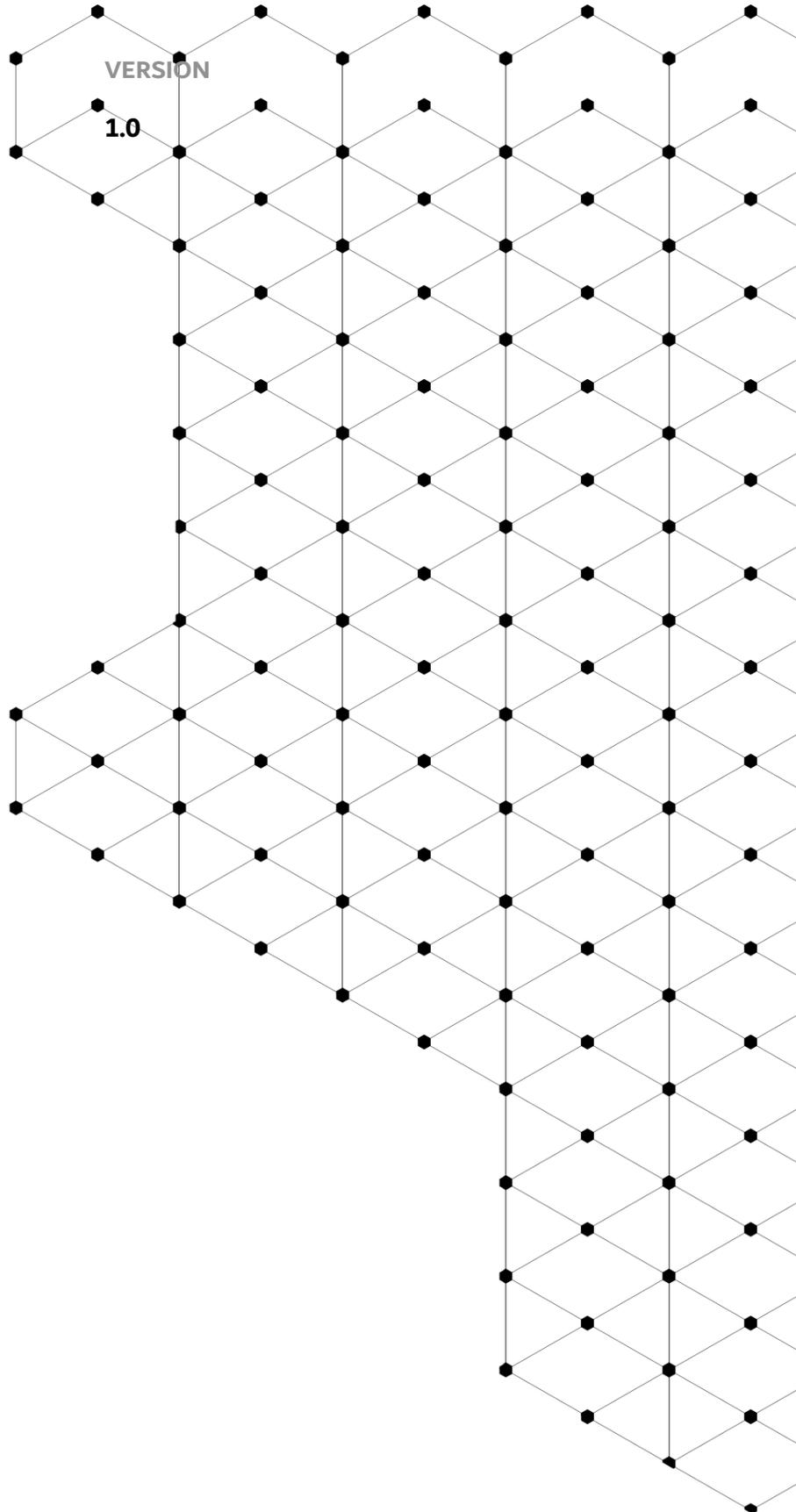


Manage Users – Block & Unblock User

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 block and unblock second admin or Contact Person for an existing organization BP using “Manage User” service.

1.1 Service features

1. Contact Person or Admin details be blocked and unblocked.
2. Email and SMS to trigger for successful change.
3. Tracking the application

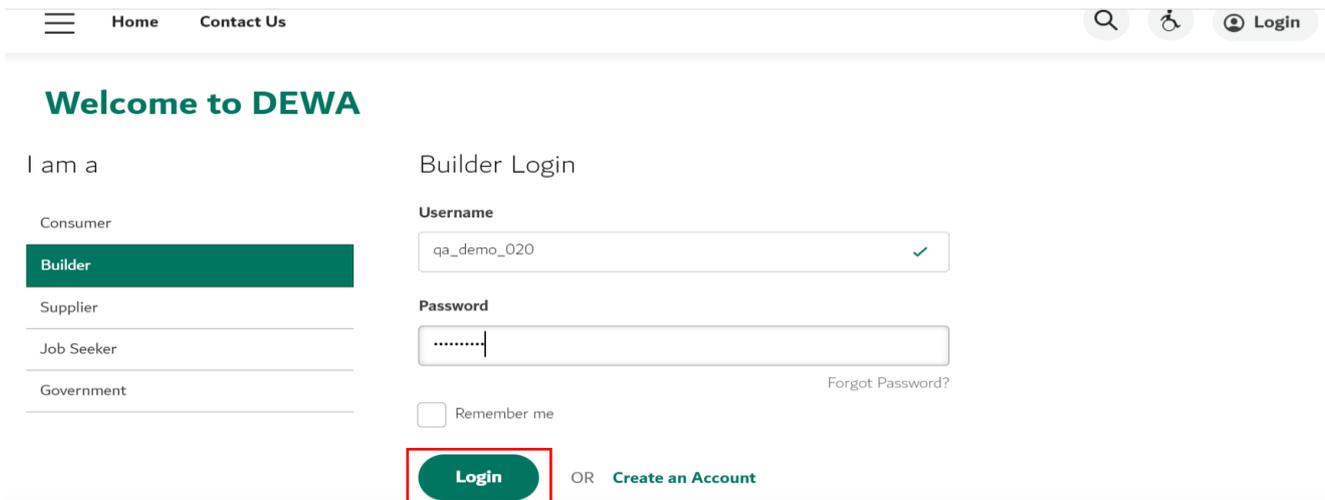
Please note the following:

- Consultant/Contractor should be enrolled, and admin credentials should be available with the user.
- Valid and active Emirates ID should be available to add new Contact Person or Admin.
- Upon blocking User will be locked, and relationship will be terminated of contact person and organization.
- Unblocking will involve approval workflow while blocking doesn't need any approvals.

1.2 How to request

Builder Portal URL : <https://crm.dewa.gov.ae/irj/portal/anonymous/mangusr>

1.2.1 Navigate to Builder login page



The screenshot shows the DEWA Builder Login page. At the top, there is a navigation bar with 'Home' and 'Contact Us' links, and a search icon, a accessibility icon, and a 'Login' button. Below the navigation bar, the heading 'Welcome to DEWA' is displayed. On the left, there is a section titled 'I am a' with a list of roles: Consumer, Builder (highlighted in green), Supplier, Job Seeker, and Government. On the right, there is a 'Builder Login' form with fields for 'Username' (containing 'qa_demo_020') and 'Password' (masked with dots). Below the password field, there is a 'Remember me' checkbox and a 'Forgot Password?' link. At the bottom of the form, there is a green 'Login' button (highlighted with a red box) and a link to 'Create an Account'.

User Action: Login via enrolled admin credentials

The screenshot shows the user dashboard with the following elements:

- Header: Government of Dubai and Dubai Electricity & Water Authority logos.
- Navigation: Home, Contact Us, Search, Accessibility, User Profile (ZULFIKAR SOMJI), and Logout.
- Menu: Dashboard, My Profile, and **Manage Users** (highlighted with a red box).
- Services:
 - Trending Services:** SOQOOR Programme (NEW), Building No Objection Certificate - Electricity/Water, Getting Electricity Connections, Infrastructure Projects No Objection.
 - NOC Services:** Building No Objection Certificate - Electricity/Water, Infrastructure Projects No Objection Certificate.
 - Water Network Services:** Getting Water Connections, Water Network Modification.

User Action: Click on **Manage Users** in highlighted bar.

1.2.2 Block User

The 'Manage Users' page includes the following components:

- Navigation: Dashboard, My Profile, and **Manage Users**.
- Section Header: **Manage Users**.
- Description: The Manage Users tab allows you to import or add a user, assign users to a Team, or change a user's role.
- Filters: Search (Search Users), Role (All), and Status (All).
- Action: **Add New User** button.
- Table:

| Contact Person | User ID | Role | Status | Action |
|---|-------------|----------------|--------|--------|
| ZULFIKAR SOMJI admin@jewel.com | QA_DEMO_020 | Administrator | Active | Edit |
| RAEF HAZEM ABDEL MAKSOU D EID raef@infasme.com | QA_DEMO_030 | Contact Person | Active | Edit |

User Action: Click (More) button to open pop-up menu under Action Column of selected contact person or admin.

Dashboard My Profile **Manage Users**

Manage Users

The Manage Users tab allows you to import or add a user, assign users to a Team, or change a user's role.

Search Role Status [Add New User](#)

| Contact Person | User ID | Role | Status | Action |
|--|-------------|----------------|--------|--|
| Z ZULFIKAR SOMJI admin@jewel.com | QA_DEMO_020 | Administrator | Active | Reset Password Block Edit |
| R RAEF HAZEM ABDEL MAKSOUDEID raef@infasme.com | QA_DEMO_030 | Contact Person | Active | Edit |

User Action: Click **Block** to initiate blocking of contact person.

Dashboard My Profile **Manage Users**

Block User [X]

Are you sure you want to block RAEF HAZEM ABDEL MAKSOUDEID for the user list?

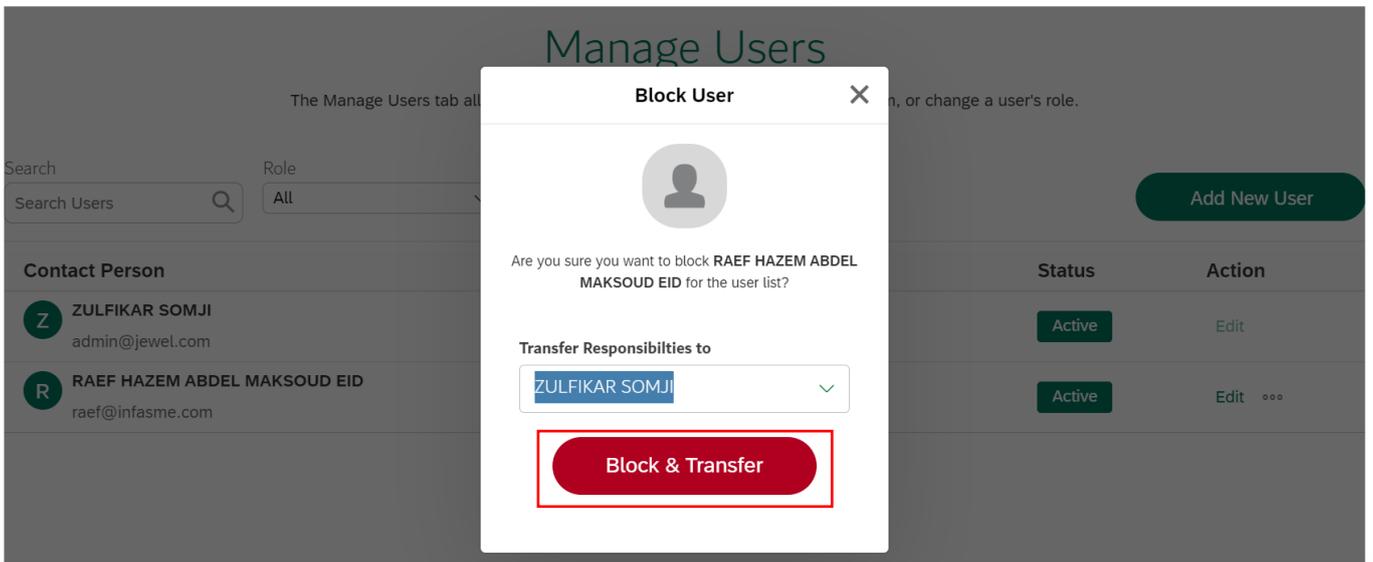
Transfer Responsibilities to

ZULFIKAR SOMJI

[Block & Transfer](#)

User Action: Select person to whom responsibilities (existing transactions) to be transferred before completing request for blocking.

[Dashboard](#)
[My Profile](#)
[Manage Users](#)



The Manage Users tab allows you to import or add a user, assign users to a Team, or change a user's role.

Search: Search Users

Role: All

Contact Person

- ZULFIKAR SOMJI (admin@jewel.com)
- RAEF HAZEM ABDEL MAKSOU EID (raef@infasme.com)

Block User

Are you sure you want to block RAEF HAZEM ABDEL MAKSOU EID for the user list?

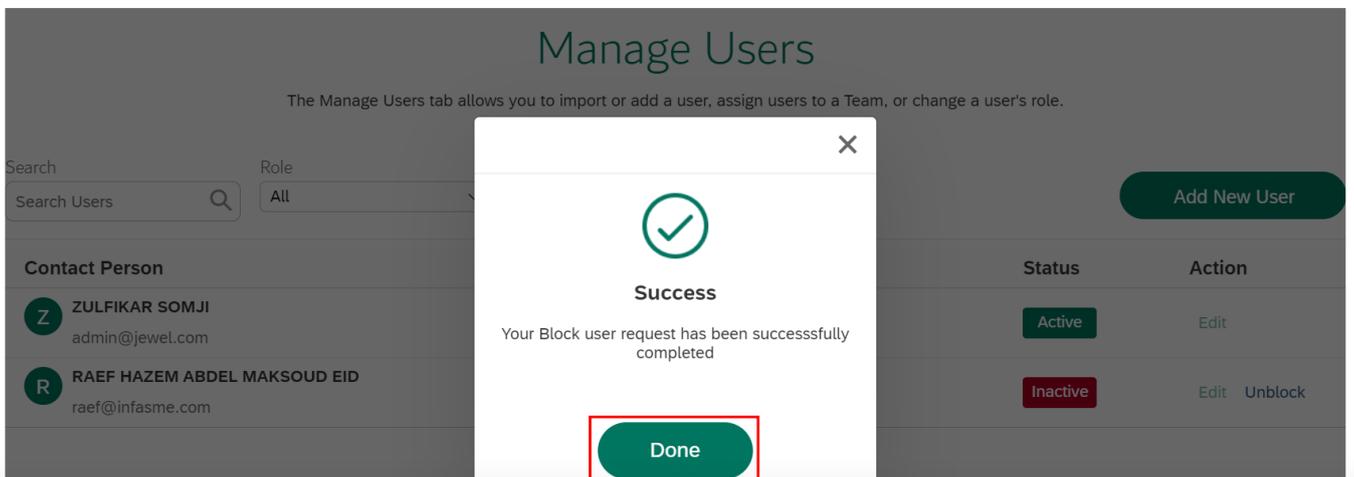
Transfer Responsibilities to: ZULFIKAR SOMJI

Block & Transfer

| Status | Action |
|--------|----------|
| Active | Edit |
| Active | Edit ... |

User Action: Click **Block & Transfer** after selection

[Dashboard](#)
[My Profile](#)
[Manage Users](#)



The Manage Users tab allows you to import or add a user, assign users to a Team, or change a user's role.

Search: Search Users

Role: All

Contact Person

- ZULFIKAR SOMJI (admin@jewel.com)
- RAEF HAZEM ABDEL MAKSOU EID (raef@infasme.com)

Success

Your Block user request has been successfully completed

Done

| Status | Action |
|----------|--------------|
| Active | Edit |
| Inactive | Edit Unblock |

User Action: User is successfully blocked . Click **Done** button.

[Dashboard](#) [My Profile](#) [Manage Users](#)

Manage Users

The Manage Users tab allows you to import or add a user, assign users to a Team, or change a user's role.

| Contact Person | User ID | Role | Status | Action |
|---|-------------|----------------|----------|--------------|
|  ZULFIKAR SOMJI admin@jewel.com | QA_DEMO_020 | Administrator | Active | Edit |
|  RAEF HAZEM ABDEL MAKSOU EID raef@infasme.com | QA_DEMO_030 | Contact Person | Inactive | Edit Unblock |

User Action: User will be displayed as **Inactive** in Display User List

1.2.2 Unblocking Contact person

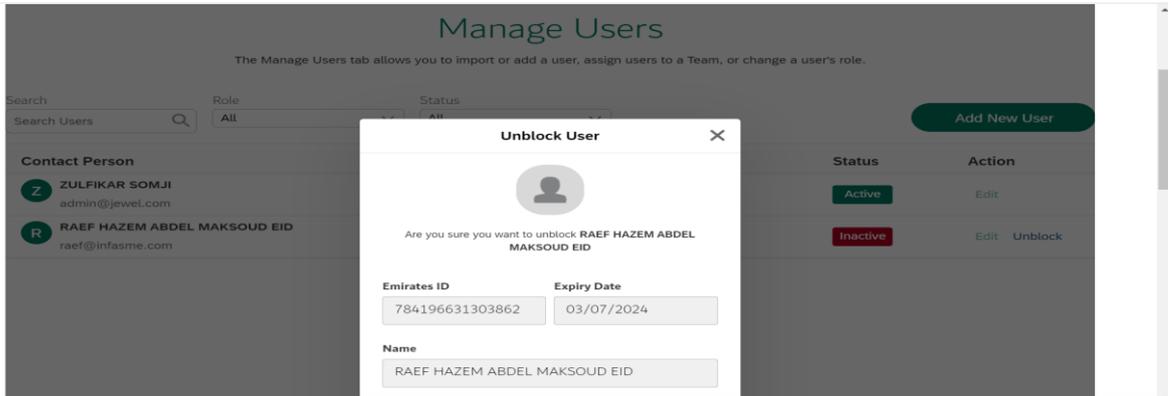
[Dashboard](#) [My Profile](#) [Manage Users](#)

Manage Users

The Manage Users tab allows you to import or add a user, assign users to a Team, or change a user's role.

| Contact Person | User ID | Role | Status | Action |
|---|-------------|----------------|----------|---------------------|
|  ZULFIKAR SOMJI admin@jewel.com | QA_DEMO_020 | Administrator | Active | Edit |
|  RAEF HAZEM ABDEL MAKSOU EID raef@infasme.com | QA_DEMO_030 | Contact Person | Inactive | Edit Unblock |

User Action: Choose **Unblock** button



User Action: Scroll down the pop-up window to attachments

RAEF HAZEM ABDEL MAKSOU EID

E-mail

raef@infasme.com

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

Mobile Number

+971
528818182

eg: 5XXXXXXX

Experience document (min 1 year supervision experience compliance)

Upload your File

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

User Action: Upload Mandatory attachments

Experience document (min 1 year supervision experience compliance)

Upload your File

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

PDF attachment 1.pdf **X**
1.326MB

Qualification Degree/Diploma

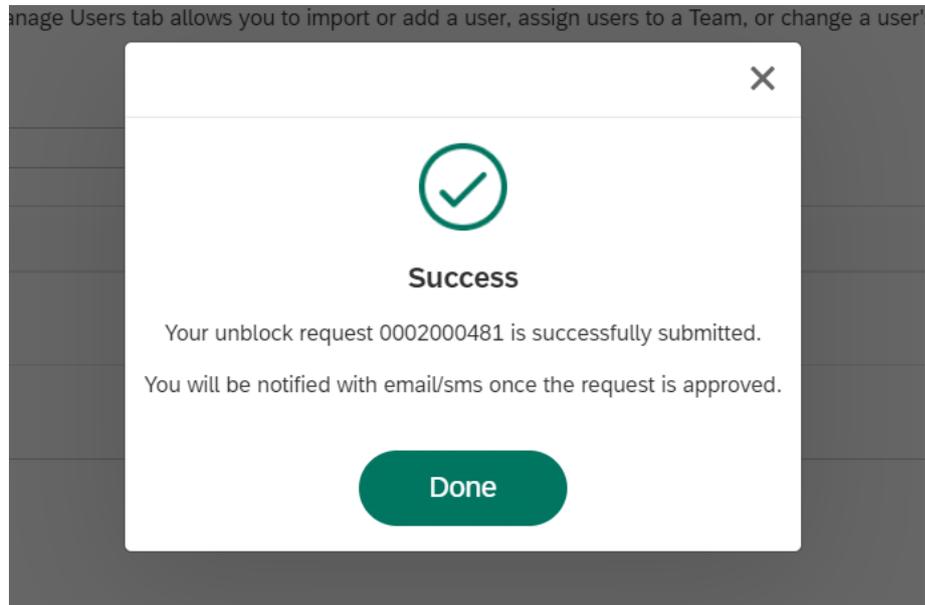
Upload your File

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

PDF attachment 1.pdf **X**
1.326MB

Cancel **Unblock**

User Action: Click on **Unblock**. Submission message will appear with unique reference number.

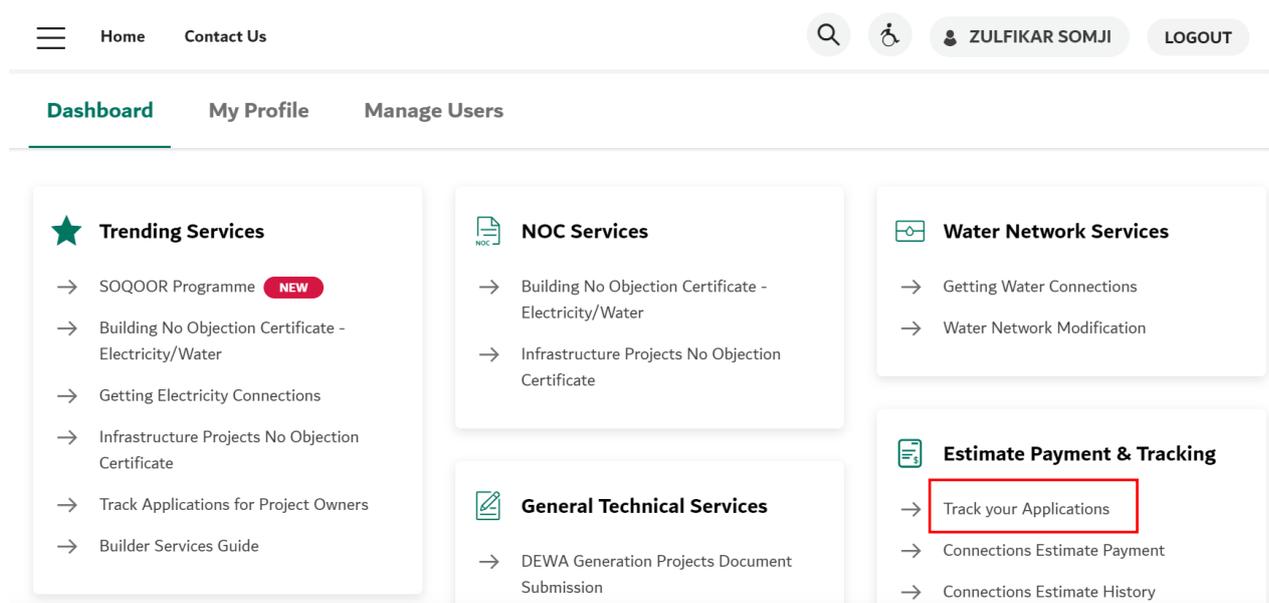


User Action: Submission message will appear with unique reference number as shown above. Click on **Done**.

Upon Submission of application:

- System will automatically send SMS & E-mail.
- Submitted application will undergo through approval process in DEWA.

1.2.3 Tracking Application



User Action: To check current status of application. Go to My Dashboard and click on [Track your Applications](#)

Note: Same service type will be selected to track Create User, Block & Unblock User and Unblock User Requests.

Track your Application

Search Criteria

Plot Number

Start Date

From Date To Date

--Select Service Type--
 --Select Service Type--
 Getting Electricity & Water Connections
 Network Modification - Electricity
 Network Modification -Water
 DRRG Solar NOC
 Building NOC-Electricity
 Building NOC-Water
 Fit Out Application
 Infrastructure NOC Application
 Infrastructure Projects Services
 One Step Getting Electricity
 Demolition NOC-Electricity
 Demolition NOC-Water
 Demolishing Permits - Electricity/Water
 Getting Solar Permits & Connections
 Technical Discussion Support
 Update Profile
Manage User Requests
 Project Owner Creation

Search

| Status | Submitt... | View Det... | Resubmit | HV Inspe... | LV Inspection | HV Trench Revision | SOQOOR Score |
|--------|------------|-------------|----------|-------------|---------------|--------------------|--------------|
| | | | | | | | |
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User Action: Expand the dropdown of “Select Service Type” and choose **Manage User Requests**.




Home Contact Us

🔍 ♿ 👤 ZULFIKAR SOMJI LOGOUT

Dashboard My Profile Manage Users

Track your Application

Search Criteria

Request No

Start Date

From Date To Date

Manage User Requests

*Please select Service type first

Search

User Action: Click on **Search** button

Track your Application

Search Criteria

Request No

Start Date From Date To Date

Manage User Requests

***Please select Service type first**

| Reques... | Name | Status | Submitted Date | View Details | Resubmit | ID Number | Request Category |
|------------|--------------------------------|-------------|----------------|----------------------|----------|-----------------|------------------|
| 0002000477 | RAEF HAZEM ABDEL MAKSOU EID | In Progress | 28.11.2023 | View | | 784196631303862 | Edit |
| 0002000479 | RAEF HAZEM ABDEL MAKSOU EID | In Progress | 28.11.2023 | View | | 784196631303862 | Unblock |

User Action: Submitted request status will be shown on screen.