



UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INFRASTRUCTURE

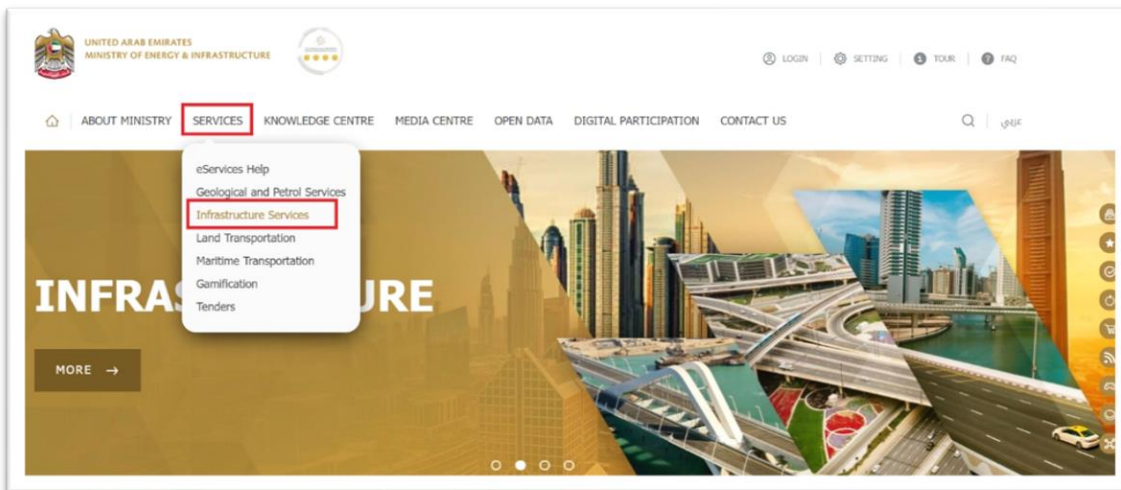
Emergency/ Urgent Maintenance Service for Federal Buildings Assets Service

# User Manual

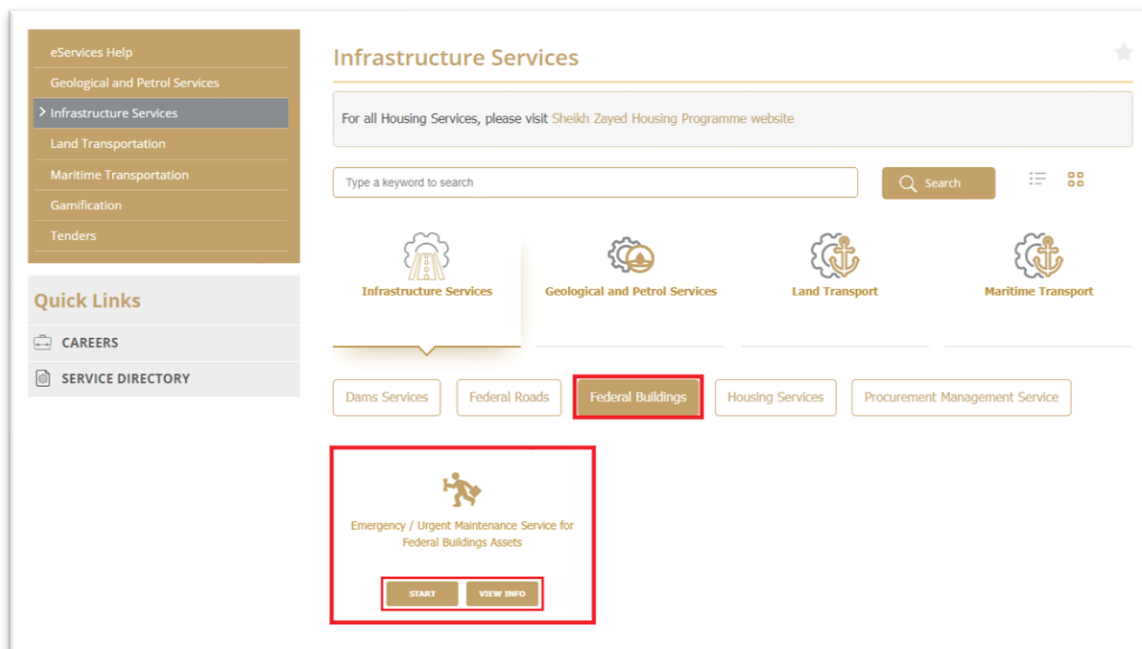
## Emergency / Urgent Maintenance Service for Federal Buildings Assets Service



1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” tab, then choose “Infrastructure Services”.



3. From Services Directory, choose the category “Federal Buildings”.
4. Then select the needed service “Emergency / Urgent Maintenance Service for Federal Buildings Assets”, you can view the service Info or start the service immediately.





- Then it will redirect you to the Login page, you need to login using the account credentials provided to you by the ministry as this service is intended for the authorized government entities only.

- Fill the applicant Information.



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.

COMPLETION STATUS 25%

APPLICANT INFORMATION

Save as Draft

Cancel Application

PROJECT INFORMATION

Beneficiary Name \* Emirate \*

Please Select Please Select

Project Name \*

Please Select

MAINTENANCE TYPE

Main Type \* Sub Type \*

Please Select Please Select

Work Details \*

Work Details

Previous Next

COMPLETION STATUS 50%

APPLICANT INFORMATION

Save as Draft

Cancel Application

PROJECT INFORMATION

Beneficiary Name \* Emirate \*

وزارة الطاقة والبنية التحتية Ajl Fujairah

Project Name \*

المركز التقني والخدمي بسجعي

MAINTENANCE TYPE

Main Type \* Sub Type \*

أصل الصيانة الدورية

القطاع العام من المباني | قطاع التعليم | قطاع الصحة | قطاع النقل | قطاع المياه | قطاع الكهرباء | قطاع البنية التحتية

Work Details \*

test

Previous Next

- حفره عمق الجدران
- إصلاح روائح طائر من المصنوع
- تساقط الباشق الإلتصاق بشكل مقلوب
- إزالة كبريتية مقلوبه
- التنظيف العميق الجدران الأخرى أو الخشبية
- وجود مقلوب أي شقة المصنوع المقلوبه
- تركيب العلية الخريف المقلوبه (مبنى عملاء)
- تساقط عملي لونه المقلوبه



## 8. Upload the needed documents.

Applicant Information → Project Information → Maintenance Reports → Summary

Completion Status **25%**

Maintenance Reports

Maintenance Reports \*

Click or Drop a file  
File size should be 5 MB  
( null )

Allowed File Types are: DOC, DOCX, PDF, XLS, XLSX, CAD, JPG, JPEG, GIF, PNG, VSD, PDF, ZIP, PPT, MPP, TIFF

Note: you can upload multiple files

Save as Draft

Cancel Application

« Previous

Next »

## 9. Submit the request by clicking on “Submit” button, or you can click on “Save as Draft” to save the request and modify it later before sending it to the Ministry.

Applicant Information → Project Information → Maintenance Reports → Summary

COMPLETION STATUS **100%**

SUMMARY

Application Number  
EMD-78

APPLICANT INFORMATION

Applicant Name  
وزارة التغير المناخي

Applicant Mobile  
055255556

Applicant Email  
eservices.test@moe.gov.ae

COORDINATOR INFORMATION

Coordinator Name  
test

Coordinator Mobile  
0501234567

Coordinator Email  
test@test.ae

PROJECT INFORMATION

Beneficiary Name  
وزارة الطاقة و الكهرباء

Project Name  
المرکز الاتحادي للتغير المناخي

Work Details  
test

MAINTENANCE REPORTS

EM\_test.pdf

Save as Draft

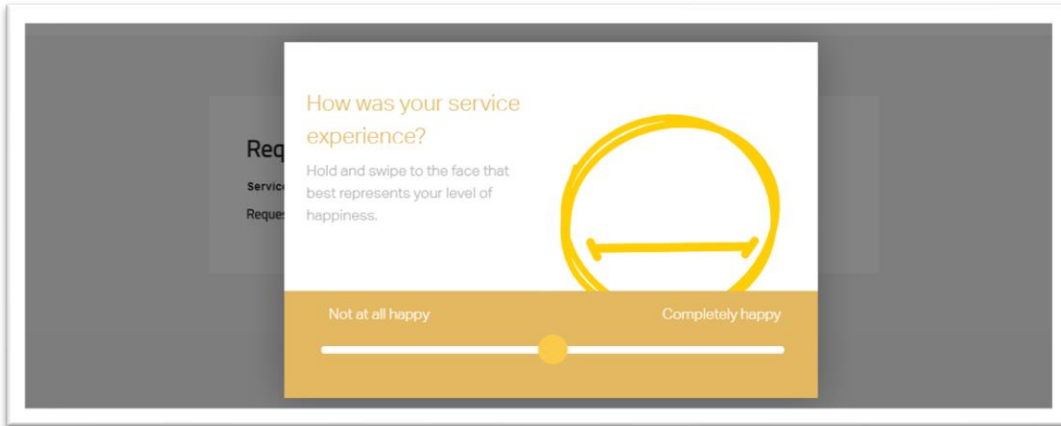
Cancel Application

« Previous

Submit



10. Fill the satisfaction survey about the eService, when the following pop-up shows up:



11. 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.

