وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Service of

Inquiring About Mobile Cart Routes

Beneficiary's Copy

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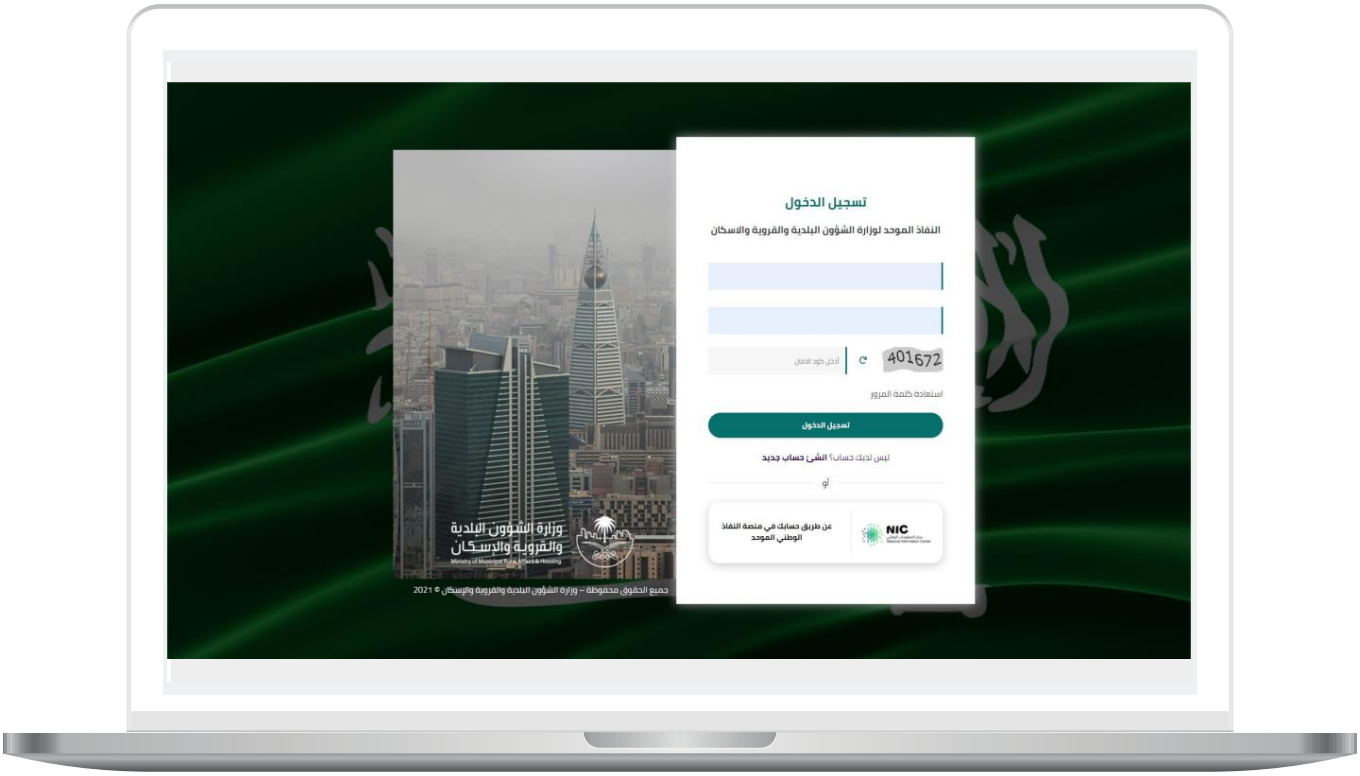
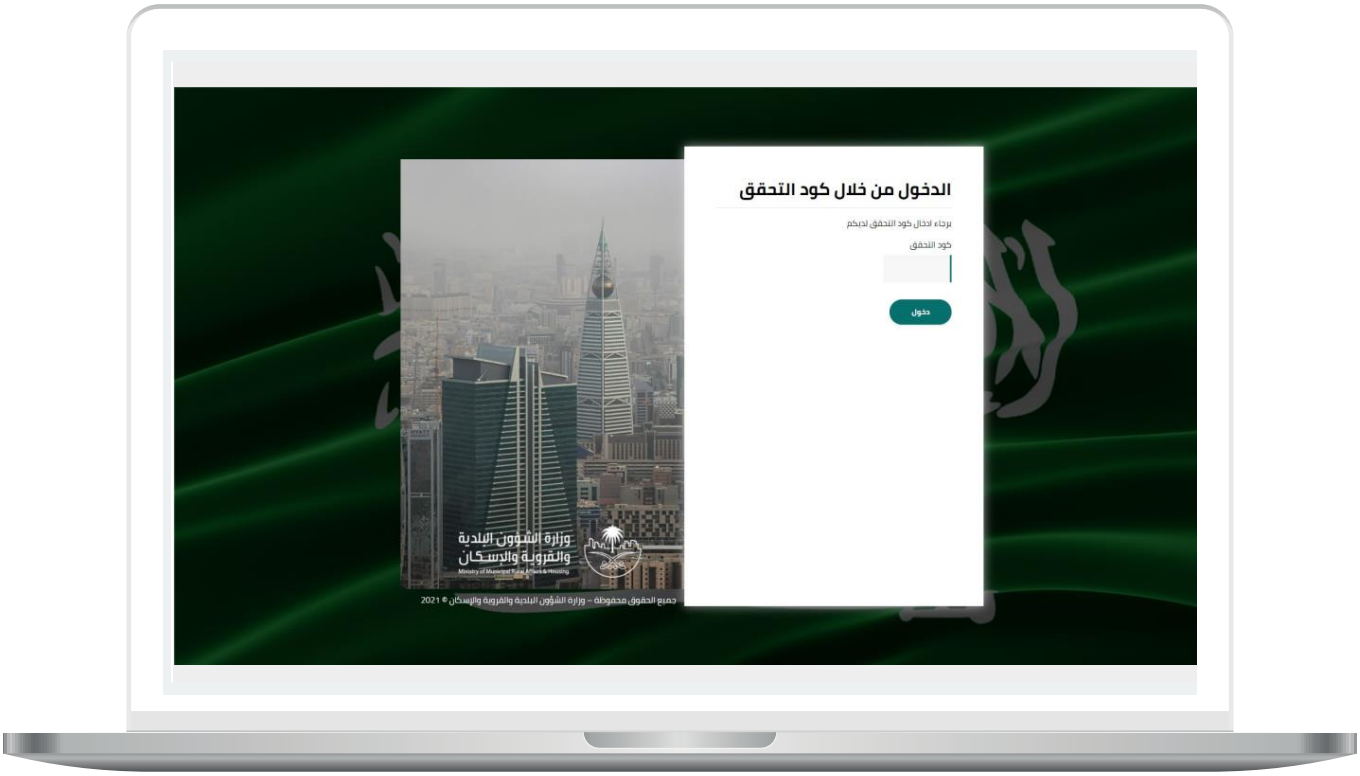
Login to the System

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.

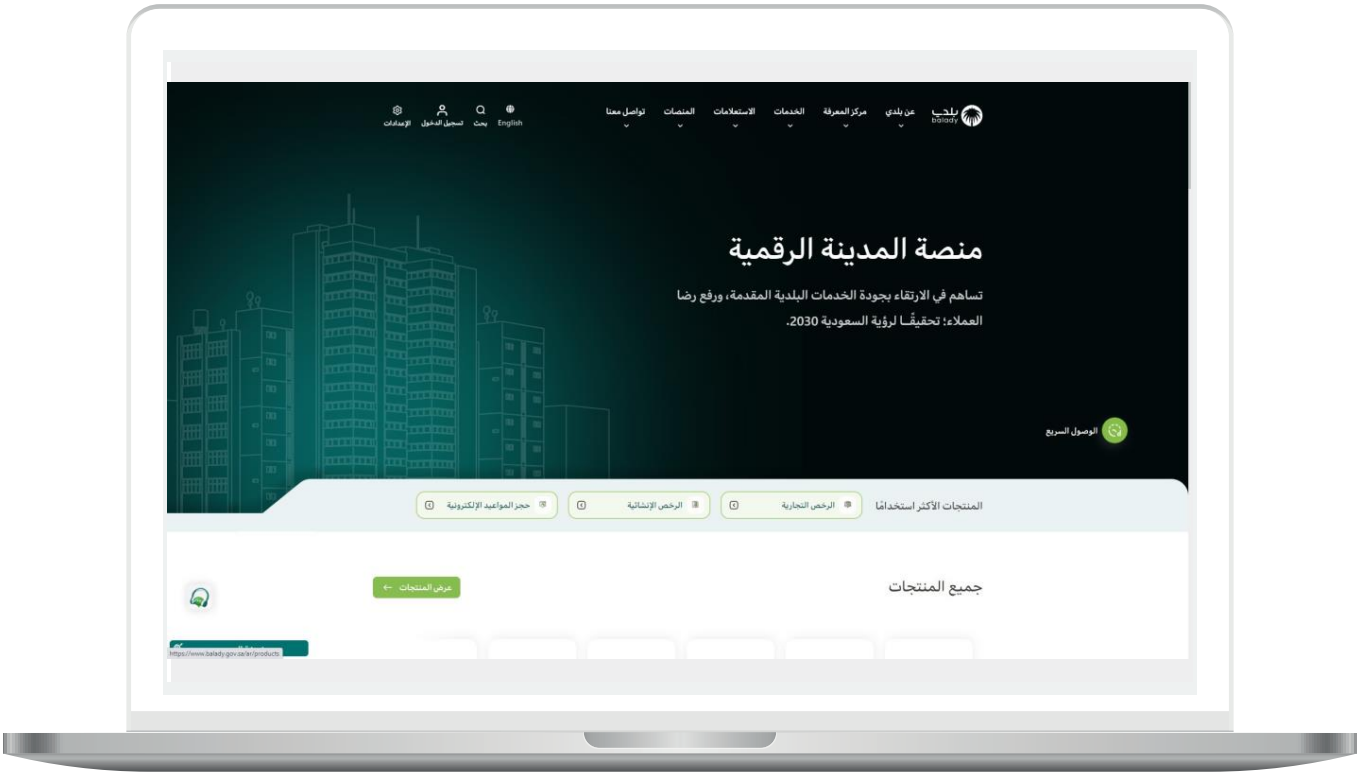


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



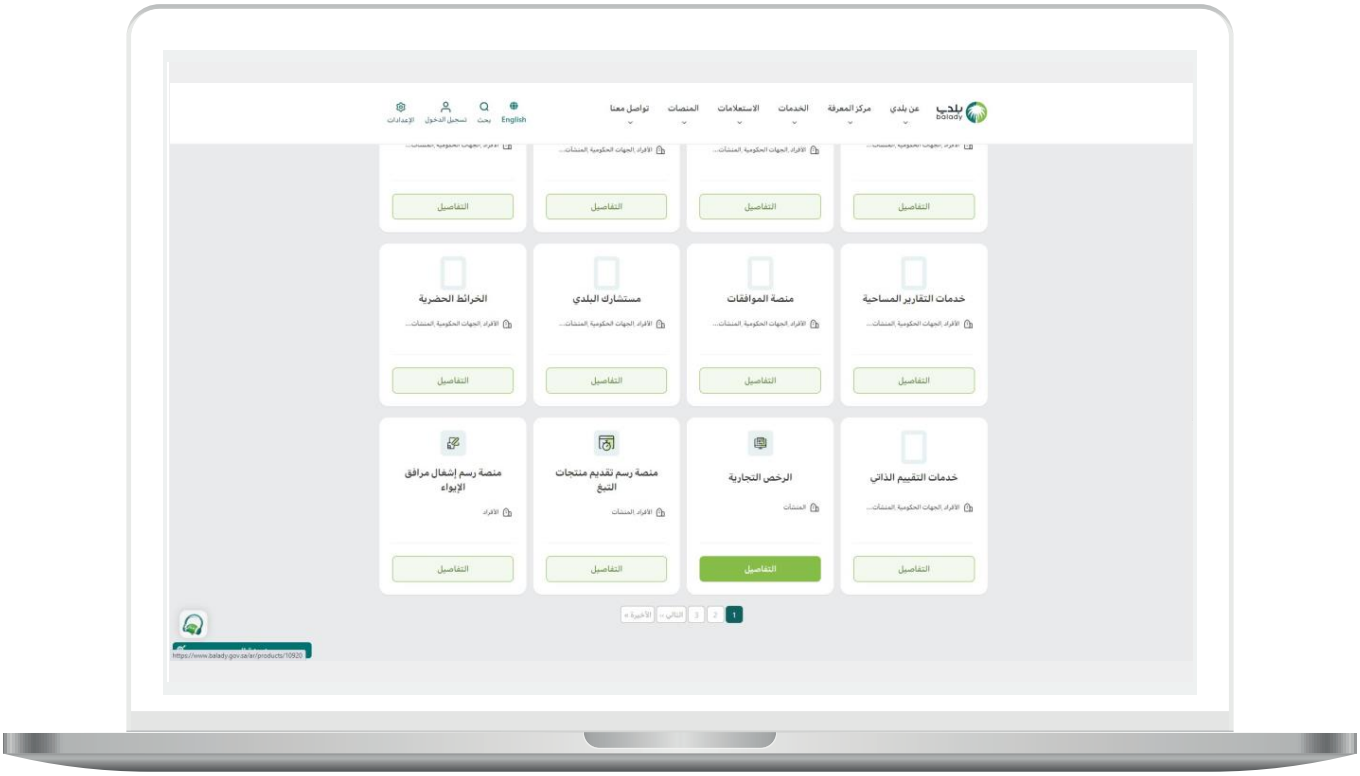
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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

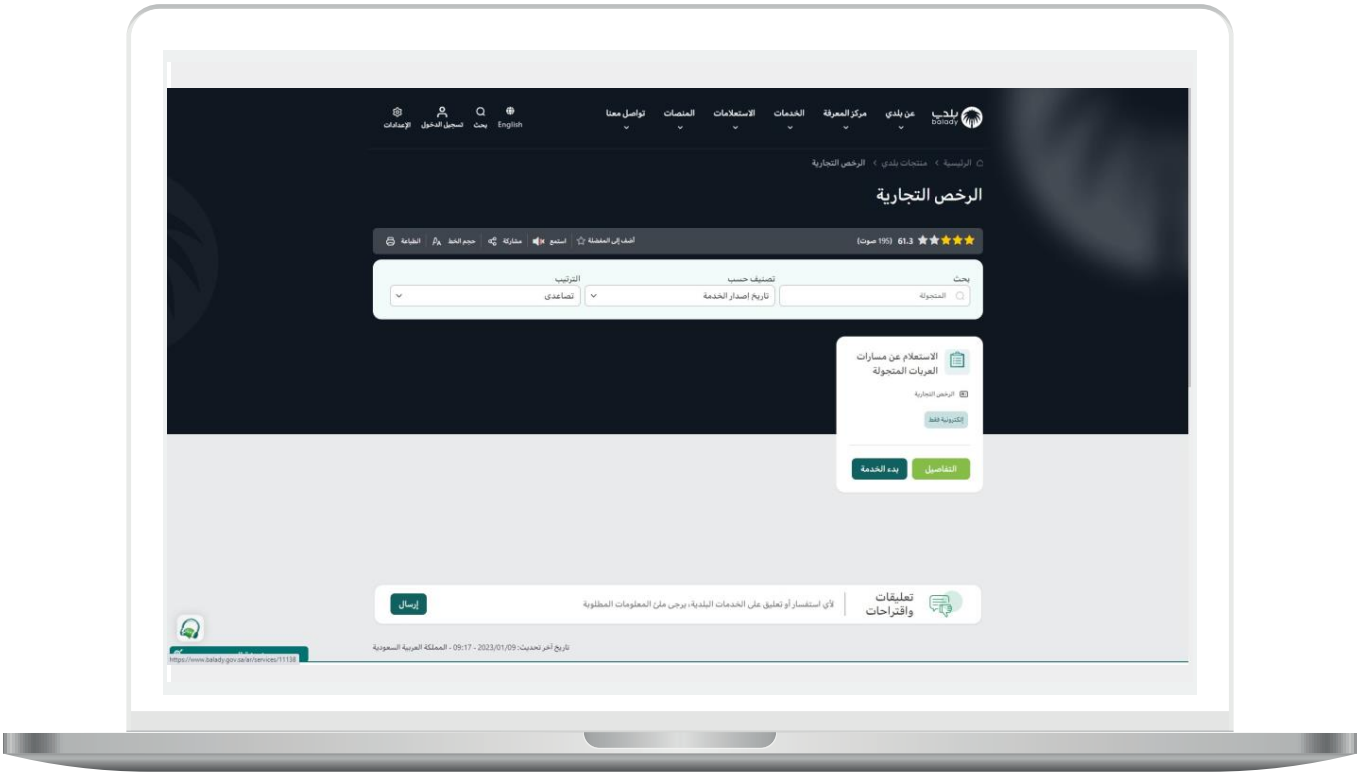


Steps to Request the Service

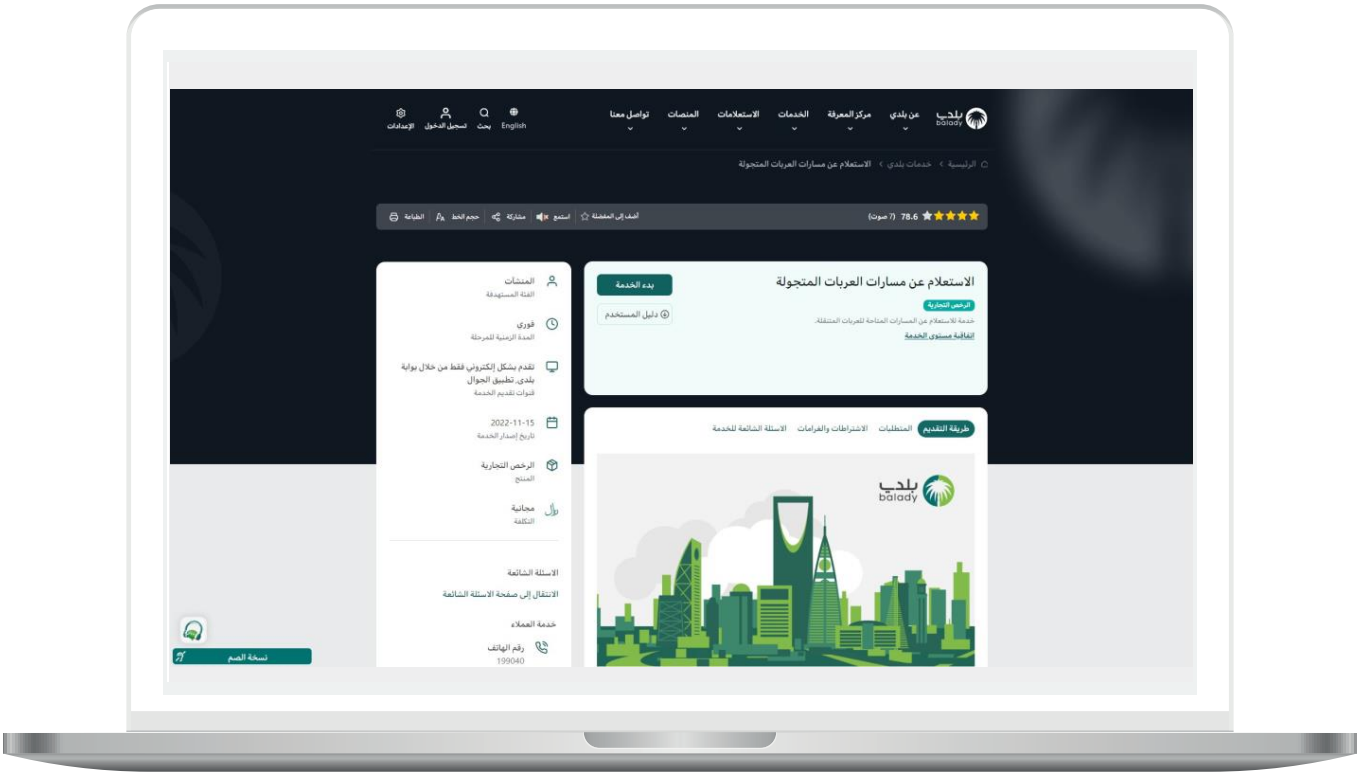
1) To begin the service application process, select the (**Commercial Licenses**) menu, as shown in the screenshot below.



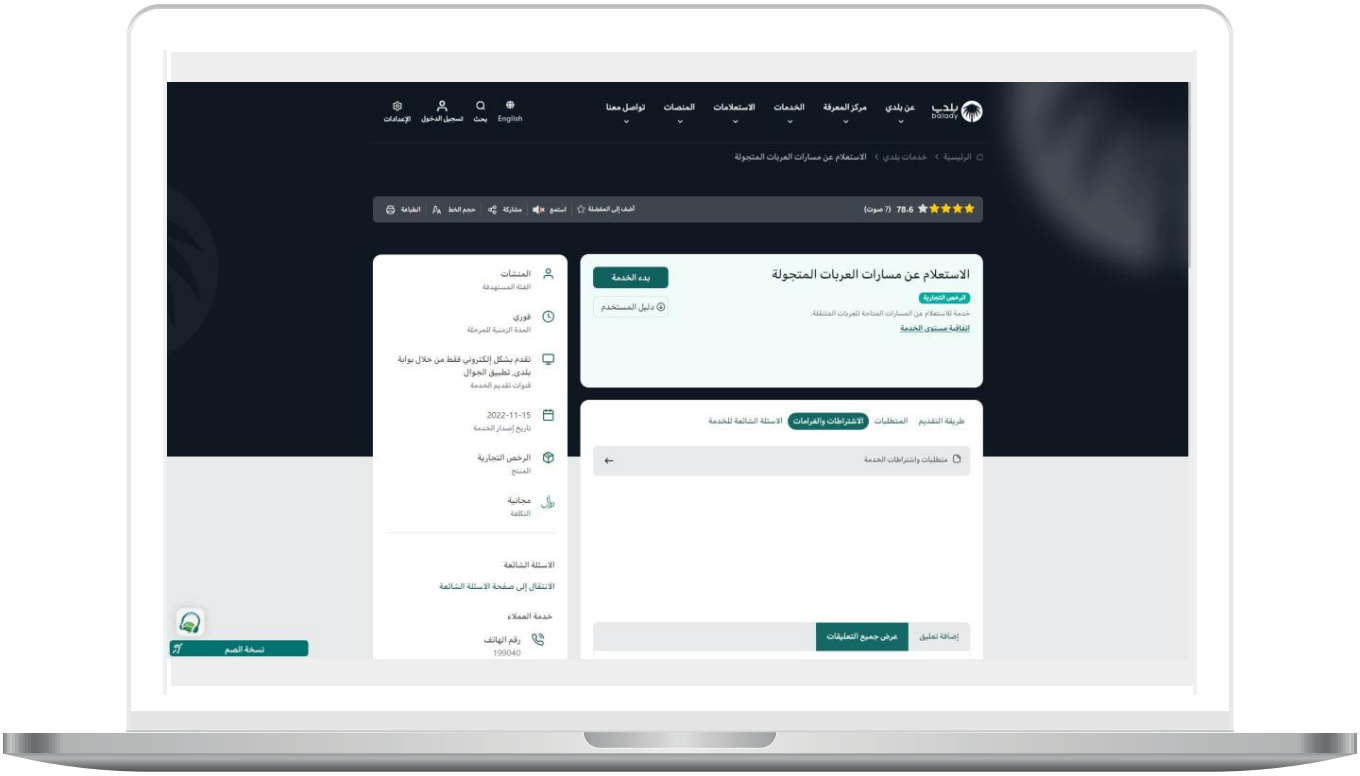
2) From the screen shown below, search for (**Inquiring About Mobile Cart Routes**).



3) The next screen appears, allowing the user to view (**How to Apply, Requirements, Conditions and Fines, etc.**).

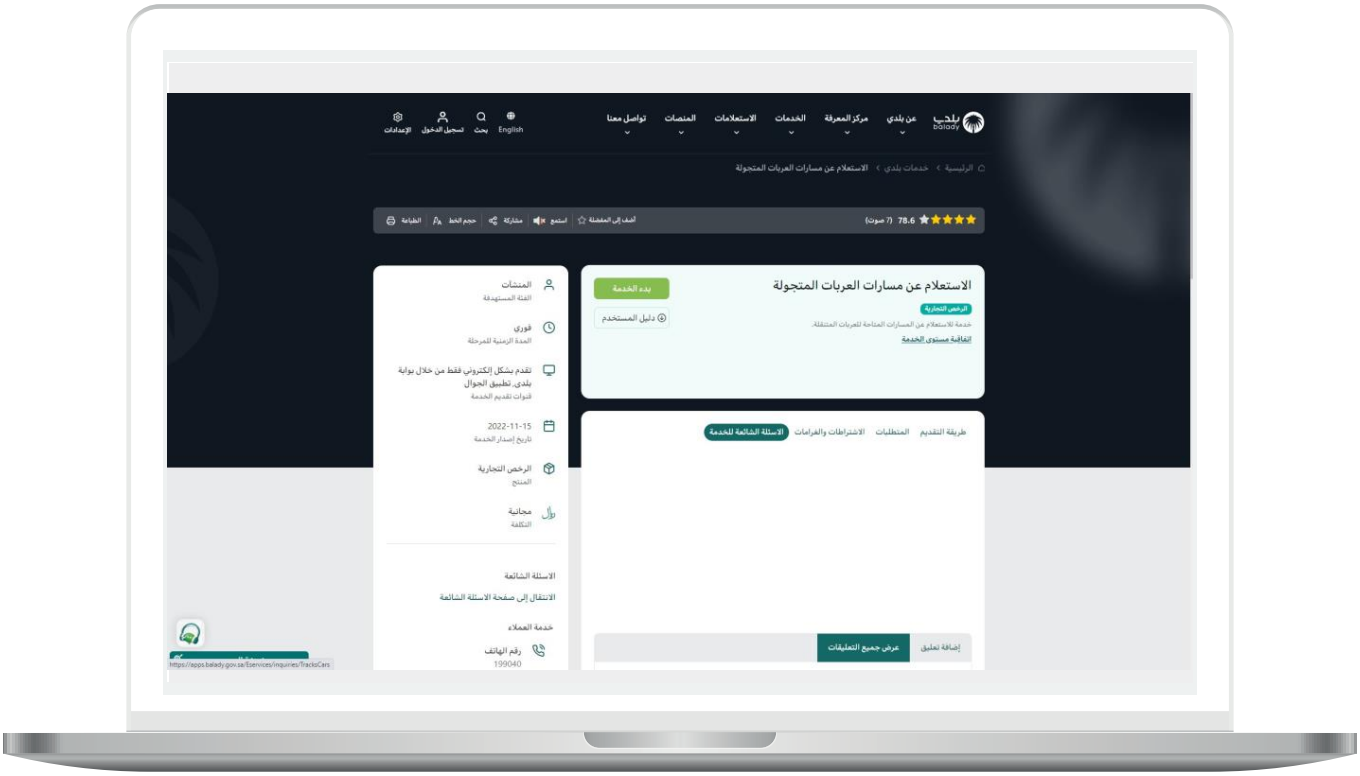


4) The following screen represents the (**Conditions and Fines**) section.

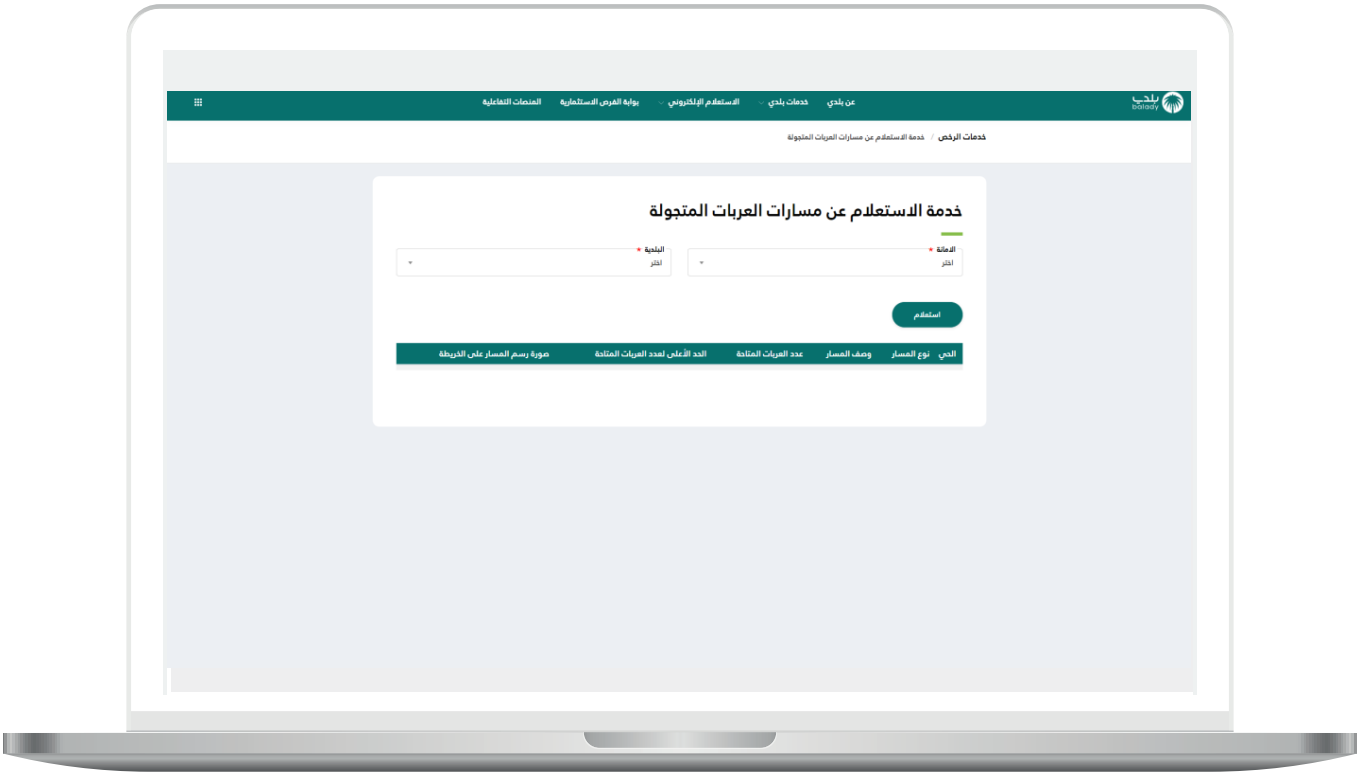


5) The following screen represents the (**Frequently Asked Questions**) section.

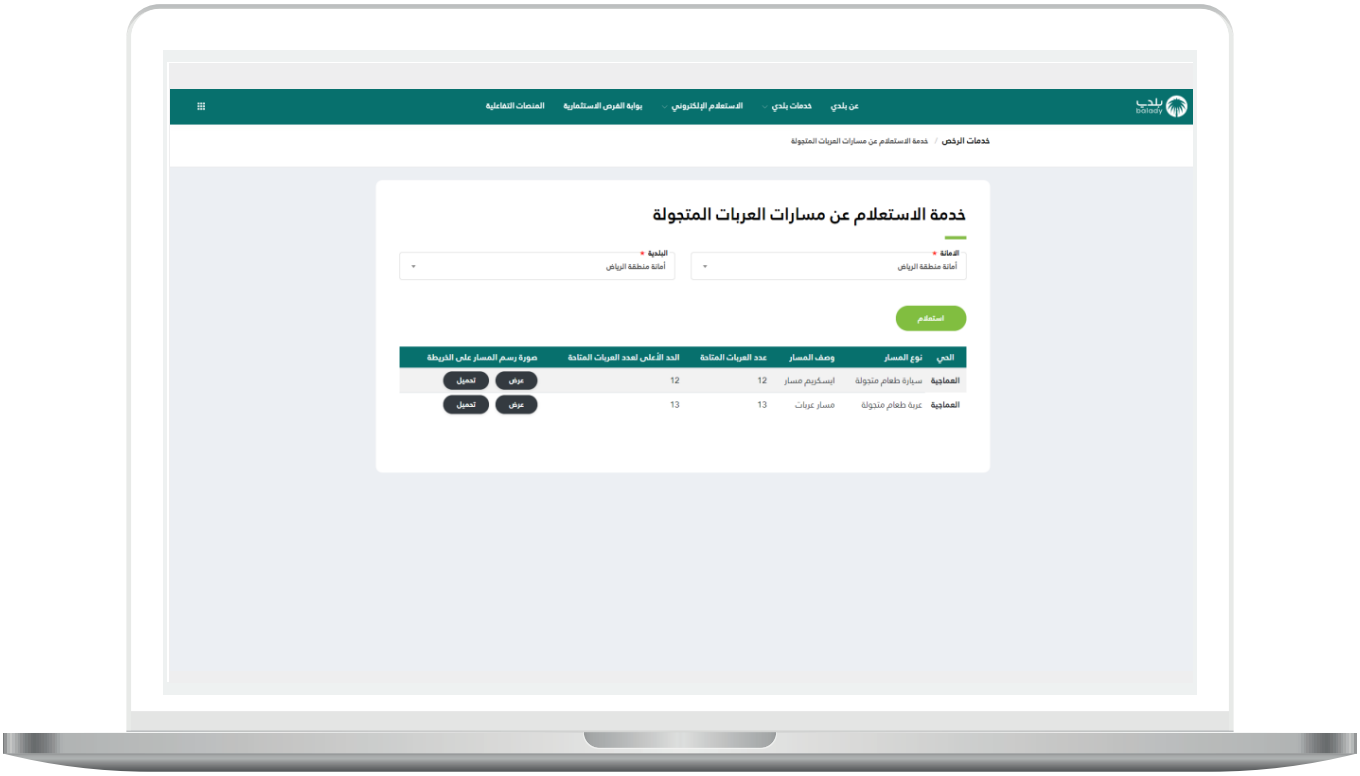
To start the application process, the user clicks the (**Start Service**) button.



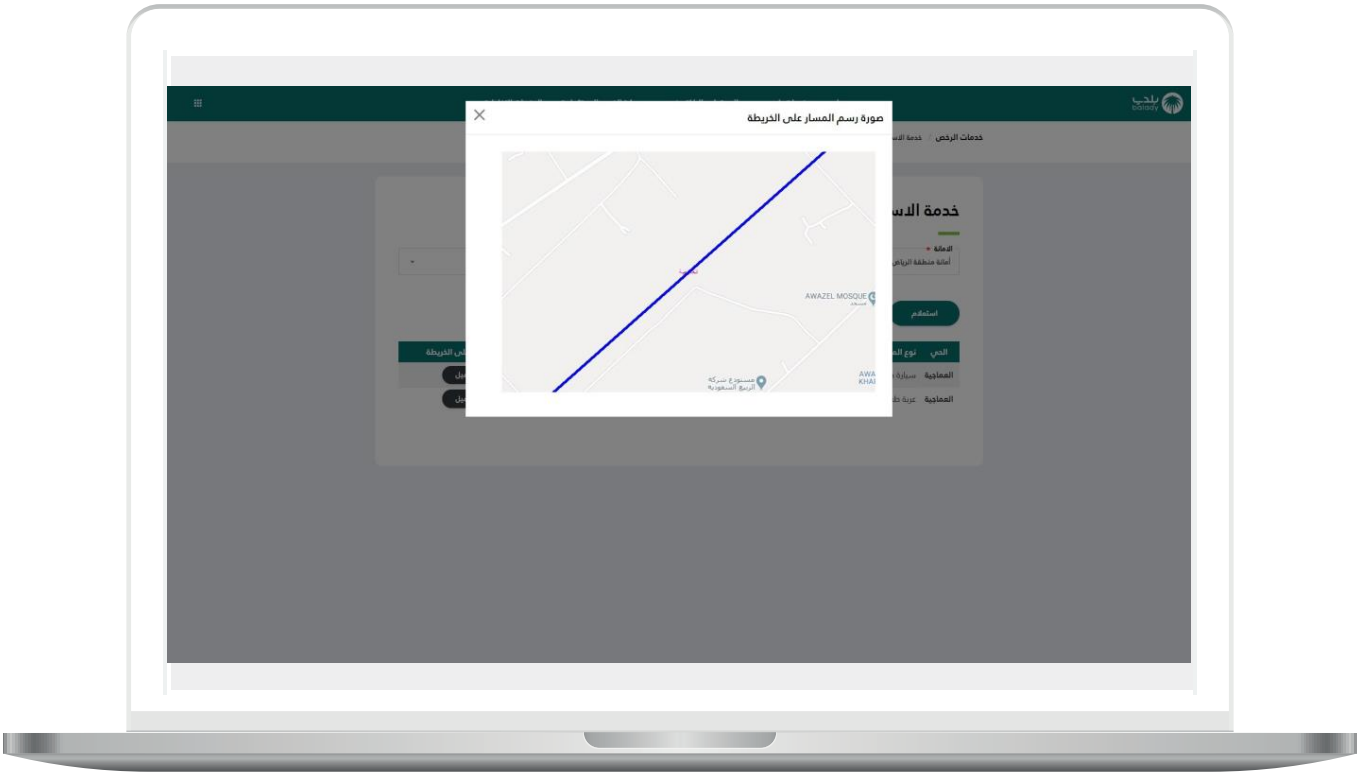
6) The following screen then appears, where the user selects values from the dropdown lists (**Municipality, Secretariat**) sequentially, then clicks the (**Search**) button.



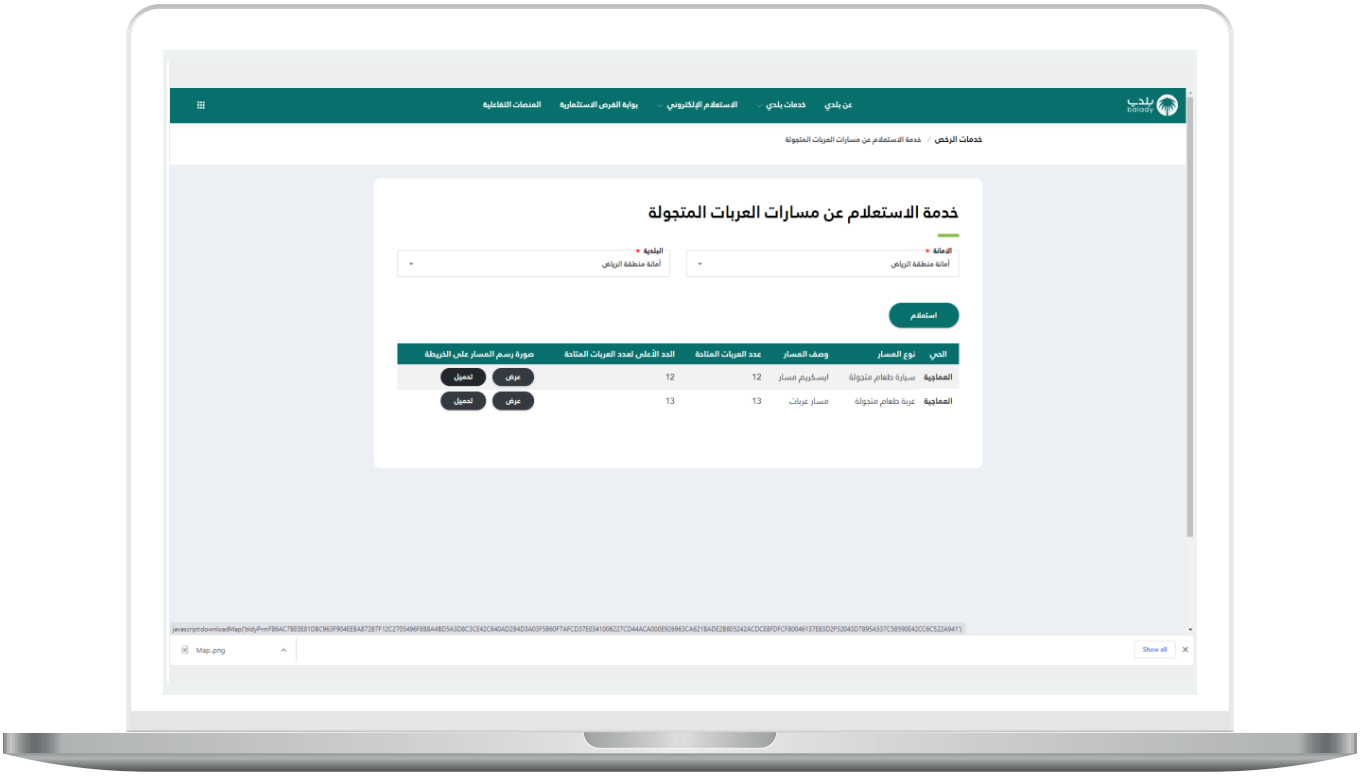
7) The following screen then appears, displaying all available routes in the selected Municipality. The user can view a map image of the route by clicking the (**View**) button or download the route image by clicking the (**Download**) button.



8) After clicking the (**View**) button, the route image appears on the map as follows.



9) After clicking the (**Download**) button, the route image is downloaded to the device as follows.



199040 Direct Contact Number

@Balady_CS Customer Service