



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

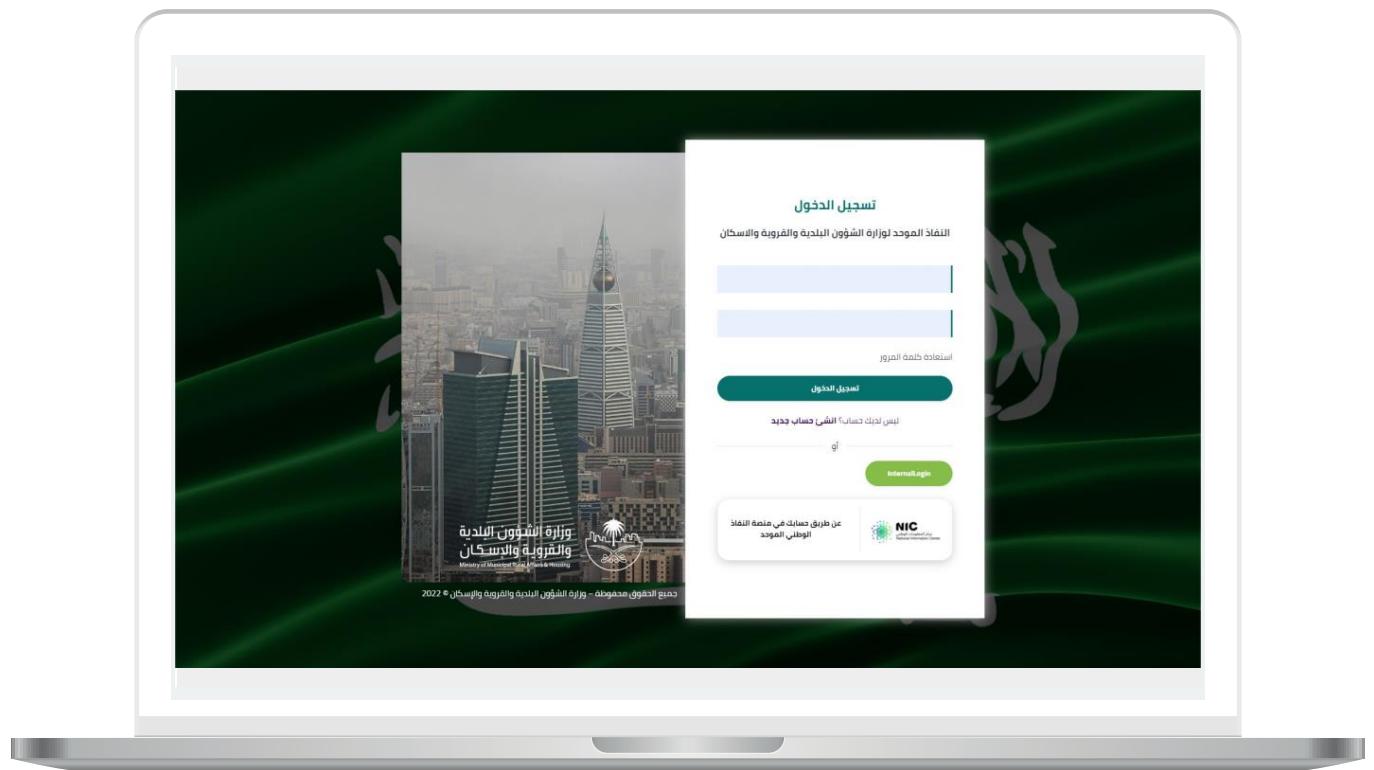
User Guide for the Service of  
**Canceling a Mobile Cart  
License Location Reservation**

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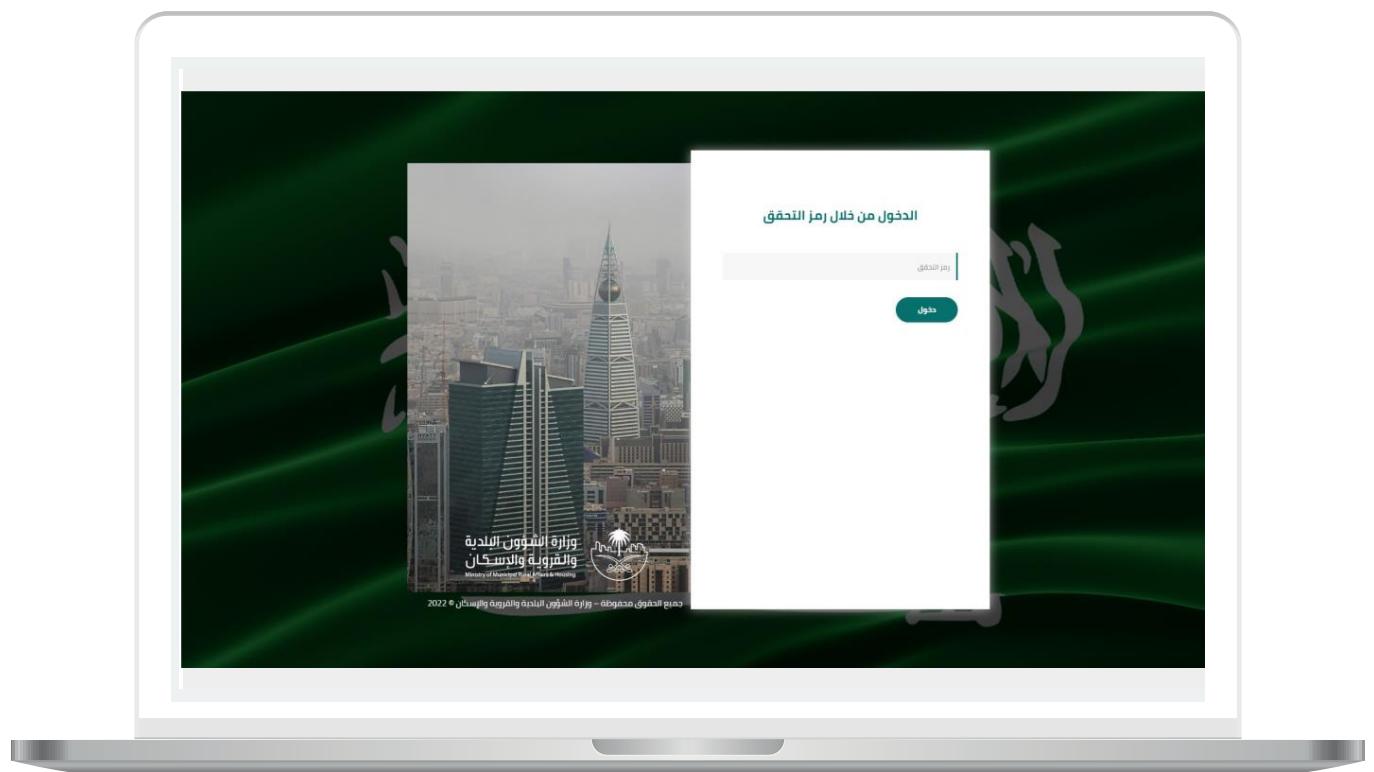
Beneficiary's  
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## Login to the System

- 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.

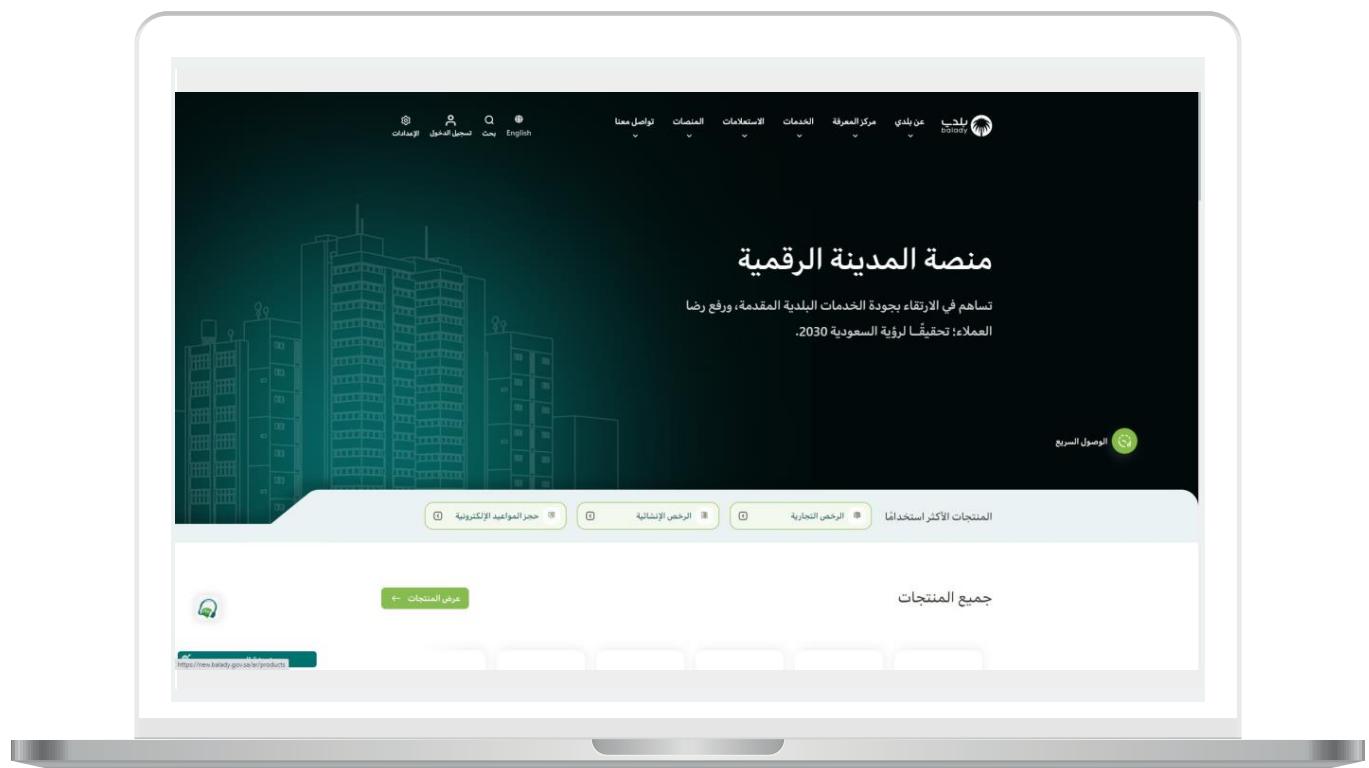


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.

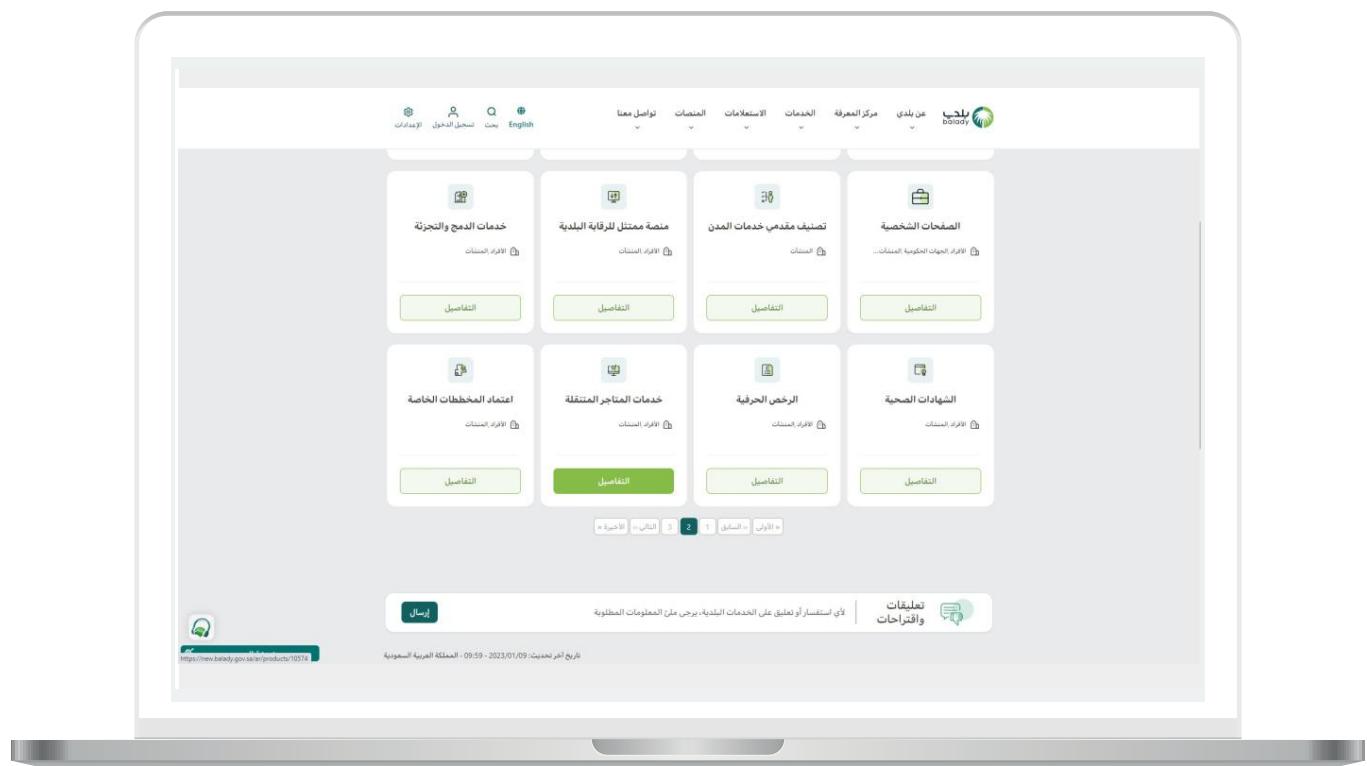


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

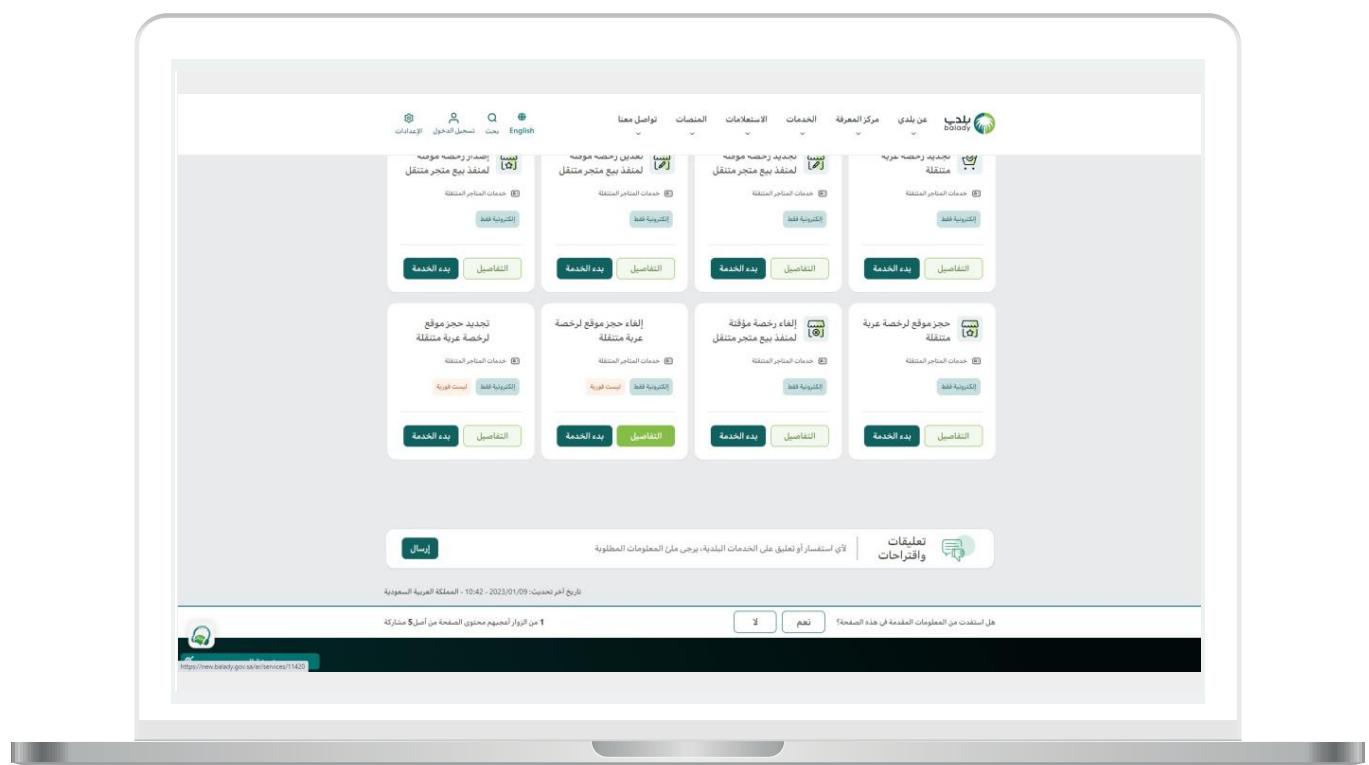
To start the service application, the user must click the **(View Products)** button.



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

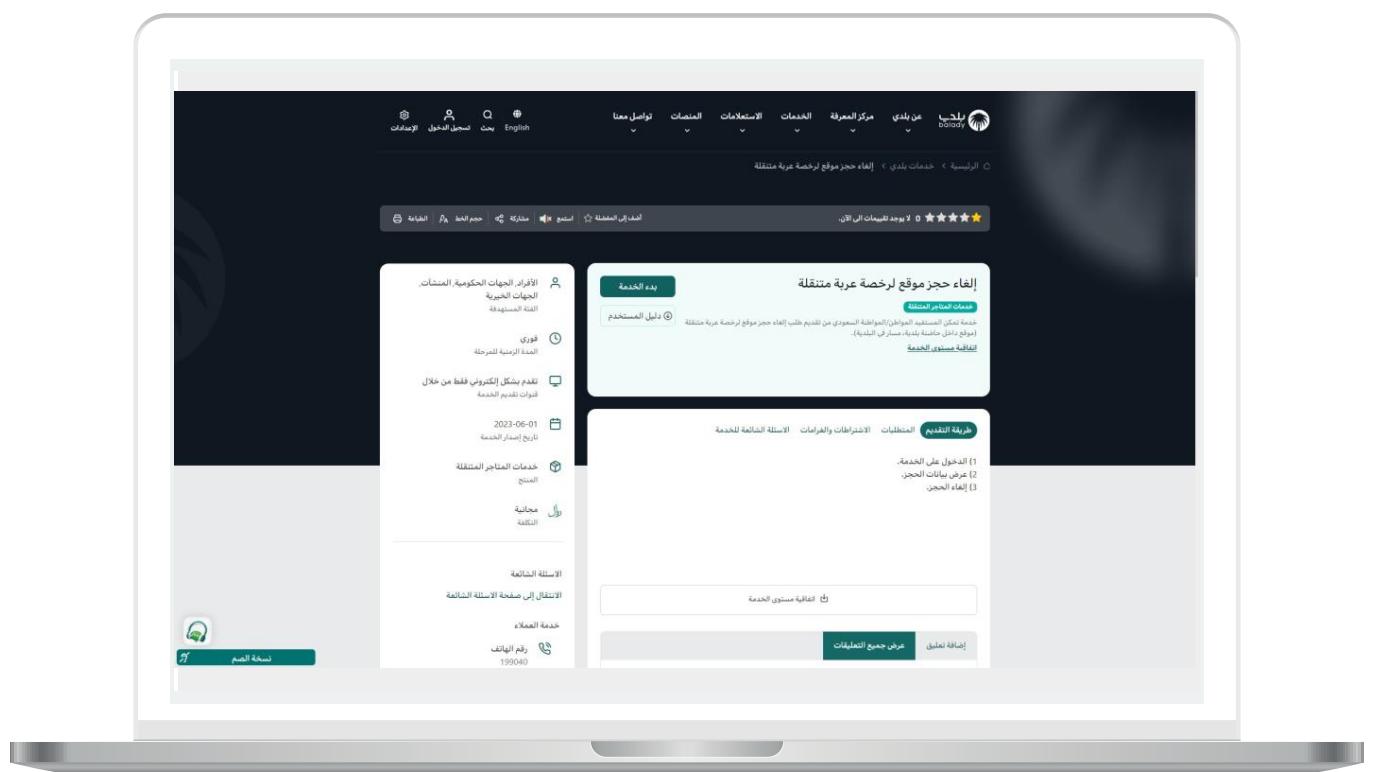


5) The next screen appears, where the user chooses (Cancel a Site for a Mobile Cart License) is selected, as shown below.

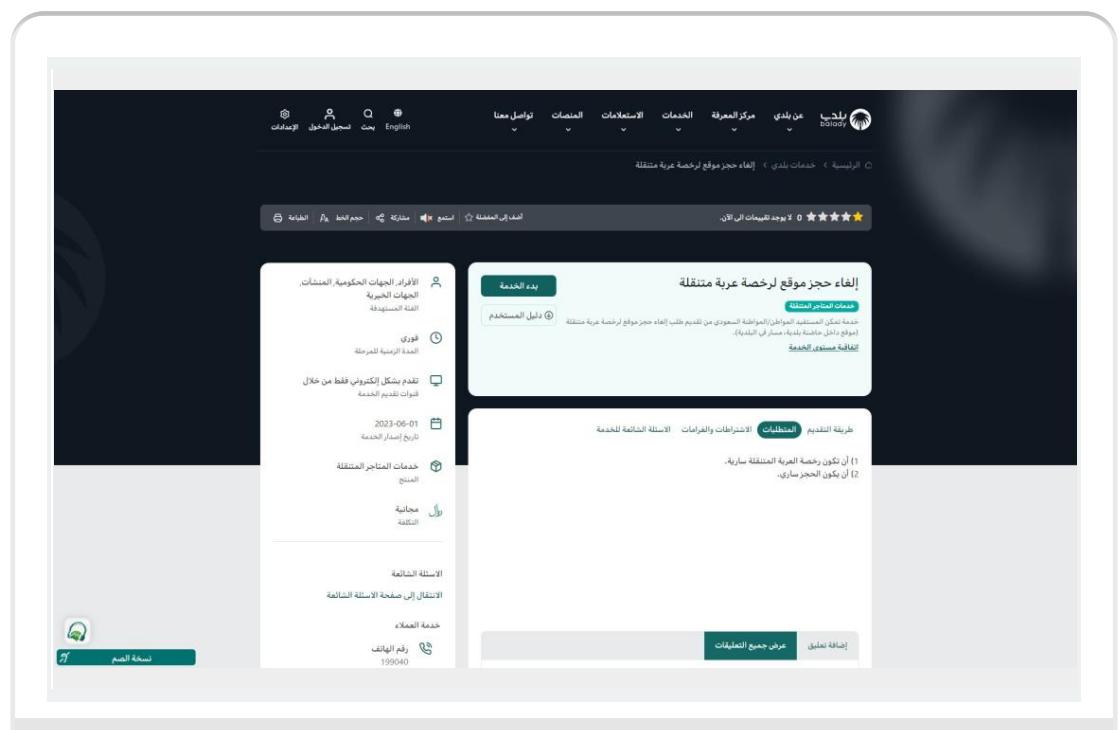


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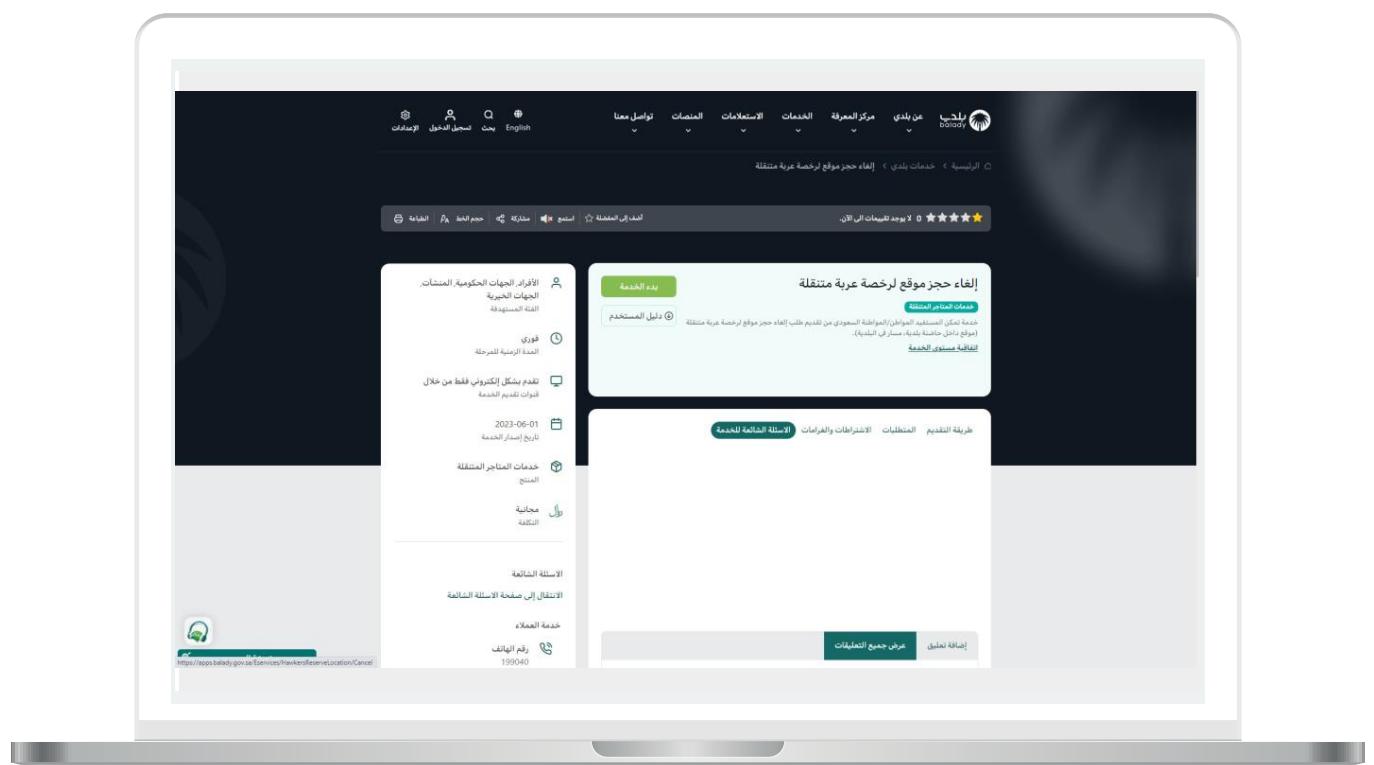
6) The following screen appears, displaying the **(Service Card)**, which includes details such as **(How to Apply, Requirements, Conditions and Fines, etc.).**



7) The following screen represents the (Requirements) section.

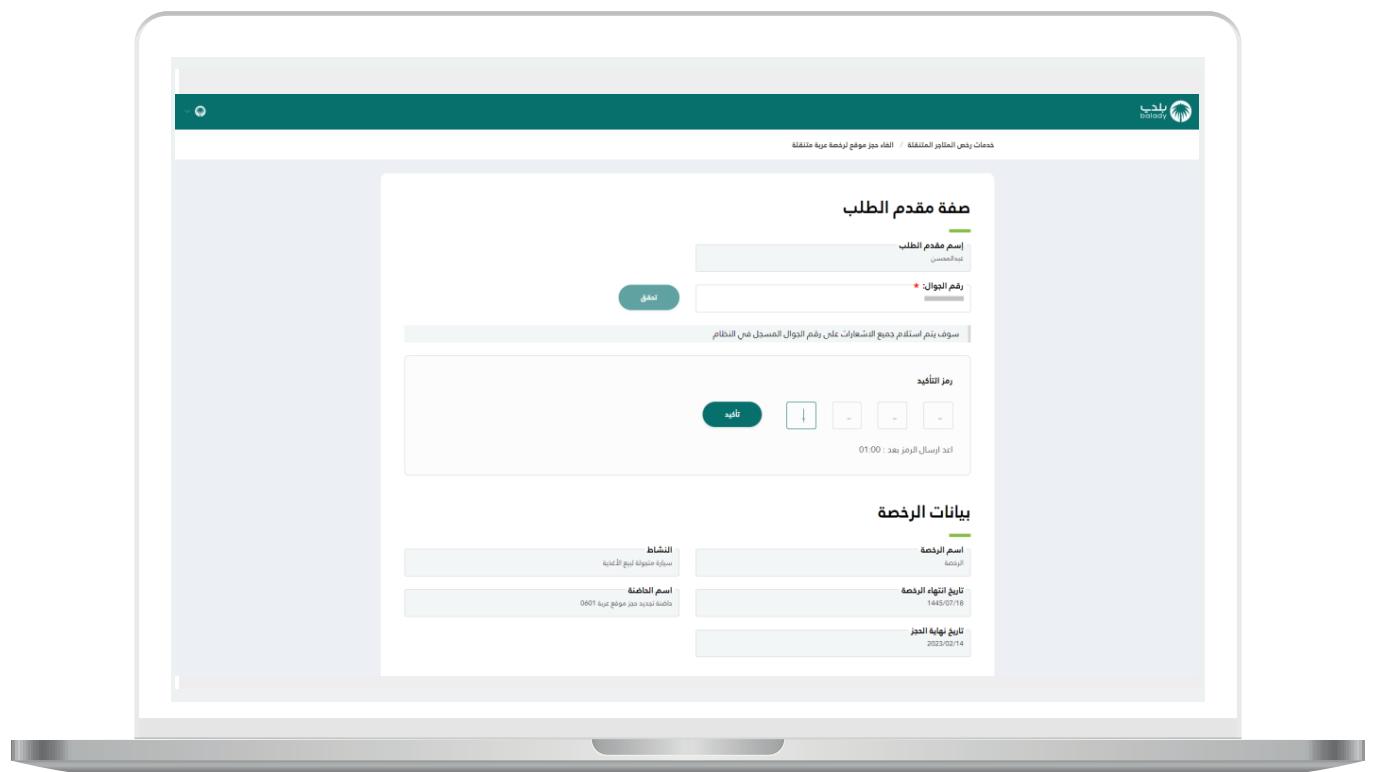


8) To start the application process, the user clicks (Start Service).

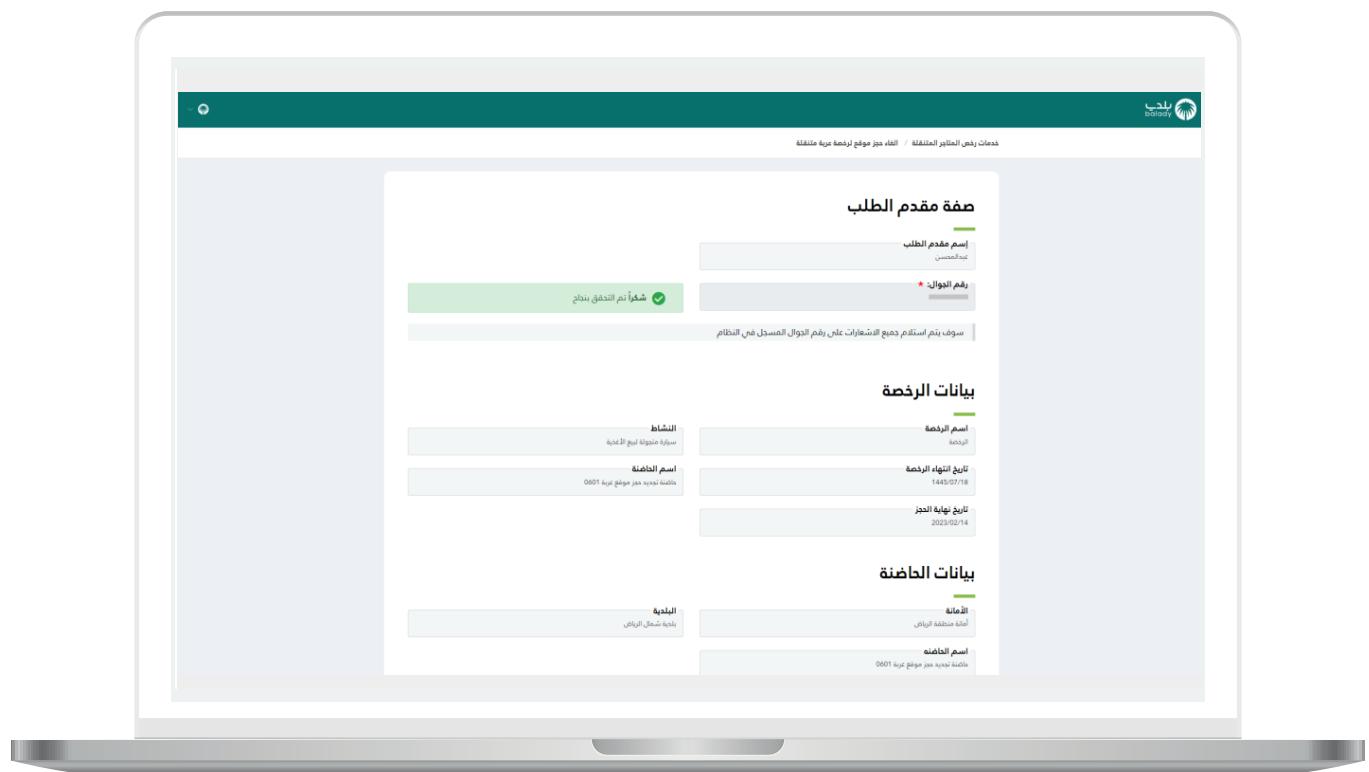


9) The screen below then appears, where the mobile number is verified by entering the (Mobile Number) field and clicking the (Verify) button.

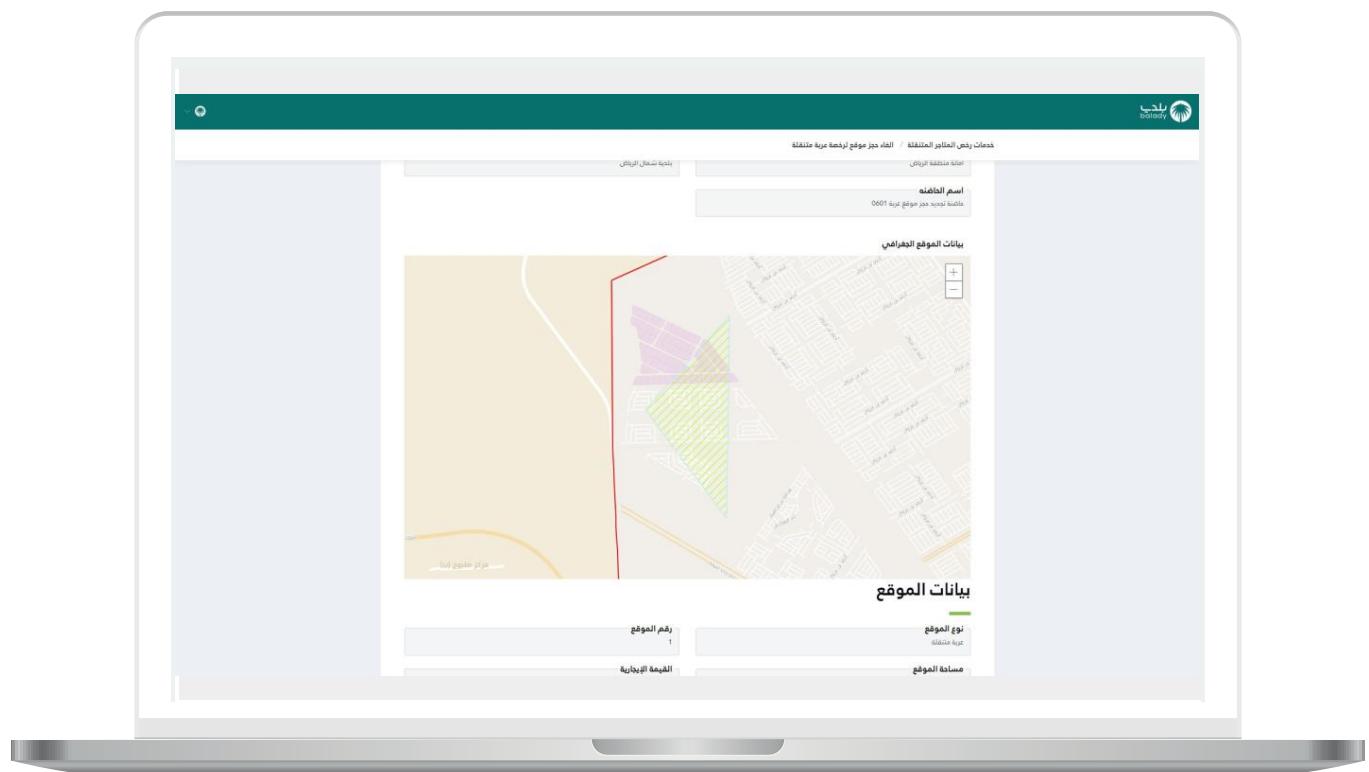
10) The user then enters the confirmation code sent to the mobile phone in the **(Confirmation Code)** field and clicks the **(Confirm)** button.



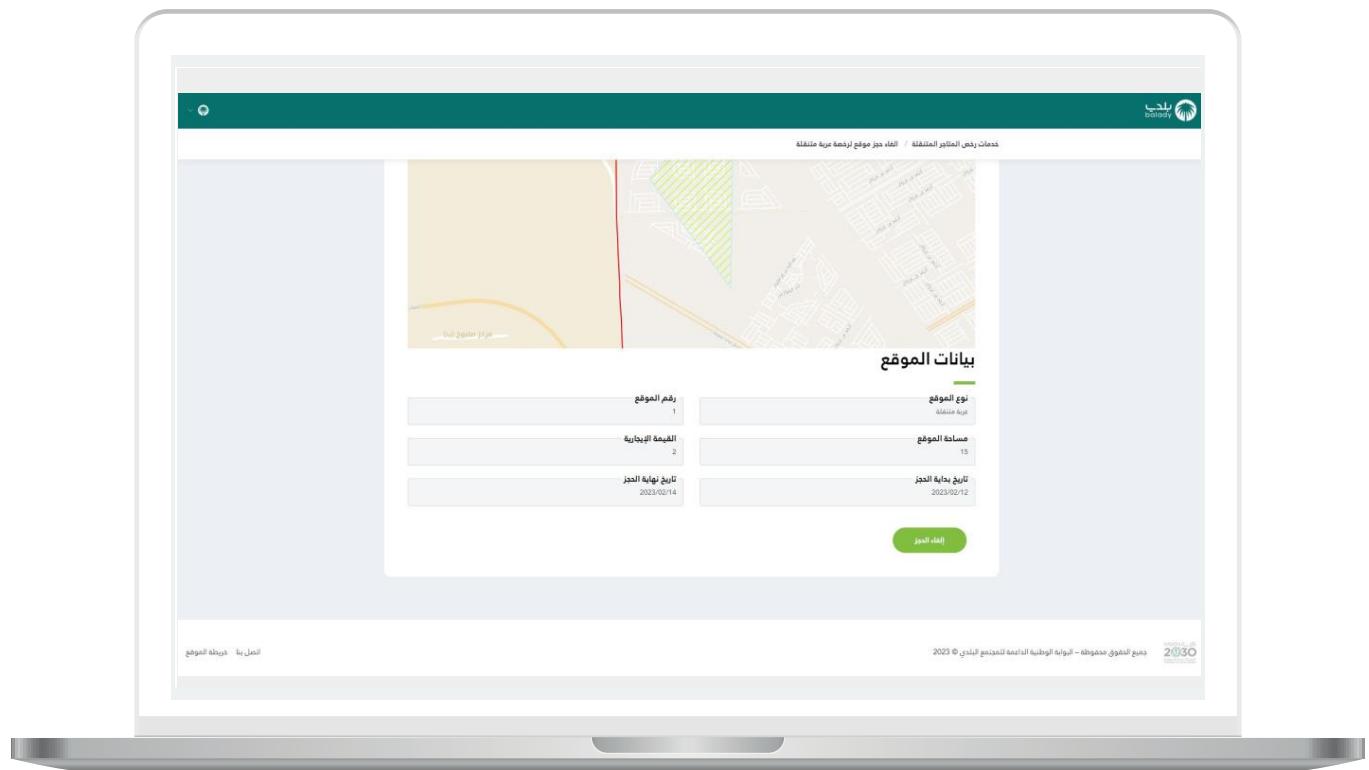
11) A message appears stating (**Thank you, verification was successful**) as shown below.



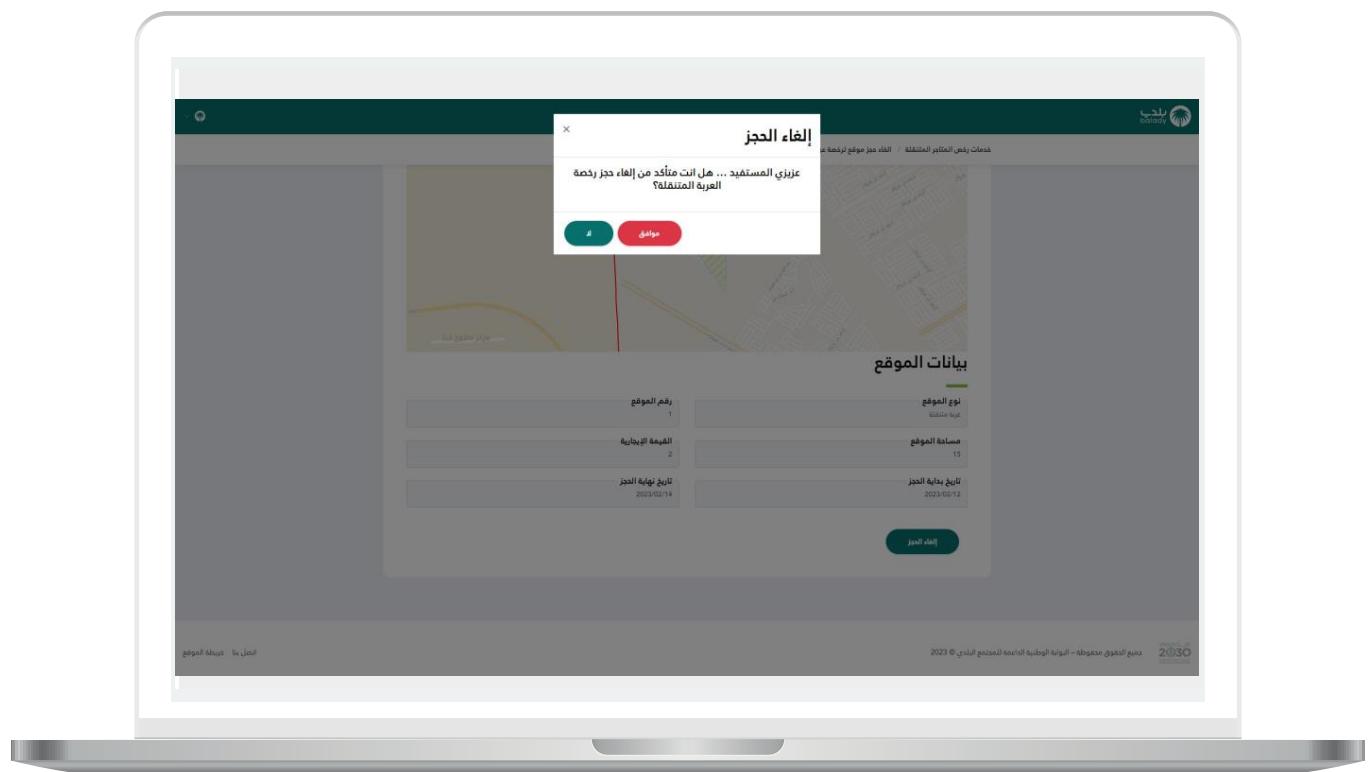
12) The following screen displays the second part, showing the geographic location data and site details.



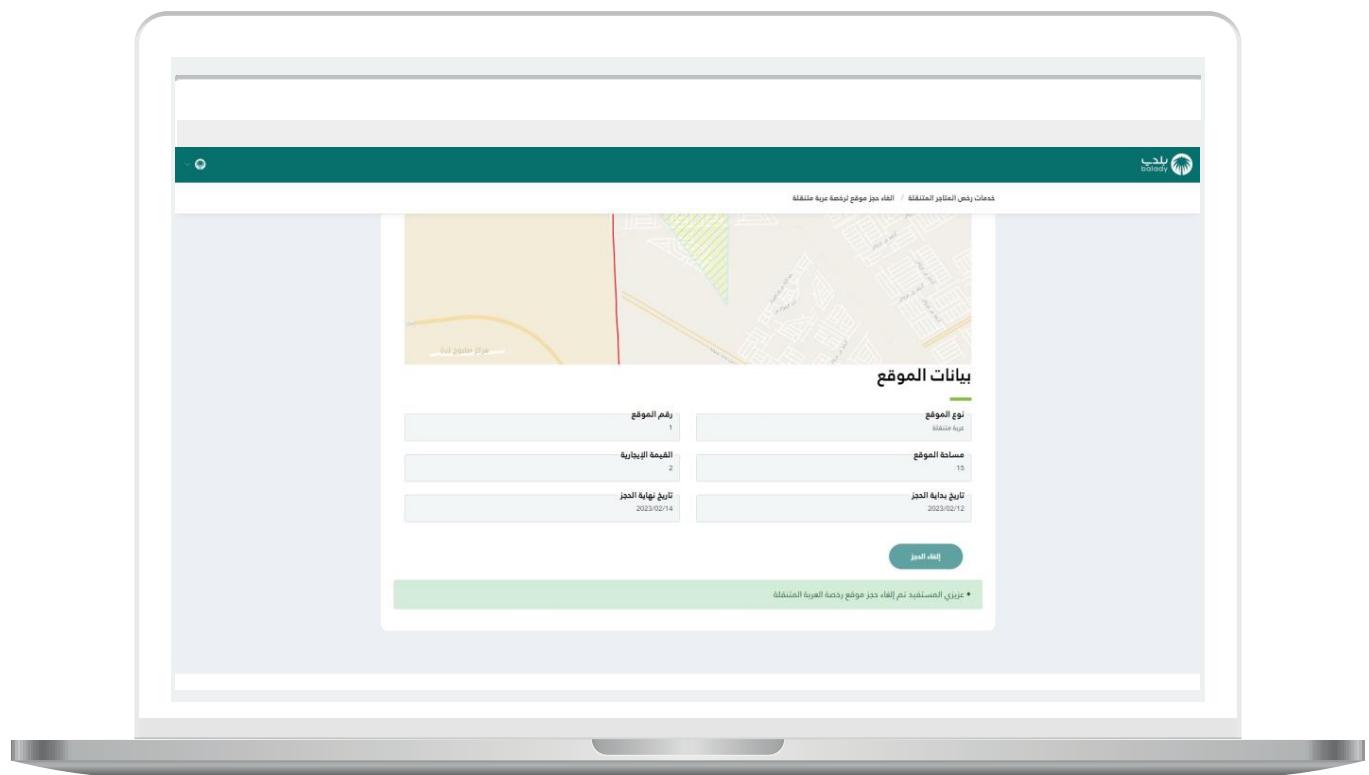
13) At the bottom of the screen, the user clicks the **(Cancel Reservation)** button.



14) A warning message appears, as shown below, prompting the user to click (Yes) to complete the cancellation process.



15) The site reservation is then canceled, with a confirmation message displayed accordingly.



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