

# Supplier User Management

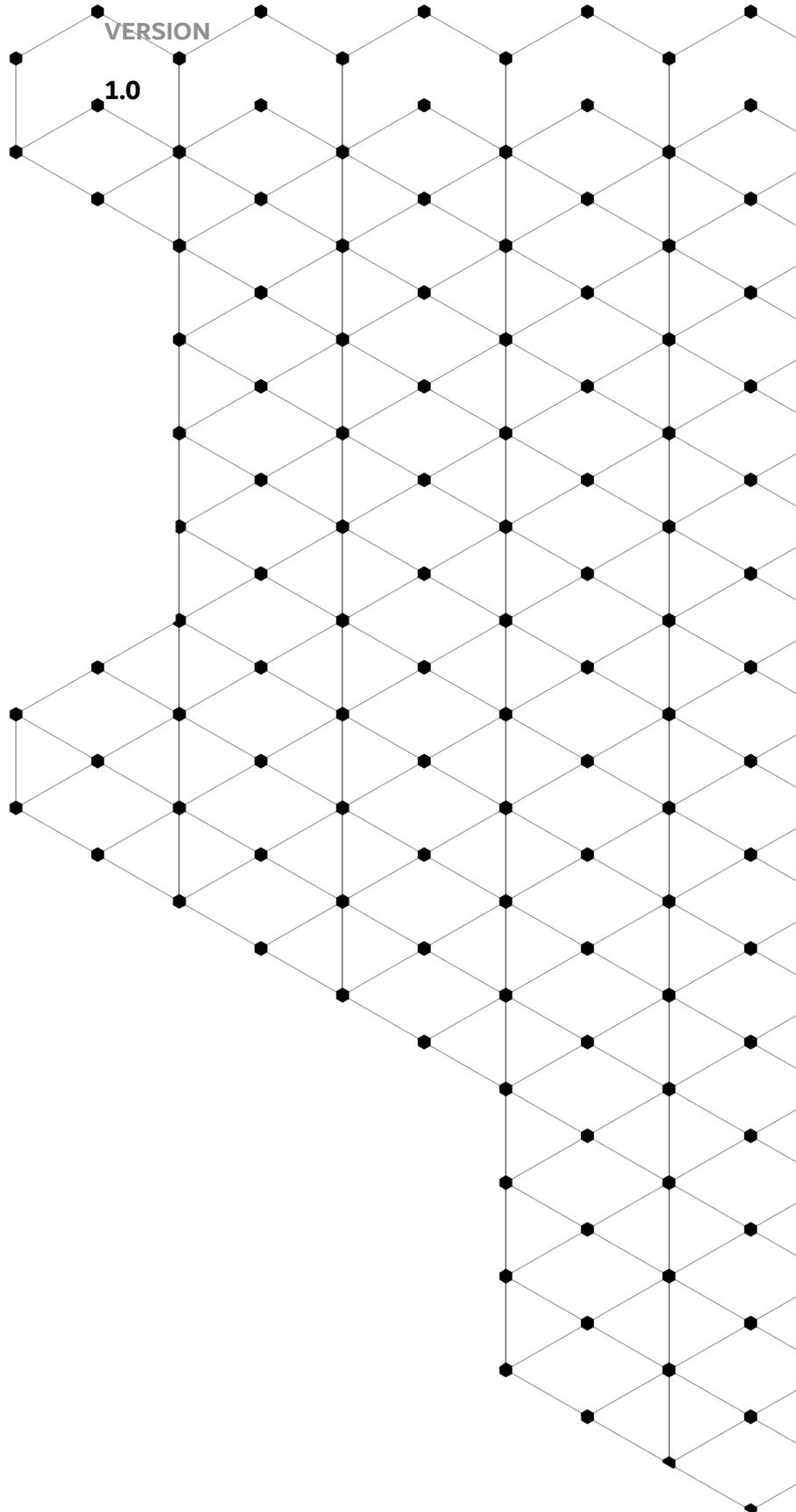
**USER  
MANUAL**

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## Overview

The aim of this Tutorial is to learn the Manage Users on supplier portal. This functionality allows us to display Existing Contact Person, you can Add New Contact Person / New User, Block / Unblock Existing Contact Person, Resetting Existing User Password And Add And Remove Role For User.

## 1.1 Service features

1. Dewa Website Navigation
2. Display Existing Contact Person and Customer Contact Person
3. Adding New Contact Person
4. Add / Remove Role for User
5. Adding New User ID to existing Contact Person
6. Block / Unblock existing Contact Person
7. Reset Existing User Password

## 1.2 How to request

### 1.2.1 DEWA Website Navigation And Supplier Login

User can use <https://www.dewa.gov.ae/en/supplier> to access the DEWA WEBSITE. You can Bookmark this page for future use.

The screenshot displays the DEWA website interface. At the top left is the Government of Dubai logo. The top right features the DEWA logo and name in Arabic and English. A navigation menu includes 'Home', 'Investor Relations', and 'EasyPay'. Utility icons for search, accessibility, Arabic language, and login are present. A yellow banner announces a system upgrade: 'Due to system upgrade, DEWA digital services will not be available from Thursday 30th November 2023 9:00 PM till Monday 4th December 2023 6:00 AM'. The main content area features a large green banner for the 'DEWA Smart App' with the text 'A Seamless Digital Experience with DEWA Smart App' and 'NEW LOOK ENHANCED FEATURES'. The bottom navigation bar includes 'Services', 'Locations', 'Contact Us', 'Chat With RAMMAS', and 'TRY RAMMAS Powered by ChatGPT BETA'.



Government of Dubai and DEWA logos at the top.

Navigation icons: Consumer, Builder, Partner, **Supplier** (highlighted with a red box), Student.

**Trending Services**

- Bill Payment
- Request for Activation of Electricity/Water (Move-in)
- Attending Technical Notifications – Electricity/Water (Smart Damages)

**Supply Management**

- Request for Activation of Electricity/Water (Move-in)
- Request for Deactivation of Electricity/Water (Move-out)
- Transfer of Electricity/Water (Move-to)

**Consumption Management**

- Smart Living **NEW**
- Request for Consumption Verification - Electricity/Water
- Compare Multiple Accounts

**User Action:** Scroll down and click on **Supplier** to access the supplier portal.

Government of Dubai and DEWA logos at the top.

**Main Services**

- **Register New Vendor** (highlighted with a red box)
- Open Tender
- Procurement
- RFX & Auction
- Purchase Order Collaboration

**Support Services**

- Submission of Generation Projects Documents
- Suggestions & Complaints

**Useful Links & Guides**

- Frequently Asked Questions & Tutorial Videos
- New Vendor Registration Guide
- Update Vendor Profile Guide
- Suppliers code of Conduct & Ethics
- RFX & Quotation Submission for Contracts Section
- RFX & Quotation Submission for Local Purchase Section

**User Action:** Scroll down and Click on **Register New Vendor** Service to register new vendor

Home Contact Us

## Welcome to DEWA

I am

- Consumer
- Builder
- Supplier**
- Job Seeker
- Government

### Supplier Login

Username: 224476 ✓

Password: .....

Forgot Password?

Remember me

**Login** OR [Create an Account](#)

**User Action:** Enter your user Log in Details and click on **Login**

### 1.2.2 Display Existing Contact Person and Customer Contact Person

On clicking **Manager Users** tab you will find existing contact person and customer as per below screenshot.

Home Contact Us

224476 LOGOUT

- Dashboard**
- Company Profile
- My Profile
- Manage Users**

#### Main Services

- Vendor Training
- Track Application

#### Support Services

- Submission of Generation Projects Documents
- Suggestions & Complaints

#### Useful Tools Guides

- Supplier FAQ's
- New Vendor Registration Guide
- Update Vendor Profile
- Update Vendor Bank Details
- RFx and Quotation submission for

Services

Locations Contact Us Chat With RAMMAS

**User Action:** You can click on the **Manage Users** tab.

**Dashboard**   **Company Profile**   **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 Users  Last Active: All Role: All Status: All [Add New Contact Person](#)

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
 <b>C</b> CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...
 <b>R</b> Rashid Khan RASHID@HINDALCO.COM	2			Active	...
 <b>R</b> Rehman Ali REHMAN@ALI.COM	1			Active	...
 <b>A</b> AW AS ASD@GOV.AE	2			Active	...
 <b>A</b> ASD AS AS@GOV.AE	1			Active	...

**User Action:** Click on existing Contact Person button to check existing 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 Users  Last Active: All Role: All Status: All [Add New Contact Person](#)

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
 <b>C</b> CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...
<b>2</b> 224476_42			PROCUREMENT,BIDDER,GIS	Active	...
<b>2</b> 224476_43			BIDDER	Active	...
 <b>R</b> Rashid Khan RASHID@HINDALCO.COM	2			Active	...
 <b>R</b> Rehman Ali REHMAN@ALI.COM	1			Active	...

**User Action:** User can check Existing Users now

### 1.2.3 Adding New Contact Person

After Log in to vendor, on clicking **Manager User** tab you will find existing contact person and customer.

The screenshot shows a vendor dashboard with a navigation menu at the top. The 'Manage Users' tab is highlighted with a red box. Below the navigation, there are three main service categories: Main Services, Support Services, and Useful Tools Guides. At the bottom right, there are links for Locations, Contact Us, and a chat icon for RAMMAS.

**User Action:** You can click on **Manage Users** tab.

#### 1.2.3.1 Add Contact Person With Emirates ID

The screenshot shows the 'Manage Users' page. At the top, there is a search bar and three dropdown menus for 'Last Active', 'Role', and 'Status'. A red box highlights the 'Add New Contact Person' button. Below this, there is a table listing existing contact persons with their details and actions.

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...
Rashid Khan RASHID@HINDALCO.COM	2			Active	...
Rehman Ali REHMAN@ALI.COM	1			Active	...
AW AS ASD@GOV.AE	2			Active	...

**User Action:** You can click on **Add New Contact Person** button to add new Contact Person.

**User Action:** Enter Emirates ID and Expiry Date for Contact Person and click on **Search** button to fetch Contact Person data.

**User Action:** Add Contact Person Contact email address and Mobile Number.

**User Action:** Select User Role for Contact Person from user role list.

E-mail  
emad@smart.com

Mobile Number  
+971 577737728  
eg: 5XXXXXXX

User Role  
SITE CONSULTANT x

- ADMIN
- BIDDER
- GIS
- PROCUREMENT
- SITE CONSULTANT

**User Action:** You can select single or multiple role for Contact Person. For example, **Site Consultant**.

**Note -** GIS roll allow access to submit as is build drawing on supplier portal.

E-mail  
emad@smart.com

Mobile Number  
+971 577737728  
eg: 5XXXXXXX

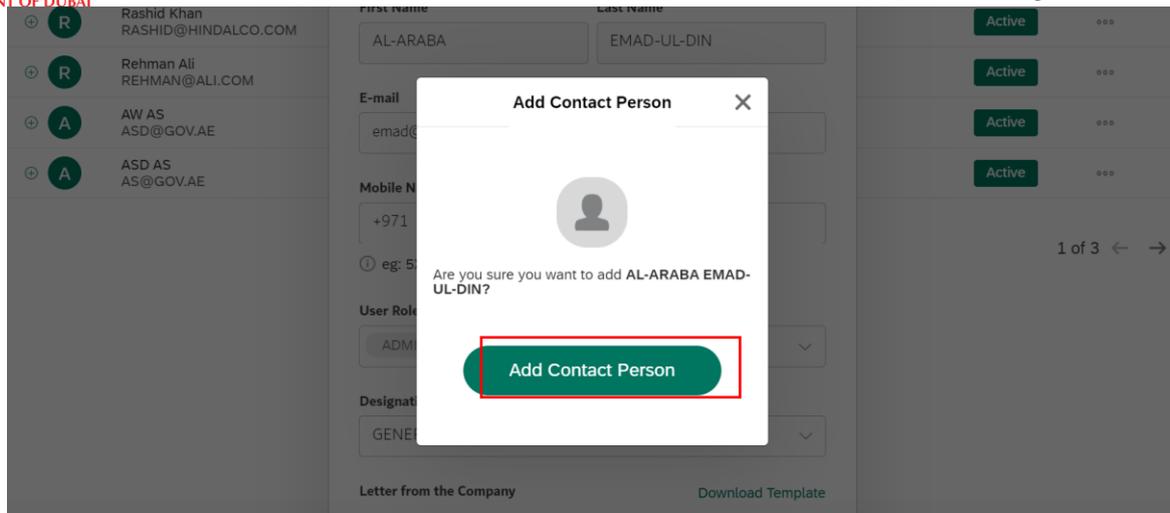
User Role  
SITE CONSULTANT x

Designation  
GENERAL MANAGER

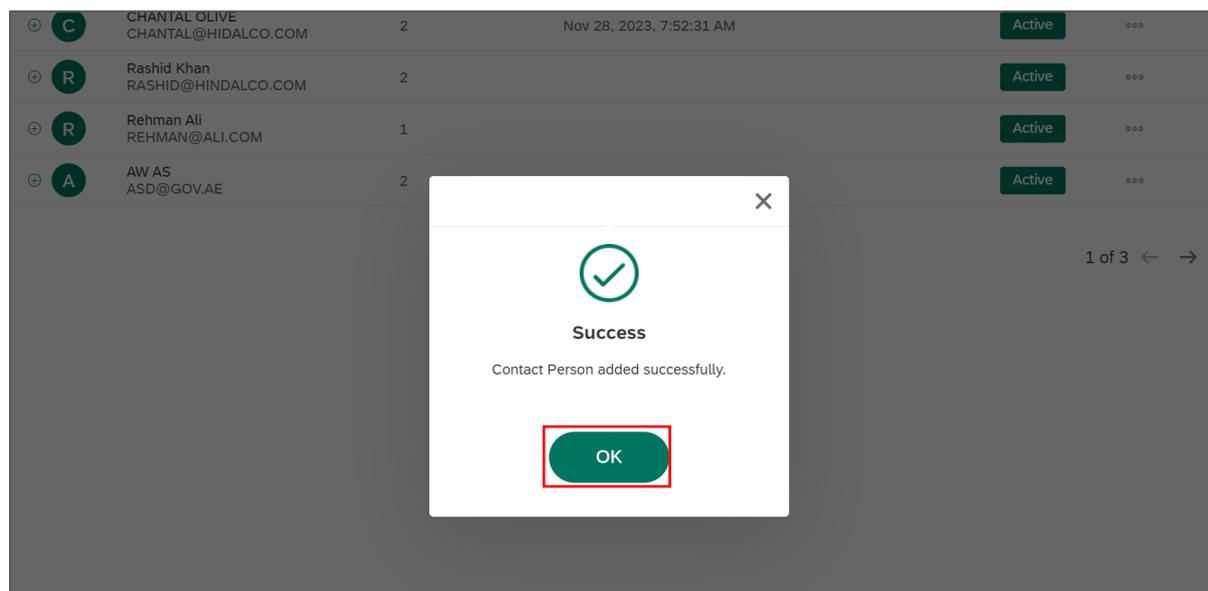
Submit

**User Action:** Select Designation for Contact Person from the list. For example, General Manager is Selected.

**User Action:** Verify entered details and click on **Submit** button to add new Contact Person



**User Action:** Click on **Add Contact Person** button and you will get successful addition message.



**User Action:** You will get successful addition message. Click on **ok** to confirm. Contact person will receive an email to set the password.



### 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.

Last Active:

Status:

Role:

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<span style="border: 1px solid red; padding: 2px;">A</span> AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
<span style="border: 1px solid red; padding: 2px;">C</span> CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...
<span style="border: 1px solid red; padding: 2px;">R</span> Rashid Khan RASHID@HINDALCO.COM	2			Active	...
<span style="border: 1px solid red; padding: 2px;">R</span> Rehman Ali REHMAN@ALI.COM	1			Active	...

**User Action:** Click on newly added contact person to check the created user id.

### 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.

Last Active:

Status:

Role:

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<span style="border: 1px solid red; padding: 2px;">A</span> AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
<span style="border: 1px solid red; padding: 2px;">2</span> 224476_44			SITE CONSULTANT	Active	...
<span style="border: 1px solid red; padding: 2px;">C</span> CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...
<span style="border: 1px solid red; padding: 2px;">R</span> Rashid Khan RASHID@HINDALCO.COM	2			Active	...
<span style="border: 1px solid red; padding: 2px;">R</span> Rehman Ali				Active	...

**User Action:** You can see that check user id 224476\_44 is created with Site Consultant role

### 1.2.3.2 Add Contact Person Using Passport Details

### 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.

Last Active:

Status:

Role:

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<span style="border: 1px solid red; padding: 2px;">A</span> AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
<span style="border: 1px solid red; padding: 2px;">2</span> 224476_44			SITE CONSULTANT	Active	...
<span style="border: 1px solid red; padding: 2px;">C</span> CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...
<span style="border: 1px solid red; padding: 2px;">R</span> Rashid Khan RASHID@HINDALCO.COM	2			Active	...

**User Action:** Click on **Add New Contact Person**

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

Search Users

Last Active: All

Status: All

Contact Person / User ID
AL-ARABA EMAD-UL-DIN EMAD@SMART.COM
224476_44
CHANTAL OLIVE CHANTAL@HIDALCO.COM
Rashid Khan RASHID@HINDALCO.COM
Rehman Ali REHMAN@ALI.COM
AW AS ASD@GOV.AE

### Add Contact Person

Do you have Emirates Id?  
 Yes  No

Passport Number

Passport Issue Date:  | Passport Expiry Date:

First Name:  | Last Name:

E-mail:

Mobile Number:

Add New Contact Person

Status	Action
Active	...

**User Action:** Select Radio Button “No” to add Passport Details. Enter **Passport Number** and Select **Passport Issue Date & Passport Expiry Date**.

Contact Person / User ID	Passport Number	Status	Action
AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	WHDT1534	Active	...
224476_44		Active	...
CHANTAL OLIVE CHANTAL@HIDALCO.COM		Active	...
Rashid Khan RASHID@HINDALCO.COM		Active	...
Rehman Ali REHMAN@ALI.COM		Active	...
AW AS ASD@GOV.AE		Active	...

Passport Number:

Passport Issue Date:  | Passport Expiry Date:

First Name:  | Last Name:

E-mail:

Mobile Number:

eg: 5XXXXXXX

User Role:

Designation:

**User Action:** Enter First Name and Last Name of Contact Person and pass Email address of Contact Person.

**User Action:** Enter Mobile Number of Contact Person.

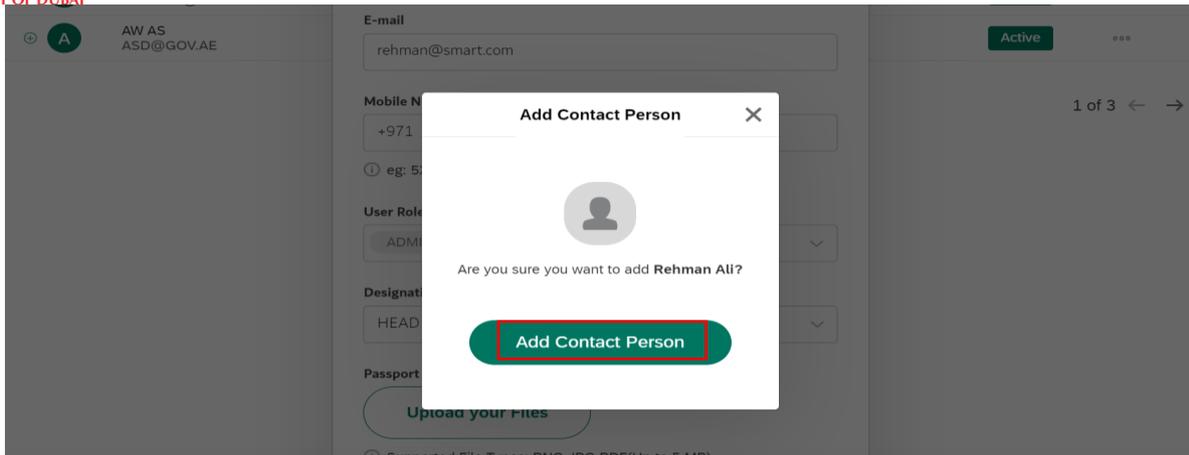


**User Action:** Select **User Role** from User list. For example, selected multiple roles like Bidder, Procurement.

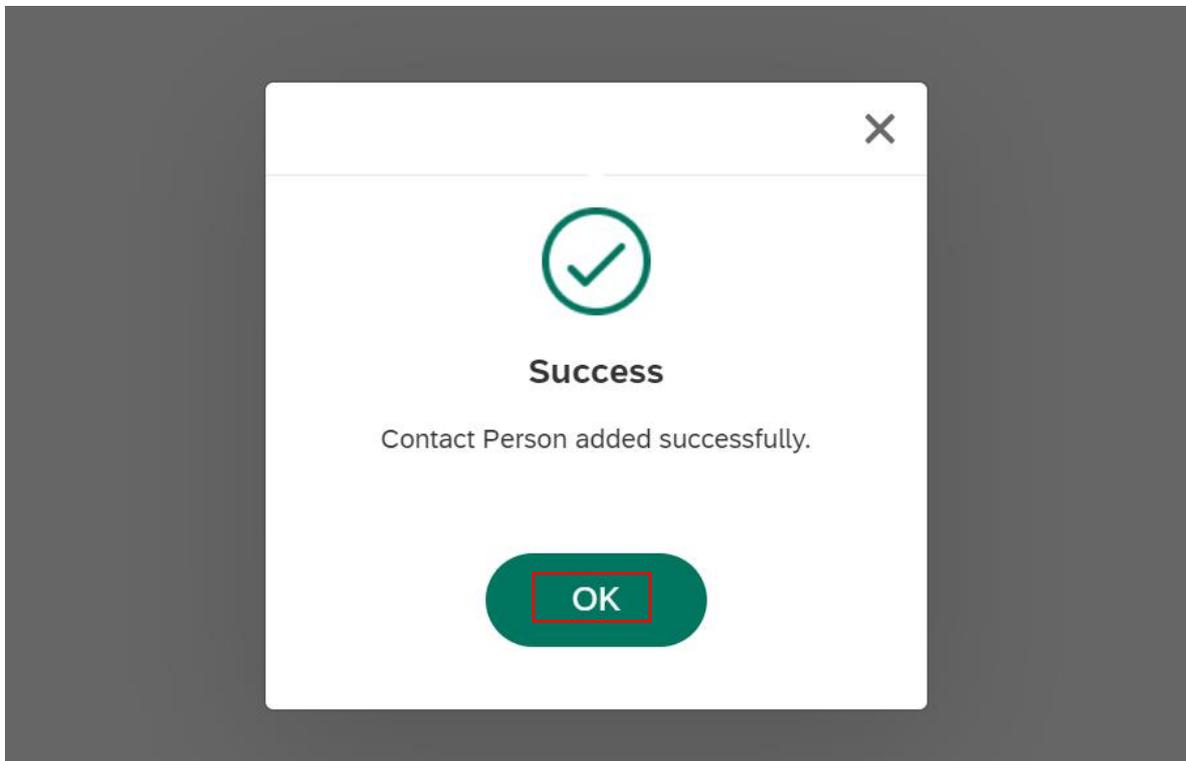
**Note -** GIS roll allow access to submit as is build drawing on supplier portal.

**User Action:** Select Designation for Contact Person from designation list. For example, Head of Personnel.

**User Action:** Click on **Upload Your Files** button to upload passport proof & Click on **Submit** button to add Contact Person.



**User Action:** Click on **Add Contact Person** button and you will get successful addition message.



**User Action:** You will get successful addition message. Click on **ok** to confirm.

**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.

Last Active

All

Role

All

Status

All

Add New Contact Person

	Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<input type="radio"/>	<b>R</b> Rehman Ali REHMAN@SMART.COM	1			Active	...
<input type="radio"/>	<b>A</b> AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
<input type="radio"/>	<b>C</b> CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...

**User Action:** Click on newly added contact person to check the created user id.

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

Search Users  Last Active: All Role: All

Status: All

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
R Rehman Ali REHMAN@SMART.COM	1			<input type="button" value="Active"/>	...
2 224476_45			PROCUREMENT,BIDDER	<input type="button" value="Active"/>	...
A AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			<input type="button" value="Active"/>	...
C CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		<input type="button" value="Active"/>	...

**User Action:** You can check user id 224476\_45 is created with Procurement and Bidder Role.

### 1.2.3.3 Edit Contact Person

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

Search Users  Last Active: All Role: All

Status: All

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
R Rehman Ali REHMAN@SMART.COM	1			<input type="button" value="Active"/>	...
A AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			<input type="button" value="Active"/>	...
C CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		<input type="button" value="Active"/>	...
R Rashid Khan RASHID@HINDALCO.COM	2			<input type="button" value="Active"/>	...
R Rehman Ali REHMAN@ALI.COM	1			<input type="button" value="Active"/>	...

**User Action:** Click on button to edit / block user.

**Information:** You can only edit few fields as below:

- **Display Fields:**
  - a. Radio Button selection for Emirate ID
  - b. First Name and Last Name
- **Editable fields**
  - a. Email
  - b. Mobile Number

c. Designation

The screenshot shows a user profile update form. The fields are as follows:

- First Name:** Rehman
- Last Name:** Ali
- E-mail:** ABCD@DEWA.COM
- Mobile Number:** +971 587387439
- Designation:** DIRECTOR

An **Update** button is located at the bottom of the form.

**User Action:** You can update email ID, Mobile Number, Designation as updated in above screenshot and click on **Update** button

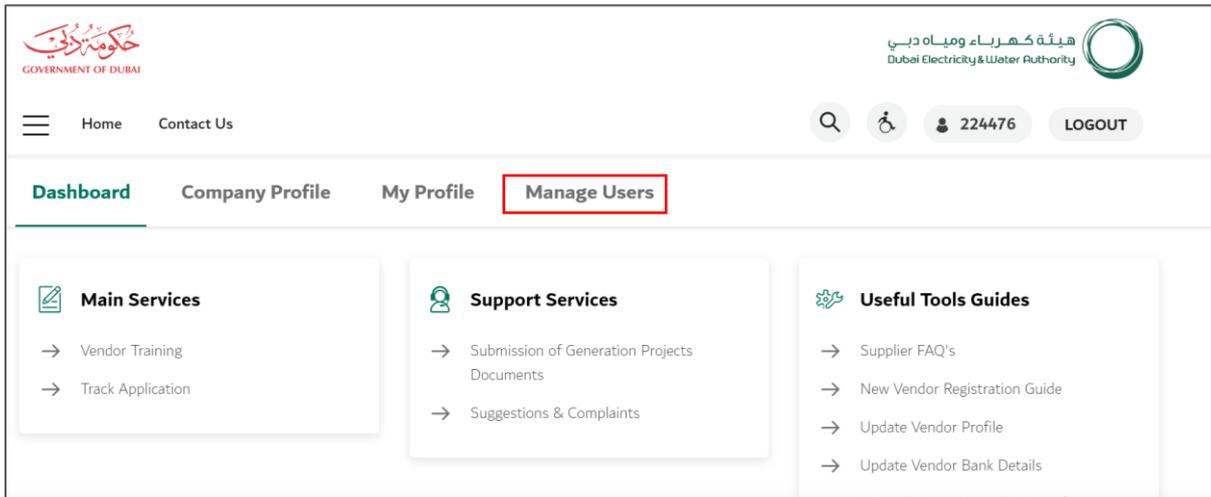
Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
R Rehman Ali REHMAN@SMART.COM	1			Active	...
A AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
C CHANTAL OLIVE CHANTAL@HIDALCO.COM	2			Active	...
R Rashid Khan RASHID@HINDALCO.COM	2			Active	...
R Rehman Ali ABCD@DEWA.COM	1			Active	...

  
**Success**  
 Contact Person updated successfully  
OK

**User Action:** You will get success message as above. Click on **OK** button.

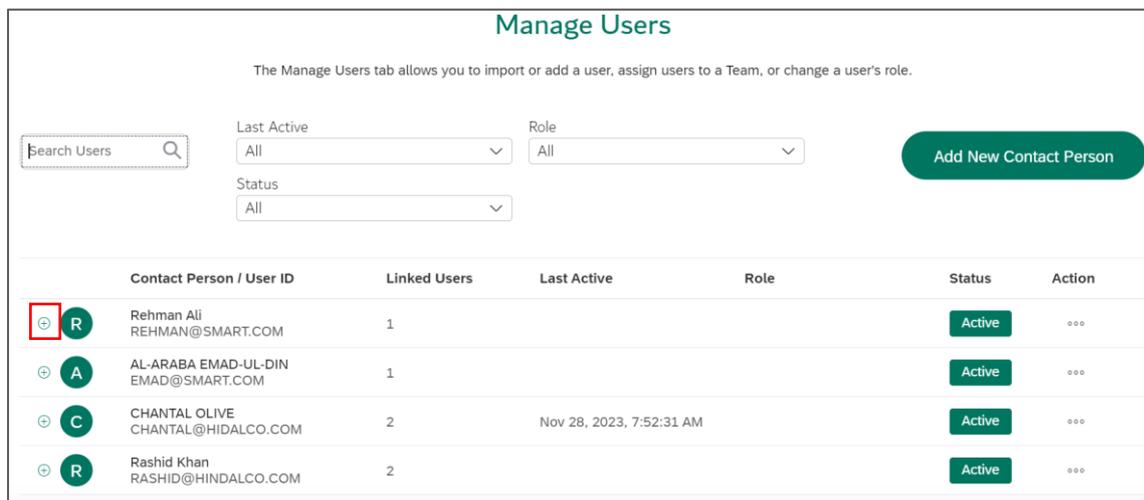
## 1.2.4 Add / Modify Role For User

After Log in to vendor, on clicking **Manager User** tab you will find existing contact person and customer.



**User Action:** You can click on **Manage Users** tab.

### 1.2.4.1 Add New Role For User



**User Action:** Click on Contact person to display list of user and their assigned roles.

### 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.

Last Active: All

Status: All

Role: All

[Add New Contact Person](#)

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">R</span> </div> <div> <p>Rehman Ali REHMAN@SMART.COM</p> </div> </div>	1			<span style="background-color: #28a745; color: white; padding: 2px 5px;">Active</span>	<span style="border: 1px solid red; padding: 2px;">...</span>
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">2</span> </div> <div> <p>224476_45</p> </div> </div>			PROCUREMENT,BIDDER	<span style="background-color: #28a745; color: white; padding: 2px 5px;">Active</span>	...
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">A</span> </div> <div> <p>AL-ARABA EMAD-UL-DIN EMAD@SMART.COM</p> </div> </div>	1			<span style="background-color: #28a745; color: white; padding: 2px 5px;">Active</span>	...

**User Action:** Click on edit option to add new role for user.

**User Action:** Click on user role button to add new role.

**User Action:** Select New role for user (you can select one or multiple role for a user). For example, SITE CONSULTANT is selected.



**User Action:** Click on update button to add new role.

**User Action:** Click on OK button.

### 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.

Last Active:

Status:

Role:

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
Rehman Ali REHMAN@SMART.COM	1			<input type="button" value="Active"/>	...
224476_45			SITE CONSULTANT,PROCUREMENT,BIDDER	<input type="button" value="Active"/>	...
AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			<input type="button" value="Active"/>	...

**User Action:** You can check that user has added with new role as per above screenshot.

### 1.2.4.2 Remove Role For User

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

Search Users  Last Active: All Role: All Status: All Add New Contact Person

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
Rehman Ali REHMAN@SMART.COM	1			Active	...
224476_45			SITE CONSULTANT,PROCUREMENT,BIDDER	Active	...
AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...

**User Action:** Click on Contact person to display list of user and their assigned roles.

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

Search Users  Last Active: All Role: All Status: All Add New Contact Person

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
Rehman Ali REHMAN@SMART.COM	1			Active	...
224476_45			SITE CONSULTANT,PROCUREMENT,BIDDER	Active	...
AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...
Rashid Khan RASHID@HINDALCO.COM	2			Active	...

**User Action:** Click on edit button to remove the user existing role.

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

Search Users  Last Active: All Role: All Status: All Add New Contact Person

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
Rehman Ali REHMAN@SMART.COM	1			Active	...
224476_45			SITE CONSULTANT,PROCUREMENT,BIDDER	Active	...
AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...
Rashid Khan RASHID@HINDALCO.COM	2			Active	...
Rehman Ali ABCD@DEWA.COM	2			Active	...

**Edit User** ✕

User Role

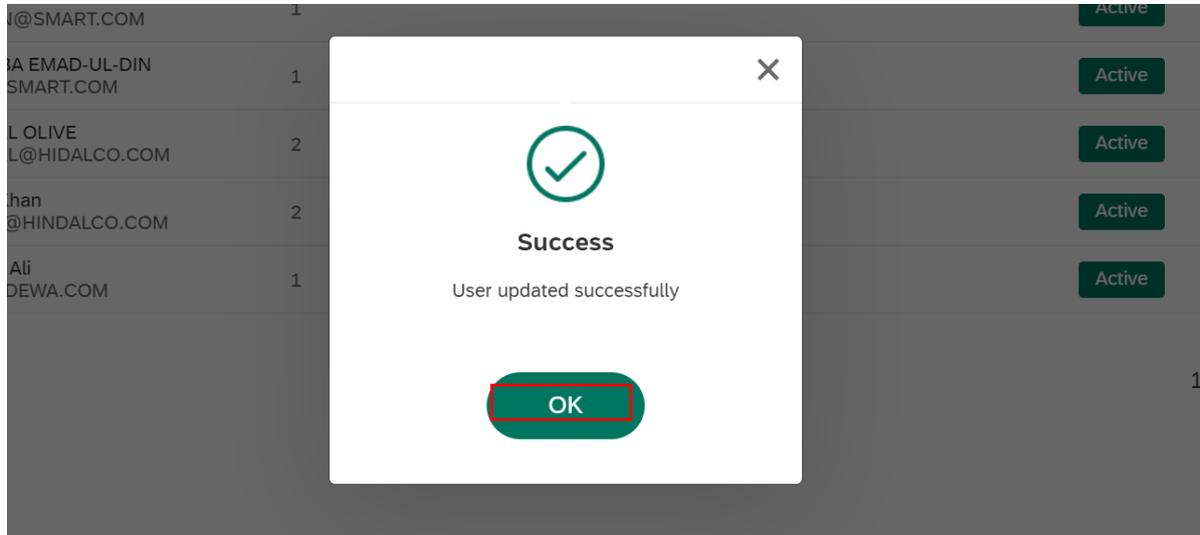
BIDDER ✕ PROCUREMENT ✕ ▼

Update

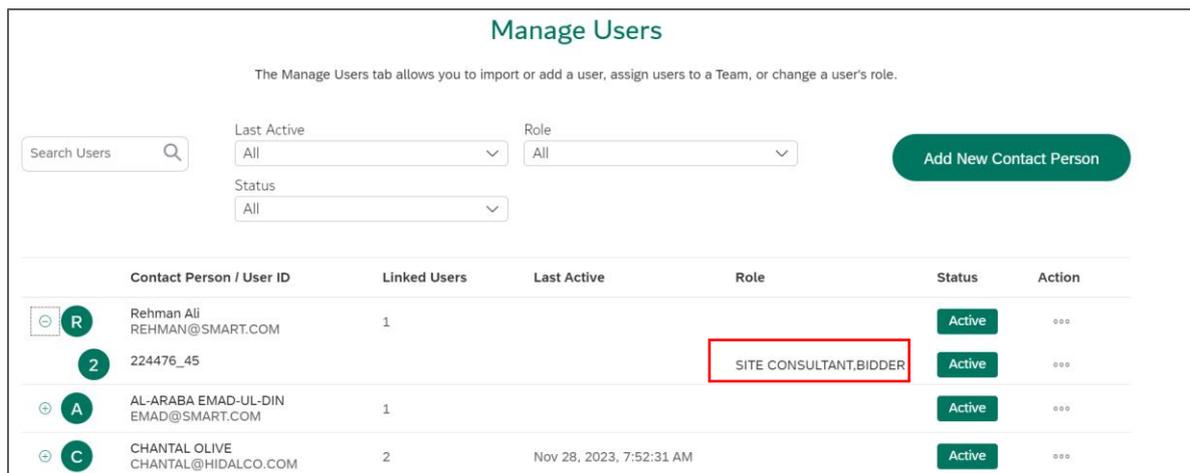
1 of 3 ← →

**User Action:** Click on X button of role to remove it.

**User Action:** Click on Update button to remove existing role. You will receive success message.



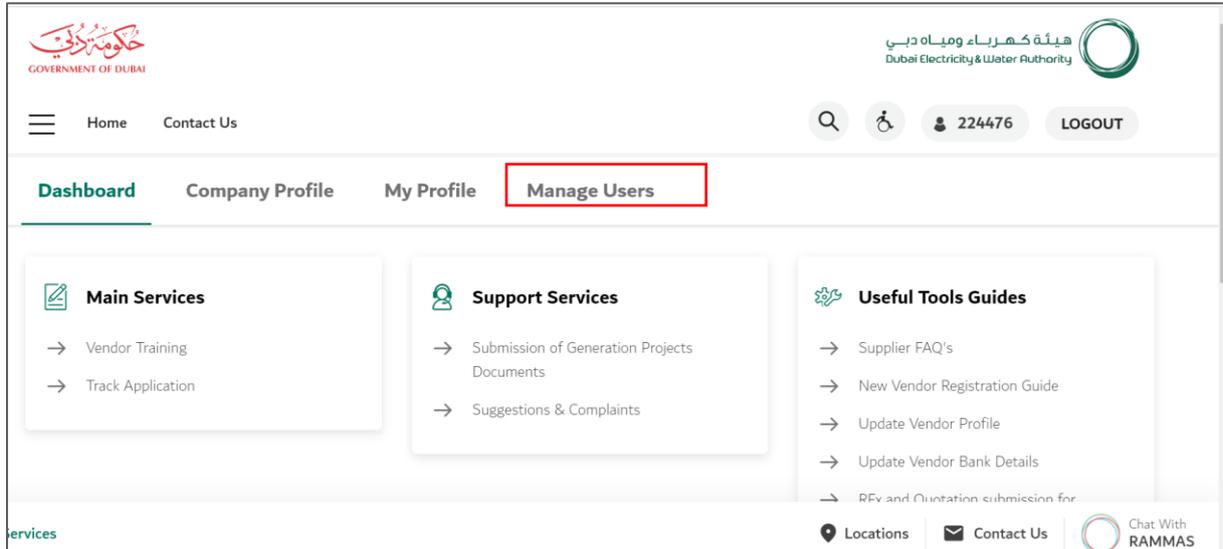
**User Action:** Click on OK button.



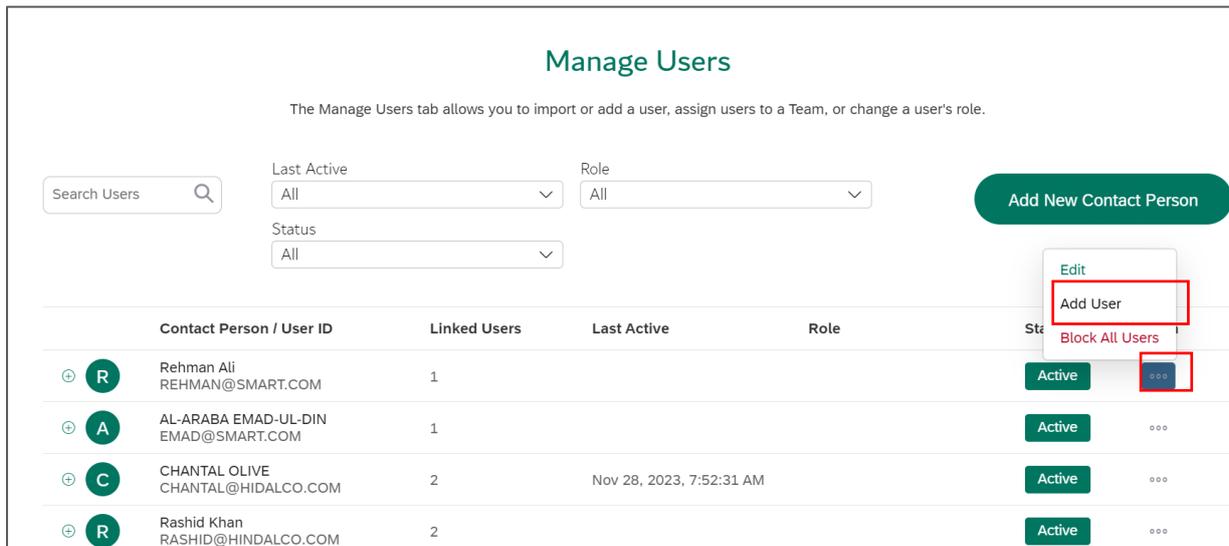
**User Action:** You can check that user has added with new role as per above screenshot.

### 1.2.5 Adding New User ID To Existing Contact Person

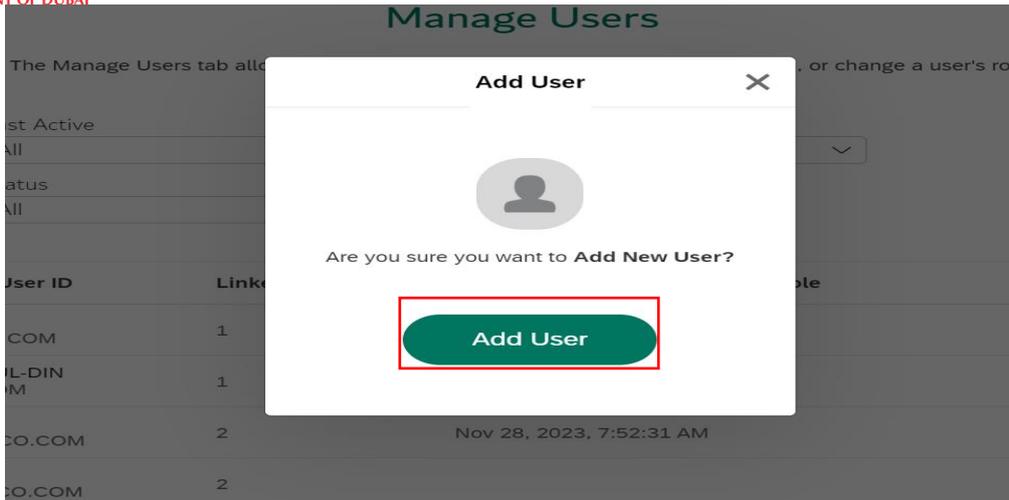
After log in to vendor, on clicking Manager User tab you will find existing contact person and customer.



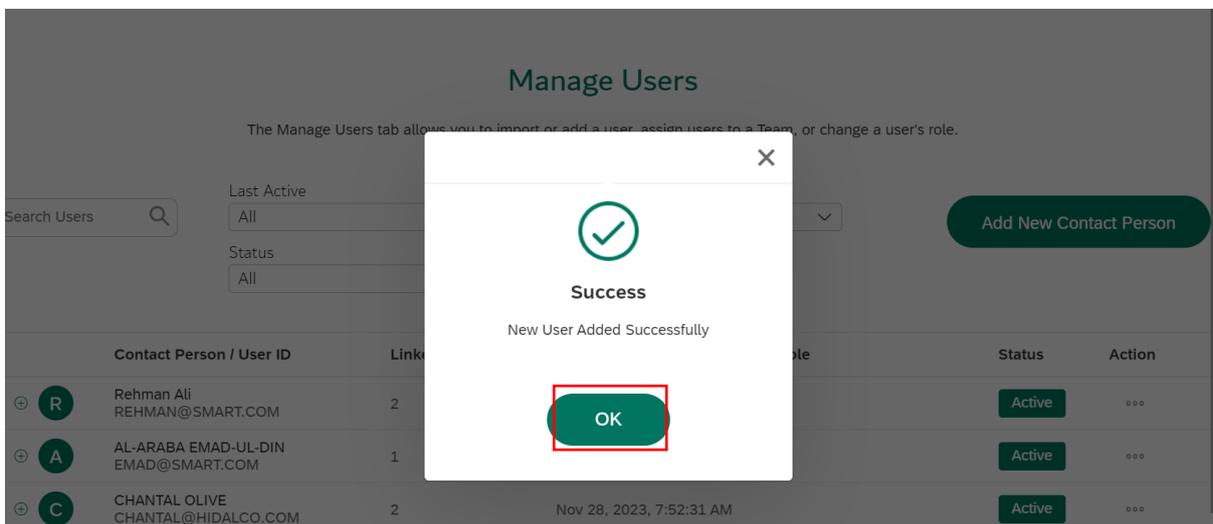
**User Action:** You can click on **Manage Users** tab.



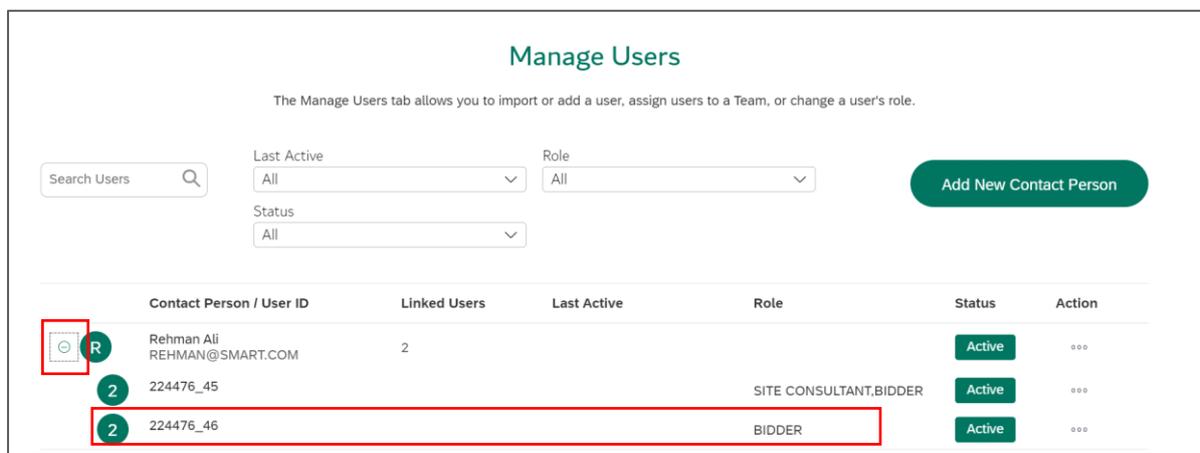
**User Action:** You can click on **Add User** to add new user



**User Action:** Click on **Add User** button.



**User Action:** To confirm you will get successful message. Click ok.



**User Action:** Click on contact person to check the newly added user.

**User Action:** You can check user id **224476\_46** is created with Bidder role.

## 1.2.6 Block / Unblock Existing Contact Person

After log in to vendor, on clicking **Manager User** tab you will find existing contact person and customer. Block / Unblock process can be done by Admin only.

The screenshot shows a user interface for the Dubai Electricity & Water Authority. At the top, there are logos for the Government of Dubai and the Authority. Below the logos, there are navigation links for 'Home' and 'Contact Us'. On the right, there is a search icon, a user icon with the ID '224476', and a 'LOGOUT' button. The main navigation bar includes 'Dashboard', 'Company Profile', 'My Profile', and 'Manage Users', with 'Manage Users' highlighted in a red box. Below this, there are three columns of service links: 'Main Services' (Vendor Training, Track Application), 'Support Services' (Submission of Generation Projects Documents, Suggestions & Complaints), and 'Useful Tools Guides' (Supplier FAQ's, New Vendor Registration Guide, Update Vendor Profile, Update Vendor Bank Details, RFx and Quotation submission for).

**User Action:** You can click on **Manage Users** tab.

### 1.2.6.1 Block / Unblock All User

The screenshot shows the 'Manage Users' page. At the top, there is a title 'Manage Users' and a description: 'The Manage Users tab allows you to import or add a user, assign users to a Team, or change a user's role.' Below this, there are search and filter options: 'Search Users' (with a search icon), 'Last Active' (dropdown menu set to 'All'), 'Role' (dropdown menu set to 'All'), and 'Status' (dropdown menu set to 'All'). There is also a green button labeled 'Add New Contact Person'. Below the filters is a table with the following columns: 'Contact Person / User ID', 'Linked Users', 'Last Active', 'Role', 'Status', and 'Action'. The table contains five rows of user data. The 'Action' column for the first row (Rehman Ali) has a red box around the ellipsis button.

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
R Rehman Ali REHMAN@SMART.COM	2			Active	...
2 224476_45			SITE CONSULTANT,BIDDER	Active	...
2 224476_46			BIDDER	Active	...
A AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
C CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...

**User Action:** Click on  button to edit / block user

### 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.

Last Active

All

Role

All

Add New Contact Person

Status

All

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">R</div> <div> <p>Rehman Ali</p> <p>REHMAN@SMART.COM</p> </div> </div>	2			Active	<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">...</div> <div style="border: 1px solid red; padding: 2px;">Block All Users</div> </div>
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">2</div> <div>224476_45</div> </div>			SITE CONSULTANT,BIDDER	Active	<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">A</div> <div style="border: 1px solid red; padding: 2px;">Edit</div> </div>
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">2</div> <div>224476_46</div> </div>			BIDDER	Active	<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">A</div> <div style="border: 1px solid red; padding: 2px;">Add User</div> </div>
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">A</div> <div> <p>AL-ARABA EMAD-UL-DIN</p> <p>EMAD@SMART.COM</p> </div> </div>	1			Active	<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">...</div> </div>

**User Action:** You can click on **Block All Users** to block all users

Last Active

All

Role

All

Add New Contact Person

Status

All

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">R</div> <div> <p>Rehman Ali</p> <p>REHMAN@SMART.COM</p> </div> </div>	2			Active	...
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">2</div> <div>224476_45</div> </div>			SITE CONSULTANT,BIDDER	Active	...
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">2</div> <div>224476_46</div> </div>			BIDDER	Active	...
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">A</div> <div> <p>AL-ARABA EMAD-UL-DIN</p> <p>EMAD@SMART.COM</p> </div> </div>	1			Active	...
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">C</div> <div> <p>CHANTAL OLIVE</p> <p>CHANTAL@HIDALCO.COM</p> </div> </div>	2			Active	...
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">R</div> <div> <p>Rashid Khan</p> <p>RASHID@HINDALCO.COM</p> </div> </div>	2			Active	...

**Block User**

Are you sure you want to block **Rehman Ali**? All the responsibilities will be completely blocked

Block

**User Action:** Click on **Block** button to confirm.

Last Active

All

Role

All

Add New Contact Person

Status

All

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">R</div> <div> <p>Rehman Ali</p> <p>REHMAN@SMART.COM</p> </div> </div>	2			Active	Block
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">A</div> <div> <p>AL-ARABA EMAD-UL-DIN</p> <p>EMAD@SMART.COM</p> </div> </div>	1			Active	Act
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">C</div> <div> <p>CHANTAL OLIVE</p> <p>CHANTAL@HIDALCO.COM</p> </div> </div>	2			Active	Act
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">R</div> <div> <p>Rashid Khan</p> <p>RASHID@HINDALCO.COM</p> </div> </div>	2			Active	Act
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">W</div> <div> <p>...</p> <p>...@...COM</p> </div> </div>	1			Active	Act

**Success**

User has been blocked.

OK

**User Action:** You will get a message as above click ok.

### 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.

Last Active

Role

Status

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="border: 1px solid red; padding: 2px; margin-right: 5px;">⊖</div> <div style="border: 1px solid red; border-radius: 50%; padding: 2px; margin-right: 5px;">R</div> <div style="margin-left: 5px;">                     Rehman Ali REHMAN@SMART.COM                 </div> </div>	2			Blocked	⋮
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">⊖</div> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">A</div> <div style="margin-left: 5px;">                     AL-ARABA EMAD-UL-DIN EMAD@SMART.COM                 </div> </div>	1			Active	⋮
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">⊖</div> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">C</div> <div style="margin-left: 5px;">                     CHANTAL OLIVE CHANTAL@HIDALCO.COM                 </div> </div>	2	Nov 28, 2023, 7:52:31 AM		Active	⋮

**User Action:** Click on expand node to check the block status of blocked user ids.

### 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.

Last Active

Role

Status

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="border: 1px solid gray; border-radius: 50%; padding: 2px; margin-right: 5px;">⊖</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 2px; margin-right: 5px;">R</div> <div style="margin-left: 5px;">                     Rehman Ali REHMAN@SMART.COM                 </div> </div>	2			Blocked	⋮
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">2</div> <div style="margin-left: 5px;">224476_45</div> </div>			SITE CONSULTANT,BIDDER	Blocked	⋮
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">2</div> <div style="margin-left: 5px;">224476_46</div> </div>			BIDDER	Blocked	⋮
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">⊖</div> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">A</div> <div style="margin-left: 5px;">                     AL-ARABA EMAD-UL-DIN EMAD@SMART.COM                 </div> </div>	1			Active	⋮
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">⊖</div> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">C</div> <div style="margin-left: 5px;">                     CHANTAL OLIVE CHANTAL@HIDALCO.COM                 </div> </div>				Active	⋮

**User Action:** click on ⋮ button to edit / block user.

### 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.

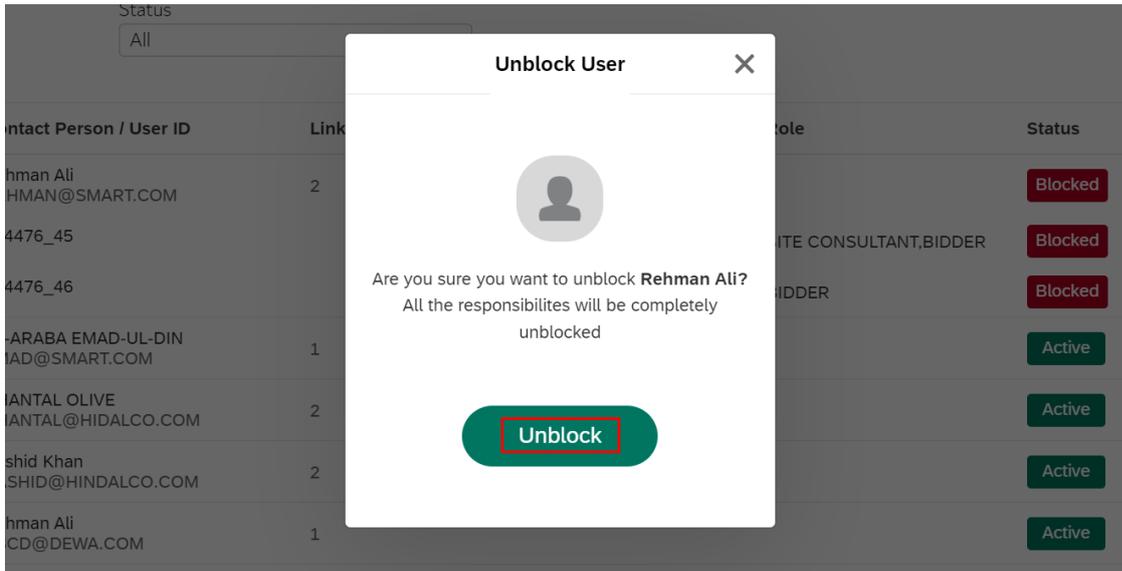
Last Active

Role

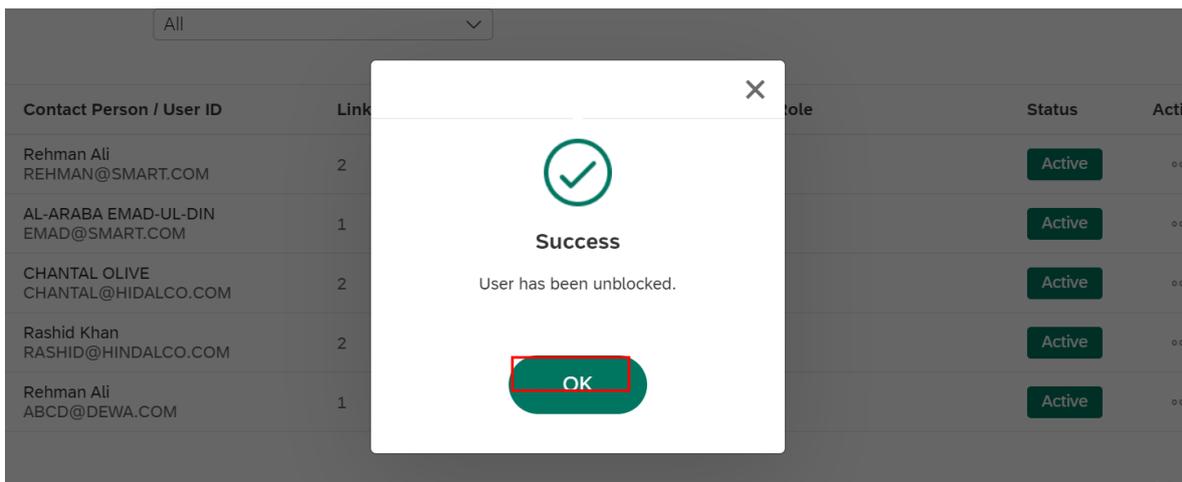
Status

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="border: 1px solid gray; border-radius: 50%; padding: 2px; margin-right: 5px;">⊖</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 2px; margin-right: 5px;">R</div> <div style="margin-left: 5px;">                     Rehman Ali REHMAN@SMART.COM                 </div> </div>	2			Blocked	<div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <span style="font-size: 0.8em;">⋮</span> <span style="font-size: 0.8em;">⋮</span> </div> <div style="margin-top: 5px;"> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Edit</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Add User</div> <div style="border: 1px solid red; padding: 2px; margin-bottom: 2px;">Unblock All Users</div> </div> </div>
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">2</div> <div style="margin-left: 5px;">224476_45</div> </div>			SITE CONSULTANT,BIDDER	Blocked	⋮
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">2</div> <div style="margin-left: 5px;">224476_46</div> </div>			BIDDER	Blocked	⋮
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">⊖</div> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">A</div> <div style="margin-left: 5px;">                     AL-ARABA EMAD-UL-DIN EMAD@SMART.COM                 </div> </div>	1			Active	⋮
<div style="display: flex; align-items: center;"> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">⊖</div> <div style="border: 1px solid green; border-radius: 50%; padding: 2px; margin-right: 5px;">C</div> <div style="margin-left: 5px;">                     CHANTAL OLIVE CHANTAL@HIDALCO.COM                 </div> </div>				Active	⋮

**User Action:** Click on **Unblock All Users** to unblock all users.

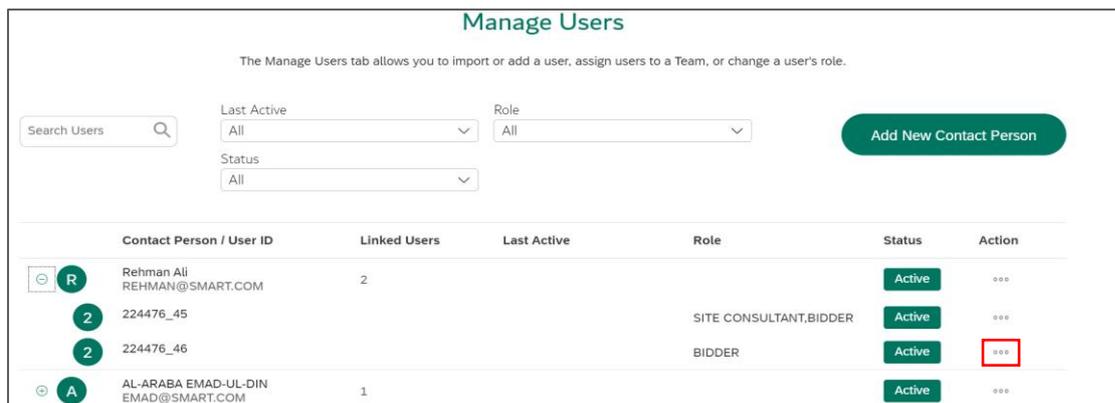


**User Action:** Click **Unblock** button to confirm.



**User Action:** You will get a message of success. Click on **Ok** button

### 1.2.6.2 Block / Unblock Single User



**User Action:** Click on  button to block single user. Ex. 224476\_46



### 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.

Last Active

All

Role

All

**Add New Contact Person**

Status

All

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">R</div> <div> <p>Rehman Ali</p> <p>REHMAN@SMART.COM</p> </div> </div>	2				<div style="display: flex; flex-direction: column; gap: 5px;"> <span>Edit</span> <span>Reset Password</span> <span style="border: 2px solid red; padding: 2px;">Block User</span> </div>
				SITE CONSULTANT,BIDDER	Active
				BIDDER	Active
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">A</div> <div> <p>AL-ARABA EMAD-UL-DIN</p> <p>EMAD@SMART.COM</p> </div> </div>	1			Active	...

**User Action:** Click on **Block User** button to block user.

### Block User

✕

Are you sure you want to block **224476\_46**? All the responsibilities will be completely blocked

Block

**User Action:** Click on **Block** button to confirm

### Success

✕

User has been blocked.

OK

**User Action:** You will get success message of block user. Click on **OK** button.



### 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.

Last Active: All

Status: All

Role: All

[Add New Contact Person](#)

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<span style="border: 1px solid red; padding: 2px;">⊖</span> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">R</span> Rehman Ali REHMAN@SMART.COM	2			Active	⋮
<span>⊖</span> <span style="border-radius: 50%; padding: 2px;">A</span> AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	⋮
<span>⊖</span> <span style="border-radius: 50%; padding: 2px;">C</span> CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	⋮

**User Action:** Click on expand node to check the block status of blocked user ids.

### 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.

Last Active: All

Status: All

Role: All

[Add New Contact Person](#)

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<span>⊖</span> <span style="border-radius: 50%; padding: 2px;">R</span> Rehman Ali REHMAN@SMART.COM	2			Active	⋮
<span style="border-radius: 50%; padding: 2px;">2</span> 224476_45			SITE CONSULTANT,BIDDER	Active	⋮
<span style="border-radius: 50%; padding: 2px;">2</span> 224476_46			BIDDER	Blocked	⋮
<span>⊖</span> <span style="border-radius: 50%; padding: 2px;">A</span> AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	⋮
<span>⊖</span> <span style="border-radius: 50%; padding: 2px;">C</span> CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	⋮

**User Action:** Click on ⋮ button to unblock user.

### 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.

Last Active: All

Status: All

Role: All

[Add New Contact Person](#)

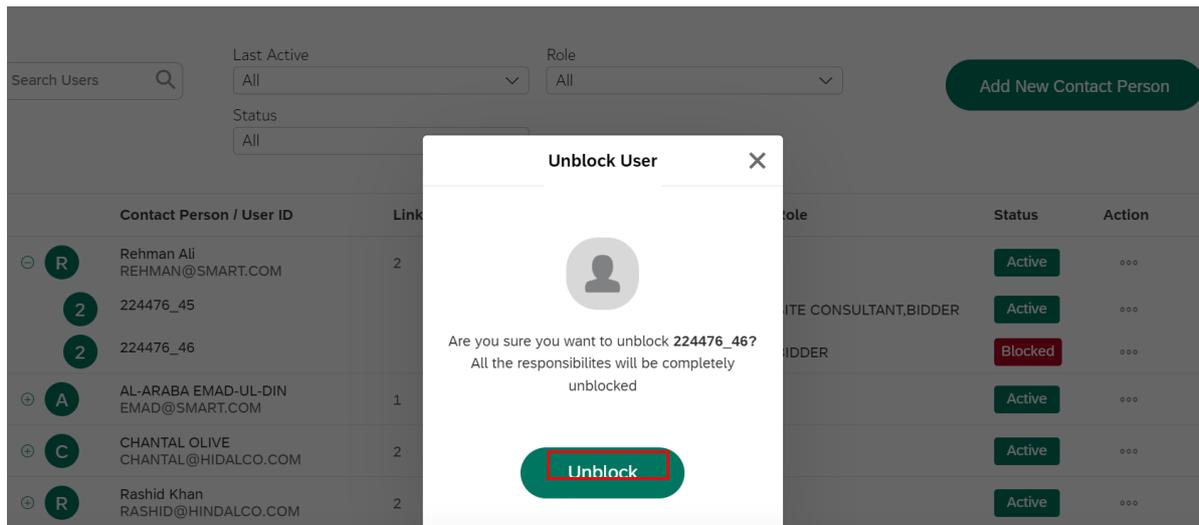
Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<span>⊖</span> <span style="border-radius: 50%; padding: 2px;">R</span> Rehman Ali REHMAN@SMART.COM	2			Active	⋮
<span style="border-radius: 50%; padding: 2px;">2</span> 224476_45			SITE CONSULTANT,BIDDER	Active	⋮
<span style="border-radius: 50%; padding: 2px;">2</span> 224476_46			BIDDER	Blocked	⋮
<span>⊖</span> <span style="border-radius: 50%; padding: 2px;">A</span> AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	⋮

Edit

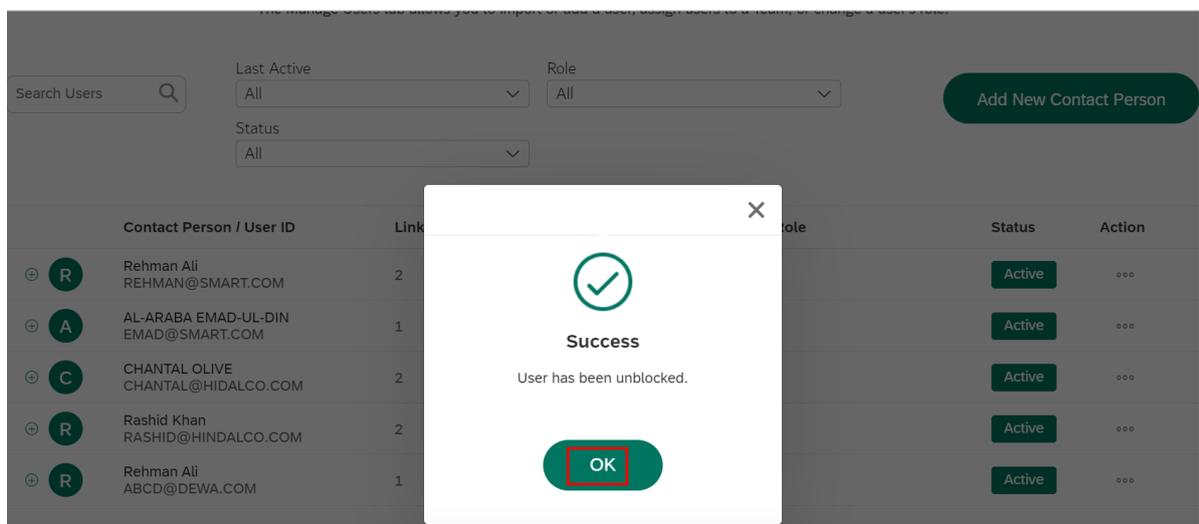
Reset Password

Unblock User

**User Action:** Click on **Unblock User**



**User Action:** Click on **Unblock** button to confirm.



**User Action:** You will get above success message, click on **OK**

## 1.2.7 Reset Existing User Password

After log in to Vendor, on clicking Manager User tab you will find existing contact person and customer.

The screenshot shows the Vendor Management Dashboard. The 'Manage Users' tab is highlighted with a red box. The dashboard includes sections for Main Services, Support Services, and Useful Tools Guides. The Main Services section lists Vendor Training and Track Application. The Support Services section lists Submission of Generation Projects Documents and Suggestions & Complaints. The Useful Tools Guides section lists Supplier FAQ's, New Vendor Registration Guide, Update Vendor Profile, Update Vendor Bank Details, and RFx and Quotation submission for.

**User Action:** You can click on **Manage Users** tab.

The screenshot shows the Manage Users tab. It includes a search bar and filters for Last Active, Role, and Status. A table lists the contact persons and users, including their names, email addresses, linked users, last active dates, roles, and statuses. The first row, for Rehman Ali, has a red box around the plus icon.

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
⊕ R Rehman Ali REHMAN@SMART.COM	2			Active	...
⊕ A AL-ARABA EMAD-UL-DIN EMAD@SMART.COM	1			Active	...
⊕ C CHANTAL OLIVE CHANTAL@HIDALCO.COM	2	Nov 28, 2023, 7:52:31 AM		Active	...
⊕ R Rashid Khan RASHID@HINDALCO.COM	2			Active	...

**User Action:** Click on contact person to check the block status of blocked user id as below.



### 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.

Last Active: All

Status: All

Role: All

[Add New Contact Person](#)

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">R</span> </div> <div> <p>Rehman Ali REHMAN@SMART.COM</p> </div> </div>	2			<span>Active</span>	⋮
	224476_45		SITE CONSULTANT,BIDDER	<span>Active</span>	⋮
	224476_46		BIDDER	<span>Active</span>	⋮
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">A</span> </div> <div> <p>AL-ARABA EMAD-UL-DIN EMAD@SMART.COM</p> </div> </div>	1			<span>Active</span>	⋮
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">C</span> </div> <div> <p>CHANTAL OLIVE CHANTAL@HIDALCO.COM</p> </div> </div>	2	Nov 28, 2023, 7:52:31 AM		<span>Active</span>	⋮

**User Action:** You can click on ⋮ button to reset password

### 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.

Last Active: All

Status: All

Role: All

[Add New Contact Person](#)

Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">R</span> </div> <div> <p>Rehman Ali REHMAN@SMART.COM</p> </div> </div>	2			<span>Active</span>	<div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <p>Edit</p> <p style="border: 1px solid red;">Reset Password</p> <p>Block User</p> </div>
	224476_45		SITE CONSULTANT,BIDDER	<span>Active</span>	⋮
	224476_46		BIDDER	<span>Active</span>	⋮
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">A</span> </div> <div> <p>AL-ARABA EMAD-UL-DIN EMAD@SMART.COM</p> </div> </div>	1			<span>Active</span>	⋮

**User Action:** Click on **Reset Password** button.

### 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.

Last Active: All

Status: All

Role: All

[Add New Contact Person](#)

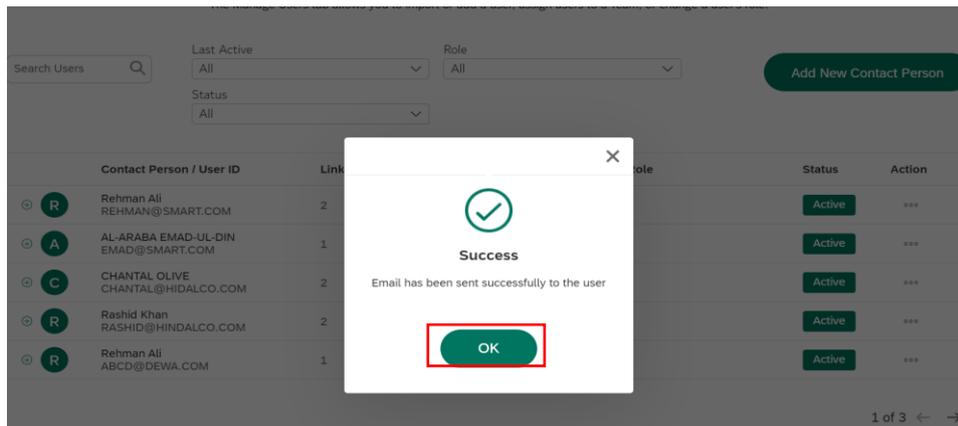
Contact Person / User ID	Linked Users	Last Active	Role	Status	Action
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">R</span> </div> <div> <p>Rehman Ali REHMAN@SMART.COM</p> </div> </div>	2			<span>Active</span>	⋮
	224476_45		SITE CONSULTANT,BIDDER	<span>Active</span>	⋮
	224476_46		BIDDER	<span>Active</span>	⋮
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">A</span> </div> <div> <p>AL-ARABA EMAD-UL-DIN EMAD@SMART.COM</p> </div> </div>	1			<span>Active</span>	⋮
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">C</span> </div> <div> <p>CHANTAL OLIVE CHANTAL@HIDALCO.COM</p> </div> </div>	2			<span>Active</span>	⋮
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px;">R</span> </div> <div> <p>Rashid Khan RASHID@HINDALCO.COM</p> </div> </div>	2			<span>Active</span>	⋮

**Reset Password** ✕

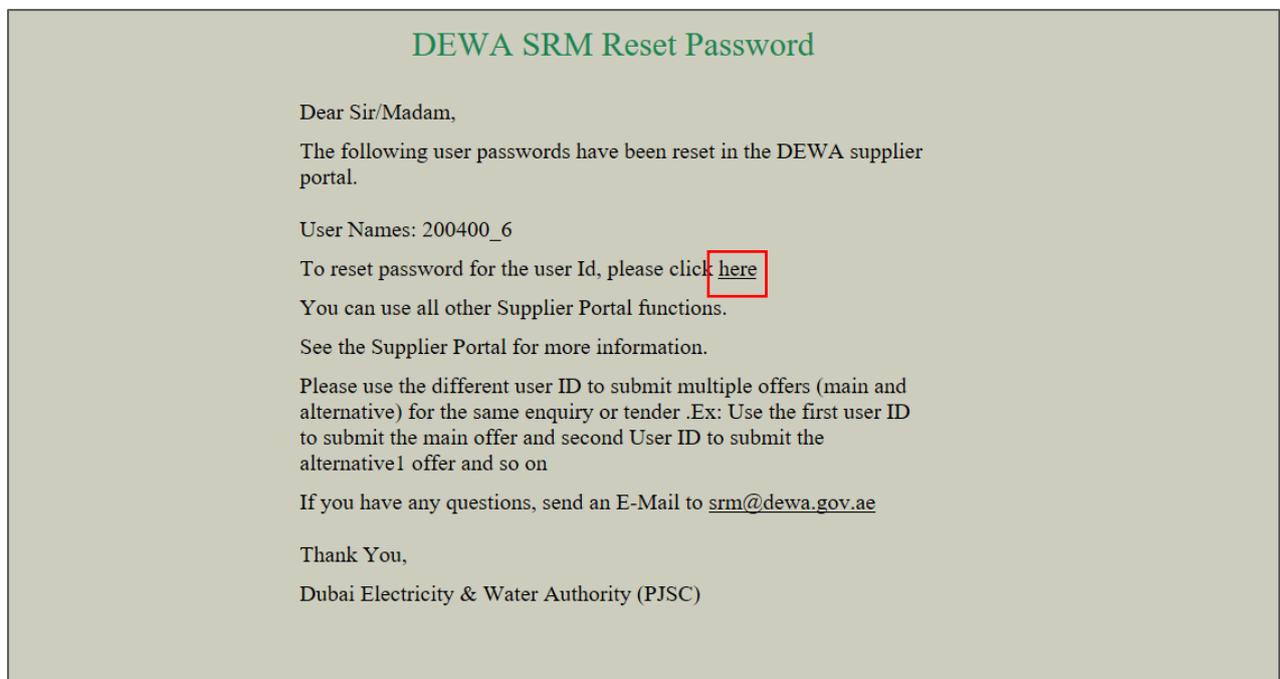
Are you sure you want to reset the password for user 224476\_46?

Reset Password

**User Action:** Click on **Reset Password** to confirm for resetting the password.



**User Action:** Click on **OK** button. User will receive the Password Reset mail.



**User Action:** Click on Password **rest** link.



## Verify User



Please enter the 6-digit OTP sent to your e-mail **SD** and mobile **54\*\*\*\*\*45**.

The session will end in **2:3**  
Didn't receive any code? [Resend](#)

Verify

**User Action:** You can enter OTP received on **email** and **Mobile**.

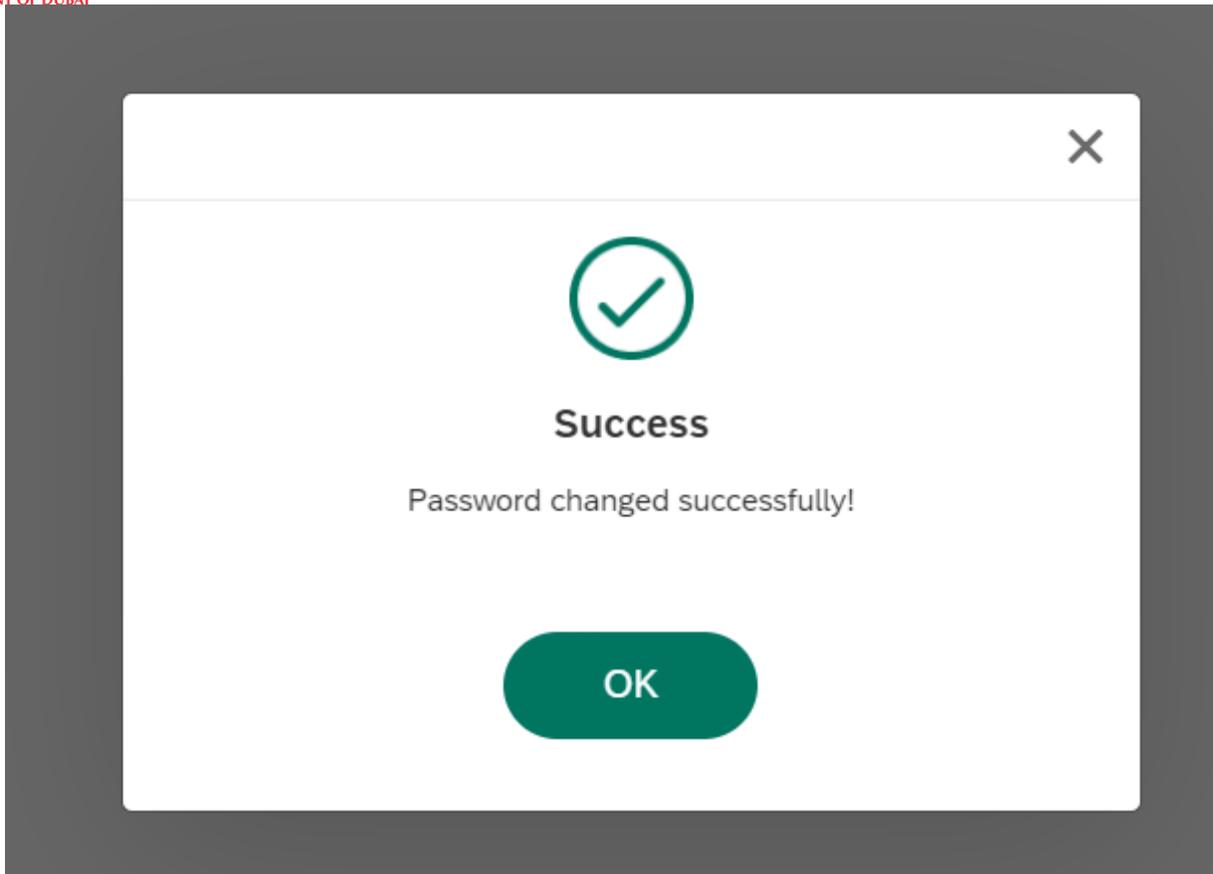


The screenshot shows a registration form with a modal window overlay. The modal window is white with a green checkmark icon and the text "Success" and "Email verified successfully". Below the text is a green "OK" button. The background form is dimmed and shows fields for "Password" and "Confirm Password", both with eye icons for visibility. A "Submit" button is visible at the bottom of the form.

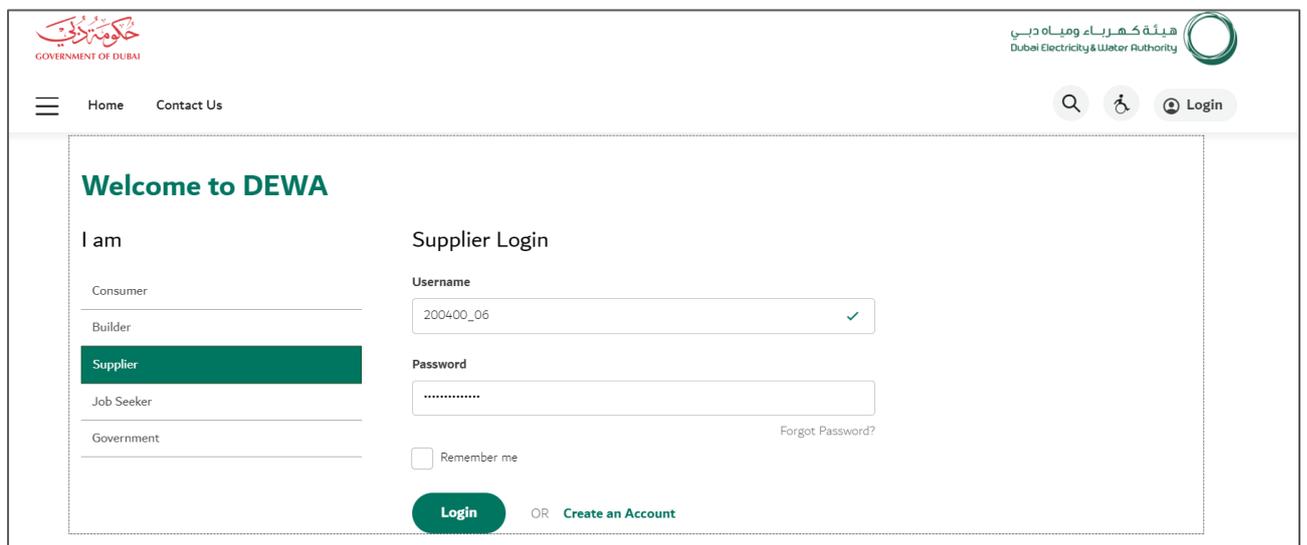
User Action: Click on OK button.

The registration form is titled "Registration" and includes the instruction "Complete your registration to get access to DEWA Vendor Portal". It contains three input fields: "User Name" with the value "200400\_6", "Password" with masked characters, and "Confirm Password" with masked characters. Below the password fields is a note: "Use 8 or more characters with a mix of letters, numbers & symbols". A list of password requirements is provided: "Your password must have:" followed by four bullet points: "8 or more characters", "Start with a letter", "At least one number & one special characters", and "Upper & Lower case letters". Below this is a "Password Restriction:" section with three bullet points: "Do not start your password with '123' or 'E00'", "Do not include your user ID", and "Do not include your name". A green "Submit" button is located at the bottom of the form.

User Action: Enter New password and click on Submit button.



User Action: Click on OK button.



User Action: Enter Username and Password for user and click on Login Button.



Home Contact Us

200400\_6 LOGOUT

Dashboard My Profile

Main Services

- Open Tender
- Procurement Rfx
- Rfx and Auction
- Vendor Training

Support Services

- Submission of Generation Projects Documents
- Suggestions & Complaints

Useful Tools Guides

- Supplier FAQ's
- New Vendor Registration Guide
- Update Vendor Profile
- Update Vendor Bank Details
- Procurement Rfx
- Rfx and Quotation submission for Contracts Section
- Rfx and Quotation submission for Local Purchase Section
- Rfx and Quotation submission for Turnkey Projects
- Purchase Order Review and Acknowledgement
- Online Service Entry