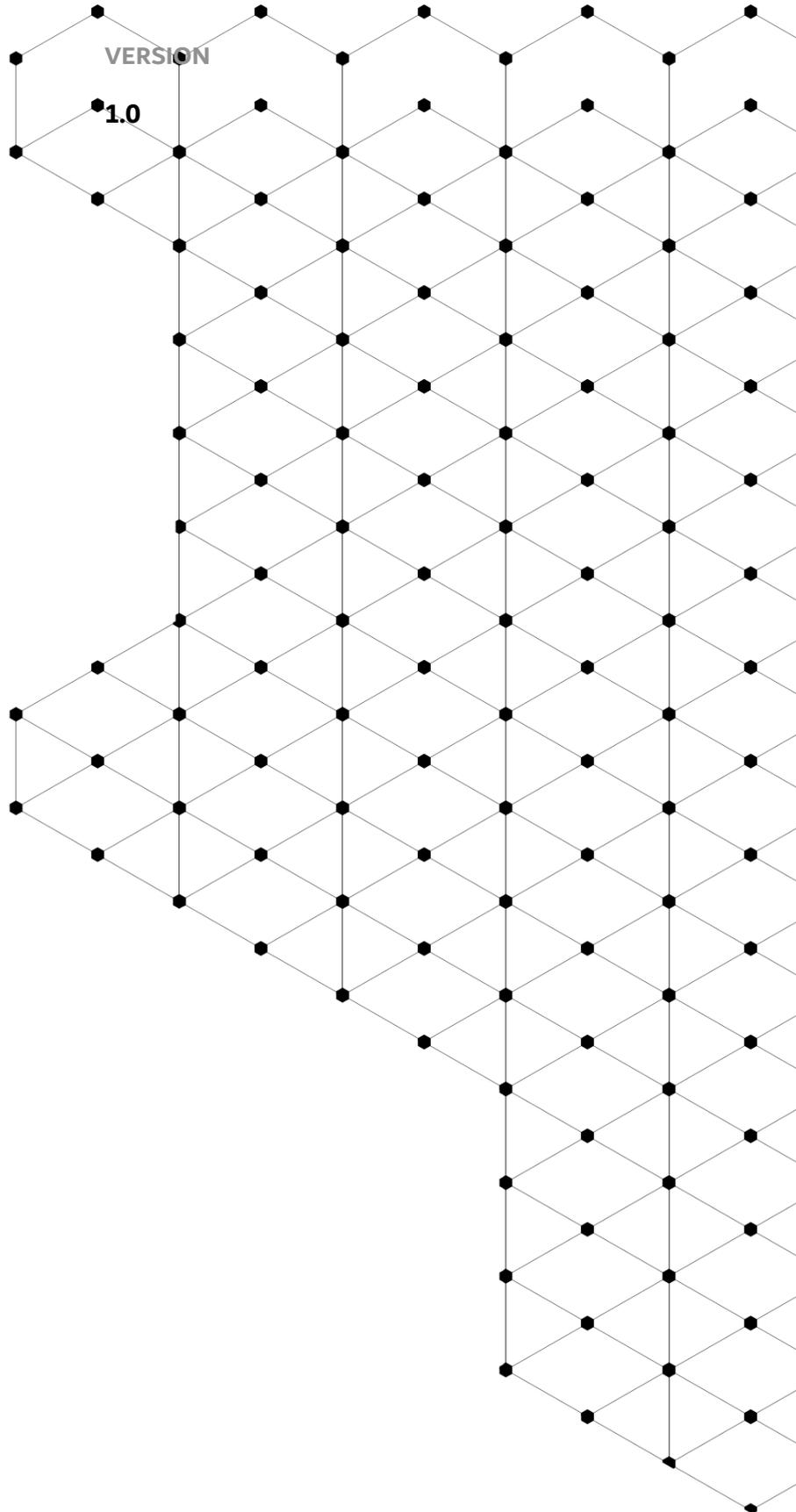


# Manage Users – Add New Users

USER  
MANUAL

ISSUE DATE  
30 NOV 2023

REVISION DATE  
30 NOV 2023



## Overview

The aim of this tutorial is to provide step by step guide on how to add second admin or new Contact Person for an existing organization BP using “Manage User” service.

### 1.1 Service features

1. A Contact Person is to be created for the Business Partner by the Admin.
2. Email and SMS to be triggered to Admin user and Contact Person.
3. Upon creation of contact person, the required role is to be assigned.

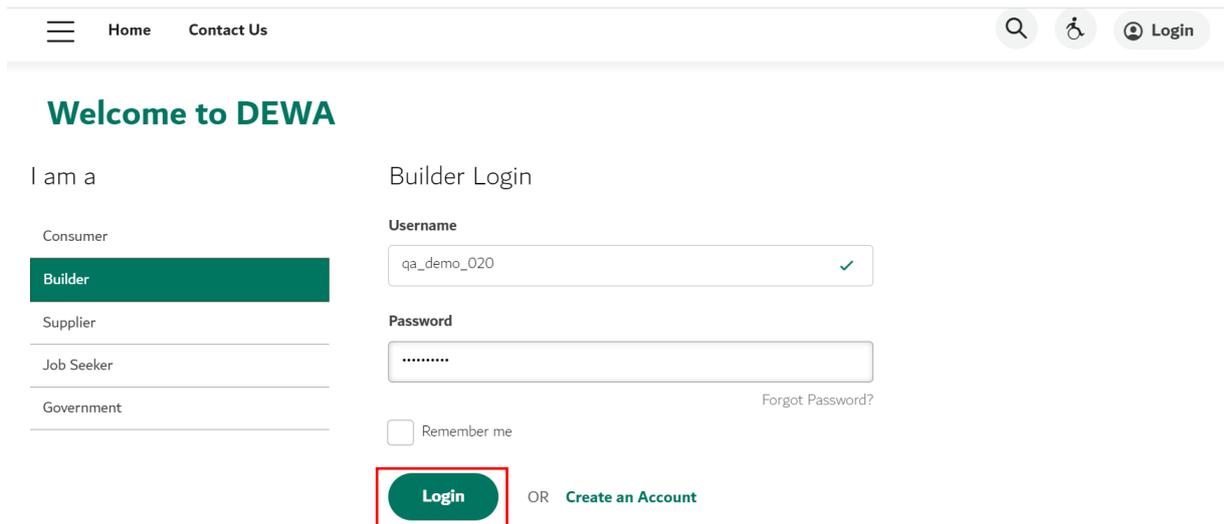
*Please note Consultant/Contractor should be enrolled, and admin credentials should be available with the user.  
Valid and active Emirates ID should be available to add new Contact Person or Admin.*

### 1.2 How to request

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

To create new Admin or Contact Person, user need to click on Add new user button

#### 1.2.1 Navigate to Builder login page



The screenshot shows the DEWA Builder Login page. At the top, there is a navigation bar with 'Home' and 'Contact Us' links, and a search icon, a user icon, and a 'Login' button. Below the navigation bar, the heading 'Welcome to DEWA' is displayed. On the left, there is a vertical menu with options: 'Consumer', 'Builder' (highlighted in green), 'Supplier', 'Job Seeker', and 'Government'. The main content area is titled 'Builder Login' and contains a form with the following fields: 'Username' (with the value 'qa\_demo\_020' and a checkmark), 'Password' (with a masked input field), and a 'Remember me' checkbox. A 'Forgot Password?' link is located below the password field. At the bottom of the form, there is a green 'Login' button (highlighted with a red box) and a link to 'Create an Account'.

**User Action:** Login via enrolled admin credentials.

**Trending Services**

- SOQOOR Programme **NEW**
- Building No Objection Certificate - Electricity/Water
- Getting Electricity Connections
- Infrastructure Projects No Objection

**NOC Services**

- Building No Objection Certificate - Electricity/Water
- Infrastructure Projects No Objection Certificate

**Water Network Services**

- Getting Water Connections
- Water Network Modification

**User Action:** Click on **Manage Users** in highlighted bar

## Manage Users

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

Search  Role  Status  **Add New User**

Contact Person	User ID	Role	Status	Action
<b>Z</b> ZULFIKAR SOMJI admin@jewel.com	QA_DEMO_020	Administrator	Active	Edit
<b>R</b> RAEF HAZEM ABDEL MAKSOU D EID raef@infasme.com	QA_DEMO_030	Contact Person	Active	Edit ...

**User Action:** Click **Add New User** button which will open pop-up window within screen asking to enter required details.

**Add New User**

Emirates ID: 784199382416131 | Expiry Date: 14/04/2024 | **Search**

Name: FEM OZCAN

E-mail:

Mobile Number: +971 5\*\*\*\*\*3

User Role:

**User Action:** Enter Emirates ID, Expiry date and click on **Search** to fetch data available for entered Emirates ID and autofill those details. Details which didn't get autofill, user must enter those manually

**Add New User**

Emirates ID: 784199382416131 | Expiry Date: 14/04/2024 | **Search**

Name: FEM OZCAN

E-mail: ozcan@cp.com

Mobile Number: +971 5\*\*\*\*\*3

User Role:

**User Action:** For selected Emirates ID, Name and mobile number got auto-fill but not email. Hence User must enter **Email** manually.

**Note:** User Role must be selected manually. Two options available are given below:

- a. Contact Person
- b. Admin

The screenshot shows a registration form with the following fields and options:

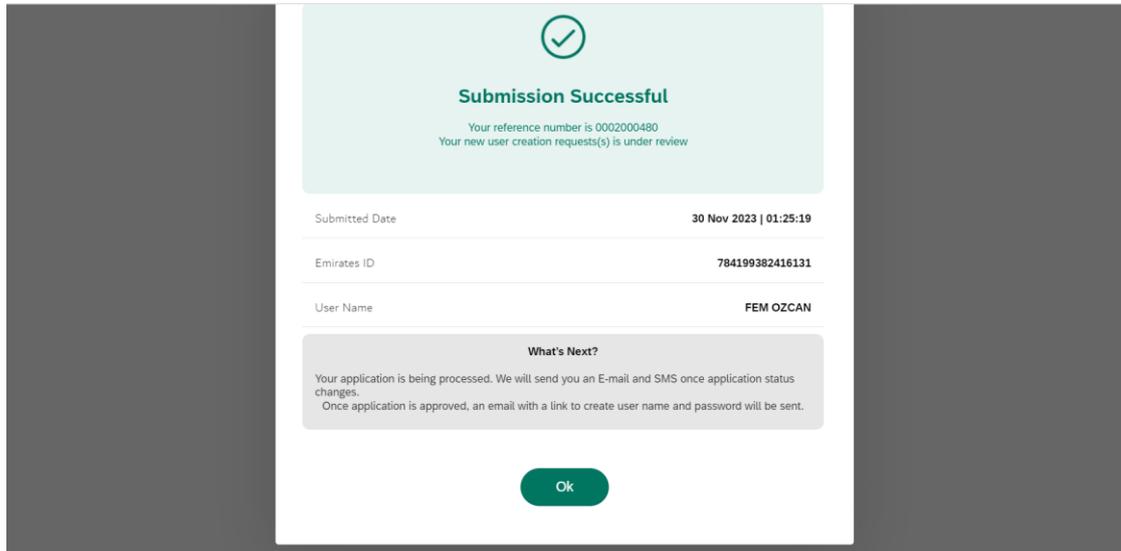
- Email: Eg. yourname@emirates.net.ae or yourname@companyname.com
- Mobile Number: +971 5\*\*\*\*\*3 (with example: eg: 5XXXXXXX)
- User Role: A dropdown menu with 'Contact Person' selected (highlighted with a red box) and 'Administrator' as an alternative option.
- Qualification Degree/Diploma: An 'Upload your File' button (highlighted with a red box) with supported file types: PNG, JPG, PDF (Upto 5 MB).
- Experience document (min 1 year supervision experience): A section for uploading an experience document.

**User Action:** In this case, select Contact Person.

The screenshot shows the continuation of the registration form with the following elements:

- Designation: A dropdown menu with 'Business Head' selected (highlighted with a red box).
- Qualification Degree/Diploma: An 'Upload your File' button (highlighted with a red box) with supported file types: PNG, JPG, PDF (Upto 5 MB).
- Attachment 1: A PDF file named 'attachment 1.pdf' (1.326MB) is uploaded.
- Experience document (min 1 year supervision experience compliance): An 'Upload your File' button (highlighted with a red box) with supported file types: PNG, JPG, PDF (Upto 5 MB).
- Attachment 2: A PDF file named 'attachment 1.pdf' (1.326MB) is uploaded.
- Submit: A green 'Submit' button (highlighted with a red box) at the bottom.

**User Action:** Select Relevant Designation from the dropdown. Upload Mandatory Attachments. Click on **Submit** button.



**User Action:** Application has been successfully submitted for approval process and unique request number will be generated against the same which could be used to track application status.

Upon Submission of application:

- System will automatically send SMS & E-mail.
- Submitted application will undergo through approval process in DEWA.
- Upon approval, system will automatically send Invitation to Register on DEWA portal.

## 1.2.2 User Set up Access

After approval of creating user request. You will receive an email, click on the link provided in the email.

## Invitation to Register on DEWA Portal

 noreply@dewa.gov.ae  
To   
 This message was sent with High importance.

Dear Applicant,

With reference to your Request no:  for registering on DEWA portal.  
Please click on the below link to complete your registration and set your credentials to access DEWA self service portal.

[Click Here](#)

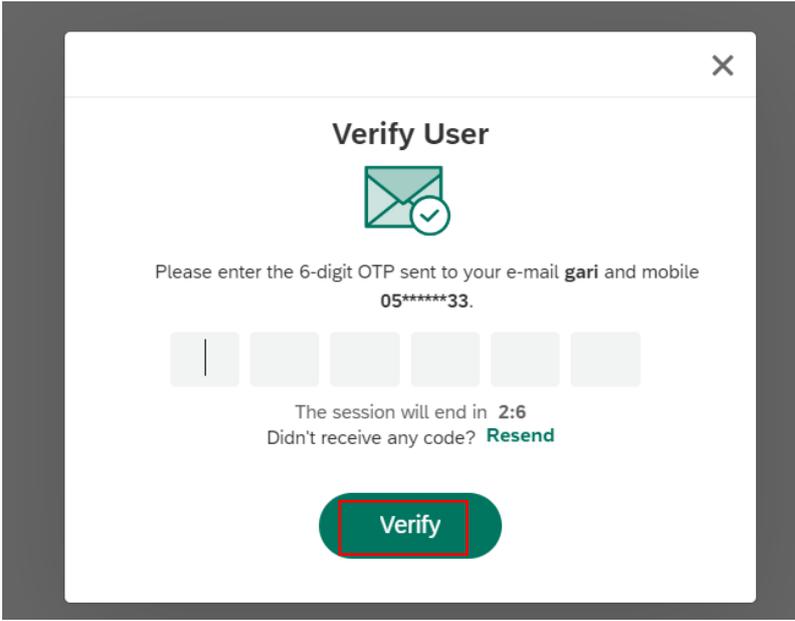
If you have any questions, send an E-Mail to [customercare@dewa.gov.ae](mailto:customercare@dewa.gov.ae)

Thank You,  
Dubai Electricity & water Authority (PJSC)

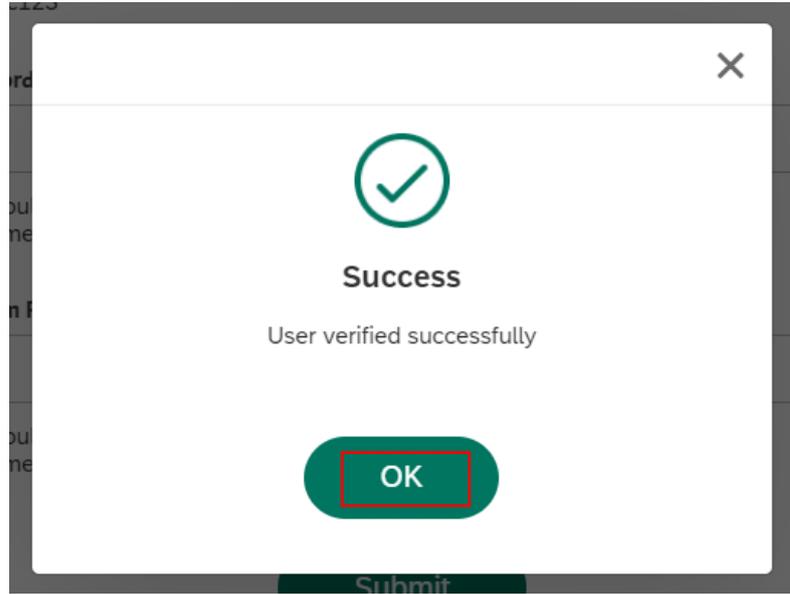
Our Vision: A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050.

Our Mission: We are committed and aligned to Dubai's 8 Guiding Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy and pota stakeholders, for a sustainable Net-Zero carbon 2050.

Please consider the environment before printing this email.



User Action: Click **Verify** button by entering OTP received in registered mobile number.



User Action: Click OK

# Registration

Complete your registration to get access to DEWA Customer Management Portal

## User Name

*i* Should be between 6-16 characters. Can contain only alphabets and numbers eg 'abc123'

## Password

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

Medium Password

## Confirm Password

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

Submit

**User Action: Register with unique Username and Password**

# Registration

Complete your registration to get access to DEWA Customer Management Portal

## User Name

- ① Should be between 6-16 characters. Can contain only alphabets and numbers eg 'abc123'

## Password

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

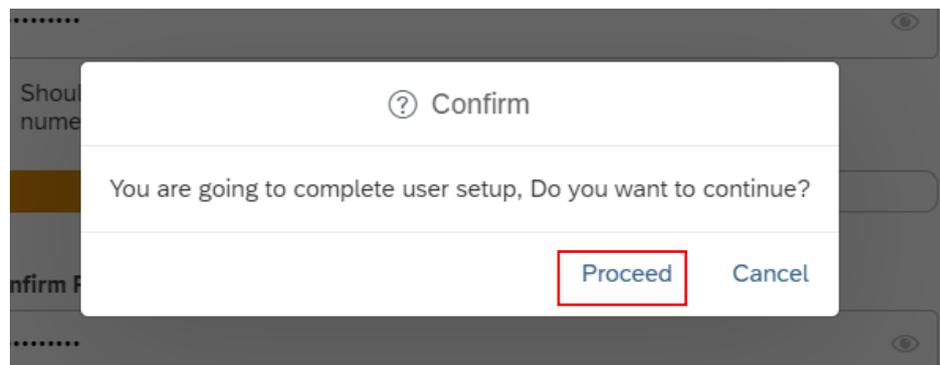
Medium Password

## Confirm Password

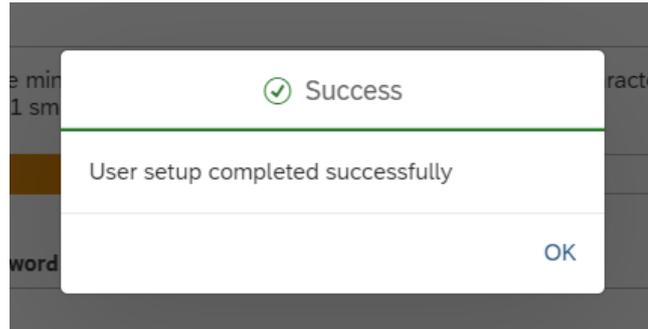
- ① Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg:'Abcd@efg1'.

Submit

User Action: Click **Submit** after entering "Confirm Password" field making sure both Password and Confirm Password should match.



User Action: Click **Proceed** to complete the user setup process.



**User Action:** User setup successfully completed. These login details can be used later to access services assigned to selected rôle.