حكومة دبي
GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

# Customer Registration and Update for Testing Services

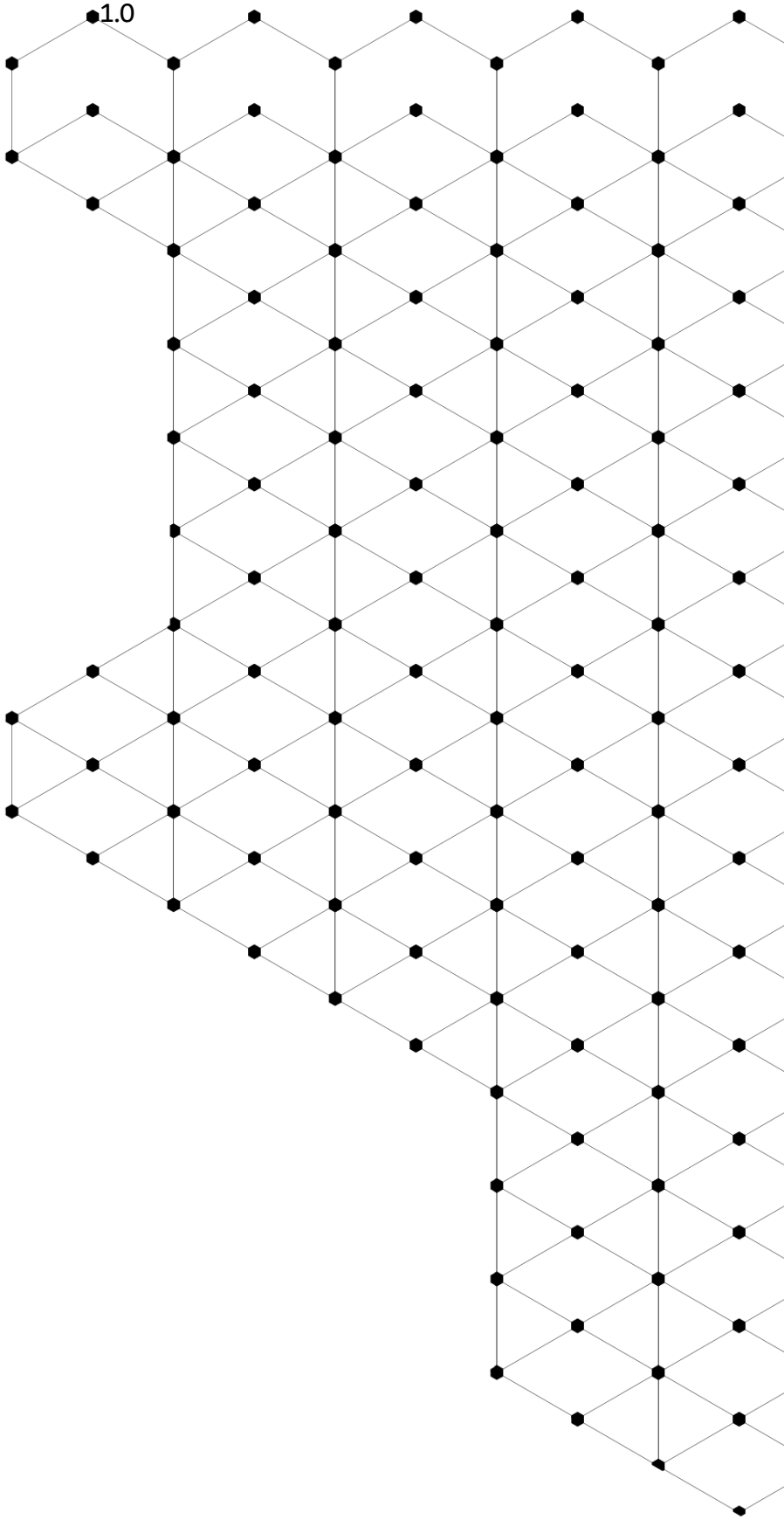
## USER MANUAL

©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.

GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

| ISSUE DATE | REVISION DATE | VERSION |
| --- | --- | --- |
| 30 Nov 2023 | 03 Dec 2023 | 1.0 |



©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.

# Overview

The objective of this Tutorial is to learn the DEWA SAP Customer Registration and Update. : Customer Registration is a process to create new customer of Testing services for Organization and Individual.

## 1.1. Service features

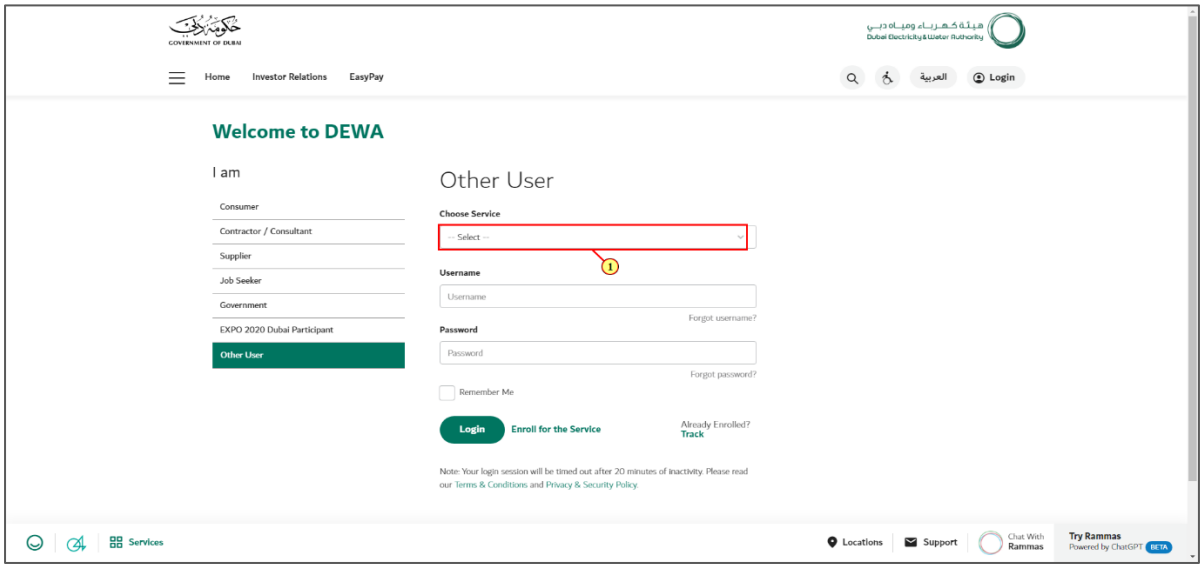
- Customer Registration For Testing (Organization)
- Customer Registration For Testing (Individual)
- Track Customer Application
- Update The Customer

## 1.2. How to request (steps+ screen screenshots)

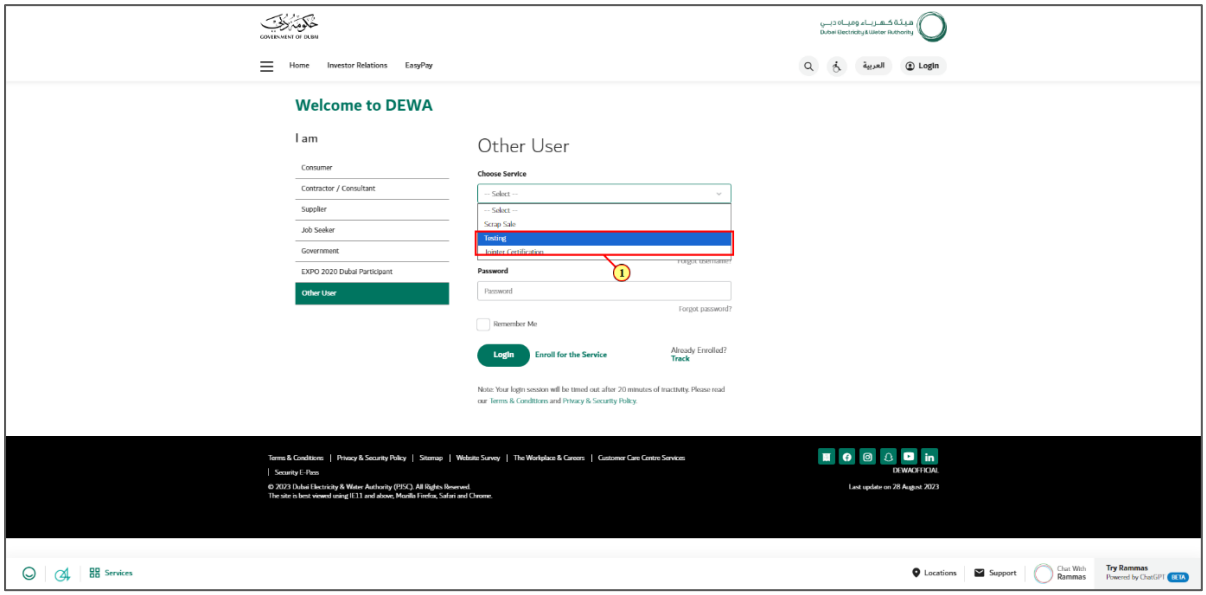
### 1.2.1. Customer Registration For Testing (Organization)

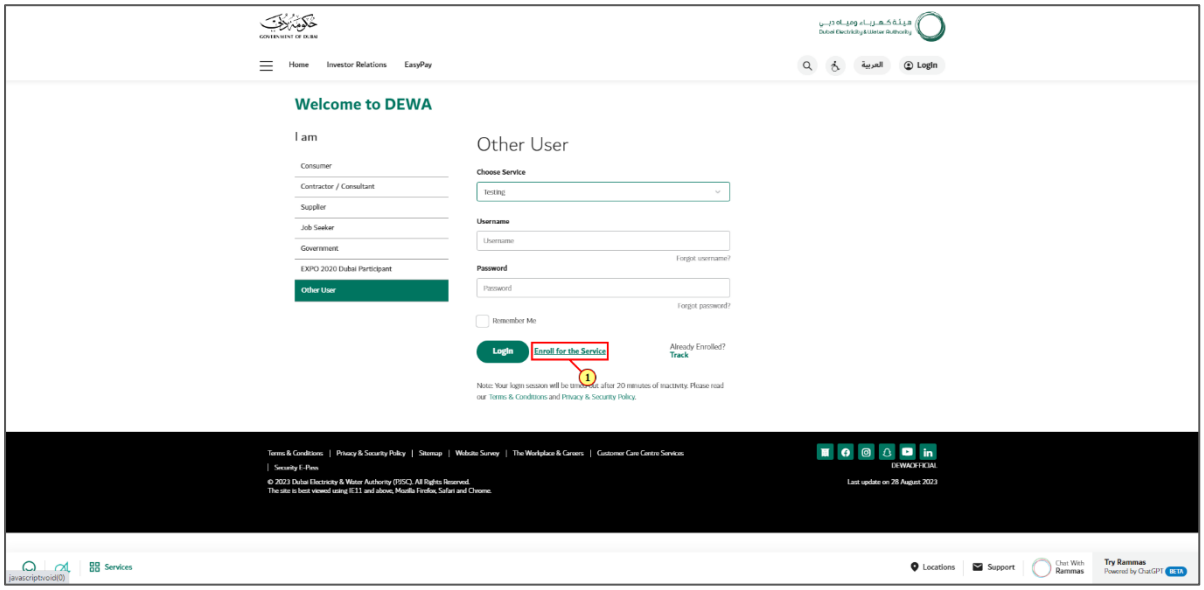
**Customer Registration Page**

**Information:** Customer Registration is a process to create new customer of Sales and Testing services for Organization and Individual. Use **https://www.dewa.gov.ae/en/miscellaneous/login** to access this portal.

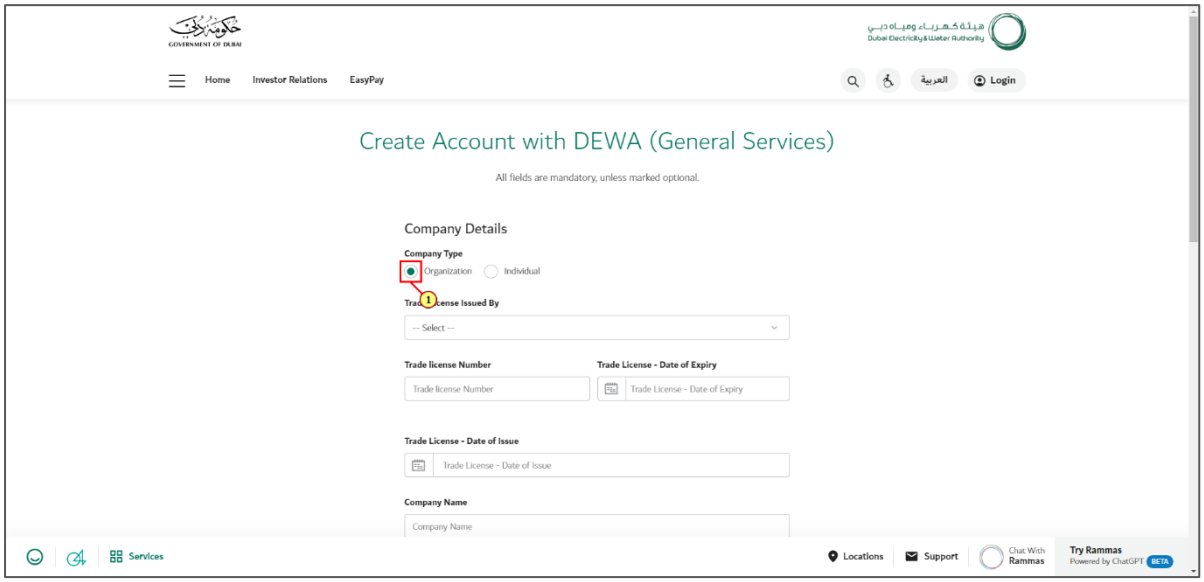



**User Action:** Click on **Choose Service** button and select Miscellaneous Service from dropdown. For ex. For Testing Testing is selected.

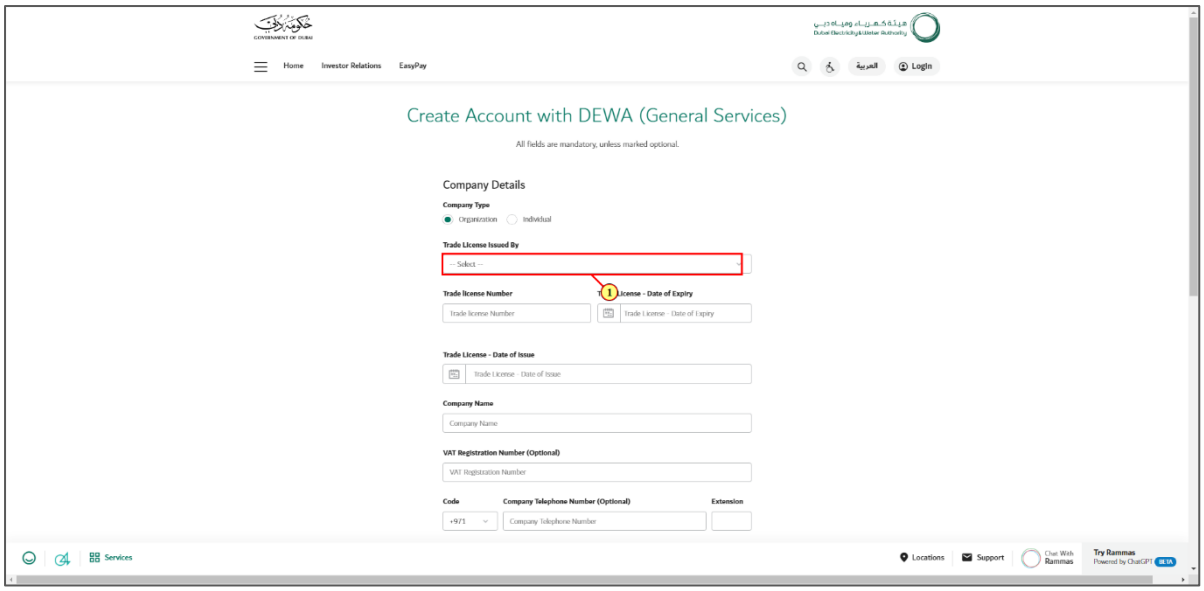



**User Action:** You can click **Enroll for the Service** link to create new customer.

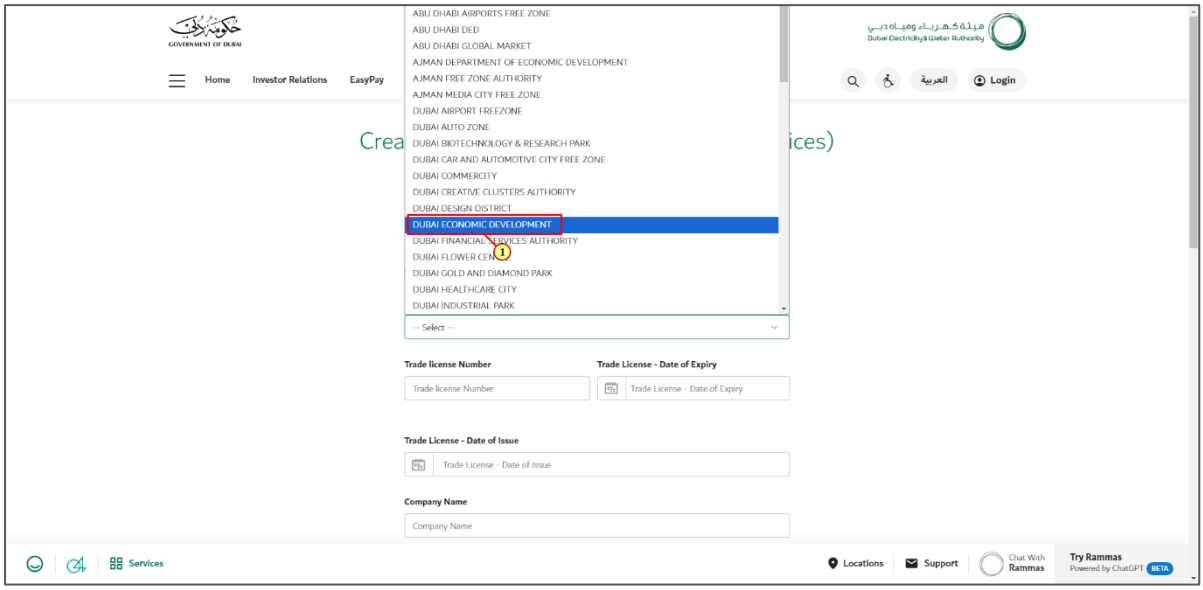


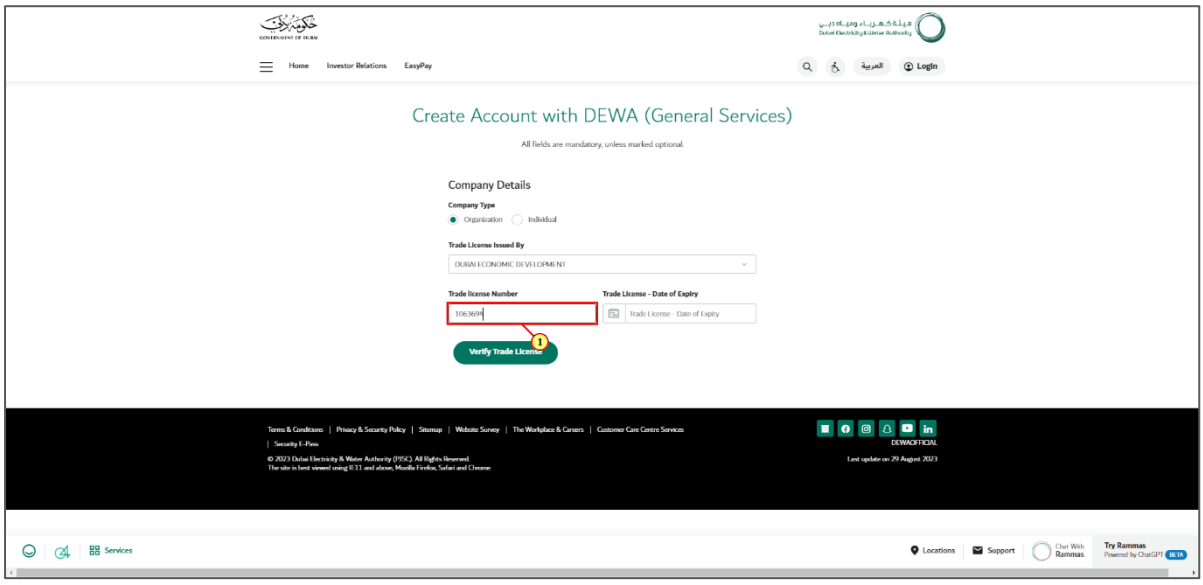

**User Action:** Select Organization radio button to create Customer for Organization.




**User Action:** Select Trade License Issue by authority from drop down list. For Ex. DUBAI ECONOMIC DEVELOPMENT selected as below.

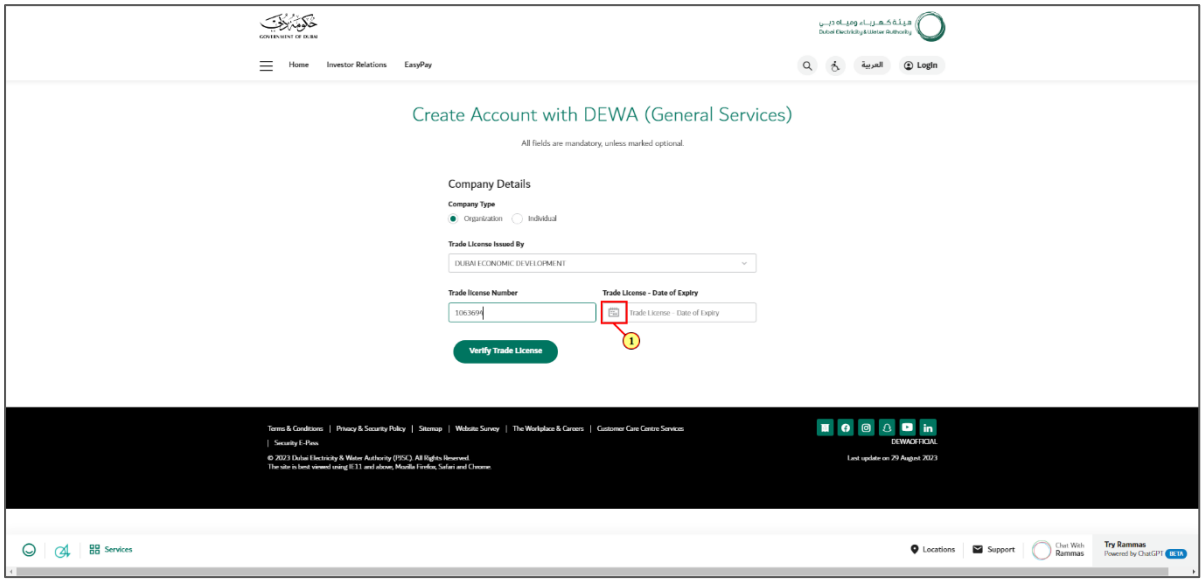
©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.

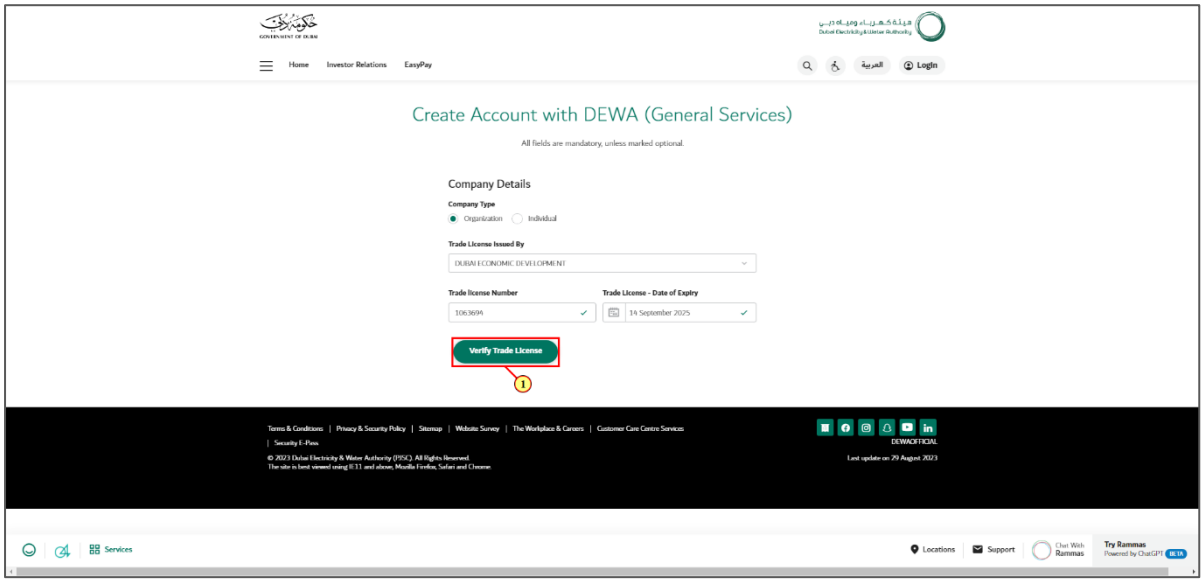


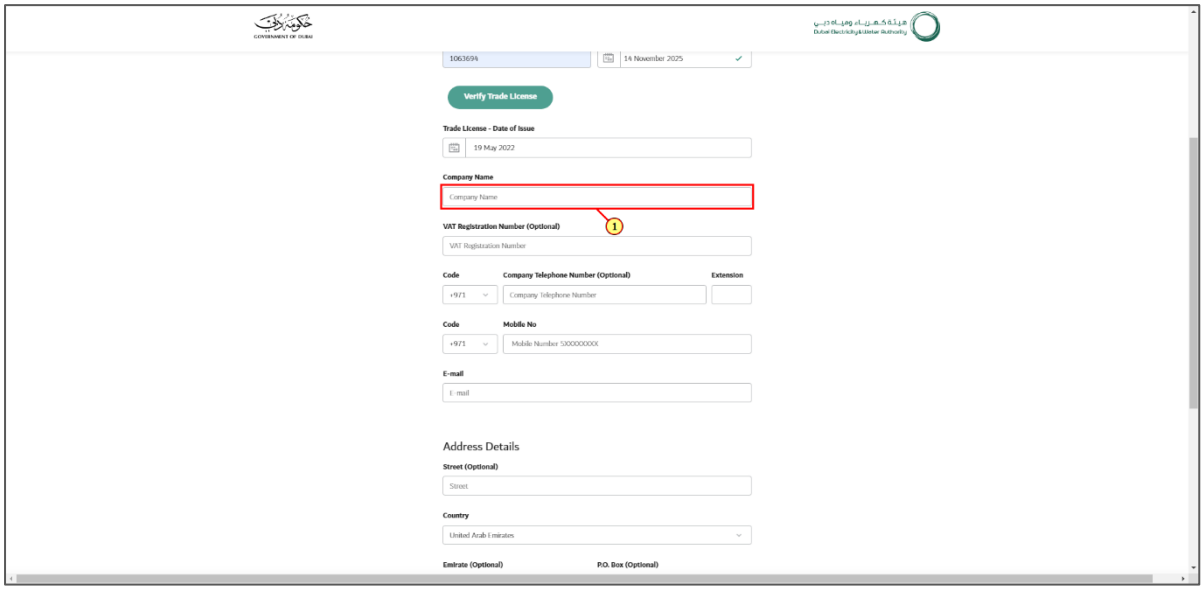

**User Action:** Enter Trade license Number of customer and select Trade License Expiry date as below.

©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.

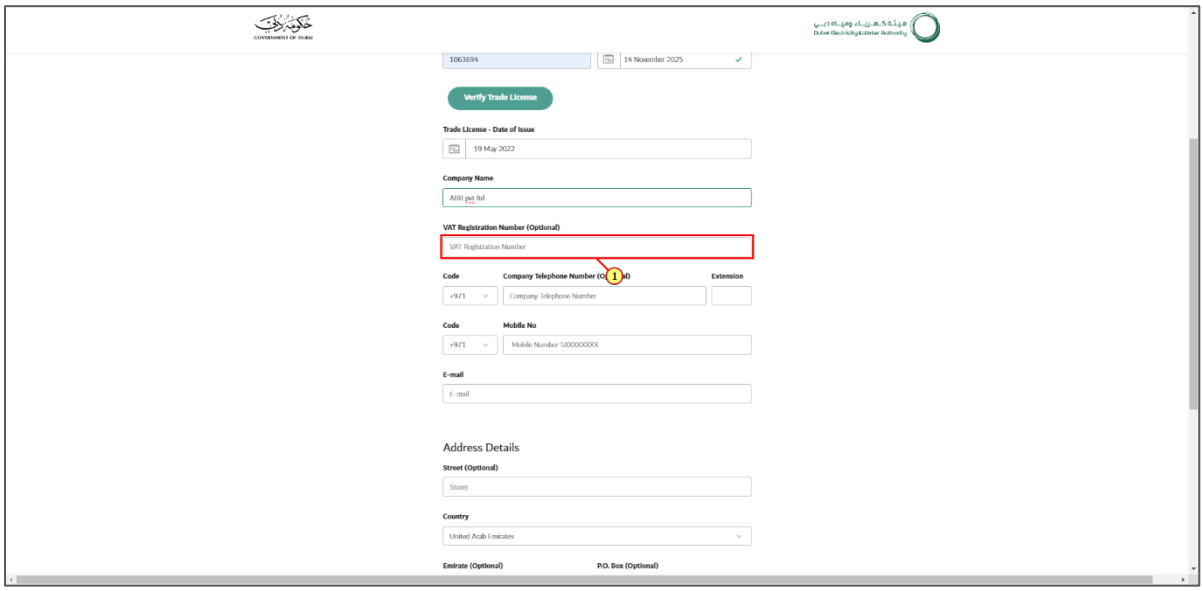



**User Action:** Click on **Verify Trade License** button to validate the entered details. You will see Date of issue is automatically fetched.

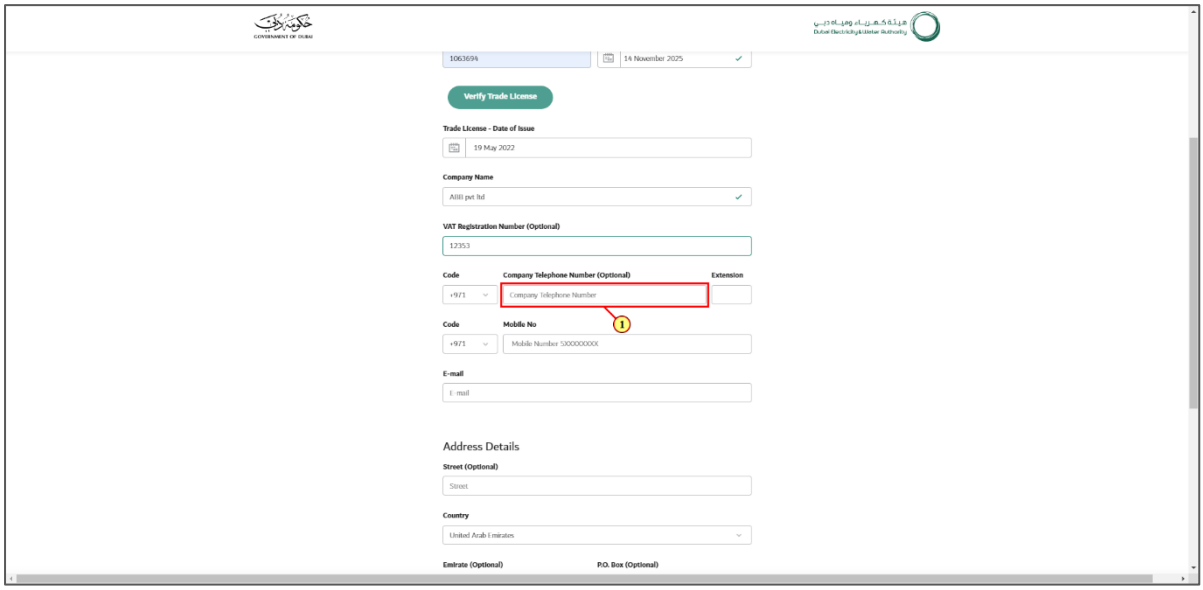



**User Action:** Enter Company Name for customer.

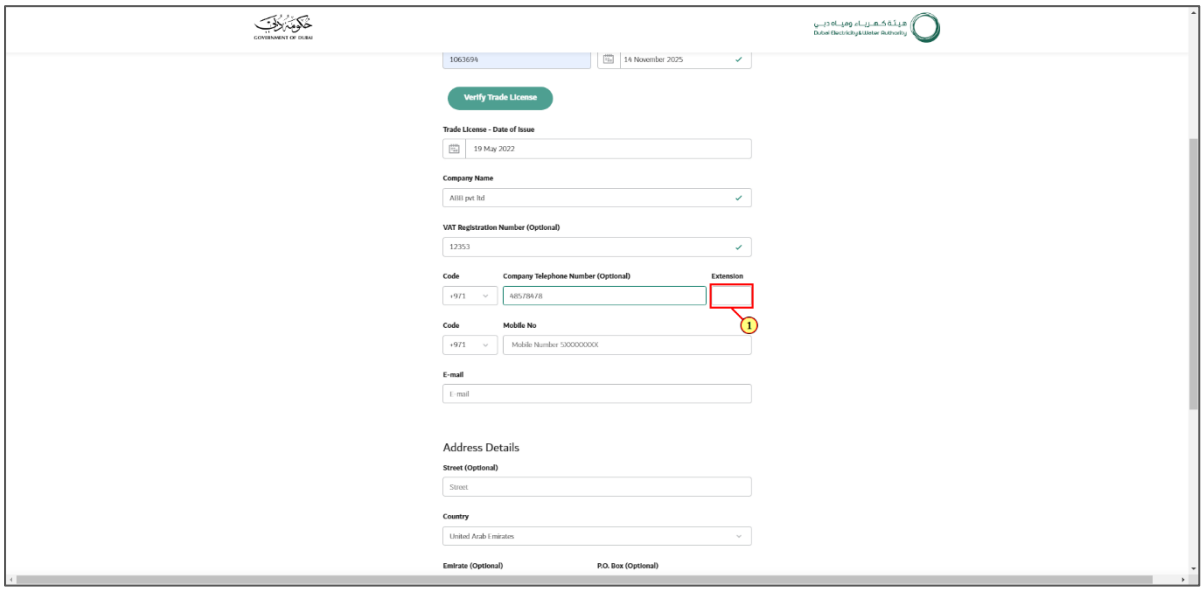



**User Action:** VAT Registration Number is optional field, you can enter VAT number in same field.

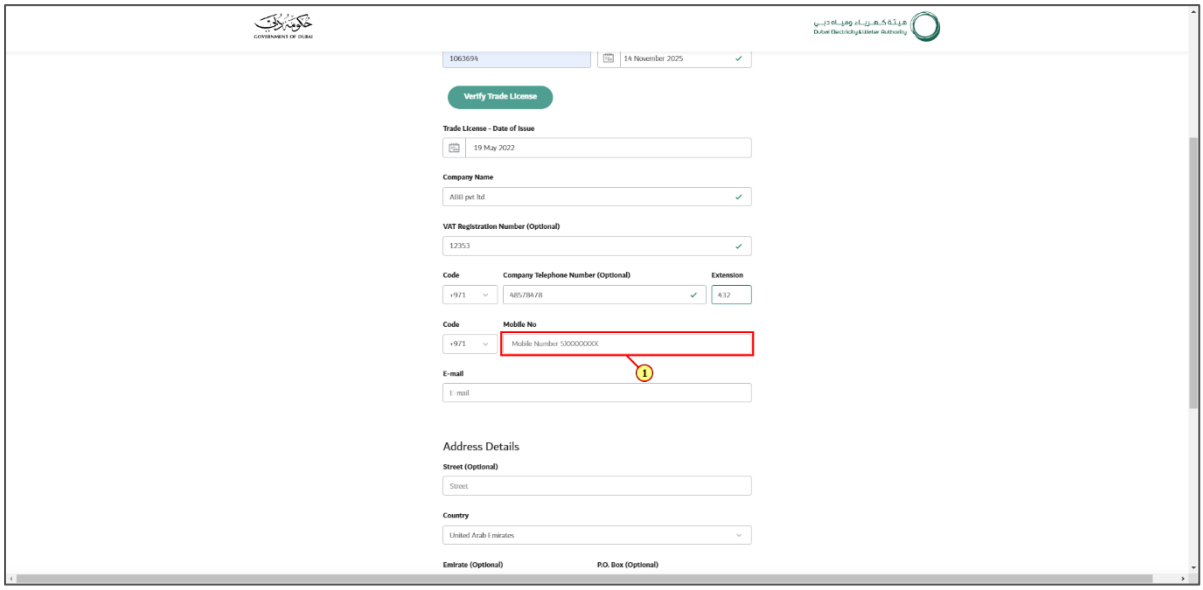
©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.



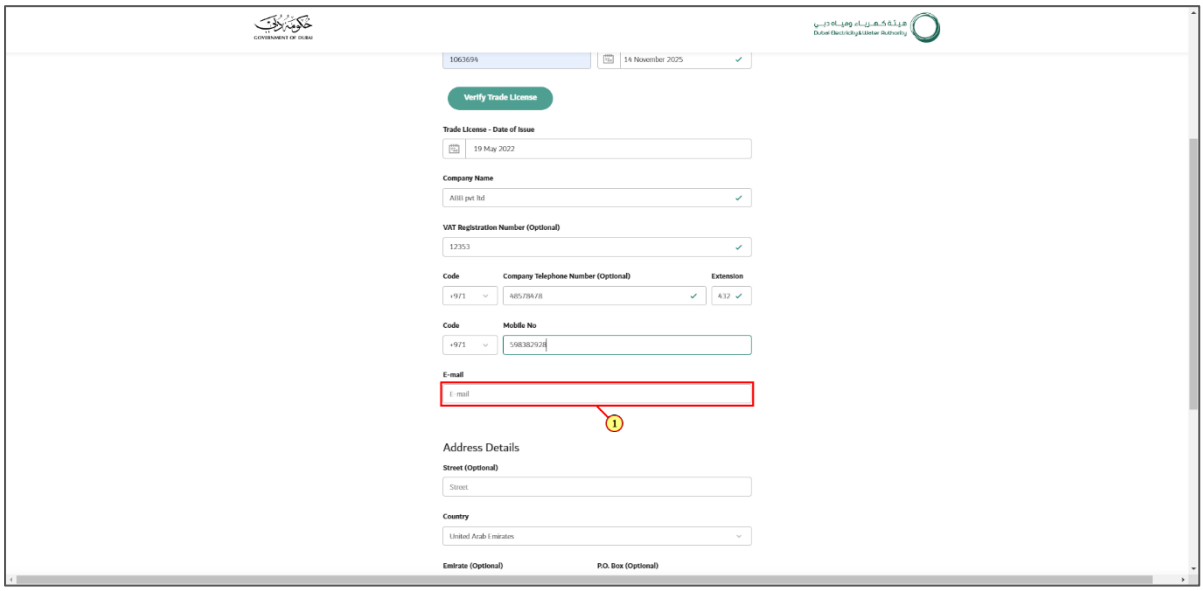

**User Aciton:** Enter Company Telephone Number and extension for it.




©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.

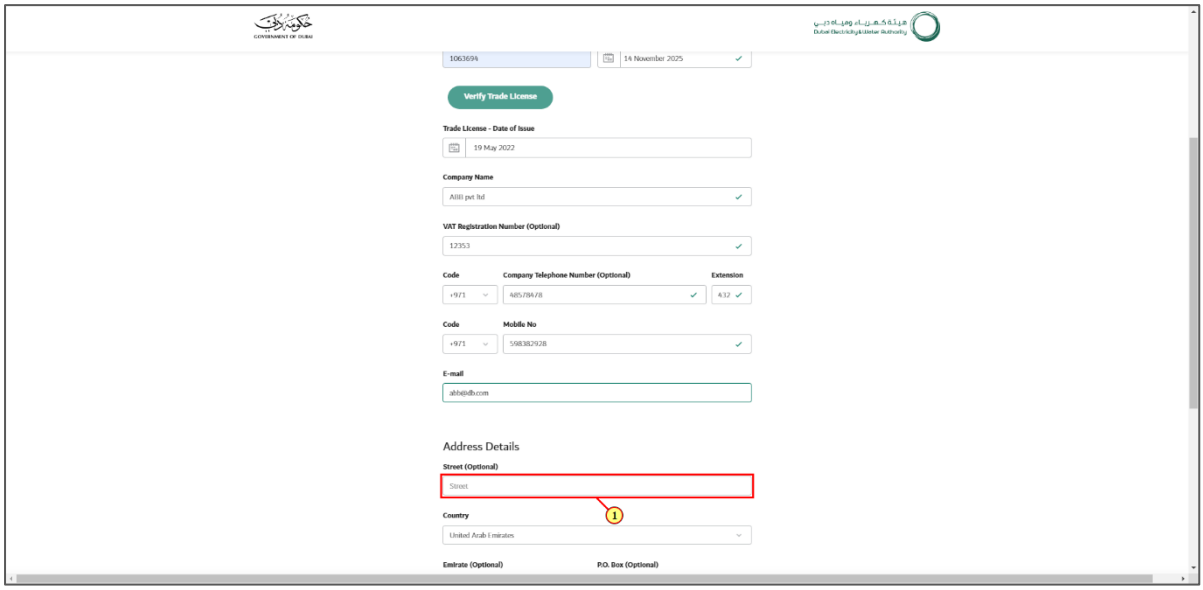



**User Action:** Enter Customer Mobile Number.

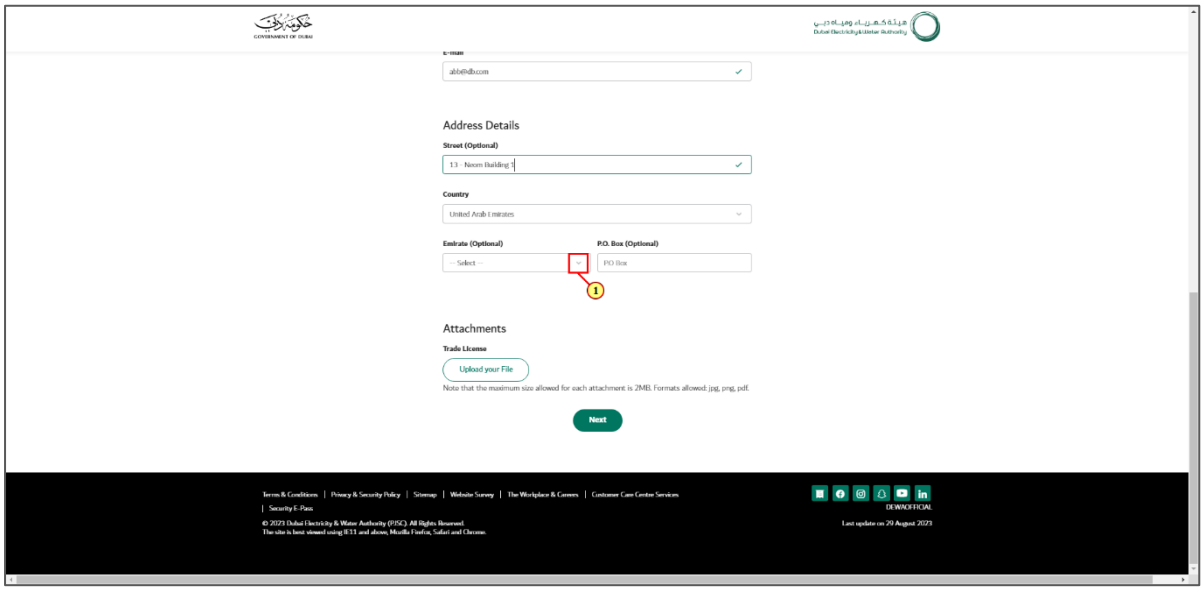



**User Action:** You need to provide customer email in the email address field.

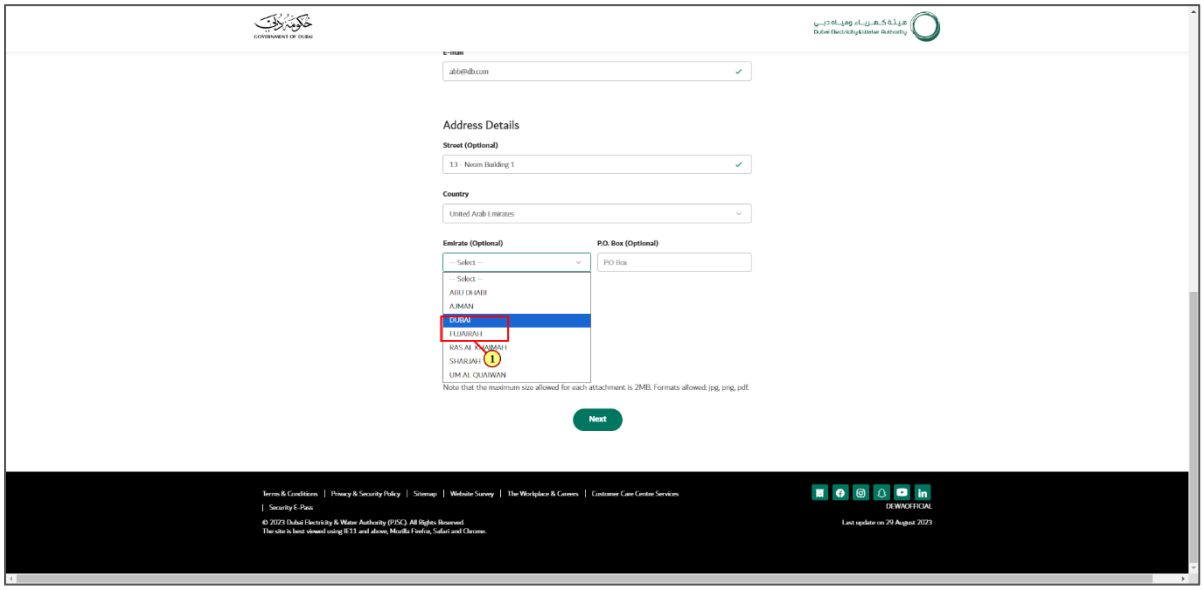
©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.

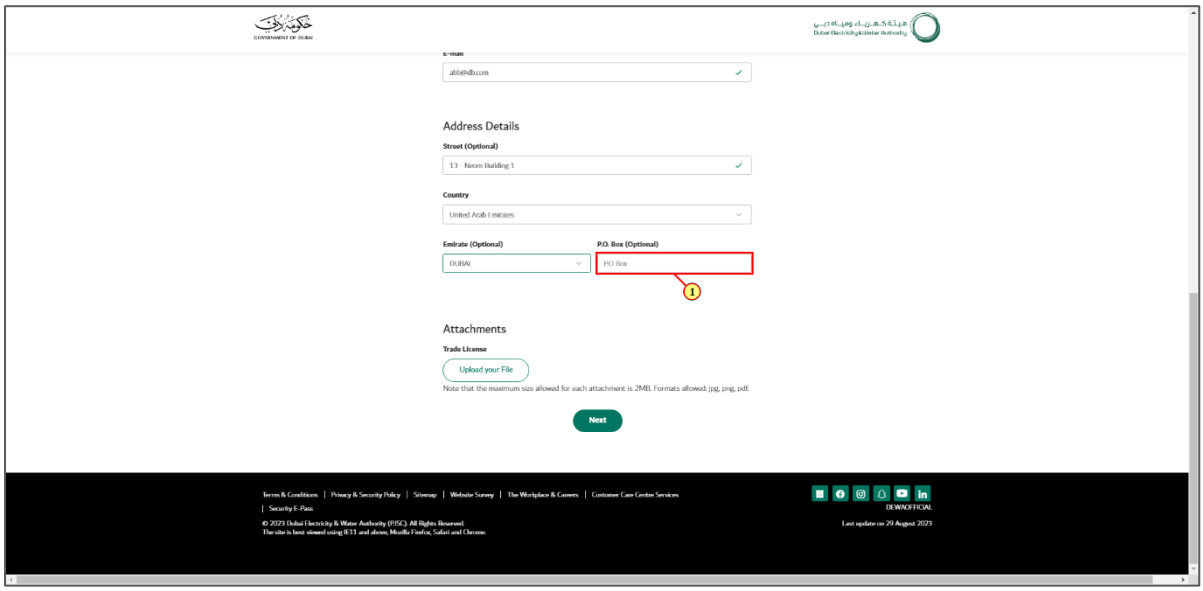



**User Action:** Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.

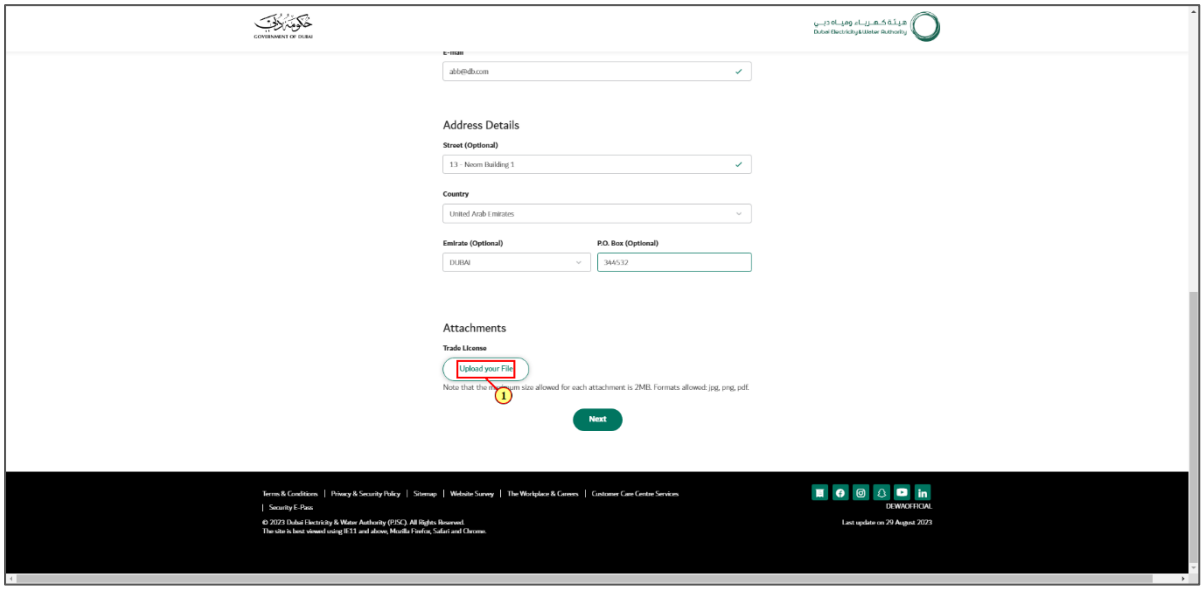



**User Action:** Select Emirates for customer address.

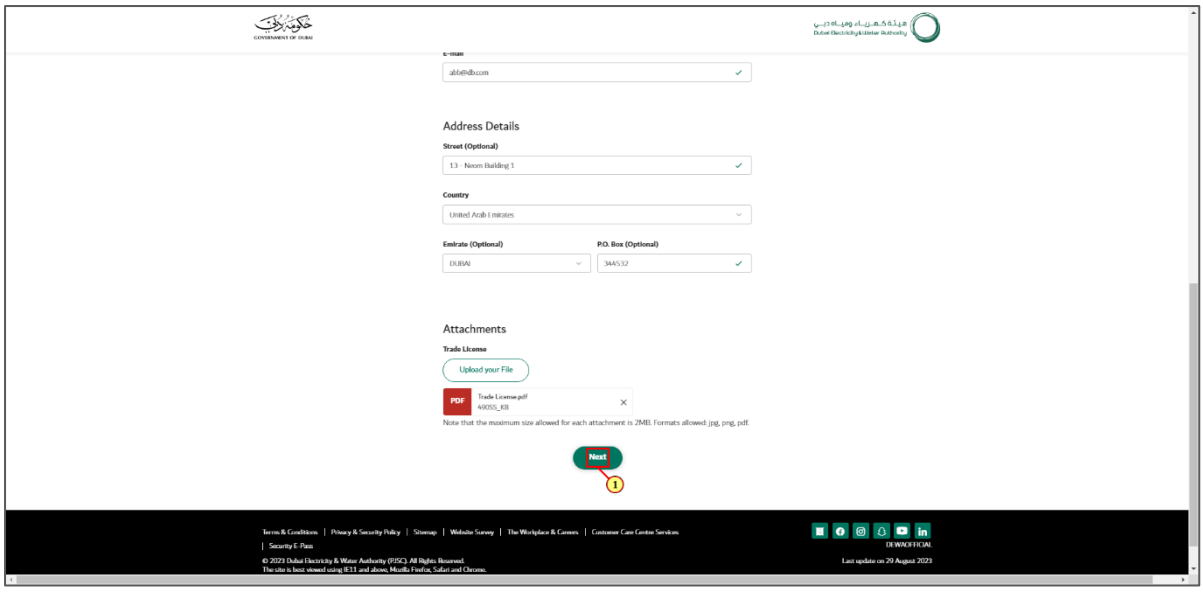


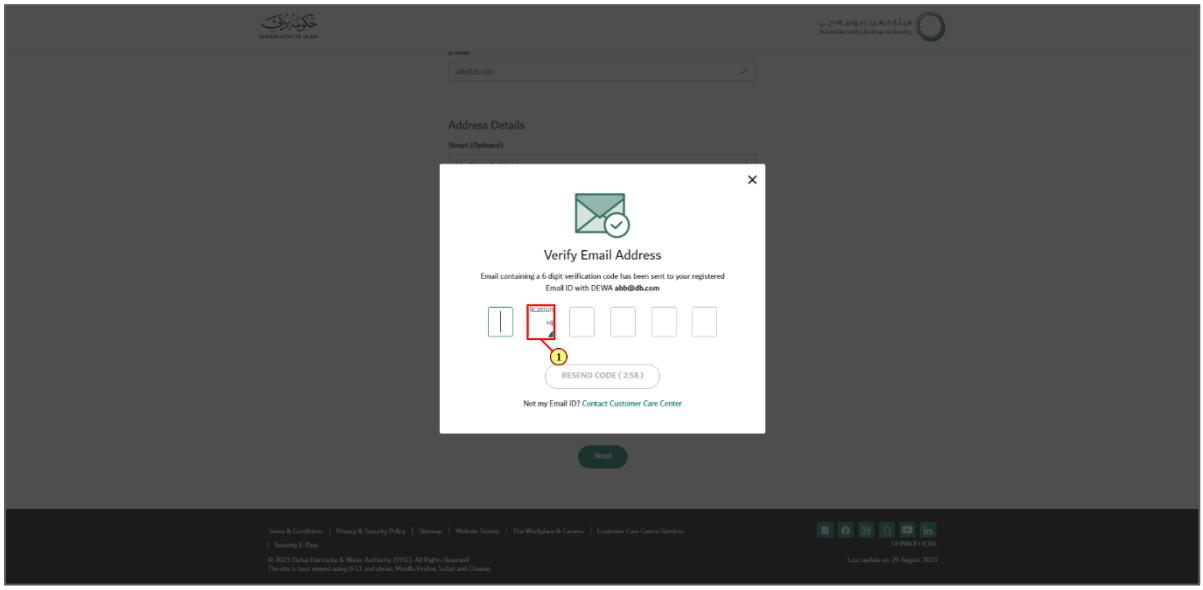

**User Action:** Enter PO Box Details for customer.



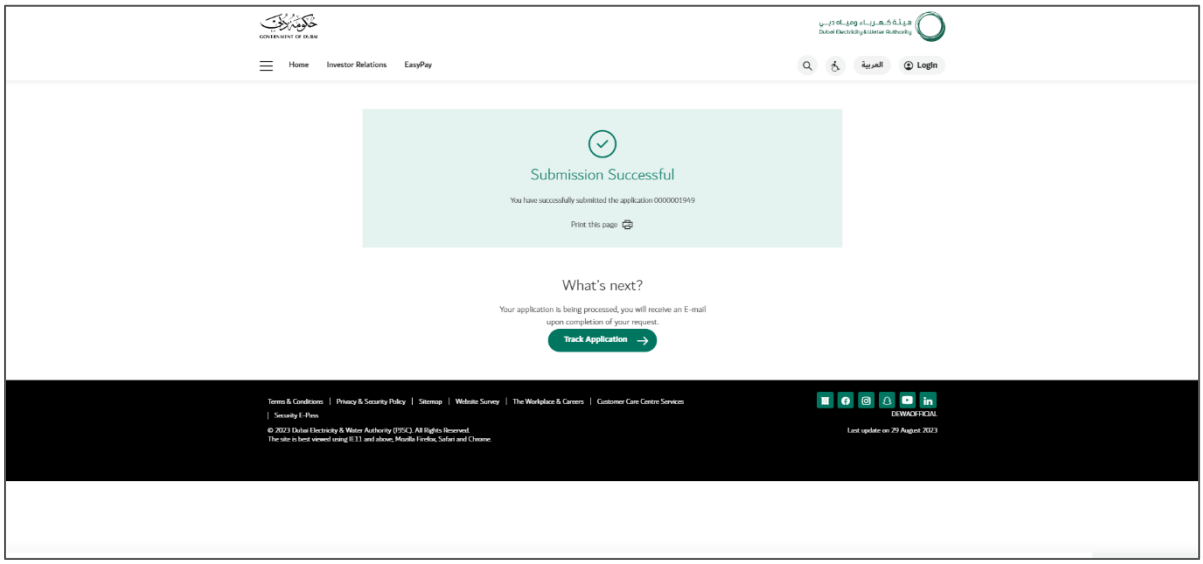

**User Action:** Click on Upload your File button to upload Customer Trade License copy.




**User Action:** Click on Next button and you will receive OTP on Email.



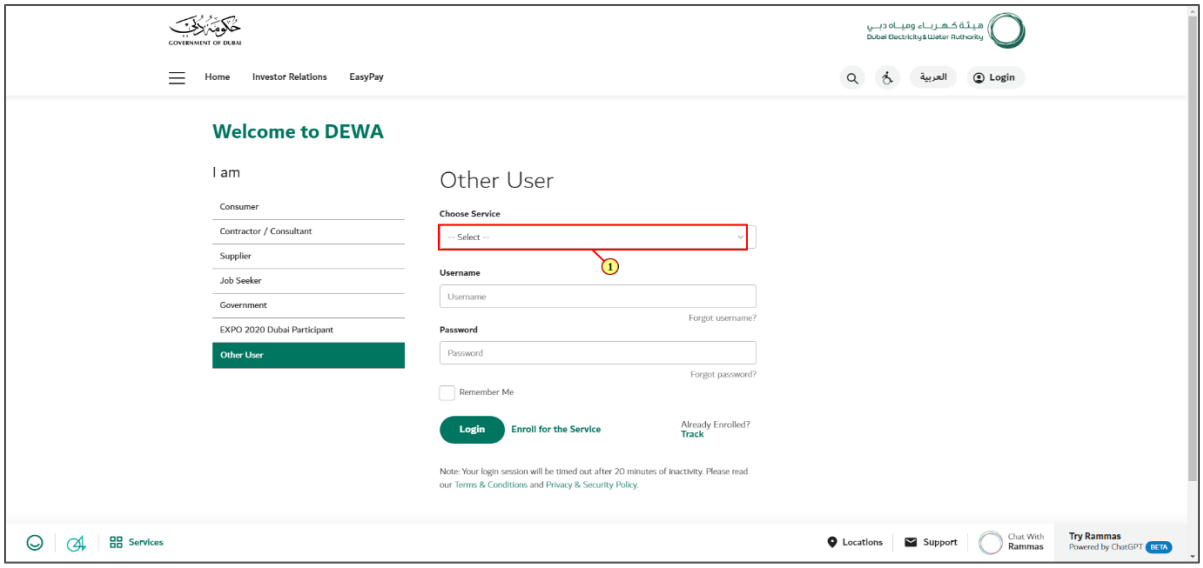

**User Action:** Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.



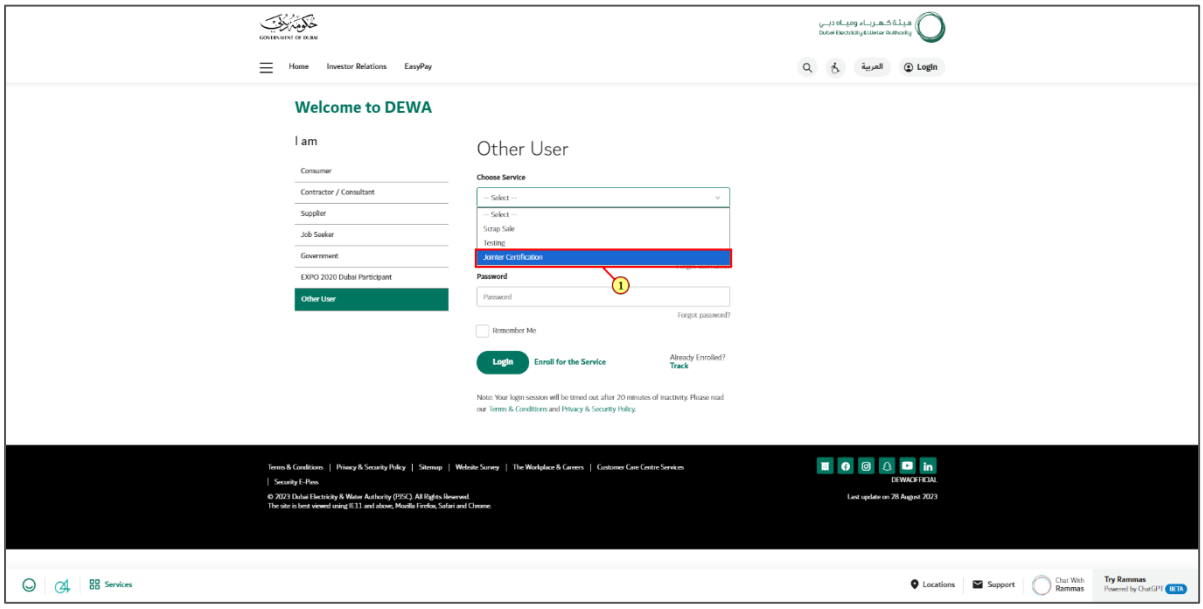
## 1.2.2. Customer Registration For Testing (Individual)

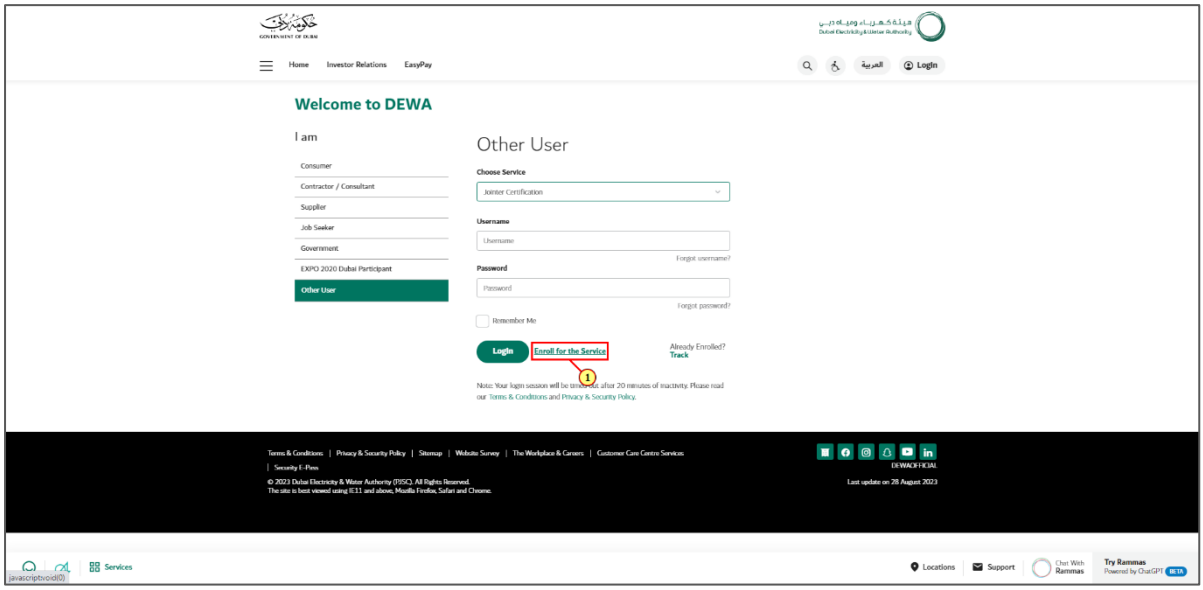
### Customer Registration Page

**Information:** Customer Registration is a process to create new customer of Sales and Testing services for Organization and Individual. Use **https://www.dewa.gov.ae/en/miscellaneous/login** to access this portal.

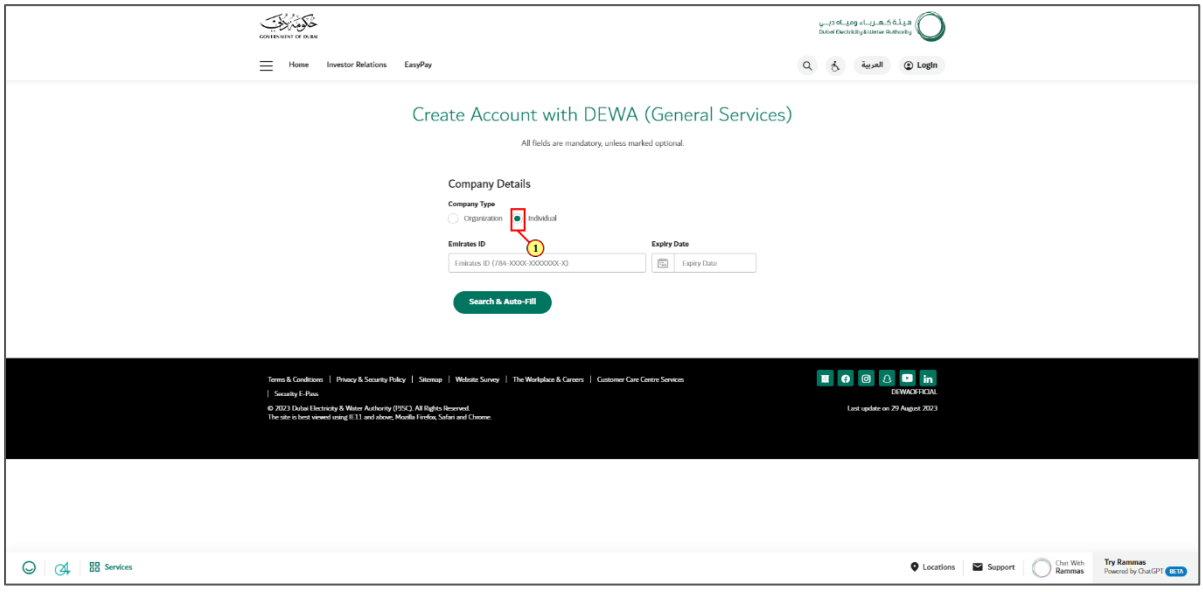



**User Action:** Click on **Choose Service** button and select Miscellaneous Service from dropdown. For ex. For Testing - Jointer Certification is selected.

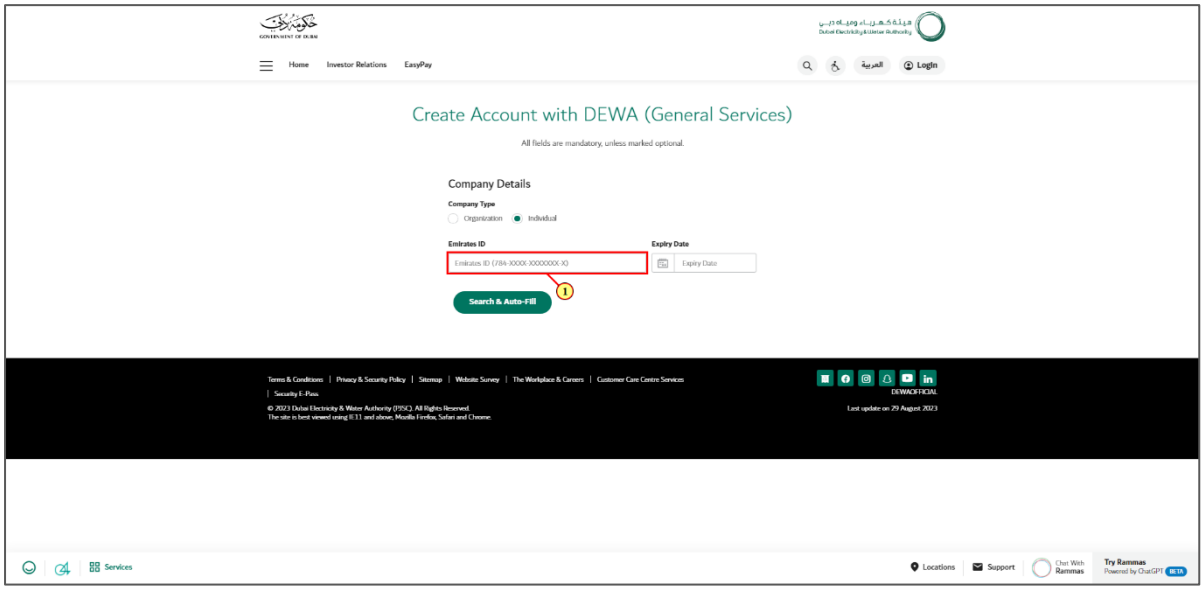




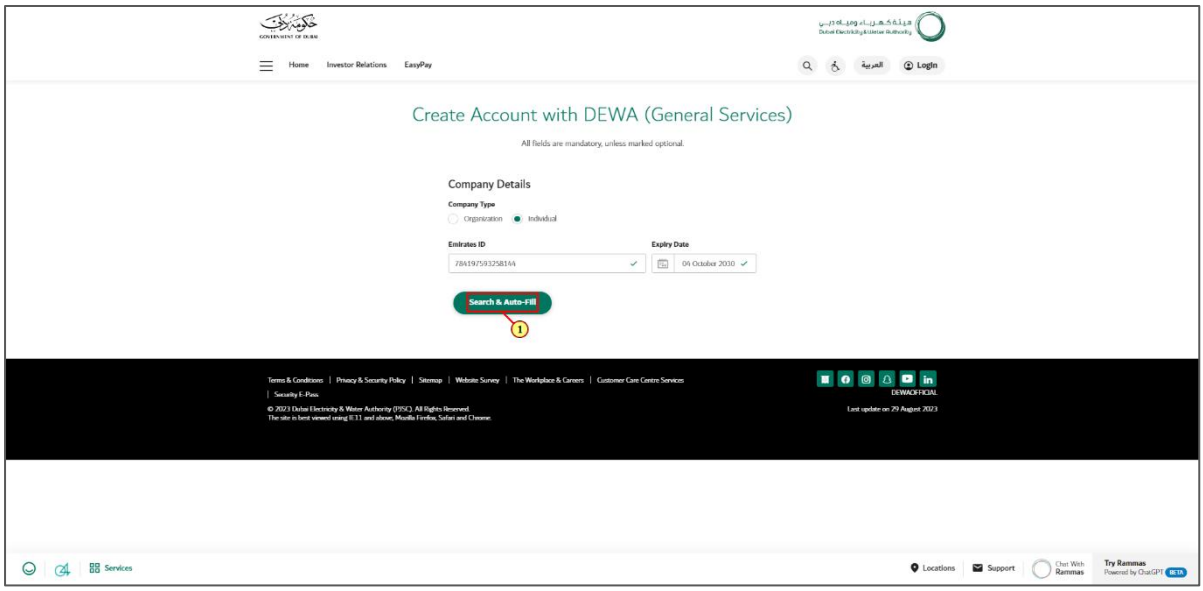

**User Action:** You can click **Enroll for the Service** link to create new customer.



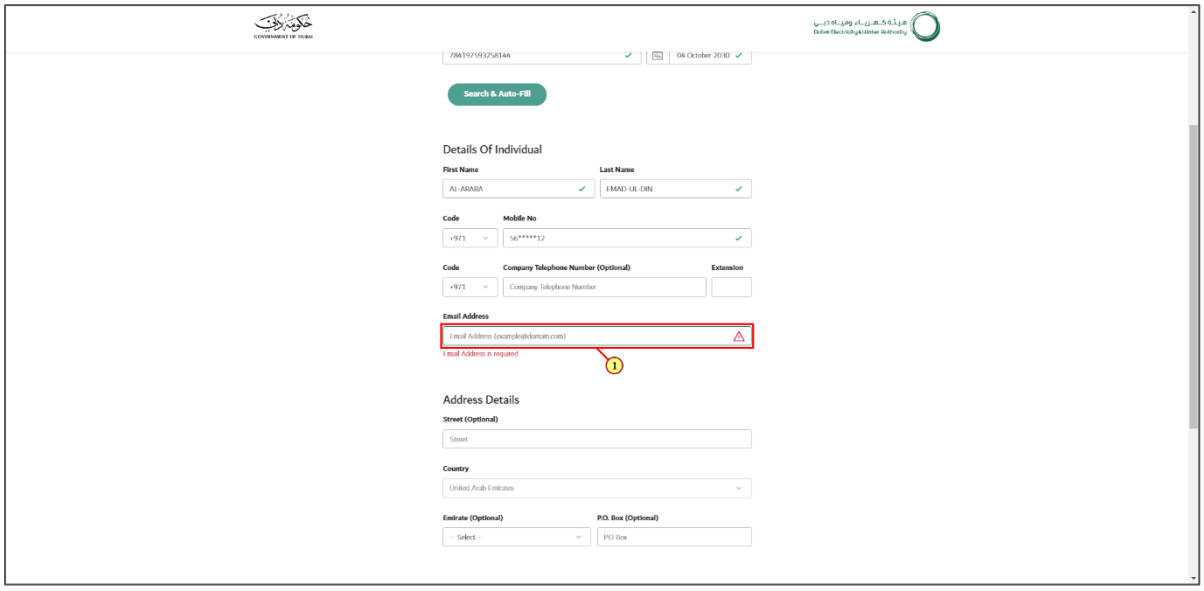

**User Action:** Select Individual radio button to create Customer for Individual Person.



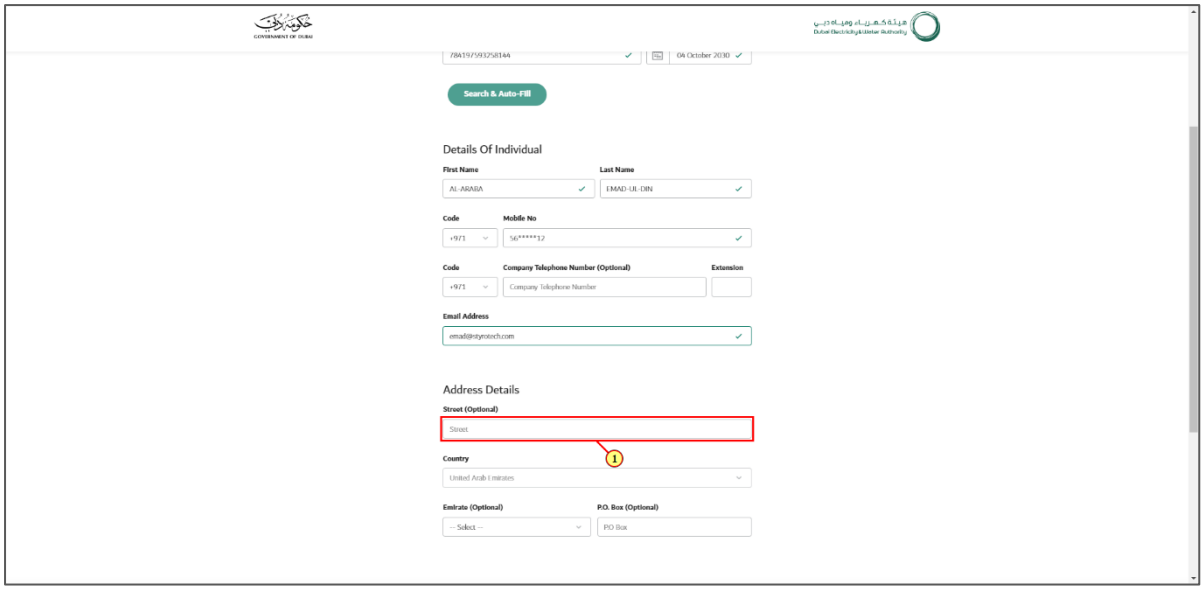

**User Action:** For individual customer you need to enter Emirates Id for the customer. Enter Expiry Date




**User Action:** Click on Verify Trade License button to validate the entered details. You will see Date of issue is automatically fetched.

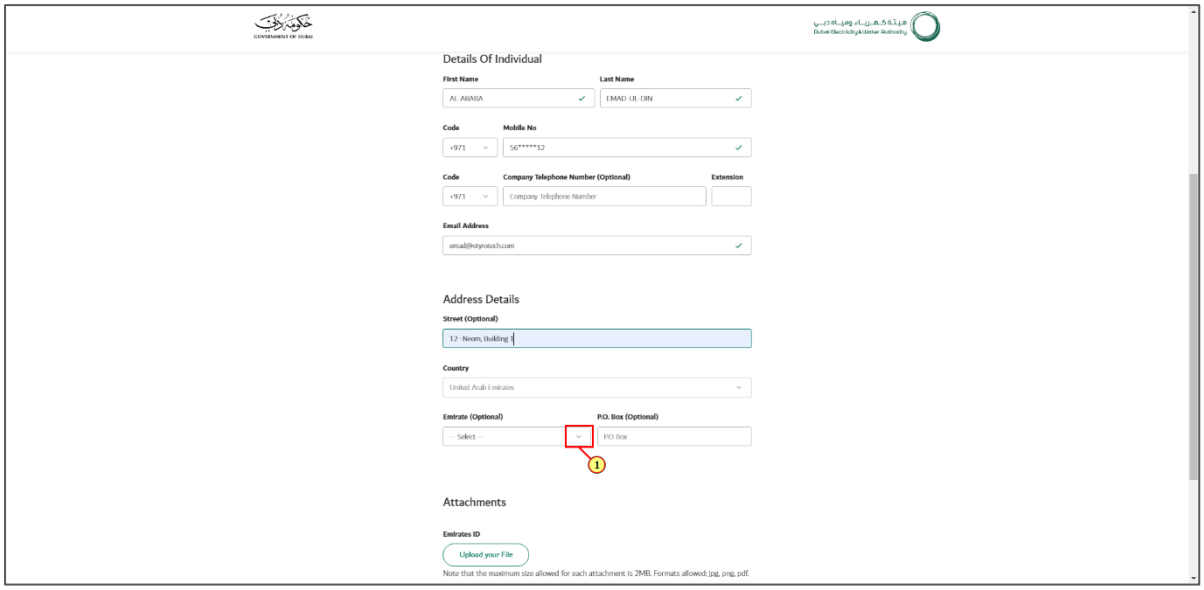



**User Action:** You need to provide customer email in the email address field.

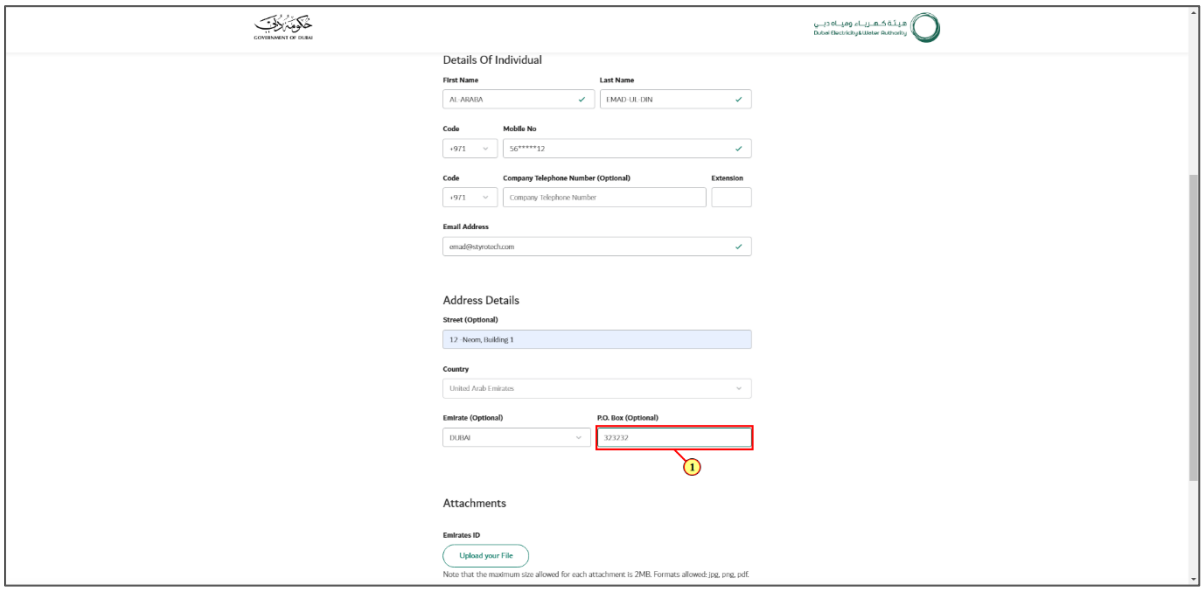



**User Action:** Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.

©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.

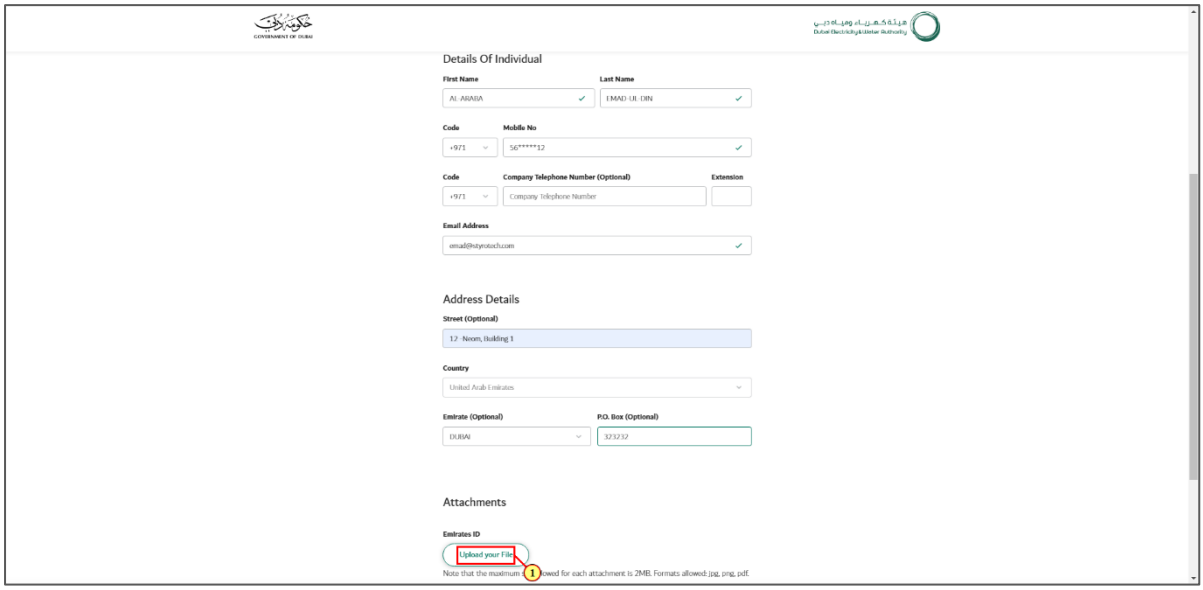



**User Action:** Select Emirates for customer address. For Ex. Dubai selected.

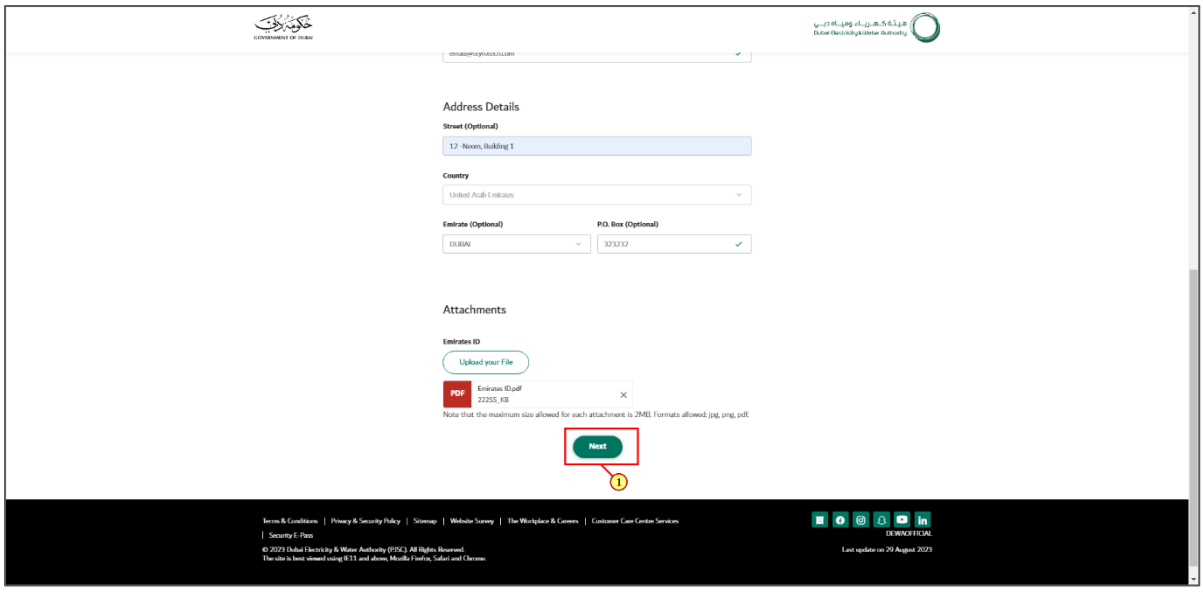



**User Action:** Enter PO Box Details for customer.

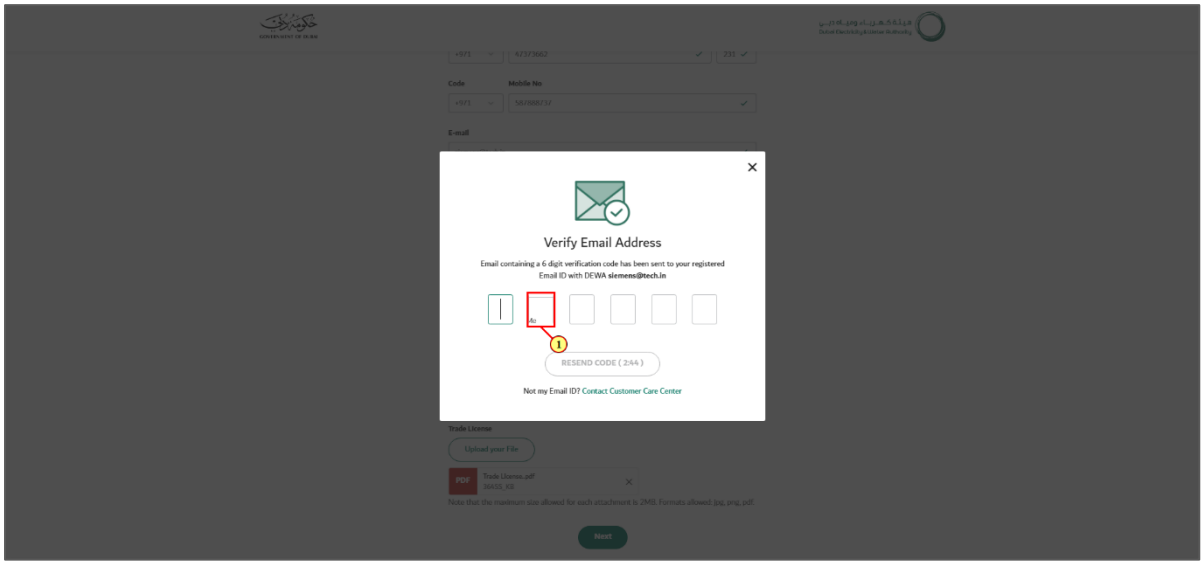
©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.



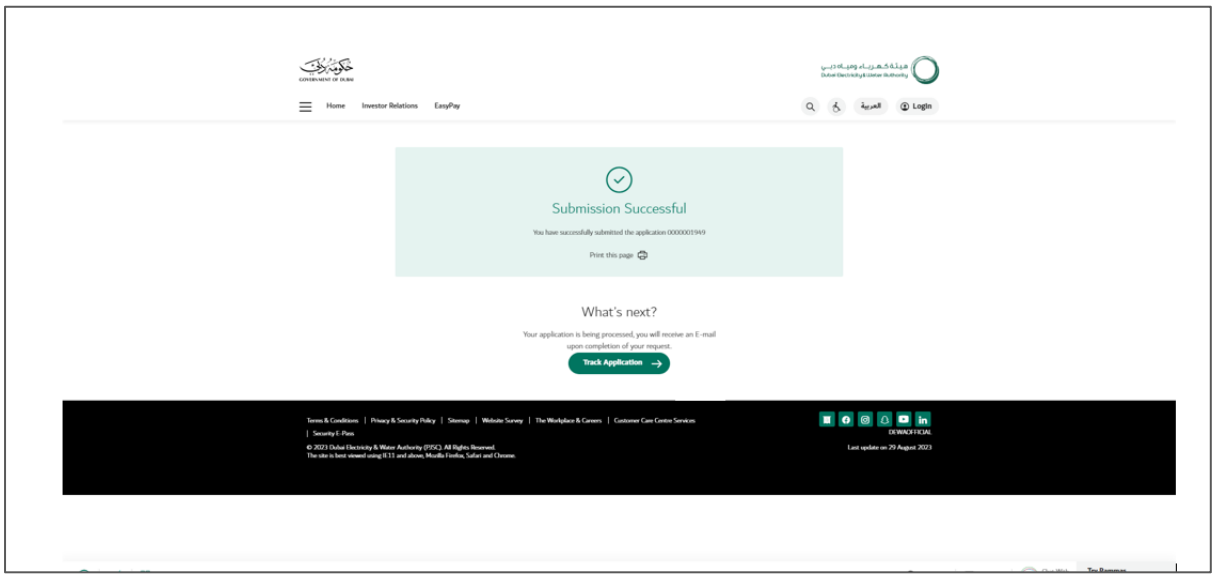

**User Action:** Click on Upload your File button to upload Customer Trade License copy.




**User Action:** Click on Next button and you will receive OTP on Email.



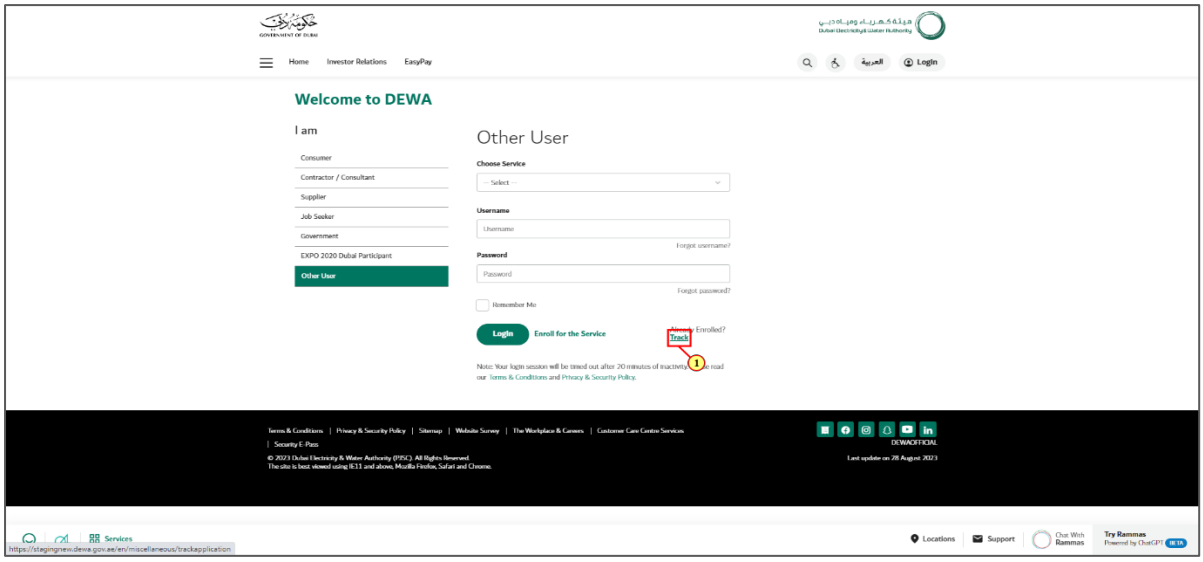

**User Action:** Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.



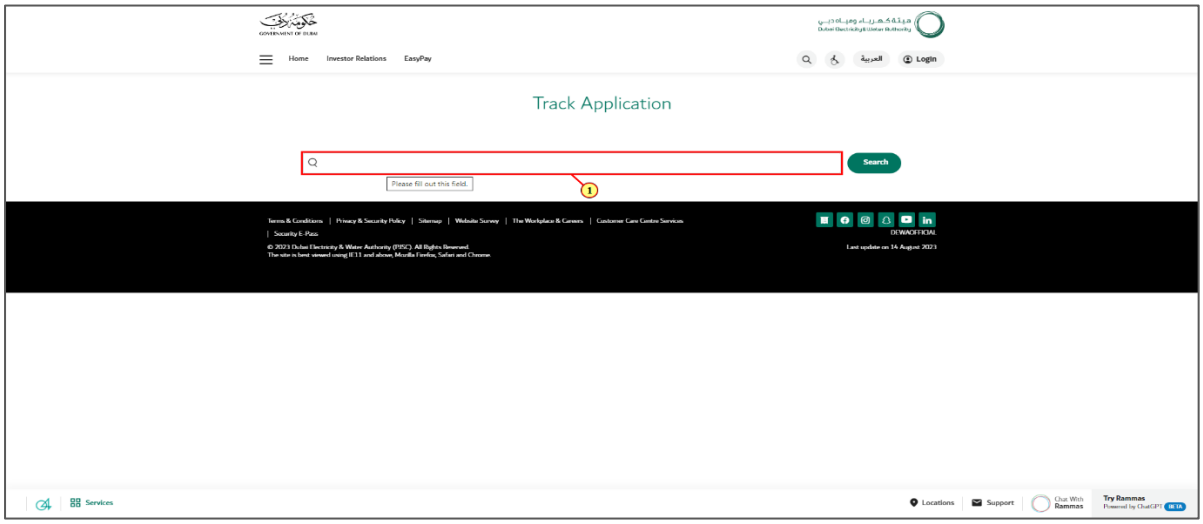
## 1.2.3. Track Customer Application

### Customer Registration Page

**Information:** Customer Registration is a process to create new customer of Sales and Testing services for Organization and Individual. Use **https://www.dewa.gov.ae/en/miscellaneous/login** to access this portal.

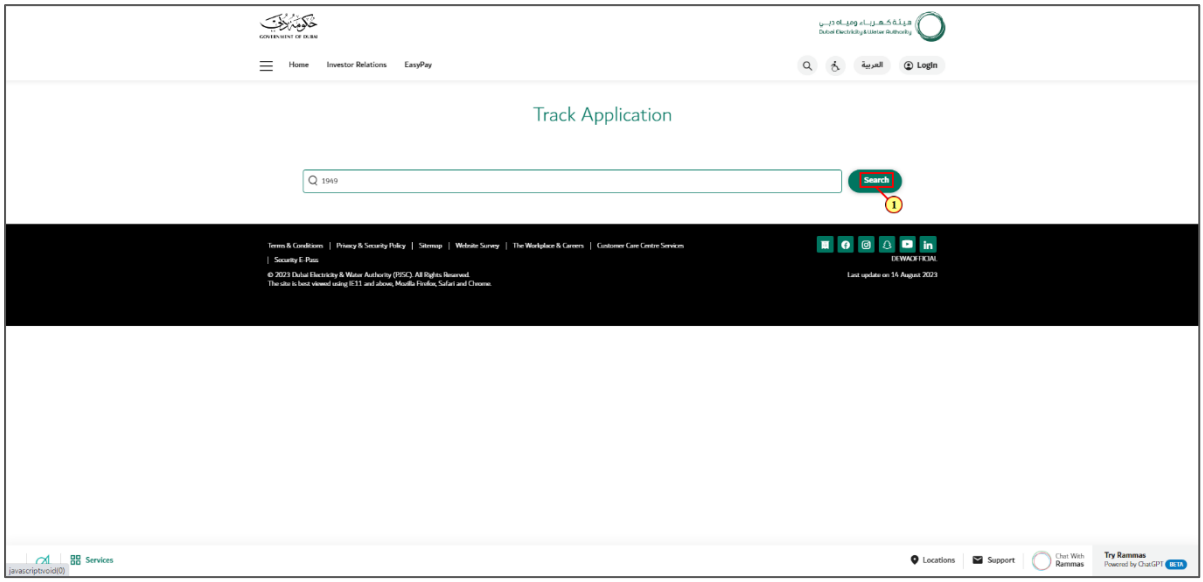


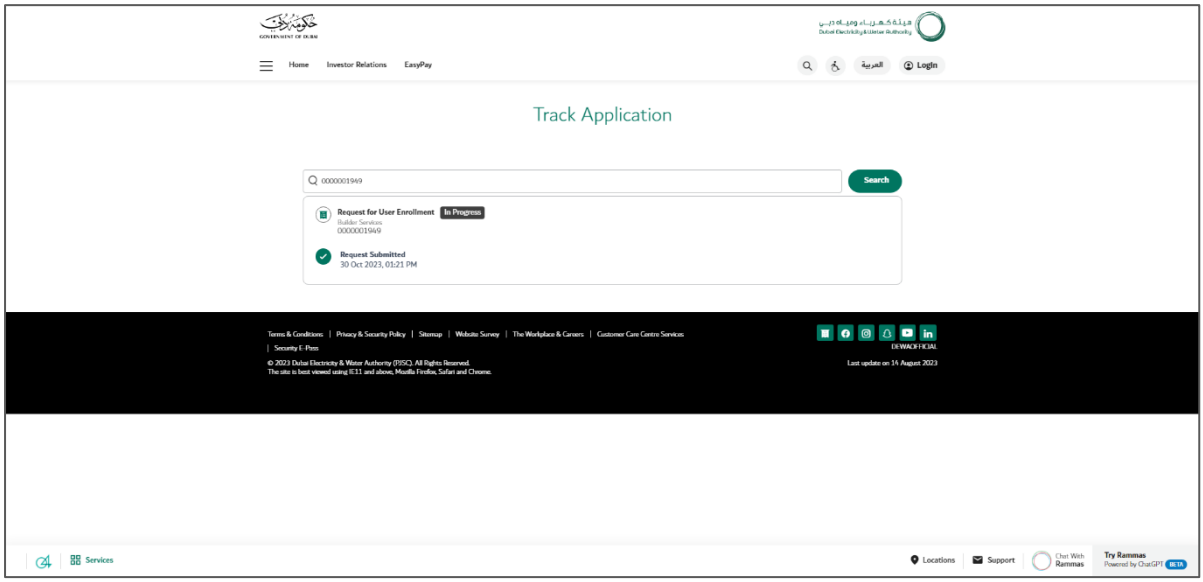

**User Action:** Click on Track link to track the customer applications.




**User Action:** Enter the application number in the search field and click on Search button.

©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.



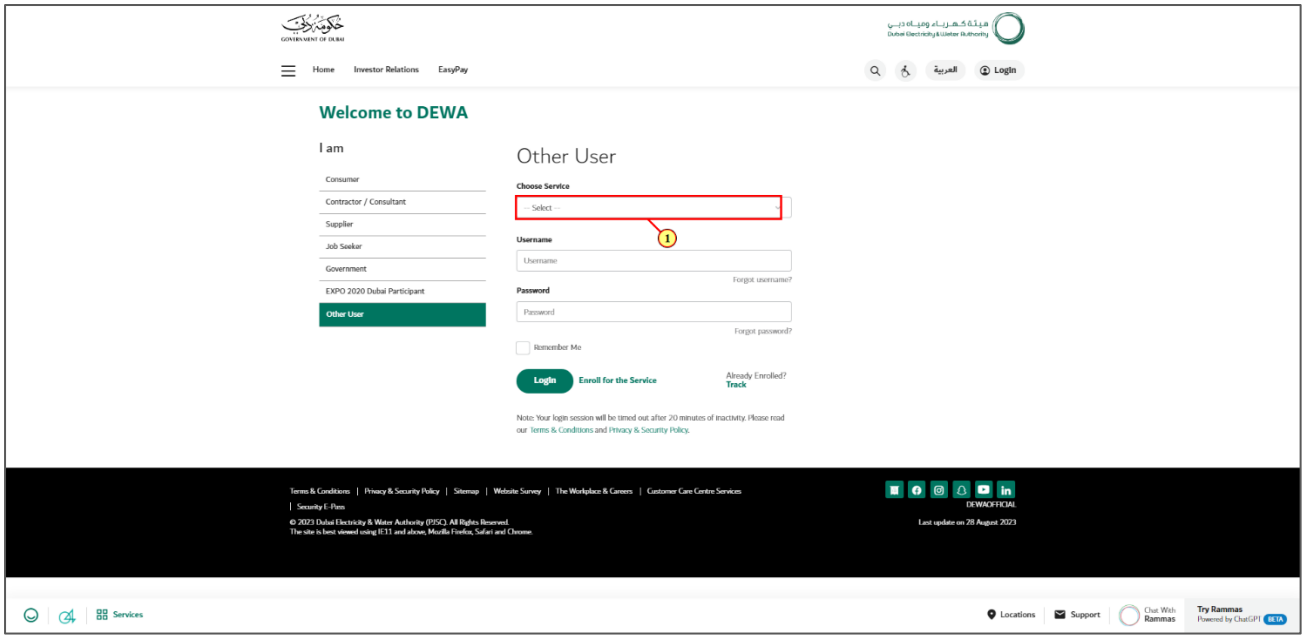




©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.

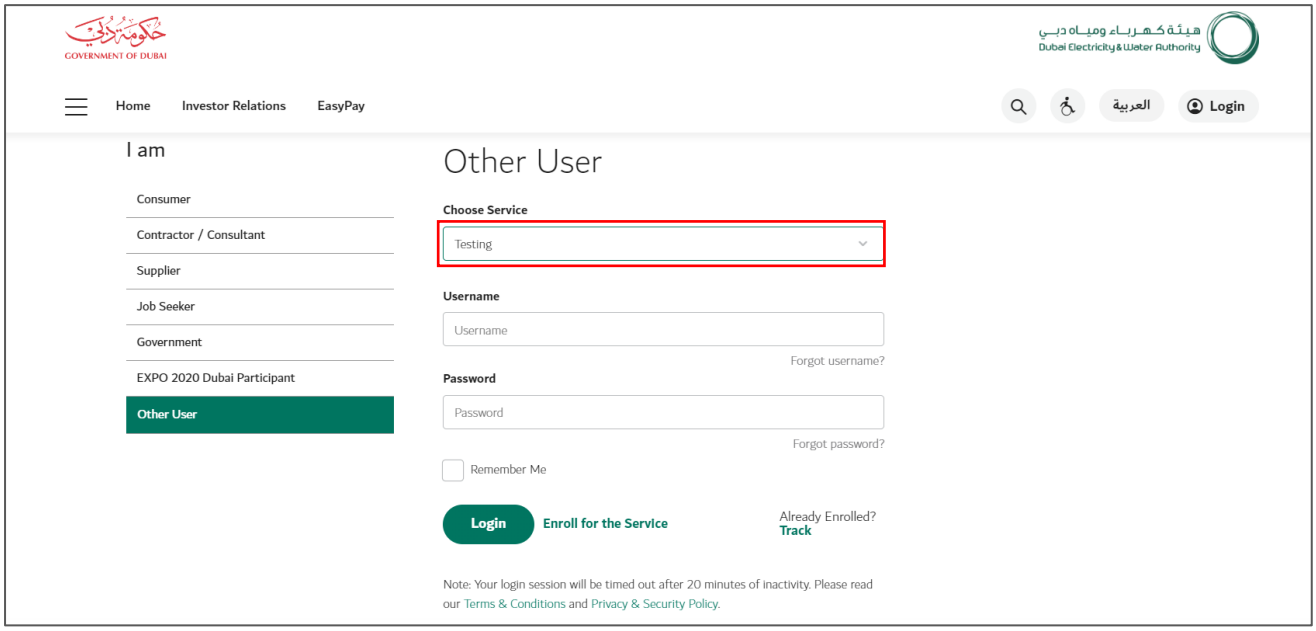
## 1.2.4. Update The Customer

### Customer Registration Page

**Information:** Customer Registration is a process to create new customer of Sales and Testing services for Organization and Individual. Use **https://www.dewa.gov.ae** to access this portal.

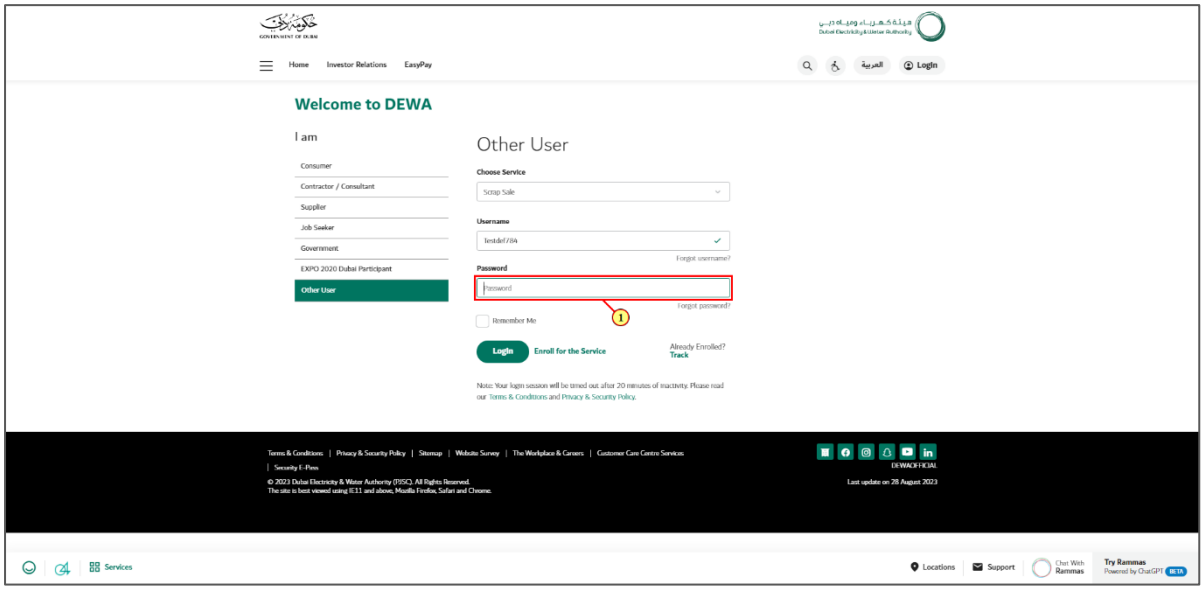


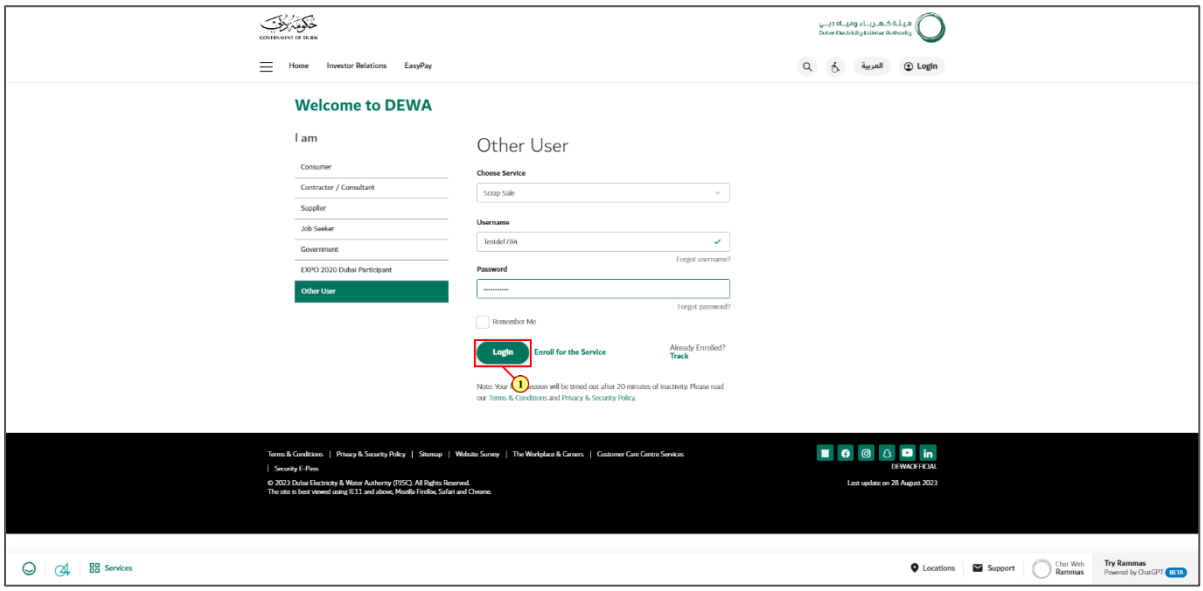

**User Action:** Click on **Choose Service button** and select Testing Service from dropdown. For ex. Testing selected.




**User Action:** Enter **Username** and **Password** for customer.

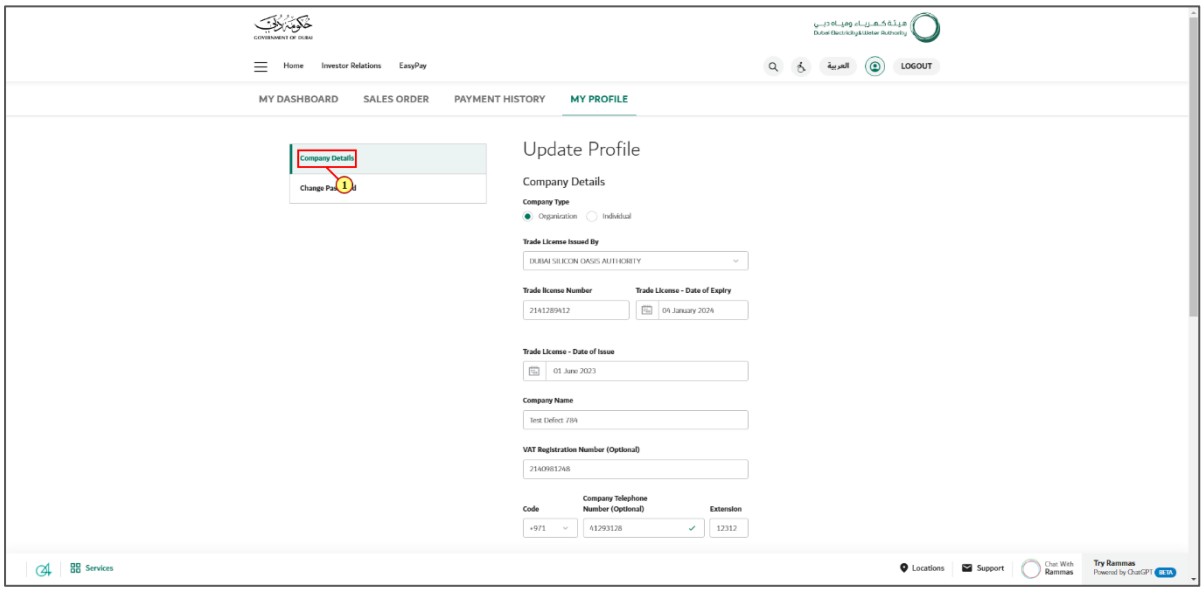
©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.



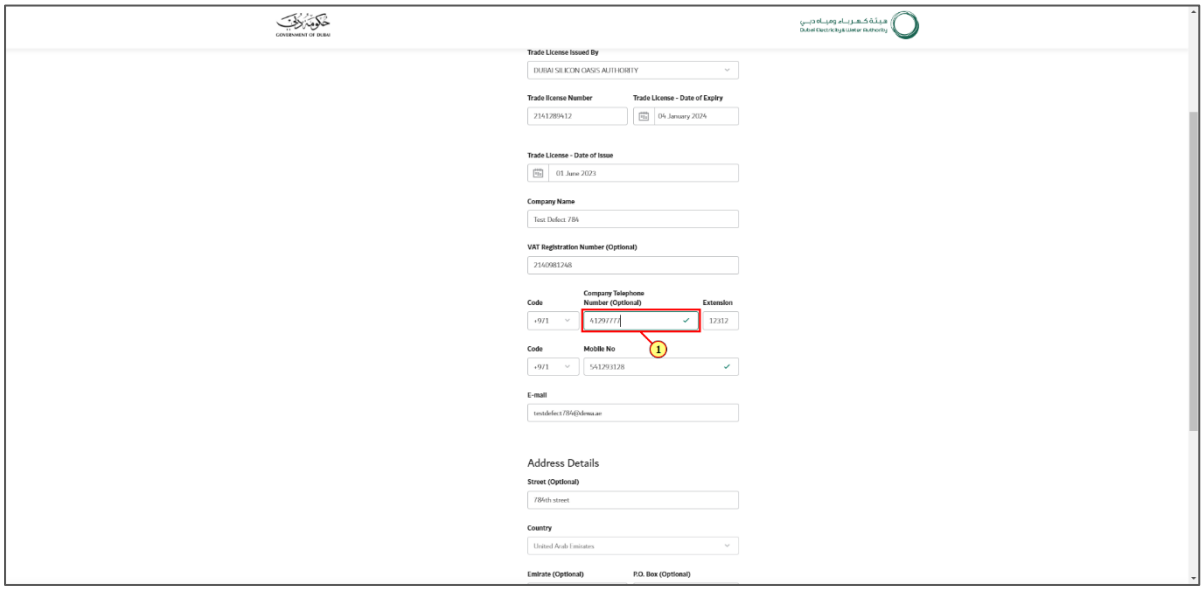




**User Action:** Click on Login button to access in customer profile.

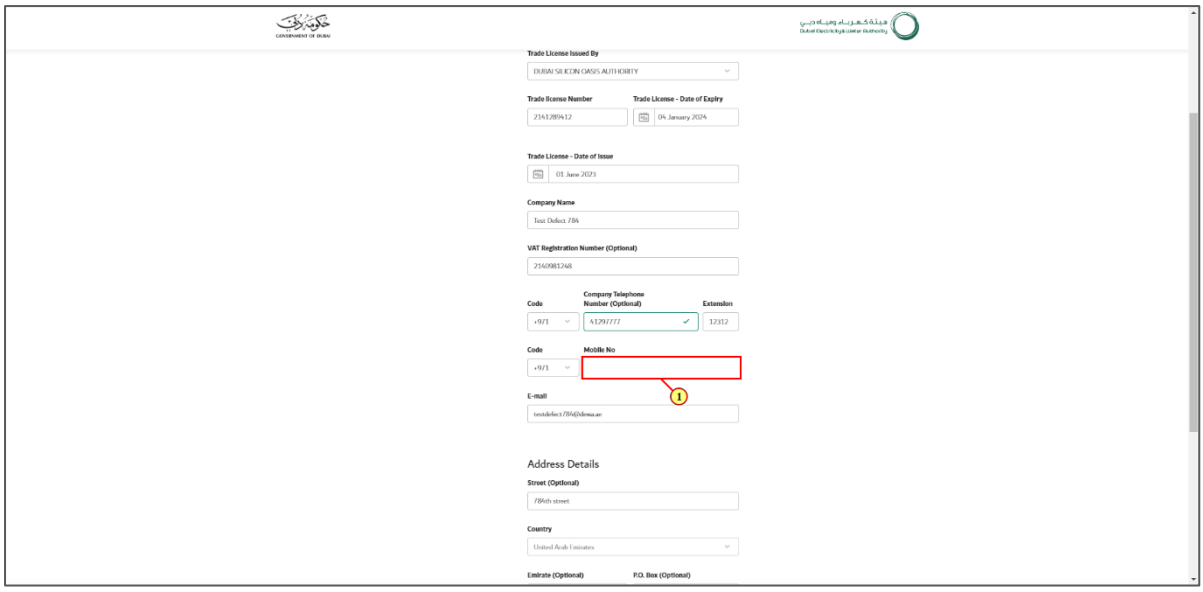
**User Action:** Click on **MY PROFILE** tab to update customer profile.

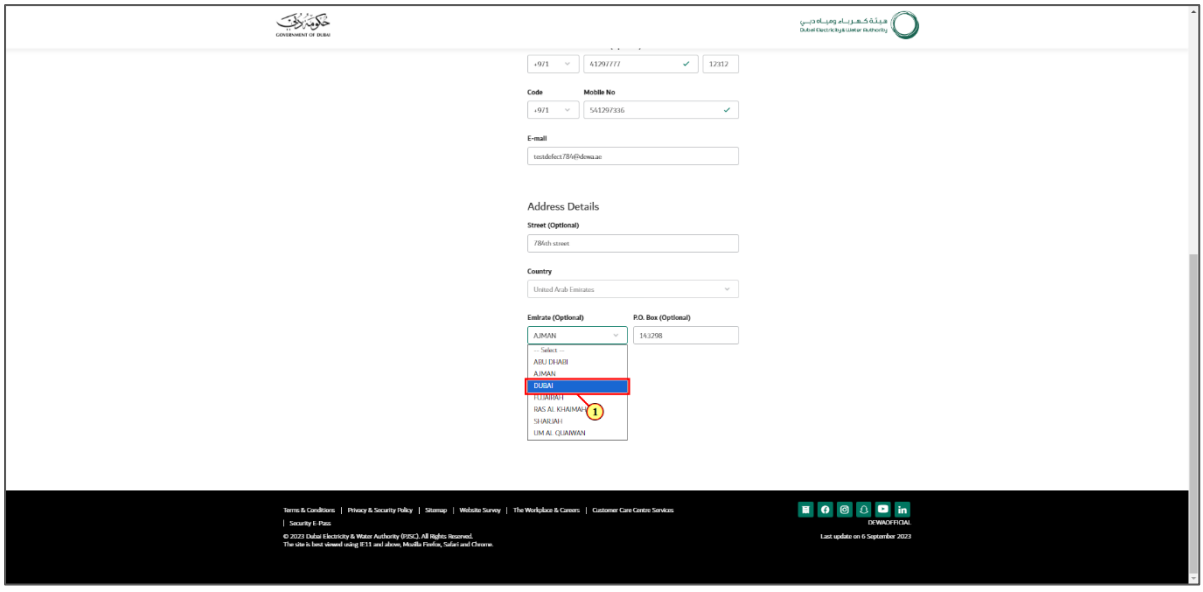


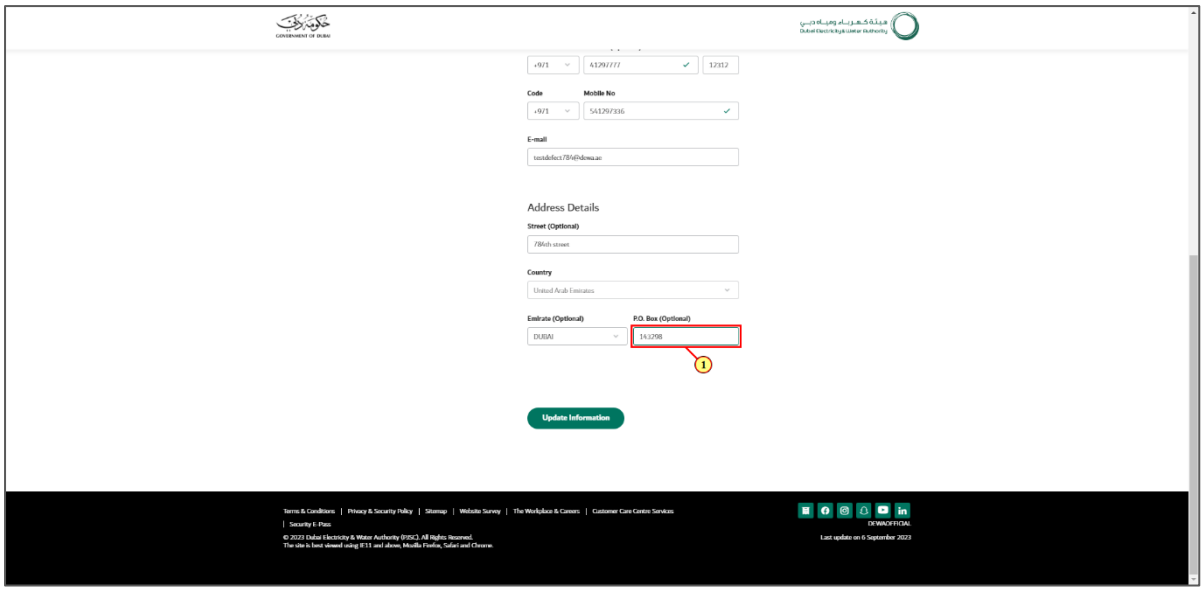

**User Action:** Click on **Company Details** tab to update the customer fields. For Ex. Company Telephone Number, Customer Mobile Number, Emirates, PO Box number etc. as below screenshot.

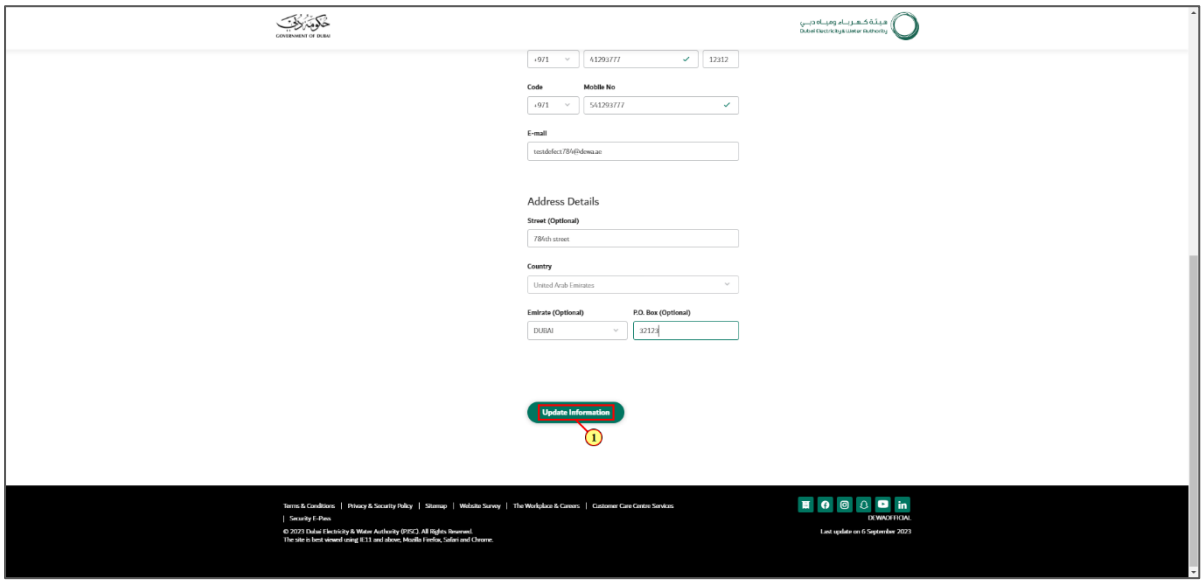



©2021 DUBAI ELECTRICITY AND WATER AUTHORITY.

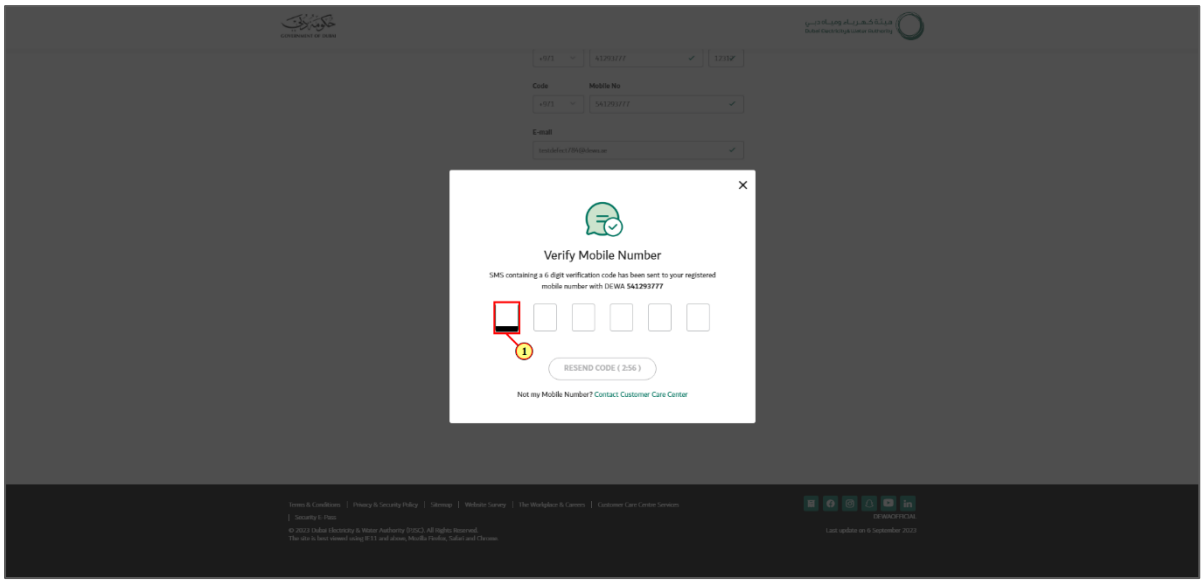

Trade License Issued By
DUBAI SILICON OASIS AUTHORITY
Trade license Number
Trade License - Date of Expiry
04 January 2024
Trade License - Date of Issue
01 June 2023
Company Name
Test Defect 784
VAT Registration Number (Optional)
Code
Company Telephone Number (Optional)
Extension
Mobile No
E-mail
Address Details
Street (Optional)
Country
United Arab Emirates
Emirate (Optional)
P.O. Box (Optional)


Code
Mobile No
E-mail
Address Details
Street (Optional)
Country
United Arab Emirates
Emirate (Optional)
P.O. Box (Optional)
AJMAN
143298
ABU DHABI
AJMAN
DUBAI
FUJAIRAH
RAS AL KHAIMAH
SHARJAH
UM AL QUWAIN
Terms & Conditions | Privacy & Security Policy | Sitemap | Website Survey | The Workplace & Careers | Customer Care Centre Services | Security E-Pass
DEWAOFFICIAL
Last update on 6 September 2023

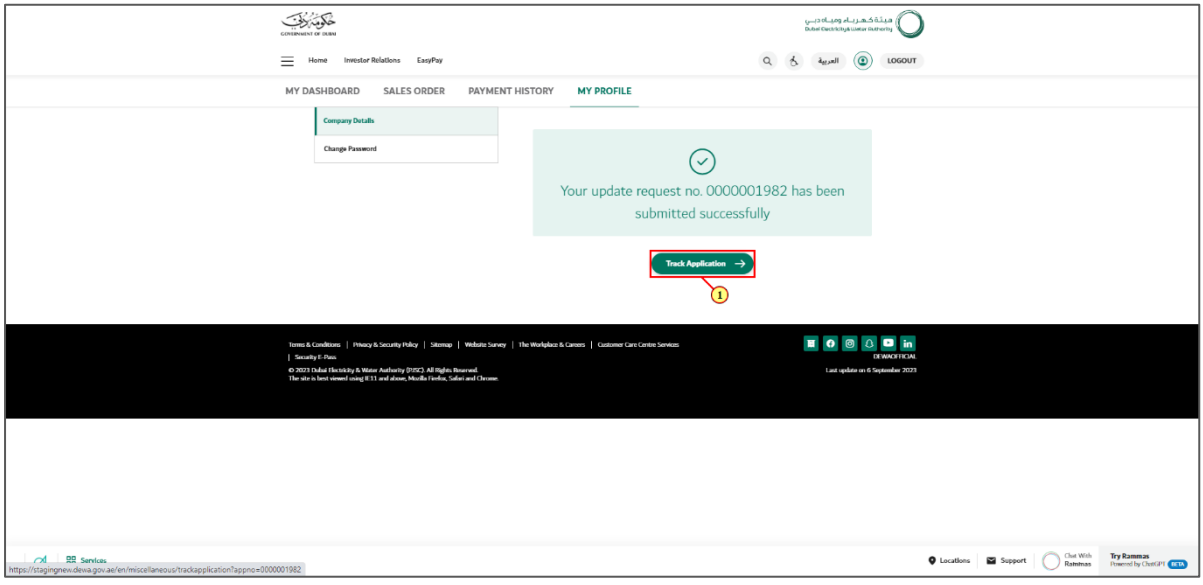


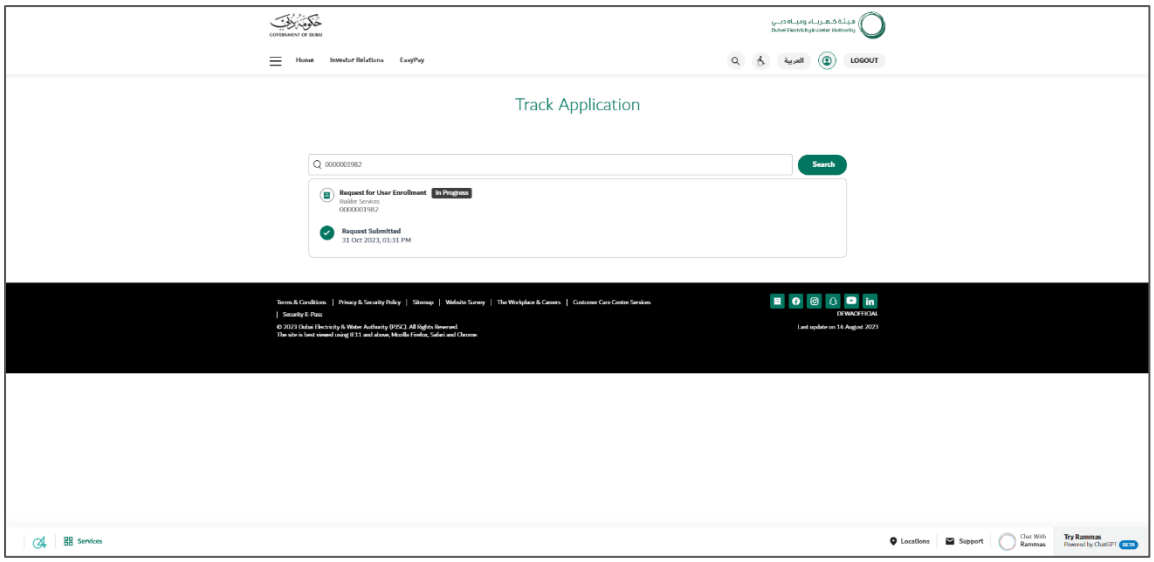

**User Action:** Click on **Update Information** button to submit the updated details. On submission you will receive OTP on Mobile.




**User Action:** Enter OTP received on Customer Mobile number. You will receive successful message with application number as below.




**User Action:** You can click on button to check the application status.


Home
Investor Relations
EasyPay
العربية
LOGOUT
Track Application
0000001982
Search
Request for User Enrollment
In Progress
Bubble Services
0000001982
Request Submitted
31 Oct 2023, 01:31 PM
Terms & Conditions | Privacy & Security Policy | Sitemap | Website Survey | The Workplace & Careers | Customer Care Centre Services | Security E-Pass
© 2023 Dubai Electricity & Water Authority (DEWA). All Rights Reserved.
The site is best viewed using IE11 and above, Mozilla Firefox, Safari and Chrome.
DEWAOFFICIAL
Last update on 14 August 2023
Services
Locations
Support
Chat With Rammas
Try Rammas
Powered by ChatGPT
BETA