User Guide for Customer Portal

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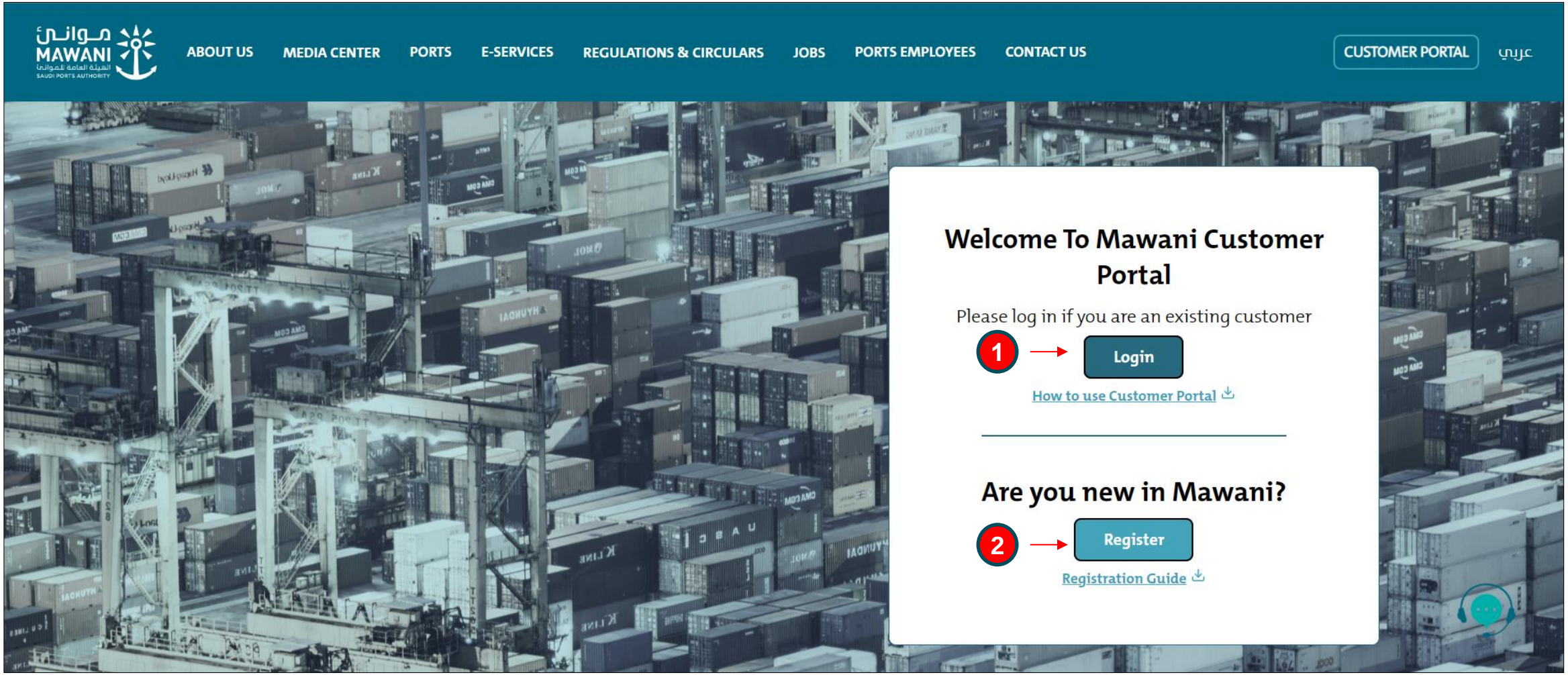
Home Page for the Customer Portal

Access the Customer Portal through the Mawani's Website https://mawani.gov.sa/customerportal

1. **If you have an account, click on the "Login" button**
2. **If you don't have an account, click on the "Register" button to create a new account (please refer to the Registration Guide)**



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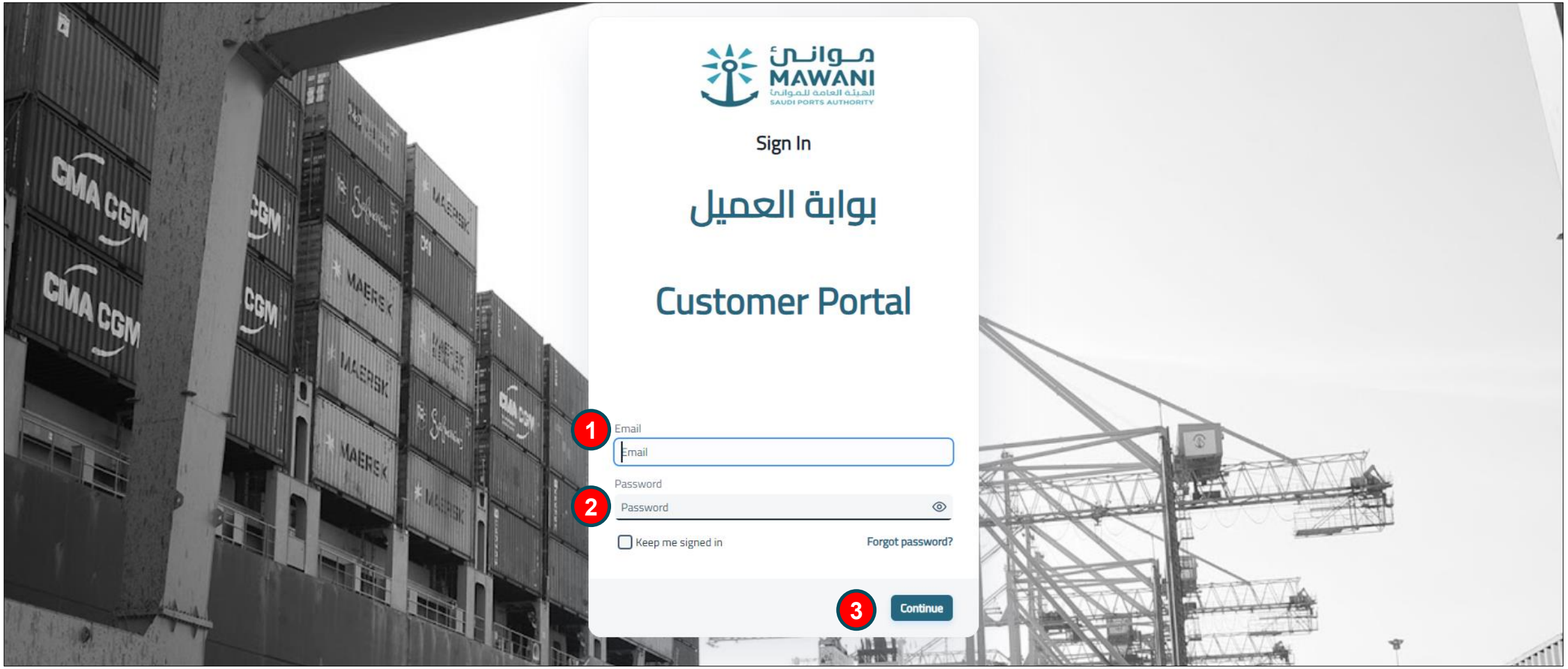
Login Page for the Customer Portal

1. Enter the Email (This is the Username)
2. Enter the Password
3. Click on “Continue” button

IMPORTANT NOTE:
To view the Login Page in different language (i.e. Arabic), please change the Browser language



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Company’s Profile

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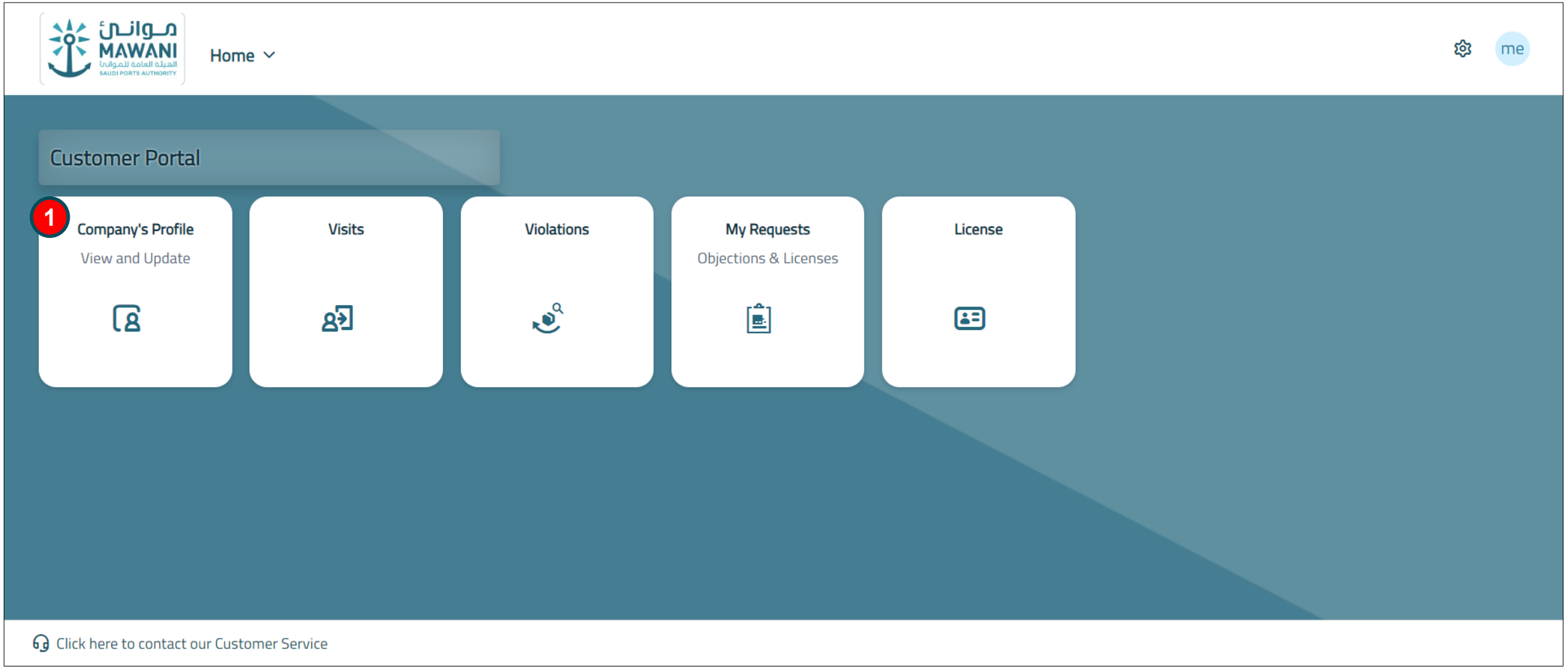
Home Page for the Customer Portal application

1. Click on the “Company’s Profile” to update the information of your Personal Details and the Commercial Registrations



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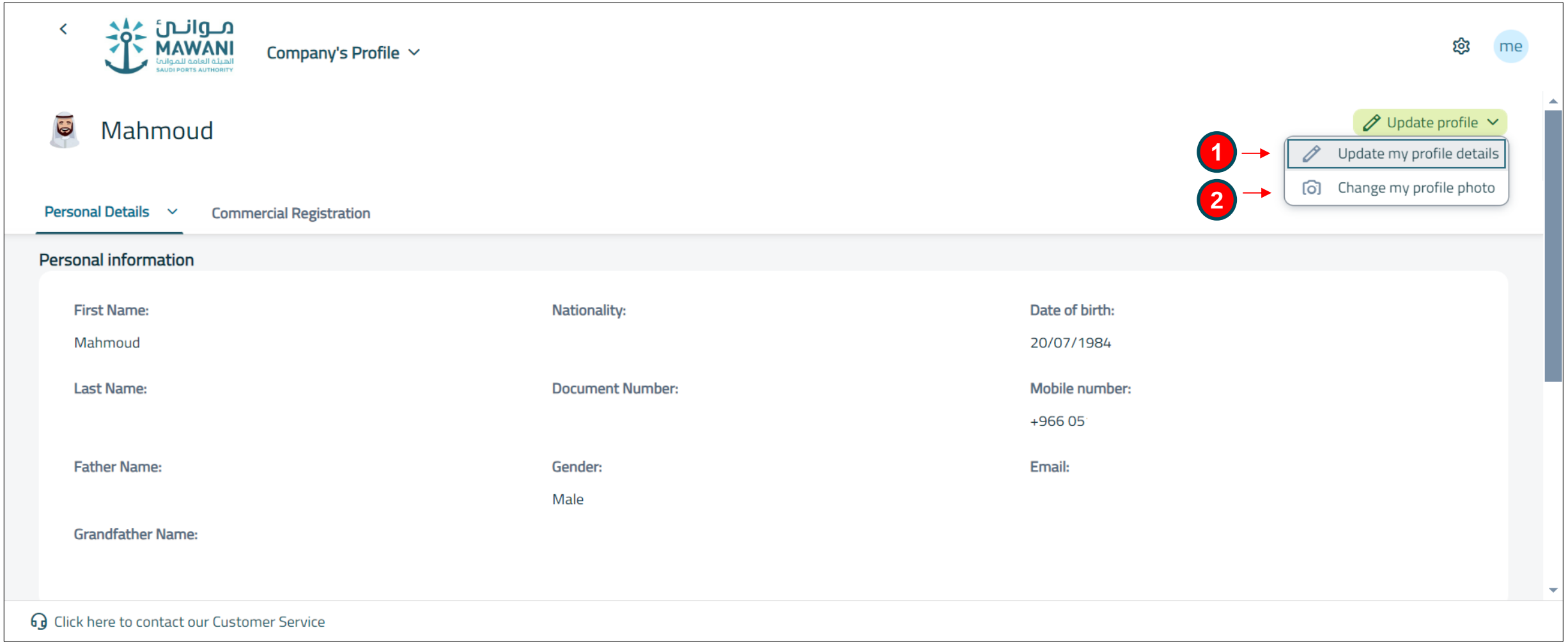
Company’s Profile page – “Personal Details”

1. Click on “Update profile” button
2. Select “Update my profile details” option



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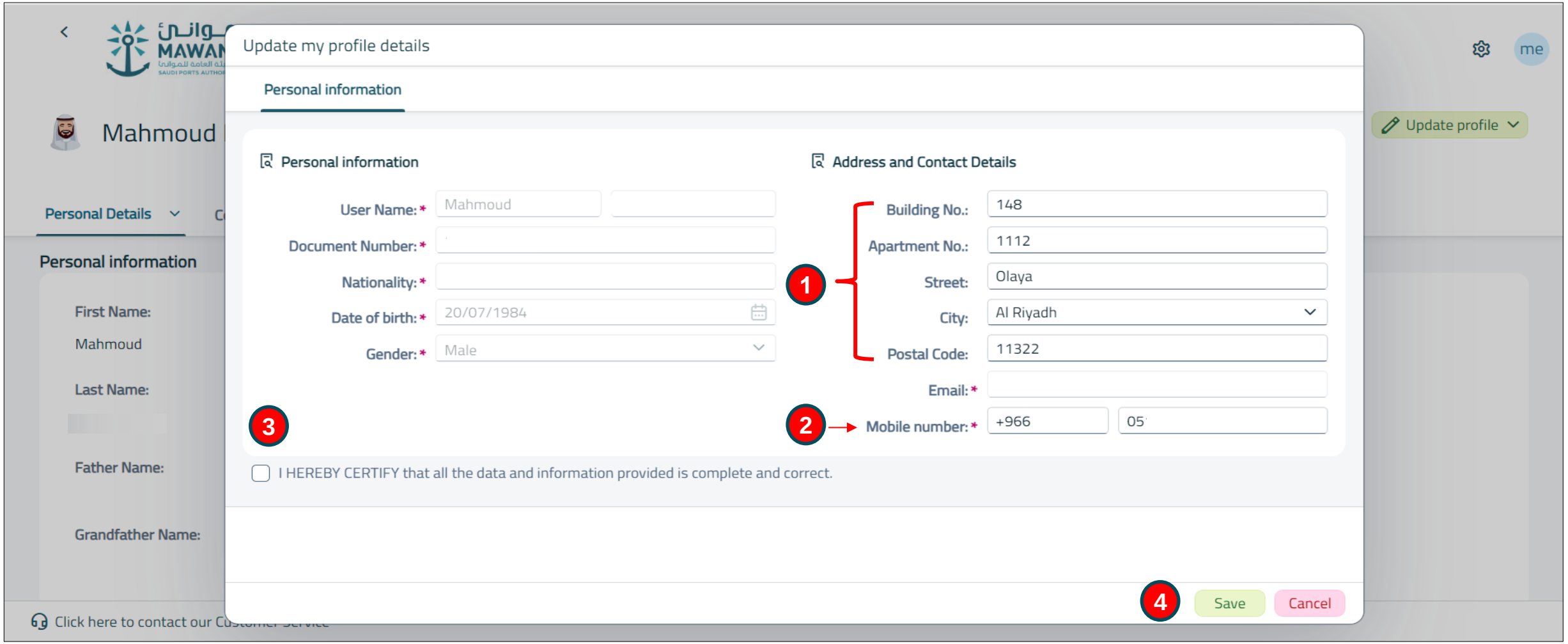
Company's Profile page – "Personal Details"

1. Fill in the Address and Contact Details information (Building No., Apartment No., Street, City, Postal Code)
2. Enter the Mobile Number
3. Select the Disclaimer checkbox
4. Click on the "Save" button



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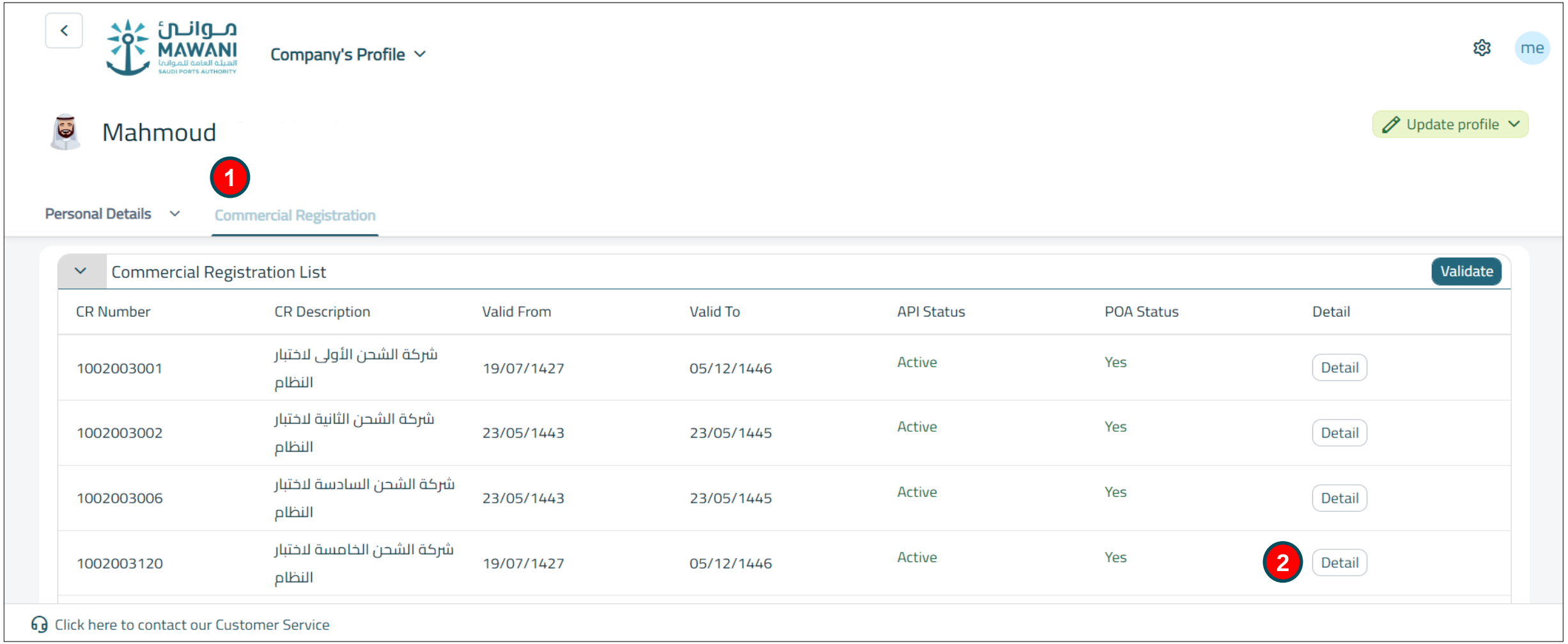
Company's Profile page – "Commercial Registration"

1. Click on the "Commercial Registration" tab
2. Click on "Details" button



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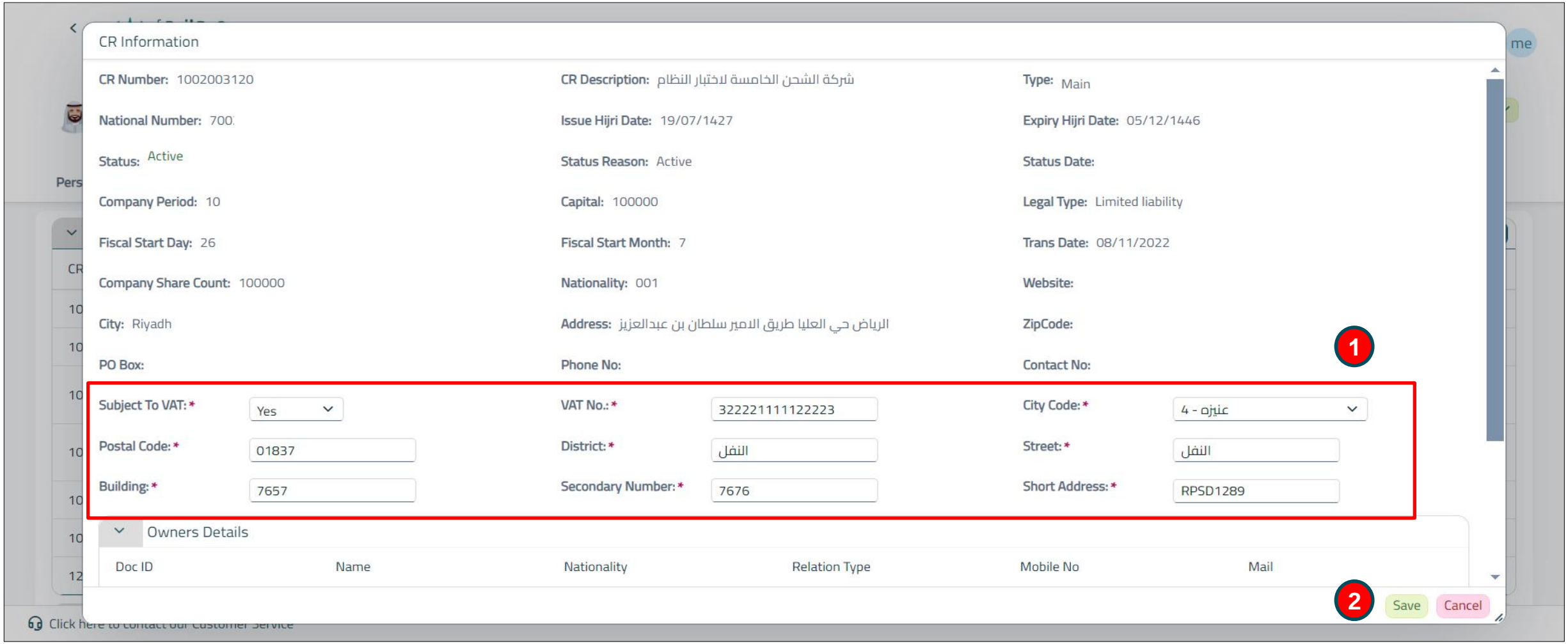
Company's Profile page – "Commercial Registration"

1. Fill in the information for the enabled fields (Subject To VAT, VAT No., City Code, Postal Code, District, Street, Building, Secondary Number, Short Address)

2. Click on the "Save" button



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Licenses

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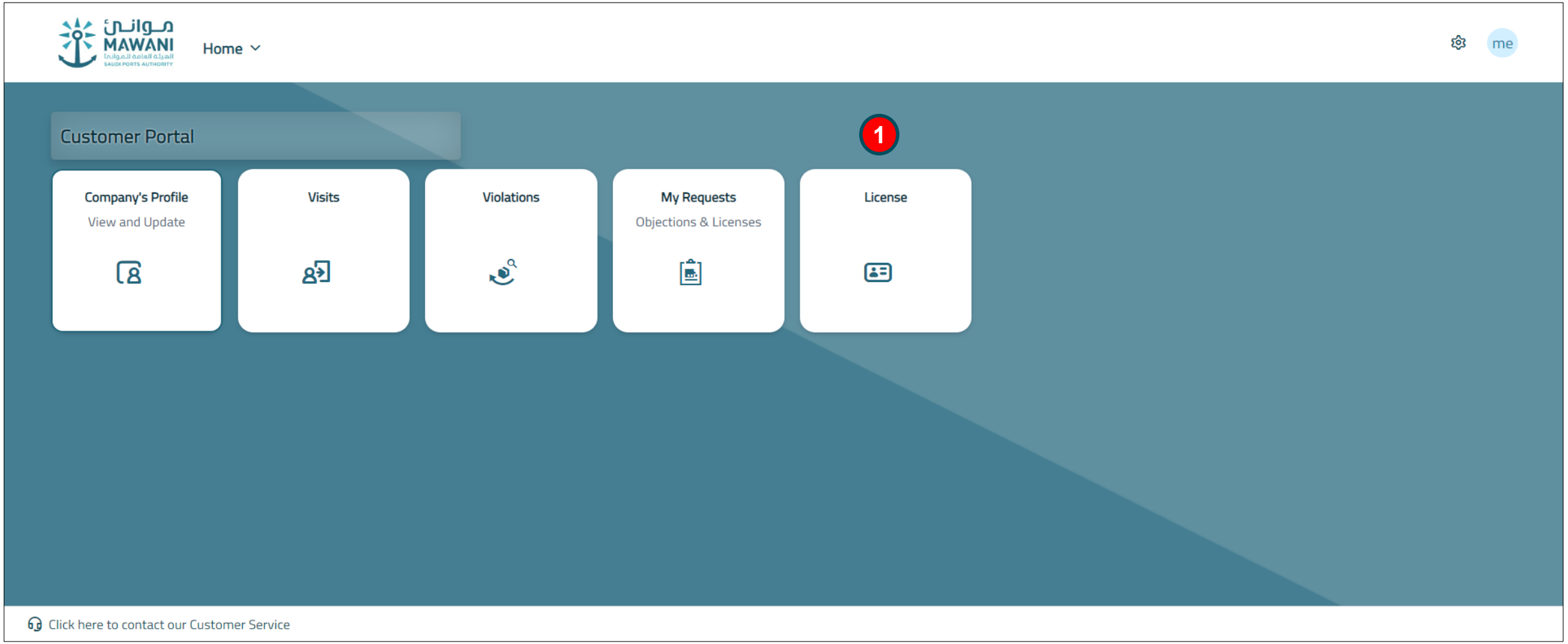
Home Page for the Customer Portal application

1. Click on the “Licenses” to access the Licenses application to view Licenses and Request registry and to be able to submit requests for New and renew of Licenses



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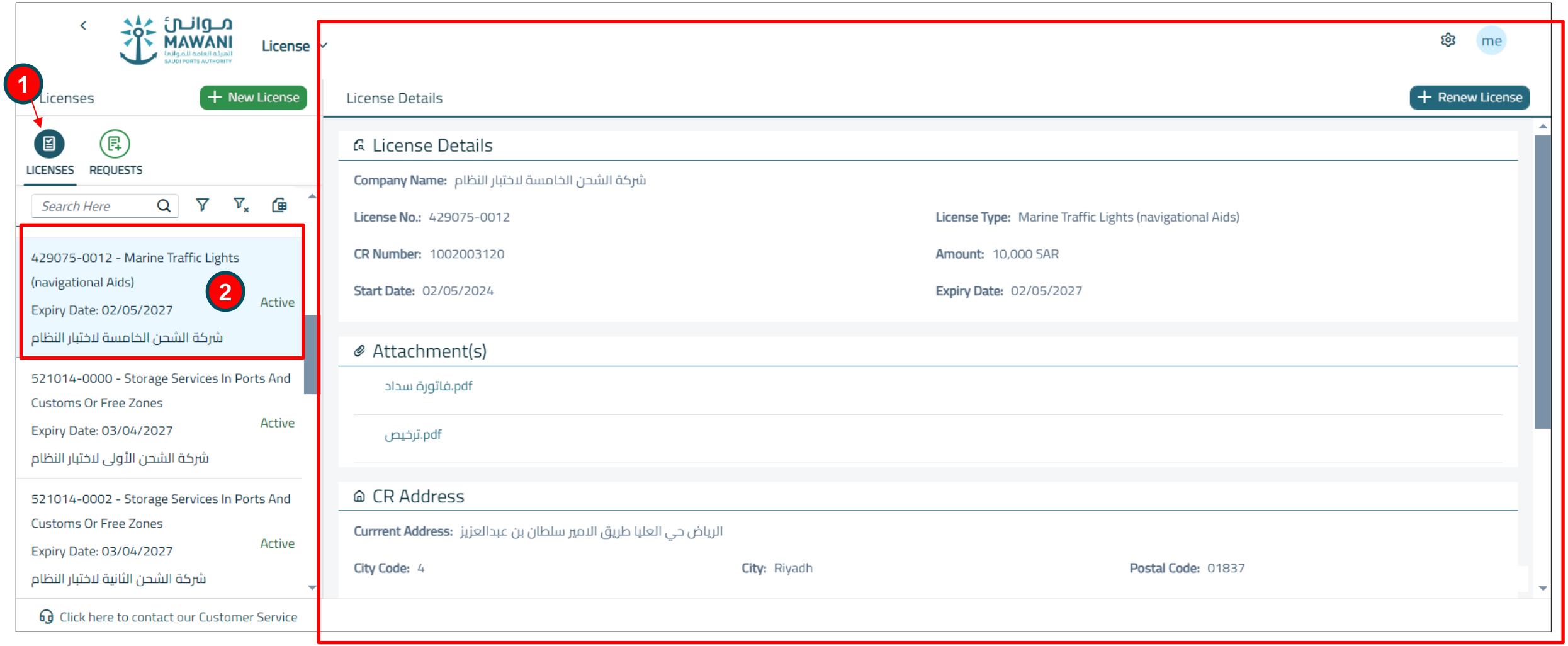
Licenses page – “Licenses”

This page displays the records for the available licenses with their status of each license as well as records of the requests submitted to renew licenses or to request a new license

1. To view the “Licenses” record, click on the “Licenses” tab

2. Choose the license on the left side to display the license details



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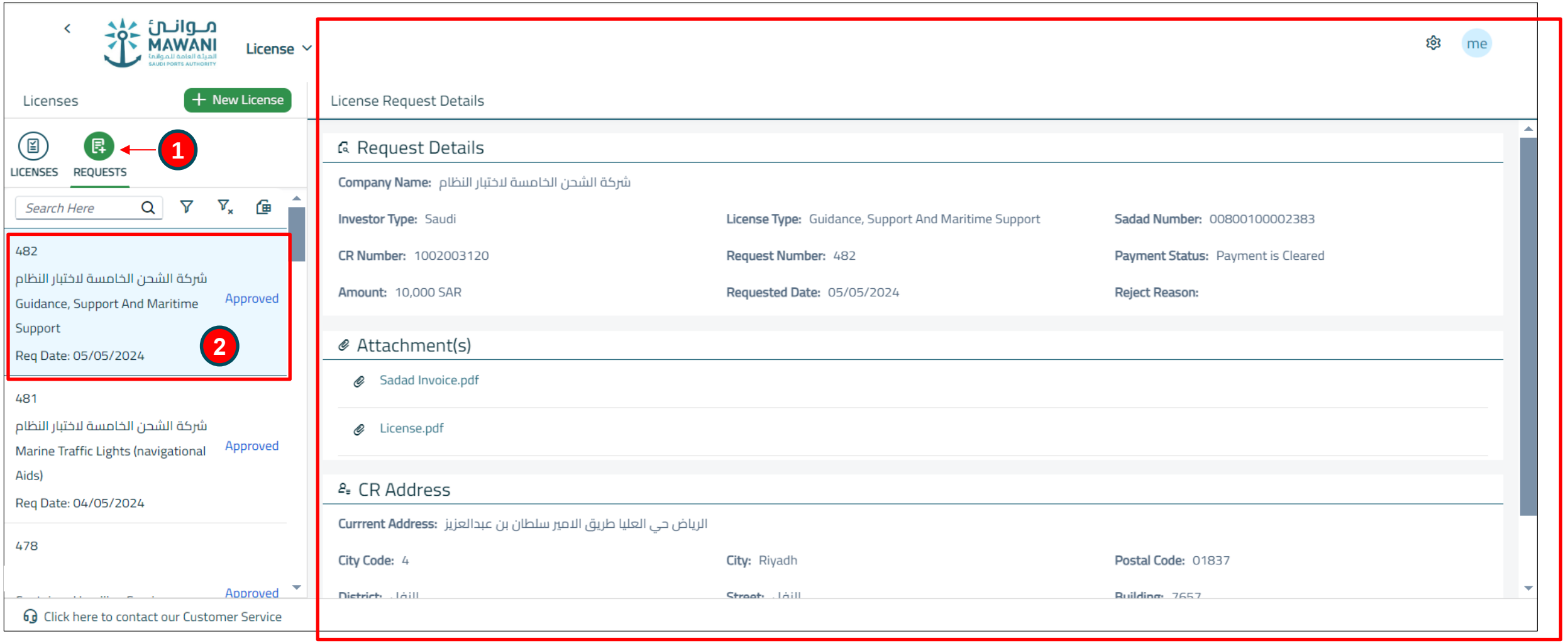
Licenses page – “Requests”

This page displays the records for the submitted Requests (for New or Renew Licenses) with the status of each request

1. To view the request record, click on the “Requests” tab

2. Choose the request on the left side to display the request details



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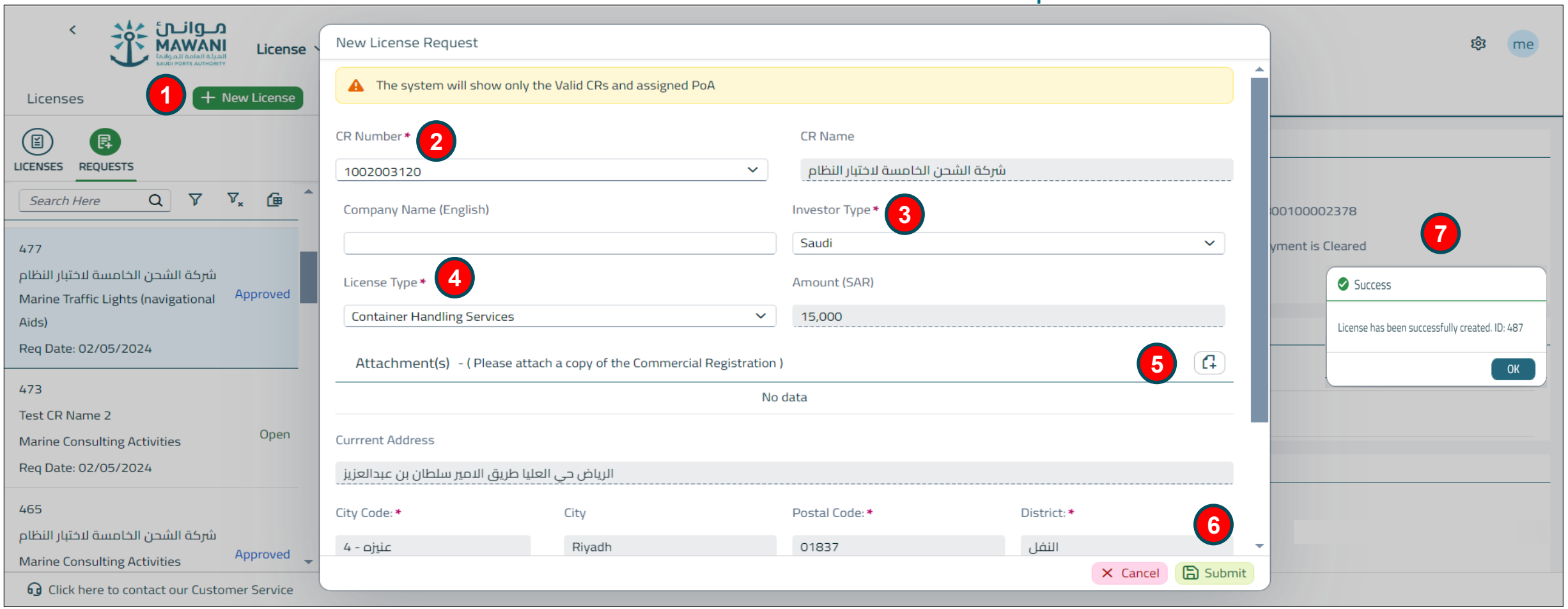
Request a New License

1. Click on the “+ New License” button
2. Select the CR No. from the CR Name field
3. Select Investor Type
4. Select the License Type (the amount details will be automatically filled)
5. Click on the Attachments icon to attach required supporting documents
6. Click on the “Submit” button
7. A confirmation message with the Request Number will appear that the order has been sent successfully. You can follow up and review the Request status from the “Requests” section.



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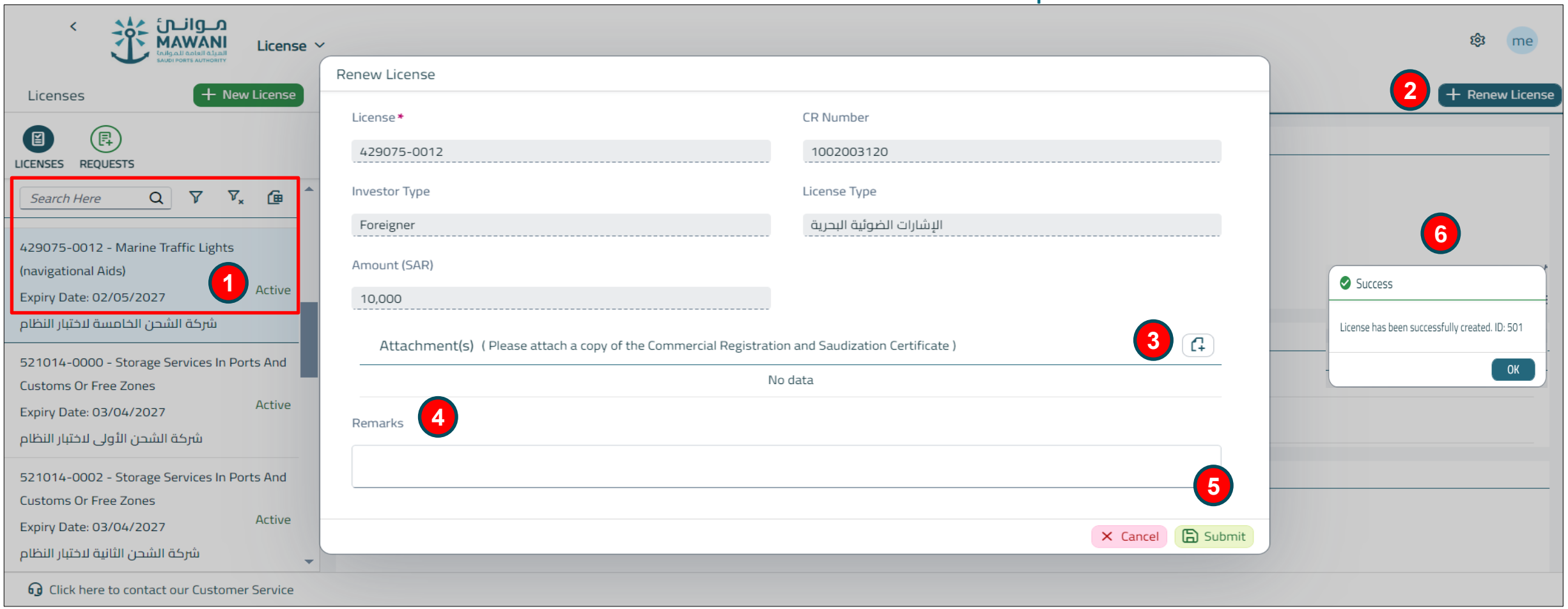
Request for Renew License

1. First select the required License from the left side
2. Click on the “+ Renew License” button
3. Click on the Attachments icon to attach required supporting documents
4. You can fill more details in the Remarks field
5. Click on the “Submit” button
6. A confirmation message with the Request Number will appear that the order has been sent successfully. You can follow up and review the Request status from the “Requests” section.



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Violations

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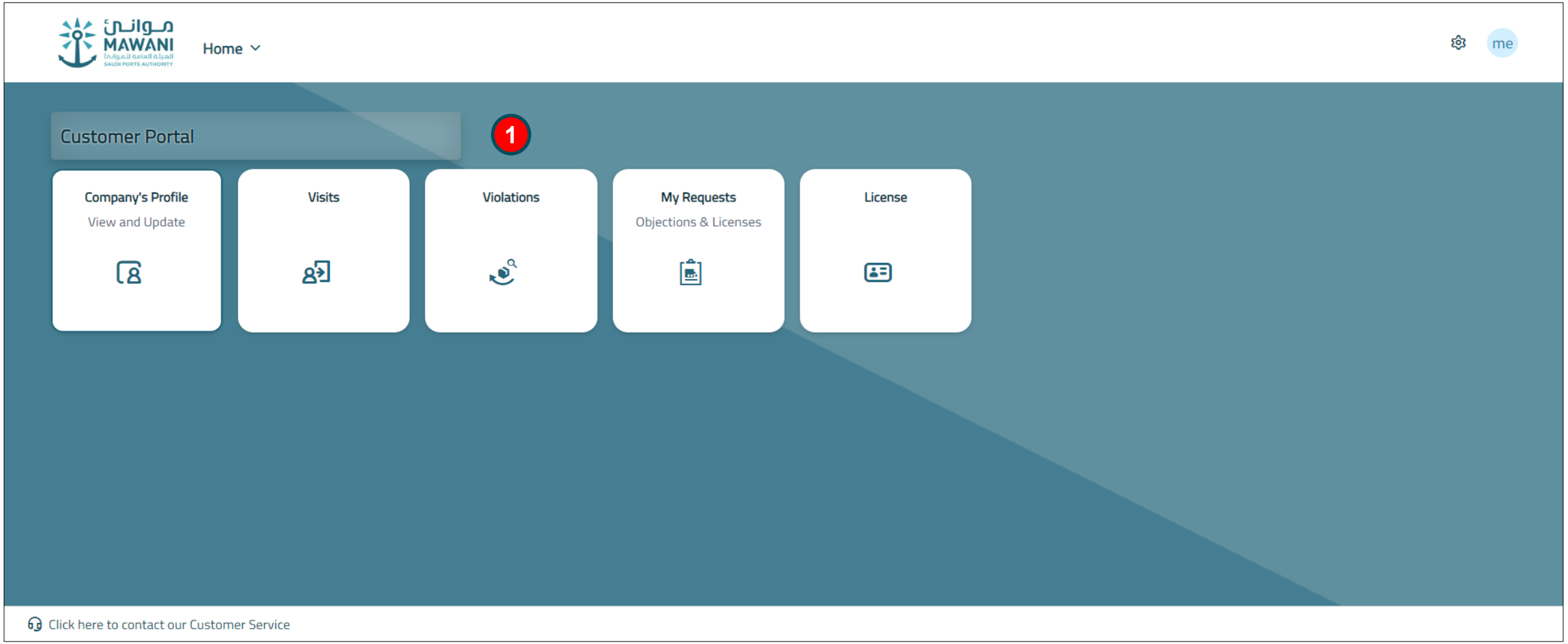
Home Page for the Customer Portal application

1. Click on the “Violations” to access the Violations/Objections application to view Violations and Request registry and to be able to submit requests for an Objection



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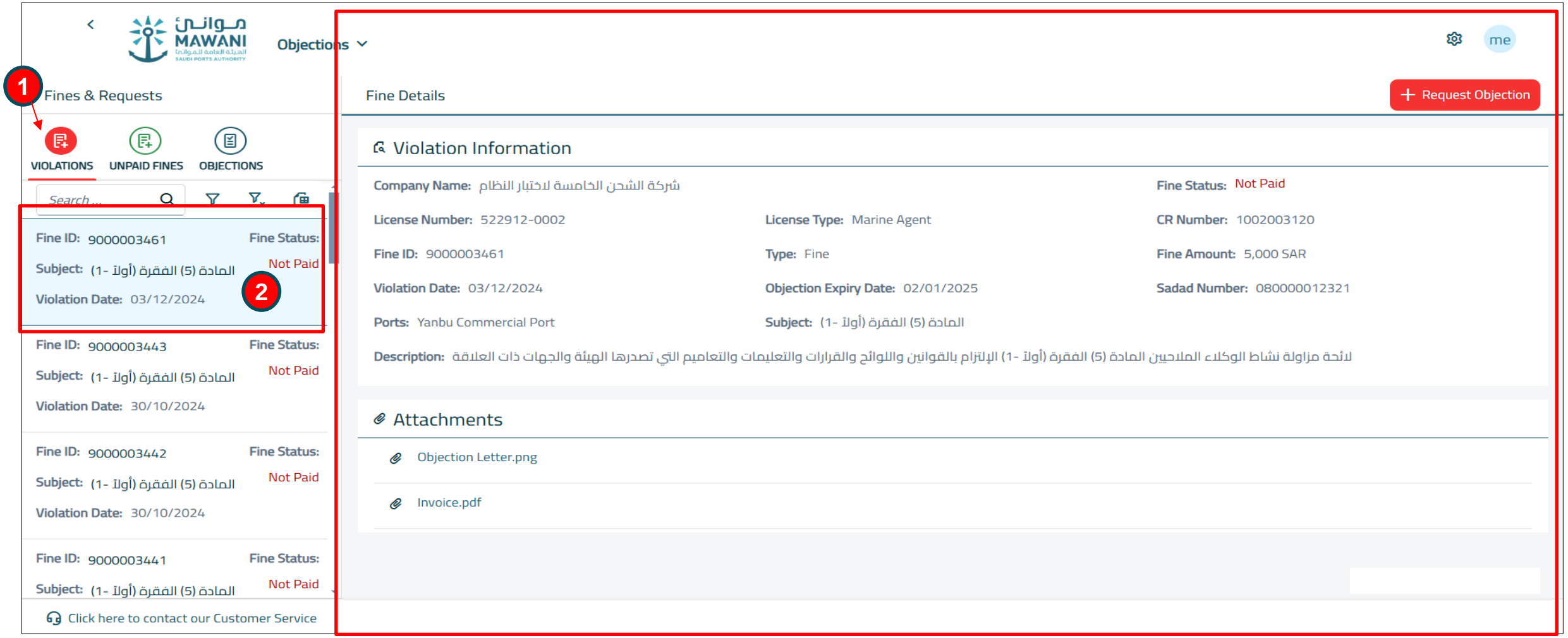
Violations page – “Violations”

This page displays the records for the available Violations with the status of each Violation as well as records of the Unpaid Violations and the requests submitted for Objections

1. To view the “Violations” record, click on the “Violations” tab

2. Choose the Violation on the left side to display the Violation details



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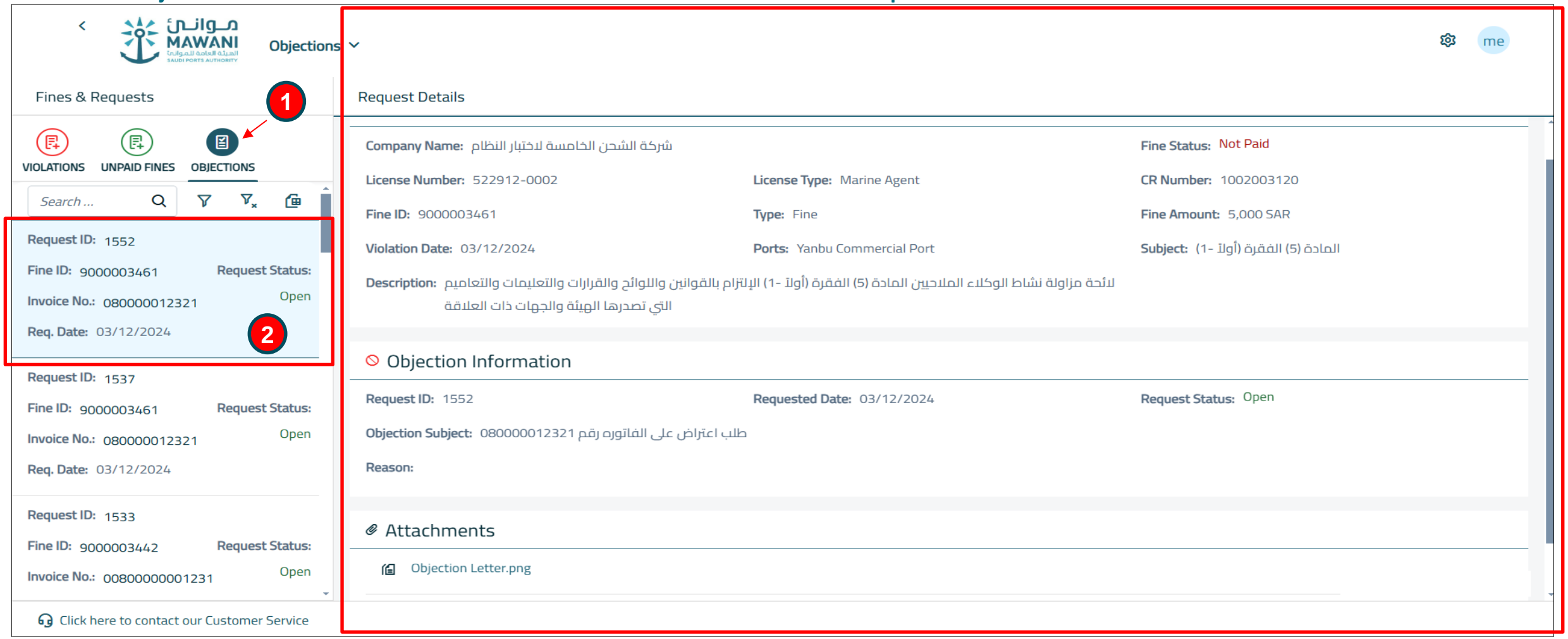
Violations page – “Objections”

This page displays the records for the Objections requests with the status and details of each submitted request

1. **To view the “Objections” requests records, click on the “Objections” tab**

2. Choose the Objection record on the left side to display the Objection request details



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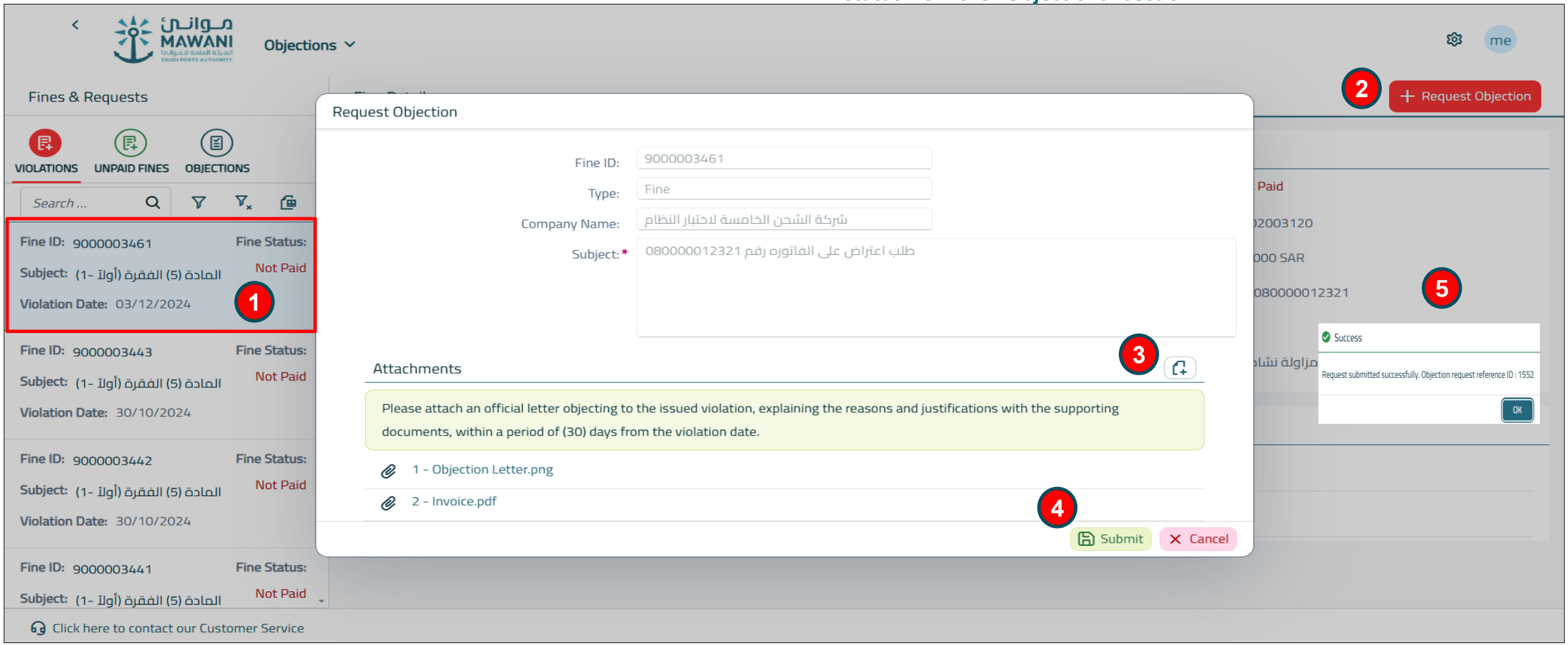
Submit an Objection request against a violation

1. First select the required Violation from the left side
2. Click on the “+ Request Objection” button
3. Click on the Attachments icon to attach required supporting documents
4. Click on the “Submit” button
5. A confirmation message with the Request Number will appear that the order has been sent successfully. You can follow up and review the Request status from the “Objections” section.



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Visits

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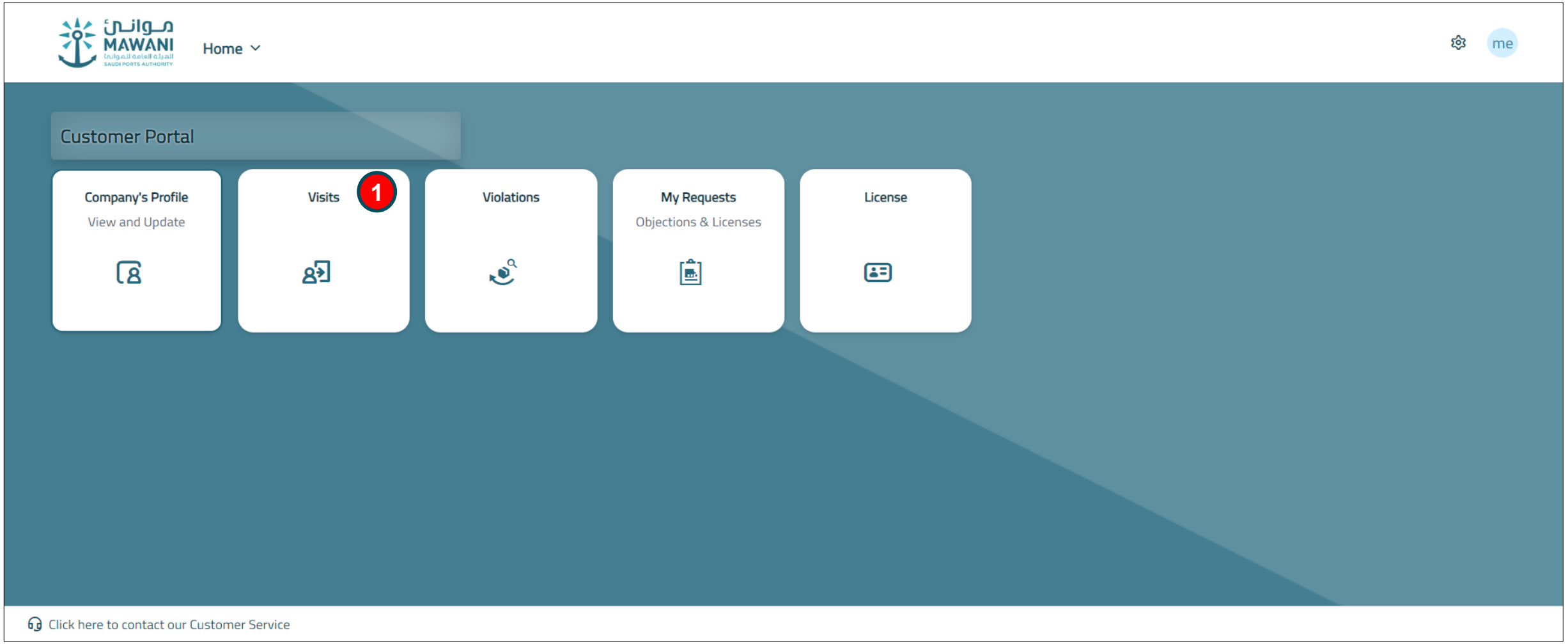
Home Page for the Customer Portal application

1. Click on the “Visits” to access the Visits application to view Visits registry



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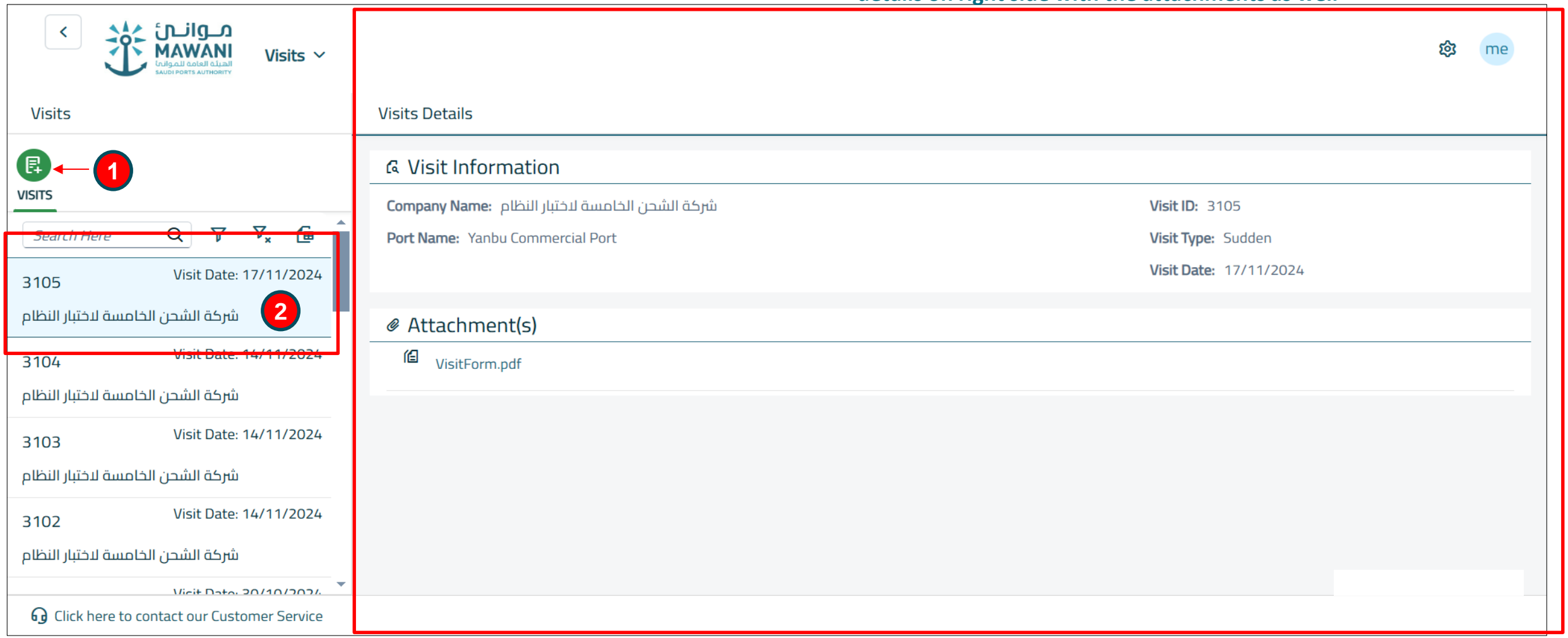
Visits page

This page displays the records for the completed Visits on the Licensee

1. To view the “Visits” record, click on the “Visits” tab

2. Choose the Visits on the left side to display and review the Visits details on right side with the attachments as well



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Search and Reports

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Search – using the Search Box

1. Enter the information you want to search for in the Search Box (The result will be displayed automatically when you start typing)
2. To reset the field value, Click on the X icon to empty the field value

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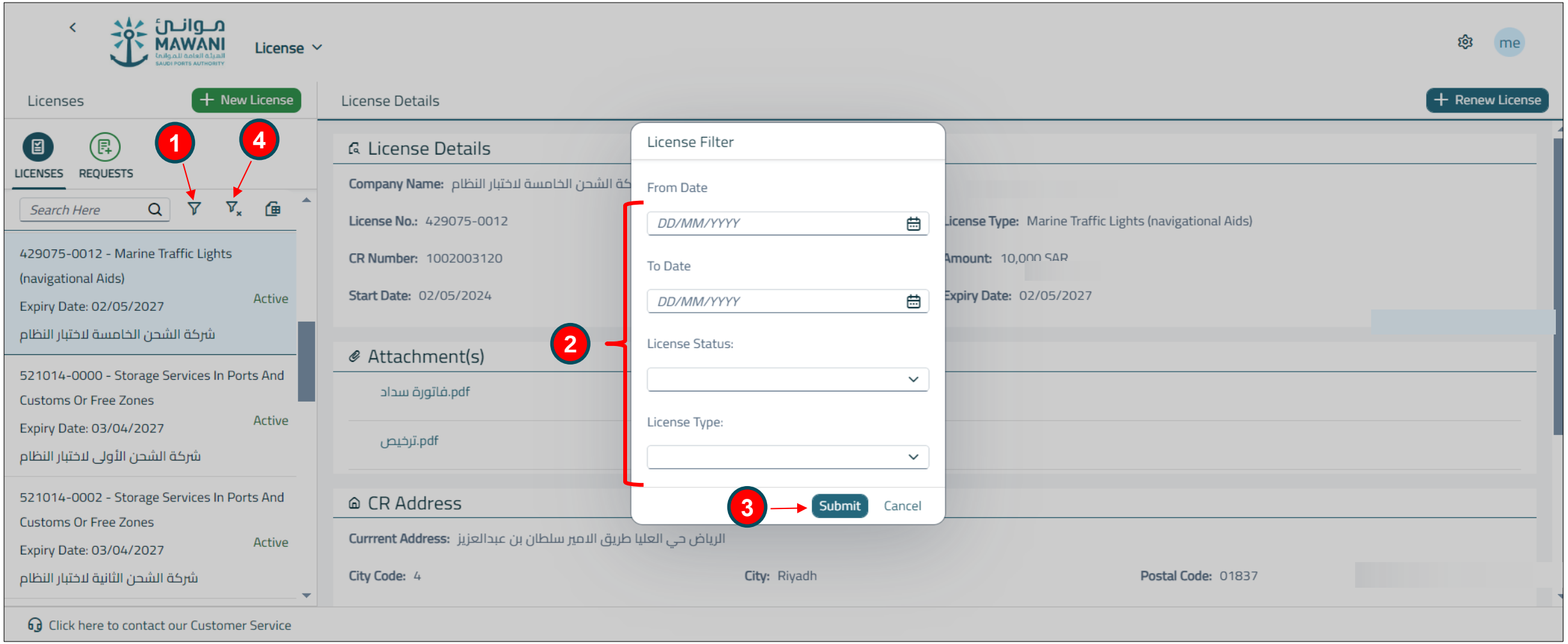
Search – using the Filter functionality

1. Click on the Filter icon, the Filter pop screen will appear
2. Choose the data that you want to search for
3. Click on “Submit” button, the related records will be successfully displayed
4. Click on the Clear Filter icon to reset the data



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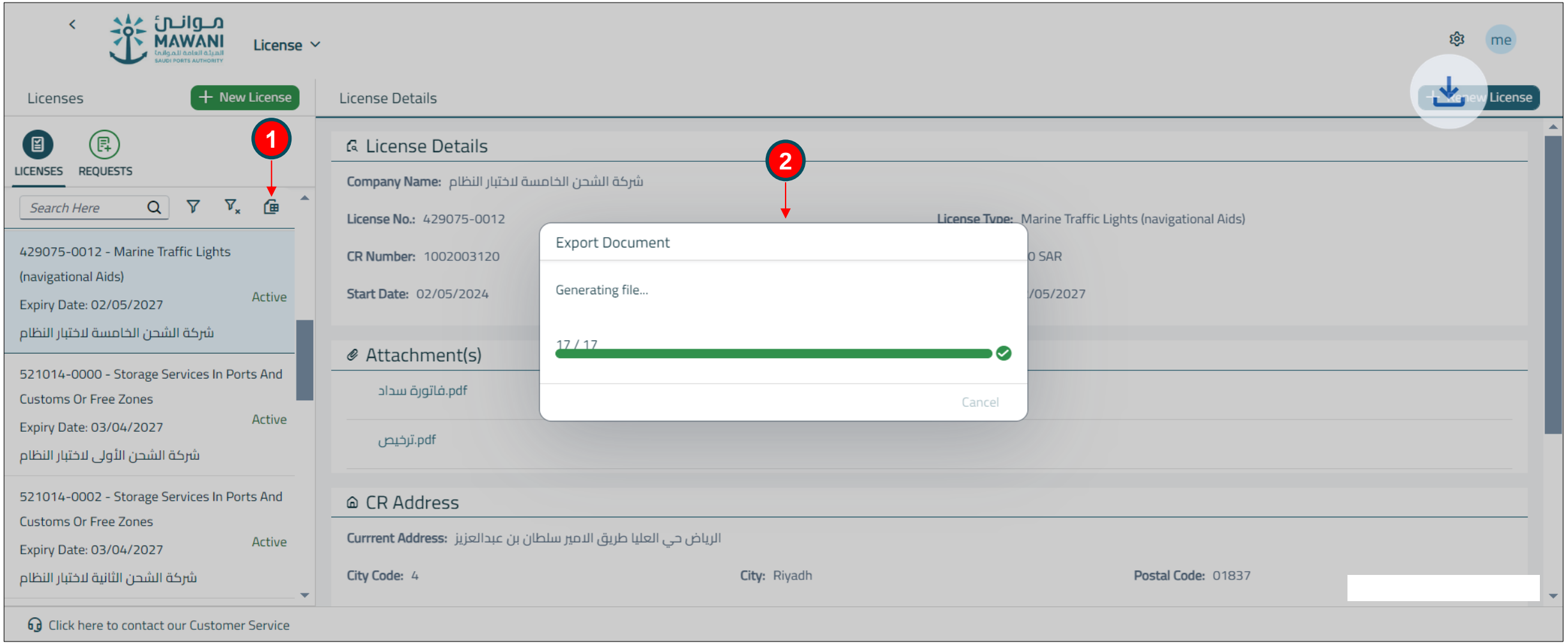
Reports – Export Functionality

1. Click on the Export icon
2. The file will be downloaded successfully in an Excel format



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Thank you