



User Manual

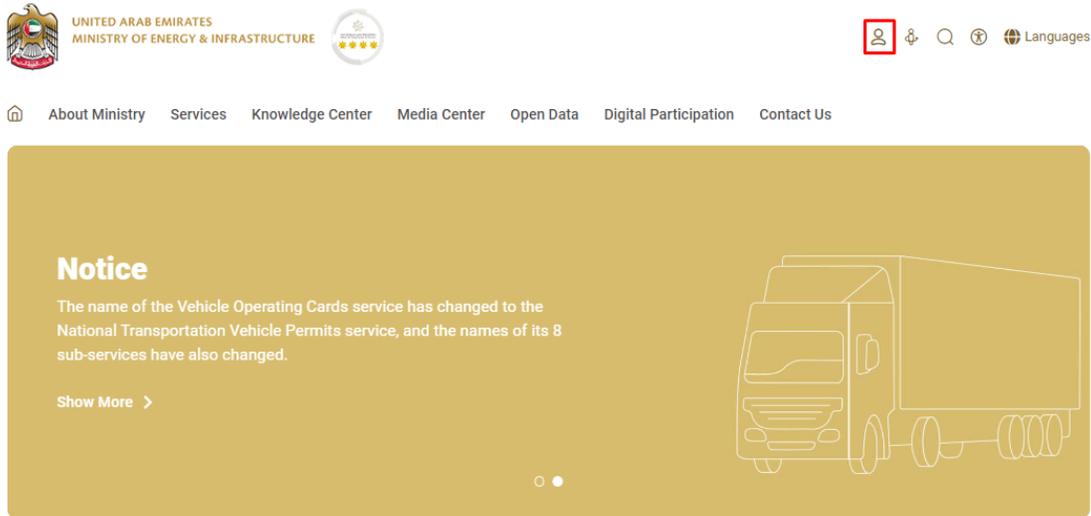
Emergency / Urgent Maintenance Service for Federal Buildings

Assets Service

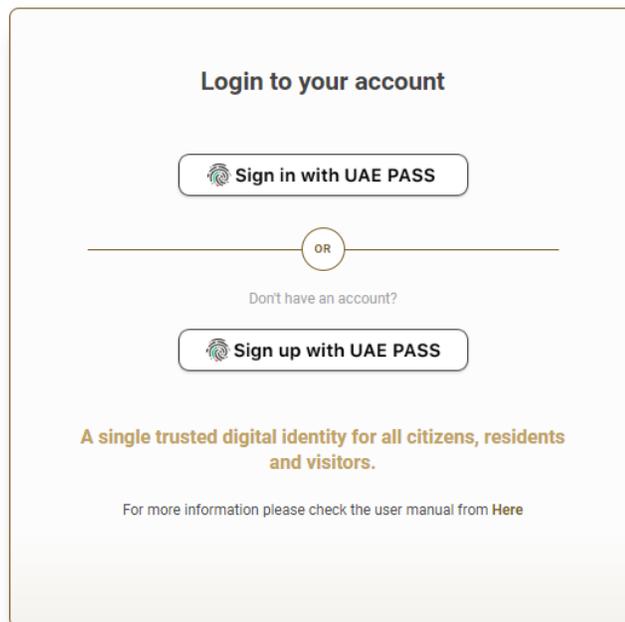
V 2.1

2023

1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



3. Then it will redirect you to the Login page, you need to login using the UAE Pass as this service is intended for the authorized government entities only.



- From the home page, go to “Services Section” and then choose “Infrastructure Services” then “Federal Buildings”.

The screenshot shows the 'Services' section of a website. At the top, there is a search bar with the placeholder text 'Search by a service keyword'. To the right of the search bar are two buttons: 'Request Status' and 'My Favourites'. Below the search bar is a list of service categories. The 'Infrastructure Services' category is expanded, showing a sub-menu with the following items: 'Dams Services (1)', 'Federal Roads (4)', 'Federal Buildings (1)', and 'Procurement Management Service (2)'. The 'Federal Buildings (1)' item is highlighted with a dark brown background. To the right of the expanded menu, there is a button labeled 'All Services >'. The overall layout is clean and modern, with a light beige background and dark text.

- From Services page, choose “Infrastructure Services” then “Federal Buildings”. Then select the needed service “Emergency / Urgent Maintenance Service for Federal Buildings Assets”, you can view the service Info or start the service immediately.

Services

Services

Search by a servi

Request Status **My Favourites**

Iskan bundle E-Services Help Proactive services Added value

- Most used services
- All Services
- Zayed Housing Program
- Land Transport
- Maritime Transport
- Infrastructure Services**
 - Dams Services (1)
 - Federal Roads (4)
 - Federal Buildings (1)**
 - Procurement Management Service (2)

Infrastructure Services

Emergency / Urgent Maintenance Service for Federal Buildings Assets

< Previous 1 of 1 Next >

Total number of items : 1

6. Fill the applicant Information.

Emergency / Urgent Maintenance Service for Federal Buildings Assets

-
-
-
-
-

APPLICANT INFORMATION

Applicant Name *

Applicant Mobile *

Applicant E-mail

COORDINATOR INFORMATION

Coordinator Name *

Coordinator Mobile *

Coordinator E-mail *

7. Fill the project Information, and specify the main type of required maintenance (emergency maintenance or urgent maintenance). Based on the selected main type, it is required to define a list of work items where more than one item can be selected from the list & Upload the needed documents.

PROJECT INFORMATION

Beneficiary Name *

Emirate *

Project Name *

MAINTENANCE TYPE

Main Type *

Sub Type *

Work Details *

MAINTENANCE REPORTS

Maintenance Reports *

Drag and Drop files here
(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 3 file(s) and up to 5 MB of size.

8.33%
Form Completion

Save and Continue Later Submit Cancel

8. Submit the request by clicking on “Submit” button, or you can click on “Save and Continue Later” to save the request and modify it later before sending it to the Ministry.
9. Fill the satisfaction survey about the eService, when the following pop-up shows up:






نبض المتعامل
CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremely Satisfied

Next






نبض المتعامل
CUSTOMER PULSE

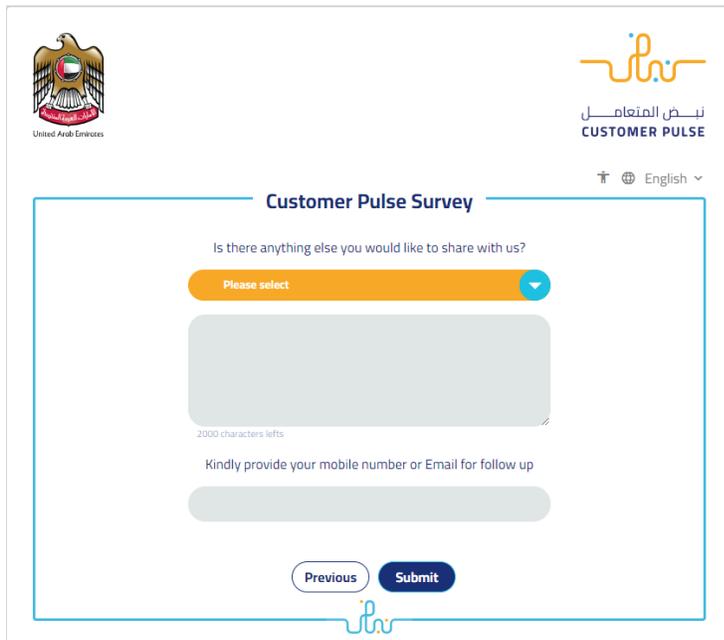
English

Customer Pulse Survey

Based on your experience in getting the service. To what extent do you agree on the following statements?

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	<input type="radio"/>						
Ease of Service accessibility in the Smart Application	<input type="radio"/>						
Ease & Simplicity of Service Application Steps	<input type="radio"/>						
Ease and Variety of payment options	<input type="radio"/>						
Possibility of Service Status Tracking	<input type="radio"/>						
Service Completion time was reasonable & within my expectations	<input type="radio"/>						
Smart Application efficiency (no delays or errors in app)	<input type="radio"/>						
Availability of Online Support	<input type="radio"/>						

Previous Next



10. After the application is approved by the ministry, an email notification will be sent to you.

However, you can also follow up and track your request status from the end user dashboard.

11. After the application is approved by the ministry, you will receive the Certificate automatically via email. However, you can also view and download the certificate from the end user dashboard through Request Status boxes Or My Application:

12. My Application/My Payment:

a. Click on the My Application as shown in the image below

Dashboard

My Applications

My Payments

Notifications

Welcome,
Test User

b. for searching/filtering the requests based on Reference Number/Request Date/Service Name/Request Status:

My Applications

Services by Category

Service

My Company

Company PRO

Application Status

Keyword (Reference Number)

Use Date Range