



# Ministry of Municipality and Environment

## Building Permit Request Automation

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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.:
  - o Search (Advanced/ Simple)
  - o 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. HOMEPAGE

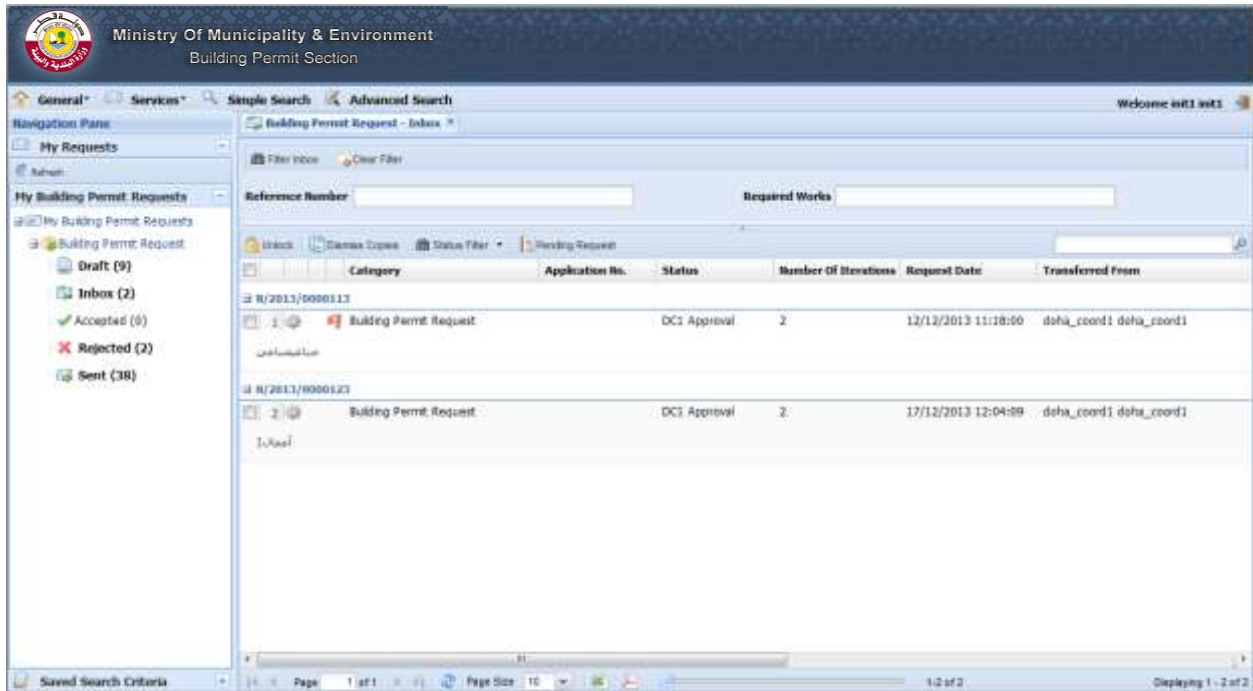


Figure 1- HOMEPAGE

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

At the top-right corner of the page appears “Welcome” followed by the role of the user who has logged into the application. Next to the welcome expression, there is a button that allows the user to log out of the application. Please refer to Figure (2) and (3):

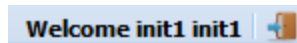


Figure 2- ROLE TYPE & LOG-OUT

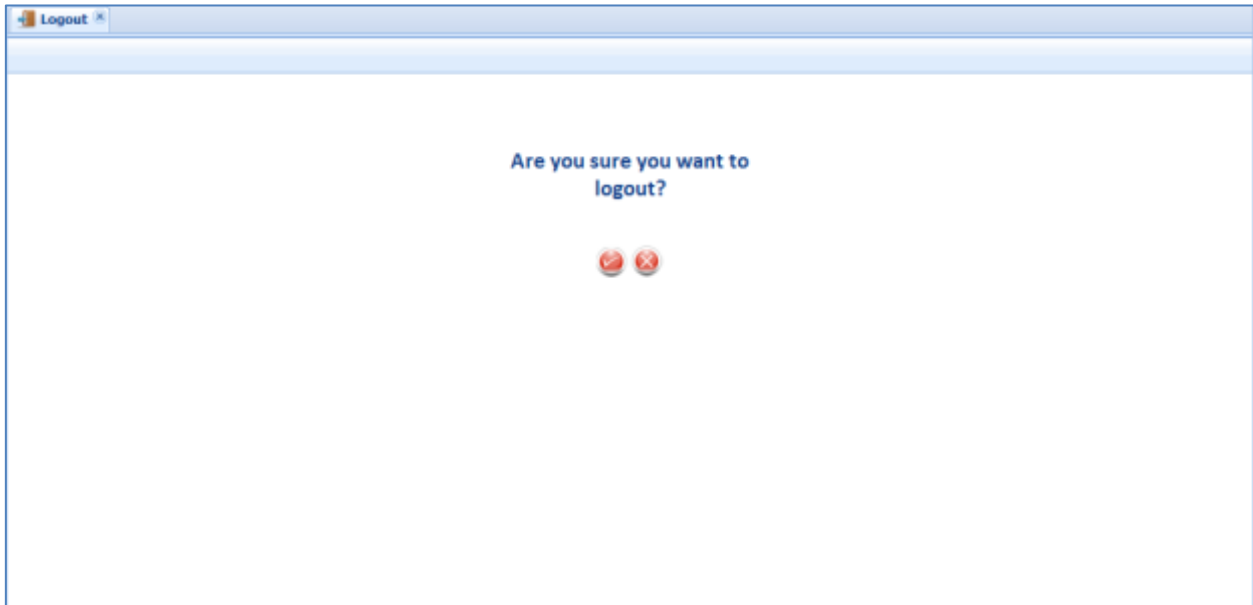




Figure 3- LOG-OUT

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

The menu displayed in the Figure (1): HOMEPAGE changes 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
- Simple Search
- Advanced Search

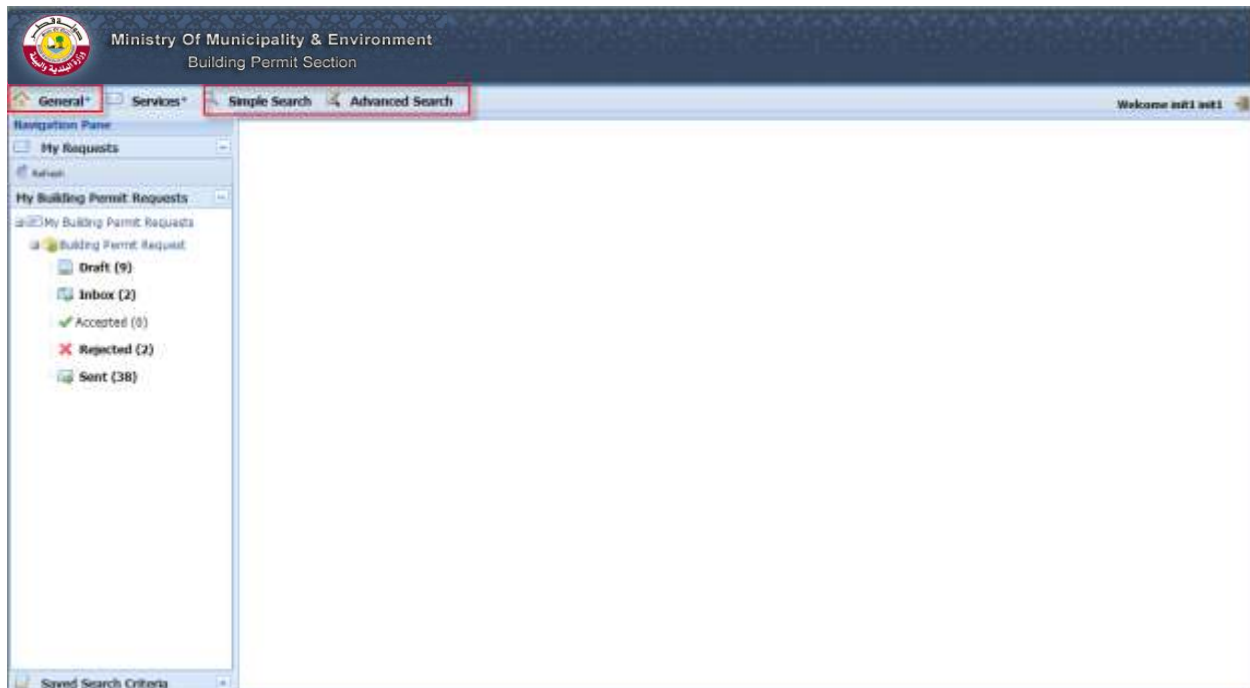


Figure 4- GENERAL, SIMPLE & ADVANCED SEARCH

## 3.1. General


The drop down “General” menu consists of 3 submenus as shown in the below Figure (5).



Figure 5- GENERAL MENU

Each of the 3 submenus under the “General “menu has been separately detailed in following topics.

### 3.1.1. MY PASSWORD

By clicking on the “**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.

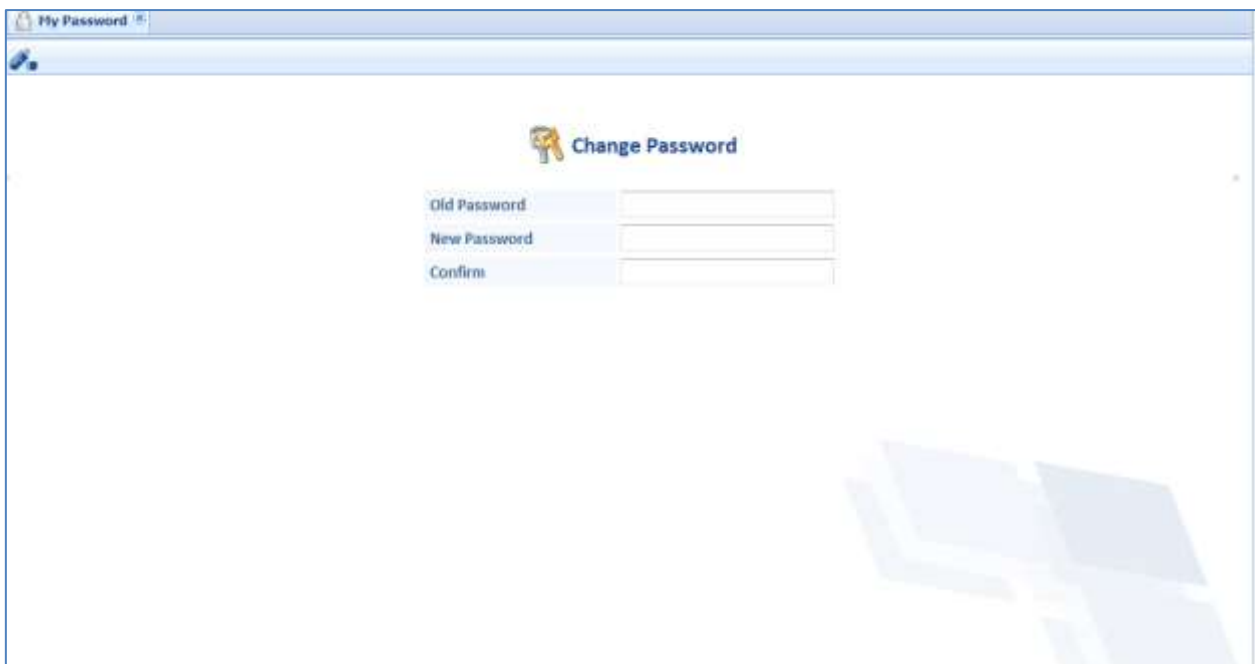
A screenshot of a web browser window titled 'My Password'. The main content area displays a 'Change Password' form. The form has a title 'Change Password' with a key icon. Below the title are three input fields: 'Old Password', 'New Password', and 'Confirm'. Each field has a corresponding label to its left. The background of the page is light blue with a faint architectural graphic.

Figure 6- MY PASSWORD - CHANGE PASSWORD

### 3.1.2. MY PROFILE

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

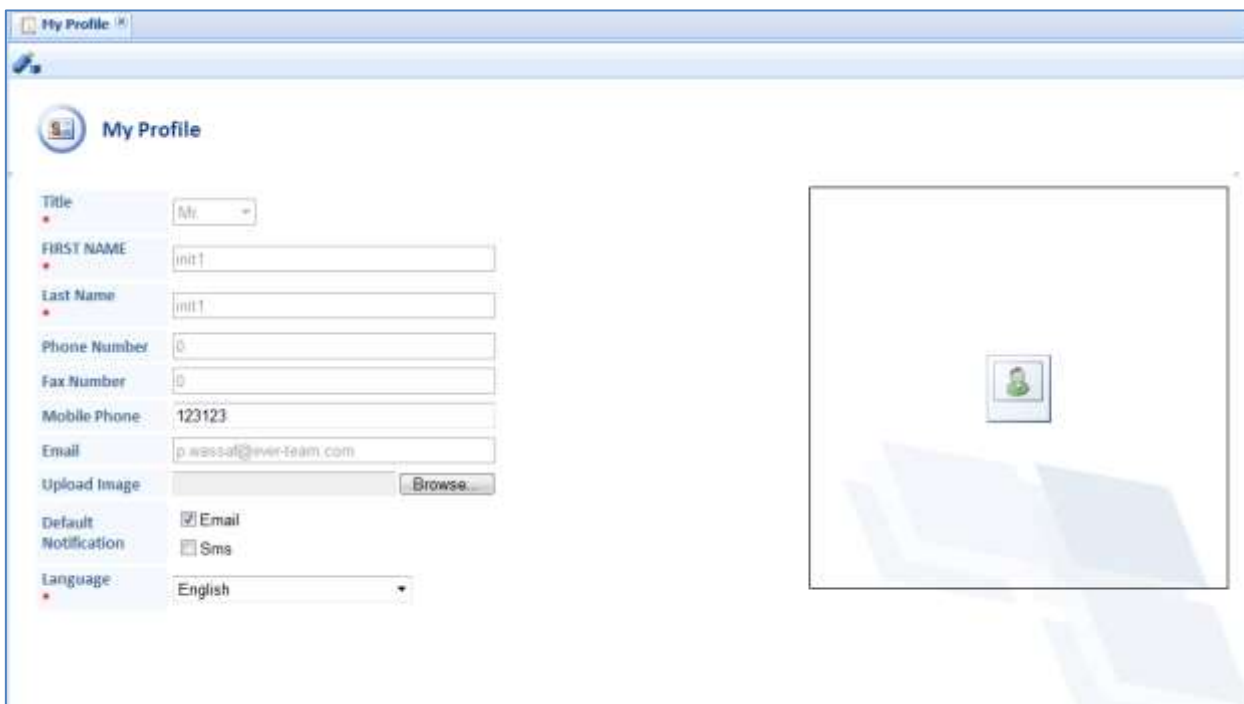



Figure 7- MY PROFILE

**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.
- **Click on**  **to save the data.**

### 3.1.3. DELEGATION (THIS MENU DOES NOT APPEAR IN THE CONSULTANCY OFFICE PAGE)

Click on "**Delegation**" menu. The following page will open (**N.B:** *This menu does not appear in the consultancy office page*).

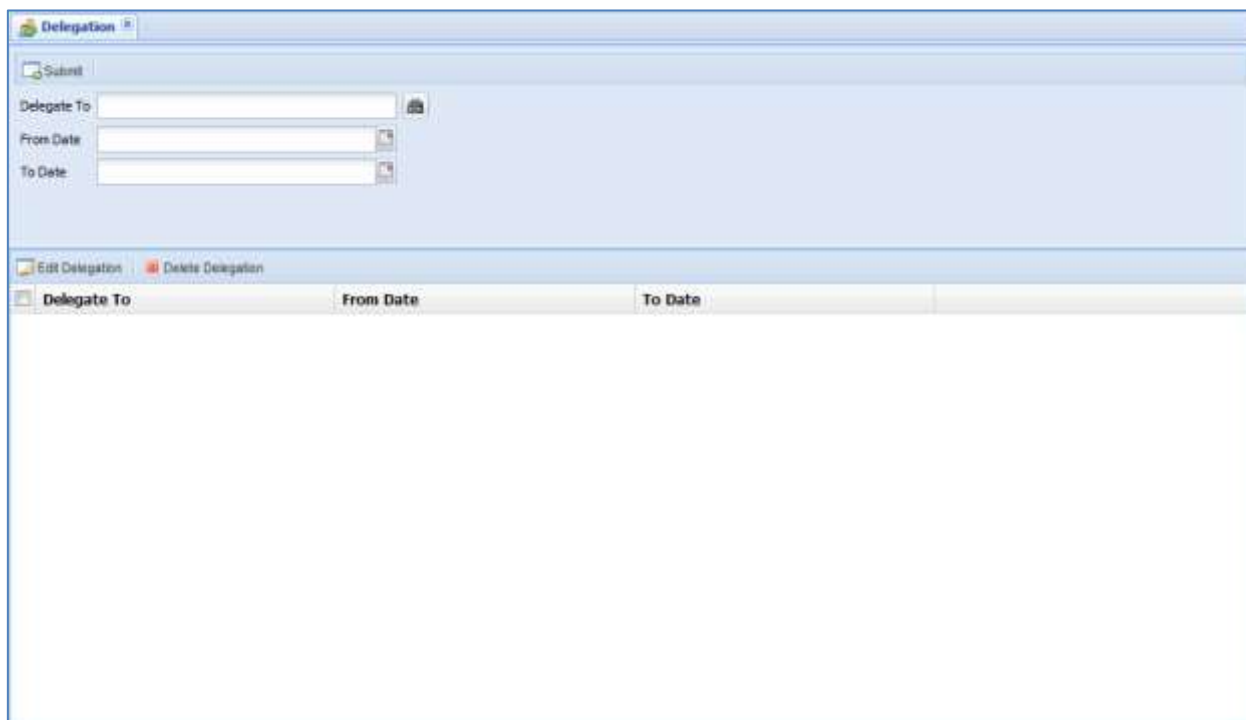


Figure 8- DELEGATION

Select the user you want to delegate the task to (**Delegate to**) and the delegation period (**From Date – To Date**) and then click on **Submit** (Top-Left hand corner) button. The added delegations will appear in the lower frame.

To edit the delegation, select it from the lower frame and then click on .

To delete the delegation, select it from the lower frame and then click on .

## 3.2. Simple Search

Click on “**Simple Search**” menu to open the following page:



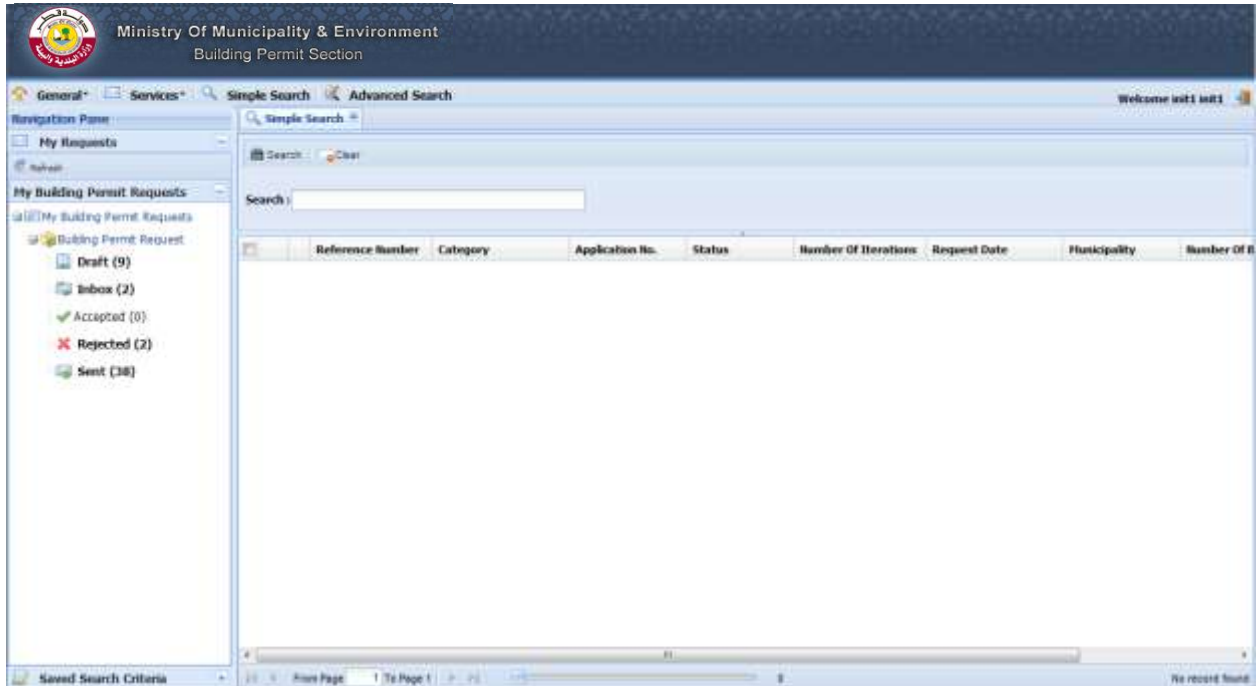


Figure 9- SIMPLE SEARCH

Enter/Type the search criteria in the search field  and then click on . The results will be displayed as follows:

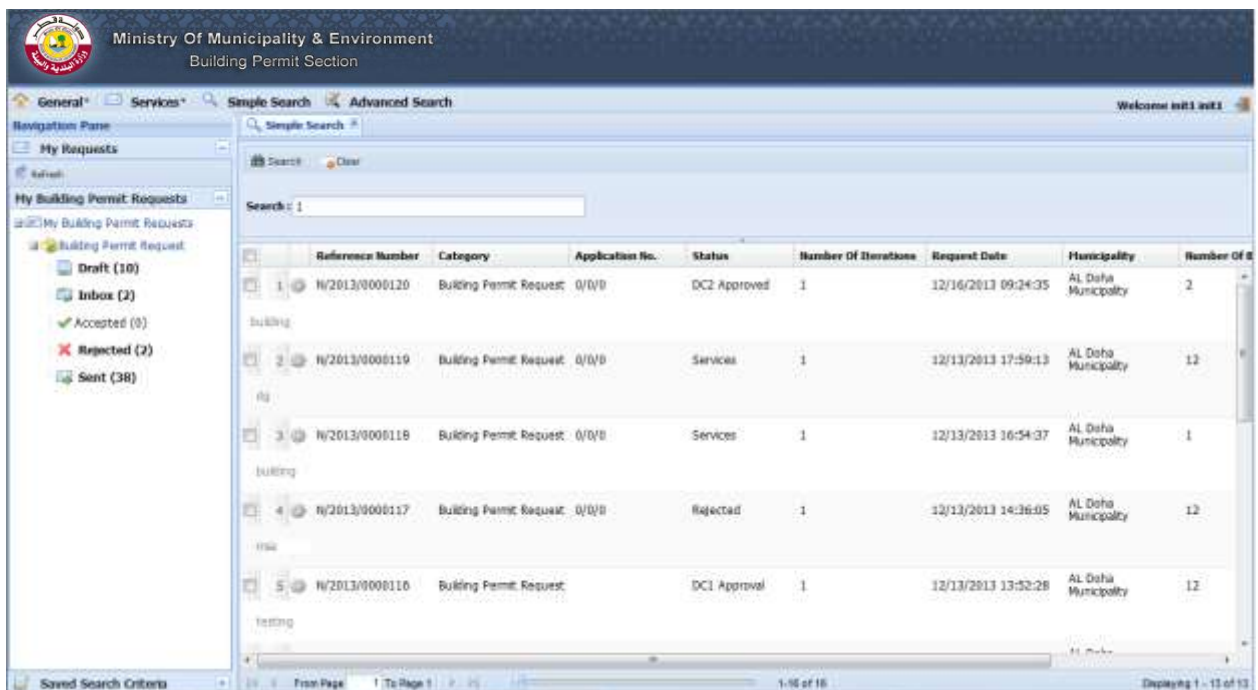


Figure 10- SIMPLE SEARCH WITH RESULTS

To clear all the search criteria and search results click on .

### 3.3. Advanced Search

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

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

### 3.3.1. GENERAL


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

The screenshot shows a web application window titled "Advanced Search". It has two tabs: "General" (selected) and "Advanced". The "General" tab contains several search criteria fields: "Reference Number" (text input), "From Request Date" (date input with a calendar icon), "Request Status" (dropdown menu), "Consultancy Agency" (text input), "To Request Date" (date input with a calendar icon), "Request Type" (dropdown menu), and "Applicant User" (text input). To the right of these fields are "Search" and "Clear" buttons. Below the search fields, there are "Save Query" and "Visual Tracking" options. A table is displayed below, with the following columns: "Reference Number", "Category", "Application No.", "Status", "Number Of Iterations", "Request Date", "Municipality", and "Number Of B". The table is currently empty. At the bottom of the window, there is a status bar that says "No record found".

Figure 11- ADVANCED SEARCH - GENERAL

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:

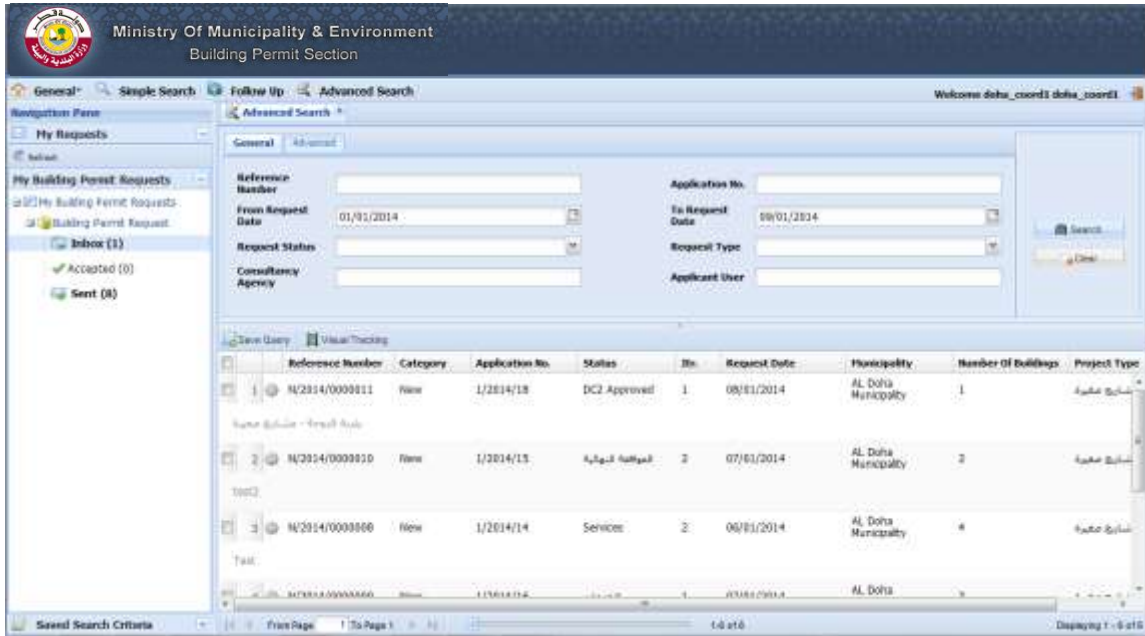
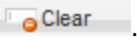


Figure 12- ADVANCED SEARCH WITH RESULTS

To clear the displayed results click on  .

### 3.3.2. ADVANCED

Under the “Advanced” tab the following page appear:

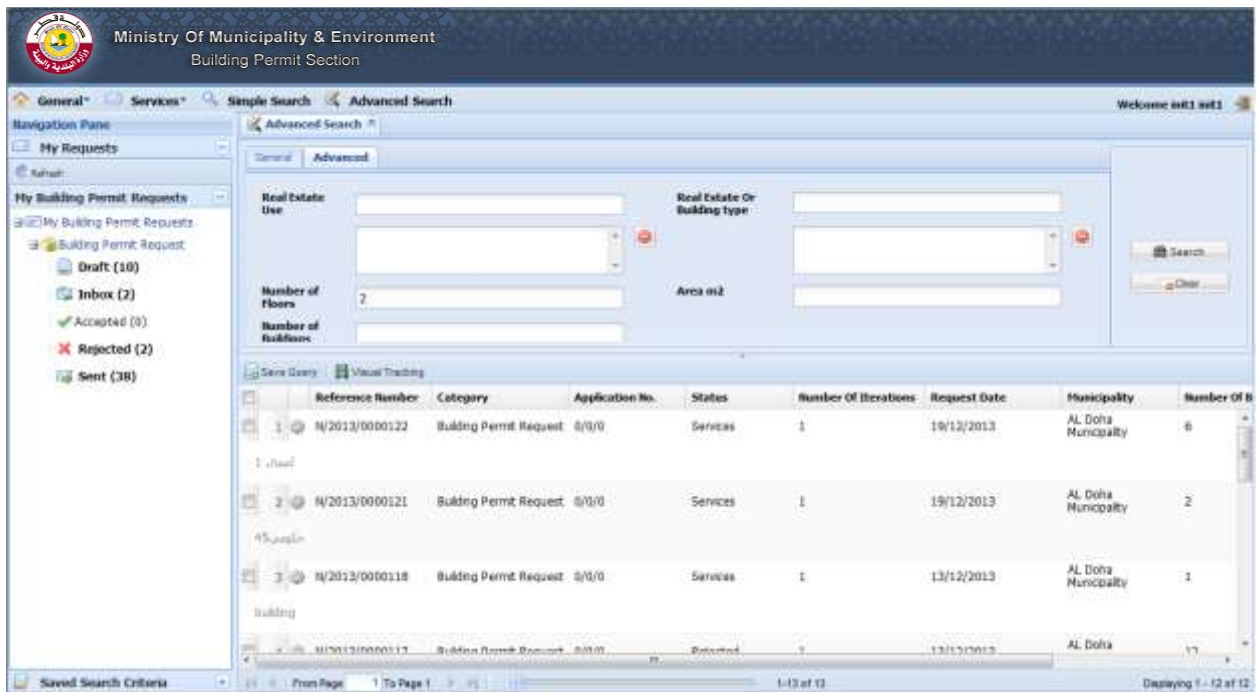
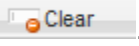


Figure 13- ADVANCED SEARCH - ADVANCED TAB

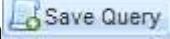
The page is divided into two frames:

- 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  ; the results will be displayed as follows:

To clear the displayed results click on .

### 3.3.3. SAVE QUERY

In case you want to save the search criteria that you entered for later use click on . By doing so, the following window will open:

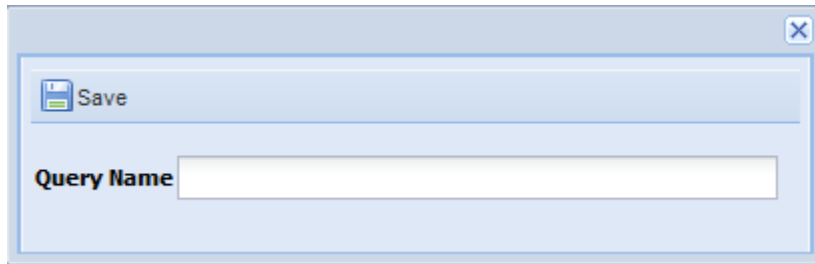



Figure 14- SAVE QUERY

Enter the Query detail and then click on . The search criteria will be displayed under the navigation pane as shown below:

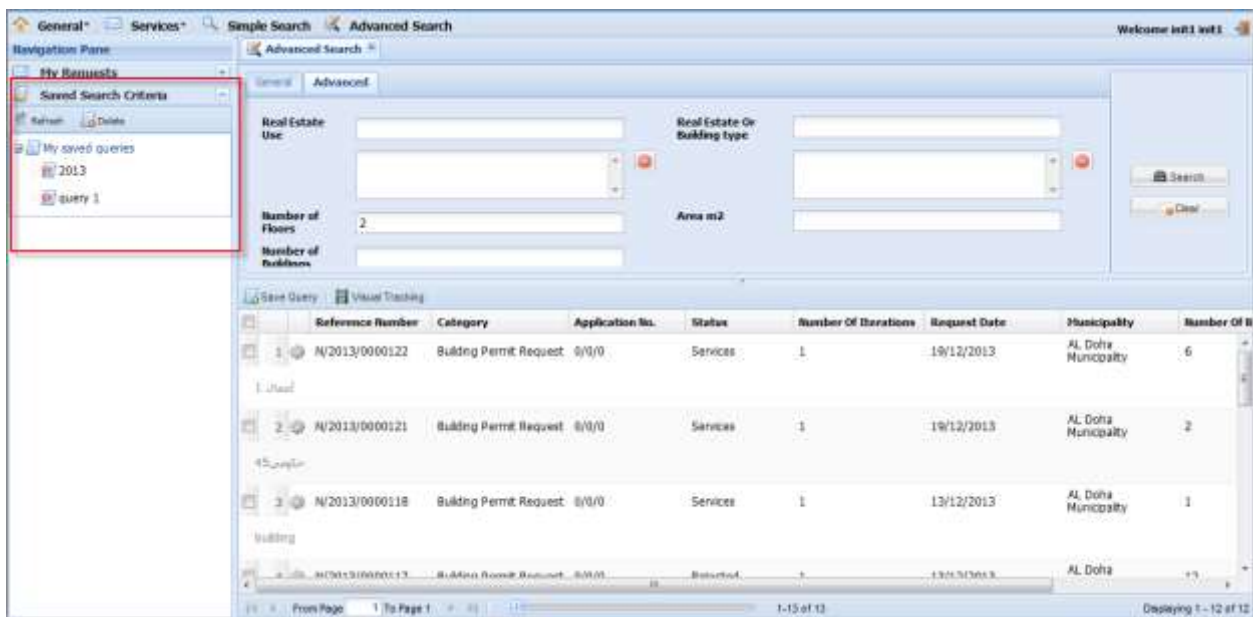
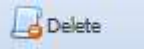
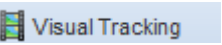


Figure 15-SAVED SEARCH CRITERIA

To delete the saved search criteria select it and click on .

### 3.3.4. VISUAL TRACKING

To track an application visually, select it from the search results and then click on .

## 3.4. Navigation Pane

At the top left hand corner (below the “General” menu) of the page is the “Navigation Pane” which displays the feature tree consisting of the Building Permit Requests related to the user’s role. The tree nodes change according to the user role and its privileges. Please refer to Figure (15):

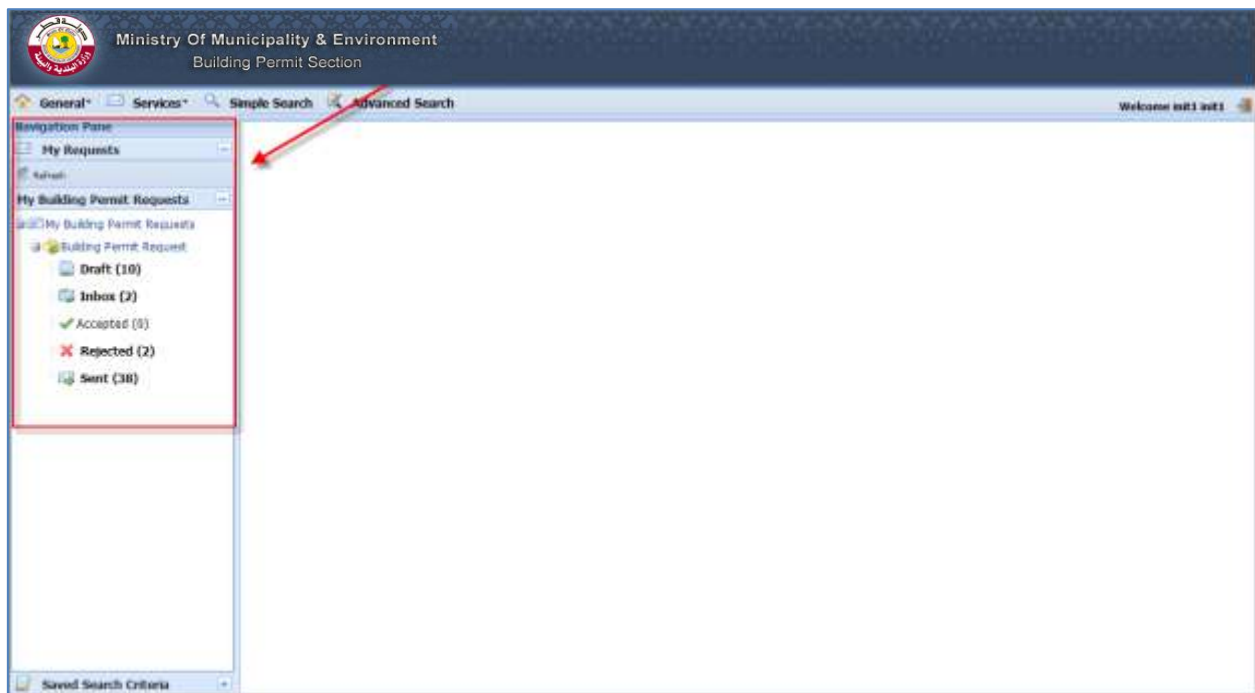


Figure 16- NAVIGATION PANE - MY BUILDING PERMIT REQUESTS

Under the Navigation Pane → Building Permit Requests 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.

\* Clicking on each node in the navigation pane will display the applications in the right frame.

## 4. CONSULTANCY OFFICE



Figure 17- CONSULTANCY OFFICE HOME PAGE

By clicking on  the following page will open:



Figure 18- BUILDING PERMIT SYSTEM - LOGIN PAGE

To login to the system enter your Username and Password, then type the code appearing below the password box and click “Login”. The following homepage will be opened:



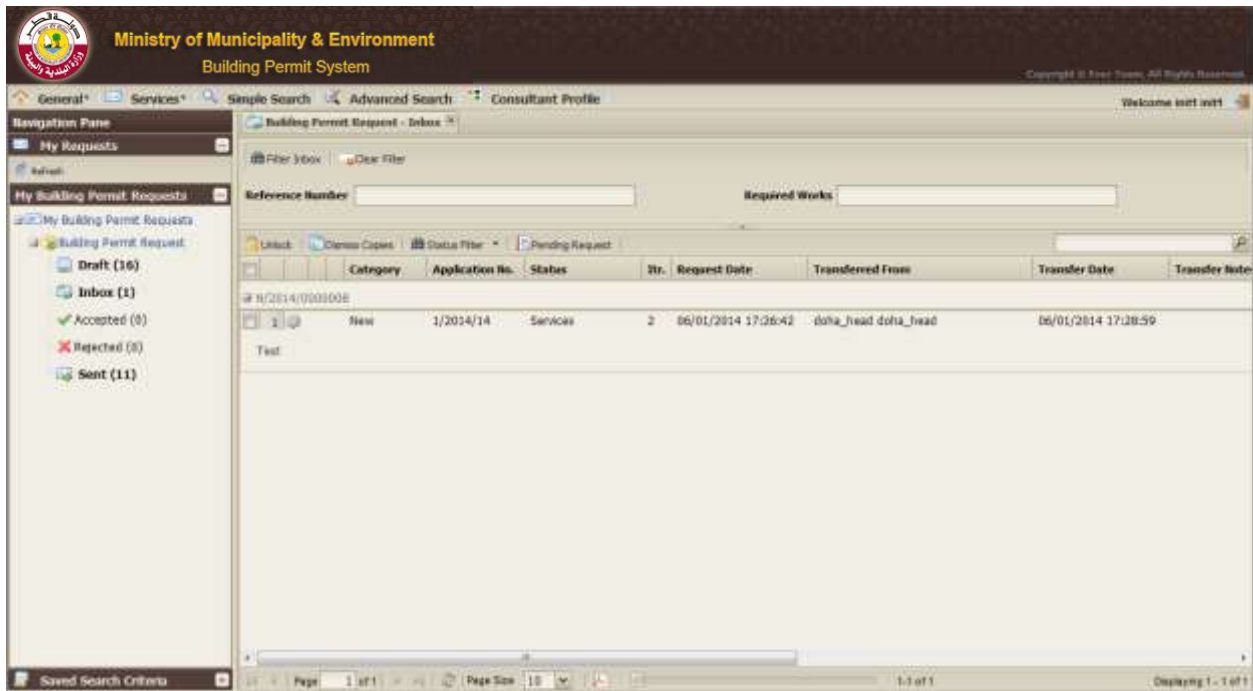



Figure 19- BUILDING PERMIT SYSTEM - HOMEPAGE

## 4.1. Services Menu

By clicking on  **Services** menu; the following sub-menus will appear:

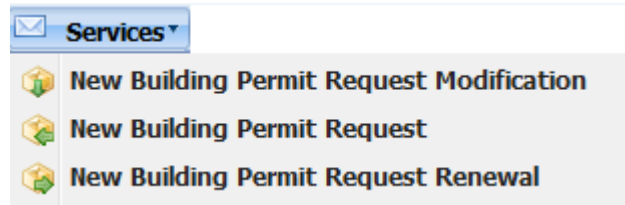


Figure 20- SERVICES DROP- DOWN MENU

### 4.1.1. NEW BUILDING PERMIT REQUEST

By clicking on the  **New Building Permit Request** submenu, the following page will open:

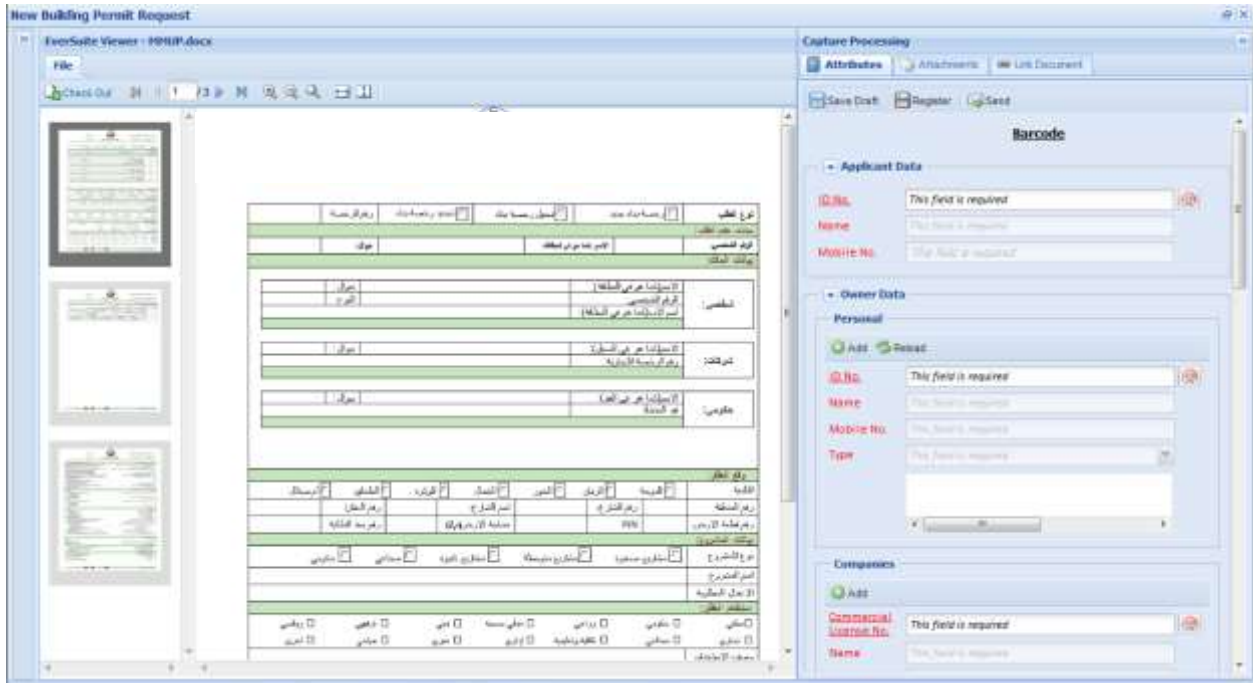


Figure 21- SERVICES - NEW BUILDING PERMIT REQUEST

On the right side frame, the “Capture Processing” Frame is displayed highlighting three tabs namely:

- Attributes
- Attachments
- Link Document

In the left side frame under the “EverSuite Viewer” the Building Permit application form is displayed.

#### 4.1.1.1. Capture processing Frame

##### 4.1.1.1.1. ATTRIBUTES



Figure 22- CAPTURE PROCESSING - ATTRIBUTES


You can scroll down in the “Attributes” Tab, for filling the following fields

- Applicant Data
- Owner Data
- Property data
- Project Data
- Others

**Applicant Data:**

Figure 23- ATTRIBUTES - APPLICATION DATA

Steps for filling the Applicant Data:

- ID No.: Enter your ID Number and click on . If the number is found to be valid the rest of the fields will get enabled.
- Name: Enter the Applicant name.
- Mobile No.: Enter the Applicant’s mobile number.

**Owner Data:**

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

Personal:

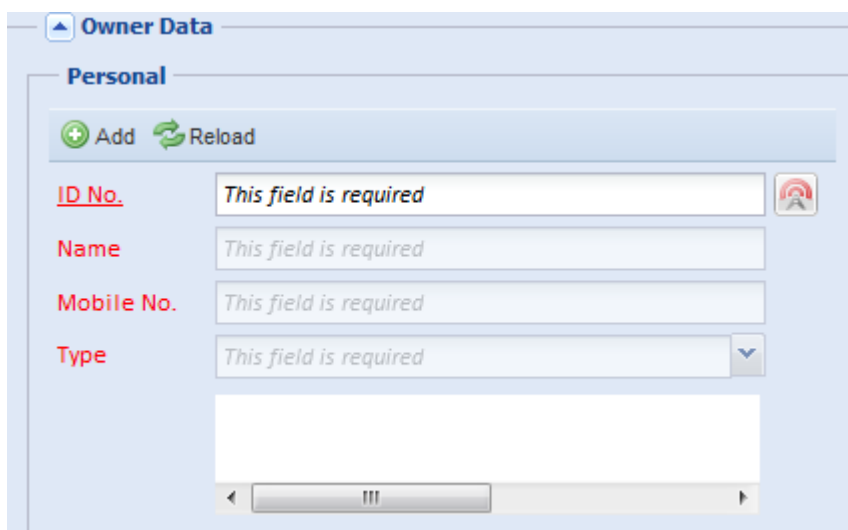





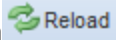
Figure 24- ATTRIBUTES – OWNER DATA (PERSONAL)

Steps for filling the Owner Data (Personal):

- ID No.: Enter your ID Number and click on . If the number is found to be valid the rest of the fields will get enabled.
- Name: Enter the owner’s name.
- Mobile No.: Enter the owner’s mobile number.
- Type: Select the appropriate type from the drop-down list.
- After filling the required fields click on .

You can also add more than one person. In this case, if the Type selected was “heirs” “ورثة”, the **Type** dropdown list will only contain the following two types: **Heirs** ورثة and **owner** المالك.


Figure 25- ATTRIBUTES - OWNER DATA (PERSONAL) – REMOVE/ RELOAD


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

Companies:

Figure 26- ATTRIBUTES - 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: Enter the company's name.
- Mobile No.: Enter the mobile number.

After filling in all required fields click on .

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

The screenshot shows a form titled "Companies" with an "Add" button at the top. Below it are three input fields: "Commercial License No.", "Name", and "Mobile No.", each with a "This field is required" message. At the bottom, there is a table with one row containing the values "3", "company1", and "39389898", and a red minus icon to its right. A scrollbar is visible at the bottom of the table area.



Figure 27- ATTRIBUTES - OWNER DATA (COMPANIES) – ADD/ DELETE

To delete a company click on .

Government:

The screenshot shows a form titled "Government" with an "Add" button at the top. Below it are three input fields: "Record", "Name", and "Mobile No.", each with a "This field is required" message. At the bottom, there is a table with one row containing the values "3", "company1", and "39389898", and a red minus icon to its right. A scrollbar is visible at the bottom of the table area.

Figure 28- ATTRIBUTES - OWNER DATA (GOVERNMENT)

- Record: Enter the appropriate Number and click on . If the number is found to be valid the rest of the fields will get enabled.
- Name: Enter the name of the governmental facility.
- Mobile No.: Enter the mobile number.
- After filling the required data click on .

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

The screenshot shows the "Government" form with two rows in the table. The first row has "gov1" and "83238383", and the second row has "gov2" and "37362352". Both rows have a red minus icon to their right. A red arrow points to the "gov2" entry. A scrollbar is visible at the bottom of the table area.

Figure 29- ATTRIBUTES - OWNER DATA (GOVERNMENT) – ADD/ DELETE

To delete an added facility, click on .

**Property Data:**

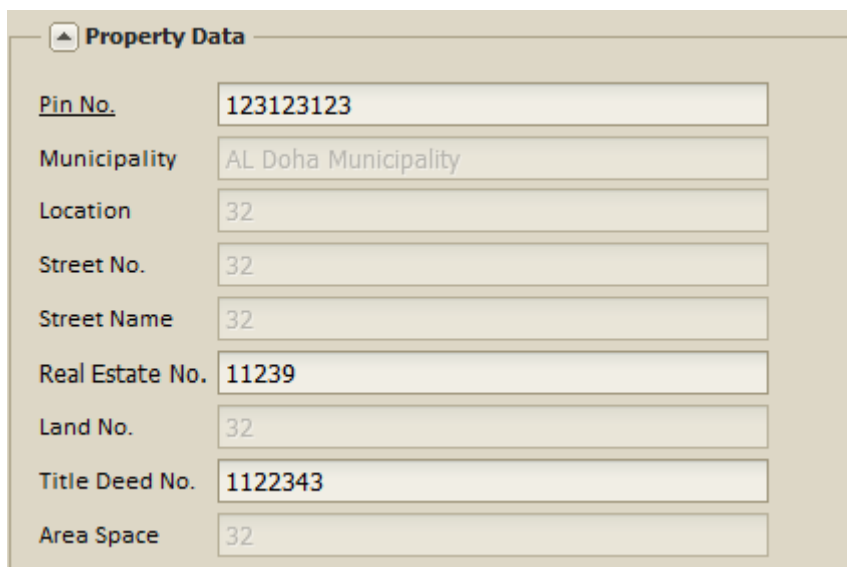



Figure 30- ATTRIBUTES – PROPERTY DATA

Steps for filling the Property Data:

- Pin No.: Enter the appropriate Pin Number and click on . If the number is found to be valid the rest of the fields will get enabled
- Real Estate Number: Enter the Real Estate number.
- Title Deed No.: Enter the Title Deed number.

**Project Data:**



Figure 31- ATTRIBUTES - PROJECT DATA

Steps for filling the 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.

**Others:**


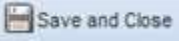
Figure 32- ATTRIBUTES - OTHERS

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 . By doing so, the following window will open:

Statement	Basement	Ground	Mezzanine	Services	First	Repeated	Roof	Total	Construction height
Number of Floors									
Area m2									
Usage									

Figure 33- ATTRIBUTES- OTHERS- CONSTRUCTION SPECIFICATIO


- Enter the project data in the above window.
  - o Click on  Save to save the data without closing the window.
  - o Click on  Save and Close to save the data and close the window.
- Civil Defense requirement: To be selected/checked from the dropdown list.

Does the project contain any of the oil derivatives?

I Confirm That All Data Are Correct

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

#### 4.1.1.1.2. ATTACHMENTS

Click on  Attachments tab:

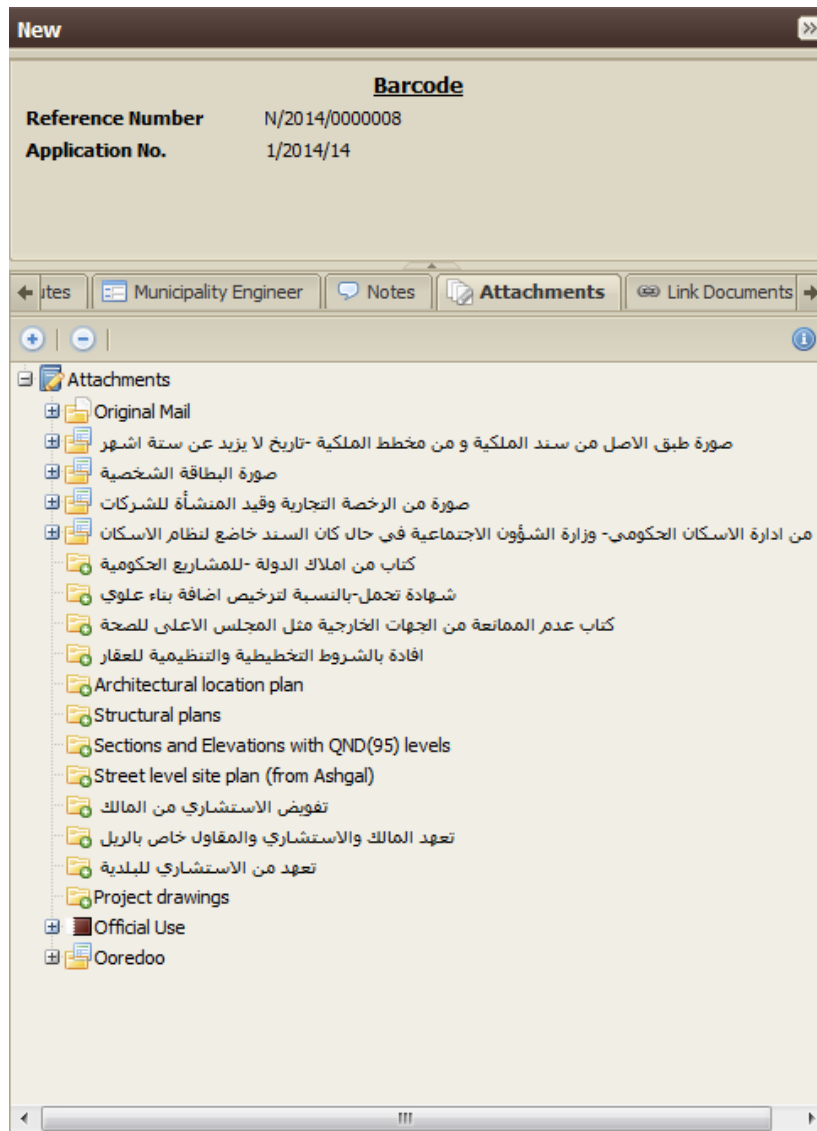
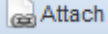
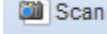


Figure 34- CAPTURE PROCESSING – ATTACHMENTS

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

- Original Mail
- Official Use

Add all mandatory files under the appropriate folders within **Original Mail** node.

Click on the folder under which you want to add the documents. The  Attach button and  Scan button will appear:

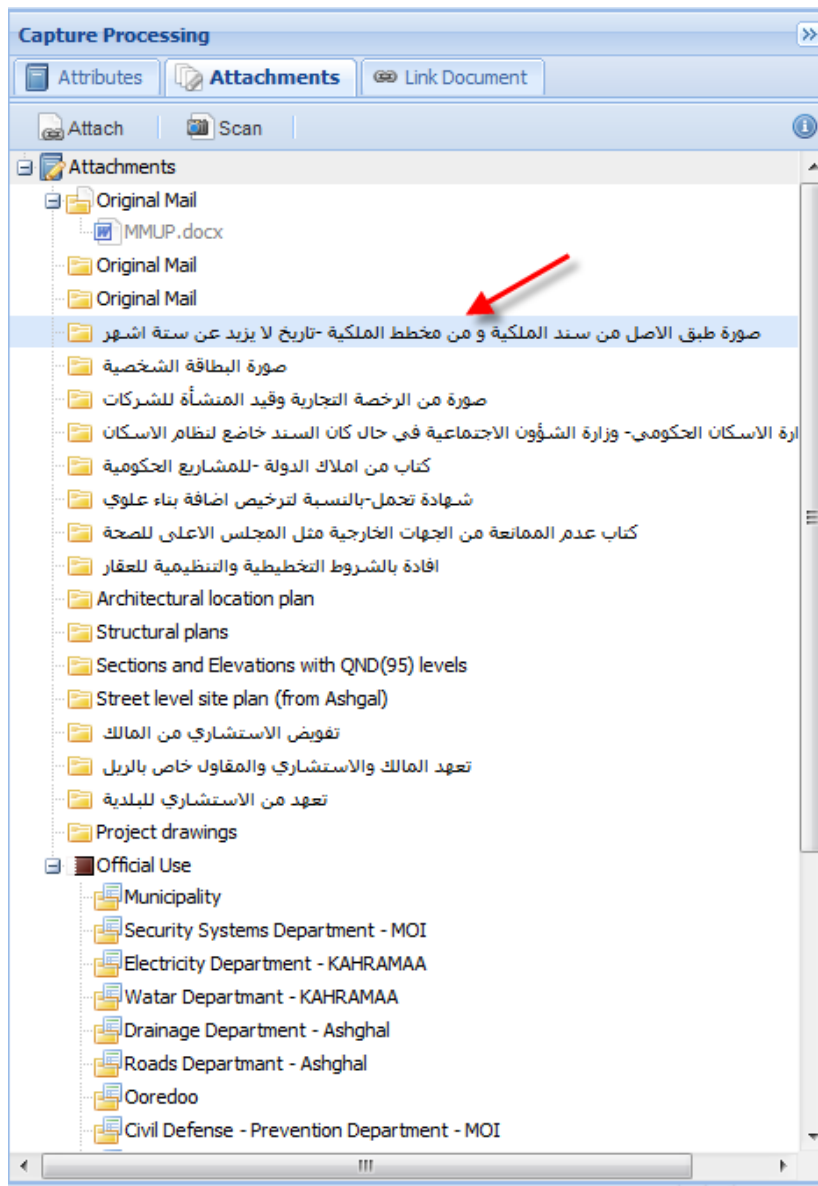
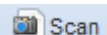


Figure 35- CAPTURE PROCESSING – ATTACHMENTS – ATTACH / SCAN

#### 4.1.1.1.2.1. SCAN

Once clicking the  Scan button, the following panel will appear to the left:



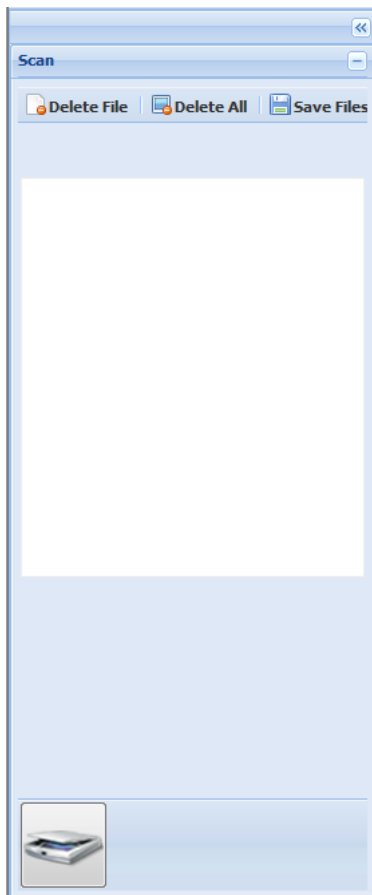


Figure 36- ATTACHMENTS - SCAN

Click on . The following window will appear:

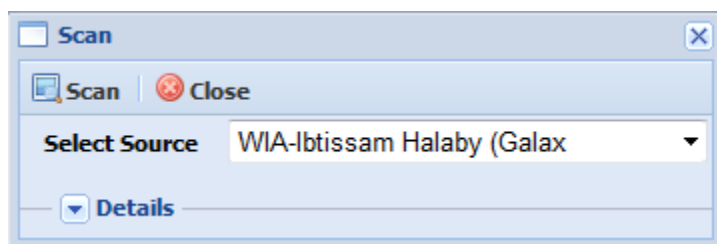



Figure 37- ATTACHMENTS – SCAN – SELECT SOURCE

Click on  appearing next to “details” to display the details as shown below:

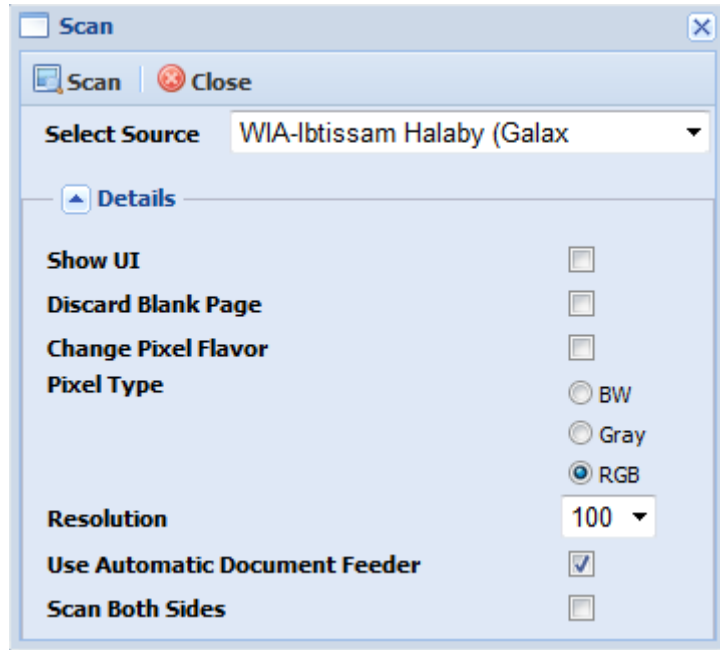


Figure 38- ATTACHMENTS – SCAN – SELECT SOURCE

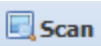
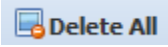
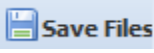
Select the appropriate source and then click on . The scanned document will appear in the scan panel.



Figure 39- ATTACHMENTS – SCAN – SCANNED IMAGE

Click on  to delete the scanned file.

Click on  to delete all scanned files.

Click on  to save the scanned files (the attached scanned files will appear under the selected node).

#### 4.1.1.1.2.2. ATTACH

Clicking on “Attach” button, will open the following window:

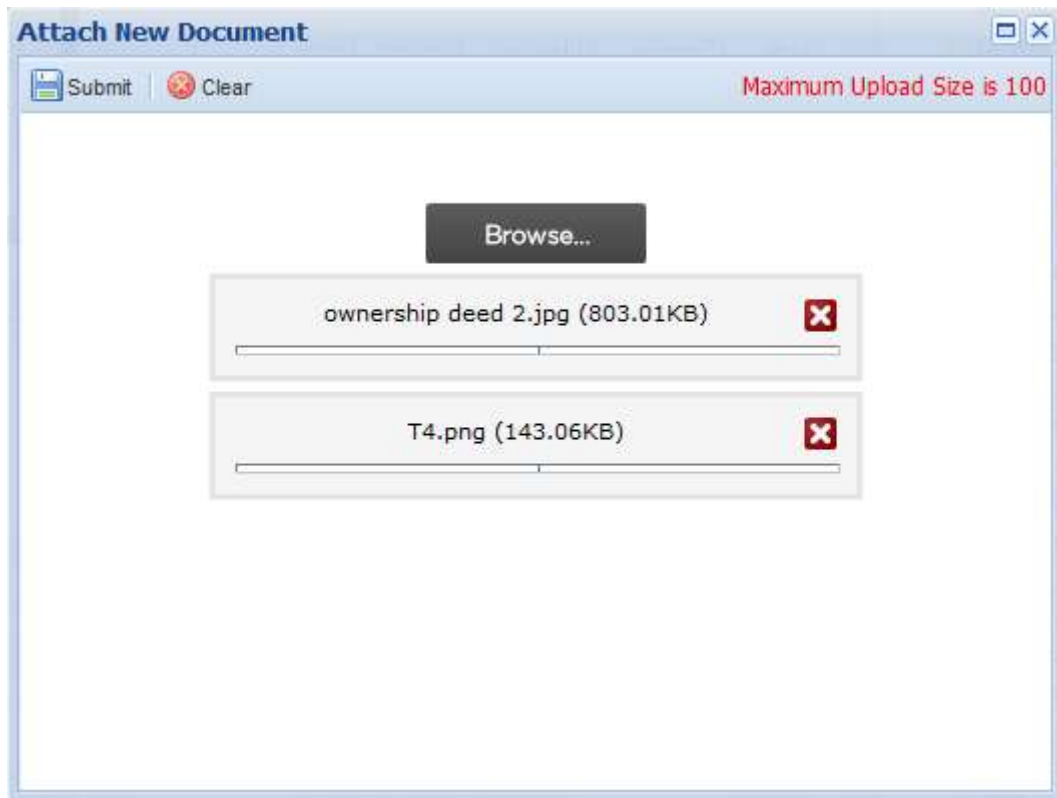


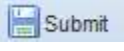


Figure 40- ATTACHMENTS - ATTACH

Click on  and choose the appropriate file. You can choose more than one file provided the maximum upload size is 100 MB.

Click on  or on  to delete a file.

Click on  to save the selected files.

The scanned or attached documents will be displayed under the selected node.

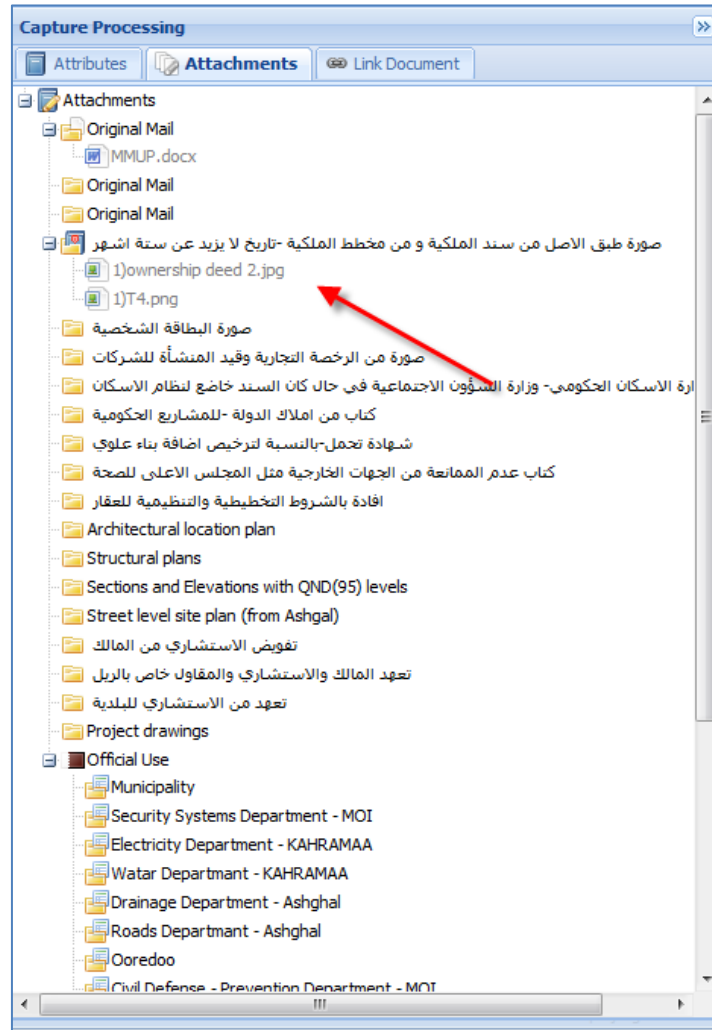


Figure 41- ATTACHMENTS - ATTACHED / SCANNED DOCUMENTS


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



Figure 42-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.

#### 4.1.1.1.2.3. LEGEND

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

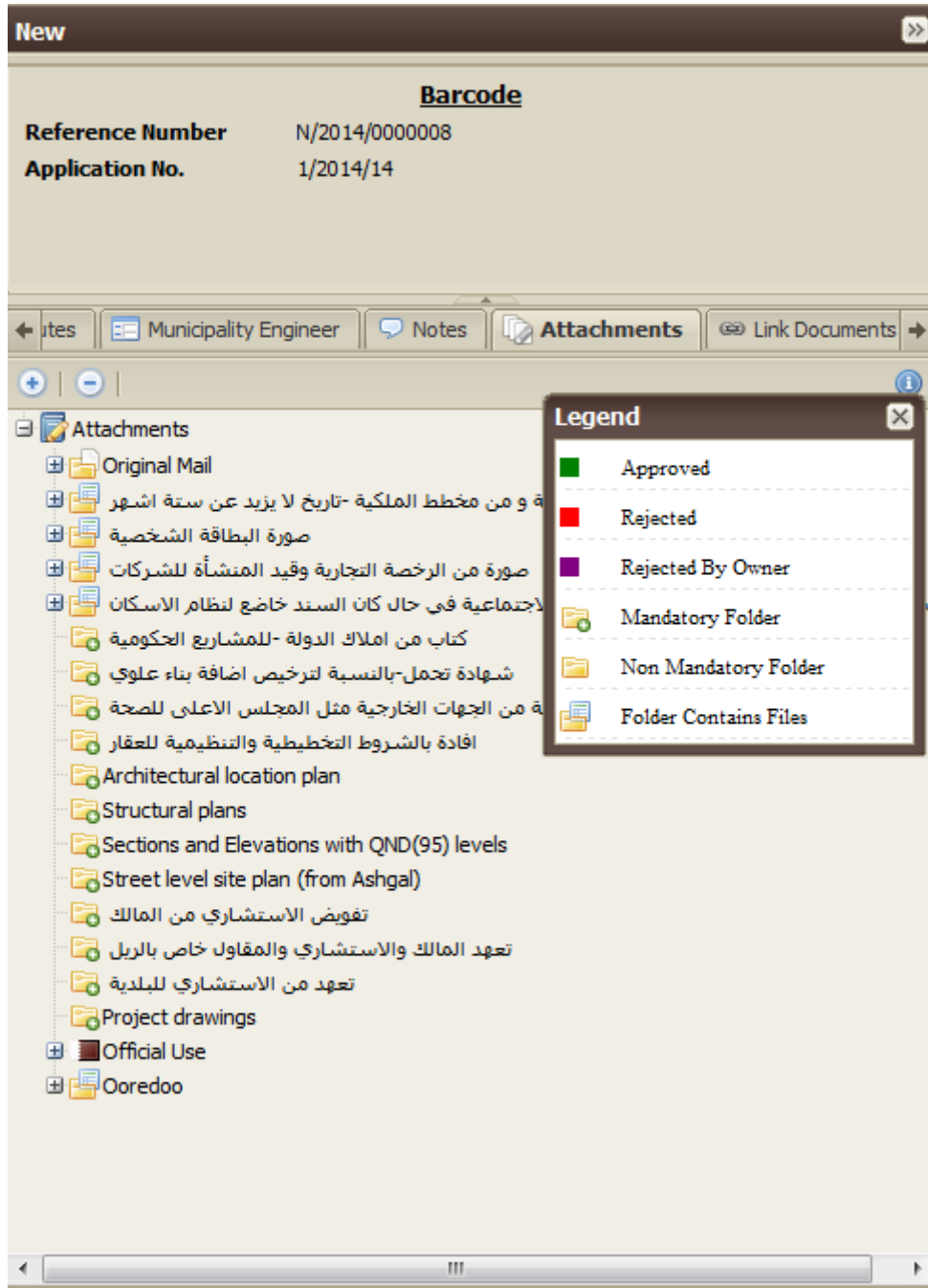




Figure 43- ATTACHMENTS TAB - LEGEND

The approved attachment appears in green ■ Approved, the rejected attachment appears in red ■ Rejected, and the attachment which is rejected by the owner appears in purple ■ Rejected By Owner.

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

The icon  indicates that the folder is not mandatory.

The icon  indicates that the folder contains files.

#### 4.1.1.1.2.4. 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:

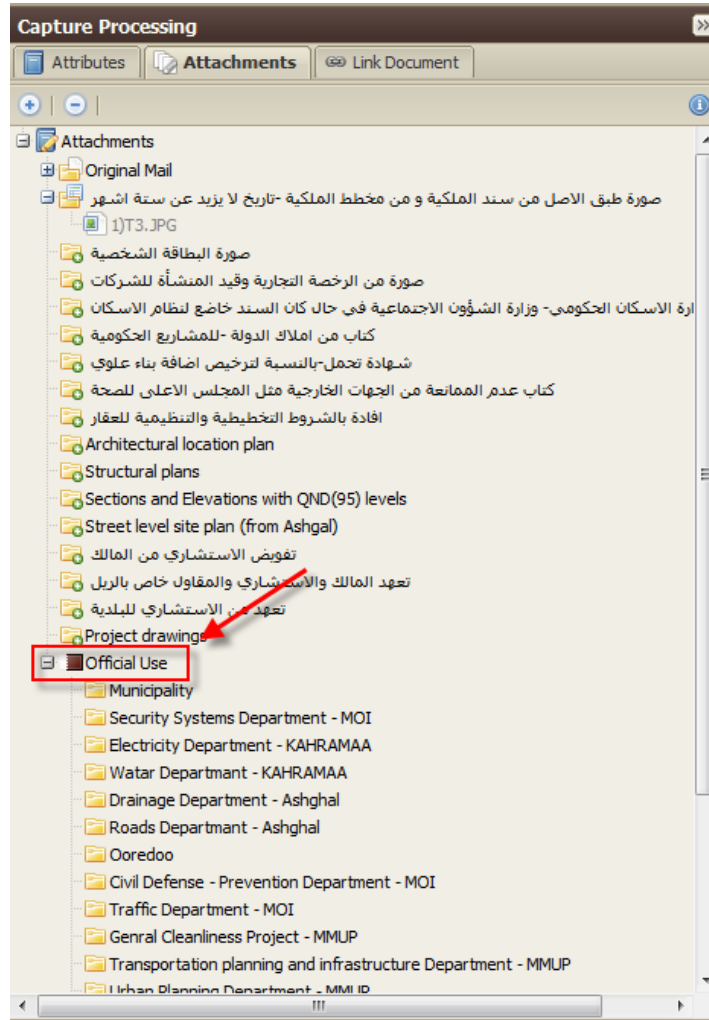


Figure 44- ATTACHMENTS TAB- OFFICIAL USE NODE

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

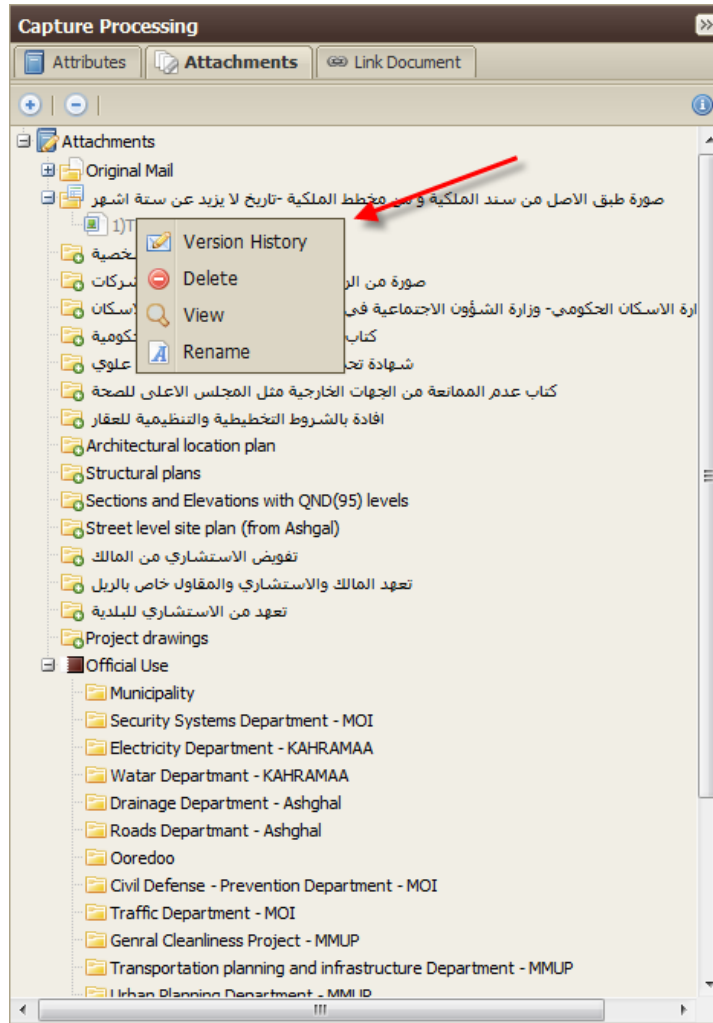


Figure 45- ATTACHMENTS - VERSION / DELETE / VIEW / RENAME

To check the file history click on Version History .

To delete the file, click on Delete .

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

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

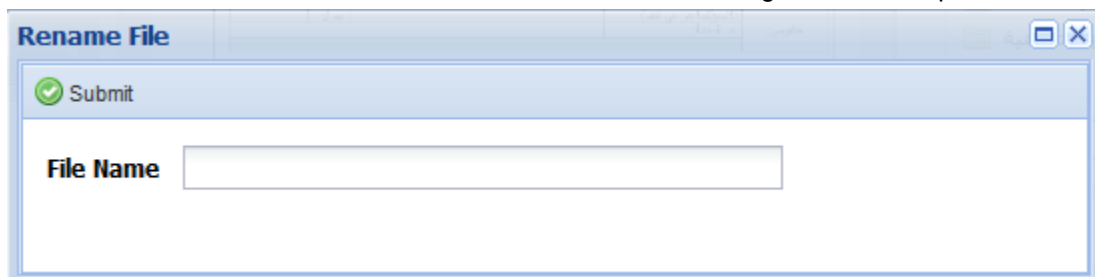


Figure 46- ATTACHMENTS - RENAME

Enter the new file name and then click on Submit .



4.1.1.1.3. LINK DOCUMENT

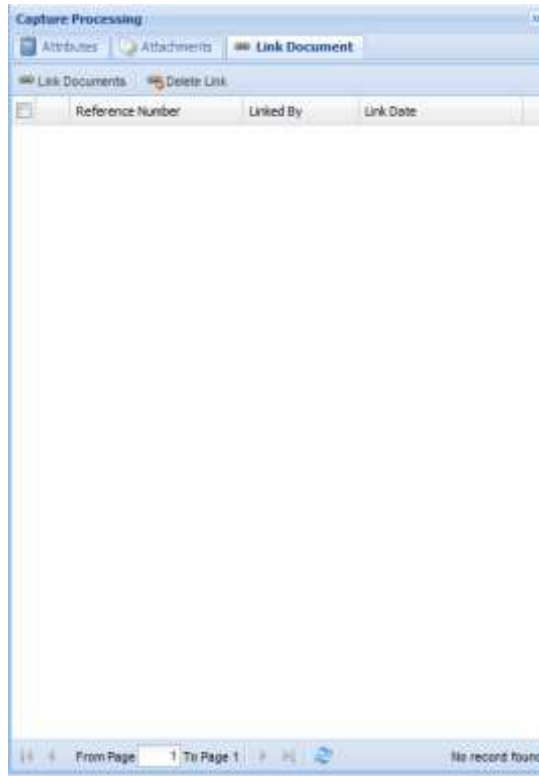


Figure 47- CAPTURE PROCESSING - LINK DOCUMENT

To link the current file to other files click on **Link Documents**. The following window will open:

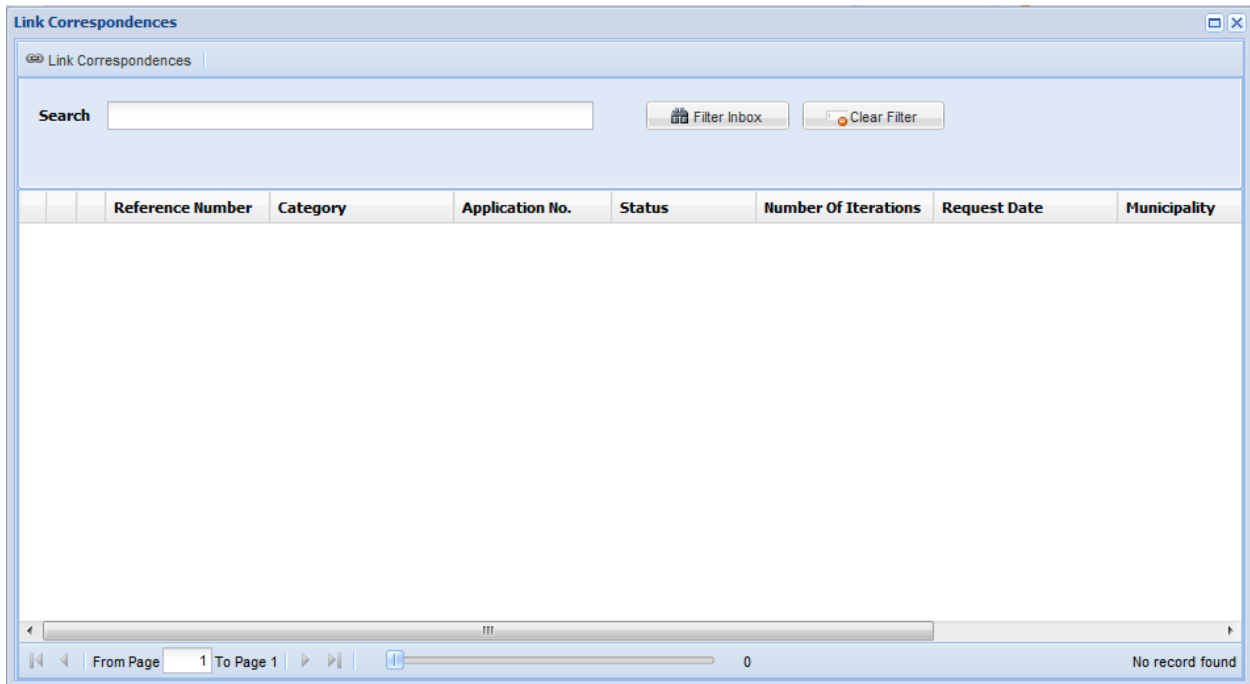


Figure 48- LINK DOCUMENT - LINK CORRESPONDENCE


Search for files by entering search criteria in **Search** field and then clicking on the **Filter Inbox**. The results will be displayed as follows:


The screenshot shows a window titled 'Link Correspondences' with a search bar containing the number '1'. Below the search bar are 'Filter Inbox' and 'Clear Filter' buttons. The main area displays a table with the following data:

Reference Number	Category	Application No.	Status	Number Of Iterations	Request Date	Municipality		
4	building	N/2013/0000117	Building Permit Request	0/0/0	Rejected	1	12/13/2013 00:00:00	AL Doha Municipality
5	msamsa	N/2013/0000116	Building Permit Request		DC1 Approval	1	12/13/2013 00:00:00	AL Doha Municipality
6	testing	N/2013/0000115	Building Permit Request		DC1 Approval	1	12/13/2013 00:00:00	AL Doha Municipality
7	moving	N/2013/0000114	Building Permit Request	0/0/0	Services	3	12/12/2013 00:00:00	AL Doha Municipality

At the bottom of the window, there is a pagination bar showing 'From Page 1 To Page 1', '1-16 of 16', and 'Displaying 1 - 13 of 13'.

Figure 49- LINK DOCUMENT - LINK CORRESPONDENCE- SEARCH RESULTS

You can check the file details by double clicking it or clicking on .

Select the files you want to link to the current application and then click on  Link Correspondences. The linked files will appear as follows:

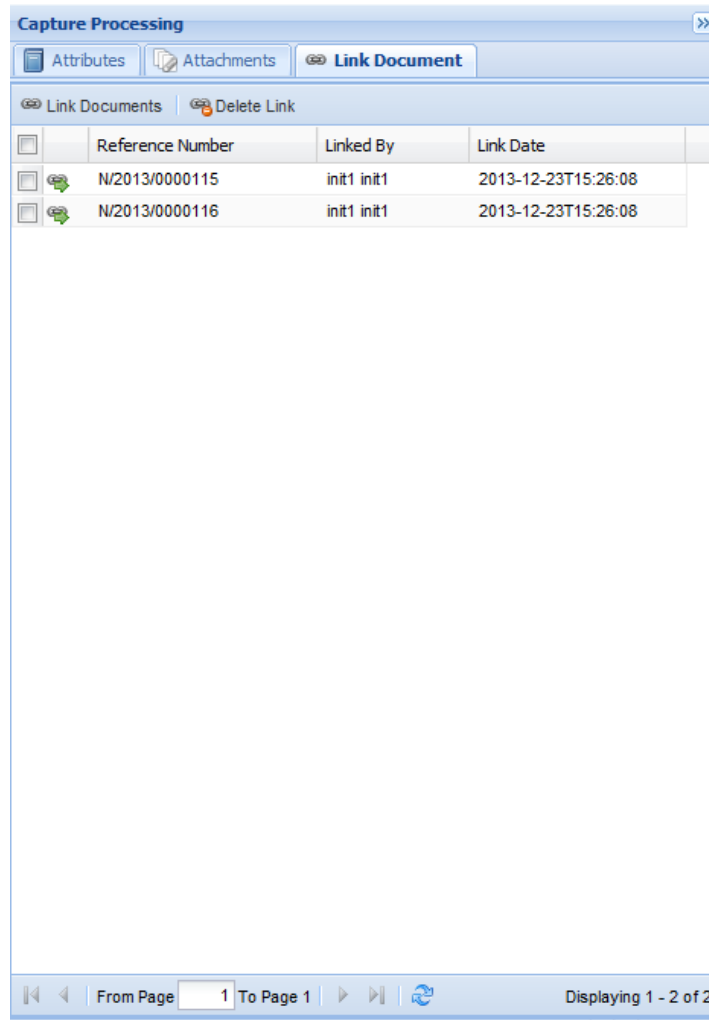
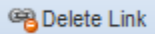


Figure 50- CAPTURE PROCESSING - LINK DOCUMENT- LINKED FILES DISPLAY

**N.B:** in case the selected files were already linked to other files, all the files will be linked to the current application.

- To delete the linked file, select it and then click on  .

#### 4.1.1.1.4. ACTIONS

After filling all the required fields of the application, you can take the following actions appearing in **Attributes** Tab:

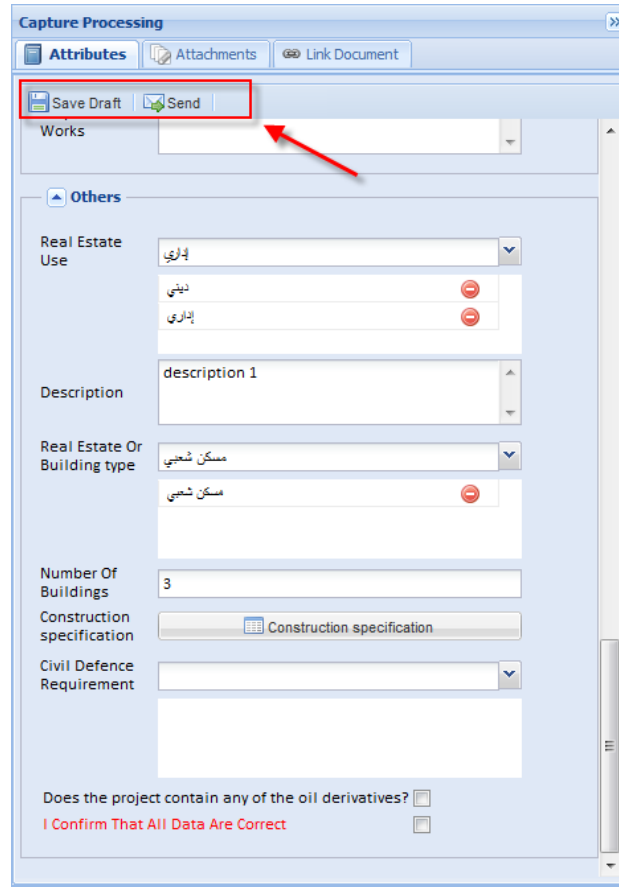


Figure 51- CAPTURE PROCESSING - ATTRIBUTES - SAVE DRAFT / SEND


- Click on Save Draft to save the completed data. The draft will be saved under the Draft Node in the left navigation pane.
- Click on Send to send the application to the appropriate Municipality. The filling up of the data should be completed in all three tabs namely: Attributes, Attachments & Link Document. Once sent, the application will have its own Barcode in the system.

#### 4.1.2. NEW BUILDING PERMIT REQUEST MODIFICATION

Clicking on the **New Building Permit Request Modification** submenu, the following window will open:



Figure 52- SERVICES - NEW BUILDING PERMIT REQUEST MODIFICATION


Enter the License Number and select the Municipality from the dropdown list and then click on  .

### 4.1.3. NEW BUILDING PERMIT REQUEST RENEWAL

Click on  **New Building Permit Request Renewal** ; the following window will open:

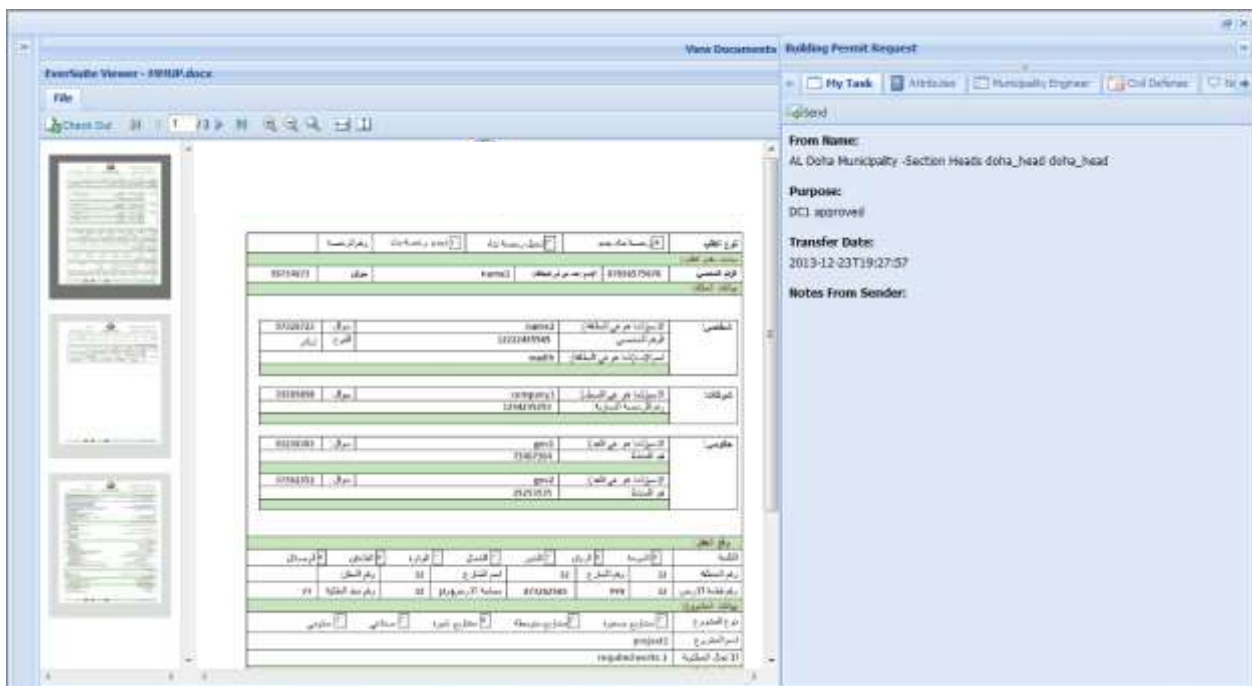


Figure 53- SERVICES - NEW BUILDING PERMIT REQUEST RENEWAL

Enter the License Number and select the Municipality from the dropdown list and then click on  .

## 4.2. Application Status: Services

When the Municipality approves the application, its status will turn from **DC1 Approval** into **Services**. Open an application which status is **Services**:



رقم الطلب	رقم الصفة	رقم الصفة	رقم الصفة	رقم الصفة	رقم الصفة
8274071	جواز	8274071	جواز	8274071	جواز
20200211	جواز	20200211	جواز	20200211	جواز
20180804	جواز	20180804	جواز	20180804	جواز
8110000	جواز	8110000	جواز	8110000	جواز
8274071	جواز	8274071	جواز	8274071	جواز

54- SERVICES- BUILDING PERMIT REQUEST- DC1 APPROVAL (SERVICES) Figure

Attach the required documents in **Attachments** tab:

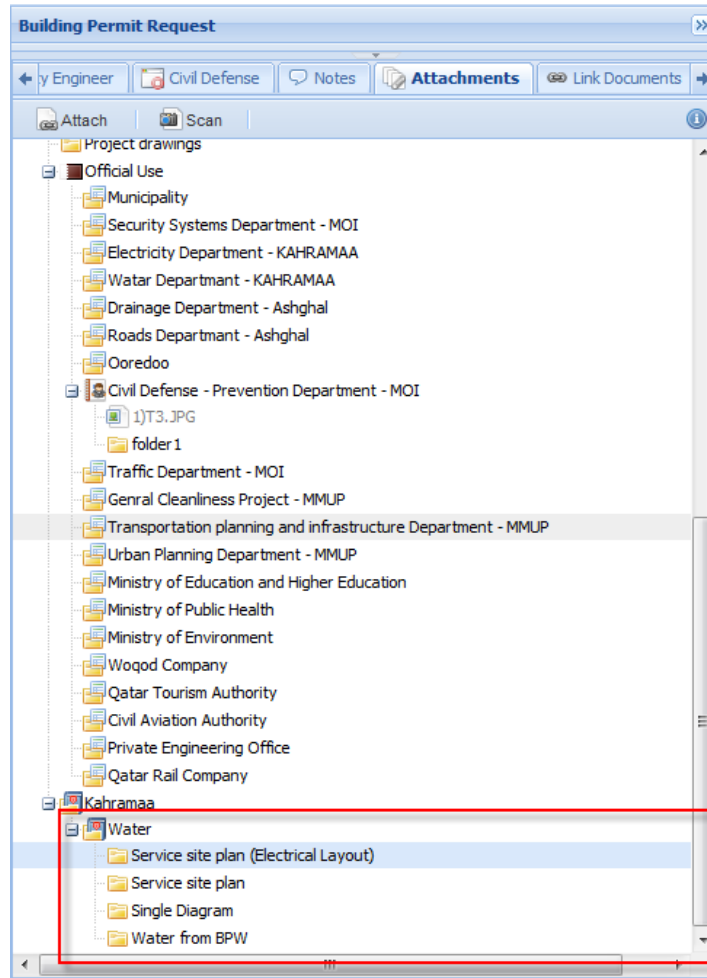



Figure 55- SERVICES - BUILDING PERMIT REQUEST - ATTACHMENTS

The nodes related to the external entity chosen by the Municipality Engineer will appear. Add the appropriate attachments and then click on  button appearing in **My Task** tab. The following window will open:

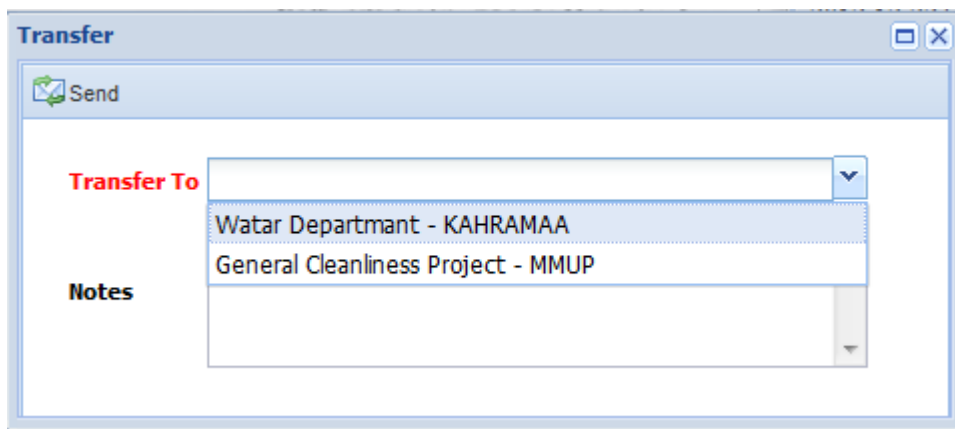


Figure 56- SERVICES - BUILDING PERMIT REQUEST – MY TASK - TRANSFER

- **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 blue in the **Inbox**, until it is sent to all related entities.

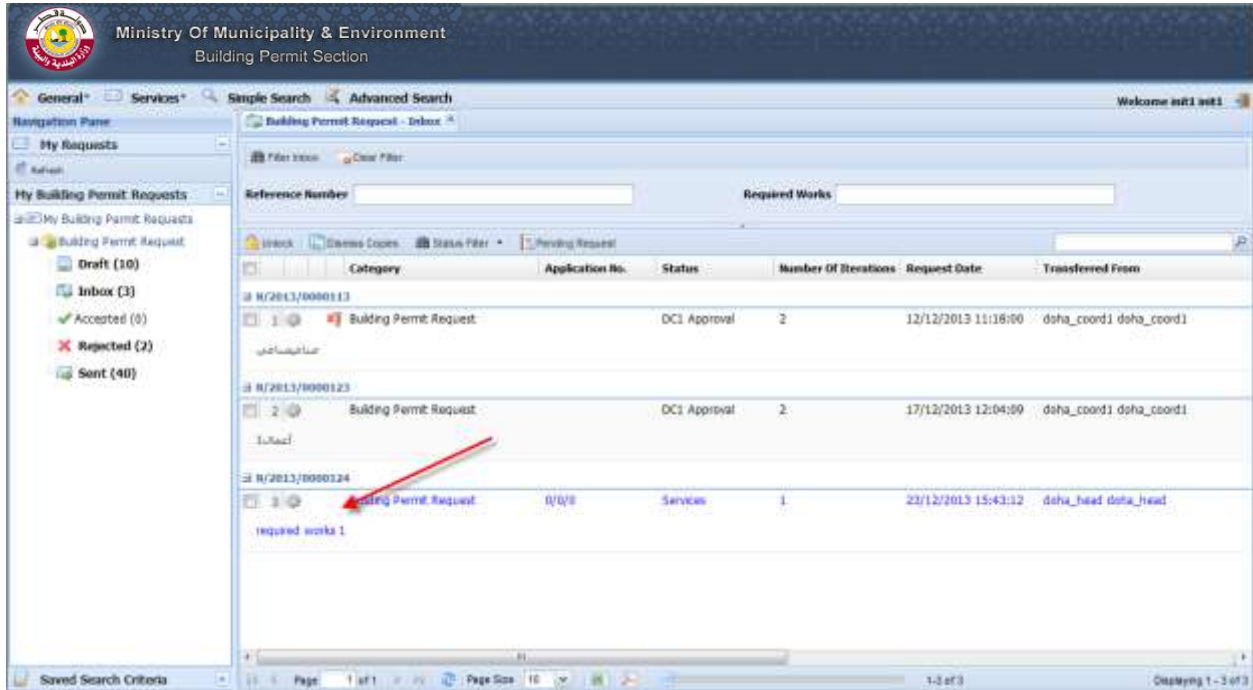


Figure 57- SERVICES - BUILDING PERMIT REQUEST INBOX

## 5. COORDINATOR

In this paragraph we are going to talk about the Municipality Coordinator and the External Entity coordinator and the actions that they can take according to the application status (DC1 Approval, Services...)

In the homepage → Inbox appear all the incoming applications or Carbon Copies  of the applications in some cases.

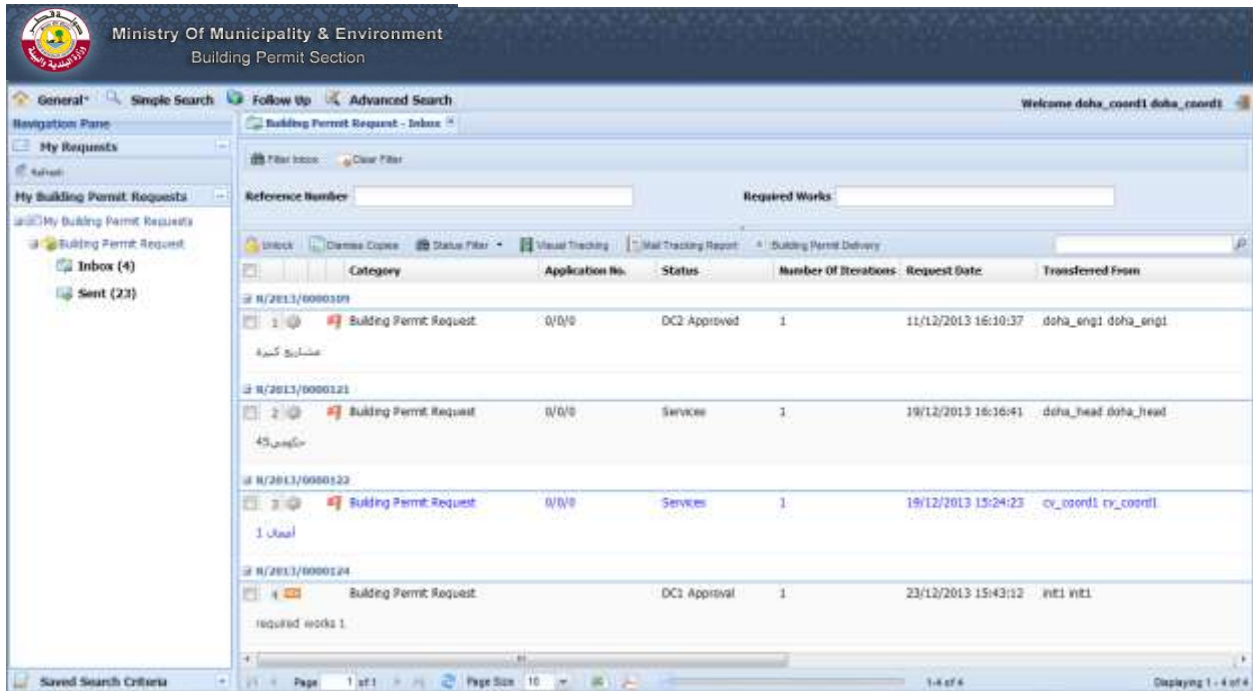

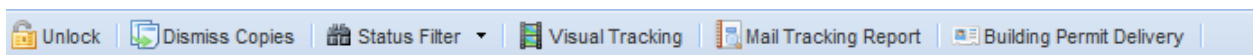




Figure 58- MUNICIPALITY COORDINATOR HOMEPAGE

The user can search for a request application by entering the **Reference Number** and **Required Works** then clicking on . The results will be filtered according to the entered criteria.




Also in the upper part of the page, the following toolbar appears:



- In case the user locked the request application, he can unlock it by clicking on .
- In case a carbon copy of the request application appeared in the inbox, you can dismiss this copy by selecting it and clicking on .
- To filter the applications according to the status, select the appropriate status from the dropdown list:





- To track the request visually, select it and click on  Visual Tracking (we will talk about it in details later).
- To check the mail tracking report click on  Mail Tracking Report (we will talk about it in details later).
- If DC2 is approved click on  Building Permit Delivery . The following window will open.

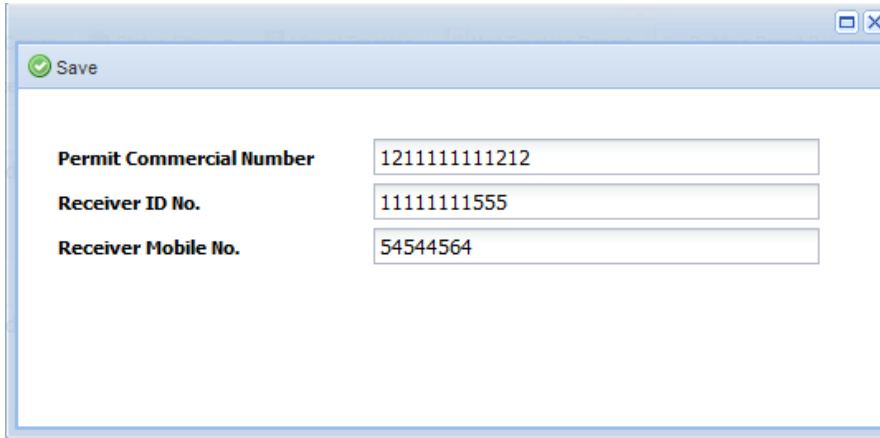


Figure 59- BUILDING PERMIT DELIVERY WINDOW

## 5.1. Municipality Coordinator

### 5.1.1. APPLICATION STATUS: DC1 APPROVAL

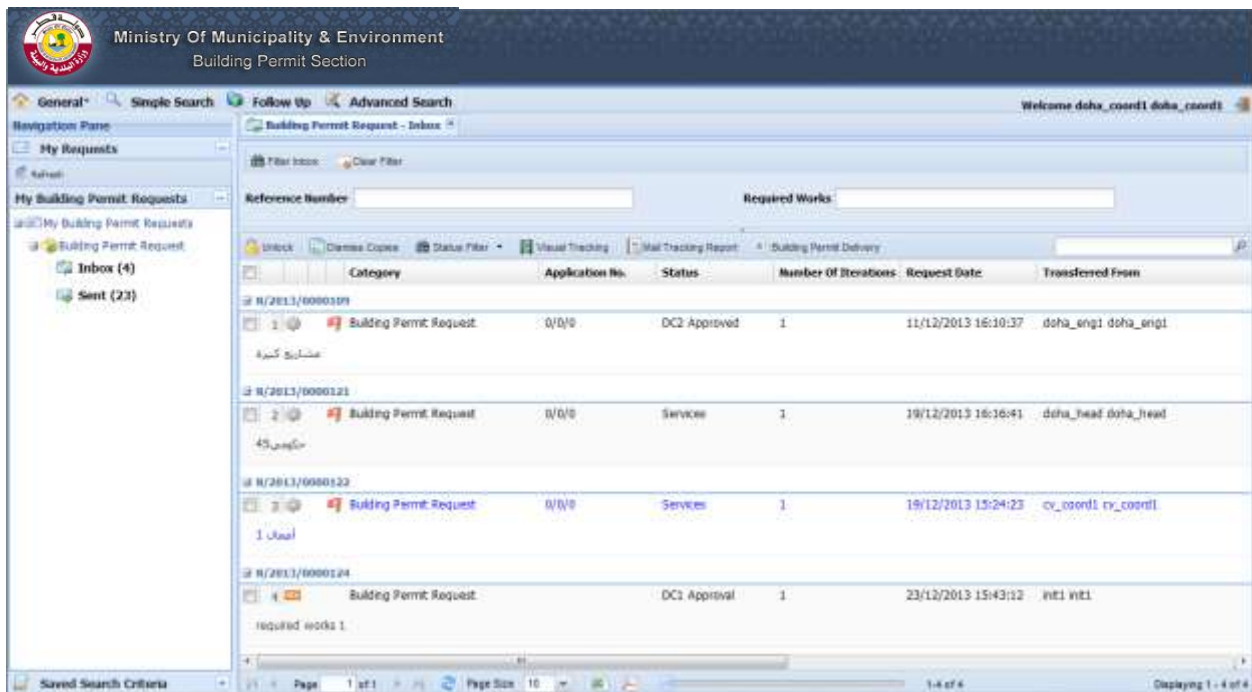




Figure 60- MUNICIPALITY COORDINATOR - HOMEPAGE - INBOX

Open an application which status is **DC1 Approval**. If the application was new and unread, the following icon will appear next to it . If the application was already read, the following icon will appear next to it . Click on the appearing icon or double click the application to open it and check its details.

The following pop up message will appear allowing the user to lock the request application:

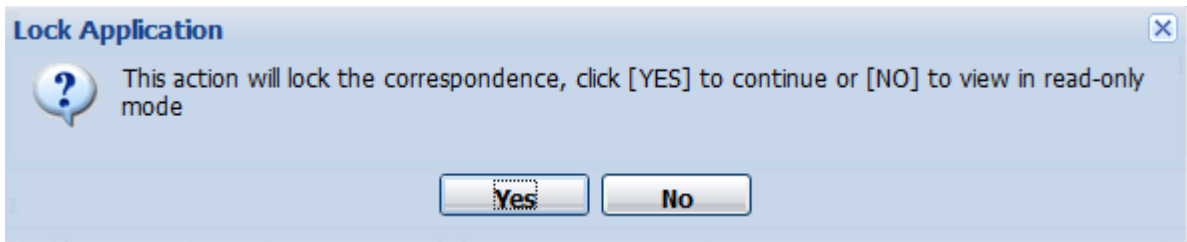
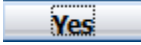


Figure 61- LOCK POP UP MESSAGE

When a user locks an application, other users can open it in view only mode until the user who locked it unlocks it.

Click on  to continue, the application will open as follows:

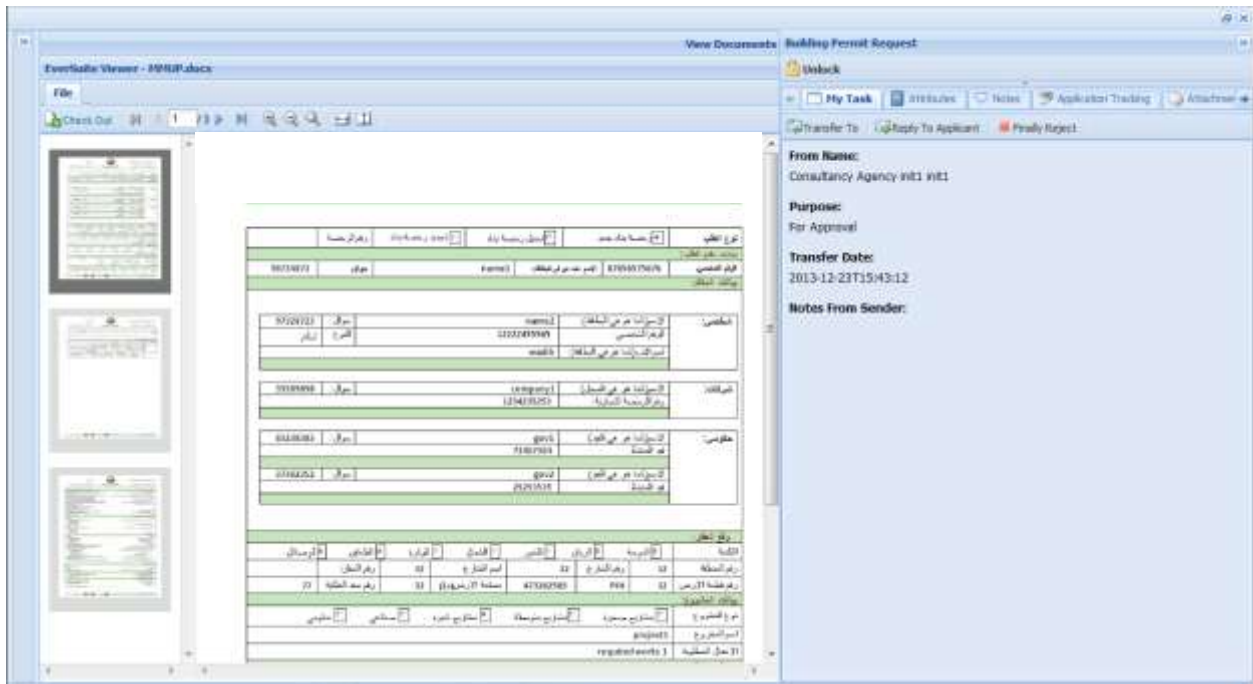


Figure 62- OPENED REQUEST FORM

In the right frame **Capture Processing** Frame appear the following tabs:

- My Task
- Attributes
- Notes
- Application Tracking
- Attachments
- Link Documents

#### 5.1.1.1. My Task

In this tab appear the application sender, the purpose the Transfer Date and Notes from Sender:

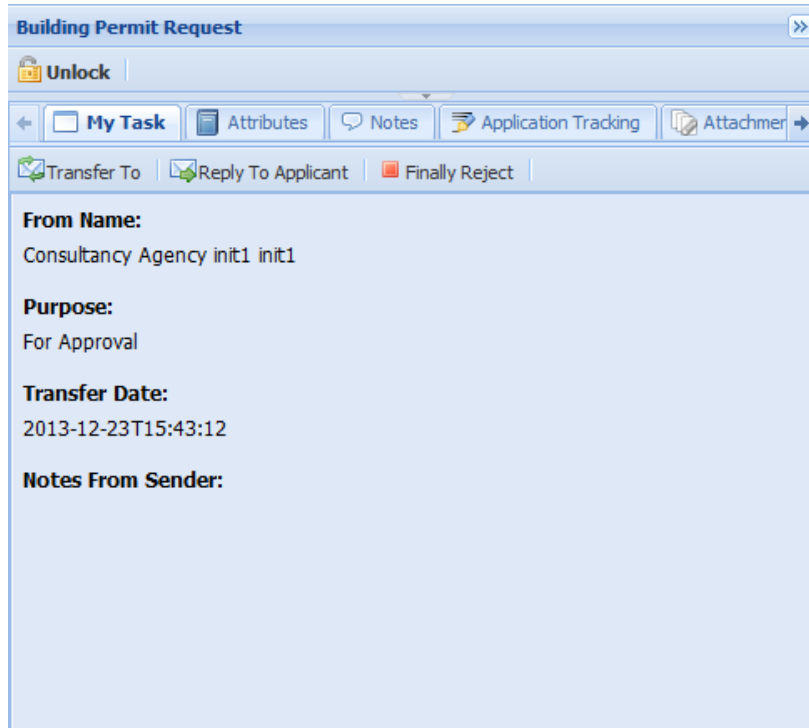


Figure 63- MY TASK

The user takes the appropriate action after checking the other tabs.

#### 5.1.1.2. Attributes

**Building Permit Request**

Unlock

My Task | **Attributes** | Notes | Application Tracking | Attachments

**Applicant Data**

ID No. 87656575676

Name name1

Mobile No. 98734873

**Owner Data**

**Personal**

ID No. *This field is required*

Name *This field is required*

Mobile No. *This field is required*

Type *This field is required*

1222455565	name2	97328723
------------	-------	----------

**Companies**

Commercial License No. *This field is required*

Name *This field is required*

Mobile No. *This field is required*

1234235253	company1	39389898
------------	----------	----------

Figure 64- ATTRIBUTES TAB

In this window appear all the data related to the building project.

5.1.1.3. Notes

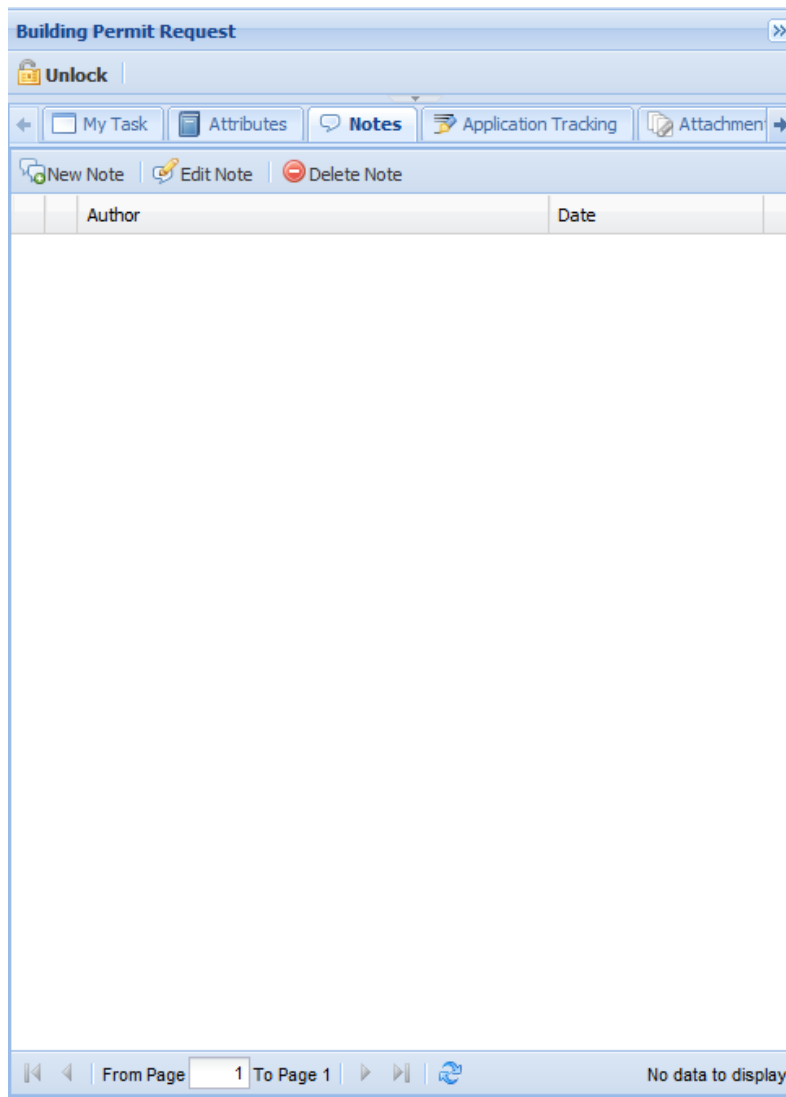


Figure 65- NOTES TAB

In this window the user can add notes.

#### 5.1.1.3.1. NEW NOTE

Click on  , the following window will open:

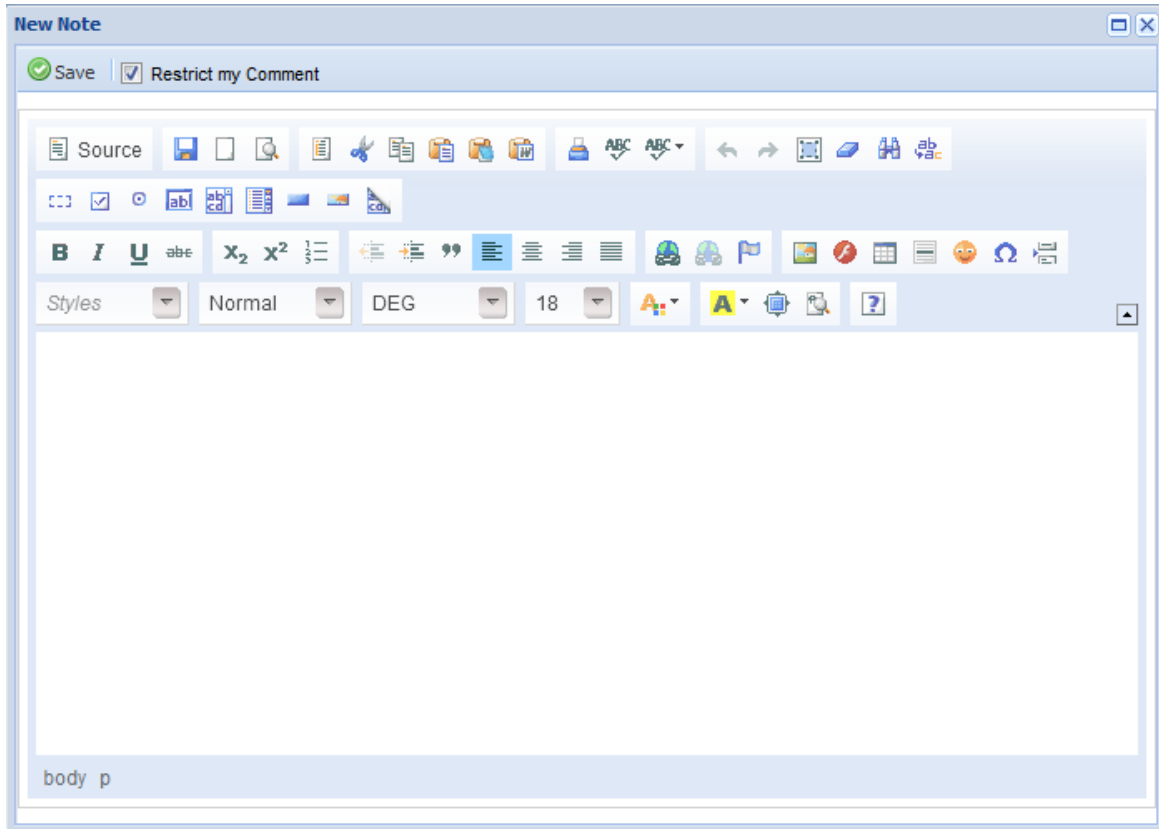



Figure 66- NEW NOTE WINDOW

Write your notes (with the ability to edit the font, color...) and then click on  to save the note.

In case you selected  **Restrict my Comment**, only you will be able to see the note.

The saved note will appear as follows:

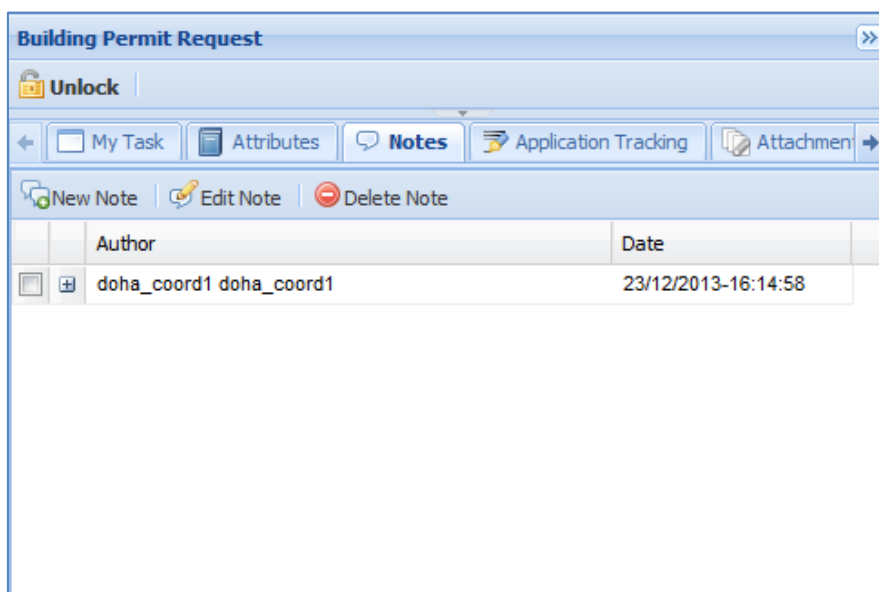



Figure 67- CAPTURE PROCESSING FRAME - NOTES - ADDED NOTE

Click on  to check the note:

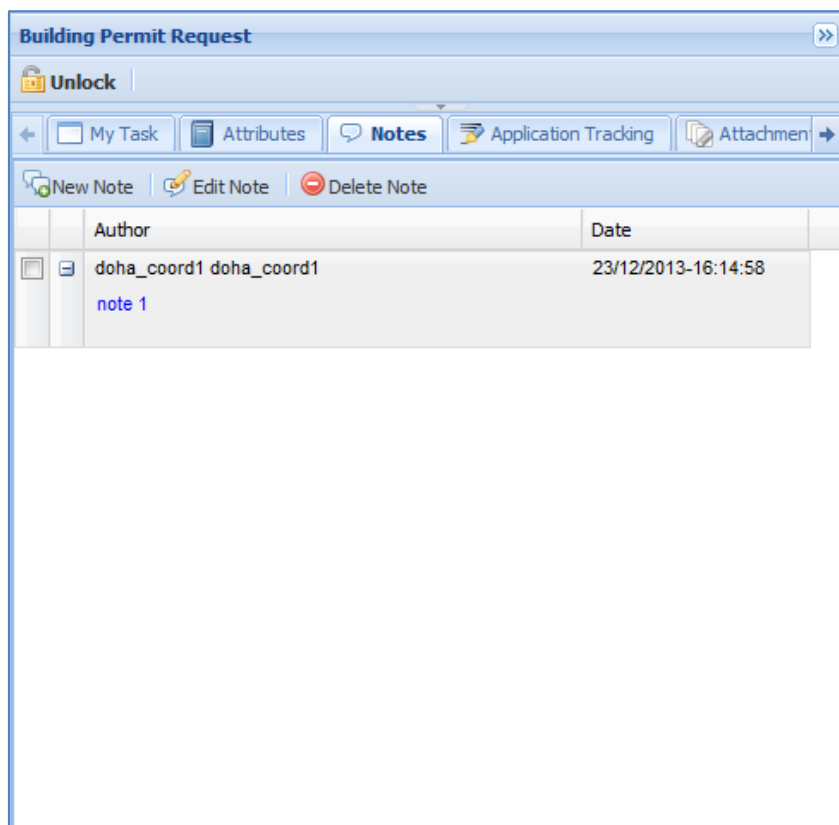
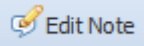


Figure 68- CAPTURE PROCESSING FRAME - NOTES - ADDED NOTE

#### 5.1.1.3.2. EDIT NOTE

Select a note and then click on  to open the following window will open:

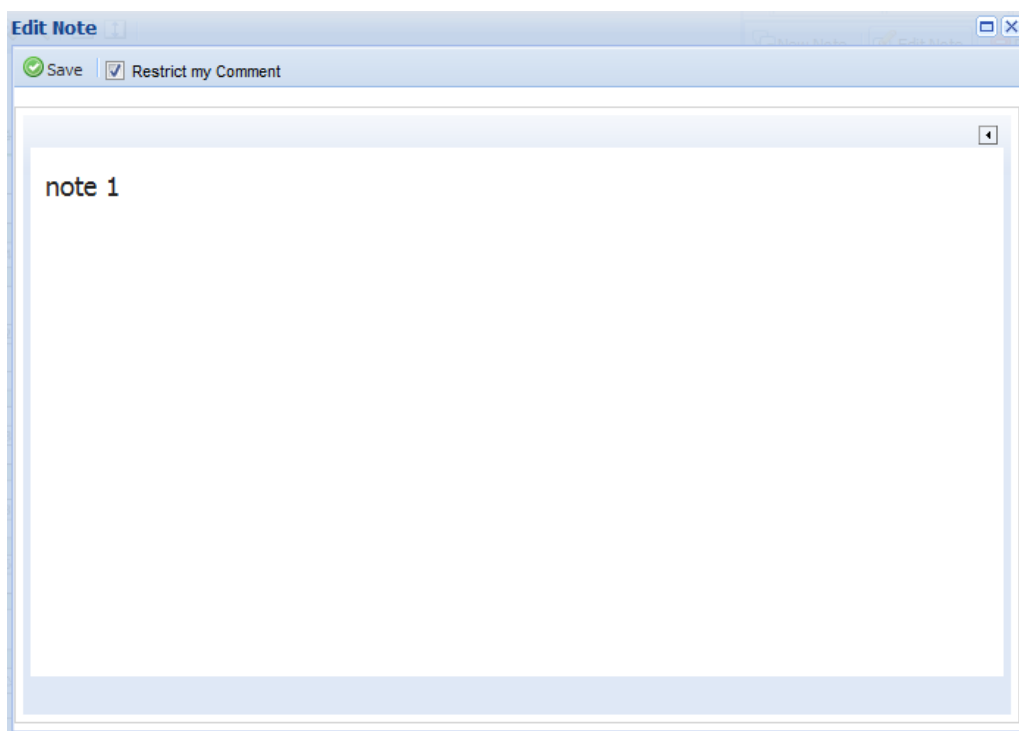



Figure 69- EDIT NOTE WINDOW

To expand the toolbar click on :

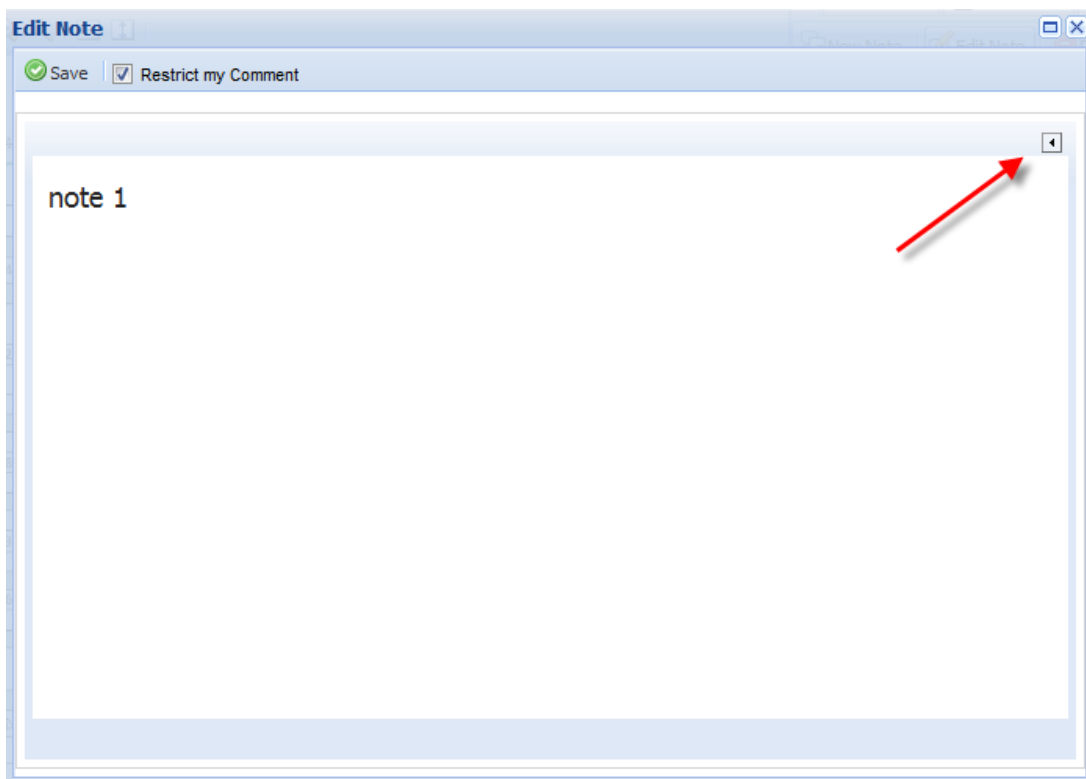


Figure 70- EXPAND TOOLBAR ARROW

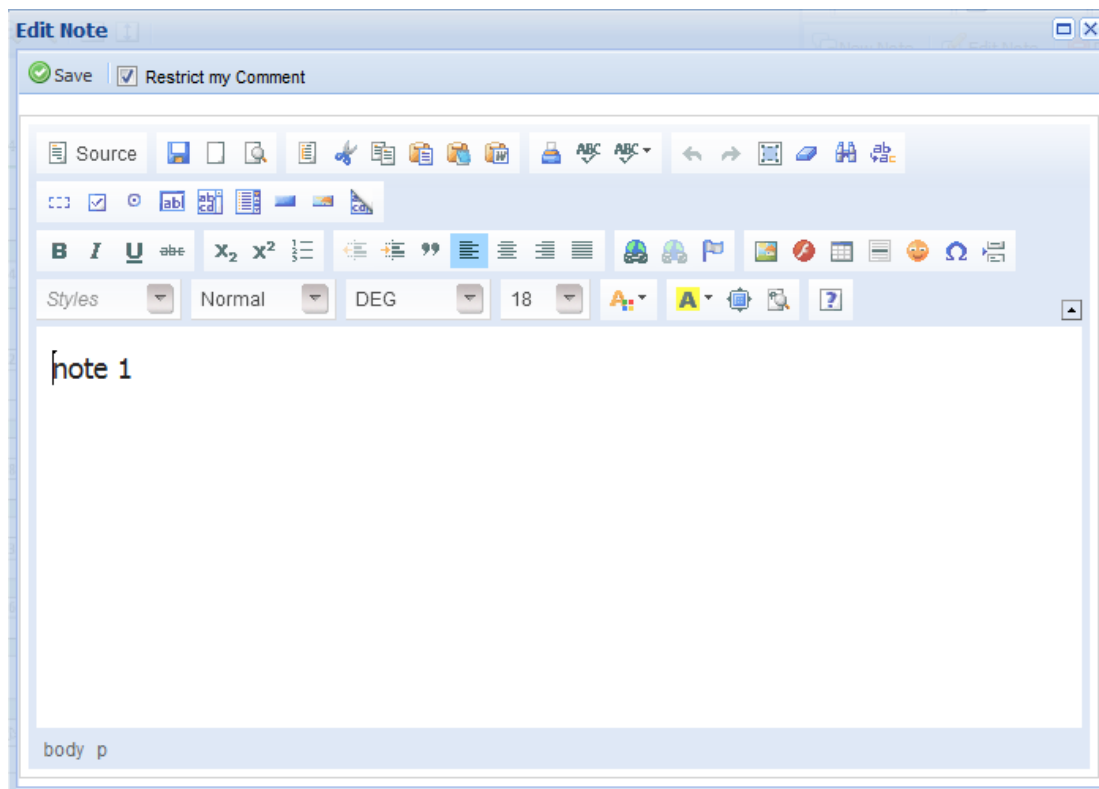

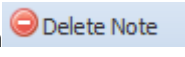


Figure 71- EDIT NOTE WINDOW- EDITED NOTE



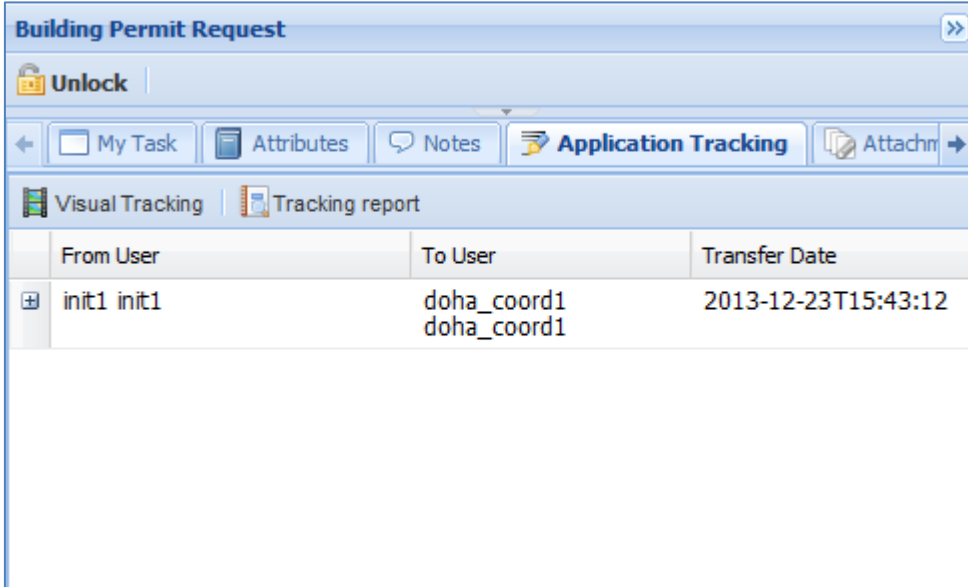
Make the appropriate changes and then click on  to save the changes.

#### 5.1.1.3.3. DELETE NOTE

To delete a note, select it and then click on .

#### 5.1.1.4. Application Tracking

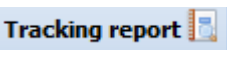
This tab allows the user to track the application phases:



	From User	To User	Transfer Date
+	init1 init1	doha_coord1 doha_coord1	2013-12-23T15:43:12

Figure 72- APPLICATION TRACKING TAB

#### 5.1.1.4.1. TRACKING REPORT

Click on , the following window will open:

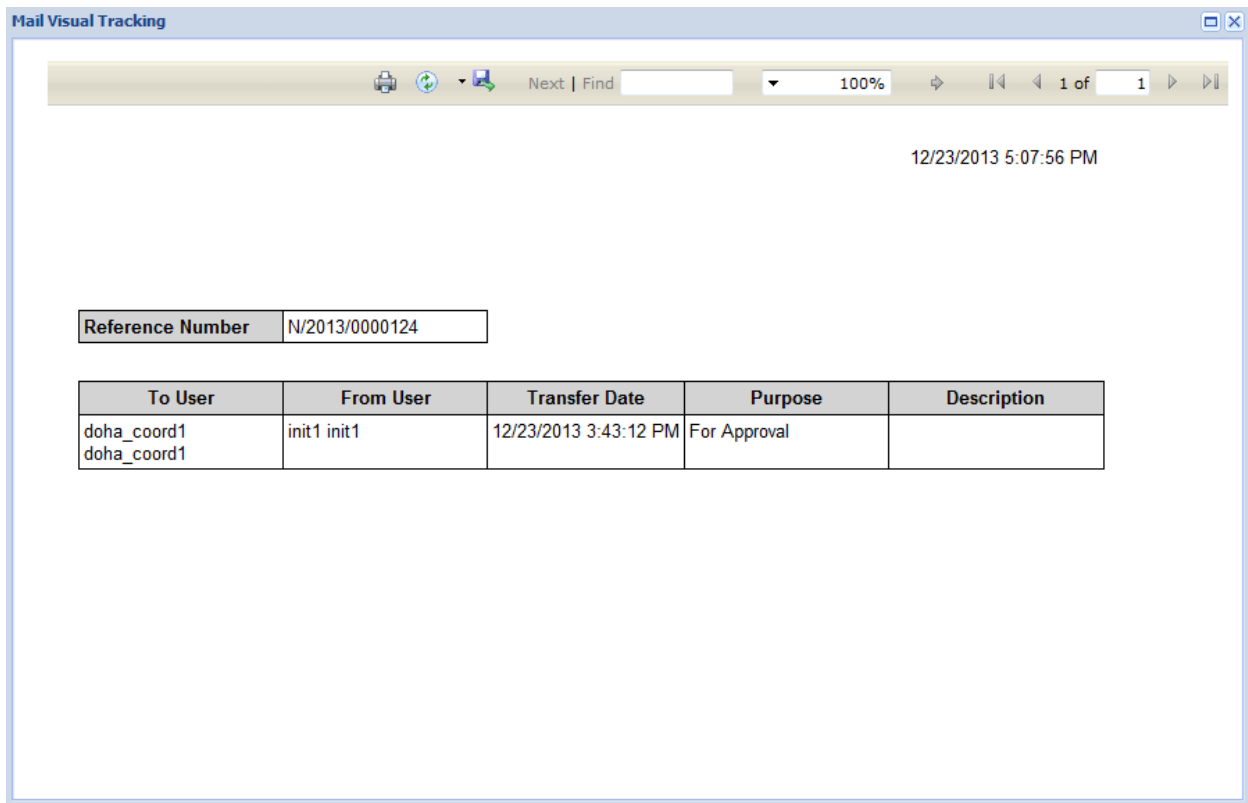




Figure 73- TRACKING REPORT

The user can check the details of the application transfer with the ability to:

- Print it 
- Export it 

#### 5.1.1.4.2. VISUAL TRACKING

Click on  Visual Tracking, the following page will open mapping out the application transfer phases:

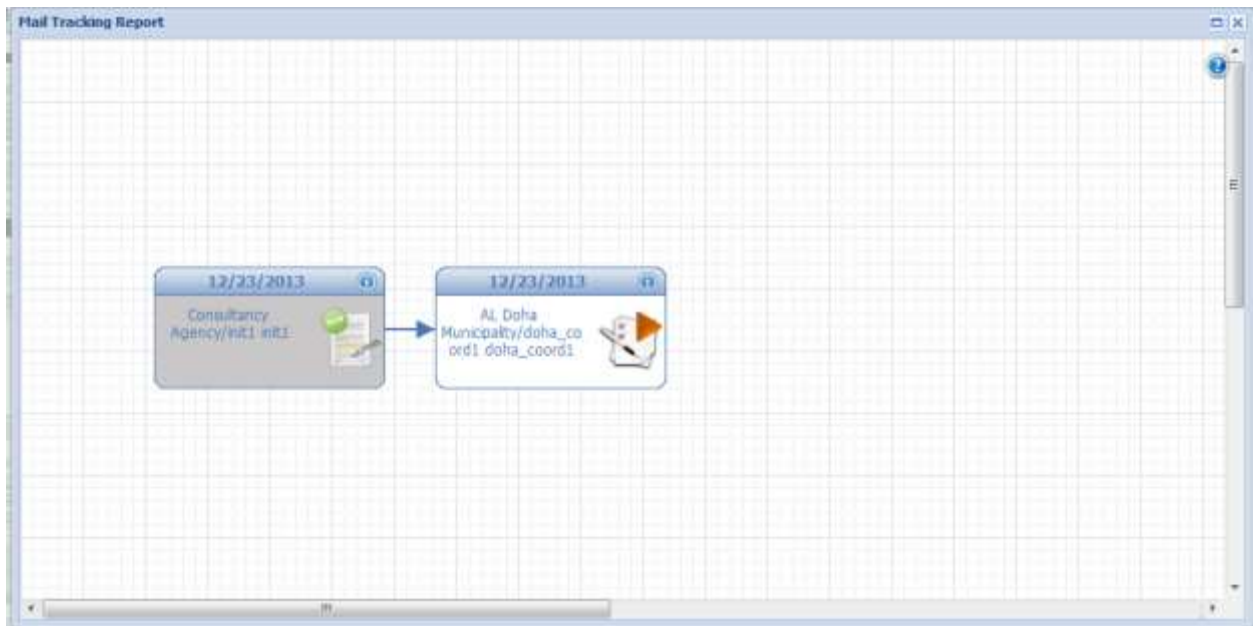


Figure 74- VISUAL TRACKING MAP

To check the application details click on :

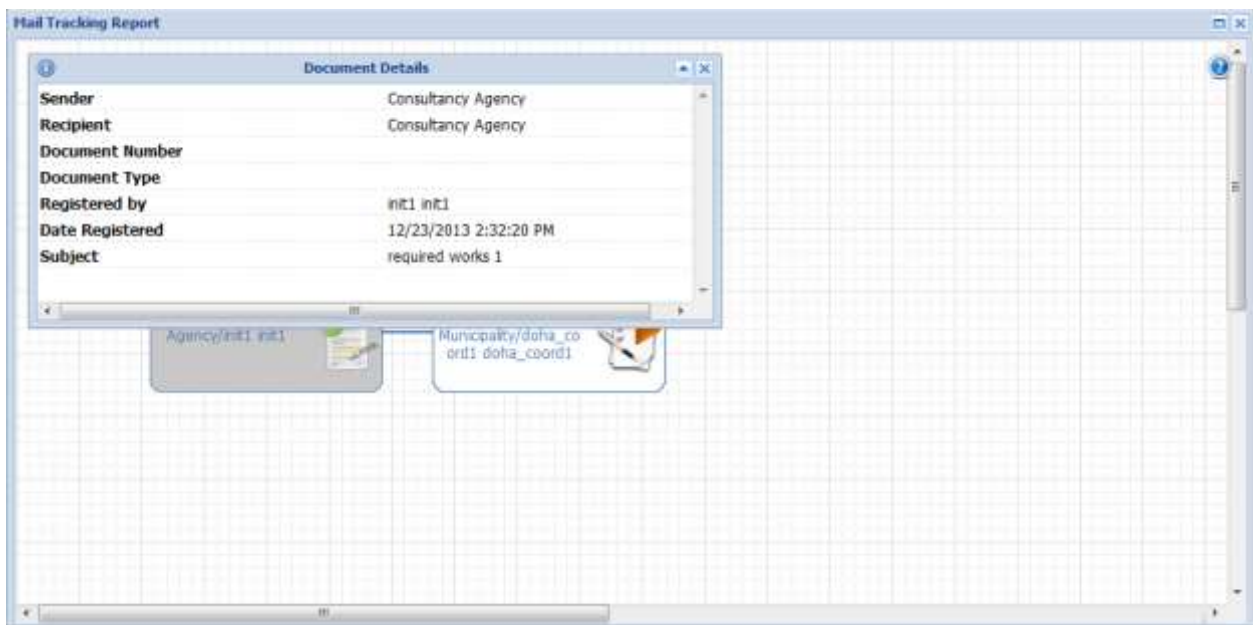



Figure 75- VISUAL TRACKING- APPLICATION DETAILS

To check the transfer details click on :

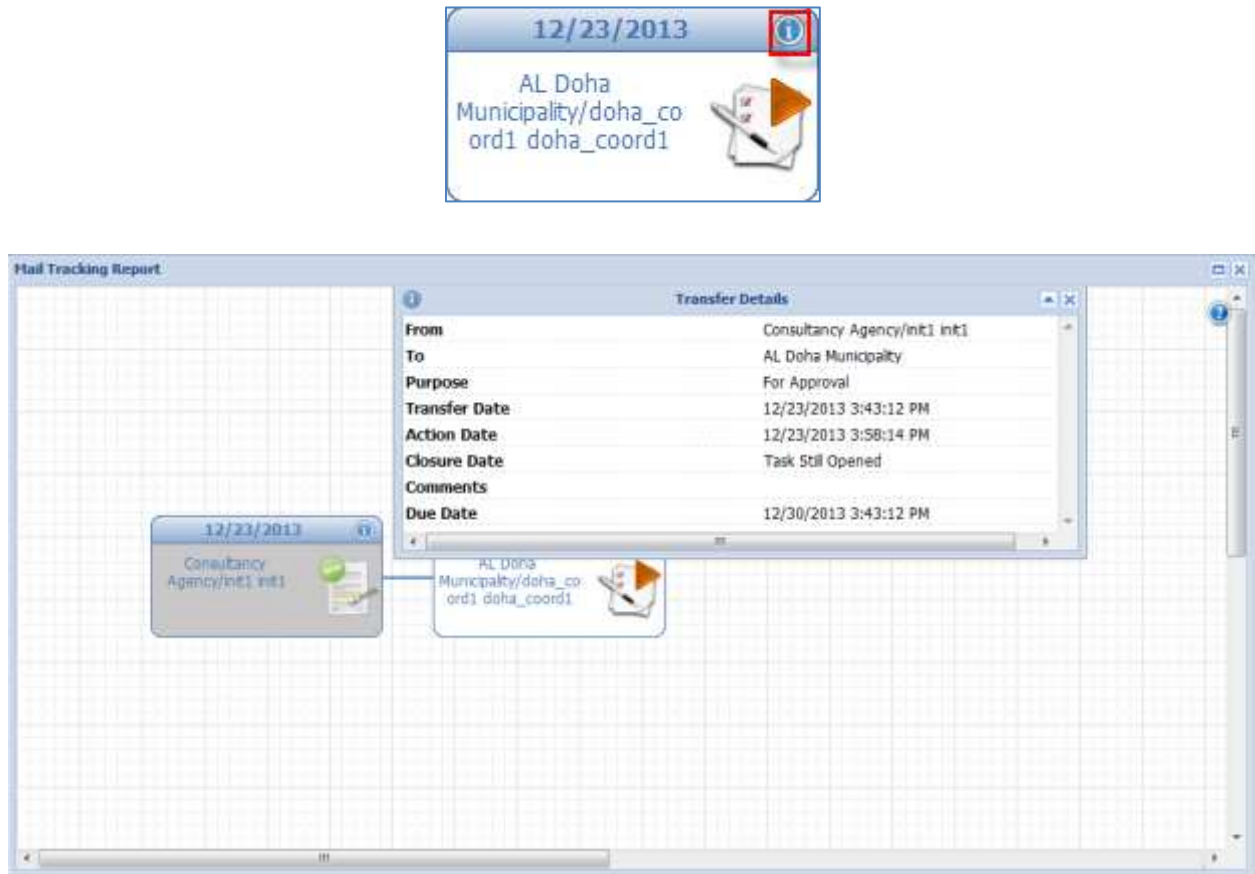


Figure 76 - VISUAL TRACKING- TRANSFER DETAILS

#### 5.1.1.5. Attachments

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

The user can add files under the node specified to him in the tree. By clicking on his node, the following buttons will appear:

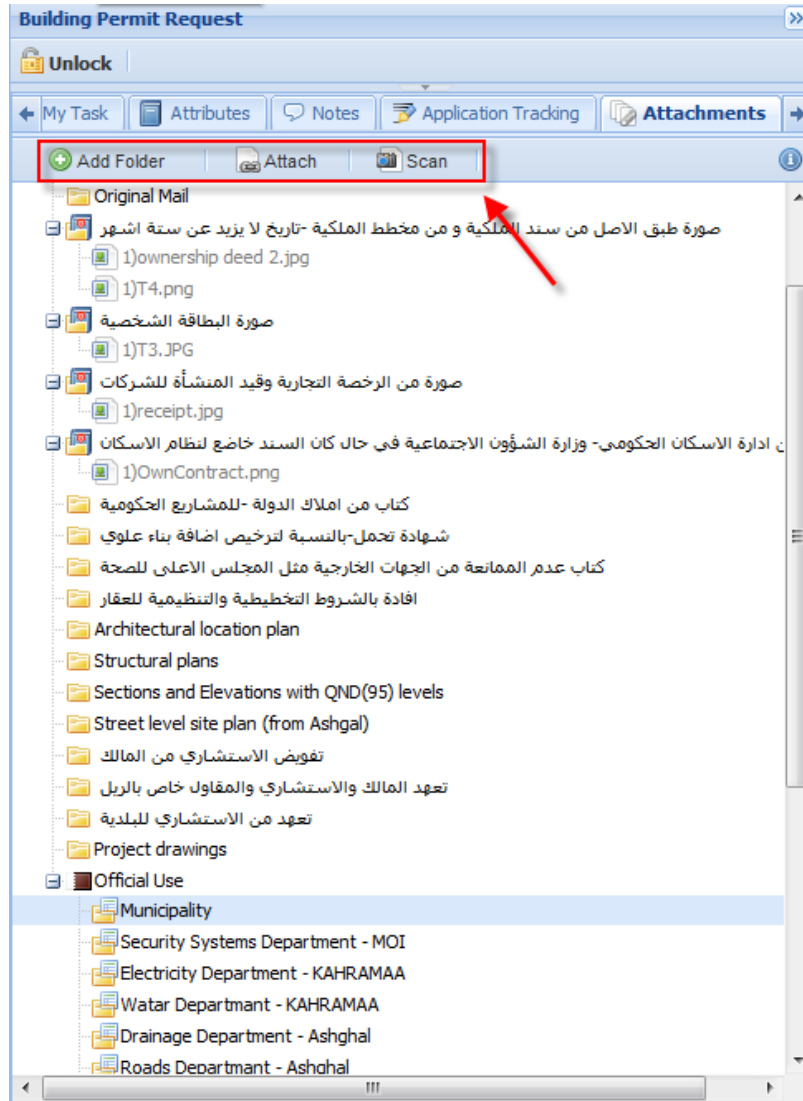
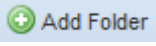


Figure 77- ATTACHMENTS- ATTACH, SCAN & ADD FOLDER BUTTONS

#### 5.1.1.5.1. ADD FOLDER

To add a folder click on , the following window will open:

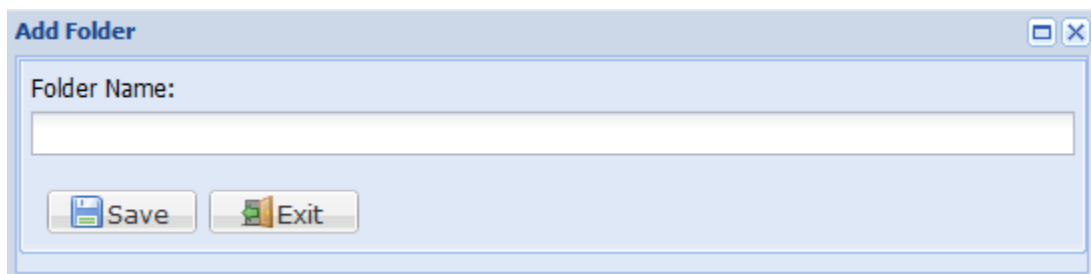


Figure 78- ADD FOLDER WINDOW

Enter the folder name and then click on . The folder will appear as follows:

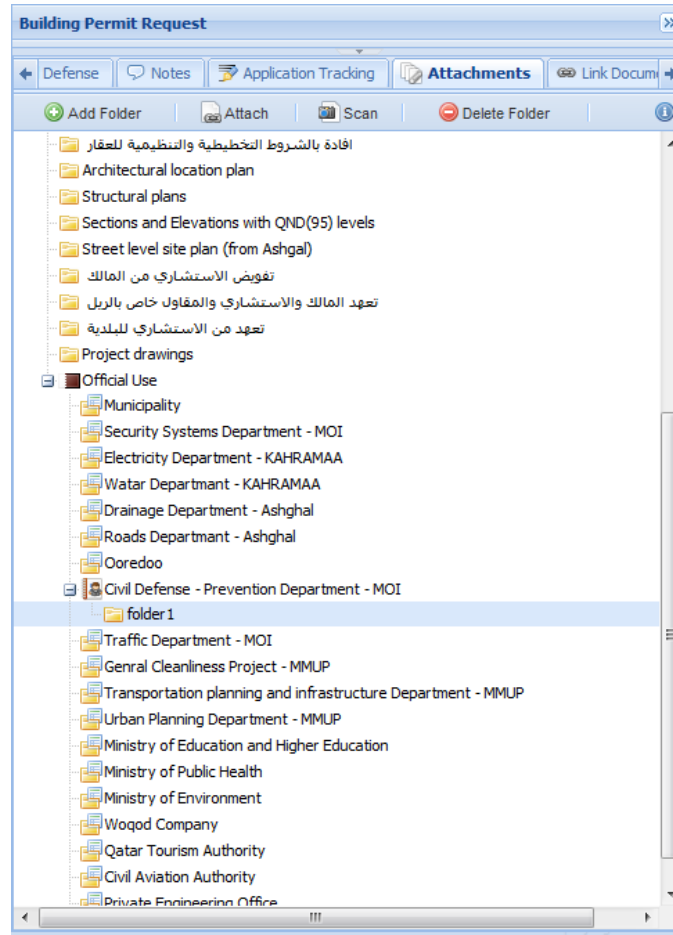


Figure 79- ATTACHMENTS TAB- ADDED FOLDER

To delete an added folder, select it and click on **Delete Folder** button...

#### 5.1.1.5.2. ATTACH

Refer to "[Attach Paragraph](#)" in Consultancy office section.

#### 5.1.1.5.3. SCAN

Refer to "[Scan Paragraph](#)" in Consultancy office section.

#### 5.1.1.5.4. LEGEND

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

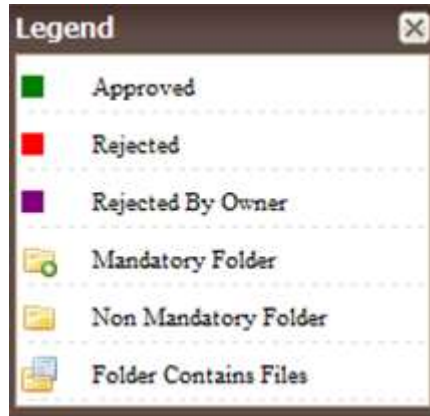




Figure 80- ATTACHMENTS TAB - LEGEND

The approved attachment appears in green ■ Approved, the rejected attachment appears in red ■ Rejected, and the attachment which is rejected by the owner appears in purple ■ Rejected By Owner.

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

The icon  indicates that the folder is not mandatory.

The icon  indicates that the folder contains files.

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

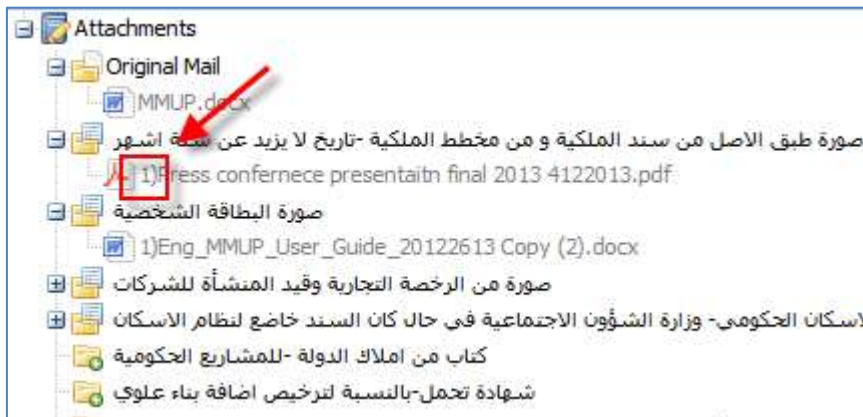


Figure 81-SUBMISSION NUMBER OF THE ATTACHED FILE

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.

#### 5.1.1.5.5. ACTIONS ON ATTACHMENTS

Right clicking an attached folder opens a contextual menu containing the following actions:

- Approve: Once approved, the attached file can no more be edited by the consultancy office.
- Reject: Once rejected, the consultancy office should add another file.
- Reject by Owner

Note that the actions taken by the coordinator can be modified by the engineer, and the actions taken by the engineer can be modified by the section heads.

### 5.1.1.6. Link Documents

In this tab appear all the files linked to the current application:

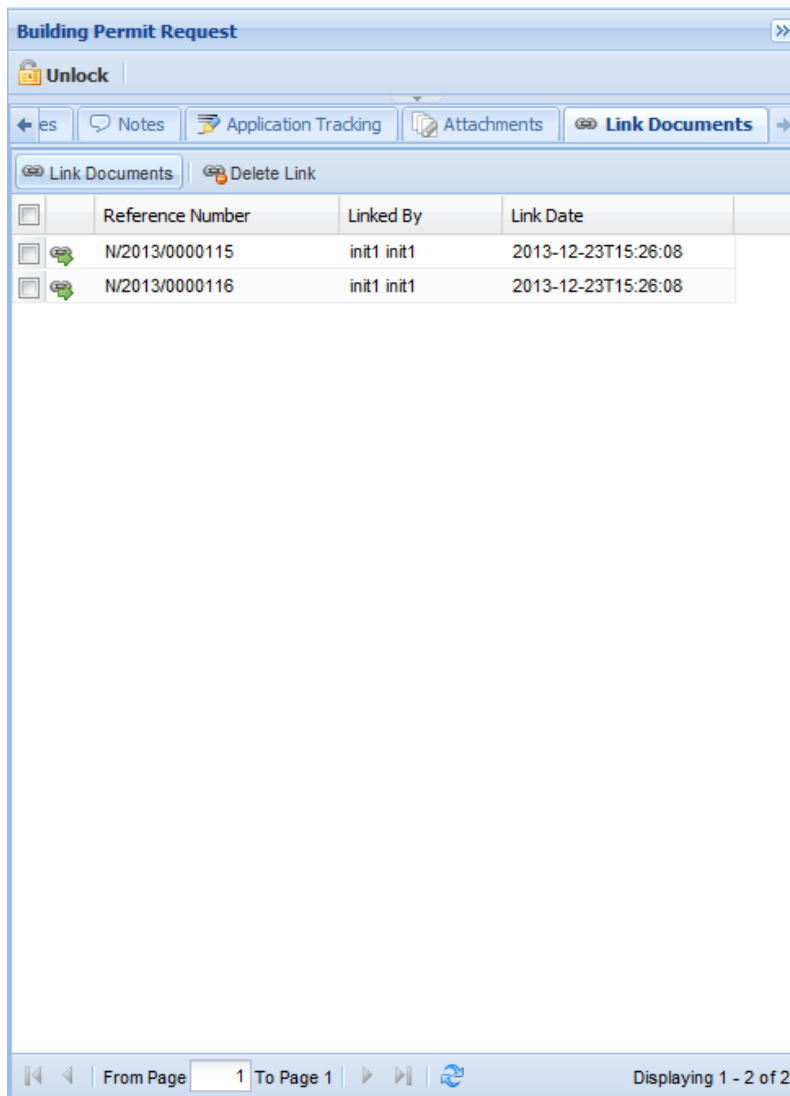


Figure 82- LINK DOCUMENTS TAB

To link the current application to other files click on [Link Documents](#). The following window will open:



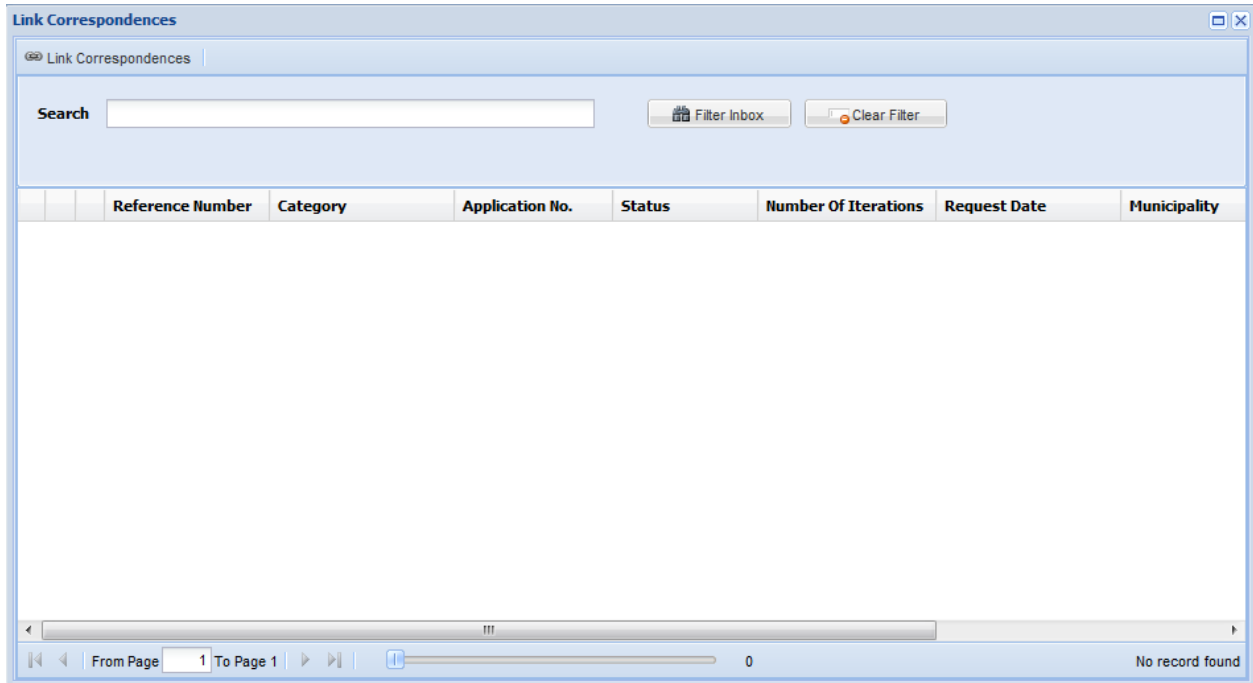


Figure 83- LINK CORRESPONDENCES WINDOW

Search for files by entering search criteria in the **Search** field and then clicking on . The results will be displayed as follows:

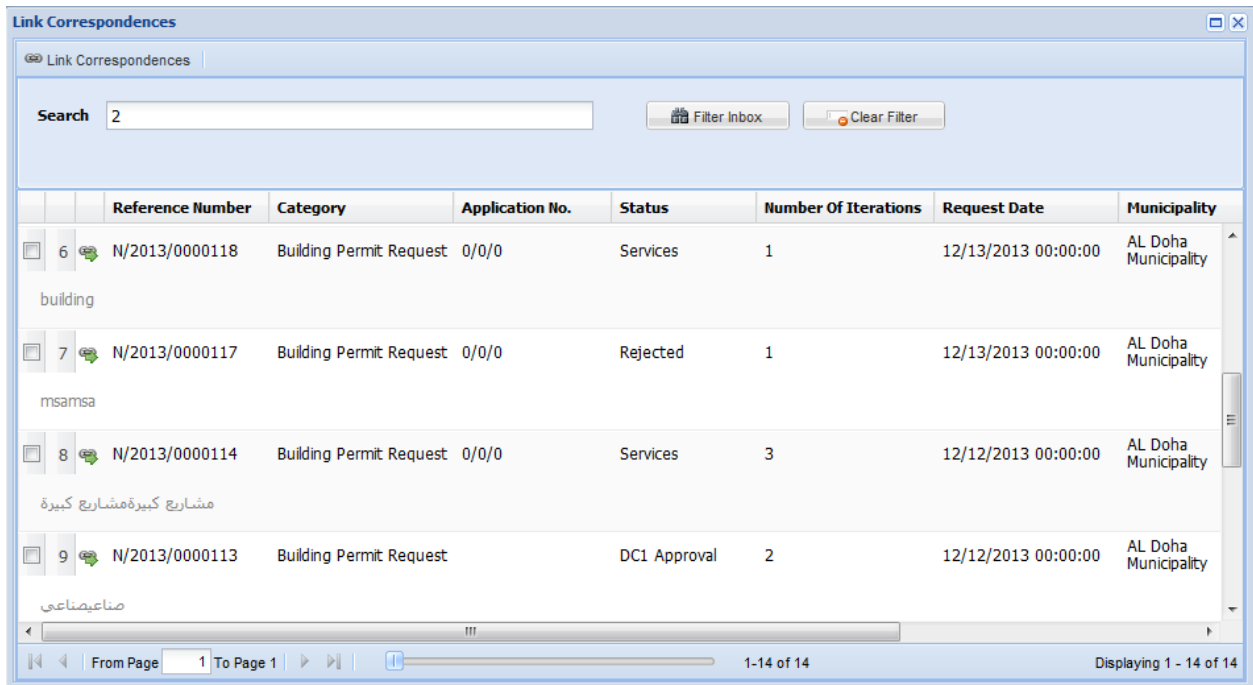

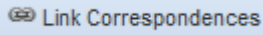


Figure 84- LINKED CORRESPONDENCES WINDOW- SERACH FOR REQUESTS WITH RESULTS

You can check the file details by double clicking it or clicking on .

Select the files you want to link to the current application and then click on . In case you selected a file already linked to other files, all files will be linked to the current application.

### 5.1.1.7. Actions

In **My Task** tab appear the following actions:

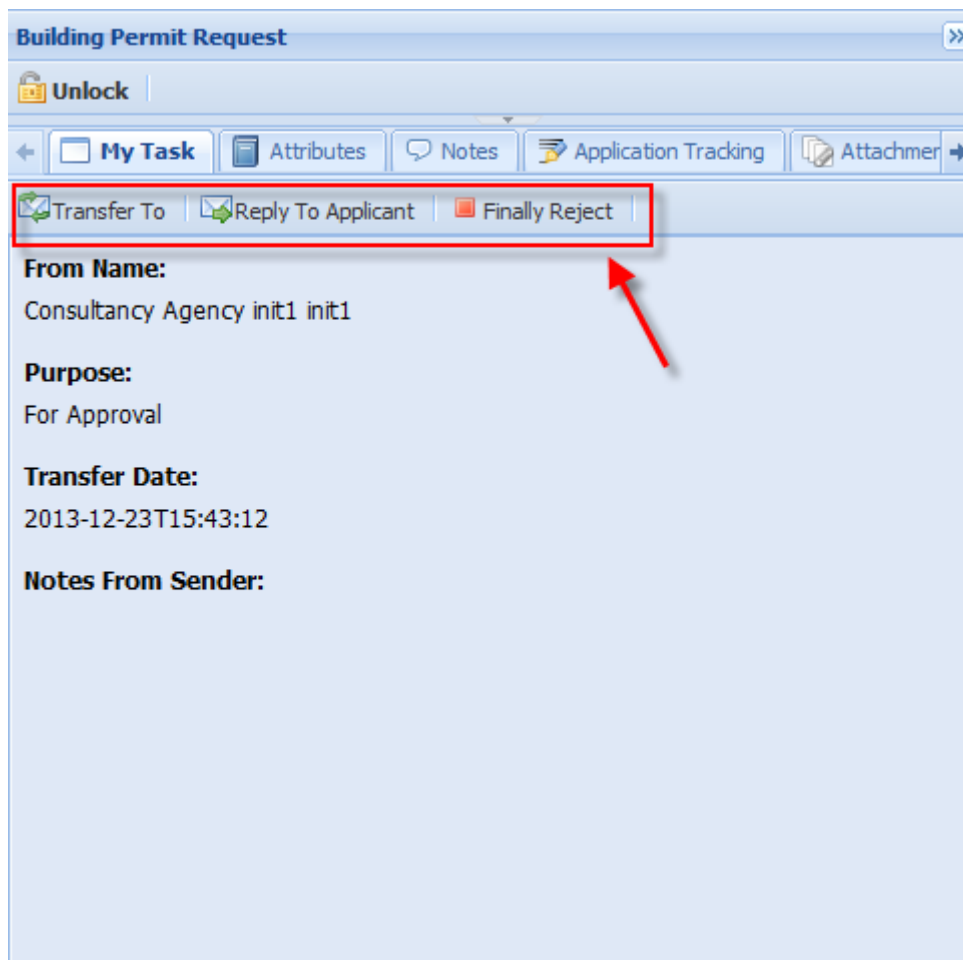


Figure 85- MUNICIPALITYCOORDINATOR - MY TASK TAB- ACTIONS

The coordinator can take the following actions:

- Reject the application by clicking on **Finally Reject**.
- Return the application to the consultancy office by clicking on **Reply to Applicant**.
- Transfer the application to another municipality or to the Municipality Engineer by clicking on **Transfer to**.

Click on **Transfer to** button, the following window will open:

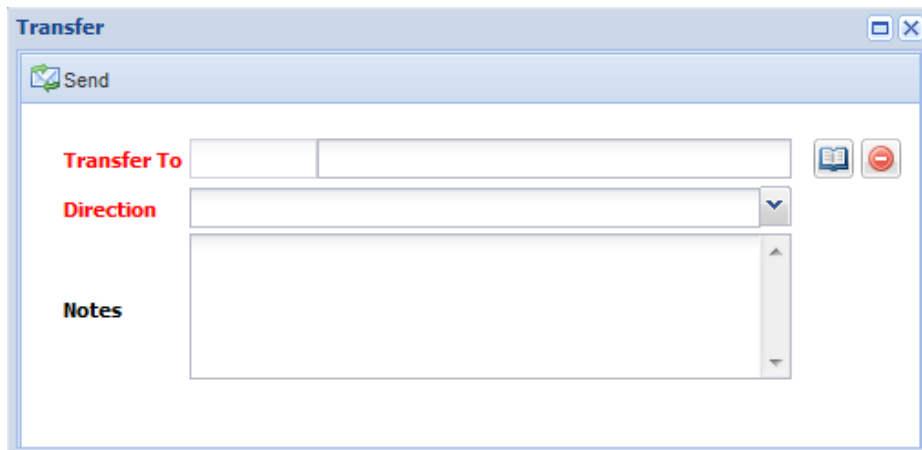



Figure 86- TRANSFER WINDOW

To select the recipient of the application, click on . The following window will open:

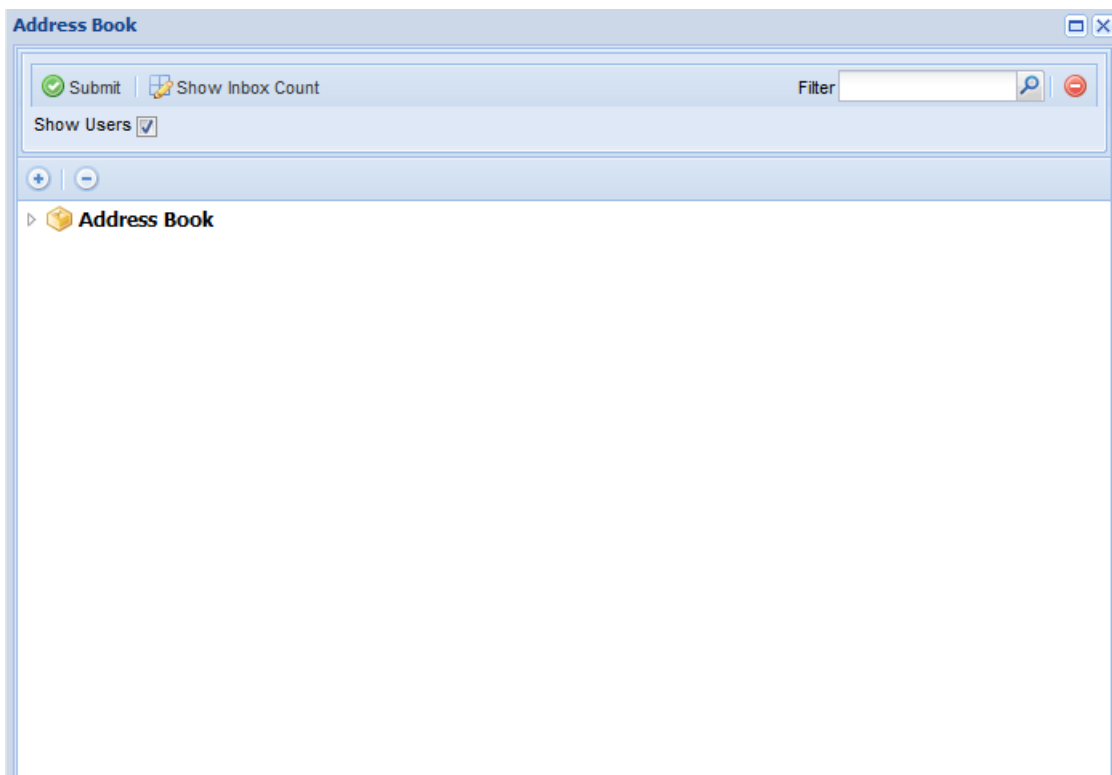



Figure 87- TRANSFER ADDRESS BOOK

Click on  many times to display all the nodes of the tree:

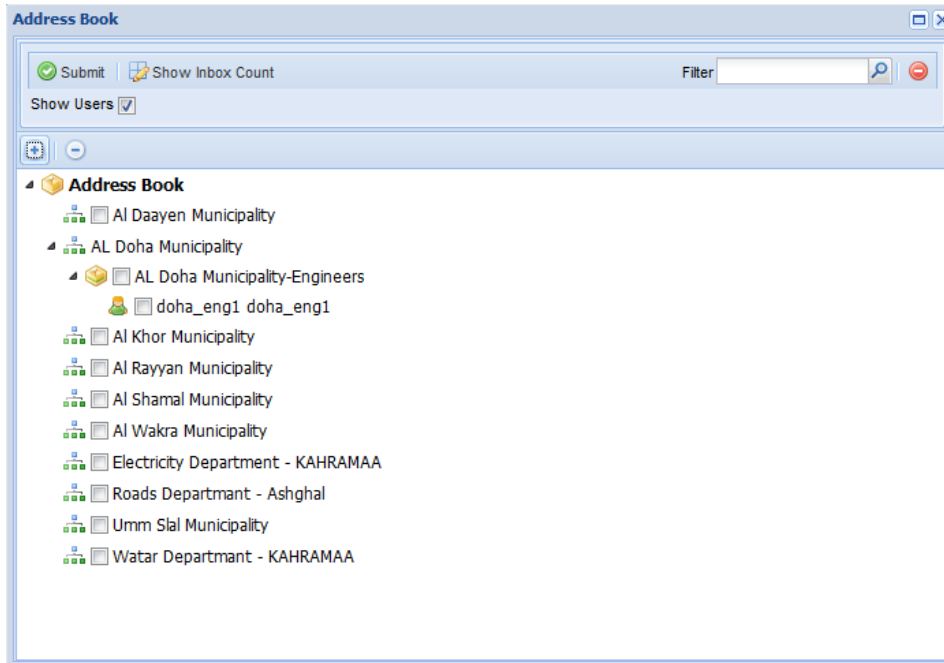
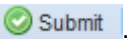


Figure 88-STRUCTURES & USERS DISPLAYED IN ADDRESS BOOK

Select the recipient and then click on  .

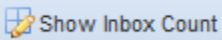

You can check the engineer inbox count and tasks before choosing him to work on the current application by selecting him from the tree and then clicking on  :



Figure 89- ENGINEER INBOC COUNT

After selecting the recipient and purpose and adding notes click on  :

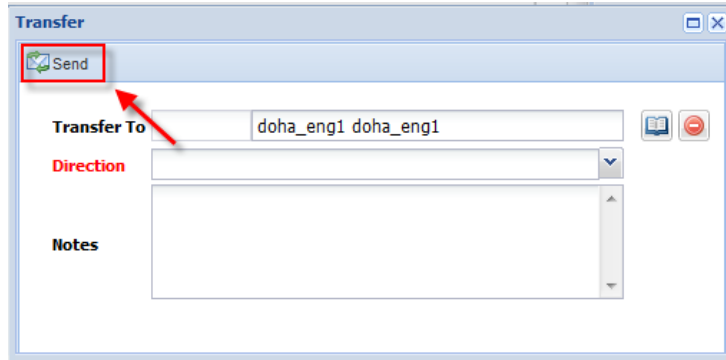


Figure 90- TRANSFER WINDOW - SEND BUTTON

### 5.1.2. APPLICATION STATUS: SERVICES

The municipality coordinator clicks on “**Transfer to**” to send the application to the municipality engineer to review it.

In case one of the external entities did not finish the application study yet, the coordinator will not be able to send it to the engineer.

### 5.1.3. APPLICATION STATUS: DC2 APPROVAL

The Municipality Coordinator checks if the permit fees are paid or not, if paid he will fill the recipient ID, recipient mobile number and contractor license number, then generate the license and print it. The document will be Issued (Status= Issued).

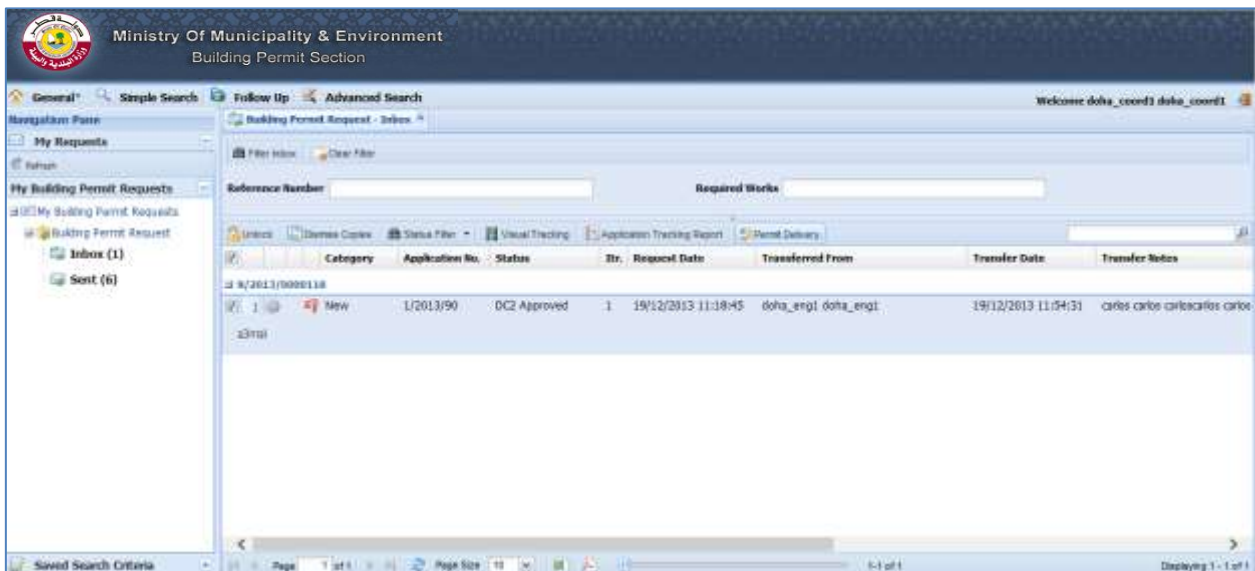


Figure 91- Permit Delivery Button

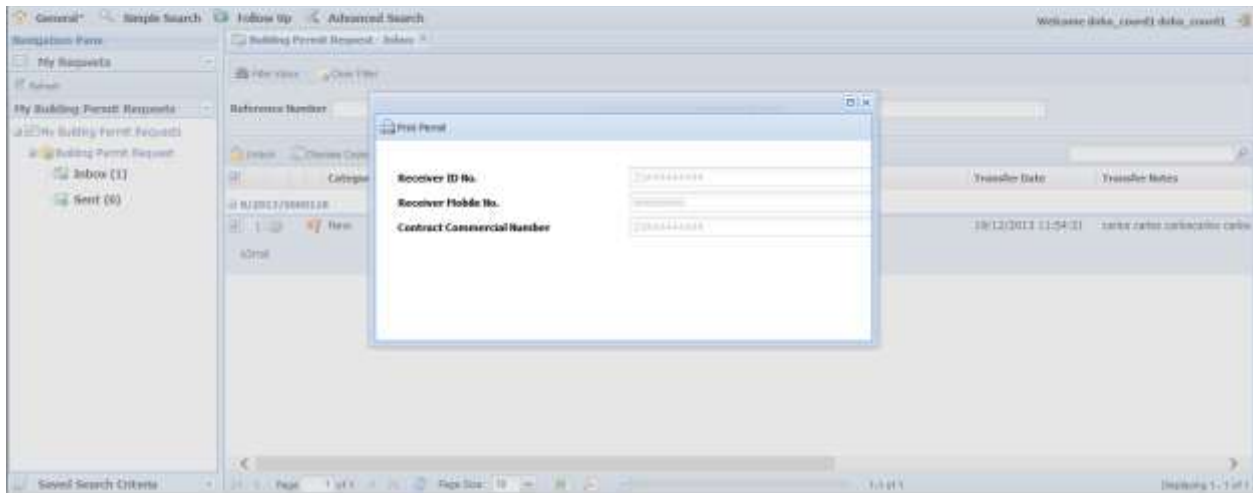


Figure 92-Deliver the BPA Permit

## 5.2. External Entity Coordinator

### 5.2.1. APPLICATION STATUS: DC1 APPROVAL

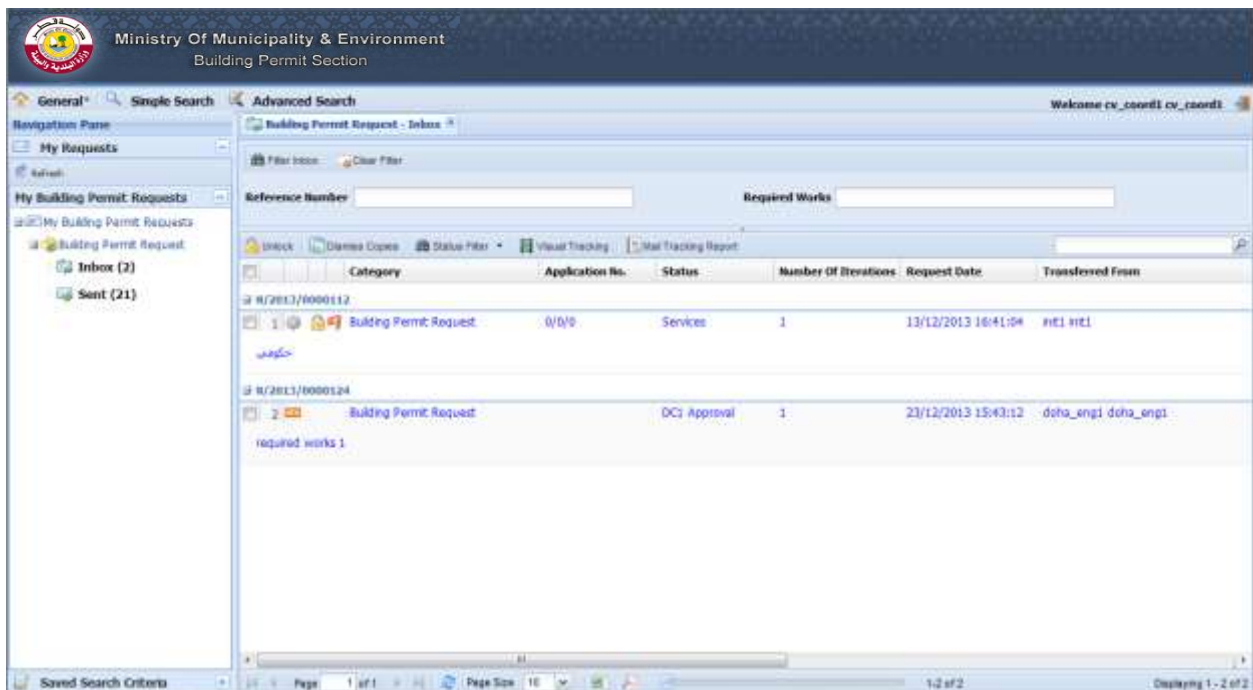


Figure 93- EXTERNAL ENTITY COORDINATOR HOMEPAGE

Open an application which status is **DC1 Approval (Iteration 1)**. If the application was new and unread, the following icon will appear next to it **NEW**. If the application was already read, the following icon will appear next to it . Click on the appearing icon or double click the application to open it and check its details.

The following pop up message will appear allowing the user to lock the request application:

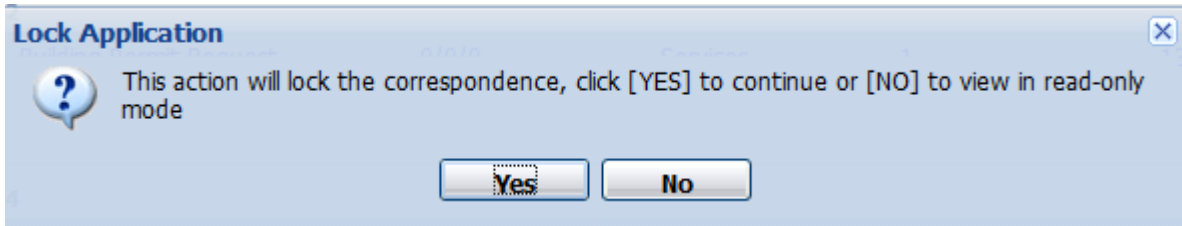
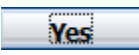


Figure 94- LOCK APPLICATION POP UP MESSAGE

When a user locks an application, other users can open it in view only mode until the user who locked it unlocks it.

Click on  to continue, the application will open as follows:

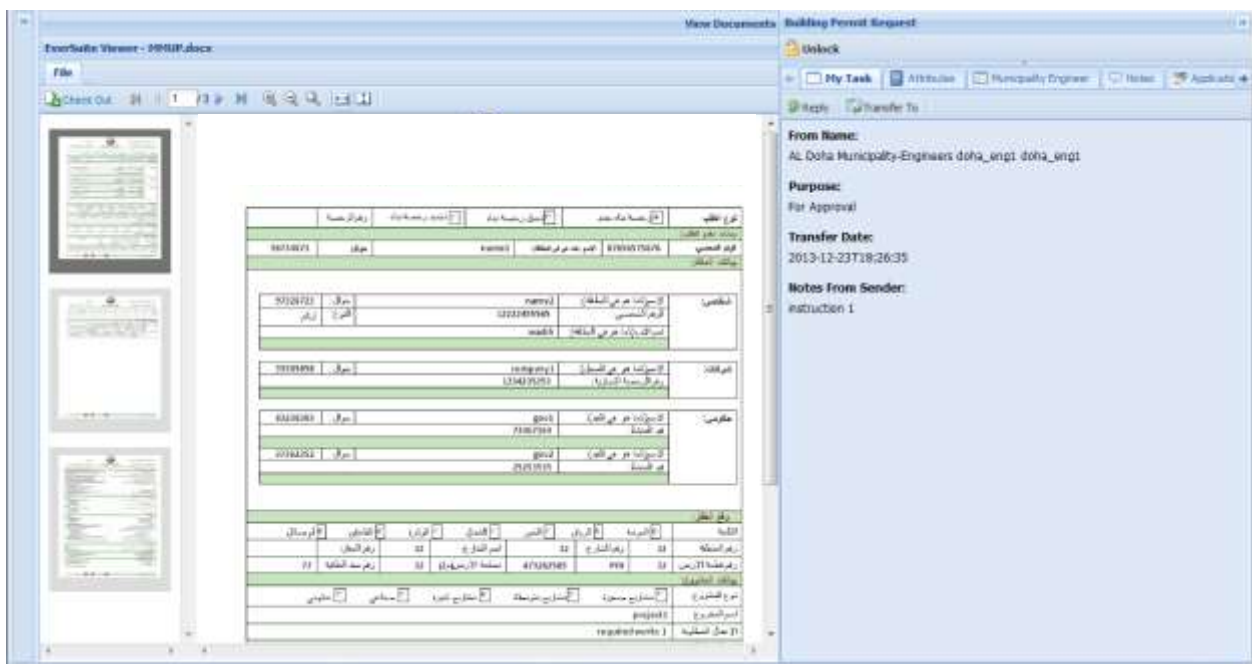
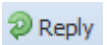
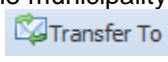


Figure 95- OPENED REQUEST FORM

The external entity coordinator can return the application to the municipality engineer by clicking on  button or send it to the external entity engineer by clicking on  button.

- Open an application which status is **DC1 Approval** received from Section Heads:

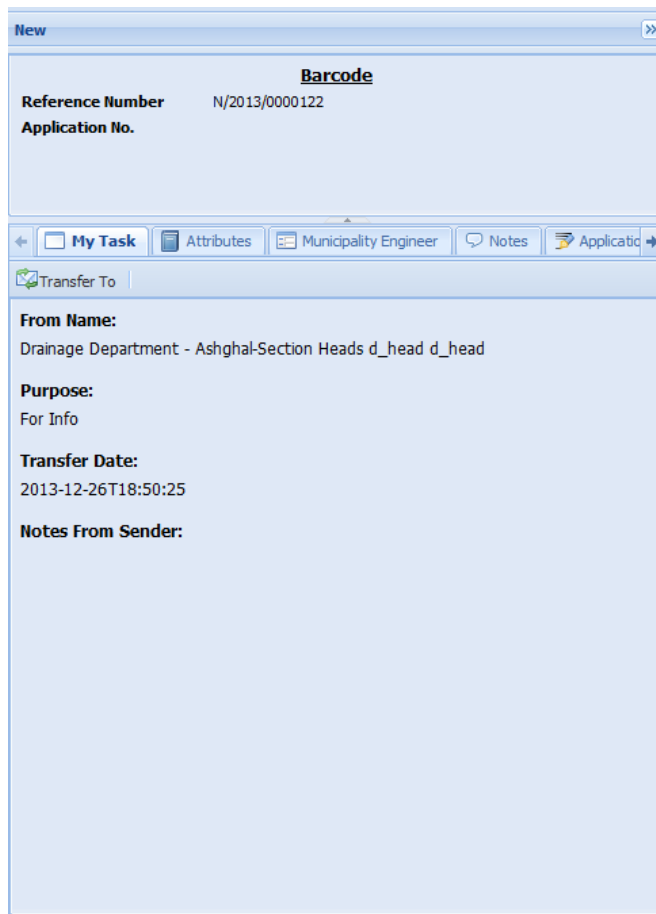


Figure 96- MY TASK TAB

Click on  to send the application to the municipality engineer.

### 5.2.2. APPLICATION STATUS: SERVICES - BEFORE SENDING IT TO THE ENGINEER

The coordinator opens an application which status is **Services**, reviews it decides the following:

- Needs to be edited: he returns the application to the consultancy office.
- Accepted: he transfers the application to the engineer who worked on the application before or to the engineer who has the least number of applications to be studied


### 5.2.3. APPLICATION STATUS: SERVICES – AFTER GETTING THE SECTION HEADS APPROVAL

The coordinator opens the application and click on **Transfer to** in order to send the application to the municipality engineer.



## 6. ENGINEER

In this paragraph we are going to talk about the Municipality Engineer and the External Entity Engineer and the actions that they can take according to the application status (DC1 Approval, Services...).

In the homepage → Inbox appear all the incoming applications or Carbon Copies  of the applications in some cases.

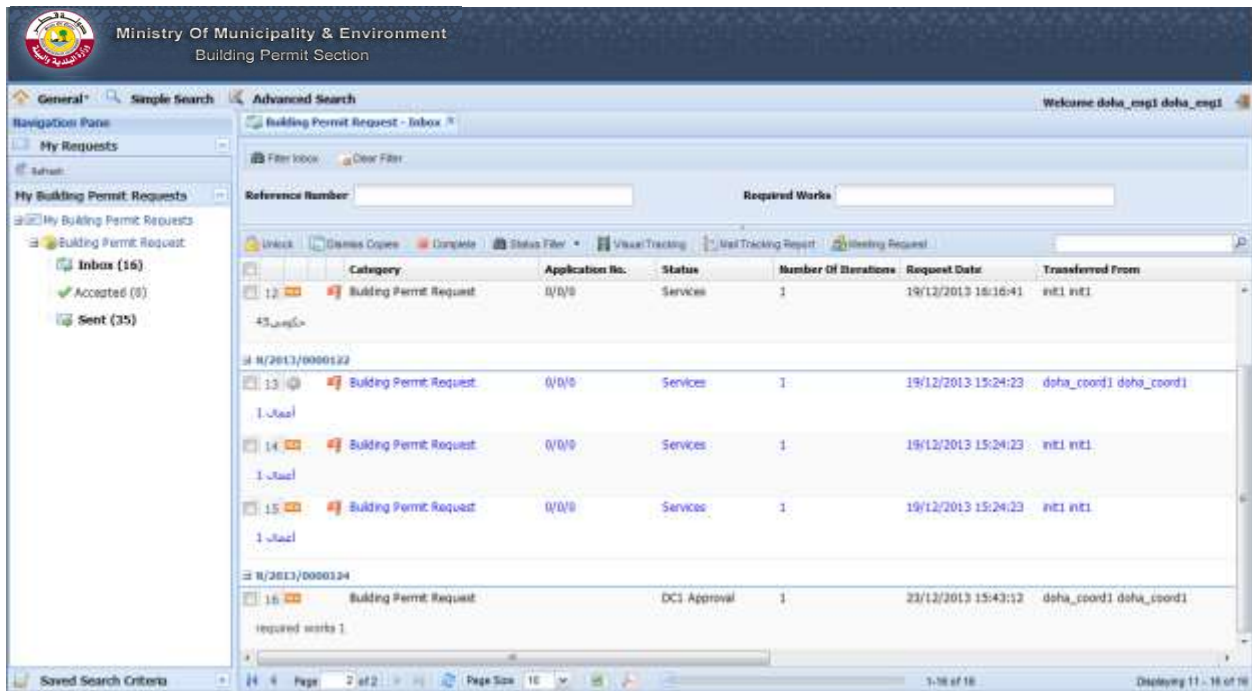
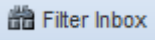




Figure 97- MUNICIPALITY ENGINEER HOMEPAGE

The user can search for a request application by entering the **Reference Number** and **Required Works** then clicking on . The results will be filtered according to the entered criteria.

Also in the upper part of the page, the following toolbar appears:



Figure 98- TOOLBAR APPEARING IN THE HOMEPAGE

- In case the user locked the request application, he can unlock it by clicking on  **Unlock**.
- In case a Carbon Copy of the request application appeared in the inbox, you can dismiss this copy by selecting it and clicking on  **Dismiss Copies**.
- To complete a request application, select it and click on **“Complete”** button.
- To filter the requests according to the status, select the appropriate status from the dropdown list:

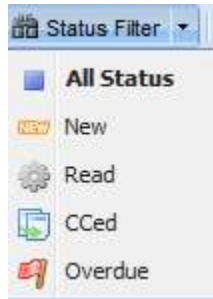


Figure 99- STATUS FILTER DROPDOWN LIST







- To track the request visually, select it and click on  Visual Tracking (we will talk about it in details later).
- To check the mail tracking report click on  Mail Tracking Report (we will talk about it in details later).
- To send a meeting request click on  Meeting Request . The following window will open:

Figure 100- MEETING REQUEST WINDOW

Enter the appropriate data and then click on  Save .

## 6.1. Municipality Engineer

### 6.1.1. APPLICATION STATUS: DC1 APPROVAL

Open an application which status is **DC1 Approval**. If the application was new and unread, the following icon will appear next to it  . If the application was already read, the following icon will appear next to it  . Click on the appearing icon or double click the application to open it and check its details:

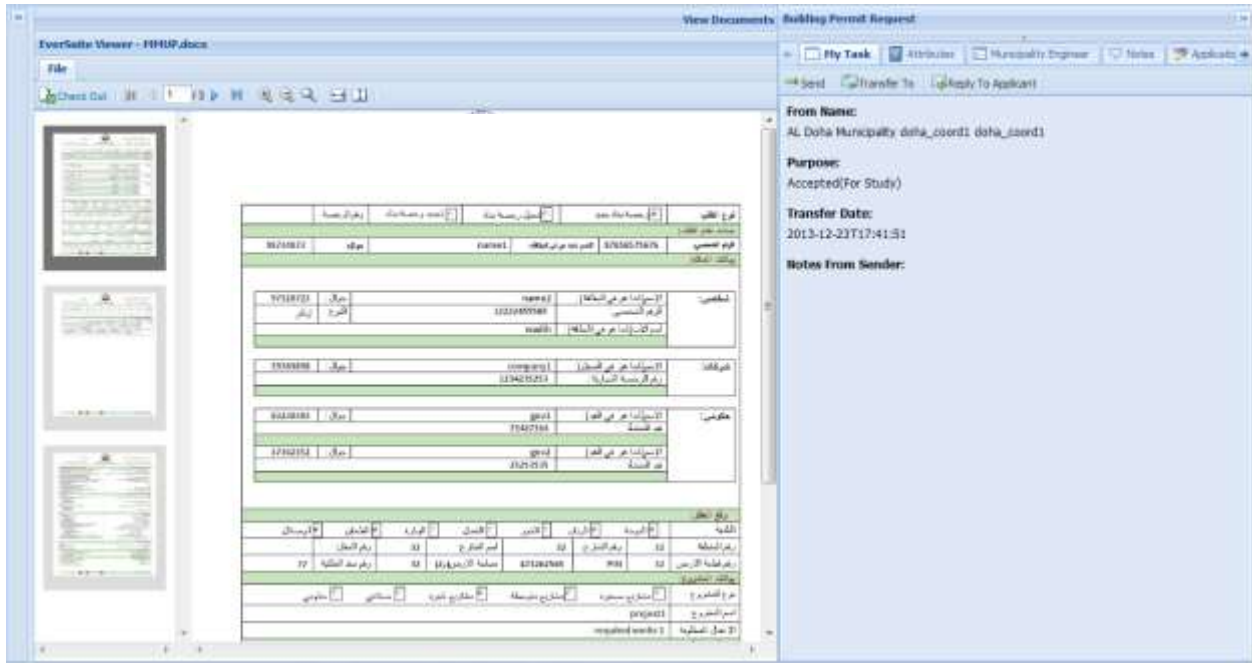


Figure 101- OPENED BUILDING PERMIT REQUEST FORM

In the right frame **Capture Processing Frame** appear the following tabs:

- My Task
- Attributes
- Municipality Engineer
- Notes
- Application Tracking
- Attachments
- Link Documents

### 6.1.1.1. My Task

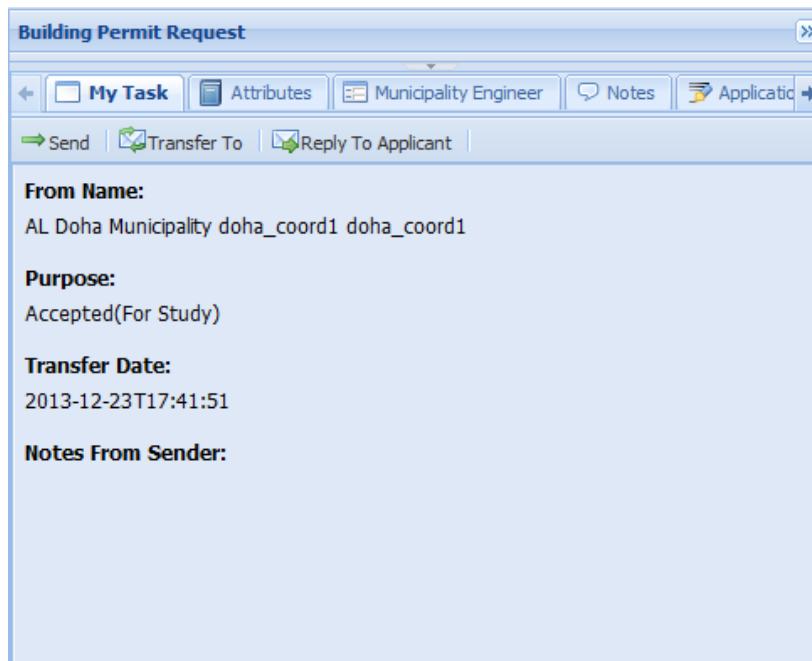


Figure 102- CAPTURE PROCESSING FRAME - MY TASK TAB

In this tab appear the sender of the application, the purpose, Transfer Date, and notes from sender.

The user takes the appropriate actions after checking the rest of the tabs.

### 6.1.1.2. Attributes

The screenshot shows a web application window titled "Building Permit Request". The "Attributes" tab is active. The form contains the following data:

Applicant Data		
ID No.	87656575676	
Name	name1	
Mobile No.	98734873	

Owner Data		
<b>Personal</b>		
ID No.	This field is required	
Name	This field is required	
Mobile No.	This field is required	
Type	This field is required	
	12222455565	name2
		97328723

Companies		
Commercial License No.	This field is required	
Name	This field is required	
Mobile No.	This field is required	
	1234235253	company1
		39389898

Figure 103- Figure 96- CAPTURE PROCESSING FRAME - ATTRIBUTES TAB

In this window appear all the data related to building project.

### 6.1.1.3. Municipality Engineer


The screenshot shows a web application window titled "Building Permit Request". At the top, there is a navigation bar with buttons for "My Task", "Attributes", "Municipality Engineer", "Notes", and "Applica". Below this is a "Save" button. The main form area contains three sections: "Building Type" with a dropdown menu showing "This field is required"; "Preliminary Description" with a text area showing "This field is required"; and "External Entities" with a dropdown menu and a list area below it.

Figure 104- Figure 96- CAPTURE PROCESSING FRAME – MUNICIPALITY ENGINEER TAB

- **Building Type:** to be selected from the dropdown list.
- **Preliminary Description:** select from the dropdown list, the external entities you want to consult

The screenshot shows the same "Building Permit Request" form, but now with data entered. The "Building Type" dropdown is set to "OT - Other residential". The "Preliminary Description" text area contains "preliminary description". The "External Entities" dropdown is set to "General Cleanliness Project - MMUP". Below the dropdown, a list of external entities is displayed, including "Water Department - KAHRAMAA" and "General Cleanliness Project - MMUP", each with a red minus sign to its right.

Figure 105- Figure 96- CAPTURE PROCESSING FRAME – MUNICIPALITY ENGINEER TAB – ADDED EXTERNAL ENTITIES

Click on  Save to save the added data.

#### 6.1.1.4. Notes

In this tab, the user can add his notes and check other users' notes:

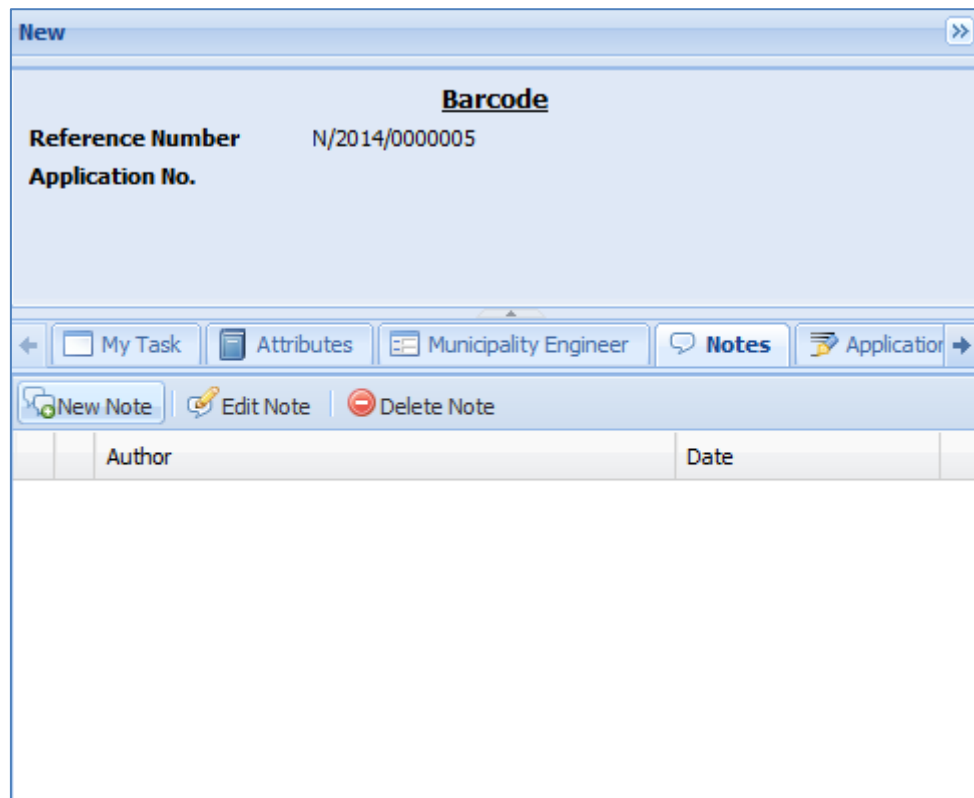


Figure 106- NOTES TAB

Refer to [Coordinator Notes Paragraph](#).


#### 6.1.1.5. Application Tracking

This tab allows the user to track the application phases:

From User	To User	Transfer Date
init1 init1	doha_coord1 doha_coord1	2013-12-23T15:43:12
doha_coord1 doha_coord1	doha_eng1 doha_eng1	2013-12-23T17:41:51

Figure 107- CAPTURE PROCESSING FRAME- APPLICATION TRACKING TAB

#### 6.1.1.5.1. TRACKING REPORT

Click on **Tracking report** , the following window will open:

12/23/2013 5:52:09 PM

Reference Number N/2013/0000124

To User	From User	Transfer Date	Purpose	Description
doha_coord1 doha_coord1	int1 int1	12/23/2013 3:43:12 PM	For Approval	
doha_eng1 doha_eng1	doha_coord1 doha_coord1	12/23/2013 5:41:51 PM	Accepted(For Study)	

Figure 108- TRACKING REPORT

The user can check the details of the application transfer with the ability to:

- Print it
- Export it

#### 6.1.1.5.2. VISUAL TRACKING

Click on Visual Tracking, the following page will open mapping out the application transfer phases:

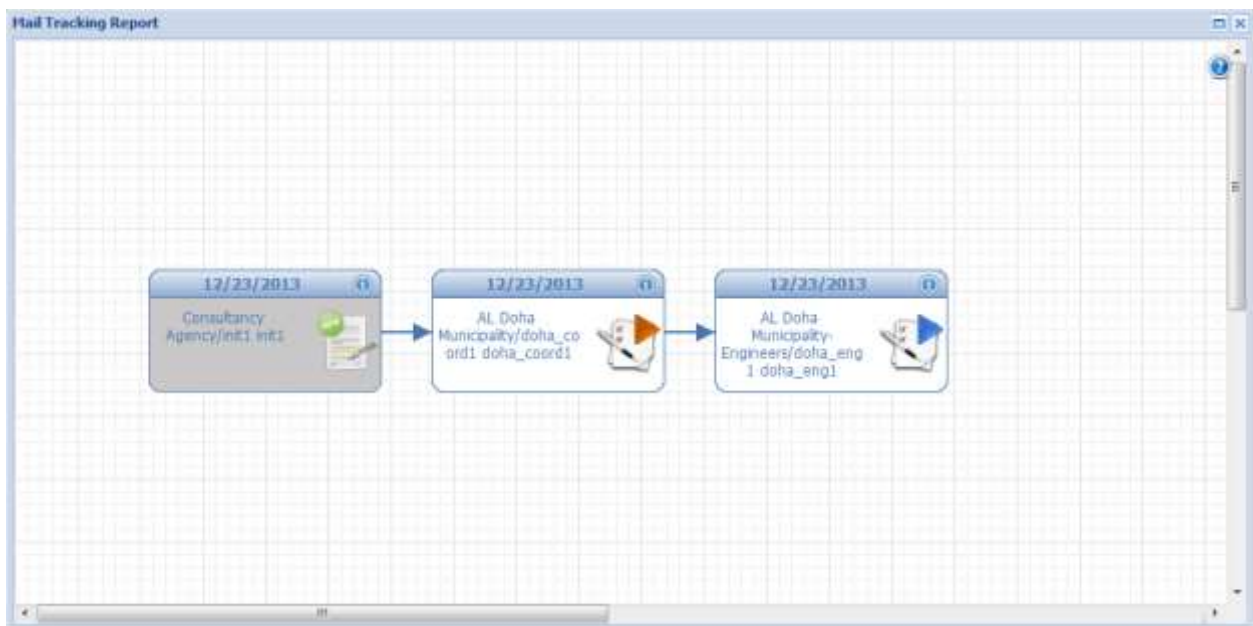



Figure 109- VISUAL TRACKING MAP

To check the application details click on :





To check the transfer details click on :



#### 6.1.1.6. Attachments

Refer to the Coordinator [Attachments Tab Paragraph](#).

#### 6.1.1.7. Link Documents

In this tab appear all the files linked to the current application:

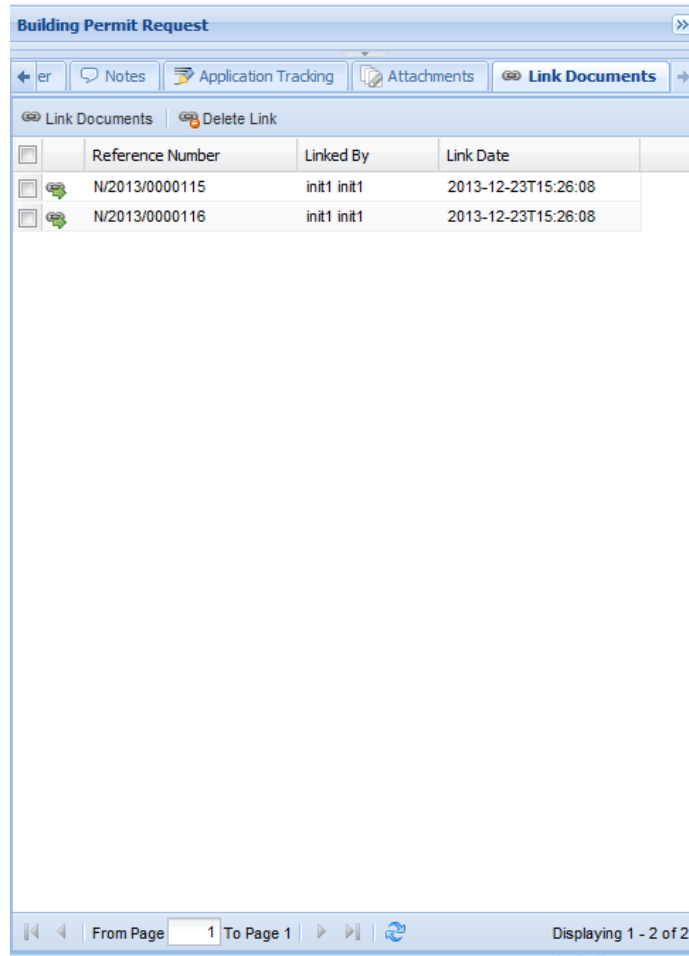


Figure 110- LINK DOCUMENTS TAB

To link the current application to other files click on **Link Documents**. The following window will open:

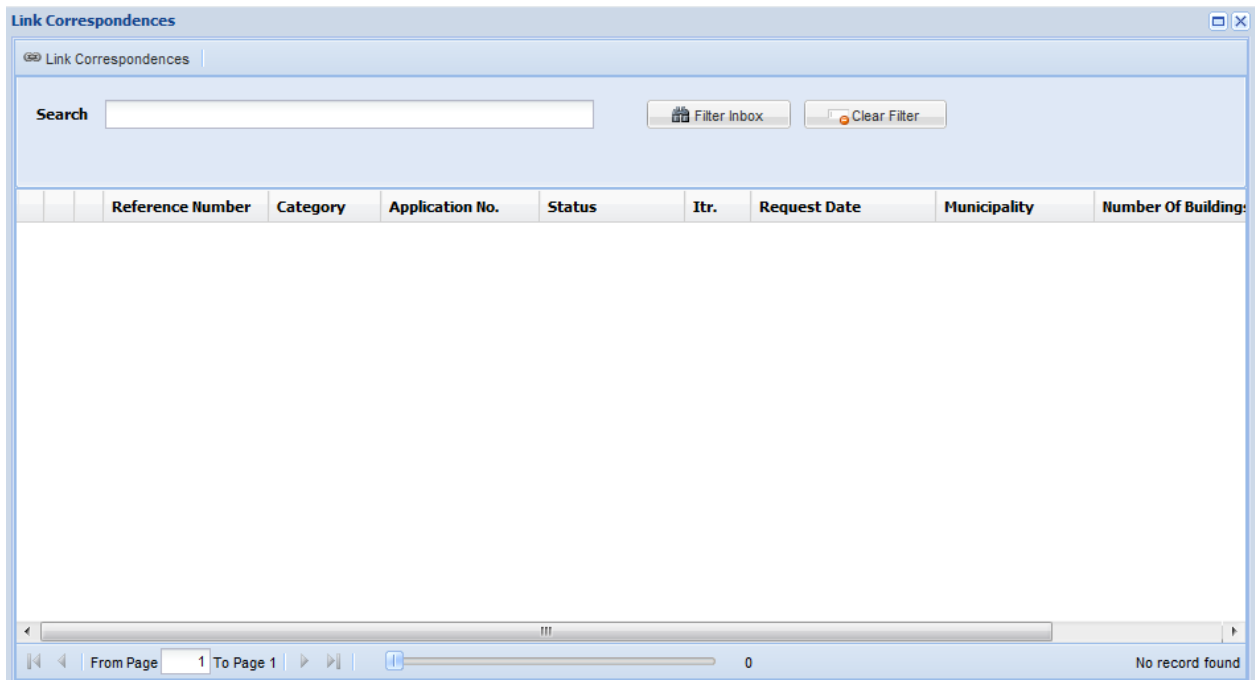

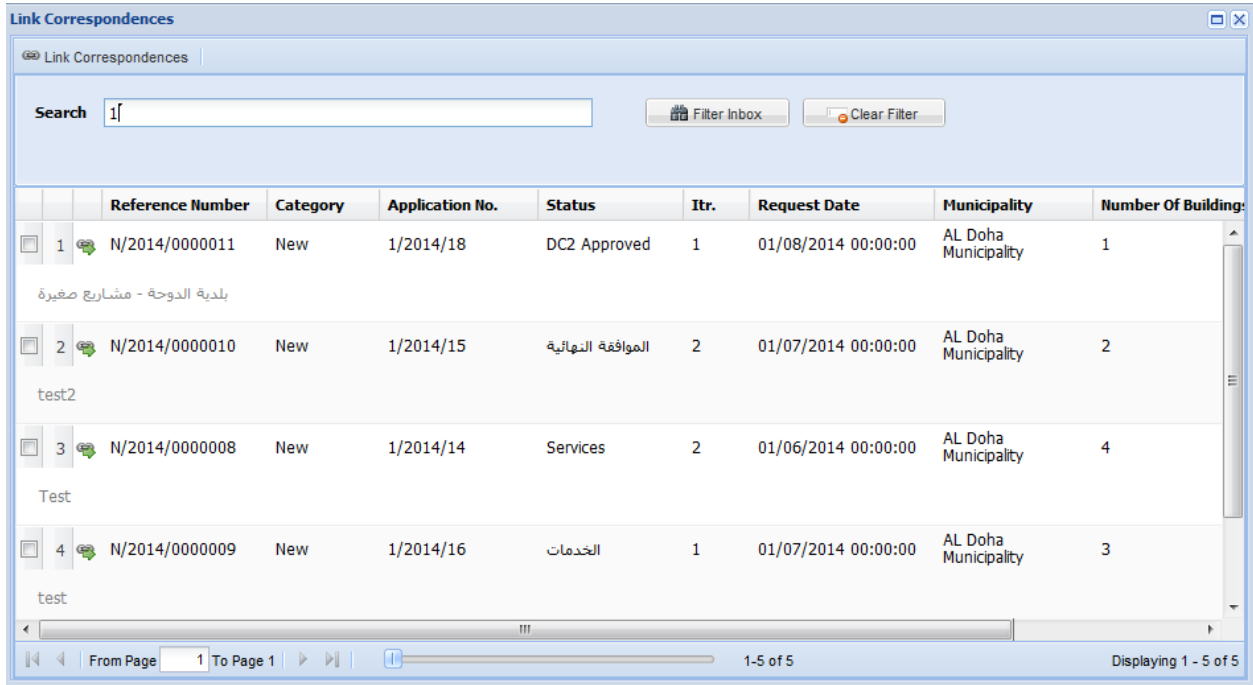



Figure 111- LINK CORRESPONDENCES WINDOW

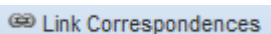
Search for files by entering search criteria in the **Search** field and then clicking on . The results will be displayed as follows:



	Reference Number	Category	Application No.	Status	Itr.	Request Date	Municipality	Number Of Buildings
1	N/2014/0000011	New	1/2014/18	DC2 Approved	1	01/08/2014 00:00:00	AL Doha Municipality	1
بلدية الدوحة - مشاريع صغيرة								
2	N/2014/0000010	New	1/2014/15	الموافقة النهائية	2	01/07/2014 00:00:00	AL Doha Municipality	2
test2								
3	N/2014/0000008	New	1/2014/14	Services	2	01/06/2014 00:00:00	AL Doha Municipality	4
Test								
4	N/2014/0000009	New	1/2014/16	الخدمات	1	01/07/2014 00:00:00	AL Doha Municipality	3
test								

Figure 112- LINKED CORRESPONDENCES WINDOW- SEARCH FOR APPLICATIONS- DISPLAYED RESULTS

You can check the file details by double clicking it or clicking on .

Select the files you want to link to the current application and then click on . In case you selected a file already linked to other files, all files will be linked to the current application.

### 6.1.1.8. Actions

In **My Task** Tab appear the following actions:

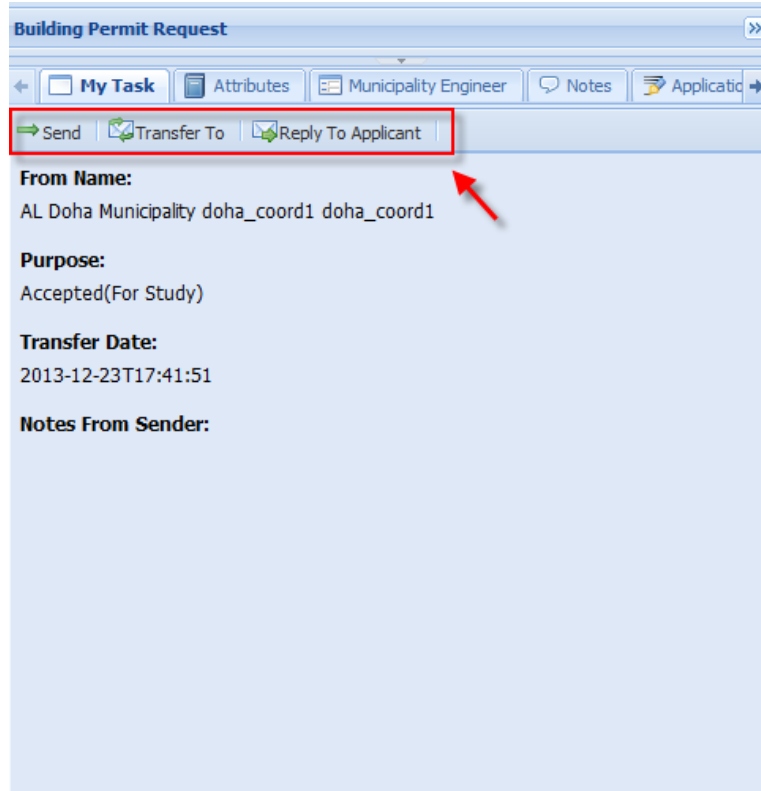
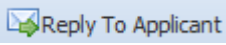



Figure 113- MY TASK TAB- ACTIONS

The engineer can take the following actions:

- Return the application to the consultancy office by clicking on  .
- Send the application to the section heads by clicking on  .

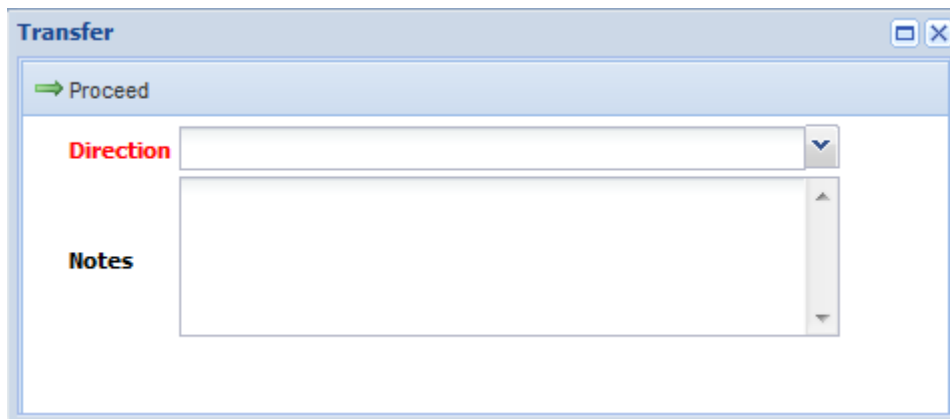


Figure 114- TRANSFER WINDOW

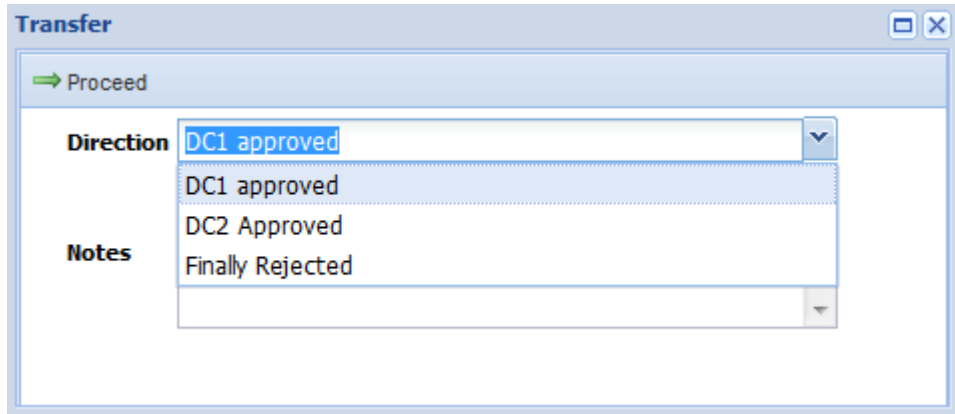
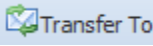


Figure 115- TRANSFER WINDOW- SELECT A DIRECTION

- Transfer the application to external entities by clicking on  Transfer To .

#### 6.1.1.8.1. TRANSFER TO

Click on **Transfer to** button. The following window will open:

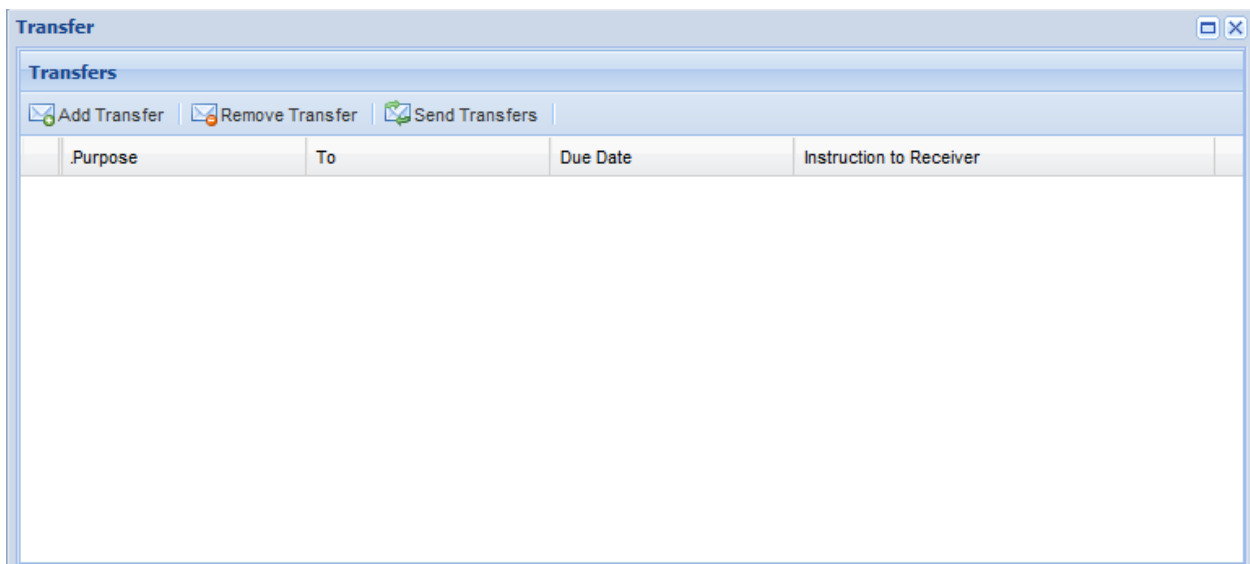


Figure 116- TRANSFER TO WINDOW

Click on  Add Transfer :

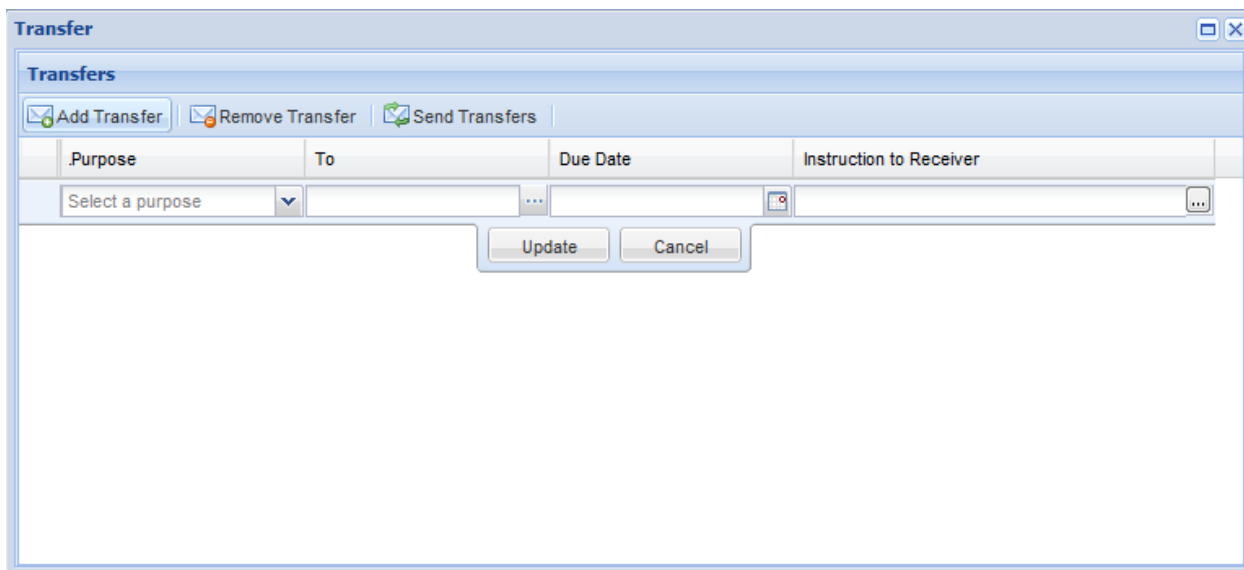



Figure 117- ADD TRANSFER

- **Purpose:** select it from the dropdown list.
- **To:** select the recipient by clicking on . The following window will open:

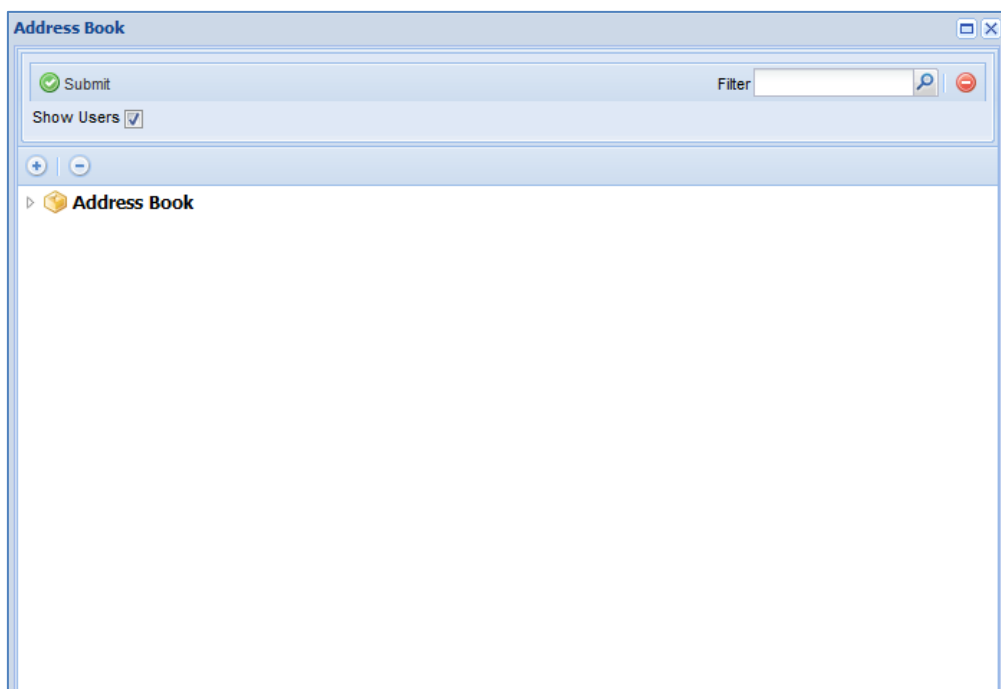


Figure 118- "TO" ADDRESS BOOK

Click on  to expand all the tree nodes:

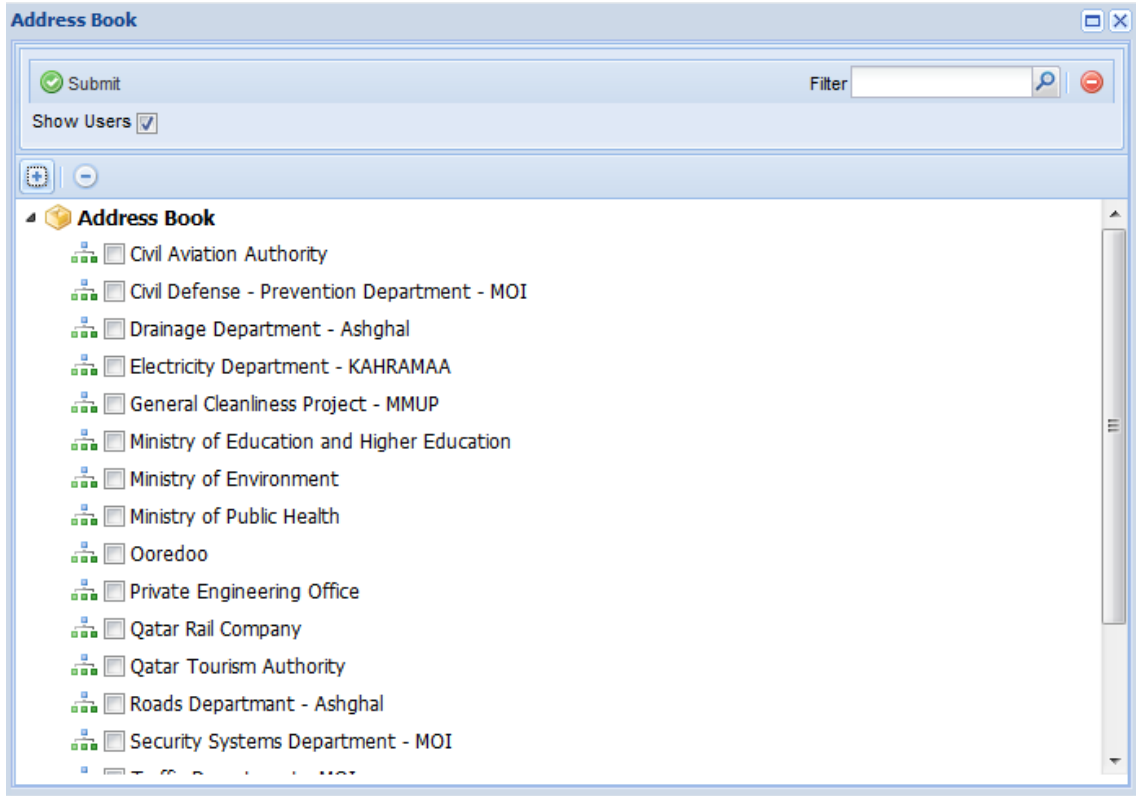
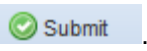


Figure 119- STRUCTURES AND USERS DISPLAYED IN THE ADDRESS BOOK

Select the recipient and then click on .

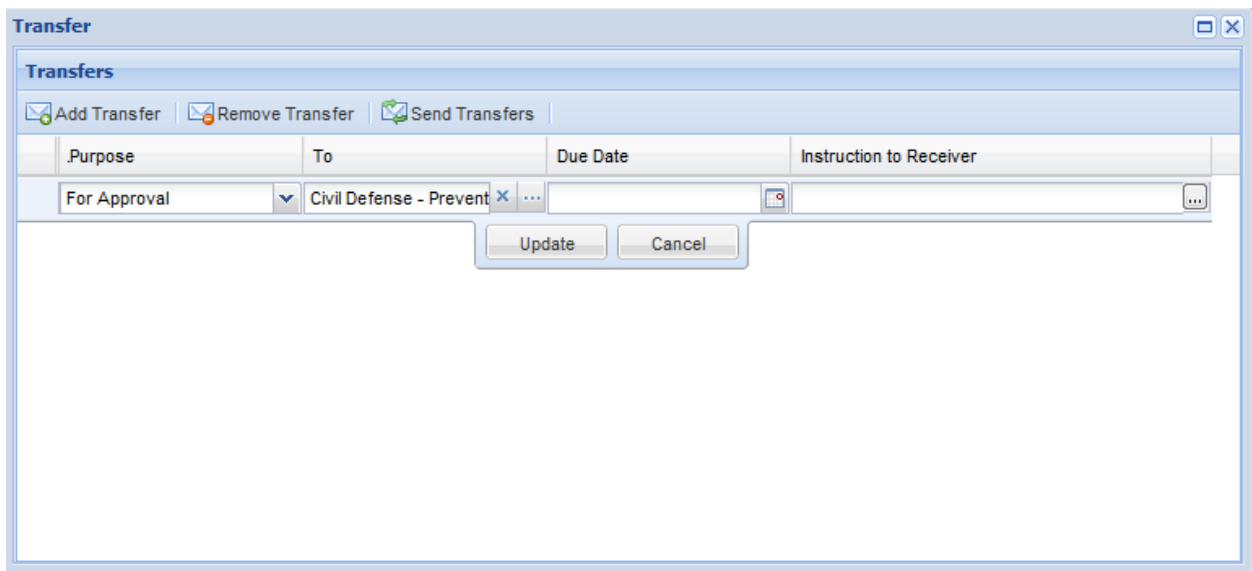




Figure 120- TRANSFERS WINDOW- SELECTED PURPOSE AND TO FIELD

- **Due Date:** click on  and select the due date.
- **Instruction to receiver:** click on  to open the following window:

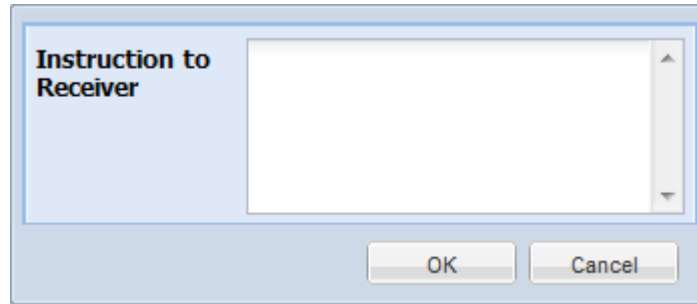



Figure 121- ADD INSTRUCTION WINDOW

Enter your instructions and then click on  .

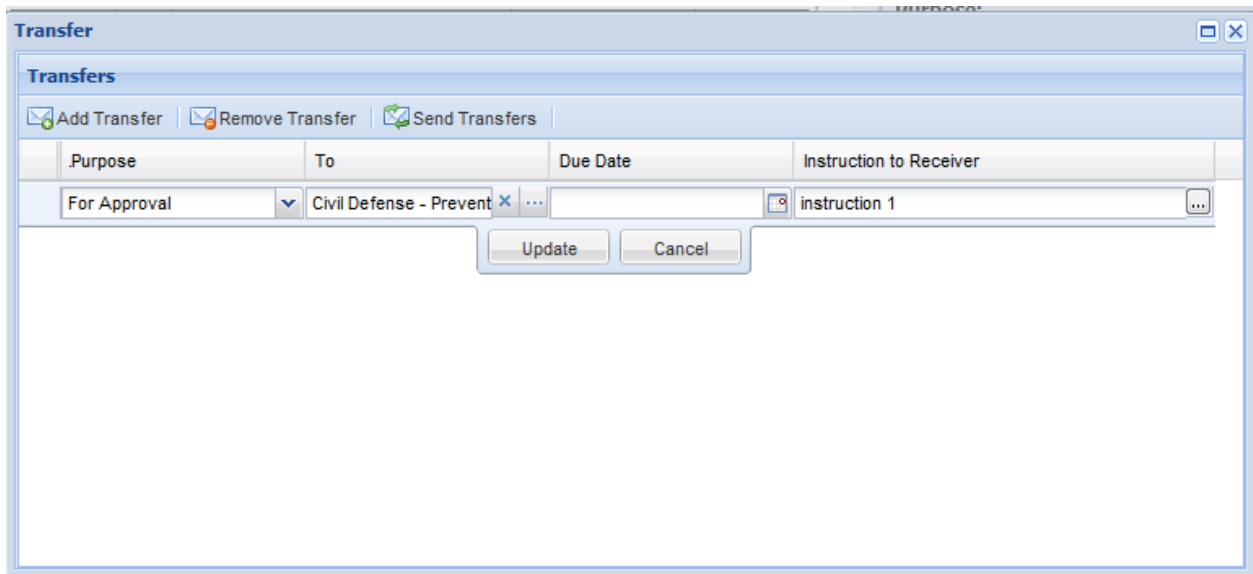


Figure 122- TRANSFER WINDOW- ADDED DETAILS

Click on **Update** if you wanted to do the transfer or to add another transfer row.  
You can add more than a transfer by clicking on **Add Transfer** button.  
You can remove the transfer row by selecting it and clicking on **Remove Transfer**.  
To send the transfer(s) click on **Send Transfers**.

When the application is transferred to an external entity, it will stay in the engineer's inbox but its color will be blue:



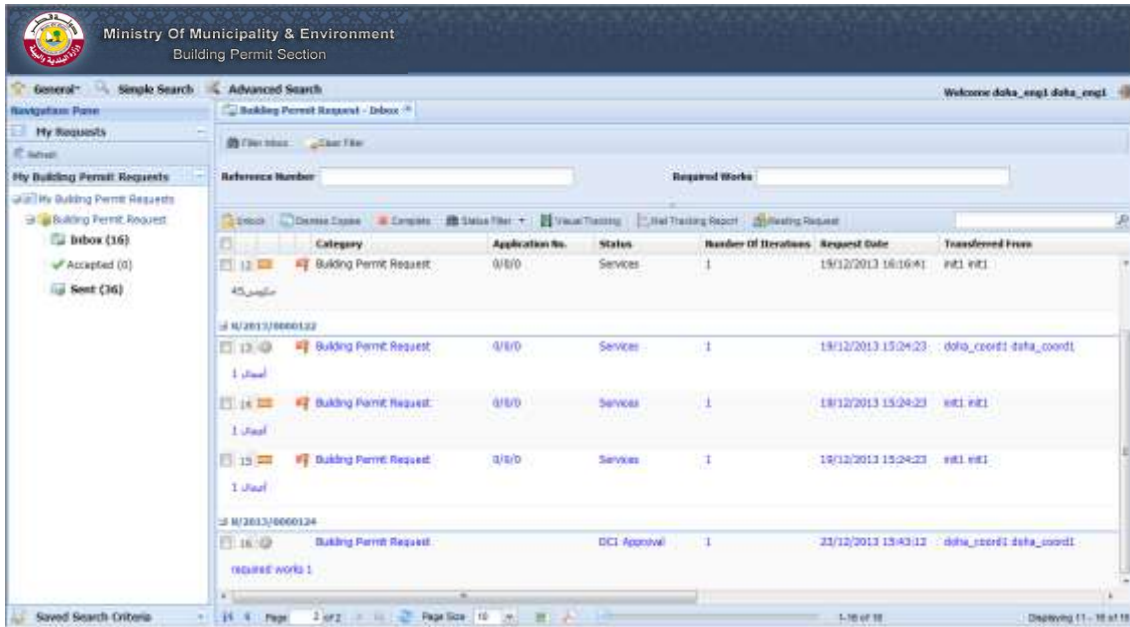


Figure 123- MUNICIPALITY ENGINEER HOMEPAGE- APPLICATIONS SENT TO EXTERNAL ENTITIES APPEAR IN BLUE

The engineer can send the application to the section head directly without waiting the external entities decision, by opening the application and clicking on **Send** button. He can also wait the decision of the external entity. He can also wait the decision of the external entity; once received, the application will appear twice in the engineer's inbox.

### 6.1.2. APPLICATION STATUS: SERVICES

The Municipality Engineer takes the following actions:

- Return the application back to the consultancy office.
- Transfer to the external entity to add the required attachments
- Send to the section Heads after selecting the appropriate purpose:



### 6.1.3. APPLICATION STATUS: DC2 APPROVAL

The Municipality Engineer fills the Building Permit Request final description, and then if the Request is New or Modification, he will choose The Calculation Area.

After that he will send the request to the Municipality Coordinator. (An SMS and email will be sent to Consultancy Agency Applicant and Owners).

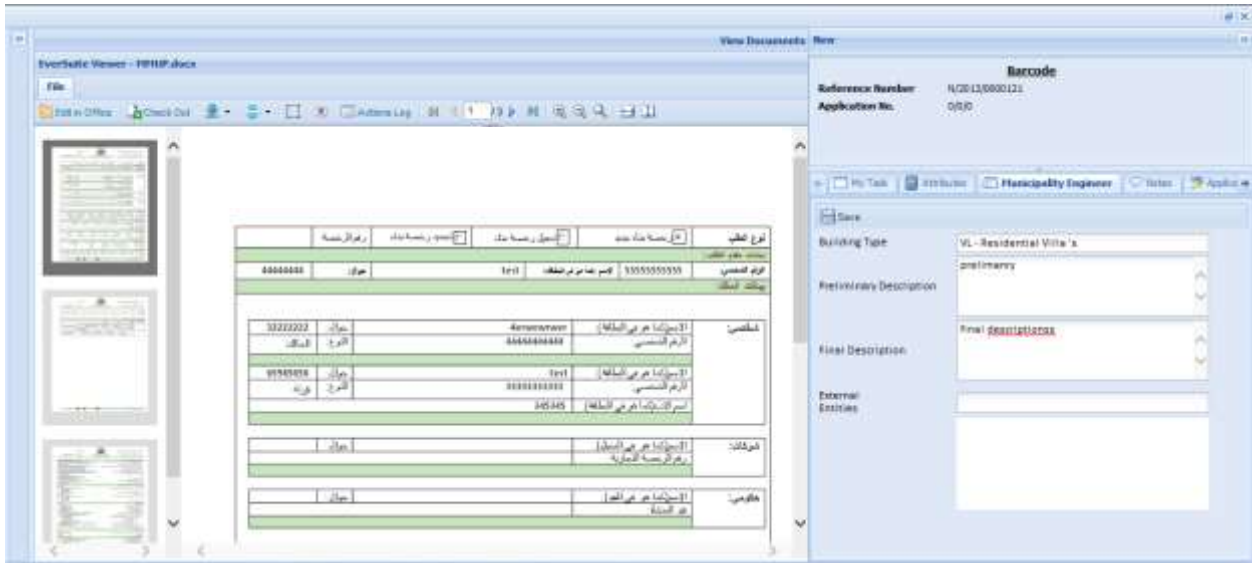


Figure 124- FINAL DESCRIPTION FIELD

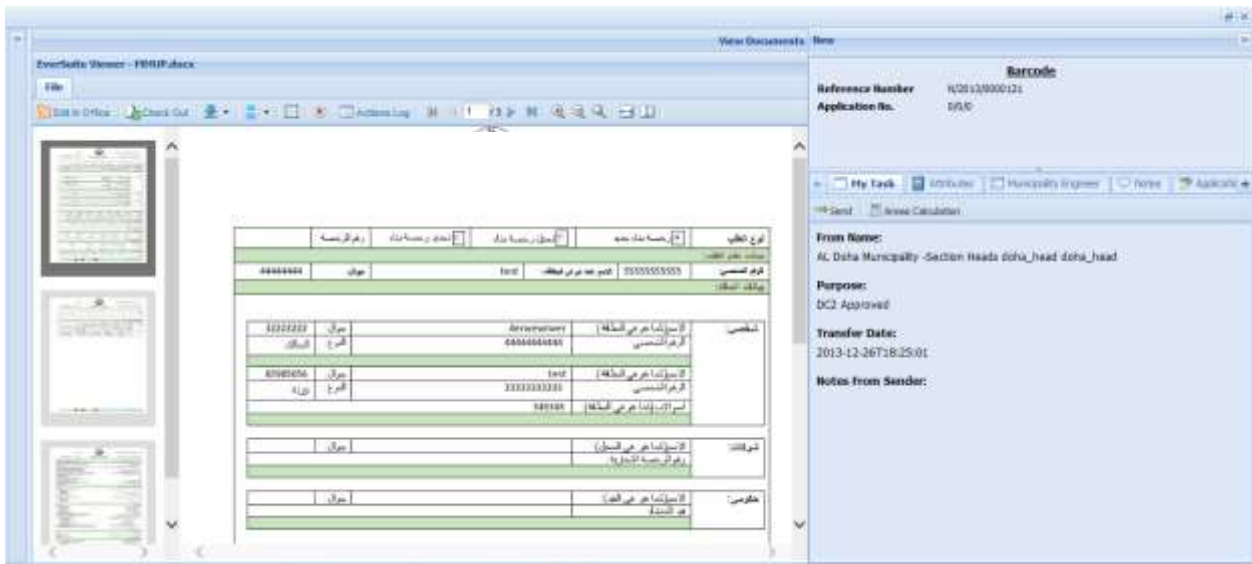


Figure 125- AREAS CALCULATION

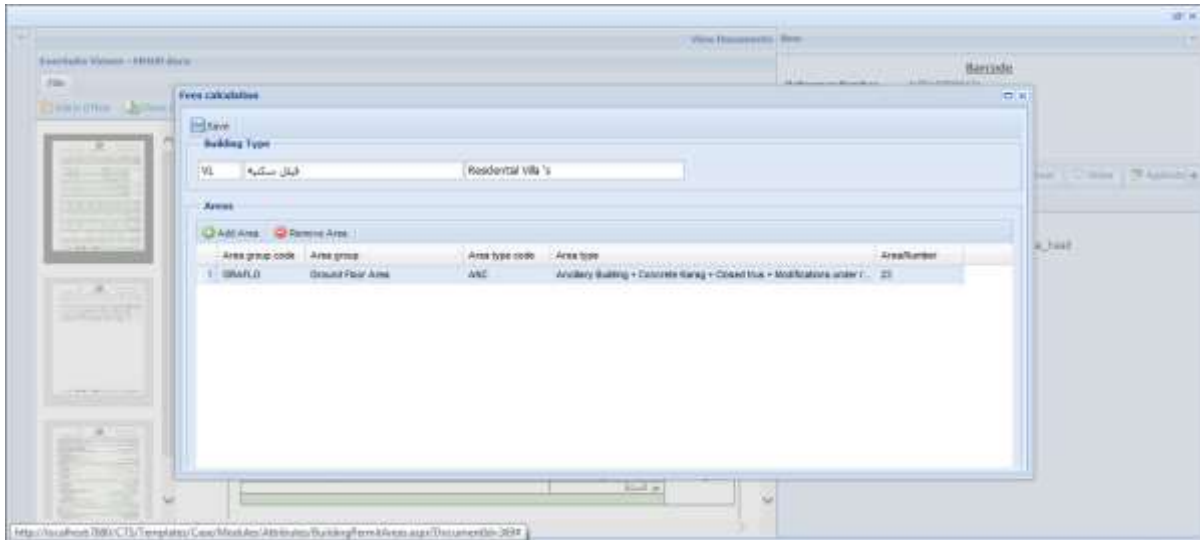


Figure 126- AREAS CALCULATION

## 6.2. External Entity Engineer

### 6.2.1. APPLICATION STATUS: DC1 APPROVAL

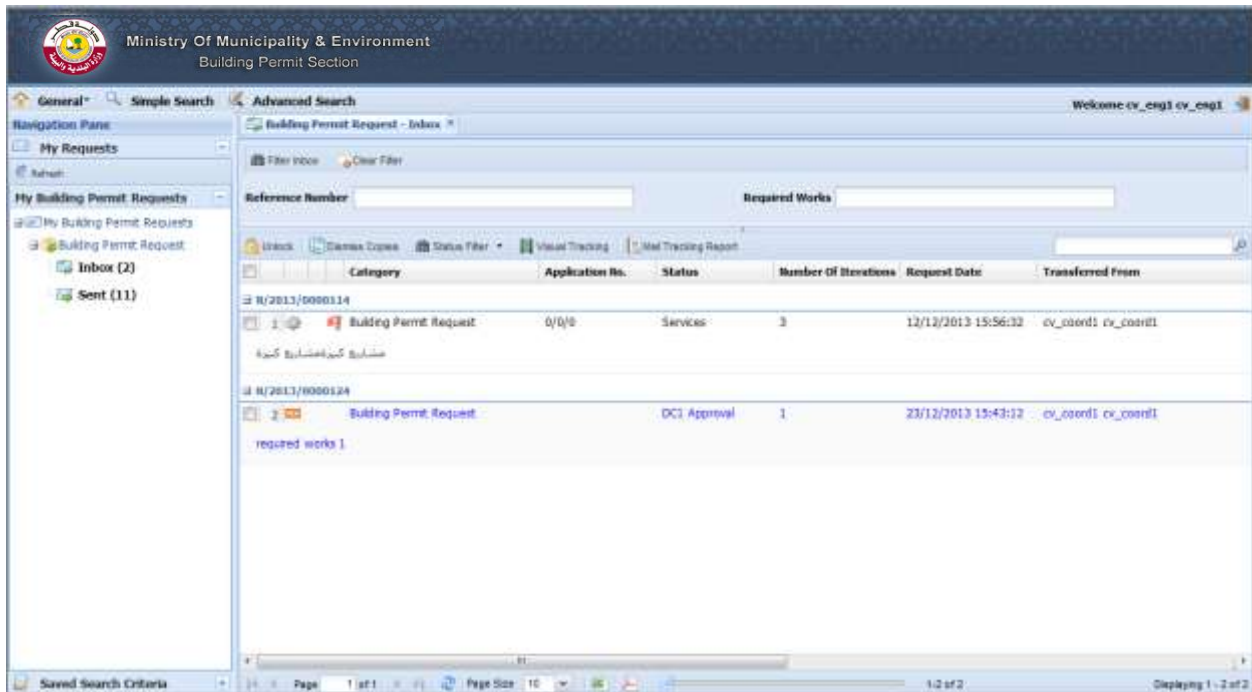


Figure 127- EXTERNAL ENTITY ENGINEER HOMEPAGE

Open an application in DC1 Approval status:

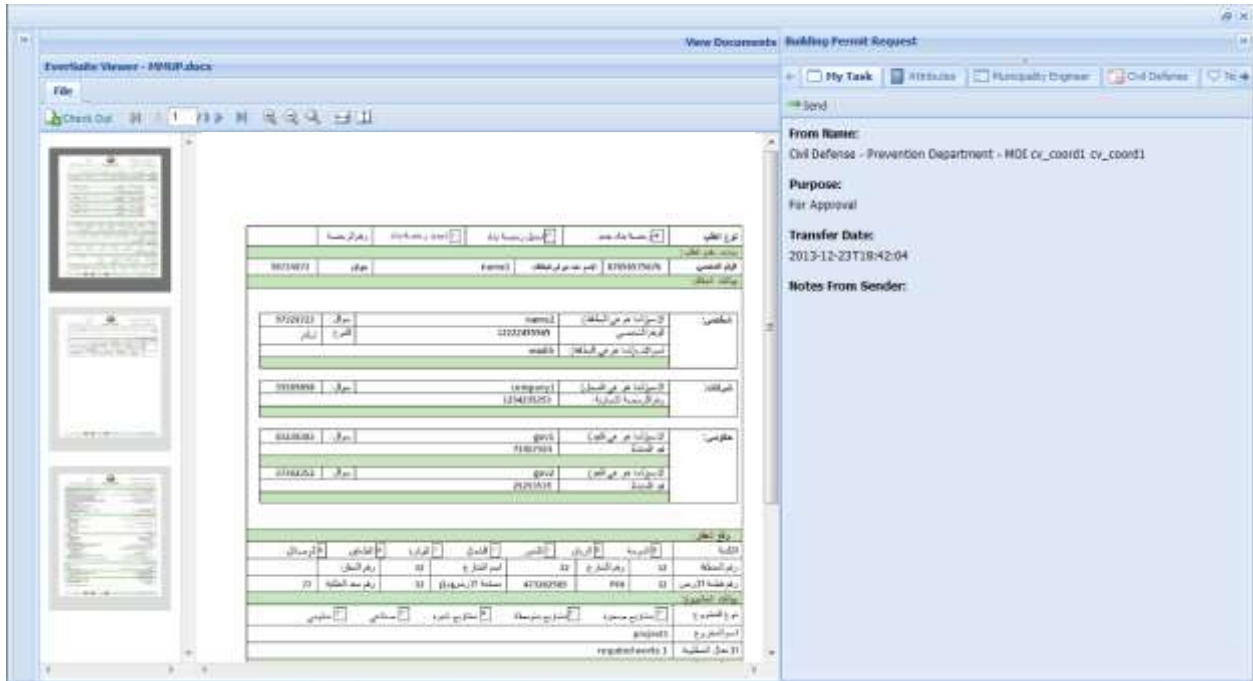


Figure 128- OPENED BUILDING PERMIT REQUEST FORM UNDER DC2 APPROVAL

### 6.2.1.1. Civil Defense Tab

This tab only appears to the civil defense engineer:

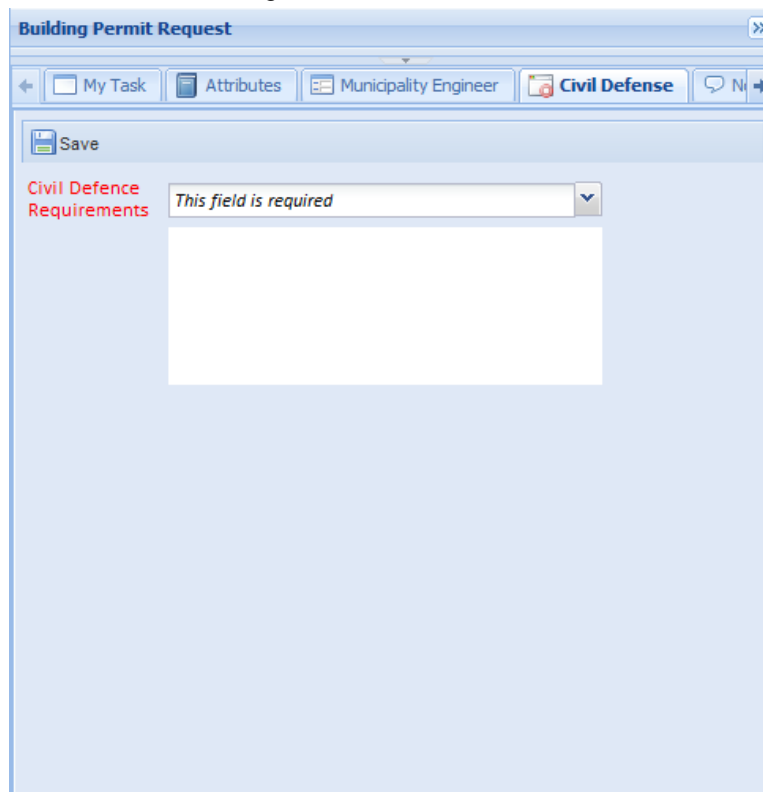


Figure 129- CIVIL DEFENCE TAB

Select the appropriate Requirements from the dropdown list:

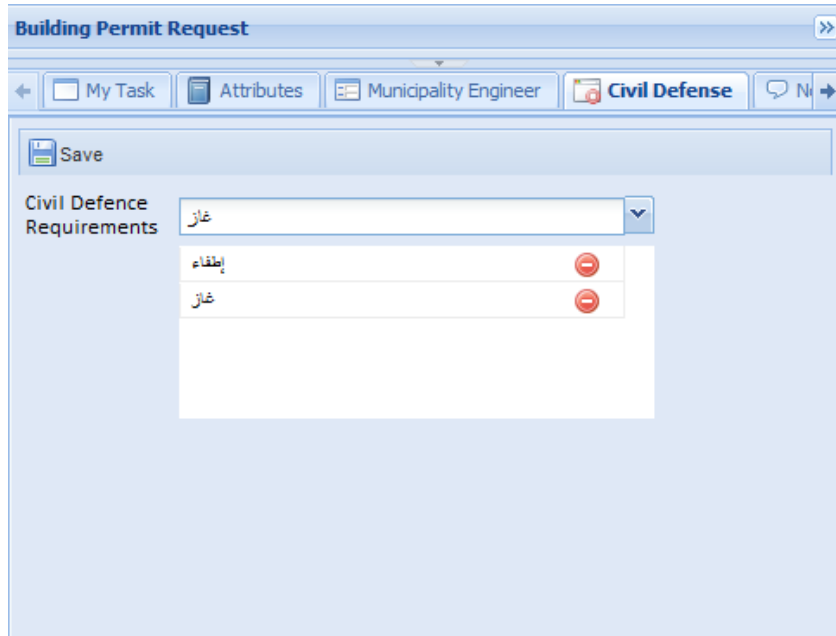


Figure 130- CIVIL DEFENCE TAB- ADDED CIVIL DEFENCE REQUIREMENTS

And then click on  Save button.

### 6.2.1.2. Attachments

Refer to the Coordinator [Attachments Tab Paragraph](#).

### 6.2.1.3. My Task

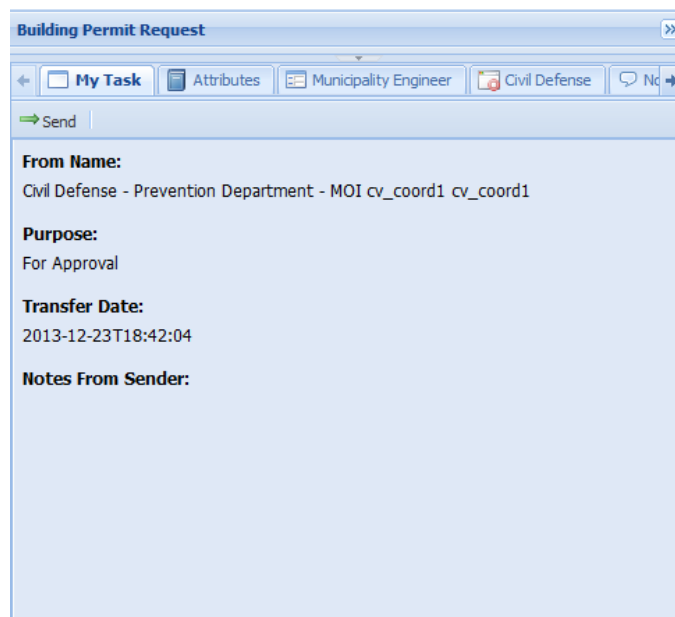



Figure 131- MY TASK TAB

In My Task tab, the engineer can click on  Send button. The following window will open:

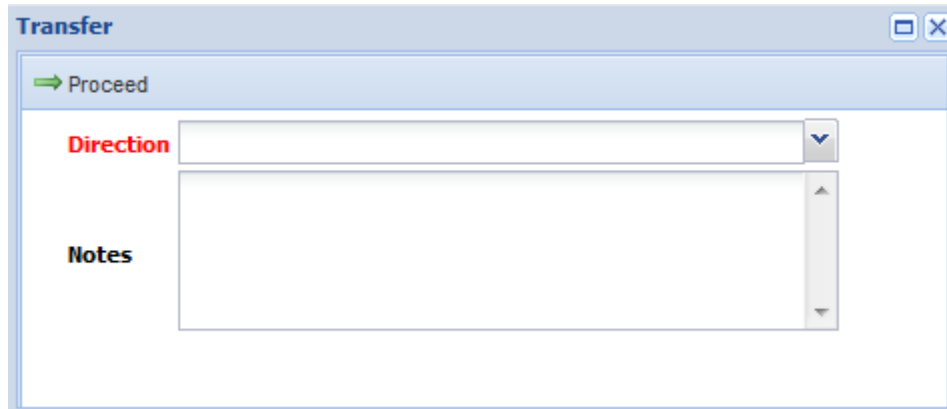
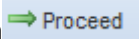


Figure 132- TRANSFER WINDOW


Select the direction from the dropdown list, add your notes and then click on . The application will be sent to the section heads of the external entity.

### 6.2.2. APPLICATION STATUS: SERVICES

The engineer opens an application which status is **Services**, reviews it and takes the appropriate action (in my task tab):

- Needs update: he returns it to the consultancy office.
- Send it to the section heads after selecting the appropriate direction:

## 7. SECTION HEADS

In the homepage → Inbox appear all the incoming applications or Carbon Copies  of the applications in some cases.

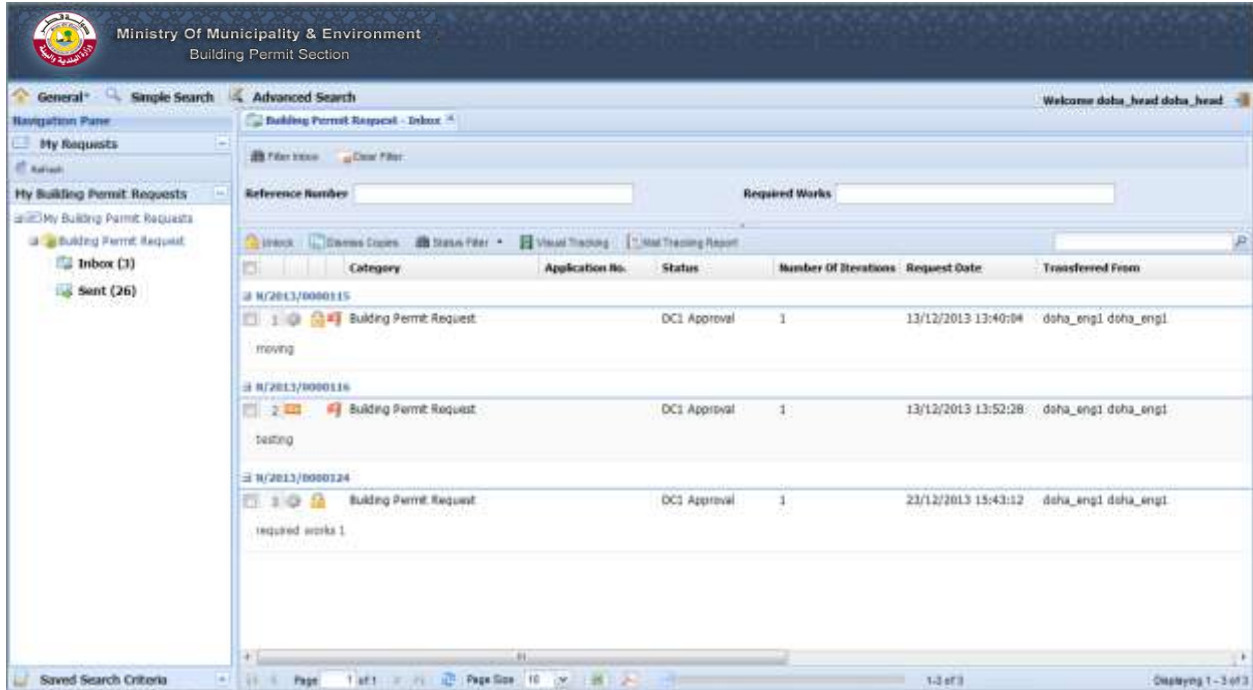
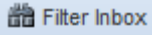


Figure 133- SECTION HEADS HOEMPAGE - INBOX

The user can search for a request application by entering the **Reference Number** and **Required Works** then clicking on . The results will be filtered according to the entered criteria.

Also in the upper part of the page, the following toolbar appears:



134- TOOLBAR APPEARING IN THE HOMEPAGE Figure

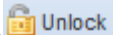
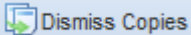



- In case the user locked the request application, he can unlock it by clicking on .
- In case a Carbon Copy of the request application appeared in the inbox, you can dismiss this copy by selecting it and clicking on .
- To filter the requests according to the status, select the appropriate status from the dropdown list:



Figure 135- STATUS FILTER DROPDOWN LIST

- To track the request visually, select it and click on  Visual Tracking .
- To check the mail tracking report click on  Mail Tracking Report .

Enter the appropriate data and then click on  Save .

## 7.1. External Entities Section Heads

### 7.1.1. APPLICATION STATUS: DC1 APPROVAL

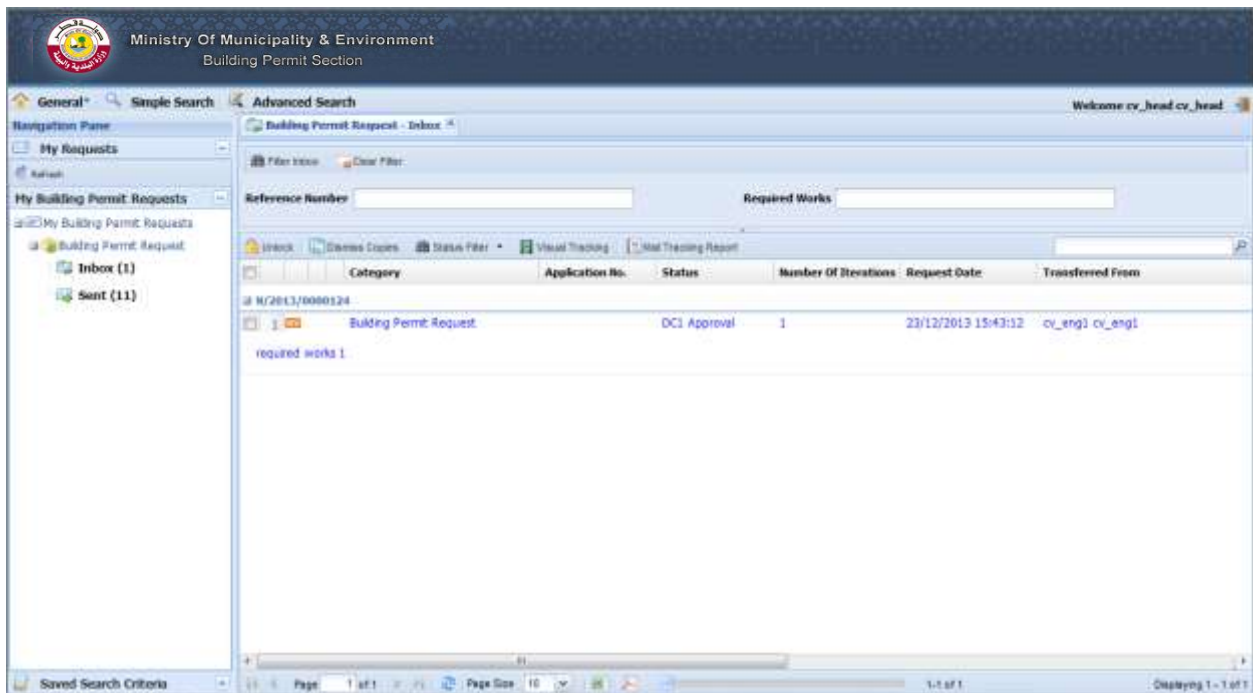




Figure 136- EXTERNAL ENTITIES SECTION HEADS HOMEPAGE- INBOX

Open an application which status is **DC1 Approval**. If the application was new and unread, the following icon  will appear next to it. If the application was already read, the following icon will appear next to it . Click on the appearing icon or double click the application to open it and check its details.

The following pop up message will appear allowing the user to lock the request application:

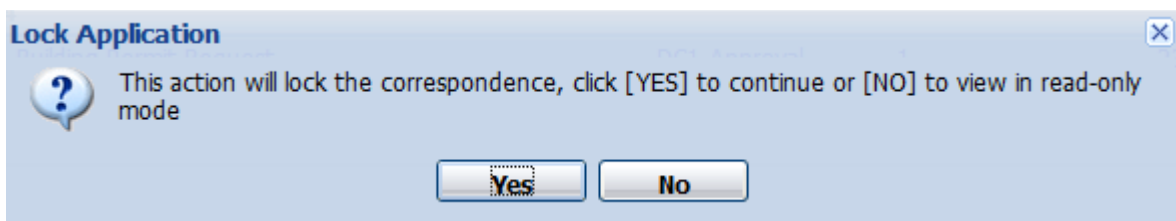
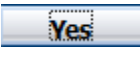


Figure 137- LOCK APPLICATION POP UP MESSAGE

When a user locks an application, other users can open it in view only mode until the user who locked it unlocks it.



Click on  to continue, the application will open as follows:

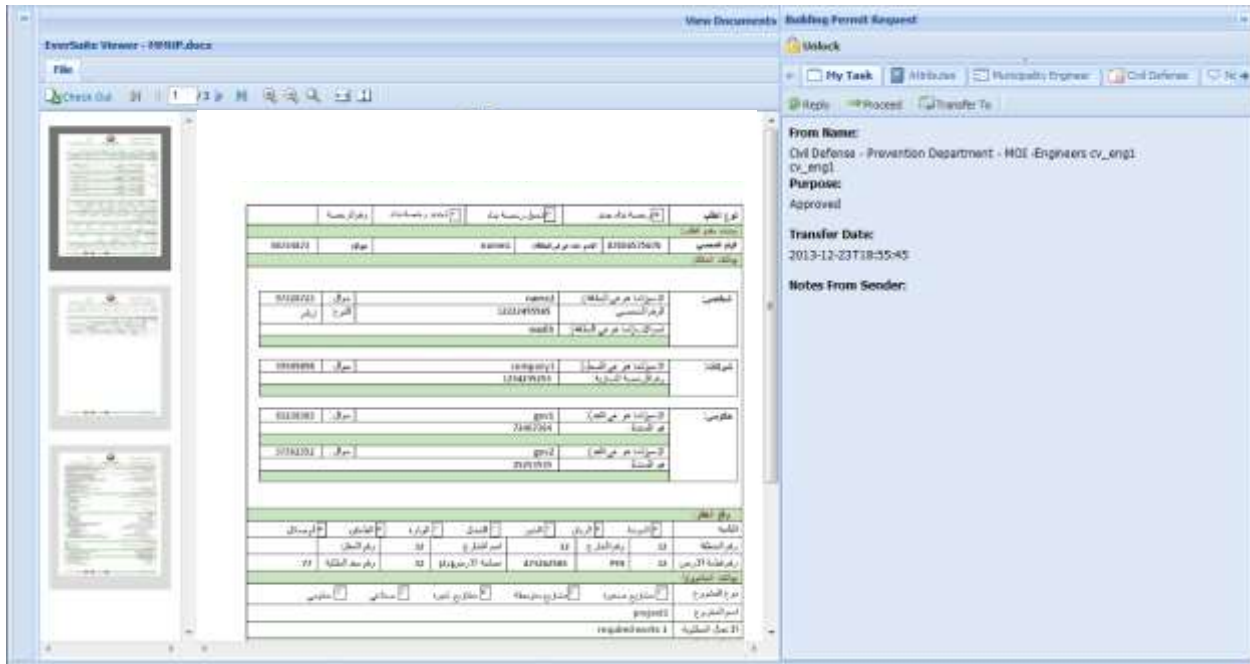


Figure 138- OPENED BUILDING PERMIT REQUEST FORM UNDER DC1 APPROVAL

The user checks all the details in the different tabs and takes the appropriate action:

#### 7.1.1.1. Actions

In My Task tab the following actions appear:

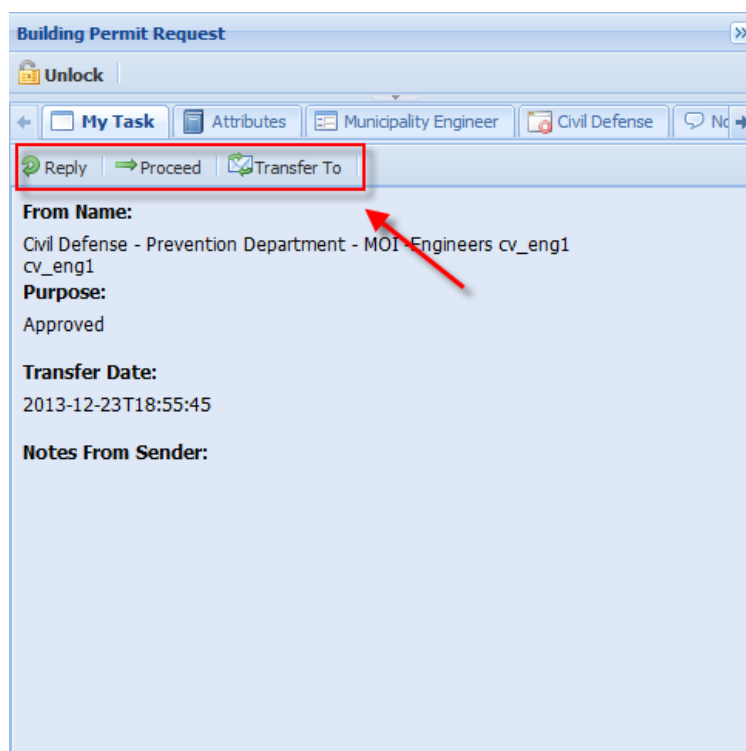

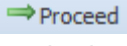
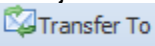


Figure 139- MY TASK TAB- ACTIONS

- Click on  **Reply** to return the application to the engineer.
- Click on  **Proceed** to send the application to the external entity coordinator in order to send the approval or rejection decision to the municipality.
- Click on  **Transfer To** to send the application to the coordinator in order to choose another engineer to work on the project. The following window will open:

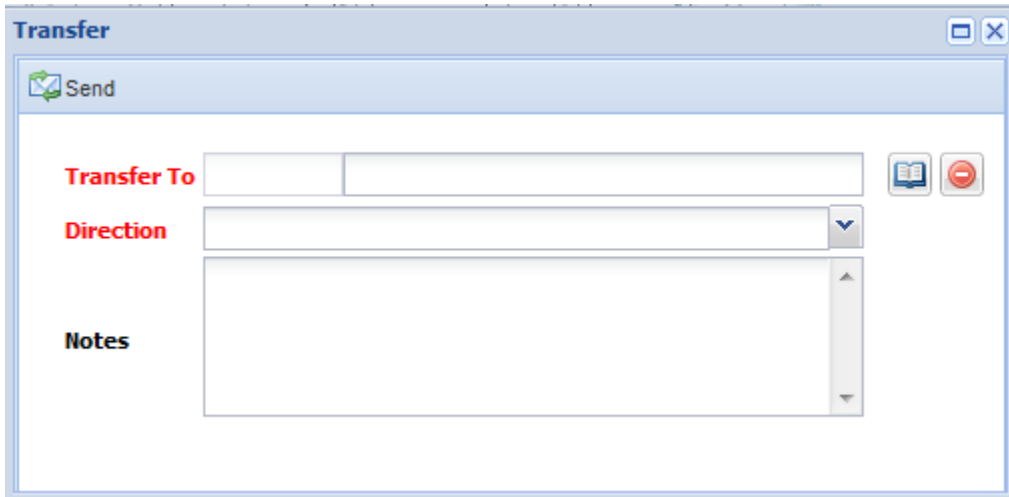



Figure 140- TRANSFER WINDOW

Click on ; the following window will open allowing the user to choose the application receiver:

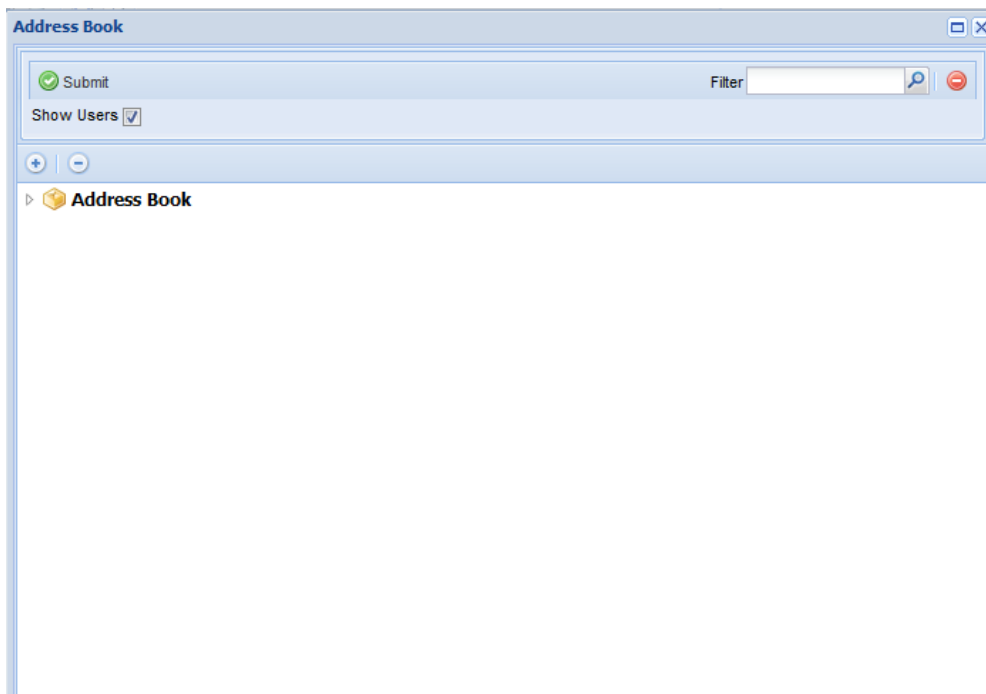



Figure 141- ADDRESS BOOK

Click on  many times to expand all the tree nodes:

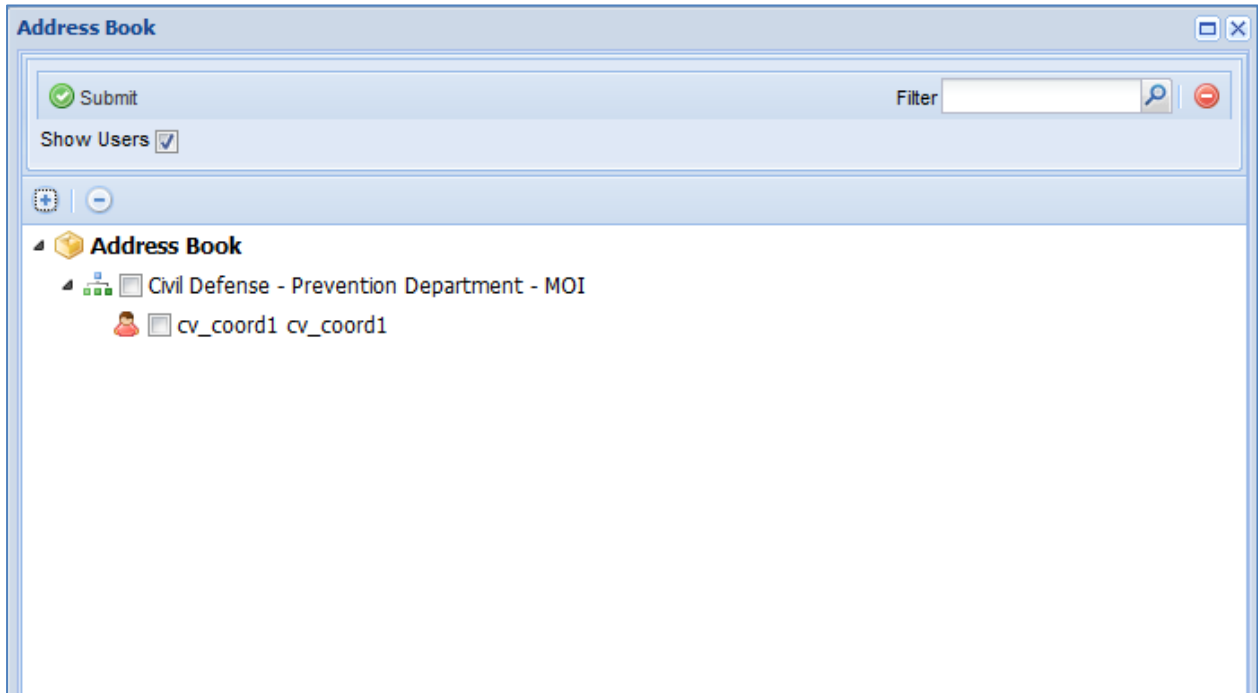


Figure 142- STRUCTURES AND USERS APPEARING IN THE ADDRESS BOOK

Select the appropriate recipient and then click on **Submit**.

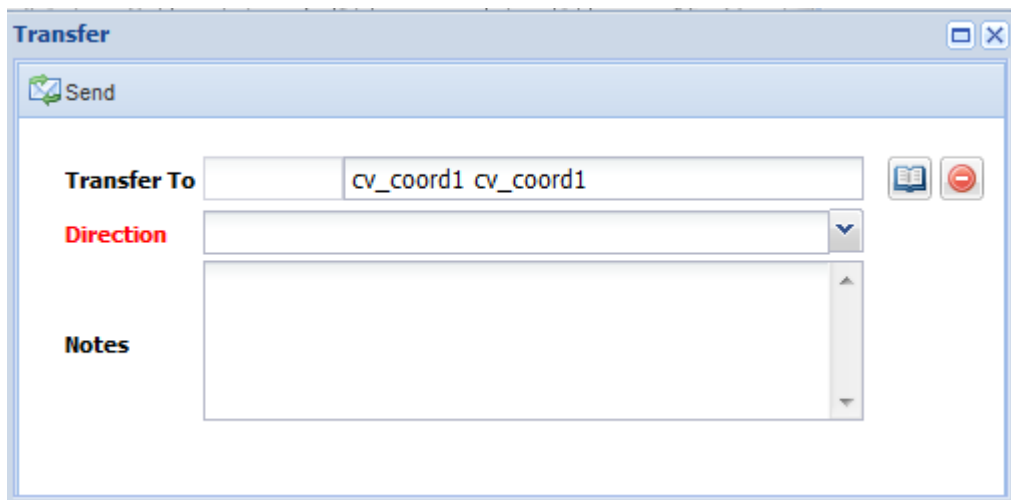


Figure 143- TRANSFER WINDOW- SELECTED RECIPIENT

Select the appropriate direction from the dropdown list, add your notes and then click on  .

### 7.1.2. APPLICATION STATUS: SERVICES

In this phase, the section heads can take the following actions:

- Return the application to the engineer.
- Accept the decision taken by the engineer and send the application to the coordinator allowing him to take the appropriate action.
- Transfer the application to the external entity coordinator in order to choose another engineer to work on the project.

## 7.2. Municipality section Heads

### 7.2.1. APPLICATION STATUS: DC1 APPROVAL

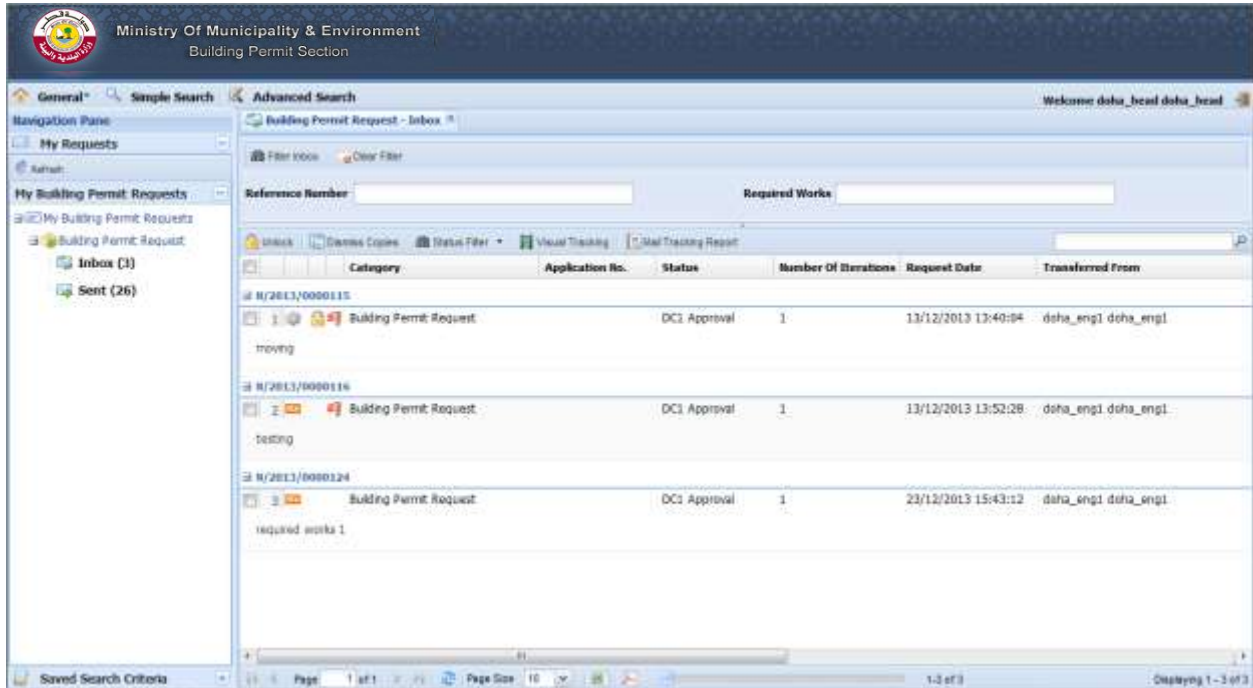




Figure 144- MUNICIPALITY SECTION HEADS HOMEPAGE- INBOX

Open an application which status is **DC1 Approval**. If the application was new and unread, the following icon  will appear next to it. If the application was already read, the following icon  will appear next to it. Click on the appearing icon or double click the application to open it and check its details.

The following pop up message will appear allowing the user to lock the request application:

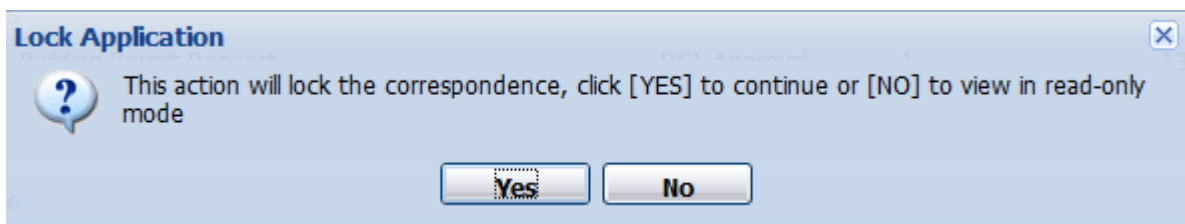
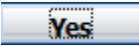


Figure 145- LOCK APPLICATION POP UP MESSAGE

When a user locks an application, other users can open it in view only mode until the user who locked it unlocks it.

Click on  to continue, the application will open as follows:

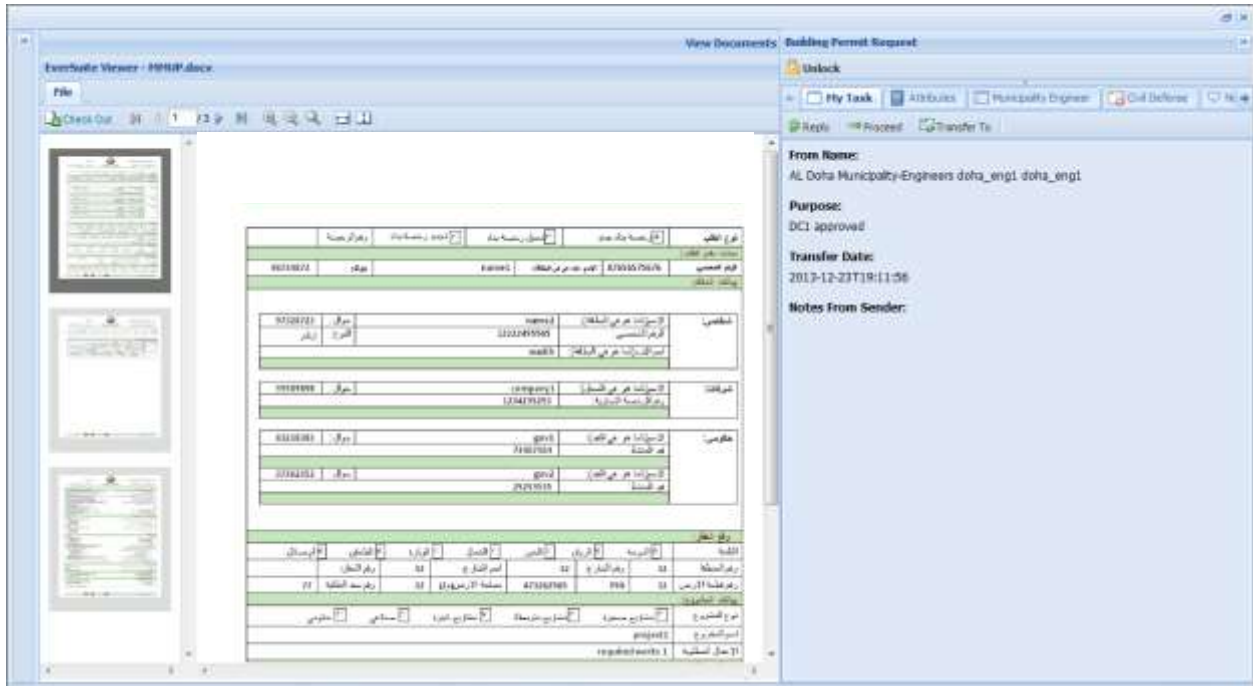


Figure 146- OPENED BUILDING REQUEST FORM UNDER DC1 APPROVAL

### 7.2.1.1. Actions

After checking all the details appearing in different tabs, the user can take the following actions:

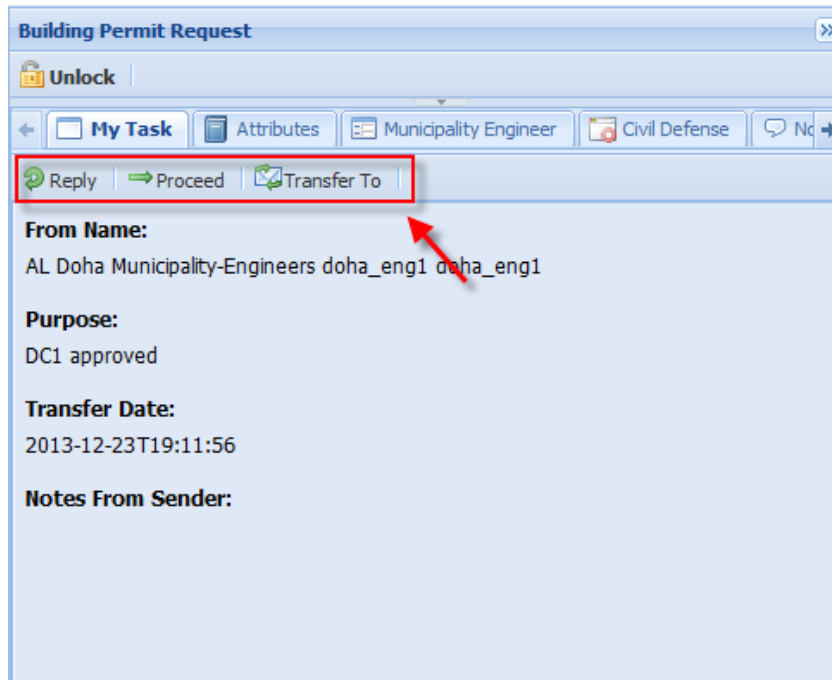


Figure 147- MY TASK TAB - ACTIONS

Click on Reply to return the application to the engineer.

Click on Proceed to send the decision to the consultancy office.

Click on Transfer To to send the application to the coordinator to select another engineer to work on the project.

## 7.2.2. APPLICATION STATUS: SERVICES

In this phase, the section heads can take the following actions:

- Return the application to the engineer for restudy.
- Transfer to the coordinator to select another engineer to work on the project.
- Send the application and accept the decision taken by the engineer:
  - o If the selected direction was **Affect DC1 Approval**, the application status will become DC1 Approval again and will be sent to the consultancy office to make the necessary changes.
  - o If the selected direction was **Services Approved**, the application will be sent to the municipality engineer.
  - o If the direction selected by the engineer was finally rejected, the application status will be “rejected” and the engineer office will be notified about the decision and an SMS will be sent to the owner and the consultancy office.