External User Manual

For
Lusail E-services registration & Site entry application

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GENERAL INFORMATION

General Information section explains in general terms the system and the purpose for which it is intended.

System Overview:

Lusail E-services is an automated way to manage the process of applicant registration and site entry application request. The system allows collecting information required to register, request for site entry and check status of application. The system allows the registered users to add all the data that are necessary for the issuance of the site entry access. The system will allow the user to view active site entry application.

Organization of the Manual:

The user's manual consists of five sections:

1. General Information
   General Information section explains in general terms the system and the purpose for which it is intended.
2. System Summary
   System Summary section provides a general overview of the system. The summary outlines the uses of the system's hardware and software requirements, system's configuration, user access levels and system's behavior in case of any contingencies.
3. Getting Started
   Getting Started section explains how to get Lusail Site entry access application.
4.
5. Using The System
   Using The System section provides a detailed description of the online part of the system which includes applicant registration and site entry process initiation.
6. Site entry access
   Site entry access section provides a detailed description of Site entry process flow

SYSTEM SUMMARY

System Summary section provides a general overview of the system. The summary outlines the uses of the system's hardware and software requirements, system's configuration, user access levels and system's behavior in case of any contingencies.

System Specification & Configuration

Lusail e-services application operates on windows devices and the application is using the secure https:// protocol. It is compatible with Internet explorer 9, 10 & 11 only and with screen resolution 1024 x 786.

User Access Levels

Only registered users are able to use application and save data.

Contingencies

In case of power outage, data are not saved in internal memory of the operating device. In case there is no Internet connection, the e-services application cannot be accessed.

GETTING STARTED

Getting Started section explains how to access E-services Web App. The section presents briefly system menu.

Home Page

To Access this Application enter the "https://ePermit.lusail.com" URL.

Figure 1 Home Page

Register

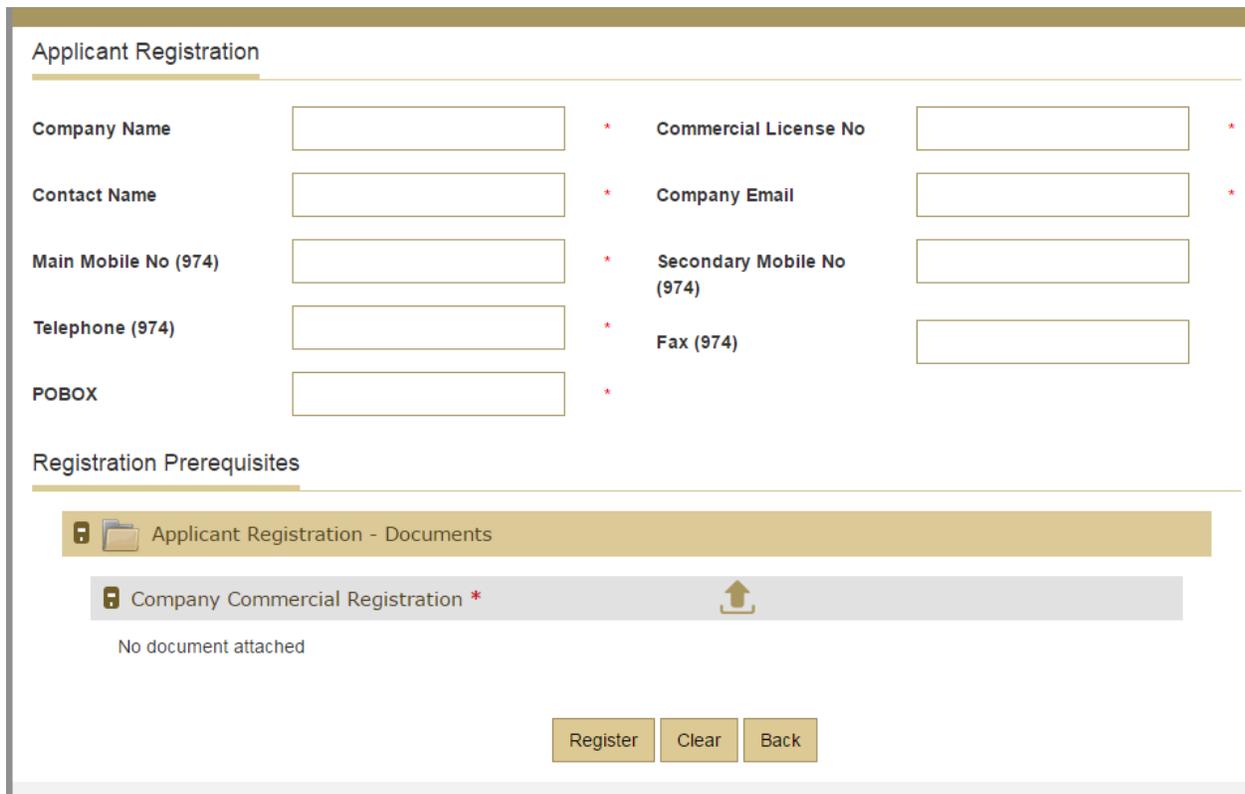I. For a company to register on the e-services, the user needs to click on register

Figure 2 Register Link

II. Once the user clicks on register, the following screen will appear; the user needs to follow the below mentioned steps in order to complete the process.

Figure 3-Register new user

1. Company Name
2. Commercial License No
3. Contact Name
4. Company Email – only one email can be registered for each company
5. Main Mobile No – to which sms shall be sent for each step confirmation
6. Secondary Mobile No – to be contacted on in case Main mobile number was out of service (sms messages will only be sent to Main Mobile No)
7. Telephone
8. Fax Number
9. P.O.Box
10. Upload a copy of the company's Commercial registration:
    a. Click on the arrow
    b. Browse the file on your device
    c. Click on upload
    d. To delete the document, click on delete icon
    e. To modify the document, click on modify icon
11. To register, click on Register [Register]
12. To delete the data entered, click on Clear [Clear]
13. To go back to home page, click on back [Back]

Registration Confirmation

The registration application shall be forwarded to LBSC for their review and approval.

1. Upon confirmation of LBSC representative, the user shall receive an email providing the url for the e-services, along with the credentials to log in and a copy of this manual.
2. The log-in details provided shall be provided to all relevant stakeholders within the same company, to be able to access the system, initiate or check status of site entry requests.

USING THE SYSTEM

Log-in

The user will enter the credentials provided in the confirmation email.

Note: Log in ID is same as the email that was entered previously in the registration

Login ID : Johnny@ABC.com

Password : •••••••••••

LOGIN   Forgot Password?   Register

Change Password

It is required to change the password upon first log-in.

Change Password:

Old Password:	Old Password
New Password: (?)	New Password
Confirm New Password:	Confirm Password

Change Password   Home

Figure 4-change password

Password policy:

```
a. Must be at least eight characters in length
b. Must not conain the user's account name or part of the user's full name
that exceeds two consecutive characters
c. Must contain characters from the following categories
 1. Must contain English uppercase characters (A through z).
 2. Must contain English lowercase characters (a thorugh z).
 3. Must contain Base 10 digits (0 through 9)
```

Following are the change password steps:
1. Enter your Old Password in the Old Password field.
2. Enter the new Password in New Password field.
3. Enter the New Password into the Confirm Password field for the confirmation of the New Password.
4. Click the Change Password Button.
5. User shall receive a pop up message saying that the password has been changed successfully.

Landing Page

After user Login, Landing page screen will be displayed and user can do the following tasks.

1. Edit profile
2. Change password
3. Initiate a new Site Entry request
4. View Site Entry Application status

Figure 5-Landing Page

Edit Profile

1. User can edit his profile by clicking on Edit Profile   Link

   User cannot update the following fields:

   - Company name
   - Commercial License No
   - Contact Name
   - Company Email

User can update the following fields:

- Main Mobile No
- Secondary Mobile No
- Telephone
- POBOX

2. To save changes click on Update button `Update`

3. To go back to Landing Page click on Back button `Back`

4. To Change Password click on change Password button `Change Password`

Note: *Change password Control is described above, please refer to Change Password Section*

SITE ENTRY ACCESS

Initiate New Site Entry

As a registered user, you are able to initiate a new Site Entry request; in order to do so, click on Initiate New button

Figure 6- Site entry

Site Entry application is divided into six steps:
1- Applicant Details
2- Site Entry Details
3- Site Entry required Documents
4- Site Entry Vehicle permit request
5- Application Submission
6- Application Status
7- Application approval / rejection / cancellation

In order to submit a new request, please do the following:

1- Applicant Details

Figure 7-Applicant Details

By default, all user data included in the registration will be populated and displayed on the screen in read only mode. Following fields will be included:
- Company name
- Commercial License No
- Contact Name
- Company Email
- Main Mobile No
- Secondary Mobile No
- Telephone
- POBOX

Note: All mandatory fields are marked with red asterisk (*)

2- Site Entry Details

Figure 8-site entry details

The user needs to complete the following details:
- Choose from a drop-down menu the district name
- Choose from a drop-down menu the plot number
- The time required for the site access validity between 10 and 60 days
- Application date shall be automatically generated by the system
- Tick the relevant box next to "Access Site For" (one or many boxes can be checked)

3- Site Entry required Documents

This application provides you the ease to upload all the necessary documents to get the site entry access; in order to do so, please follow the below mentioned steps.

- Click on the Document Tab to view the Document upload section.

Figure 9 Document tab

- Click on a folder to expand it

- Click on the ⬆ button of the Document bar field.
- Click the Browse button of the Upload Document window.
- Select a document from your system.
- Click the upload button from the Upload Document Window

Upload Document

D:\eula.1033.txt   Browse...

Upload   Close
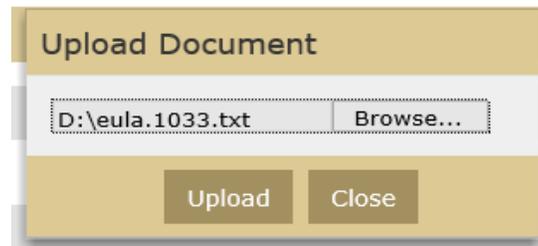
Figure 10 Upload Document Window

A document is uploaded in your system. You can multiple documents in doc.type and their main folders.

You can also re-upload and delete the Uploaded document.

- Click ⬆ against the uploaded document to re-upload the document.

- Click 🗔 against the Uploaded Document to delete the uploaded document.

Note: You Can Click the Next button to proceed

4- Site Entry Vehicle permit request

In this pane, you have to give the information about different people who will enter the site along with the details of the vehicles.

Figure 11 People and Companies Pane

- Enter the Name of the person accessing the site
- Enter the Mobile No
- Enter the job title
- Enter vehicle Plate no
- Enter the Qatari ID
- Select vehicle type from the drop down menu
- Enter remarks (not mandatory)
- Include registration expiry date (should be greater than the requested validity date)
- Click the Add Button

As a result a new Record is entered in the Vehicle's permit table for the newly added person.

Name	Job Title	Qatari ID	Phone No	Vehicle No.	Type	Reg. Expiry Date	Remarks	Edit	Delete
test	Driver	12345678901	33976500	123456	Commercial	8/6/2016		✎	✖

Figure 12 –Vehicle List table

This table provides you the functionality to edit the record or delete it.

- Click ✎ button to edit the data of the name and/or vehicle.
- Click the Update Button Update
- In order to delete the record of the stakeholder click ✖ button against the record.

Names & Vehicles

Name	test	*	**Phone/Mobile No (974)**	33976500		*
Job Title	Driver	*	**Vehicle Plate No**	123456		*
Qatari ID	12345678901	*	**Vehicle Type**	Commercial	☑	*
Remarks			**Registration Expiry Date**	06/08/2016		*

Update   Clear

Name	Job Title	Qatari ID	Phone No	Vehicle No.	Type	Reg. Expiry Date	Remarks	Edit	Delete
test	Driver	12345678901	33976500	123456	Commercial	8/6/2016		☑	✖

Figure 13-Edit Vehicle List

5- Application Submission

The user can either save the application or send the request to LBSC for processing.

Application Decision:

```
--Select--
Send
Save
```

Remarks:

Back   Submit

Figure 14 Action Decision tab

Perform the following task in order to perform any of the two functions i.e. Either Save or Send.

- Select the decision from the application decision list box.
- Enter the Remarks(non-mandatory)
- Click the Submit button

The Application is now either sent to the LBSC or it is saved.

6- Application Status

In order to View the Status of the Application, go back to the Landing page and select the Site entry application that is already submitted.

Figure 15- Landing Page - Application Status

7- Application approval / rejection / cancellation

The user shall receive an email:
- An approval email with a copy of the site entry and the list of approved names and vehicles
- A rejection email in case any correction is required (data or attachments)
- A cancellation email in dispute cases