وزارة البلديات والإسكان

Ministry of Municipalities and Housing

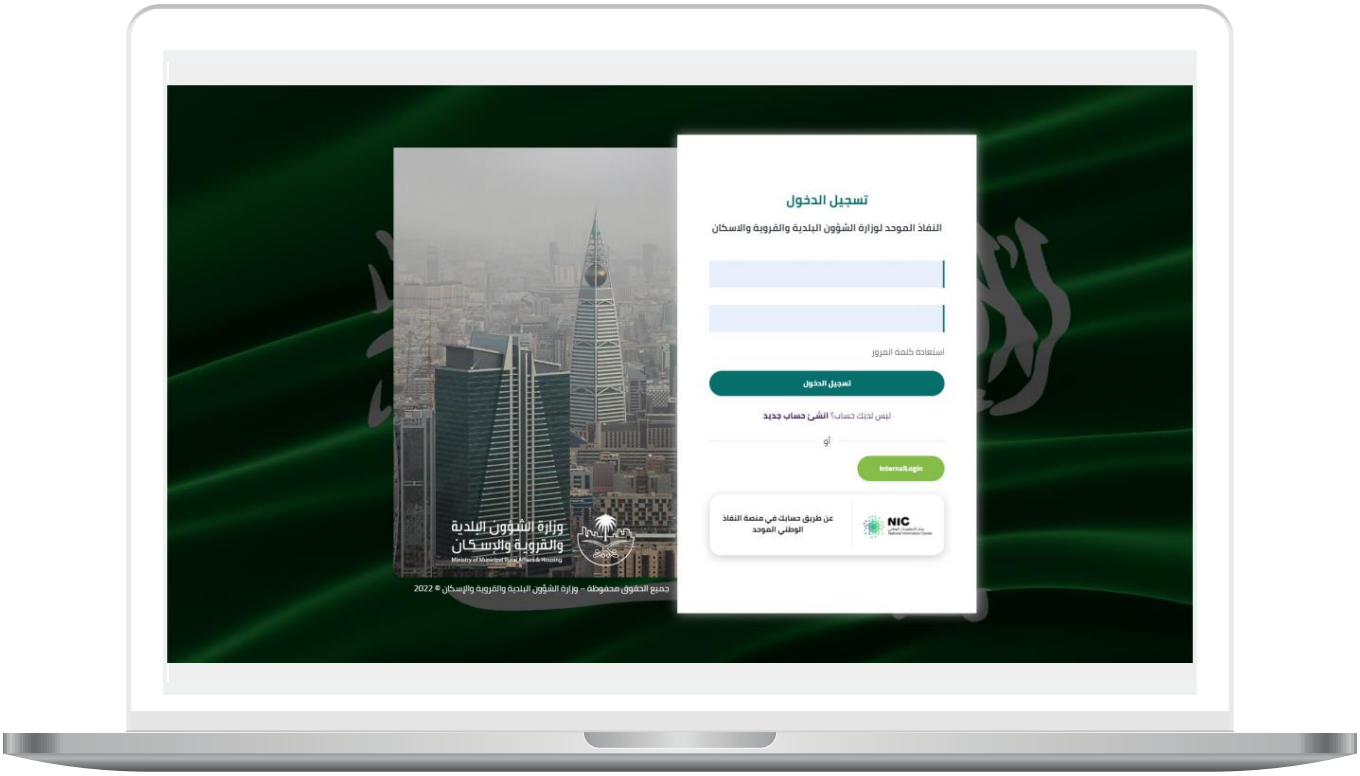
User Guide for the Service to

Renewing a Mobile Cart License Location Reservation

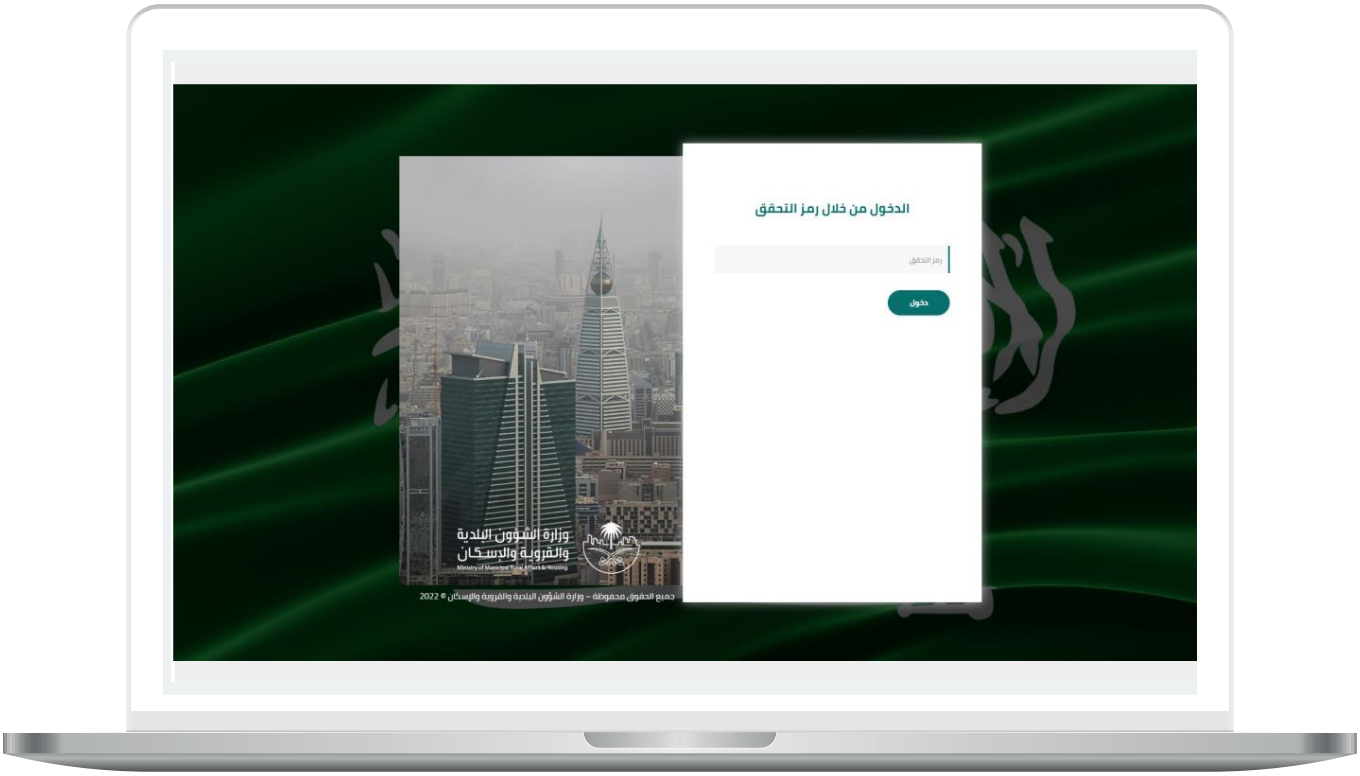
Beneficiary's Copy

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.

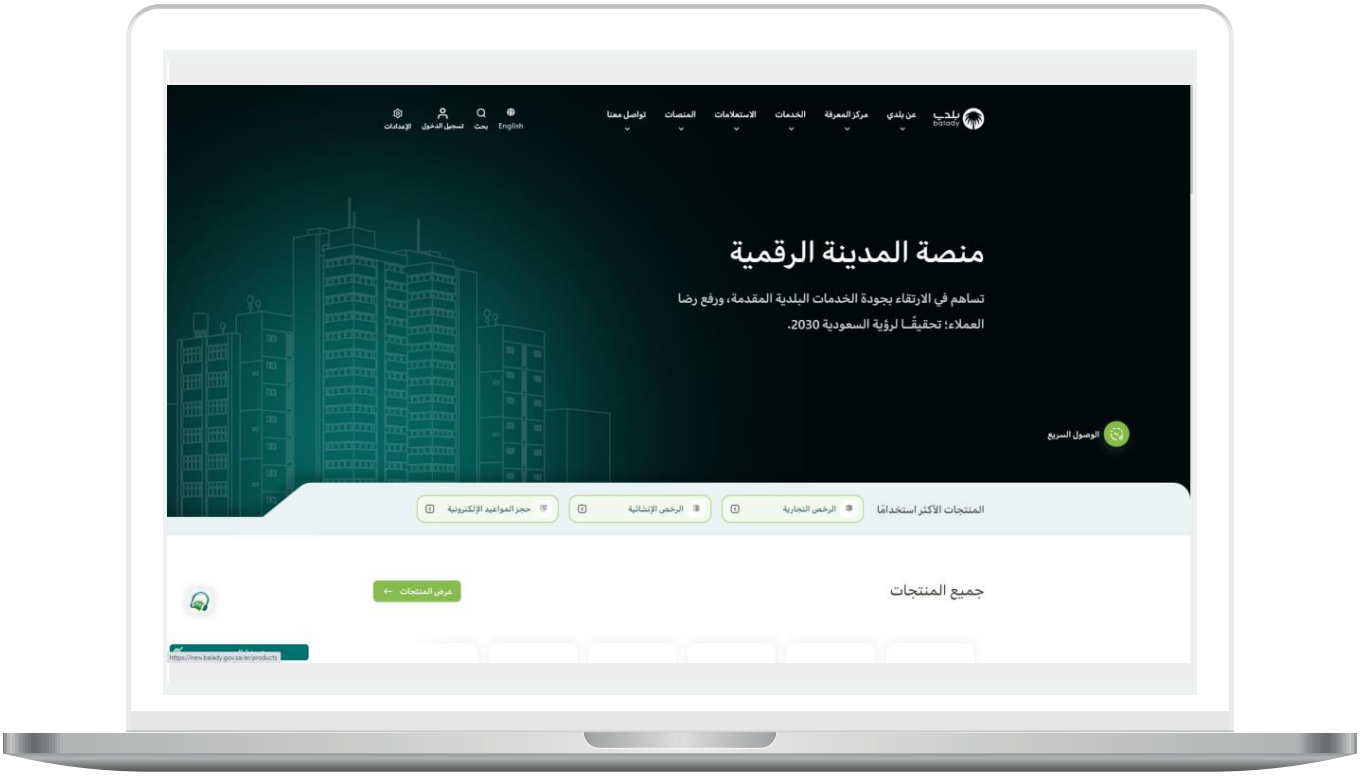


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

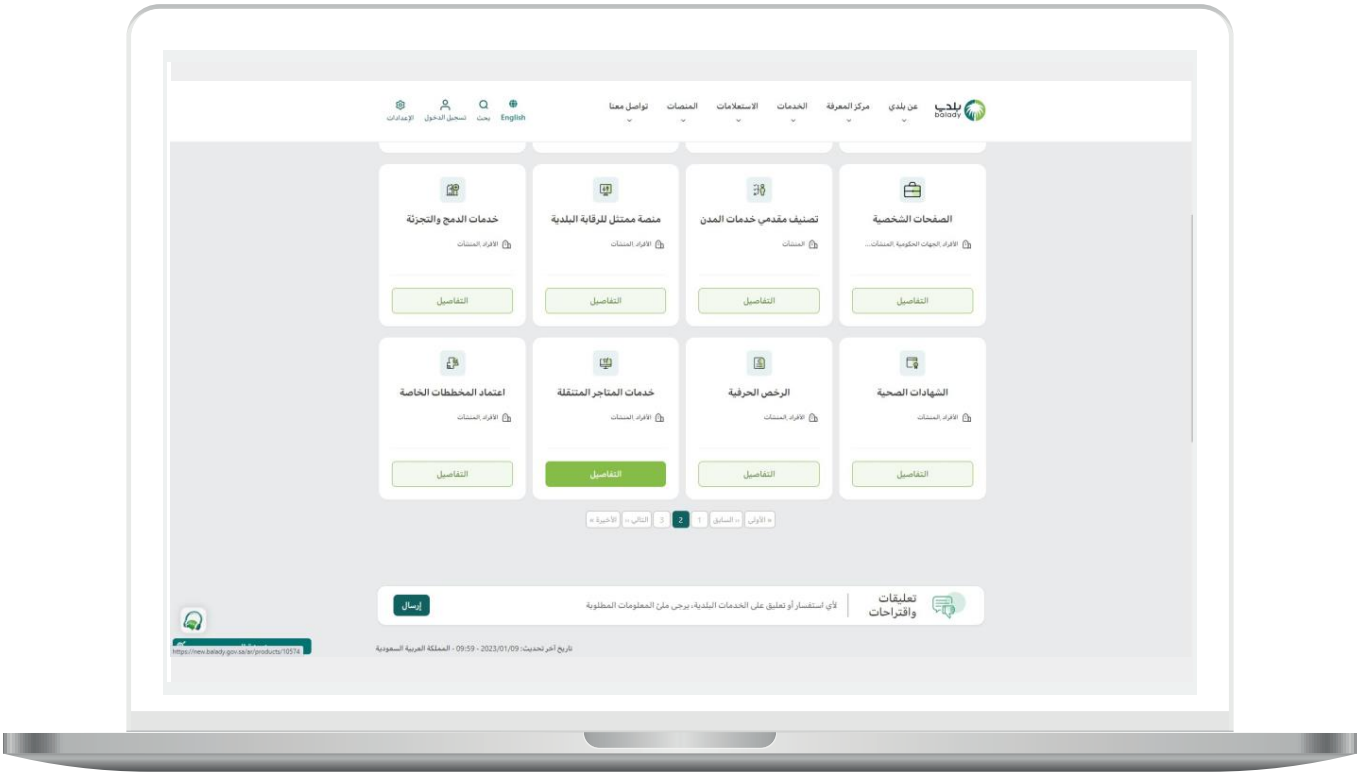


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

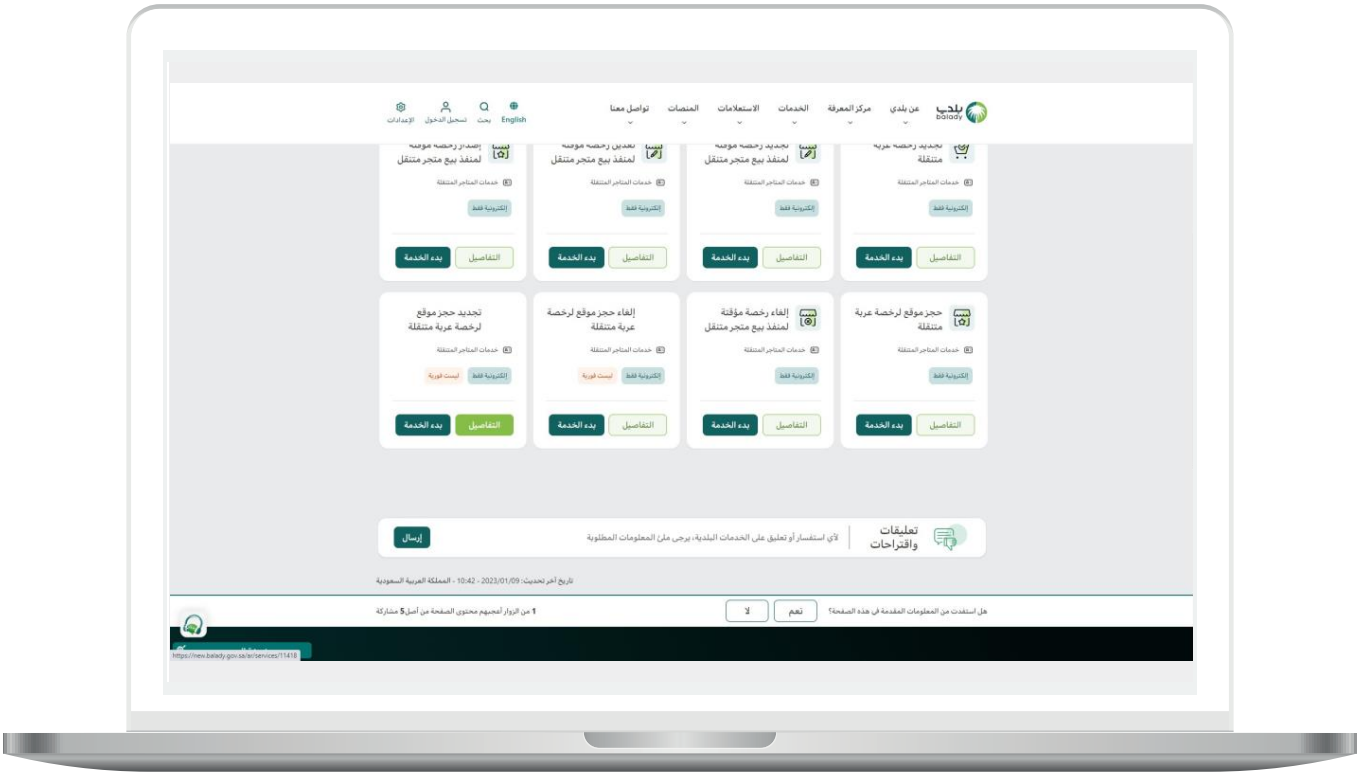
To start the service application, the user must click the (**View Products**) button.



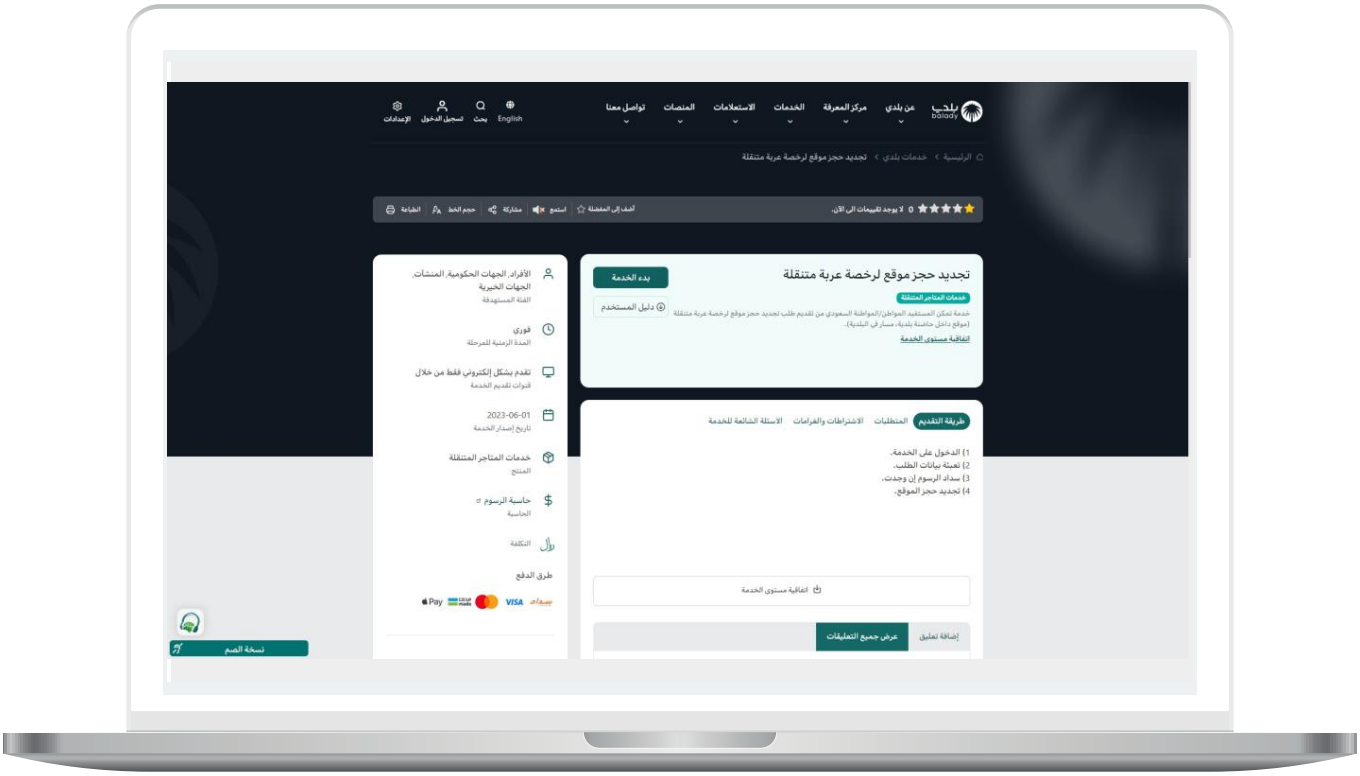
4) The following screen appears, displaying Balady's services, where the user selects (**Mobile Cart Services**).



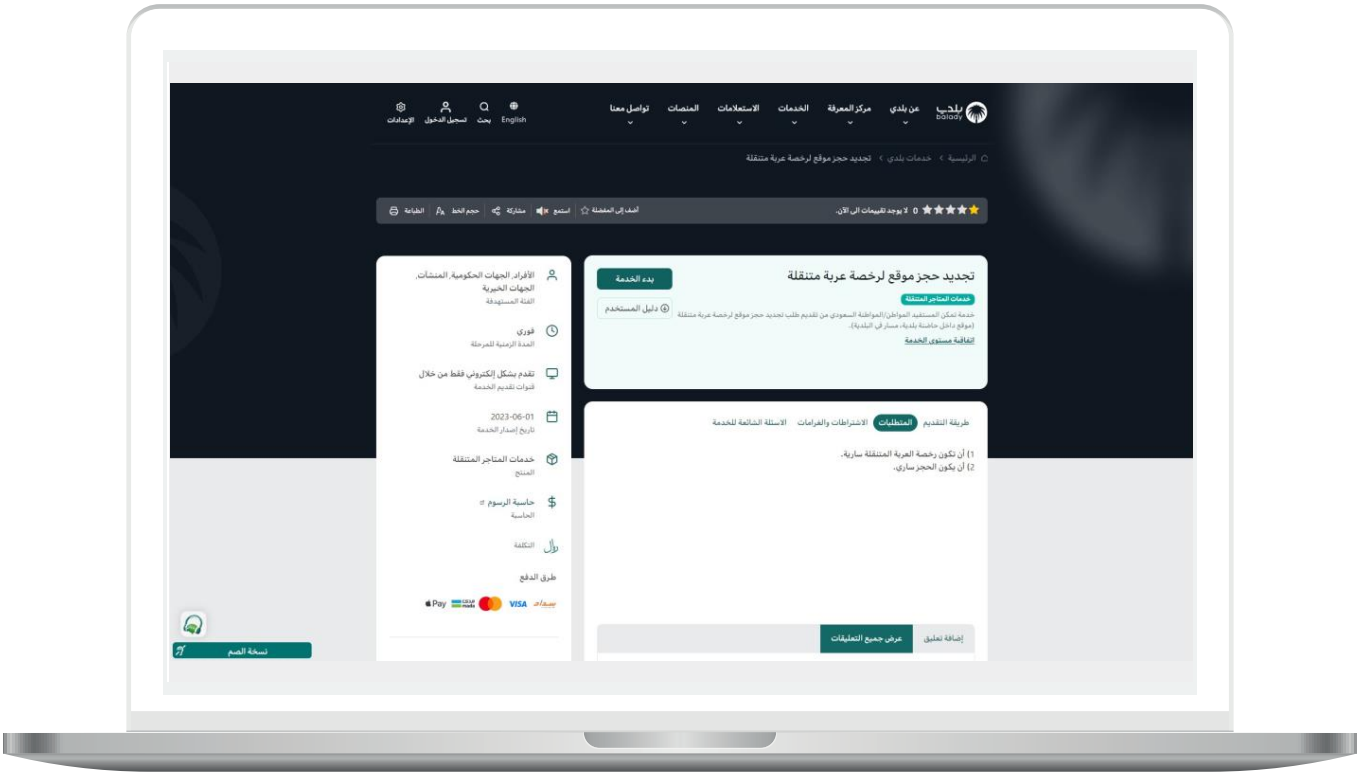
5) The next screen appears, where the user chooses (**Renew a Site for a Mobile Cart License**) is selected, as shown below.



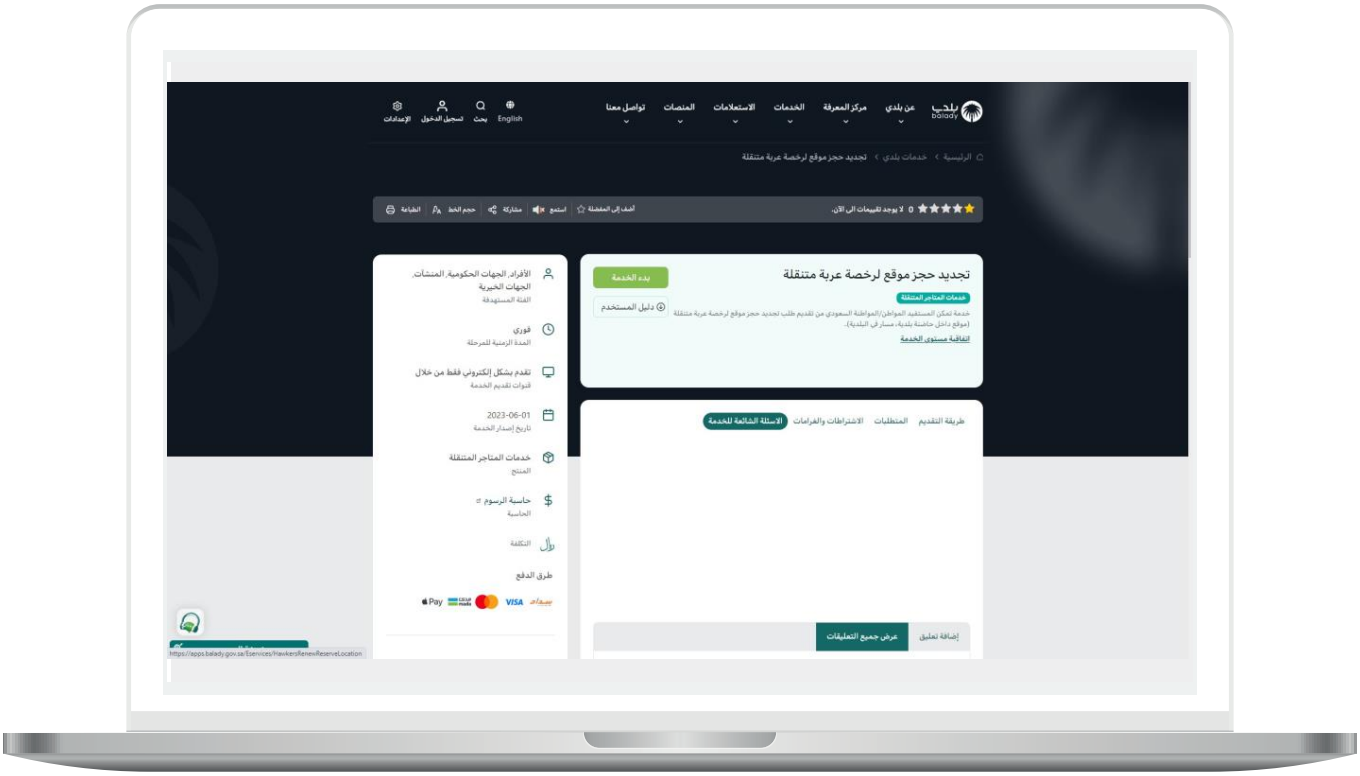
6) The following screen appears, displaying the (**Service Card**), which includes details such as (**How to Apply, Requirements, Conditions and Fines, etc.**).



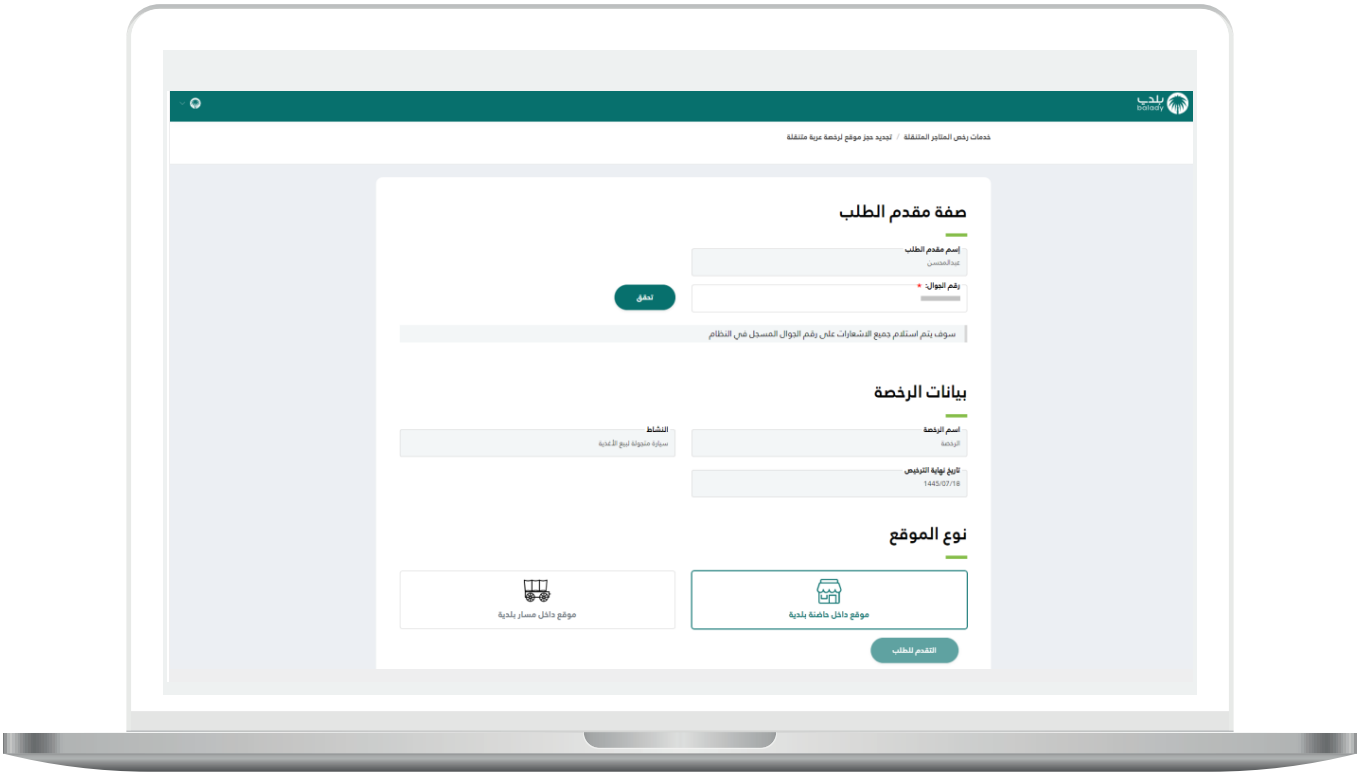
7) The following screen represents the (**Terms and Penalties**) section.



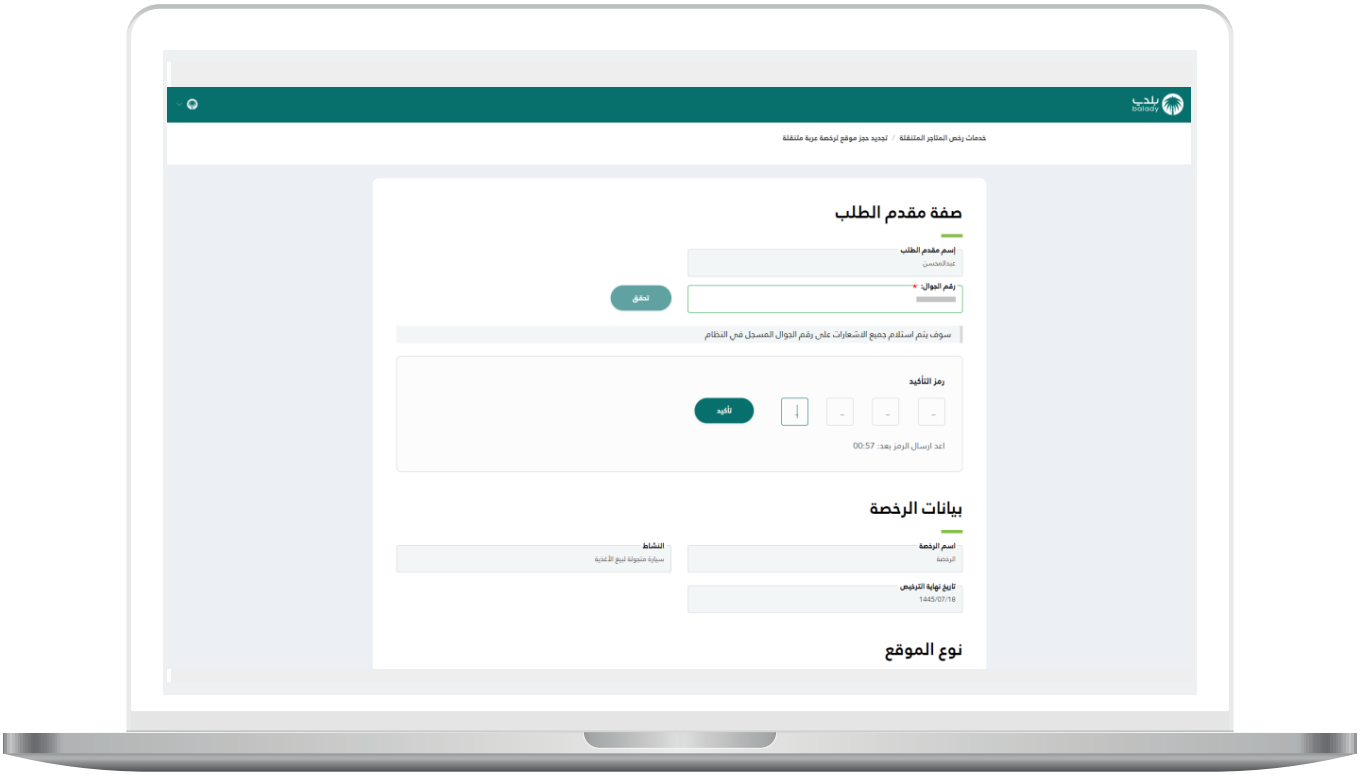
8) To start the application process, the user clicks (**Start Service**).



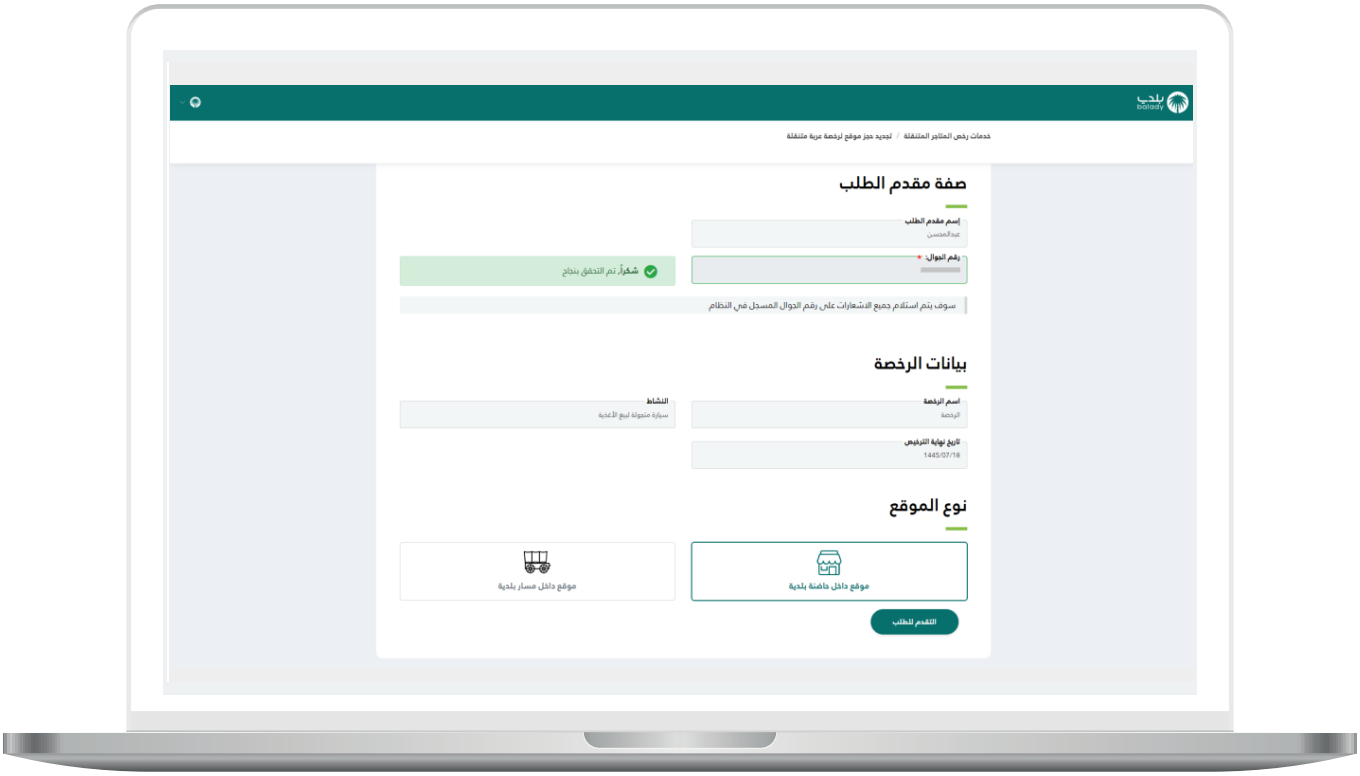
9) The screen below then appears, where the mobile number is verified by entering the (**Mobile Number**) field and clicking the (**Verify**) button.



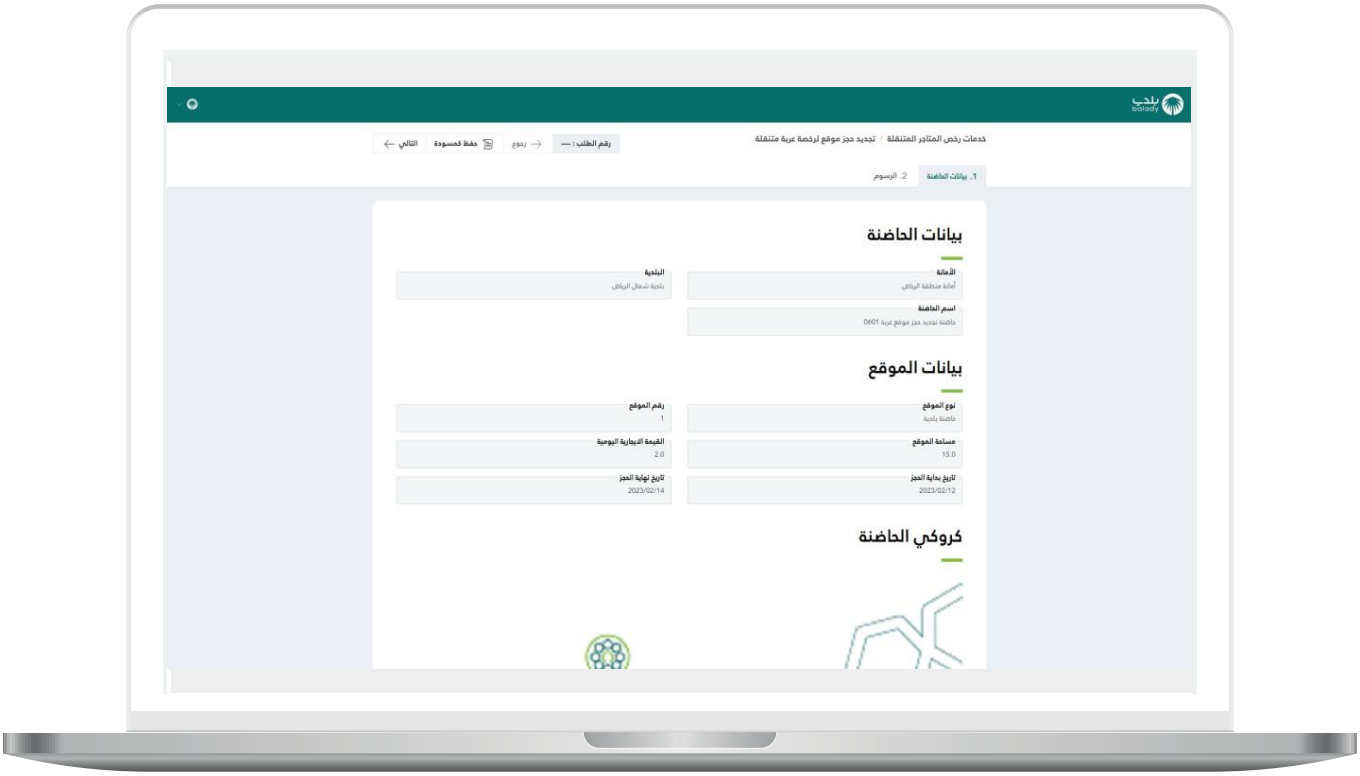
10) The user then enters the (**Confirmation Code**) sent to the mobile phone in the (**Confirmation Code**) field and clicks the (**Confirm**) button.



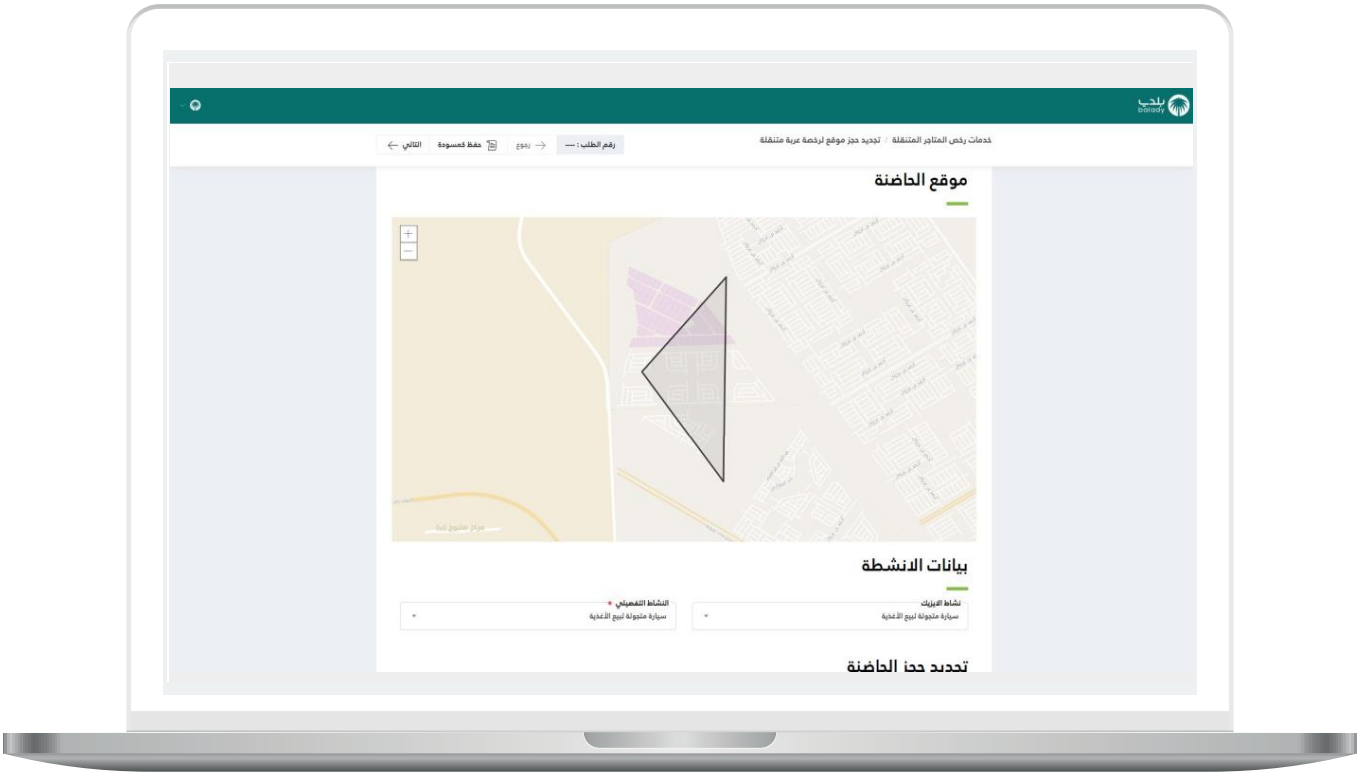
11) A message appears stating (**Thank you, verification was successful**) as shown below.



12) The user is then directed to the (**Incubator Data**) stage, as shown in the figure below.



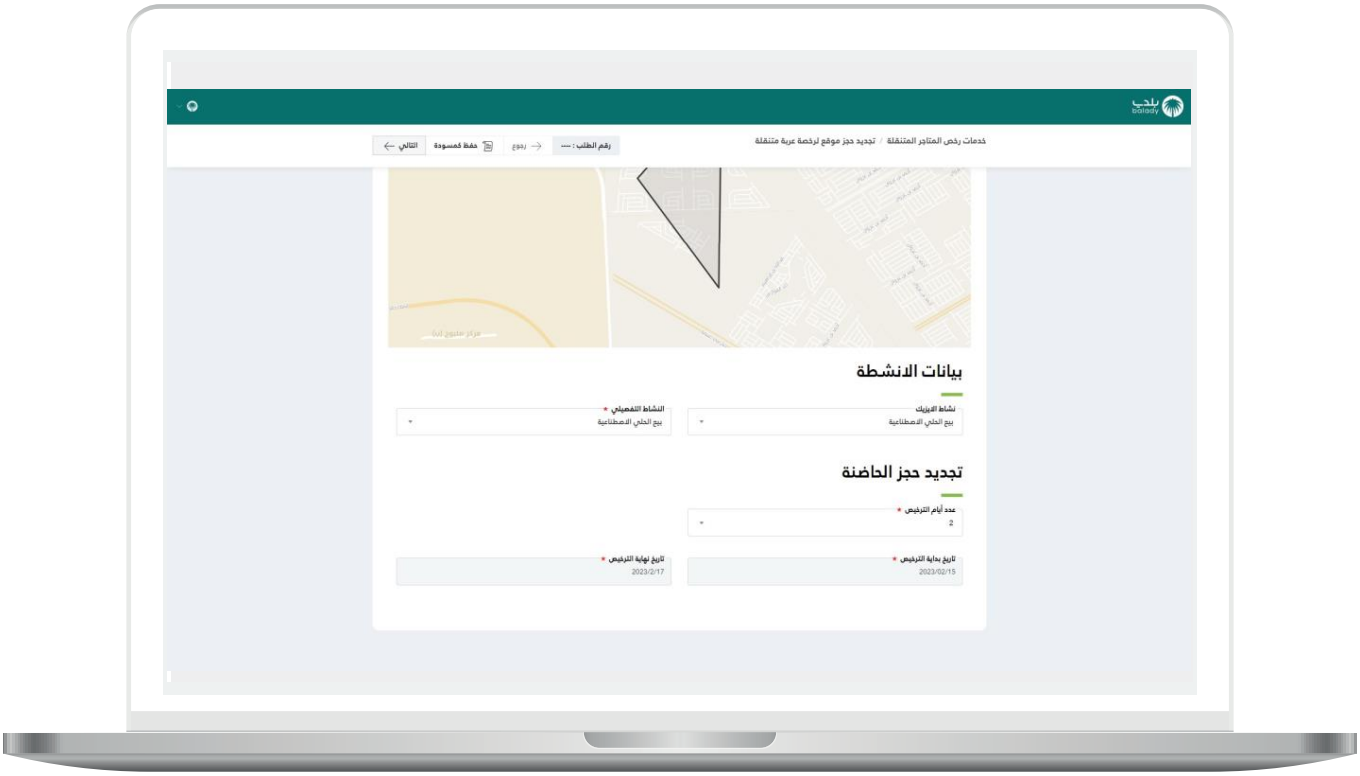
13) The following figure shows the second part of the screen, displaying the incubator location on the map.



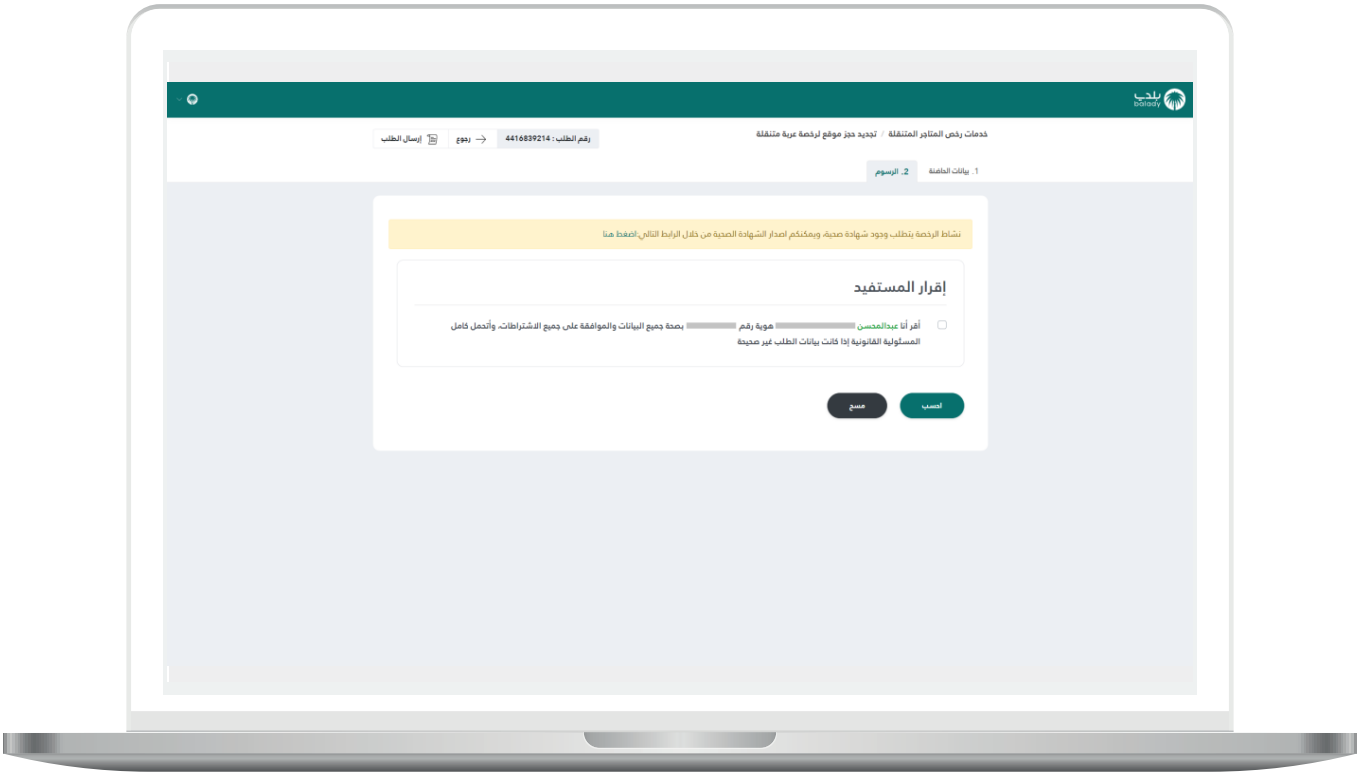
14) The user selects values from the following dropdown lists in the (**Activity Data**) section: (**ISIC Activity, Detailed Activity**).

The user also selects a value from the (**Number of License Days**) dropdown list in the (**Renew Incubator Reservation**) section.

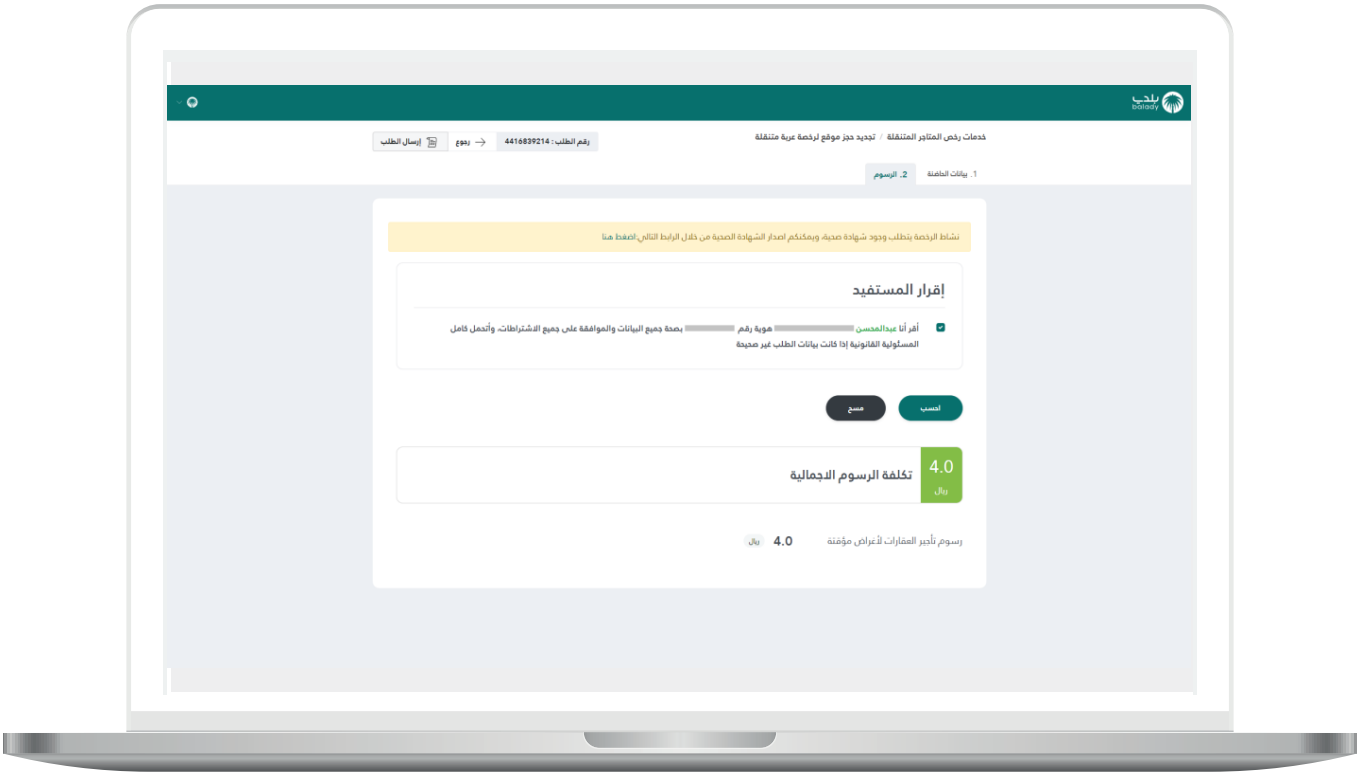
The user then clicks the (**Next**) button to proceed to the next stage, with the option to save the request as a draft for later reference using the (**Save as Draft**) button.



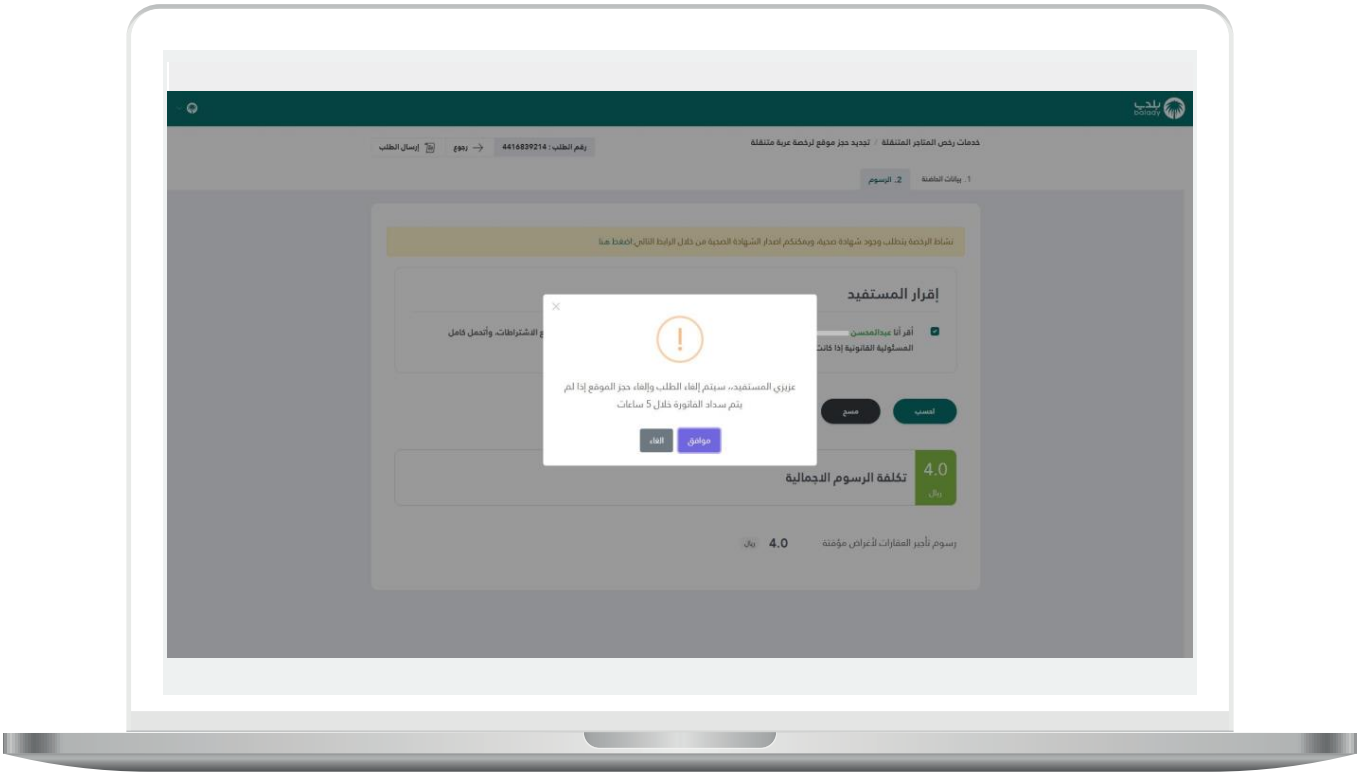
15) The user is then directed to the (**Fees**) stage, where the beneficiary agreement is accepted, and the (**Calculate**) button is clicked for the system to compute the total fees.



16) Once the total cost is displayed, the user clicks (**Submit Request**) with the option to return to the previous stage by clicking (**Back**).

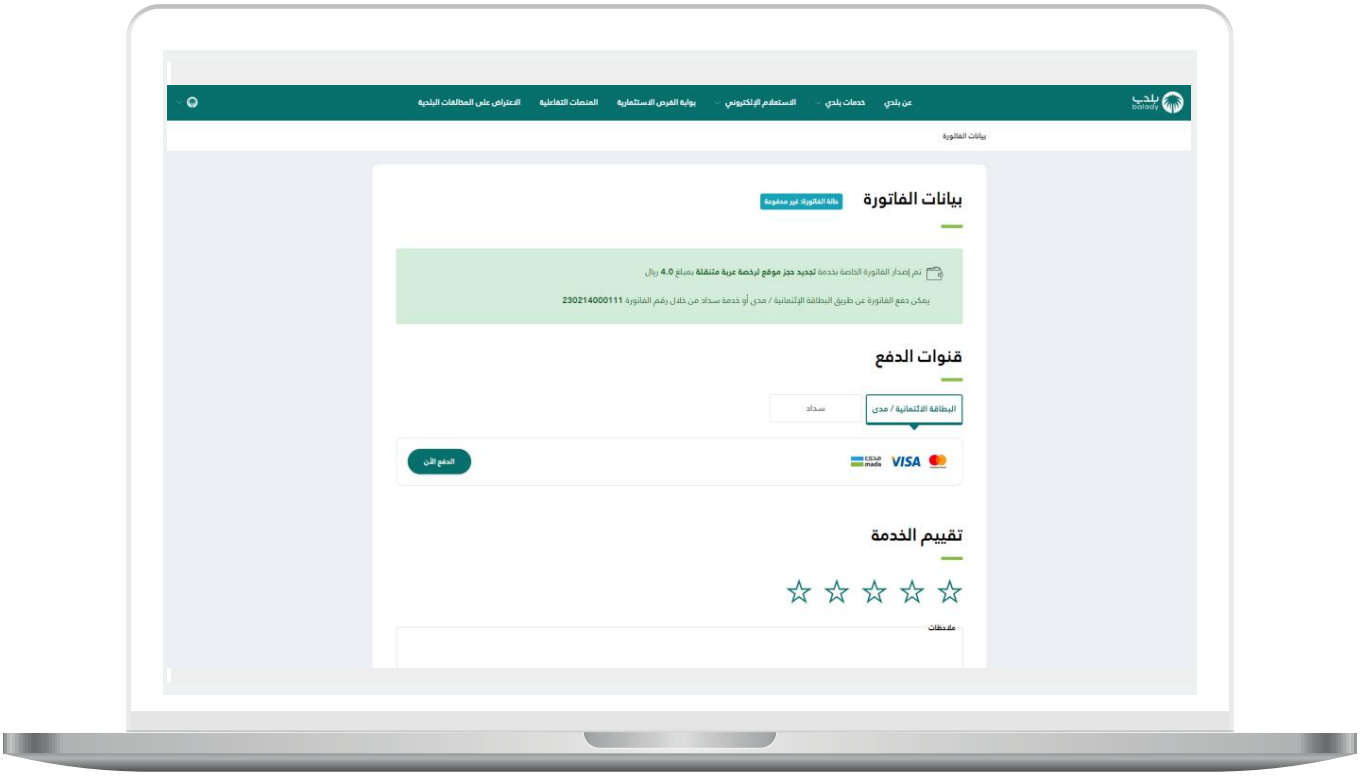


17) A notification message then appears, prompting the user to click the (**Confirm**) button.



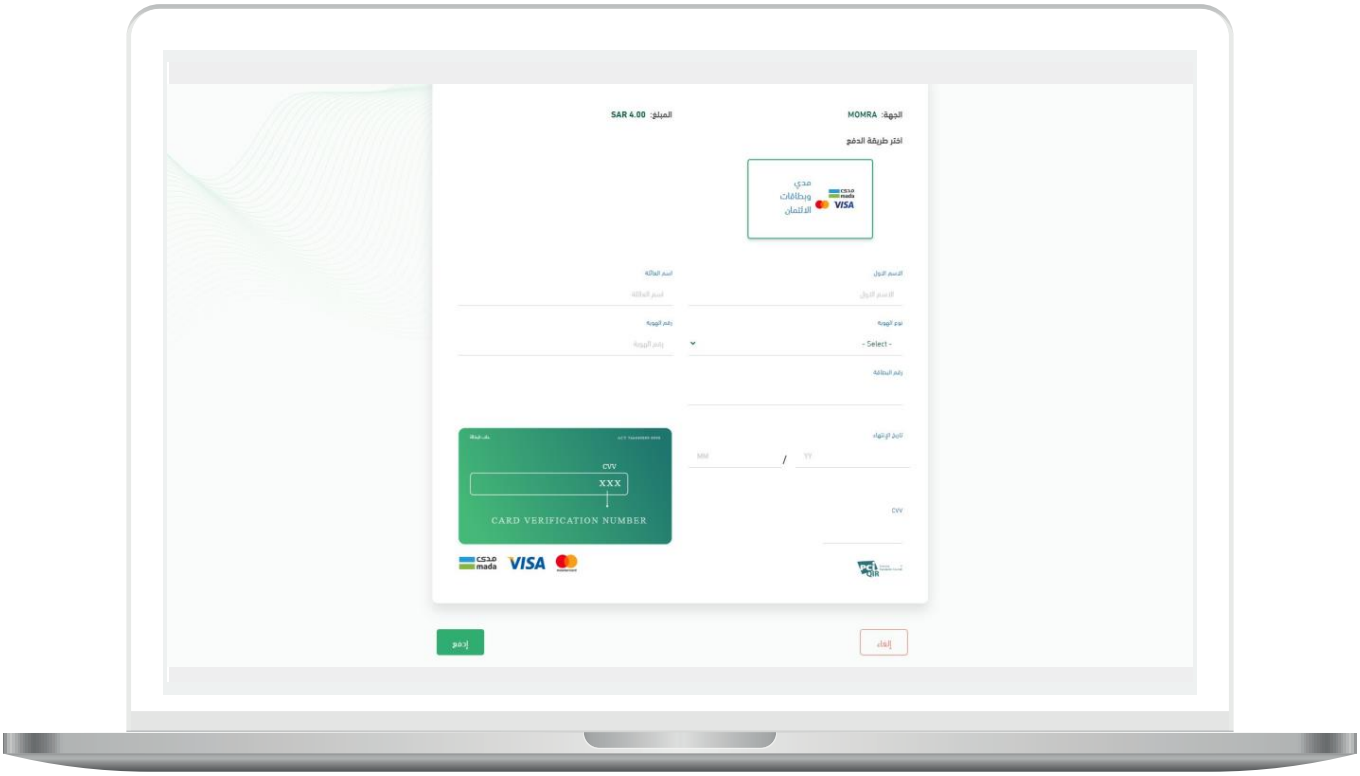
18) After payment, an invoice is generated, and a confirmation message appears. The user selects a payment method from (**Credit Card/Mada, SADAD**).

If (**Credit Card/Mada**) is selected, the user clicks (**Pay Now**).

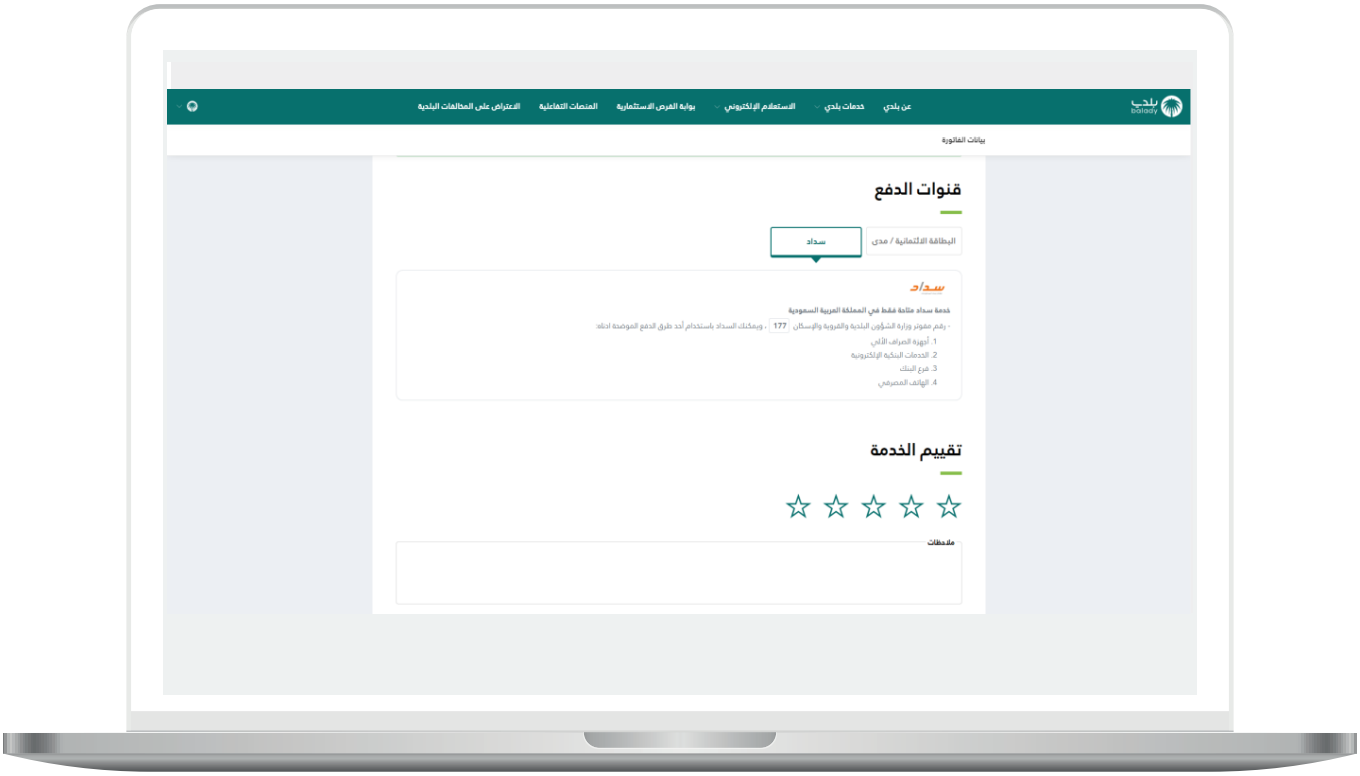


19) If (**Credit Card/Mada**) is selected, the user clicks (**Pay Now**).

The following screen appears to complete the payment process.

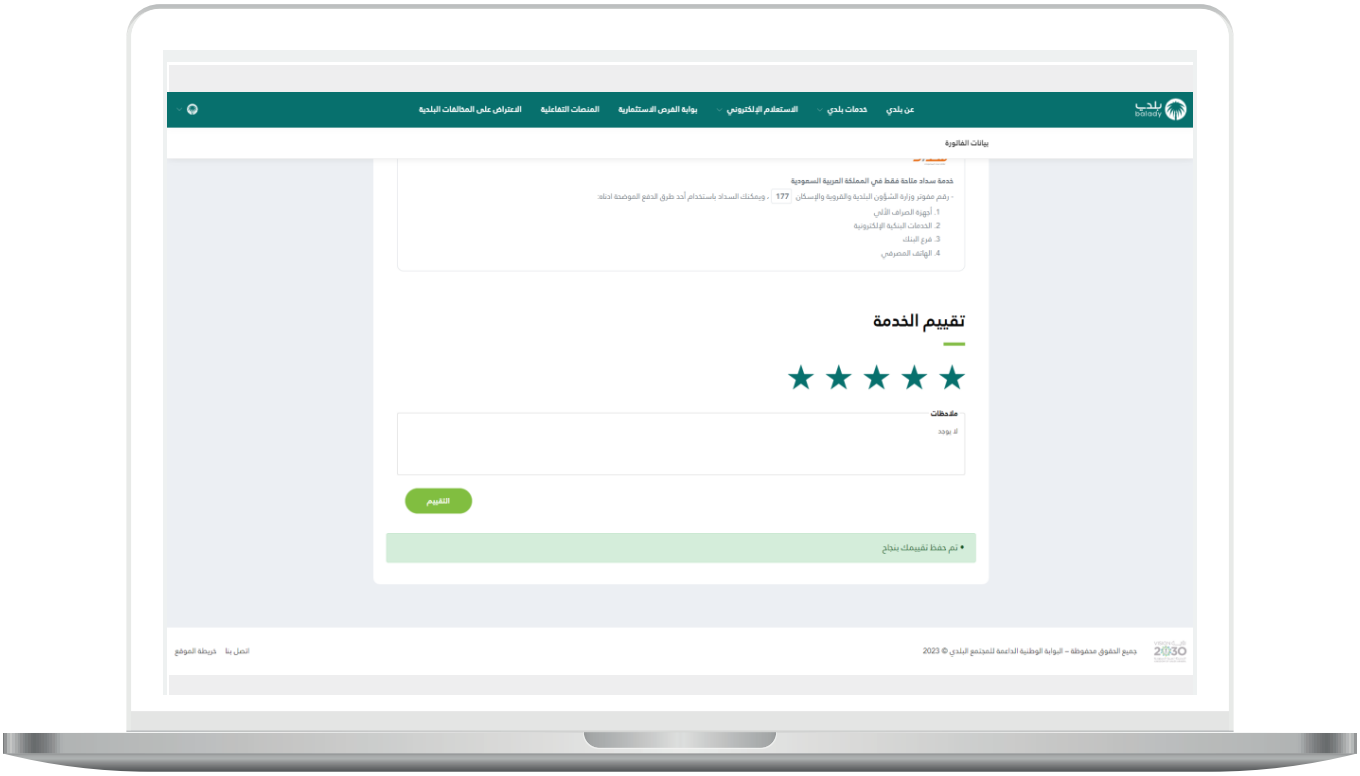


20) If (**SADAD**) is selected, the following screen appears.

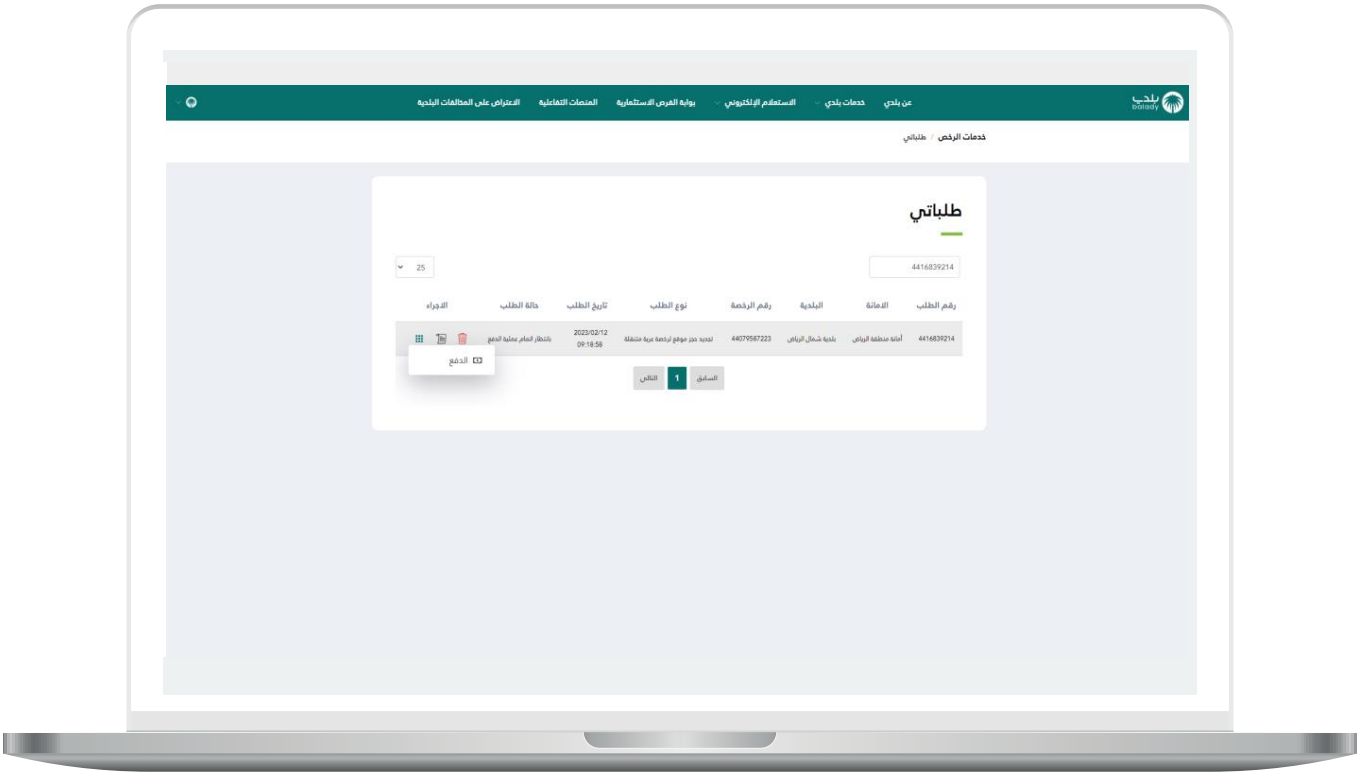


21) The user can rate the service by selecting a star rating, entering comments in the (**Feedback**) field, and clicking (**Submit Review**).

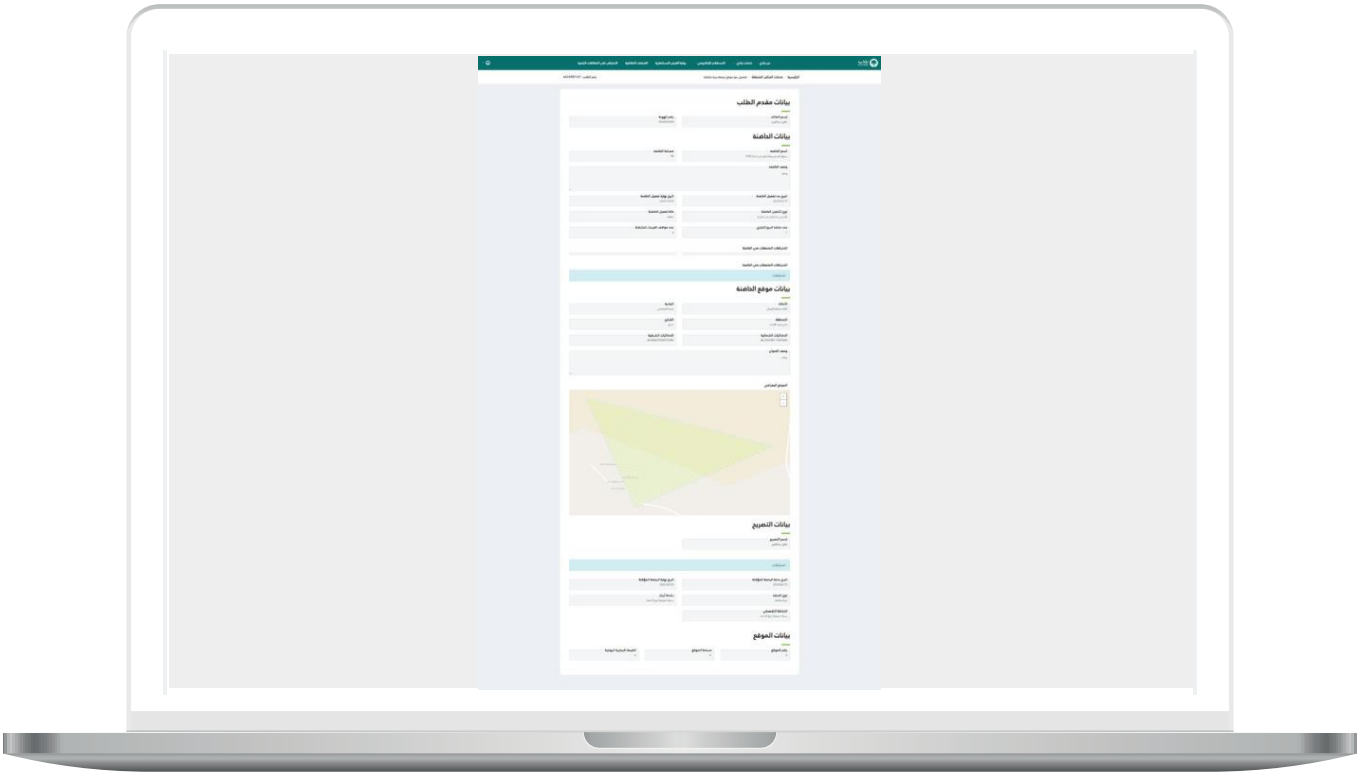
The review is successfully saved, and a confirmation message is displayed.



22) The user is then directed to the (**My Requests**) screen to track the request and complete the payment.



23) After clicking the document icon, the application details will be displayed, as shown in the following screenshot.



199040 Direct Contact Number

@Balady_CS Customer Service