



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

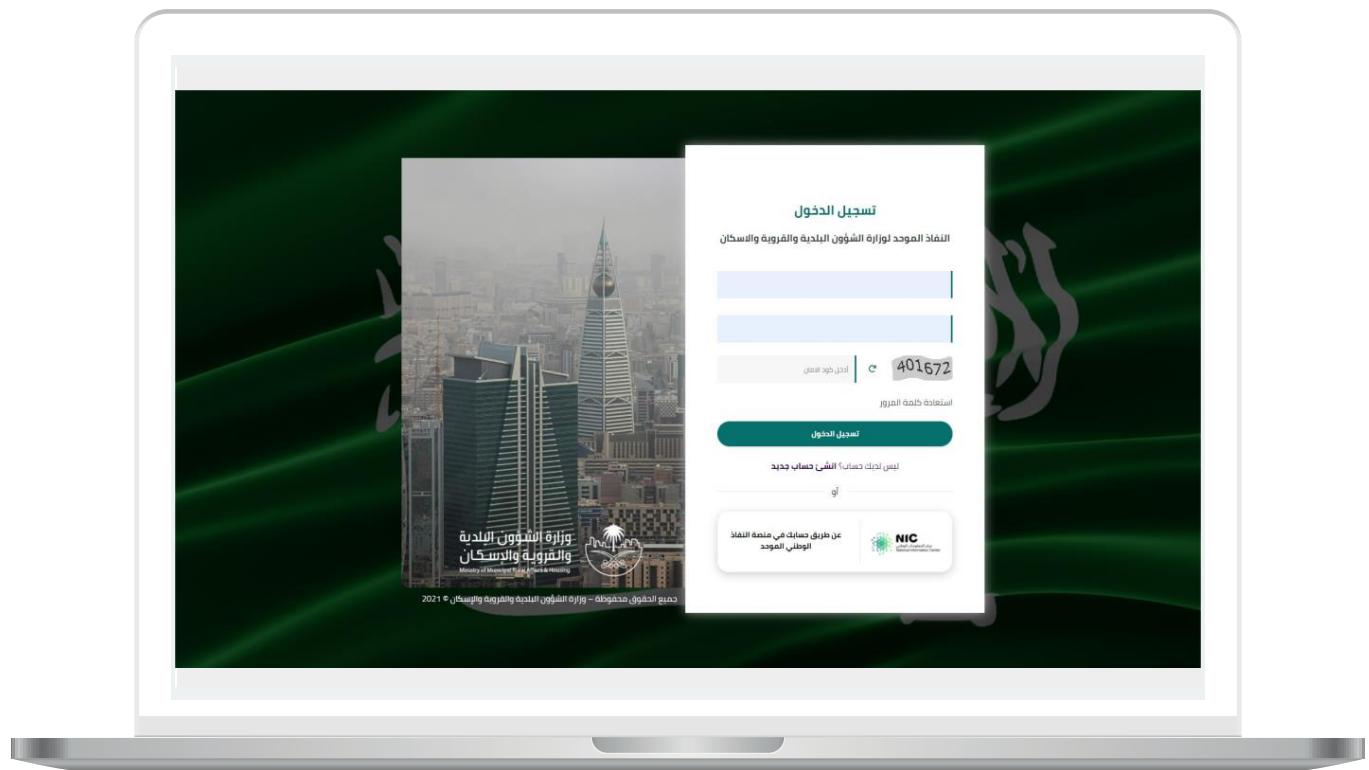
User Guide for the Service to  
**Cancelling a Temporary License  
for a Mobile Store Outlet**

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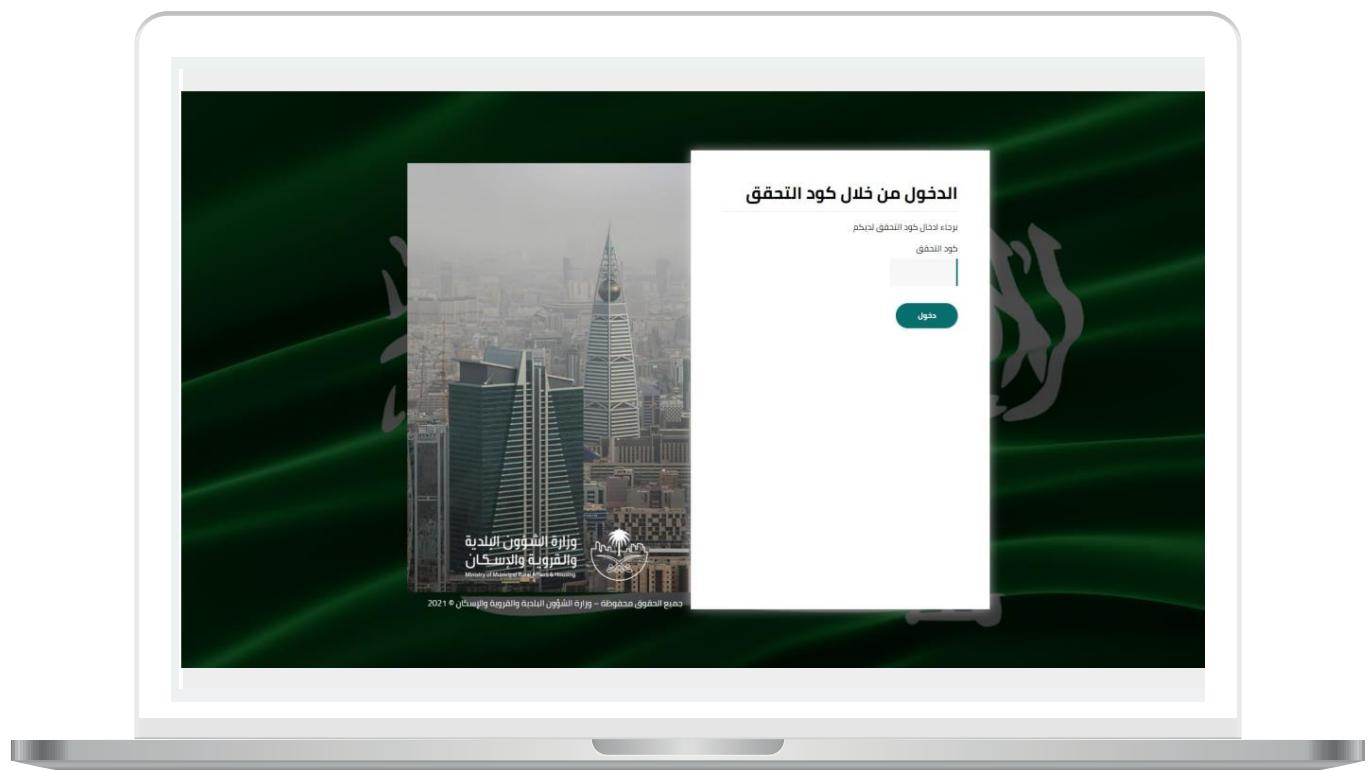
Beneficiary's  
Copy

## 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. The security code can be changed by clicking the circular arrow icon.

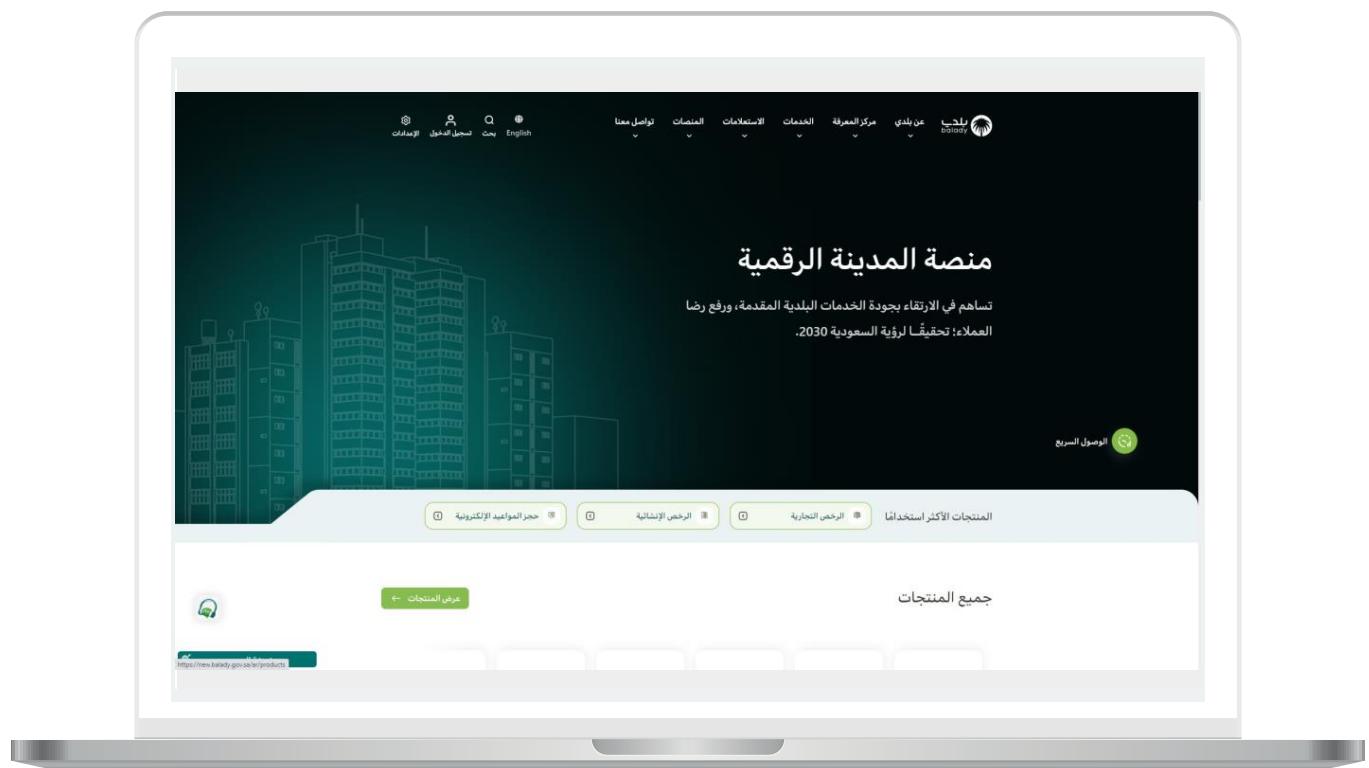


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.

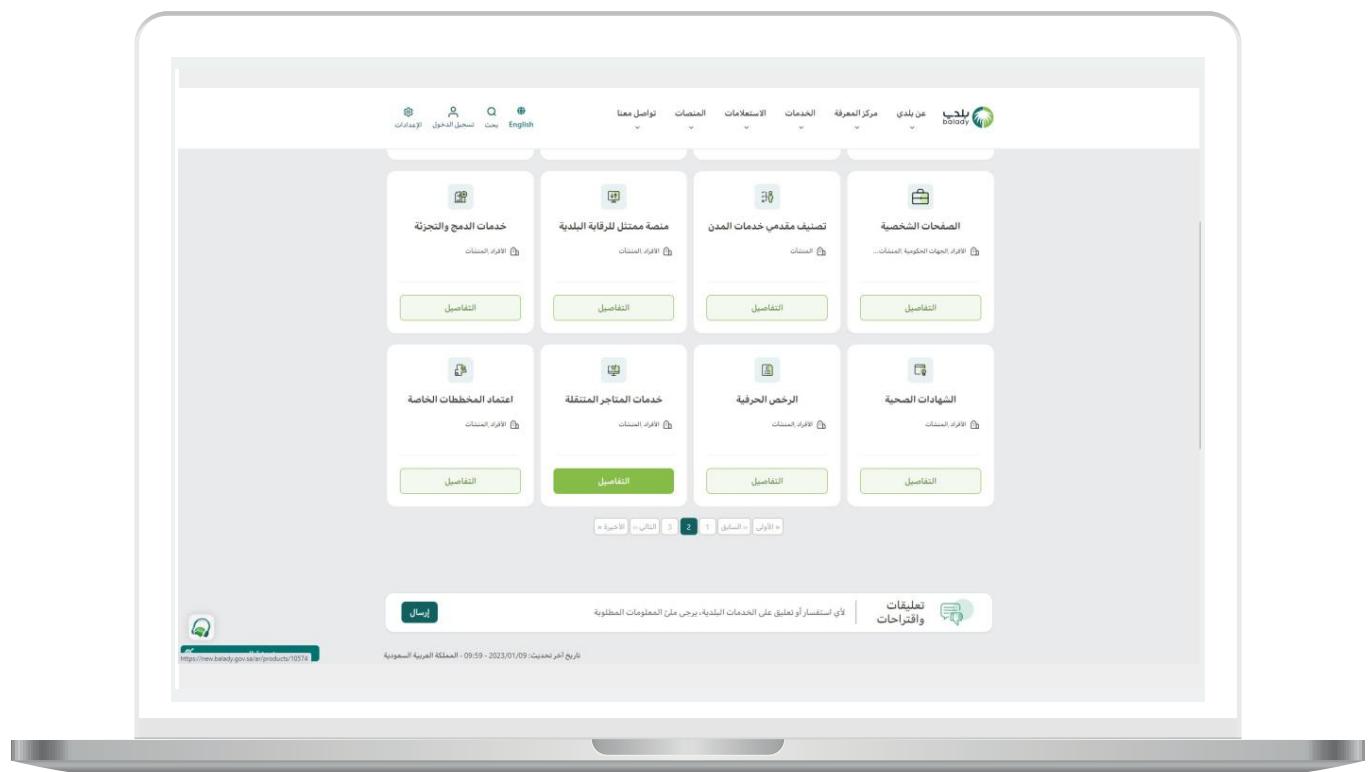


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

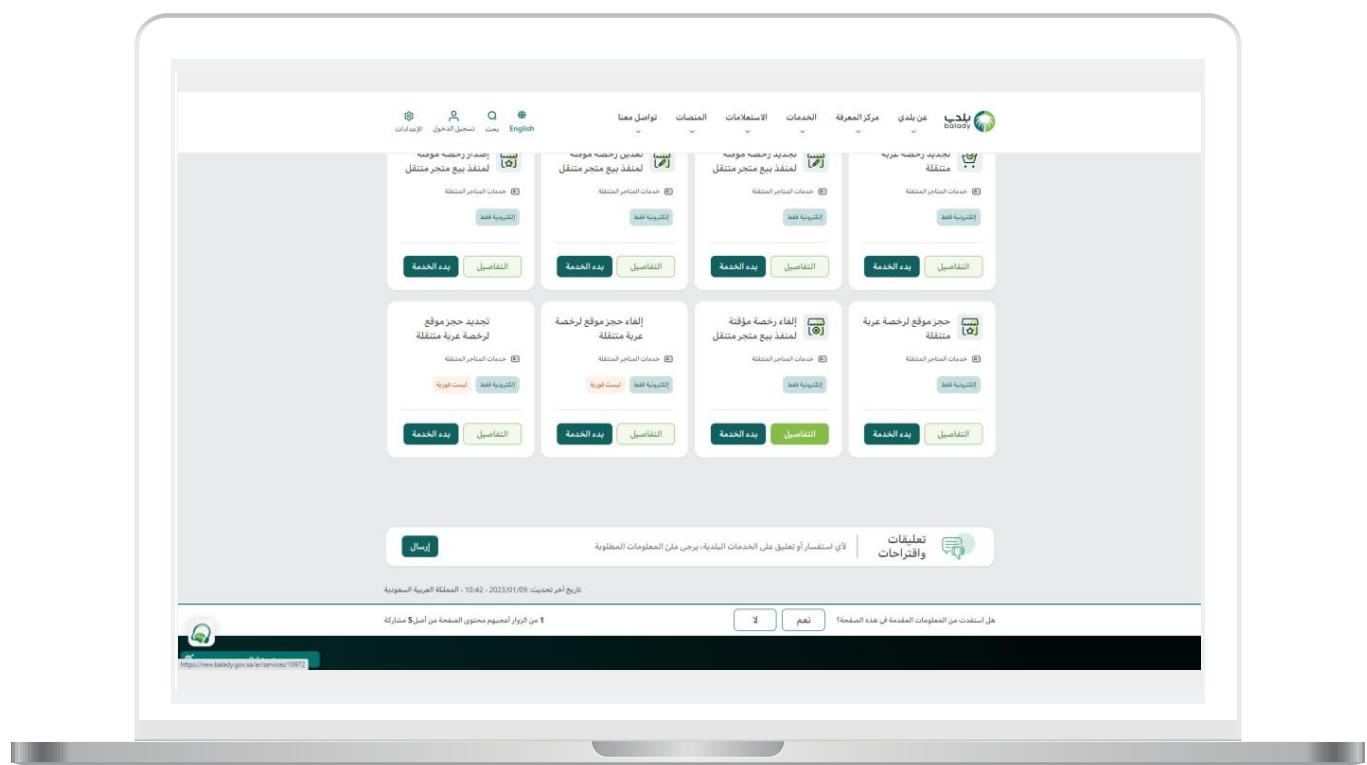
To start the service application, the user must click the **(View Products)** button.



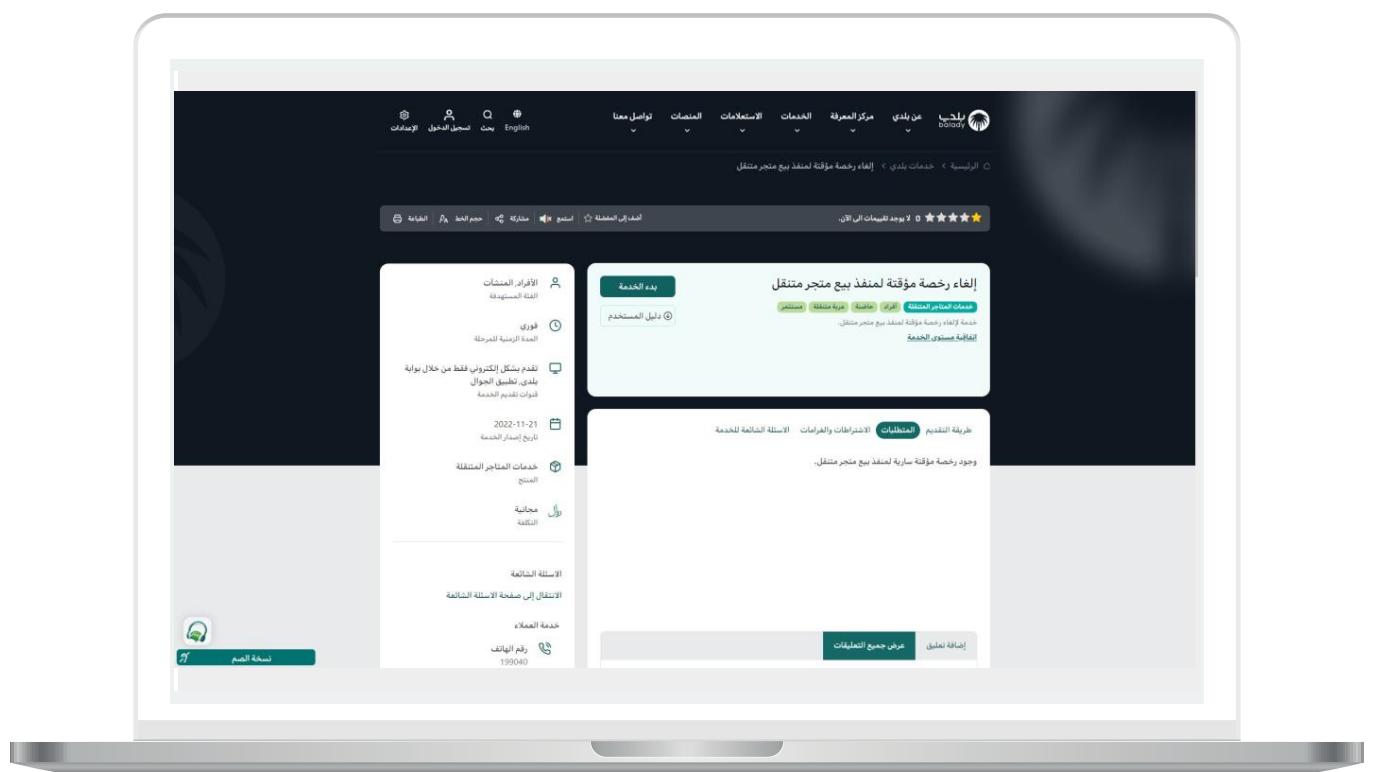
4) The following screen appears, displaying Balady's services, where the user selects (Mobile Cart Services).



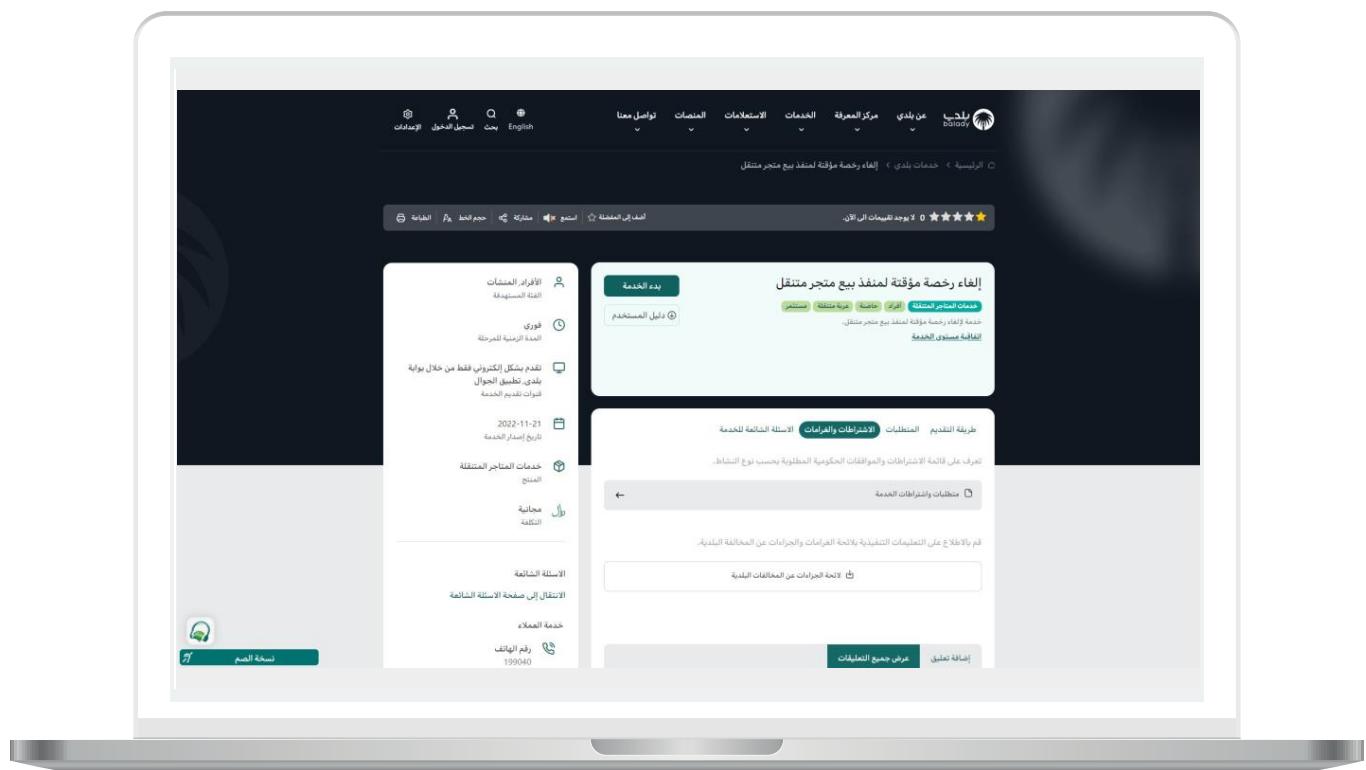
5) The next screen appears, where the user chooses (Cancel of a Temporary License for a Mobile Store Outlet) as shown below.



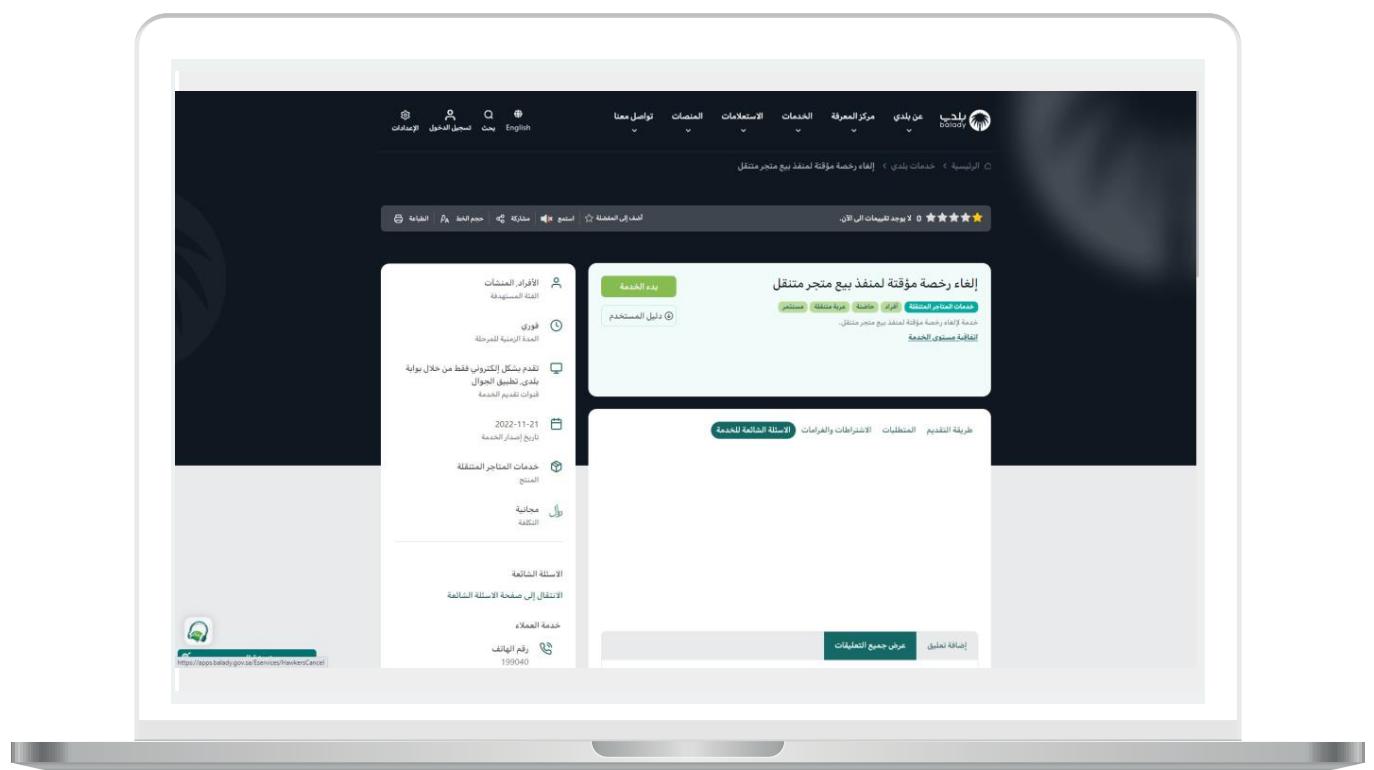
6) The following screen appears, displaying the **(Service Card)**, which includes details such as **(How to Apply, Requirements, Conditions and Fines, etc.).**



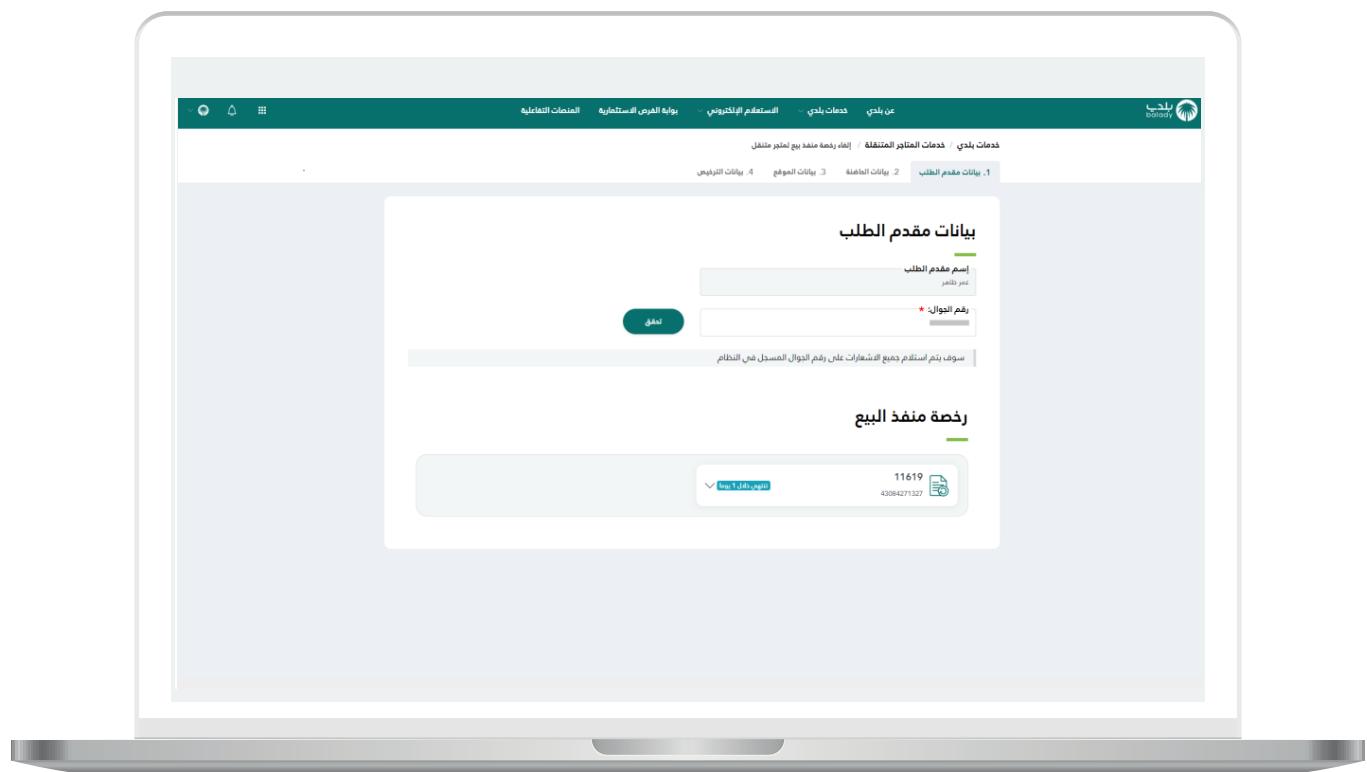
7) The following screen represents the (Terms and Penalties) section.



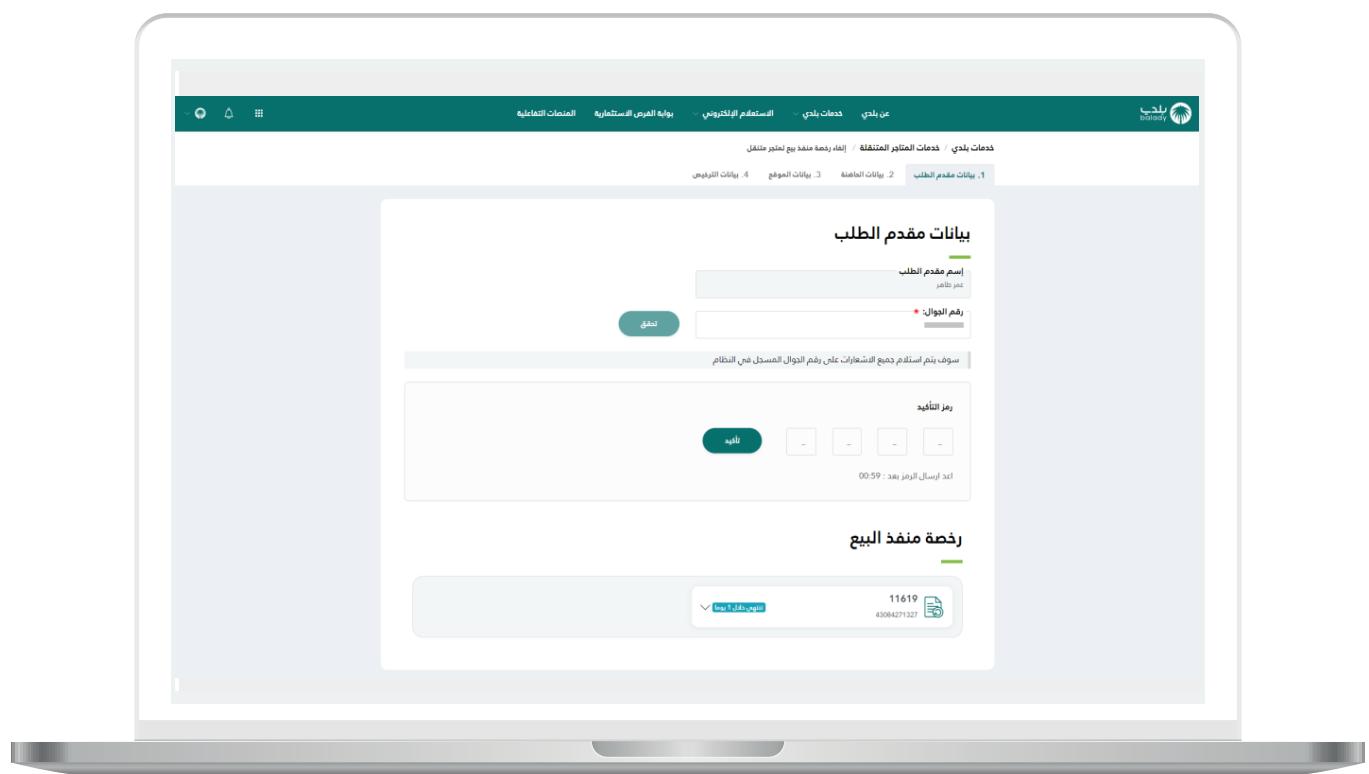
8) To start the application process, the user clicks (Start Service).



9) The following screen appears, representing the first stage of license issuance, which is **(Applicant Information)**, where the user enters the mobile number and clicks on **(Verify)** to confirm the number.



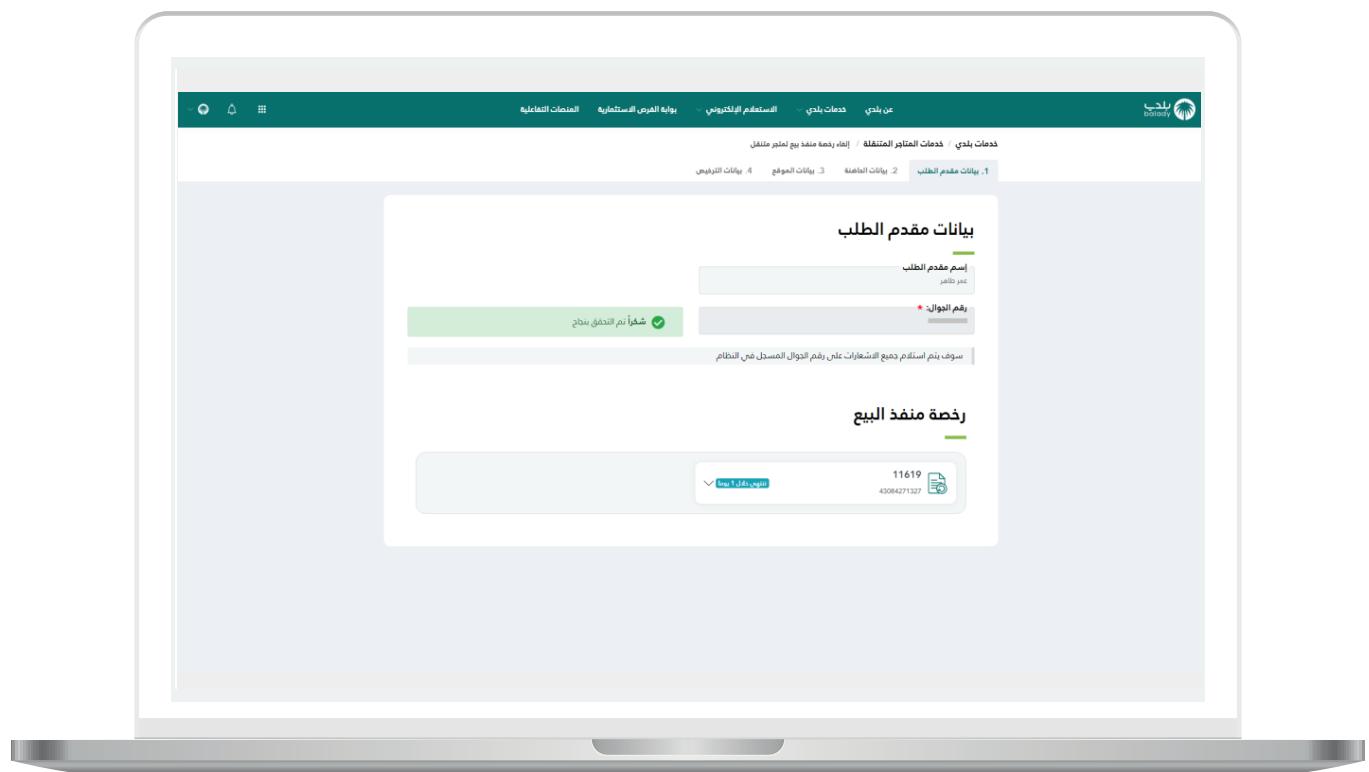
10) The user enters the (Confirmation Code) received on the mobile phone in the (Confirmation Code) field, then clicks (Confirm).



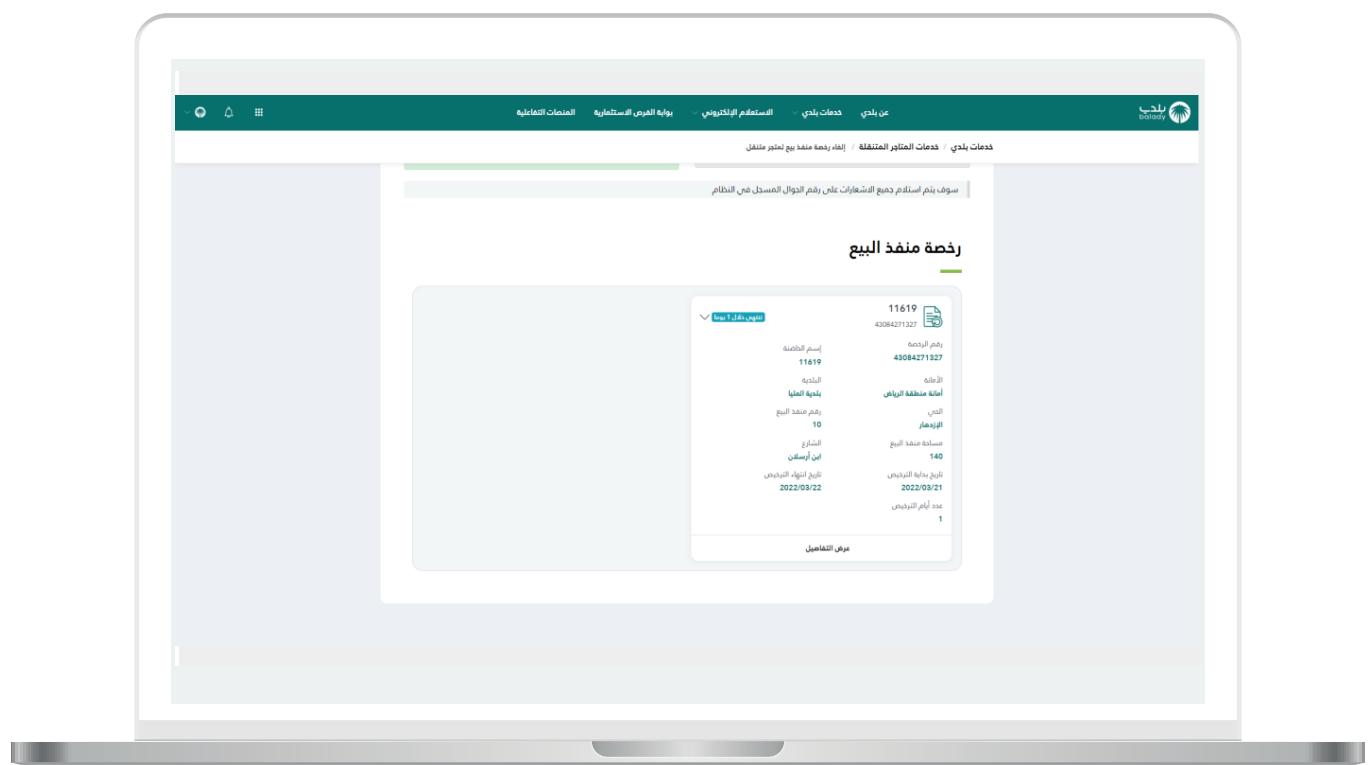
11) A message appears stating (**Thank you, verification was successful**) as shown below.

The user selects the license to be canceled from the (**Store Outlet License**) section.

The license for the mobile store outlet displayed will be either a store outlet within a municipal incubator or a park, issued under the beneficiary's ID.

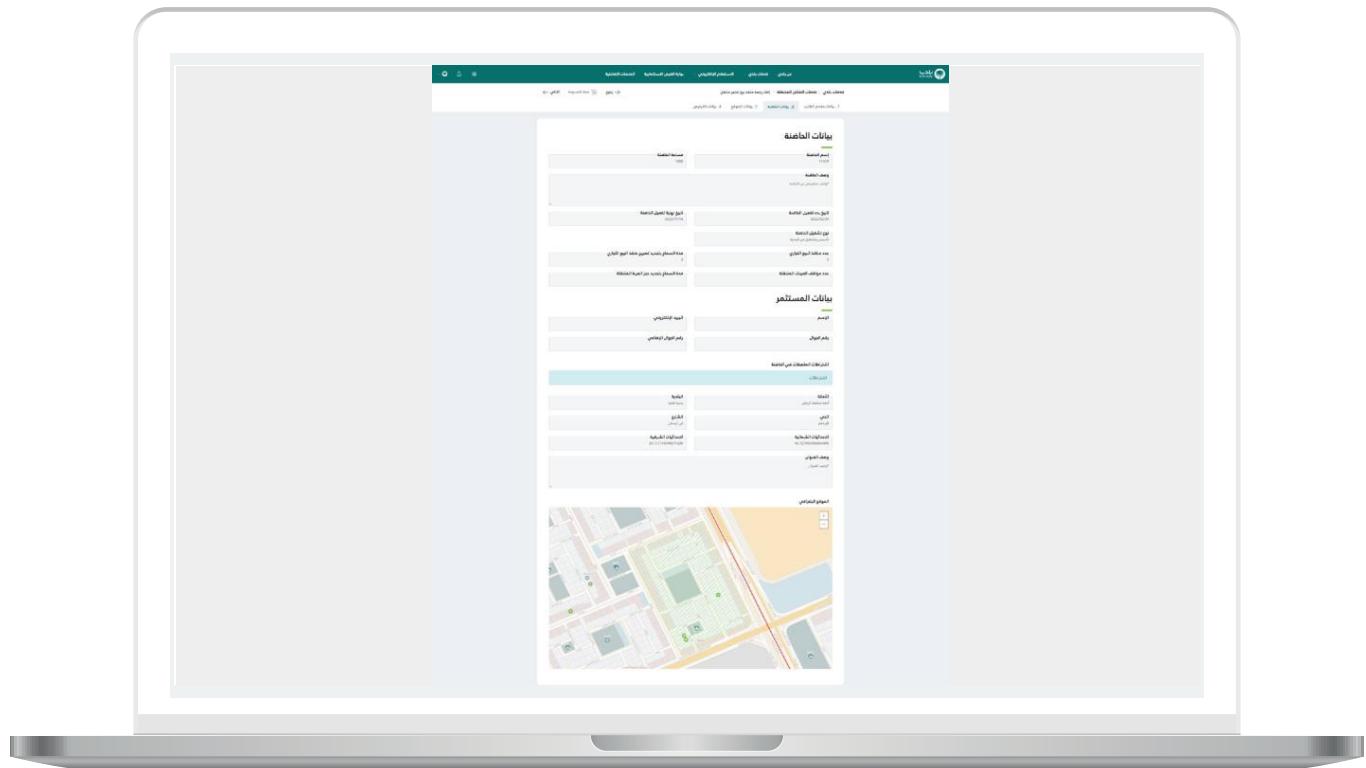


12) After selecting the license, its details are displayed, as shown below. The user clicks the (View Details) button.



13) The user is directed to the (Incubator Information) stage, as shown below, where the incubator's location appears on the map.

The user clicks (Next) to proceed to the next stage, with the option to return to the previous stage using (Back).



14) The (Location Information) stage appears, as shown below.

The user clicks (Next) to proceed to the next stage, with the option to return to the previous stage using (Back).

بيانات الحاضنة

اسم الحاضنة  
11019

مدة الترخيص

تاريخ نهاية الترخيص  
2022/03/22

تاريخ بداية الترخيص  
2022/03/21

بيانات الموقع

القيادة الإيجابية الموجعة  
20

مسافة الموقع  
140

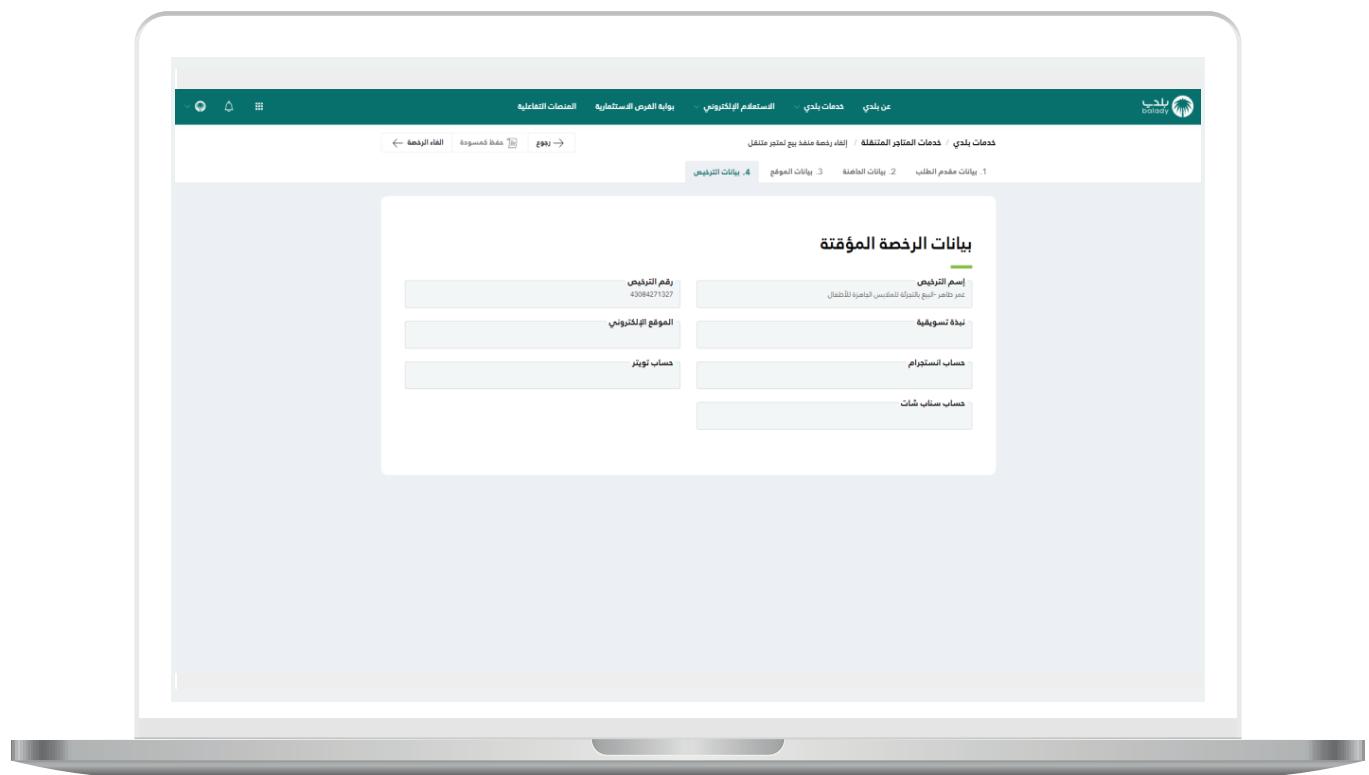
رقم الموقع  
10

بيانات النشاط

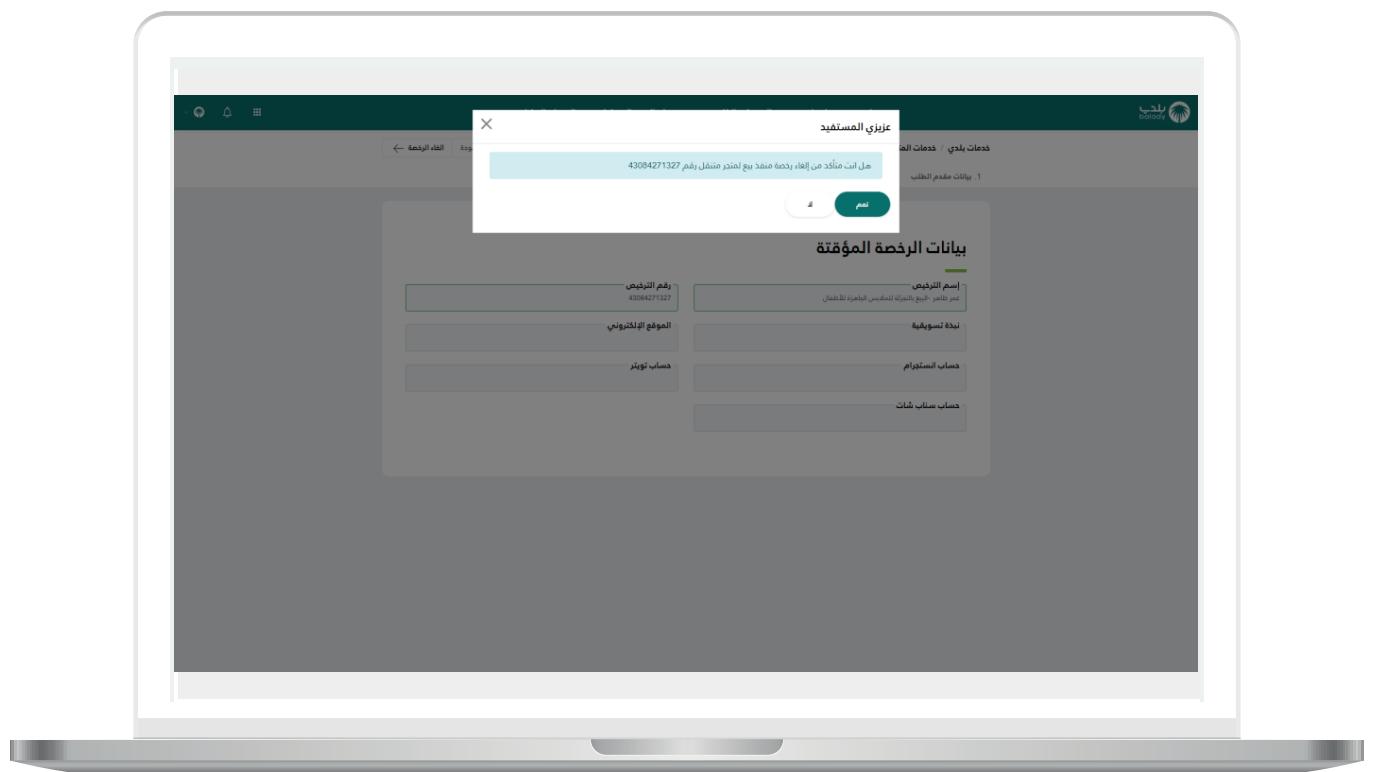
النشاط التمهيلي  
التيجي بالتجزئة للأجهزة المحمولة للاتصال

نشاط الفيزر  
التيجي بالتجزئة للأجهزة المحمولة للاتصال

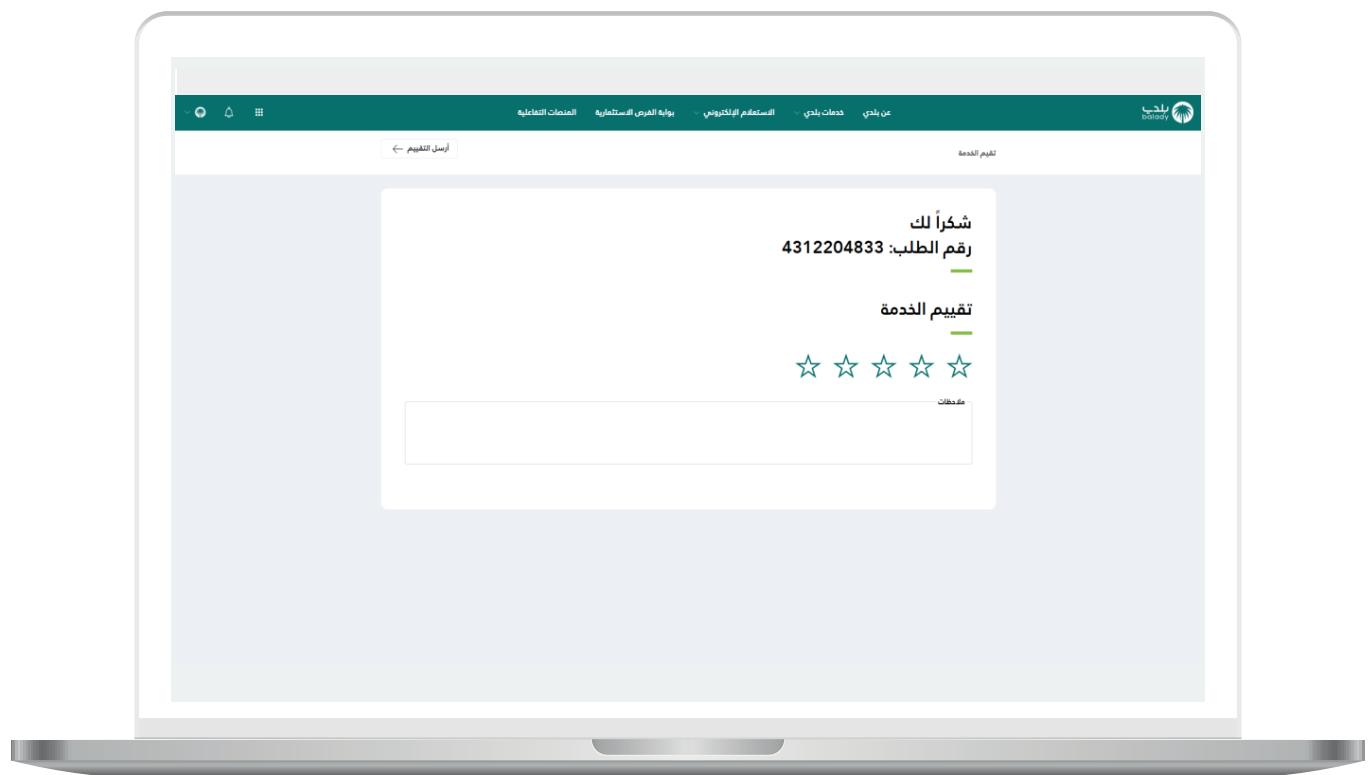
15) The user is directed to the (License Information) stage, as shown below, where the user clicks (Cancel License), with the option to return to the previous stage using (Back).



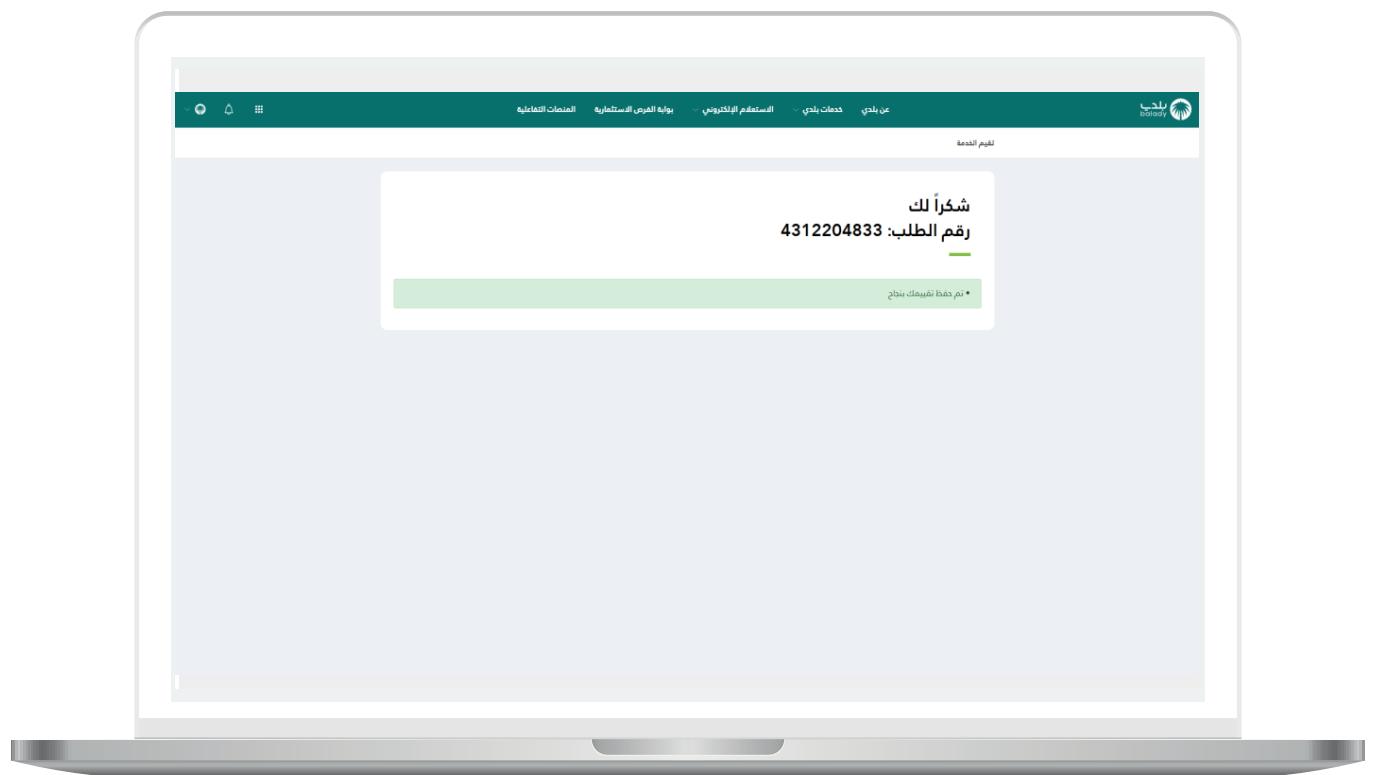
16) A warning message appears, as shown below, prompting the user to click (Yes) to complete the license cancellation. The user can cancel the operation by clicking (No).



17) The request number is displayed, and the system allows the user to evaluate the service by selecting the number of stars displayed and entering comments in the (Comments) field, then clicking (Submit Evaluation).

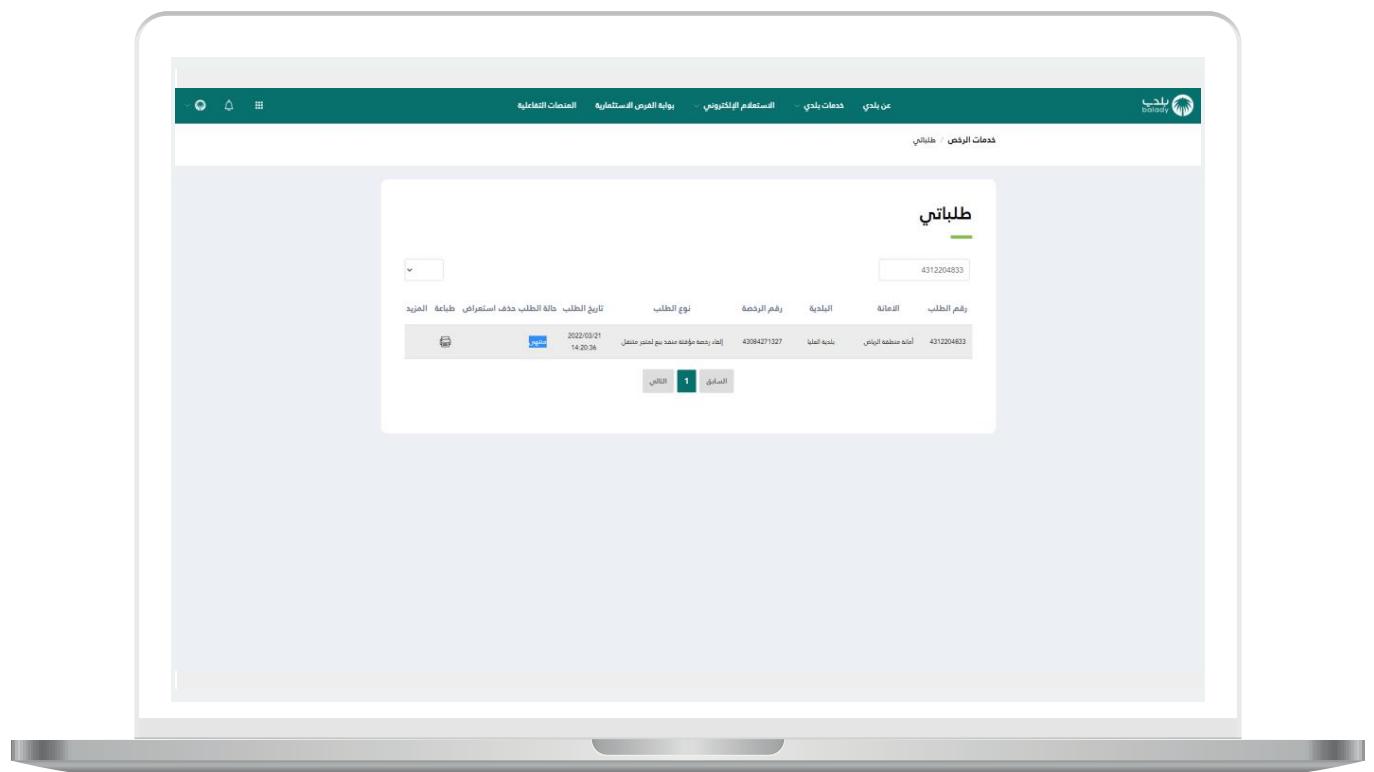


18) The evaluation is successfully saved, and a confirmation message is displayed.

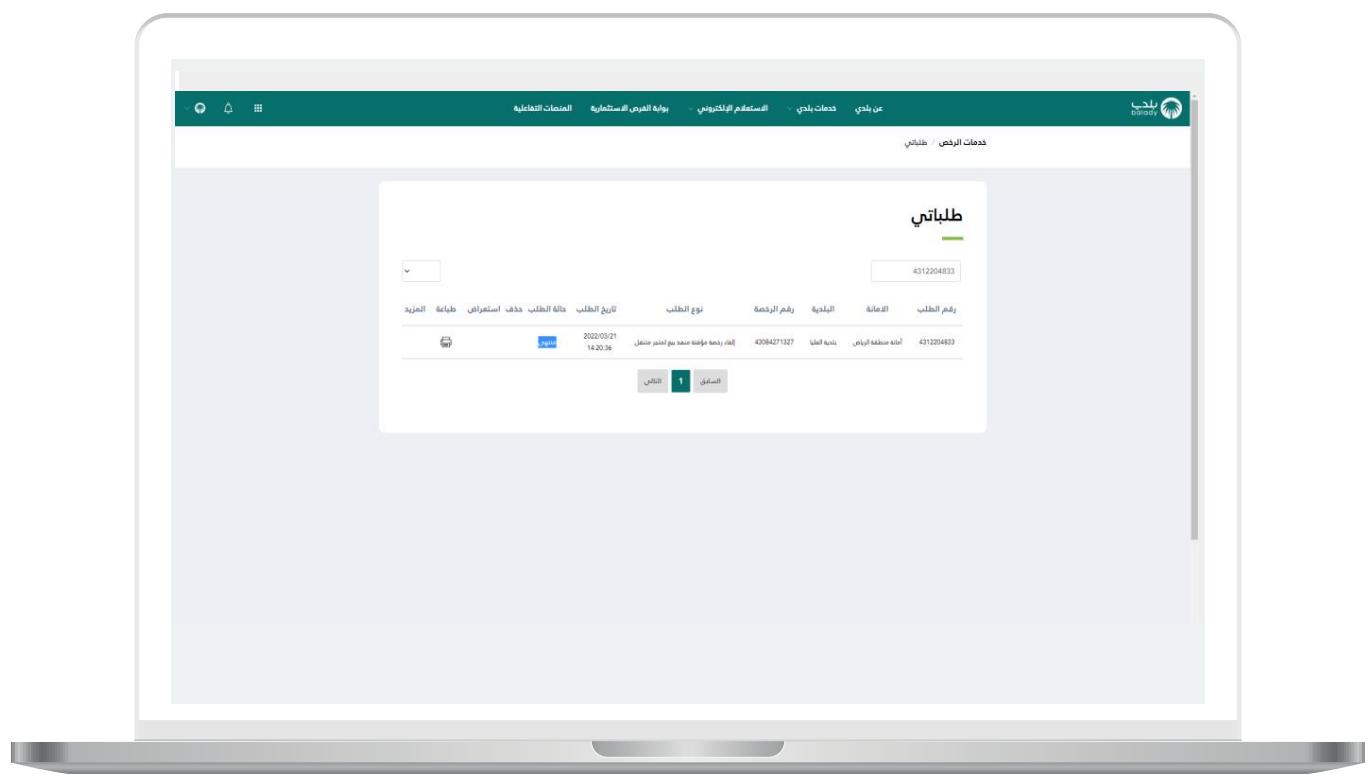


19) The user is then directed to the (My Requests) screen, as shown below, where they can track the request, which will have the status (Completed).

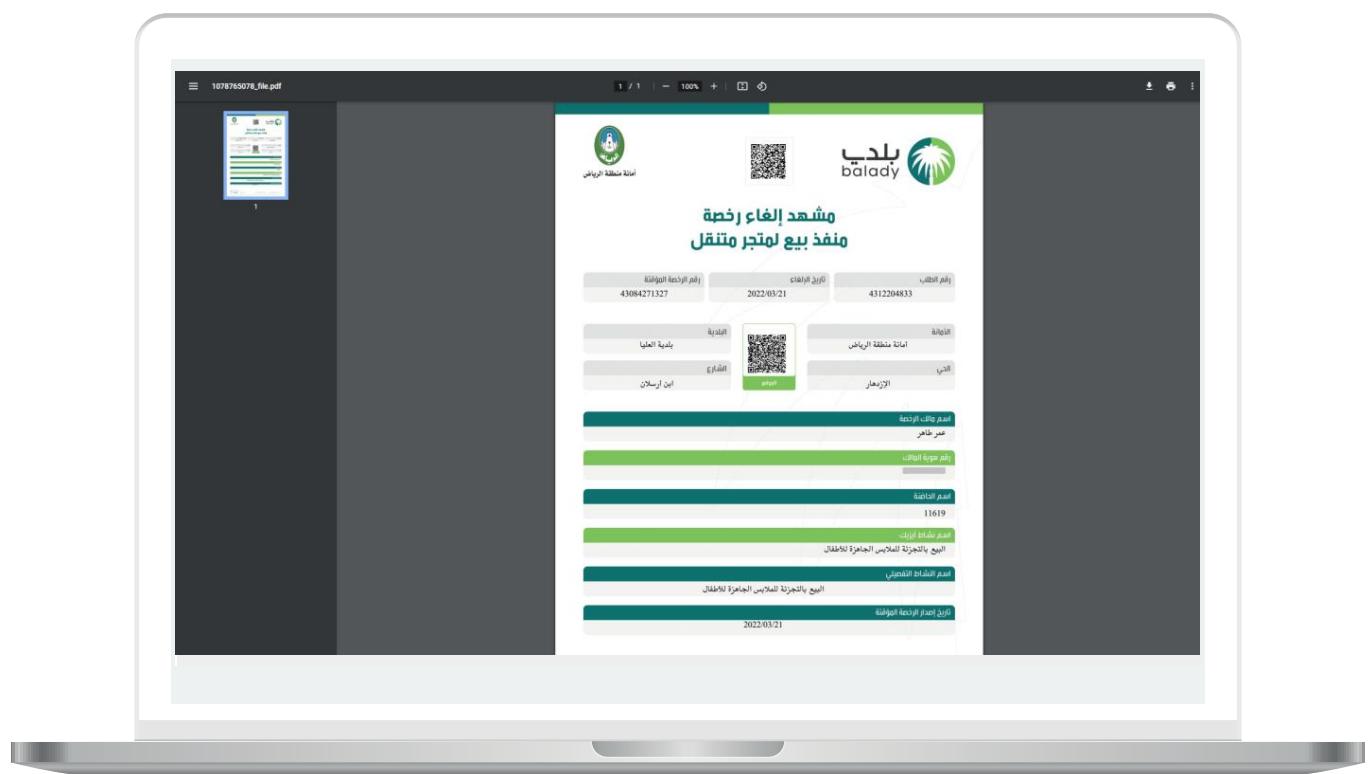
The request can be printed by clicking the printer icon in the (Print) column.



20) The license template is downloaded at the bottom left of the screen, as follows.



21) Clicking the file opens the license template, as shown below.



📞|199040 Direct Contact Number  
🐦|@Balady\_CS Customer Service