Ministry of Municipality and Environment

Building Permit Request Automation

Consultancy Office User Guide

EVER EAST MED

Document History

Author	Version	Date	Change Reference

Document Reviewers

Name	Role	Version	Date

Document Approvals

Name	Role	Version	Date

Legends

Key	Definition
ET	EVER TEAM
EG	EVER GROUP
ES	EverSuite
ECM	Enterprise Content Management
	Information
	Note
	Warning
	Critical Information
	Action

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1. INTRODUCTION

This document is a user guide, giving assistance to the users of **Building Permit Request Automation** application and guiding them step-by-step on how to use the features and functionality of the application and what actions and procedures to be followed in accordance with the granted privileges, permissions and based on a predefined workflow.

1.1. Constraints

1) The system includes the following types of users:
- Consultancy Office
- Municipality Coordinator
- Municipality Engineer
- Municipality Section Heads
- External Entity Coordinator
- External Entity Engineer
- External Entity Section Heads

The said types represent permissions that have been defined in accordance with the nature of work of each user.

2) All users belong to one, and only one structure.
3) The permissions granted to each user can be added or deleted pursuant to the requirements of his structure, e.g.:
    - Search (Advanced/ Simple)
    - Permission to view the requests (All Requests/ requests that you already worked on)
4) The user should define the site compatibility only the first time he logs in to the system.

2. STAGES OF REQUEST STATUS

The status of the Building Permit Request changes as shown below:

- **DC1 Level One Approval:** First phase when the consultancy office sends the Building Permit Request to the relevant municipality.
- **DC1 Level Two Approval:** When that same municipality returns the application with DC1 **Level one** Approval to the consultancy office.
- **Services:** This is the next phase of status update once the application gets the DC1 Approval. Under this phase all the files and documents related to the required services will be attached/ scanned.
- **DC2 Approval:** Under this phase the Building Permit is issued.
- **Issued:** Here the status of the application is updated to “Approved”.
- **Rejected:** Here the status of the application is updated to “Rejected”.

3. Login Page

Figure 1: Login Page

To login to the system enter your Username and Password, then type the code appearing below the password box and click “Login”.

4. HOMEPAGE

Once connected to the application, the following homepage will appear:

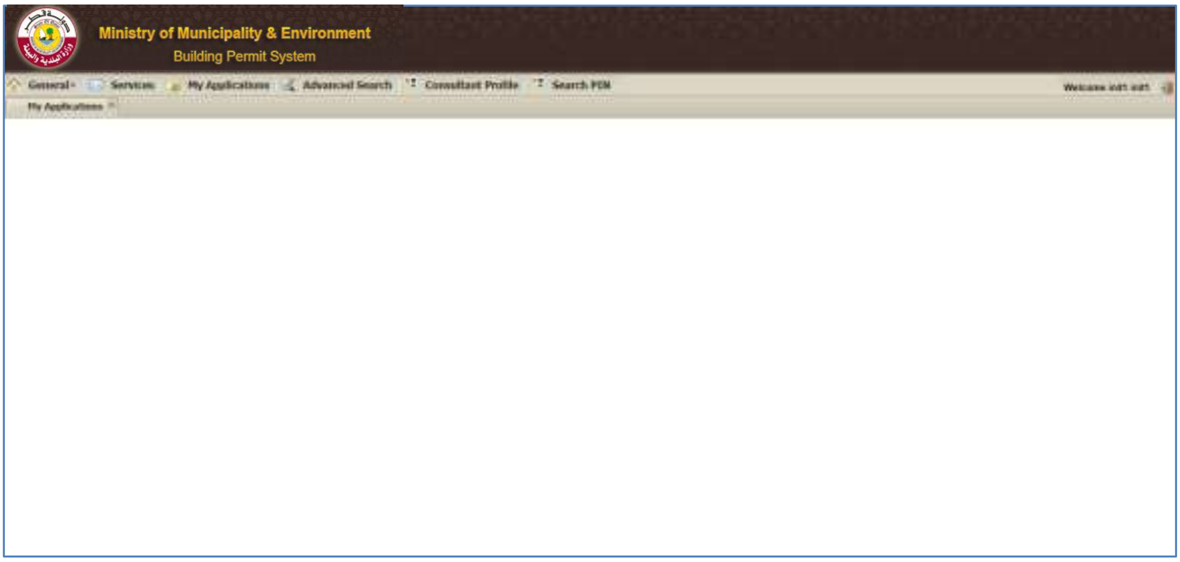


Figure 2: Homepage

At the top left hand corner of the page is displayed the name of the organization (Ministry of Municipality And Environment – Building Permit System):

At the top-right corner of the page appears “Welcome” followed by the role of the user logged into the application. Next to the welcome expression, there is a button that allows the user to log out of the application:

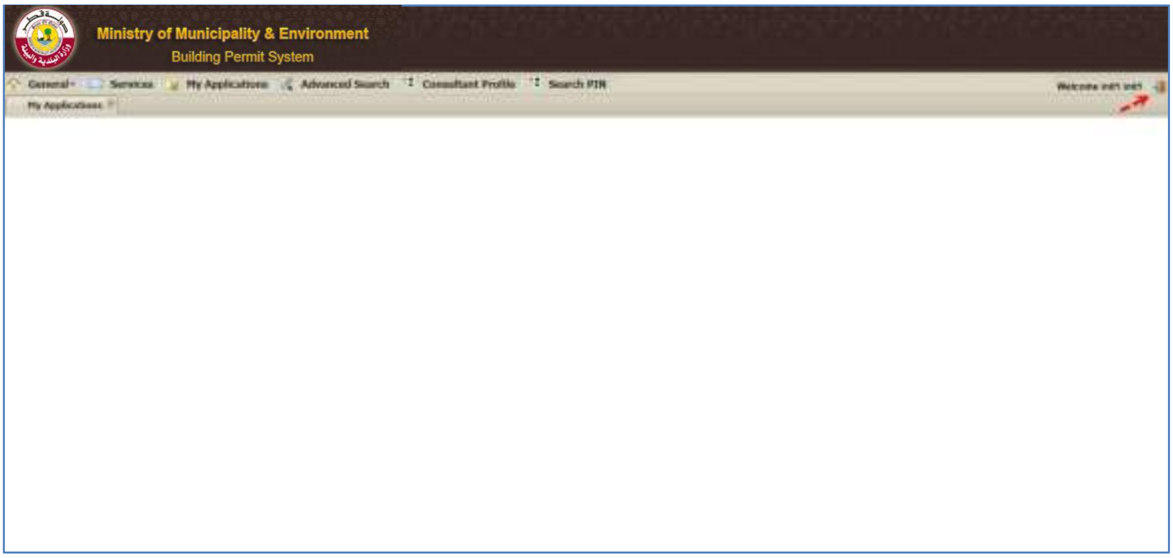


Figure 3: Logout Button

The following logout page will appear:

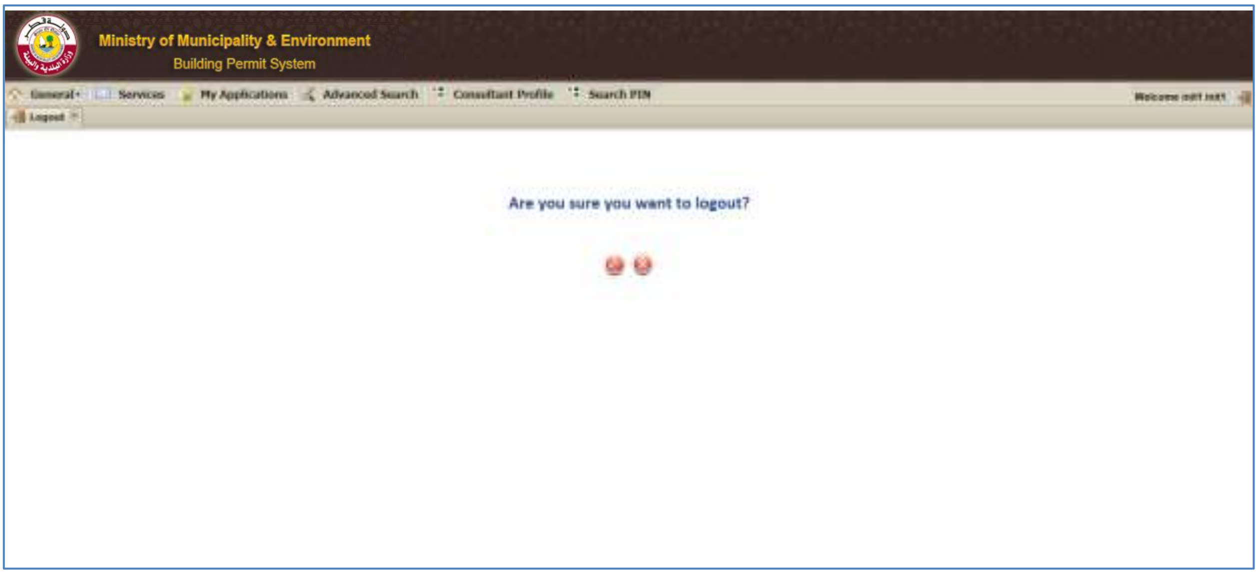


Figure 4: Logout Interface

As shown in Figure (3), please click on to confirm the logging out process, or click on to cancel it.

The menus displayed in the Figure (1): HOMEPAGE change according to the role and its access privileges.

Firstly, we will go through the set of menus which are common and cut across all the roles:

- **General**
- **Advanced Search**

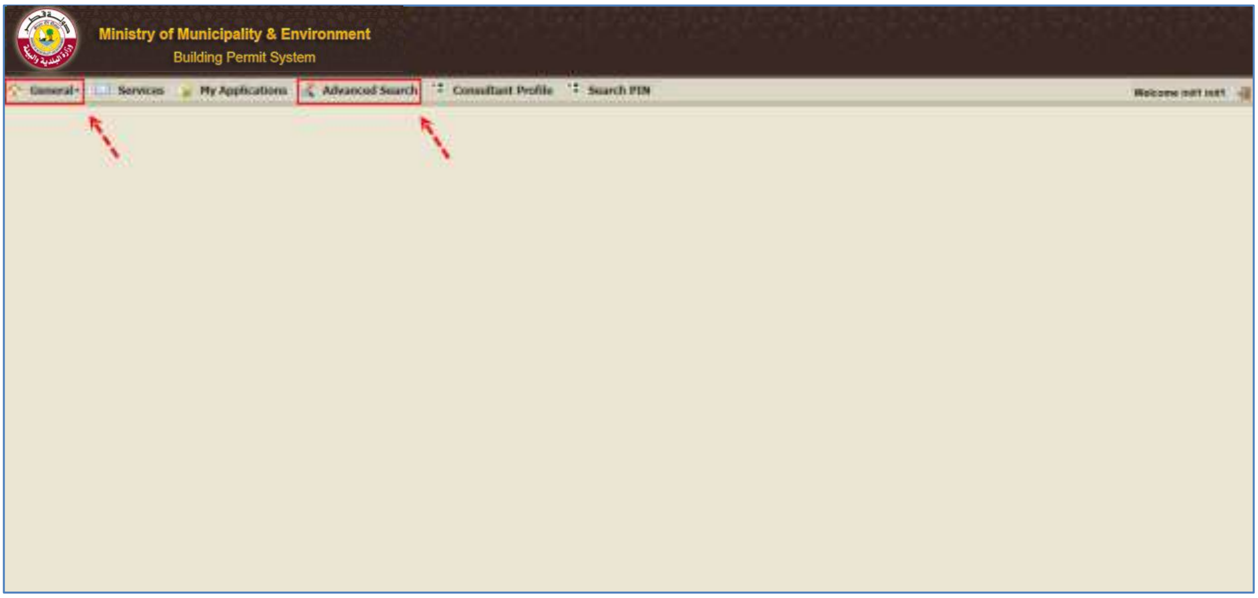


Figure 5: General & Advanced search menus

4.1. General

The drop down "General" menu consists of 2 submenus as shown in the below Figure (6)

Figure 6: General Menu

Each submenu under the "General "menu has been separately detailed in the following topics.

4.1.1. My Password

By clicking on "**My Password" submenu** the following page opens, allowing you to change your password. You can change your password by typing your **Old Password**, your **New Password,** and confirm the new password by retyping it, and then clicking on to save it.

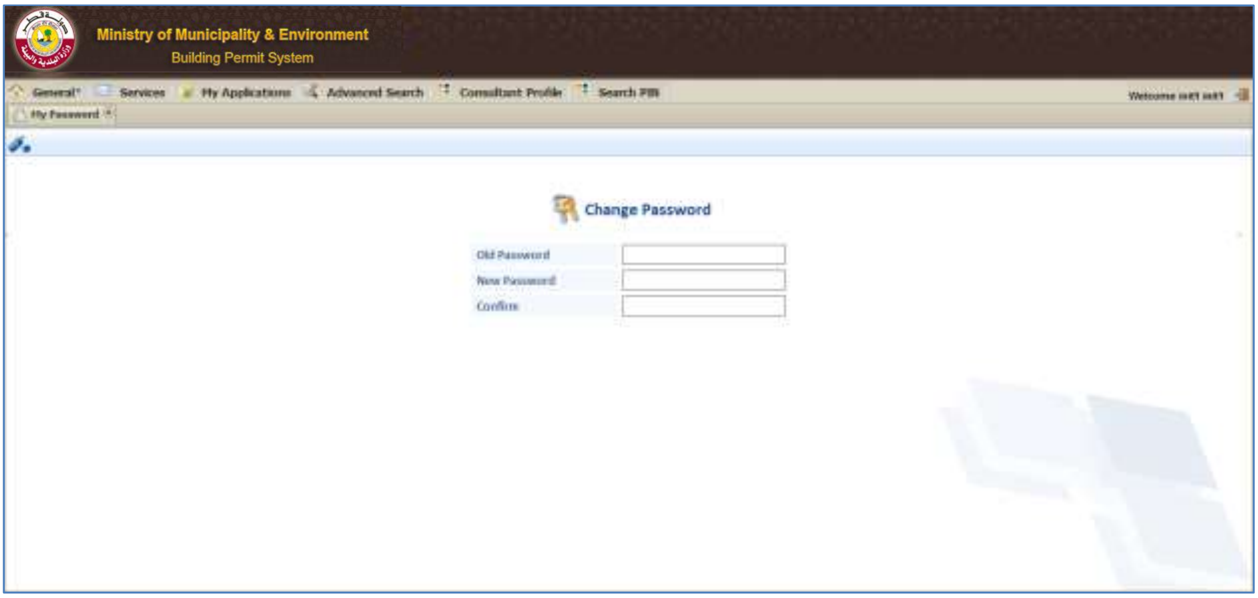


Figure 7: My Password – Change Password

4.1.2. My Profile

Click on "**My Profile" submenu** which opens the following page:

Figure 8: My Profile Interface

My Profile page contains the following fields:

- **Title**: Select the appropriate title from the dropdown list.
- **First Name**: Type in the user's first name.
- **Last Name**: Type in the user's last name.
- **Phone Number**: Type in the phone number.
- **Fax Number**: Type in the fax number.
- **Mobile Phone**: Type in the mobile number.
- **Email**: Type in the user's Email Address.
- **Upload Image**: click on Browse... to select the image you want to display in the right frame.
- **Default Notification**: Check/Select the default notification to be either via Email or SMS.
- **Language**: Select the interface language from the dropdown list.
- **I Confirm That All Data are Correct**: tick the checkbox to confirm that data you entered.

Click on Save to save the data.

Please Note that all red fields are mandatory.

4.2. Advanced Search

This module allows you to search for building permits based on specific criteria.

Click on "**Advanced Search"** menu, to open the page containing two tabs:

- **General**
- **Advanced**

4.2.1. General

In the **General tab** displays the following fields:

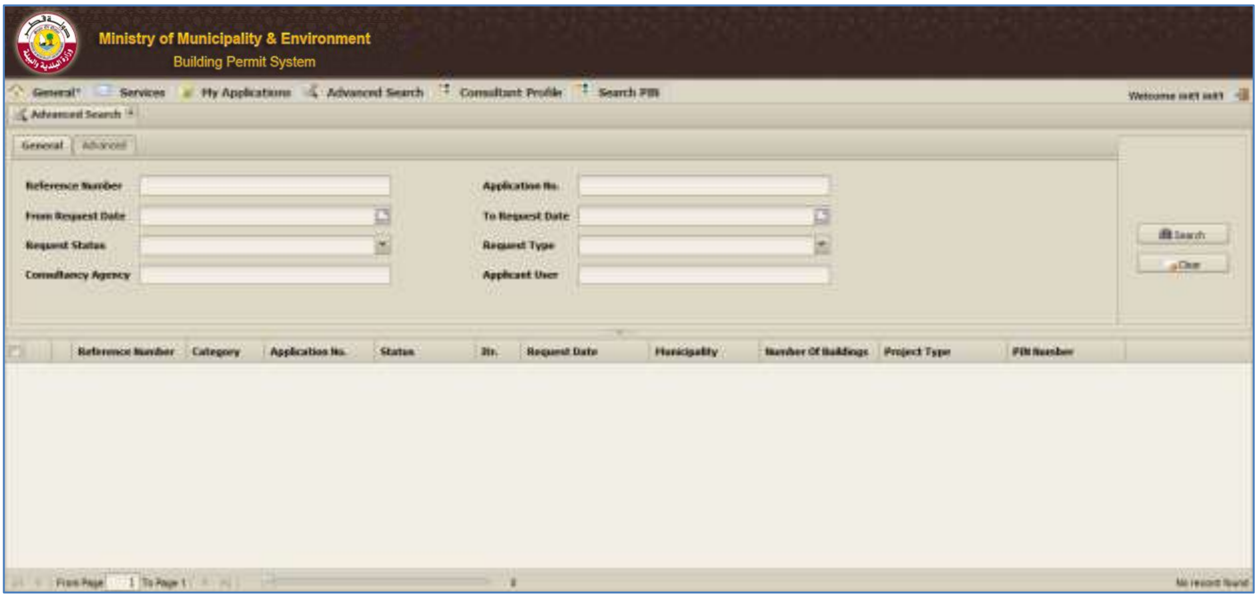


Figure 9: Advanced Search – General tab

This page is divided into two frames:

- Upper frame where one or many search criteria are defined.
- Lower Frame where the search results are displayed.

Enter the search criteria and then click on Search. The results will be displayed in the lower frame:

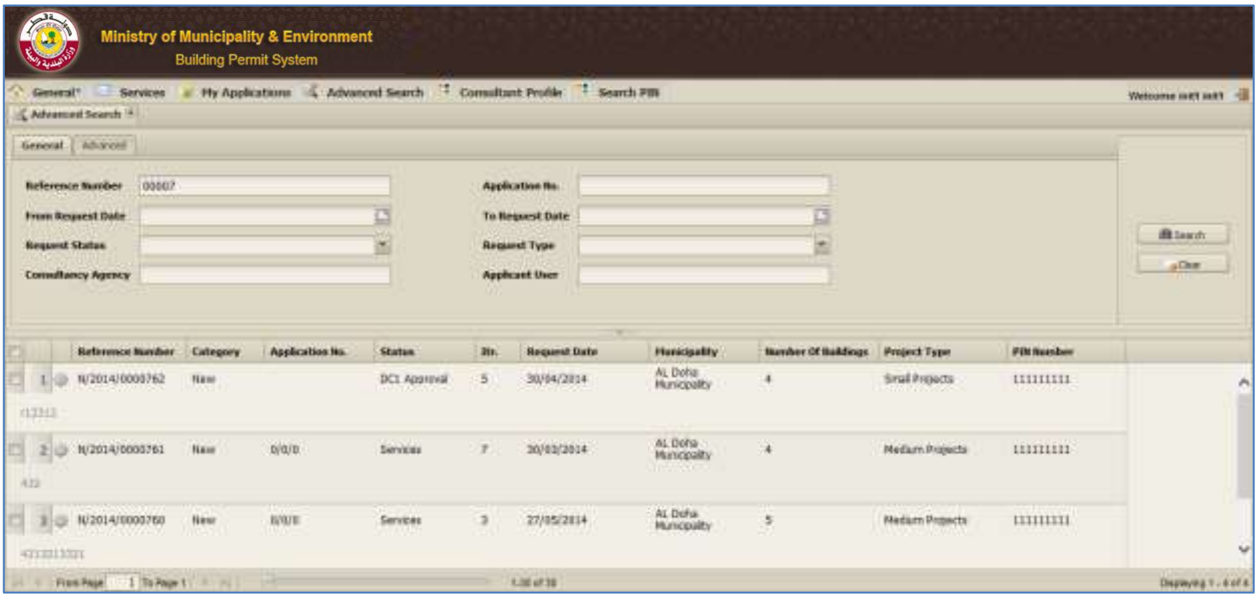


Figure 10: Advanced Search with Results

To clear the displayed results click on Clear.

4.2.2. Advanced

Under the “Advanced” tab the following page appear:

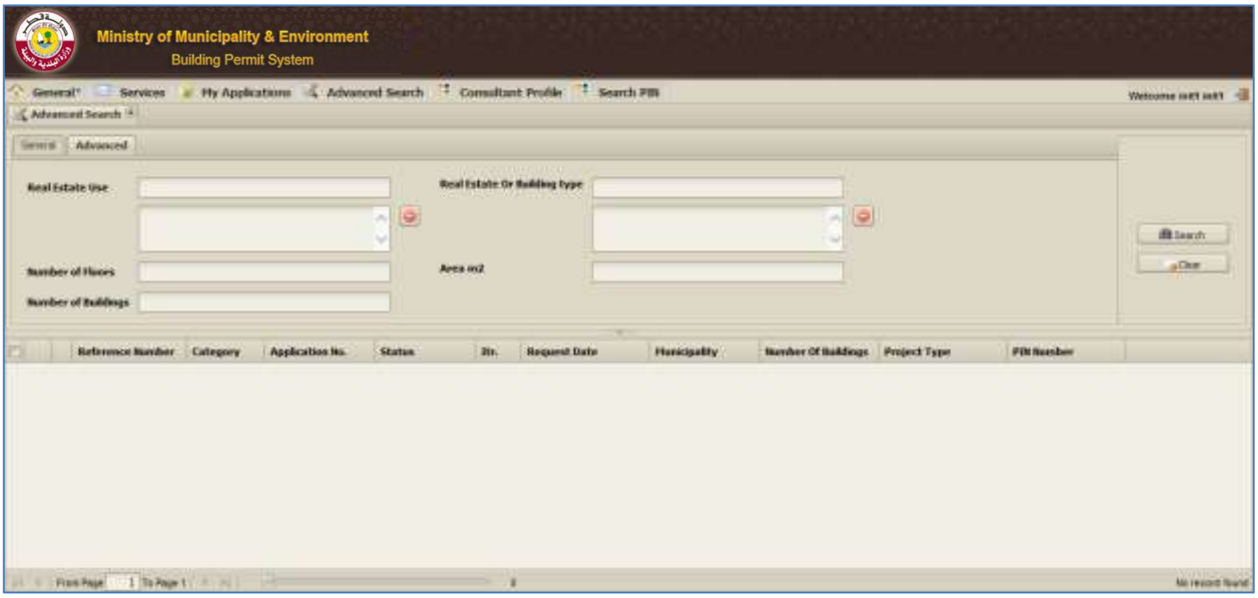


Figure 11: Advanced Search – Advanced Tab

The page is divided into two frames:

- Upper frame where you can enter one or many search criteria.
- Lower frame where the search results are displayed.

Enter the search criteria and then click on Search; the results will be displayed as follows:

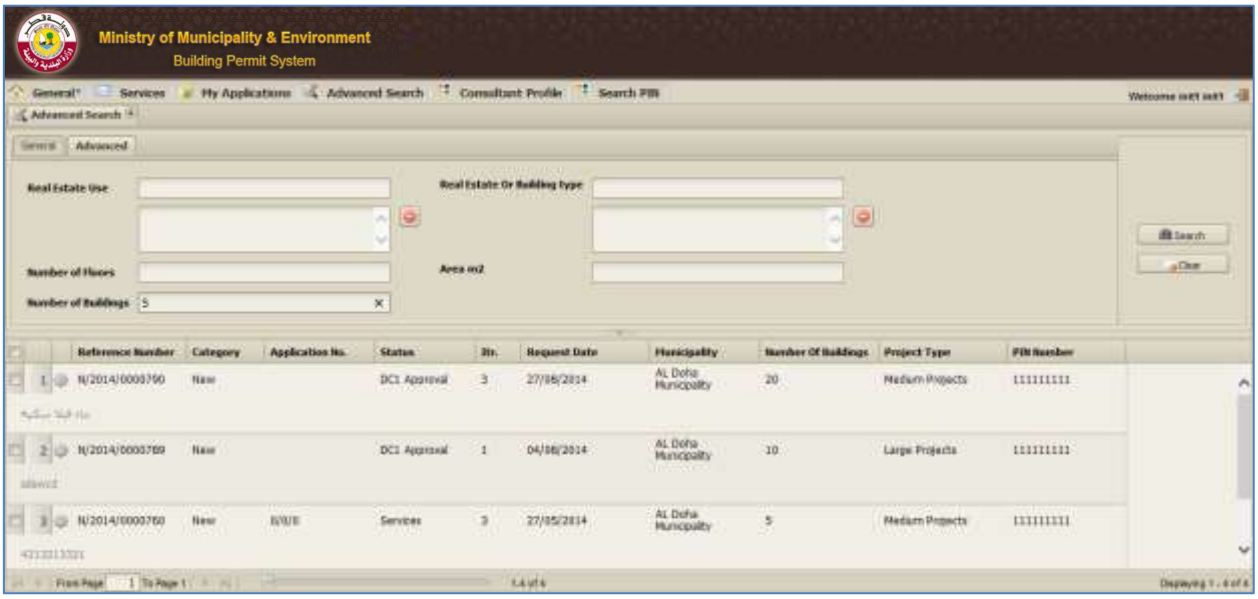


Figure 12: Advanced Search with results

Please note that the number inserted in “Number of Floors”, “Number of Buildings”, and “Area m^2” fields, will be considered as the minimum number to be searched for; for example, if you insert 5 in “Number of Buildings” field, the displayed search results will include all building permits in which the number of buildings is 5 or more.

To **clear** the displayed results click on Clear.

4.3. My Applications

Building Permit Requests applications' statuses are the following:

- **Draft**: This node includes the applications that were prepared but not sent yet.
- **Inbox**: This node includes the incoming applications.
- **Accepted**: This node includes the approved applications
- **Rejected**: This node includes the rejected applications.
- **Sent**: this node includes the applications that were sent by the user.

Upon clicking on "My Applications" menu, the following interface will open:

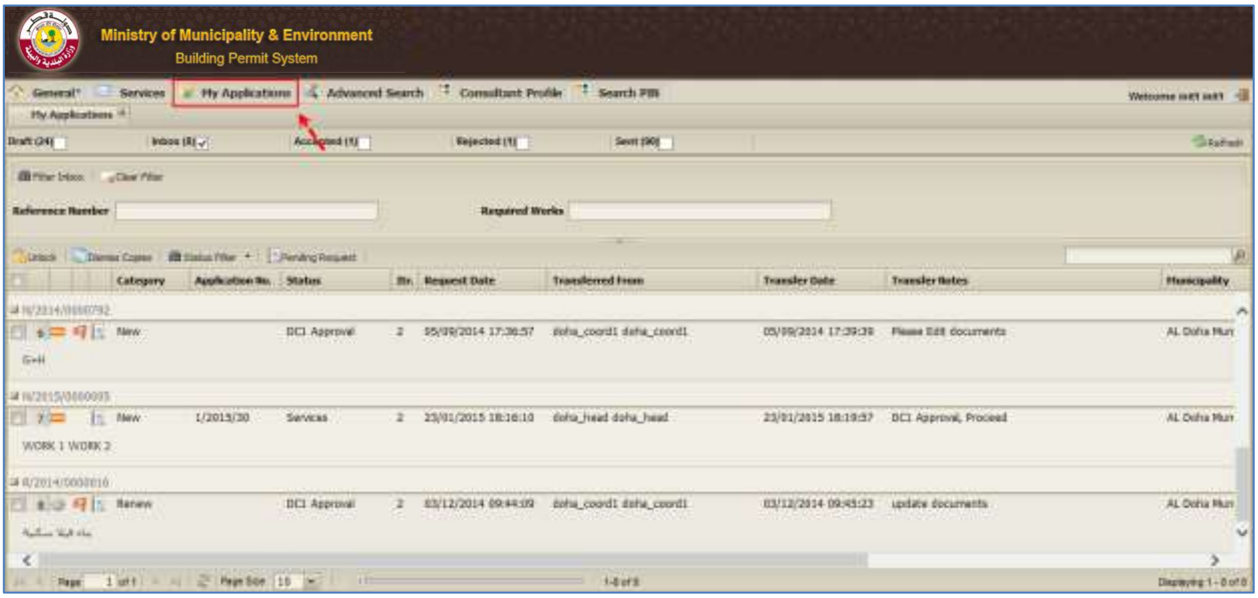


Figure 13: My Applications Menu

The five above mentioned statuses are all represented as square boxes in the upper part of "My Applications" interface:

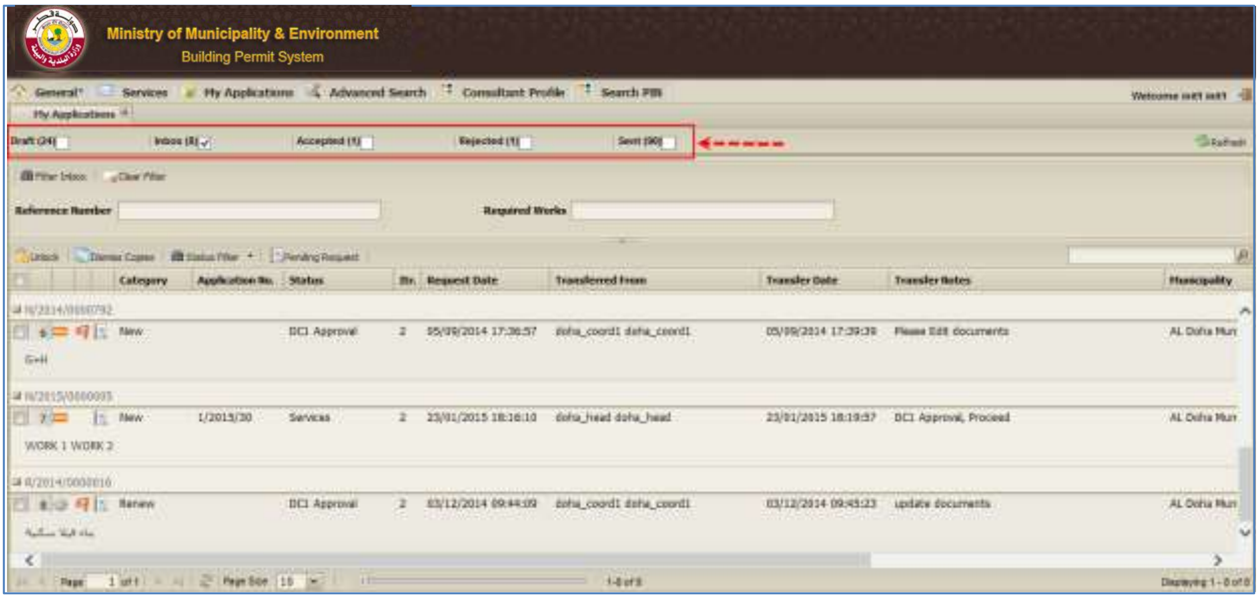


Figure 14: My Applications Interface - Statuses

The applications are displayed in the grid according to the selected status; when you tick the checkbox of a status, the applications having the selected status will be displayed in the grid. You can also tick many statuses at the same time:

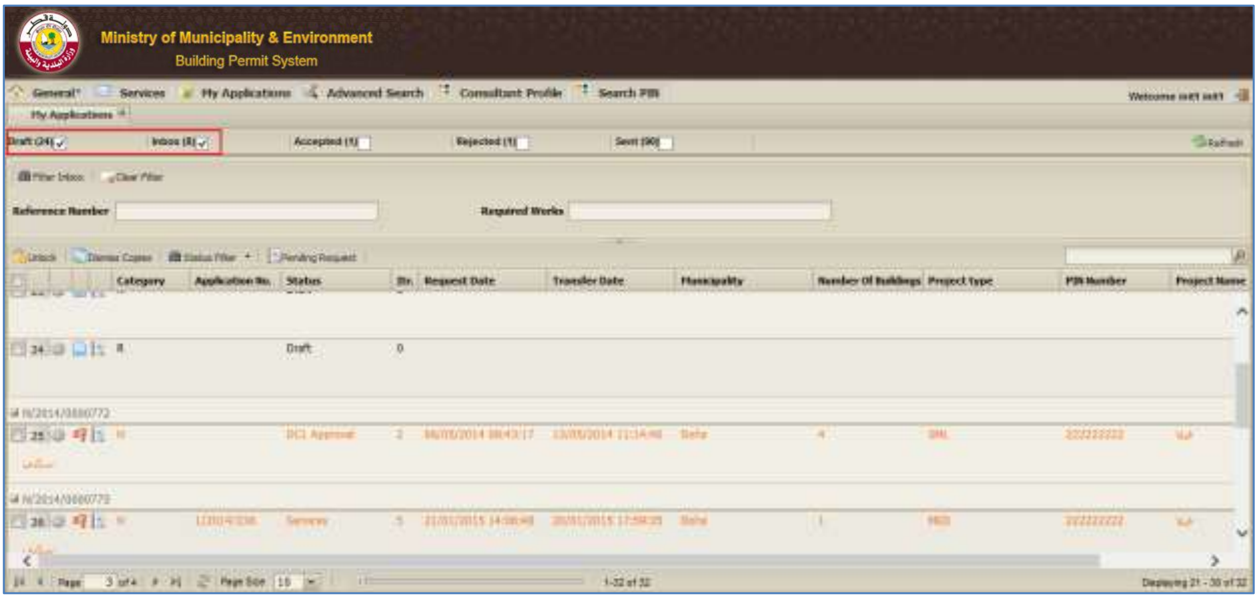


Figure 15: My Applications - Selected Statuses

You can filter the results displayed in the grid by using “Reference Number” and/ or “Required Works” fields, and then clicking on Filter Inbox:

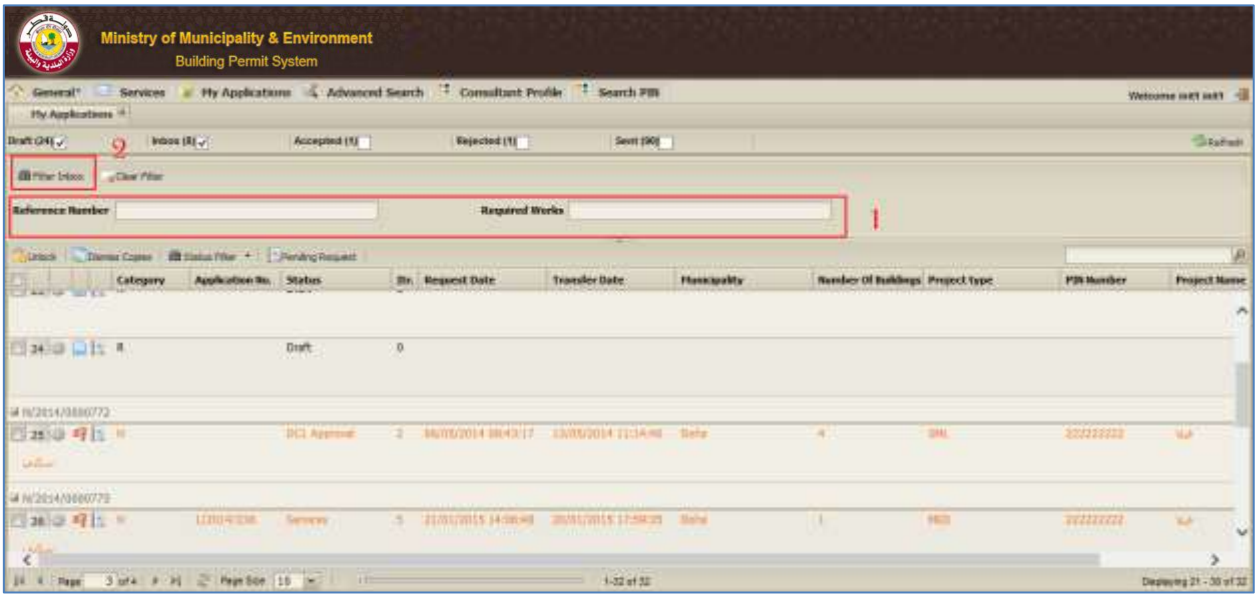


Figure 16: My Applications - Filter Inbox

In the “Draft” inbox, you can delete the selected applications by clicking the “Delete” button.

4.4. Services

By clicking on Services menu; the following interface will open displaying three actions:

- New Building Permit Request
- New Building Permit Request Modification

- New Building Permit Request Renewal

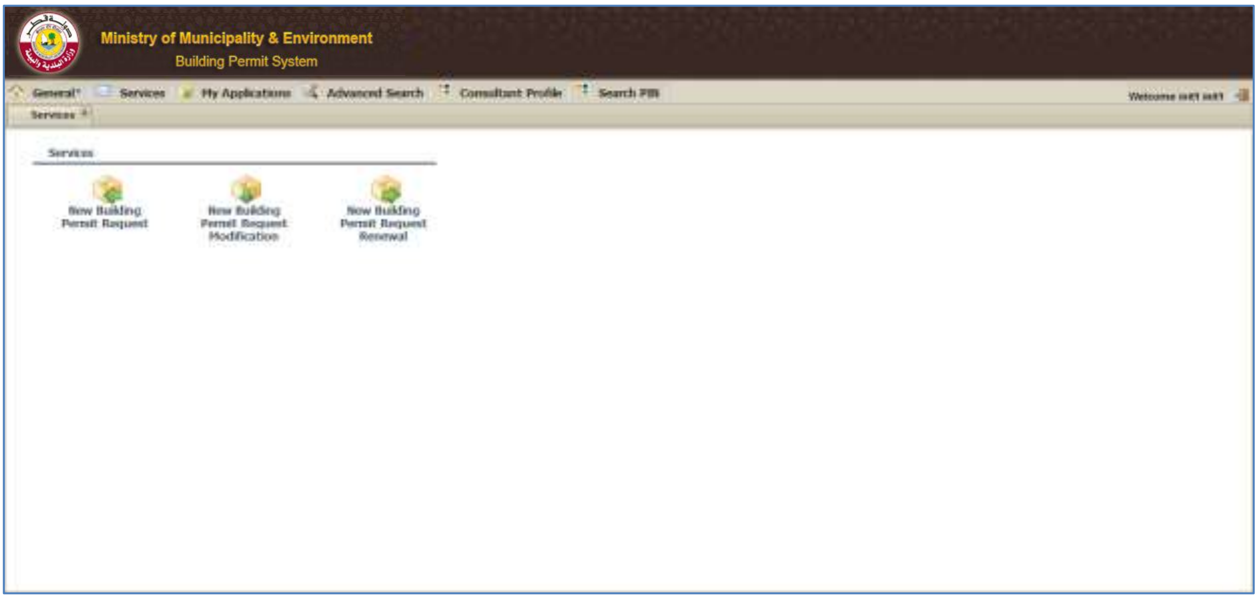


Figure 17: Services Interface

4.4.1. New Building Permit Request

By clicking on the 

, the following wizard will open guiding you step by steps to fill in the needed data:

Figure 18: Services - New building permit request

4.4.1.1. Property Data

Steps for filling the Property Data:

- **Pin No.:** Enter the appropriate Pin Number and click on . If the number is valid the rest of the fields (Municipality, Location, Street No., Street Name, Area Space) will be filled automatically with the appropriate value:

Figure 19: Property Data

- **Real Estate Number**: Enter the Real Estate number.
- **Title Deed No.**: Enter the Title Deed number.
- **Area Space**: this field is filled automatically. However, it can be changed.

Fill in all the required fields and then click on Next button appearing in the bottom part of the window; once clicked, the next interface, "Owner data", will appear.

4.4.1.2. Owner Data

The owner can be a Person/Individual, Company or Government:

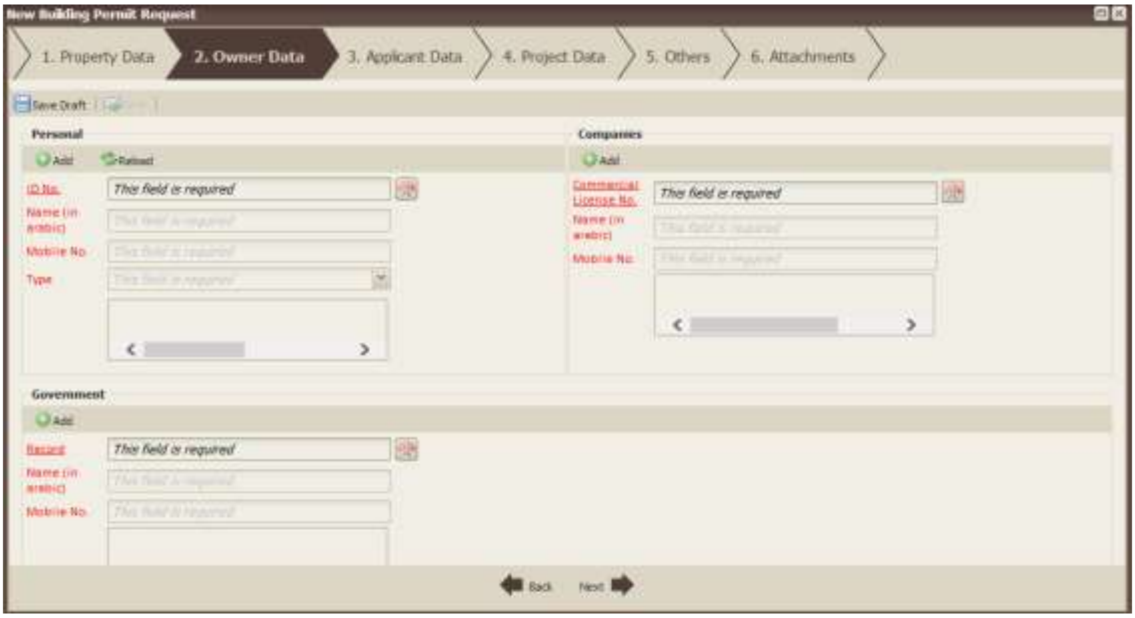


Figure 20: Owner Data

<u>Personal</u>:

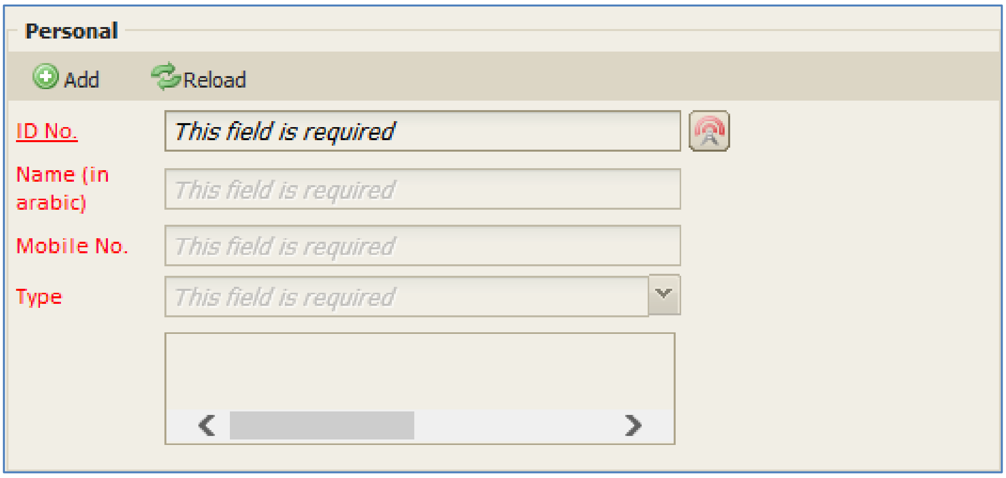


Figure 21: Owner Data (Personal)

Steps for filling the Owner Data (Personal):

- **ID No.:** Enter your ID Number and click on . If the number is valid the rest of the fields will be enabled.
- **Name (in Arabic):** Enter the owner's name in Arabic.
- **Mobile No.:** Enter the owner's mobile number.
- **Type**: Select the appropriate type from the drop-down list.

  After filling in the required fields click on Add.

You can also add more than one person. The "Type" dropdown list includes:

- Owner
- Inheritors of
- Orphan of
- Children of

However, when "Inheritors of" is selected and added, the dropdown list for the next person you want to add, will only include "Inheritors of" and "Owner"

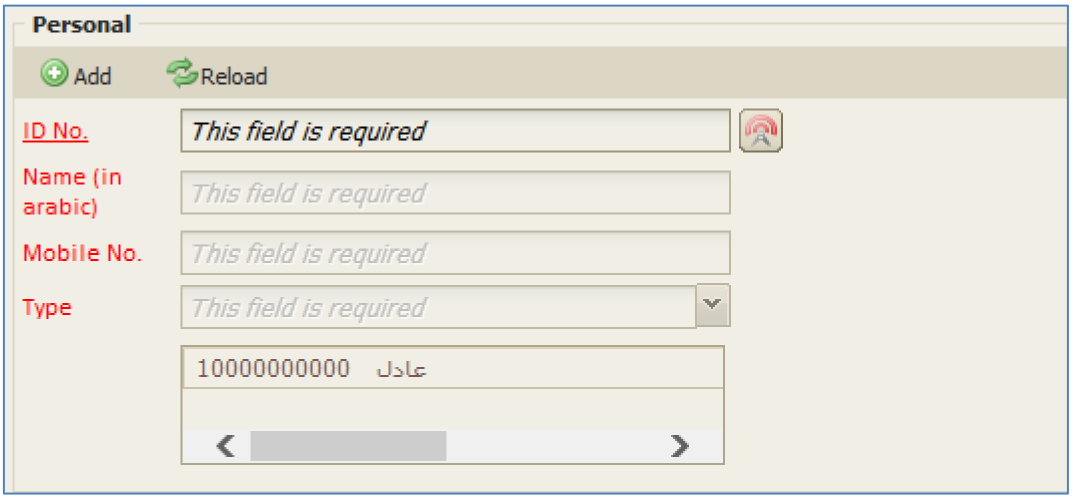


Figure 22: Owner Data (Personal) – Add/ Reload

- To empty the fields, click on "Reload"
- To remove an added person click on

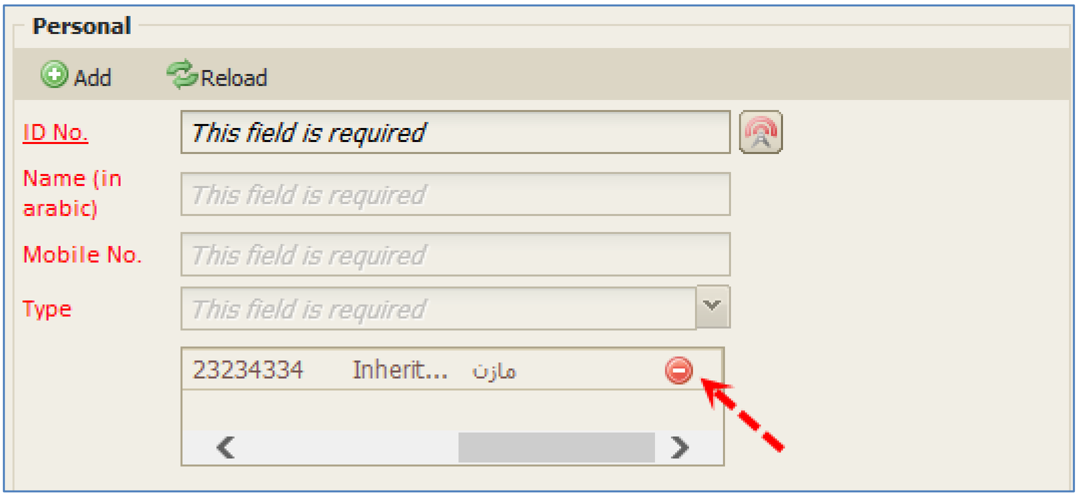


Figure 23: Delete

Companies:

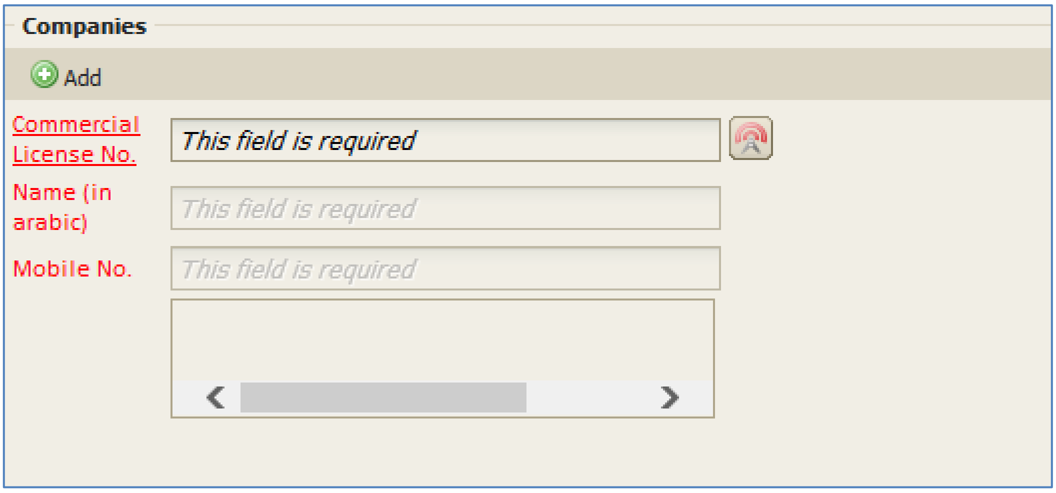


Figure 24: Owner Data (Companies)

Steps for filling the Owner Data (Companies):

- **Commercial License No.:** Enter the appropriate Number and click on . If the number is found to be valid the rest of the fields will get enabled.
- **Name (in Arabic):** Enter the company's name.
- **Mobile No**.: Enter the mobile number.

After filling in all required fields click on Add.

You can add more than one company, and the added companies will appear as follows:

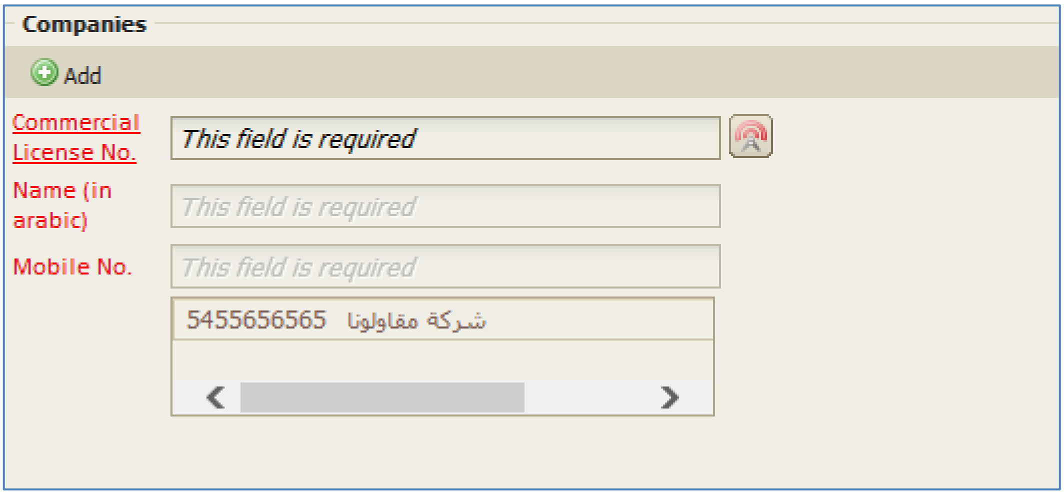
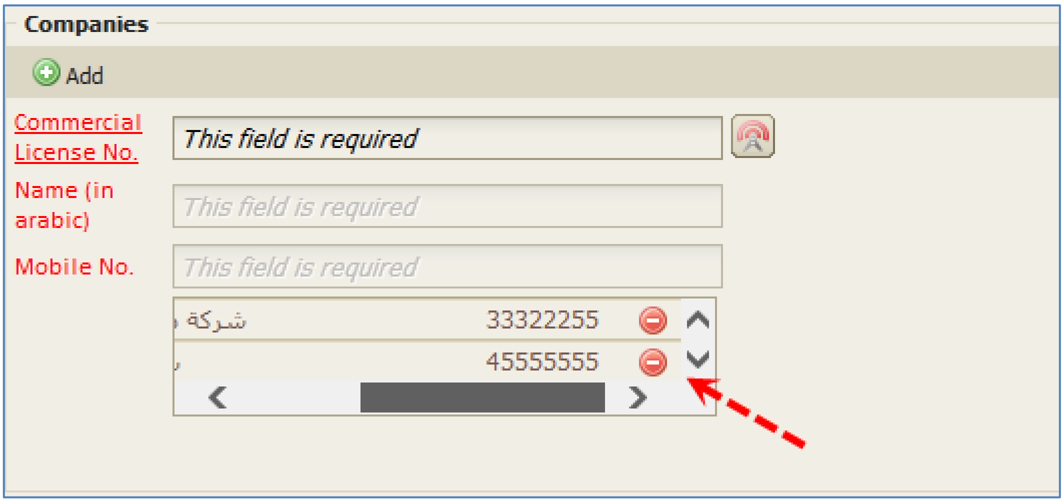


Figure 25: Owner Data (Personal) – Add/ Delete

To delete a company click on .



Government:

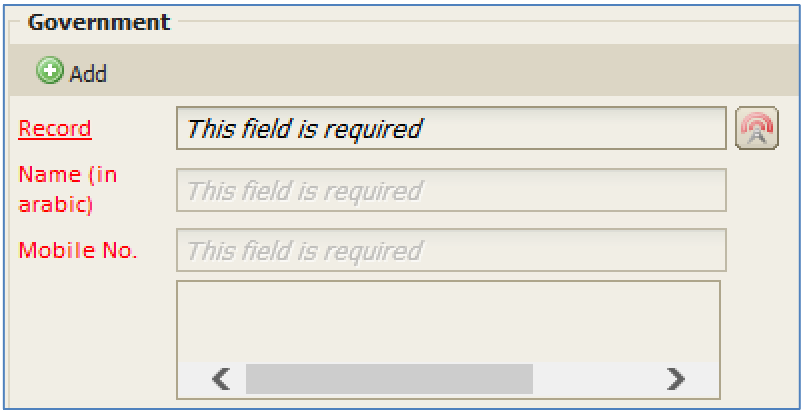
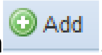


Figure 26: Owner Data (Government)

- **Record**: Enter the appropriate Number and click on . If the number is valid the rest of the fields will be enabled.
- **Name (in Arabic):** Enter the name of the governmental facility.
- **Mobile No.:** Enter the mobile number.

After filling in the required data click on .

You can add more than one organization. The added government organization will appear as follows:

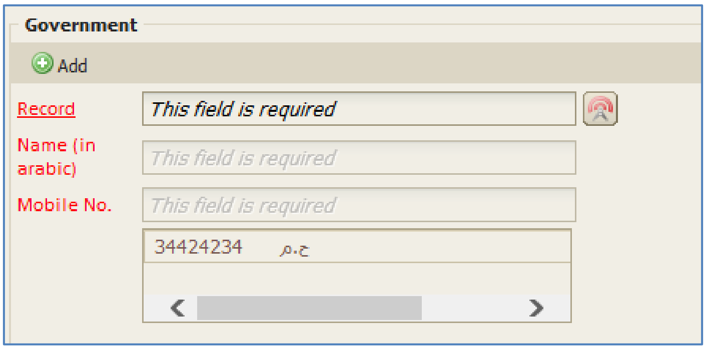
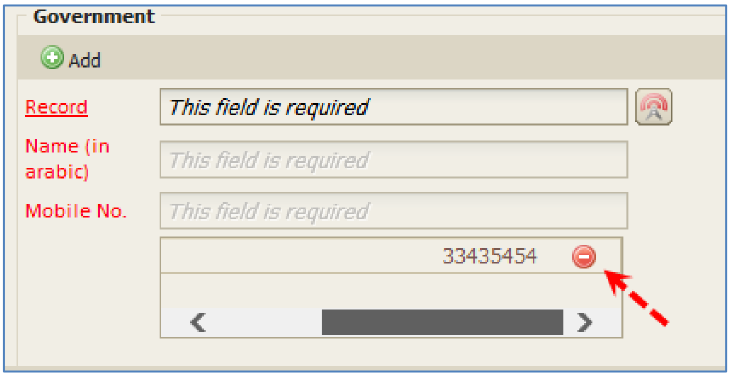
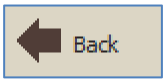


Figure 27: Owner Data (Companies) – Add/ Delete

To delete an added facility, click on :



To go back to the previous interface click on ; to go to the next interface click on , provided that all the required fields are filled.

The "Back" and "Next" buttons appear in the bottom of the page as shown below:

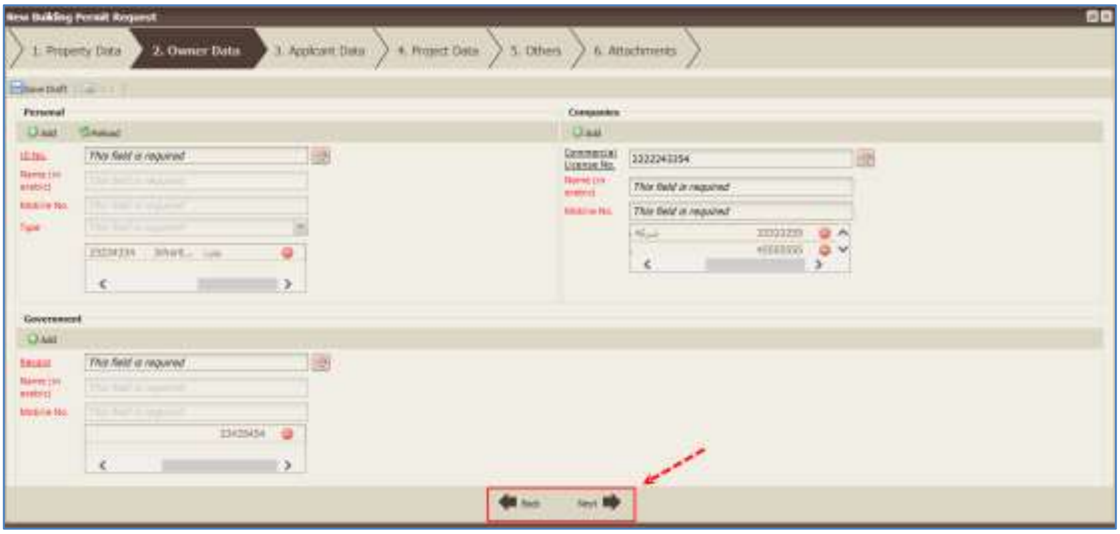


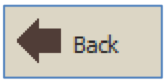
Figure 28: back & Next Buttons

4.4.1.3. Applicant Data

Figure 29: Application Data

Steps for filling the Applicant Data:

- **ID No.:** Enter your ID Number and click on . If the number is valid the rest of the fields will be enabled.
- **Name (in Arabic):** Enter the Applicant name in Arabic letters.
- **Mobile No.:** Enter the Applicant's mobile number.
- **PO Box:** enter the applicant's PO Box number.

To go back to the previous interface click on 

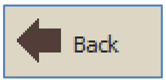
; to go to the next interface click on 

, provided that all the required fields are filled.

4.4.1.4. Project Data

Figure 30: Project Data

- **Project type:** to be selected from the dropdown list.
- **Project Name:** enter the project name.
- **Required works:** define the works that are required in the project.

To go back to the previous interface click on 

; to go to the next interface click on 

, provided that all the required fields are filled.

4.4.1.5. Others

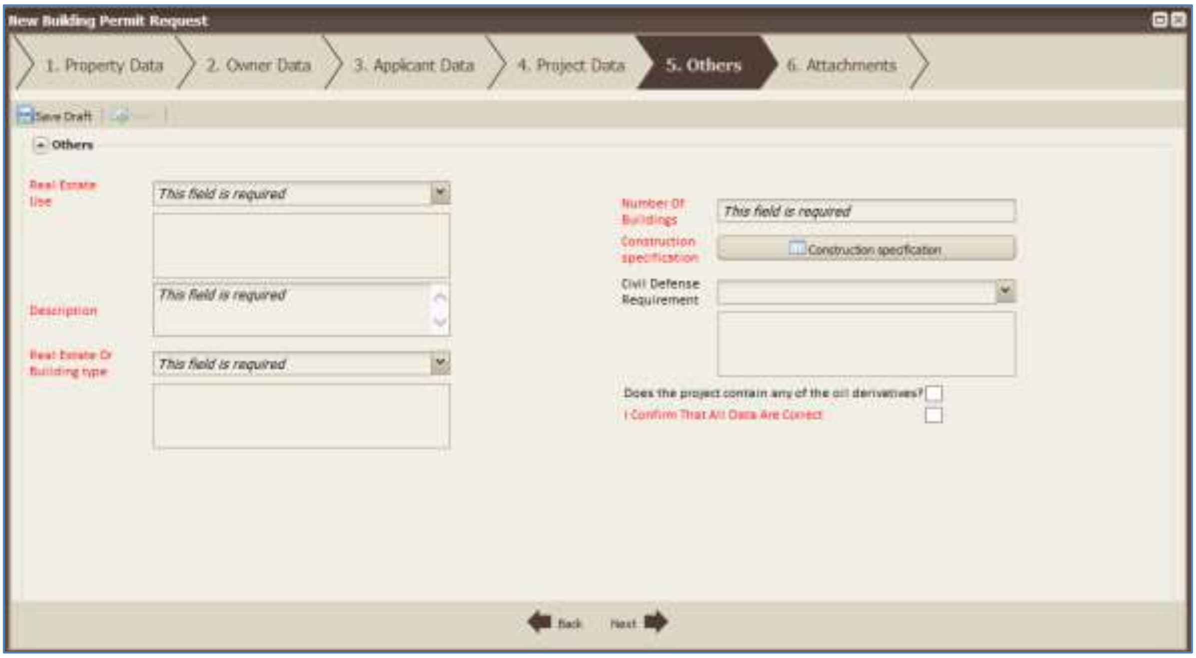


Figure 31: Others

Steps for filling the Others Data:

- **Real Estate Use**: Select it from the dropdown list. You can select more than one item/entity from the dropdown list. You can click on ⊖ to delete a selected use.
- **Description:** Enter the appropriate description.
- **Real Estate or Building type:** Select it from the dropdown list. More than one type can be selected.
- **Number of Buildings:** Define the number of buildings.
- **Construction Specification**: click on Construction specification, the following window will open:

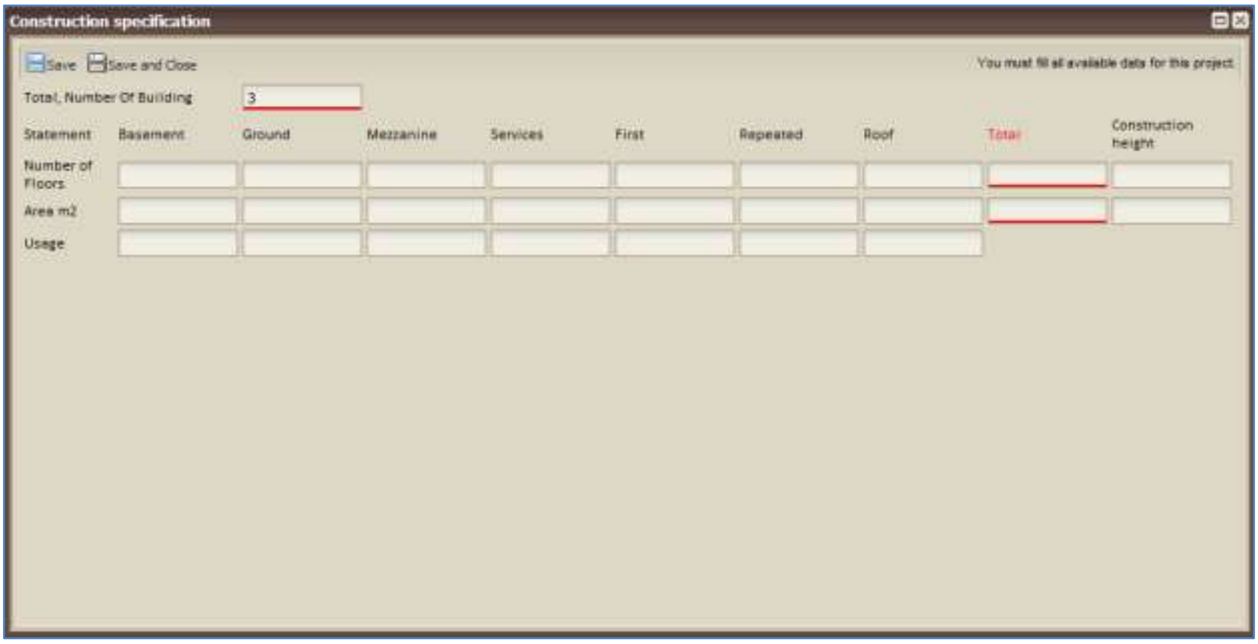
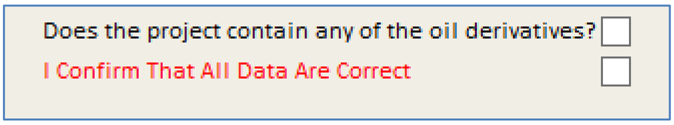


Figure 32: Construction Specification

Enter the project data in the above window. Click on Save to save the data without closing the window, or click on Save and Close to save the data and close the window.

- **Civil Defense requirement**: To be selected from the dropdown list.
- **Checkboxes**:



Confirm whether the project contains any oil derivatives and whether you confirm that all data are correct by selecting the following square boxes ☑.

4.4.1.6. Attachments

4.4.1.6.1. Original Mail Node

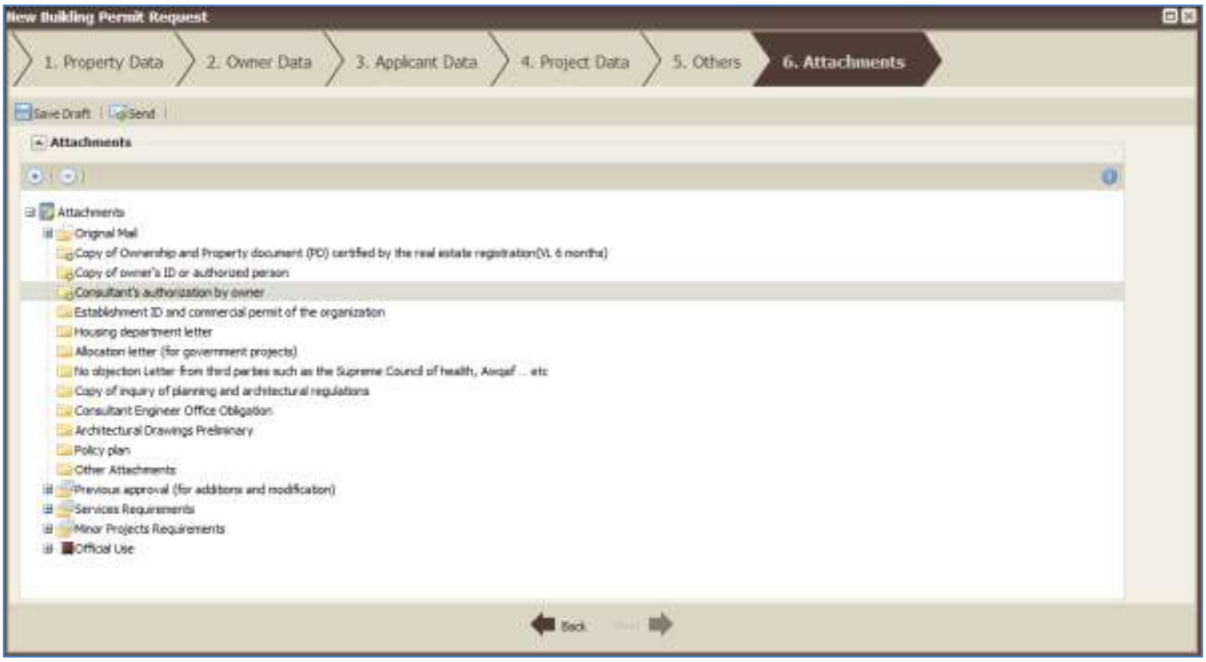


Figure 33: Attachments

Under the “Attachments” tab, two main nodes appear:

- Original Mail
- Official Use

Add all mandatory files and/ or optional files under the appropriate folders within **Original Mail** node.

(*Please note that the following icon* *appears next to the mandatory files*).

Click on the folder under which you want to add the documents. The “Single Attach” and “Multiple Attach” buttons will appear:

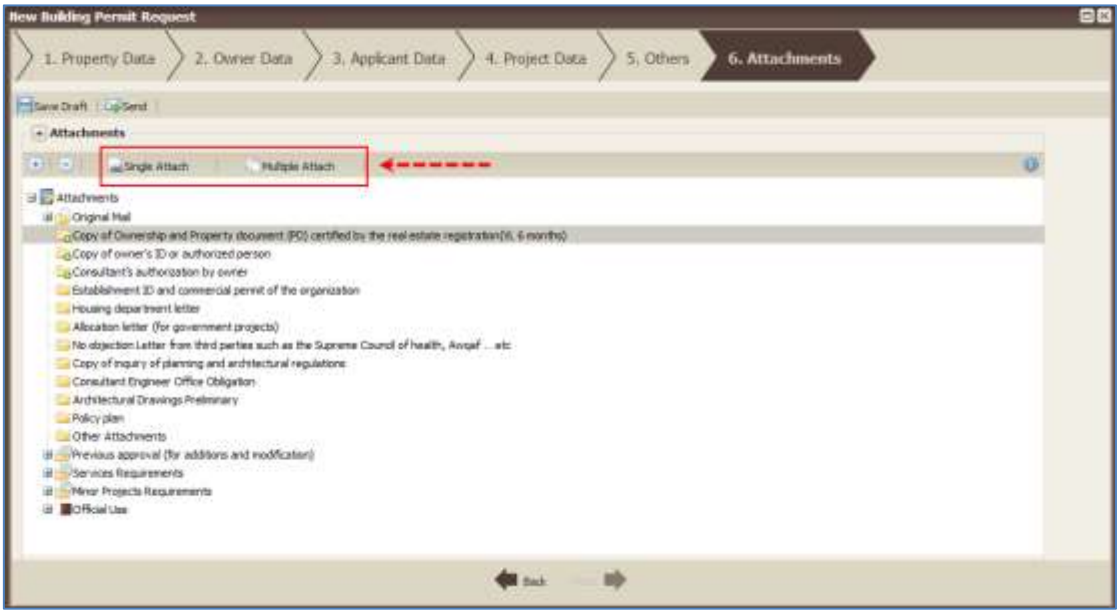
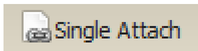


Figure 34: Attachments – Single & Multiple Attach

4.4.1.6.1.1. Single Attach

Selecting the folder under which you want to add a file and clicking on 

button, will open the following window:

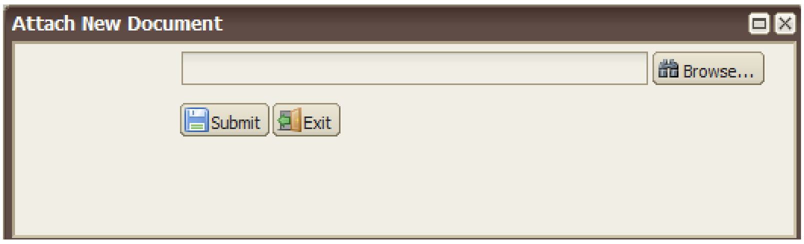


Figure 35: Single Attach

Click on "Browse" and select the appropriate file to attach, and then click on 

.
The attached documents will be displayed under the selected node as shown below:

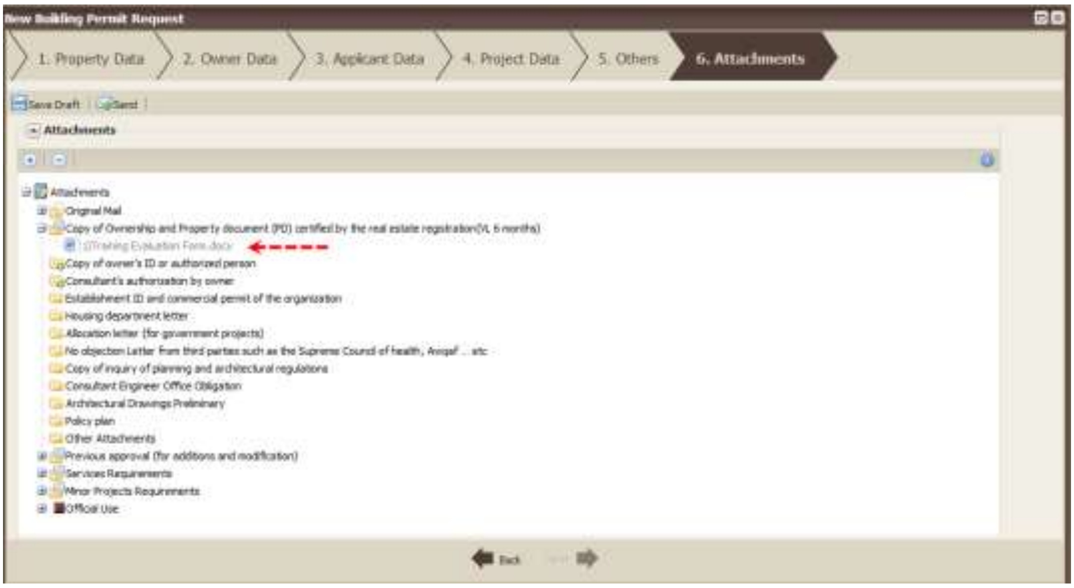
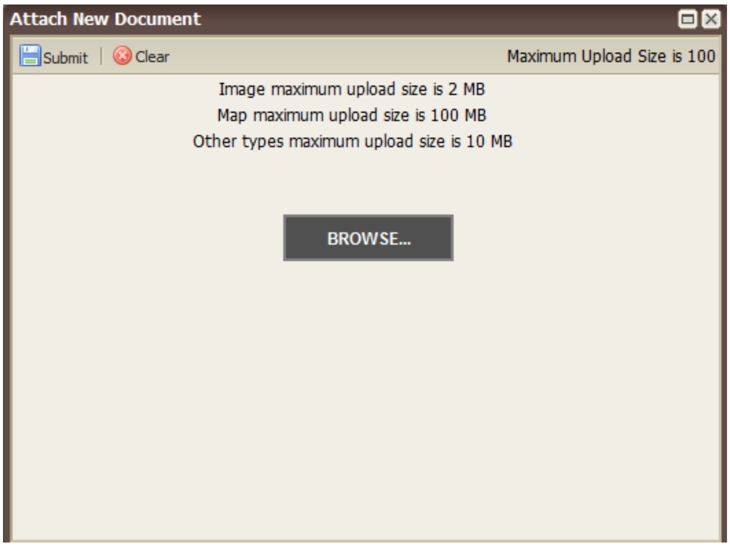


Figure 36: Attached Document

4.4.1.6.1.2. Multiple Attach

In case you want to add many documents under a selected folder, click on “Multiple Atatch” button, the following window will open:



Click on 

 and choose the appropriate files.

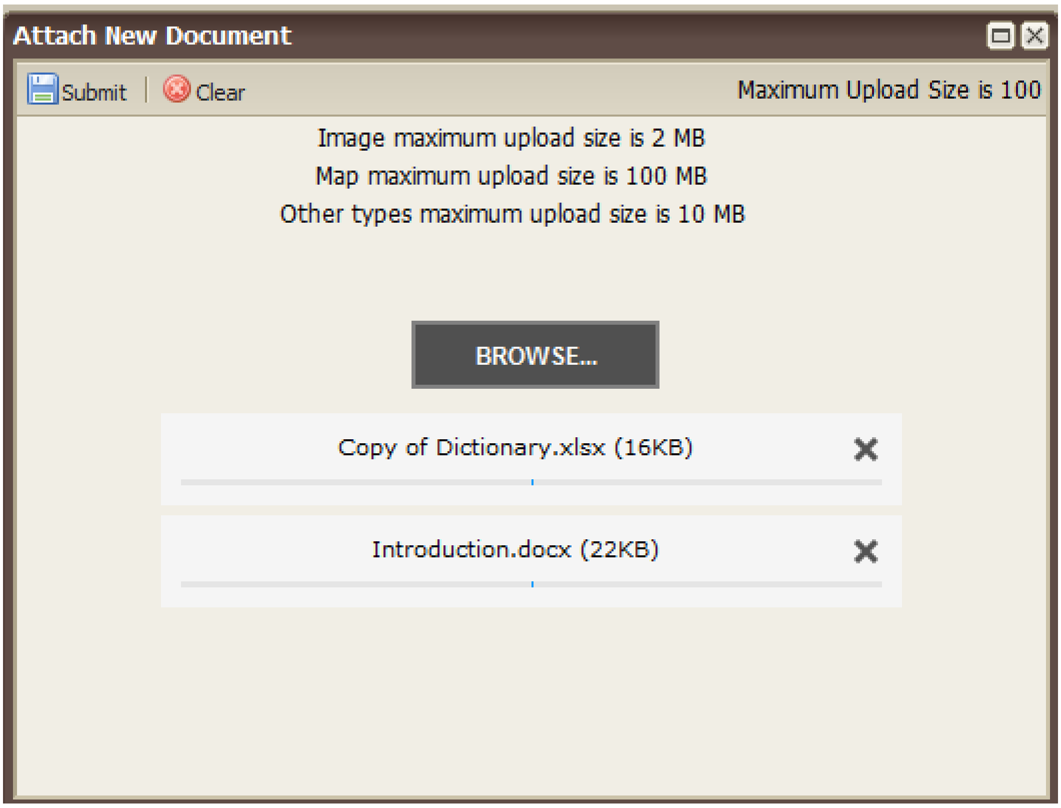
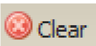


Figure 37: Selected Files

Click on  to delete a file.

Click on 

 to delete all files.

Click on 

 to save the selected files.

The attached documents will be displayed under the selected node.

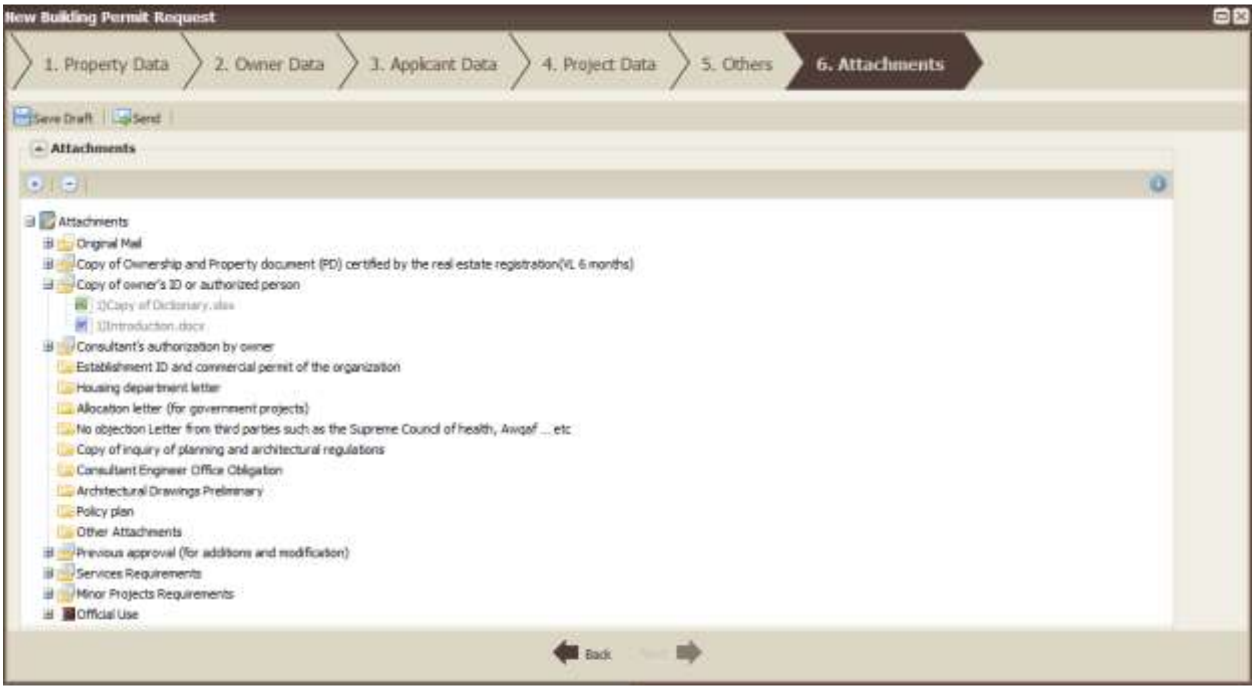


Figure 38: Multiple Attachments

Note that a Submission Number appears next to the attached document:

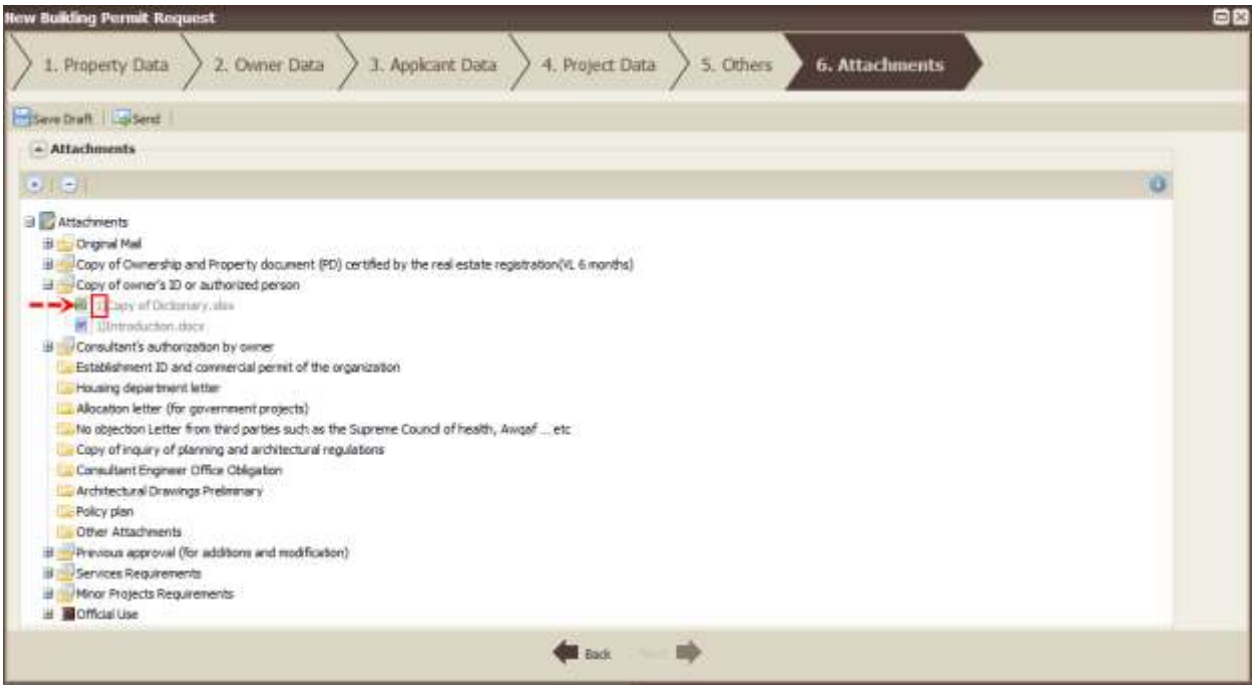


Figure 39: Submission Number of the Attached File

In case the request is returned to the consultancy office, the submission number will become 2 or more based on how many times the request was returned to the consultancy office.

4.4.1.6.1.3. LEGEND

On the right hand upper corner appears  button, allowing the user to open the legend keys:

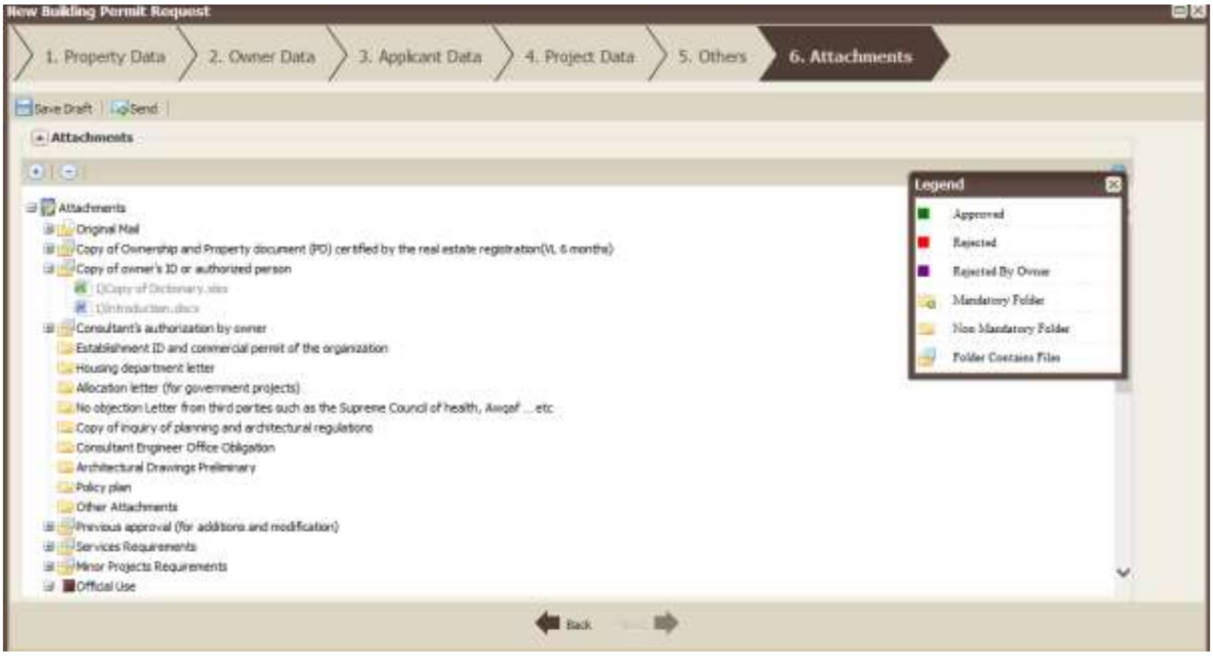


Figure 40: Attachments - Legend

The approved attachment appears in green, the rejected attachment appears in red, and the attachment rejected by the owner appears in purple.

This icon indicates that the folder is mandatory, which means that it is obligatory to add files under this folder.

The icon indicates that the folder is not mandatory.

The icon indicates that the folder contains files.

4.4.1.6.2. Official Use Node

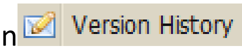
Under **Official Use node,** appear the folders specified to the entities, and each concerned entity adds the files under its own folder:

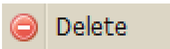
Figure 41: Attachments Tab- Official Use Node

4.4.1.6.3. CONTEXT MENU OF THE ATTACHED DOCUMENT

Right click an attached file; the following contextual menu will open:

Figure 42: Context Menu of The Attached Document

To check the file history click on  .

To delete the file, click on  .

To view the file, click on  ; it will be displayed in EverSuite Viewer.

To download the file, click on  .

To rename the attached/ scanned file click on  ; the following window will open:

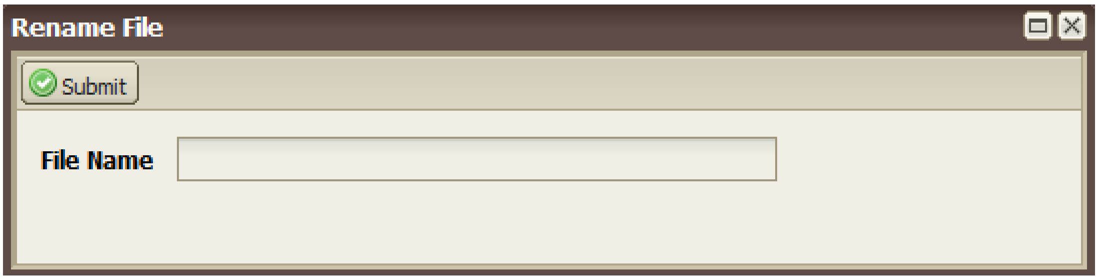


Figure 43: Rename File

Enter the new file name and then click on  .

4.4.1.7. Actions

In each tab of the wizard, two buttons appear:

- Send
- Save Draft

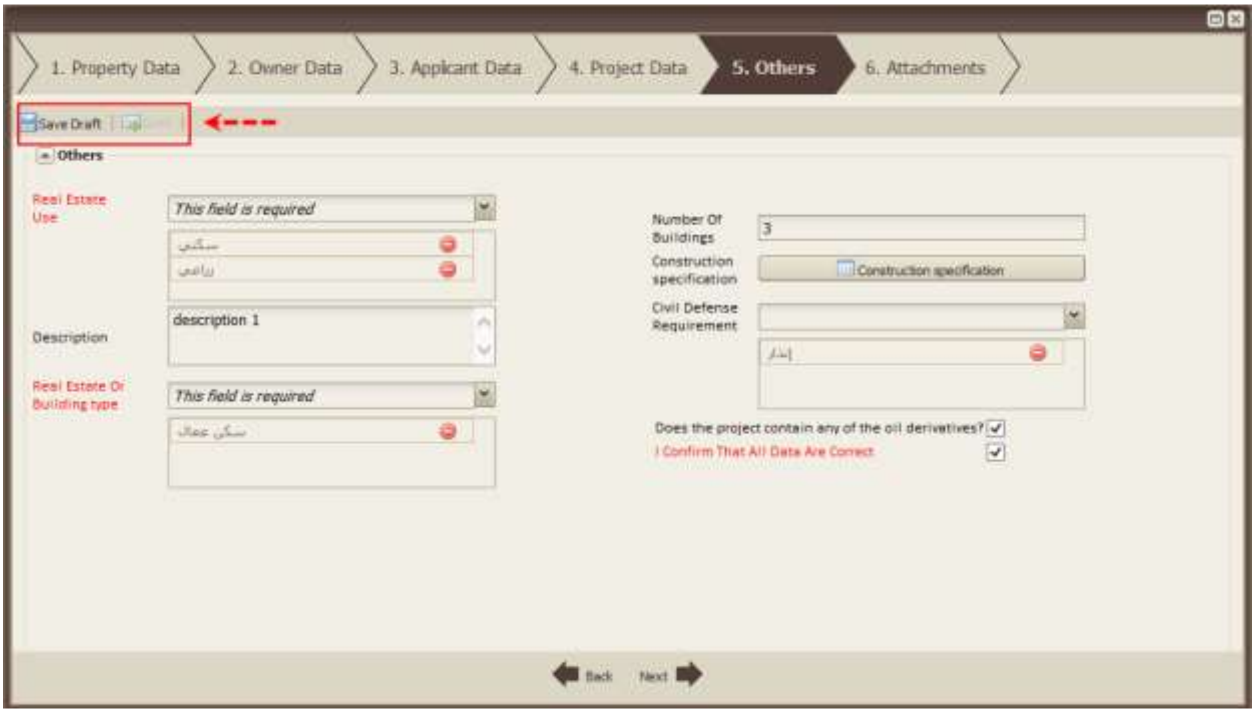


Figure 44: Save Draft & Send buttons

- Click on "Save Draft" to save the data added to the application in order to complete it later. The application will be saved under "My Applications" menu (appearing in the homepage) ⟶ "Draft".
- The "Send" button will be only enabled in the last tab "Attachments". It allows sending the application to the appropriate Municipality. Once sent, the application will have its own reference number in the system.

4.4.2. New Building Permit Request Modification

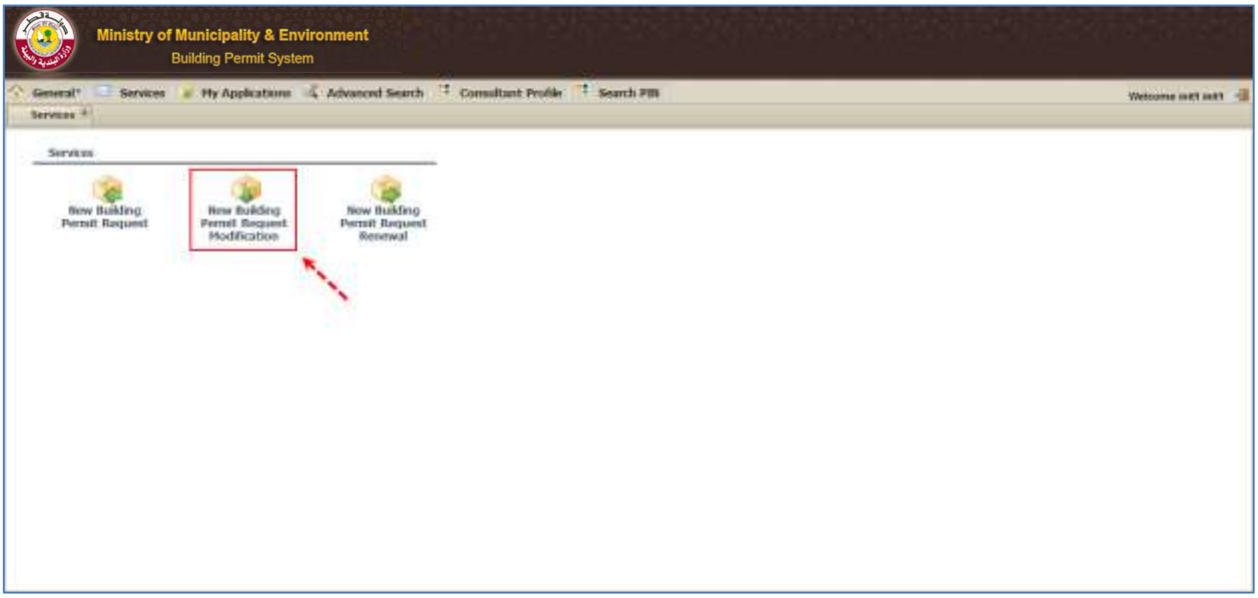
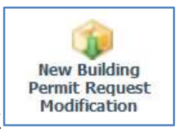


Figure 45: Services - New Building Permit Request Modification

To send a modification request click 

, the following wizard will open:

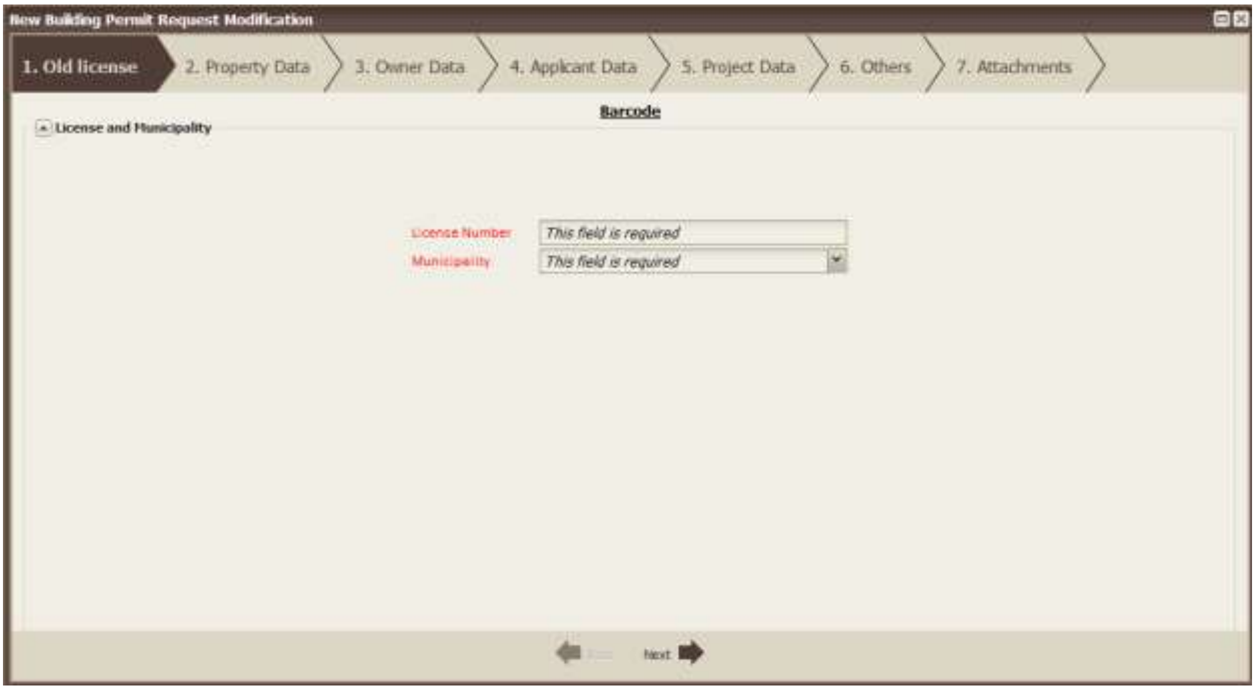


Figure 46: Services - New Building Permit Request Modification Wizard

Enter the Old License's Number and select the Municipality from the dropdown list and then move to the next window. For information on how to fill the rest of the fields in all tabs appearing in the wizard refer to "[New Building Permit request]" paragraph.

4.4.3. New Building Permit Request Renewal

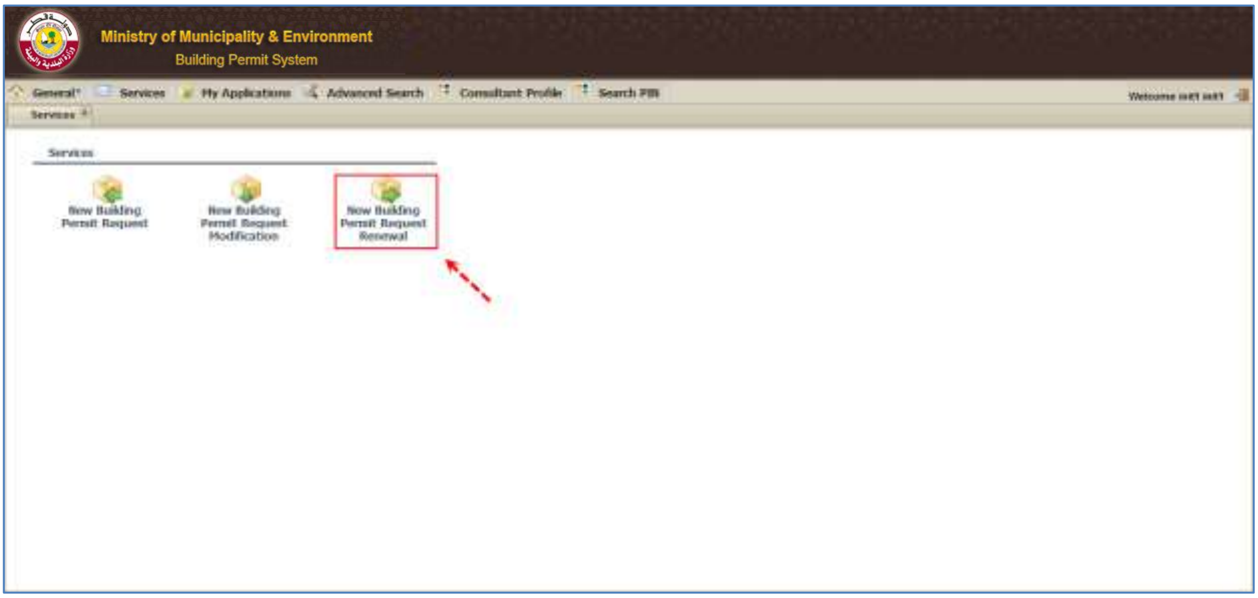


Figure 47: Services - New Building Permit Request renewal

To send a renewal request click 

, the following wizard will open:

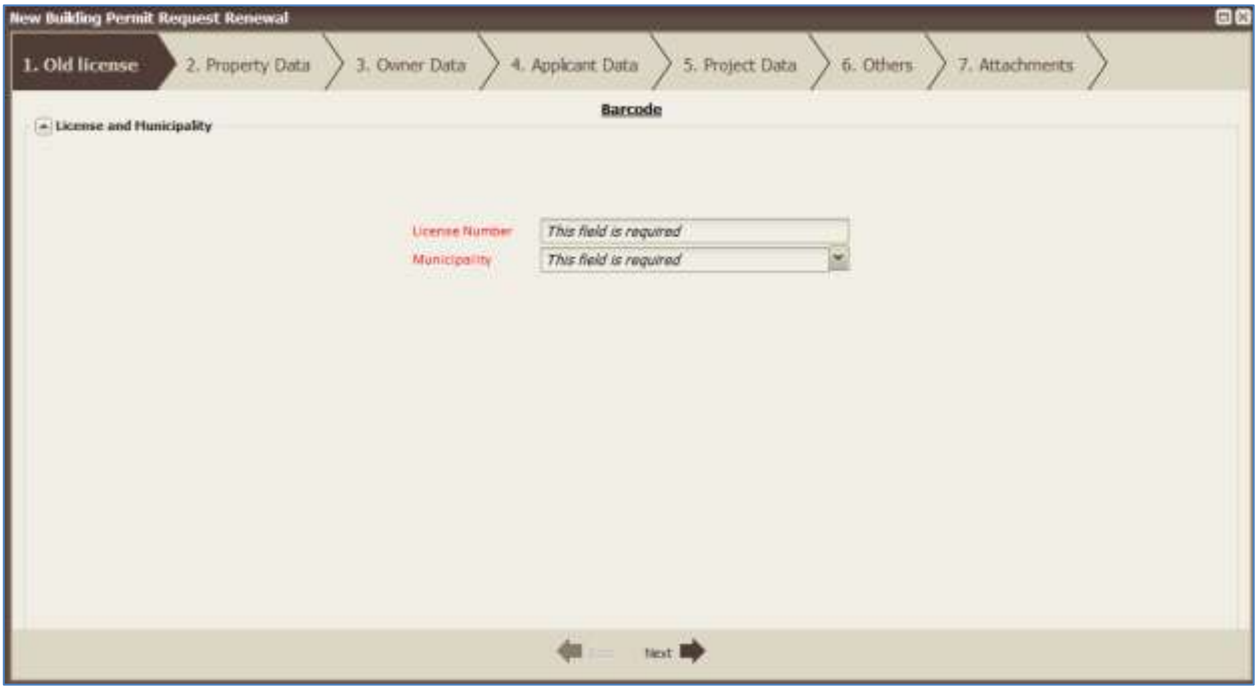


Figure 48: Services - New Building Permit Request Renewal Wizard

Enter the Old License's Number and select the Municipality from the dropdown list and then move to the next window. For information on how to fill the rest of the fields in all tabs appearing in the wizard refer to "New Building Permit request" paragraph.

4.5. Application Status: Services

When the Municipality approves the application, its status will turn from **DC1 Approval** into **Services**.

From "My Applications" interface, open an application which status is **Services:**

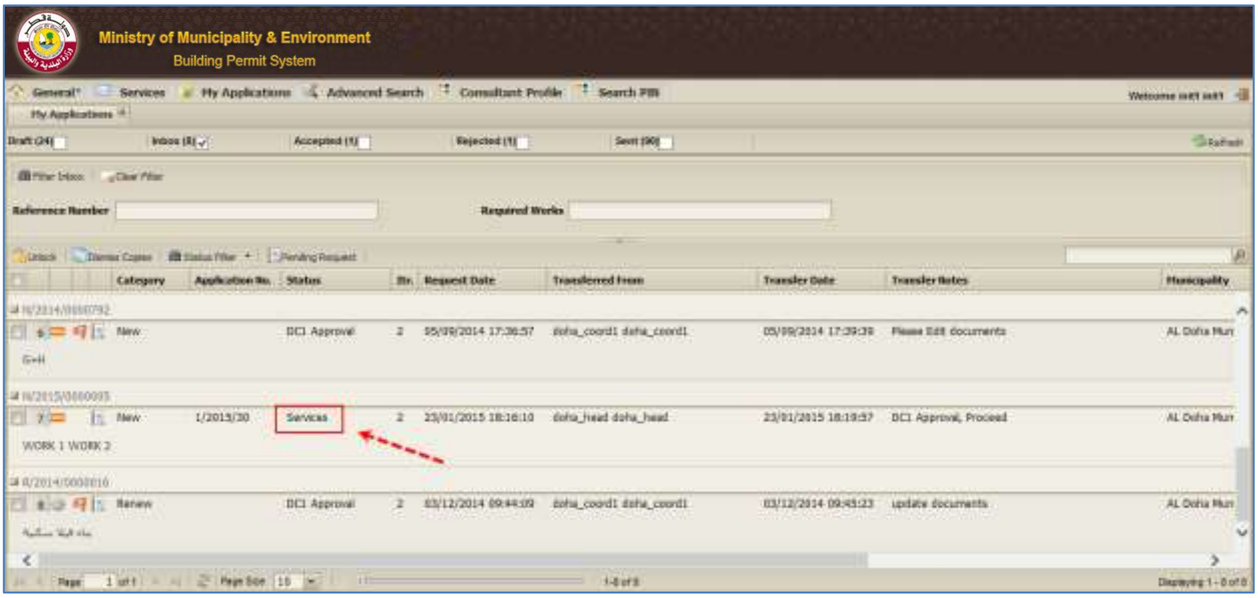


Figure 49: Application Status "Service"

The following interface will open including different tabs:

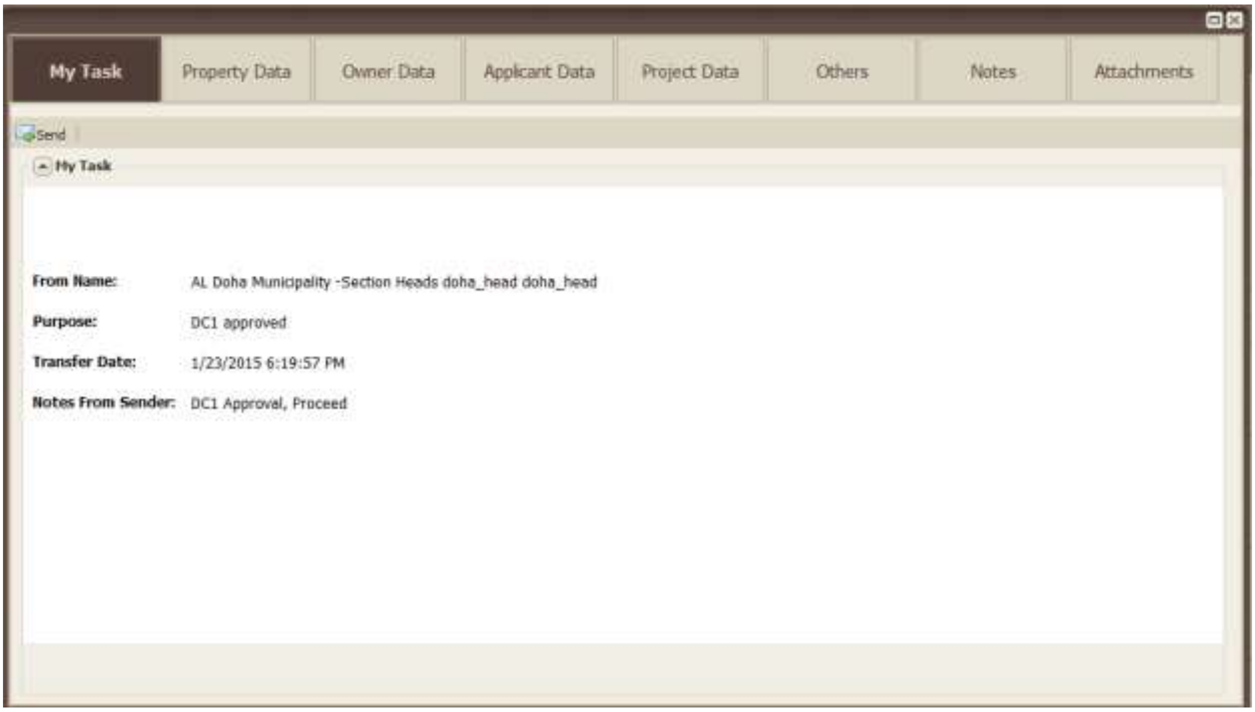


Figure 50: Open Approved Application (Status: Services)

“My tasks” tab provides you with details about the application (sender, purpose, transfer date and notes from sender”.

To attach the required documents click on **Attachments** tab:

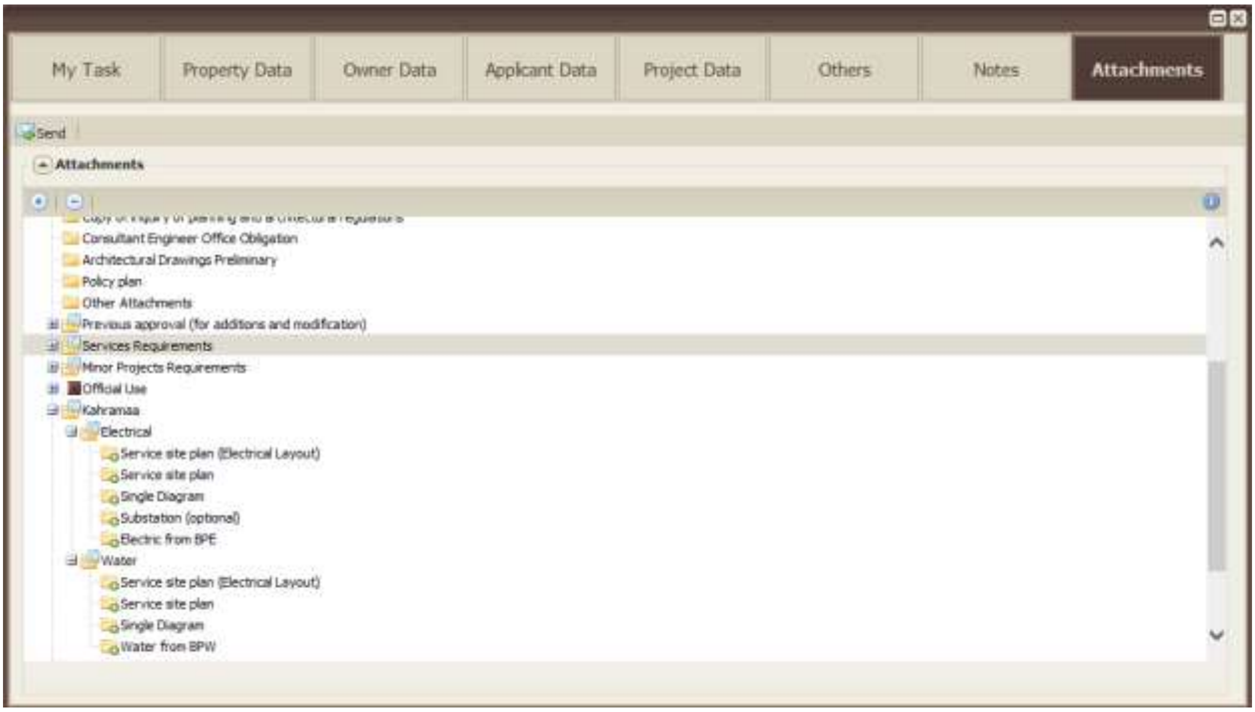


Figure 51: Services Status – Attachments Tab

The nodes related to the external entity chosen by the Municipality Engineer will appear. Add the appropriate attachments and then click on 

button. The following window will open:

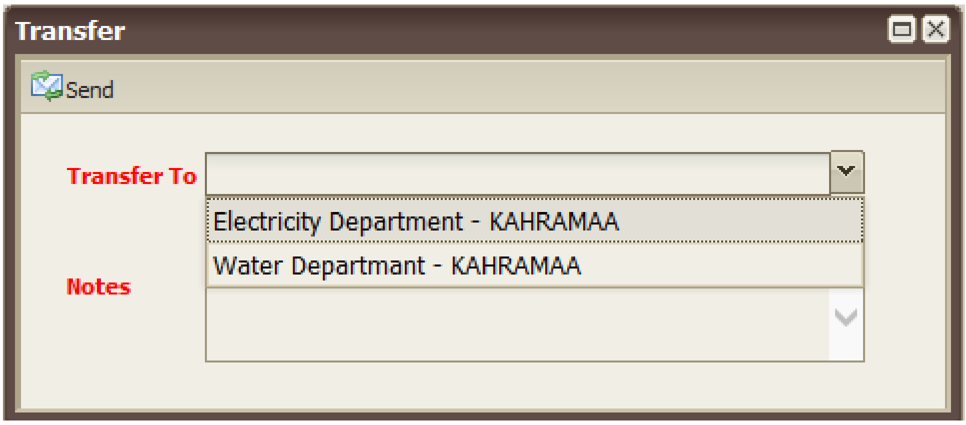


Figure 52: Transfer

Transfer To dropdown list, will only display the external entities selected by the Municipality Engineer.
Click on **Send** button to send the application to the selected entity.

The application will appear in orange in the **Inbox,** until it is sent to all related entities**.**

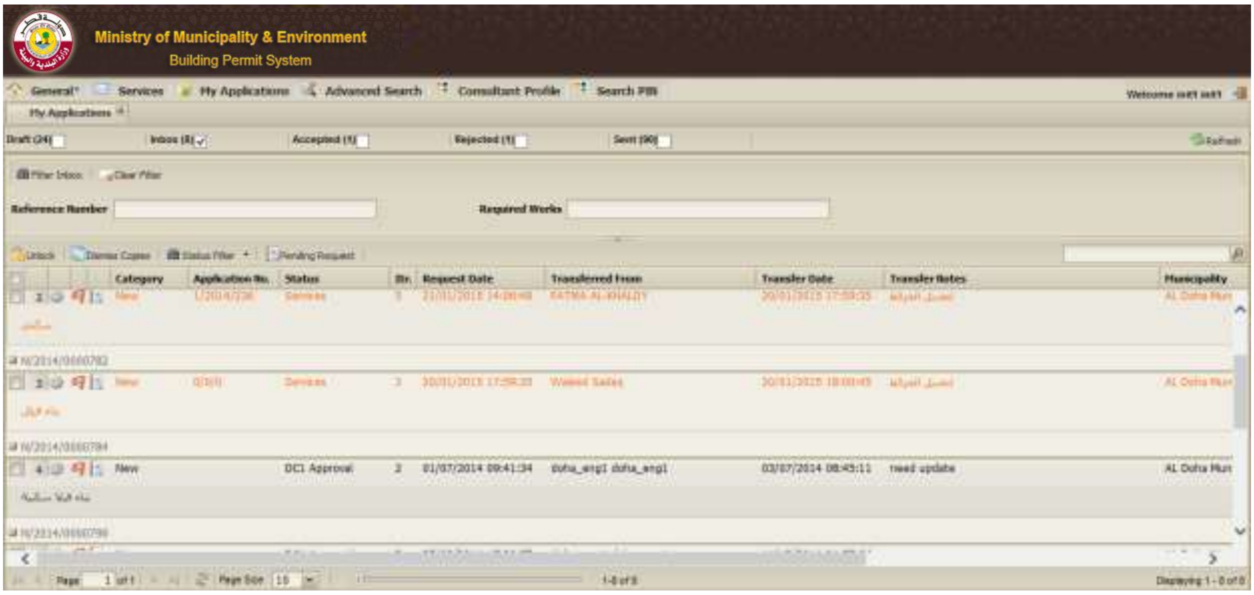


Figure 53: Application displayed in orange in the Inbox until sent to the related entities

4.6. Consultant Profile

This section provides you with information about the consultancy office:

Figure 54: Consultant Profile

4.7. Search Pin

This section shows the location of the land on the map; all you have to do is to insert the land's pin:

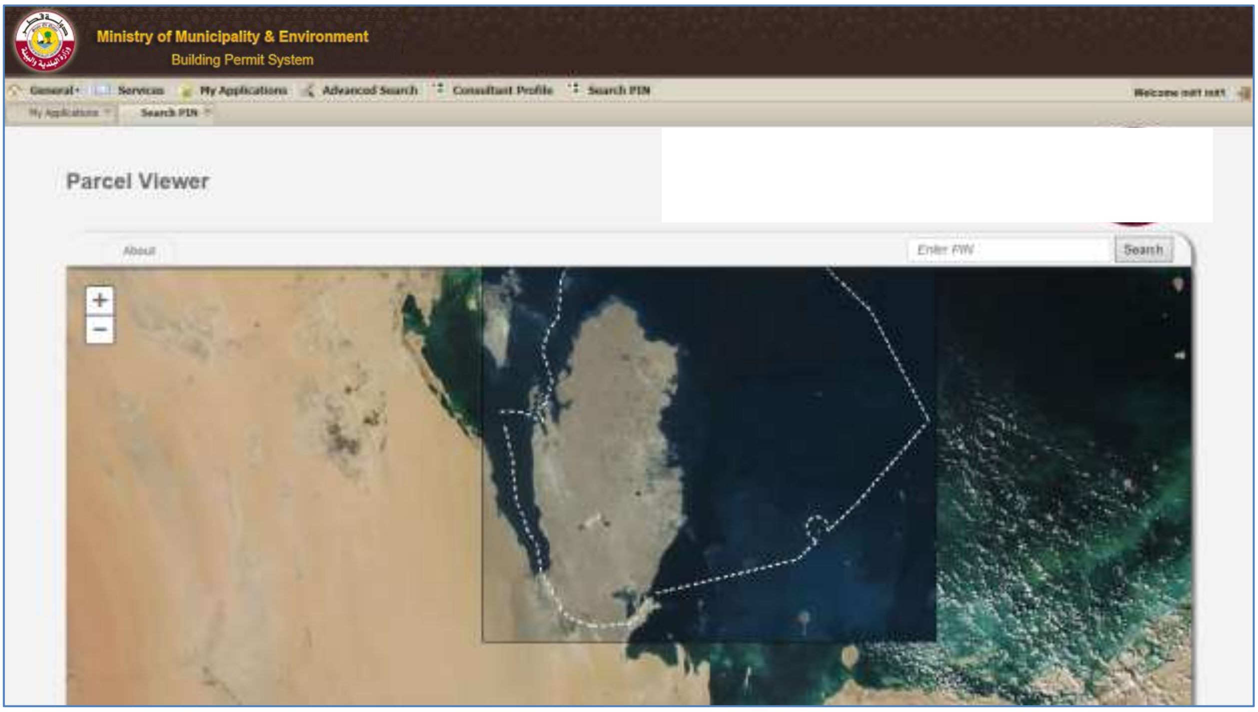


Figure 55: Search pin