



New Admin Registration – Without Login

USER
MANUAL

ISSUE DATE

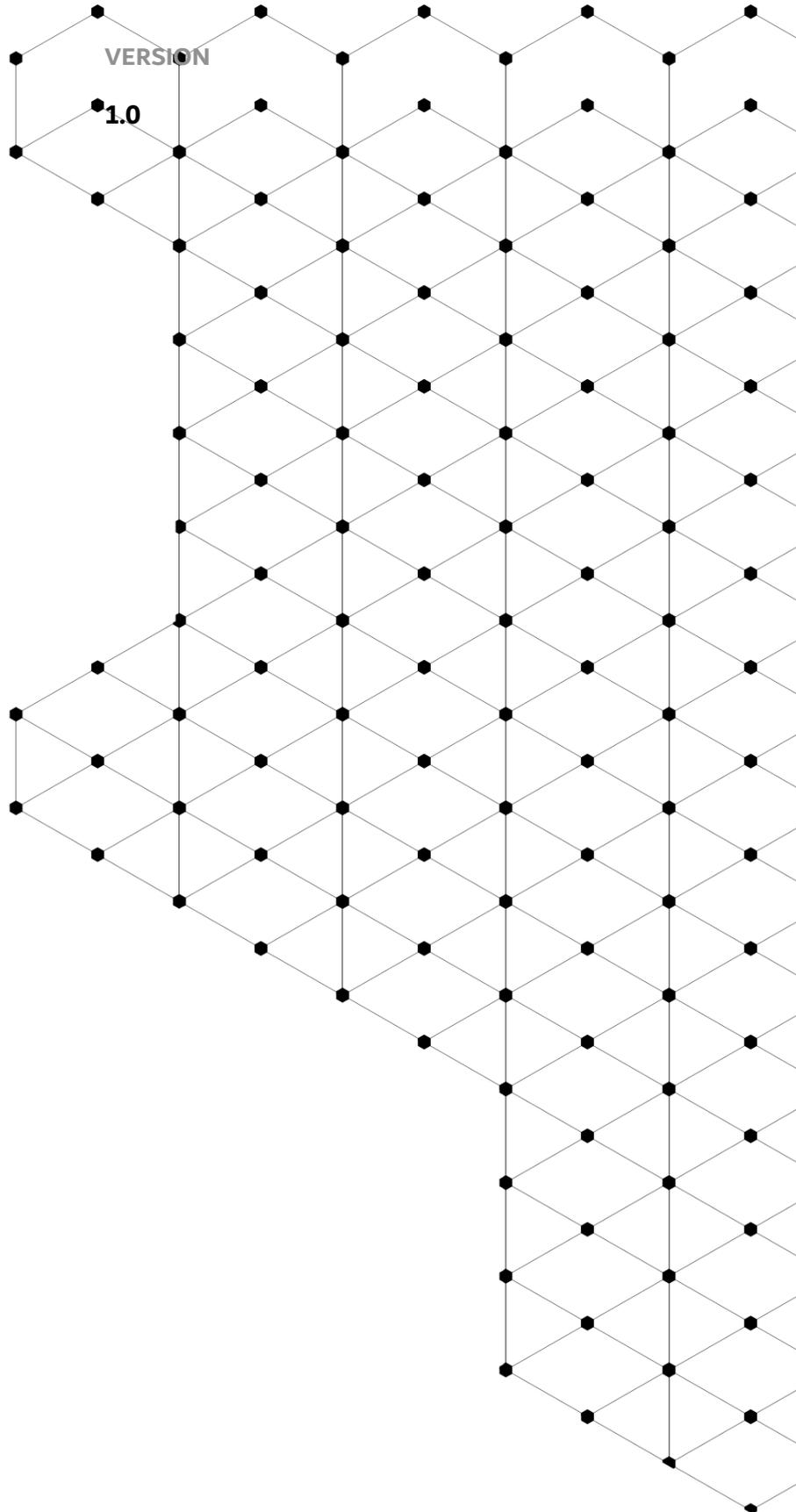
30 Nov 2023

REVISION DATE

30 NOV 2023

VERSION

1.0



Overview

The aim of this tutorial is to provide step by step guide on how to use anonymous registration for an existing organization using “Anonymous Admin” service. This will be an additional service available without login. This service might be required in scenario where existing admin(s) have left organization and have not transferred that role to anyone else.

1.1 Service features

This tutorial covers:

1. Adding Company details and Contact admin details* as part of anonymous registration
2. Upload required document
3. Track the application

*Organization BP Number or Trade License should be available with requestor to initiate this request. Valid and active Emirates ID of new admin should be available for registration.

1.2 How to request

Builder Portal URL : <https://dewa.gov.ae/en/builder/useful-tools/registration-contractorand-consultant-services>

Consultants & Contractors Enrollment

Enroll →	This service enables Contractors & Consultants to enroll in the DEWA e-Services System and obtain DEWA online Services. Fees: Service is free of charge. Delivery Duration: 5 working days.
Request for New Admin Registration →	
Track Enrollment Application →	
What is Enrollment of Contractors & Consultants	
Online Guide	

Click on « **Request for New Admin Registration** » to initiate process.

1.2.1 Enrollment (Company Details)

Admin Registration first screen is similar to enrolment screen displaying Company Details but here instead of entering data for Business Partner creation, here system will display data of existing partner in system. Upon entering BP Number or Trade License ID, system will autofetch all the details related to organization BP store in S4 HANA system.

Request for New Admin Registration

All fields are mandatory, unless Marked Optional

Company Details
Basic information of the Company

Administrator Details
Details of Administrator from the Company

Documents Uploads
All Documents that are to be uploaded for the process

Builder Details

Do you have Business Partner Number ?

Yes No

Business Partner Number

17001308

Search & Auto-Fill

User Action: Enter **Business Partner Number** and click on **“Search & Auto-Fill”**. Company details will get autofilled.

City

Dubai

PO Box

789001

Next

Click on **Next** to go to Administrator's Details Page.

1.2.2 Enrollment (Administrator Details)

In this section, the applicant will enter the emirate ID and expiry date and click on search button. Clicking on search button will trigger below actions.

- System will first validate the emirates ID. If validation failed system will give error to enter valid emirate ID.
- If Emirate validation is passed, system will search for existing BP in S/4 system. If BP found with contact person role and without any active relationship, then system will fetch the details from S/4 system.
- If no BP found, ICA integration service will be triggered to fetch applicant details like name, email and mobile no.
- Entered individual will automatically be assigned Admin role and later on can access admin services.

Create an Account

All fields are mandatory, unless marked optional



Administrator Details

Applicant's Emirates ID Number	Expiry Date
<input type="text" value="784199382416131"/>	<input type="text" value="14/04/2024"/>

Search and Auto Fill

Applicant Name

User Action: Enter Applicant's Emirates ID Number where later on Admin role will be extended if BP already exists in system or if it is not created already, system will create Business Partner with Admin role. Click calendar icon and select Expiry date

Create an Account

All fields are mandatory, unless marked optional



Administrator Details

Applicant's Emirates ID Number	Expiry Date
<input type="text" value="784199382416131"/>	<input type="text" value="14/04/2024"/>

Search and Auto Fill

Applicant Name

User Action: Click on **Search and Auto Fill** to fetch data from ICA integration.

Nationality

User Action: Click and select **Nationality**.

Applicant's Emirates ID Number

784199382416131

Expiry Date

14/04/2024



Search and Auto Fill

Applicant Name

FEM OZCAN

Designation

Electrical Engineer



User Action: Select Designation from available dropdown values. For Example Electrical Engineer

Applicant Name

FEM OZCAN

Designation

Electrical Engineer



Mobile Number

+971

5*****3

Verify

eg:5XXXXXXX

Email

Email

Verify

Eg. yourname@emirates.net.ae or yourname@companyname.com

User Action: Click on **Verify** button to verify mobile number.

Applicant's Emirates ID Number Expiry Date

784

pplic

FEN

esig

Elec

obil

+97

g:5X

mail

Verify Mobile Number



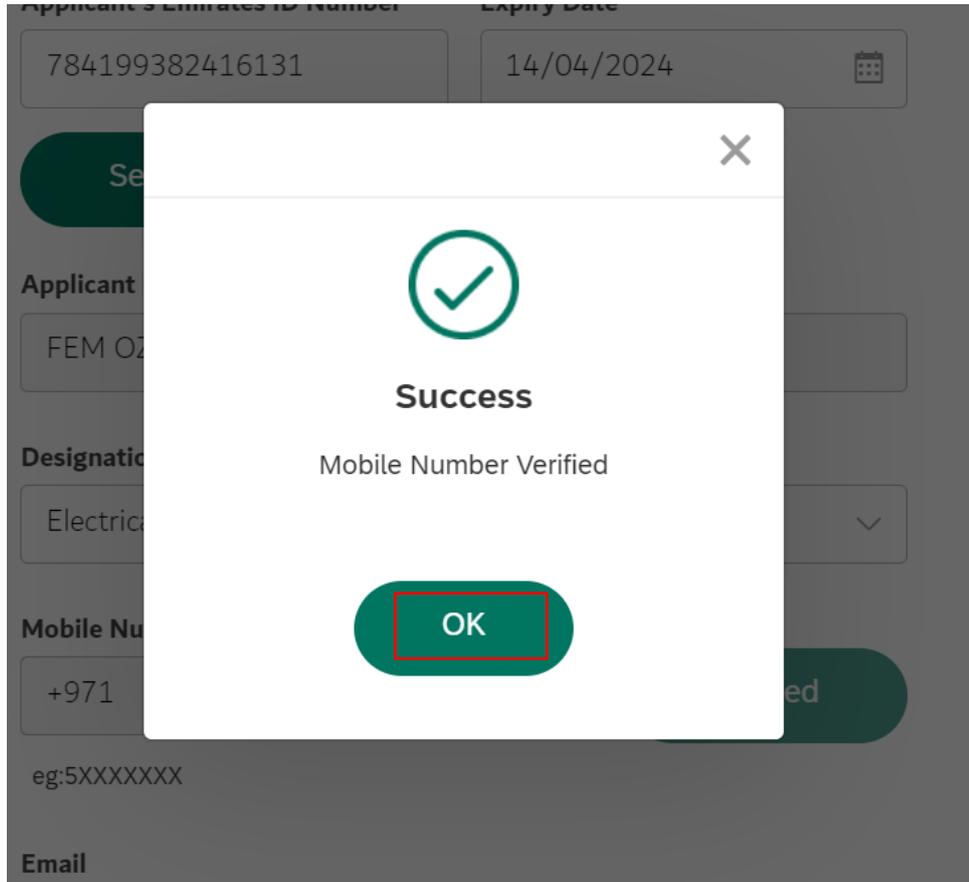
Please enter the 6-digit OTP sent to your mobile number 5*****3.

9 9 9 9 9 9

The session will end in **2:48**
Didn't receive any code? [Resend](#)

Verify

User Action: Click **Verify** button by entering OTP received in registered mobile number.



User Action: Click **OK**

Mobile Number

+971 5*****3 ✓ **Verified**

eg:5XXXXXXX

Email

admin@companyname.com **Verify**

ⓘ Eg. yourname@emirates.net.ae or yourname@companyname.com

Back **Next**

User Action: If email or mobile number is not automatically fetched from ICA, user must manually enter and click on **Verify** Button.

Applicant's Emirates ID Number Expiry Date

784

784

Applic

FEN

Design

Elect

Mobil

+97

eg:5X

Email

admin@companyname.com

Verify

Verify Email Address



Please enter the 6-digit OTP sent to your e-mail
admin@companyname.com.

9 9 9 9 9 9

The session will end in **9:48**
Didn't receive any code? **Resend**

Verify

User Action: Click **Verify** after entering OTP on entered Email ID.

Applicant's Emirates ID Number: 784199382416131

Expiry Date: 14/04/2024

Success

Email Address Verified

OK

User Action: Click OK

Applicant Name

FEM OZCAN

Designation

Electrical Engineer

Mobile Number

+971 5*****3 ✓ Verified

eg:5XXXXXXX

Email

admin@companyname.com ✓ Verified

ⓘ Eg. yourname@emirates.net.ae or yourname@companyname.com

Back Next

User Action: Click **Next** to go to attachments page.

Request for New Admin Registration

All fields are mandatory, unless Marked Optional



Documents Uploads

Authorization Letter For Admin Change

[Admin Authorization Letter Template](#)

Upload your File

ⓘ Supported File Types:PDF,PNG,JPG (Up to 5 MB)

User Action: Click **Upload your File**. Upload all mandatory attachments.

I'm not a robot

reCAPTCHA
Privacy - Terms

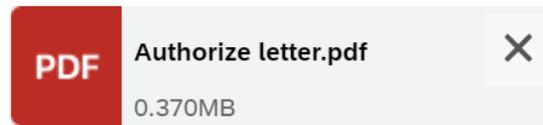
I have read and understood the [Terms and Conditions of Use](#)

User Action: Check and complete "I'm not a robot" verification

Authorize Letter For Admin

Upload your File

Supported File Types: PDF,PNG,JPG (Upto 5 MB)



Admin Authorization Letter Template

I'm not a robot

reCAPTCHA
Privacy - Terms

I have read and understood the [Terms and Conditions of Use](#)

Back

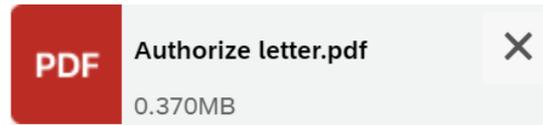
Submit

User Action: Check **Terms and Conditions** of User after carefully reading them.

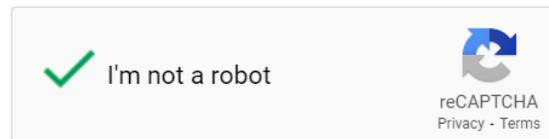
Authorize Letter For Admin

Upload your File

Supported File Types: PDF,PNG,JPG (Upto 5 MB)



Admin Authorization Letter Template

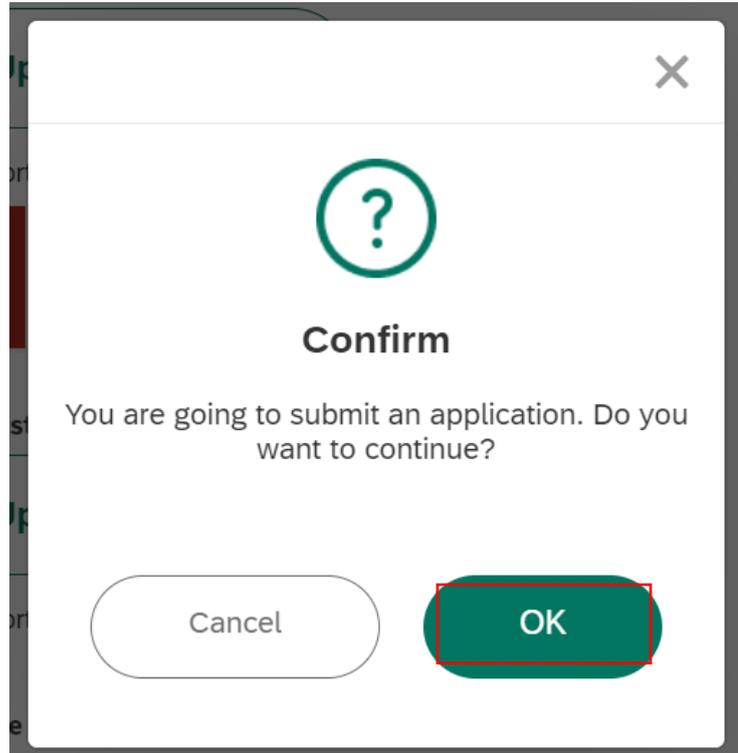


I have read and understood the [Terms and Conditions of Use](#)

Back

Submit

User Action: Click **Submit** button after completing above application.



User Action: Click **OK** button to complete and submit application.



Submission Successful

Your reference number is 5000010702
Your admin registration request(s) is under review

Submitted Date	30/11/2023 21:52:08
Trade Licence Number	120737
Company Full Name	BALSAM PETROLEUM SERVICES
Applicant Name	DINESH INAMDAR

What's Next?

Your application is being processed. We will send you an E-mail and SMS once application status changes.
Once application is approved, an email with a link to create user name and password will be sent.

[Track Application](#)

User Action: Application has been successfully submitted for approval process and unique request number will be generated against the same which could be used to track application status.

Upon Submission of application:

- System will automatically send SMS & E-mail.
- Submitted application will undergo through approval process in DEWA.
- Upon approval, system will automatically send Invitation to Register on DEWA portal.

1.2.3 Track Enrollment Application

Track Enrollment Application

All fields are mandatory unless marked optional

Requests

Request No: 5000010702

Anonymous Admin Registration Enrollment 5000010702 **In-Process**

Request No.5000010702 Submitted
30 November 2023 21:52:08

Request No.5000010702 is in Process
30 November 2023 21:52:08

Remarks

i Your request is currently in progress. Please note that the estimated completion time for this service is 3 working days

[View Application](#)

1.2.4 Invitation to Register on DEWA Portal

After approval of enrollement request. You will recieve an email, click on the link provided in the email

Invitation to Register on DEWA Portal



noreply@dewa.gov.ae

To [Redacted]

This message was sent with High importance.

Dear Applicant,

With reference to your Request no: [Redacted] for registering on DEWA portal.

Please click on the below link to complete your registration and set your credentials to access DEWA self service portal.

[Click Here](#)

If you have any questions, send an E-Mail to customercare@dewa.gov.ae

Thank You,

Dubai Electricity & water Authority (PJSC)

Our Vision: A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050.

Our Mission: We are committed and aligned to Dubai's 8 Guiding Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy and pota stakeholders, for a sustainable Net-Zero carbon 2050.

Please consider the environment before printing this email.

Verify User

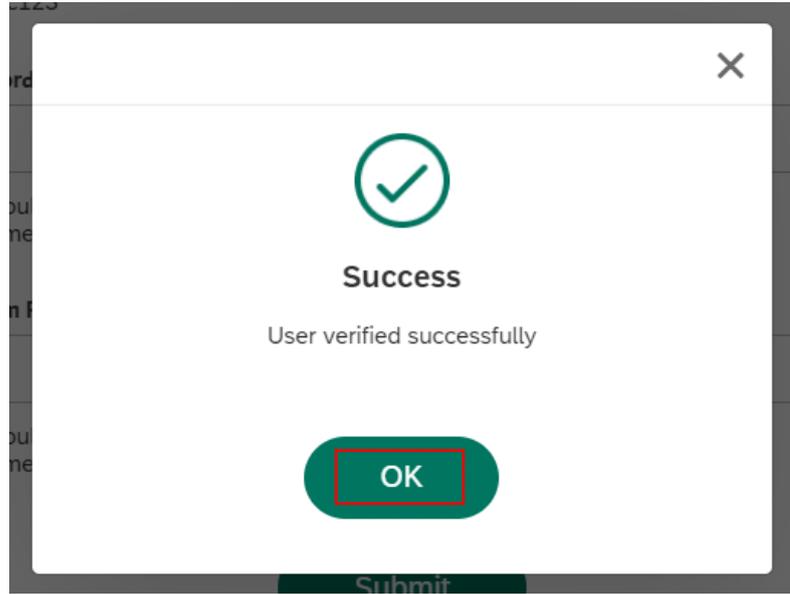


Please enter the 6-digit OTP sent to your e-mail **gari** and mobile
05*****33.

The session will end in 2:6
Didn't receive any code? [Resend](#)

[Verify](#)

User Action: Click **Verify** button by entering OTP received in registered mobile number.



User Action: Click OK.

Registration

Complete your registration to get access to DEWA Customer Management Portal

User Name

(i) Should be between 6-16 characters. Can contain only alphabets and numbers eg 'abc123'

Password

(i) Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Medium Password

Confirm Password

(i) Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Submit

User Action: Register with unique **Username** and **Password**

Registration

Complete your registration to get access to DEWA Customer Management Portal

User Name

- (i) Should be between 6-16 characters. Can contain only alphabets and numbers eg 'abc123'

Password

- (i) Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

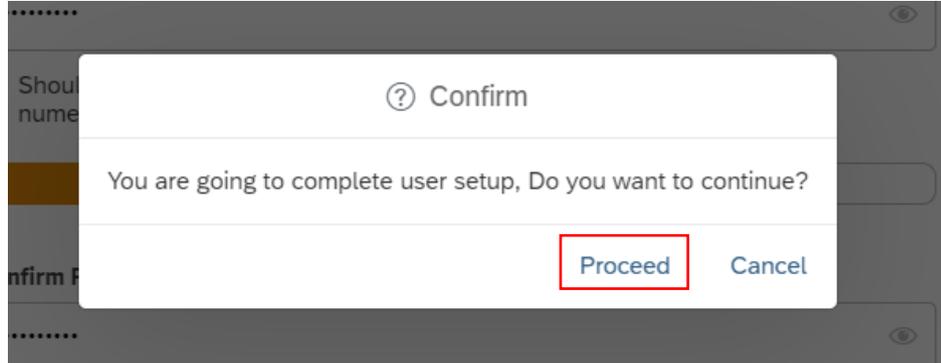
Medium Password

Confirm Password

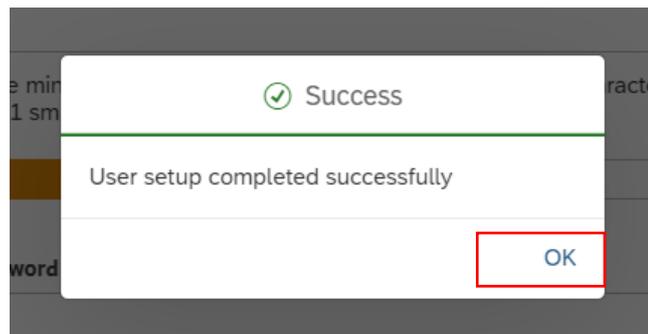
- (i) Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Submit

User Action: Click **Submit** after entering “Confirm Password” field making sure both Password and Confirm Password should match.



User Action: Click **Proceed** to complete the user setup process.



User Action: User setup successfully completed. These login details can be used later to access services assigned to selected rôle.