# Manage Users – Add New Users

## USER MANUAL

**Our Vision** A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050
Dubai Electricity & Water Authority (PJSC), P.O. Box 564, Dubai, United Arab Emirates
customercare@dewa.gov.ae | +971 4 601 9999

www.dewa.gov.ae

DEWAOFFICIAL
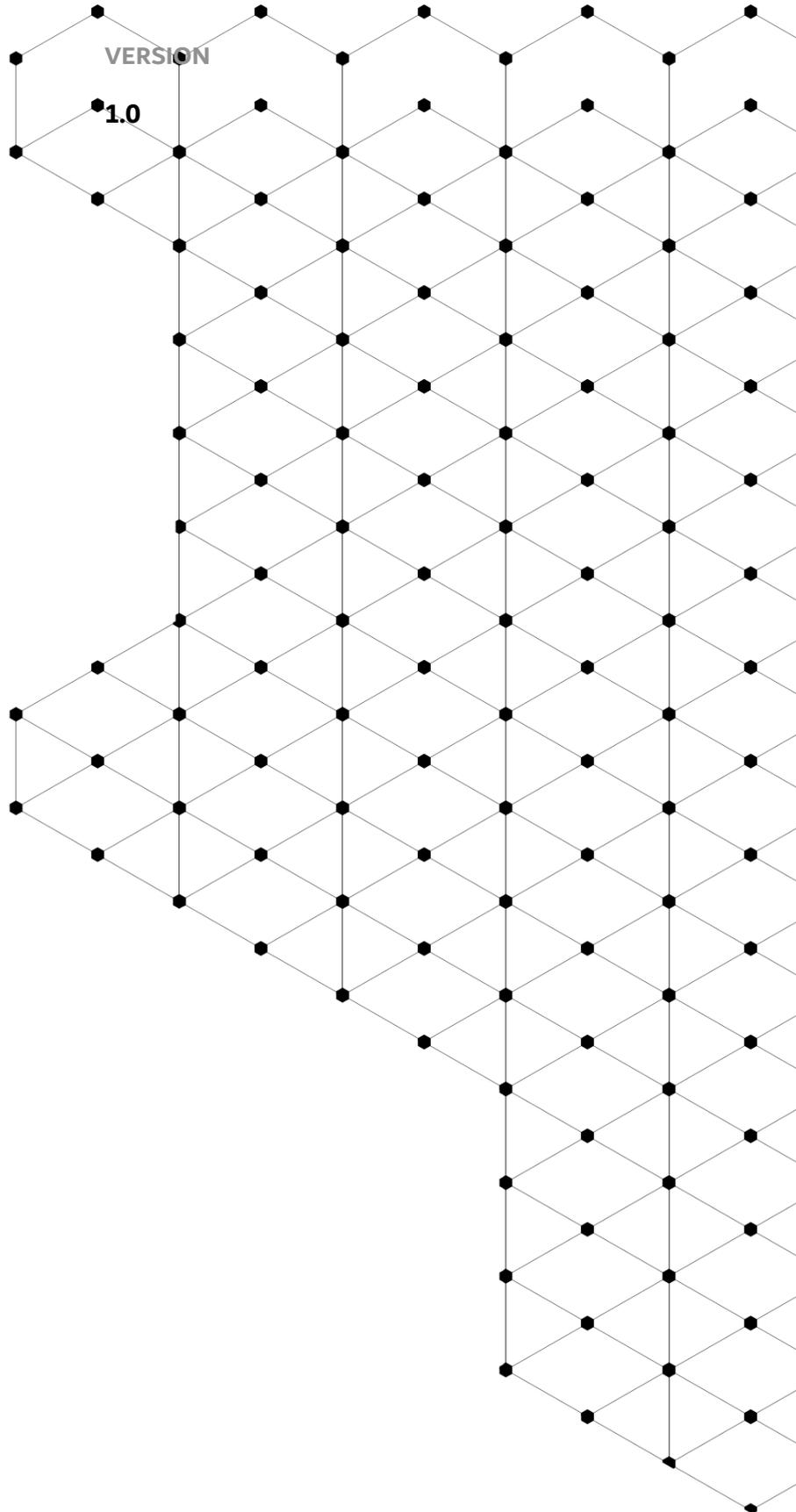
# Overview

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.
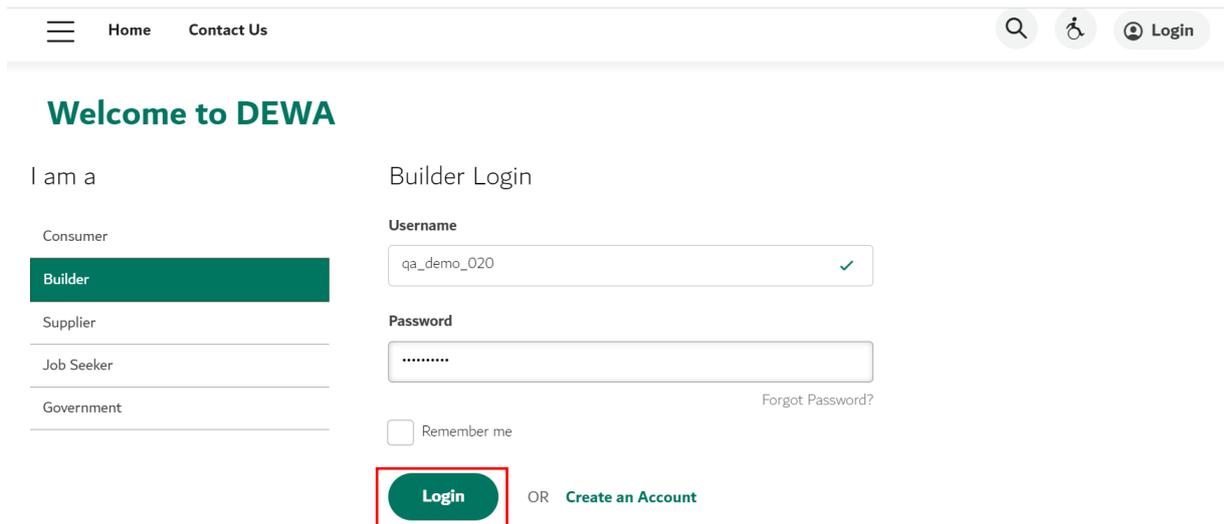3. Upon creation of contact person, the required role is to be assigned.

    *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



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

**Our Vision** A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050
Dubai Electricity & Water Authority (PJSC), P.O. Box 564, Dubai, United Arab Emirates
customercare@dewa.gov.ae | +971 4 601 9999

www.dewa.gov.ae
DEWAOFFICIAL X f ⊙ ⊙ in ▶

PAGE 3 OF 12

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



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

**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



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

**Our Vision** A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050
Dubai Electricity & Water Authority (PJSC), P.O. Box 564, Dubai, United Arab Emirates
customercare@dewa.gov.ae | +971 4 601 9999

www.dewa.gov.ae
DEWAOFFICIAL

PAGE 5 OF 12

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

a. Contact Person

b. Admin



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



**User Action:** Select Relevant Designation from the dropdown. Upload Mandatory Attachments. Click on **Submit** button.
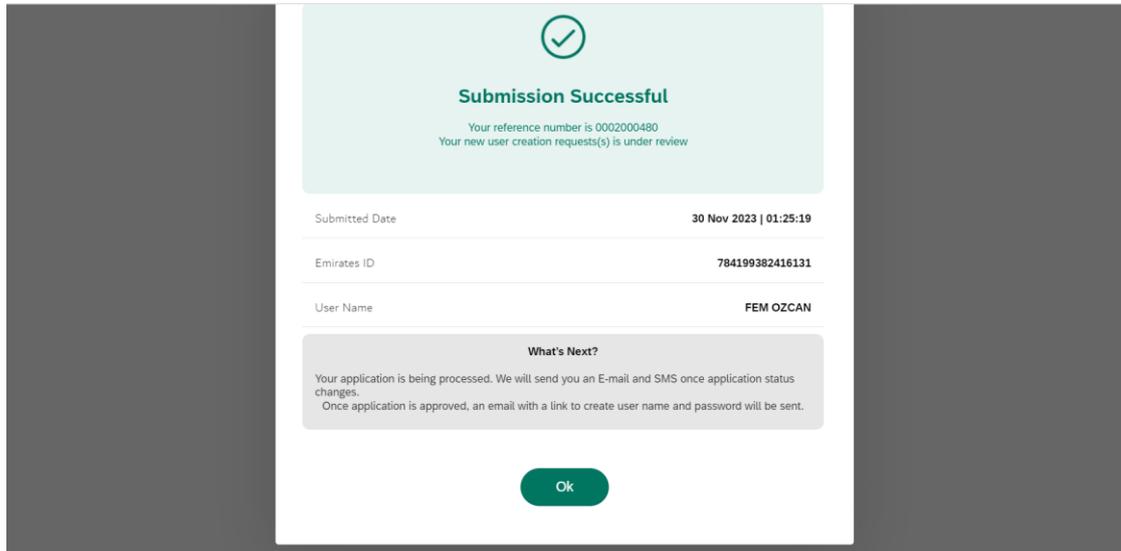
**User Action:** Application has been successfully submitted for approval process and unique request number will be generated against the same which could be used to track application status.

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 recieve an email, click on the link provided in the email.

**Our Vision** A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050
Dubai Electricity & Water Authority (PJSC), P.O. Box 564, Dubai, United Arab Emirates
customercare@dewa.gov.ae | +971 4 601 9999

www.dewa.gov.ae
DEWAOFFICIAL

PAGE 7 OF 12

## Invitation to Register on DEWA Portal

**N**  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

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.

✕

### Verify User

Please enter the 6-digit OTP sent to your e-mail **gari** and mobile
**05******33**.

| | | | | | |
|--|--|--|--|--|--|

The session will end in **2:6**
Didn't receive any code? **Resend**
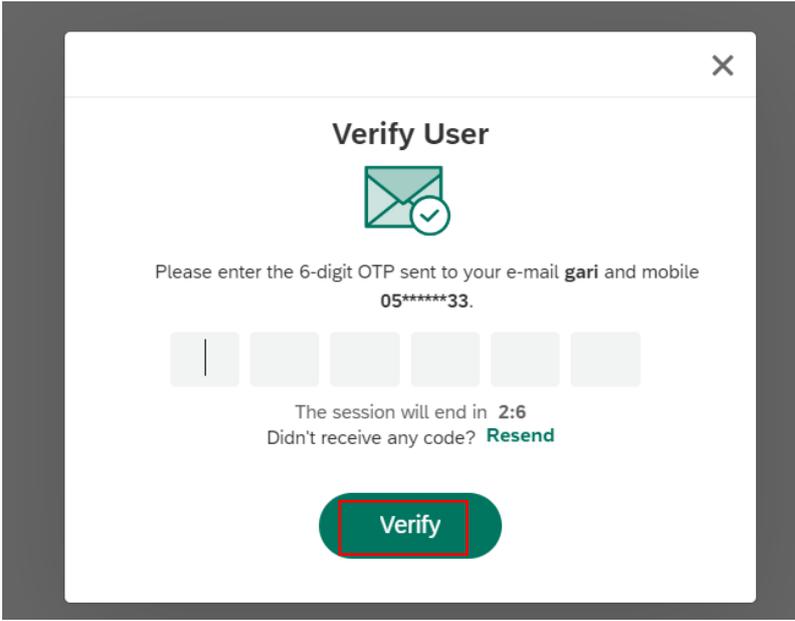
**Verify**

User Action: Click **Verify** button by entering OTP received in registered mobile number.
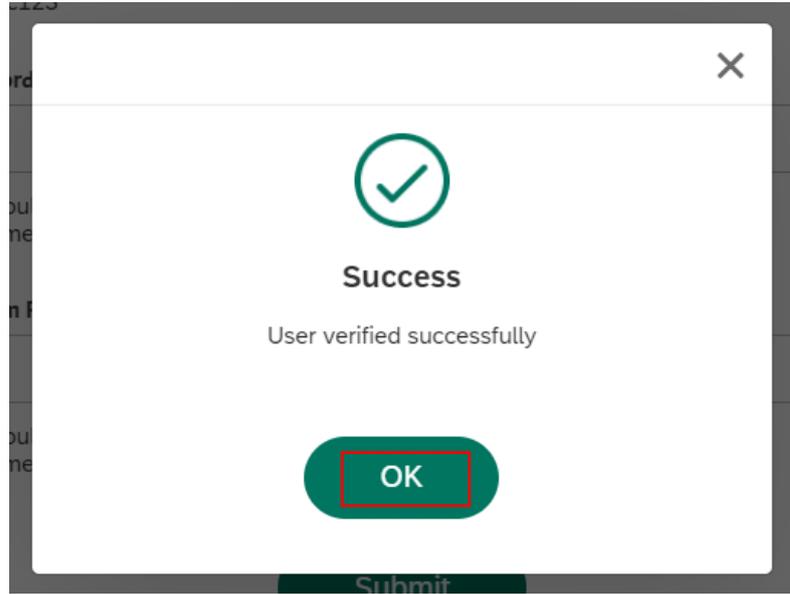
**Our Vision** A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050
Dubai Electricity & Water Authority (PJSC), P.O. Box 564, Dubai, United Arab Emirates
customercare@dewa.gov.ae | +971 4 601 9999

www.dewa.gov.ae
DEWAOFFICIAL 𝕏 📘 📷 👻 in ▶

PAGE 8 OF 12

**User Action:** Click **OK**

**Our Vision** A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050
Dubai Electricity & Water Authority (PJSC), P.O. Box 564, Dubai, United Arab Emirates
customercare@dewa.gov.ae | +971 4 601 9999

www.dewa.gov.ae
DEWAOFFICIAL

**PAGE 9 OF 12**

# Registration

Complete your registration to get access to DEWA Customer Management Portal

**User Name**

> qa_demo_1001

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

**Password**

> ••••••••      ◉

ⓘ 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**

> ••••••••      ◉

ⓘ 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**

**Our Vision** A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050
Dubai Electricity & Water Authority (PJSC), P.O. Box 564, Dubai, United Arab Emirates
customercare@dewa.gov.ae | +971 4 601 9999

www.dewa.gov.ae
DEWAOFFICIAL 𝕏 f ⊙ ☻ in ▶

PAGE 10 OF 12

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

# Registration

Complete your registration to get access to DEWA Customer Management Portal

**User Name**

> qa_demo_1001

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

**Password**

> •••••••• 👁

ⓘ 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**

> •••••••| 👁

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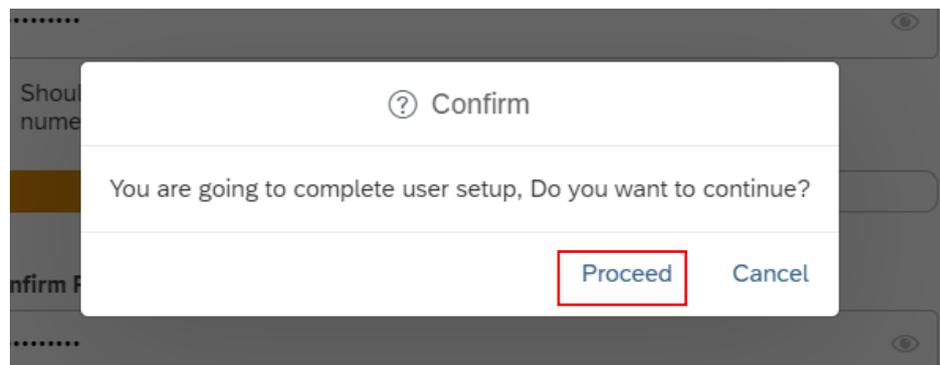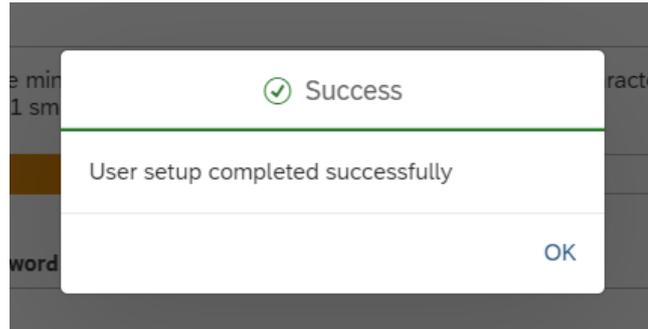
**Submit**

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

⑦ **Confirm**

You are going to complete user setup, Do you want to continue?

Proceed    Cancel

**Our Vision** A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050
Dubai Electricity & Water Authority (PJSC), P.O. Box 564, Dubai, United Arab Emirates
customercare@dewa.gov.ae | +971 4 601 9999

www.dewa.gov.ae
DEWAOFFICIAL 𝕏 ❶ ◎ ❀ in ▶

PAGE 11 OF 12

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.

**Our Vision** A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050
Dubai Electricity & Water Authority (PJSC), P.O. Box 564, Dubai, United Arab Emirates
customercare@dewa.gov.ae | +971 4 601 9999

www.dewa.gov.ae
DEWAOFFICIAL X ⓕ ⓞ ⓢ in ▶

PAGE 12 OF 12