



Al Ain City Municipality's '**mServices**' is a new unified portal which builds a new channel of communication between the customers and the staff of the Department of Al Ain Municipality. This application allows customer to submit their requests for e-services and follow-up the requests until it is completed to provide the necessary service.

mServices will provide an opportunity to document the relationship between the department and its clients, and easy electronic means to provide services to them, and is a confident step towards achieving customer satisfaction.

mServices User Manual contains all essential information for the user to make full use of the system. This manual includes a description of the system functions and capabilities, contingencies and modes of operation, and step-by-step procedures for system access and use.

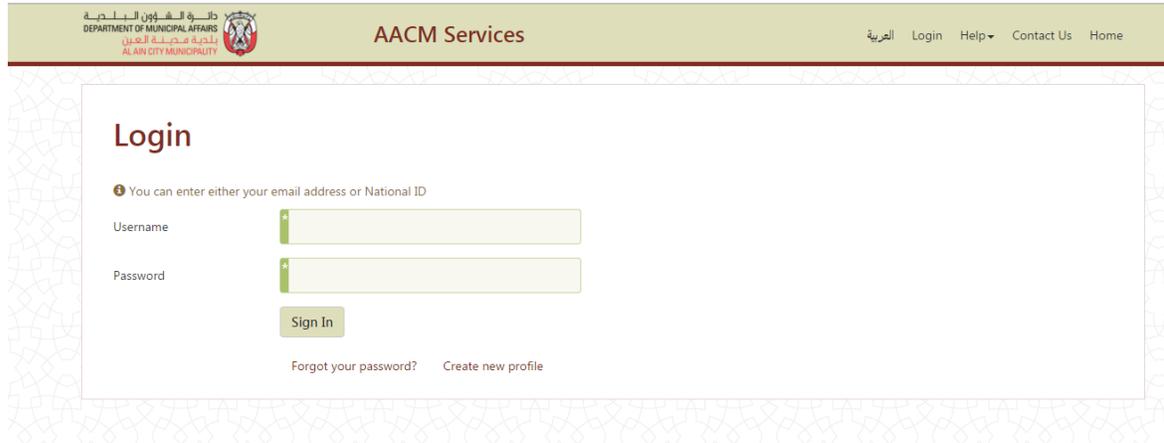
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1. How do I access the system?

To access the mServices system, open your browser (like IE 10 or above) and go the this address (<https://am.abudhabi.ae/mservices/>).

Below is initial home screen of the mServices.



From the home page you will have two options to login.

- Create New Profile
- Login

2. How do I login to the system?

Assuming you have already registered in the system. After opening mServices, the first page is login (or) you can choose the login page from options menu [**Sign In**]. Enter you username (email or emirates id) and password (that you have chosen at the time of registration) to login to the system. If the username and password are correct, you will enter to a page from which you can access your own personal account in the system; or any other accounts that you are responsible of.

Customer Accounts

Dear Customer, We have activated new features in the system through which you can give to services as a delegate for more than one company or entity or as an agent for individuals. For more details, please read the [user manual](#)

Please visit the nearest customer service center belonging to the Al Ain Municipality to change the relationship between your account and associated companies, agents or individuals authorized to you.

My Account (Submission of applications in my personal capacity)



Company accounts (List of companies associated to my account)



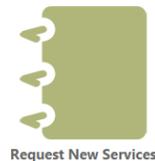
To start submitting requests for own self as an individual; click on **[New Services]** link in (My Account) section. To start submitting requests on behalf of your organization as its representative, or on behalf of another individual who you are representing; click on **[New Services]** link in relevant section.

Note: To change your relation with the accounts of other organizations or individuals you are representing; please visit the nearest Customer Service Center of Al Ain City Municipality.

In case you are not linked to any other accounts (for other individuals or organizations); the Home Page of your account will be as shown in the screenshot below:

Customer Home

Customer Profile Is Active



3. How do I register in the system?

The system allows registration only for public customers as individuals. However; Emirates ID Card Reader is required to perform the registration process in the system. Otherwise; kindly visit the nearest Customer Service Center of Al Ain City Municipality.

To start the registration process in the system; please browse to the system using (Internet Explorer) browser. In the Login In page; click on **[Create new profile]** link.

1. If you have Emirates ID Card Reader available; insert your card in the reader and then click on **[Read from Card Reader]**; to get the information from your card.
2. In the “Personal Information” section; it is required to fill in all the information; and you have to enter your email address and your Emirates ID number. Please remember the password that you have entered as you will use it to access the system later.
3. In “Contact Details” section; it is necessary to enter your mobile phone number as you will receive SMS notifications from the system on that number.
4. After entering all the information required for registration; click on **[Register]**
5. To stop the registration process; you can click on **[Cancel]** and you can do the registration any other time.

4. How do I update my profile in the system?

Click **[Update Profile]** to view your profile information. This page will display all your private information and allows you to view/update your profile at any time. You can update the information in “EID Details” by using Emirates ID Card Reader.

Update Customer Profile

^ EID Details

	Read from Card Reader
Emirates ID card serial number	20157998
ID Number	784195472868611
Issue Date	
Expiry Date	28/09/2018

After editing the information; click on **[Update]** to save the updated information. You can cancel updating the information by clicking on **[Cancel]** and make the updates any other time

5. How do I submit a new service request?

You can access the Services List by clicking on **[Request New Services]** in the Home page of your own account. If you are managing many accounts; click on **[New Services]** link in Customer's Accounts page in the box related to your own account or the other accounts of the organizations or individuals you are representing.

The Services List contains all the services that are available online; and they are categorized according to the departments that are providing these services. To submit a request for a particular service, click on the service name in the list.

Services List

Planning & Construction

- Building permits project registration
- Modification Permit For Existing Or Planned Project
- Check AS Built
- Check the Setting Out
- Control Point Data
- Digital Data Request
- Digital Data License Request
- Approval of Service Route and Surface Accessories
- Approval of Spin off Sectors of the Service Lines
- Compound Walls
- Land Setting Out
- Land Setting Out (Resetting)
- Land Setting Out (Study)
- Qibla Demark (For Design Purpose)
- Certificate of Empty Plot
- Digital Coordinates for Plot
- Approximate Location of Plot
- Request for Map
- Temporary Wall Certificate

Then, you will be taken to Service Request page. Each service is provided with a form; which has mandatory and optional fields (mandatory fields are marked with an asterisk *). The services may also require submitting documents as attachments to your request. You can attach a file by clicking on **[Upload File]** then selecting the file and uploading it. If the file has been selected successfully; the "Attachments" section would appear like this:



To remove the file; click on **[Clear Selection]**.

Note: availability of some services is restricted based on user type.

6. How can I search my requests?

To search for any previously submitted requests click on [**My Request**] in the Home page of your own account. If you are linked to many accounts; click on [**Requests**] link in Customer's Accounts page in the box related to your own account or the other accounts of the organizations or individuals you are representing.

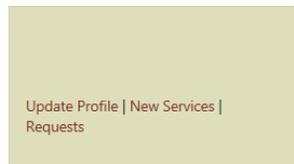
Note: If you are linked to other accounts of other organizations or individuals; you will be able to see also the requests submitted by other representatives linked to the same organizations or individuals you are representing.

Customer Accounts

i Dear Customer, We have activated new features in the system through which you can give to services as a delegate for more than one company or entity or as an agent for individuals. For more details, please read the user manual

i Please visit the nearest customer service center belonging to the Al Ain Municipality to change the relationship between your account and associated companies, agents or individuals authorized to you.

My Account (Submission of applications in my personal capacity)



Company accounts (List of companies associated to my account)



All the requests appear as follows:

My Requests

Search By Status

Search By Request No

Search By Building Permit Project Number

Search By Plot Number

<p>Plot setting out</p> <p>Request No. 81519</p> <p>Date 28/09/2014 02:50:22 م</p> <p>Status Open</p> <p>More »</p>	<p>As Built checking</p> <p>Request No. 80382</p> <p>Date 27/09/2014 02:39:40 م</p> <p>Status Completed By AAM</p> <p>More »</p>	<p>Plot setting out</p> <p>Request No. 74291</p> <p>Date 18/09/2014 10:22:06 م</p> <p>Status Auto-Closed</p> <p>More »</p>
<p>Approval of Service Route and Surface Accessor...</p> <p>Request No. 73179</p> <p>Date 17/09/2014 01:58:12 م</p> <p>Status Auto-Closed</p> <p>More »</p>	<p>Car Parking Lots - Smart Services</p> <p>Request No. 73177</p> <p>Date 17/09/2014 01:15:43 م</p> <p>Status Closed</p> <p>More »</p>	<p>Service Pathway</p> <p>Request No. 73176</p> <p>Date 17/09/2014 01:07:49 م</p> <p>Status Completed By AAM</p> <p>More »</p>

Search the request by the request status as shown below. Click on the status and check your services:

Search By Status

All 22 Open Closed In progress Pending requester update Auto-Closed Rejected By AAM Completed By AAM

Search By Request No

Search By Building Permit Project Number

Search By Plot Number

Below screenshot shows you how to search your request by Request Number:

My Requests

Search By Status

Search By Request No

81519

Search By Building Permit Project Number

Search By Plot Number

<p>Plot setting out</p> <p>Request No. 81519</p> <p>Date 28/09/2014 02:50:22 م</p> <p>Status Open</p> <p>More »</p>
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7. What if I forgot my password?

You can always retrieve your password whenever you want from the Login page.

1. Click on [**Forgot your password?**] link in the Login page. This will take you to the page where you can retrieve your password.
2. Enter the username with the code shown in the page, then click [**Validate Data**] to verify your data.

Forgot Your Password?

i You can retrieve your password either by your email address or National ID

Username

K<D M>X<C T
Σ

Please enter the above text

3. Upon validating the data; you will be redirected to another page, where you must enter your registered phone number and then click [**Validate Mobile**]. The first and last three digits of the number will be shown as a hint.

Forgot Your Password?

i Your account exists, Please enter registered mobile number for verification

Registered Mobile Number 055xxxx346

Enter Full Mobile Number * e.g. 0551234567

4. Upon validating the mobile phone number, an SMS with a four digit passcode will be sent to your registered mobile number.
5. Enter the passcode that you received in the SMS and click on [**Send**].

Forgot Your Password?

i SMS with passcode sent to you, please enter passcode below

Passcode *

[Press here if you did not receive passcode](#)

Note: Click on the link [**Press here if you did not receive passcode**] in case you didn't receive passcode in your registered mobile

- In the next page, you can choose to send the “Reset Password Link” to the email address that is registered in your profile in the system; or to an alternative email address.

The screenshot shows a form titled "Forgot Your Password?". Below the title, there is a label "Please select email to send reset password link :" followed by two radio buttons: "Registered Email" (which is selected) and "Alternate Email". Below this, there is a label "Registered Email" and a text input field containing the email address "testcompany@test.com". At the bottom of the form, there are two buttons: "Submit" and "Cancel".

If you wish to send “Reset Password Link” to different email address, choose **Alternate Email** and enter the email address you wish to send the “Reset Password Link” to.

The screenshot shows a form titled "Forgot Your Password?". Below the title, there is a label "Please select email to send reset password link :" followed by two radio buttons: "Registered Email" and "Alternate Email" (which is selected). Below this, there is a label "Alternate Email" and an empty text input field. Underneath the input field, there is a checkbox labeled "Use this alternative email as main email for the account". At the bottom of the form, there are two buttons: "Submit" and "Cancel".

Click [Submit] to get the “Reset Password Link”.

- You will receive an email to the address that you have specified. Click the link that is mentioned in the email message. Reset your password as explained below:
 - Enter your new password and confirm the new password; then click [**Change**] to finish resetting your password.

The screenshot shows a form titled "Change Password". At the top, there is a label "Login Name" and the text "testmservices@gmail.com". Below this, there are two text input fields: "New Password *" and "Confirm New Password *". To the right of the "New Password" field, there is a note: "Password must have at least 8 characters and contain at least 1 upper case letter, 1 special character like % # _". At the bottom of the form, there are two buttons: "Change" and "Cancel".

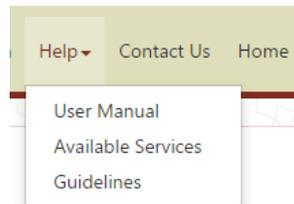
- Click on the [**Cancel**] if you remembered the old password or if you don't wish to change your password.

Once the password is changed successfully you will be notified that the password has been changed and you will be redirected to the Login page; where you can login to the system with your username and the new password.

Note: The password must contain at least eight characters, including two uppercase letters, and two lowercase letters, in addition to some special characters such as #% and two digits.

8. What can I do to get more information about mServices System

You can get more information by clicking on [Help] link in the menu at the top of the system's pages. A dropdown menu will appear as shown below:



- Click on [**User Manual**] to get the User Manual of the mServices System as a PDF document.
- Click on [**Available Services**] to see a list of the services that Al Ain City Municipality provides through the system.
- If you are a new visitor/user, click on [**Guidelines**] for primary guidelines.