

Update Profile - Contact Person Details and Change Password

**USER
MANUAL**

ISSUE DATE

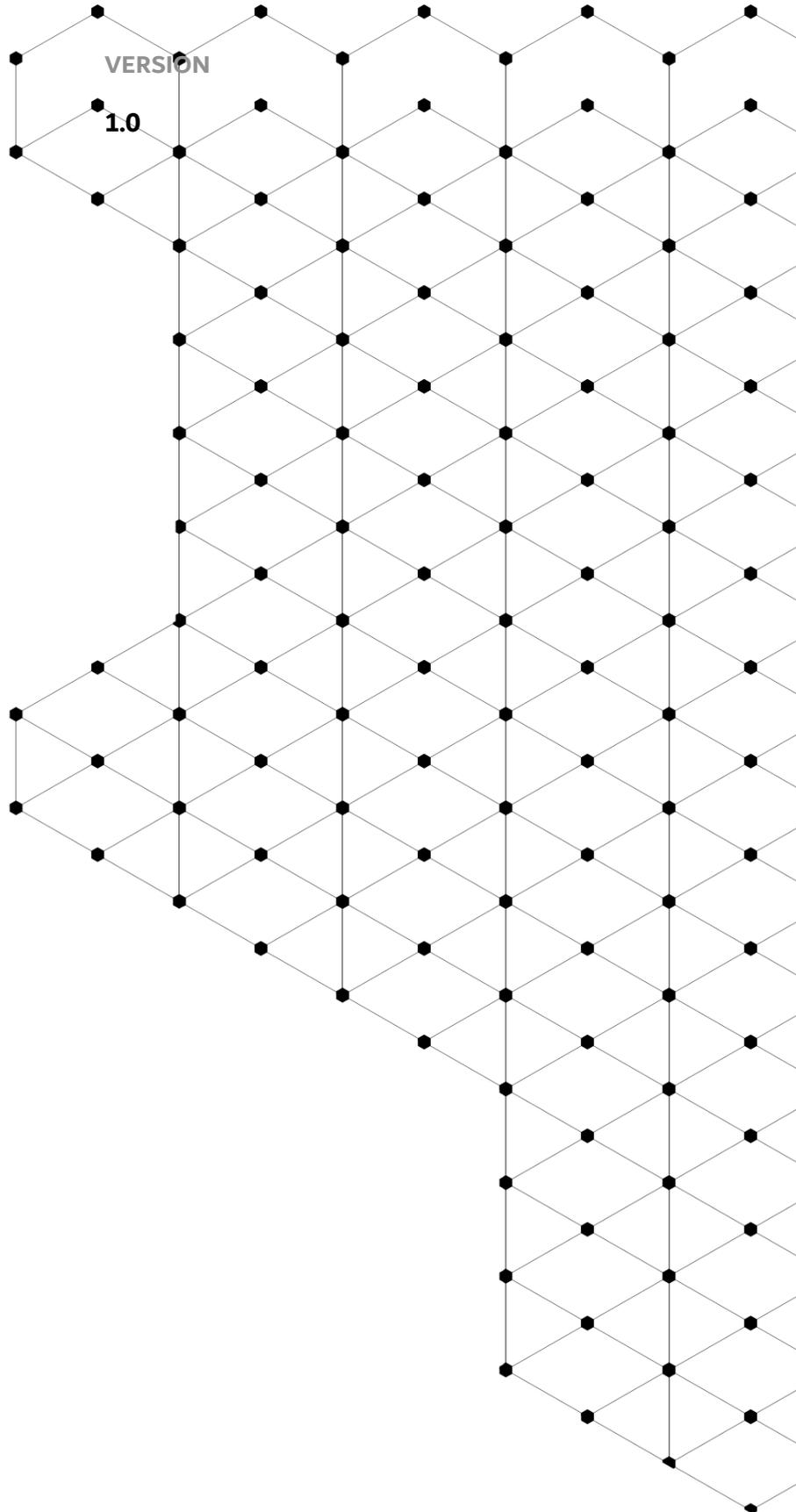
27 Nov 2023

REVISION DATE

28 Nov 2023

VERSION

1.0



Overview

The aim of this tutorial is to provide step by step guide on how to Update Contact Person Details and how to change password after logging in into e-service portal.

1.1 Service features

1. Builder login
2. Contact Person Profile Update
3. Contact Person Change Password

** User can use information form existing documents related to their enrolment to utilize change password service*

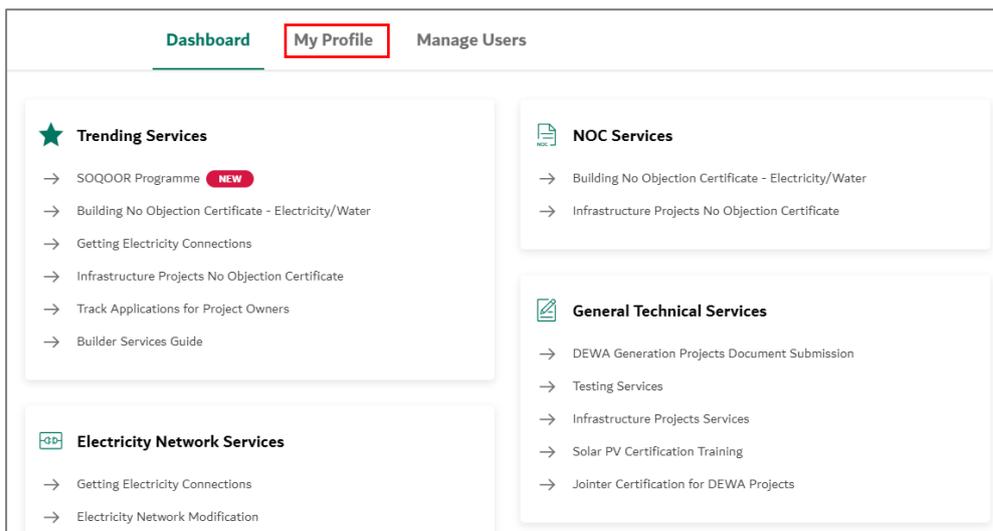
1.2 How to request

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

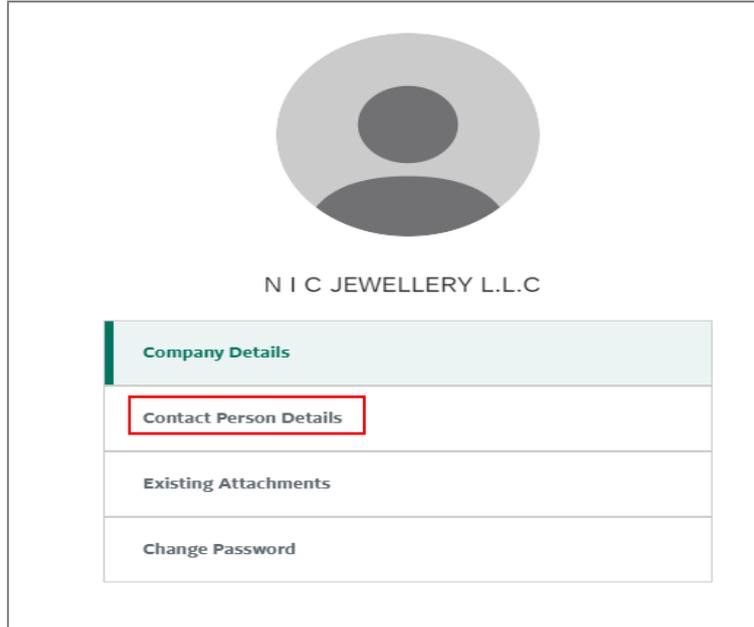
1.2.1 Navigate to Builder login page

User Action: Enter Username and Password.

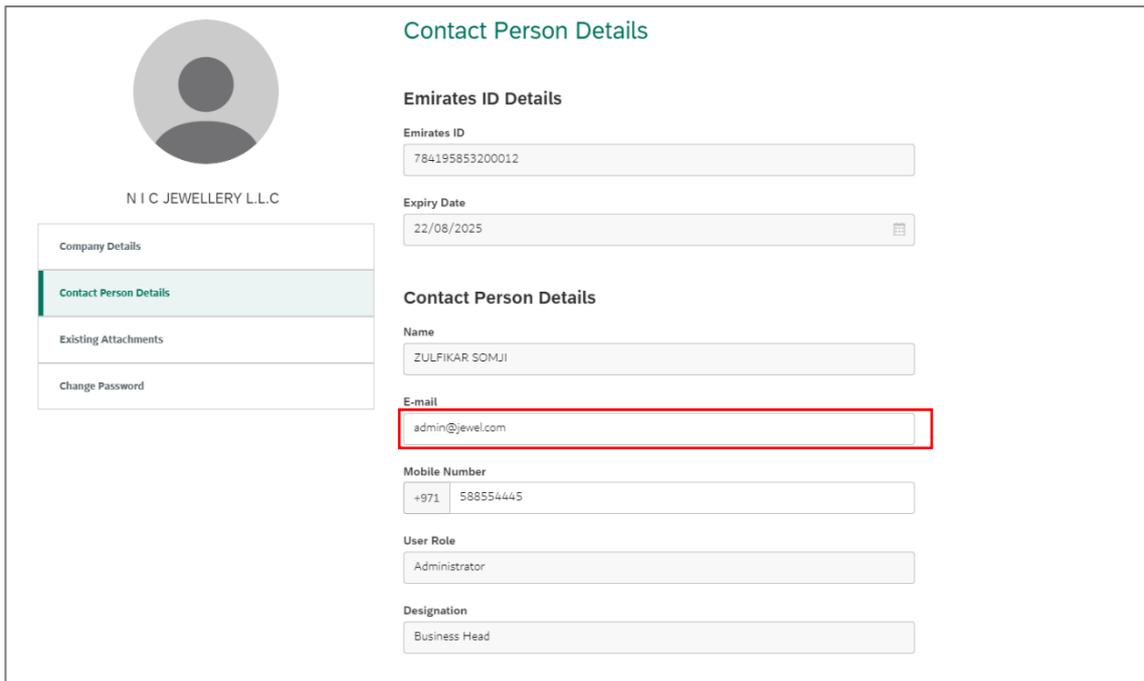
User Action: Click on **Login** Button.



User Action: Click on **My Profile** to view more details.



User Action: Select **Contact Person Details** in left tab.



User Action: Select on Email Field to update the email address.

Contact Person Details

Name
ZULFIKAR SOMJI

E-mail
adminzulfikar@jewel.com **Verify**

Mobile Number
+971 588554445

User Role
Administrator

Designation
Business Head

User Action: As soon as user changes email address, **Verify** button will be activated. Click on **Verify** button.

Verify Email



Please enter the 6-digit OTP sent to your e-mail ad*****@jewel.com

9 9 9 9 9 9

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

Verify

Designation

User Action: Enter OTP that is sent to your Email Address. Click on **Verify** button.

Contact Person Details

Name
ZULFIKAR SOMJI

E-mail
adminzulfikar@jewel.com

Mobile Number
+971 588554446

User Role
Administrator

Designation
Business Head

Submit

User Action: As soon as user changes Mobile Number, **Verify** button will be activated. Repeat the same steps for the Email address.

Contact Person Details

Name
ZULFIKAR SOMJI

E-mail
adminzulfikar@jewel.com

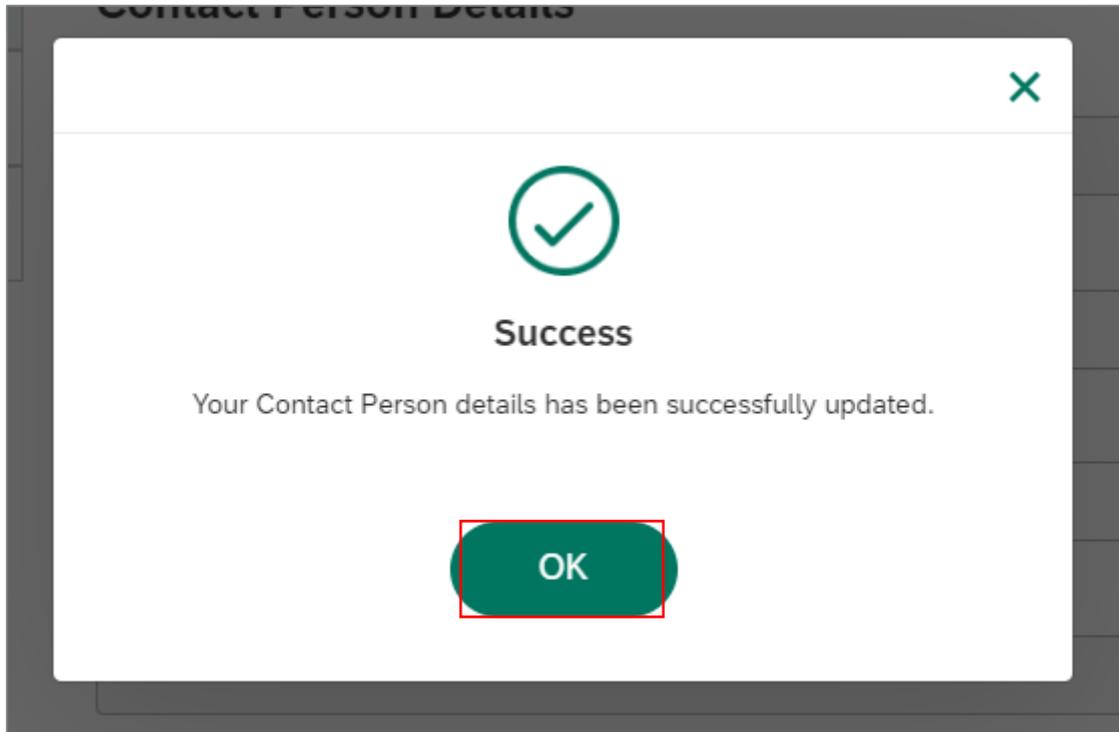
Mobile Number
+971 588554446

User Role
Administrator

Designation
Business Head

Submit

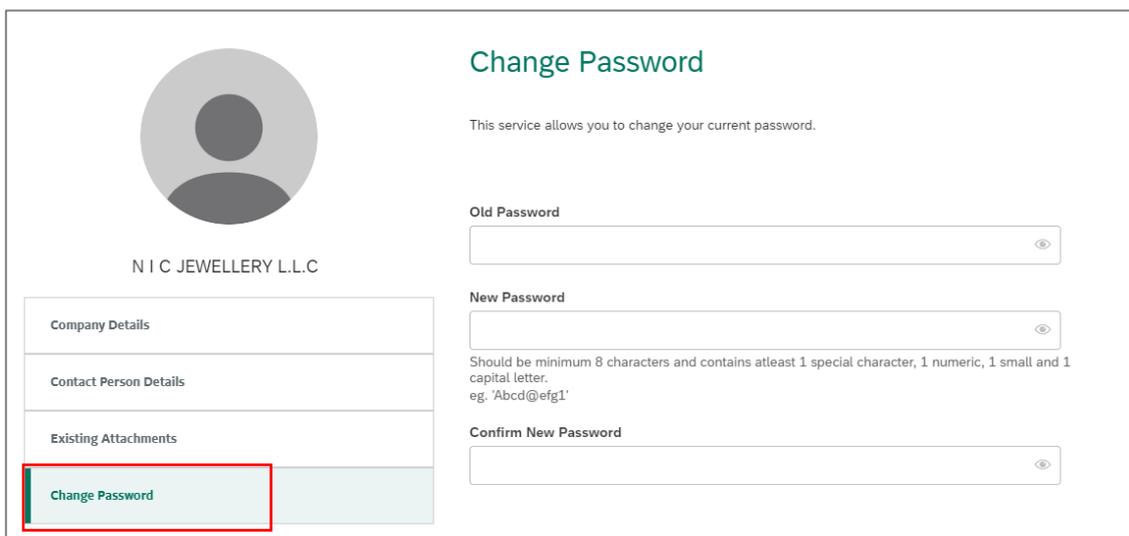
User Action: Finally submit the application by Clicking **Submit**



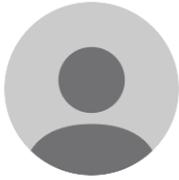
User Action: You will receive success message. Contact Person data is now successfully changed

1.2.2 Contact Person Change Password

Post Login, under My Profile services user has option of changing password for any security or personal reasons.



User Action: Select Change Password



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- Company Details
- Contact Person Details
- Existing Attachments
- Change Password**

Change Password

This service allows you to change your current password.

Old Password

New Password

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

Confirm New Password

User Action: Enter Old Password.

Change Password

This service allows you to change your current password.

Old Password

New Password

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

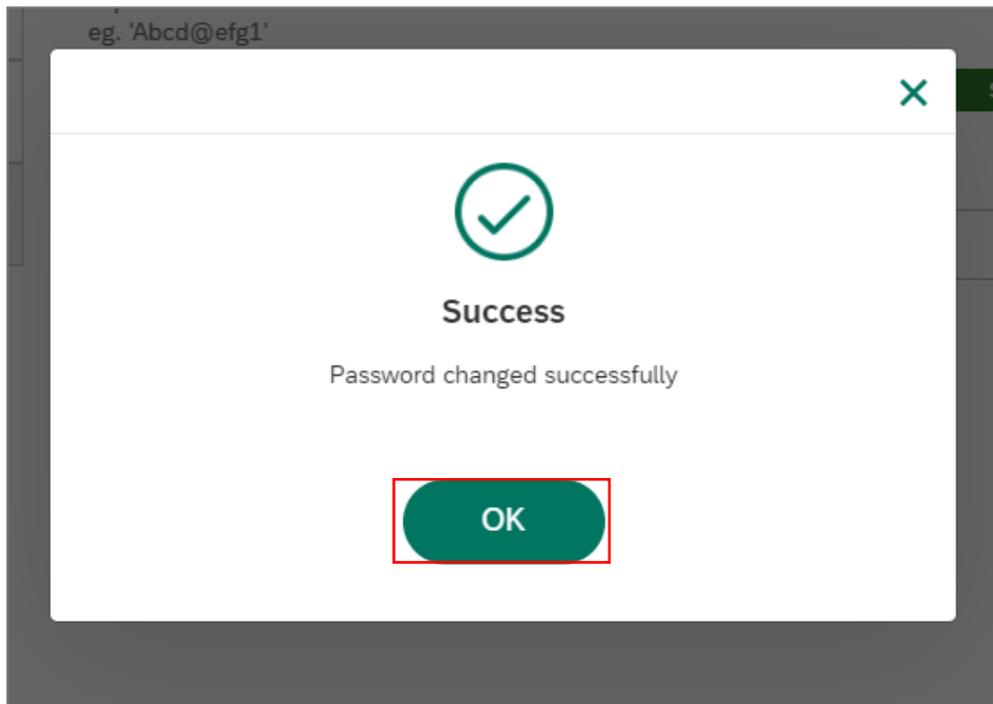
Confirm New Password

User Action: Enter New Password.

User Action: Enter Confirm New Password, Please make sure it matches with New Password. Then click on "Submit" button

The image shows two overlapping screenshots from a web application. The top screenshot is a modal titled "Verify Email" with a close button (X) in the top right corner. It features an envelope icon with a checkmark. The text reads: "Please enter the 6-digit OTP sent to your e-mail ad*****@jewel.com". Below this is a row of six input boxes, each containing the digit '9'. A timer indicates "This session will end in 9:48" and a link for "Resend" is provided. A red box highlights a green "Verify" button. The bottom screenshot is a "Change Password" form. It includes a "Designation" label, a description: "This service allows you to change your current password.", and three password fields: "Old Password", "New Password" (containing "SSimple@1234"), and "Confirm New Password". A green progress bar below the "New Password" field shows "Strong Password". A red box highlights a green "Submit" button.

User Action: Enter OTP received on either Mobile or Email.



User Action: Click Verify and your password will be changed successfully.

Builder Login

Username

qa_demo_020 ✓

Password

..... |

Forgot Password?

Remember me

Login OR **Create an Account**

User Action: Logout and Login with your New Password.

Dashboard My Profile Manage Users

- Trending Services**
 - SOQOOR Programme **NEW**
 - Building No Objection Certificate - Electricity/Water
 - Getting Electricity Connections
 - Infrastructure Projects No Objection Certificate
 - Track Applications for Project Owners
 - Builder Services Guide
- Electricity Network Services**
 - Getting Electricity Connections
 - Electricity Network Modification
 - Electricity Connection Cost Calculator
- NOC Services**
 - Building No Objection Certificate - Electricity/Water
 - Infrastructure Projects No Objection Certificate
- General Technical Services**
 - DEWA Generation Projects Document Submission
 - Testing Services
 - Infrastructure Projects Services
 - Solar PV Certification Training
 - Jointer Certification for DEWA Projects
- Water Network Services**
 - Getting Water Connections
 - Water Network Modification
- Estimate Payment & Tracking**
 - Track your Applications
 - Connections Estimate Payment
 - Connections Estimate History
- Useful Links & Guides**
 - DEWA Circulars & Regulations
 - Consultants & Contractors Guide
- Technical Discussion & Support**

User Action: You will be able to login with new password successfully.