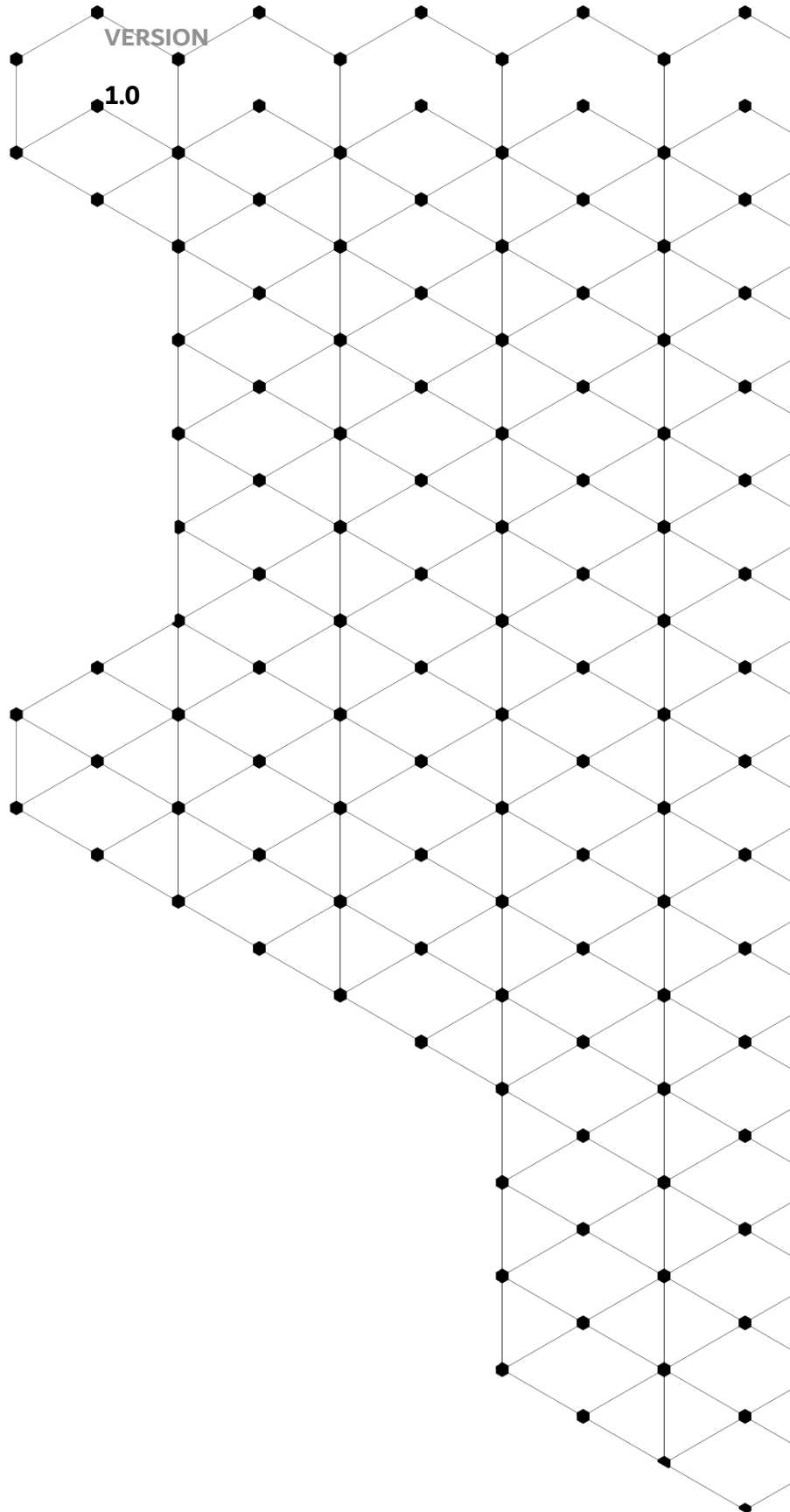


# Manage Users- Edit User

USER  
MANUAL

ISSUE DATE  
28 NOV 2023

REVISION DATE  
28 NOV 2023



VERSION

1.0

## Overview

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

### 1.1 Service features

1. A Contact Person or Admin details be edited.
2. Email and SMS to trigger for successful change.
3. Track the application which was submitted

*Consultant/Contractor should be enrolled, and admin credentials should be available with the user. User should already be created in system by admin.*

### 1.2 How to request

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

#### 1.2.1 Navigate to Builder login page and Login

## Welcome to DEWA

I am a

Consumer

**Builder**

Supplier

Job Seeker

Government

Builder Login

Username

qa\_demo\_020

Password

.....

[Forgot Password?](#)

Remember me

**Login**

OR [Create an Account](#)

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

The screenshot shows the DEWA user dashboard. At the top, there are logos for the Government of Dubai and DEWA. Below the logos, there are navigation links for 'Home' and 'Contact Us'. The main navigation bar includes 'Dashboard', 'My Profile', and 'Manage Users', with 'Manage Users' highlighted by a red box. On the right side of the navigation bar, there is a search icon, an accessibility icon, a user profile icon labeled 'ZULFIKAR SOMJI', and a 'LOGOUT' button. The main content area is divided into three columns of service cards: 'Trending Services' (with a 'NEW' badge on 'SOQOOR Programme'), 'NOC Services' (with 'Building No Objection Certificate - Electricity/Water' and 'Infrastructure Projects No Objection Certificate'), and 'Water Network Services' (with 'Getting Water Connections' and 'Water Network Modification').



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

### 1.2.2 Manage Users – Edit User

**Note:** Only when Role gets changed from Contact Person to Admin, approval workflow will trigger else no approval is required for rest of the cases.

## 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.

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

### Edit User

**Emirates ID**

**Expiry Date**

**Name**

**E-mail**

ⓘ Eg. yourname@emirates.net.ae or yourname@companyname.com

**Mobile Number**

ⓘ eg: 5XXXXXXX

**User Action:** Click **Edit** button which will open pop-up window within screen displaying existing information where user can change following information only: Phone Number / Email / Role

**Mobile Number**

ⓘ eg: 5XXXXXXX

**User Role**

Administrator

---

Contact Person

Administrator

**User Action:** For selected contact person change role from **Contact Person** to **Administrator**.

**User Role**  
Administrator

**Designation**  
Civil Engineer

**Authorization Letter for Admin**  
**Admin Authorization Letter Template**

**Upload your File**

Supported File Types:PNG,JPG,PDF (Upto 5 MB)

**Submit**

**User Action:** Upload Mandatory Attachments by clicking on **Upload Your File** button

Civil Engineer

**Authorization Letter for Admin**  
**Admin Authorization Letter Template**

**Upload your File**

Supported File Types:PNG,JPG,PDF (Upto 5 MB)

PDF attachment 1.pdf 1.326MB

**Submit**

**User Action:** Click on **Submit** button. Unique request number will be generated.

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  
Search Users All

**Contact Person**

- ZULFIKAR SOMJI  
admin@jewel.com
- RAEF HAZEM ABDEL MAKSOUID  
raef@infasme.com

**Success**  
Your edit user request 0002000477 has been successfully completed

Done

Status	Action
Active	Edit
Active	Edit ...

**User Action:** Click on Done

### 1.2.3 Tracking Application

Dashboard My Profile Manage Users

- Trending Services**
  - SOQOOR Programme **NEW**
  - Building No Objection Certificate - Electricity/Water
  - Getting Electricity Connections
  - Infrastructure Projects No Objection Certificate
  - Track Applications for Project Owners
  - Builder Services Guide
- Electricity Network Services**
- NOC Services**
  - Building No Objection Certificate - Electricity/Water
  - Infrastructure Projects No Objection Certificate
- General Technical Services**
  - DEWA Generation Projects Document Submission
  - Testing Services
  - Infrastructure Projects Services
- Water Network Services**
  - Getting Water Connections
  - Water Network Modification
- Estimate Payment & Tracking**
  - **Track your Applications**
  - Connections Estimate Payment
  - Connections Estimate History

**User Action:** To check current status of application. Go to My Dashboard and click on

[Track your Applications](#)

**Note:** Same service type will be selected to track Create User, Edit User and Unblock User Requests.

Track your Application

Search Criteria

Request No 
  
 Start Date  From Date  To Date

- Manage User Requests
- Select Service Type--
- Getting Electricity & Water Connections
- Network Modification - Electricity
- Network Modification -Water
- DRRG Solar NOC
- Building NOC-Electricity
- Building NOC-Water
- Fit Out Application
- Infrastructure NOC Application
- Infrastructure Projects Services
- One Step Getting Electricity
- Demolition NOC-Electricity
- Demolition NOC-Water
- Demolishing Permits - Electricity/Water
- Getting Solar Permits & Connections
- Technical Discussion Support
- Update Profile
- Manage User Requests

Search

Application	Request...	Status	Submitted Date	View Details	Resubmit	ID Number	Request Category

**User Action:** From the dropdown of **Select Service Type**, choose **Manage user Requests**



Track your Application

Search Criteria

Request No [ ]  
Start Date [ ] From Date [ ] To Date [ ]  
Manage User Requests [ ]

\*Please select Service type first

Search

User Action: Click on Search.

Track your Application

Search Criteria

Request No [ ]  
Start Date [ ] From Date [ ] To Date [ ]  
Manage User Requests [ ]

\*Please select Service type first

Search

Reques...	Name	Status	Submitted Date	View Details	Resubmit	ID Number	Request Category
0002000477	RAEF HAZEM ABDEL MAKSOU EID	In Progress	28.11.2023	<a href="#">View</a>		784196631303862	Edit
0002000475	GIUSEPPE MATTEUCCI	Returned	25.11.2023	<a href="#">View</a>	<a href="#">Edit</a>	784200151568142	Create
0002000452	ABDULKADIR SUNELWALA ASGER	In Progress	14.11.2023	<a href="#">View</a>		784198651698213	Create

User Action: Submitted request status will be shown on screen.