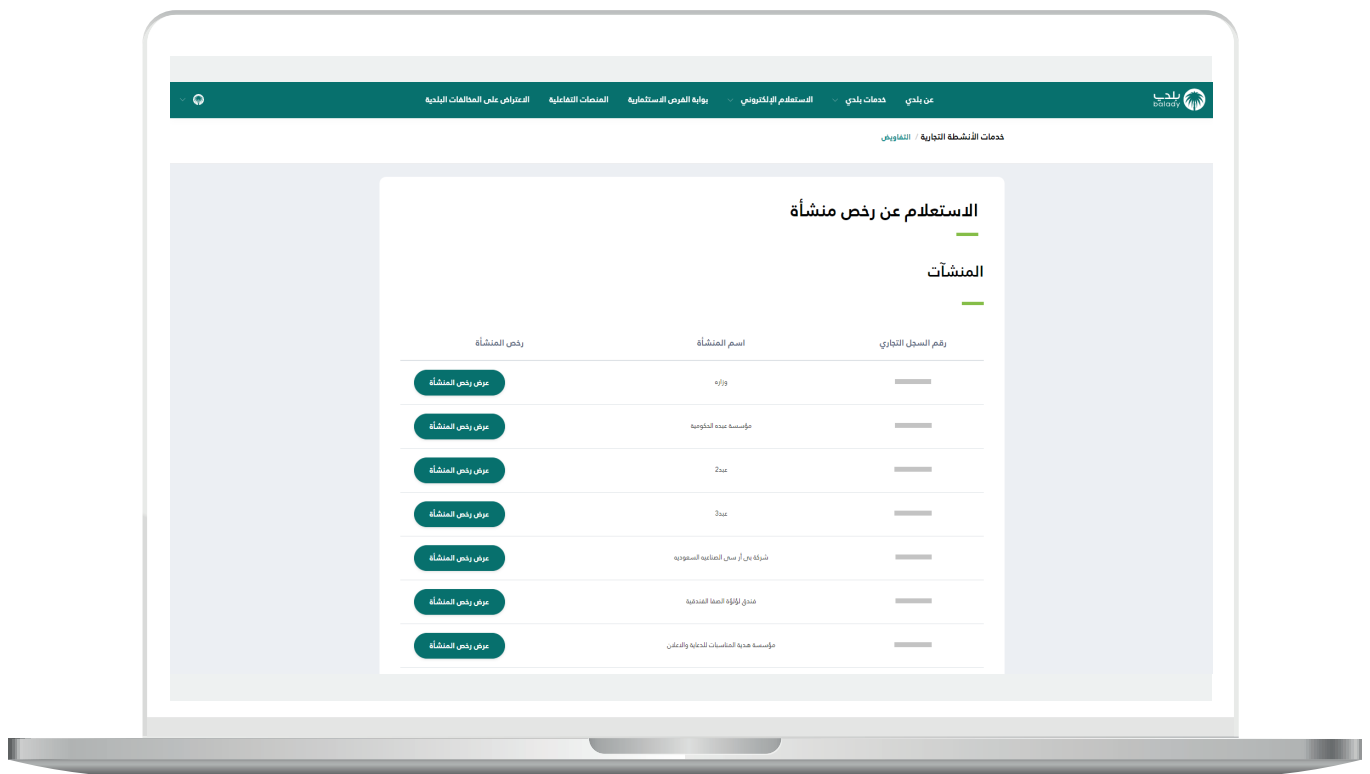


4) If the user clicks (**Transfer**), the system successfully transfers the authorization request to the new representative.

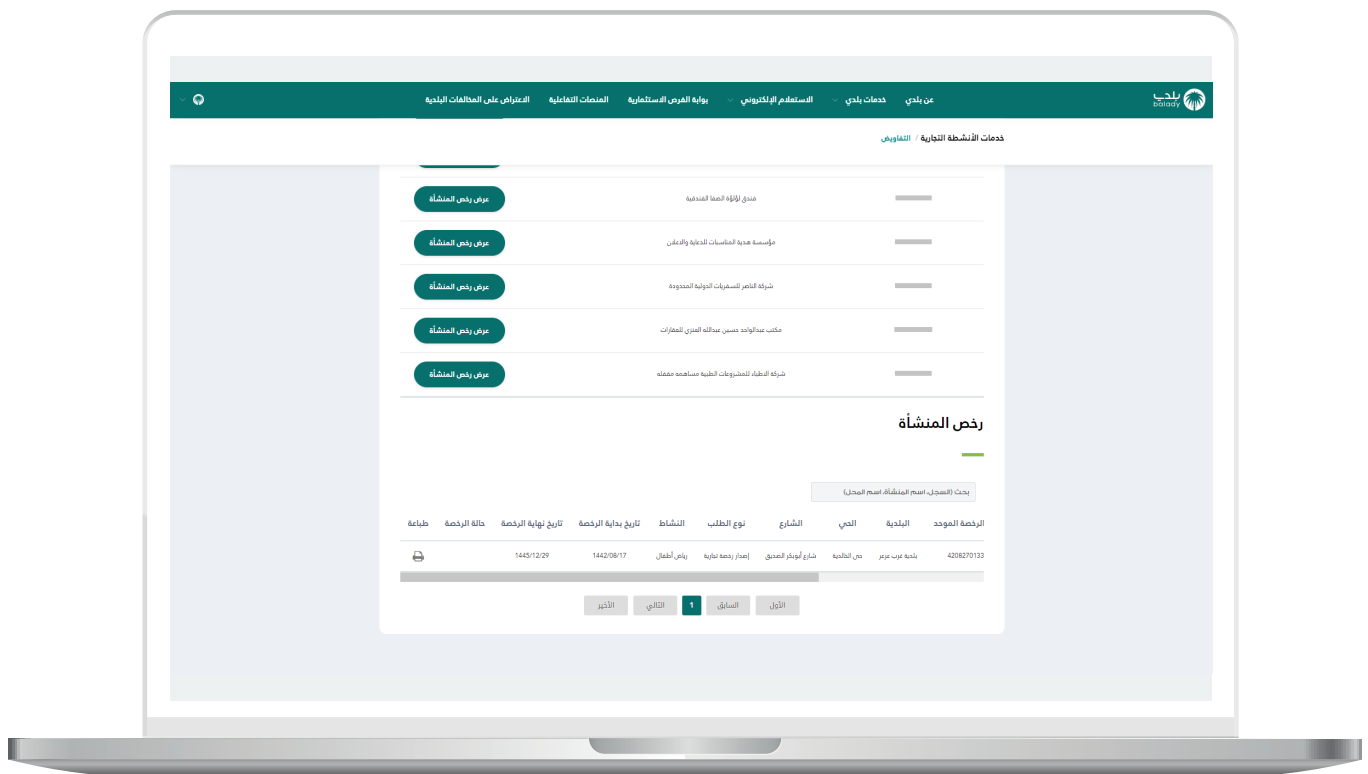


Inquiry About Establishment Licenses

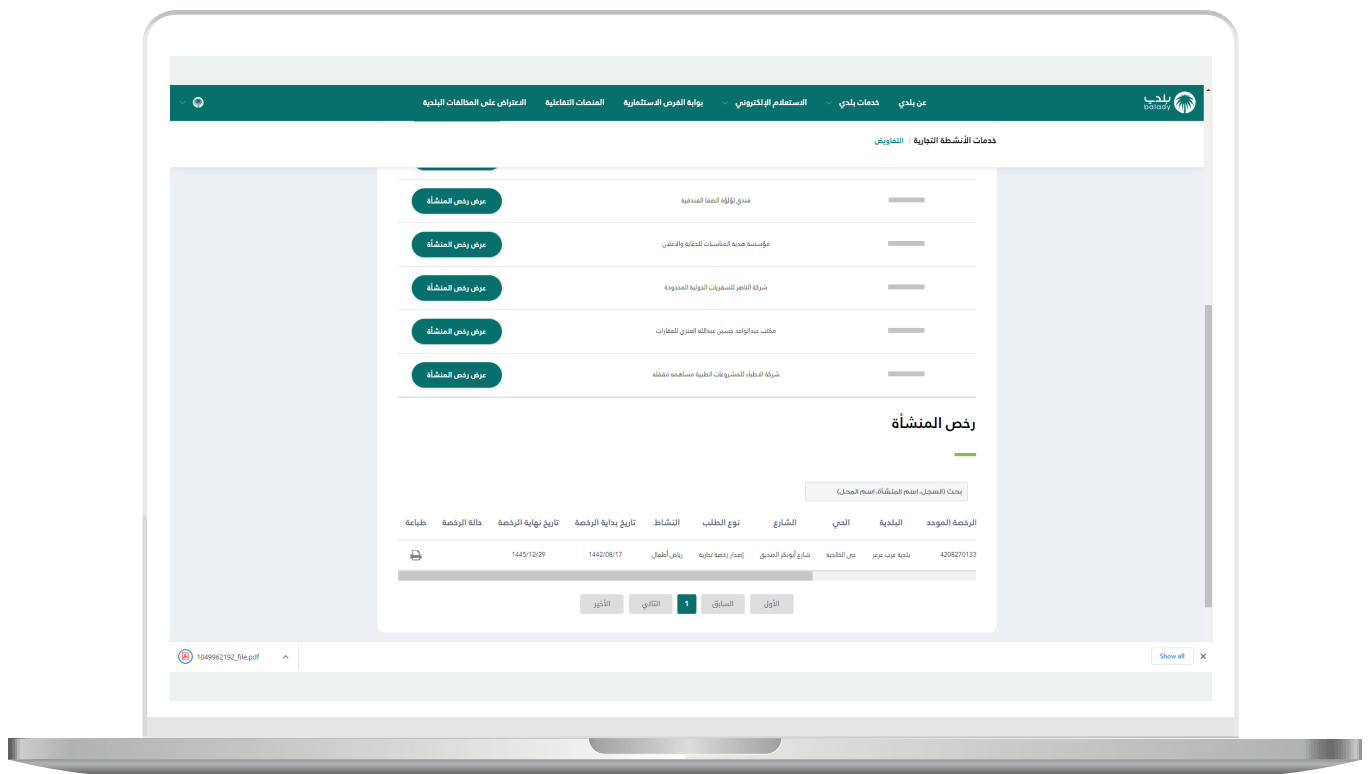
1) If the user selects **(Inquiry About Establishment Licenses)**, a screen appears, allowing the user to check establishment licenses by clicking **(View Establishment Licenses)**.



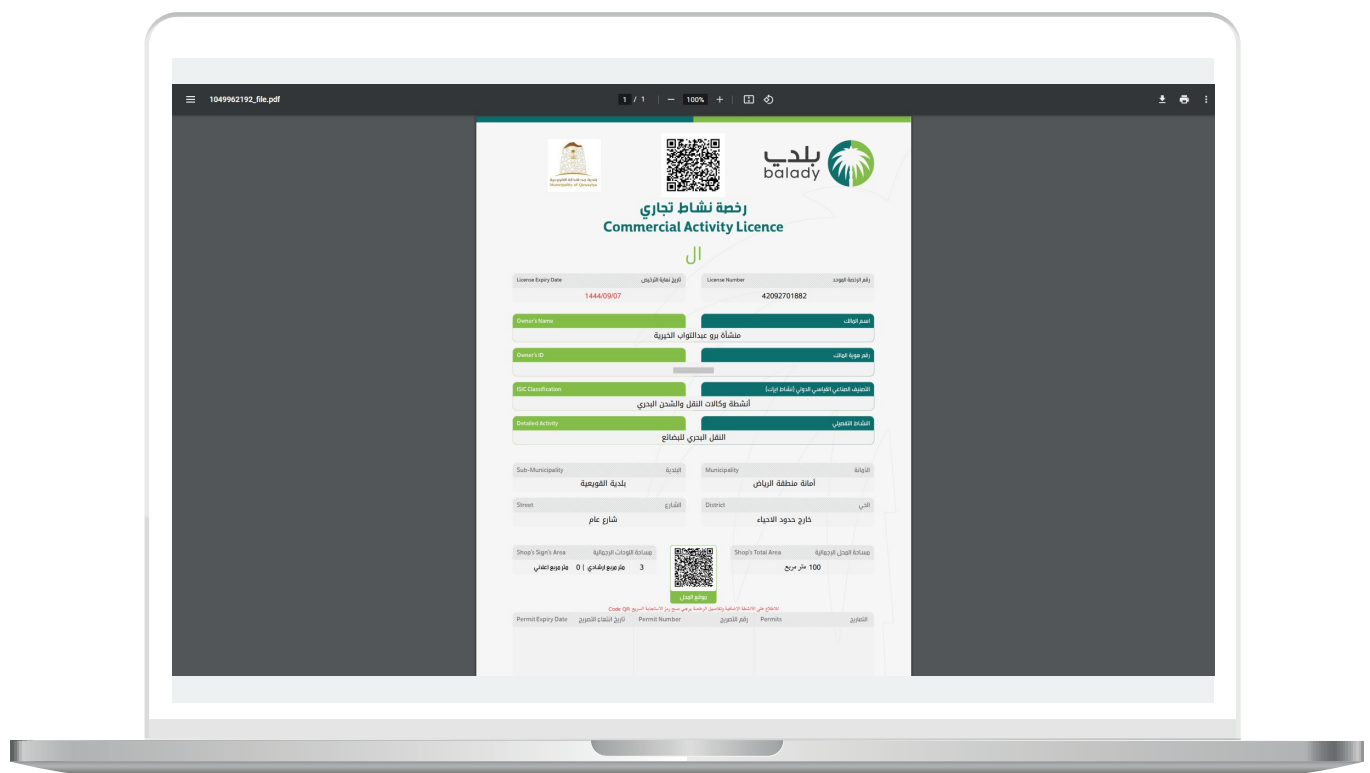
2) If the user clicks (**View Establishment Licenses**), a screen appears displaying all licenses associated with the establishment. The system allows the user to download any license by clicking the Print icon. The system also enables license search by entering part of the (**Registry Number, Establishment Name, or Store Name**). The results are filtered in the lower table based on the entered search term.



3) If the user clicks the Print icon, the system downloads the license as a PDF file.

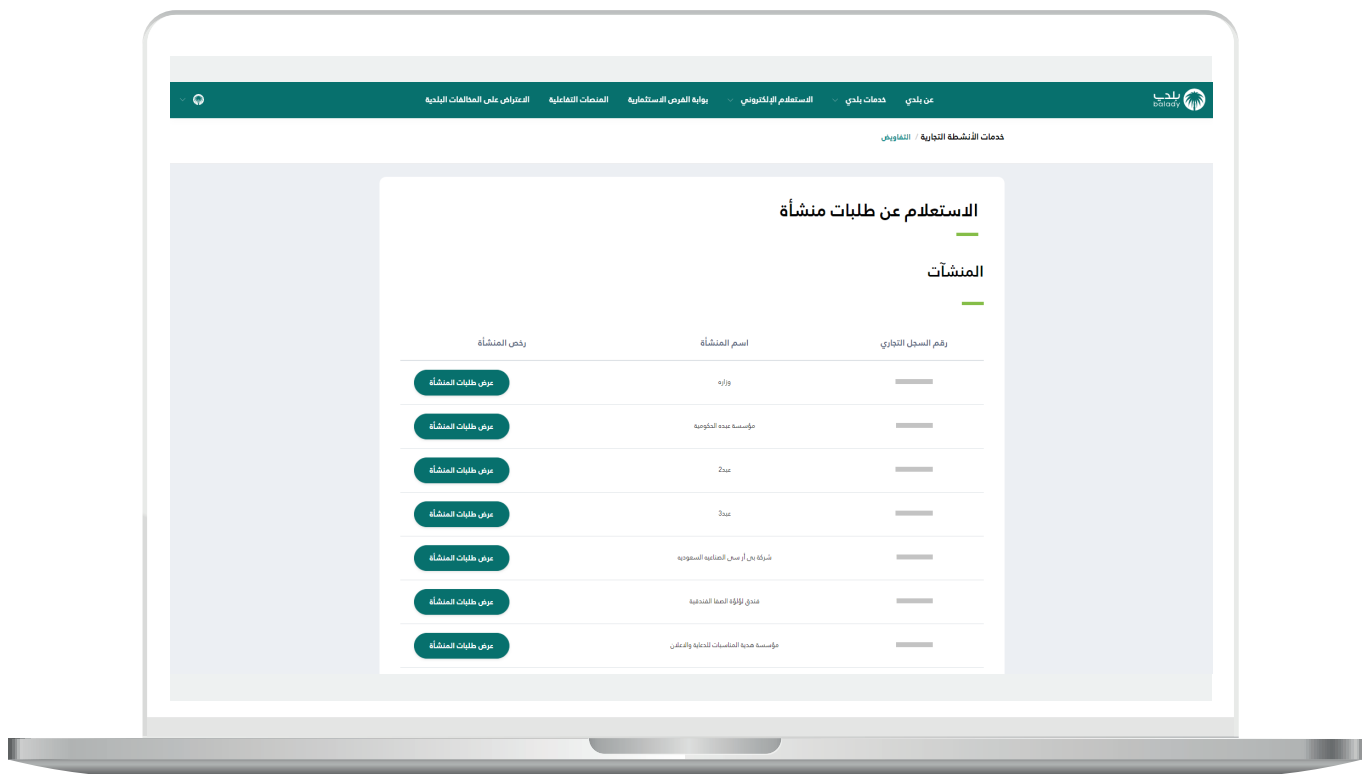


4) If the user opens the PDF file, the official license document is displayed, as follows.

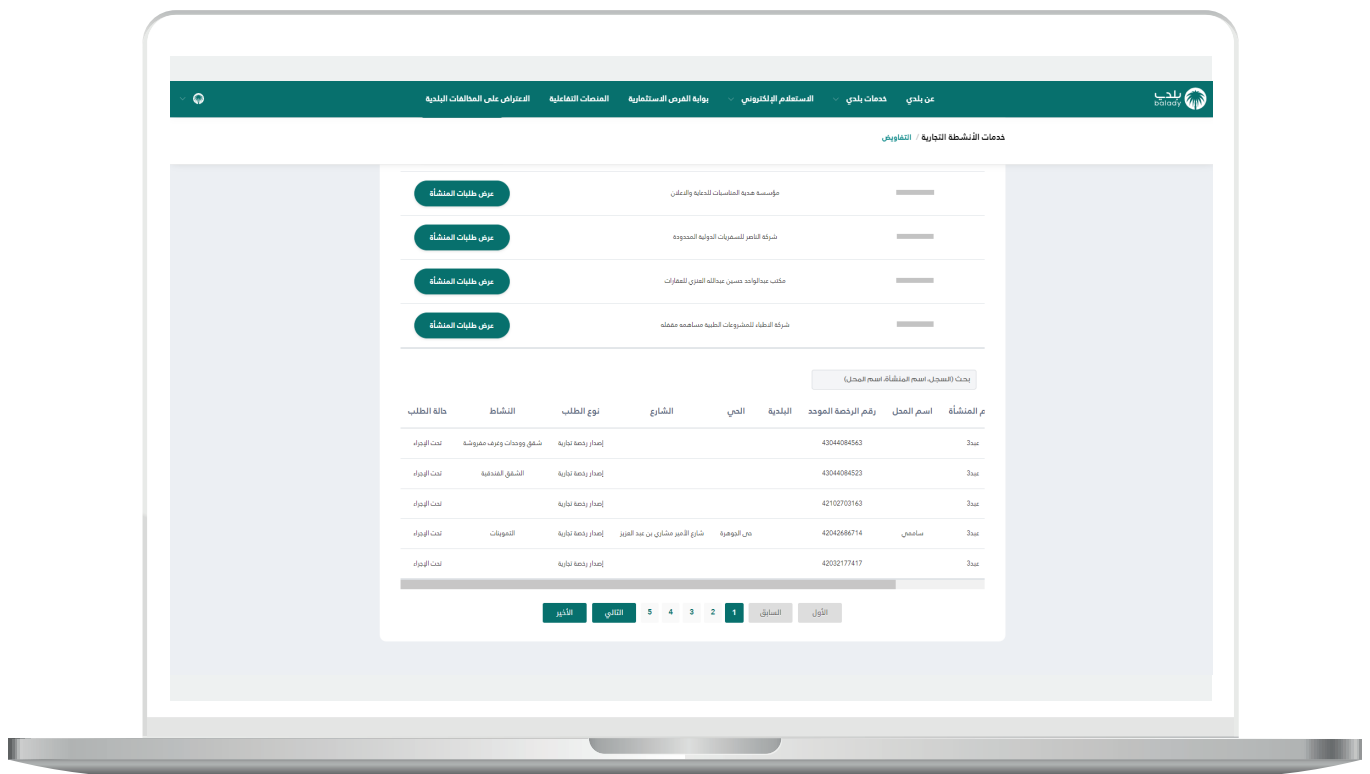


Inquiry About Establishment Requests

1) If the user selects (**Inquiry About Establishment Requests**), a screen appears, allowing the user to check the requests associated with the establishment by clicking (**View Establishment Requests**).

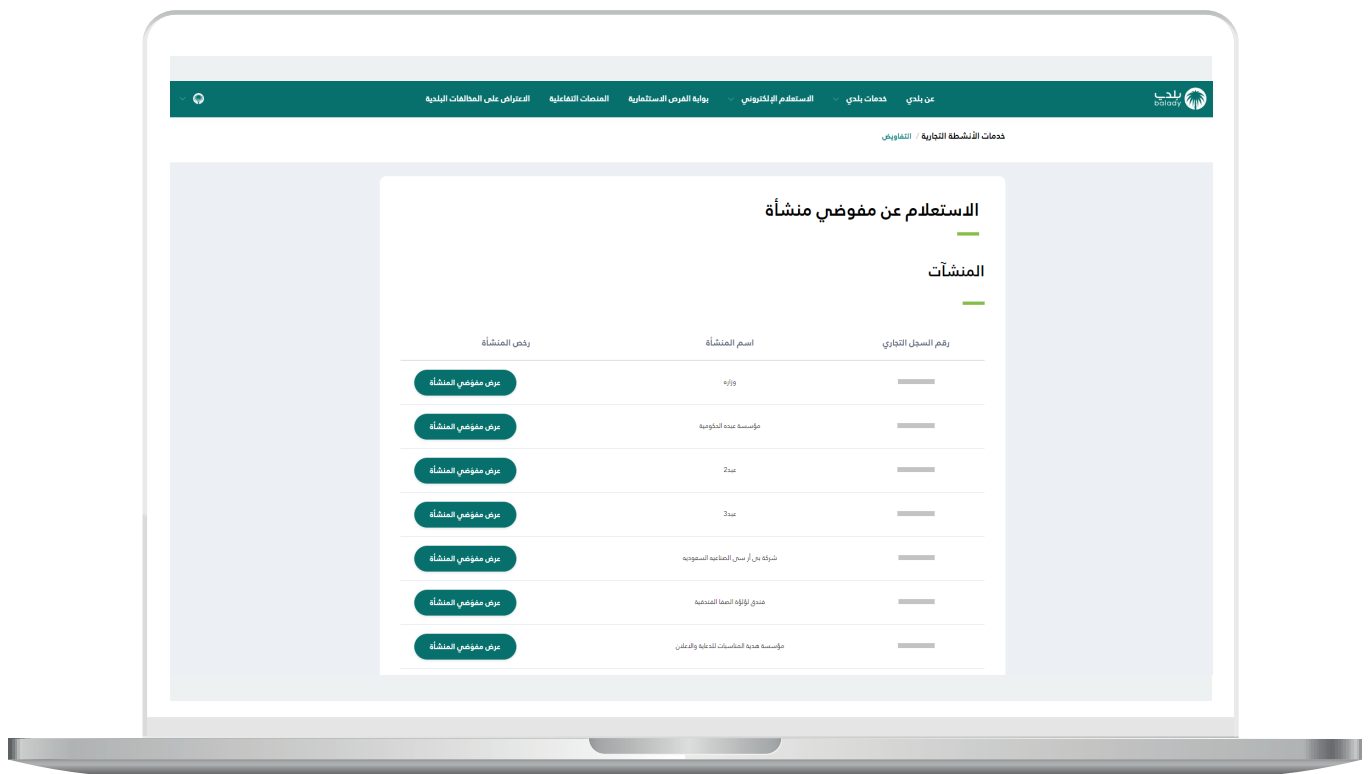


2) If the user clicks **(View Establishment Requests)**, a screen appears displaying all requests related to the establishment. The system shows the status of each request and allows searching for a specific request by entering part of the **(Registry Number, Establishment Name, or Store Name)**. The results are filtered in the lower table based on the entered search term.

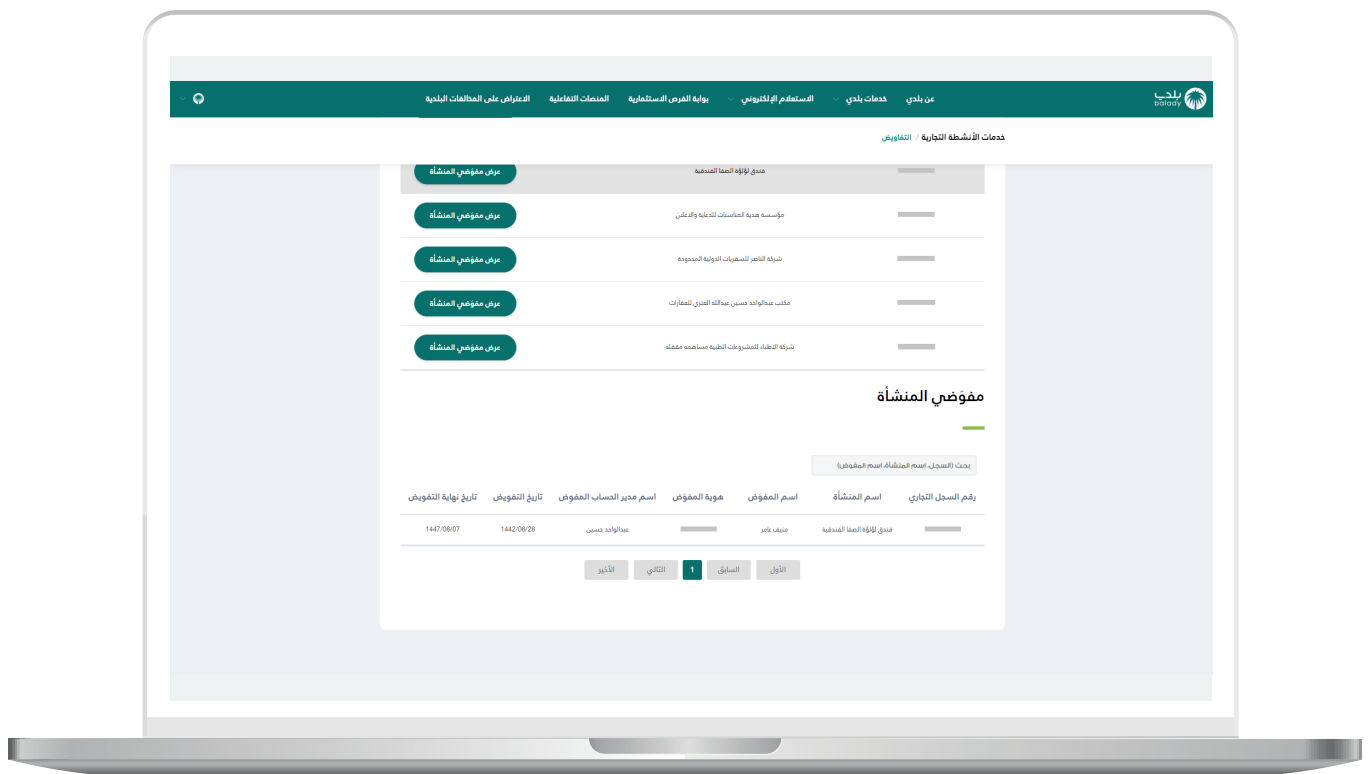


Inquiry About Establishment Representatives

1) If the user selects **(Inquiry About Authorized Representatives)**, a screen appears, allowing the user to check the representatives assigned to the establishment by clicking **(View Establishment Representatives)**.

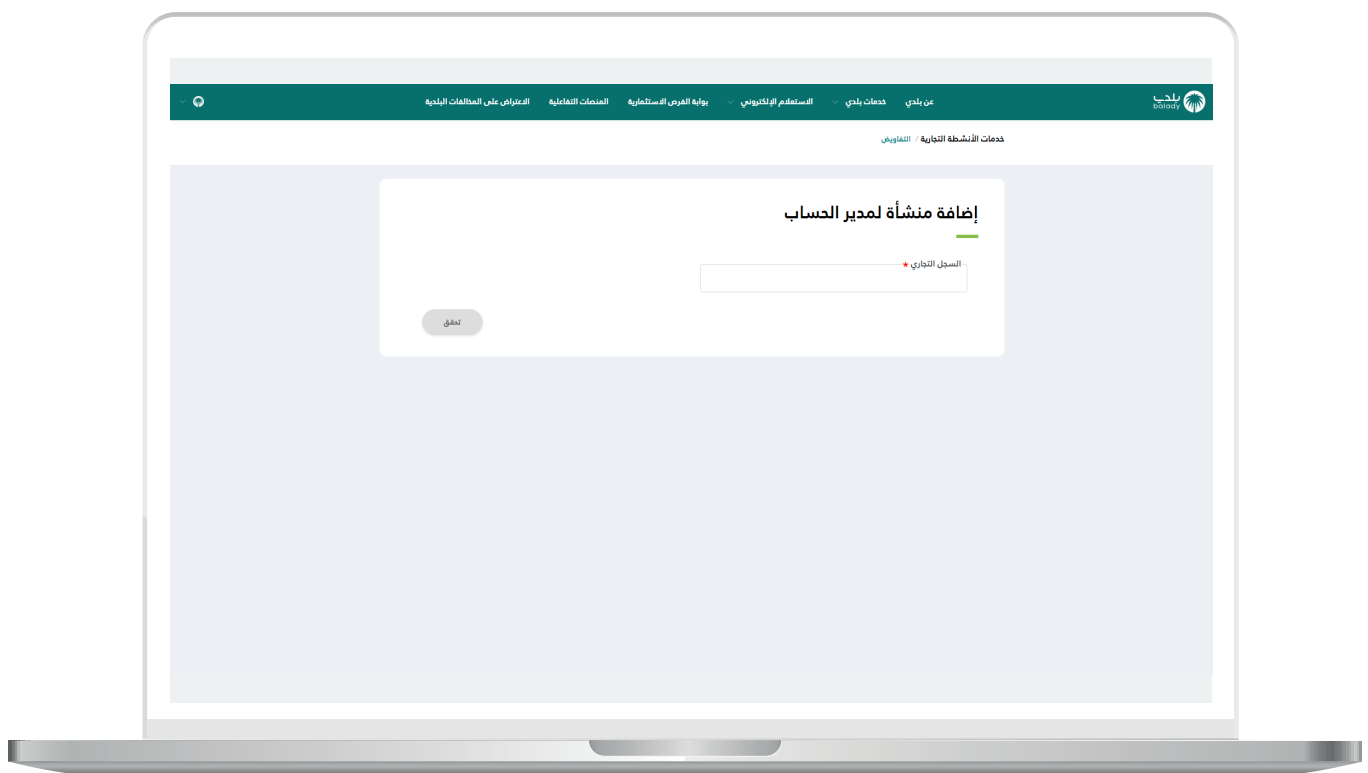


2) If the user clicks (**View Establishment Representatives**), a screen appears listing all representatives associated with the establishment. The system allows searching for a specific representative by entering part of the (**Registry Number, Establishment Name, or Representative Name**). The results are filtered in the lower table based on the entered search term.



Adding an Establishment to an Account Manager

1) If the user selects **(Add Establishment to an Account Manager)**, a screen appears where the user enters the **(Commercial Registration Number)** and clicks **(Verify)**.

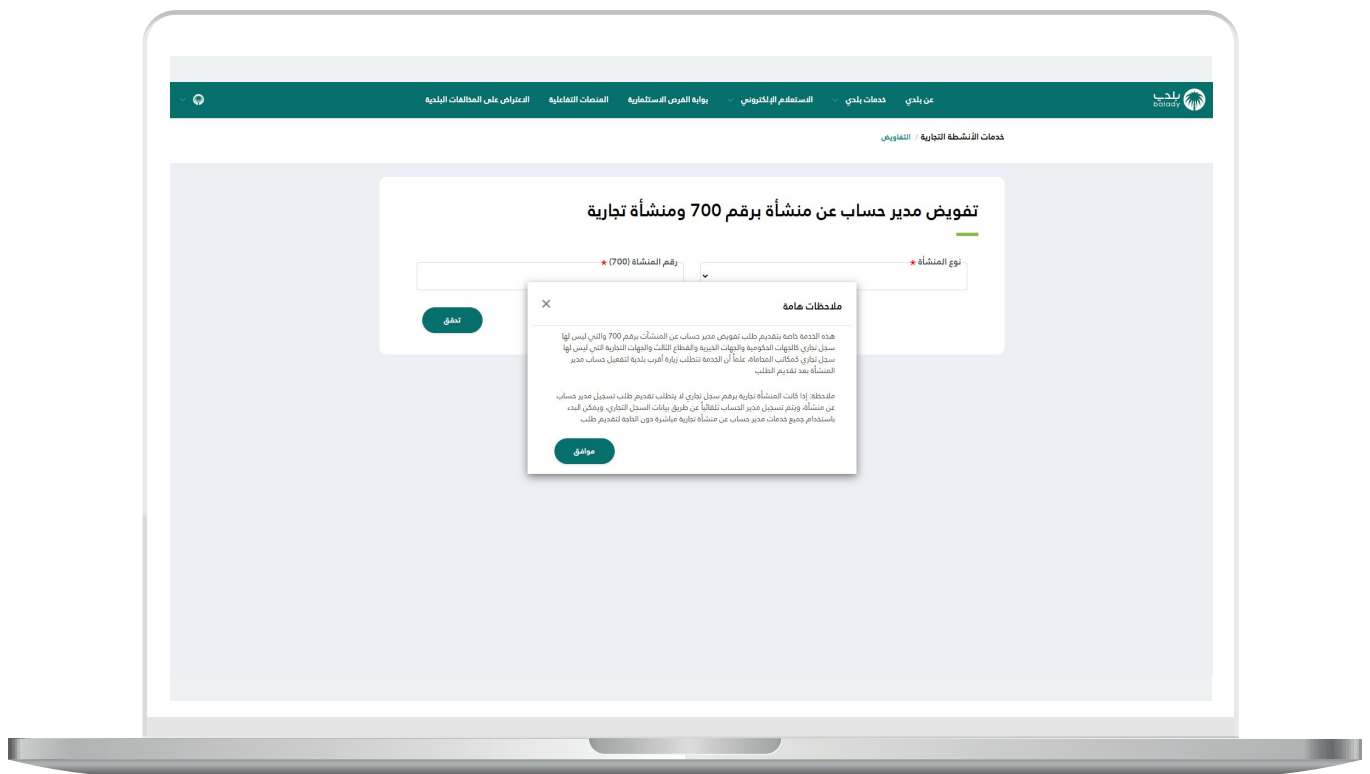


2) If the system retrieves the establishment's information and the entered Commercial Register Number is valid, a screen appears displaying the establishment details. The user can add the establishment to the account manager by clicking (**Add Establishment**). Before adding, the user can modify the following fields: (**Mobile Number, Email**).

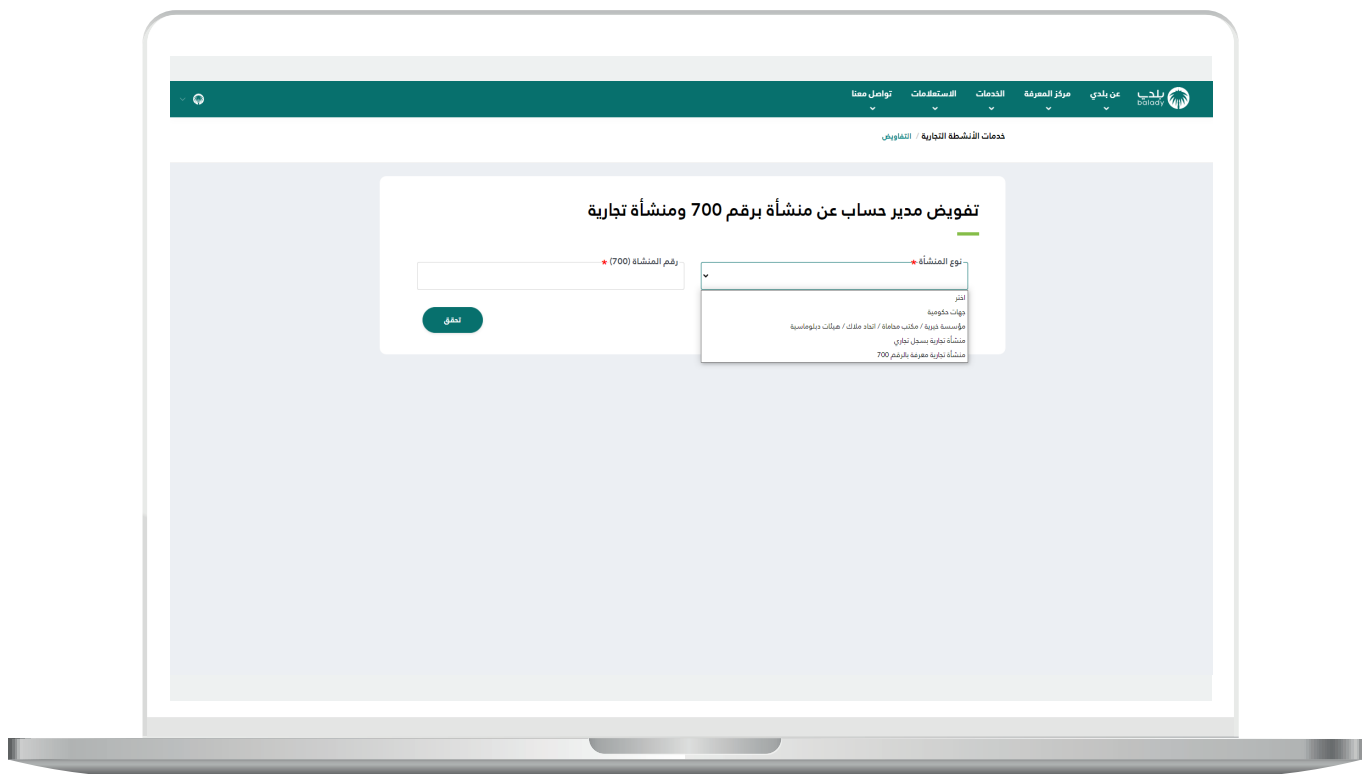
The screenshot shows a laptop screen with a web application interface. The top navigation bar is dark green with white text and a logo on the right. The main content area is light gray. A white form box is centered on the screen with the title 'إضافة منشأة لمدير الحساب'. Inside the form, there are four input fields with red asterisks indicating required fields: 'البريد الإلكتروني' (Email), 'رقم الجوال' (Mobile Number), 'اسم المنشأة' (Establishment Name), and 'شركة الناصر للسفريات الدولية المحدودة' (Al-Nasser International Travel Agency). There are two buttons: 'تحقق' (Check) and 'إضافة المنشأة' (Add Establishment).

Authorizing an Account Manager for an Establishment Using a 700 Number and a Commercial Establishment

1) If the user selects **(Authorize an Account Manager for an Establishment Using a 700 Number)**, a notice screen appears. The user reads the instructions and clicks **(Confirm)**.



2) If the user selects the **(Establishment Type)** and enters the **(Establishment Number (700))**, they must click **(Verify)**.



3) If the establishment exists in the system, the details (**Establishment Name, Mobile Number, Email**) are retrieved. The user selects the (**Authorization Expiry Date**) from the electronic calendar.

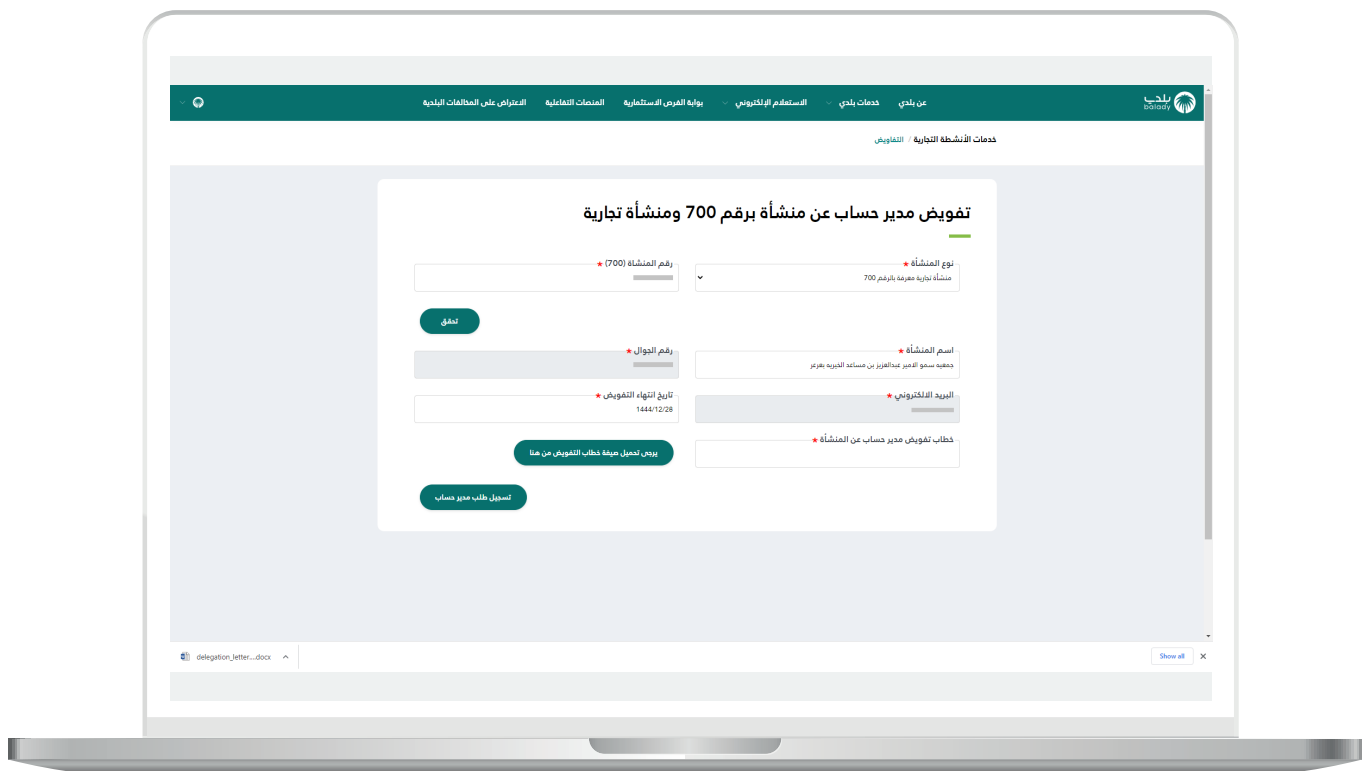
If the user clicks (**Download Authorization Letter Format**), the system downloads the document to the user's device.

The screenshot shows a web application interface for downloading an authorization letter format. The page is titled 'تفويض مدير حساب عن منشأة برقم 700 ومنشأة تجارية' (Download Authorization Letter Format for a 700 Number Establishment and Commercial Establishment). The form contains several input fields and buttons:

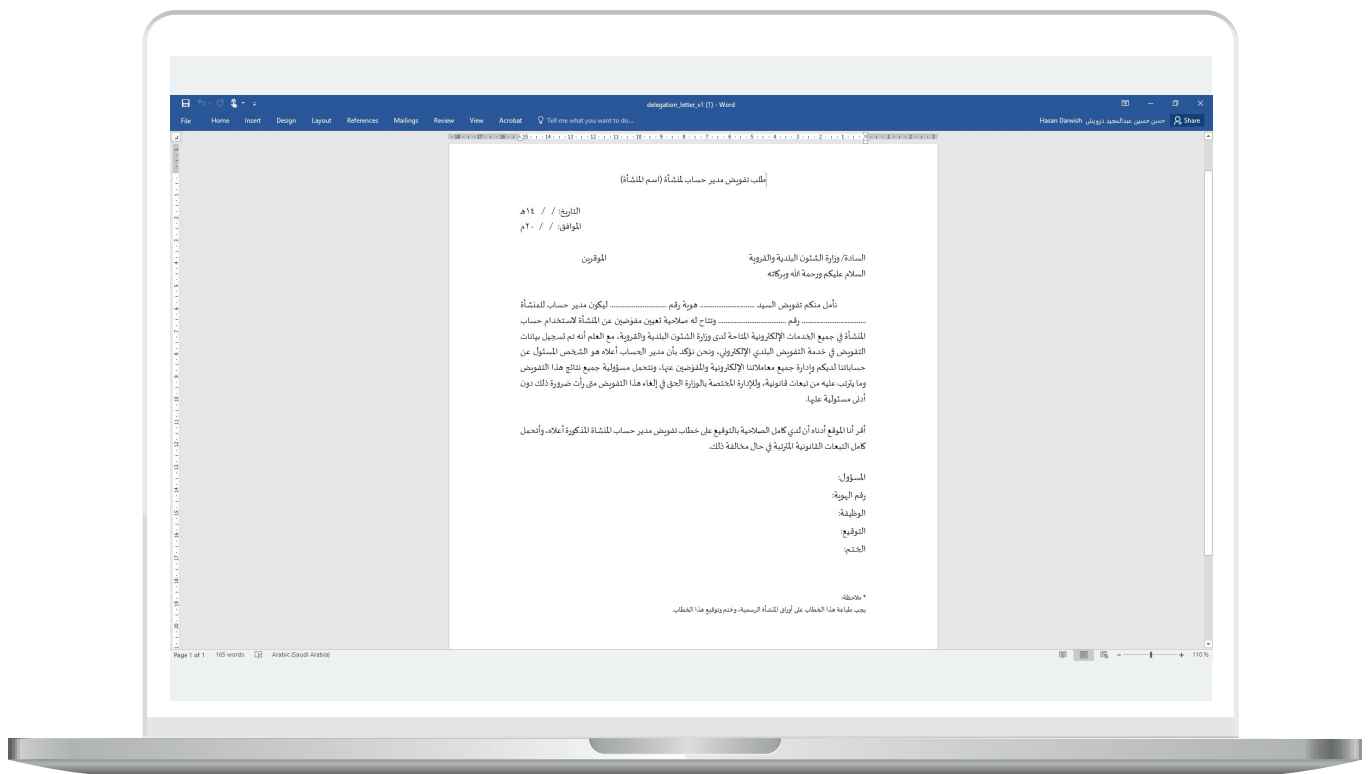
- رقم المنشأة (700):** A text input field for the 700 number.
- نوع المنشأة:** A dropdown menu with 'منشأة تجارية برقم 700' (Commercial Establishment with 700 Number) selected.
- رقم الجوال:** A text input field for the mobile number.
- اسم المنشأة:** A text input field for the establishment name.
- تاريخ انتهاء التفويض:** A date picker for the authorization expiration date.
- البريد الإلكتروني:** A text input field for the email address.
- خطاب تفويض مدير حساب عن المنشأة:** A text input field for the authorization letter content.
- تحميل صيغة خطاب التفويض من هنا:** A button to download the letter format.
- تسجيل طلب مدير حساب:** A button to register a request for a manager account.

The page also features a navigation bar at the top with links to 'عن بلدي' (About My City), 'خدمات بلدي' (My City Services), 'الاستعلام الإلكتروني' (Electronic Inquiry), 'بوابة المراسلة الإلكترونية' (Electronic Mailbox), 'المنصات التفصيلية' (Detailed Platforms), 'الاعتراض على المطالبات البلدية' (Appeal to Municipal Claims), and a logo for 'بلدي' (My City).

4) If the user clicks (**Download Authorization Letter Format**), the system downloads the document to the user's device.



5) The following figure displays the Authorization Letter Format, which the user must complete.

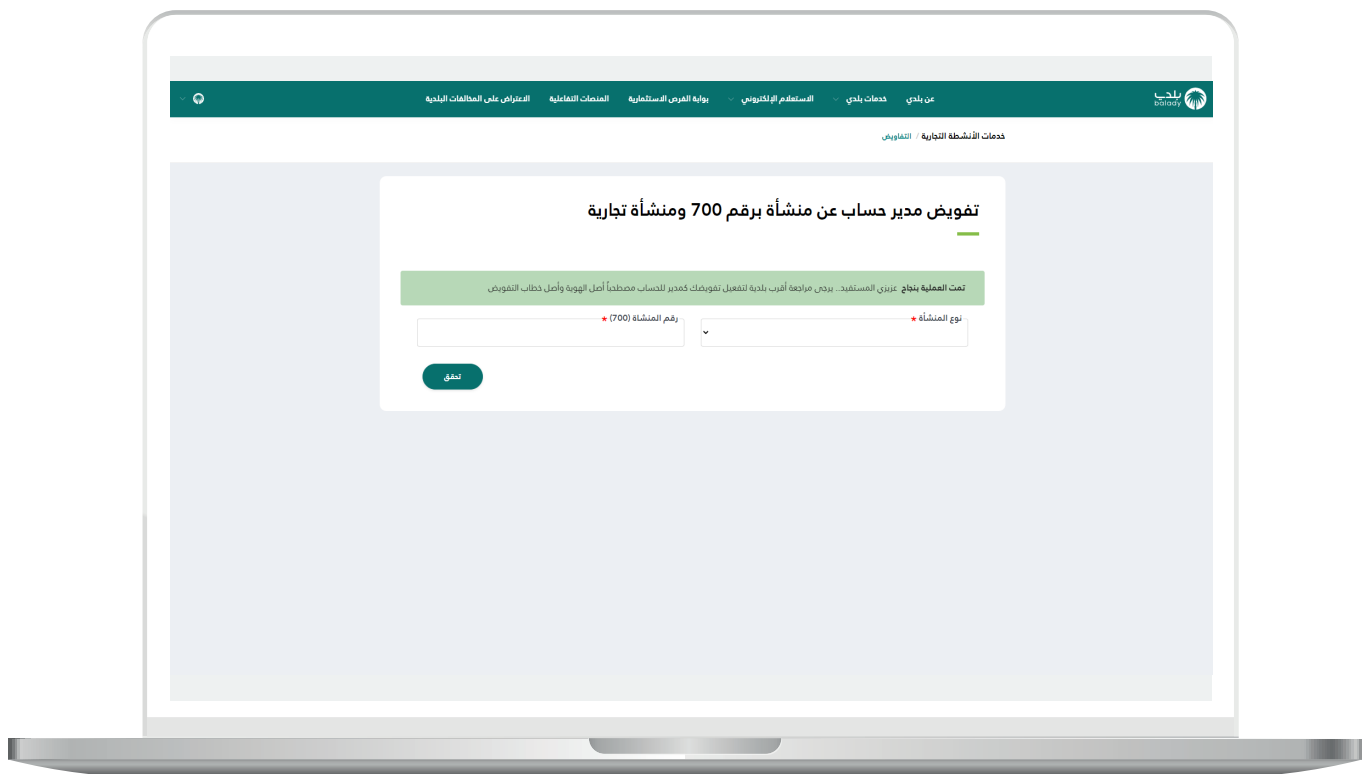


6) If the user uploads the completed authorization letter, they must select **(Account Manager Authorization Letter)** and then click **(Submit Account Manager Request)**.

The screenshot shows a web form titled "تفويض مدير حساب عن منشأة برقم 700 ومنشأة تجارية" (700 Business Account Manager Authorization and Commercial Entity). The form is displayed on a laptop screen. The website's header includes the Balaqat logo and navigation links: "عن بلدي" (About My City), "خدمات بلدي" (My City Services), "الاستعلام الإلكتروني" (Electronic Inquiry), "بوابة الفرص الاستثمارية" (Investment Opportunities Portal), "المنصات التقنية" (Technical Platforms), and "الاعتراض على المطالبات البلدية" (Appeal Municipal Claims). The form fields are as follows:

- رقم المنشأة (700):** A text input field.
- نوع المنشأة:** A dropdown menu with "منشأة تجارية برقم 700" selected.
- رقم الدوال:** A text input field.
- اسم المنشأة:** A text input field with the placeholder "جبهة سمو الأمير عبد العزيز بن مساعد الجبرية بقرن".
- تاريخ انتهاء التفويض:** A date picker showing "1444/12/28".
- البريد الإلكتروني:** A text input field.
- خطاب تفويض مدير حساب عن المنشأة:** A text input field with the placeholder "delegation_letter_v1.docx".
- يؤخذ لتحميل صيغة خطاب التفويض من هنا:** A green button.
- تسجيل طلب مدير حساب:** A green button at the bottom.

7) The system processes the authorization and displays a confirmation message.



8) If the establishment is not found in the Balady database, the user must manually enter the establishment details and upload proof of the 700 Number's validity.

The screenshot displays the Balady website interface for the 'Delegation of Managerial Account from Establishment 700 Number and Commercial Establishment' (تفويض مدير حساب عن منشأة برقم 700 ومنشأة تجارية). The form is titled 'لم يتم العثور على بيانات السجل، يرجى إدخال البيانات بشكل يدوي' (Data not found in the register, please enter the data manually).

The form fields include:

- رقم المنشأة (700):** Establishment Number (700) - Required field.
- نوع المنشأة:** Establishment Type - Dropdown menu with 'منشأة تجارية معروفة برقم 700' (Establishment known by 700 number) selected.
- اسم المنشأة:** Establishment Name - Required field.
- البريد الإلكتروني:** Email - Required field.
- خطاب تفويض مدير حساب عن المنشأة:** Delegation of Managerial Account from the Establishment - Required field, with a note 'أكثر ملفات' (More files).
- أرفاق ما يثبت صحة رقم 700:** Attachments proving the validity of the 700 number - Required field, with a note 'أكثر ملفات' (More files).
- رقم الجوال:** Mobile Number - Required field.
- تاريخ انتهاء التفويض:** Delegation Expiry Date - Required field, with a note 'يوم/شهر/سنة' (Day/Month/Year).
- إرسال نموذج طلب خطاب التفويض من هنا:** Submit the request for the delegation of managerial account from here - Button.
- تفويض:** Delegation - Button.
- إرسال طلب مدير حساب:** Submit Managerial Account Request - Button.

 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

